KRAMER

Installation Manual

KRAMER NETWORK 1.0

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1   Introduction

Download the up-to-date **KRAMER NETWORK** installation package (kn-installation-wizard-1_0_4.zip) from: www.kramerav.com/support/product_downloads.asp?pid=3279, unzip the file and install the kn-installation-wizard-1_0_4.exe file.

KRAMER NETWORK supports uninstall/install/repair/upgrade modes.

The installation package installs the following software:

- Visual C++ Redistributable for Visual Studio 2012
- Visual C++ Redistributable for Visual Studio 2013
- WAMP (Apache)
- KDS-EN3_Manager_64
- Dante API (DAPI)
- DAPI Controller
- Kramer Network components
- Kramer Network Administrator Utilities

Before you begin installing **KRAMER NETWORK**, review the *Kramer Network Installation Prerequisites*, available at www.kramerav.com/support/product_downloads.asp?pid=3279

2   Installing KRAMER NETWORK 1.0

The KN-Installation-Wizard-1_0 installs all the software required for running the **KRAMER NETWORK** application. When the KN-Installation-Wizard-1_0 prompts to install external applications, leave all default values selected.

> ⚠ Before installing the program it is important that you:
> - Use the default options to prevent problems during installation
> - Make sure that you have **administrator permissions**
> - Allow access to all the programs included in this installation on the Windows Security Alert (Firewall)

To install the **KRAMER NETWORK** application:

1. Go to the **KRAMER NETWORK** Web page and download the "kn-installation-wizard-1_0_4.zip" file from the DOWNLOADS section (www.kramerav.com/support/product_downloads.asp?pid=3279).

2. Run the "kn-installation-wizard-1_0_4.exe" file as administrator. The KN-Installation-Wizard-1_0_4 appears (see Figure 1).

Figure 1: Kramer installation Wizard Preparation

3. The KN-Installation-Wizard-1_0 may prompt you to install .NET 4.5:
   - Follow the onscreen instructions to complete the installation.
   - You can also obtain the software from the .NET 4.5 Internet page.

> ⓘ Note that you need to be connected to the Internet for this installation.

4. Select Upgrade to upgrade to the latest revision.

> ⓘ Note that there is no need to uninstall the program before you install the new revision.
> Use Uninstall only if you want to remove the program.

Figure 2: Kramer installation Wizard – Upgrade

5. Click Next>>. The end-user license agreement appears:
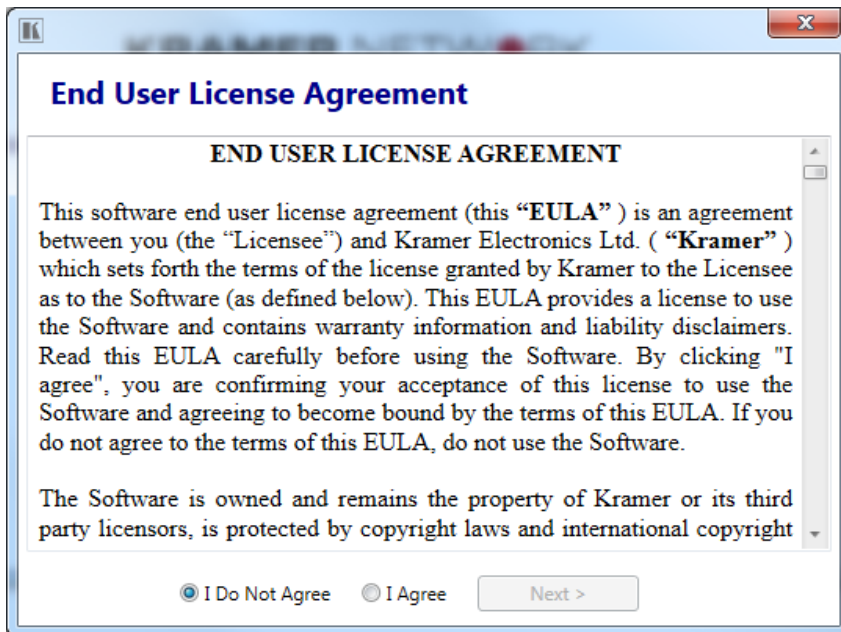

Figure 3: Kramer installation Wizard – End User License Agreement.

6. Check I Agree and click Next>.
   The installation wizard shows the list of programs that need to be installed.
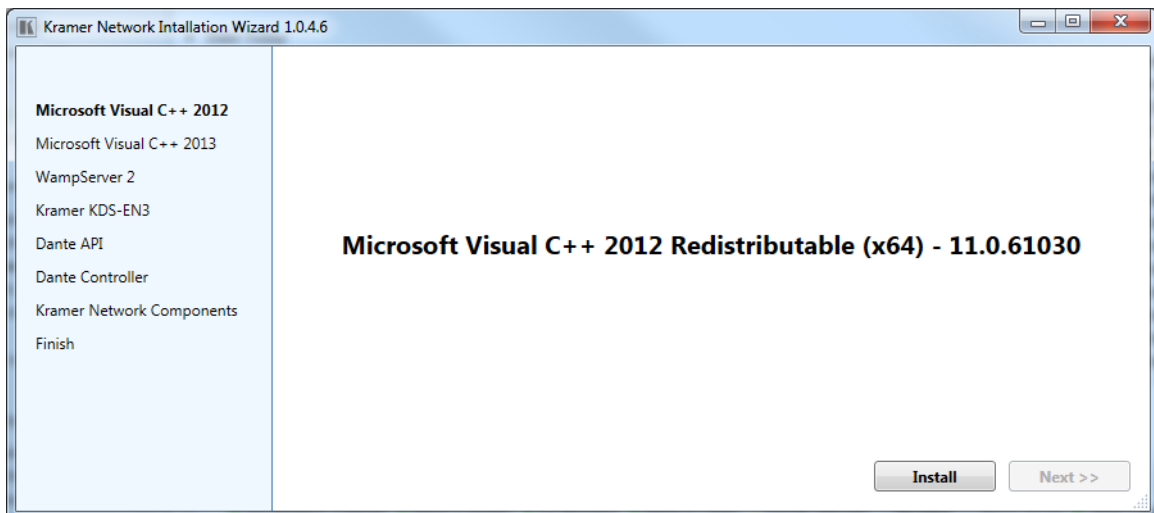

Figure 4: Kramer installation Wizard – Microsoft Visual C++ 2012

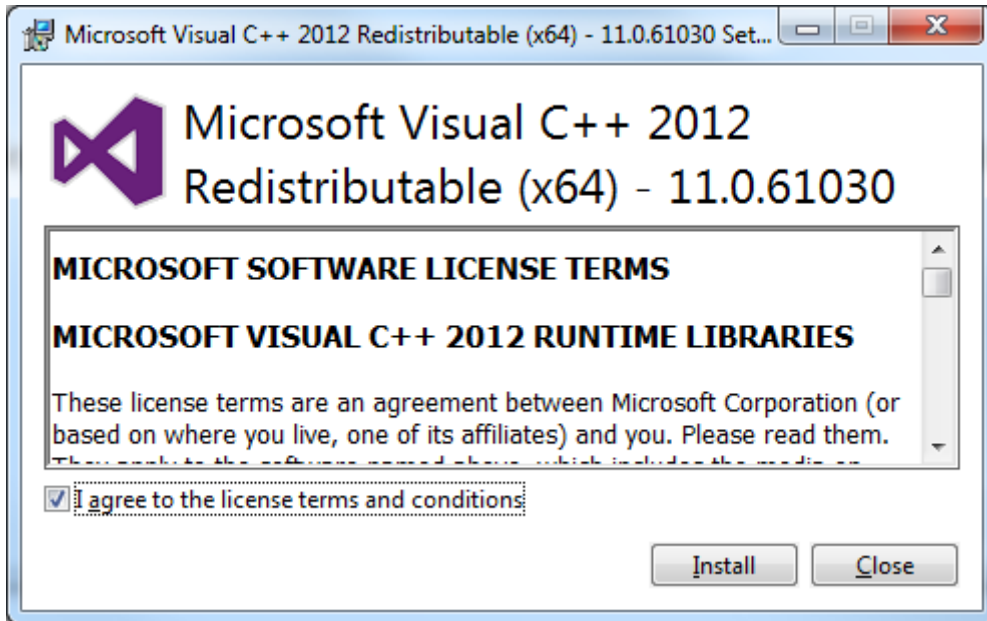7. Click Install. The installation window appears:

Figure 5: Kramer installation Wizard – Installing Microsoft Visual C++ 2012
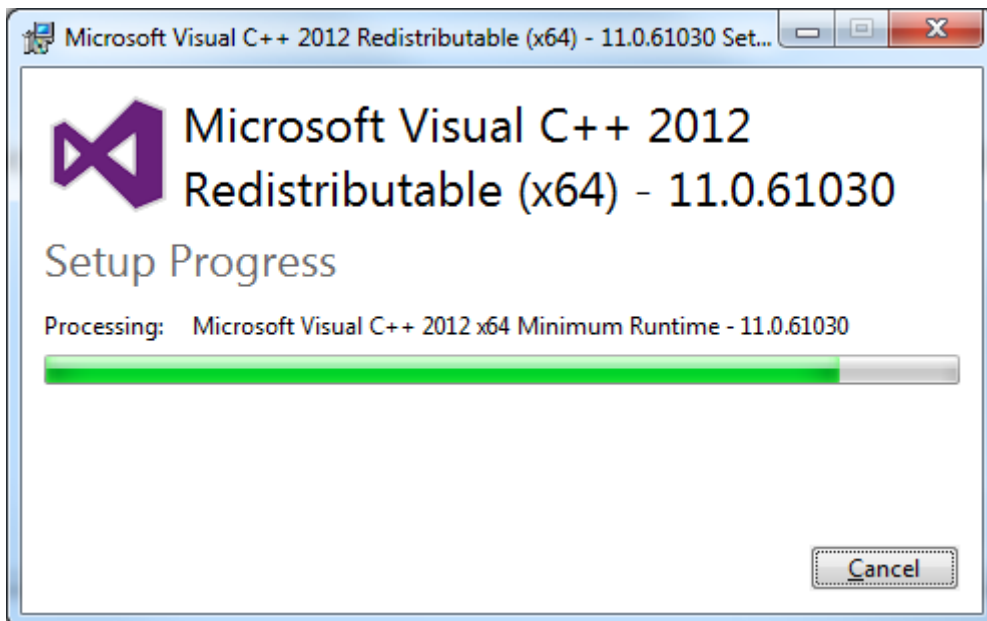
8. Click Install.

Figure 6: Kramer installation Wizard – Installing Microsoft Visual C++ 2012

9. Wait until the following window appears.
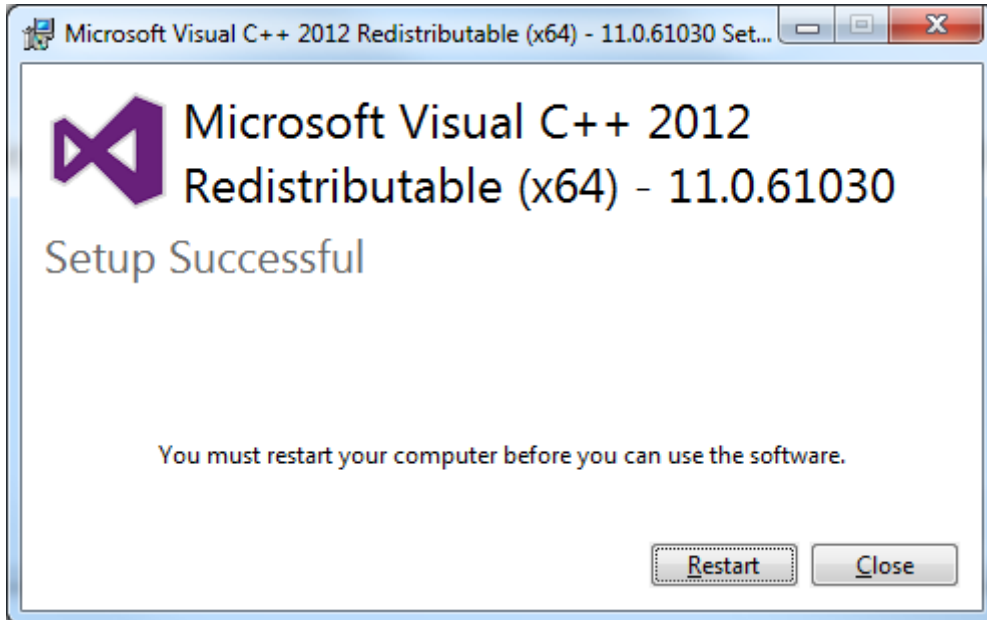
Figure 7: Kramer installation Wizard –Microsoft Visual C++ 2012 Successful Setup

(i) Note that you can restart your computer, if required, after installation is complete.

10. Repeat the same process for Microsoft Visual C++ 2013.

(i) Note that you can restart your computer, if required, after installation is complete.
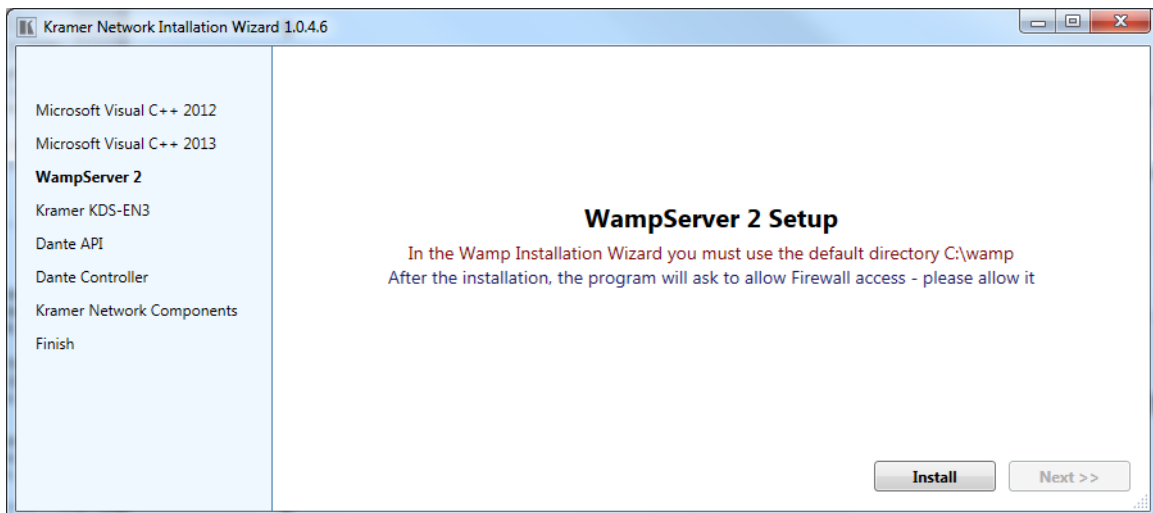
11. Next, install the WampServer:

Figure 8: Kramer installation Wizard – Installing WampServer2

12. Click Install.
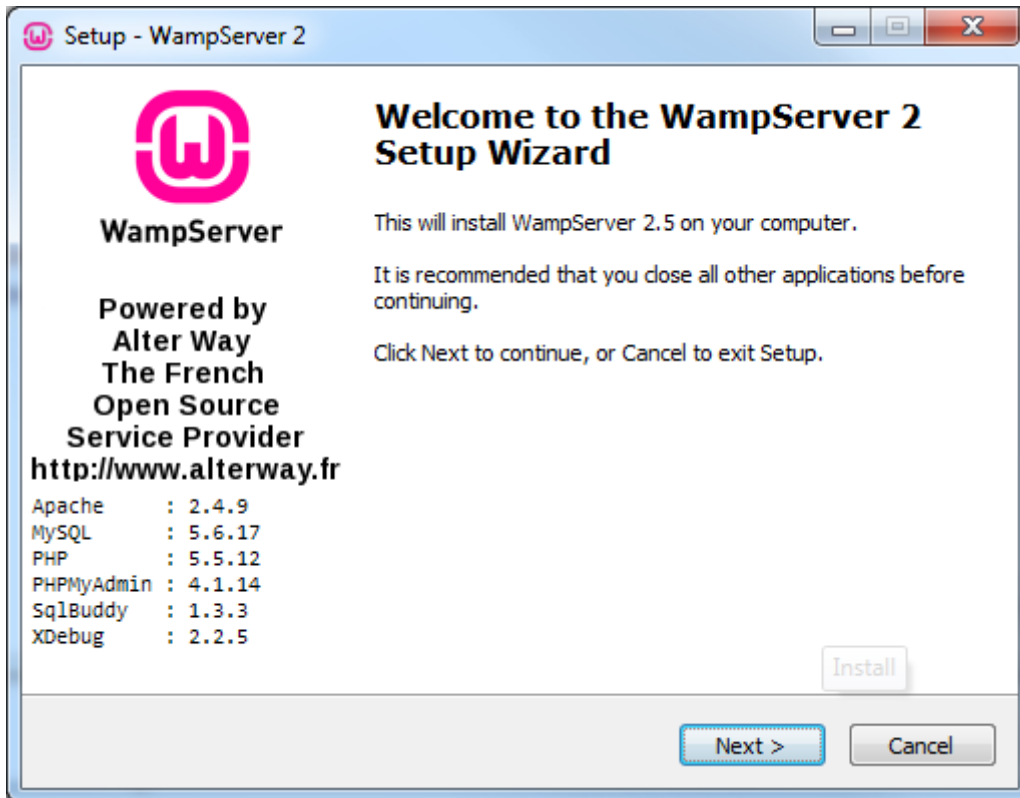
Figure 9: Kramer installation Wizard – WampServer2 Setup Wizard

