WV-ASF950 Trouble shooting

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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.	1.1.1_Communication may be blocked by a firewall.	
	PLA NCL PLA NCL PLA NCL PLA NCL REPA NCL	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.	1.2.1_Client software may not be compatible with Server software.	
	Macha Macha Machandre Association (Schwächzerbeiter) (Schwächelen) (Schwächzerbeiter) (Schwächelen) (Schwächzerbeiter) (Schwächelen) (Schwächzerbeiter) (Schwächzerbeit	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.	1.3_The camera may not be registered in ASF950 or ASM300.	

Category	Phenomenon	Cause	Solution
2.Configuratio n 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.	
		3.1.2It 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	
	4.4_The result of alarm search is not displayed.	not exist in the specified period.)	
	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) Error reply from a server. (-1,0400 metastrage search error) Please wait a operation again.	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.	

1.1.1_Communication may be blocked by a firewall.

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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.



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 more	or	Ο	Ο	
ASE231 V2.20 for VI		Ο	Ο	
ASE231 V2.20 for Genetec		Ο	Ο	
ASE231 V1.00 for Milestone		Ο	Ο	
			operation guaranteed	

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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.



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.



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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.



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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.





Ę,	Operati	on window 🔯	Setting × Q Sea	arch 🗴						
	Device	setup								
		Device type	Address	Port number	Model no.	Result	User name	Password	Authentication	Device title
									Basic -	
		Recorder	192.168.0.21		WJ-NX400		admin	•••••		NX400
		Camera	192.168.0.12	80	WV-S1131		admin	•••••	Digest -	WV-S1131
		Camera	192.168.0.11		WV-S6130		admin	•••••	Digest -	WV-S6130

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Phenomenon

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

Countermeasure / Solution

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)

Device registration × User management Pevice registration Folder Device registration Group Refore downloading the device information, enter the "Address" and "HTTP port number". Sequence Address Dofault screen HTTP port number Map Download of device information Download of device information Download Face Search Oronfigure the following settings after downloading the device information. Configure the following settings after downloading the device information. Model Controller Model ASF990.31 Maintenance Camera setup Setup Set Set Set	System	Server registration Behavior	setting Category setting	
User management Povice registration Folder Povice registration Group Address Sequence Address Default screen NITP port number Map Download of device information Face Search Configure the following settings after downloading the device information. Event Model Controller Device title Maintenance Camera setup Registration of license Set	Device setup	Device registration	×	
Folder Device registration Group Before downloading the device information, enter the "Address" and "HTTP port number". Sequence Address 192.168.0.31 Default screen HTTP port number 80 Map Download of device information Download Face Search Configure the following settings after downloading the device information. Download Event Model ASF950 Controller Device title ASF950.31 Maintenance Camera setup Setup Registration of license Set	User management			
Group Bebore downloading the device information, enter the "Address" and "H11P port number". Sequence Address 192.168.0.31 Default screen H1TP port number 80 Map Download of device information Download Face Search Configure the following settings after downloading the device information. Configure the following settings after downloading the device information. Conmunication Model ASF950 Controller Device title ASF950.31 Maintenance Camera setup Setup Registration of license Setup	Folder	Device registration		
Sequence Address 192.168.0.31 Default screen HTTP port number 80 Map Download of device information Download Face Search Configure the following settings after downloading the device information. Fornt Model ASF950 Controller Device title ASF950.31 Maintenance Camera setup Setup Registration of license Setup	Group	Before downloading the device information, ente	r the "Address" and "HTTP port number".	
Default screen HTIP port number 80 Map Download of device information Download Face Search Configure the following settings after downloading the device information. Formunication Model ASF950 Controller Device title ASF950.31 Maintenance Camera setup Setup Registration of license Setup	Sequence	Address	192.168.0.31	
Map Download of device information Download Face Search Configure the following settings after downloading the device information. Fwent Model ASF950 Controller Device title ASF950.31 Registration of license Camera setup Setup Set Setup Setup	Default screen	HTTP port number	80	
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Event Configure the tollowing settings atter dowinloading the device information. Communication Model ASF950 Controller Device title ASF950.31 Maintenance Camera setup Setup	Face Search			
Communication Model ASF950 Controller Device title ASF950.31 Maintenance Camera setup Setup	Event	Configure the following settings after downloadi	ig the device information.	
Controller Device title ASP950.31 Maintenance Camera setup Setup	Communication	Model	ASF950	
Maintenance Camera setup Setup Registration of license Setup	Controller	Device title	ASF950.31	
Registration of license	Maintenance	Camera setup	Setup	
Set	Registration of license			
Set				
			Set	

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.

