

# Global information

- Just to inform/update you about support tools, troubleshooting, scripting tools or additional information.
- Webinar is being recorded.
  - Names, questions, answers and polls are hidden from the recording.
- Webinar will be added to LMS.
  - In case you do not have a LMS account, contact RSO at [video.support@nl.bosch.com](mailto:video.support@nl.bosch.com)
- At the end of the webinar there is a poll with 4 questions where we would like to have your input.



# Webinar information



- Files is only available if the speaker allows you to download provided files.
- Q&A can be used immediately and will only be visible for everyone if the answer is provided by RSO EMEA. If you want to ask a private question, make us aware that the answer should kept privately.
- Poll is available for all attending people to provide feedback to the RSO EMEA, answers will be done anonymous.
- Black bar is the notification bar.
- 3 Small icons: Full screen, help and leave the webinar. We do **not** recommend to download software as provided in the help function!
- The chat function will be used for audio and video confirmation. We do **not** answer questions in there!

# Tools

- ❑ BVIP LogCollector
- ❑ BVIP Logs manually collecting
- ❑ Other tools
  - ❑ BaretailPro
  - ❑ ExtraPutty
  - ❑ TeraTerm

# BVIP LogCollector

- Old version 1.064
- New version 1.564
  
- Possibility to collect VRM logs
  - Include VRM version <2.30 build 18
  - Include VRM version 2.30 build 20
    - Project build, few sites in EMEA uses this build
  - Include VRM version 2.30 build 21
    - Latest release of 2.30 with some bug fixes compared to build 18
    - Available at the webpage of Bosch EMEA
  - Include VRM version 3.00
    - DIP 2000 and 6000

# BVIP LogCollector

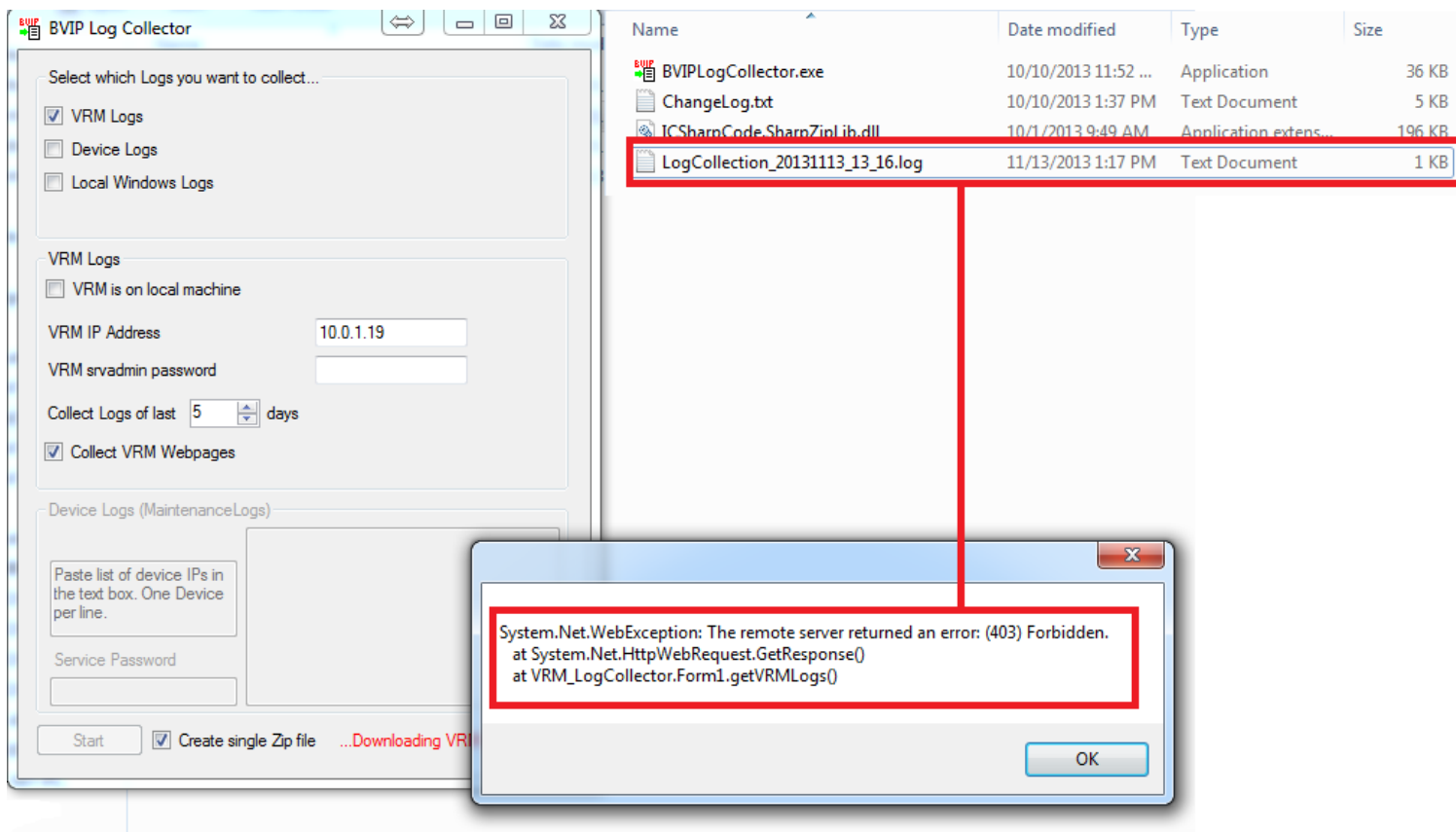
- What is being collected
- VRM logs
    - Local and external
    - Webpages
    - Spanlist
    - Config
  - Device logs (as entered in the list)
    - Maintenance logs
  - ~~Local~~ Windows logs
    - Event Application
    - Event Security
    - Event System
    - Local System

