

# Panasonic<sup>®</sup>

## Operation Guide PC Software Package Server Utility V2.6.0

## Redundant Monitor V1.0.0

Model No. **WV-ASC970**



Before attempting to connect or operate this product,  
please read these instructions carefully and save this manual for future use.

The model number is abbreviated in some descriptions in this manual.

## Introduction

This Operation Guide describes "Server Utility" software and "Redundant Monitor" software for WV-ASC970 Server Software. These also can support the existing WJ-MPU955A MPU that the V5.x system software has been installed.

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# Server Utility Operation Guide V2.6.0

## Overview

This utility program features the capability to install both MPU/Server software and Admin Console software. It also features several useful utility functions that can assist system setup and maintenance in the field as well as diagnostic sessions with Panasonic technical personnel.

It is designed to be used with either a single MPU/Server (MainA or MainB) or a redundant set of two MPUs/Servers (MainA and BackupB).

## Installer

### System Software (Sys Sw)

This function allows the installation (or update) of the MPU/Server software. The "Sys Sw" tab is shown only if System software is found in the appropriate sub-folders, as on the distribution CD.

Please note that this version can install software on both the older and newer MPUs/Servers as long as the required software is present in the required sub-folders.

A copy of this Installer/Utility will be added to the START | PROGRAMS | PANASONIC folder of the PC performing the installation.

It is possible to install MPU/Server software anytime the "Sys Sw" tab is shown.

1. Open the Utility manually (if it is not already open).
2. Choose the "Sys Sw" tab, if present
3. Enter the MPU/Server IPA (IP Address) in either MainA or MainB field.
4. Click the corresponding "Install" button. Installation will begin and progress will be posted under the appropriate IPA field.

When System Software is chosen from the Surveillance System Main Menu, the SystemUtility is started and the "Sys Sw" tab is automatically chosen.

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### Note:

- If any problems occur during installation, a message will appear indicating what process could not complete and after installation, the user will be reminded that errors have occurred that need to be corrected. Reboot will not be suggested under these circumstances so that the current software will still remain active.
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## **Admin Console (Adm Sw)**

This function is intended to be used when an MPU/Server is being setup or maintained and the correct version Admin Console is unknown or the original CD cannot be found. It will allow installation of the Admin Console that is stored on the Server.

It is required to install MPU/Server software first before installing Admin Console software in this manner. This ensures that the correct version of Admin Console is available.

1. Open the Utility manually (if it is not already open).
2. Choose the "Adm Sw" tab.
3. Enter the MPU/Server IPA in either MainA or MainB fields.
4. Click the corresponding "Install" button.

The Admin software will be retrieved from the MPU/Server and installation will be started. Follow the instructions to complete the install.

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### **Note:**

- This function is different from Admin installation from the CD that is included with the MPU/Server, where the software is intended to be installed directly from the CD. This would be the case with a System software upgrade.
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## **Utility**

Several functions are available in this Installer/Utility to support setup and troubleshooting of the MPU/Server in the field. Those functions are described here.

### **Version**

The Utility can be used to determine the software version and unit number of an MPU/Server.

1. Open the Utility (if it is not already open).
2. Choose the "Version" tab.
3. Enter the IPA of the MPU/Server in either the MainA or MainB field.
4. Click the corresponding "Connect" button.

The version number and Unit number will be posted under the IPA field.

### **Redundant**

(only for redundant MPUs/Servers without the manual switch box WJ-MPS850)

This function displays current status and controls the switching of redundant MPUs/Servers between Active and Standby modes of operation. It can be used to repeatedly find the current status for diagnostic purposes.

1. Open the Utility (if it is not already open).
2. Choose the "Redndnt" tab.
3. Enter the IPAs of both redundant MPUs/Servers (both are required).

This function can be used in one, two or three steps - First find the states of both MPUs/Servers, then switching is possible. If states are not correct you may be able to set them to default (MainA - active; BackupB – standby). If the states are correct, you may switch the states of the MPUs/Servers.

