



GateWatch Counting System User Guide

PUD4234R2-0 Version 7.0

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Chapter 1

General Overview & Features of GateWatch

1.1 Introduction

Thank you for purchasing GateWatch, the leading integrated ticket counting system. This manual covers installation and configuration of the GateWatch software and associated hardware components that are integrated to form the GateWatch Counting System.

1.2 System Features

GateWatch is an integrated solution that provides counting and tracking of patron admissions within a facility or groups of facilities. It allows admission to be controlled at the gate, cluster, facility and property level.

GateWatch tracks all incoming and outgoing patrons at each individual turnstile or admission control device, and provides a hierarchical method of grouping/viewing these devices within multiple facilities.

The user interface provides a segmented view of admission control activity for the overall **property**, the **facilities** within the property, **clusters** of gates within the facility, as well as individual **gates** where an admission control device is used.

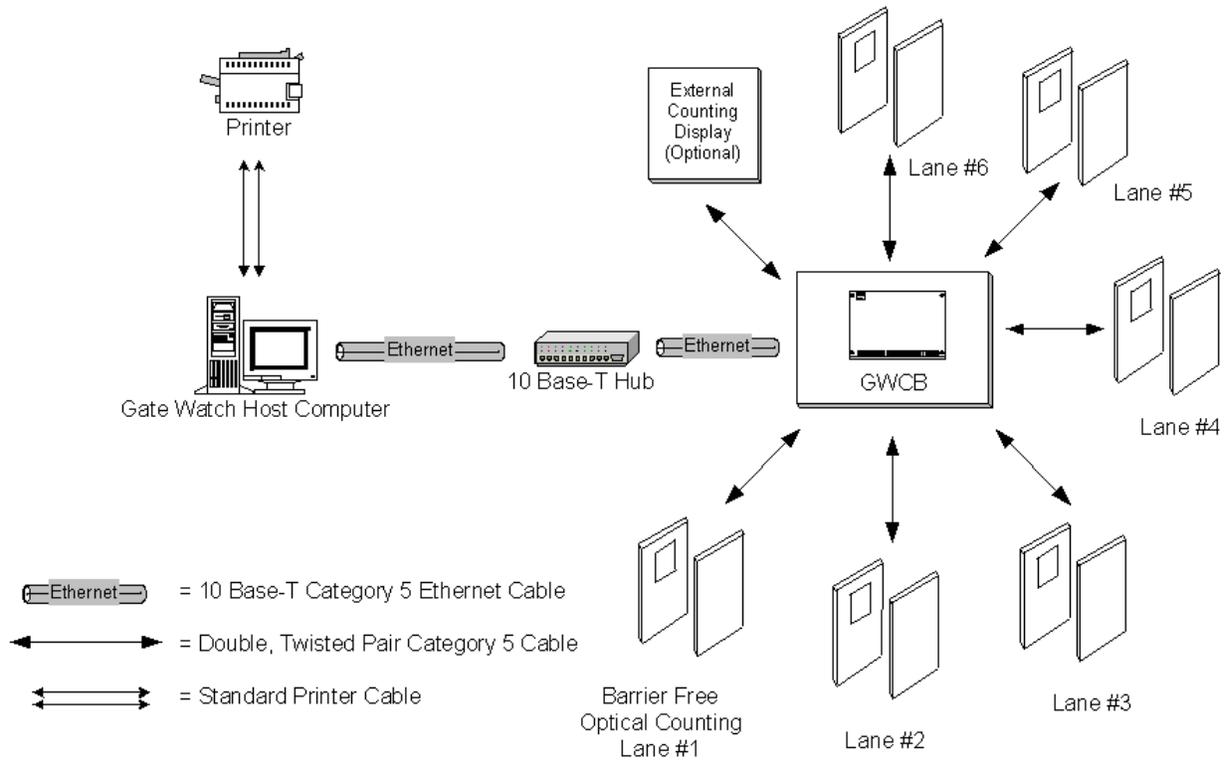
This information may be monitored onscreen in real-time, with **multi-level views** of activity/gate status instantly available with the click of a mouse.

1.3 System Overview

The GateWatch Validation System works in conjunction with compatible admission control devices, such as Alvarado scanning turnstiles, wireless handheld scanners, optical turnstiles and patron access consoles, to determine entry counts, exit counts and in facility totals.

To provide an in venue count, patrons must pass through and be registered by both an entry device and an exit device. As patrons enter or exit, the gate sends a signal to the GWCB controller. The controller collects the data from each gate and stores the information. This information is sent to the GateWatch Host Computer on a continual basis. On the computer GateServer interprets the information from the GWCB controller and catalogs when and where entries and exits have occurred. This data is stored in a Microsoft SQL database in time increments that are user definable down to 1 minute increments. GateWatch then uses the data from the database to display counts and create reports. The data is stored in the database for future access by GateWatch programs until removed by archiving.

1.4 Typical GateWatch System Configuration



The GWCB is the GateWatch Conversion Box.

(For more information on the GWCB please see the appropriate GWCB Operating Manual).

The number of entry or exit devices and controllers will differ from location to location, depending on the size and type of application.

Double pair category 5 cable is used where one device is used to generate both entry and exit counts. Single pair category 5 cable may be used where one device generates entry or exit counts only.

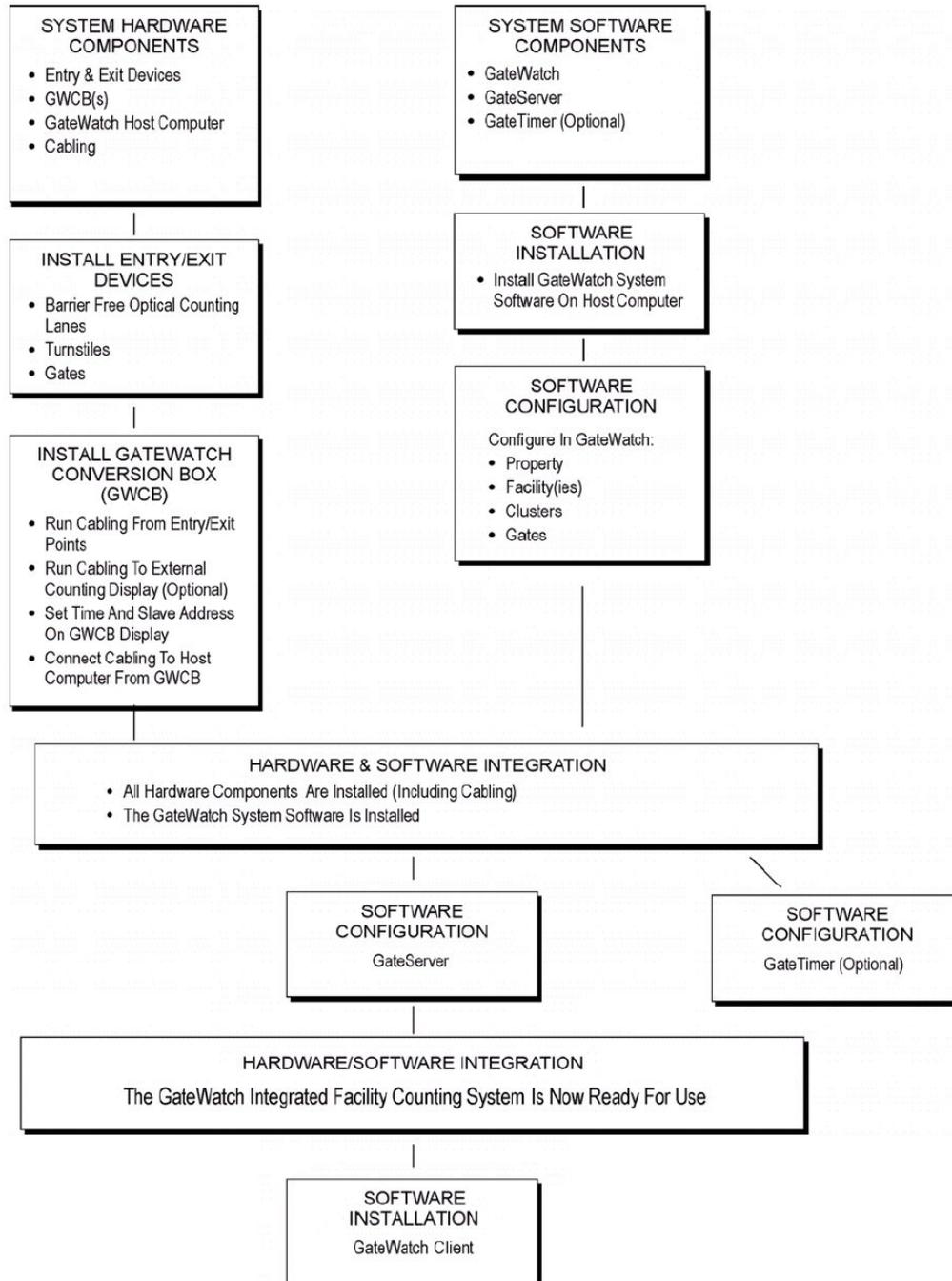


Chapter 2

Preparing to Install GateWatch

2.1 Installation & Configuration Process

For a typical GateWatch system, the hardware and software components are installed and configured separately, then integrated to form the complete system.



2.2 Host PC Server Requirements

The following is the recommended minimum configuration for the GateWatch Host PC Server:

- Pentium 4 Processor Running at 2.4 GHz or Higher
- 1 GB (1024 MB) or more RAM
- 40GB or larger ATA 100, 133 or SCSI Hard Drive
- CD-ROM Drive for Software Installation
- Ethernet Card (10/100) or Integrated Ethernet Connection
- Additional large Hard Disk or Storage Device for Backups
- Windows 2000 Server or Higher
- Microsoft SQL Server 2000 or Higher. Microsoft SQL Express 2005 or greater.
- Applicable Microsoft Client Access Licenses for Server and Database
- Installed Printer for Reports

2.3 Admission Control Devices

GateWatch is comprised of integrated hardware and software components. The hardware components are:

Entry or Exit Devices:

Entry and exit devices are barrier free optical counting lanes, turnstiles, overhead sensors or other types of gates. Examples include Alvarado's Supervisor 500 barrier free optical counting lane and Alvarado's EDC model three-arm turnstile.

GWCB Controllers:

The GWCB (GateWatch Conversion Box) functions as the interface between the entry/exit devices and the GateWatch Host Computer, permitting the use of a standard PC to communicate with multiple input ports. The GWCB receives a signal from each entry or exit device for each entering or exiting patron. These counts are held in memory in the GWCB, tabulated, and then transmitted to the GateWatch Host computer. Each GWCB supports a limited maximum number of entry/exit devices. In the event the communication to the Host Computer is broken, the GWCB will store all counts (by gate) until the memory buffer is full.



For more information on the GWCB please see the "GWCB Operations Manual."

2.4 Cabling & Communication

For the typical GateWatch installation, communications between the GateWatch Host PC Server and GWCB control devices are via standard Ethernet using TCP protocol.

- Wired Ethernet communication should conform to IEEE standards for 10Base-T or 100Base-TX networks, with double pair category 5 cable run from each wired admission control device to the on-site network. Node to node cable length should not exceed 328 feet (100 meters). It is also possible to bring several category 5 cables from different devices to a hub, in order to facilitate connection to a network.

- Each entry or exit device communicates with the GWCB controller through double or single pair category 5 cable. Individual cables can run from each entry or exit device to the GWCB, or individual pairs of wires within a cable can be used for separate entry or exit devices that are in close proximity.
- It is recommended that spare unused wiring pairs be saved within each cable in the unlikely event that a wire should break, or in the event that the facility desires future upgrades.
- For admission control devices that use a serial connection, please contact Alvarado for assistance with cabling/communication options.
- An IP address must be assigned to the GateWatch Host PC Server and each GWCB control device. See operating manual for specific admission control devices for IP configuration procedures.



Alvarado GWCB control devices may be shipped with pre-configured IP addresses that are compatible with your network. Contact Alvarado for details.

2.5 Optional Client PC's

GateWatch offers the option of installing the application on client PC's, in order to access the data. The following is a recommended minimum configuration for GateWatch Client PC's:

- Pentium 4 Processor with a 1.8 GHz Processor or Faster
- 1 GB (1024 MB) or more RAM
- Windows XP or higher
- Ethernet Card or Built-in Ethernet to Connect to the Local Network & Access the GateWatch Database
- Installed Printer for Reports

2.6 Main Software Components of the GateWatch Validation System

The GateWatch Validation System consists of two main software components:



GateWatch - The main application and user interface for information display and data retrieval, the GateWatch program includes options for numerically and graphically displaying the number of overall entries and exits. Virtually all inquiries and configurations are made through GateWatch.



GateServer - GateWatch's background services engine that writes data accumulated from the admission control devices and performs ticket validation. GateServer also handles all communication with the ticketing system, automatically updating the validation database.



To receive updates from the entry/exit devices and record count activity, GateServer MUST be running on the GateWatch Host PC.

