# Super Monitor

Version1.0

# User Manual

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User Manual

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Super Monitor is Windows-based package software which can display status and information of each SMP player connected and registered to CMS. Users can monitor and manage all connected SMP players by simply clicking, selecting, and drag-n-drop via Super Monitor.

## 1. System Requirements

**Operating System:** Windows XP or Windows Vista

**Display Resolution:** 1024 x 768 or above is recommended

**Processor:** Intel Pentium 4 compatible CPU or above

**Memory:** 512 MB minimum. 1024 MB or more is recommended

**Hard Disk:** 20 MB for program and configurations

**Compatible Firmware Version:**

**CMS:** Version 4.5, 5.0, or later

**SMP-WEBPLUS:** Version 3.5, 4.0, or later

**SMP-WEB3, SMP-WEB3N, SMP-PRO3, SMP-PRO3N:** Version 1.5, 2.0, or later

**★ IMPORTANT**

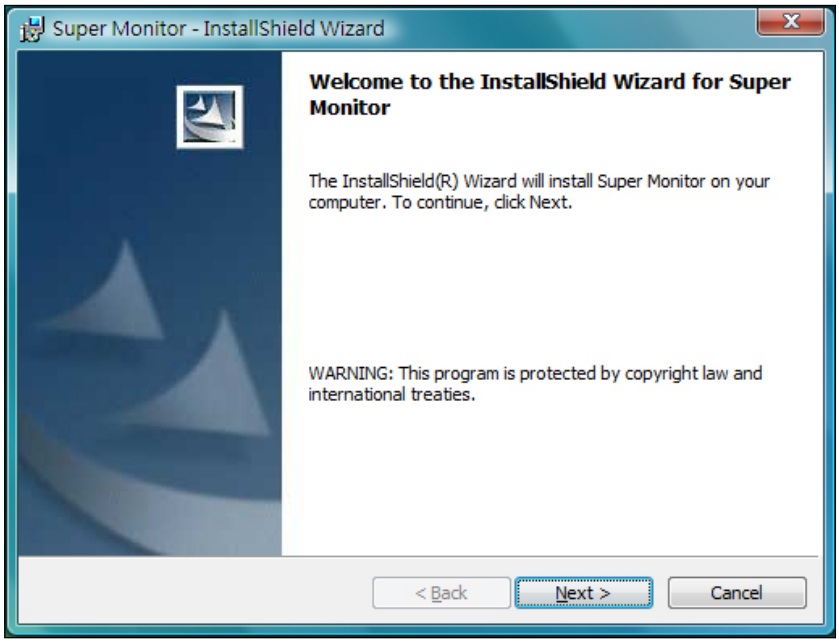
Please DO NOT use Super Monitor with un-compatible versions of Server/Player. It will cause the instability of CMS and also malfunction of some functions.

# 2. Software Installation

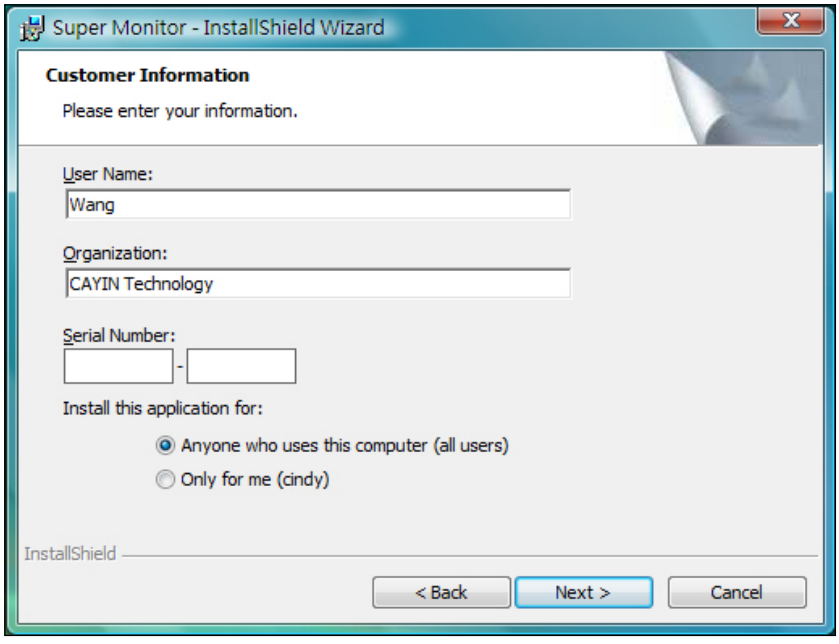
Follow the steps below to install Super Monitor on a PC. Make sure the PC meets the system requirements beforehand.

1. Double click on setup executable file.

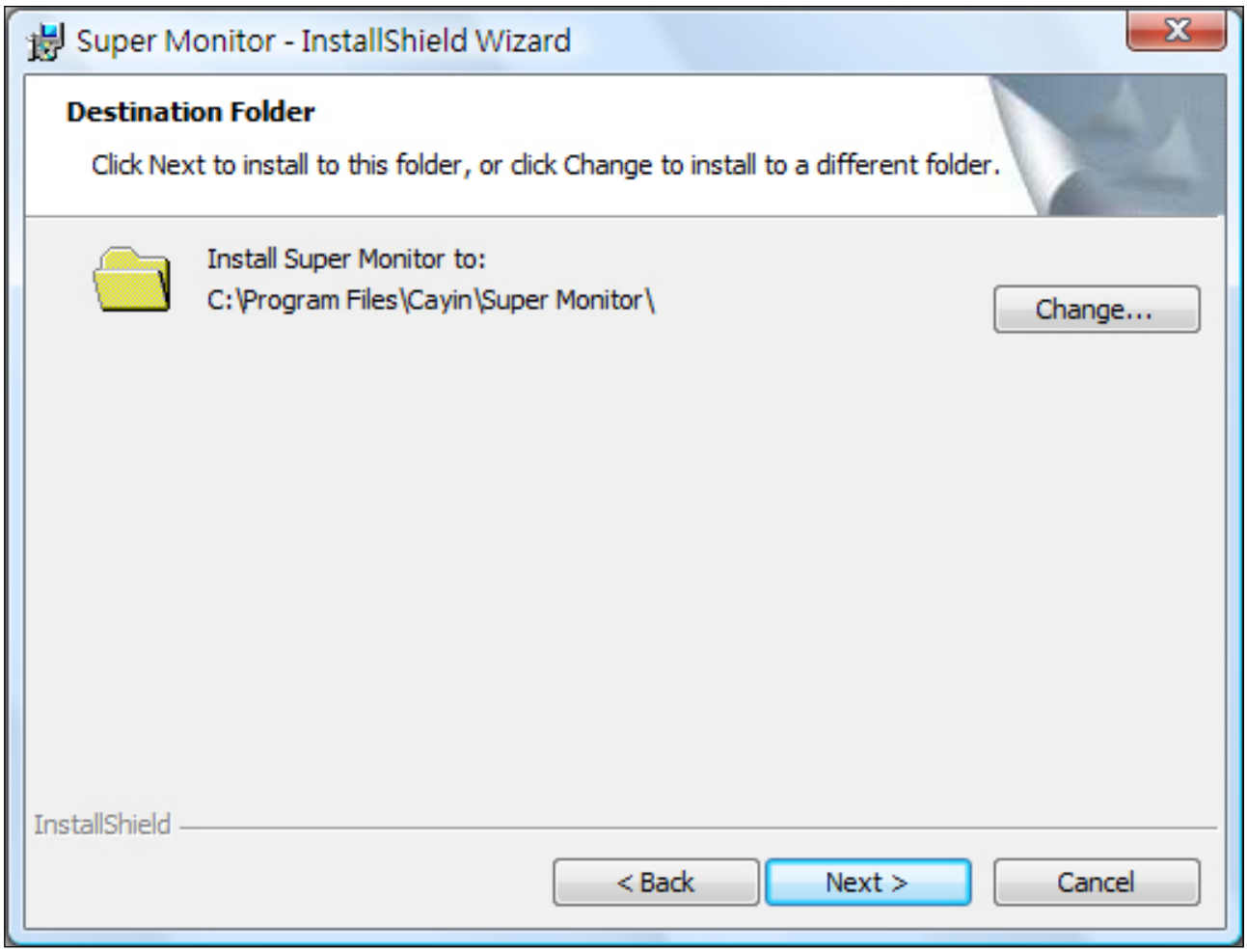
2. Click **[Next]** at the welcome page to continue the installation.