- 1) Click the "States?" button to determine current states for both MPUs/Servers  
The results will be posted under the IPA fields. If a pair of "Active" and "Standby" states is found, the action button will change to "Switch".  
In any case, the information found for each MPU/Server will be displayed under the IPA field. The state (Active, Standby, or other) switching mode (auto or manual), and the error state (OK, No MPU, or Error) if one exists.  
If desired, the user can repeat this function by checking the "Repeat" checkbox prior to clicking the "States?" button. The previous results will be cleared and the latest results displayed every 5 seconds until the checkbox is un-checked.
- 2) Click the "Switch" button to switch the states of the MPUs/Servers. The "Active" MPU/Server will be requested to go to "Standby" state, and the "Standby" Server will be requested to go to the "Active" state. The "Switch" button will return to a "States?" button, and after 30 seconds you can retry getting the MPU/Server states again. Of course, the MPU/Server sent to the "Standby" state will be rebooting and its state may not be accurately determined until that reboot is complete.  
If the result of the "Switch" is not a pair of "Active" and "Standby" MPUs/Servers, those results will be posted. Be sure to verify all connections and setup settings/conditions to remove any reasons for the incorrect states. The "Set?" button may appear, depending on the conditions found as a result of the "Switch". You may be able to attempt to restore the MPU/Server states to default. Depending on the reason that the states are incorrect, setting to default may or may not be successful.
- 3) Click the "Set?" button, if shown, and the BackupB MPU/Server will be requested to go to the "Standby" state, which may reboot that MPU/Server, and the MainA MPU/Server will be requested to go to the "Active" state.

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**Note:**

- Since the MPU/Server switching always results in an MPU/Server being rebooted, it is recommended that you do not attempt to repeatedly switch MPU/Server states. Results from multiple switching will become inaccurate. It is best to only switch stable MPUs/Servers.
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## Reboot

This is used to reboot or shutdown an MPU/Server.

1. Open the Utility (if it is not already open).
2. Choose the "Reboot" tab.
3. Enter the IPA of the MPU/Server in either the MainA or MainB field.
4. Check the appropriate "Shutdown" box if you want to shutdown, or leave it unchecked for a reboot.
5. Click the corresponding "Reboot" button and the MPU/Server will be requested to reboot or shutdown as you selected.  
Result will be posted under the IPA field.

## Diagnose

This function is used to run and record the results of diagnostic programs, included in the MPU/Server, from your local PC. The purpose of this feature is only to provide information for Panasonic support personnel, when requested during trouble-shooting sessions. The meaning of the resulting diagnostics can vary and will not be explained here. This function is not recommended for casual browsing.

1. Open the Utility (if it is not already open).
2. Choose the "Diagnos" tab.
3. Enter the IPA of the MPU/Server in either the MainA or MainB field.
4. Choose the Diagnostic you wish to run from the list shown
5. Click the corresponding "Test" button

If the MPU/Server is found by the Utility, you will be asked to choose a file name and location to save the results. Enter your choices or choose "Cancel" to skip saving the results.

A Windows CMD window will open and the diagnostic you chose will run and display results. The results would be also saved in the log file, if you chose to save.

At this point you may choose another diagnostic to run and click "Test" again. The new diagnostic will be run in the same CMD window if it is still open (or another window will be created).

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**Notes:**

- The CMD window and the Utility must be (manually) closed independently from each other. Closing one will not close the other. This is by design.
  - Each time the CMD window is created, you will be asked to save the results. If you choose the same file name, it will be overwritten and you will lose the previous session info.
  - It is intended that the results be sent to the attention of Panasonic support personnel for review and interpretation via e-mail (or other form).
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**Keyboard**

This function allows you to change the current keyboard language to either US or JP. This requires access to the MPU/Server local console (keyboard/video) to complete the operation. This operation is not recommended if this access is not available.

1. Open the Utility (if it is not already open).
2. Choose the "Keybrd" tab.
3. Choose the keyboard language you want to change to.
4. Enter the MPU/Server IPA in the MainA or MainB field.
5. Click the corresponding "Connect" button.

Answer the questions and follow the instructions presented to complete the change.

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**Note:**

- It may be that the number of possible languages will expand beyond the US, JP choices. Nevertheless, the procedure will remain the same.
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**Ethernet**

This function allows you to view the status of the Ethernet ports on the MPU/Server. It shows the user the status, IPA and MAC address for each of the standard MPU/Server ports found. You can use this function repeatedly to determine the status when cables are connected or disconnected to the MPU/Server at the different ports.

1. Open the Utility (if it is not already open).
2. Choose the "Ethernet" tab.
3. Enter the MPU/Server IPA in the MainA or MainB field.
4. Click the corresponding "Check" button.

If the MPU/Server is found by the Utility, a Windows CMD window will open and the Ethernet port results will display. The results will contain the following information:

- a. All ports found will display both current IP address as well as MAC address. If info for a port is not shown, the hardware is not recognized and may not exist.
- b. The port status is shown next to the port name.
- c. f port status includes "UP"; the software driver is properly loaded.
- d. If port status includes "RUNNING," the port has an active link to a network.

**Utility version**

The version number of the SystemUtility.exe application can be found by clicking the button in the lower, left, which is labeled "Use for MPUs/Servers running v3.0+." The version number will display above the button.

