



User's Manual for CounterView - Utility application

SSK-CNVUTL01.04.xx-EN-IOB01.0609-LUA



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Introduction

CounterView - Utility is used for recording and archiving events occurring in passage counters and Electronic Article Surveillance (EAS) systems by Meco. Additionally, it enables manual configuration of certain system parameters and distribution of collected information to the email addresses specified in the configuration. During operation of the program information on events in the connected systems and basic statistical data, such as number of alarms, number of people passing the counters, are displayed.

This program should be installed and run on a computer connected through MS-US485 converter with passage counters and EASsystems.

Requirements

- PC computer
- Operating System: Microsoft Windows (Windows XP or newer)
- installed J2SE RuntimeEnvironment 6.0 (supplied on CD-ROM with the software) or newer
- Free USB port and MS-US485 converter
- Minimum one counter (MS-SPCXXX or MS-BPCXXX type) and/or EASsystem by Meco
- Internet connection - for transmission of generated data over the Internet

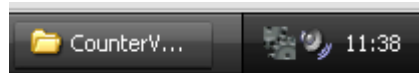
Program configuration - Business Cards

For proper operation the program requires electronic business card generated by CounterView - Admin application. It includes information enabling identification of the branch, and information where (emails, ftp server) and when data are to be sent optionally.

The application checks at startup if the business card has already been loaded, otherwise, it searches for it in the program directory. If the program directory contains more than one business card, the program lets the user select the proper one. If there is no business card the program informs the user about it prompting him to take the proper action.

Using the application

CounterView - Utility during operation does not require any intervention by the user. It is only necessary when errors in configuration or system are detected. After starting the program apart from displaying the greeting screen adds the icon to the notification area (tray menu) of the Windows system.



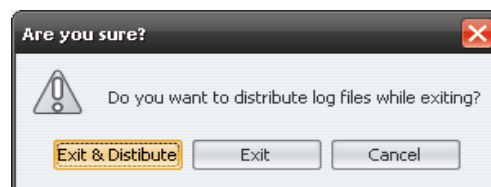
Notification area with CounterView - Utility icon

The user can decide if the icon of the programme has to be animated or has to stay in the static version. To define the way of the projection of the icon CounterView should right button click on the icon in the try menu system area and unmark the option „**Animate the icon**”.

Since appearance of the icon, the program runs in the background collecting and recording events from the bus. On the time of the day specified in the business card the application distributes generated logs to the specified email addresses and/or send it to FTP server. Simple statistics are displayed after hovering the mouse cursor over the tray menu icon.

It is possible to display the application window and obtain access to the functions offered by it. To display it you should double left click the icon, or press the right button and select the option "**Show**" from the drop-down menu.

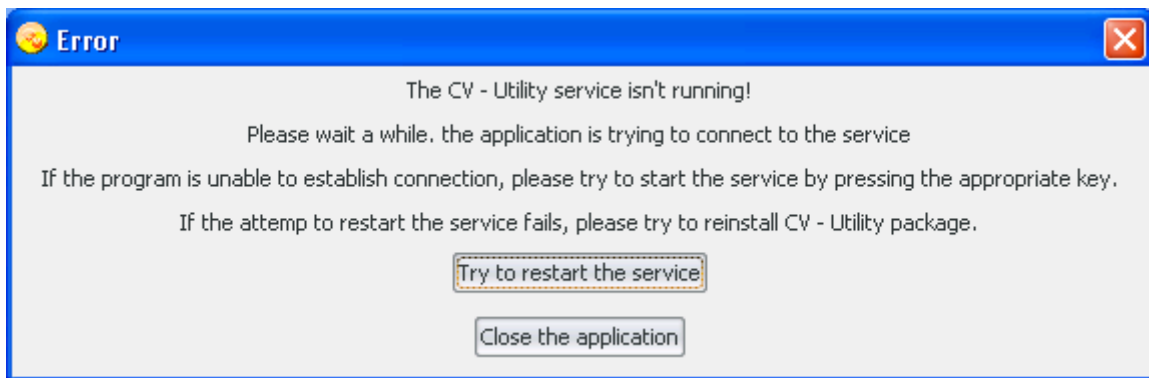
To quit the application press the program icon with the mouse right button and select exit from the menu or press "**Exit**" button in the main program window. Before closing the application, a window will be displayed prompting the user to confirm the operation. If the business card contains at least one defined e-mail address or has defined FTP sending options, window will appear with a question to send log files.