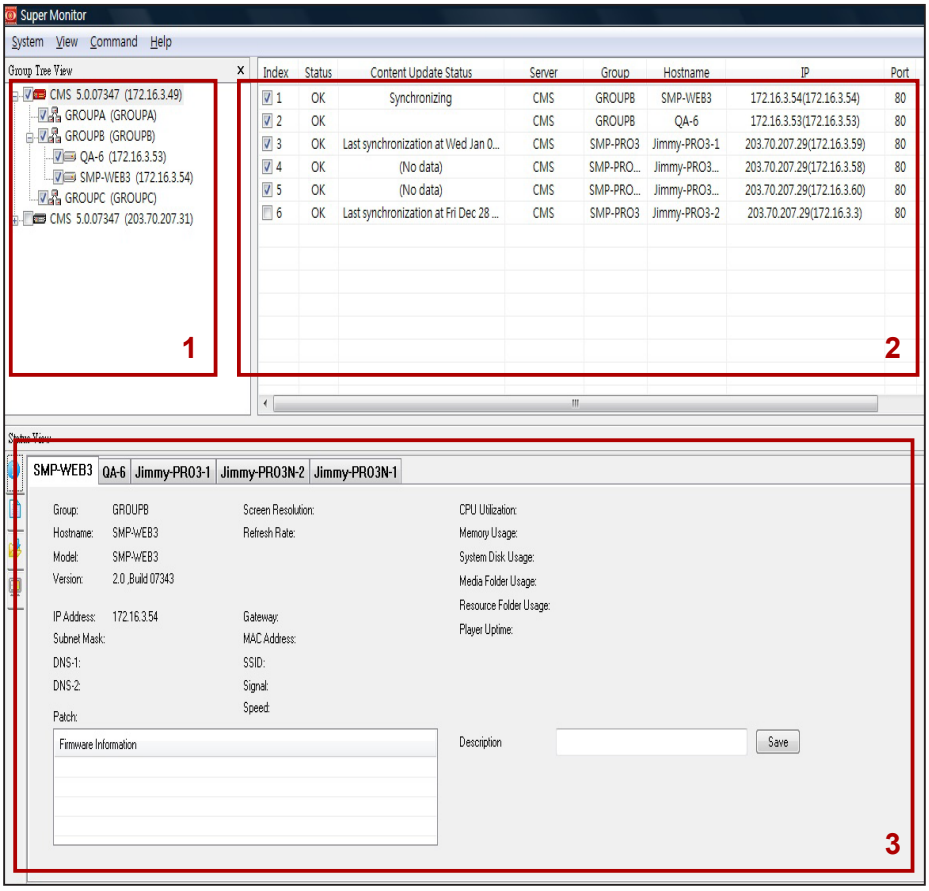

3. Enter Username, Company, and Serial Number and click **[Next]**.



4. Give the installation folder path of Super Monitor. Click **[Next]** and wait a few seconds until the program finishes the installation.



# 3. User Interface




**★ NOTE**

Super Monitor trial version can display SMP players connected to only one CMS server.

## 1. Window of “Group Tree View”

Display all groups and SMP players which connect to CMS server.

## 2. Window of “Player View”

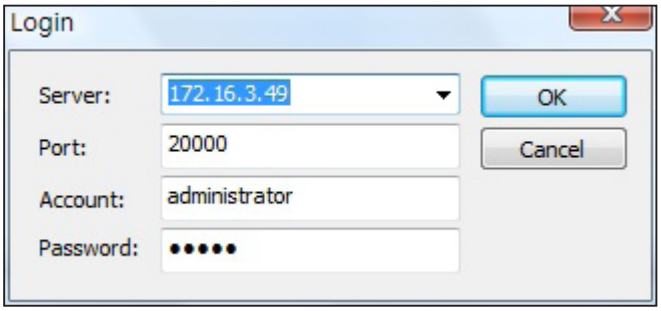
In the window of **"Player View"**, all selected players in **"Group Tree View"** are shown here. You can check the following information: group name, connection status, hostname, IP address, service port number, firmware version, and your own added description of each player.

## 3. Window of “Status View”

In the window of **"Status View"**, Super Monitor shows detailed information about selected players.

# 4. Start and Add CMS Server

Choose “Start-->All Programs-->Cayin-->Super Monitor” to start Super Monitor. Click on “System-->Add” to connect to a CMS server. In the login window, enter account name, password, and CMS” IP address. The username here must already be created in the section **“Access Control-->Account”** of the CMS server with **“Access Super Monitor”** enabled.




**Server:** Enter CMS’s IP address or FQDN (e.g. cms.cayintech.com).

**Port:** Enter Super Monitor service port number. Default service port is 20000. You can change this port number at CMS Web Manager.

**Account/Password:** Enter the account and password of CMS. You must enter an account which is allowed to access these functions: **“Access Control-Group”** and **“Allow Super Monitor to monitor this CMS”**.

You can see all groups in CMS server’s window **"Group Tree View"** after logging in.

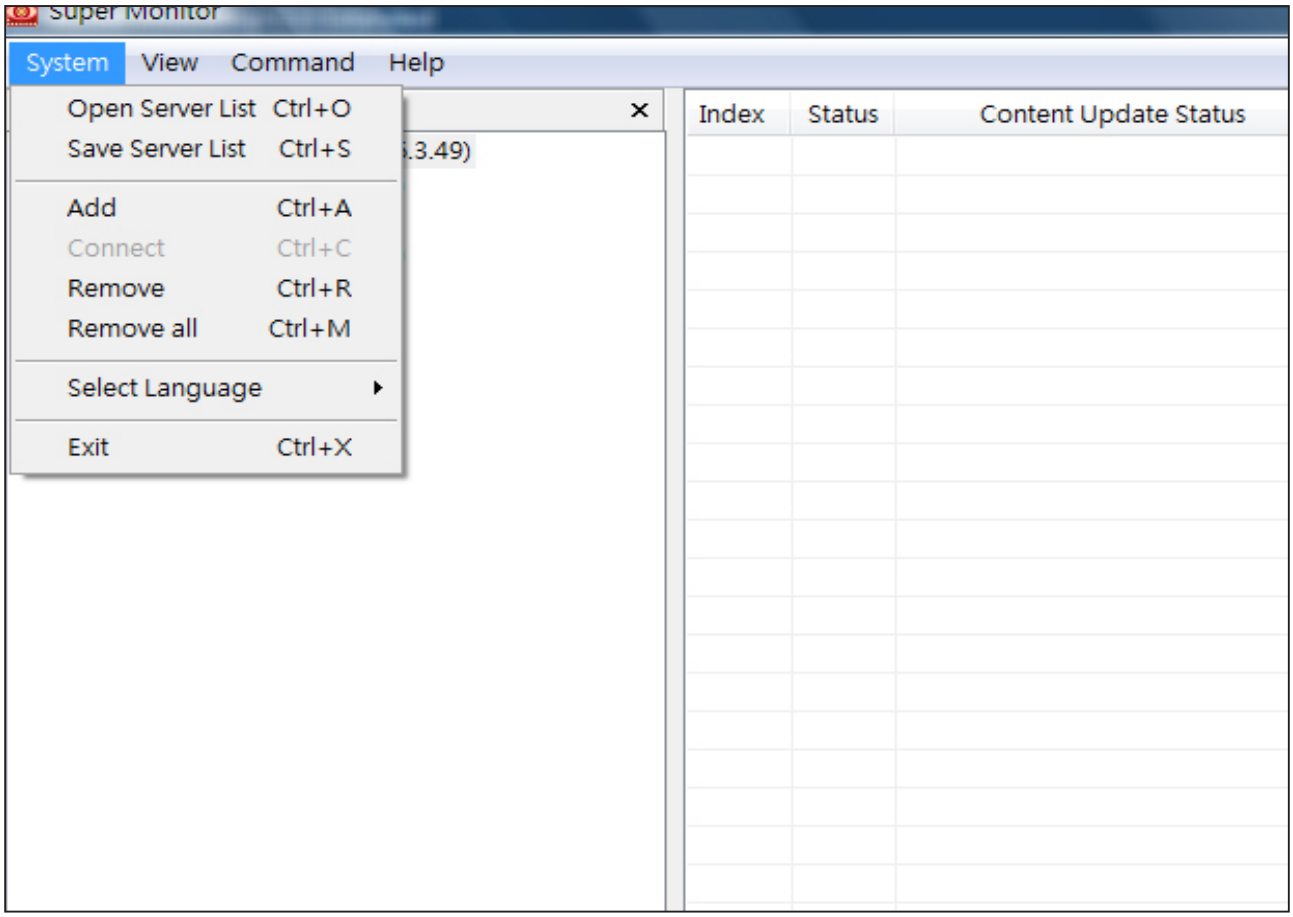
**★ NOTE**

Super Monitor uses service port 20000 to connect CMS server. Configure the NAT firewall, if the CMS locates behind it. Refer to CMS User's Manual about CMS' service and port number for details.

