Wall Enterprise

convergint®

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    - 8. Compatibility problems
    - 9. Account Configuration Problems
    - 10. Slow Performance
    - 11. Problems with Application Settings
    - 12. Update problems
    - 13. Authentication errors
    - 14. Licensing problems
    - 15. Data Import/Export problems
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    - 30. User Preferences Update Problems
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- 46. Licensing Issues
- 47. Security Configuration Issues
- 48. Screen Configuration Issues
- 49. Video Input Issues
- 50. Brightness and Contrast Control Issues
- 51. Split-Screen Content Playback Issues
- 52. Image Overlay Issues
- 53. Remote Control Issues
- 54. Firmware Update Issues
- 55. Multichannel or Multiple Sources Issues
- 56. Sensor or External Device Integration Issues
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- 82. Remote Access Issues
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Introduction

With Horus Wall Control you can capture, display and operate information from various integrated systems directly on the video wall, managing various types of sources and integrated systems directly, such as dashboards, maps, media, web video conferencing systems, cameras, VMS systems, web pages, PDF documents, images, captures from remote computers and physical video captures. With a simple user interface and quick shortcuts, it provides operators with an agile and effective experience. Convergint Wall can open multiple synchronized video streams in a single panel, in any tile layout, making it possible to simultaneously view multiple applications (4 or more), application windows or video images in real time, regardless of license availability. Layouts are saved as presets and can be easily executed directly in the Video Wall processor with just one click.

Main features

- Enjoy the display of dashboards for active monitoring, view cameras, images, and videos. Allow operators and analysts to share screens for prioritization and joint maneuvers, and even participate in meetings and group calls using your own web conferencing platform.
- Access the main controls of the Video Wall intuitively with easily identifiable buttons in your web browser.
- Direct and objective functions easily allow you to send your screen to the Video Wall, initiate web conferences, and schedule various media contents.
- Personalize your workspace and keep everyday content at the forefront.
- Through the web editor, create and edit the position of each content on the videowall via the browser.
- Freely move content such as images, videos, camera inputs, web conferences, and more around the videowall, facilitating the use of media and the reuse of materials between displays.
- Whether to switch monitoring between morning, afternoon, and night shifts, schedule periods for visits, or watch live announcements and training sessions, the scheduler allows for the pre-programming of content changes on the videowall.

- Quickly and effectively set the date and time interval between displays, where you can schedule the default layout to be displayed during intervals when there are no scheduled events.

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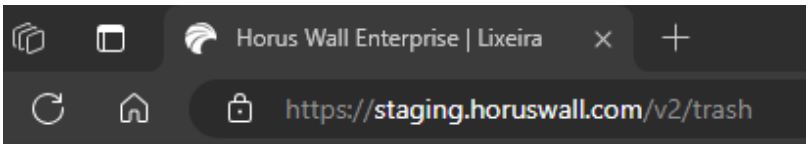
User Login

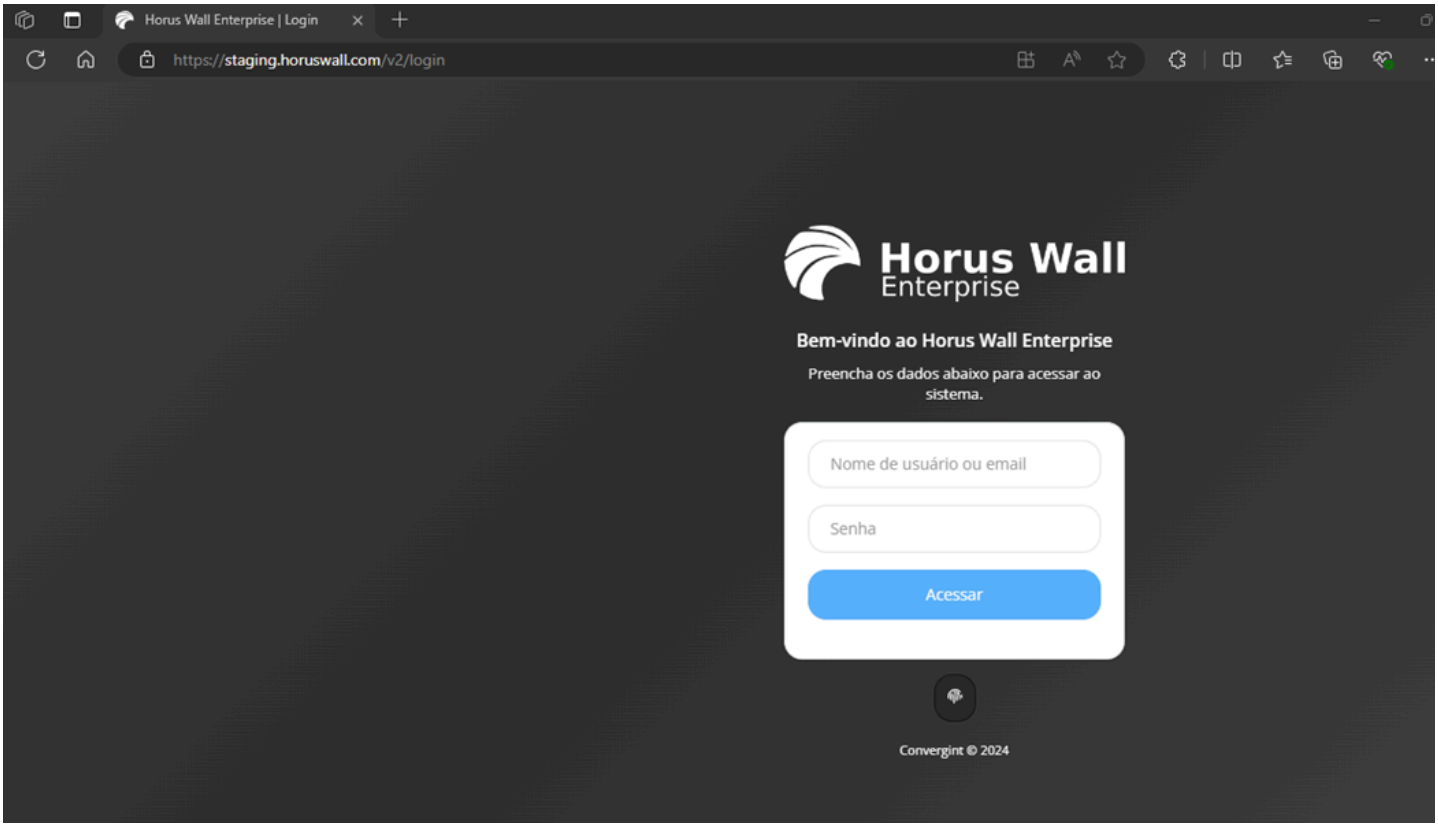
Version: 2.0.1

How to login user?

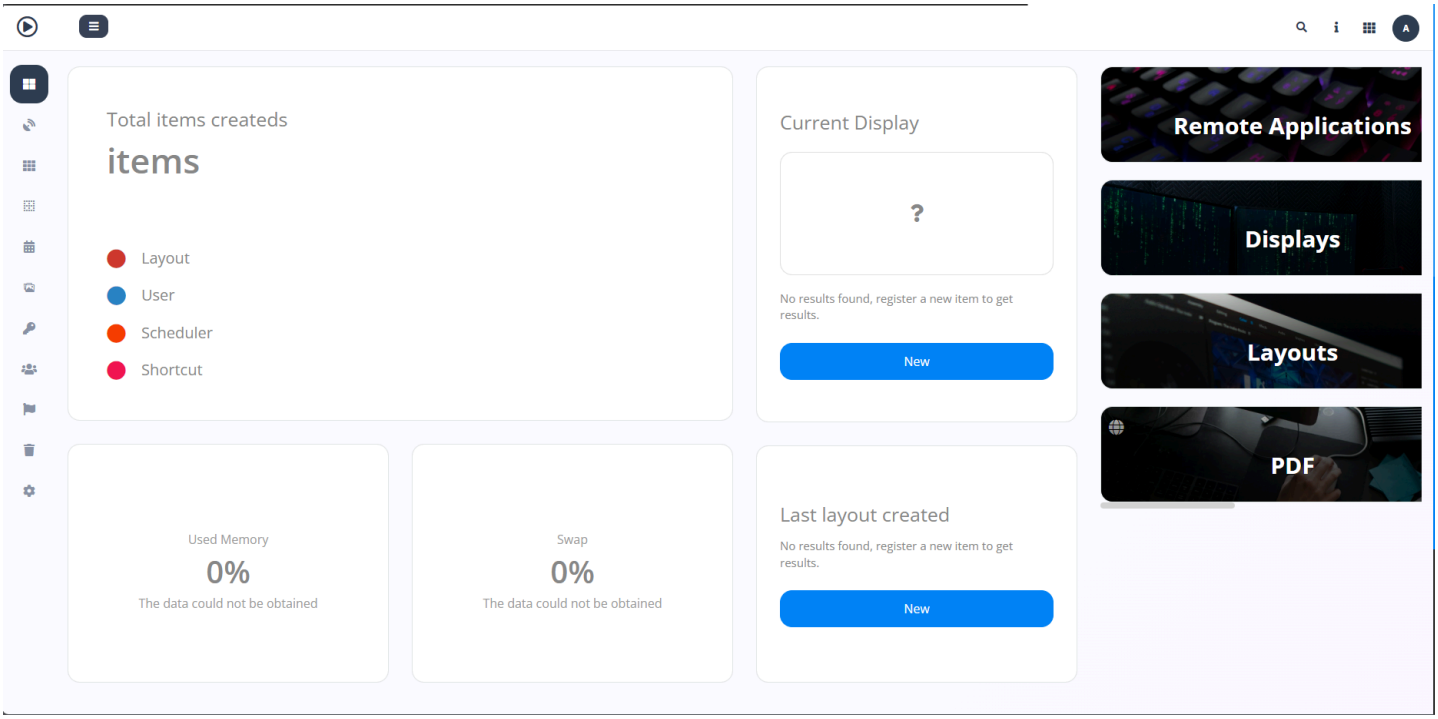
The first step to log into the system is to type the server access URL into your browser's address bar. For example, for users of the Horus Wall Cloud version, the address is https://staging.horuswall.com/v2/login. If you use a self-hosted server, consult your company's IT team to find out the address used in your organization.



Upon opening, the User Login screen will be displayed. Enter your Username and Password, then click "Access."



After that, the home page with the main dashboard will be displayed.


Total items createds
items
Layout
User
Scheduler
Shortcut
Current Display
?
No results found, register a new item to get results.
New
Remote Applications
Displays
Layouts
PDF
Used Memory
0%
The data could not be obtained
Swap
0%
The data could not be obtained
Last layout created
No results found, register a new item to get results.
New

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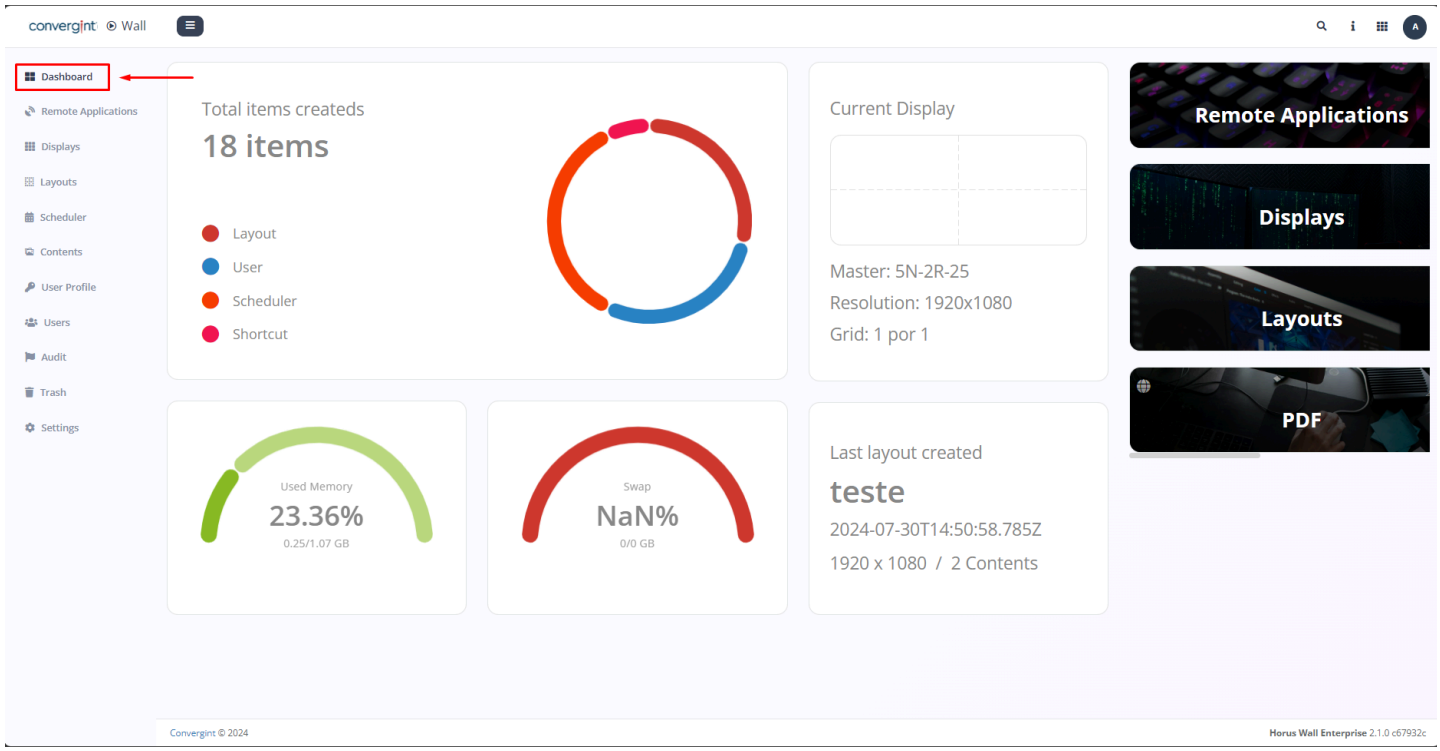
Dashboard Interface

A dashboard is a visual panel that presents a centralized set of information. It works like a "control panel" that gathers and presents important information in a visual and intuitive way.



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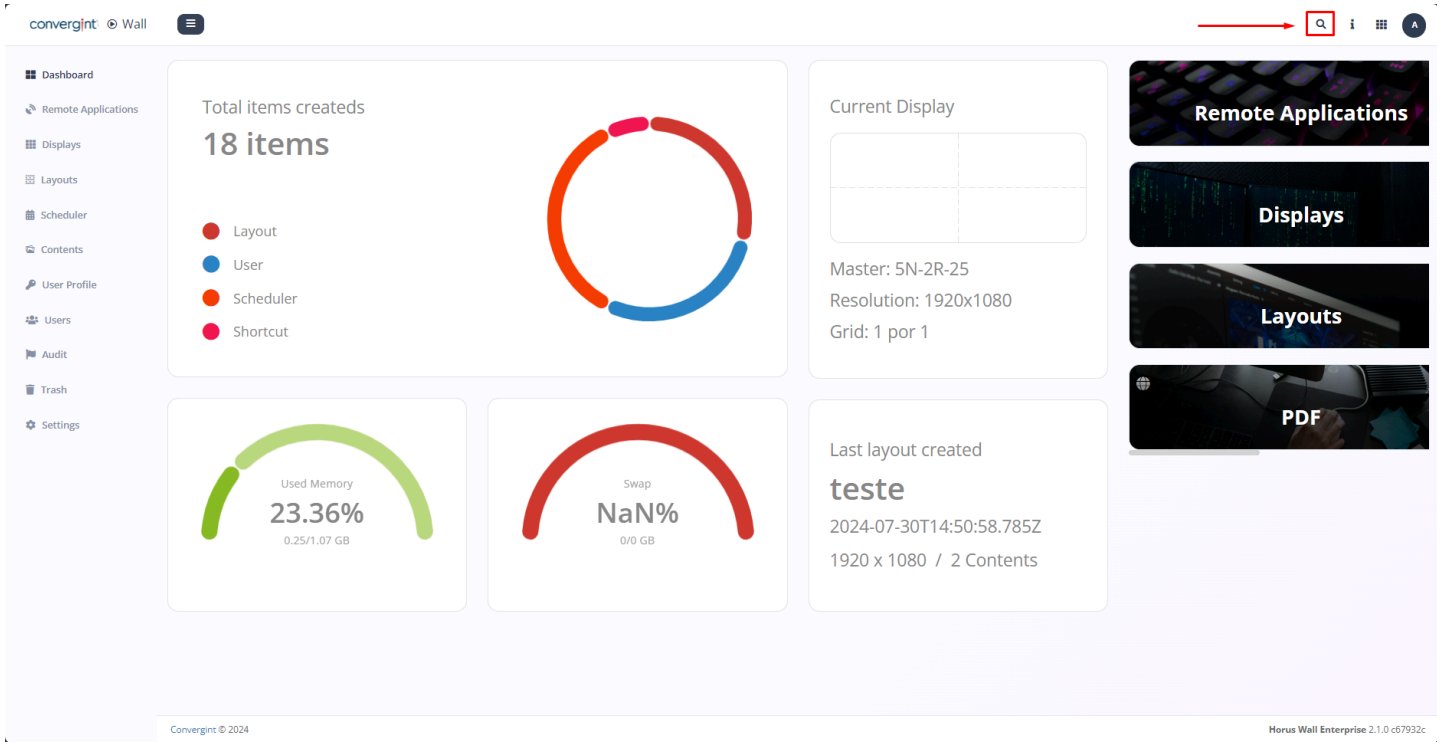
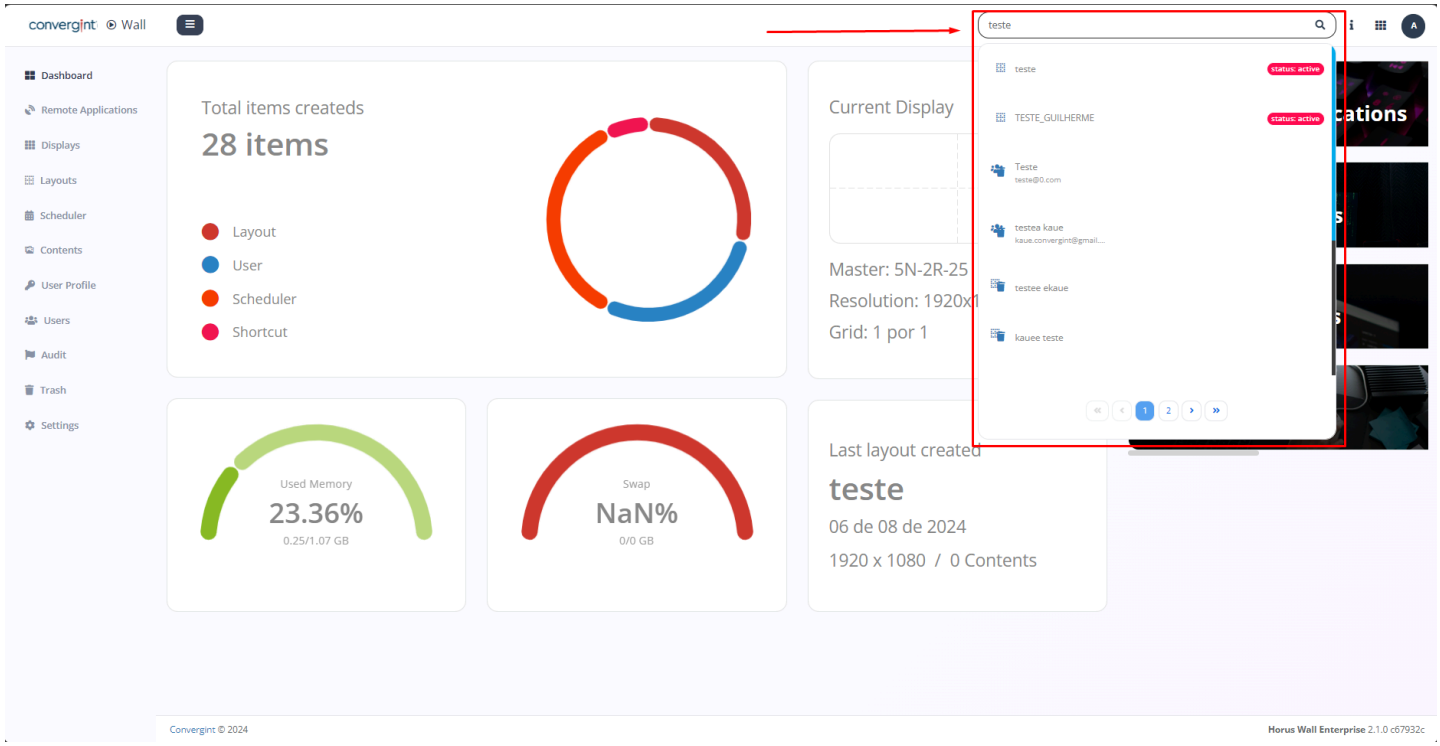
Searching Records and Registers

When you access the "Dashboard" tab, on the top right-hand side you will find the search bar icon (highlighted). Simply access this icon to perform the searches you want. This allows you to search for registrations and records made previously, thus providing an alternative path to a particular piece of content.



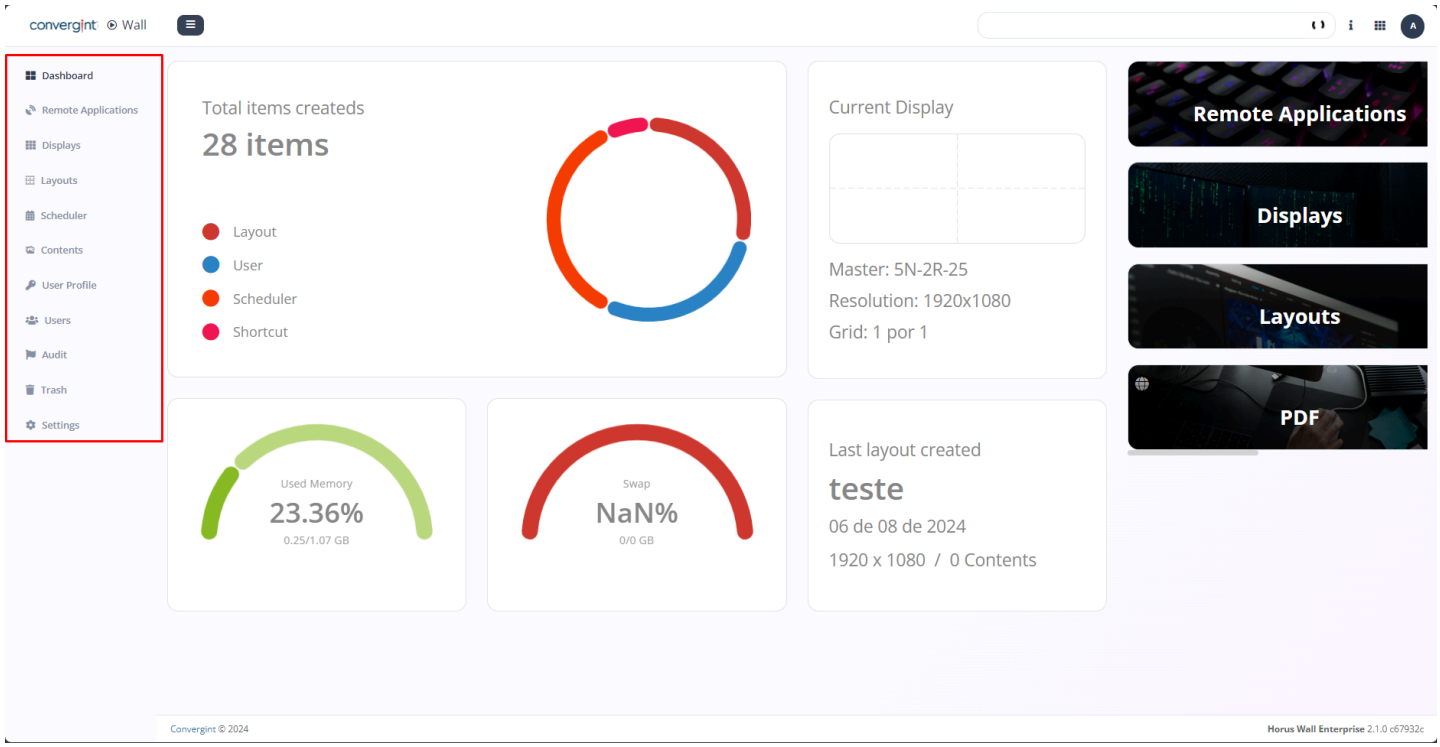
When you click, simply search for the name or description of the content you have previously registered. Then click on the desired content to access it later (highlighted).


convergint Wall
Dashboard
Remote Applications
Displays
Layouts
Scheduler
Contents
User Profile
Users
Audit
Trash
Settings
Total items createds
28 items
Layout
User
Scheduler
Shortcut
Current Display
Master: 5N-2R-25
Resolution: 1920x1
Grid: 1 por 1
Used Memory
23.36%
0.25/1.07 GB
Swap
NaN%
0/0 GB
Last layout created
teste
06 de 08 de 2024
1920 x 1080 / 0 Contents
Convergint © 2024
Horus Wall Enterprise 2.1.0 c67932c
teste
TESTE_GUILHERME
Teste
testea kaue
testee ekaue
kauee teste
status: active

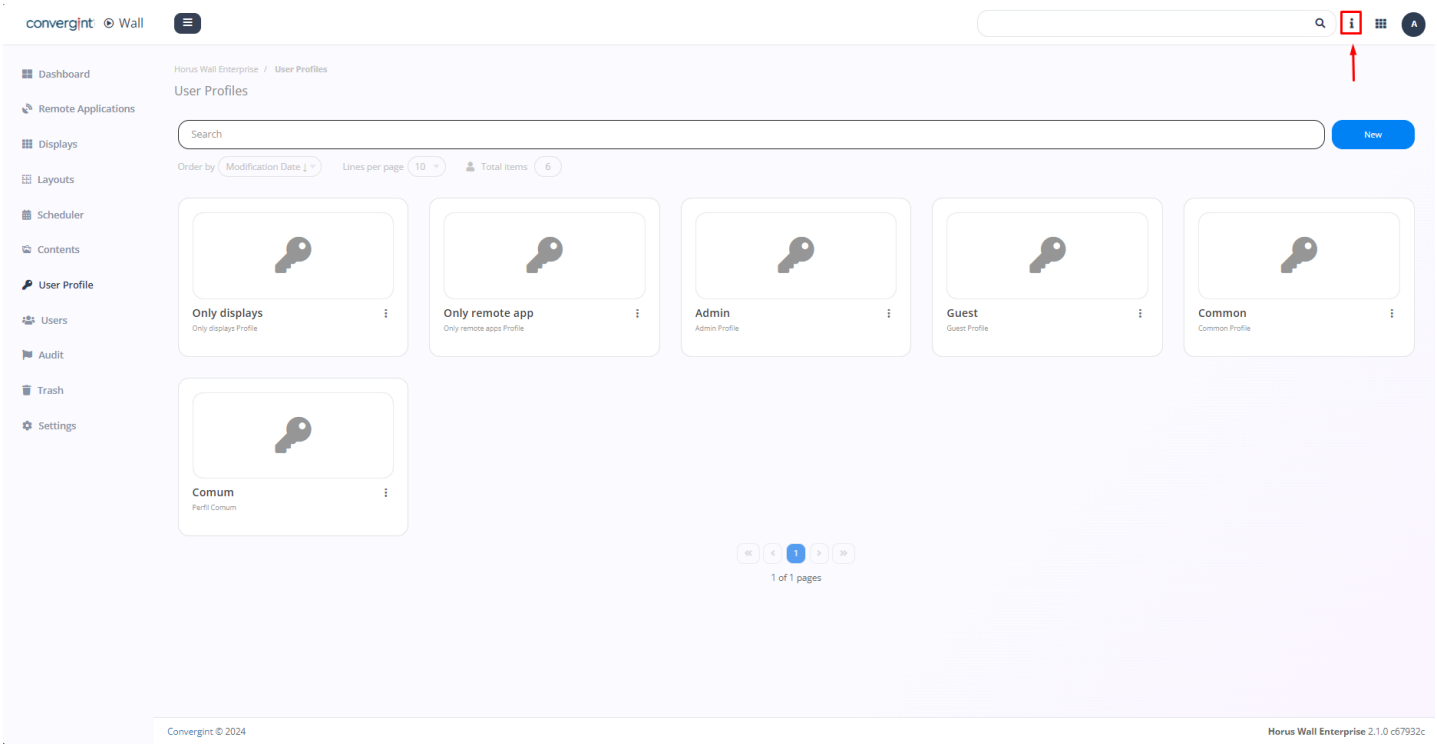
Version: 2.0.1

Using the Guide

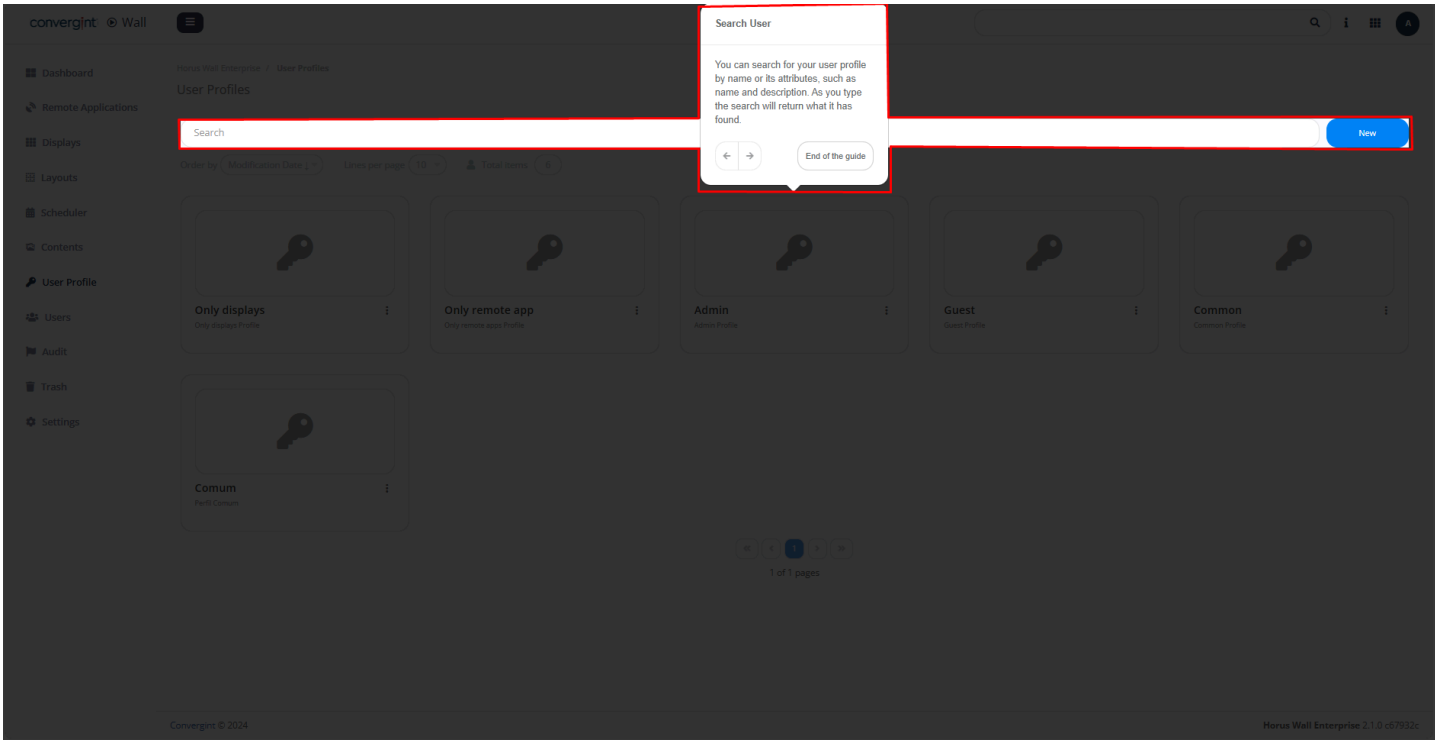
To use the guide, select the tab of your choice (highlighted), where you want to obtain the knowledge and information you need to use the functionality corresponding to that tab.



After selecting the correct tab, click on the tab icon in the top right-hand corner of the screen (highlighted).



Based on the procedures mentioned above, you will have access to the necessary information corresponding to the selected tab (highlighted).



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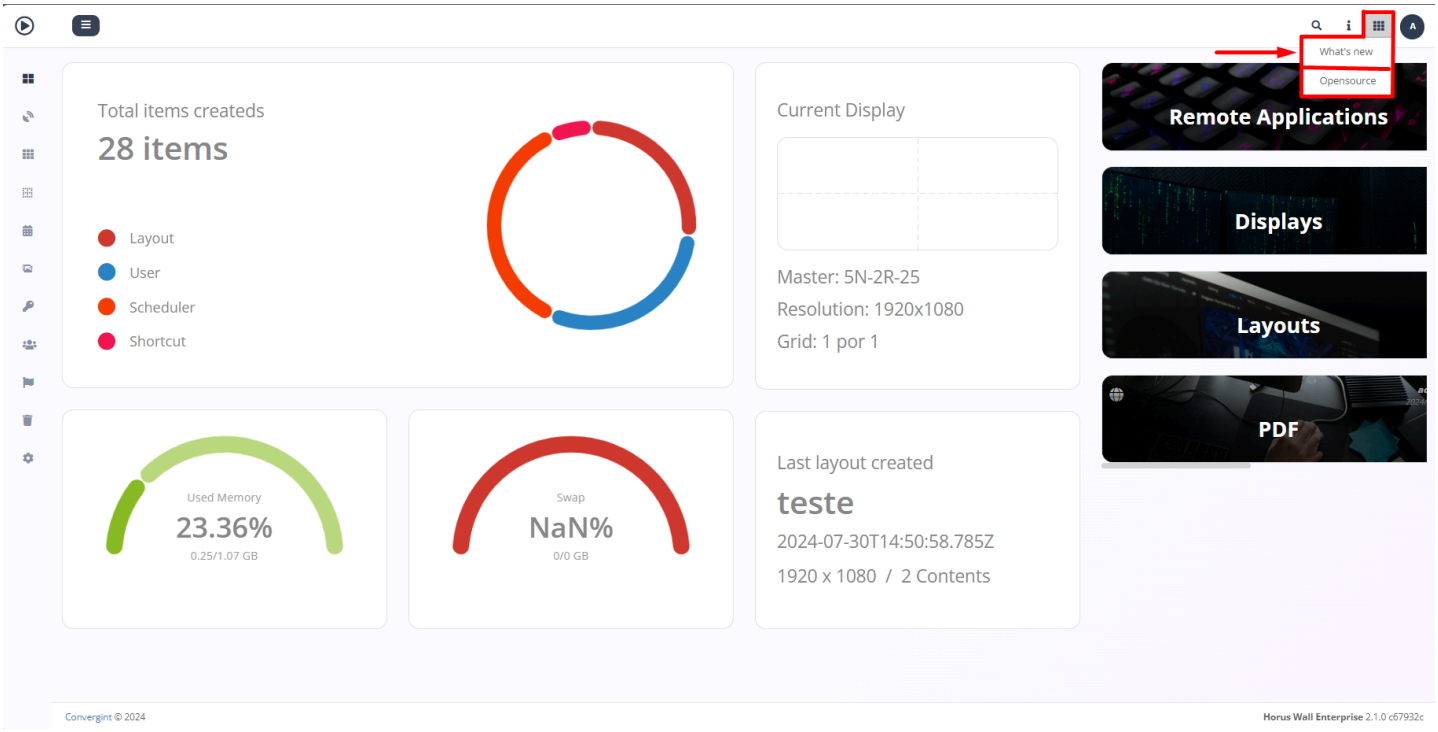
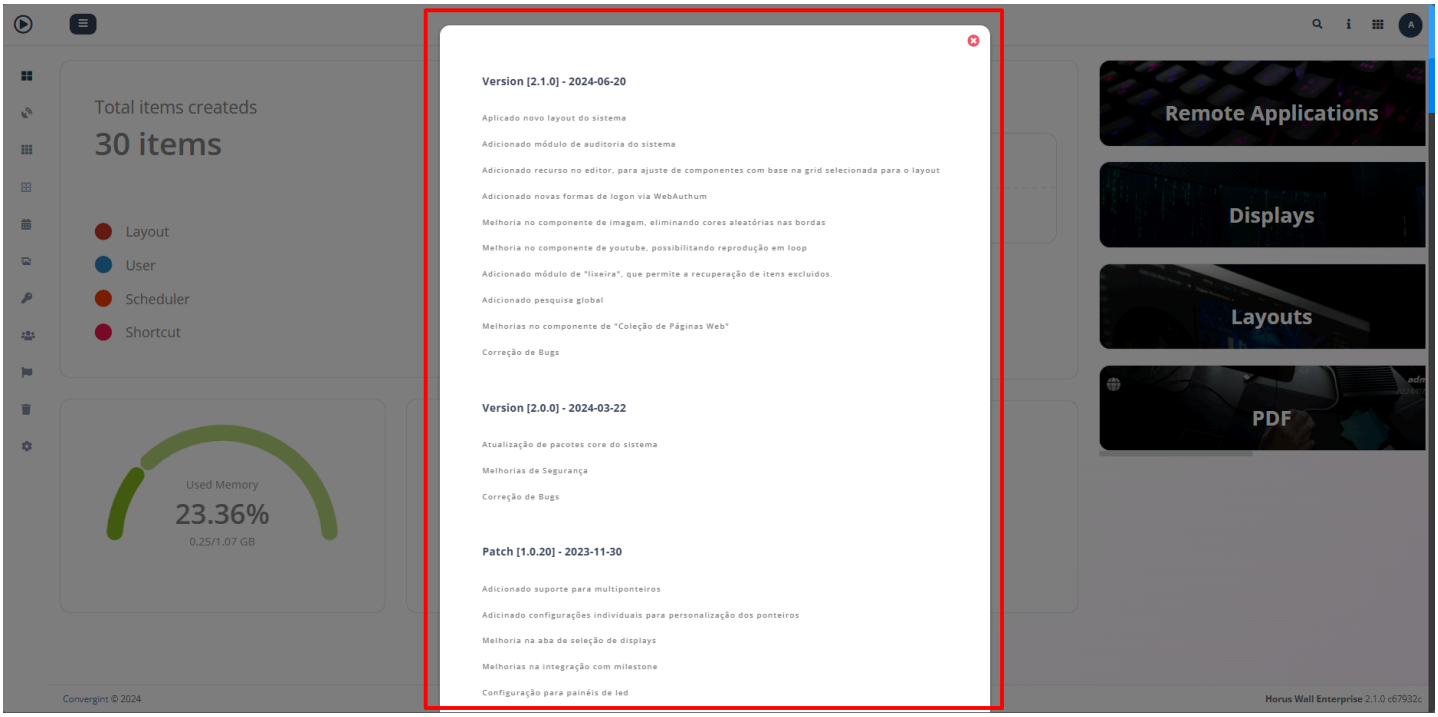
Viewing Version Updates

To view version updates, you need to click on the icon located in the upper right corner of the screen (highlighted), then select "What's new."



Here, you will find all the available updates and versions.


Total items createds
30 items
Layout
User
Scheduler
Shortcut
Used Memory
23.36%
0.25/1.07 GB
Remote Applications
Displays
Layouts
PDF
Version [2.1.0] - 2024-06-20
Aplicado novo layout do sistema
Adicionado módulo de auditoria do sistema
Adicionado recurso no editor, para ajuste de componentes com base na grid selecionada para o layout
Adicionado novas formas de logon via WebAuthum
Melhoria no componente de imagem, eliminando cores aleatórias nas bordas
Melhoria no componente de youtube, possibilitando reprodução em loop
Adicionado módulo de "lixeira", que permite a recuperação de itens excluidos.
Adicionado pesquisa global
Melhorias no componente de "Coleção de Páginas Web"
Correção de Bugs
Version [2.0.0] - 2024-03-22
Atualização de pacotes core do sistema
Melhorias de Segurança
Correção de Bugs
Patch [1.0.20] - 2023-11-30
Adicionado suporte para multiponteiros
Adicinado configurações individuais para personalização dos ponteiros
Melhoria na aba de seleção de displays
Melhorias na integração com milestone
Configuração para painéis de led
Convergint © 2024
Horus Wall Enterprise 2.1.0 c67932c

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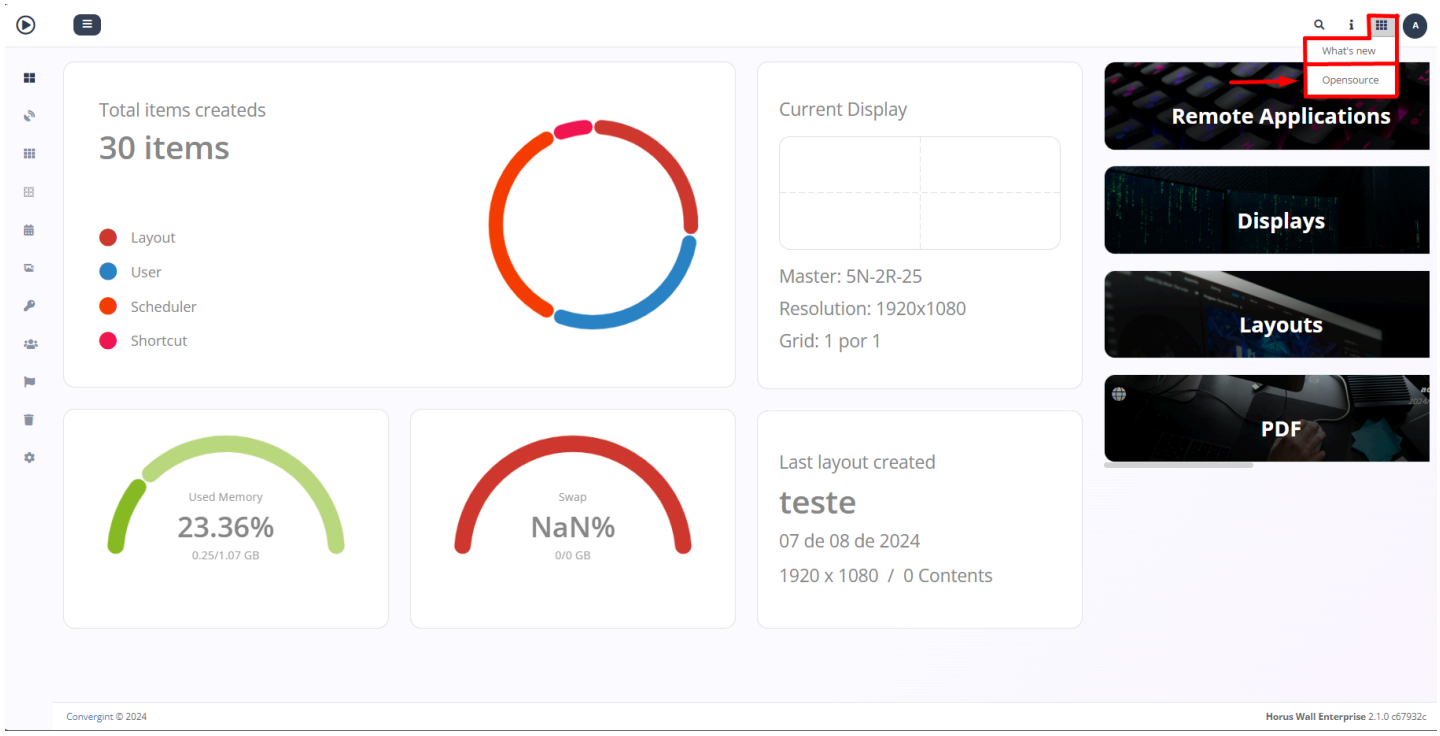
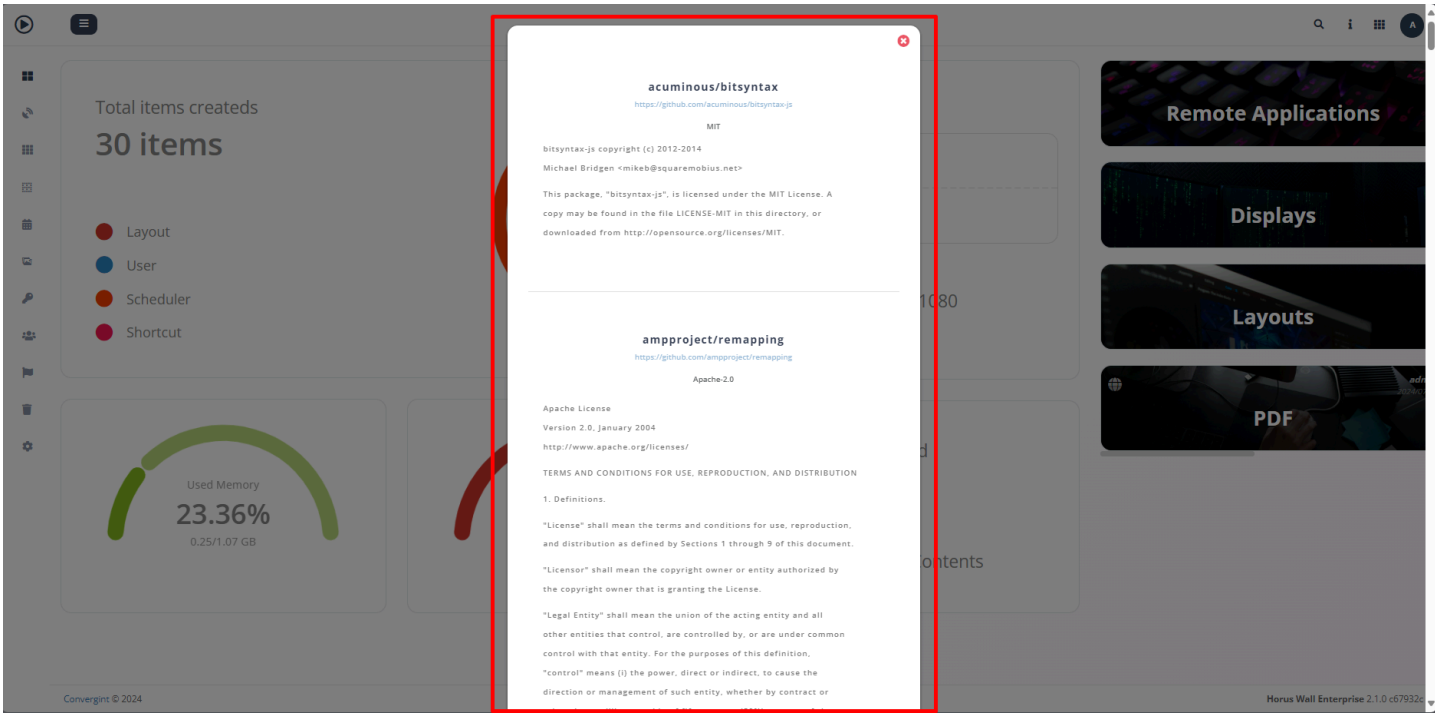
Visualization of Opensource Assignments

To view the open source attributions, you need to click on the icon located in the upper right corner of the screen (highlighted), then select "Opensource."



By clicking this option, you will have access to the open source attributions.


Total items createds
30 items
Layout
User
Scheduler
Shortcut
Used Memory
23.36%
0.25/1.07 GB
Remote Applications
Displays
Layouts
PDF
Convergint © 2024
Horus Wall Enterprise 2.1.0
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https://github.com/acuminous/bitsyntax-js
MIT
bitsyntax-js copyright (c) 2012-2014
Michael Bridgen <mikeb@squaremobius.net>
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ampproject/remapping
https://github.com/ampproject/remapping
Apache-2.0
Apache License
Version 2.0, January 2004
http://www.apache.org/licenses/
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1. Definitions.
"License" shall mean the terms and conditions for use, reproduction, and distribution as defined by Sections 1 through 9 of this document.
"Licensor" shall mean the copyright owner or entity authorized by the copyright owner that is granting the License.
"Legal Entity" shall mean the union of the acting entity and all other entities that control, are controlled by, or are under common control with that entity. For the purposes of this definition, "control" means (i) the power, direct or indirect, to cause the direction or management of such entity, whether by contract or

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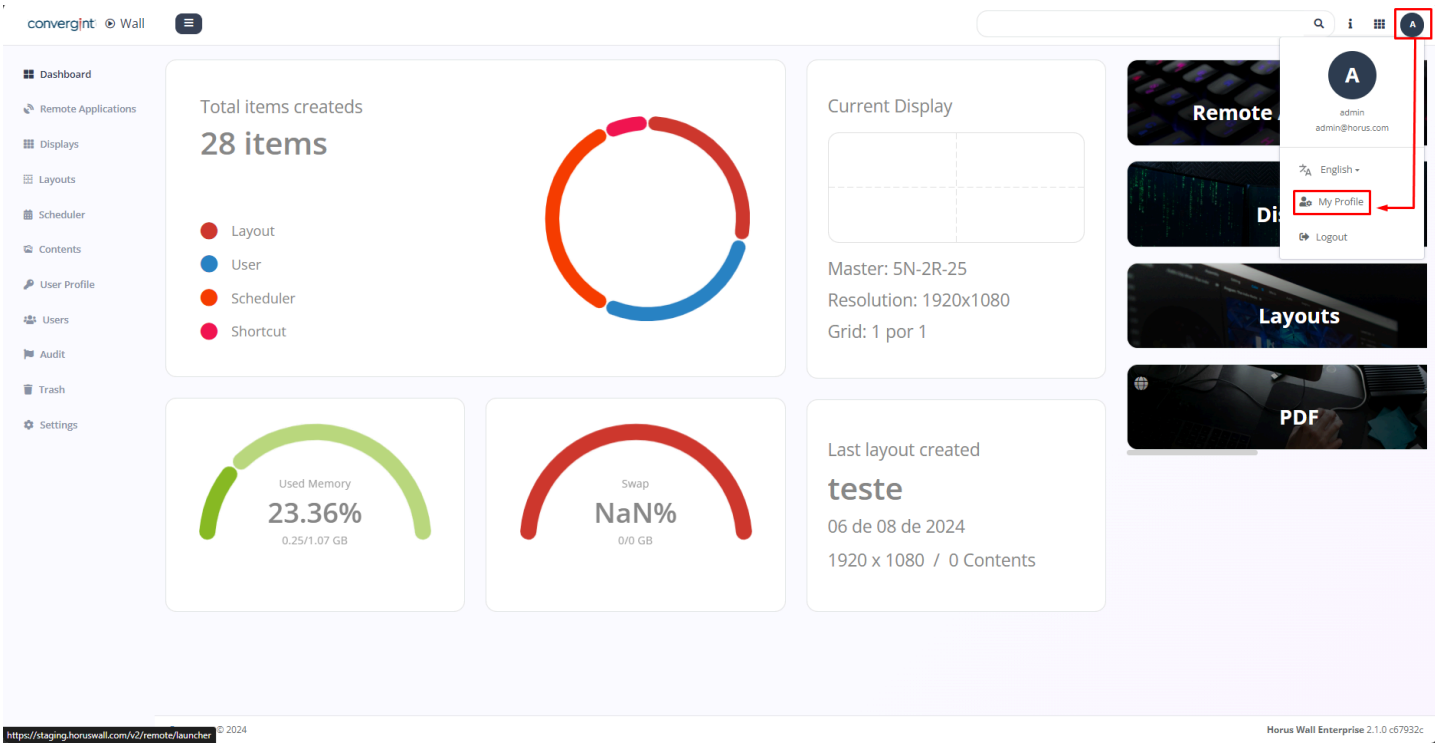
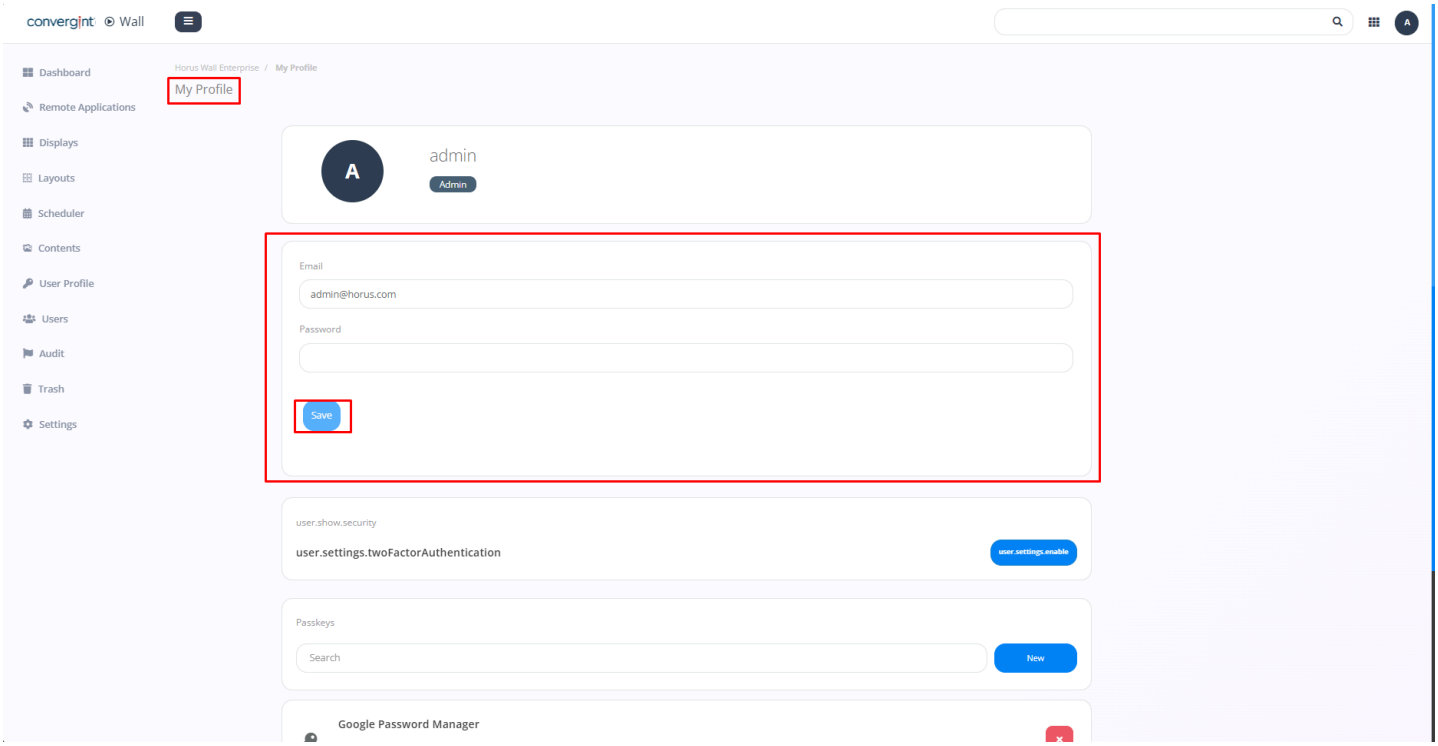
Changing User Data

The first step to change the logged-in user's data is by accessing the "Dashboard" tab. Once you are on the tab, click on the "user" icon, then click on "My Profile." By accessing this option, it becomes possible to verify the previously assigned data.



When accessing the previously mentioned option, change the data you wish to update. After that, simply click on "Save" for the changes to be permanently recorded.


convergint Wall
Dashboard
Remote Applications
Displays
Layouts
Scheduler
Contents
User Profile
Users
Audit
Trash
Settings
Horus Wall Enterprise / My Profile
My Profile
A
admin
Admin
Email
admin@horus.com
Password
Save
user.show.security
user.settings.twoFactorAuthentication
user.settings.enable
Passkeys
Search
New
Google Password Manager

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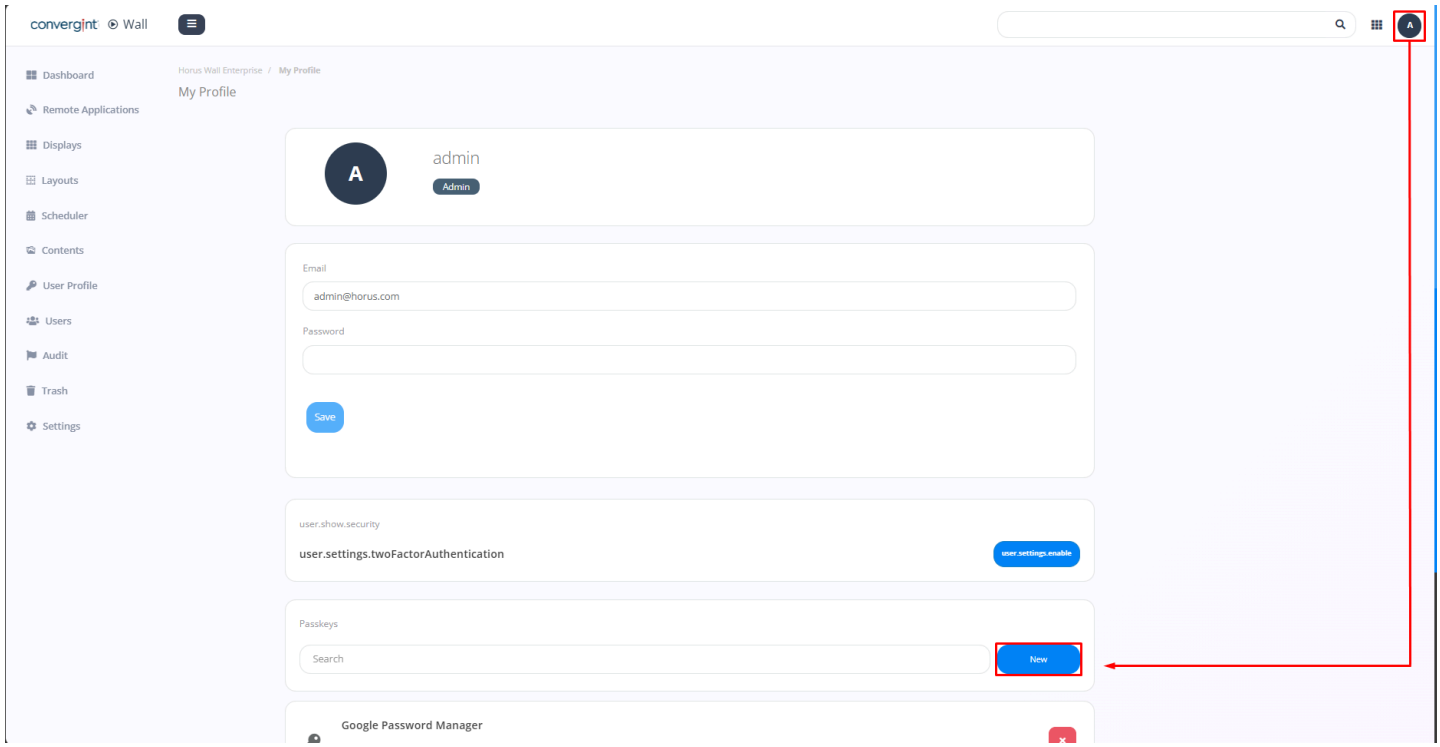
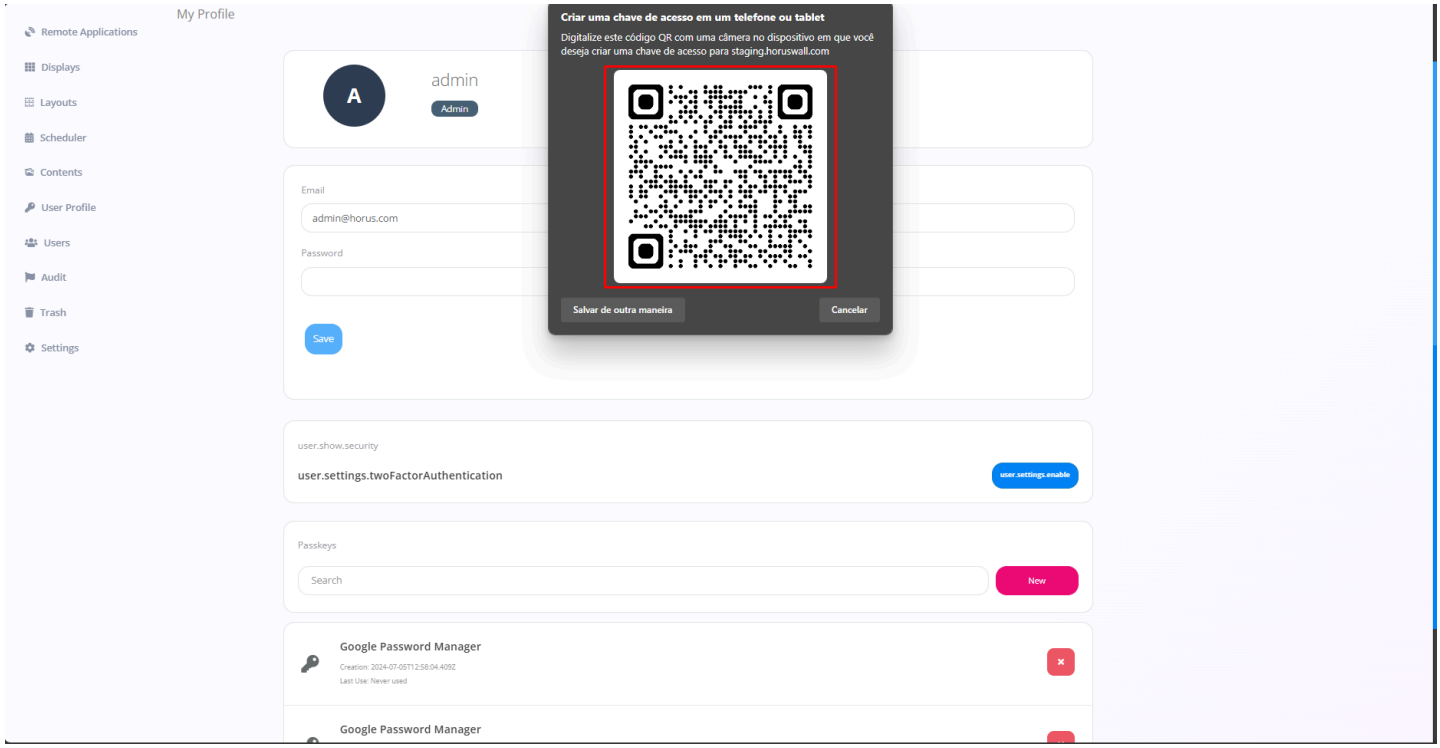
Creating an Access Key

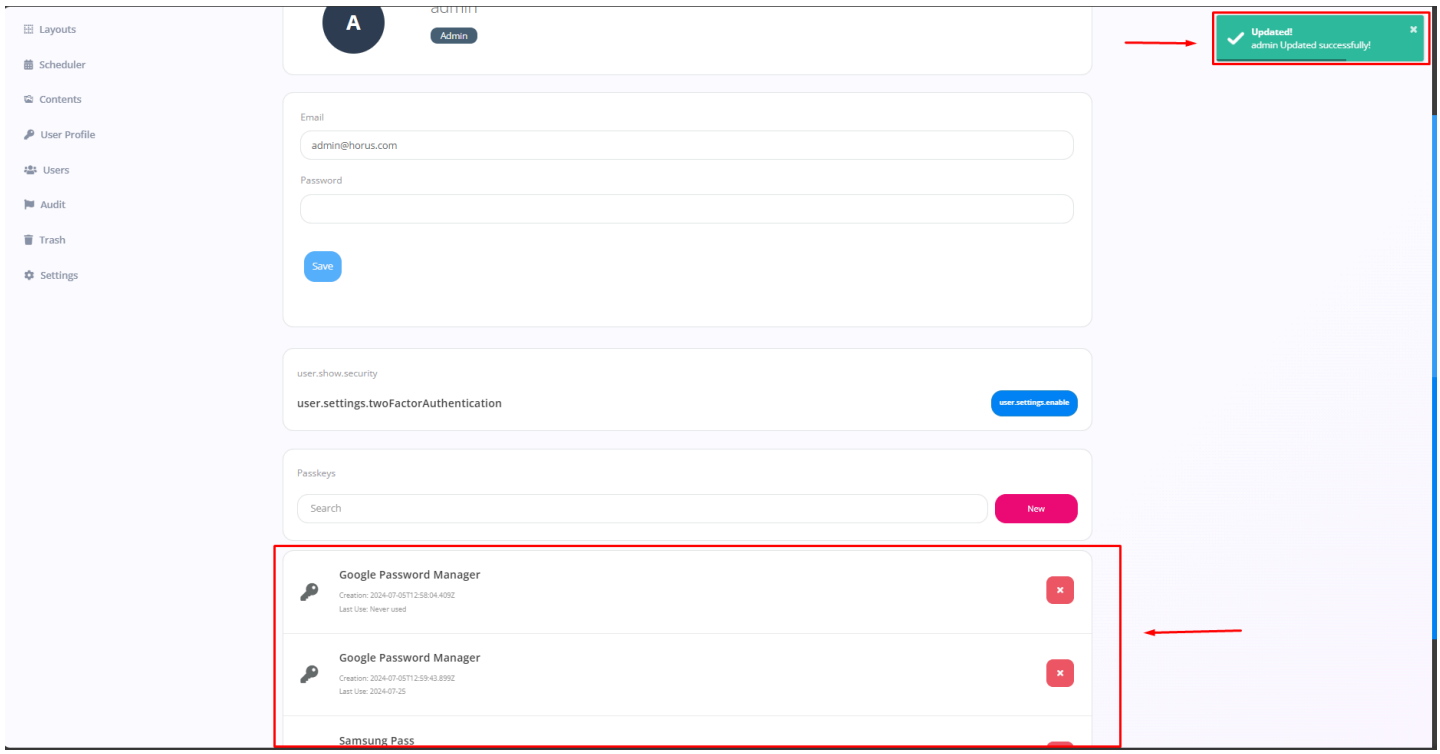
To create an access key, follow the previously mentioned procedures to access the user profile. Then, select the "new" option to start the access key creation process.



After following the previously mentioned steps, scan the QR code to register your access key.



Subsequently, after scanning the QR code with the registered information, your access key will be successfully registered (highlighted).