Processes Performance	App history St	tart-up	Users Det	ails Serv	ices					
^					8%	29%	1%	0%	2%	
Name		Status		PID	CPU	Memory	Disk	Network	GPU	GPU Engi
Apps (5)										
ASF900 Shutdown	Monitor (32			1776	0%	1.7 MB	0 MB/s	0 Mbps	0%	
ASF950ConfigTool	(2)			12272	0%	32.4 MB	0 MB/s	0 Mbps	0%	
> 🔏 Internet Explorer (3	5)				5.6%	255.0 MB	0.1 MB/s	4.4 Mbps	0.3%	GPU 0 - 3
> 🙀 Task Manager				10440	0.1%	25.2 MB	0 MB/s	0 Mbps	0%	
> 🃔 Windows Explorer				5012	0.1%	96.0 MB	0 MB/s	0 Mbps	0%	
Background process	ses (113)									
Apache HTTP Serv	er (32 bit)			3808	0.1%	21.1 MB	0.1 MB/s	0 Mbps	0%	
🛩 🔪 Apache HTTP Serv	er (32 bit)			2060	0%	5.1 MB	0 MB/s	0 Mbps	0%	
C. ASF950 httpd										
Apache rotatelogs	command li			5532	0%	0.9 MB	0.1 MB/s	0 Mbps	0%	
Apache rotatelogs	command li			5428	0%	0.9 MB	0 MB/s	0 Mbps	0%	
Apache rotatelogs	command li			5056	0%	0.9 MB	0 MB/s	0 Mbps	0%	
Anache rotateloor	command li			1006	096	0.0 MR	0 MR/e	0 Mhne	0%	

管理者: Command Prompt							
Microsoft Windows [Version 10.0.17 (c) 2018 Microsoft Corporation. Al	134.228] rights reserved.						
C:¥WINDOWS¥system32>netstat -abo							
アクティブな接続							
プロトコル ローカル アドレス TCP 0.0.0.0:80 [bttpd_eve]	外部アドレス DESKTOP-ASF950:0	状態 LISTENING	PID 2060				
TUP 0.0.0:133 RpcSs Fouchast evel	DESKTUP-ASF950:0	LISTENING	1000				
[Svenost.exe] TCP 0.0.0.0:445 武友老地書起た取得できませく	DESKTOP-ASF950:0	LISTENING	4				
	DESKTOP-ASF950:0	LISTENING	3524				
LLMS.exeJ TCP 0.0.0.0:3389 _TermService_	DESKTOP-ASF950:0	LISTENING	1208				
Lsvchost.exeJ TCP 0.0.0.0:5040 _CDPSvc _	DESKTOP-ASF950:0	LISTENING	4976				

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



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.

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

🖏 Services					-		×
File Action View	Help						
	i 🗟 🛛 📰 🕨 🗰 🖬 🕩						
🔍 Services (Local)	Services (Local)						
Services File Action View Hel	World Wide Web Publishing Service	Name	Description	Status	Startup Type	Log Or	n As ^
		🧠 WLAN AutoConfig	The WLANS	Running	Automatic	Local S	× ag On A: ^ ocal Syst ocal Syst ocal Syst ocal Syst ocal Syst .ocal Syst .ocal Syst .ocal Syst .ocal Syst
	Stop the service	WMI Performance Adapter	Provides pe		Manual	Local S	iyst
	The service	🏟 Work Folders	This service		Manual	Local S	.og On A: ^ Local Syst Local Syst Local Serv Network S Local Syst Local Syst Local Syst Local Syst Local Syst Local Syst
		Workstation	Creates and	Running	Automatic	Netwo	rk S
	Description:	World Wide Web Publishing Service	Provides W	Running		Local S	lyst
	administration through the Internet	WWAN AutoConfig	This service		Manual	Local S	ierv
	Information Services Manager	🏟 Xbox Live Auth Manager	Provides au		Manual	Local S	iyst
	-	🆏 Xbox Live Game Save	This service		Manual (Trig	Log On At ^ Local Syst Local Syst Local Serv Network S Local Syst Local Syst Local Syst Local Syst Local Syst Local Syst ×	
		In the service (Local) I Wide Web Publishing Service I the service I th	Manual	Local S	iyst		
		Zoom Sharing Service	Enable Zoo	Running	Automatic	Local S	iyst
		<					× On A: ^ al Syst al Syst al Serv work S al Syst al Syst al Syst al Syst al Syst al Syst al Syst al Syst al Syst
	Extended Standard						
	iew Help Services (Local) World Wide Web Publishing Service Betry Help World Wide Web Publishing Service World Wide Web Publishing Service Wide Web Publishing Service World Wide Web Publishing Service World Wide Web Publishing Service World Wide Web Publishing Service Wide Web Pub						

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Disable IIS service. 2

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.