**★ NOTE**

Please check if SMP players are configured to connect to this CMS in section “Media Folder” under SMP Web Manager.

## 4-1 System Menu




**Open/Save Server List:** While you add servers in the **"Group Tree View"**, you can save these servers as Server List file (.csl). Then you can add these servers again afterwards by Open Server List command.

**Add:** Add a new CMS server into **"Group Tree View"**.

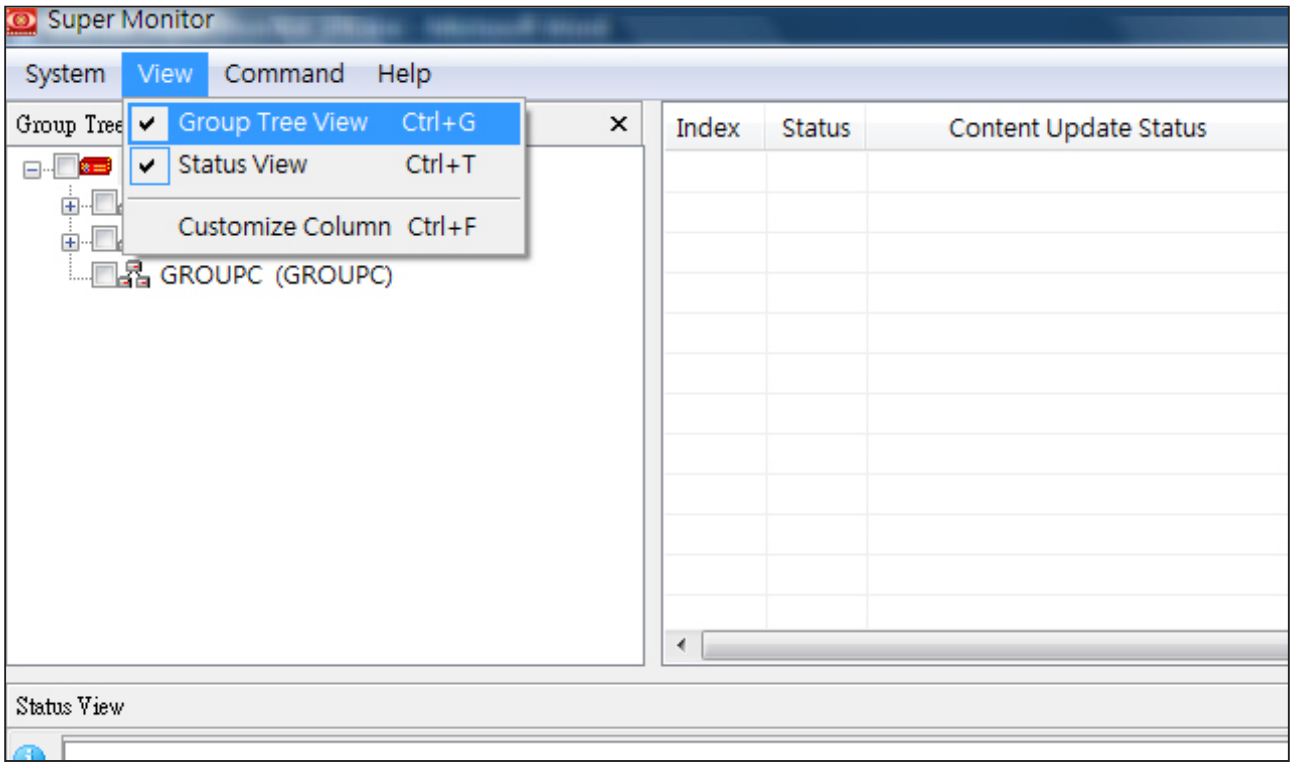
**Connect:** If a server is disconnected, you can use Connect command to re-connect server.

**Remove/Remove All:** Remove (disconnect) selected server or all servers from **"Group Tree View"**.

**Select Language:** Select the language of Super Monitor's UI. Super Monitor supports English and Traditional Chinese in this version. You must remove all servers from **"Group Tree View"** before you switch the language.

**Exit:** Quit Super Monitor program.

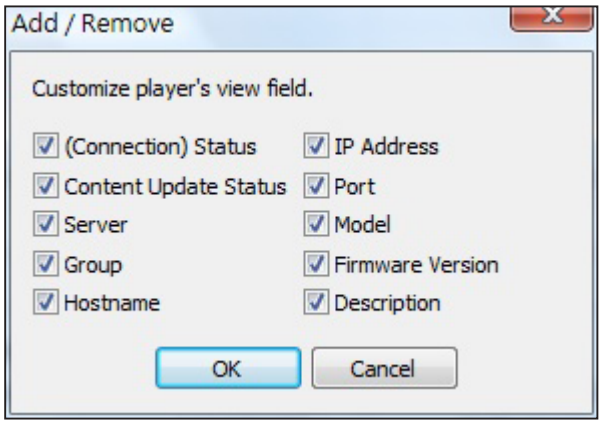
## 4-2 View Menu




**"Group Tree View":** Show/Hide **"Group Tree View"** window.

**"Status View":** Show/Hide **"Status View"** window.

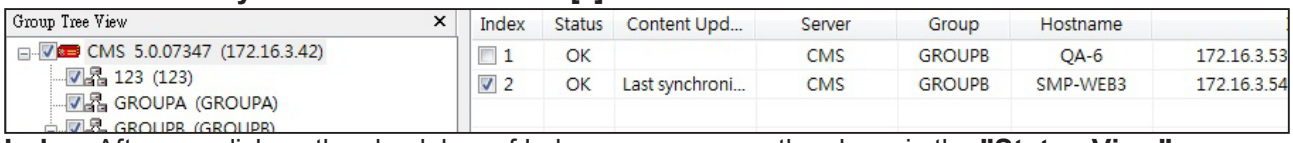
**Customize Column:** Choose the columns of Information you want to see in **"Player View"**.



# 5. "Group Tree View" and "Player View"

You can monitor all SMP players connected to CMS server via Super Monitor package software. After you login Super Monitor, Super Monitor will display the tree structure of the CMS server. It will display groups and players details under the window of **"Group Tree View"**.

By clicking on check-box nodes in **"Group Tree View"**, you can unfold the tree table and see the hierarchical structure of the server, groups, and players. Here you can select SMP players for showing in the window of **"Player View"**. Click on nodes **[+]** to unfold or fold the tree structure.




**Index:** After you click on the check box of Index, you can open the player in the **"Status View"**.

**Status: [OK]** means the player connection is normal. **[Fail]** means the player is disconnected. Super Monitor will wait for about 2 minutes before the status switches to **[Fail]**.

**Content Update:** Display the content update (synchronization) status.

**Server:** Display the name of CMS server to which this player connects.

**Group:** Display Group name that this player belongs to.

**Hostname:** Display the hostname of the SMP player.

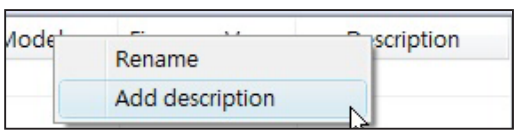
**IP:** SMP Player's IP address

**Port:** SMP player's port number

**Model:** Product Model

**Firmware Version:** Firmware Version

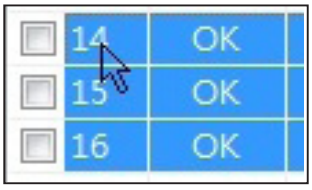
**Description:** Customized description field. You can have maximum 3 customized description fields. Right click on the header, choose **[Add description]** to add new description field. You can also choose **[Rename]** to enter your own field name. You can enter description for each player in "Information Page" of **"Status View"**.