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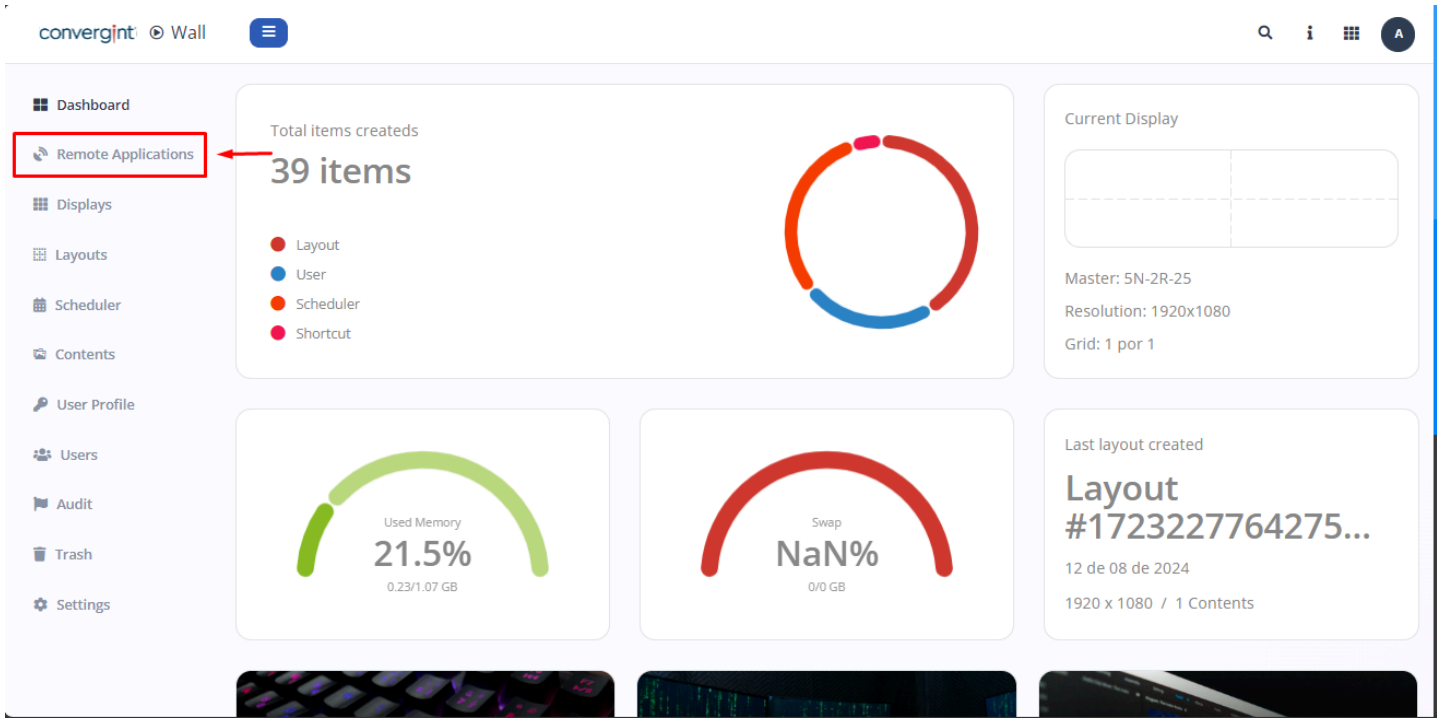
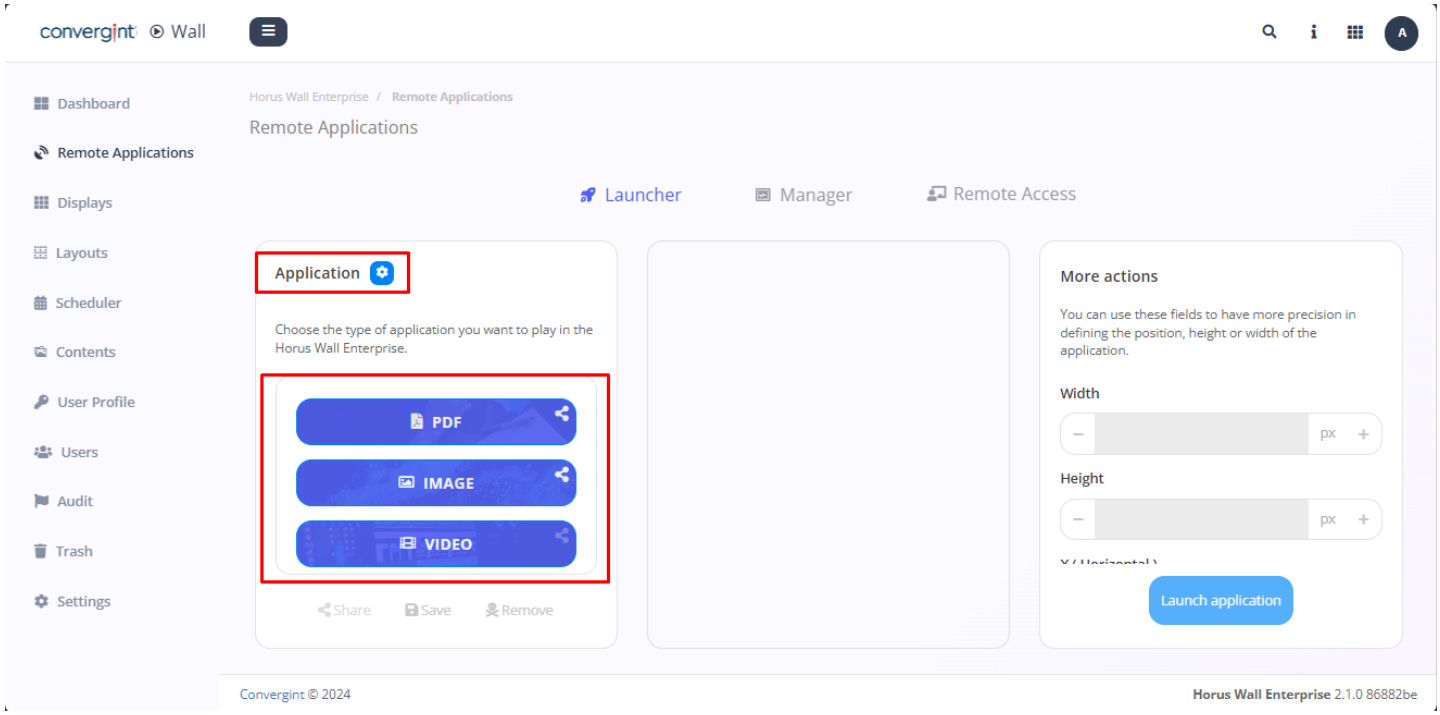
Adding a Launcher

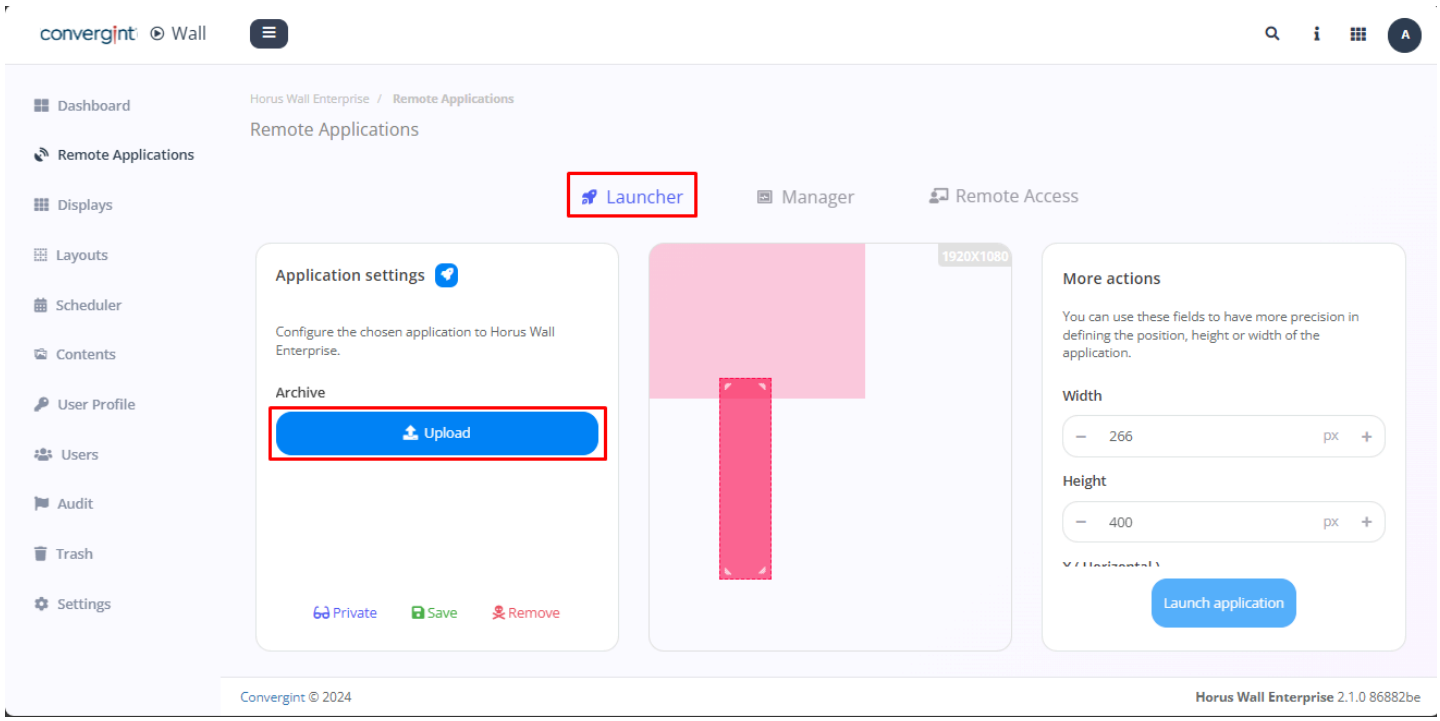
The first step in adding a launcher is to access the "Remote Application" tab, as shown in the following image. Once there, you can create the application you want to run on the displays, making it possible to change its size and position in the screen layout, as well as adding all its components as shown in the following image.



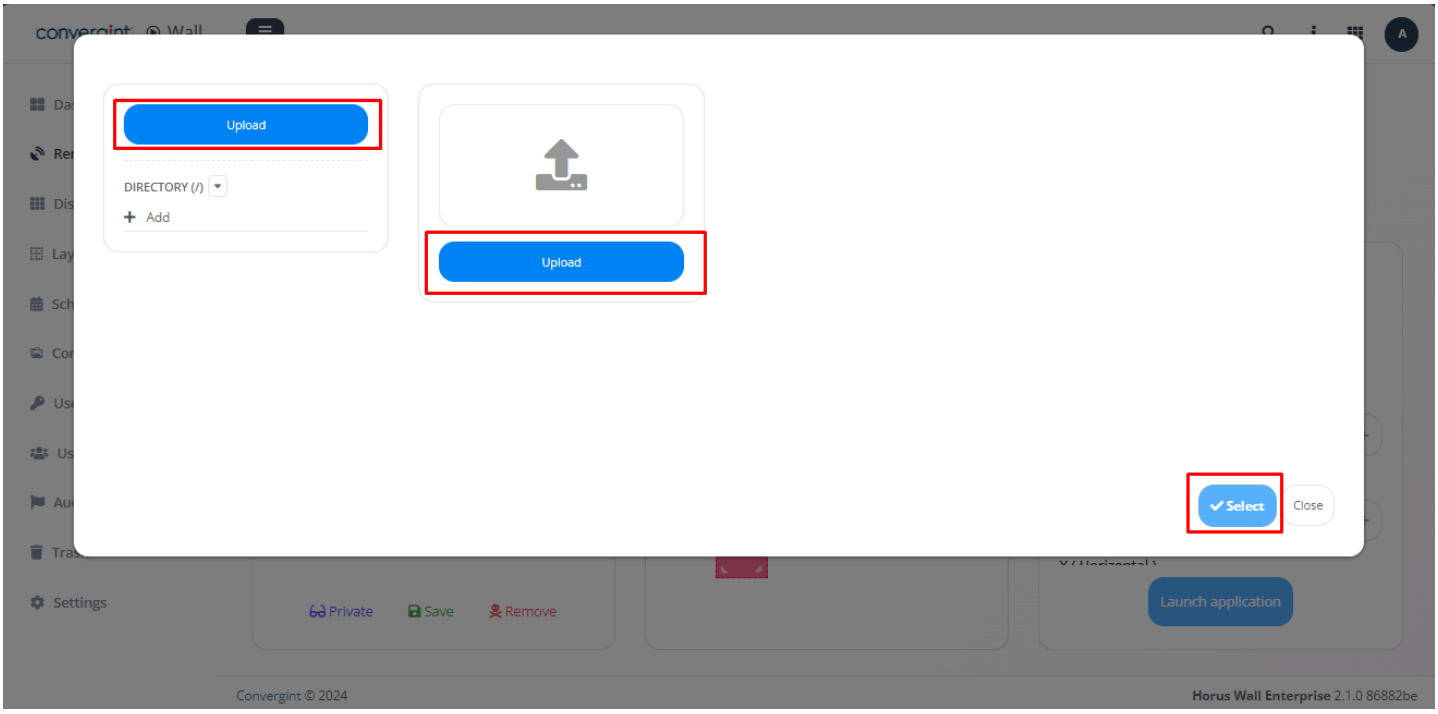
Next, choose the type of application you want to play on the Horus wall (highlighted).



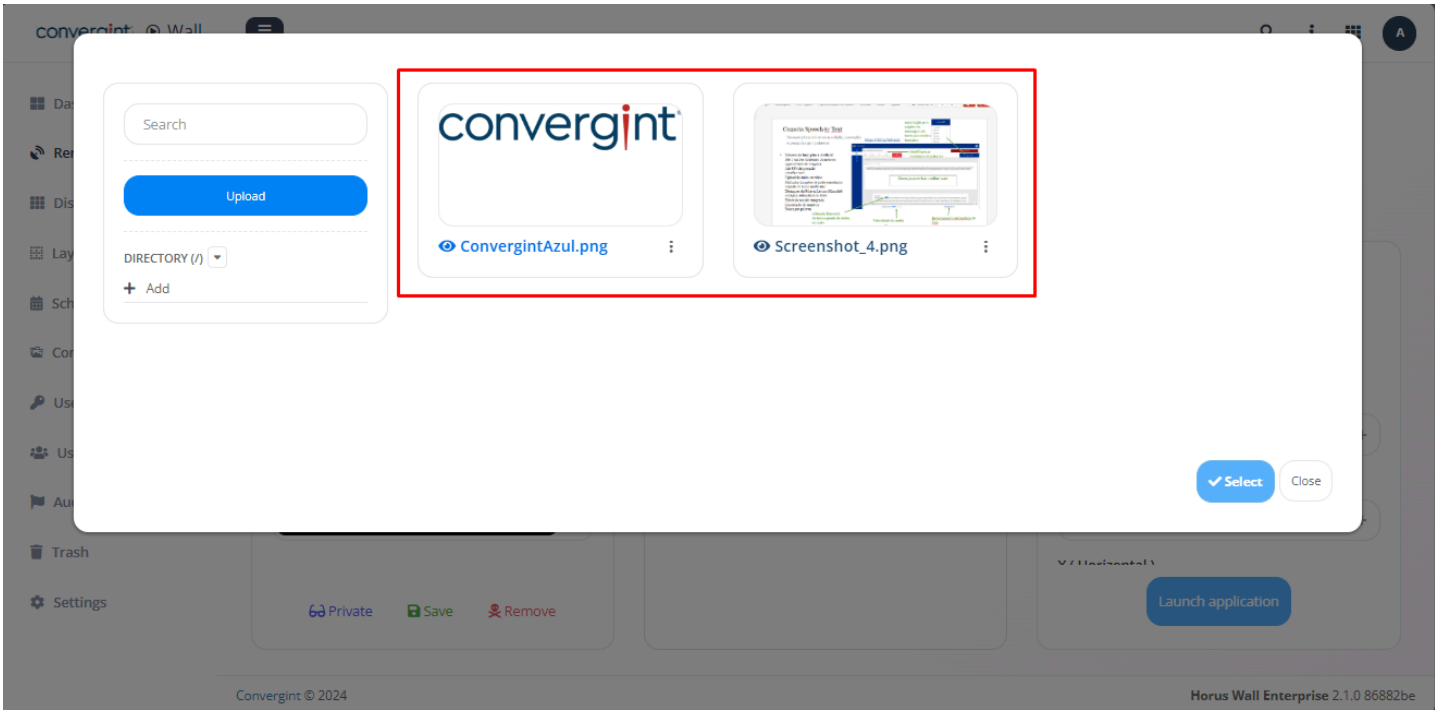
After selecting your choice in the image above, click on "Upload" (highlighted) to acquire the application you want.



Following the previous steps, an option will appear to upload what you want (highlighted).



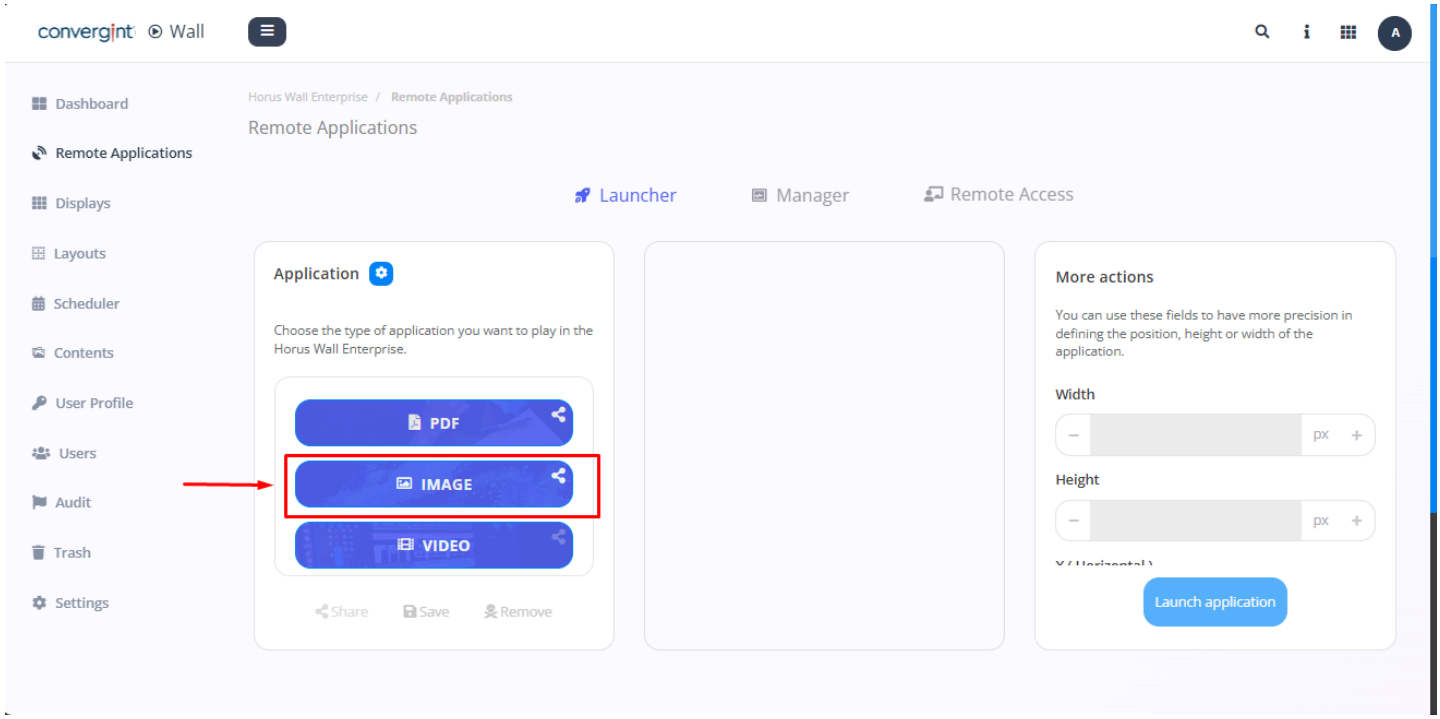
That's it, the image you want will be available after uploading (highlighted).



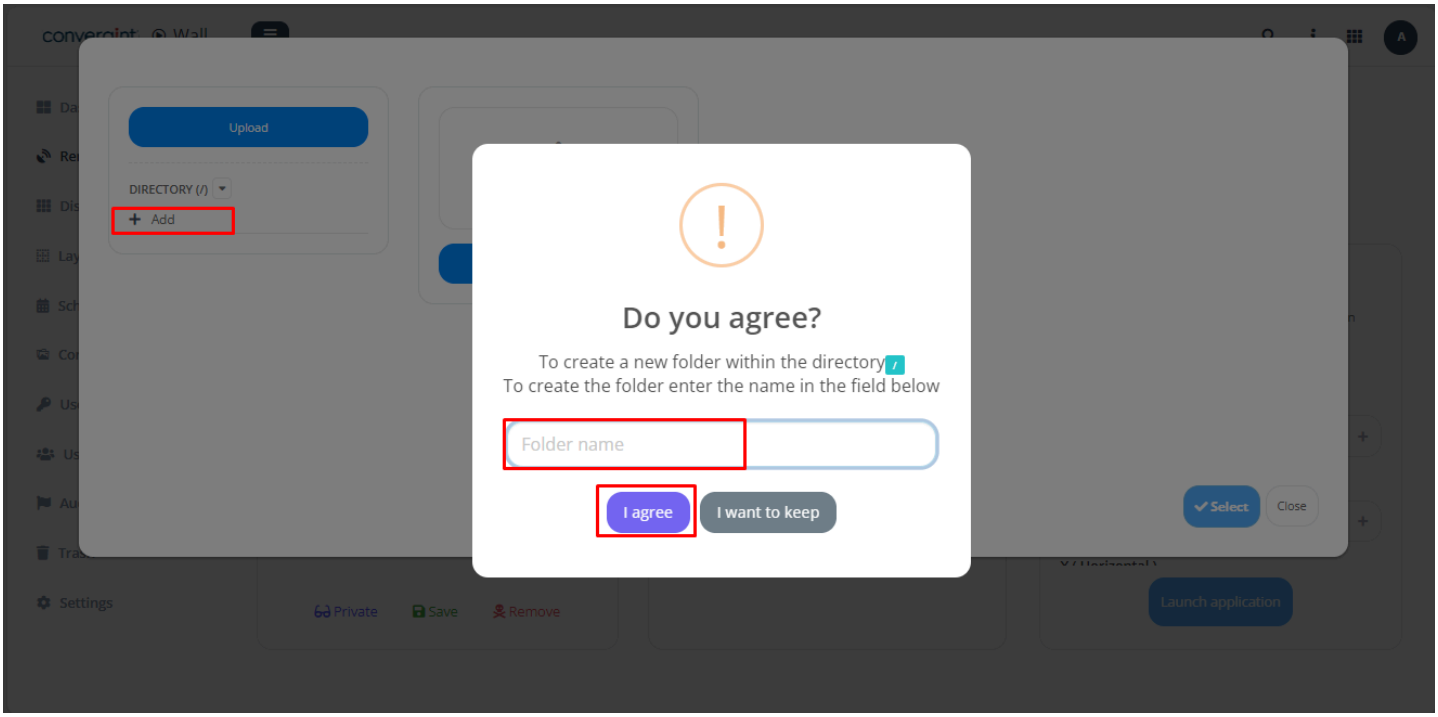
Version: 2.0.1

Creating the Directory and a Subdirectory within it

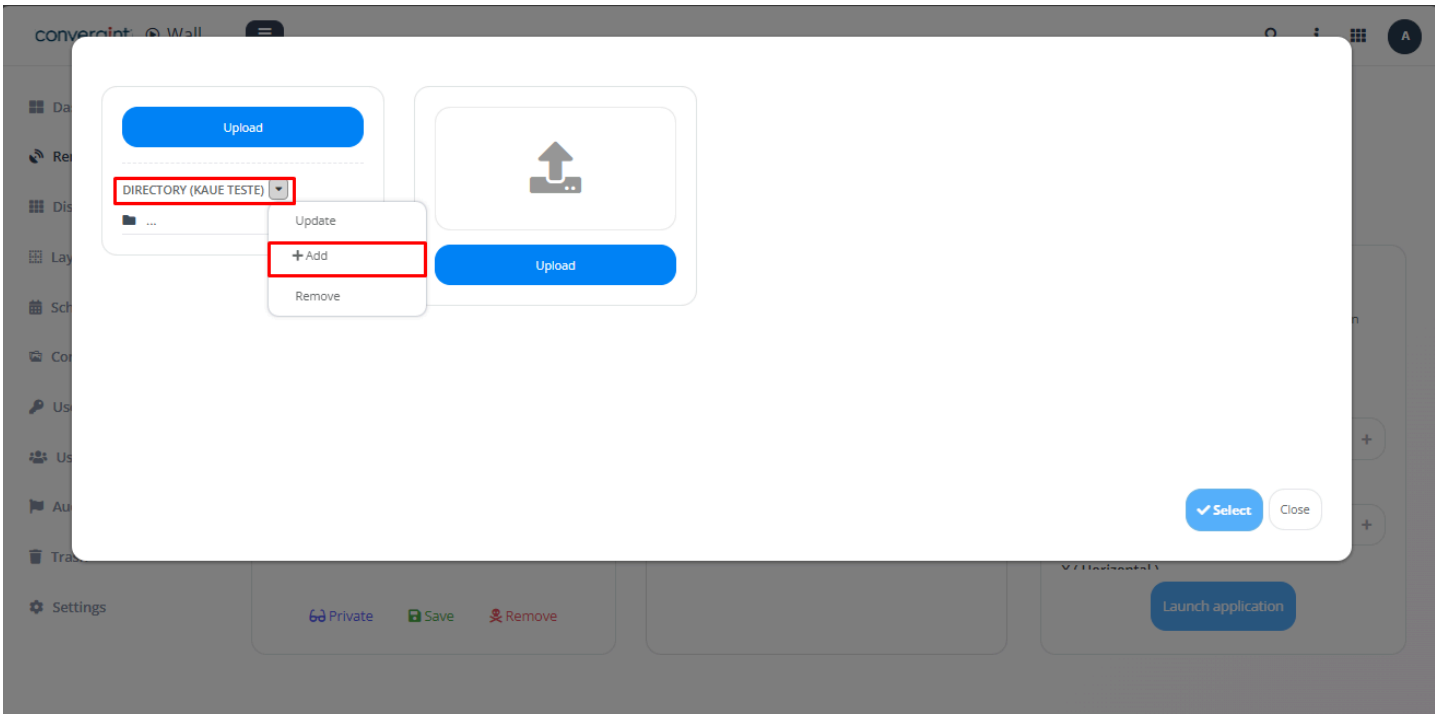
To create a directory and a subdirectory, simply go to the "Remote applications" tab within "Launcher", then click on "Upload" to access the directory.



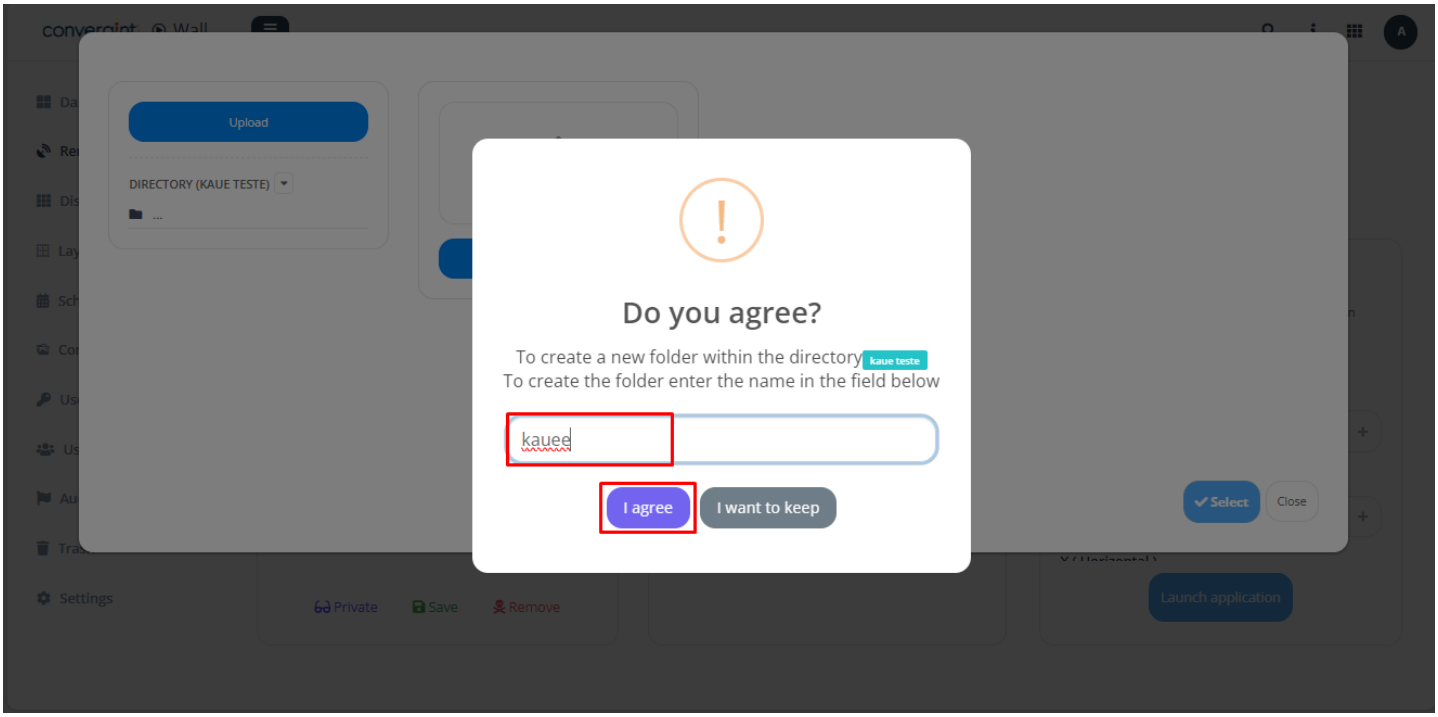
After following the previous steps, click on "Add" (highlighted) inside the directory and choose the desired name. Then select the "Agree" option (highlighted), and the directory will be created.



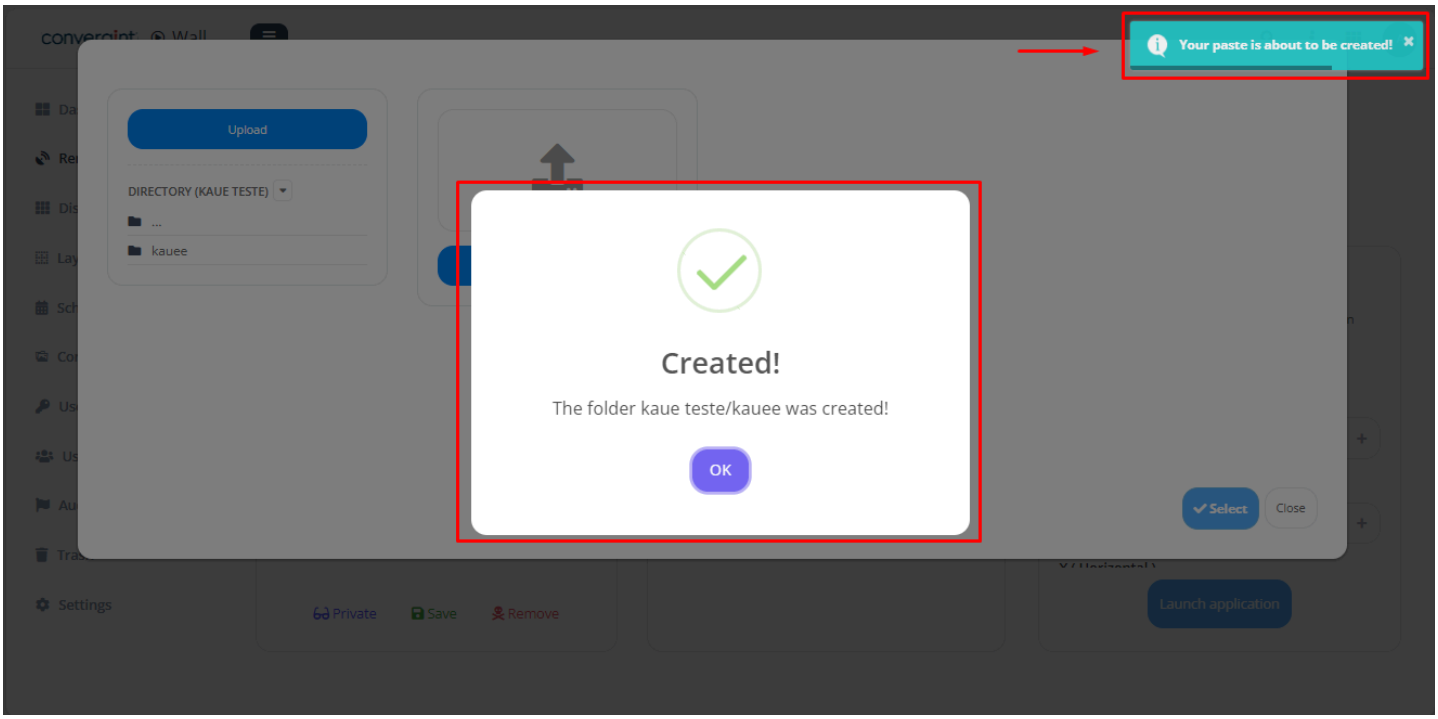
To create a directory within another directory, you need to access the previously created directory and then click on "Add" (highlighted) to create the new directory within it.



After following the previous steps, choose the name of your directory and select the "I agree" option. This will create your subdirectory.



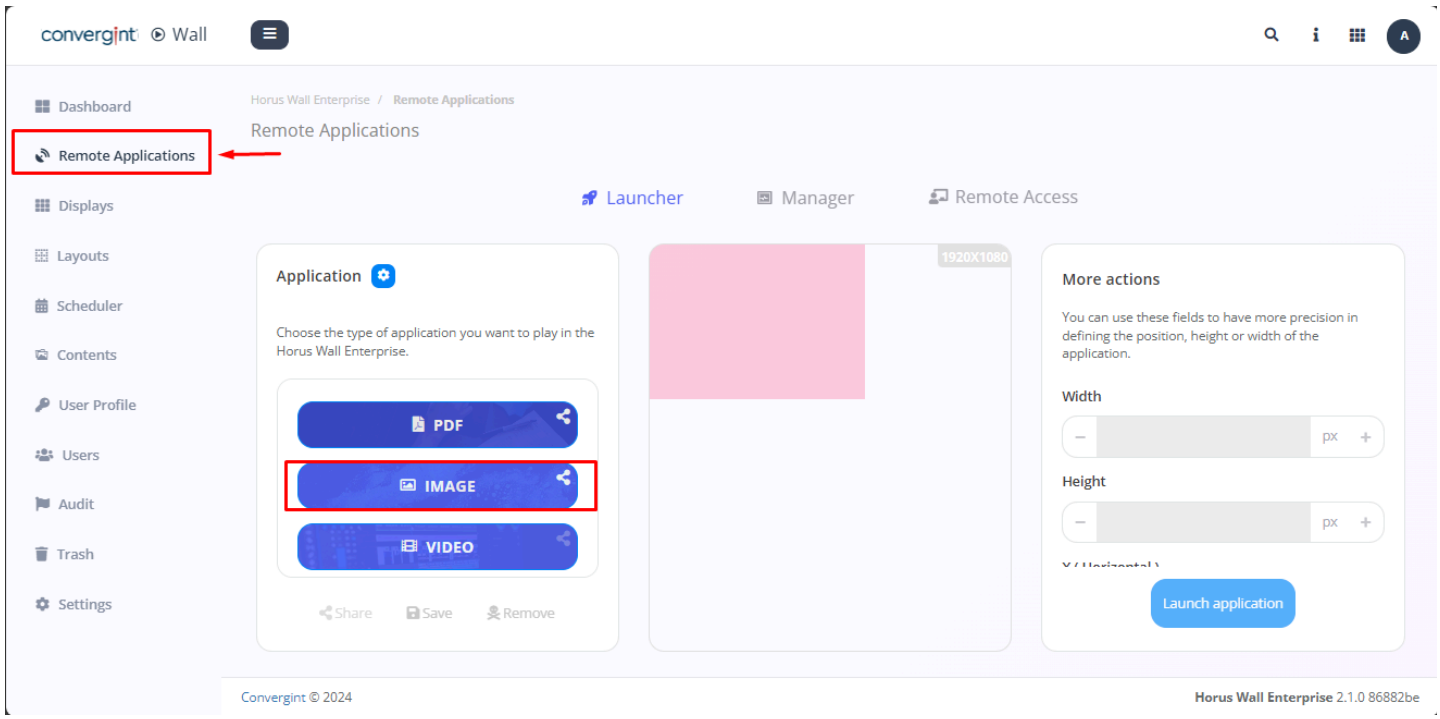
After following the steps above, your directory will be created.



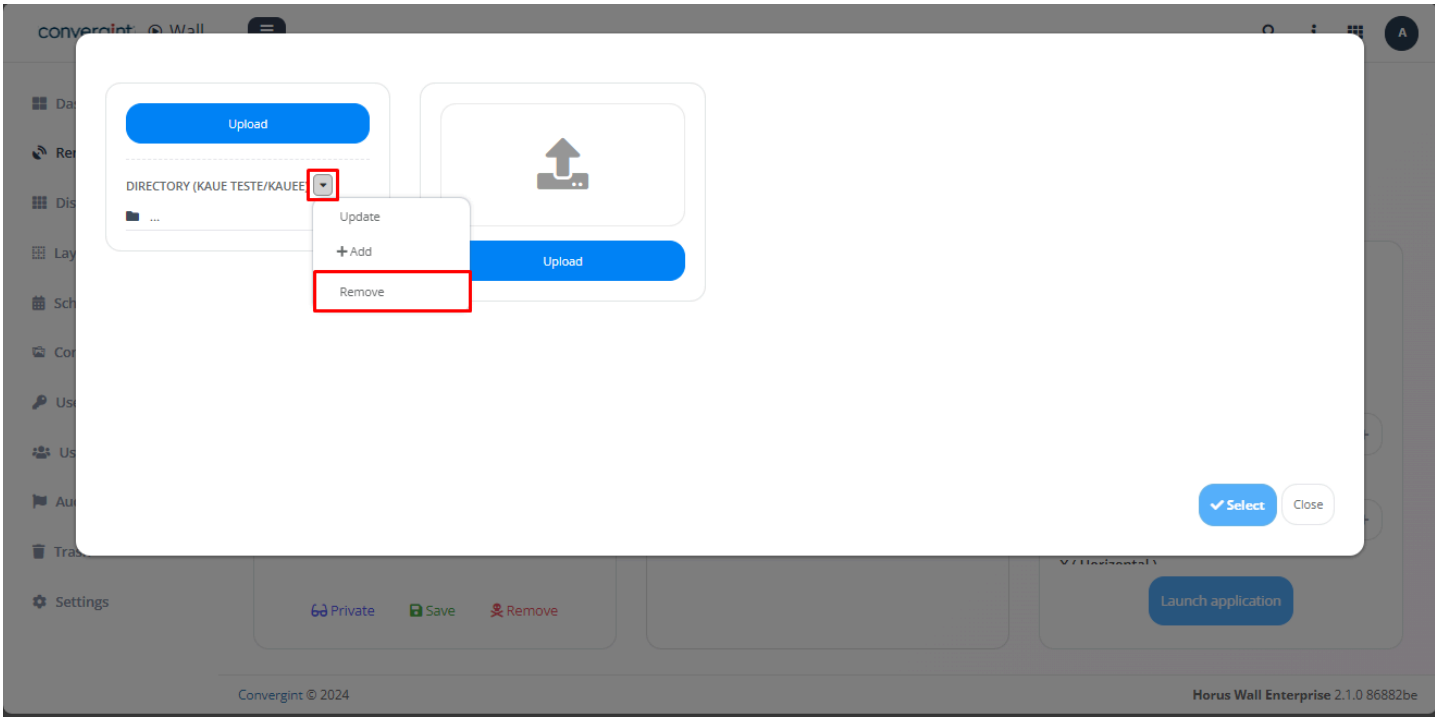
Version: 2.0.1

Subdirectory and directory removal

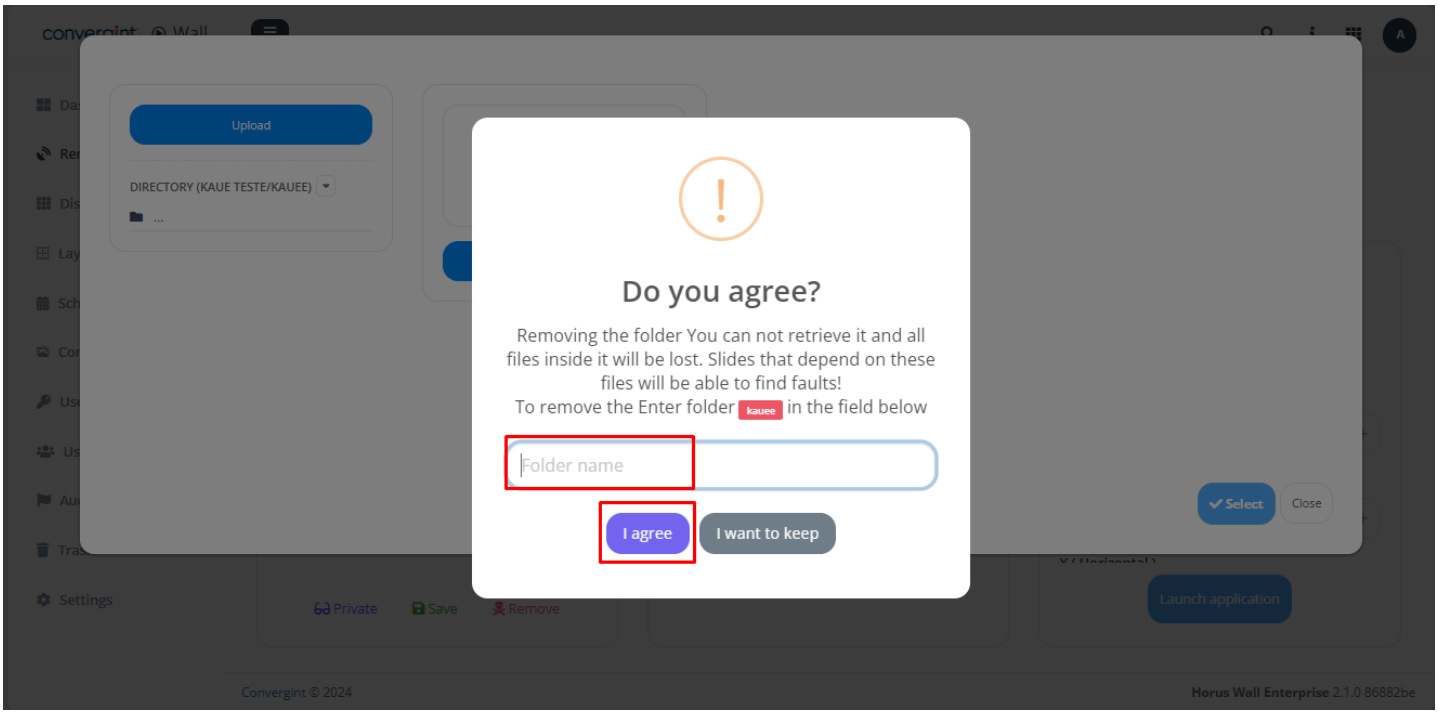
To remove a subdirectory and a directory, simply go to the "Remote Applications" tab in the "Launcher" and then click on "Upload" to access the previously created directory.



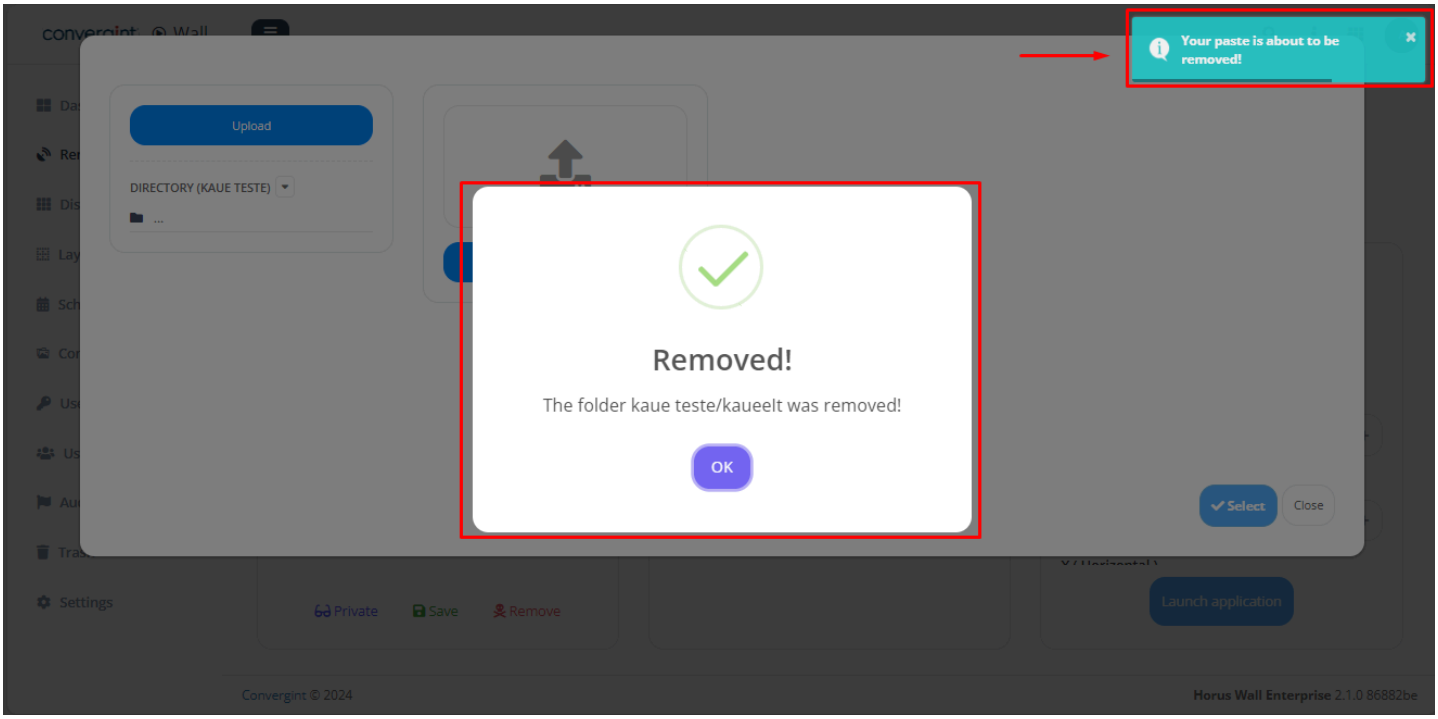
After following the previous steps, simply click on the "Remove" option (highlighted) inside the subdirectory.



Once you have done this, you will be presented with the option to confirm the removal. To proceed, enter the name of the subdirectory and click "I agree" (highlighted).



That's it, your subdirectory is removed, to remove the directory just follow the same procedures with the directory that will be removed.


Your paste is about to be removed!
Upload
DIRECTORY (KAUE TESTE)
Removed!
The folder kaue teste/kaueelt was removed!
OK
Select
Close
Private
Save
Remove
Launch application
Settings
Convergint © 2024
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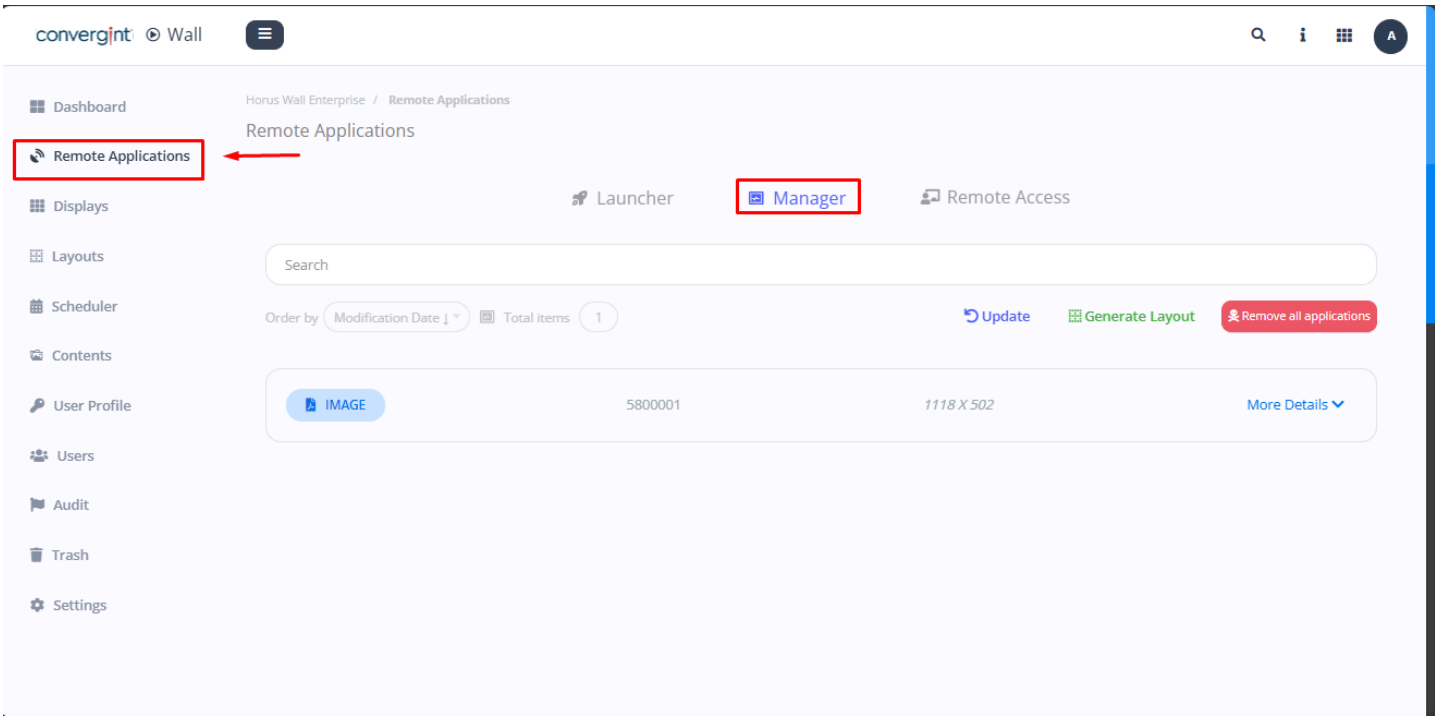
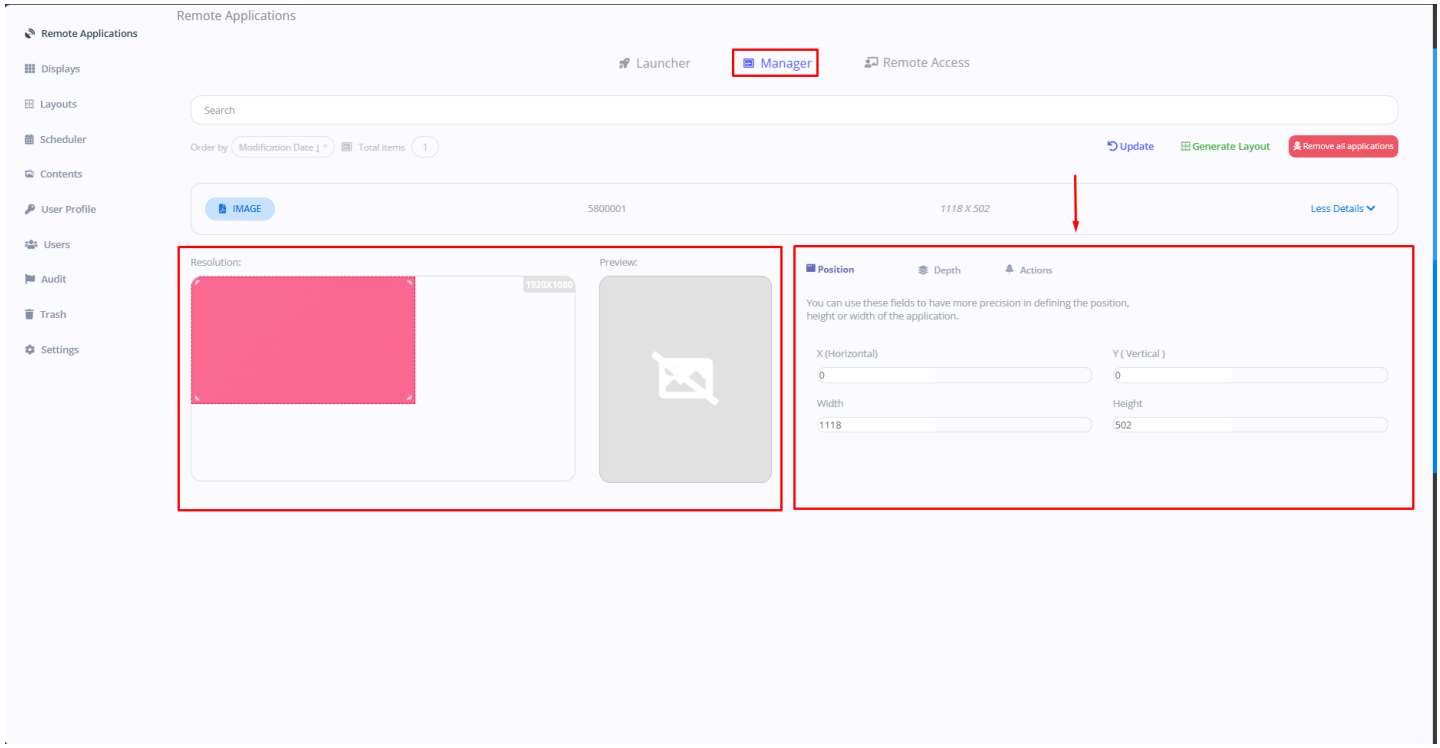
Version: 2.0.1

Adjusting the Manager

The first step is to go to the "Remote Applications" tab. Then click on "Manager" (highlighted). The Manager allows you to create layouts and offers other features, such as viewing a released preview.



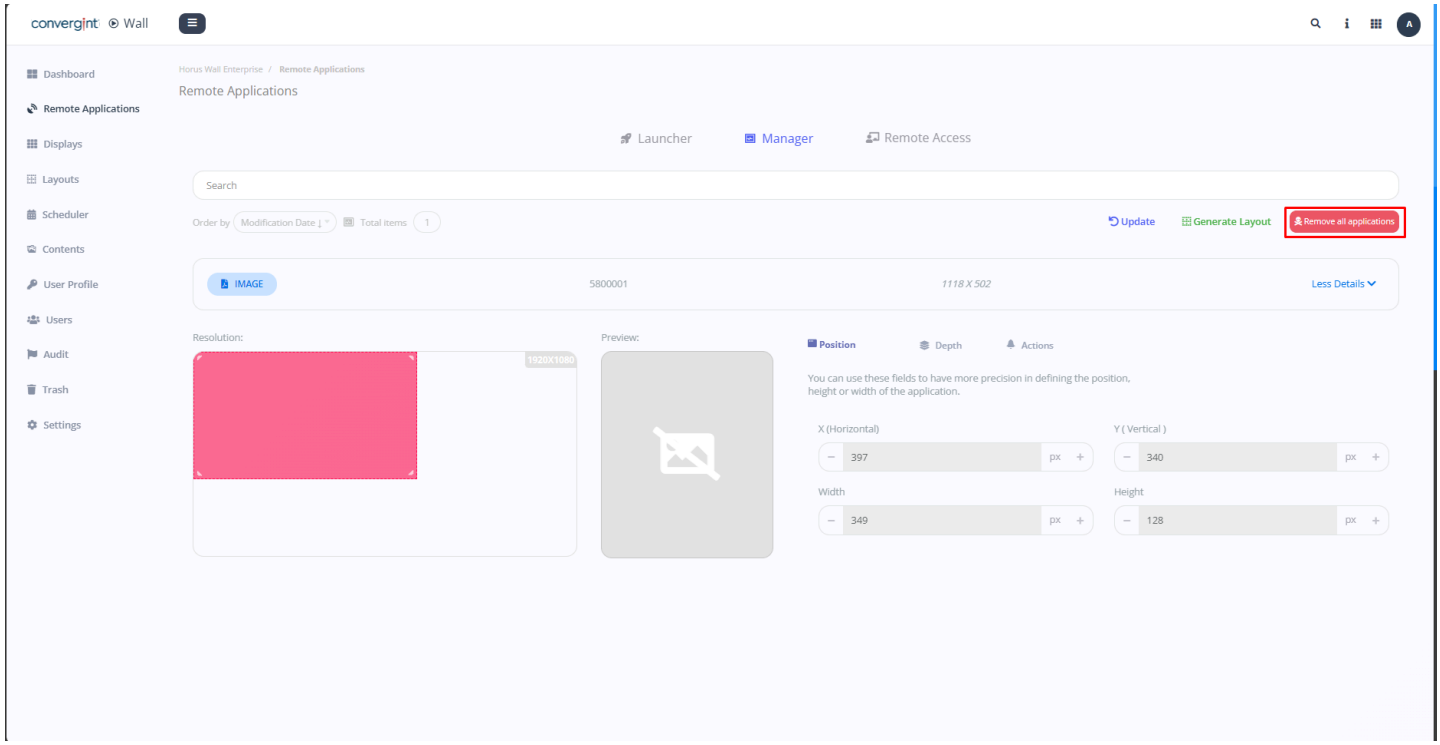
After carrying out the previous procedure, click on the icon located at the top right under "More actions" to check and adjust what you want.


Remote Applications
Remote Applications
Displays
Layouts
Scheduler
Contents
User Profile
Users
Audit
Trash
Settings
Launcher
Manager
Remote Access
Search
Order by
Modification Date
Total items
1
Update
Generate Layout
Remove all applications
IMAGE
5800001
1118 X 502
Less Details
Resolution:
1920X1080
Preview:
Position
Depth
Actions
You can use these fields to have more precision in defining the position, height or width of the application.
X (Horizontal)
0
Y (Vertical)
0
Width
1118
Height
502

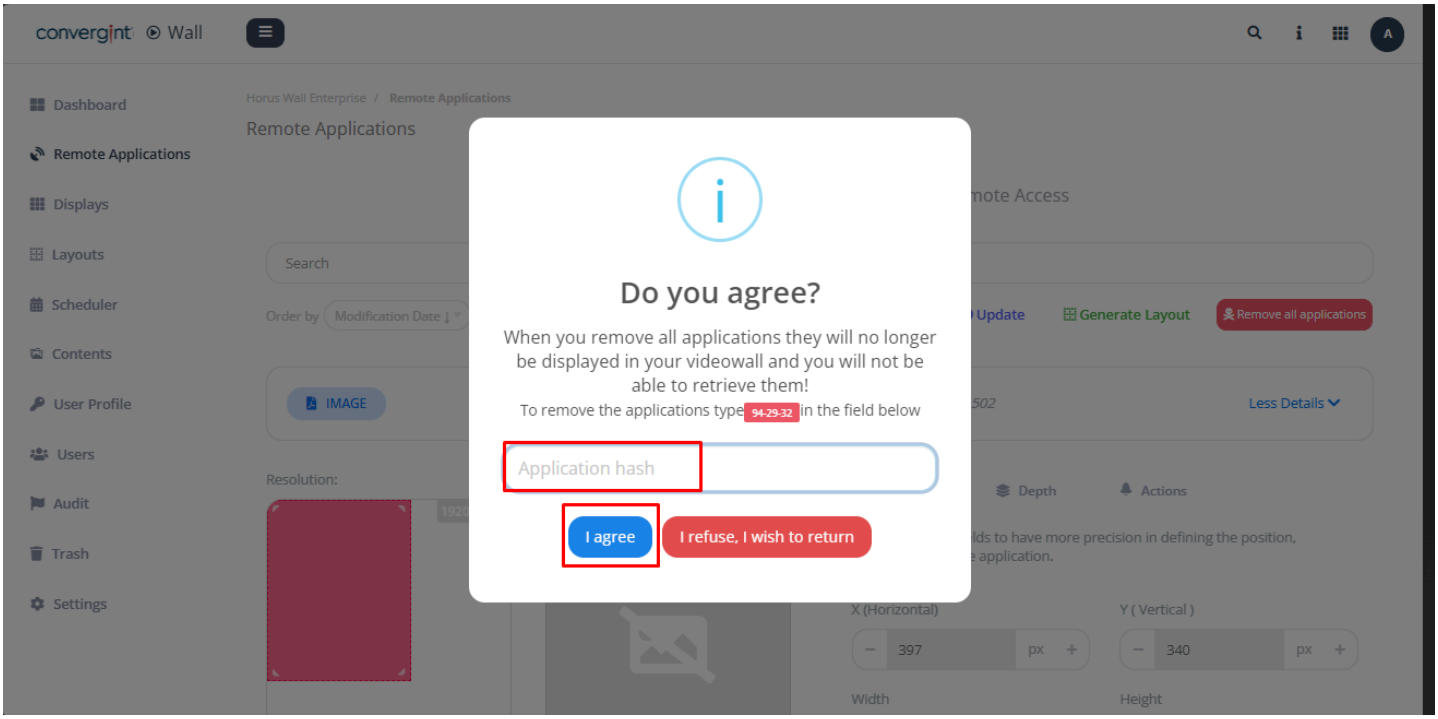
Version: 2.0.1

Removing Applications from the Manager

Seguindo os passos anteriormente mencionados, acesse a aba "Aplicações remotas", em seguida, clique em "Gerenciador". Ao lado direito, clique na opção "Remover todas as aplicações" (em destaque).



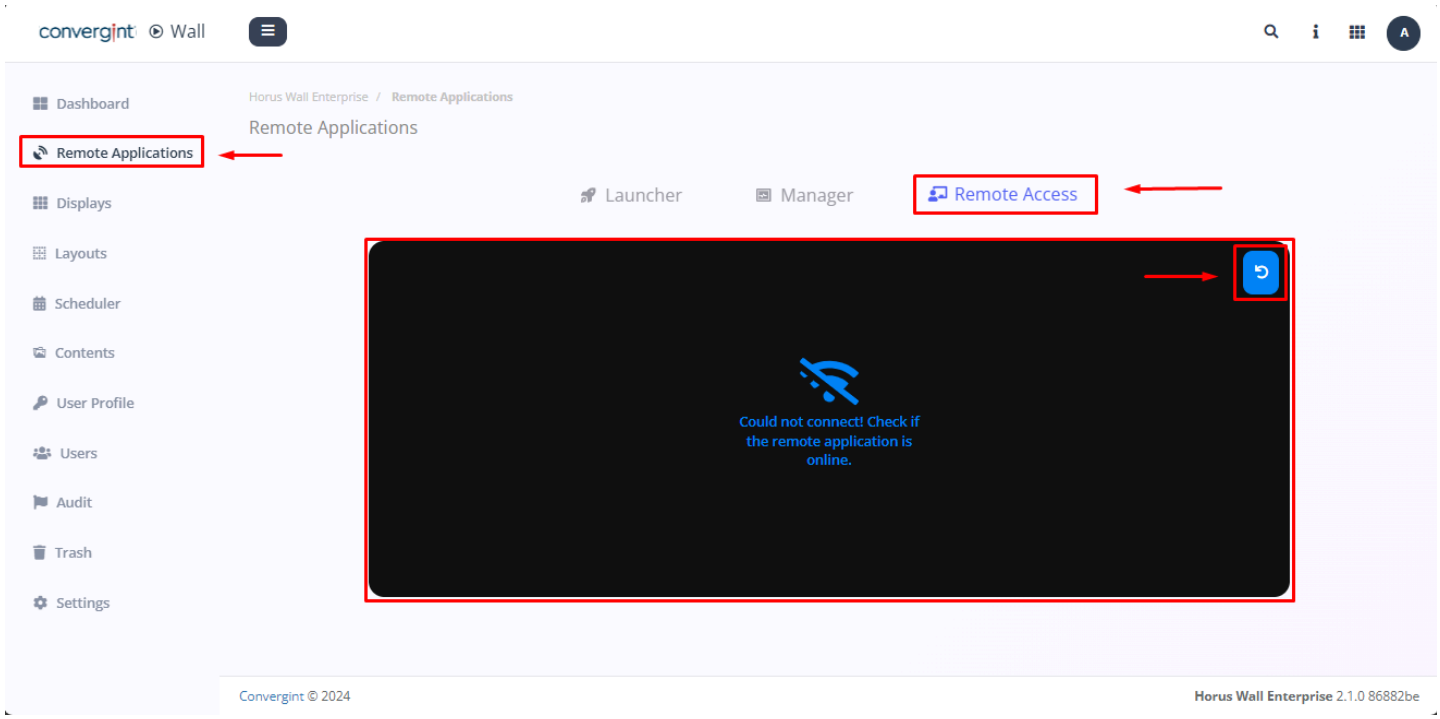
Em seguida, aparecerá uma opção de remoção. Após isso, clique em "Concordo" (em destaque) para remover todas as aplicações. Feito isso, todas as aplicações serão removidas.


convergint Wall
Dashboard
Remote Applications
Displays
Layouts
Scheduler
Contents
User Profile
Users
Audit
Trash
Settings
Horus Wall Enterprise / Remote Applications
Remote Applications
Search
Order by Modification Date
IMAGE
Resolution:
Do you agree?
When you remove all applications they will no longer be displayed in your videowall and you will not be able to retrieve them!
To remove the applications type 94-29-32 in the field below
Application hash
I agree
I refuse, I wish to return
Update
Generate Layout
Remove all applications
Less Details
Depth
Actions
X (Horizontal)
397
px
Y (Vertical)
340
px
Width
Height

Version: 2.0.1

Remote access verification

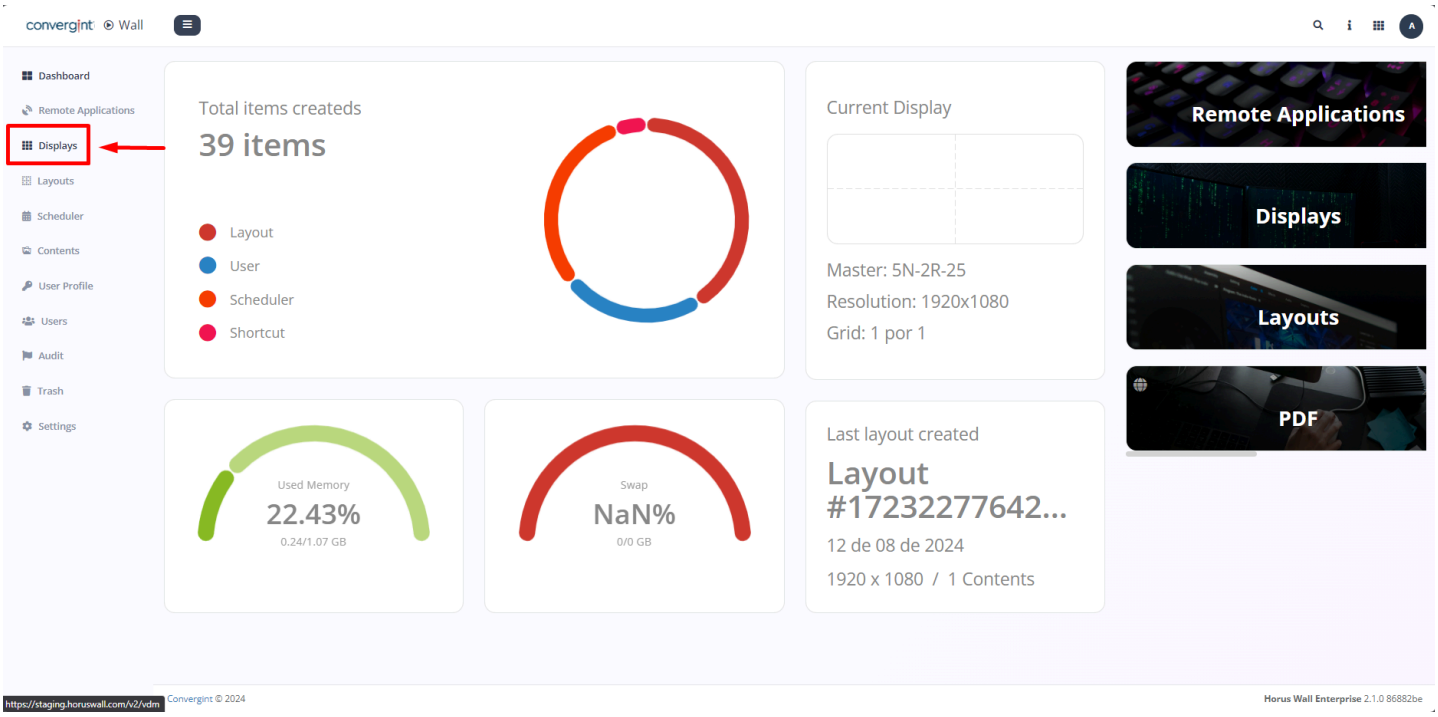
To check remote access, go to the "Remote Applications" tab. Then, in the top right-hand corner, you will see the "Remote Access" option. After carrying out all the necessary procedures, you will be able to check remote access and will have the option to "Refresh" in the top right-hand corner of the screen. This feature allows you to interact with the machine on which the remote application is running.



