

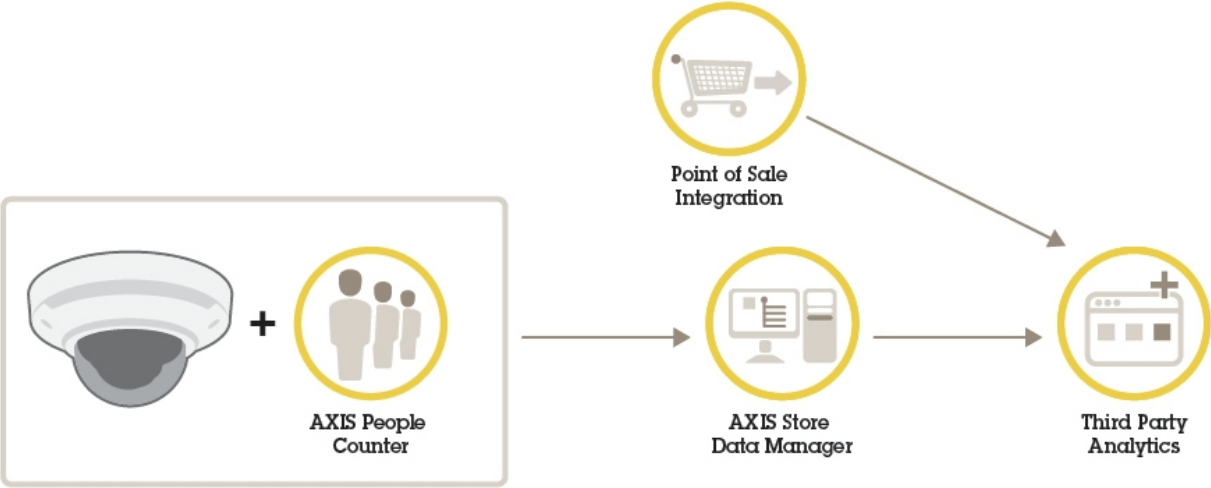
AXIS Store Data Manager

User Manual

AXIS Store Data Manager

Solution overview

Solution overview



An overview of the different products, applications, and tools needed for a complete system.

AXIS Store Data Manager

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Note

This manual covers the locally installed version of AXIS Store Data Manager. To find out more about the hosted online solution, go to the manual for AXIS Store Reporter that includes AXIS Store Data Manager.

AXIS Store Data Manager is a data hub that collects and arranges statistical data. To interpret the statistical data, use the tool in combination with AXIS Store Reporter or a third-party reporting tool.

Who's it for?

AXIS Store Data Manager is typically for the integrator, who manages the cameras and sets up the system. The tool can be used for a single company as well as for several companies.

AXIS Store Data Manager

Installation

Installation

System requirements

AXIS Store Data Manager uses open source web server software.

Supported operating systems

- Microsoft Windows 7 or later
- Ubuntu 8.04 or higher (Ubuntu 16.04 and later does not include PHP5, and MySQL5)
- Debian 5.0 or higher (Debian 9 (Stretch) does not include PHP5 and MySQL5)

Supported web browser clients

- Firefox®
- Chrome™
- Internet Explorer® 9.0 or higher (or equivalent browser)

Required software packages

Before you can use the locally installed AXIS Store Data Manager, you need to install the software packages Apache, PHP and MySQL. See *Install the required software packages on page 4*.

- PHP 5.4 to 5.6. PHP must have the following extensions installed and enabled.
 - gd
 - pcre
 - PDO
 - pdo_mysql
 - Reflection
 - session
 - SimpleXML
 - SPL
 - standard
 - zlib
 - OpenSSL
 - curl
- MySQL 5.6 or 5.7
- Apache 2.4

The extensions are included as default in most new PHP installations. AXIS Store Data Manager automatically checks that the extensions are working during installation.

Install the required software packages

The software packages Apache, PHP and MySQL can be installed with, for example, the web development environment Wampserver. You can download it here:

AXIS Store Data Manager

Installation

- 32-bit
- 64-bit

They need to be configured in the following way:

- You must select the compatible PHP version. In WampServer, you open the menu from the tray icon and select **PHP > Version > 5.6.40**.
- In the `php.ini` file, PHP must be allowed to use short open tags. In WampServer, you open the menu from the tray icon and select **PHP > PHP Settings > Short open tag**.
- You must disable **MySQL Strict Mode**. In WampServer, you open the menu from the tray icon and select **MySQL > MySQL settings > sql-mode > sql-mode > none**.

