



## Instruction Manual

RoboPlate

ANPR Command Centre

v1.0.14.1

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RoboPlate.com



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## Introduction

The RoboPlate - ANPR Command software is designed as an add on to the **RoboPlate ANPR Cameras**. Two models of ANPR cameras are available:

**ROBOPCZ22** - A compact Eyeball design for mounting lower down on gate posts or entrance walls .

**ROBOPMZ50** - A traditional bullet design with an industry leading 5-50mm power zoom lens.

The software makes it easy for the user to have more than the 3 black and white lists and create as many as they want to trigger various actions. You could for example have a VIP list, Customer list, Staff list, Courier list etc.

See [roboPlate.com](http://roboPlate.com) for the most up to date device compatibility information.

Key features include ..

- Number plates captured as plain text
- Local image storage
- User definable vehicle database
- User definable actions

What happens when a number plate is accepted is determined by roboPlate's Actions

An Action may perform any, or all, of the following tasks :

- Email
- Popup warnings with audio
- Trigger network connected VoiceOFF™ units
- Trigger network connected relay(s)



## 1.1 PC Requirements

The recommended minimum system specification is:

Windows 7 SP1 or above  
Intel I5 3.0GHz Processor  
4Gb RAM (32bit OS) or 8Gb RAM (64bit OS)

Video requirements:

1920x1080 or better in both directions

Disc space requirements:

Approx 75Mb for roboPlate bundles

Note that..

1. This software requires at least Windows 7 Service Pack 1.
2. Windows 7, 8, 8.1, 10 and 11 (32/64bit) are supported.
3. Windows Vista, XP and earlier are not supported.
4. Windows server editions are not supported
5. Installation on a non-physical or virtual machine is not permitted or supported.



## 1.2 Software Licensing

Each PC installing the RoboPlate Command Centre requires a licence.

The software is a standalone product, for use on additional PCs, these require a licence in their own right.

The licence specifies that only a single instance of any component is allowed to run at any moment in time on a physical PC and that no modification or virtualisation is allowed.

This software requires an Internet connection for registration, activation and support purposes only. Registration and activation is a single one-time task, once activated an Internet connection is not required for day-to-day use.

Likewise, to relinquish the licence, deactivation requires an Internet connection. Licence removal is possible during the un-installation process, you may then reinstall onto a new PC.

## 1.3 Limitations & Software Protection

The following limitations apply and are not supported, not allowed or have not been tested, nor will be tested :

- Windows Vista, XP or earlier
- Windows Server editions (2008, 2012 etc)
- Virtual environments such as VMWare, Virtual PC, Virtual Box and others
- Multiple instances of any individual executable
- Execution in the presence of a debugger/disassembler
- Changing the executable file name

The RoboPlate ANPR Command Centre software is Enigma protected.

Enigma is a commercial product providing copy protection, registration and activation features, for more information, see [enigmaprotector.com](http://enigmaprotector.com).

Some antivirus packages generate warnings because of Enigma's presence so customers are advised to satisfy themselves that our code-signed modules are intact and have not been modified, then exclude them from further antivirus analysis.

To check the validity of a code-signed executable via Windows File Explorer, locate, then right click on the file, select : Properties > Digital Signatures > Details



## Installation

Please ensure you have an Internet connection because the final step requires online activation before the program can be used.

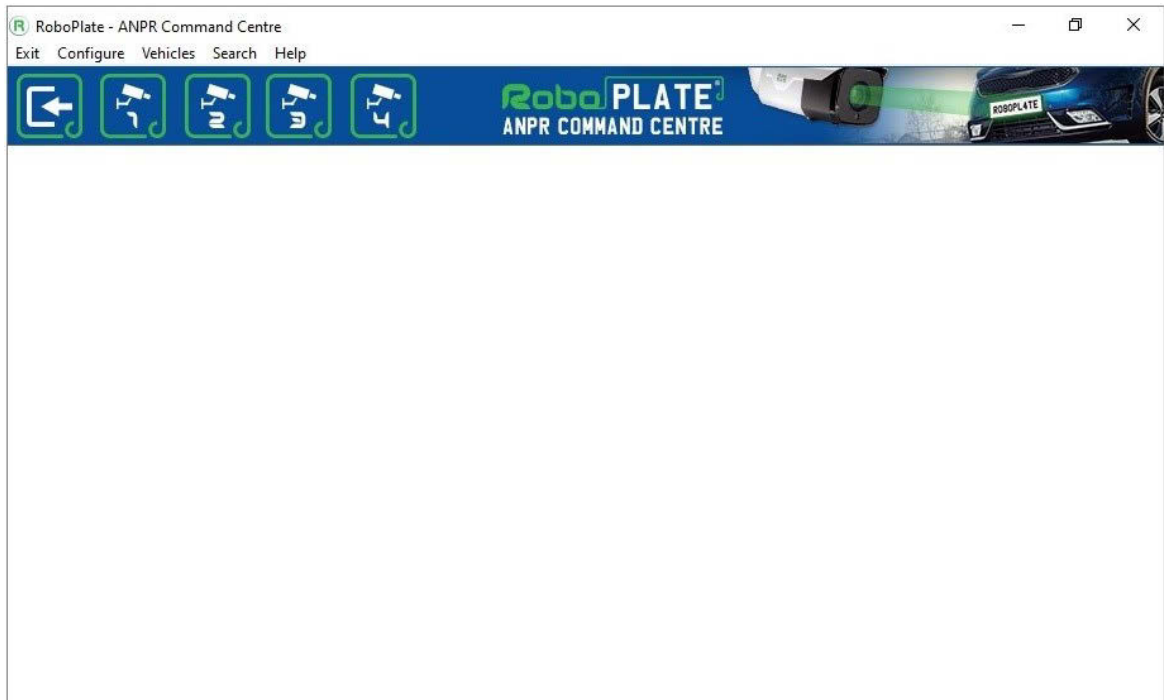
A standalone installer is provided for each version of roboPlate or supporting module, simply run the setup.exe and follow the wizard.

Register the software using the software key provided on the certificate used to download the software, then run the RoboPlate - ANPR Command Centre.



## Configuration

This is the main screen which is displayed when the software is running.



### 3.1 Getting Started

Image processing and analysis is all done in the camera, ANPR data is then sent to this software for additional processing and/or storage. For this to happen, the camera must be configured before attempting to setup the ANPR Command Centre software.

These links provide document how to setup a camera ..

<https://systemq.com/PDF/manual/xROBOPCZ22.pdf>

<https://systemq.com/PDF/manual/xROBOPMZ50.pdf>

Crucially, these minimum steps must be performed ..

**Device Activation** - See the camera manual

**NTP** - See the camera manual

**Network** - See the camera manual

**ANPR - Basic settings** - See the camera manual

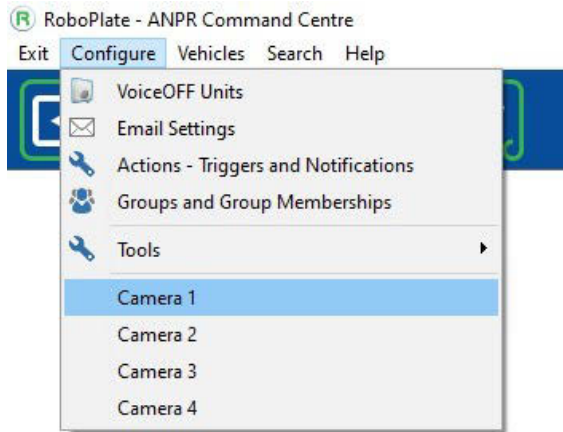
**Alarm** - See [ANPR camera setup](#)



### 3.2 ANPR Camera Setup

Enter the camera details into the software in order to receive results transmitted from the camera.

1. Go to **Configure** then select a camera. *(The software can receive from up to 4 cameras)*



2. **Camera Login** - Camera details are required for viewing purposes. This software uses the HikVision port for login purposes.

Enter the camera details, then select **Save**.

IP Address

Port *(Normally 8000)*

Username

Password

3. **Camera Listener - Alarm Event Server** - Setup is required for the camera to send the ANPR data to the software.

**Option 1** - Setup up this software, see

**Option 2** - Setup via camera web interface, see [In Camera Setup](#) <sup>8</sup>

4. **Firewall** - Ensure the firewall has an exception in order for the camera to connect to the PC. See [Firewall Exception](#) <sup>9</sup>

The event server receives results and image information via HTTP over the network.

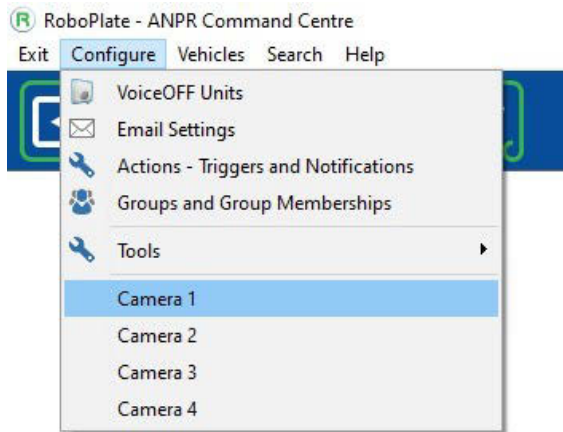


### 3.2.1 Camera Listener Setup: Option 1 - In Software

The cameras Alarm Event Server settings can be configured using the software rather than having to set it up in the cameras web interface.

