

Mechanical Failure

When you see "True" in the Mechanical Failure column in StorLogix Cloud for an individual Doorboss, all that has happened is something that prevented the DoorBoss Locking Tab from fully extending or retracting. There is a simple four-step process for clearing a machinal failure.

Search by unit or description							
UNIT	DESCRIPTION ↑	BATTERY	MECHANICAL STATE	MECHANICAL FAILURE	COMMUNICATION	TAMPER STATE	
1	52197391	Good	Locked	True	Online	False	

- In the Desktop Version of StorLogix, Mechanical Failure is the same as Mechanical Fault. The process for clearing a Failure or Fault is identical.

1. Check the Storage Unit

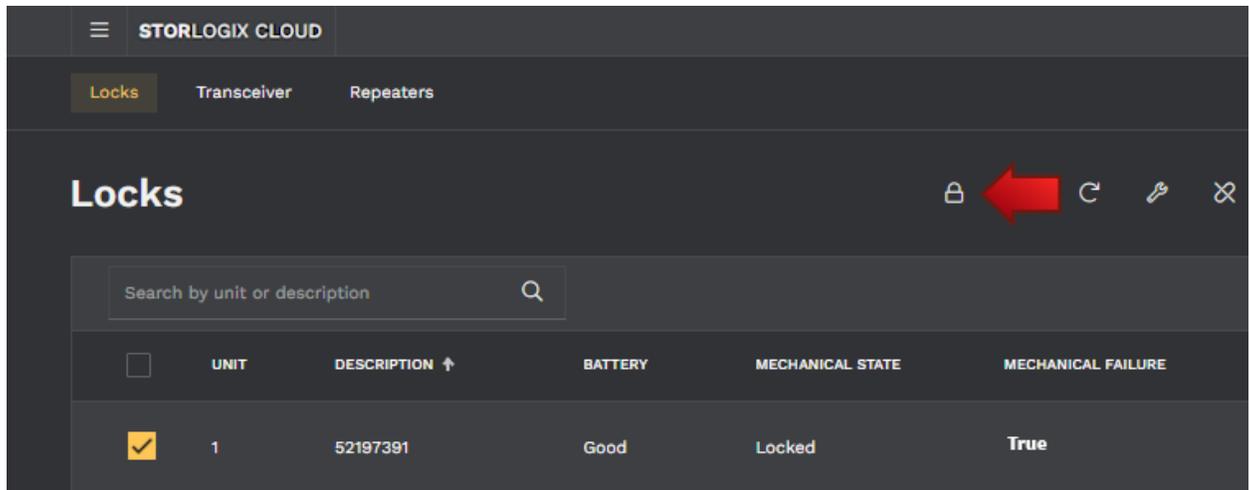
Go to the Unit, and verify nothing is impeding the DoorBoss lock from functioning. Make sure no trash or foreign material slipped behind the mounting plate stopping the Locking Tab from extending or retracting. Most of the time, an improperly closed unit causes a Mechanical Fault.

Ensure the storage unit door and hasp are in the closed position. Some storage units looked entirely secured when they were not. Once you are sure there are no obstructions and the storage unit is secure, proceed to step two.



2. Lock the DoorBoss

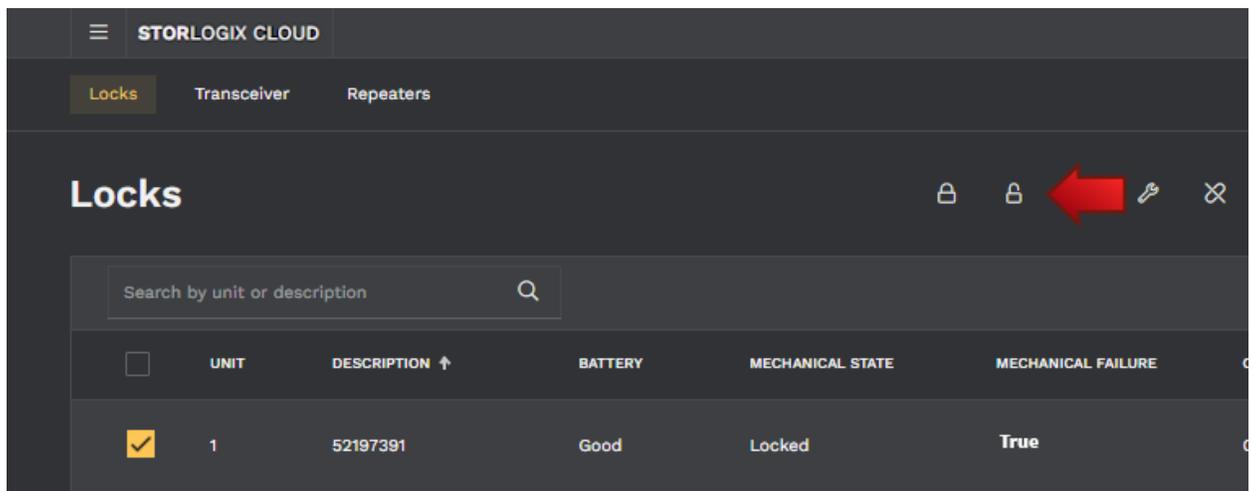
The rest of the process for clearing a Mechanical Fault occurs in the StorLogix Software. We are starting with locking the DoorBoss. Select the DoorBoss showing the Mechanical Fault, Press the Lock Button, wait for the software to show locked by the software, then move to step three.



