Atlona Management System

AT-SW-AMS

User Manual

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Introduction

The Atlona Management System (AMS) is a powerful software resource for select Atlona IP-controllable products in commercial, educational, government and residential environments. It integrates product configuration, management, and updates to reduce installation time and enable remote support. Comprehensive features include: automatic search and detection of Atlona products; device configuration in single or multiple sites; configuration backup, automatic or user-triggered firmware upgrades, and an intuitive graphical user interface. Initial products supported include the AT-UHD-CLSO and the UHD-SW5 Series, additional product series are planned. The AMS is based on a distributed architecture where multiple installed AV devices can be managed from a single server. Using the simple, web browser-based user interface, the operator can drill-down from a high-level network view to an individual device. The operator can choose to manage systems either locally (LAN) or from a remote location (WAN).

Requirements

Hardware
> Server:
>> 2.66 GHz
>> 4GB RAM
>> 20 GB HDD
> Client:
>> 2.66 GHz
>> 2GB RAM
>> 20 GB HDD

Software
> Operating System:
>> Windows 7
>> Windows 8.1
> Client Browser Requirements:
>> Internet Explorer 10+
>> Firefox
>> Goggle Chrome 31+
>> Safari (Windows OS only)

Before You Start

- Uninstall any existing AMS installation using the uninstall file in the C:\AMS folder, then delete the C:\AMS folder after uninstallation.
- Verify the proper AMS license file is available.
- Disable the applications/windows services that occupy the ports 162 (usually SNMP trap service), 8080, 67, 69.
 > Note: AMS uses more ports than 162, 67, 69, and 8080, but these four must be free to start the server
- If the program is running slowly, turn off any antivirus program that may be running on the computer or declare localhost:8080 as a trusted source. Some antivirus programs and firewall settings may interfere with the server connection.
- Ensure that only one person is connected to each device at a time. Conflicts may arise if two people are saving changes to a device at the same time.
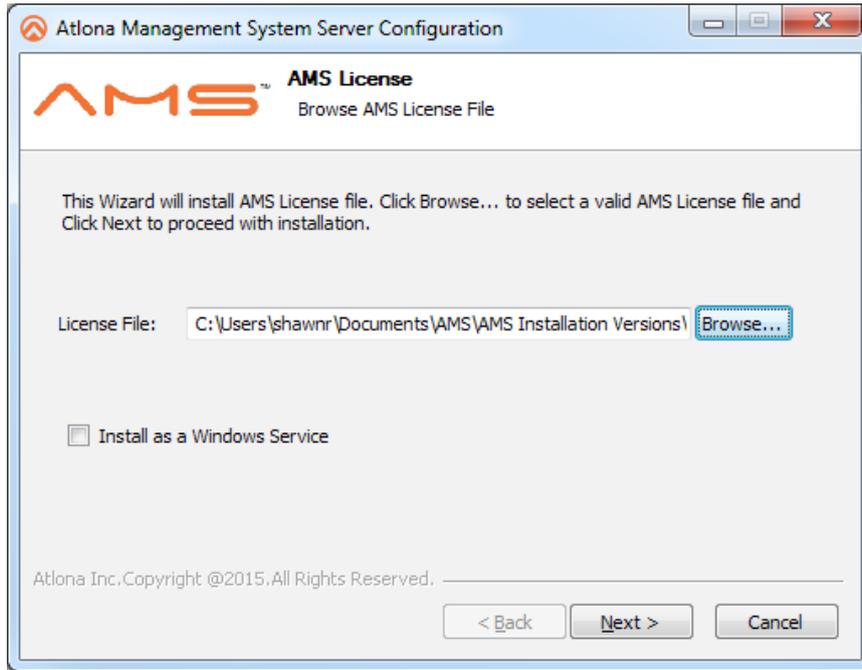
Installation

To install the Atlona Management System, download or transfer the AMS.exe to the server computer and run.
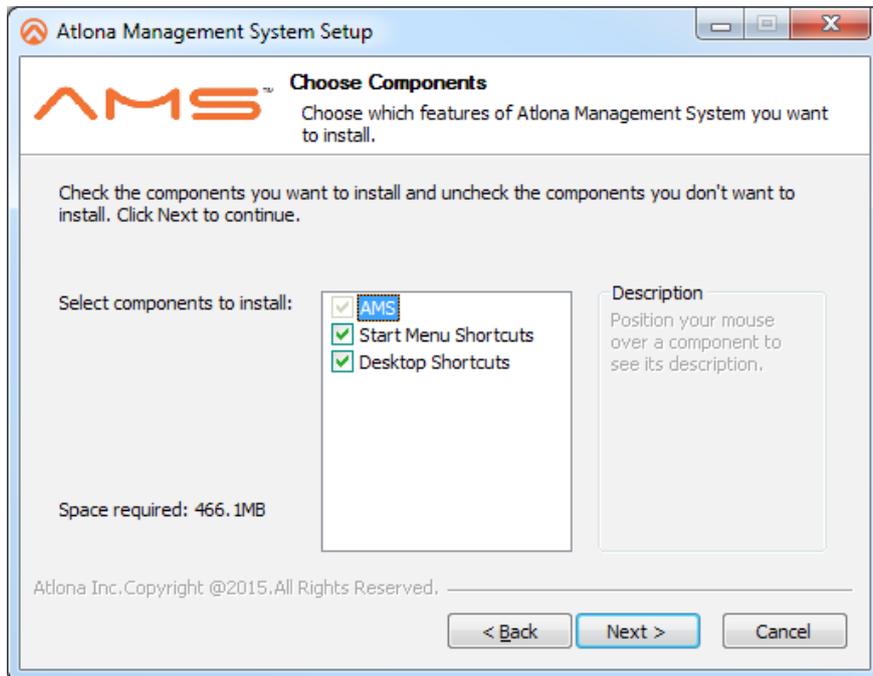

The program will prompt when the server license is required. Click the browse button and select the .DAT file from the server computer.
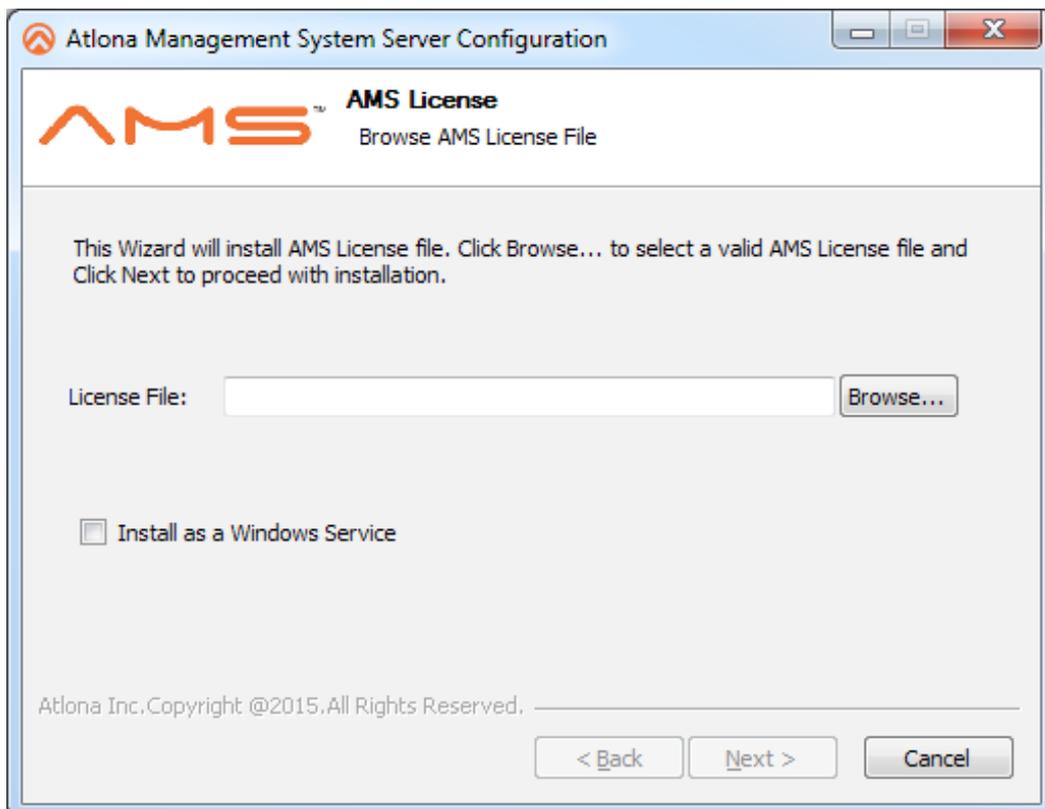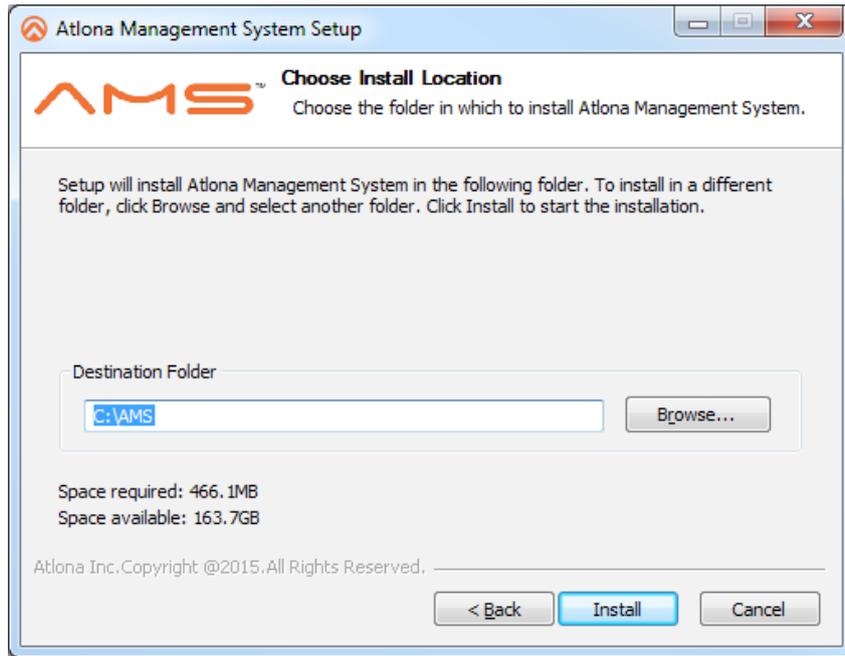
Once the file is selected it will appear within the configuration window. Click next to continue.