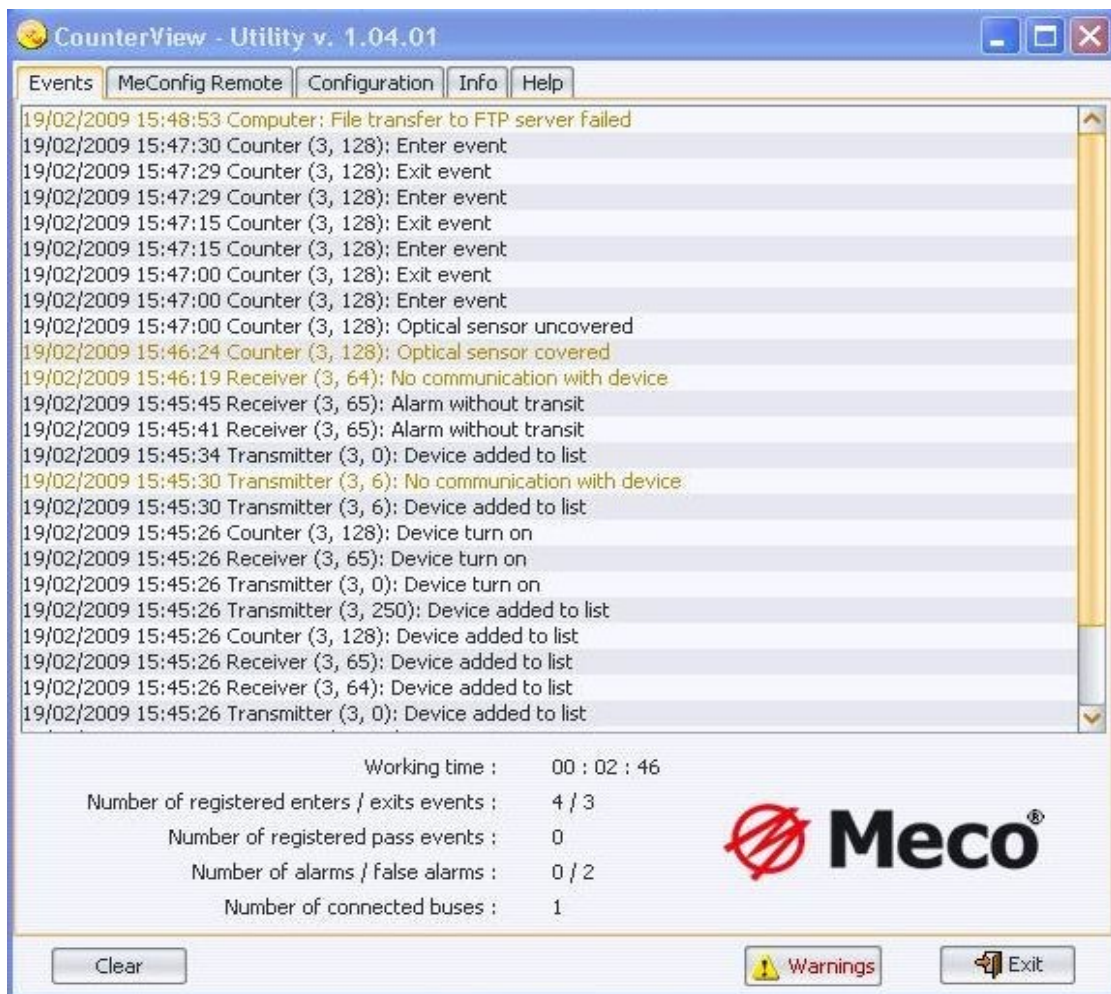
Dialog box when exiting the program

NOTE! Pressing X button in the left upper corner of the program does not close it, it only minimizes it to the tray icon.

If the Utility application cannot connect to CV-Utility.exe service on the screen will show the windows with option of restarting the service or closing the application.