13. Follow the WampServer setup and installation instructions:

- Check the agreement

- Set the folder to which WampServer will be installed

- Create Quick Launch icon and/or Desktop icon, if required

- Choose a default browser (if you are not sure click Open)

- Specify the SMTP server (optional)

14. Click Finish to exit setup and check Launch WampServer 2 now, if required.

Figure 10: Kramer installation Wizard – WampServer 2 Completion of Installation

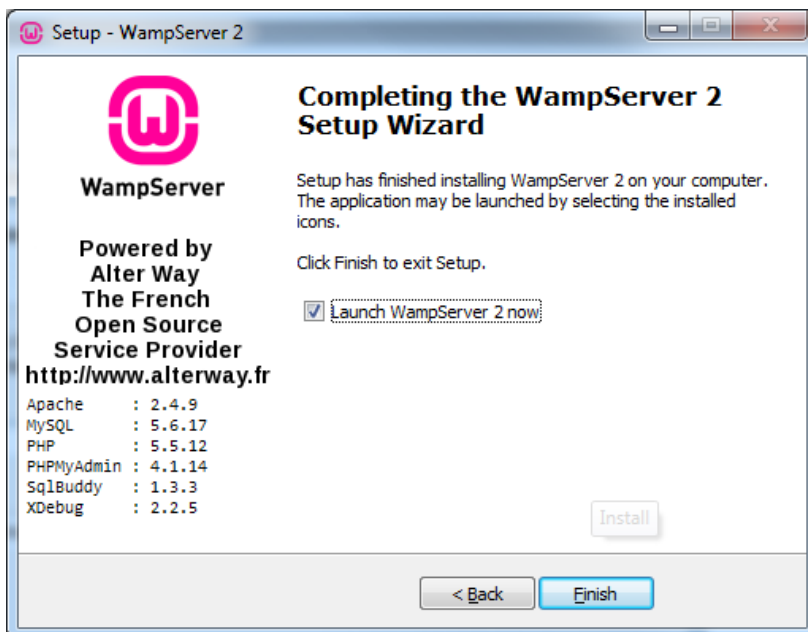15. Click Next>> to install the Kramer KDS-EN3 Manager.
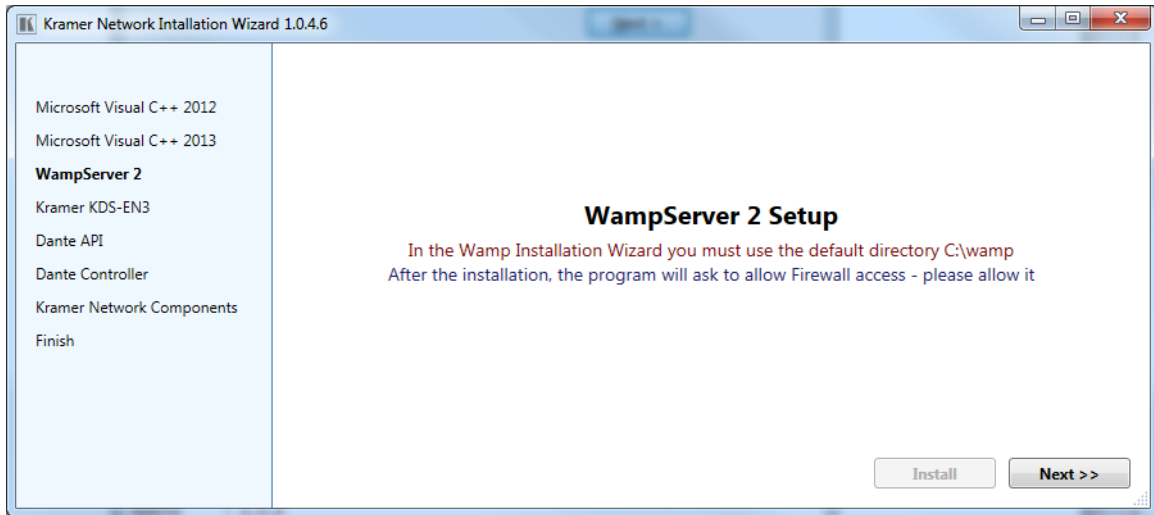
Figure 11: Kramer installation Wizard – Moving to KDS-EN3 Installation
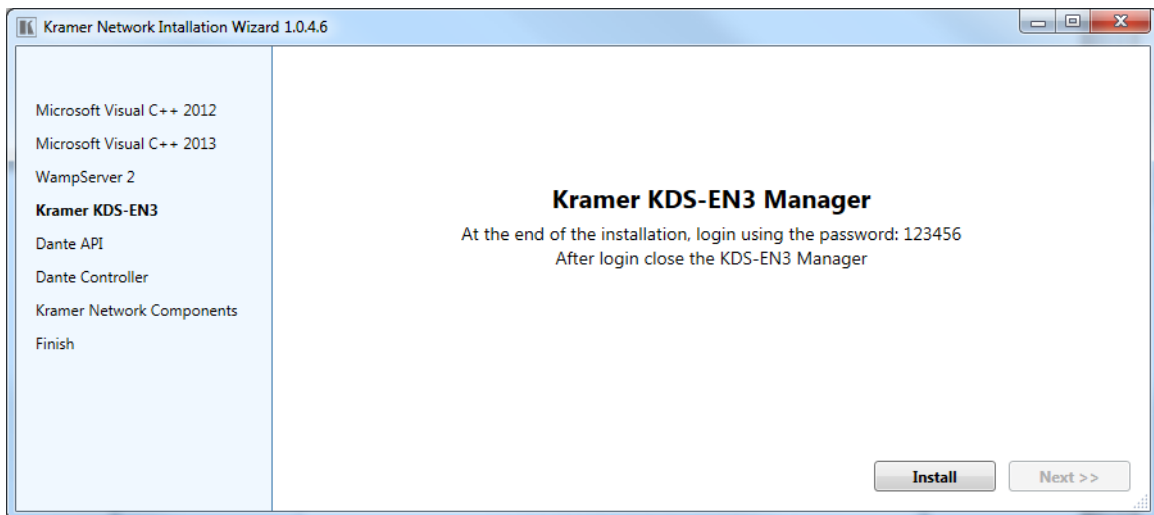
16. Click Install to install the KDS-EN3 Manager.

Figure 12: Kramer installation Wizard – Installing Kramer KDS-EN3 Manager

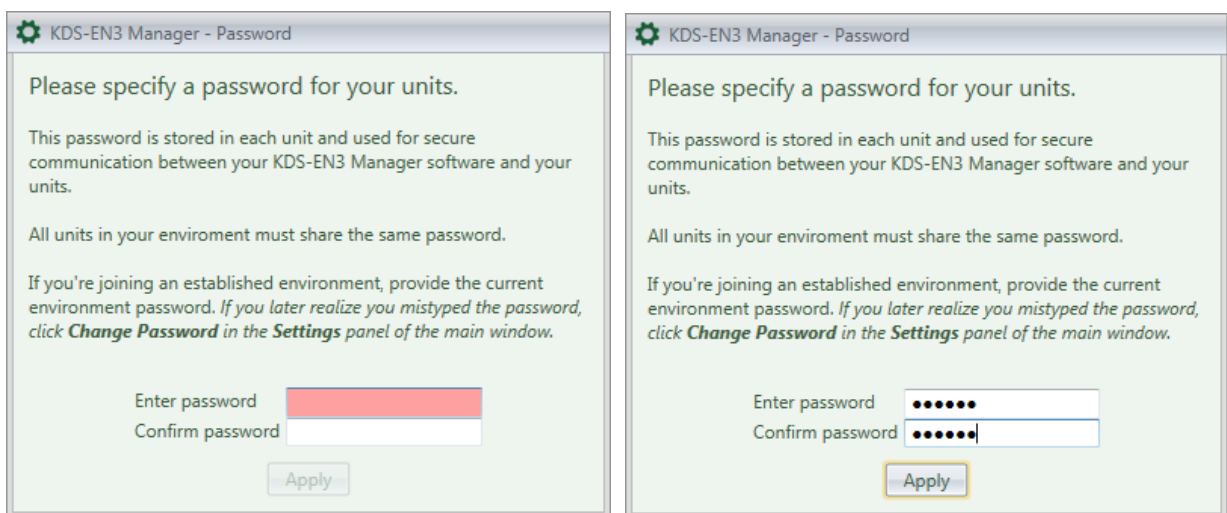17. Set the password for your units (use the 123456 password, see Figure 12).