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

- 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.
- 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.



2.2.2_The DB may be broken by unexpected power shutdown.



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Check box and data to be deleted

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

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



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

 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"



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



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.

😰 Network Connections – 🗆 🗙	🔋 Ethernet OnBoard Properties 🛛 🗙	Internet Protocol Version 4 (TCP/IPv4) Properties X	Advanced TCP/IP Settings ×
Wetwork Connections Control Panel > Network and Internet > Network Connections Search NeP Consolve + Ethernet OnBoard Ethernet OnBoard Monetrial End Andrework Realtest PCIe GBE Family Controller 1 Item Ethernet OnBoard <p< th=""><th>Ethernet OnBoard Properties × Networking Connect using: Realtek PCIe GBE Family Controller Configure This connection uses the following items: Client for Microsoft Networks Client for Microsoft Networks Client for Microsoft Networks Client Protocol Version 4 (TCP/IPv4) Intermet Protocol Version 6 (TCP/IPv6) Install Uninstall Properties</th><th>Internet Protocol Version 4 (TCP/IPv4) Properties X General You can get IP settings assigned automatically if your network supports this capability. Otherwise, you need to ask your network administrator for the appropriate IP settings. O botain an IP address utomatically Obtain an IP address automatically Use the following IP address: IP address: IP address: 255.255.255.0 Default gateway: . Obtain DNS server address automatically Use the following DNS server addresses: Preferred DNS server: . Obtain DNS server: . </th><th>Advanced TCP/IP Settings X IP Settings DNS WINS IP addresss Subnet mask 192.168.0.58 255.255.0 172.18.200.58 255.255.0.0 Add Edit Remove Default gateways: Gateway Metric Add Edit Remove Add Edit Remove</th></p<>	Ethernet OnBoard Properties × Networking Connect using: Realtek PCIe GBE Family Controller Configure This connection uses the following items: Client for Microsoft Networks Client for Microsoft Networks Client for Microsoft Networks Client Protocol Version 4 (TCP/IPv4) Intermet Protocol Version 6 (TCP/IPv6) Install Uninstall Properties	Internet Protocol Version 4 (TCP/IPv4) Properties X General You can get IP settings assigned automatically if your network supports this capability. Otherwise, you need to ask your network administrator for the appropriate IP settings. O botain an IP address utomatically Obtain an IP address automatically Use the following IP address: IP address: IP address: 255.255.255.0 Default gateway: . Obtain DNS server address automatically Use the following DNS server addresses: Preferred DNS server: . Obtain DNS server: . 	Advanced TCP/IP Settings X IP Settings DNS WINS IP addresss Subnet mask 192.168.0.58 255.255.0 172.18.200.58 255.255.0.0 Add Edit Remove Default gateways: Gateway Metric Add Edit Remove Add Edit Remove
	Description Transmission Control Protocol/Internet Protocol. The default wide area network protocol that provides communication across diverse interconnected networks.	Alternate DNS server: Validate settings upon exit Advanced OK Cancel	Interface metric: 1 OK Cancel
3. Set the metric value in the same m	nanner for other networks		Back to p2

2.4_The service of ASF950 may not be restarted.

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.



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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

Syst			24.1	Update & Security	Open Windows Defender Security Centre	Virus & threat protection Account protection	See what's happening with th and take any actions needed.	se security and health of your d	evice
Diago perevention Net Ne	ttem Filter State	Devices Bustoofh, printers, mouse Personalisation Badground, lock screen, celows Time & Language Speech, region, date Privacy Location, camera	Phone Link your Android, differ Link your Android, differ Apps ImmatL default, option features Comparison Comparison Comparison Comparison Link your Android, differ Li	 Windows Update Windows Security Eackup Backup Troubleshoot Recovery Activation Find my device For developers Windows Insider Programme 	Protection areas Imported on the your device against threats. Account protection Imported account and sign-ins. Imported account and sign-ins. Imported account and sign-ins. Imported account and sign-ins. Imported account account and sign-ins. Imported account ac	 Firewall & network protection App & browser control Device security Device performance & health Family options 	Virus & threat protection is t	Account protection Spin in to Microsoft for enhanced security. Sign in Dismiss	Freeal & network Present & network Prevention to mand off Vour dravice may be vurhanable. Turn on Free off off off off off off off off off o
					Make Windows better Give us feedback	Ø Settings			device. View Health report

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.

