

# **Video Analytics**

**Version 4**

## **Operator Guide**



# **Operator Guide**

## Revisions

Issue	Date	Revisions
A	05/07	Rebrand to Honeywell standards.
B	06/07	Revise content to allow a single set of documentation for all product packages.
C	09/08	Revise content for software release V4.6 (new section <i>Reset Scene Changed Alarm</i> ); update figures 1-2, 1-3, and 1-5; updated tables 1-1 (added Checking database), 1-2 (added tamper measure), and 1-3 (changed show total counts to show group counts).

# Contents

- About This Document . . . . . 11**
  - Overview of Contents . . . . . 11
  - Related Documents . . . . . 12
  - Software License Agreement . . . . . 12
  - Typographical Conventions . . . . . 13
- 1 Live Monitoring Station . . . . . 15**
  - User Login . . . . . 15
  - Running the Program . . . . . 16
    - Server Status . . . . . 18
    - Display Format and Layout . . . . . 19
    - Alarm Display . . . . . 20
    - Reset Scene Changed Alarm . . . . . 23
    - Event Display and Threshold Settings . . . . . 25
    - Image Display . . . . . 26
- 2 Forensics Tool . . . . . 27**
  - Server Logon . . . . . 27
    - Starting a Search . . . . . 29
    - Viewing the Latest Alarm/Event, Object, or Frame Search Results . . . . . 30
  - Retrieving Alarms and Events . . . . . 31
    - Viewing Event Key Frame . . . . . 31
    - Viewing an Object Trajectory in Alarm/Event Retrieval . . . . . 32
    - Adding a Comment to Alarm or Event . . . . . 33
  - Retrieving Objects . . . . . 33
    - Viewing Object Snapshot and Object Trajectory . . . . . 33
    - Retrieving Event History for a Particular Object . . . . . 34
    - Adding a Comment to an Object in Object Retrieval . . . . . 35
  - Retrieving Frames . . . . . 36
    - Viewing Frames . . . . . 36
- Appendix A Solutions . . . . . 39**
  - Messages . . . . . 39
  - Technical Support . . . . . 40
- Index . . . . . 43**



# Figures

- Figure 1-1 Server Login Dialog . . . . . 15
- Figure 1-2 Live Monitoring Station, Showing Areas of Interest . . . . . 17
- Figure 1-3 Alarm Display . . . . . 20
- Figure 1-4 Alarm View Window . . . . . 22
- Figure 1-5 Show Group Counts . . . . . 22
- Figure 1-6 Normal Camera View . . . . . 23
- Figure 1-7 Scene Change Alarm . . . . . 24
- Figure 1-8 Reset Scene Change Alarm . . . . . 25
- Figure 1-9 Event Key Frame. . . . . 26
- Figure 2-1 Server Login Dialog . . . . . 28
- Figure 2-2 Forensics Tool . . . . . 29
- Figure 2-3 Too Many Records Warning Message . . . . . 30
- Figure 2-4 Event Retrieval . . . . . 32
- Figure 2-5 Event Comment Dialog . . . . . 33
- Figure 2-6 Object Retrieval, Viewing Object Snapshot and Trajectory . . . . . 34
- Figure 2-7 Object and Associated Events Retrieval. . . . . 35
- Figure 2-8 Object Comment Dialog . . . . . 36
- Figure 2-9 Frame Retrieval . . . . . 37

## Figures

# Tables

- Table 1-1 Server Status Options . . . . . 18
- Table 1-2 Display Format and Layout Options . . . . . 19
- Table 1-3 Alarm Display Options . . . . . 21
- Table 1-4 Image Display Options . . . . . 26
- Table 2-1 Search Field Definitions . . . . . 29
- Table A-1 Live Monitoring Station Message Troubleshooting . . . . . 39
- Table A-2 Forensics Tool Message Troubleshooting . . . . . 40
- Table A-3 Customer’s System Information Checklist . . . . . 41



## About This Document

This Operator Guide describes the client applications for security operators to effectively monitor a large number of security cameras by receiving real-time alarms as well as conducting fast searches for forensic investigations. These client applications include Live Monitoring Station and Forensics Tool and they are part of the Honeywell Video Analytics software suite.

The client software described in this guide runs on Microsoft® Windows®-based platforms. Throughout this guide, you will navigate through the Graphical User Interface (GUI) step-by-step to learn all the available functionalities provided by these client applications.

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## Overview of Contents

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This document contains the following chapters and appendices:

- *Chapter 1, Live Monitoring Station*, introduces the Live Monitoring Station software, describes how to log on, and explains how to use the software to view activities on video analytics servers.
- *Chapter 2, Forensics Tool*, explains how to remotely log on to the Video Analytics database to conduct searches and retrieve past incidents.
- *Appendix A, Solutions*, lists some common error/warning messages and provides possible solutions.

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## Related Documents

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This guide is a necessary guide for security operators to effectively conduct their daily surveillance tasks, including live monitoring of events and alarms, and search and retrieval. For other information related to the Honeywell Video Analytics software system, please refer to the following documents:

Document title	Part number	
<i>Video Analytics V4 Introductory Guide</i>	800-00295	Written for new users, this guide provides an introduction to the software suite and the features and benefits it offers.
<i>Video Analytics V4 Installation Guide</i>	800-00294	Describes the hardware requirements for running the Video Analytics server and client software with detailed instructions on how to install the software packages.
<i>Video Analytics V4 Administrator Guide</i>	800-00293	Written for the system administrator or the site security manager, this guide provides details on how best to configure the entire system, including the crucial camera placement choices and detailed configuration steps.
<i>Video Analytics V4 Getting Started Guide</i>	800-00923	Covers the basic information for quickly setting up your system.
<i>Video Analytics V4 Alarm Watch User Guide</i>	800-00298	Describes the Alarm Watch software module that enables additional alarm delivery mechanisms in the system.
<i>Video Analytics V4 Reporting Tool User Guide</i>	800-00281	Describes the Reporting Tool that allows the user to generate event statistics and configure scheduled e-mail reporting.
<i>Video Analytics Release Notes</i>		For late-breaking information about this release of Honeywell Video Analytics software, please refer to the ReleaseNotes.txt file on the software CD.

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## Software License Agreement

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To use this Honeywell Video Analytics software, you must agree to the Honeywell End-User License Agreement. Please refer to your installation CD for the full license agreement.

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## Typographical Conventions

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This document uses the following typographical conventions:

Font	What it represents	Example
Helvetica	Keys on the keyboard	Press Ctrl+C
Lucida	Values of editable fields that are mentioned in the body text of the document for reference purposes, but do not need to be entered as part of a procedure	The Time field can be set to Hours:Minutes:Seconds.
	Text strings displayed on the screen Syntax	The message Unauthorized displays. (object) entered
<b>Swiss721 BT Bold</b>	Words or characters that you must type. The word “enter” is used if you must type text and then press the Enter or Return key.	Enter the <b>password</b> .
	Values of editable fields that appear in tables (on first mention)	The Background Recording field can be set to one of the following values:  <b>Enabled</b> <b>Disabled</b>
	Menu titles and other items you select	Double-click <b>Open</b> from the File menu.
	Buttons you click to perform actions	Click <b>Exit</b> to close the program.
<i>Italic</i>	Placeholders: words that vary depending on the situation	<i>user name</i>
	Cross-reference to external source	Refer to the <i>Video Analytics V4 Introductory Guide</i> .
	Cross-reference within document	See <i>Live Monitoring Station</i> .



## Live Monitoring Station

Live Monitoring Station is a client application used to connect to Analytics servers in the Honeywell Video Analytics software system. It allows remote users to receive live video streams with analytics annotations as well as real-time events and alarms across multiple Analytics servers. Running Live Monitoring Station requires a TCP connection to at least one Video Analytics server.

This chapter describes in detail how to use the Live Monitoring Station for your daily surveillance tasks. The Graphical User Interface (GUI) allows you to configure the screen layout and real-time information displayed on this monitoring station.