Figure 13: Kramer installation Wizard – Setting the KDS-EN3 Manager Password)

18. Click Apply.

The KDS-EN3 Manager appears –close it if you do not need to use it.

19. Click Install to install Dante API.

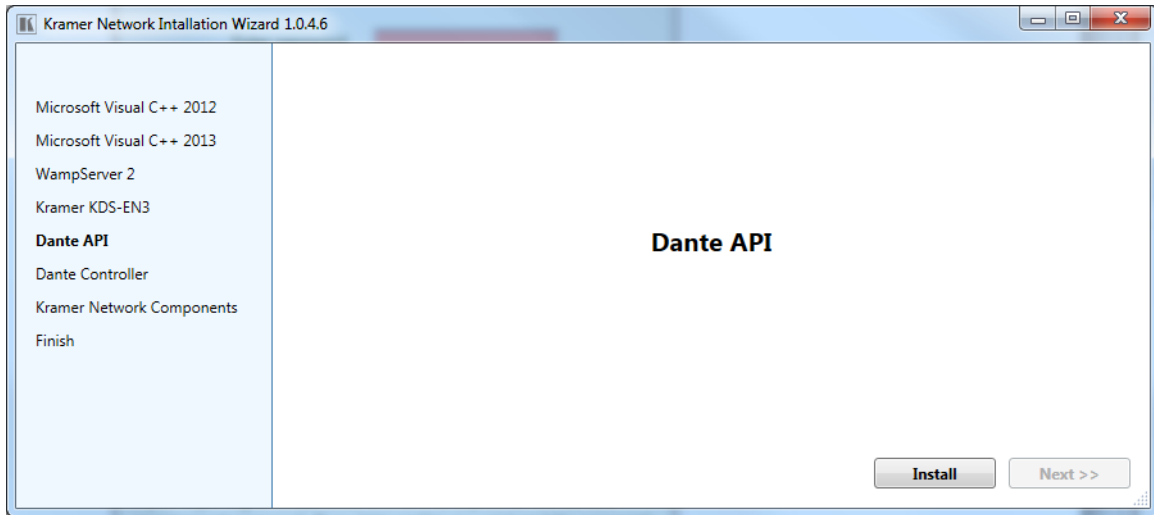Figure 14: Kramer installation Wizard – Installing Dante API

20. Follow the installation instructions and then click Next>> to continue to DANTE Controller installation
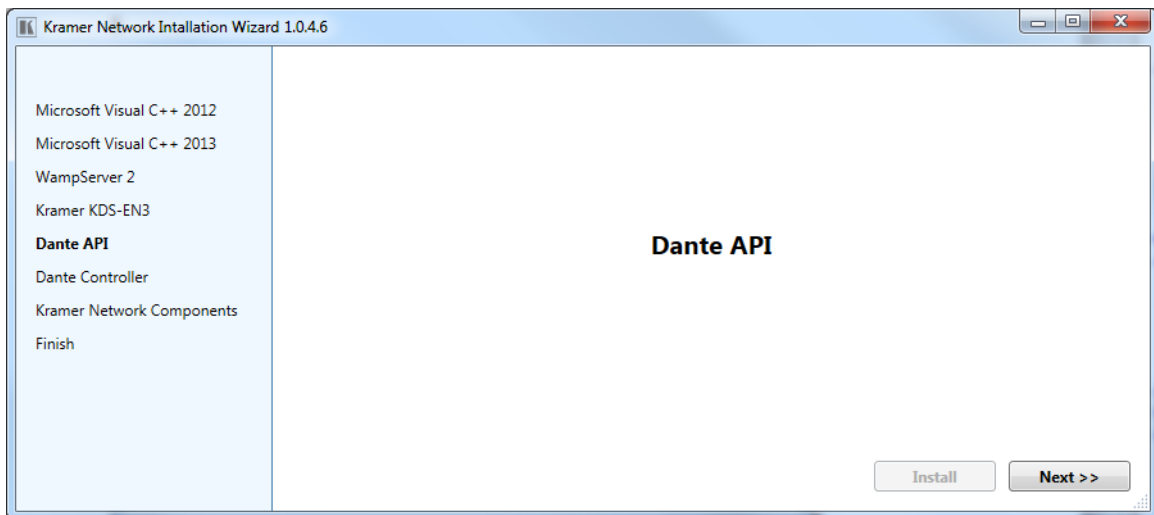

Figure 15: Kramer installation Wizard – moving to Dante Controller Installation

21. Click Install.

If you are prompted to restart the Computer do not do so and click close.
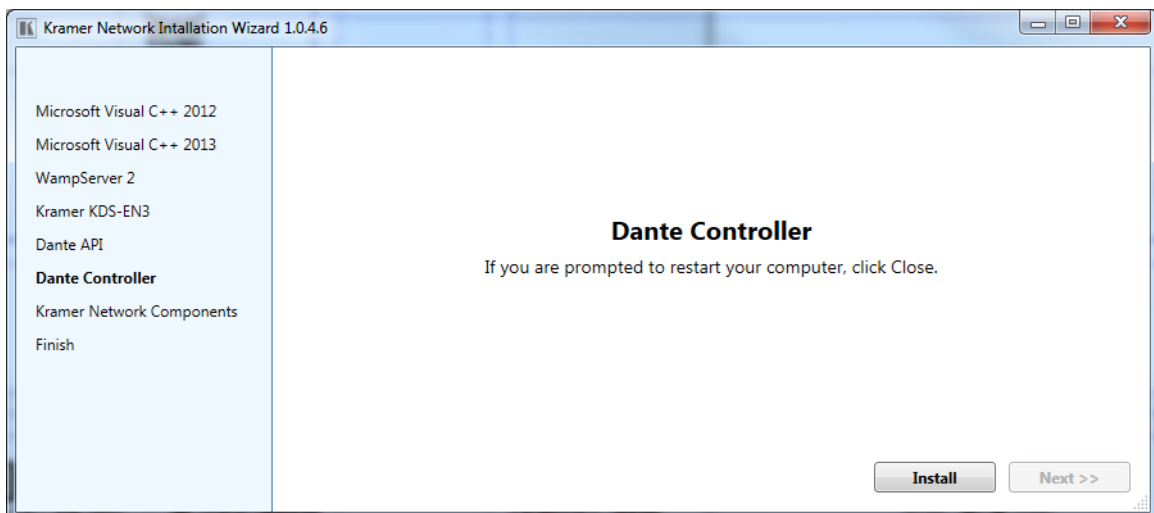
Figure 16: Kramer installation Wizard – Installing Dante Controller