Event list

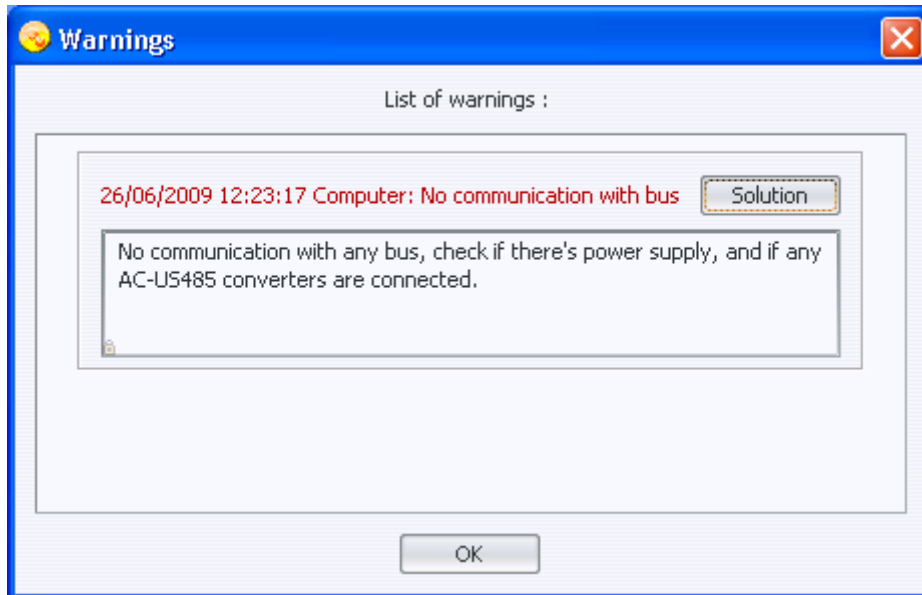



The CounterView - Utility application with "Events" bookmark selected

“Events” bookmark contains event list and basic statistics regarding passage counters and EAS systems. The list displays the last hundred events, which occurred in the system. This can be information regarding e.g. passage, alarm, turning off the electronics, or error warnings. Such warnings are highlighted with different color (depending on the message level: for “caution” status with yellow, for “alarm” status with red). The „Clear” button makes possible cleaning up all visible events in the windows, not causing removal of these information from log file.

