



Genetec
Patroller.™

Genetec Patroller™
University Parking Enforcement
User Guide 6.7

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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.

This guide assumes that Genetec 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.

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.

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Introducing AutoVu Patroller

This section includes the following topics:

- ["What is Patroller"](#) on page 2
- ["Workflow for University Parking Enforcement"](#) on page 3
- ["Logging on to Patroller "](#) on page 5
- ["Logging off from Patroller "](#) on page 6
- ["Patroller main window for University Parking Enforcement"](#) on page 7
- ["Notification bar in Patroller"](#) on page 10

What is Patroller

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

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

- Verify license plates read from ALPR 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.

Workflow for University Parking Enforcement

This section provides an overview of a typical University Parking Enforcement workflow. Depending on how Genetec 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 from Patroller on page 35
<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 5
<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 47 • Video window in Patroller on page 49
<input type="checkbox"/> Check Security Center 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 in Patroller on page 10 • Viewing your list of error messages in Patroller on page 45
<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 in Patroller on page 10 • Viewing your downloaded plate lists in Patroller on page 43
<input type="checkbox"/> Check enforcement rules	Tap Zones to see if Patroller downloaded the correct zones.	Selecting zones to enforce in Patroller on page 28

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	Select the zone to enforce. The zones closest to you are displayed at the top of the list. NOTE: The Patroller notification bar and toolbar buttons change color to match the selected zone.	Selecting zones to enforce in Patroller on page 28
<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 in Patroller on page 28 About the Hits button in Patroller on page 13
<input type="checkbox"/> (Overtime zone) Show due vehicles	After you have done your first pass, tap <i>Show due</i> to see which vehicles are due for enforcement in chronological order.	About the Show due button for University Parking Enforcement on page 27
<input type="checkbox"/> (Overtime zone) Select the zone	Select the overtime zone to enforce, then do your second pass. If any vehicles are in violation, respond to hits as needed.	<ul style="list-style-type: none"> Selecting zones to enforce in Patroller on page 28 About the Hits button in Patroller on page 13
<input type="checkbox"/> Perform past read matching	Match previously captured reads with a new or updated hotlist.	Performing past read matching in Patroller on page 24

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 Patroller on page 19
<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 Patroller on page 35
<input type="checkbox"/> Log off	Depending on how your system is configured, logging off may occur automatically when you offload data.	Logging off from Patroller on page 6

Logging on to Patroller

Genetec 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™ 6.7**, and then tap **Genetec Patroller™**.
- 2 Enter your username and/or password, if required.
- 3 Tap **OK**.

The Patroller main window appears.

Logging off from Patroller

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

To log off Patroller:

- 1 Close the Patroller window.

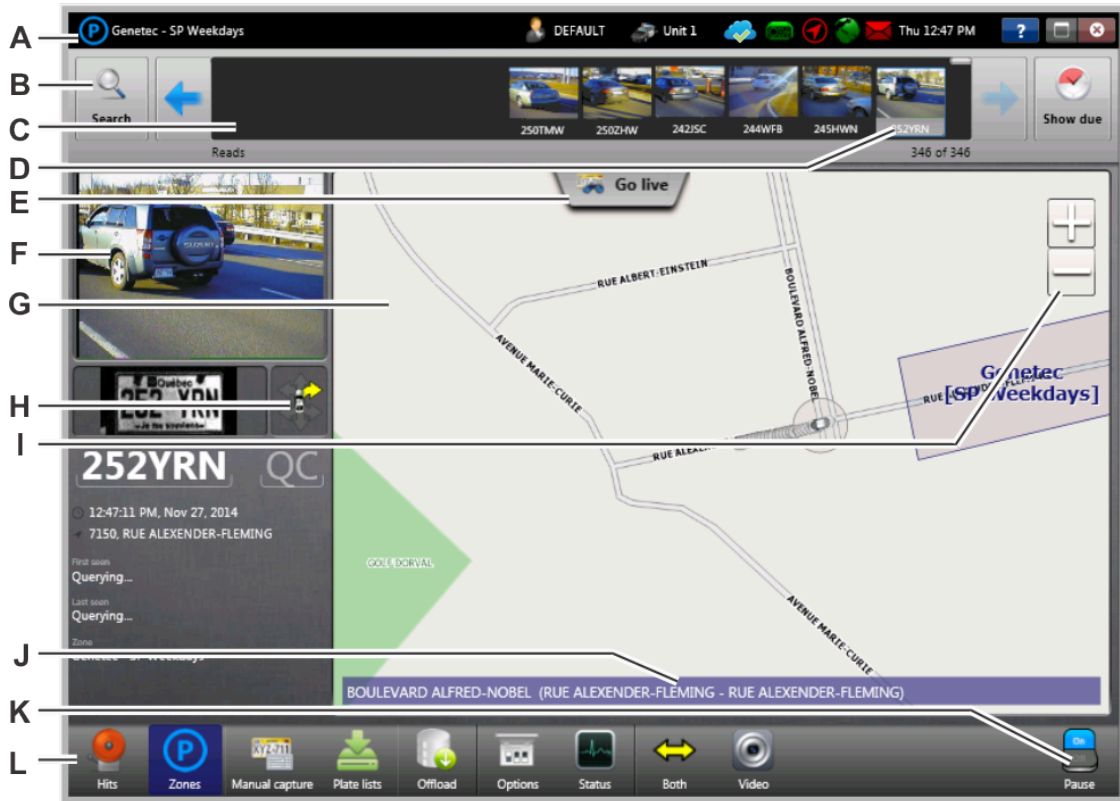
The Patroller log off window appears.

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.

Patroller main window for University Parking 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
The information displayed in the notification bar depends on how Patroller is configured.

Generally, you will 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 did not complete in a previous session.

The cloud icon shows whether or not Patroller is sharing plate reads with other patrol vehicles.

B Search
Search for captured reads and hits.

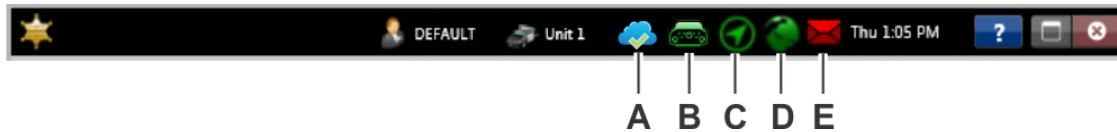
C	Plate review reel	<p>See plate reads live as they occur.</p> <p>Depending on how Patroller is configured, a hit causes the plate review reel to switch from displaying reads to displaying unacknowledged hits.</p> <p>You can review reads and hits from the plate review reel, and search for specific license 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.
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	To exit <i>review mode</i> and return to <i>live mode</i> , tap Go live .
F	Information panel	See information about a read or hit such as the context image, ALPR 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 gray, 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 gray, hits are in green. Diamond (Overtime rules): Overtime rule or zone selected. Reads are in gray, 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. Tap 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 patrol vehicle'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 patrol vehicles or Security Center.• Plate lists: Tap to display active hotlists and permit lists. You can also perform past read matching.• Offload: Offload ALPR 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 unit's ALPR camera or context camera. If installed, you can also view the tire cameras' video feed.

Notification bar in Patroller

The Genetec 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.

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 Plate link icon	<p>The icon shows whether or not 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 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 <i>Status</i> 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 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 Patroller Standalone)	<p>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.</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>

NOTE: The connection status icons are always displayed in the notification bar, but the **Offload icon** (📶) is only displayed when an offload from a previous session was not complete. You can tap the icon in the notification bar to perform the offload immediately or wait until a later time to do it. Note that this icon is not applicable to Patroller Standalone systems.