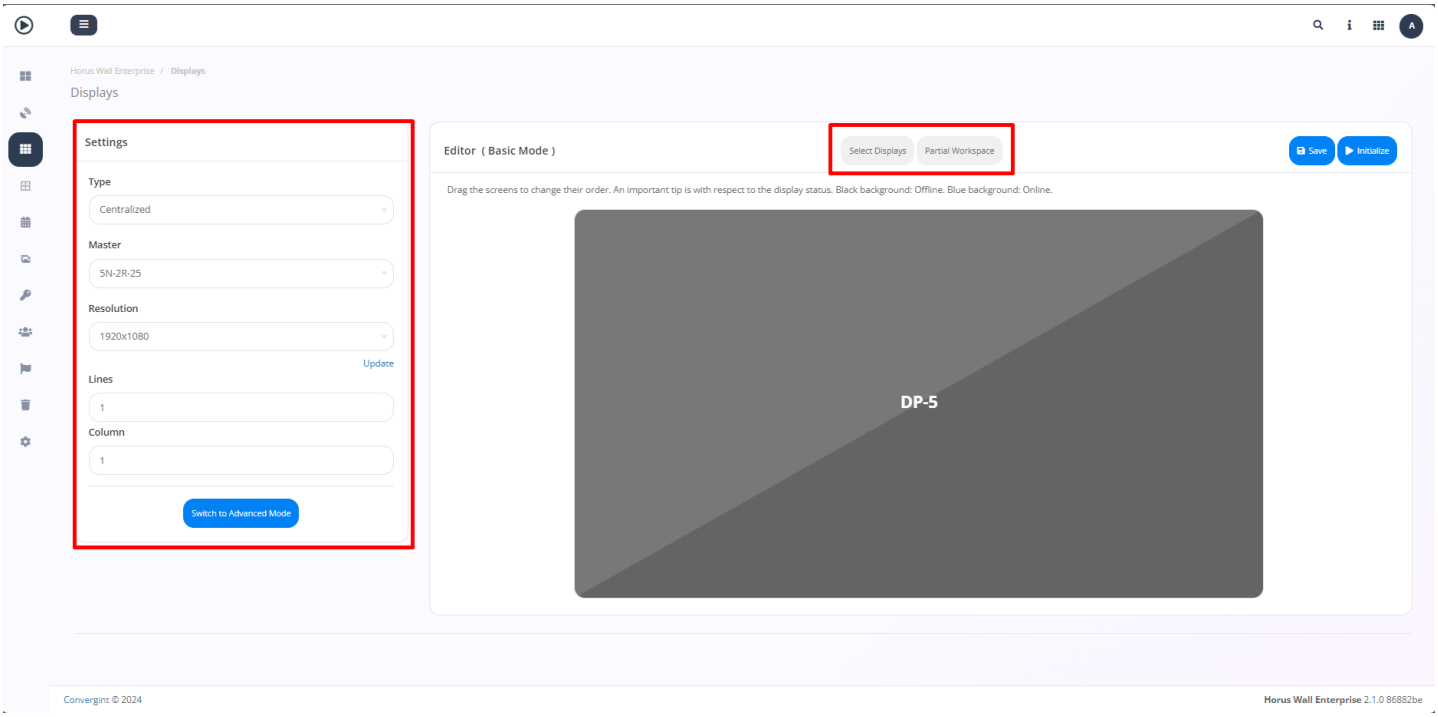
Version: 2.0.1

Operation of the Displays

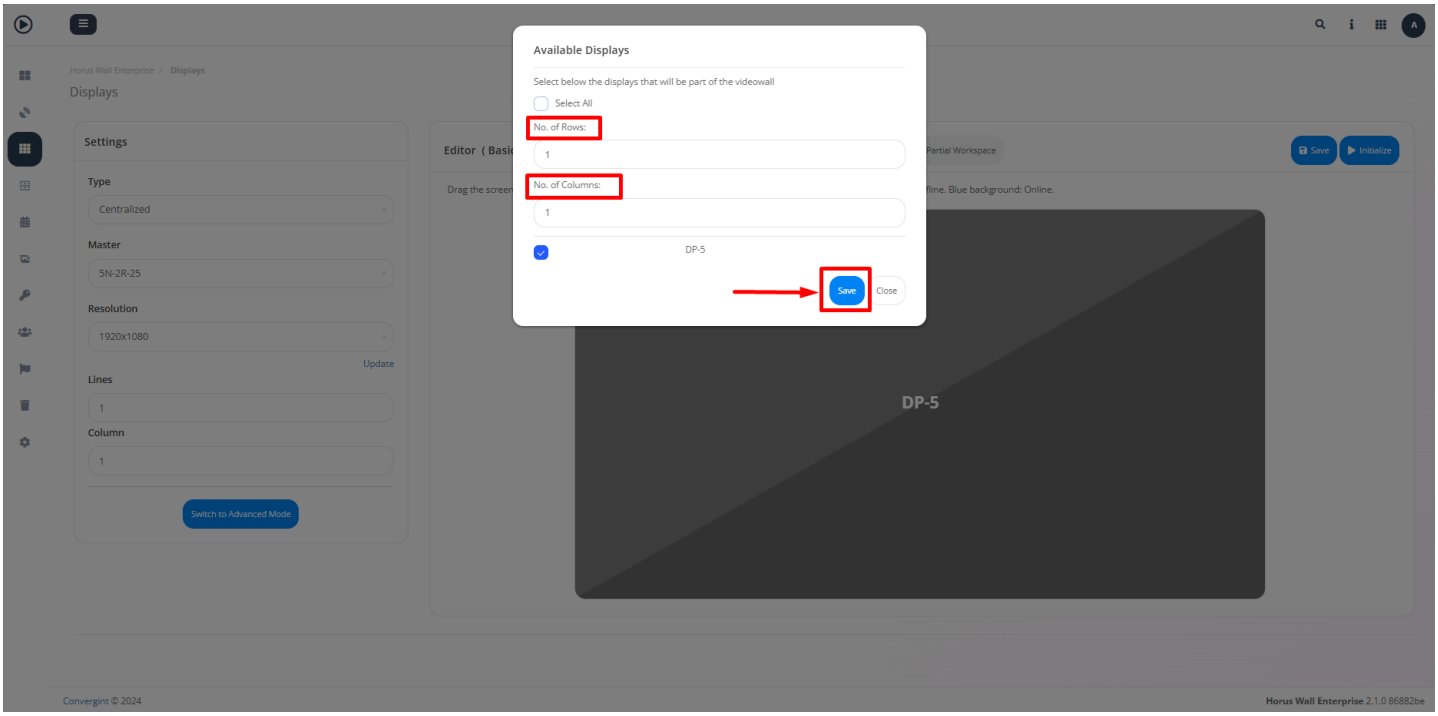
The first step is to access the "Displays" tab to start the complete procedure.



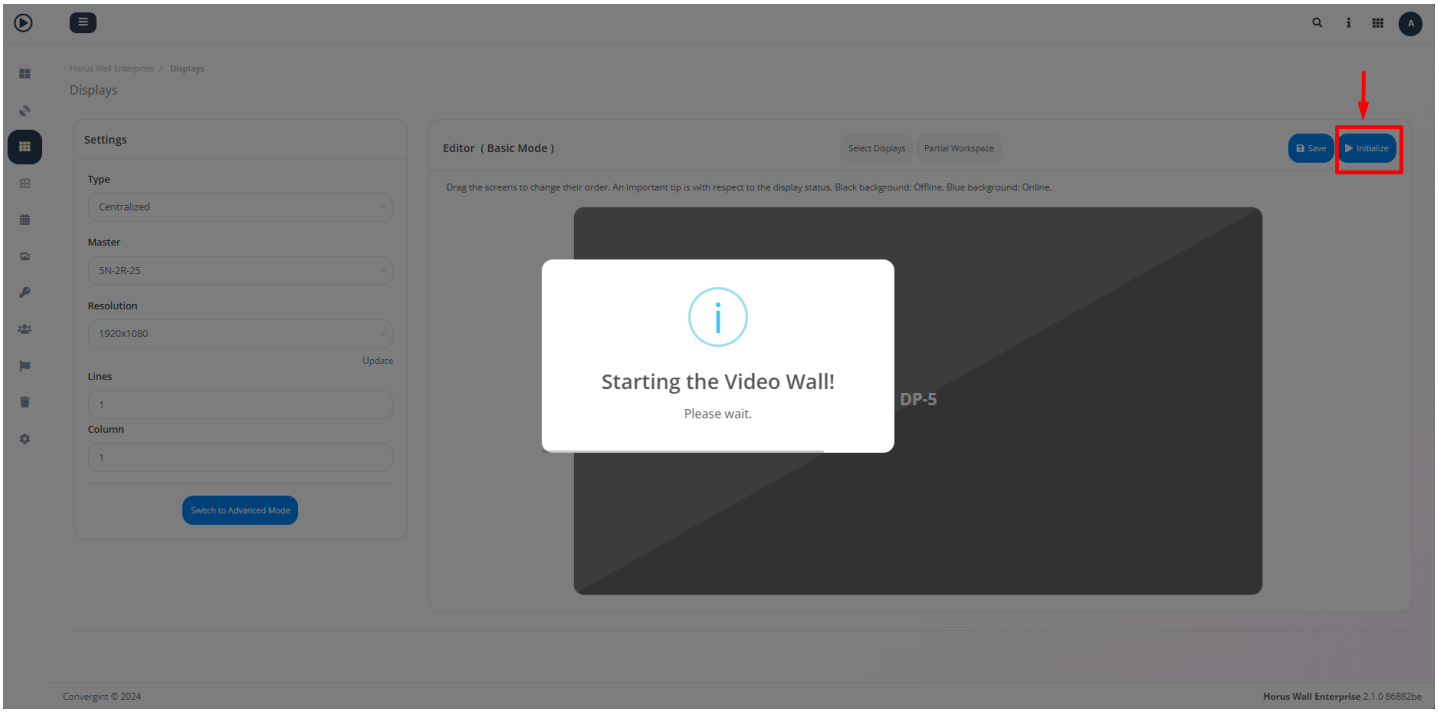
After that, choose your preferred functions and click on the options located in the center of the screen (highlighted).



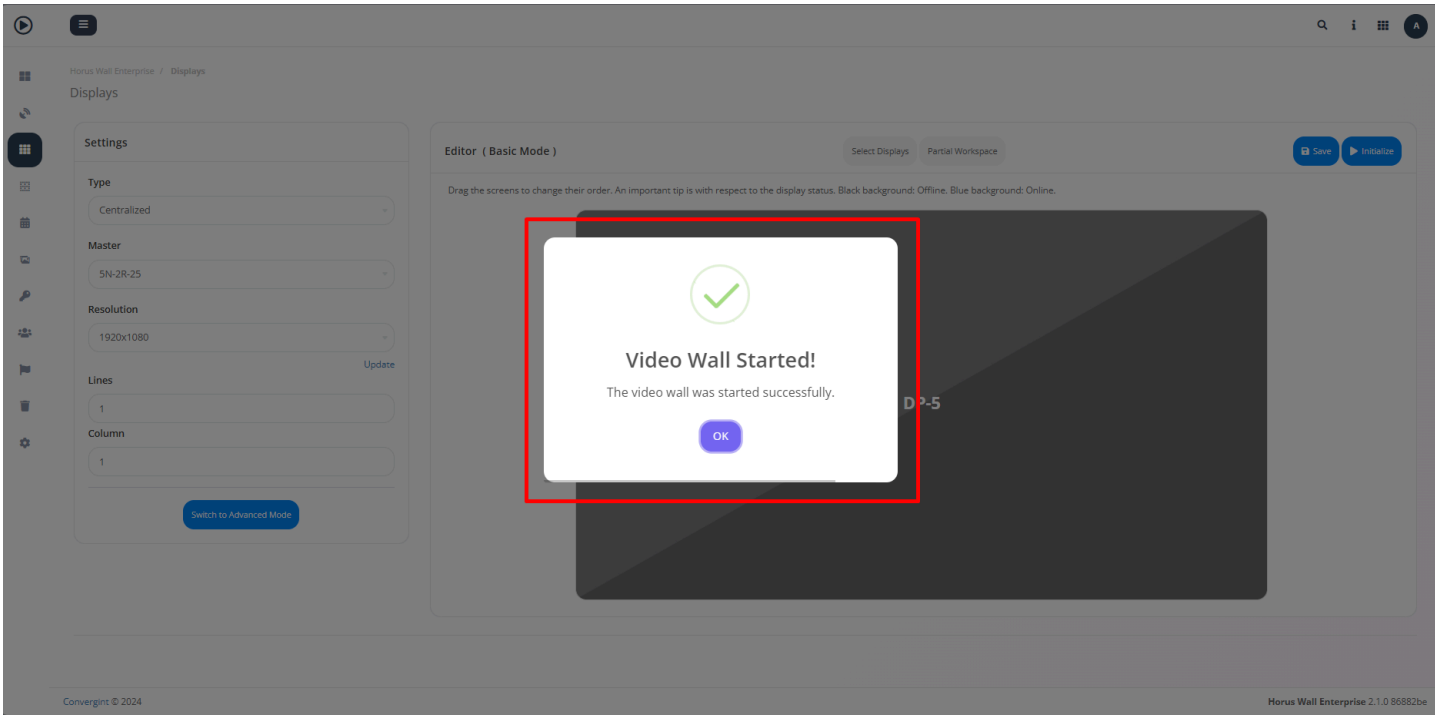
Next, you can choose your preferred functions displayed on the screen, and after that, click "Save" (highlighted)



After following all these procedures, click 'Initialize' to start the Video Wall.



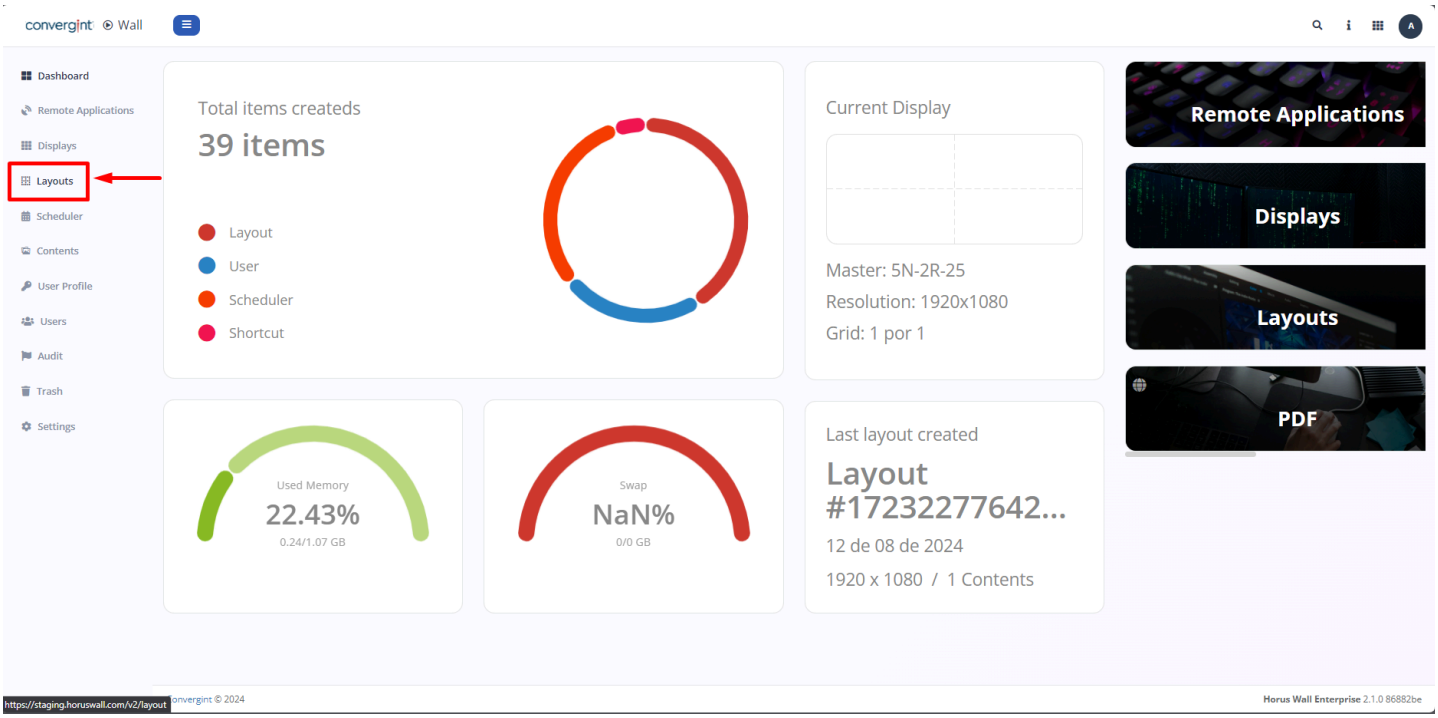
Done, you will start your Video Wall with your preferred functions selected.



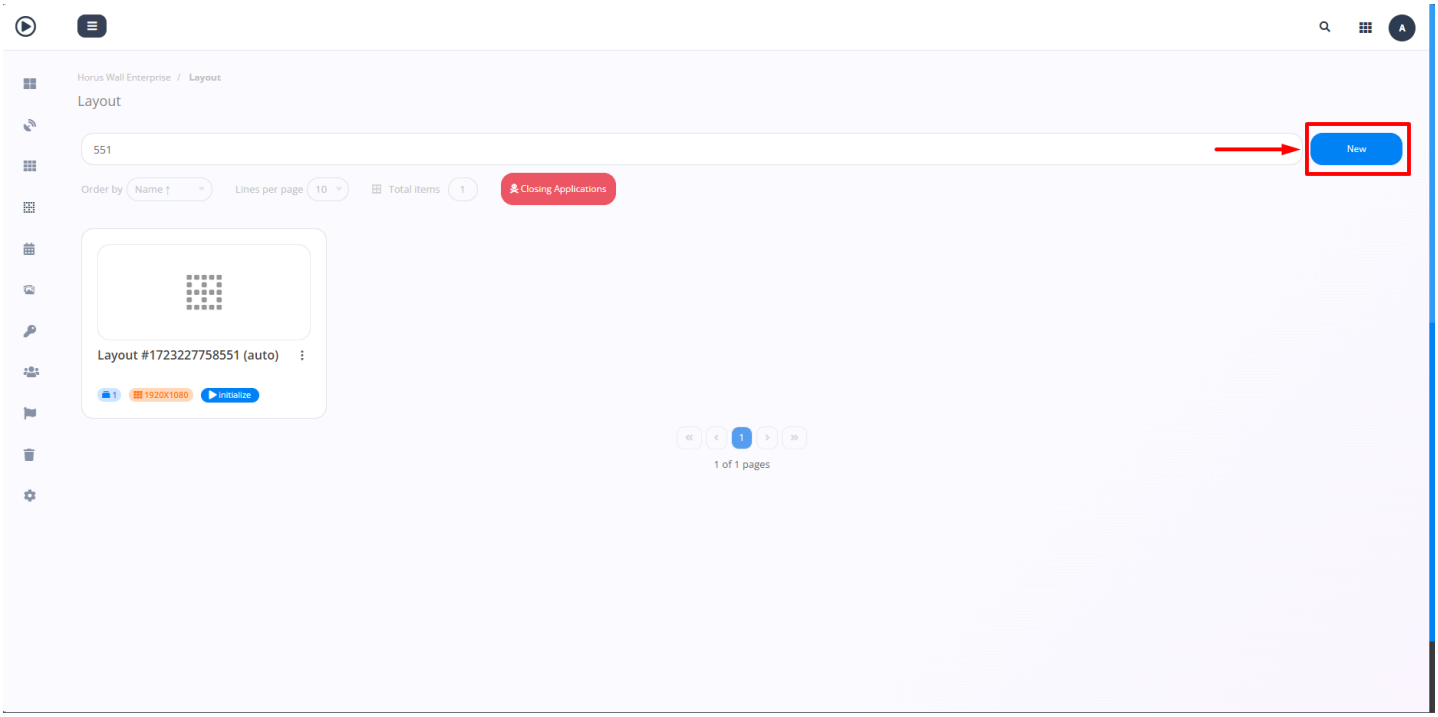
Version: 2.0.1

Creating Layouts

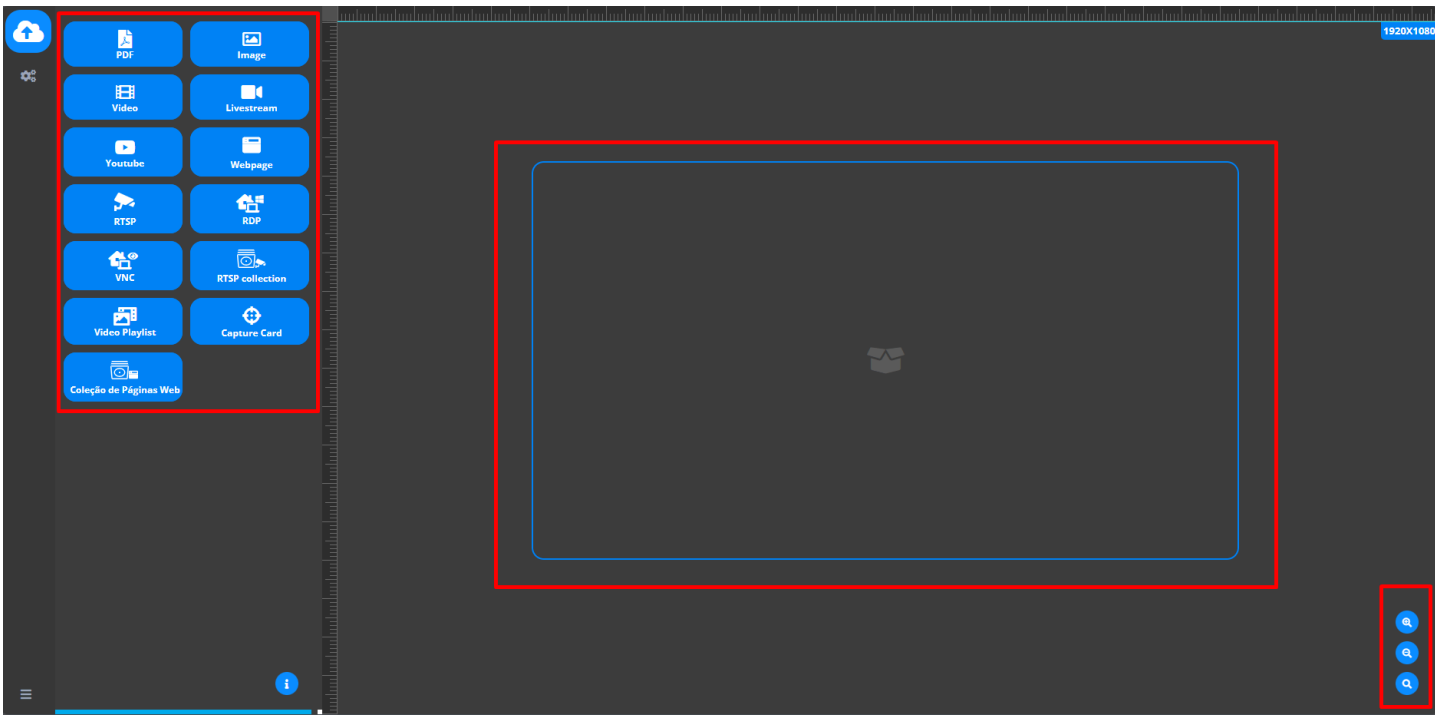
The first step is to access the "Layouts" tab. The "Layouts" tab is used to create your slides, presentations, and other content, and it also offers the initialization functionality if you wish to display your project on another server



Next, click on the blue icon located at the top right corner of the screen to start the layout creation process (highlighted).

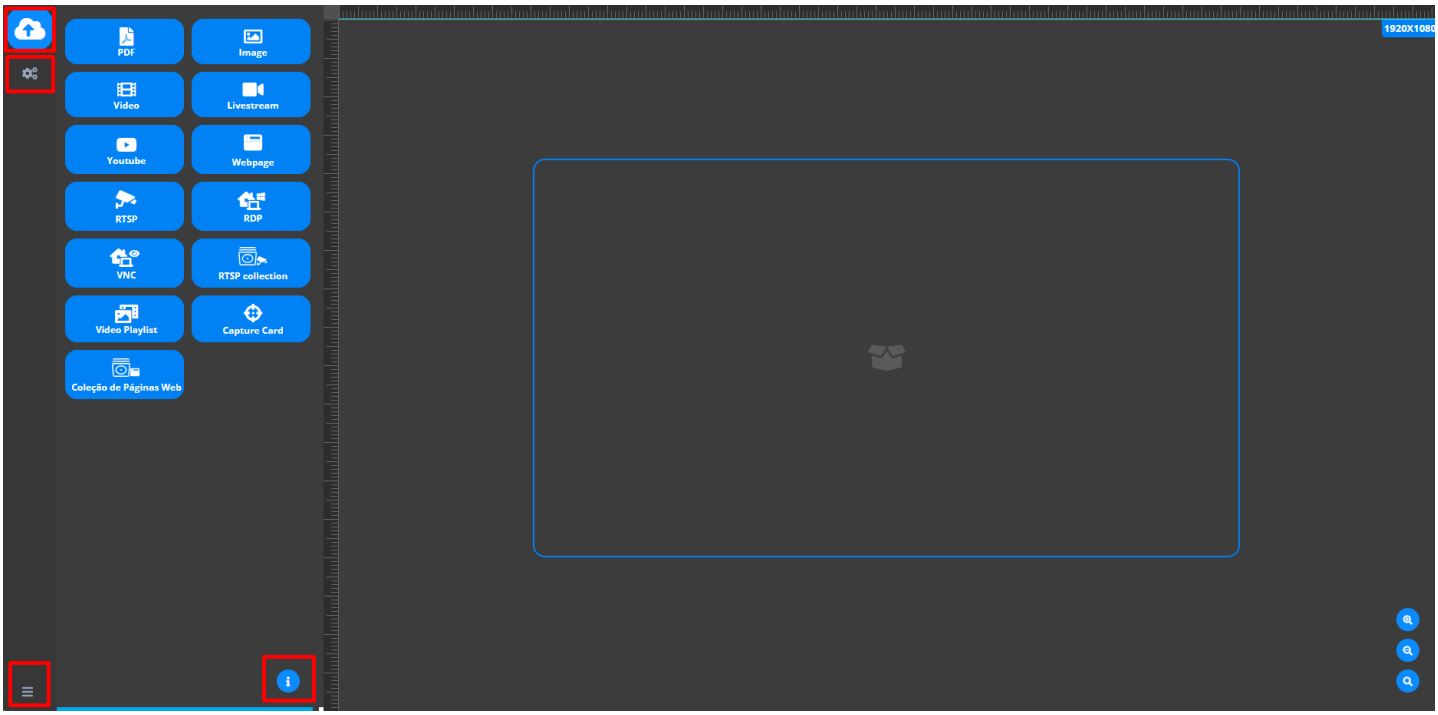


Next, a screen will appear as shown in the image, with various options for configuring your videowall as desired (highlighted). In the bottom right-hand corner of the screen, you'll find icons to "zoom in" and "zoom out" of the project, as well as a "search" icon (highlighted).

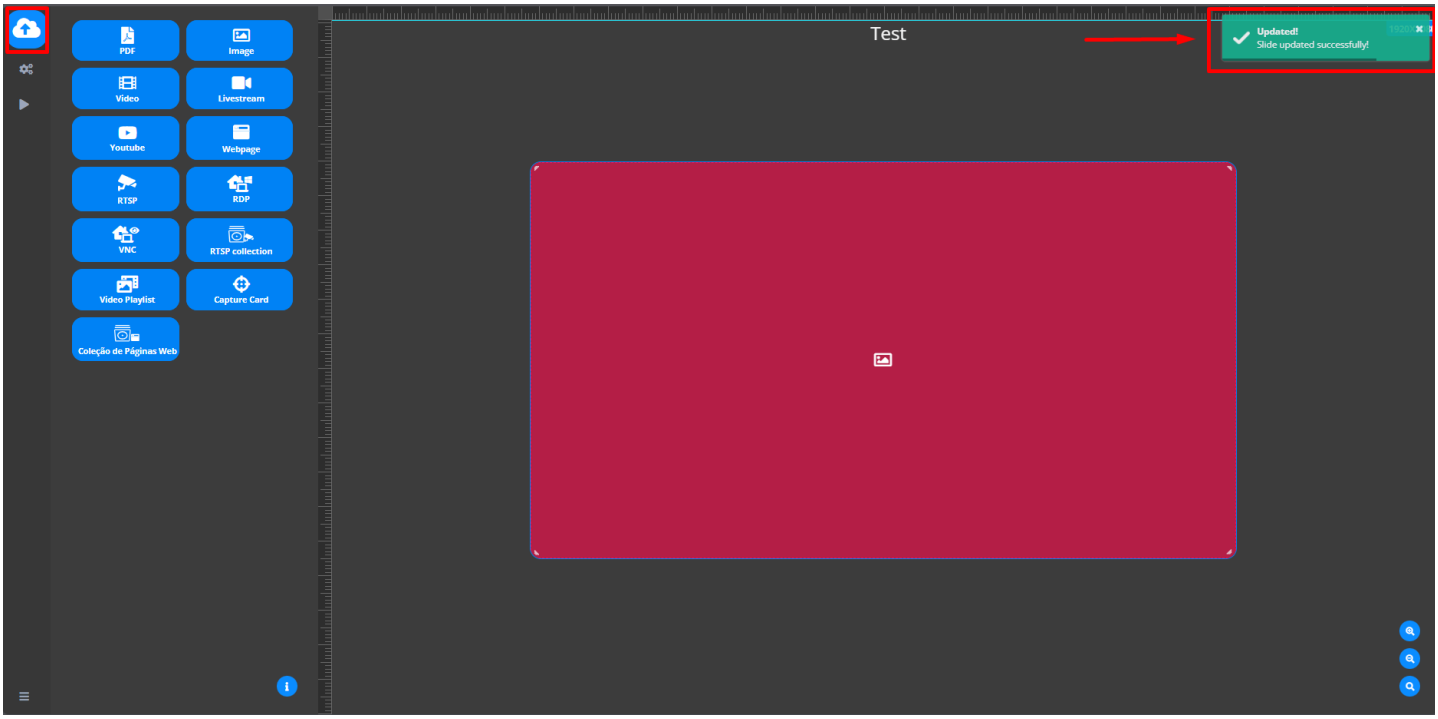


On the left-hand side of the screen, there will be icons that include the menu, detailed information, settings and, most importantly, the "save" icon (highlighted). The menu and

information will be located on the bottom left-hand side, while the settings and save options will be on the top left-hand side of the screen.



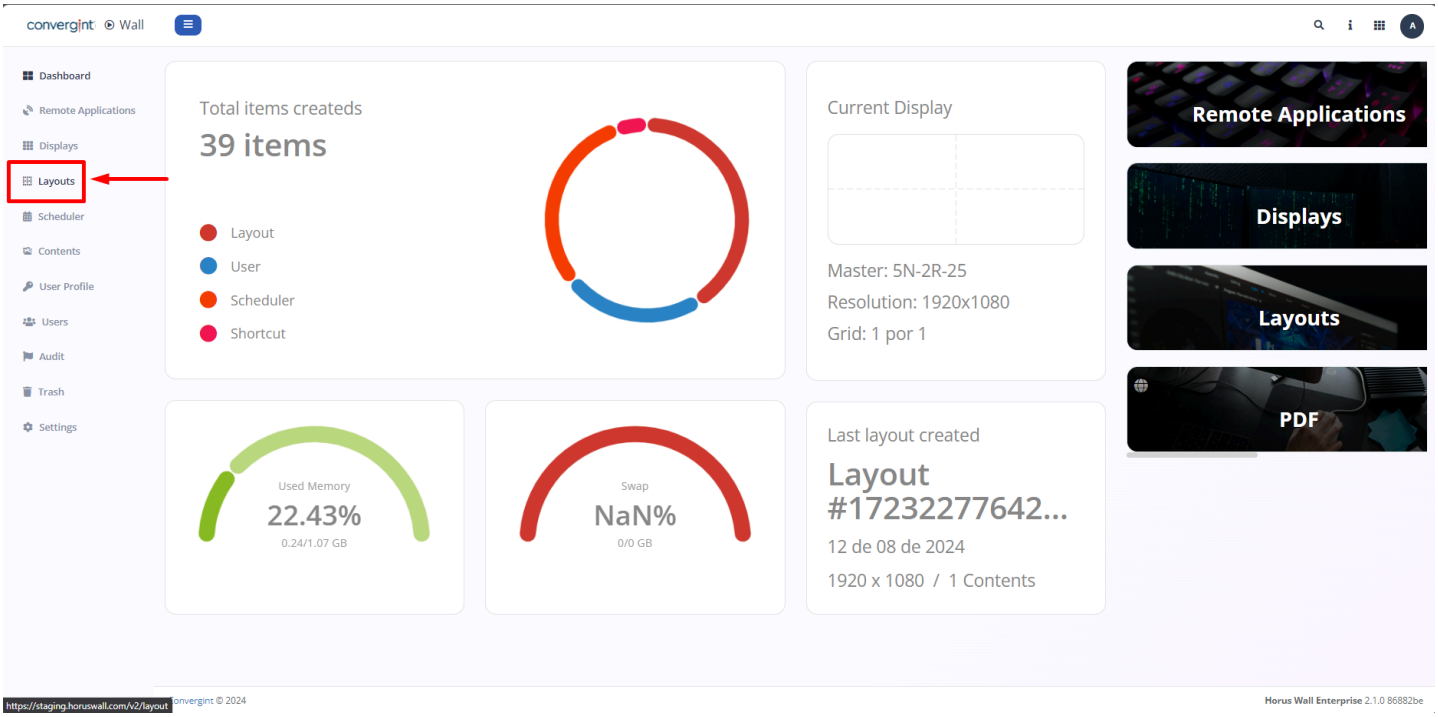
Once you have assembled the project you want, click on the "save" icon (highlighted). A confirmation message will appear informing you that your project has been saved.



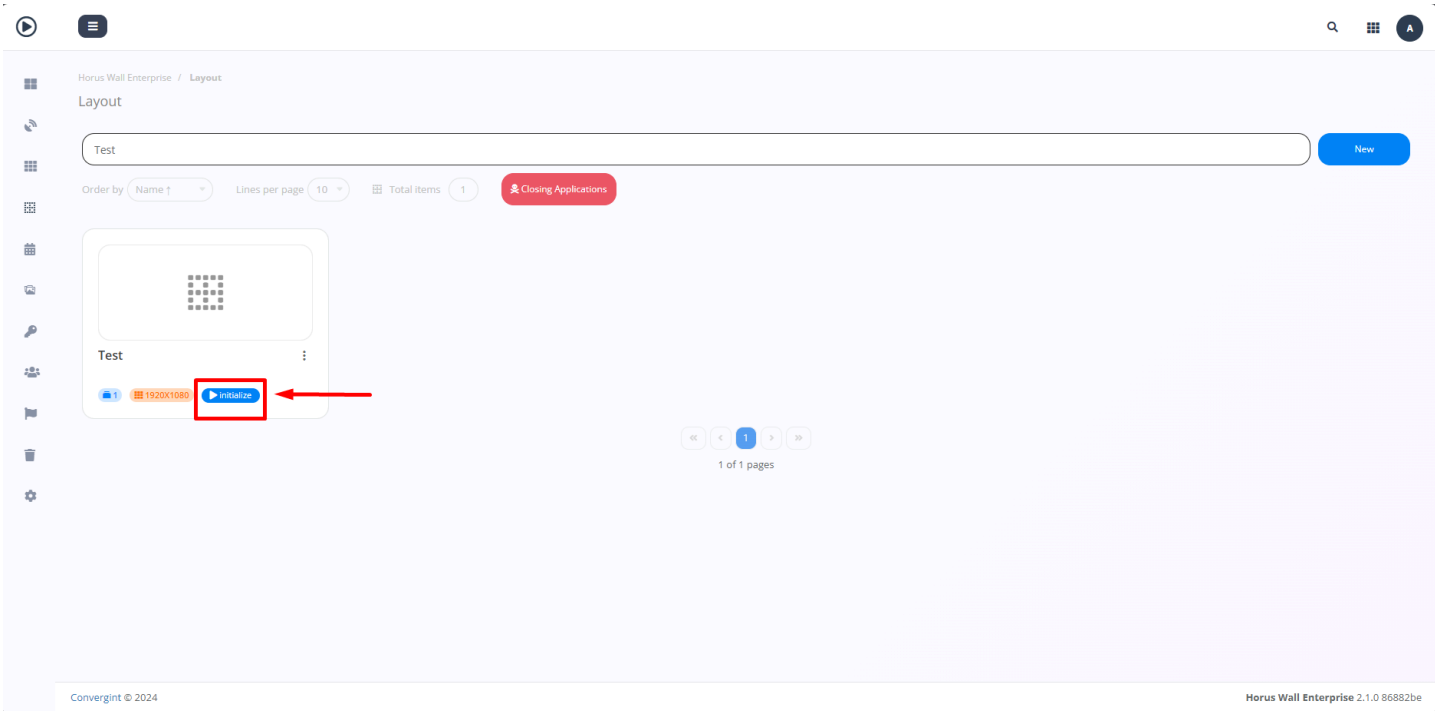
Version: 2.0.1

Initializing the Layout for another Server

To start layouts on another server, first go to the "Layouts" tab. The Remote application must be installed on the server from which the layouts will be started. This function allows you to start any type of presentation on another server.



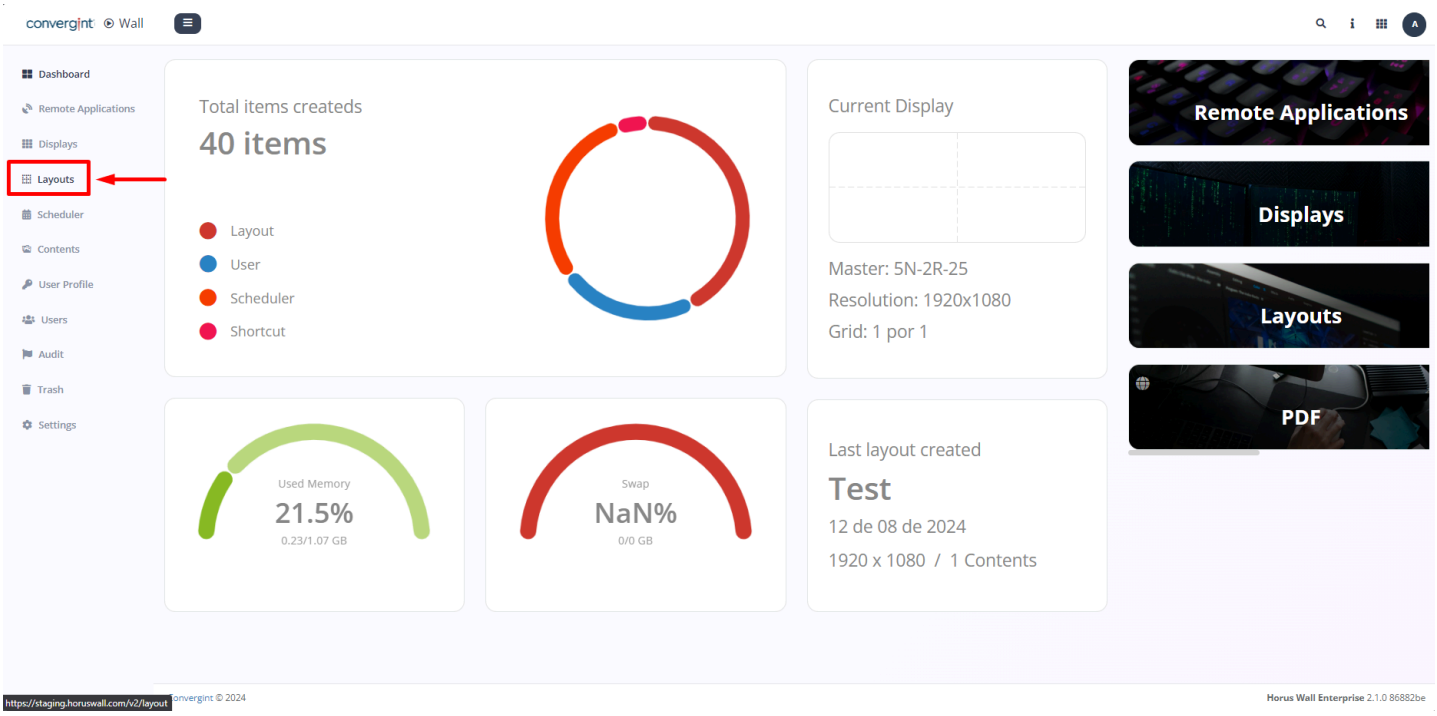
Next, select the layout you want to start on another server. And click on "initialize" (highlighted).


Horus Wall Enterprise / Layout
Layout
Test
New
Order by Name ↑
Lines per page 10
Total items 1
Closing Applications
Test
1
1920X1080
initialize
1
1 of 1 pages
Convergint © 2024
Horus Wall Enterprise 2.1.0 86882be

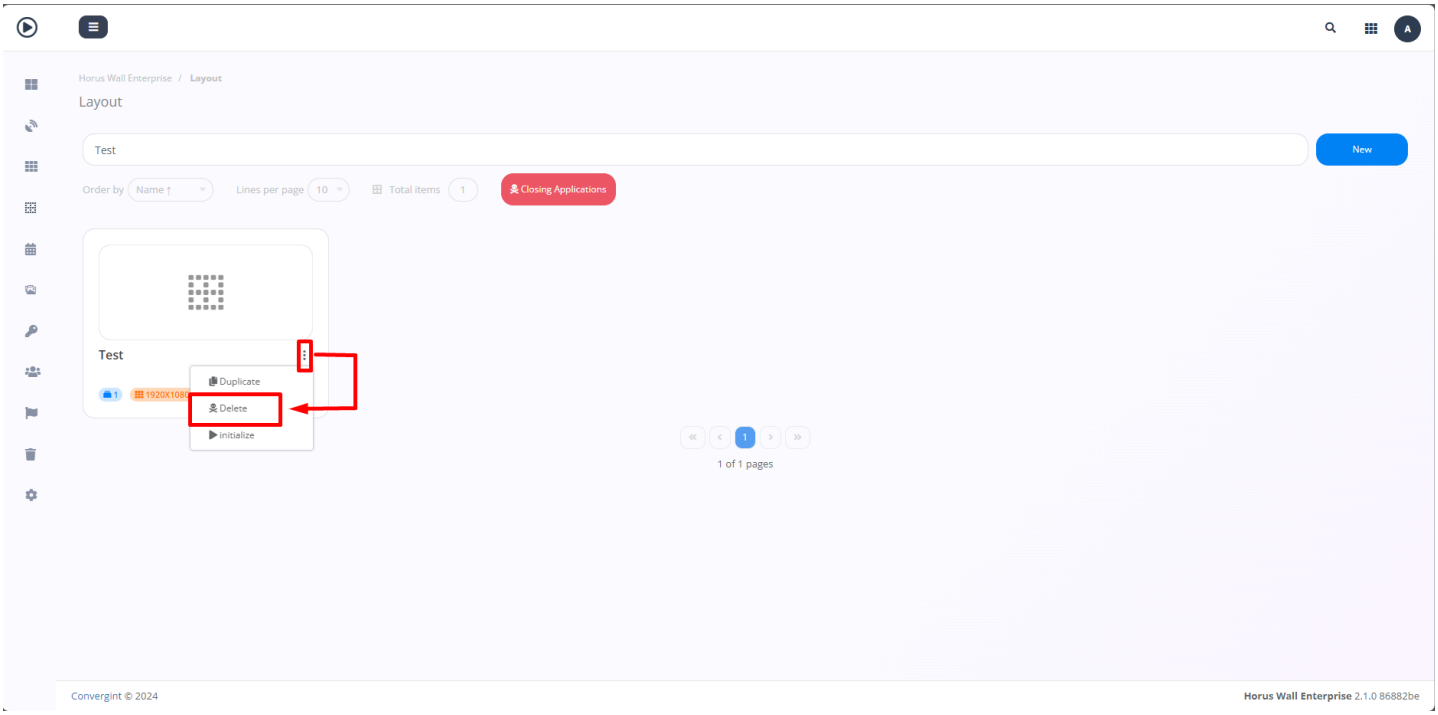
Version: 2.0.1

Removing layouts

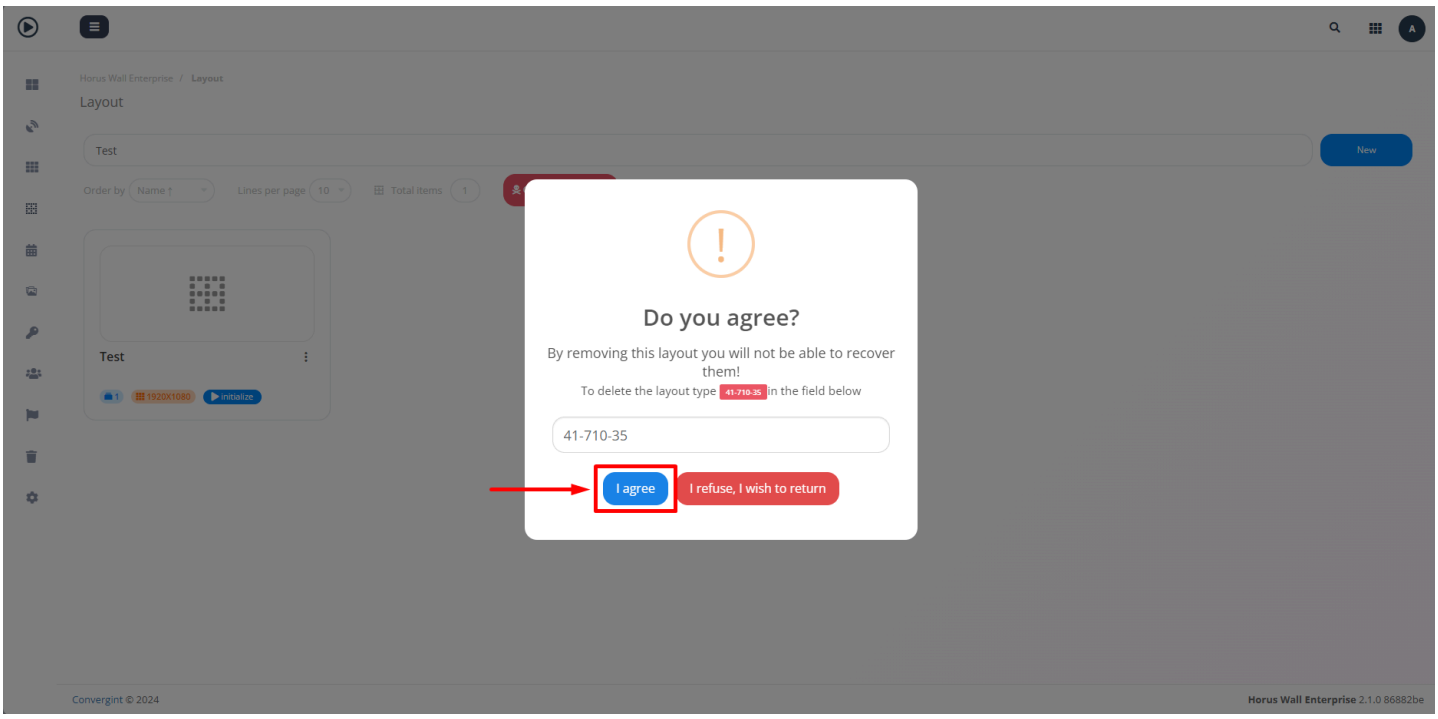
First, go to the "Layouts" tab to access the project.



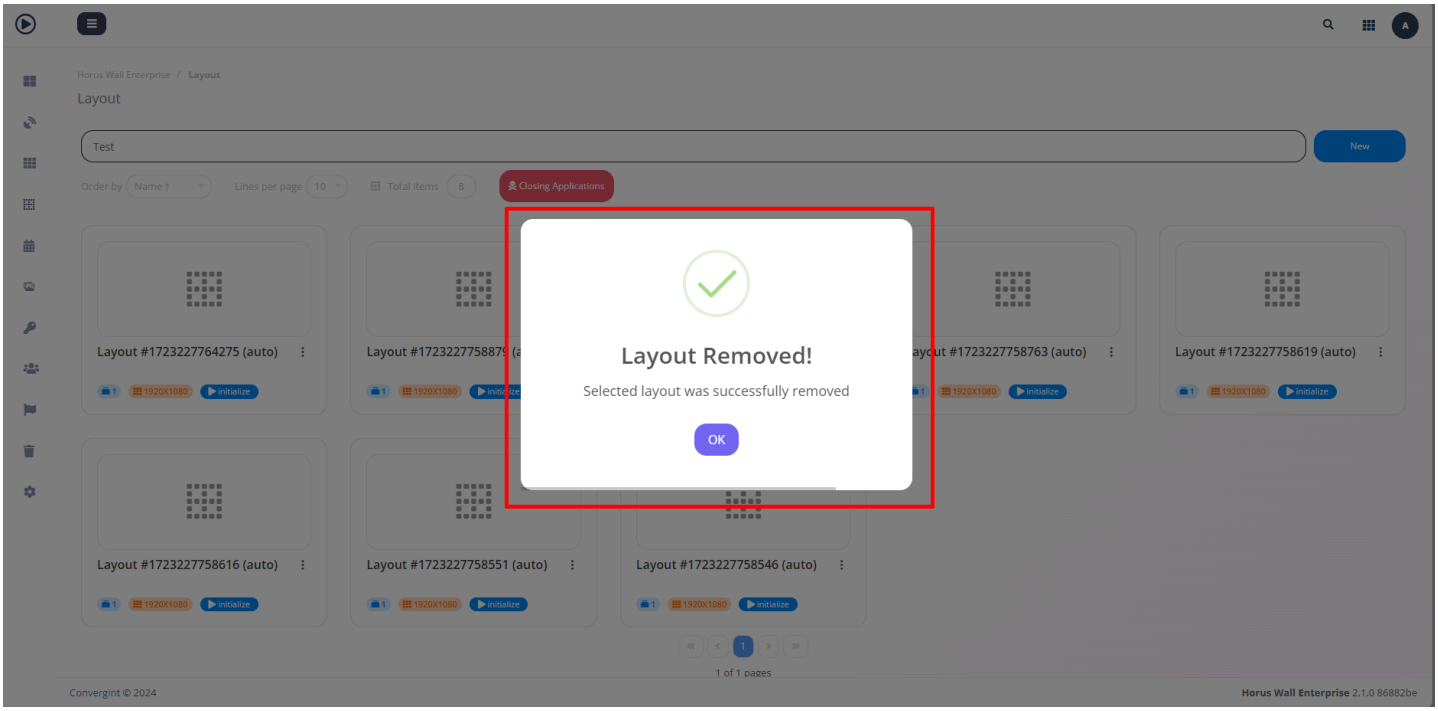
Then, on the project you want to remove, click on the three dots or hanging dots and then select the "Delete" option (highlighted).



After selecting this option, you will receive a message confirming the removal. Simply enter the name requested and click "I agree" (highlighted) to proceed with deleting the project.



Once you've followed all these procedures, your project will have been successfully removed (highlighted).


Horus Wall Enterprise / Layout
Layout
Test
New
Order by Name↑
Lines per page 10
Total items 8
Closing Applications
Layout #1723227764275 (auto)
Layout #1723227758763 (auto)
Layout #1723227758619 (auto)
Layout #1723227758616 (auto)
Layout #1723227758551 (auto)
Layout #1723227758546 (auto)
1920X1080
initialize
Layout Removed!
Selected layout was successfully removed
OK
1 of 1 pages
Convergint © 2024
Horus Wall Enterprise 2.1.0 86882be

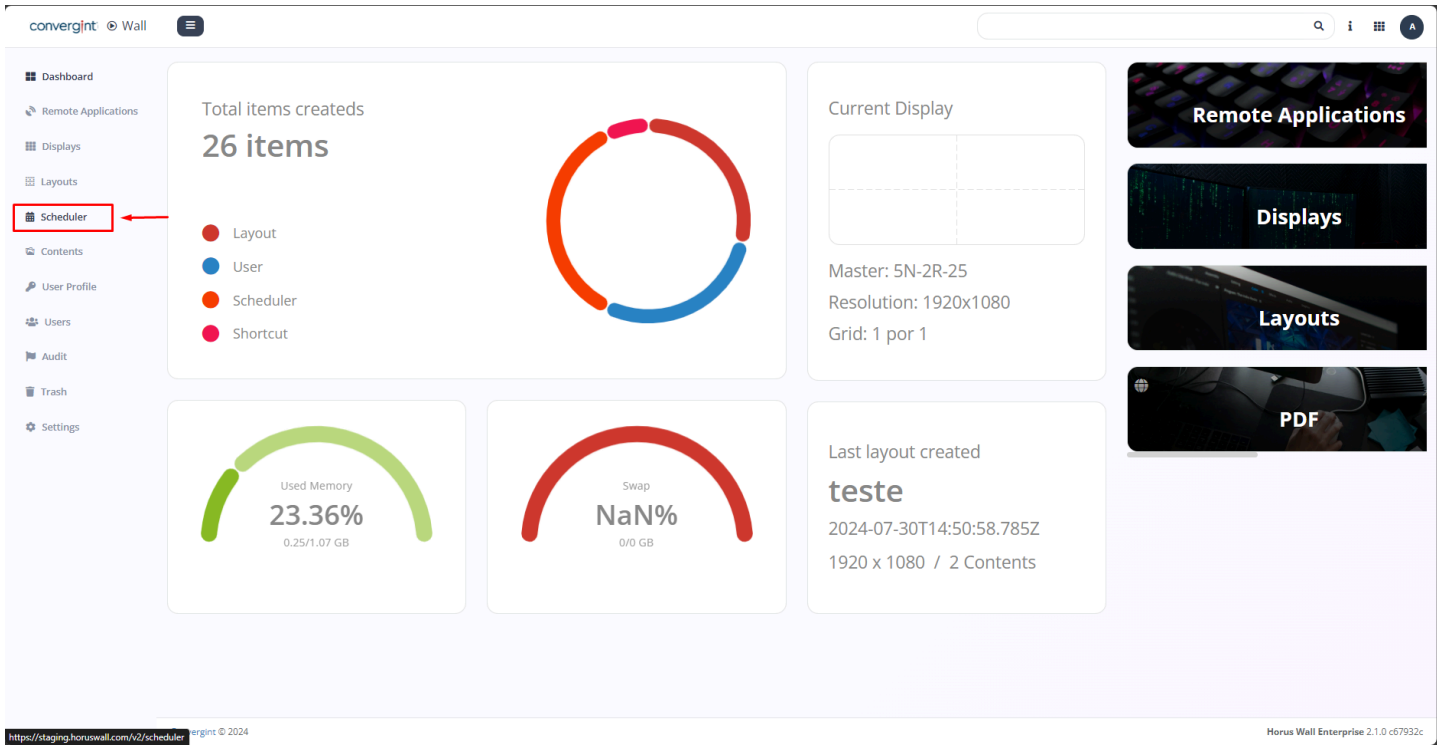
Version: 2.0.1

Scheduler

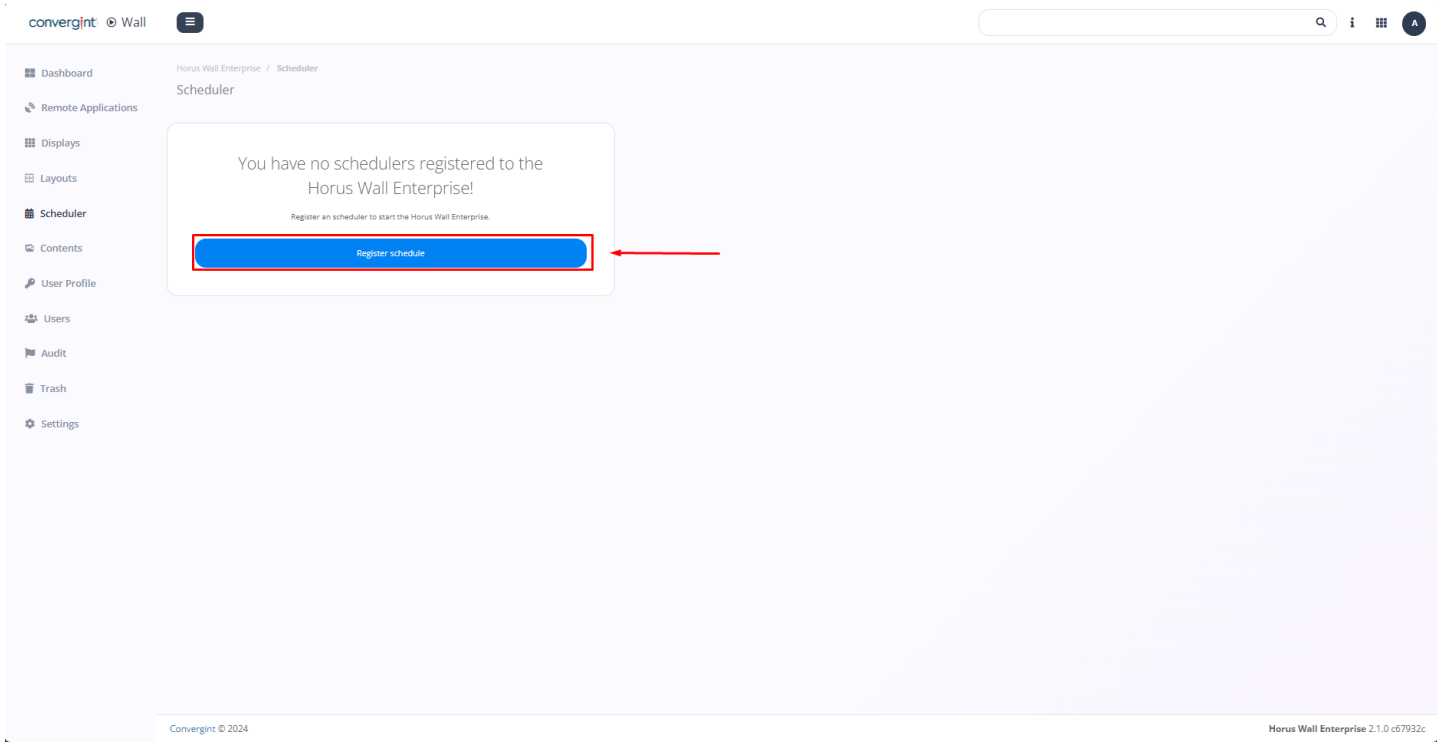
Version: 2.0.1

Scheduler Registration

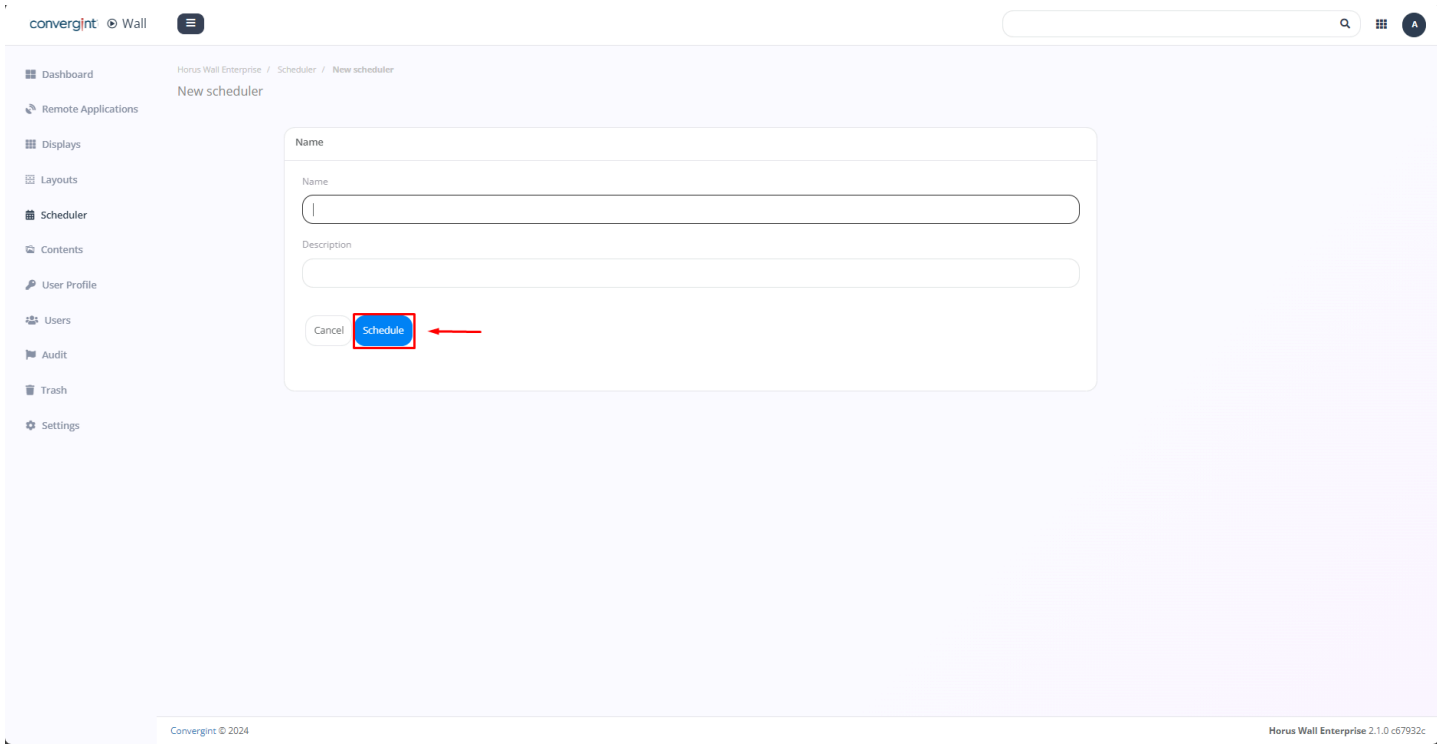
The first step in registering a scheduler is to access the "Scheduler" tab. This function makes it possible to manage the playback of a sequence of components, offering flexibility by displaying the layouts in the period of your choice.



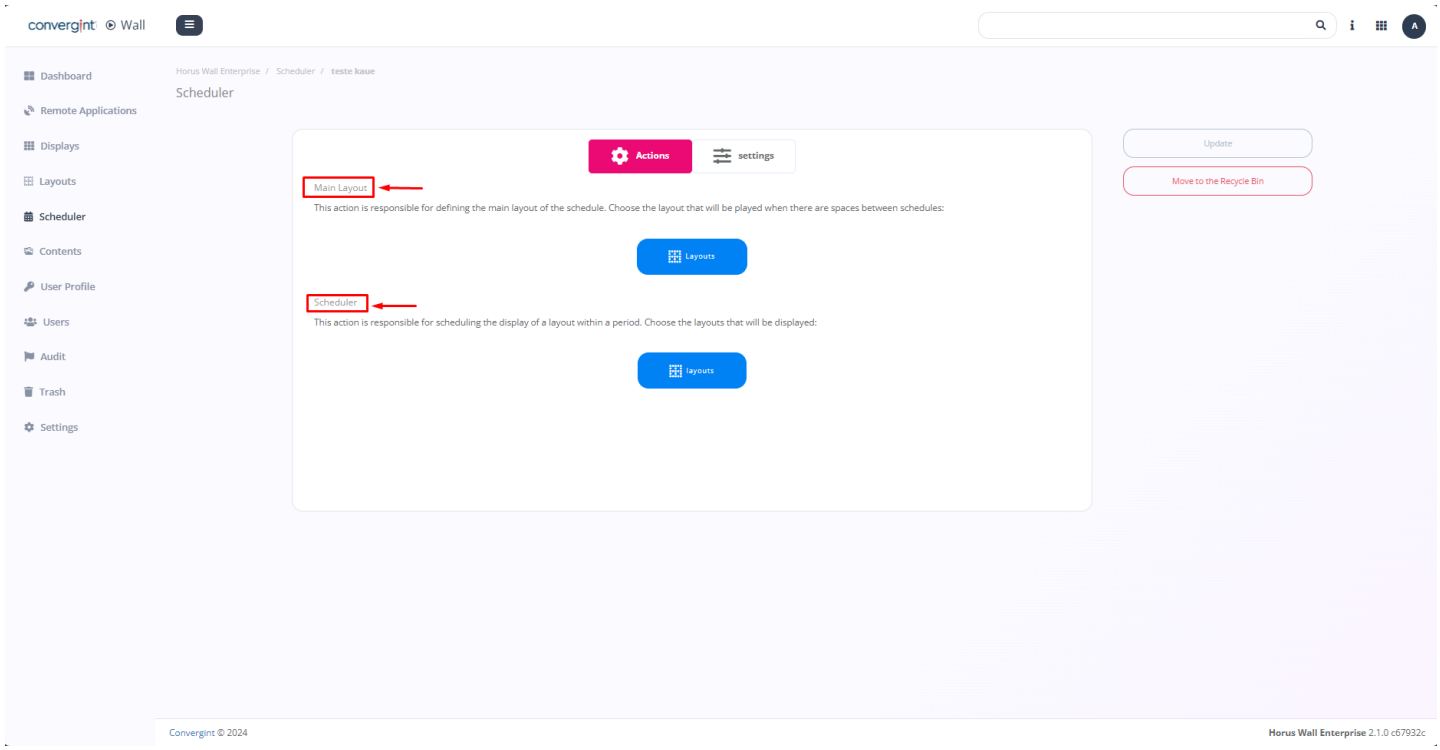
After clicking on "Scheduler" the system will open the screen, where we will first define it by clicking on "Register Schedule" which, if it already has a previously created scheduler, should be listed just below the search bar.



