

SuperReporter 2

User Manual



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About CAYIN

CAYIN Technology offers a complete portfolio of digital signage solutions, including media players, servers, and software, for various commercial applications, such as education, transportation, retail, hospitality, corporate use, and financial and public institutions. CAYIN is committed to being a reliable partner to its clients worldwide, and has successfully set up various application references internationally. In order to best facilitate the deployment of CAYIN products, the Company also provides tailored services to satisfy the ascending market demand for almost limitless applications.

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SuperReporter 2 is the advanced reporting software dedicated for CAYIN digital signage network. Incorporated with CAYIN SMP players, the software assists administrators in generating playback and system status reports instantly for multiple digital signage networks.

1. System Requirement

- * Operating System: Windows® XP, Windows® Vista, Windows® 7, Windows® 8, Windows® 10, or Windows® 11
- * Display resolution: 1024 x 768 or above is recommended
- * Processor: Intel® Pentium® 4 compatible CPU or above
- * Memory: 512 MB minimum. 1024 MB or more is recommended
- * Hard Disk: 10MB for program and configurations, 20GB or more for storing log records

2. Version & Edition

SuperReporter 2 includes four editions – Basic, Intermediate, Advanced, and Premium. A free trial version is also available. The main difference between these four editions is the project quantity. Please refer to the following table for comparison.

Edition	Project Quantity
Trial (30 days free trial)	1
Basic	1
Intermediate	3
Advanced	10
Premium	256

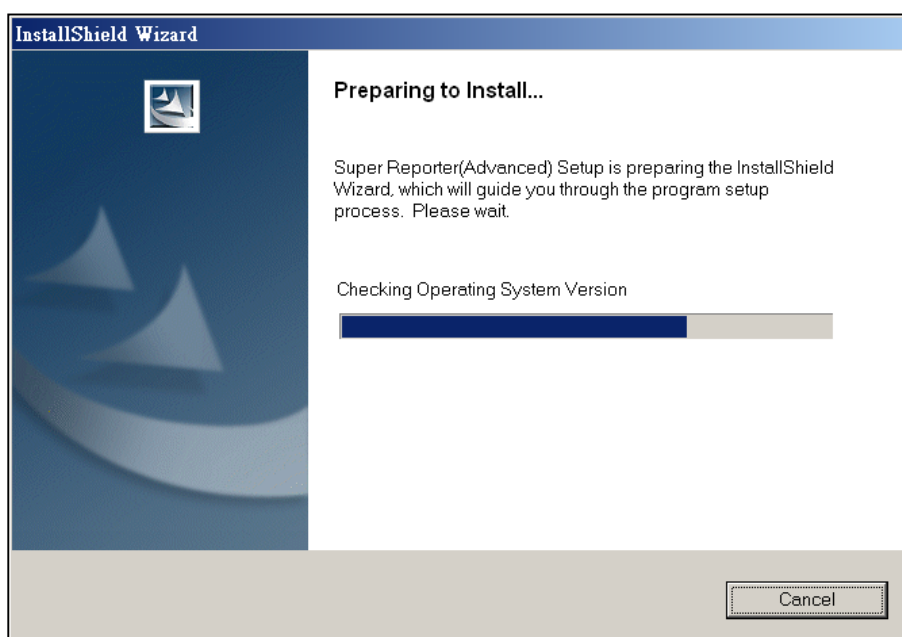
NOTE

You can find SuperReporter 2 Trial setup program in folder “\ **SuperReporter Trial**” of CMS or SMP Product CD.

3. Software Installation

Follow the steps below to install SuperReporter 2 on your PC. Make sure the PC meets the system requirements beforehand.