=	Nime 8 threat meta-tion	=	vulnerable.			
	✓ virus & threat protection		Off Off			
A Home	View threat history, scan for viruses and other threats, specify protection settions, and get protection undates	lome	Privacy statement			
Virus & threat protection	actuings, and get protection appares.	♥ Virus & threat protection				
A Account protection	9 Threat history	Account protection	Automatic sample submission			
Firewall & network protection	Last scan: 13/11/2018 (quick scan)	翰 Firewall & network protection	Send sample files to Microsoft to help protect you and others from	← Windows Defender Security Centre		- 🗆
App & browser control	0 19631	App & browser control	contain personal information.	=	Evolusions	
Device security	Threats found Files scanned	Device security	Automatic sample submission is off. Your device may be Dismiss	A Home	EXClusions	
Solution Device performance & health	Construction of the constr	Solution Device performance & health	vulnerable.		Add or remove items that you want to exclude from Windows Defender Anti-virus scans.	
A Family options	Scannow	A Family options		Virus & threat protection		
	Run a new advanced scan		Privacy statement	Account protection	the Address surfacion	
			Submit a sample manually	•//• Firewall & network protection	T Add an exclusion	
	Virus & threat protection settings			App & browser control	File	
	No action needed.		Controlled folder access	Device security	Folder	
	Q View 91 threat protection updates		Protect files, folders and memory areas on your device from unauthorised	Service performance & health	File type	
	Protection definitions are out of date.		changes by unmendiy apps.	& Family options	Process	
			Manage Controlled folder access			
	Check for updates		- the sectors			
			Exclusions Windows Defender Antivirus won't scan items that you've evoluted			
	Ransomware protection		Excluded items could contain threats that make your device vulnerable.	Settings		
	Set up OneDrive for file recovery options in case of a ransomware attack.		Add or remove exclusions			
	Set up OneDrive					
			Notifications			
	Dismiss		Windows Defender Antivirus will send notifications with critical information about the health and security of your device. You can specify which non-critical notifications you would like to receive.			
			Change notification settings			
Ø Settings		Settings				

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.

← Windows Defender Security Centre	- 🗆 X		
=	Exclusions	=	Exclusions
 ᢙ Home ○ Virus & threat protection 	Add or remove items that you want to exclude from Windows Defender Anti-virus scans.	û Home	Add or remove items that you want to exclude from Windows Defender
Account protection	+ Add an exclusion	Virus & threat protection	Anti-virus scans.
Firewall & network protection App & browser control	_	Account protection Firewall & network protection	+ Add an exclusion
Device security	Select Folder \times $\leftarrow \rightarrow \lor \uparrow \stackrel{\text{\tiny the}}{\longrightarrow}$ This PC \Rightarrow Local Disk (C:) \Rightarrow $\lor \circ \circ$ \circ \circ \circ \circ \circ	App & browser control	C:\ASF900
 Device performance & health Family options 	Organise New folder Downloads Name Date modified Type Sic	Device security	Folder
	Music ASF900 14/11/2018 12:49 File folder Pictures 20/12/2017 11:43 File folder Videos HanwhaTechwin Empty folder 27/05/2018 14:49 File folder Local Disk (C) intervue for the folder	Device performance & healthR Family options	C:\PostgreSQL Folder
	Folder: ASF900 Select Folder Cancel		
😳 Settings		Settings	

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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.

All Control Panel Items		- 0	×	🔜 System		- 🗆 X
$\leftarrow \rightarrow$ \checkmark \uparrow 🖭 \rightarrow Control Panel \rightarrow All C	Control Panel Items >	マ む Search Co	P	← → × ↑ 🖳 > Control Pa	anel > All Control Panel Items > System	V 🖸 Search Co 🔎
Adjust your computer's settings		View by: Large icons 🔻		Control Panel Home	View basic information about your computer	0
File Explorer Options) File History	f Flash Player (32-bit)	î	 Remote settings System protection 	Windows 10 Pro for Workstations © 2018 Microsoft Corporation. All rights reserved.	Windows 10
Fonts	lndexing Options	Infrared		Advanced system settings	System	
Internet Options		🥟 Mouse			Processor: Intel(R) Xeon(R) W-2123 CPU @ 3.60GHz 3.1 Installed memory (RAM): 32.0 GB (31.7 GB usable)	60 GHz
Network and Sharing Centre	NVIDIA Control Panel	NVIDIA nView Desktop Manager			System type: 64-bit Operating System, x64-based process Pen and Touch: No Pen or Touch Input is available for this D	or isplay
Phone and Modem	Power Options	Programs and Features				Support Information
Recovery	Region	RemoteApp and Desktop Connections			Computer name, domain and workgroup settings Computer name: DESKTOP-ASF950	Change settings
Security and Maintenance	Sound	🕖 Speech Recognition			Full computer name: DESKTOP-ASF950 Computer description:	
Storage Spaces	Sync Centre	System			Workgroup: WORKGROUP Windows activation	
Taskbar and Navigation	Troubleshooting	System User View information about your			Windows is activated Read the Microsoft Software Licence Terms	Change product key
Windows Defender Firewall	🤛 Windows To Go	computer and change settings for hardware, performance and remote connections.	~	See also Security and Maintenance	Piduuttio: 00391-70000-0000-44221	Change product key

Phenomenon

5.2_It takes time to register and search faces.

