Panasonic®

Operating Instructions

Extension Software

Model No. WV-SAE303W

The model number is abbreviated in some descriptions in this manual.

Preface

About the operating instructions

The operations for using the “People Count Output Tool” supplied with WV-SAE303W (hereinafter, this product) are described in this manual.

This product is intended for the use after the registration of “Extension Software” to network cameras. Be sure to refer to the operating instructions of the network cameras (hereinafter, camera/sold separately) in use together with this manual.

The illustrations of the screens of the network camera used in these operating instructions may be different depending on the network camera in use.

For information about the settings required before using and registering “Extension Software” to the camera, refer to the “Setup Instructions” of this product.

The screens used in this PDF manual show the case of WV-S4150. Depending on the model used, the screens shown in the explanations may differ to the actual camera screens.

Adobe® Reader® is required to read these operating instructions (PDF). When the Adobe® Reader® is not installed on the personal computer (hereinafter, PC), download the latest Adobe® Reader® from the Adobe web site and install it.

Abbreviations

The following abbreviations are used in these operating instructions.
Network cameras are described as cameras.

Supplied software

- **People Count Setting Tool (accessory)**
  Is used to easily configure settings for People count. For details, refer to “Setup Instructions”.

- **People Count Output Tool (accessory)**
  An application to create records with the information obtained from the people count information. Read this manual for information about its functions.

CONTENTS

Preface

About the operating instructions 2
Abbreviations 2
Supplied software 2

Preparation

Operations flow 4
People Count Output Tool 5
Starting up “People Count Output Tool” 7

Settings

Registering/editing camera information 8
Preferences 10

Operations

Data acquisition 11
Data output 14

Others 20
- Log display function 20
- Error messages 21
- Q&A 24
- Limitations 26
- Export data for setting information 27
- Folders/files 28

Operations flow

Installation/Settings

■1 Install the Extension Software
↓
■2 Install the “People Count Setting Tool”
↓
■3 Install the “People Count Output Tool”
↓
■4 Install and configure the camera

* For details, refer to “Setup Instructions”.

↓

1 Starting up “People Count Output Tool”
☞ page 5 to 7

↓

2 Configuring/editing “People Count Output Tool”
☞ page 8 to 10

↓

3 Obtaining People count data with “People Count Output Tool”
☞ page 11 to 13

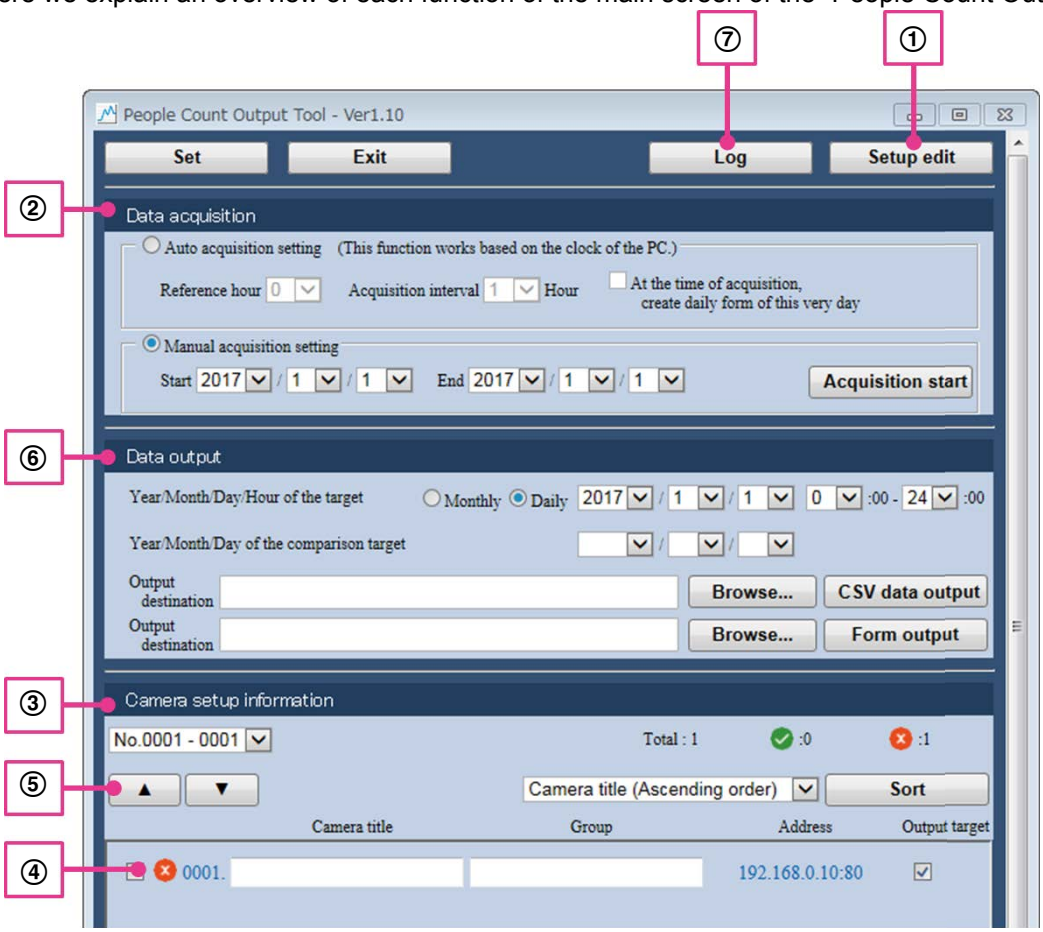
↓

4 Outputting summary result data with “People Count Output Tool”
☞ page 14 to 19

People Count Output Tool

Main screen of the “People Count Output Tool”

Here we explain an overview of each function of the main screen of the “People Count Output Tool”.



① Setup edit function
Can edit camera registration and U-turn correction function from the Setup edit screen shown on the next page.

② Data acquisition function
Obtains the People count data from the camera for the PC. There are the following 2 methods of obtaining data.

- Auto data acquisition (Auto acquisition setting)
- Manual data acquisition (Manual acquisition setting)

③ Camera setup information function
Can display the Camera setup information in a list.

④ Camera status display function
Can check the status of the camera.

⑤ Camera setup information output order changing function
Can change the camera order when outputting data.

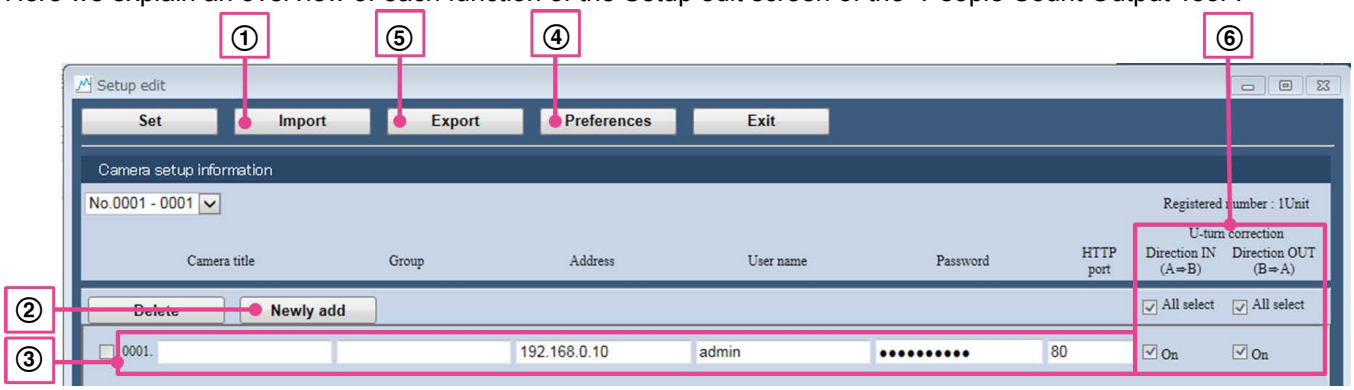
⑥ Data output function
The following 2 formats can be selected when outputting People count data taken from the cameras.

- CSV data
- Form

⑦ Log display function
Can display the log.

“People Count Output Tool” Setup edit screen

Here we explain an overview of each function of the Setup edit screen of the “People Count Output Tool”.



① Camera information import function
Camera information exported from this application or “People Count Setting Tool” can be imported.

② Camera information addition function
Camera information for 1 camera can be added. Camera information for a maximum of 96 cameras can be added.

③ Camera information editing function
Configured camera information can be edited.

④ Preferences function
The common setting items for this application can be configured.

⑤ Camera information export function
Camera information configured by this application can be exported.

⑥ U-turn correction function
The U-turn correction function for each camera can be set to ON/OFF.

Starting up “People Count Output Tool”

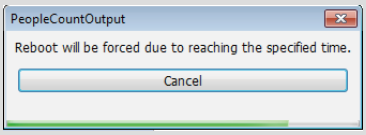
Start up “People Count Output Tool” by double-clicking the “People Count Output Tool” shortcut created on the desktop.

Note:

- If “Auto acquisition setting” is configured for Data acquisition in the “People Count Output Tool” screen, data is automatically obtained when you log into the PC. Because of this, the application starts automatically.
  * When data starts to be obtained, it appears as though the application freezes, but after a few seconds it returns to normal operations.
- If the display language for Windows is a language other than Japanese, the “People Count Output Tool” screen in displayed in English.
- For information on the folders or files for “People Count Output Tool”, refer to “Folders/files” (☞ page 28) of “Others”.

