WV-ASF950
Trouble shooting
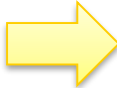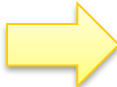
Jan. 2021
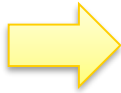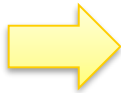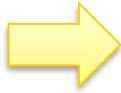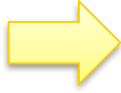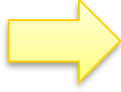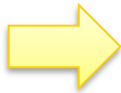
Panasonic i-PRO Sensing Solutions Co., Ltd.
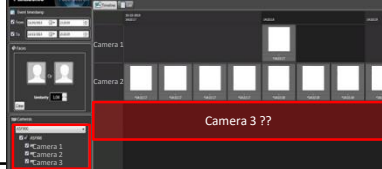
Category	Phenomenon	Cause	Solution
1.System setup	1.1_ASF950 cannot communicate with ASM300 when registering the ASF950 on the ASM300 setting screen. *[screenshot: Information download failed. OK]*	1.1.1_Communication may be blocked by a firewall.	➡
		1.1.2_The service of ASF950 may not be running.	➡
	1.2_ASF950 cannot communicate with Client software when registering the ASF950 on Client PC. *[screenshot: Information download failed. OK]* or *[screenshot: The server configurations are incorrect. OK]*	1.2.1_Client software may not be compatible with Server software.	➡
		1.2.2_The terminal setting of the ASF950 setting tool may not be correct.	➡
	1.3_When registering ASF950 on the ASM300 setting screen, the camera registered in ASF950 is not displayed. *[screenshot: No camera displayed]*	1.3_The camera may not be registered in ASF950 or ASM300.	➡
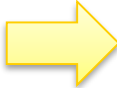
Category	Phenomenon	Cause	Solution
2.Configuration tool	2.1_The operating status of the "ASF950 httpd service" is "Stopped" and the service can not be started.	2.1_Another software may be using port 80.	⮕
	2.2_The operation status of the ASF950 MSM service is "Stopped", "uninstalled" or the operation status of the service is not displayed.	2.2.1_The GPU driver may not be installed. Please restart the PC after installing the latest driver.	⮕
		2.2.2_The DB may be broken by unexpected power shutdown.	⮕
	2.3_The license of ASF950 is not valid 1)When reinstalling and reactivating ASF950, the same registration key is not valid, even though it is the same MPR ID. 2)MPR-ID is different (changed) from when you register the license.	2.3_Multiple network adapters of the installed PC may be enabled when you register the license. *Note : Please disable unused network adapter before reinstalling ASF950.	⮕

Category	Phenomenon	Cause	Solution
2.Configuration tool	2.4_It does not work as set when setting is changed with configuration tool such as camera addition .	2.4_The service of ASF950 may not be restarted.	➡
3.Face Registration	3.1_It takes time to register the face.	3.1.1_The network setting of the client PC is DNS. Or you may have a default gateway that does not exist.	➡
		3.1.2._It may be that the face history deletion process is running.	➡
		8.1_Defrag setting has been changed to disable after Windows Update.	➡

Category	Phenomenon	Cause	Solution
4.Face Matching	4.1_Face matching alarm does not occur.	4.1.1_The ASF950 can not receive face thumbnails from the camera.	➡
		4.1.2_The similarity does not exceed the alarm sensitivity of registered person.	➡
		4.1.3_The GPU driver may not be installed. Please restart the PC after installing the latest driver.	➡
		4.1.4_Port 1818 is not opened.	➡
	4.2_Face matching alarm is slow.	4.2_It may taking time to match with the face data on DB.	➡
		8.1_Defrag setting has been changed to disable after Windows Update.	➡
	4.3_The face matching alarm popup is displayed, but the result is not displayed on the alarm notification screen.	4.3_System time may be out of synchronization. (The result does not exist in the specified period.)	➡
	4.4_The result of alarm search is not displayed.		
	4.5_Many false alarms are notified.	4.5_Alarm sensitivity may be low.	➡

Category	Phenomenon	Cause	Solution
5.Face Search	5.1_The result of face search is not displayed.	5.1.1_System time may be out of synchronization. (The result does not exist in the specified period.)	→
		5.1.2_The ASF 950 can not receive face thumbnails from the camera.	→
		5.1.3_It may be failed to obtain information from the DB	→
		5.1.4_Search result is displayed, but face image is not displayed.	→
	5.2_It takes time to search faces.	5.2.1_Other applications may delay processing.	→
		5.2.2_It may be that the face history deletion process is running.	→
		5.2.3_The number of face history retention is set to 10 million.	→
		8.1_Defrag setting has been changed to disable after Windows Update.	→

Category	Phenomenon	Cause	Solution
5.Face Search	5.3_ Face search results of registered cameras are not displayed on Timeline display.	5.3_Cameras not capturing facial images in the time zone of the page you are checking are not displayed.	-
	5.4_Face search results of registered cameras are not displayed in Timeline display or list display.	5.4_Determine the face search period in detail with "From / to". Or it may be improved if wider face search range is set.	⇨
	5.5_Metastrage search error (-1,0400)	5.5_It may be failed to obtain information from the DB. 2.2.1_The GPU driver may not be installed. Please restart the PC after installing the latest driver.	⇨ ⇨
	5.6_Metastrage search error (-9,0400)	5.6_It is displayed when another terminal is searching. Please try again after a while.	-
	5.7_The start and end dates/times of the face search and alarm history tab are not displayed properly.	5.7_Because the version of .NET Framework is old, please update to the latest version with "Windows Update" in client PC.	-

Category	Phenomenon	Cause	Solution
6.Encryption	6.1_Face images are not displayed on real time alarm screen, alarm search screen, face search screen.	6.1_The encryption key entered on the server side and the key entered on the client side are different.	→
7.Shutdown/ Restart	7.1_The ASF950 MSM service cannot be stopped.	7.1_It may be failed to install the Microsoft C++ runtime.	→
	7.2_After restarting the client PC, the registered ASE231 license on VIMonitorPlus is deleted.	7.2_It may be failed to register the license.	→
8.Others	8.1_After Windows Update, "Face server communication error" is repeatedly occurring on WV-ASM300.	8.1_Defrag setting has been changed to disable after Windows Update.	→

Phenomenon

1.1_ASF950 cannot communicate with ASM300 when registering the ASF950 on the ASM300 setting screen.

Countermeasure / Solution

Turn off the firewall of ASF950 PC or open the 80 port and 5432port in the firewall.

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1.2.1_Client software may not be compatible with Server software.

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Phenomenon

1.2_ASF950 cannot communicate with Client software when registering the ASF950 on Client PC.

Countermeasure / Solution

Check software compatibility.
 *As for the operation guarantee of the combination of ASF950 and Client software, both server and client shall be backward compatible up to one generation ago.

		ASF950	
		V2.20	V2.31
ASM300	V2.10 or more	○	○
ASE231 for VI	V2.20	○	○
ASE231 for Genetec	V2.20	○	○
ASE231 for Milestone	V1.00	○	○

operation guaranteed

Back to p1

Phenomenon

1.2_ASF950 cannot communicate with ASM300 when registering the ASF950 on the ASM300 setting screen.

Countermeasure / Solution

Confirm the registration of client PC's IP address, MAC address and client software version correctly.
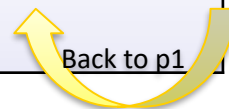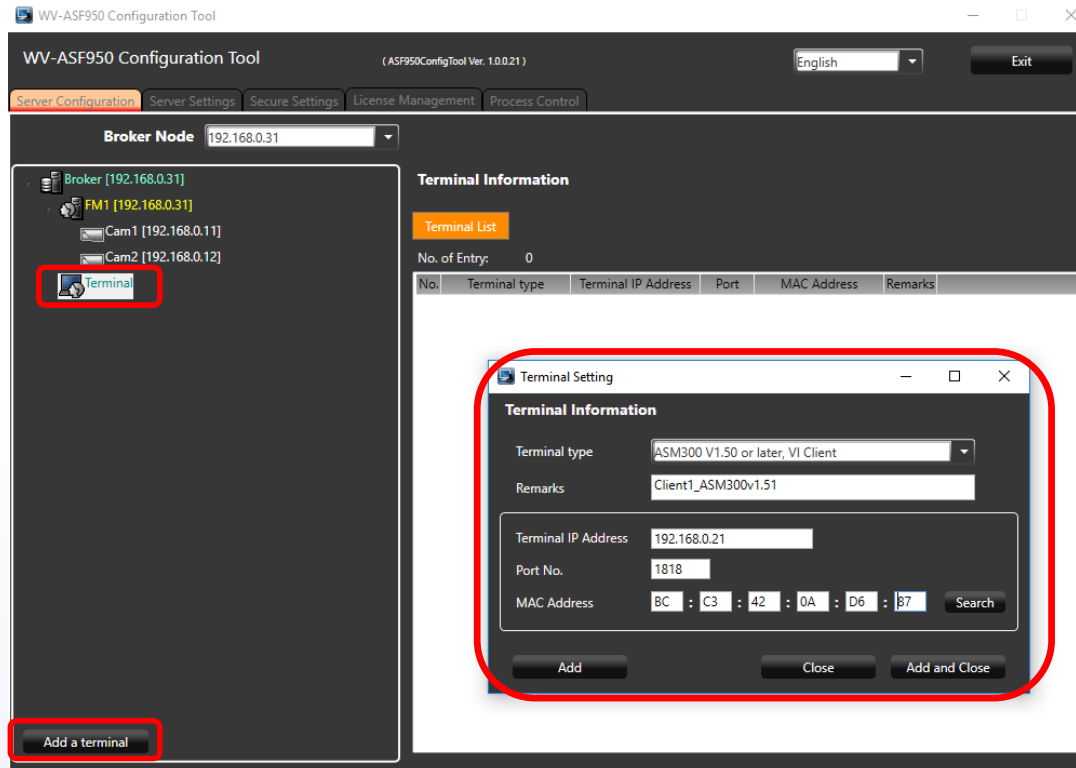
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Phenomenon

1.1_ASF950 cannot communicate with ASM300 when registering the ASF950 on the ASM300 setting screen.

Countermeasure / Solution

Open ASF900 Configuration Tool. Stop all processes once and restart everything.
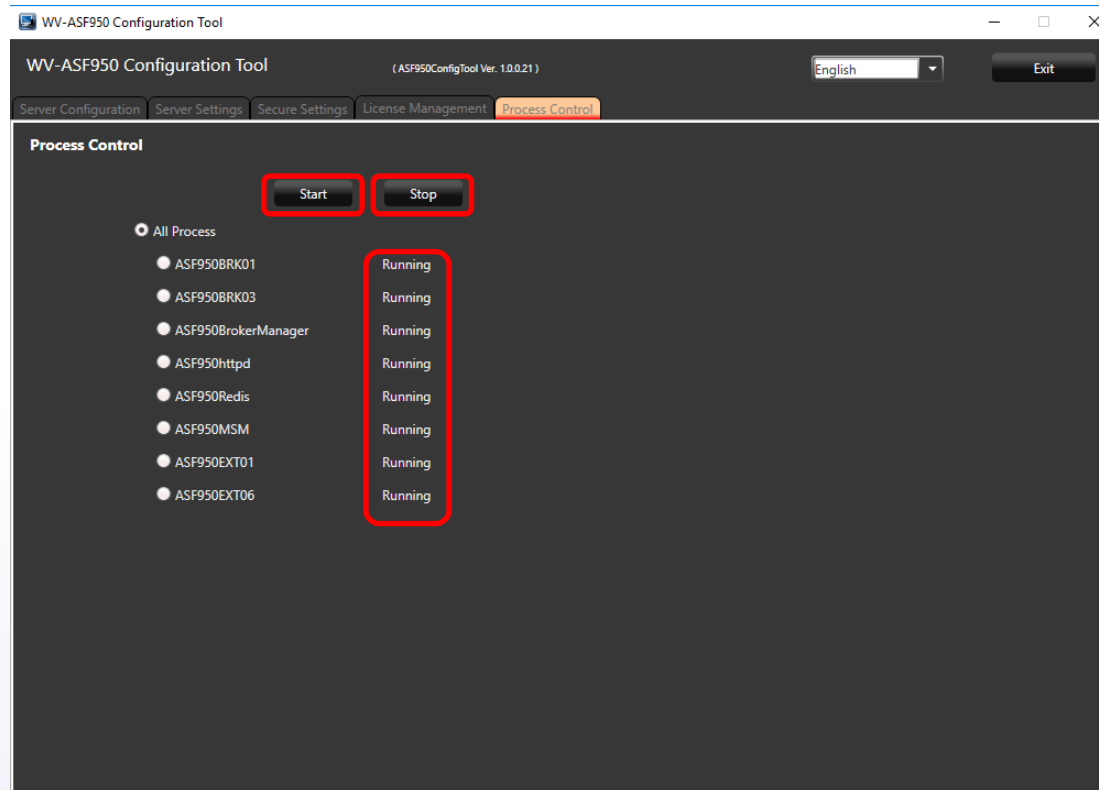
Phenomenon

1.3_When registering ASF950 on the ASM300 setting screen, the camera registered in ASF950 is not displayed.

Countermeasure / Solution

1. Register camera and client PC(ASM300) in ASF950 using ASF950 Configuration tool. Restarting the EXT01 service is necessary when finished registering.

Register cameras

Register ASM300 as a face terminal

Phenomenon

1.3_When registering ASF950 on the ASM300 setting screen, the camera registered in ASF950 is not displayed.

Countermeasure / Solution

2. Register camera and recorder to ASM300 from the ASM300 setting screen.
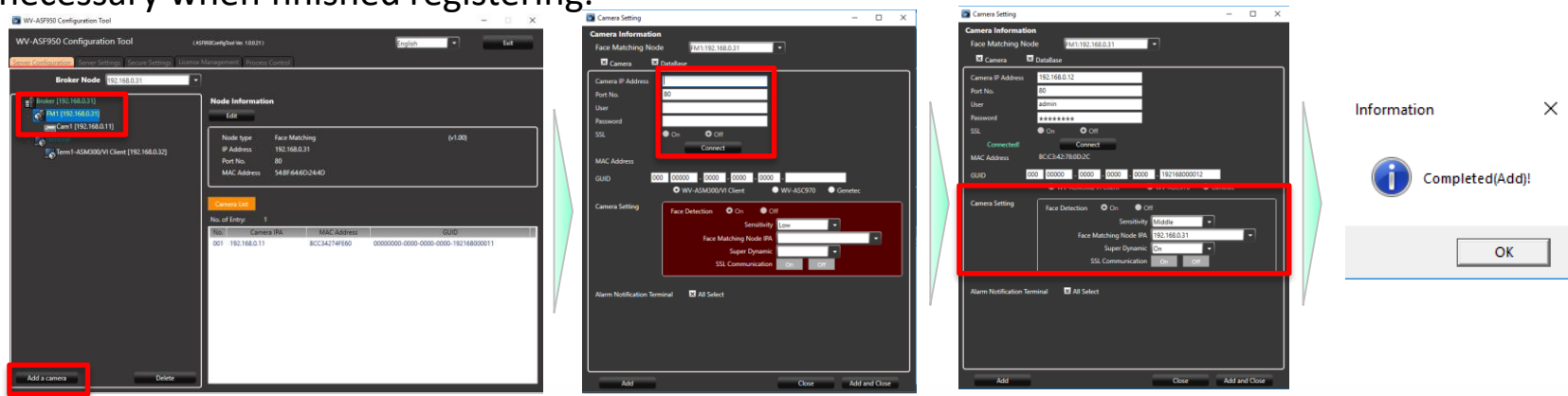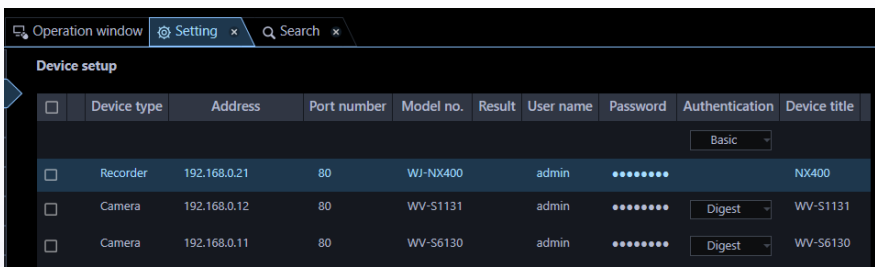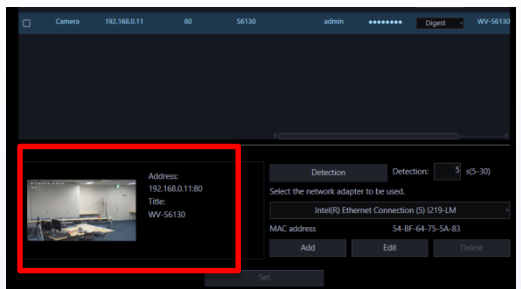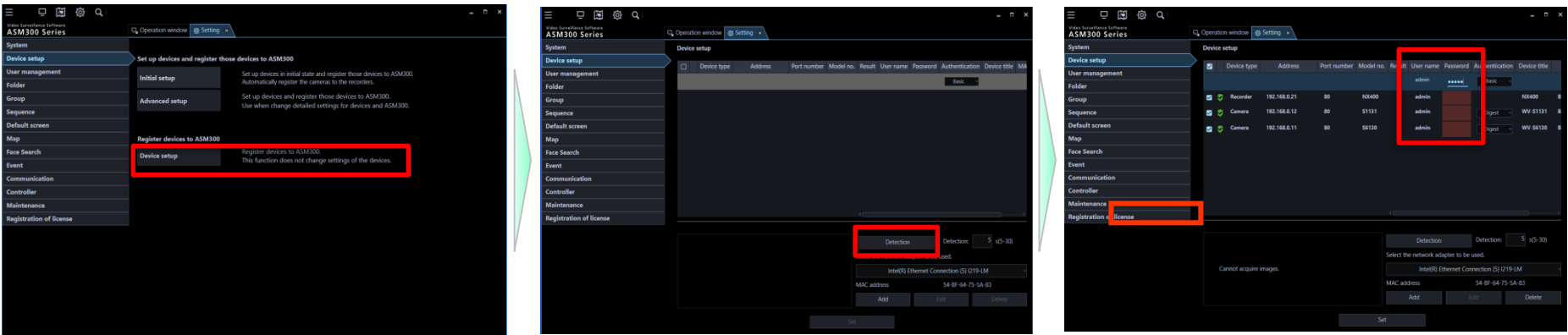
Phenomenon

1.3_When registering ASF950 on the ASM300 setting screen, the camera registered in ASF950 is not displayed.

