



INSTALLATION MANUAL

KRAMER NETWORK 1.0.6

Contents

Introduction	1
KRAMER NETWORK Installation Prerequisites and Specifications	2
Installation Prerequisites	2
Specifications	3
Installing KRAMER NETWORK 1.0.6	4
Kramer Network Administrator Utilities Menus	15
Opening KRAMER NETWORK 1.0.6 Client	20
Request License Form	20
Login to Kramer Network 1.0.6 Client	21
Basic Troubleshooting	22
Common Serving Error Messages	22
	Introduction KRAMER NETWORK Installation Prerequisites and Specifications Installation Prerequisites Specifications Installing KRAMER NETWORK 1.0.6 Kramer Network Administrator Utilities Menus Opening KRAMER NETWORK 1.0.6 Client Request License Form Login to Kramer Network 1.0.6 Client Basic Troubleshooting Common Serving Error Messages

Figures

Figure 1: Kramer Installation Wizard Preparation	4
Figure 2: Kramer Installation Wizard – First-time Installation	5
Figure 3: Kramer Installation Wizard – Upgrade	5
Figure 4: Kramer Installation Wizard – End User License Agreement	5
Figure 5: Kramer Installation Wizard – Microsoft Visual C++ 2012 (Install)	6
Figure 6: Kramer Installation Wizard – Installing Microsoft Visual C++ 2012	6
Figure 7: Kramer Installation Wizard – Installing Microsoft Visual C++ 2012	7
Figure 8: Kramer Installation Wizard –Microsoft Visual C++ 2012 Successful Setup	7
Figure 9: Kramer Installation Wizard – Microsoft Visual C++ 2013 Installation Complete	7
Figure 10: Kramer Installation Wizard – Installing WampServer 2	8
Figure 11: Kramer Installation Wizard – WampServer2 Setup Wizard	8
Figure 12: Kramer Installation Wizard – WampServer 2 Completion of Installation	9
Figure 13: Kramer Installation Wizard – Installing Kramer KDS-EN3 Manager	9
Figure 14: Kramer Installation Wizard – Setting the KDS-EN3 Manager Password)	10
Figure 15: Kramer Installation Wizard – Moving to Dante API Installation	10
Figure 16: Kramer Installation Wizard – Installing Dante API	10
Figure 17: Kramer Installation Wizard – moving to Dante Controller Installation	11
Figure 18: Kramer Installation Wizard – Installing Dante Controller	11
Figure 19: Kramer Installation Wizard – Dante Controller Setup Message	11
Figure 20: Kramer Installation Wizard – Kramer Network Components	12
Figure 21: Kramer Installation Wizard – Kramer Network Components Installation	12
Figure 22: Kramer Installation Wizard – Kramer Network Components Installation Completion	12
Figure 23: Kramer installation Wizard – Installing K-Config	13
Figure 24: Info Message	13
Figure 25: Kramer Network Updating	13
Figure 26: DB Update Complete Message	13
Figure 27: Kramer Network Administrator Utilities Window	14
Figure 28: Kramer Installation Wizard – Installation Complete	14
Figure 29: Kramer Network Administrator Utilities Window Ready	Error! Bookmark not defined.
Figure 30: Kramer Network Administrator Utilities	15
Figure 31: Services Menu	15
Figure 32: Kramer Network Logs	16
Figure 33: Saving the Log	16
Figure 34: Log File	17
Figure 35: Database Menu	17
Figure 36: Database Reset Warning	18
Figure 37: Users Menu	18
Figure 38: Settings Mienu	18
Figure 39. Help Wellu Figure 40. Kromer Network Desistration Form	19
Figure 40. Klamer Network Registration Form	20
Figure 41. License Request Willow	20
Figure 42. Changing the Default Begoward	21
Figure 43. Onlanging the Deladit Fassword	21
riguro TT. Ocivor Ociling Willidow	22

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1 Introduction

Download the up-to-date **KRAMER NETWORK** installation package (kn-installation-wizard-1_0_6.zip) from: <u>www.kramerav.com/support/product_downloads.asp?pid=3279</u>, unzip the file and install the kn-installation-wizard-1_0_6.exe file.

