



AutoVu™ ALPR Analysis Reports Plugin Guide 1.0.1

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

About this guide

This guide describes the new reports offered by the AutoVu - ALPR Analysis Reports plugin.

This guide supplements the documentation provided with Security Center and your other systems and devices. It assumes that you are a certified user of Security Center, and that you are familiar with the configuration and use of the following:

- Security Center systems

For specific information regarding your hardware, software, and systems, refer to their manufacturer's documentation and website.

To get your certification, visit our list of Security Center courses at <https://www.genetec.com/support/training/certification-courses>.

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 about 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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What is the AutoVu™ ALPR Analysis Reports plugin?

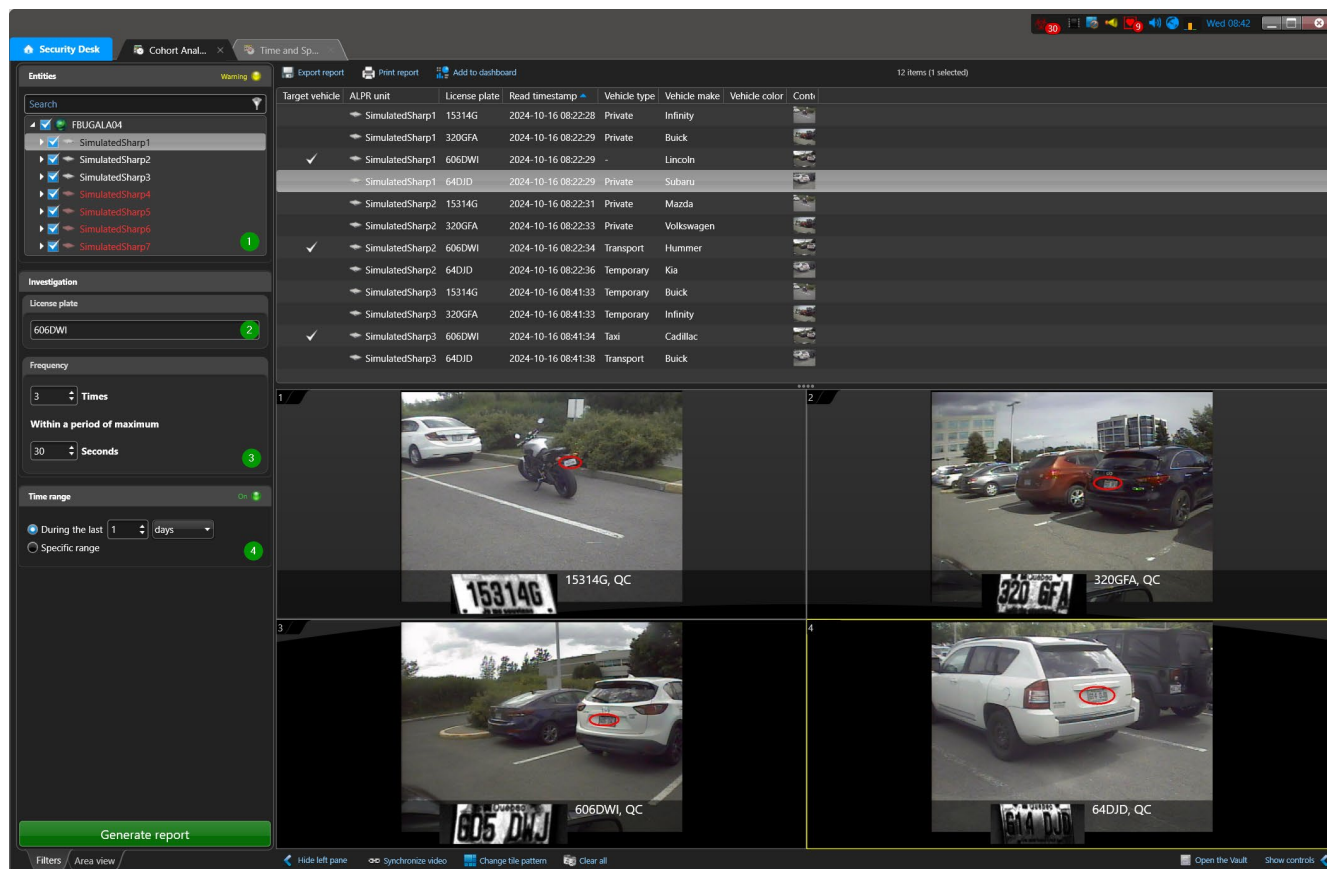
The AutoVu - ALPR Analysis Reports plugin is a software package installed on a Security Center server and client workstations. The plugin is required to create the AutoVu™ ALPR Analysis Reports role. Using the AutoVu™ ALPR Analysis Reports plugin, the user has access to new reports in Security Center.

