iSentry Firefly

Logging Explained

Troubleshoot & Support Guide

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Introduction

Scope

This document provides comprehensive guidance for troubleshooting and support-related tasks. It is designed to assist users in identifying, analyzing, and resolving technical issues efficiently. Key aspects covered in this guide include:

- Understanding system logs and identifying critical information.
- Diagnosing common errors and their root causes.
- Applying recommended solutions and best practices to address issues.
- Providing explanatory notes for known errors and typical troubleshooting scenarios.
- Ensuring smooth system performance and reliability through proactive support measures.

The scope of this guide is focused on troubleshooting and support. It does not include installation procedures, deployment steps, or integration with external systems.

Audience

The following roles are the intended audience for this guide:

- **System Administrators:** Professionals responsible for configuring, managing, and ensuring the smooth operation of the system. They are adept at diagnosing complex issues and implementing solutions.
- **Operations Personnel:** Individuals tasked with the daily operation and monitoring of the system to maintain optimal performance and address any operational issues promptly.
- **Technical Support Teams:** Teams dedicated to providing assistance and resolving user-reported issues through comprehensive troubleshooting methods and support strategies.
- **End Users:** Users who interact with the product or software on a regular basis and may encounter common issues that require basic troubleshooting steps.

Pre-Requisites

Technical Knowledge

- **Operating System Proficiency.** Understanding of how to navigate and manage Windows operating systems, including system settings, user account management, and software installations.
- **Hardware and Software Troubleshooting.** Ability to diagnose and resolve hardware and software issues, including understanding error messages, system logs, and performance monitoring.
- **Network Configuration.** Knowledge of network settings, including IP configuration, firewall management, and network permissions to ensure smooth connectivity and communication between systems.
- **Security Principles.** Understanding of fundamental security practices, including antivirus software, malware protection, and safe browsing habits to maintain system integrity and protect sensitive data.

System Access

- **Administrator Privileges.** Access to a user account with the right privileges to be able to perform the intended activities.

- **Network Permissions.** Ensure necessary permissions are granted and configure network settings, including firewall exceptions.

- **Troubleshooting and Support Access.** Ensure remote access permissions are granted to allow troubleshooting and support activities, including remote desktop access, VPN configurations, and necessary software tools to diagnose and resolve issues efficiently.

Preparatory Tasks

Familiarize yourself with this guide and any additional documentation.

Minimum Requirements

Prior to initiating any troubleshooting or support activities, it is essential to ensure that the software meets all minimum requirements regarding hardware specifications, software dependencies, network configuration, and available licenses.

To verify these requirements against the existing environment, refer to the relevant Installation and Configuration guides.

Log Interpretation

iSentry Firefly log files contain critical information about system operations, alerts, and camera status, which are essential for monitoring system health, troubleshooting issues, and understanding the context of our real-time events.

Default Log Path

Log files for iSentry are stored in C:\ProgramData\Intelex\iSentryVideoProcessor\Logs.

Log File Terminology

Log files are created according to specific patterns that compose their file names. The following sections will provide an explanation of the file names and their respective descriptions.

Cam_1_Alert.txt | Cam_1_Error.txt

These logs track the start, end, and ongoing status of analytic events, including LOS (Loss of Signal) alerts from iSentry Firefly camera(s) if enabled.

- **CoreAnalyticName**: An identifier indicating an analytic-related event.
- **CoreAnalyticName (Sent)**: Indicates that an analytic event was sent to another system or component.
- **Start:** Marks the beginning of an analytic event.
- **Ongoing:** Indicates that an analytic event is currently in progress.
- **End:** Marks the completion of an analytics event.

CriticalError.txt

These logs track critical errors such as licensing or failure of the DL processing server component to start up correctly.

VideoProcessorAPILog.txt | VideoProcessorAPILog.1.txt

These logs provide insights into the video processing pipeline, including decoding performance, analytic results, and potential issues.

***This is considered the main log for users of the system to identify issues in a real-time VA-based system*.**

- **Camera:** The specific camera that the log entry refers to.
- **Alert Number:** A unique number assigned to each alert.
- **Frame Number:** The frame number within the video stream when the event occurred.

