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## Irisys People Counters

### Technical Bulletin



January 2017

Issue: **20**

Happy New Year to all our partners and customers. Don't forget to come see us, January 15<sup>th</sup> – 17<sup>th</sup>, at NRF 2017, Booth 637. <http://www.irisys.net/nrf2017-free-retailer-pass>

#### **Estate Manager SaaS Introduced**

For those partners still thinking about upgrading their current people counting system offering to an Estate Manager based solution, we can now offer a SaaS (Software as a Service) model based on a device connection cost per month basis. With this SaaS offering, you pay a monthly fee for each master counter connection into a cloud based Estate Manager instance, which is installed, managed and maintained by us. You will have complete control of your own count data retrieval via your own Estate Manager login. This login also gives you full control of:

- Remote setup of counters
- Remote diagnostics of counter issues and problems
- Validation sessions (DualView capable devices only)
- Automatic alerts for all issues that require a site visit

For an additional fee per month, Irisys could instead take care of the above for you through its own experienced support staff, if required,

Note that all new Estate Manager Trial licenses will also be made available through this cloud based approach. This means you can get a trial up and running quickly, without needing to source Windows server hardware or a cloud service contract – just point your counters at our Estate Manager server and you're good to go. See latest Irisys quotation for Trial license details. Anyone choosing to use the Irisys SaaS offering is also guaranteed first access to the new features added to Estate manager.

#### **Estate Manager Troubleshooting**

Continuing with the Estate Manager theme of this particular TB, we have identified a couple of issues that you should be made aware of.

Firstly, if the Estate Manager website is extremely slow, or does not respond; or the counters themselves go offline; or the video download schedule hangs; or you see other strange behaviour, check the server for any pending Windows Updates. 9 times out of 10 there will be some updates waiting to be applied, and allowing these to go through will fix the issue – usually following a reboot. This is more likely to occur when the Windows Update includes a change to the .Net framework.

Secondly, it should also be noted that you only need one client connection per counter, per Estate Manager instance. Do not be tempted to configure one client connection with an IP address and a second with a hostname, as this will simply cause Estate Manager to disconnect the first connection when the second one is made, and then will drop the second one when the first is re-made, and so on, indefinitely. The end result being that counters will keep connecting and disconnecting and not actually establishing a stable continuous connection.



#### **Power Supply Obsolescence**

Due to the increasing number of different power supply regulations introduced, or about to be introduced, throughout the world, it has become ever more difficult to source a single power supply which meets all the requirements and can be shipped worldwide. Because of this we have taken the decision to stop supplying power supplies from next year, and partners will need to source them locally instead. With the advent of IP Gazelle devices, and their PoE capability, the requirement for a separate power supply is mostly negated with only those partners still using relay-only devices requiring one. Often these can be sourced locally, and cheaper too, so this decision should only affect a small number of partners. If you need any help, we will of course assist you with the transition.

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Below are the Irisys part numbers which will no longer be supplied:

Part Number:	Description:	Power Supply
IWC3061UK	PSU only for 4 port Power Injector ...with UK mains lead	24V dc 2.5A
IWC3061EU	PSU only for 4 port Power Injector ...with European mains lead	
IWC3061US	PSU only for 4 port Power Injector ...with US mains lead	
IWC3065UK	Single Port Power injector & PSU ...with UK mains lead	24V dc 1A
IRC3065EU	Single Port Power injector & PSU ...with European mains lead	
IWC3065US	Single Port Power injector & PSU ...with US mains lead	

## Harvester End of Life Notice

Irisys are announcing that we are discontinuing support of the 'Harvester' data collection software product. Most Harvester users have already migrated to an Estate Manager based solution, so this should not affect too many people, but for those that are still using Harvester, please note that you will not be able to extend the license beyond its current expiry date. The preferred migration path is, of course, the Estate Manager software enterprise suite, which, for some, will also mean they can consolidate a number of Harvester installations into a single Estate Manager server, but for those unable, or unwilling, to move over to Estate Manager we have other options which we can discuss with you, just contact [counting.support@irisys.co.uk](mailto:counting.support@irisys.co.uk), or speak to your Irisys sales representative.

### Harvester FAQ

Q. Why is Irisys discontinuing the Harvester software?

A. Harvester is based on older software frameworks which mean that it does not always work correctly with all modern Operating Systems and is often difficult to support because of this.

Q. But I am happy with Harvester, why can't I keep using it?

A. Harvester as it stands is not future proof in terms of the software technology it employs, nor is it compatible with the Irisys products to be released in 2017. Irisys would never want to leave any of our partners in a situation whereby some of our software stops working and there is nothing we can do about it. To help prevent this possibility, we have made the decision to end of life it now.

Q. Isn't Estate Manager difficult to use in comparison with Harvester?

A. Estate Manager is a very powerful piece of software which can do more than just collect data, but that does not necessarily make it more complicated to use. We have spent a lot of time making it user friendly and are always improving it. We recommend you go through the Estate Manager training on the partner portal to see for yourself. For anyone really struggling we will of course assist you.

Q. Won't this mean that I'll need to go to all my existing customer sites in order to reconfigure the counters to work with Estate Manager!?

A. Depending on how your current Harvester is operating you may not need to make any changes at all to your counter configurations. For those that do need changing, the changes will be minimal and you may even be able to make them remotely. Again we can advise and assist with this.

Q. I do not want to get involved with the networking side of Estate Manager, what should I do?

A. You already need to enter specific IP settings into every counter for it to work with Harvester, so Estate managers required settings are little, to no, extra work. We will work with you, and the end customers IT department, to ensure that a network path can be made through their firewalls etc.

Q. I would like to use Estate Manager, but how can I pass the cost of Estate Manager on to customers who are used to paying Harvester prices?

A. With a 200 device Estate Manager license, the cost per counter works out to be roughly £15 a year, but a single instance of Estate manager can handle many thousands of counters at the same time, and so in some cases can actually replace multiple Harvester licenses, reducing the total cost. We also know that the Estate Manager's overall cost of ownership is less than with Harvester because of the additional functionality that it makes available. Currently, if you have a fault with a counter, or a counter requires its settings to be changing, with only a Harvester connection you will most likely need to go to site every time. But with Estate Manager's fault reporting and diagnostic functions and its ability to do remote setup, you'll save those travel costs. Don't forget that Estate Manager also opens up the ability to provide new services to your customers which you can then charge for, e.g. once a year validations to prove accuracy. It also opens up the possibility of a vastly superior support contract with guaranteed SLAs, etc. For those who would rather pay monthly we also now have the SaaS model which helps spread the cost further (see above).