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Introduction

This document describes how to use the Workstation Profiler tool to troubleshoot client side workstation issues on the Cisco Video Surveillance Manager (VSM)

Prerequisites

Requirements

There are no specific requirements for this document.

Components Used

The information in this document is based on the Cisco Video Surveillance Media Server 7.x.

The information in this document was created from the devices in a specific lab environment. All of the devices used in this document started with a cleared (default) configuration. If your network is live, make sure that you understand the potential impact of any command.

Using Workstation Profiler Tool to collect the desired log file

The Workstation Profiler tool is used to troubleshoot issues that are caused due to issues on the workstation used to monitor Video from cameras on the VSM

This document describes the process of using the tool in these eight steps.

- Download and install the tool from cisco.com
- Download the desired clips from cisco.com

- Launch the Workstation Profiler tool
- Run the Profiler Tool
- Save the output
- Drop the downloaded clips into the Profiler Folder
- Run the Profiler Tool again
- Save the output

Download and install the tool from cisco.com

For all VSM version 7.x installs the tool is located under 7.0.1

Navigate to the Video Surveillance Manager download [link](#) on cisco.com, go to version 7.0.1 and download the Cisco Video Surveillance Workstation Profiler Tool for VSM 7.0

Video Surveillance Manager

The screenshot shows the Cisco Video Surveillance Manager download page for Release 7.0.1. The page is divided into a left sidebar and a main content area. The sidebar lists versions from 7.8.0 down to 6.3.1, with 7.0.1 highlighted in a red box. The main content area shows a table of files for download. The file 'Cisco Video Surveillance Workstation Profile Tool for VSM 7.0' is highlighted with a red box, and its 'Download' button is also highlighted with a red box. The table includes columns for File Information, Release Date, Size, and Download/Add to cart buttons.

File Information	Release Date	Size	Download/Action
Cisco_VSM_Profiler_7.0_H264HD_clips.zip			Add to cart
H.264 Standard Definition clips for Cisco Video Surveillance Workstation Profile Tool for VSM 7.0	12-APR-2013	47.13 MB	Download
Cisco_VSM_Profiler_7.0_H264_clips.zip			Add to cart
JPEG Standard Definition clips for Cisco Video Surveillance Workstation Profile Tool for VSM 7.0	12-APR-2013	1198.00 MB	Download
Cisco_VSM_Profiler_7.0_JPEG_clips.zip			Add to cart
MPEG4 Standard Definition clips for Cisco Video Surveillance Workstation Profile Tool for VSM 7.0	12-APR-2013	241.67 MB	Download
Cisco_VSM_Profiler_7.0_MPEG4_clips.zip			Add to cart
Cisco Video Surveillance Workstation Profile Tool for VSM 7.0	12-APR-2013	5.48 MB	Download
Cisco_VSM_Profiler_Tool-7.0.110.zip			Add to cart
Cisco Video Surveillance Manager Server bash Shellshock update for RHEL5 servers	08-OCT-2014	1.77 MB	Download
Cisco_VSM_Server-bash_shellshock-rhel5.zip			Add to cart

Download the desired clips from cisco.com

Download the desired types of clips using the same [link](#)

The type of clips to download depends on the video codec settings on the Templates of the cameras on the VSM

Video Surveillance Manager

The screenshot shows the Cisco Video Surveillance Manager download page for Release 7.0.1, specifically the 'Related Software' section. The left sidebar shows the version hierarchy with 7.0.1 selected. The main content area shows a table of files for download. The files 'H.264 High Definition clips for Cisco Video Surveillance Workstation Profile Tool for VSM 7.0', 'H.264 Standard Definition clips for Cisco Video Surveillance Workstation Profile Tool for VSM 7.0', 'JPEG Standard Definition clips for Cisco Video Surveillance Workstation Profile Tool for VSM 7.0', and 'MPEG4 Standard Definition clips for Cisco Video Surveillance Workstation Profile Tool for VSM 7.0' are highlighted with red boxes. The table includes columns for File Information, Release Date, Size, and Download/Add to cart buttons.