Warnings and Help displays

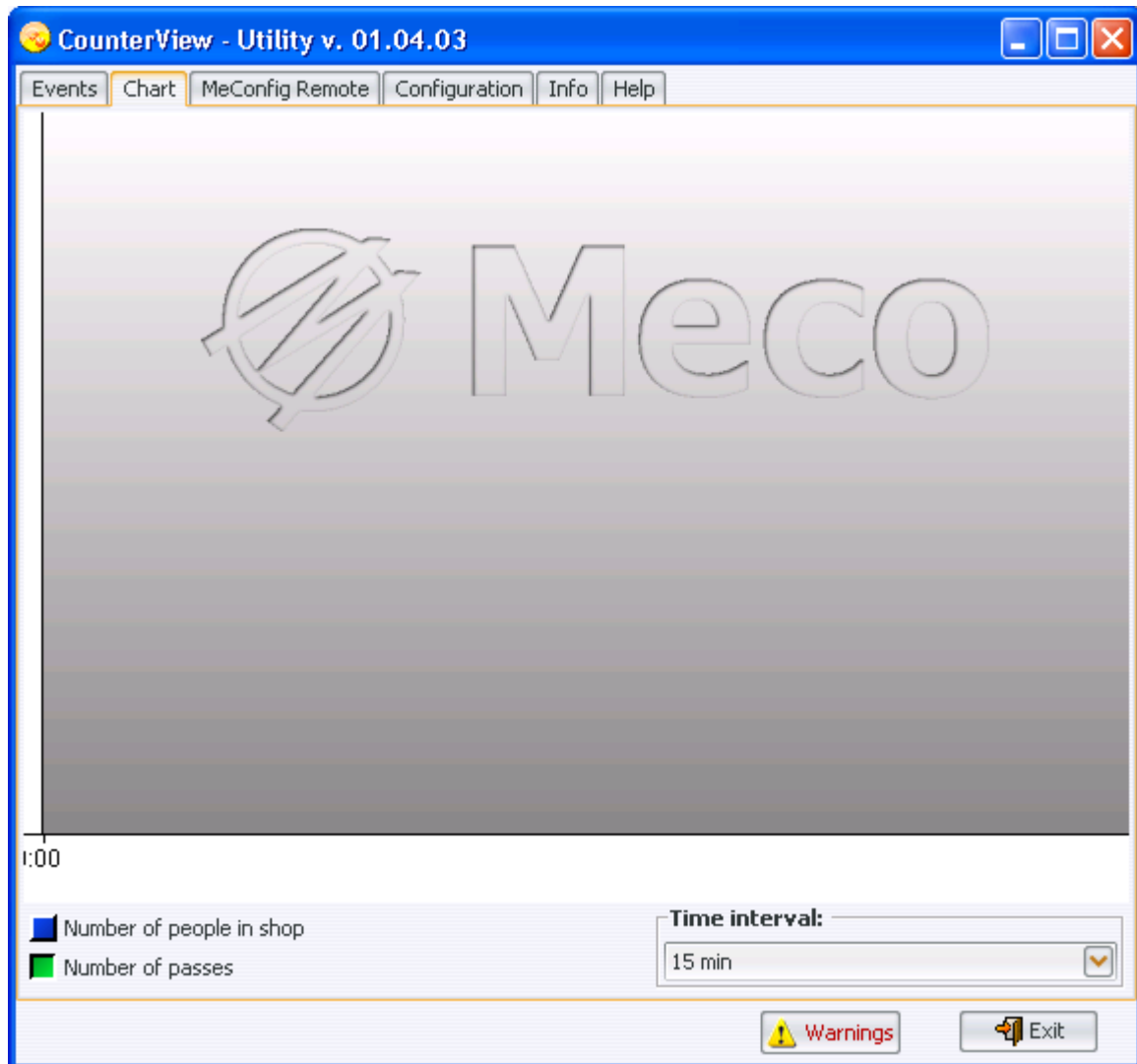
In case of serious errors (alarm status) a window with the list of errors and suggested solutions appears. Additionally, in the main window of the application  button appears, which enables displaying of the warning window. The system can work with detected errors, however it is highly recommended to solve the problems.



In the warning window by each event there is "Solution" button, which enables obtaining Help to the problem. When the problem is solved the program will automatically erase the warning from the list and if there are no more errors, close the windows and remove  button from the main application window.

Chart

To obtain the data of the current day, with section by different time periods (15min, 1h, etc.) you must open the „**Chart**” tab. Depending on your choice, it presents information on number of passe or number of people go in a store. It also allows to define time intervals from 15minut to the whole day, from midnight to midnight.