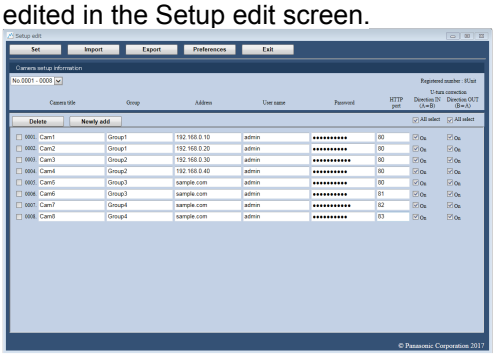
Important:

- Match the time of the PC that uses “People Count Output Tool” with the camera.
- 2 more versions of this application cannot be started at the same time.
- Data cannot be obtained automatically when the PC is logged out. Can only operate when logged in.
- If the application is forcibly stopped, the application is restarted in order to continue obtaining data.
- In order that you can use the application without disturbance, the restart function is executed at 1:50 PC time. If you are using the application at this time, you can cancel the restart by selecting “Cancel” on the right message window.



Registering/editing camera information

Cameras used for People count can be registered/ edited in the Setup edit screen.



Registering camera information

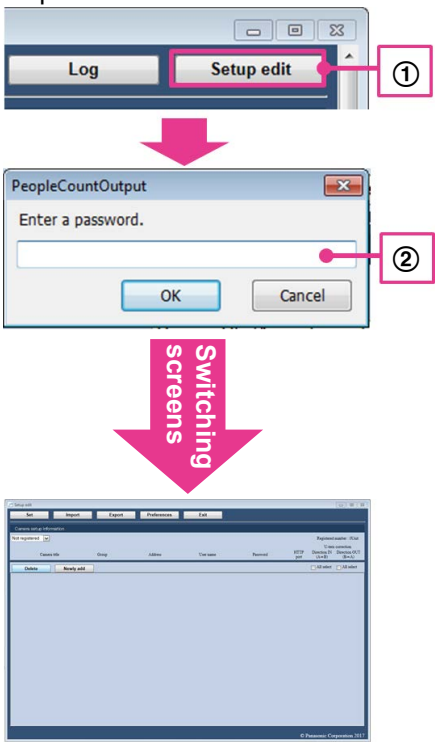
To the right are the 3 methods to register camera information

- **Newly import**
- **Additional import**
- **Newly add**

Deleting/editing camera information

Exporting camera information

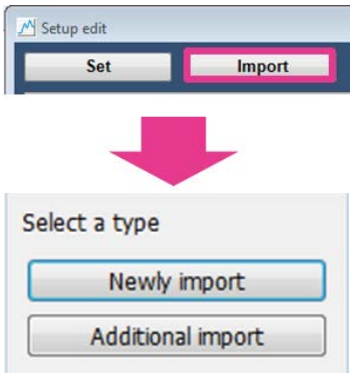
To display the Setup edit screen, perform the following steps.



① Click the “Setup edit” button.
* The “Preferences screen” is only displayed the first time that settings are performed. Follow the displayed instructions and configure a password.

② Enter the login password for the Setup edit screen.
* Initial settings are required the first time. Refer to “Preferences”.

Importing camera information



Click the “Import” button and select an import method. Import files can be opened after selecting the import method.

Data (*.dat) exported from “People Count Setting Tool” or “People Count Output Tool” can be imported.

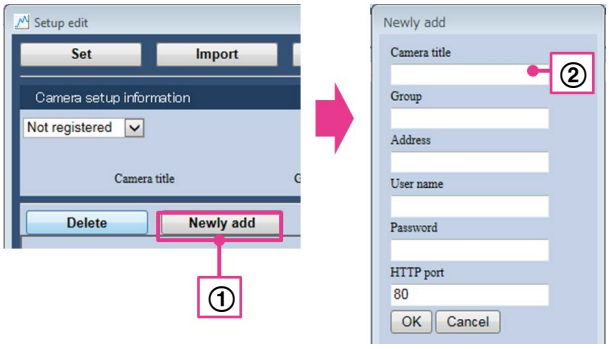
[Newly import]

Deletes the current camera information and newly registers the camera information. It also imports the common settings of this application.

[Additional import]

Adds additional camera information to the current camera information.

Newly adding camera information



① Open the Newly add screen can by clicking the “Newly add” button.

② Enter all of the information in the Newly add screen and click the “OK” button. The camera information is added.

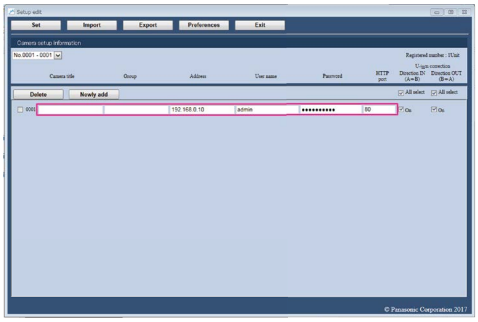
Note:
- The entries for “Camera title” and “Group” can be abbreviated. The “http://” of the address does not need to be entered.
- Enter an IP address or host name in “Address”.
- When camera count data is being obtained over the Internet, the camera must be registered to a dynamic DNS service (such as Viewnetcam.com), fixed IP address service, etc. For details, refer to the Operating Instructions of the network camera.

Important:
- Up to 96 cameras can be registered.
- When importing files exported with “People Count Setting Tool”, do not import the same file again after operations. The current People count data may be deleted.
- For information on the available characters for camera information, refer to “Limitations” (☞ page 26) of “Others” in this manual.

Editing camera information

The configured camera information can be edited.
The following items can be edited.

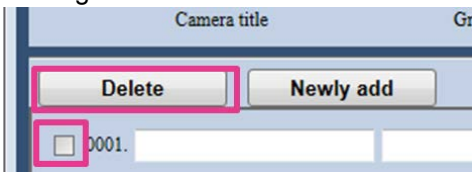
“Camera title” (can be abbreviated)
“Group” (can be abbreviated)
“Address” (http:// is not needed.)
“User name”
“Password”
“HTTP port”



Important:
- “Total”, “Err”, and “Settings” (not case sensitive) cannot be used in the group name.
- Combinations of the same address and HTTP ports cannot be registered.
- After operations, if the address or HTTP port needs to be changed, change the settings on this application. Data is associated to the new data.

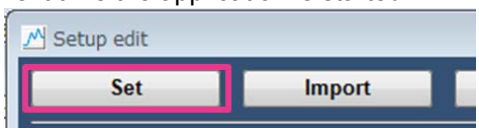
Deleting camera information

Selected camera information is deleted by selecting “Checkbox” on the left side of the Setup edit screen and clicking the “Delete” button.



Configuring camera information

Click the “Set” button after editing of the camera information is completed. The current camera information is displayed and is initially displayed the next time the application is started.

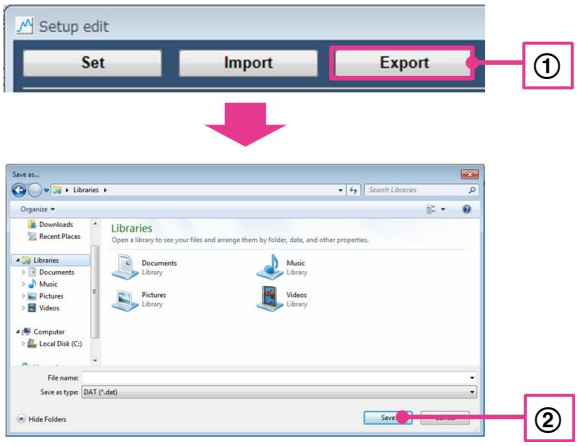


Note:
- U-turn correction can be configured in the Setup edit screen. Refer to “Correcting count data” (☞ page 19) of “Data output” in this manual.

Exporting camera information

① The current camera information and the common settings for this applications are exported by clicking “Export”.

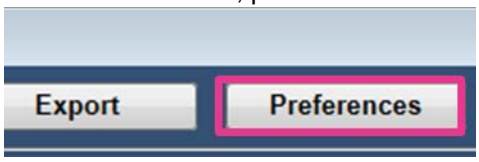
② Specify the export destination, enter the file name, and then click “Save”.



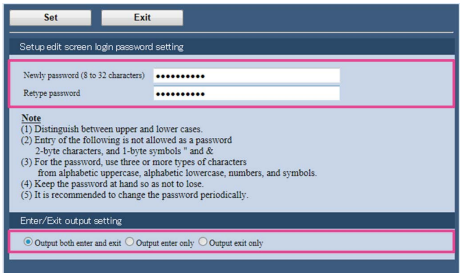
Important:
- Files exported from the Camera information editing screen of the “People Count Output Tool” cannot be imported with the “People Count Setting Tool”.

Preferences

Login password settings and Enter/Exit output setting settings can be configured on the Preferences screen of the “People Count Output Tool”. To display the Preferences screen, press the “Preferences” button.



Preferences



[Setup edit screen login password setting]

The password used for logging into the the Setup edit screen can be configured.