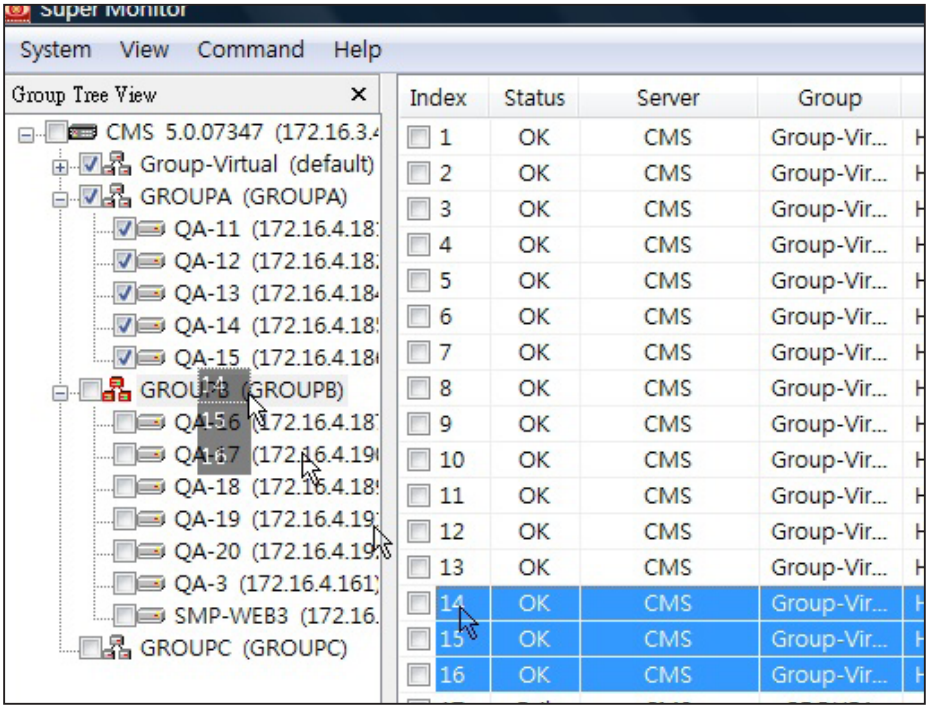
## 5-1 Move Player between Groups and Servers

**★ NOTE**

Before you drag players, you must remove player from "Status View" (Uncheck Index box). If player is doing content update (Synchronizing), you cannot finish drag-n-drop operation either.

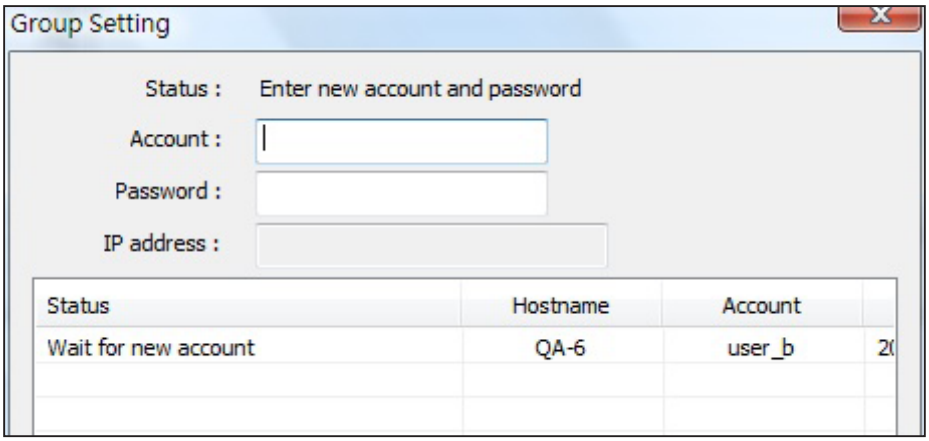



You can drag-n-drop players between different groups and servers to change player's settings.




Once you drop player(s) to a new group, the SMP's settings about "Media Folder" will be changed accordingly.

If you drag-n-drop players to different CMS server or Group, you will be prompt to change the username, password, or other necessary settings if necessary.




You can enter a new account, password and server's IP address (if necessary) here.

# 6. "Status View" - Check System Information

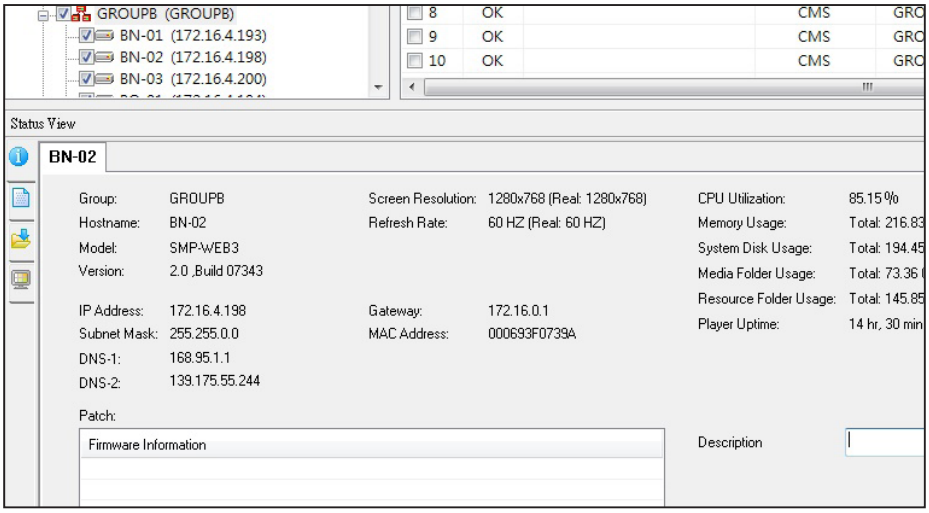
With the help of Super Monitor, you can remotely check the information of the system, network and CPU usage. of each SMP player. You do not need to login the Web Manager of each player to check the information.

It takes a few seconds for Super Monitor to receive the live SMP player's information through network. Please wait a moment until the player's data appear on the screen. We do not suggest you concurrently open more than 8 players in Super Monitor, which will intensively increases the network and system loads and thus retard the system response.

> ★ NOTE
> The maximum number of player in "Status View" is 16.

## 6-1 Information Page

1. Start Super Monitor and login.
2. Tick check-box in **"Group Tree View"** to display players basic information and status in **"Player View"**.
3. Tick check-boxes of players in **"Player View"**. The information **[pages]** of the players will be displayed in the window of **"Status View"**.
4. Click on the page title of an SMP player in **"Status View"** window to check its information regarding system, group, network, CPU and RAM usages, etc.



## 6-2 Log page

You can retrieve SMP player's Log record and view it in Super Monitor.

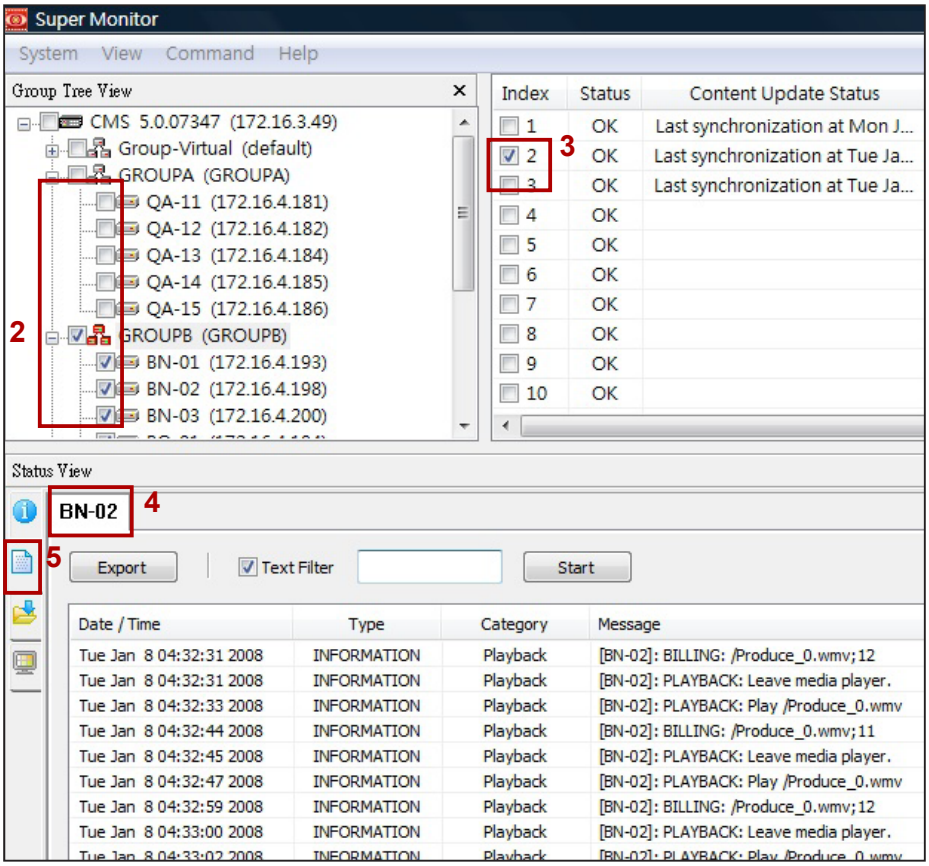
1. Start Super Monitor and login

2. Tick the check-box in **"Group Tree View"**.

3. Tick the check-box in **"Player View"** to select SMP players. The information pages of the players will be displayed in the window of **"Status View"**.

