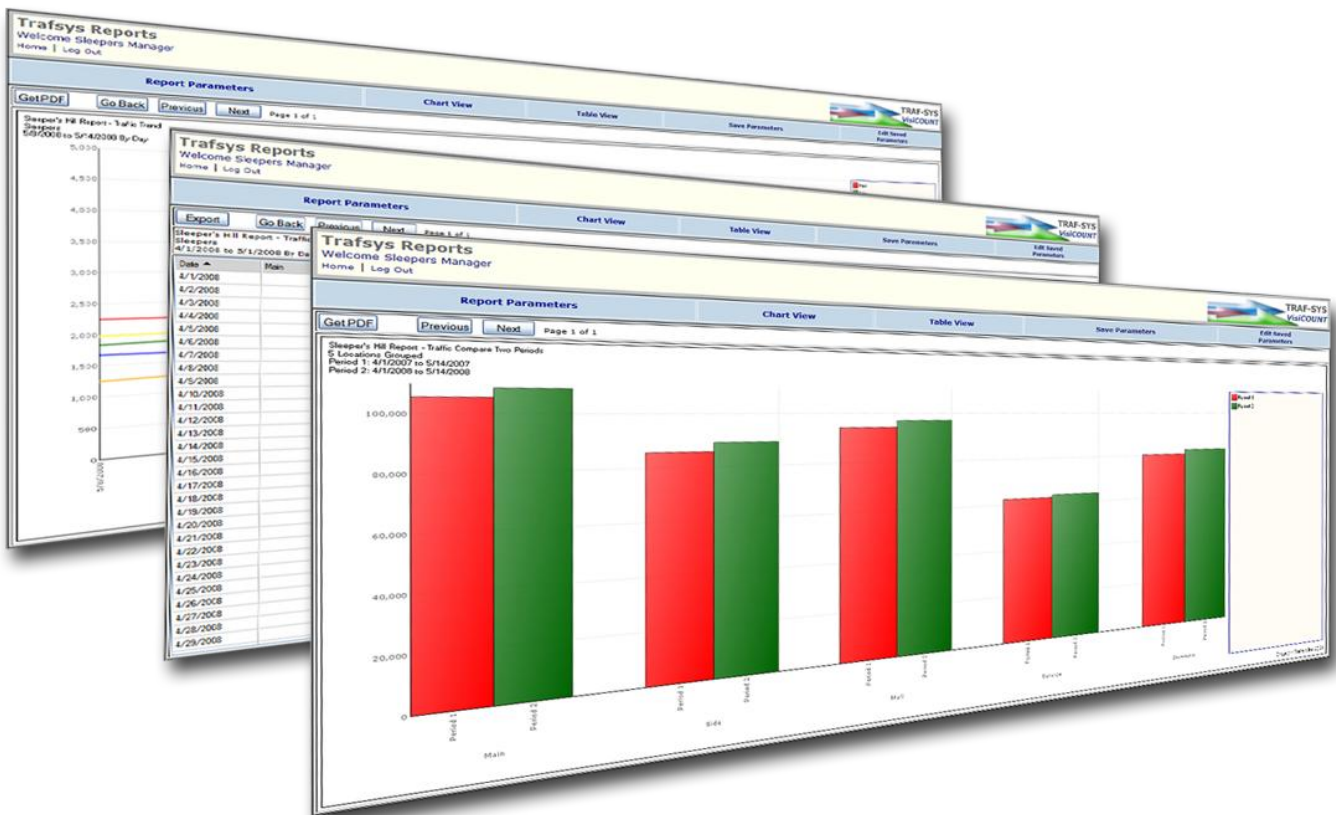




# VisiCount Installation

Revised: 3/12/2012



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## Introduction

This document will provide assistance in getting your VisiCount Software installed and configured.

## Requirements

### General

- Internet Access
- Valid VisiCount Serial Number  
Contact us at [support@trafsys.com](mailto:support@trafsys.com) if you have not received a Serial Number

### Server Software

- Operating System: Windows XP / Window 7/ Server 2003 / Server 2008
- Web Server: IIS 5.0 or Higher  
*(Note Window 7 / Windows Server 2008 Installations: [IIS 7.0 requires additional configuration](#))*
- Database Server: Microsoft SQL Server 2005 or Higher  
(Express version Freely available)
- .NET Framework: Version 2.0  
(<http://go.microsoft.com/fwlink/?LinkId=55731>)
- .NET Framework: Version 3.5  
(<http://go.microsoft.com/fwlink/?LinkId=124150>)
- Windows Installer: Version 4.5  
(<http://go.microsoft.com/fwlink/?linkid=197395>)

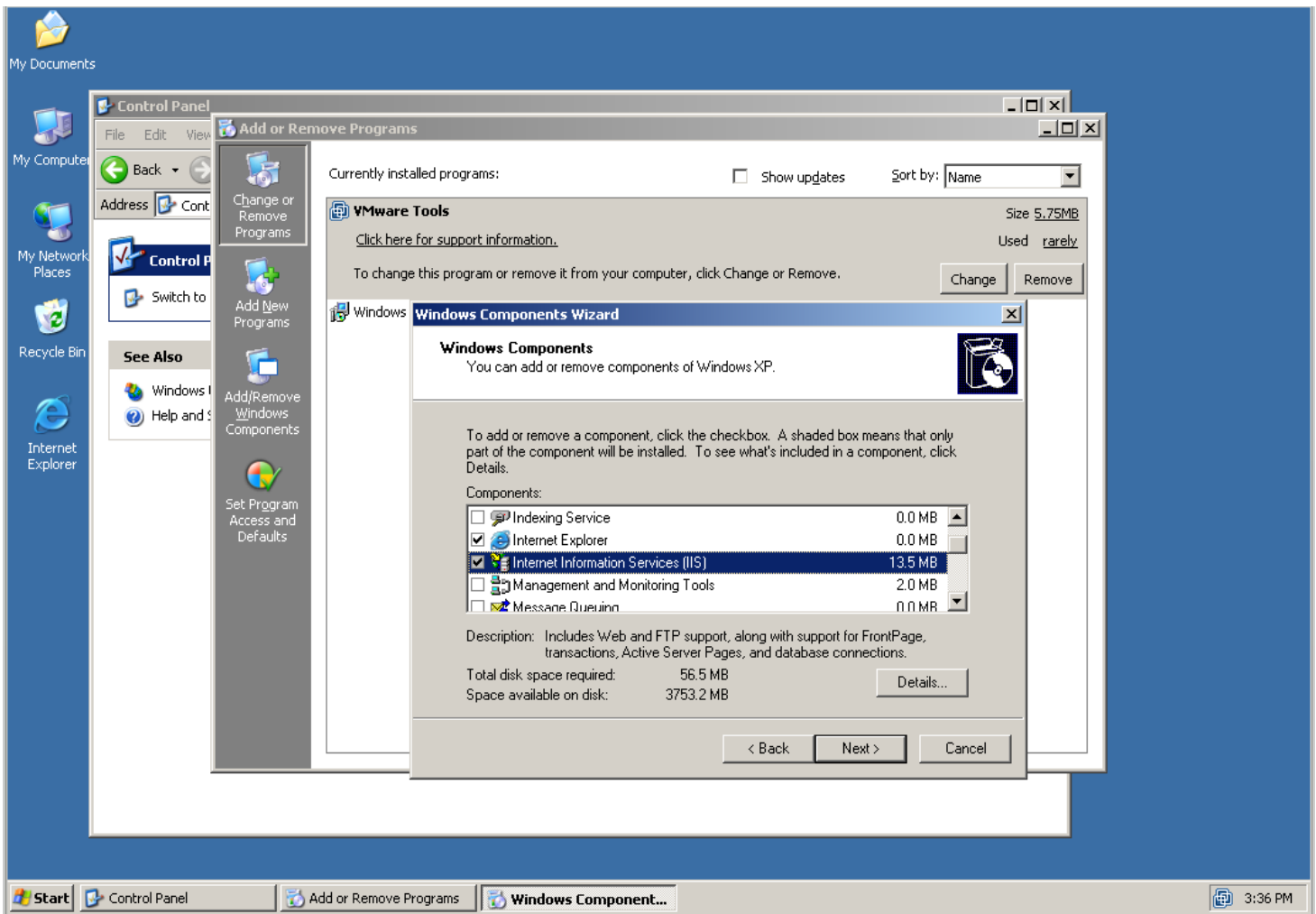
### Server Hardware

- Processor: 1.0 GHz
- Memory: 512MB
- Available Disk Space: 5GB(for database growth)

# Fulfilling Server Software Requirements

## Installation of Microsoft IIS

In order to install IIS on the chosen server for VisiCount, it is required that you have the Windows installation CD. The installation is started by accessing your **Control Panel** and going to **Add or Remove Programs**. Along the left select the option **Add/Remove Windows Components**. In the list of Windows Components, check **Internet Information Services** and follow along with the installation.