Countermeasure / Solution
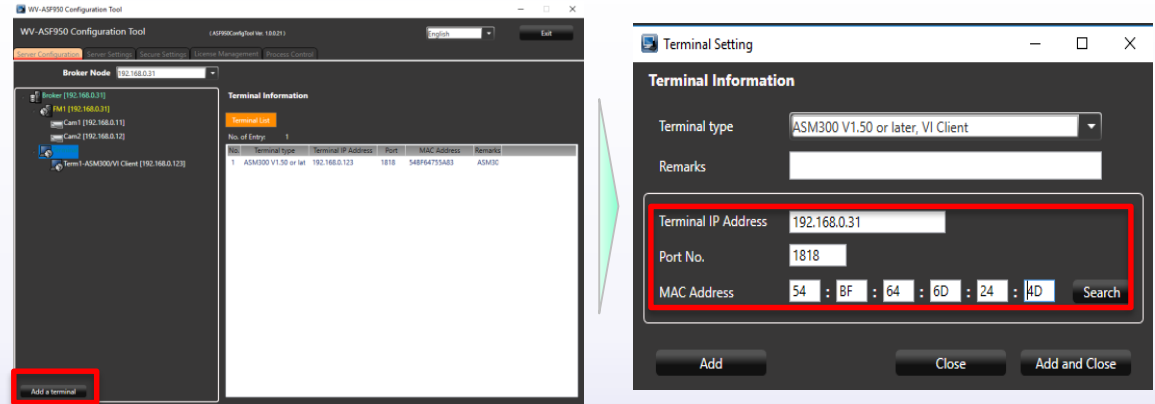
3. Register the ASF950 as a face server on the ASM300 from the ASM300 setting screen.
   *This registration work should be done after completing other device registration.
   (e.g. registration of camera and ASM300 to ASF950, registration of camera and recorder to ASM300)
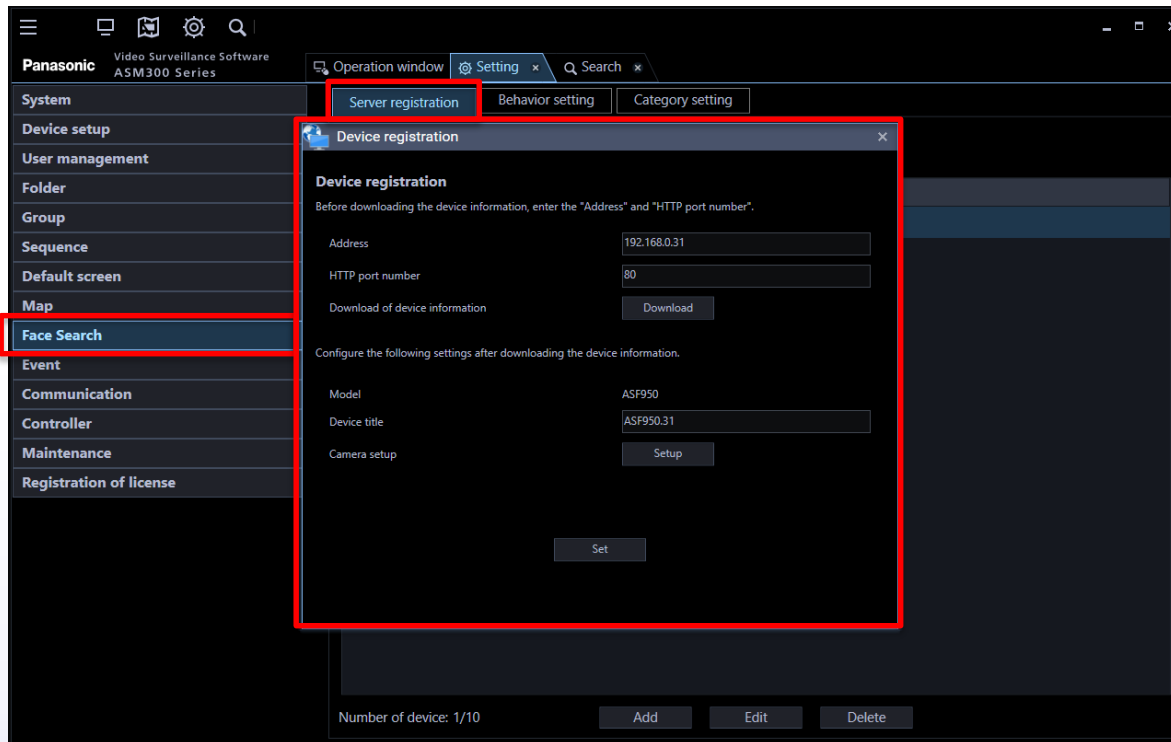
Phenomenon

2.1_The operating status of the ASF950 httpd service is "Stopped" and the service can not be started

Countermeasure / Solution

In order to make the ASF 950 httpd service working, it is necessary to avoid another process using port 80.

1. Check the process ID (PID) of the ASF950 httpd service by Windows Task Manager.

    *The PID can be checked on the process tab of the task manager. If it is not displayed, right click any header such as "Name", "Status", "CPU", etc. Then select the PID check box in the choice.

2. Execute "netstat - abo" on the command prompt with administrator privileges. If port 80 is being used, results like the following will be displayed.

In the above example, port 80 is used for the process with process ID 2060.

Phenomenon

2.1_The operating status of the ASF950 httpd service is "Stopped" and the service can not be started

Countermeasure / Solution

When IIS is running on the PC, port 80 will be used. In this case, please turn off IIS service as follows.

1. Open Windows service screen and check IIS is running.
   Service name is "World Wide Web Publishing Service"

2. Disable IIS service.
   a) Right click and select Properties from the contextual menu.   b) From the Properties dialog change the Startup type option to Disabled, then confirm with OK.
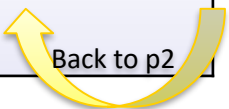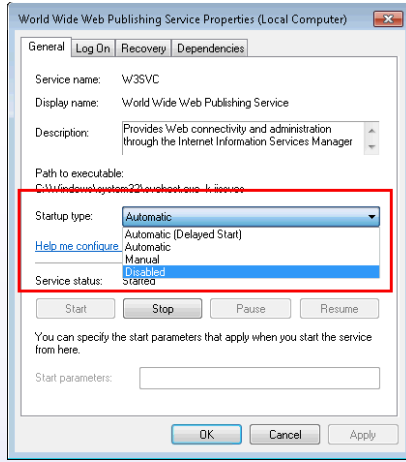
Back to p2

Phenomenon

2.2_The operation status of the ASF950 MSM service is "Stopped", "uninstalled" or the operation status of the service is not displayed.

Countermeasure / Solution

1. Try to start MSM service. If phenomenon is not improved, restart ASF950 PC. After restarting, if the same phenomenon still remains, DB has not been recovered and <u>needs to be initialized.</u>
   If the MSM service does not stop with "Stop Pending", please exit "MSM.exe" with Task Manager.

2. Open the ASF950 Configuration Tool. Stop all processes on the [Process Control] tab.

3. Open ASF950 Utility Tool (C:¥ASF900¥tool ¥ASF950Tool¥ASF950UtilityTool.exe) to Initialize DB.

   a. Select "Maintenance" tab
   b. Select "Data initialize" tab.
   c. Check the box of "Face Search Data".
   d. Click "Start". "OK" is shown, when completed.

Back to p2

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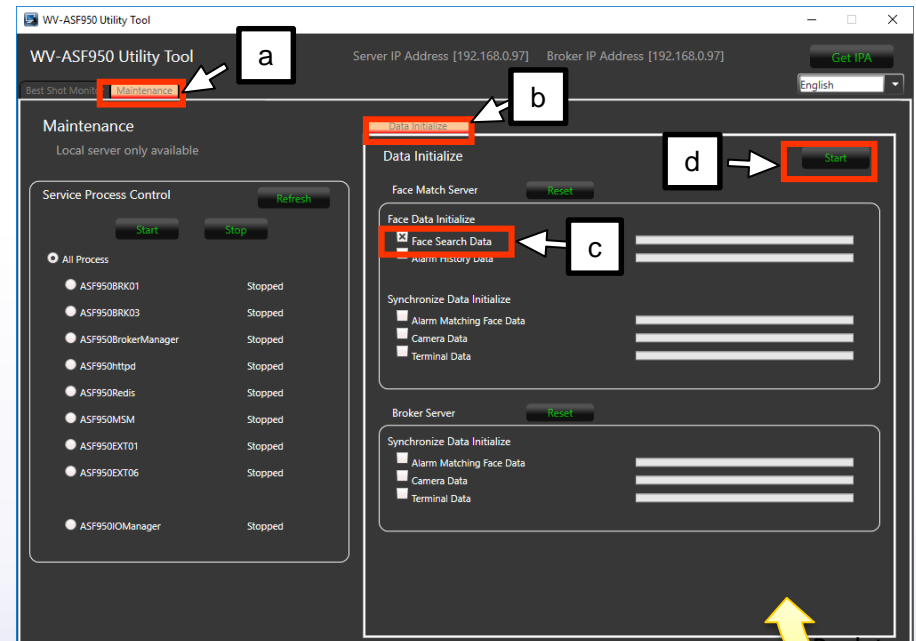
Check box and data to be deleted

Server	Check box item	Detail	
Face Match Server	Face Search Data	Data for post-searching people who passed in front of camera	
	Alarm History Data	Face matching alarm history, and Unregistered face alarm history	
	Alarm Matching Face Data	Registered face data for face matching alarm	These data are copied from the broker server even if they are deleted.
	Camera Data	Camera which sends face images to this server	
	Terminal Data	Client terminal which can access this server and is sent alarm notification	
Broker Server	Alarm Matching Face Data	Registered face data for face matching alarm	
	Camera Data	All camera which is registered this system	
	Terminal Data	Client terminal which can access this server and is sent alarm notification	

2.3_Multiple network adapters of the installed PC may be enabled when you register the license.

19/64

Phenomenon

2.3_When reinstalling and reactivating ASF950, the same registration key is not valid, even though it is the same MPR ID.

Countermeasure / Solution

*Note : Please disable unused network adapter before reinstalling ASF950.

In the case of PC with multiple network cards, set the interface metric to the smallest value used by this software to communicate with the camera and client PC.

     Example)   Network card A interface metric value: 1 (used by this software for communication)

                      Network card B interface metric value: 2

1. Select "Settings" ⚙ from Windows start menu and open "Windows settings". Select "Network & Internet" and open it.

2. On the "Network status" screen, open "Change adapter options"
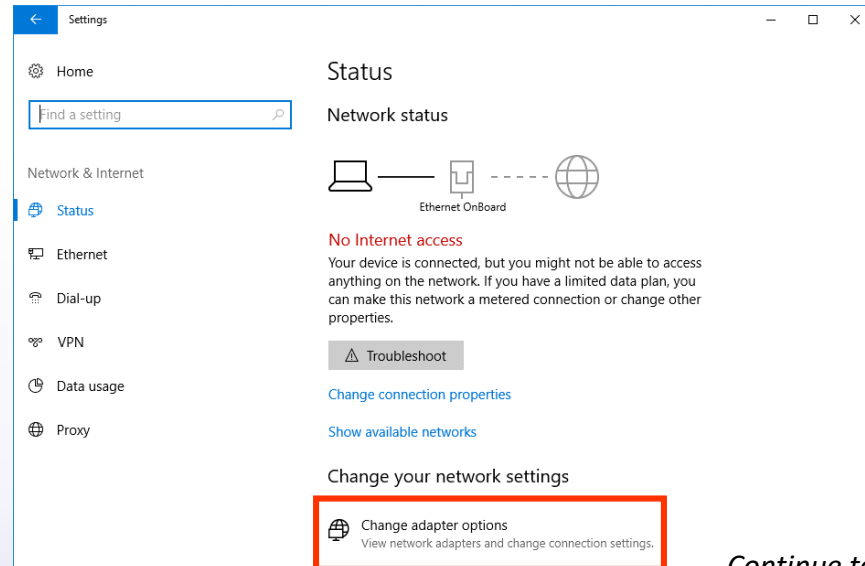
Continue to the next page.

2.3_Multiple network adapters of the installed PC may be enabled when you register the license.

20/64

Phenomenon

2.3_When reinstalling and reactivating ASF950, the same registration key is not valid, even though it is the same MPR ID.

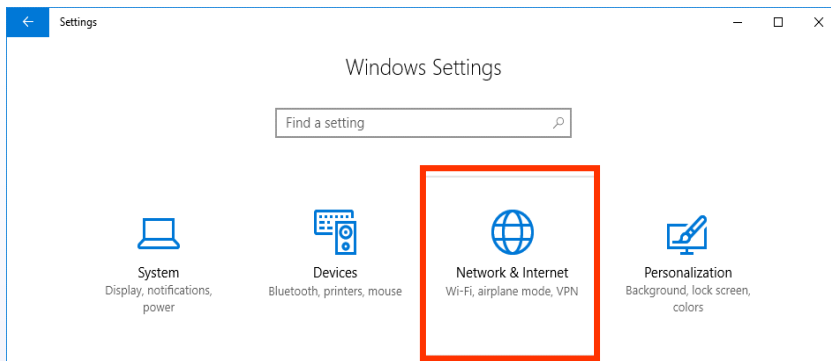## Countermeasure / Solution

3. Select the network whose metric value you want to change, and select "Properties" from the right-click menu to open it.
4. Select "Internet Protocol Version 4" and press the "Properties" button.
5. Press the "Advanced..." button
6. Uncheck "Automatic metric", and enter the value of "Interface metric" and press "OK" button.
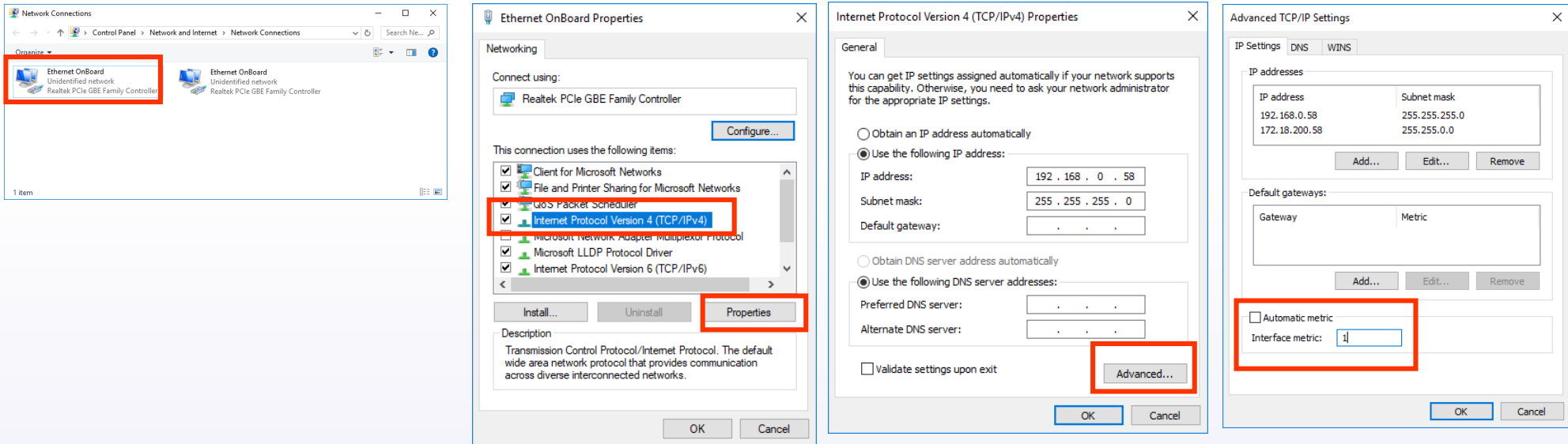
3. Set the metric value in the same manner for other networks

Back to p2
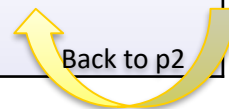
Phenomenon

2.4_It does not work as set when setting is changed with configuration tool such as camera addition .

Countermeasure / Solution
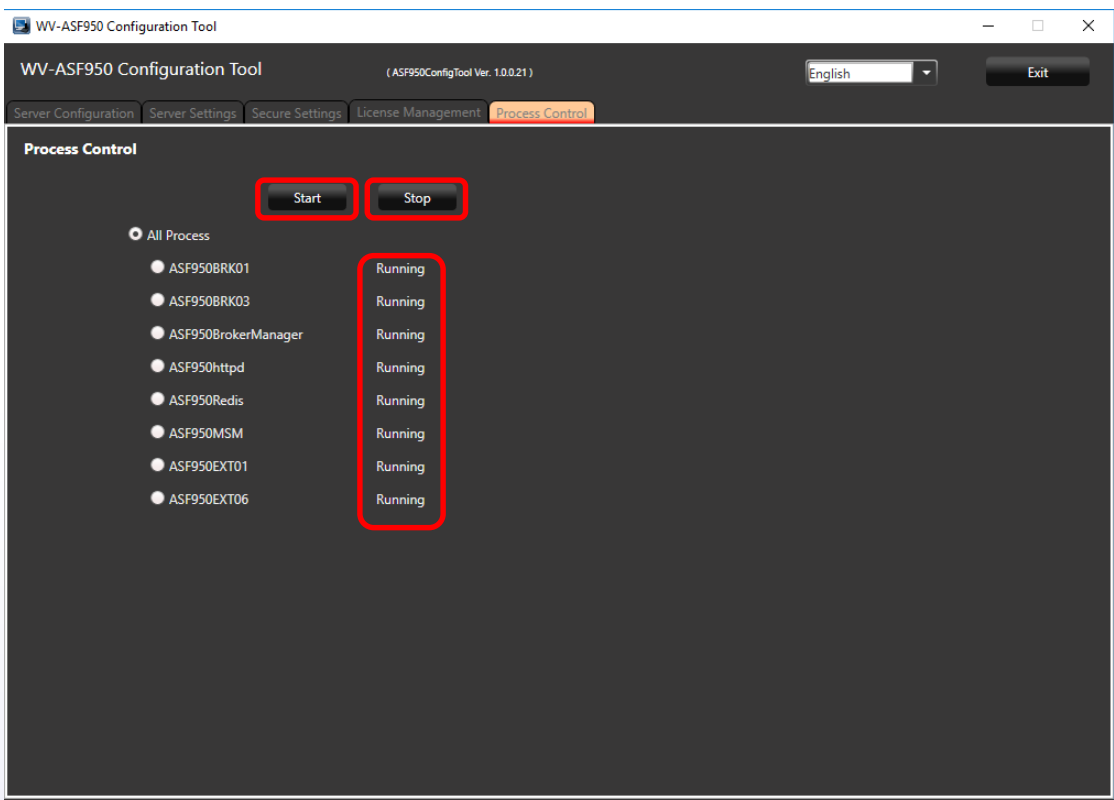
Open ASF950 Configuration Tool. Stop all processes once and restart everything.

