Polycom® KIRK Remote Supervision Tool (KWS600v3)

Installation- Configuration- and User Guide

14184601 Version 1

POLYCOM®

Copyright © Polycom, Inc.

All Rights Reserved

Catalog No. 14184601

Version 1

Proprietary and Confidential

The information contained herein is the sole intellectual property of Polycom, Inc. No distribution, reproduction or unauthorized use of these materials is permitted without the expressed written consent of Polycom, Inc. Information contained herein is subject to change without notice and does not represent commitment of any type on the part of Polycom, Inc. Polycom and Accord are registered trademarks of Polycom, Inc.

Notice

While reasonable effort was made to ensure that the information in this document was complete and accurate at the time of printing, Polycom, Inc., cannot assume responsibility for any errors. Changes and/or corrections to the information contained in this document may be incorporated into future issues.

Contents

1 Preface

2 Software Installation

Polycom Base Station Configurator Installation 2–2
Polycom Server Application Installation 2–6
InSync Caretaker Installation 2–7

3 Polycom Server Application Configuration

How to Register to the Server Application 3–1
How to Add a New Region 3–2
How to Add a New Unit 3–3
How to Add a KIRK System to the Server Application 3–4
How to Add KWS600v3 3–4
How to Add Background Picture to the Site 3–8
How to Add Repeaters 3–12
How to add E-mail address and Server to the Server Application . 3–13

4 Site Surveillance

Trouble Shooting 4–1
Disable Measures 4–4
Direct Access to the KWS600v3 Solution Through the KIRK RST . . 4–5

5 How to Navigate in the KIRK RST

KIRK RST Menu Bar 5–2
KIRK RST Tool Bar 5–4

1

Preface

The Polycom® KIRK Remote Supervision Tool (RST) is a software program developped by Polycom to surveille a KWS600v3 installation. It is downloaded from the web and installed on your pc.

This installation guide provides you with information about the KIRK Remote Supervision Tool (RST) and describes how to install and configure the KIRK RST, as well as how to carry out the trouble shooting.

The guide is intended for the technician who will install and configure the KIRK RST as well as for the person in charge of the daily operation of the KWS600v3 solution.

The KIRK Remote Supervision Tool is useful for:

- Remote supervision of the KWS600v3 site
- Error tracking
- Error data analysis
- Quick overview of the status of the KWS600v3 site
- Error alarms and notifications
- Reduction of downtime of the site.

In this guide you will find the following sections

"Software Installation" on page 2-1

"Polycom Server Application Configuration" on page 3-1

"Site Surveillance" on page 4-1

"How to Navigate in the KIRK RST" on page 5-1

Note: Before starting the software download, please order a KIRK RST license code from your distributor.

2

Software Installation

This section provides you with information on how to install the software for the KIRK Remote Supervision Tool. The KIRK RST consists of three types of different softwares, i.e. the Polycom Base Station Configurator, the Polycom Server Application and the InSync Caretaker.

Download the latest version of the KIRK Remote Supervision tool at:

http://insync.ninewaves.com/KirkNew/default.htm

- **The Polycom Base Station Configurator**: this software is the application used to communicate with each base station, and it can be installed on a separate server.
- **The Polycom Server Application**: The Server Application is used to monitor data from the base stations. This software is the main supervision tool for graphical monitoring of the data received from the Base Station Configurator.
- **The InSync Caretaker**: This program ensures that all applications are up to date, and it handles downloads for all the applications. Must be installed on the computer where the Server Application or the Base Station Configurator are installed.

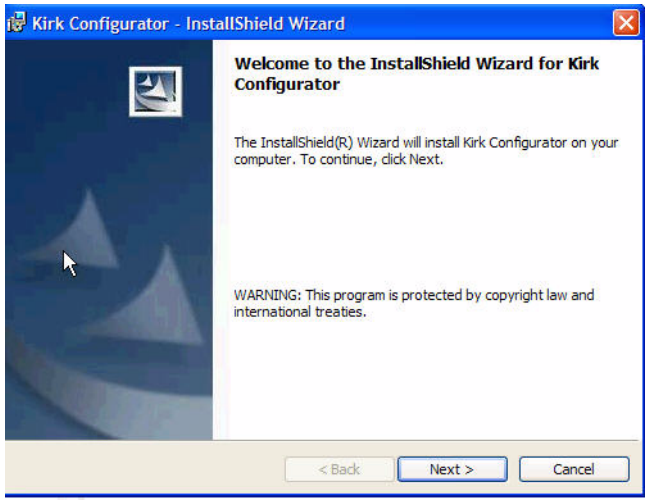
Start by installing the Base Station Configurator.

Polycom Base Station Configurator Installation

This section provides you with information on how to install the Base Station Configurator.

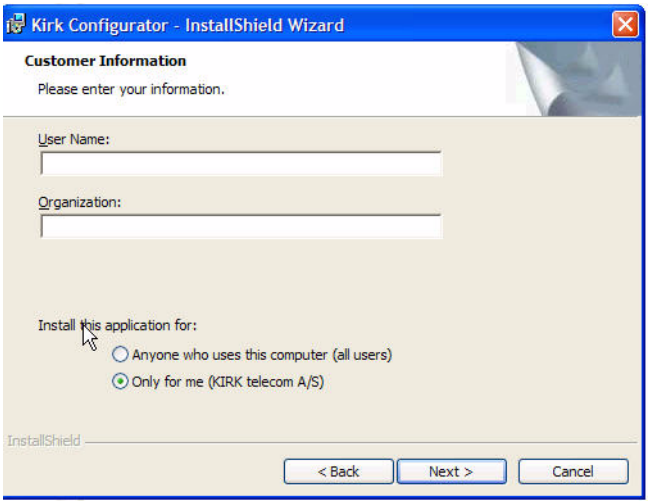
1 Double click the Polycom Base Station Configurator **Setup App**. The following dialog box appears:

Figure 2-1 Welcome Dialog Box



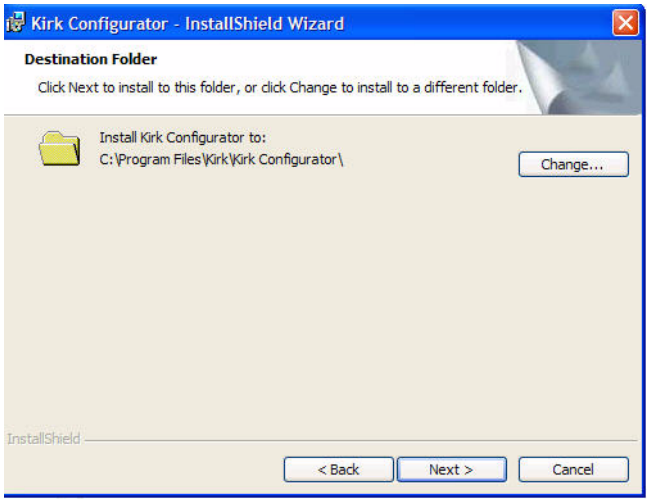
2 Click **Next** and the following dialog box appears:

Figure 2-2 Customer Information Dialog Box



3 Enter User Name and Organization information and click **Next**. The following dialog box appears:

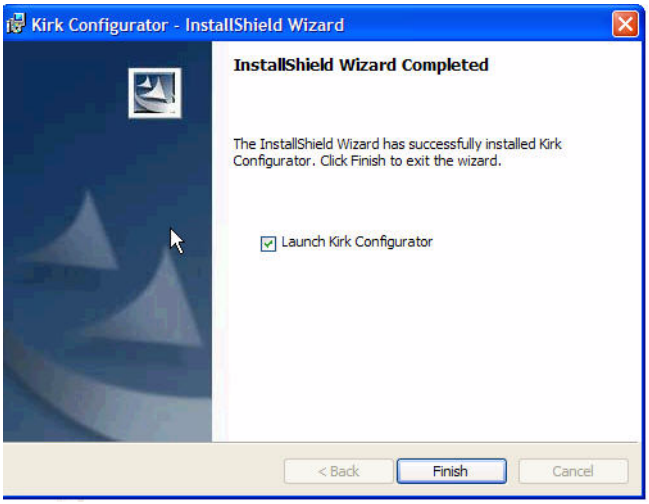
Figure 2-3 Destination Folder Dialog Box



4 Click **Next** to install the Base Station Configurator in the proposed folder or click **Change** to install in a different folder.