## Installation of Microsoft SQL Server Express

If you require a database to be installed for your VisiCount installation it is recommended that you install Microsoft SQL 2005 Server Express. The installer can be found at <http://go.microsoft.com/fwlink/?LinkId=65212>

### Requirements

In order to install the SQL 2005 Server Express on your server it is required that your operating system is updated to at least the following:

#### Service Pack

- Windows 2000 Service Pack 4
- Windows XP Service Pack 2
- Windows Server 2003 Service Pack 1

#### Microsoft .NET Framework

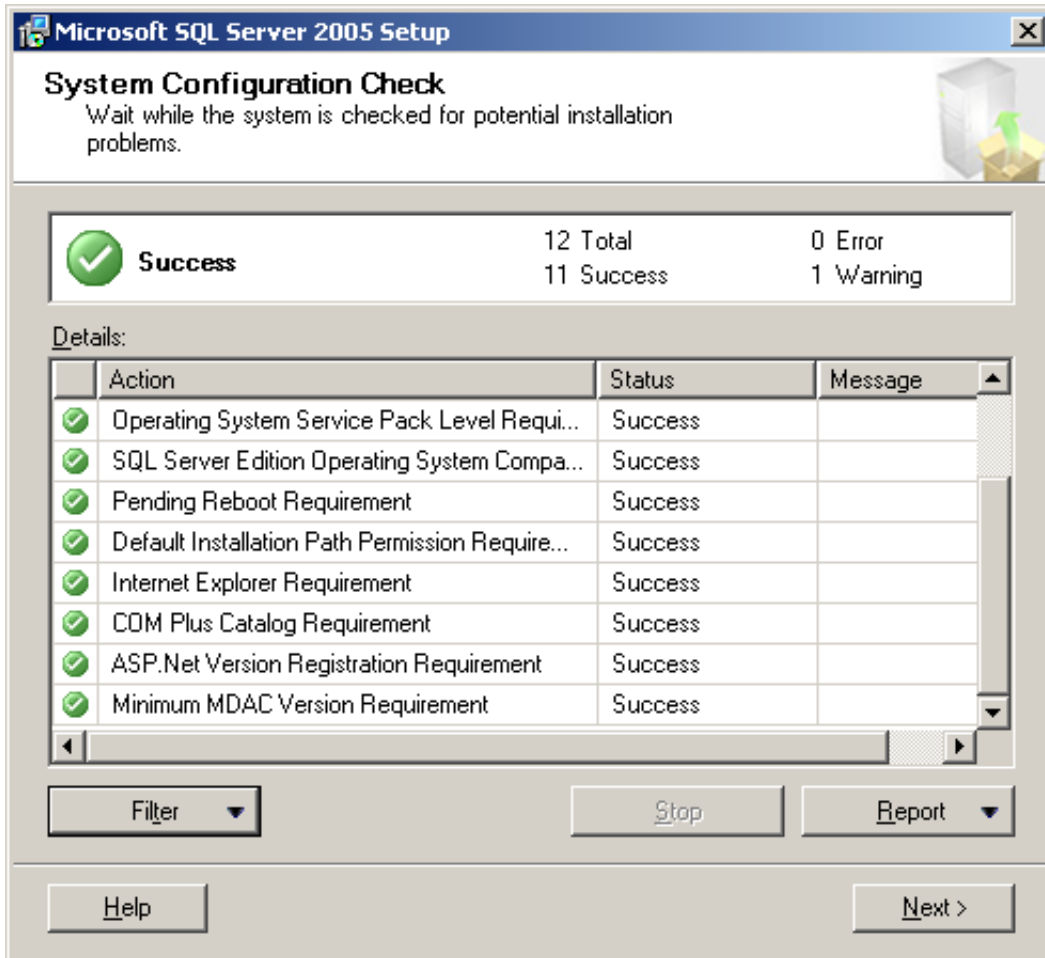
- Version 2.0 Required (<http://go.microsoft.com/fwlink/?LinkId=55731>)

#### Microsoft Windows Installer

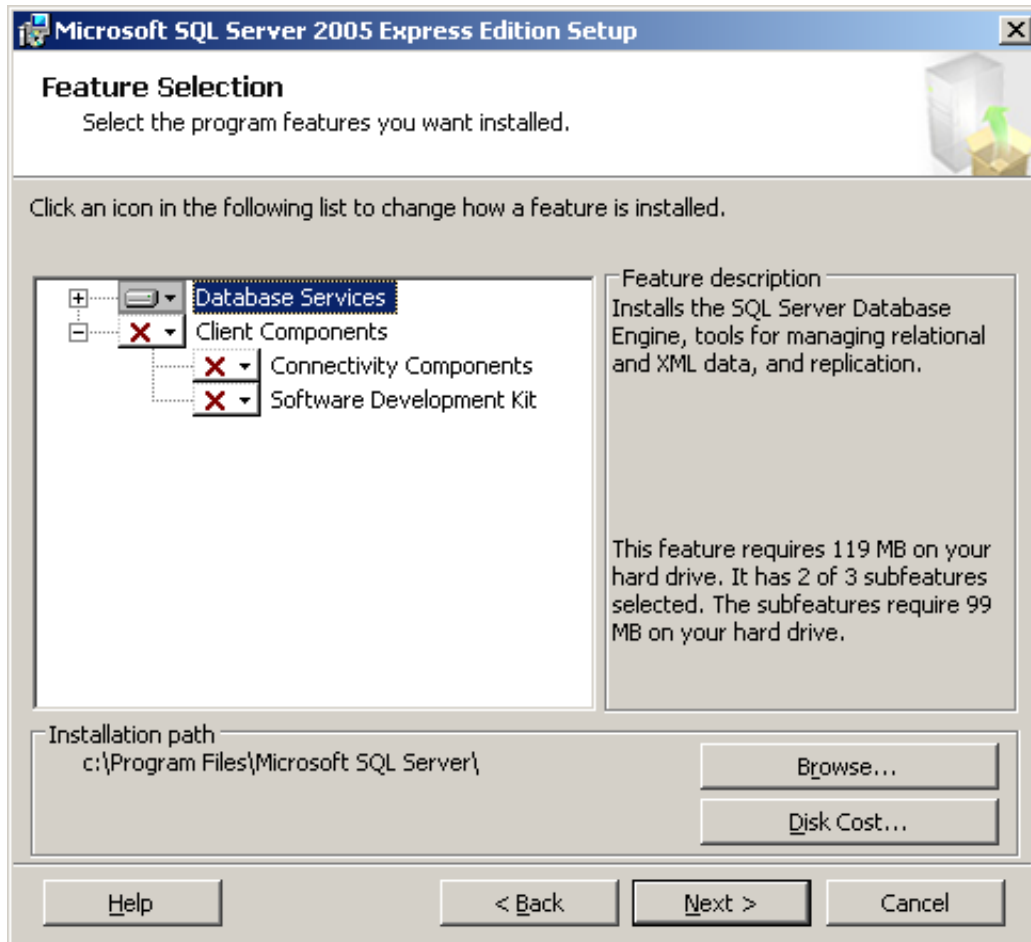
- Version 3.1 Required (<http://go.microsoft.com/fwlink/?LinkId=46459>)

## Installation

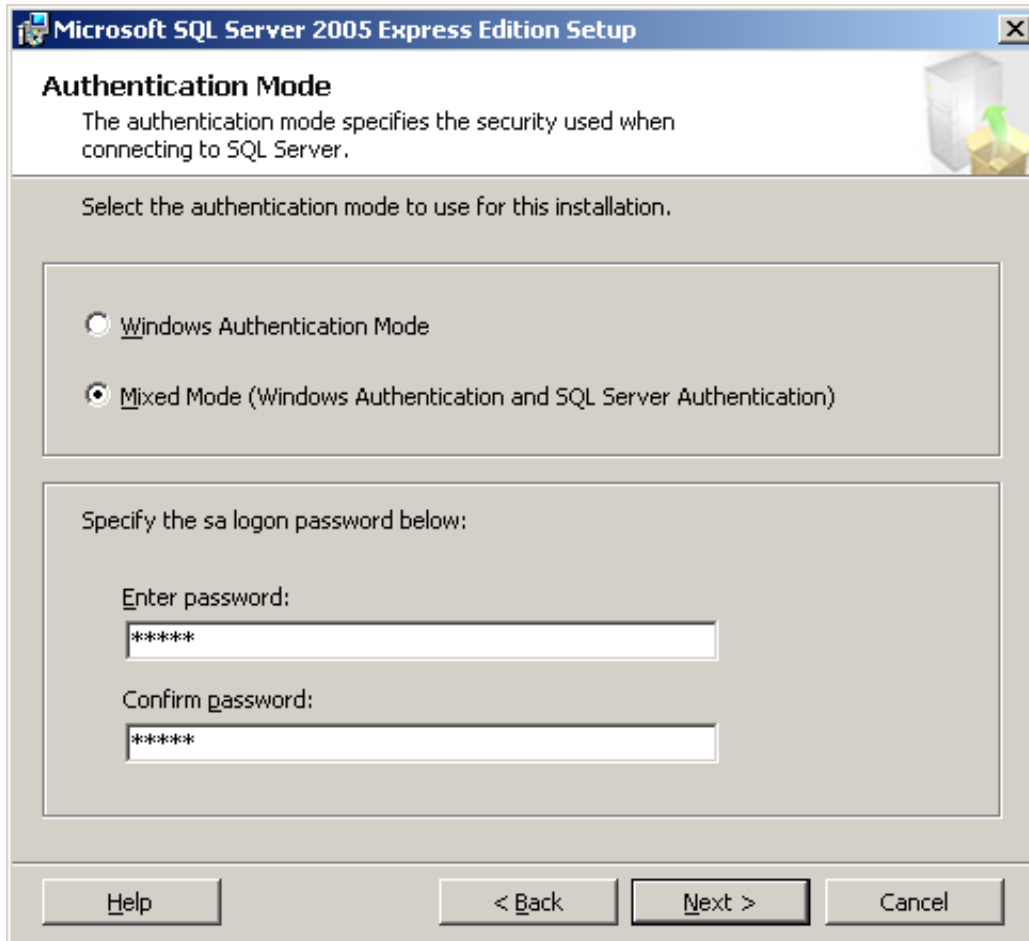
After the requirements are met you can proceed with the install. Launch the SQL 2005 Express installer and follow the on screen directions. It will take you through a **System Configuration Check** before the software is installed. Errors will need to be met for the installation to proceed.



After Choosing your Name and Company you can select the **defaults** for the **Feature Selection**. If you require the program installation path to be in a specific location choose that here on this screen.