Phenomenon

5.2_It takes time to register and search faces.

Countermeasure / Solution

1. Turn off any anti virus software on ASF950 PC.
2. Disable "Windows defender". For Windows 10 and later, please specify "C: ¥ ASF 900" and "C: ¥ Postgres" as folders which are not scanned with "Windows defender".

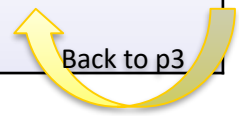   * "Windows defender" is installed by default on the client OS (Win10) with service enabled. It is not installed by default on the server OS (2016).
   ✓ Control Panel -> Windows Defender -> Tools -> Options
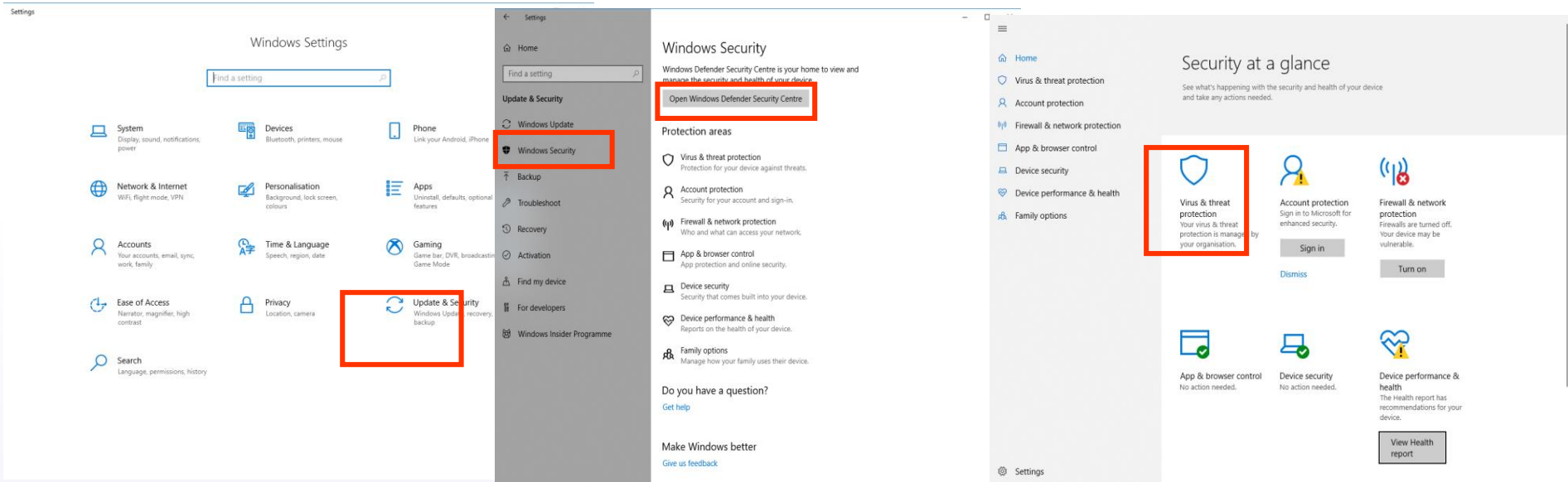
✓ Click "Start" → " "(Settings) → "Update and Security" → "Windows Security" → "Open Windows Defender Security Center" in this order. When "Security a glance" screen opens, click "Viruses and threat protection".

Continue to the next page.

Phenomenon

5.2_It takes time to register and search faces.

Countermeasure / Solution

✓ Click "Add or remove exclusion" from the "Virus and threat protection setting" -> "Exclusion" column.
The setting screen of "Exclusion" opens. Since you want to exclude folders, click on "Add an exclusion" and click "Folder" from the displayed list.
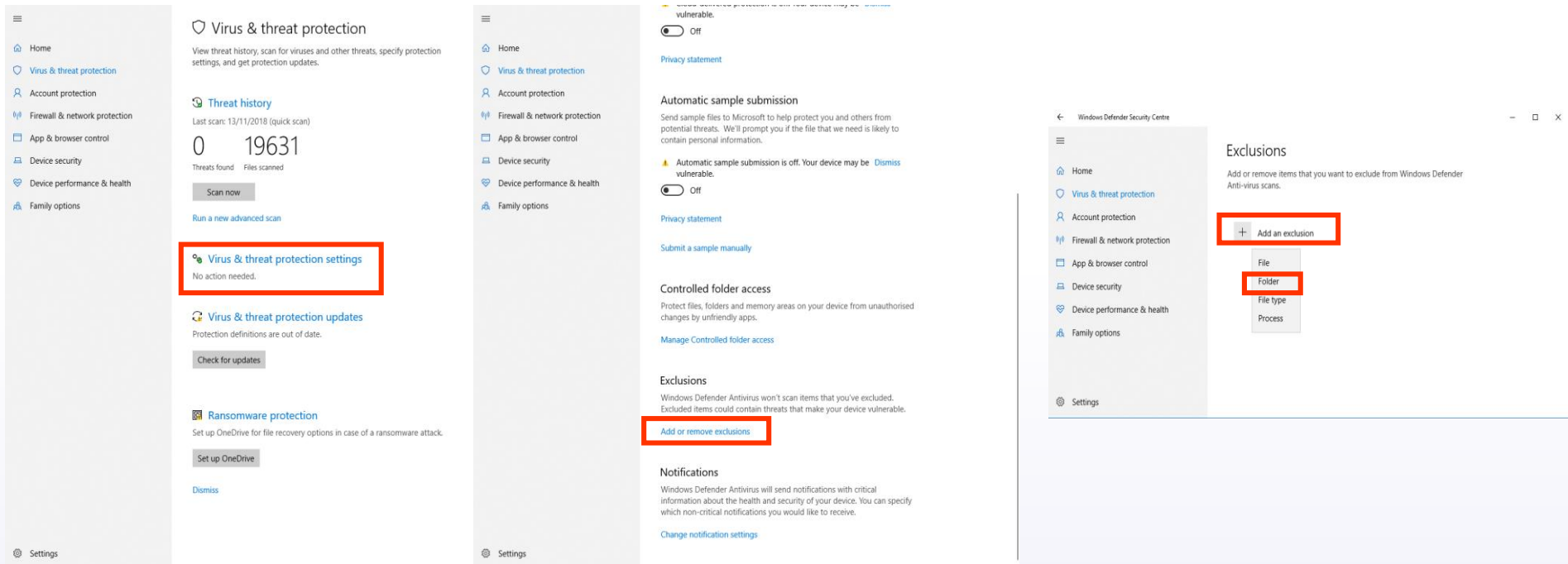
Continue to the next page.

Phenomenon

5.2_It takes time to register and search faces.

Countermeasure / Solution

✓ Click the folder you want to exclude and click "Select Folder".
   When it return to the Exclude screen, make sure that the excluded folders ("C: ￥ ASF 900" and "C: ￥ Postgres") are displayed.
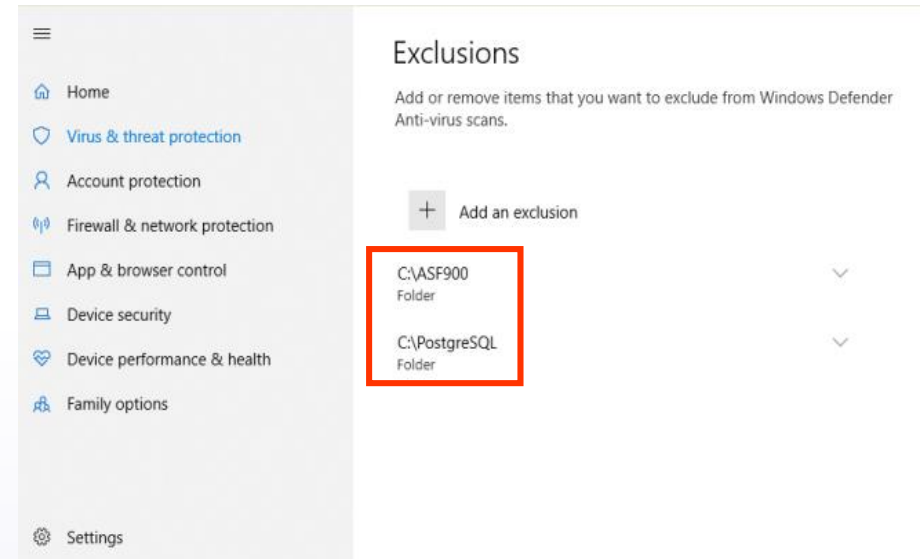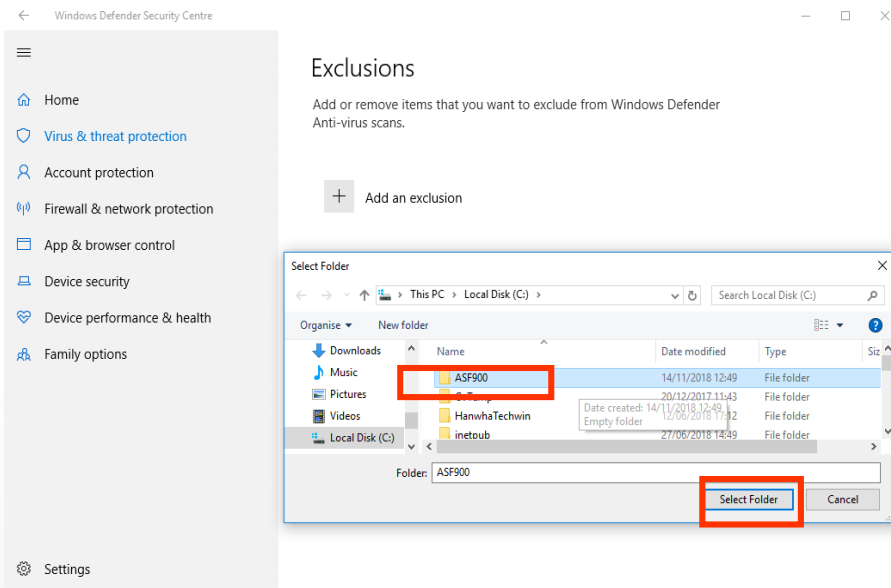
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Phenomenon

5.2_It takes time to register and search faces.

Countermeasure / Solution

3. Disable Shadow copy function of C drive in case of using Windows client OS (Windows7,10,etc)

✓ Click "Start" -> "Windows system" -> "Control Panel" in the start menu. Then click "System" in the Control Panel.
Click "System protection" in the basic information screen of your PC.
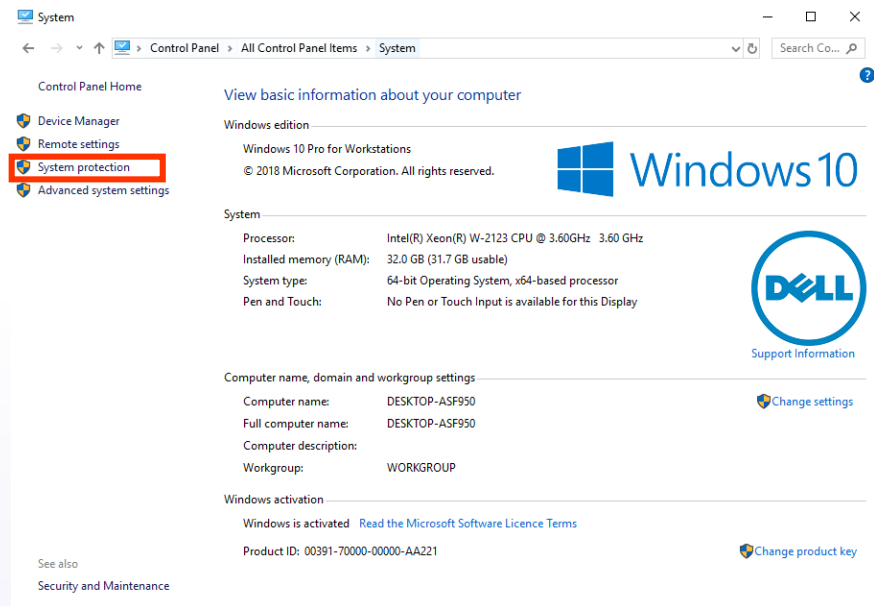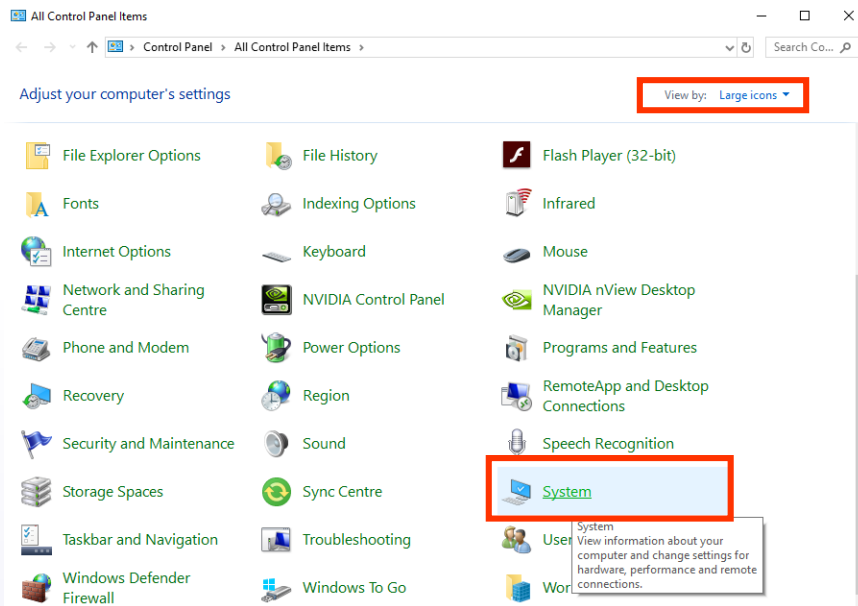
Continue to the next page.

Phenomenon

5.2_It takes time to register and search faces.

Countermeasure / Solution

✓ Select "C" drive then press "Configure" to set "Disable system protection" .
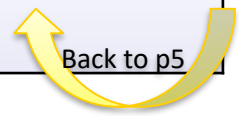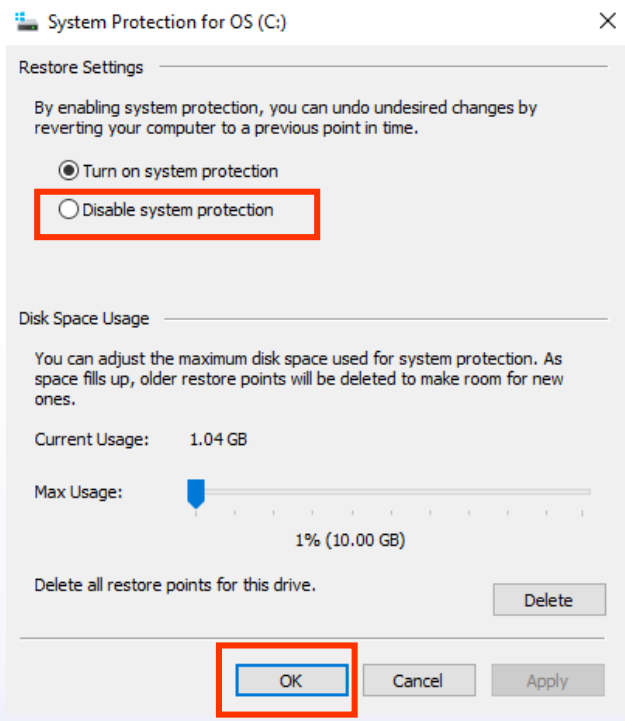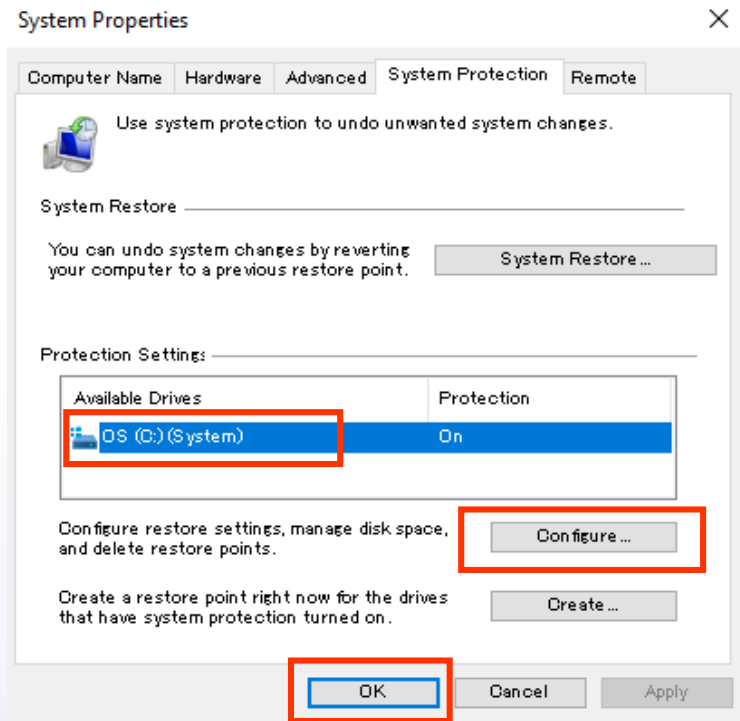
3.1.1_The network setting of the client PC is DNS.
Or you may have a default gateway that does not exist.

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Phenomenon

3.1_It takes time to register the face.

Countermeasure / Solution

- Do not set DNS on the client PC.

- Do not set a default gateway that does not exist on the client PC. Leave it blank if there is no default gateway.

Phenomenon

3.1_It takes time to register the face.
5.2_It takes time to search faces.

Countermeasure / Solution

Based on the time zone setting of ASF950, accumulated past data and face images are automatically deleted between AM 1 and AM 3 o'clock.

✓ Time zone setting
1.   Open "C: ¥ ASF900 ¥ batch ¥ conf ¥ ext02 ¥ batchConfig.xml" using Notepad etc.
2.   Check the "Time zone".
3.   If you change the "Time zone" while the MSM service is running, you need to restart the MSM service.

