

BVMS Configuration Collector

Table of contents

1	Introduction	4
2	System overview	5
3	Hints for usage	6

1 Introduction

BVMS Configuration Collector is used to collect BVMS relevant items and pack them in a single .zip file. This .zip file contains a configuration report with all relevant diagnostic information to help Bosch Support to understand, reproduce and resolve customer issues.

2 System overview

You need administrative rights to use BVMS Configuration Collector.

The .zip file can be opened by Windows Explorer, 7-Zip or WinZip.

The software is automatically installed during installation of BVMS.

You can start the software on each computer where at least one BVMS software module (Central Server, VRM, Operator Client) is installed.

You can add attachments of your choice.

You cannot select the data that is written into the configuration report. The configuration report always contains all data that is required for diagnostic purposes.

Notes:

- When the .zip file exceeds the size of 4 GB, it cannot be opened by Windows Explorer. In this case use a 3rd party tool for opening .zip files like 7-Zip.
- The software does not check whether Bosch Video Management System is installed on the computer.

3 Hints for usage

Starting Bosch Configuration Collector:

- ▶ From the **Start** menu, select **Programs** > BVMS > Configuration Collector.

Generating a configuration report:

1. Start Configuration Collector.
2. Click the **Description** tab (is initially selected). In the **Title** field, type a report title. The **Date** and **Time** fields initially display the date and time when BVMS Configuration Collector has been started. The report will contain data valid for this point in time. In case of an issue select the correct date and time when the issue occurred.
3. Enter an issue description in the **Description** field. An exact description will help the Bosch Support to easily understand and reproduce the issue. Please try to answer these questions:
 1. What exactly happened?
 2. How to reproduce?
4. Click **Generate configuration report**. The .zip file is created on your Desktop by default. It contains the data of the point in time when BVMS Configuration Collector was started.

Notes

To change the point in time for that the report is valid:

- ▶ Click the **Description** tab. In the **Date** and **Time** fields, enter the desired values.

To change the output directory for the .zip file:

- ▶ Click the **Configuration** tab. In the input field, click the ... button to select the desired path.

To view the content of the .zip file before it is created:

- ▶ Click the **Configuration** tab. In the left pane you see the categories and their content of the information that will be stored in the .zip file.

To add an attachment:

1. Click the **Attachments** tab. Use the icons for inserting attachments of your choice.
or
2. Drag files or directories from Windows Explorer into this window.
or
3. Click **Insert** to insert screen shots from clipboard.

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