

# Intelligent Monitoring Software

Installation Guide

Software Version 1.0

RealShot Manager Advanced

# IPELA

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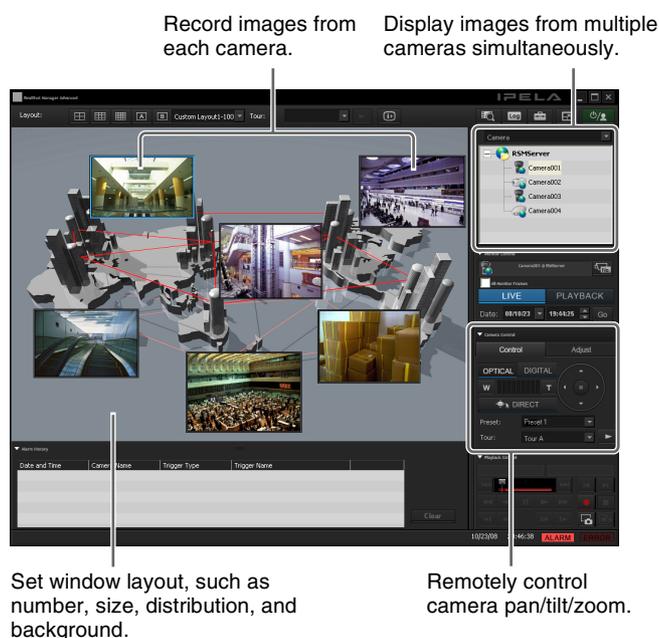
Further, the ®, or ™ symbols are not used in the text.

# Features of RealShot Manager Advanced

RealShot Manager Advanced is a software application used to monitor network cameras (IP cameras) in a multipoint monitoring system. By installing RealShot Manager Advanced on a computer and making a few easy settings, it is possible to manage multiple network cameras over a network, monitor images, search and play back recordings, and control cameras, among other operations. RealShot Manager Advanced has the following features.

## Simultaneous Image Display for Multiple Network Cameras

Images from multiple network cameras can be displayed on the RealShot Manager Advanced screen at the same time. Layout of the camera monitoring windows displayed on the RealShot Manager Advanced screen, such as number, size, and distribution, can be freely configured according to your operating environment and objective. In addition, existing data, such as maps and floor plans, can be imported and used for the screen background. Camera controls such as pan, tilt, and zoom can be performed by accessing cameras individually from the camera monitoring windows.



## Detailed Recording Schedule and Diverse Recording Modes

For each camera or group, a recording schedule can be configured for image recording. Cameras can also be configured to begin recording when an alarm, such as a motion detection or an external sensor, is triggered. In addition, it is possible to record images manually from the camera monitoring window. Playback of recorded images uses the same controls as a video or DVD player, and it is also possible to playback an image while recording it.

## Detailed Settings for Camera Management and Control

Camera groups can be configured for effective camera management, such as one for each area or floor where cameras are installed. For each camera, properties such as image quality and resolution can be configured, and camera controls such as pan, tilt, and zoom can be performed directly when an alarm or event occurs. Camera positions can also be preset and recalled when necessary.

## Motion Detection by Software

RealShot Manager Advanced can be used to perform motion detection.

Because the recording schedule can be configured to switch the motion detection setting by the hour, a variety of applications are possible, such as having the setting switch automatically between daytime and nighttime monitoring.

In addition, RealShot Manager Advanced supports camera-based motion detection and object detection functions.

## Filtering Functions Using Camera Metadata

Precise alarm processing is made possible by performing various types of filtering using the image processing results sent from the camera in the form of object information metadata. Because filtering can be applied to metadata that has already been recorded, you can also search for areas of interest after recording is finished.

## Other Features

- Supports JPEG and MPEG4 formats. (But compatibility depends on which image compression formats are supported by the camera.)
- Audio from a camera microphone or other audio input device can be monitored, recorded, and played back.
- For each camera, the storage location for recordings can be specified.
- Multiple recordings can be played back simultaneously by specifying a playback start time.
- Automatic optimization of the database without interruption in operations allows for extended periods of continuous use. (This version of RealShot Manager Advanced uses PostgreSQL for database management.)
- Monitoring, recording, and playback are possible for a resolution of 1,280 × 960 pixels.

**Caution**

- With RealShot Manager Advanced, up to 32 licensed cameras can be connected. However, because connecting the maximum number of cameras may adversely affect system performance, depending on your hardware and operating environment, be sure to test your system before operating RealShot Manager Advanced.
- The RealShot Manager Advanced license is a fixed-type license, permanently associated with the computer on which RealShot Manager Advanced is installed. Make sure to decide which computer will have RealShot Manager Advanced installed before purchasing a license. Also, if you change your hardware configuration after acquiring a license, the license file may become invalid. In that case, consult the local Sony dealer where you purchased your license.

# Example System Layouts

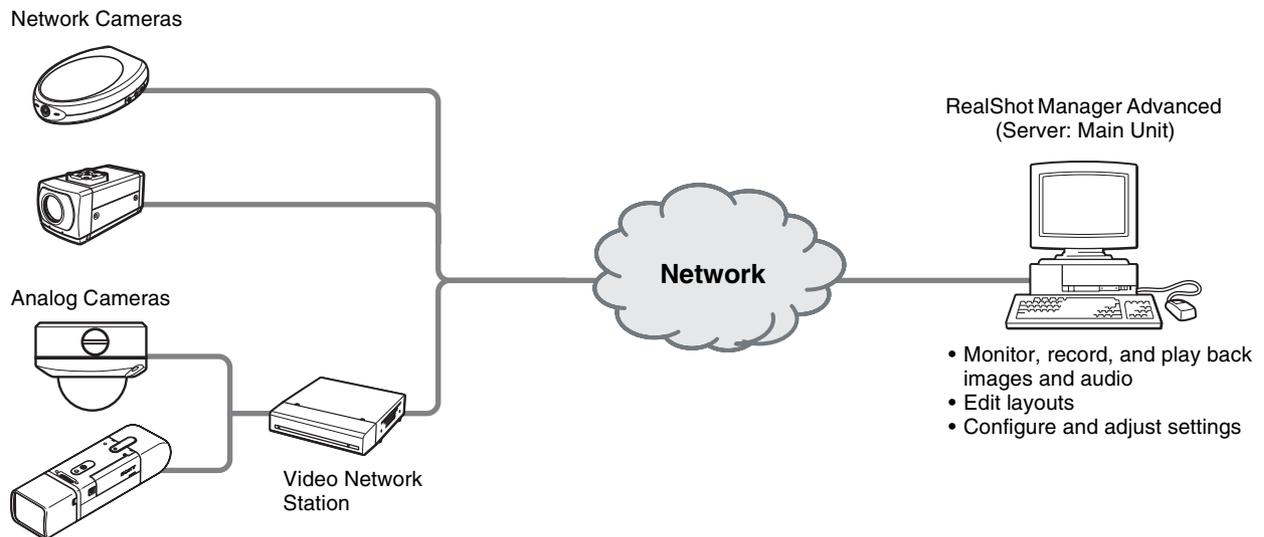
With RealShot Manager Advanced, you can construct the following system layouts according to the scale and intended use of your system.

## Caution

When a camera is registered with and operated by RealShot Manager Advanced on one computer, do not register the same camera with another RealShot Manager Advanced running from a different computer or attempt to connect to it from a different Web browser.

## Example System Layout 1

What follows is the most basic system layout. All settings and operations are performed from a computer on which RealShot Manager Advanced (Server) has been installed.