# Redundant Monitor Operation Guide

## V1.0.0

## Overview

The Redundant Monitor software is a Microsoft Windows application and has following functions.

1. Monitor the status of redundant WV-ASC970 MPUs/Servers in several domains at once.
2. Manually switch the Active and Standby states of a pair of redundant MPUs/Servers.
3. Set the redundant mode to Automatic or Manual.

## PC Hardware and Operating System Requirements

### Minimum Hardware Requirements

- PC with an Intel® Pentium® 4 processor 3.0 GHz
- 512 MB memory
- 200 MB free hard drive space
- 10/100 Mbps Ethernet network interface card

### Minimum Video Display Setting Requirements

- 32 bit colors or higher
- 1024 x 768 resolution

### Operating System Requirements

- Microsoft® Windows® 10 Pro Creators Update or later 32 bit (English/Chinese)
- Microsoft® Windows® 10 Pro Creators Update or later 64 bit (English/Chinese)
- Microsoft® Windows® 8.1 Professional 32 bit (English/Chinese)
- Microsoft® Windows® 8.1 Professional 64 bit (English/Chinese)
- Microsoft® Windows® 7 Professional SP1 32 bit (English/Chinese)
- Microsoft® Windows® 7 Professional SP1 64 bit (English/Chinese)

## Installation

1. Connect the Windows PC to the MPU/Server network. This can be the same PC that is used for the WV-ASC970 Admin Console.
2. Place the WV-ASC970 CD in the CD-ROM drive. If the CD does not automatically start, run SystemMenu.exe in the root of the CD.
3. Select "WV-ASC970 Redundant Monitor" from the installation menu that appears.
4. Follow the instructions to complete the install.

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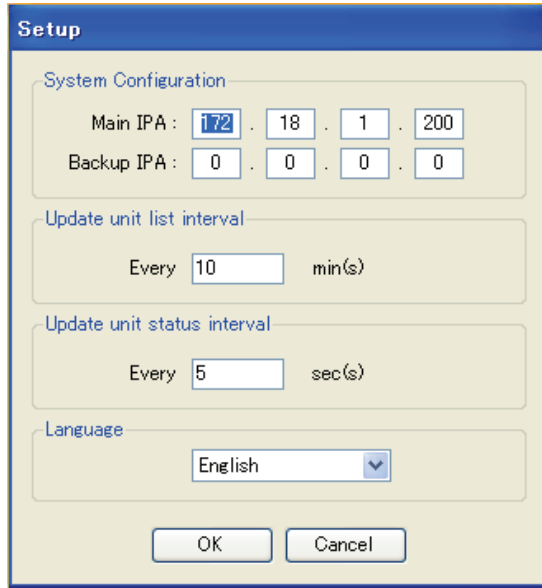
### Note:

- The installation requires the Administrator privilege.
  - If the Microsoft .NET Framework 4.0 and Windows Installer 3.1 have not been installed, they are installed from the CD automatically.
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# Start

1. Select the "WV-ASC970 RedundantMonitor" (hereafter referred to as RM) in the Windows Start menu.
2. The "Setup" window will appear.

## Setup Window



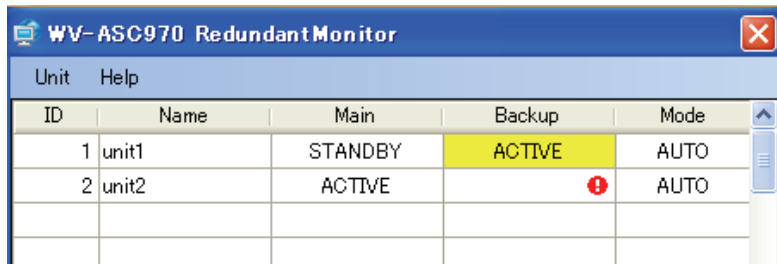
Field	Description
Main IPA	Main Server IP Address
Backup IPA	Backup Server IP Address
Update unit list interval	Update frequency for unit list
Update unit status interval	Update frequency for unit status
Language	Language for this tool

3. Enter a main server IP address to Main IPA field. The RM will access this IP address first. This can be either a main server or backup server address, but a main server address is recommended.
4. Enter the backup server IP address to Backup IPA field. This is not mandatory. When the RM cannot communicate with the main server, it will try to communicate with the backup.
5. The Update unit list interval is the period that RM polls the units' organization list. The default value is 10 minutes and you can enter values from 10 to 1440 minutes.
6. The Update unit status interval is the period that RM polls the units' status. The default value is 5 seconds and you can enter values from 5 to 600 seconds.
7. The default language for this tool is English, but you may enter any language from the available language.
8. Click the OK button.
9. The Login window will appear.
10. Enter one of the existing Operator ID and Password that are registered in WV-ASC970 Admin Console for the MPU/Server whose IPA was entered in the Setup screen.
11. Click Login button to login.