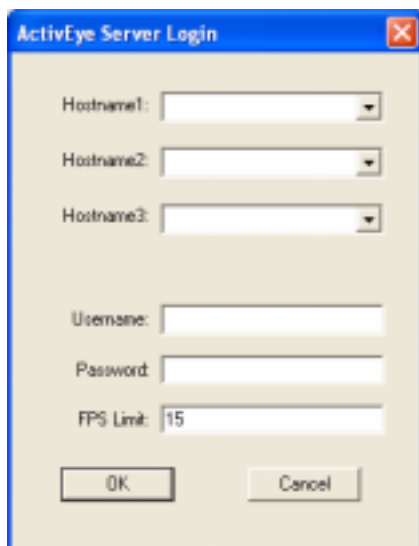
---

### User Login

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To use Live Monitoring, identify the servers you want to connect to using the login dialog as shown in *Figure 1-1*.

**Figure 1-1** Server Login Dialog



The screenshot shows a dialog box titled "ActivEye Server Login". It features three dropdown menus for "Hostname1:", "Hostname2:", and "Hostname3:". Below these are text input fields for "Username:", "Password:", and "FPS Limit:" (with the value "15" entered). At the bottom of the dialog are "OK" and "Cancel" buttons.

You can connect to up to three servers simultaneously. If connecting to less than three servers, leave the other host name fields blank.

---

## User Name and Password

The user name and password must be the same for all of the servers and must have the *Live View* permission on all of the servers. For instance, if your system administrator has defined the *guest* user on all of the servers, you can leave the user name and password fields blank to connect as a *guest*.

---

**Note** Only the administrator can manage user accounts. For detailed information, refer to the *Video Analytics V4 Administrator Guide*.

---

## Slow Network Connection

If you have a slow network connection to any of the servers, you may enter a smaller number for the FPS Limit (frames per second). The default is 15 FPS, the maximum allowed frame rate. You can go down to as little as 5 FPS and still be able to view smooth live video.

---

**Note** This only limits the amount of video data that the server sends to you for viewing and has no effect on the processing frame rate on the server.

The server may further limit your video streaming rate if it detects that your network connection is getting bogged down.

The server will not send video at a rate higher than the rate at which the server actually captures/processes the frames.

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## Running the Program

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After selecting the server(s) and entering a valid user name and password pair, you are taken to the Live Monitoring Station main window as shown in *Figure 1-2*.

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**Note** There may be a slight delay before the main window displays if any of the servers are down or unreachable.

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**Note** If the server is not in the Processing state when the Live Monitoring Station is launched, no channel is displayed. Please see *Server Status* on page 18.

**Figure 1-2 Live Monitoring Station, Showing Areas of Interest**



There are six areas of interest in the Live Monitoring Station:

- Server Status
- Display Control
- Video Display Panels
- Event Display
- Threshold Settings
- Image Display

The following sections explain these areas of interest and how you control what you see.

## Server Status

This area shows the current status of each of the servers you are monitoring. *Table 1-1* lists the available server statuses.

**Table 1-1**      **Server Status Options**

<b>Option</b>	<b>Description</b>
<b>Processing</b>	The server is currently processing live video. This is the normal state.
<b>Configuring</b>	The server is currently being reconfigured. This is a temporary state and the status should return to <code>Processing</code> after the new configuration has been uploaded to the server.
<b>Needs license</b>	The server does not have a valid license.
<b>Checking database</b>	The server is currently checking the database and does not accept client connection. The client should try to connect back at a later time.
<b>Off</b>	The server is not currently running.

## Display Format and Layout

This area allows you to set the display format and layout settings. [Table 1-2](#) describes the field options.

**Table 1-2 Display Format and Layout Options**

Field	Description
<b>Display Format</b>	Select the number of cameras that are displayed at one time, the size they are displayed in, and the layout on the screen. The choices in the drop-down list depend on the total number of active cameras on the servers you are connected to as well as the native image sizes on the servers. The drop-down list does not appear when there is only one available choice.
<b>Channels</b>	Select which range of cameras are displayed. It only appears if the selected <b>Display Format</b> shows less than the total number of cameras that are being monitored. The range is based on the <i>channel numbers</i> that Live Monitoring Station assigns to each camera. Channels numbers are assigned sequentially starting from 1; from the first server to the next and so on.
<b>Camera Display Text</b>	Select the live information displayed below each camera image in the Video Display panel.
<b>Camera name/time</b>	(default setting) The first line shows the camera name and the name of the server the camera is connected to in the format of <i>Server:[Camera name]</i> . The second line shows the server's date and time corresponding to the currently displayed video frame.
<b>Enter/exit counts</b>	Shows people and/or vehicle entry and exit counts for the cameras that have people and/or vehicle enter/exit counting enabled.
<b>Lane counts</b>	For cameras that have car-in-lane traffic counting enabled, this shows the total counts (1st line) and the lane counts (2nd line).
<b>Tamper measure</b>	For cameras that have tamper detection enabled, this shows the current tamper measure in real time (see <a href="#">Figure 1-2</a> ). For detailed information on tamper detection, please refer to the <a href="#">Video Analytics V4 Administrator Guide</a> .
<b>Combined counts</b>	Shows both enter/exit and lane counts. If a camera has both traffic and enter/exit counting enabled, only the lane counting display is shown for that camera.

## Alarm Display

Whenever an alarm is received for a camera that is currently displayed on the screen, a red alarm bar appears below the channel image with blinking text announcing the type of alarm. At the same time, the objects involved in the alarm will also be highlighted in a blinking red box overlaid on the video image to alert the user (see *Figure 1-3* and *Figure 1-4*).

