

# On-line Access Guide

## Viseum<sup>®</sup> Version v2.2

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**Patents** European Patent 1579399, International Patent Pending: PCT/GB 03/04691, PCT/GB2006/001414 and GB0507869.6, Canadian Patent Pending CA2505340

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**Note – Each Viseum IMC is shipped along with its unique user account details. It is advisable that these are to hand when trying to access the system.**

## 1.1 Network Settings for Direct Connection

If you are connecting direct to the Viseum system via an Ethernet cable then the IP address of your laptop/PC must be set to be within the same IP address range as the Viseum system (normally 192.168.200.x). To configure this consult with your IT Services department as the procedure depends upon your specific version of operating system.

## 1.2 Browser Set-up

You can use Microsoft Internet Explorer but for usability the preferred web browser is **Mozilla Firefox** at its default settings. This is available for free download from <http://www.mozilla.com/firefox>.

With either browser program you must also have a Java add-on and Adobe Flash Player installed. These are usually already installed and enabled on your PC. If it is not please download the latest versions from <http://java.sun.com/javase/downloads/index.jsp> and <http://get.adobe.com/flashplayer/?promoid=DXLUJ> and <http://prdownload.berlios.de/smplayer/smplayer-0.6.8-win32-webdl.exe>

**Caution:** You must have only one version of Java installed otherwise performance may be affected with slow page load. To rectify this you must uninstall them all and then install one version (see Appendix A).

For low power CPU computers the Java program will require all your available CPU. If you are experiencing slow performance, you should therefore ensure before accessing the Viseum system that no other program is running.

If you are using a pop-up stopper program you may need to disable it or use the "Launch SafetyWatch®" or "Launch PDA SafetyWatch®" link.

## 2 Logging In

Although the GUI for system management and video interrogation is accessed in a similar way to a standard website, users should be aware that this web interface is the front end of a complete industrial strength security system and may take a little longer to respond than a standard website. Each camera view takes around 2 seconds to load to be viewable from your web browser. This means you must wait this amount of time before trying to load any of the camera views.

Enter the IP address or URL of the Viseum system into the browser address bar.

For direct connection, the IP address will normally be 192.168.200.22

### Security

Depending on your privacy/security preference required you can type into your web browser HTTPS or HTTP e.g. <http://192.168.200.22> or <https://192.168.200.22>

When using https, Viseum uses standard encryption similar to the encryption that banks use for online payments. If your Windows operating system tells you that it is not a trusted site, this is only because Viseum has chosen not to register its certificates with Microsoft. Therefore please "accept" the certificate.

For remote access e.g. via 3G, see the System Details sheet supplied with the system to find the IP address.

The log on page of the GUI will appear in the browser. The System Details sheet will show the Web Browser GUI username and password.

### 3 Troubleshooting

#### a) Cannot see any video

If having accessed the site you cannot see any video; your firewall may be blocking Viseum specific incoming video streaming traffic. You need to enable the firewall's incoming port number 9192.

#### b) Slow Access Speed

This depends upon the speed of your IP connection to the Viseum IMC and how many users are accessing it at the same time. Check the "SECURITY" page, "Current Users". This shows how many other users are on line and for how long. Against each user there may be a Force logout hyperlink depending on your user account permissions which allows you to forcibly log out other users.

By selecting "ALL" on the front "LIVE" page, and using the drop down menu on the right hand side of the "ALL" page to select 1/8 speed.

#### c) General Client PC health

The hard drives of the PC that you are using to access the Viseum system should be regularly de-fragmented. Its operating system should not be reporting any problems to the system event log.

The web browser program should not be reporting any problems to the operating systems application event log.

#### d) "Session Expired or Invalid" Message

At any time while you are browsing you may see a screen saying "Session Expired or Invalid" – this will probably be because an earlier user, in the middle of a procedure, has force logged you out (see above, under Slow Access Speeds).

### Appendix A – Installing Java

1. Uninstall Java from your PC's control panel. If there is more than one Java installed please uninstall them all and then reboot the PC.
2. Go to the following web link <http://java.sun.com/javase/downloads/index.jsp>
3. Download the "Java SE Runtime Environment (JRE)" version of Java.
4. When you get onto this next page you need to select your computer operating and check the "Accept License Agreement" box.
5. You can now click the "Windows Offline Installation, Multi-language" and then click "run" and the program will then start to download.
6. Once this has finished downloading click "run" again and run through the on screen prompts to install a "typical" installation.
7. Reboot your PC and then log into the Viseum server using the Mozilla Firefox web browser.