SiteCount v2.0

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Introduction

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

Requirements

General

- Internet Access *(used to register the software)*
- Valid SiteCount Serial Number

  Contact us at support@trafsys.com if you have not received a Serial Number

Software

- Operating System: Windows 2000 / XP / Server 2003 / Server 2005
- Database Server: Microsoft SQL Server 2005 (Express version Freely available)
- .NET Framework: Version 2.0 (http://go.microsoft.com/fwlink/?LinkId=55731)

  Version 3.5 (http://www.microsoft.com/downloads/details.aspx?FamilyID=AB99342F-5D1A-413D-8319-81DA479AB0D7)

Hardware

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

Fulfilling Software Requirements

Installation of Microsoft SQL Server Express

If you require a database to be installed for your SiteCount 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

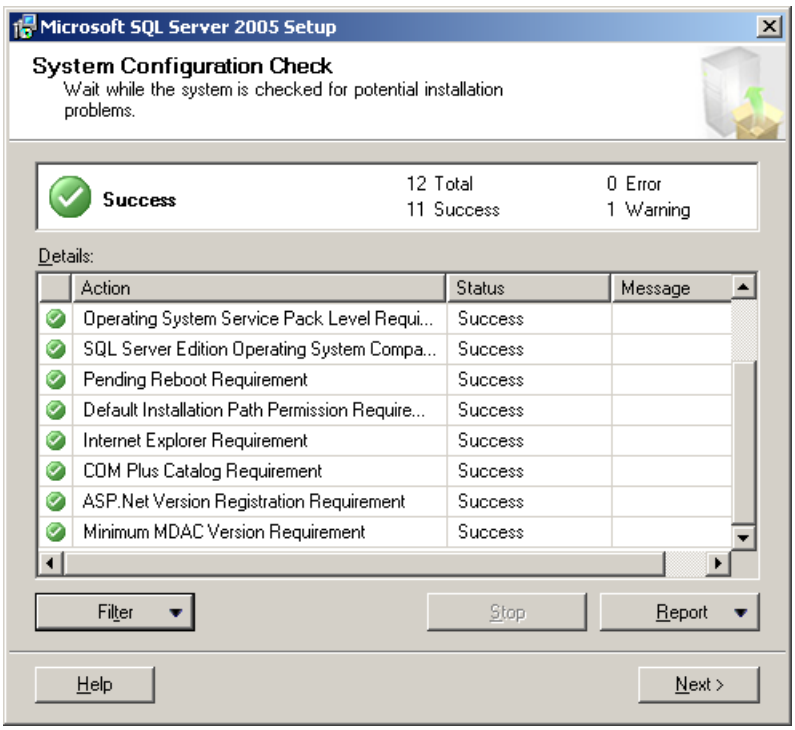
- Version 2.0 Required (http://go.microsoft.com/fwlink/?LinkId=55731)

Microsoft Windows Installer

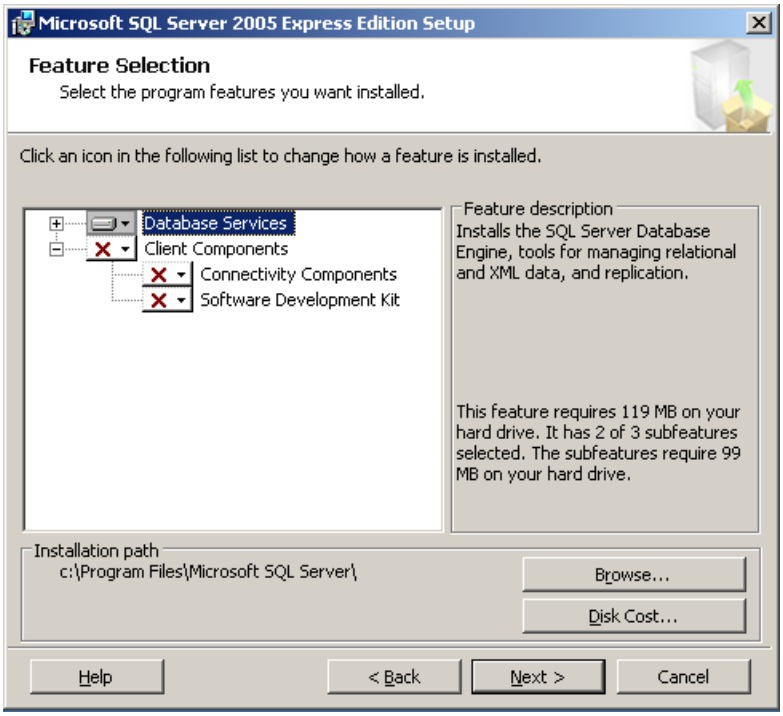
- Version 3.1 Required (http://go.microsoft.com/fwlink/?LinkId=46459)

Installation

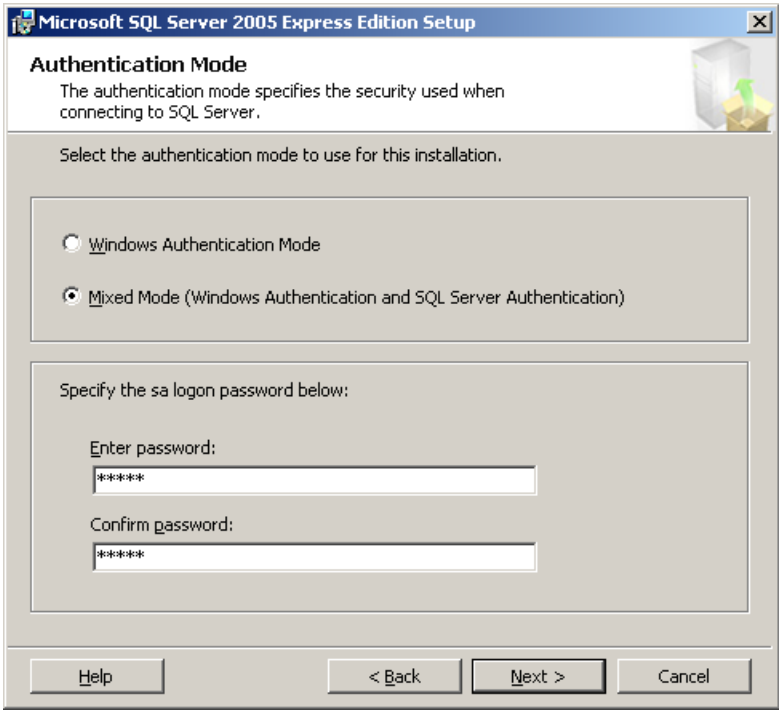
After the requirements are met you can proceed with the install. Launch the SQL 2005 Express installer and follow the on screen directions. It will take you through a **System Configuration Check** before the software is installed. Errors will need to be met for the installation to proceed.



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.