4. Select an SMP player in **"Status View"** window.

5. Click on the icon **[Log]** on the left to check the log record of that player.




**Export:** Export log records to a text file.

**Text Filter:** Search keyword in log records. Enter a keyword in the edit box (e.g. BILLING) and click **[Start]**.

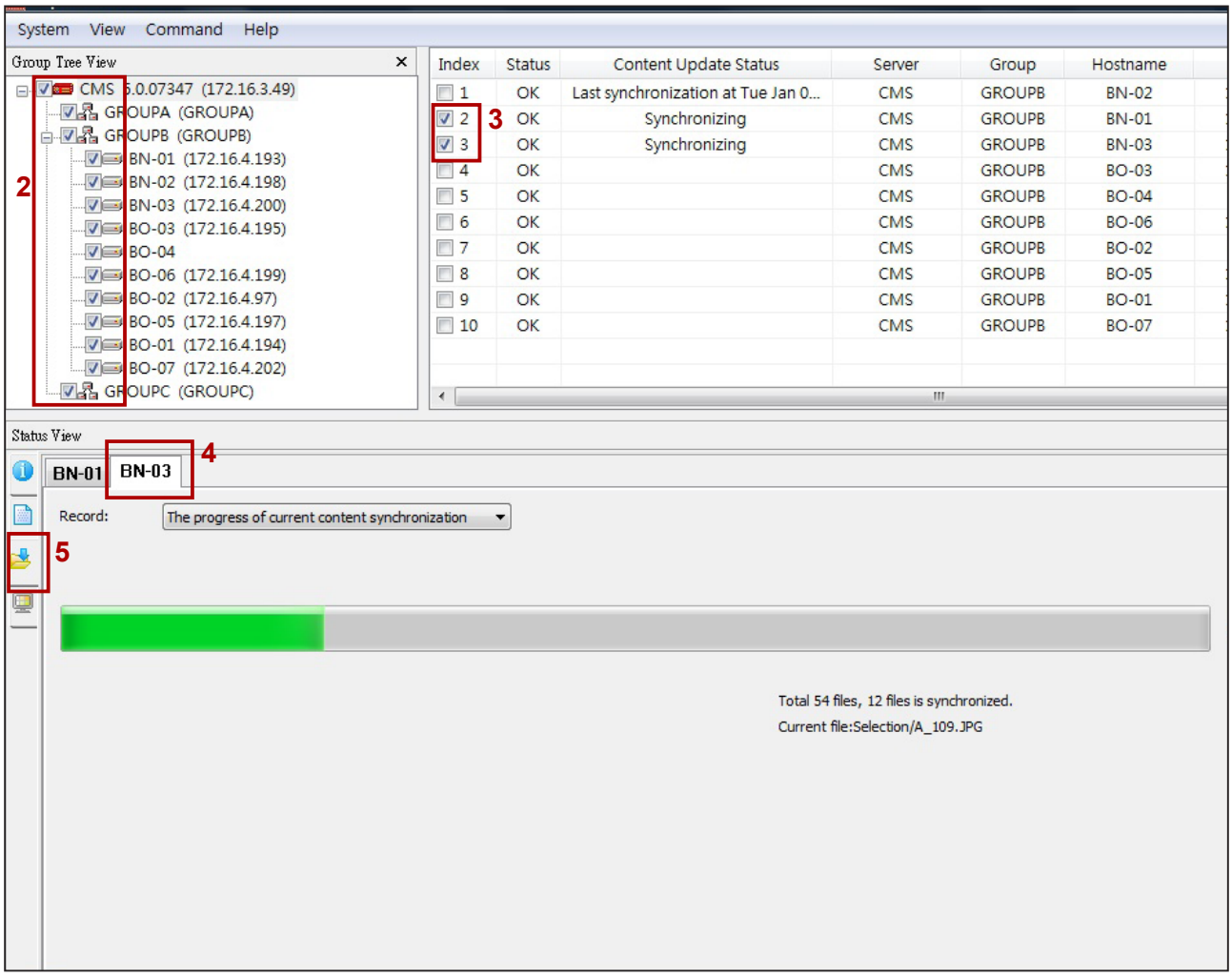
**★ NOTE**

The keyword is case sensitive.

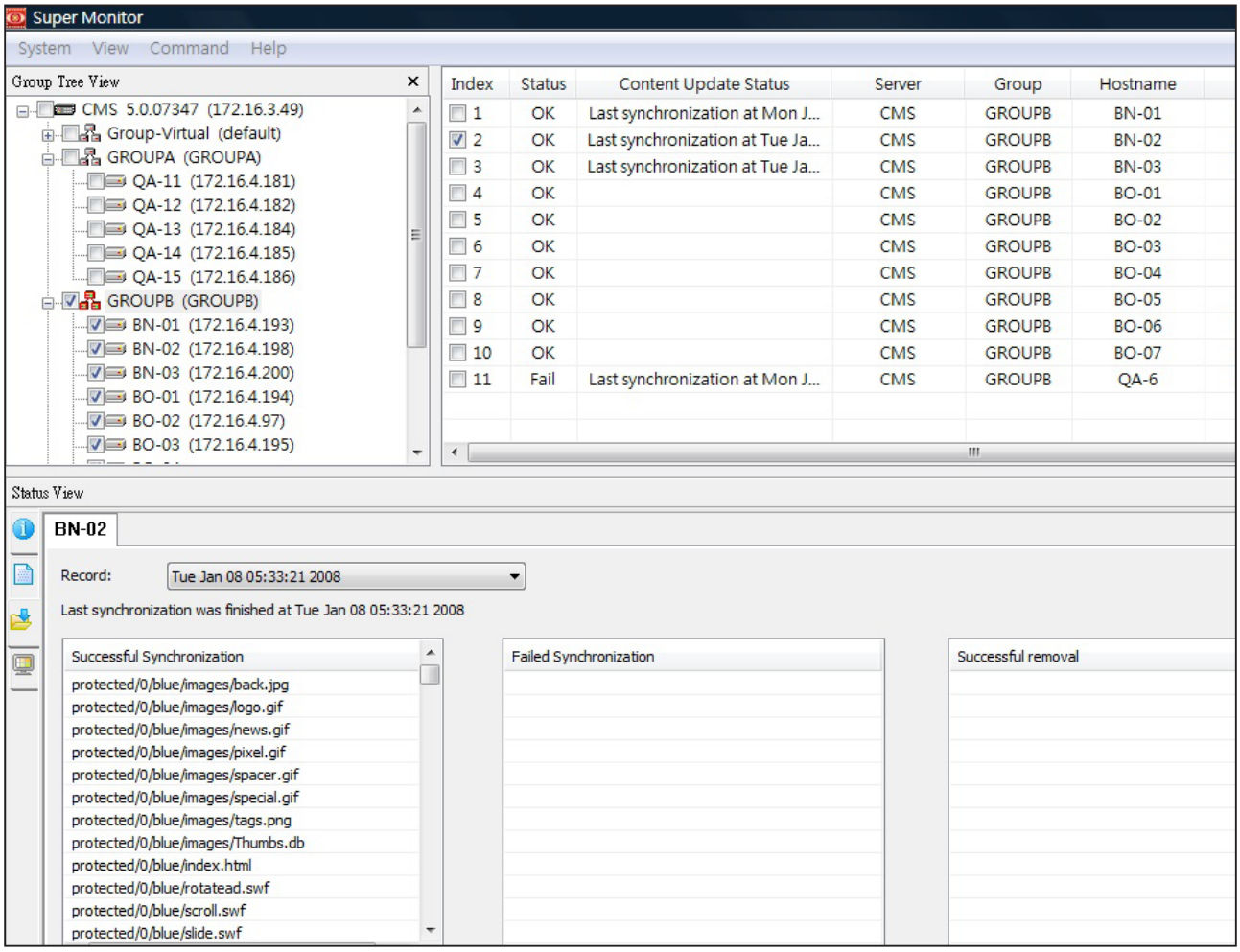
## 6-3 Content Update Status Page

SMP players update their contents from CMS server according to settings. To check the status of content update for a specific SMP player on real-time basis, you can follow the steps below.