2.7 GateWatch Additional Software Components & Utilities

GateWatch includes optional components to handle various tasks by launching a software utility or automated background service. It also ships with Alvarado's GateWatch Patron Counting System software. These additional components are automatically installed during the GateWatch software installation. These additional software components include:

- **GateCleaner** - An automatic GateWatch database archival utility.
- **GateTimer** - May be used to automatically take "snapshots" of admission data at user-defined intervals and write the data as log files to a network directory.

Chapter 3

GateWatch Software Installation

3.1 Packing List

You should have received the following with your GateWatch purchase:

- ❑ GateWatch Installation CD's (Host & Client)
- ❑ GateWatch User Manual (This Document)

Contact Alvarado if software discs are missing or damaged.

3.2 Installing GateWatch on the Host PC Server

1. Before installing GateWatch and associated applications and utilities on the Host PC Server, **you must install and configure** Microsoft SQL Server or Microsoft SQL Server 2008 Express.
2. To install GateWatch, you must be logged in to Windows with full administrative privileges. Insert **the Host Installation CD** into the CD-ROM drive. The setup program should automatically start, allowing you to proceed with the installation.
3. If auto insert notification is turned off, or the setup program otherwise fails to launch, use the RUN command from the Windows Start Menu and type **D:\Setup.exe**, where "D:" is the assigned letter for your CD-ROM drive. Click the "OK" button to install the software.
4. Follow the prompts to complete the software installation. It is recommended that you accept the default Windows installation path, which is **C:\Programs\Tycon/Gate**. However, if a previous version of GateWatch exists in the installation path, it must be removed prior to installation **OR** the installation path must be changed to a different directory.
5. If removing previous versions of GateWatch, remember to **backup** any existing databases. A script (**update7.sql**) is provided after installation to convert existing databases from GateWatch 6.0 to GateWatch 7.0. The default directory for this script is C:\Program Files\Tycon\Gate\DATASQL\update7.sql. This script should be executed with MSSQL Query Browser after backing up the existing database. Contact Alvarado for instructions on how to convert existing GateWatch 6.X databases to GateWatch 7.0.



Before you launch the GateWatch application you will need to perform the steps in the next two sections, which involve **restoring the default database, then linking it to the GateWatch application.**

3.3 Database Restore Procedure for SQL Server

If you will be installing *Microsoft SQL Server 2008 Express*, a free version of Microsoft SQL Server, please see Appendix C.

In order to use GateWatch with the SQL Server database, you must first: restore a copy of the initial database using Microsoft SQL Server Enterprise Manager, then start the GateWatch program and confirm use of SQL database to complete setup and link to the database.

Restoring the Initial Database - Follow the steps below to restore the original GateWatch database to the server:

1. Open SQL Server Service Manager and make sure that SQL Server service is started (**FIGURE 3.1**). The dialog box at the bottom of the SQL Server Service Manager screen indicates whether or not the service is running. If the service needs to be started, click the start/continue button to start the SQL Server service.
2. Open SQL Server Enterprise Manager and expand the Microsoft SQL Servers console view to show components of your servers.
3. Choose the Databases folder within the SQL Server you wish to install to.
4. From the Tools menu, select Restore Database (**FIGURE 3.2**).

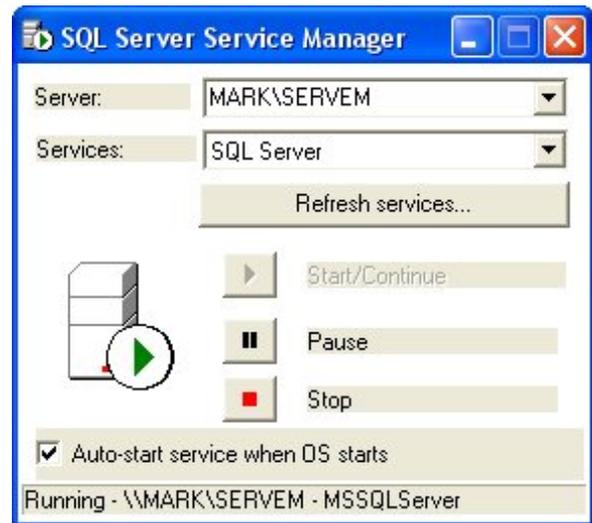


FIGURE 3.1 – SQL Server Service Manager

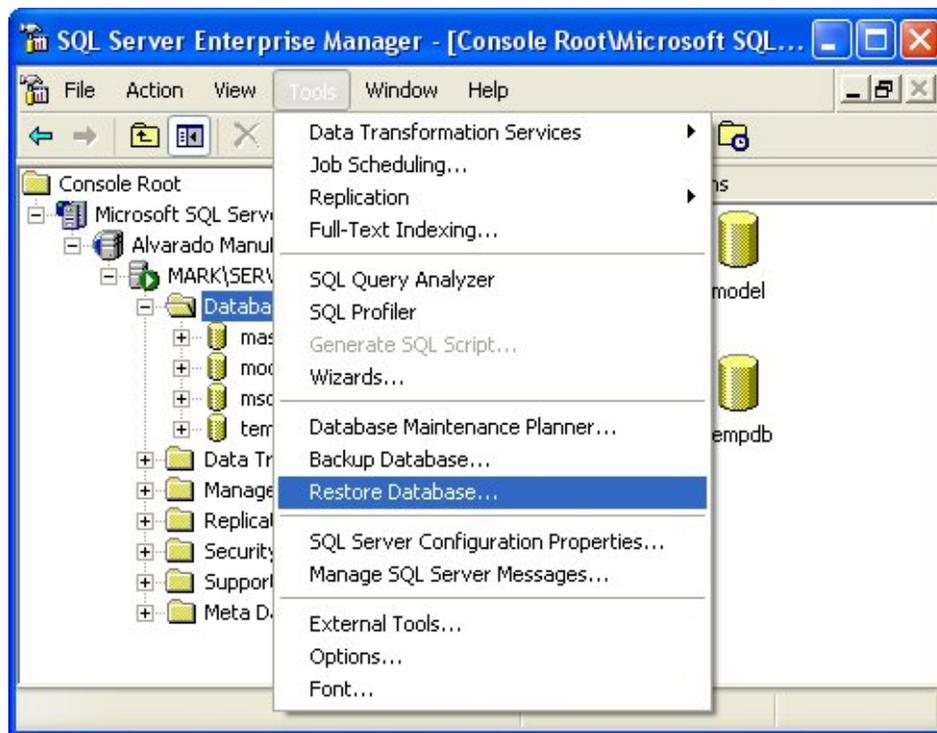


FIGURE 3.2 – SQL Server Enterprise Manager

5. Under the General Tab of the “**Restore Database**” window, type “**Gate**” in the “**Restore as database**” field (FIGURE 3.3).
6. In the **Restore Database** Window (FIGURE 3.3), under the General Tab, **select** the “**From Device**” radio button. Make sure that the “**Restore backup set**” and “**Database – complete**” radio buttons are **selected**. Click the “**Select Devices**” button.

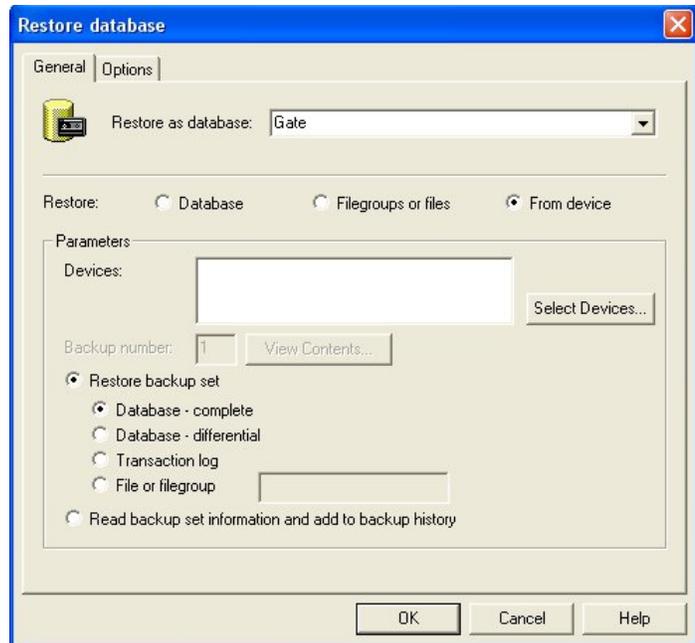


FIGURE 3.3 – Restore Database

7. From the “**Choose Restore Devices**” Window (FIGURE 3.4), click the “**Add...**” button.

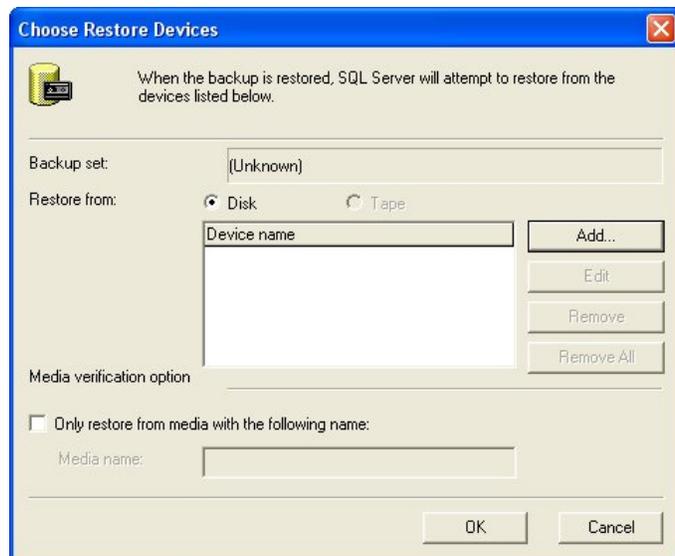


FIGURE 3.4 – Choose Restore Devices

8. Find and select the file **GATE_DB.BAK** at the following path:
C:\Program Files\ Tycon\Gate\DataSQL
 (This path may vary; this is the default path for installation), then click the “**OK**” button as in FIGURE 3.5.

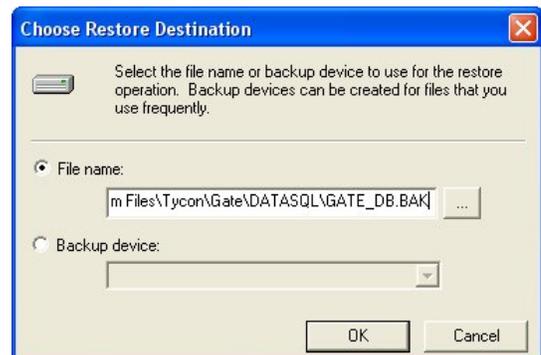


FIGURE 3.5 – Choose Restore Destination

9. Click the **“OK”** button in the **“Choose Restore Devices”** window.

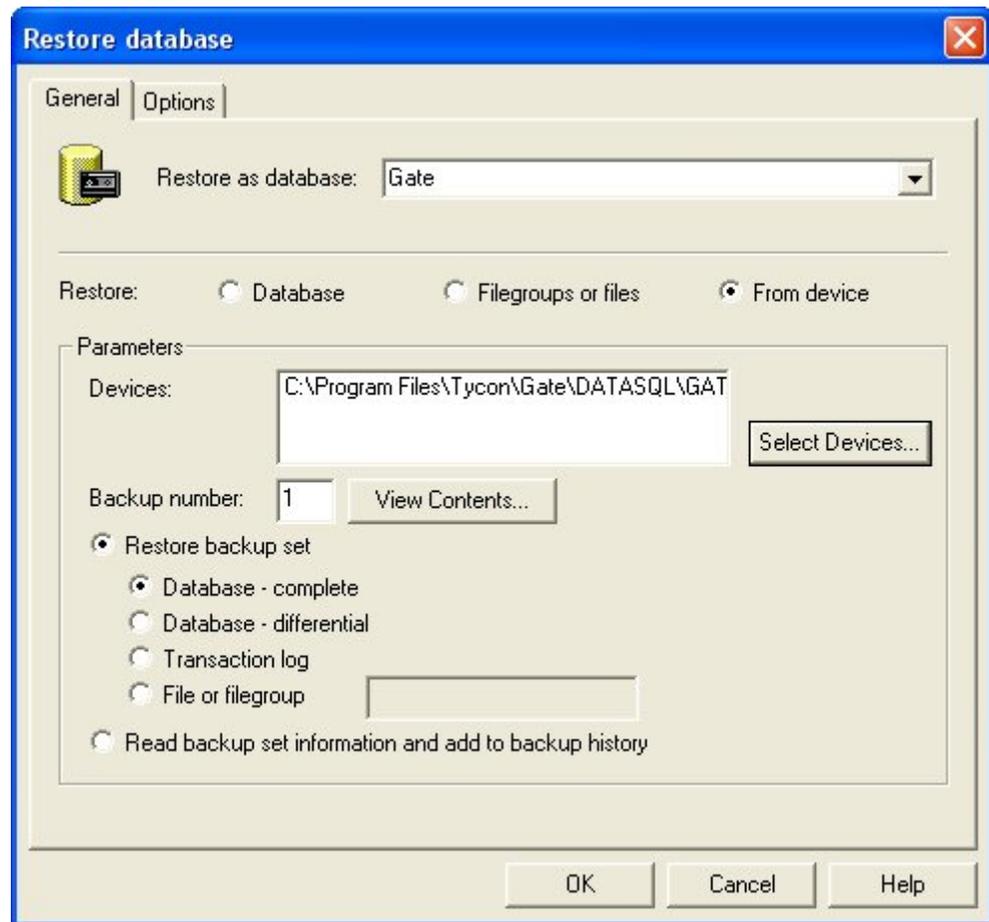


FIGURE 3.6 – Restore Database

10. Click the **“OK”** button to close the **“Restore Database”** window and to complete the restoration of the GateWatch database. Please see FIGURE 3.6.



