



**AutoVu Patroller University Parking
Enforcement User Guide
6.3**

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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 Patroller and includes basic troubleshooting information for some of the more common issues you may encounter. It is intended for Patroller operators.

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

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

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 to Genetec.

Contents

Preface: Preface

Copyright notice	ii
About this guide	iii

Chapter 1: Introducing AutoVu Patroller

What is AutoVu Patroller	2
University Parking Enforcement workflow	3
Logging on to Patroller	6
Logging off Patroller	7
Patroller main window	8
Notification bar	11

Chapter 2: WorkingWithPatroller

Searching for license plates	13
About the Hits button	14
About hotlist hits	14
About permit hits	15
Shared permit hits	17
About overtime hits	18
Accepting hits	19
Rejecting hits	20
Reviewing acknowledged hits	21
Hit accept reasons	22
Hit reject reasons	23
Enforced hit attributes	24
Editing reads	25
Performing past read matching	26
Selecting hotlists	27
About the Show due button	28
Selecting zones to enforce	29
Automatically selecting zones to enforce	31
Rule conflicts with Auto-selection	32
Manually capturing license plates	33
Adding New Wanted plates	34
Managing New wanted entries	35
Offloading your data to Security Center	36
Configuring your Patroller options	38
Changing your password	39
Viewing your Patroller statistics	40

Viewing your downloaded plate lists	42
Checking the status of AutoVu components	43
Viewing your list of error messages	44
Checking your Patroller version	45
Turning Sharp cameras on and off	46
Sharp camera icons	46
Video window	48
Updating Patroller or Sharp Cameras	49
Automatic rollback	50
Rolling back Patroller or Sharp updates	50

Chapter 3: Troubleshooting

Troubleshooting: Blank screen when system starts	52
Troubleshooting: Log on failed (invalid credentials)	53
Troubleshooting: Log on failed (locked user account)	54
Troubleshooting: Map is white and only Patroller icon is displayed	55
Troubleshooting: Patroller position on map does not match actual position	56
Troubleshooting: Patroller is running but not receiving plate reads	57
Troubleshooting: Sharp losing connectivity and live feed not working	58
Troubleshooting: Patroller not generating hits for plates on a known hotlist	59
Troubleshooting: Manual capture of plate on a known hotlist not generating a hit	60
Troubleshooting: Offload takes longer than usual	61
Troubleshooting: Sharp not detected after docking in-vehicle computer	62
Troubleshooting: Cannot review acknowledged hits	63
Troubleshooting: Problems after upgrading Patroller	64
Troubleshooting: Blue screen in Context Camera screen in Sharp Portal	65
Where to find product information	66
Technical support	67

Introducing AutoVu Patroller

This section includes the following topics:

- ["What is AutoVu Patroller"](#) on page 2
- ["University Parking Enforcement workflow"](#) on page 3
- ["Logging on to Patroller "](#) on page 6
- ["Logging off Patroller "](#) on page 7
- [" Patroller main window "](#) on page 8
- ["Notification bar"](#) on page 11

What is AutoVu Patroller

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

Depending on your AutoVu solution, 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.

University Parking Enforcement workflow

This section provides an overview of a typical University Parking Enforcement workflow. Depending on how Patroller is configured, some of these tasks may not apply to your particular situation. For example, 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 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 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 on page 36
<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 Patroller on page 6
<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 46 • Video window on page 48
<input type="checkbox"/> Check Patroller connection status	If the status indicator on the notification bar is red, it means there's an error with Patroller. Tap the indicator for more information.	<ul style="list-style-type: none"> • Notification bar on page 11 • Viewing your list of error messages on page 44
<input type="checkbox"/> Check Patroller download status	Tap the download status indicator on the notification bar to verify that Patroller downloaded the required hotlists.	<ul style="list-style-type: none"> • Notification bar on page 11 • Viewing your downloaded plate lists on page 42
<input type="checkbox"/> Check enforcement rules	Tap Zones to see if Patroller downloaded the correct zones.	Selecting zones to enforce on page 29

During your patrol

These are the tasks to perform as you're patrolling.

Task	Description	Where to find more information
<input type="checkbox"/> Select enforcement zone	<p>Select the zone to enforce. The zones closest to you are displayed at the top of the list.</p> <p>NOTE: The Patroller notification bar and toolbar buttons change color to match the selected zone.</p>	Selecting zones to enforce on page 29
<input type="checkbox"/> Start patrolling	<ul style="list-style-type: none"> If you're enforcing an overtime rule (overtime zone), do your first pass to log the parked vehicles' current position. De-select the zone when finished, or before moving to a different zone. If you're enforcing a permit list, you aren't comparing two points in time as with an overtime rule. Just start patrolling, and respond to hits as needed. De-select the rule when finished, or before moving to a different enforcement area. 	<ul style="list-style-type: none"> Selecting zones to enforce on page 29 About the Hits button on page 14
<input type="checkbox"/> (Overtime zone) Show due vehicles	<p>After you have done your first pass, tap <i>Show due</i> to see which vehicles are due for enforcement in chronological order.</p>	About the Show due button on page 28
<input type="checkbox"/> (Overtime zone) Select the zone	<p>Select the overtime zone to enforce, then do your second pass. If any vehicles are in violation, respond to hits as needed.</p>	<ul style="list-style-type: none"> Selecting zones to enforce on page 29 About the Hits button on page 14
<input type="checkbox"/> Perform past read matching	<p>Match previously captured reads with a new or updated hotlist.</p>	Performing past read matching on page 26

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	<p>Review the hits you enforced or did not enforce during your patrol.</p>	Reviewing acknowledged hits on page 21
<input type="checkbox"/> Offload data	<p>Depending on how your system is configured, you can offload data wirelessly to Security Center, a</p>	Offloading your data to Security Center on page 36

Task	Description	Where to find more information
	folder on the in-vehicle computer, or a flash drive.	
□ Log off	Depending on how your system is configured, logging off may occur automatically when you offload data.	Logging off Patroller on page 7

Logging on to Patroller

Patroller administrators determine what credentials you need to log on to 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 Patroller computer.

To log on to Patroller:

- 1 If Patroller does not start automatically when you start your computer, go to **Start > All programs > Genetec AutoVu 6.3**, and then tap **Patroller**.
- 2 Enter your username and/or password, if required.
- 3 Tap **OK**.

The Patroller main window appears.

Logging off Patroller

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

To log off Patroller:

- 1 Close the Patroller window.

The Patroller log off window appears.

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

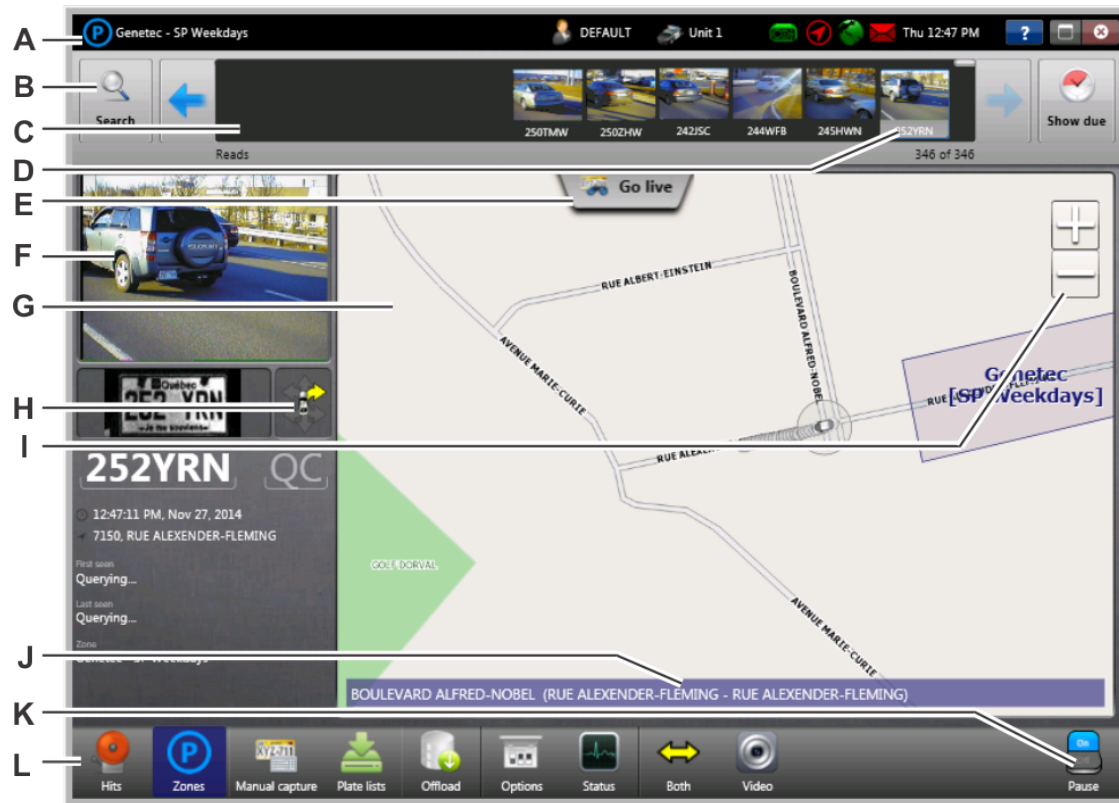
- 2 From the log off screen, choose one of the following options:
 - **Logout:** Logs off Patroller without closing the application.
 - **Shutdown:** Logs off Patroller, closes the application, and shuts down your system.
 - **Exit:** Logs off Patroller and closes the application.
 - **Offload and Exit:**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

Related Topics

[Rolling back Patroller or Sharp updates](#) on page 50

Patroller main window

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



A Notification bar

The information displayed in the notification bar depends on how Patroller is configured.