22. Follow the installation instructions. Upon completion of the setup, the following message appears:

Figure 17: Kramer installation Wizard – Dante Controller Setup Message

3. Click Close.

23. Click Next to continue to the Kramer Network Installation and then click Install

Figure 18: Kramer installation Wizard – Kramer Network Components Installation

24. Click Next>>. The following message appears.

Figure 19: Kramer installation Wizard – Installation Complete Message

25. Click Finish. The following message appears.

Info ✖

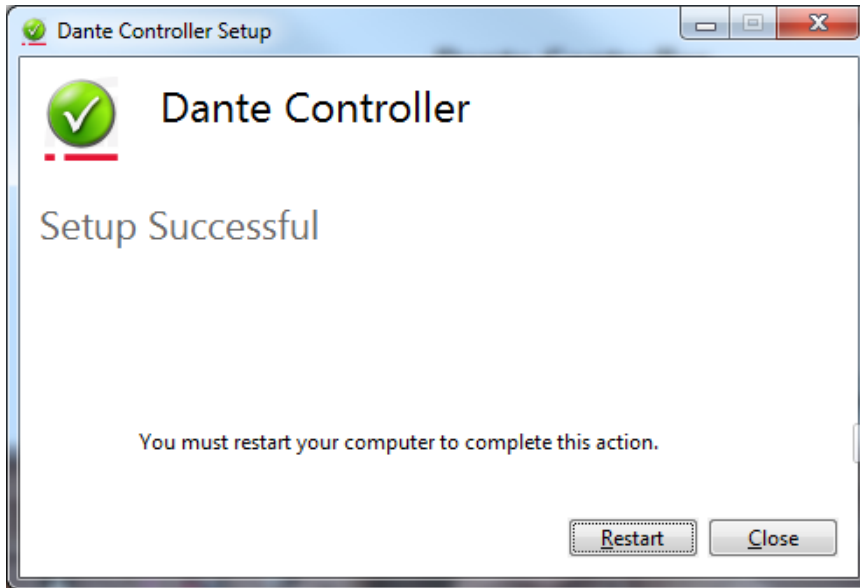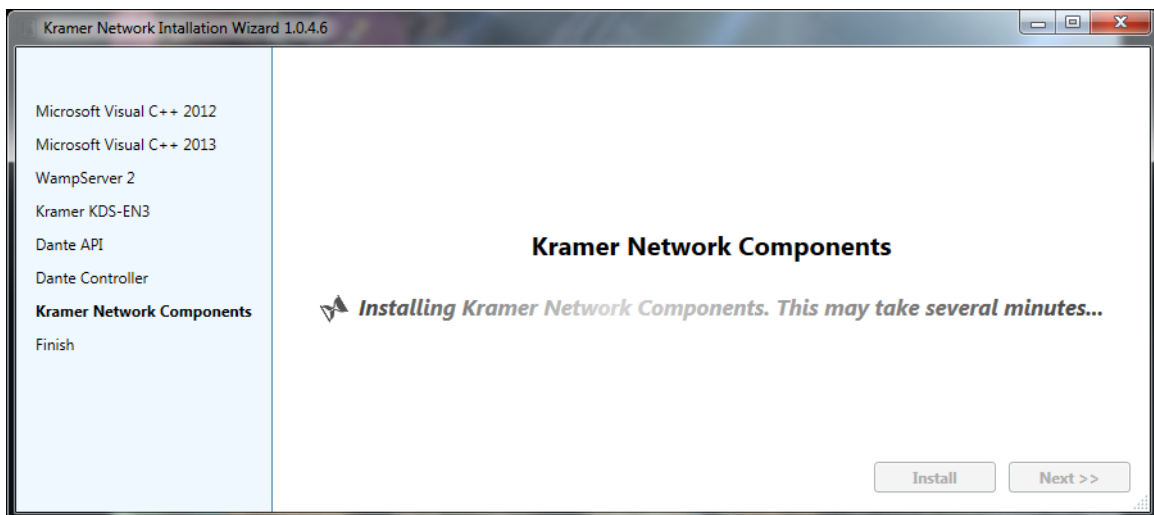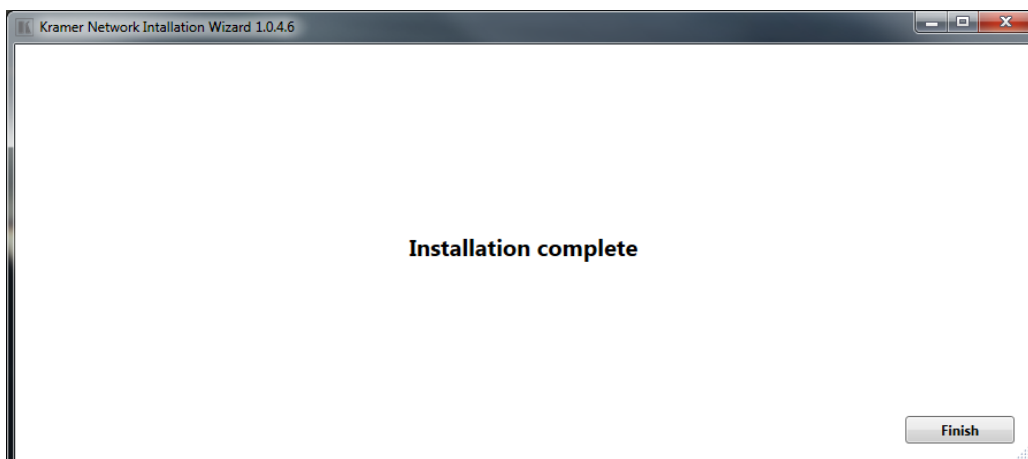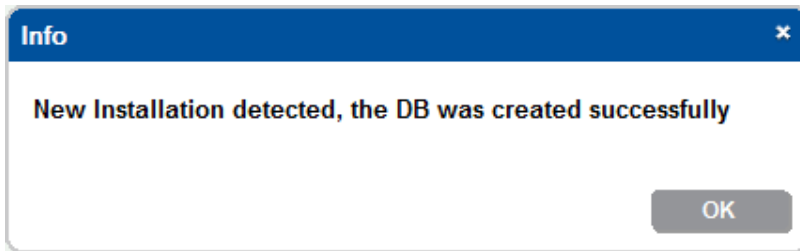**New Installation detected, the DB was created successfully**

OK

Figure 20: Info Message

26. Wait for Kramer Network to finish the updating process.

Kramer Network Updating...

Create/Update Kramer Network Server
Please wait until the process will finish...

✔ Check Versions
✔ Updating Database
✔ Restarting services
✔ Finish
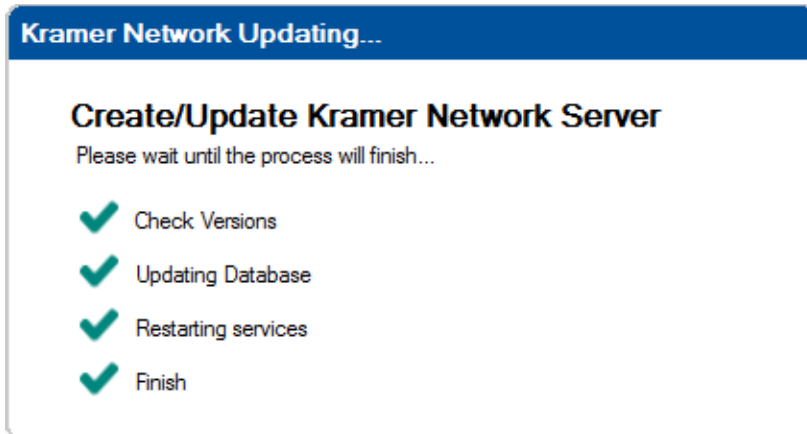
Figure 21: Kramer Network Updating

27. When finished, click OK.

Info ✖

The DB was updated

OK

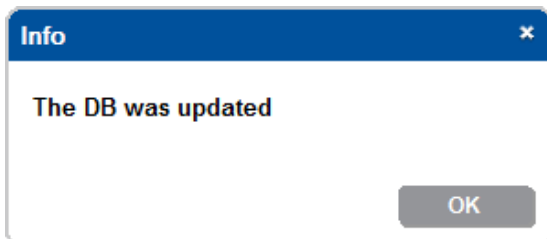Figure 22: DB Update Complete Message

28. The Kramer Network Administrator Utilities window appears.

K Kramer Network Administrator Utilities _ ✕

Services   Database   Users   Help

⟨⟩ ✕ 🔴 Kramer Network

⟨⟩ ✕ 🔴 Adapter Layer

⟨⟩ 🔴 Web Server (Apache)

⟨⟩ 🔴 MySQL
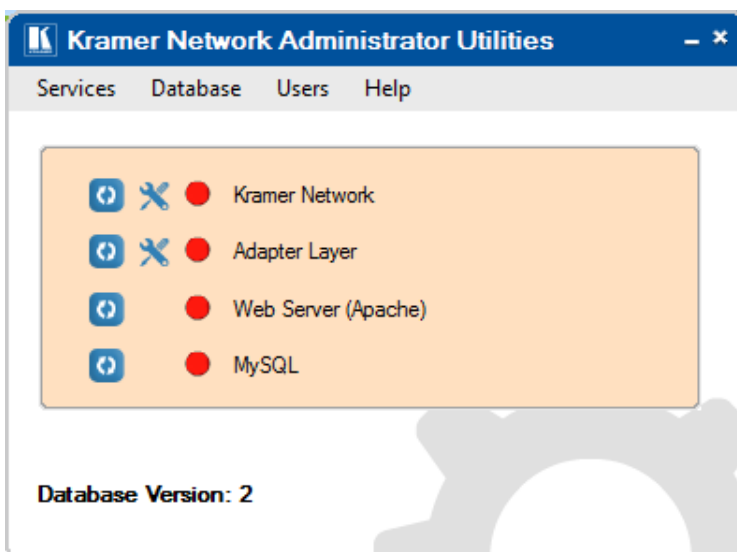
Database Version: 2

Figure 23: Kramer Network Administrator Utilities Window Restarting

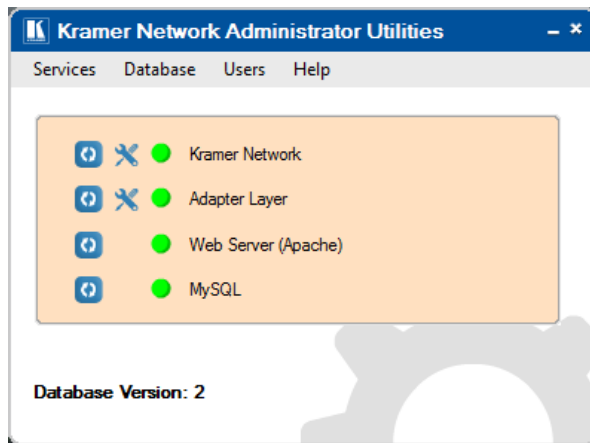The Kramer Network Administrator Utilities includes Kramer Network, Adapter Layer, Web Server and My SQL.