1. Click on Setup.exe to execute the SuperReporter 2 program.
2. Click on **[Next]** after you see the Welcome window.

**NOTE**

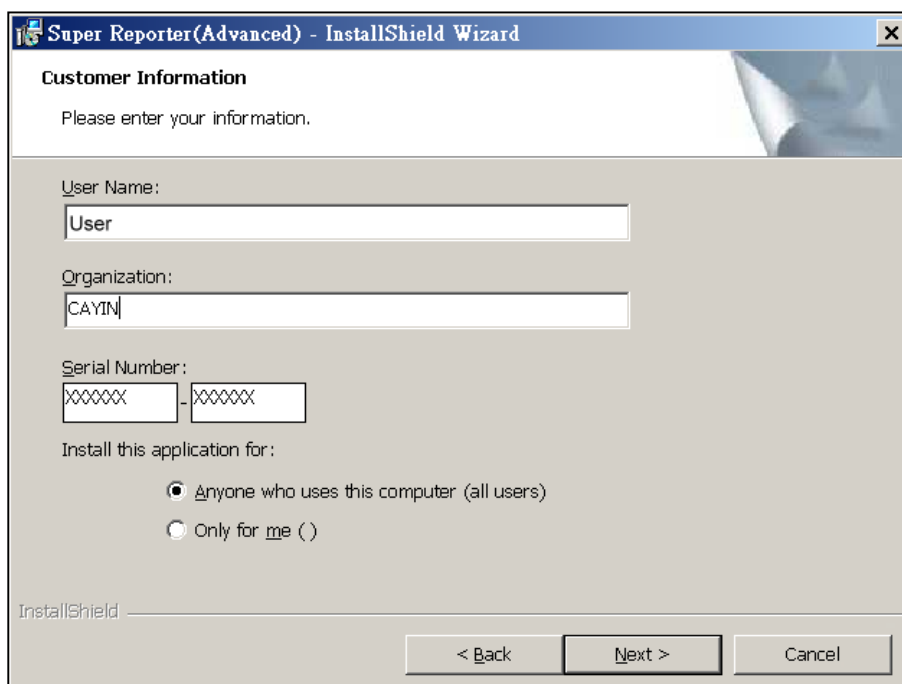
SuperReporter 2 installer copies 3 executable programs to your PC: **log_rcv.exe**, **Cyreport.exe** (SuperReporter 2), and **cyrm.exe**.

'**log_rcv**' collects log records via Syslog protocol. It runs under DOS mode. Installer will create a shortcut of log_rcv.exe in '**Start**' menu to make this program execute automatically after the system boots up.

'**Cyreport.exe**' (SuperReporter main program) is a Windows program. It helps to manage projects and log records and generate reports.

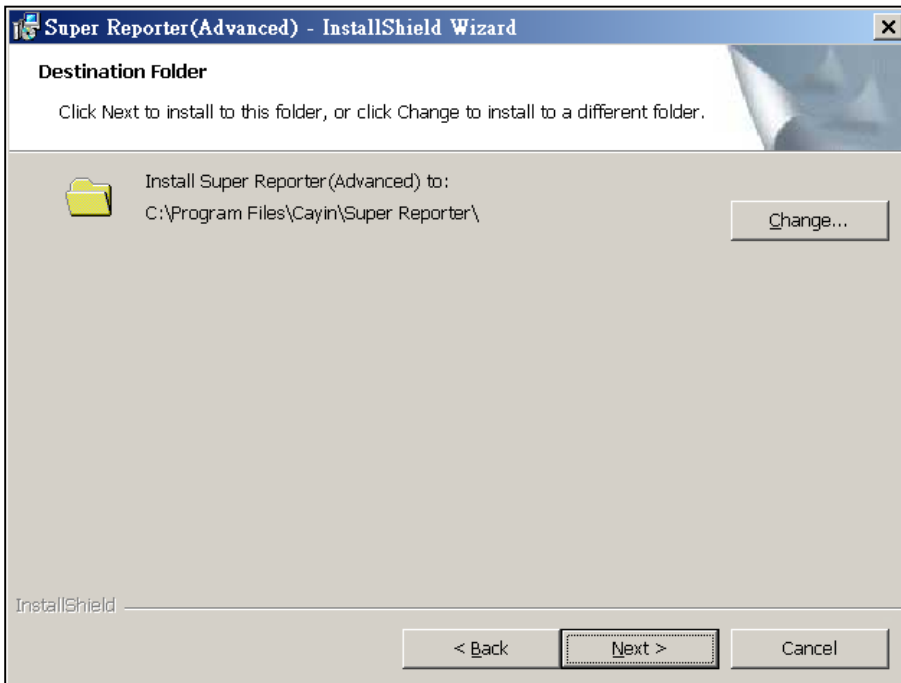
'**cyrm.exe**' is a command-line program. You can generate reports by using it with batch file or Windows schedulers, and send reports via email.

3. Enter Username, Company, and Serial Number, and then click on **[Next]**.





4. Give the installation folder path of SuperReporter 2 and click on [**Next**]. Wait a few seconds until the Setup program finishes.