FIGURE 3.7 – Successful Restoration of Database

11. When the database has been restored successfully, click the **“OK”** button, then exit the SQL Server Enterprise Manager, but leave SQL Service Manger running.

3.4 Connecting GateWatch Host to the SQL Server Database

Before launching GateWatch, you must establish the data link to the SQL server and database. To do this please ensure that you are logged into Windows as an Administrator:

1. Launch Windows Explorer to locate the **GATE.UDL** file at: **C:\Program Files\Tycon\Gate\GATE.UDL**
2. Once you've located the GATE.UDL file, right click on it to display it's Properties.
3. Click on the **Provider** tab (**FIGURE 3.8**) and make sure that **Microsoft OLE DB Provider for SQL Server** is highlighted. (If this choice is not available, please refer to SQL Server documentation to troubleshoot before continuing.)
4. Click on the **Connection** tab (**FIGURE 3.9**), then enter the name of your SQL Server in the "**Select or enter server name**" field.
5. Keep the default setting of **Use Windows NT Integrated Security** as log on preference.
6. Enter "**Gate**" in the "**Select the database on the server**" field.
7. Click the "**Test Connection**" button to determine if your database link is valid.
8. If the connection is valid, the basic software installation is complete and you are ready to configure GateWatch for your specific setup. If invalid, see **SECTION 3.6** at the end of Chapter 3.

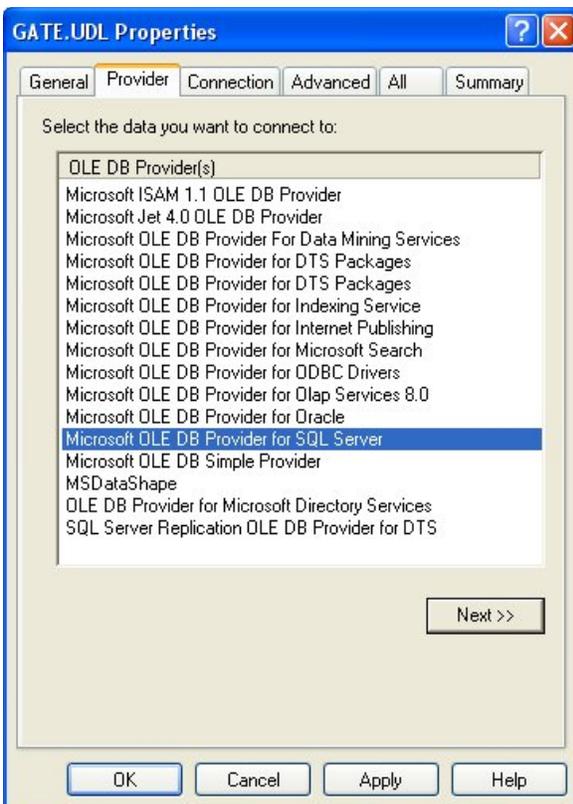


FIGURE 3.8 – GATE.UDL Properties - Provider Tab

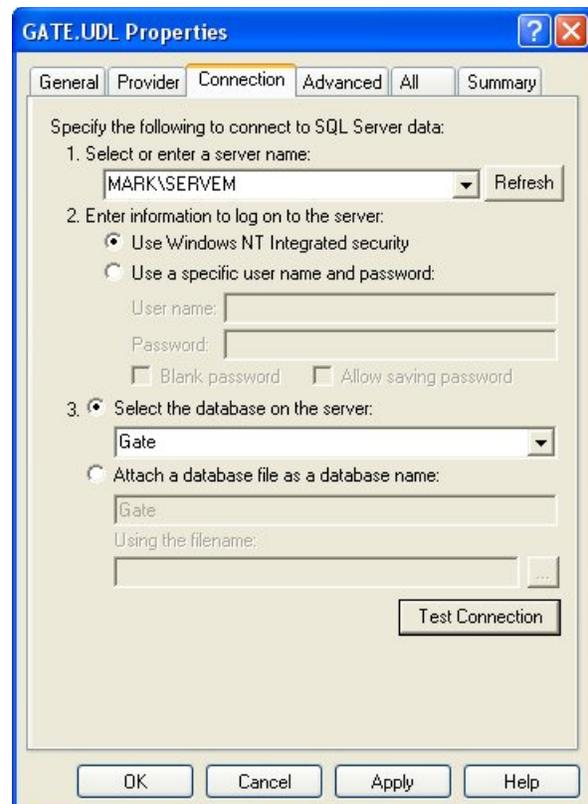


FIGURE 3.9 – GATE.UDL Properties - Connection Tab

3.5 Optional GateWatch Client PC Installation

The GateWatch Client software may be installed on any networked PC with **Microsoft Windows 2000 Professional or higher**.



Before beginning the GateWatch Client PC installation, please complete these steps in order:

Step 1) Make sure that you have completed all previous tasks covered in this chapter for installation, database restoration and connection for the GateWatch Host PC Server.

Step 2) Prepare the .UDL file on the client PC as described below.

To install GateWatch Client, you must be logged in to Windows with full administrative privileges. Insert the **GateWatch Client Installation CD** into the CD-ROM drive. The setup program should automatically start, allowing you to proceed with the installation.

If auto insert notification is turned off, or the setup program otherwise fails to launch, use the RUN command from the Windows Start Menu and type **D:\Setup.exe**, where "D:" is the assigned letter for your CD-ROM drive. Click the "OK" button to install the software.

1. Follow the prompts to complete the software installation. It is recommended that you accept the default Windows installation path, which is **C:/Programs/Tycon/Gate**.
2. After the software is installed, repeat the procedures in **Section 3.4**, using the Client PC's local **GATE.UDL** file (C:\Program Files\Tycon\Gate\GATE.UDL).
3. Use the same Provider settings (Microsoft OLE DB Provider for SQL Server), and then configure the settings within the Connection tab to connect to the **Host PC's SQL Server Database** (Gate). Please see section 3.4 for details.
4. Test the connection to ensure that your database link is valid. If the connection is valid, the Client PC software installation is complete and the GateWatch Program may be launched by clicking the Windows "Start" button and choosing **All Programs, Gate, and GateWatch**.
5. If your database connection fails, see troubleshooting tips provided in the next section of this manual.

3.6 Troubleshooting SQL Database Connections

This section provides some basic troubleshooting procedures that may be helpful if Test Connection fails during configuration of the GATE.UDL file's connection properties.

GENERAL TIPS

- Have your network administrator confirm that network login security and/or SQL database connection have been configured properly.
- Make sure you are logged in as an administrator.
- Verify that you have entered the name of your server correctly.

- Use the SQL Server Services Manager to verify that the service is running for the specified server. The connection cannot be made if the service is stopped. If necessary, restart SQL Services for that specific server. Wait for a short period of time until the service is running, then re-test the connection.
- If the connection test is still unsuccessful, check network configuration and security settings for Windows Server, and MS SQL Server. Refer to Microsoft Windows and SQL Server documentation and tutorials for more information.

Verify that you have a **sufficient number** of MS SQL Server **Client Licenses**



Make sure that your network administrator has configured the client PC to connect to both the network and the SQL Server database. **Login security** for either the **network** or the **database** connection must be configured. This includes setting permissions on the server (Host PC) to allow connections and logins from the client at both the **Windows and/or SQL Server level**. Refer to Microsoft Windows and SQL Server documentation and tutorials for more information.

If you still cannot connect to the **Gate SQL Database**, contact Alvarado for further assistance.

Chapter 4

Overview & Modes of Operation

This section provides an overview of the GateWatch system interface; including various modes of operation.

4.1 GateWatch Overview

The GateWatch application is opened by going to **Start → All Programs → Gate → GateWatch**. GateWatch provides a Graphical User Interface to the counting system. The administrator is able to view and maintain the facility and the gates in real-time, as well as generate reports/graphs through GateWatch.

The following screen shot (**FIGURE 4.1**) is of GateWatch (not configured with counting devices) with the Speed Bar activated. The Speed Bar can be turned on or off by selecting the Speed Bar option from the View Menu.

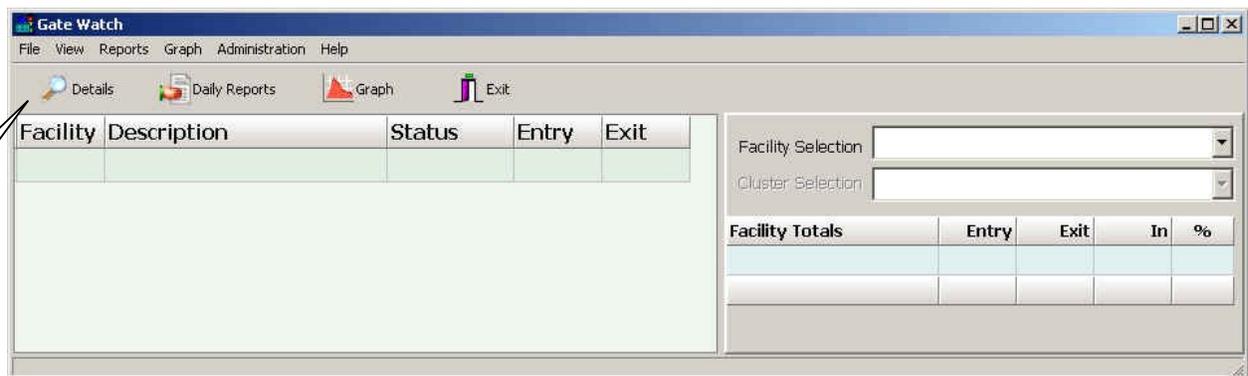


FIGURE 4.1- GateLink

Speed Bar Icon Definitions



Switch Display Modes – Detail or Summary View of Facilities and Clusters



Daily Reports – Create Reports for Facilities, Clusters and Gates.



Show Graph – Create Graphs of Entries/Exits



Exit Application – Exits GateWatch

4.2 GateWatch Modes of Operation

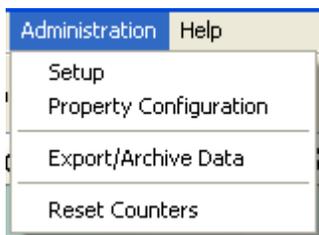
The **Administration Menu** allows GateWatch to be setup and configured. By default, the GateWatch shortcut from the **Start Menu** has an “S” after the address in the **target command line argument**. This allows the “Setup and Property Configuration” option in the **Administration Menu** (as shown in **FIGURE 4.2**) to be accessible in GateWatch. The GateWatch shortcut on the **desktop** is not configured with access to the Administration Menu.

You can **modify** the target command line argument by right clicking on the **GateWatch shortcut icon** to bring up the options menu and then by selecting properties. This will open the GateWatch Properties Window.

To configure access to the “Setup and Property Configuration” option the GateWatch shortcut/path must include an **“S”** after the target command line argument as in **FIGURE 4.2**. This will allow access to the “Setup and Property Configuration” in the Administration Menu in GateWatch. Click the **“OK”** button to finish the configuration process.



Ensure that there is a **space** before inserting the **“S”** after the quotes as in **FIGURE 4.2**.



Shown above, after adding the **“S”** to the GateWatch target path, the **“Setup and Property Configuration”** Menu item is now enabled.



You can also add the GateWatch shortcut icon to the Windows Start-up Menu to **automatically run GateWatch when the computer is powered on**. To do this, right-click on the desired GateWatch icon to bring up the options menu and select **“Create Shortcut.”** A new copy of the GateWatch icon will appear with the previous copy. Carefully drag this new icon to the **Start → All Programs → Startup** directory. When the computer is rebooted, GateWatch will automatically start.

Chapter 5

Planning Setup of Facilities

This chapter will introduce you to the concepts used for configuration of the GateWatch Counting System, as they relate to setup of admission control devices within facilities, using an example of a venue for illustration of the configuration process.

5.1 The Basics

After completing software installation, the initial setup of the GateWatch system is completed in the following order:

GateWatch	All admission control devices are named and grouped as clusters of “gates” within facilities.
GateServer	Devices previously defined within GateWatch are assigned an IP address or communications port, and additional advanced configurations are defined.