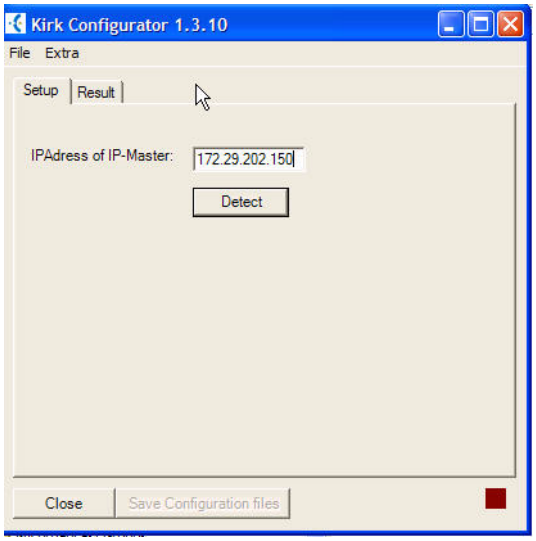
After you have clicked **Next**, the following dialog box appears:

Figure 2-4 Launch Dialog Box



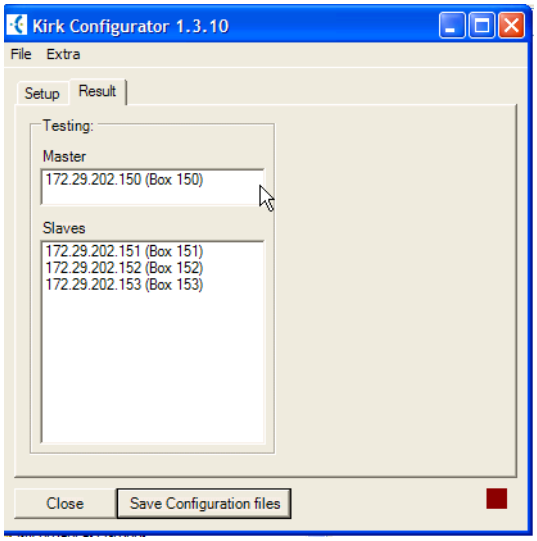
5 Enable the check box and click **Finish**. The Base Station configurator program has now been launched, and the following dialog box appears:

Figure 2-5 *IP Address Dialog Box*



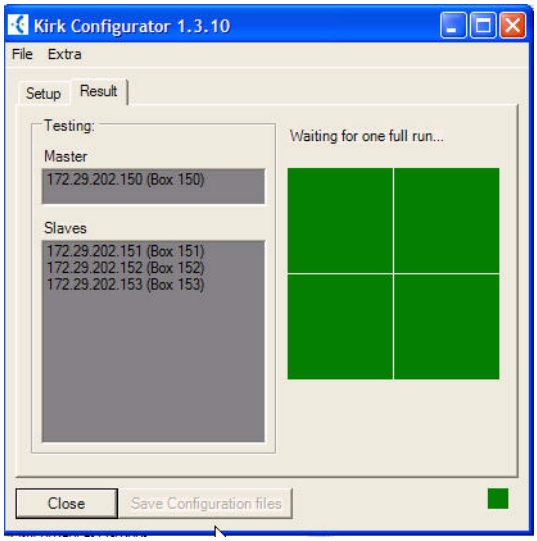
6 Enter the IP address of the IP Master and click **Detect**. The following dialog box appears:

Figure 2-6 *Configuration Files Dialog Box 1*



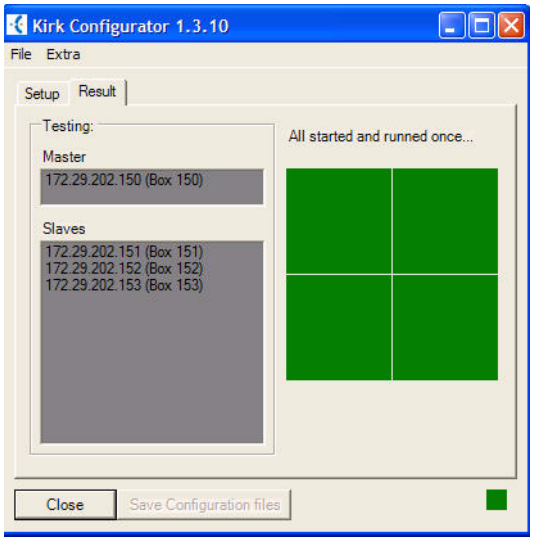
7 Verify that all KWS600v3 are listed in the Master and Slave and click **Save Configuration Files**. The following dialog box appears:

Figure 2-7 *Configuration Files Dialog Box 2*



The configuration files are now being saved, and depending on the number of KWS600v3 this process can last for up to 30 minutes. When the process is completed, the following dialogbox appears:

Figure 2-8 *Configuration Files Dialog Box 3*

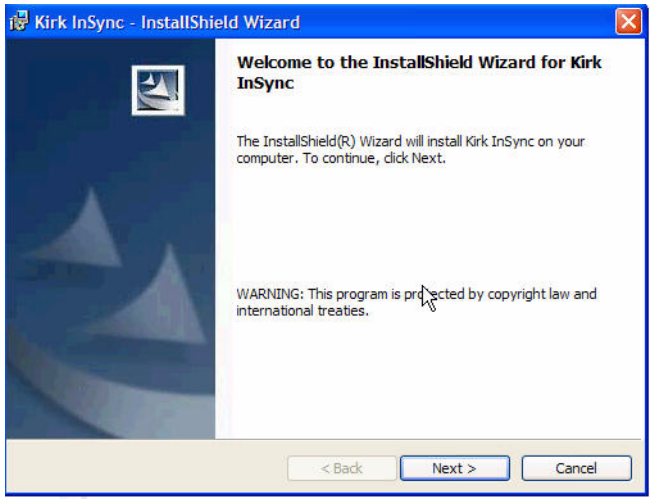


8 When "All started and runned once..." is displayed in the dialog box, the Base Station Configurator is now active and you can close the installer by clicking **Close**.

Polycom Server Application Installation

This section provides information on how to install the Server Application. Double click the Polycom Server Application **Setup App.** The following dialog box appears:

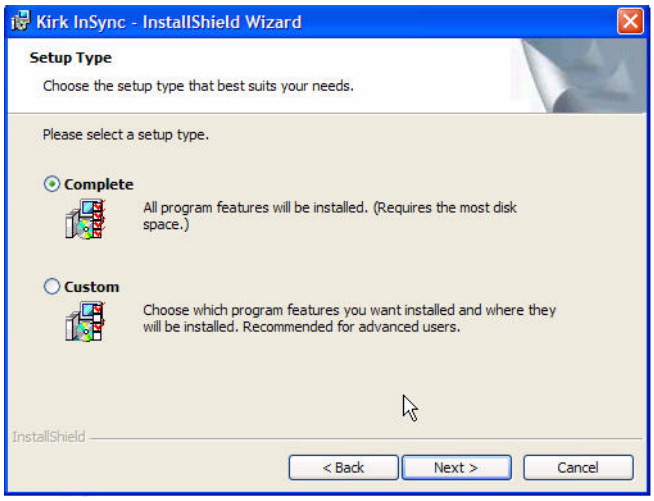
Figure 2-9 *Destination Folder Dialog box*



1 Apply license code if asked for and click **Next** to install in the proposed folder or click **Change** to install in a different folder.

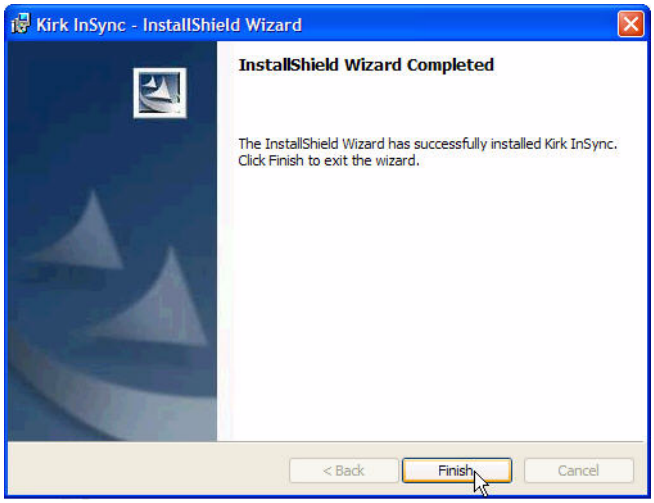
After you have clicked **Next**, the following dialog box appears:

Figure 2-10 *Setup Type Dialog Box*



2 Select **Complete** and click **Next**. The following dialog box appears:

Figure 2-11 Installation Completed Dialog Box



3 Click **Finish** when the installation is completed.

InSync Caretaker Installation

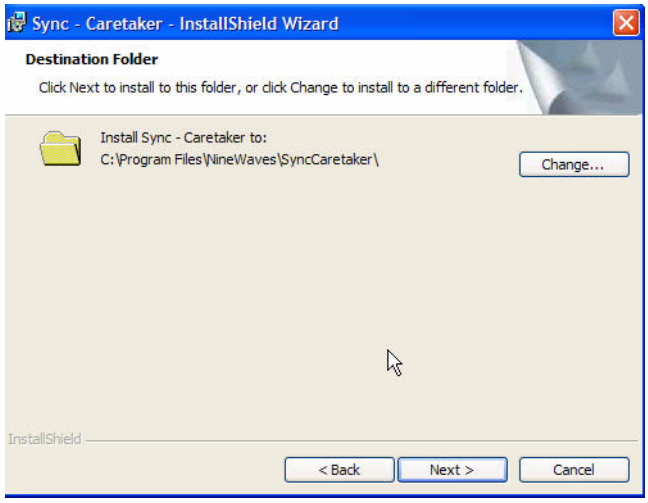
This section provides you with information on how to install the InSync Caretaker.