KRAMER NETWORK supports uninstall/install/repair/upgrade modes.

The installation package installs the following software:

- Visual C++ Redistributable for Visual Studio 2012
- Visual C++ Redistributable for Visual Studio 2013
- WAMP (Apache)
- KDS-EN3_Manager_64
- Dante API (DAPI)
- DAPI Controller
- Kramer Network components
- Kramer Network Administrator Utilities

Before you begin installing KRAMER NETWORK 1.0.6, review the installation prerequisites (Section 2.1).

2 **KRAMER NETWORK Installation Prerequisites and Specifications**

This section describes the KRAMER NETWORK 1.0.6 software installation prerequisites and specifications.

2.1 Installation Prerequisites

The following are the KRAMER NETWORK prerequisites for installation.

2.1.1 Server Hardware Spec

The server hardware spec encompasses the following:

For a small system including up to 30 streaming devices and up to 30 controlled devices:

• CPU i5, 8GB RAM, 100GB Disk-space

For a medium system, up to 100 streaming devices and up to 100 controlled devices:

• CPU i7, 16GB RAM, 100GB Disk-space

2.1.2 Server OS Language

English

2.1.3 Server Operation System

KRAMER NETWORK 1.0.6 supports the following standard or virtual server operating systems:

- Windows 7 Pro / Enterprise, 64 bit, fresh install
- Windows 10 Pro / Enterprise, 64 bit, fresh install
- Windows Server 2008, 64 bit
- Windows Server 2012, 64 bit

In order for **KRAMER NETWORK** to recognize KDS-EN3 and KDS-DEC3 encoders and decoders, set the UPnP service and the SSDP Discovery service Startup Type to Automatic and verify that the Status of each service is started.

2.1.4 Server Firewall Ports

If you are using a firewall or an anti-virus application on the server make sure that the following ports are opened:

For Dante:

- UDP port 319, 320 PTP (address: 224.0.0.129-132)
- UDP port 5353 mDNS (address: 224.0.0.251)
- UDP port 8700 8708 Control and monitoring (address: 224.0.0.230 232)

For Dante and KDS-3 auto-discovery:

• UDP port 5353 for the Bonjour/multicast DNS (mDNS) protocol

For Web Socket/Client:

• TCP Port 9000

For Kramer Pro AV (Matrices, Scalers, and so on):

- TCP Port 5000
- UDP Port 50000

Ports in use for Room Control:

• TCP Port: 4000-5000 (range)

For internal use:

- TCP Port: 3333-3334
 - These ports are not included by-default in the firewall rules, and may therefore be blocked.

2.2 Specifications

This section describes the **KRAMER NETWORK 1.0.6** specifications. For information about server requirements, see <u>Section 2.1</u>

2.2.1 Client Operation System

- Google Chrome
- Mozilla Firefox
- Microsoft Internet Explorer 10 and higher
- Microsoft Windows 10 Edge

2.2.2 Network

- Kramer Network scan devices and auto-detect on LAN or on a single VLAN
- The requirement for the network is L2 IP switching
- For streaming the network should support Multicast

2.2.3 Concurrent Clients

• Up to 10 concurrent clients (logged in users) recommended

2.2.4 Streaming

- KDS-EN3 H.264 encoder, KDS-DEC3 H.264 decoder
- KDS-EN4 H.264/MJPEG encoder, KDS-DEC4 H.264/MJPEG decoder
- KDS-EN6 4K, HDCP encoder, KDS-DEC6 4K, HDCP decoder
- FC-404 NET, Dante streamer
- Up to 100 streaming devices

2.2.5 Pro-AV Kramer Devices

• Kramer Pro-AV devices that support p3K, auto-detection, virtual matrix, monitoring and launch webinterface – practically unlimited

2.2.6 IP Devices

• IP devices, manually added, launch web-interface - practically unlimited

2.2.7 Control

- Virtual server, based on K-Config 3.0
- Up to 100 controlled devices or 10 rooms recommended

2.2.8 Users

- Super User: single
- Admin level: practically unlimited
- User level: practically unlimited

2.2.9 User Levels

• Built-in three levels, with fine-tune option in two of them

3 Installing KRAMER NETWORK 1.0.6

The Kramer Network installation Wizard-1.0.6 installs all the software required for running the **KRAMER NETWORK** application. When the Kramer Network installation Wizard-1.0.6 prompts you to install external applications, leave all default values selected.