A component selection screen will appear. Select what needs to be installed or set up.

Note: AMS is preselected and cannot be deselected during installation

Press next to continue installation

AMS will auto select to be installed within c:/ drive. To change the destination for installation select browse.

Note: It is recommended AMS be installed on the fastest drive **e.g.** If there is an SSD and HDD, it is recommended to use the SSD for fastest communication
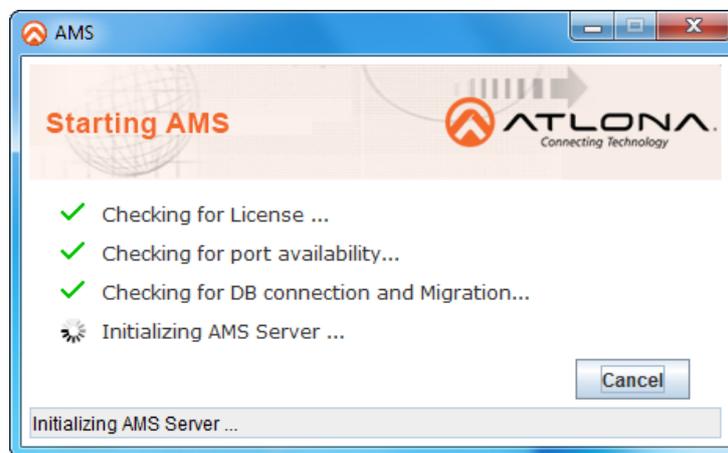
Once a destination is selected, click install.
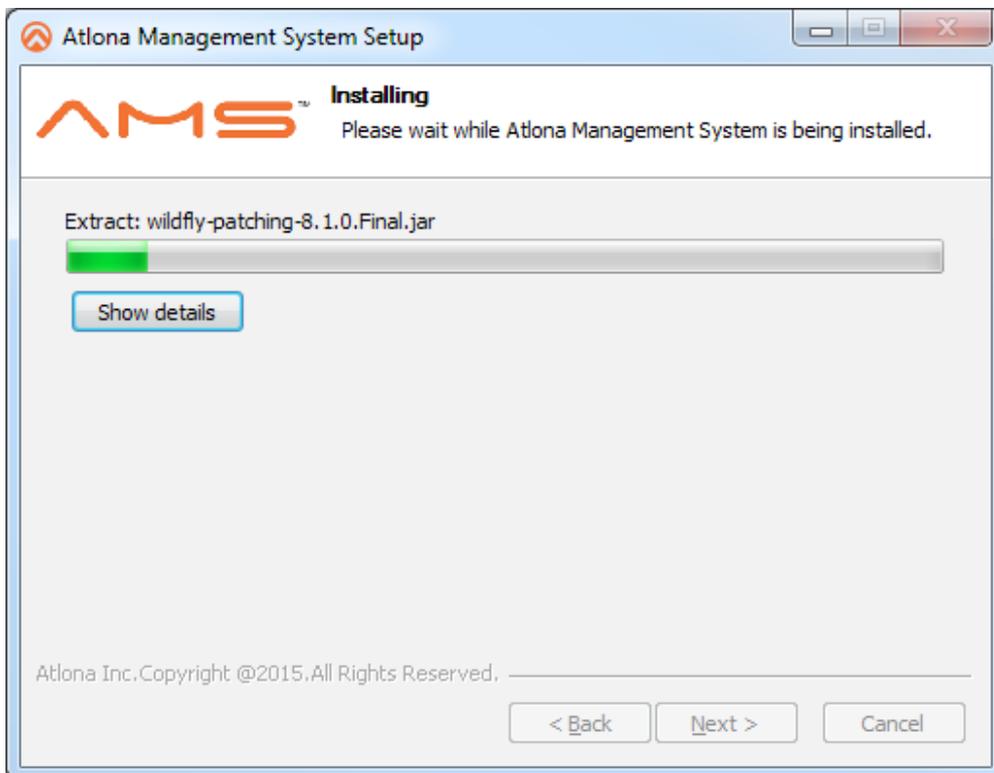
At the end of installation, the option to start the AMS server is available. Check the box to start the server, or uncheck the box to start the server at a later time, then select finish.
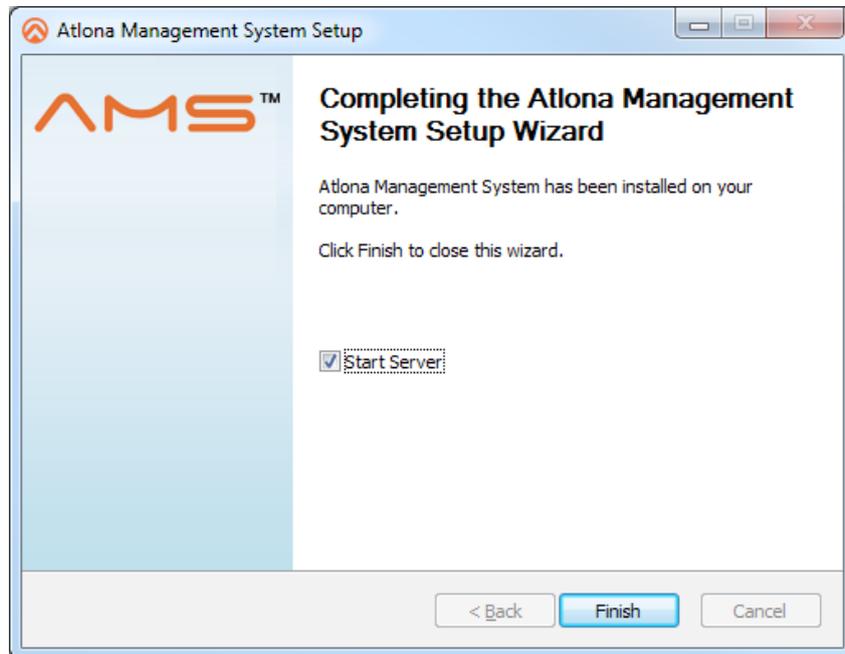
If the start server box is selected, a new screen will appear.

The AMS will go through a checklist of server items and once all items have been verified, a success message will pop up and the server is started.