Generally, you'll see basic information, such as your current location (street address or GPS coordinates), the current time and date, your 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.

NOTE: If Patroller requires an update, you'll see the update icon appear (🔧) in the notification bar.

B Search

Search for captured reads and hits.

C Plate review reel

See plate reads live as they occur.

Depending on how Patroller is configured, a hit causes the plate review reel to switch from displaying reads to displaying unacknowledged hits.

You can review reads and hits from the plate review reel, and search for specific license plates.

- 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 Patroller'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 Patroller'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 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). • Permits: Select the permit list to enforce. • Manual Capture: Capture a license plate by typing the plate information manually.

- **Zones:** Select the zone to enforce
 - **New wanted:** Manually add a license plate to Patroller's local database on the in-vehicle computer, so 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 Patrollers 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 Patroller options such as volume.
 - **Status:** View Patroller statistics, download status, diagnostics, error messages, and version information.
 - **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

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

The appearance of the notification bar varies depending on which Patroller mode you are working in and how 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 Patroller Standalone. The following example, illustrates the notification bar in Law Enforcement mode.



A Camera connection status icon	The icon changes color depending on the connection status of your cameras. If 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.
B GPS connection status icon	The icon changes color depending on the connection status of your GPS device. If 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. NOTE: If no GPS is being used this icon does not appear.
C Security Center connection status icon (not applicable to Patroller Standalone)	The icon changes color depending on the connection status of Security Center. If 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.
D Error message icon	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.

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 Patroller Standalone.

- **Patroller update icon** (🔧). This icon displays when you need to update 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](#) on page 36

[Upgrading Patroller to the latest version](#)

WorkingWithPatroller

This section includes the following topics:

- ["Searching for license plates"](#) on page 13
- ["About the Hits button"](#) on page 14
- ["Accepting hits"](#) on page 19
- ["Rejecting hits"](#) on page 20
- ["Reviewing acknowledged hits"](#) on page 21
- ["Hit accept reasons"](#) on page 22
- ["Hit reject reasons"](#) on page 23
- ["Enforced hit attributes"](#) on page 24
- ["Editing reads"](#) on page 25
- ["Performing past read matching"](#) on page 26
- ["Selecting hotlists"](#) on page 27
- ["About the Show due button "](#) on page 28
- ["Selecting zones to enforce"](#) on page 29
- ["Automatically selecting zones to enforce"](#) on page 31
- ["Manually capturing license plates"](#) on page 33
- ["Adding New Wanted plates"](#) on page 34
- ["Managing New wanted entries"](#) on page 35
- ["Offloading your data to Security Center"](#) on page 36
- ["Configuring your Patroller options"](#) on page 38
- ["Changing your password"](#) on page 39
- ["Viewing your Patroller statistics"](#) on page 40
- ["Viewing your downloaded plate lists"](#) on page 42
- ["Checking the status of AutoVu components"](#) on page 43
- ["Viewing your list of error messages"](#) on page 44
- ["Checking your Patroller version"](#) on page 45
- ["Turning Sharp cameras on and off"](#) on page 46
- ["Video window"](#) on page 48
- ["Updating Patroller or Sharp Cameras"](#) on page 49
- ["Automatic rollback"](#) on page 50

Searching for license plates

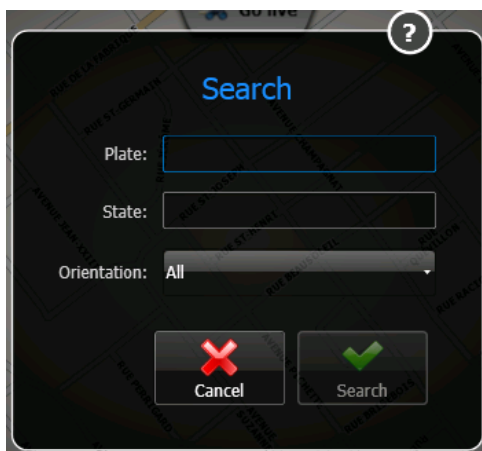
The Search option allows you to search Patroller’s list of captured reads and hits for a specific license plate.

What you should know

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 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**.

Patroller displays the license plates that match your search criteria in the 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

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

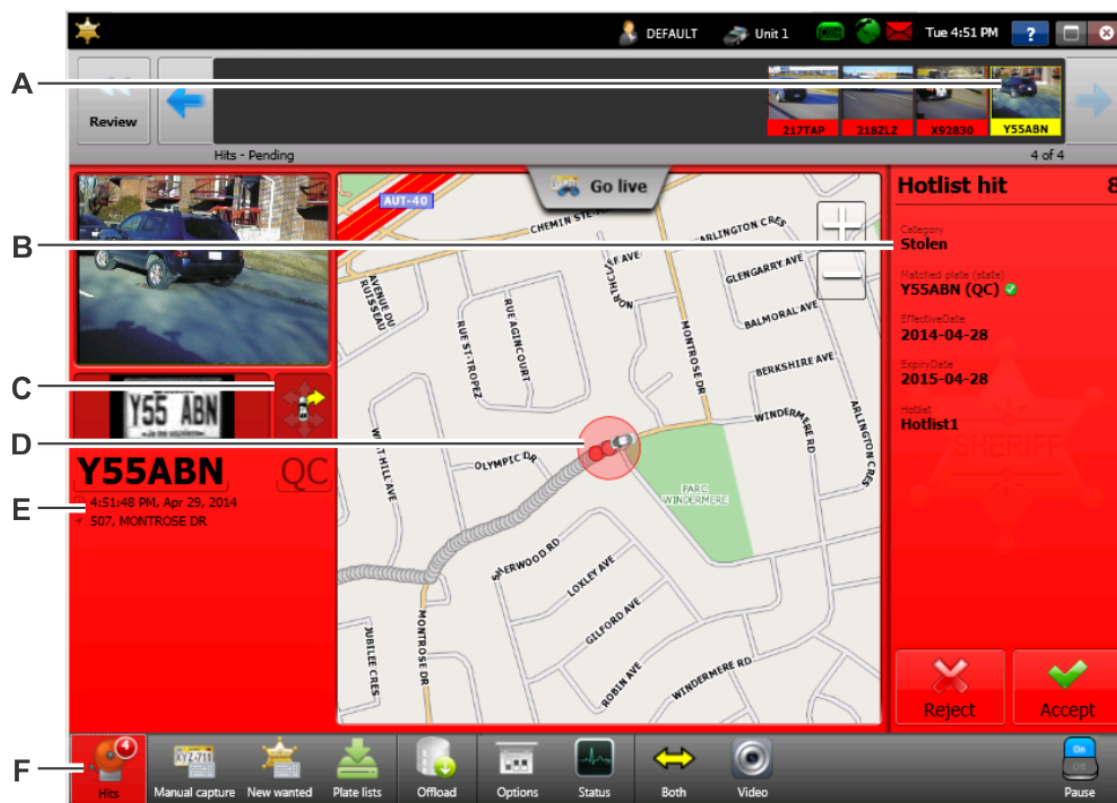
Depending on how Patroller is configured, the Patroller plate review reel may automatically switch from displaying reads to displaying unacknowledged hits. Patroller continues to read plates in the background.

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).

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 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.

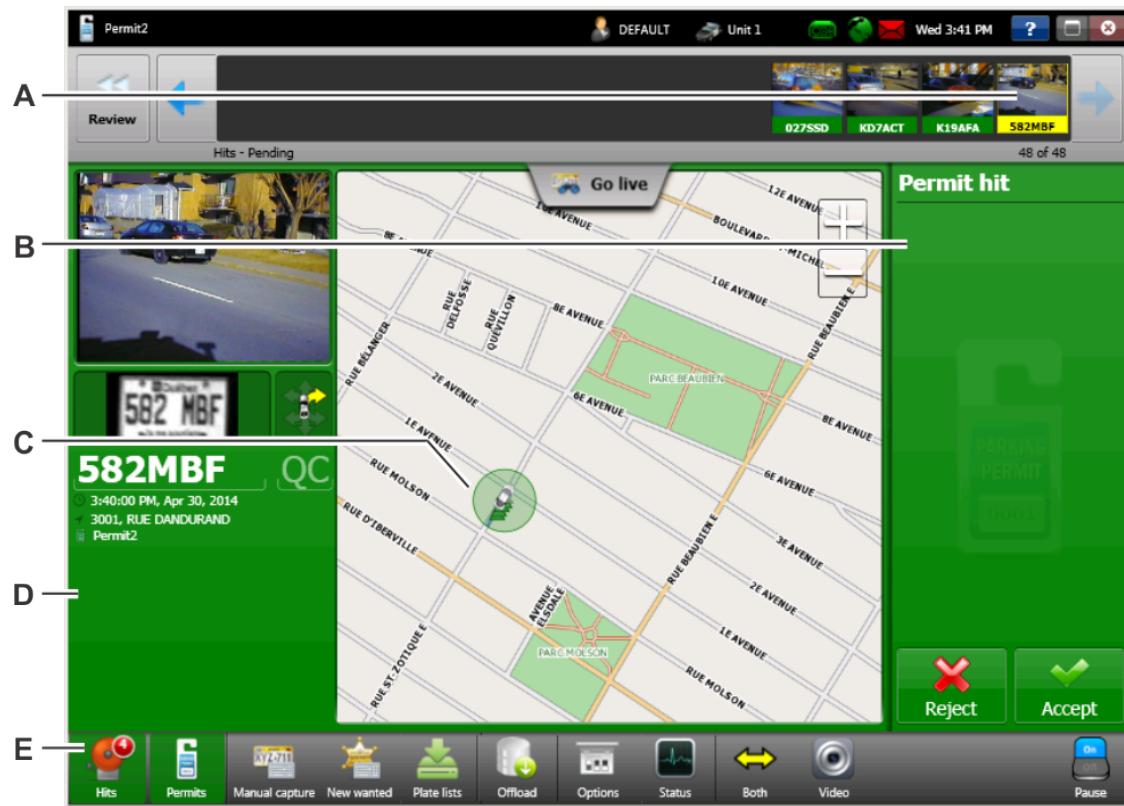
B	Hit panel	<p>Displays information about the hit such as the Category, Make, and so on. The “matched plate (state)” information is particularly useful as it lets you know which plate on the hotlist generated the hit.</p> <ul style="list-style-type: none"> • If the matched plate is identical to the plate 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.

