



Genetec
Patroller.™

Genetec Patroller Law Enforcement
User Guide 6.5

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You can send your comments, corrections, and suggestions about this guide to documentation@genetec.com.

About this guide

This guide explains how to use Genetec Patroller and includes basic troubleshooting information for some of the more common issues you may encounter. It is intended for patrol vehicle operators.

For administrator information on how to install and configure Genetec Patroller™, see the *Genetec Patroller™ Administrator Guide*.

This guide assumes that Genetec Patroller™ is using default configuration settings. If the default settings have been modified, your version of Genetec Patroller™ may look or behave differently than what is described in this guide. Regardless of how your version of Genetec Patroller™ is configured, you should be able to grasp the basic concepts and functionality.

Genetec Patroller™ is designed to be used on a tablet computer or laptop with a touchscreen interface. Therefore, the procedures in this guide use terms that apply to a touchscreen interface when describing actions. For example, you'll see “tap” or “touch” instead of “click”, or “swipe” instead of “scroll”. If you're using a laptop, you can always perform the same actions using your laptop's touchpad and keyboard.

Notes and notices

The following notes and notices might appear in this guide:

- **Tip.** Suggests how to apply the information in a topic or step.
- **Note.** Explains a special case, or expands on an important point.
- **Important.** Points out critical information concerning a topic or step.
- **Caution.** Indicates that an action or step can cause loss of data, security problems, or performance issues.
- **Warning.** Indicates that an action or step can result in physical harm, or cause damage to hardware.

IMPORTANT: Topics appearing in this guide that reference information found on third-party websites were accurate at the time of publication, however, this information is subject to change without prior notice from Genetec Inc.

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Introducing Genetec Patroller

This section includes the following topics:

- ["What is Genetec Patroller"](#) on page 2

What is Genetec Patroller™

Genetec Patroller™ is the AutoVu™ software application installed on an in-vehicle computer. Genetec Patroller™ connects to Security Center and is controlled by the LPR Manager.

Depending on your AutoVu™ solution, Genetec Patroller™ can be used to do the following:

- Verify license plates read from LPR cameras against lists of vehicles of interest (hotlists) and vehicles with permits (permit lists).
- Alert you of hotlist, permit, or overtime hits so that you can take immediate action.
- Collect data for time-limited parking enforcement.
- Collect license plate reads to create and maintain a license plate inventory for a parking facility.

Law Enforcement workflow

This section provides an overview of a typical Law Enforcement workflow.

Depending on how Genetec Patroller™ is configured, some of these tasks may not apply to your particular situation. For example, Genetec Patroller™ administrators can disable *Manual capture*, in which case it won't be part of your workflow.

Before you begin your patrol

These are the common tasks to perform before you begin patrolling. If you can't complete the tasks on this checklist, contact the Genetec Patroller™ administrator before starting your patrol.

Task	Description	Where to find more information
<input type="checkbox"/> Insert USB key	(Optional) If you use a USB key to download the required Genetec Patroller™ configuration data (e.g. hotlists, permit lists, etc), insert the key, and then tap <i>Apply the Patroller configuration from the USB key</i> .	<ul style="list-style-type: none"> • Offloading your data to Security Center from Genetec Patroller™ on page 25
<input type="checkbox"/> Log on	If this is the first time you're logging on, you may need to change your initial password.	<ul style="list-style-type: none"> • Logging on to Genetec Patroller™ on page 4
<input type="checkbox"/> Check cameras	Check the video feed of the Sharp(s) to see that they are working.	<ul style="list-style-type: none"> • Turning Sharp cameras on and off on page 37 • Video window in Genetec Patroller™ on page 39

Task	Description	Where to find more information
<input type="checkbox"/> Check Genetec Patroller™ connection status	If the status indicator on the notification bar is red, it means there's an error with Genetec Patroller™. Tap the indicator for more information.	<ul style="list-style-type: none"> • Notification bar in Genetec Patroller™ on page 7 • Viewing your list of error messages in Genetec Patroller™ on page 35
<input type="checkbox"/> Check Genetec Patroller™ download status	Tap the download status indicator on the notification bar to verify that Genetec Patroller™ downloaded the required hotlists.	<ul style="list-style-type: none"> • Notification bar in Genetec Patroller™ on page 7 • Viewing your downloaded plate lists in Genetec Patroller™ on page 33

During your patrol

The tasks to perform during a Law Enforcement patrol depend entirely on the situations you encounter. Generally, you'll respond to hotlist hits, add or manage *New wanted* entries, perform *Manual capture* when needed, and so on.

Task	Description	Where to find more information
<input type="checkbox"/> Respond to hotlist hits	Hotlists contain information on stolen vehicles, scofflaw suspects, amber alerts, and so on.	<ul style="list-style-type: none"> • About the Hits button in Genetec Patroller™ on page 11
<input type="checkbox"/> Manually add a new wanted vehicle	A vehicle that isn't on a downloaded hotlist can be entered as a <i>New wanted</i> vehicle any time during your shift.	<ul style="list-style-type: none"> • Adding New Wanted plates in Genetec Patroller™ on page 23
<input type="checkbox"/> Manually capture a plate	Capture a plate manually, such as when a plate isn't in the Sharp camera's field of view.	<ul style="list-style-type: none"> • Manually capturing license plates in Genetec Patroller™ on page 22
<input type="checkbox"/> Perform past read matching	Match previously captured reads with a new or updated hotlist.	Performing past read matching in Genetec Patroller™ on page 21

After your patrol is finished

These are the tasks to perform after you've finished patrolling.

Task	Description	Where to find more information
<input type="checkbox"/> Review acknowledged hits	Review the hits you enforced or did not enforce during your patrol.	Reviewing acknowledged hits in Genetec Patroller™ on page 15

Task	Description	Where to find more information
<input type="checkbox"/> Offload data	Depending on how your system is configured, you can offload data wirelessly to Security Center, a folder on the in-vehicle computer, or a flash drive.	Offloading your data to Security Center from Genetec Patroller™ on page 25
<input type="checkbox"/> Log off	Depending on how your system is configured, logging off may occur automatically when you offload data.	Logging off from Genetec Patroller™ on page 4

Logging on to Genetec Patroller™

Genetec Patroller™ administrators determine what credentials you need to log on to Genetec Patroller™.

What you should know

You may need to enter the following:

- Username only.
- Username and password.
- The username and password you use to log on to the Genetec Patroller™ computer.

To log on to Genetec Patroller™:

- 1 If Genetec Patroller™ does not start automatically when you start your computer, go to **Start > All programs > Genetec AutoVu™ 6.5**, and then tap **Genetec Patroller™**.
- 2 Enter your username and/or password, if required.
- 3 Tap **OK**.

The Genetec Patroller™ main window appears.

Logging off from Genetec Patroller™

Depending on how Genetec Patroller™ is configured, there are different options available when you log off.

To log off Genetec Patroller™:

- 1 Close the Genetec Patroller™ window.

The Genetec Patroller™ log off window appears.

NOTE: To cancel your log off, tap outside the log off screen.

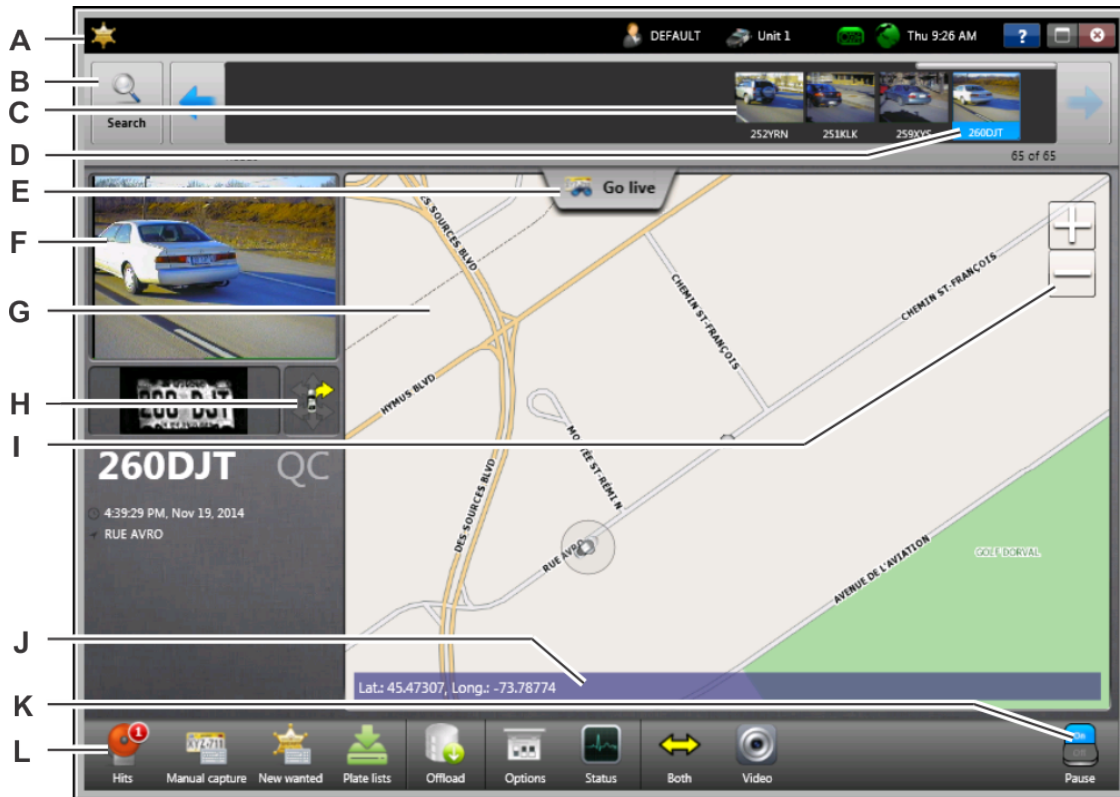
- 2 From the log off screen, choose one of the following options:
 - **Logout:** Logs off Genetec Patroller™ without closing the application.
 - **Shutdown:** Logs off Genetec Patroller™, closes the application, and shuts down your system.
 - **Exit:** Logs off Genetec Patroller™ and closes the application.
 - **Offload and Exit:** Offloads data to Security Center before logging off Genetec Patroller™ and closing the application.
 - **Rollback:** Rolls back the current version of Genetec Patroller™ to the previous version.

Related Topics

[Rolling back Genetec Patroller or Sharp updates](#) on page 41

Genetec Patroller™ main window for Law Enforcement

This section introduces you to the main components of Genetec Patroller™. More information on each component is provided in the different sections of this guide.



A Notification bar	<p>The information displayed in the notification bar depends on how Genetec Patroller™ is configured.</p> <p>Generally, you'll see basic information, such as the current time and date, your Genetec Patroller™ username, parking enforcement rules (if applicable), and so on. There are also icons to notify you if a connection has been lost, or if an offload didn't complete in a previous session.</p> <p>NOTE: If Genetec Patroller™ requires an update, you'll see the update icon appear (🌟) in the notification bar.</p>
B Search	Search for captured reads and hits.

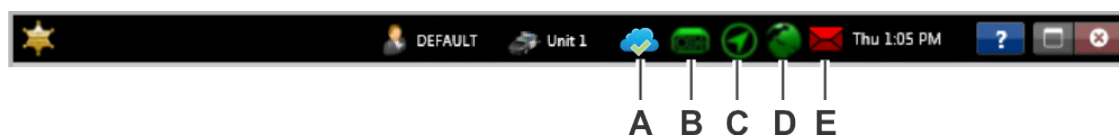
C	Plate review reel	<p>See plate reads live as they occur.</p> <p>Depending on how Genetec Patroller™ is configured, a hit causes the plate review reel to switch from displaying reads to displaying unacknowledged hits.</p> <p>You can review reads and hits from the plate review reel, and search for specific license plates.</p> <ul style="list-style-type: none"> • To view more information about a read or hit, tap the item on the plate review reel. • To navigate through the list, swipe the plate review reel left or right, or touch and hold the left and right arrows. You can also type CTRL+G and use the slider to go directly to a specific read. • To resume live plate reading at any time, tap Go live.
D	Selected read	Tap a read to review it in the information panel, and see its location on the map (if maps are installed).
E	Go live button	Tap to resume tracking live reads and view the patrol vehicle's position on the map (if maps are installed).
F	Information panel	See information about a read or hit such as the context image, LPR image, and so on. Tap the image to switch between displaying the context image and the map in the main viewer. Tap the license plate text string to edit the plate.
G	Main viewer	<p>Displays the patrol vehicle's current location on the map, as well as the different types of reads and hits for your AutoVu™ configuration:</p> <ul style="list-style-type: none"> • Circle: No overtime rule, permit list, or zone selected. Reads are in grey, hotlist hits are the color defined by administrators in Config Tool (red by default). • Triangle (Permit lists): A permit list is selected. Reads are in grey, hits are in green. • Diamond (Overtime rules): Overtime rule or zone selected. Reads are in grey, hits are in blue. <p>NOTE: When Show due is active, overtime reads appear in the color defined for the overtime rule by administrators in Config Tool.</p>
H	Camera indicator	Indicates which camera on the vehicle captured the read or hit.
I	Zoom controls	<p>Control the behavior of the Main viewer.</p> <ul style="list-style-type: none"> • To zoom in, tap the (+) button. • To zoom out, tap the (-) button.
J	Street address or GPS coordinates	Displays the current location of the Genetec Patroller™. Click to change the display from GPS coordinates to a street address and vice versa.