*NOTE this setup is only designed for LAN cameras, if the camera being setup is remote then see [In Camera Setup](#)*

1. Go to **Configure** then select a camera. *(The software can receive from up to 4 cameras)*



Select the PC's local IP address for the listener to "Listen on". This identifies the internal network adaptor that is being used.

Also specify a port number, this should be unique to this camera.

A username and password should be specified for Internet connected cameras, i.e: where external port forwarding is used to the PC. This is not needed for locally attached cameras and isolated PCs

Select "*Send to Camera*" to send the Alarm Event Server information to the camera.

### 3.2.2 Camera Listener Setup: Option 2 - In Camera

The Event server can be setup direct in the camera.

Login to the camera's web interface using a browser in order to configure its Event Server.

1. Type - This must be set to HTTP
2. Server Address - This needs to be your PC's IPV4 address
3. Port - This should be the port number your PC is listening on e.g. 5001, 5002...

Alias, User name, Password & Post URL - Should be specified in an Internet connected camera connecting to an off-site listener.

Username and password fields (providing authentication from the camera) is supported in software v.1.0.12.2 or above, this requires camera firmware v4.04.83 or above.

The screenshot shows the RoboPLATE web interface in the Configuration tab. The left sidebar contains a menu with options: Basic settings, System, Network, Video & Audio, Storage, Alarm, Event server (selected), Motion detection, I/O alarm, Abnormality, Security, and Smart video. The main content area is titled 'Event server' and contains the following configuration fields:

1	Type	HTTP
2	Server address	192.168.0.98
3	Port	5001
	Alias	
	User name	
	Password	
	Post URL	/event

At the bottom of the configuration area, there are three buttons: 'Restore Default', 'Test', and 'Save'.

Firewall Settings - Please ensure your firewall allows inbound connections to this PC on the port you have specified.

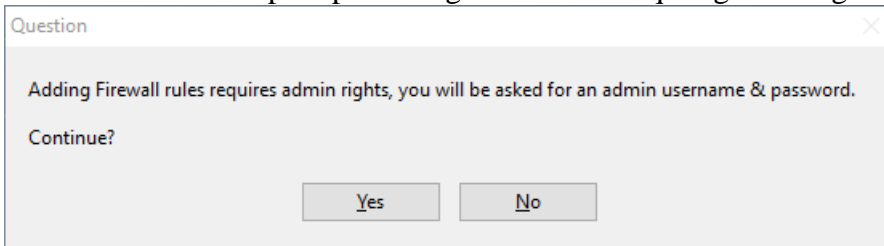


### 3.2.3 Firewall Exception

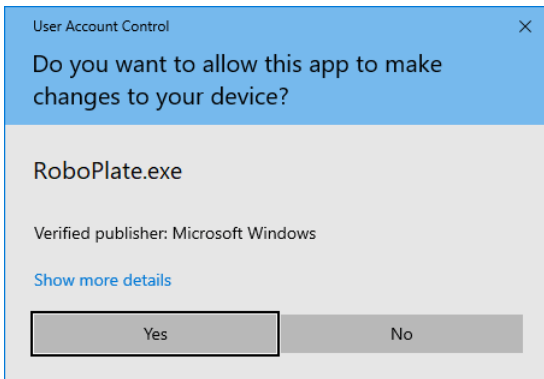
1. Select the **Firewall** button to add and allow the connection from the camera to the PC.



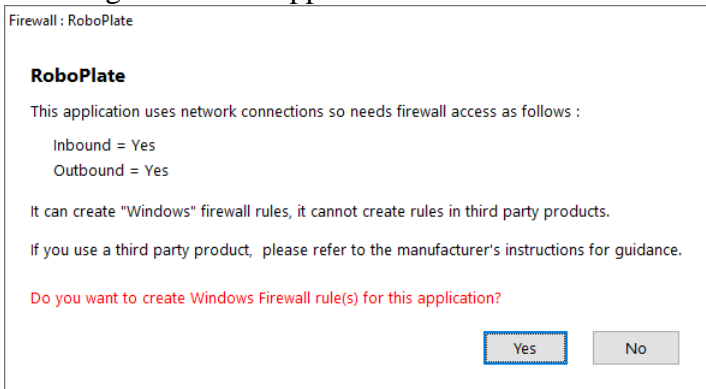
2. Select **"Yes"** to the prompt advising the software requiring admin rights.



3. Select **"Yes"** and/or enter admin credentials for the admin user Windows prompt.

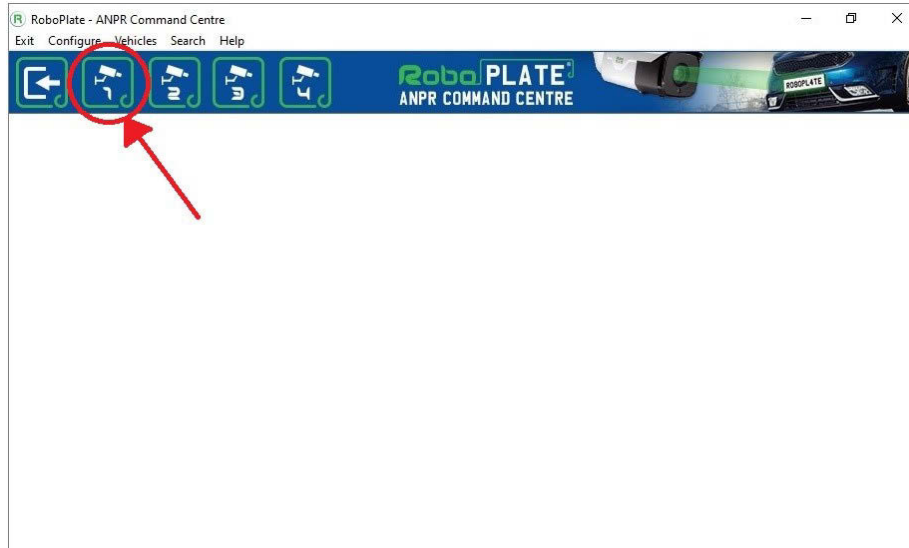


4. Select **"Yes"** for the RoboPlate application to apply an inbound firewall exception, and wait for the dialogue box to disappear.



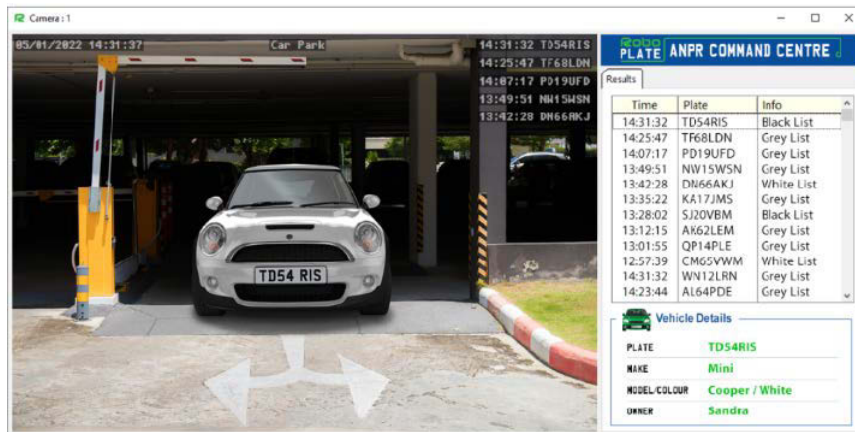
### 3.3 Live View - Listener

After entering the [ANPR camera details](#) use the appropriate toolbar icon to select a camera.



Individual listener windows open for each camera, they can be moved around screen or onto a secondary monitor, its position is saved when the window closes. If the window is out of sight, ie: not visible when opens, close it and open it again holding a shift key down whilst you do so.

Hold the shift key initialises the window to its default size and position, namely centralised on the primary monitor.

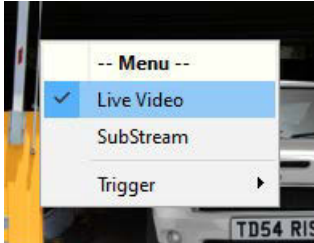




### 3.4 Live View Menu - SubStream and Trigger

The live view has some basic control options for adjusting the stream type and camera relay control.

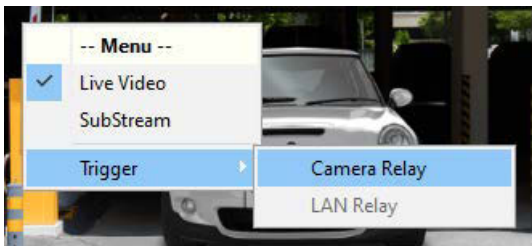
Right-click the live view image to show the menu options.



**Live View** - Select to disable the live view image, this will disable the video streaming of the listener. The software will still receive the data from the camera and perform any selected actions or triggers.

**SubStream** - Select to the lower resolution stream from the camera.

**Trigger > Camera Relay** - Select to trigger the camera's relay manually (eg: to open a gate or barrier) achieves this via an internal alarm mechanism, a side effect of this is that users of the RoboPlate FTP server will receive a snapshot image as a result of that 'alarm'.



To enable "manual" triggering of an alarm, in this case the camera is configured as follows (In the cameras browser via Configuration > Alarm > I/O Alarm) ..