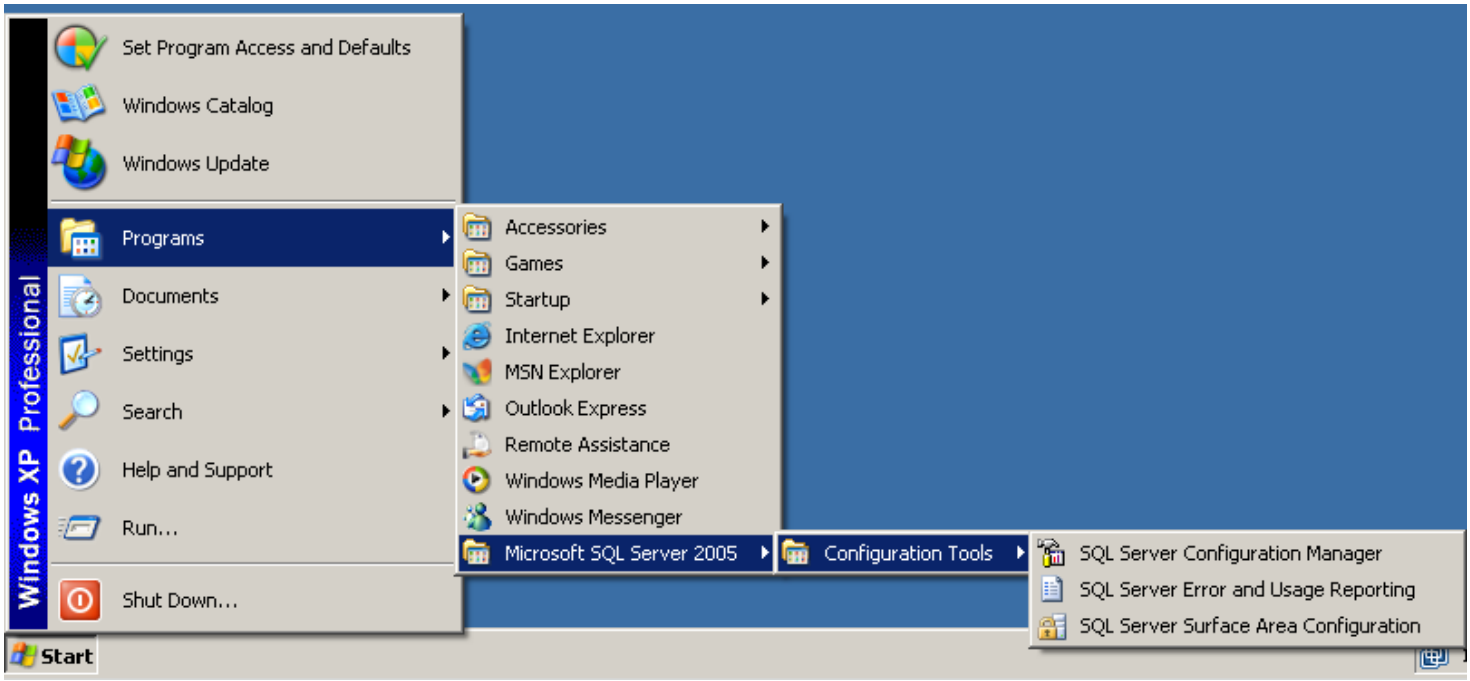
Continue along with the installer until you are prompted with the **Authentication Mode** window. Select the Mixed Mode Authentication, and specify your new **sa** password. *(This password will be used to attach the SiteCount database.)*



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

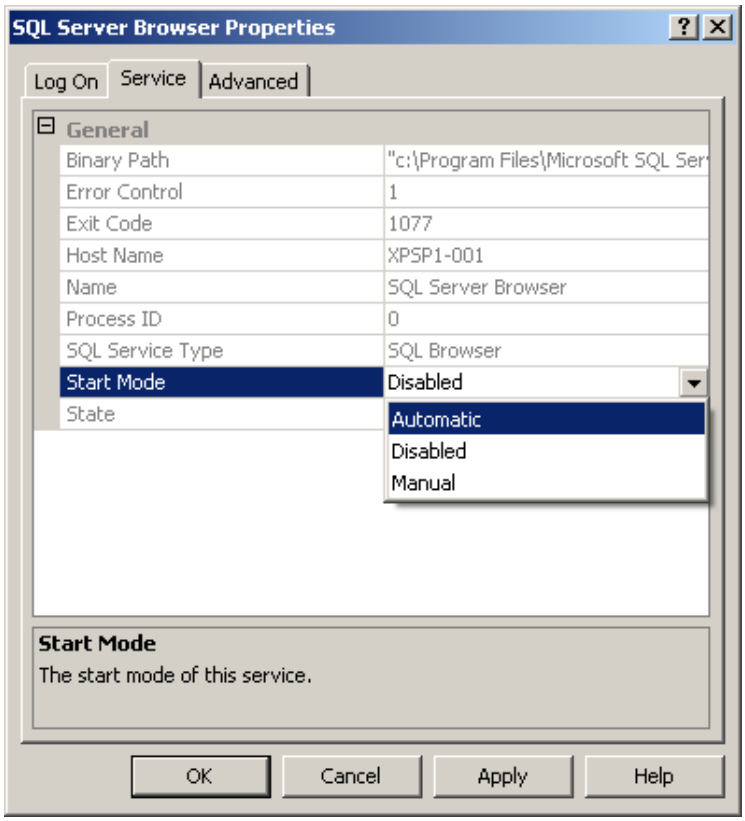
Configuring Microsoft SQL Server 2005 Express

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



Locate the **SQL Server Configuration Manager** from the start menu, It is needed to start the SQL Server Browser service. 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.

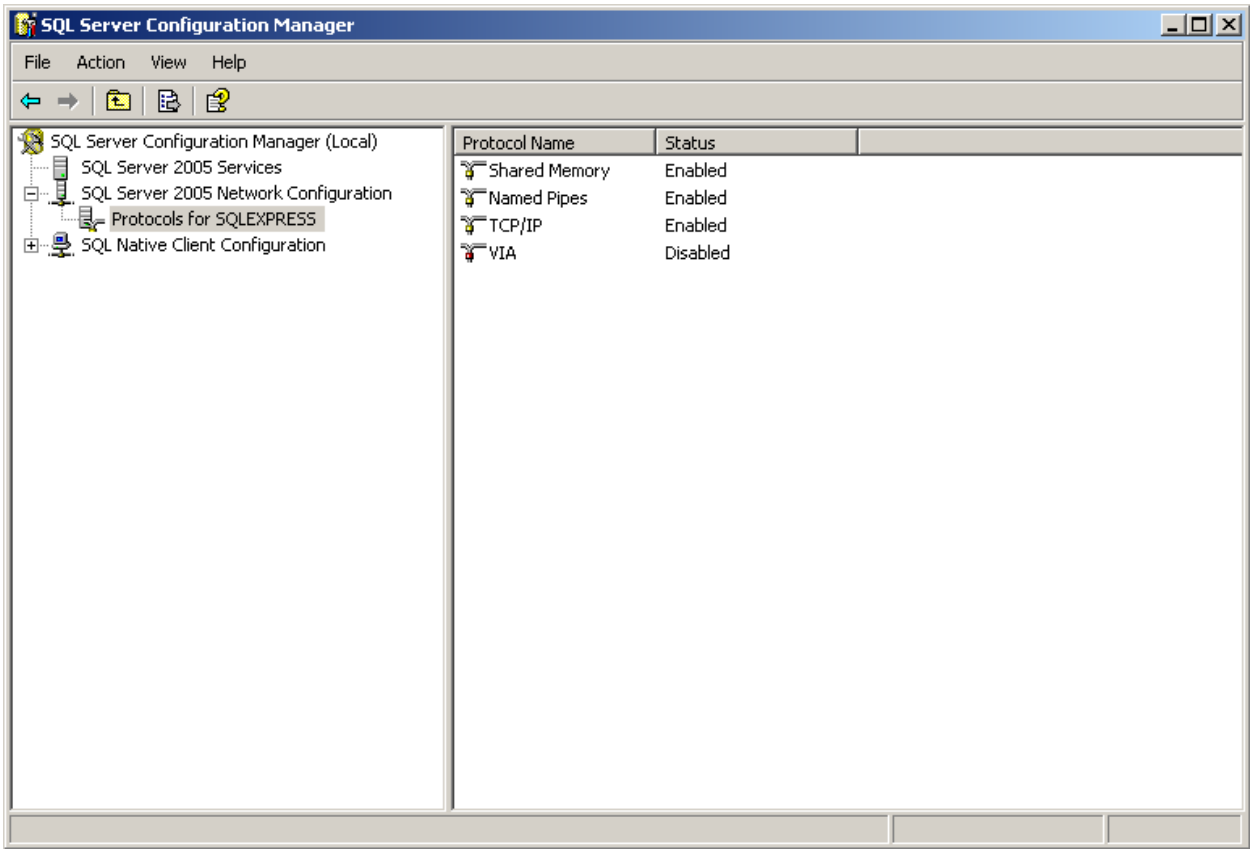
In the properties Select the **Service tab** and locate the **Start Mode** field below. Set this to **Automatic** and then **Apply** the settings below.