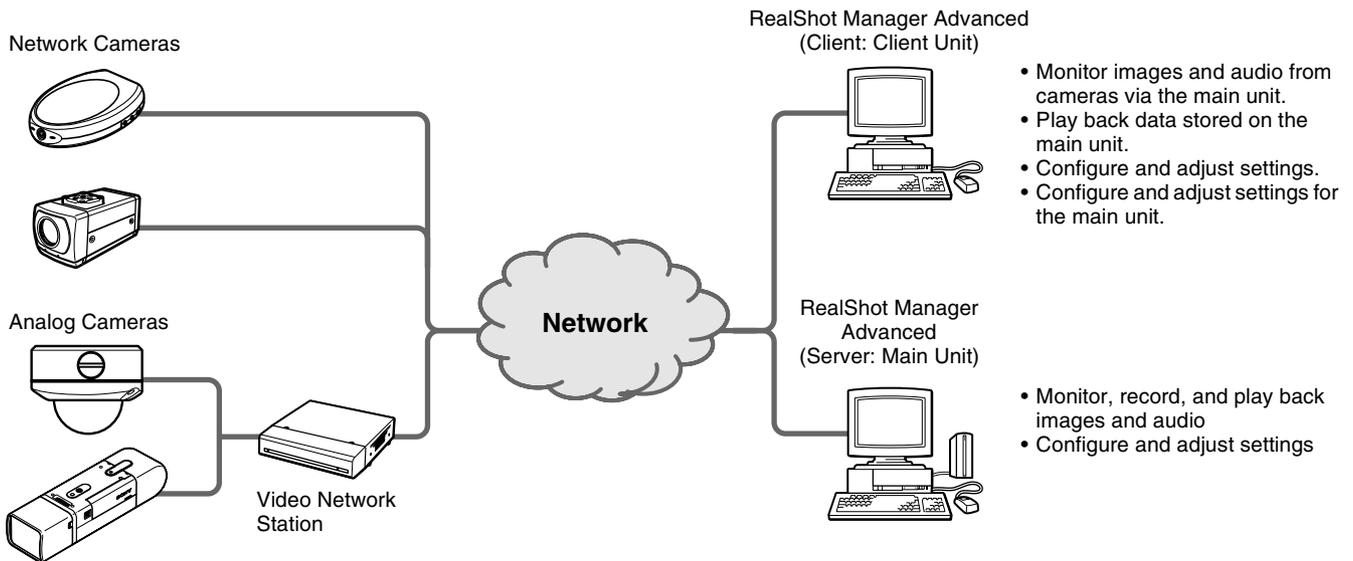
## Note

Only one RealShot Manager Advanced can connect to each camera. If you wish to monitor or record the same camera image from multiple computers, configure the RealShot Manager Advanced connected to the camera as a remote server, and then perform monitoring or recording on the other computers via the remote server.

In addition, the computer installed with RealShot Manager Advanced (Server) must have a license that corresponds to the number of cameras to be connected.

## Example System Layout 2

With this system layout, you can share recording data and camera monitoring between multiple computers by installing the version of RealShot Manager Advanced suited to your needs on each computer.

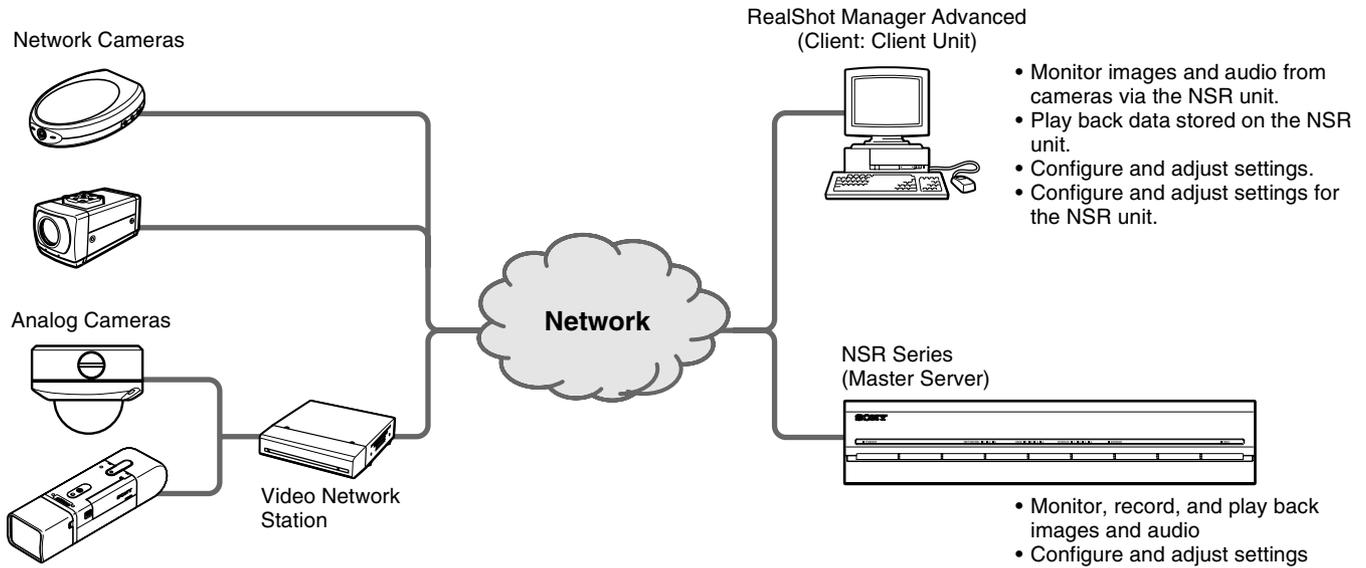


### Notes

- There must be a computer on which RealShot Manager Advanced (Server) has been installed on the same network.
- The RealShot Manager Advanced (Server) installed on the computer must have a license that corresponds to the number of cameras to be connected.

## Example System Layout 3

This is an example layout for using RealShot Manager Advanced as a remote client for the NSR series. With this system layout, you can install RealShot Manager Advanced (Client) on the remote client computer, and share recording data and camera monitoring between the client and the NSR unit acting as the master server.



### Note

To use RealShot Manager Advanced as a remote client for the NSR series, you must configure the master server settings and create users on the NSR unit. For details on the necessary settings, refer to the Installation Manual and User's Guide for the NSR series.

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## Operating Environment

For details on the operating environments and devices supported by RealShot Manager Advanced, refer to the software release notes.