Note: This may take a few minutes

Logging In

- Determine the IP address of the server computer
- Type the IP address plus :8080 or localhost:8080 (if the client and server are on the same computer) into a compatible web browser (see picture below)

- Type in the username and password into the login screen
- Default username and password are:
    - Username: admin
    - Password: admin123

- Upon logging in, a prompt to change the password will appear
    - **Note:** All passwords must contain one capital letter, one lowercase letter, one number, and one special character
- Write down the new username and password for future use
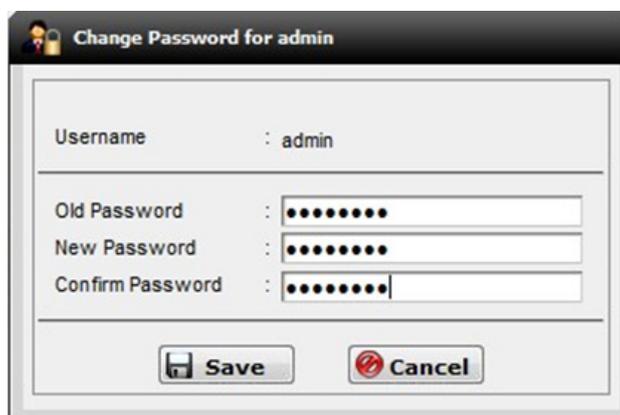
- Once login is complete, devices (page 9), new users (page 20), and system configurations (page 22) can be set up.

Adding a Device

There are multiple ways to add devices to the AMS: Auto (Network - below) and Manual (Add - page 11)

Note: Device names will show as product SKU and IP addresses when discovered through Network

Auto (recommended)

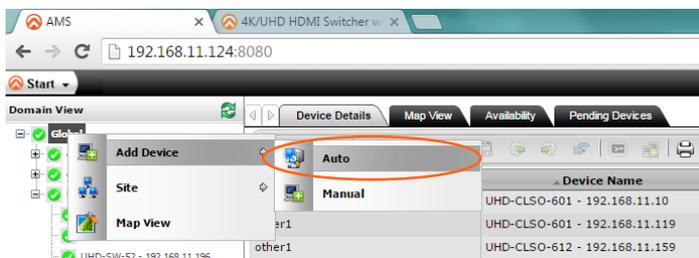There are two ways to auto add a device: Start menu and Global

Start Menu

• Click the 'Start' button in the top left corner
• From the 'Start' menu, hover over 'Add Device', then 'Auto', and select 'Network'

• Click new [ ] - A pop up screen will appear (see 3 pictures at bottom of page)

Global

• Right click on 'Global' within the domain view
• Hover over 'Add Device', then select 'Auto'
    A pop up screen will appear
    (see 3 pictures at bottom of page)

• There will be three options when adding through Auto: Entire Network, IP Range, and Import

Entire Network (recommended)
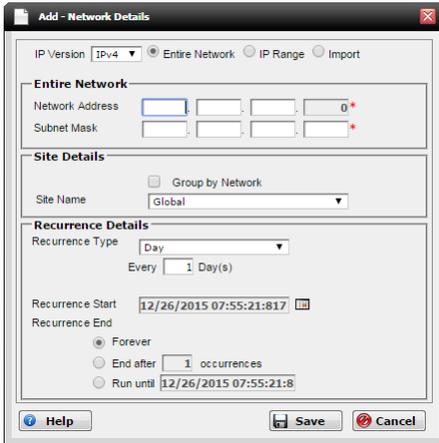
- Select the bubble next to 'Entire Network'
    - **Note:** Entire Network is the default option and will be auto selected everytime a new network screen is opened.
- Fill in the network IP address details for the devices
    - **Note:** The devices must be on a network connected with AMS
- Fill in the network Subnet Mask
- Default site will be Global, but more sites can be added for additional options (see page 13)
- Recurrence allows the network to search for more devices on a regular basis. Default is daily.
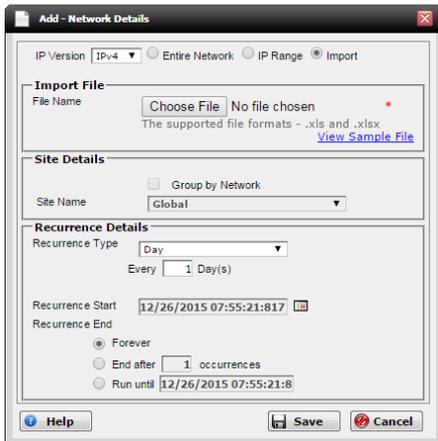- Click save and AMS will start device discovery

IP Range

- Select the bubble next to 'IP Range'
- Fill in the starting IP address details e.g. 192.168.1.0
    - **Note:** The devices must be on a network connected with AMS
- Fill in the ending IP address details e.g. 192.168.1.254
    - **Note:** This process may take several minutes, it is best to keep the IP ranges to small groups to avoid longer discovery times
- Default site will be Global, but more sites can be added for additional options (see page 13)
- Recurrence allows the network to search for more devices on a regular basis. Default is daily.
- Click save and AMS will start device discovery

Import

- Select the bubble next to 'Import'
- Select the 'Choose File' button
- Select a .xls or .xlsx file from the AMS network computer
    - **Note:** A sample file is viewable to display how the device import file should be set up
- Default site will be 'Global', but more sites can be added for additional options (see page 13)
- Recurrence allows the network to check the file for more devices on a regular basis. Default is daily.
- Click 'Save' and AMS will start device discovery

To view the discovery process, select the network and press
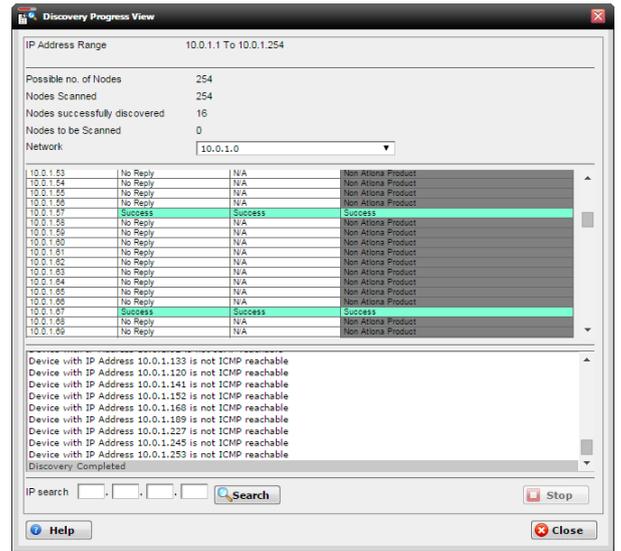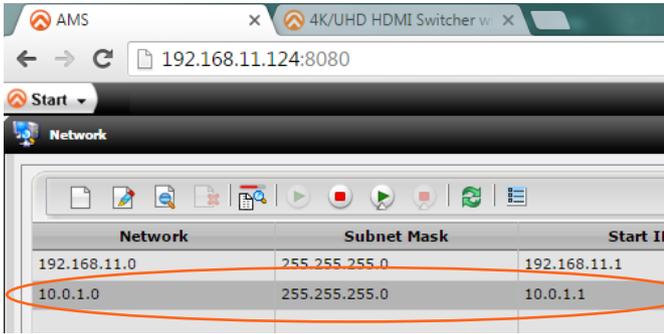
The progress window will display with a list of IPs it has searched through and give status for each IP.