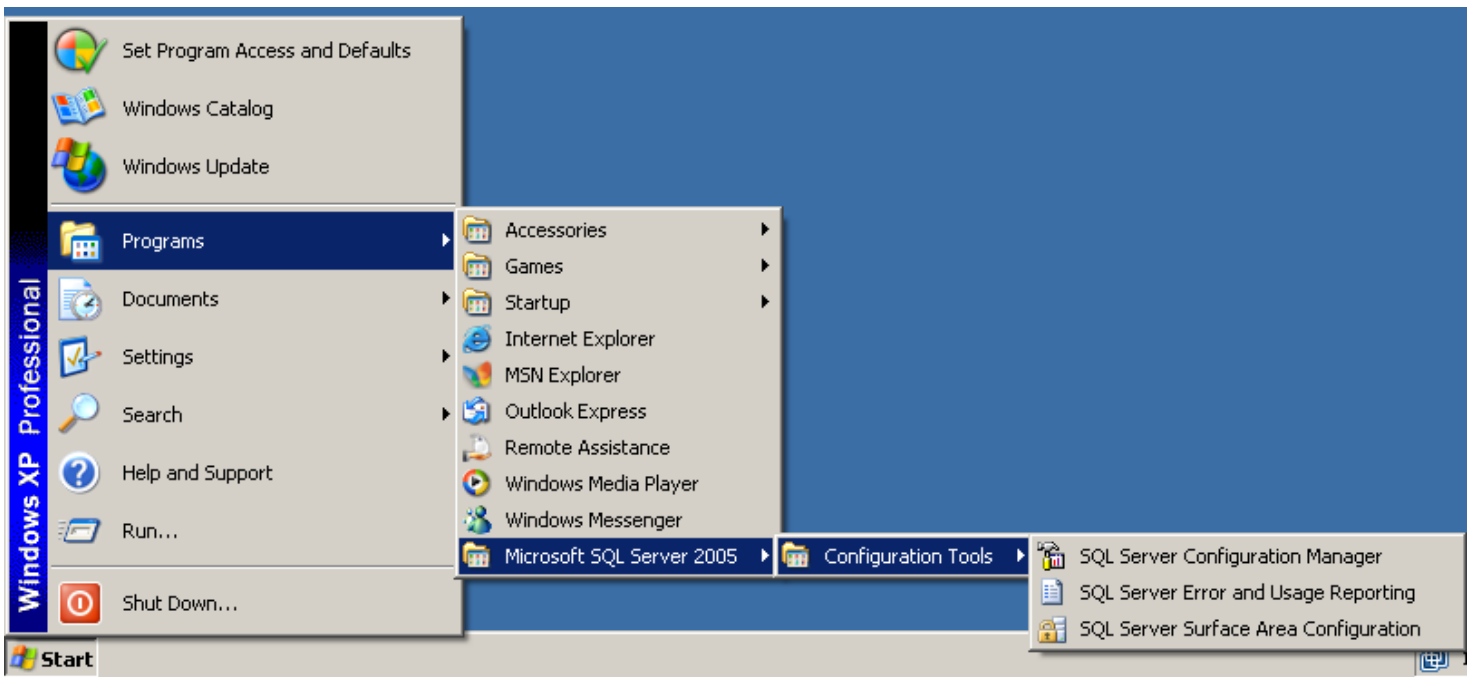
Continue along with the installer until you are prompted with the **Authentication Mode** window. Select the Mixed Mode Authentication, and specify your new **sa** password. *(This password will be used to attach the VisiCount database.)*



Afterwards continue along with the install until the process is finished.

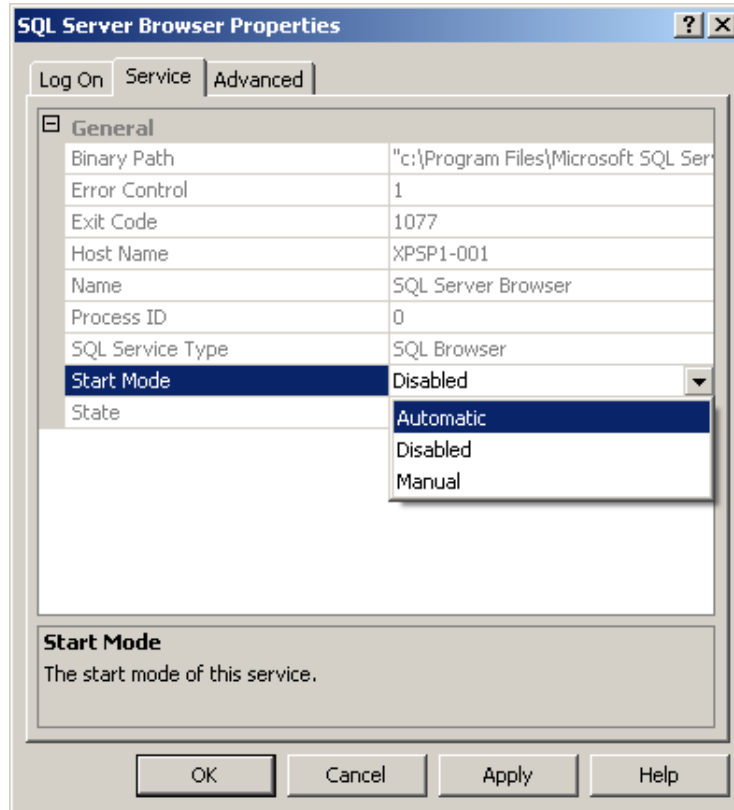
## Configuring Microsoft SQL Server 2005 Express

SQL Server 2005 has a couple settings that need to be configured for the installation of VisiCount to begin. Locate the **SQL Server Configuration Manager** from the start menu.



Located the **SQL Server Configuration Manager** from the start menu, It is needed to start the SQL Server Browser. Select **SQL Server 2005 Services** on the left, and then double click the **SQL Server Browser** on the right. This will bring up the **SQL Server Browser Properties** window.

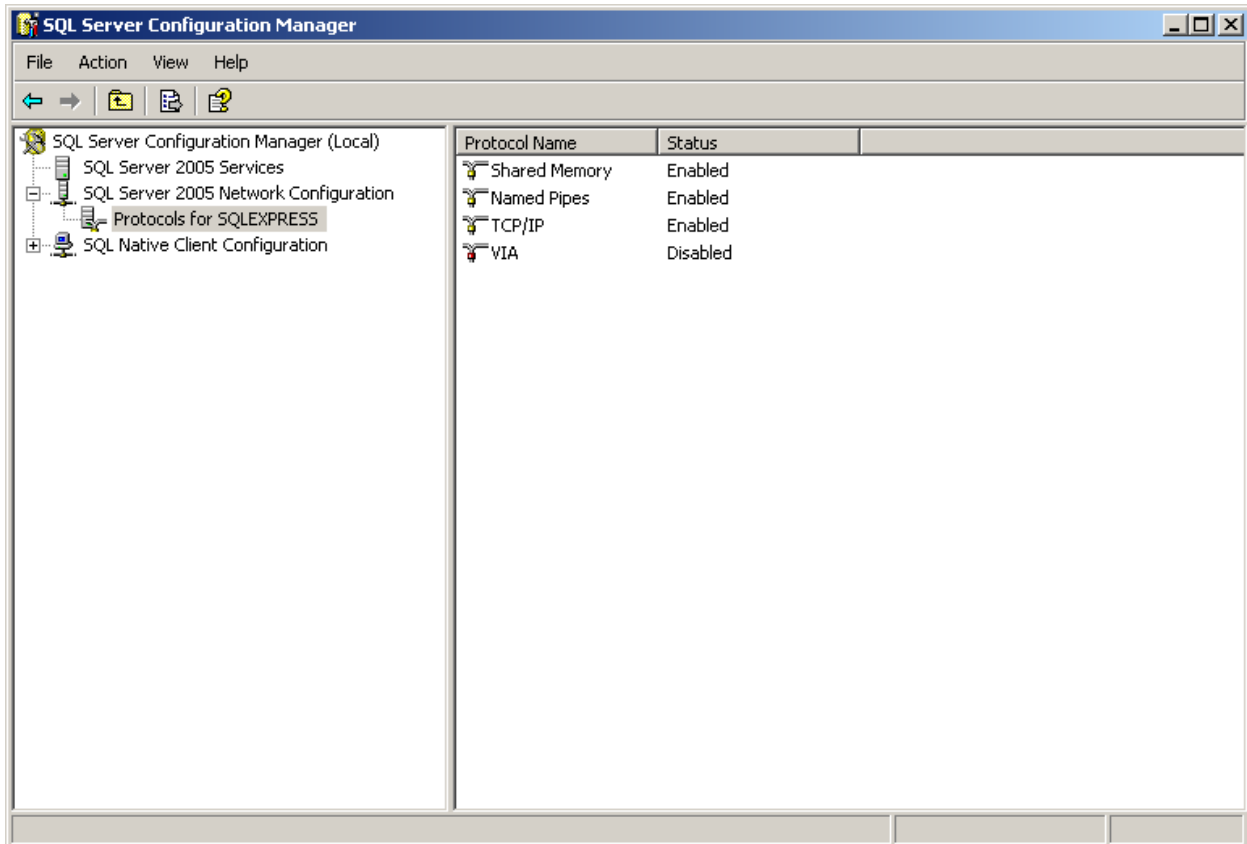
In the properties select the **Service** tab and locate the **Start Mode** field below. Set this to **Automatic** and then **Apply** the settings below.



Once the settings are applied you can go to the **Log On** tab in the properties window. Within here at the bottom, select **Start** to start the service and **OK** to close out of the properties window.

The other settings that need to change in the SQL Server Configuration Manager are the **Protocols for SQLEXPRESS** located in **SQL Server 2005 Network Configuration** menu option.