1 Double click the InSync Caretaker **Setup App.** The following dialog box appears:

Figure 2-12 Welcome Dialog Box

2 Click **Next**. The following dialog box appears:

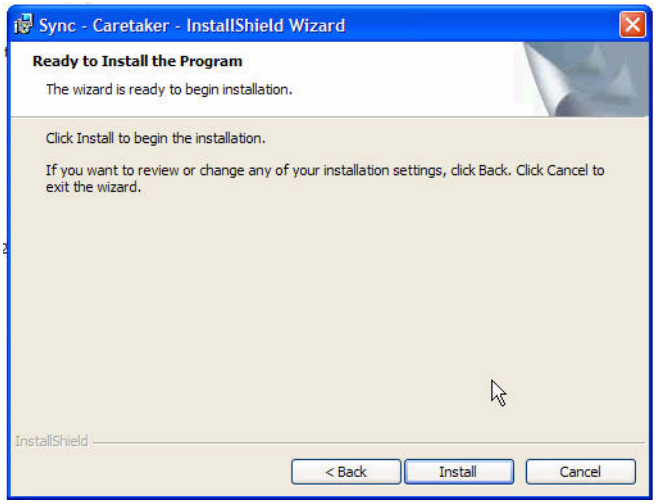
Figure 2-13 Destination Folder Dialog Box



3 Click **Next** to install in the proposed folder or click **Change** to install in a different folder.

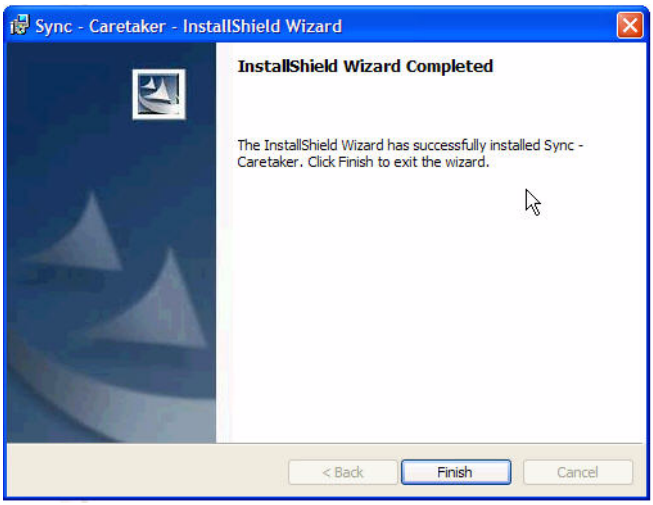
After you have clicked **Next**, the following dialog box appears:

Figure 2-14 Ready to Install Dialog Box



4 Click **Install** to install the program, and the following dialog box appears:

Figure 2-15 *installation Completed Dialog Box*



5 Click **Finish**, and the installation of the InSync Caretaker is now completed.

3

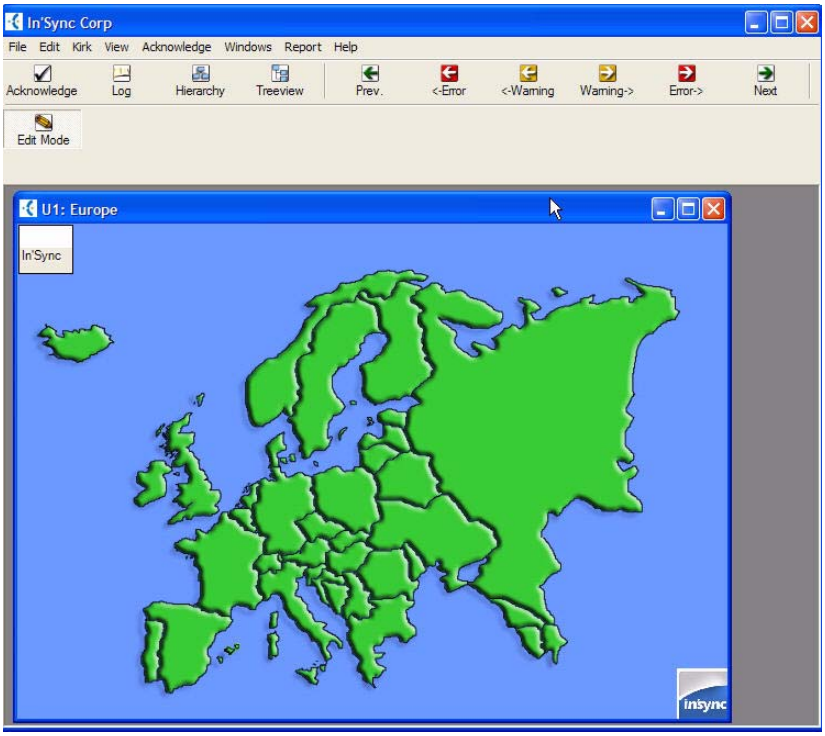
Polycom Server Application Configuration

In this section you will find information on how to configure the Server Application . The Server Application draws the data from the Base Station Configurator and when configuring the Server Application you can choose how you want this data to be displayed on your screen.

How to Register to the Server Application

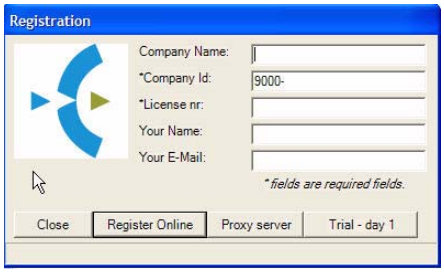
1 Open the Server Application program now installed on your computer. The following map appears on your screen:

Figure 3-1 *Map Window*



2 Right click on the map, and the following window appears:

Figure 3-2 Registration Window



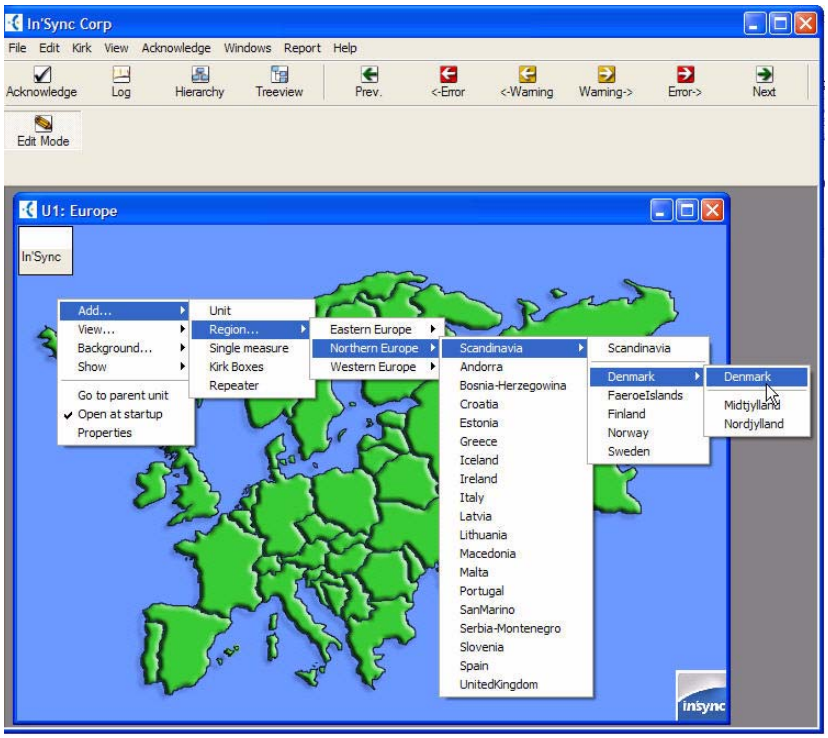
3 Enter **Company Id** and **License No. Company Name, Your Name** and **Your E-Mail** are optional.

When you have registered you can add a new area to the map on your screen.

How to Add a New Region

1 Right click the map, click **Add...** then **Unit,** and the following window appears:

Figure 3-3 Add a New Area Window



2 Select the area in which you want to have your KWS600v3 site presented. The area selected in this example is Denmark. Click **Denmark** and the following window appears:

Figure 3-4 Area Selected Window

The next step is now to add a new unit.

