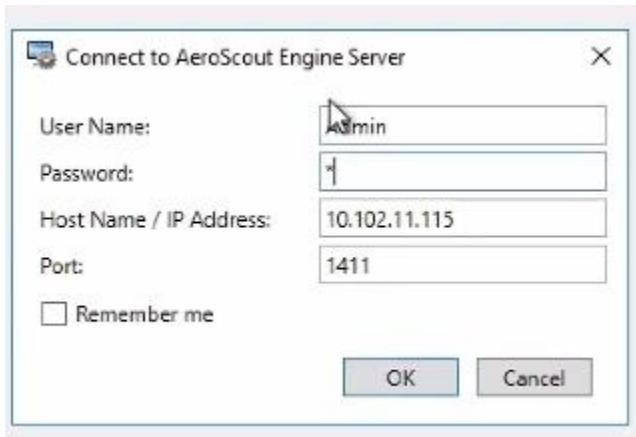


MobileView & ALE Upgrade – Full Narrative KB

So really, the first thing is to get all of the ip addresses, new/old from the system report
And create the spreadsheet and SOW.

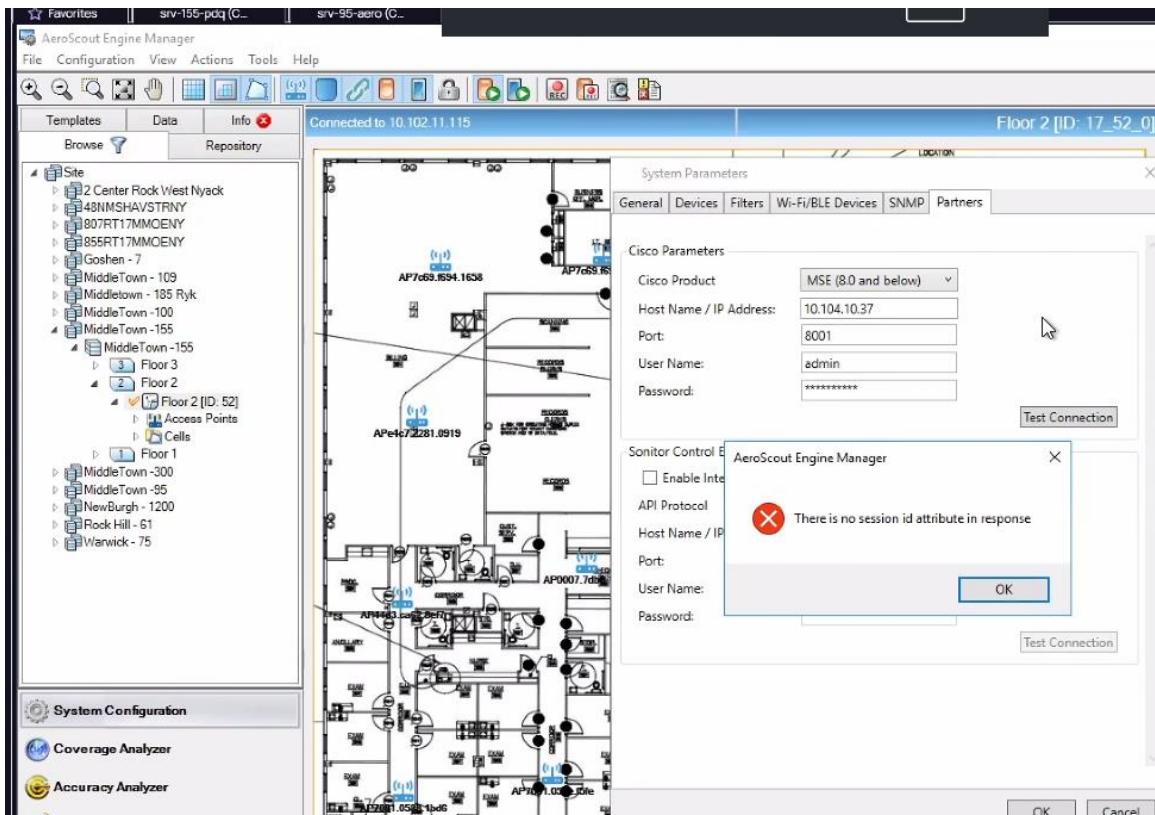
**Log into existing server from AEM to make sure that everything is working
(if you can't, then go to ALE Server and check services)
(if necessary) Put in actual IP address and not local host**



server? ([00:03:53]) Yes, I got tag data, but when I go here to test my connection, I'm not getting anything. ([00:03:57]) Okay, from the Cisco side, is there any reason that we

Get Tag Data

Test Connection

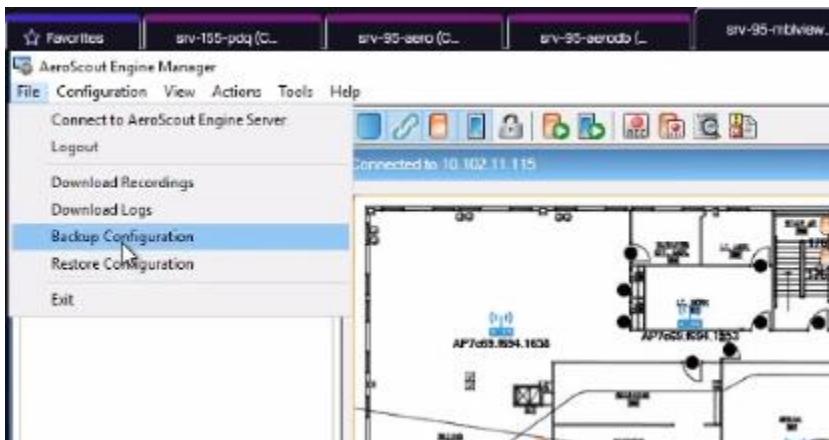


([00:24:33]) And my next step here is we make sure everything works properly.

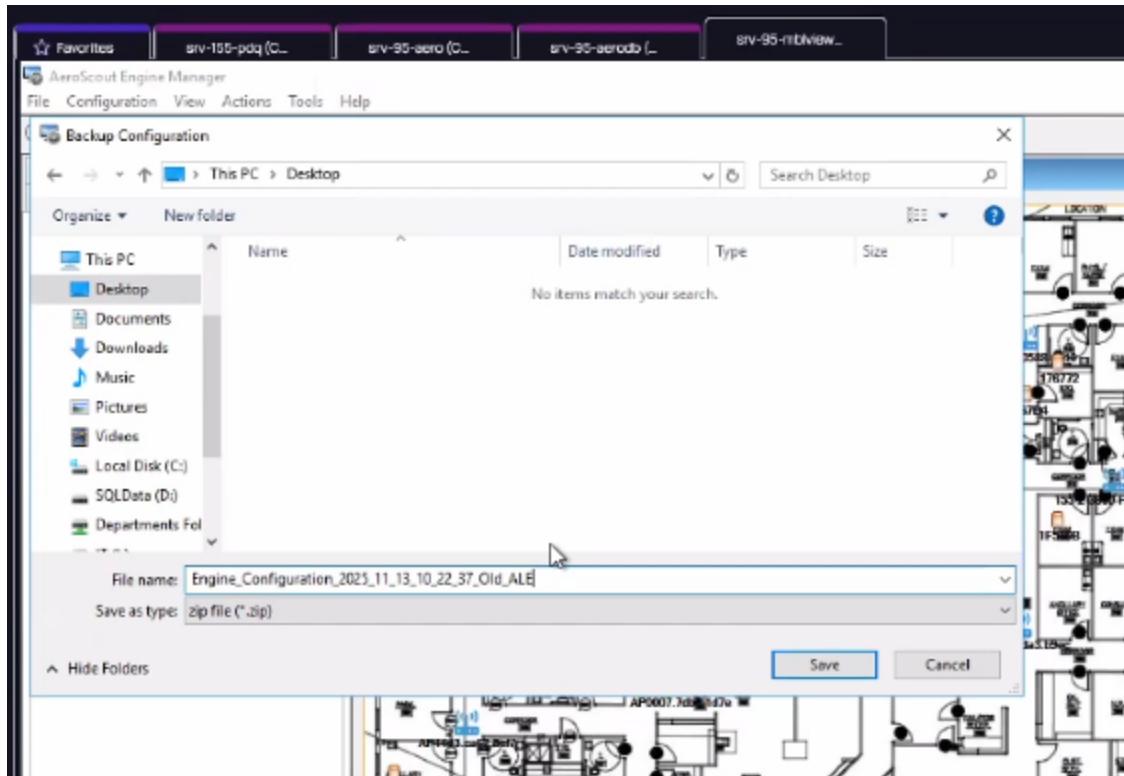
([00:24:37]) Now I'm going to back up this configuration for safety, just in case.

([00:24:42])

Backup ALE Configuration



This will be called the old, no, we just call this ALE 5.5 backup. ([00:24:52])



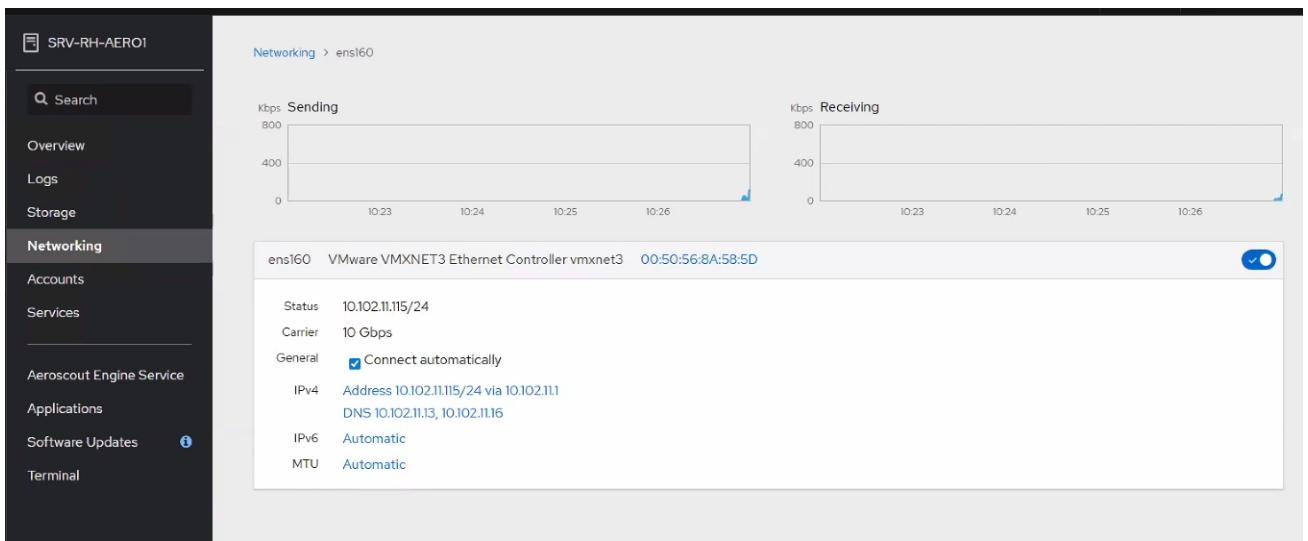
Stick with the Engine for now. Don't worry about backing up DB until we get to MV.