Server recommendations for AXIS Store Data Manager

Number of cameras or channels	CPU	Memory	HDD	HDD speed	Network
Linux					
10	Intel i5 or equivalent	1 GB	300 GB	7.2 K RPM	1 Mbps
50	Intel i5 or equivalent	2 GB	300 GB	7.2 K RPM	1 Mbps
150	Intel i5 or equivalent	4 GB	300 GB	7.2 K RPM	1 Mbps
500	Intel i7 or equivalent	8 GB	300 GB	7.2 K RPM	1 Mbps
1000	Intel Xeon 1.8 GHz, 4 physical cores or equivalent	8 GB	300 GB, SAS 6 Gbps	7.2 K RPM	1 Mbps
3000	Intel Xeon 2.0 GHz, 4 physical cores or equivalent	16 GB	300 GB, SAS 6 Gbps	10K RPM or SSD	10 Mbps
5000	Intel Xeon 2.2 GHz, 4 physical cores or equivalent	16 GB	300 GB, SAS 6 Gbps	10K RPM or SSD	10 Mbps
Windows					
10	Intel i5 or equivalent	2 GB	300 GB	7.2 K RPM	1 Mbps
50	Intel i5 or equivalent	4 GB	300 GB	7.2 K RPM	1 Mbps
150	Intel i7 or equivalent	8 GB	300 GB	7.2 K RPM	1 Mbps
500	Intel i7 or equivalent	8 GB	300 GB	7.2 K RPM	1 Mbps
1000	Intel Xeon 1.8 GHz, 4 physical cores	8 GB	300 GB, SAS 6 Gbps	7.2 K RPM	1 Mbps
3000	–	–	–	–	–
5000	–	–	–	–	–

AXIS Store Data Manager

Installation

Install AXIS Store Data Manager on a computer

The installation and initial setup is divided into two procedures:

- *Install AXIS Store Data Manager on page 6.*
- *Settings when connecting for the first time on page 7.*

Renew your license

Note

- This instruction is valid in the following scenarios:
 - You have a local installation.
 - You have purchased additional licenses.
 - You have already activated the 10-base license in your local AXIS Store Data Manager.
1. Log in to AXIS Store Data Manager.
 2. Go to **Server configuration > Edit license**.
 - a. If your computer is online, click **Refresh activation code**.
 - b. If your computer is offline, copy **Registration code** and **Installation ID**.
 3. Go to <http://face.cognimatics.com/activation/index.php>
 4. Paste **Registration code** and **Installation ID**.
 5. Click **Submit**.
 6. Copy the activation code and go back to AXIS Store Data Manager.
 7. Paste the activation code in the **Activation code** field in AXIS Store Data Manager.

Install AXIS Store Data Manager

Important

If there's a previous version of AXIS Store Data Manager installed on the computer that you want to upgrade, make sure to do a backup of the database before you continue with the installation wizard.

NOTICE

In this installation, we have used the web development environment WampServer to install the software packages.

1. Go to the download link provided with your license document.
2. Download the installation file `datamanager-1.x.x-win.exe`.

You might receive a warning about running the installation file. Click **More info** to continue with the installation.
3. To continue, follow the on-screen instructions in the setup wizard.
4. When the wizard asks if it should create an alias for AXIS Store Data Manager into the web directory for the WampServer, we recommend to click **OK**.

This means users can connect to AXIS Store Data Manager through the url `http://localhost/datamanager`
5. Make sure you restart all WampServer services via the tray icon, once the installation wizard is complete.
6. Make sure the web server user has write permissions to the following folders and files:

AXIS Store Data Manager

Installation

- DataManager/public/ and all subfolders
- DataManager/cache/
- DataManager/data/ and all subfolders
- DataManager/application/config.ini
- DataManager/application/license.ini

7. To continue with the installation, go to *Settings when connecting for the first time* on page 7.

Settings when connecting for the first time

1. Go to <http://localhost/datamanager/installation/>

If the browser is not running on the server machine, replace [localhost] with the address of the server.

2. If the installation of the web server is correctly done you will now see the start page of the installation of AXIS Store Data Manager.
3. Select language.
4. Check system requirements.

Make sure to fix the errors marked with red before continuing with the installation. To check the fix, click **Check again**.