Item	Setting key name	Default
Time zone	timeDifference	9 hours
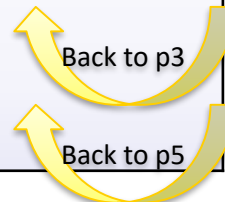
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4.1.1/5.1.2_The ASF 950 can not receive face thumbnails from the camera.

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Phenomenon

4.1_Face matching alarm does not occur.   5.1_The result of face search is not displayed.

Countermeasure / Solution

1. Confirm that ASF900 PC receives face thumbnail.
   A) Check the folder.
   - ✓ "C:¥ASF900¥img¥thumbnail¥*cameraMAC6digit*¥*2digit*¥*2digit*¥*YYYY*¥*MM*¥*DD*¥*HH*" (UTC)

A face image exists in the folder while someone is walking in front of the camera. If there is no image, the PC has not received the face thumbnail.

B) Check the result of "ASF950 Utility Tool".
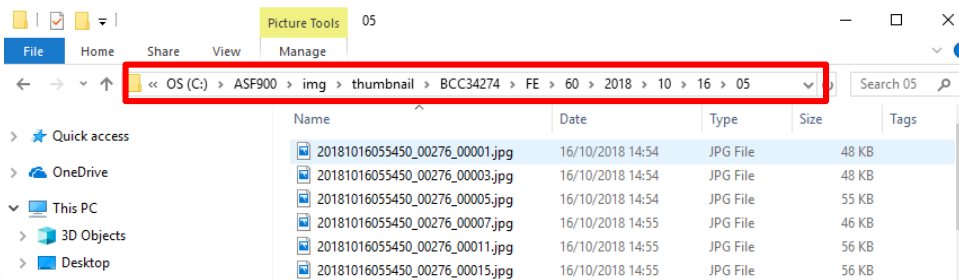   (C:¥ASF900¥tool¥ASF950Tool¥ASF950UtilityTool.exe)
   a. Start the ASF950 Utility Tool.
   b. Select the "Best Shot Monitor" tab.
   c. Enter "Server IP Address" and press "Get information"
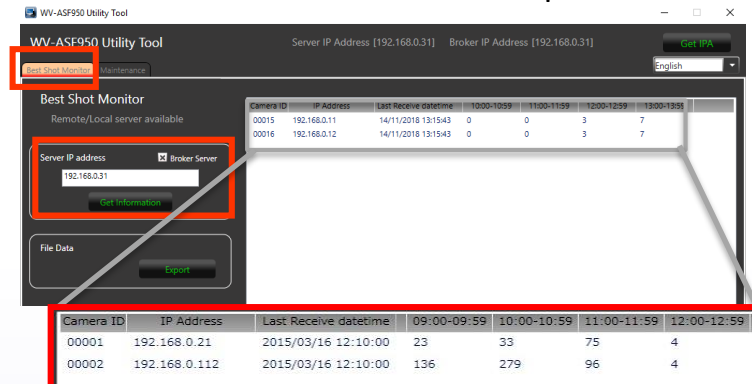
- ✓ "Camera ID", "IP Address", "Latest Receive datetime", and the number of thumbnails for the last 4 hours are displayed every hour.

When someone walks in front of the camera, if the result(face thumbnail) is not displayed or "Last Receive datetime" are not updated long time, PC has not received face thumbnail.

Continue to the next page.

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4.1.1/5.1.2_The ASF 950 can not receive face thumbnails from the camera.

30/64

Phenomenon

4.1_Face matching alarm does not occur.   5.1_The result of face search is not displayed.

Countermeasure / Solution

2.   When ASF950 PC has two NICs, check camera is connected to main IP address
     Two NIC configuration can be used only when the client is on another network. It cannot be used when the camera is on another network.
     All cameras must be connected to main IP address of FacePRO server.

4.1.1/5.1.2_The ASF 950 can not receive face thumbnails from the camera.

31/64
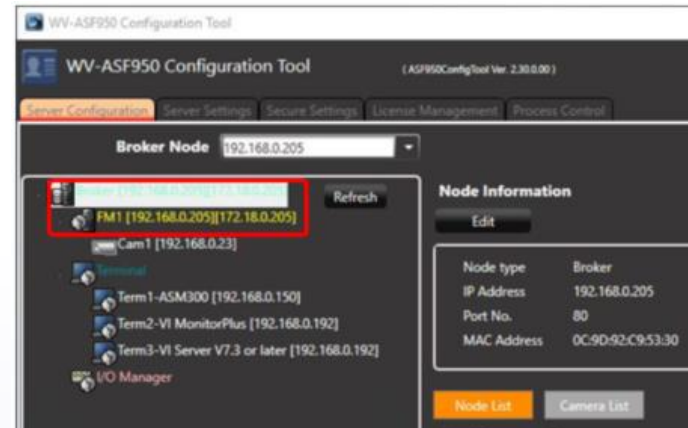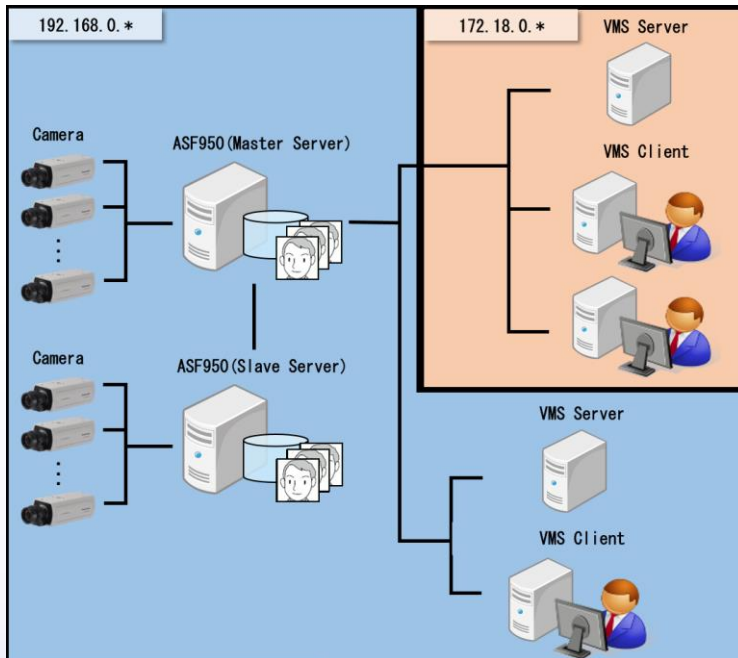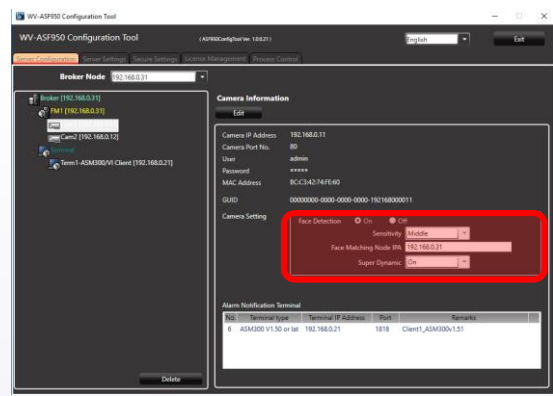
Phenomenon

4.1_Face matching alarm does not occur.   5.1_The result of face search is not displayed.

Countermeasure / Solution

2. Turn off the firewall of ASF950 PC or open the 80 port and 5432port in the firewall.

3. Check camera setting on ASF950 Config. Tool

   ✓ Open the ASF950 config. tool and check that "Face Matching node IPA" in "Camera information" is the same as the IP address of the ASF 950 PC. This IP has to be reachable from the camera.

   ✓ If a part of camera setting is red, check the camera setting.

4. Check camera schedule setting

   ✓ Schedule mode = Best shot, Tick Check box of Mon thru Sun and 24h
   Web browser : [Setting]-[Schedule]

5. Check camera detection area setting

   ✓ Area1(White) is on, and select all area.
   Web browser : [Setup]-[Maintenance]-[Upgrade]-[Ext Software]-[Setup]

4.1.1/5.1.2_The ASF 950 can not receive face thumbnails from the camera.

32/64

Phenomenon

4.1_Face matching alarm does not occur.   5.1_The result of face search is not displayed.

Countermeasure / Solution

6. Check camera Advanced settings

✓ IP address is the server IP, and port is 80 (or 443 for SSL)
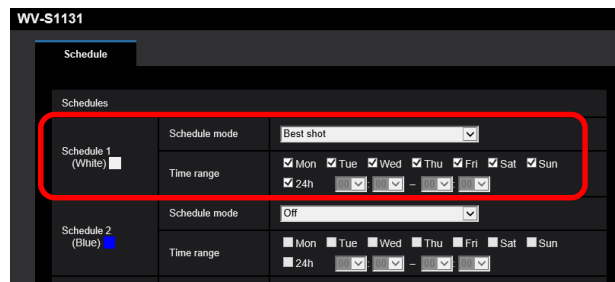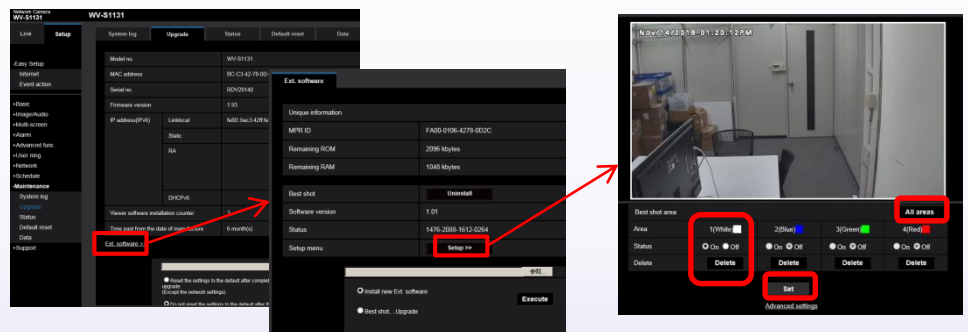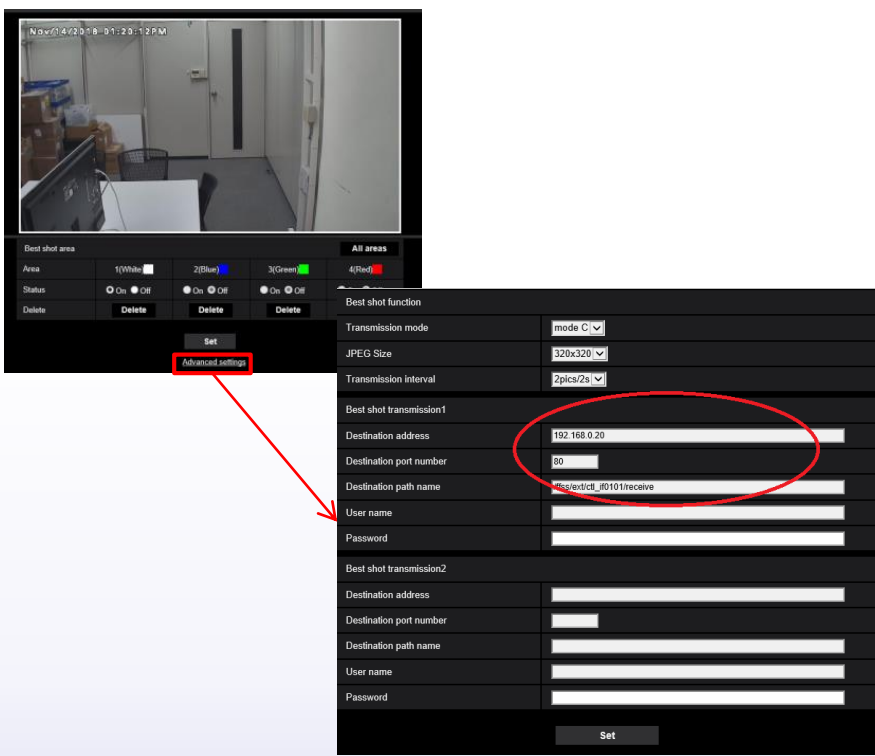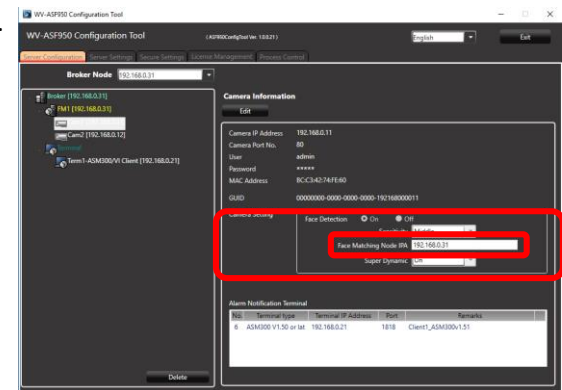Web browser : [Setup]-[Maintenance]-[Upgrade]-[Ext Software]-[Setup]
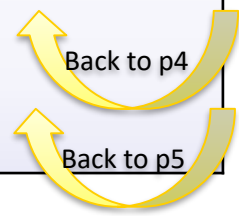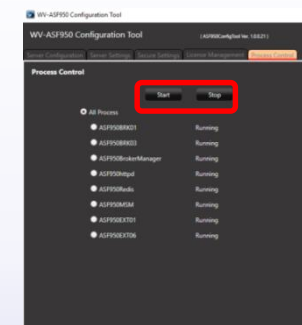 -[Advanced setup]

7. Check camera setting on ASF950 Config. Tool

✓ Check that "Face Matching node IPA" in "Camera information" is the same as the IP address of the ASF 950 PC.

8. Restart all processes after finishing the camera registration.

4.1.2_The similarity setting does not exceed the alarm sensitivity of registered person.

33/64

Phenomenon

4.1_Face matching alarm does not occur.

Countermeasure / Solution

Lower alarm sensitivity of registered person, or change face image.
 - If the sensitivity is set to 0.95 or less, many false alarms may occur.
 - Recommend to register face images that is captured with the camera on site,
   but It is not recommended to register if the face image is blurred due to noise etc.
[In the case of environmental factors]
By acquiring the photos of the site and sending it to us, it is possible to check the camera installation conditions of the site and give advice such as to change the camera settings.

Back to p4

2.2.1/4.1.3_The GPU driver may not be installed.
Please restart the PC after installing the latest driver.

34/64
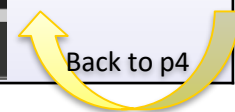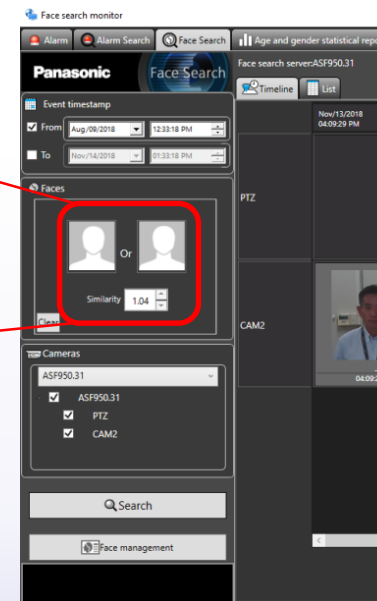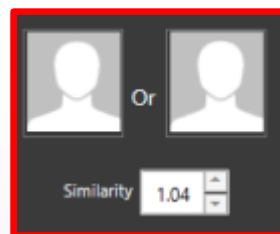
Phenomenon

2.2_The operation status of the ASF950 MSM service is "Stopped"./ 4.1_Face matching alarm does not occur.

Countermeasure / Solution

1. Open the "device manager" of the face server and select the [Display adapters].

2. Confirm that the following GPU is recognized on the [display adapter].

   NVIDIA Quadro P5000
   NVIDIA Quadro RTX5000*1
   NVIDIA Quadro P6000 (for Windows Server)
   NVIDIA Quadro RTX6000*1 (for Windows Server)

   *1 Supported in ASF950 version 2.10 or later

3. Confirm GPU Version is 411.81 or later.

4. If it is not recognized or if the driver version is old,
   install the latest driver.

5. Stop the all processes with ASF950 Configuration Tool and restart the server.

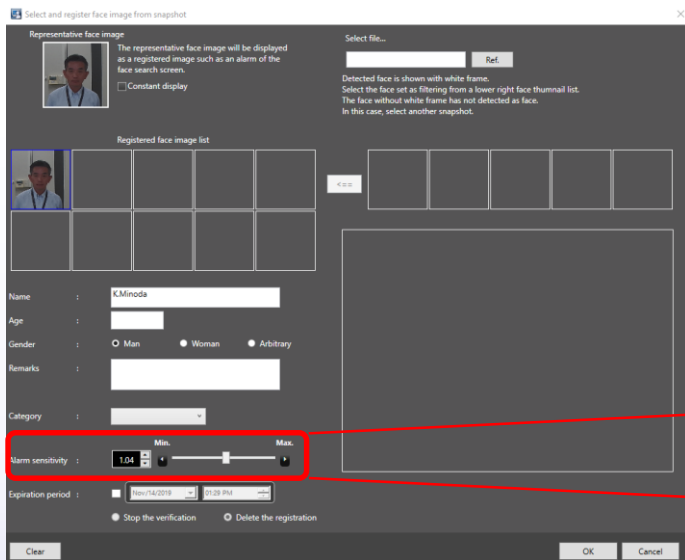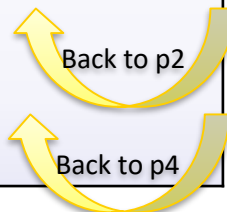Panasonic Authorized Partner

Phenomenon

4.1_Face matching alarm does not occur.

Countermeasure / Solution

In order to receive face matching alarm in the client side, it is necessary to open port 1818.

1. Execute "netstat - abo" on the command prompt with administrator privileges. If port 1818 is being used, results like the following will be displayed.
2. If port 1818 is not opened, check face plugin window on the client is shown.
3. If port 1818 is opened, check network configuration whether Face server can communicate with client with port 1818.

Phenomenon

4.2_Face matching alarm is slow.
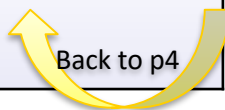
Countermeasure / Solution

Check the operation status of the service with the ASF950 Configuration Tool.

A)   If the operation status of the ASF950 MSM service is "Stopped", "uninstalled" or the operation status of the service is not displayed, execute the linked solution.

B)   If the ASF950 MSM service is "Running", execute the linked solution.

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Phenomenon

4.3_The face matching alarm popup is displayed, but the result is not displayed on the alarm notification screen.
4.4_The result of alarm search is not displayed.
5.1_The result of face search is not displayed.