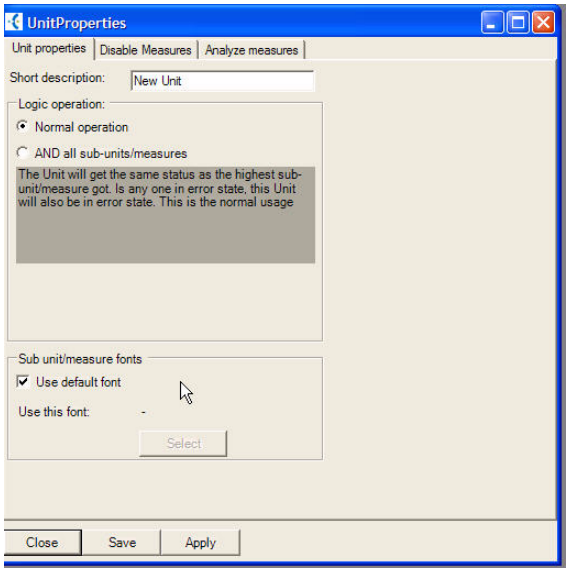
How to Add a New Unit

1 Right click the area map. The following window appears:

Figure 3-5 Add New Unit Window

2 Click **Add**, then click **Unit**. The following window appears:

Figure 3-6 *Short Description of the Unit Window*



3 Enter a short description of the unit. Leave the rest as default and click **Save**. A unit has now been added and a grey window appears on your screen.

The next step is to add a KIRK system to the unit, and it is possible to add both KWS600v3 and repeaters to the unit.

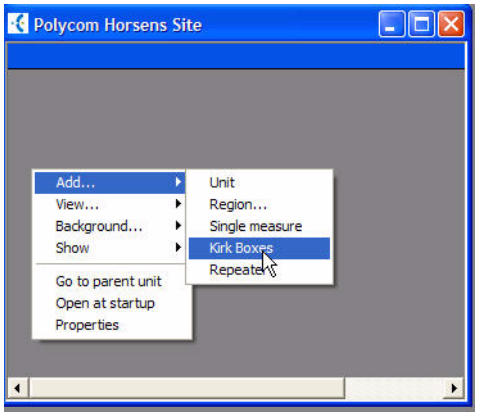
How to Add a KIRK System to the Server Application

This section provides you with information on how to add KWS600v and repeaters to the site. The first step is to add the KWS600v3

How to Add KWS600v3

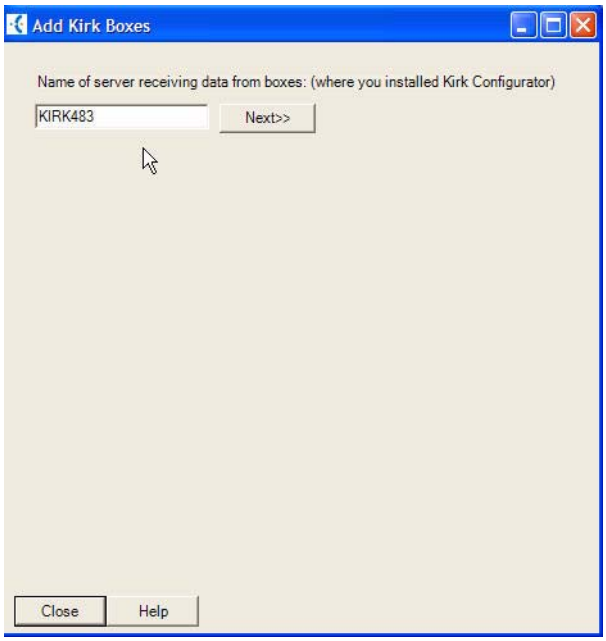
1 To add KWS600v3 right click the grey window. The following window appears:

Figure 3-7 Add a KIRK System Window



2 Click **Add**, then click **KIRK Boxes**. The following window appears:

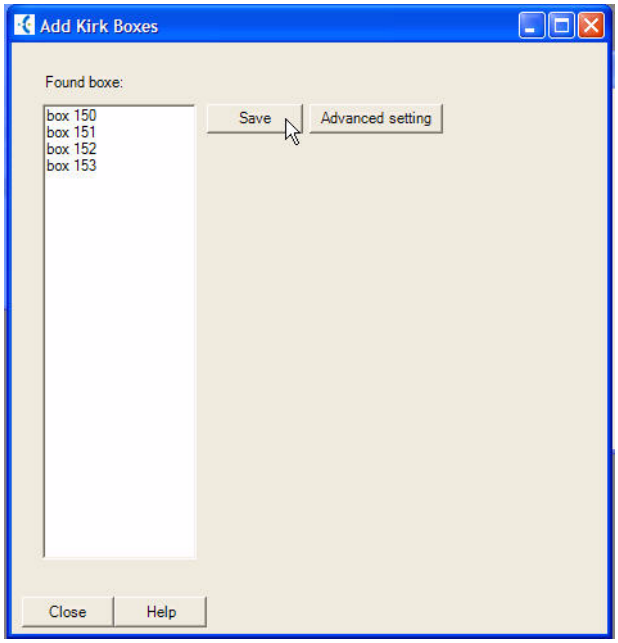
Figure 3-8 Server Name Window



3 Enter the name of the server where you installed the Base Station Configurator. Use computer name or IP address. If you do not have this information, contact your System Administrator.

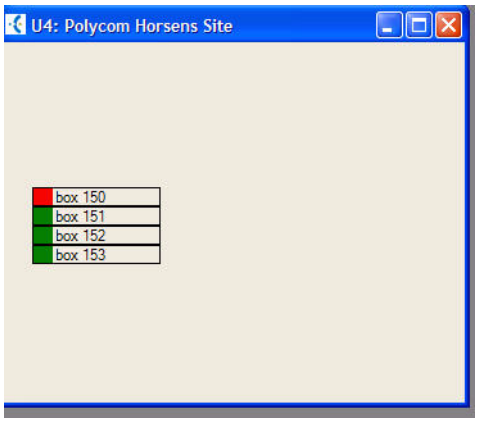
4 When you have entered the server name, click **Next**. The following window appears:

Figure 3-9 List of Boxes Window



5 Check that the KWS600v3 listed on your screen are the servers to be monitored. In this example the KWS600v3 to be monitored are nos. 150, 151, 152 and 153. Then click **Save**. The KWS600v3 site has now been imported to the unit, and the following window appears:

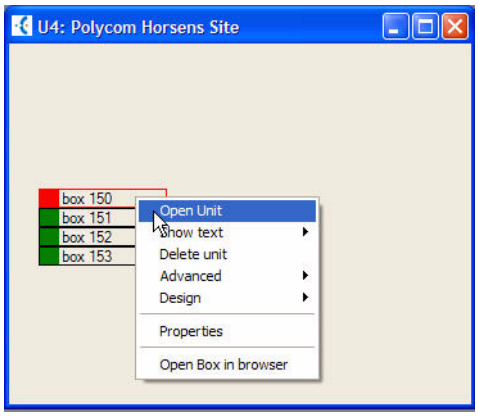
Figure 3-10 KWS600v3 Site Window



The KWS600v3 are represented by their radio IP. It can take up to 30 minutes, before all servers have got the data and are displayed with a green colour.

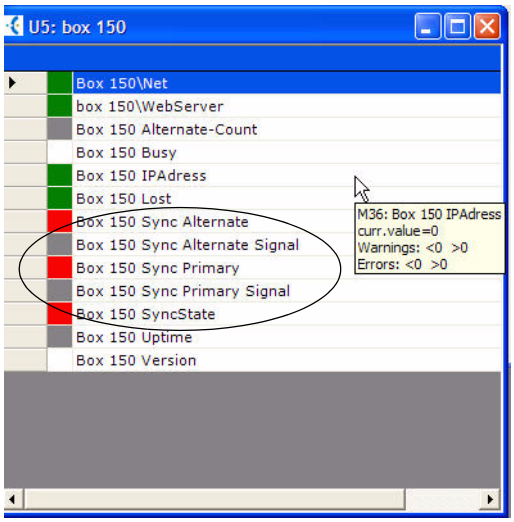
6 Meanwhile, mark the Sync Master (in this example it is no. 150) and right click.
The following operation only has to be carried out for the Sync Master.
The following window appears:

Figure 3-11 *Open Sync Master window*



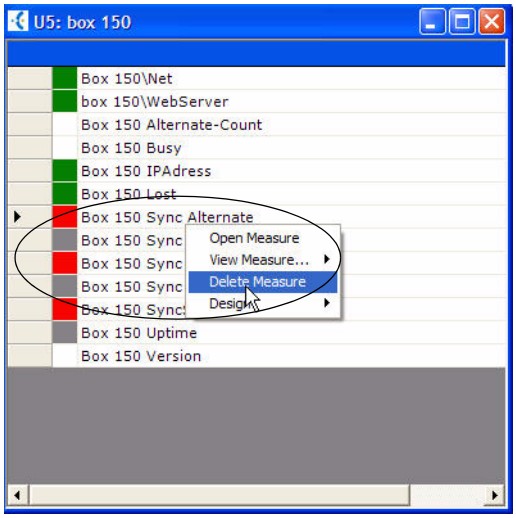
7 Click **Open Unit**. The following window appears:

Figure 3-12 *Master Sync Settings Window 1*



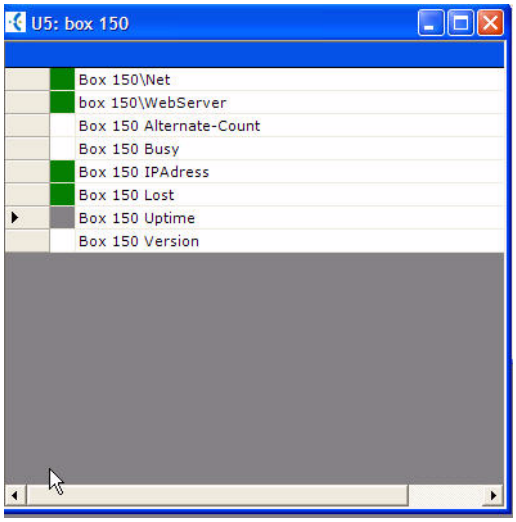
8 Delete the lines including the word “Sync”. Mark the line in question, right click and the following window appears:

Figure 3-13 Master Settings Window 2



9 Click **Delete Measure**, and the line has now been deleted. Continue this operation until all lines including the word "Sync" have been deleted. Now the window of the Sync Master (no. 150) appears as follows:

Figure 3-14 Master Settings Window 3

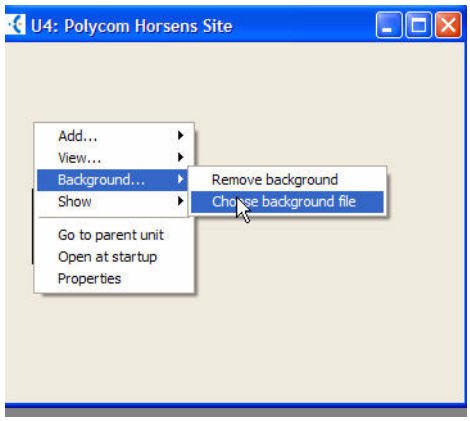


How to Add Background Picture to the Site

It is possible to add a background picture to the KWS600v3 site. The picture files supported in the system are JPG or TIF. Please make sure, that the background picture file is placed in the KIRK\KIRK InSync folder. First, you must return to the KWS600v3 Site window.

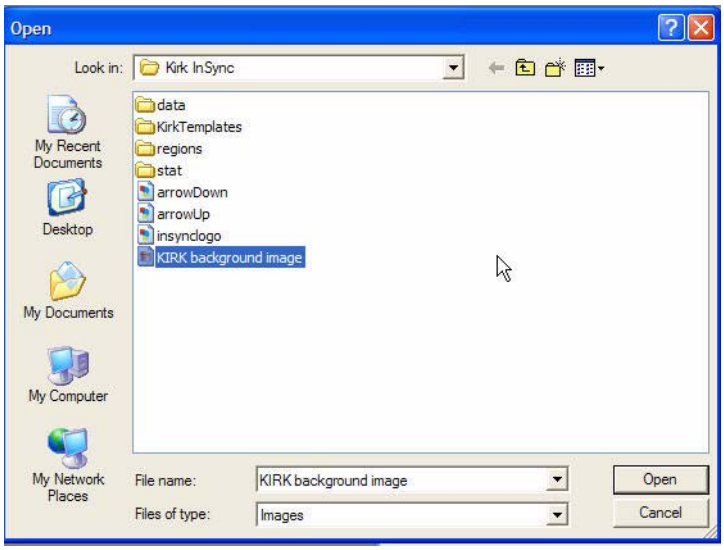
10 Right click the grey area and click **go to parent unit**. Then right click the window, click **Background...**. The following window appears:

Figure 3-15 *Parent Unit Window*



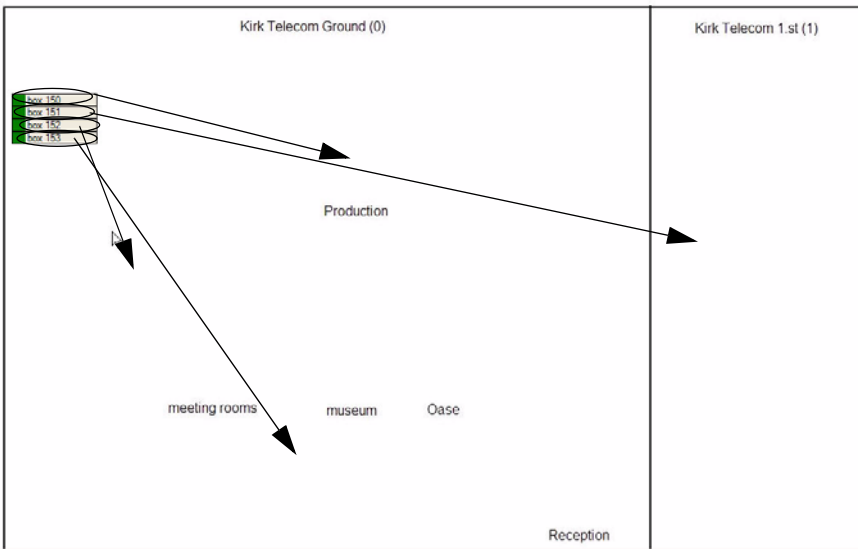
11 Click **Choose background file**. The following window appears:

Figure 3-16 *Open Background File Window*



12 Select the picture file you want for the background picture and click **Open**. The following window appears with the imported image:

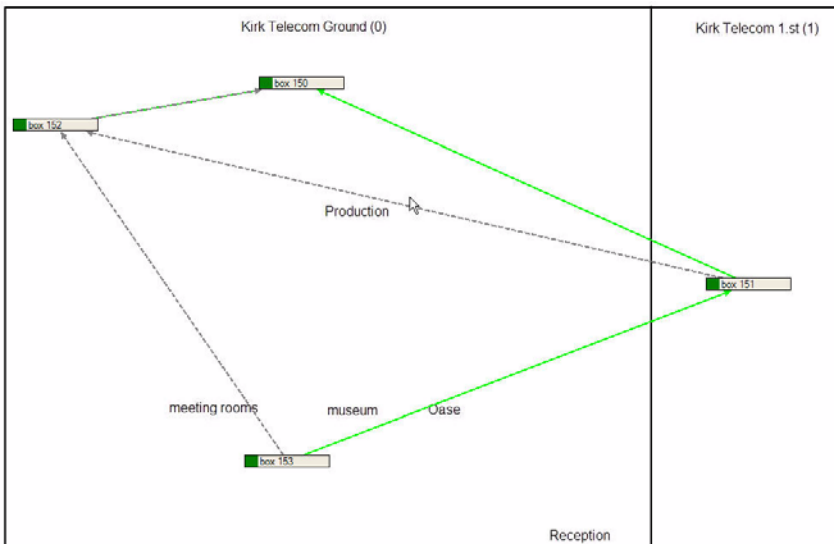
Figure 3-17 *Imported Image Window*



It is now possible to place the four KWS600v3 at their correct location. The syncronization lines are drawn automatically.

13 Mark a KWS600v3 and drag it to the desired location on the background picture. When all four KWS600v4 have been placed at their right locations, the window appears as follows:

Figure 3-18 *KWS600v3 Placed at Their Location Window*



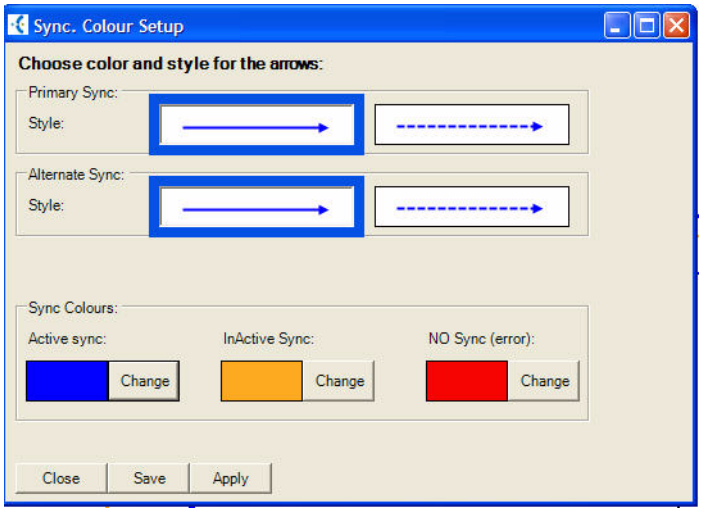
Solid lines indicate primary synchronization.
Dotted lines indicate alternative synchronization.