K	Pause/Resume reading	Pauses and resumes plate reading for all Sharps installed on the vehicle.
L	Toolbar	<ul style="list-style-type: none"> • Hits: Tap to display all unacknowledged hits. Only pending hits are displayed, you must tap Review to see the hits that were processed (enforced, not enforced, or rejected). • Manual Capture: Capture a license plate by typing the plate information manually. • New wanted: Manually add a license plate to patrol vehicle's local database on the in-vehicle computer, so Genetec Patroller™ can generate a hit if the plate is captured. New wanted license plate values are not part of any hotlist files and not pushed to any other patrol vehicles or Security Center. • Plate lists: Tap to display active hotlists and permit lists. You can also perform past read matching. • Offload: Offload LPR data at the end of a shift. • Options: Adjust basic Genetec Patroller™ options such as volume. • Status: View Genetec Patroller™ statistics, download status, diagnostics, error messages, and version information. • Cameras: Indicates how many cameras are installed and which one is reading plates. • Video: View the live video feed from the Sharp's LPR camera or context camera. If installed, you can also view the tire cameras' video feed.

Notification bar in Genetec Patroller™

The Genetec Patroller™ notification bar reflects the mode you are working with and displays useful information such as the time/date, the Genetec Patroller™ name, and so on. Icons also exist to help you determine if there are connection issues, if Genetec Patroller™ requires an update, or if there are still plate reads pending for offload.

The appearance of the notification bar varies depending on which Genetec Patroller™ mode you are working in and how Genetec Patroller™ is configured. If you are not using a GPS device, the GPS connection status icon won't appear, just as the Security Center connection status icon won't appear when you are working with Genetec Patroller™ Standalone. The following example, illustrates the notification bar in Law Enforcement mode.



A Plate link icon	<p>The icon shows whether or not Genetec Patroller™ is using Plate link to share plate reads with other patrol vehicles.</p> <ul style="list-style-type: none"> When you enter an overtime zone or select a permit, a <i>Downloading reads</i> message is displayed. To ensure that all violations are detected, it is recommended that you wait until the <i># reads downloaded</i> message is displayed and the Plate link icon displays a check mark (📶) before continuing the patrol. Arrows on the Plate link icon indicate whether plate reads are being uploaded or downloaded (📶). If plate reads are buffered in the system, a number indicates the number of reads that are awaiting transmission (📶).
B Camera connection status icon	<p>The icon changes color depending on the connection status of your cameras. If Genetec Patroller™ loses the connection to a camera, a sound alerts you of the change and the icon turns red. The icon will also indicate how many cameras are not connected. Tap the icon to open the Status window for more information about the problem.</p>
C GPS connection status icon	<p>The icon changes color depending on the connection status of your GPS device. If Genetec Patroller™ loses its connection to the GPS device, a sound alerts you of the change and the icon turns red. Tap the icon to open the <i>Status</i> window for more information about the problem.</p> <p>NOTE: If no GPS is being used this icon does not appear.</p>
D Security Center connection status icon (not applicable to Genetec Patroller™ Standalone)	<p>The icon changes color depending on the connection status of Security Center. If Genetec Patroller™ loses its connection to Security Center, a sound alerts you of the change and the icon turns red. Tap the icon to open the <i>Status</i> window for more information about the problem.</p>
E Error message icon	<p>Indicates there is an error message waiting with more information. Tap the icon to open the <i>Messages</i> tab on the <i>Status</i> page for more information about the error. Once you've tapped the icon it will disappear from the notification bar.</p>

The connection status icons are always present in the notification bar, whereas the following icons only appear as needed.

NOTE: These icons are not applicable to Genetec Patroller™ Standalone.

- Genetec Patroller™ update icon** (🔧). This icon displays when you need to update Genetec Patroller™ or a connected Sharp.
- Offload icon** (📶). (Live transfer only) This icon displays when an offload was not able to complete in a previous offload session. You can click the icon in the notification bar to perform the offload immediately or wait until a later time to do it.

Related Topics

[Offloading your data to Security Center from Genetec Patroller](#) on page 25

Working With Genetec Patroller

This section includes the following topics:

- ["Searching for license plates in Genetec Patroller"](#) on page 10
- ["About the Hits button in Genetec Patroller"](#) on page 11
- ["Accepting hits in Genetec Patroller"](#) on page 13
- ["Rejecting hits in Genetec Patroller"](#) on page 14
- ["Reviewing acknowledged hits in Genetec Patroller"](#) on page 15
- ["Hit accept reasons in Genetec Patroller"](#) on page 16
- ["Hit reject reasons in Genetec Patroller"](#) on page 17
- ["Enforced hit attributes in Genetec Patroller"](#) on page 18
- ["Editing reads in Genetec Patroller"](#) on page 19
- ["Selecting hotlists"](#) on page 20
- ["Performing past read matching in Genetec Patroller"](#) on page 21
- ["Manually capturing license plates in Genetec Patroller"](#) on page 22
- ["Adding New Wanted plates in Genetec Patroller"](#) on page 23
- ["Managing New wanted entries in Genetec Patroller"](#) on page 24
- ["Offloading your data to Security Center from Genetec Patroller"](#) on page 25
- ["Using the Patroller Transfer Tool"](#) on page 27
- ["Configuring your Genetec Patroller options"](#) on page 29
- ["Changing your password in Genetec Patroller"](#) on page 30
- ["Viewing your Genetec Patroller statistics"](#) on page 31
- ["Viewing your downloaded plate lists in Genetec Patroller"](#) on page 33
- ["Checking the status of AutoVu components"](#) on page 34
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- ["Turning Sharp cameras on and off"](#) on page 37
- ["Video window in Genetec Patroller"](#) on page 39
- ["Updating Genetec Patroller or Sharp Cameras"](#) on page 40
- ["Automatic rollback in Genetec Patroller"](#) on page 41

Searching for license plates in Genetec Patroller™

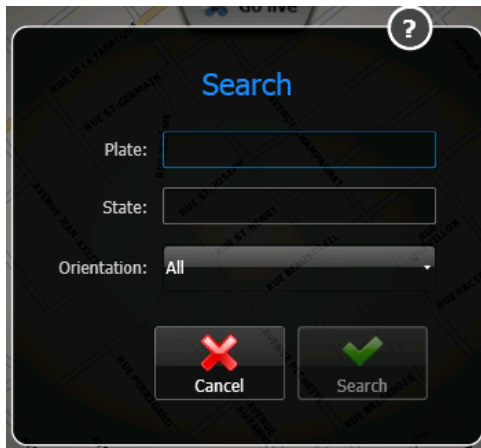
The Search option allows you to search Genetec Patroller™'s list of captured reads and hits for a specific license plate.

What you should know

Genetec Patroller™ administrators can specify that information be deleted from the database after you've performed an offload. In this case, you won't be able to search for data that has been offloaded.

To search for a license plate:

- 1 In the main Genetec Patroller™ window, tap **Search**.



- 2 Enter a full or partial license plate. You can also use OCR equivalent characters in your search.

Example: If you want to find plates that contain the letters “ABC”, type only ABC in the **Plate** field. The results will include any plates that contain ABC or A8C because B is an OCR equivalent character.
- 3 (Optional) If you want to narrow your search results, enter a state/province.

NOTE: Depending on the context, your system may not support detecting and displaying the state/province for a read. The state/province is usually only included for hits that belong to a hotlist where the Administrator configured the state/province information.
- 4 (Optional) If you have two or more Sharps installed and you want to narrow your search results, then select the orientation of the camera.
- 5 Tap **Search**.

Genetec Patroller™ displays the license plates that match your search criteria in the Genetec Patroller™ plate review reel.

After you finish

Tap **Search** again to clear your search results, or tap **Go live** to continue viewing live plate reads.

About the Hits button in Genetec Patroller™

You can use the **Hits** button on the Genetec Patroller™ toolbar to review the full list of unacknowledged hits. The hits appear in the plate review reel in the order that they occurred.

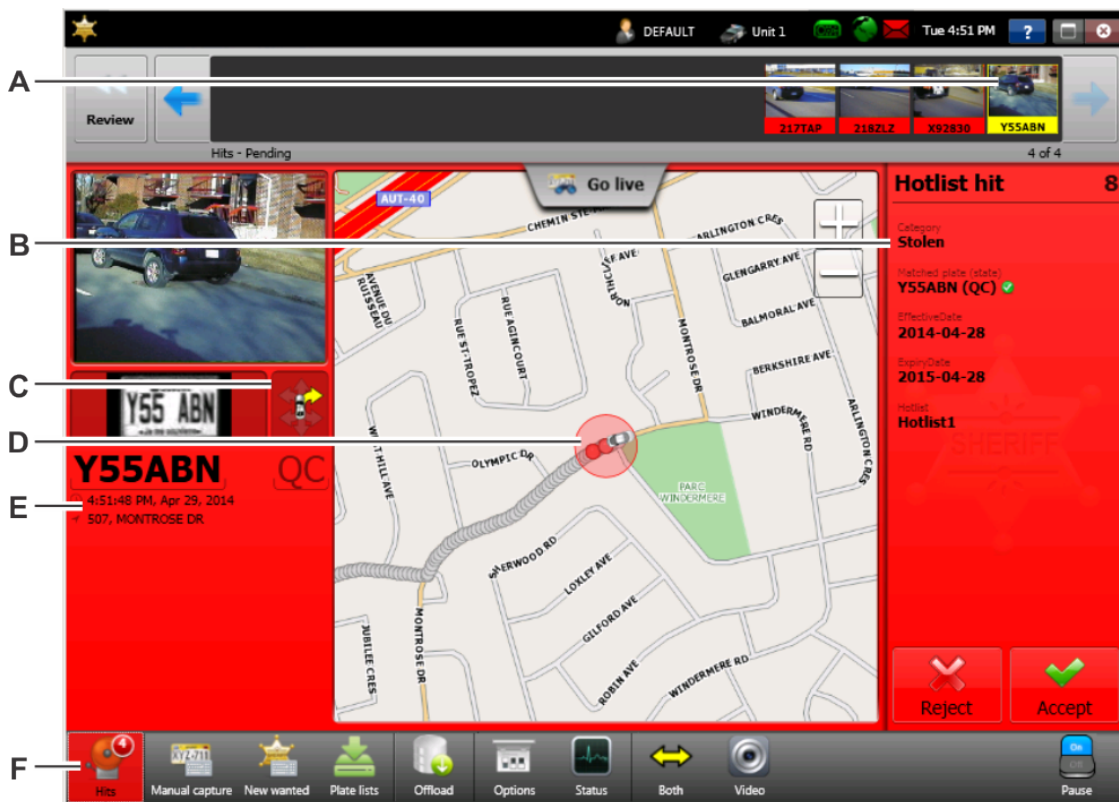
Depending on how Genetec Patroller™ is configured, the Genetec Patroller™ plate review reel may automatically switch from displaying reads to displaying unacknowledged hits. Genetec Patroller™ continues to read plates in the background.

About hotlist hits

Hotlists define a list of wanted vehicles, where each vehicle is identified by a license plate number, the issuing state, and the reason why the vehicle is wanted (stolen, wanted felon, Amber alert, VIP, and so on). Optional vehicle information might include the model, the color, and the vehicle identification number (VIN).