Countermeasure / Solution

Need to synchronize system time.
- Confirm that Date & Time including Time-zone setting of camera is same as the installed site.
   - ✓ The time of getting face thumbnail is depend on camera setting.
- Confirm that Date & Time including Time-zone setting of ASM300 is same as the installed site.
   - ✓ The time of Face search monitor of ASM300 is depend on ASM300 setting.
- Confirm that Date & Time including Time-zone setting of recorder is same as the installed site.
- Confirm that Date & Time including Time-zone setting of ASF950 is same as the installed site.
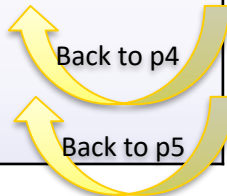
Phenomenon

4.5_Many false alarms are notified.

Countermeasure / Solution

Higher alarm sensitivity of registered person, or change the detection sensitivity of camera to Low.
(Alarm sensitivity default 1.04 is determined to achieve false alarm ratio 0.01 %.
   - false alarm ratio 0.01 % means one person out of 10 thousand persons could be wrongly matched.)
[Higher alarm sensitivity of registered person]
1.   Click "Face management" button, open the face registration screen.
2.   Change the alarm sensitivity to higher and click "OK" button.

Phenomenon

4.5_Many false alarms are notified.
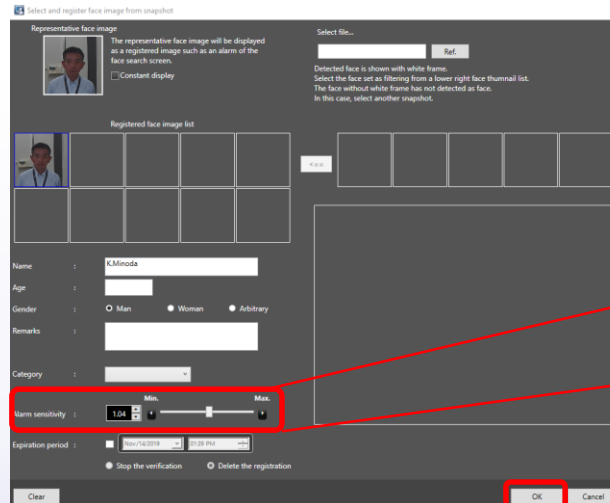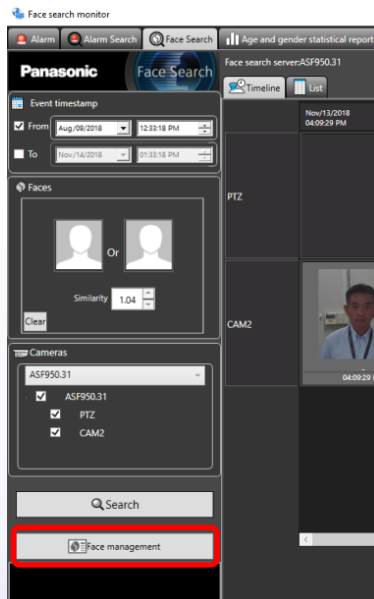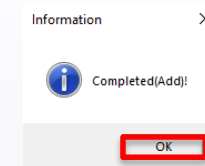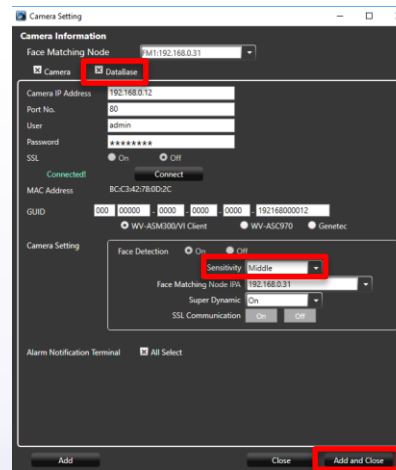
Countermeasure / Solution

Higher alarm sensitivity of registered person, or change the detection sensitivity of camera to Low.
(Alarm sensitivity default 1.04 is determined to achieve false alarm ratio 0.01 %.
   - false alarm ratio 0.01 % means one person out of 10 thousand persons could be wrongly matched.)
[Change the detection sensitivity]
1. Open "ASF950 Configuration Tool", and select the target camera.
2. Click the "Edit" button, and open the camera setting.
3. Change the sensitivity to Low, then uncheck the "DataBase" and click the "Add and Close" button.
4. Click "OK" button on [Information] window.

*If it is difficult to detect the face with Low setting, adjust the angle of view with a face width of 80 pixels as a guide.

Back to p4

Panasonic Authorized Partner
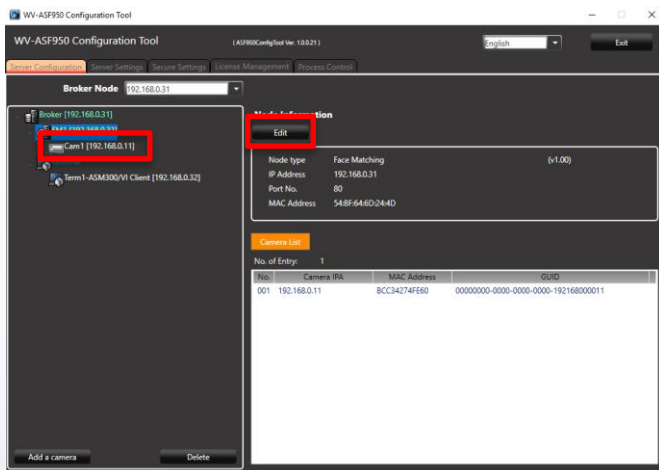
Phenomenon

5.1_The result of face search is not displayed.
5.5_Metastrage search error (-1,0400)

Countermeasure / Solution

Check the operation status of the service with the ASF950 Configuration Tool.

A)   If the operation status of the ASF950 MSM service is "Stopped", "uninstalled" or the operation status of the service is not displayed, <u>execute the linked solution.</u>

B)   If ASF950MSM service is "Running",
   1.   <u>Execute the linked solution.</u>
   2.   <u>Execute the linked solution.</u>
   3.   <u>Execute the linked solution.</u>
   4.   Please wait for a while and run the search again.
       * Especially after restarting the ASF 950 PC, this phenomenon is likely to occur because data is being developed in memory.
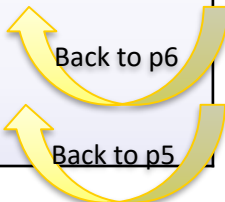
Panasonic Authorized Partner

Phenomenon

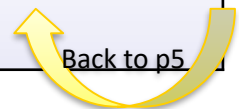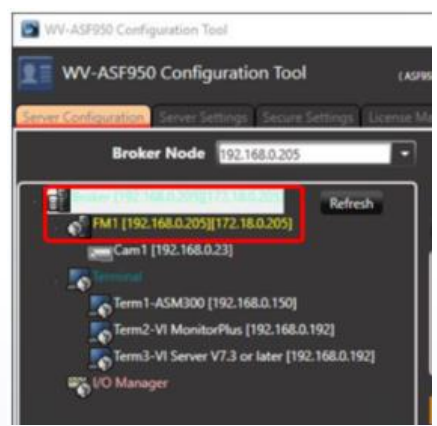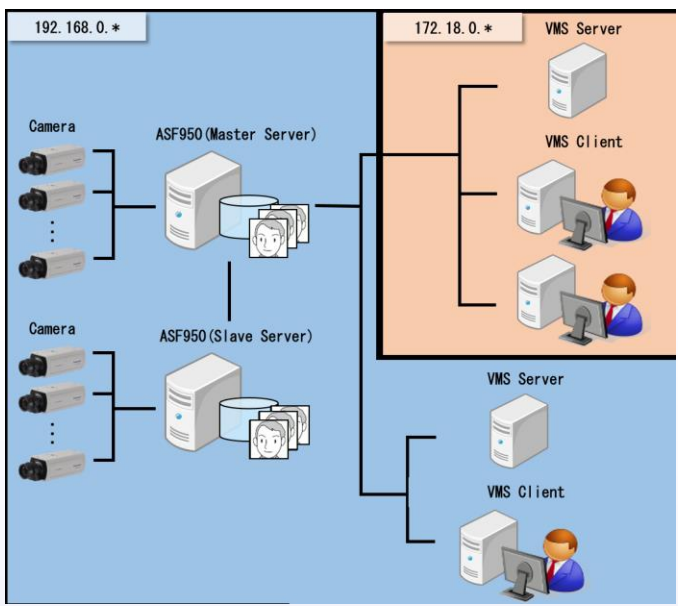5.1_The result of face search is not displayed.

Countermeasure / Solution

Check all NICs are registered when ASF950 has two NICs.
If only one of them is registered, you can get the face search result but face image is not displayed.

Search result : Face image is not shown

Configuration Tool : Need to register IP address of both NICs

5.2.3_The number of face history retention is set to 10 M, and face images of 5 M or more are searched.

42/64

Phenomenon

5.2_It takes time to search faces.

Countermeasure / Solution

From the system specification, if the face thumbnail is less than 5 million, it can be searched within 3 minutes, but it may take up to 10 minutes if it is more than that.

✓ Number of saved face image setting

1. Open "C:¥ASF900¥batch¥conf¥ext02¥batchConfig.xml" using Notepad etc.

2. Check "Number of saved face image".

3. If you change the "Number of saved face image" while the MSN service is running, you need to restart the MSN service.

| Item	Setting key name	Default
Number of saved face image	faceMdDataRelatedInfoRetentionNumberr	Up to 5,000,000 images

6.1_Face images are not displayed on real time alarm screen, alarm search screen, face search screen.

43/64

Phenomenon

6.1_Face images are not displayed on real time alarm screen, alarm search screen, face search screen.

Countermeasure / Solution

1. Enter the encryption key correctly on the face server registration screen of ASM300.

2. If you want to change the encryption key, once you need to initialize the data saved in the ASF950.
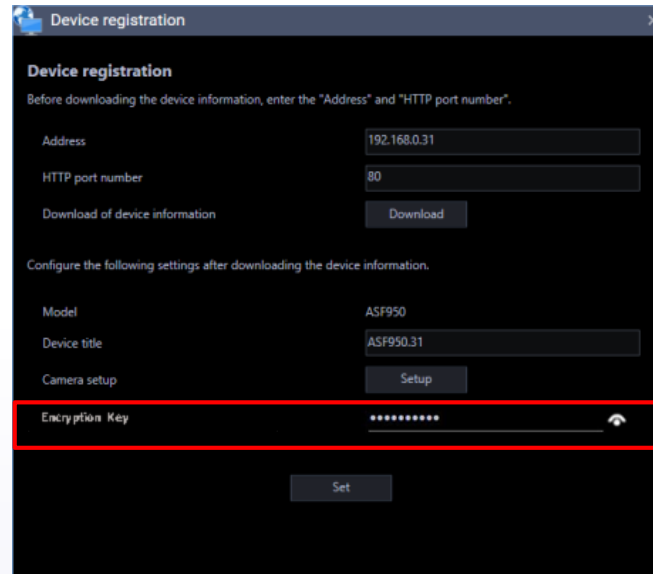
3. If you change the image save path during operation, the face image may not be displayed.
In that case, it is necessary to initialize the data saved in the ASF950 once.

5.4_Determine the face search period in detail with "From / to". Or it may be improved if wider face search range is set.

44/64

Phenomenon

5.4_Face search results of registered cameras are not displayed in Timeline display or list display.

Countermeasure / Solution

Face Search Range Setting

Set the face search range and output by "MetaStorageManager.conf " in "C:¥ASF900¥batch¥msm" folder.
* Need to restart ASF950MSM process in ASF950ConfigTool when setting is changed.
* If you increase the search range and the number of output, search time will be increased.

```
MetaStorageManager.conf
<info name="mddb-max-pages" value="1"/>          Output factor (~25)
<info name="mddb-max-nr" value="512"/>           *No change (Fixed)
<info name="mddb-max-range-pages" value="5"/>    Timeline view factor (A value not exceeding the max. of No 2.)
<info name="mddb-max-range-time" value="24"/>    List view factor (~336 hours *14days)
```

1. Number of output

"mddb-max-nr" x "mddb-max-pages" = 512 x 1 =512 faces

* This setting is effective in both Timeline view and List view.

2. Search Range in Timeline view

"mddb-max-nr" x "mddb-max-pages" x " mddb-max-range-pages "

= 512 x 1 x 5 =2,560 faces (Up to 128,000)

3. Search Range in Timeline view

" mddb-max-range-time" = 24 hours (~336 hours *14days)

5.4_Determine the face search period in detail with "From / to".
## Or it may be improved if wider face search range is set.

45/64

Phenomenon

5.4_Face search results of registered cameras are not displayed in Timeline display or list display.
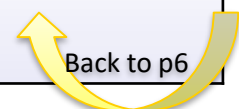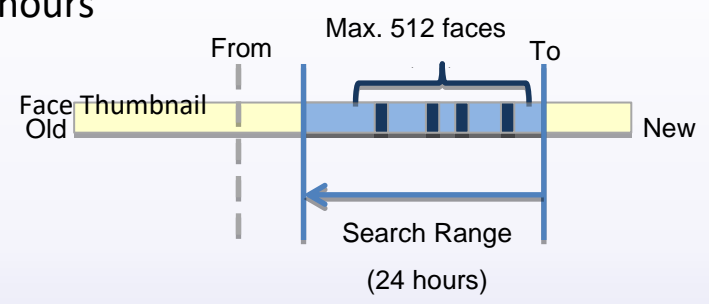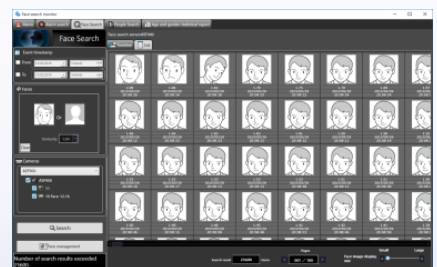
Countermeasure / Solution

Example

- Search Range in Timeline view

    "mddb-max-nr" x "mddb-max-pages" x " mddb-max-range-pages " = 512 x 1 x 5 = 2,560 faces

- Search Range in Timeline view

    " mddb-max-range-time" = 24 hours

Back to p6

7.1_It may be failed to install the Microsoft C++ runtime.

46/64
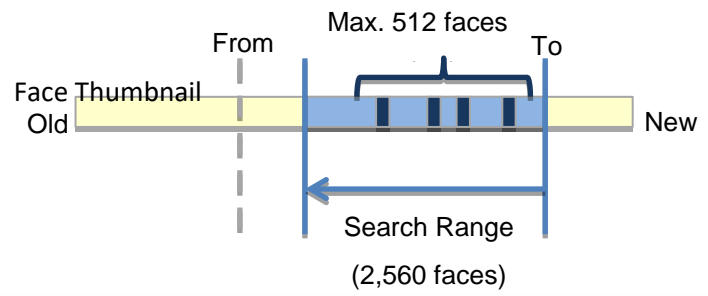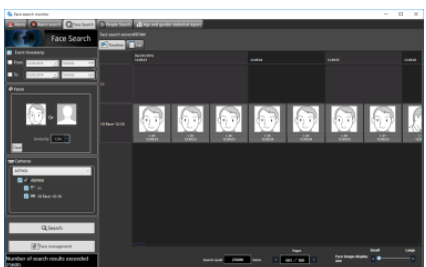
Phenomenon

7.1_The ASF950 MSM service cannot be stopped.

Countermeasure / Solution

1. Check that "Microsoft Visual C++2015 Redistributable (x86)" is in "Control Panel¥All Control Panel Items ¥Programs and Features", and that two dll files are in the following folders.

    C:¥Windows/System32/
      [Filename] : vcruntime140.dll, msvcp140.dll

2. If not, "Install Package¥01_Middleware¥VC2015 C++ runtime¥vc_redist_x86.exe" or download the "vc_redist_x86.exe" file from the URL below.
URL: https://www.microsoft.com/en-us/download/details.aspx?id=48145

  After that, install with "Run as administrator" on ASF950 Server.

3. Stop the MSM service with the following procedure and restart with the ASF950 Configuration Tool.
    4.1 Start Task Manager with [Ctrl] + [Shift] + [Esc].
    4.2 Open the "Detail" tab, and select "MSM.exe"
    4.3 Click the "End task" button.

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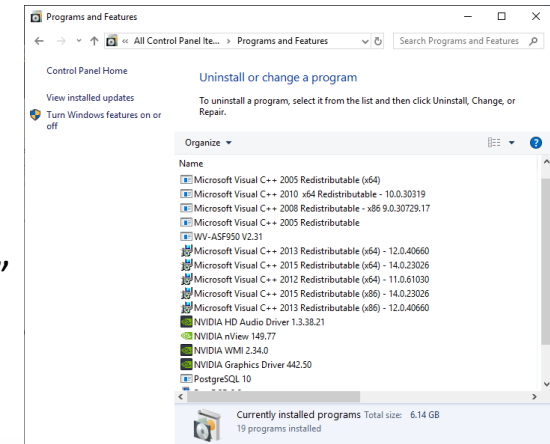
Phenomenon

7.2_After restarting the client PC, the registered ASE231 license on VIMonitorPlus is deleted.

Countermeasure / Solution

1. Follow the procedure below to delete the license with the initialization tool.

  1.1 Find "Delete_Key_for_VIMonitorPlusFace_Plugin.zip" tool under 07. Troubleshooting of Quick Start Guide then copy and unzip it in desktop of client PC.

  1.2 Execute the "DeleteKeyforVIMonitorPlusFacePlugin.exe" file. When completing to delete key, message box is shown.
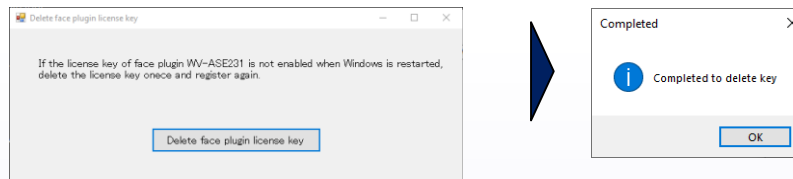
2. Restart the client software.