Working with Patroller

This section includes the following topics:

- ["Searching for license plates in Patroller"](#) on page 12
- ["About the Hits button in Patroller"](#) on page 13
- ["Accepting and rejecting hits in Patroller"](#) on page 18
- ["Reviewing acknowledged hits in Patroller"](#) on page 19
- ["Hit accept reasons in Patroller"](#) on page 20
- ["Hit reject reasons in Patroller"](#) on page 21
- ["Enforced hit attributes in Patroller"](#) on page 22
- ["Editing reads in Patroller"](#) on page 23
- ["Performing past read matching in Patroller"](#) on page 24
- ["Selecting hotlists"](#) on page 25
- ["Muting hotlist hits in Patroller"](#) on page 26
- ["About the Show due button for University Parking Enforcement"](#) on page 27
- ["Selecting zones to enforce in Patroller"](#) on page 28
- ["Automatically selecting zones to enforce in Patroller"](#) on page 30
- ["Manually capturing license plates in Patroller"](#) on page 32
- ["Adding New Wanted plates in Patroller"](#) on page 33
- ["Managing New wanted entries in Patroller"](#) on page 34
- ["Offloading your data to Security Center from Patroller"](#) on page 35
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- ["Turning Sharp cameras on and off"](#) on page 47
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- ["Shortcut keys in Patroller"](#) on page 50

Searching for license plates in Patroller

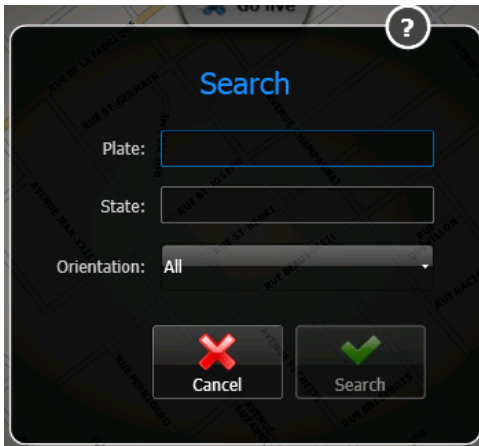
The Search option allows you to search the system's list of captured reads and hits for a specific license plate.

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 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 in 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.

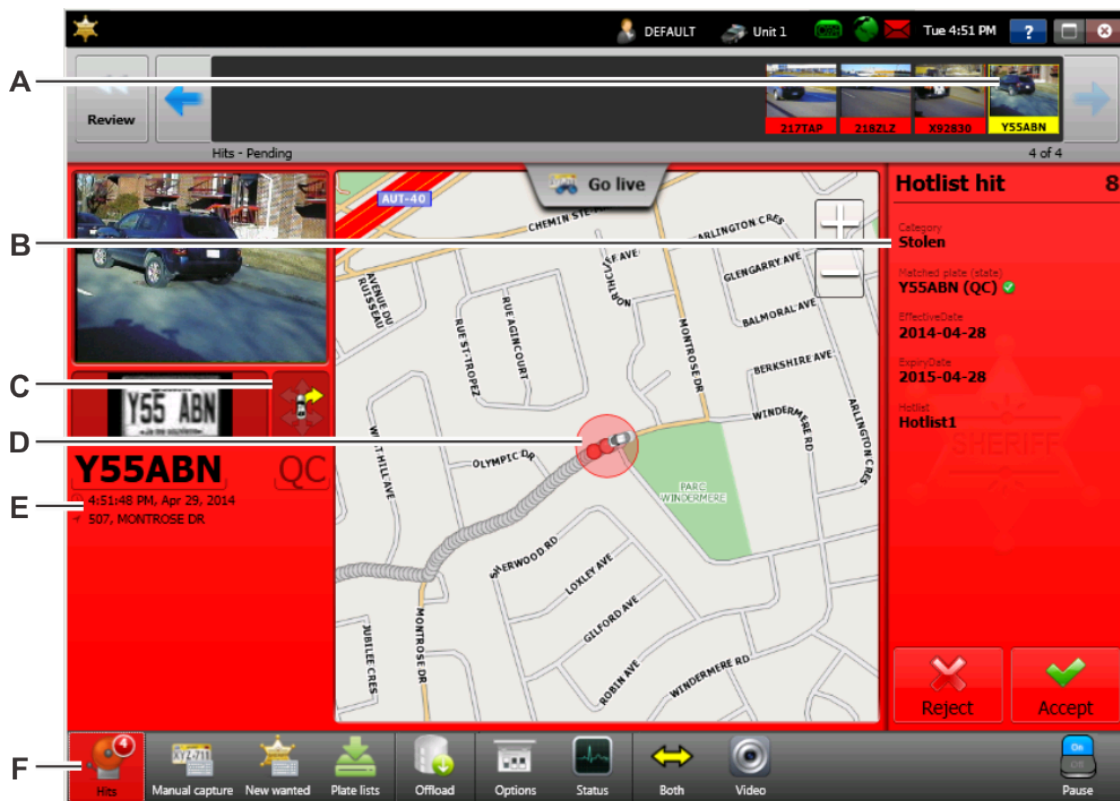
Depending on how Patroller is configured, the Patroller plate review reel may automatically switch from displaying reads to displaying unacknowledged hits. Patroller continues to read plates in the background.

About hotlist hits



A hotlist is 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 screen capture 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.

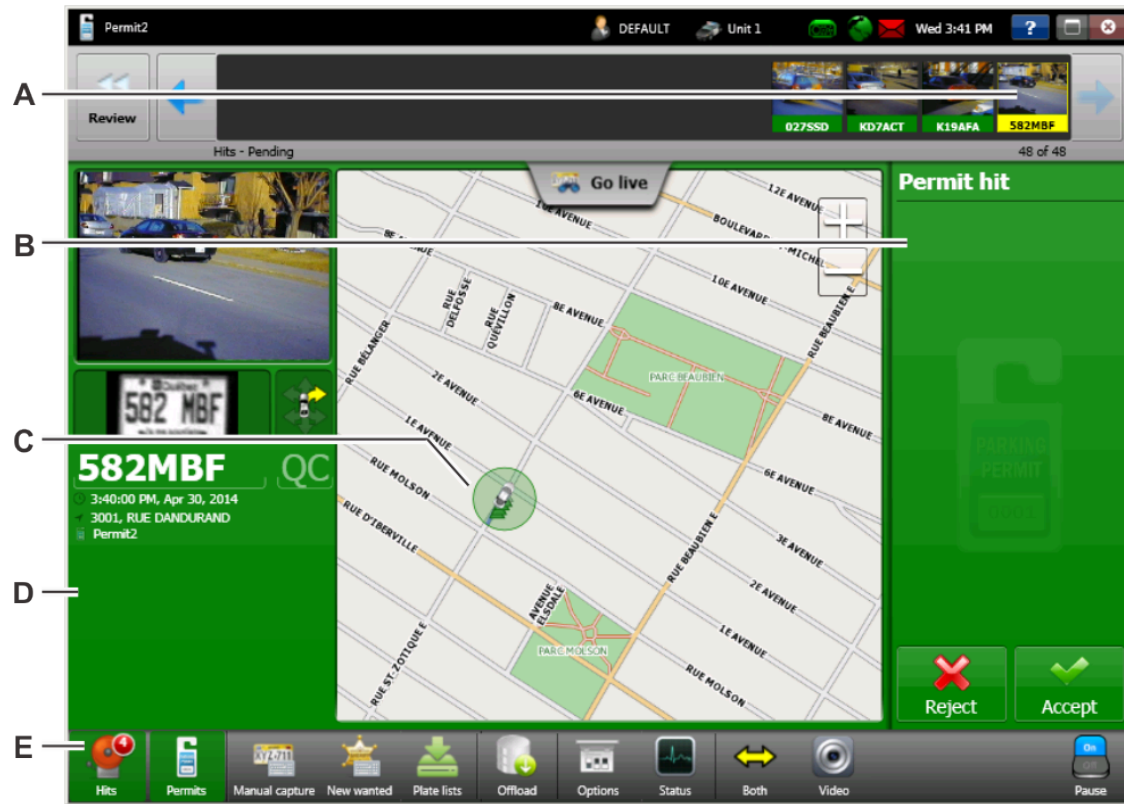
B	Hit panel	<p>Displays information about the hit such as the Category, Make, and so on. The “matched plate (state)” information is particularly useful as it lets you know which plate on the hotlist generated the hit.</p> <ul style="list-style-type: none"> • If the matched plate is identical to the plate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

Patroller administrators can configure the color of permit hits.

NOTE: The following screen capture 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	The scrollbar shows all unacknowledged hits (not 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 selected hit	Two images are shown because an shared permit hit means that two vehicles are using one permit at the same time.
D	Information panel	Shows information on the vehicle and plate. <ul style="list-style-type: none"> • 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.

About overtime hits for University Parking Enforcement

An overtime rule specifies when and for how long a vehicle is allowed to park in designated areas.

NOTE: Genetec Patroller™ administrators can configure the color of overtime hits. The color shown here is only one example.



A	Currently selected hit	<p>The plate review reel shows all the hits that have not yet been 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 currently selected hit	<p>Two images are shown because an overtime hit depends on the comparison between two time stamps (patrol vehicle's first and second pass).</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.
E	Unacknowledged hits	<p>Tap <i>Hits</i> to display the list of all unacknowledged hits.</p>

Accepting and rejecting hits in Patroller

When a hit occurs, Genetec Patroller changes to *review mode* and displays the hit. You must decide if the hit is valid and if the hit should be enforced.

