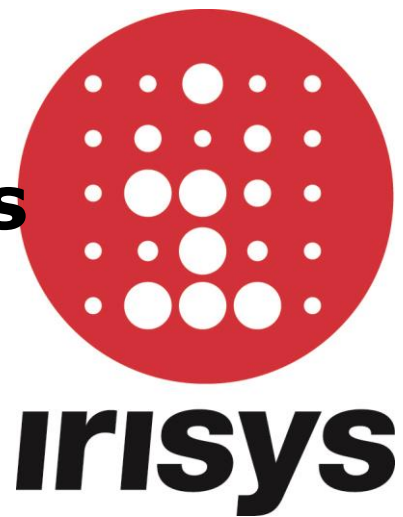


0Irisys People Counters Technical Bulletin



6th November 2015


Issue: **14**

Lots of updates for you this time.....



Gazelle Firmware Update Now Available

The latest Gazelle Firmware Update is now available from the Irisys Partner Portal as normal. This update fixes a number of firmware bugs recently discovered as well as improving video download speeds:

- Up to five times faster validation video download
- Fixes firmware issue which causes a Gazelle to reboot randomly (but very rarely)
- Fixes firmware issue which causes a DualView unit to reboot when two connections to the unit both access the video view at the same time (any combination of PCST, Validation Tool and/or Estate Manager)
- Fixes firmware issue which causes a DualView unit to reboot when a Validation recording starts at the same time a Client Connection Hostname is resolved by DNS 

That last issue means that if resolution of a Client Connection Hostname is attempted during a recording, then that recording will be stopped due to the unit rebooting. Unfortunately once rebooted it will attempt to start the recording, but will also attempt to resolve the hostname too, which will cause the counter to reboot again. This will happen over and over again until the end of the scheduled video time has passed. The result being that the unit will be out of operation for the entire length of the scheduled recording but won't actually produce a recording at the end of it. Regrettably, if a recording is made on an 'after counts' basis, rather than an 'after duration' basis, the counts recording will never complete and the unit will keep rebooting indefinitely and not ever recover. This can only be fixed by a visit to site! Because of this serious issue, this is a *required* update for all DualView Gazelle units. It is a *recommended* update for all other Gazelle variants.

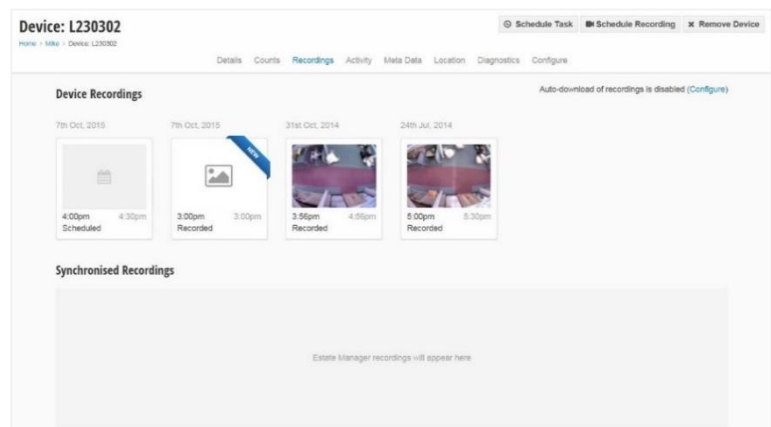
The new firmware version is 42.4.1.568 and all new Gazelles will be shipping with this version from now.



Estate Manager Update Now Available

The latest version of Estate Manager is now available from the Irisys Partner Portal, and, continuing our policy of continual development, it includes the following features and functions requested through our 'Voice of the Customer' partner feedback program:

- Built in Validation Recording schedules and automatic file downloading. Don't forget that - as reported on the last Technical Bulletin - Validation Tool is now available free of charge too!
- Support for Firmware Upgrades using the Irisys Task Launcher software connected through Estate Manager (Task Launcher and latest Gazelle firmware bundle also available on the Partner Portal).



The new Estate Manager software version - 1.3.1016.1 - is available from the partner portal now.

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PCST and Validation Tool Update

Lastly, both PCST and Validation Tool are also updated and available from download on the portal. These are required for use with the latest version of Estate Manager, and if you're currently a few versions behind, now is definitely a great time to make the jump.

By now, everyone should know that PCST is the software used to configure counters for accurate tracking of targets and counting functionality - but for those that have never used the Validation Tool software before; it allows you to schedule validation recordings on DualView counters which then take place autonomously on the device at the scheduled time. Once the recording is complete, you can then download the recording, and once available locally, the same software provides all the tools and functionality you need to playback the recording (with speed controls) and validate the accuracy of the counter. It shows both the thermal and video components alongside each other which allows you to manually count the scene via video and compare it to the thermal. An accuracy report is then produced.

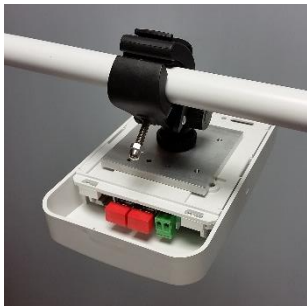
The latest version of Validation Tool now has a much more efficient method of downloading recordings which improves download speeds by up to four times. Make sure your Gazelle unit is also updated to the latest firmware in order to take advantage of this. Don't forget that, as reported on the last Technical Bulletin, Validation Tool is now available free of charge too!

Lastly, remember that both PCST and Validation Tool are fully backward compatible with older generation 3000 series counters as well as Gazelles, so there is no need to have lots of different versions installed at the same time.

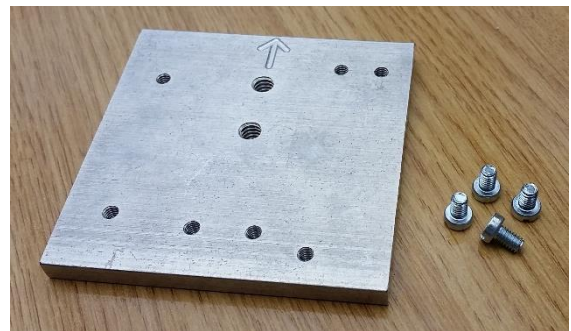


Tripod Mount Plate Now Available For Order

For those looking for more, and easier, mounting options for Gazelle units, the Tripod Mount adapter is now available. These provide a standard 1/4-20 UNC thread as found on video and photographic tripod mounts as well as M4 threaded holes for fixing to a Gazelle base.



Multiple configurations of mounting hole are provided so that it can be attached in the middle or end of the Gazelle base, as required.



Provided in packs of 10, these are available to order now, part number IWC5021.



Latest People Counter Software/Firmware

Make sure you're up to date with all the latest software and firmware in order to benefit from all the latest features. Items marked with an * have been recently updated.

P10.0eople Counter Setup Tool (PCST) (SW)	* 4.1.515.1
Validation Tool (SW)	* 4.1.630.1
Estate Manager	* 1.3.1016.1
Gazelle (FW)	* 42.4.1.568
Task Launcher (SW required for updating Gazelle FW)	* 1.1.1005.1
Irisys USB to serial Adapter drivers	2.08.30

All downloads are available from the Irisys Partner Portal as usual:

<http://partnerportal.irisys.co.uk/>

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