5.2 Terms Used to Define Admission Control Devices in GateWatch

GateWatch uses the following hierarchical structure for admission control devices within facilities:

Gate	A “Gate” represents an individual counting device used at an entry/exit point...for example, an EDC turnstile or an SU500 Optical Counting Lane.
Cluster	A “Cluster” is a group of Gates. Clusters are created within GateWatch to allow a facility to be scaled into physical gate areas, or alternately as logical groupings of Gates (such as a group of turnstiles). Each Cluster must have at least 1 Gate and each Gate must be in a Cluster.
Facility	A “Facility” is a stadium, arena, concert hall or other venue where people will be counted. A Facility can have one or more Clusters, depending on its size and layout. There must be at least one Facility defined in the system.
Property	A “Property” is the top level in GateWatch and represents the entire complex containing all Facilities. There can be only one Property defined in the system, and that Property must contain at least one Facility.

5.3 GateWatch Setup Example

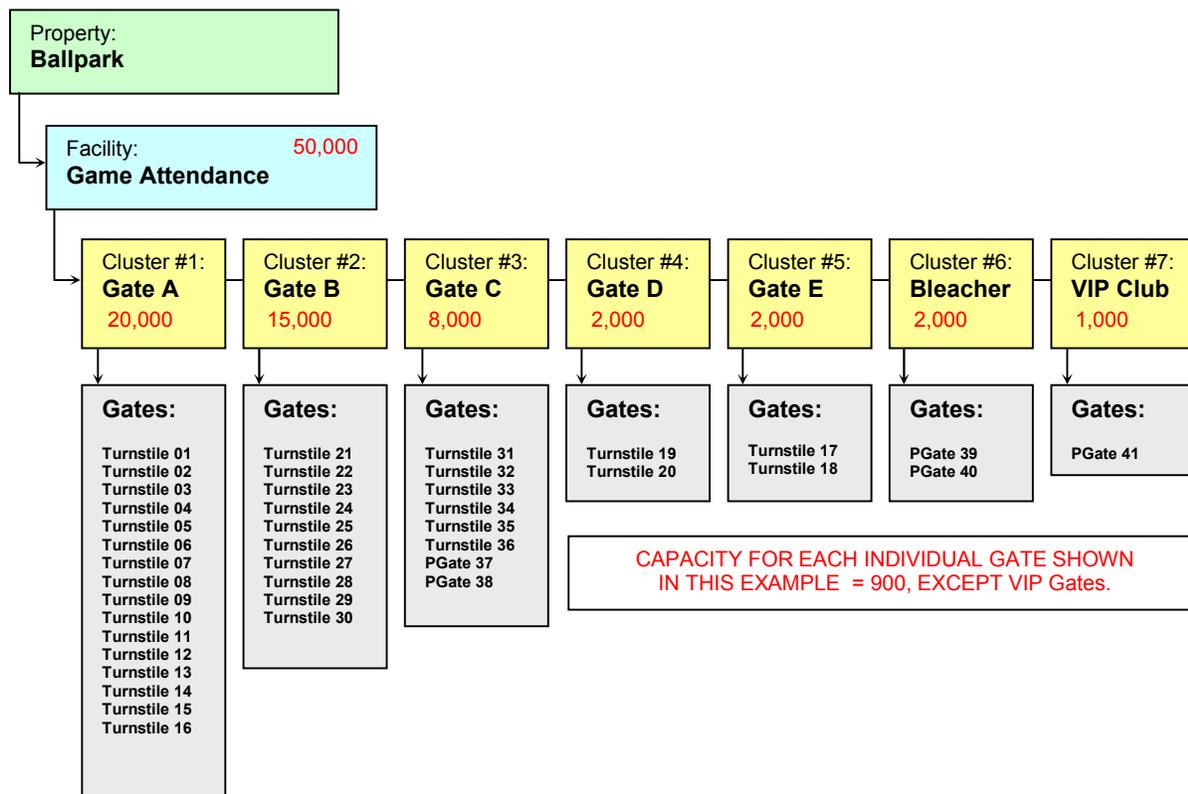
The **Baseball Stadium example** shown on the next page was selected to illustrate the configuration process of the GateWatch software. Although all installations are different, the GateWatch configuration and setup concepts for this example apply to virtually all GateWatch user sites. For additional information about viewing/monitoring admission counts, including using the progress percentage bars in GateWatch, see **Chapter 6**.

This Baseball Stadium example includes a **Property** with a single **Facility**. The Facility has seven different areas that serve as entry points to the stadium and are represented as **Clusters**. Each Cluster is composed of one or more Gates, which represent counting devices.



We highly recommend completing a System Outline and Layout Diagram for your specific property before proceeding with the configuration of the GateWatch software. **Appendix A** features a sample worksheet and diagram for this purpose.

Here's how our Baseball Stadium is configured within GateWatch



5.4 Capacity Values

GateWatch is capable of displaying real-time admission activity counts for the entire property, facilities within the property, clusters within each facility, as well as individual gates within each cluster.

This data can be monitored/viewed in several ways, including a graphical representation of the total admission count as a percentage of **user-defined maximum capacities**. To utilize this feature an approximation of the maximum number of patrons anticipated inside the venue must be determined.

Again, using our Baseball Stadium example, here's a look at how **maximum capacity values may be configured throughout the Facility**. Please note that when you enter these values during setup, they are simply estimates that allow you to view admission activity in GateWatch as a relative percentage of full capacity.



The sum of capacity levels for individual components may not exceed capacity level of its parent component. For example, if a cluster contains 4 gates that are each configured for a capacity of 900, that cluster must have a set capacity of AT LEAST 3600. This applies to clusters within facilities, and facilities within a property.

Chapter 6

GateWatch Configuration

This chapter explains how to configure GateWatch by defining the setup of the **property**, **facilities**, **clusters**, and **gates** where admission counting devices are used.

6.1 Getting Started

If you haven't already done so, we recommend that you create a **System Outline Worksheet** and **Property Layout Diagram** using the examples found in **Appendix A** of this manual. As setup is explained for each GateWatch property level, settings from the Baseball Stadium example in the previous chapter will be used to illustrate the configuration process.

Once you've completed software installation, restored the default database and established a link to the SQL Server software, you are ready to configure GateWatch. To begin the configuration process using the **Start Menu**, click **Start → All Programs → Gate → GateWatch**.

6.2 Property Configuration

GateWatch's top level in the directory structure is the **Property**. To define property settings:

1. Click on the **"Administration"** button on the menu bar.
2. Select **Property Configuration** (FIGURE 6.1) to open the Property Window.
3. Please note that you may need to delete the default or existing value in the **"Property Name"** field before typing new information. This applies not only to the initial configuration, but also to any later changes/editing that is done to a property, facility, cluster or gate.
4. Enter a name for your Property in the **"Property Name"** field as in FIGURE 6.2. You may also accept the default value **"OUR PROPERTY."** The image to the right (FIGURE 6.2) utilizes the settings from the Baseball Stadium example in the previous chapter.
5. Click the **"Save"** button to save your property settings.



FIGURE 6.1
Administration Menu

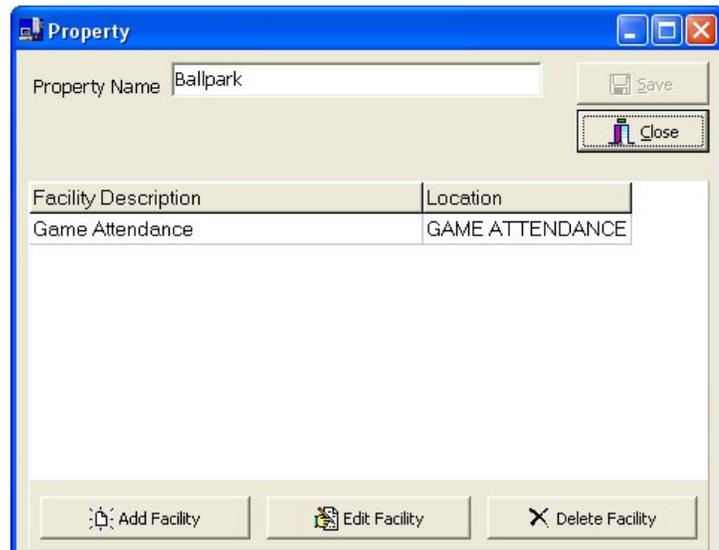


FIGURE 6.2 Property Configuration

6.3 Creating / Configuring Facilities

To add a **Facility**:

1. Click on the **“Administration”** button on the menu bar.
2. Select **Property Configuration** to open the **Property Window (FIGURE 6.2)**.
3. Click the **“Add Facility”** button to open the Facility Window. (The Facility properties may be modified later with the **“Edit”** or **“Delete”** buttons in the Property Window). The Facility Window (**FIGURE 6.3**) is displayed below:

Cluster Description	Code
GATE A	GATE A
GATE B	GATE B
GATE C	GATE C
GATE D	GATE D
GATE E	GATE E
BLEACHER	BLEACHER
VIP CLUB	VIP CLUB

FIGURE 6.3 – Facility Configuration

4. Enter a name for your facility in the **“Facility Name”** field.
5. Enter the total capacity of your facility in the **“Maximum”** field.
6. The **Location Code** is a setting that is defined when GateWatch is utilized with Alvarado’s GateLink ticket validation software system. You may define the **“Location Code”** field as a generic name of your facility based on a maximum of 20 characters.
7. Click the **“Save”** button to save your new facility settings.

Facilities may be **edited** or **deleted** from the Property Window (**FIGURE 6.2**):

- To **delete** a Facility, select the Facility in the Property Window and click on the **“Delete Facility”** button.
- To **edit** a Facility, select the Facility in the Property Window and click on the **“Edit Facility”** button.

6.4 Creating / Configuring Clusters

To setup a **Cluster** in GateWatch:

1. Click on the “**Administration**” button on the menu bar.
2. Select **Property Configuration** to open the **Property Window** (FIGURE 6.2).
3. Select a Facility and click the “**Edit Facility**” button to open the **Facility Window** (FIGURE 6.3).
4. From the Facility Window, click the “**Add Cluster**” button to open the Cluster Window. (The Cluster properties may be modified later with the “**Edit**” or “**Delete**” buttons in the Facility Window). The Cluster Window (FIGURE 6.4) is displayed to your right.

Gate Nr	Gate Description	IP Address/Port
1	Turnstile 01	10.30.0.1
2	Turnstile 02	10.30.0.2
3	Turnstile 03	10.30.0.3
4	Turnstile 04	10.30.0.4
5	Turnstile 05	10.30.0.5
6	Turnstile 06	10.30.0.6
7	Turnstile 07	10.30.0.7
8	Turnstile 08	10.30.0.8
9	Turnstile 09	10.30.0.9
10	Turnstile 10	10.30.0.10
11	Turnstile 11	10.30.0.11

FIGURE 6.4 - New Facility Cluster Configuration

5. Enter a unique **Cluster Code** of up to **20 characters**. The “**Cluster Code**” field is used for optional logs created by the GateWatch System when installed with Alvarado’s GateLink software system. You may define the “**Cluster Code**” field as a generic name based on a maximum of 20 characters.
6. Enter a name in the “**Cluster Name**” field. You may simply re-enter the Code used in the previous step, or you can enter a more detailed description using up to **24 characters**.
7. Enter the overall capacity of the cluster in the “**Maximum**” field.
8. GateWatch provides a method of scaling access to a facility, based on tickets for a particular event, using **Access Levels**. This is used strictly for the Alvarado GateLink ticket validation system. When running only GateWatch, set access level to “0”.
9. Click the “**Save**” button to save your new Cluster.

Clusters may be **edited** or **deleted** from the Facility Window (FIGURE 6.3):

- To **delete** a Cluster, select the Cluster in the Facility Window and click on the “**Delete Cluster**” button.
- To **edit** a Cluster, select the Cluster in the Facility Window and click on the “**Edit Cluster**” button.

6.5 Creating / Configuring Gates

To setup a **Gate**:

- From the **Cluster** Window, click the “**Add Gate**” button to open the **Gate** Window. (The Gate properties may be modified later with the “**Edit**” or “**Delete**” buttons in the **Cluster** Window). The **Gate** Window (**FIGURE 6.5**) is displayed below:

The screenshot shows a dialog box titled "New Gate". It has a blue title bar with a close button (X) in the top right corner. The dialog contains the following fields and controls:

- Gate Number:** A spin box with the value "67".
- Description:** A text box containing "Gate 67".
- Communication Protocol:** A group box containing three radio buttons:
 - TCP/IP
 - RS232
 - UDP
- IP Address:** A text box with three dots "..." inside.
- Buttons:** On the right side, there are two buttons: "OK" with a green checkmark icon and "Cancel" with a red X icon.

FIGURE 6.5 – Gate Window with TCP/IP Selected

- A value is automatically assigned for the “**Gate Number**” field. You should accept this default value during normal setup.
- Enter a name for the Gate in the “**Description**” field. You may use up to 30 characters.
- The **Communication Protocol** can be set to **TCP/IP**, **RS232** or **UDP**. Check the radio button for the communication protocol for the appropriate GWCB controller. TCP/IP is the standard default communication protocol.
- If TCP/IP is selected, the **IP Address** for the GWCB controller is required. Enter the information in the “**IP Address**” field (**FIGURE 6.5**). Obtain the information from your network administrator. The device number that will be entered is based on the specific connection of the device to the GWCB controller. Refer to your supplied GWCB manual for additional information.
- If RS232 communication is selected, the **Gate** Window changes to resemble the image below (**FIGURE 6.6**). Select the **Com Port** and **Slave** value as needed to communicate with the appropriate access control device. Obtain the settings from your administrator.