Figure 1-3 Alarm Display

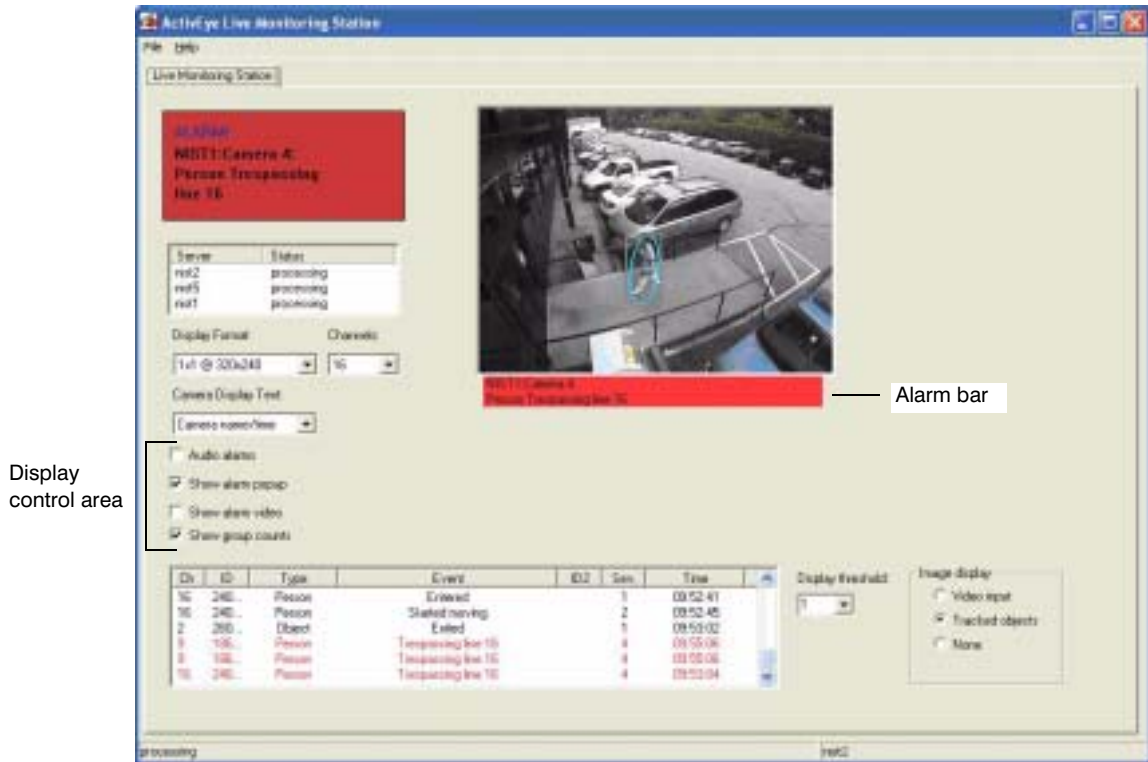
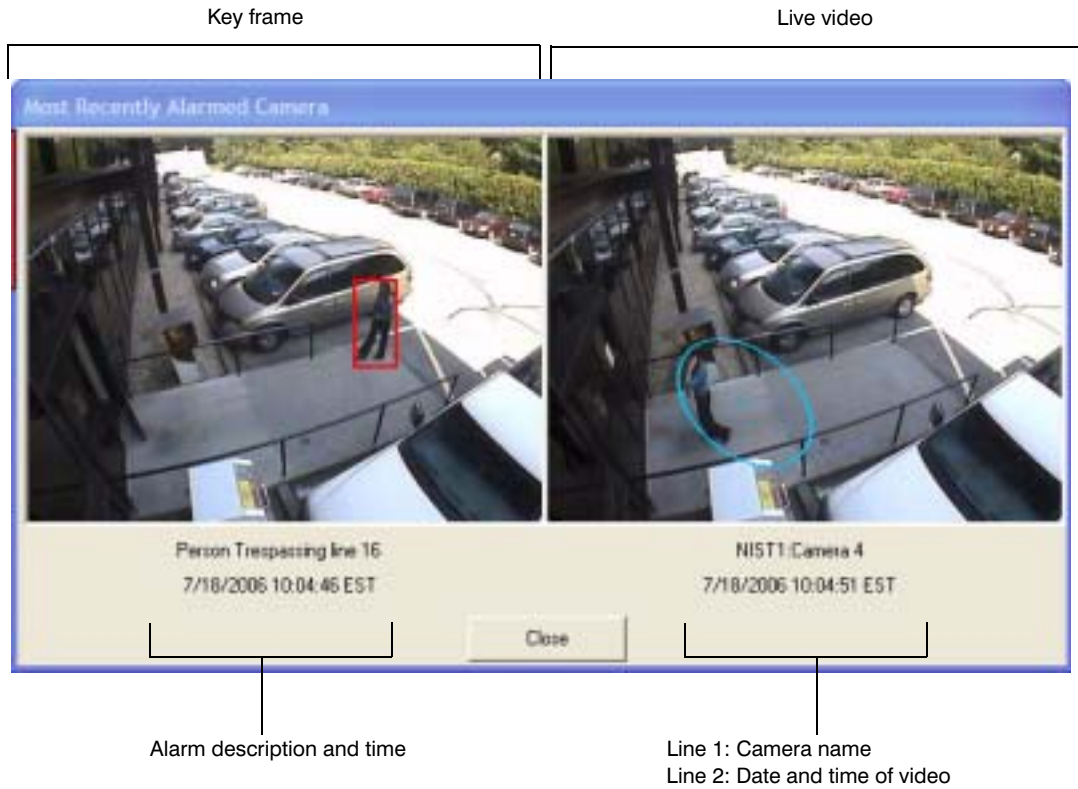


Table 1-3 describes the alarm display fields.

**Table 1-3 Alarm Display Options**

Field	Description
<b>Audio alarms</b>	Select to hear a voice announcement whenever an alarm is received from the connected servers, regardless of whether the channel is displayed.
<b>Show alarm popup</b>	Select to display a red alarm window on the upper left corner of the screen (see <i>Figure 1-3</i> ) the moment an alarm is received from the servers, regardless of whether the channel is displayed on the video display panels. The alarm window appears on top of all other windows so you do not miss the alarm. The alarm window automatically disappears after a few seconds; you can dismiss it sooner by clicking it.
<b>Show alarm video</b>	Select to display the Most Recently Alarmed Camera window (see <i>Figure 1-4</i> ) whenever an alarm is received (regardless of whether the channel is displayed on the video display panels). The left pane in the window shows the key frame at the time of the alarm and the right pane shows the current live video from this camera. Both are shown in the native image size from the server regardless of the size you have selected in Display Format. The red bounding box overlaid in the key frame shows the object that has triggered the alarm. In the example in <i>Figure 1-4</i> , the person enclosed in the red bounding box crossed a trespassing line, thus triggering an alarm.
<b>Show group counts</b>	Select to display the total enter and exit counts per camera group (see <i>Figure 1-5</i> ). A separate window appears for group counts display. This window remains on top. The counts are accumulated counts since the counter reset time, which may be the last time a channel has been restarted.

**Figure 1-4 Alarm View Window**



This window automatically disappears 15 seconds after last alarm. To dismiss it sooner, click **Close**.

**Note** You can also select the time zone displayed to be one of the following: the Server Time, Local Time or GMT (UTC).

**Figure 1-5 Show Group Counts**

Group Counts		
Location	People Counts Since 7/2/2008 10:26:08	
	Enter	Exit
Retail-NE	35	86
Retail-NW	43	65
137.15.208.134		
Group	Vehicle Counts Since 7/2/2008 2:01:02	
	Enter	Exit
Group 1	0	0
Group 2	50	0
Group 3	11353	14674

## Reset Scene Changed Alarm

This version of video analytics software provides Camera Tamper Detection, which detects if the camera is being blinded, blurred or the scene has changed. For this feature to work, you must enable Tamper Detection using the Configuration Tool (refer to the *Video Analytics V4 Administrator Guide*).

If Tamper Detection is enabled for a specific camera, the Live Monitoring Station displays the current tamper measure of blind, blur, and scene change level in real-time on screen.

---

**Note** Tamper Measure must be selected as the Camera Display format.

---

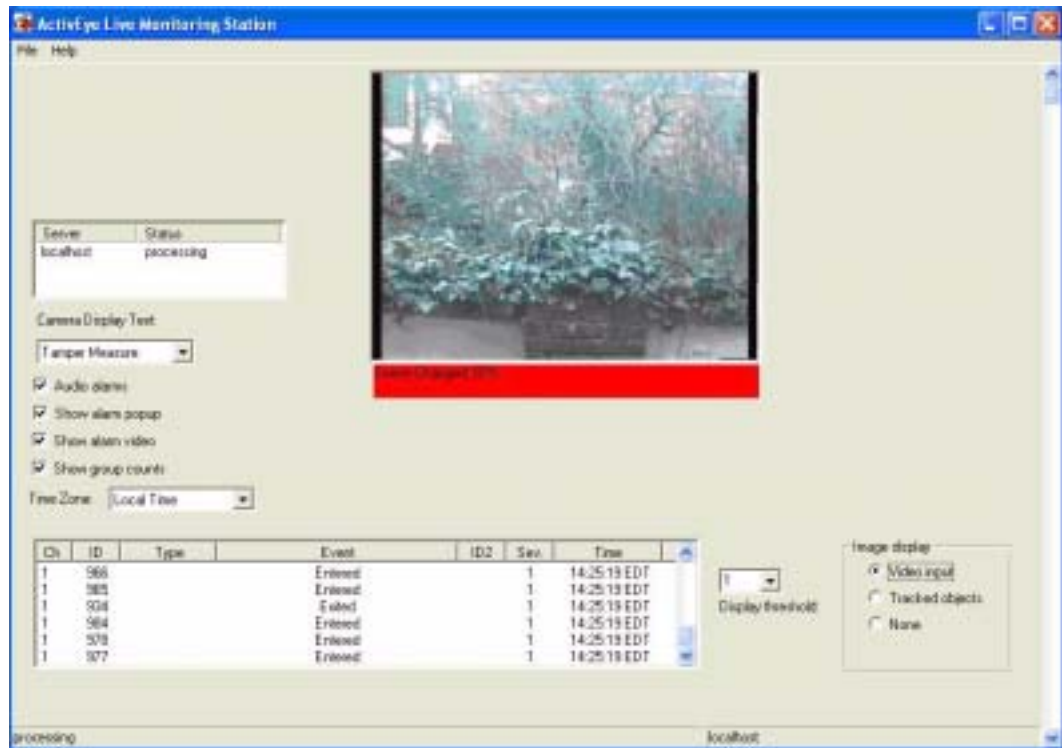
In the normal state (see *Figure 1-6*), the Tamper Measure values that are shown under the image frame indicate the percentage values in the tamper measure for this camera.