You can also get IP Addresses from Node Heartbeat. May show you old and new IPs

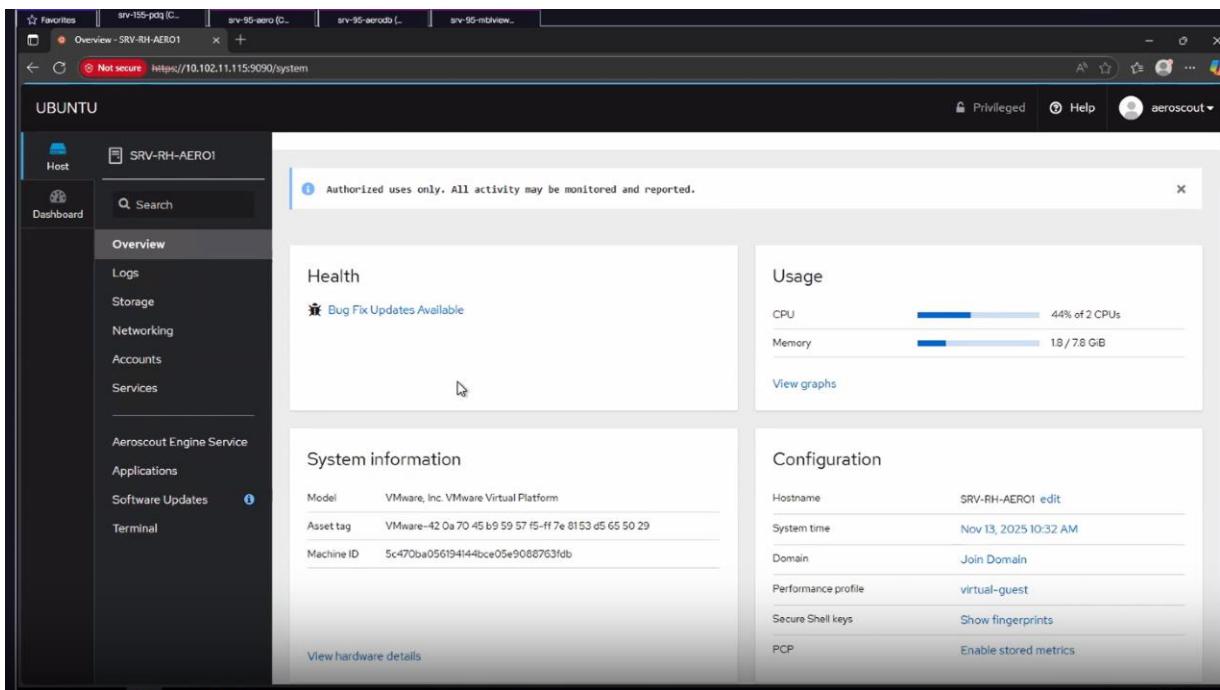
Right, okay, so on this engine, if we could, if we could, I need to get the screenshots of this current ALE.

Go to Server's cockpit 10.104.1360:9090

Get Networking screenshots



Get Overview Screenshot



Stop the Services.

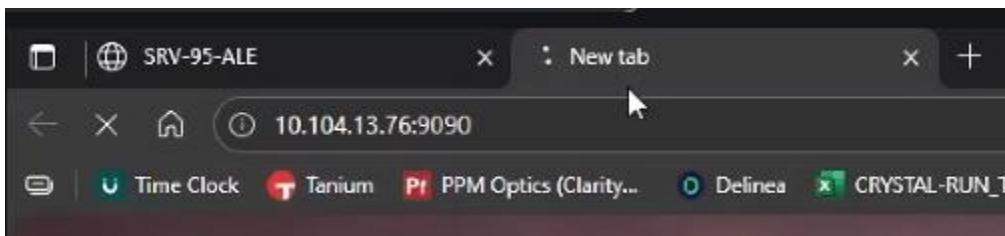
Click Aeroscout Engine Services

The screenshot shows a web browser window titled "Aeroscout Engine Service - SRV-R". The URL is <https://10.102.11.115:9090/AeroscoutServiceWeb/AeroscoutServiceWeb>. The page is titled "UBUNTU" and displays "SRV-RH-AERO1" as the host. On the left, there's a sidebar with "Host" selected, followed by "Dashboard", "Overview", "Logs", "Storage", "Networking", "Accounts", and "Services". Under "Services", "Aeroscout Engine Service" is selected, showing "Applications", "Software Updates", and "Terminal". The main content area is titled "Location Engine Details" and contains sections for "Location Engine Status" (Version: 5.5.3.106, Service: Location Engine is running (5072), WatchDog: Location Engine WatchDog is running (4846)), "High Availability Settings" (Enabled: , Virtual IP: 127.0.0.1, Sibling IP: 127.0.0.1, Sibling Port: 1088, Primary Node:), and "Actions" with "Start Location Engine" and "Stop Location Engine" buttons.

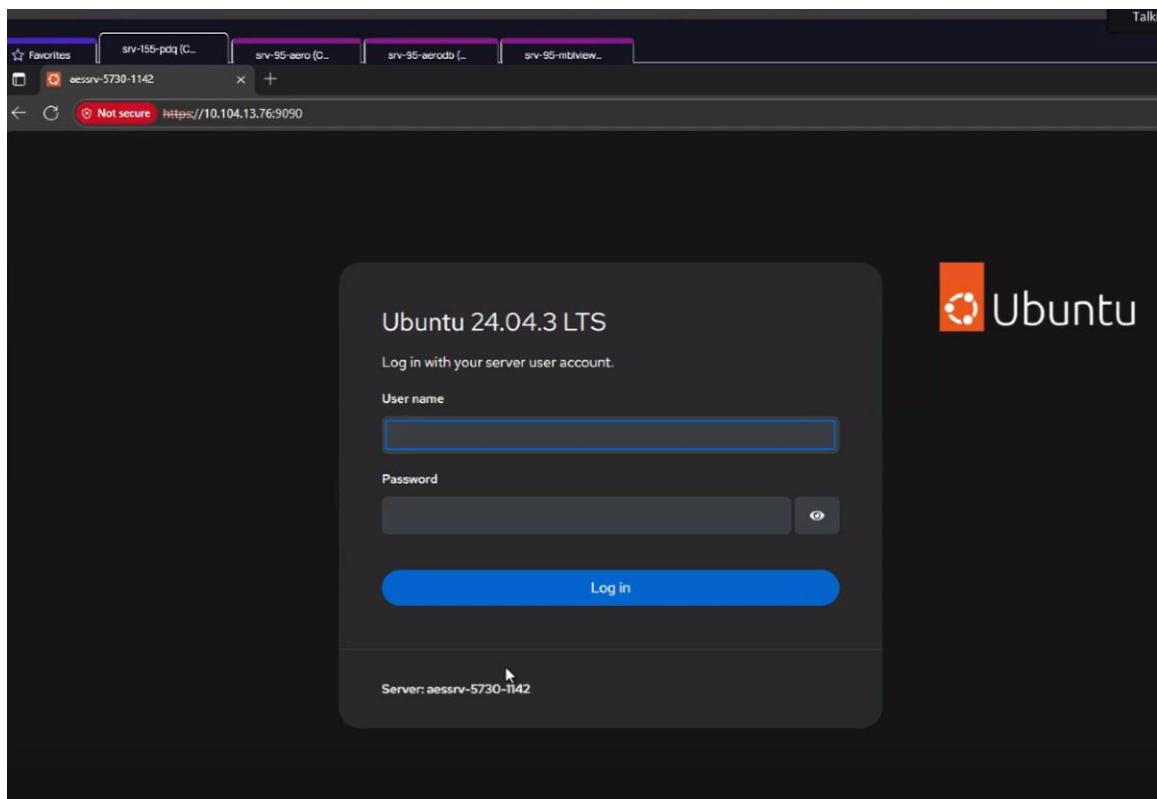
Go to new ALE

So got to new ALE Cockpit :9090

([00:26:57]) Login to the new ALE cockpit.



**Aeroscout
administrator**



Screenshot NEW ALE Network also

aeroscout@
aessrv-5730-1142

Q Search

System

- Overview
- Logs
- Storage
- Networking**
- Accounts
- Services

Tools

- Aeroscout Engine Service
- Applications
- Diagnostic reports
- Software updates !
- Terminal

[Networking](#) > **ens160**

Mbps Transmitting

ens160 VMware VMXNET3 Ethernet Controller vm

Status	10.104.13.76/24
Carrier	10 Gbps
General	<input checked="" type="checkbox"/> Connect automatically
IPv4	Address 10.104.13.76/24
	DNS 10.100.12.14, 10.104.13.205
IPv6	Ignore
MTU	Automatic

Change System Time

The screenshot shows a web browser window with a dark theme. The address bar indicates the URL is <https://10.104.13.76:9090/system>. The main content area displays a system overview for the host `aessrv-5730-1142`. A modal dialog box is open, titled "Change system time". It contains a "Time zone" field set to "Etc/UTC" and a "Set time" section with a "Change" button and a "Cancel" button. The background of the modal is semi-transparent.

The screenshot shows the "Configuration" page with the following settings:

- Hostname: `aessrv-5730-1142` (with an "edit" link)
- System time: `Nov 13, 2025, 3:38 PM`
- Domain: `Install realmd support`
- Performance profile: `virtual-guest`
- Secure shell keys: `Show fingerprints`

Get Software Updates

The screenshot shows the Aeroscout Engine Service interface. At the top, there is a navigation bar with tabs for Favorites, srv-95-aero (C...), srv-95-aerodb (...), and srv-95-mblview.... Below the navigation bar, the title bar displays "Software updates - aeroscout@ac" and "Not secure https://10.104.13.76:9090/updates".

The main content area is divided into two sections: "Status" and "Available updates".

Status: Shows "1 update available" (Last checked: less than a minute ago).

Available updates:

Name	Version	Severity
snapd	2.72+ubuntu24.04	8

The sidebar on the left contains the following navigation links:

- System
 - Overview
 - Logs
 - Storage
 - Networking
 - Accounts
 - Services
- Tools
 - Aeroscout Engine Service
 - Applications
 - Diagnostic reports
- Software updates (selected)
- Terminal

The screenshot shows a web-based software update interface. The top bar indicates the session is not secure (**Not secure**) and the URL is <https://10.104.13.76:9090/updates>. The user is identified as **aeroscout@aessrv-5730-1142**.

The left sidebar lists various system management categories: System, Overview, Logs, Storage, Networking, Accounts, Services, Tools (Aeroscout Engine Service, Applications, Diagnostic reports), Software updates (selected), and Terminal.

The main content area is divided into two sections: **Status** and **Available updates**.

Status: Shows 1 update available, last checked less than a minute ago.

Available updates:

Name	Version	Severity
snapd	2.72+ubuntu24.04	8

Packages: snapd

Bugs: [1916244](#), [2112626](#), [2114704](#), [2117121](#), [2117558](#), [2121238](#), [2122054](#), [2124239](#)

New upstream release, LP: #2124239

FDE: support replacing TPM protected keys at runtime via the /v2/system-volumes endpoint
FDE: support secboot preinstall check fix actions for 25.10+ hybrid installs via the /v2/system/{label} endpoint

Reboot

The screenshot shows a web browser window titled "Software updates - aeroscout@..." with the URL <https://10.104.13.76:9090/updates>. The page is not secure, indicated by a red lock icon.

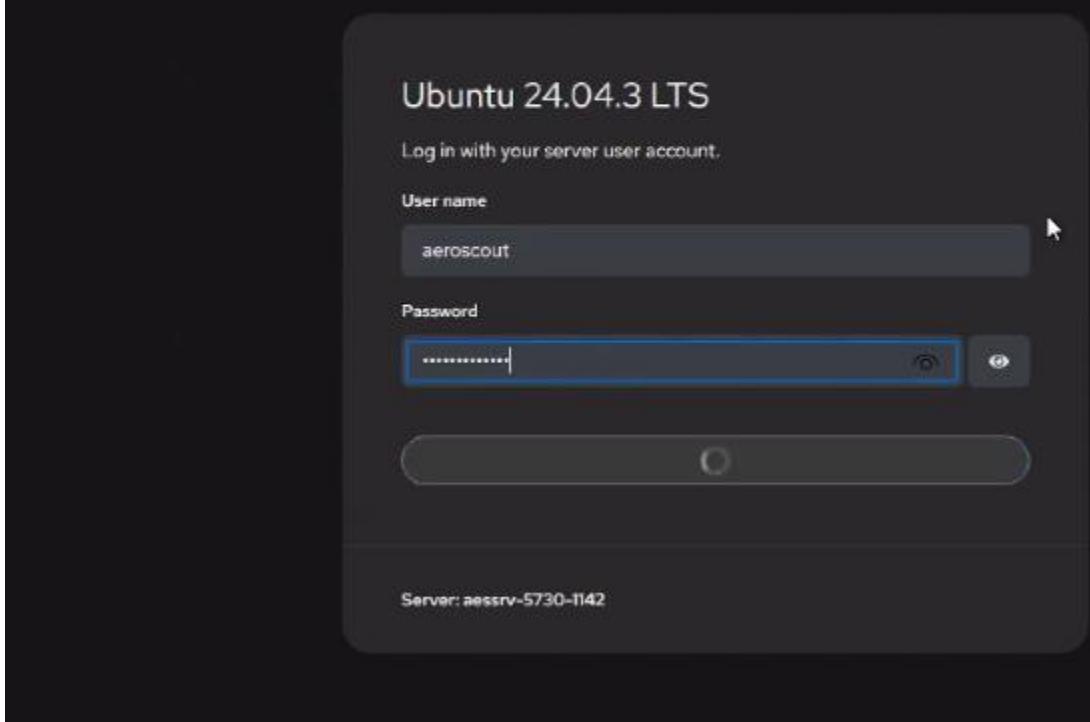
The left sidebar shows the user's session information: **aeroscout@
aessrv-5730-1142**. Below this are several navigation links: **Search**, **System** (selected), **Overview**, **Logs**, **Storage**, **Networking**, **Accounts**, **Services**, **Tools** (selected), **Aeroscout Engine Service**, **Applications**, and **Diagnostic reports**.