**-- I/O Alarm --**

Trigger level = High  
Output Level = High

**-- Schedule --**

Trigger interval time = 2 seconds  
Disabled

**-- Action --**

Alarm Output = Enabled

When setup as above, B/W/Grey list can trigger output, as can human operator manually.

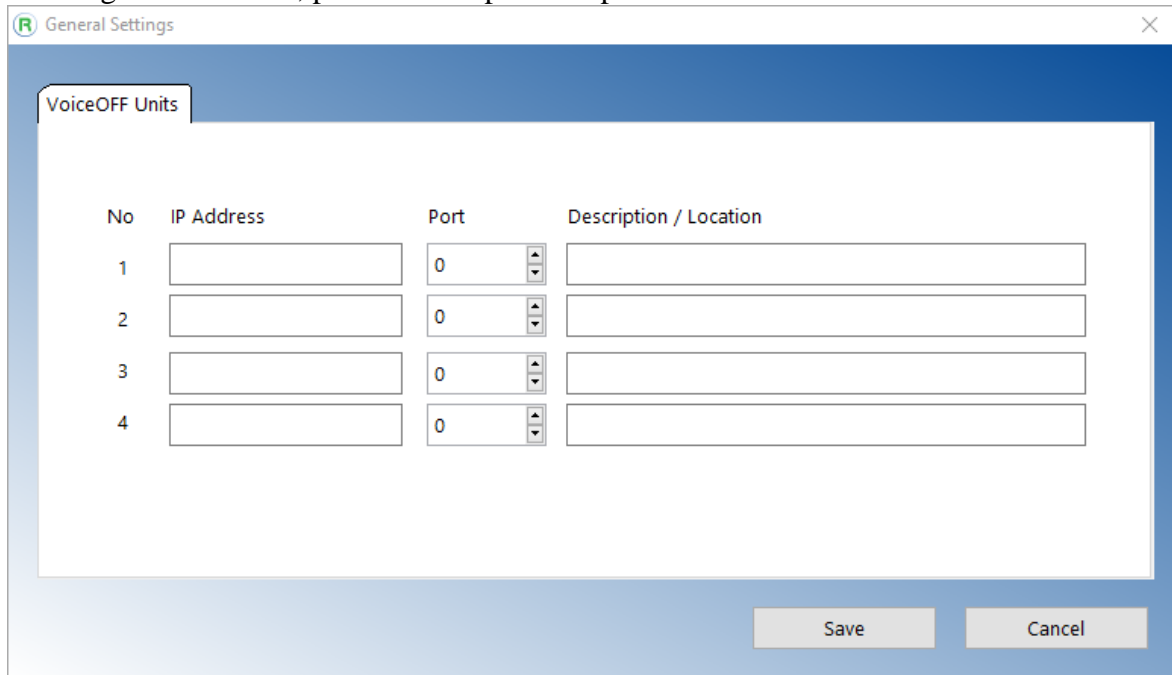


### 3.4.1 VoiceOFF Units


1. Go to **Configure** then **VoiceOFF Units**.

2. Simply enter the LAN details for the VoiceOFF.

Including the IP address, port and a simple description name of the voiceOFF or location.



No	IP Address	Port	Description / Location
1	<input type="text"/>	0	<input type="text"/>
2	<input type="text"/>	0	<input type="text"/>
3	<input type="text"/>	0	<input type="text"/>
4	<input type="text"/>	0	<input type="text"/>

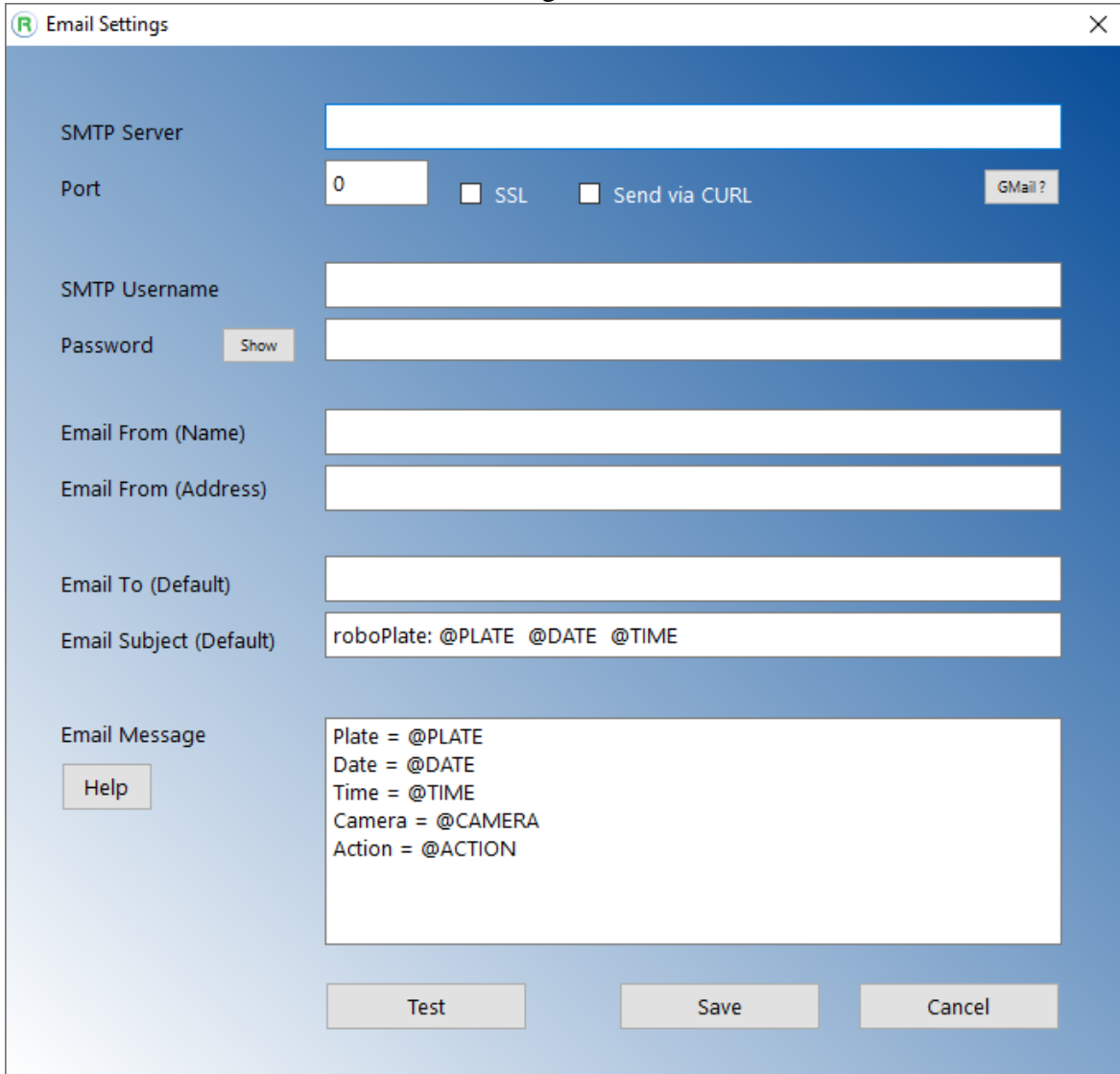
3. Set up an action to trigger the voiceOFF in [Actions - Triggers and Notifications](#) 



### 3.5 Email Settings

Go to **Configure** then **Email Settings**.

Enter details into the fields for the SMTP settings.



The screenshot shows a web-based configuration window titled "Email Settings". It contains several input fields and checkboxes:

- SMTP Server:** A text input field.
- Port:** A text input field with "0" entered, followed by checkboxes for **SSL** and **Send via CURL**, and a **GMail?** button.
- SMTP Username:** A text input field.
- Password:** A text input field with a **Show** button.
- Email From (Name):** A text input field.
- Email From (Address):** A text input field.
- Email To (Default):** A text input field.
- Email Subject (Default):** A text input field containing "roboPlate: @PLATE @DATE @TIME".
- Email Message:** A large text area containing:
 

```
Plate = @PLATE
Date = @DATE
Time = @TIME
Camera = @CAMERA
Action = @ACTION
```

 A **Help** button is located to the left of this area.

At the bottom of the window are three buttons: **Test**, **Save**, and **Cancel**.

Field Name	Description
SMTP Server	This is the mail client or application address for the Email address being used. For example, Gmail SMTP - smtp.gmail.com
Port	Set depending on the encryption and server being used. For example: 587 or 465.
SSL	Encryption protocol setting for SSL (secure sockets layer).
Send via CURL	CURL can be used instead of using the SMTP.exe provided with the command centre software.
SMTP Username	Enter the SMTP email account username (depending on the SMTP being used this may be the full email address of the email account).