Countermeasure / Solution

✓ Select "C" drive then press "Configure" to set "Disable system protection".

System Properties	×	Logical System Protection for OS (C:)	×
Computer Name Hardware Advanced System Protection Remote		Restore Settings	
Use system protection to undo unwanted system changes.		By enabling system protection, you can undo undesired changes by reverting your computer to a previous point in time.	
		Turn on system protection	
System Restore		O Disable system protection	
You can undo system changes by reverting your computer to a previous restore point. System Restore			
		Disk Space Usage	
Protection Setting:		You can adjust the maximum disk space used for system protection. As space fills up, older restore points will be deleted to make room for new	
Available Drives Protection		ones.	
CS (C:) (System) On		Current Usage: 1.04 GB	
		Max Usage:	
Configure restore settings, manage disk space, and delete restore points.		1% (10.00 GB)	
Oreate a restore point right now for the drives Oreate that have system protection turned on.		Delete all restore points for this drive. Delete	
OK Cancel Apply		OK Cancel Apply	
			Back to p5

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3.1.1_The network setting of the client PC is DNS. Or you may have a default gateway that does not exist.



Back to p3

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.

3.1.2/5.2.2_It may be that the face history deletion process is running 28/64

Back to p3

Back to p5

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

Item	Setting key name	Default
Time zone	timeDifference	9 hours



Phenomenon

4.1_Face matching alarm does not occur.

cur. 5.1 The r

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 <u>DD¥HH</u>" (<u>UTC</u>)

I I I File Home Share	Picture Tools 05 Manage				× ⁄ (?)
← → × ↑ <mark>-</mark> « OS (C:) → ASF90	10 > img > thumbnail > BCC34274 > FE	> 60 > 2018 > 10 >	16 > 05	V Search 05	Q
) 📩 Owick accore	Name	Date	Туре	Size Tags	^
	20181016055450_00276_00001.jpg	16/10/2018 14:54	JPG File	48 KB	
> 🐔 OneDrive	20181016055450_00276_00003.jpg	16/10/2018 14:54	JPG File	48 KB	
Y This PC	20181016055450_00276_00005.jpg	16/10/2018 14:54	JPG File	55 KB	
	20181016055450_00276_00007.jpg	16/10/2018 14:55	JPG File	46 KB	
> J SD Objects	20181016055450_00276_00011.jpg	16/10/2018 14:55	JPG File	56 KB	
> Desktop	20181016055450_00276_00015.jpg	16/10/2018 14:55	JPG File	56 KB	

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"

VV-ASE950 Uti	lity Tool).31] E	Get IPA
Best Shot Mor Remote/Local s	nitor erver available	Camera ID 00015 00016	IP Address 192.168.0.11 192.168.0.12	Last Rec 14/11/2 14/11/2	elve datetime 018 13:15:43 018 13:15:43	10:00- 0 0	10:59 11:00-11:59 0 0	12:00-12:59 13:0 3 7 3 7	2-13:55
Server IP address 192.168.0.31 Gen File Data	Torier Server								
Camera II 00001	D IP Address 192.168.0.21	Last 2015	Receive data 5/03/16 12:1	etime 10:00	09:00-0 23	09:59	10:00-10:59 33	11:00-11:59 75	12:00-12:59 4
00002	192.168.0.112	2015	5/03/16 12:1	10:00	136		279	96	4

"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.



Phenomenon

4.1_Face matching alarm does not occur. 5.

5.1_The result of face search is not displayed.

Countermeasure / Solution

 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.



Continue to the next page.



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]

WV-\$1131	WV-\$1131					
Live Setup	System log	Upgrade	Status D	efault reset Da	ta	
Easy Setup	Model no.					
Internet	MAC address		80-03-42-78-00-			
Event action	Serial no.			Ext software		
Casic	Firmware version					
Image/Audio	P address(Pvb)	Linklocal	NO bec342019	Unique information		
Multi-screen				MPR ID	FA00-0106-4278-002C	
Advanced func.		Sule		Remaining RCM	2095 khutes	
User mig.						
Network				Remaining RAM	1048 kbytes	
Gchedule						
System log		DHOPv6		Best shot	Uninstall	
Upgrade	Vewer software install	ation counter	1	Software version		
Default reset	Time past from the date	e of man-facture		Status	1476-2088-1612-0264	
Support	Ext.software.x			Setup menu	Setup >>	
		 Reset the settings to oprofe. Encept the network set 	o the-default after complet lings)		O Instal new Ext. software	
		O Firs net securit the set	Nors In the default after 9		Best shotUpgrade	





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]



✓ 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.