In this example green lines indicate active sync, and grey lines indicate inactive sync.

It is possible to change the colours of the synchronization lines.

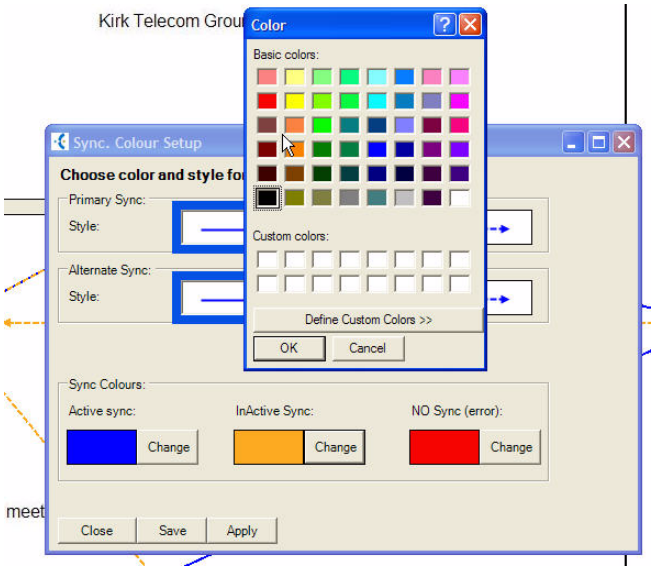
1 Click **KIRK** in the menu bar, then click **Edit KIRK Colours**. The following window appears:

Figure 3-19 *Edit KIRK Colours Window*



2 Click **Change** at **Active Sync**, **Inactive Sync** or at **No Sync**. It is now possible to select a new colour.

Figure 3-20 *Select Colour Window*



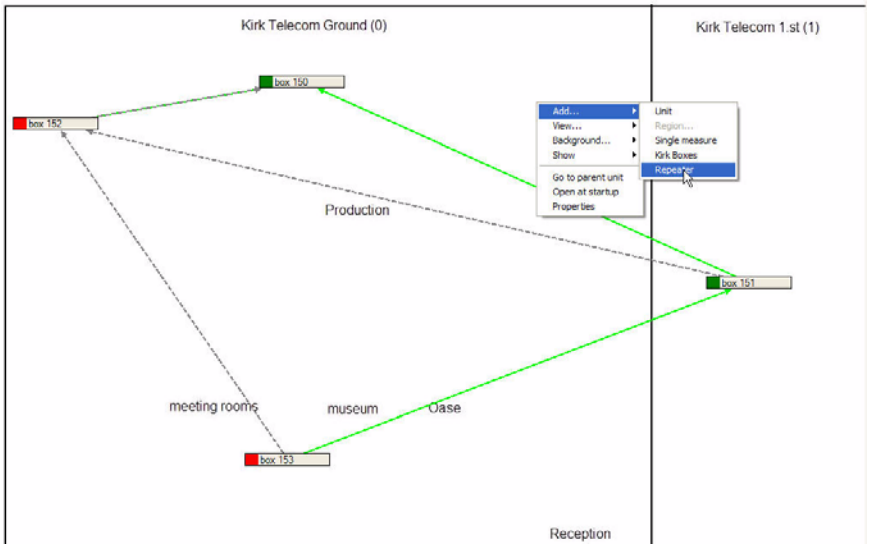
3 Click the colour in the colour palette, then click **OK** and finally click **Save**. The colour of the synchronization line has now changed.

How to Add Repeaters

It is possible to add repeaters to the site as well, and this operation is carried out as follows:

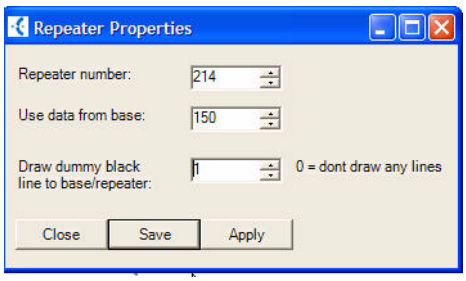
4 To add a repeater right click the background picture. The following window appears:

Figure 3-21 Add Repeater Window



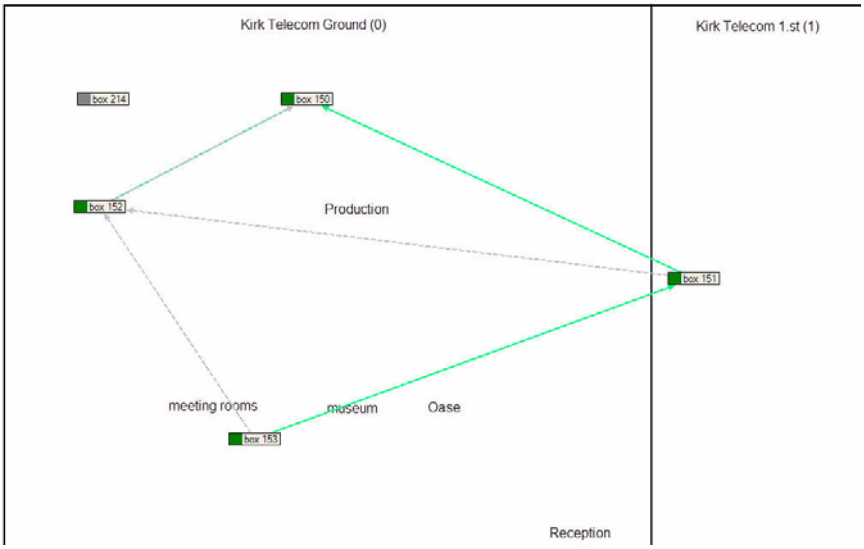
5 Click **Add**, then **Repeater**. The following window appears:

Figure 3-22 Repeater Properties Window



6 Enter the repeater properties and set the **Draw dummy black line to base/repater** field to 1. Click **Save**. The repeater is now added to the site, and the following window appears:

Figure 3-23 Repeater Added Window



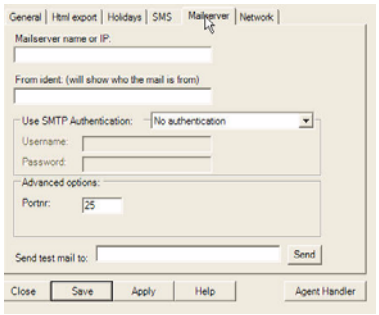
The KWS600v3 site has now been set up, and if needed you can now register an e-mail address and e-mail server to the KWS600v3 site.

How to add E-mail address and Server to the Server Application

This section provides information on how to add an E-mail addres and an E-mail Server to the KWS600v3 Site. This feature gives you the opportunity to receive error notifications by e-mail when errors occur at the KWS600v3 site.

1 Click **Edit** in the menu bar, then **Settings** and finally click **Mailserver** in the window coming up. The following window appears:

Figure 3-24 E-mail Notification Menu Window



2 Enter mailserver name or IP as well as the sender information identity. Click **Save**. You will now receive error notifications by e-mail when errors occur at the KWS600v3 site.

4

Site Surveillance

In this section you will find information about:

."Trouble Shooting" on page 4-1

"Disable Measures" on page 4-4, and

"Direct Access to the KWS600v3 Solution Through the KIRK RST" on page 4-5

Trouble Shooting

When the KIRK RST notifies an alarm or an error in the KWS600v3 system, it is possible to track the error and analyze it. You will be notified about an error or an alarm by e-mail, and it is also possible to see the error on the screen as the colour of the units changes from green into red (if error) or orange (if warning). In the following example, the KIRK RST indicates that an error has ocurred at the Polycom Horsens site (colour of the unit is red)

Figure 4-1 *Error Notification*

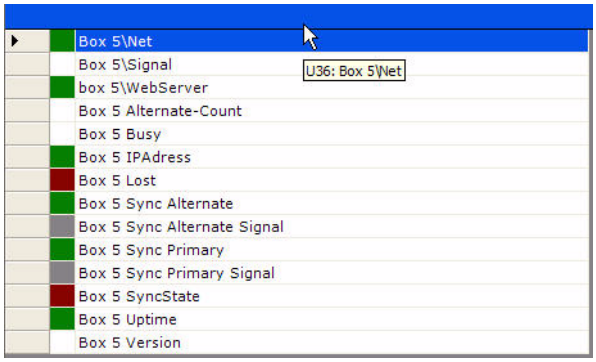
Note: To navigate up and down between the different levels (country, region, KWS600v3 site), right click the unit and click **Open unit** to go one level down. To go one level up again right, click anywhere in the window apart from the unit and click **Go to parent unit**.