The screenshot shows the 'BVIP Log Collector' application window. It has a title bar with standard Windows window controls. The main content area is divided into several sections. At the top, there's a section titled 'Select which Logs you want to collect...' with three checkboxes: 'VRM Logs', 'Device Logs', and 'Local Windows Logs'. Below this is a section for 'VRM Logs' containing a checkbox for 'VRM is on local machine', a text field for 'VRM IP Address', a text field for 'VRM srvadmin password', a spinner box for 'Collect Logs of last' set to '5' with 'days' next to it, and a checked checkbox for 'Collect VRM Webpages'. The bottom section is titled 'Device Logs (MaintenanceLogs)' and contains a text box with the instruction 'Paste list of device IPs in the text box. One Device per line.', a 'Service Password' text field, and a large empty text area. At the bottom of the window, there is a 'Start' button and a checkbox for 'Create single Zip file'.

# BVIP LogCollector

## → Restriction

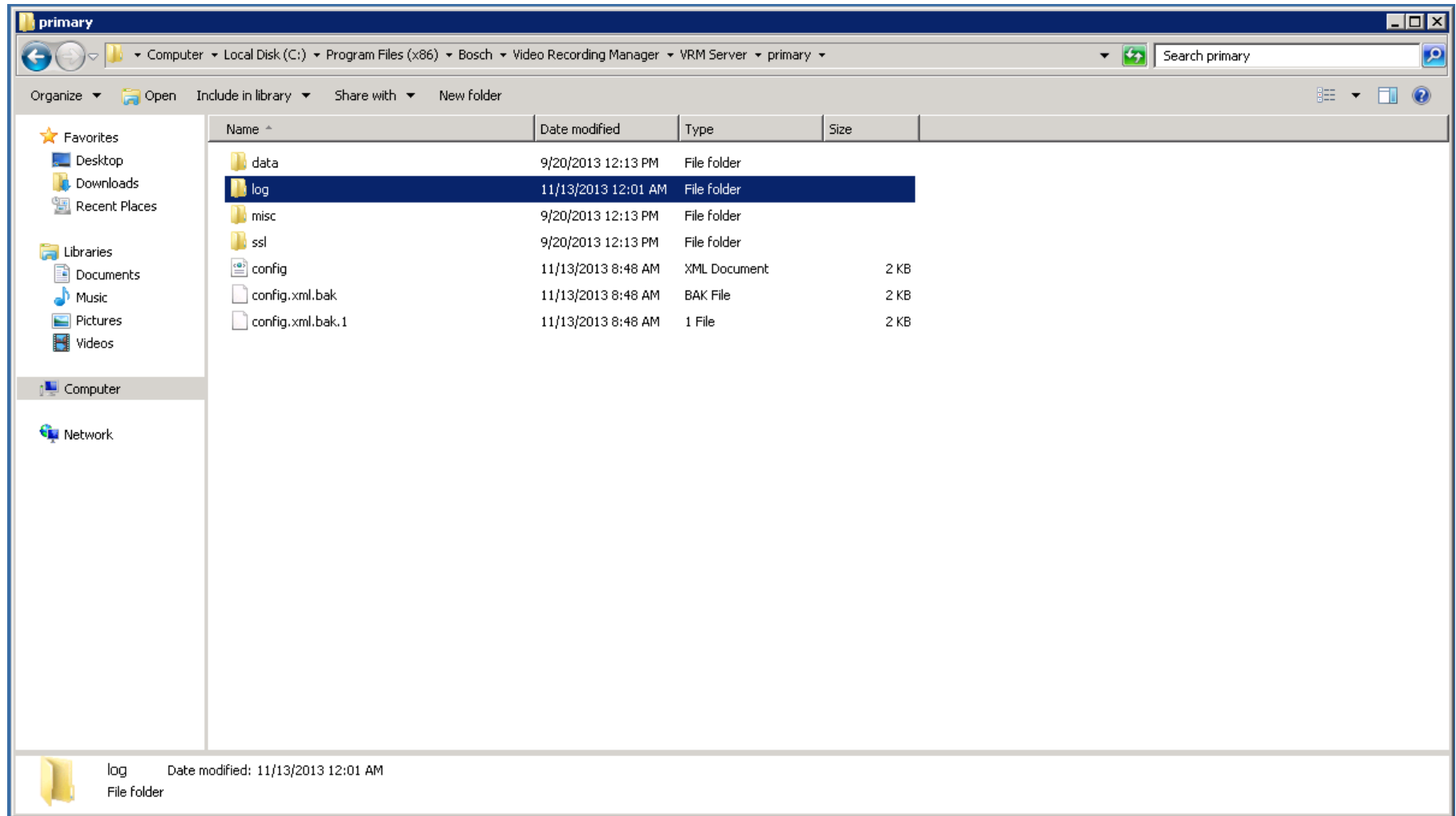
- DIP 3000 and 7000



# BVIP Logs manually collecting

- Mainly for DIP 3000 and 7000
- Internet explorer need to be used (no other brand) for VRM webpages
- Access to their C:\Program Files is required (administrator username)
  - Shared (not recommended)
  - Directly at the unit