You can use the plugin to do the following:

- Generate a report based on the time taken by the vehicle or the speed of the vehicle between two cameras.
- Generate a cohort report for a target vehicle.

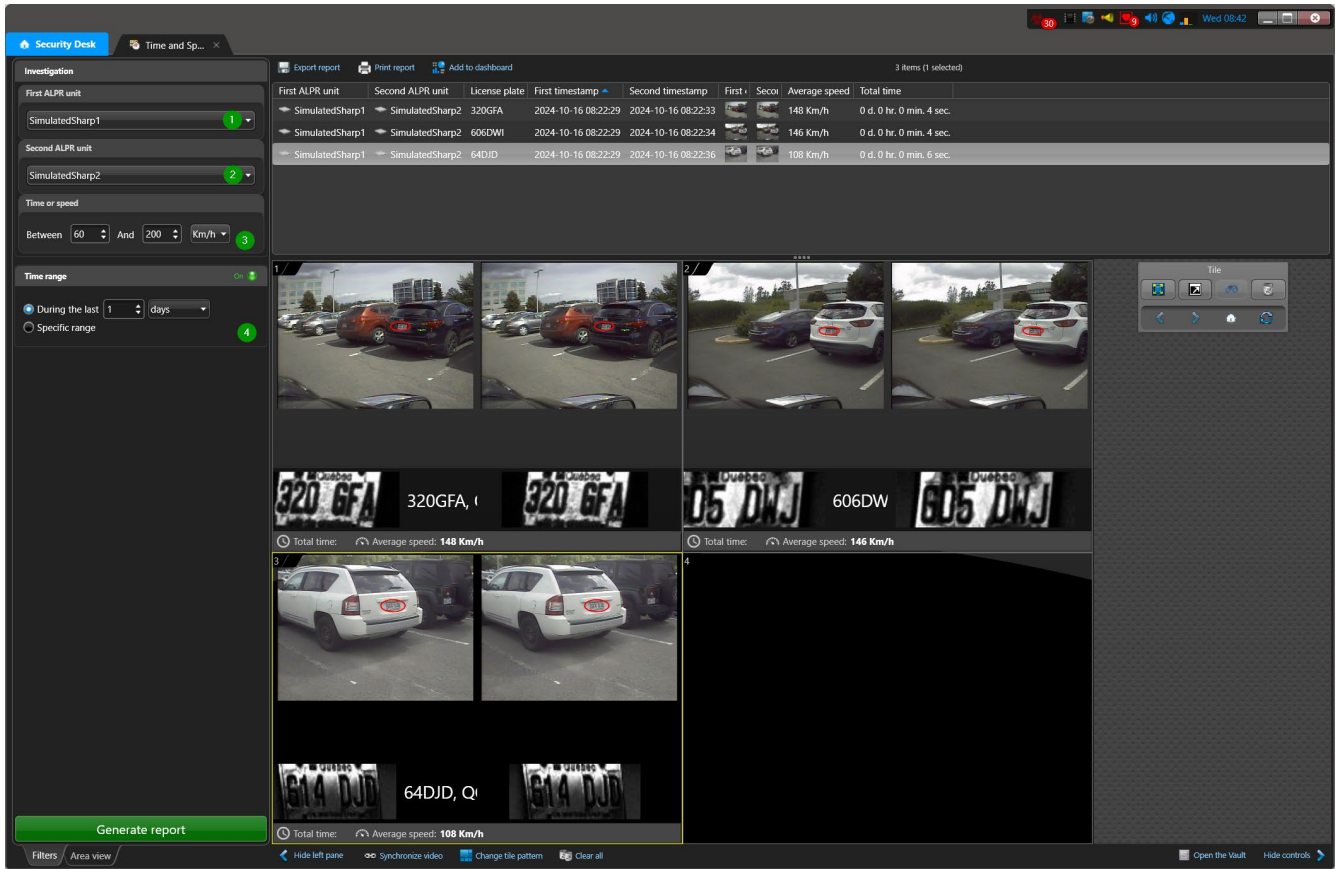
A new category is added to the Activity trails task for this plugin.