PHP extensions loaded

Extension	Available
gd	Available
pcntl	Available
PDO	Available
pdo_mysql	Available
Reflection	Available
session	Available
SimpleXML	Available
SPL	Available
standard	Available
zlib	Available
openssl	Available
curl	Available

Check again

Next step

5. Read the license agreement.
6. Activate the license.
 - If the browser has Internet connection, the license automatically activates. Enter the license key (provided with the license document) in the **Registration code** field and click **Register**.
 - If the browser doesn't have Internet connection, an Installation ID will be generated that is unique for your computer and registration code. To receive an activation code, you need follow the link from a computer that is online. Enter the activation code in the **Activation code** field and click **Register**.
7. Configure the database access. The web server access the database with these credentials.
 - The hostname, username, password and database name are predefined.

If you have already created a database, enter the correct username and password.
 - If you haven't already created a database manually, select **Create new database**.

AXIS Store Data Manager

Installation

8. Create user and company. The user logs in to AXIS Store Data Manager with these credentials.

The user is automatically a multi-company user with the highest privileges available.

9. To prevent anyone else from running the installation wizard again, remove the following from the computer:
 - the folder `datamanager/public/installation`
 - the file `datamanager/application/InstallationBootstrap.php`

AXIS Store Data Manager

Connect cameras to AXIS Store Data Manager

Connect cameras to AXIS Store Data Manager

1. Go to *<http://localhost/datamanager/>*
2. Set up your folders. See *Create folders on page 10*.
3. Set the folder connection details. See *Set the folder connection details on page 10*.
4. In the camera's webpage, connect the camera to a folder. See *Connect a camera to a folder on page 11*.
5. Add the cameras to stores and add the details for each store. See .

Why do I need to create folders?

Create folders according to your company structure. It's helpful to sort the cameras in a structured way to keep track of them when doing maintenance or troubleshooting. The folder setup does not affect how the statistics show up in AXIS Store Reporter.

Recommendations

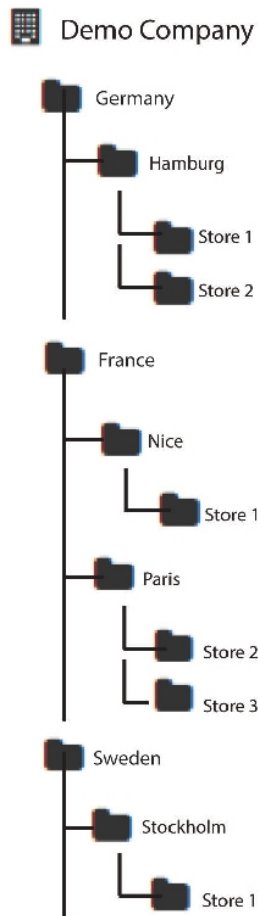
- Create one folder per store. You can also have one folder per country or region.
- Create the folder structure based on the company's organizational or geographical setup.
- Name the folders and the cameras according to the naming conventions used in your organization.

Example

Let's say you have six stores in three different countries. Here's an example how to set up your folders.

AXIS Store Data Manager

Connect cameras to AXIS Store Data Manager



Create folders

1. In AXIS Store Data Manager, go to **Sources**.
2. Set up a folder structure for your company.
3. Enter names for the folders and the cameras.

Set the folder connection details

Note

- The folder connection identifier and password are used to authenticate the camera to send the statistical data to the corresponding folder.
- We recommend that you set the identifier and the password to something that corresponds to the store.

1. In AXIS Store Data Manager, go to **Sources**.
2. Select the folder in the list.
3. Click **Edit folder connection settings**.
4. Select **Enable connections to this folder**.
5. Enter a name in the **Folder connection identifier** field.

AXIS Store Data Manager

Connect cameras to AXIS Store Data Manager

6. Enter a password in the **Folder connection password** field and confirm the password.
7. Go to *Get notified about communication problems* on page 11.

Get notified about communication problems

You can get an email warning if a camera stops reporting to the application, which is often caused by network connection problems, or if the camera stops sending data to the server.

1. **Hours without count data allowed:** Enter the number of hours allowed to pass without any data sent from the camera.
Remember that the **Hours without count data allowed** should be set at least as long as your longest closing time.
2. **Hours without communication allowed:** Enter the number of hours allowed to pass without communication.
3. **Email for warnings:** If you want warnings sent as emails, type the address. This requires SMTP to be configured by a multi-company user.
If you don't type an email address, you get the warning as a notification on the AXIS Data Manager webpage.
4. Click **Submit**.