**Named Pipes** and **TCP/IP** need to be **Enabled**



After completing these changes you can close out of the SQL Server Configuration Manager and proceed with the VisiCount Installation.

## VisiCount Installation

The installer for VisiCount can be found at <http://sw.trafsys.com/visicount/index.htm>

### Prerequisites

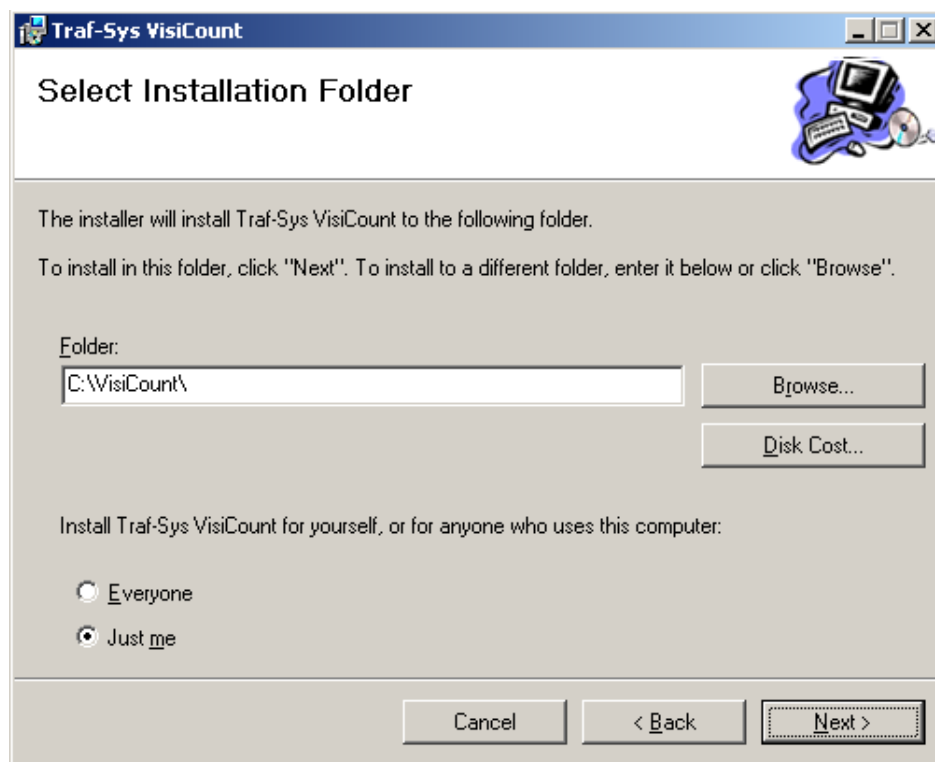
Before continuing on, ensure that you have your serial number for VisiCount available. If you do not have a serial number, please contact us at [support@trafsys.com](mailto:support@trafsys.com).

Ensure that you are installing VisiCount as a windows user with **Administrative Rights**.

### Installation

To begin the installation, launch the VisiCountSetup executable.

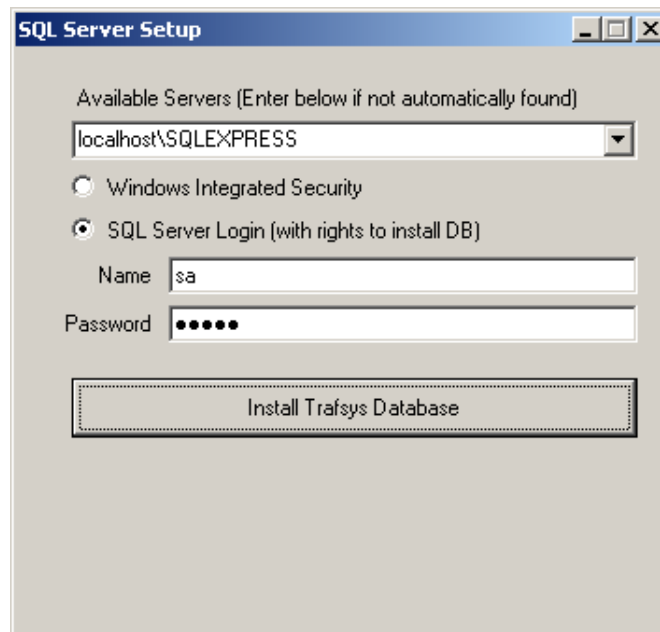
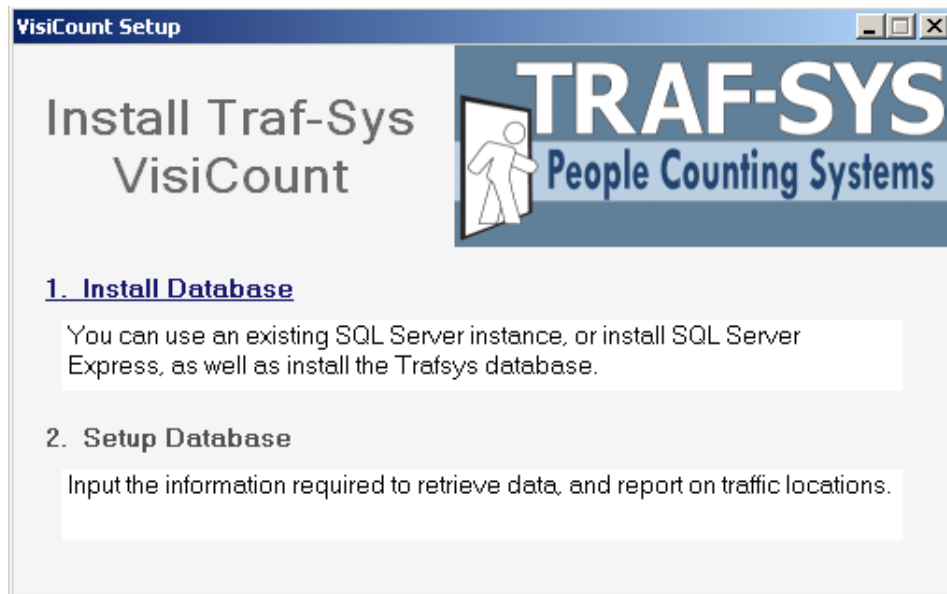
The first option to customize in the installation is where you would like the install path to be located along with for which users. Adjust this to fit your organizations needs. If the computer is used by other users that should have access to the Start Menu items it is recommended to use **Everyone**.



## Install Database

Here we install the database to the SQL Sever that we configured.

Select the **Install Database**

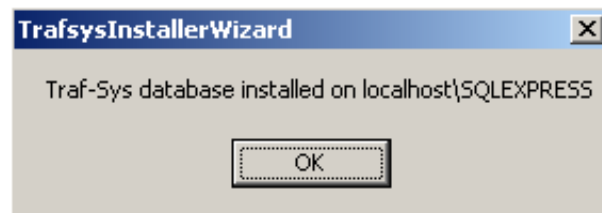


Here we select the SQL Server that we want to use for VisiCount. If the server is not shown in the drop down list you can use **localhost\SQLEXPRESS** to install to the local SQL Server 2005 Express.

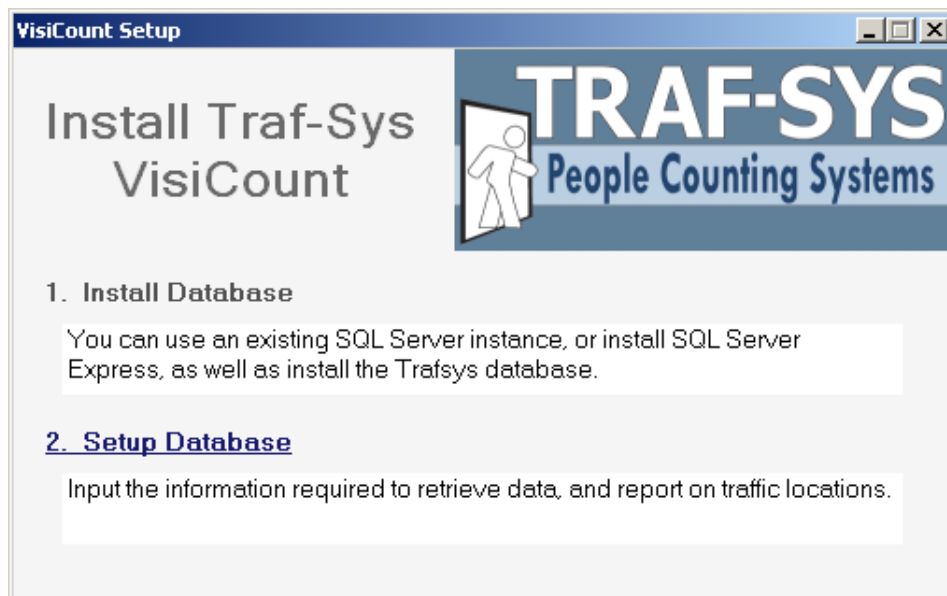
There are two methods to have user permissions to attach the VisiCount Database. You can use the **Windows Integrated Security** or the **SQL Server Login** (sa user that was set on Page 8)

The **SQL Server Login** is the **recommended** choice as it is set independent to the windows users permissions. If your SQL Server is set to require only windows security, you must select the **Windows Integrated Security** option.

Once you have selected the SQL Server and the login permissions, select **Install Trafsys Database**. If settings are correct, you shall be prompted that it has been installed. Otherwise, refer to [Troubleshooting](#) for help.



