Product Bulletin

Apexx IP to Apexx CIT

Version 1

June, 2026

Product Bulletin - APEXX IP to APEXX IP+CIT Upgrade

Product Bulletin

APEXX IP to APEXX IP + CIT Upgrade

Enhanced Governance, Security, and Multi-Tenant Management

dormakaba is continuing the evolution of the APEXX platform with the migration from APEXX IP to APEXX IP+CIT. This upgrade introduces enhanced governance capabilities, improved administrative controls, and support for multi-tenant environments while maintaining the security architecture customers rely on today.

Why Upgrade to APEXX IP+CIT?

As lock system deployments have become more complex, many organizations now require multiple independent groups to securely access and manage the same lock environment. APEXX IP+CIT addresses this need through a structured governance framework that supports up to five independent tenants within a single lock system.

Key benefits include:

- Multi-tenant administration for organizations that require shared system access
- Improved governance and accountability through designated ownership roles
- Enhanced auditability and credential management
- Support for retailers, financial institutions, Cash-in-Transit (CIT) providers, ATM service providers, and field maintenance organizations
- Enterprise management capabilities when connected through an eBox
- Continued adherence to dormakaba's zero-knowledge security philosophy

What Changes for Existing Customers?

For most customers, day-to-day operations remain unchanged following the upgrade to APEXX IP+CIT.

The primary change is the introduction of a new governance structure that requires the creation of:

- A Primary Owner (ID 000)
- A Tenant 1 Administrator (ID 001)

These roles provide the administrative foundation for the APEXX IP+CIT platform and support future multi-tenant management capabilities.

What Stays the Same?

- Daily lock operations remain unchanged
- Existing lock workflows continue to operate as they do today
- User interaction at the lock and keypad remains familiar

- Bank Mode (Static Mode) functionality remains available
- No changes are required to normal operational procedures

The upgrade primarily enhances the administrative and governance framework behind the system, providing improved scalability, accountability, and future support for organizations that require multiple independent administrators within the same lock environment.

New Governance Structure

APEXX IP+CIT introduces an Owner Tenant governance layer that provides centralized oversight while maintaining separation between participating organizations.

Key features include:

- One designated Owner Tenant
- Up to four additional Tenant Administrators
- Tenant-level separation of authority and credential control
- Enhanced management capabilities through software and keypad administration

For customers operating in connected environments, APEXX IP+CIT provides:

- Role-based software authentication
- Owner governance
- Audit traceability
- Controlled PIN regeneration
- Remote enterprise management

Upgrade Procedure

APEXX IP+CIT Upgrade Steps

1. In the Apexx software platform, Navigate to Locks > Lock Systems and select the desired APEXX system.
2. In the upper-right corner of the screen:
    a. Select Update Firmware
    b. Select Network
    c. Select the desired firmware file (2.1.2.0)
    d. Select the Update Firmware button

4. The system will begin the initial firmware update process to 2.1.2.0

    a. Once the system has been updated in the software to an intermediate step of FW Version 2.1.2.0, you will see a pop-up message saying to accept this update at the keypad.

5. At the Keypad: Please confirm this update with an existing Lock User Administrator or Manager.

6. Next create the Primary Owner at the keypad.

    a. Log into the advanced menu at the keypad with the current Admin ID & PIN.

    b. Scroll to the icon that says "Create Primary Admin" and click enter

    c. Primary Owner is automatically ID 000. Create a PIN. (This will be a temporary PIN until user logs in with 000. 000 user will be asked to change PIN on first log-in.)
        i. Enter an 8-digit PIN.

        ii. Enter this again to confirm.

7. Directly after creating Primary Owner, the keypad will ask you to create Tenant 1

    a. Tenant 1 is automatically ID 001. -(This PIN will be temporary until 001 logs in the first time.)
        i. Enter an 8-digit PIN.

        ii. Enter this again to confirm.

    b. Set Lock Access at the keypad for Tenant 1 by entering the advanced menu with the Primary Owner ID (000) & PIN, and select the icon that says, "Manage Tenants".

    c. Select Tenant 1 -> Set Lock Access -> Click into each lock and select Bank, OTC, and/or ICS and save.

Note – on first use to get into the Advanced Menu at the keypad, the Primary Owner and Tenant 1 will be asked to reset their 8-digit pin. **DO NOT LOSE THIS PIN.**

After this update has been approved to version 2.1.20 and the Primary Owner & Tenant 1 has been created. You will push another firmware update to version 2.3.6.0:

7. In the software, Navigate to Locks > Lock Systems and select the desired APEXX system.

8. In the upper-right corner of the screen:

a. Select Update Firmware

b. Select Network

c. Select the desired firmware file (2.3.6.0)

d. Select the Update Firmware button

9. The system will begin the firmware update process to 2.3.6.0.

10. Once the system has completed the update to FW Version 2.3.6.0, you will see a pop-up message saying to accept this update at the keypad. Please approve this update with the appropriate user. (Admin/Manager)

Important Information

- The upgrade introduces the APEXX IP+CIT governance framework.
- Only one tenant may be assigned Static Mode (Bank Mode) authority.
- Customers should ensure Administrator and Tenant PINs are securely retained.
- dormakaba does not store Administrator PINs, maintain master override codes, escrow credentials, or provide manufacturer backdoor access.

For questions regarding upgrade planning, scheduling, or support, please contact your dormakaba representative.