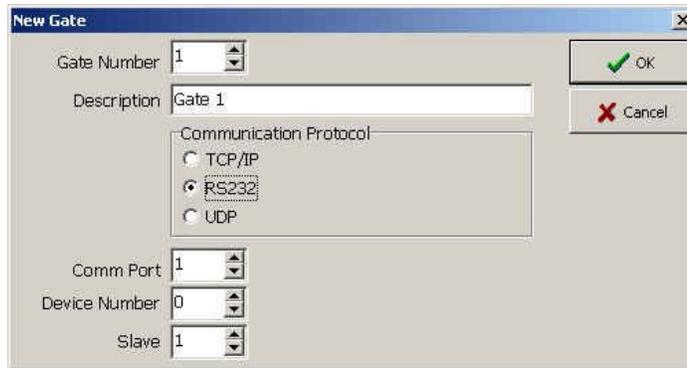


FIGURE 6.6 – Gate Window with RS232 Selected

- If the UDP protocol is selected, the **IP Address** for the GWCB controller is required. Enter the information in the “**IP Address**” field (FIGURE 6.5). Obtain the information from your network administrator. The device number that will be entered is based on the specific connection of the counting device to the GWCB controller.
- After closing the gate and cluster windows, if prompted to save changes please click “**Yes.**”



6.6 Viewing Your Configuration

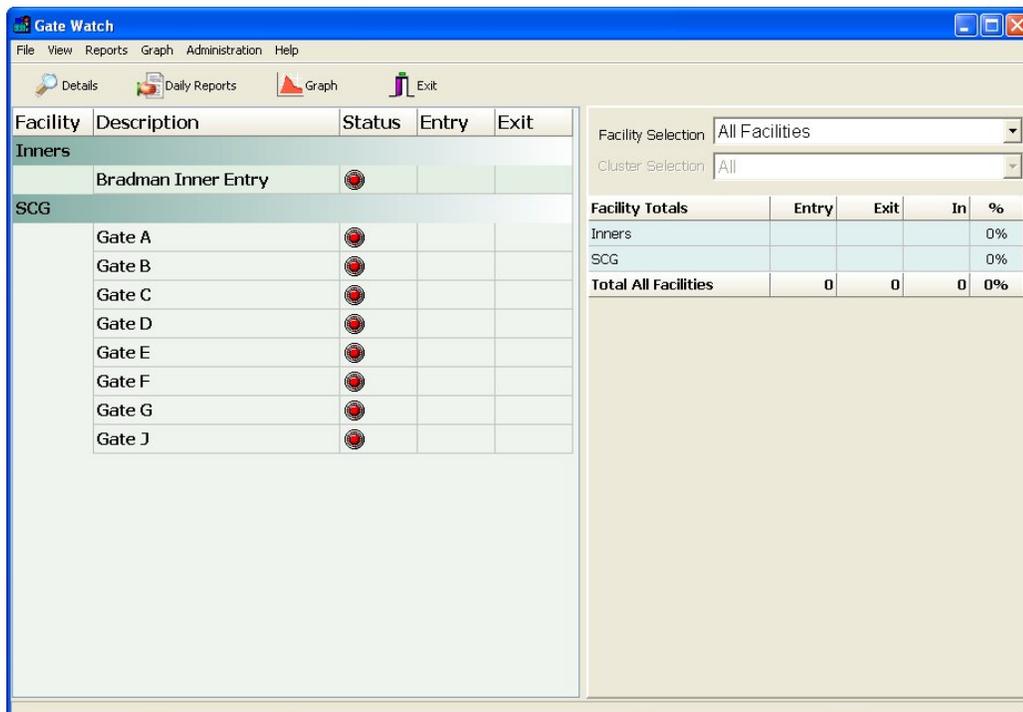


Figure 6.7 – Gate Watch – View of All Clusters Detail View

As you create Facilities, Clusters, and Gates for your Property, you may view the components of your system by utilizing the **Facility Selection Drop Down Menu & Cluster Selection Drop Down Menu**. Alternatively, you may toggle between the information displayed in the **Directory** by double clicking on the Facility, Cluster, and Gate names.



The **Switch Display Mode** button (shown above) in the **Speed Bar** will also allow you to toggle quickly from a detailed view to a summary view of the **Directory** (as described in **Section 4.1**).

6.7 Editing & Deleting Configurations

To **edit** configuration settings for any item, click on the **“Administration”** button on the menu bar. Select **Property Configuration** and click to open the **Property Box**. Find the desired Facility, Cluster, or Gate, by browsing through the descriptions. Double-click to browse into a Facility, Cluster, or Gate. Select the desired item and click the **“Edit”** button to configure the settings.

To **delete** settings for any item, click on the **“Administration”** button on the menu bar. Select **Property Configuration** and click to open the Property Box. Find the desired Facility, Cluster, or Gate, by browsing through the descriptions. Double-click to browse into a Facility, Cluster, or Gate. Select the desired item and click the **“Delete”** button to remove the settings. A pop up message box will ask for confirmation to delete the item. Please select **“yes”** to remove the item from the database or **“no”** to cancel this action.

6.8 Example of GateWatch during a Live Event

The following screen shot (**FIGURE 6.8 and 6.9**) is an **example** of GateWatch operating during a live event using the configuration settings (Configuring Property, Facility, Cluster, and Gate properties; including the maximum capacity).

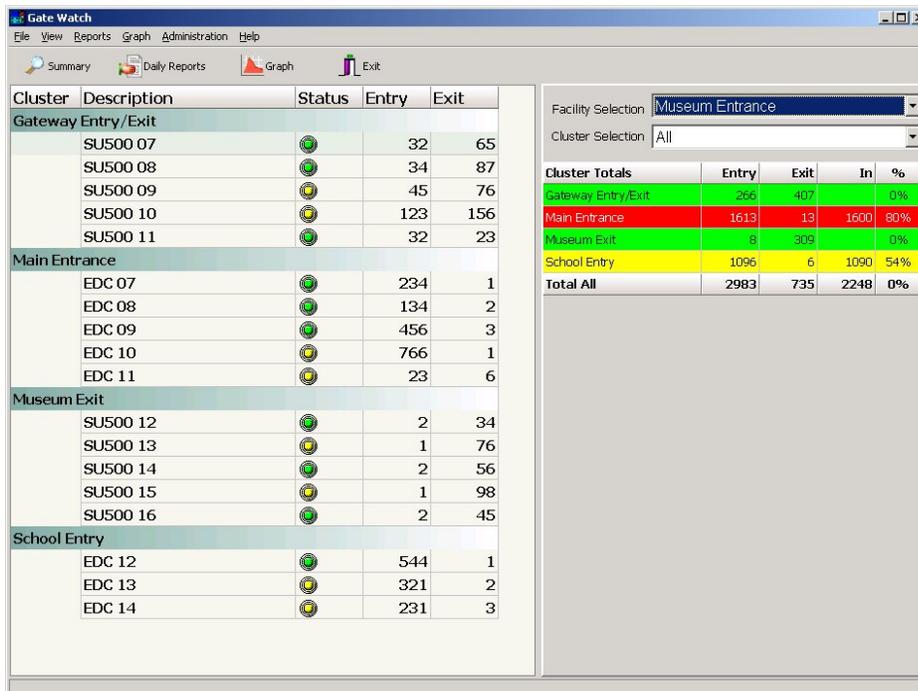
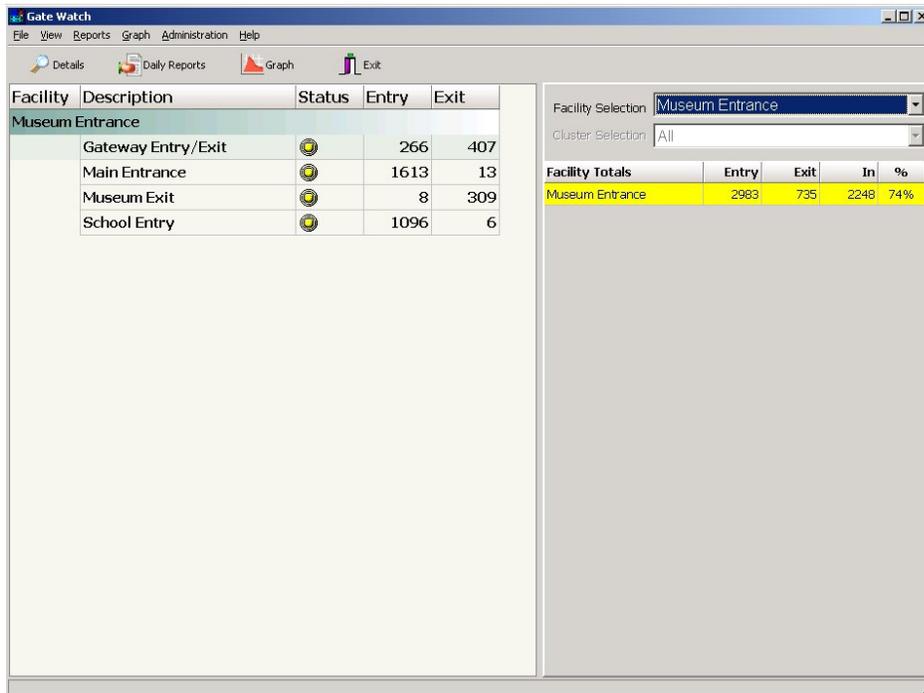


Figure 6.8 – Example of GateWatch during a live event – Cluster View

Status:
Under the **“Status”** tab, the status of the turnstile is shown. A green light represents a turnstile that is online and a yellow light represents a turnstile that is currently offline.

Progress Colors/Cluster Totals:
The color coded **“Cluster Totals”**, shown in Green, Red and Yellow represent different percentages of occupancy. These colors are provided for a quick reference and overview of the number of patrons in a cluster.



Status:
 Under the “Status” tab in Facility View, the status of the overall cluster is shown. The cluster can be “Online” when all gates are activated; “Mixed” when a cluster contains some activated gates and some offline gates and “Offline” when all gates in a cluster are offline.

Figure 6.9 – Example of GateWatch during a live event – Facility View

6.9 Additional Settings

Click the “Administration” menu and choose **Setup** to view/edit these additional settings:

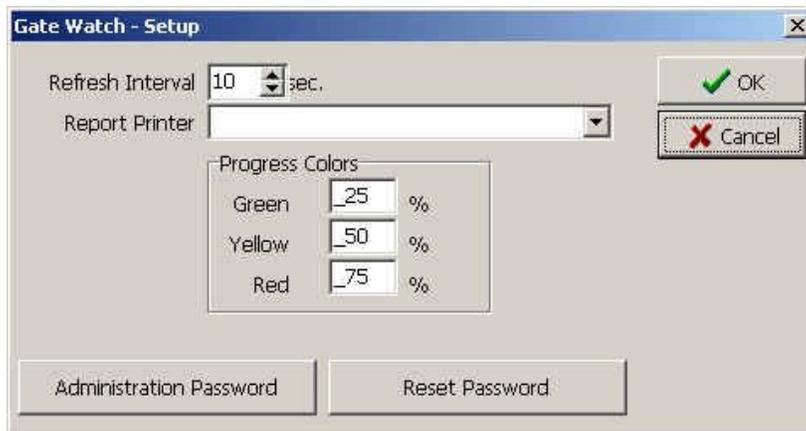


FIGURE 6.13 – GateWatch Setup

- **Refresh Interval** - The refresh interval is the frequency that GateWatch refreshes the Online Counters with data from the database. You may accept the default interval of 15 seconds, or it may be changed to any number between 2 and 60 seconds.
- **Report Printer** - This information is used to format and print reports. By selecting a report printer from the drop down menu the report function can determine the paper size information and format the report accordingly. The available printers are the same as the installed Windows printers.

- **Progress Colors** - Progress Bars used within the **Counters Text Mode** show the number of people in the facility as a percentage of the user-defined Capacity. The Progress Bars **change color as different percentages of capacity level are reached**. The default settings shown in **FIGURE 6.13** may be adjusted by changing the threshold levels for the **green**, **yellow** and **red** Progress Colors within the Administration Setup dialog shown on the previous page.
- **Administration Password** - GateWatch allows you to create an Administration Password that a user **must** enter to access administrative functions; such as: Setup and Property Configuration (**FIGURE 6.14**).

From the Administration Setup menu, click the Administration Password button to enable password protection. **Enter and confirm the desired password** in the appropriate fields, then click “OK” button.

A screenshot of a Windows-style dialog box titled "Administration Password". The dialog has a blue title bar with a red close button in the top right corner. Inside the dialog, there are two text input fields. The first is labeled "Enter Administration Password:" and the second is labeled "Confirm Administration Password:". Below the input fields are two buttons: "OK" and "Cancel".