Genetec Patroller™ administrators can configure the color of hotlist hits.



NOTE: The following screenshot is an example. The information displayed in the window varies depending on the Genetec Patroller™ mode you are running.



A Currently selected hit

The plate review reel shows all unacknowledged hits. The selected hit is highlighted.

- Tap a hit on the list to see more information about it in the hit panel and information panel.
- Tap *Go live* to return to live plate reading.

B	Hit panel	<p>Displays information about the hit such as the Category, Make, and so on. The “matched plate (state)” information is particularly useful as it lets you know which plate on the hotlist generated the hit.</p> <ul style="list-style-type: none"> • If the matched plate is identical to the plate on the hotlist, a small icon of a checkmark  appears next to the matched plate. • If the matched plate contains OCR equivalent characters, or there is a difference in the number of characters between the matched plate read and the plate number on the hotlist, an approximation symbol  appears next to the matched plate. <p>For more information about OCR equivalence and allowing for differences in the number of characters, see the <i>Security Center Administrator Guide</i>.</p>
C	Camera indicator	Indicates which camera on the vehicle captured the read/hit.
D	Map location of selected hit	The circled vehicle is also shown in the plate review reel.
E	Information panel	<p>Shows information on the vehicle and plate.</p> <ul style="list-style-type: none"> • Tap the vehicle image to see it in the main viewer. • Tap the license plate text string to edit the plate.
F	Unacknowledged hits	Tap <i>Hits</i> to display the list of all unacknowledged hits.

Accepting hits in Genetec Patroller™

When you receive a hit that is valid, you accept it. For example, if the matched plate for the hit is identical to the plate on the hotlist, you accept the hit.

What you should know

- In some configurations, Genetec Patroller™ automatically accepts and enforces every hit without any user interaction required. Genetec Patroller™ administrators can enable this option in Patroller Config Tool.
- When a hit is accepted and not enforced the plate that generated the hit is not removed from the hotlist. Therefore if the plate is read again, it will generate another hit.
- After you acknowledge a hit (accept or reject it) and choose whether to enforce it or not, Genetec Patroller™ removes it from the main list of unacknowledged hits.
- When a Sharp camera captures a license plate read, the system notifies you by emitting a sound.

NOTE: If the patrol vehicle is equipped with front and rear-facing cameras, the system might be configured to fuse the reads from the cameras. The fusion process delays the audible notification by about 3 seconds.

To accept a hit:

- 1 From the main Genetec Patroller™ window, tap **Hits**.
The unacknowledged hit list appears in the plate review reel.
- 2 Tap a hit and review the information in the Hit panel and Information panel.
- 3 Tap **Accept**.
Depending on which mode you are working in and how Genetec Patroller™ is configured, you may be required to provide additional information when accepting a hit.
- 4 If applicable, specify whether to Enforce the hit by clicking **Enforce** or **Do not Enforce**.
Depending on which mode you are working in and how Genetec Patroller™ is configured, when a hit is enforced you may be required to enter additional information.
- 5 Tap **Go live** and continue patrol.

Related Topics

[Reviewing acknowledged hits in Genetec Patroller](#) on page 15

[Hit accept reasons in Genetec Patroller](#) on page 16

[Enforced hit attributes in Genetec Patroller](#) on page 18

Rejecting hits in Genetec Patroller™

When you receive a hit that is not valid, you reject it. For example, if the hotlist that generated the hit is obsolete, you would reject the hit.

What you should know

- When a hit is rejected the plate that generated the hit is not removed from the hotlist. Therefore if the plate is read again, it will generate another hit.
- After you acknowledge a hit (accept or reject it) and choose whether to enforce it or not, Genetec Patroller™ removes it from the main list of unacknowledged hits.

To reject a hit:

- 1 From the main Genetec Patroller™ window, tap **Hits**.

The unacknowledged hit list appears in the plate review reel.

- 2 Tap a hit and review the information in the Hit panel and Information panel.
- 3 Tap **Reject**.

You can review rejected hits by tapping the **Review** button in the hits window.

Depending on which mode you are working in and how Genetec Patroller™ is configured, you may be required to provide additional information when rejecting a hit.

Related Topics

[Reviewing acknowledged hits in Genetec Patroller](#) on page 15

[Hit reject reasons in Genetec Patroller](#) on page 17

Reviewing acknowledged hits in Genetec Patroller™

You can review all the hits that you accepted or rejected, and then enforced or not enforced.

What you should know

After you acknowledge a hit (accept or reject it) and choose whether to enforce it or not, Genetec Patroller™ removes it from the main list of unacknowledged hits.

To review your acknowledged hits:

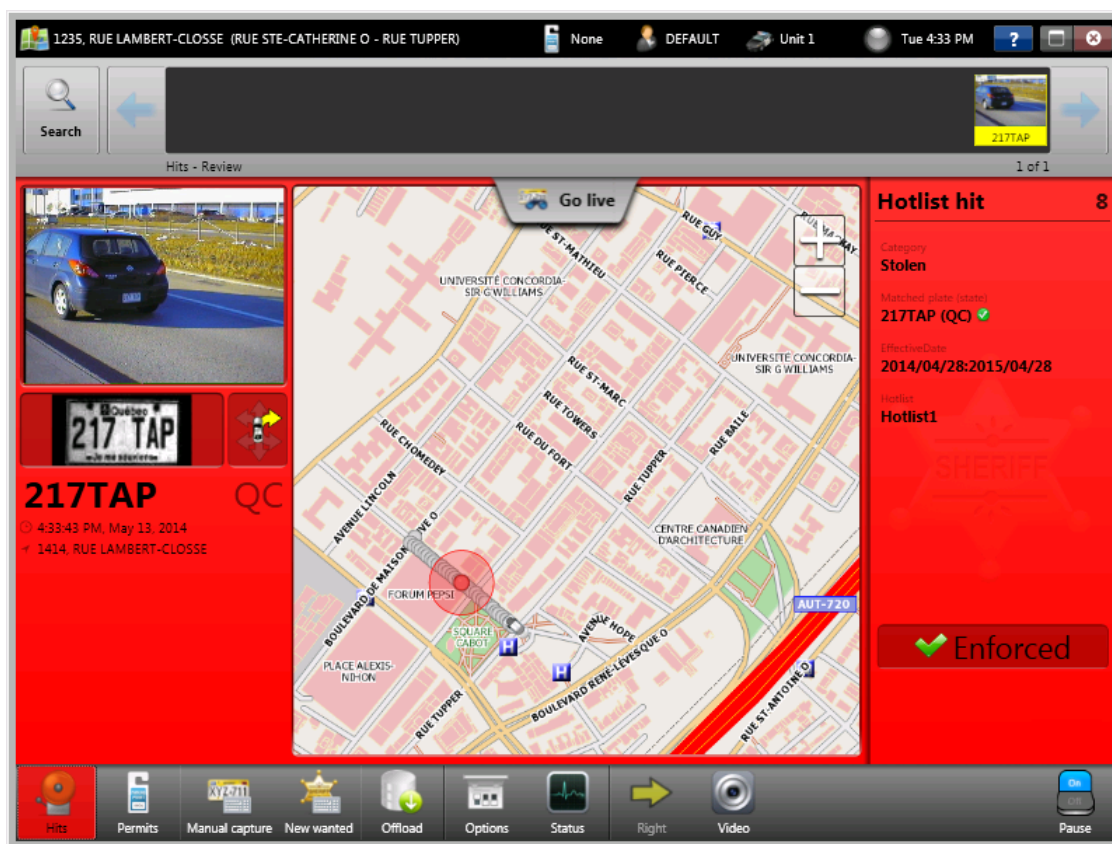
- 1 From the main Genetec Patroller™ window, tap **Hits**.

The list of unacknowledged hits appears.

- 2 Tap **Review**.

You'll see hits you've chosen to enforce or not enforce in the plate review reel.

NOTE: The following screenshot is an example. The information displayed in the window varies depending on the Genetec Patroller™ mode you are running.



Hit accept reasons in Genetec Patroller™

Hit accept reasons allow you to provide more information about a hit to Genetec Patroller™ administrators. Depending on how Genetec Patroller™ is configured, you may be required to provide this additional information when accepting a hit.

Genetec Patroller™ administrators create and configure these requirements in Security Center Config Tool. For example, you may be required to enter the driver's age.



Hit reject reasons in Genetec Patroller™

Hit reject reasons allow you to provide more information to Genetec Patroller™ administrators if you reject a hit. Depending on how Genetec Patroller™ is configured, you might be required to provide this additional information when rejecting a hit.

Genetec Patroller™ administrators create and configure these requirements in Security Center Config Tool. For example, Genetec Patroller™ may have misread the license plate.



Enforced hit attributes in Genetec Patroller™

Enforced hit attributes allow you to provide more information to Genetec Patroller™ administrators if you enforce a hit (issued a ticket). Depending on how Genetec Patroller™ is configured, you may be required to provide this additional information when enforcing a hit.

Genetec Patroller™ administrators create and configure these requirements in Security Center Config Tool. For example, you may be required to specify the vehicle's make and color.



Editing reads in Genetec Patroller™

If a plate is misread and you want to correct it before offloading the data, you can edit the plate numbers from the information panel of the Genetec Patroller™ main window.

Before you begin

Turn on the **Enable plate editing** setting in Patroller Config Tool. For more information about enabling this option, see the *Genetec Patroller™ Administrator Guide*.

What you should know

- You cannot edit a hit after it has been accepted or enforced.
- Reads can no longer be edited after an offload.
- An edited read replaces the original read.

To edit a plate read:

- 1 From the main Genetec Patroller™ window, tap the plate read in the information panel. The edit read dialog box opens.



- 2 Enter the correct value.
- 3 Tap **OK**.

Selecting hotlists

The Hotlists window allows you to select which hotlist(s) you want to use to generate license plate hits.

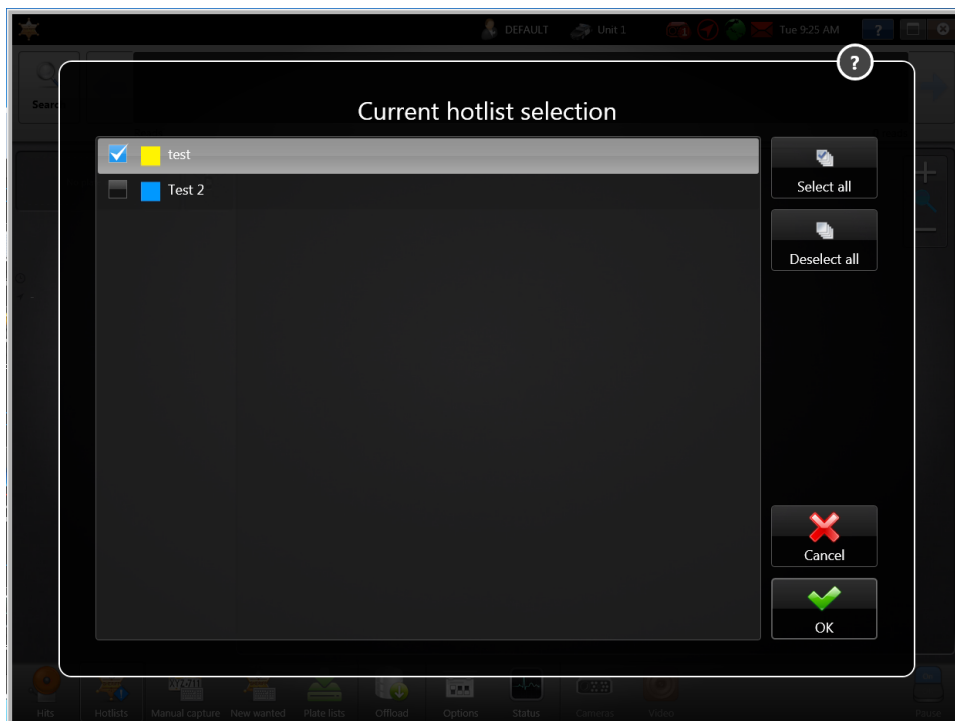
What you should know

You may have more than one hotlist available in Genetec Patroller™. You can choose the hotlists that apply to your current patrol area or the time of day.