Before installing the program it is important that you:

- Use the default options to prevent problems during installation.
- Make sure that you have administrator permissions.
- Allow access to all the programs included in this installation on the Windows Security Alert (Firewall).



If this is the first time you are installing **KRAMER NETWORK** the wizard asks you to install a list of programs. If you are updating **KRAMER NETWORK**, the wizard asks you to either repair (install a new version if required) or skip (and move to the next program to be installed) a program installation. The following installation process refers basically to the installation process with notes regarding the upgrade process.

To install the **KRAMER NETWORK** application:

- 1. Go to the **KRAMER NETWORK** web page and download the "kn-installation-wizard-1_0_6.zip" file from the DOWNLOADS section (www.kramerav.com/support/product_downloads.asp?pid=3279).
- Run the "kn-installation-wizard-1_0_6.exe" file as administrator. The Kramer Network installation Wizard-1.0.6 appears (see Figure 1).



Figure 1: Kramer Installation Wizard Preparation

- 3. The Kramer Network installation Wizard-1.0.6 may prompt you to install .NET 4.5:
 - Follow the onscreen instructions to complete the installation.
 - You can also obtain the software from the .NET 4.5 Internet page.



You need to be connected to the Internet for this installation.

4. Select Install (or Upgrade to upgrade to the latest revision).



There is no need to uninstall the program before you install the new revision.

Use Uninstall only if you want to remove the program.

Kramer Network Installation Wizard 1.0.6.8	
KRAMER NETWORK	
Welcome to the Kramer Network Installation Wizard	
Install	
	Next >>

Figure 2: Kramer Installation Wizard - First-time Installation

Kramer Network Installation Wizard 1.0.6.9	
KRAMER NETWORK	
Welcome to the Kramer Network Installation Wizard	
Upgrade	
O Uninstall	
	Next >>

Figure 3: Kramer Installation Wizard – Upgrade

i

When upgrading **KRAMER NETWORK** some of the software programs that are already installed on your PC are automatically skipped; for other programs that are included in the Installation package you will be asked to either repair or skip the programs as required.

5. Click Next>>. The end-user license agreement appears (for first time installation):

	×
End User License Agreement	
END USER LICENSE AGREEMENT	*
This software end user license agreement (this "EULA") is an agreement between you (the "Licensee") and Kramer Electronics Ltd. ("Kramer") which sets forth the terms of the license granted by Kramer to the Licensee as to the Software (as defined below). This EULA provides a license to use the Software and contains warranty information and liability disclaimers. Read this EULA carefully before using the Software. By clicking "I agree", you are confirming your acceptance of this license to use the Software and agreeing to become bound by the terms of this EULA. If you do not agree to the terms of this EULA, do not use the Software.	
The Software is owned and remains the property of Kramer or its third party licensors, is protected by copyright laws and international copyright	-
I Do Not Agree	

Figure 4: Kramer Installation Wizard – End User License Agreement KRAMER NETWORK – Installing KRAMER NETWORK 1.0.6

6. Check I Agree and click Next>.

Figure 5 shows the installation wizard.

i

The installation wizard shows the list of programs that need to be installed.