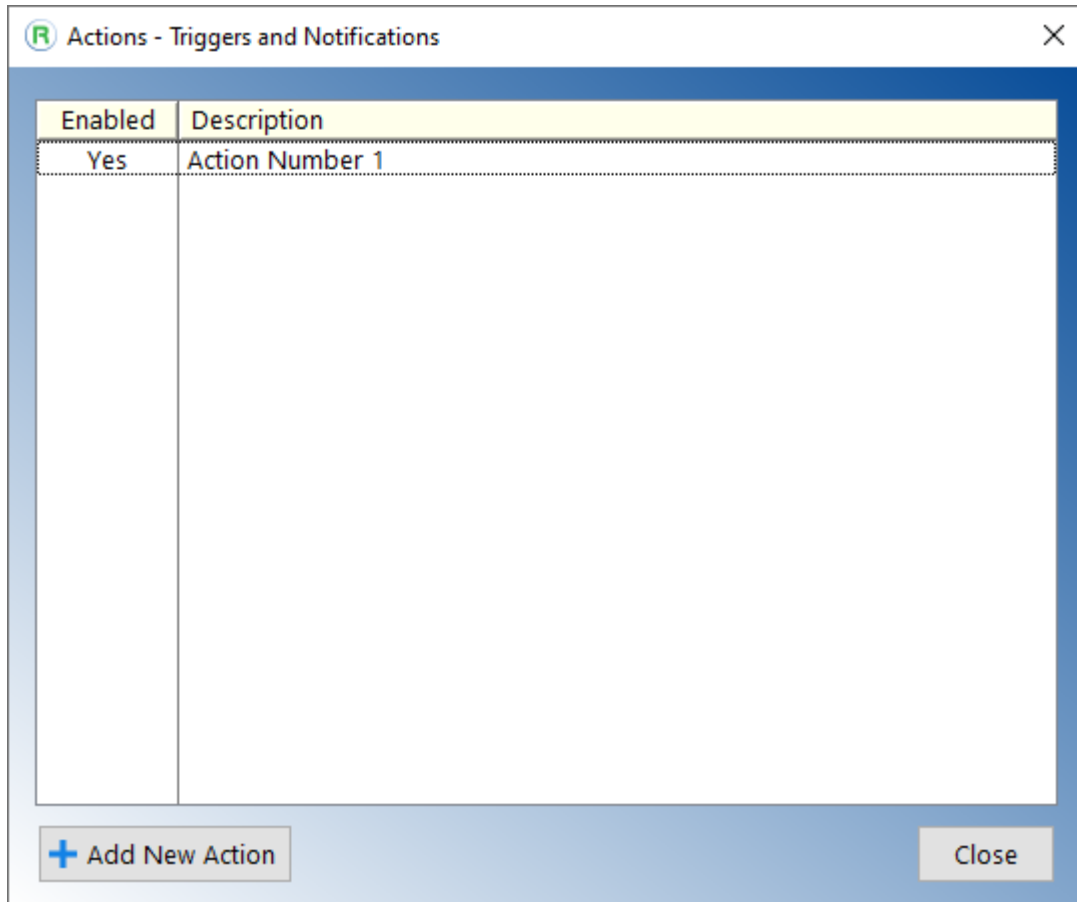
Password	Enter the SMTP email account password (this may be the password to login to the email account).
Email From (Name)	Specify a label for the email account being used to send the SMTP email. For example - RoboPlate Entrance Camera 1.
Email From (Address)	Enter the SMTP email account address (likely the same as the SMTP Username).
Email to (Default)	Specify the email address to send the email notification to.
Email Subject (Default)	Specify the subject of the email notification, using the Email Message Logic.
Save after making any changes.	
Test to check the SMTP settings.	



### 3.6 Actions - Triggers and Notifications

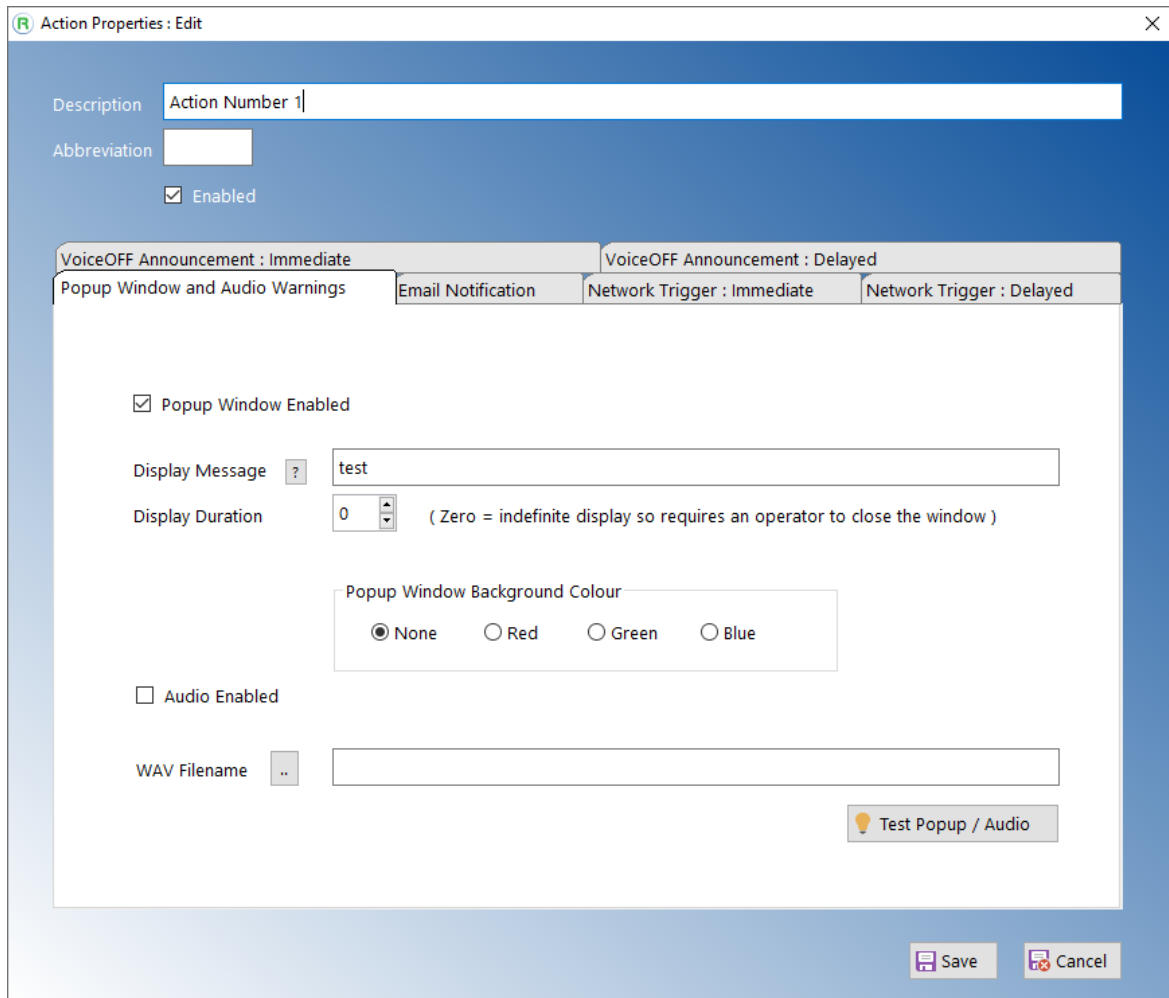
1. Go to **Configure** then **Actions - Triggers and Notifications**
2. The Action list will then display, this show the current actions in place.

*NOTE* Ensure the action is set to trigger via [Groups and Group Memberships](#) <sup>23</sup> otherwise the action will not trigger.



3. Either edit the default action "Action Number 1" by double clicking it, or add a new one by selecting "Add New Action".

### 3.6.1 Popup Windows and Audio Warnings



Field Name	Description
Popup Window Enabled	Tick to enable the popup window when the action is triggered.
Display Message	Enter the text to be displayed on the popup. This is a free text field.
Display Duration	Enter a number (1-99 in seconds, 0 = indefinite).
Popup Windows Background Colour	Select colour option for the background of the popup.
Audio Enabled	Tick to enable the software to play the uploaded audio message.
WAV Filename	Select the [...] to select audio WAV file to upload.
Test Popup / Audio	Select to test the audio message and popup window display.
Save after making any changes.	



Example popup window with red background.