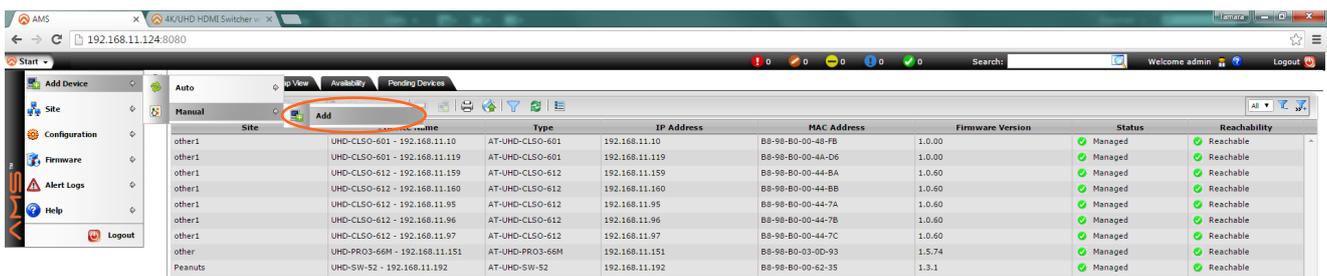The products will be added to the device list through each discovery process
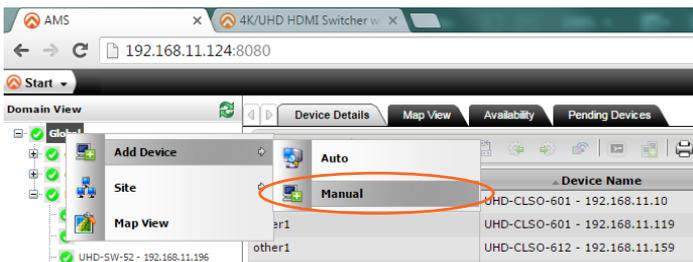
Manual

There are two ways to manually add a device: Start menu and Global
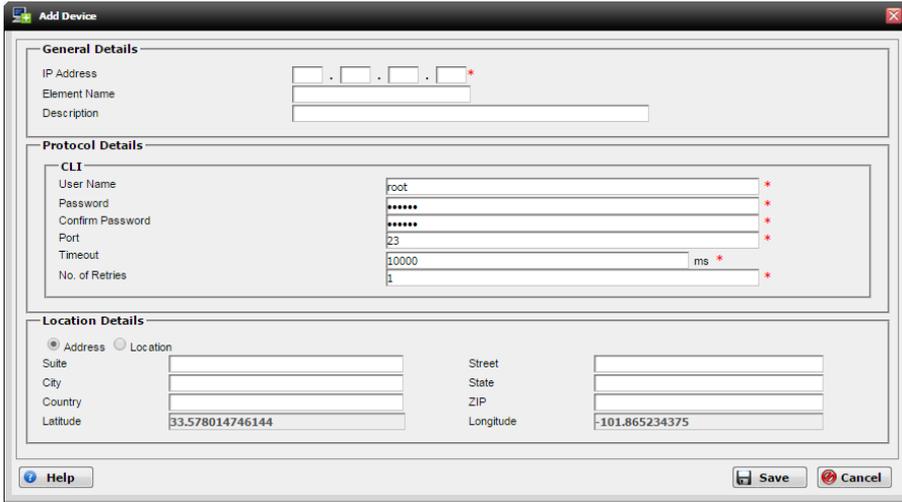
Start Menu

• Click the start button in the top left corner
• From the start menu, hover over 'Add Device', then 'Manual', and select 'Add'

Global - Add device

• Right click on 'Global' within the domain view
• Hover over 'Add Device' and select 'Manual'

- In the 'Add Device' window, provide the IP address of the Atlona product to be added (**e.g.** if adding a UHD-SW-52 with the IP address 10.0.1.64, type 10.0.1.64 into the address field)
- Click the 'Save' button

Please wait one or two minutes for the device to appear in the global devices and display the data.

Note: If the device log in information is changed in device control or device type, the log in information for the device must be updated within device details
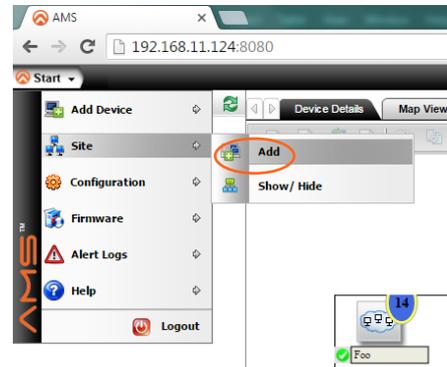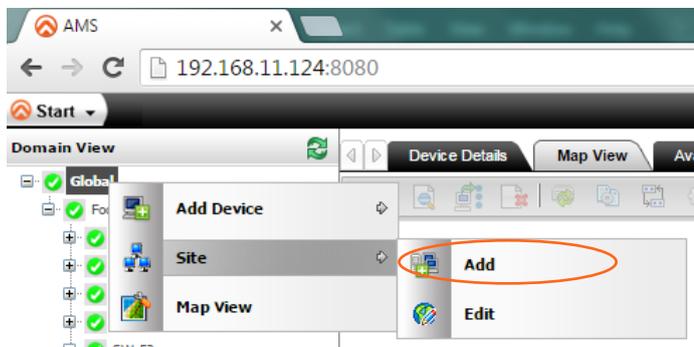
Creating a Site

There are two ways to add a site: Start menu and Global

Start Menu

• Click the 'Start' button in the top left corner
• From the start menu, hover over 'Site', then select 'Add'

Global

• Right click on 'Global' within the domain view
• Hover over 'Site' then select 'Add'
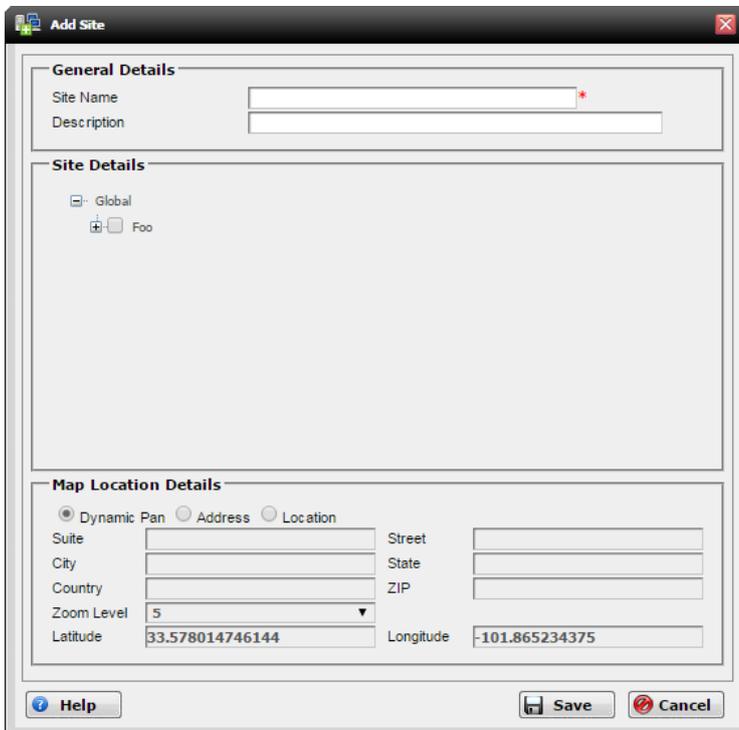
• Fill in a site name that will assist in remembering the products at that site
• Fill in a description that will help describe what a site is for **e.g.** Peanut's waiting room
• If the IPs of all devices for the site are known, select them to auto move them to that site when created
• Details such as address and etc can be added to remember where everything is located
• Press the save button to create the site
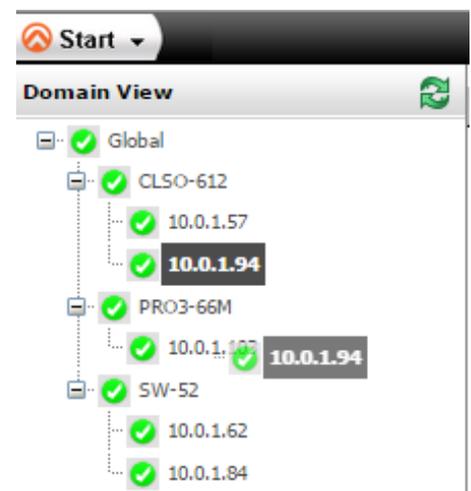
Note: Once a site is created, devices can be dragged and dropped into a site.