What you should know

- Depending on how the system is configured, the following reads might be sent to Security Center.
 - All license plate reads
 - Hits that are enforced
 - Hits that are not enforced
 - Hits that are rejected
- In some systems, the administrator might configure Genetec Patroller™ to automatically accept and enforce every hit without any user interaction required.
- 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 Patroller window, tap **Hits**.
The unacknowledged hit list appears in the plate review reel.
- 2 Tap a hit and review the provided information. Tap **Reject** or **Accept**.
 - **Reject:** Select this if the information does not match and is not a real hit. Rejected hits are removed from the unacknowledged hit list.
 - **Accept:** Select this if the information displayed for the hit matches the image and you can confirm that the hit is valid.

NOTE: Depending on which mode you are working in and how Patroller is configured, you might be required to provide additional information when accepting a hit.
- 3 Tap **Enforce** or **Do not enforce**.
 - **Enforce:** Select this if a citation should be issued for the vehicle.
 - **Do not enforce:** Select this if the hit is valid, but you do not want to issue a citation. The read is removed from the unacknowledged hit list. If the plate is read again, it generates another hit.

NOTE:

 - When a hit is accepted but not enforced,
 - Depending on which mode you are working in and how Patroller is configured, you might need to enter additional information when you enforce a hit.
- 4 Tap **Go live** and continue patrol.

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

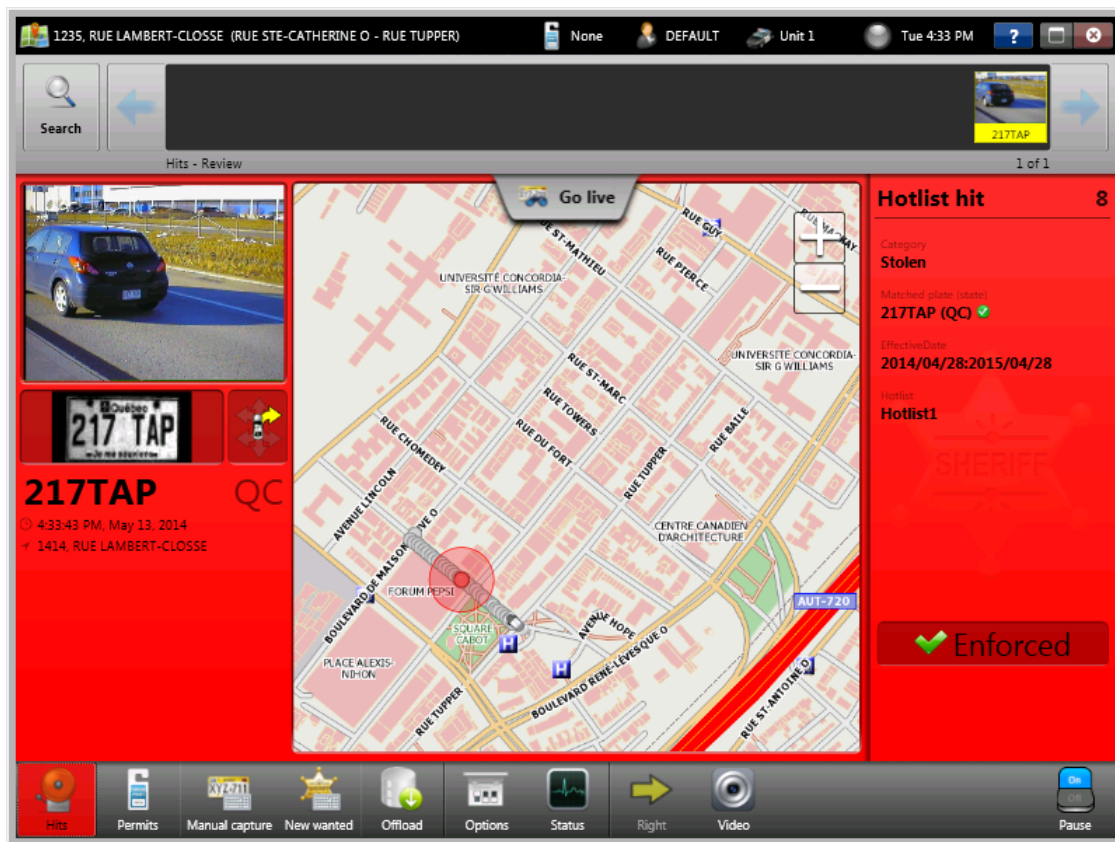
To review your acknowledged hits:

- 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 screen capture is an example. The information displayed in the window varies depending on the Patroller mode you are running.



Hit accept reasons in Patroller

Hit accept reasons allow you to provide more information about a hit to Genetec 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 in Patroller

Hit reject reasons allow you to provide more information to Genetec 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 in 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 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 in 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 Genetec 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 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 in 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

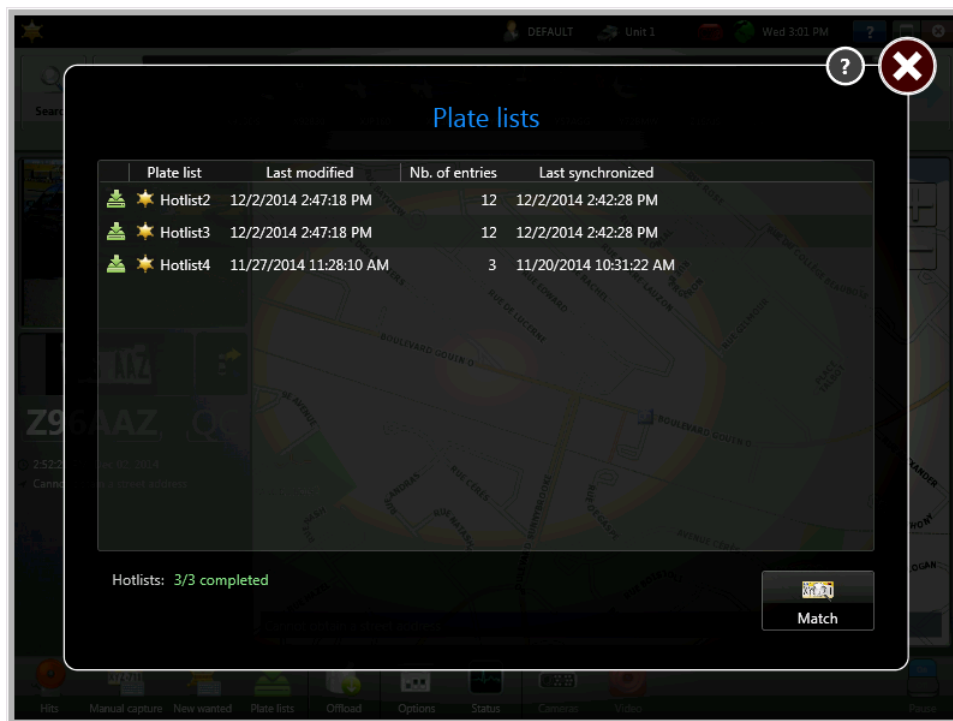
Enable past read matching in Genetec Patroller™ Config Tool, and specify how far back (in hours) you want to search in the Patroller database. For more information about enabling this option, see the *Genetec Patroller™ Administrator Guide*.

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.

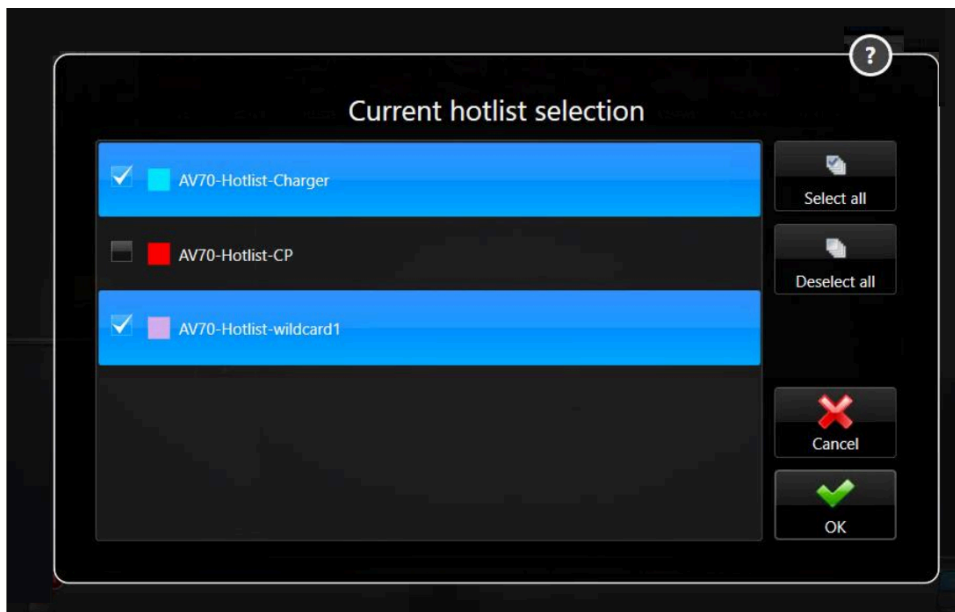
What you should know

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

NOTE: The ability to select hotlists must be enabled by an administrator of the system. The **Hotlist** icon does not appear if the feature is not enabled or if there is only one hotlist.