About permit hits

Permit lists contain information on vehicles that are permitted to park in designated areas. The logic for a permit hit is the opposite of a hotlist hit. If a vehicle is not on a permit list, Patroller generates a hit.

Patroller administrators can configure the color of permit hits.

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



A Currently selected hit	<p>The plate review reel shows all unacknowledged hits (not accepted or rejected). The selected hit is highlighted.</p> <ul style="list-style-type: none"> • Tap a hit on the list to see more information about it in the hit panel and information panel. • Tap <i>Go live</i> to return to live plate reading.
B Hit panel	<p>Shows information on the hit.</p> <ul style="list-style-type: none"> • Tap <i>Accept</i> or <i>Reject</i> to acknowledge the hit.
C Map location of selected hit	<p>The circled vehicle is also shown in the plate review reel.</p>
D 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. • Tap the printer icon to print the hit.
E Unacknowledged hits	<p>Tap <i>Hits</i> to display the list of all unacknowledged hits.</p>

Shared permit hits

Two or more vehicles can share the same parking permit, but they can't be parked in a lot at the same time, or within a specified time frame. Shared permit hits appear in blue.



A Currently selected hit	<p>The scrollbar shows all unacknowledged hits (not accepted or rejected). The selected hit is highlighted.</p> <ul style="list-style-type: none"> • Tap a hit on the list to see more information about it in the hit panel and information panel. • Tap <i>Go live</i> to return to live plate reading.
B Hit panel	<p>Shows information on the hit.</p> <ul style="list-style-type: none"> • Tap <i>Accept</i> or <i>Reject</i> to acknowledge the hit.
C Vehicle images of selected hit	<p>Two images are shown because an shared permit hit means that two vehicles are using one permit at the same time.</p>
D Information panel	<p>Shows information on the vehicle and plate.</p> <ul style="list-style-type: none"> • Tap the license plate text string to edit the plate.
E Unacknowledged hits	<p>Tap <i>Hits</i> to display the list of all unacknowledged hits.</p>

About overtime hits

An overtime rule specifies when, and for how long a vehicle is allowed to park in designated areas. Patroller administrators can configure the color of overtime hits. The color shown here is only one example.



A	Currently selected hit	The plate review reel shows all the hits that have not yet been accepted or rejected. The selected hit is highlighted. <ul style="list-style-type: none"> • Tap a hit on the list to see more information about it in the hit panel and information panel. • Tap <i>Go live</i> to return to live plate reading.
B	Hit panel	Shows information on the hit. <ul style="list-style-type: none"> • Tap <i>Accept</i> or <i>Reject</i> to acknowledge the hit.
C	Vehicle images of currently selected hit	Two images are shown because an overtime hit depends on the comparison between two time stamps (Patroller's first and second pass).
D	Information panel	Shows information on the vehicle and plate. <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.
E	Unacknowledged hits	Tap <i>Hits</i> to display the list of all unacknowledged hits.

Accepting hits

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, Patroller will automatically accept and enforce every hit without any user interaction required. 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, Patroller removes it from the main list of unacknowledged hits.

To accept a hit:

- 1 From the main 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 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 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](#) on page 21

[Hit accept reasons](#) on page 22

[Enforced hit attributes](#) on page 24

Rejecting hits

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, Patroller removes it from the main list of unacknowledged hits.

To reject a hit:

- 1 From the main 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 Patroller is configured, you may be required to provide additional information when rejecting a hit.

Related Topics

[Reviewing acknowledged hits](#) on page 21

[Hit reject reasons](#) on page 23

Reviewing acknowledged hits

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, Patroller removes it from the main list of unacknowledged hits.

To review your acknowledged hits:

- 1 From the main 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 Patroller mode you are running.



Hit accept reasons

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

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

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

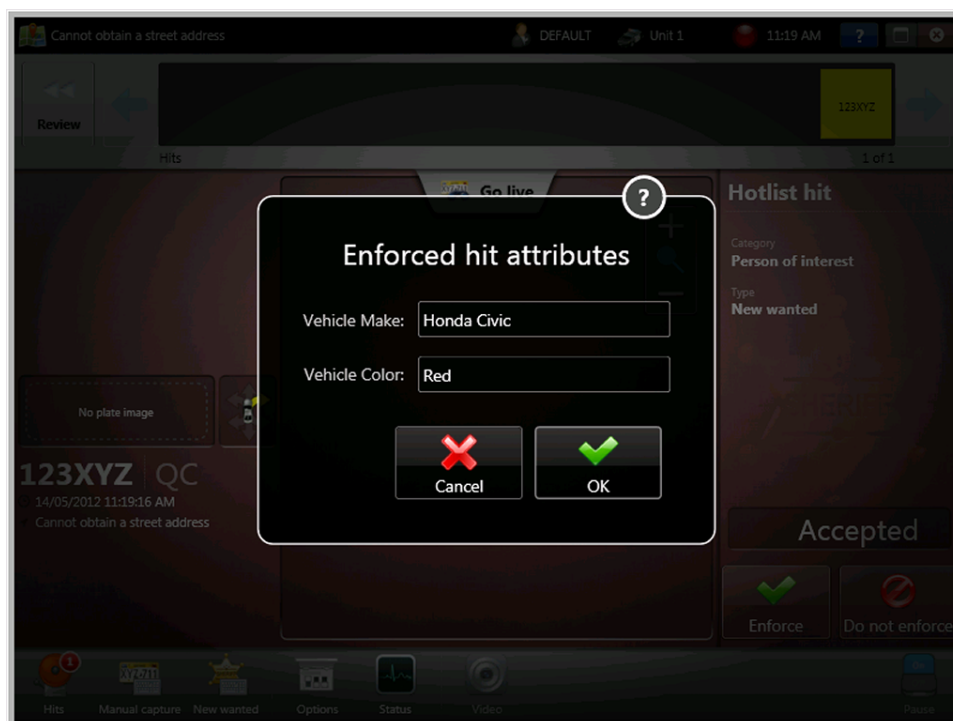
Patroller administrators create and configure these requirements in Security Center Config Tool. For example, Patroller may have misread the license plate.



Enforced hit attributes

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

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

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 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 *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 Patroller window, tap the plate read in the information panel.
The edit read dialog box opens.



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

Performing past read matching

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

Before you begin

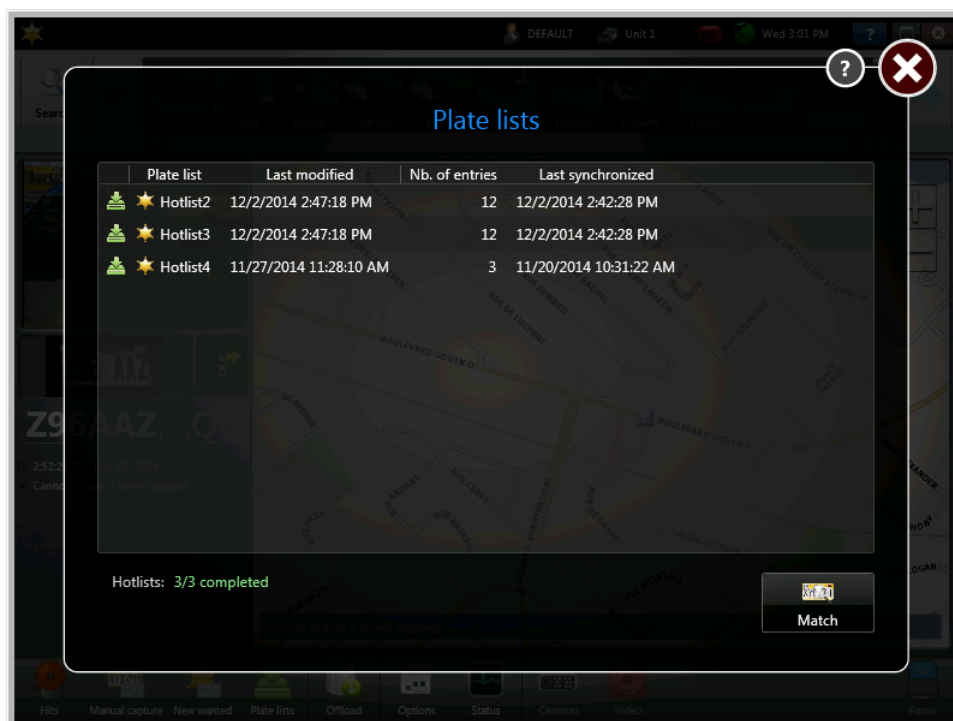
Enable past read matching in Patroller Config Tool, and specify how far back (in hours) you want to search in the Patroller database. For more information about enabling this option, see the *Patroller Administrator Guide*.

What you should know

- When a new or updated hotlist is available in 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, 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 Patroller window, tap **Plate lists**.



- 2 Tap **Match > Start**.

