True Manager Manual

Table of Content

1. True Manager Software

True Manager is a program used for basic configuration, diagnostics and F/W upgrade

of TCS-200 video server or IP camera. **True Manager** provides the following features.

- Finding servers on the LAN and assigning IP address

- Monitoring server status: encoding/decoding, serial, sensor etc.

- Diagnostic function: PING, network bandwidth measurement, video/audio output

  port check, serial port check

- F/W upgrade

2. Server Registration and Removal

■ Server Registration

In order to manage servers using True manager, the first step is to register the server.

The following steps describe the way to register a server.

① Select **Add Server** on **Server** menu.

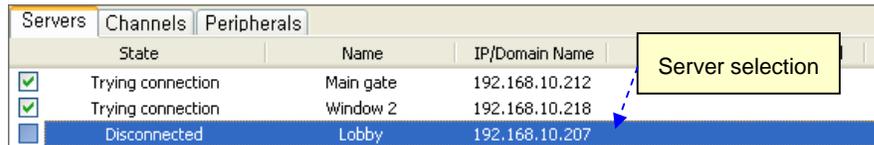② Enter information for connecting to the server at **Add Server** dialog.

If the server is registered on DDNS server, domain name can be used instead of IP address. When the IP address of the server is forgotten, it is possible to find the IP address of the server with IP Discovery function. (Please refer to IP Discovery section).

③ Press **Add** button.

■ **Removal of a server**

A server can be removed by the following steps.

① Select the server to remove on **Servers** tab; Selected server is highlighted with blue color.
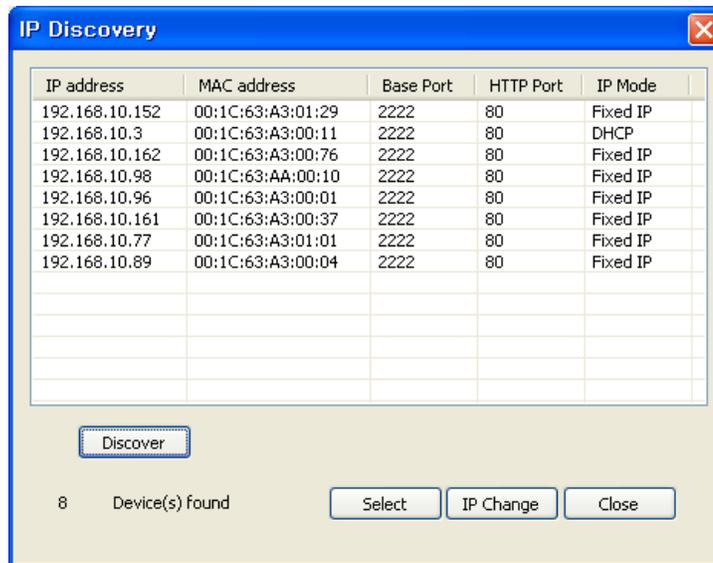
② Select **Remove Server** on **Server** menu.

■ Modification of information for a server

Information for a server can be modified on the dialog invoked by selecting **Modify Server Info** on **Server** menu.

■ IP Discovery

Using IP Discovery function, all servers on the same LAN where the PC executing True Manager is located can be found. Furthermore, it is possible to change IP address of a server easily. **IP Discovery** dialog is invoked by pressing **IP Discovery** button on **Add Server** dialog, and it shows all TCS-200 systems on the same LAN.
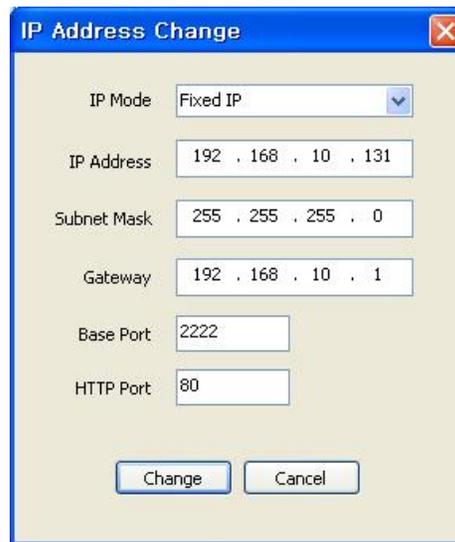
If you press **Select** button after selecting a server, the information for the server is automatically entered on **Add Server** dialog. Pressing **IP Change** button after selecting a server invokes a dialog on which IP address of the server can be changed.

It is possible to change IP address of a server which has IP address of different subnet.

■ Grouping of servers

When there is large number of servers, it is convenient to manage servers in several groups. Using **Add Group** and **Remove Group** on **Group** menu, server group can be created and deleted. **Modify Group** menu is used to add servers to a group or to remove servers from a group.