1. Start Super Monitor and login
2. Tick the check-box in **"Group Tree View"**.
3. Tick the check-box in **"Player View"** to select SMP players. The information pages of the players will be displayed in the window of **"Status View"**.
4. Select an SMP player in **"Status View"** window.
5. Click on the icon **[Content Update Information]** on the left to check the content download status of that player.




Picture: While content is updating (Synchronizing)




Picture: Check history records of content update (synchronizing).

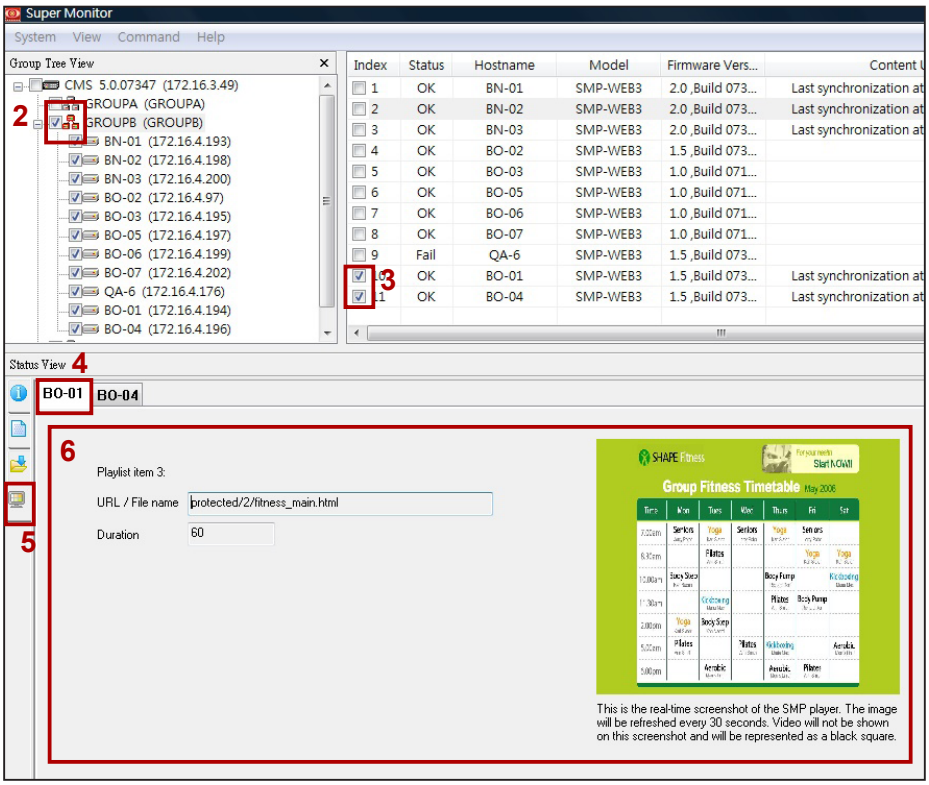
## 6-4 Playback Information

SMP players playback media content files according to your planned playlist. To check the playing file information of a specific SMP player on real-time basis, you can follow the steps below.

1. Start Super Monitor and login
2. Tick the check-box in **"Group Tree View"**.
3. Tick the check-box in **"Player View"** to select SMP players. The information pages of the players will be displayed in the window of **"Status View"**.
4. Select an SMP player in **"Status View"** window.
5. Click on the icon of **[Content Playback Information]** on the left to check the content playback status of that player.
6. You can see SMP's current playlist on the left and a preview of screen on the right. The information refreshes every 30 seconds.

**★ IMPORTANT**

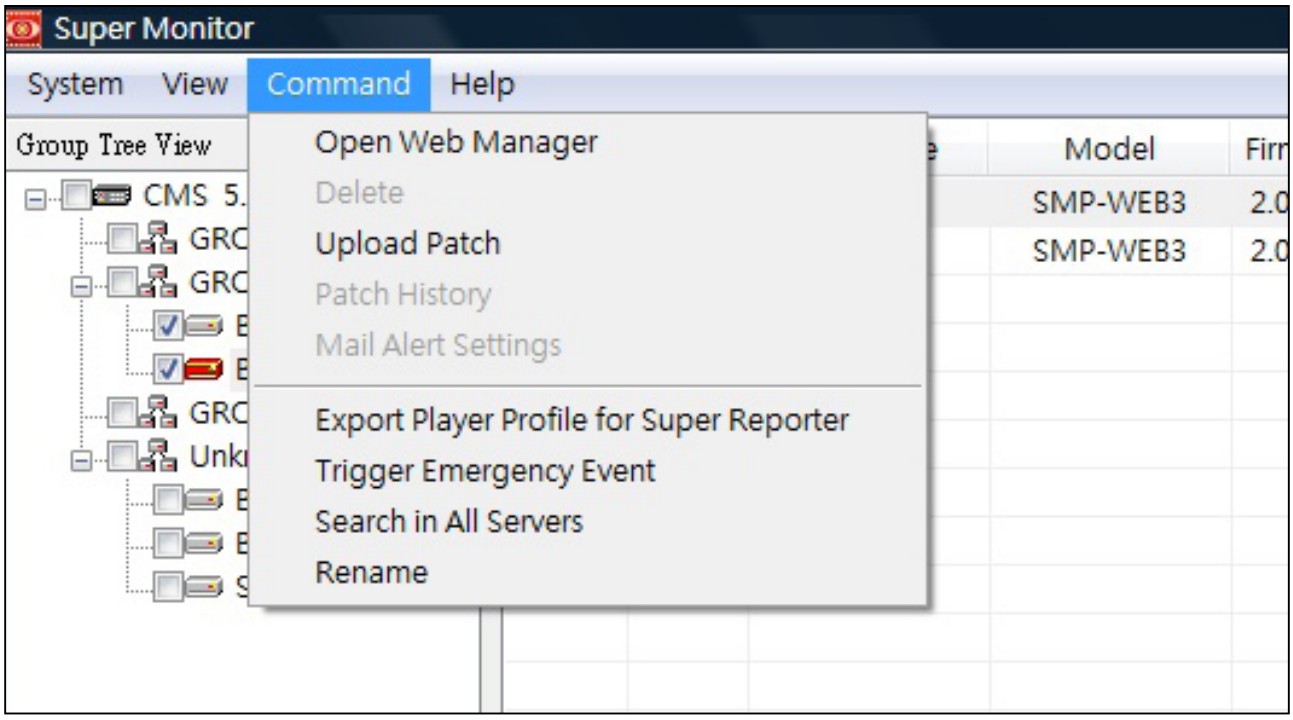
You cannot preview video playback in the preview window. It is normal if you see a black area on the video playback area. If you play video in full screen, then this preview feature won't work for you.