Cohort analysis report



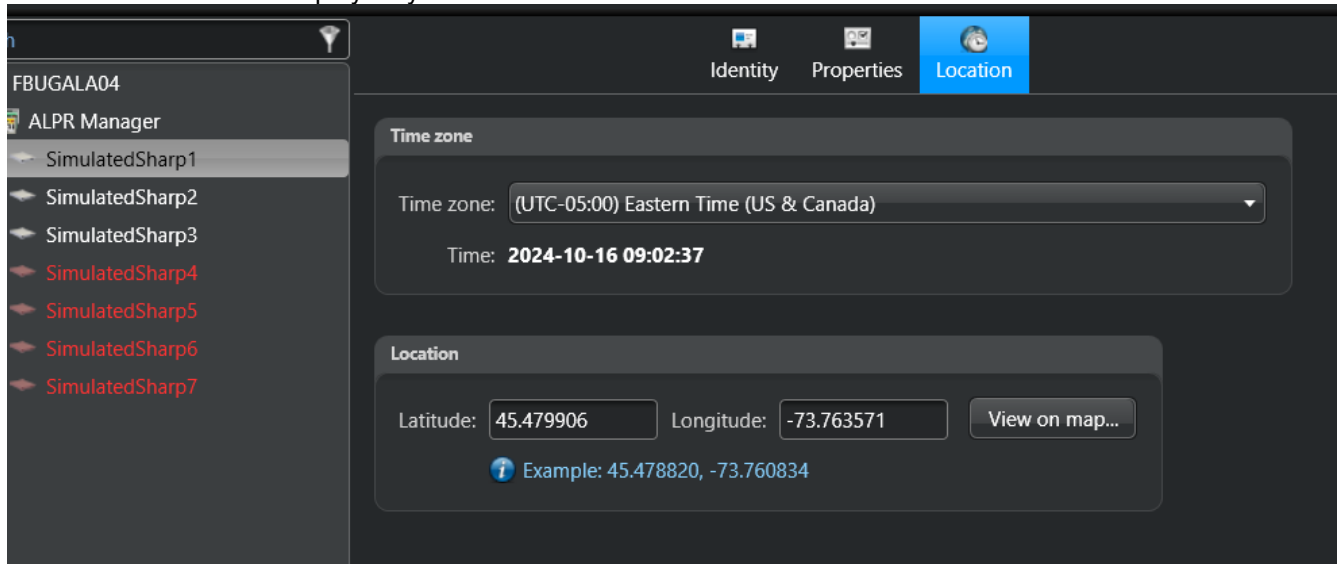
Item	Name	Description
1	Entities	ALPR cameras.
2	License plate	License plate number of the target vehicle. Note: Only complete license plate numbers can be searched. Wildcards are not supported.
3	Frequency	The number of times vehicles must be detected along with the target vehicle within a specific time window to be considered part of a cohort (for example, at least 3 times within a 30-second window each time)."
4	Time range	Time range of the search.

Time and speed analysis report



Item	Name	Description
1	First ALPR unit	The ALPR unit where the vehicle was first read.
2	Second ALPR unit	The ALPR unit where the vehicle was read a second time.
3	Time or speed	Filter the vehicles based on a specified time range or speed.
4	Time range	Time range of the search.

Note: ALPR unit filters display only units that have a GPS location.



What's new in the AutoVu™ ALPR Analysis Reports plugin 1.0.1

The AutoVu™ ALPR Analysis Reports plugin 1.0.1 is a patch release that includes software enhancements that improve functionality and reliability.

Known issues in the AutoVu™ ALPR Analysis Reports plugin 1.0.1

Known issues are software issues that have been discovered in the current release or a previous release, and have not yet been resolved.

There are no known issues in the AutoVu™ ALPR Analysis Reports plugin 1.0.1.

Limitations in the AutoVu™ ALPR Analysis Reports plugin 1.0.1

Limitations are software or hardware issues that cannot be fixed. For certain limitations, workarounds are documented.

These are the limitations in the AutoVu™ ALPR Analysis Reports plugin 1.0.1.

Issue	Description
4471128	The Activity trails are managed by the plugin, making it impossible to uncheck the checkbox in the activity trails configuration.
4471462	The SDK does not support retrieving the Security Desk options for image resolution.