File Information	Release Date	Size	Download/Action
H.264 High Definition clips for Cisco Video Surveillance Workstation Profile Tool for VSM 7.0	12-APR-2013	175.98 MB	Download
Cisco_VSM_Profiler_7.0_H264HD_clips.zip			Add to cart
H.264 Standard Definition clips for Cisco Video Surveillance Workstation Profile Tool for VSM 7.0	12-APR-2013	47.13 MB	Download
Cisco_VSM_Profiler_7.0_H264_clips.zip			Add to cart
JPEG Standard Definition clips for Cisco Video Surveillance Workstation Profile Tool for VSM 7.0	12-APR-2013	1198.00 MB	Download
Cisco_VSM_Profiler_7.0_JPEG_clips.zip			Add to cart
MPEG4 Standard Definition clips for Cisco Video Surveillance Workstation Profile Tool for VSM 7.0	12-APR-2013	241.67 MB	Download
Cisco_VSM_Profiler_7.0_MPEG4_clips.zip			Add to cart
Cisco Video Surveillance Workstation Profile Tool for VSM 7.0	12-APR-2013	5.48 MB	Download
Cisco_VSM_Profiler_Tool-7.0.110.zip			Add to cart
Cisco Video Surveillance Manager Server bash Shellshock update for RHEL5 servers	08-OCT-2014	1.77 MB	Download