When you click on the "Register Scheduler" button, you will need to enter a name for the new scheduler. If you need a description, there is a field available just below the "name" option. After completing the previous steps, simply click on the "Register Scheduler" button, and the scheduler will be displayed below with its choices.



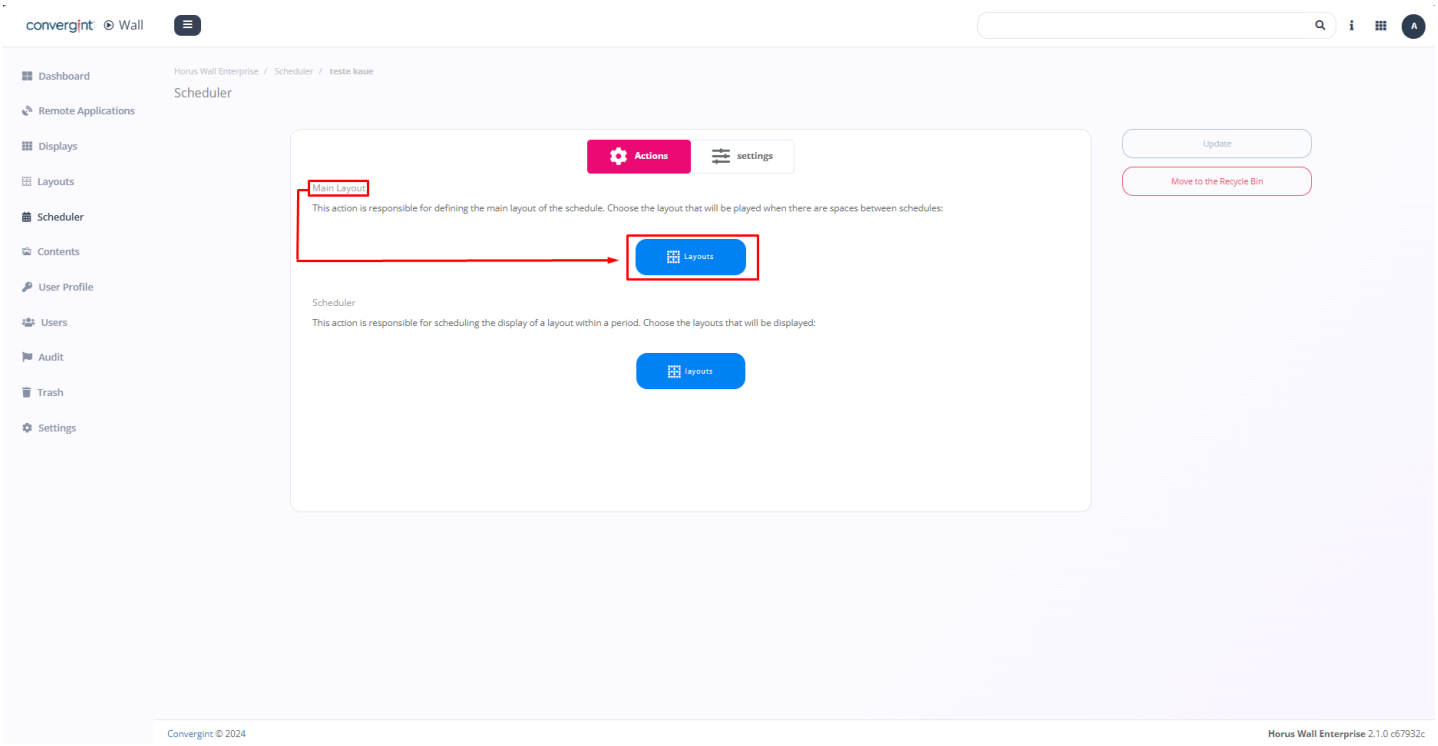
After completing the previous step, you will be redirected to the screen for adding layouts to the scheduler. On this screen, you will have the option of adding a Main Layout and Scheduler.



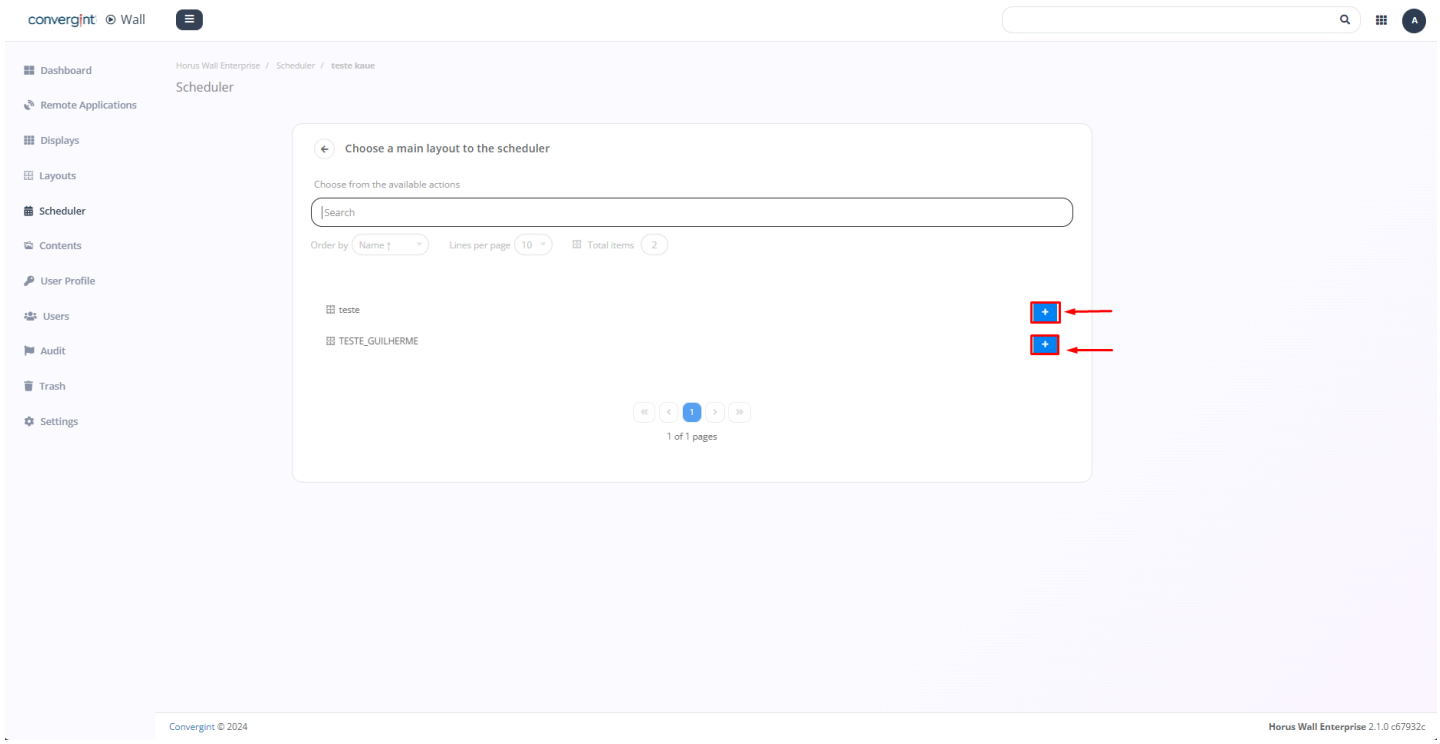
Version: 2.0.1

Main Layout

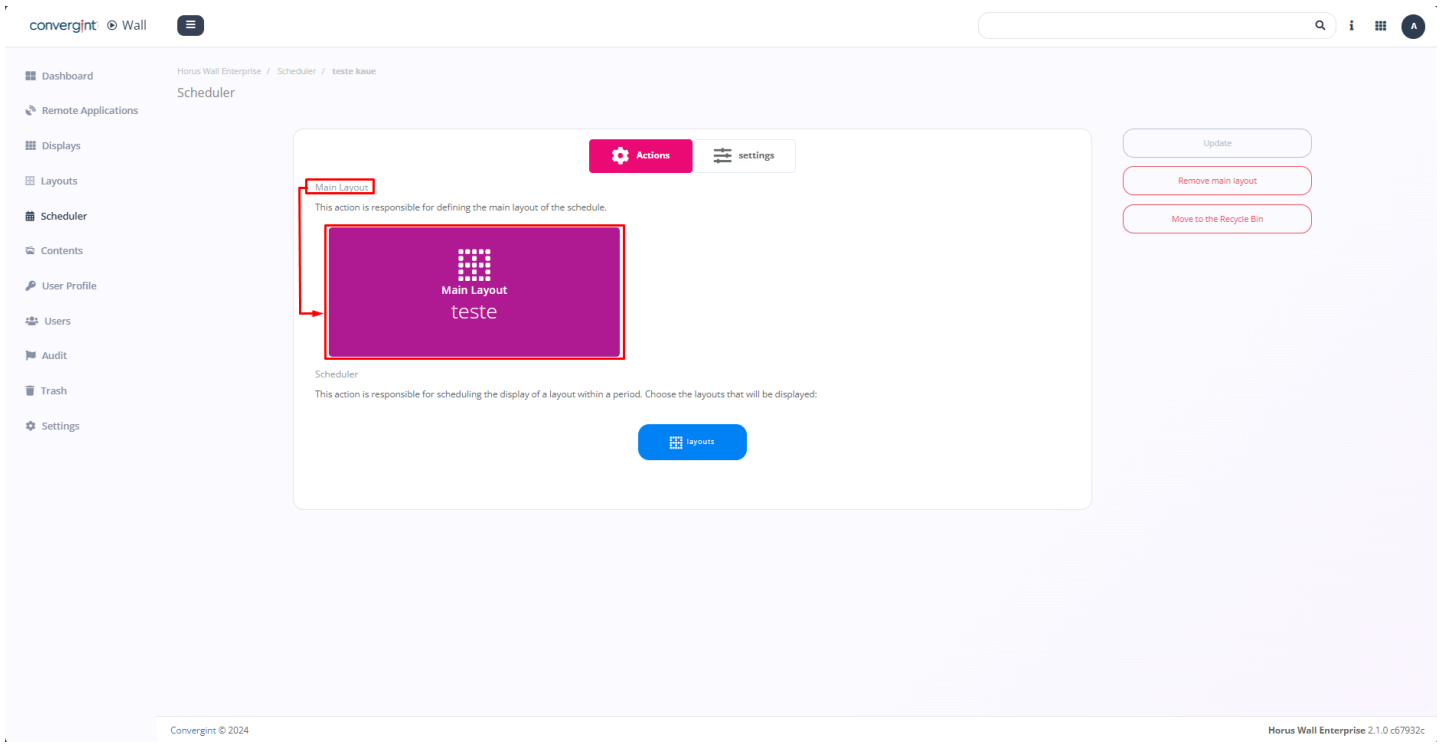
By selecting the "Layouts" button linked to the main Layout, you can include a layout of your choice. This will allow the continuous display of one or more components belonging to the added layout until a layout is scheduled in the "Scheduler." In other words, the layout added to the "main layout" space will be displayed until the scheduled programming in the "Scheduler" begins, and after the end of that programming, the main layout will be displayed again.



By clicking on "Layouts" marked in the image above, you will need to click the addition icon (highlighted) associated with the desired layout. This layout should contain the necessary content to be configured as the main layout, according to your preference.



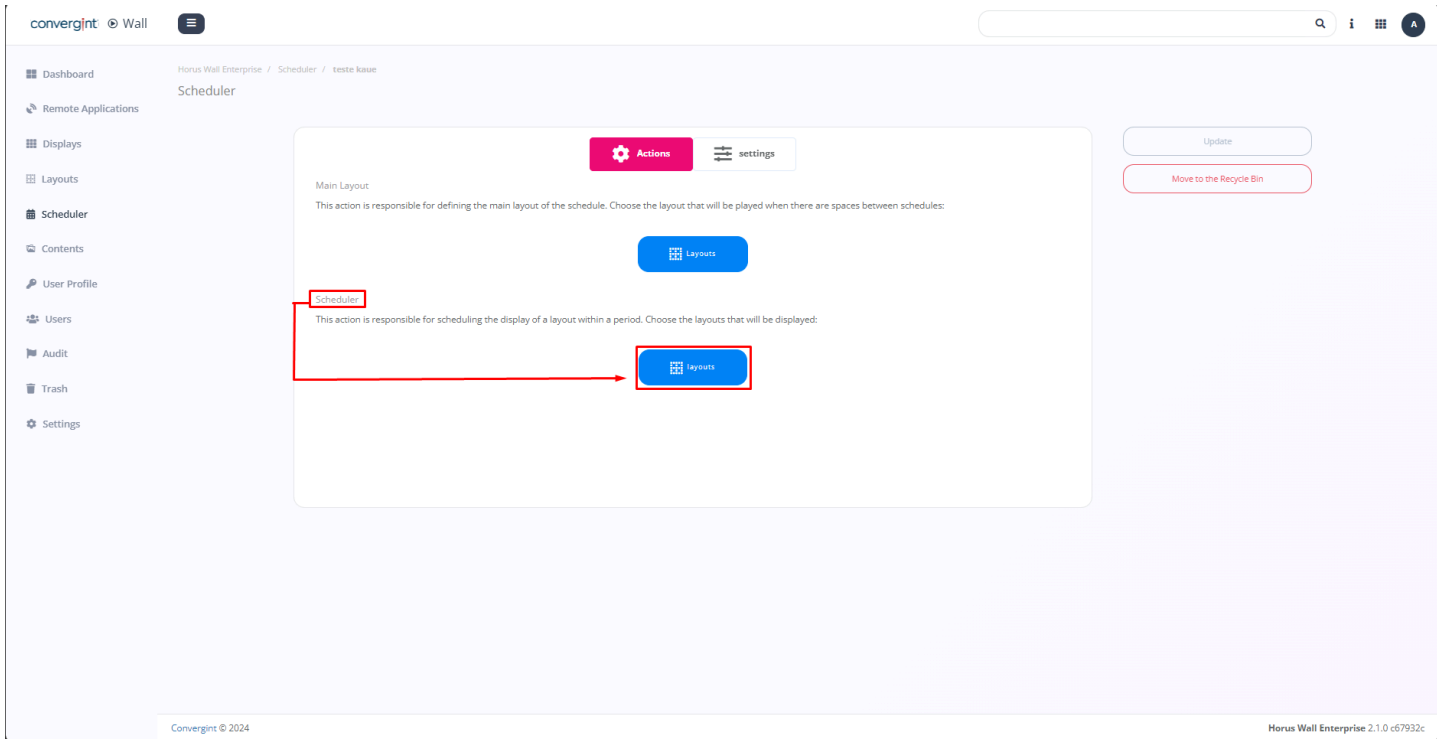
After selecting, the chosen layout will be added to the scheduler as a main layout (highlighted).



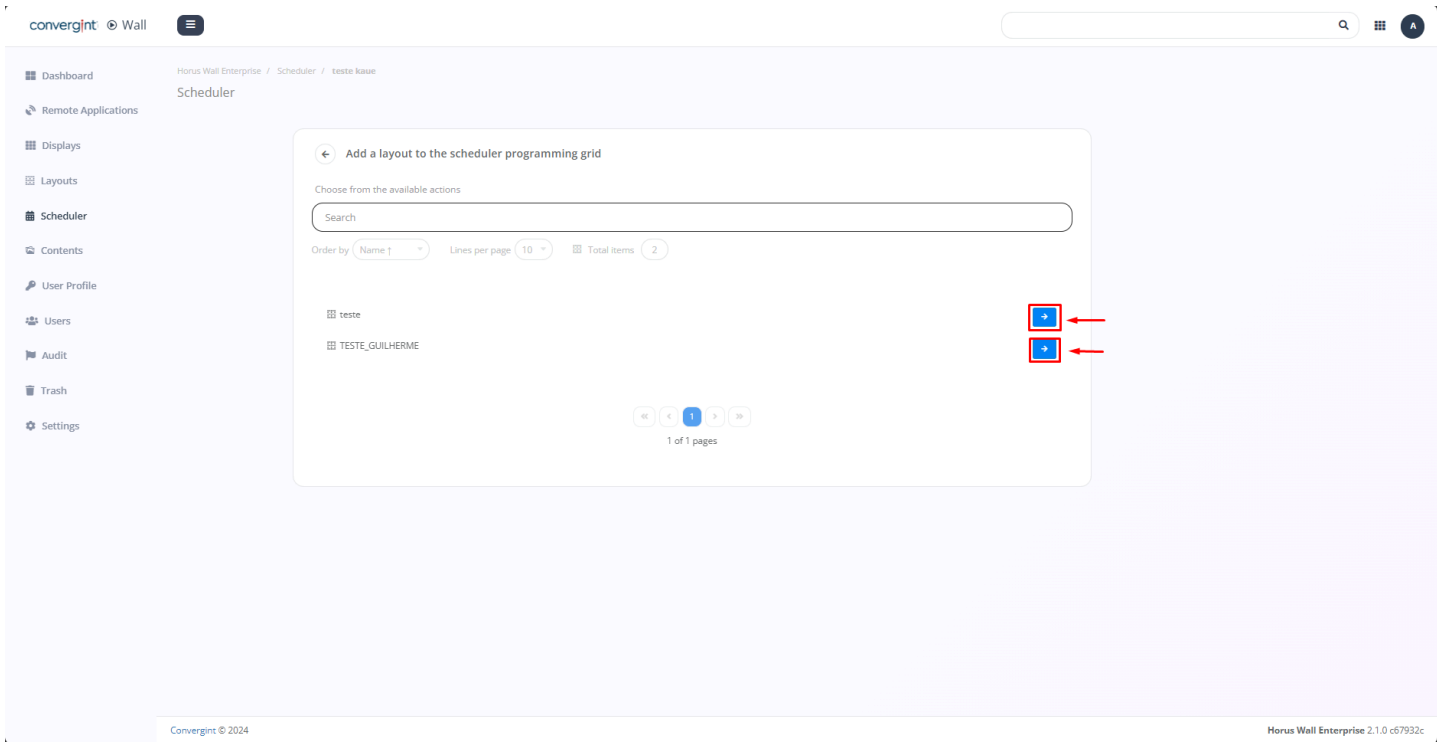
Version: 2.0.1

Scheduler (Programming Grid)

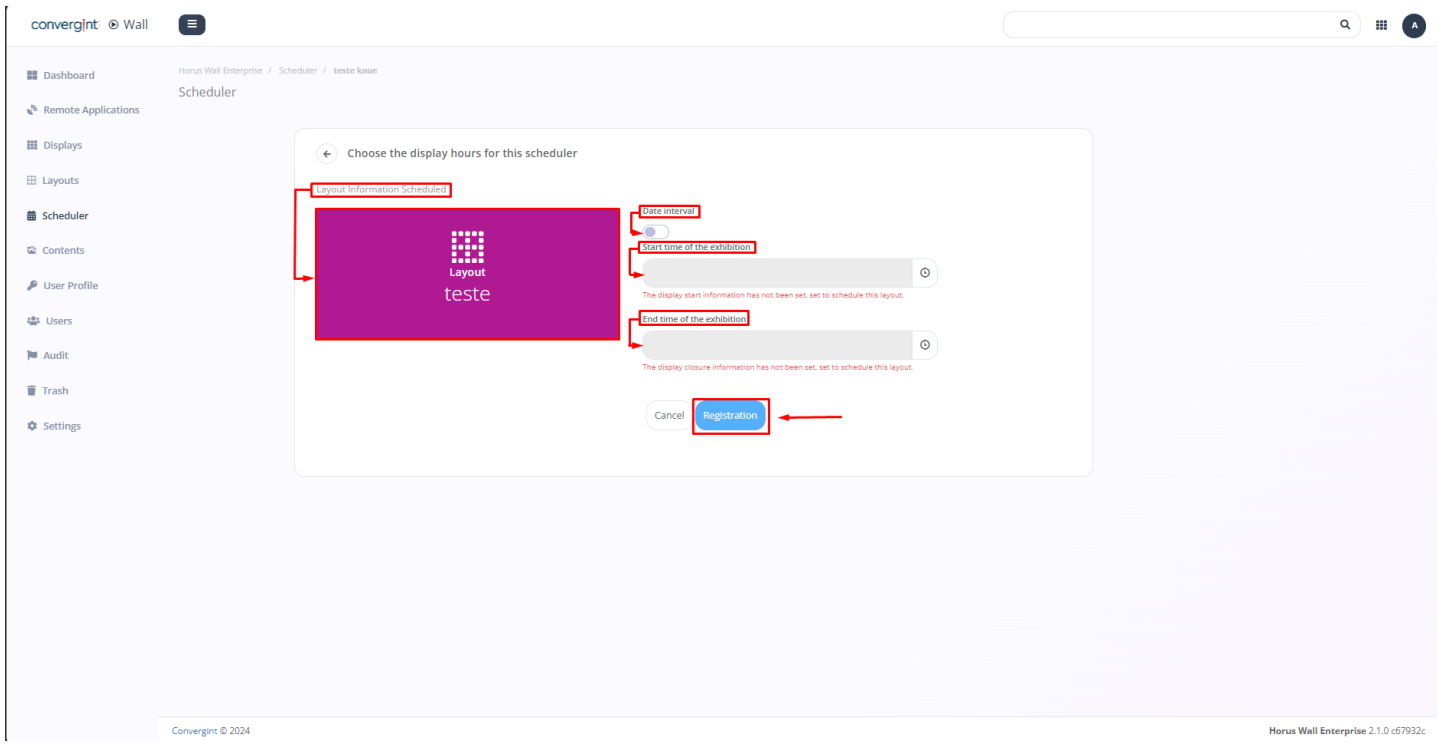
By selecting the "layouts" button linked to scheduler, it becomes possible to include a layout linked to a programming grid structure. In this functionality, the user has the ability to define a period for displaying each layout included. If the period defined by the user is exceeded, the next component of another layout will be automatically displayed, if it is available for display.



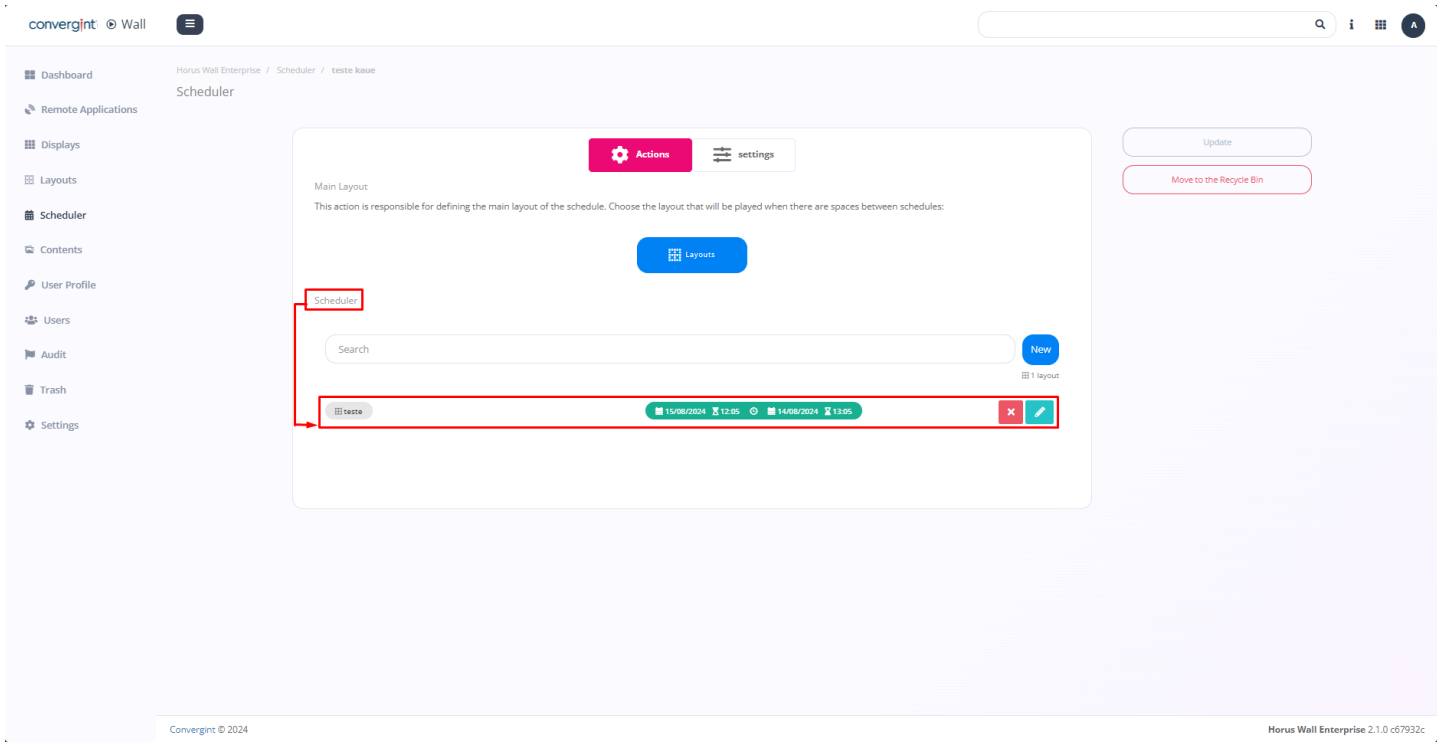
When you click on "layouts" in the image above, you need to click on the "-->" button associated with the layout you want. This layout should contain the component and elements needed to be configured as a Schedule, according to your preference.



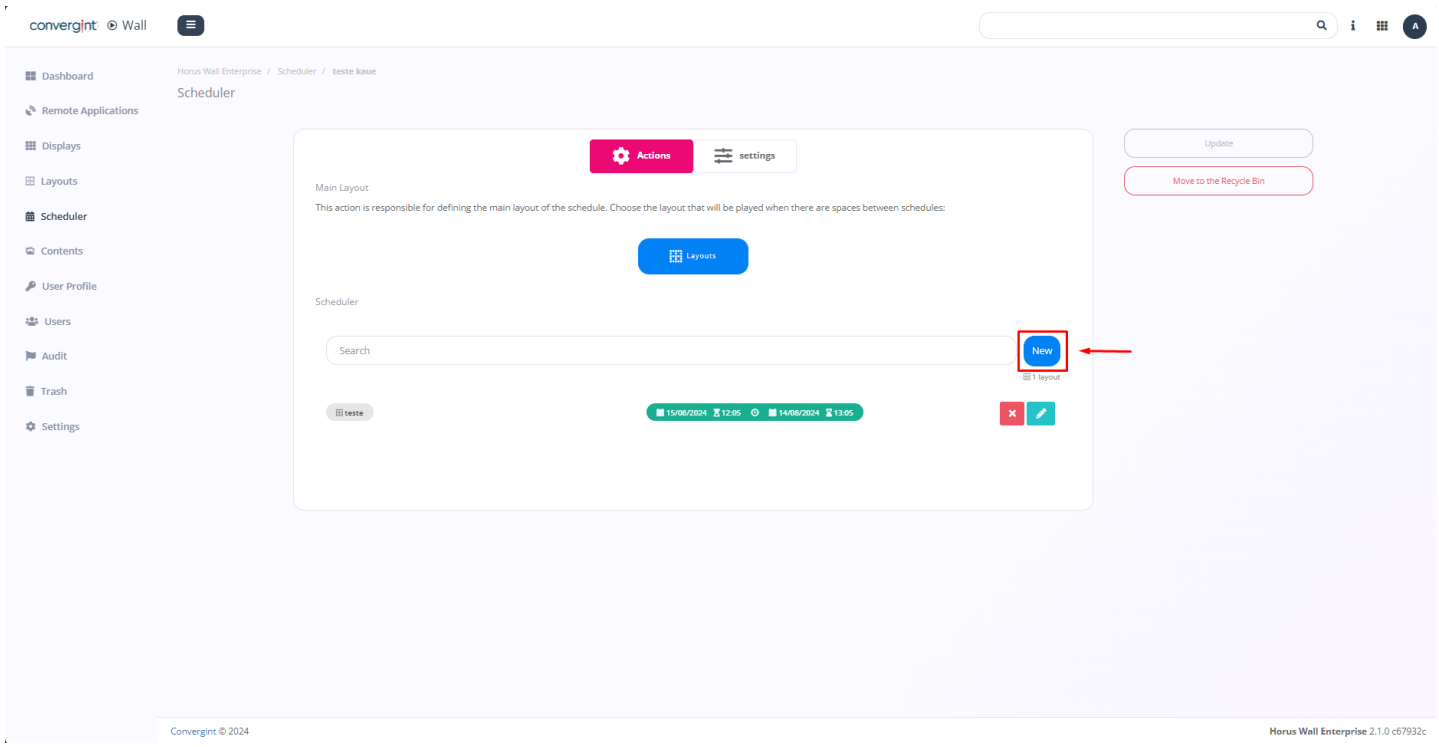
After selecting the layout you want, the screen will display various template options. You can use them to set dates and times for the display of the chosen component. If you want to include a specific date for the display, you will need to enable the "Date Interval" option. After customizing the layout's display period, click on "Registration".



After selecting the desired layout and setting the display period to your preference, the layout will be added to the scheduler as a program grid.



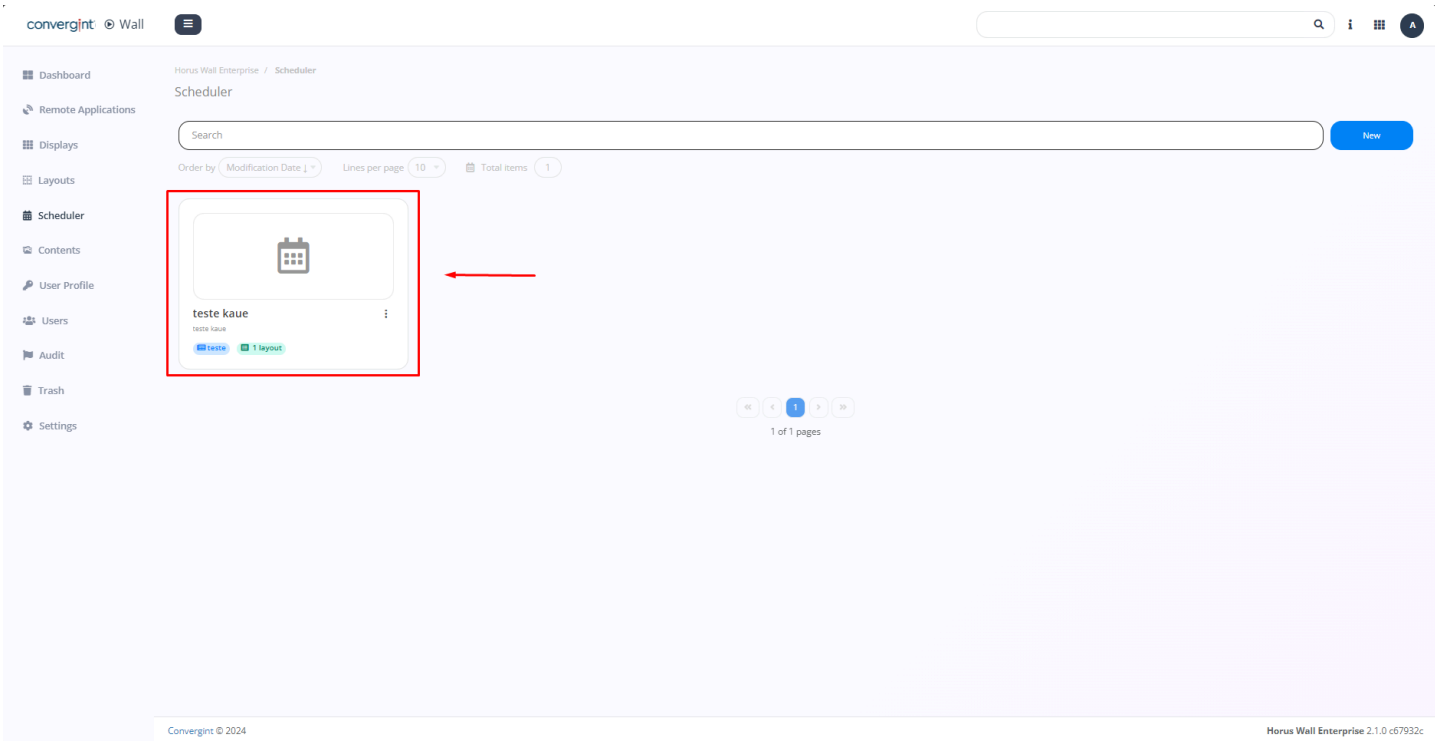
You can add several layouts to Scheduling according to your preference by clicking on "New", then just follow the same steps as described above.



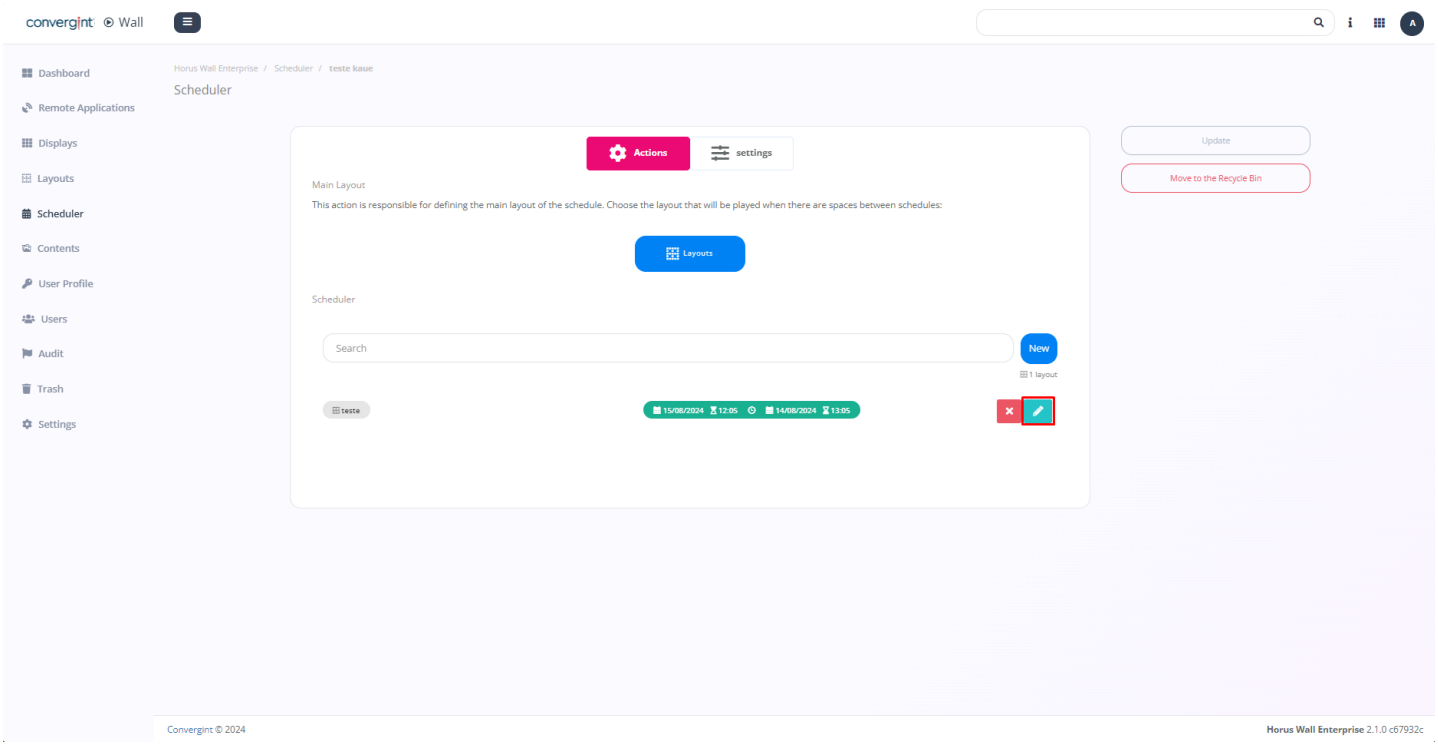
Version: 2.0.1

Change of Scheduling Period

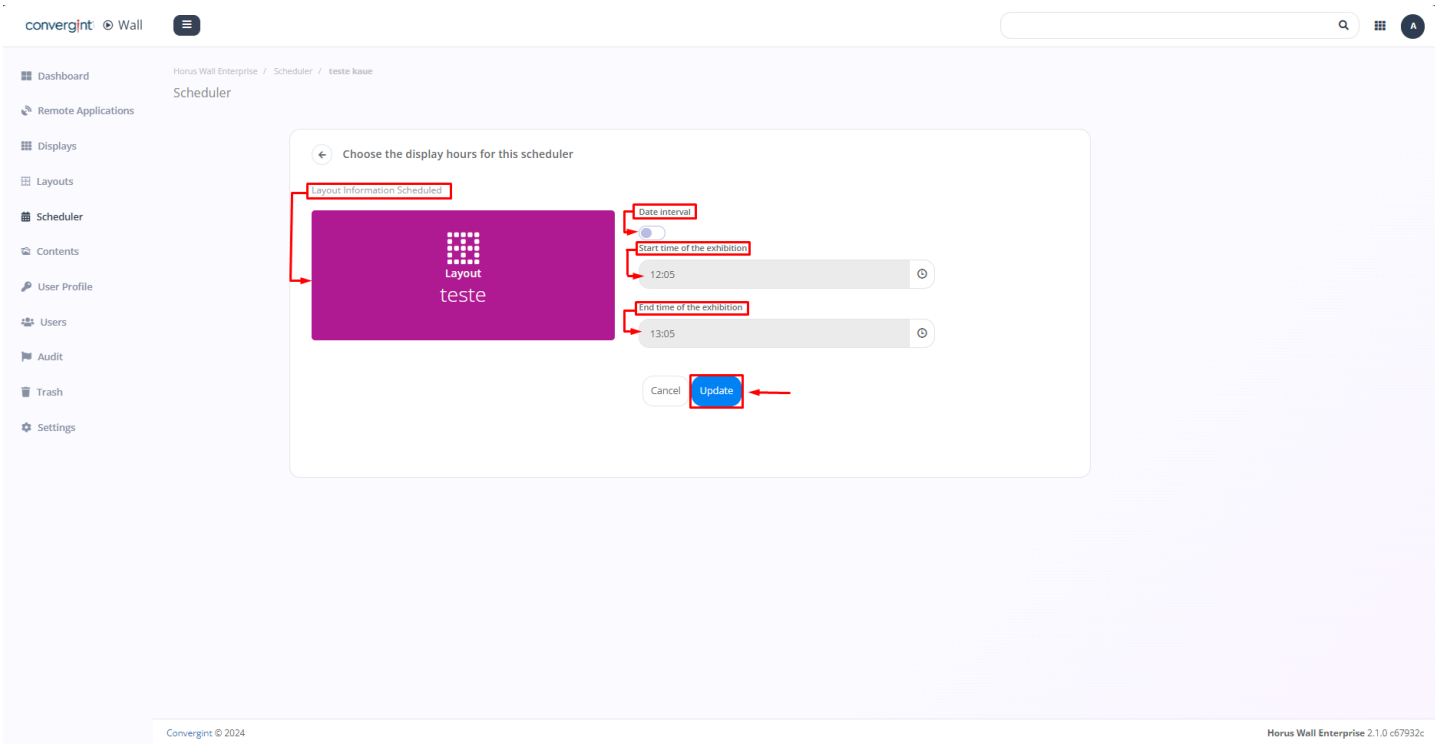
By following the steps previously described, the schedule will be registered. To change the periods of a previously assigned schedule, you need to access a scheduler that was created in advance, where you want to modify the described periods.



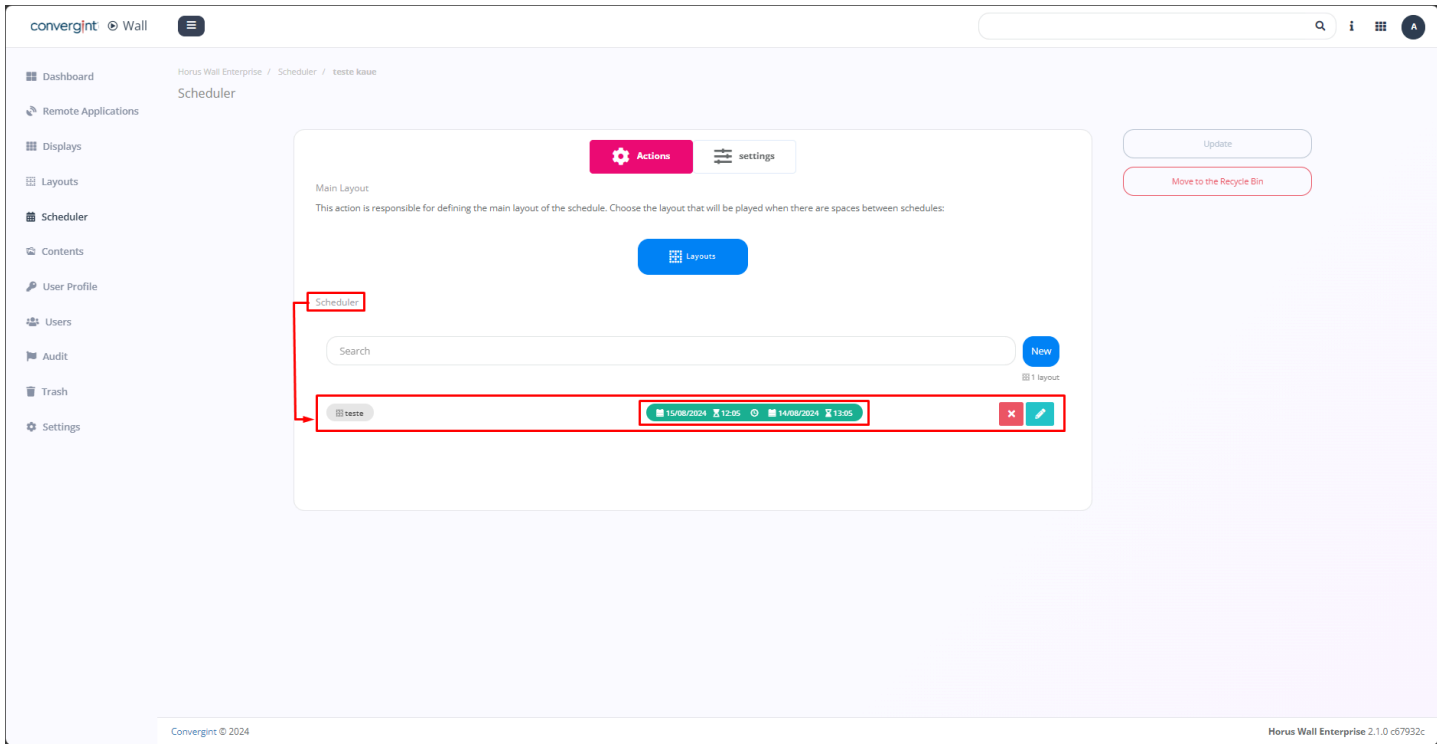
After accessing a scheduler, the system will display the interface for adding campaigns to the scheduler, where you can modify the periods by clicking the button with a pencil icon (highlighted).



Right after clicking the button marked in the image above, the screen will be displayed, offering a variety of templates that can be used to assign or change dates and times for the chosen layout to be displayed (highlighted). After editing, simply click the "Update" button to save the changes made to the display period.



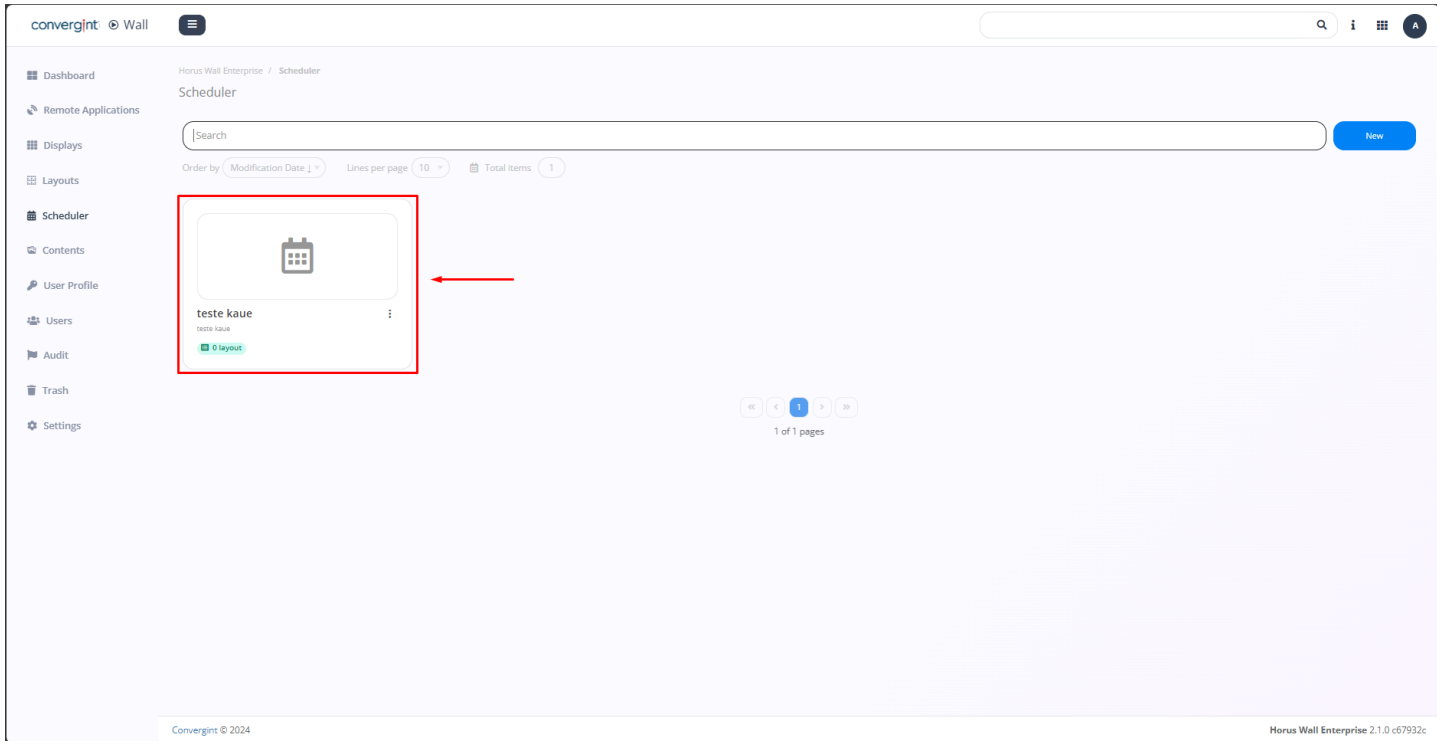
By clicking the "Update" button, the system will recognize the performed update, adding or changing the layout's dates and times.



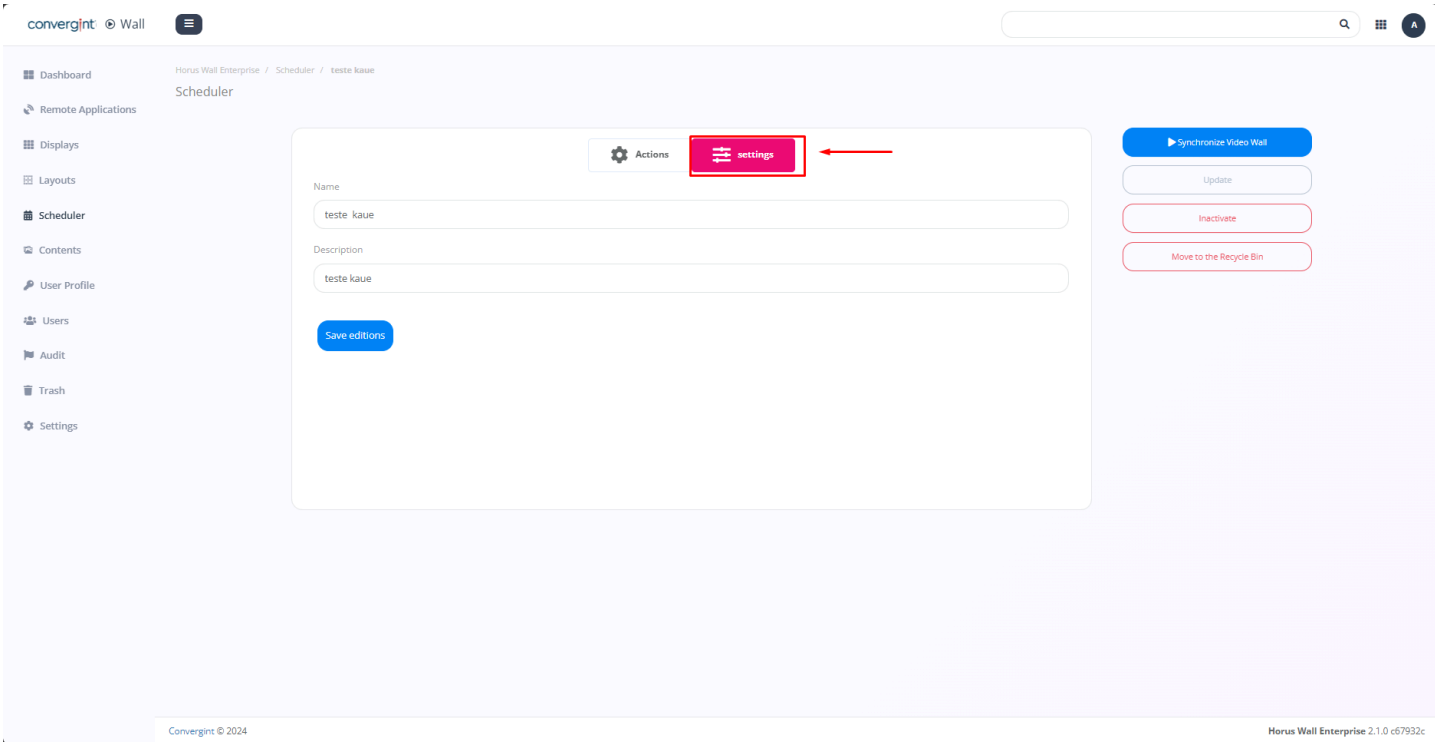
Version: 2.0.1

Change Scheduler Information

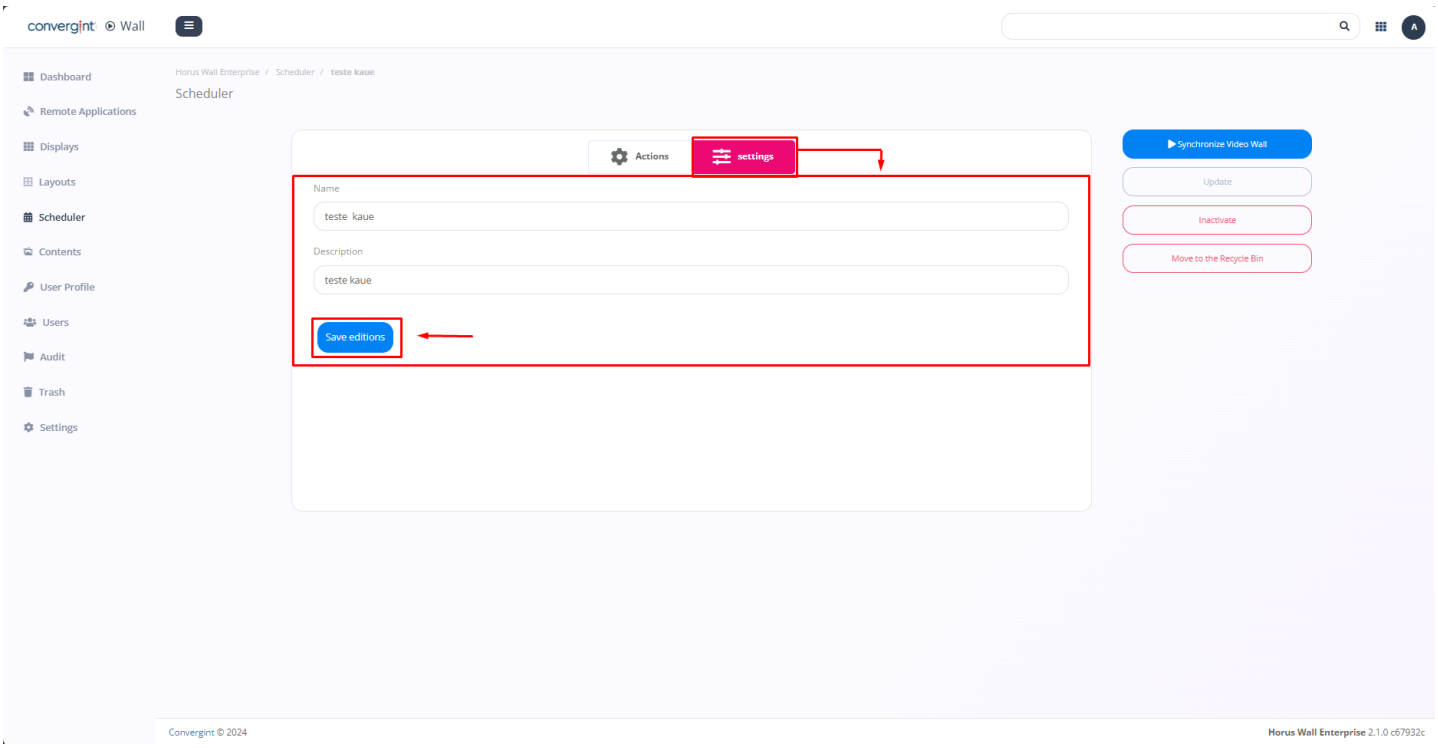
To change the information included in the scheduler, you need to access the "Scheduler" tab and open the previously created scheduler, directed to the entry where you want to modify the data.



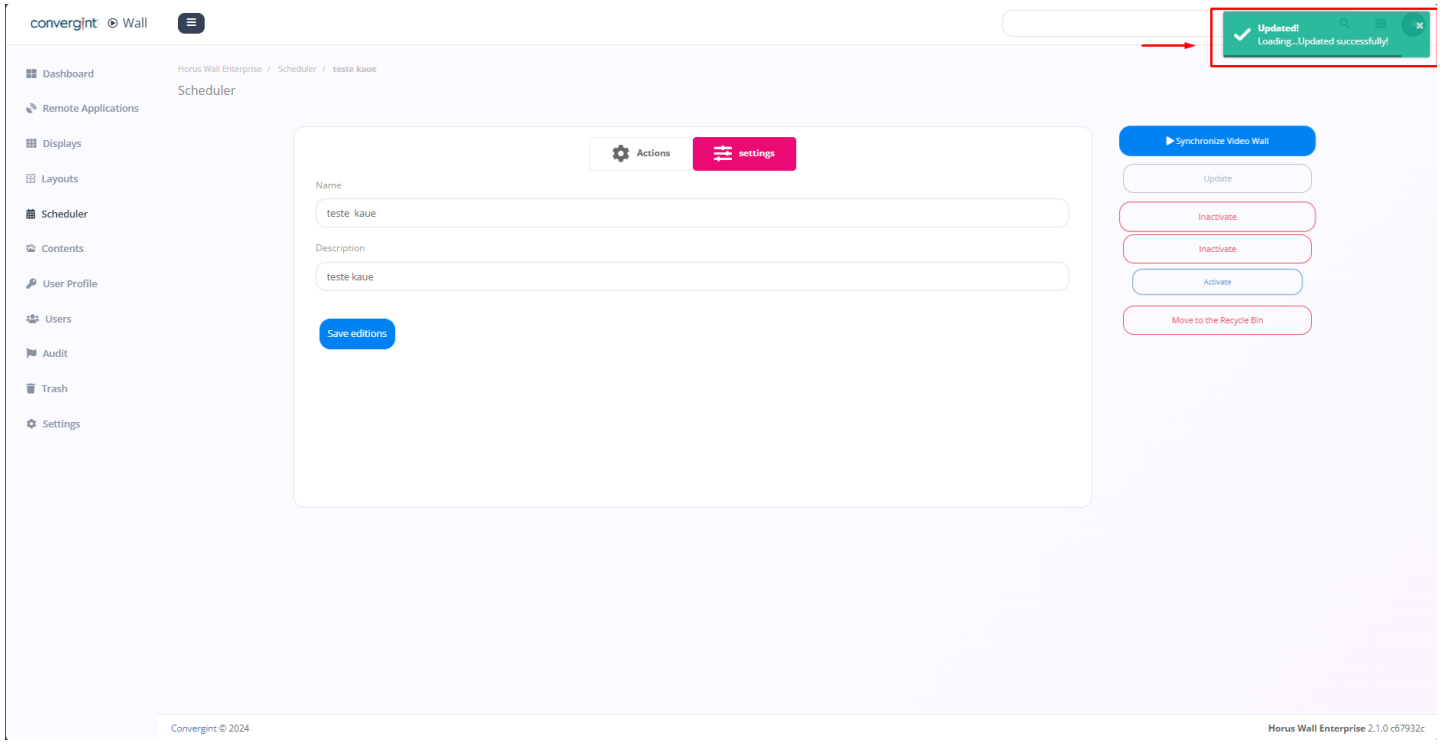
Upon selecting the previously created scheduler, you need to access the section designated as "settings" to be able to modify the previously provided data.



By selecting the section, you need to modify the information previously provided by a specific user. After changing the data according to your preference, click on "Save editions."



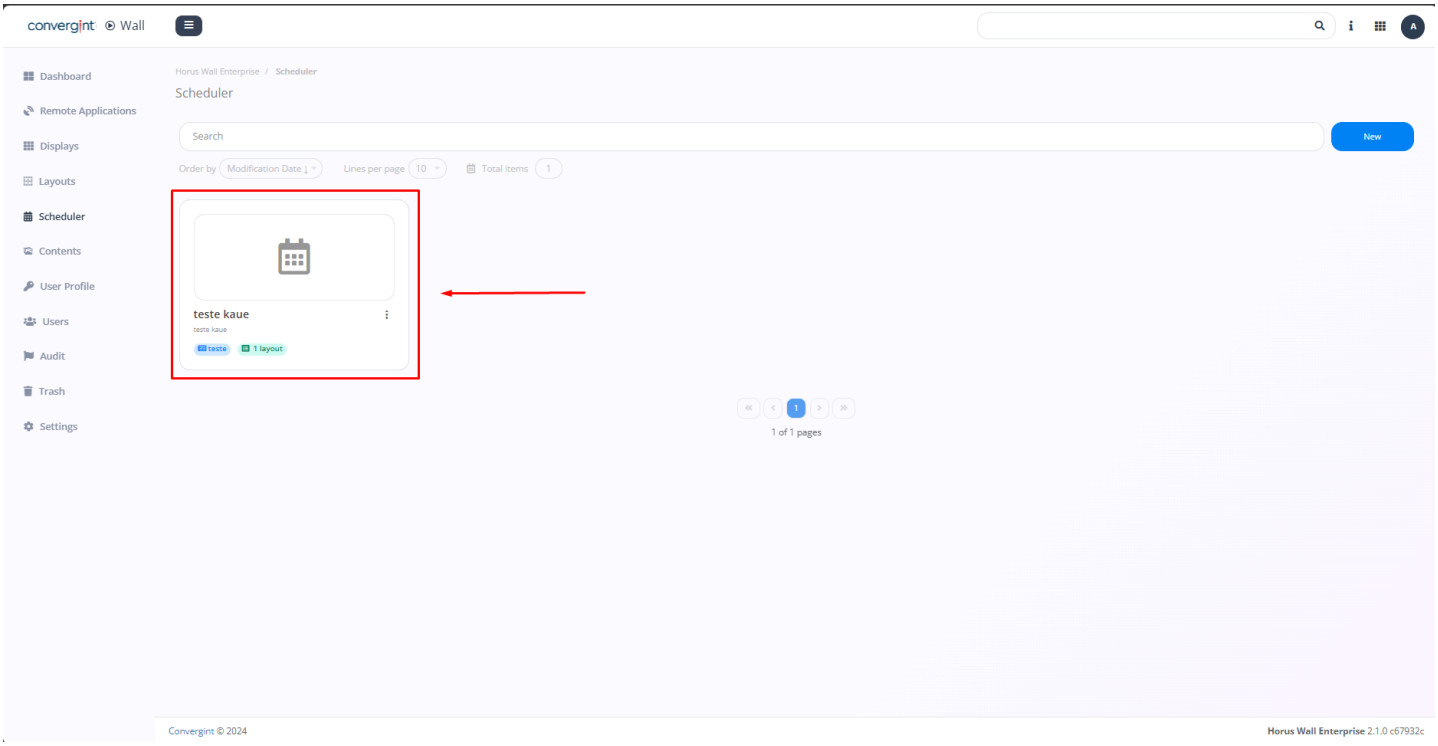
Upon clicking, the changes will be updated (highlighted).


convergint Wall
Updated!
Loading...Updated successfully!
Dashboard
Remote Applications
Displays
Layouts
Scheduler
Contents
User Profile
Users
Audit
Trash
Settings
Horus Wall Enterprise / Scheduler / teste kaue
Scheduler
Actions
settings
Name
teste kaue
Description
teste kaue
Save editions
Synchronize Video Wall
Update
Inactivate
Inactivate
Activate
Move to the Recycle Bin
Convergint © 2024
Horus Wall Enterprise 2.1.0 c67932c

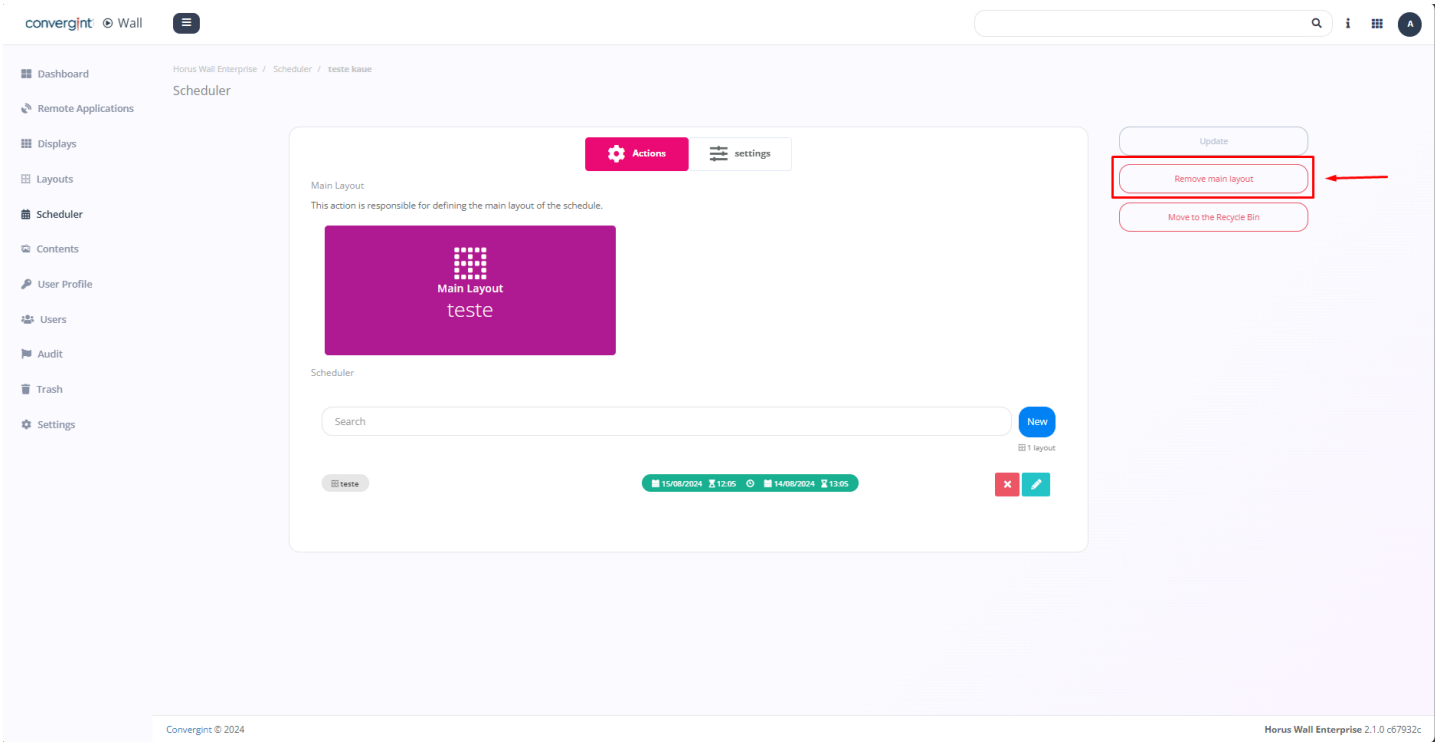
Version: 2.0.1

Removing a Main Layout

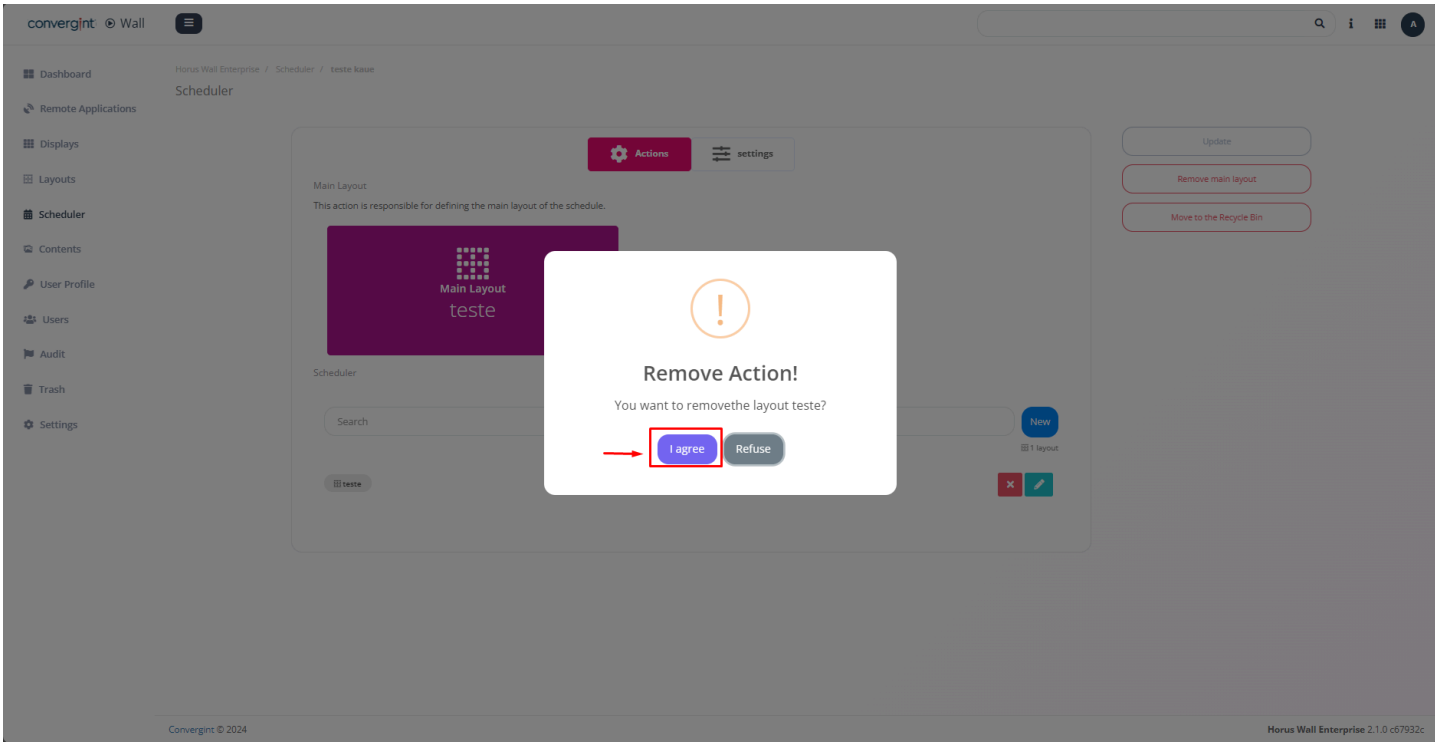
By following the steps described above, the schedule will be registered. To remove a main layout, you need to access a previously created schedule that you want to remove the layout from.