NOTE: The possibility to select Hotlists is enabled by an administrator of the system. If this feature has not been enabled, the **Hotlist** icon will not be available.

To select one or more hotlists to compare license plates:

- 1 In the main Genetec Patroller™ window, tap **Hotlists**. The following screen appears:



- 2 Select one or more hotlists from the list.
- 3 Click **OK**.

The **Hotlists** icon shows now a blue exclamation mark that indicates that not all hotlists are enabled.



Enabled hotlists can be modified at any time.

Performing past read matching in Genetec Patroller™

To match previously captured reads in the Genetec Patroller™ database to plates on a new or updated hotlist, you can use past read matching.

Before you begin

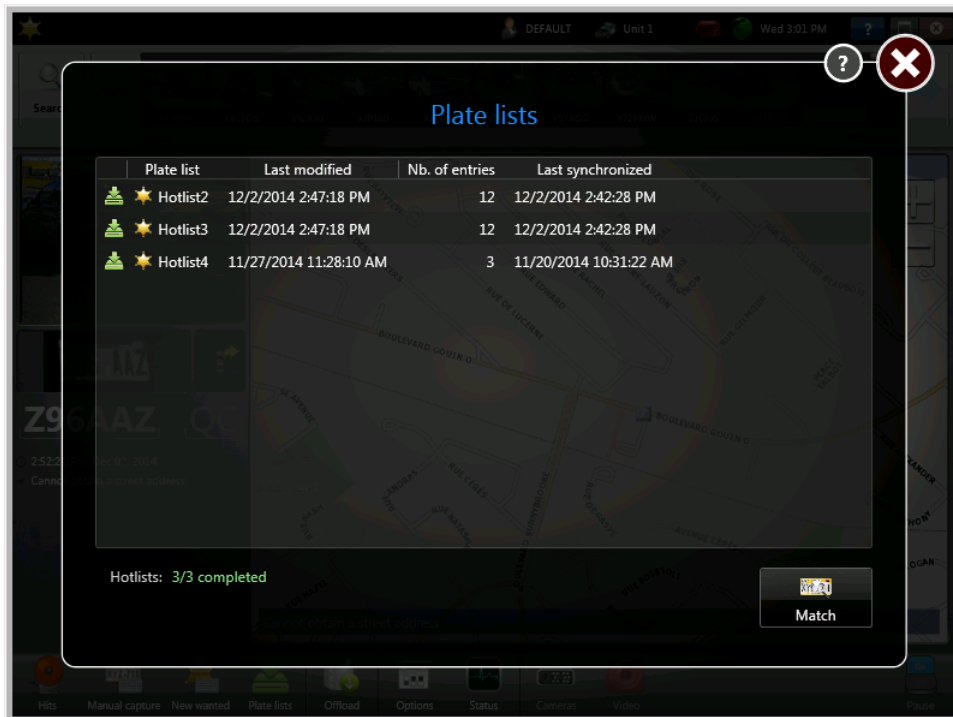
Enable past read matching in Patroller Config Tool, and specify how far back (in hours) you want to search in the Genetec Patroller™ database. For more information about enabling this option, see the *Genetec Patroller™ Administrator Guide*.

What you should know

- When a new or updated hotlist is available in Genetec Patroller™, you are prompted to start past read matching immediately. If you choose to ignore the prompt, you can perform past read matching at a later time using the *Plate lists* screen.
- During the past read matching process, Genetec Patroller™ does not process reads.
- If an offload is in progress, the past read matching process will not start until the offload has completed.

To perform past read matching:

- 1 From the main Genetec Patroller™ window, tap **Plate lists**.



- 2 Tap **Match > Start**.

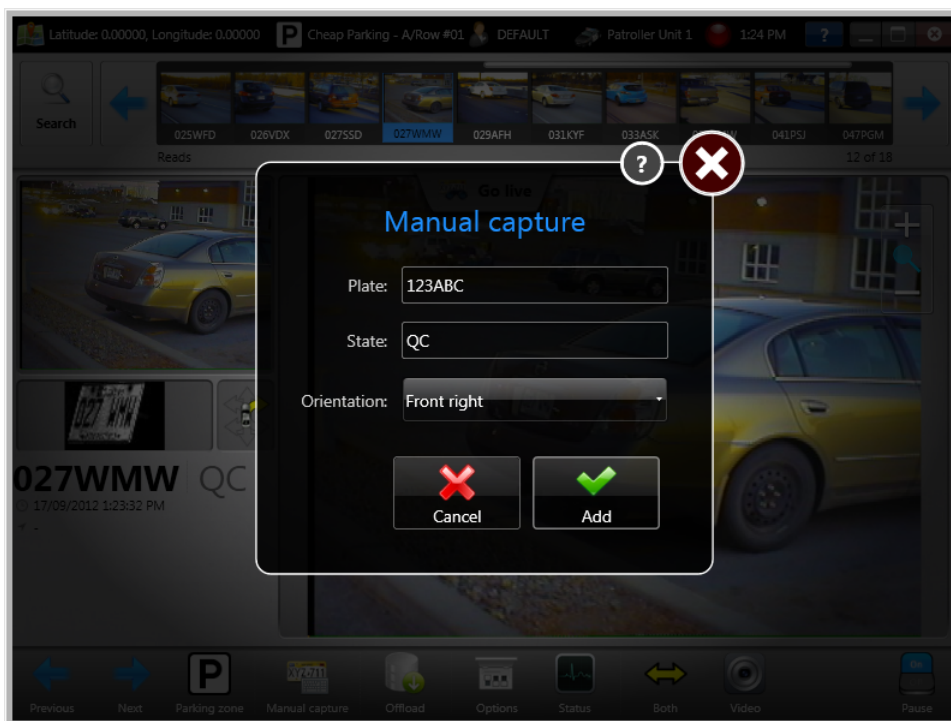
Genetec Patroller™ searches through previous reads in the database, and indicates if there are any matches or hits with the new plates.

Manually capturing license plates in Genetec Patroller™

If a plate cannot be automatically read by a camera, you can manually capture a plate to add to the Genetec Patroller™ database.

To manually capture a license plate:

- 1 In the main Genetec Patroller™ window, tap **Manual capture**.



- 2 Enter the following information:

- **Plate:** The license plate number you want to capture.
- **State:** The plate's issuing state or province.
- **Orientation:** The camera you want to use to capture the context image. By default, Genetec Patroller™ automatically selects the camera that was used for the previous read.

This option is only available when you have two or more Sharps installed. If the camera used to take the previous read is disconnected or turned off, the orientation defaults to the first camera listed on the *Units* tab of the *Cameras* page in Patroller Config Tool. For more information, see the *Genetec Patroller™ Administrator Guide*.

- 3 Tap **Add**.

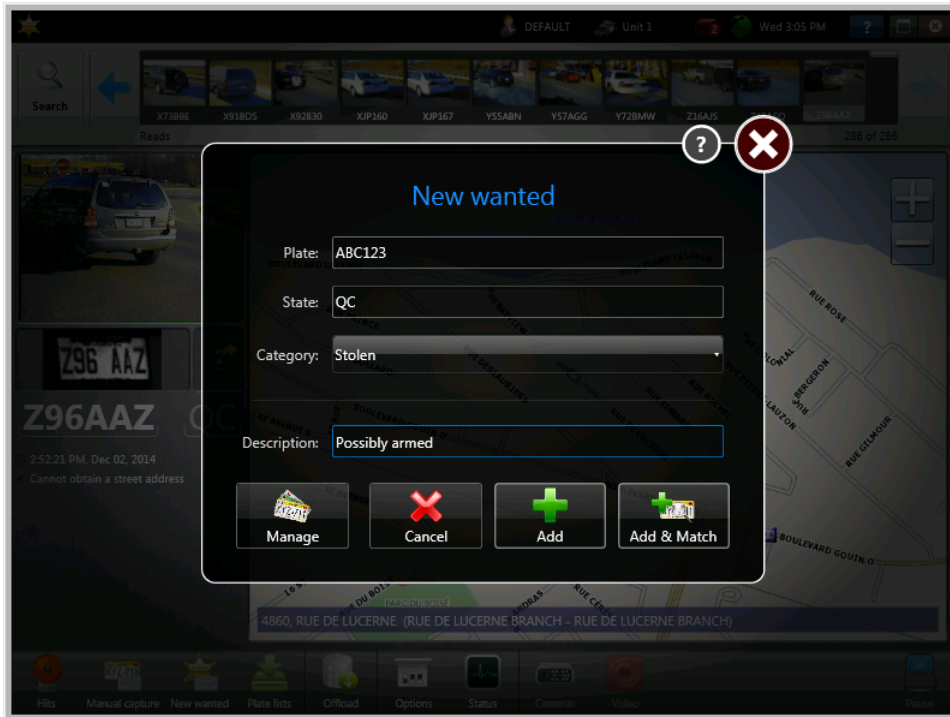
The plate is captured, and Genetec Patroller™ generates a hit if applicable.

Adding New Wanted plates in Genetec Patroller™

If you are searching for a specific plate that isn't on the hotlists that are loaded in Genetec Patroller™, you can manually add a license plate to Genetec Patroller™'s local database by adding *New wanted* plates.

To add *New wanted* plates:

- 1 In the main Genetec Patroller™ window, tap **New wanted**.



- 2 Enter the following information:

- **Plate:** The license plate number.
- **State:** The license plate's issuing state (or province).
- **Category:** Category of the New wanted entry (e.g. stolen vehicle, scofflaw, etc). Please note that in Genetec Patroller™ Standalone this option is automatically set to **None**.

The remaining fields are created and configured by Genetec Patroller™ administrators. The options shown in this example are for illustration purposes only.

- 3 Tap one of the following:

- **Add:** Tap this to add the New wanted entry to Genetec Patroller's local database.
- **Add & Match:** Tap this to add the New wanted entry to Genetec Patroller's local database and see if the plate matches any plate reads that occurred in the past.

NOTE: This button is only available when **Enable past read matching** is turned on in Patroller Config Tool.

The **New wanted** entry is added. Genetec Patroller™ generates a hit if the plate is captured, or matches a read that was captured in the past.

Managing New wanted entries in Genetec Patroller™

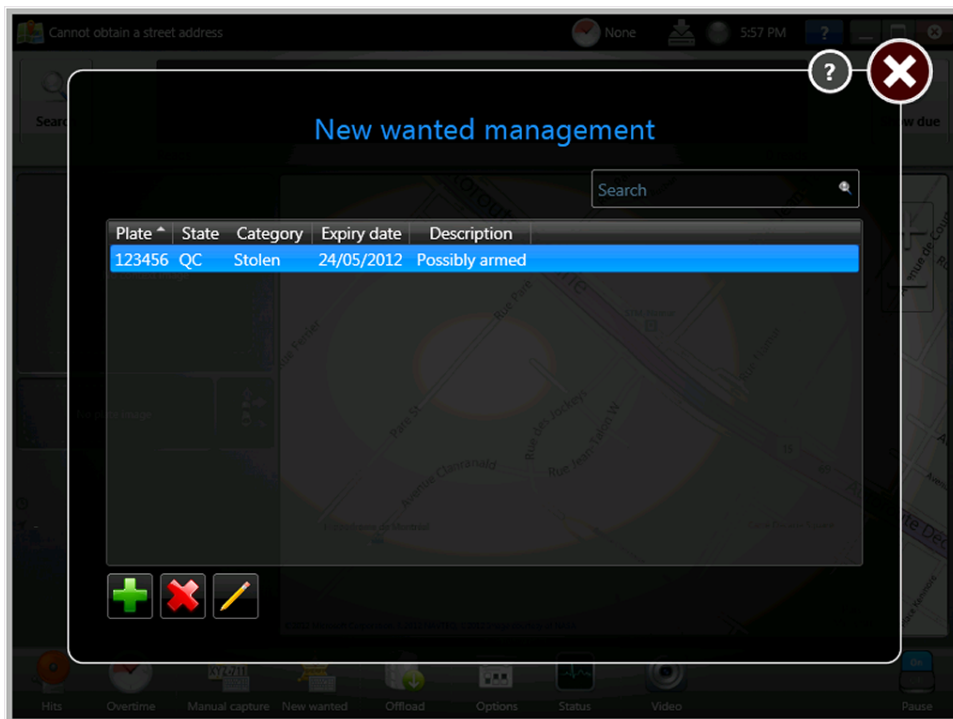
After you have added one or more *New wanted* entries, you can add, edit, delete, and search for specific entries in the list all within Genetec Patroller™.