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

Selecting hotlists

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

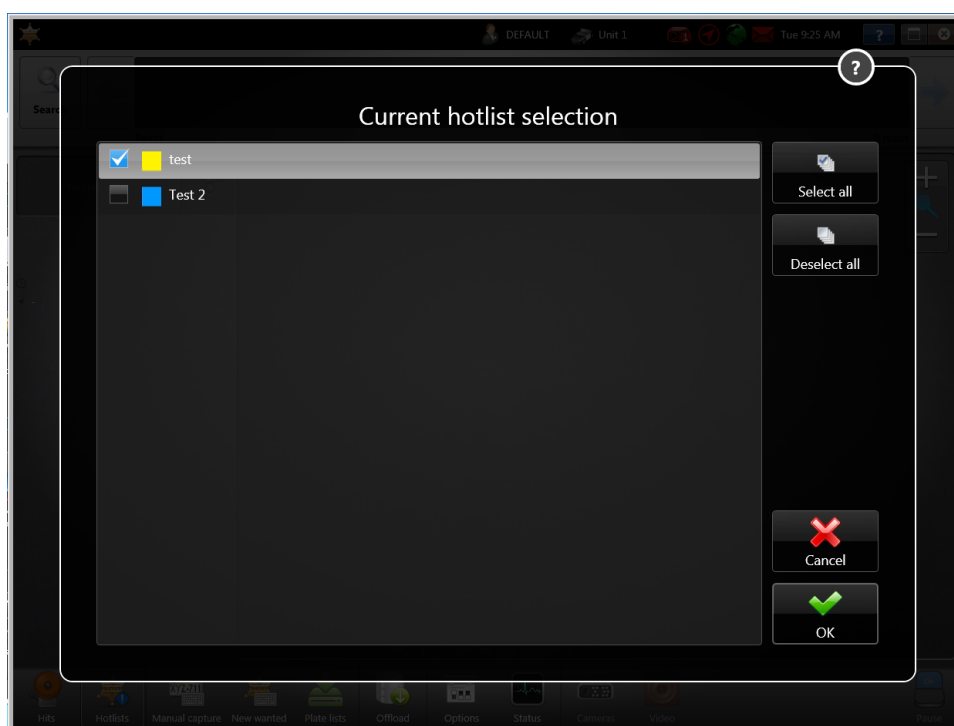
What you should know

You may have more than one hotlist available on the 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 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.



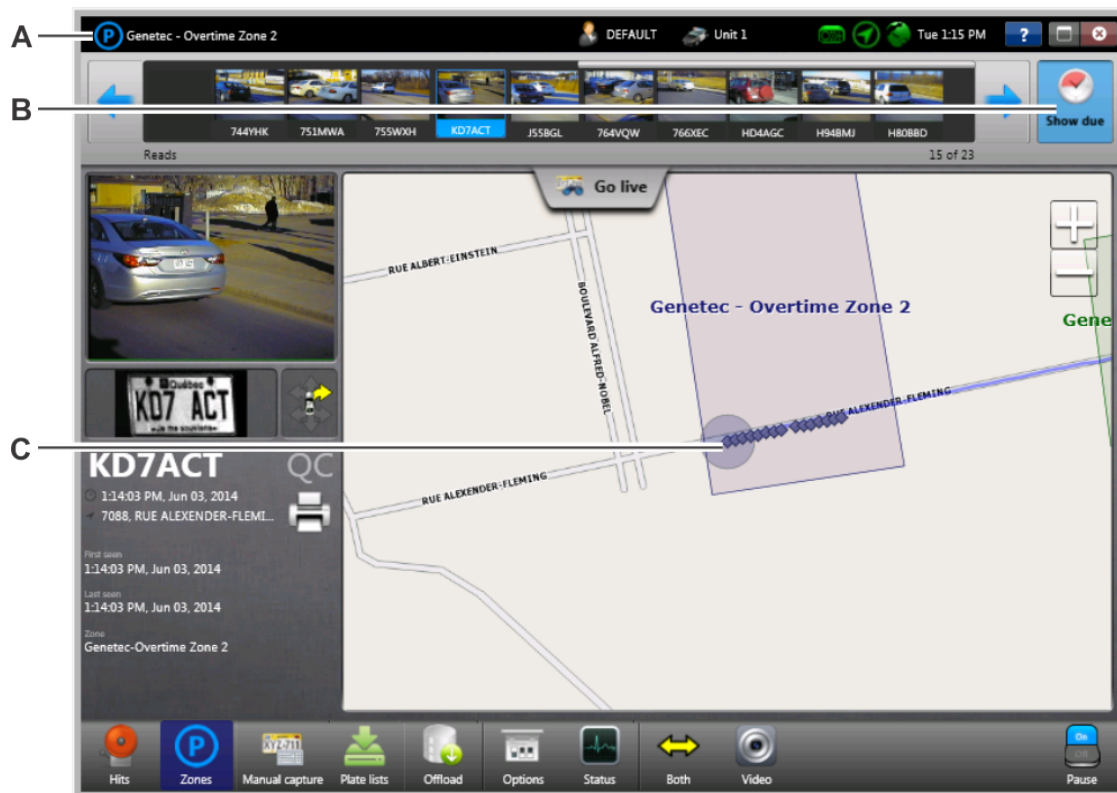
Enabled hotlists can be modified at any time.

About the Show due button

The *Show due* button displays which vehicles are due for *Overtime* enforcement. After you've done your first Patroller pass to log the parked vehicles' initial positions, tap *Show due* to see which vehicles are due for a second pass to verify for overtime violations.

The vehicles that Patroller displays on the map depend on whether or not you have an overtime zone selected:

- **With an overtime zone selected:** You'll see the due vehicles for the currently-selected overtime zone only.



- A Overtime zone selected.
- B *Show due* is active.
- C Patroller shows due vehicles for currently-selected zone.

- **If an overtime zone is not selected:** You'll see the due vehicles for all the overtime zones you've patrolled during your shift.

Selecting zones to enforce

The Zones window lets you select a zone to enforce.

Before you begin

. Configure an enforcement area (parking lot) for each enforcement rule (i.e. overtime rule) in Security Center. For more information about configuring parking lots in Security Center, see the *Security Center Administrator Guide*.

What you should know

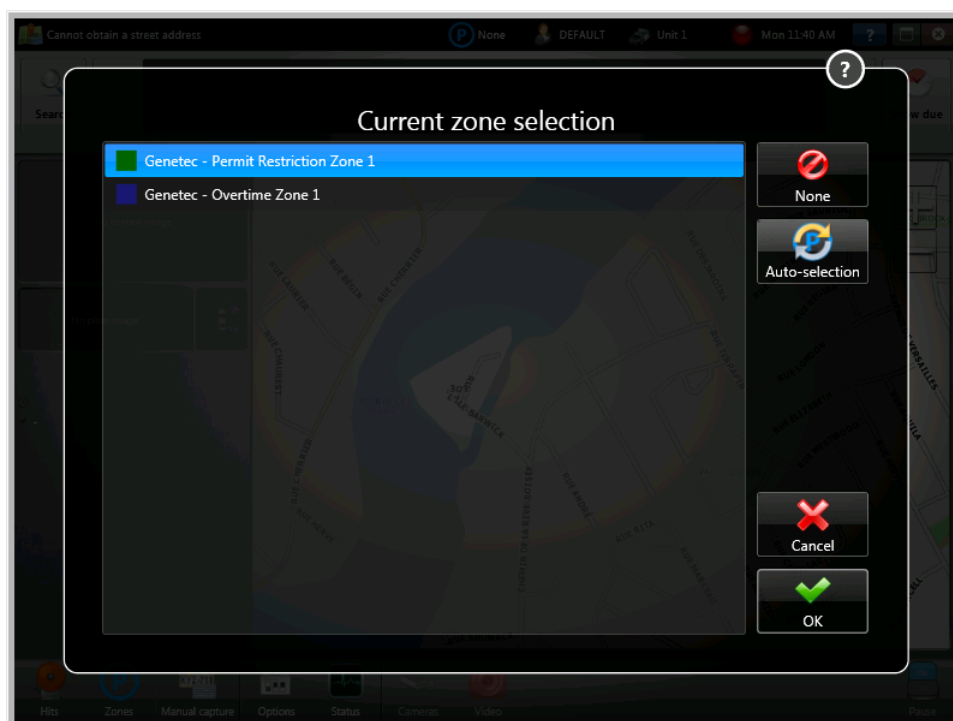
A zone is defined by the enforcement area (parking lot), and the enforcement rule that applies to that area (overtime rule or permit restriction). You can select a zone manually, or let Patroller [automatically select it for you](#) using the Auto-selection option.

- Patroller combines both the parking lot name and the enforcement rule to create the zone name. For example, the zone name *Genetec - Overtime Zone* breaks down as follows:
 - **Genetec:** This is the name given to the parking lot in Security Center.
 - **Overtime zone:** This is the name given to the overtime rule or permit restriction in Security Center.
- You may have more than one rule to choose from, so you need to know which rule applies to your patrol area. If you're using a rule and permit list together, make sure to choose the ones that correspond to each other.
- If a rule cannot be enforced it will be greyed out. For example, if you're patrolling on a weekday, a rule that applies only on weekends will be greyed out. If you have a large list of rules loaded in Patroller, this helps you see which rules you can actually enforce at the time you're patrolling.

To select a zone to enforce:

- 1 In the main Patroller window, tap **Zones**.
- 2 Select the zone you want to enforce.
- 3 Click **OK**.

Click **Cancel** at any time to return to the main window and **None** to clear the currently selected zone.