Important:

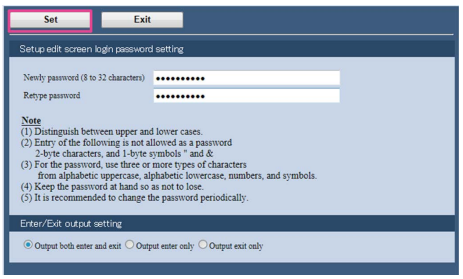
- Distinguish between upper and lower cases.
- 2-byte characters, and 1-byte symbols " and & are unavailable.
- For the password, use 3 or more types of characters from upper case alphabetic characters, lower case alphabetic characters, numbers, and symbols.
- Keep the password at hand so as not to lose.
- It is recommended to change the password periodically.

[Enter/Exit output setting]

The following 3 patterns can be selected to classify the People count data outputted to the CSV data or form.

“Output both enter and exit”
“Output enter only”
“Output exit only”

Saving Preferences



Click the “Set” button to save Preferences. The Preferences screen closes if the settings are successfully applied.

Note:

- To finish Preferences without changing settings, click “Exit” without clicking “Set”.

Ending Setup edit

You can close the Setup edit screen by clicking the “Exit” button.

Note:

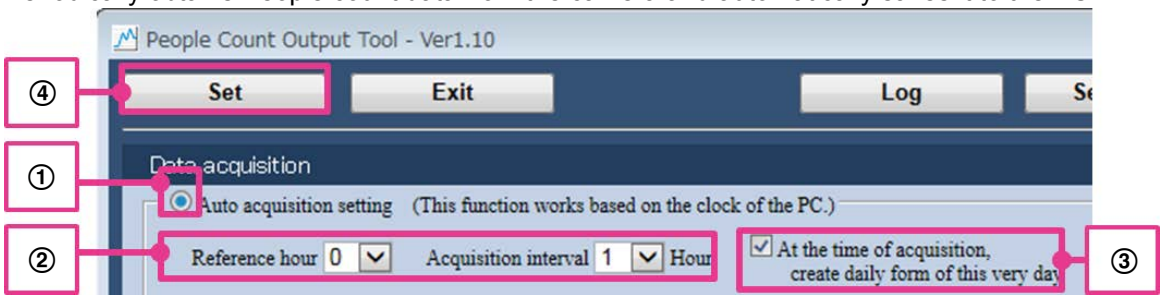
- If you end the Setup edit screen without clicking the “Set” button after editing the camera information, “Save the changed contents?” is displayed. To save, select “Yes”.

Data acquisition

With Data acquisition, People count data from the camera is obtained. There are 2 methods for obtaining data,auto acquisition and manual acquisition. Select either “Auto acquisition setting” or “Manual acquisition setting”.

Auto acquisition setting

Periodically obtains People count data from the camera and automatically saves it to the PC.



① Select the “Auto acquisition setting” radio button.

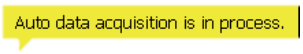
② Configure “Reference hour” and “Acquisition interval” of “Auto acquisition setting”. Using the configure time (0 to 23 o’clock) as a base, data is automatically obtained in the intervals (1, 2, 4, 8, 12, 24 hours) specified in “Acquisition interval”.
Example: If “Reference hour:2, Acquisition interval:8 Hour” are specified, data is obtained automatically at “2 o’clock, 10 o’clock, and 18 o’clock”.

③ If settings are configured with “At the time of acquisition, create daily form of this very day” is checked, form ([daily report]) is outputted when automatically obtaining data.
*Data used for comparison is not included.

④ Click the “Set” button to apply settings.

Note:

- When obtaining data, a balloon such as the one on the right is displayed in the bottom right of the screen.

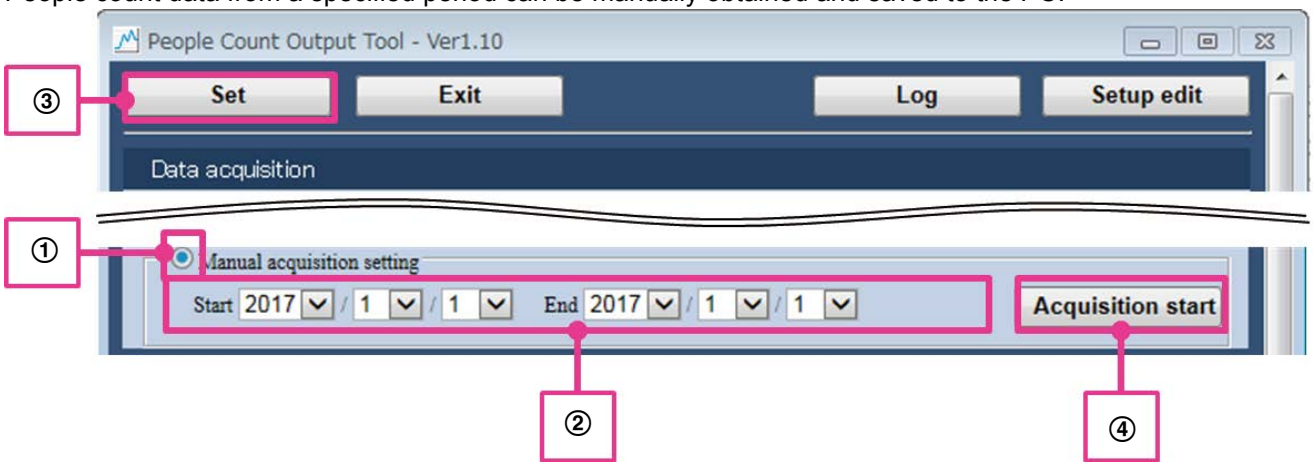


Important:

- When data starts to be obtained, it appears as though the application freezes, but after a few seconds it returns to normal operations.
- If People count data is not contained in the camera, new data is not saved.
- When “Auto acquisition setting” is configured, the “End” button becomes unavailable. To end the application, change the setting to “Manual acquisition setting”.
- The form is not updated if it is open when data is automatically obtained. Close the form when automatically obtaining data. Also, to refer to the form for the current day, please refer to the copied form.
- Depending on the number or registered cameras, data may not be able to be obtained within the specified time.

Manual acquisition setting

People count data from a specified period can be manually obtained and saved to the PC.



① Select the “Manual acquisition setting” radio button.

② Configure the period in which you want to obtain data in “Start” and “End” of “Manual acquisition setting”. (Can specify from January 1st, 2017 to December 31st, 2050.)

③ Click the “Set” button to apply settings.

④ A message informing you that data will start to be obtained is displayed when the “Start obtaining” button is clicked. Click the “OK” button to start obtaining data. A completion message is displayed when the data has finished being obtained.

Important:

- When data starts to be obtained, it appears as though the application freezes, but after a few seconds it returns to normal operations.
- If People count data is not contained in the camera, new data is not obtained.

Note:

- When obtaining data, camera information that has been obtained is displayed in the balloon in the bottom right of the screen.

192.168.0.10:80 - Completed to data acquisition.

Camera status function

“People Count Output Tool” has a function for displaying the camera status. Camera has the status of “Normal” and “Not normal” and is shown with the following icons. If the cursor is placed on these icons, their contents are displayed on the tooltip. If [Not normal] is displayed, refer to “Error messages” (☞ page 21) of “Others” in this manual.

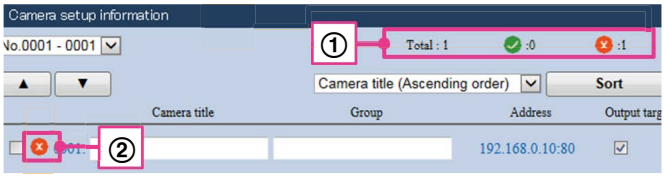
[Normal] [Not normal]

Note:

- The camera status display is updated when data is obtained.
- If the People count data is saved on an SD memory card, the status of the SD memory card can be notified to this application depending on the camera settings. To enable this function, refer to the following “SD memory card failure detection feature”.

Important:

- If “Auto acquisition” or “Manual acquisition” has not been executed since starting this application, because the camera has not been connected to even once, the status of each camera is displayed as [Not normal] (connection not confirmed).



① **Displaying the status of multiple cameras at once**
The number of cameras in the status of the icon are displayed next to the icon.

② **Displaying the status of cameras in a list**
The status of each camera can be checked with the icon.

SD memory card failure detection feature

In this application, the SD memory card status notifications from cameras can be received and then applied to the camera status function.

The status can be notified for the following statuses.

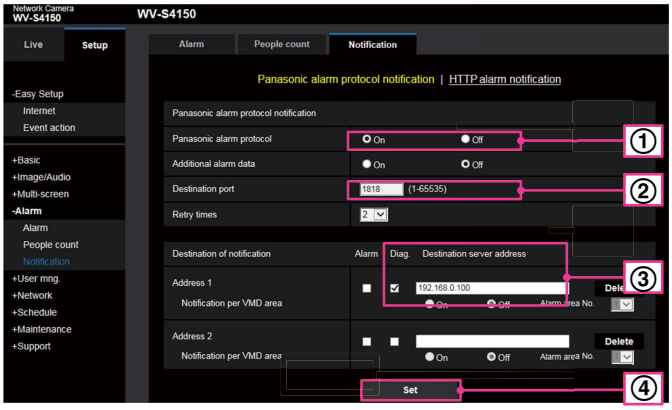
SD-MEMORY NOT DETECTED
SD-MEMORY FULL
SD-MEMORY CAPACITY (The timing of when notifications start differs depending on the value of Remaining capacity notification configured on the camera.)

To enable this function, “Panasonic alarm protocol notification” must be configured on the camera’s web browser.

<Camera web browser settings>

First, display the “Alarm” - “Notification” - “Panasonic alarm protocol notification” screen. After this, configure the following steps.