**Figure 1-6 Normal Camera View**



As shown in *Figure 1-7*, when the scene change level exceeds the specified threshold and reaches the alarm level, the scene change alarm displays on the Live Monitoring Station screen. The current Scene Changed level percentage displays (see the red bar under the video in *Figure 1-8*).

Figure 1-7 Scene Change Alarm



After detection, the scene change alarm remains until the camera view resumes to its original view. In some situations, you may want to reset the scene change alarm (for instance, the change of the camera view is intentional or the scene change alarm does not clear automatically). In the former case, you must also adjust the configuration for this camera since the view has changed.

There are two ways to reset the scene change alarm:

- Right-mouse click the scene in the Live Monitoring Station which displays the alarm state, and then select **Reset scene changed alarm** to clear the alarm state (see [Figure 1-8](#)).

---

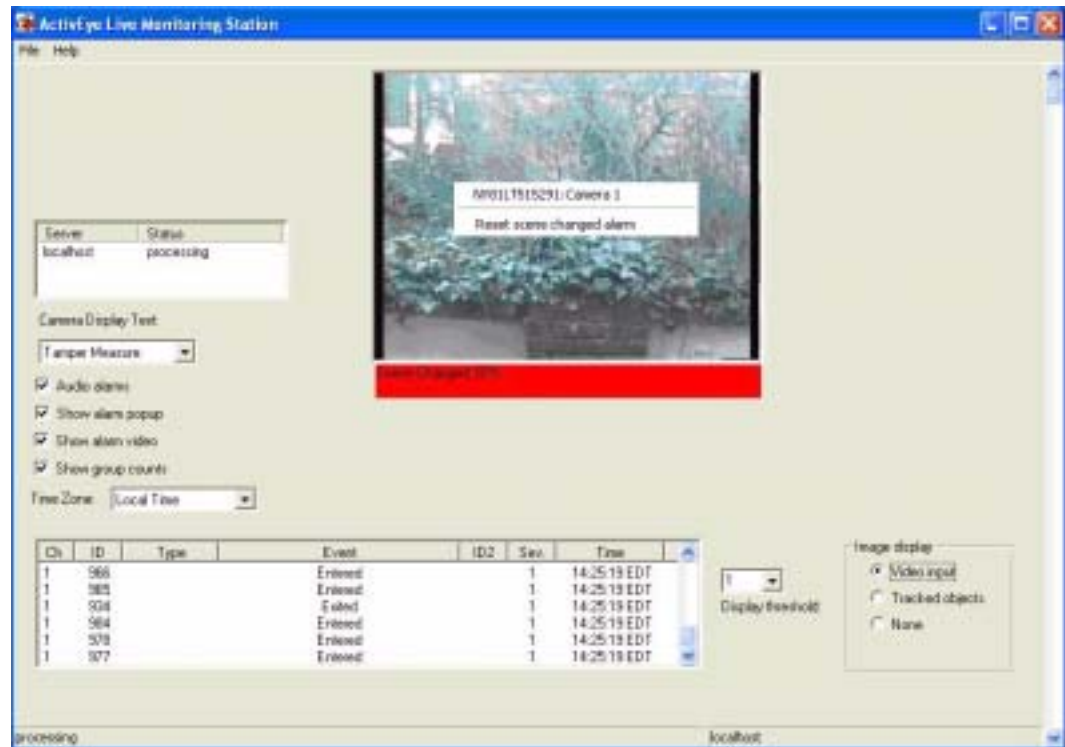
**Note** You must have Write Configuration permission level to reset the alarm directly in the Live Monitoring Station.

---

- Using the Configuration Tool, on the Channel Setup page, select the camera with the persisting scene change alarm, and then click **Reset below the Scene** change slide bar off the Tamper Detection tab.

Please refer to the [Video Analytics V4 Administrator Guide](#) for more information on Configuring Camera Tamper Detection.

Figure 1-8 Reset Scene Change Alarm



## Event Display and Threshold Settings

All detected objects and events are stored in databases. The most recent events are also displayed in the Event Display window to provide instant information. The **Display Threshold** drop-down list in the Threshold Settings area (see [Figure 1-2](#)) controls which events are displayed. Only events with severity equal to or higher than the selected threshold are shown in the window.

In the Event Display area, double-click a line in the Event Display window to display the key frame (still photo from time of event) associated with that event (see [Figure 1-9](#)).

**Figure 1-9** Event Key Frame



Click **Prev** and **Next** to browse sequentially through the key frames of the event.

---

**Note** Other events are stored in the databases.

---

## Image Display

*Table 1-4* describes the image display fields.

**Table 1-4** Image Display Options

Field	Description
<b>Video input</b>	Displays the raw live video.
<b>Tracked objects</b>	Displays live video with colored ellipses around objects that are being tracked and flashing red/gray boxes around objects involved with currently displayed alarms.
<b>None</b>	No display

## Forensics Tool

The Forensics Tool is a client application that is used to connect to Analytics servers in the Honeywell Video Analytics software system. It allows remote users to connect to the Video Analytics database on the server to conduct search and retrieval of past incidents. Running the Forensics Tool requires a TCP connection to the database on at least one Analytics server through port 3306.

This chapter describes how to use the Forensics tool to retrieve alarms, events, objects, and key frames stored in the Analytics database on the server.

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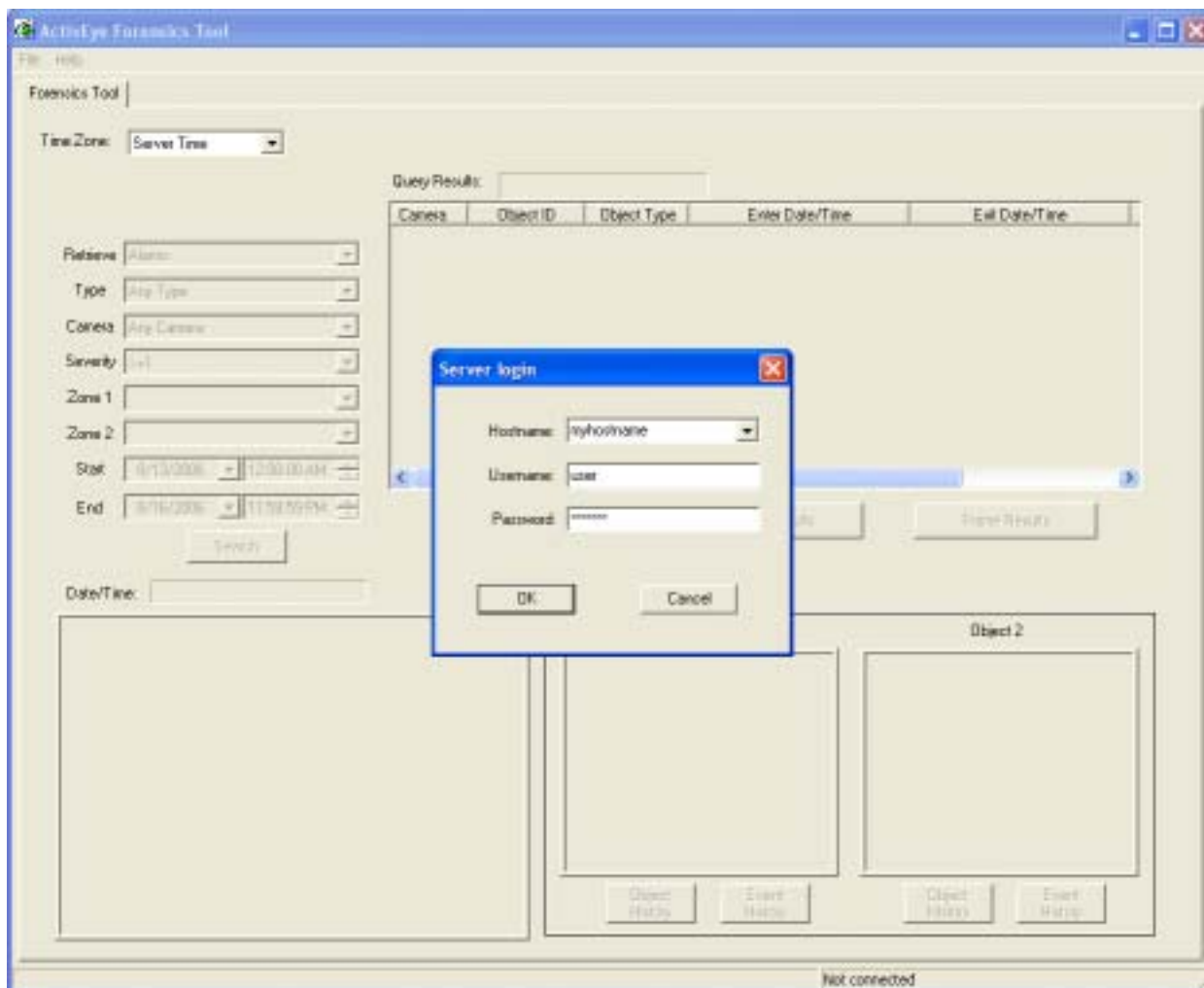
### Server Logon

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1. Launch the Forensics Tool.
2. At the Server Logon dialog box, enter the sever host name, user name and password
3. Click **OK** (see *Figure 2-1*).

