

Knowledge Base/ Hanwha

The following paragraph (Building the C2P Virtual Cameras) is from the Quick Start Guide and is referenced in the following Knowledge Base solutions.

Step 2. Building the C2P Virtual Cameras

Manually build the 3 basic C2P Virtual Cameras in the Wisenet Wave Client.

These Virtual cameras will be used to:

- a) To establish a placeholder (CTP Overview1) for the eventual placement of a live camera view. CTP Overview1 is used by the C2P Demo Wizard and not used once deployed.
- b) Present the text from the IP Device as a camera view (CTP Camera2)
- c) Provide a user defined (Procedure) in text format to inform the user of the alert

Once these views are established you will be able to run the proxy simulator to prove out the integration middleware portion of the install before connecting to the actual IP Appliance data stream.

Note1: The C2P software must be installed before the virtual cameras can be built.

Note2: Only virtual cameras 1-3 are needed to demo any C2P integration.

Note3: The URL for each Virtual Camera is identical except for the unique pushport number

Install issues:

Symptom: The install reports errors during the install process or the installed software reports errors when the user attempts to execute the software once installed.

Another common symptom is desktop shortcuts are not installed or any other dysfunctional anomaly.

Solution: Uninstall using the ConvergenceTP uninstaller program in the Windows Start menu then reinstall after verifying that all of the pre-install requirements are met that are listed in Step 1 of the QuickStart.

Virtual cameras are not displaying the default splash screen “Waiting for input”:

Symptom: The user built the C2P virtual cameras as described in (Ref [Step 2. Building the C2P.... above](#)) of the QuickStart and the default Waiting for input splash screen is not being displayed.

Solution:

- 1) Verify that everything described in (Ref [Step 2. Building the C2P.... above](#)) was done correctly.
- 2) Verify that the ConvergenceTP Event Streaming Engine is running. This is done by going to the Windows start menu and selecting ConvergenceTP Event Streaming Engine (ESE). Also review the ESE real-time log panel that is displayed to see if any errors are being reported.
- 3) You can also verify that the ConvergenceTP Event Streaming Engine (ESE) is running using a Google browser window. Enter the IP address of the machine hosting the ESE followed by the port number 89 and \pushport1.
Example: 192.168.1.16:89\pushport1 (Note: This works for any pushport)
If the ESE is working correctly you will see the “Waiting for input” splash screen.
- 4) Also check that port 89 is not being blocked by a firewall rule.

Live images are not being displayed in the virtual cameras views in the Wisenet client

Symptom: The user has connected their IP appliance to the C2P integration and live text activity is not being displayed in the virtual cameras views in the Wisenet client.

Solution:

- 1) Verify that the C2P license is valid and has enough licenses to cover the number of unique IP appliances sending data to the integration. See also license server log file item 4 in [Log Files within the integration](#)
- 2) Verify that the simulator text traffic works by using the simulator button in the integration GUI for that IP appliance. This test should always be run prior to going live with any integration. If the simulator live stream of text is not displayed in the virtual camera view then there is no way live traffic will be displayed.
- 3) Check the data receiving log file in the integration GUI for the IP appliance. This log is the “View Log” button found in every IP Appliance integration GUI. If no activity is seen in this log file than the IP appliance data is not reaching the IP appliance integration interface.
- 4) Look for firewall or other rule settings in the network that are blocking the integration listening port. The listening port for all integrations is found in the “Advanced” button in the integration GUI for that IP appliance.
- 5) Check that the IP appliance is not actually sending data. The integration supplies a port listening tool (PortPeeker) that can be found in the c:\ConvergenceTP\bin\CTPToolkit folder that is very easy to use and very useful for determining if the IP Appliance is actually sending data.
- 6) Check to see there is a valid Wisenet WAVE license. If license is expired, text will not show up in the client.

One or more virtual cameras show a periodic pause symbol in their view in the Wisenet Client

Solution: This occurs when 2 (or more) virtual cameras are sharing the same pushport number.

Review (Ref Step 2 above) in the QuickStart to ensure that each virtual camera has a unique push port number.

For example: CTP Overview1 uses pushport1, CTP Camera2 uses pushport2, Procedure uses pushport3, etc.

The C2P virtual camera shows up in Live mode but no video is being stored.

Solution: Check the status of your Wisenet license to make sure it is still valid and supports the number cameras being used.