Map View

Map view allows the devices to be placed within a representation of the site they are in, for better visualization of each worksite

Map view can be changed from the global and the site drop down menus
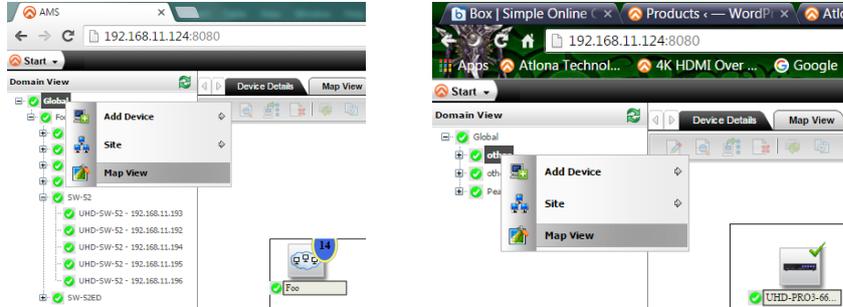

Note: The settings selected for global and site are separate.
e.g. An office building is selected for global and a conference room for site

Once selected, a pop up will appear

• Two options are available: Remote and Local
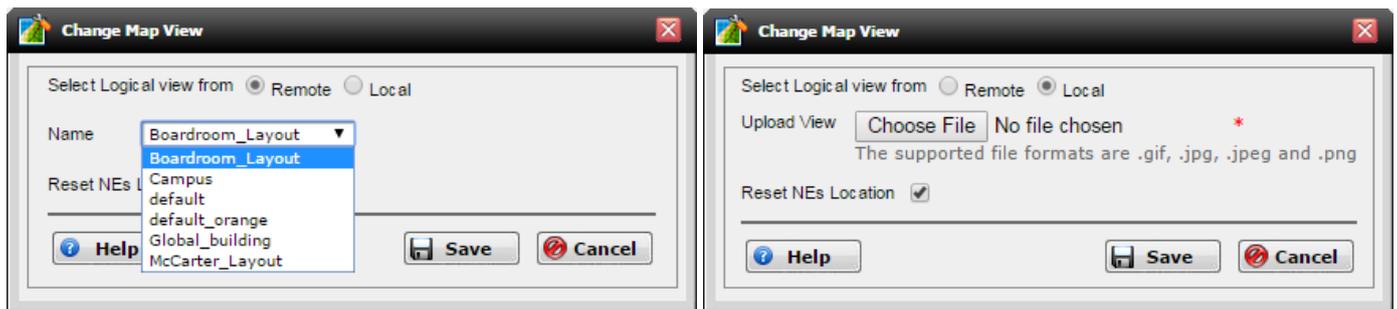
• Remote allows an image already added or default to the AMS software to be selected
• Local allows an image off the network computer to be selected
    - Click 'Choose File' and search the local computer for .gif, .jpg, .jpeg, or .png files

Device Control

Each device can be configured or controlled through a webGUI interface

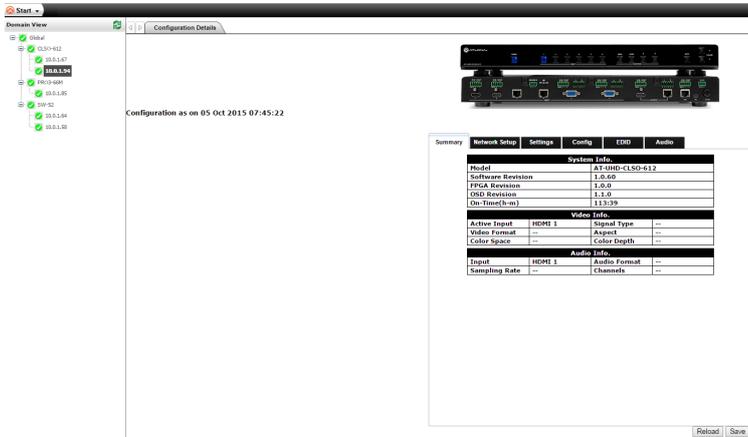Each GUI interface has the ability to control, configure, or see status of the individual device.

Note: If the device log in information is changed the device log in information must be edited within device settings

The webGUI can be viewed by clicking on a device within the global drop down or map view
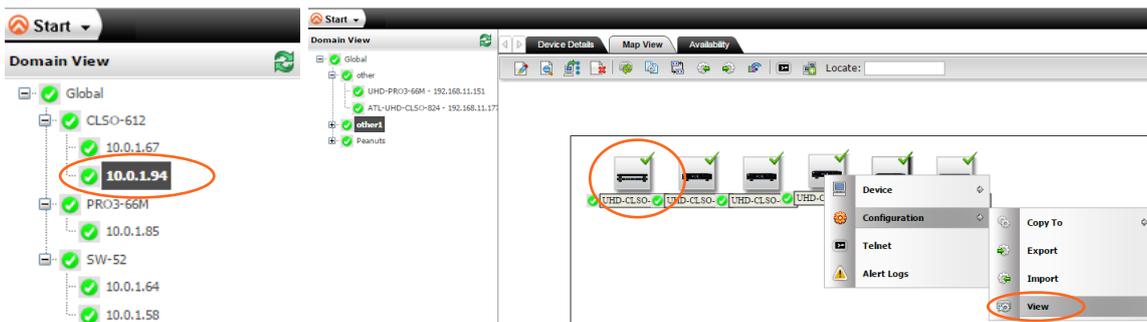
Within map view, there are two ways to view the webGUI device control screen. Double click (left click) on any product or right click on a device, hover over 'Configuration' and select 'View'.

Copy Configuration

Each product has specific settings that can be duplicated to the same type of product

> **e.g.** If there are multiple CLSO-612s within a system. The settings can be set on one device and applied to the rest of the CLSO-612s

• Right click one of the products' IP address from the global list, device details, or map view

• Hover over 'Configuration', then 'Copy To', and select 'Device IP' or 'MAC Address'
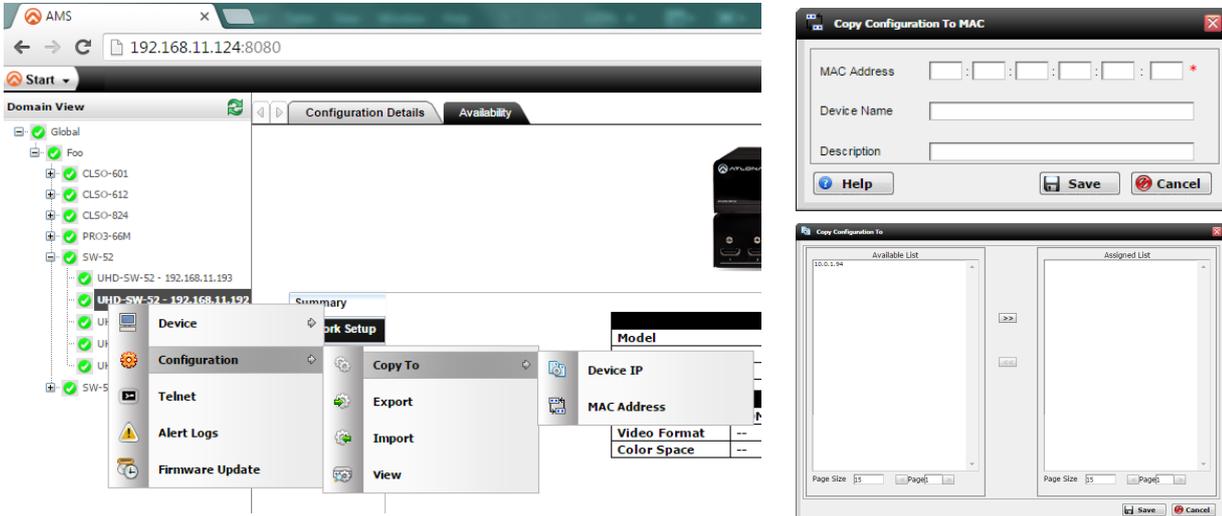
For 'MAC Address', simply type in the device information and click save. This will copy the current configuration over to the selected device.