Information

**AB12 CDE**

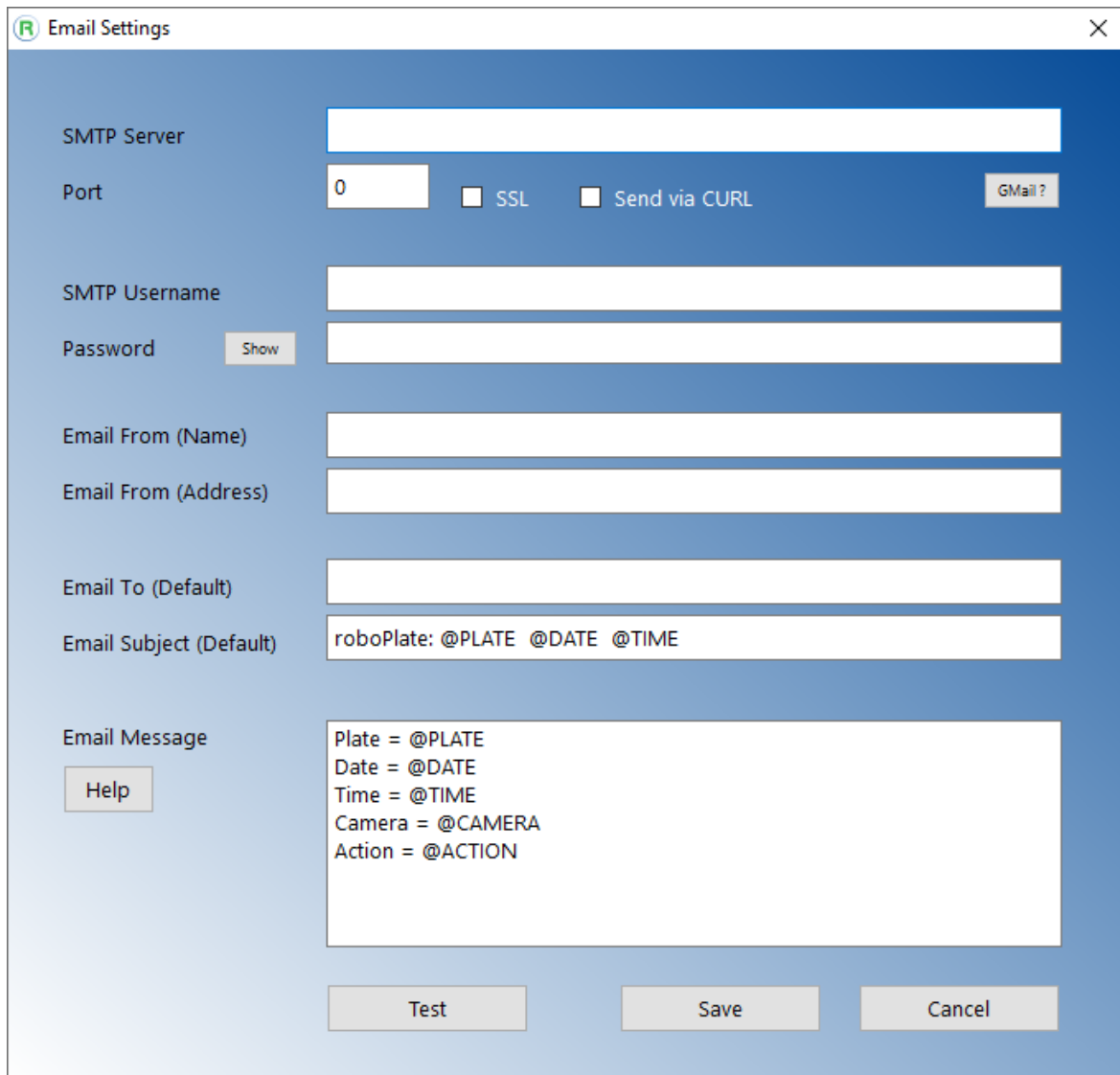
**test**

Close ( 88 Seconds )



### 3.6.2 Email Notification

Before setting up the action properties for Email Notification, ensure [Email Settings](#)<sup>13</sup> are configured first.

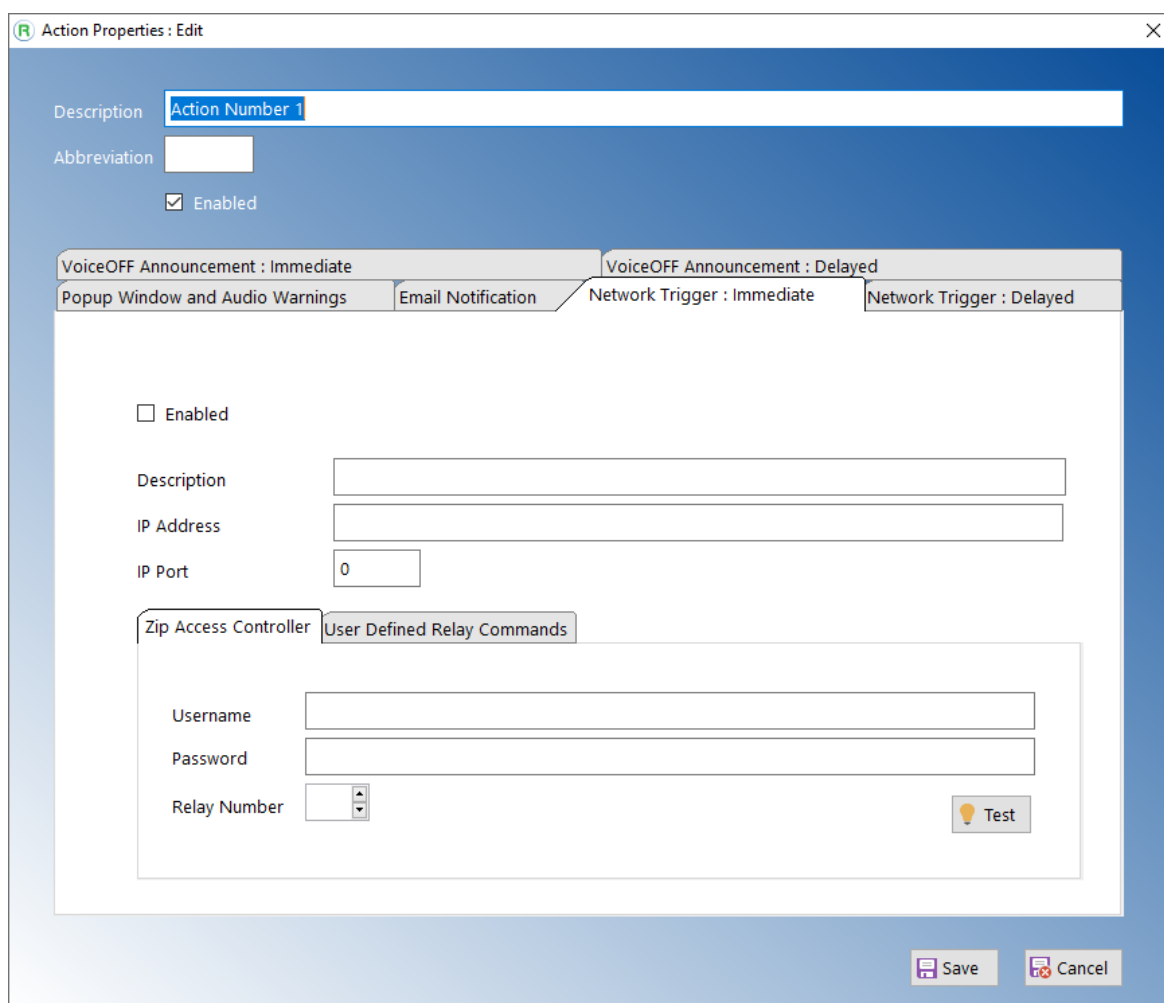


Field Name	Description
Email Enabled	Tick to enable the email notification when the action is triggered.
Email to (Optional)	Any entry made in this field will over-ride the Email Settings setup.
Email Subject (Optional)	
Email Text (Optional)	
Attachment	Tick to enable attachment picture of the number plate triggered.
Save after making any changes.	

### 3.6.3 Network Trigger

Ensure this box is checked to enable the LAN Relay trigger. This can be used with a 3rd Party LAN Relay which can receive text or used with the RegWATCH (SOFT1046) software.

Note : The software can trigger network attached relays at the time of recognition. Support for the \*Zip branded access controller is built in, also supported is the entry of user-defined trigger commands in ASCII format along with an inter-command delay.



Field Name	Description
Enabled	Tick to enable the Network Trigger.
Description	Enter a short description to describe this task.
IP Address	Enter the network relay's IP address.
IP Port	Enter the network relay's port number.
<b>Zip Access Controller*</b>	
Username	The default username = admin.
Password	The default password = 888888.
Relay Number	The default relay number = 1.
Test	Select to test the relay.



User Defined Relay Commands	
1st Command	Enter the first command to be sent to the relay, This should be ordinary ASCII text. Maximum length = 32 characters.
2nd Command	Enter the first command to be sent to the relay, This should be ordinary ASCII text. Maximum length = 32 characters.
Delay	Enter delay in seconds, this is the time to wait after sending the first command before sending the second.
Test	See Test - Network Trigger below for actions for test
Save after making any changes.	