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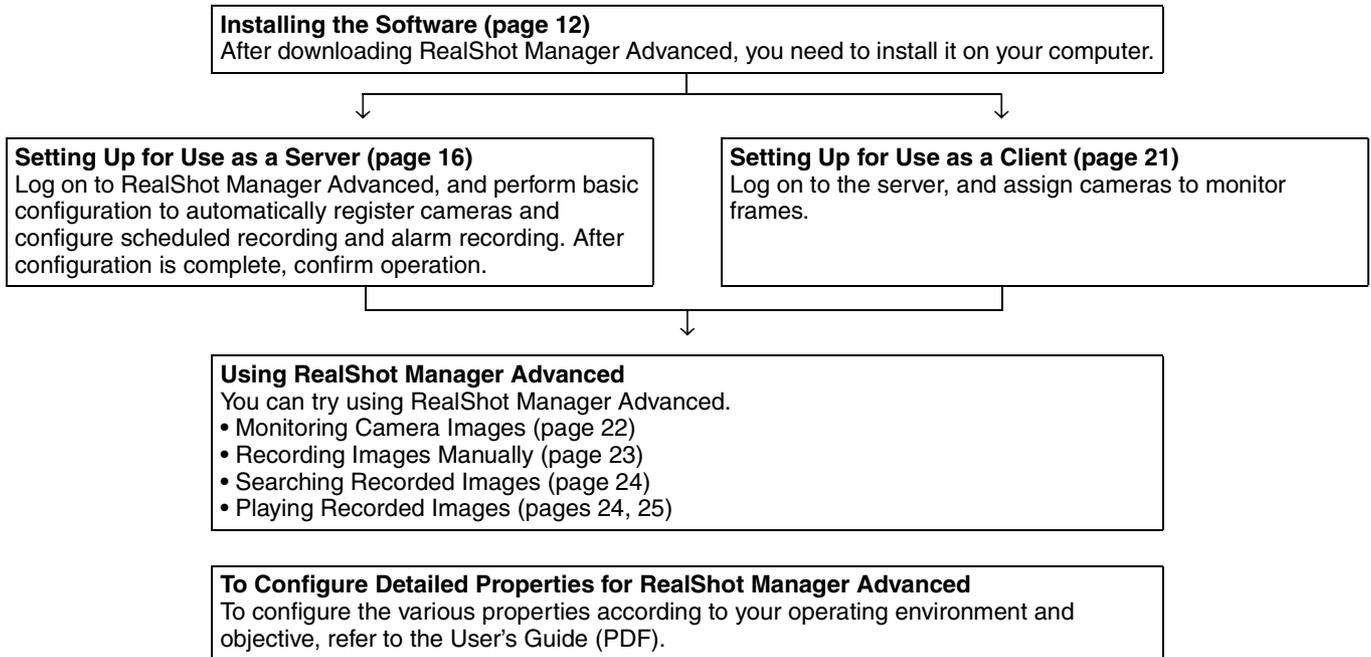
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# Steps to Proficiency

By installing the software and following the steps below, you can become proficient in RealShot Manager Advanced. The configurations required differ depending on whether RealShot Manager Advanced is used as a server or a client.



## Note

To continue using RealShot Manager Advanced (Server), you are required to purchase a license. For details on purchasing licenses, consult your local Sony dealer.

To use RealShot Manager Advanced (Client), you are not required to purchase a license.

# Installing the Software

Run the installer to install the software on your computer. The installer performs the following operations in order.

- Installs PostgreSQL
- Installs RealShot Manager Advanced

## Before Installing the Software

- As the language setting for PostgreSQL is configured to the language setting of your operating system at the time of installation, be sure to change your operating system's language setting to the language of your choice before installation. If you installed the software without changing your operating system's language setting, uninstall the software and reinstall it. For details on uninstallation, refer to “Uninstalling the Software” (page 26).
- Log on to Windows as a user with administrator privileges.
- Close all other programs currently running.
- If a previous version of RealShot Manager is already installed, be sure to perform the procedure in “Uninstalling the Software” (page 26) to remove the previous version of RealShot Manager, PostgreSQL, and all data folders before installing this current version of RealShot Manager Advanced.
- Be sure to restart Windows after installing this version of RealShot Manager Advanced.

## Caution

- Make sure that PostgreSQL is not installed on your computer when installing RealShot Manager Advanced for the first time with this version. If PostgreSQL is already installed on your computer, refer to the documentation for that PostgreSQL software, and be sure to uninstall it completely before installing RealShot Manager Advanced. Be sure to delete the Windows PostgreSQL service account as well. If you installed RealShot Manager Advanced while failing to uninstall an existing PostgreSQL, uninstall RealShot Manager Advanced and start the process from the beginning.
- The database is created in the RealShot Manager Advanced installation folder. You cannot change the location of the database in RealShot Manager Advanced. As the file size of the database increases as the amount of recorded data increases, pay close attention to the storage capacity.
- Software installation may not be possible through applications such as Remote Desktop for Windows. When installing the software on a computer, perform installation directly on that computer.

- 1 Double-click the “setup.exe” file in the RealShot Manager Advanced folder.

The installation wizard starts.

- 2 Click [Next].

The installation procedure may take more than five minutes. If this is a problem, click [Cancel] at this point to cancel installation.



The end user license agreement appears.

A copy of the end user license agreement in the language of your region is included in this manual under “END-USER LICENSE AGREEMENT” (page 8).

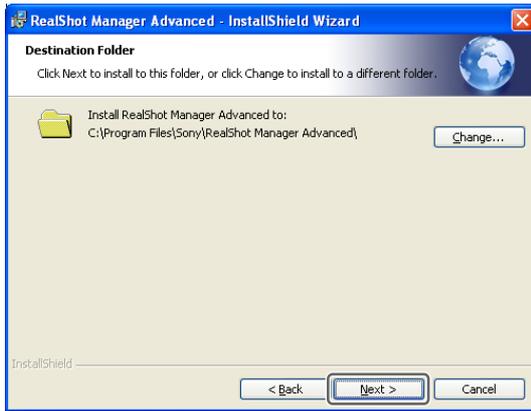
- 3 Read the “END-USER LICENSE AGREEMENT” (page 8) included in this manual, select [I accept the terms in the license agreement], and click [Next].

If you select [I do not accept the terms in the license agreement], the software is not installed, and the installation wizard exits.

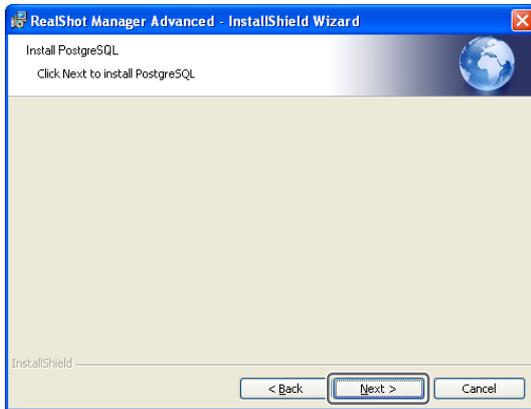


- 4 Select a destination folder for installation, and click [Next].

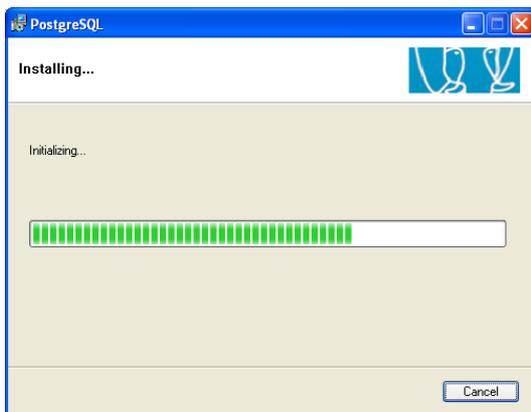
The folder “C:\Program Files\Sony\RealShot Manager Advanced” is selected by default. To change the destination folder, click [Change] and specify a folder to use for installation.



- 5 Click [Next].



Installation of PostgreSQL begins.



When installation of PostgreSQL completes, the following screen appears.

- 6 Select the type of RealShot Manager Advanced to install, and click [Next].



**Note**

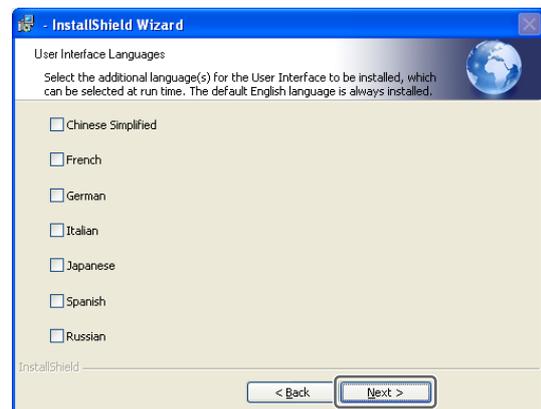
To install and use the [Client] type software, a computer running the [Server] type or an NSR series master server must exist on the same network. For details, refer to the User’s Guide (PDF).