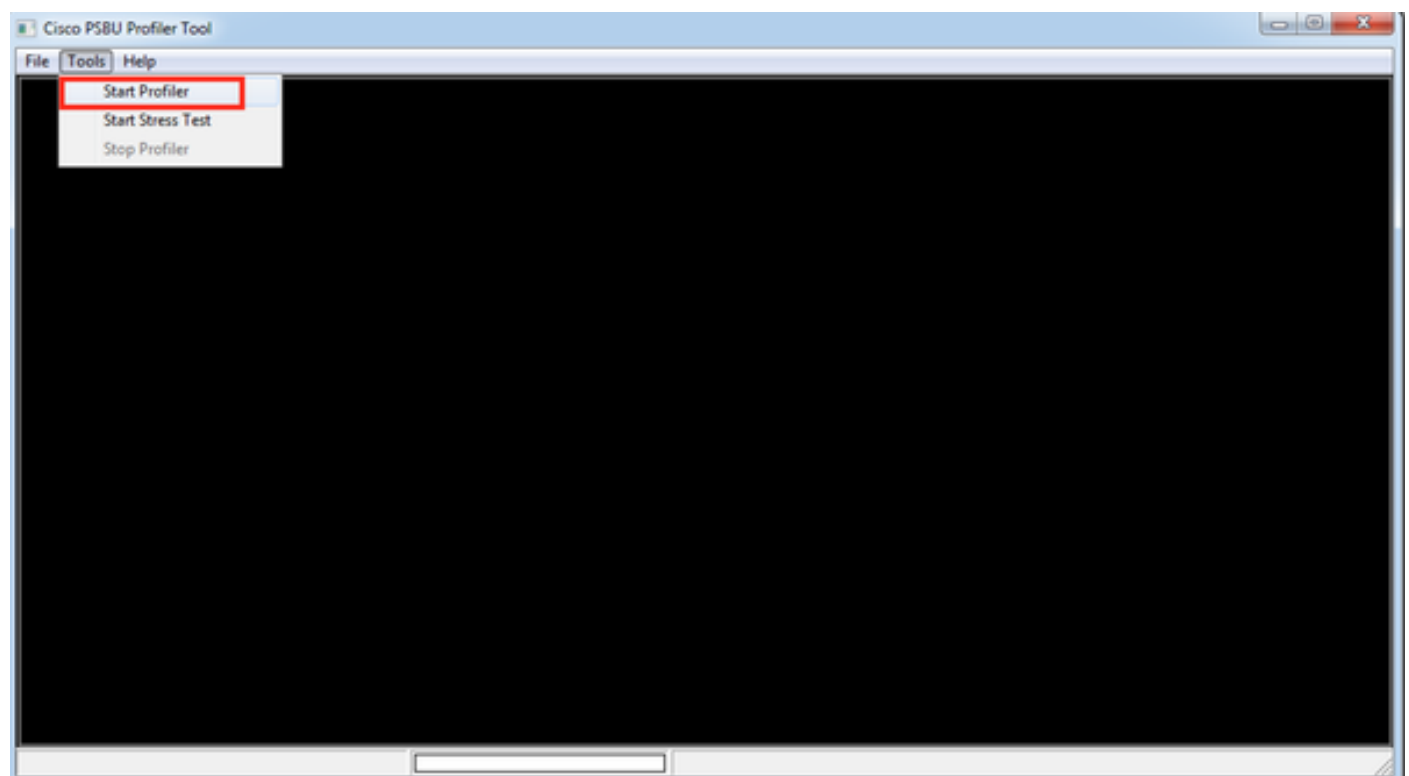
Launch the Workstation Profiler tool

Open the extracted folder and double click on the ProfilerTool to launch it

Name	Date modified	Type	Size
en-US	3/21/2013 12:42 PM	File folder	
Profiles	4/9/2013 10:34 AM	File folder	
ru-RU	3/21/2013 12:42 PM	File folder	
COMDLG32.dll	2/25/2013 7:29 PM	Application extens...	582 KB
d3d9.dll	2/25/2013 7:29 PM	Application extens...	1,784 KB
d3dx9_33.dll	2/25/2013 7:29 PM	Application extens...	3,414 KB
DecodeServer	2/25/2013 7:29 PM	Application	244 KB
DecodeServerPS.dll	2/25/2013 7:29 PM	Application extens...	39 KB
DINPUT8.dll	2/25/2013 7:29 PM	Application extens...	191 KB
GUISettingsMgr	2/25/2013 7:29 PM	Application	117 KB
mc_dec_avc.dll	2/25/2013 7:29 PM	Application extens...	2,314 KB
mc_dec_mp4v.dll	2/25/2013 7:29 PM	Application extens...	1,990 KB
MPCClientXMLAx.dll	2/25/2013 7:29 PM	Application extens...	280 KB
picn20.dll	2/25/2013 7:29 PM	Application extens...	63 KB
picn1120.dll	2/25/2013 7:29 PM	Application extens...	184 KB
ProfilerTool	2/25/2013 7:29 PM	Application	250 KB
psapi.dll	2/25/2013 7:29 PM	Application extens...	6 KB
Resource.dll	2/25/2013 7:29 PM	Application extens...	145 KB
rpctr4.dll	2/25/2013 7:29 PM	Application extens...	647 KB
vsmc70Rt.dll	2/25/2013 7:29 PM	Application extens...	2,890 KB
winhttp.dll	2/25/2013 7:29 PM	Application extens...	341 KB