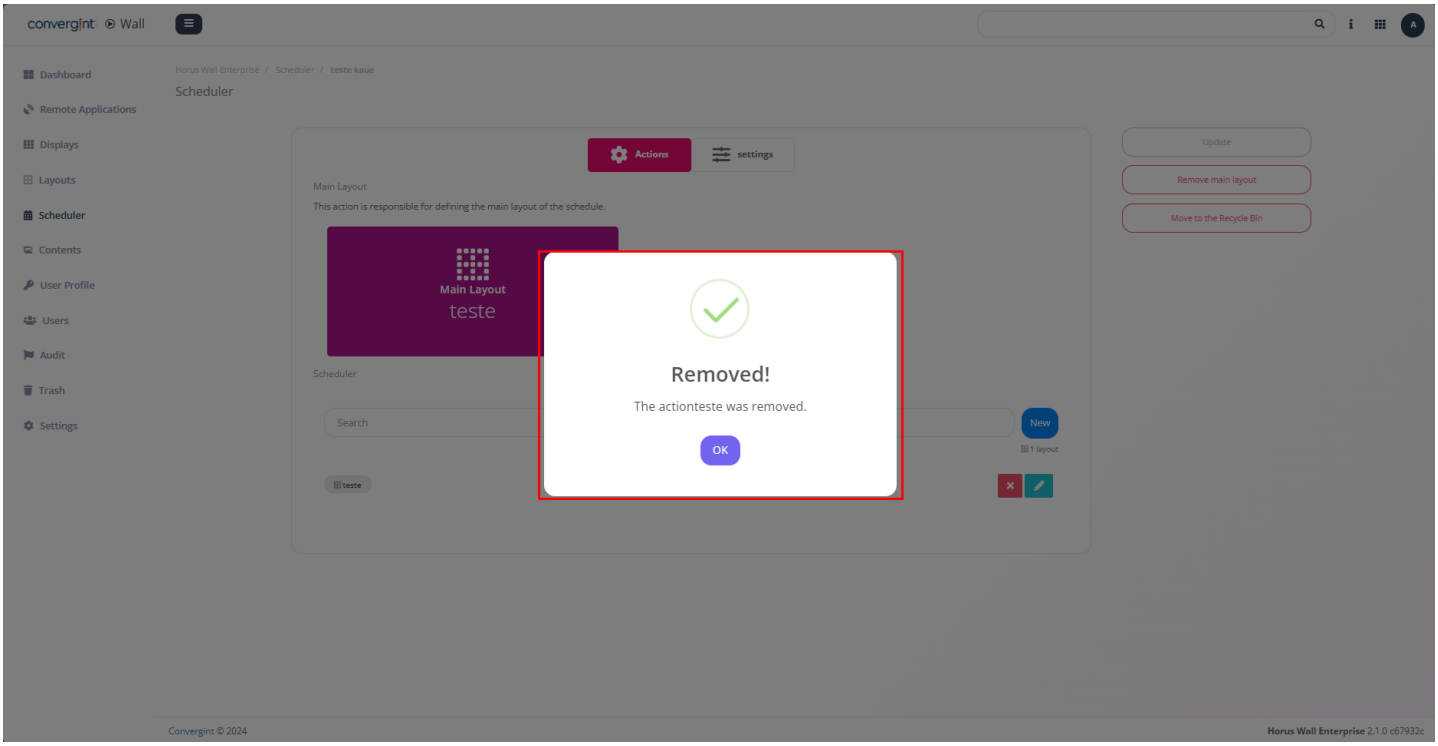
Upon accessing it, the system will display the scheduler interface, where you can remove the main layout by clicking "Remove Main Layout."



Upon selecting the option, a pop-up will appear requesting confirmation before proceeding with the corresponding action (highlighted). Then, click "I agree" to remove the main layout.



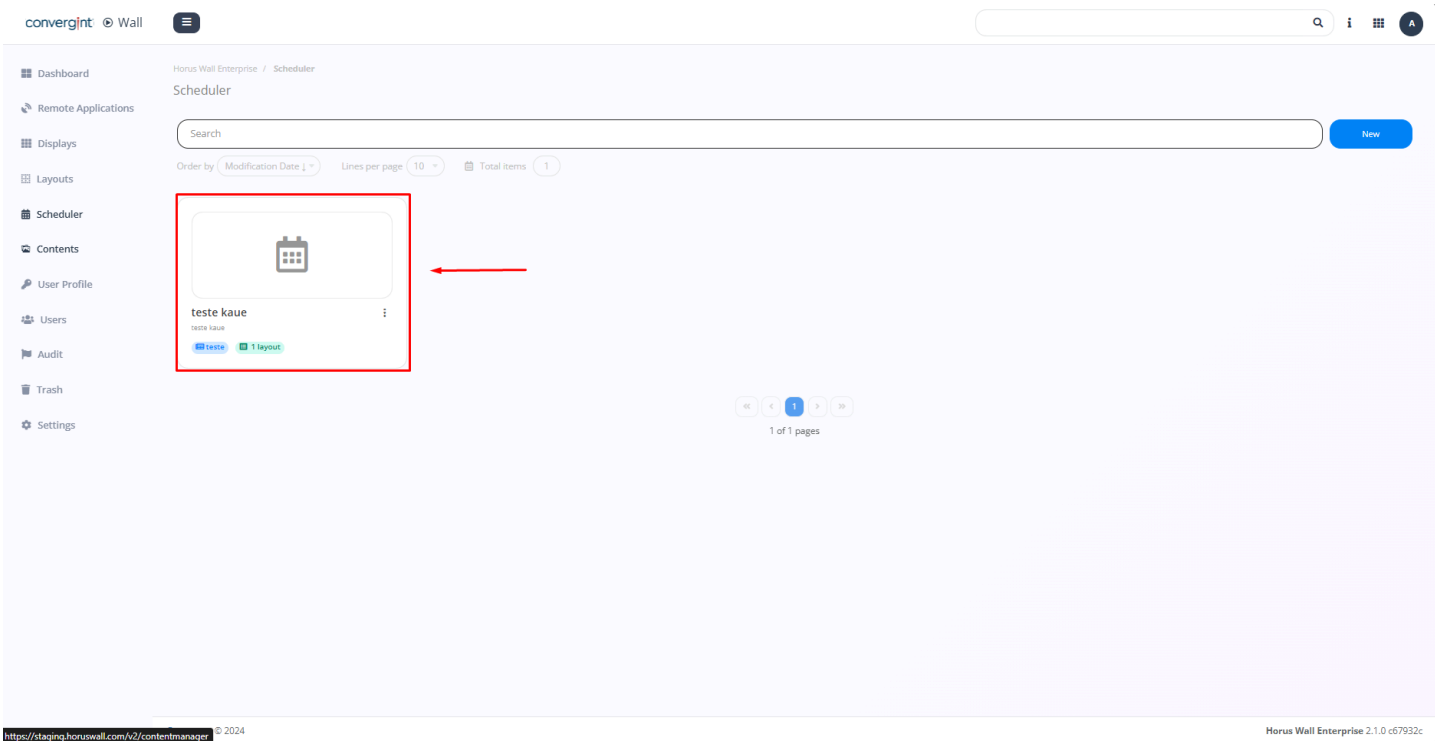
Upon clicking "I agree," the main layout will be removed (highlighted).


convergint Wall
Dashboard
Remote Applications
Displays
Layouts
Scheduler
Contents
User Profile
Users
Audit
Trash
Settings
Horus Wall Enterprise / Scheduler / teste kaue
Scheduler
Actions
settings
Main Layout
This action is responsible for defining the main layout of the schedule.
Main Layout
teste
Scheduler
Search
New
1 layout
teste
Update
Remove main layout
Move to the Recycle Bin
Removed!
The actionteste was removed.
OK
Convergint © 2024
Horus Wall Enterprise 2.1.0 c67932c

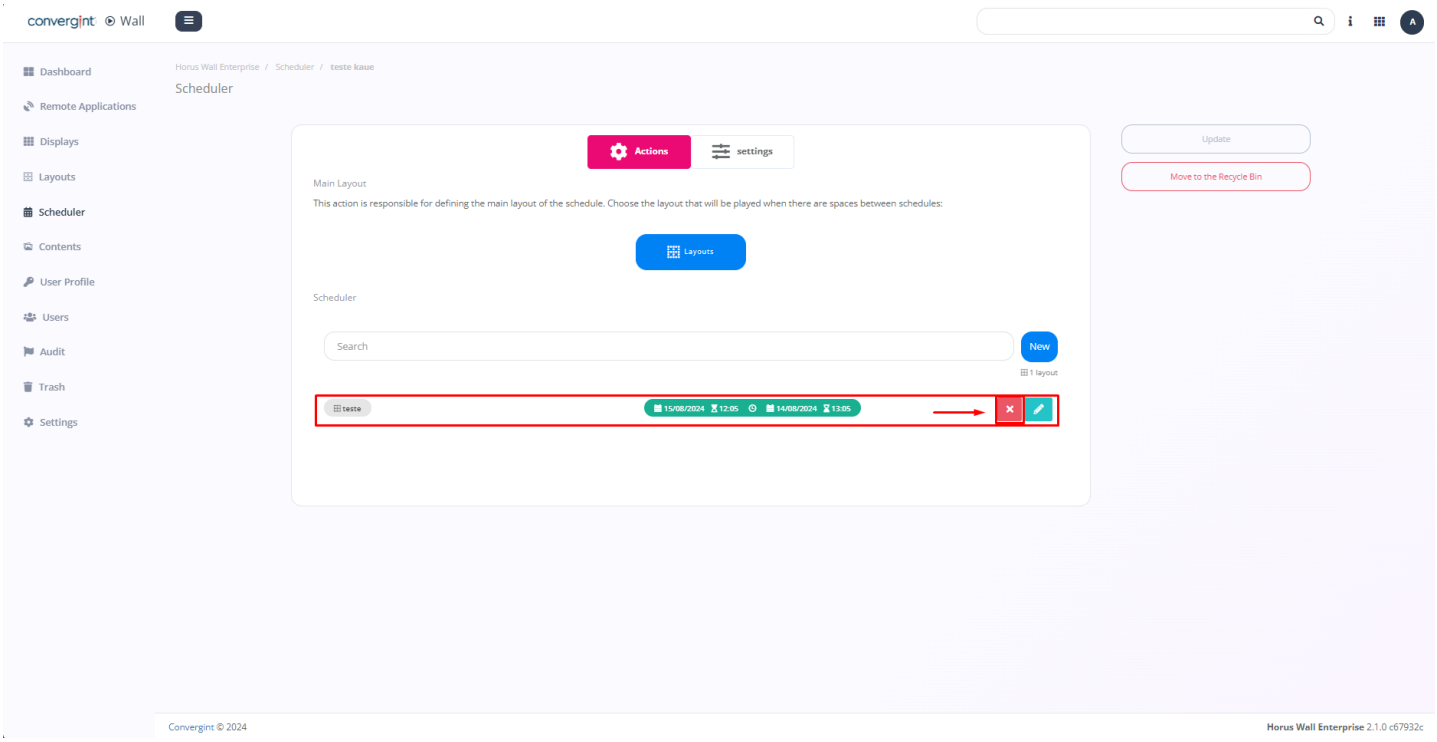
Version: 2.0.1

Removing a Layout From the Schedule

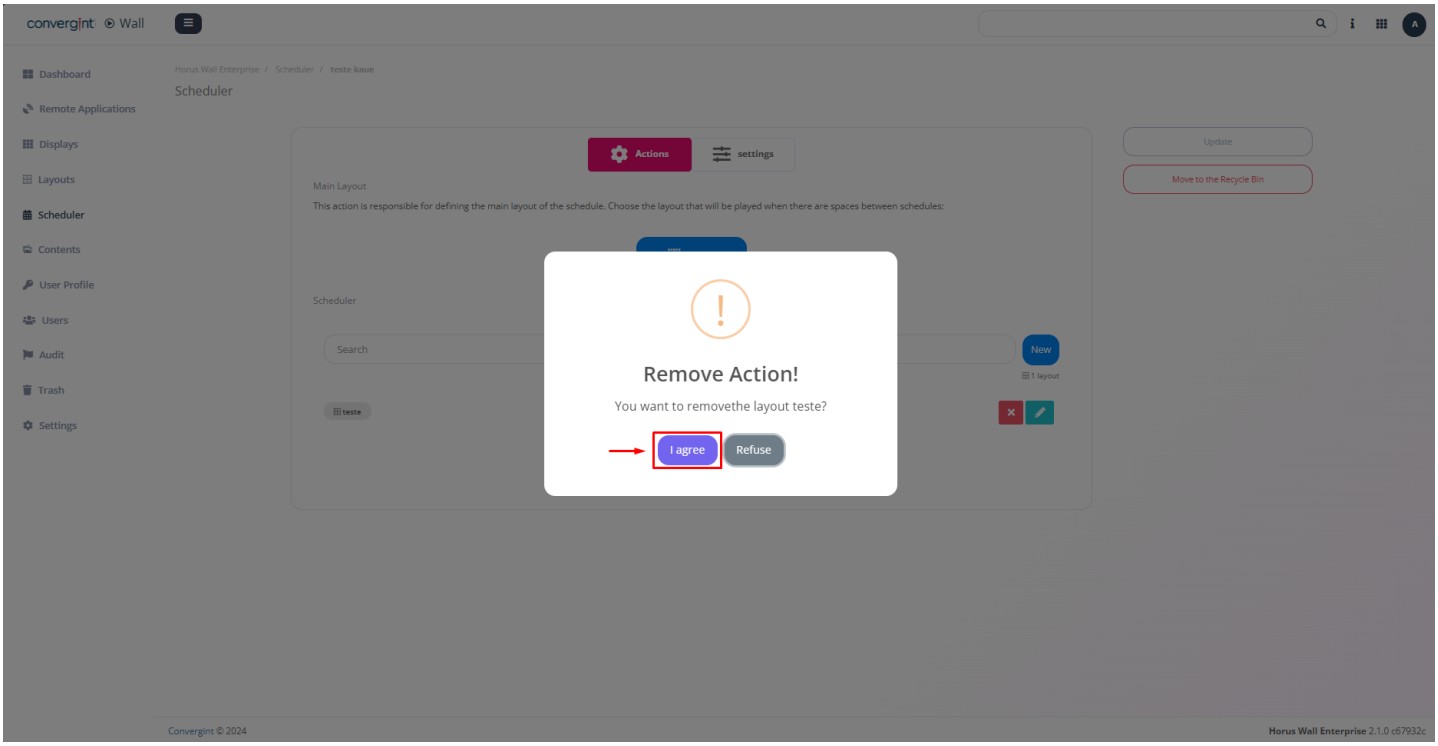
By following the previously described steps, the schedule will be registered. To remove a layout from the schedule, you need to access a previously created schedule where you want to remove the associated layout.



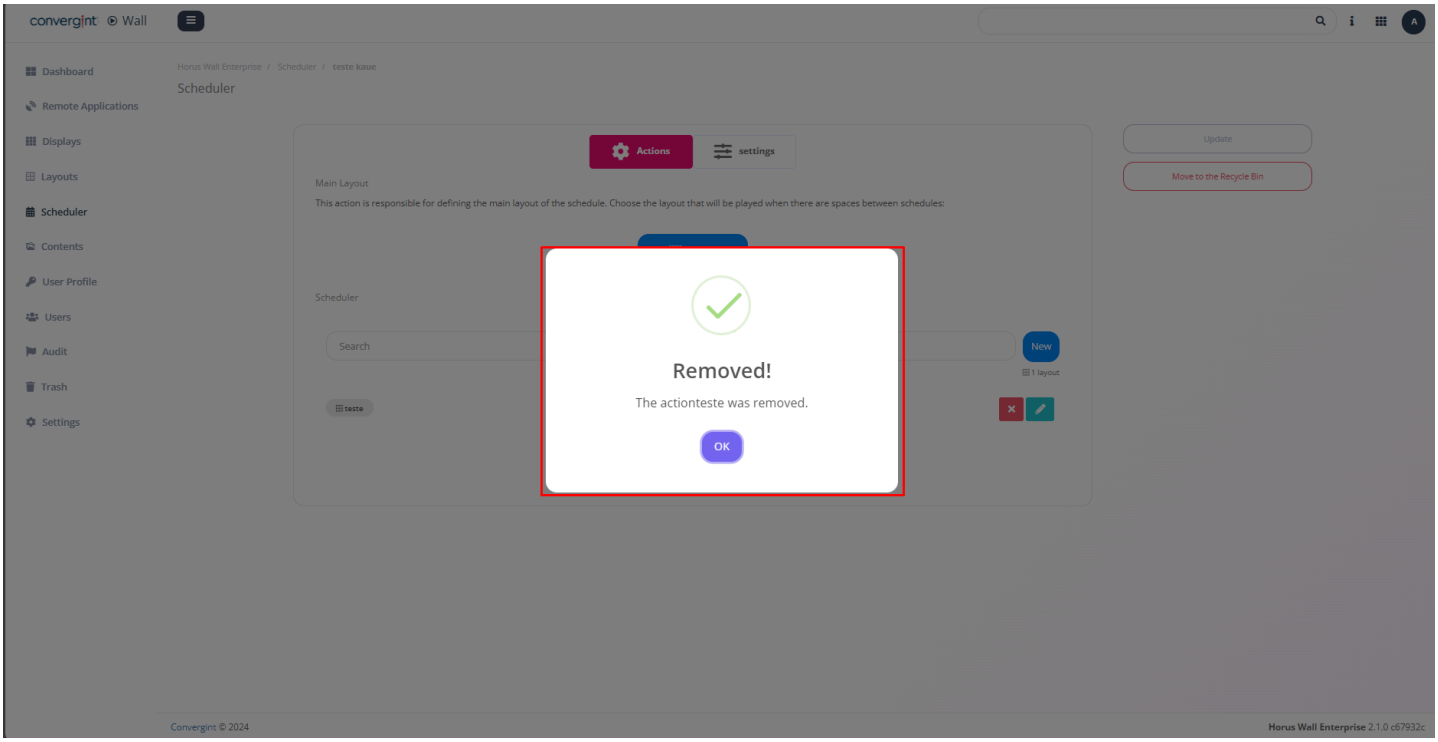
Upon accessing it, the system will display the scheduler interface, where you can remove the layout from the schedule by clicking the remove icon (highlighted).



By selecting the option, a pop-up will appear requesting confirmation before proceeding with the removal of the layout from the schedule. Then, click "I agree" to complete the removal.



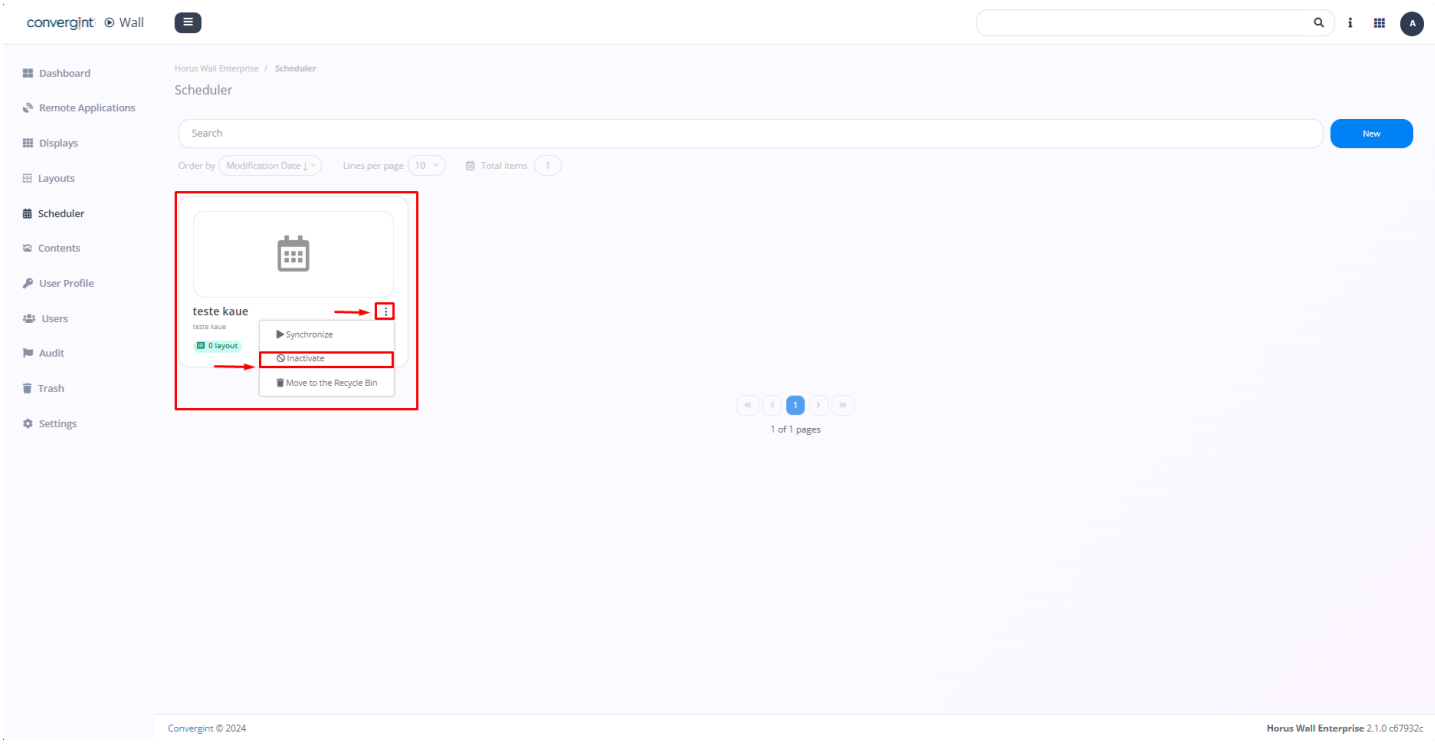
Upon clicking "I agree," the layout will be removed (highlighted).


convergint Wall
Dashboard
Remote Applications
Displays
Layouts
Scheduler
Contents
User Profile
Users
Audit
Trash
Settings
Horus Wall Enterprise / Scheduler / teste kaue
Scheduler
Actions
settings
Main Layout
This action is responsible for defining the main layout of the schedule. Choose the layout that will be played when there are spaces between schedules:
Update
Move to the Recycle Bin
Scheduler
Search
New
1 layout
teste
Removed!
The actionteste was removed.
OK
Convergint © 2024
Horus Wall Enterprise 2.1.0 c67932c

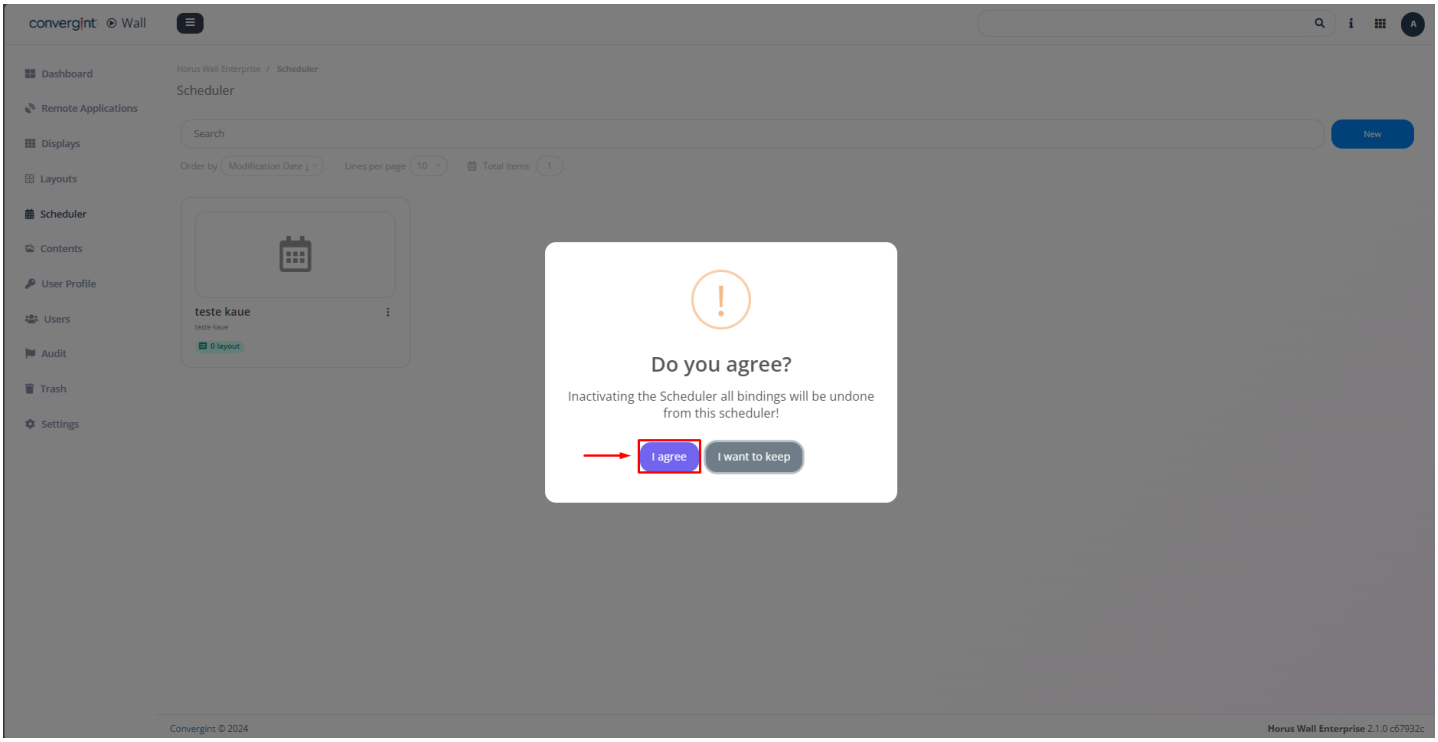
Version: 2.0.1

Scheduler Inactivation

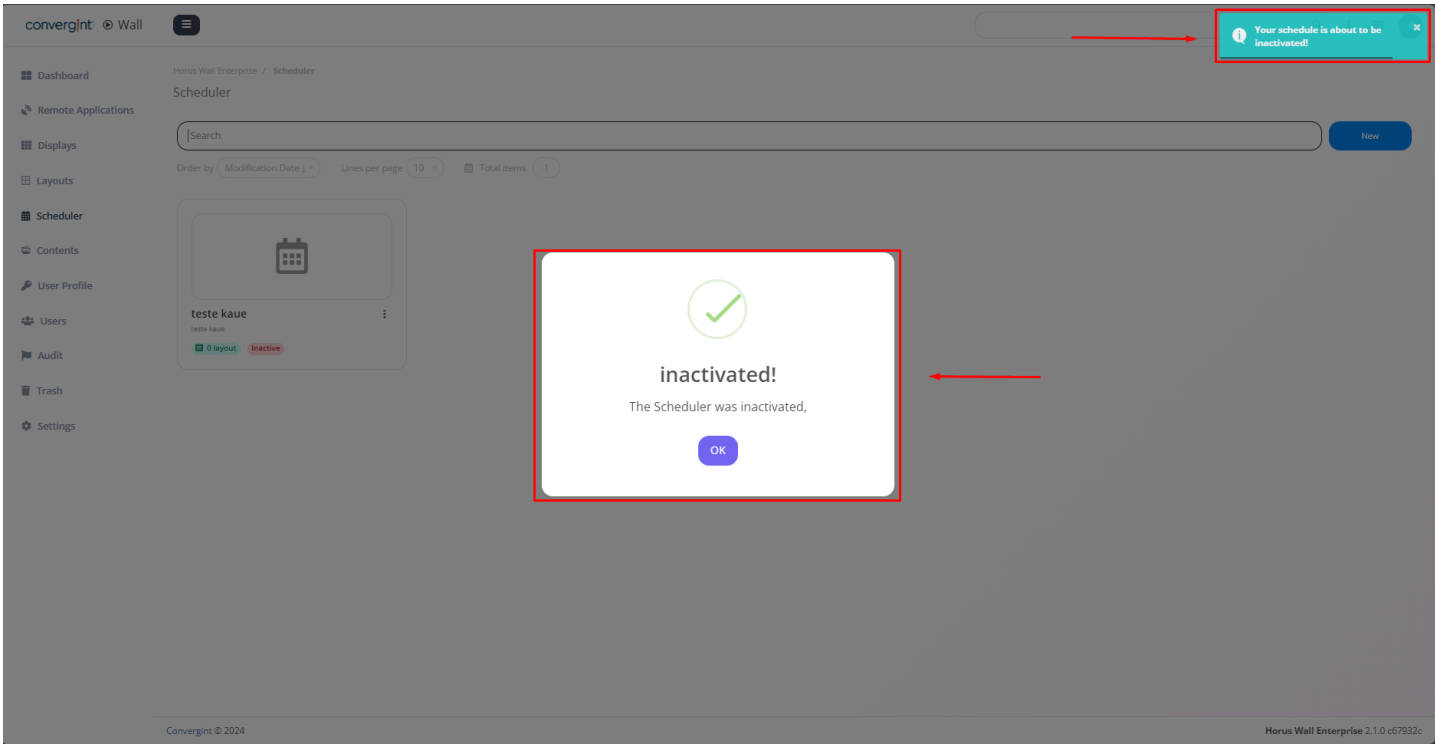
To deactivate the scheduler, you need to access the "Scheduler" tab and click on the three dots next to the scheduler you want to deactivate (highlighted). Then, click on "Inactivate."



Upon selecting the option, a pop-up will appear requesting confirmation before proceeding with the deactivation of the scheduler. Then, click "I agree."



Upon clicking "I agree," the scheduler will be deactivated (highlighted).

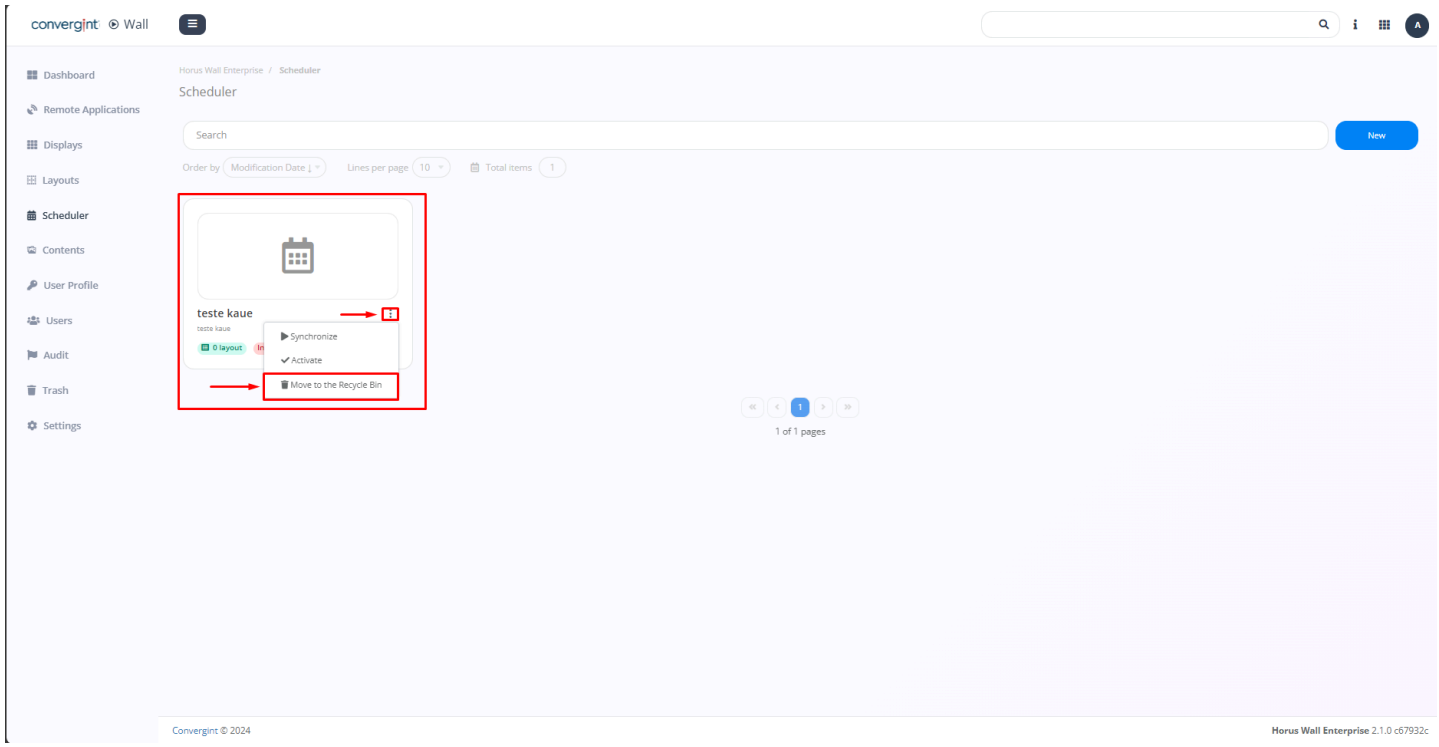


Note: If you wish to activate the scheduler, simply follow the same procedure as done previously.

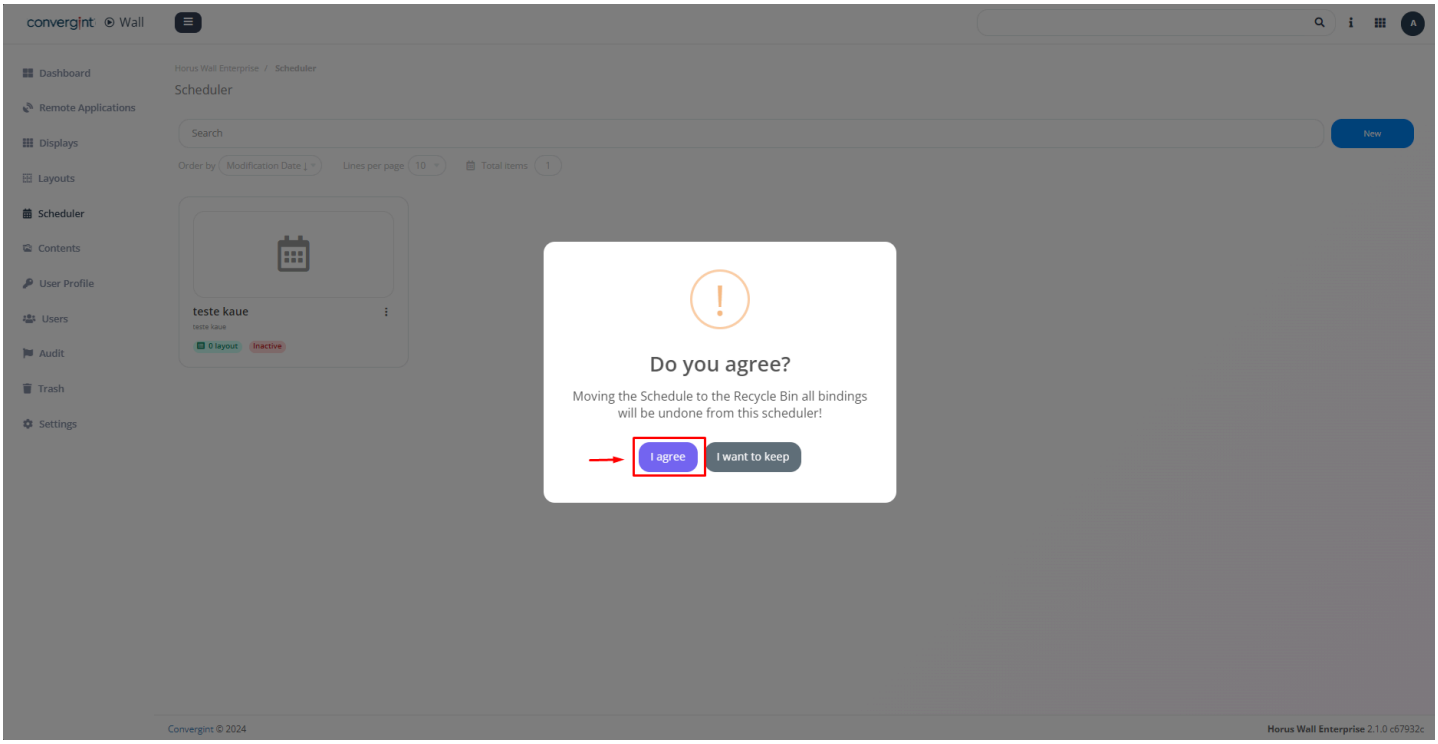
Version: 2.0.1

Scheduler Removal

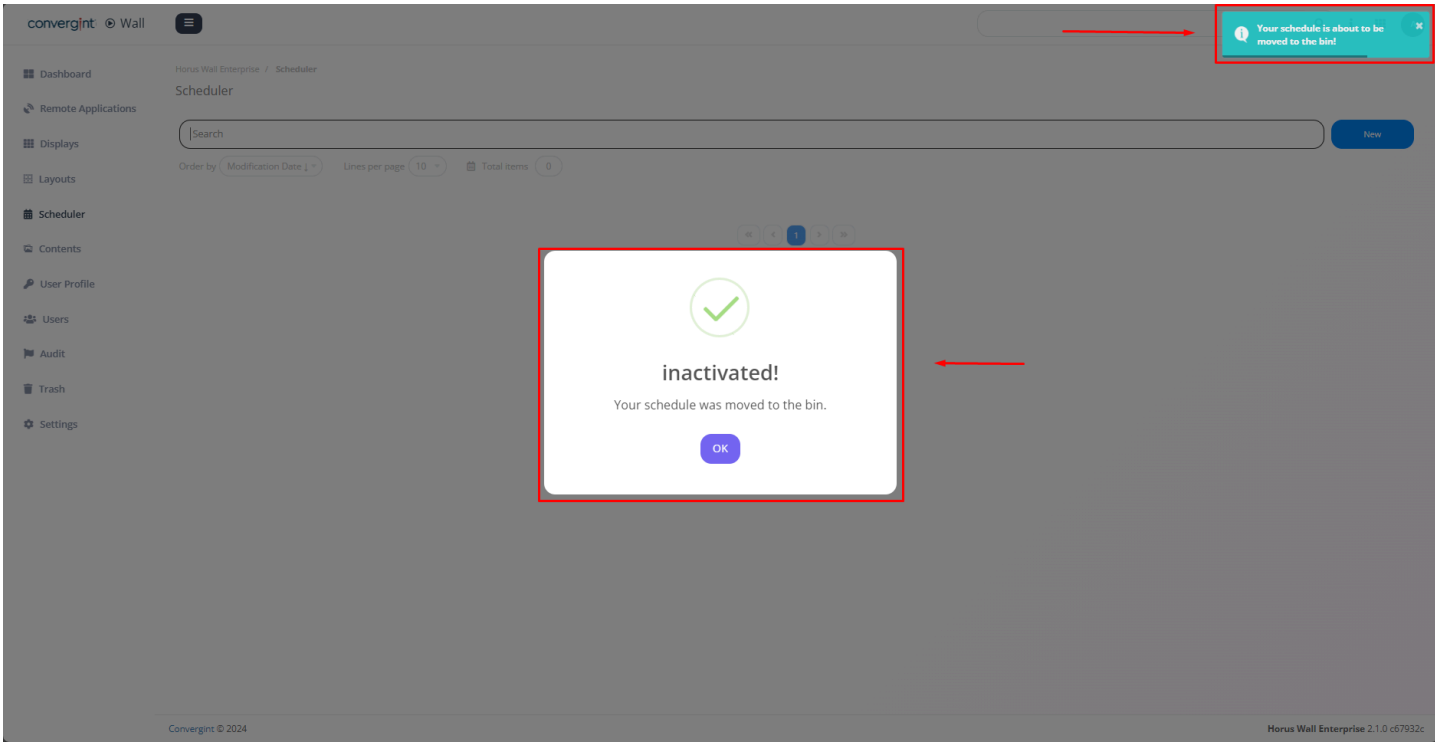
To remove the scheduler, you need to go to the "Scheduler" tab and click on the three dots, directed to the Scheduler you want to remove (highlighted), then click on "Move to the Recycle Bin."



By selecting the option, a pop-up will appear asking you to confirm before proceeding with the removal of the scheduler (highlighted). Then click on "I agree."



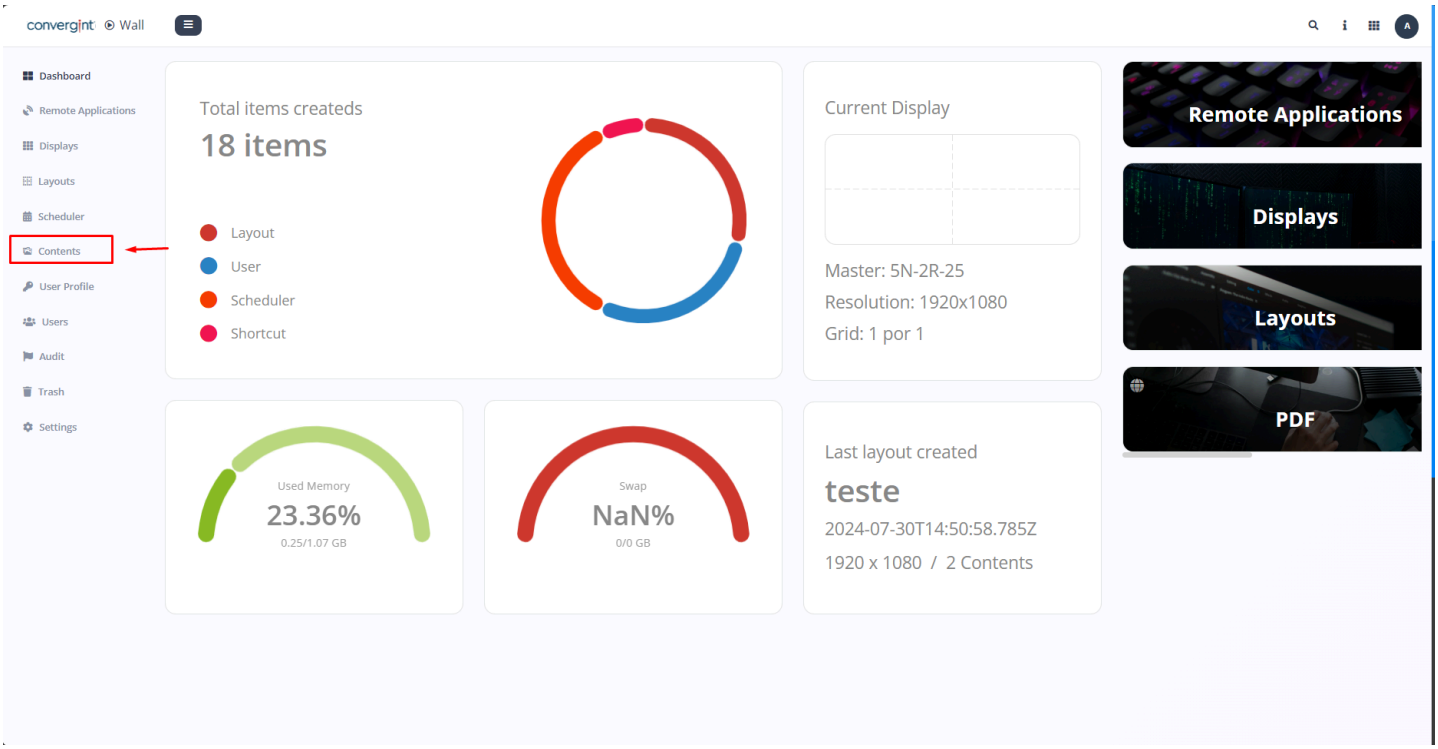
By clicking "I agree," the scheduler will be removed.



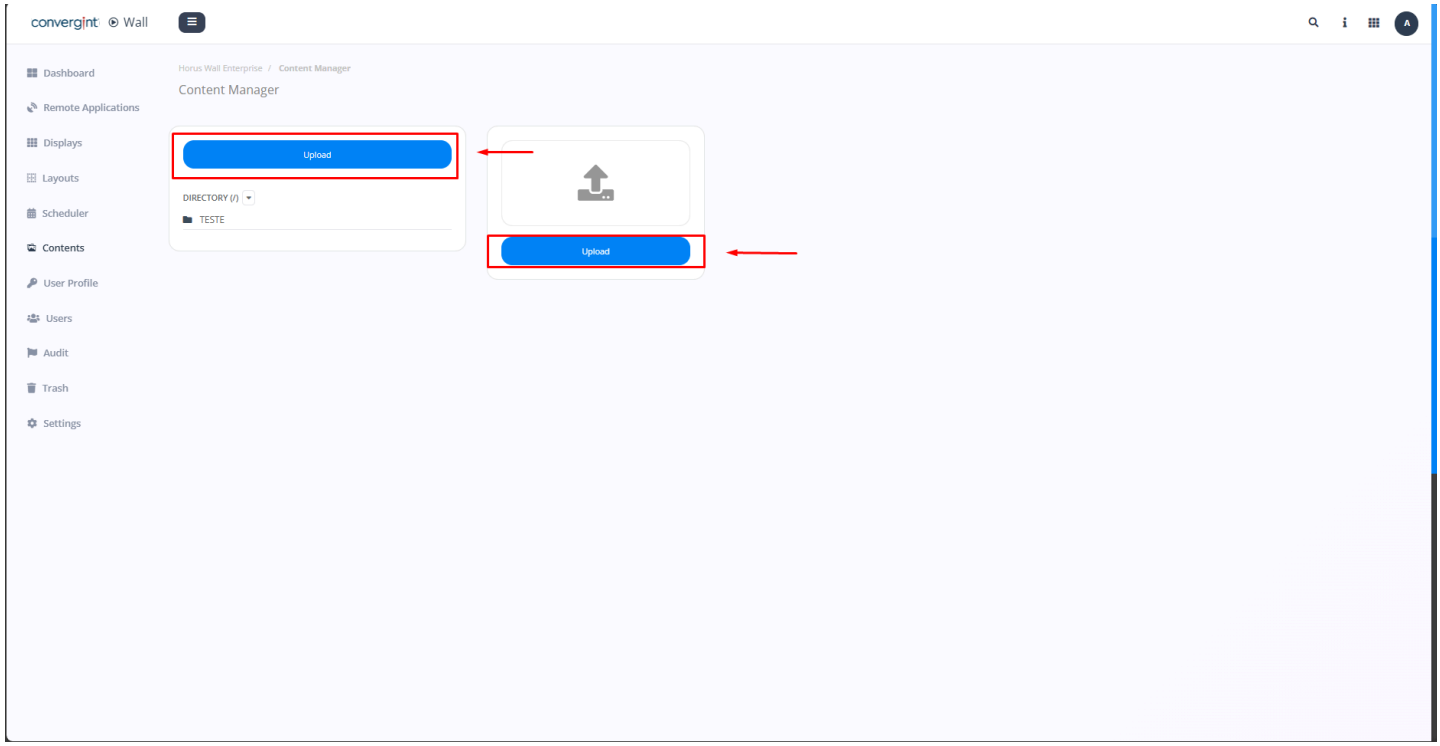
Version: 2.0.1

Uploading Files

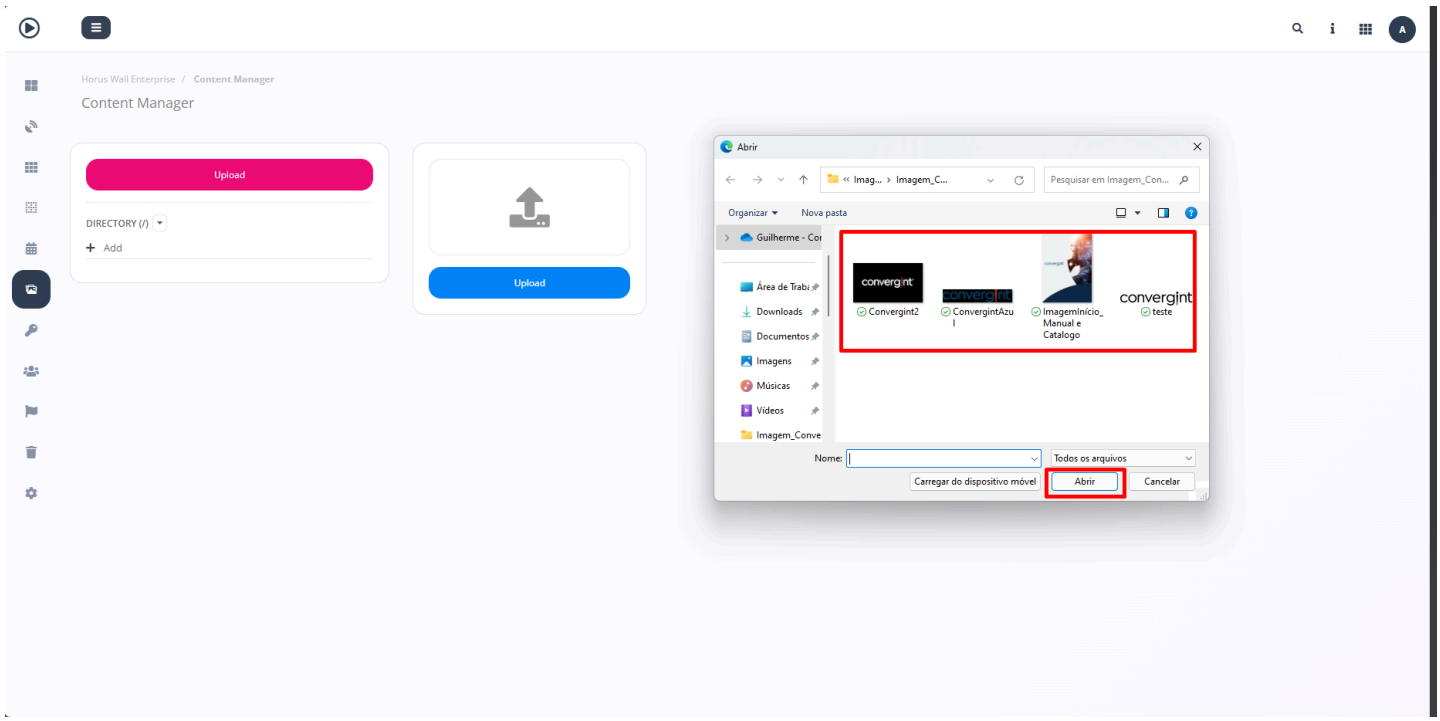
The first step in uploading a file is to access the "Contents" tab. This function allows you to manage media files such as images, videos, PDFs and more, making it easier to include content in the layout or in remote applications.



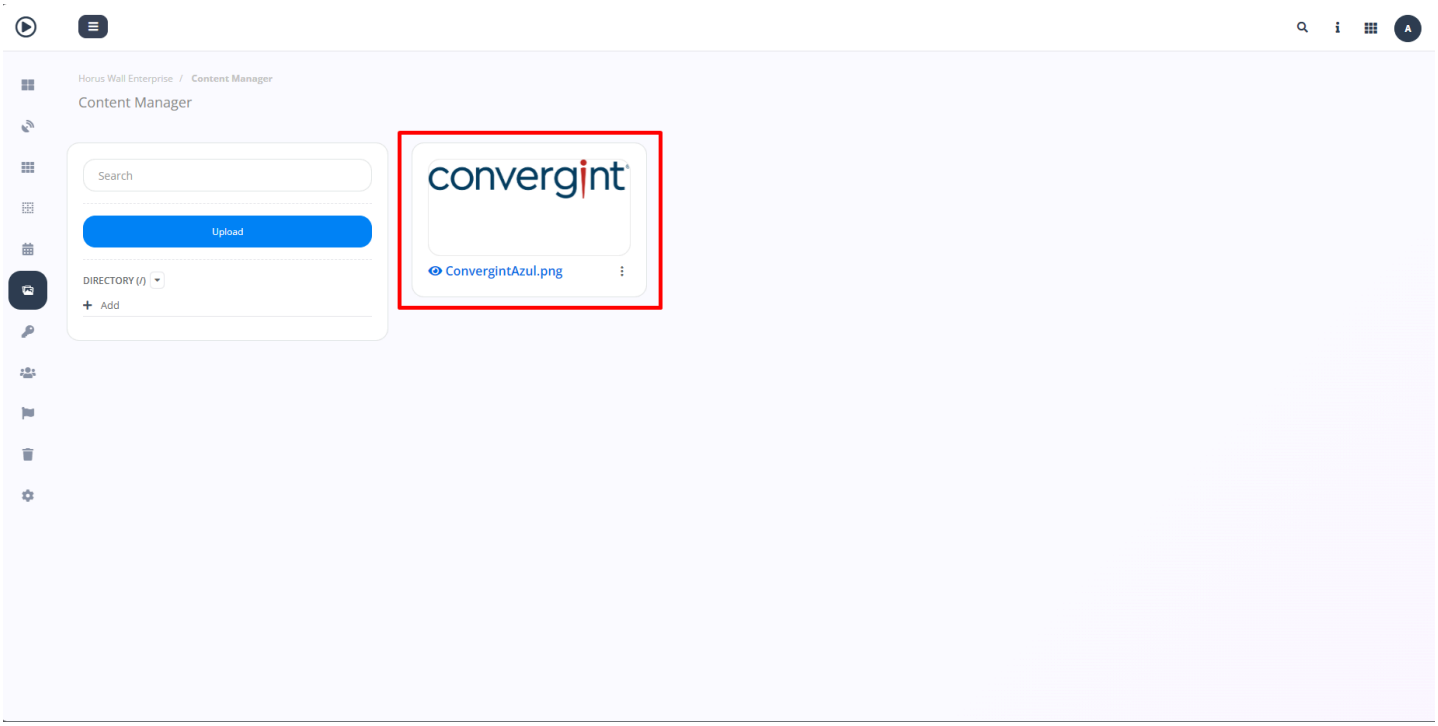
After accessing the "Contents" tab, the system will open the screen, where we will first define by clicking on "Upload." Both options below are valid for uploading a file, depending on your preference.



When you click on the Upload button, you will need to select a media file from your computer's file storage, then click on "Open" (highlighted). This will transfer the file to Horus Wall Enterprise.



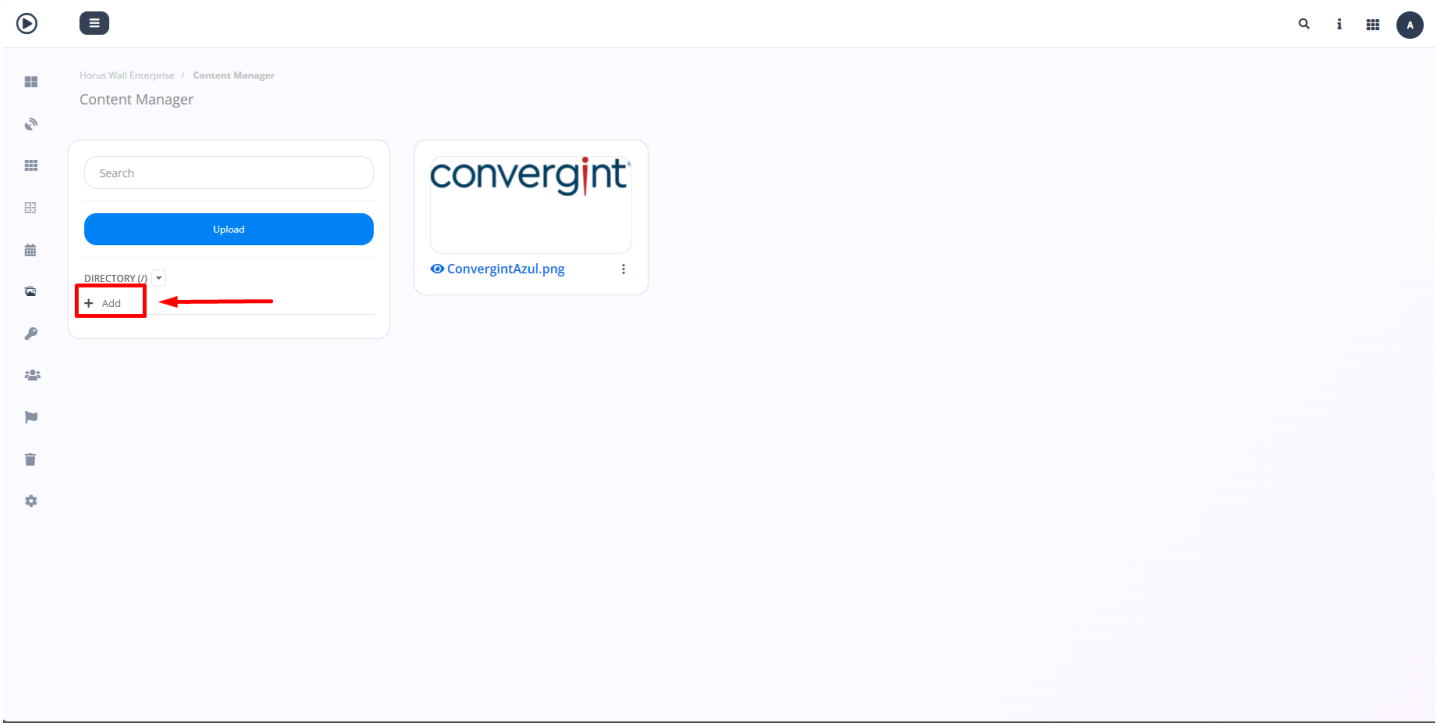
Then the file you selected will be added to the contents (highlighted).


Horus Wall Enterprise / Content Manager
Content Manager
Search
Upload
DIRECTORY (/)
Add
convergint
ConvergintAzul.png

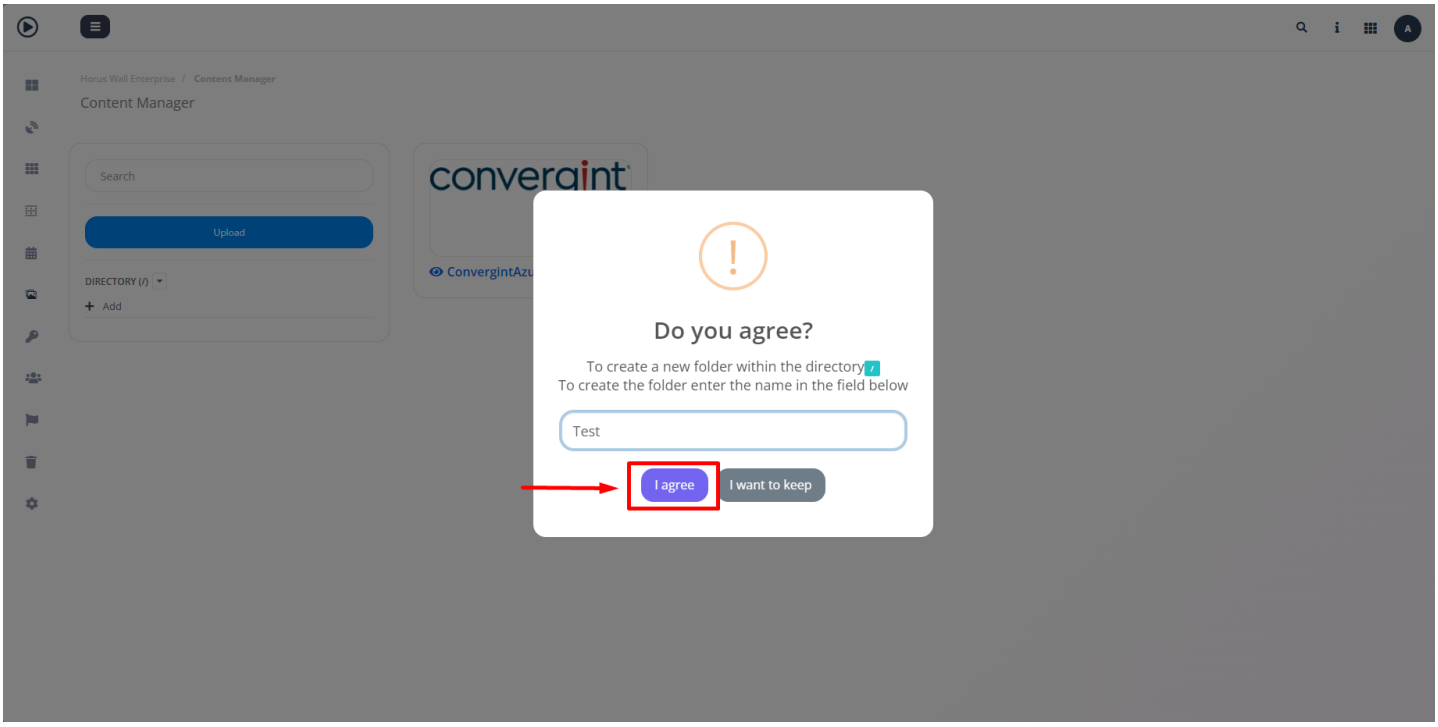
Version: 2.0.1

Creating and Adding Files to the Directory

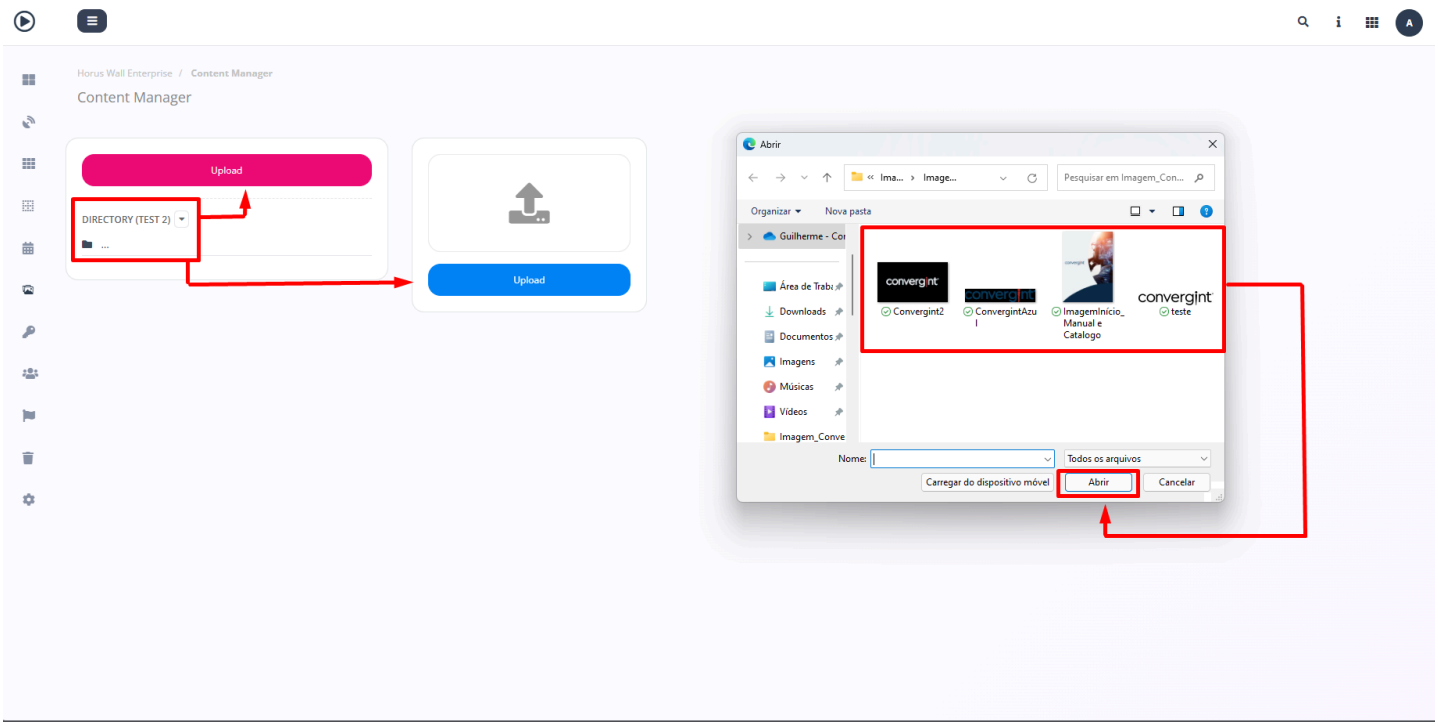
By following the steps described above, the file will be transferred. To create a directory in Horus Wall Enterprise, click on "+Add" in the "Contents" tab. This feature allows you to store the transferred file in a specific location, making it easier to organize and subsequently add files to the slides, which will be inside the directory.