System requirements for the AutoVu™ ALPR Analysis Reports plugin 1.0.1

System requirements are the recommended hardware and software components that are required for your product and system to run optimally.

Plugin server

The AutoVu™ ALPR Analysis Reports plugin 1.0.1 must be installed on a server with Security Center 5.12.2 or later, that meets the recommended server specifications as described in the [Security Center system requirements](#).

Note. To be able to see the new category for the plugin's Activity trails, the minimum version of Security Center is 5.13.1.0.

Client workstation

The AutoVu™ ALPR Analysis Reports plugin 1.0.1 must be installed on a workstation that meets the recommended computer specifications as described in the [Security Center system requirements](#).

Product compatibility for the AutoVu™ ALPR Analysis Reports plugin 1.0.1

To be eligible for technical support, you must install the AutoVu™ ALPR Analysis Reports plugin with versions of Security Center and third-party software that are certified or supported by design.

For the latest compatibility information, see [Supported plugins in Security Center](#) on the Genetec™ TechDoc Hub.

License options for the AutoVu™ ALPR Analysis Reports plugin

Before installing the plugin, you must update your Security Center license to include a certificate for the plugin. To update your license, contact us and provide the part numbers listed in this topic.

Part number	Description	Requirements
AU-PI-ALPR-AR	AutoVu™ ALPR Analysis Reports plugin for on-prem systems	<ul style="list-style-type: none">• AutoVu™
SCS-AV-MS-PI-ALPR-AR	AutoVu™ ALPR Analysis Reports plugin for AMS systems	<ul style="list-style-type: none">• AutoVu™

Does your Security Center license include all the options you need?

In addition to a certificate for your plugin, ensure that your Security Center license includes all the options you expect to use in Security Center.

For a list of available license options, see [License options in Security Center](#).

Downloading and installing the AutoVu™ ALPR Analysis Reports plugin

You must install the AutoVu™ ALPR Analysis Reports plugin on a Security Center server and on all client workstations from which you want to manage AutoVu™ ALPR Analysis Reports entities.

Before you begin

Ensure the following:

- The server meets the system requirements.
- A compatible version of Security Center is installed.

What you should know

BEST PRACTICE: Install the plugin on an expansion server to ensure Security Center remains available.

- (Optional) To improve system availability, you can enable failover for the plugin server.
- If you want all plugin functionality, you must install the plugin on all Security Center client workstations.

To install the AutoVu™ ALPR Analysis Reports plugin:

- 1 Open the GTAP [Product Download](#) page.
- 2 Under **Download Finder**, select your version of Security Center.
- 3 From the **Genetec Plugins** section, download the package for your product.
- 4 Run the .exe file, and then unzip the file.
By default, the file is unzipped to C:\Genetec.
- 5 Open the extracted folder, right-click the `setup.exe` file, and click **Run as administrator**.
- 6 In the extracted folder, right-click the `setup.exe` file, and click **Run as administrator**.
- 7 Follow the installation instructions.
- 8 On the *Installation Wizard Completed* page, click **Finish**.

IMPORTANT: The **Restart Genetec™ Server** option is selected by default. You can clear this option if you do not want to restart the Genetec™ Server immediately. However, you must restart the Genetec™ Server to complete the plugin installation.

- 9 Close, and then open, any instances of Config Tool and Security Desk to load the plugin.

After you finish

Create the plugin role.

Granting user privileges for the AutoVu™ ALPR Analysis Reports plugin

In Security Center, you must have the correct user privileges.

What you should know

For administrators to install and configure the plugin in Config Tool, and for operators to monitor the integration in Security Desk, the correct user privileges must be granted to their user accounts.

This topic lists the minimum user privileges required. You might require more privileges, depending on the tasks you want to perform in Config Tool and Security Desk.

For a complete list of Security Center privileges, refer to the [Security Center privileges](#) spreadsheet.

To grant user privileges:

- 1 From the Config Tool homepage, open the *User management* task.
- 2 Select the user who will monitor AutoVu™ ALPR Analysis Reports, and click the **Privileges** tab.
- 3 Set the following privileges to **Allow**.

Privilege	Task
Application privileges	
Config Tool	To use Config Tool.
Security Desk	To use Security Desk.
Task privileges > Administration	
Plugins	To use the <i>Plugins</i> task in Config Tool.
Task privileges > Investigation > ALPR	
Reads	To generate a read report.