3. Register the license again on the license registration screen of client software.

Phenomenon

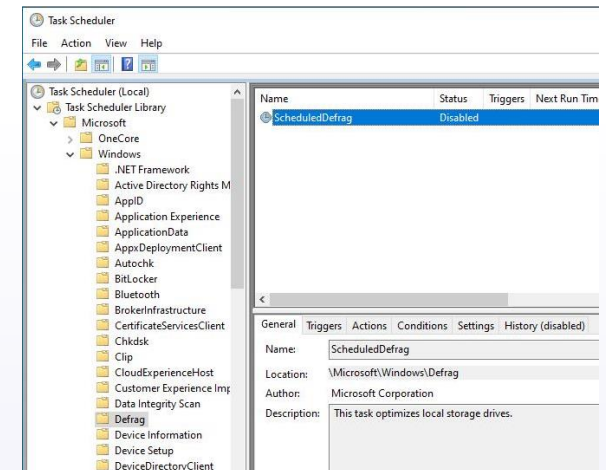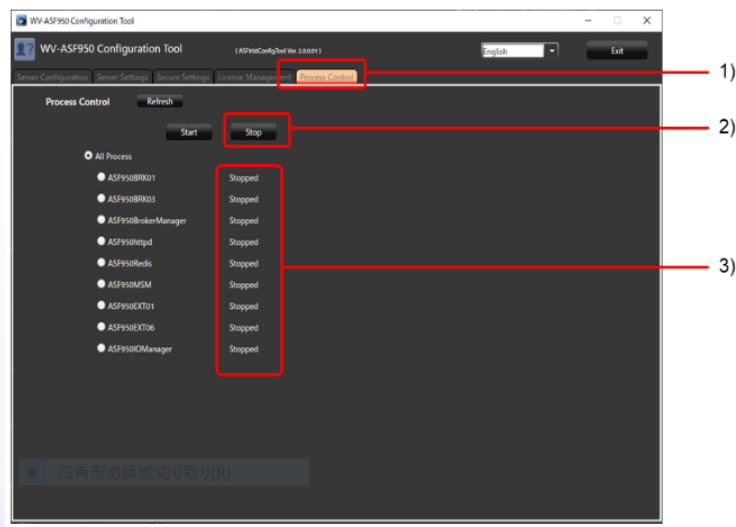8.1_After Windows Update, "Face server communication error" is repeatedly occurring on WV-ASM300

Countermeasure / Solution

A WV-ASF950 installer sets the defrag setting of Windows to disable in order to avoid performance problems, but it seems that the defrag setting is changed to enable at Windows Update. It has been experienced with Windows20H2 Update released in October 2020.

It is necessary to change the defrag setting to disable in accordance with the following procedure if it has been changed to enable after Windows Update.

1. Confirm the defrag setting status.
    1-1. Click [Windows button] – [Windows Administrative Tools]
        – [Task Scheduler]
    1-2. Select [Task Scheduler Library] – [Microsoft] – [Windows] – [Defrag]

If [ScheduledDefrag] is Enabled, execute the following procedure.

Continue to the next page.

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Phenomenon

8.1_After Windows Update, "Face server communication error" is repeatedly occurring on WV-ASM300

Countermeasure / Solution

2. Launch the config tool and stop the application with the following operation
    1) Select the [Process Control] tab.
    2) Click the [Stop] button.
    3) Confirm that "Stopped" is displayed for all the processes.

    Note) As for the slave server, "Not installed" will be displayed for "ASF950BRK01", "ASF950BRK03", "ASF950BrokerManager" and "ASF950IOManager".

Continue to the next page.

Phenomenon

8.1_After Windows Update, "Face server communication error" is repeatedly occurring on WV-ASM300

Countermeasure / Solution

3. If V3.10 or later, execute C:¥ASF900¥tool¥BeforeWindowsUpdate.bat with administrator privileges.
    If others, download the batch file from <u>download site</u> then execute it with administrator privileges.
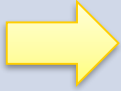
4. If V3.10 or later, execute C:¥ASF900¥tool¥AfterWindowsUpdate.bat with administrator privileges.
    If others, download the batch file from <u>download site</u> then execute it with administrator privileges.

    Download site for step 3 and 4:
    <u>https://www.psn-web.net/ssbu-t/Support/WV-ASF950_batch_file_20210115.zip</u>
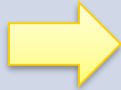
5. Start the application with the following operation
    1) Select the [Process Control] tab.
    2) Click the [Start] button.
    3) Confirm that "Running" is displayed for all the processes.

    Note) Searching may take some time for a while after updating.

6. Confirm that the defrag setting is Disabled in accordance with the following procedure.
    6-1. Click [Windows button] – [Windows Administrative Tools] – [Task Scheduler]
    6-2. Select [Task Scheduler Library] – [Microsoft] – [Windows] – [Defrag]
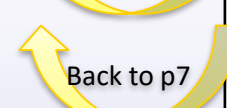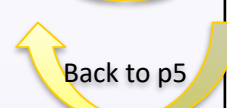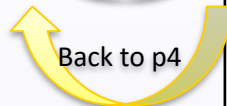
Troubleshooting
Face Recognition / Face Search System
Data necessary for Disability survey

Data necessary for Disability survey

| Item	Corresponding procedure	Detail
1. PC number PC Spec Information	Control Panel -> System* -> Device Manager* * Screen Capture	➡
2. OS event log (System & Application）	Control Panel -> Administrative Tools -> Event Viewer Windows logs - Application - system Actions -> "Save All Events As…"	➡
3. ASF950 log	Copy [C:¥ASF900¥logs] and [C:¥ASF900¥FvFiles] folder Copy [C:¥ASF900¥img¥alarm] and [C:¥ASF900¥img¥alarmhistory] folder	➡
4. DB log	Copy [C:¥PostgreSQL¥10¥data¥pg_log] folder	➡
5. DB backup	Execute [C:¥ASF900¥tool¥misc¥00_ASF900_full_dump.bat] Copy [BRK_dump.sql / OMM_dump.sql / MM_dump.sql] files	➡
6. Performance status	Control Panel -> Administrative Tools -> Performance Monitor Data Collector Sets -> System -> System Performance Click the green triangle on top menu icon. >>> Measurement for 1 minute begins and stops automatically. Copy[C:¥PerfLogs¥System] folder	➡

In addition to the above data, please provide specific failure information as much as possible, such as phenomena, occurrence date and time.

| Item	Corresponding procedure	Detail
7. GPU Information	Use GPU-Z that is a utility to provide vital information about your video card and graphics processor. Just download and run without installation. https://www.techpowerup.com/gpuz/	-

In addition to the above data, please provide specific failure information as much as possible, such as phenomena, occurrence date and time.

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1. PC number / PC Spec Information

Step1: Control panel -> System
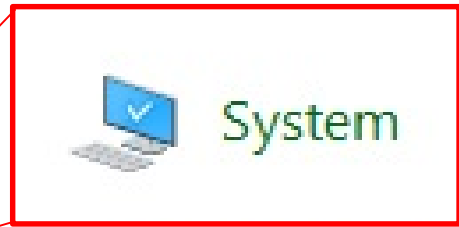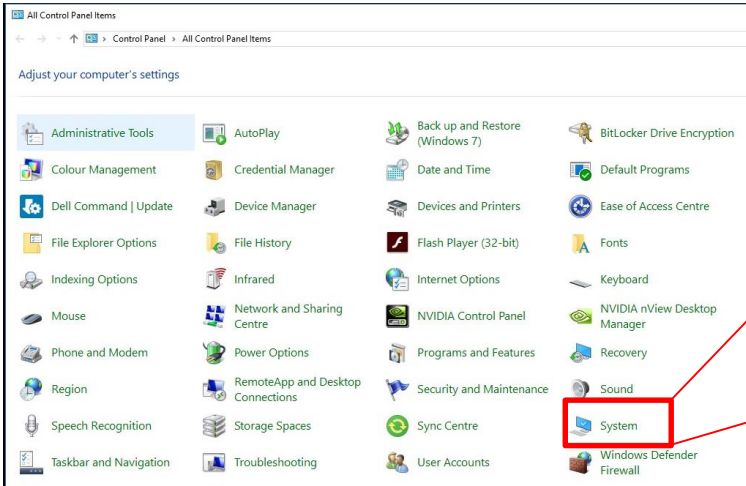
Step2: Capture screen
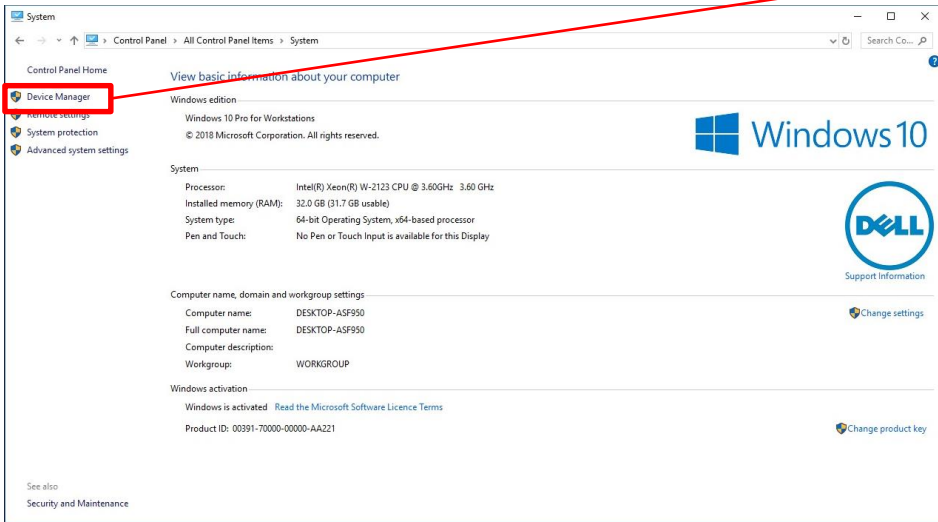
Step3: Device Manager -> Display adapters Capture screen

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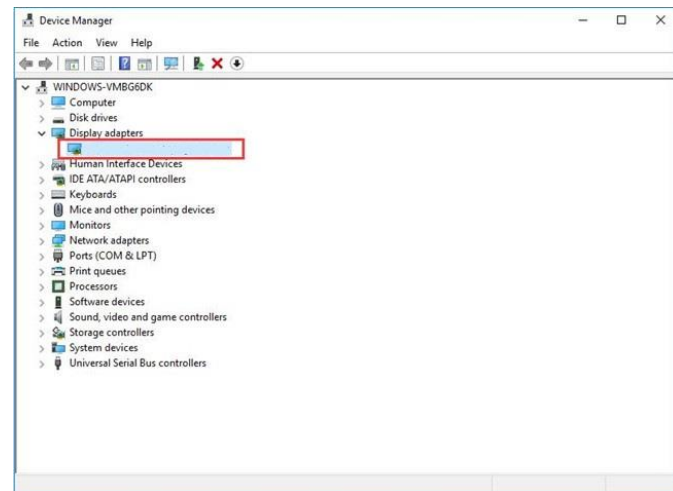
2. OS event log (System & Application）

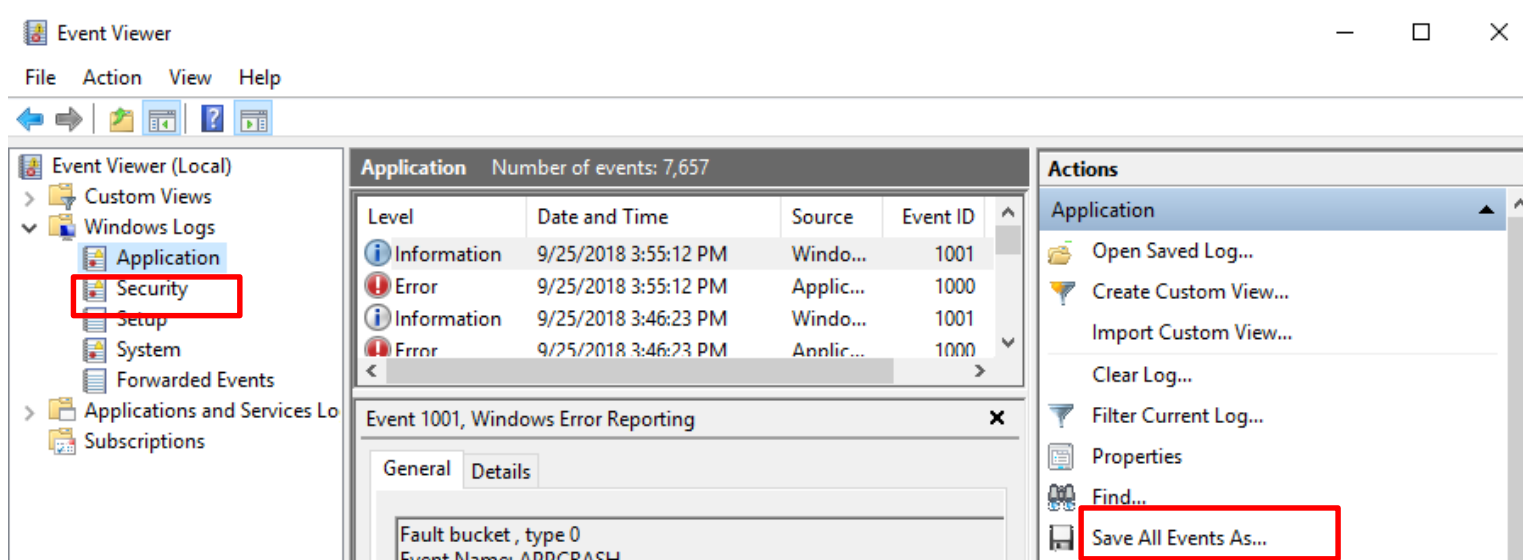### Step1: Control panel -> Administrative Tools
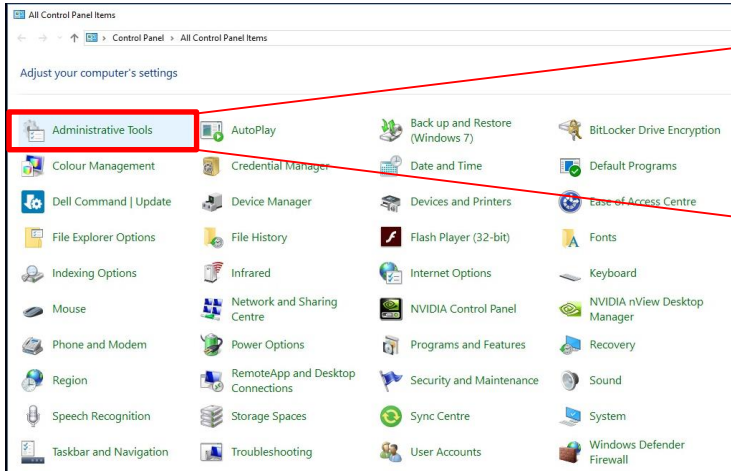
Step2: Administrative -> Event Viewer
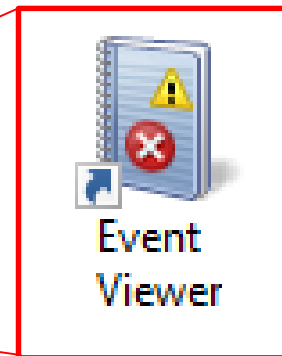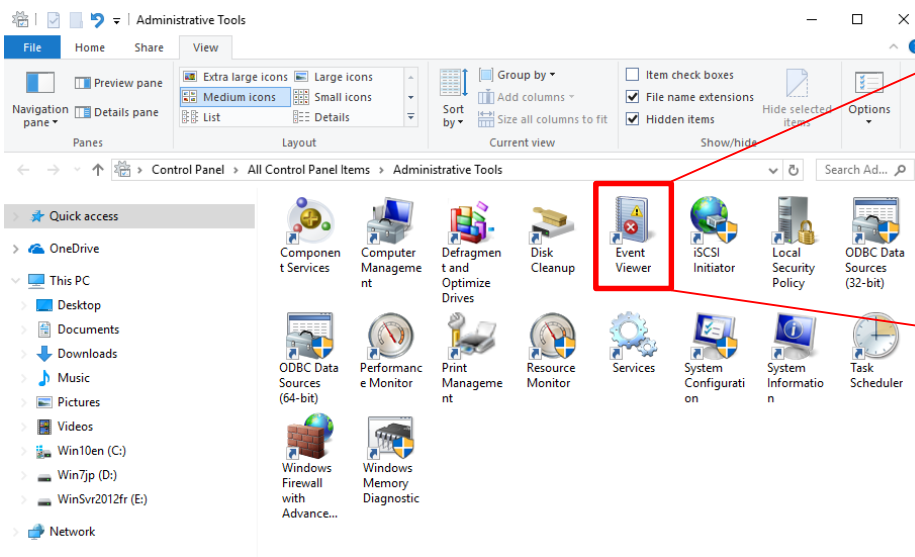
2. OS event log (System & Application）
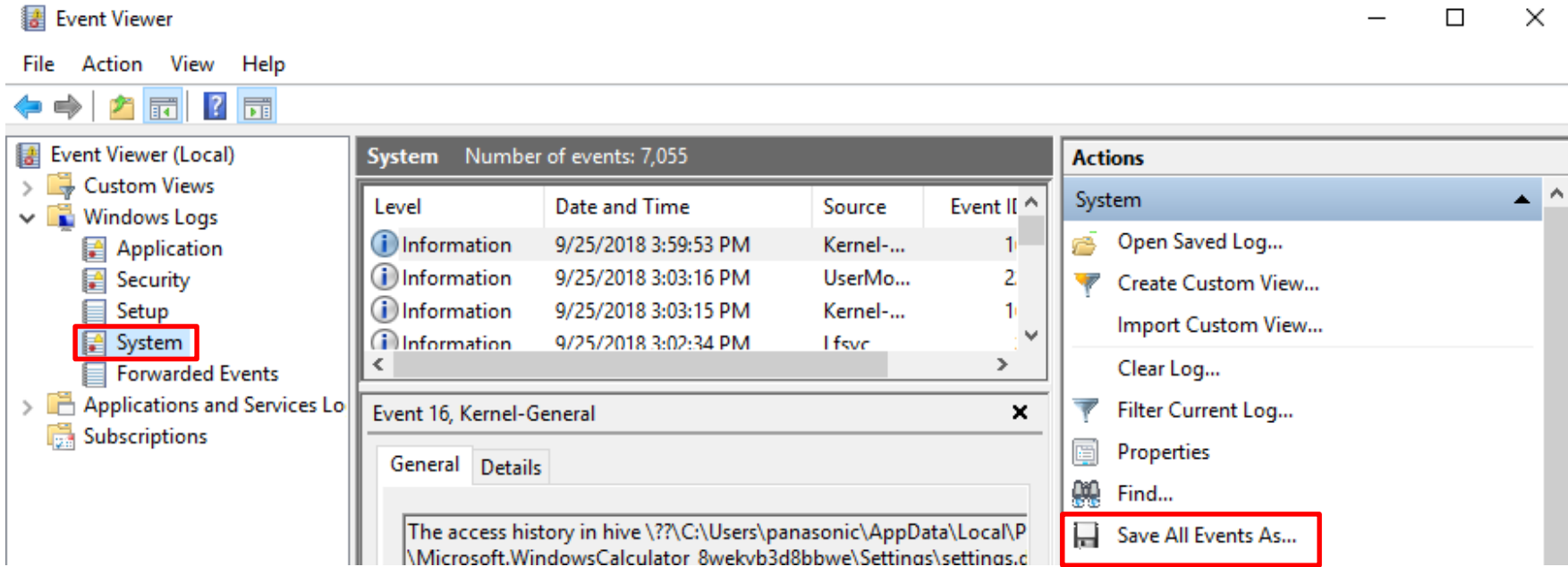
Step3: Event Viewer -> Windows logs
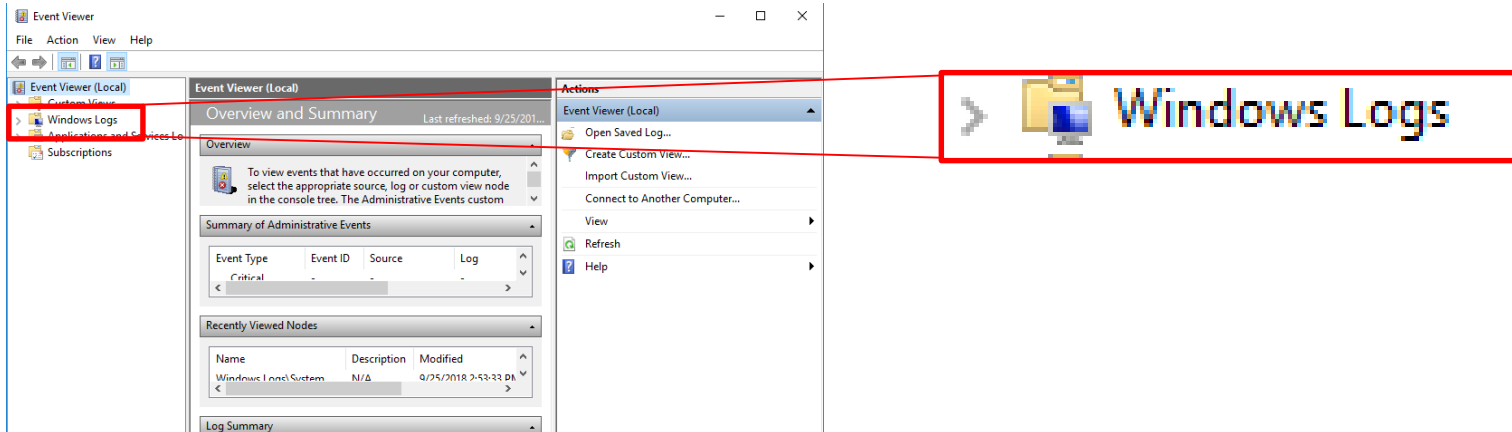
Step4: Windows logs -> Application -> Save All Events As…
       Name the file and save it.