Also check recording settings for each virtual camera that it is setup properly (record always)

See also the section in (Ref [Step 2. Building the C2P.... above](#))

“Show Cameras” in the HSE search view does not bring up the stored video of event.

Symptom: When the user selects “Show Cameras” while on the search page in the Wisenet client nothing happens.

Solution:

- 1) The cache in the Wisenet recorder delays Show Cameras from viewing of stored video for up to 2 minutes from the live event.
- 2) Check that you have enough WAVE camera licenses.
- 3) Check that the camera (virtual camera or physical camera) is not set to record on motion. In the case of the virtual camera they should always be set to record continuously.
- 4) The name for the camera in question that is not being displayed when Show Cameras is selected is not spelled correctly in the C2P “Directive Table” for this device, or the user did not “Refresh Cameras” in the integration GUI after making changes to the playback camera names in WAVE.
- 5) Check that the DeviceID names the customer defined in the Device Event Directives table in the integration GUI for that IP Appliance match the actual DeviceID names being send by the IP Appliance.

Example of a common error:

The user named the DeviceID Lane1 in the Directives table and the actual name sent is Lane01

This can easily be verified in 2 ways.

- a) Look at the “View Log” provided in every integration GUI and compare the DeviceID being received from the IP Appliance to the DeviceID value in the GUI Device Event Directives table.
- b) The second way, and the more human readable way, is to look in the HSE search page to find the DeviceID in question and verify the spelling etc. is the same.

Show Cameras comes up with the wrong image or the Waiting for input splash screen

Solution: In most cases this indicates that all of the installation components are not network timed using a common time server.

Note: This can't happen on a system where all components (C2P and Wisenet) are hosted on the same machine.

See also: [“Show Cameras” in the HSE search view does not bring up the stored video of event.](#)

Log Files within the integration

The C2P integration framework provides log files for every component in the integration.

Use the log files. They are there to specifically facilitate fault isolation.

1) Log file for viewing live data being received from the IP Appliance.

Each IP Appliance integration GUI has a “View Log” that displays everything being received from the connected IP appliance. This is the first place to look in troubleshooting and data related issues, especially if you suspect no data is being received.

2) A log file that shows the status of the integration virtual camera server.

The integration virtual camera server is called the Event Stream Engine (ESE). This log file can be found in the ConvergenceTP folder in Windows Start menu. Any errors associated with the ESE are reported in real-time.

See also: [Virtual cameras are not displaying the default splash screen “Waiting for input”:](#)

3) Log file for data stored by the integration.

The Search Engine screen within the Wisenet client itself is the best log file. This is the best place to view all data received. This only works if the data is actually being received from the IP Appliance. See item 1 above.

4) License server Log file.

The ConvergenceTP license server used by the integration can be found in the Windows start menu. Use this real-time log file to view the status of the license server, generate a seed key, and register new license or update a license.

Time is Off Set between HSE show cameras event and the Live /Recorded View capture time.

If a time difference is noticed between the actual event time shown in the HSE search engine and the live or recorded view time shown in the camera view, check to see if there is a specific time offset entered into the System Administrator window under Time Synchronization? Compare the Off Set time to System Time, the time difference should be zero. If you make any changes to the System Administrator it requires you to stop and start the recording server before the changes take place.

Generic Event not triggering email

Check the Advanced settings in the proxy and confirm there is an entry in the top line labeled Generic Events. Only one Generic event is allowed on the form.

Check the ESE to confirm the box is checked that enables the generic event. Confirm the IP address of the VMS base is correct.

When a Rule is created make sure the exit routine confirms the changes are correct, even the last settings configuration screen needs to be saved on exit otherwise the changes are not kept.

The Procedure manager is set to show Alert and generic events (checked off). Check spelling of event name.

Use PortPeeker if necessary to confirm a generic event is being sent by changing the C2P ESE to another port temporarily example 1234 and send the generic event to a safe port number ex 1234 and look at the log file for the ESE.

Another MySql found on machine during install.

Solution: 1st stop the install. Remove the other MySQL before proceeding or go to another machine. If staying on the same machine use the C2P uninstaller to remove the other MySQL or if not available then go to the services and remove from list. Or if not able to remove go to command prompt and use the SC delete "servciename" . See How to Kill a Service from the command prompt below.

How to kill a service from the command prompt. sc delete "servicename"

Problem: trying to uninstall all components and some just won't delete. Try the Task Manger to end process but if all else fails try the Command window.

