

Troubleshooting Guide

1. Administrator (OS: Win7,XP)

Administrator rights are required to install and run the application.

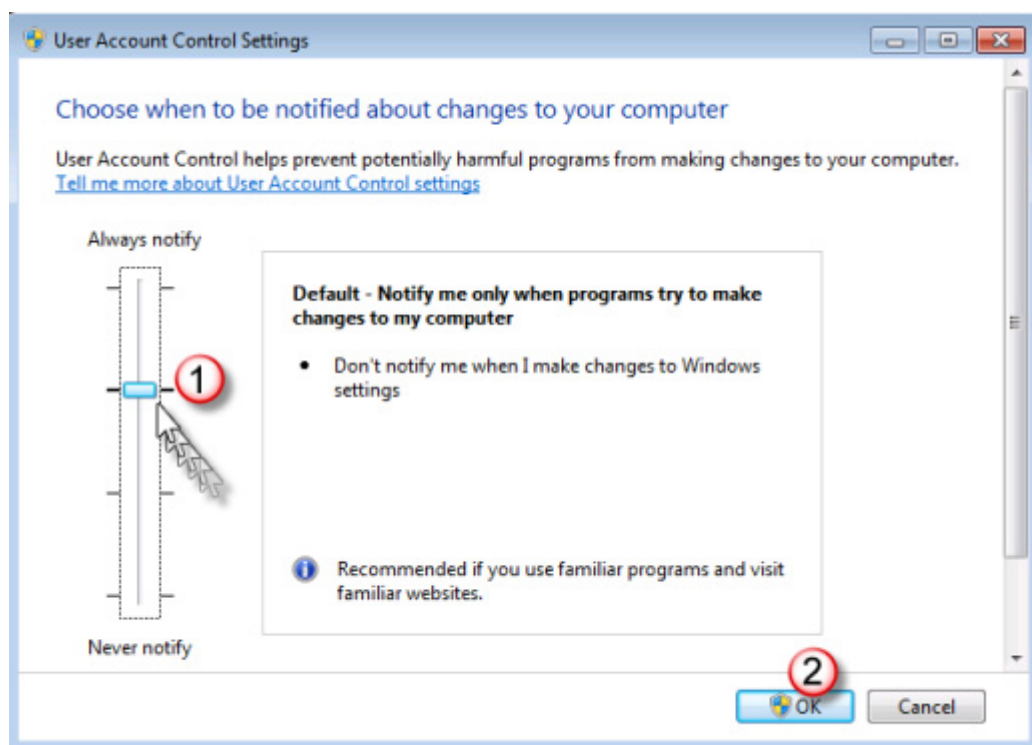
(Note: the user must have full access to all affected areas such as the installation directory, database file, configuration files and directory of the saved images).

2. User Account Control (OS: Win7)

During the installation process and at the start of the application I receive the same system message from the Windows 7 OS. How can I disable this warning?

Navigate to Control Panel/System and Security/User Account Control Settings.

The following screen will appear:



Move the slider button on the left side to the bottom position (Never notify) then press OK. Restart the computer after installation to apply the settings.

3. Proxy Server (OS: Win7, XP)

A camera can be added in the LetUgo, but its image remains black.

Perhaps the computer is configured to connect to the network through a proxy server. The LetUgo will not be able to access the camera if the proxy server can not reach the network domain of the device.

Proxy settings:

- Uncheck the "Use a proxy server..." checkbox. Click [OK] to save changes then restart the LetUgo program.
- If it is necessary to set the proxy server for your computer, click the "Advanced" button and enter the camera's IP address for the exceptions.

As an alternate solution configure your proxy server to reach the IP address domain of the camera.

4. Multiple IP address (OS: Win7, XP)

During the installation, the LetUgo automatically configures network according to the settings of the computer's network card. If no camera can connect to the computer (in case of an event there is no recognized license plate number) the appropriate configuration settings have to be checked.

The

```
<setting name="ListenerIPAddress" serializeAs="String">  
  <value>0.0.0.0</value>
```

entry has to be modified in the "Letugo_App.exe.config" xml file in the installation directory:

the IP address of the computer has to be added instead of "0.0.0.0" (address, that was entered at the settings in Event Manager/Upload Images).

"0.0.0.0" value means the first IPV4 IP address of the computer.

5. Firewall settings (OS: Win7, XP)

The application uses the 9901 (live camera image) and the 8080 (reception of events) ports for communication. If the connected camera is unable to reach these ports, the application will not operate properly. Port 80 must be enabled as well.

Please disable your firewall, or enable the 80 input port. The camera loads the images through HTTP protocol to LetUgo.

Beside the port 80 the ports 8080-808x are have to be enabled in the firewall settings for incoming data flow (from the camera to the direction of the LetUgo application). LetUgo uses these ports for receiving the

trigger images of the camera. The ports are assigned automatically. The user can not modify them, but the set values can be seen at the settings of the camera (see below).

- 1 camera: 8080
- 2 cameras: 8080, 8081
- 3 cameras: 8080, 8081, 8082
- 4 cameras: 8080, 8081, 8082, 8083

ADDRESS:	192.0.2.11	PORT:	8080
TIME OF OPENING (MS):	1000		
CHECK:	☐ PERMISSIONS	☒ BLACKLIST	

6. GPIO trigger settings (OS: Win7, XP)

Please delete and add your cameras again to LetUgo if you make any of the steps above. The LetUgo will automatically set the Event Manager.

You can check it in the GPIO trigger setting:

Start Offset = 0, End Offset = > 0, Trigger mode = *Rising Edge*.

Note in connection with the row "*Start Offset = 0, End Offset = > 0, Trigger mode = Rising Edge*":

The difference between the *Start Offset* and the *End Offset* **has to be at least 500**. This value is set by the LetUgo application and it depends on several factors (FPS, the number of images expected by the LetUgo), but lower value could decrease the speed of the processing significantly.

For example:

LetUgo waits for 4 images, but because of the set value (0 – 300) the LetUgo receives only 3 of them. The application waits for a specified time – 3500 microseconds by default – for the arrival of the fourth image, but it will not arrive. Thus, the entry process of each vehicle will last 3,5 seconds longer. The value of the *Start Offset* can be different from 0, since it determines the time interval between the arrival of the HW trigger and the start of sending images (e.g.: in case of 200, the first image will be captured 200 milliseconds after the HW trigger).

E.g.: Start Offset = 0, End Offset = 500

Start Offset = 200, End Offset = 700