- 7 Select the user interface languages to install, and click [Next].

You can select multiple languages.

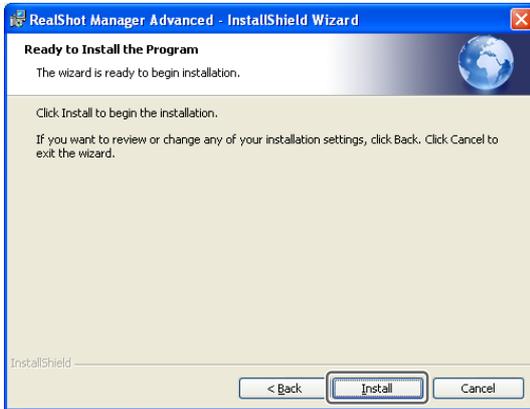
**Caution**

The languages that you specify here are the language modules that will be installed. This is not a specification of the language that will be displayed when RealShot Manager Advanced runs.

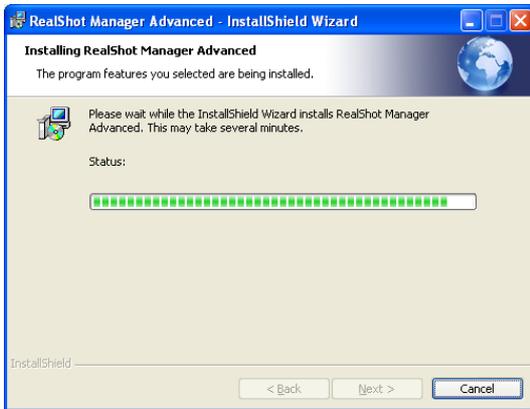


A confirmation message appears.

8 Click [Install].



Installation of RealShot Manager Advanced begins.

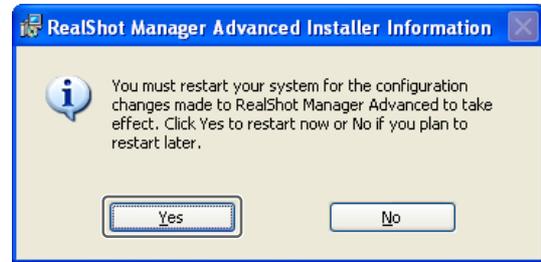


9 When the following screen appears, click [Finish].



Installation of the software is now complete.

10 When the following screen appears, click [Yes].



The computer will restart.

# Starting and Stopping RealShot Manager Advanced

## Starting RealShot Manager Advanced

- 1 Click the [Start] menu, select [All Programs], point to [Sony RealShot Manager Advanced], and then click [RealShot Manager Advanced].

The logon screen appears.

- 2 Log on.

The screen that appears will differ for RealShot Manager Advanced (Server) and RealShot Manager Advanced (Client).

### For RealShot Manager Advanced (Server)

Enter the user name and password, and click [Logon].

Default user name: admin

Default password: admin



### For RealShot Manager Advanced (Client)

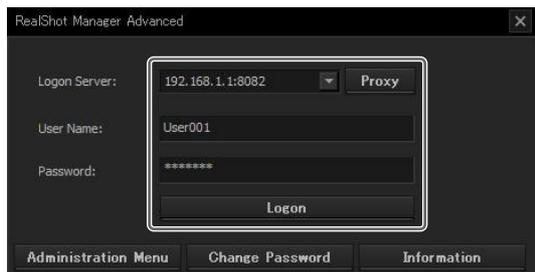
Enter the following information, and click [Logon].

Logon Server: Server IP address.

Specify “8082” for the port.

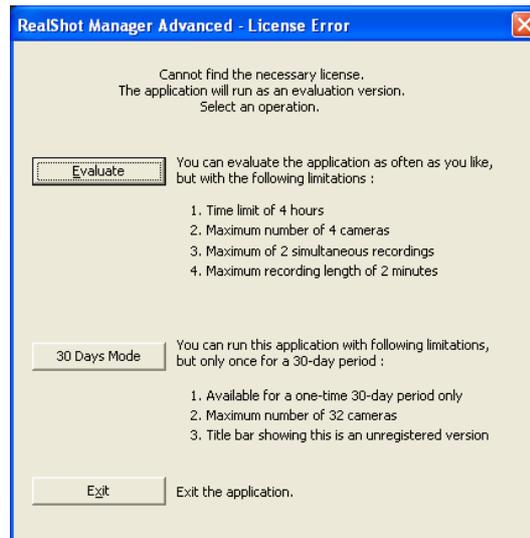
User Name: User name configured on the server.

Password: Password configured on the server.



If a license has not been registered when you start RealShot Manager Advanced (Server), the following screen appears.

Click either [Evaluate] or [30 Days Mode] to start RealShot Manager Advanced.



### Note

You can use “Evaluate” and “30 Days Mode” before purchasing a license. They offer the same operability and recording and playback performance as the full commercial version. Use these options to confirm the operability and performance of RealShot Manager Advanced and to ensure it operates properly on your computer.

To continue using RealShot Manager Advanced (Server), you are required to purchase a license. For details on purchasing licenses, consult your local Sony dealer.

To use RealShot Manager Advanced (Client), you are not required to purchase a license.

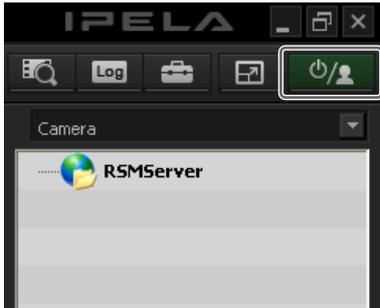
### Caution

- To use “30 Days Mode,” you must log on to Windows as a user with administrator privileges. In addition, only the user that started “30 Days Mode” can use the application for the 30 days. Any user can use “Evaluate” mode, including those that have not started “30 Days Mode.”
- Even if 30 days have not elapsed, “30 Days Mode” will become unusable under any of the following conditions.
  - If RealShot Manager Advanced is installed afresh
  - If RealShot Manager Advanced has been uninstalled

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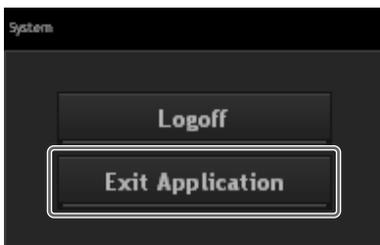
## Stopping RealShot Manager Advanced

- 1 Click  at the top right of the Main screen.



The following screen appears.

- 2 Click [Exit Application].



RealShot Manager Advanced exits.

### Caution

When user management is configured, only users granted the “Exit Application” permission can exit RealShot Manager Advanced. If you have configured user management, exit RealShot Manager Advanced after logging in as a user with the “Exit Application” permission. Please take care when configuring user management, because if no users are granted the “Exit Application” permission, RealShot Manager Advanced cannot be exited.

---

## Setting Up for Use as a Server

Log on to RealShot Manager Advanced, and perform basic configuration to automatically register cameras and configure scheduled recording and alarm recording.

---

### Logging On

Enter the user name and password, and click [Logon].

Default user name: admin

Default password: admin



When logon is successful, the Automatic Camera Registration dialog appears.

Continue to the following section, “Performing Basic Configuration.”

---

### Performing Basic Configuration

Devices are automatically detected, and scheduled recording and alarm recording are automatically configured. When registering cameras, you can register all detected cameras at once or select cameras for registration. This section provides examples for both methods of registering cameras in “Registering All Cameras and Configuring Scheduled Recording Automatically” and “Selecting Cameras for Registration and Configuring Alarm Recording Automatically.”