For details, refer to the Operating Instructions of the camera.



① Select On for Panasonic alarm protocol notification

② Enter the Destination port number (default: 1818)

③ Check “Diag.” for the notification destination, and then enter the IP address of the PC installed with this application in the Destination address.

④ Click the “Set” button to apply settings.

<Settings for “People Count Output Tool”>

① In order to configure the port for receiving alarms on the PC, open config.txt saved in the same level as this application, enter the port number that you want to receive from in SELFNOTICE_PORT, and then save the data. (Default: 1818)

② Restart this application.

Important:

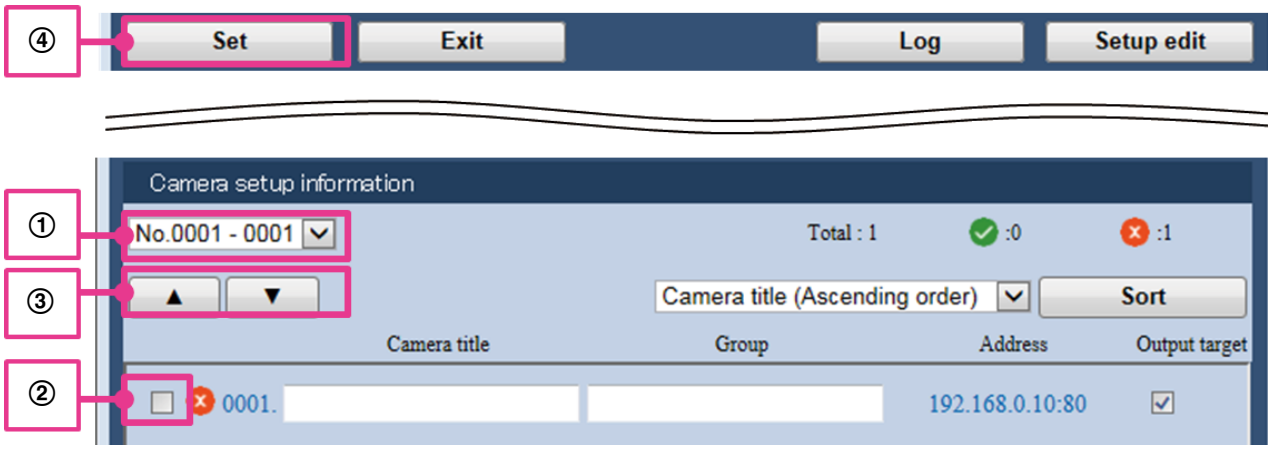
- Notification results are applied when not acquiring data, outputting data, or displaying logs for the “People Count Output Tool” screen.
- In order to use this application, implement firewall settings so that the port number used for receiving notifications can be used.
- If “The specified TCP port seems not to be open. Starts with the SD memory card failure detection function disabled.” is displayed in the bottom right of the screen, the port number is duplicated with port numbers used in other applications. Change the camera notification destination port number and this application’s receiving port number.
- If notifications are sent over the Internet to a PC, the PC must be registered to a dynamic DNS service, fixed IP address service, etc. Also, port forwarding must be configured for the router. For details, refer to the manual of the router.

Data output

The Data output is statistically processed based on the People count data accumulated in the PC, and the results are outputted.
There are 2 methods of outputting the results: “CSV data output” and “Form output”.

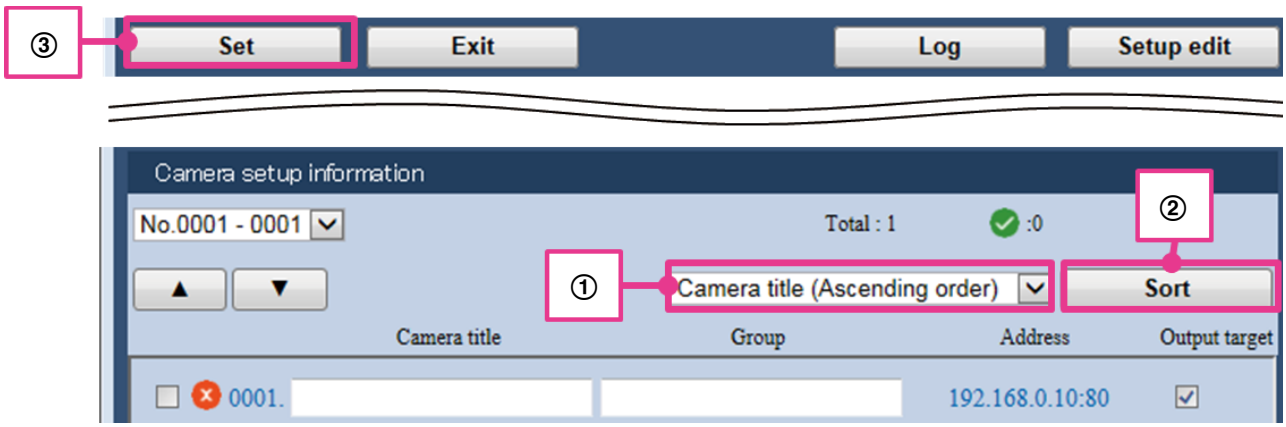
Note:
- The order of the outputted cameras can be change with the “Exchange” function or “Sort” function.

Switching and exchanging camera information data



① Displays the range of registered camera numbers.
② Check the “Check box” for the camera that you want to exchange the order for.
③ Click the “▲” button to move the checked camera up by one line.
Click the “▼” button to move the checked camera down by one line.
④ Click the “Set” button to apply settings.

Sort procedure

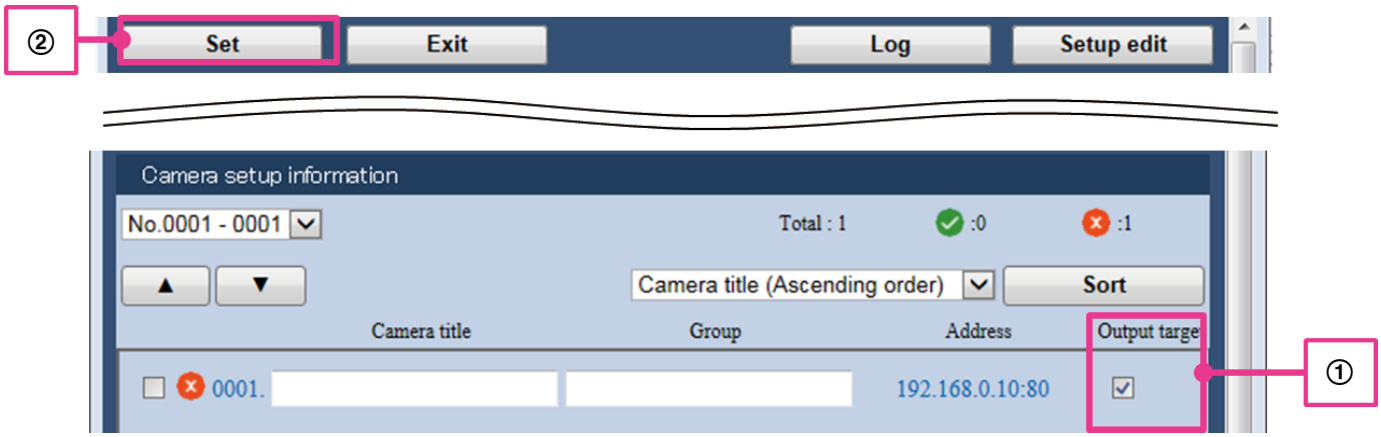


① If you want to sort the order, select a sort method from the following.

Camera title (Ascending order)
Camera title (Descending order)
Group (Ascending order)
Group (Descending order)
Address (Ascending order)
Address (Descending order)

② Click the “Sort” button to execute the sort.
③ Click the “Set” button to apply settings.

Output target setting procedure



① Check the "Check box" for the camera that you want to output data for from the Output target line.

② Click the "Set" button to apply settings.

CSV data

CSV data is data that is saved in the CSV format (comma separated).

Files that contain "Group total" outputted by the total (count total) of each group, and files that contain "Each group" outputted by the count total of individual cameras in the same group are outputted.

Note:

- Files can be outputted from the selected daily report (in 1 hour units) with the specified Year/Month/Day or monthly report (in 1 day units).

	Daily report		Monthly report	
	Group total	Each group	Group total	Each group
File name	yyyymmdd_Result_ PeopleCount(Total).csv	yyyymmdd_Result_ PeopleCount (group name).csv	yyyymm___Result_ PeopleCount(Total).csv	yyyymm___Result_ PeopleCount (group name).csv
Output intervals	Times in the specified range		31 days (the value for each day is the value within the specified time range)	
Saved contents	Group name	Camera name	Group name	Camera name
	People count type (Enters/Exits)			
	Year/Month/Day		Year/Month	
	Total value for the People count of each time		Total value for the People count of each day	
	Increase/Decrease ratio of the above value in the Year/Month/Day compare		Increase/Decrease ratio of the below value in the Year/Month compare	
	All groups total value Composition ratio	Groups total value Composition ratio	All groups total value Composition ratio	Groups total value Composition ratio
	Each time's People count value		Each day's People count value	

Supplemental information: CSV data output format (* for daily report and group total files)

① 1st line: title

② 2nd line: item name/time information (time units)

③ 3rd to 6th line: total count value of all groups
*For each group: total count value for the selected group

④ 7th line or later: total count value for each group
*For each group: count value for individual cameras within the selected group

Note:

- ③ and ④ have 4 lines of data containing Enters for Output target/Enters for Comparison target/Exits for Output target/Exits for Comparison target exported for 1 group at a time.