3. Server Connection Management
■ Server connection

If the check box on the first column in **Servers** (or **Channels/Peripheral**) tab, True

Manager tries to connect to the server. If the server is running and the network to the server is normal, it will be connected immediately and **State** will be changed to Connected.

Servers	Channels	Peripherals						
	State	Name	IP/Domain Name	MAC Address	Model	Type	Firmware	Start Up Time
☑	Connected	3	192.168.10.3	00:1C:63:A3:00:11	TCS-200	Encoder	Encoder:V1.TEST	2007/08/11 15:15:53
☐	Disconnected	Main gate	192.168.10.4					
☑	Connected	Ware house	192.168.10.161	00:1C:63:A3:00:37	TCS-200	Encoder	Encoder:V1.101G	2007/08/08 19:57:56

Check box to connect or disconnect server

If it fails to connect to the server due to server or network failure, State displays **Trying connection**. As soon as the server or network is recovered, it will be connected automatically. That is, True Manager periodically retries connection to servers with check box checked.

■ **Server disconnection**

If the check box is unchecked, the connection to the server is released and **State** displays **Disconnected**.

4. Server Status Monitoring
■ **Servers tab – General information**

Servers tab shows general information for a connected server: MAC address, product model, system mode(Type) F/W version and startup time. This information comes only for connected servers.

Servers	Channels	Peripherals						
	State	Name	IP/Domain Name	MAC Address	Model	Type	Firmware	Start Up Time
☑	Connected	3	192.168.10.3	00:1C:63:A3:00:11	TCS-200	Encoder	Encoder:V1.TEST	2007/08/11 15:15:53
☑	Connected	Main gate	192.168.10.96	00:1C:63:A3:00:01	TCS-200	Encoder	Encoder:V1.TEST	2007/08/11 09:18:55
☑	Connected	Ware house	192.168.10.161	00:1C:63:A3:00:37	TCS-200	Encoder	Encoder:V1.101G	2007/08/08 19:57:56

■ **Channels tab -　Monitoring of video/audio channel state**

Channels tab displays how of video channel and audio channel of servers are working.

Servers	Channels	Peripherals										
State	Server Name	Ch	Conns	Cam	Motion	V-E (kbps)	V-E (fps)	V-D (kbps)	V-D (fps)	A-E (kbps)	A-D (kbps)
☑ Connected	3	1	2	OK		1090	33	0	0	68	76
☑ Connected	Main gate	1	2	OK		1797	30	0	0	0	0
☑ Connected	Ware house	1	1	OK		970	30	0	0	62	0

Item	Displays
Ch	Channel no.
Conns	Number of clients connected to a server (including True Manager)
Cam	Video loss status
Motion	Motion status
V-E(kbps)	Video encoding bitrate
V-E(fps)	Video encoding framerate
V-D(kbps)	Video decoding bitrate
V-D(fps)	Video decoding framerate
A-E(kbps)	Audio encoding bitrate
A-D(kbps)	Audio decoding bitrate

Depending on the system mode, items which are not relevant to the mode may display 0 always. For example, V-D(kbps) and V-D(fps) are always 0, if the system mode is Encoder.

■ **Peripherals tab – Monitoring of serial, sensor and relay port**

Peripherals tab displays the status of serial, sensor and relay port.

Servers	Channels	Peripherals								
State	Server Name	COM1-TX	COM1-RX	COM2-TX	COM2-RX	Sensor1	Sensor2	Buzzer	Relay1	Relay2
☑ Connected	3	0	0	0	0	Off	Off	Off	Off	Off
☑ Connected	Main gate	0	0	0	0	Off	Off	Off	Off	Off
☑ Connected	Ware house	0	0	0	0	Off	Off	Off	Off	Off