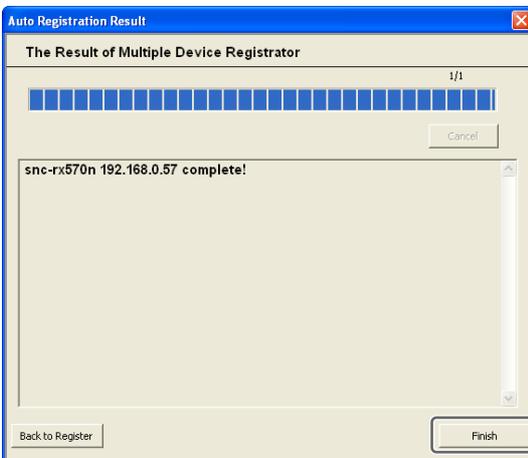
## Registering All Cameras and Configuring Scheduled Recording Automatically

- 1 Select [Automatic camera registration], and click [OK].



Devices on the same network segment are automatically detected.

- 2 Click [Finish].



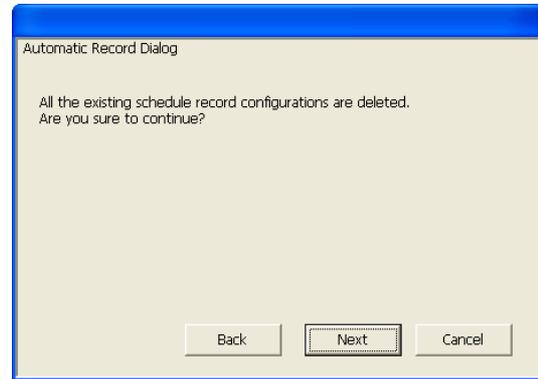
The Automatic Record Dialog appears.

- 3 Select [Automatic Schedule Record], and click [Next].



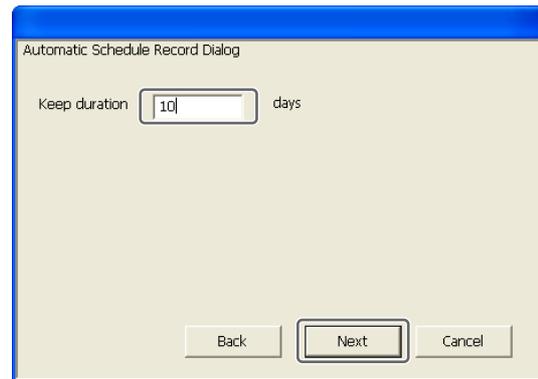
A confirmation message appears.

- 4 Click [Next].



The following screen appears.

- 5 Enter the number of days to store recorded images, and click [Next].

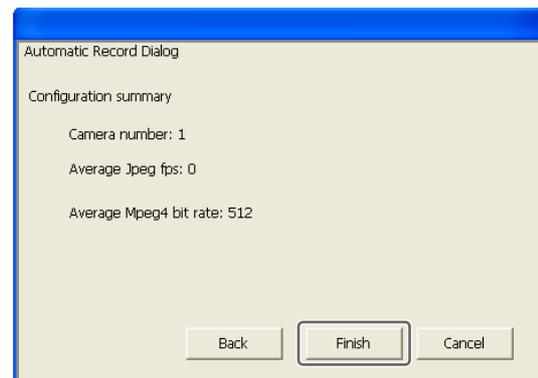


Scheduled recording is configured automatically.

### Caution

Recorded images are not guaranteed to be stored for the specified number of days.

- 6 Verify configurations, and click [Finish].

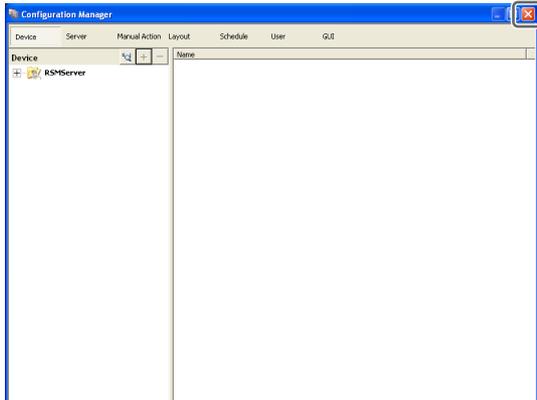


### Note

You can click [Back] to return to a previous screen and reconfigure settings such as the storage duration.

When configuration is complete, the Configuration Manager screen appears.

- Click  (close) at the top right of the window.



The Main screen appears with a 2 × 2 layout. Continue to the section, “Verifying Operation” (page 20).

## Selecting Cameras for Registration and Configuring Alarm Recording Automatically

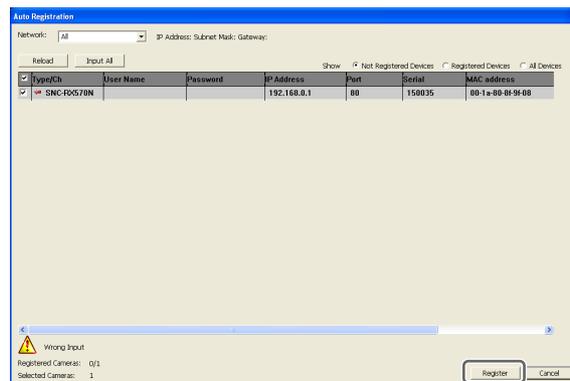
- Select [Open multiple camera registration window], and click [OK].



Devices on the same network segment are automatically detected.

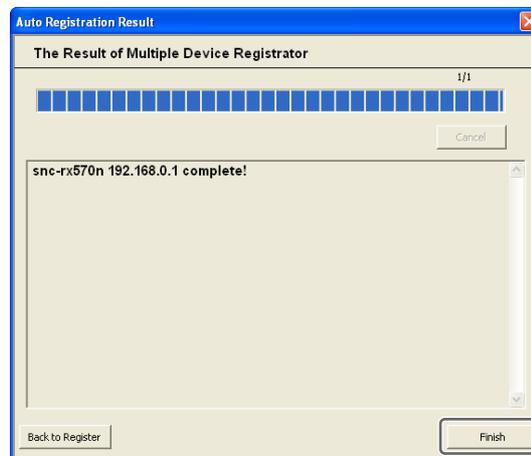
- Select the check boxes for the cameras you want to register, and click [Register].

For further details on settings, refer to “Registering Devices” in the User’s Guide (PDF).



The selected cameras are registered on RealShot Manager Advanced.

- Click [Finish].



The Automatic Record Dialog box appears.

- Select [Automatic Alarm Record], and click [Next].



A confirmation message appears.

**5** Click [Next].



**6** Verify configurations, and click [Finish].



Alarm recording starts.  
When configuration is complete, the Main screen appears with a 2 × 2 layout.

**Basic Configuration Settings**

After performing basic configuration, the values for each setting will be as follows.

Setting	Scheduled recording	Alarm recording
Image size	Maximum image size supported by the camera.	
Codec	Codec that supports the maximum image size. (If supported by both JPEG and MPEG4, MPEG4 is selected.)	
Frame rate	JPEG: Depends on storage duration for recorded data.	JPEG: 10 fps MPEG4: 10 fps
Quality	50% Level 3 (cameras with 5 level settings) Level 5 (cameras with 10 level settings)	80% Level 5 (cameras with 5 level settings) Level 8 (cameras with 10 level settings)
Bitrate	Depends on storage duration for recorded data.	MPEG4: 1.5 Mbps
Recording trigger	–	VMD (Camera) VMD (Recorder) JPEG: Standard mode MPEG4: High-performance mode
Data storage location	Not changed from existing configuration.	Not changed from existing configuration.
Audio	Disabled	Disabled
Data overwrite	Not changed from existing configuration.	Not changed from existing configuration.
Cleanup	Deletes data that exceeds storage duration.	Not changed from existing configuration.