Figure 5: Kramer Installation Wizard - Microsoft Visual C++ 2012 (Install)

7. Click Install (Repair or Skip) and follow the instructions:

🖟 Microsoft Visual C++ 2012 Redistributable (x64) - 11.0.61030 Set 📼 📼 🛲 🏎		
Microsoft Visual C++ 2012 Redistributable (x64) - 11.0.61030		
MICROSOFT SOFTWARE LICENSE TERMS		
MICROSOFT VISUAL C++ 2012 RUNTIME LIBRARIES		
These license terms are an agreement between Microsoft Corporation (or based on where you live, one of its affiliates) and you. Please read them.		
I agree to the license terms and conditions		
Install Close		

Figure 6: Kramer Installation Wizard – Installing Microsoft Visual C++ 2012

8. Click Install.



Figure 7: Kramer Installation Wizard – Installing Microsoft Visual C++ 2012

9. Wait until the following window appears.



Figure 8: Kramer Installation Wizard -Microsoft Visual C++ 2012 Successful Setup



10. Click Close.

Note that you can restart your computer, if required, after installation is complete.

11. Repeat the same process for Microsoft Visual C++ 2013:



Figure 9: Kramer Installation Wizard - Microsoft Visual C++ 2013 Installation Complete

Note that you can restart your computer, if required, after installation is complete.

12. Click Next>>.

13. Install (Repair or Skip) the WampServer:



Figure 10: Kramer Installation Wizard - Installing WampServer 2

14. Click Install (Repair or Skip).

Setup - WampServer 2	
ω	Welcome to the WampServer 2 Setup Wizard
WampServer	This will install WampServer 2.5 on your computer.
Powered by	It is recommended that you close all other applications before continuing.
Alter Way The French Open Source Service Provider http://www.alterway.fr	Click Next to continue, or Cancel to exit Setup.
Apache : 2.4.9 MySQL : 5.6.17 PHP : 5.5.12 PHPMyAdmin : 4.1.14 SqlBuddy : 1.3.3 XDebug : 2.2.5	Install
	Next > Cancel

Figure 11: Kramer Installation Wizard – WampServer2 Setup Wizard

- 15. Follow the WampServer setup and installation instructions:
 - Check the agreement.
 - Set the folder to which WampServer will be installed.
 - Create Quick Launch icon and/or Desktop icon, if required.
 - Choose a default browser (if you are not sure click Open).
 - Specify the SMTP server (optional).

16. Click Finish to exit setup and check Launch WampServer 2 now, if required.



Figure 12: Kramer Installation Wizard - WampServer 2 Completion of Installation

17. Click Next>> to install the Kramer KDS-EN3 Manager.

Kramer Network Installation Wizard	.0.6.9
 Microsoft Visual C++ 2012 Microsoft Visual C++ 2013 WampServer 2 Kramer KDS-EN3 Dante API Dante Controller Kramer Network Components K-Config Finish 	WampServer 2 Setup In the Wamp Installation Wizard you must use the default directory C:\wamp After the installation, the program will ask to allow Firewall access - please allow it Install Next >>

18. Click Install (Repair or Skip) to install the KDS-EN3 Manager.

Kramer Network Installation Wizard	1.0.6.9	
 Microsoft Visual C++ 2012 Microsoft Visual C++ 2013 WampServer 2 Kramer KDS-EN3 Dante API Dante Controller Kramer Network Components K-Config Finish 	Kramer KDS-EN3 Manager At the end of the installation, login using the password: 123456 After login close the KDS-EN3 Manager	
	Install	Next >>

Figure 13: Kramer Installation Wizard – Installing Kramer KDS-EN3 Manager

19. Set the password for your units (use the 123456 password, see Figure 13).

KDS-EN3 Manager - Password KDS-EN3 Manager - Password	
Please specify a password for your units.	Please specify a password for your units.
This password is stored in each unit and used for secure	This password is stored in each unit and used for secure
communication between your KDS-EN3 Manager software and your	communication between your KDS-EN3 Manager software and your
units.	units.
All units in your enviroment must share the same password.	All units in your enviroment must share the same password.
If you're joining an established environment, provide the current	If you're joining an established environment, provide the current
environment password. <i>If you later realize you mistyped the password,</i>	environment password. <i>If you later realize you mistyped the password,</i>
<i>click</i> Change Password <i>in the</i> Settings <i>panel of the main window.</i>	<i>click</i> Change Password <i>in the</i> Settings <i>panel of the main window.</i>
Enter password	Enter password
Confirm password	Confirm password
Apply	Apply

Figure 14: Kramer Installation Wizard - Setting the KDS-EN3 Manager Password)

20. Click Apply.

The KDS-EN3 Manager appears -close it if you do not need to use it.