You can also connect to the Analytics server by selecting **Connect to remote server** from the **File** menu.

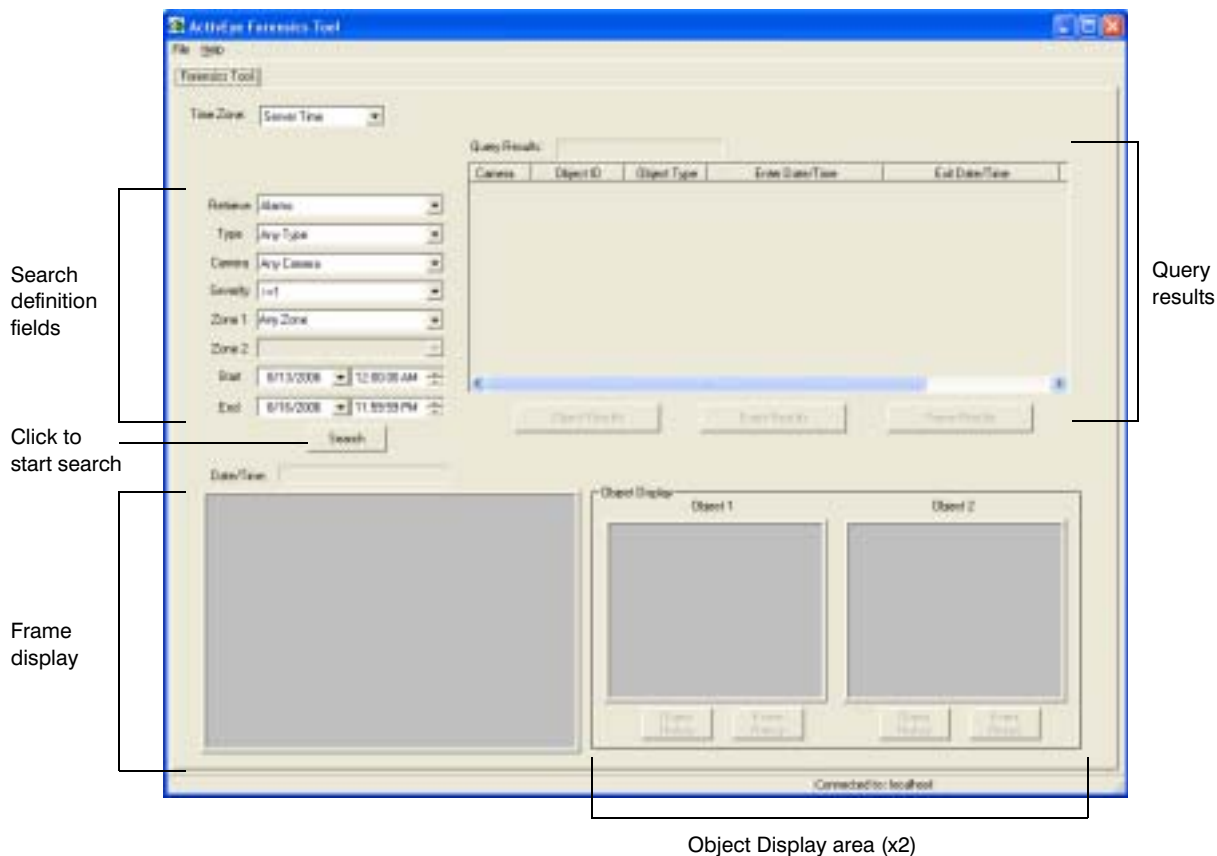
Figure 2-1 Server Login Dialog



The four areas in the GUI for live retrieval are:

- Search Definition (containing multiple drop-down lists)
- Query Results
- Frame Display
- Two Object Display windows

Figure 2-2 Forensics Tool



## Starting a Search

To search the database on the Analytics server:

1. Define the query by setting some or all of the following fields:

Table 2-1 Search Field Definitions

Field	Description
Time Zone	Perform the search using Server Time, Local Time, or GMT (UTC, Greenwich Mean Time).
Retrieve	Select to search for Alarms, Events, Objects, or image Frames.
Type	Refine a search using a type of event alarm, or object. The default is <b>All Types</b> .
Camera	Select one camera or many. The default is <b>All Cameras</b> .
Severity	Retrieve events or alarms at the designated severity level.
Zone 1	Further refine a search for events or alarms associated with a specific zone.

**Table 2-1 Search Field Definitions (cont'd)**

Field	Description
Zone 2	For an event that links two zones, define the second zone in addition to the first one (Zone 1) that is associated with the event.
Start	Specify the starting time of a search period.
End	Specify the ending time of a search period.

2. Click **Search** to start the search.

The search results display in the **Query Results** area on the right side of the screen. The total number of results that match the search query are shown in the text bar above Query Results.

---

**Note** Narrow your search parameters to retrieve fewer search results.

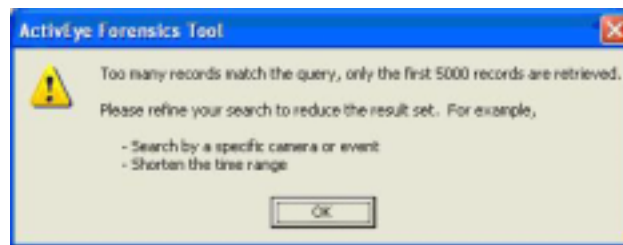
---



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**Note** You will see a warning message (see *Figure 2-3*) if the query result has more than 5000 items. In this case, only 5000 items will be displayed. You must modify the query to reduce the search range in order to view all search results.

---

**Figure 2-3 Too Many Records Warning Message**

## Viewing the Latest Alarm/Event, Object, or Frame Search Results

To view the latest alarm/event, object, or frame search results:

1. Click **Event Results**, **Object Results** or **Frame Results** under the Query Results area.
2. The Query Results display returns to the last event, object, or frame search results.

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## Retrieving Alarms and Events

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To retrieve alarms or events:

1. Select **Alarms** or **Events** respectively from the **Retrieve** drop-down list.
2. Refine the search as required using the Type, Camera, Severity, Zone and Time quantifiers.
3. Click **Search**.

The results display in the Query Results area.

For the retrieved events, the Query Results displays camera, alarm, severity, object type, object ID, event type, zone ID, date/time, and comment fields for these events.

4. Click the column title to sort the result list in ascending or descending order. The default result list is ordered by camera name.