For 'Device IP' a pop up will appear to allow the selection of multiple devices (if needed)

• Select the IPs to configure and press the `>>` button

• Once the devices appear in the right box of the copy config to window, press save
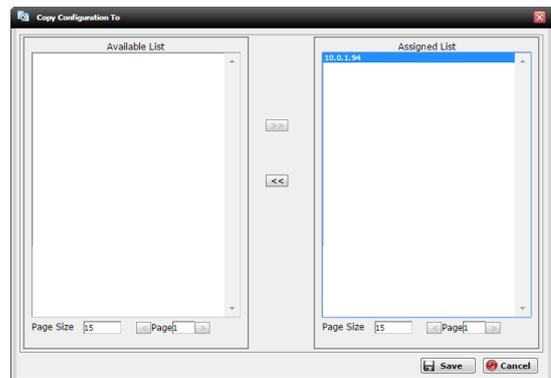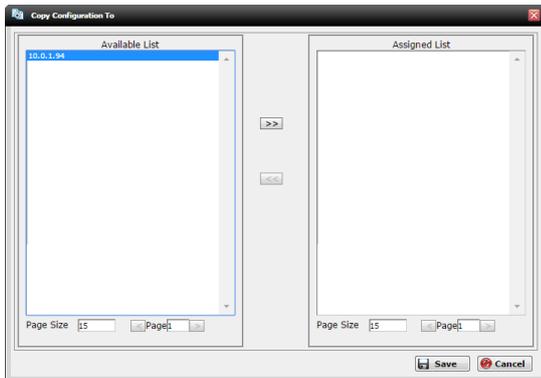
The process will run, showing a new window with a progress wheel

Once complete, a success message will appear. Press OK to confirm
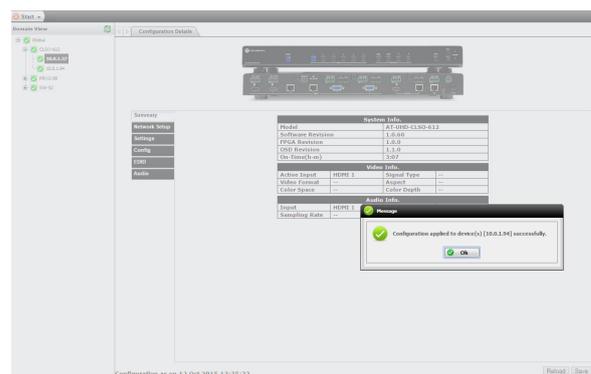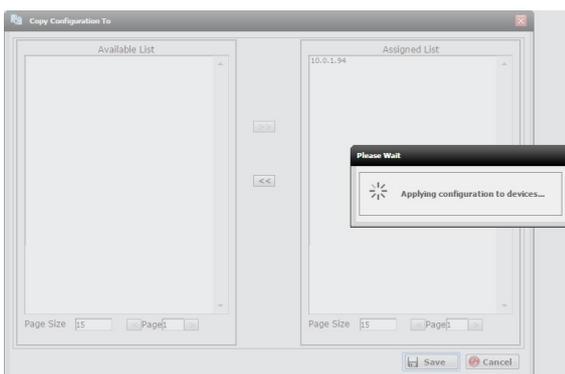
Device Default Settings

To set defaults for any new devices, click on the 'Start' menu, hover over 'Configuration', then 'Device', and select 'Default Settings'
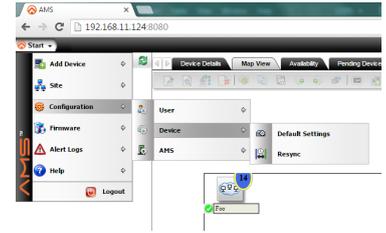

- To make set up easier, the ability to create default settings for like devices is available
- Select a device from the left box

- Select 'Use During Discovery'. This ensures the product configuration is used when any new device of the same type is added
- Set the default settings for the selected type of device (e.g. UHD-SW-52)
- I/O settings, EDID, and many other device settings can be set for Atlona devices.
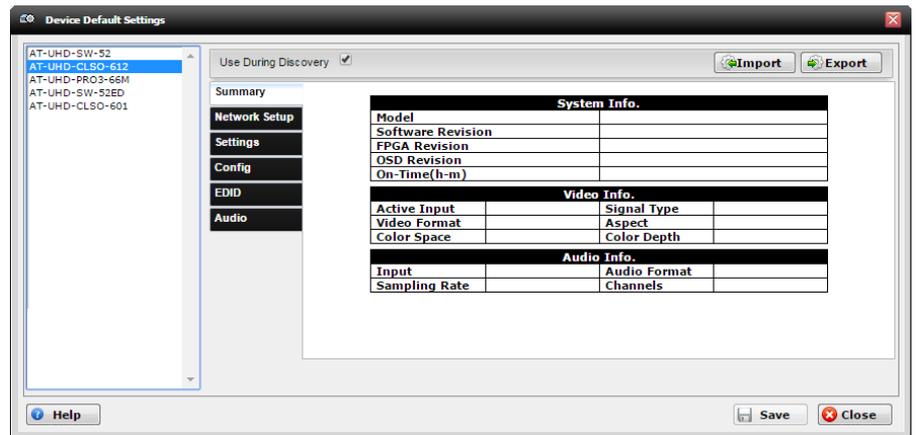
**Note:** Static IPs (Network Setup) cannot be set through this configuration
Note: If the device log in information is changed, the log in information for the device must be updated within device settings

Firmware

After initial device discovery, anytime a user logs in to AMS it will automatically check for firmware updates on devices and AMS.

To manually check a device for firmware upgrades:
* Click the 'Start' menu, hover over 'Firmware', then select 'Check For Updates'
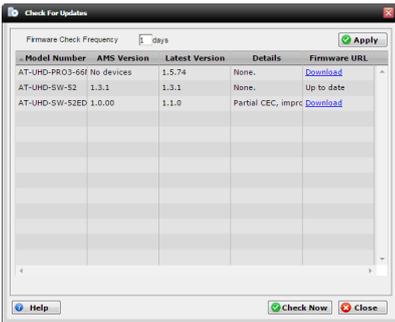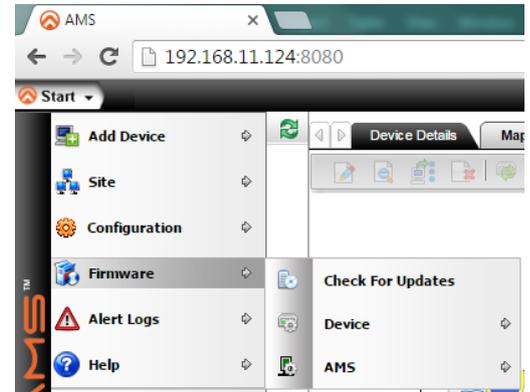
A new window will appear with a list of all connected device types. Any device requiring new firmware will have a 'Download' link under 'Firmware URL'.
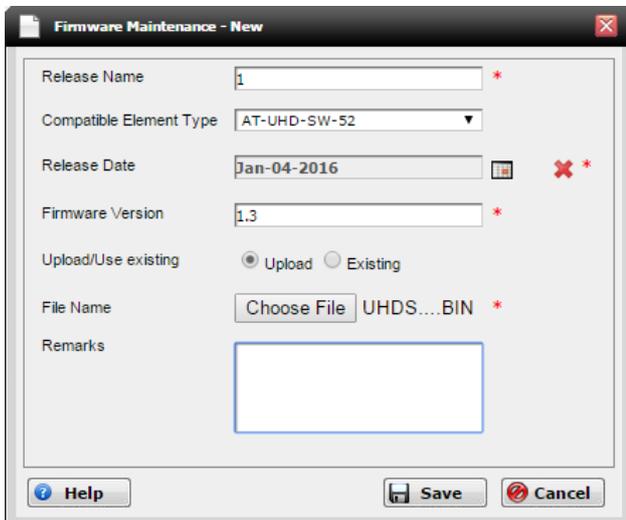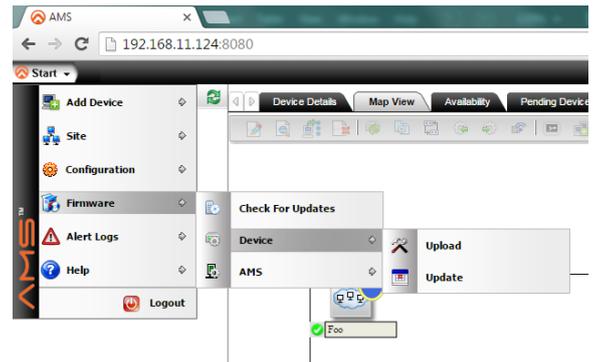
* Click the 'Download' link and the firmware will automatically save to the local computer

Once a firmware is downloaded, it must be uploaded to the server.

* Click the 'Start' menu, hover over 'Firmware', then 'Device', and select 'Upload'

A new screen (Device Firmware Upload) will appear.
* Select the 'New' button

Fill in the information for the firmware update and set a date for when the update will occur.

* Select 'Choose File' and select the previously downloaded firmware from the local computer.
* Press 'Save'

The firmware will appear within the 'Device Firmware Upload' window.