4. Collecting Logs

1. Appoint SuperReporter 2 PC as SMP's syslog server (**Log > Syslog Server**) and enter the PC's IP address here. Then check log category item '**playback**'.

The screenshot shows the 'Web Manager' interface for 'SMP-PRO4 (Signage Media Player)'. The left sidebar contains a menu with items: SYSTEM STATUS, PLAYBACK, LOCAL SCHEDULE, MEDIA FOLDER, NETWORK SETTINGS, SYSTEM, and LOG (which is highlighted in pink). Below the menu is an 'APPLY' button. The main content area is titled 'LOG' and contains a 'Log Settings' section. This section has a pink header and a 'SAVE' button. Below the header is a description: 'Log function helps you to create or read log records. Syslog function allows separate log software to retrieve or further analyze. Select log categories to define the log records you would like to keep in the player or server. Click "View Log" or "Export" to check the log records.' The 'Enable Remote Log' section has three radio buttons: 'Disable remote log', 'Send remote log by SYSLOG' (selected), and 'Send remote log by TCP'. Below this is the 'Remote log server' section with two input fields: 'IP address: 172.16.0.0' and 'Port number: 35000'. The 'Category' section has five checkboxes: 'System', 'Network', 'Media player', 'Playback' (checked), and 'Miscellaneous'. The 'Playback' checkbox is highlighted with a red box.

2. Run '**log_rcv.exe**' at the path: **Start > All Program > Cayin > SuperReporter > Log_rcv**. This will make the system start to collect log records.

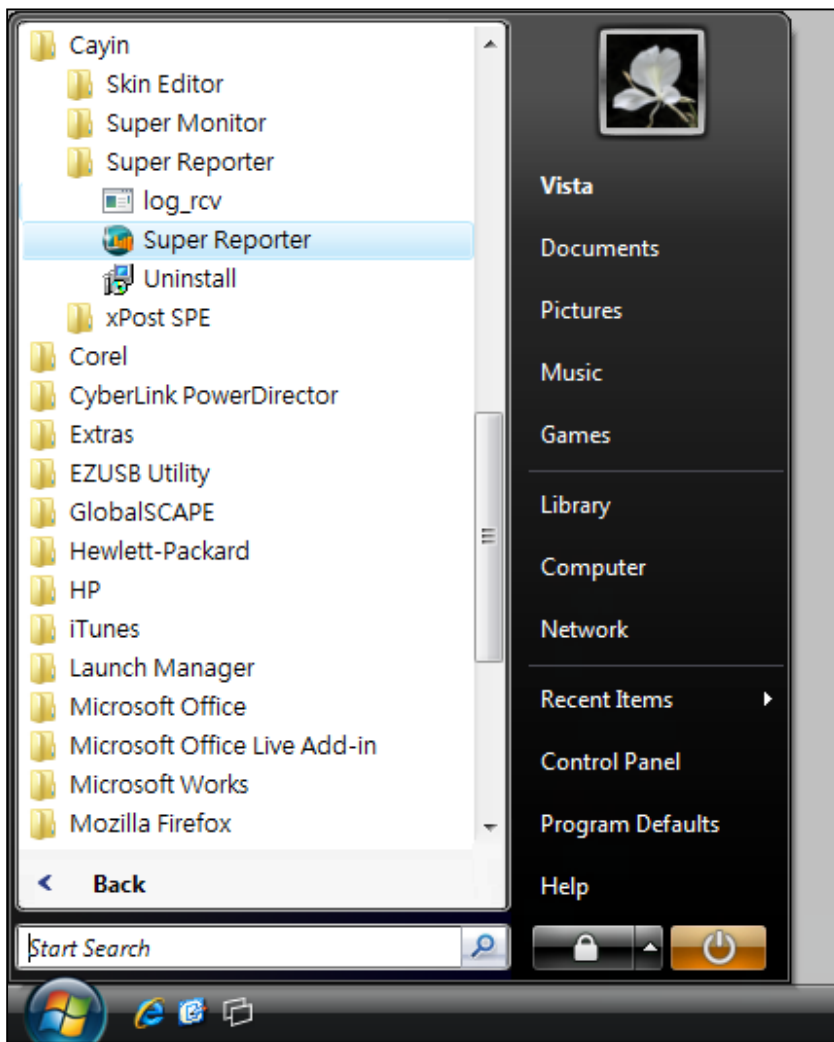


5. Create and Manage Project

5-1 Create Project

SuperReporter 2 only generates reports per project (s), so project (s) have to be created before doing any log and report management. Different editions of SuperReporter 2 allow different manageable project quantities. After the installing procedures, follow the steps to create project(s).