21. Click Next>>.

Kramer Network Installation Wizard	1.0.6.9	
 Microsoft Visual C++ 2012 Microsoft Visual C++ 2013 WampServer 2 Kramer KDS-EN3 Dante API Dante Controller Kramer Network Components K-Config Finish 	Kramer KDS-EN3 Manager At the end of the installation, login using the password: 123456 After login close the KDS-EN3 Manager	Next >>

Figure 15: Kramer Installation Wizard – Moving to Dante API Installation

22. Click Install (Skip or Repair) to install Dante API.

Kramer Network Installation Wizard 1	.0.6.10	
 Microsoft Visual C++ 2012 Microsoft Visual C++ 2013 		
✔ WampServer 2		
💙 Kramer KDS-EN3		
뵺 Dante API	Dante API	
Dante Controller		
Kramer Network Components		
K-Config		
Finish		
	Install	Next >>

Figure 16: Kramer Installation Wizard - Installing Dante API

23. Follow the installation instructions and then click Next>> to continue to DANTE Controller installation.

Kramer Network Installation Wizard	1.0.6.10		x
 Microsoft Visual C++ 2012 Microsoft Visual C++ 2013 WampServer 2 Kramer KDS-EN3 Dante API Dante Controller Kramer Network Components K-Config Finish 	Dante API Install	Next >>	

Figure 17: Kramer Installation Wizard - moving to Dante Controller Installation

24. Click Install (Repair or Skip).

Kramer Network Installation Wizard	.0.6.10	
 Microsoft Visual C++ 2012 Microsoft Visual C++ 2013 WampServer 2 Kramer KDS-EN3 Dante API Dante API Dante Controller Kramer Network Components K-Config Finish 	Dante Controller If you are prompted to restart your computer, click Close. Install	Next >>

Figure 18: Kramer Installation Wizard – Installing Dante Controller

25. Follow the installation instructions. Upon completion of the setup, the following message appears:

🥸 Dante Controller Setup	
Dante Controller	
Setup Successful	
You must restart your computer to complete this action.	

Figure 19: Kramer Installation Wizard – Dante Controller Setup Message

- 26. If you are prompted to restart the Computer do not do so and click Close.
- 27. Click **Next>>** to continue to the Kramer Network Installation.

Kramer Network Installation Wizard 1	.0.6.10	
 Microsoft Visual C++ 2012 Microsoft Visual C++ 2013 WampServer 2 Kramer KDS-EN3 Dante API Dante Controller Kramer Network Components K-Config Finish 	Kramer Network Components	
	Install	Next >>

Figure 20: Kramer Installation Wizard - Kramer Network Components

28. Click Install (Upgrade or Skip).

Kramer Network Installation Wizard 1	.06.8
 Microsoft Visual C++ 2012 Microsoft Visual C++ 2013 WampServer 2 Kramer KDS-EN3 Dante API Dante API Dante Controller Kramer Network Components K-Config Finish 	Kramer Network Client
	Install Next >>

Figure 21: Kramer Installation Wizard – Kramer Network Components Installation

29. Wait until all Kramer Network components are installed.

Kramer Network Installation Wizard 1	.0.6.8
✓ Microsoft Visual C++ 2012	✓ Kramer Network Client ✓ Kramer Network Server
 Microsoft Visual C++ 2013 WampServer 2 	✓ Kramer Network ALServer ✓ Kramer Network Utils
 Kramer KDS-EN3 Dante API 	Kramer Network Components
Dante Controller Kramer Network Components	
K-Config Finish	
	Install Next >>