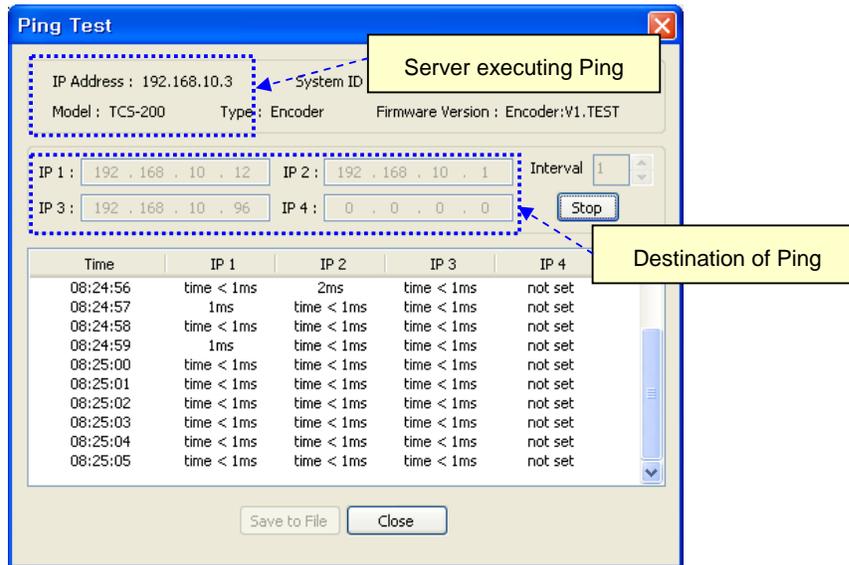| Item	Displays
COM1-TX	Activity of RS-232C port
COM1-RX	- TX: server -> external equipment
	- RX: external equipment -> server
COM2-TX	Activity of RS-422/485 port
COM2-RX	- TX: server -> external equipment
	- RX: external equipment -> server
Sensor1	States of sensor ports
Sensor2	
Buzzer	State of buzzer
Relay1	States of relay ports
Relay2	

5. Network and System Diagnostics

True Manager provides various diagnostic features with which the reason for the following situations can be found.

- Connection between two TCS-200 systems, or between TCS-200 system and CMS(Central Monitoring System) is not established.
- Video, audio or serial data are not delivered as configured.
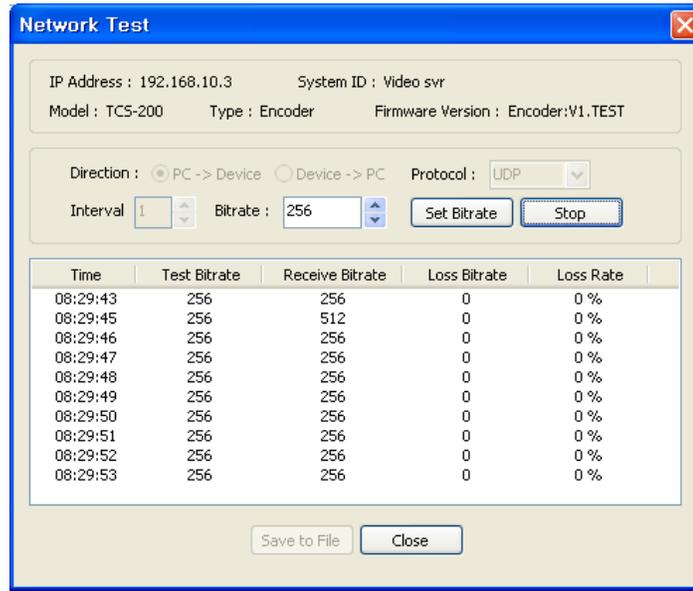- Video and/or audio outputs don't come on output port.

■ Ping test

Ping Test dialog can be invoked by selecting **Ping Test** on **Tools** menu after selecting a server.

Ping test is useful for checking if one or more remote systems are reachable from a server. Up to 4 systems can be registered as the targets of Ping test, which makes it possible to identify the hop(segment of network) where network failure may happen. For example, local router, remote router and remote Encoder can be pinged from a Decoder simultaneously.
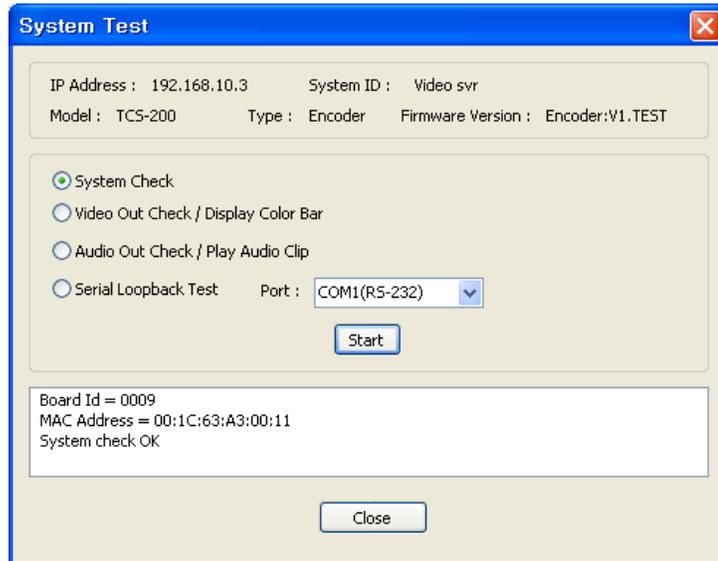
■ **Network test**

Network Test dialog is invoked by selecting **Network Test** on **Tools** menu.

