



## Server Maintenance Guide

## Contents

<b>CONTENTS .....</b>	<b>2</b>
<b>1 SERVICES.....</b>	<b>3</b>
1.1 SERVICE MANAGEMENT .....	3
<b>2 SERVICES INSTALLING AND UNINSTALLING .....</b>	<b>5</b>
2.1 INSTALLING .....	5
2.2 UNINSTALLING .....	5
<b>3 LOGGING .....</b>	<b>6</b>
3.1 LOG FILE .....	6
3.2 LOG LEVEL.....	6
3.3 LOG STRUCTURE .....	6
<b>4 CONTACT US .....</b>	<b>8</b>

## 1 SERVICES

IdotFace Identity Management application is based on two services: *Communication* service and *Biometric* service.

- *Communication* service implements communications between biometric system and its clients;
- *Biometric* service implements biometric procedures of indexing and searching.

### 1.1 Service management

Services are managed via standard windows system service management utility *Control Panel->Administrative Tools->Services*.

All executable files are located in *C:\Program Files\IDOT\* directory and its subdirectories.

Service	Directory
Communication	C:\Program Files\IDOT\Service
Biometric	C:\Program Files\IDOT\Service

Executable files *BiometricService.exe* and *CommunicationService.exe* are service providers. Each service provider is compiled as a console application and can be started from shell environment as a usual application. If the service provider starts without parameters then short description and current configuration will be displayed.

Sample output of *BiometricService.exe*:

```
Biometric Service v0.3.2-x86
Usage: <Program.exe> [/install] [/uninstall] [/console]
```

```
Current biometric service settings
```

```
~~~~~
```

```
ServerIP           : 192.168.2.1
```

```
ServerPort        : 9000
```

LogFile : C:\logs\biometric\_service.log  
LogLevel : 3  
LogRotationSize : 10000 Kb  
MaxFaces : 10000  
MaxSQLConnections : 50  
MaxWorkingThreads : 4  
NightBatch : 0  
NightBatchTimeStart : 02:00  
NightBatchTimeStop : 06:00  
ThrCaseAutoClose : 0.95

## 2 SERVICES INSTALLING AND UNINSTALLING

### 2.1 Installing

To install *Biometric* or *Communication Service*:

1. Copy all files from *BiometricService* or *CommunicationService* directory into the target directory;
2. Start command prompt environment (cmd.exe) as Administrator;
3. Change current directory to the target directory;
4. Start service executable with */install* parameter;
5. Make sure that no error messages are displayed;
6. Start *Control Panel->Administrative Tools->Services* and make sure that installed service appears in the services list.

We recommend customizing default options like this: Set *First Failure, Second failure* in *Restart Service* mode.

### 2.2 Uninstalling

To uninstall *Biometric* or *Communication Service*:

1. Start *Control Panel->Administrative Tools->Services* and stop required service;
2. Start command prompt environment (cmd.exe) as Administrator;
3. Change current directory to the target directory;
4. Start service executable with */uninstall* parameter;
5. Make sure that no error messages are displayed;
6. Delete unnecessary files.

### 3 LOGGING

Logging is essential to understand if the system works correctly or not.

#### 3.1 Log File

Default path for log file is *C:\Program Files\IDOT\Logs*. It can be changed from administration utility.

#### 3.2 Log level

Log level describes how detailed log will be. There are four levels of logging from 0 to 3. Logging level can also be changed from administration utility.

Log Level	Description
0	Nothing will be logged
1	Only errors will be logged
2	Errors and warnings will be logged
3	Errors , warnings and notes will be logged

#### 3.3 Log structure

Log has four columns:

Column	Description
1-st	Data and time of a log record [Year]-[Month]-[Day] [Hour]:[Minute]:[Second]
2-nd	Record Type [NOTE][WARN][ERR]
3-th	Record prefix. In general it is the module name.
4-th	Text details of log record.

This structure helps to find out when, where and how an error has happened. Always look for errors in a log file. It will help to discover and to correct possible system shortcomings. Here's an example of log file:

```
2011-07-28 20:28:54 | NOTE | ProcessigThread | Thread (5160) has started
2011-07-28 20:28:54 | WARN | FaceLoader | LoadFaces() limit has reached.
(Limit is 10000)
2011-08-11 17:04:40 | ERR | ODBC | CODBC::Execute() error detected
```

## 4 CONTACT US



### Headquarters

**Institute of Digital and Optical Technologies B. V.**

**Postal address:** De Lairesestraat 160-C, 1075 HM  
Amsterdam, The Netherlands

**Fax:** +31.20-8908634

**E-mail:** [bizdev@idotbio.com](mailto:bizdev@idotbio.com)  
[bizdev@idotbv.nl](mailto:bizdev@idotbv.nl)

**Web:** [www.idotbio.com](http://www.idotbio.com)  
[www.idotbv.nl](http://www.idotbv.nl)

Copyright © 2013 Institute of Digital and Optical Technologies B. V. All rights reserved.

This guide is for informational purposes only. No warranties, express, implied or statutory, as to the information in this document. Complying with all applicable copyright laws is the responsibility of the user. Without limiting the rights under copyright, no part of this document may be reproduced, stored in or introduced into a retrieval system, or transmitted in any form or by any means (electronic, mechanical, photocopying, recording, or otherwise), or for any purpose, without the express written permission of Institute of Digital and Optical Technologies B. V.