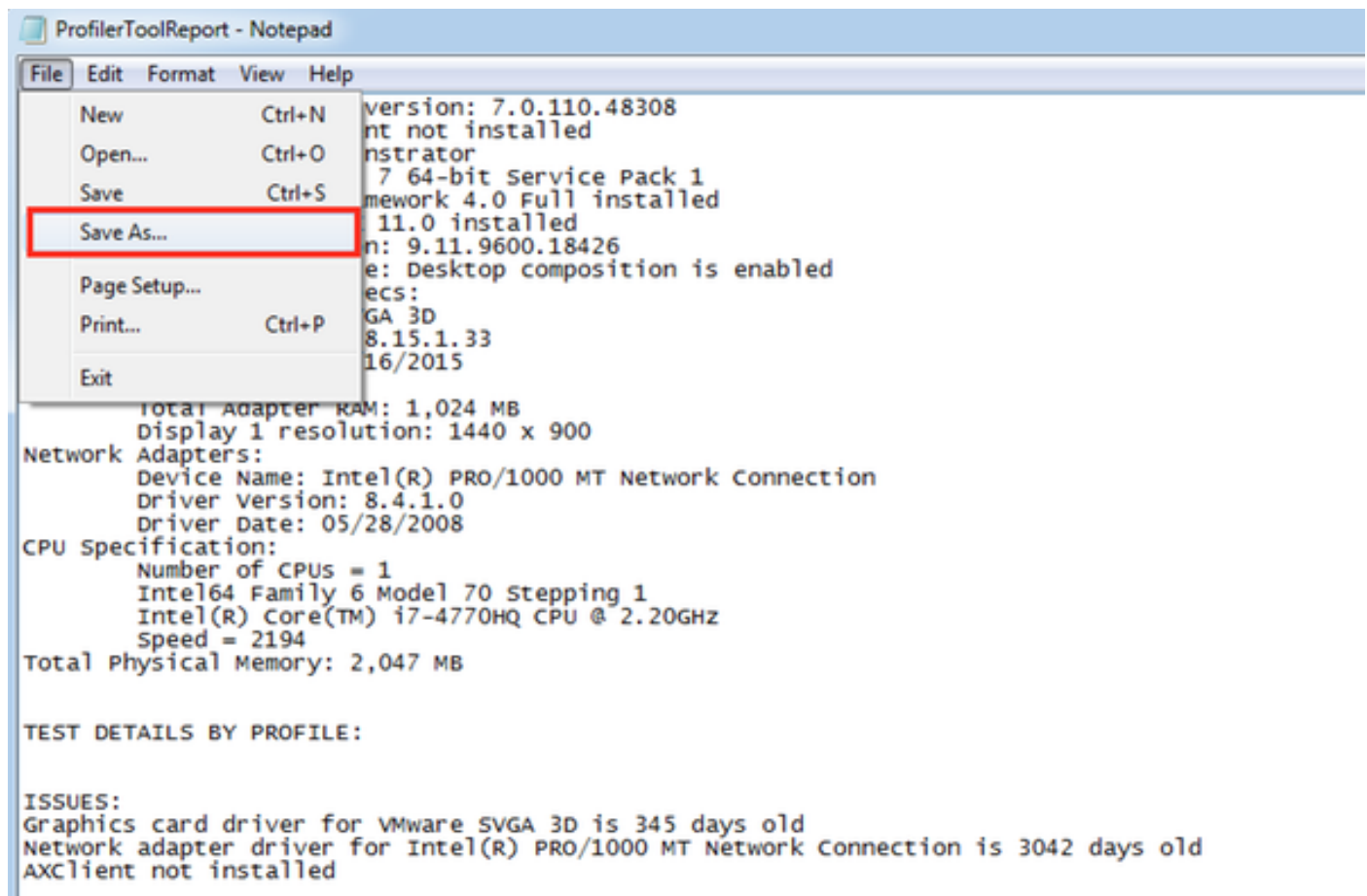
Run the Profiler Tool

Click on Tools -> Start Profiler to run the profiler tool



Save the output

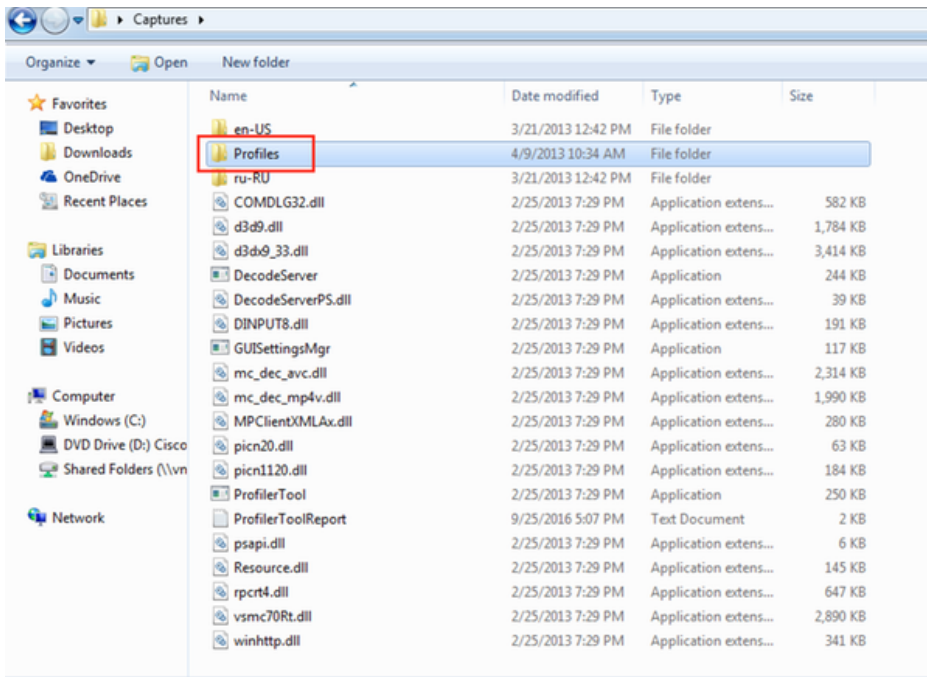
Save the text file in the desired location on your computer