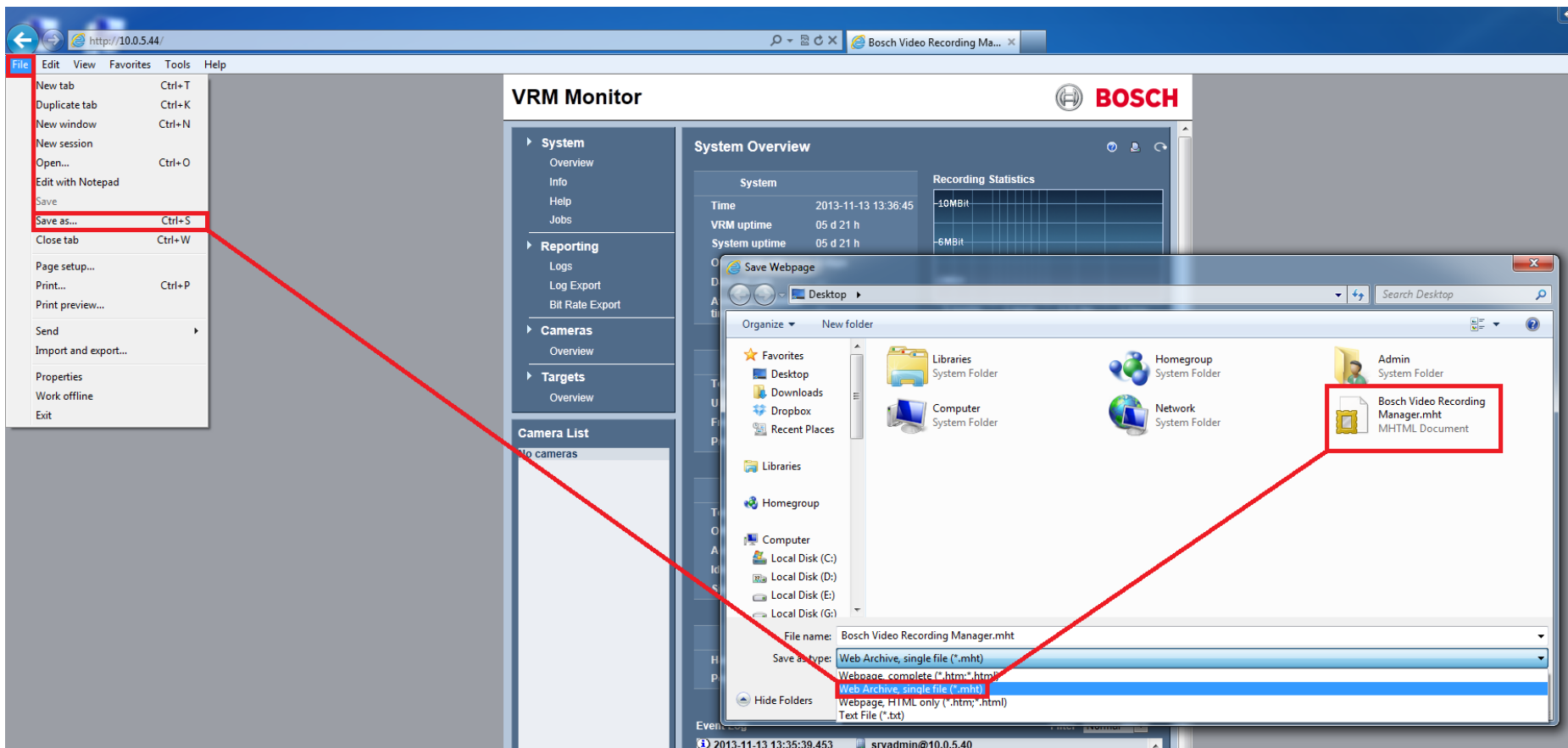
# BVIP Logs manually collecting





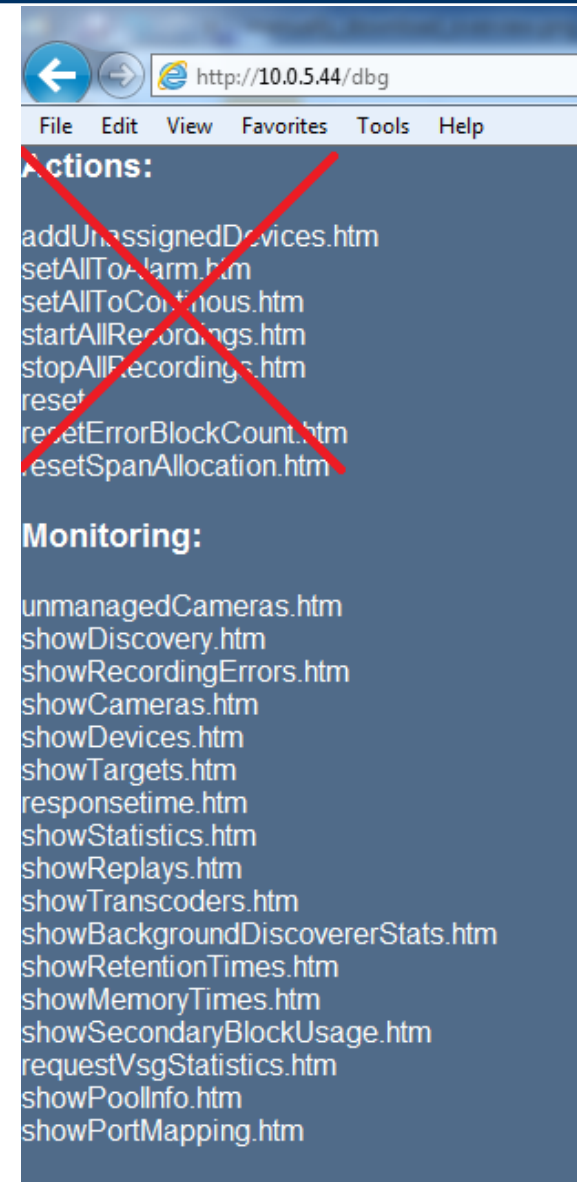
# BVIP Logs manually collecting

- Save the overview page as .mht  
File > Save as > type .mht



# BVIP Logs manually collecting

- Save all 'monitoring' pages as .mht
- Do **not** save the pages of 'actions' or even select one of these. These options may cause issues when you are not instructed well. These options are only needed when 2<sup>nd</sup> level or 3<sup>rd</sup> level advise you to do so.



# BVIP Logs manually collecting

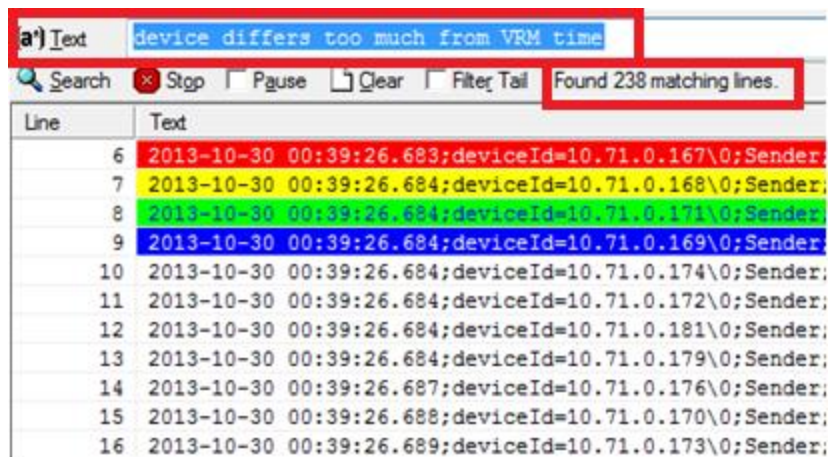
- ➔ Create a zip/rar file of the folder where you have saved the following:
  - **Files** (C:\Program Files (x86)\Bosch\Video Recording Manager\VRM Server\primary)
    - Copy of log folder
    - Copy of config.xml and config.xml.bak
  - **Webpages** saved as .mht
    - Overview
    - Monitoring webpages

# BaretailPro

- Easy tool (paid license)
- Investigating log files (.log)
- High light lines based on information, for example IP-addresses

```
◇ 2013-10-30 00:39:26.683;deviceId=10.71.0.167\
◇ 2013-10-30 00:39:26.684;deviceId=10.71.0.168\
◇ 2013-10-30 00:39:26.684;deviceId=10.71.0.171\
◇ 2013-10-30 00:39:26.684;deviceId=10.71.0.169\
```