Configuration

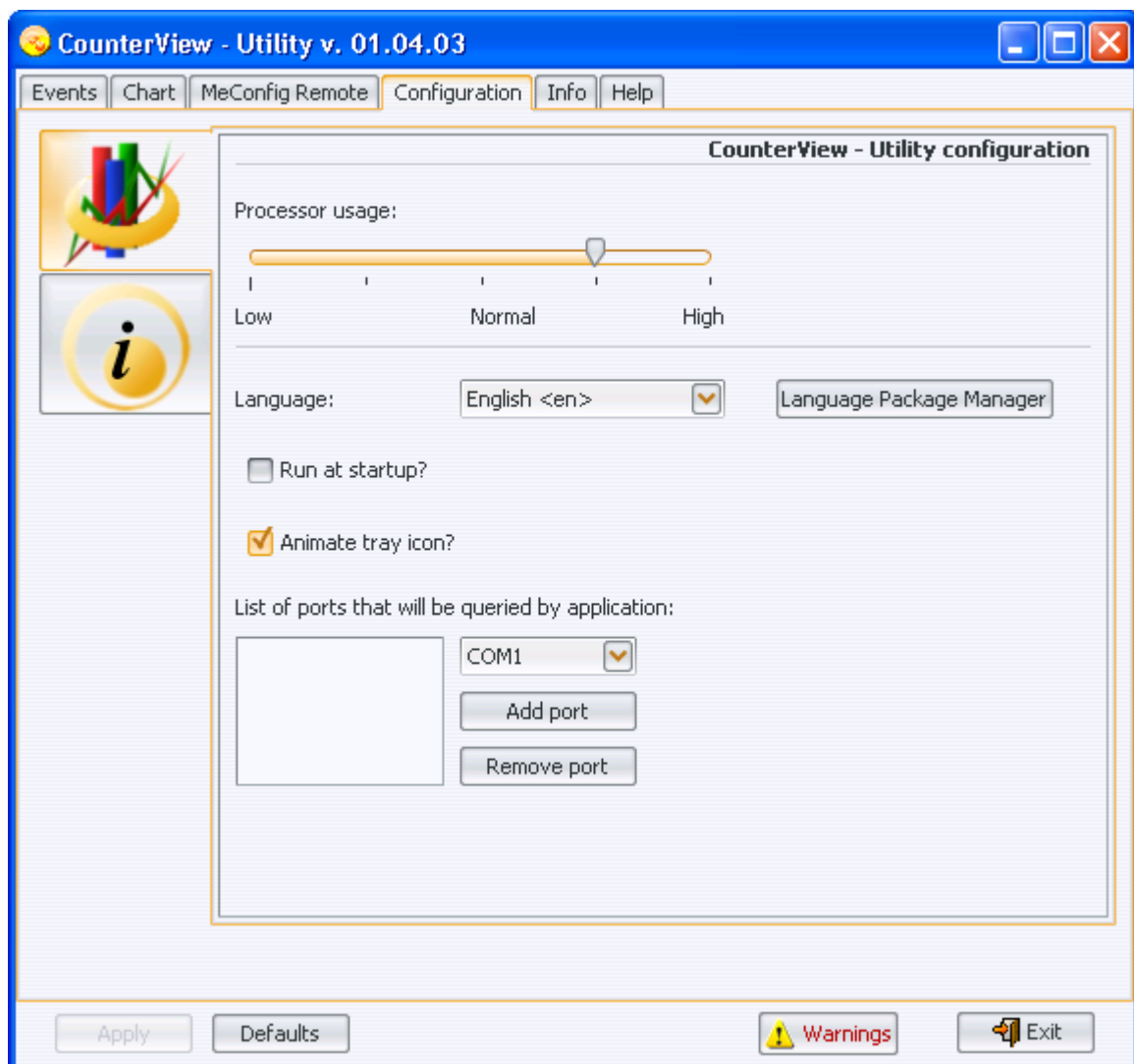
To optimize CounterView - Utility application for the needs of the individual user use “Configuration” bookmark. It comprises of two pages, providing access to various options:

- Configuration of CounterView - Utility
- Information on the branch

All changes are made in the application after pressing “**Apply**” button. To restore factory settings use “**Default**” button.

Configuration of CounterView - Utility

Configuration of basic parameters for this program.