After clicking on "+Add", marked in the image above, a pop-up will appear asking you to enter a name for the directory so that it can be created. Once you have entered a name, click "I agree" to confirm.



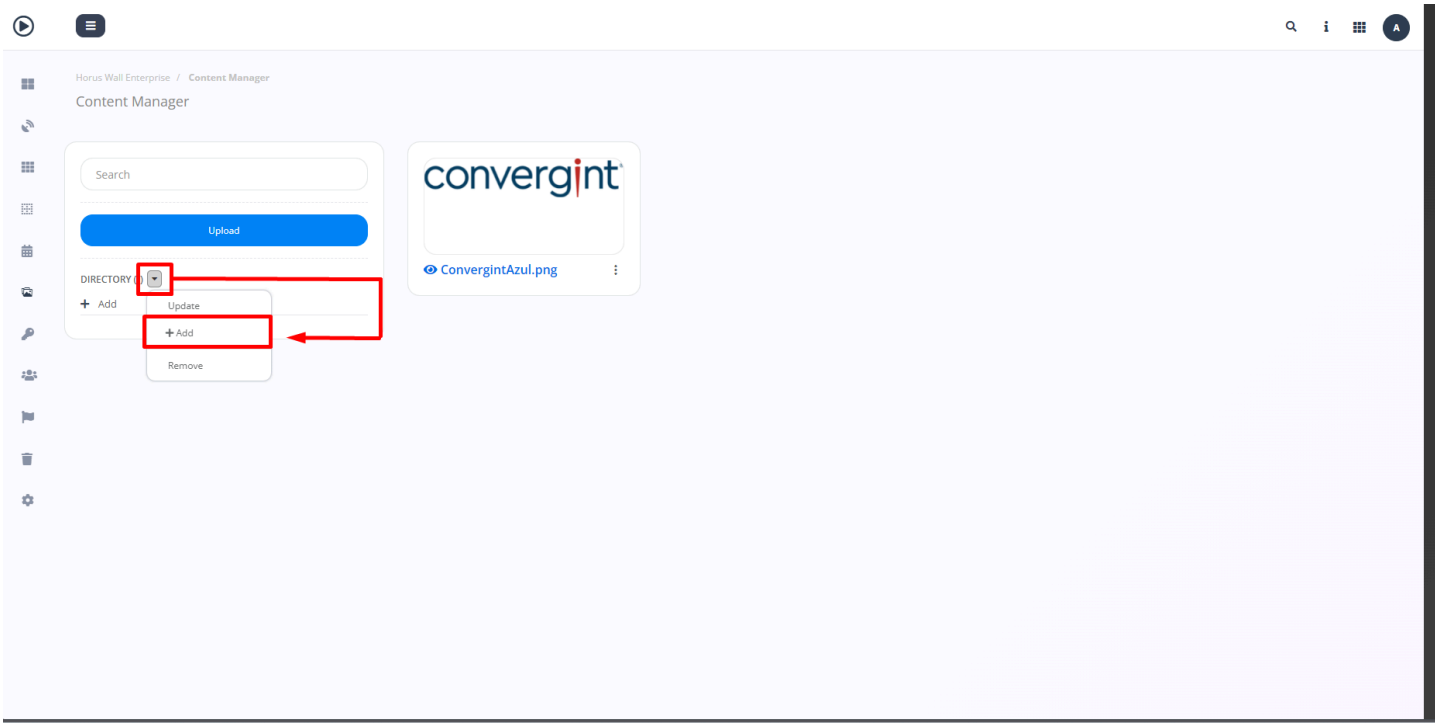
Following the previous step, the directory will be created. To add files to this directory, you will need to access the previously created directory and upload the desired file (highlighted).



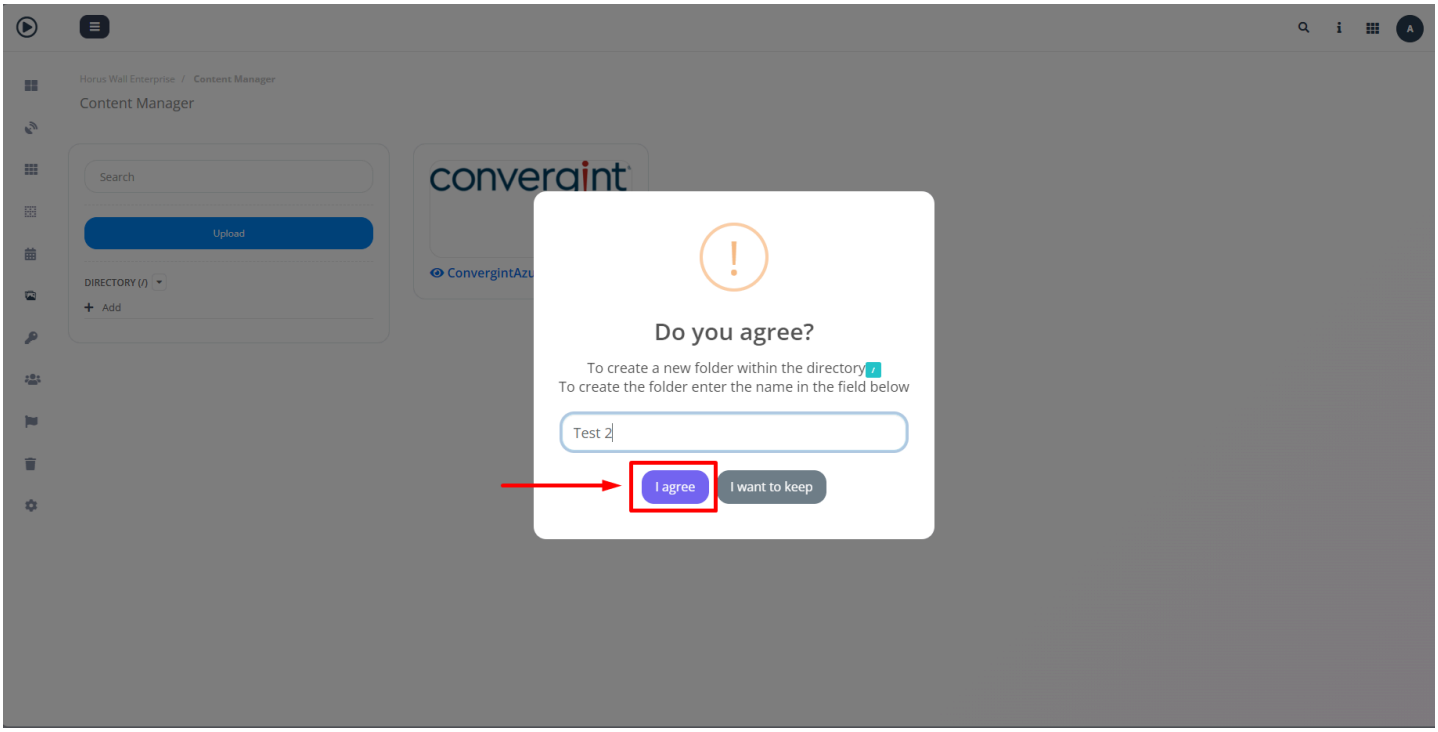
Version: 2.0.1

Adding Directories Inside Other Directories

By following the steps described above, the directory will be created. To add directories within other directories, go to the desired directory and click on the more options button. Then click on "+Add" to create the new directory.



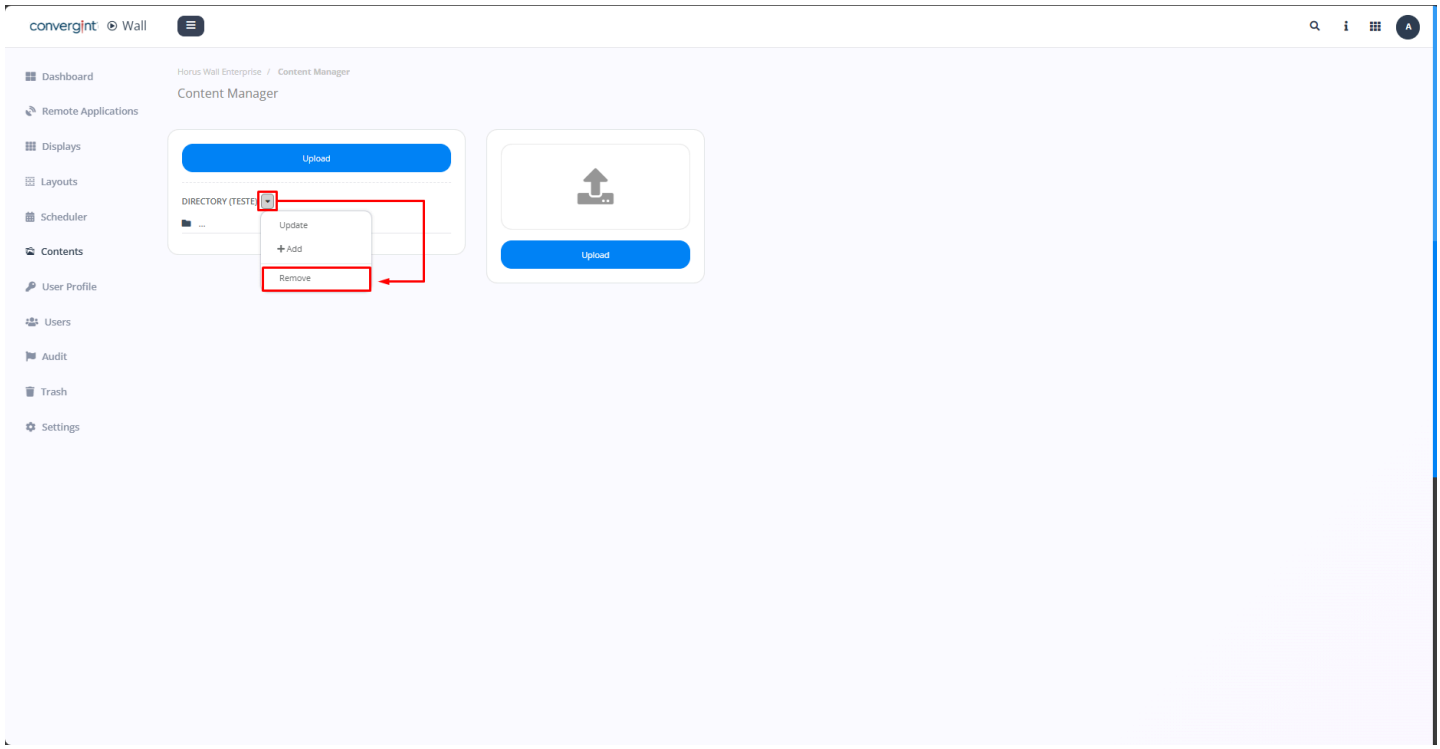
When you click on "+Add," a pop-up will appear asking you to enter a name for the directory so that it can be created. Once you have entered a name, click "I agree" to confirm.


Horus Wall Enterprise / Content Manager
Content Manager
Search
Upload
DIRECTORY (/)
Add
convergint
ConvergintAzu
Do you agree?
To create a new folder within the directory /
To create the folder enter the name in the field below
Test 2
I agree
I want to keep

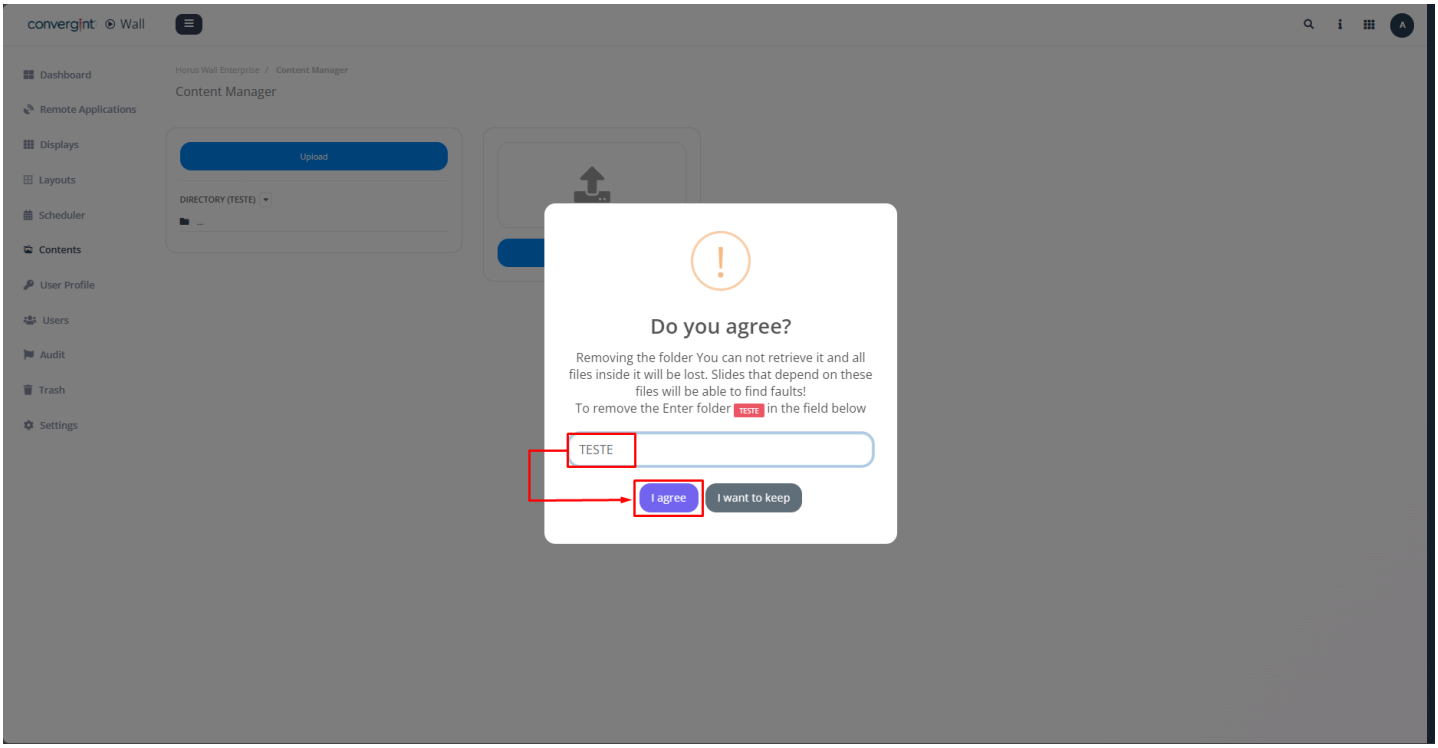
Version: 2.0.1

Removing a Directory

By following the steps described above, the directory will be created. To remove a directory, go to the directory you want to remove and click on the more options button (highlighted). Then click on "Remove" to remove a directory as required.



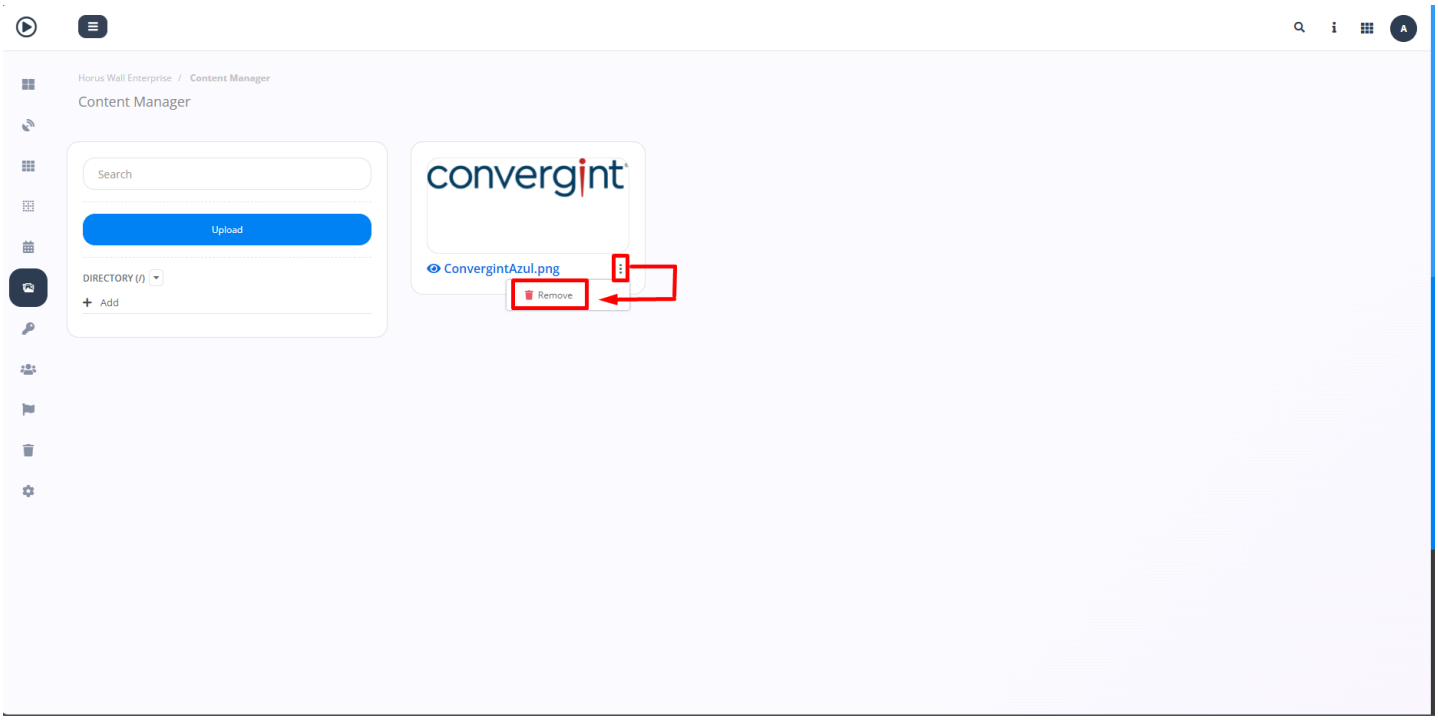
When you click on "Remove", the system will display a pop-up asking you to confirm that you want to remove the directory, so you need to enter the name of the directory in the field indicated and then click on "I agree."


convergint Wall
Dashboard
Remote Applications
Displays
Layouts
Scheduler
Contents
User Profile
Users
Audit
Trash
Settings
Horus Wall Enterprise / Content Manager
Content Manager
Upload
DIRECTORY (TESTE)
Do you agree?
Removing the folder You can not retrieve it and all files inside it will be lost. Slides that depend on these files will be able to find faults!
To remove the Enter folder TESTE in the field below
TESTE
I agree
I want to keep

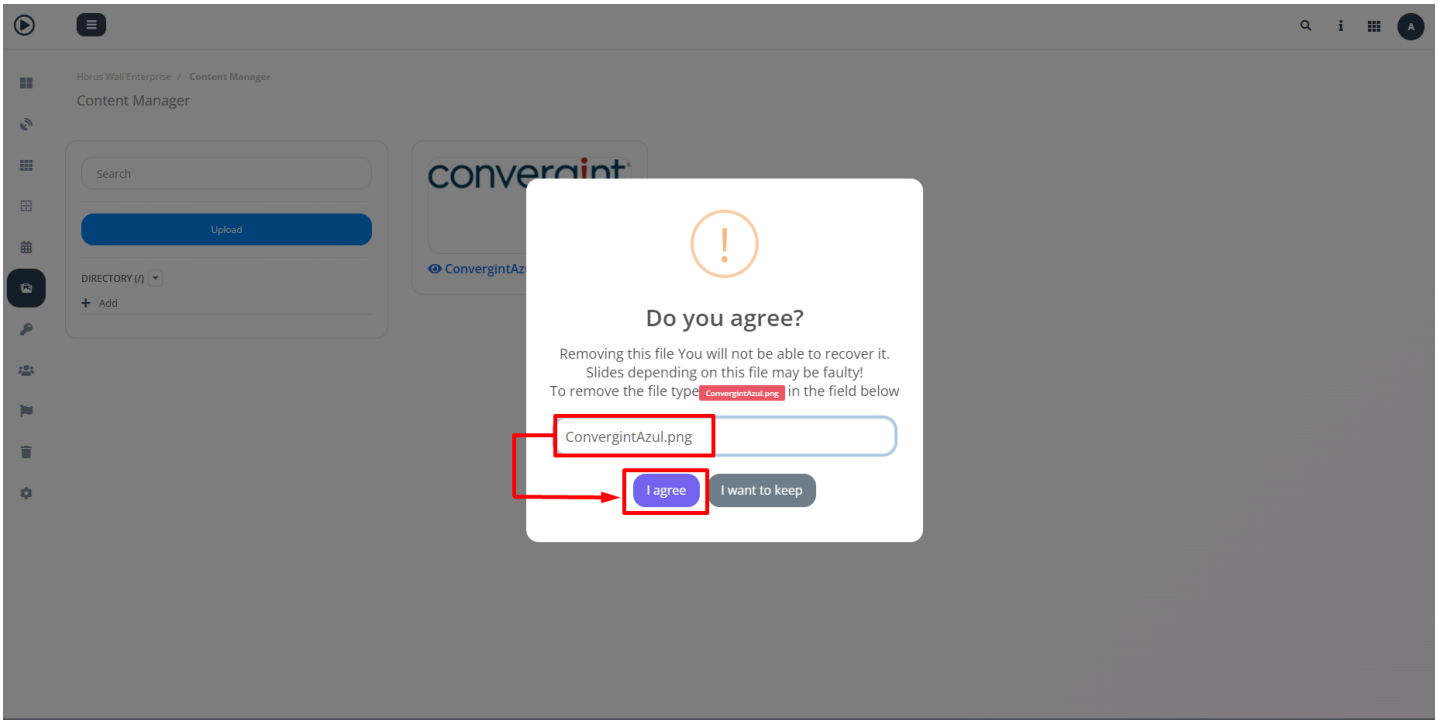
Version: 2.0.1

Removing Content

By following the steps described above, the desired file will be uploaded. To remove the content, click on the three dots next to the item you want to delete (highlighted) and select "Remove." This will allow you to remove the content according to your preference.



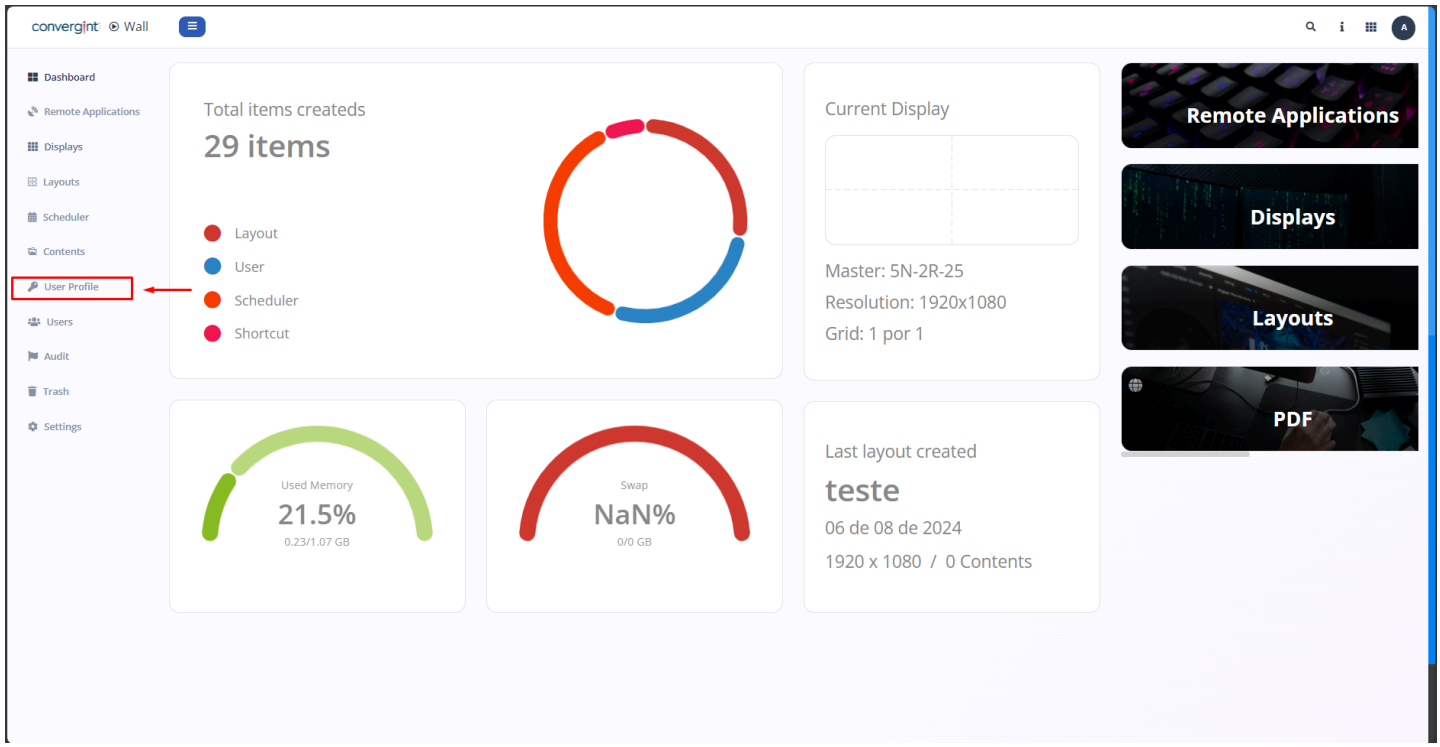
When you click on "Remove", the system will display a pop-up asking you to confirm that you want to remove the content, so remove the content by typing the name of the file in the field indicated and then clicking on "I agree."


Horus Wall Enterprise / Content Manager
Content Manager
Search
Upload
DIRECTORY (/)
Add
Do you agree?
Removing this file You will not be able to recover it.
Slides depending on this file may be faulty!
To remove the file type ConvergintAzul.png in the field below
ConvergintAzul.png
I agree
I want to keep

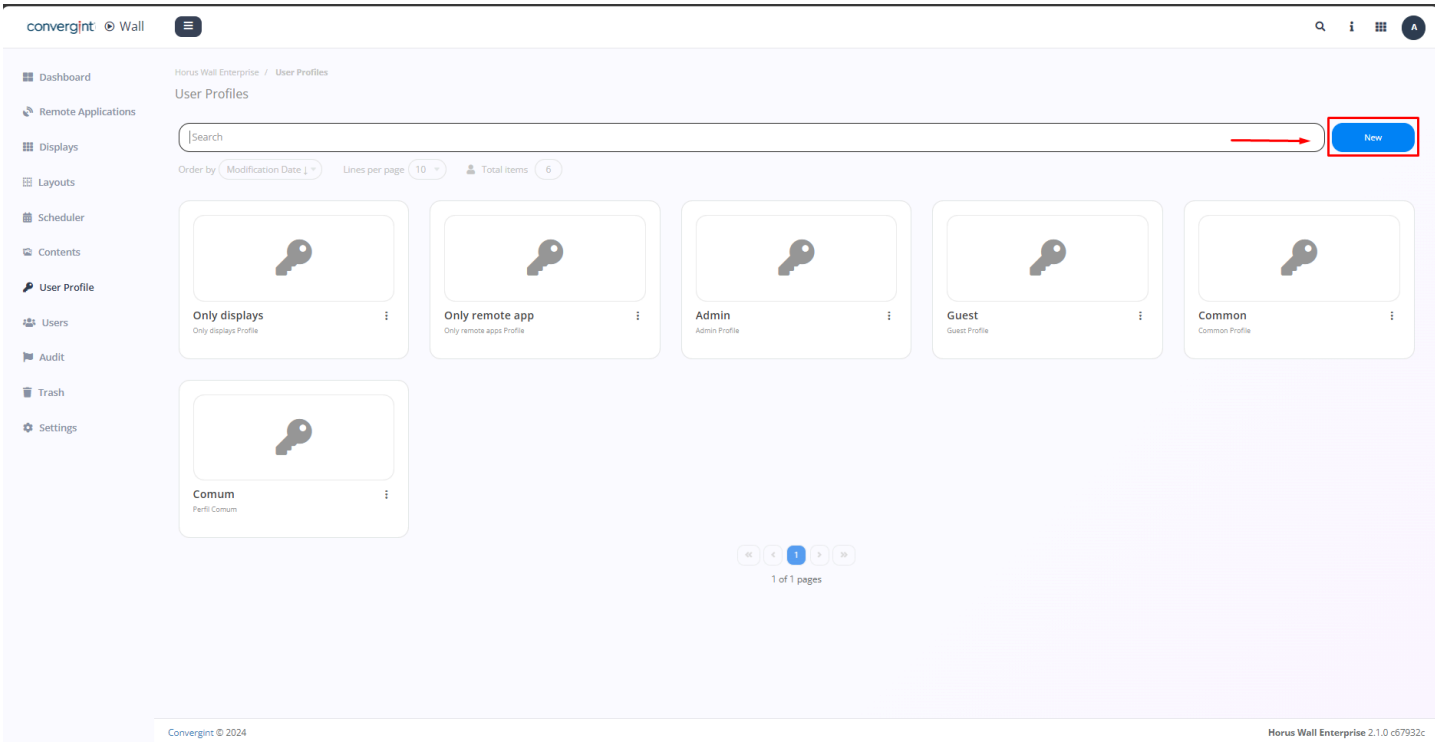
Version: 2.0.1

Adding User Profiles

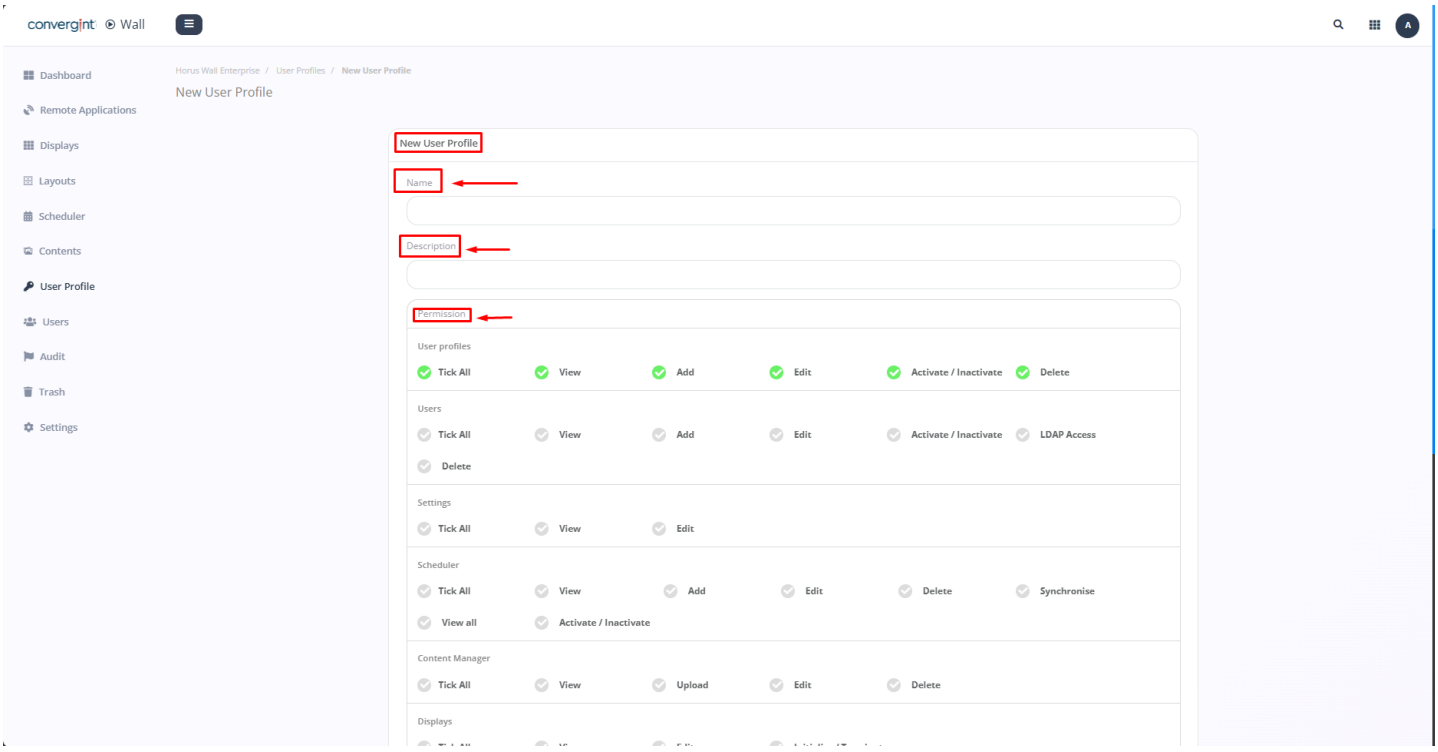
The first step to add User Profiles is to access the "User Profile" tab. This function allows for the creation of profiles that encompass permissions granted to users according to your preference, thereby facilitating the creation of users with their respective permissions.

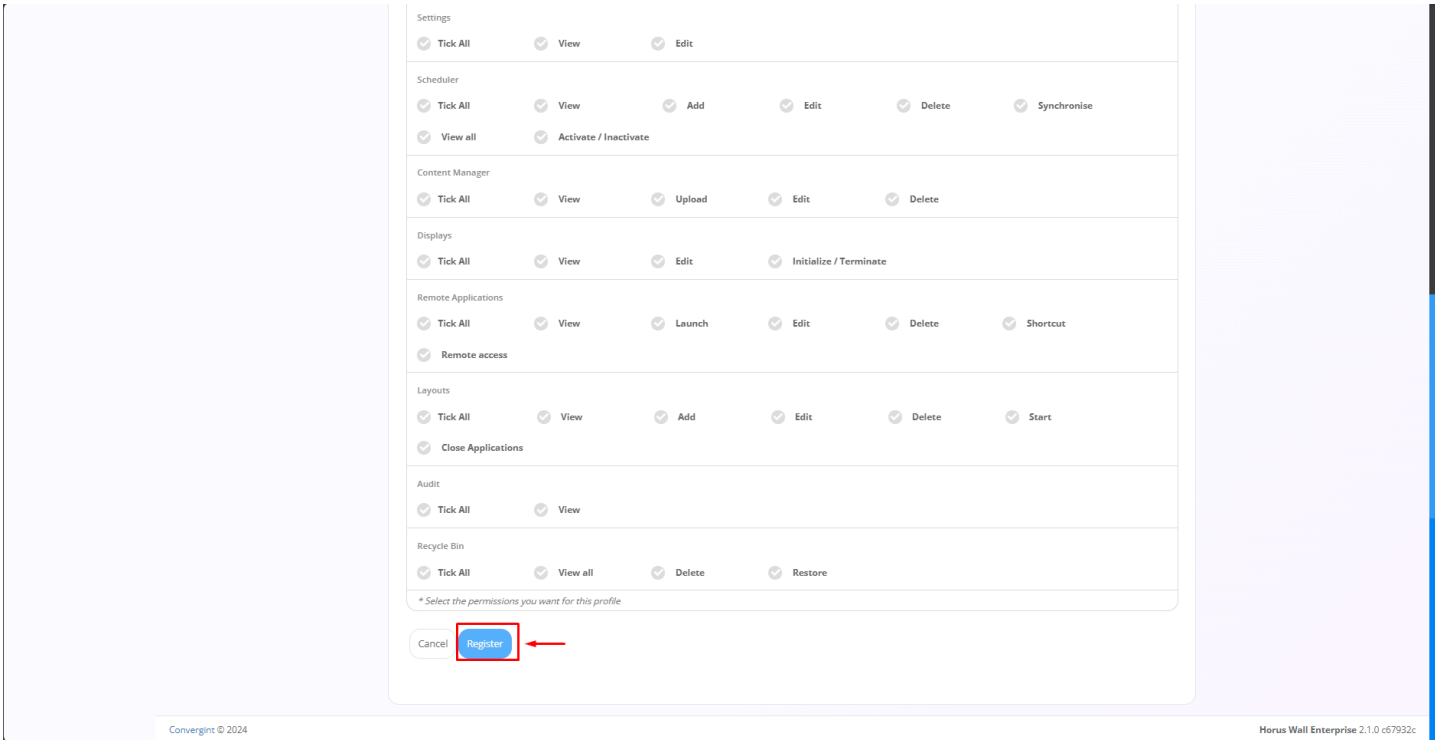


By clicking on "User Profiles," the system will open the screen that allows you to start the profile creation process. To do this, click on "New."

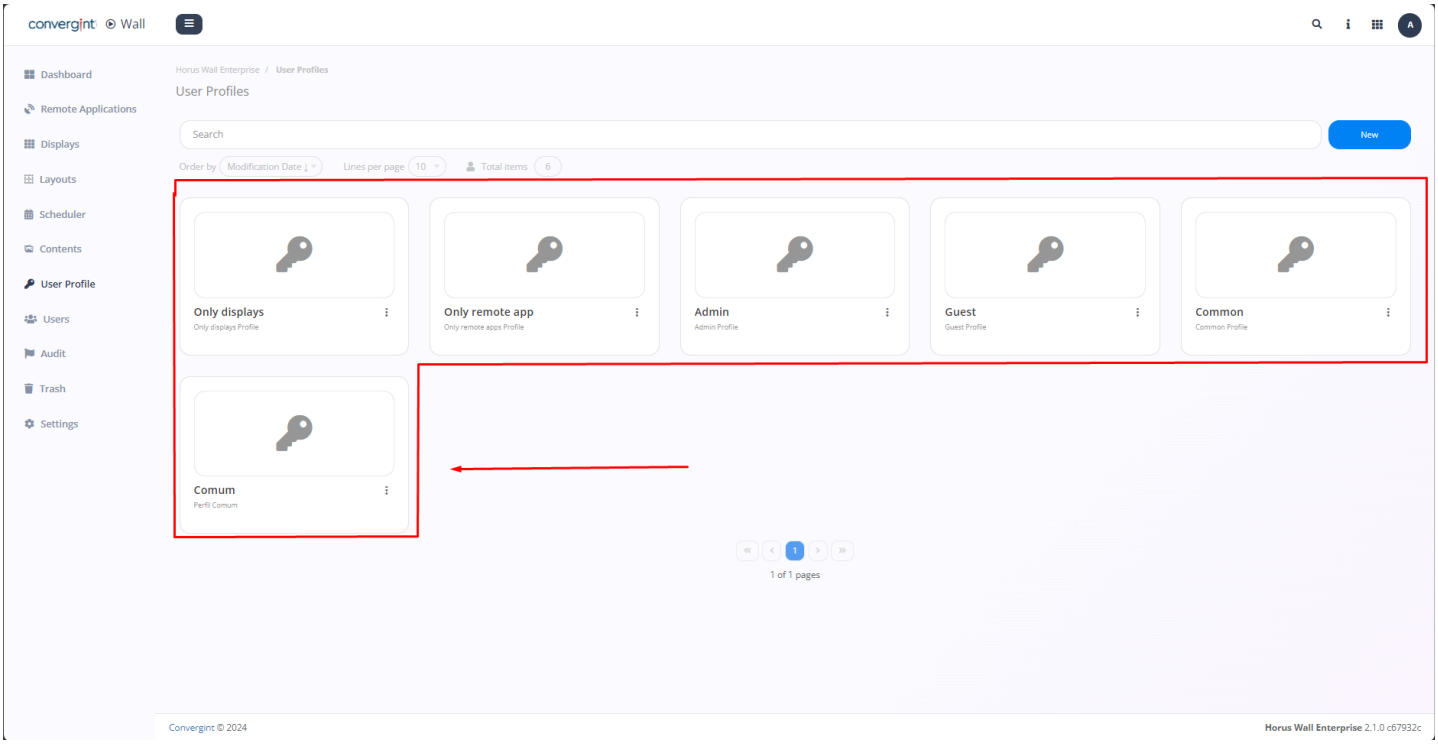


By clicking "New," you will be able to create a user profile according to your preferences. Enter the profile name, provide a description (optional) to illustrate the new profile, and assign the permissions you want the new user to have access to. After filling in the desired permissions, click "Register."





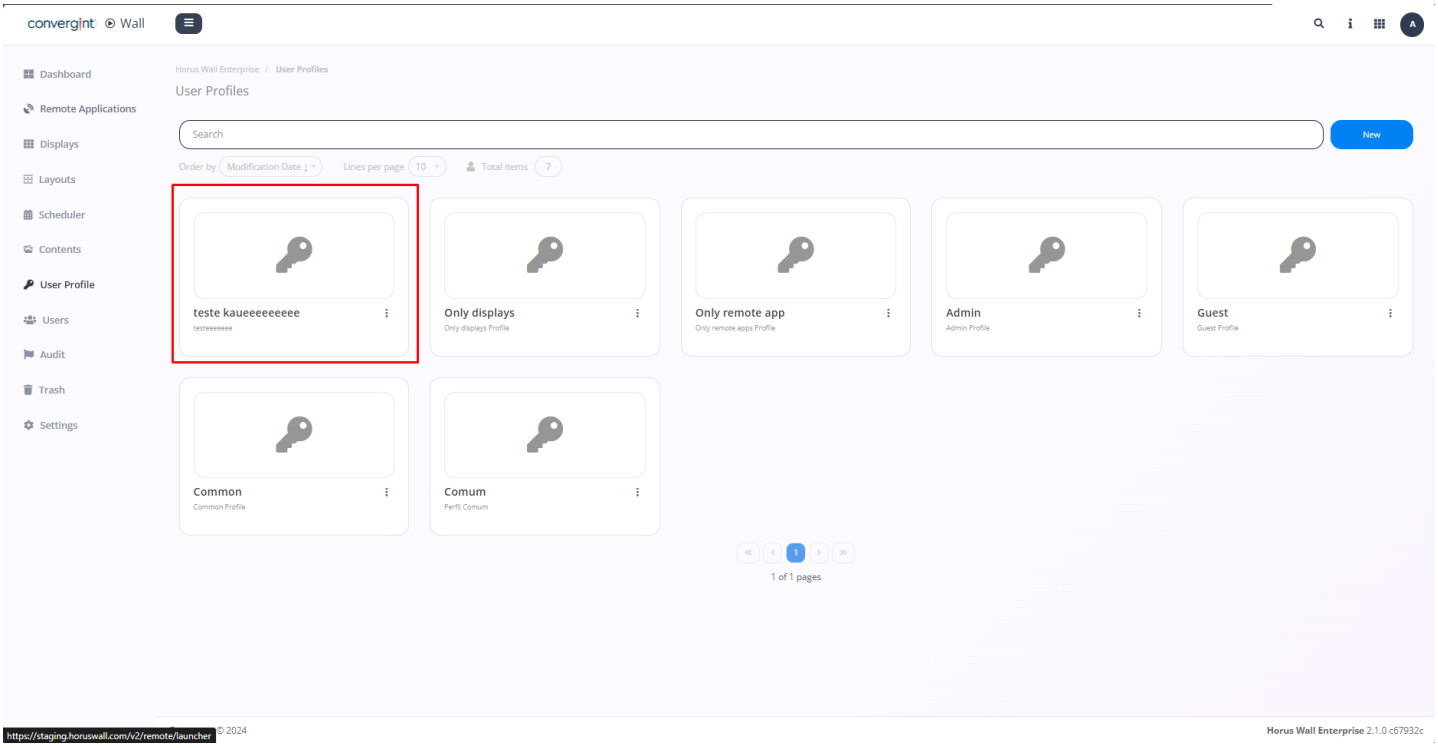
Note: Upon accessing the "User Profiles" tab, you will notice that there are default profiles available, which increase the convenience of using the function.



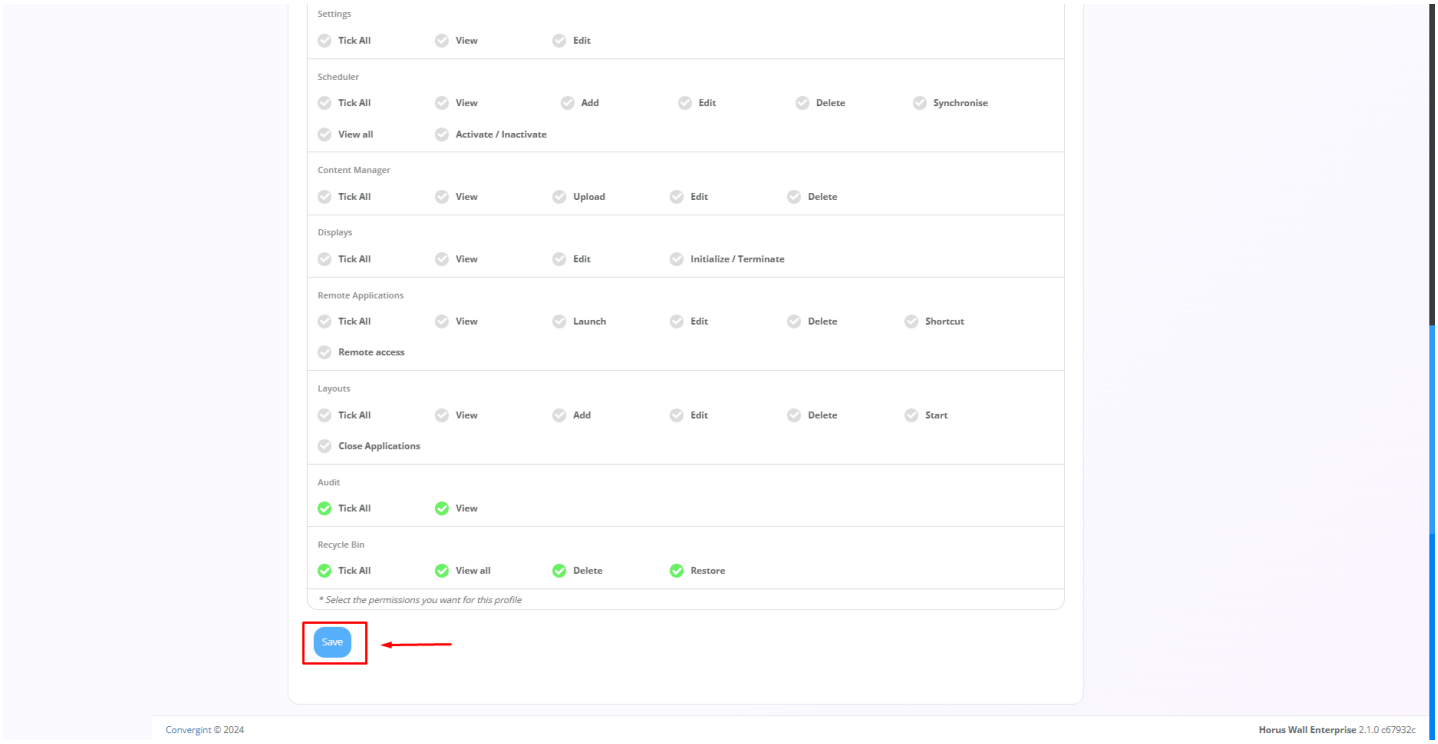
Version: 2.0.1

Changing User Profile Information

To change the user profile information, you need to access the "User Profile" tab and click on the user profile you want to modify (highlighted). This allows you to edit the description and the permissions that were previously added.



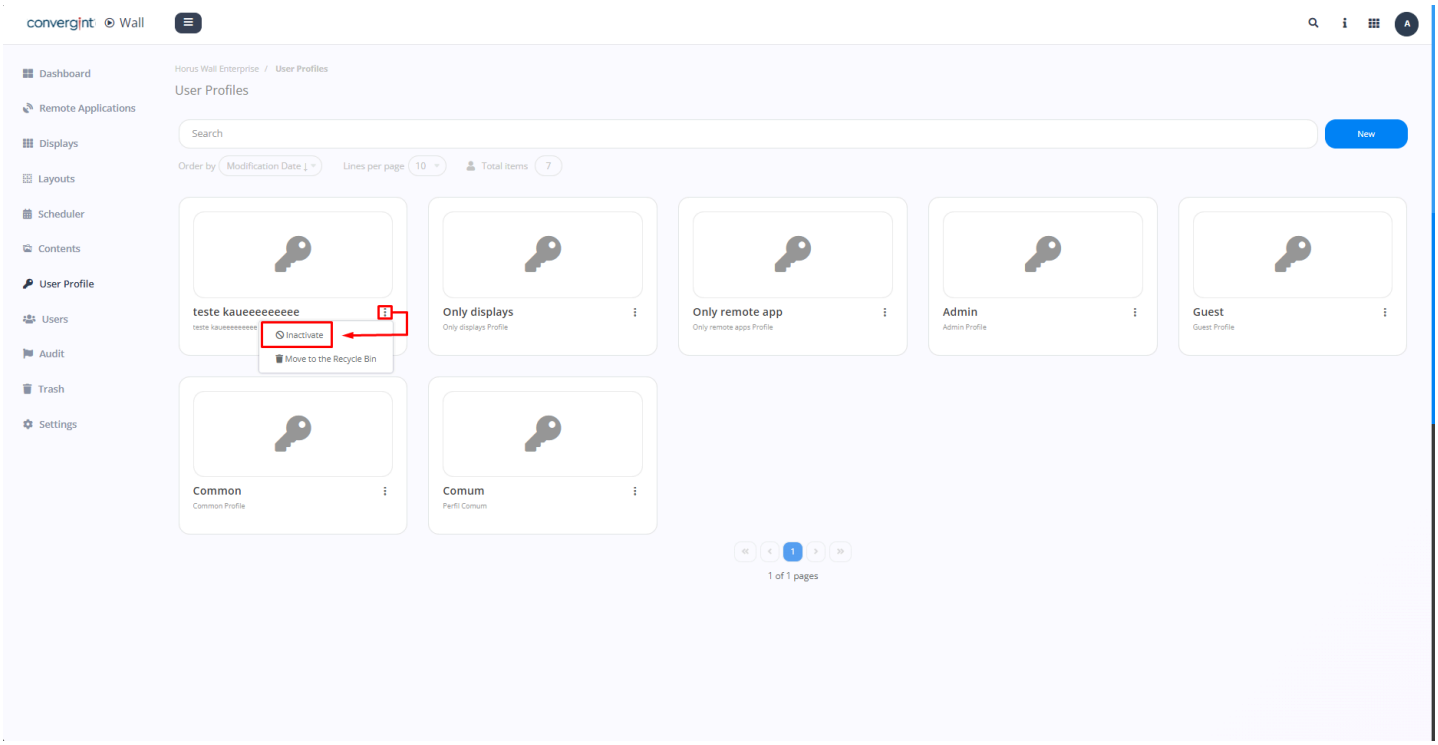
After selecting the desired user profile, simply modify the information according to your preference. Then, click "Save" to update the new information described.


Settings
Tick All
View
Edit
Scheduler
Tick All
View
Add
Edit
Delete
Synchronise
View all
Activate / Inactivate
Content Manager
Tick All
View
Upload
Edit
Delete
Displays
Tick All
View
Edit
Initialize / Terminate
Remote Applications
Tick All
View
Launch
Edit
Delete
Shortcut
Remote access
Layouts
Tick All
View
Add
Edit
Delete
Start
Close Applications
Audit
Tick All
View
Recycle Bin
Tick All
View all
Delete
Restore
* Select the permissions you want for this profile
Save
Convergint © 2024
Horus Wall Enterprise 2.1.0 c67932c

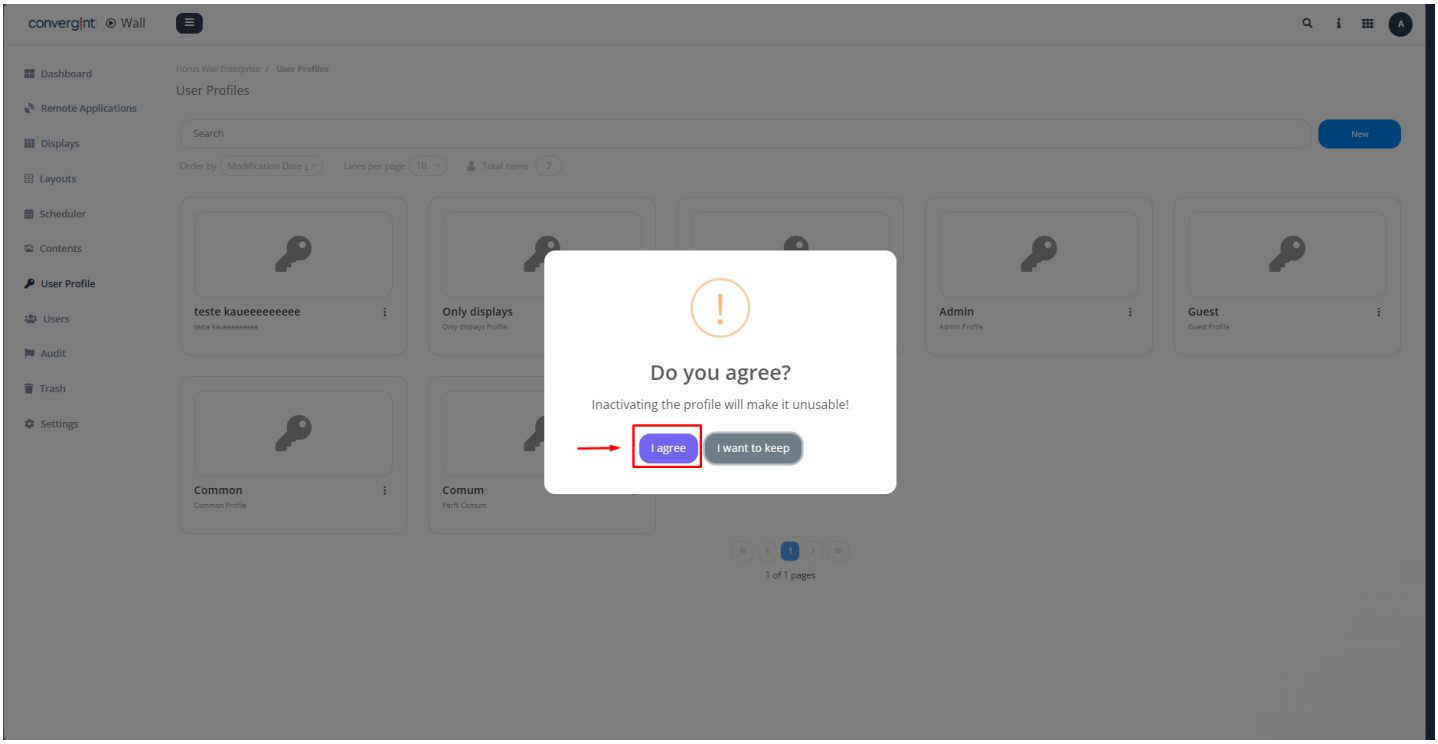
Version: 2.0.1

Inactivation of User Profiles

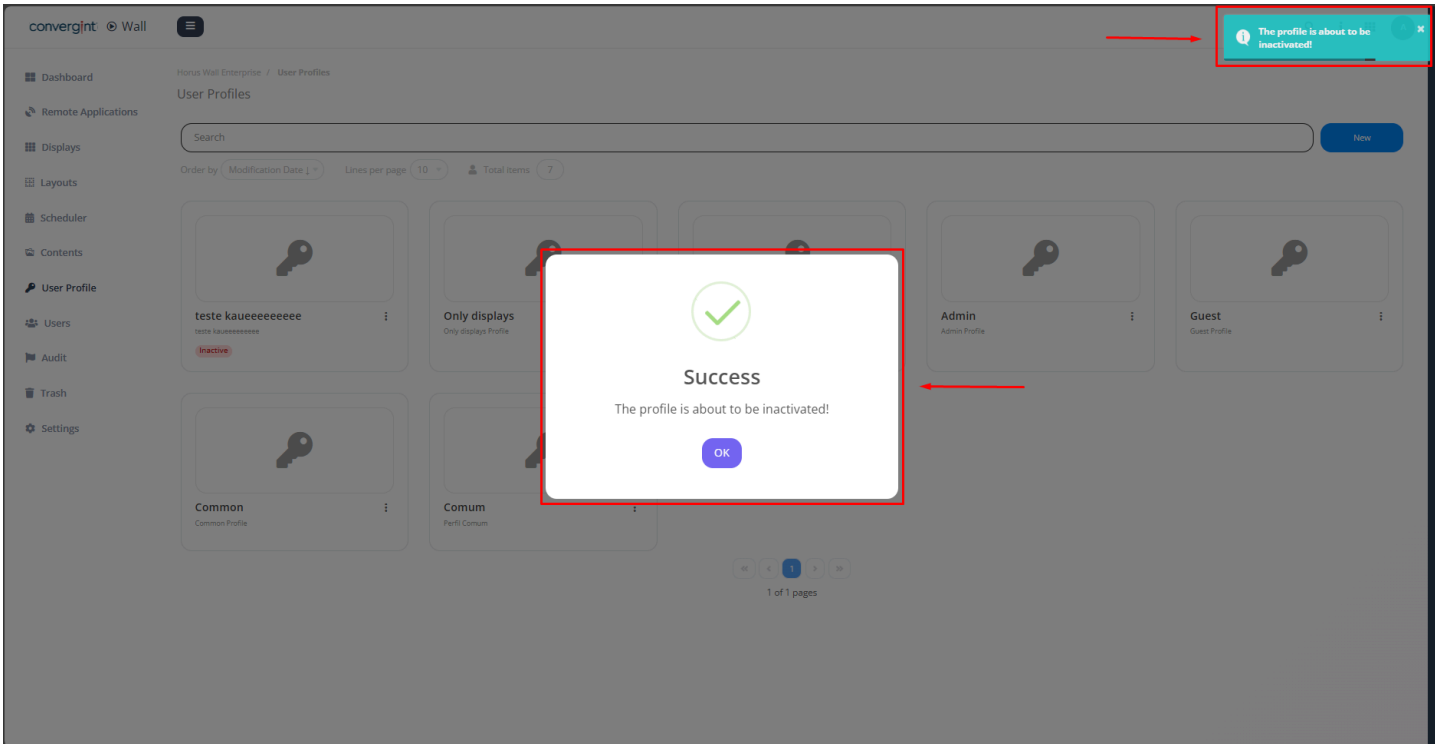
To deactivate user profiles, you need to access the "User Profile" tab and click on the three dots (highlighted) next to the user profile you wish to deactivate. Then, click "Inactivate."



Upon selecting the option, a pop-up will appear requesting confirmation before proceeding with the deactivation of the user profile. Then, click "I agree."



Upon clicking "I agree," the user profile will be deactivated (highlighted).

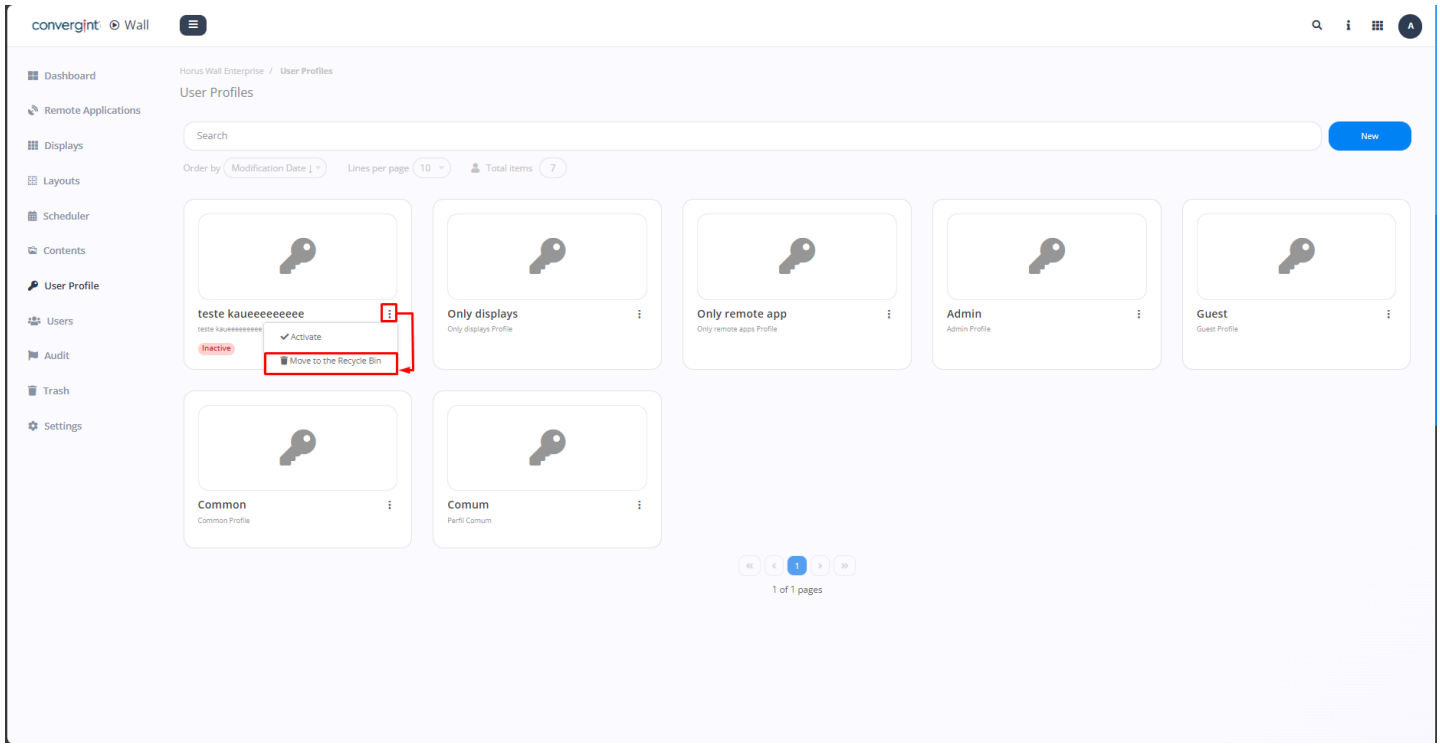


Note: If you wish to activate the user profile, simply follow the same procedure as done previously.

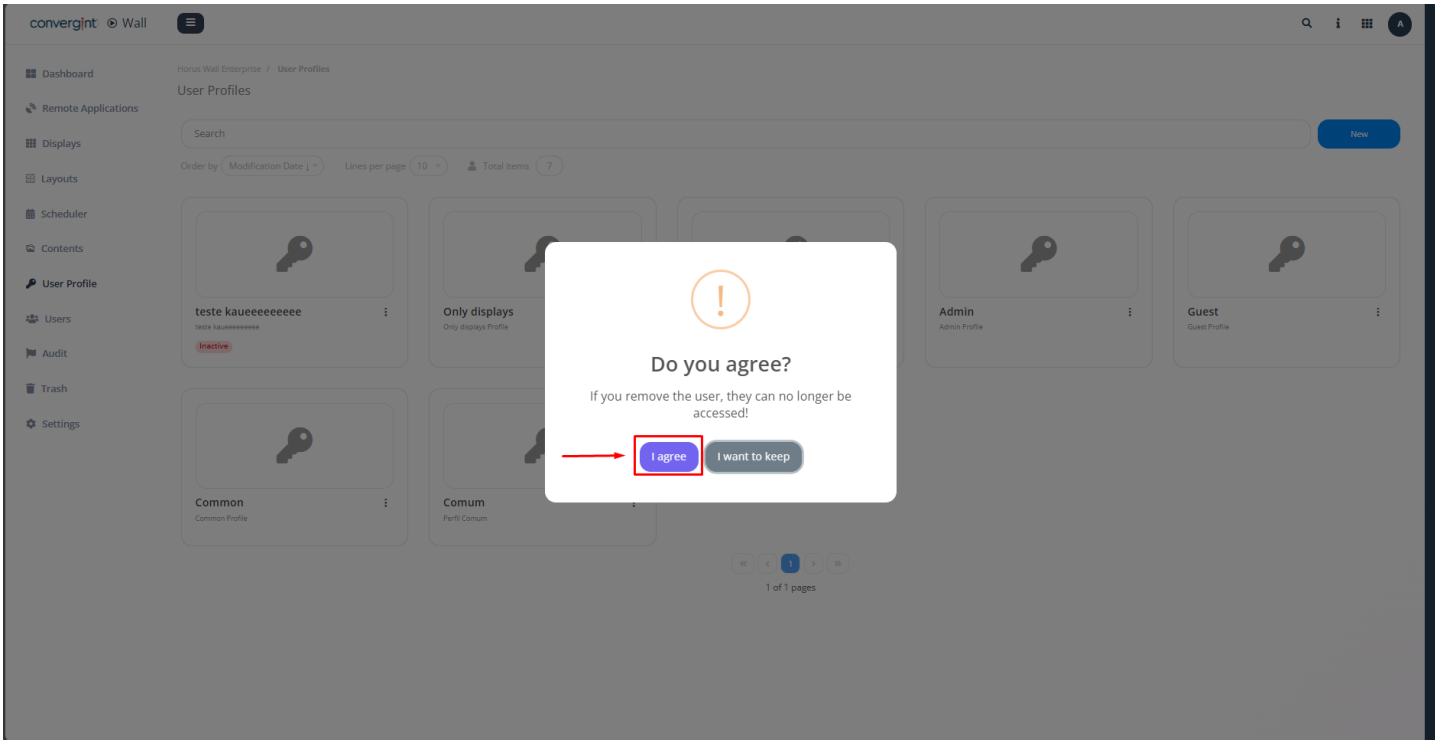
Version: 2.0.1

Removing User Profiles

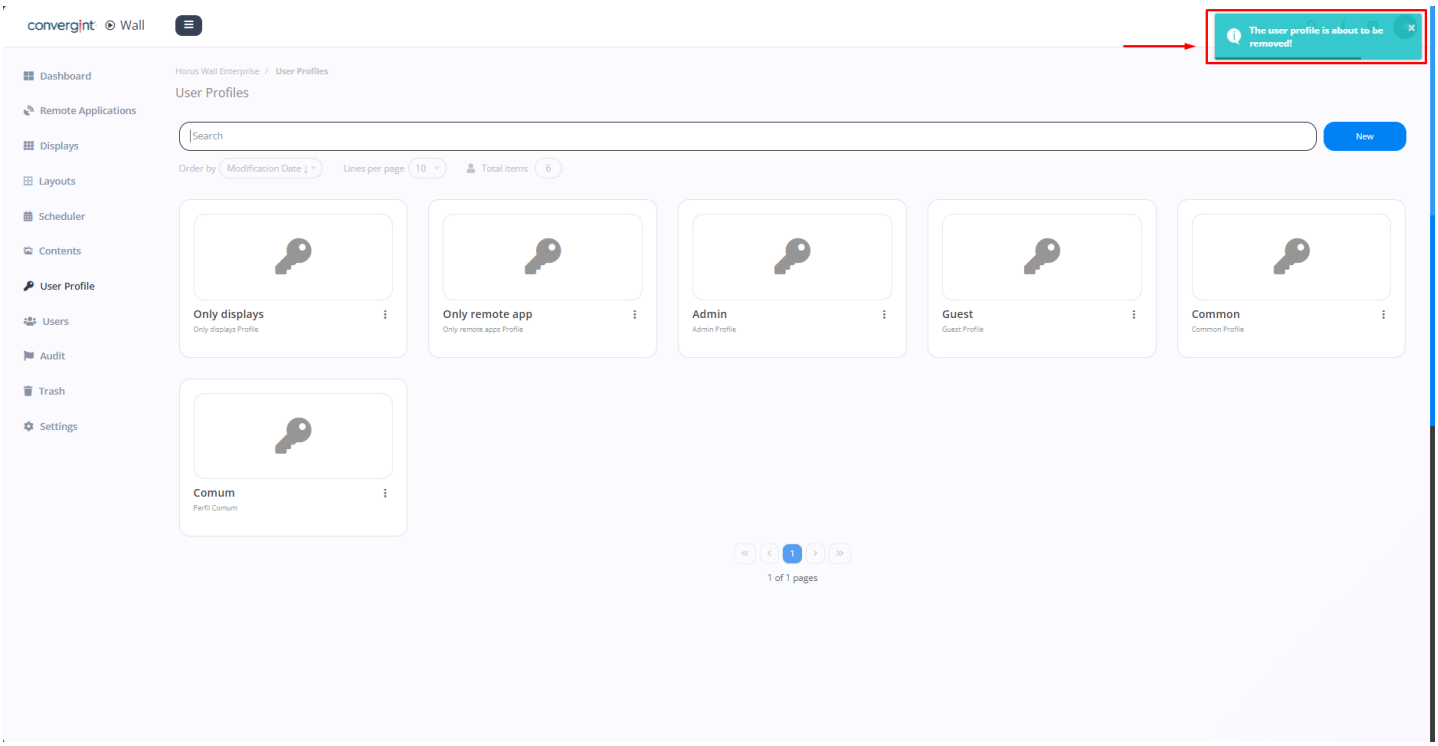
To remove user profiles, you need to access the "User Profile" tab and click on the three dots next to the user profile you wish to remove. Then, click "Move to the Recycle Bin."