Figure 24: Kramer Network Administrator Utilities Window Ready

2.1 Kramer Network Administrator Utilities Menus

Kramer Network Administrator Utilities can be used by IT Managers to monitor and detect problems in the system. It includes restart buttons for each item, port setting buttons for Kramer Network and the adapter layer, and status indicators for each item (see Figure 25).

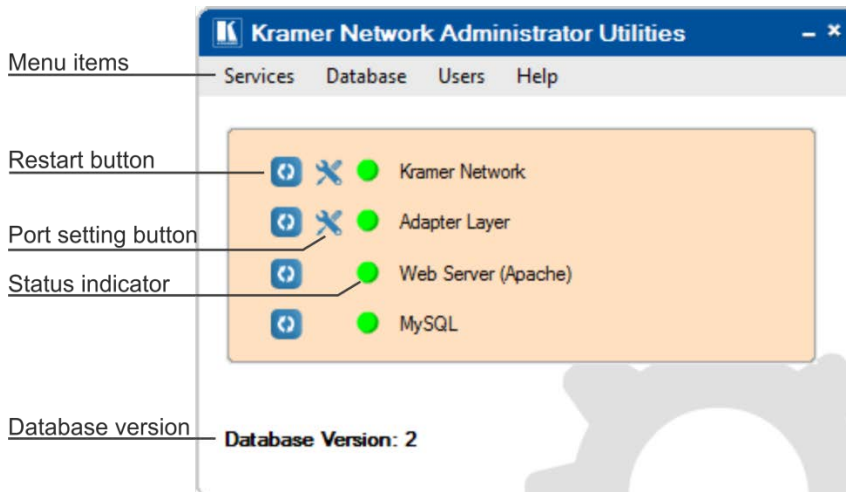Figure 25: Kramer Network Administrator Utilities

2.1.1 Services Menu

Use the Services menu to display the system log and restart all or individual services.
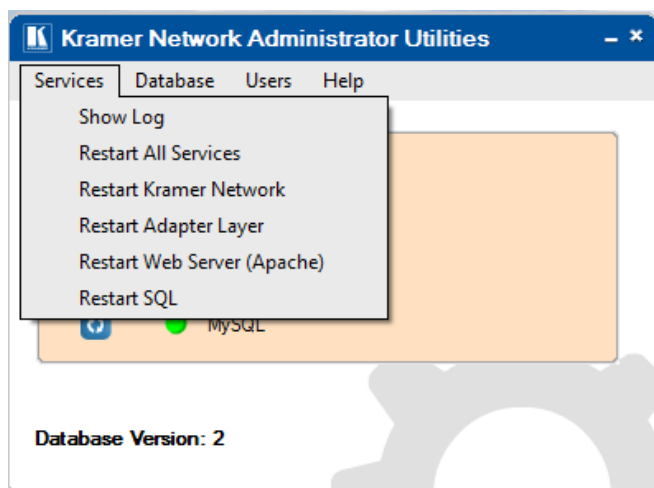

Figure 26: Services Menu

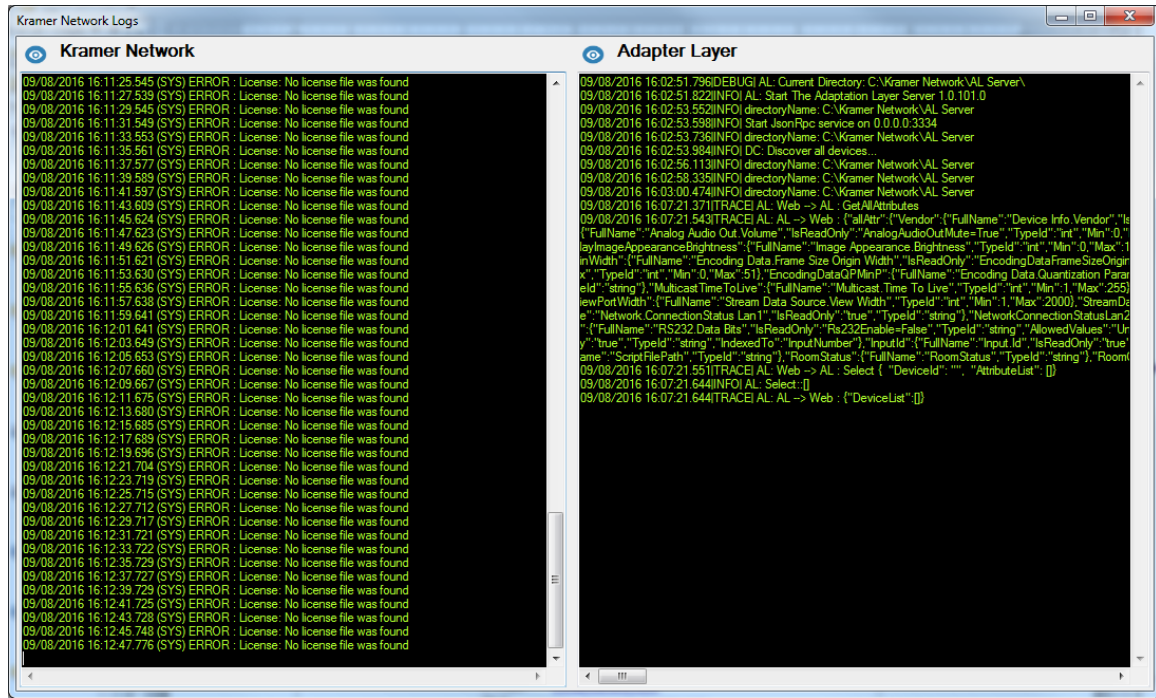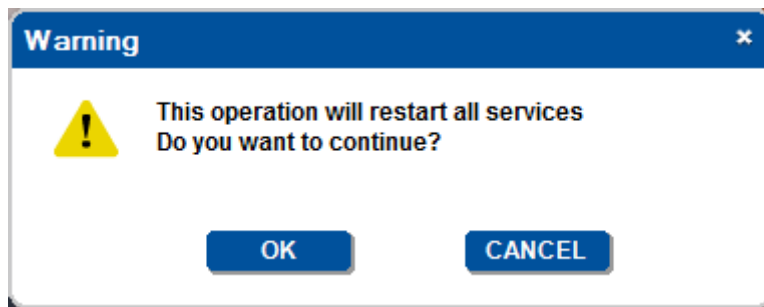Figure 27 shows the logs.

Figure 27: Kramer Network Logs

Click the eye icon (👁) to save the log and send it to Kramer Support (info@kramerel.com) for analysis in case of a problem.

Figure 28: Saving the Log

[Figure 29](#) Shows an example of a Log file.

Figure 29: Log File

2.1.2 Database Menu

Use the Database menu to backup and restore the database. The database comprises the entire project. You can also reset the database, thus deleting the entire project.

Figure 30: Database Menu

Before resetting your database, the following warning message appears:

Figure 31: Database Reset Warning

Click OK to reset the database.
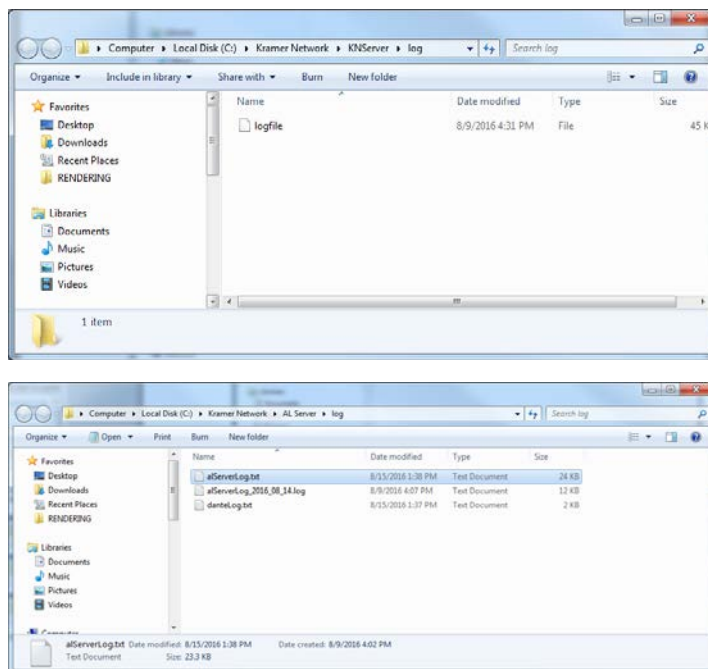
We recommend that you backup the database file (*knb) to your computer before upgrading the firmware.