Figure 22: Kramer Installation Wizard - Kramer Network Components Installation Completion

30. Click **Next>>**. The following message appears.

Kramer Network Installation Wizard 1.0.	6.10	
 Microsoft Visual C++ 2012 Microsoft Visual C++ 2013 WampServer 2 Kramer KDS-EN3 Dante API Dante Controller Kramer Network Components K-Config Finish 	K-Config	Install Next >>

Figure 23: Kramer Installation Wizard – Installing K-Config

31. Click Install (Upgrade or Skip).

Immediately after the installation of Kramer Network Components and while **K-Config** is installed, **KRAMER NETWORK** database is created (or updated) and the following info message appears:

Info	×
New Installation detected, the DB was cre	eated successfully
	ОК

Figure 24: Info Message

- 32. Click OK.
- 33. Wait for Kramer Network to finish the updating process.

Kramer Network Updating	Kramer Network Updating
Create/Update Kramer Network Server Please wait until the process will finish	Create/Update Kramer Network Server Please wait until the process will finish
Check Versions	Check Versions
Updating Database	Vpdating Database
Restarting services	Restarting services
6 Finish	V Finish

Figure 25: Kramer Network Updating

34. When finished, click OK.



Figure 26: DB Update Complete Message

35. Click OK.

The KRAMER NETWORK Administrator Utilities program appears:

🔣 Kram	er Networ	k Admi	nistrator	Utilities	- ×
Services	Database	Users	Settings	Help	
0 0 0	X Kra Ada	mer Netw apter Laye b Server SQL	ork er (Apache)		
Database	e Version: 3				

Figure 27: Kramer Network Administrator Utilities Window

In the background K-Config is installed. When complete, the following message appears:



Figure 28: Kramer Installation Wizard - Installation Complete

36. Click Finish. KRAMER NETWORK is installed.

For information about the Kramer Network Administrator Utilities, see Section.4

4 Kramer Network Administrator Utilities Menus

Kramer Network Administrator Utilities can be used by IT Managers to monitor and detect problems in the system. It includes restart buttons for each item, port setting buttons for Kramer Network and the adapter layer, and status indicators for each item (see Figure 30).



Figure 29: Kramer Network Administrator Utilities

4.1.1 Services Menu

Use the Services menu to display the system log and restart all or individual services.



Figure 30: Services Menu

Figure 32 shows the logs.



Figure 31: Kramer Network Logs

Click the eye icon ((()) to save the log and send it to Kramer Support (<u>info@kramerel.com</u>) for analysis in case of a problem.