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 be changed in the SQL Server Configuration Manager are the **Protocols for SQLEXPRESS** located in **SQL Server 2005 Network Configuration** menu option.

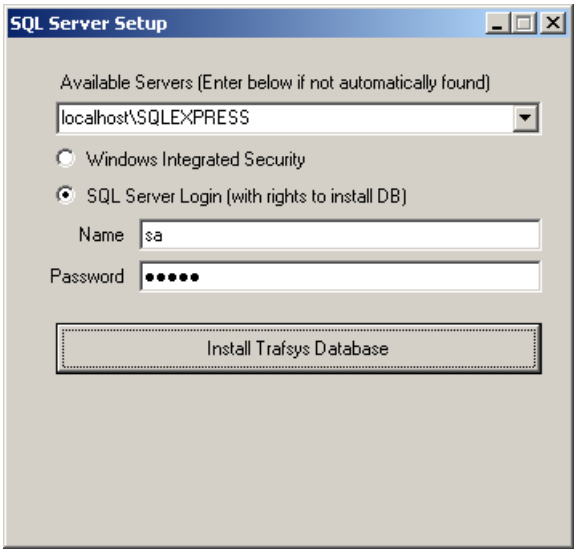
Named Pipes and **TCP/IP** need to be **Enabled**



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

Install Database

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



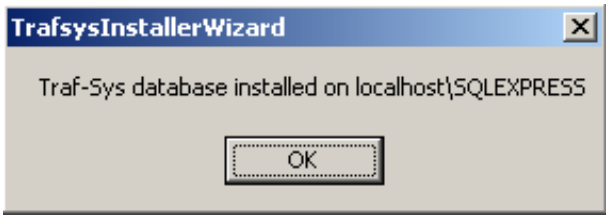
Select the Install Database Server

Here we select the SQL Server that we want to use for SiteCount. 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 SiteCount 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.

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.