After you finish

After you select the zone to enforce, do a Patroller pass through the zone to log the parked vehicles' positions. If you're using a permit restriction, you may get hits on your first pass. If you're using an overtime rule, you'll need to do a second pass when the vehicles are due for enforcement. You can tap **Show due** in the Patroller Main window to see which vehicles are due for enforcement and where they are located.

Automatically selecting zones to enforce

The Zones window lets you automatically select a rule to enforce for the zone you're going to patrol.

Before you begin

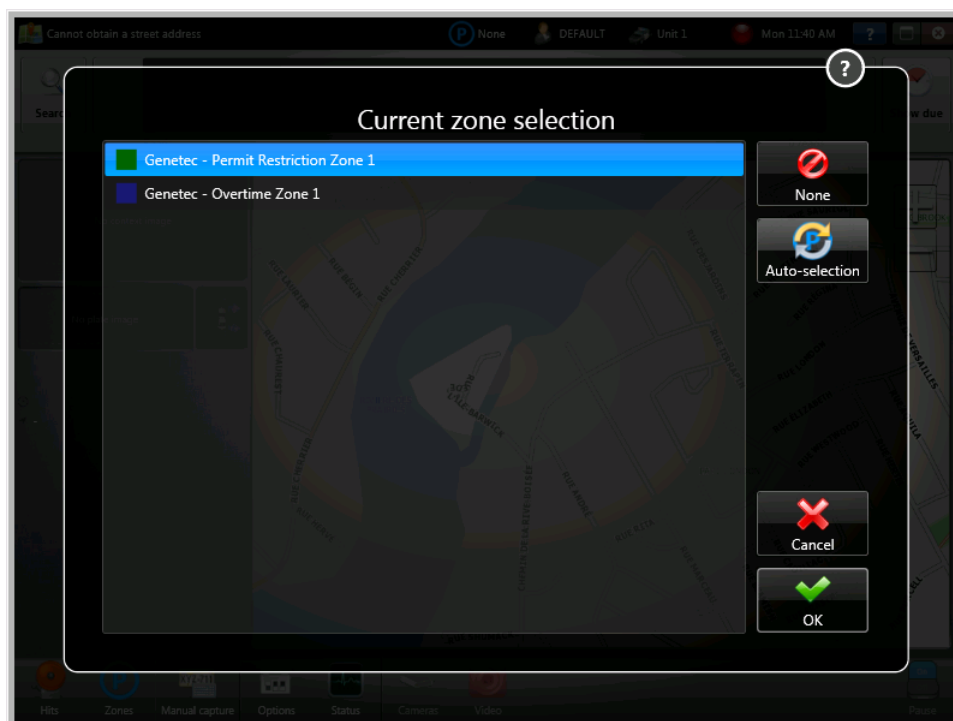
- . Configure an enforcement area (parking lot) for each enforcement rule (i.e. overtime rule) in Security Center. For more information about configuring parking lots in Security Center, see the *Security Center Administrator Guide*.
- Enable the **Use GPS** option on the *Navigation* page in Patroller Config Tool. For information about enabling this option, see the *Patroller Administrator Guide*.
- (Optional) You may want to enable the **Text-to-speech voice** option in Patroller Config Tool. This option notifies you when you are entering and exiting a zone and the name of the zone that has the overtime rule applied. For more information, see the *Patroller Administrator Guide*.

What you should know

If there is a conflict when **Auto-selection** is enabled you will be prompted to resolve it manually. For example, if two rule enforcement areas overlap, you must pick the rule you want to enforce.

To automatically select a zone to enforce:

- 1 In the main Patroller window, tap **Zones**.
- 2 Tap **Auto-selection**.



When you select **Auto-selection**, the **Current zone selection** window closes and the **Zones** icon in the Patroller main window will change to indicate that Auto-selection is on.



When you patrol through an enforcement zone with *Auto-selection* enabled the following occurs:

- A sound will notify you when the Patroller vehicle enters and exits the zone. If you have **text-to-speech** enabled you will hear the name of the zone.
- The time you enter the zone will be displayed in the Patroller main window.
- The color of the icon will change to reflect the color that was configured for the rule.

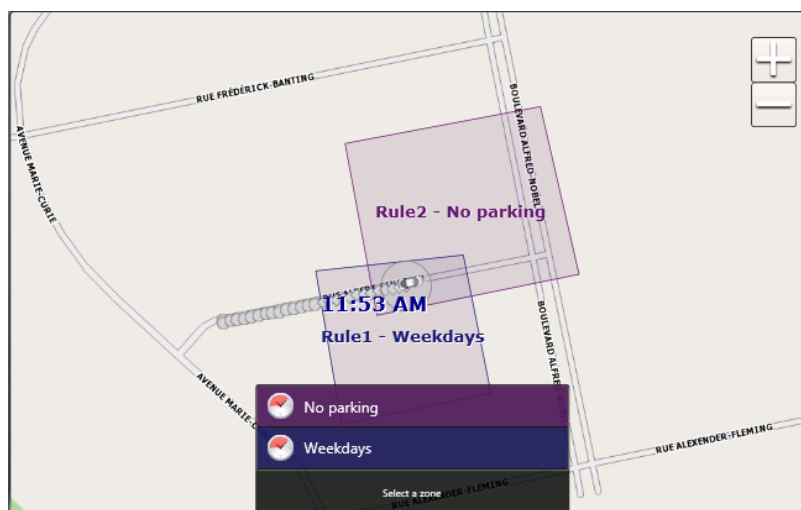
You can tap **Show due** in the Patroller main window to see which vehicles are due for enforcement and where they are located.

Rule conflicts with Auto-selection

If *Auto-selection* is enabled and two rule zones overlap, you are prompted to manually select the rule you want to enforce.

In the following example, the *No parking* overtime rule zone and the *Weekdays* overtime rule zone overlap. As soon as the Patroller vehicle enters both zones, the user is prompted to select which zone to enforce.

NOTE: If no choice is made, the first zone the Patroller entered will remain active.



Manually capturing license plates

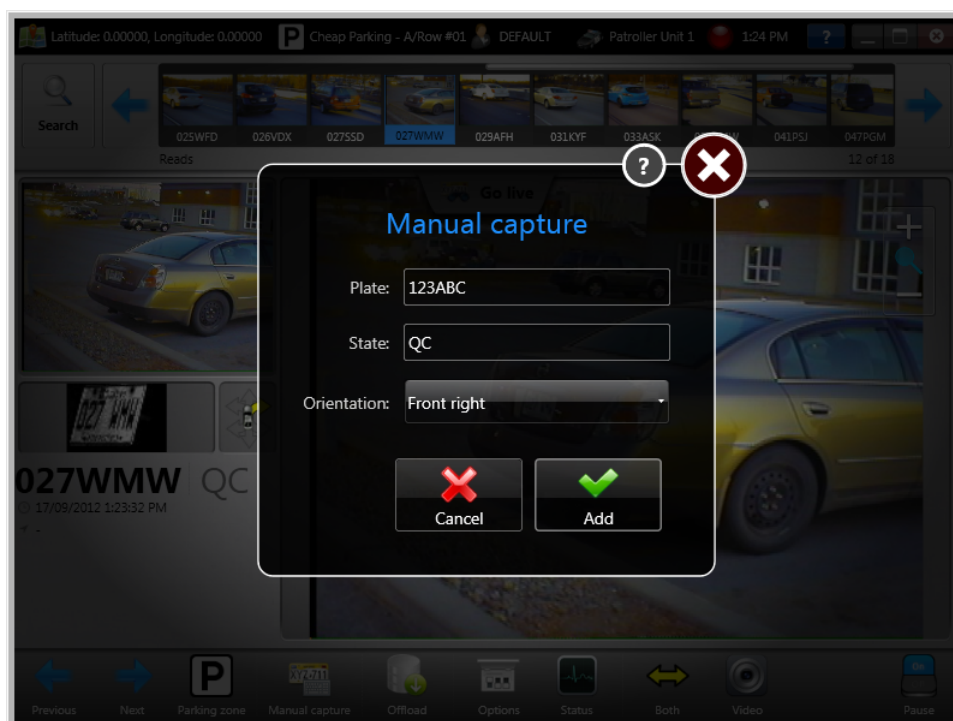
If a plate cannot be automatically read by a camera, you can manually capture a plate to add to the Patroller database.

What you should know

You can also use Manual capture for first and second pass overtime reads.

To manually capture a license plate:

- 1 In the main 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, Patroller will automatically select 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 *Patroller Administrator Guide*.

- 3 Tap **Add**.

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

Adding New Wanted plates

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

To add *New wanted* plates:

- 1 In the main 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 Patroller Standalone this option is automatically set to **None**.

The remaining fields are created and configured by 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 Patroller's local database.
- **Add & Match:** Tap this to add the New wanted entry to 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. Patroller generates a hit if the plate is captured, or matches a read that was captured in the past.