Ormaniza - Include in library	 Share with * Rurn 	New Folder		ALC: NO.	- Hata - A	- F1	
A	Name		Date modified	Type	Que .	Su	
Favorites	Die						
Desktop	logfile		8/9/2016 4:31 PM	File			- 14
U Downloads							
Kecent Places							
KENDERING							
📷 Libraries							
Documents							
A Music							
Pictures							
Videos							
	(2) or t						-
1 item							
1 item	-time						0
1 item	C) + Kozmer Network + AL Server + log	1	* 49	Search lay			8
1 item	C) + Kramer Network + AL Server + log Burn - New Folder		• 47	Search lag		<u> </u> œ 4 1	
1 item	C() + Kramer Network + AL Server + log Burn New Folder Rame	Date modified	• + ₇ Type S	Search lag) • ≡	
1 item	C) + Kamer Hetsorit + Al Sever + log Burn New folder Name	Date modified B/15/2016 1-38 PM	• 42 Type S Test Document	oe 24 KB		 −− 6 = • [
1 item	C) + Kamer Network + AL Server + log Burn Nene folder Name Alforeting, 2015, 01, 34.log Alforeting, 2015, 01, 34.log	Date modified B/33/2016 1.28 PM 8/9/2016 4.67 PM	fype Si Text Document Text Document	06 24 KB 12 KB		<u> </u>	
1 item	C) + Kauner Hetsoph + AL Server + log Burn New folder Name - Serverlogstet - Serverlogstet - Serverlogstet - Serverlogstet	Date modified 8/15/2016 1-30 PM 8/9/2016 6-37 PM 8/15/2016 1-37 PM	✓ 4y Type Si Test Document Test Document Test Document	24 KB 22 KB		⊌ <u>e</u>	
1 item	C) + Kramer Network + AL Server + log Burn Neve folder Name - Serverkog 2016, M, 34 log - deneticioptet	Date modified B1552056120 PM B1522056120 FM B1522016127 PM	fype S Test Deconnect Test Deconnect Test Deconnect	5earch lay 19 24 KB 12 KB 2 KB		<u> </u> 6	1
1 item	C) + Kamer Network + AL Server + log Burn Neve folder Name afferent og 201 detter og 201 detter og 201 detter og 201	Date modified B1352016 130 PM B1522016 137 PM	* 1 fg Type S Test Decument Test Decument Test Decument	Search Ing 24 KB 24 KB 2 KB	, in the second s	bail 8 ⊨ • [8
1 item	C) + Kannet Hetsoph + AL Server + log Barn Neve folder Name Stevenlog 2016 (01 JA Jog detet log brt	Date modified B152/2015-130 PM 8/15/2016-137 PM	fype S Trype S Test Decounset Test Decounset	5earch Ing 24 KB 12 KB 2 KB	un en	bai i£ ⊨ • [1
1 item	C) + Karner Network + AL Server + tog Burn New Folder Name	Date modified 813/2016 1-20 PM 8/15/2016 1-20 PM 8/15/2016 1-37 PM	Type S Test Document Test Document	5earch lay 24 KB 12 KB 2 KB		<u> a </u> € ⊨ • [1
1 item 1 item Computer + Local Data (Computer + Local Data (Computer + Local Data (Computer + Docal Data (Computer	CO + Kamer Network + AL Server + log Burn Nevefolder Name Affreet Gapts Affreet Gapts detet jog bit	Date modified B132056 1-38 PM B132056 1-37 PM B132056 1-37 PM	Type S Tet Decument Tet Decument Tet Decument	26 Search lay 26 KB 12 KB 2 KB		 −− €	1
1 item	C) + Kanner Network + AL Server + log Burn New Folder Name - 	Date modified B13/2018 1-38 PM B12/2018 4-37 PM 8/15/2016 1-37 PM	r leg Type S Test Decument Test Decument Test Decument	560mth log 08 244.83 124.85 2.483		i 	

Figure 32: Saving the Log

Figure 34 Shows an example of a Log file.



Figure 33: Log File

4.1.2 Database Menu

Use the Database menu to backup and restore the database. The database comprises the entire project. You can also reset the database, thus deleting the entire project.



Figure 34: Database Menu

Before resetting your database, the following warning message appears:



Figure 35: Database Reset Warning

Click OK to reset the database.

We recommend that you back up the database file (*knb) to your computer before upgrading the firmware.

 (\mathbf{i})

The database backup can be restored only to the same firmware version. You cannot restore the database to a new version of the firmware.

When upgrading to a newer firmware version, the project automatically keeps the database so there is no need to restore the database to the latest version.

When backing up the database, record the database version number (2 in this example, in the lower part of the Utilities window) in case you need to restore from this backup. When restoring the database, the database version must match the firmware version.

If you encounter a problem with the software upgrade procedure, you need to install the previous software version and only then restore the database.

4.1.3 Users Menu

The Users menu enables resetting the Super password (the Super password cannot be changed from within **KRAMER NETWORK**) and viewing the current logged-in users.



Figure 36: Users Menu

4.1.4 Users Menu

The Settings menu lets you filter out repeated events.



Figure 37: Settings Menu

4.1.5 Help Menu

The Help menu shows the Administrator Utilities version and Kramer contact details.