> The database backup can be restored only to the same firmware version. You cannot restore the database to a new version of the firmware.
>
> When upgrading to a newer firmware version, the project automatically keeps the database so there is no need to restore the database to the latest version.
>
> When backing up the database, record the database version number (2 in this example, in the lower part of the Utilities window) in case you need to restore from this backup. When restoring the database, the database version must match the firmware version.
>
> If you encounter a problem with the software upgrade procedure, you need to install the previous software version and only then restore the database.

2.1.3 Users Menu

The Users menu enables resetting the Super password (the Super password cannot be changed from within **KRAMER NETWORK**) and viewing the current logged-in users.
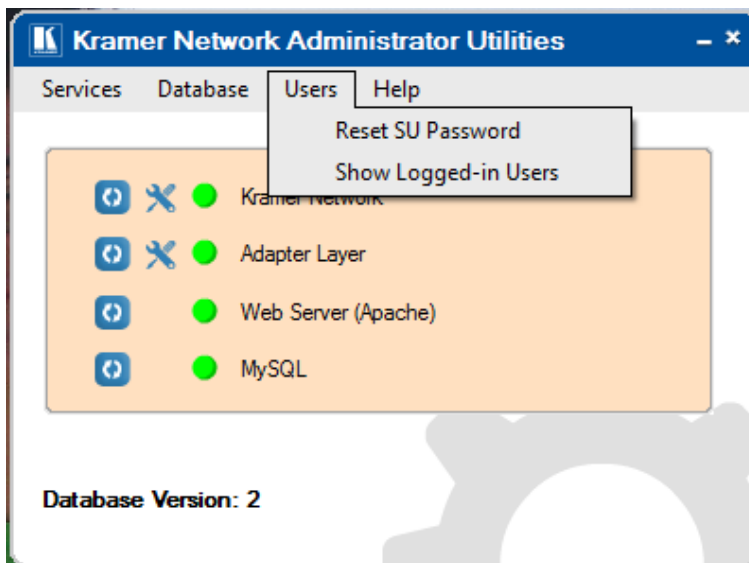

Figure 32: Users Menu

2.1.4 Help Menu

The Help menu shows the Administrator Utilities version and Kramer contact details.
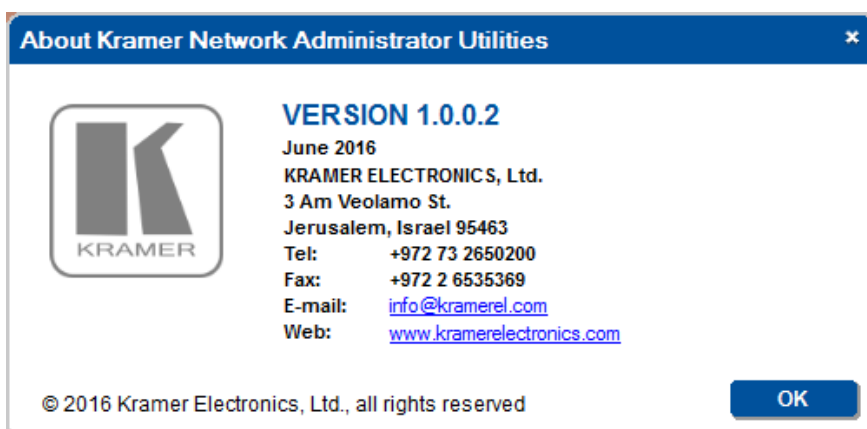

Figure 33: Help Menu

3 Opening KRAMER NETWORK 1.0 Client

Before opening the **KRAMER NETWORK** Client, make sure that the **KN Server** is running.

Open a Web browser and type **http://localhost/** in the URL.

3.1 Request License Form

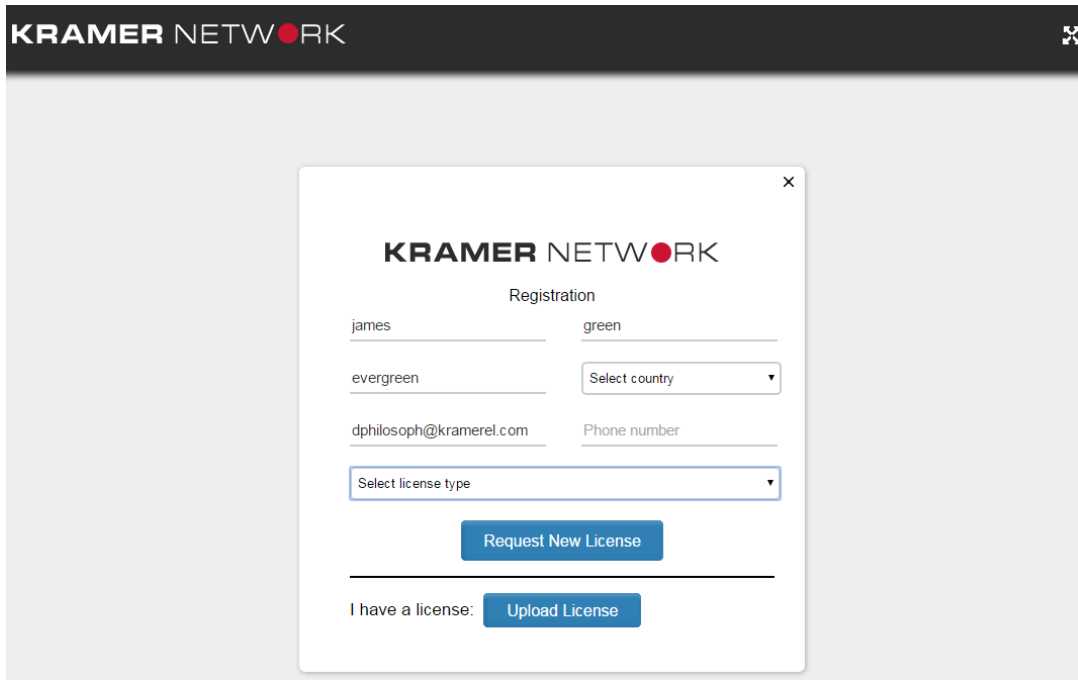When you first open the **KRAMER NETWORK** Client a registration form appears:

Figure 34: Kramer Network Registration Form

Fill in all the fields in the form and click **Request New License**. The license request window appears:
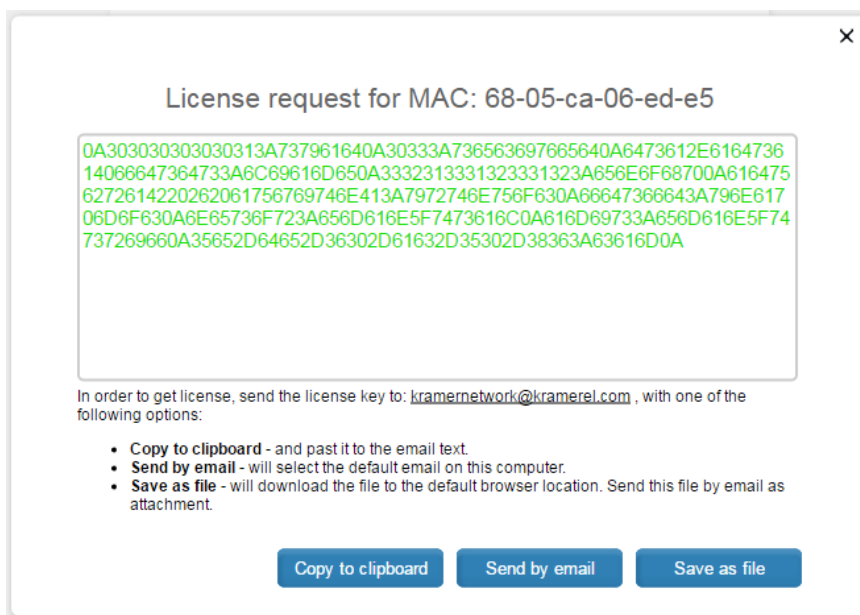
Figure 35: License Request Window