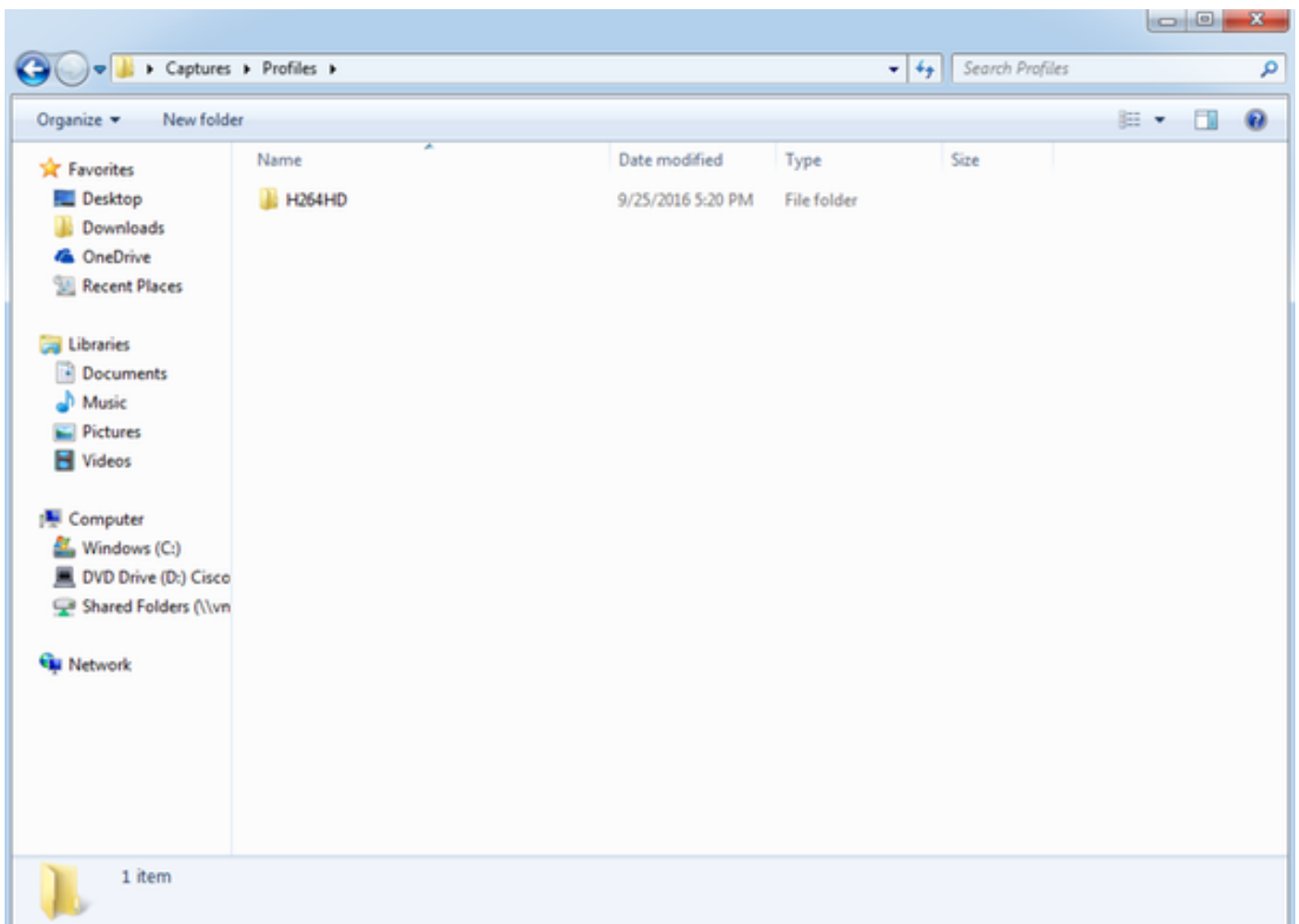
Once this is done , we will run the profiler tool again with video clips in the profiler folder