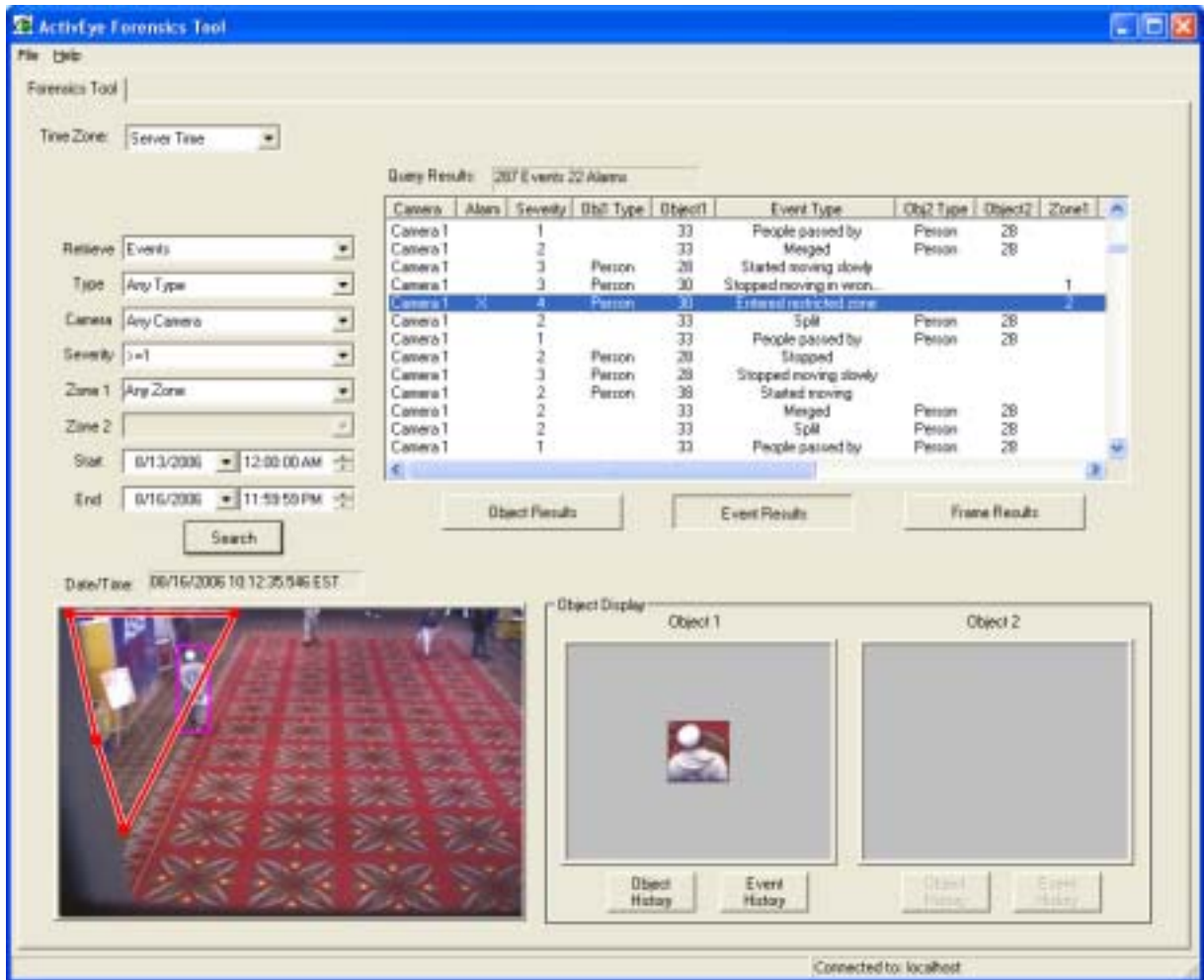
## Viewing Event Key Frame

To view the key frame of an event, click the event to highlight it in the Query Results area.

The event key frame displays in the Frame Display area on the lower left of the screen. The date and time of the key frame displays in the Date/Time field above the key frame. If the event is associated with any zone, the zone is also overlaid on the key frame.

On the right side of the Frame Display, the snapshots of object(s) involved in this event also display in the Object Display area (see *Figure 2-4*).

Figure 2-4 Event Retrieval



## Viewing an Object Trajectory in Alarm/Event Retrieval

To view the object trajectory during alarm or event retrieval:

1. Click **Object History**.  
The trajectory of the object is overlaid on the alarm or event key frame in the Frame Display area.
2. To view all the events of a specific object, click **Event History** under its snapshot in the Object Display area.  
The Query Results area refreshes to list all the events of this object.

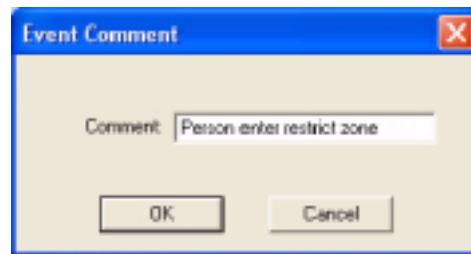
When an event in the list is selected, its corresponding frame when the event was detected also shows in the Frame Display area on the lower left of the screen.

## Adding a Comment to Alarm or Event

To add a comment to an alarm or an event:

1. Double-click the alarm or event in the Query Results area.
2. An Event Comment dialog appears. Enter the comment for the alarm or event in the **Comment:** field.
3. Click **OK** to close the dialog box (see *Figure 2-5*).

**Figure 2-5** Event Comment Dialog



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## Retrieving Objects

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To retrieve objects:

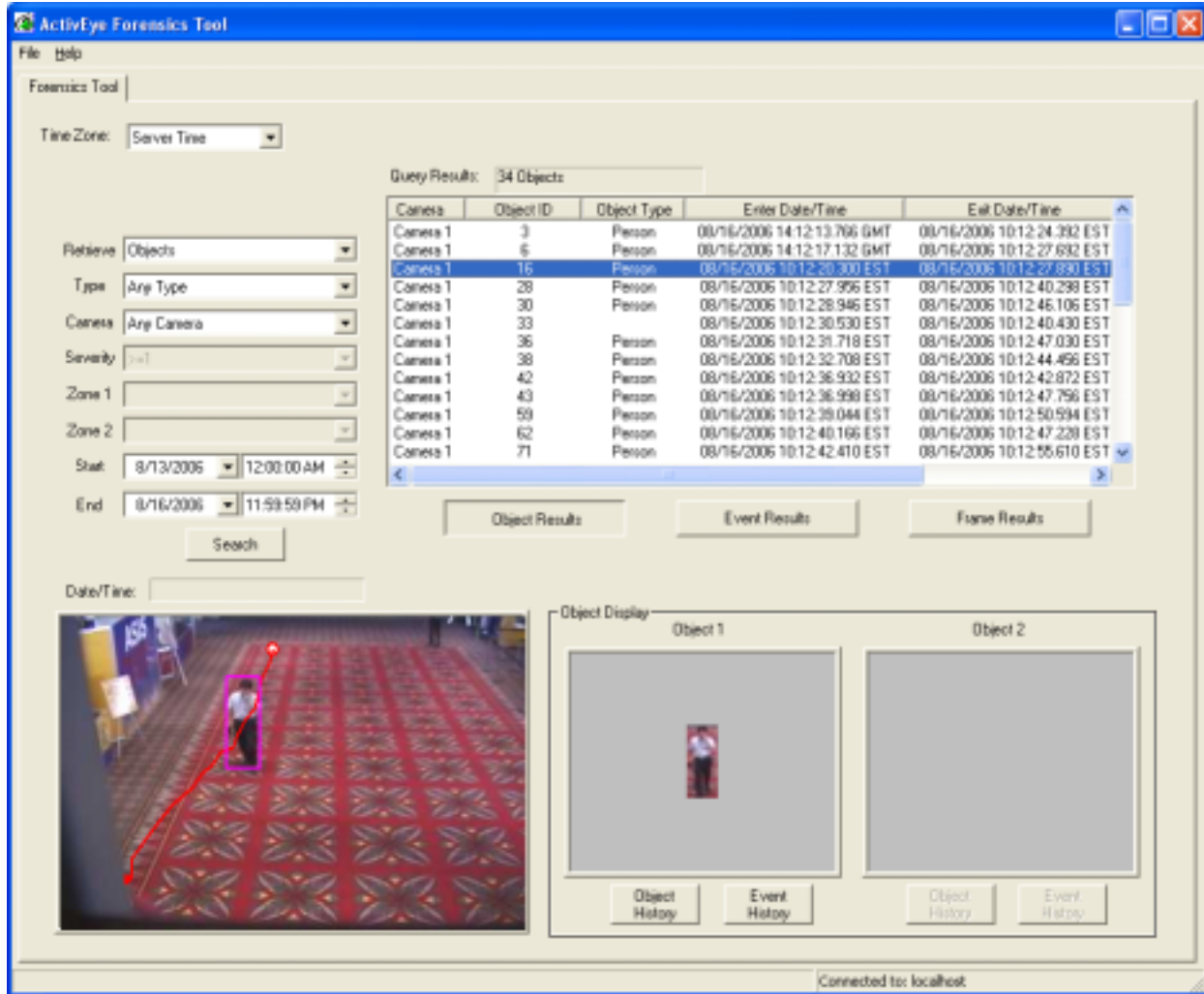
1. Select **Objects** from the Retrieve drop-down list.
2. Click **Search**.
3. If required, refine the search by specifying the object type, camera, and search time range.  
The Query Results area displays camera, object ID, object type, enter time, exit time, and comment fields for the retrieved objects.
4. Click the column title to sort the result list in ascending or descending order. The default result list is ordered by camera name.