- **DL job:** Refers to the Deep Learning processing.
- **Done DL job in [time] .**
    - **Ms:** The time taken to complete a deep learning task.
- **Objects found:** The number of objects that the Deep Learning (DL) engine detected in the frame.
- **Analytic fps:** The rate at which different video analytics are being processed (frames per second).
- **Decode:** The rate at which video frames are being decoded.
- **UB/LO:** The rate for Unusual Behaviour and or Left Object detection.
- **UB learnt:** Relates to the learning progress of the Unusual Behaviour analytic.
- **TW:** The rate for Tripwire analytic.
- **Trex:** The rate for Trex analytic.
- **Camera Status:** Overall health status of a camera.
    - Values include good (>8), slow (8 or less), or dead (0)
- **Input:** Information about the incoming video stream
    - **kbit/s:** Kilobits per second, indicating the video bitrate
    - **fps:** Frames per second, indicating the frame rate of the video stream
- **m_deepLearningRequestQueue:** A queue that stores requests for deep learning processing.
    - Alert rate is higher than the DL job processing time. For example, if DL job took an average of a 1 second to process images in 1 alert and there are more than 60 alerts per minute --> DL queue will start to fill up quickly. A value of ≥ 6 is considered cause for concern for the DL queue to process and return classified images along with associated alert metadata.
- **Unstable mode:** This mode is on when "Enable Classic Detection Mode" is Enabled in the Trex UI settings. Use this when the network where streaming cameras are deployed is unstable.

DataPush.log

This log tracks the success and performance of iSentry Firefly's ability to push alert data to external servers.

This functionality is enabled to allow iSentry Firefly to send alerts to a specified web server.

Please note that some log information only be valid for iSentry WebClient.

- **URL:** The web address where iSentry Firefly is sending the alert data (e.g., http://192.168.1.111:8000/api/v1/push_data). This could be an iSentry WebClient, or a 3rd party Integrator, or both. For further information, please consult the iSentry 3rd Party Integration document.
- **Success:** The number of times iSentry Firefly successfully sent data to the specified URL.
- **Failed:** The number of times iSentry Firefly failed to send data to the specified URL.
- **AvgProcessMs:** The average time (in milliseconds) it takes iSentry Firefly to process the data before sending it.
- **AvgRequestMs:** The average time (in milliseconds) it takes for the data to be sent to the external server and for iSentry Firefly to receive a response.
- **OverSizeQueueCount:** This indicates how many times the queue, which temporarily stores alerts, has exceeded its maximum capacity. Reasons for a queue to overflow

could be a high volume of incoming alerts, the server pushing alerts being offline or slow communication between the endpoint and the iSentry Firefly pushing server.

- **Current Queue Size:** The number of alerts currently waiting in the queue to be sent to the external server.

Key Log Errors to Monitor

Check the Critical Log First for any licensing or Deep Learning Engine issues.

Low fps detected – alerts may not be generated
Decoded FPS, from within iSentry Firefly, is below the minimum required framerate of 5 frames per second from one or more cameras.

Camera overflow detected
This can be caused by cameras with non-standard or strange resolutions, but the CPU is being overloaded.

DL image queue full – alerts may be discarded
GPU is being overloaded due to too many frames being sent to the DL to be classified. An image queue size of 6 or greater over multiple minutes is the starting symptom and is logged where the GPU starts to run out of resources.

Error starting DL Server
DL processing enabled globally, but no DL networks selected on a camera level or DL issues or misconfiguration of GPU and or DL Networks.

Continuous LOS alerts in the front-end UI as well as back-end Core logs or camera status errors in /monitor status call
Connectivity issue between camera(s) and iSentry Firefly server.

Copying and sharing Logs

If the log file(s) we have requested or you wish to share are current, then best practice is to first make a copy (CTRL+C) and paste (CTRL+V) that log file into the logs directory and then compress the named copy of the log file(s) to share with us, and not the original one.

If it is not a current log, then copying/pasting and or compressing and then sharing the original dated log file is the correct procedure.

Support Information

If you need Technical Support with Intelex Vision systems, please write an email to customerservices@intelexvision.com and we will certainly help to solve the problem.

Appendices

Glossary

No information for now.

Related Resources

No information for now.