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 Tap **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.

Muting hotlist hits in Patroller

When a hotlist hit occurs, the system plays a sound to notify you. You can mute notifications from specific hotlists. For example, you could choose to only hear the notification sound for your hotlist for stolen vehicles.

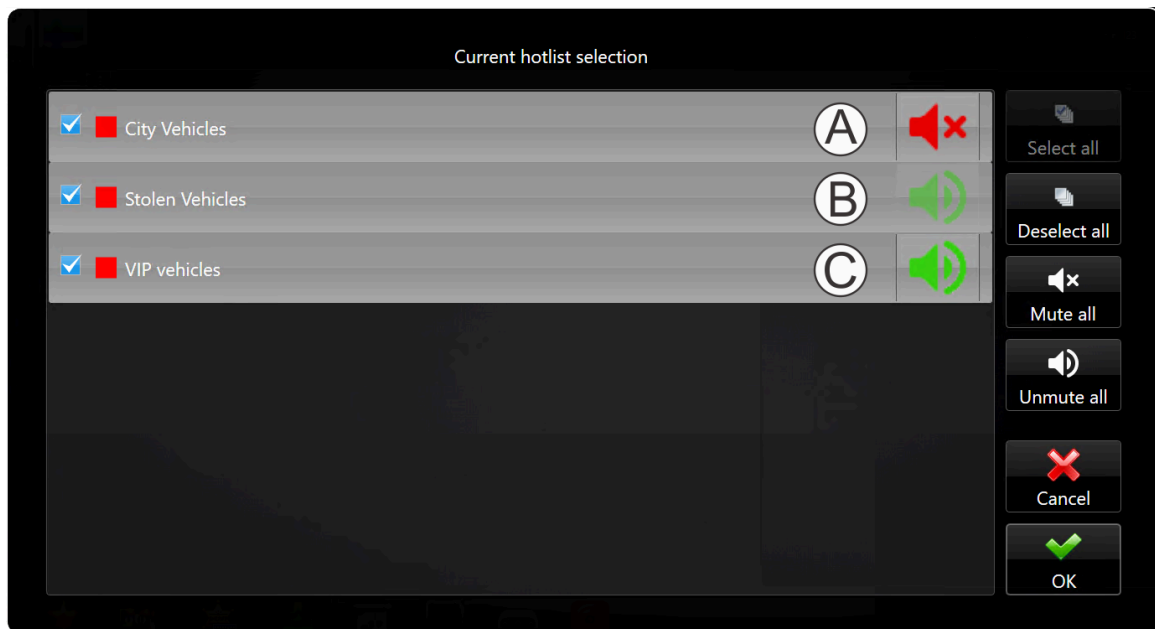
What you should know

- Every time the Patroller application is started, all hotlists are unmuted.
- Hotlists might be configured so that they cannot be muted.
- The *New Wanted* hotlist is not displayed on the hotlist page and cannot be muted.
- When a hit occurs on a muted hotlist, the hit is not displayed in review mode. Depending on system configuration, the hit might be available in the list of unacknowledged hits.

To mute hotlist hits:

- 1 Open the hotlist selection screen.
- 2 For each hotlist, click the icon to mute (🔊) or unmute (🔇) individual hotlists.

NOTE: If you have many hotlists, you can **Mute all** or **Unmute all** hotlists.



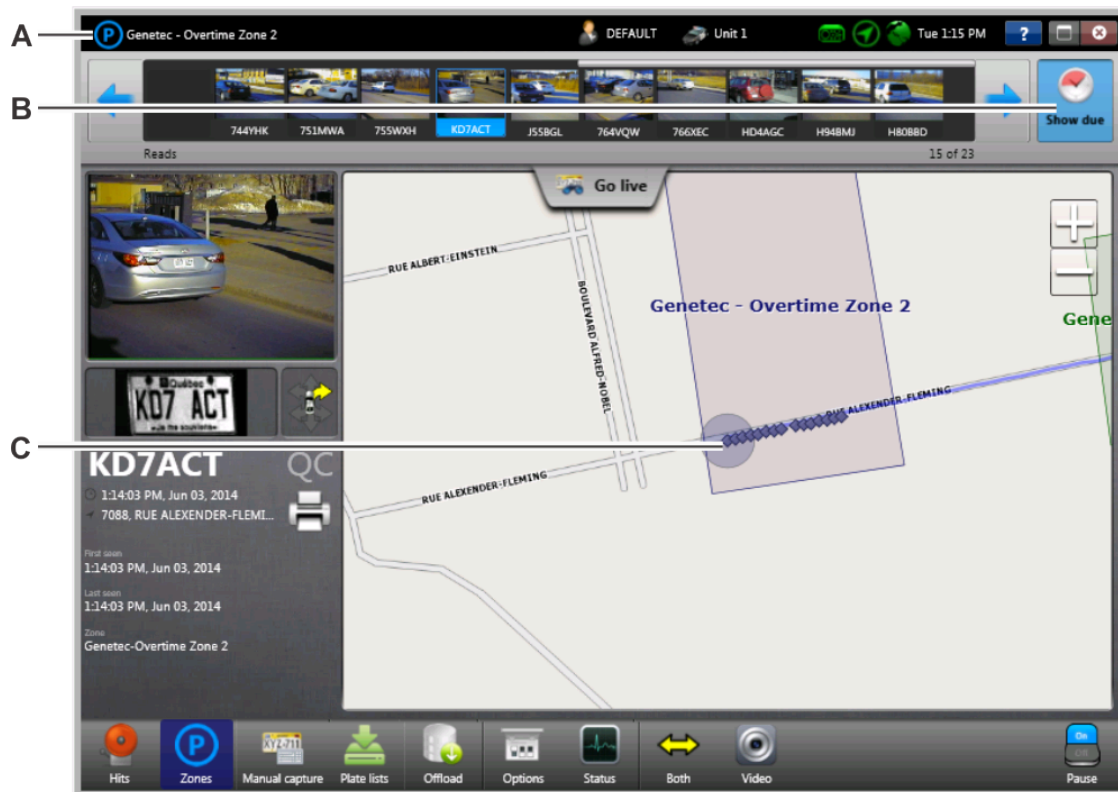
Icon	Description
A	Hotlist is muted.
B	Hotlists is configured so that it cannot be muted.
C	Hotlist is not muted.

About the Show due button for University Parking Enforcement

The *Show due* button displays which vehicles are due for *Overtime* enforcement. After you've done your first patrol 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 Genetec Patroller™ displays on the map depend on whether or not you have a 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 in Patroller

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 Genetec Patroller™ [automatically select it for you](#) using the Auto-selection option.

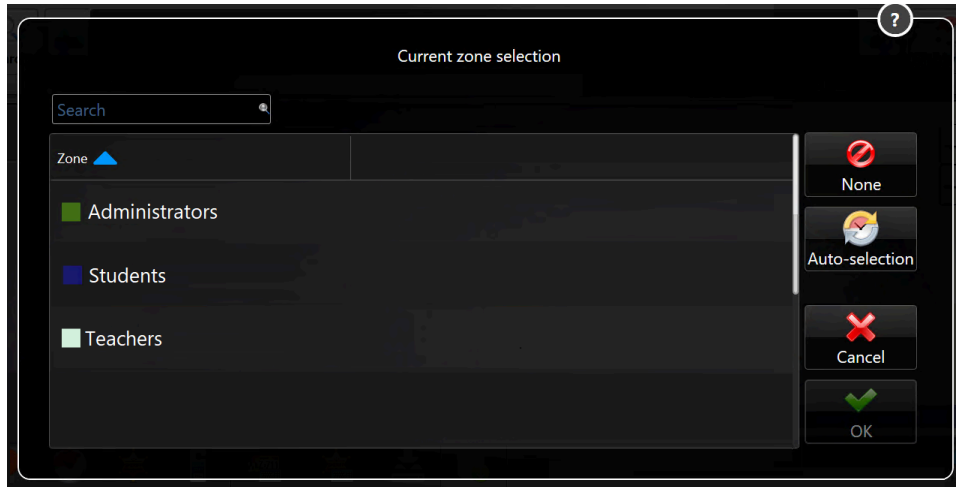
- Patroller combines both the parking lot name and the enforcement rule to create the zone name. For example, the zone name *Genetec - Overtime Zone* breaks down as follows:
 - **Genetec:** This is the name given to the parking lot in Security Center.
 - **Overtime zone:** This is the name given to the 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.
- When you select a parking zone (either linked to a permit or a permit restriction rule), if your system is registered to use Plate link, a *Downloading reads* message is displayed. To ensure that all shared permit violations are detected, wait until the *# reads downloaded* message is displayed and the Plate link icon displays a check mark (👍) before continuing your patrol.