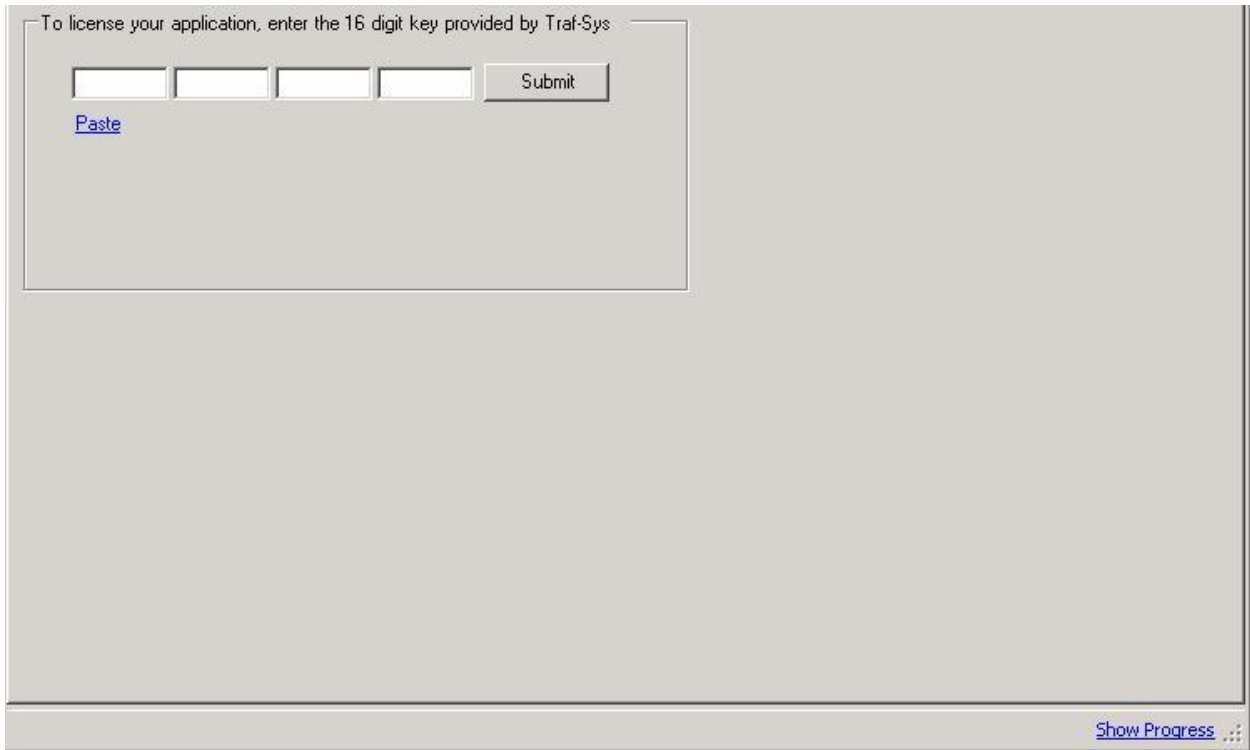
## Setup Database



After the Database has been installed you will now proceed to **Setup Database**.

## License

The first step in setting up the database is entering your VisiCount Serial Number. This portion on the installation requires that you are connected to the Internet to verify that the license is valid. You should receive the following notification on a valid License.



The image shows a screenshot of a software installation dialog box. The dialog has a title bar and a main content area. At the top of the main area, it says "To license your application, enter the 16 digit key provided by Traf-Sys". Below this text, there are four small, empty rectangular input fields arranged horizontally. To the right of these fields is a button labeled "Submit". Below the input fields, there is a blue hyperlink labeled "Paste". In the bottom right corner of the dialog box, there is another blue hyperlink labeled "Show Progress" followed by a small icon of three dots.

## Connection

Here you have the option to change the default password for the database login. *Note: This step is optional and is intended for advanced settings. Keeping the default password is recommended.*

Change the database login password. You can keep the default password, or change it for maximum security

Enter new password for connection login

Retype password

[Show Progress](#) 

## Report Information

This section allows you to adjust some of the reporting options of the VisiCount software. The Customer Name will be set at this point along with First day for the reports.

The selection of reports on the right are predefined reports that you have the option to enable for the Report Gallery.

The Sales, Transactions, Wage and Labor options allow you to store additional information in your database that you can compare against your traffic numbers.

Temperature format is used for the WiFi temperature sensors.

Enter customer information that will be used for reports

Customer Name for Reports

First Weekday for Reports  
Sunday

Time Zone for Server  
(GMT-05:00) Eastern Time (US & Canada)

Use Sales  
 Use Transactions  
 Use Wage  
 Use Labor

Temperature format  
Fahrenheit

Apply

Layout  
Weekday Report  
Hourly Report  
Hourly by Day of Week  
Trend Ins and Outs  
Weather/Special Events  
Category Weekday Analysis  
Category Weekday by Hour  
Peer Comparison  
Year Category Comparison  
Year Site Comparison  
Transactions/Traffic  
Ins/Outs Location by Hour  
Weekday Analysis Hourly  
Daily Weather/Special Events  
Monthly Traffic By Hour

All None

Show Progress

## Site Setup

A site is represented as a location that has a MIU data controller. The number of Sites you set up is one or greater relative to the number of data controllers. Start by selecting **New**, then fill in the corresponding information to the right.

A **Site Name** will represent the location of where each people counting system is located. The **Site Code** is a numerical identifier used to sort a collection of **Site Names**. The **Time Zone** is used to keep the counts in the correct hourly period. The **IP Address of Polling Device** is the IP of the MIU data controller or **IP thermal sensor** (IRC3000) at the site.

If your site is using IP Thermal Sensors (IRC3000) or the Z-WiFi series sensors at the site you will want to select **No MIU** from the MIU type selection. Z-WiFi Sensors and IRC3000 sensors will be added in the following dialogs.

Enter information about the sites

Site Name

Site Code

Time Zone  
(GMT-05:00) Eastern Time (US & Canada)

MIU Type  
MIU 1000 Autosetup of sensors enabled.

IP Address of Polling Device

New  
Delete

Setup Sensors/Locations

Apply

Show Progress

After each Site is added hit the **Apply** button to connect to the **Polling Device** selected. This will bring up the **Locations / Sensors**.

**If receive an error that No Connection to MIU. Close and reenter IP Information then referer to [Troubleshooting](#) for more help.**

## Locations / Sensors

**Locations / Sensors** connects to the MIU and imports the sensor settings.

The **Location name** is used to signify where the sensor is located in a particular site.

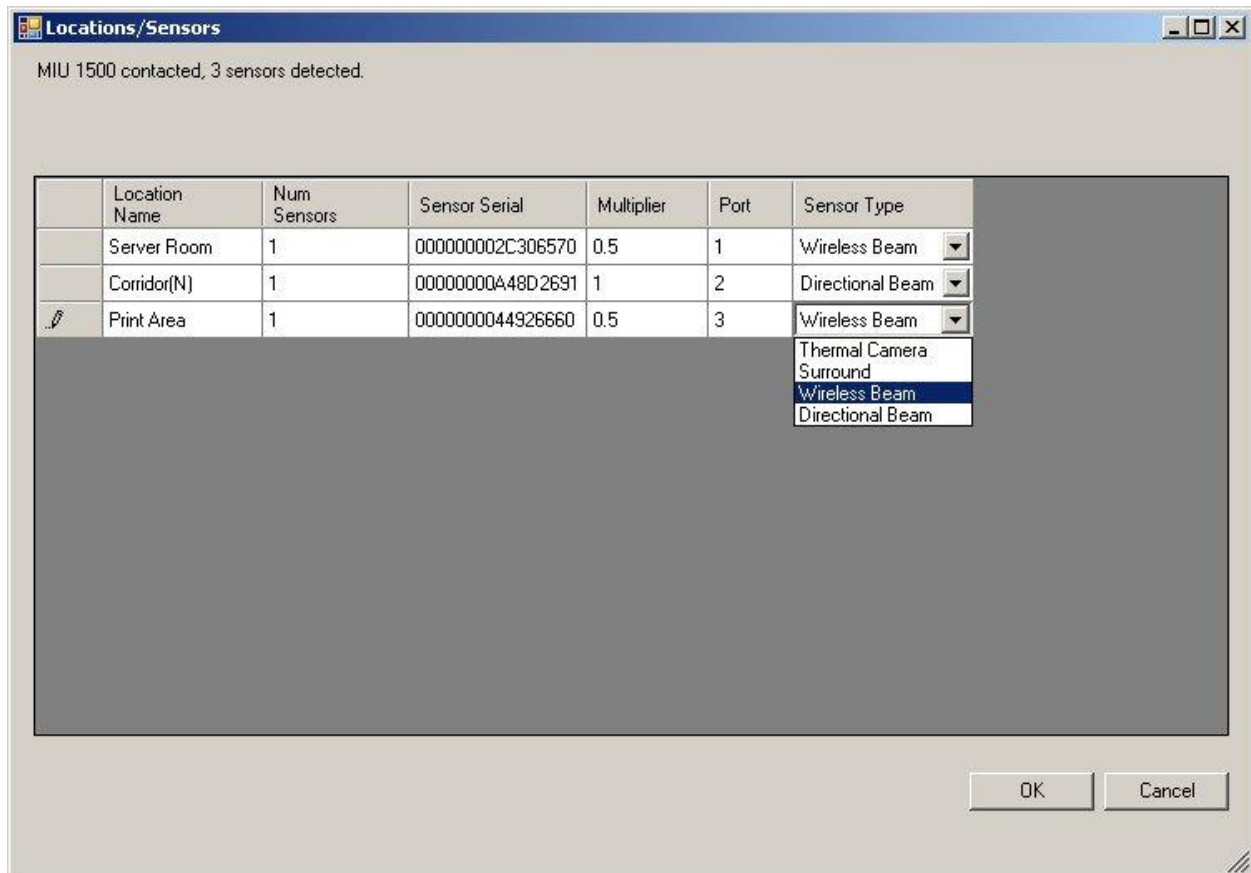
**Num Sensors** is used to set the number of sensors at a given location. *This value will remain as 1 unless using Thermal Camera Network.*

The **Sensor Serial** is a unique identifier for each sensor. *(Should not be changed)*

The **multiplier** would be used for wireless beams that do not track directional traffic. Applying a .5 *(default)* multiplier would reduce the beam breaks down to reflect an inbound traffic count for the day.