The main content area displays a large circular arrow icon with the text **Update was successful** in bold. Below it, a message states: **Updated packages may require a reboot to take effect**. At the bottom right are two buttons: **Reboot system...** (blue) and **Ignore** (grey).

This screenshot shows the same browser window after a reboot has been initiated. A modal dialog box titled **Reboot** is displayed. It contains a text input field labeled **Message to logged in users** and a dropdown menu labeled **Delay** set to **No delay**. At the bottom are two buttons: **Reboot** (orange) and **Cancel**.

Reconnect after 30 seconds

Not secure <http://10.104.13.76:9090/updates>



Verify Config against screenshot

Favorites || srv-155-pdq (C...) || srv-95-aero (C...) ||

Networking - aeroscout@aessrv-5730-1142 x +

Not secure https://10.104.13.76:9090/network#/ens160

aeroscout@
aessrv-5730-1142

Search

System

Overview

Logs

Storage

Networking

Accounts

Services

Tools

Aeroscout Engine Service

Applications

Diagnostic reports

Software updates

Terminal

Networking > ens160

Kbps Transmitting

ens160 VMware VMXNET3 Ethernet Controller

Status	10.104.13.76/24
Carrier	10 Gbps
General	<input checked="" type="checkbox"/> Connect automatically
IPv4	Address 10.104.13.76/24 DNS 10.100.12.14, 10.104.13.205 edit
IPv6	Ignore edit
MTU	Automatic edit

The screenshot shows a web-based management interface for the Aeroscout Engine Service. The top navigation bar includes links to 'Favorites', 'srv-155-pdq (C...)', 'srv-95-aero (C...)', 'srv-95-aerodb (...)', and 'srv-95-mblview...'. The active tab is 'Aeroscout Engine Service - aeros...'. The address bar indicates the URL is <https://10.104.13.76:9090/AeroscoutServiceWeb/AeroscoutServiceWeb>. A warning message 'Not secure' is displayed.

The left sidebar contains a search bar and a navigation menu with the following items:

- System**
 - Overview
 - Logs
 - Storage
 - Networking
 - Accounts
 - Services
- Tools**
 - Aeroscout Engine Service
 - Applications
 - Diagnostic reports
 - Software updates
 - Terminal

The main content area is titled 'Location Engine Details' and displays the following information:

Location Engine Status

- Version: 5.7.30.211
- Service: Location Engine is running (1750).
- WatchDog: Location Engine WatchDog is running (1585).

High Availability Settings

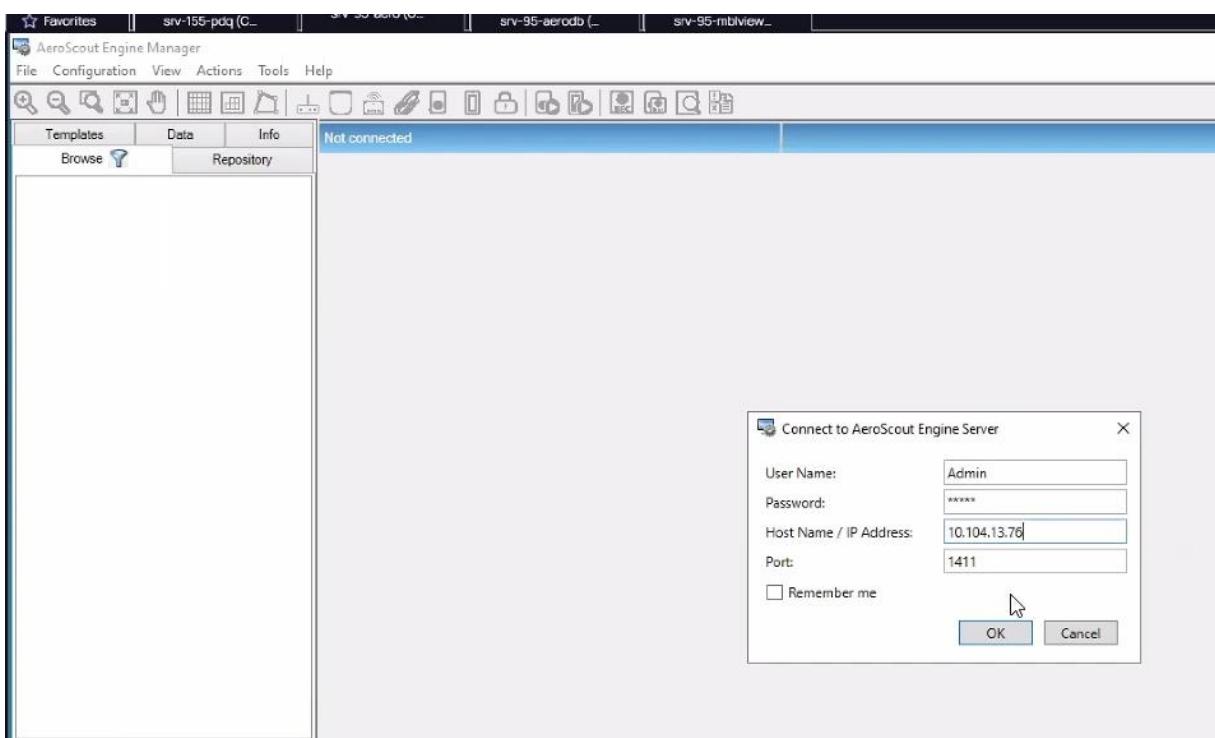
Enabled	<input type="checkbox"/>
Virtual IP:	127.0.0.1
Sibling IP:	127.0.0.1
Sibling Port:	1888
Primary Node	<input checked="" type="checkbox"/>

Buttons

- Save Settings
- Cancel

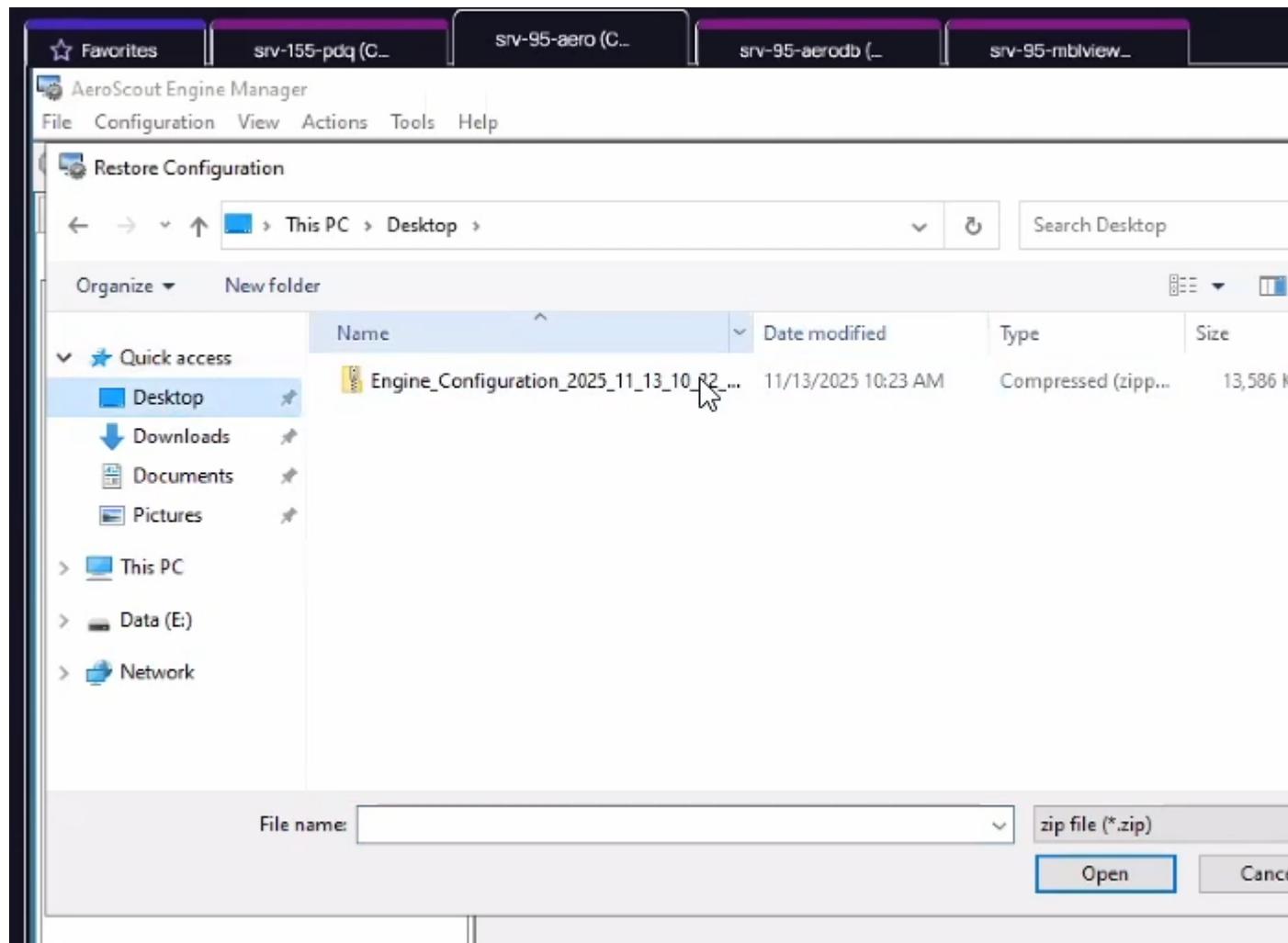
On the far right of the interface, there are 'Start L...' and 'Stop L...' buttons.

Log into AeroScout with new IP Address

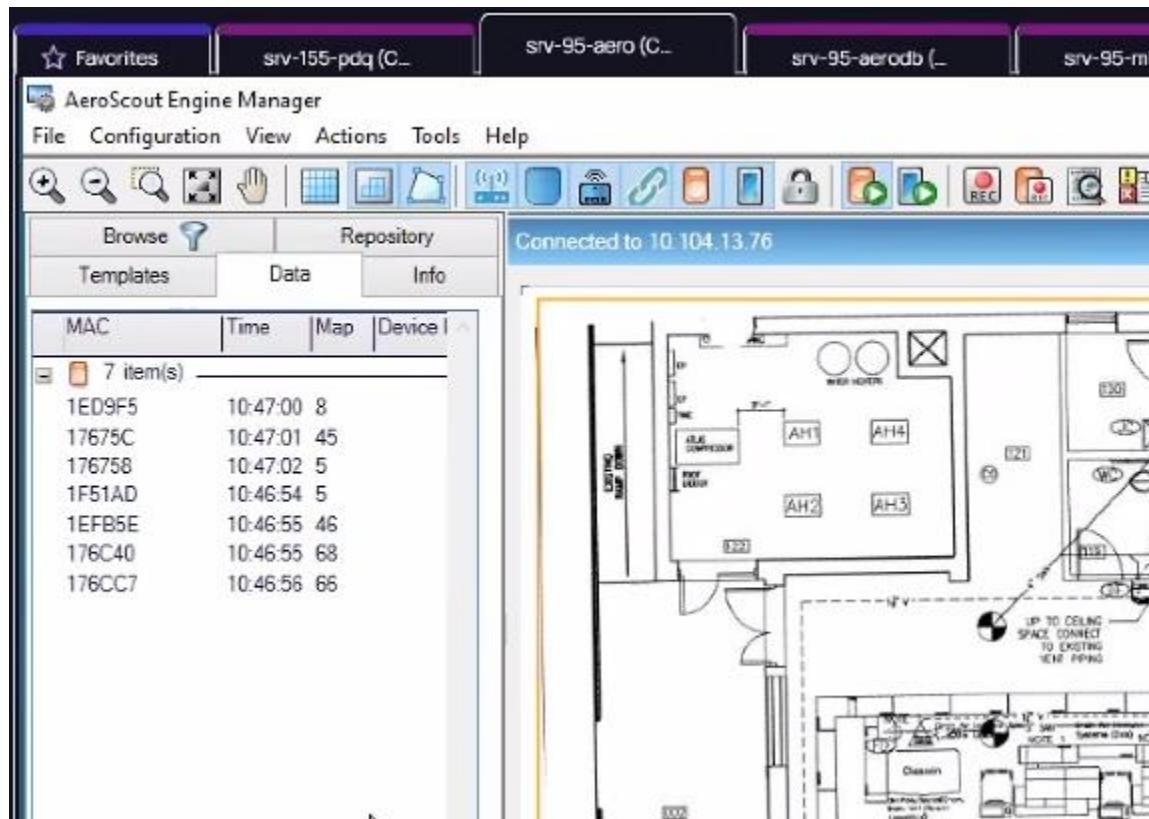


Restore config from old ALE

Move saved config to this machine



Check Data again



Check Cisco, test that connection. Very good.

