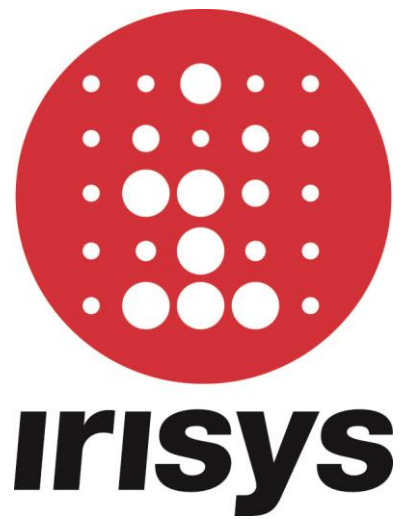


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Irisys People Counters

Technical Bulletin



22nd June 2015

Issue: **11**



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:

- User Support – you can now add multiple users each with differing levels of security and access to the counters, and groups, within the Estate manager address book. The access levels extend to the external access through tools such as PCST and Validation Tool connected into Estate Manager.
- Scalability and Failover support – you can now separate the various Estate Manager services and install them on different servers; and even add further servers in the future as demand increases. Estate Manager has been tested with 2000 simultaneous counter connections.
- HTTPS support – to ensure that Estate Manager includes fully secure communications from the moment you sign in, Estate Manager now defaults to using HTTPS/SSL for all connections:
 - ✓ By default Estate Manager uses a self-signed certificate. It is recommended that this is replaced with your own certificate.
 - ✓ Note that self-certificated websites will not work with Internet Explorer 11
 - ✓ PCST and Validation Tool have been upgraded to support HTTPS/SSL and the very latest versions must be used in conjunction with Estate Manager, see below.
- Estate Manager bug fixes and enhancements, including:
 - ✓ A new service status page
 - ✓ Performance improvements to counter communications
 - ✓ Performance improvements in the SQL database structure and DB access
 - ✓ Updated address book page to provide top down filtering as well as AND / OR conditions
 - ✓ New Storage Options page, allowing automatic removal of schedule results
 - ✓ Removed schedule results from Device/Activity page
 - ✓ All licensing operations are now done through the web portal
 - ✓ All initial configuration is now done through the web portal – removed the system tray application



New PCST and Validation Tool Software Versions Now Available

To coincide with the latest release of Estate Manager, new versions of both People Counter setup Tool (PCST) and Validation Tool are also now available.

Highlights include:

- HTTPS/SSL support
 - ✓ Setup over HTTPS
 - ✓ Compatible with latest version Estate Manager
- FET inputs now enabled on Gazelle units (upgrade your Gazelle units firmware to enable the relay inputs)
- Hostname support
- Fixed crash bug when attempting to Backup settings with some blank IP fields

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Silverlight Plug-in Issue

As reported in the last technical bulletin back in March, some internet browsers have started blocking the Silverlight plugin (as well as some other plugins) by default, and this was affecting the setup of IP enabled Irisys counters via the web based setup tool. We showed some workarounds for use with Google Chrome and Mozilla Firefox – both of which have started blocking these plugins – but now the Chrome workaround has been removed. The good news is that there is another workaround for Chrome, but as before, we do not know how much longer this will be possible.

It has been well publicised that future versions of Chrome and Firefox may not support Silverlight at all, so any workarounds could be short lived. Because of this possibility we are working on a permanent solution, 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 Silverlight sections of PCST instead.

Google Chrome

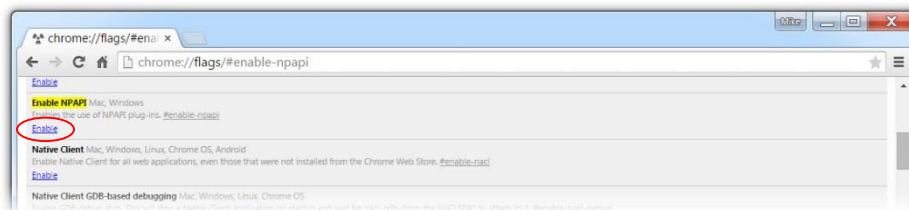
When Chrome blocks the Silverlight plug-in, the first thing that you'll see is a prompt to download and install Silverlight – even if it was working fine previously:



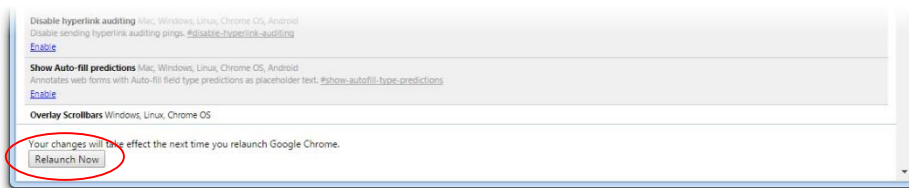
If you see this, enter the following, in to the address bar:

```
chrome://flags/#enable-npapi
```

Lots of Chrome options will then be shown, but at the very top of the window will be an option to "Enable NPAPI":



Just click the "Enable" link and then click the "Relaunch Now" button at the bottom of the window for the change to take affect:



Previous Technical Bulletins

Don't forget that all the previous technical bulletins are available from the Irisys Partner Portal. This is also where you'll be able to download the latest versions of all the software described above, as well as the Gazelle firmware update to enable the relay 'FET' inputs.

If you've not used the portal before just click the 'Sign up' button and login details will be emailed to you: <http://partnerportal.irisys.co.uk/>

Unsubscribe Information:

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