The **Port** is the numerical order that the sensor is entered into the MIU. *(Should not be changed)*

The **Type Sensors** is the type of sensor that is installed on the MIU.



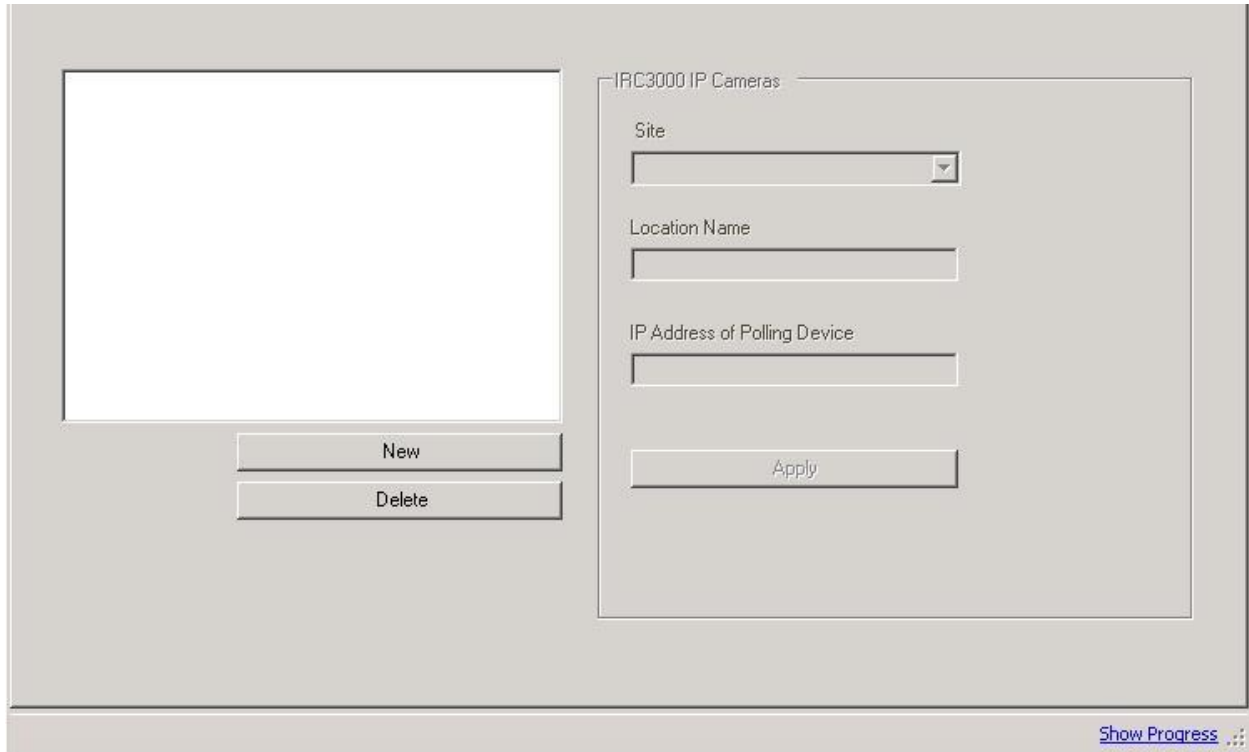
Once the settings are entered correctly select **OK** to save the settings.

Continue these sets for each **Site** that you have a MIU data controller at.

## IRC3000

The IRC3000 IP based Thermal Sensor devices are added at this dialog into the Site that was previously setup. To add a device select the **New** button and then select your Site from the drop down menu. Supply your sensor a Location Name that will be used when reporting against that locations recorded counts and finally enter the IP address that the device is configured to.

Repeat these steps for all IRC3000 Thermal sensors in your installation.



The screenshot shows a software dialog box titled "IRC3000 IP Cameras". On the left side, there is a large empty rectangular area. Below this area are two buttons: "New" and "Delete". On the right side, there is a form with three input fields: "Site" (a dropdown menu), "Location Name" (a text box), and "IP Address of Polling Device" (a text box). Below these fields is an "Apply" button. In the bottom right corner of the dialog, there is a link labeled "Show Progress" with a small icon of three dots.

## Wifi Sensors

Wifi Sensors will be configured according to the manual specifications to place them on your network and configured to send the data to the VisiCount Server.

Use this dialog to select the site and manually enter your sensors or use the Listen option to collect all incoming Wifi data packets. The listen option will make the sensors appear as the record is received. This means that if the sensor is configured according to the manual you will expect to wait up to 5 Minutes to see the sensor.

Enter an endpoint, select a site and either enter the WiFi sensor MAC address and location information manually, or click the "Listen" button and press the service button on any WiFi sensors set up on the network. Before clicking "Apply" to save, customize the location information for the traffic counters. If you enter different names, you will create different locations. Use the same name to specify a single location.

Server Endpoint for WiFi Sensor Service

Site

Traffic Counters

	Location Name	MAC	Multiplier
*			

Temperature/Humidity Sensors

	Name	MAC	Low Temperature	High Temperature	Low Humidity	High Humidity
*						

[Show Progress](#)

## Admin Portal Account

The Admin Portal Account is the first login that is created. It is from this account that you create other users and apply permissions.

You will need at least one admin login to access the website and administer new users.

Enter email address for admin account login

First Name

Last Name

Enter password for admin account

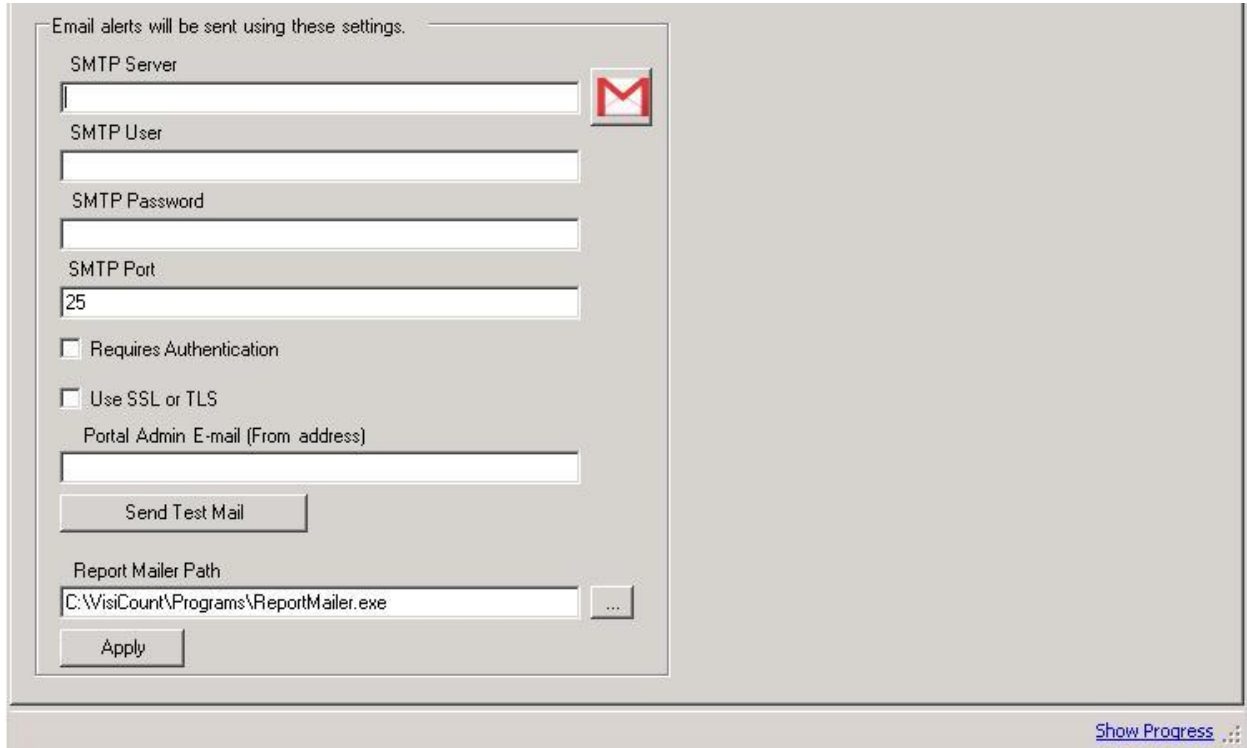
Retype password

[Show Progress](#) ..

## Email Setup

VisiCount uses an email account to send out Notifications, distribute generated reports, and User information. You can use the dialog to specify an internal mail server or use the Icon to configure the system to use a Gmail account.

The following screen allows you to enter your preferred email account that you want to use to send the VisiCount emails.



Email alerts will be sent using these settings.

SMTP Server

SMTP User

SMTP Password

SMTP Port

25

Requires Authentication

Use SSL or TLS

Portal Admin E-mail (From address)

Send Test Mail

Report Mailer Path

C:\VisiCount\Programs\ReportMailer.exe

Apply

Show Progress

Use the **Send Test Mail** button to verify the mail settings.