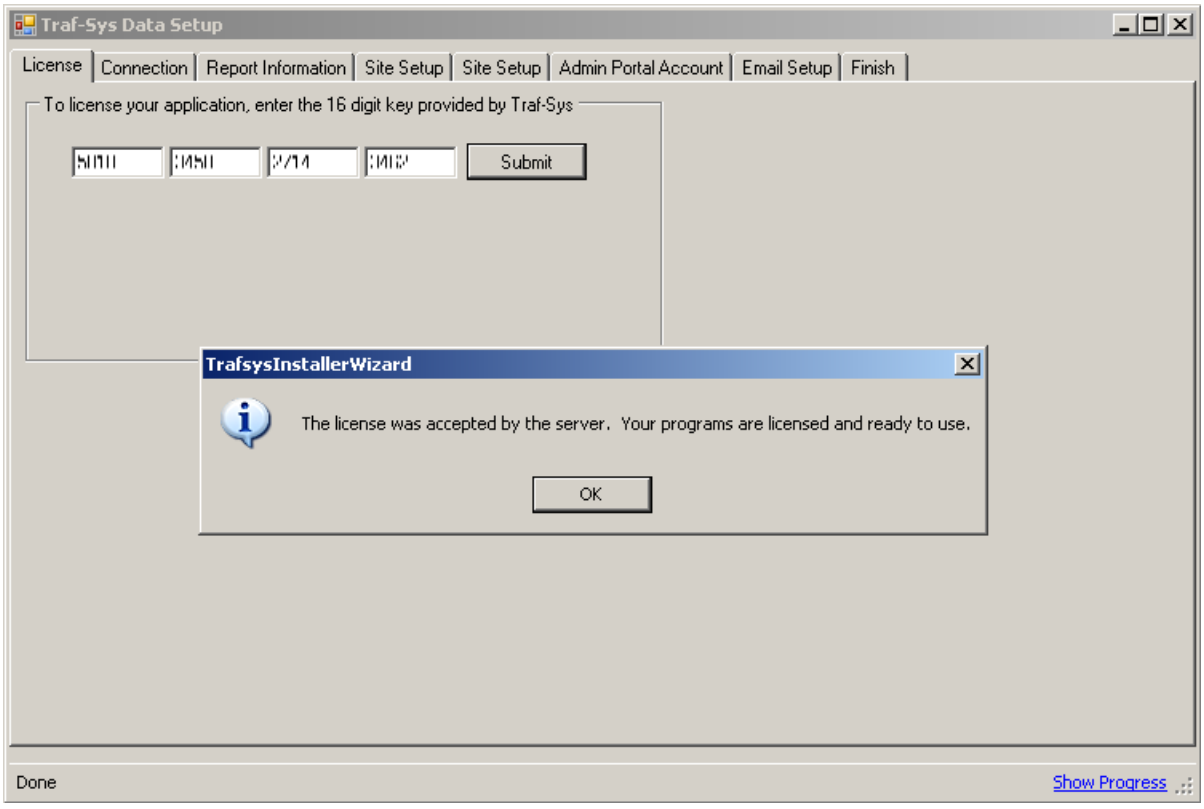


Setup Database

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

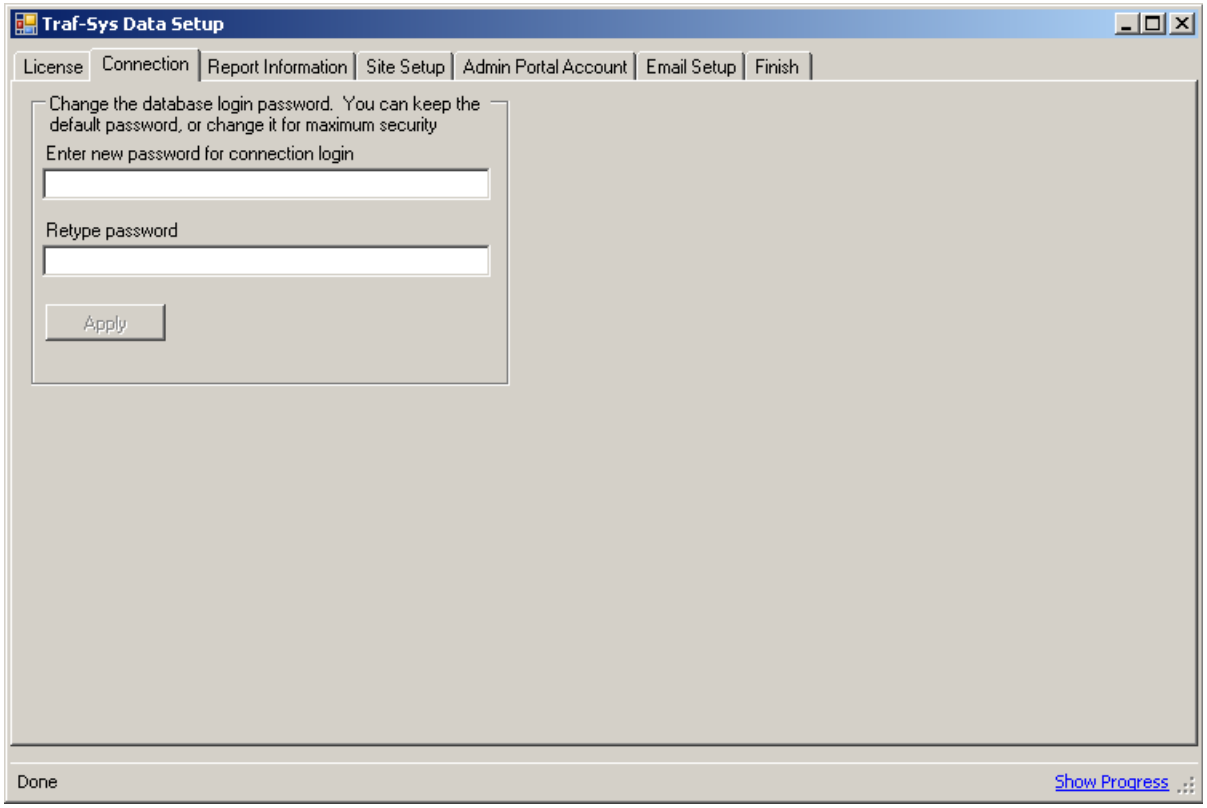
License

The first step in setting up the database is entering your SiteCount 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.



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.*

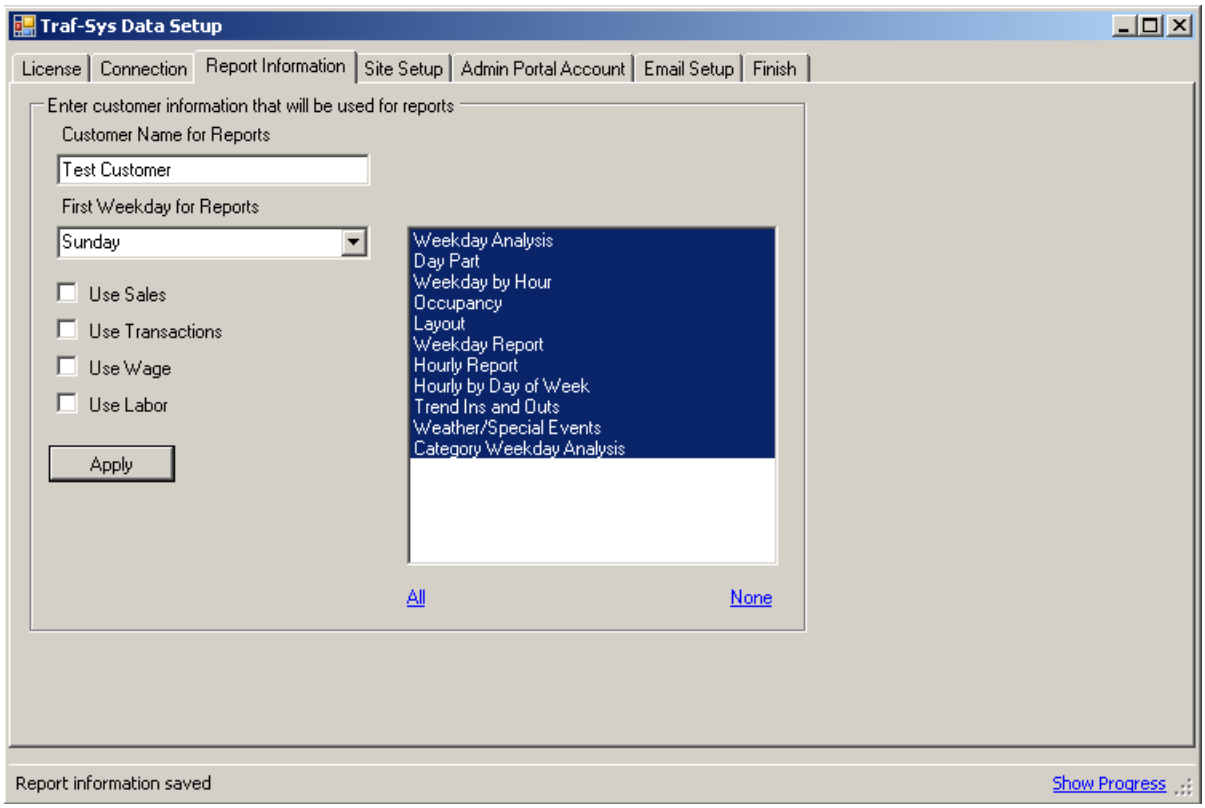


Report Information

This section allows you to adjust the some of the reporting options of the SiteCount 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.

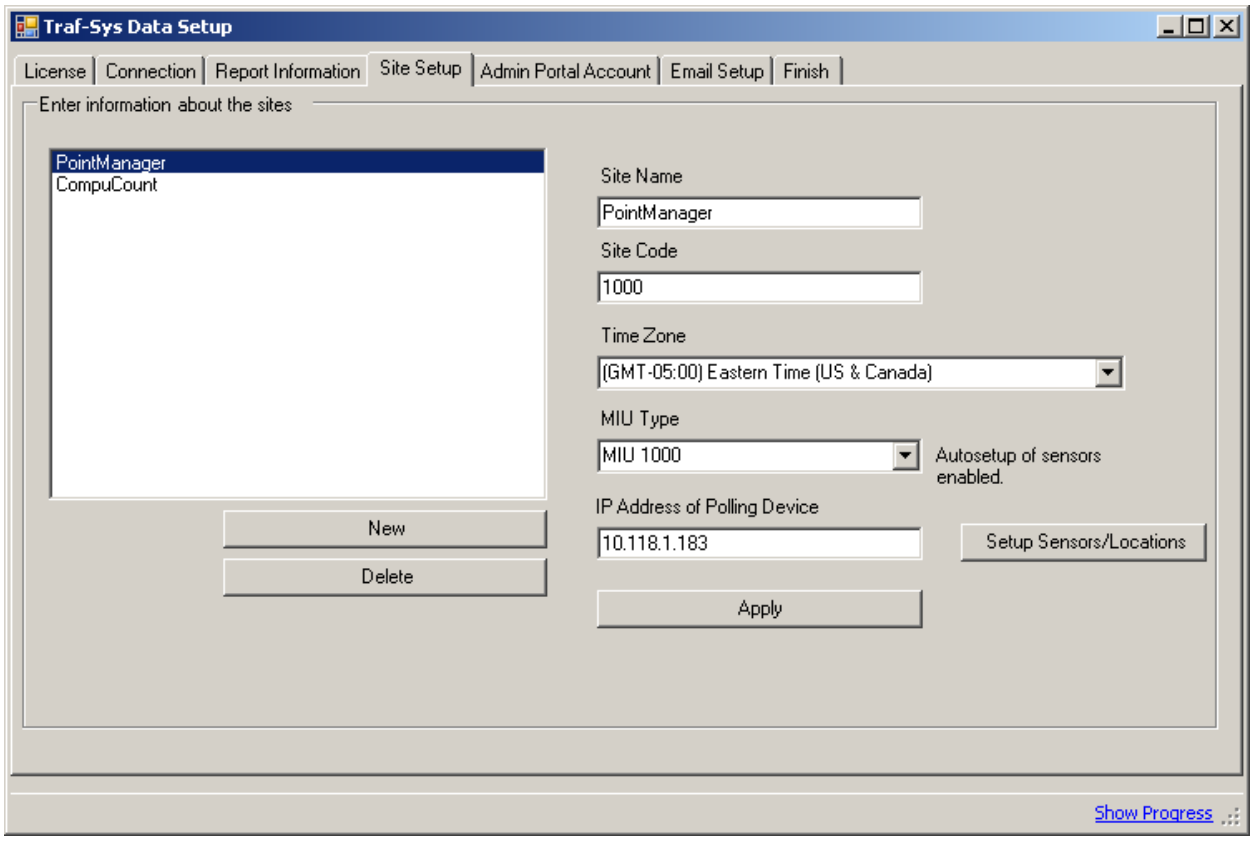


Site Setup

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 **MIU Type** is type of data controller you are setting up. The **IP Address of Polling Device** is the IP of the MIU data controller at the site.