Managing New wanted entries

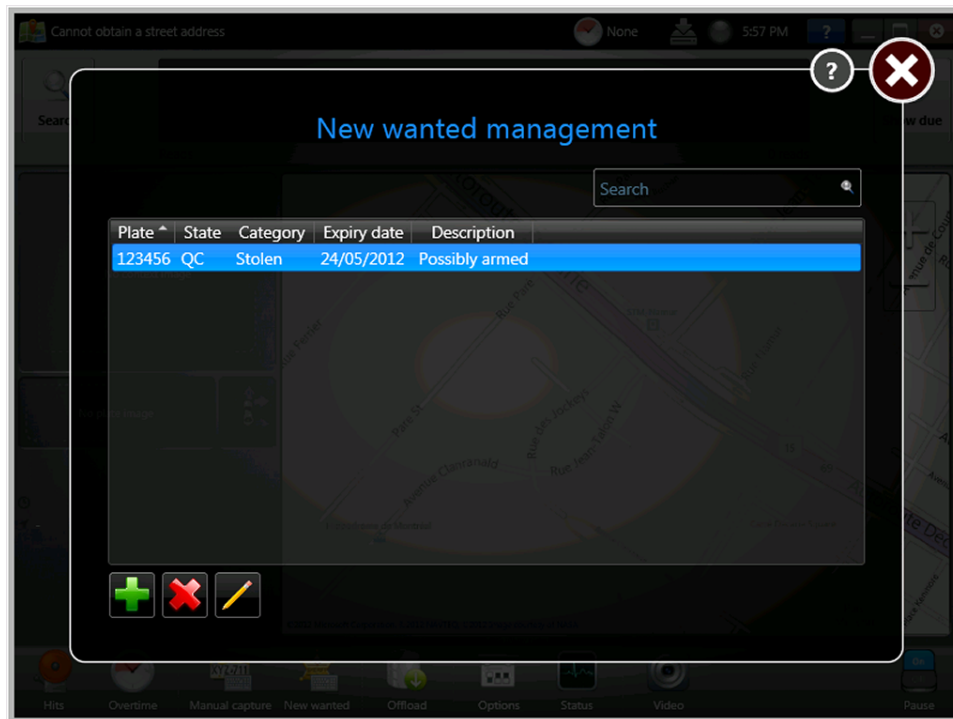
After you have added one or more *New wanted* entries, you can add, edit, delete, and search for specific entries in the list all within Patroller.

What you should know

Patroller administrators can disable this option in Patroller Config Tool.

To manage *New wanted* entries:

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



- 2 Do one of the following:
 - Tap add (+), delete (X), or edit (pencil) 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

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. 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.

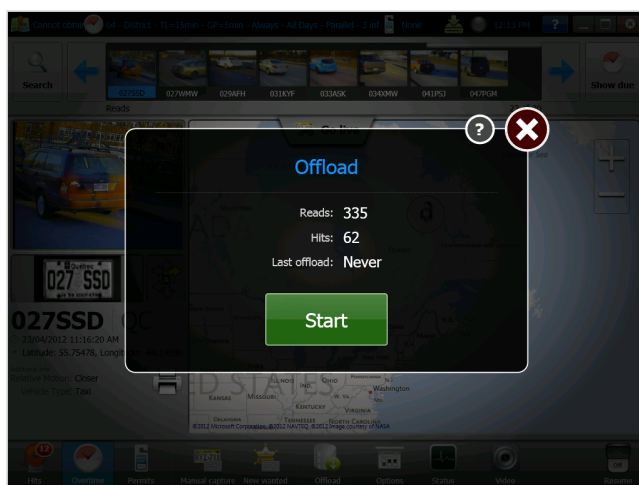
If for some reason an offload cannot complete, the next time you start Patroller you will see a yellow offload icon (🟡) in the notification bar to indicate that there are still pending reads to be offloaded. Click directly on the icon to start the offload immediately. Alternatively, you can perform the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

To offload your data to Security Center:

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

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

Depending on how 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 Patroller is configured to offload data wirelessly to Security Center, you don't need to do anything else. The offload is complete.
- If 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 Patroller Config Tool. For more information about offloading Patroller data, see the *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 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](#) on page 11

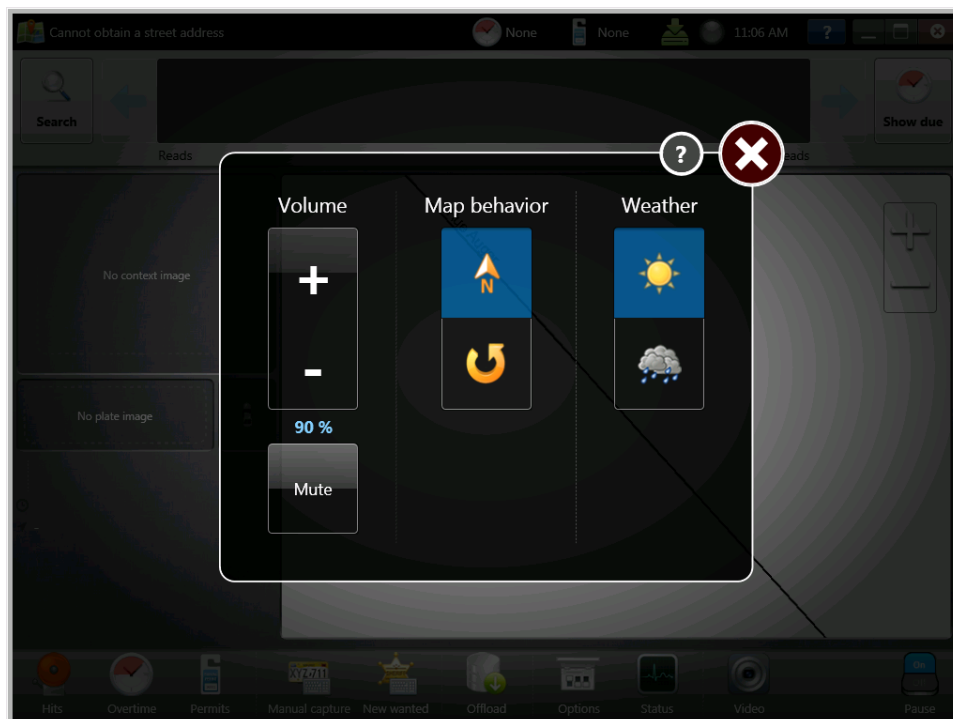
Configuring your Patroller options

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



To configure your Patroller options:

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

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



- 2 Configure the following options:

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

NOTE: If 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

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

Before you begin

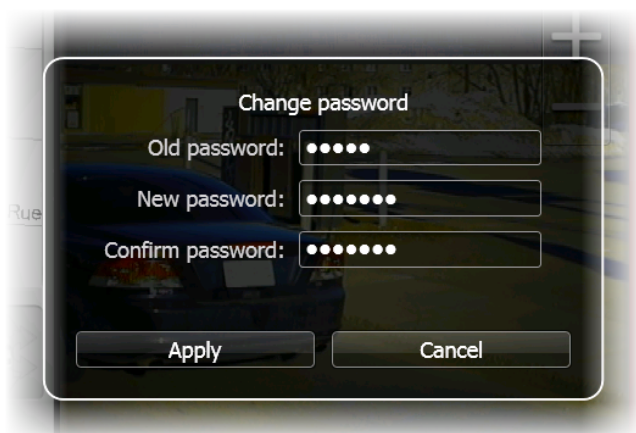
To change your password, you require the following:

- You must be connected to Security Center (e.g. in range of the wireless network).
- In 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 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 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 Patroller statistics from the *Status* screen.

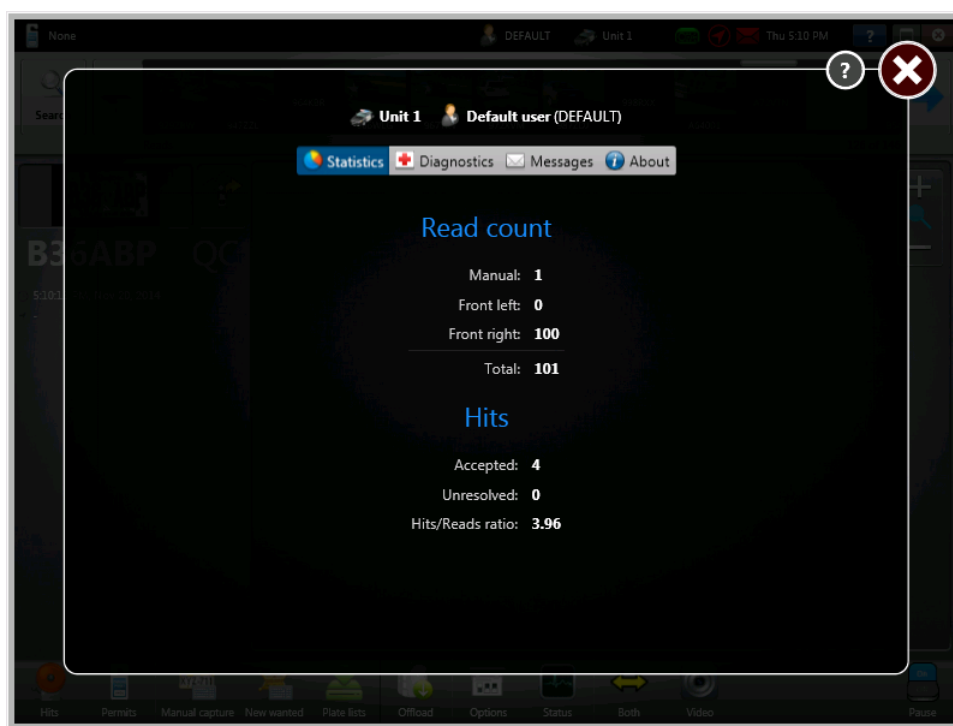
What you should know

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

To view your Patroller statistics:

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

NOTE: The following screenshot is an example. The information displayed in the window varies depending on the 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).