2. OS event log (System & Application）

Step5: Windows logs -> System -> Save All Events As…
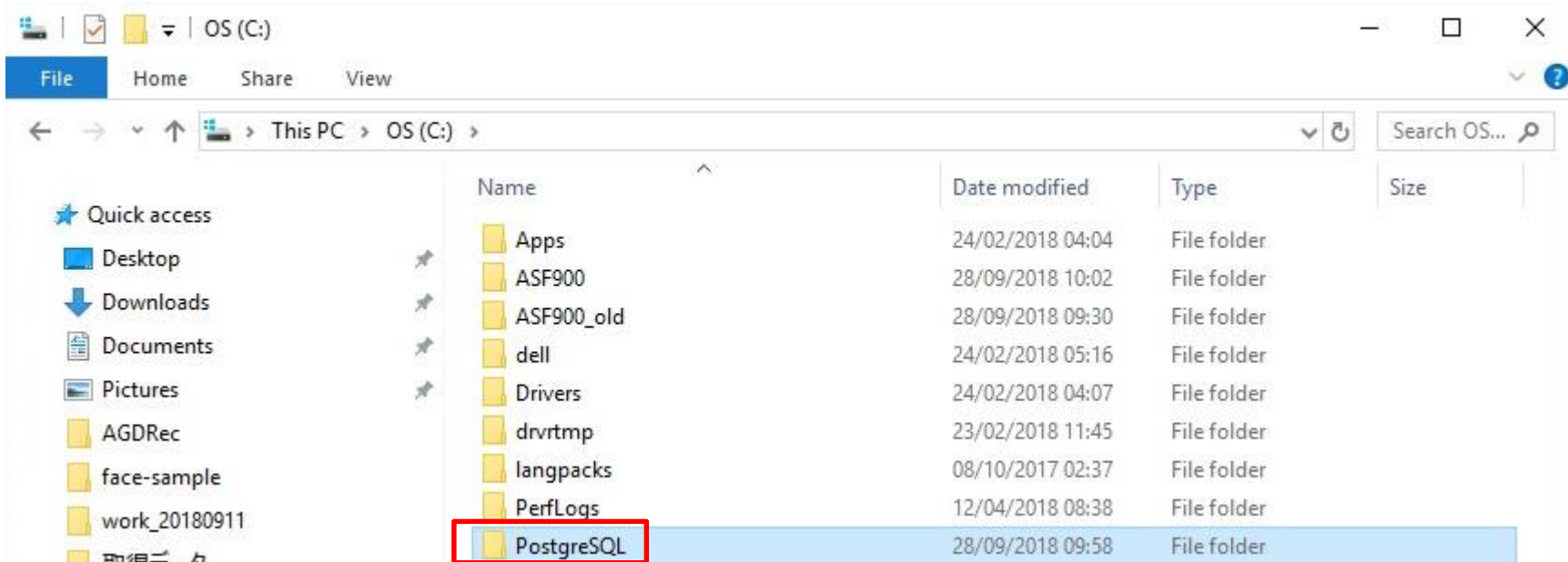   Name the file and save it.

3. ASF950 log

Step1: (C:) -> ASF900
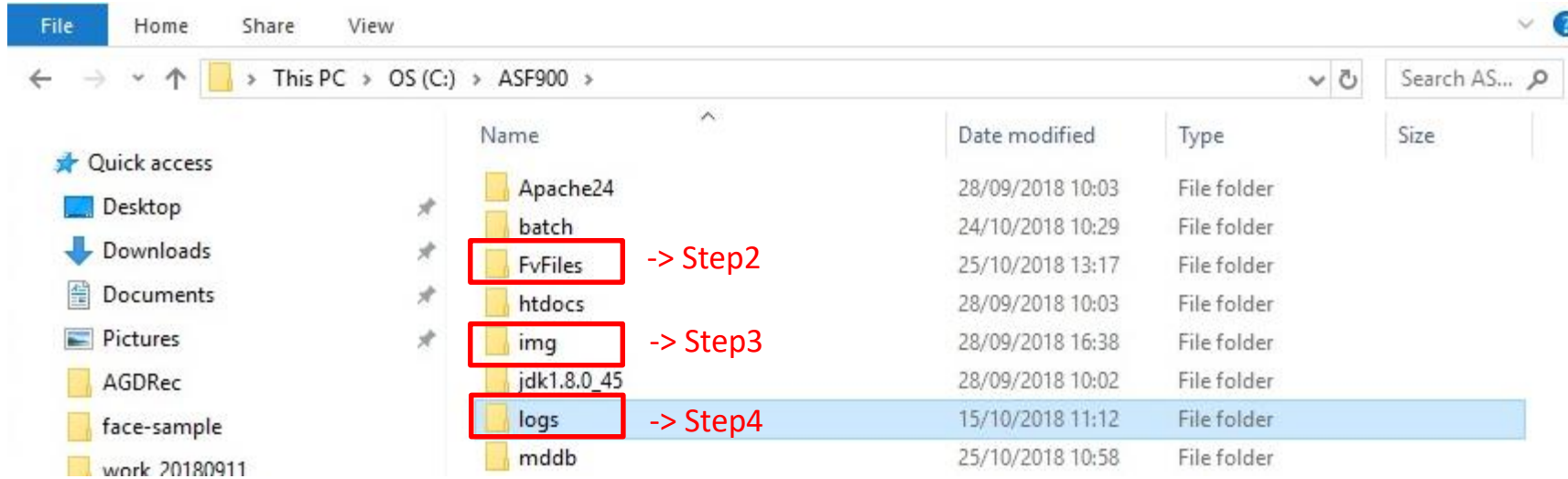
Step2: Copy "FvFiles" folder.

Step3: ASF900 -> img
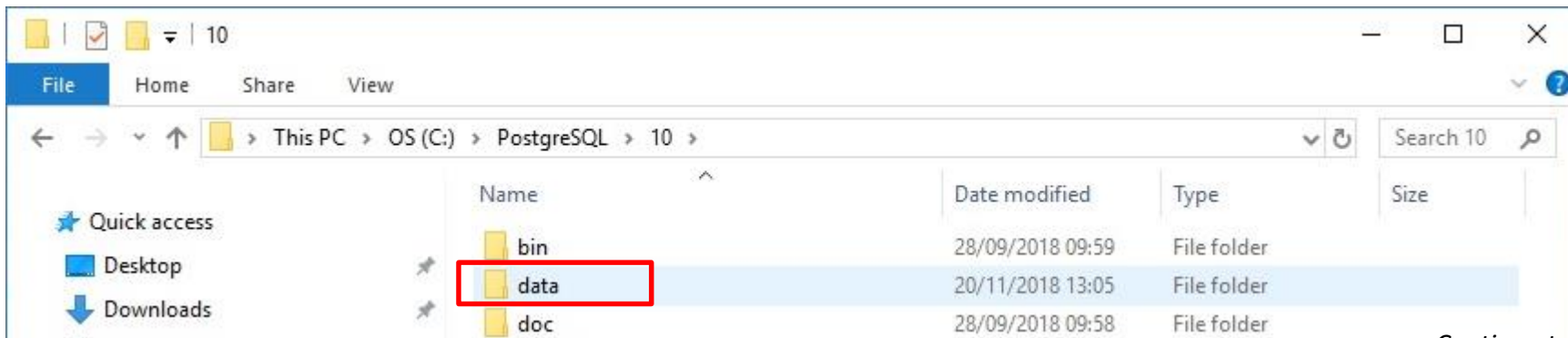Copy "alarm" and "alarmhistory" folder.

Step4: Copy "logs" folder.

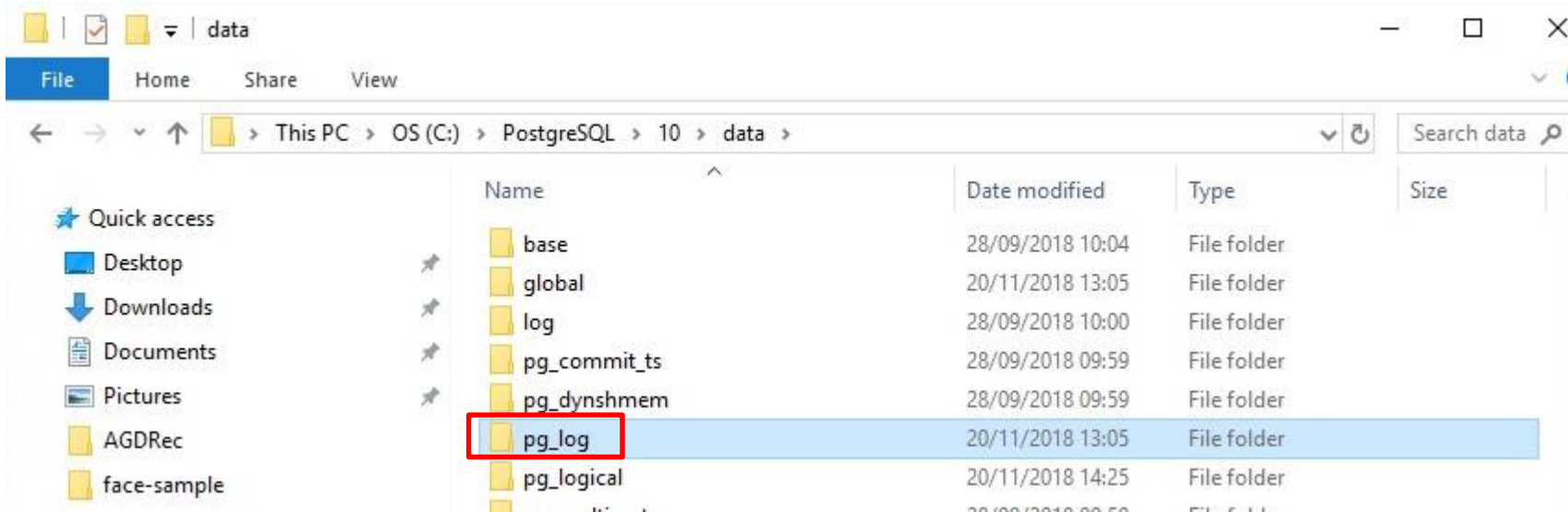## 4. DB log

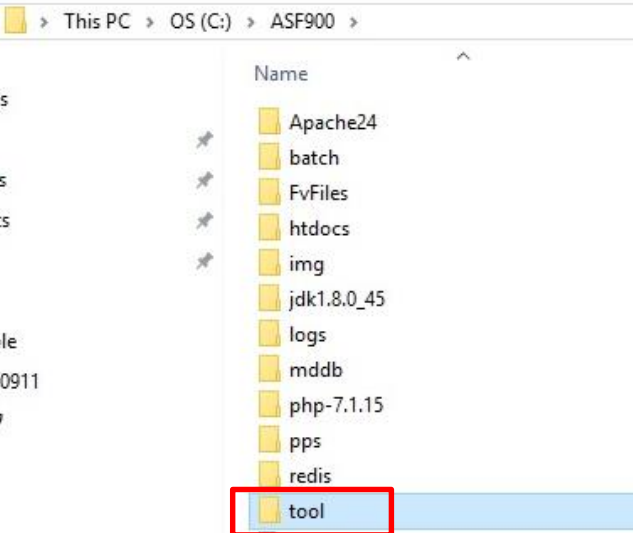Step1: (C:) -> PostgreSQL

Step2: PostgreSQL -> 10 -> data

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4. DB log

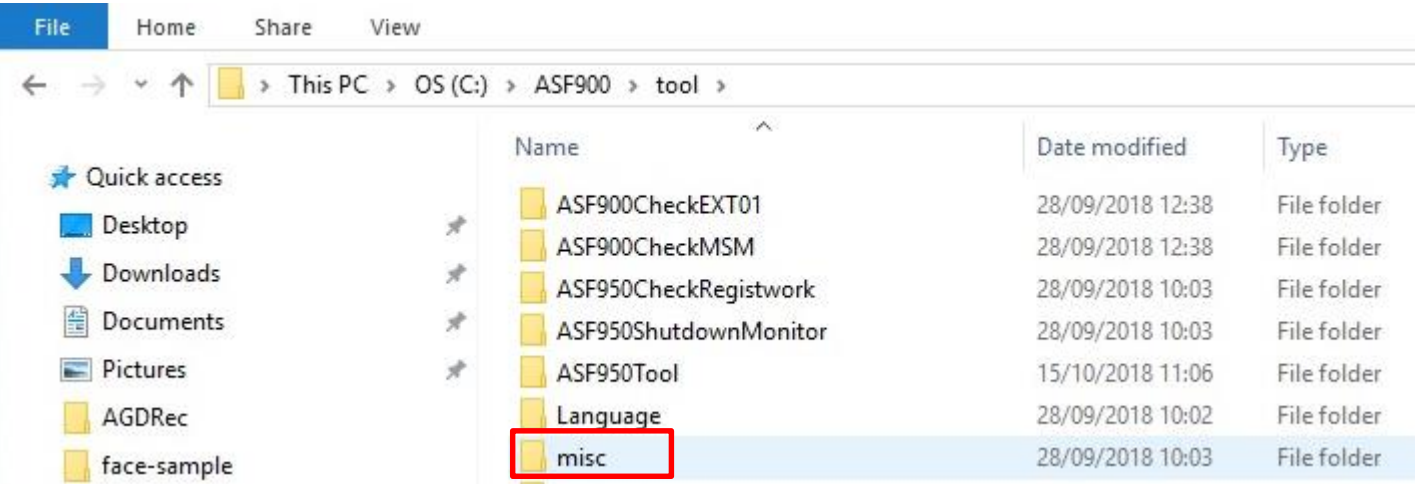Step3: data -> pg_log
Copy "pg_log" file.