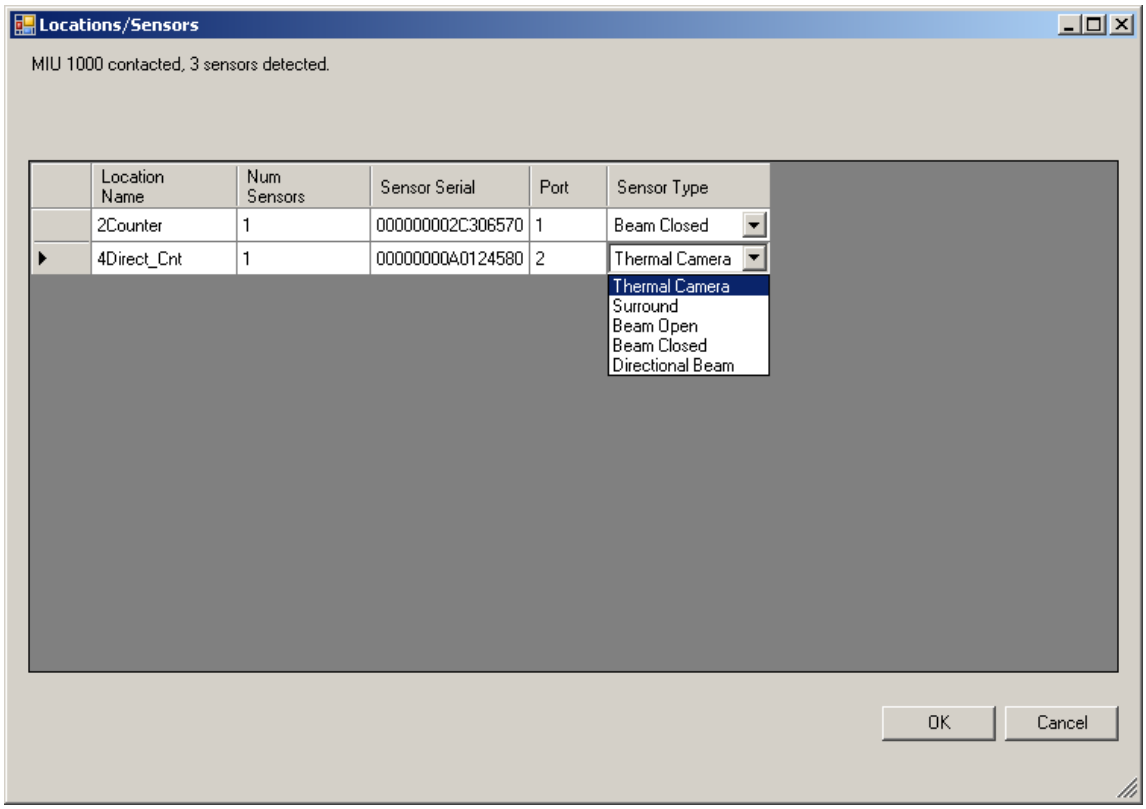
MIU 1000



Notice the **Autosetup of Sensors Enabled** option when MIU 1000 selected

Autosetup of Sensors

When saving your settings for a MIU 1000 data controller you will be prompted with the following dialog.



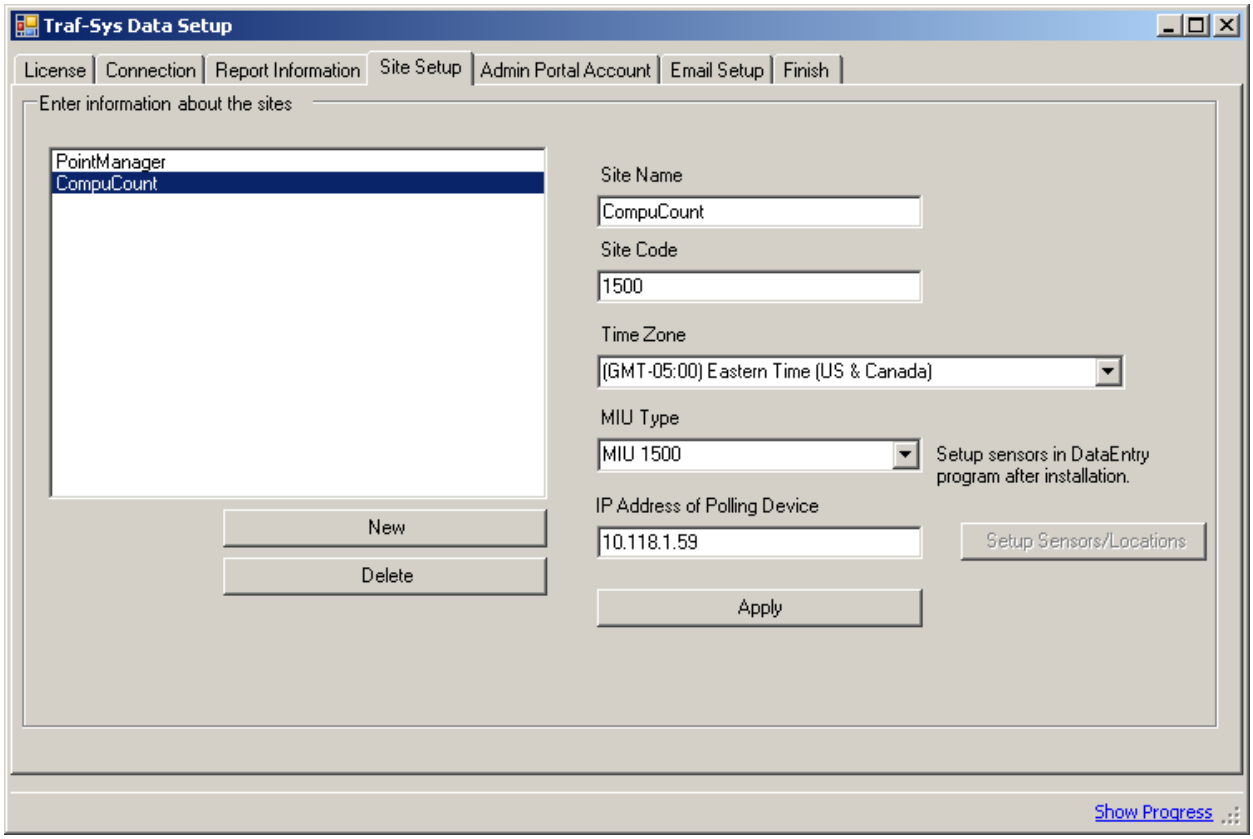
If receive an error that **No Connection to MIU** referrer to Troubleshooting for more help.