Examples of SMTP settings

With gmail

Email host – smtp.gmail.com

Mail host port – 465

Send main from email – [field ignored by Google]

Authentication protocol – Login

Mail authentication username – [your email]

Mail authentication password – [your email password]

Transport encryption – SSL

With outlook.com

Email host – smtp.live.com

Mail host port – 25

Send main from email – [your email, same as Mail authentication username]

Authentication protocol – Login

Mail authentication username – [your email]

Mail authentication password – [your email password]

Transport encryption – TLS

Connect a camera to a folder

To perform this task, the application must be installed on the camera.

1. In AXIS Store Data Manager, go to **Sources** and get the **Folder connection identifier** and the **Folder connection password** for the folder you want to connect to.

AXIS Store Data Manager

Connect cameras to AXIS Store Data Manager

2. In the camera's webpage, go to **Settings > Apps** and open the application's webpage.
3. Enter the web address for AXIS Store Data Manager, for example `https://[systemintegrator1].asdm.axis.com/datamanager` where [systemintegrator1] is replaced by a unique name.

AXIS Store Data Manager

Export statistical data

Export statistical data

1. Go to Exports > Create CSV export.
2. Enter a Name.
3. Select Company.
4. Select a fixed time or a dynamic Time interval, see *Dynamic time interval on page 14*.
5. Select Application.
6. Select Time resolution.
7. Select one or multiple cameras.
8. If you want to verify your settings, click Preview, otherwise click Create CSV export.
9. To find the exported data, click List stored exports.
10. By clicking the icons to the left in the list, you can:
 - view the data in a separate tab
 - edit the data
 - copy the url so that you can reach the data from a third-party reporting tool

Example

Each export gets a permanent url with the following syntax: `https://[SI-company name].asdm.axis.com/datamanager/api/?method=export.GetExport=[Unique API-key]`

To insert the raw statistics in a third-party reporting tool, you can fetch the information from the permanent link on a regular basis, for example through a script.

```
Time, Source, Type, Count
2017-10-12 07:00:00, Main entrance, in, 0|
2017-10-12 07:00:00, Main entrance, out, 0
2017-10-12 07:00:00, Left entrance, in, 2
2017-10-12 07:00:00, Left entrance, out, 1
2017-10-12 07:15:00, Main entrance, in, 3
2017-10-12 07:15:00, Main entrance, out, 1
2017-10-12 07:15:00, Left entrance, in, 3
2017-10-12 07:15:00, Left entrance, out, 1
2017-10-12 07:30:00, Main entrance, in, 5
2017-10-12 07:30:00, Main entrance, out, 1
2017-10-12 07:30:00, Left entrance, in, 2
2017-10-12 07:30:00, Left entrance, out, 1
2017-10-12 07:45:00, Main entrance, in, 1
2017-10-12 07:45:00, Main entrance, out, 2
2017-10-12 07:45:00, Left entrance, in, 2
2017-10-12 07:45:00, Left entrance, out, 0
2017-10-12 08:00:00, Main entrance, in, 1
2017-10-12 08:00:00, Main entrance, out, 1
2017-10-12 08:00:00, Left entrance, in, 1
```

AXIS Store Data Manager

Export statistical data

Dynamic time interval

A dynamic time interval is specified by a number and a letter. The letter is the time unit (days = d, weeks = w, years = y) and the number is the amount of time from today's date.

- If you want to export data from the current week, enter "0w".
- If you want to export data from the previous week, enter "-1w" .
- If you want data from a specific interval, enter the time interval in the form "start:stop", for example:
 - Data for the previous four weeks: -4w:0w
 - Data for the previous year: -1y:0y

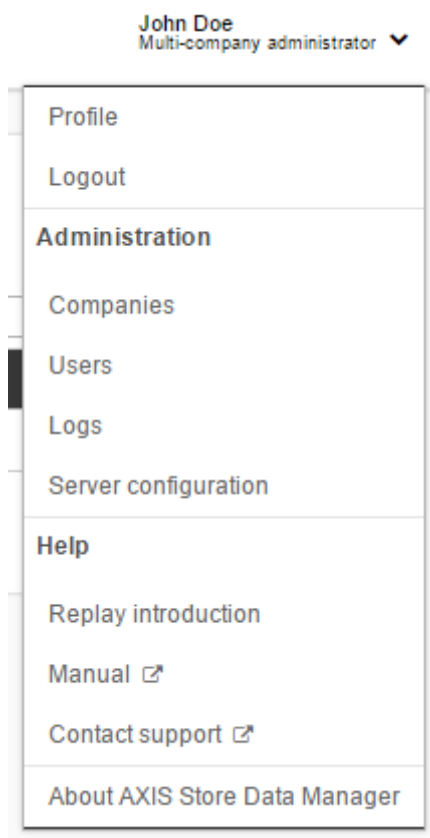
Each time you view the report, the data is updated according to today's date.