About Kramer Netwo	ork Admin	istrator Utilities	×
KRAMER	VER SI June 2010 KRAMER 3 Am Veo Jerusale Tel: Fax: E-mail: Web:	ON 1.0.5.9 6 ELECTRONICS, Ltd. blamo St. m, Israel 95463 +972 73 2650200 +972 2 6535369 info@kramerel.com www.kramerelectronics.com	
© 2016 Kramer Electro	nics, Ltd., a	ll rights reserved	ОК

Figure 38: Help Menu

5 Opening KRAMER NETWORK 1.0.6 Client

Before opening the KRAMER NETWORK Client, make sure that the KN Server is running.

Open a web browser and type http://localhost/ in the URL.

5.1 Request License Form

When you first open the **KRAMER NETWORK** Client a registration form appears:

KRAMER NETWORK			X
		>	
		NETWORK	
	Registr	ration	
	james	green	
	evergreen	Select country	
	dphilosoph@kramerel.com	Phone number	
	Select license type	•	
	Request N	lew License License	

Figure 39: Kramer Network Registration Form

Fill in all the fields in the form and click Request New License. The license request window appears:

	e request for MAC: 68-05-ca-06-ed-e5
0A3030303030303 14066647364733A 6272614220262061 06D6F630A6E6573 737269660A356521	13A737961640A30333A736563697665640A6473612E6164736 6C69616D650A3332313331323331323A656E6F68700A61647 1756769746E413A7972746E756F630A66647366643A796E617 366F22A656D616E5F7473616C0A616D69733A656D616E5F74 D64652D36302D61632D35302D38363A63616D0A
	end the license key to: <u>kramernetwork@kramerel.com</u> , with one of the
In order to get license, s	
In order to get license, s following options: Copy to clipboa	rd - and past it to the email text.
In order to get license, s following options: • Copy to clipboa • Send by email - • Save as file - wi attachment.	rd - and past it to the email text. will select the default email on this computer. III download the file to the default browser location. Send this file by email as

Figure 40: License Request Window

5.2 Login to Kramer Network 1.0.6 Client

Once the file is uploaded, the client prompts you to login:

AMER NETW.	як	
	Welcome	
	KRAMER NETWORK	
	Username .	
	Password	
	Login	

Figure 41: KRAMER NETWORK Login

Enter the default super user login information:

- User: super
- Password: 12345

After login you are prompted to change the password.

Kramer Network × ← → C ⊡ localhost/AngularProjects/Pi KRAMER NETW®R	ojects/KSMng/trunk/application/	A → O X ☆ P ⊘ ♥ ← = Logout X
	Change Default Password Old Password New Password Retype New Password Change	

Figure 42: Changing the Default Password



Note that after server restart, all the services are automatically started.

6 Basic Troubleshooting

Generally the Utility menu monitors the **KRAMER NETWORK** system. When a problem occurs, the specific status indicator turns red.

When an indicator turns red:

- Click the refresh icon (or refresh via the Services menu).
 If the status indicator turns green, the problem is solved. If not continue to step 2.
- 2. Open the Services menu and select Show Log.
- 3. Click the eye icon (()) to save the log.
- 4. Contact Kramer Support (info@kramerel.com) and send them the KN log.
- 5. If recommended by Kramer Support, click the port setting button (💥) to set the ports.

Kramer Network Server Setting ×				
Internal RPC Port 1:	3333			
Web Socket Port:	9000			
	CANCEL APPLY			

Figure 43: Server Setting Window



Do not change the port settings unless Kramer Support recommends doing so.

6.1 Common Serving Error Messages

This section describes common server error messages and their solutions.

1. Error: ALS Communication problem



Solution: Go to the Administrator Utilities program and restart the Adapter Layer.



2. Error: Kramer Network Server is down

Server Error
Cannot connect to application notification server, trying to reconnect in 3 second
Or
Server Error
Cannot connect to application server, please open the application and refresh the page.

Solution: Go to the Administrator Utilities program and restart KRAMER NETWORK.

3. WAMP Server is down.



Solution: Go to the Administrator Utilities program and restart the Web Server and MySQL.