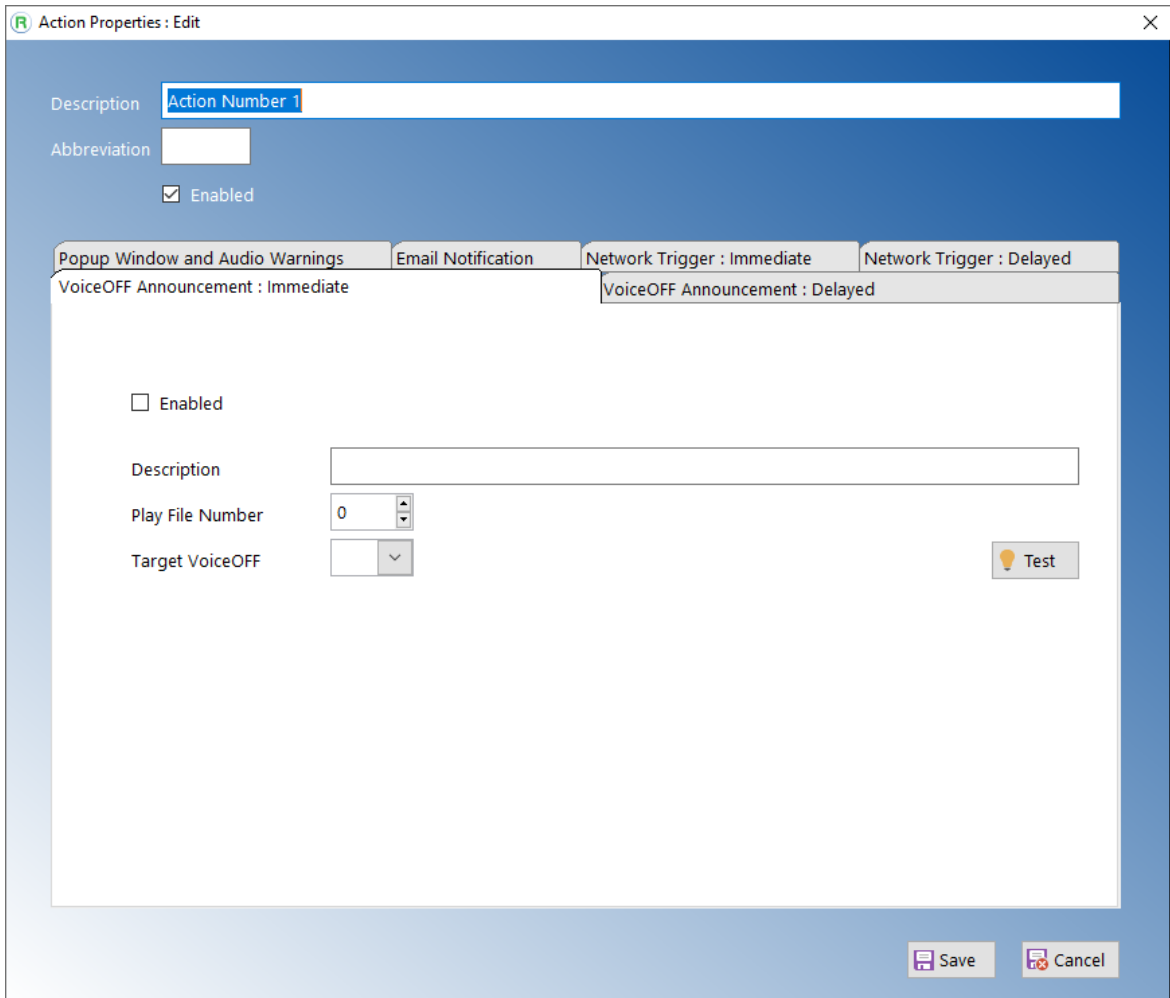
\*Zip Access Controller is still in development.

Connection to the Zip access controller is via TCP/IP on port 8000. Be aware that the ZIP access controller only supports a single connection to it's data port so units deployed and managed by the Zip Access Controller software suite cannot be used simultaneously via roboPlate.

Note: The user defined relay module must act as a TCP/IP server A delayed network trigger can be specified on the next tab, configured in exactly the same way but with the addition of a post-recognition delay time specified in seconds. The software accepts time slices from the Windows operating system to increment an internal time counter so timed and time-delayed Actions are only approximate.

### 3.6.4 VoiceOFF Announcement

The software can trigger a specified VoiceOFF™ unit to play a particular file at the time of recognition, ensure [VoiceOFF Units](#) are configured first.



The screenshot shows a software window titled "Action Properties : Edit". It contains several input fields and checkboxes. At the top, there is a "Description" field with the text "Action Number 1" and an "Abbreviation" field. Below these is a checked "Enabled" checkbox. The main area is divided into two tabs: "VoiceOFF Announcement : Immediate" and "VoiceOFF Announcement : Delayed". The "Immediate" tab is active and contains an unchecked "Enabled" checkbox, a "Description" text field, a "Play File Number" spinner set to "0", and a "Target VoiceOFF" dropdown menu. A "Test" button with a lightbulb icon is located to the right of the dropdown. At the bottom right of the window are "Save" and "Cancel" buttons.

Field Name	Description
Enabled	Tick to enable the VoiceOFF trigger when the action is triggered.
Description	Enter here a short description purely for display purposes describing the file to be played.
Play File Number	Enter a number 1..9999 selecting the file to play. Refer to the VoiceOFF™ instructions or it's memory card to identify the correct file number.
Target VoiceOFF	Select from the drop down list the required VoiceOFF™ unit. Refer to roboPlate-Configure : VoiceOFF™ Units described earlier.
Save after making any changes.	





Note : A delayed VoiceOFF™ announcement can be specified on the next tab, it is configured in exactly the same way but with the addition of a post-recognition delay time specified in seconds.

Note: The software accepts time slices from the Windows operating system to increment an internal time counter so timed and time-delayed Actions are only approximate.

Note: Networked VoiceOFF™ units should be configured to behave as a TCP/IP server, the software will connect to it as a client.



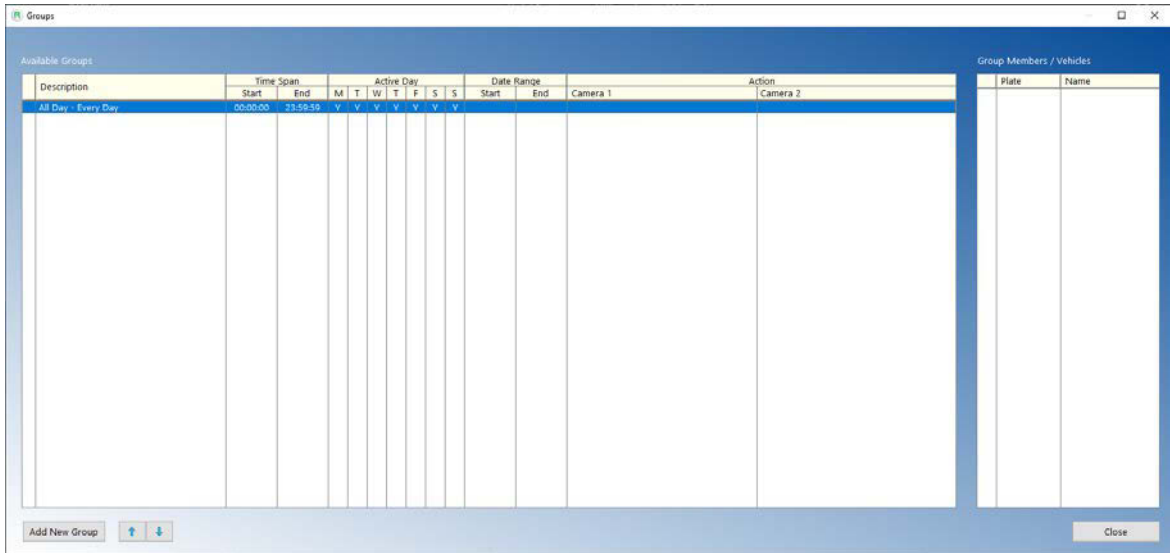
### 3.7 Groups and Group Memberships

Go to **Configure** then **Groups and Group Memberships**.

The Group and Group Memberships enables to selectively perform an **Action** according to a daily schedule when a specified number plate is detected.

This feature is useful for access control selectively applying an **Action** when a known plate exists in the vehicle database.

When a number plate in the vehicle database is located, Group Memberships are processed on a top-down basis, when a membership record is found that is able to trigger an **Action** processing stops, no more group memberships are tested.





The following screen shot shows an access group record :

Access Group Definition : Edit Record

Description:

Date Range:  ..  ..

Time Span:

Active Days

Everyday     Monday     Tuesday     Wednesday     Thursday     Friday

Saturday     Sunday

Camera Action:     Camera 2 Action:

Apply to unknown vehicles on camera 1     Applies to unknown vehicles on camera 2

Field Name	Description
Description	Enter a descriptive name for this group.
	<b>All Day – Every Day – Gate 1</b> This implies that Gate 1 will be opened all day, every day.
	<b>Security Staff – Weekends – Gate 1</b> This implies gate 1 will be opened for security staff at weekends.
Date Range	Enter a valid date range (Optional) Populating these fields restricts an <b>Action</b> allowing it to happen only within the specified date range. If left blank, there is no restriction by date.
Time Span	A time span is required. The default = 00:00:00 to 23:59:59 = 24 hours.
Active Days	Select the days of the week when an <b>Action</b> may occur.
Camera Action	Choose from the drop down list the <b>Action</b> to apply when membership of this group is found. An <b>Action</b> must be enabled for any of the tasks defined within it to occur, each individual task must also be enabled in it's own right.
Save after making any changes.	

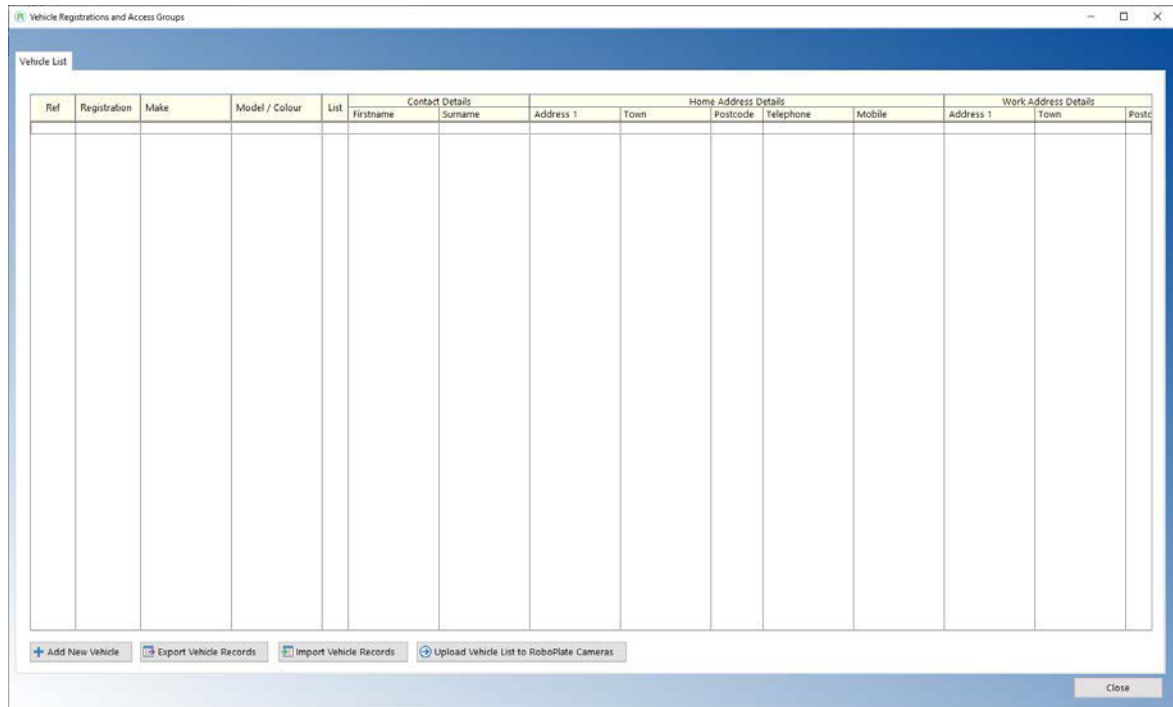


## Vehicles

Go to **Vehicles** then **Vehicles**.