**Caution**

- If schedule recording and alarm recording settings already exist when you execute “automatic record,” the automatic configurations replace the previous settings.
- If the camera storage locations are deliberately changed, you can perform basic configuration again to recalculate the other settings. The settings will not be recalculated automatically.

## Settings that Require Individual Configuration

Further configuration is required in the following cases.

### Storage location settings

Under basic configuration settings, data is stored in the default storage location. For details on recording to other storage locations, refer to the User's Guide (PDF).

### When constructing systems that include multiple NSR units or RealShot Manager Advanced servers

When configuring multiple servers, individual configuration is required. For details, refer to the User's Guide (PDF).

### Audio settings for cameras

Under basic configuration settings, audio is disabled. For details on enabling audio, refer to the User's Guide (PDF).

- ④ Refer to the User's Guide (PDF) for details on operating each function.
- ⑤ Click [PLAYBACK] to play back recordings. When you click [PLAYBACK], images from a previously configured time will be played back (quick playback). When you enter a date and time and click [GO], recorded images will be played back.
- ⑥ Click the [ERROR] lamp at the bottom right of the screen to confirm whether errors have occurred. As the System Log appears when you click the [ERROR] lamp, you can confirm whether problems have occurred by viewing the log.

For details on "Main" screen operations, refer to the User's Guide (PDF).

## Verifying Operation

After basic configurations are finished, make sure that camera images are displayed in the "Main" screen and verify other such operations.



- ① Change the layout and display images from registered cameras. Drag and drop a camera from the Cameras pane to a monitor frame to display images from that camera.
- ② Click a monitor frame to activate it (light blue frame), and control pan, tilt, and zoom from the [Control] tab of the Camera Control pane.
- ③ Confirm alarm occurrences when objects pass in front of the camera. When alarm recording has been configured through basic configuration, a red frame surrounds the monitor frame, and a record of each alarm is displayed in the Alarm History at the bottom of the screen.

# Setting Up for Use as a Client

Specify a server, log on to RealShot Manager Advanced, and assign cameras to monitor frames.

## Logging On

Enter the following information, and click [Logon].

Logon Server: Server IP address.

Specify "8082" for the port.

User Name: User name configured on the server.

Password: Password configured on the server.



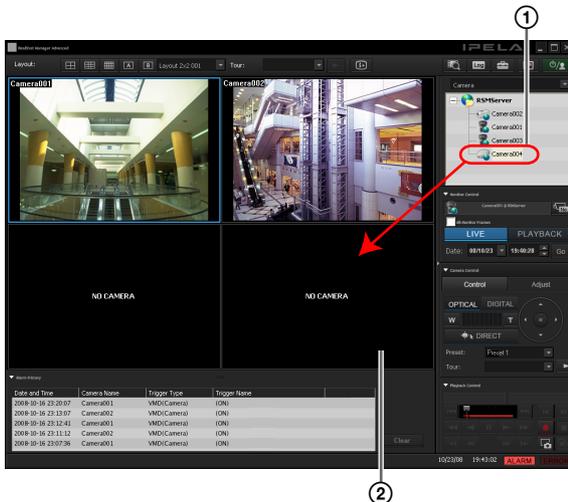
When logon is successful, the Main screen appears. Continue to the following section, "Assigning Cameras to Monitor Frames."

## Assigning Cameras to Monitor Frames

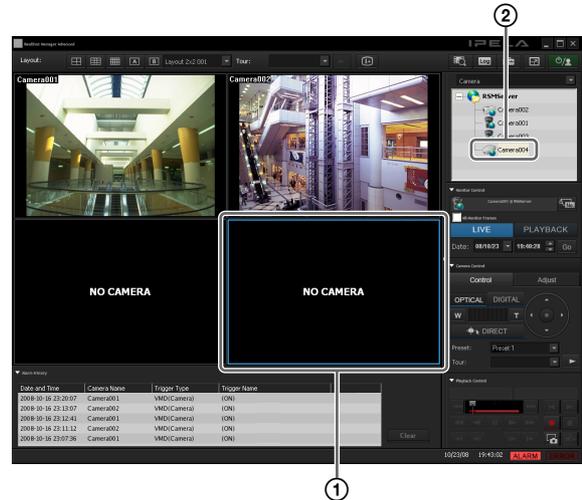
Assign cameras that are connected to the server to monitor frames in the Main screen.

Two methods are available for assigning cameras.

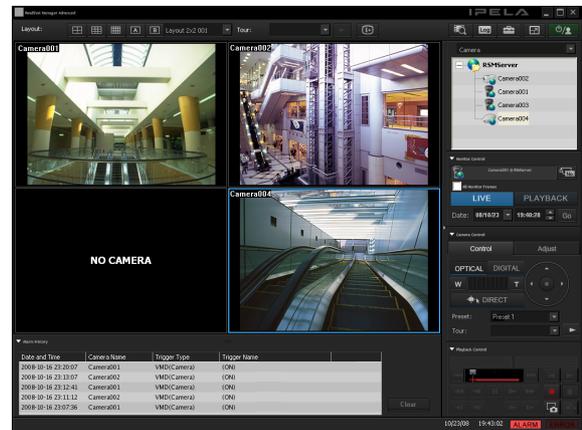
- Drag and drop a camera connected to the unit from the Cameras pane (①) to a monitor frame (②).



- Click a monitor frame to select it (①), and then double-click a camera from the Cameras pane (②).



The assigned camera automatically connects, and images from the camera appear in the monitor frame.



# Monitoring Camera Images

This section explains in broad terms the steps to monitoring images from cameras. For detailed operating instructions and other functions, refer to the User's Guide (PDF).

- 1 Click the monitor frame to display the live images on the main screen.
- 2 Click [LIVE] on the Monitor Control pane.

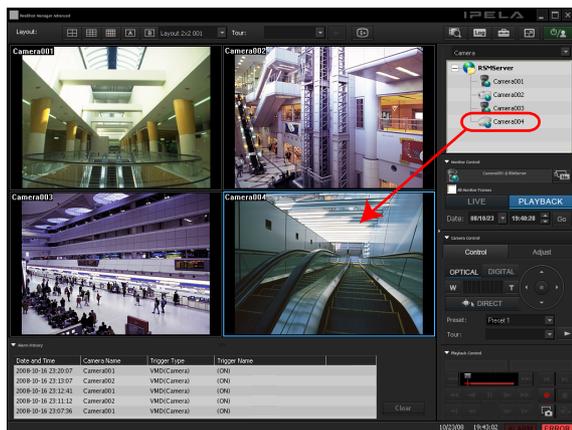


Live images are displayed on the selected monitor frame.

## Monitoring Images of a Different Camera

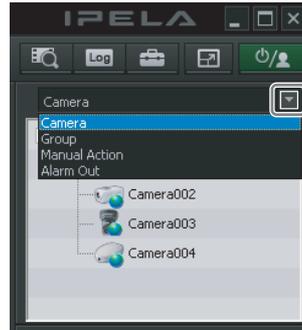
Select a camera on the Camera pane, and drag and drop it onto the monitor frame to switch to displaying the images of the selected camera.

You can also switch to the images of a selected camera by clicking to select a monitor frame, and then double-clicking a camera in the [Camera] pane.