Verify version was upgraded in about screen

License the server

Take screenshot of License

[Figure 70: Insert screenshot here]

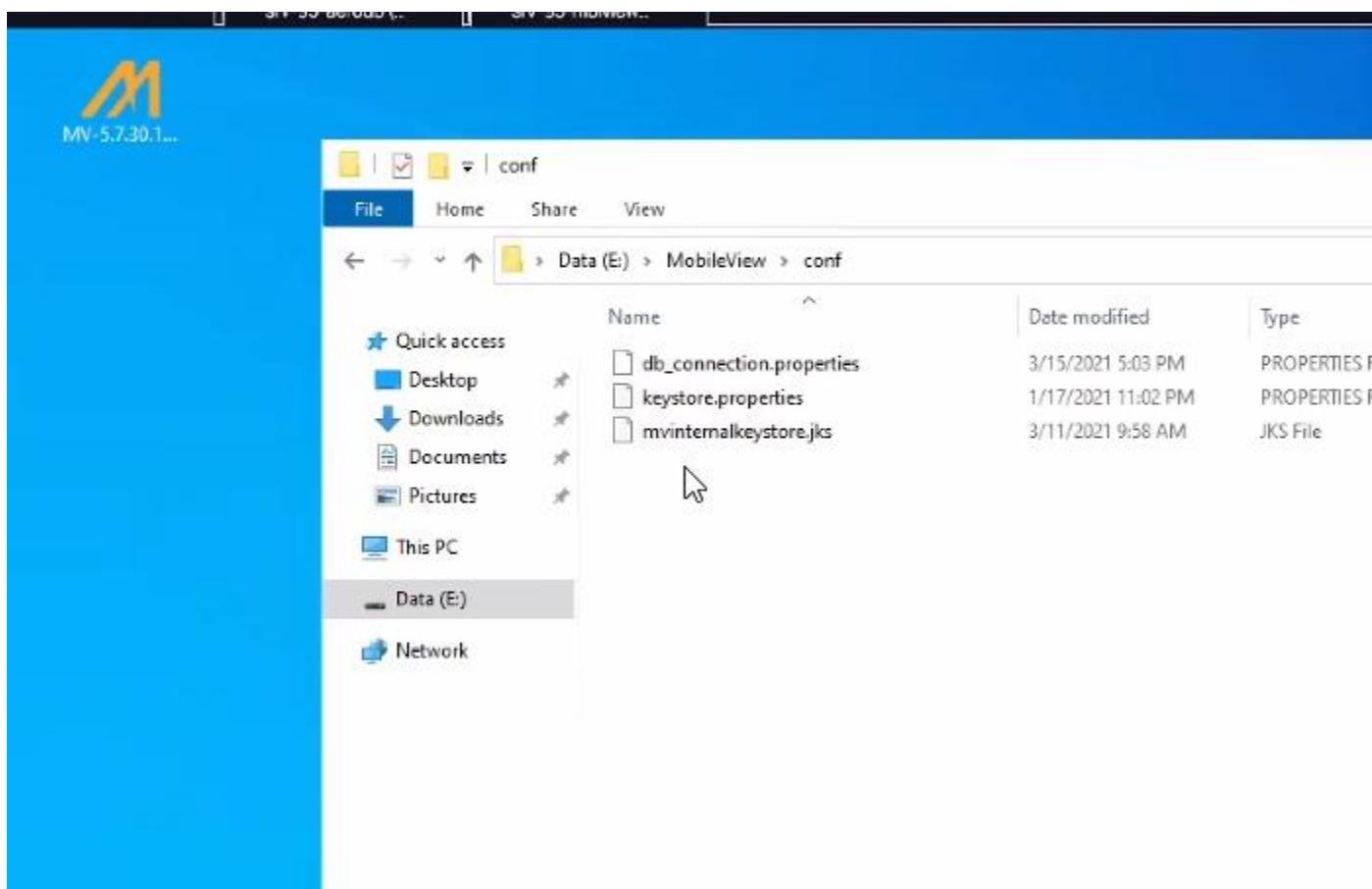
([00:42:03]) a sense side can we get the same sense and storage for the new server I don't ([00:42:09]) No, I don't think so because the new server is in the new VMware environment because everything is okay ([00:42:16]) Like you know from database side backup is good. Everything is good ([00:42:19]) But whenever we run the restore it automatically giving us time out and I already reached out the small database when it is like a ([00:42:25]) MBI restored even you can see and read your dummy that we already restored on a new server ([00:42:32]) Because immediately server is not responding immediately we are getting time

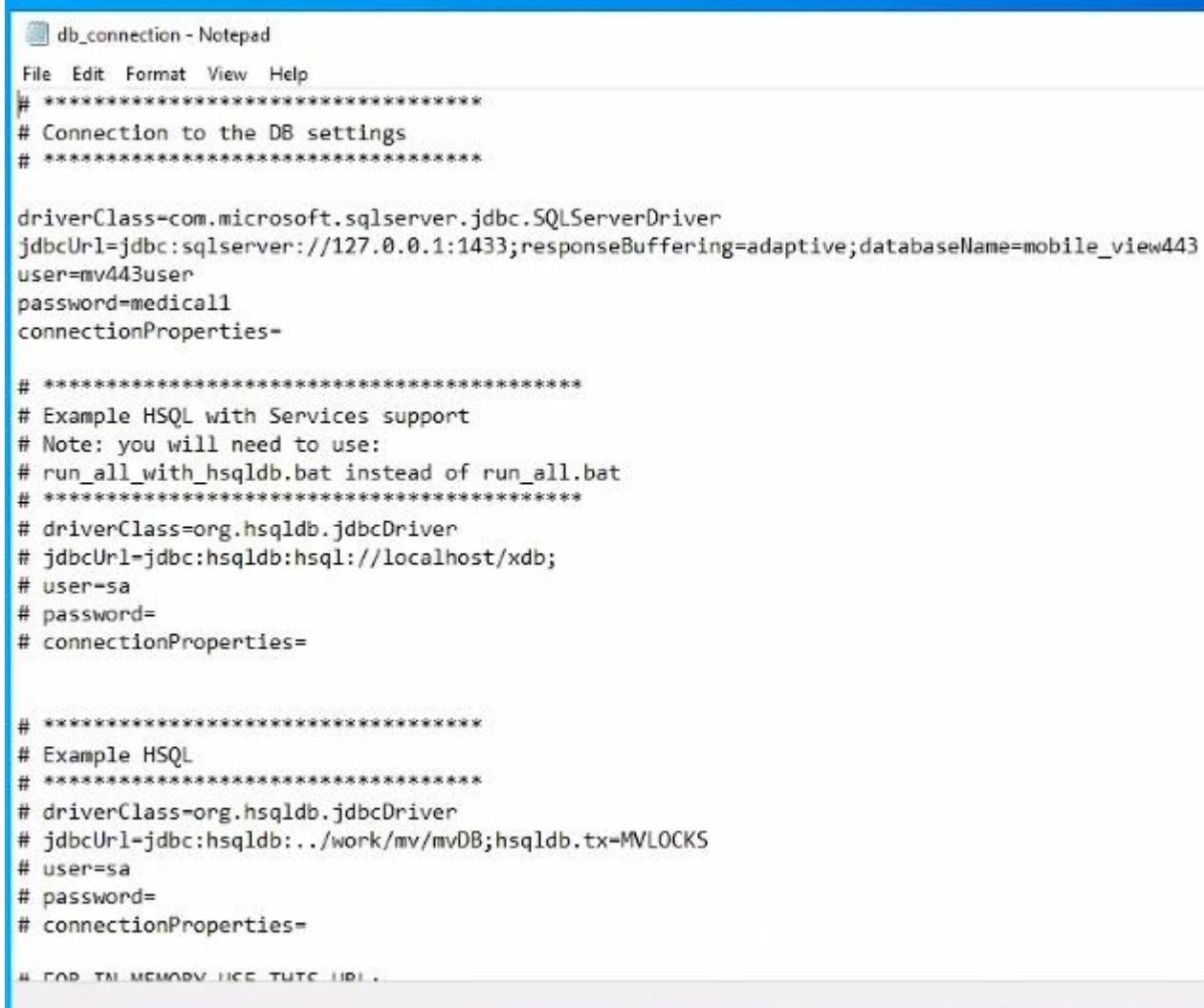
out error that server is not responding ([00:42:39]) okay it is saying here can we can we change the connection timeout error by default it's

[Figure 71: Insert screenshot here]

([00:42:50]) a 15 second you have you need to do that right let me check I have a connection over here ([00:42:55]) I have it enough over here also from my and I check unlimited okay so from my and it's ([00:43:01]) good let's see if there is any way I can do it on a server okay this is for dot net and ([00:43:06]) Everything for SQL said look good because everything is only limited ([00:43:09]) It has a engine that has a profiler, manage, extension ([00:43:13]) I think so, I think from here ([00:43:16]) No, please don't change it ([00:43:18]) I think that I can change it from my end ([00:43:21]) Can you check a volume? ([00:43:23]) If you see any error from the windows or application ([00:43:26]) I can check event viewer, I don't mind

Configure DB if needed





The screenshot shows a Windows Notepad window titled "db_connection - Notepad". The content is a configuration file for database connections, specifically for Microsoft SQL Server and HSQLDB. The file includes comments, connection parameters, and notes about service support and manual startup. The code is as follows:

```
db_connection - Notepad
File Edit Format View Help
# *****
# Connection to the DB settings
# *****

driverClass=com.microsoft.sqlserver.jdbc.SQLServerDriver
jdbcUrl=jdbc:sqlserver://127.0.0.1:1433;responseBuffering=adaptive;databaseName=mobile_view443
user=mv443user
password=medicall
connectionProperties=

# *****
# Example HSQL with Services support
# Note: you will need to use:
# run_all_with_hsqldb.bat instead of run_all.bat
# *****

# driverClass=org.hsqldb.jdbcDriver
# jdbcUrl=jdbc:hsqldb:hsqldb://localhost/xdb;
# user=sa
# password=
# connectionProperties=

# *****
# Example HSQL
# *****

# driverClass=org.hsqldb.jdbcDriver
# jdbcUrl=jdbc:hsqldb:.../work/mv/mvDB;hsqldb.tx=MVLOCKS
# user=sa
# password=
# connectionProperties=

# END MEMORY LEAK TUNE UP .
```