Data output (continued)

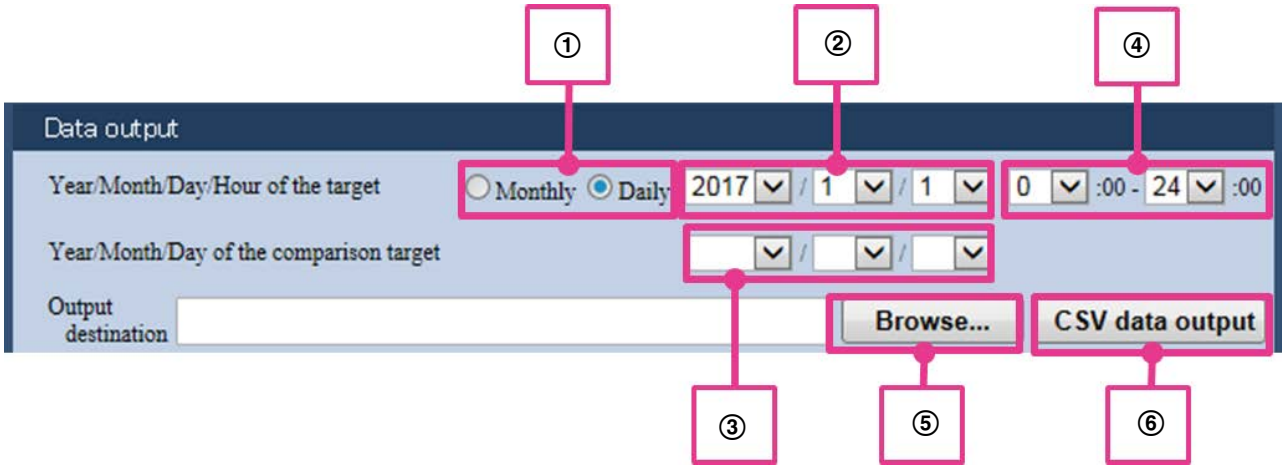
CSV data output example: * daily report and group total files

```
①  2017/02/11 People count result (Daily report)
②  Group,People count type,Year/Month/Day,Total,Increase/ Decrease ratio,Composition ratio,1
   Total,Enters,2017/2/11,20483,136%,100%,1469,1652,2313,2634,3036,3458,2698,1967,1256
   Total,Enters,2017/1/11,14987,136%,100%,1270,1315,1721,2007,2333,2318,1965,1177,881
③  Total,Exits,2017/2/11,16862,109%,100%,1198,1394,1822,2165,2521,2503,2391,1698,1170
   Total,Exits,2017/1/11,15420,109%,100%,1072,1322,1659,1906,2367,2366,2272,1386,1070
   2F,Enters,2017/2/11,867,176%,4%,69,57,70,107,180,157,113,68,46
④  2F,Enters,2017/1/11,492,176%,3%,41,25,67,75,77,60,82,53,12
   2F,Exits,2017/2/11,1009,176%,5%,79,58,82,132,205,166,131,86,70
   2F,Exits,2017/1/11,573,176%,3%,37,44,81,90,108,80,71,36,26
   1F,Enters,2017/2/11,6029,118%,29%,540,441,676,740,948,971,816,552,345
⑤  1F,Enters,2017/1/11,5089,118%,33%,422,474,597,729,859,765,613,338,292
   1F,Exits,2017/2/11,4745,99%,28%,344,390,452,603,684,743,675,501,353
   1F,Exits,2017/1/11,4761,99%,30%,322,395,460,580,766,710,749,465,314
```

Important:

- If the camera title is blank, the “Address” will be entered. Also, if the group is blank, nothing will be entered.
- “***” is entered in the Date/time for unrecorded data or unobtained data.
  “***” is displayed if all of the data for the daily report (1 hour units) and monthly report (target times) does not exist.

CSV data output procedure



① When exporting a monthly report, select “Monthly”. When exporting a daily report, select “Daily”.

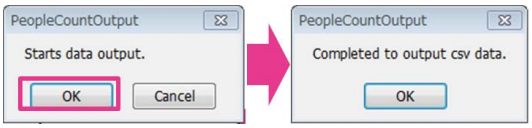
② Select the Year/Month/Day that you want to output.

③ The CSV data can be outputted at the same time as the comparison target data.
Select the Year/Month/Day of the comparison target.

④ Select the time that you want to output.
If Monthly is selected, the total count value for that time is outputted as the value for 1 day.

⑤ Click the “Browse…” button and then specify the output destination for the CSV data in the displayed folder selection dialog box. (Data is outputted to the desktop if no destination is specified.)

⑥ Click the “CSV data output” button to display the start confirmation.
Click the “OK” button to start outputting.
A completion message is displayed when the data has finished outputting.



Important:

- Data must be obtained from the camera before you can output data.

Data output (continued)

Form

The form is a file saved in an Excel format that shows the summary data in a table and graph.

The form is output in 1 file that contains separate sheets for the following 3 items.

Note:

- Files can be outputted from the selected daily report (in 1 hour units) or monthly report (in 1 day units) with the specified Year/Month/Day.
  * File name (for daily reports):
  yyyymmdd_Result_PeopleCount.xlsm
  (for monthly reports “dd” is changed to “_”)

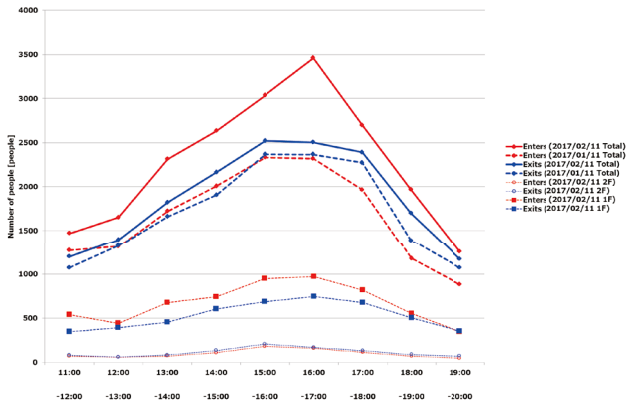
Sheet name	Contents
Total	Lists the total of the group. For information about the recorded contents, refer to “CSV data”. Also, a graph is displayed under the table.
Group name	Lists the totals of each group. For information about the recorded contents, refer to “CSV data”. Also, a graph is displayed under the table.
Err	For each camera, the error contents for each time are listed in the beginning sheet. * For details refer to the next section.

Table example

2017/02/11 People count result (Daily report)

Group	People count type	Year/Month/Day	Total	Increase/ Decrease ratio	Composition ratio	11:00 -12:00	12:00 -13:00	13:00 -14:00	14:00 -15:00	15:00 -16:00	16:00 -17:00	17:00 -18:00	18:00 -19:00	19:00 -20:00
Total	Enters	2017/2/11	20483	136%	100%	1469	1652	2313	2634	3036	3458	2698	1967	1256
		2017/1/11	14987		100%	1270	1315	1721	2007	2333	2318	1965	1177	881
	Exits	2017/2/11	16862	109%	100%	1198	1394	1822	2165	2521	2503	2391	1698	1170
		2017/1/11	15420		100%	1072	1322	1659	1906	2367	2366	2272	1386	1070
2F	Enters	2017/2/11	867	176%	4%	69	57	70	107	180	157	113	68	46
		2017/1/11	492		3%	41	25	67	75	77	60	82	53	12
	Exits	2017/2/11	1009	176%	5%	79	58	82	132	205	166	131	86	70
		2017/1/11	573		3%	37	44	81	90	108	80	71	36	26
1F	Enters	2017/2/11	6029	118%	29%	540	441	676	740	948	971	816	552	345
		2017/1/11	5089		33%	422	474	597	729	859	765	613	338	292
	Exits	2017/2/11	4745	99%	28%	344	390	452	603	684	743	675	501	353

Graph example: * only the total value is exported for the comparison target data



Important:

- The information outputted in the graph contains a maximum of 16 cameras for each group.
- If the camera title is blank, the “Address” will be entered. Also, if the group is blank, nothing will be entered.
- If a group is blank, the form is outputted with a blank sheet.
- Cells for the Date/time for unrecorded data or unobtained data are gray.
  If all or part of the data for the daily report (1 hour units) and monthly report (1 day units; target times) does not exist, the related cells are gray.
- For forms that are outputted during auto data acquisition with “At the time of acquisition, create daily form of this very day” checked, only the target data for the time specified that day is outputted, and the comparison target data is not outputted.

Err sheet

The Err sheet is only output when the errors occur.