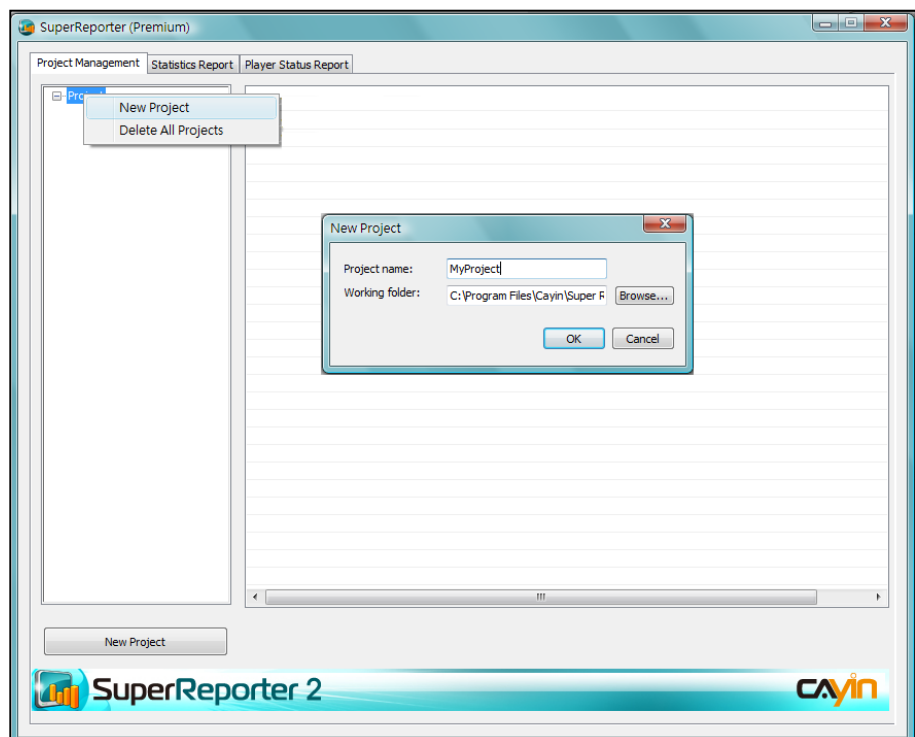
1. Execute SuperReporter 2 at the path: **Start > All Program > Cayin > SuperReporter > SuperReporter.**