Open the CMD window as administrator.

Works from any folder

For sc delete the key is to have the service name in quotes if there is a space in the "actual" service name. if no space in service name then you do not need the quotes.

Run the command prompt as administrator or you may get permissions errors

Note: If you get a message that you don't have privileges to delete the service try running as an elevated administrator.

_____ To run a Elevated Administrator cmd prompt go to Start in search type Cmd then press "CTRL-SHIFT-Enter"

C:\>sc delete "service name"

Also be sure to close down the CMD prompt when done so it doesn't hold open folder

Below is an example of using sc delete the "FileZilla Server" service

For FileZilla syntax=

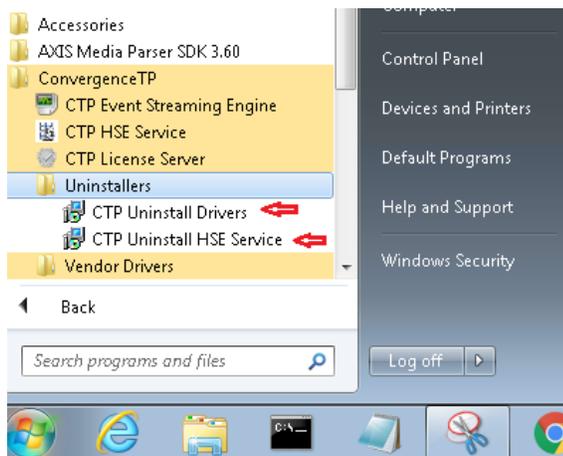
```
C:\xampp\FileZillaFTP>sc delete "FileZilla Server"
[SC] DeleteService SUCCESS
```

There are no Procedures showing up in the Procedure view for any of the Proxys

Solution: Go to Task Manager > Processes and check to see that nodes.js is running. If not running try to start the process, if unsuccessful, uninstall and reinstall nodes.js.

Uninstalling the C2P Demo Wizard

Simply close any open C2P GUIs in the Windows task bar then use the ConvergenceTP 2 Uninstallers in the Windows Start menu.

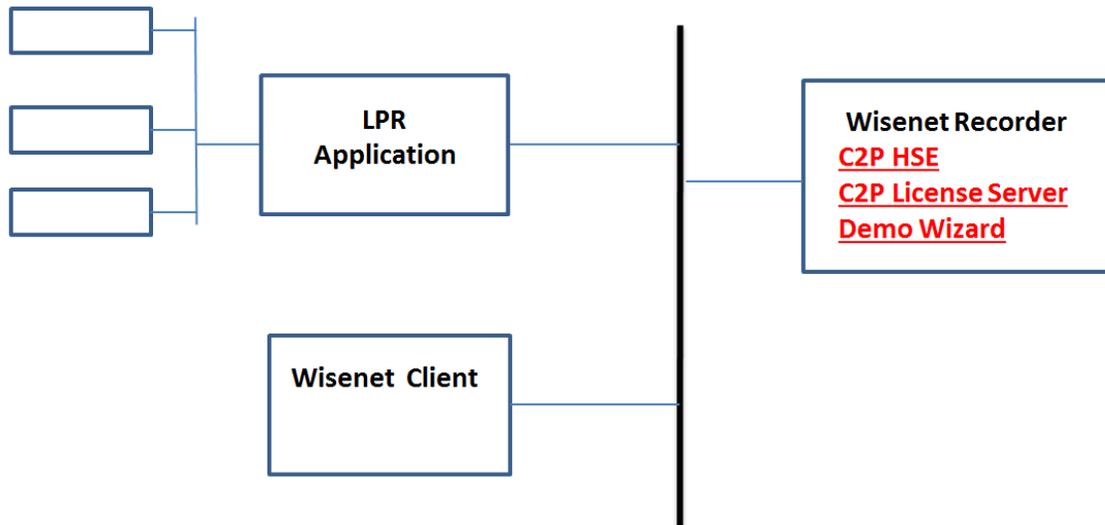


As a final cleanup you should also delete the C:/ConvergenceTP folder.

Sample Vendor Driver deployment topology

Typical C2P IP Demo Wizard Deployment (Demo Wizard install)

Example application:
License Plate Recognition
(LPR) Cameras



Notes:
C2P components shown in Red.
All C2P Components installed on the
same machine as the Wisenet Recorder.