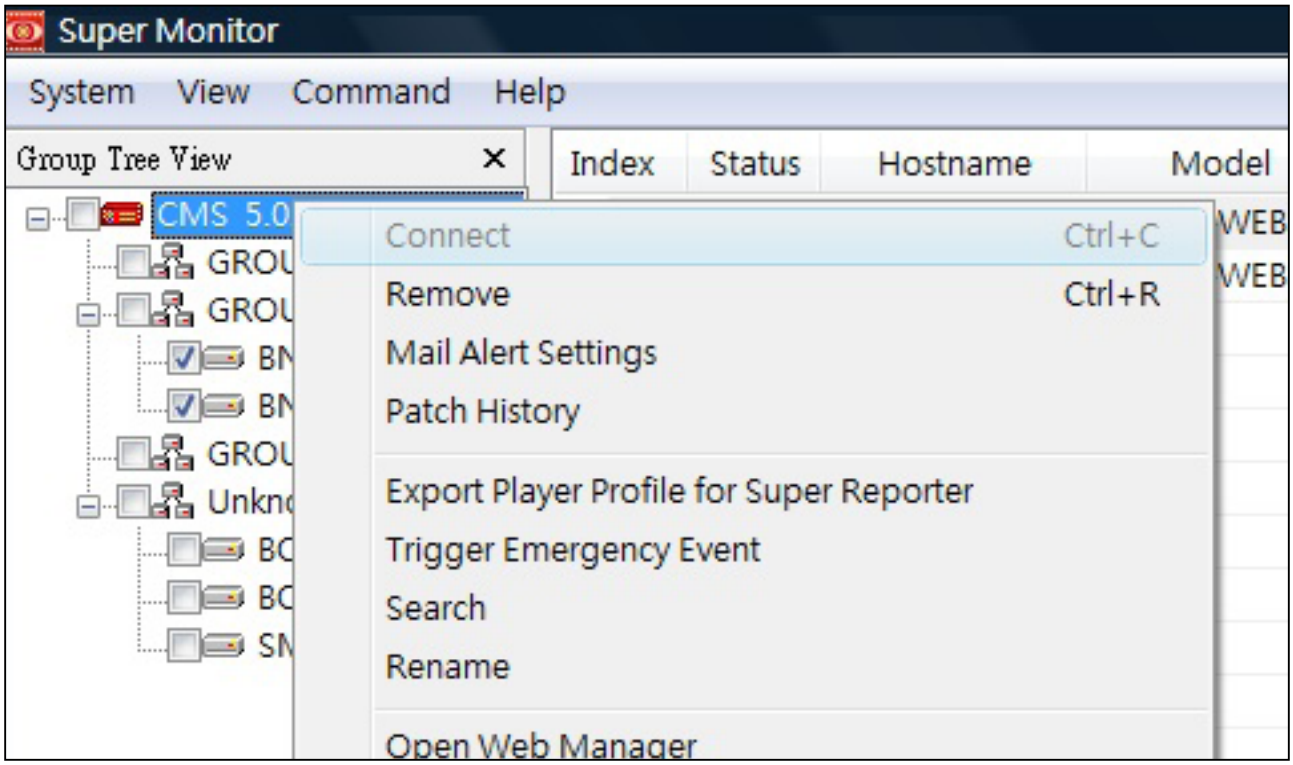


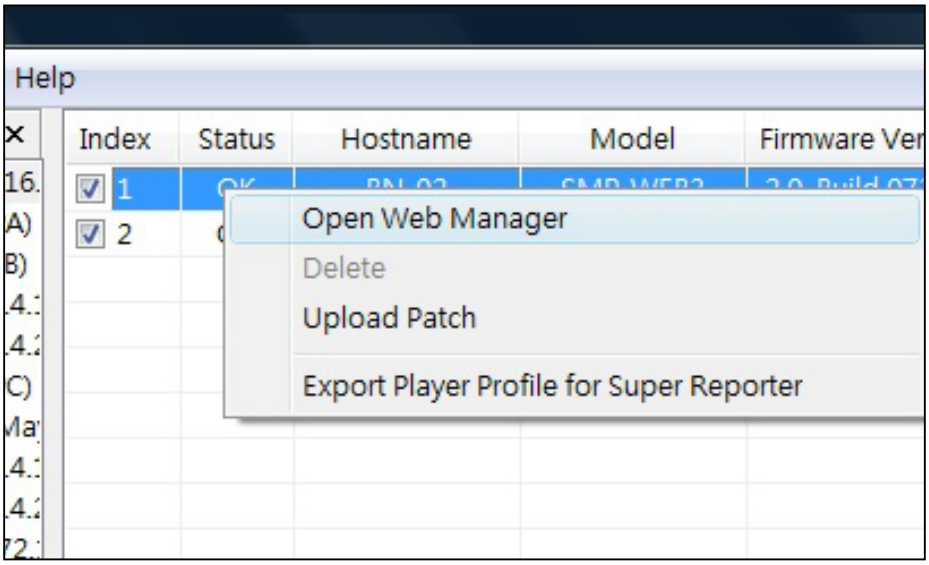
# 7 .Operation and Commands

## 7-1 Player & Server Commands

You can execute some command for SMP or CMS by command menu or right click on CMS or SMP.






**Open Web Manager:** When you click on SMP or CMS, you can open Web Manager by clicking on **[Open Web Manager Command]**

**Delete/Remove:** Delete or remove disconnected SMP/CMS from Super Monitor.

**Upload Patch & Patch History:** You can upload SMP patch from Super Monitor. Please refer to section 7-2 for detailed configuration.

**Mail Alert Setting:** You can configure Mail recipients when SMP players disconnect or the connection is resumed. Please refer to section 7-3 for detailed configuration.

**Export Player Profile for Super Reporter:** You can export players information to a Super Reporter's player profile and import it to Super Reporter later, so that you don't need to enter the information again. Please refer to section 7-4 for detailed configuration.

**Trigger Emergency Event:** You can trigger an emergency event on a CMS server from here.

**Search in All Servers/Search:** You can search players by entering a keyword here, and the system will search for the matches in all fields in the **"Player View"**. The search result will be displayed in **"Player View"**.

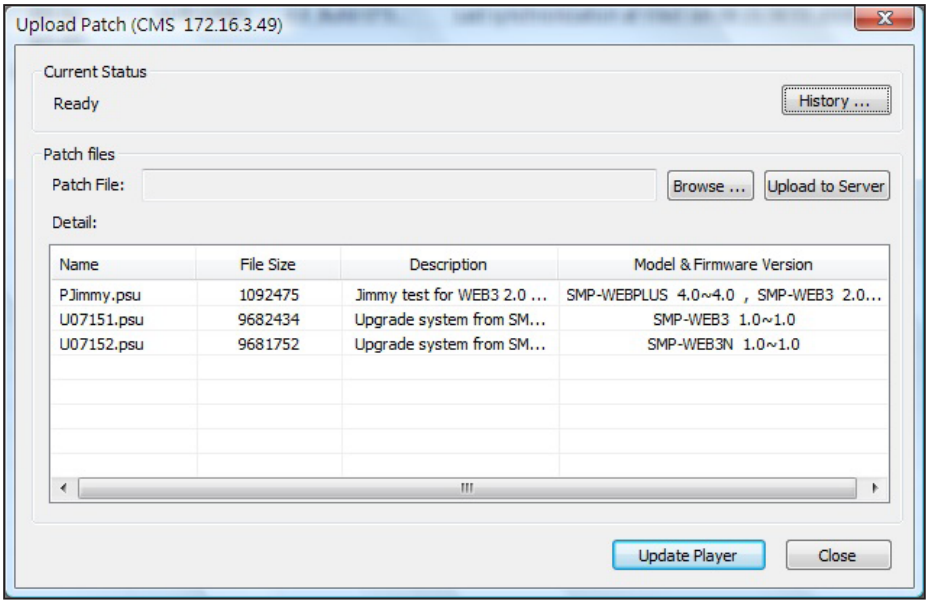
**Rename:** Rename CMS or SMP's hostname.

**★ NOTE**

The keyword is case sensitive.

## 7-2 Patch Management

By using Super Monitor, you can upload patches to SMP player through CMS server. You must store patch files in CMS first; then select the stored patch files in CMS and update them to players.

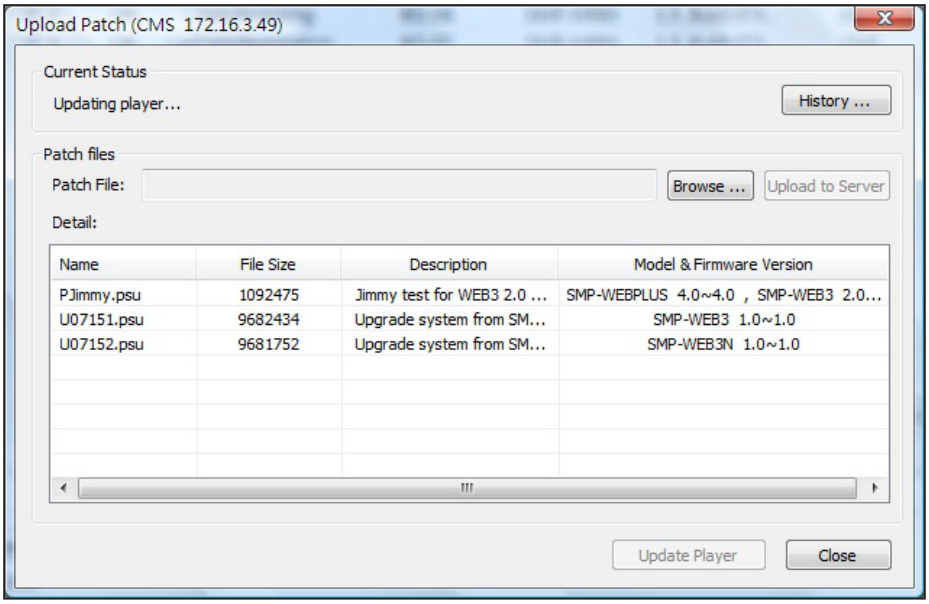



1. Click on **[Browse…]**, select a patch file (.psu) from your PC, and click **[Upload to Server]**. Then, this patch file will be stored in the server for later use. You can check the uploaded patch files in the list box.