NOTE

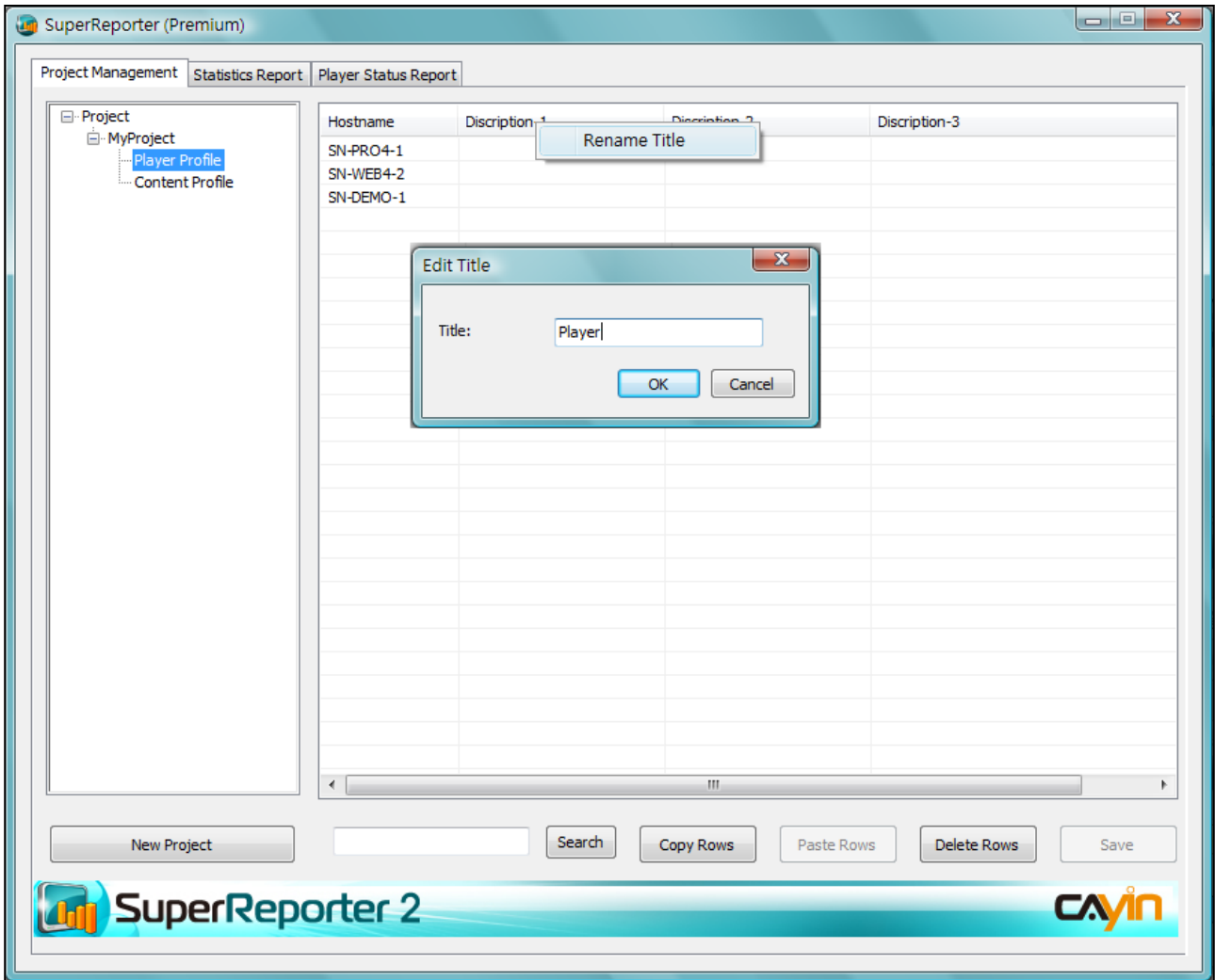
On the same PC, only one log_rcv.exe can be executed at the same time. Using the same working folder on the local computer for all projects is necessary.

2. After SuperReporter 2 starts, choose page '**Project Management**' and click [**New Project**]. In the dialog box '**New Project**', enter the project name. You can also find the path of '**Working folder**' that has to be the same folder of the program file '**log_rcv.exe**' and is, as default, the same as the location of the path of SuperReporter in the dialog box. Normally it is not necessary to change the default path. If you need to specify another folder, where a log_rcv.exe program must be installed and executed, click on [**Browse...**] and specify it.



3. Click [**OK**] to confirm the settings.

- You can add up to three description fields to help you identify each player. Right click your mouse on the title of the field '**Description**', then choose '**Rename Title**'. You can decide if you want to change the title name or not.