Drop the clips into the Profiler Folder

Drop the downloaded and extracted video clips in the Profiler folder



Example H264HD clips in the Profiles folder



Run the Profiler Tool

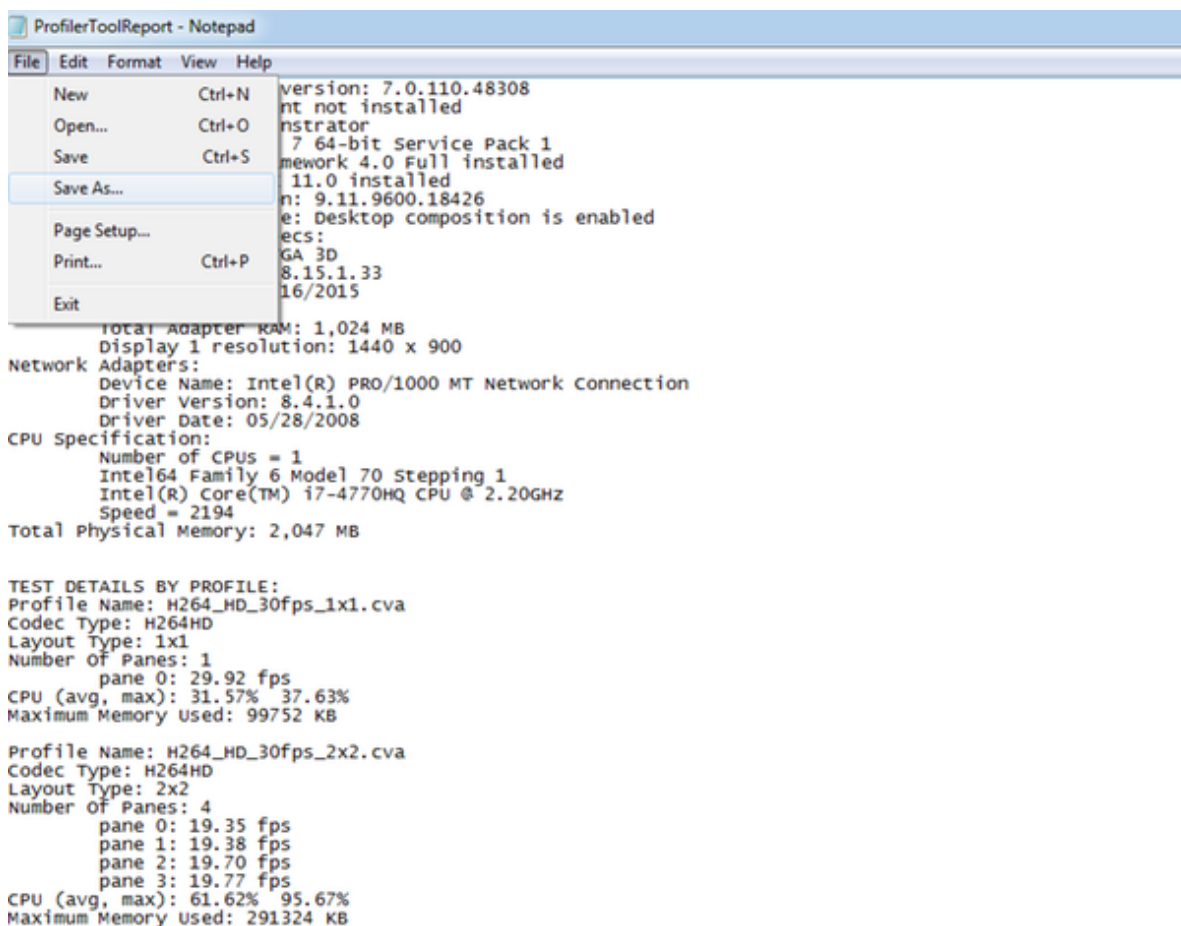
Start the Profiler Tool again as described above and let the video layouts run - 1*1 , 2*2 , 3*3 and 4*4

Example 2*2 layout



Save the output

Click on File -> Save As and save the output file



Related Information

If the logs were requested by a Cisco TAC Engineer , they can be uploaded to the TAC case using one of the methods outlined in the below document

<http://www.cisco.com/c/en/us/about/security-center/tac-customer-file-uploads.html>