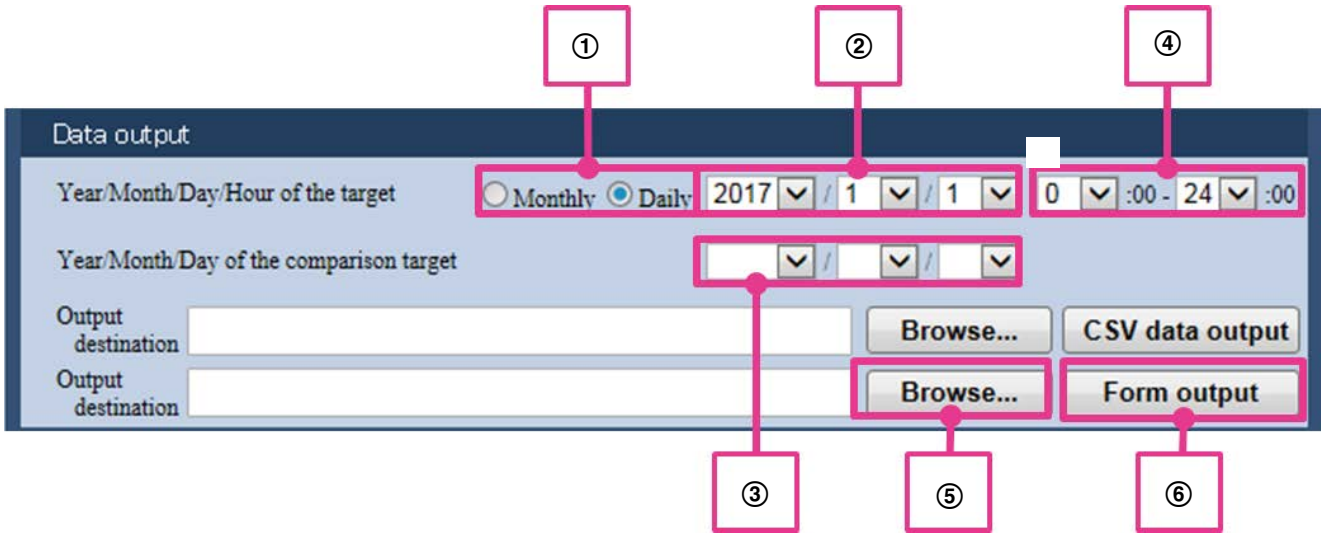
Error contents	Error details
When the data for the specified time does not exist in the camera	No file
When the camera could not be connected to	

Err sheet example

People count data acquisition error

Time	Address	Camera title	Group	Travelling direction	Error description
2017/2/11 0:00	192.168.0.10:80	Cam A	2F	Enter	No file
2017/2/11 0:00	192.168.0.10:80	Cam A	2F	Exit	No file
2017/2/11 0:00	192.168.0.10:80	Cam A	2F	Enter	No file
2017/2/11 0:00	192.168.0.10:80	Cam A	2F	Exit	No file
2017/2/11 0:00	192.168.0.10:80	Cam A	2F	Enter	No file
2017/2/11 0:00	192.168.0.10:80	Cam A	2F	Exit	No file
2017/2/11 0:00	192.168.0.10:80	Cam A	2F	Enter	No file
2017/2/11 0:00	192.168.0.10:80	Cam A	2F	Exit	No file
2017/2/11 0:00	192.168.0.10:80	Cam A	2F	Enter	No file
2017/2/11 4:00	192.168.0.10:80	Cam A	2F	Exit	No file

Form output procedure



① When exporting a monthly report, select “Monthly”. When exporting a daily report, select “Daily”.

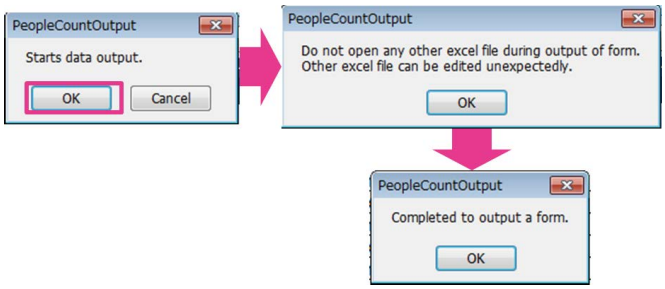
② Select the Year/Month/Day that you want to output.

③ The form can be outputted at the same time as the comparison target data. Select the Year/Month/Day of the comparison target.

④ Select the time that you want to output. If Monthly is selected, the total count value for that time is outputted as the value for 1 day.

⑤ Click the “Browse…” button and then specify the output destination for the form in the displayed folder selection dialog box. (Data is outputted to the desktop if no destination is specified.)

⑥ Click the “Form output” button to display the start confirmation. Click the “OK” button to start outputting, and proceed by following the displayed messages. A completion message is displayed when the data has finished outputting.



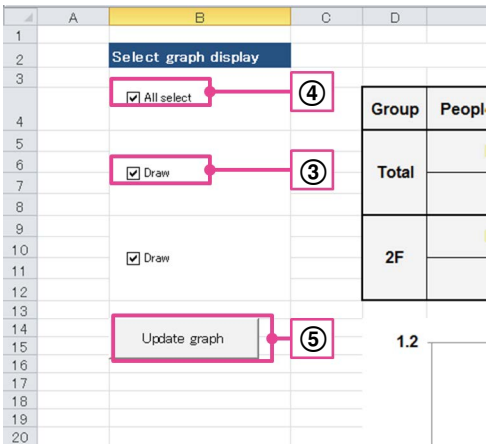
Important:

- Data must be obtained from the camera before you can output data.

[Method for switching the graphs you want to display in the form]

In the form, because only up to 16 groups can be displayed in a graph, by optionally specifying which graph for the 16 groups to display, you can update the graph based on the specified data.

(The maximum number of 16 groups are displayed by default.)



① Open the outputted form.

② Open the sheet with the graph that you want to update.

③ Check the check box for the group that you want to display. (A maximum of 16 groups from the top of the selected group’s table are displayed.)

④ If you want to select all groups, check All select. (A maximum of 16 groups from the top of the selected group’s table are displayed.)

⑤ Press the “Update graph” button.

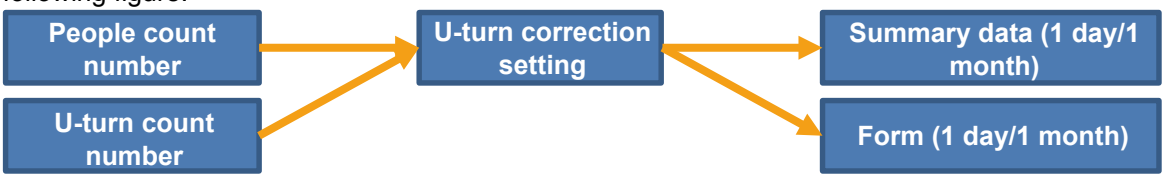
⑥ “Update Complete!” is displayed when the graph has finished updating.

Important:

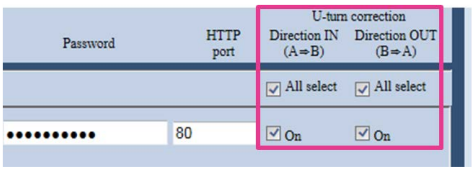
- If this function is used after manually editing the form, it may not operate correctly. Do not edit the sheet name, graph formats, or each part.

Correcting count data

In this application, People count numbers can be corrected and the data can be outputted with the flow in the following figure.



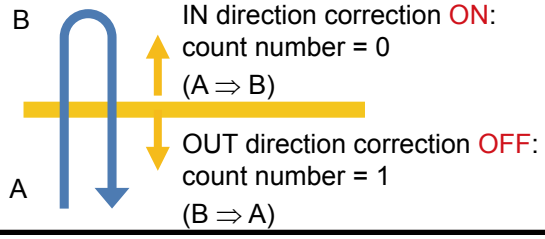
U-turn correction setting procedure



① By turning on this function, the People count number can be corrected for the target lines by automatically determining if people who U-turn are kept from the count for the People count number. Check “On” in the right field to turn on this function. (Default: On)

② Click the “Set” button to apply settings.

Example:
If U-turn correction is only enabled for the IN direction, only the IN direction will not be counted.



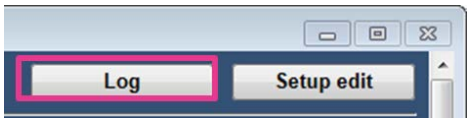
Important:

- If people who have been counted go outside the detection area and then cross the line again, they are not considered to have done a U-turn.
- Even if this function is enabled, because it automatically determines whether or not to control the count for people doing U-turns depending on the number of people who pass by, there may be no change from when this function is not enabled.
- We recommend not using correction when people who are entering or exiting frequently cross the entrance/exit.

Others

Log display function

With this application, logs from errors that occurred, logs from the start and end of obtaining data, etc. can be checked in the screen.



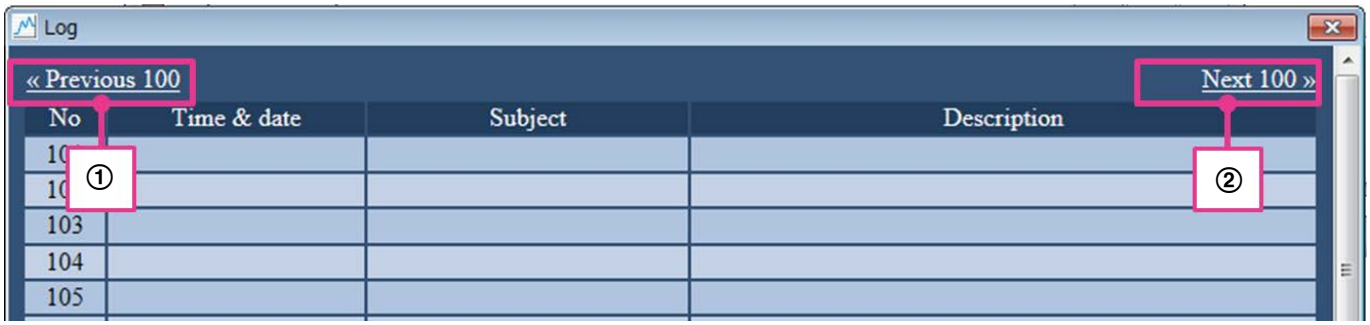
Click “Log” on the top right of the screen for the “People Count Output Tool” to display the log display screen.
A maximum of 1000 past logs can be displayed.