To track the error and find the error reason, there are two possibilities. One is to view the history of the error of one KWS600v3, another possibility is to have an overview of all errors in a KWS600v3 solution. To view the error history of one KWS600v3, go through the following steps:

1 Right click the unit and click **Open Unit** until the KWS600v3 site appears on your screen

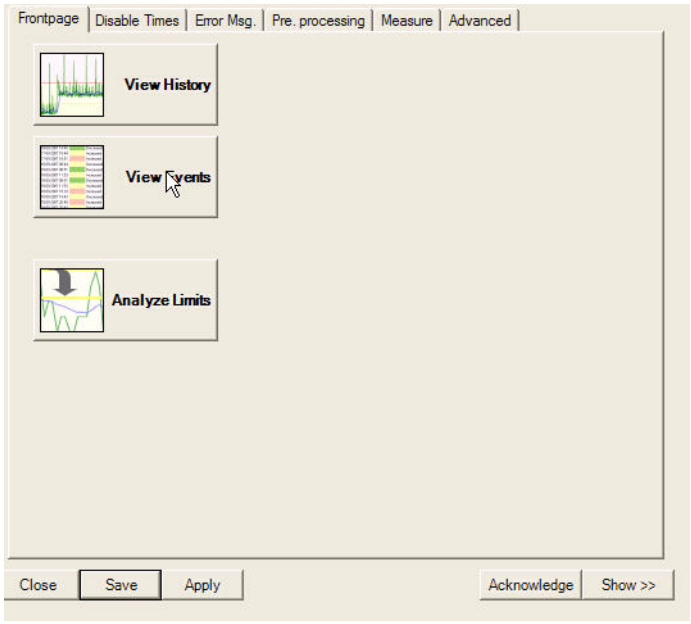
2 Right click the KWS600v3 with the error and click **Open Unit**. The following window appears:

Figure 4-2 *KWS600v3 with error opened*



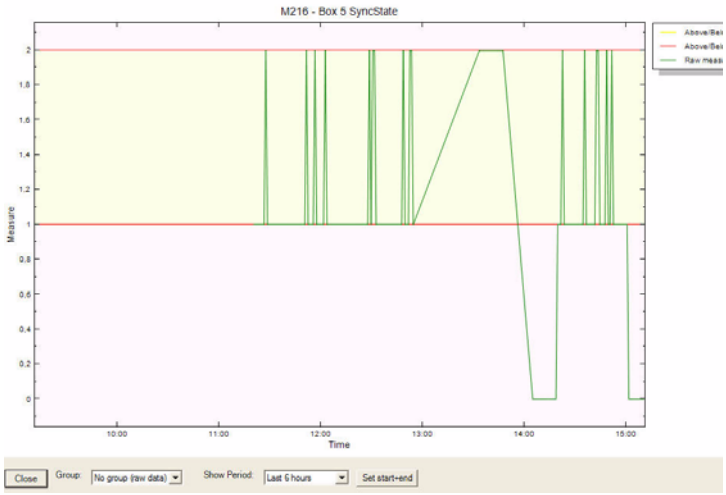
3 Right click the red error notification and click **Open Measure**. The following window appears:

Figure 4-3 Front Page of the Open Measure



4 Click **View History** to get details of the error. The following window appears:

Figure 4-4 History View of the Error

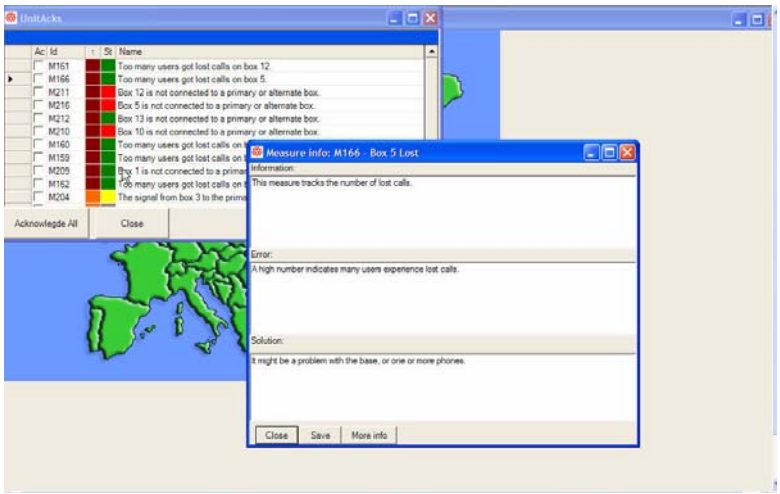


If below 1 there is no synchronization, and an error will occur. As mentioned above, it is also possible to have an overview of all errors in a KWS600v3 solution.

5 To have an overview of all errors in a KWS600v3 solution, click F4 on the site. All errors will appear, however please note that it is not possible to see what site the errors belong to.

6 To get information about one error, click the error and the following screen will appear:

Figure 4-5 *Error Information and Error Solution*



From this window it is also possible to receive a proposal of the error solution. Furthermore, it is possible to add information to the error by typing in relevant information.

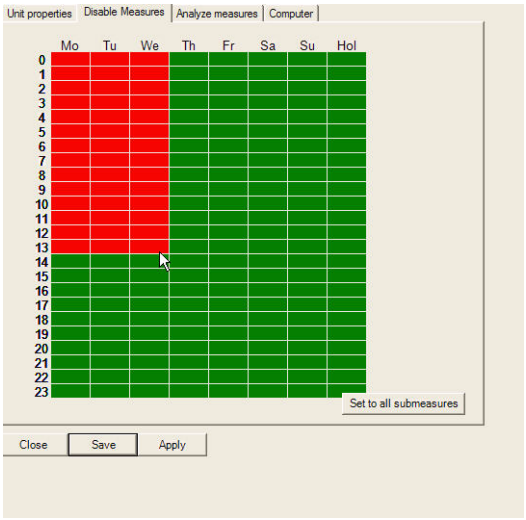
Disable Measures

It is possible to disable measures in the KIRK RST, and this function is useful during a maintenance period.

1 Right click the unit and click **Properties**.

2 Click **Disable Measures** in the menu bar. Drag the mouse on the time schedule in order to set the time to be disabled.

Figure 4-6 *Disable Measures*



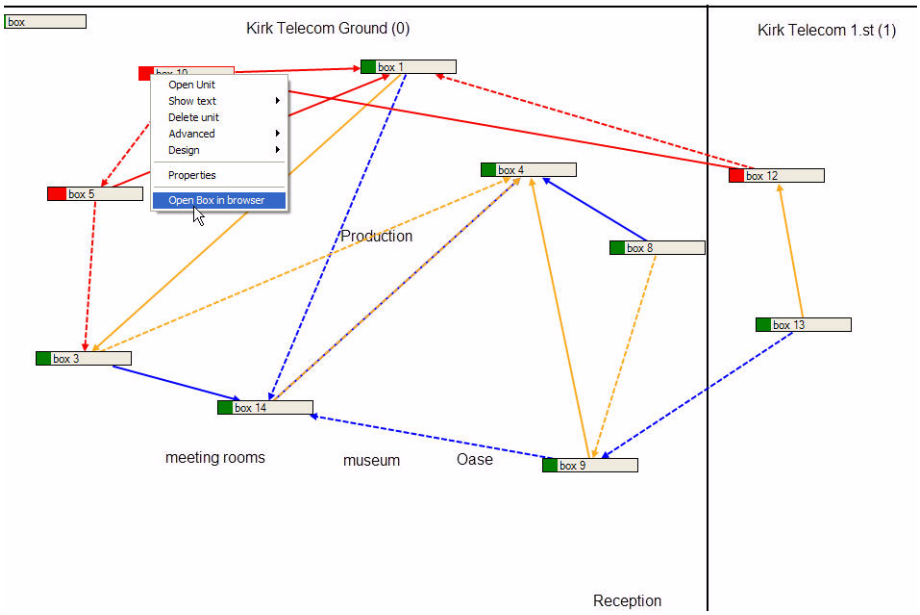
3 Click **Set to all submeasures** and click **Save**. The measures have now been disabled. In the example above the time has been disabled from Monday to Wednesday from 00:00 AM to 13:00 PM.

Direct Access to the KWS600v3 Solution Through the KIRK RST

The KIRK Remote Supervision Tool is a tool for supervision, not a remote control tool. However, it is possible to get direct access to the KWS600v3 solution in order to control the servers.