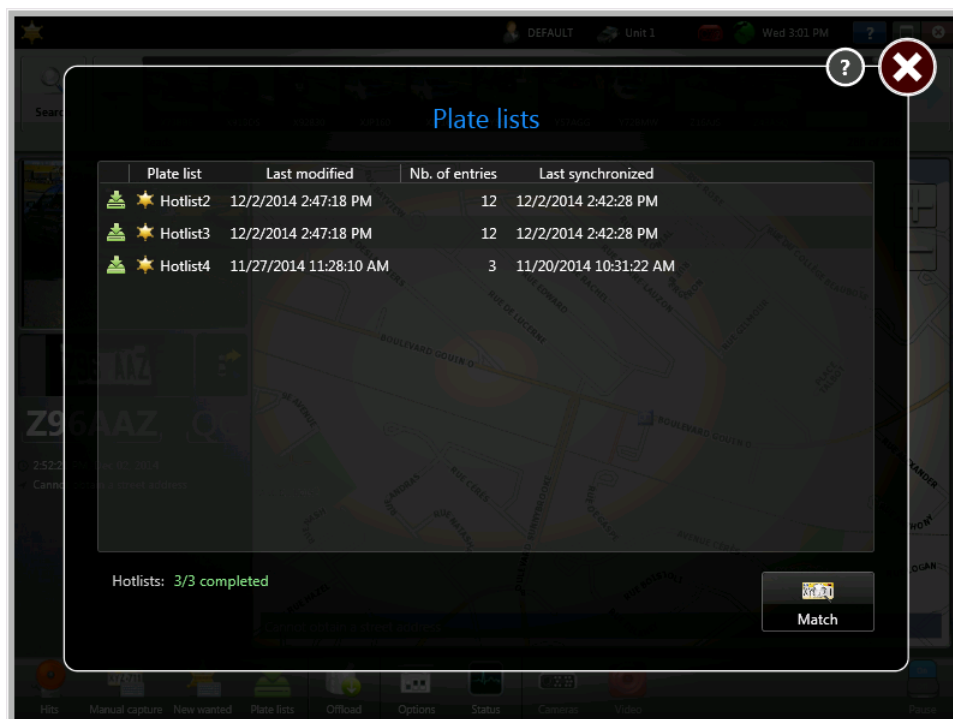
- **Count:** (City, University only) Shows how many hits received for the permit restrictions and overtime rules.
- **Accepted:** Number of hits you have accepted.
- **Unresolved:** Number of pending hits that you have not accepted or rejected.
- **Hits/Reads ratio:** The ratio of hits to reads.

Viewing your downloaded plate lists




If you want to see information on files that were downloaded to 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 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 Patroller side. Check for errors and/or restart Patroller.
 - **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 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.

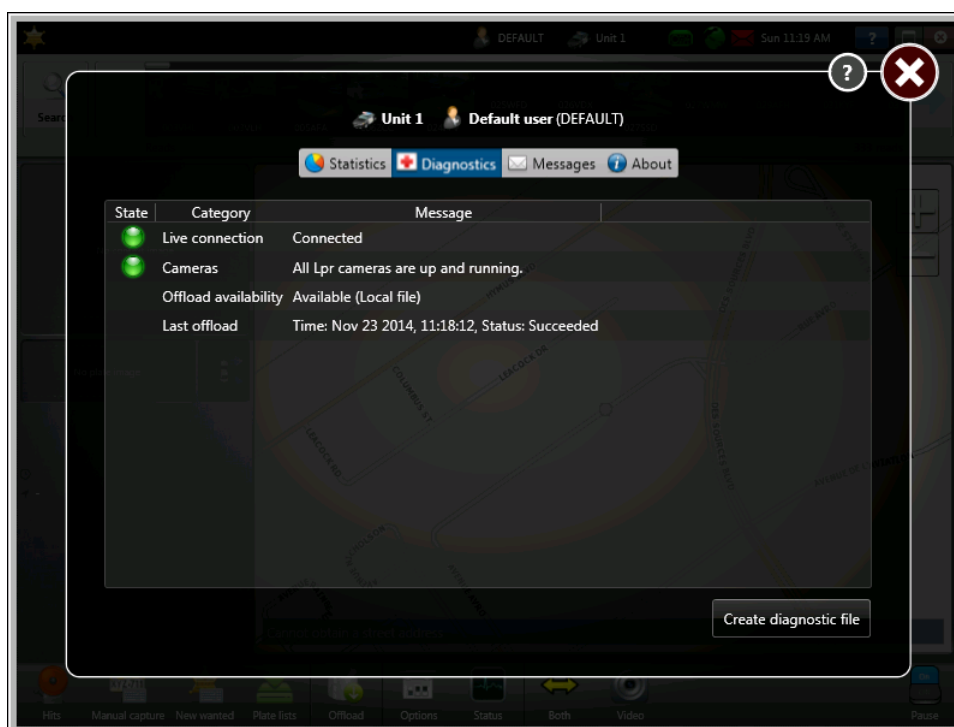
What you should know

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 Patroller window, tap **Status**, then tap **Diagnostics**.

NOTE: The following screenshot is an example. The information displayed in the window varies depending on the 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

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

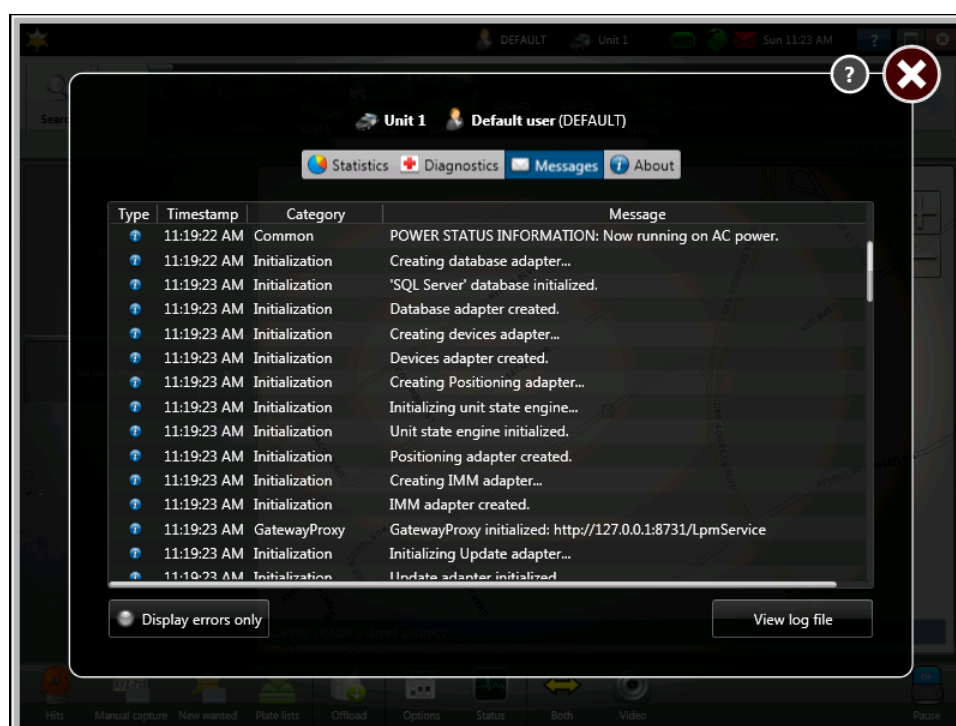
What you should know

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 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:

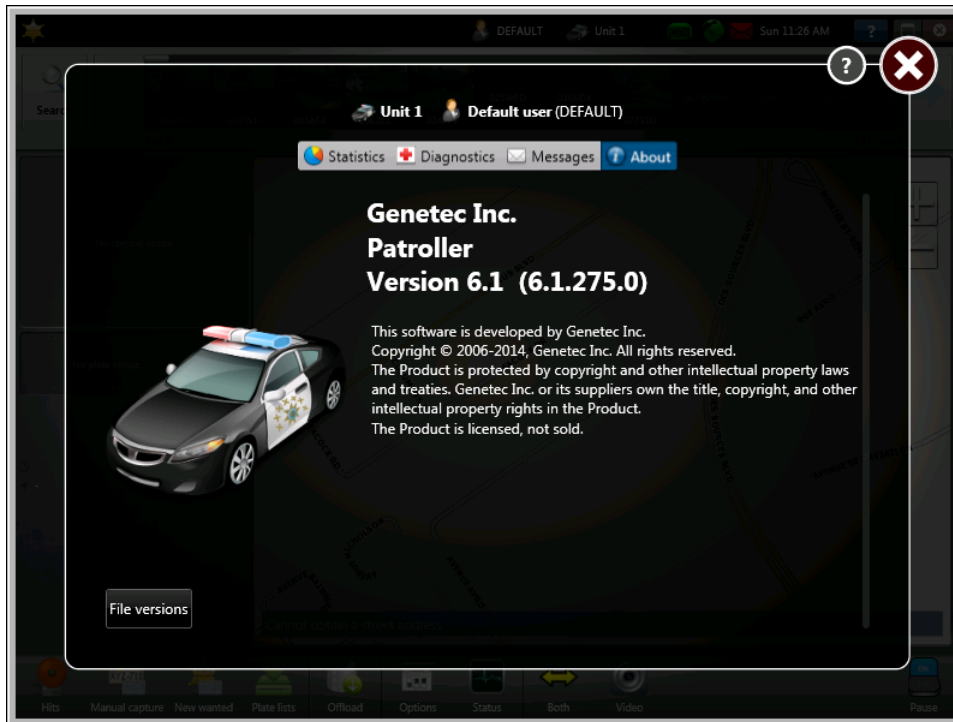
- **Type:** Type of message.
 - **Timestamp:** When the process occurred.
 - **Category:** Which category the process falls under (e.g. initialization, database, etc).
 - **Message:** Detailed message about the status of the process.
- 2 To show only the error messages, click **Display errors only**.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

Checking your Patroller version

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

To check your Patroller version:

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



- 2 (Optional) Click **File versions** to display file version information that can help you troubleshoot 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 active. You can turn plate reading on or off for any individual Sharp camera installed on your vehicle. If you have only one camera, you can use the Pause/Resume button in the Patroller main window to turn it on or off.