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.



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



Back to p2

Back to p4

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.

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.

om 管理者: Command Prompt							
C:¥WINDOWS¥system32>netstat	-abo						
Active Connections							
Proto Local Address TCP 0.0.0.0:80	Foreign Address DESKTOP-H1PFN1S:0	State LISTENING	PID 5100				
TCP 0.0.0:135	DESKTOP-H1PFN1S:0	LISTENING	568				
[svchost.exe] TCP 0.0.0.0:445 Cap.pot.obtaip.owpership.i	DESKTOP-H1PFN1S:0	LISTENING	4				
TCP 0.0.0.0:623	DESKTOP-H1PFN1S:0	LISTENING	2680				
TCP 0.0.0.0:1433	DESKTOP-H1PFN1S:0	LISTENING	5272				
_TCP0.0.0.0:1818	DESKTOP-H1PFN1S:0	LISTENING	5308				
TCP 0.0.0.0:1819	DESKTOP-H1PFN1S:0	LISTENING	4				
TCP 0.0.0.0:3389 TCP TCP TCP	DESKTOP-H1PFN1S:0	LISTENING	1148				
Lsvchost.exeJ TCP 0.0.0.0.5040	DESKTOP-H1PEN1S+0	LISTENING	5452				



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4.2_It may taking time to match with the face data on DB.



Back to p

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, <u>execute the linked solution.</u>
- B) If the ASF950 MSM service is "Running", execute the linked solution.

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Back to p4

Back to p5

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.

4.5_Alarm sensitivity may be low.

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.



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4.5_Alarm sensitivity may be low.

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.

n ×

4. Click "OK" button on [Information] window.





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5.1.3/5.5_It may be failed to obtain information from the DB



Back to p6

Back to p5

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. Execute the linked solution.
 - 2. Execute the linked solution.
 - 3. Execute the linked solution.
 - 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.

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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.

A log with the log with the

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.



Back to p5

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	faceMdDataRelatedInfoRete ntionNumberr	Up to 5,000,000 images

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

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Back to pe

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.

늘 Device registration		×
Device registration Before downloading the device information, enter the "	Address" and "HTTP port number".	
Address	192.168.0.31	
HTTP port number	80	
Download of device information	Download	
Configure the following settings after downloading the	device information.	
Model	ASF950	
Device title	ASF950.31	
Camera setup		
Encryption Key	•••••	•
	Set	

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.



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.

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

Continue to the next page.

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



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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



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

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

 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.





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.

Panasonic Authorized Partner

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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.



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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".





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:

https://www.psn-web.net/ssbu-t/Support/WV-ASF950_batch_file_20210115.zip

- 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.

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



ltem	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 phe	nomena,

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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-

ltem	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.



1. PC number / PC Spec Information

Step1: Control panel -> System



Step2: Capture screen



Step3: Device Manager -> Display adapters Capture screen





2. OS event log (System & Application)

Step1: Control panel -> Administrative Tools

All Control Panel Items				
← → · · ↑ 🔛 > Control Panel > A	I Control Panel Items			
Adjust your computer's settings				-89
Administrative Tools	AutoPlay	Back up and Restore (Windows 7)	RitLocker Drive Encryption	Administrative Tools
🛐 Colour Management	Credential Manager	Date and Time	Default Programs	
Dell Command Update	Device Manager	Devices and Printers	Ease of Access Centre	
File Explorer Options	File History	Flash Player (32-bit)	A Fonts	
lndexing Options	Infrared	Internet Options		
Mouse	Network and Sharing Centre	NVIDIA Control Panel	Manager	
Phone and Modem	Power Options	Programs and Features	Recovery	
Region	RemoteApp and Desktop Connections	Security and Maintenance	Sound	
Speech Recognition	Storage Spaces	Sync Centre	System	
Taskbar and Navigation	Troubleshooting	Ser Accounts	Windows Defender Firewall	

Step2: Administrative -> Event Viewer



Continue to the next page.