What you should know

Genetec Patroller™ administrators can disable this option in Genetec Patroller™ Config Tool.

To manage *New wanted* entries:

- 1 In the main Genetec Patroller™ window, tap **New wanted**, and then tap **Manage**.



- 2 Do one of the following:

- Tap add (+), delete (X), or edit (✎) to manage the entries on the list.
- Type a plate number or other vehicle information in the **Search** field.

Offloading your data to Security Center from Genetec Patroller™

You can offload data directly to Security Center if you have a wireless connection available (e.g. if you are in range of the wireless network), or you can offload to a local folder on your in-vehicle computer.

What you should know

The Offload screen is where you offload your data to Security Center. Genetec Patroller™ administrators pre-configure the offload method. If you offload to a local file, you'll then need to copy the offload data to a Flash drive in order to transfer the data to Security Center.

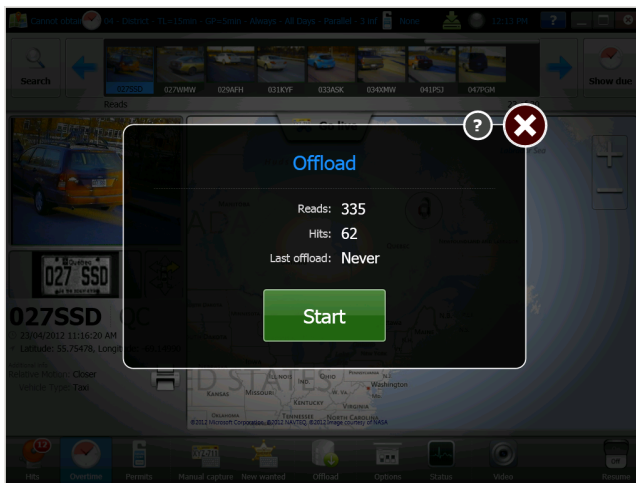
If for some reason an offload cannot complete, the next time you start Genetec Patroller™ you will see a yellow offload icon (🟡) in the notification bar to indicate that there are still pending reads to be offloaded. Click directly on the icon to start the offload immediately. Alternatively, you can perform the offload at a later time using the *Offload* screen.

To offload your data to Security Center:

- 1 In the main Genetec Patroller™ window, tap **Offload**.

NOTE: The following screenshot is an example. The information displayed in the window varies depending on the Genetec Patroller™ mode you are running.

Depending on how Genetec Patroller™ is configured, you'll see the total number of reads and hits, or the reads and hits since your last offload. You'll also see the time and date of your last offload (if applicable). If there are warnings, they are displayed at the bottom of the dialog box.



- 2 Tap **Start** > **OK**.

After you finish

- If Genetec Patroller™ is configured to offload data wirelessly to Security Center, you don't need to do anything else. The offload is complete.
- If Genetec Patroller™ is configured to offload data to a folder on the in-vehicle computer's hard drive, you need to copy the data from the in-vehicle computer's *Offload* folder to a Flash drive, and then transfer that data to the *Offload* folder on the Security Center computer.
 - The default location of the *Offload* folder for the in-vehicle computer is **C:**. However, a different location may have been specified on the **Offload** tab of Genetec Patroller™ Config Tool. For more information about offloading Genetec Patroller™ data, see the *Genetec Patroller Administrator Guide*.

- The default location of the *Offload* folder on the Security Center computer is *C:\Genetec\AutoVu\RootFolder\Offload*. However, a different location may have been specified by your Genetec Patroller™ Administrator in the **Properties** tab of the LPR Manager role. For more information about the LPR Manager role, see the *Security Center Administrator Guide*.

Related Topics

[Notification bar in Genetec Patroller](#) on page 7

Using the Patroller Transfer Tool

You can use the Patroller Transfer Tool to transfer reads, hits, and other data between Genetec Patroller™ and Security Center. You must use this tool to transfer files if Genetec Patroller™ is not connected to Security Center by WiFi or cellular.

Before you begin

Create and enable all required Overtime rules and Parking rules.

What you should know

- The tool is available with Genetec Patroller™ 6.4 and later and can be launched from *C:\Program Files (x86)\Genetec AutoVu 6.X\Tools*.

NOTE: It is recommended that you copy the Patroller Transfer Tool to a USB media device so that it can be installed on the Security Center server machine.

- The tool transfers the contents of the configured RootFolder (default location: *C:\Genetec\AutoVu\RootFolder\ManualTransfer*).

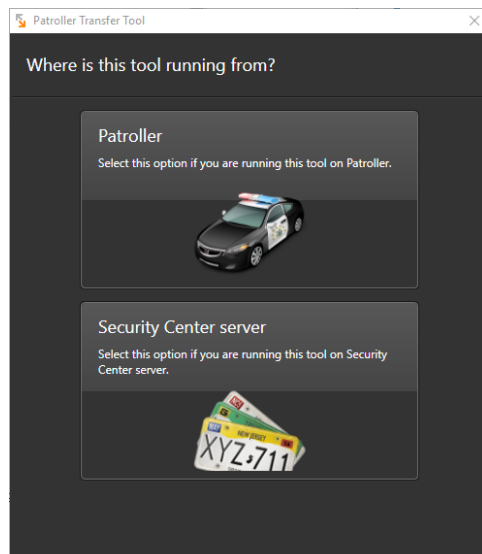
The following data is transferred:

- Offload files (including reads and hits)
- Permits
- Hotlist
- Genetec Patroller™ settings and users
- Matcher settings
- Zones

To transfer files using the Patroller Transfer Tool:

- Launch the Patroller Transfer Tool.
- From the *Where is this tool running from?* page, select whether you are running the tool on Genetec Patroller™ or Security Center Server.

NOTE: This page is only displayed the first time you run the tool.



- 3 The tool guides you through the process of selecting your LPR Manager root folder (in Security Center), selecting your USB media device, and starting the file transfer.

NOTE: A Security Center system can have more than one LPR Manager role, and each role has its own root folder. The default location is *C:\Genetec\AutoVu*.

- 4 When the file transfer is complete, the tool ejects your USB media device.

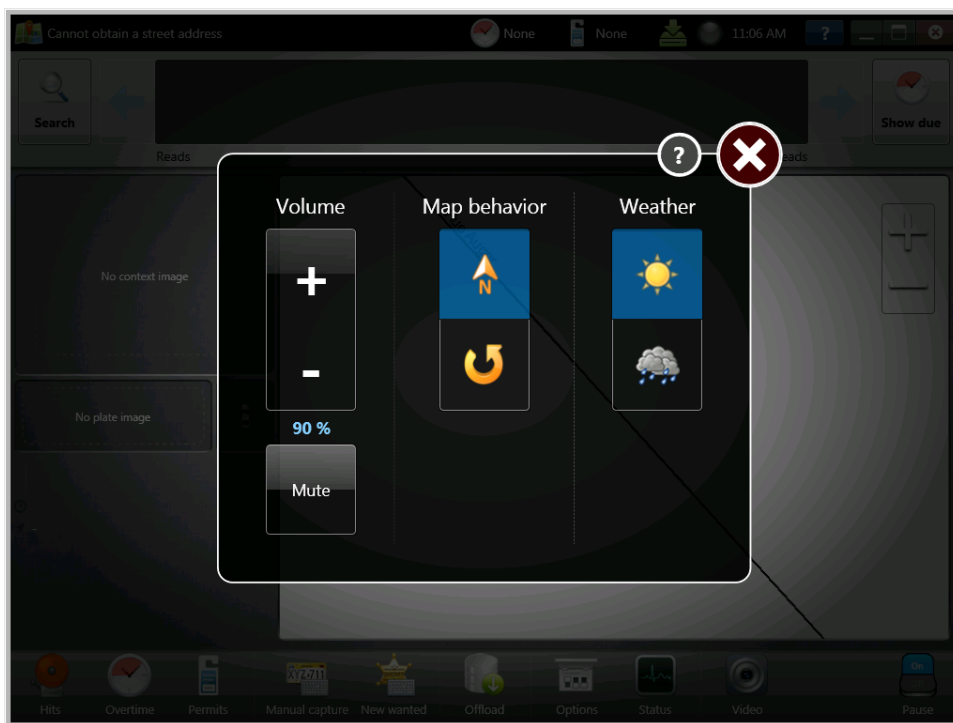
Configuring your Genetec Patroller™ options

To adjust the context camera according to the weather, or set basic volume settings, you can configure your Genetec Patroller™ options from the *Options* screen.



To configure your Genetec Patroller™ options:

- 1 In the main Genetec Patroller™ window, tap **Options**.

NOTE: The following screenshot is an example. The information displayed in the window varies depending on the Genetec Patroller™ mode you are running.



- 2 Configure the following options:

- **Volume:** Adjust or mute the volume of Genetec Patroller™ sounds (e.g. reads, hits etc).
- **Map behavior:** Tap  if you want the Genetec Patroller™ to rotate as it changes direction (map always points north), or tap  if you want the map to rotate as Genetec Patroller™ changes direction (Genetec Patroller™ always points to the top of the screen).

NOTE: If Genetec Patroller™ was installed without maps or you are running MLPI mode, this option is not available.

- **Weather:** (Not required for SharpX cameras) Adjust the context camera for sunny or cloudy weather (e.g. on a cloudy day or at sunset, select the cloudy setting to increase the minimal exposure time and allow more light into the camera). This results in better image quality in low light environments.

- 3 Close the *Options* screen.

Changing your password in Genetec Patroller™

If you require a username and password to log on to Genetec Patroller™, this option allows you to change your password.

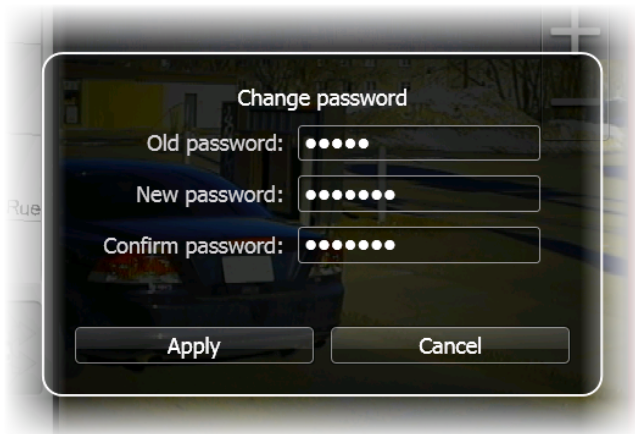
Before you begin

To change your password, you require the following:

- You must be connected to Security Center (e.g. in range of the wireless network).
- In Genetec Patroller™ Config Tool, the **Logon type** must be set to **Secure name and password** in the **General** page.

To change your password:

- 1 In the main Genetec Patroller™ window, tap **Status**, then tap **Change password**.
The Change password window appears.



- 2 Enter your old password, new password, and then confirm your new password.
- 3 Tap **Apply** to change your password, or **Cancel** to discard your changes.

Your password has been changed.

Viewing your Genetec Patroller™ statistics

If you want to see statistics about such things as the number of total reads or the number of accepted hits, you can check your Genetec Patroller™ statistics from the *Status* screen.