## Viewing Object Snapshot and Object Trajectory

To view the snapshot of an object, click to highlight the object in the Query Results area. The object snapshot displays in the Object Display area for Object 1.

At the same time, both the bounding box and the object trajectory are overlaid on the representative key frame in the Frame Display area (see [Figure 2-6](#)).

**Figure 2-6 Object Retrieval, Viewing Object Snapshot and Trajectory**

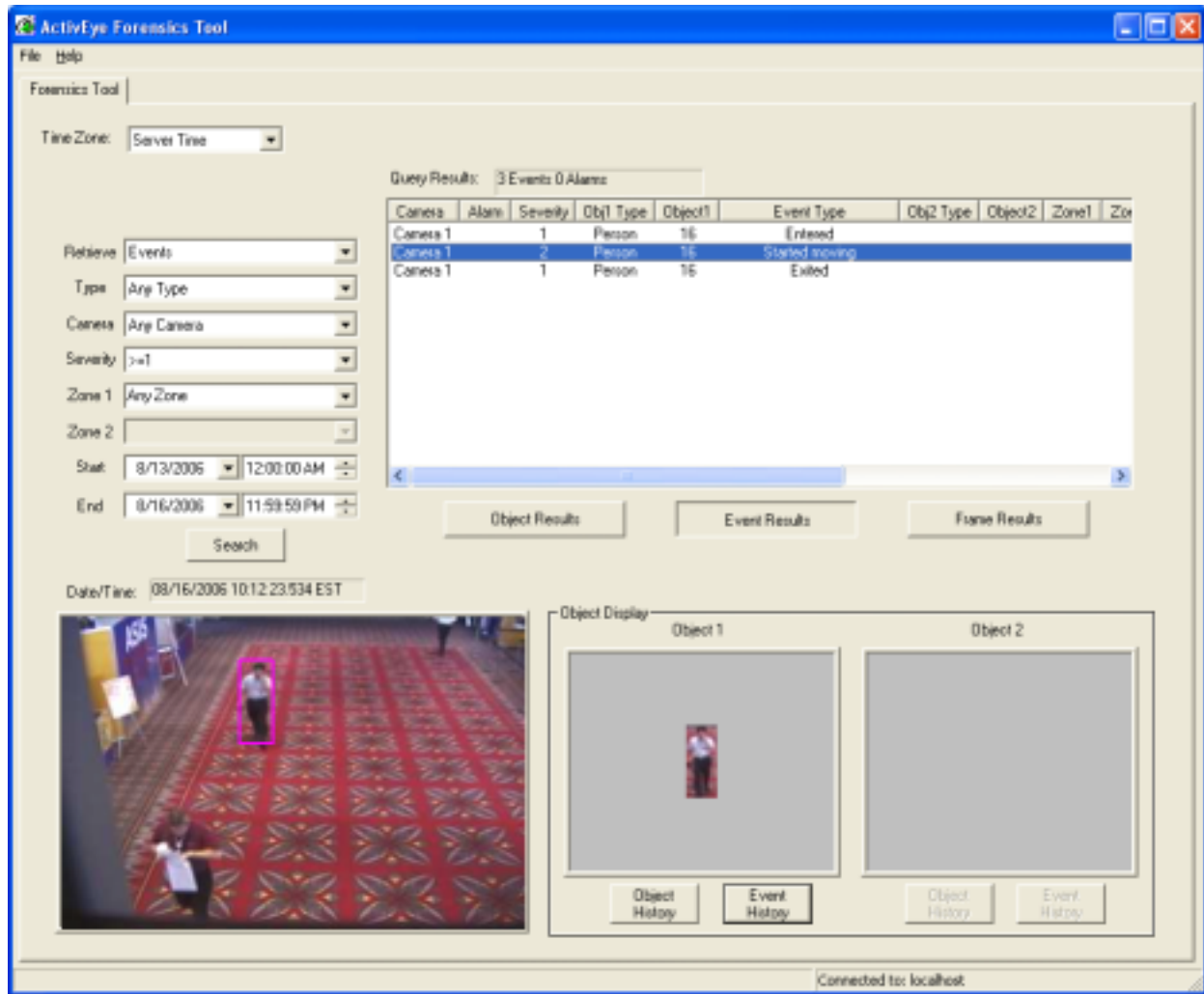


## Retrieving Event History for a Particular Object

To view all the events of the selected object:

1. Click **Event History** under the Object Display window.  
The results are returned in the Query Results area.
2. The key frame shows in the Frame Display area if an event is clicked and highlighted.  
The date and time of the key frame displays in the Date/Time field above the key frame (see [Figure 2-7](#)).

Figure 2-7 Object and Associated Events Retrieval



## Adding a Comment to an Object in Object Retrieval

To add a comment to an object:

1. Double-click the object in the Query Results area.
2. An Object Comment dialog appears (see [Figure 2-8](#)). Enter the comment for the object in the **Comment:** field.
3. Click **OK** to close the dialog box.

Figure 2-8 Object Comment Dialog



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## Retrieving Frames

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To retrieve frames:

1. Select **Frames** from the Retrieve drop-down list.
2. Click **Search**.
3. If required, refine the search by specifying a camera and search time range.

The results display in the Query Results area.

For the retrieved frames, the results show camera and date/time information for each frame.

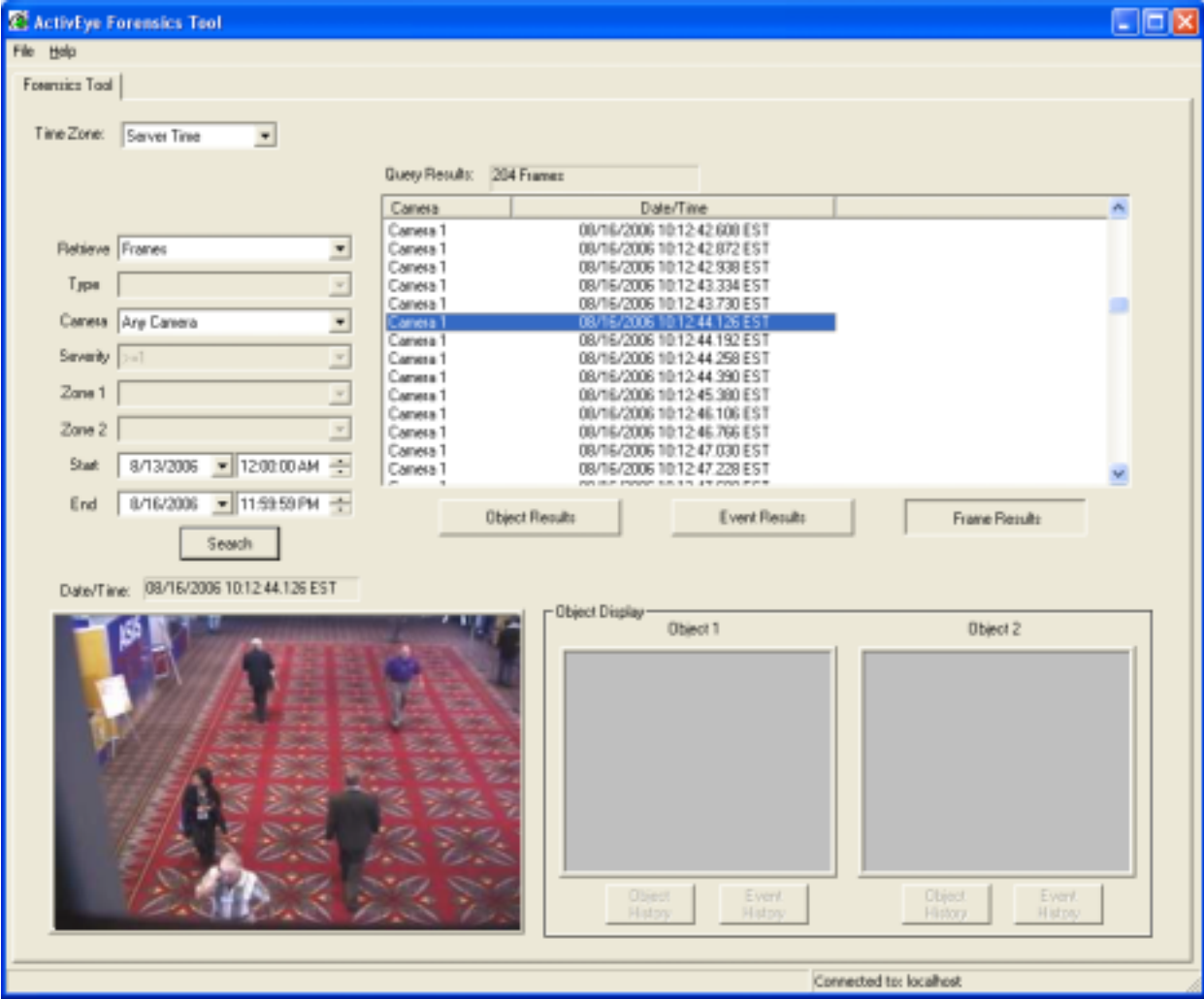
4. Click the column title to sort the list in ascending or descending order. The default result list is ordered by camera name.