Locations / Sensors connects to the MIU and imports the sensor table. 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. The **Type Sensors** is the type of sensor that is installed on the MIU. (*When using non directional wireless beams use the **Beam Closed** sensor type.*)

*It is recommended to not change the **Num Sensors** or **Sensor Serial**.*

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

MIU 1500



When setting up SiteCount with a MIU 1500 (CompuCount) you will enter the information just like an MIU 1000. When done select the **Done** button at the bottom.

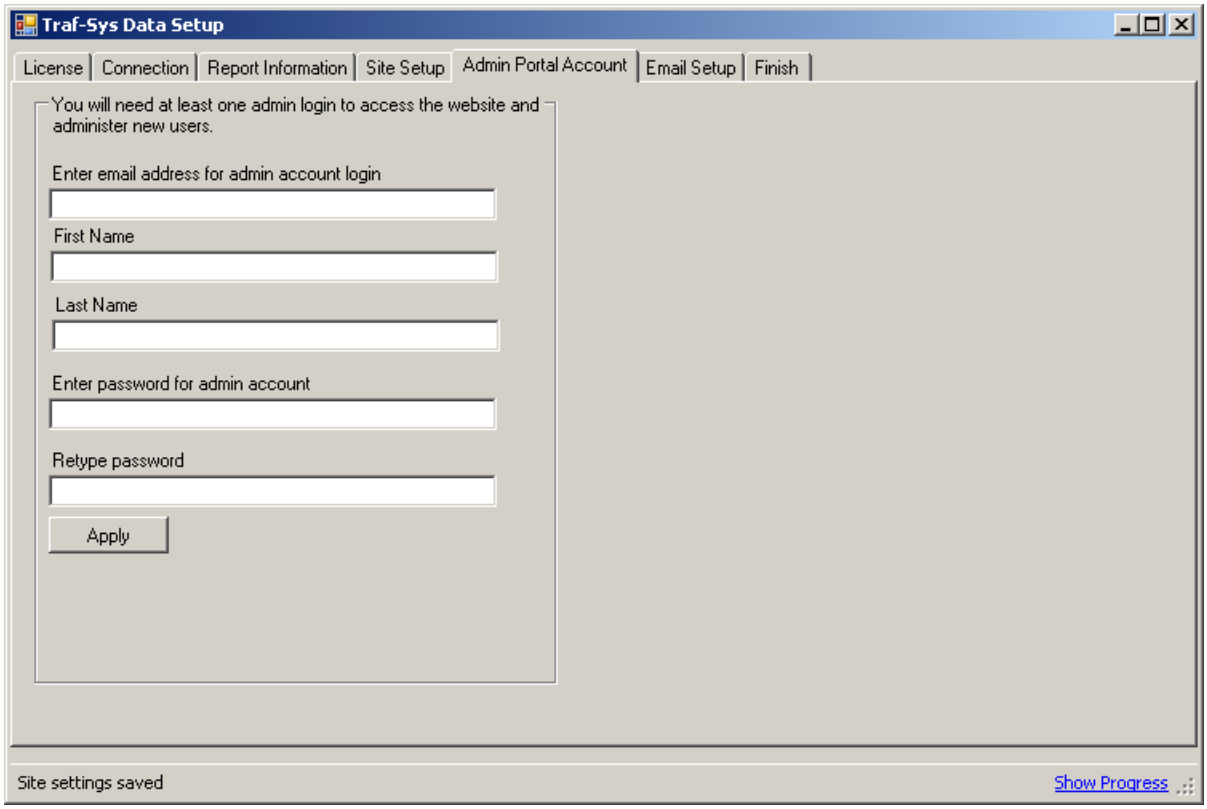
The Locations and sensors for the MIU 1500 will be entered within SiteCount's DataEntry Application.

Refer to this section for this procedure.

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

Admin Portal Account

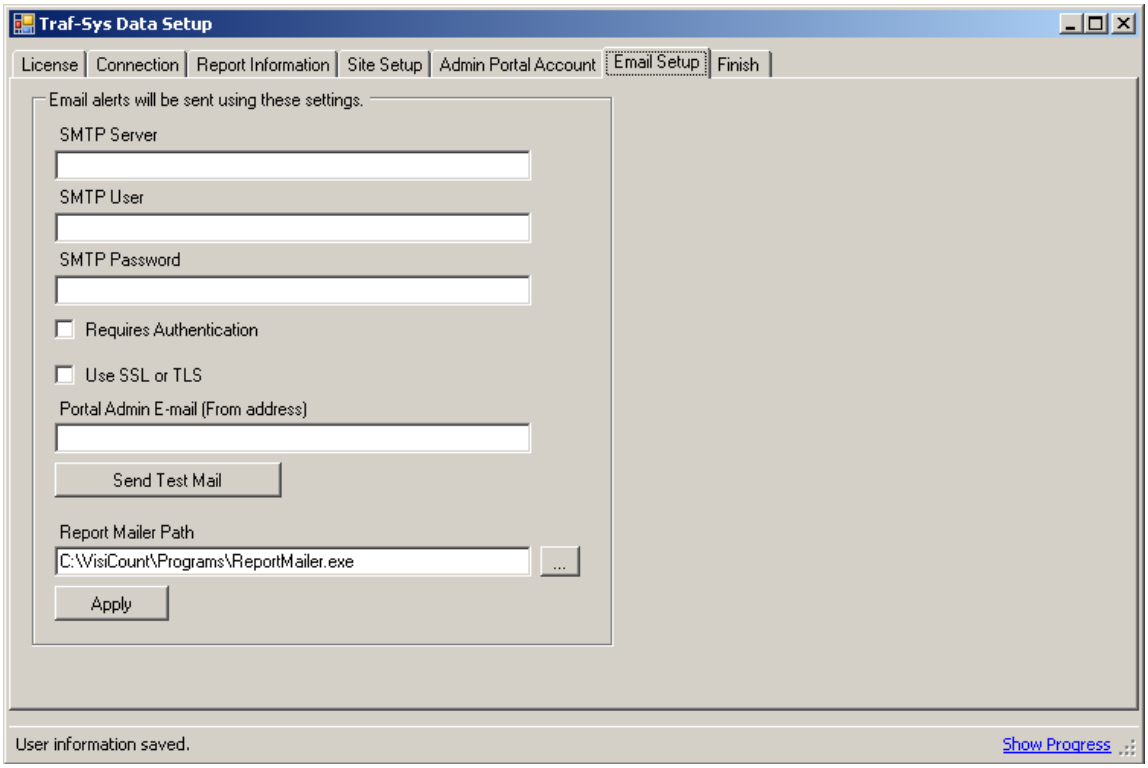
The Admin Portal Account is the first login that is created. It is from this account that you create other users and apply permissions.



Email Setup

SiteCount uses an email account to send out Notifications, distribute generated reports, and email alerts.