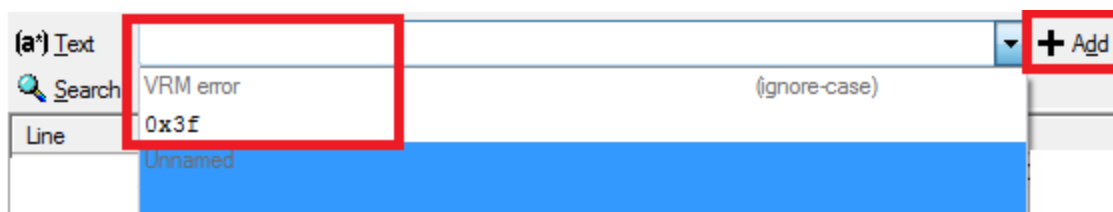
- Search function for easy troubleshooting or match counting (capital sensitive).



# BaretailPro

## → Able to create search filters

- Save you a lot of time in the future searching for error codes
- If an error code is matching with other cases/tickets it does not indicate as the same root cause. There may be different causes of the same error code. For example: *device offline* can indicate as power loss but also network loss in case it is an IP-camera.

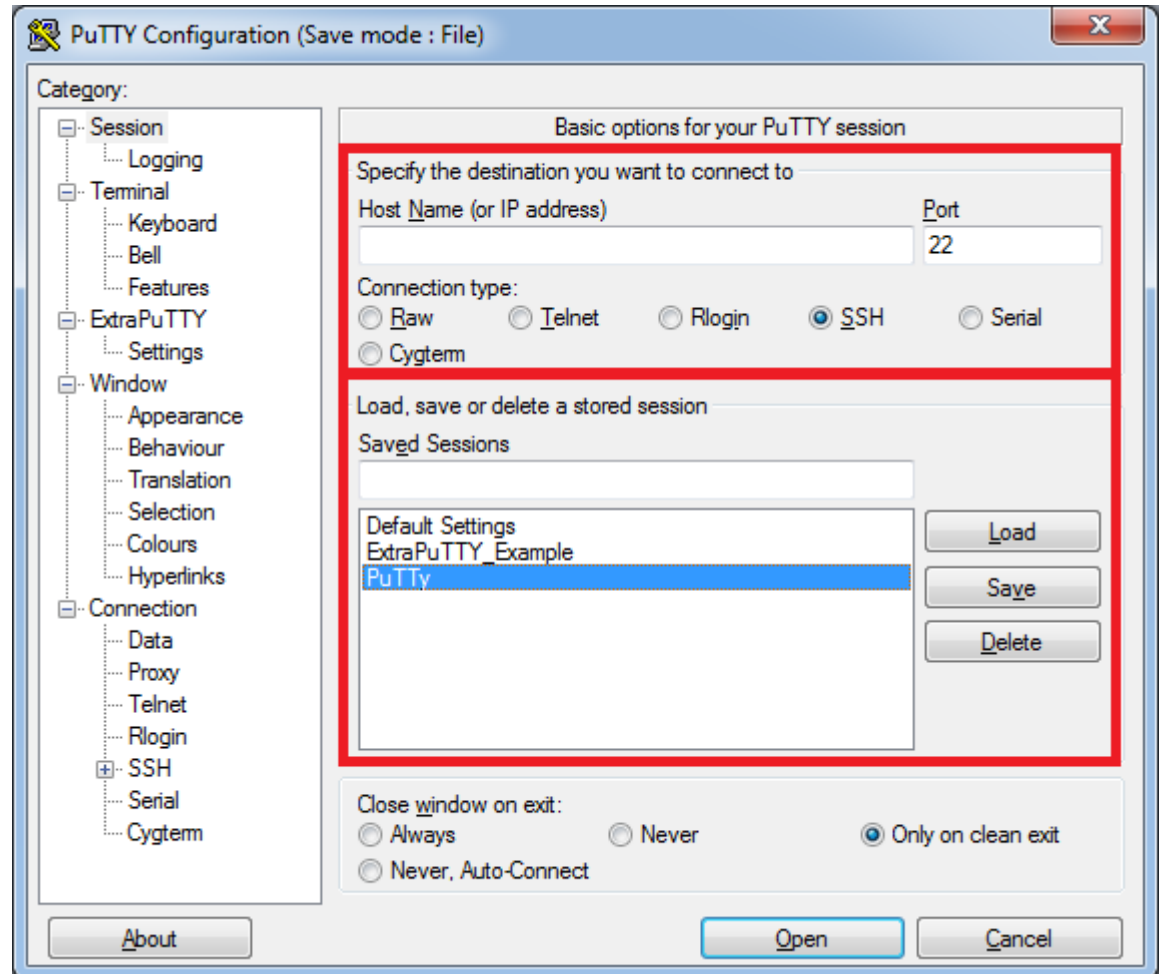


# ExtraPutty

- Free of charge
- Installer and executable
- Similar to Putty but with extra features
- Mainly used for telnet and SSH connections.
- Logging can be done
  - With timestamp possibility