2. OS event log (System & Application)

Step3: Event Viewer -> Windows logs

🛃 Event Viewer		- 🗆 ×	
File Action View Help			
🗢 🔿 📅 🛛 🖬			
Event Viewer (Local)	Event Viewer (Local)	Actions	 . 🚰
Windows Logs	Overview and Summary	Event Viewer (Local)	Vindows Lods
Applications and Services Lo		👩 Open Saved Log	
📴 Subscriptions	Overview	Y Create Custom View	
	To view events that have occurred on your computer,	Import Custom View	
	in the console tree. The Administrative Events custom	Connect to Another Computer	
	Summary of Administrative Events	View	
		Refresh	
	Critical	👔 Help 🕨	
	Recently Viewed Nodes		
	Name Description Modified A Windows Lond Sustem N/A 9/25/2018 2-53-32 Bh		
	Log Summary		

Step4: Windows logs -> Application -> Save All Events As... Name the file and save it.

🛃 Event Viewer					- 🗆 ×	
File Action View Help						
Event Viewer (Local)	Application Nu	mber of events: 7,657			Actions	
> 📑 Custom Views	Level	Date and Time	Source	Event ID \land	Application	
Application	(i) Information	9/25/2018 3:55:12 PM	Windo	1001	📄 👩 Open Saved Log	
Security	Error	9/25/2018 3:55:12 PM	Applic	1000	Y Create Custom View	
Seiup	(i) Information	9/25/2018 3:46:23 PM	Windo	1001	Import Custom View	
Forwarded Events	< Fror	972372018 5:40:25 PM	Applic	>	Clear Log	
Applications and Services Lo	Event 1001, Wind	lows Error Reporting		×	Filter Current Log	
📑 Subscriptions	General Data				Properties	
	Octiciai Detai	IS			Eind	
	Fault bucket ,	, type 0 ЛРРСВАЅН			Save All Events As Continue to the next page	je.
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2. OS event log (System & Application)

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

🛃 Event Viewer						_	Х
File Action View Help							
🗢 🔿 🙍 📰							
Event Viewer (Local)	System Numbe	r of events: 7,055			Actions		
S Grad Custom Views Windows Logs	Level	Date and Time	Source	Event II ^	System		<u> </u>
Application	 Information 	9/25/2018 3:59:53 PM	Kernel	1	👩 Open Saved Log		
🛃 Security	(i) Information	9/25/2018 3:03:16 PM	UserMo	2	🛛 🔻 Create Custom Vie	w	
Setup	 Information 	9/25/2018 3:03:15 PM	Kernel	1	Import Custom Vie	•w	
🛃 System	(i) Information	9/25/2018 3:02:34 PM	l fsvc				
Forwarded Events					Clear Log		
> Applications and Services Lo	Event 16, Kernel-0	General		×	Filter Current Log		
Bubscriptions	General Detail	5			Properties		
					🔐 Find		
	The access his \Microsoft.Wi	tory in hive \??\C:\Users\pa ndowsCalculator 8wekvb3d	nasonic\AppDa 8bbwe\Settings	ta\Local\P s\settings.c	📙 Save All Events As.		



3. ASF950 log



Step2: Copy "FvFiles" folder.

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

Step4: Copy "logs" folder.



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4. DB log

Step1: (C:) -> Postg	reSQL				
🏪 📝 📙 🖛 OS (C:)				-	- 🗆 🗙
File Home Share	View				~ 🕜
\leftarrow \rightarrow \checkmark \uparrow \blacksquare \Rightarrow This	PC > OS (C:) >	6		ٽ ~	Search OS 🔎
		Name	Date modified	Туре	Size
🖈 Quick access		Apps	24/02/2018 04:04	File folder	
📃 Desktop	#	ASE900	28/09/2018 10:02	File folder	
👆 Downloads	1	ASF900 old	28/09/2018 09:30	File folder	
Documents	A	dell	24/02/2018 05:16	File folder	
Pictures	*	Drivers	24/02/2018 04:07	File folder	
AGDRec		drvrtmp	23/02/2018 11:45	File folder	
face-sample		langpacks	08/10/2017 02:37	File folder	
work 20180911		PerfLogs	12/04/2018 08:38	File folder	
		PostgreSQL	28/09/2018 09:58	File folder	

Step2: PostgreSQL -> 10 -> data



4. DB log

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

Image: Image	View			-	- □ ×
$\leftarrow \rightarrow \cdot \uparrow \square $ This	PC > OS (C:) >	PostgreSQL > 10 > data >		ٽ ~	Search data 🔎
		Name	Date modified	Туре	Size
A Quick access		base .	28/09/2018 10:04	File folder	· · · · ·
Desktop	Ħ	global	20/11/2018 13:05	File folder	
🕹 Downloads	*	log	28/09/2018 10:00	File folder	
付 Documents	A	pg_commit_ts	28/09/2018 09:59	File folder	
Pictures	1	pg_dynshmem	28/09/2018 09:59	File folder	
AGDRec		pg_log	20/11/2018 13:05	File folder	
face-sample		pg_logical	20/11/2018 14:25	File folder	
·····		1. A .	20/00/2010 00 50	P21 2 2 1 1	



5. DB backup



Step2: tool -> misc



Continue to the next page.