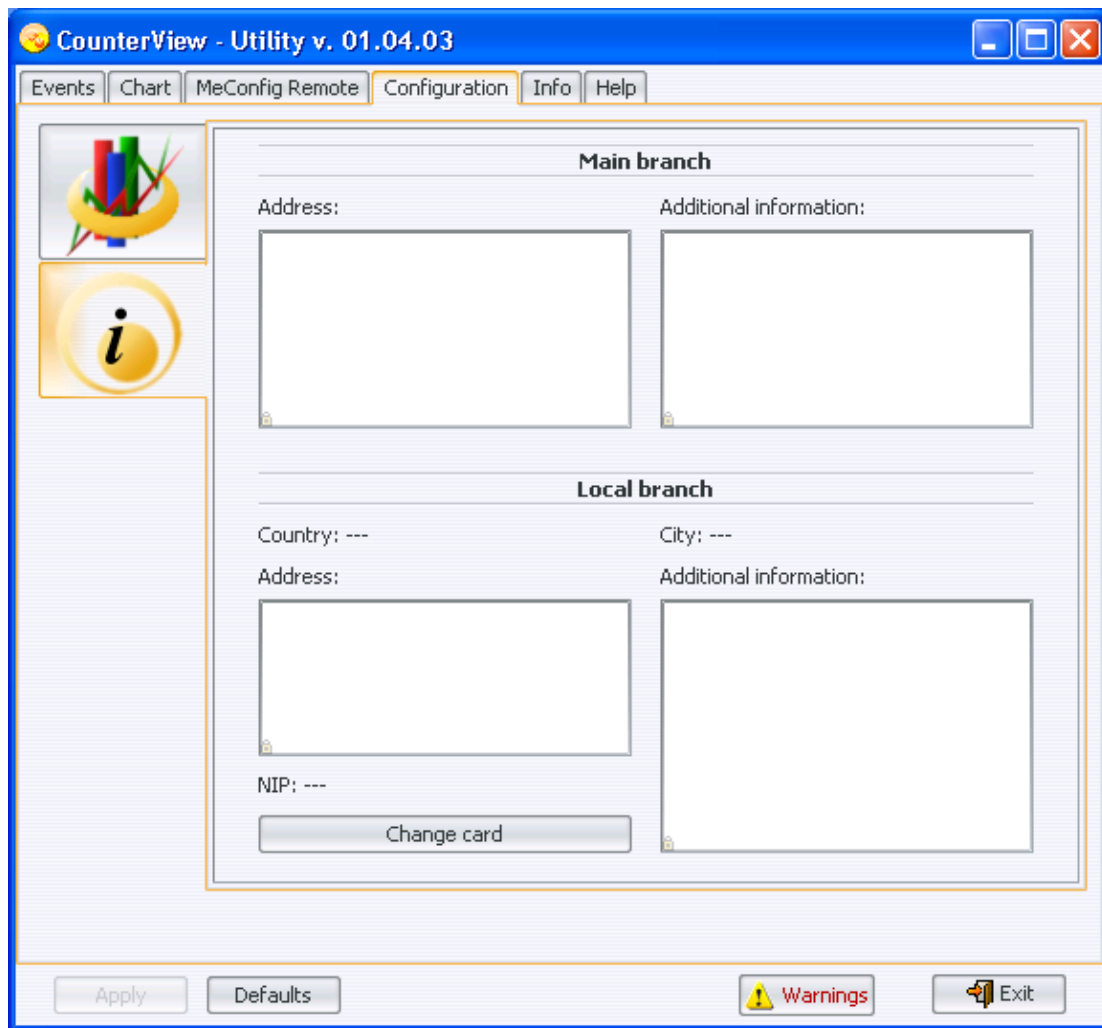


Available options:

- Use of processor - Allows to set the level of processor usage. The higher the more frequently the application polls the bus, which speeds up its performance.
- Language - Includes a list of available language versions for the program.
- Language Package Manager – allows to get other language pack from the server.
- Launch at startup - Allows to decide, if the application is to be launched at startup of the system.
- Animation tray icon – Allows to decide if the icon in the tray menu system area should be animated or no.
- Skipping ports – This option makes possible the choice the communication ports which will not be asked while finding communication bus.

Information on the local branch

This is a bookmark, which allows to specify the corresponding business card for the branch using the application. Essential information contained in it is displayed in the corresponding fields.



A proper business card is required for taking advantage of the full functionality of the program. Without it automatic distribution of files with logs will not be possible.

The “**Change card**” button allows you to load new card which will be used by the program.

NOTE! Card file is generated only by CounterView - Admin program

E-mail distribution

CounterView - Utility has incorporated e-mail distribution feature, allowing to attach recently generated files with logs to e-mails. To activate this functionality a proper business card (containing data regarding outgoing SMTP server, with list of e-mail addresses to which files are to be distributed) must be loaded into the program, with access to the Internet provided.

If this is defined in the business card the program automatically distributes e-mails on the specified time. It is also possible to send them manually. For this purpose right click the program icon (located in the notification area - tray menu - of the Windows system) and select option “**Send e-mail**”. Additionally, when closing the program, the user will be prompted to send the e-mails before quitting or not.

Sending data on FTP server

The data generated by CounterView - Utility program can be exported to remote FTP server. To activate this functionality a proper business card (containing data regarding FTP server) must be loaded into the program, with access to the Internet provided.