# ExtraPutty

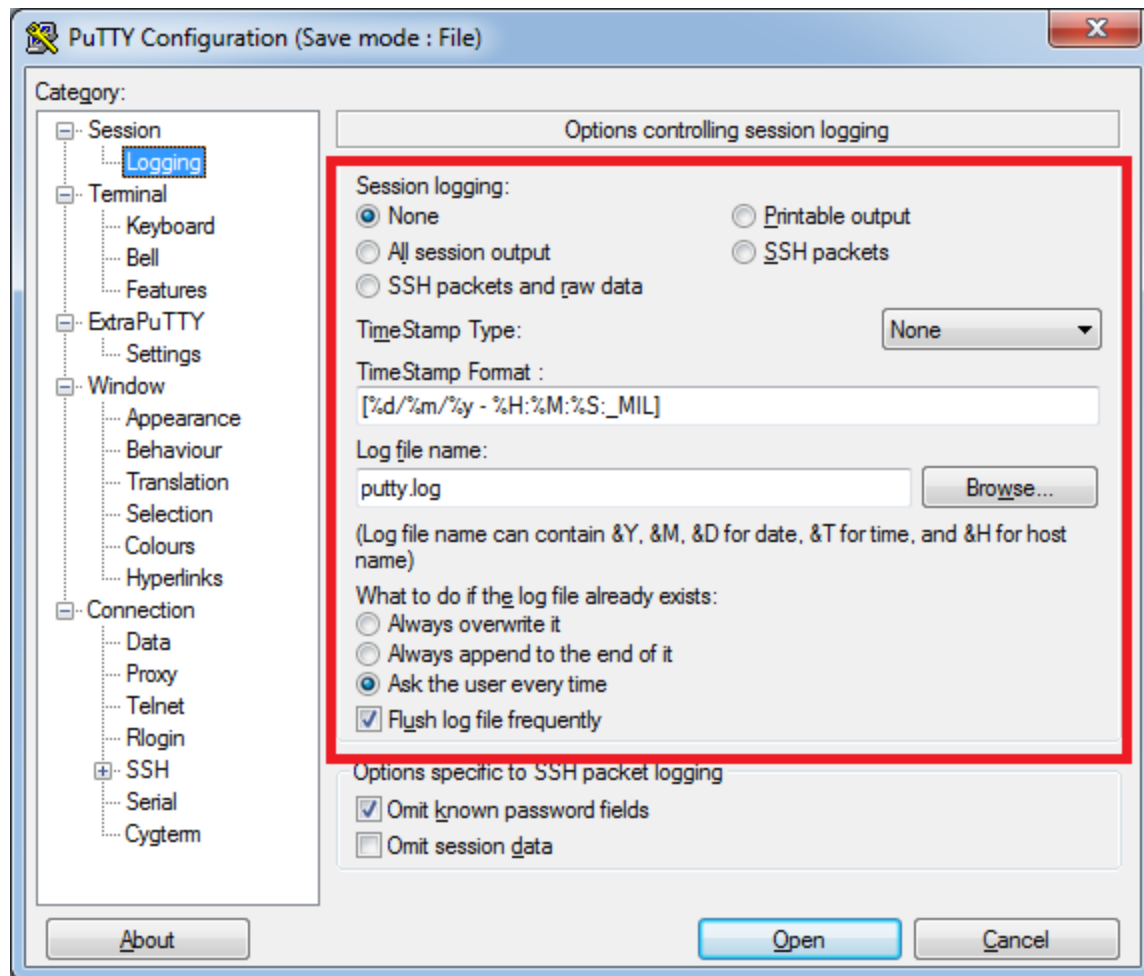
- Hostname or IP-address
- Connection type
- Load and save settings or sessions



# ExtraPutty

## → Logging

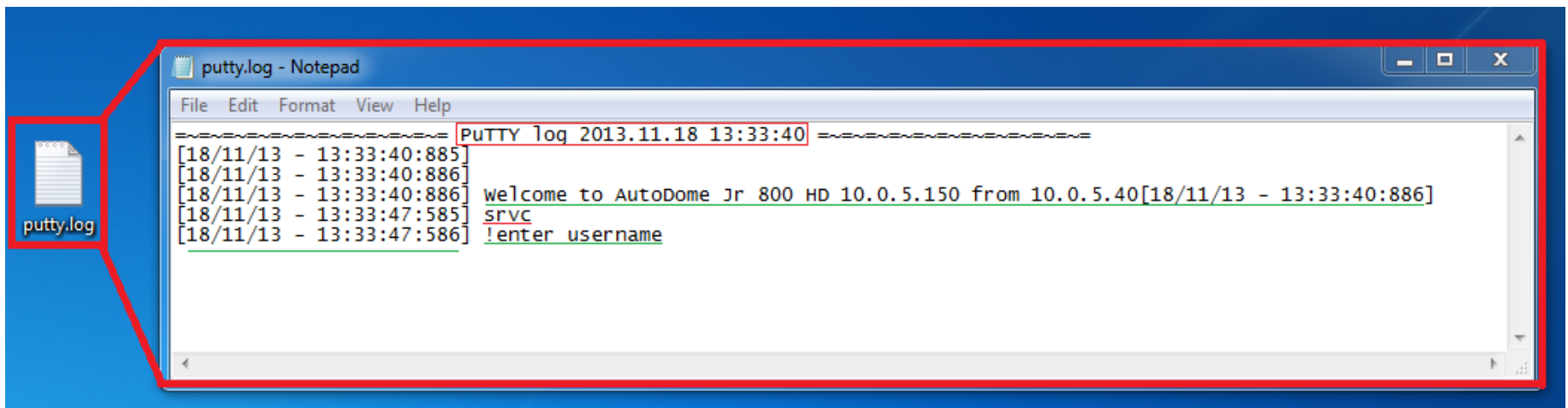
- All session output
- Timestamp
  - On terminal and log
  - On log only
- Log file name and location





