

EWAR CROWD

Troubleshooting Manual



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1. Video not appearing on EWAR Desktop App.

- Check if EWAR camera and EWAR Mini PC is powered – Power up EWAR camera and EWAR Mini PC. To know if EWAR camera is turned on, listen to closely for sounds of the camera.
- Check if EWAR camera' cable connection to EWAR Mini PC is secure and firm – Connect cable and secure connection
- Check if EWAR App's camera URL is set correctly in EWAR App's config – Set camera the URL based on Camera's IP (Refer Manual)

2. Temperature reading data not appearing on EWAR Desktop App.

- Check if Filezilla server service is running – Run Filezilla server.
- Check if EWAR App's data reading folder is set correctly in EWAR App's config – Set data folder correctly
- Check if EWAR App's camera URL is set correctly in EWAR App's config – Set camera the URL based on Camera's IP (Refer Manual)

3. Temperature reading data not appearing in EWAR portal.

- Check if EWAR Mini PC has internet access – Give EWAR Mini PC internet access via wireless network adapter/a different ethernet network adapter.
- Check if EWAR Mini PC can access EWAR Cloud – Allow connections to EWAR Cloud (Refer Manual)

4. EWAR Desktop App shows a lot of abnormal temperature reading.

- Check the position of the thermal camera and blackbody. Make sure the blackbody and camera mapping is unchanged – Remap the blackbody in camera's config (Refer Manual)
- Check and ensure that camera does not face the sunlight or any source of heat. For example air-condition compressor and ATM machine – Reposition the camera setup. (Refer Manual)
- Check if EWAR blackbody is powered up – Power up EWAR blackbody.
- Check if EWAR blackbody is operating at its target temperature – Report to EWAR support team.