Maintaining a vehicle database allows the software to:

- Display owner information on screen upon recognition
- Perform Actions for particular vehicles



In the following table only the registration number is required, other fields are optional.

Field Name	Description
Registration	Enter the vehicle's registration number without spaces.
Make	Enter the vehicle make or select from the drop down list.
Model	Enter the vehicle model.
Colour	Enter the colour of the vehicle.
Title	The owner's title.
Firstname	The owner's first name.
Surname	The owner's surname.
Country Code	Select the country code from the drop down list.
Commercial Vehicle	Check box to prioritise display of commercial/work address rather than personal home address.
Friendly/Display	A friendly name for display purposes only.



Home/Work Address	Address associated with the owner.
Save after making any changes.	

The software supports Groups and Group Membership so different Actions may apply to a vehicle as defined by the first group membership record found at the time of recognition.

Vehicle Information: Record will be Added ..

**Vehicle Details**

Registration:  Make:  Model:  Colour:

Title:  Firstname:  Surname:  Country Code:

Commercial Vehicle

Friendly / Display / Company Name:  Camera Group / List:

---

**Personal / Home Address Details**

Address 1:   
 Address 2:   
 Address 3:   
 Town:   
 Post Code:   
 Telephone:   
 Mobile:   
 Email:

**Commercial Address Details**

**Groups and Group Membership**

Groups	Time		Days							Date Range	
	Start	End	M	T	W	T	F	S	S	Start	End
All Day - Every Day	00:00:00	23:59:59	Y	Y	Y	Y	Y	Y	Y		

Add New Group

Right click an entry to toggle group membership



## 4.1 Uploading Plate Records to Cameras

Vehicle registrations can be uploaded to one or more RoboPlate cameras in turn, the window opens displaying black and white listed plates in the left hand list.

1. Select the first camera in the upper right hand list
2. Click on Start Upload
3. Observe the lower right pane for feedback

Repeat for the second and subsequent cameras.

**Camera Upload**

Use this routine to upload the black/white list registration details to RoboPlate cameras.  
 Note : The camera's black & white lists will be overwritten by this procedure.

Vehicles	RoboPlate Cameras												
<table border="1" style="width: 100%; border-collapse: collapse;"> <thead> <tr> <th style="background-color: #ffffcc;">Plate Info</th> </tr> </thead> <tbody> <tr> <td>White</td> </tr> <tr> <td>  — HO34PDS</td> </tr> <tr> <td>  — YS07EBL</td> </tr> <tr> <td>  — YS12ZPO</td> </tr> <tr> <td>Black</td> </tr> <tr> <td>  — KV56MJF</td> </tr> <tr> <td>  — T123REB</td> </tr> <tr> <td>  — YU08LBU</td> </tr> </tbody> </table>	Plate Info	White	— HO34PDS	— YS07EBL	— YS12ZPO	Black	— KV56MJF	— T123REB	— YU08LBU	<table border="1" style="width: 100%; border-collapse: collapse;"> <thead> <tr> <th style="background-color: #ffffcc;">IP Address</th> </tr> </thead> <tbody> <tr style="background-color: #007bff; color: white;"> <td>192.168.0.234</td> </tr> <tr> <td>192.168.0.235</td> </tr> </tbody> </table>	IP Address	192.168.0.234	192.168.0.235
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— YU08LBU													
IP Address													
192.168.0.234													
192.168.0.235													

Upload Activity	
Time	Information
15:35:35	Ready

If upload fails for any reason please check the camera login details via Configure > Camera 1, 2, 3, 4.

**Important Note:**

Be aware that this upload procedure will erase, and then replace the vehicle data held in the camera(s), hence this software should be thought of as being the "master" list.



## 4.2 Export Vehicle Records

Vehicle records can be exported for maintenance in an external program such as Microsoft Excel and reimported again.

Do not change the layout, do not add or remove columns and very importantly: do not use spaces in any of the registration plates.

Note:

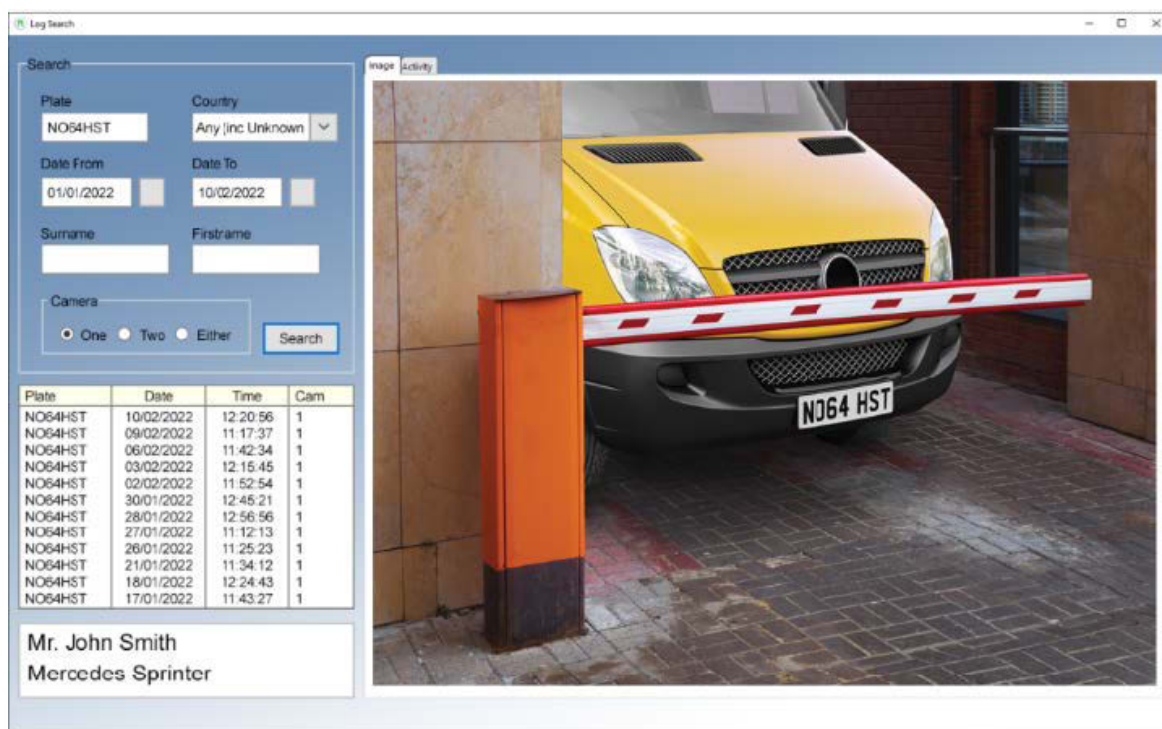
The format of this .csv file is not suitable for use in the camera.

## Search

Go to **Search** then **Search Results**.

It is possible to search for registration plates applying these criteria :

- Plate contents
- Date Range
- Owner's surname and firstname



Field Name	Description
Plate	Enter all or part of the registration plate (no spaces).
Date From	Enter or select the start date
Date To	Enter or select the end date, this should be later than the start date.
Surname	Enter all, or part of the owner's surname, this is checked against the vehicle database. This is required when searching by name.
Firstname	If entering a surname, enter all or part of the first name. This is optional when searching by name.





## 5.1 Vehicle Activity

Use the vehicle search described in the previous section to locate and then select the required registration plate, then select the Activity tab.

Activity for that specific vehicle registration will list, select the different occurrences of the vehicle in chronological order.