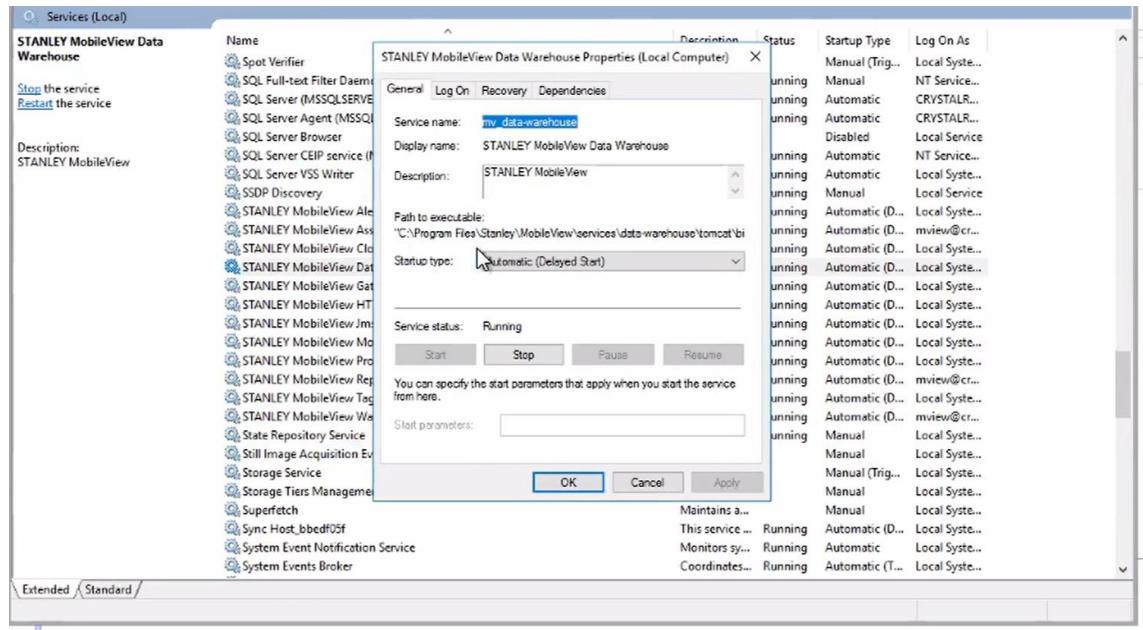
([00:51:49]) That's what I meant to say and now it's mobile view. ([00:51:51]) That's the tell-tale sign that the upgrade went well. ([00:51:54]) So now we'll just wait for these services to start ([00:51:56]) and then we'll try to log in. ([00:51:57]) Gotta hit refresh with this one, Mommy. ([00:51:59]) Yeah, still trying. ([00:52:00]) It doesn't matter that there's such a manual startup. ([00:52:02]) Not a watch toggle, it just takes time to watch toggle start a month. ([00:52:06]) This folder will fill up so... ([00:52:09]) Alright, so the HTTP server started so you could open up the JMX console now. ([00:52:16]) We're just waiting for this to clear. Dan and Liam, once that goes green, we'll be able to log in.

[Figure 87: Insert screenshot here]

([00:52:21]) Okay, we're good. ([00:52:23]) Should I license it first before going through the checks? ([00:52:26]) I would check some basic stuff. ([00:52:28]) choice is yours. Yeah, I

was looking for the message is to ([00:52:30]) probably I don't see him. ([00:52:32]) It's it's not connected. And keep in mind, oh, you know what ([00:52:36]) we didn't, which we didn't change is the the address for the ([00:52:41]) new ALE. Okay, so I have to log into that ALE. Nope. Where do I ([00:52:46]) change the address for the new ALE? The the we got changed to ([00:52:49]) gateway properties. Okay, in the same in that file, not in the ([00:52:53]) same not in the one where we did not the DB connection

Find out where MV is installed

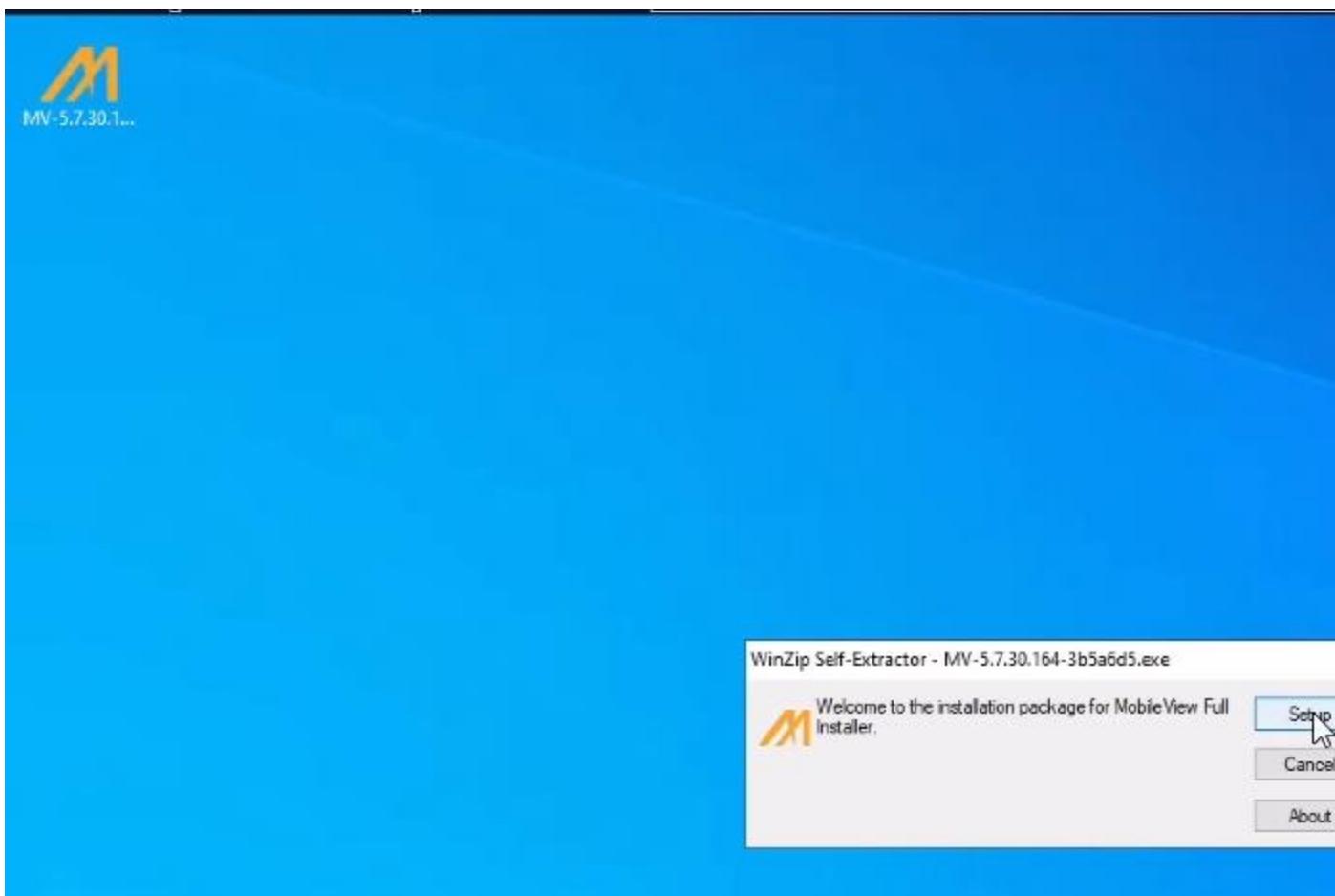


Check Services is off

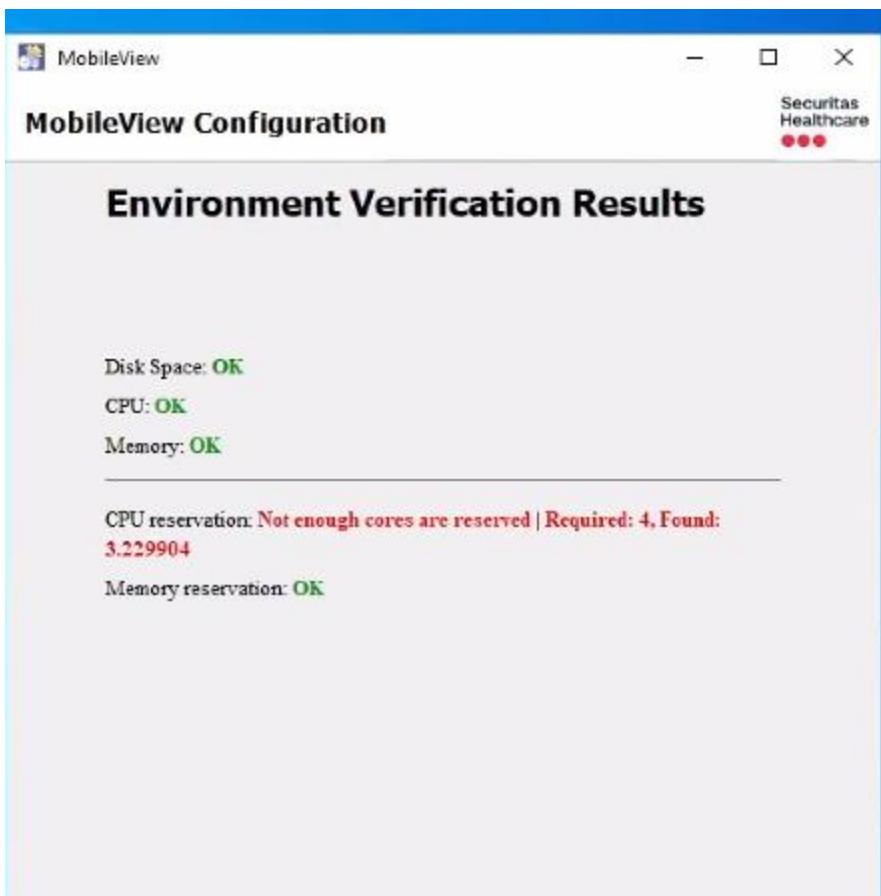
Services (Local)

Secondary Logon	Name	Description	Status	Startup Type	Log On As
Start the service	Server	Supports fil...	Running	Automatic (T...)	Local Syste...
	Shared PC Account Manager	Manages pr...		Disabled	Local Syste...
	Shell Hardware Detection	Provides no...	Running	Automatic	Local Syste...
	Smart Card	Manages ac...		Manual (Trig...)	Local Service
	Smart Card Device Enumera...	Creates soft...		Disabled	Local Syste...
	Smart Card Removal Policy	Allows the s...		Manual	Local Syste...
	SNMP Trap	Receives tra...		Manual	Local Service
	Snow Inventory Agent	Snow Inven...	Running	Automatic	Local Syste...
	Software Protection	Enables the ...		Automatic (...)	Network S...
	Special Administration Con...	Allows adm...		Manual	Local Syste...
	Spot Verifier	Verifies pote...		Manual (Trig...)	Local Syste...
	SSDP Discovery	Discovers n...		Disabled	Local Service
	STANLEY MobileView Alerti...	STANLEY M...		Manual	Local Syste...
	STANLEY MobileView Asset ...	STANLEY M...		Manual	Local Syste...
	STANLEY MobileView Cloud...	STANLEY M...		Manual	Local Syste...
	STANLEY MobileView Data ...	STANLEY M...		Manual	Local Syste...
	STANLEY MobileView Gate...	STANLEY M...		Manual	Local Syste...
	STANLEY MobileView HTTP ...	STANLEY M...		Manual	Local Syste...
	STANLEY MobileView Jms	STANLEY M...		Manual	Local Syste...
	STANLEY MobileView Monit...	STANLEY M...		Automatic	Local Syste...
	STANLEY MobileView Proce...	STANLEY M...		Manual	Local Syste...
	STANLEY MobileView Repor...	STANLEY M...		Manual	Local Syste...
	STANLEY MobileView Tag C...	STANLEY M...		Manual	Local Syste...
	STANLEY MobileView Watc...	STANLEY M...		Automatic	Local Syste...
	State Repository Service	Provides re...	Running	Automatic	Local Syste...