Network test can be used for measuring effective bandwidth and/or packet loss rate between a server and PC running True Manager by generating test traffic of constant bitrate. This feature is useful for identifying the reason why video quality comes poorer than expected. TCP protocol can be selected for measuring effective bandwidth, while UDP protocol is appropriate for checking if the network is not reliable.

■ System test

Selecting System Test on Tools menu invokes a dialog on which system H/W status, video/audio output function and serial ports can be diagnosed.

System Check

System Check tests if H/W components are fine and displays board ID and MAC address.

Video Out Check / Display Color Bar

It displays color bar on video output port. This function works for Decoder or Duplex mode, and is useful for checking if video output port or external display device is normal.
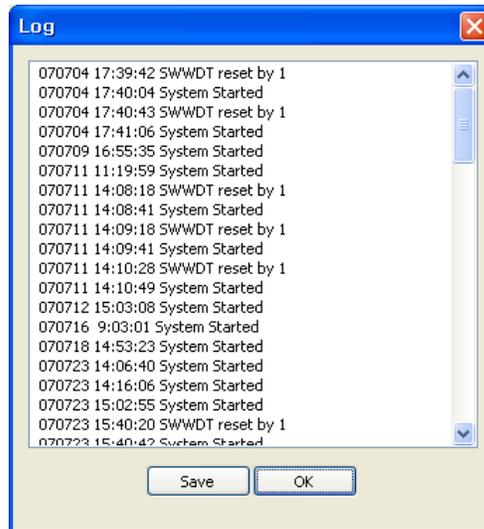
Audio Out Check / Play Audio Clip

It plays audio clip and outputs to audio output port. This function is useful for checking if audio output function of a server or external audio output devices such as amplifier and speaker are normal.

Serial Loopback Test

Using this function, it is possible to check if a serial port is alive. When this function is started after forming the loopback in a serial port (i.e. connecting pin2 and 3 together in case of RS-232C port), numbers of bytes sent and received are displayed. The port is normal if number of sent bytes and number of received bytes are equal.

■ **Viewing server's log**

The log in a server can be viewed by selecting **Log** on **Tools** menu.
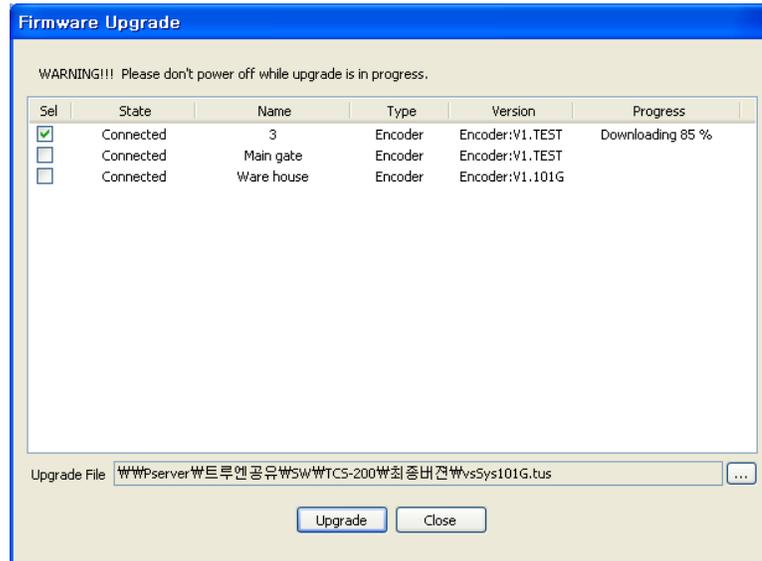

■ **Remote rebooting of a server**

A server can be rebooted by selecting **Reboot** on **Tools** menu.

6. F/W Upgrade

When **Update** is selected on **Tools** menu, the dialog for F/W upgrade comes.

① Select a server to upgrade (check the check box in **Sel** column). More than one server can be upgraded simultaneously.

② Select an upgrade file.

③ Press **Upgrade** button.

④ Wait until **Progress** is changed to **Upgrade succeeded**.

> **Caution: Don't power-off the server while upgrade is in progress. The server may go to irrecoverable state.**

When network condition is poor, upgrade may fail. In such case, please retry above procedure after network condition is recovered.

7. Remove Configuration and Video Monitoring

TCS-200 provides web-based Setup and video viewing. If **Setup** on **Server** menu is

selected, Internet Explorer is invoked and page for remote setup of the server is displayed. If **Viewer** is selected on the menu, Internet Explorer displays the video from the server.