FIGURE 6.14 – Administration Password

- **Reset Password** – In addition to an Administration Password, you may also create a Reset Password (**FIGURE 6.15**) that a user **must enter to reset GateWatch’s Online Counters**.

From the Administration Setup menu, click the Reset Password button to enable password protection. **Enter and confirm the desired password** in the appropriate fields, then click “OK” button.

A screenshot of a Windows-style dialog box titled "Reset Password". The dialog has a blue title bar with a red close button in the top right corner. Inside the dialog, there are two text input fields. The first is labeled "Enter Reset Password:" and the second is labeled "Confirm Reset Password:". Below the input fields are two buttons: "OK" and "Cancel".

FIGURE 6.15 – Reset Password

Chapter 7

GateServer Configuration

This chapter describes the procedures for setting up GateWatch's additional features and functions.

7.1 Getting Started

A brief overview of GateServer was given in **Section 4.3** describing how GateServer operates and functions within the counting system. GateServer also has various start-up options to control how GateServer functions, as explained in **Section 4.4**. This chapter will detail the other features of GateServer; operating with all options enabled (See **FIGURE 7.1**).

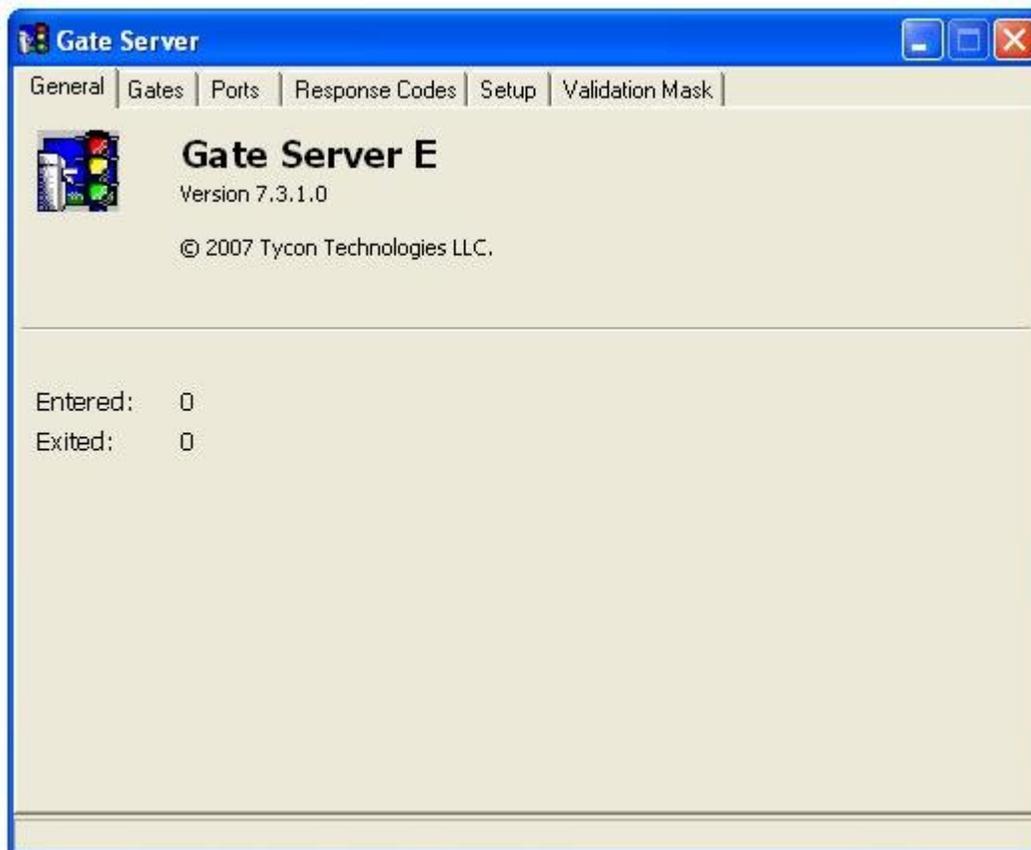


Figure 7.1 – GateServer Home Screen

7.2 Verifying & Editing Gate Port / IP Address

For the GateWatch system to function correctly, admission control devices must be mapped to a Port/IP Address within GateServer. The mapping needs to be done in GateWatch (See **Section 6.5**) and can be viewed or edited in GateServer. Follow the instructions to view or verify the **Port/IP Address** of a Gate.

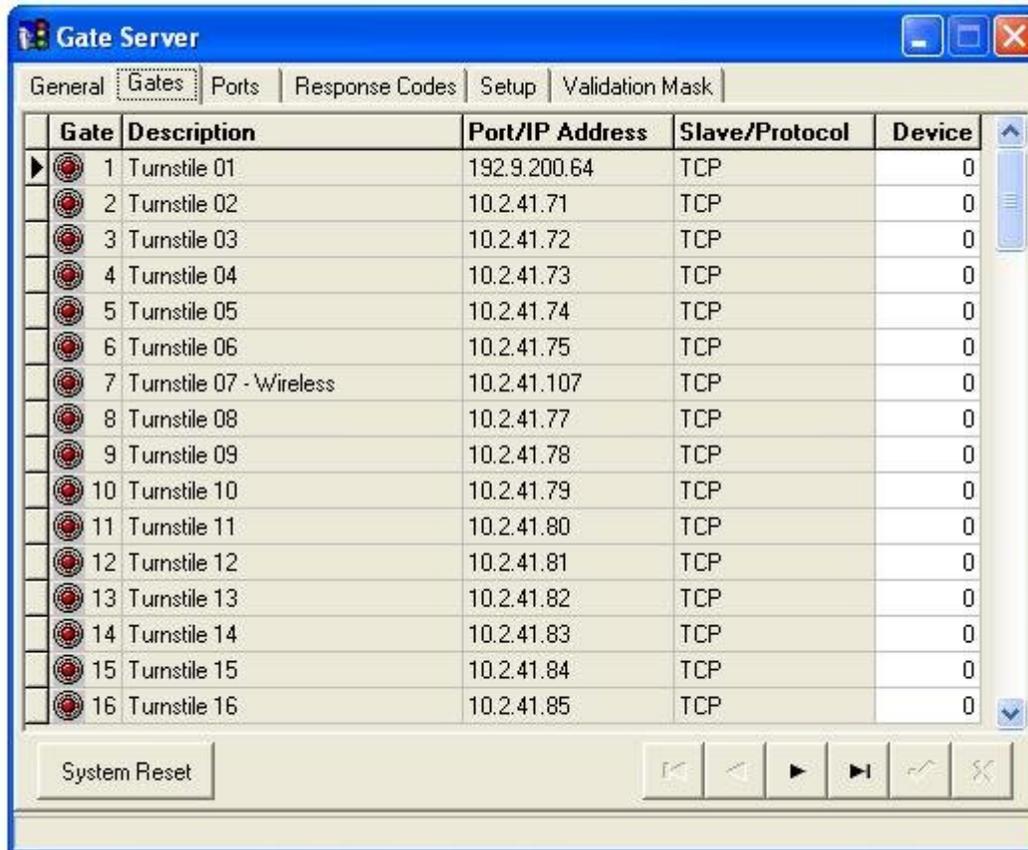


Figure 7.2 – GateServer – Viewing/Editing Gate Port/IP Address

- With GateServer **running and open**, select the “**Gates**” tab and verify/edit the appropriate values for each device (**FIGURE 7.2**). In TCP mode, only the device setting may be modified in Gate Server. Use the property configuration in GateWatch to modify the IP address.
- The GateWatch system also supports admission control devices that use other types of communication. These devices are typically mapped to a GateServer Port. Please contact Alvarado for assistance configuring Ports and mapping these types of admission control devices. The device’s number represents the port location on a GWCB controller.
- After mapping devices for all Gates, you must close and restart GateServer to apply settings. To close the application, **right-click** on the GateServer Icon in the Windows Task Bar, and choose the “**Close**” button.



FIGURE 7.3
GateServer Taskbar Icon

- **Restart** GateServer to continue.

7.3 GateServer Application Settings

A number of important operating parameters may be configured from the “GateServer Setup” tab. These settings include:

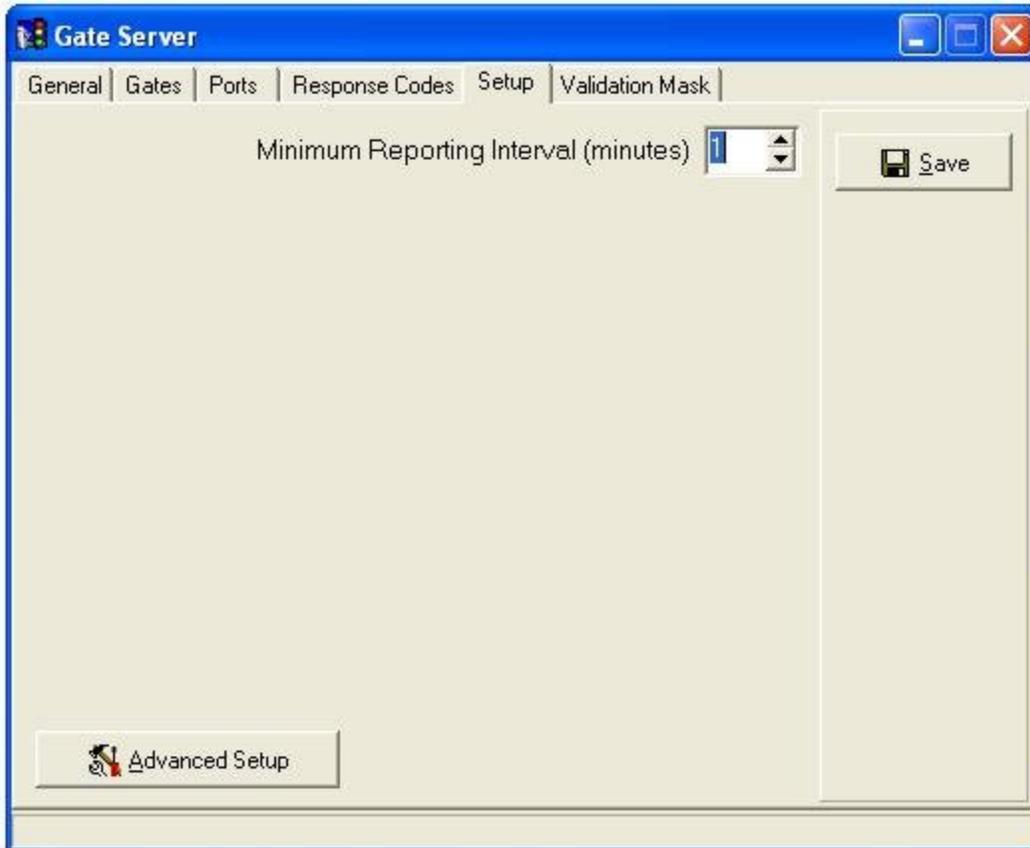


Figure 7.5 – GateServer - Setup

- **Minimum Reporting Interval** -This option determines how much detail is made available for database reporting. The default 1-minute setting lets you break down entry & exit activity into one-minute increments per device. This value may be adjusted to various settings from 1 to 120 minutes.
- **Advanced Setup / General** - Click the “Advanced Setup” button for additional settings.

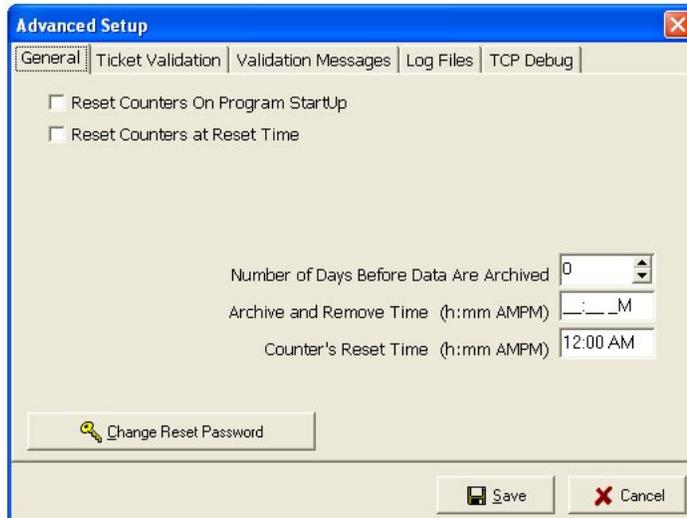


Figure 7.6 – GateServer – Advanced Setup - General

- The “**General**” tab lets you choose to **Reset Counters on Program Start Up** and/or on **Reset Time** as specified in the “**Counter Reset Time**” field.
- You may also enable data archiving by entering a value **greater than 0** (1 to 365) in “**Number of Days Before Data Are Archived**” field. When enabled, the database is archived to the default Gate directory at the interval and time specified. Once data is archived, it’s removed from the GateWatch database.
- The counter reset feature resets the entry/exit counts to zero. The reset feature for either “**Program Start Up**” or “**Reset Time**” is turned on or off with the appropriate check box as shown above. The counts that are reset are from either reset option are not lost; they are maintained in the GateWatch database for reporting purposes.