Device Update

- Select 'Update' within the start menu or right click on the 'Firmware Update' in the device menu
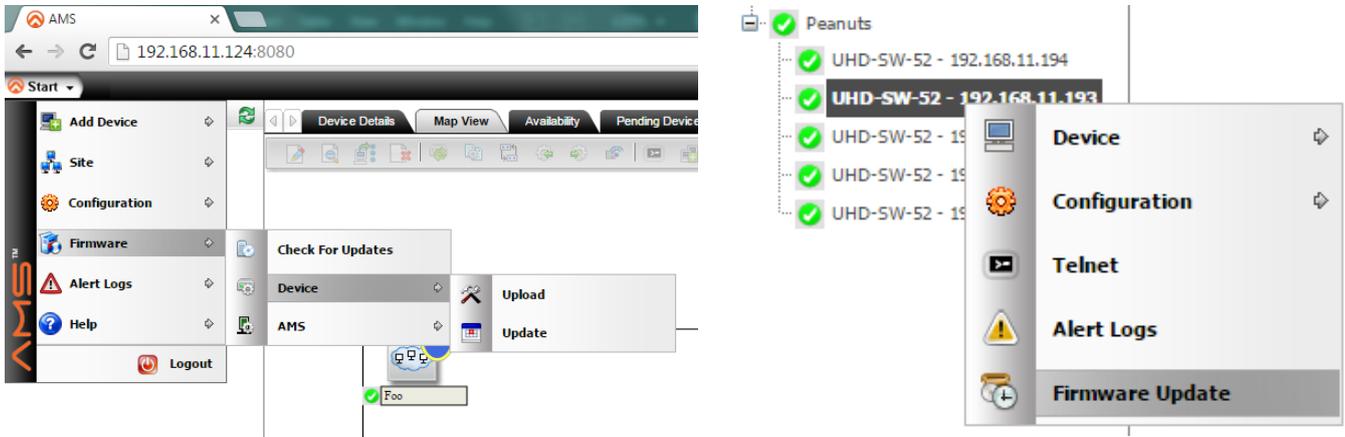
- Fill out the upgrade windows and select the date and time when the upgrade will occur.
    - **Note:** Select 'Run Now' and press 'Save' to have the update go through immediately
    - **Note:** When the update occurs, the product will power cycle. If the IP is set the DHCP on, it may receive a new IP and device discovery will need to be run again.

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Toll free: 1-877-536-3976
Local: 1-408-962-0515
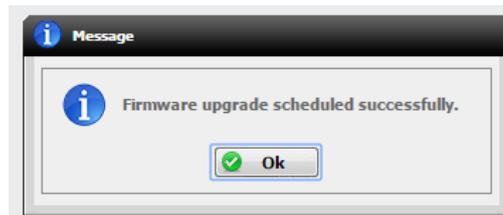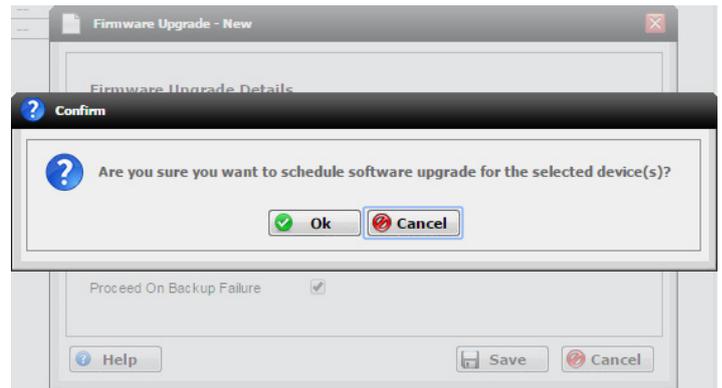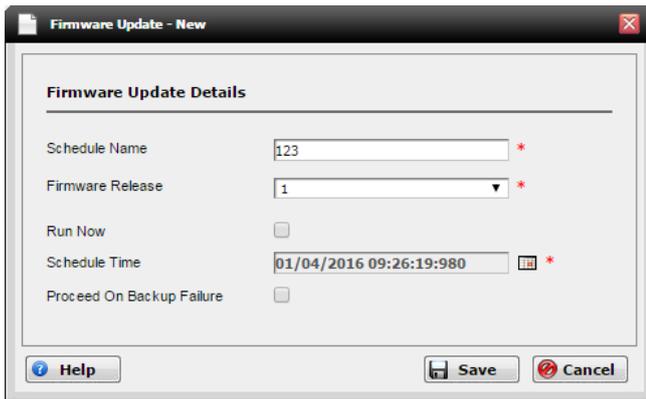
AMS Update

When the firmware check was done, it should have displayed a 'Download' link under the 'Firmware URL' section for AMS. Once that is selected and the file is downloaded to the local computer, the service pack is ready to be installed.
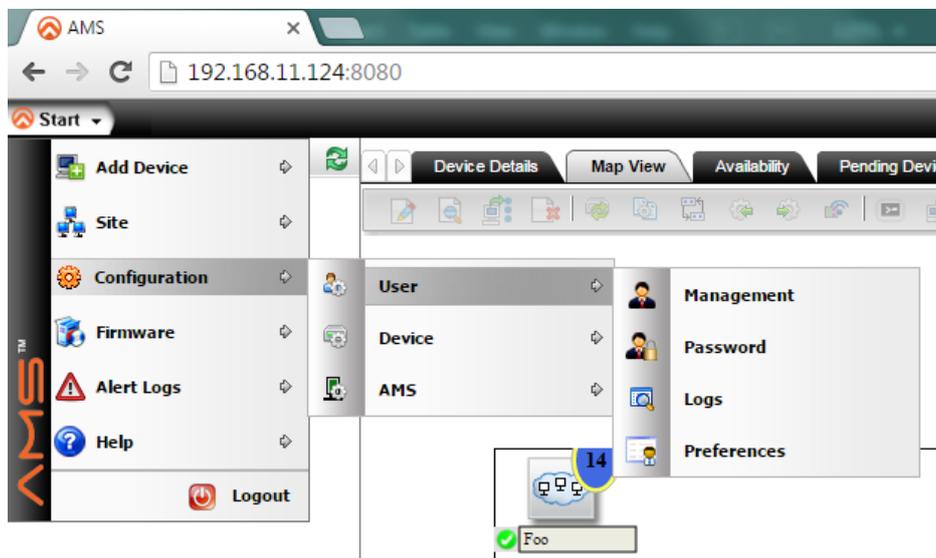
Select 'Update' in the 'Start' menu.
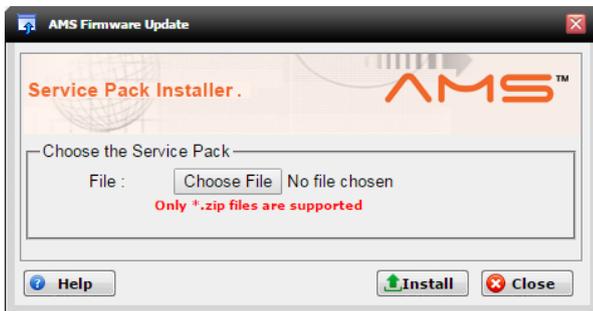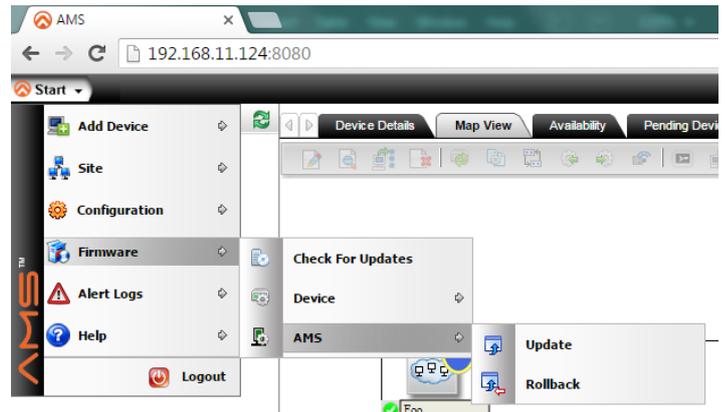
• Use the 'Choose File' button to browse the local computer and select the AMS service pack
• Once the file is selected, click install