To select a zone to enforce:

- 1 In the main Patroller window, tap **Zones**.
- 2 Select the zone you want to enforce.
From the *Current zone selection* list, you can search for specific zone and you can sort the columns.

3 Tap **OK**.

Tap **Cancel** at any time to return to the main window and **None** to clear the currently selected overtime rule.



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 in Patroller

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

Before you begin

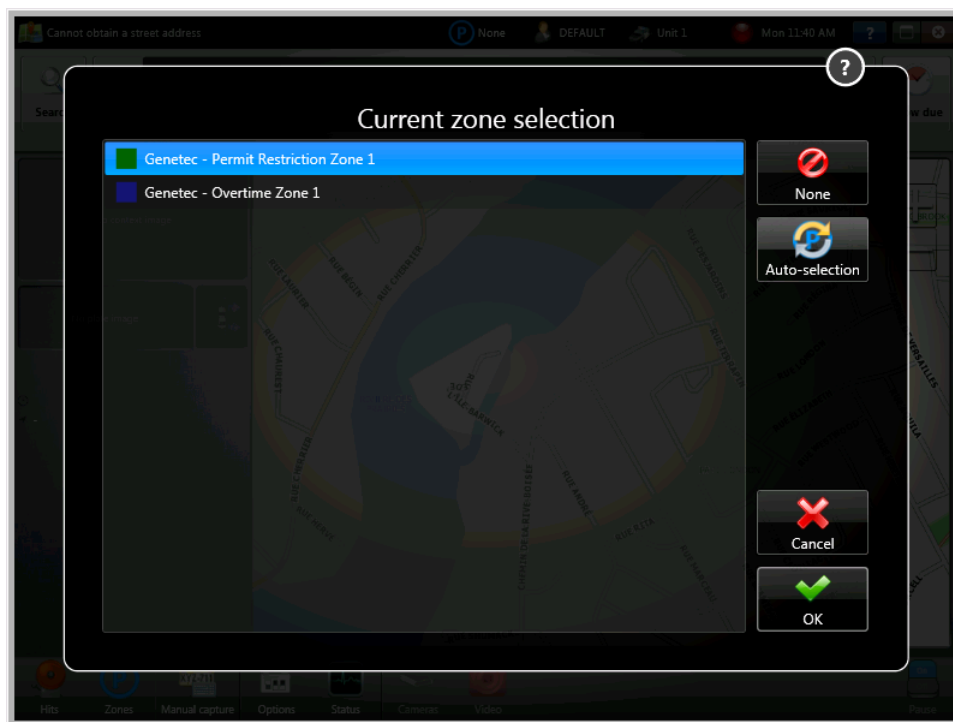
- Configure an enforcement area (parking lot) for each enforcement rule (i.e. overtime rule) in Security Center. For more information about configuring parking lots in Security Center, see the *Security Center Administrator Guide*.
- Enable the **Use GPS** option on the *Navigation* page in Genetec Patroller™ Config Tool. For information about enabling this option, see the *Genetec Patroller™ Administrator Guide*.
- (Optional) You may want to enable the **Text-to-speech voice** option in Genetec 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 *Genetec 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.
- When you select an overtime parking rule to enforce, if your system is registered to use Plate link, a *Downloading reads* message is displayed. To ensure that all overtime violations are detected, wait until the *# reads downloaded* message is displayed and the Plate link icon displays a check mark (🟩) before continuing your patrol.

To automatically select a zone to enforce:

- 1 In the main Genetec 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.

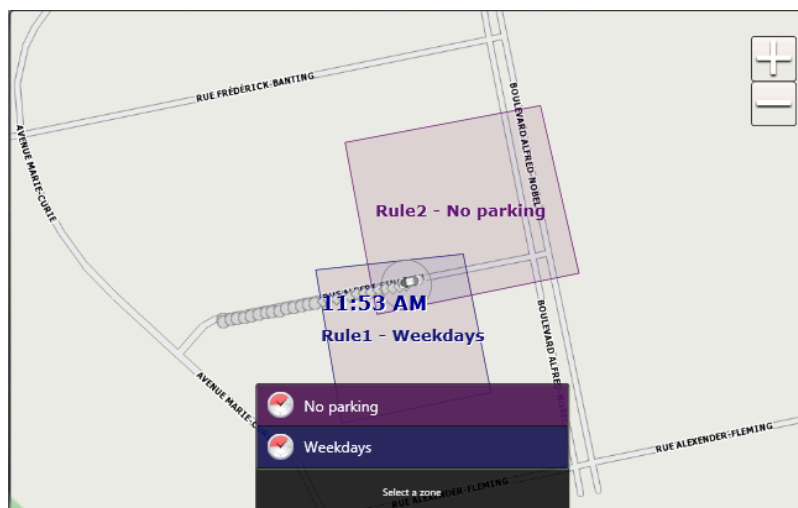
You can tap **Show due** in the Patroller main window to see which vehicles are due for enforcement and where they are located.

Rule conflicts with Auto-selection in Patroller

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 Genetec 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 in Patroller

If a plate cannot be automatically read by a camera, you can manually capture a plate to add to the Genetec 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 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 Genetec Patroller™ Config Tool. For more information, see the *Genetec Patroller™ Administrator Guide*.

- 3 Tap **Add**.

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

Adding New Wanted plates in 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 Patroller's local database by adding *New wanted* plates.

What you should know

New wanted license plates are not part of any hotlist files and are not pushed to any other patrol vehicles or to Security Center.

To add *New wanted* plates:

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



- 2 Enter the following information:

NOTE: Your system might be configured to include more fields that are not included in this list.

- **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**.

- 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 Genetec 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 in Patroller

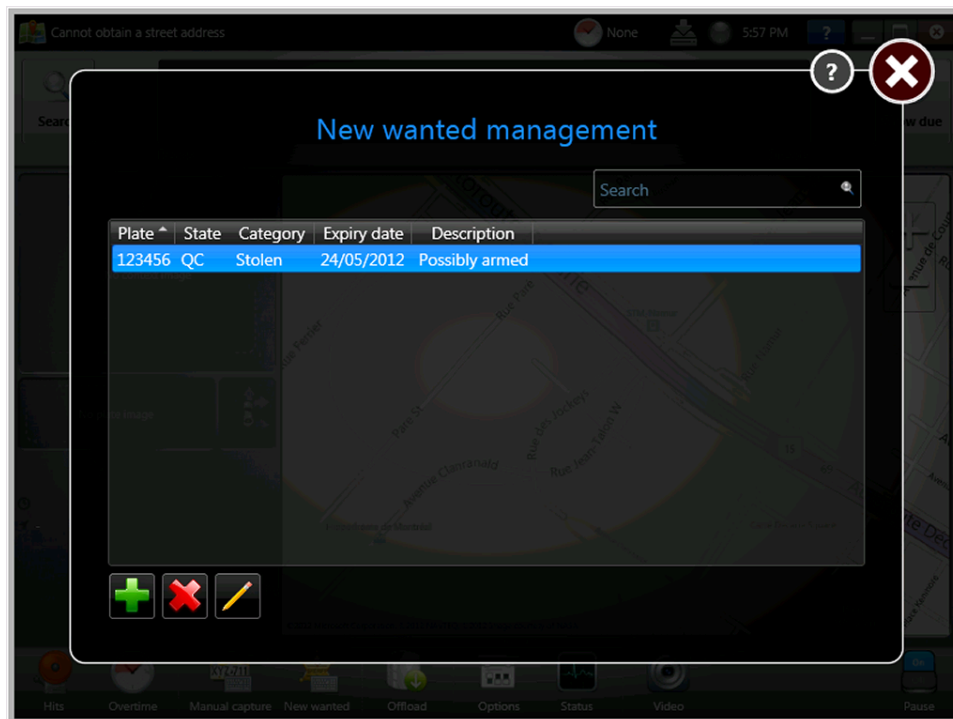
After you have added one or more *New wanted* entries, you can add, edit, delete, and search for specific entries in the list all within Genetec Patroller™.