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



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

*Some email accounts require you to use the same **From address** as the **SMTP User**.*

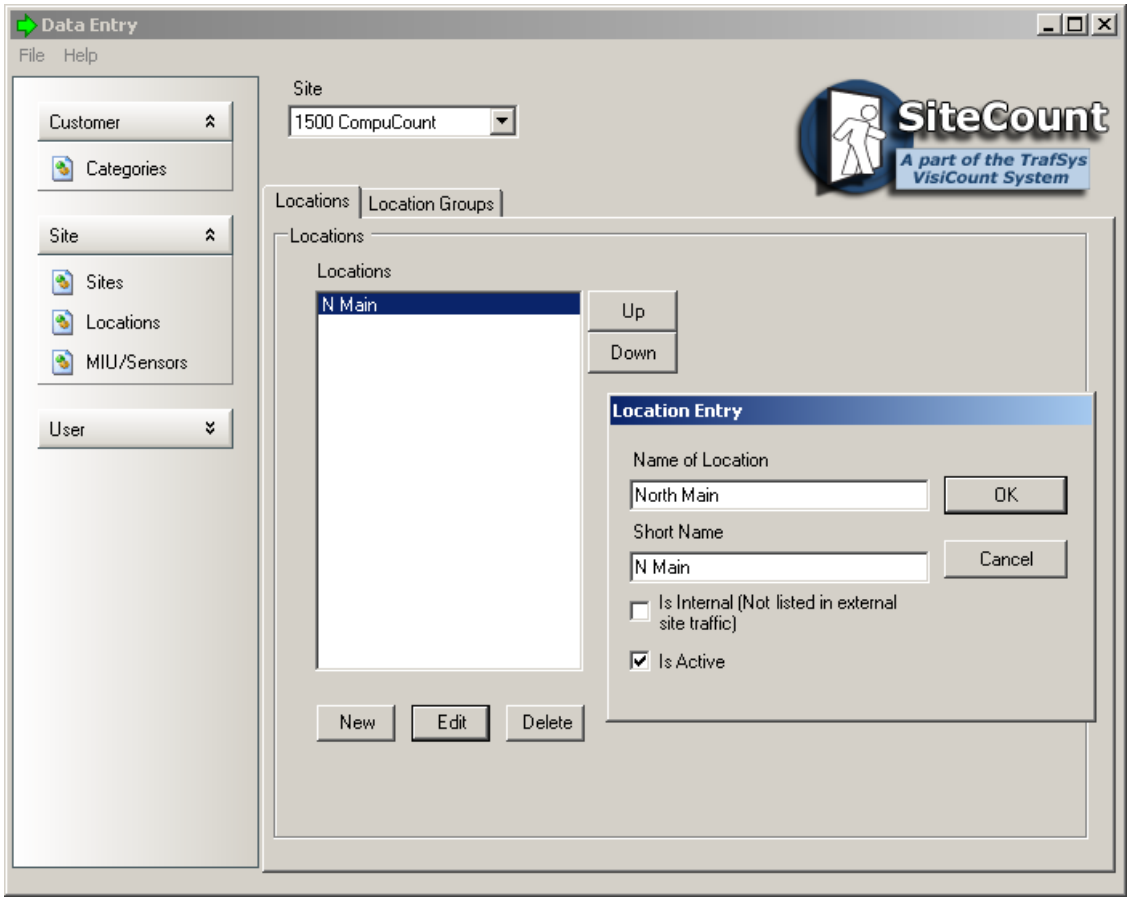
Finish

The final step in installing SiteCount is to start the Windows services. Upon clicking the Start services you will exit the Traf-Sys Data Setup and the installer will complete.

Completion of MIU 1500 / CompuCount setup

Now that the software has been installed you will still require adding the locations and sensors to the system if you are using a MIU 1500 (CompuCount). To do this we need to open the Data Entry application from within the SiteCount entry in your start menu. Use the Admin Portal account created during the installation when prompted.

Adding Locations

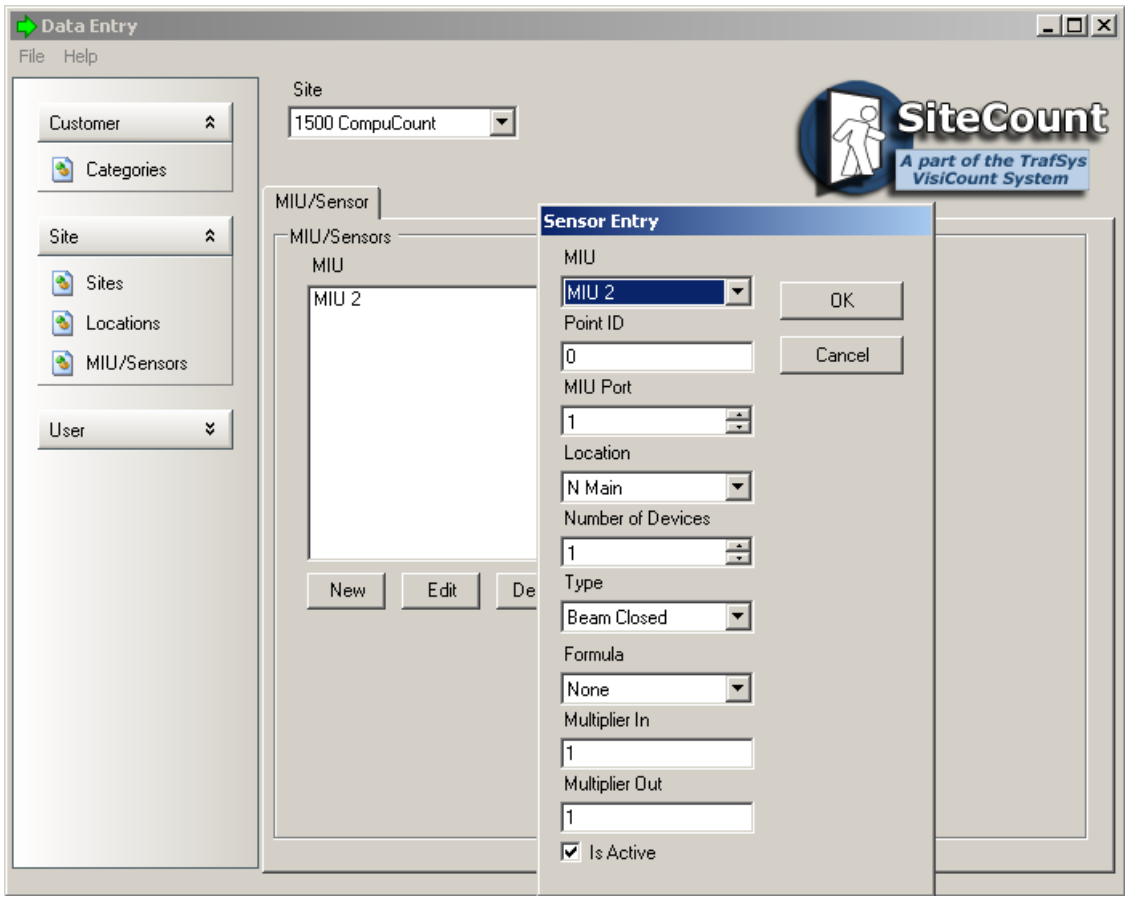


Create a location by selecting **Location** option with the **Site** along the left. Select the corresponding **Site** along the top. Then Create a **New Location** for each position when people counting sensors are installed at your location.

Adding Sensors

Now that we have the locations setup we want to add the sensors that are going to track the counts at each location. To do this select the **MIU / Sensors** option within **Site** along the left. Ensure you are still with in the **Site** located along the top.

Select **New** under the **Sensor** portion of the dialog.