## Viewing Frames

To view a retrieved frame, click and highlight the frame in the Query Results area.

The frame displays in the Frame Display area on the lower left corner of the screen. The date and time of the frame is shown in the Date/Time field above the frame (see [Figure 2-9](#)).

Figure 2-9 Frame Retrieval





# A

## Solutions

This Appendix provides answers for common technical issues. For additional support, please contact Honeywell Technical Support. See the back cover for contact information.

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### Messages

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While running the software, windows may appear describing problems and the actions that should be taken in response. You may see other messages in certain situations. If the message is not in the list below, please contact Technical Support for further assistance.

**Table A-1 Live Monitoring Station Message Troubleshooting**

Message	Problem	Solution
"Windows sockets initialization failed."	The Windows communications library failed.	Close the program and retry. If this fails a second time, reboot after closing the program.
"Invalid username or password."	You have typed an invalid user name and/or password.	Similar to the Windows user logon, make sure Caps Lock is turned off. Remember that the user name and password are case sensitive.  Check that you have the correct user name and password and that it is the same on all the servers to which you are trying to connect.  Confirm the correct user name and password with your System Administrator.
"Error connecting to server <server name>: <port>."	The application was unable to connect to the Video Analytics service running on the specified server.	Verify that the network connection to the server is available.  Verify that the Video Analytics service is running on the server.
"Internal error: Invalid command for control.xml: code=<error code>."		

**Table A-1 Live Monitoring Station Message Troubleshooting (cont'd)**

<b>Message</b>	<b>Problem</b>	<b>Solution</b>
	There was an error in communication with the server.	<p>The most likely cause of these errors is a network connectivity problem. Verify that the network connection to the server is available. Verify that firewall settings do not prevent communication with the server.</p> <p>If the network settings are correct and the problem persists, please contact Technical Support for further assistance.</p>

**Table A-2 Forensics Tool Message Troubleshooting**

<b>Message</b>	<b>Problem</b>	<b>Solution</b>
"Unable to connect to the database server."	The Forensics Tool cannot connect to the database server on the analytics server. This may be due to <i>mysql</i> service not running on the server.	Contact your System Administrator to check the server status and restart the database server on the Video Analytics server. Make sure that port 3306 is not blocked by the Windows firewall.
"Invalid username or password."	You have typed an invalid user name and/or password.	<p>Similar to the Windows user logon, make sure Caps Lock is turned off. Remember that the user name and password are case sensitive.</p> <p>Check that you have the correct user name and password and that it is the same on all the servers you are trying to connect to.</p> <p>Confirm the correct user name and password with your System Administrator.</p>

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## Technical Support

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If you require more assistance, please contact Honeywell Technical Support.

### Calling Honeywell

Honeywell Video Technical Support is available for help with training or to resolve technical issues. In North America the support number is 1.800.796.2288. For locations outside North America, see the back cover of this guide.

## E-mailing Honeywell

Honeywell Video Technical Support can be reached by e-mail at [HVSsupport@honeywell.com](mailto:HVSsupport@honeywell.com).

Whether you call or e-mail, please have on hand the information listed in the following table:

**Table A-3 Customer's System Information Checklist**

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**Information about your Honeywell Video Analytics environment**

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Your operating system used to run Honeywell Video Analytics software on the PC (for example, Windows® XP Pro®)

The digital video recorder (DVR) used (for example, Rapid Eye)

Any information you found about the technical issue in this or other Honeywell Video Analytics user guides

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# Index

---

## A

---

alarm

- comment [33](#)
- display [20](#)
- group counts [21](#)
- object trajectory, viewing [32](#)
- retrieval [31](#)
- view window [22](#)
- viewing latest [30](#)

---

## C

---

camera tamper detection [19, 23](#)

comment

- alarm, adding [33](#)
- event, adding [33](#)
- object, adding [35](#)

contact information [40](#)

---

## D

---

display format [19](#)

---

## E

---

event

- comment [33](#)
- display [25](#)
- history, retrieving [34](#)
- key frame, viewing [31](#)
- object trajectory, viewing [32](#)
- retrieval [31](#)
- viewing latest [30](#)

---

## F

---

forensics tool

- alarms, retrieving [31](#)
- comment [33, 35](#)
- event history, retrieving [34](#)
- event key frame, viewing [31](#)
- events, retrieving [31](#)
- frames, retrieving [36](#)
- frames, viewing [36](#)
- logon [27](#)
- main window [29](#)
- messages [40](#)
- object snapshot, viewing [33](#)
- object trajectory, viewing [32, 33](#)
- objects, retrieving [33](#)
- overview [27](#)
- requirements [27](#)
- search field definitions [29](#)
- search, starting [29](#)
- viewing latest [30](#)

frame

- retrieval [36](#)
- viewing [36](#)

frame search results, viewing latest [30](#)

---

## I

---

image display [26](#)

---

## L

---

layout [19](#)

live monitoring station  
alarm display [20](#)  
alarm view window [22](#)  
display format [19](#)  
event display [25](#)  
image display [26](#)  
layout [19](#)  
logon [15](#)  
main window [17](#)  
messages [39](#)  
normal camera view window [23](#)  
overview [15](#)  
program running [16](#)  
requirements [15](#)  
reset scene change alarm window [25](#)  
scene change alarm window [24](#)  
server status [18](#)  
threshold settings [25](#)

logon  
forensics tool [27](#)  
live monitoring station [15](#)

---

## M

---

messages [39](#)

---

## N

---

network connection, slow [16](#)

---

## O

---

object  
comment [35](#)  
retrieval [33](#)  
snapshot, viewing [33](#)  
trajectory [32](#)  
trajectory, viewing [33](#)  
viewing latest [30](#)

object trajectory, viewing [32](#), [33](#)

overview  
forensics tool [27](#)  
live monitoring station [15](#)

---

## P

---

password [16](#)

---

## R

---

related documents [12](#)

retrieving  
alarms [31](#)  
event history [34](#)  
events [31](#)  
frames [36](#)  
group counts [21](#)  
objects [33](#)

---

## S

---

scene change alarm [24](#)

search  
field definitions [29](#)  
starting [29](#)

server status [18](#)

software license agreement [12](#)

solutions [39](#)

---

## T

---

tamper detection [19](#), [23](#)  
tamper measure values [23](#)  
TCP connection [15](#), [27](#)  
technical support [40](#)  
threshold settings [25](#)  
troubleshooting [39](#)

---

## U

---

user name [16](#)

---

## V

---

viewing  
event key frame [31](#)  
frames [36](#)  
latest [30](#)  
object snapshot [33](#)  
object trajectory [32](#), [33](#)

---

## W

---

window, alarm view [22](#)



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