- 4 Click **Apply**.

Creating the plugin role

Before you can configure and use the plugin, you must create the plugin role in Config Tool.

Before you begin

Install the plugin.

To create the plugin role:

- 1 From the Config Tool homepage, open the *Plugins* task.
- 2 At the bottom of the *Plugins* task, click **Add an entity (+)**, and select **Plugin**.
- 3 On the *Specific info* page, select the plugin type, the server to run the plugin, the database for the plugin role, and then click **Next**.
If you are not using an expansion server, the option to select a server is not displayed.
- 4 On the *Basic information* page, do the following:
 - a) Enter the name in the **Entity name** field.
 - b) Enter the description in the **Entity description** field.
 - c) Select a **Partition** for the plugin role.
Partitions are logical groupings used to control the visibility of entities. Only users who are members of that partition can view or modify the role.
- 5 Click **Next**.
- 6 On the *Creation summary* page, review the information, and then click **Create** or **Back** to make changes.
- 7 After the plugin is created, the following message appears: `The operation was successful.`
- 8 Click **Close**.

The plugin role appears in the entity browser.

Plugin installed, but missing from Security Desk and Config Tool

If the plugin role's **Properties** tab or report tasks are missing, then the plugin is not installed on your local machine. The plugin must be installed on a Genetec™ Server (main or expansion) and on all client workstations that need to access the reports.

To help you troubleshoot this issue, refer to the possible causes and their respective solutions below.

Symptoms:

- In Config Tool, you see the plugin in the *Plugins* task, and you can add a new plugin role, but the role is missing the **Properties** tab.
- In Security Desk, you do not see the reports for this plugin.
- In Security Desk, you are not receiving events or alerts for this plugin.
- In Security Desk, the plugin does not appear on the *Options* page.

Cause:

The plugin is not installed on the local computer, the license (certificate) is invalid, or you are missing required user privileges.

Solutions:

- **Solution 1:** Install the plugin on your local computer.
- **Solution 2:** Make sure that a Genetec™ Server has the plugin installed, the role created, and is configured correctly.
- **Solution 3:** Confirm that the plugin is installed on your Security Center computer: from the homepage in Security Desk or Config Tool, click **About > Installed components** and look in the list for entries that begin with *Genetec.Plugins*.
- **Solution 4:** Confirm that your system has a license (certificate) for the plugin: from the homepage in Security Desk or Config Tool, click **About > Certificates**, look in the list for the name of the plugin, and make sure that your access permissions are set to **Unlimited**.

Enabling failover on the plugin role

This topic explains how to set up failover so that, in the event of server failure, the plugin role switches to the failover server. The process follows a standard set of steps.

Before you begin

To learn how to configure failover servers for your plugin role and the Directory, refer to the *Security Center Administrator Guide*. You can access this guide by pressing F1 in Config Tool. If the server of the supported component fails and a failover server is configured, Security Center will automatically switch the component to its failover server and have the plugin to communicate with it. No user action is required when a failover occurs. Expansion servers must be available in your system to use as failover servers.

What you should know

You can deploy a failover server for the following servers:

- Plugin role
- Security Center Directory

To add failover servers to the Directory, refer to the *Security Center Administrator Guide*. You can access this guide by pressing F1 in Config Tool.

To add failover servers for the plugin role:

- 1 In the *Plugins* task, select the plugin from the entity browser, and click the **Resources** tab.
- 2 In Servers, click **Add an item (+)**, and select a server.
- 3 Click **Add > Apply**.

If the server of the plugin role fails, Security Center will automatically switch the role to the failover server.

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, sign in 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 provides instructions on how to use the product features. Genetec Patroller™ and the Sharp Portal also include context-sensitive help for each screen. To access the help, click Help, press F1, or tap the ? (question mark) in the different client applications.

Technical support

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

- **Genetec™ Technical Information Site:** 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 the Technical Information Site for potential fixes, workarounds, or known issues.

To access the Technical Information Site, sign in to *Genetec™ Portal* and click **Technical Information**.

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: EN_GLM_ASSURANCE and EN_GLM_ADVANTAGE.

Additional resources

If you require additional resources other than the Genetec™ Technical Assistance Center, **Technical training** is also available.

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 varying levels of technical experience, and can be customized to meet your specific needs and objectives. For more information, go to <https://www.genetec.com/support/training/course-list>.

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

Hardware product issues and defects

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