

Network Client™

Troubleshooting Guide

The first section of this guide answers some frequently asked questions (FAQs) about the operation of Intellex and the Network Client software. It also addresses common issues when installing Intellex and Network Client on an existing corporate network or on a private network.

The second section provides a troubleshooting guide that helps you identify possible solutions to Network Client problems.

FREQUENTLY ASKED QUESTIONS

How many Intellex units can I attach to a Network Client?

Network Client supports as many Intellex units as you can attach to your network. Adding Intellex and Network Client units may affect general network performance, but not any more than adding other types of computer equipment to the network. Ultimately, performance depends on how much video data you will retrieve over the network.

Can I connect an Intellex unit and a Network Client directly using a CAT 5 crossover cable?

An Intellex unit and Network Client *can* be connected directly using a crossover cable. However, we recommend using standard network cables and a network hub.

Can I use IPX on my network for Network Client operation?

Intellex and Network Client use TCP/IP to communicate. Therefore, your network must support TCP/IP operation. You must also install the protocol stack.

Can I access the Internet using Network Client?

No. This version of Network Client will not support Internet operation.

Can I access an Intellex on my network remotely using a laptop computer with a modem?

No. This version of Network Client will not support remote dial-up operation.

Can I view video from one Intellex unit at more than one Network Client workstation?

Yes. Any Network Client can retrieve video from any Intellex unit. However, Intellex transmits data to only one Network Client at a time.

Will sending live video over my network affect network performance?

Intellex v2.0 or earlier does not transmit “live” video over the network to the Network Client. It transfers packets of compressed video, which were previously stored on the Intellex unit. The transfer of data between an Intellex and a Network Client operates the same way as transferring data from one computer to another or to some other peripheral device, such as a printer.

How much data will you send over my network?

On 10BASE-T networks, the data transfer rate is about 500KB per second. On 100BASE-TX networks, the data transfer rate is about 600KB per second.

Five minutes of video recorded at 30 images per second (ips) with moderate motion is about 27MB. (The same five minutes of video recorded at 7.5 ips is about 6.75MB.)

On a 10BASE-T network, it takes about 54 seconds to transmit 27MB of data.

On a 100BASE-TX network, it takes about 45 seconds to transmit 27MB of data.

Alarm video segments are usually about 2MB in size.

How much bandwidth will Intellex/Network Client use on my network?

On a private 100BASE-TX network with no other traffic, Network Client will use from 6% to a maximum 12% of network bandwidth.

On a corporate network, bandwidth is usually allocated by the server or servers, and is affected by network topology and installed equipment. Intellex and Network Client will not monopolize network bandwidth.

How many of my T1 lines are you going to take up with an Intellex/Network Client configuration?

It depends on several factors, including the number of installed Intellex units and Network Clients and the how much Intellex data you will retrieve. The network may become saturated only if you retrieve many large files, a situation that will probably not occur.

My network consists of numerous mainframes located worldwide. Can I still install Intellex and Network Client?

Not in this release, which only supports operation on a local area network. However, in a future release you can, as long as your network supports TCP/IP. Intellex and Network Client are configured as individual servers and hosts, respectively, on your network.

Can Intellex and Network Client perform on a Wide Area Network (WAN)?

In this release, Intellex and Network Client operation are only supported on a local area network (LAN). However, in future releases, they will perform equally well on either a LAN or a WAN.

What must my MIS people do to install and configure Intellex and Network Client on my network?

This depends on the network configuration and the location of the Intellex and Network Client units. It may be as simple as providing hook-ups to the network. The MIS staff may have to provide logon capabilities and set up access capabilities between network domains. They may also use subnetting to isolate video traffic from other parts of the network.

How do Intellex and Network Client establish communications?

Intellex does not send any messages on its own, thereby eliminating redundant broadcast messages from the Intellex units. Instead, the Network Client “pings” the local area network for connected Intellex units. It pings each time you start the Network Client or whenever you press the **Refresh** button in the Available Intellex Units screen (see *Available Intellex Units* in *Chapter 3 — Retrieving Intellex Data of the Network Client Installation and Operating Instructions*).

How reliable is the communications mechanism?

DirectPlay and DirectDraw are endorsed and supported by Microsoft Corporation. They were initially used by computer game developers where bidirectional network communication responsiveness is crucial.

Can I retrieve more than one video segment from an Intellex unit at the same time?

No. You can only retrieve one video segment at a time.

What is the largest video segment that I can retrieve from an Intellex unit?

1GB. This limit prevents network saturation. If you try to retrieve more, an error message appears and video retrieval is cancelled.

Can I run the Network Client from a server on my corporate network?

No. The Network Client software, and its software key, must be installed on each computer that will use it. The software key is included with each Network Client package.

What are the system requirements for Network Client operation?

Refer to *System Requirements* in *Chapter 1 — Getting Started of the Network Client Installation and Operating Instructions*.

How should I back up the video segments that are stored on my Network Client?

Follow your current corporate procedures to back up the data on your computer. We recommend backing up the following files on a regular basis.