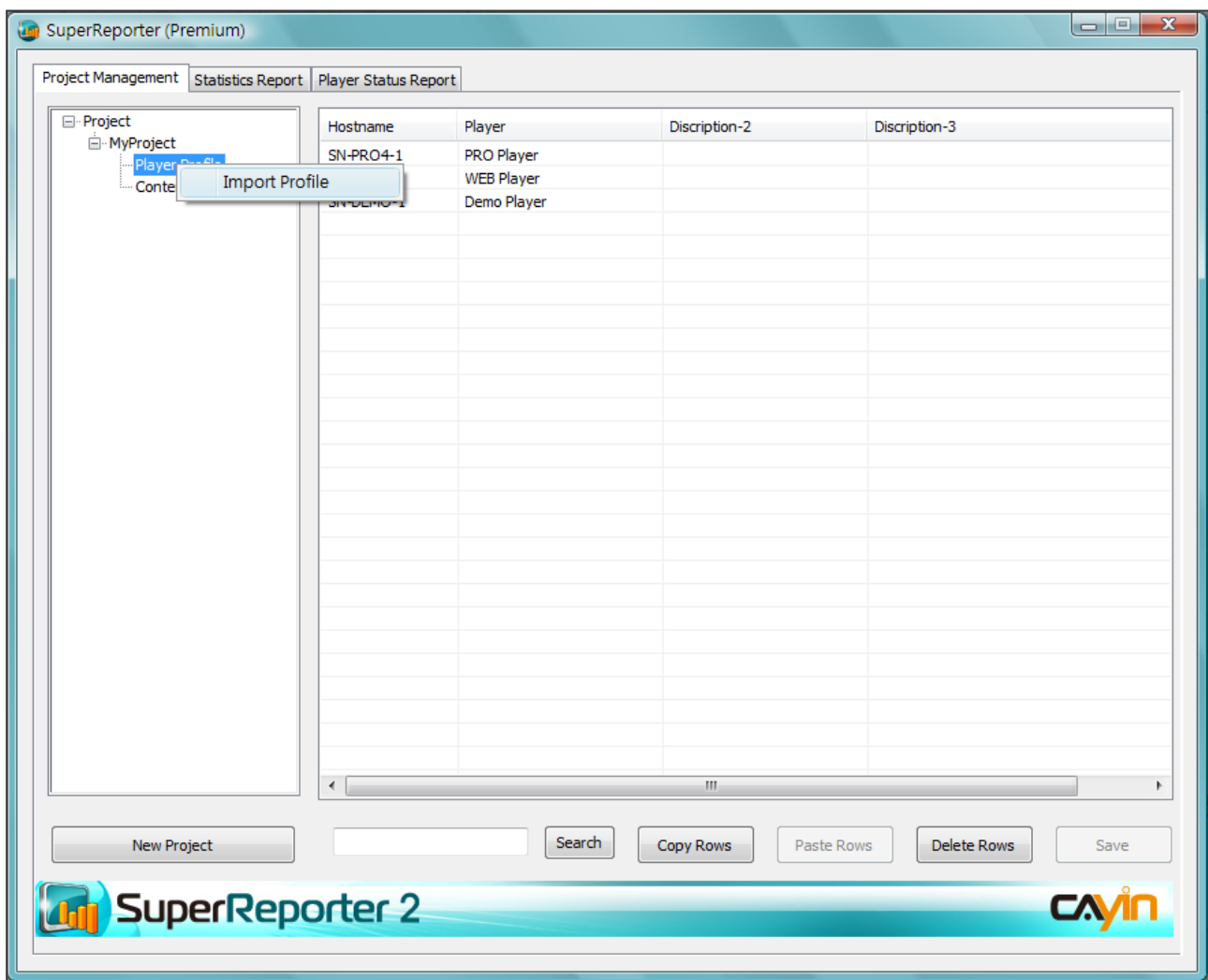


5-3 Import Player Profile

You can also choose to add player profiles from CAYIN's SuperMonitor by '**Import Profile**' command. If you want to do so, you have to export the player profile from SuperMonitor first. Please refer to SuperMonitor's User Manual for the detailed information about '**Export**' function.

Follow the steps below to import player profiles to SuperReporter 2.

1. Right click on project's Player Profile node.



3. Choose an '**.ini**' file that is exported from SuperMonitor, then click [**Open**].
4. You can choose either [**Replace**] to replace current players with new players or [**Merge**] to add new players and replace identical players.