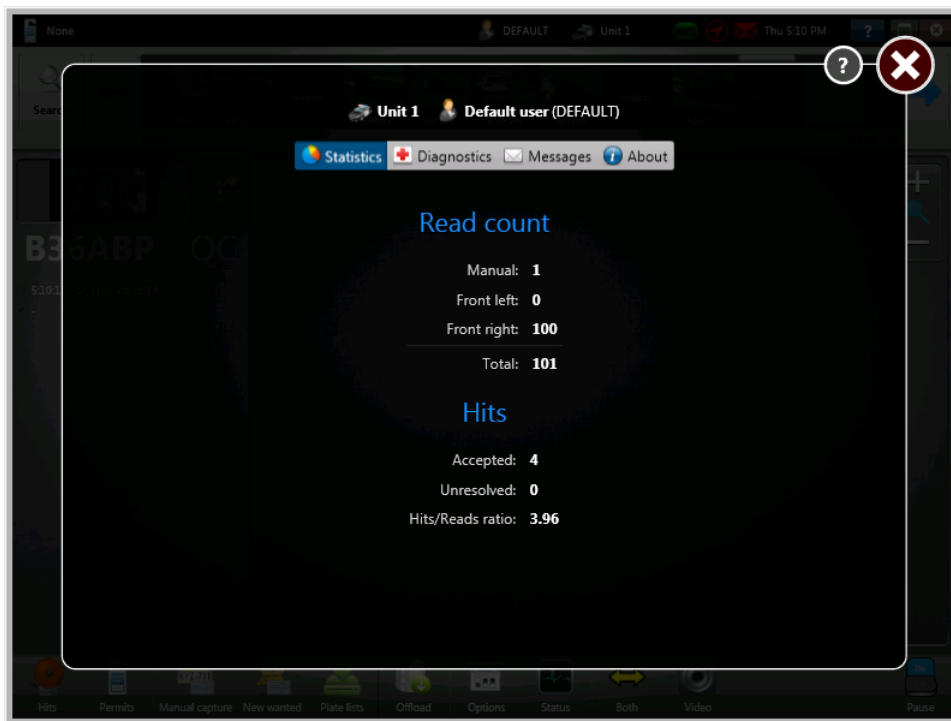
What you should know

If some of the information does not fit on your screen, you can swipe the window up and down as needed.

To view your Genetec Patroller™ statistics:

- In the main Genetec Patroller™ window, tap **Status**, then tap **Statistics**.

NOTE: The following screenshot is an example. The information displayed in the window varies depending on the Genetec Patroller™ mode you are running.



The Statistics window provides the following information:

NOTE: The camera information listed is dependent on the cameras that are installed and in use on the vehicle.

- **Manual:** Number of manually captured reads.
- **Front left/right:** Number of reads made by the front left/right LPR camera(s).
- **Rear left/right:** Number of reads made by the rear left/right LPR camera(s)
- **Front center/Rear center:** Number of reads made by the front or rear center camera(s).
- **Total:** Total reads made.
- **Zone:** (MLPI only) Shows the location of the Parking facility that is being patrolled.
- **Permit:** (City, University only) Shows the currently selected permit restriction (if applicable).
- **Overtime rule:** (City, University only) Shows the currently selected overtime rule (if applicable).
- **Count:** (City, University only) Shows how many hits received for the permit restrictions and overtime rules.

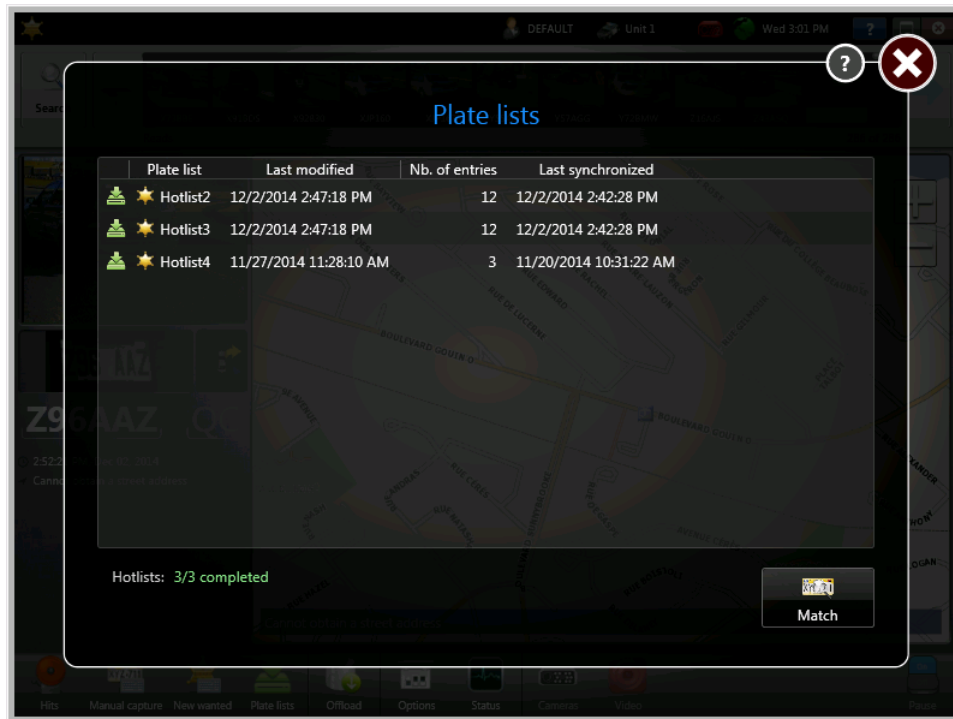
- **Accepted:** Number of hits you have accepted.
- **Unresolved:** Number of pending hits that you have not accepted or rejected.
- **Hits/Reads ratio:** The ratio of hits to reads.
- **Pending upload:** (City, University only) Shows how many reads must be uploaded and shared with other patrol vehicles registered with the same Plate link account.

Viewing your downloaded plate lists in Genetec Patroller™

If you want to see information on files that were downloaded to Genetec Patroller™, such as hotlists or permit lists, you can view your list of downloads from the *Plate lists* screen.

To view your downloaded plate lists:

- In the main Genetec Patroller™ window, tap **Status**, then tap **Plate lists**.



The Plate lists window provides the following information:

- **Status:** The status of the hotlist or permit list is displayed by the status indicator icon (✓) located beside the plate list name. The color of the status indicator icon changes depending on the status of a hotlist or permit list download:
 - **Green:** Hotlist/permit list is loaded and ready.
 - **Yellow:** Hotlist/permit list is downloading.
 - **Red:** Error on Genetec Patroller™ side. Check for errors and/or restart the application.
 - **Grey:** There is no hotlist or permit list to load.
- **Plate list:** Name of the download file. The type of file downloaded is represented by the icon to the left of the file name. For example, a hotlist will display the law enforcement icon (👮) and a permit list will display the permit icon (📄).
- **Last modified:** When the file was last edited or changed. In the case of a hotlist, this is the time the hotlist was modified, not the time it was downloaded.
- **Nb. of entries:** The number of entries in the list.
- **Last synchronized:** When the file was last downloaded to Genetec Patroller™.

Checking the status of AutoVu™ components

If you need to troubleshoot potential problems related to the various AutoVu™ components, you can check the status of these components from the *Status* screen. You can also generate a log file if you need Technical assistance.

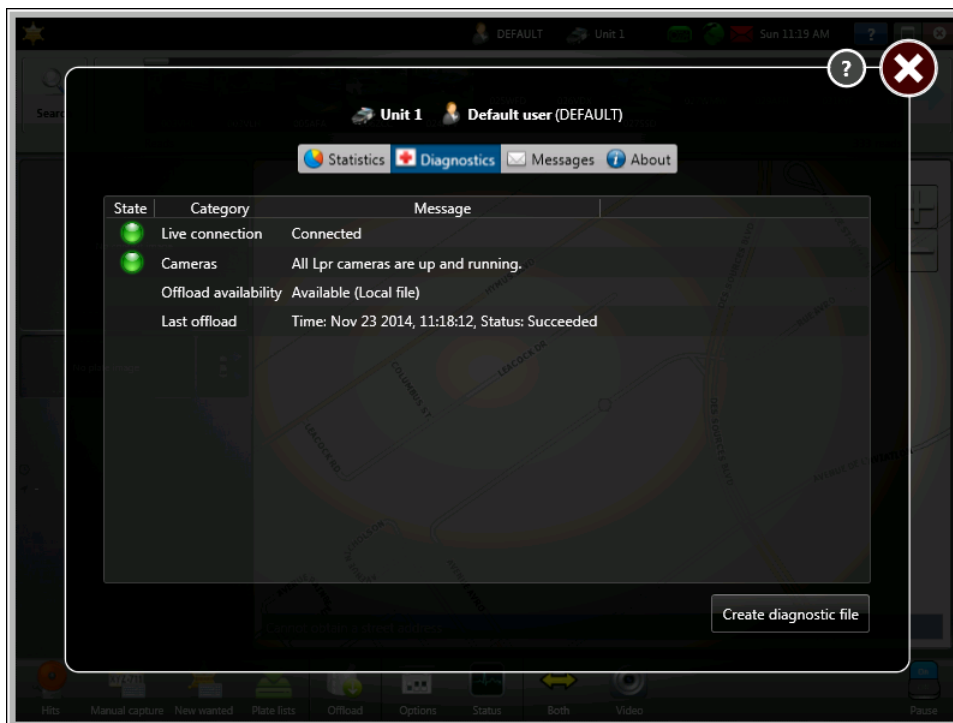
What you should know

If some of the information does not fit on your screen, you can swipe the window up and down as needed.

To check the status of AutoVu™ components:

- 1 In the main Genetec Patroller™ window, tap **Status**, then tap **Diagnostics**.

NOTE: The following screenshot is an example. The information displayed in the window varies depending on the Genetec Patroller™ mode you are running.



The Diagnostics window provides the following information:

- **State:** The state of the component (e.g. green, red, etc).
 - **Category:** Which category the component falls under (e.g. hardware, offload, etc).
 - **Message:** Detailed message about the status of the component.
- 2 If you want to save a diagnostic file to your desktop so that you can send it to Genetec Technical Assistance for troubleshooting your system, click **Create diagnostic file**.

Viewing your list of error messages in Genetec Patroller™

If you are troubleshooting problems related to Genetec Patroller™ processes or services, you can view your list of error messages from the *Status* screen.

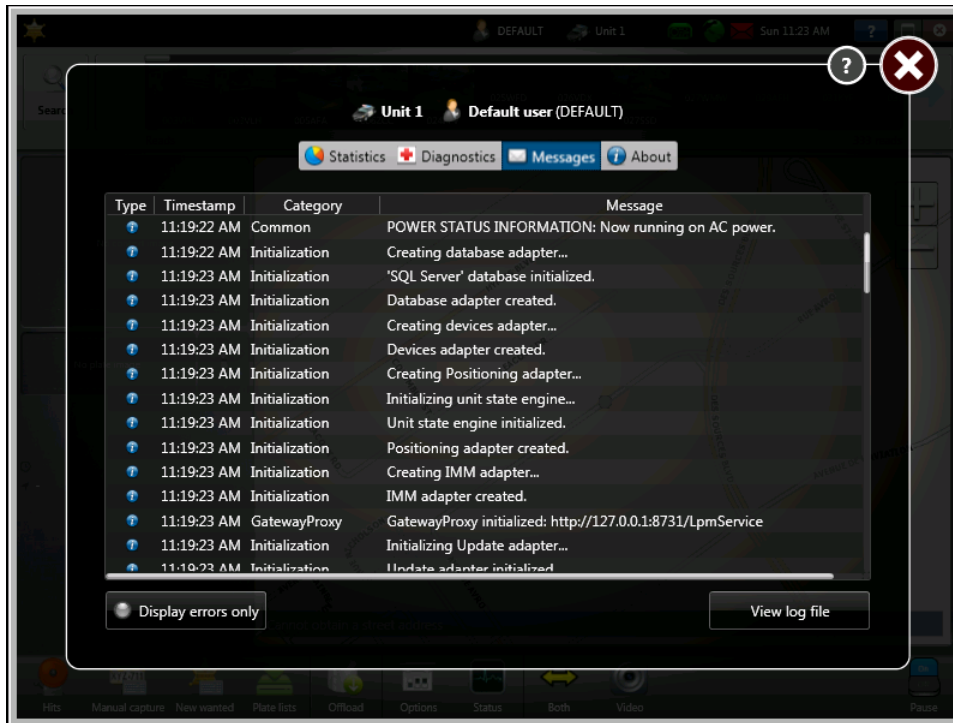
What you should know

If some of the information does not fit on your screen, you can swipe the window up and down as needed.

To view your list of error messages:

- 1 In the main Genetec Patroller™ window, tap **Status**, then tap **Messages**.

The *Messages* window opens and the complete list of messages is displayed.