## Retrieve Server Information (Unit List and Status)

1. After login, the RM main screen will appear.
2. The RM retrieves the servers' unit list from the main server and gets each server's status periodically based on this information.
3. The RM shows each server status as below.

## Main Screen



Unit	Help			
ID	Name	Main	Backup	Mode
1	unit1	STANDBY	ACTIVE	AUTO
2	unit2	ACTIVE	!	AUTO

Filed	Description
ID	Unit ID registered in ASC970 Admin Console
Name	Unit Name registered in ASC970 Admin Console
Main	Main server status
Backup	Backupserver status
Mode	Redundant Mode

## Server Status Display

The main screen displays following statuses.

- ACTIVE : ASC970 Server is in active status.
- STANDBY : ASC970 Server is in standby status.
- STARTUP : ASC970 Server is in startup procedure.
- ACTIVE (yellow) : Both ASC970 Servers' states are same, need to re-set the server status by ASC970 Admin Console and then reboot the servers.
- ACTIVE (red) : A critical error has occurred in the server and switchover will be executed.
- (!) : The RM failed to retrieve server information and the network connection should be checked.

## Server Redundant Mode Display

The main screen also displays redundant mode as MANUAL or AUTO.

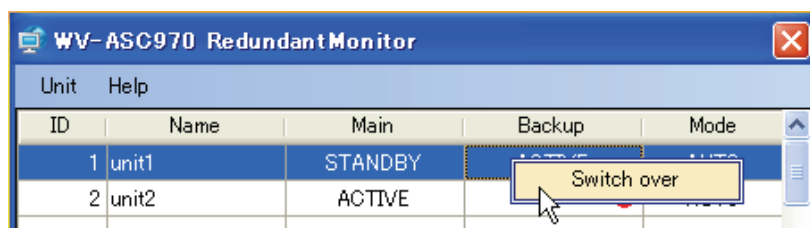
- MANUAL : Switchover can be executed by RM or ASC970 Admin Console manually.
- AUTO : Switchover will be executed automatically by ASC970 Server itself.

## Switchover

If the server is in MANUAL mode, you can switch the server by the RM. The server will not switch itself.

1. Move the cursor to desired unit number row on MAIN screen and Right-click.
2. Then the "Switch over" button will appear.

## Switch over list



3. Click it and then "SWITCH OVER" window will appear.

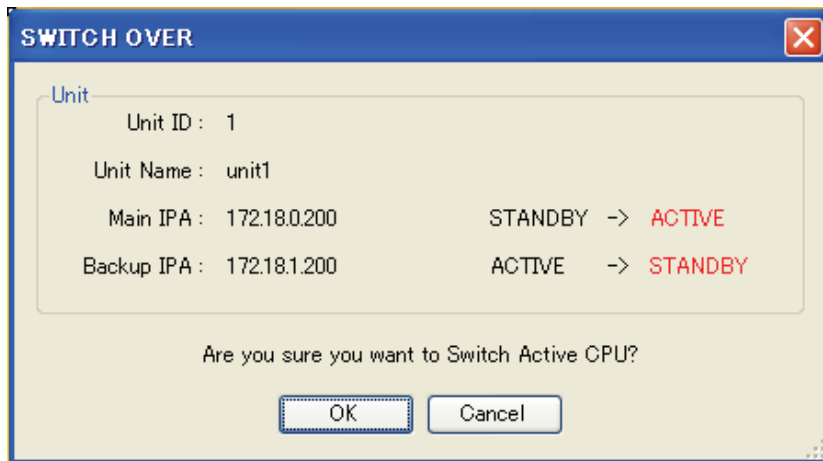
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### Note:

- The high-light will be turned off after for a while and need the Right-click again.
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## SWITCH OVER Window



4. Click the OK button to switchover the servers.

## Menu items

### Unit > Setup

When you select the Setup menu item, the "Setup" window will appear and you can update configuration.

### Unit > Update unit list

When you select the Update unit list menu item, the RM will retrieve the unit list and update the status of each unit.

### Unit > Exit...

The Exit menu item closes the application.

### Help > About...

When you select the About menu item, the About window will be displayed and it shows the RM version. To close the About window, click the X button.

## Uninstalling Redundant Monitor software

The RM can be uninstalled by using Add/Remove Programs on Control Panel.

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