3.2   Login to Kramer Network 1.0 Client

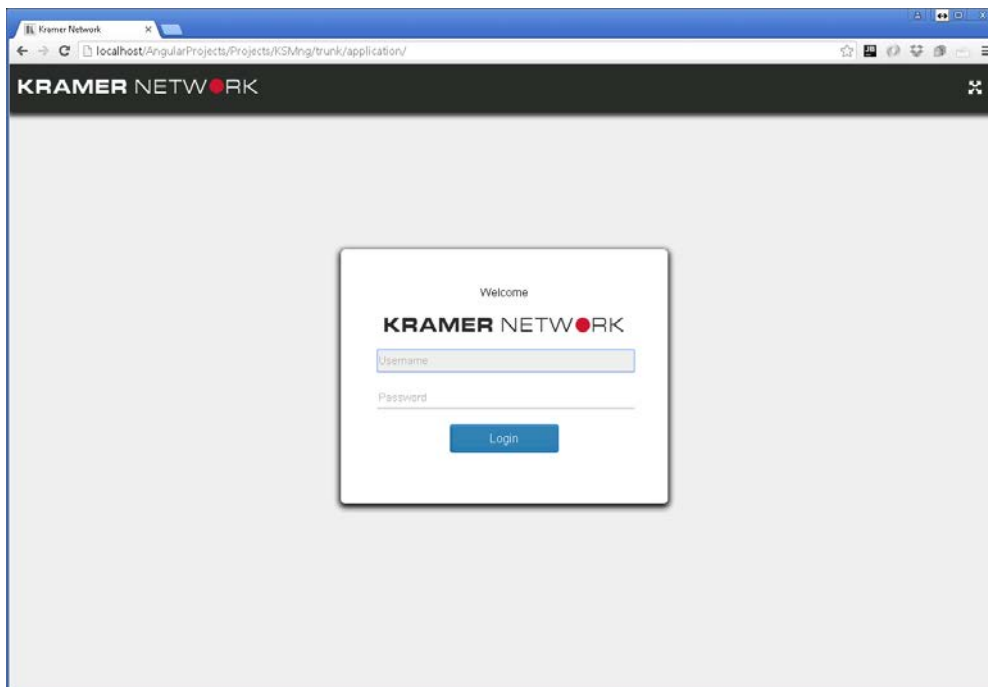Once the file is uploaded, the client prompts you to login:

Figure 36: KRAMER NETWORK Login

Enter the default super user login information:

- **User**: super

- **Password**: 12345

After login you are prompted to change the password.
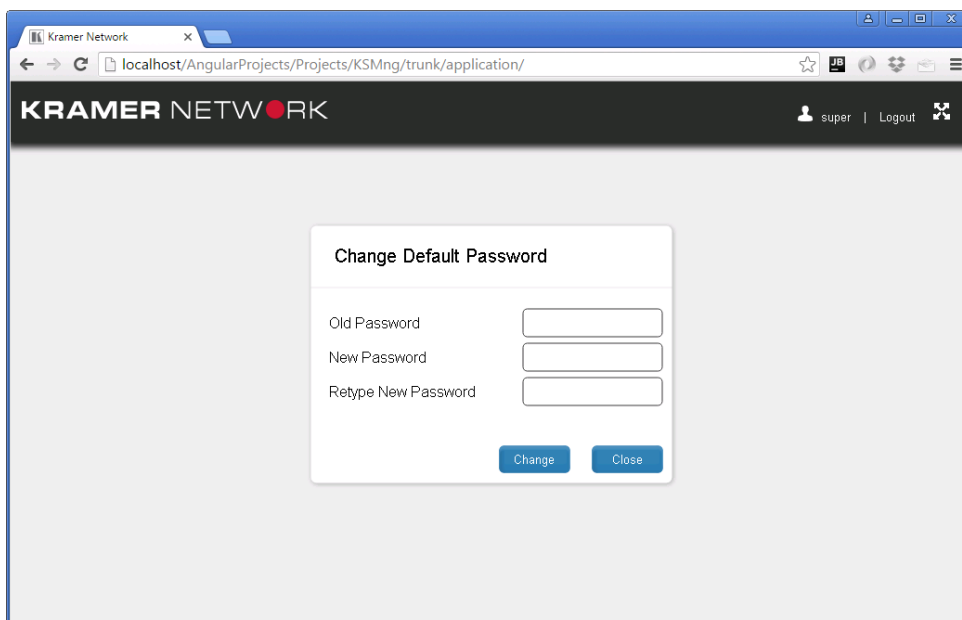

Figure 37: Changing the Default Password

Note that after server restart, all the services are automatically started.

4 Basic Troubleshooting

Generally the Utility menu monitors the **KRAMER NETWORK** system. When a problem occurs, the specific status indicator turns red.

When an indicator turns red:

1. Click the refresh icon (or refresh via the Services menu).
   If the status indicator turns green, the problem is solved. If not continue to step 2.

2. Open the Services menu and select Show Log.

3. Click the eye icon () to save the log.

4. Contact Kramer Support (info@kramerel.com) and send them the KN log.

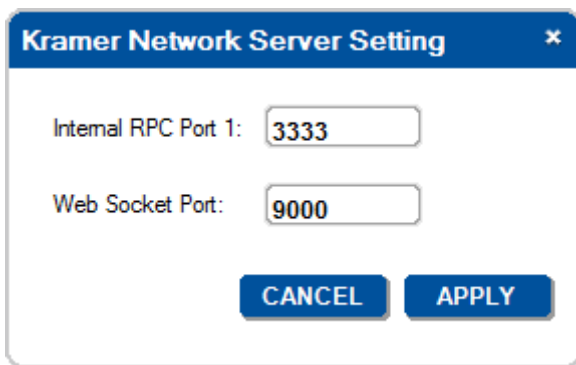5. If recommended by Kramer Support, click the port setting button () to set the ports.
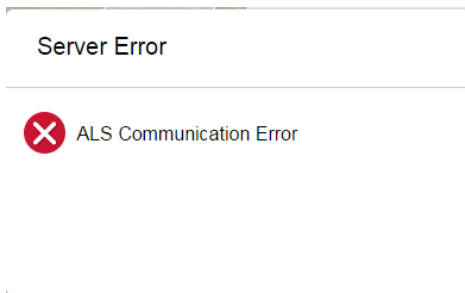

Figure 38: Server Setting Window

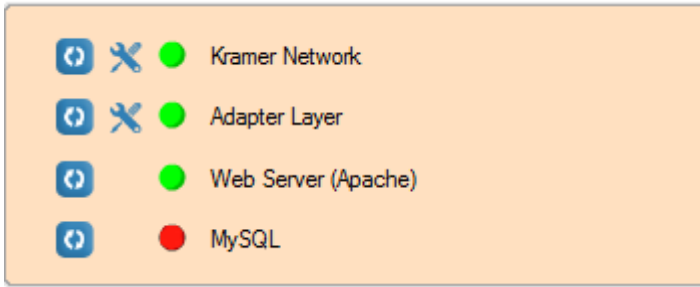 Do not change the port settings unless Kramer Support recommends doing so.

4.1 Common Serving Error Messages

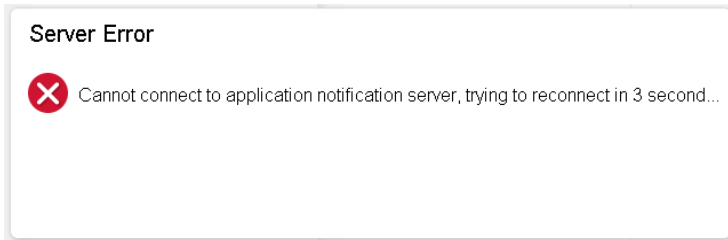This section describes common server error messages and their solutions.
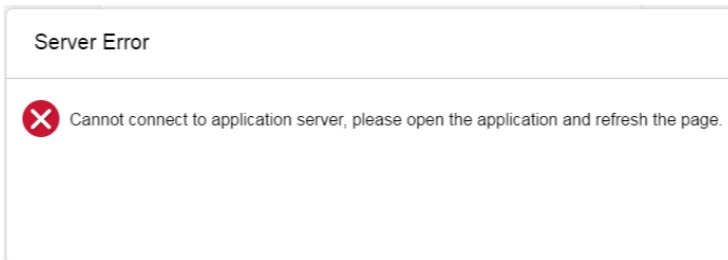
1. **Error**: ALS Communication problem

Solution: Go to the Administrator Utilities program and restart the Adapter Layer.
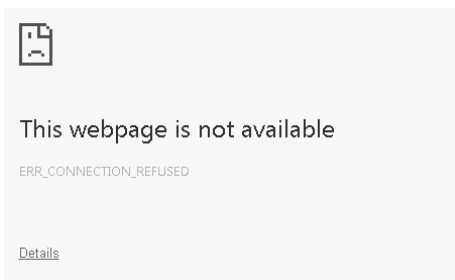
2. **Error**: Kramer Network Server is down

or

Solution: Go to the Administrator Utilities program and restart **KRAMER NETWORK**.

3. WAMP Server is down.

Solution: Go to the Administrator Utilities program and restart the Web Server and MySQL.