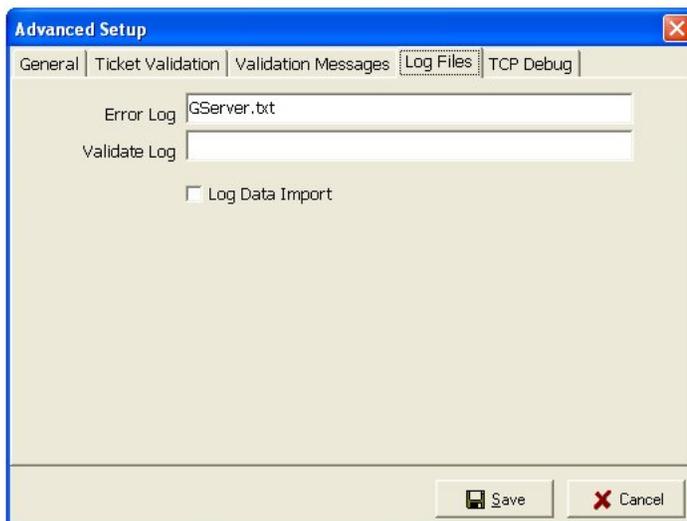


Figure 7.7 – GateServer – Advanced Setup – Log Files

- **Advanced Setup / Log Files** - For purposes of troubleshooting system errors, GateServer provides an **Error Log** that is enabled by default. Validate Log is only used on Alvarado’s GateLink Ticket Validation System. For GateWatch counting applications, this field should be left blank. All log files are created and stored in the default Gate directory.

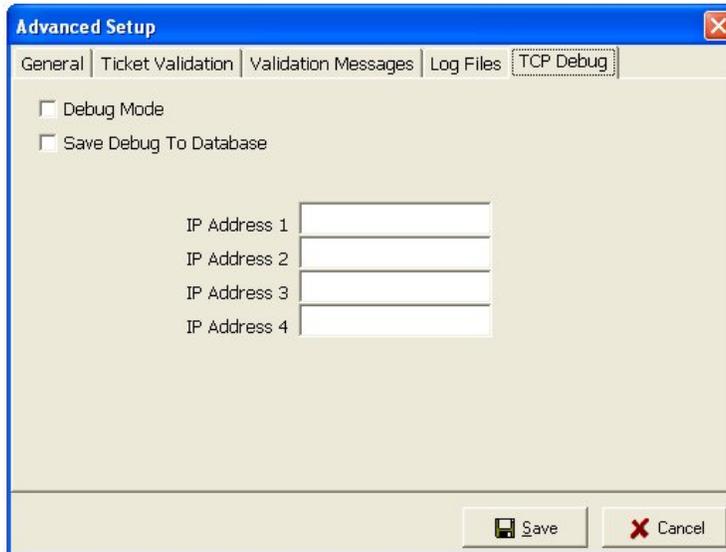


Figure 7.8 – GateServer – Advanced Setup – TCP Debug

- **Advanced Setup / TCP Debug** - This is a helpful diagnostic tool for troubleshooting system communication problems. When **Debug Mode** is **enabled**, an additional “**Debug**” tab is added to GateServer’s main window upon restart, allowing you to view communication activity between GateServer and the GWCB control devices. Contact Alvarado if you need further assistance using the “TCP Debug” or “Save Debug to Database” tools.
- When you are finished viewing/configuring Advanced Setup options, click the “**Save**” button to apply changes, then close the Advanced Setup window to return to the GateServer main window.



To apply configuration changes, you must **close GateServer by right clicking on the GateServer Windows Task Bar icon and choosing “Close.”** The next time GateServer is launched, new configuration changes will be in effect.



7.4 GateServer Error Logs

ERROR LOG FILE

GateServer records **start** and **shutdown time** to an **error log file**. This file is stored in your local Gate directory. The error log file created by GateServer will be automatically named according to their respective TCP ports as an extension of the file name. For example, the error log file for the default GateServer program will write to a “**GServer.log**” file. Any other GateServer programs operating with different TCP ports will write to “**Gserver#####.log**” file. The “#” represents the TCP port.

If the GateServer program is closed or stops functioning for any reason, the “**online**” status for all gates will go “**offline**.”

Chapter 8

Reset Counters & Export/Archive Data

This chapter explains how to export and archive data from the GateWatch database.

8.1 Reset Counters

When you **Reset Online Counters**, GateWatch does not reset the data in the database. In GateWatch, it appears as if there are no counts, but you can still perform reports and graphs on the previous data. To reset the **Online Counters** that are shown on the GateWatch screens:

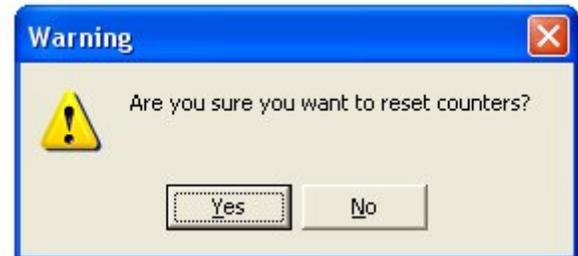


Figure 8.1 - Reset Counters Warning Message

Click the "**Administration**" file menu, then select **Reset Counters**.

At the warning screen click the "**Yes**" button. A second warning screen will ask if you are sure you want to continue. If you wish to reset the counters click the "**Yes**" button a second time.

8.2 Export/Archive Data

This feature is designed to allow the user to export the data from the database into a tab delimited text file. This file can be used for external reporting or as an archival process. To choose the type of data to be exported, click on the "**Administration**" file menu to access the "**Export/Archive Data**" menu. From this menu select the data for export.



Data removed during the archive process cannot be re-entered in the database.



Figure 8.2 – Export/Archive Data Menu

- Period Selection – Select the time frame for which the report will include. Note this window allows a specific day and specific hour to be selected.
- Data Structure – Basic or Complete
- Data Format – Text Tabs, Text Commas
- Export Mode – Remove Data from Database, Keep Data etc.

TIP: It is recommended you have a current and valid backup of the database before any data is removed and exported by the export function

Chapter 9

GateWatch Reports & Graphs

GateWatch Generates Reports in Two Different Ways:

- GateWatch's built in report feature provides instant, easy access to patron count data for any time period. It also provides numerous options for the information in the report. The built in reports can summarize counts for everything under the property level, and have the counts organized by Gates. Activity reports can be made for each minute and graphics can be displayed instantly of entry and exit counts.
- GateTimer automatically generates reports of entry, exit and in venue totals, broken down by gate and summarized for easy analysis. GateTimer takes snapshots that can be imported into most spreadsheet and database programs. The timing of the automatic report generation can be changed to suit the needs of the user. Refer to the GateTimer manual for setup and configuration details.

9.1 Report Feature

GateWatch can report over any single time frame. To choose a report, follow these steps:

Gate	Result Code	Count
Turnstile 01	Good Ticket	843
Turnstile 02	Good Ticket	848
Turnstile 03	Good Ticket	735
Turnstile 04	Good Ticket	712
Turnstile 05	Good Ticket	810
Turnstile 06	Good Ticket	522
Turnstile 07	Good Ticket	559

Figure 9.1 – Ballpark Report – All Valid Scanned Summary for Gate A

- You can open a report dialog by clicking on the “**Reports**” button (located on the Speed Bar or on the file menu).

See below for a further explanation of reports used in GateWatch.



After selecting “Reports”, select a report type. The types of reports available range from Single Day to Hourly and from Multiple Period to Multiple Range. Each type of report is explained in detail below:

“Single Day Analysis” - This report must have a time range of at least 1 minute and cannot exceed 23 hours and 59 minutes. The report may also span over 1 calendar day, but cannot exceed 24 hours.

A typical example would be data selected on May 16th, 2009 with a start time of 6:00PM. The end time would be 5:00 PM. This report would include counts from both days, the 16th and the 17th, yet does not span over 24 hours.

Daily Reports

Report Range

Property
 Facility
 Cluster
 Gate

Facility: All Facilities
Cluster: All Clusters
Gate: All Gates

Period Selection

Start Date: 7/29/2009
From: 12:00 AM To: 11:59 PM

Detail Level

Summary For Period
 Detail

Print
View
Close

Figure 9.1a – Daily Reports/Single Day Analysis

“Hourly Reports” - This report must be at least 1 hour long and cannot exceed 24 hours.

Hourly Reports

Report Range

Property
 Facility
 Cluster
 Gate

Facility: All Facilities
Cluster: All Clusters
Gate: All Gates

Period Selection

Start Date: 7/29/2009
From Hour: 12:00 AM To Hour: 11:00 PM

Detail Level

Summary For Period
 Detail

Print
View
Close

Figure 9.1b – Hourly Reports

“Multiple Period Analysis” - This report allows the collection of data over 2 or 3 standard time periods. A standard time period includes days, weeks, months and quarters.

Figure 9.1c – Multiple Period Reports/Multiple Period Analysis

“Multiple Range Analysis” - This report allows the collection of data for up to 12 time periods. This report is unique because it allows reporting over more periods than the “Multiple Period Report” and allows reporting over a user defined time period.

	Start Date	Start Time	End Date	End Time
1	7/29/2009	12:00 AM	7/29/2009	11:59 PM

Figure 9.1d – Multiple Range Analysis

Graph Features

GateWatch can generate graphs over any single time frame. To create a graph, follow these steps:

- You can open a graph dialog by clicking on **Graphs** icon (located on the **Speed Bar** or on the file menu).
- To select a specific graph for a Facility, Cluster, or Gate, select the desired graph from the drop down menus in the **Graphs Window (FIGURE 9.3)**.

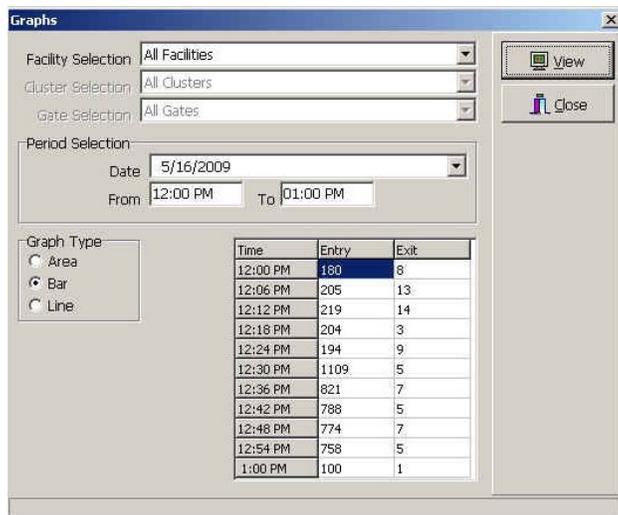


Figure 9.3 – Graphs

- **Period Selection** – Select the **date and time period** for the desired report.
- **Time Frame Selection** - This graph displays 11 equal time divisions based on the start and finish times. For greater detail, use smaller time frame selections.
- **Graph Type** – Choose the **type of graph** needed.
- Click on the **“View”** button to view the graph. An example of a bar graph is shown in **FIGURE 9.4**.

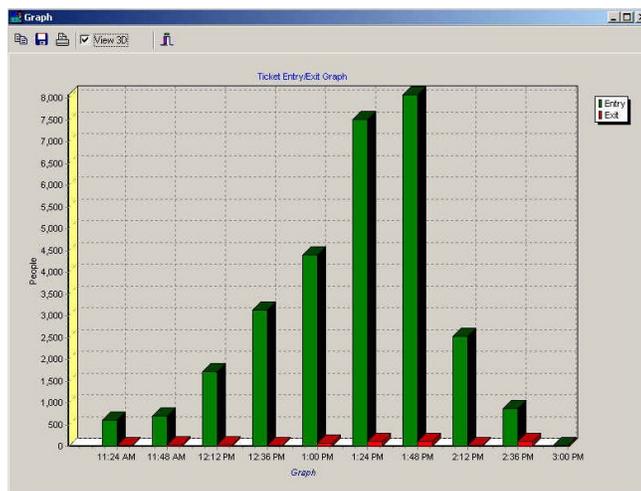


Figure 9.4 Bar Graph

APPENDIX A

GateWatch System Outline Worksheet

It is highly recommended that you answer the following questions as they pertain to your property and sketch a Property Outline Diagram similar to the one shown on the following page before configuring the GateWatch software.