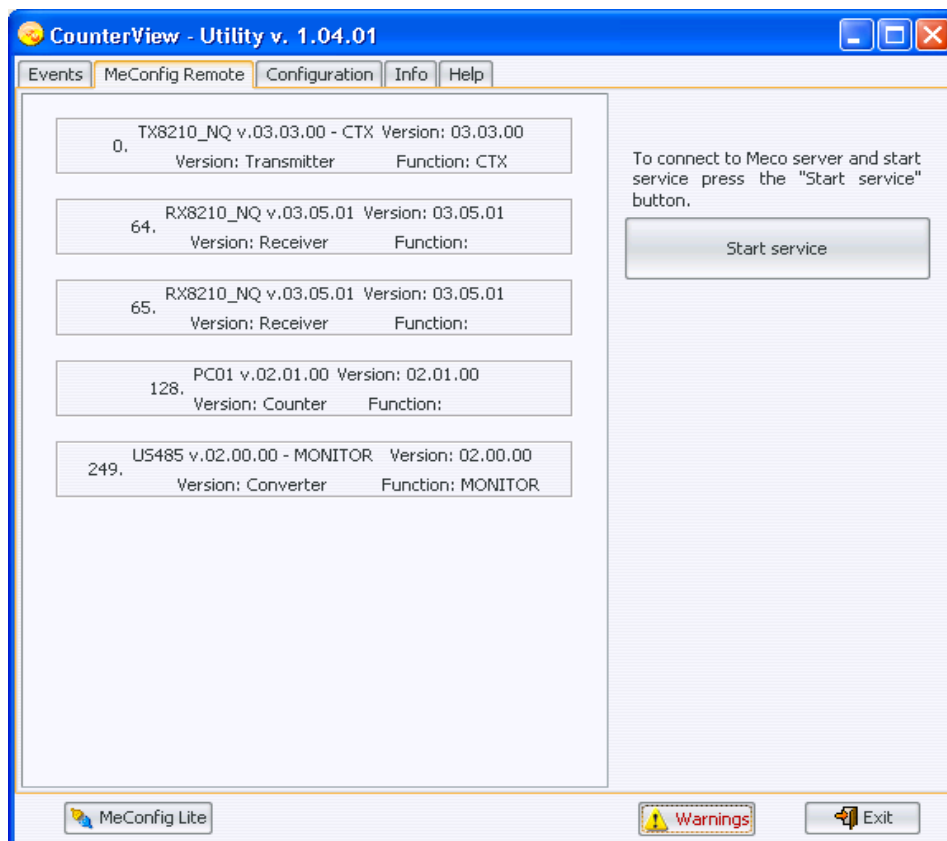
If this is defined in the business card the program automatically sends data on the specified time. It is also possible to send them manually. For this purpose right click the program icon (located in the notification area - tray menu - of the Windows system) and select option “**Send to FTP**”. Additionally, when closing the program, the user will be prompted to send the data before quitting or not.

NOTE! The way the data is distributed is defined in card file which is generated by CounterView – Admin application.

MeConfig Remote

With „MeConfig Remote” bookmark you can connect with remote server and do a remote service. The user connect with the technician of Mecos System. This function make easier to configure the EAS System in case of wrong detection or failure alarms.

To use this function user has to register to System of Technical Support and insert the correct serial number to the electronic business card (see manual for CounterView Admin → SOT) If business card has already active serial number and also the CounterView Utility, than in this bookmark will appear additional button “Start service”





After pressing the button, having active connection with internet, the new window will appear to correspondence with Mecos service. The next steps will be undertaken in the co-operation with the Mecos System service.

The „MeConfig Remote” bookmark except the possibility of the remote service, also makes possible to monitoring the list of the devices which were recognized on the RS485 bus. Here we have possibility of reading the number of the addresses of individual devices on the bus. To pass to the „MeConfig Lite” module you should press the button which is in down part of window.

MeConfig Lite


“MeConfig Lite” bookmark contains a list of electronics incorporated in the system.