Date	Day	Time
14/02/2022	Monday	09:34:28
14/02/2022	Monday	09:40:24
14/02/2022	Monday	09:46:19
14/02/2022	Monday	09:52:14
14/02/2022	Monday	09:58:05
14/02/2022	Monday	10:04:03
14/02/2022	Monday	10:09:59
14/02/2022	Monday	10:15:53
14/02/2022	Monday	10:21:48
14/02/2022	Monday	10:27:43
14/02/2022	Monday	10:33:35
14/02/2022	Monday	10:45:27
14/02/2022	Monday	10:51:22
14/02/2022	Monday	10:57:17
14/02/2022	Monday	11:03:12
14/02/2022	Monday	11:08:57
14/02/2022	Monday	11:09:07
14/02/2022	Monday	11:14:52
14/02/2022	Monday	11:15:02
14/02/2022	Monday	11:20:56
14/02/2022	Monday	11:26:51
14/02/2022	Monday	11:32:46
14/02/2022	Monday	11:44:35
14/02/2022	Monday	11:50:31
14/02/2022	Monday	11:56:25
14/02/2022	Monday	12:02:20
14/02/2022	Monday	12:14:09
14/02/2022	Monday	12:20:04
14/02/2022	Monday	12:25:59
14/02/2022	Monday	20:31:54
14/02/2022	Monday	20:43:43
14/02/2022	Monday	20:49:39
14/02/2022	Monday	20:55:33
14/02/2022	Monday	21:01:28
14/02/2022	Monday	21:07:23
14/02/2022	Monday	21:13:18
14/02/2022	Monday	21:25:07
14/02/2022	Monday	21:31:03
14/02/2022	Monday	21:36:58

## 5.2 Save an Image

Go to **Search** then **Search Results** then **Activity** tab

Choose an entry on the Activity list, right click, select Copy Image to ..

Browse to and select the target folder into which the selected image should be copied.

Images are stored by default in a structure created in this location :

C:\ProgramData\SoftCCTV\roboPlate\Images

Image file names take the format :

plate – yyyyymmdd – hhmmss .jpg



## Frequently Asked Questions

### 6.1 Why do I get unexpected results?

Many factors affect recognition : partially obscured or background objects within an image can appear to be legitimate characters detectable, anything that appears to be a character or impacts on a character or it's outline can produce a result.

Some owners of 'private plates' in the UK re-position mounting screws or deliberately change a character's shape to make their plate more desirable, in doing so, they make recognition harder.

### 6.2 How much disc space is required?

Installing the application will require approximately 80Mb initially. As images are captured the data directories will grow by about 350KB per recognition.

### 6.3 Where are captured images stored?

roboPlate is UAC compliant storing snapshots of the recognised vehicle in the Microsoft recommended 'ProgramData' structure.

For a typical PC, this will be :

```
C:\ProgramData\softCCTV\roboPlate\Images
```

This default setting can be changed, see Advanced Configuration

### 6.4 Where do I get support?

Customers buying via a reseller should contact that reseller/supplier in the first instance. All resellers have agreed to provide end user customer support as part of their contract with us.

For customers buying online, free email support is available via a ticketing system at [softcctv.com](mailto:softcctv.com) ... please quote your software key in any request you create, without this, support cannot be provided.

### 6.5 Why is a software key required?

A software key is supplied with every product for copy protection and registration purposes.

Ownership of a software key enables us to provide support and updates to legitimate customers that have purchased our products.

### 6.6 Why is a software Enigma protected?

It is an unfortunate fact of life that software is illegally copied and illegally used. Enigma protection helps to protect our investment in effort, time and money bringing our product to the marketplace.

## 6.7 How do I get updates?

roboPlate is distributed online via softCCTV.com, an e-commerce market place offering software for CCTV users.

All users registering and activating our Enigma protected software will receive a username and password for the softCCTV.com resource site from which they can download updates or retrieve their original product.

## 6.8 What is the support and update period

Support and updates for most products is available for a period of twelve calendar months from the date of purchase or activation, which ever is later. Any updates issued within this period will be made available free of charge to registered users.

## 6.9 Will my product stop working outside the support period?

No, the full product does not use a time-limited or expiring licence so once registered and activated on a particular PC will work indefinitely thereafter on that PC.

## 6.10 How do I move the licence to a new PC?

Licence removal is possible during the un-installation process, you may then reinstall roboPlate onto a new PC.



# Advanced Configuration

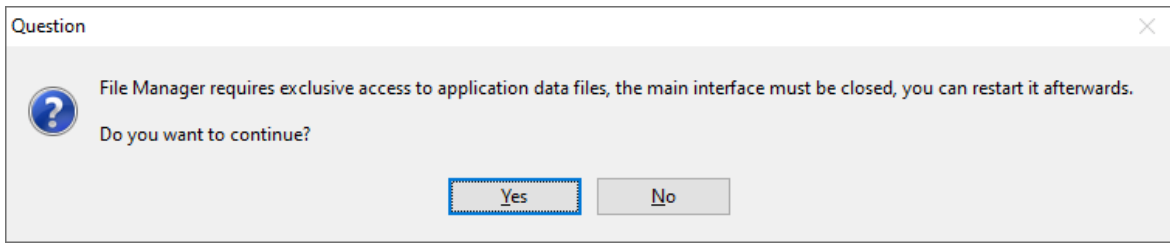
## 7.1 Tools - File Manager

Maintenance tasks such as data file conversion, updates and repairs are handled by the File Manager, this can be run manually at any time or automatically during the installation or update of any component.

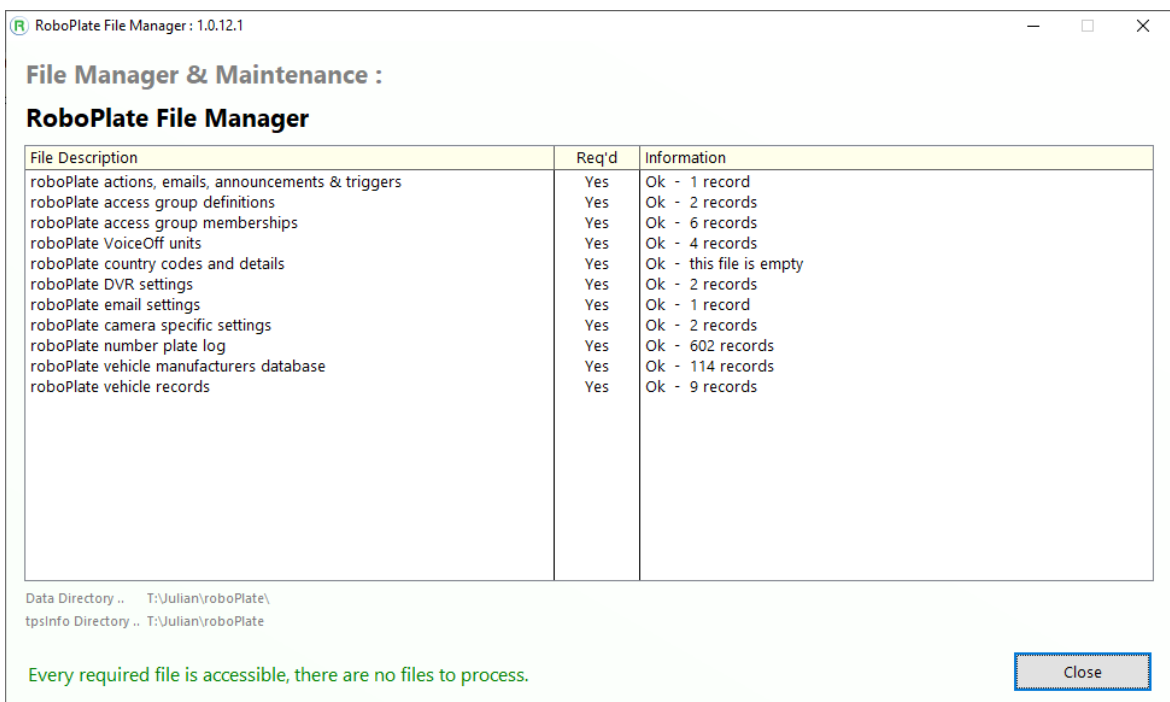
Note: The file manager is for advanced users only, incorrect use of the file manager could result in deletion of files or configuration.

Go to **Configure** then **Tools** then **File Manager**.

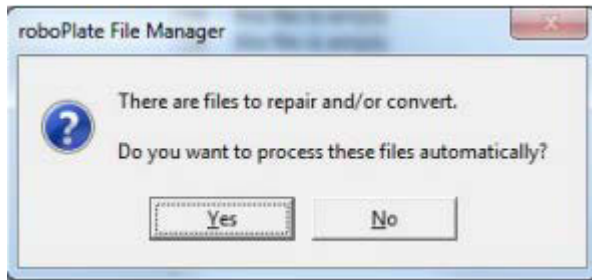
File Manager needs exclusive access to the data files it is operating on so this warning will display at startup :



Selecting Yes closes the instance running on the PC. File Manager then tests every file and delivers feedback via the following screen :



When damaged or old files are found requiring repair, the follow prompt appears



Yes = Process these files automatically

No = Manual processing via Repair/Rebuild/Reindex

## Manual Index Repair

Data is stored and indexed within individual data files. Very rarely an internal index may become damaged requiring a manual rebuild, right click an individual file then select :  
Repair/Rebuild/Reindex this file.

If a file becomes damaged beyond repair, there are two options available to you :

### 1. Restore from a backup

This assumes you have a backup policy in force and are able to replace the damaged file from your own backup(s).

#### **To identify an individual file :**

a) Right click the individual entry, view the file name on the Advanced sub menu

### 2. Delete the file and recreate it

#### **Warning :**

Deleting and recreating a file will destroy all it's data resulting in an empty table.

#### **To Delete and recreate a file :**

a) Right click the individual entry, select Advanced > Delete this file

b) Confirm Deletion = Yes

c) Right click, select Create this file





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