What you should know

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 (✎) 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 Patroller

You can offload data directly to Security Center if you have a wireless connection available (for example, 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

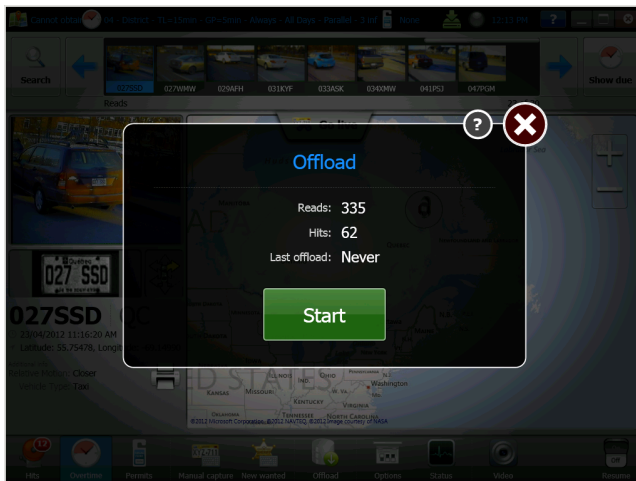
- The Offload screen is where you offload your data to Security Center. The Genetec Patroller™ administrator pre-configures the offload method. If you offload to a local file, you will then need to copy the offload data to a Flash drive in order to transfer the data to Security Center.
- The Patroller administrator pre-configures what information is offloaded. This might include all license plate reads or only *enforced*, *not enforced* or *rejected* hits.
- 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. Tap the icon to start the offload immediately. Alternatively, you can perform the offload later using the *Offload* screen.

To offload your data to Security Center:

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

NOTE: The following screen capture 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 will see the total number of reads and hits, or the reads and hits since your last offload. You will 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 do not 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 might have been specified on the **Offload** tab of Patroller Config Tool. For more information about offloading 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 might have been specified by your Patroller

Administrator in the **Properties** tab of the ALPR Manager role. For more information about the ALPR Manager role, see the *Security Center Administrator Guide*.

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 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 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`).

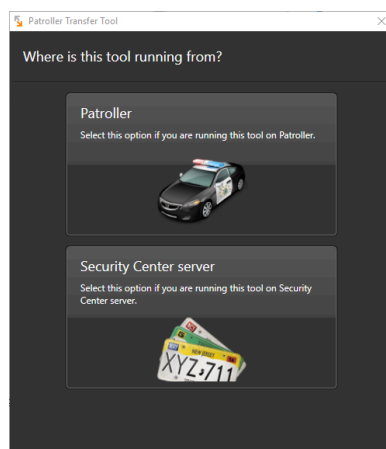
The following data is transferred:

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

To transfer files using the Patroller Transfer Tool:

- 1 Launch the Patroller Transfer Tool.
- 2 From the *Where is this tool running from?* page, select whether you are running the tool on 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 ALPR 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 ALPR 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.

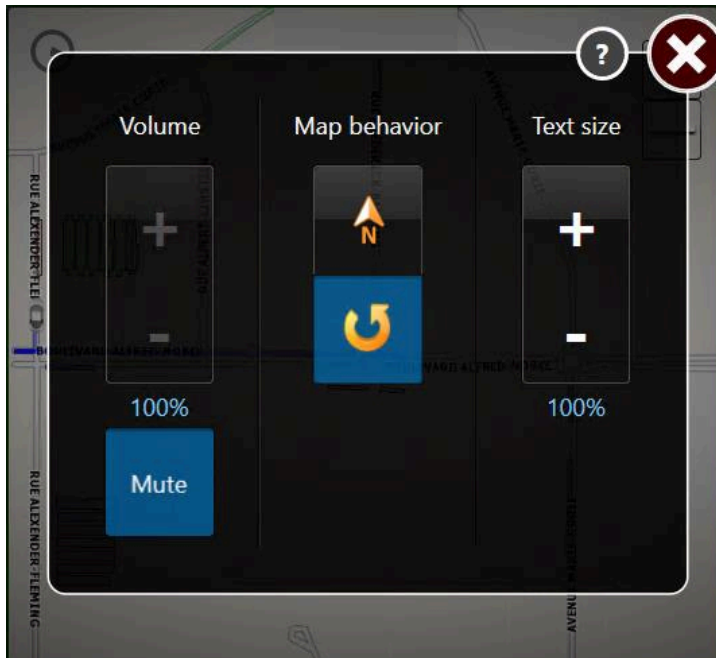
Configuring your Patroller options



From the *Options* screen, you can adjust the sound and display settings for the Genetec Patroller™ interface.

To configure your Patroller options:

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

NOTE: The following screen capture 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 audible alerts for reads and other events.
 - **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, this option is not available.
 - **Text size:** Adjust the text size as required.
- 3 Close the *Options* screen.

Changing your password in Patroller

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

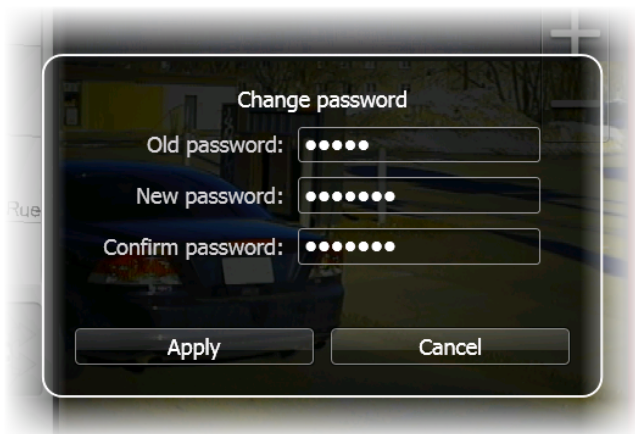
Before you begin

To change your password, you require the following:

- You must be connected to Security Center (e.g. in range of the wireless network).
- In 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.
BEST PRACTICE: Your password should be at least 8 characters long and should include at least one uppercase character, one lowercase character, one number, and one special character.
- 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 Genetec Patroller™ statistics from the *Status* screen.

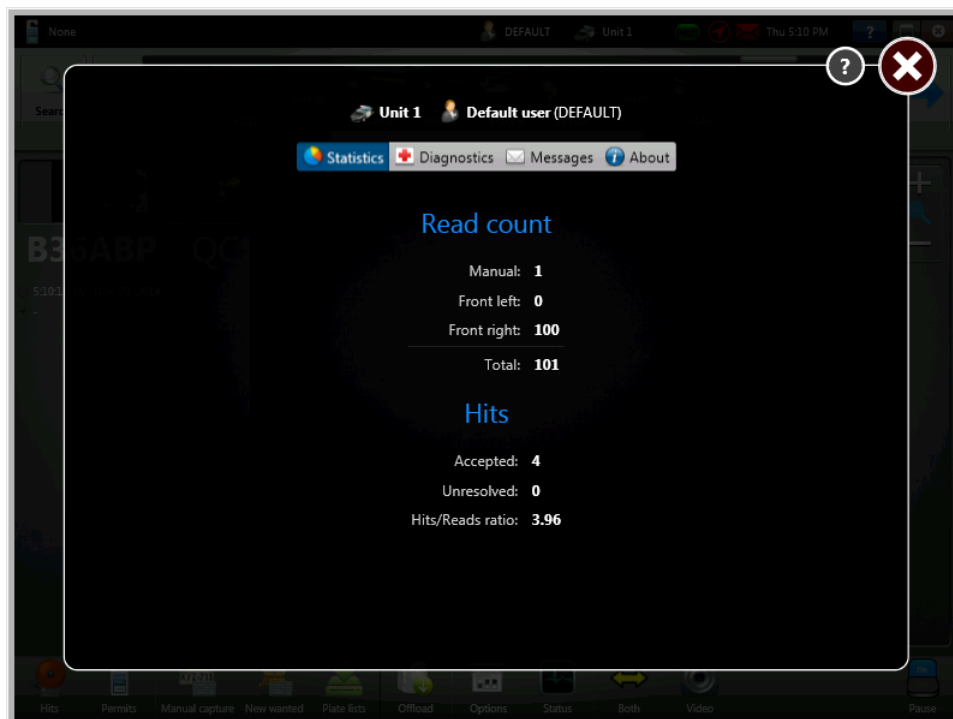
What you should know

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

To view your Patroller statistics:

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

NOTE: The following screen capture 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 ALPR camera(s).
- Rear left/right:** Number of reads made by the rear left/right ALPR 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 and University only) Shows the currently selected permit restriction (if applicable).
- Overtime rule:** (City and University only) Shows the currently selected overtime rule (if applicable).
- Count:** (City and University only) Shows how many hits received for the permit restrictions and overtime rules.
- Accepted:** Number of hits you have accepted.