The Messages window provides the following information:

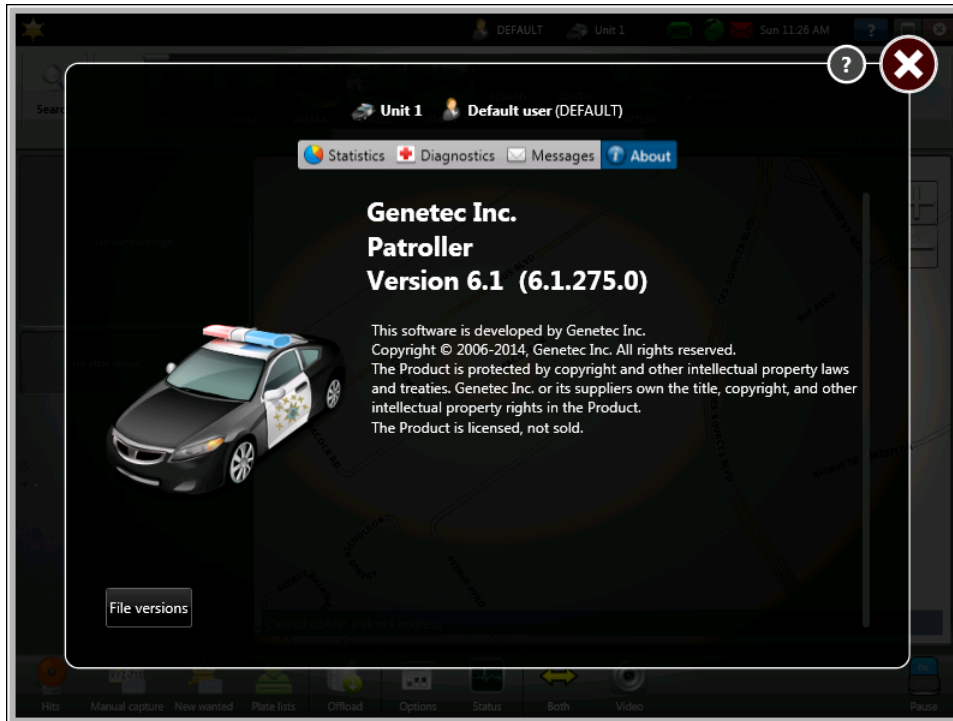
- **Type:** Type of message.
 - **Timestamp:** When the process occurred.
 - **Category:** Which category the process falls under (e.g. initialization, database, etc).
 - **Message:** Detailed message about the status of the process.
- 2 To show only the error messages, click **Display errors only**.
To toggle back to the complete list of messages, click the **Display errors only** button again.
 - 3 (Optional) To view Genetec Patroller™ log file, click **View log file**.
A *.log* file is generated.

Checking your Genetec Patroller™ version

If you want to see what version of the Genetec Patroller™ software you are running, you can do so from the *Status* screen.

To check your Genetec Patroller™ version:

- 1 In the main Genetec Patroller™ window, tap **Status**, then tap **About**.



- 2 (Optional) Click **File versions** to display file version information that can help you troubleshoot Genetec Patroller™.

Turning Sharp cameras on and off

If you have more than one Sharp camera installed on your vehicle, you can select which cameras are activated using Genetec Patroller™. You can also use the AutoVu™ car camera switch to activate the cameras, if the switch is installed in the vehicle.

What you should know

If you have only one camera, you can use the Pause/Resume button in the Genetec Patroller™ main window to turn it on or off.

To turn Sharp cameras on and off in Genetec Patroller™:

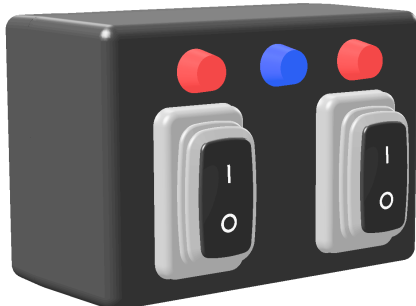
- From the Genetec Patroller™ main window, do *one* of the following, depending on how Genetec Patroller™ is configured:
 - If you only have cameras installed on the front of the vehicle: tap **Left** (←), **Right** (→), or **Both** (↔) to turn on the corresponding Sharp camera.

You'll know which Sharp is active by the icon displayed. For example, if you see **Both** (↔), it means that both cameras are on and reading plates.
 - If you have cameras installed on both the front and rear, or just the rear of the vehicle: tap **Cameras**. The Cameras window opens, and you can turn any of them on or off. In the following example, only two cameras are shown (front-right and rear-left).



To turn Sharp cameras on and off using the AutoVu™ car camera switch:

- Use the right and left toggle switches to activate or deactivate the right and left Sharp cameras. The AutoVu™ car camera switch also includes LED lights to inform you of the current camera activation (red) and to show system power (blue).







Sharp camera icons

The icon displayed in the Genetec Patroller™ toolbar changes depending on how many Sharp cameras are installed on the vehicle, and where on the vehicle they are installed.

You can have up to 6 cameras installed. When you start Genetec Patroller™, you'll see one of the following icons:

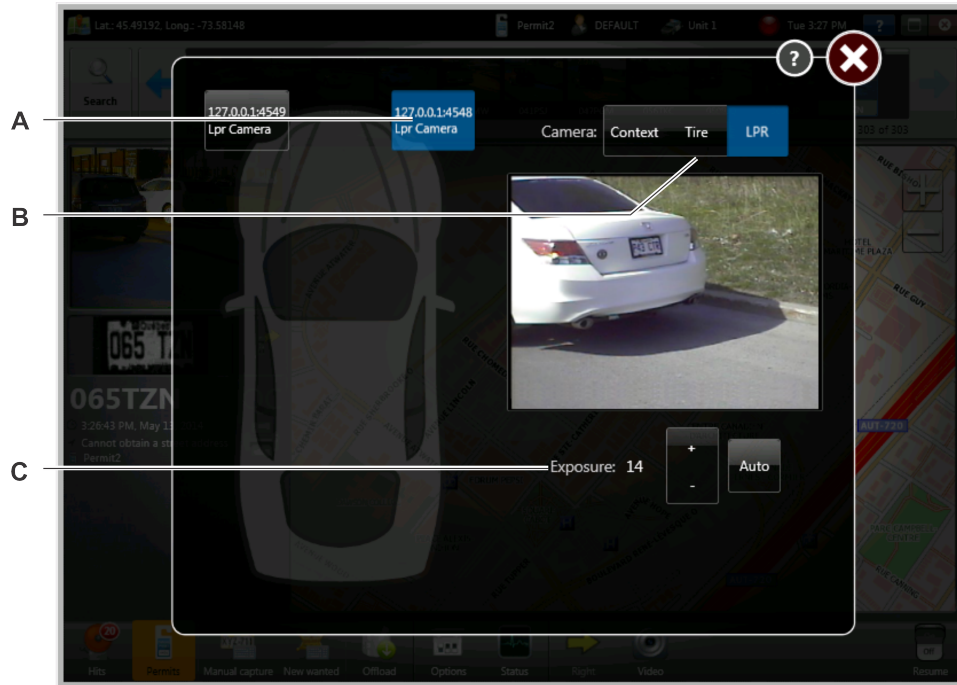
NOTE: The right and left arrows might be greyed out if a camera is temporarily not working.

Icon	What it means
	This means you have two Sharp cameras installed (front-left and front-right), but only the front-left is reading plates.
	This means you have two Sharp cameras installed (front-left and front-right), but only the front-right is reading plates.
	This means you have two Sharp cameras installed (front-left and front-right), and both are reading plates.
	This means one of the following: <ul style="list-style-type: none"> You have more than two Sharp cameras installed. You have one or more Sharp cameras installed, that are <i>not</i> installed on the default front-left or front-right of the vehicle.

Video window in Genetec Patroller™

The Video window allows you to view the live video from the Sharp context camera, LPR camera, and tire cameras (if applicable), to verify that the Sharps are working properly.

If the video is not working, the video icon will appear in red in the main window.



A Select which Sharp camera you want to view.

NOTE: Your configuration may be different than the one shown here.

B View video from the context camera or LPR camera. You can also view video from your tire cameras (if applicable).

C Use this setting to modify the exposure. You can use the + or - button to manually modify the exposure, or click **Auto** to let Genetec Patroller™ automatically calculate the exposure.

Updating Genetec Patroller™ or Sharp Cameras

If you see the update icon in the notification bar, Genetec Patroller™ is ready to be updated.

Before you begin

Close Patroller Config Tool.

What you should know

The update icon (🔥) appears in the Genetec Patroller™ notification bar when you need to update Genetec Patroller™ or a connected Sharp. It means that one or more hotfixes have been downloaded and are ready to be installed. You can update the Genetec Patroller™ application, any connected Sharp camera, or receive new sound files to be used for hit alerts.

After updating, you have the option to roll back the updates, which restores Genetec Patroller™ and/or the Sharp(s) to the state they were in before you performed the update. A rollback is usually done for troubleshooting purposes.

You don't have to be connected to Security Center to perform an update. The update icon indicates that the updates are already downloaded to Genetec Patroller™, they just need to be installed. For example, this means that if you see the icon in the morning when you start your shift, you don't have to wait for the update to finish before driving out of WiFi range of the Security Center server.

To update Genetec Patroller™ or a Sharp camera:

- 1 Tap the update icon (🔥) in the Genetec Patroller™ notification bar.
A window appears displaying the available updates.



- 2 Tap the Genetec Patroller™ icon (or Sharp icon, if applicable) to proceed with the update.
Genetec Patroller™ shuts down, and restarts when the update is complete.

Automatic rollback in Genetec Patroller™

An automatic rollback occurs when Genetec Patroller™ fails to successfully process an update. This can occur because of an error with the hotfix file, or because the Updater Service is prevented from replacing a required file on the in-vehicle computer's hard drive (for example, you had Genetec Patroller™ Config Tool open when attempting the update).

Genetec Patroller™ shuts down to process an update. While Genetec Patroller™ is shut down, if the Updater Service can't complete the update, it automatically rolls back Genetec Patroller™ in the background. When Genetec Patroller™ starts back up, you'll see one of the following messages:

- **Update failed:** No part of the update was successful. You can try the update again, or contact the Genetec Patroller™ administrator for assistance.
- **Update partially succeeded:** Some of the updates were successful. You can see more information about the errors on the *Messages* page, or contact the Genetec Patroller™ administrator for assistance.

Related Topics

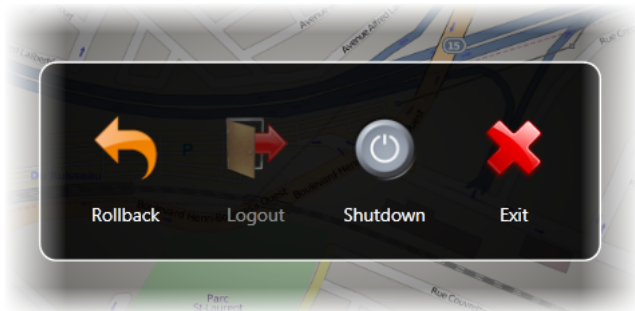
[Viewing your list of error messages in Genetec Patroller](#) on page 35

Rolling back Genetec Patroller™ or Sharp updates

After you have updated Genetec Patroller™, you have the option of rolling back those updates and restoring Genetec Patroller™ to the state it was in before you performed the update.

To roll back Genetec Patroller™ or Sharp upgrades:

- 1 Close the Genetec Patroller™ window.
The Genetec Patroller™ log off screen appears.



- 2 Tap **Rollback**.
A window appears displaying the available rollback options.
- 3 Tap the Genetec Patroller™ or Sharp icon to proceed with the rollback.
Genetec Patroller™ shuts down, and restarts when the rollback is complete.

Troubleshooting

This section describes some of the common issues you may encounter while using Genetec Patroller, and provides possible solutions and workarounds. The solutions described here are based on the assumption that Patroller was installed with the default settings.

This section includes the following topics:

- ["Troubleshooting: Blank screen when Genetec Patroller system starts"](#) on page 43
- 44 • ["Troubleshooting: Log on failed \(invalid credentials\) in Genetec Patroller"](#) on page 45
- 45 • ["Troubleshooting: Log on failed \(locked user account\) in Genetec Patroller"](#) on page 46
- 46 • ["Troubleshooting: Map is white and only Genetec Patroller icon is displayed"](#) on page 47
- on page 47 • ["Troubleshooting: Genetec Patroller position on map does not match actual position"](#) on page 48
- page 48 • ["Troubleshooting: Genetec Patroller is running but not receiving plate reads"](#) on page 49
- 49 • ["Troubleshooting: Sharp losing connectivity and live feed not working"](#) on page 50
- ["Troubleshooting: Genetec Patroller not generating hits for plates on a known hotlist"](#) on page 51
- ["Troubleshooting: Manual capture of plate on a known hotlist not generating a hit in Genetec Patroller"](#) on page 52
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- 56 • ["Troubleshooting: Blue screen in Context Camera screen in Sharp Portal "](#) on page 56

Troubleshooting: Blank screen when Genetec Patroller™ system starts

If your screen is blank when the system starts, you can troubleshoot the issue.