Upon selecting the option, a pop-up will appear requesting confirmation before proceeding with the removal of the user profile. Then, click "I agree."



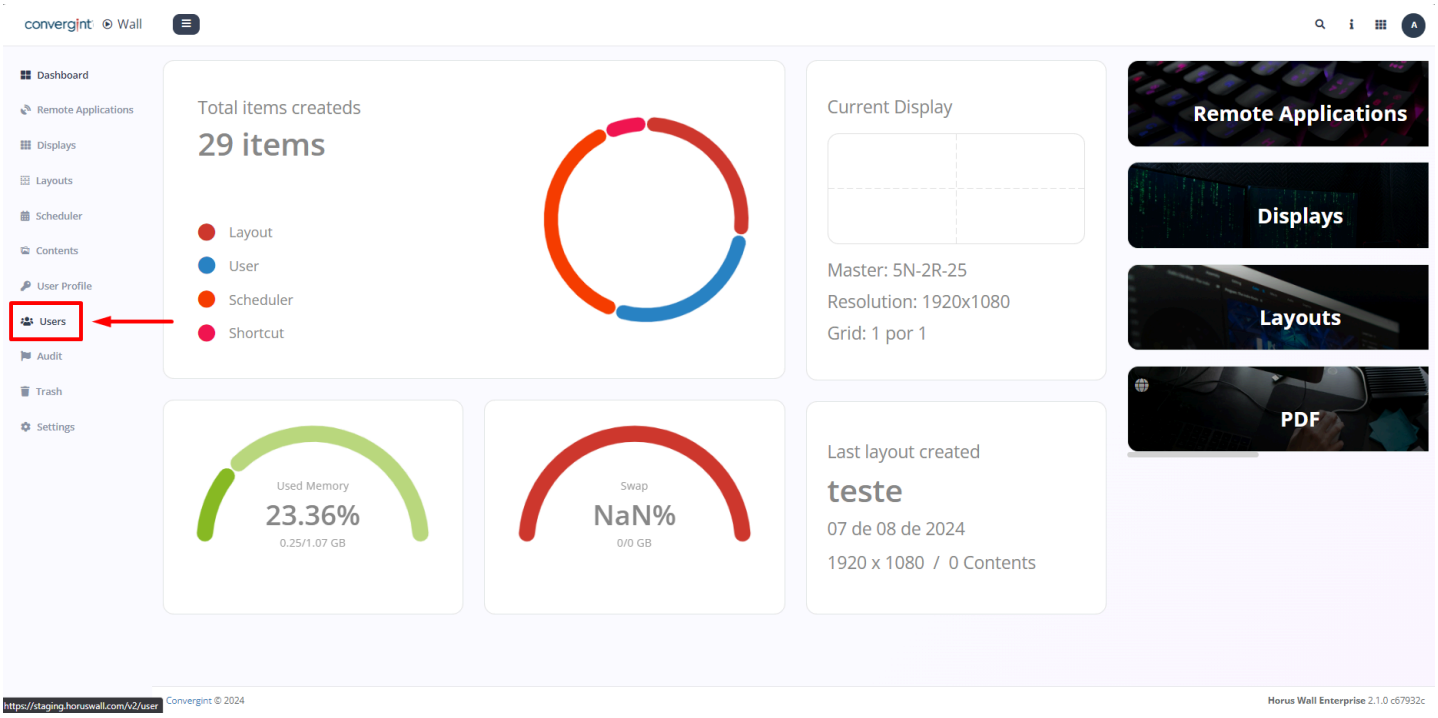
Upon clicking "I Agree," the user profile will be removed (highlighted).



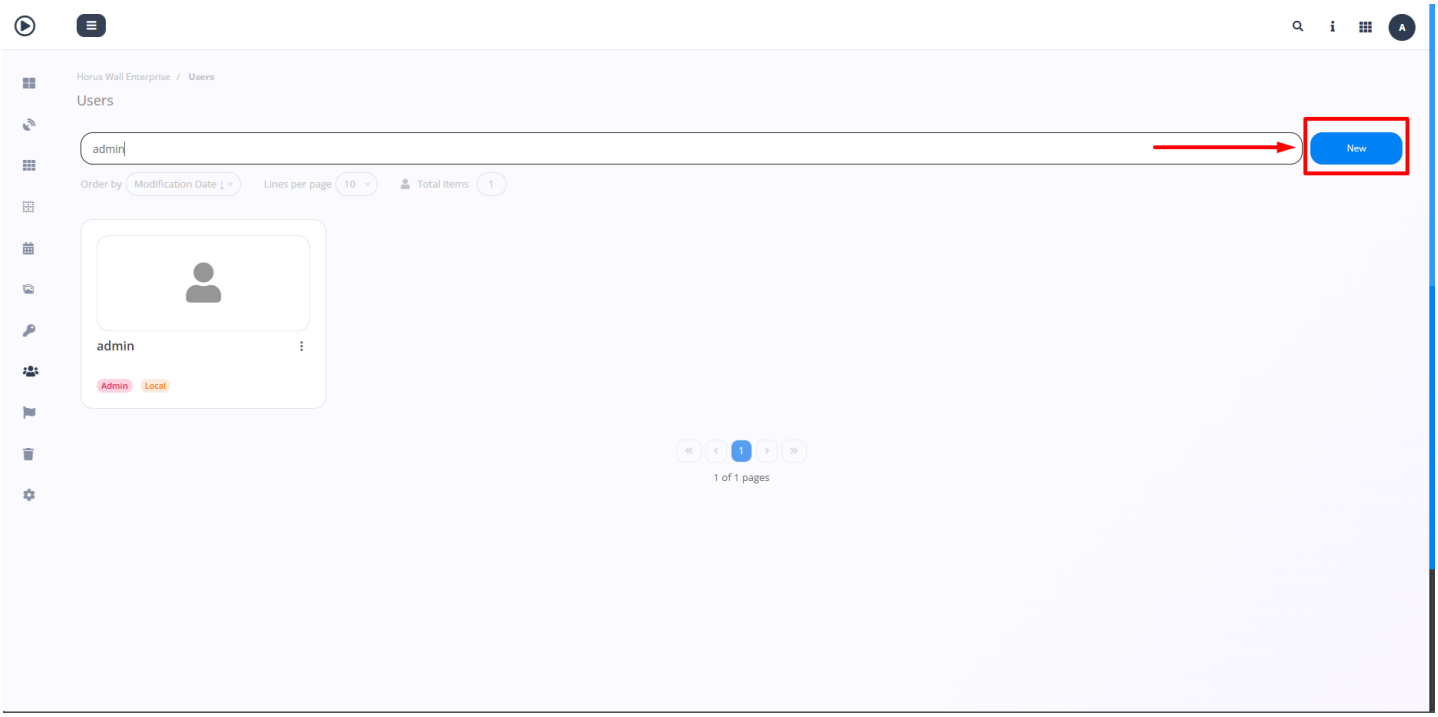
Version: 2.0.1

Adding New Users

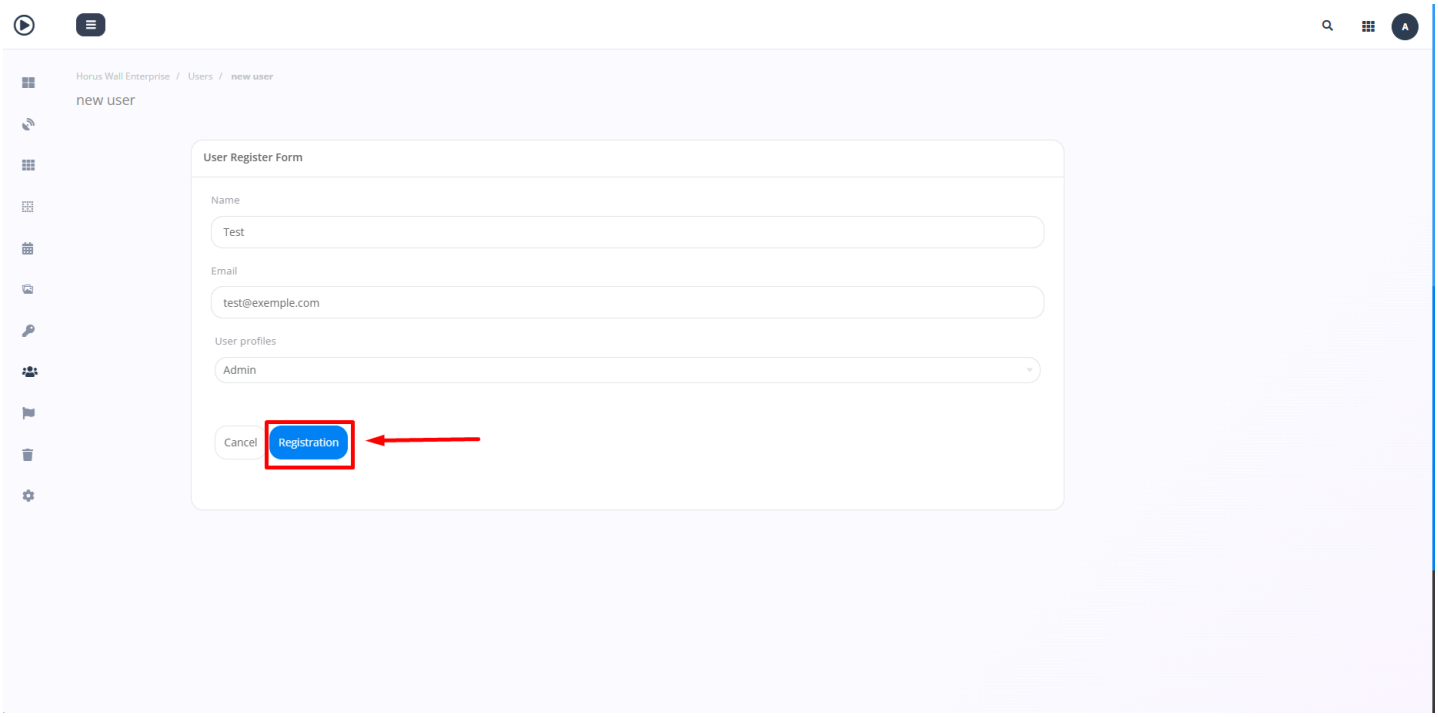
To add new users, you need to access the "Users" tab. This step will allow you to create a user with specific information according to your preferences.



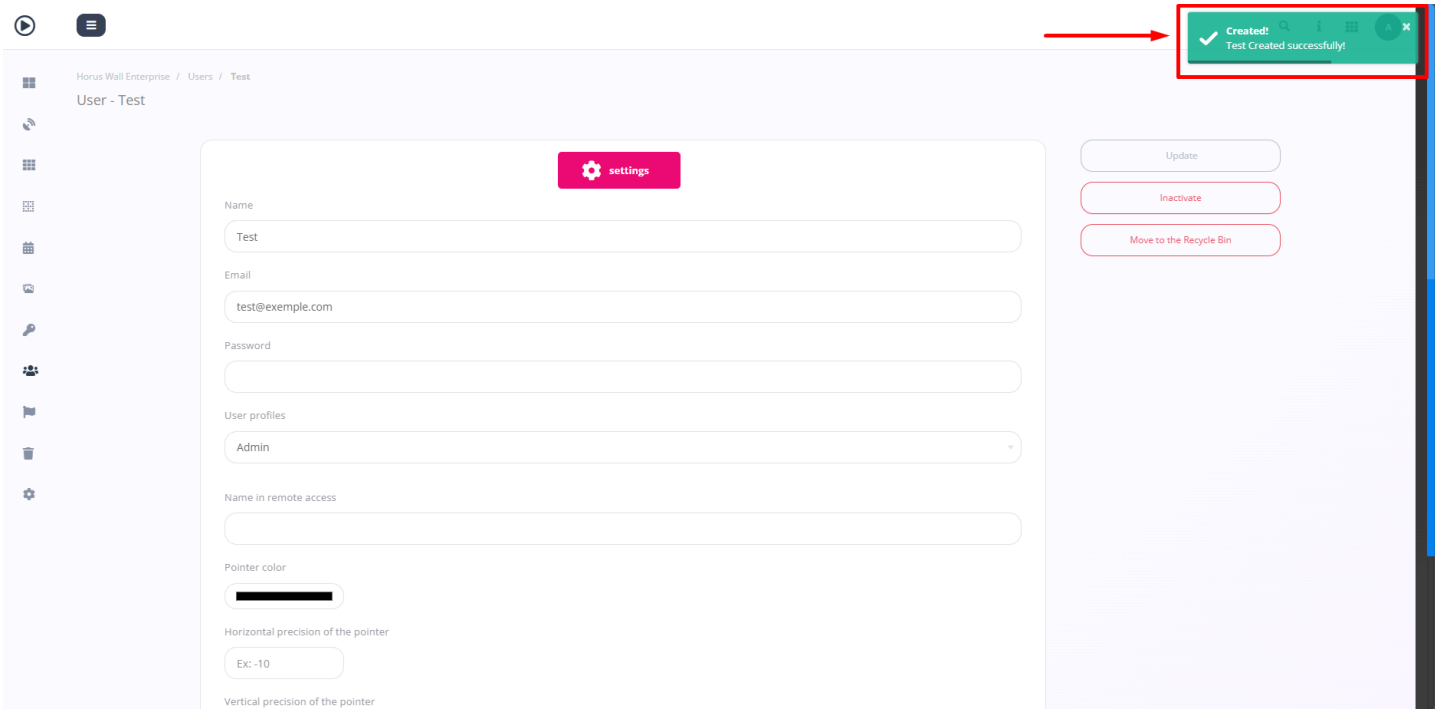
By clicking on "Users," the system will open the screen that allows you to start the registration process. To register, click on "New." This will enable you to create a new user.



By clicking the button, you will be able to add a new user. You can configure the user's data according to your preference by entering a name, email, and selecting a user profile to include in the new user's registration. After filling in the necessary information, click "Registration."



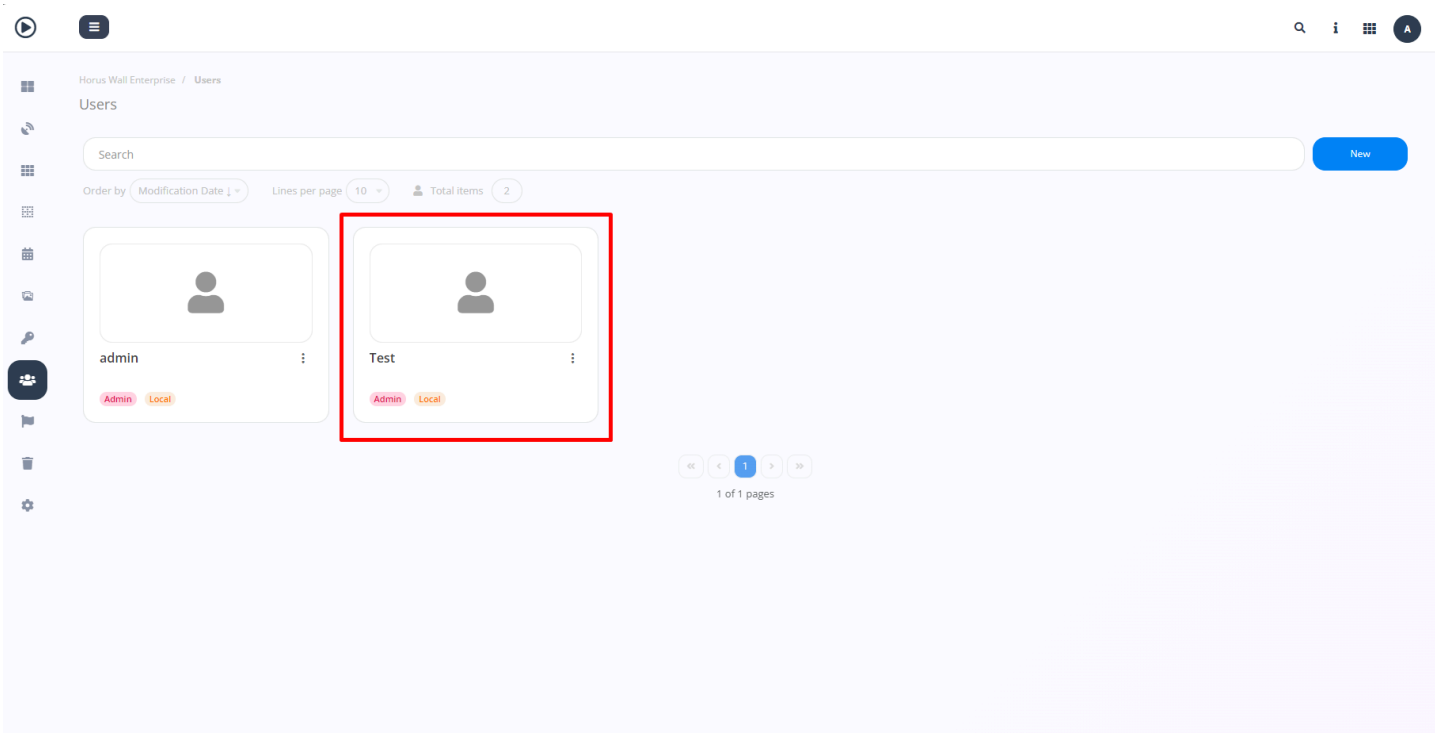
After clicking "Registration," the user will be created with the provided data.


Created!
Test Created successfully!
Horus Wall Enterprise / Users / Test
User - Test
settings
Name
Test
Email
test@exemple.com
Password
User profiles
Admin
Name in remote access
Pointer color
Horizontal precision of the pointer
Ex: -10
Vertical precision of the pointer
Update
Inactivate
Move to the Recycle Bin

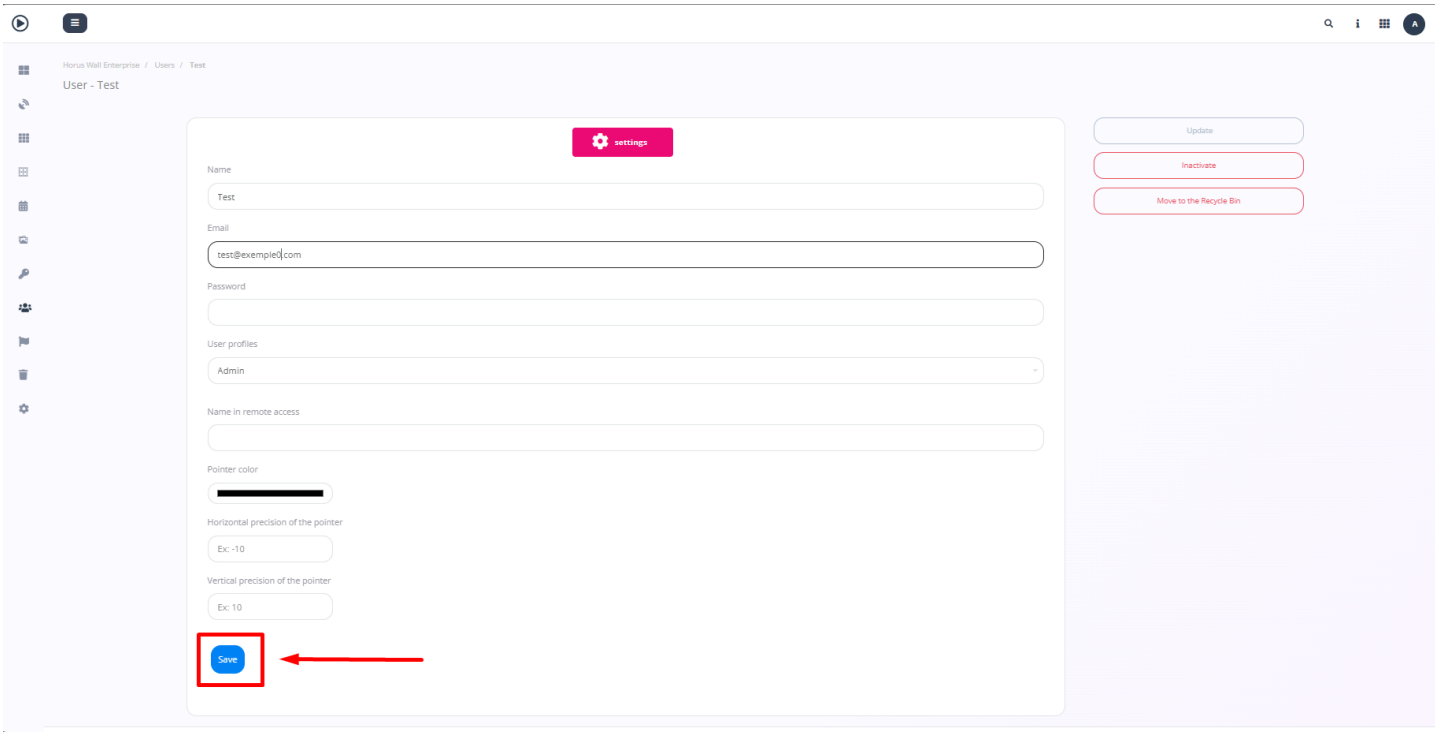
Version: 2.0.1

Changing User Information

To change the information included for a user, you need to access the "Users" tab and select the previously created user whose data you wish to modify (highlighted).



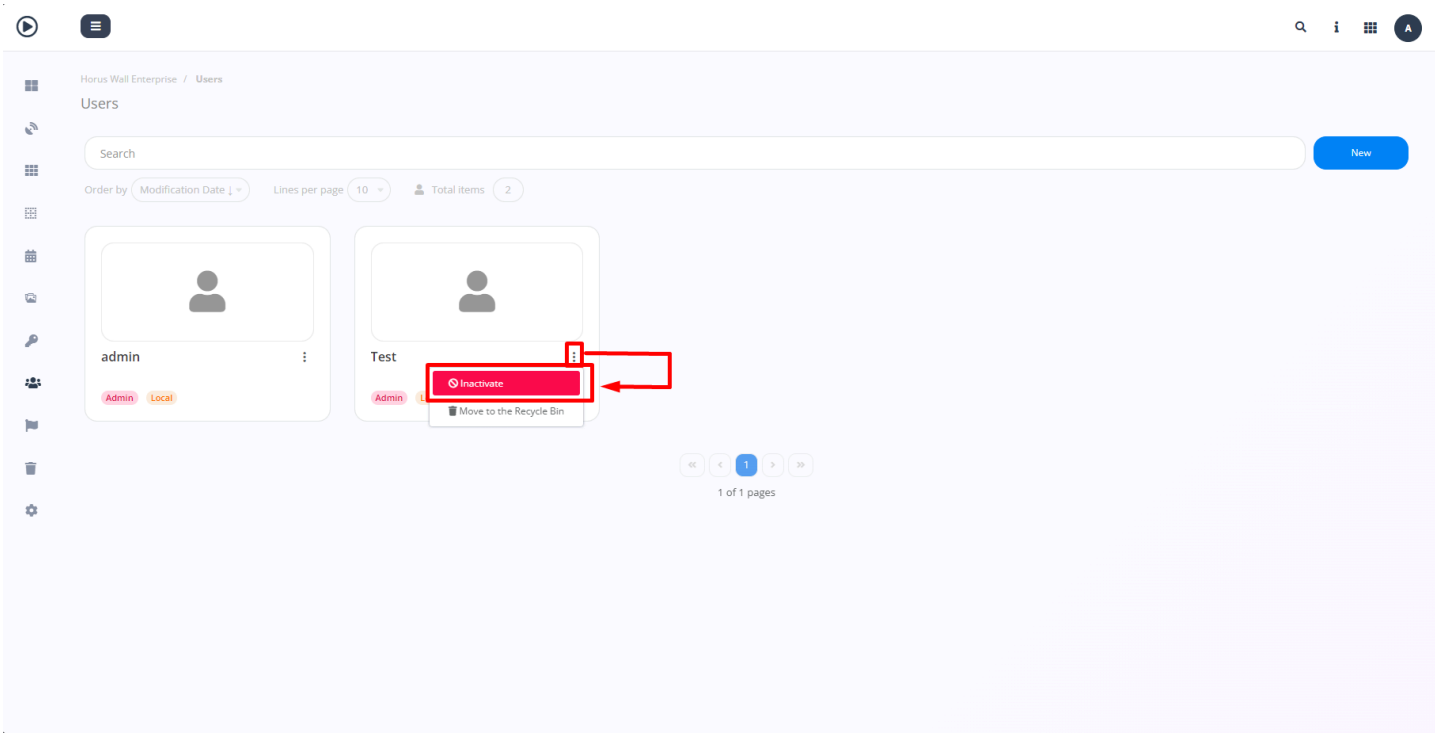
After selecting the desired user, simply modify the previously provided information. Once you have made the changes according to your preference, click "Save".


Horus Wall Enterprise / Users / Test
User - Test
settings
Name
Test
Email
test@exemple.com
Password
User profiles
Admin
Name in remote access
Pointer color
Horizontal precision of the pointer
Ex: -10
Vertical precision of the pointer
Ex: 10
Save
Update
Inactivate
Move to the Recycle Bin

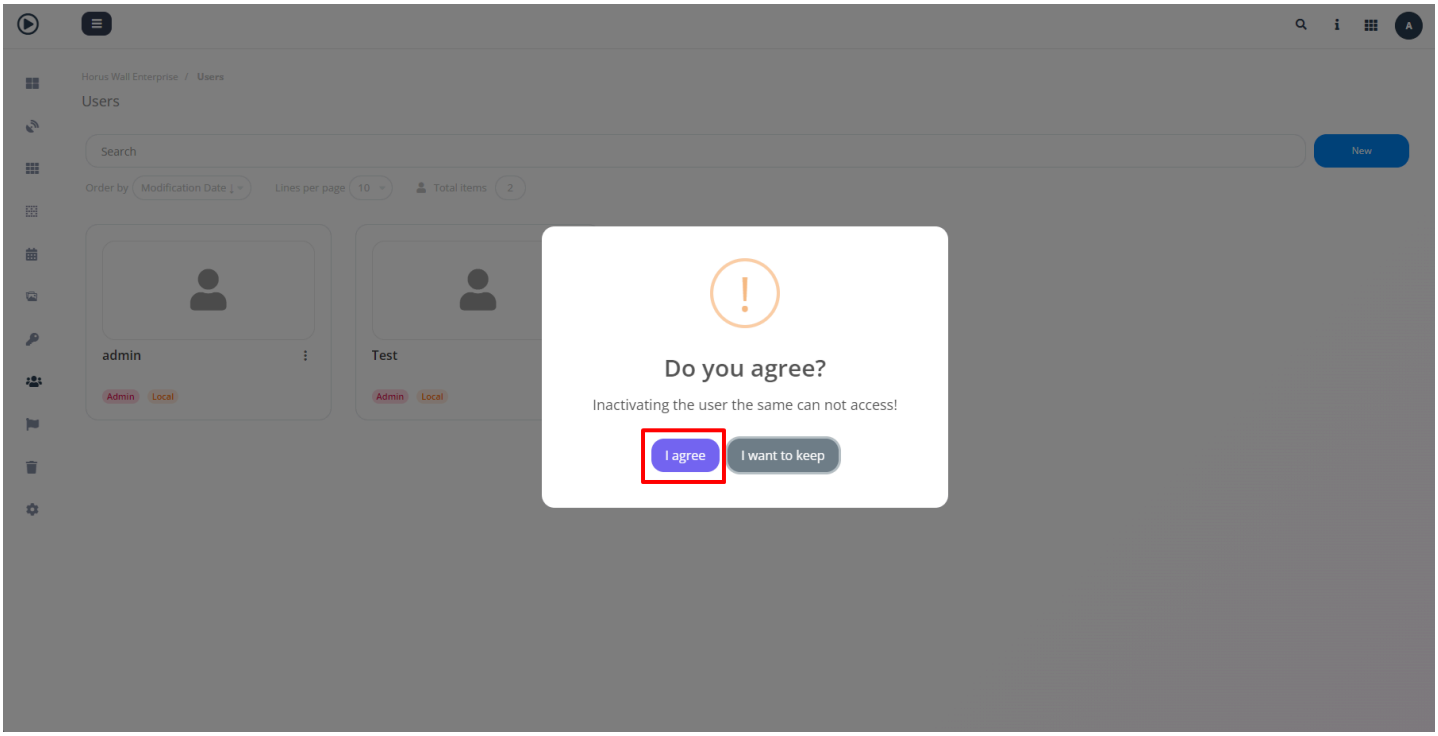
Version: 2.0.1

Inactivation of Users

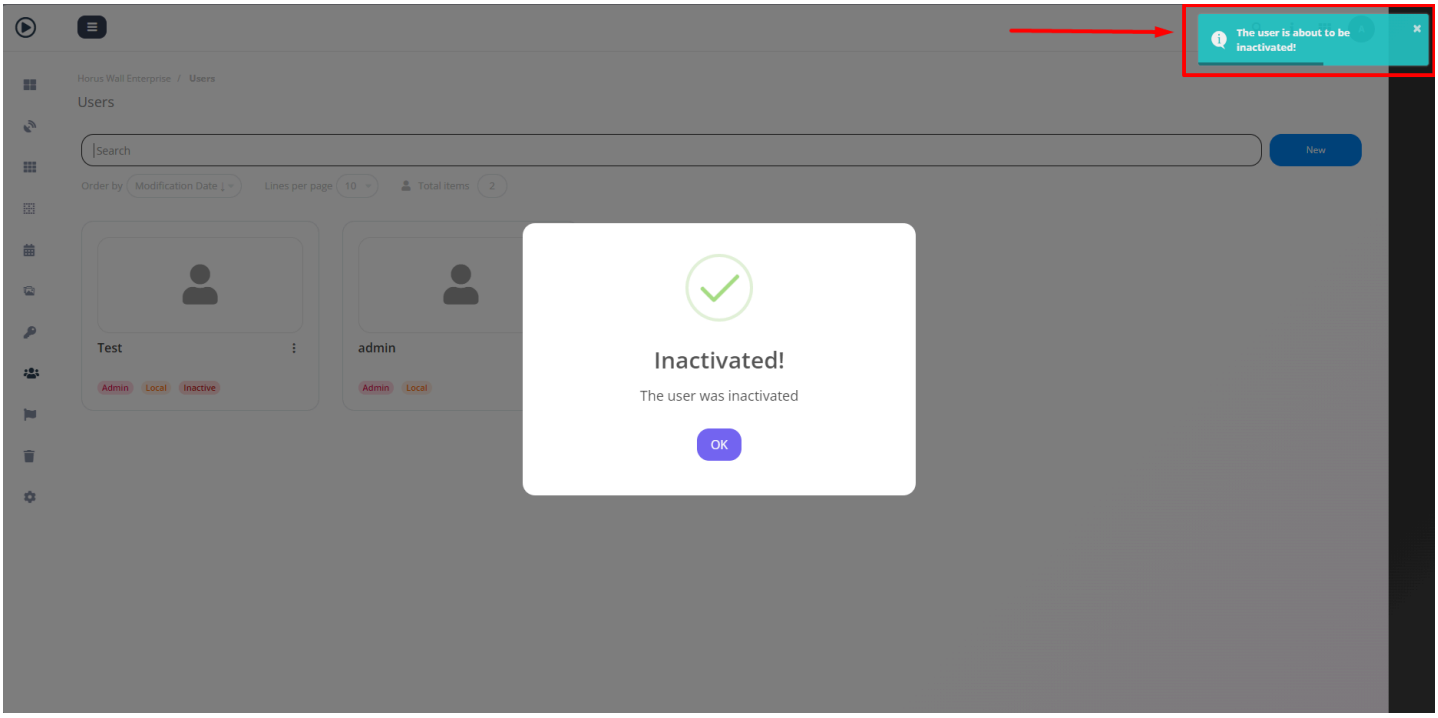
To deactivate users, you need to access the "Users" tab and click on the three dots next to the user you wish to deactivate. Then, click "Inactivate".



Upon selecting the option, a pop-up will appear requesting confirmation before proceeding with the deactivation of the user. Then, click "I agree" (highlighted).



Upon clicking "I agree," the user profile will be deactivated.

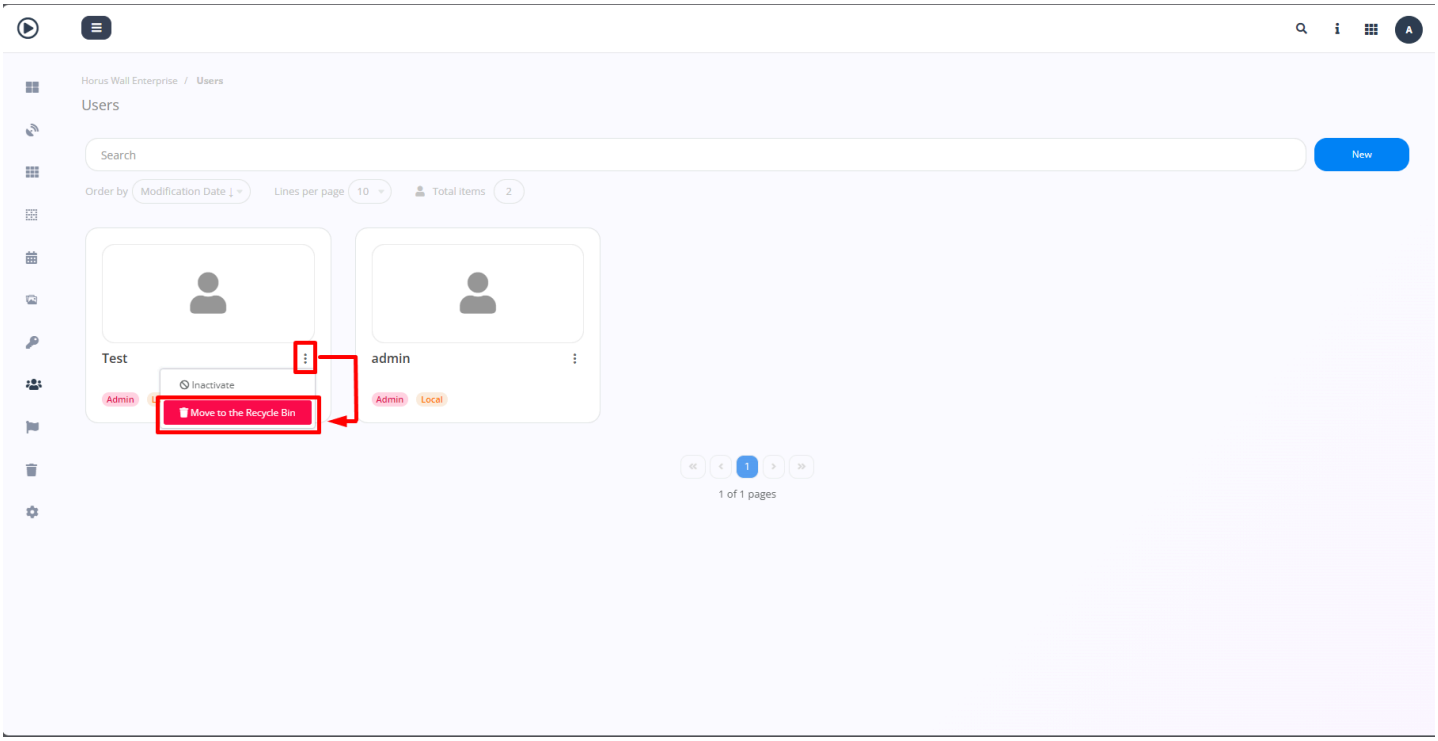


Note: If you wish to activate the user, simply follow the same procedure as done previously.

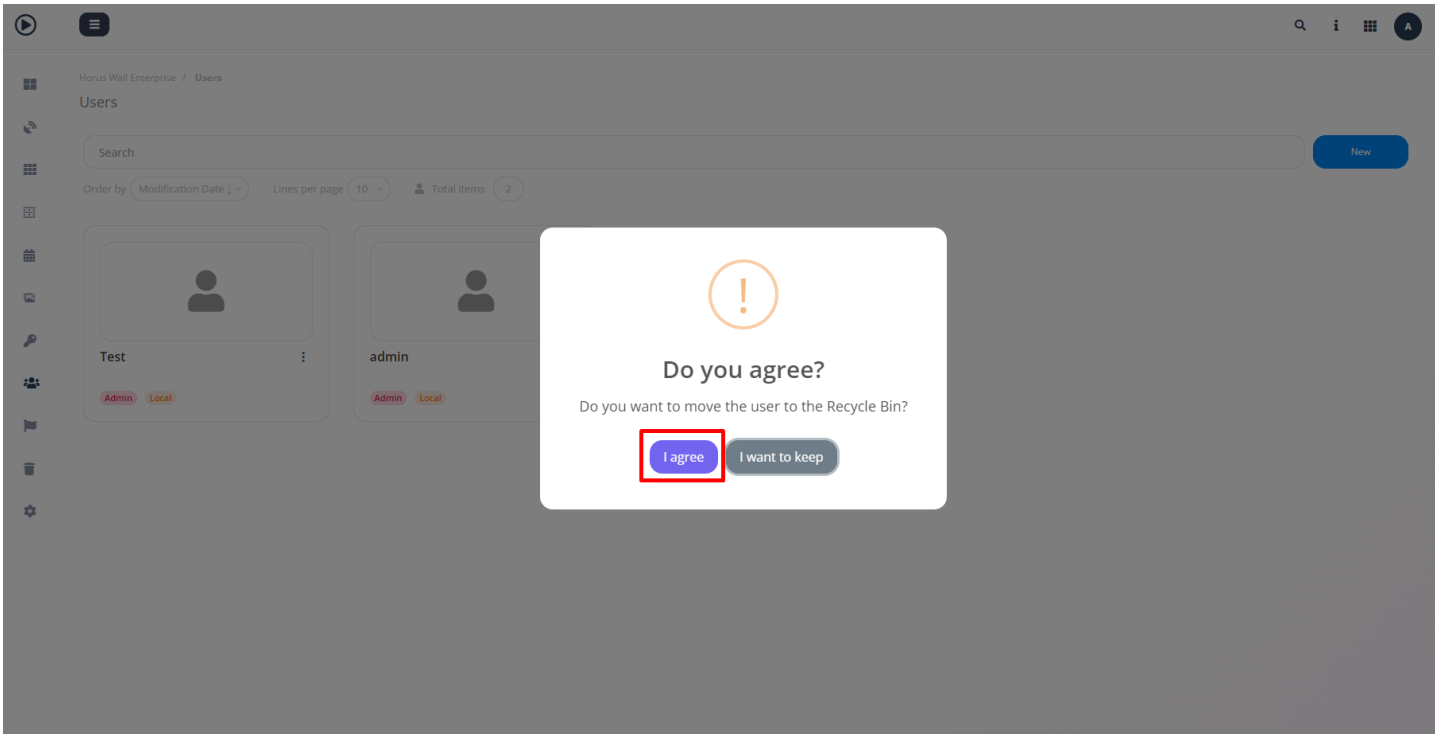
Version: 2.0.1

Removing Users

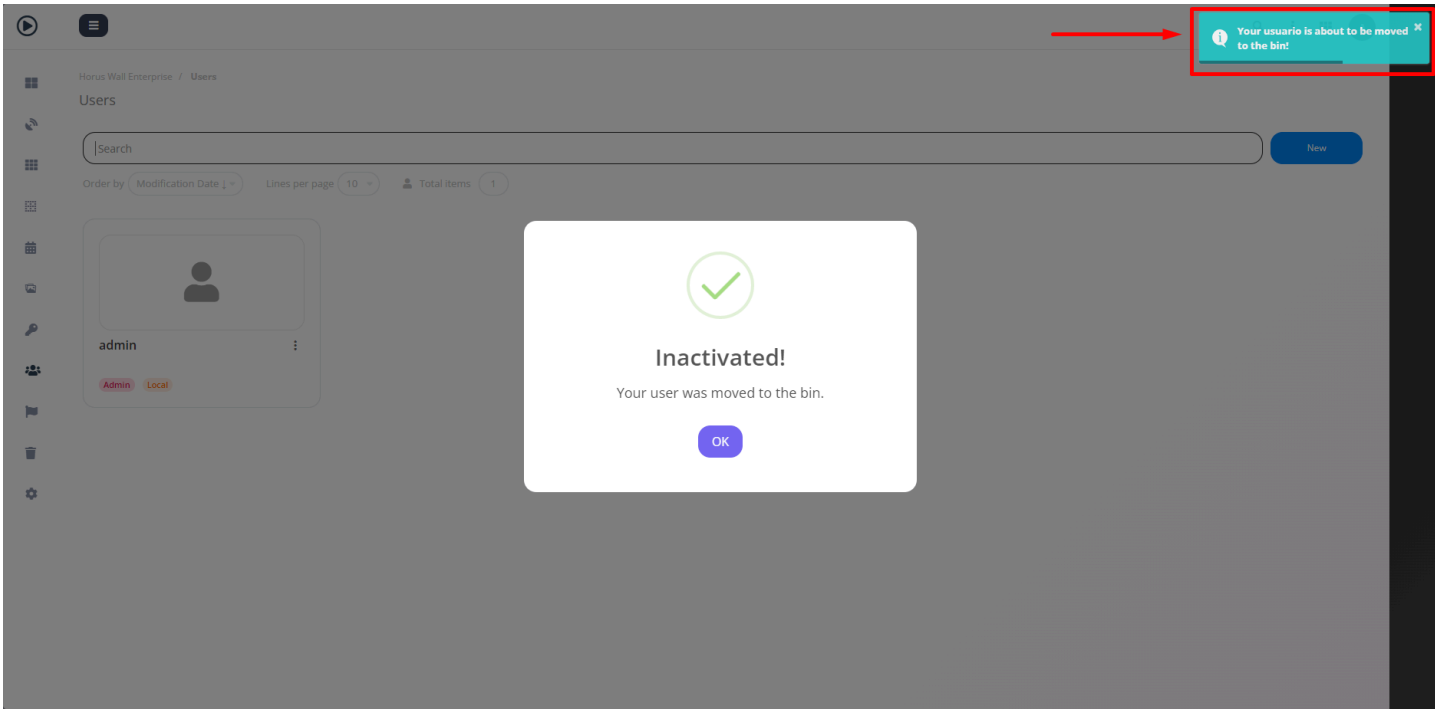
To remove users, you need to access the "Users" tab and click on the three dots next to the user you wish to remove. Then, click "Move to the Recycle Bin".



Upon selecting the option, a pop-up will appear requesting confirmation before proceeding with the removal of the user. Then, click "I agree" (highlighted).



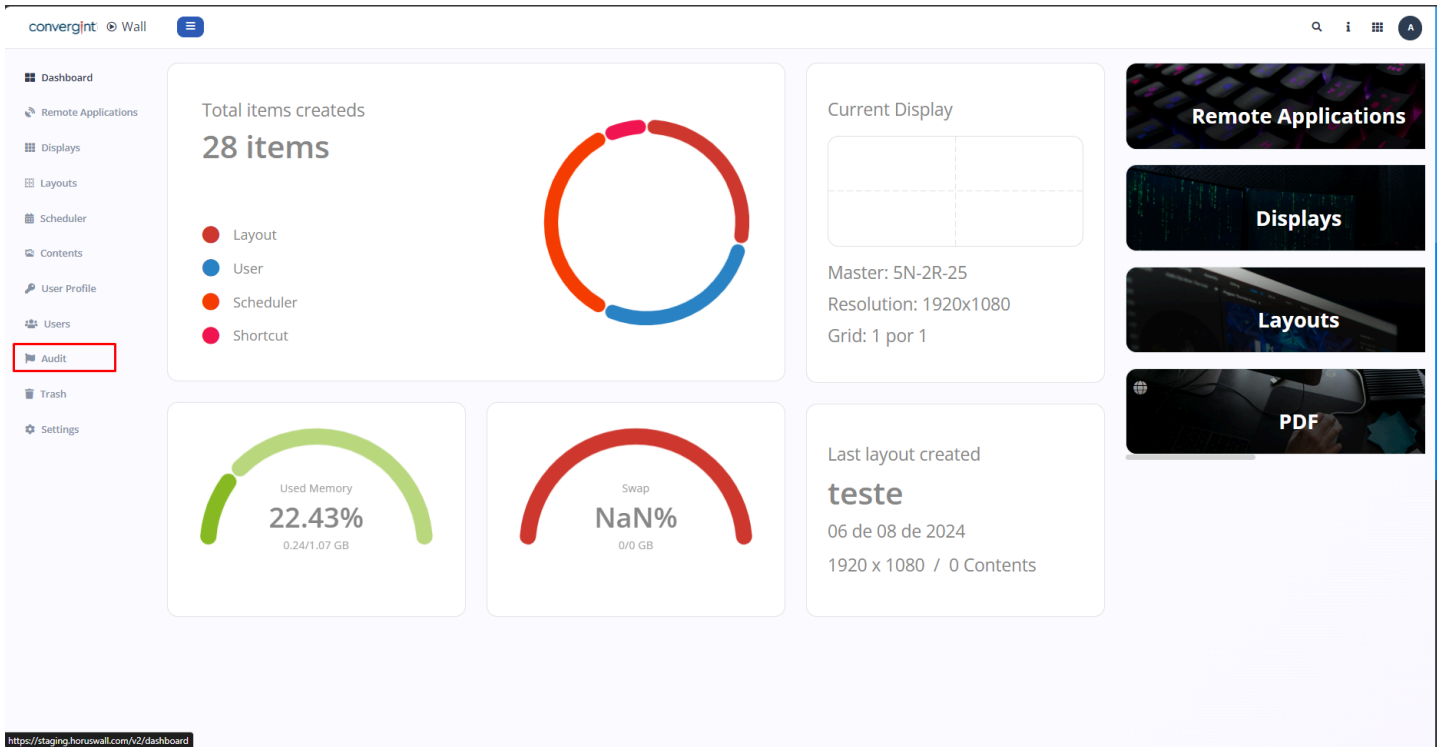
Upon clicking "I agree," the user will be removed.



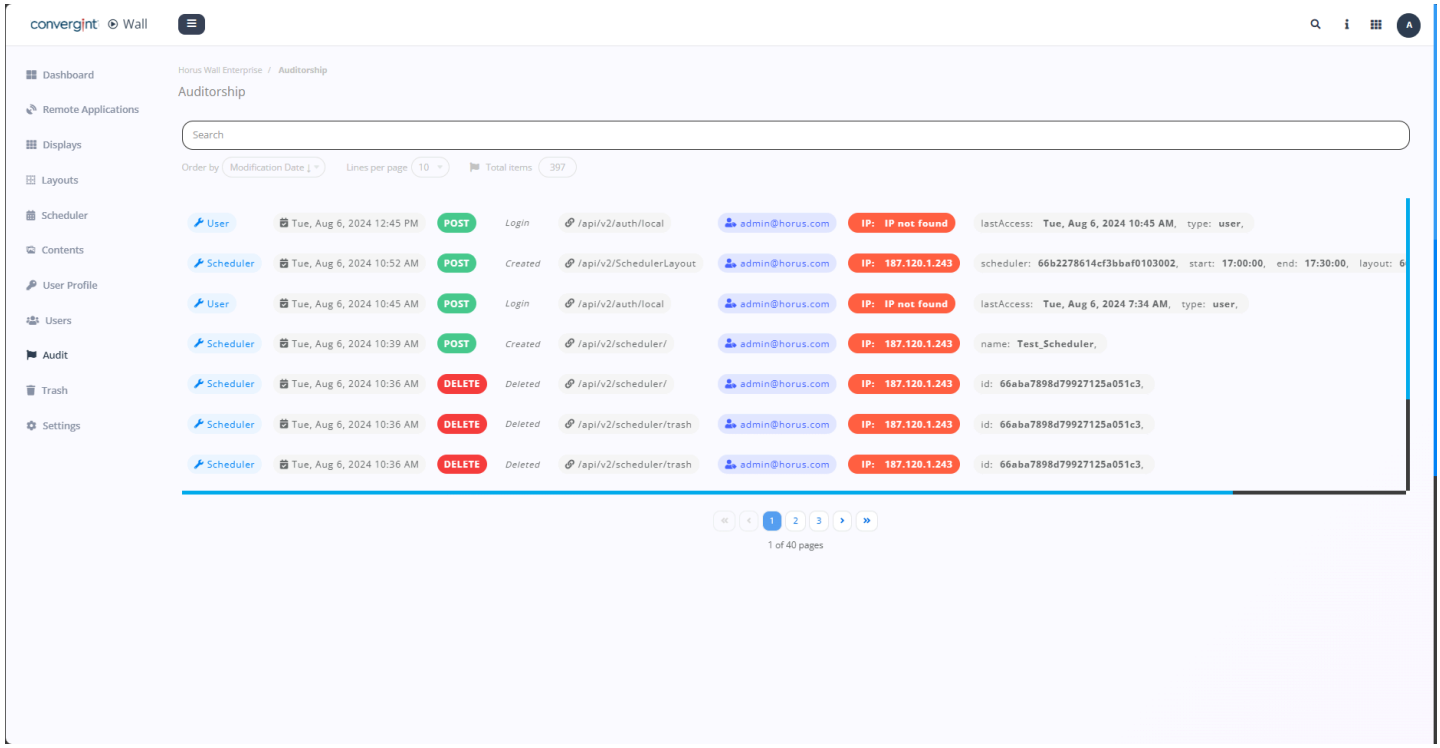
Version: 2.0.1

Viewing audit events

The first step to viewing audit events is to access the "Audit" tab (highlighted). This function allows you to view and filter the events that occurred when logging in to the system, editing the layout and other events in the portal.



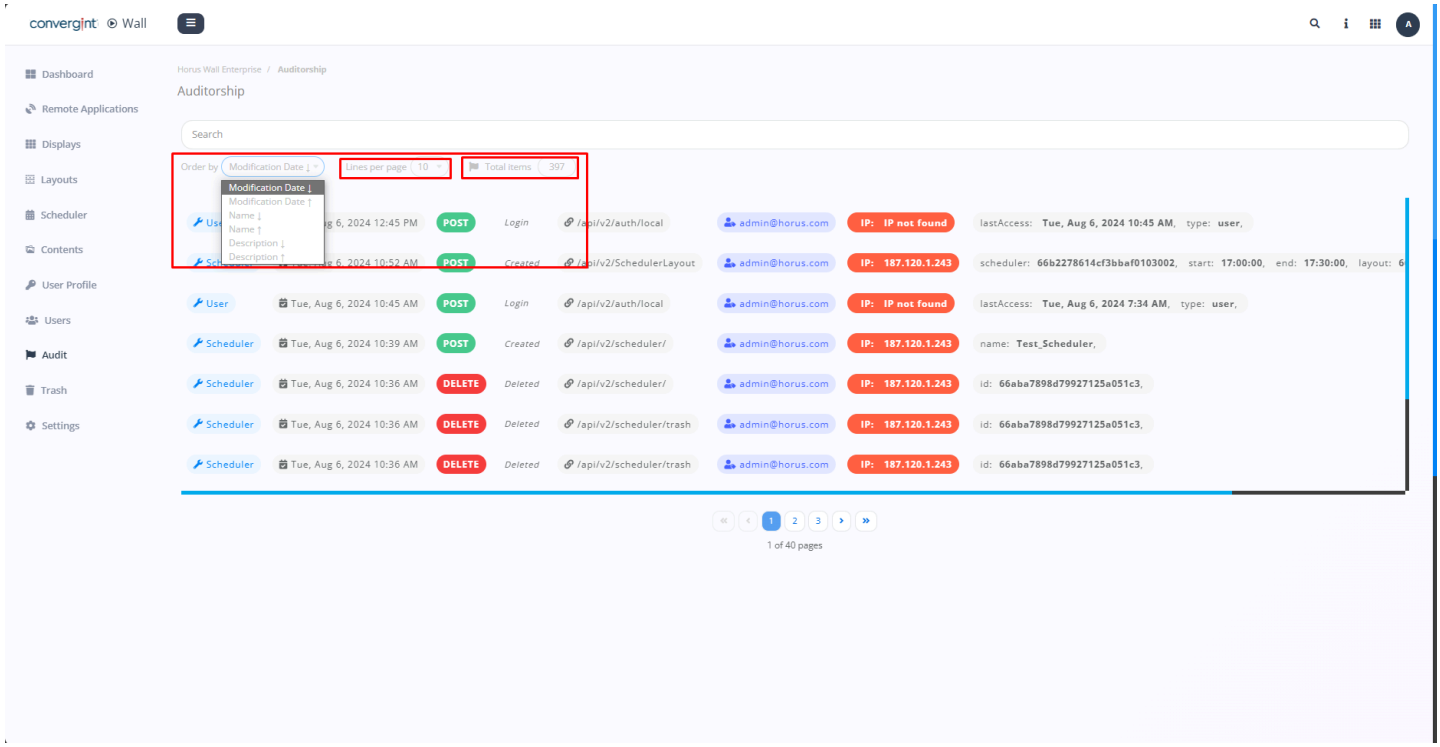
After clicking on "Audit," the system will open the screen where you can see the actions carried out by the registered user.


convergint Wall
Dashboard
Remote Applications
Displays
Layouts
Scheduler
Contents
User Profile
Users
Audit
Trash
Settings
Horus Wall Enterprise / Auditorship
Auditorship
Search
Order by Modification Date
Lines per page 10
Total items 397
User Tue, Aug 6, 2024 12:45 PM POST Login /api/v2/auth/local admin@horus.com IP: IP not found lastAccess: Tue, Aug 6, 2024 10:45 AM, type: user,
Scheduler Tue, Aug 6, 2024 10:52 AM POST Created /api/v2/SchedulerLayout admin@horus.com IP: 187.120.1.243 scheduler: 66b2278614cf3bbaf0103002, start: 17:00:00, end: 17:30:00, layout:
User Tue, Aug 6, 2024 10:45 AM POST Login /api/v2/auth/local admin@horus.com IP: IP not found lastAccess: Tue, Aug 6, 2024 7:34 AM, type: user,
Scheduler Tue, Aug 6, 2024 10:39 AM POST Created /api/v2/scheduler/ admin@horus.com IP: 187.120.1.243 name: Test_Scheduler,
Scheduler Tue, Aug 6, 2024 10:36 AM DELETE Deleted /api/v2/scheduler/ admin@horus.com IP: 187.120.1.243 id: 66aba7898d79927125a051c3,
Scheduler Tue, Aug 6, 2024 10:36 AM DELETE Deleted /api/v2/scheduler/trash admin@horus.com IP: 187.120.1.243 id: 66aba7898d79927125a051c3,
Scheduler Tue, Aug 6, 2024 10:36 AM DELETE Deleted /api/v2/scheduler/trash admin@horus.com IP: 187.120.1.243 id: 66aba7898d79927125a051c3,
1 2 3
1 of 40 pages

Version: 2.0.1

Changing the order and quantity of events

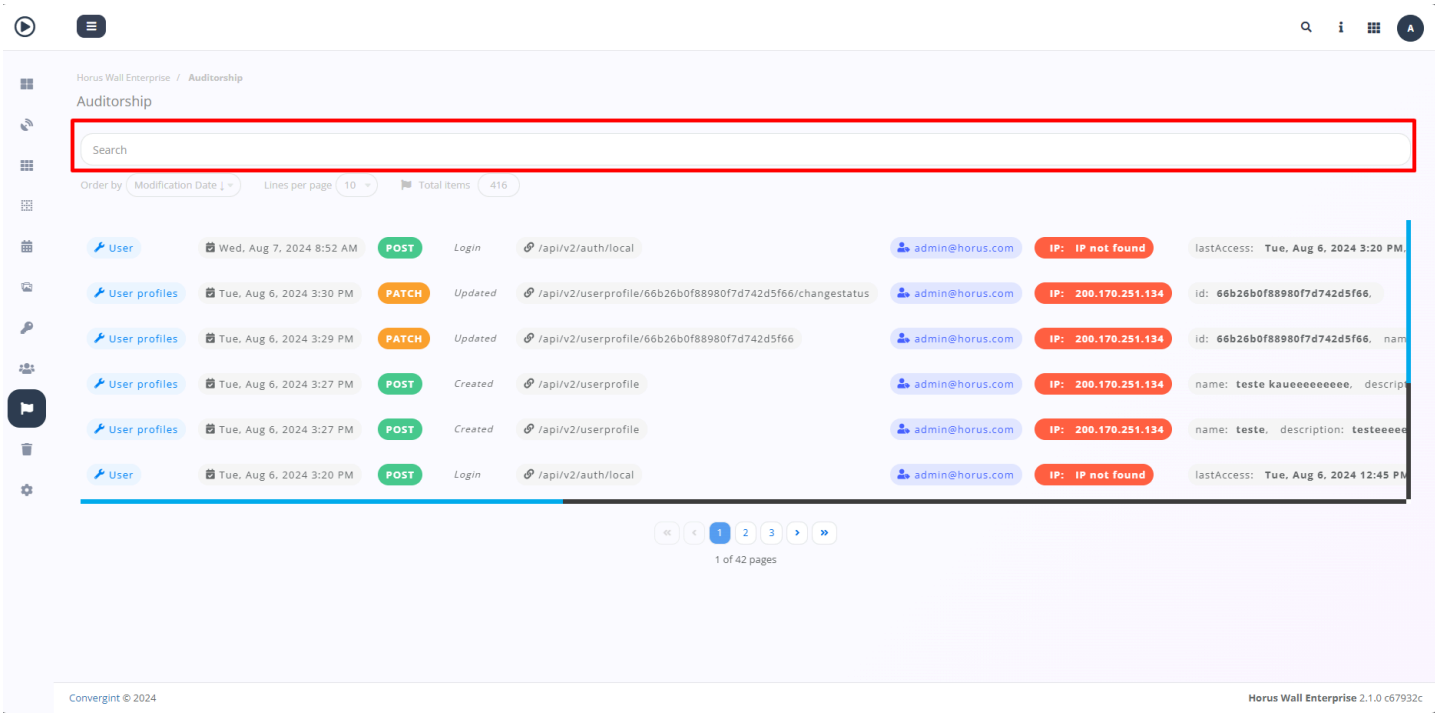
By following the steps described above, you will see the events that have occurred. To change the sorting and quantity of the items displayed per page, you need to change the sorting and quantity according to your choice in the left-hand corner of the screen (highlighted).



Version: 2.0.1

Search for events that have occurred

By following the steps described above, you will see the events that have taken place. To search for events that have occurred previously, you need to go to the search bar (highlighted) and type in the term and the search will be displayed.



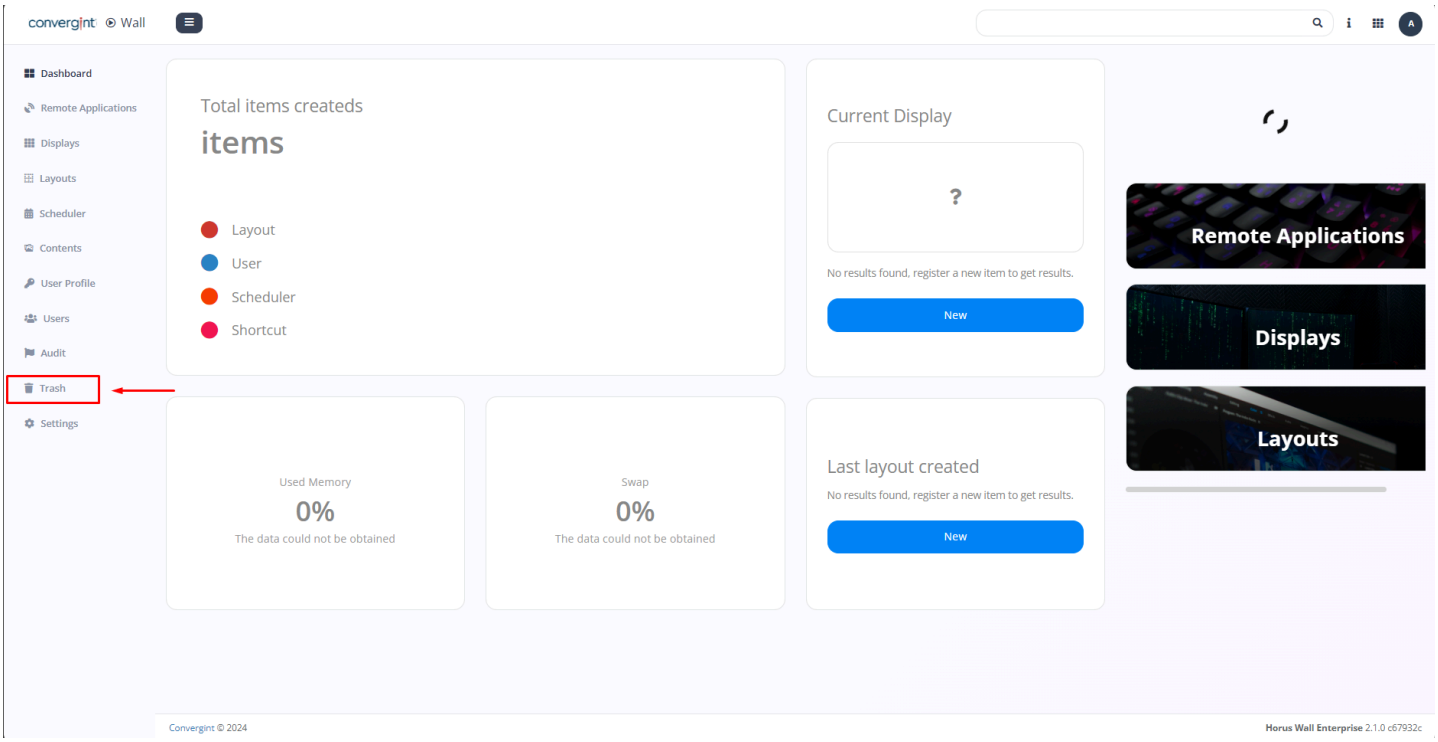
Version: 2.0.1

Trashcan

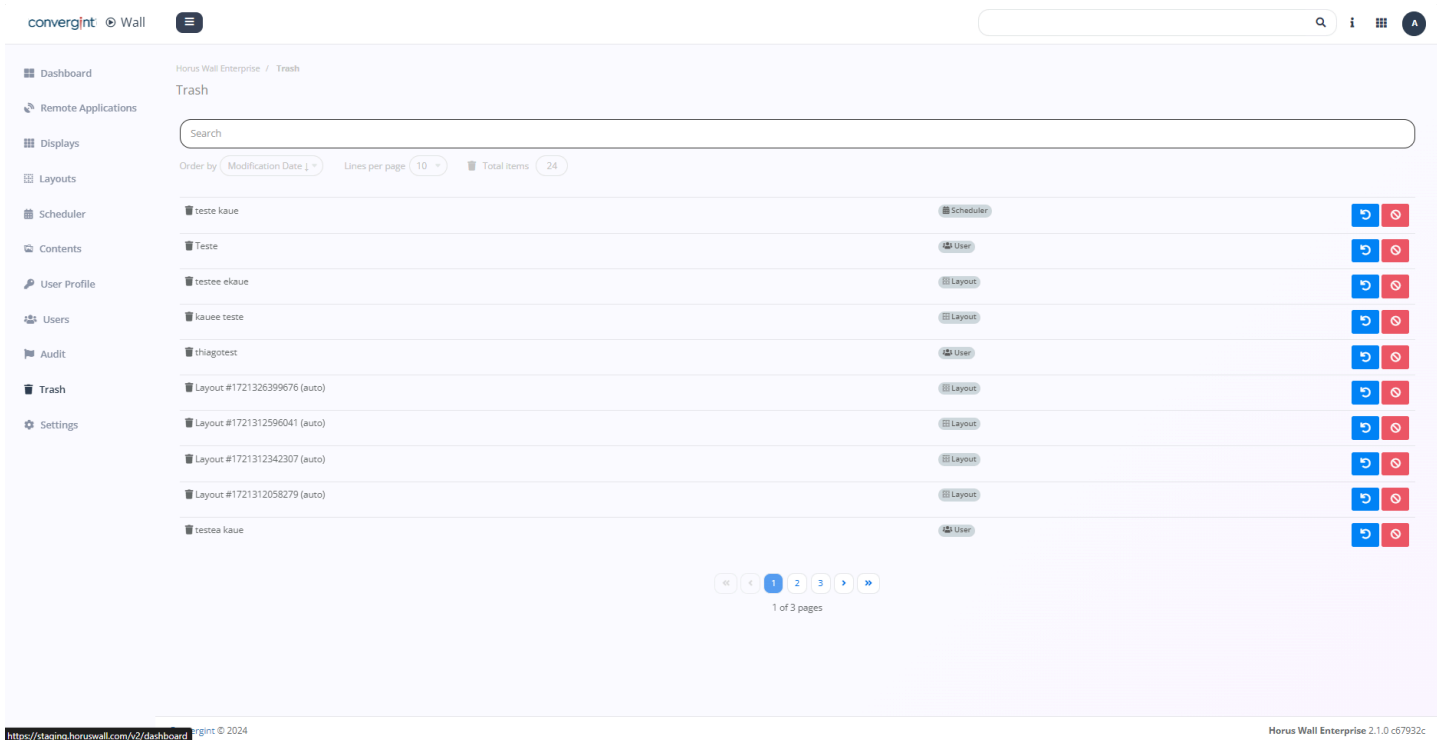
Version: 2.0.1

Access to Trash

The first step to access the trash is to go to the "Trash" tab. This function allows you to restore or confirm the deletion of contents, including users, layouts, and user peripherals, among others.