To turn cameras on and off:

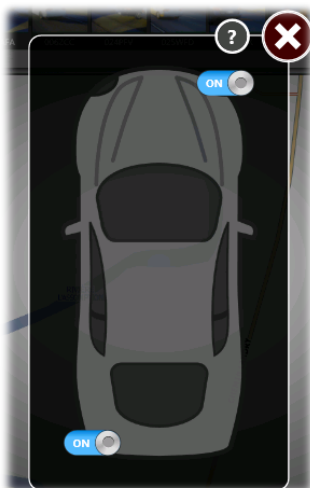
- From the Patroller main window, do *one* of the following, depending on how Patroller is configured:

- 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).






Sharp camera icons

The icon displayed in the 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 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.

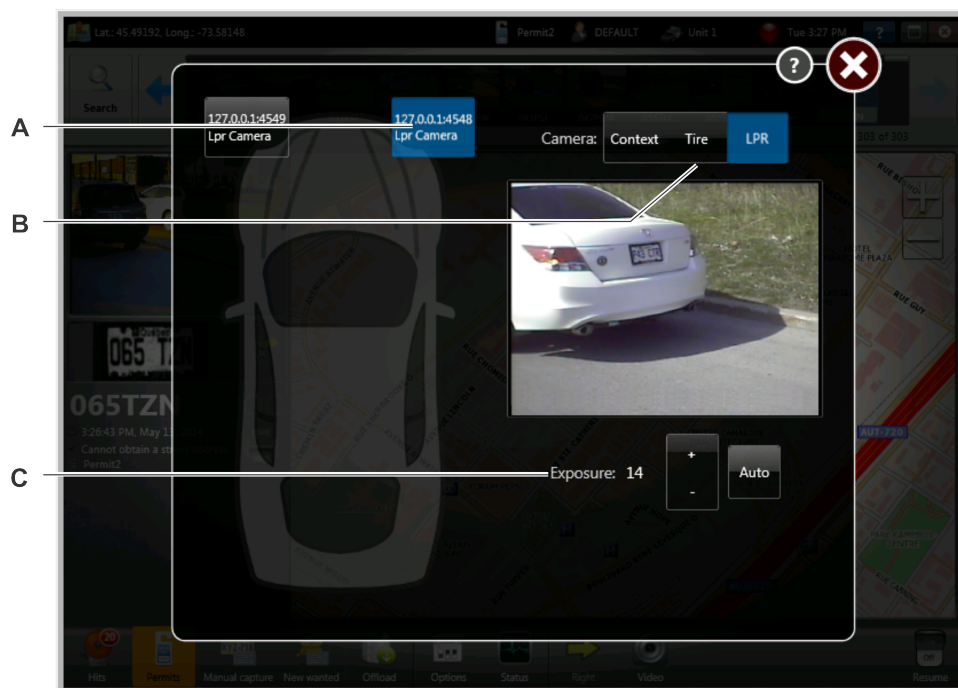
Icon	What it means
	This means you have two Sharp cameras installed (front-left and front-right), but only the front-left is reading plates.

Icon	What it means
	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

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 Patroller automatically calculate the exposure.

Updating Patroller or Sharp Cameras

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

Before you begin

Close Patroller Config Tool.

What you should know

The update icon (🔧) appears in the Patroller notification bar when you need to update 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 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 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 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 Patroller or a Sharp camera:

- 1 Tap the update icon (🔧) in the Patroller notification bar.

A window appears displaying the available updates.



- 2 Tap the Patroller icon (or Sharp icon, if applicable) to proceed with the update.

Patroller shuts down, and restarts when the update is complete.

Automatic rollback

An automatic rollback occurs when 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 Patroller Config Tool open when attempting the update).

Patroller shuts down to process an update. While Patroller is shut down, if the Updater Service can't complete the update, it automatically rolls back Patroller in the background. When 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 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 Patroller administrator for assistance.

Related Topics

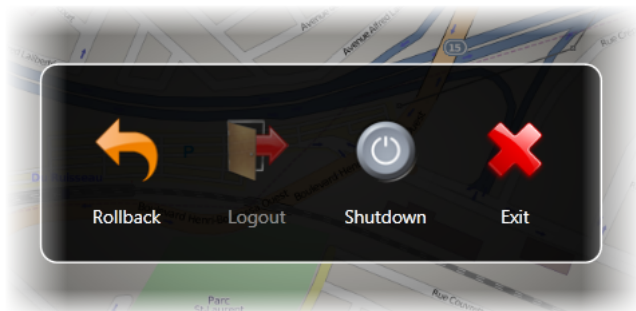
[Viewing your list of error messages](#) on page 44

Rolling back Patroller or Sharp updates

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

To roll back Patroller or Sharp upgrades:

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



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

Troubleshooting

This section describes some of the common issues you may encounter while using AutoVu 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 system starts"](#) on page 52
- ["Troubleshooting: Log on failed \(invalid credentials\)"](#) on page 53
- ["Troubleshooting: Log on failed \(locked user account\)"](#) on page 54
- ["Troubleshooting: Map is white and only Patroller icon is displayed"](#) on page 55
- ["Troubleshooting: Patroller position on map does not match actual position"](#) on page 56
- ["Troubleshooting: Patroller is running but not receiving plate reads"](#) on page 57
- [" Troubleshooting: Sharp losing connectivity and live feed not working"](#) on page 58
- ["Troubleshooting: Patroller not generating hits for plates on a known hotlist"](#) on page 59
- ["Troubleshooting: Manual capture of plate on a known hotlist not generating a hit"](#) on page 60
- ["Troubleshooting: Offload takes longer than usual"](#) on page 61
- ["Troubleshooting: Sharp not detected after docking in-vehicle computer"](#) on page 62
- ["Troubleshooting: Cannot review acknowledged hits"](#) on page 63
- ["Troubleshooting: Problems after upgrading Patroller "](#) on page 64
- ["Troubleshooting: Blue screen in Context Camera screen in Sharp Portal "](#) on page 65

Troubleshooting: Blank screen when 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)

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)

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 Patroller administrator.

TRY THIS:

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

Troubleshooting: Map is white and only Patroller icon is displayed

If the Patroller map is all white and only the 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: Patroller position on map does not match actual position

If the 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 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 Patroller as follows:
 - a) In 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: Patroller is running but not receiving plate reads

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

What you should know

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

TRY THIS:

- In the main Patroller window, verify that the **Pause/Resume reads** toggle is set to **On**.
- Verify that Patroller is connected to the Sharp cameras as follows:
 - a) From the main 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 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 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 Patroller administrator if you suspect this may be the issue.

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

If 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 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 Patroller administrator has not specified a "reject count" for the Patroller unit.
A "reject count" specifies that after a predetermined number of unacknowledged hits, Patroller automatically rejects all subsequent hits.

Troubleshooting: Manual capture of plate on a known hotlist not generating a hit

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: 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 Patroller has successfully downloaded the hotlist, as follows:
 - a) In 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 Patroller has successfully parsed the hotlist file, as follows:
 - a) In 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 Patroller administrator for more information.
- Make sure that your 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

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 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

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 Patroller

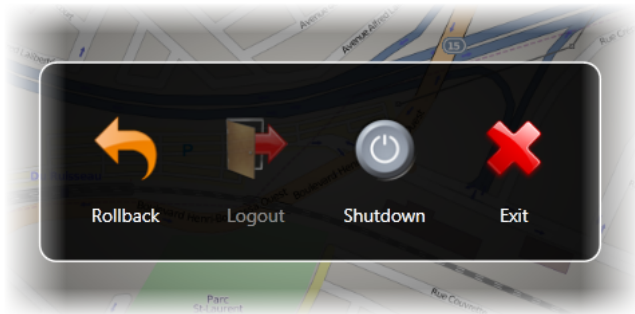
If you are experiencing problems after you have updated Patroller, you can roll back the updates and restore Patroller to its previous state.

What you should know

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

To troubleshoot problems after upgrading Patroller:

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



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

Related Topics

[Rolling back Patroller or Sharp updates](#) on page 50

[Automatic rollback](#) on page 50

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 Technical Information Site:** The latest version of the documentation is available from the [Documents](#) page of the Technical Information Site. To access the Technical Information Site, simply log on to [GTAP](#) and click the tab for the Technical Information Site.
- **Installation package:** The documentation is available in the Documentation folder of the installation package. Some of the 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. 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 Genetec customer, you have access to the Genetec Technical Information site, where you can find information and search for answers to your product questions.

- **Genetec Technical Information Site:** Browse over 5000 articles or download one of our many technical publications to find information on how to deploy and use Genetec products. Prior to contacting GTAC or opening a support case, it is recommended to search the Technical Information Site for potential fixes, workarounds, or known issues. To access the Technical Information Site, simply log on to [GTAP](#) and click the tab for the Technical Information Site.
- **Genetec Technical Assistance Center (GTAC):** Live support is available during business hours over the phone or using GTAP chat at <https://gtap.genetec.com/Cases>. For GTAC's contact information in your region see the Contact page at <https://gtap.genetec.com>.

NOTE: To obtain phone support, you must provide a certification number and the last six digits of your system ID. Refer to the [Genetec Training FAQ](#) for more information.

NOTE: To open a case with GTAC, you must provide your System ID (Omnicast, Synergis and Security Center) and/or SMA contract number. In addition, for Genetec hardware controllers and appliances, you'll need the software revision number (image version).

Additional resources

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

- **GTAP Forum:** The Forum is an easy-to-use message board that allows clients and Genetec staff to communicate with each other and discuss a variety of 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/Services>.