What you should know

CAUSE: The screen might be blank because your LPR Processing Unit is off.

TRY THIS:

- Verify that the LPR Processing Unit controlling the SharpX camera units is on. The LPR Processing Unit is usually installed in the vehicle's trunk.

Troubleshooting: Log on failed (invalid credentials) in Genetec Patroller™

If you cannot log on, you can troubleshoot the issue.

What you should know

CAUSE: You might be using the wrong credentials.

TRY THIS:

- Contact your supervisor and make sure that your username and password are correct.

Troubleshooting: Log on failed (locked user account) in Genetec Patroller™

If you cannot log on and you are locked out of your account, you can troubleshoot the issue.

What you should know

CAUSE: You have exceeded the number of unsuccessful logon attempts allowed by your Genetec Patroller™ administrator.

TRY THIS:

- 1 Close the Genetec Patroller™ application.
- 2 Contact your administrator to change your password.
- 3 Restart Genetec Patroller™, and log on with your new password.

Troubleshooting: Map is white and only Genetec Patroller™ icon is displayed

If the Genetec Patroller™ map is all white and only the Genetec Patroller™ icon is displayed, you can troubleshoot the issue.

What you should know

CAUSE: You are zoomed in too close on the map, or your map is for a specific region and you are outside the zone covered by the map.

TRY THIS:

- Zoom out on the map.
- Re-enter the region to make the map appear.

Troubleshooting: Genetec Patroller™ position on map does not match actual position

If the Genetec Patroller™ position on the map does not match its actual geographical position, you can troubleshoot the issue.

What you should know

CAUSE: It might be due to a blocked GPS signal or antenna, the GPS or Navigator unit cable connections, or the GPS status in Genetec Patroller™.

TRY THIS:

- Verify that the GPS signal is not blocked by tall buildings or other structures.
The signal should improve when the vehicle is clear of these structures.
- Verify that the GPS antenna is not obstructed by something on the vehicle roof (e.g. light bar).
- Verify that your GPS or Navigator unit cables are properly connected.
- Verify the GPS status in Genetec Patroller™ as follows:
 - a) In Genetec Patroller™, click **Status**.
 - b) Go to the **Diagnostics** page.

The Diagnostics page indicates if the GPS is active, and the number of satellites it can detect. The minimum number of satellites is four. Anything lower than four may indicate GPS signal coverage or antenna issues.

Troubleshooting: Genetec Patroller™ is running but not receiving plate reads

If Genetec Patroller™ is running but you are not receiving any plate reads, you can troubleshoot the issue.

What you should know

CAUSE: The Genetec Patroller™ reads might be paused, or Genetec Patroller™ might not be connected to the Sharp cameras.

TRY THIS:

- In the main Genetec Patroller™ window, verify that the **Pause/Resume reads** toggle is set to **On**.
- Verify that Genetec Patroller™ is connected to the Sharp cameras as follows:
 - a) From the main Genetec Patroller™ window, click **Video**.
 - b) Make sure that you can view a live video feed from the camera.

Troubleshooting: Sharp losing connectivity and live feed not working

If the Sharp is losing connectivity and the live feed is not working, you can troubleshoot the issue.

What you should know

CAUSE: There might be a problem with the ethernet cable or wire connections. The Sharp camera might also be offline, or there might be a hardware or software issue.

TRY THIS:

- 1 Verify that the ethernet cable is plugged in to both the in-vehicle computer and the LPR Processing Unit (which is usually located in the trunk).
- 2 Ping the Sharp camera from your in-vehicle computer to verify that the computer can "see" the camera, as follows:

You must know the IP address of the Sharp camera.

- a) In the in-vehicle computer, tap **Start > Accessories > Command Prompt**.
 - b) In the Command Prompt, type `ping <IP address of Sharp camera> -t`, and press **Enter** on your keyboard.
 - c) Do one of the following:
 - If you see a reply from the specified IP address, contact your Genetec Patroller™ administrator. The problem may be related to the software running on the Sharp camera.
 - If you receive the message "request timed out", the problem may be hardware-related (e.g. your computer's ethernet card), or related to the setup of the in-vehicle network. For example, your computer may not have a network address in the same range as the Sharp cameras. For more information, contact your Genetec Patroller™ administrator.
- 3 The camera connection to the SharpX LPR Processing Unit may not be wired correctly. In this case, the SharpX will still read plates, but the live feed will not be displayed. Contact your Genetec Patroller™ administrator if you suspect this may be the issue.

Troubleshooting: Genetec Patroller™ not generating hits for plates on a known hotlist

If Genetec Patroller™ is not generating hits for license plates on a known hotlist, you can troubleshoot the issue.

What you should know

CAUSE: The "hit delay" or "reject count" settings might be enabled.

TRY THIS:

- Make sure that your Genetec Patroller™ administrator has not specified a "hit delay".
A "hit delay" specifies that the same plate number cannot generate multiple hits within a certain time period.
- Make sure that your Genetec Patroller™ administrator has not specified a "reject count" for the Genetec Patroller™ unit.
A "reject count" specifies that after a predetermined number of unacknowledged hits, Genetec Patroller™ automatically rejects all subsequent hits.

Troubleshooting: Manual capture of plate on a known hotlist not generating a hit in Genetec Patroller™

If you manually capture a license plate from a known hotlist but does not generate a hit, you can troubleshoot the issue.

What you should know

CAUSE: Genetec Patroller™ might not have successfully downloaded the hotlist or parsed the hotlist file, a "hit delay" setting might be enabled, or you might have entered the license plate incorrectly.

TRY THIS:

- Verify that Genetec Patroller™ has successfully downloaded the hotlist, as follows:
 - a) In Genetec Patroller™, click **Plate lists**.
 - b) Make sure that the hotlist file you are interested in is shown on the **Plate lists** page with the correct date and time.
- Verify that Genetec Patroller™ has successfully parsed the hotlist file, as follows:
 - a) In Genetec Patroller™, click **Status**, and then go to the **Diagnostics** page.
 - b) Check if there are any errors associated with the hotlist file.
 - If there are errors listed, one of the following issues may have occurred:
 - The content or structure of the data within the hotlist file may have changed.
 - The file name or the extension of the hotlist file may have changed.
 - Contact your Genetec Patroller™ administrator for more information.
- Make sure that your Genetec Patroller™ administrator has not specified a "hit delay".

A "hit delay" specifies that the same plate number cannot generate multiple hits within a certain time period.

Troubleshooting: Offload takes longer than usual in Genetec Patroller™

If your offload takes longer than usual, you can troubleshoot the issue.

What you should know

CAUSE: You might be out of range from the network.

TRY THIS:

- If you're using a wireless network to offload your data, make sure that you're in range of the wireless network.

Troubleshooting: Sharp not detected after docking in-vehicle computer

If your Sharp is not detected after docking the in-vehicle computer, you can troubleshoot the issue.

What you should know

CAUSE: After you disconnect and then reconnect the Genetec Patroller™ computer from its in-vehicle dock, it might take between 10 to 30 seconds for the computer to detect the Sharp camera's network connection. If the connection has not been re-established after 30 seconds, there might be a connection issue with the computer.

TRY THIS:

- Disconnect and reconnect the computer to the dock again.

Troubleshooting: Cannot review acknowledged hits in Genetec Patroller™

If you cannot review acknowledged hits, you can troubleshoot the issue.

What you should know

CAUSE: The **Enable reviews** setting may be turned off (it is on by default).

TRY THIS:

- 1 Open Patroller Config Tool.
- 2 Select **User interface**.
- 3 On the **General** tab, turn on the **Enable reviews** setting.

Troubleshooting: Problems after upgrading Genetec Patroller™

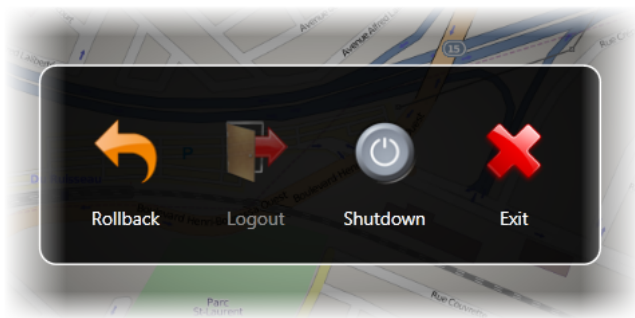
If you are experiencing problems after you have updated Genetec Patroller™, you can roll back the updates and restore Genetec Patroller™ to its previous state.

What you should know

An automatic rollback occurs if Genetec Patroller™ fails to successfully process an update.

To troubleshoot problems after upgrading Genetec Patroller™:

- 1 Close the Genetec Patroller™ window.
The Genetec Patroller™ log off screen appears.



- 2 Tap **Rollback**.
A window appears displaying the available rollback options.
- 3 Tap the Genetec Patroller™ or Sharp icon to proceed with the rollback.

Related Topics

[Automatic rollback in Genetec Patroller](#) on page 41

Troubleshooting: Blue screen in Context Camera screen in Sharp Portal

If you see a blue screen in Context Camera image in the **Live feed** tab of the Sharp Portal, you can troubleshoot the issue.

What you should know

CAUSE: The Sharp cable might not be connected properly.

TRY THIS:

- Verify that the Sharp cable is properly connected.

Where to find product information

You can find our product documentation in the following locations:

- **Genetec™ TechDoc Hub:** The latest documentation is available on the TechDoc Hub. To access the TechDoc Hub, log on to [Genetec™ Portal](#) and click [TechDoc Hub](#). Can't find what you're looking for? Contact documentation@genetec.com.
- **Installation package:** The Installation Guide and Release Notes are available in the Documentation folder of the installation package. These documents also have a direct download link to the latest version of the document.
- **Help:** Security Center client and web-based applications include help, which explain how the product works and provide instructions on how to use the product features. Genetec Patroller™ and the Sharp Portal also include context-sensitive help for each screen. To access the help, click **Help**, press F1, or tap the ? (question mark) in the different client applications.

Technical support

Genetec™ Technical Assistance Center (GTAC) is committed to providing its worldwide clientele with the best technical support services available. As a customer of Genetec Inc., you have access to TechDoc Hub, where you can find information and search for answers to your product questions.

- **Genetec™ TechDoc Hub:** Find articles, manuals, and videos that answer your questions or help you solve technical issues.

Before contacting GTAC or opening a support case, it is recommended to search TechDoc Hub for potential fixes, workarounds, or known issues.

To access the TechDoc Hub, log on to [Genetec™ Portal](#) and click [TechDoc Hub](#). Can't find what you're looking for? Contact documentation@genetec.com.

- **Genetec™ Technical Assistance Center (GTAC):** Contacting GTAC is described in the Genetec™ Lifecycle Management (GLM) documents: [Genetec™ Assurance Description](#) and [Genetec™ Advantage Description](#).

Additional resources

If you require additional resources other than the Genetec™ Technical Assistance Center, the following is available to you:

- **Forum:** The Forum is an easy-to-use message board that allows clients and employees of Genetec Inc. to communicate with each other and discuss many topics, ranging from technical questions to technology tips. You can log in or sign up at <https://gtapforum.genetec.com>.
- **Technical training:** In a professional classroom environment or from the convenience of your own office, our qualified trainers can guide you through system design, installation, operation, and troubleshooting. Technical training services are offered for all products and for customers with a varied level of technical experience, and can be customized to meet your specific needs and objectives. For more information, go to <http://www.genetec.com/support/training/training-calendar>.

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- If you require a demo license or have questions regarding pricing, please contact Genetec™ Sales at sales@genetec.com, or call 1-866-684-8006 (option #2).

Hardware product issues and defects

Please contact GTAC at <https://gtap.genetec.com> to address any issue regarding Genetec™ appliances or any hardware purchased through Genetec Inc.