5-4 Add and Manage Content Profile

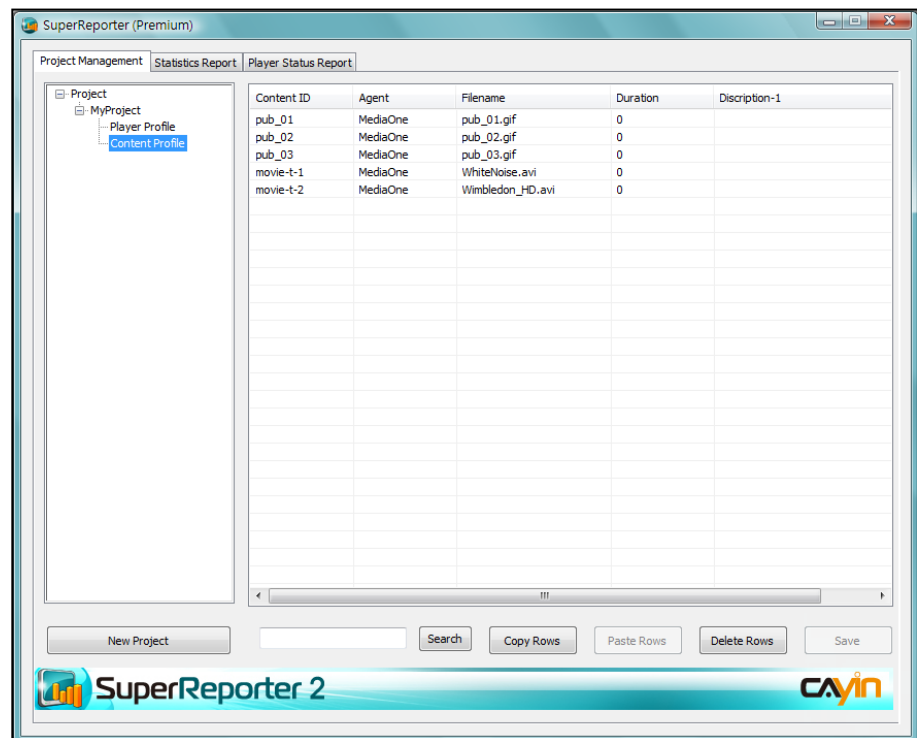
NOTE

SuperReporter 2 can only create statistics for playback items with 'Billing' logs as follows:

- a. SMP-PRO series: items of multimedia and image slideshow.
- b. SMP-WEB series: items of web playlist, embedded video in HTML items, and image/video in program.

SuperReporter 2 needs content file information to generate statistic reports. For each content file, you should enter its content ID, agent, and filename in Content Profile fields.

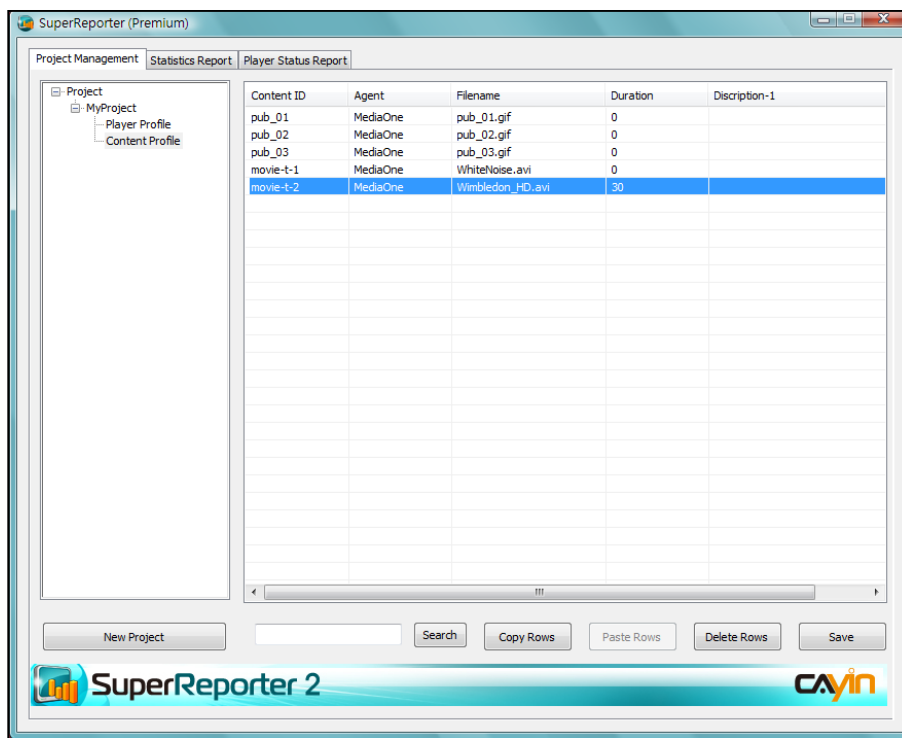
1. Click on tree node '**Content Profile**'. You can see the fields on the right.
2. Double click on field '**Content ID**', and enter an ID according to your own rule. Please note each Content ID must be unique.
3. If you want your content files to be grouped for report generation later, please fill in the "**Agent**" field. In '**Statistic Report**', content files will be grouped by each individual '**Agent**'. If you do not need this function, please leave this field blank.
4. Enter content's filename (e.g. '**pub_01.gif**'). SuperReporter 2 will use this filename to trace playback and billing records in the collected logs. You can omit file extension name (e.g. '.gif') here.