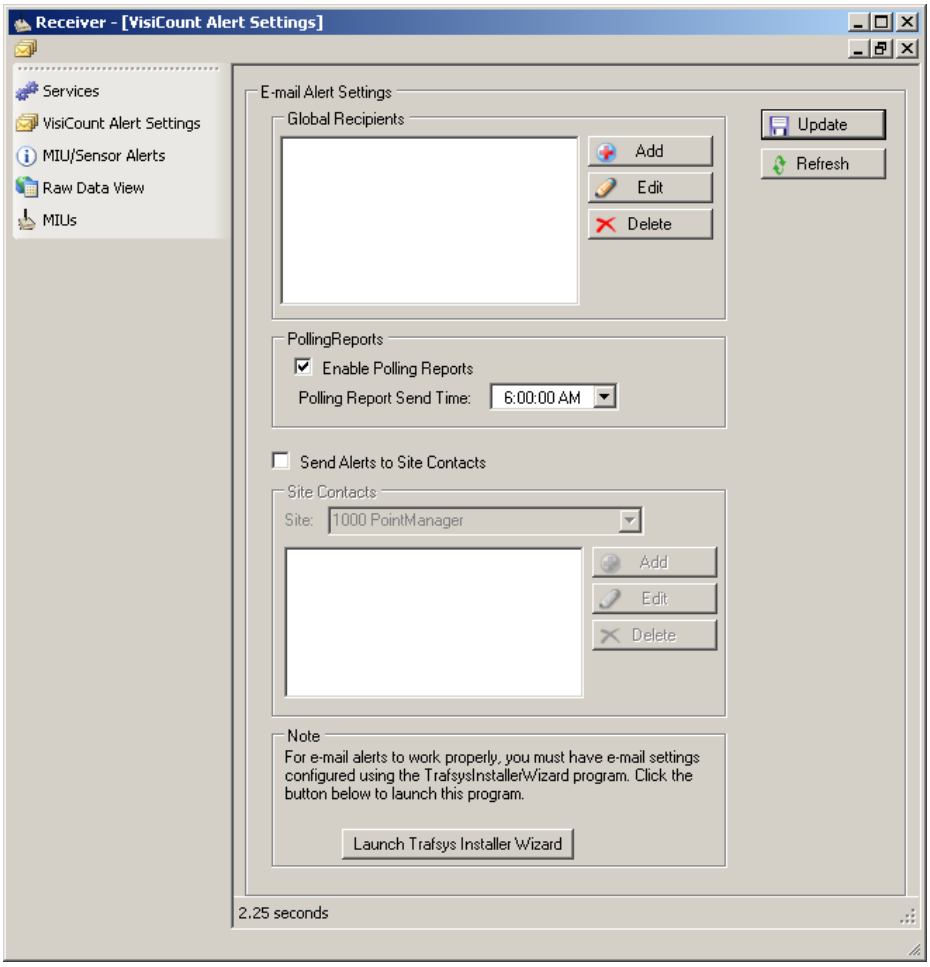
Sensor Entry items are as follow:

- MIU (Generally only one option) Selection of which MIU the Sensor is configured on
- Point ID Unique identifier on each sensor (not required, but cannot be left null)
- MIU Port Number that corresponds to the order that the sensors were added to the MIU
  (Refer to troubleshooting for locating your sensors MIU Port Number)
- Location Previously created name for the position where the sensor is located
- Number of sensors Value will be 1 unless a thermal camera network is on this port

- Type Type of sensor that is setup on this port of your MIU.
  *(Non Directional Wireless Beams us Type **Beam Closed**)*
- Formula Used to alter the sensors counts to shape them as desired
- Multiplier IN / Out Values are used when Formula Multiplier is selected

Once all the Locations and Sensors are added to DataEntry and related the setup of your MIU-1500 (CompuCount) is complete. Complete this procedure for each site that has a MIU-1500 installed.

Configuring Email alerts



At This point your SiteCount and hardware should be installed and functioning properly. The next step we will setup the Email Alerts to ensure that if an issue comes up it can be addressed as soon as possible. To do this, we will open the Receiver Application from the start menu.

Select the VisiCount Alert Settings in the left hand side.

You can add contacts responsible for all sites up top or add site specific contacts below.

Polling Report

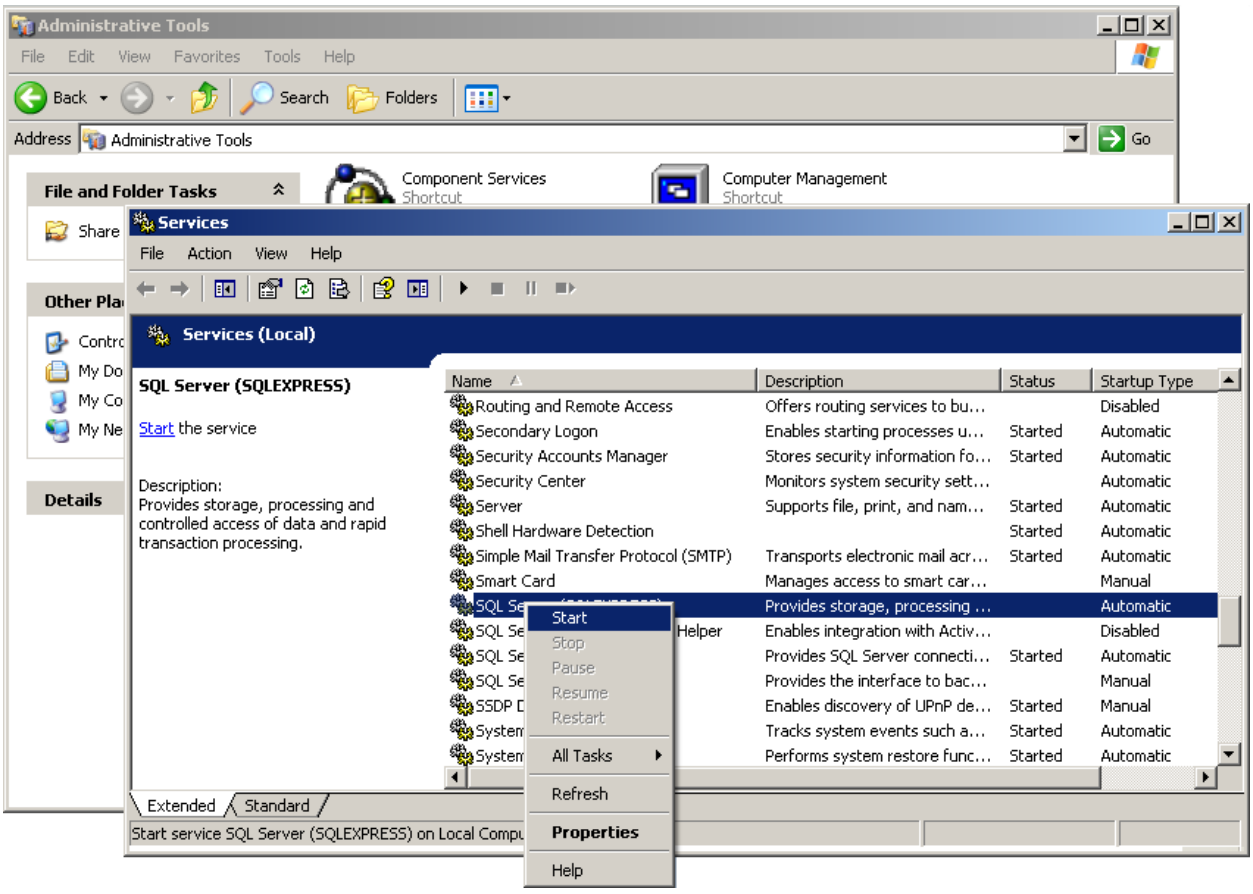
The Polling Report can be enabled to send an overview and status for all Sites that are setup for the system. All that is required is to select the checkbox and select the time you wish to receive the previous days polling report.

Troubleshooting

Here are some solutions to common issues when installing SiteCount.

My Install of the SiteCount 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**
- Ensure that the SQL server is configured to Mixed Mode Authentication



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 adding a sensor I do not know what port the sensor is on.

- Access the MIU-1000 / MIU-1500 via a web browser with its IP address
  - The top most sensor will be configured to port #1. Additional sensors are sequential going down the list.
- If you do not see any sensors when accessing the device it will need configured. For configuring your device refer to: http://www.trafsys.com/support/knowledge-base/manuals/data-controllers.aspx

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