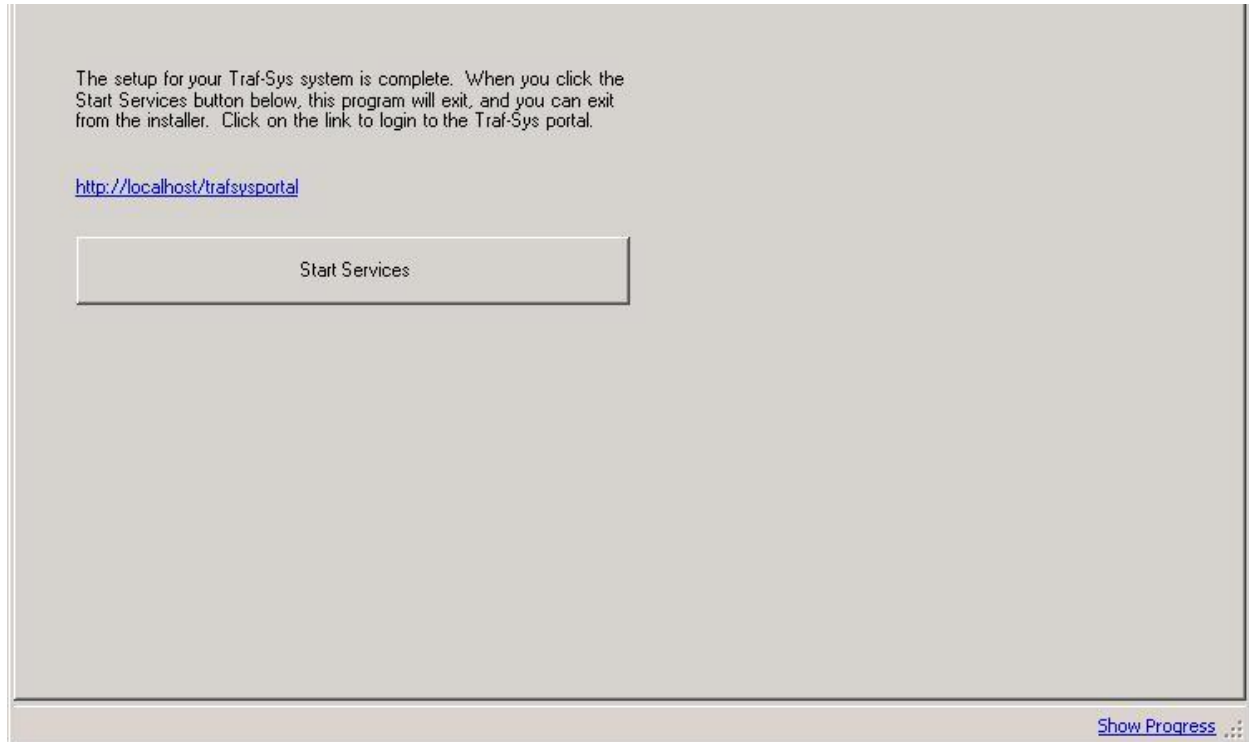
For diagnosing and unsuccessful **Send Test Mail** you will want to refer to the Error log located in C:\VisiCount\Programs\ErrorLogs\

*Some email accounts require you to use the same **From address** as the **SMTP User**.* This is the result of an email server's configuration to not allow relaying of messages.

## Finish

The final step in installing VisiCount is to start the Windows services. Upon clicking the Start services you will exit the Traf-Sys Data Setup. To access the software open a web browser and navigate to <http://localhost/trafsysportal> or choose the **Traf-sys Portal** option from the Windows start menu.

Here you will login with the Admin Portal Account created earlier in the installation.



## Additional Configuration

### Email Alerts

Entering your email address in the Email Alerts area will have you notified when a hardware device has not communicated to the system in 2 hours or status is a faulty state such as blocked.

From the Windows Start menu you will find the VisiCount Receiver application. Within here under the **VisiCount Alerts Settings** is where you can enable this feature by using Add to enter an email address under Global Recipients.

Additionally on this same page the Polling Reports option allows you to enable a daily status report of the collected data. You can enable/disable this feature here as well as selecting its time for generating the report.

### New Password by Email – message content

With the SMTP settings properly setup during the installation the software is capable of sending out email for different forms of notification. When creating user accounts there is an option for sending **New Password by Email**. This option will reset the user's password and send them the new generated password to their email address.

The contents of this email is configured from the file C:\VisiCount\Web\WelcomeEmail.txt

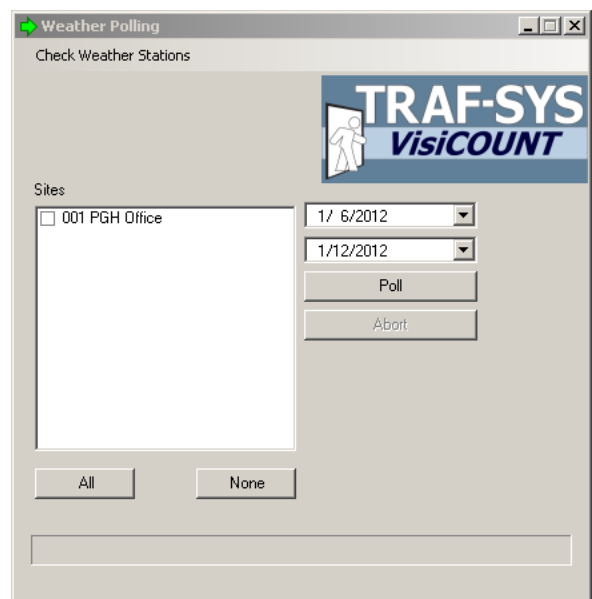
It is recommended to update the link to where users will access the system from within this file. You can additionally add details or format this content as needed.

### Weather polling

The Weather Polling option is used to collect daily statistical weather data which is used in the two Weather and Special events reports within the Report Gallery. To collect this weather information it will be required to enter the address for your site.

To set your site address login to the portal and select **Administration** and then select the **Sites** option from along the left. This page will show you all of the sites entered into your system. Select the site you are setting up and then select the **Edit** button under address to enter your site address.

Once the address is entered you can open the **Weather Polling** application from the start menu.



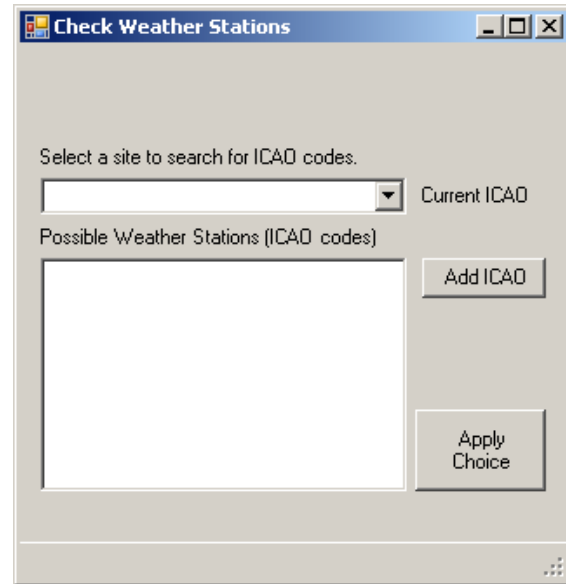
With this dialog open select the **Check Weather Stations** option. This will display the following dialog.

From here you will select your site from the drop down menu then select an ICAO code from below. Once the ICAO code is selected click the **Apply Choice** to save your selection.

These weather stations are pulled from the address assigned to the site. If your site does not return any ICAO weather stations you can manually add one from the **Add ICAO** option.

The Weather Polling is an automated process and does not need to be manually run. If this process is setup a period of time after installation of the system you can manually collect the previous day's weather trend data with the main Weather Polling dialog. Weather data can only be collected from days that the system has traffic data.

To poll historical weather data select the sites from along the left and setting a starting / ending date then choose **Poll**.



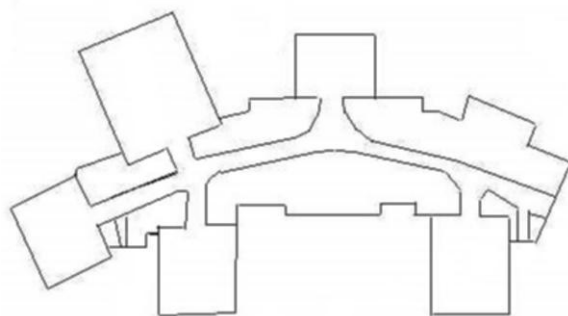
## Site Map Editor

From within the Report Gallery there is a Layout Report that allows you to get a visual representation of where your traffic counts values were recorded. This report requires you to import a picture of your site layout and then specify where the counters are located on the map.

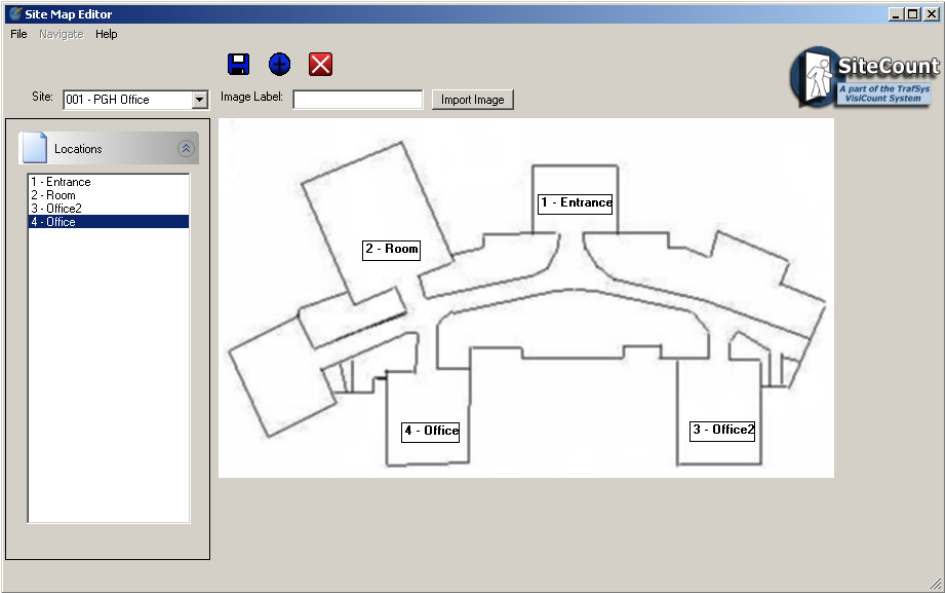
To start you will need a blueprint image or generated image to represent your site. A Simple line drawing as show below is the type of picture we are looking for.

