

Cansec MAP Controller Provisioning

The Cansec MAP Controllers can be field provisioned in 2 different ways:

1. **Door Provisioning** – Use to increase the number of doors the MAP can control. For example, a MAP1 purchased as a 2 door controller can be provisioned to control up to 4 doors.
2. **Mode Provisioning** – Mode provisioning changes the software a MAP controller will communicate with. The three options are First Access, Webster, or CloudACS.

Following are the steps needed for Door and Mode Provisioning of MAP Controllers:

Door Provisioning

1. A purchase order must be placed with Cansec for the preferred upgrade. For Example, to upgrade a MAP1 from 2 Doors to 4 Doors, the following part number is ordered:
CA-MAP12U4H_
“_” replaced with:
C for CloudACS, **F** for First Access, **W** for Webster
2. On the P.O., please include the following:
 - a. MAC address and SID of the MAP Controller to be provisioned. The MAC address and SID info is printed on a sticker attached to the side and the back of the controller.
 - b. Indicate whether it is to be provisioned by Cansec Tech Support or installing Dealer
 - c. Email address to where the license is to be delivered (if dealer to upgrade)
3. If the Dealer is to perform the provisioning, all necessary tools will be sent to the email provided.
4. If Cansec Tech Support is to perform the provisioning, it will be accomplished within 1 business day after the receipt of the purchase order and pertinent information including MAC Address and SID of the MAP Controller. Place a phone call to Cansec Support and if support line is busy, leave a voicemail. The controller and a computer are needed to be connected to a network with internet access for Cansec Support to remotely assist with the provisioning.

Mode Provisioning

Mode provisioning is free of charge, and following is how to change the mode (CloudACS, First Access, Webster)

1. Send an email to support@cansec.com with the MAC address and SID of the controller. The MAC address and SID info is printed on a sticker attached to the side and the back of the controller.
2. Indicate which mode the MAP is to be provisioned for.
3. Inform support if Cansec Tech Support or the installer will perform the Mode Provisioning.
4. If the Dealer is to perform the provisioning, all necessary tools will be sent to the email provided.
5. If Cansec Tech Support is to perform the provisioning, it will be accomplished within 1 business day after the receipt of the purchase order and pertinent information including MAC Address and SID of the MAP Controller. Place a phone call to Cansec Support and if support line is busy, leave a voicemail. The controller and a computer are needed to be connected to a network with internet access for Cansec Support to remotely assist with the provisioning.