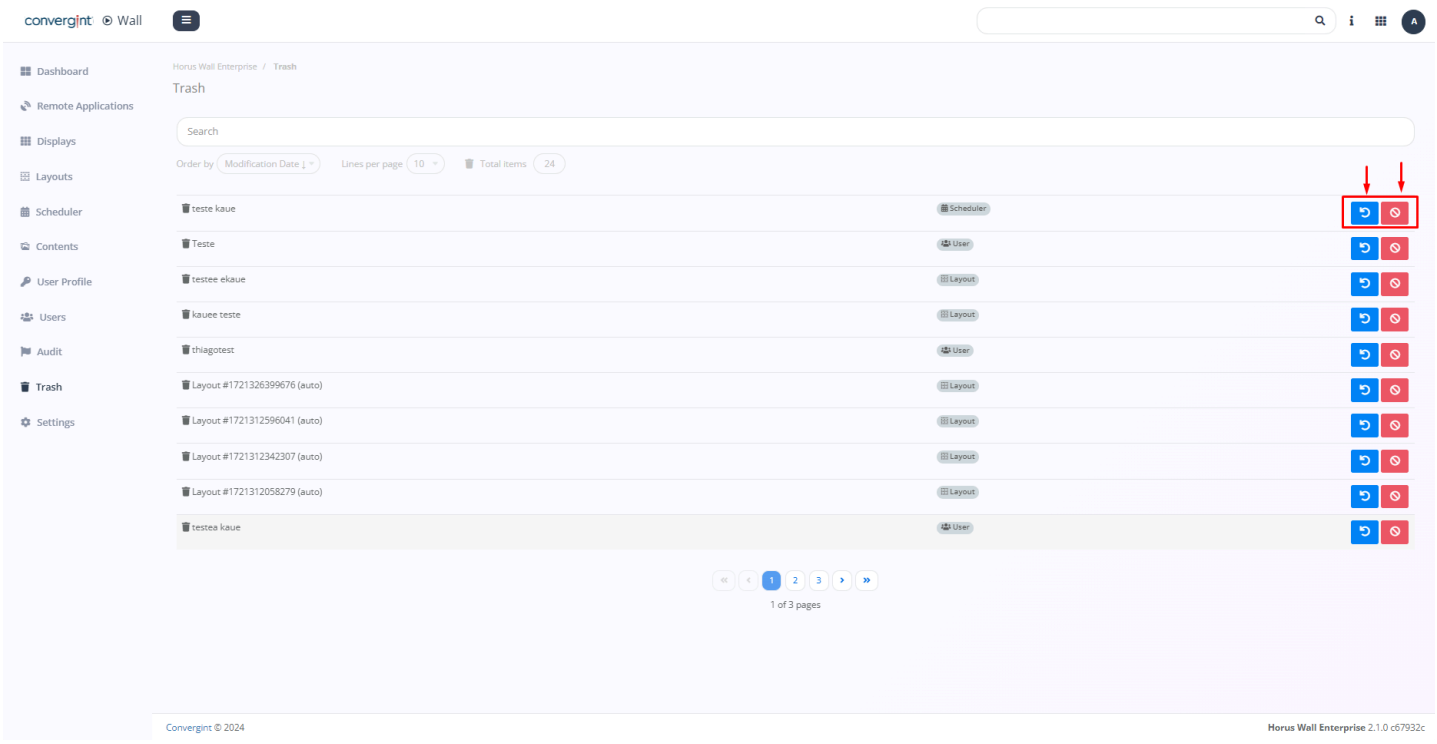
After clicking on "Trash," the system will open a screen where you can view the items that were previously deleted.


convergint Wall
Dashboard
Remote Applications
Displays
Layouts
Scheduler
Contents
User Profile
Users
Audit
Trash
Settings
Horus Wall Enterprise / Trash
Trash
Search
Order by Modification Date
Lines per page 10
Total items 24
teste kaue
Scheduler
Teste
User
testee ekaue
Layout
kauee teste
Layout
thiagotest
User
Layout #1721326399676 (auto)
Layout
Layout #1721312596041 (auto)
Layout
Layout #1721312342307 (auto)
Layout
Layout #1721312058279 (auto)
Layout
testea kaue
User
1 of 3 pages
https://staging.horuswall.com/v2/dashboard
Horus Wall Enterprise 2.1.0 c67932c

Version: 2.0.1

Restore or Confirm Previously Deleted Item

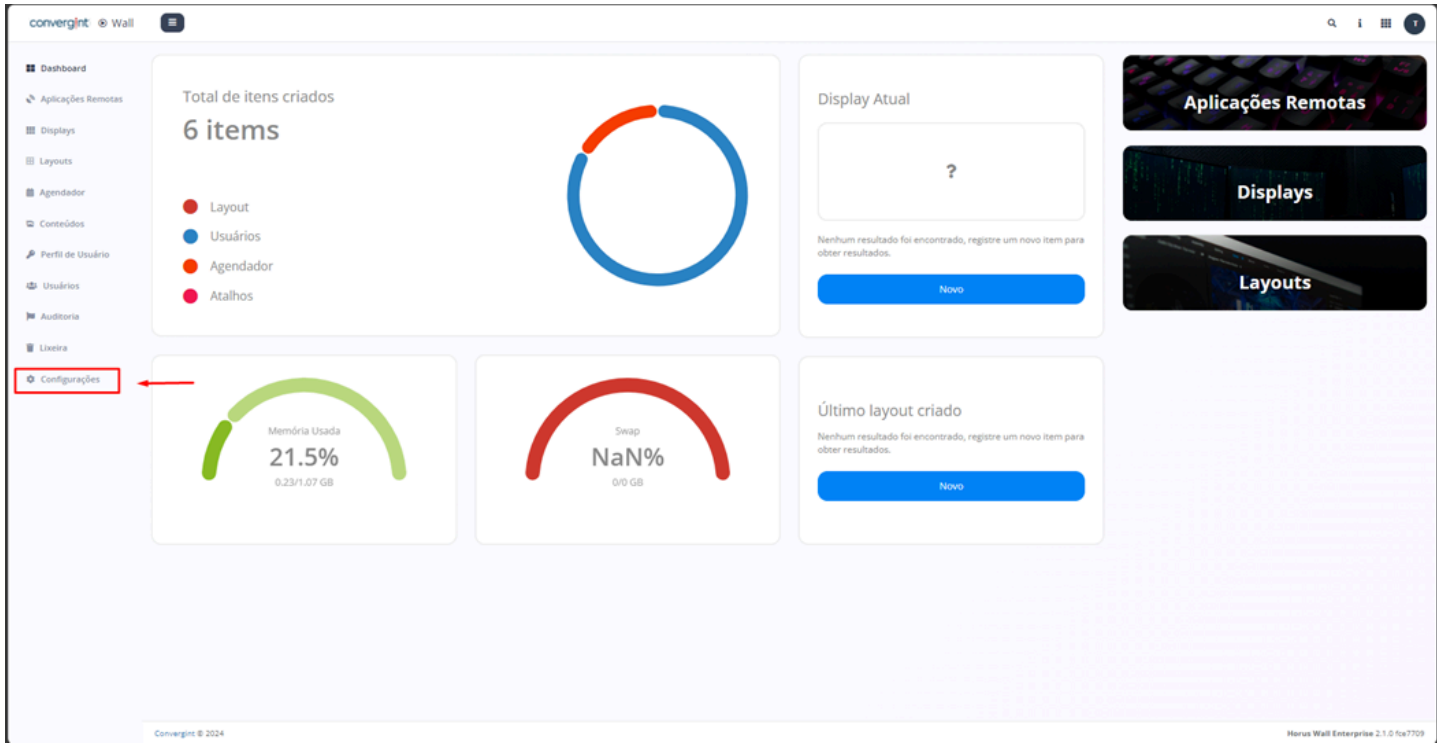
By following the previously described steps, you will view the items that were previously deleted. To restore or permanently delete an item, click the "Restore" button to recover a previously deleted item. To confirm the removal of an item, click the "Delete" button to permanently remove the item. Respectively (highlighted).



Version: 2.0.1

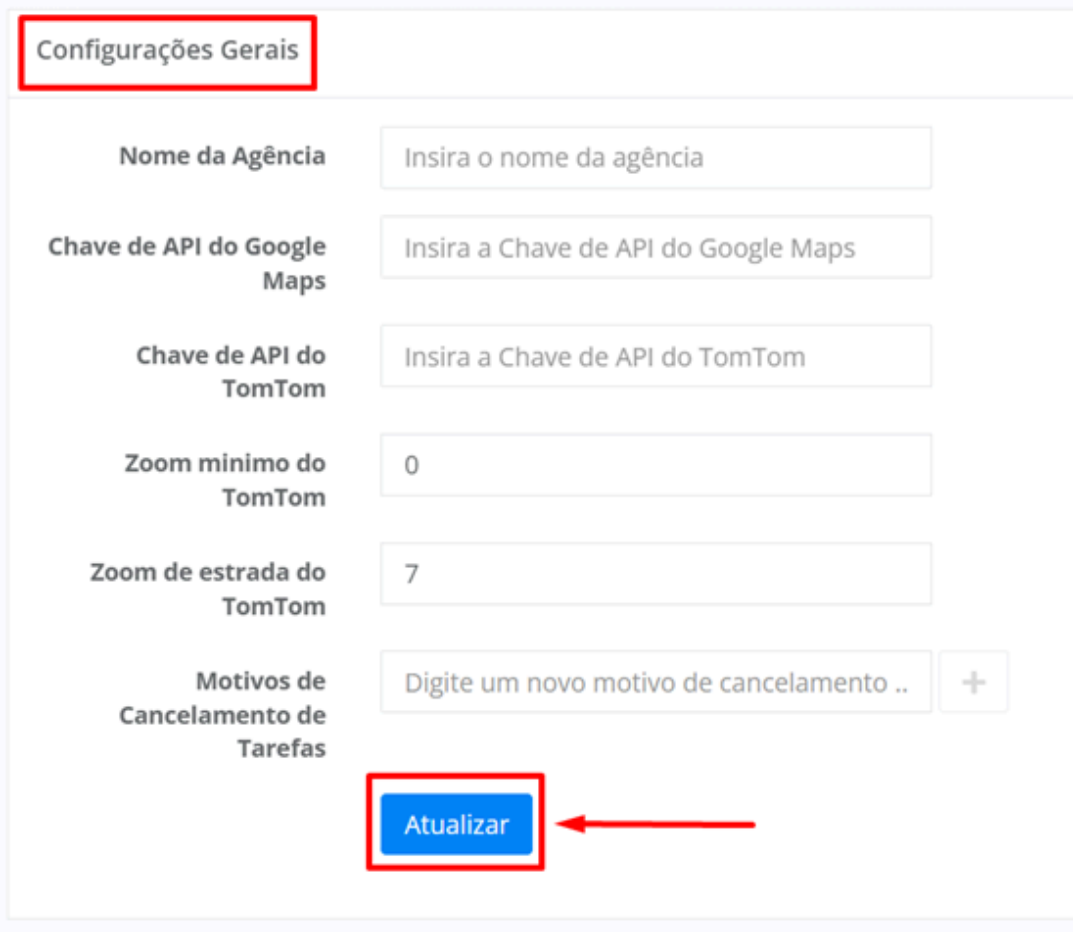
Realização das configurações no horus wall

Para realizar as configurações do wall, torna-se necessário acessar a aba “Configurações”. Essa função possibilita a configuração do sistema baseado em suas escolhas, atribuindo informações necessárias e adicionais, de acordo com sua preferência.

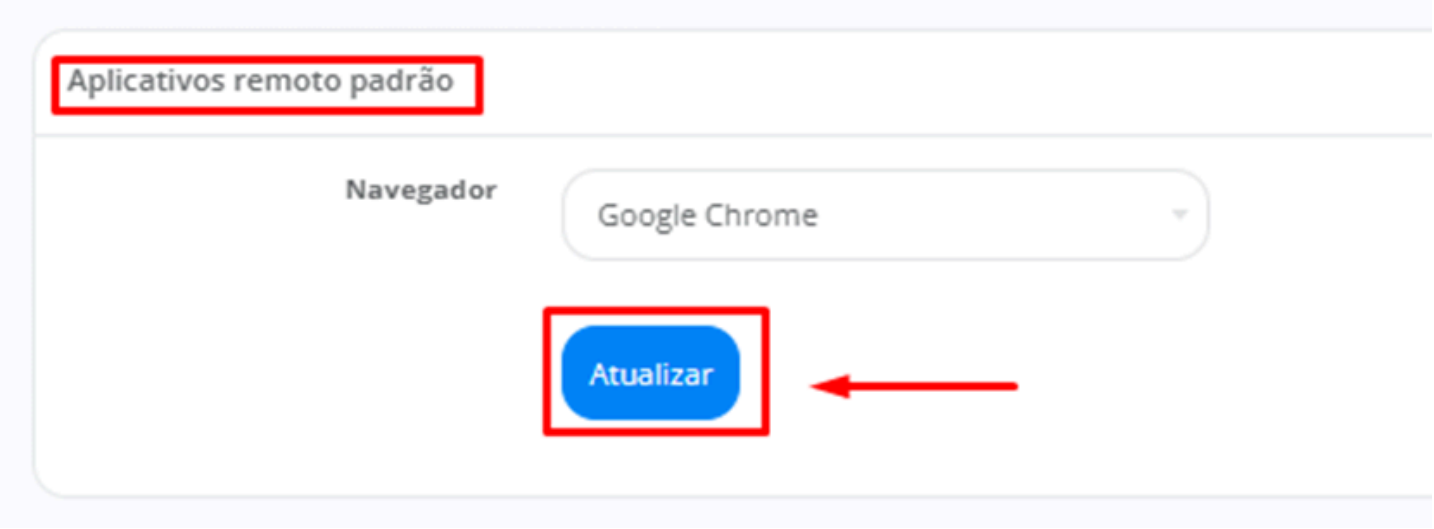


Ao clicar em “Configurações”, o sistema abrirá uma tela que possibilita a configuração das seguintes seções: Configurações gerais, Aplicativos remoto padrão, Configurações do módulo Gerenciador de Conteúdo, Configurações do módulo Collab, Configurações do Turnserver, Configurações – Integração Digifort, Integração Milestone, Configurações do LDAP, Configurações do SSO, Backup & Restore E Configurações de Auditoria. Respectivamente.

• Configurações Gerais: Nesta seção, é possível incluir e definir o nome da agência, as chaves de API do Google Maps e do TomTom, bem como o zoom mínimo e de estrada do TomTom, além de motivos de cancelamento de tarefas. Isso permite uma gestão eficiente e adapta às suas preferências. Ao configurar, clique em “Atualizar”.

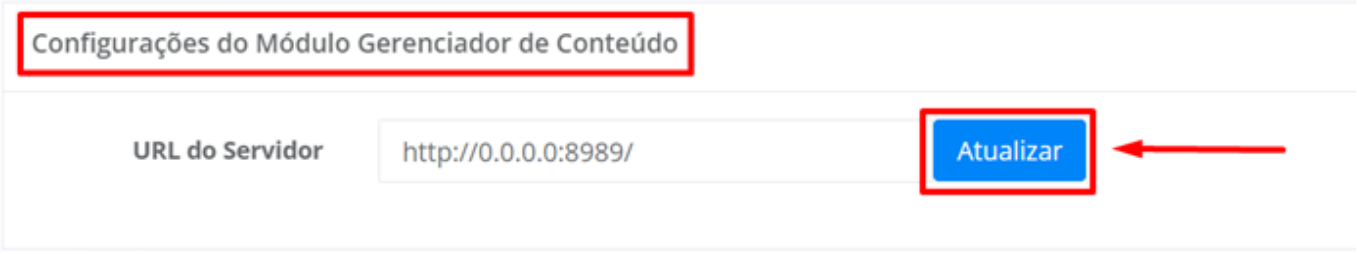


• Aplicações remotas padrão: Nesta seção, você pode incluir a navegação desejada em "navegador". Isso permite uma gestão eficiente e adapta-se às suas preferências. Clique em “Atualizar”.

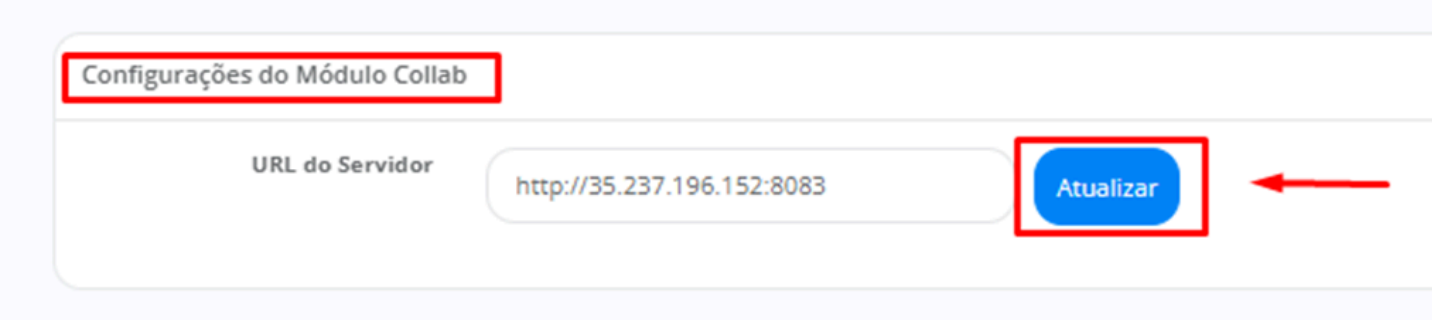


• Configurações do Módulo Gerenciador de Conteúdo: Ao acessar está opção, é admissível ajustar e personalizar as configurações que envolvem o gerenciamento do conteúdo, incluindo a

atribuição da URL do servidor. Ao configurar, clique em “Atualizar”

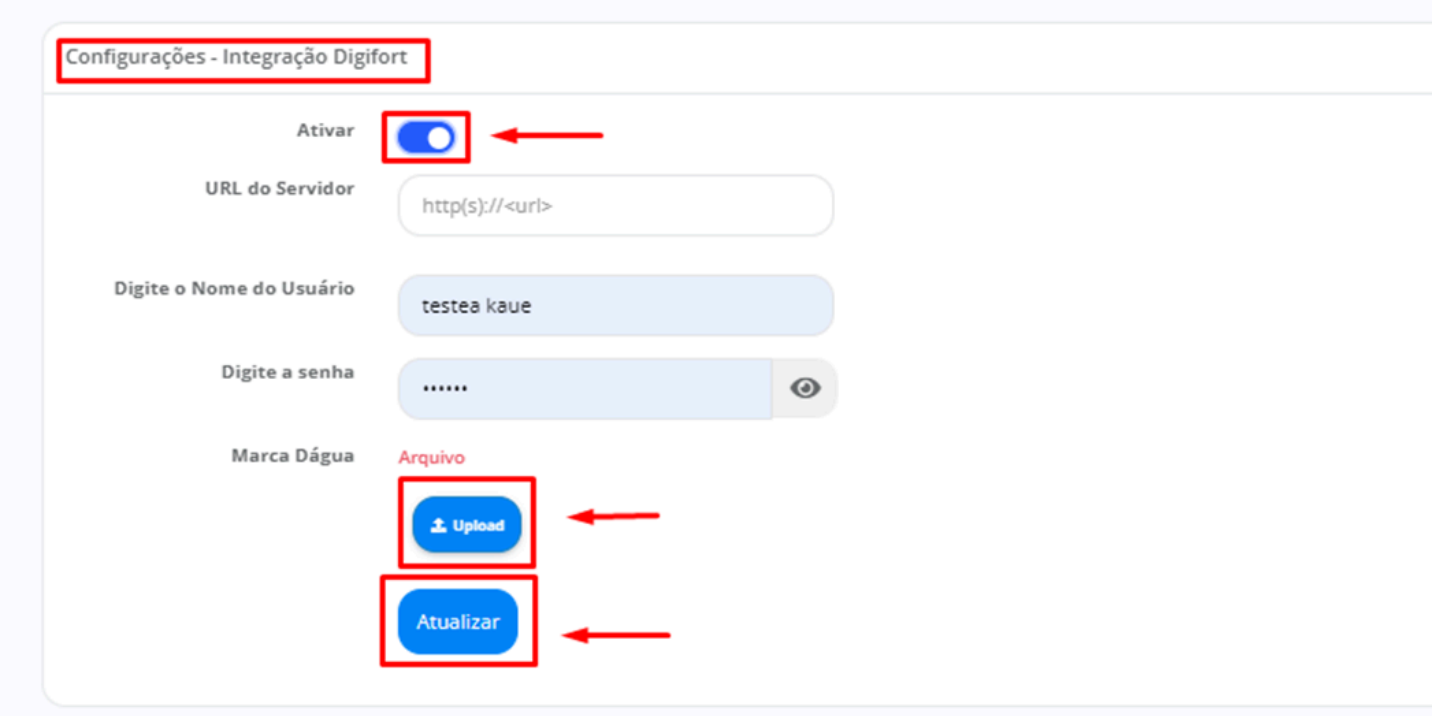


• Configurações do Módulo Collab: Ao acessar está opção, é admissível ajustar e personalizar as configurações que envolvem o Collab, incluindo a atribuição da URL do servidor. Ao configurar, clique em “Atualizar”.



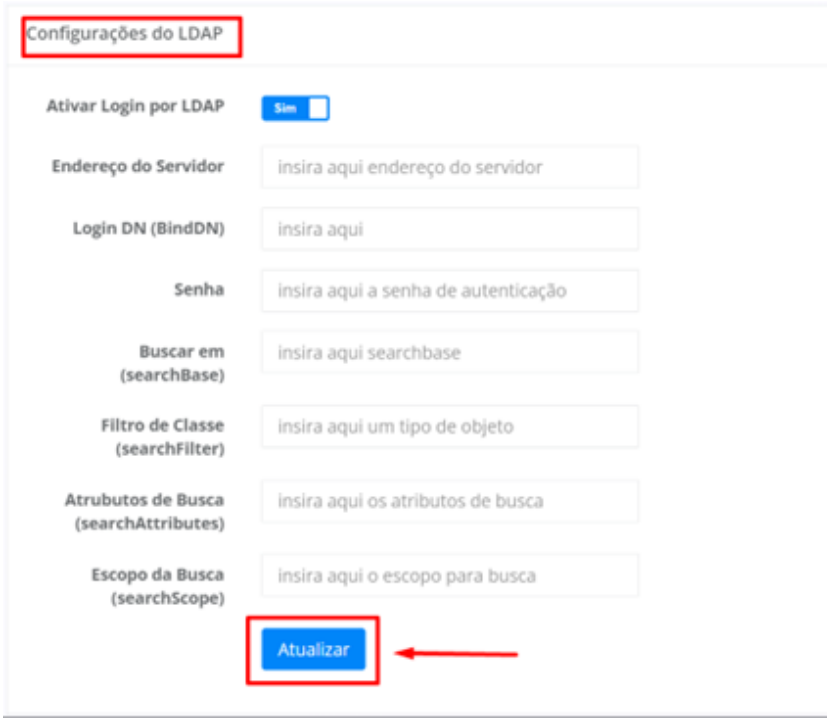
• Configurações do Turnserver: Nesta seção, você pode incluir a atribuição da URL do servidor, o nome de usuário e a senha de sua preferência. Isso permite uma gestão eficiente e adapta-se às suas preferências. Para obter o que deseja, basta clicar no botão de ”Ativar” para configurar. Ao configurar, clique em "Atualizar".

• Configurações – Integração Digifort : A configuração da integração com Digifort permite atribuir a URL do servidor, nome de usuário e senha conforme preferência, além de oferecer a opção de fazer upload em “marca d'água”, facilitando uma gestão eficiente adaptada às suas necessidades. Para ativar as configurações desejadas, clique no botão “Ativar” e, após configurar, finalize clicando em “Atualizar”.

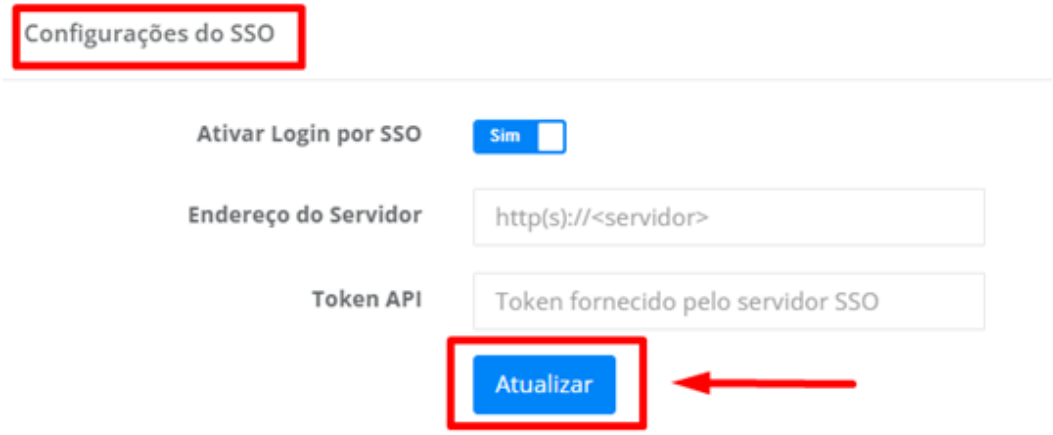


• Integração Milestone : A integração com Milestone permite atribuir a URL do servidor, a porta do WebServer, o nome de usuário e a senha conforme preferência, proporcionando uma gestão eficiente adaptada às suas necessidades. Para ativar as configurações desejadas, clique no botão “Ativar” e, após configurar, conclua clicando em “Atualizar”.

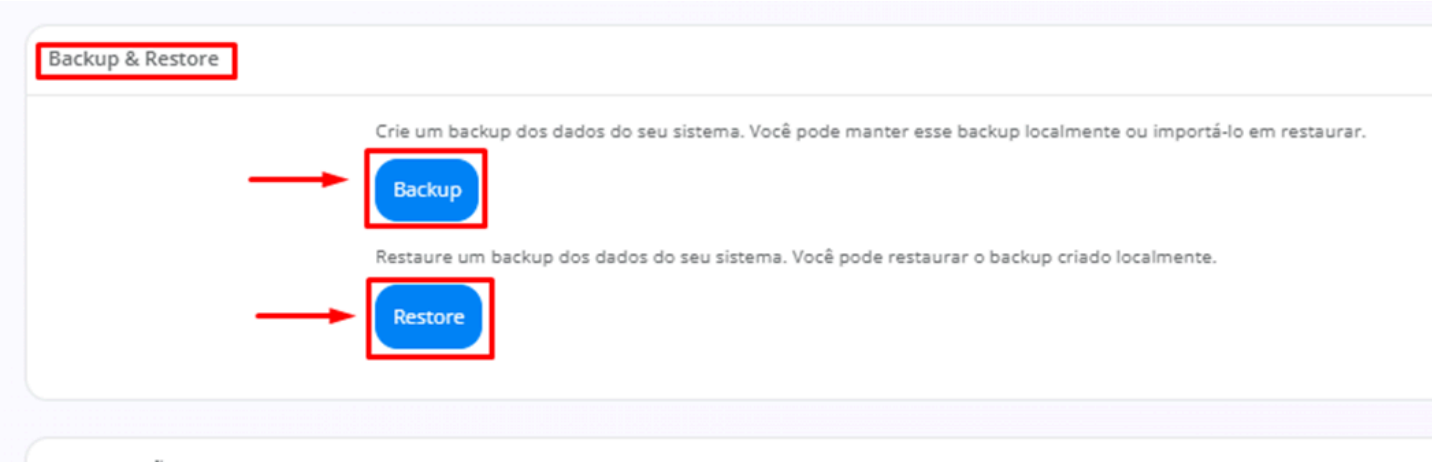
• Configurações do LDAP: Ao acessar está opção, é admissível ativar o login por LDAP (Lighweight Directory Acess Protocol), consequentemente atribuindo e inserindo as devidas configurações, como: Endereço de servidor, Login DN, Senha, Buscar em (SearchBase), Filtro de classe, Atributos de busca e Escopo de Busca. Isso facilita os usuários a localizar determinadas informações. Ao configurar, clique em “Atualizar”.



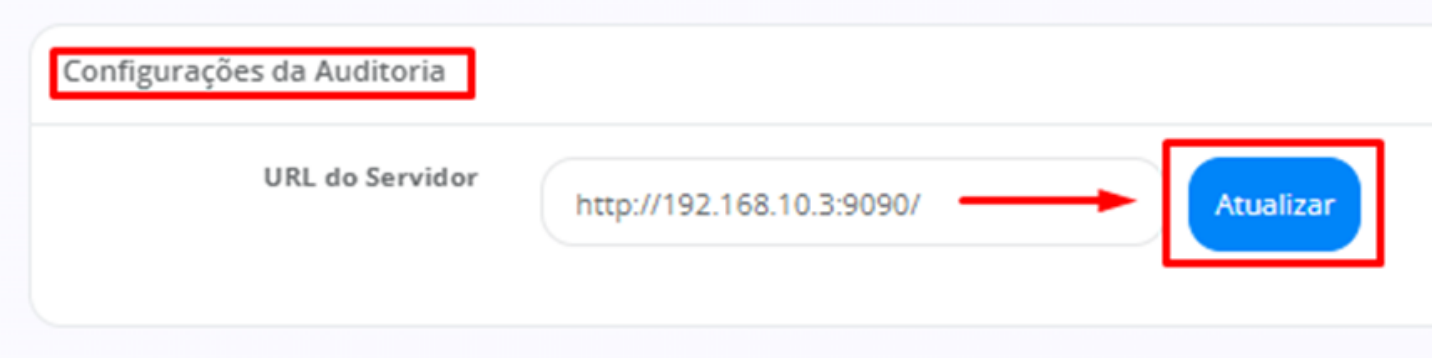
• Configurações do SSO: Nesta opção, é permitido ativar o login por SSO (Single Sign – On), assim fornecendo e declarando as devidas configurações, como: Endereço de servidor e Token API. Logo, possibilitando que os usuários acessem a plataforma ou aplicações com apenas um conjunto de credenciais. Ao configurar, clique em “Atualizar”.



• Backup & Restore: Para criar um backup dos dados do seu sistema, clique em “Backup”. Você pode optar por armazenar esse backup localmente ou importa-lo para posterior restauração, para restaurar um backup dos dados do seu sistema previamente criado localmente, clique em “Restore”.



• Configurações da Auditoria: Ao acessar está opção, é admissível ajustar e personalizar as configurações que envolvem a auditoria, incluindo a atribuição da URL do servidor. Ao configurar, clique em “Atualizar”.



Version: 2.0.1

LDAP_Settings

LDAP (Lightweight Directory Access Protocol) é um protocolo usado para acessar e gerenciar serviços de diretório, como o Active Directory ou OpenLDAP. Ele permite a organização e consulta de informações hierárquicas, como usuários, grupos e dispositivos.

Aqui estão os termos e suas explicações:

`url`

- **Descrição**: Especifica o endereço do servidor LDAP.
- **Exemplo**: `ldap://servidor.com:389` ou `ldaps://servidor.com:636` (para conexões seguras).
- **Uso**: Define onde o cliente LDAP deve se conectar para realizar operações.

`bindDN`

- **Descrição**: Distinguished Name (DN) usado para autenticação no LDAP. É como um "usuário" para se conectar ao diretório.
- **Exemplo**:

```
cn=admin,dc=empresa,dc=com
```

- **Uso**: Serve para "se vincular" ao LDAP com privilégios específicos.

`bindCredentials`

- **Descrição**: A senha associada ao `bindDN`.
- **Exemplo**: `senhaSegura123`

- **Uso**: Necessária para autenticar o `bindDN` ao servidor LDAP.

`searchBase`

- **Descrição**: O DN base onde as buscas começam no diretório. Define o escopo da pesquisa.
- **Exemplo**:

```
dc=empresa,dc=com
```

- **Uso**: Restringe a área de pesquisa no diretório.

`searchFilter`

- **Descrição**: Um filtro para encontrar objetos específicos no diretório. Usado para definir critérios de busca.
- **Exemplo**:

```
(uid={0})
```

  (substitui `{0}` pelo nome de usuário informado).
- **Uso**: Focaliza a pesquisa em entradas que correspondem aos critérios.

`searchAttributes`

- **Descrição**: Atributos a serem retornados em uma busca. Define quais campos da entrada serão recuperados.
- **Exemplo**:

```
["cn", "mail", "uid"]
```

- **Uso**: Reduz os dados retornados ao essencial.

`searchScope`

- **Descrição**: Determina a profundidade da busca no diretório. Pode ser:
  - `base` (apenas o nó base)
  - `one` (um nível abaixo do base)
  - `sub` (todos os níveis abaixo)
- **Exemplo**: `sub`
- **Uso**: Controla até onde a busca deve ir na hierarquia.

Esses parâmetros são usados em configurações de clientes LDAP, como sistemas de autenticação ou aplicativos corporativos.

Version: 2.0.1

FAQ

FAQ, or Frequently Asked Questions, groups problems, possible causes, and solutions for common situations related to software, Linux environments, Windows, networks, and more.

1. *Internet Connection Problems

Description: The user is unable to access an online application.

Possible Causes:

- Problems with the user's local network.
- Firewall or proxy settings that block access.

Support Solutions:

- Check the user's Internet connection.
- Ask the user to test the connection on another device or network.
- Guide the user to adjust firewall or proxy settings if necessary.

2. Browser Configuration Errors

Description: The application does not work correctly in a specific browser.

Possible Causes:

- Cache or cookie settings.
- Extensions or plugins that interfere with operation.

Support Solutions:

- Instruct the user to clear the browser's cache and cookies.

- Recommend that the user disable extensions or plugins temporarily to identify if any of them are causing the problem.
- Advise the user to try accessing the application in a different browser or in an incognito window.

3. File Permission Problems

Description: The user is unable to save or access files in an application.

Possible Causes:

- Inadequate folder or file permissions in the user's operating system.
- Security settings that prevent access.

Support Solutions:

- Guide the user to check and adjust folder and file permissions.
- Ask the user to run the application as an administrator, if appropriate.
- Instruct the user to check the operating system's security settings that may be blocking access.

4. System Configuration Problems

Description: The software is not behaving as expected on a specific system.

Possible Causes:

- Incorrect configurations of the operating system or other software.
- Incompatible versions of system components.

Support Solutions:

- Ask the user to check and adjust system settings, such as environment variables or system-specific settings.

- Guide the user to update drivers and system components if necessary.
- Check that the system meets the minimum hardware and software requirements for the application.

5. Problems with User Accounts

Description: The user is unable to log in or access specific functionalities.

Possible Causes:

- Forgotten passwords or incorrect login information.
- Problems with the user's account, such as locks or inappropriate permissions.

Support Solutions:

- Assist the user with password recovery or login reset.
- Check that the user's account is active and has the correct permissions to access the desired functionalities.
- Guide the user to check the multi-factor authentication configuration, if applicable.

6. Synchronization problems

Description: Data is not synchronizing between devices or with the server.

Possible Causes:

- Intermittent network connection.
- Incorrect synchronization settings.

Support Solutions:

- Check the network connection and ask the user to try again.
- Instruct the user to review and adjust the synchronization settings in the application.

- Recommend that the user restart the application or device to try to resolve synchronization problems.

7. Software installation errors

Description: The user encounters errors when trying to install or update the software.

Possible Causes:

- Corrupted installation files.
- Conflicts with other applications or previous versions.

Support Solutions:

- Instruct the user to re-download the installation file from a reliable source.
- Instruct the user to uninstall older versions of the software before attempting a new installation.
- Check for the administrative permissions required for the installation and ensure that the user has them.

8. Compatibility problems

Description: The software does not work correctly on a specific operating system or device.

Possible Causes:

- Incompatibility with the operating system or hardware.
- Outdated versions of necessary libraries or components.

Support Solutions:

- Check that the software is compatible with the user's operating system and hardware.
- Guide the user to update the operating system or install the necessary components.

- Recommending the installation of updates or patches that can solve compatibility problems.

9. Account Configuration Problems

Description: The user is unable to access or configure options in their account within the application.

Possible Causes:

- Incorrect account or profile settings.
- Lack of information needed to complete the configuration.

Support Solutions:

- Instruct the user to review and correct the account or profile settings.
- Guide the user to provide additional information or complete configuration steps.
- Help the user update account details, such as payment information or preferences.

10. Slow Performance

Description: The software is running slower than expected.

Possible Causes:

- Insufficient system resources.
- Background applications consuming resources.

Support Solutions:

- Ask the user to close other applications that may be consuming resources.
- Guide the user to check CPU and memory usage to ensure that there are sufficient resources available.
- Recommend cleaning up temporary files and carrying out basic system maintenance.

11. Problems with Application Settings

Description: Custom settings or preferences are not saved or applied correctly.

Possible Causes:

- Configuration files corrupted or not accessible.
- Inadequate permissions to save settings.

Support Solutions:

- Instruct the user to check and correct permissions for files or directories related to the application.
- Guide the user to reset or recreate configuration files, if possible.
- Check that the application has permission to access and modify the necessary settings.

12. Update problems

Description: The software is not updating to the latest version.

Possible Causes:

- Connectivity problems with the update server.
- Incorrect automatic update settings.

Support Solutions:

- Check the Internet connection and try again.
- Guide the user to check and adjust the automatic update settings.
- Ask the user to perform the update manually, if possible.

13. Authentication errors

Description: The user is unable to authenticate or access the application.

Possible Causes:

- Incorrect password or username.
- Problems with multi-factor authentication.

Support Solutions:

- Help the user reset their password or recover their username.
- Check that multi-factor authentication is configured correctly and provide support to resolve problems related to this.
- Confirm that the user is using the correct credentials and revise them if necessary.

14. Licensing problems

Description: The software is reporting problems with the license or is not recognizing the license key.

Possible Causes:

- Invalid or expired license key.
- Problems with license activation or verification.

Support Solutions:

- Guide the user to check the validity and correct entry of the license key.
- Help the user to reactivate the software or contact the license provider if necessary.
- Check if there are any updates or patches available that could solve licensing problems.

15. Data Import/Export problems

Description: The user is unable to import or export data in the software.

Possible Causes:

- Incorrect or incompatible file format.
- Corrupt or invalid data in the file.

Support Solutions:

- Guide the user to check that the file is in the correct and recommended format.
- Help the user validate and correct corrupt or invalid data in the file.
- Provide information on the format and structure specifications for import/export.

16. Data Synchronization Problems

Description: Data is not synchronizing correctly between different devices or platforms.

Possible Causes:

- Incorrect synchronization settings.
- Temporary connectivity problems.

Support Solutions:

- Instruct the user to check and adjust the synchronization settings.
- Instruct the user to ensure that all devices are connected to the Internet.
- Recommend that the user restart the software or device to resolve temporary problems.

17. Problems with Generic Error Messages

Description: The user is receiving generic or uninformative error messages.

Possible Causes:

- Problems with software configuration or permissions.

- Corrupted temporary files or cache.

Support Solutions:

- Check and adjust software permissions and settings.
- Guide the user to clear cache and temporary files related to the software.
- Provide instructions on how to access detailed error logs, if available.

18. Problems with Software Updates

Description: The user is unable to update the software to the latest version.

Possible Causes:

- Conflicts with existing software or system settings.
- Problems connecting to the update server.

Support Solutions:

- Guide the user to temporarily disable the antivirus or security software that may be blocking the update.
- Check that the user has the necessary permissions to install updates and adjust settings if necessary.
- Ask the user to download and install the update manually, if applicable.

19. Network Configuration Problems

Description: The software is unable to connect to a specific network or server.

Possible Causes:

- Incorrect or conflicting network configurations.
- Problems with DNS or network servers.

Support Solutions:

- Guide the user to check and correct network settings, such as IP and DNS.
- Recommend rebooting the router or modem to resolve temporary problems.
- Help the user configure exceptions in the firewall or router, if necessary.

20. Licensing or Activation Problems

Description: The software requests reactivation or has licensing problems.

Possible Causes:

- Expired or invalid license key.
- Activation problems due to hardware changes.

Support Solutions:

- Help the user enter the correct license key or provide a new one if necessary.
- Guide the user through the process of reactivating the software in the event of hardware changes.
- Check for specific instructions for reactivating licenses in the event of significant system changes.

21. Performance Problems in Specific Environments

Description: The software is experiencing performance problems in a specific environment, such as a corporate network.

Possible Causes:

- Corporate network configurations or security policies that affect performance.
- Limited resources or overload on internal servers.

Support Solutions:

- Consult with internal IT staff about network configurations or security policies that may be impacting performance.
- Recommend adjustments to software configuration for better performance in corporate environments.
- Help the user identify and free up resources on the server or device that may be overloaded.

22. **Interface Visualization Problems

Description: Elements of the user interface are not displayed correctly.

Possible Causes:

- Inappropriate screen resolution or display settings.
- Problems with video drivers or graphics settings.

Support Solutions:

- Guide the user to adjust the screen resolution and display settings.
- Recommend updating video drivers or adjusting graphics settings.
- Instruct the user to check that the software is compatible with the current hardware and display configuration.

23. Problems with Backup and Recovery Processes

Description: The user has problems performing backups or recovering data in the software.

Possible Causes:

- Incorrect backup or recovery settings.
- Backup files corrupted or inaccessible.

Support Solutions:

- Instruct the user to review and adjust the backup and recovery settings.
- Guide the user to verify the integrity of the backup files and provide guidance on how to perform a new backup if necessary.
- Assist the user in recovering data from existing backups.

24. Problems with Access Permissions

Description: The user is unable to access certain features or functionalities of the software.

Possible Causes:

- Incorrectly configured user permissions.
- Access restrictions based on roles or groups.

Support Solutions:

- Check and adjust user or group permissions in the software.
- Confirm that the user belongs to the correct group with the necessary permissions.
- Help the user to request additional permissions if necessary.

25. Problems with Notification Configuration

Description: The user is not receiving expected notifications from the software.

Possible Causes:

- Notification settings disabled or incorrect.
- Problems with spam filters or email configuration.

Support Solutions:

- Guide the user to review and adjust the notification settings within the software.
- Check whether notifications are being blocked by spam filters or email settings.
- Help the user to add the notification address to the list of trusted senders.

26. Problems with Specific Error Messages

Description: The user is encountering specific error messages when using the software.

Possible Causes:

- Incorrect or missing data required for operation.
- Incorrect settings or user input.

Support Solutions:

- Help the user identify and correct incorrect or missing data.
- Guide the user to adjust the settings or inputs to avoid the error.

27. **Problems with printing resources

Description: The user is having difficulty printing documents from the software.

Possible Causes:

- Incorrect printer settings or outdated drivers.
- Compatibility problems between the software and the printer.

Support Solutions:

- Check and adjust the printer settings in the software.
- Instruct the user to update or reinstall the printer drivers.
- Guide the user to select the correct printer and test with a simple document.

28. Performance Problems on Mobile Devices

Description: The software is experiencing performance problems on mobile devices.

**Possible Causes

- Inadequate settings for mobile devices.
- Insufficient resources on the mobile device.

Support Solutions:

- Guide the user to adjust specific performance settings for mobile devices.
- Recommend freeing up storage space and closing other applications that may be consuming resources.

29. **Problems with corrupted files

Description: The user is unable to open or use files that were created with the software.

Possible Causes:

- Files corrupted during creation or storage.
- Compatibility problems with previous versions of the software.

Support Solutions:

- Instruct the user to try to recover the file from backups or previous versions.
- Instruct the user to check the integrity of the files and use recovery tools, if available.

30. User Preferences Update Problems

Description: The user is unable to save or update their preferences in the software.

Possible Causes:

- Problems with local storage of settings.
- Conflicts with other settings or user profiles.

Support Solutions:

- Help the user check for problems with local storage or configuration files.
- Instruct the user to reset their preferences and try again.

31. Integration Problems with Other Tools

Description: The software is not integrating correctly with other tools or platforms.

**Possible Causes

- Incorrect integration settings.
- Problems with APIs or network connections.

Support Solutions:

- Check and adjust the software's integration settings.
- Guide the user to check network connections and API settings.

32. Problems with Configuration Synchronization

Description: Settings made on one device are not synchronized with other devices.

Possible Causes:

- Problems with cloud synchronization or synchronization configuration.
- Unstable connectivity between devices.

Support Solutions:

- Guide the user to check and correct the cloud synchronization settings.

- Recommend restarting the devices and checking network connectivity.

33. Problems with History or Logs

Description: The user is unable to access or view history or logs in the software.

Possible Causes:

- Inadequate settings for storing or viewing logs.
- Problems with permissions to access histories.

Support Solutions:

- Instruct the user to adjust the settings for viewing logs or histories.
- Check and adjust permissions required to access the desired information.

34. Problems with Added User Accounts

Description: The user has difficulty adding or managing additional accounts in the software.

Possible Causes:

- Configuration limitations for multiple accounts.
- Problems with account synchronization or permissions.

Support Solutions:

- Guide the user through the correct procedure for adding and managing additional accounts.
- Check settings and permissions related to managing multiple accounts.

35. Problems with Content Display

Description: The content is not being displayed correctly on the monitors.

Possible Causes:

- Incorrect settings for the resolution or format of the content.
- Connection problems between the device and the monitor.

Support Solutions:

- Check and adjust the resolution and content format settings to ensure compatibility with the monitor.
- Check the cable connections and adjust the display settings on the device.

36. Content scheduling problems

Description: Scheduled content is not being displayed at the correct time.

Possible Causes:

- Incorrect scheduling settings.
- Problems with the device's clock or time zone.

Support Solutions:

- Check and correct the scheduling and time settings in the digital signage software.
- Ensure that the device is configured with the correct time zone and the exact time.

37. Problems with Content Update

Description: The content is not being updated as expected.

Possible Causes:

- Problems with synchronization between the server and the devices.
- Cache settings that are preventing the update.

Support Solutions:

- Check and restart synchronization between the digital signage server and the devices.
- Guide the user to clear the software cache to ensure that the content is updated.

38. Issues Network Connection

Description: The digital signage devices are unable to connect to the network.

Possible Causes:

- Problems with network settings or cables.
- Problems with firewall or proxy configuration.

Support Solutions:

- Check and adjust the network settings of the devices, including IP and DNS.
- Ensure that the firewall or proxy is not blocking communication from the digital signage software.

39. Issues with Multimedia Content

Description: Videos or images are not being displayed correctly.

Possible Causes:

- Incompatible or corrupted file formats.
- Problems with codecs or multimedia drivers.

Support Solutions:

- Check that the content is in a format compatible with the digital signage software.
- Guide the user to install or update the codecs and drivers required for multimedia playback.

40. **Remote control problems

Description: The digital signage software's remote control is not responding.

Possible Causes:

- Problems with the remote control's connection to the server.
- Incorrect settings in the software or device.

Support Solutions:

- Check the connection between the remote control and the digital signage server.
- Adjust the remote control settings in the software to ensure that it works correctly.

41. Template or Layout Issues

Description: Templates or layouts are not being applied correctly.

Possible Causes:

- Problems with the template or layout configuration.
- Incompatibility between the template and the content.

Support Solutions:

- Review and correct the configuration of templates and layouts in the digital signage software.
- Check the compatibility between the template and the content being displayed.

42. Real-Time Data Integration Issues

Description: Real-time data (such as news feeds or social media updates) is not being displayed.

Possible Causes:

- Problems with the real-time data source.

- Integration or connectivity settings.

Support Solutions:

- Check if the real-time data source is functioning properly and is accessible.
- Adjust integration settings to ensure that data is updated and displayed correctly.

43. Software Access Issues

Description: Users are unable to access the digital signage software or are experiencing login problems.

Possible Causes:

- Issues with login credentials or user permissions.
- Problems with the authentication server configuration.

Support Solutions:

- Assist the user in recovering or resetting login credentials.
- Verify and adjust user permissions and authentication server settings.

44. Performance Issues

Description: The digital signage software is slow or freezing.

Possible Causes:

- Insufficient resources on the server or device.
- Issues with the software configuration.

Support Solutions:

- Check resource usage on the server and device and free up resources if necessary.

- Adjust software settings to improve performance and prevent freezing.

45. Backup and Recovery Issues

Description: Problems when performing backups or recovering settings and content from the digital signage software.

Possible Causes:

- Incorrect backup settings or issues with backup files.
- Failures in data recovery.

Support Solutions:

- Review and adjust backup and recovery settings in the software.
- Assist the user in checking the integrity of backup files and performing data recovery.

46. Licensing Issues

Description: The software is experiencing licensing-related problems.

Possible Causes:

- Expired or invalid license.
- Issues with license activation or verification.

Support Solutions:

- Assist the user in checking and renewing the license if necessary.
- Guide the user through the activation process or troubleshooting license issues.

47. Security Configuration Issues

Description: Problems with security configurations affecting the software's functionality.

Possible Causes:

- Inadequate security settings or firewall blocks.
- Insufficient permissions for software operations.

Support Solutions:

- Adjust security settings and permissions to allow the software to function properly.
- Check and adjust firewall settings and other security measures that may be blocking the software.

48. Screen Configuration Issues

Description: The videowall screens are not configured correctly, resulting in a distorted or misaligned image.

Possible Causes:

- Inadequate resolution or alignment settings for the screens.
- Errors in the videowall software configuration.

Support Solutions:

- Guide the user to adjust resolution and alignment settings in the software.
- Assist in recalibrating the screens to ensure the image is aligned correctly.

49. Video Input Issues

Description: The videowall is not displaying the selected video input.

Possible Causes:

- Connection issues between the video and the videowall system.
- Incorrect video input settings in the software.

Support Solutions:

- Check and adjust cable connections and video input configuration.
- Guide the user to select and correctly configure the input source in the software.

50. Brightness and Contrast Control Issues

Description: The brightness and contrast settings of the videowall screens are not uniform.

Possible Causes:

- Inadequate brightness and contrast settings on each screen.
- Issues with the calibration control of the videowall.

Support Solutions:

- Instruct the user to adjust brightness and contrast settings to standardize display across all screens.
- Assist in calibrating the videowall to ensure all screens are correctly adjusted.

51. Split-Screen Content Playback Issues

Description: Content displayed in a split-screen setup is not appearing correctly.

Possible Causes:

- Inadequate settings for displaying content in multiple sections of the screen.
- Issues with the split-screen management software.

Support Solutions:

- Check and adjust the split-screen settings in the software to ensure that content is displayed correctly in each section.
- Guide the user to update or reconfigure the split-screen management software if necessary.

52. Image Overlay Issues

Description: Images or videos are being overlaid or overloaded on the videowall screens.

Possible Causes:

- Issues with layer or overlay configuration in the software.
- Errors in content configuration.

Support Solutions:

- Assist the user in reviewing and adjusting layer and overlay settings in the software.
- Check and correct content configuration to avoid unwanted overlaps.

53. Remote Control Issues

Description: The remote control for the videowall software is not functioning or responding.

Possible Causes:

- Connectivity issues between the remote control and the system.
- Incorrect settings in the software or device.

Support Solutions:

- Check the connection between the remote control and the videowall system and replace batteries if necessary.
- Adjust settings in the software to ensure that the remote control functions correctly.

54. Firmware Update Issues

Description: The firmware of the videowall system needs to be updated or is experiencing issues.

Possible Causes:

- Outdated or corrupted firmware.
- Problems during the update process.

Support Solutions:

- Guide the user to perform the firmware update following the provided instructions.
- Assist in troubleshooting any issues that may occur during the update process.

55. Multichannel or Multiple Sources Issues

Description: The videowall system is not displaying multiple video sources simultaneously.

Possible Causes:

- Inadequate settings for displaying multiple sources.
- Issues with managing video inputs and outputs.

Support Solutions:

- Check and adjust settings for displaying multiple sources in the videowall software.
- Guide the user to correctly configure video inputs and outputs to support multichannel display.

56. Sensor or External Device Integration Issues

Description: Sensors or external devices connected to the videowall are not functioning correctly.

Possible Causes:

- Configuration or compatibility issues with sensors or external devices.
- Connectivity problems.

Support Solutions:

- Check and adjust integration settings to ensure that sensors or external devices function properly.
- Assist in troubleshooting connectivity issues between the videowall and external devices.

57. Video or Audio Feedback Issues

Description: Video or audio feedback from the videowall is not synchronized or is experiencing failures.

Possible Causes:

- Synchronization issues between video and audio.
- Inadequate settings in the videowall software.

Support Solutions:

- Guide the user to adjust audio and video synchronization settings in the software.
- Check and correct any hardware issues that may be causing feedback failures.

58. Security Configuration Issues

Description: The security configurations of the videowall software are not functioning correctly.

Possible Causes:

- Inadequate security settings in the software.
- Issues with access permissions or authentication.

Support Solutions:

- Review and adjust security settings to ensure that the system is adequately protected.
- Assist in configuring permissions and authentication for secure access to the videowall software.

59. Remote Access Issues

Description: Remote access to the videowall system is not functioning.

Possible Causes:

- Issues with remote access or network configuration.
- Firewall or security settings blocking remote access.

Support Solutions:

- Check and adjust remote access and network settings to ensure connectivity.
- Review and configure firewall and security rules to allow remote access to the videowall system.

60. Licensing Issues

Description: The videowall software is experiencing licensing issues.

Possible Causes:

- Expired or invalid license.
- Issues with license activation.

Support Solutions:

- Assist the user in checking and renewing the license if necessary.
- Guide the user in reactivating or troubleshooting license issues.

61. File Permission Issues

Description: The user cannot access or modify files in the system.

Possible Causes:

- Inadequate file or directory permissions.
- File or directory ownership not assigned to the correct user.

Support Solutions:

- Check and adjust file and directory permissions using chmod and chown.
- Assist the user in changing permissions and ownership as needed.

62. Software Dependency Issues

Description: The software is not functioning due to missing or outdated dependencies.

Possible Causes:

- Missing or incompatible packages or libraries.
- Unmet or conflicting dependencies.

Support Solutions:

- Use package managers (like apt, yum, dnf, zypper) to install or update necessary dependencies.
- Assist in resolving dependency conflicts and installing packages.

63. Network Configuration Issues

Description: The software cannot connect to the network or server.

Possible Causes:

- Incorrect network settings or lack of configuration.
- Firewall or security issues.

Support Solutions:

- Check and adjust network settings using tools like ifconfig, ip, and netstat.
- Review and configure firewall rules (iptables or firewalld) to allow communication for the software.

64. Environment Configuration Issues

Description: The software is not recognizing environment variables or specific settings.

Possible Causes:

- Unconfigured or incorrect environment variables.
- Configuration files (like .bashrc, .profile, .env) not updated.

Support Solutions:

- Assist the user in correctly setting environment variables in the profile or configuration file.
- Review and adjust configuration files to ensure variables are loaded correctly.

65. Process or Service Issues

Description: A service or process related to the software is not starting or is stuck.

Possible Causes:

- Service not started or failed to initialize.
- Issues with service resources or configuration.

Support Solutions:

- Use commands like systemctl, service, or ps to check the service status and start or restart if necessary.
- Review service logs to identify and correct configuration or resource issues.

66. Log File Issues

Description: Problems accessing or viewing the software's log files.

Possible Causes:

- Missing log files or inadequate permissions.
- Corrupted or difficult-to-read logs.

Support Solutions:

- Check and adjust permissions of the log files.
- Use tools like less, grep, or tail to view and analyze logs.

67. ** Software Update Issues**

Description: The software is not updating correctly or is failing to update.

Possible Causes:

- Outdated packages or issues with the repository.
- Update conflicts or installation failures.

Support Solutions:

- Use package managers to update the software and resolve any repository issues.
- Check update logs to identify and fix installation failures.

68. User and Group Configuration Issues

Description: The software is experiencing issues related to user or group permissions.

Possible Causes:

- Inadequate user or group settings.
- Incorrect permissions associated with users or groups.

Support Solutions:

- Use commands like usermod, groupmod, and passwd to manage users and groups.
- Adjust permissions and settings as needed to ensure proper software functionality.

69. System Resource Issues

Description: The software is facing issues due to lack of system resources (memory, CPU, disk space).o).

Possible Causes:

- Insufficient resources available for the software.
- Excessive resource usage by other processes.

Support Solutions:

- Monitor resource usage using tools like top, htop, or df.
- Assist in freeing up resources or properly configuring the software to optimize resource usage.

70. Startup Script Issues

Description: The software's startup scripts are not executing correctly.

Possible Causes:

- Misconfigured scripts or syntax errors.
- Issues with permissions or execution environment.

Support Solutions:

- Review and correct startup scripts to ensure they execute correctly.
- Adjust permissions and execution environment to ensure proper script execution.

71. Software Compatibility Issues

Description: The software is not functioning due to compatibility issues with the Linux environment.

Possible Causes:

- Incompatibility with the Linux distribution or version.
- Lack of support for specific libraries or dependencies.

Support Solutions:

- Check the software's compatibility requirements and adjust settings as necessary.
- Assist in installing any libraries or dependencies needed for compatibility.

72. System Startup Issues

Description: The software is not starting correctly after system boot.

Possible Causes:

- Issues with the automatic startup configuration.
- Failures during the system startup process.

Support Solutions:

- Review and adjust the software's automatic startup settings.
- Use tools like systemctl or journalctl to diagnose and resolve issues during system startup.

73. File Permission Issues

Description: The user cannot access or modify files.

Possible Causes:

- Inadequate file permissions
- File ownership assigned to another user.

Support Solutions:

- Adjust file and folder permissions through security properties.
- Change file or folder ownership to the correct user.

74. Software Dependency Issues

Description: The software is not functioning due to missing or outdated dependencies.

Possible Causes:

- Missing packages or libraries.
- Conflicting versions of dependencies.

Support Solutions:

- Install or update necessary packages using the appropriate installer or package manager.
- Check and resolve dependency conflicts.

75. Network Connection Issues

Description: The software cannot connect to the network or a server.

Possible Causes:

- Incorrect network settings or lack of configuration.
- Issues with the firewall or security rules.

Support Solutions:

- Check network settings and connections through Control Panel or Settings.

- Adjust firewall settings and add exceptions for the software if necessary.

76. Software Update Issues

Description: The software is not updating correctly.

Possible Causes:

- Problems with the installation of updates.
- Corrupted or missing update files.

Support Solutions:

- Force check and installation of updates through the software or Windows Update.
- Reinstall the update or software if necessary.

77. Windows Registry Issues

Description: The software is experiencing errors related to the Windows registry.

Possible Causes:

- Corrupted or missing registry entries.
- Conflicts in the system registry.

Support Solutions:

- Use tools like the Registry Editor (regedit) to check and fix registry entries.
- Utilize registry cleaning utilities if applicable and safe.

78. Log File Issues

Description: Problems accessing or viewing the software's log files.

Possible Causes:

- Missing log files or inadequate permissions.
- Issues with the location or format of logs.

Support Solutions:

- Check and adjust permissions for log files.
- Use appropriate tools to view and analyze logs, such as the Windows Event Viewer.

79. Process or Service Issues

Description: A service or process related to the software is not starting or is stuck.

Possible Causes:

- Service not started or failure to start.
- Issues with service resources or configuration.

Support Solutions:

- Check and manage services using Task Manager or services.msc.
- Restart or reconfigure the service as necessary.

80. Software Compatibility Issues

Description: The software is not functioning due to compatibility issues with the version of Windows.

Possible Causes:

- Incompatibility with the version or edition of Windows.
- Lack of support for specific functionalities.

Support Solutions:

- Run the software in compatibility mode using the executable file's properties.
- Check the software requirements and adjust system settings as necessary.

81. Printer Configuration Issues

Description: The software is experiencing issues when trying to print.

Possible Causes:

- Incorrect printer settings or outdated drivers.
- Communication issues between the software and the printer.

Support Solutions:

- Check and update printer drivers.
- Properly configure the printer in the system and check connections.

82. Remote Access Issues

Description: The remote access software is not functioning, or the user cannot connect.

Possible Causes:

- Incorrect remote access or network settings.
- Issues with the firewall or security rules.

Support Solutions:

- Check remote access and network settings in the software and system.
- Adjust firewall settings and add necessary exceptions.

83. System Startup Issues

Description: The software is not starting correctly after system boot.

Possible Causes:

- Issues with the automatic startup configuration.
- Conflicts with other programs that start with Windows.

Support Solutions:

- Manage startup programs using Task Manager or msconfig.
- Check and adjust the software's automatic startup settings.

84. User and Group Configuration Issues

Description: The software is experiencing issues related to user or group permissions.

Possible Causes:

- Inadequate user or group settings.
- Incorrect permissions associated with users or groups.

Support Solutions:

- Manage user permissions and groups through Control Panel or Administrative Tools.
- Adjust permissions and settings as necessary for the software to function.

85. File System Issues

Description: The software is having trouble accessing or writing files.

Possible Causes:

- Corrupted or damaged file system.
- Issues with access permissions for files or folders.

Support Solutions:

- Use disk check and repair tools, such as chkdsk.
- Adjust file and folder permissions to ensure necessary access.

86. Windows Update Issues

Description: The software is facing problems after a Windows update.

Possible Causes:

- Conflicts caused by recent updates.
- Changes in system settings after the update.

Support Solutions:

- Check update history and roll back problematic updates if necessary.
- Adjust system or software settings to resolve conflicts caused by the update.

87. Network Service Issues

Description: The software cannot connect to network services or the Internet.

Possible Causes:

- Issues with network services, such as DNS or DHCP.
- Inadequate network settings.

Support Solutions:

- Check and restart network services using services.msc or netsh.
- Adjust network settings and resolve connectivity issues.

88. Firewall Configuration Issues

Description: The software is not functioning due to firewall rules blocking its operation.

Possible Causes:

- Inadequate firewall rules or blocking of necessary ports.
- Security settings preventing the software's communication.

Support Solutions:

- Adjust firewall rules in Windows Firewall to allow the software to operate.
- Add exceptions for the software in the security settings.

89. Network Connection Issues

Description: The software cannot connect to the network.

Possible Causes:

- Problems with network configuration.
- Network adapter failure.

Support Solutions:

- Check and correct network settings (IP, DNS, gateway) in the system.
- Restart the network adapter or replace network cables.

90. Server Connection Issues

Description: The software cannot connect to the remote server.

Possible Causes:

- Incorrect or inactive server address.
- Issues with the local network or router.

Support Solutions:

- Confirm the server address and check its availability.
- Check and resolve issues with the local network and routers.

91. Network Latency Issues

Description: The software is experiencing high latency or slowness in network communication.

Possible Causes:

- Network congestion or insufficient bandwidth.
- Issues with the remote server or routing.

Support Solutions:

- Use tools like ping and traceroute to diagnose latency issues.
- Check and optimize network bandwidth and routing.

92. Proxy Configuration Issues

Description: The software cannot connect to the Internet through a proxy server.

Possible Causes:

- Incorrect or missing proxy settings.
- Authentication issues with the proxy server.

Support Solutions:

- Check and correct the proxy settings in the software and system.
- Test and update proxy authentication credentials if necessary.

93. Firewall Issues

Description: The firewall is blocking the software's traffic.

Possible Causes:

- Inadequate firewall rules.
- Security settings blocking network traffic.

Support Solutions:

- Add exceptions in the firewall for the software or adjust existing rules.
- Check security settings and adjust as needed.

94. VPN Issues

Description: The software does not function correctly when the VPN is enabled.

Possible Causes:

- Configuration conflicts between the VPN and the software.
- Routing issues within the VPN.

Support Solutions:

- Check and adjust VPN and software settings to ensure compatibility.
- Test the software with the VPN disabled to identify conflicts.

95. DNS Resolution Issues

Description: The software cannot resolve domain names to access servers.

Possible Causes:

- Issues with DNS settings on the system.
- Inactive or unresponsive DNS server.

Support Solutions:

- Check and update DNS settings on the system.
- Test and, if necessary, switch to a different DNS server (e.g., Google DNS).

96. Database Connection Issues

Description: The software cannot connect to the database.

Possible Causes:

Incorrect connection settings (address, port, credentials).

- Issues with the database server.

Support Solutions:

- Check and correct database connection settings in the software.
- Confirm the availability and status of the database server.

97. Data Synchronization Issues

Description: The software is having trouble synchronizing data with the server.

Possible Causes:

- Network connection issues during synchronization.
- Conflicts or errors in data transfer.

Support Solutions:

- Check and resolve network connection issues that may affect synchronization.
- Analyze and fix synchronization errors and data conflicts.

98. Cloud Service Issues

Description: The software cannot connect or synchronize with cloud services.

Possible Causes:

- Incorrect settings for cloud services.
- Authentication or availability issues with the cloud service.

Support Solutions:

- Check and adjust connection settings for the cloud service.
- Test and fix authentication and availability issues with the service.

99. Network Software Update Issues

Description: The software cannot download or apply updates via the network.

Possible Causes:

- Network connection issues or problems with the update server.
- Proxy or firewall settings blocking updates.

Support Solutions:

- Check and correct network connectivity and communication with the update server.
- Adjust proxy and firewall settings to allow update traffic.

100. Multicast or Broadcast Issues

Description: Software relying on multicast or broadcast is not receiving or sending data correctly.

Possible Causes:

- Inadequate network settings for multicast or broadcast.
- Issues with switches or routers that do not support multicast properly.

Support Solutions:

- Check and adjust network settings to support multicast and broadcast.
- Diagnose and resolve issues with switches and routers related to multicast.

101. Network Authentication Issues

Description: The software is failing to authenticate on a corporate network.

Possible Causes:

- Incorrect or expired credentials.
- Issues with authentication servers or security policies.

Support Solutions:

- Check and correct authentication credentials used by the software.
- Test and resolve issues with authentication servers and network policies.

102. IP Configuration Issues

Description: The software is not functioning due to IP configuration issues.

Possible Causes:

- Incorrect static or dynamic IP settings.
- IP conflicts on the network.

Support Solutions:

- Check and adjust IP settings on the system and software.
- Resolve IP conflicts and adjust IP configuration if necessary.