5. DB backup

Step1: (C:) -> ASF900 -> tool

Step2: tool -> misc

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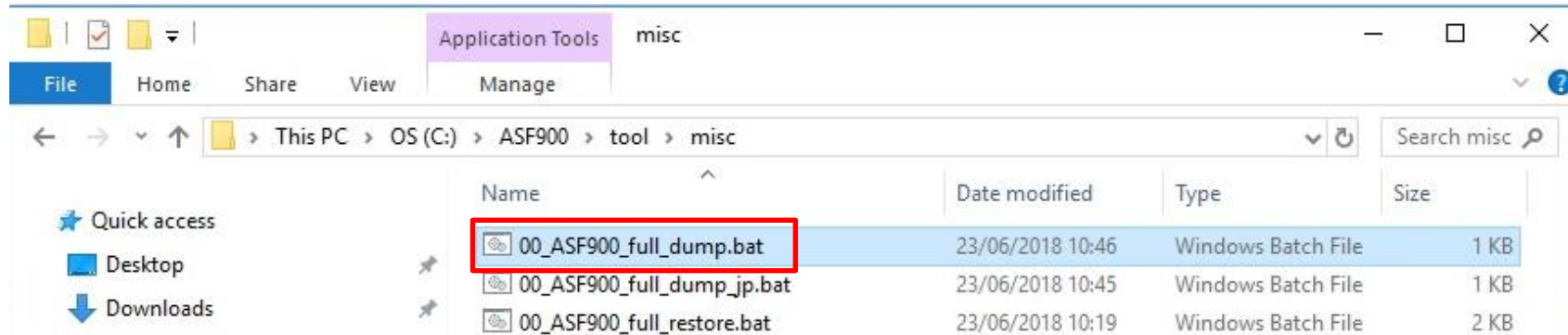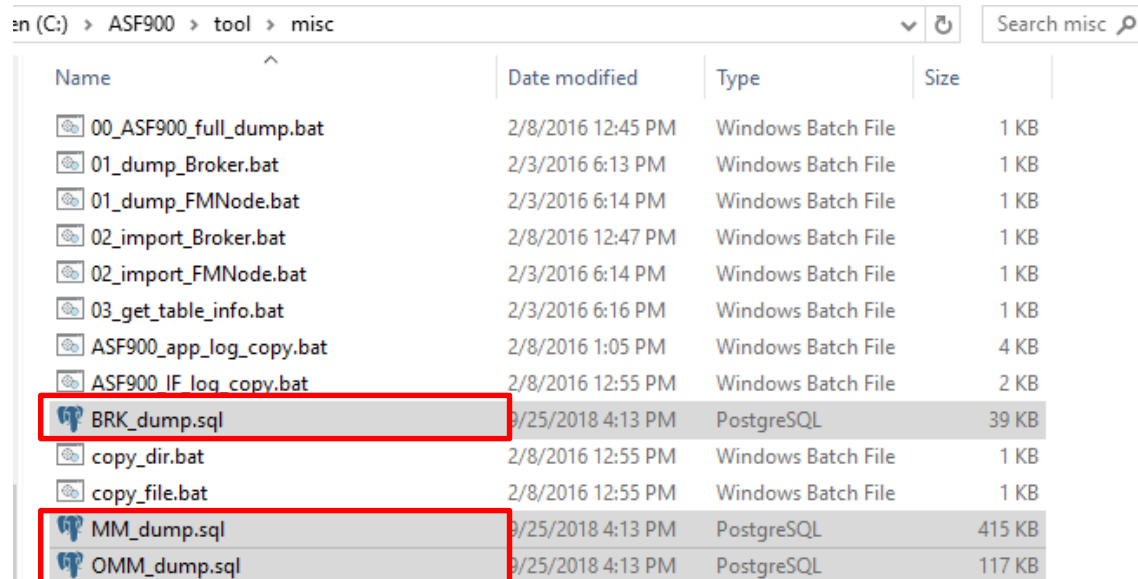
5. DB backup

Step3: misc -> 00_ASF900_full_dump.bat

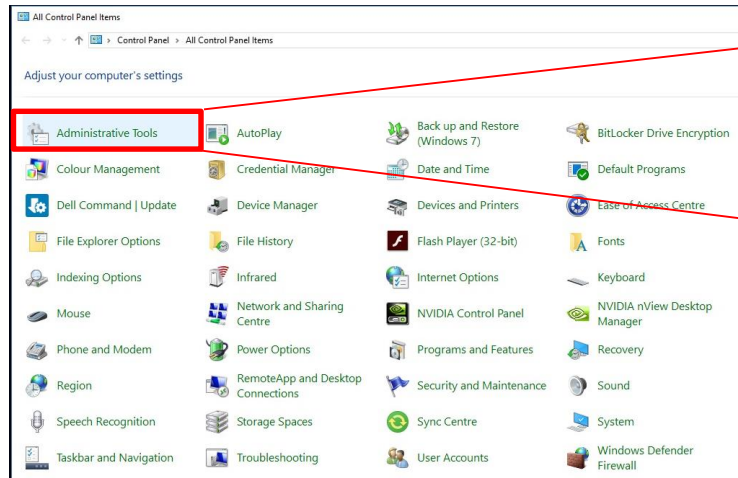Double click "00_ASF900_full_dump.bat", make "BRK_dump.sql" and "MM_dump.sql", "OMM_dump.sql" .

Step4: Copy "BRK_dump.sql" and "MM_dump.sql", "OMM_dump.sql" files.
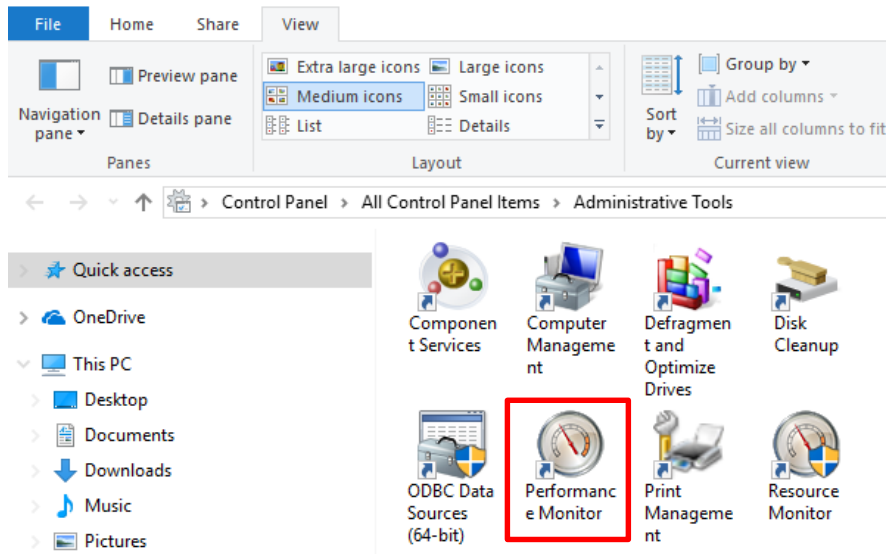

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6. Performance status

Step1: Control Panel -> Administrative tool

Step2: Administrative tool -> Performance Monitor

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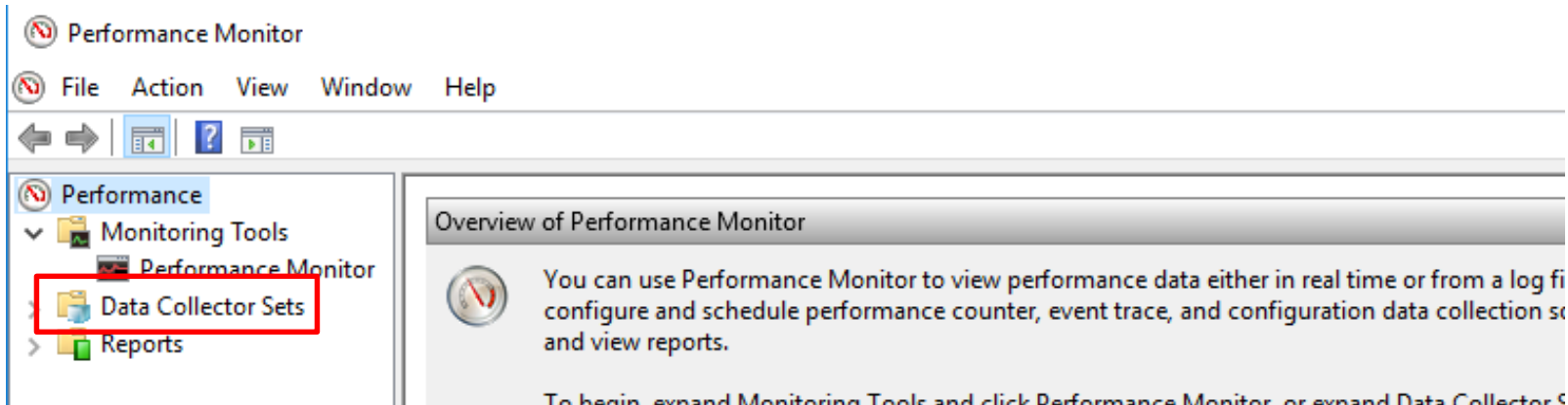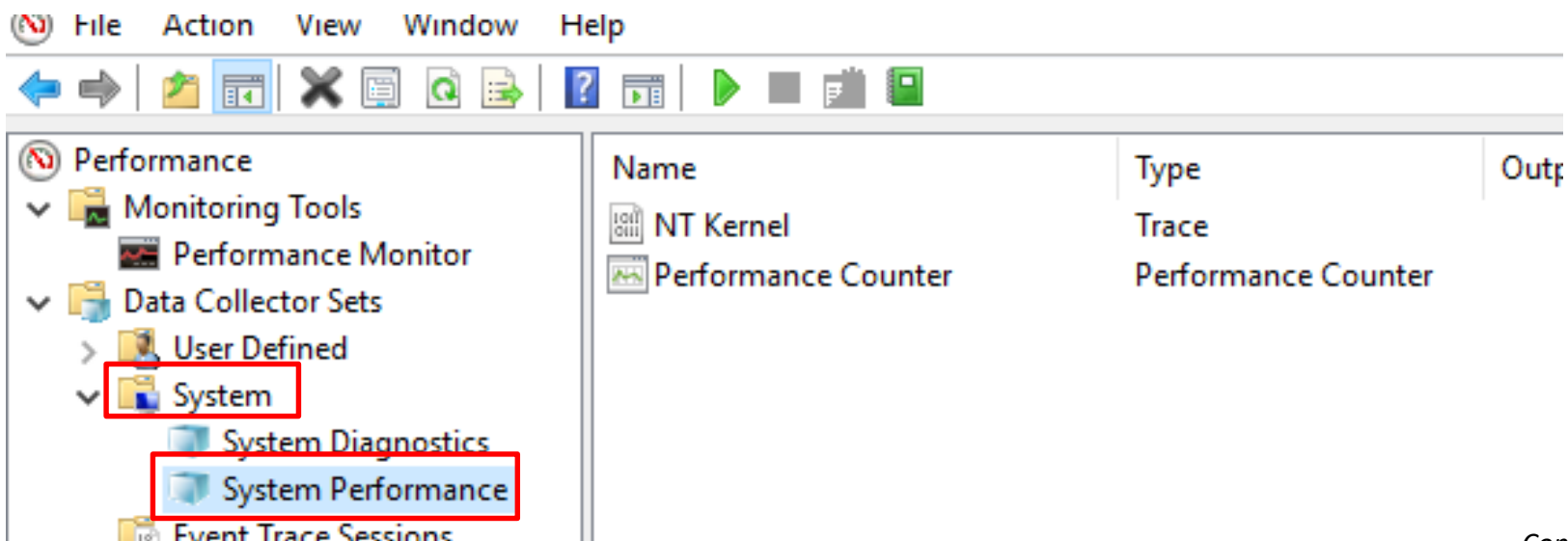
6. Performance status

Step3: Performance Monitor -> Data Collector Sets
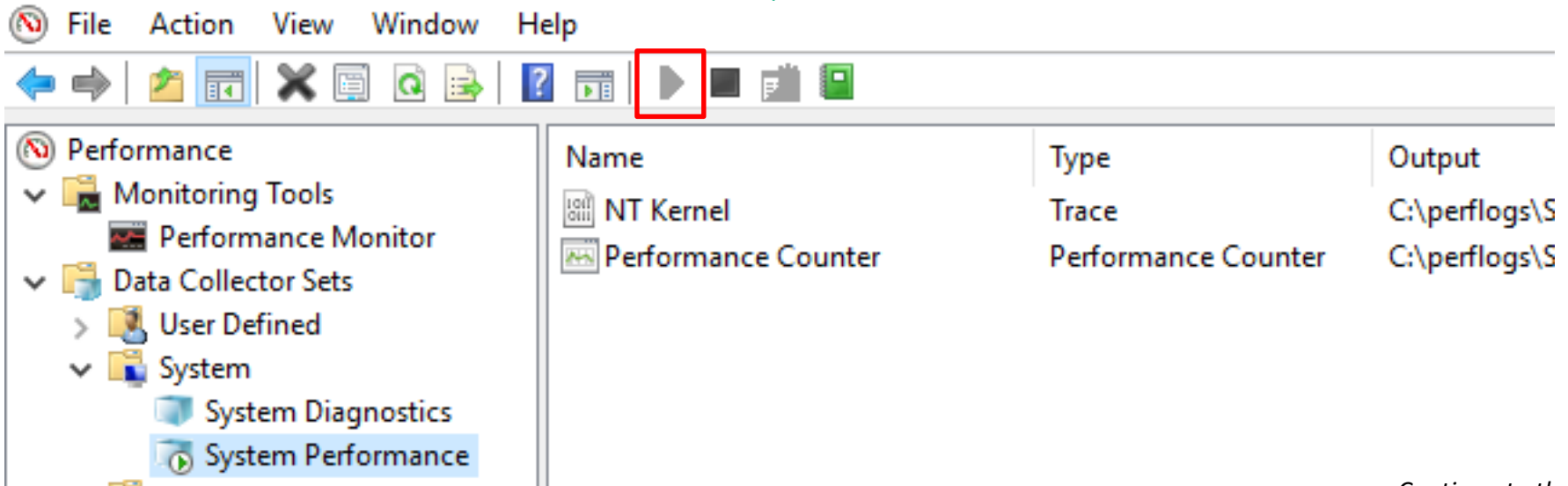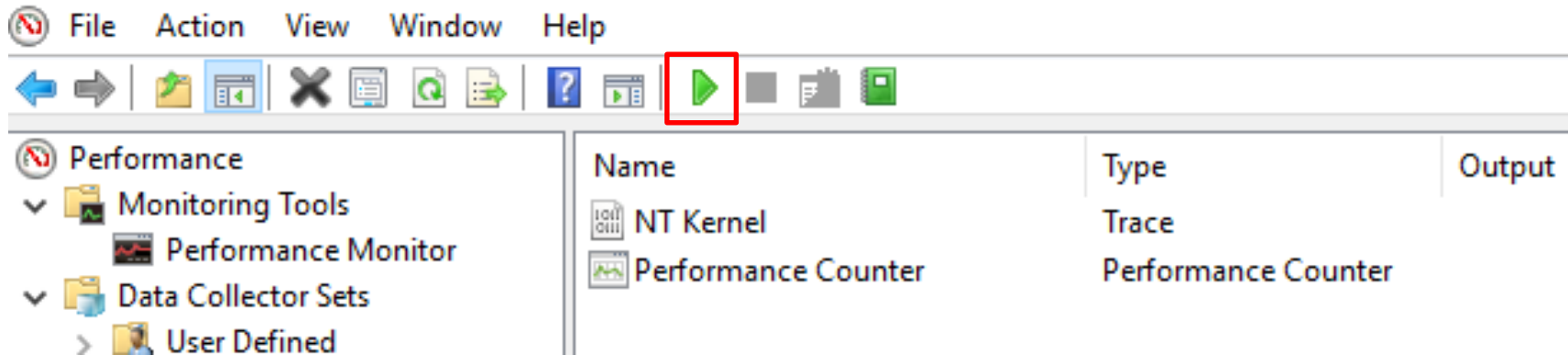

Step4: Data Collector Sets -> System -> System Performance
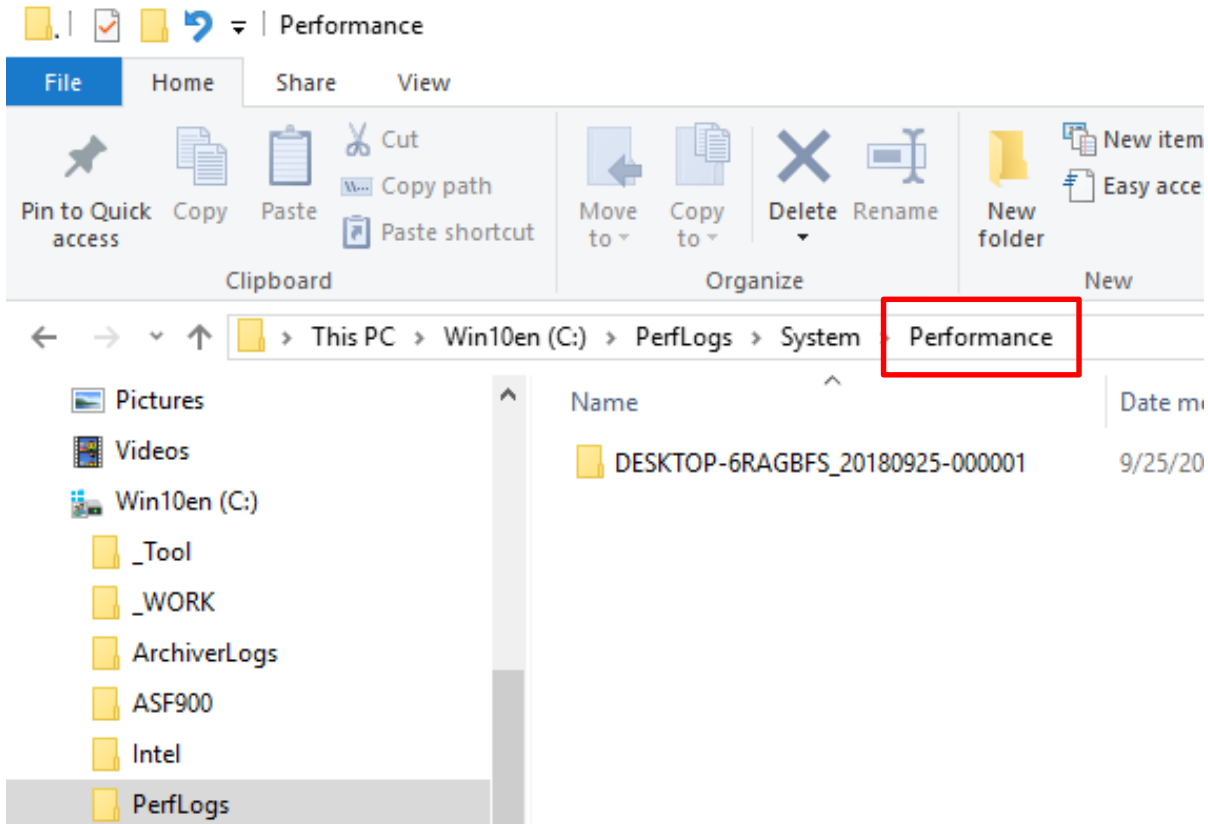
6. Performance status

Step5: Click the green triangle on top menu icon.

Continue to the next page.

6. Performance status

Step6: (C:) -> PerfLogs -> System -> Performance
Copy "Performance" file.

Ver.	Date	Changes	Page
1.0	Dec. 2018	first edition	-
1.1	Feb. 2019	Add new pages (e.g. GPU driver check, confirmation about .NET, etc.)	3,18,29,32,33
		Modify and added contents	4,5,6,15,28,40, 41,45
1.2	Jul. 2019	Modify and added contents	27,28
1.3	Apr. 2020	Modify and added contents	2,4,7,9,31,41, 42,45
1.4	Apr. 2020	Modify and added contents 2.2.2_The DB may be broken by unexpected power shutdown.	2.2.2
1.5	Sep.2020	Modify and added contents	2.1, 4.1.4, 4.1.1, 5.1.2, 5.1.4
1.6	Jan.2021	Added contents	

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Thank you

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