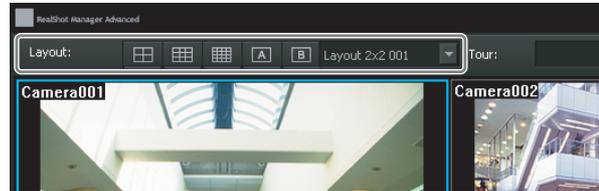
### Note

When the Camera pane is not displayed, click  and select [Camera] from the menu that appears to switch to the Camera pane.



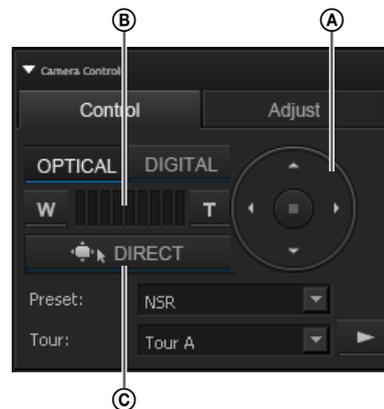
## Changing the Layout

Select a layout on the [Layout] toolbar at the top of the main screen to change the layout.



## Controlling Cameras

When monitoring a camera equipped with the Pan & Tilt function, you can monitor images from the camera while performing pan, tilt, and zoom operations with the [Camera Control] pane the right.



- Ⓐ Moves the camera up, down, left, right, and diagonally.
- Ⓑ Performs wide-angle and telephoto zoom.
- Ⓒ Click [DIRECT] and specify an area in the monitor frame to zoom in by dragging the mouse.

For details on the use of each button, refer to the User's Guide (PDF).

**Note**

You can also control a camera with the mouse or remote control. For details, refer to the User's Guide (PDF).

---

# Recording, Searching, and Playing Images

You can record live images, and search and play back recorded image data and audio data.

**Caution**

As a general rule, do not run other applications on the computer using RealShot Manager Advanced to perform recording.

**Note**

You can also set a recording schedule to record images from a camera. For details, refer to the User's Guide (PDF).

---

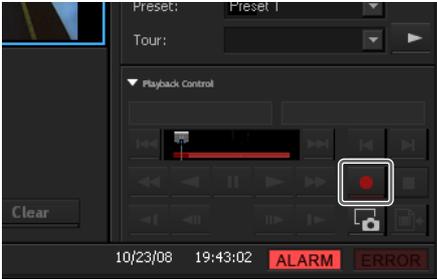
## Recording Live Images

You can record the images currently being captured by a camera.

- 1 Select the monitor frame for which you want to record live images.
- 2 If no live images are displayed, click [LIVE] on the Monitor Control pane.



- Click  (Start Recording) on the Playback Control pane.



Recording starts.

**Note**

Recording continues even if you change the layout.

- Click  (Stop recording) to stop recording.  
Recording stops.

## Playing Recorded Images

Simple operations are available for playing recorded images, including quick playback for automatically rewinding a specified amount of time and playing, specifying the playback position by date and time, and playing from alarm history.

### Quick Playback

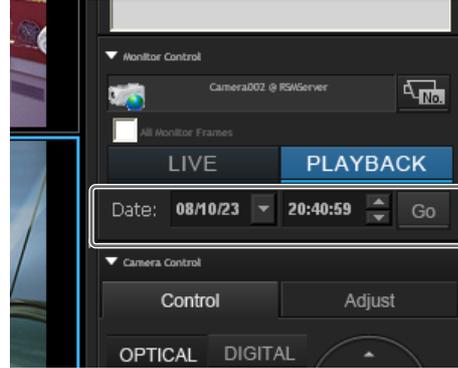
Clicking to select a monitor frame and then clicking [PLAYBACK] rewinds the recorded images by a preset amount of time, and plays them automatically.

### Specifying a Date and Time and Playing

This allows you to specify a date and time for the playback position of the recorded images.

- Click to select the monitor frame to which the camera of the recorded images you want to play is assigned.

- Specify a date and time in [Date] in the Monitor Control pane, and then click [GO].



The recorded images are played back from the specified position.

## Playing from Alarm History

- Click to select the monitor frame of the recorded images you want to play.
- Click the alarm history in the Alarm History pane.



The recorded images are played back.

## Searching Recorded Images

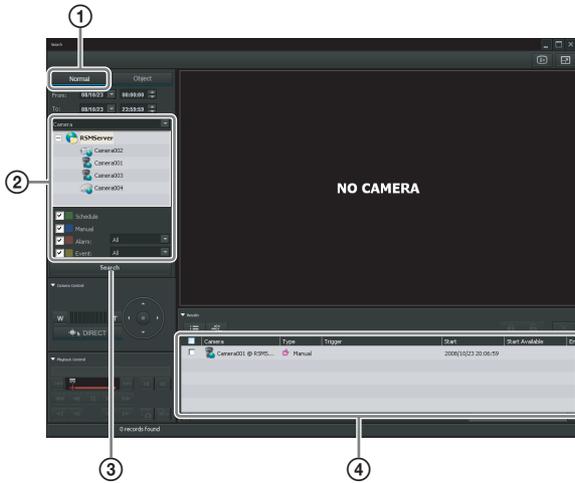
You can search for previously recorded images by camera or date, and play back the images. This section provides a brief description of search and playback operations for recordings. For further details on operations and functions, refer to the User's Guide (PDF).

- Click  (Search for Recording Data) at the top of the main screen.



The Search Window appears.

2 Specify the search conditions, and click [Search].



② Select the check box of the recorded images you want to play.

③ Click  (Play).  
The recorded images are played in the selected monitor frame.  
You can perform operations such as enlarging, reducing, fast forwarding, and rewinding images on the Image Control pane and Playback Control pane.

① Click [Normal].

② Specify the search conditions.

③ Click [Search].

A list of search results is displayed (④).

You can play recorded images from the search results. For details, refer to “*Playing Back Search Results*” (page 25).

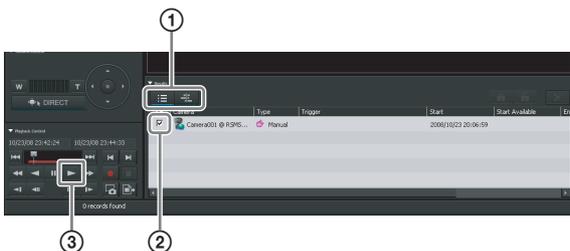
## Playing Back Search Results

1 Search for the recorded images in the Search Window.

2 Select the monitor frame for playing the recorded images.

3 Play the recorded images.

Screen example: List view



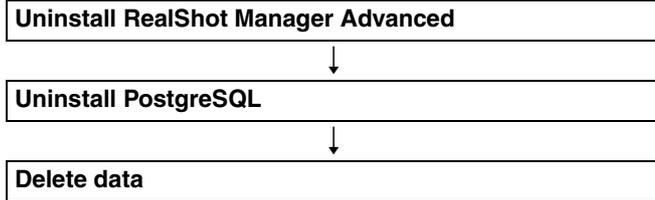
① Switch to the timeline view or list view, as necessary.

Clicking  (List Mode) switches to the list view and clicking  (Timeline Mode) switches to the timeline view.

---

# Uninstalling the Software

Perform the following procedure to uninstall the software.



## Before Uninstalling

- Log on to Windows as a user with administrator privileges when uninstalling.
- Close all other programs currently running.

As an example, the uninstallation procedure for Windows XP is described here.

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## Uninstalling RealShot Manager Advanced

Perform uninstallation from “Control Panel” - “Add or Remove Programs” as you would with any ordinary application.

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## Uninstalling PostgreSQL

Perform uninstallation from “Control Panel” - “Add or Remove Programs” as you would with any ordinary application.