# ExtraPutty

- The logging looks like the following
  - Terminal output
  - User input
  - Date and time that the log was created/started
  - Date and time of the in- and output
- Live update
  - Notepad cannot be updated/sync, so close and open while terminal is active

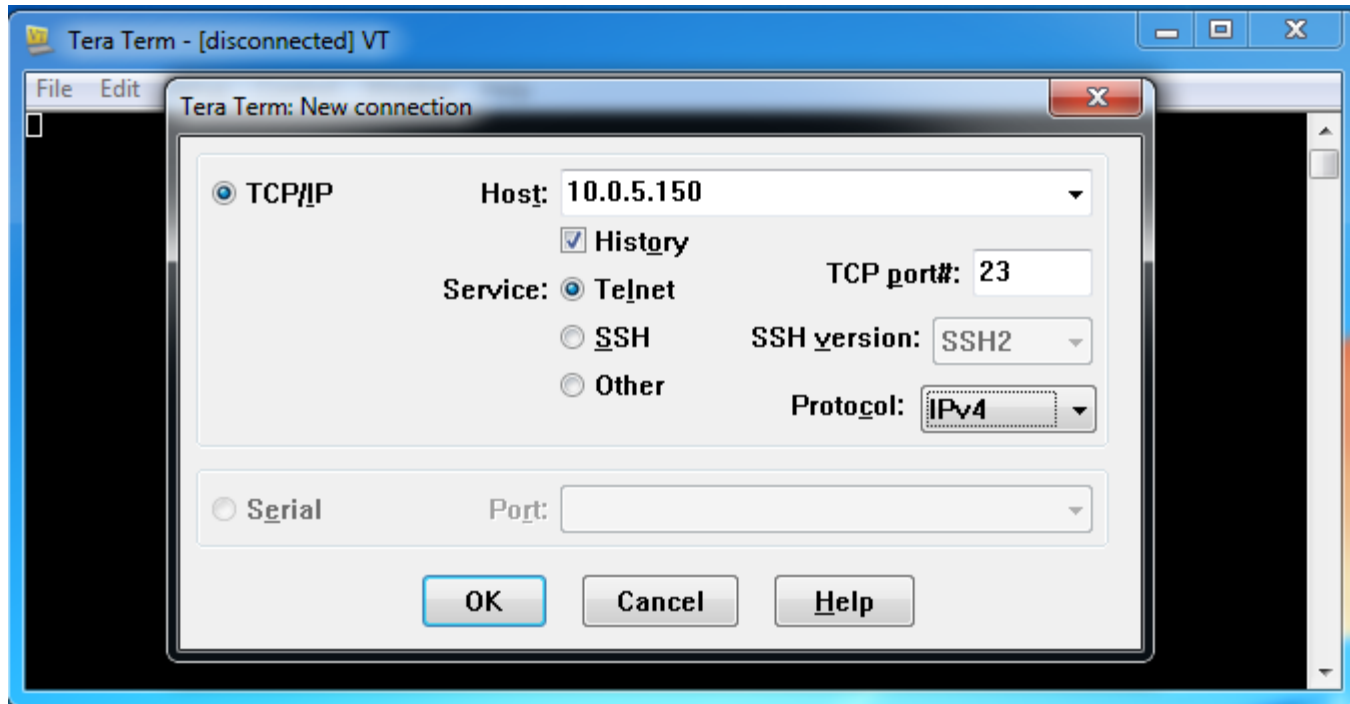


# TerraTerm

- Free of charge
- Similar to ExtraPutty
- Mainly used for telnet and SSH connections.
- Logging can be done
  - With timestamp possibility