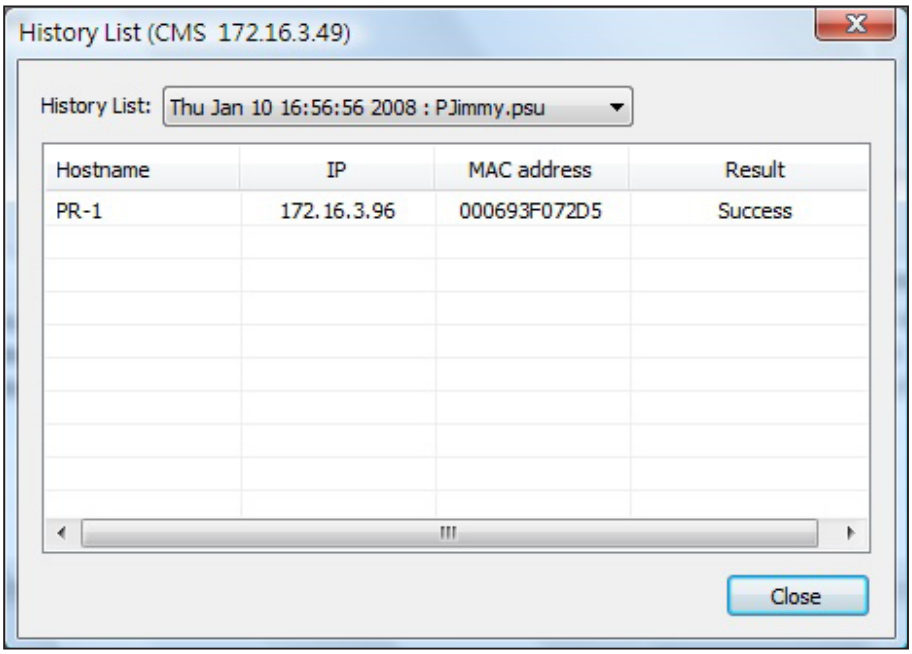
**★ IMPORTANT**

For security and safety, you can only upload the patch file one by one.

2. Select a SMP player. Then, select the patch file you want to update to the player, and then click **[Update Player]**.



3. You can click on **[History]** button later to check the results of updated patches.

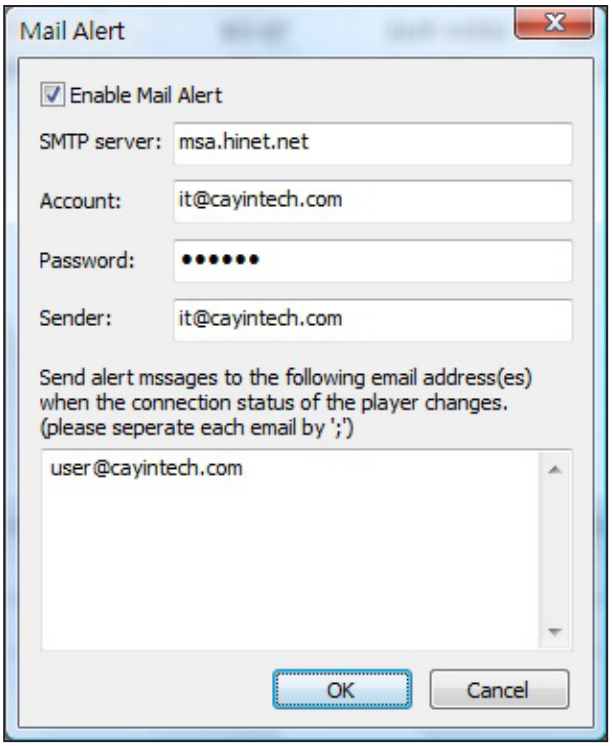



## 7-3 Mail Alert Setting

**★ IMPORTANT**

We only support SMTP authentication server. You must enter a valid Account and Password of your SMTP server.

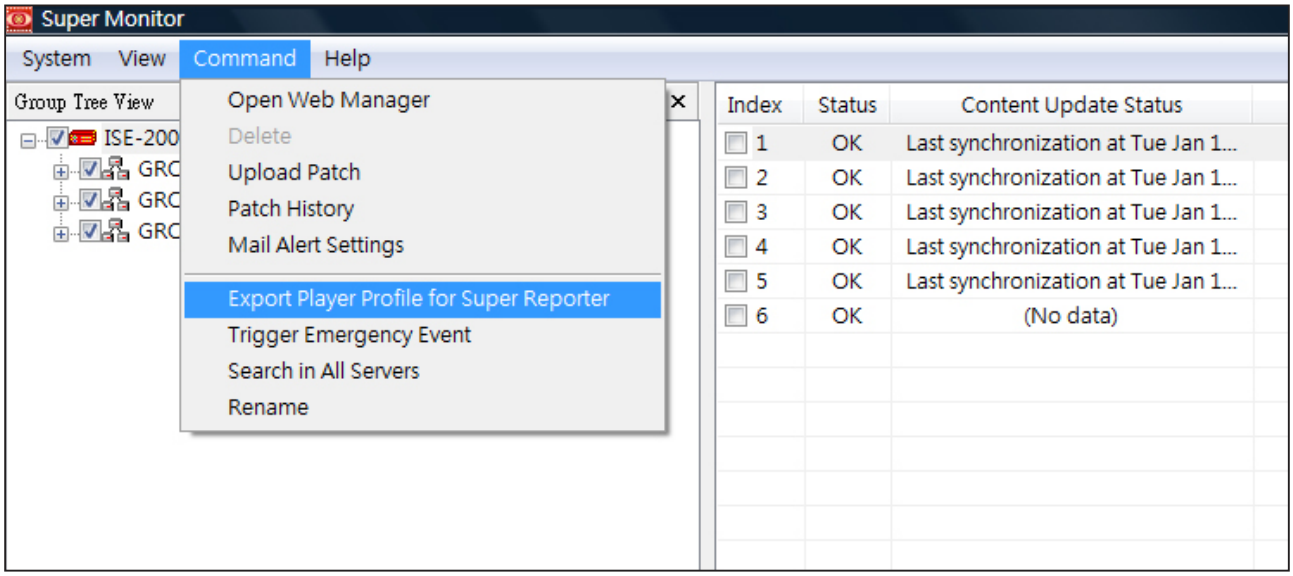
After you enable mail alert, users assigned here will receive notification by email whenever the status of players is changed, e.g. from online to offline and vice versa.

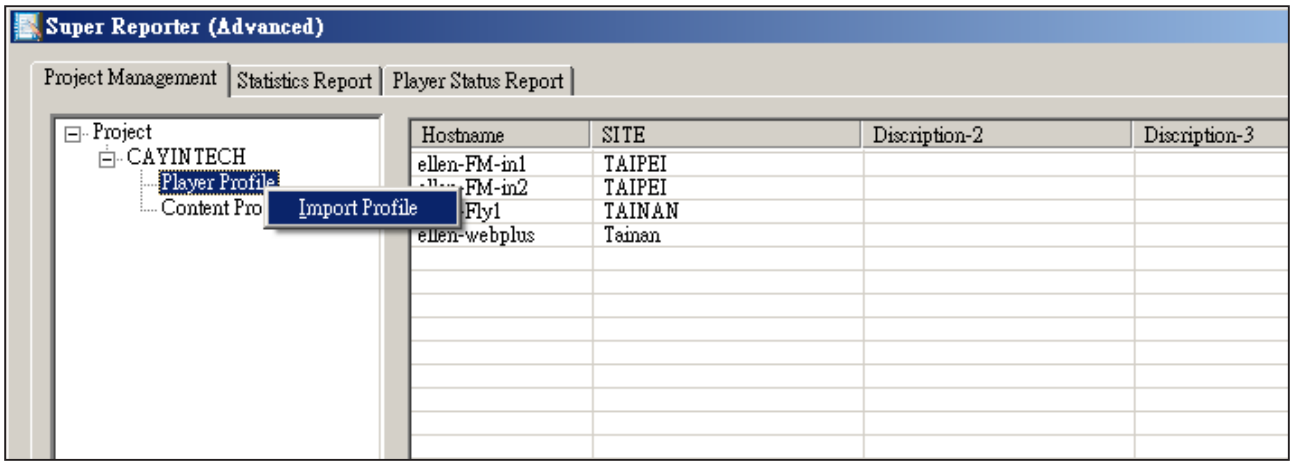


## 7-4 Export SMP Player's Profile (To Super Reporter)

If Super Reporter is also deployed in the project, you can export SMP player profiles established in Super Monitor and import it later in Super Reporter.

Select SMP players in the window of **"Player View"** and click on the pull-down menu: Command-->Export Super Reporter Player Profile. Give the file path and name, and then you can save the Profile (.ini).




In Super Reporter, you can import the SMP player profile by moving the mouse to "Player Profile", clicking right button, and selecting "Import Profile".