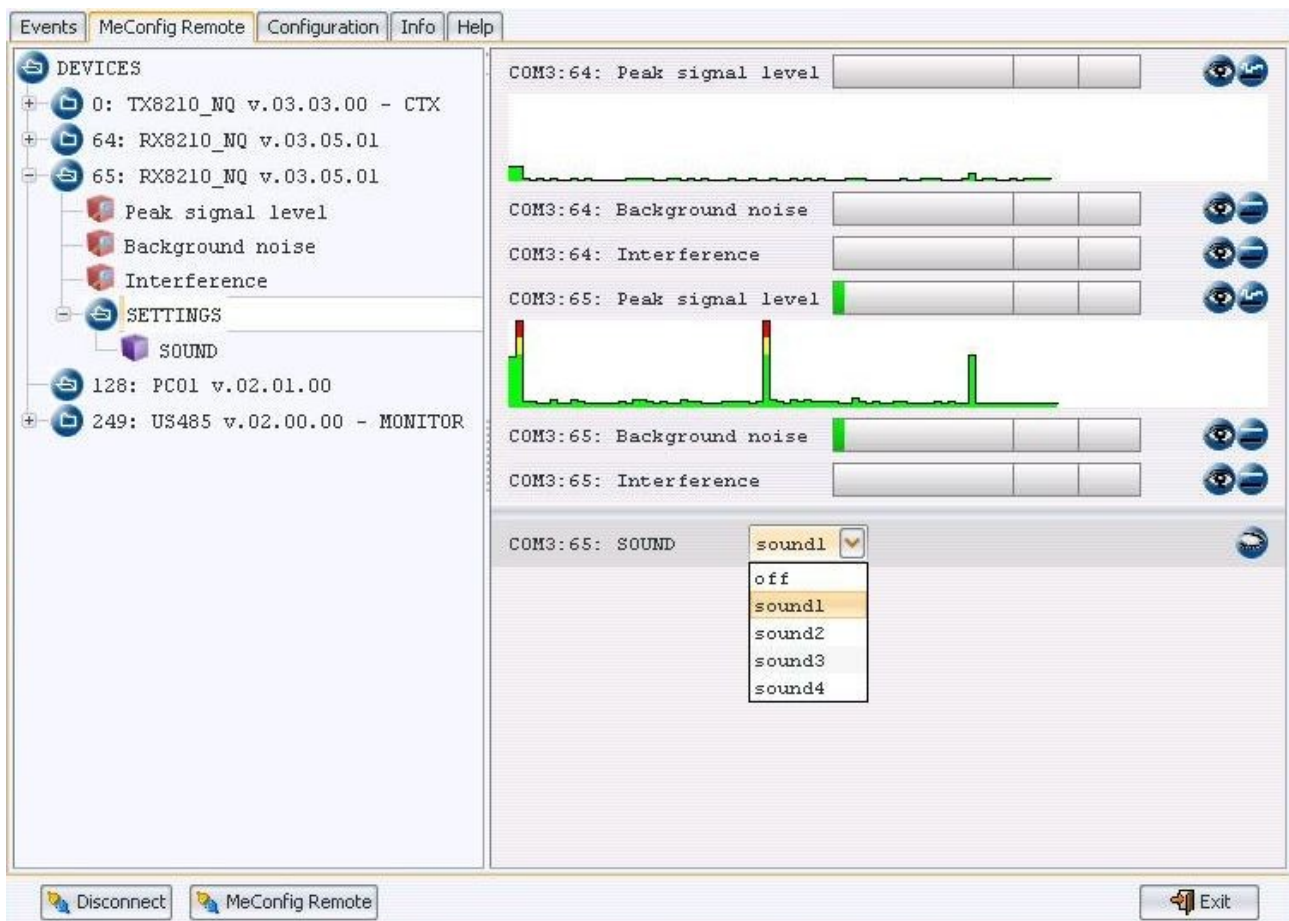
Some electronics have additional buttons:

- Signaling button  - enabling identification of electronics (after pressing it the associated electronics will blink with LEDs, or generate acoustic signal).
- Connect button  - allowing connection with electronics, to enable preview, and configuration of its parameters.



The example of MeConfig Lite bookmark

After pressing the button “**Connect**”  , attempt will be made to establish connection with the electronics. The device may not give access to its menu, in this case the application will display the corresponding message. When connection is established, electronics menu will be displayed. When use button “Connect” from down part of the window the application will try to establish connection with all electronics from the list.



On the left-hand side there is a tree with a group of parameters (parameter structure resembles the structure of files known from Windows system). Opening the corresponding group on the right will display the corresponding parameters. Certain parameters can be edited, using the designated graphic components (drop-down list, number input field, slider), while other are displayed for reference only (text field, graphic components). Detailed descriptions of menus made available by electronics, can be found in instruction manuals of passage counters and EAS systems.

Help

After clicking on the „Help” bookmark, will appear the separate window which contain information about configuration and using the „CounterView – Utility” application, introduced in the present instruction.