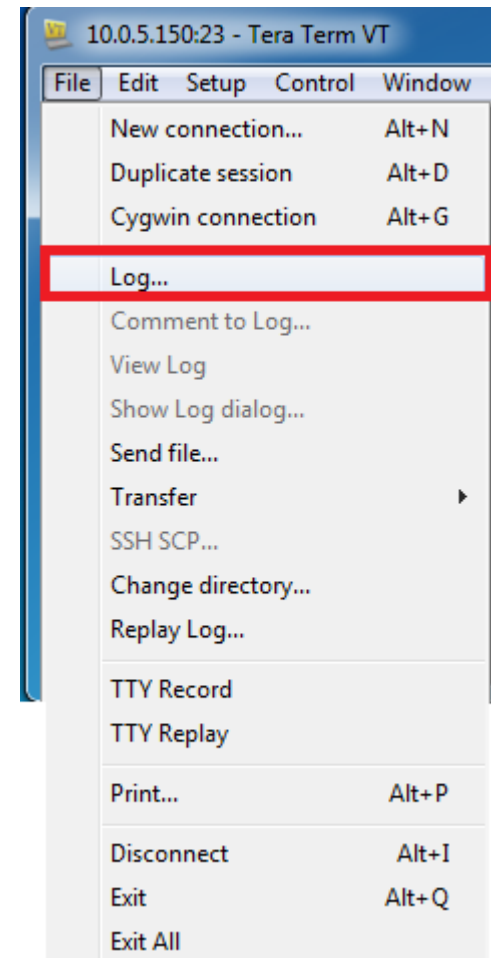
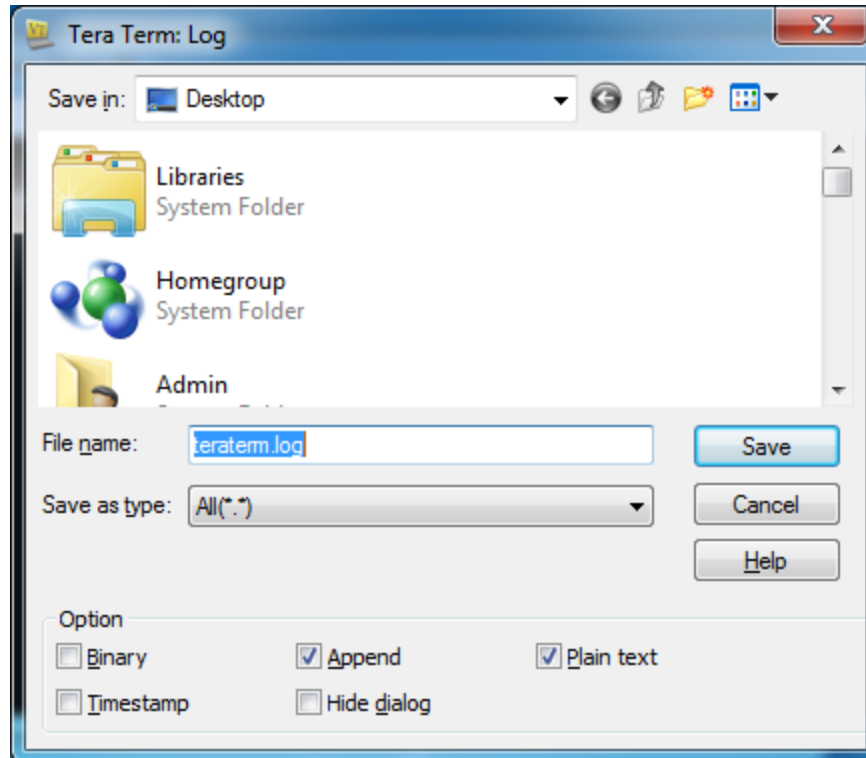
# TeraTerm

- Enter the TCP/IP of the host.
- Select the service (port will be edited automatically)
- Protocol that is used (IPv4 or IPv6)



# TerraTerm

- Enable logging of the terminal
- Browse to the location
  - Enable/disable options



# RSO EMEA Webinar Calendar 2013

| Date                 | Topic                                                         | Speaker           |
|----------------------|---------------------------------------------------------------|-------------------|
| <b>October 23rd</b>  | BVMS 4.5.8 up-date (DIP 3000 & 7000 only)                     | Terrence Roos     |
| <b>October 30th</b>  | DIVAR IP "DIP" Disk Management                                | Robert Hogeweg    |
| <b>November 6th</b>  | IVA 5.60 Setup                                                | Sven Bindels      |
| <b>November 13th</b> | DIP 3000/7000 over the internet (via App & Remote client)     | Kevin van der Nat |
| <b>November 20th</b> | AutoDome 7000/5000 up-date                                    | Jan Loy           |
| <b>November 27th</b> | DIP 2000/6000 "VRM + Transcoding" over the internet (via App) | Terrence Roos     |
| <b>December 4th</b>  | Up-dated BVIP log collector tool for VRM 3.0 and older        | Sven Bindels      |
| <b>December 11th</b> | BVC/DVR up-date                                               | Robert Hogeweg    |
| <b>December 18th</b> | <b>Content to be advised</b>                                  | Kevin van der Nat |