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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".

🔜 I 🖸 🔜 🖛 I	1	Application Tools	misc		-	- 🗆 🗙
File Home Share	View	Manage				~ 0
$\leftarrow \rightarrow \checkmark \uparrow$ \longrightarrow This PC \Rightarrow OS (C:) \Rightarrow ASF900 \Rightarrow tool \Rightarrow misc \checkmark \eth				Search misc 🔎		
1011		Name	^	Date modified	Туре	Size
Postton	les 0	6 00_ASF900	0_full_dump.bat	23/06/2018 10:46	Windows Batch File	1 KB
Desktop	7	6 00_ASF900	0_full_dump_jp.bat	23/06/2018 10:45	Windows Batch File	1 KB
👆 Downloads	*	5 00_ASF900	0_full_restore.bat	23/06/2018 10:19	Windows Batch File	2 KB

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

n	(C:) > ASF900 > tool > misc		×	✓ Č Searce	ch misc 🔎
	Name	Date modified	Туре	Size	
	00_ASF900_full_dump.bat	2/8/2016 12:45 PM	Windows Batch File	1 KB	
	💿 01_dump_Broker.bat	2/3/2016 6:13 PM	Windows Batch File	1 KB	
	01_dump_FMNode.bat	2/3/2016 6:14 PM	Windows Batch File	1 KB	
	02_import_Broker.bat	2/8/2016 12:47 PM	Windows Batch File	1 KB	
	02_import_FMNode.bat	2/3/2016 6:14 PM	Windows Batch File	1 KB	
	💿 03_get_table_info.bat	2/3/2016 6:16 PM	Windows Batch File	1 KB	
	ASF900_app_log_copy.bat	2/8/2016 1:05 PM	Windows Batch File	4 KB	
	SF900_IF_log_copy.bat	2/8/2016 12:55 PM	Windows Batch File	2 KB	
	🖤 BRK_dump.sql	9/25/2018 4:13 PM	PostgreSQL	39 KB	
	💿 copy_dir.bat	2/8/2016 12:55 PM	Windows Batch File	1 KB	
	💿 copy_file.bat	2/8/2016 12:55 PM	Windows Batch File	1 KB	
	I MM_dump.sql	9/25/2018 4:13 PM	PostgreSQL	415 KB	
	🖤 OMM_dump.sql	9/25/2018 4:13 PM	PostgreSQL	117 KB	

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6. Performance status

All Control Panel Items ← → · · ↑ · Control Panel → All Control Panel Items Adjust your computer's settings Administrative Tools Back up and Restore (Windows 7) Administrative Tools AutoPlay BitLocker Drive Encryption Colour Management Credential Manage Date and Time Default Programs Dell Command | Update Device Manager Sevices and Printers Ease of Access Centre File Explorer Options File History Flash Player (32-bit) A Fonts Infrared Indexing Options Internet Options Keyboard Network and Sharing Manager Mouse NVIDIA Control Panel Phone and Modem Programs and Features Power Options Recovery RemoteApp and Desktop Region Security and Maintenance Sound Connections Speech Recognition Storage Spaces Sync Centre System Windows Defender Firewall ¥. Taskbar and Navigation Troubleshooting User Accounts

Step2: Administrative tool -> Performance Monitor

Step1: Control Panel -> Administrative tool

File Home Share	View	
Navigation pane - Panes	Extra large icons Large icons Medium icons Small icons E List E Details Layout	 Group by ▼ Add columns ▼ Sort by ▼ Size all columns to fit Current view
← → × 🚈 > Cont	trol Panel > All Control Panel Items > A	dministrative Tools
 A Quick access ConeDrive This PC Durities 	Componen t Services Compu Managu nt	ter Defragmen Disk eme t and Cleanup Optimize Drives
 Desktop Documents Downloads Music Pictures 	ODBC Data Sources (64-bit)	hanc tor

Continue to the next page.



6. Performance status

Step3: Performance Monitor -> Data Collector Sets

N Performance Monitor				
🔊 File Action View Window	Help			
🗢 🄿 📊 👔 🖬				
 Performance Monitoring Tools Performance Monitor Data Collector Sets 	Overview of Performance Monitor You can use Performance Monitor to view performance data either in real time or from a log fi configure and schedule performance counter, event trace, and configuration data collection se			
> 📑 Reports	and view reports.			

Step4: Data Collector Sets -> System -> System Performance



Continue to the next page.



6. Performance status



6. Performance status







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Revision History



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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