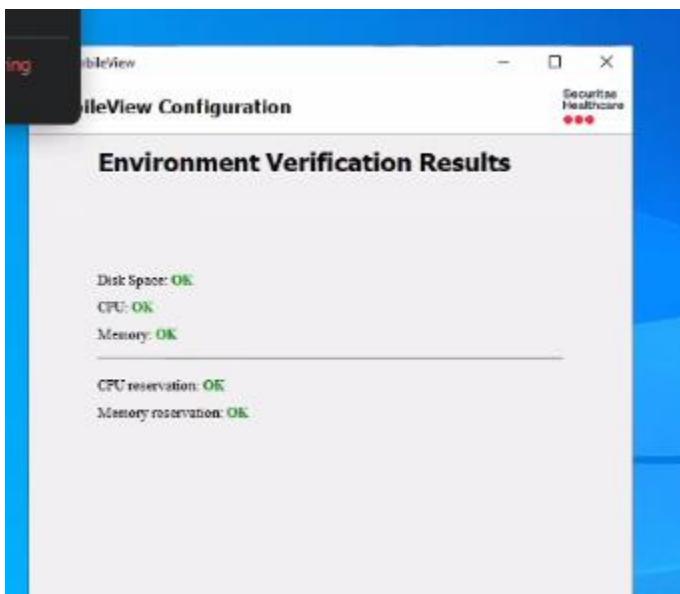
Install MV



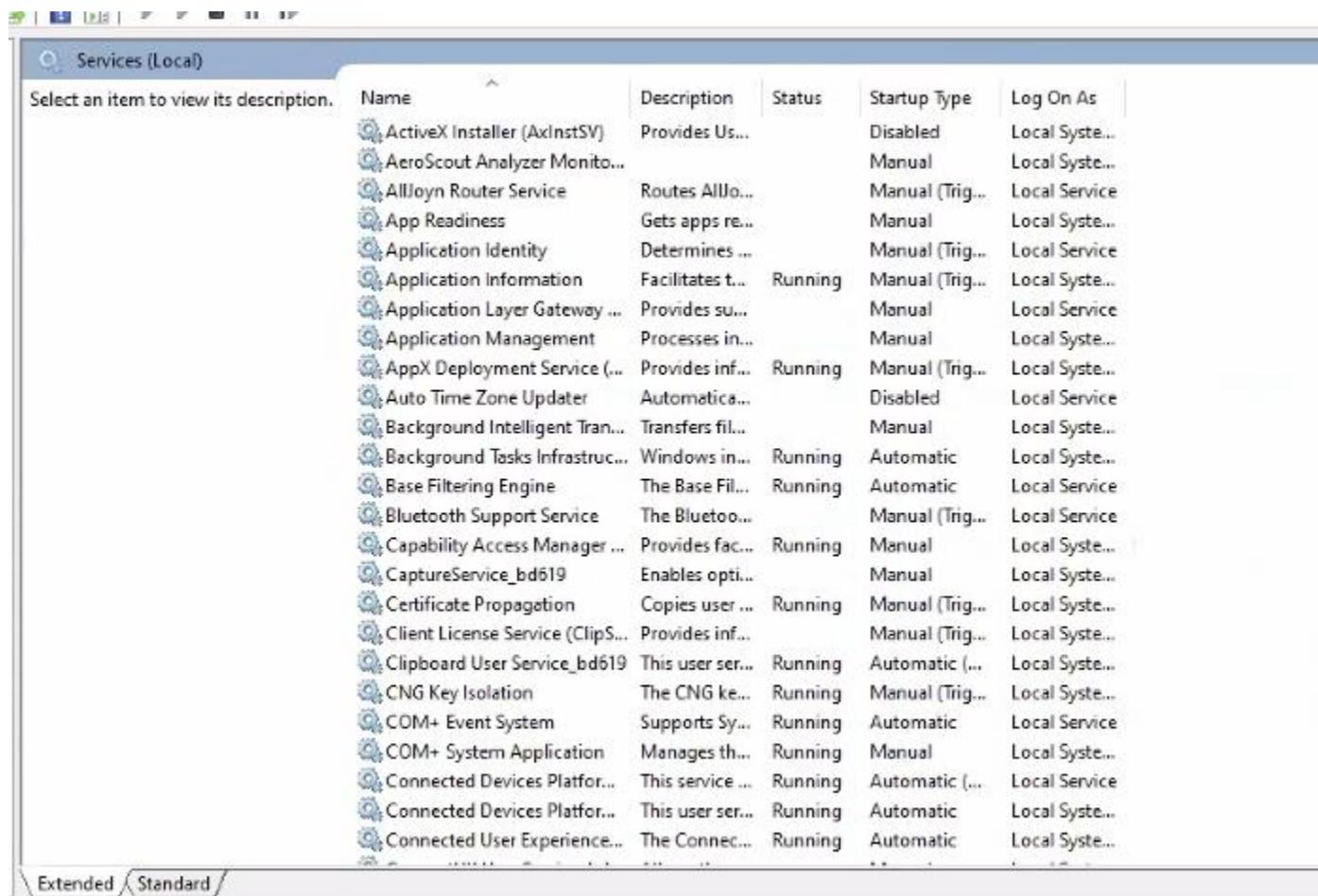
Verify CPU Reservation



Fixed Reservation



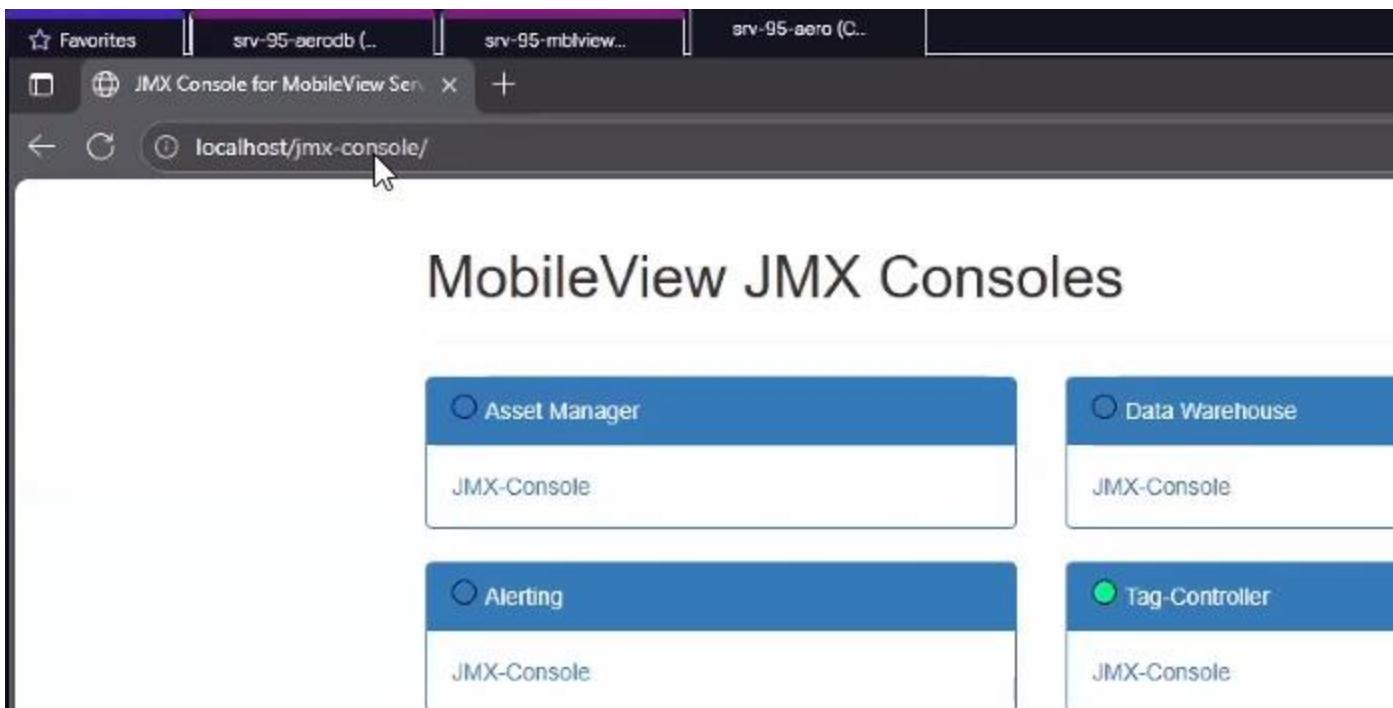
Make sure Services are Running



The screenshot shows the Windows Services (Local) console window. The title bar reads "Services (Local)". A message in the top-left corner says "Select an item to view its description." The main area is a table with columns: Name, Description, Status, Startup Type, and Log On As. The table lists numerous system services, many of which are currently running. The status column shows "Running" for several services like Application Layer Gateway, Auto Time Zone Updater, Background Intelligent Transfer Service, Base Filtering Engine, Clipboard User Service, COM+ System Application, Connected Devices Platform, and Connected User Experience. Other services like ActiveX Installer, AeroScout Analyzer, and AllJoyn Router Service are listed as disabled or manual startup types.

Name	Description	Status	Startup Type	Log On As
ActiveX Installer (AxInstSV)	Provides Us...	Disabled	Local Syste...	
AeroScout Analyzer Monito...		Manual	Local Syste...	
AllJoyn Router Service	Routes Alljo...	Manual (Trig...	Local Service	
App Readiness	Gets apps re...	Manual	Local Syste...	
Application Identity	Determines ...	Manual (Trig...	Local Service	
Application Information	Facilitates t...	Running	Manual (Trig...	Local Syste...
Application Layer Gateway ...	Provides su...	Manual	Local Service	
Application Management	Processes in...	Manual	Local Syste...	
AppX Deployment Service (...)	Provides inf...	Running	Manual (Trig...	Local Syste...
Auto Time Zone Updater	Automatica...	Disabled	Local Service	
Background Intelligent Tran...	Transfers fil...	Manual	Local Syste...	
Background Tasks Infrastruc...	Windows in...	Running	Automatic	Local Syste...
Base Filtering Engine	The Base Fil...	Running	Automatic	Local Service
Bluetooth Support Service	The Bluetooth...	Manual (Trig...	Local Service	
Capability Access Manager ...	Provides fac...	Running	Manual	Local Syste...
CaptureService_bd619	Enables opti...	Manual	Local Syste...	
Certificate Propagation	Copies user ...	Running	Manual (Trig...	Local Syste...
Client License Service (ClipS...	Provides inf...	Manual (Trig...	Local Syste...	
Clipboard User Service_bd619	This user ser...	Running	Automatic (...)	Local Syste...
CNG Key Isolation	The CNG ke...	Running	Manual (Trig...	Local Syste...
COM+ Event System	Supports Sy...	Running	Automatic	Local Service
COM+ System Application	Manages th...	Running	Manual	Local Syste...
Connected Devices Platfor...	This service ...	Running	Automatic (...)	Local Service
Connected Devices Platfor...	This user ser...	Running	Automatic	Local Syste...
Connected User Experience...	The Connec...	Running	Automatic	Local Syste...

Once Apache starts running you can check jmx console



Check logs for errors

A screenshot of a Windows File Explorer window. The path in the address bar is `Data (E:) > MobileView > services > logs >`. The left sidebar shows 'Quick access' with icons for Desktop, Downloads, Documents, Pictures, This PC, Data (E:), and Network. The main area displays a list of files and folders in the 'logs' directory. One file, 'asset-manager_server', is selected and highlighted with a blue border. A context menu is open over this file, listing the following options: Open, Print, Share, Open with..., Restore previous versions, Send to, Cut, Copy, Create shortcut, Delete, Rename, and Properties. The 'Open' option is the first item in the list. The rest of the list is partially visible below it. The table below provides a detailed view of the file list:

Name	Date modified	Type	Size
startup	11/13/2025 12:39 PM	File folder	
alerting_jmx_audit	11/13/2025 12:39 PM	Text Document	0 KB
alerting_server	11/13/2025 12:39 PM	Text Document	0 KB
aliveBeatAudit	11/13/2025 12:39 PM	Text Document	0 KB
asset-manager_jmx_audit	11/13/2025 12:39 PM	Text Document	0 KB
asset-manager_server	11/13/2025 12:40 PM	Text Document	43 KB
dat	3/2025 12:39 PM	Text Document	0 KB
dat	3/2025 12:39 PM	Text Document	0 KB
err	3/2025 12:36 PM	Text Document	0 KB
for	3/2025 12:39 PM	Text Document	0 KB
gat	3/2025 12:39 PM	Text Document	0 KB
gat	3/2025 12:39 PM	Text Document	0 KB
gat	3/2025 12:39 PM	Text Document	0 KB
gat	3/2025 12:39 PM	Text Document	0 KB
gat	3/2025 12:39 PM	Text Document	0 KB
gat	3/2025 12:39 PM	Text Document	0 KB
hps	3/2025 12:39 PM	CSV File	0 KB
jms	3/2025 12:38 PM	Text Document	0 KB
jms	3/2025 12:38 PM	Text Document	0 KB
ida	3/2025 12:39 PM	Text Document	0 KB
log	3/2025 12:39 PM	CSV File	0 KB
message-distribution	11/13/2025 12:39 PM	Text Document	0 KB

37 items 1 item selected 42.0 KB

Finished

asset-manager_server - Notepad

File Edit Format View Help

version 5.7.30.164.0

2025-11-13 12:42:33,681 WARN [com.aeroscout.mobileview.assetsmanager.service.report.ReportServiceInitiation] execution time. Running the report now

2025-11-13 12:42:37,654 WARN [com.aeroscout.mobileview.assetsmanager.service.report.ReportServiceInitiation] Running the report now