Note: If a service pack has unforeseen/undesired features/issues, use the 'Rollback' function within the 'Start' menu to select a previous version of AMS
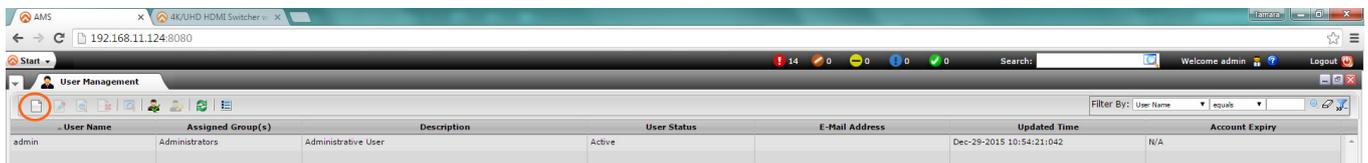
User Configuration

The AMS allows for user to be added, passwords to be changed, user usage logs to be seen, and preferences to be set.
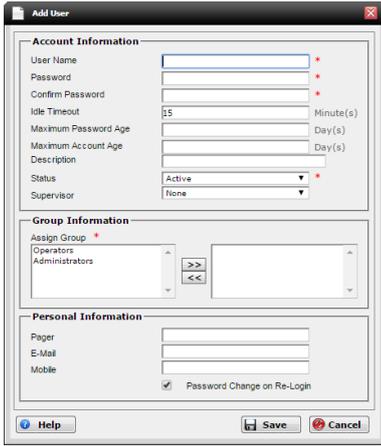
User Management

• Use the 'Start' menu to select 'Management'. This will open a new screen.

• Select the 'New' button

• Fill in the user information for any new user. Ensure that every * required field is filled out

Note: If no user email or mail server (page 22) is set, a user will not be able to reset a lost password without the assistance of the admin user

Note: If the admin password is lost and the mail server (page 22) is not set, the server must be reinstalled to set admin password back to default
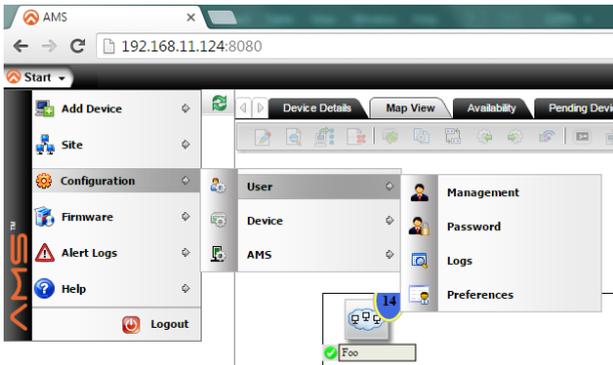
User Password

To reset the password of the current user:
• Select 'Password' from within the 'Start' menu
• Fill out the new information and press 'Apply'
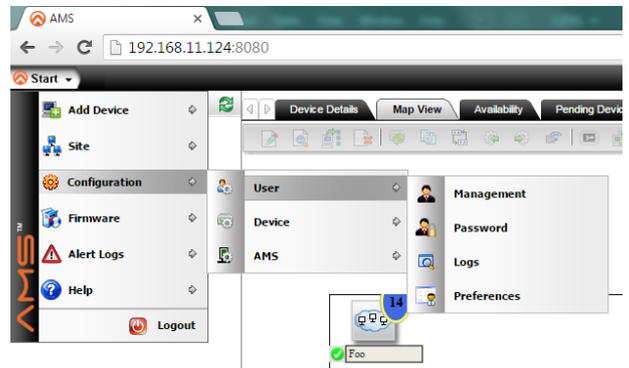
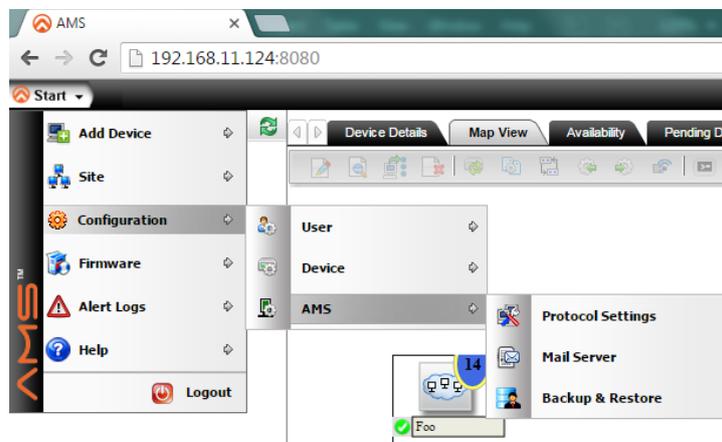## Logs & Preferences

To view logs for user activity:
• Select 'Logs' from within the 'Start' menu
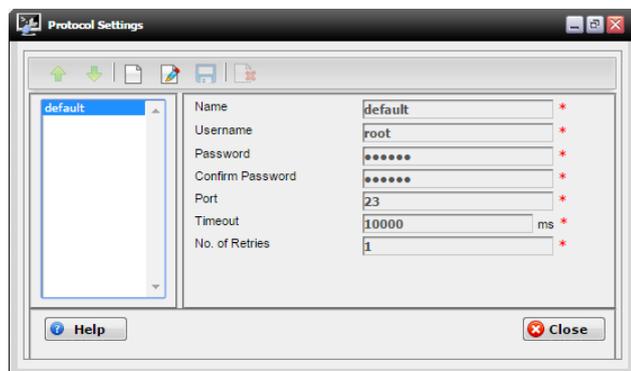
To set user preferences (such as home screen):
• Select 'Preferences' from within the 'Start' menu

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AMS Configuration

AMS protocols, mail server, and back up & restore settings can be set in the 'Start' menu

Protocol Settings

• Select 'Protocol Settings' from the 'Start' menu

Create username and login information for device control

e.g. If log in for a device is username: Peanut and password: Butter!, then these must be added for log in to access the device webGUI

Note: Atlona devices have the default username: root and password: Atlona. AMS has these user settings by default, which cannot be removed.

Mail Server

For password recovery only:

• Select 'Mail Server' from within the 'Start' menu
• Fill out the information with the current email configuration.

Note: This information will be provided by the admin's current email provider

Note: If being used by multiple users it is bets to have an admin create an email address for AMS

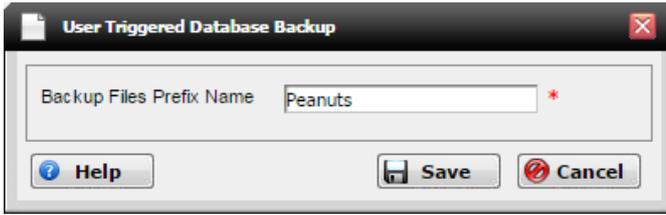   **e.g.** AMS@companyname.com - This will display to any user that resets their password

Backup & Restore

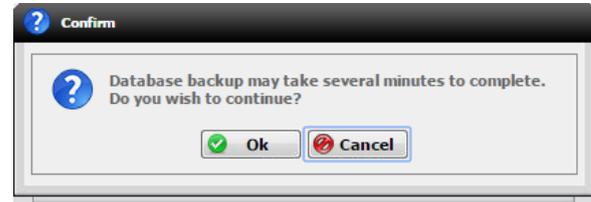• Select 'Backup & Restore' from the 'Start' menu. A new window will open
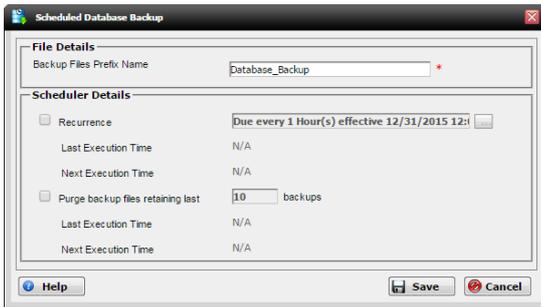
• Select the 'New' button

Each back up can be individually named to help remember the settings that backup had

• Type in the backup's name and press 'Save'

Once the backup is created, it can be used to rollback configurations

Backups can be scheduled for future dates as well, to ensure current settings are available if any unwanted changes or errors appear within AMS.

Note: Recurrence has multiple settings, click the '...' button to create the times and duration for scheduled backups

• Press save once the backup schedule has been set up to the user's preferences.