AXIS Store Data Manager

User and administration settings

User and administration settings

You can reach these settings through the User and administration menu.



Company settings

If you are a multi-company user, AXIS Store Data Manager lets you manage data from several companies.

Add a company

1. Go to User and administration menu > Companies > Add company.
2. Enter the company's information and click **Submit**.

Add or edit a company logo

1. Go to User and administration menu > Companies > Browse companies.

2. Click 
3. The logo shows up in the footer of the webpage.

Edit a company

1. Go to User and administration menu > Companies > Browse companies.

AXIS Store Data Manager

User and administration settings

2. Click 

Inactivate a company

1. Go to User and administration menu > Companies > Browse companies.

2. Click 

The company moves to the list of inactive companies.

Activate a company

1. Go to User and administration menu > Companies > Browse inactive companies.

2. Click 

The company moves to the list of active companies.

User settings

The user that was created during the installation of AXIS Store Data Manager is a multi-company user and can add, delete, and manage its own company as well as other companies. The multi-company user has a different view than a single-company user.

Add a user

1. Go to User and administration menu > Users > Add user.
2. Enter the user's information.
3. Select **Multi-company user** if the user should be able to add, delete, and manage its own company as well as other companies.
4. Click **Submit**.

Change a user password

1. Go to User and administration menu > Users > Browse users.
2. Click 
3. Create a new password or reset the password. If you reset the password, the next time the user tries to log in to AXIS Store Data Manager, she will be prompted to create a new password.

Edit a user

1. Go to User and administration menu > Users > Browse users.

2. Click 

Inactivate a user

1. Go to User and administration menu > Users > Browse users.

2. Click 

The user moves to the list of inactive users.

AXIS Store Data Manager

User and administration settings

Activate a user

1. Go to **User and administration menu > Users > Browse users.**

2. Click 

The user moves to the list of active users.

Log settings

AXIS Store Data Manager has a set of predefined logs for tracking and troubleshooting purposes.

View a log

For a list of all logs, go to **User and administration menu > Logs > Browse logs** and click 

You can also go to **User and administration menu > Logs > [log name]**.

Clear a log

1. To clear a log from all messages, go to **User and administration menu > Logs > Browse logs.**

Important

If you clear a log, the messages are deleted.

2. Click 

Server settings

Change the server settings

1. Go to **User and administration menu > Server configuration > Edit configuration.**

Add server logotypes

1. Go to **User and administration menu > Server configuration > Logo.**
2. Upload the login or footer logo according the size stated on the webpage. If a company uploads a logo in the company settings, that will override the server logo.

Check the license

1. Go to **User and administration menu > Server configuration > License.**
2. Check the registration code, the installation id, and activation code for that registration code.
3. Check that the **License check** list shows **OK** for all items.

The most common problem is that the **InstallationID** is not okay. This can happen if you've added or removed a network card from your server. If that's the case, try to set your network configuration back to the original form.

Change the license

1. Go to **User and administration menu > Server configuration > Edit license.**
2. Change **Registration code**, **Installation ID**, and **Activation code**.
3. Click **Refresh activation code**.

AXIS Store Data Manager

Troubleshooting

Troubleshooting

If you can't find what you're looking for here, try the troubleshooting section at axis.com/support.

Issue	Action
Error message from WampServer when installing the required software packages: "The Program can't start because MSVCR110.dll is missing from your computer. Try reinstalling the program to fix this problem". "The Program can't start because VCRUNTIME140.dll is missing from your computer. Try reinstalling the program to fix this problem".	The MSVC runtime libraries VC9, VC10, VC11 are required for Wampserver 2.4, 2.5 and 3.0, even if you use only Apache and PHP versions with VC11. Runtimes VC13, VC14 is required for PHP 7 and Apache 2.4.17 To resolve any issues related to missing MSVC libraries, download all the MSVC library files here: http://wampserver.aviatechno.net/files/vcpackages/all_vc_redist_x86_x64.zip To check if the required VC packages are installed properly, you can use the program Checks VC++ packages. Download the program here: http://wampserver.aviatechno.net/files/tools/check_vc_redist.exe
WampServer icon does not go online or turn green after completing installation.	Make sure that port 80 is not being used by another application. Check this by selecting WampServer icon > Apache > Test Port 80.