<Log display screen>

100 logs can be displayed in 1 screen.

① If you want to check the previous 100 logs, click “<< Previous 100”.

② If you want to check the next 100 logs, click “Next 100 >>”.



Important:

- Check the contents as necessary. For information on error countermeasures, refer to “Error messages” (☞ page 21) of “Others” in this manual.

Error messages

The cause and countermeasures for the main error messages are explained here.

● Setup editing error messages

Message	Cause	Countermeasure
Entry wait time is applied due to reaching the maximum number of incorrect password entries.	The login password for Setup edit screen was entered incorrectly 3 times consecutively.	After closing the message window, wait for a set time (1 minute for each of the 3 times), and then log in again to the Setup edit screen.
Camera information contains a blank item to be filled. Cancels the process.	The address is not entered.	Enter the address.
	The HTTP port number is not entered.	Enter an HTTP port number.
	The user name is not entered.	Enter a user name.
	The password is not entered.	Enter a password.
Incorrect information entered.	The address is incorrect.	Enter the correct address.*1
	The HTTP port is incorrect.	Enter the correct HTTP port number.*1
	The user name is incorrect.	Enter the correct user name.*1
	The password is incorrect.	Enter the correct password.*1
This group name is reserved. Use other group name.	“Total”, "Settings", or “Err” is used in the group name. (regardless of upper case/lower case)	Use a group name other than “Total”, "Settings", or “Err”.
The address is duplicated.	There are multiple combinations of the same address and port number.	Set the address and port number combinations so that they are not duplicated.
The address is duplicated with “address before the change” in the existing camera information. Newly add again after clicking the [Set] button.	The “Set” button was not clicked after changing the address, and then the address used before changing was added with “Newly add”.	Click the “Set” button after changing the address and then register the address used before changing again.
Import of the following addresses is canceled due to the registration upper limit of this tool. Operation is canceled due to reaching the maximum number of registered cameras.	You are trying to register to the camera information when the maximum number of registered cameras (96 cameras) has been exceeded.	Limit the number or registered cameras to 96. Delete camera information that is not needed.

* For details, refer to “Others” - “Limitations”.

● Preferences error messages

Message	Cause	Countermeasure
Some items are not entered.	The new password has not been entered.	Enter a new password.
	The confirmation password has not been entered.	Enter a confirmation password.
Enter 8 or more characters for the password.	A new password with less than 8 characters was entered.	Enter a new password with 8 or more characters.
	A confirmation password with less than 8 characters was entered.	Enter a confirmation password with 8 or more characters.
Incorrect information entered.	The password contains characters that cannot be used.	Do not enter characters for the password that cannot be used.
	The password does not contain 3 types of characters.	Enter a password that contains a combination of 3 types or more characters.

Others (continued)

Message	Cause	Countermeasure
The new password and the confirmation password do not match.	The new password and the confirmation password do not match.	Enter the same password for the new and confirmation passwords.
Password was not set. Cancels the process.	Because the Preferences screen was exited from without setting a password.	Set a password.

● Data acquisition error messages

Message	Cause	Countermeasure
•Cannot connect to the camera. •Failed to acquire camera information (time zone information). •Unknown error occurred.	The address is incorrect.	Enter the correct address.
	The HTTP port number is incorrect.	Enter the correct HTTP port number.
	The PC is not connected to the camera's network.	Connect the PC to the camera's network.
Incorrect user name/password.	The user name is incorrect.	Enter the correct user name.
	The password is incorrect.	Enter the correct password.
Extension software for people count is not introduced.	WV-SAE303W is not installed.	Install WV-SAE303W.
	You are trying to access a camera that does not support People count.	Delete cameras that do not support People count from the camera information list.
"People count" is not enabled. The designated URL does not exist.	Because the people count setting is not enabled.	Execute "Easy setup" with People Count Setting Tool. * For details, refer to "Setup Instructions".
The designated URL does not exist.	You are trying to access a camera that does not support People count.	Delete cameras that do not support People count from the camera information list.
Time zone setting of the camera is not acquired yet.	Data has never been obtained from the camera.	Obtain the data either automatically or manually from the camera.
Failed to acquire an IP address.	There is a mistake in the address.	Enter the correct address.
	Cannot connect to the DNS server.	Check if you can access the Panasonic home page or other sites and check if you can connect to the DNS server.
The auto data acquisition for this time is skipped; the previous auto data acquisition is not completed.	Because the data acquisition from the last time was not completed.	Review the network environment. Extend the period for acquiring data.
Cancels to acquire data due to remaining capacity shortage of the folder in which the tool is located.	The remaining capacity of the drive in which this tool is located became less than 100 MB while acquiring data.	Increase the remaining capacity of the drive in which this tool is located to more than 100 MB.

● Data output error messages

Message	Cause	Countermeasure
Cannot output directly under the system drive. Please select other folder.	Data cannot be outputted directly under the drive where the operating system is installed.	Specify a data output destination that is not directly under the drive where the operating system is installed.
Cannot output in the * folder. * "*"is the folder name	A folder that has access restricted by user access control such, as "C:\Program Files" or "C:\Windows" displayed in *, has been specified for the output destination.	Specify an output destination folder other than "C:\Program Files" or "C:\Windows" displayed in *.

Others (continued)

Message	Cause	Countermeasure
The file with the same name specified to create a new file is opened in Excel.	A file with the same name as the file to be created is opened in Excel.	Close the file with the same name as the file to be created, and then click the “Form output” button again.
Cannot output the form since Microsoft Excel is not installed.	Microsoft Excel is not installed.	Install Microsoft Excel.
Specify a valid date.	An invalid date was specified. (Example: 2/31)	Specify a valid date.
Output time slot setting contains an incorrect setting.	The output time slot start time is set to a time after the end time.	Configure the output time slot start time so that it comes before the end time.
Time zone setting of the camera is not acquired yet. Execute data acquisition.	Data has not been acquired even once from the camera.	Acquire the data.
Cancels to output due to remaining capacity shortage of the output destination folder.	The remaining capacity of the output destination drive is less than 100 MB.	Increase the remaining capacity of the output destination drive to more than 100 MB, or specify a drive for the output destination that has more than 100 MB of remaining capacity.
Output destination folder does not exist.	A folder that does not exist was specified for the output destination.	Set a folder that does exist for the output destination.

● SD memory card status notification error messages

Message	Cause	Countermeasure
The specified TCP port seems not to be open. Starts with the SD memory card failure detection function disabled.	The PC with this application installed is configured in config.txt saved in a folder in the same level as this application. Because the port number of SELFNOTICE_PORT is already used.	Change the port number of SELFNOTICE_PORT configured in config.txt, or change the port number of Panasonic alarm protocol notification destination on the camera side. * For details, refer to “SD memory card failure detection” (☞ page 13)
The camera below cannot use the SD memory card. Change the SD memory card immediately.	The SD memory card inserted in the camera is write protected, or damaged.	Before replacing the SD memory card, manually acquire the data from damaged period, and then replace the SD memory card.
The SD memory card of the camera below has little or no capacity.	The SD memory card inserted in the camera has little or no capacity.	Replace the SD memory card.

● Others

Message	Cause	Countermeasure
Can’t be written in * * “*”is the file name	The * file cannot be written to.	Write to a folder/file that can be written to.
Cannot write the file.	The file to be written to is set to read-only.	Remove the read-only check from the properties of the file to be written to.
Detected an error in file/folder operation.	Failed when processing the file/folder.	Close the related file/folder.
Cannot exit since the auto data acquisition function is enabled.	“Data acquisition” is set to “Auto acquisition setting”.	Set “Data acquisition” to “Manual acquisition setting”.

Others (continued)

Message	Cause	Countermeasure
Detected an error in “config.txt”. Starts with the initial value.	Incorrect setting values were entered and saved in config.txt saved in the same level as this application.	Use config.txt from before editing, import the export file saved as a backup, or save the default settings and perform registration again.
There is an error in the camera information setting file. Initialize the camera information?	The user save incorrect information when editing the camera information setting file (config.txt) in the installation destination folder.	Import the export file saved as a backup, or initialize the camera information.
The file is illegal.	The camera information file was incorrectly changed.	Specify a camera information file that has not been changed since exporting.
	A file other than the camera information file was specified.	Specify a camera information file.
You don't have permission to open this file.	The file is read protected and cannot be opened. The output folder is write protected.	Remove the read protection from the file. Remove the write protection from the output folder.

Q&A

Here are answers to frequently asked questions.