Property Name: _____

Approximate Maximum Capacity of the Property: _____

For each Facility Complete the Following:

Facility Name: _____

Approximate Maximum Capacity of the Facility: _____

Facility Location: _____

(This is the same Location Code used by the ticketing system)

For each Cluster Complete the Following:

Cluster Name: _____

Cluster Code: _____

(If you will not use external reporting, use the name of the Cluster here)

Approximate Maximum Capacities of the Cluster: _____

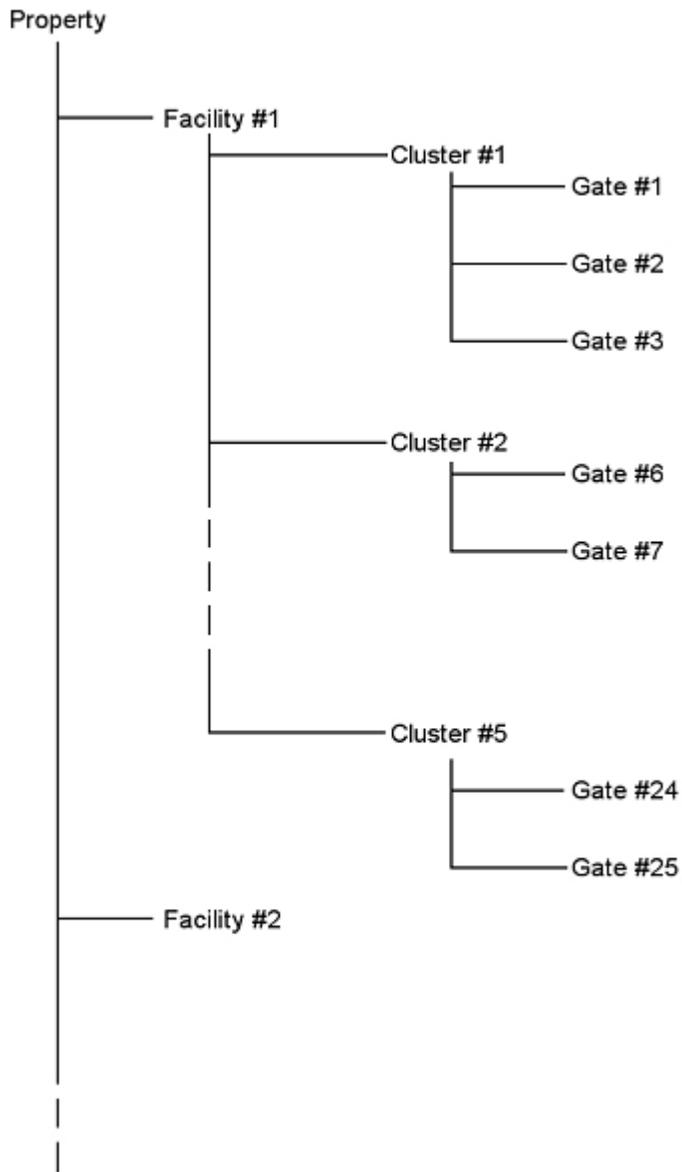
Access Level of the Cluster: _____

For each Gate Complete the Following:

Gate Name: _____

Approximate Maximum Capacity of the Gate: _____

Property Outline Diagram



APPENDIX B

Glossary of GateWatch Terms

Main Terms

GateWatch is configured with the following breakdown of a property:

Gate – A gate designates an individual entry/exit point where patrons will be counted while entering or exiting a facility. An example of a gate might be a turnstile or an optical lane.

Cluster – A cluster is a group of gates. Clusters are used to designate areas in a facility to help keep track of different entry and exit locations where many gates are used. Each cluster must have at least 1 gate and each gate must be in a cluster.

Facility – A facility is an arena, stadium, building or physical location where counts will be collected. A facility can have one or more clusters, depending on its size and layout. There must be at least one facility defined in the system.

Property – A property is the highest level in the GateWatch hierarchy. The property is the complex containing all of the facilities. The property is the establishment as a whole. There can only be one property defined in the system, and that property must have at least one facility.



In cases where there will be only one facility, facility and property define the same thing.

GateWatch Property Example

The Baseball Stadium example shown on the following page was selected to illustrate the reporting features of the GateWatch software. Although all installations are different, the generic Baseball Stadium example described on the following pages will apply to virtually all GateWatch user sites.



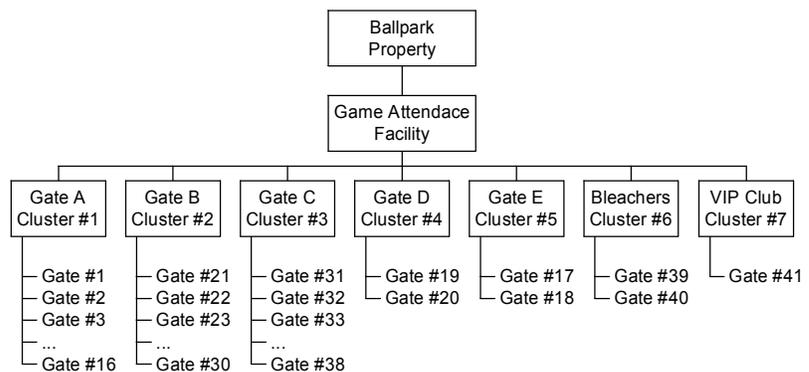
The following is a drawing of the example Baseball Stadium property.

The example Ballpark Property contains one Facility, with the description “Game Attendance”.

Baseball Stadium System Layout

Access to the Ballpark facility is provided through three main entrances, Gates A, B and C and four additional entrances, Gates D and E, Bleachers and VIP Club. The example Ballpark Facility therefore contains seven Clusters.

Each Cluster is composed of one or more Gates. There are 16 turnstiles at Gate A, 10 turnstiles at Gate B, 8 turnstiles at Gate C, 2 turnstiles at Gates D, E and the Bleachers and 1 turnstile at the VIP Club entrance.



Capacity Values

The GateWatch software is capable of displaying real-time admission counts for the entire Property, Facility within the Property, areas or Clusters within each Facility, and Gates that make up each Cluster. This data can be presented in several ways including a graphical representation of the total admission count as a percentage of the user defined maximum capacity. In order to utilize this feature an approximation of the maximum number of patrons anticipated inside the venue must be determined.

For the purposes of the Baseball Stadium example we will use the following capacity values:

Ballpark:

Game Attendance Facility: 50,000



The capacity value for the facility cannot exceed the capacity value for the property. Likewise for properties containing multiple facilities, the sum of the capacity values for each facility cannot exceed the capacity for the property.

Gate A Cluster: 20,000

Gate B Cluster: 15,000

Gate C Cluster: 8,000

Gate D Cluster: 2,000

Gate E Cluster: 2,000

VIP Club Cluster: 2,000

Bleachers Cluster: 1,000



For facilities containing multiple clusters, the sum of the capacity values for each cluster cannot exceed the capacity values for the facility. The sum of the capacity values for Gates A through Gate E, the VIP Club and the Bleachers is $20,000 + 15,000 + 8,000 + 2,000 + 1,000 = 50,000$, which is equal to the capacity value for the facility.

Turnstile #39: 900

Turnstile #40: 900



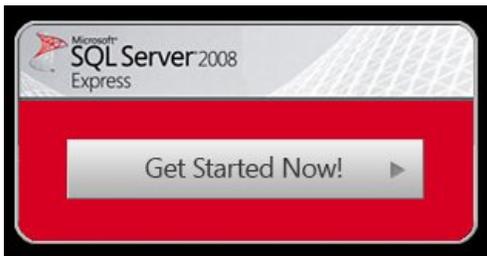
For clusters containing multiple gates, the sum of the capacity values for each Gate cannot exceed the capacity value for the cluster. The sum of the capacity values for Turnstile #39 and Turnstile #40 is $900 + 900 = 1800$, which is less than the capacity value for the East Entrance Cluster of 2,000

Appendix C

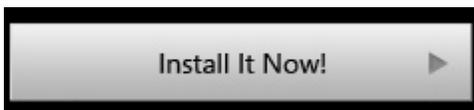
Installing Microsoft SQL Server 2008 Express.

Please follow the directions below to install *Microsoft SQL Server 2008 Express* for use with *Alvarado's GateWatch Counting System*. Also please be aware this is a "web" install and continuous internet connection will be required during the entire installation.

- 1) Make sure you are logged into the host computer as an administrator as you will be installing and restarting the computer.
- 2) Direct your internet browser to <http://microsoft.com/express/sql/Default.aspx>. Click "Get Started Now"



- 3) After clicking "Get Started Now" you will be redirected to a page summarizing the other install options available from Microsoft. Please click "Install it Now"



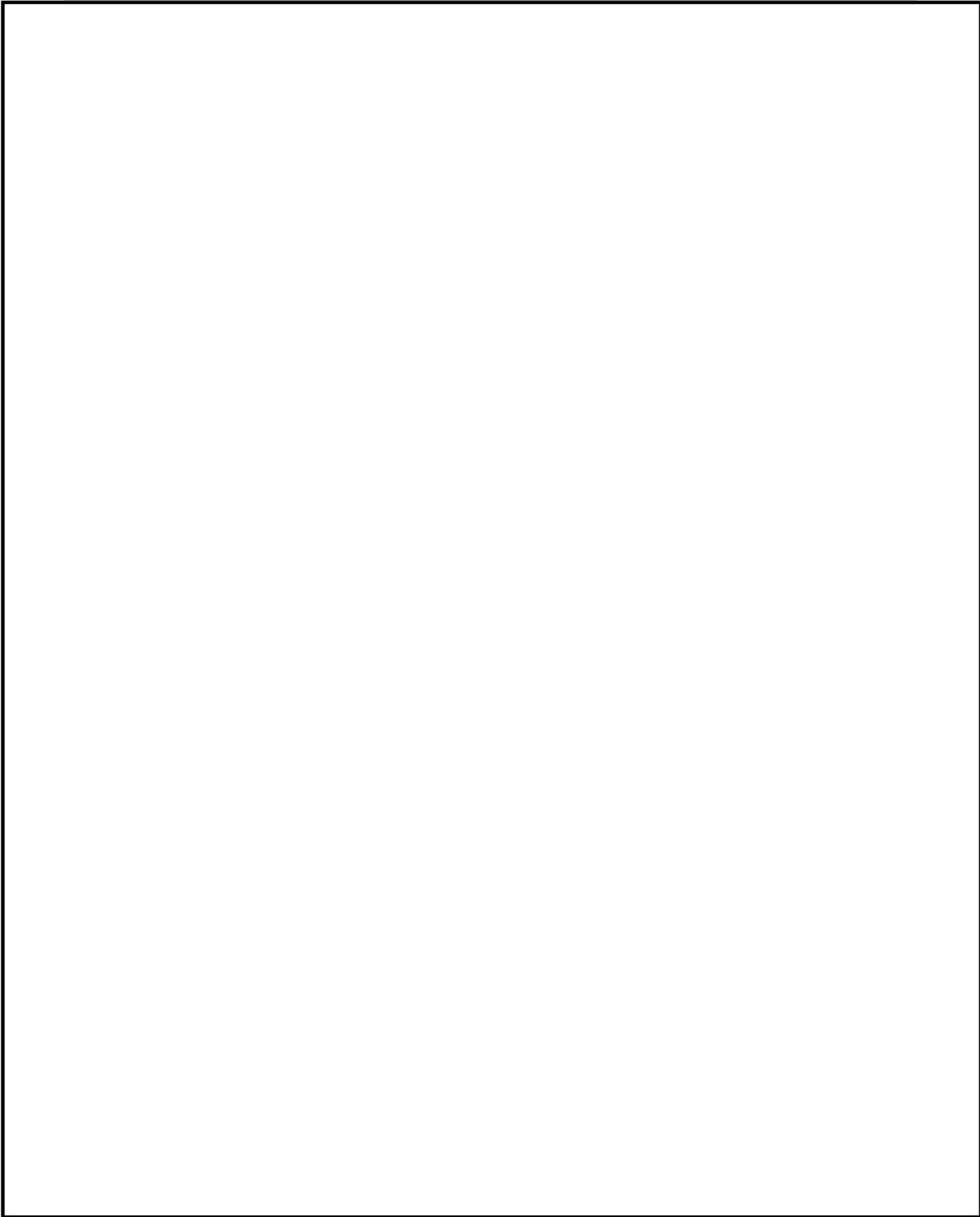
- 4) Depending on the software on your computer, you will be asked to either upgrade your Microsoft Web Platform or simply asked to allow Microsoft to launch its Web Platform service. Allow Microsoft to upgrade the web platform and run the service.
- 5) If you need to upgrade your Web Platform Application, save this file to a convenient location and open the application when the download completes. Otherwise Microsoft Web Platform will automatically begin downloading SQL Server 2008 Express.



Your web browser may try and block the Microsoft Web Platform Application. Please be aware of this possibility and allow the Web Platform to run if it is stopped by any pop up blocking service. For more information on this, contact your network administrator.

- 6) Click "Install" on the SQL Server Express 2008 with Service Pack 1 screen.
- 7) Please read and accept the end user license agreement.
- 8) Choose "Windows Integrated Authentication" to authenticate this product. If you have any questions, please see your network administrator. You may be asked to reboot/restart the computer at this time. Please accept and reboot/restart the host PC.
- 9) Upon restart, the web install application will automatically begin and finish the installation. Click "Exit" to close the Web Platform application.

SQL Server 2008 Express installation is finished. Please see **Section 3.3** to continue.





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