2025-11-13 12:42:42,179 WARN [com.aeroscout.mobileview.assetsmanager.service.report.ReportServiceInitiation] execution time. Running the report now

2025-11-13 12:42:43,575 INFO [com.aeroscout.mobileview.assetsmanager.web.infra.springcontext.AssetManagerInitialization] milliseconds

2025-11-13 12:42:43,733 INFO [com.aeroscout.mobileview.assetsmanager.jobs.ProximityLogDataJob] Job Asset

2025-11-13 12:42:43,735 INFO [com.aeroscout.mobileview.assetsmanager.jobs.ExtractOfflineRecordsFromLogger] 2025-11-13 12:42:43,780 INFO [com.aeroscout.mobileview.assetsmanager.service.report.ReportValidationJob]

2025-11-13 12:42:43,823 INFO [com.aeroscout.mobileview.tagconf.TagBidirectionalStatusUpdater] Executing

2025-11-13 12:42:45,613 INFO [com.aeroscout.mobileview.assetsmanager.web.infra.springcontext.AssetManagerInitialization] 185219 milliseconds

2025-11-13 12:42:45,670 INFO [com.aeroscout.mobileview.assetsmanager.service.report.ReportValidationJob] milliseconds

2025-11-13 12:42:46,021 INFO [com.aeroscout.mobileview.assetsmanager.jobs.logdata.TagLogDataOfflineMeasurement] found. 0/0 'offline' records were found

2025-11-13 12:42:46,022 WARN [com.aeroscout.mobileview.assetsmanager.jobs.ExtractOfflineRecordsFromLogger] remained;

2025-11-13 12:42:46,022 INFO [com.aeroscout.mobileview.assetsmanager.jobs.ExtractOfflineRecordsFromLogger] schedule = 1, running time = 2287 ms, records delete time took 1 ms

2025-11-13 12:42:46,023 INFO [com.aeroscout.mobileview.assetsmanager.jobs.ExtractOfflineRecordsFromLogger] completed, took 2288 milliseconds

2025-11-13 12:42:46,581 INFO [com.aeroscout.mobileview.tagconf.TagBidirectionalStatusUpdater] Job TagConf milliseconds

MobileView JMX Consoles

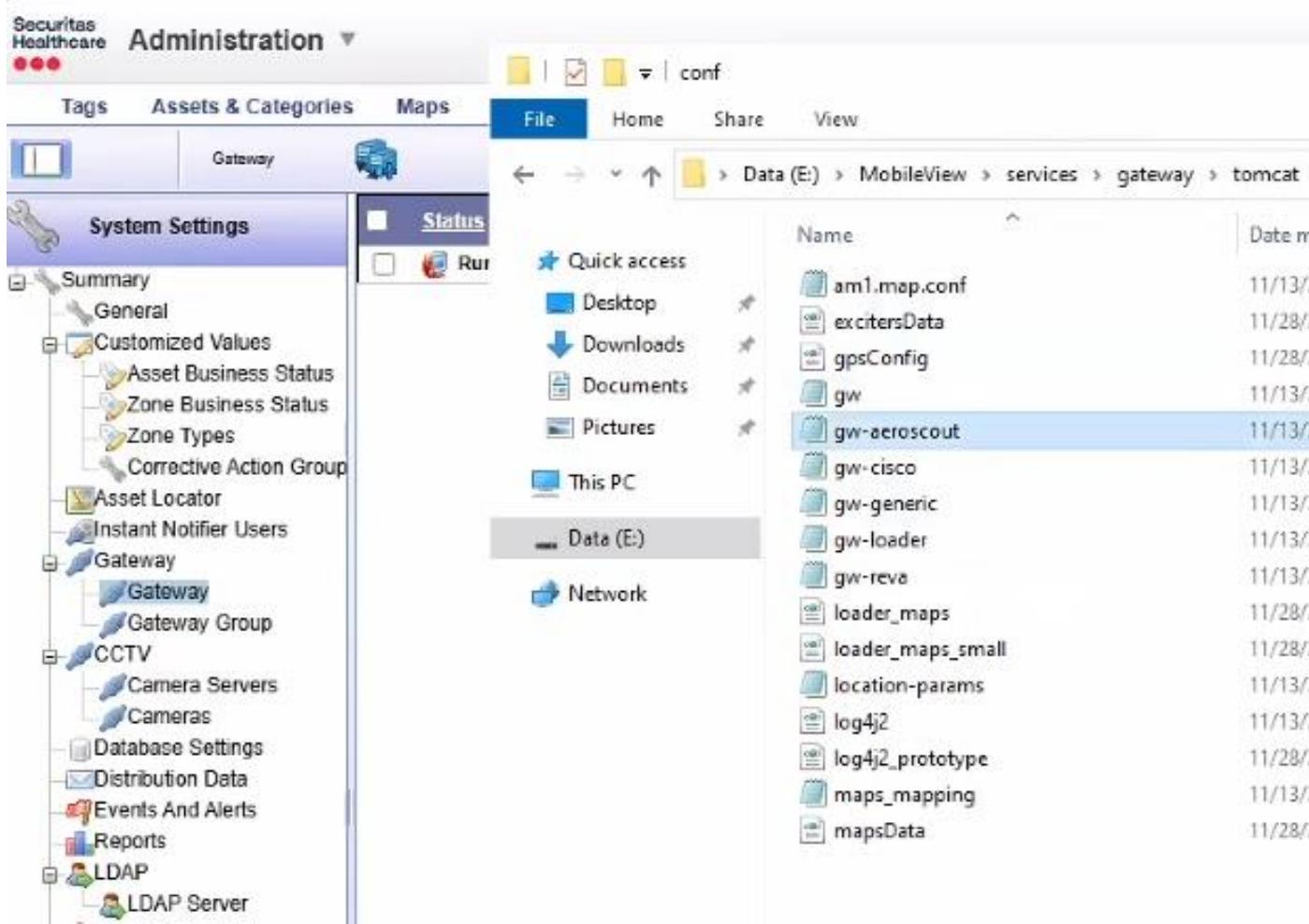


Log in and verify you are seeing Gateway Messages

The screenshot shows a web-based administration interface for Securitas Healthcare. The top navigation bar includes links for Tags, Assets & Categories, Maps, Events, Par Levels, Departments, Users, and System. The System tab is currently selected. Below the navigation is a toolbar with icons for Tags, Assets & Categories, Maps, Events, Par Levels, Departments, Users, and System. A sidebar on the left titled "System Settings" contains a tree view of configuration options: Summary (General, Customized Values, Asset Business Status, Zone Business Status, Zone Types, Corrective Action Group), Asset Locator, Instant Notifier Users, Gateway (Gateway, Gateway Group), CCTV (Camera Servers, Cameras), and Database Settings (Distribution Data). The main content area displays a table titled "Status" with one row: "Running. Not conn..." under the "Status" column, "Group1" under "Group", and "Web" under "Name".

Status	Group	Name
Running. Not conn...	Group1	Web

If no messages, then that means we need to change the gateways ip address

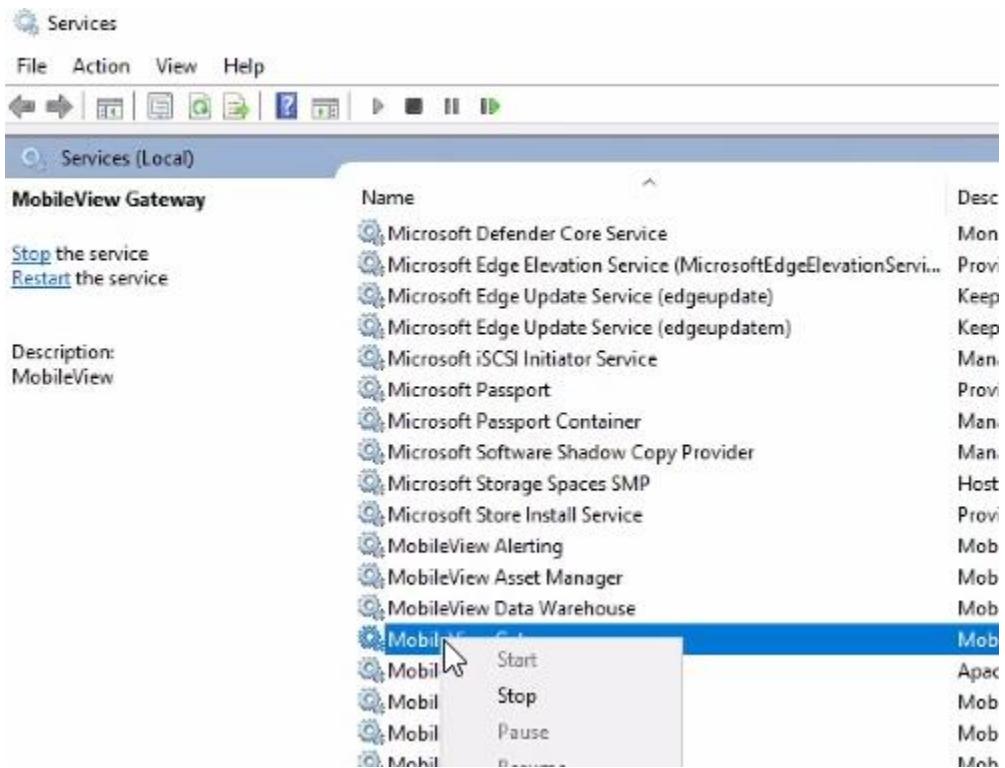


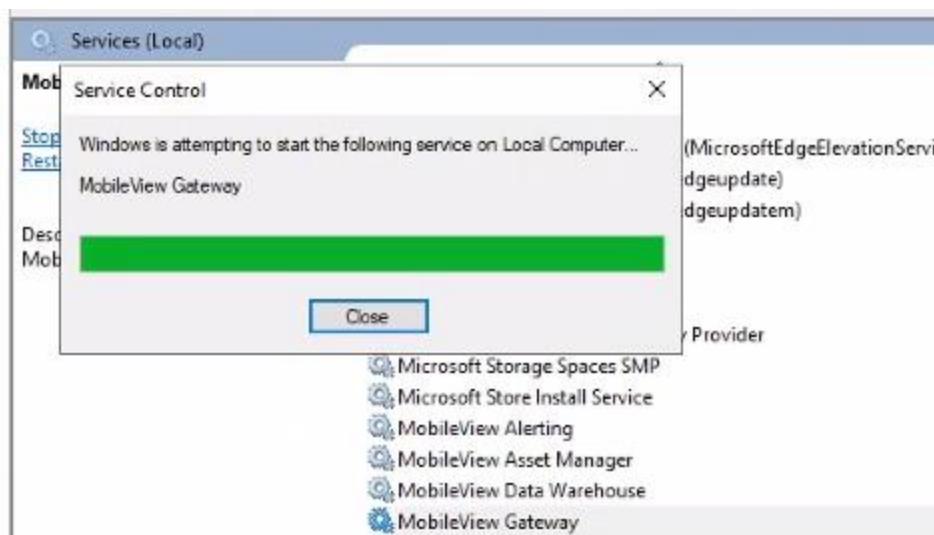
Open gw-aeroscout.conf file

Change Gateway ip address to: 10.104.13.76

```
*gw-aeroscout - Notepad
File Edit Format View Help
#####
#
# Aeroscout Engine Configuration
#
#####
aeroscoutEngineConf.userName      = Admin
aeroscoutEngineConf.password     = ENC_vpuSlpE=
aeroscoutEngineConf.host        = 10.104.13.76
aeroscoutEngineConf.port        = 1411
# aeroscoutEngineConf.heartbeatInterval = 1
aeroscoutEngineConf.clientversion = 3.2.14
```

Go to Services and restart mobileview gateway services





Go back to MV and look at Gateway and verify messages are incrementing

A screenshot of the Securitas Healthcare Administration system. The top navigation bar includes "Administration" and tabs for Tags, Assets & Categories, Maps, Events, Par Levels, Departments, Users, and System. The System tab is selected. On the left, a sidebar menu under "System Settings" includes "Summary", "General", "Customized Values" (with sub-options like Asset Business Status, Zone Business Status, Zone Types, and Correlation Action Group), "Asset Locator", "Instant Notifier Users", "Gateway" (selected), "CCTV", and "Cloud Services". The main content area displays a table titled "Status" with one row: "Running, Connected..." under "Status", "Group1" under "Group", "Web" under "Name", and "AeroScout Engi" under "Type".