Q (questions)	A (answers)
Data is not outputted	Check if the camera is registered, if the data is being obtained from the camera, if a duration is specified for the data, if the output target is selected.
Data from certain times is not updated	Because there is no data in the camera. Check is data from other cameras is being obtained successfully, and if the time that you want data from is included in the output target times.
Data is not automatically obtained at the specified times	Check if the camera is registered, if “Auto acquisition setting” is selected, and if there are no mistakes with the Reference hour and Acquisition interval settings.
The summary data and form are not updated	Check if the file with the same name as the Output target is not open, and if the latest data is being obtained from the camera. Also, there may be a possibility that the time set for the camera and PC do not match. In this case, match the times.
Settings have not been applied	You may have forgotten to click the “Set” button after changing settings. Check the settings again.
The tool temporarily freezes	The tool temporarily freezes when it connects with the camera. Please wait a few seconds for tool to recover.
I want to change the address after configuring settings. Can I use the data from before changing settings with the new address?	If there is data contained in the address from before changing settings, you can continue using the data if you change the folder name to the changed address. You can use the same procedure when exchanging addresses of 2 cameras. However, try to avoid making changes after operations.
When registering the same address of an address used in the past, the data used in the past was deleted after mistakenly selecting Default reset	A folder called “bak******” is created in the “data” folder in installation destination of this application and the old people count data from the reseted address is backed up. By checking the “log.txt” in the installation destination of this application or logs in the “log” folder, you can find out what addresses’ data is saved in which folder name.
Can the PC application (ASM300) and the “People Count Output Tool” be used?	The “People Count Output Tool” and ASM300 can be used together. Because the PC environment conditions of the “People Count Setting Tool”/“People Count Output Tool” and ASM300 are different, check before using them together.
What is the maximum count number for 1 line?	The maximum number of people that can be detected for 1 frame is 32 people. Also, the maximum count for each Interval to store is 65,535.

Others (continued)

Q (questions)	A (answers)
What is the size of the data?	Approximately 3 KB for 1 hour for each camera.
Is it possible to get the data of the multiple locations from the remote head office?	It is possible to get data from remote locations by assigning a different URL to the cameras of the multiple locations and configuring that URL to the address of this application. Separate DNS and other settings are required.
When comparing count data, data from how many years in the past can be used? Also, can 2 or more count data be used as the compare target?	Count data can be saved on the PC for 10 years. When 10 years passes, the data is automatically deleted. Therefore, data from up to 9 years ago can be used in data comparisons. However, only 1 compare target can be selected. Therefore, to compare multiple lots of data, you have to manually prepare the data by outputting data several times and combining the data together.
What happens when data cannot be summarized because the connection with the camera was broken when automatically obtaining data or for other reasons?	This application tries again to obtain the data that couldn't be obtained the next time data is automatically obtained.
How long is data saved for on cameras? After obtaining data from a camera, is that data deleted from the camera?	Even after count results have been obtained from the PC, the data in the camera is not deleted. The saving period is 3 months worth of data when save destination of count results is the SD memory card and 1 days worth of data when the save destination is the internal memory. If there is more data than this, data is deleted starting with the old data.
I forgot the setup edit login password.	Uninstall and then reinstall this application. Set the login password again after reinstalling this application.
There is a problem with setting values (config.txt) and cannot be recovered.	If the setting values have been exported, recover the system by importing the settings. If the settings have not been exported, uninstall and then reinstall this application. Reconfigure the settings after reinstall this application.

Limitations

- The form is not updated if it is open when the form is outputted. Close the form when outputting a form.
- If the time for the PC and camera are not synchronized, it affects the start timing for functions for automatically obtaining data and automatically restarting. Synchronize the time for the PC and camera.
- Data cannot be automatically obtained when the PC is logged out. Log in to obtain data.
- Refer to the following for information on characters that can be entered for the camera information.

Item	Available characters	Available number of characters	Unavailable characters	Notes
Address	alphanumeric characters - .	253	-	-
User name	alphanumeric characters and symbols	32	” & : ; \	-
Password	alphanumeric characters and symbols	32	” &	4 characters or more
HTTP port	0 - 9	5	-	-
Setup edit login password	alphanumeric characters and symbols	32	” &	8 characters or more Combination of 3 or more types of characters
Group	alphanumeric characters and symbols	31	“Total”, “Err”, and “Settings” (not case sensitive) : \ ? [ ] / *	-
Camera title	alphanumeric characters and symbols	31	-	-

Export data for setting information

This data is for backing up settings. Store the last exported data.

Data use list

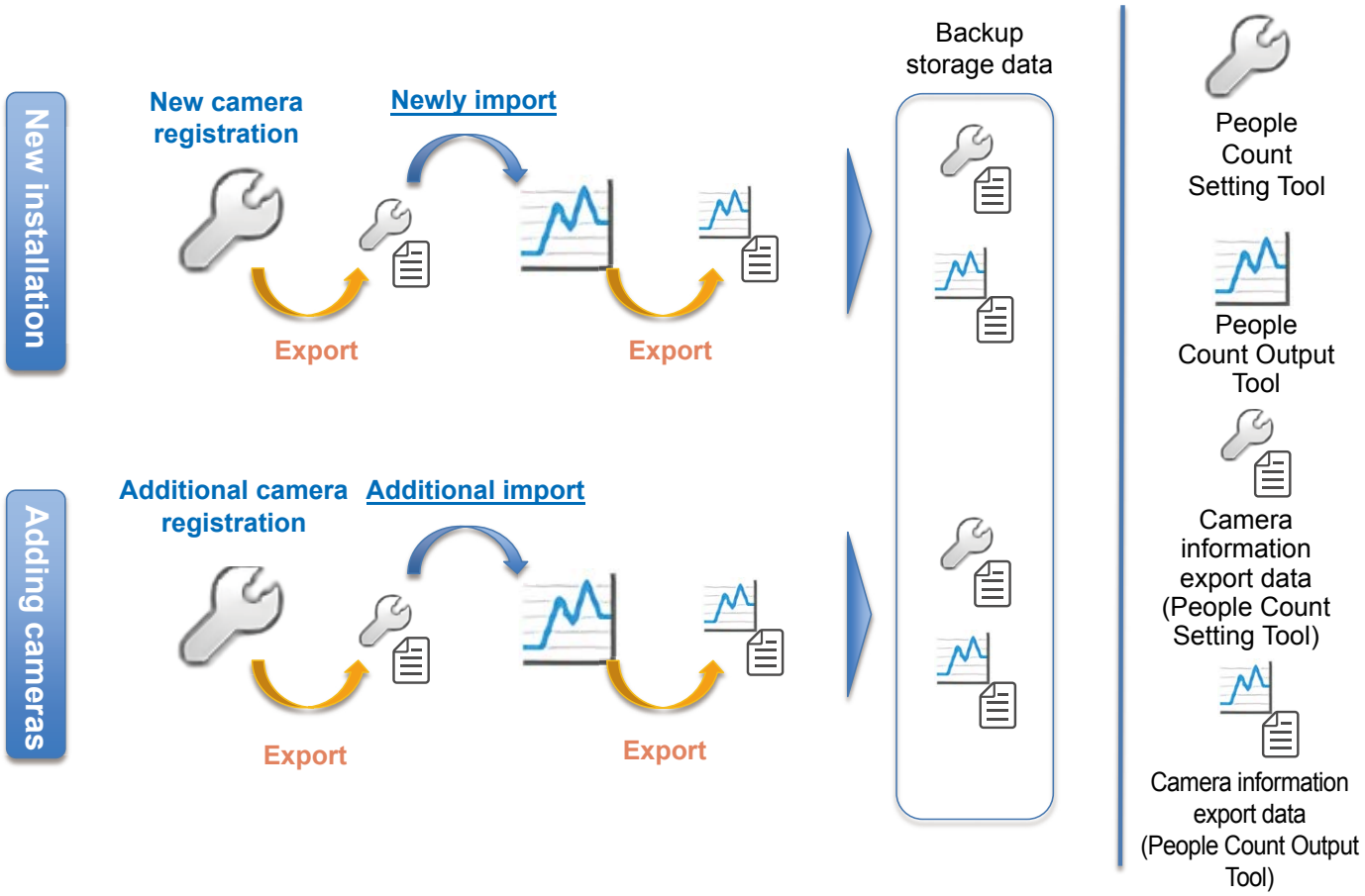
Function	Contents	Notes
Setting information importing	Use data exported from the “People Count Setting Tool” or “People Count Output Tool”	When “Newly import” is performed, all settings from “People Count Output Tool” are registered. When “Additional import” is performed, only camera information is registered.
Setting information exporting	Export (for a back up) setting information when the camera information is edited	-

*If you change the camera’s address and HTTP port number after starting operations, change the settings for this application as well. The count data is kept for the new settings.

Important:

- When importing the camera information, take care when selecting the import type. Refer to the next section “Flow for using exported data”.

Flow for using exported data



Folders/files

Some information about folders and files for People Count Output Tool are explained here.
The default settings for the installed folders are shown below.
C:\Program Files\Panasonic\PeopleCountOutput (for Microsoft Windows (32 bit))
C:\Program Files (x86)\Panasonic\PeopleCountOutput (for Microsoft Windows (64 bit))

Name	Folder/File	Contents
data	Folder	Saves people count output data
config.txt	File	Saves setting values and registered camera information of People Count Output Tool
log	Folder	Saves maintenance logs
log.txt	File	Saves maintenance logs
user_log	Folder	Saves motion logs
user_log.txt	File	Saves motion logs
Settings_bf_imp	Folder	Backs up config.txt with setting values saved to it
Settings_bf_vup	Folder	Backs up the config.txt file made when updating

Note:
- CSV data output files, form output files, and exported camera setting information files (*.dat) are saved to a folder in the output destination specified by the customer.

Important:
- Take care in handling the files in the folder. This application may not be able to start if the files are corrupted or edited.

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