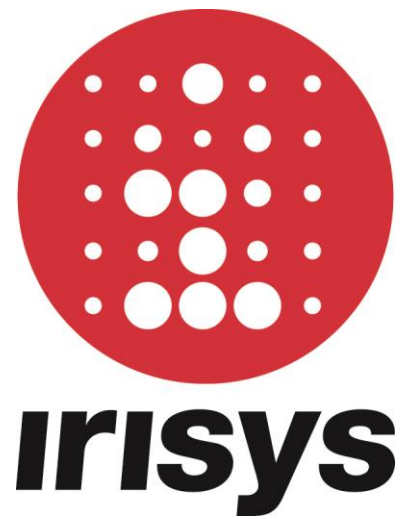


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Irisys People Counters

Technical Bulletin



26th March 2015

Issue: **10**

Introduction

Welcome to the first technical bulletin of 2015.



Irisys E-Learning Training

For those with Partner Portal access (and you should all sign up for it) you may well have noticed the e-learning link in the menu at the top of the screen and not thought much about it. This is a self-learning system that you can dip in and out of whenever you want, and over the past 12 months has been slowly populated with various training modules. All it needs is an internet connection and some speakers connected to your laptop and it is currently populated with Estate Manager training and **Gazelle** installation training, with more being added all the time. Everyone should check it out – even those who think they know all they can about installations! Please let us know what you think of it.



Upcoming Developments

Continuing our policy of continual development, I thought it would be good to let you all know about some new features coming out very soon:

- Estate Manager User Support – the next release will include the ability to add multiple users each with differing levels of security and access to counters and groups within the Estate manager address book.
- Estate Manager Scalability and Failover support – also included in the next release is the ability to separate the various Estate Manager services and install them on different servers and then add further servers in the future as demand increases. Estate manager really is the Enterprise counter management software you've been looking for – you can also install it across multiple servers in the cloud.
- FET Inputs – all **Gazelle** master units have two relay outputs and two FET inputs – even the IP enabled variants. The FET inputs are not yet enabled, but in a firmware update to be released soon, they will be. The counters will then be able to accept incoming data from other sensors, store it in Flash alongside the regular line count registers for accessible over IP via your data collection software (similarly to the already available separate CAN I/O module – but on-board the **Gazelle** unit).
- HTTPS support – This too will be introduced in the next firmware update for **Gazelle** units and will allow setup and use of secure communications between the web browser and the device.
- Hostname support - **Gazelle** units will soon be addressable via either IP address or a local hostname if required, again configured using an updated PCST (not a fully qualified, internet addressable, domain name).



Silverlight Plug-in Issue

If you've recently upgraded to a newer version of the Chrome or Firefox internet browsers you may have noticed that they are now blocking some 'plug-ins' by default, and will therefore not show web content which relies on it. This affects a lot of websites which will now need to use different technology to display their content.

This also affects the setup of IP enabled Irisys counters via the web based setup tool as this uses Silverlight to display the moving targets (and video on Dualview units), which is also blocked by default. To enable Silverlight again see below:

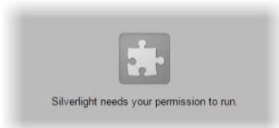
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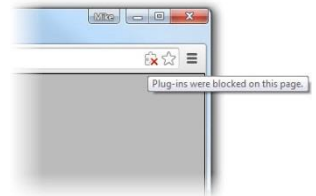
Telephone: +44(0)1604 594200 Fax: +44(0)1604 594210 e-mail: support@irisys.co.uk web: www.irisys.co.uk

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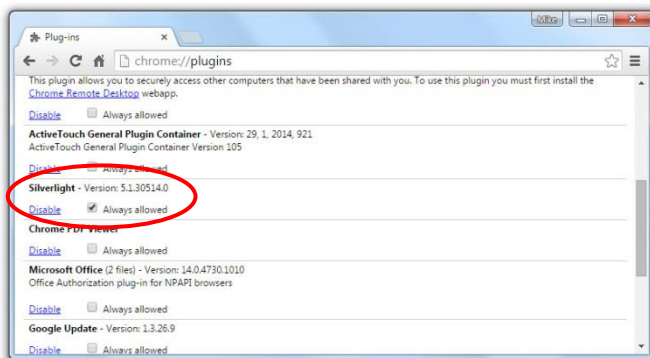
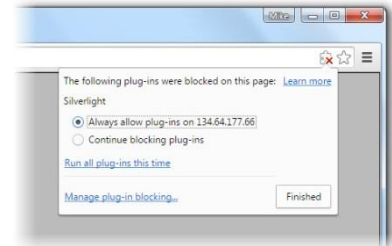
Google Chrome



When Chrome blocks a plug-in, a small icon is shown in the left of the address bar:

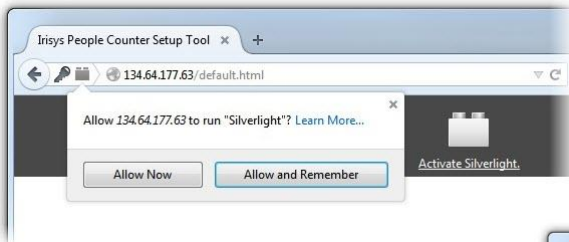


Click on the icon to access the available options. Choose the 'Always allow plug-ins...' option and click 'Finished':



To enable Silverlight for every website, open a new tab and type 'chrome://plugins' in the address bar, and then tick the 'Always allowed' checkbox next to the Silverlight listing.

Firefox

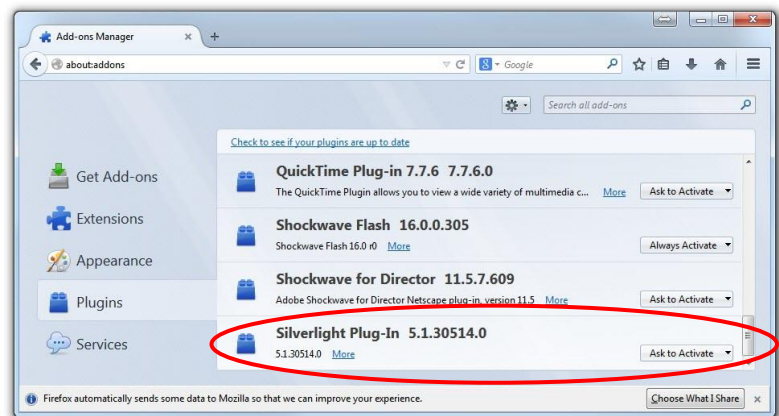


With Firefox, you will be prompted automatically to Activate Silverlight.

Just click the link and then you can choose to allow Silverlight to run just once or every time you connect to that counter.

To enable Silverlight in Firefox for every website/counter, Click 'Tools', select 'Add-ons' and then select 'Plugins':

Next to the Silverlight Plug-In entry, change the drop down selection to 'Always Activate'.



It has been well publicised that future versions of Chrome and Firefox may not support Silverlight at all, and in that case the above workarounds will no longer work. We are currently working on a permanent solution to this potential issue, but if Silverlight is ever completely blocked in Chrome and/or Firefox, you will still be able to use Internet Explorer or the installed exe version of the PCST setup software for the relevant blocked sections instead.

Unsubscribe Information:

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