Now License Server. Get Product Key

MobileView is not registered. There are 59 days left to the trial period. Please contact support@securitas.com
Product Info
Product Name: MobileView
Product Version: 5.7
Product Key: 09f5a025-c86ddde0-58276e85-dc102b58-46
Customer Info

After licensing logout and log back in

Check all MV screens

Check remote users workstations are restarted for Inf and Hugs auth client

Update T15e Firmware

Securitas Healthcare Administration ▾

Tags Assets & Categories Maps Events Par Levels Departments Users System

Tag ID	Status	BD Status	Tag Type	Tag Model
12345678910	All	All	All	All
12345678910	Active Tag	T15e	RH OPHTHALMOLOGY AREA	RE
000CCC176727	Active Tag	T15e	Assign Asset	DO
000CCC17672C	Active Tag	T15e	155 LABORATORY DOOR 2	RE
000CCC17672E	Active Tag	T15e	155 INTERNAL MEDICINE BACK NURSES STATION	RE
000CCC176730	Active Tag	T15e	NEWBURGH SUITE 202-INTERNAL MEDICINE MED ROOM	FR
000CCC176731	Active Tag	T15e	155 PHLEBOTOMY LAB	RE
000CCC176733	Active Tag	T15e	NEWBURGH SUITE 101-ONCOLOGY ANTE ROOM H116	RE
000CCC17673A	Active Tag	T15e	Assign Asset	RE
000CCC17673B	Active Tag	T15e	NEWBURGH ENDOSCOPY MED ROOM	RE
000CCC176740	Active Tag	T15e	155 STOOP ROOM	RE

Categories

- All Tags
 - All Assets
 - ALLOGRAFT
 - ASC FREEZER
 - BLANKET WARMER
 - CENTRAL REPROCES
 - COVID FREEZER
 - COVID REFRIGERATO
 - DOOR SENSOR
 - FACILITIES TEST TAGS
 - 95 MRI ENVIRONM
 - FLUID WARMER
 - EDCC7E0C

MobileView - Profile 1 - Microsoft Edge

localhost/asset-manager-web/core/pages/modal/modalDialogContainer.jsf

Tag Configuration

Repository Firmware Selection Bidirectional Tag Settings

Current Firmware List:

Firmware	Release Date	Supported Tags	Status
2.3.18.3	02/04/21	T15e, T15h	Verified

Put Firmware files in my directory for ez upload to chat

MobileView - Profile 1 - Microsoft Edge

localhost/asset-manager-web/core/pages/modal/modalDialogContainer.jsf

Tag Configuration

Repository Firmware Selection Bidirectional Tag Settings

Current Firmware List:

Firmware	Release Date	Supported Tags	Status
2.3.18.3	02/04/21	T15e, T15h	Verified

Upload New Firmware:

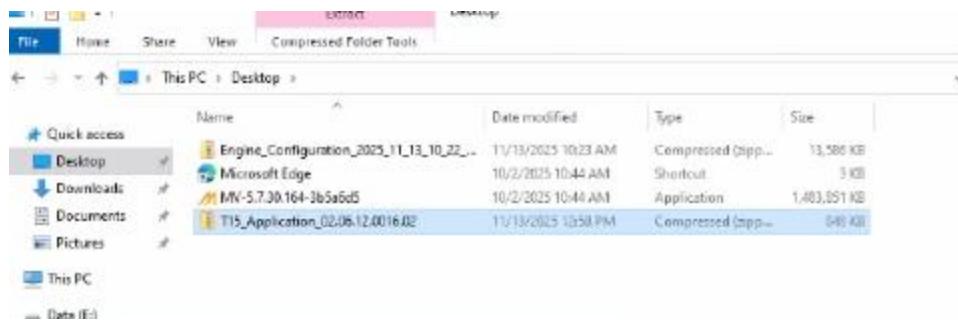
Select File: Choose File No file chosen

Upload

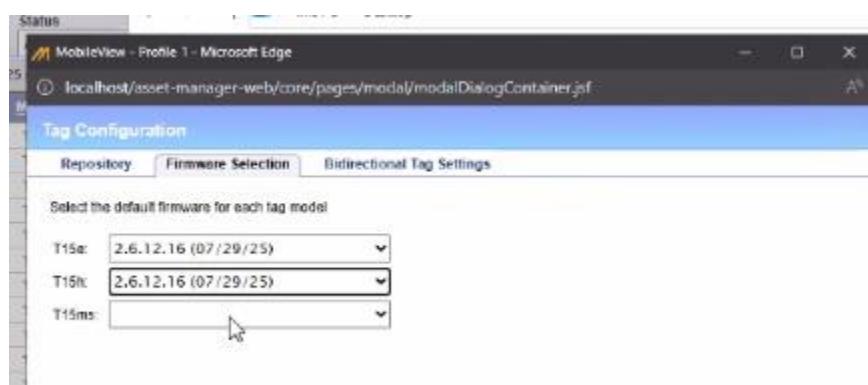
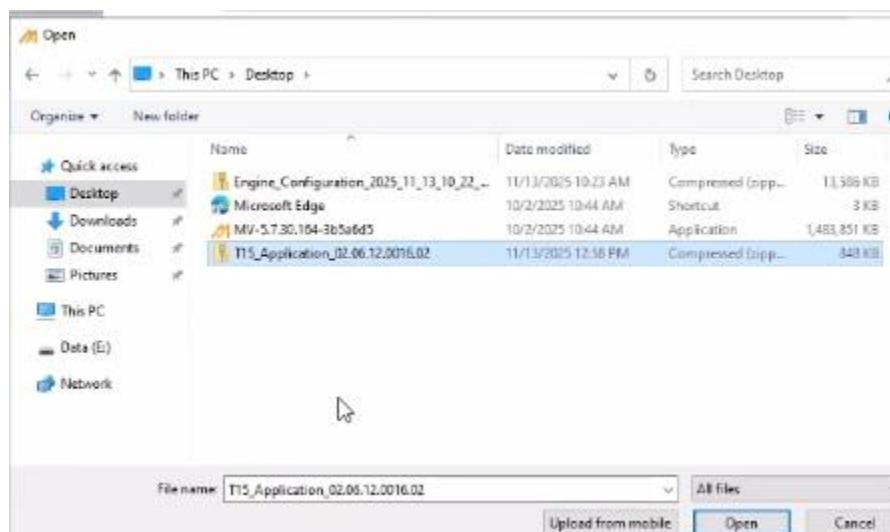
Save Cancel

BD Status	FW	Config	Last BD Session	
Synced	2.3.18.3	175	11/12/26 11:32:53	
Synced	2.3.18.3	175	11/12/26 14:49:17	
Synced	2.3.18.3	175	09/06/22 12:30:21	
Synced	2.3.18.3	175	11/12/26 16:36:00	
Synced	2.3.18.3	175	07/01/26 08:52:50	
2.2.6.0				
Synced	2.3.18.3	175	11/07/26 14:38:31	
Synced	2.3.18.3	175	11/13/26 10:49:41	
Synced	2.3.18.3	175	11/13/26 05:25:00	
Synced	2.3.18.3	175	11/12/26 16:25:00	
Synced	2.3.18.3	175	11/12/25 20:11:17	
Synced	2.3.18.3	175	11/12/26 12:02:19	
Synced	2.3.18.3	175	11/12/25 16:44:29	
OB/GYN	2.3.18.3	175	11/13/26 07:24:43	
Synced	2.3.18.3	175	11/13/25 10:45:58	
Synced	2.3.18.3	175	11/13/25 14:39:02	
OB/GYN	2.3.18.3	175	07/07/26 15:37:02	
Synced	2.3.18.3	175	11/13/26 08:16:47	
EMERG PHLEBOTOMY	2.3.18.3	175	11/12/26 20:38:58	
Synced	2.3.18.3	175	12/07/24 13:01:14	
INTERNAL MEDICINE	2.3.18.3	175	11/13/26 10:52:04	
Synced	2.3.18.3	175	11/13/26 08:14:22	
T15e	155 PHARMACY	REFRIGERATORS	78%	Floor 1
T15e	155 LABORATORY	LABORATORY FREEZERS	0%	Floor 2
T15e	RH CARDIOLOGY/INTERNAL MED NURSES STATION	REFRIGERATORS	100%	Floor 1

Place onto desktop



Then upload



Copy deployment manager for MV and IPAD/PHONE to Chat and give to Client

Go to System / Wireless tag configuration for configuring via MV

Can change WIFI settings, SSL, etc. New in 5.7 MR2 can push configurations to BD Tags

The screenshot shows a software interface titled "System Settings" under the "System" tab. On the left, there is a navigation tree with the following structure:

- Summary
 - General
 - Customized Values
 - Asset Business Status
 - Zone Business Status
 - Zone Types
 - Corrective Action Group
 - Asset Locator
 - Instant Notifier Users
 - Gateway
 - Gateway
 - Gateway Group
 - CCTV
 - Camera Servers
 - Cameras
 - Database Settings
 - Distribution Data
 - Events And Alerts
 - Reports
 - LDAP
 - LDAP Server
 - Licensing
 - Configuration Examples
 - Integrations
 - Monitoring Tool
 - Tag Configuration
 - Tag Wireless Configuration

Go to EM / Reports

The screenshot shows a web-based reporting application titled "Environmental Monitoring". On the left, a sidebar lists report categories: Asset Management (Inventory, Battery Level Report, Asset List, Out of Sight Assets Report, Inventory Summary, Incident Reply Report (Room), Exciter Battery Status); Environmental Monitoring (Sensor Detailed Report, Sensor Summary Report, Temperature & Humidity (Temperature Summary, Current Temperature Report, Past Temperature Report, Temperature History, Temperature Events, Humidity Summary, Current Humidity Report, Humidity History, Humidity Events, Condition Monitoring Audit, Condition Monitoring Archive, VFC Audit Report, Integrated Temperature History)); and History (Event History, Asset History, Room Pressure Monitor History, Asset Telemetry History, Asset Telemetry Archive History, Battery Capacity History, Tag Assignment History). The main panel is titled "Inventory" and contains fields for "Report Title" (Inventory) and "Format" (PDF). It includes parameters for Department, Group, Assets located in (Any Location, Area, Zone, Zone Type), and checkboxes for Show Summary Graph by Category, Show Summary Graph by Zone, and Show Summary Graph by Business Status. Below this are sections for "Column Selections" (Available: Is Active, Department, Serial Number; Selected: Asset ID, Asset Name, Category, Tags, Status, Location, Last Report Date) and "Output Sorting" (Order By: Asset Name, Then By: Ascending/Descending). A note on the right says: "You can select which columns will appear in the report, and the order in which they will appear."

Go to Saved Reports then All Reports and click Dark Gray Lightbulb

Click twice then click

The screenshot shows a list of reports under the "All Reports" section. The list includes "My Favorite Reports (0)", "All Reports (363)" (which is expanded to show "Asset Management (0)", and "100 CRR PEDIATRIC FREEZER", "100 CRR PEDIATRIC LAB REFRIGERATOR"). The "All Reports" section has a header with page numbers (1-10) and results (1 - 25 of 363). The "Asset Management" section has a header with "Name" and a sorting arrow.

Click latest report

MobileView - Profile 1 - Microsoft Edge

localhost/asset-manager-web/core/pages/modal/modalDialogContainer.jsf

Edit "Temperature Events" Report Definition

Report Details > Report Specifications > Report Scheduling > Output Options > Access Control

Report Details

* Report Name: CRHC VFC TEMPERATURE OUT OF R

* Report Title: CRHC VFC TEMPERATURE OUT OF R

Format: PDF ▾

Description: CRHC VFC TEMPERATURE OUT OF RANGE DAILY REPORT

Active/Inactive: Active Inactive Waiting For Approval

Mark this report as a favorite

Created By: DANIEL COSH
Creation Date: 11/12/15 08:37:14
Last Update: 11/11/25 08:00:00

Active / Inactive / Waiting for Approval

Admin users can make necessary changes

Original owner is no longer found so you will have to fix here

That is why you see this error when you login

MobileView is not registered. There are 59 days left to the trial period. Please consider purchasing a license.

Some saved reports need to be reconfigured to work. The reports that need to be configured are: MONROE UR DAILY REPORT (Environmental Monitoring), CRHC VFC TEMPERATU

Get MV System Report

Backup ALE Config

Do 60 sec recording

That's it. Done.