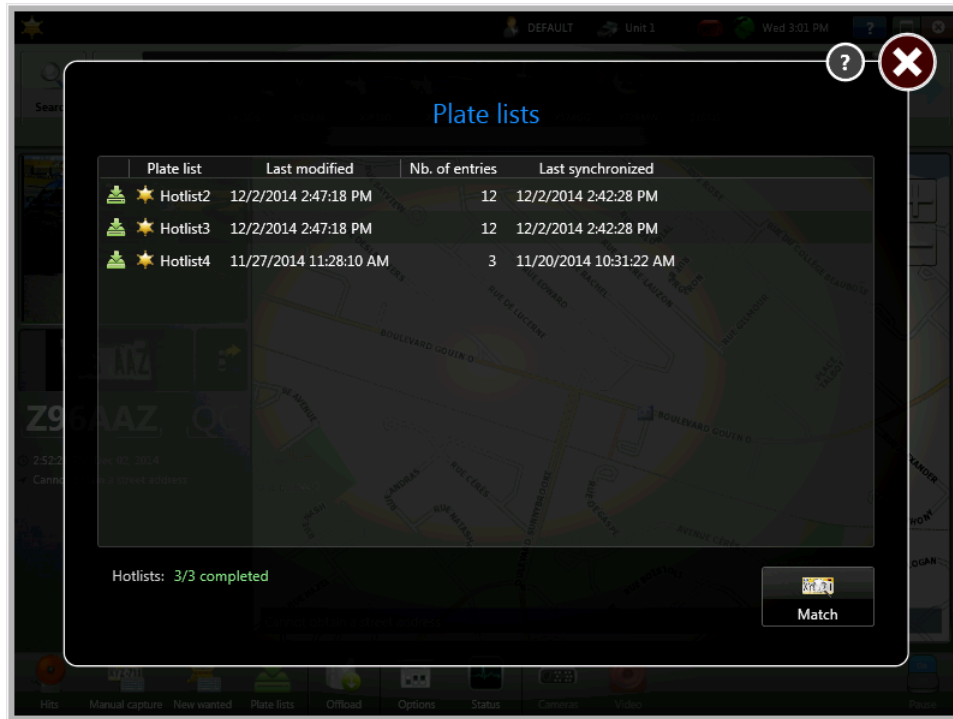
- **Unresolved:** Number of pending hits that you have not accepted or rejected.
- **Hits/Reads ratio:** The ratio of hits to reads.
- **Pending upload:** (City, University only) Shows how many reads must be uploaded and shared with other patrol vehicles registered with the same Plate link account.

Viewing your downloaded plate lists in 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 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 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:** The last time the source hotlist in Security Center was modified.
- Nb. of entries:** The number of entries in the list.
- Last downloaded:** The last time the source hotlist in Security Center was 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.

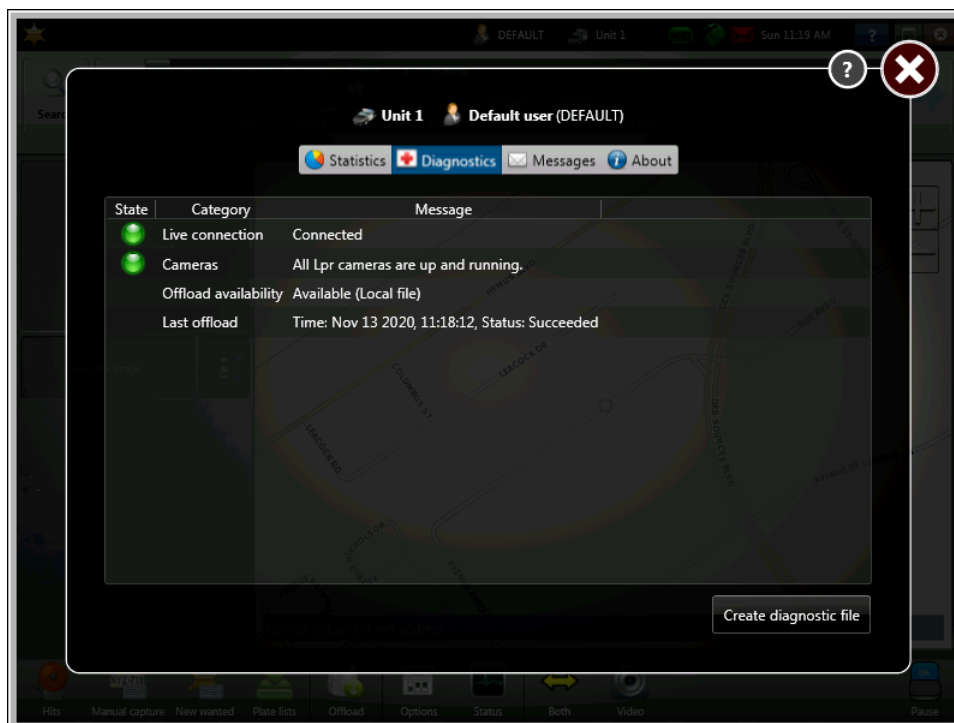
What you should know

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

NOTE: The following screen capture 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 (for example, green or red).
 - **Category:** Which category the component falls under (for example, hardware or offload).
 - **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, tap **Create diagnostic file**.

Viewing your list of error messages in 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.

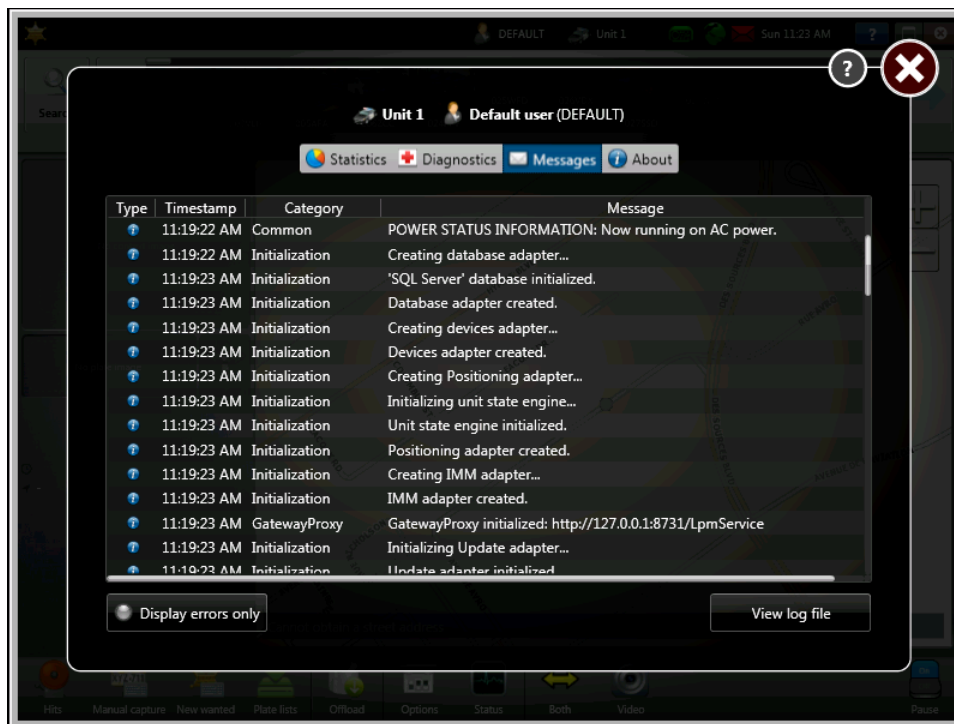
What you should know

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 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:

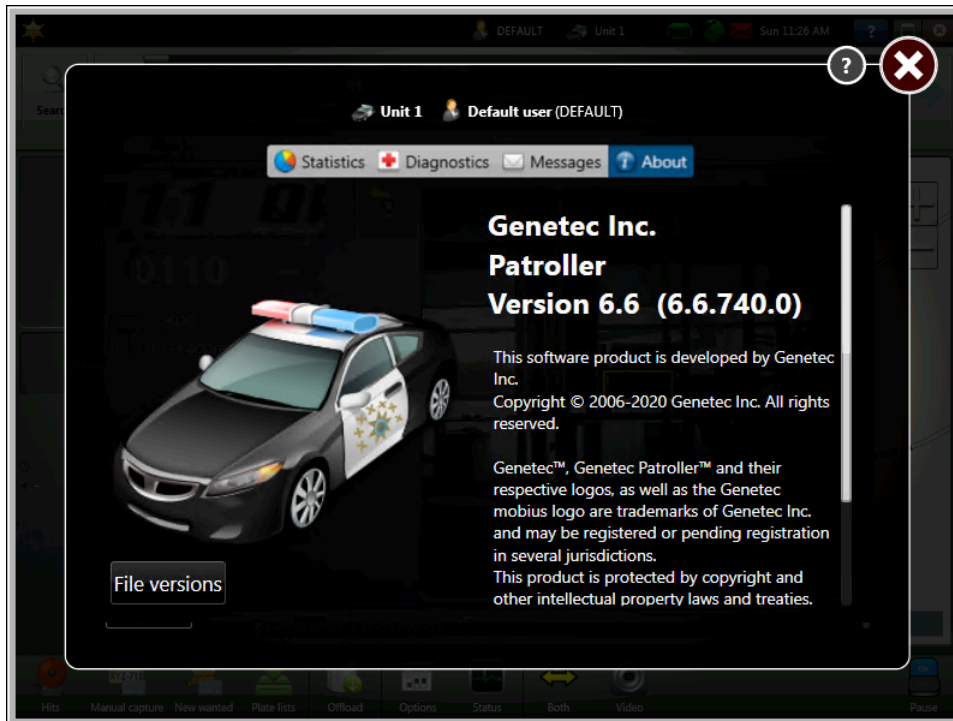
- **Type:** Type of message.
 - **Timestamp:** When the process occurred.
 - **Category:** Which category the process falls under (for example, initialization or database).
 - **Message:** Detailed message about the status of the process.
- 2 To show only the error messages, tap **Display errors only**.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

Checking your 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 Patroller version:

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



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


Turning Sharp cameras on and off

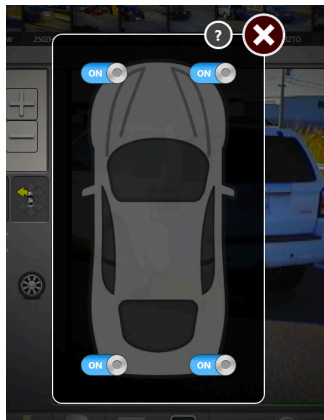
As you drive the patrol vehicle, you can turn the Sharp cameras on and off to detect license plates on specific sides of the patrol vehicle.

What you should know

When patrolling for parking enforcement, you might need to select cameras based on the route you are patrolling. For example for, for on-street parking you could select only the right-side cameras. For patrols in parking lots, you could select cameras on both sides of the vehicle.

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

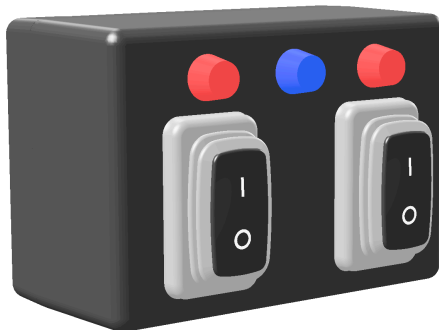
- From the Patroller main window, do one of the following:
 - If only one camera is installed, use the **Pause/Resume** button in the Patroller main window to turn it on or off.
 - If one camera is installed on each side, tap **Left** (←), **Right** (→), or **Both** (↔).
 - If two cameras are installed on each side, or for other special configurations, tap **Cameras**  and select which cameras to activate.



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

- If the AutoVu car camera switch is installed in the vehicle, use the right and left toggle switches to activate or deactivate the associated 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 selection icons

Using the camera selection icons, you can choose which side of the vehicle to monitor.

The icons that are available depend on how many Sharp cameras are installed on the vehicle.

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 Patroller

The Video window allows you to view the live video from the Sharp context camera, ALPR camera, and tire cameras (if applicable), to verify that the cameras 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 ALPR 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 tap **Auto** to let Genetec Patroller™ automatically calculate the exposure.

Shortcut keys in Patroller

If the in-vehicle computer includes a keyboard, you can perform many actions in Patroller using keyboard shortcuts.

What you should know:

- You can only activate shortcut keys from the Patroller main window.
- You can enter the shortcut modifier keys in any order. For example, you can enter `Shift + Ctrl` or `Ctrl + Shift`.
- Shortcuts are not case-sensitive.
- Depending on your Patroller deployment type, certain shortcuts might not be available.

Modifier keys	Shortcut
F1	Open the user guide.
Left arrow key	Cycle through previous reads.
Right arrow key	Cycle through next reads.
Ctrl + S	Suspend or resume reads.
Ctrl + G	Quick access for reads and hits.
Ctrl + Shift + L	Switch from <i>review mode</i> to <i>live mode</i> .
Ctrl + Shift + M	Mute system notifications.
Ctrl + Shift + A	Accept hit: Plate read matches plate image.
Ctrl + Shift + R	Reject hit: Plate read does not match plate image.
Ctrl + Shift + E	Enforce the hit.
Ctrl + Shift + N	Do not enforce the hit.
Ctrl + Shift + S	Switch camera side.

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: The in-vehicle computer does not start when the ignition is turned on"](#) on page 52
- ["Troubleshooting: Log on failed \(invalid credentials\) in Patroller"](#) on page 53
- ["Troubleshooting: Log on failed \(locked user account\) in Patroller"](#) 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 in Patroller"](#) on page 60
- ["Troubleshooting: Offload takes longer than usual in Patroller"](#) on page 61
- ["Troubleshooting: Sharp not detected after docking in-vehicle computer"](#) on page 62
- ["Troubleshooting: Cannot review acknowledged hits in Patroller"](#) on page 63
- ["Troubleshooting: Blue screen in Context Camera screen in Sharp Portal "](#) on page 64

Troubleshooting: The in-vehicle computer does not start when the ignition is turned on

If the Genetec Patroller™ in-vehicle computer does not turn on when the vehicle ignition is turned on, you can troubleshoot the issue.

What you should know

CAUSE:

The computer might not be receiving power because the base unit of the mobile Sharp system is turned off. This can occur if computer power is supplied through the base unit's relays.

TRY THIS:

- Verify that the base unit of the mobile Sharp system is on.
The base unit is usually installed in the vehicle trunk.
- In the Sharp Portal, verify that the base unit relays are configured to be closed by default.

Troubleshooting: Log on failed (invalid credentials) in 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 system administrator and make sure that your username and password are correct.
- Drive the patrol vehicle to an open area for maximum satellite reception. Verify that the Security Center connection status icon is green. If it is not, contact your system administrator.

Troubleshooting: Log on failed (locked user account) in 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 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 Genetec 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 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 Navigation 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 a light bar or other obstacle on the vehicle roof.
- Verify that your GPS or Navigation connections are secure.
- Verify the GPS status in Patroller as follows:
 - a) In Patroller, tap **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 Genetec 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:

- Verify that the cameras are clean and that their fields of view are not obstructed by dirt or ice.
- 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, tap **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 unit 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 Sharp system's base unit, which is usually located in the vehicle trunk.
- 2 Ping the Sharp unit from your in-vehicle computer to verify that the computer can communicate with the unit, 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 might be related to the software running on the Sharp unit.
 - If you receive the message "request timed out", the problem might be related to the computer's ethernet card or other hardware. The problem might also be related to the setup of the in-vehicle network. For example, your computer might not have a network address in the same range as the Sharp unit. For more information, contact your Patroller administrator.
- 3 Verify that the camera connection to the base unit is wired correctly. If it is not, the Sharp system can still read plates, but the live feed is not displayed. Contact your Patroller administrator if you suspect this might be the issue.

Troubleshooting: 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 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.
- Make sure that your Patroller administrator has not defined the hotlist as a **covert hotlist**.

Troubleshooting: Manual capture of plate on a known hotlist not generating a hit in 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 Patroller has successfully downloaded the hotlist, as follows:
 - a) In Patroller, tap **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, tap **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 in 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 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 Genetec Patroller™ Config Tool.
- 2 Select **User interface**.
- 3 On the **General** tab, turn on the **Enable reviews** setting.

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 explains how the product works and provide instructions on how to use the product features. 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](#).

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>.

Licensing

- For license activations or resets, please contact GTAC at <https://portal.genetec.com/support>.
- For issues with license content or part numbers, or concerns about an order, please contact Genetec Customer Service at customerservice@genetec.com, or call 1-866-684-8006 (option #3).
- 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://portal.genetec.com/support> to address any issue regarding Genetec appliances or any hardware purchased through Genetec Inc.