The screenshot shows the StorLogix Cloud interface. At the top, there is a navigation bar with a menu icon and the text "STORLOGIX CLOUD". Below this, there are three tabs: "Locks", "Transceiver", and "Repeaters". The "Locks" tab is selected. The main heading "Locks" is displayed on the left. On the right side of the heading, there are four icons: a lock icon, a refresh icon, a key icon, and a close icon. A red arrow points to the lock icon. Below the heading is a search bar with the placeholder text "Search by unit or description" and a magnifying glass icon. Below the search bar is a table with the following columns: UNIT, DESCRIPTION ↑, BATTERY, MECHANICAL STATE, and MECHANICAL FAILURE. The table contains one row with the following data: UNIT: 1, DESCRIPTION: 52197391, BATTERY: Good, MECHANICAL STATE: Locked, MECHANICAL FAILURE: True. A yellow checkmark is visible in the first column of the row.

3. Unlock the DoorBoss

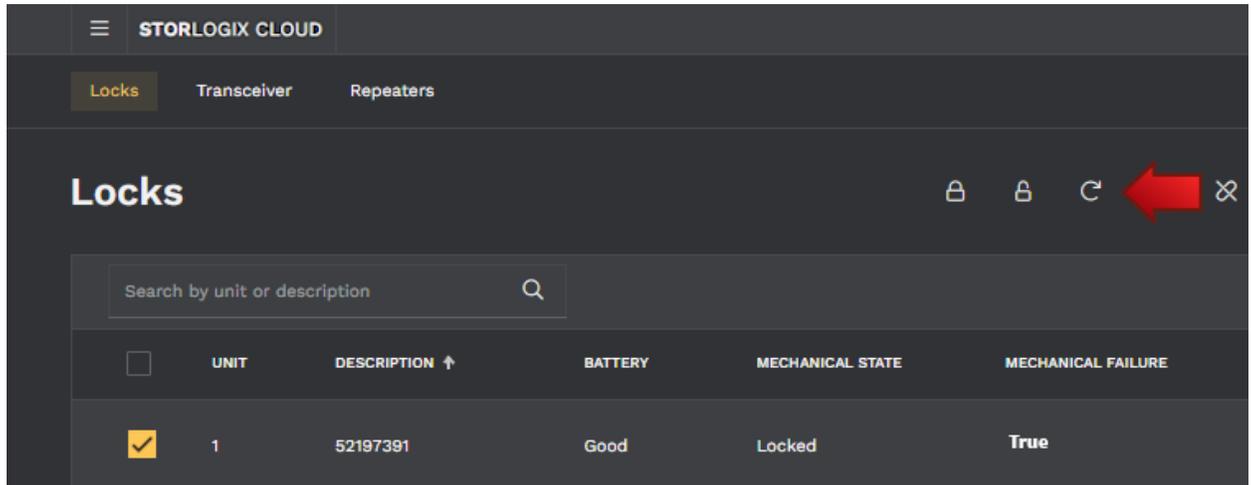
For this next step, select the now locked DoorBoss in the software, press the unlock button, wait for the software to show unlocked by software, then move to step four.



The screenshot shows the StorLogix Cloud interface. At the top, there is a navigation bar with a menu icon and the text "STORLOGIX CLOUD". Below this, there are three tabs: "Locks", "Transceiver", and "Repeaters". The "Locks" tab is selected. The main heading "Locks" is displayed on the left. On the right side of the heading, there are four icons: a lock icon, an unlocked lock icon, a key icon, and a close icon. A red arrow points to the unlocked lock icon. Below the heading is a search bar with the placeholder text "Search by unit or description" and a magnifying glass icon. Below the search bar is a table with the following columns: UNIT, DESCRIPTION ↑, BATTERY, MECHANICAL STATE, and MECHANICAL FAILURE. The table contains one row with the following data: UNIT: 1, DESCRIPTION: 52197391, BATTERY: Good, MECHANICAL STATE: Locked, MECHANICAL FAILURE: True. A yellow checkmark is visible in the first column of the row.

4. Move Lock to Normal Mode

Finally, select the DoorBoss Lock reading unlocked by software, press the "Return to Normal Mode" button, and wait for the software to show normal in the mode column. Once the software shows Normal, you have cleared the Mechanical Fault.



The screenshot shows the STORLOGIX CLOUD interface. At the top, there are navigation tabs for 'Locks', 'Transceiver', and 'Repeaters'. Below the tabs, the title 'Locks' is displayed. To the right of the title are three icons: a padlock, an unlocked padlock, and a circular arrow icon (representing 'Return to Normal Mode'), which is highlighted by a red arrow. Below the title is a search bar with the placeholder text 'Search by unit or description'. Underneath the search bar is a table with the following columns: UNIT, DESCRIPTION ↑, BATTERY, MECHANICAL STATE, and MECHANICAL FAILURE. The table contains one row with a checked checkbox in the UNIT column, the value '1' in the UNIT column, '52197391' in the DESCRIPTION column, 'Good' in the BATTERY column, 'Locked' in the MECHANICAL STATE column, and 'True' in the MECHANICAL FAILURE column.

<input type="checkbox"/>	UNIT	DESCRIPTION ↑	BATTERY	MECHANICAL STATE	MECHANICAL FAILURE
<input checked="" type="checkbox"/>	1	52197391	Good	Locked	True