The image does not need to be labeled as the next process will title the location when generating the report.

After you have your image created to represent your site you will want to open the Site Map Editor application from the Windows Start Menu.

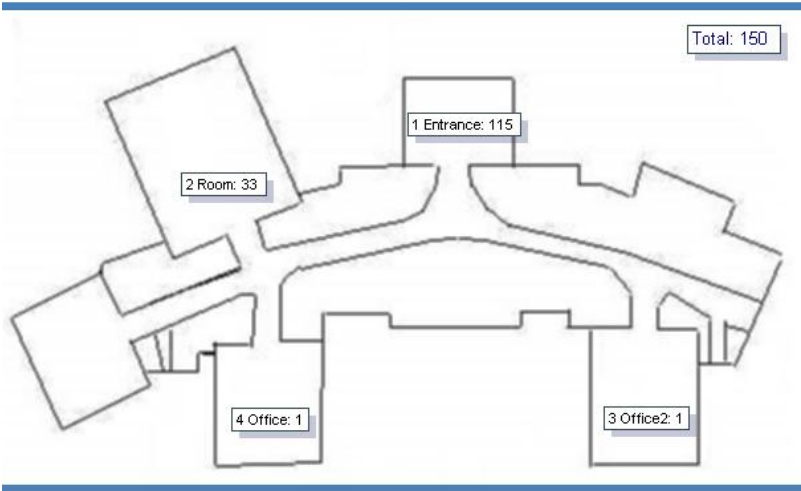


In the Site Map Editor you will want to select your site from the drop down menu and then import the image of the site. The system can import images of GIF, JPG, PNG or BMP. You will have to select the File type accordingly when making your selection.



With your image loaded the next step is to drop the Locations listed from along the left to the corresponding area on the image. After all your locations are positioned as needed you will save the map.

Now when generating a Layout report from within the Report Gallery will reflect the Site Map Created.

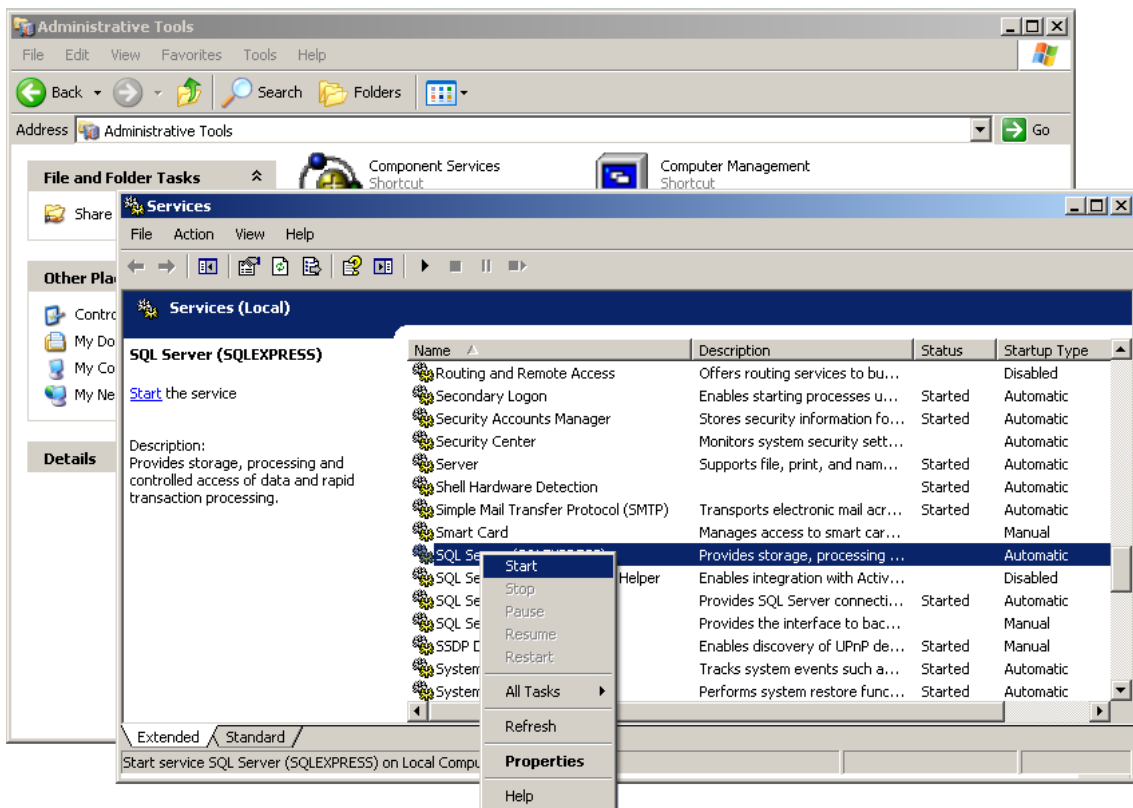


## Troubleshooting

Here are some solutions to common issues when installing VisiCount.

### My Install of the VisiCount Database did not proceed successfully.

- When using the SQL Server Login, ensure that you have entered the correct Username and Password
- When using Integrated Security, ensure that your user has administrative rights
- Ensure that the database service is running  
Located at **Control Panel → Administrative Tools → Services**



### When setting up a site, the connection to the MIU Failed.

- Ensure the MIU is online
- Ensure that the IP is correct and accessibility.  
(A MIU can be verified by accessing its IP in a web browser)

**When installing VisiCount on IIS 7.0 (Windows 7 and Windows Server 2008) it is required to install IIS 6.0 Compatibility mode**

### **Window Server 2008**

To install this component Go into  
Server Manager -> Roles -> Web Server -> Role Services -> Add Role Services

Select **IIS 6 Management Compatibility**

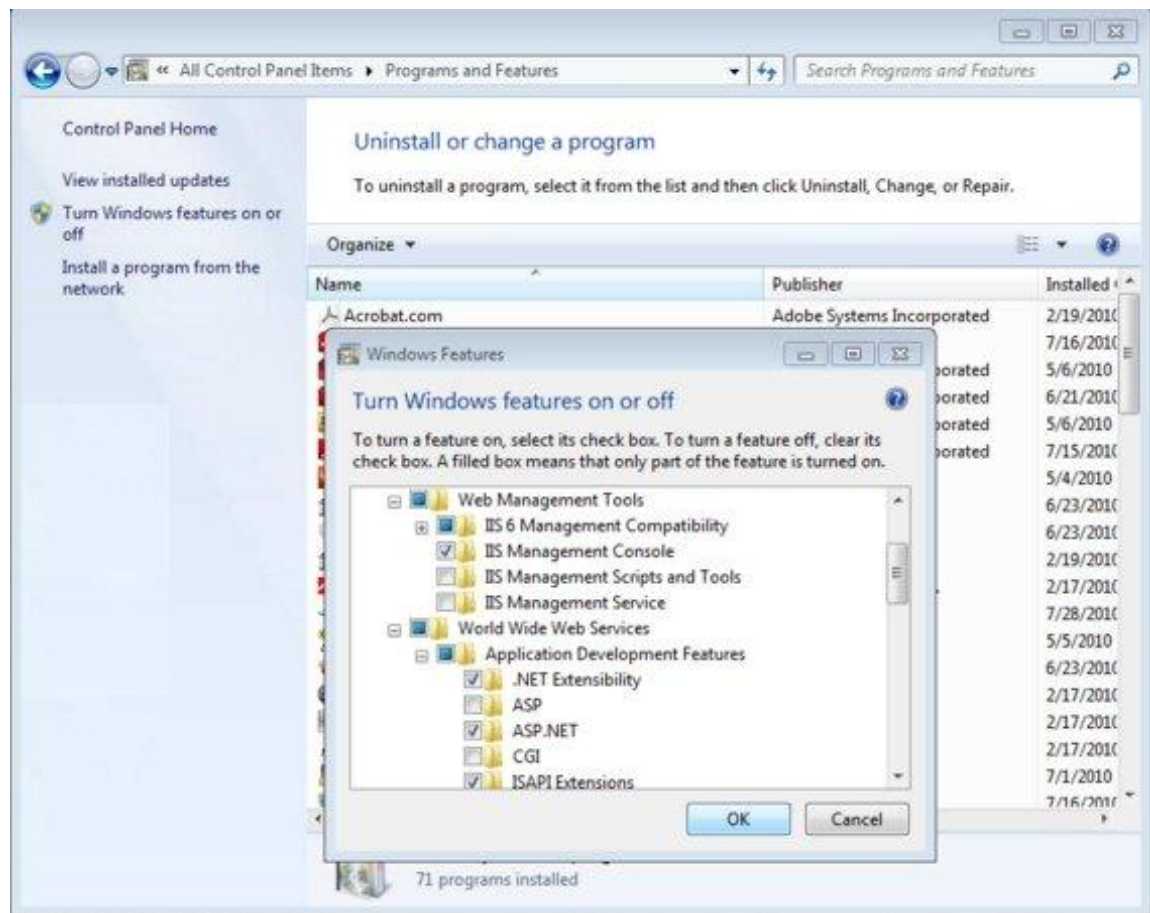
Additionally you will want to ensure that under Application Development Features that **ASP.NET** is selected

### **Windows 7**

Control Panel -> Programs and Features -> Turn Windows features on or off

Select IIS 6 Management Compatibility and ensure the containing elements are selected

Additionally you will want to ensure that under Application Development Features that **ASP.NET** is selected



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