NOTE: The following paths represent the default directories. If you selected different directories at installation, simply back up these files from their actual directories.

RemoteConfig.dat — C:\Program Files\Sensormatic\NetworkClient\Bin\RemoteConfig.dat

IncidentDB.mdb — C:\Program Files\Sensormatic\NetworkClient\Database\IncidentDB.mdb

All folders and files containing video data that was retrieved from the different Intellex units. The folder names all begin with **Vpd_**, for example, **Vpd_INTELLEX01**.

Can I assign IP addresses using DHCP?

Yes, but we do not recommend it, especially for routed local area networks. If the DHCP server crashes or is shut down, then the IP address for the Intellex units will probably change. As a result, the IP Helper Addresses on the router(s) will need to be re-configured.

Why should I enable and disable the Client for Microsoft Networks software on my Intellex unit?

You must assign a name to the Intellex which requires you to enable the **Client for Microsoft Networks** software, assign the computer name and then disable the software. Refer to *Network Configuration in Chapter 1 — Getting Started* in the *Network Client Installation and Operating Instructions* for more information.

The Intellex unit or the Network Client unit does not appear on the Windows Network Neighborhood screen. Is this a problem?

The Intellex and Network Client units do not have to appear on this screen because they communicate at a different level than other computers on your network. To verify that the units can communicate, use the **Ping** network program.

How much space is required by the Network Client software?

The software itself, with help files, requires less than 10MB of hard disk space. However, you should have at least 2GB available to store the video segments retrieved from the Intellex units.

Can I retrieve sound with the video?

No. At present, Intellex does not support audio.

How can I get more technical information about Intellex and Network Client?

If you are a certified dealer, you already have access to a library of technical information.

If you are a user, contact your certified dealer, or contact Technical Support.

IN CASE OF TROUBLE

If a problem occurs, review the manual section covering the activity associated with the problem. If necessary, consult the *Troubleshooting Guide* on the following pages.

If the problem cannot be solved, you may have to contact your dealer or the factory. When you call for support, the representative will ask you to provide specific information about the installation. To save time, spend a few minutes getting organized.

Before calling Technical Support, write down the following information:

- The serial number of your Network Client software.
- The software version as shown on the About screen (see *About* in *Chapter 2 — Basic Operation* in the *Network Client Installation and Operating Instructions*).
- The make and model of each piece of hardware connected to the Intellex and the Network Client computer.
- Approximate date of purchase and of installation.
- The exact text of the error message (if any).
- The symptoms you have observed.

NOTE: Please do not return any product to the factory without obtaining a Return Authorization (RA) number. Failure to do so can result in a significant delay in processing your repair. To obtain an authorization number, contact Technical Support.

TROUBLESHOOTING GUIDE		
PROBLEM	POSSIBLE CAUSES	SUGGESTED ACTION
Problems Connecting		
Intermittent connection between the Network Client and an Intellex.	An incompatible version of the Intellex software is installed on the Intellex unit.	Check the software version on the Intellex unit (see <i>Intellex Operating Instructions</i>). If it is not v1.6 or higher, upgrade the software.
Intellex and Network Client will not connect.	There is a problem with the Intellex.	Access the status screen on the Intellex unit. If Unavailable appears next to Network, refer to the <i>Intellex Troubleshooting Guide</i> .
	There is a problem with the network hardware or configuration.	Use the Ping network program to check if the hardware is working correctly. If this works, contact your MIS department for assistance.
	A login ID is required on some networks.	Contact your MIS department to configure this on your Network Client computer.
	You may have installed the network card driver twice, even though only one network card is present.	Delete both drivers and re-install the correct driver just once.
	A power surge may have affected network operation.	Connect your Network Client and the Intellex unit as a private network. If this works, contact your MIS department to reset your network accordingly.
	Network maintenance may have affected network operation.	Connect your Network Client and the Intellex unit as a private network. If this works, contact your MIS department to reset your network accordingly.

TROUBLESHOOTING GUIDE		
PROBLEM	POSSIBLE CAUSES	SUGGESTED ACTION
Problems Connecting (continued)		
The Intellex unit does not re-connect after you disconnect and try to connect to the Network Client.	You are using the DHCP to assign the IP address to the Network Client computer.	Contact your MIS department to assign permanent IP addresses to all Intellex units and Network Client computers.
After installing new hardware, the Network Client computer does not function correctly.	The new hardware was installed or configured incorrectly.	Reconfigure the hardware and its driver.
	The hardware installation corrupted one or more Windows files.	Reinstall hardware. Re-install Windows NT Service Pack 3.
Network Client and Intellex cannot connect over a wide-area network (WAN).	WAN connectivity is not supported by this version of Network Client.	Use WAN connections at your own risk.
Other Problems		
When you print from your computer, Network Client displays the message "Software key is missing." But the software key is still installed.	Bi-directional support, which is enabled for your printer, conflicts with the software key.	Disable bi-directional support for the printer. (Refer to the printer documentation for more information.)

NOTES

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Part Number 8000-2217-00 REV A