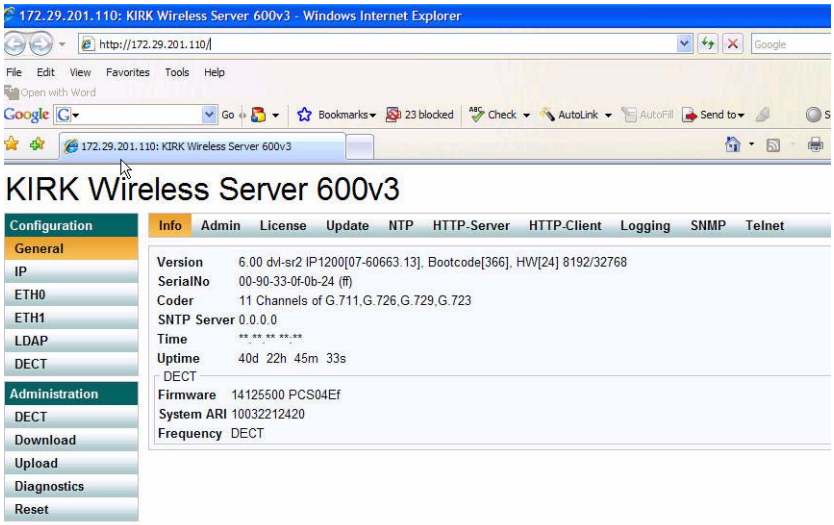
1 Right click the KWS600v3 you want to open. The following window appears:

Figure 4-7 *Open KWS600v3 in the Browser*



2 Click **Open Box in browser**, and the following window appears:

Figure 4-8 *KWS600v3 Opened in Browser*



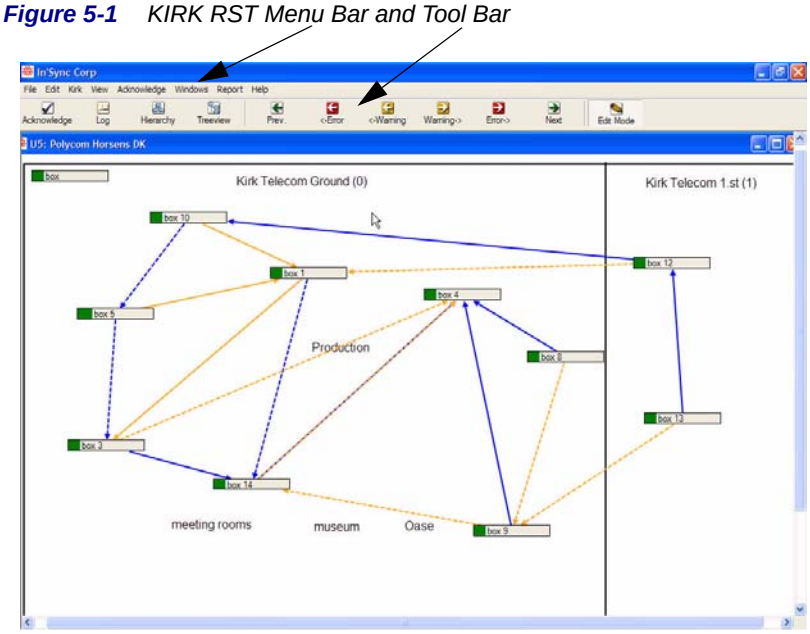
There is now direct access to the KWS600v3 for remote control.

5

How to Navigate in the KIRK RST

This section will give you information on how to navigate in the KIRK RST using the Menu Bar and the Tool Bar.

Figure 5-1 *KIRK RST Menu Bar and Tool Bar*



The Menu Bar consists of the following menus:

- File
- Edit
- Kirk
- View
- Acknowledge
- Windows
- Report
- Help

The Tool Bar consists of the following tools:

- Acknowledge
- Log
- Hierarchy
- Treeview
- ◄ Prev.
- ◄ Error
- ◄ Warning
- Warning ►
- Error ►
- Next ►
- Edit Mode

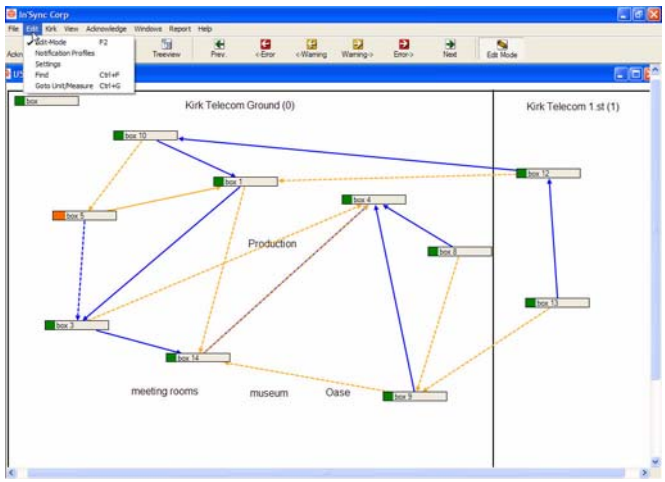
KIRK RST Menu Bar

In this section you will find information on the menus of the Menu Bar relevant for the daily operation.

Edit

It is possible to switch between **Edit-Mode** on and **Edit-Mode** off.

Figure 5-2 *Edit-Mode Window*



When **Edit-Mode** is on, it is possible to edit. When **Edit-Mode** is off, a View Only function is on. When View Only, you can only navigate in the KIRK RST by clicking (one level down) or right clicking (one level up).

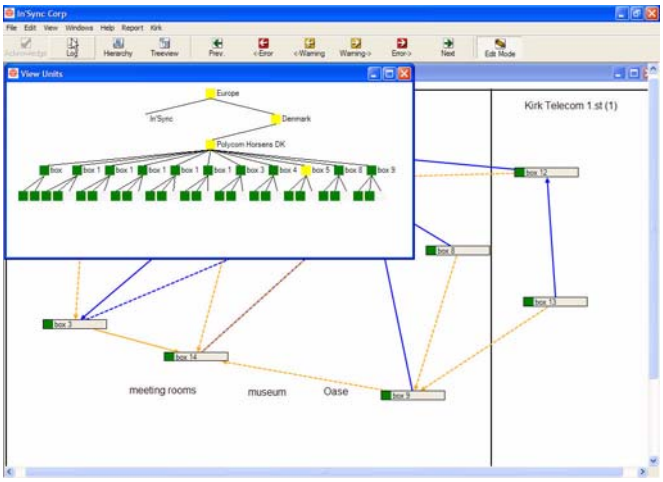
KIRK

In this menu it is possible to edit the colours of th e synchronization lines, see page 3-11 for more information.

View

Click on **View** and click **Unit status tree**. The following window appears:

Figure 5-3 *Tree Structure Overview of the KWS600v3*



The function gives a tree structure overview of the KWS600v3 site. It is possible to open each unit by clicking.

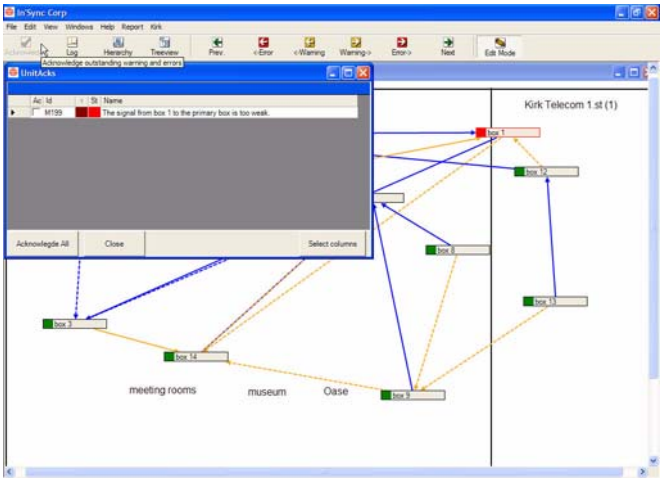
Note: If the site has been closed down and the screen of the KIRK RST is grey, it is possible to click on **View** to display the tree structure overview of the KWS600v3 site

Acknowledge

It is possible to acknowledge the error. When you acknowledge, you clear the error notification, you do not clear the error.

1 Click **Acknowledge**, then click **Show Ack's**. The following window appears:

Figure 5-4 List of Errors to Acknowledge



Enable the check box of the error notification, you want to acknowledge. It is also possible to click **Acknowledge All** to acknowledge all error notifications.

KIRK RST Tool Bar

In this section you will find information on the tools of the Tool Bar relevant for the daily operation.

Acknowledge

By clicking **Acknowledge** you will get direct access to the acknowledge function in the Menu Bar of the KIRK RST (See page 5-3 for more information about acknowledge of error notifications)

Hierarchy

By clicking Hierarchy you will get direct access to the tree view structure function of the Menu Bar of the KIRK RST (See page 5-3 for more information about the tree view structure)

◄ Prev. or Next ►

By clicking **◄ Prev.** or **Next►** you scroll through the errors or warnings.

◄ Error or Error ►

By clicking **◄ Error** or **Error►** you scroll through the errors.

◄ Warning or Warning ►

By clicking **◄ Warning** or **Warning►** you scroll through the warnings. ►

Edit Mode

By clicking **Edit Mode**, you will get direct access to switch between mode and view only. (See page 5-2 for more information about edit mode and view only).