---

## Deleting the Data

Uninstalling PostgreSQL and RealShot Manager Advanced does not delete the data, so be sure to delete the data manually.

- 1 Delete the RealShot Manager Advanced installation folder.
- 2 Delete the storage location folder for recorded data.

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# Troubleshooting

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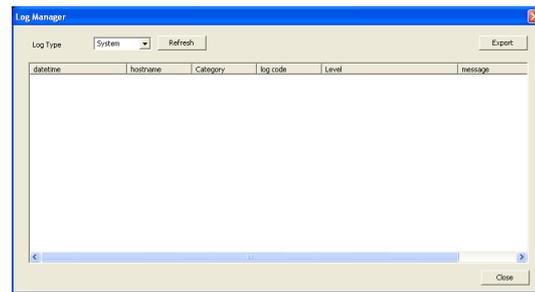
## Logging

With RealShot Manager Advanced, you can view the most recent log messages in the “Log Window”.

## Log Window

This window appears when you click  (Open Log Window) on the main window.

Each message displays the date, time, and cameras or applications on which the information was logged. The [Reason] column shows a description of the reasons for logging the information.



For details, refer to the User’s Guide (PDF).

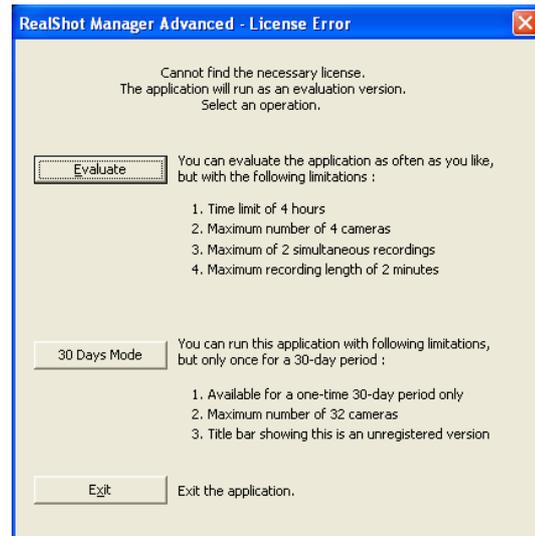
---

## Error Messages

### License Errors

#### When no license is installed

If RealShot Manager Advanced is started without a valid software license, the following message appears.



If this window appears even when a license file is copied to the RealShot Manager install folder, restart your computer.

### When your license expires

The following message appears. When you click [OK], RealShot Manager Advanced exits. Please acquire a new license.

To run RealShot Manager Advanced with “Evaluate” or “30 Days Mode”, remove the expired license from your computer.



### When the installed license is invalid for the current software version

The following message appears. When you click [OK], RealShot Manager Advanced exits. Please acquire a new license.

To run RealShot Manager Advanced with “Evaluate” or “30 Days Mode”, remove the expired license from your computer.



### To confirm that your license is installed properly

Select [Information] in the logon screen. In the dialog box that appears, you can confirm the number of cameras that are enabled with your license, and the license expiration date.



### Camera Monitoring Window Displays “NO CONNECTION”

This message appears when RealShot Manager Advanced is unable to communicate with a camera across the network. Confirm the following causes and solutions.

- The camera is turned off.  
→ Turn the camera on.
- No network connection has been established between the camera and the RealShot Manager Advanced computer.  
→ Confirm the connection settings. For details, refer to the User’s Guide (PDF).
- The camera configuration in RealShot Manager Advanced is incorrect.  
→ Confirm the camera configuration, while referring to the User’s Guide (PDF).
- The camera configuration in RealShot Manager Advanced is incorrect.  
→ Refer to the operating instructions for the relevant camera.
- If you connect to the network via a proxy server, the camera registration details are not correct.  
→ Confirm the details for the proxy server. For details, refer to the User’s Guide (PDF).

### Verifying a Network Connection (Using Ping)

Using the ping command, you can test whether the camera is connected to the network and whether it can be recognized by the computer.

#### 1 Open the command prompt in Windows.

Click the [Start] menu, select [Run], and enter “cmd”, or press the Windows key + R to open the “Run” dialog box, and then enter “cmd.”

#### 2 Enter the following command.

ping <IP address of camera>

### When connected correctly

The following message appears beneath “Reply from 192.168.0.110:bytes=32time<1ms TTL=128.”

```
C:\WINNT\System32\command.com

C:\>ping 192.168.0.110
Pinging 192.168.0.110 with 32 bytes of data:
Reply from 192.168.0.110: bytes=32 time<1ms TTL=128

Ping statistics for 192.168.0.110:
    Packets: Sent = 4, Received = 4, Lost = 0 (0% loss),
    Approximate round trip times in milli-seconds:
    Minimum = 0ms, Maximum = 0ms, Average = 0ms
```

## When connected incorrectly

As shown below, the message “Request timed out” appears.

```
C:\WINNT\System32\command.com
C:\>ping 192.168.0.100
Pinging 192.168.0.100 with 32 bytes of data:
Request timed out.
Request timed out.
Request timed out.
Request timed out.

Ping statistics for 192.168.0.100:
Packets: Sent = 4, Received = 0, Lost = 4 (100% loss),
```

If the network connection between the RealShot Manager Advanced computer and the camera passes through other devices, such as network routers and patch panels, you will need to verify that all other devices along the network are also working correctly.

## Cannot Display or Record at the Maximum Frame Rate

When there are network-related issues, or when the settings on the camera or in RealShot Manager Advanced are incorrect, one of the following problems could be the cause.

- The camera resolution or picture quality is set too high for the network connection or the computer running RealShot Manager Advanced.  
→ Confirm the camera configuration, while referring to the User’s Guide (PDF).
- The maximum value is restricted by the local settings on the camera.  
→ Refer to the operating instructions for the relevant camera.
- Multiple users are transferring images simultaneously.  
→ The maximum frame rate for transferring images may decrease when the number of requests from users increases.

## On-Screen Images Are Very Poor Quality

The cause may be one of the following.

- The camera is out of focus, or the lens is dirty.
- Low resolution and/or low picture quality have been selected in the camera settings.

## Adjusting Camera Focus

Camera focus cannot be adjusted with RealShot Manager Advanced. You must use a web browser to connect to the camera. The camera settings and controls that are accessible through a web browser are password protected.

You will need to know the user name and password to be able to adjust focus settings.

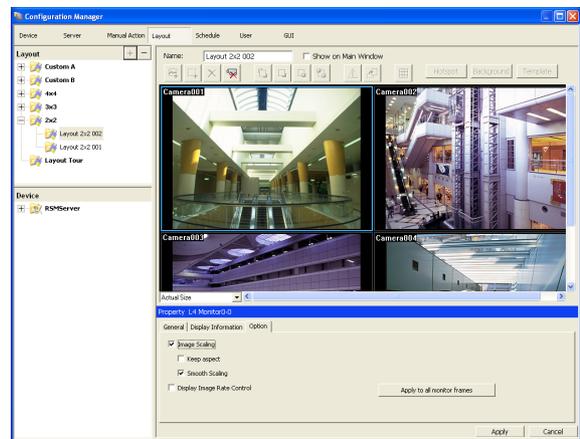
## Resolution and Image Quality

If a low resolution is set for the camera in RealShot Manager Advanced, the image quality will be poor when the camera images are viewed in a large monitoring window.

For example, if the camera resolution is set to 160 × 120 pixels and the monitoring window is set to 800 × 600, this will result in a very poor image quality.

In this case, make the following adjustments.

- Change the scaling method on the [Option] tab in the Layout screen. For details, refer to the User’s Guide (PDF).



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