NOTE

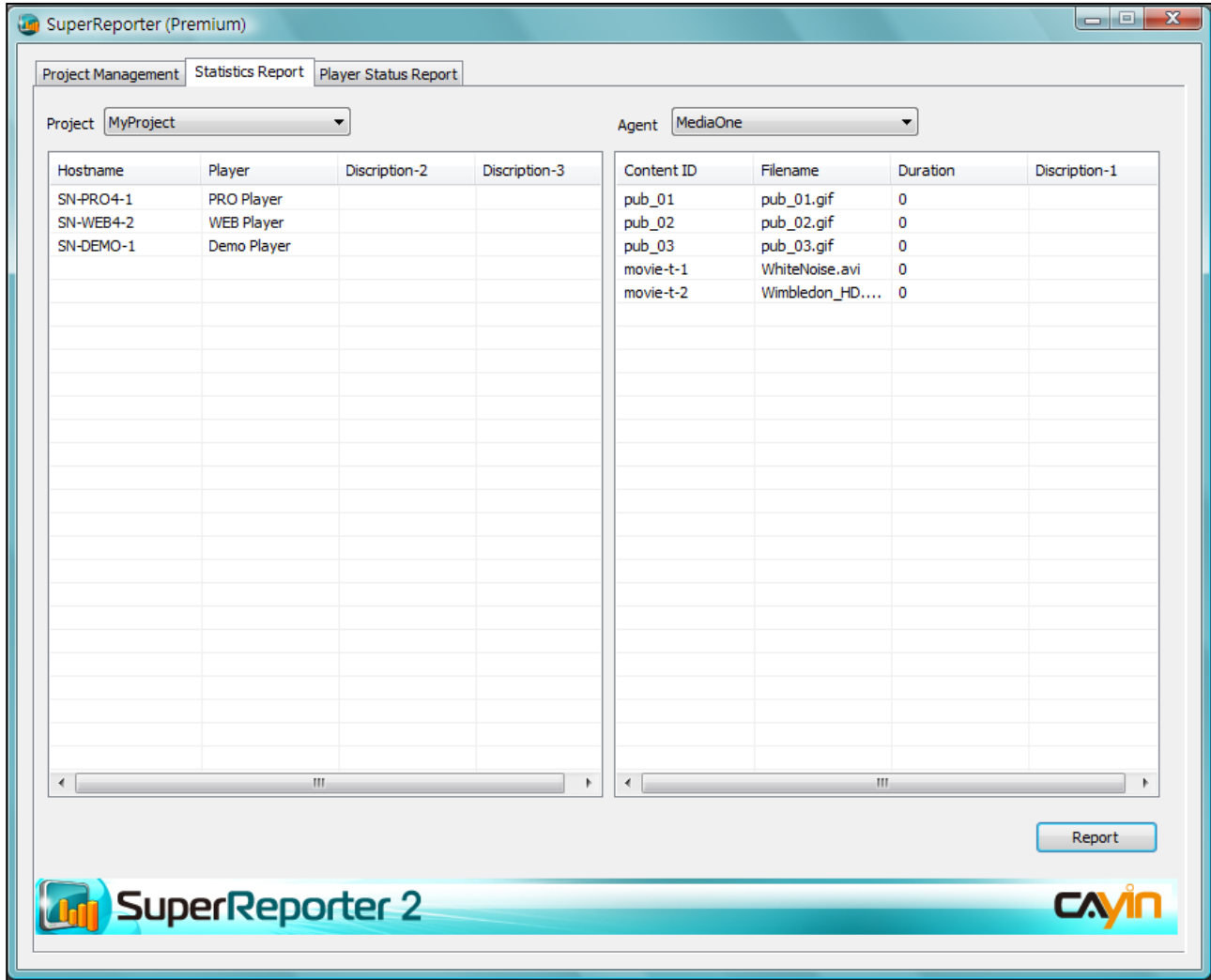
If you leave this field blank, SuperReporter uses the actual playback time to calculate the duration. Due to the unavoidable program execution error, actual playback time may have little difference each time.

5. Enter playback duration (by seconds) of multimedia files. For example, a video file playback time is 10 seconds, enter 10.
6. Click [**Save**] to adopt all the changes.



6. Statistics Report

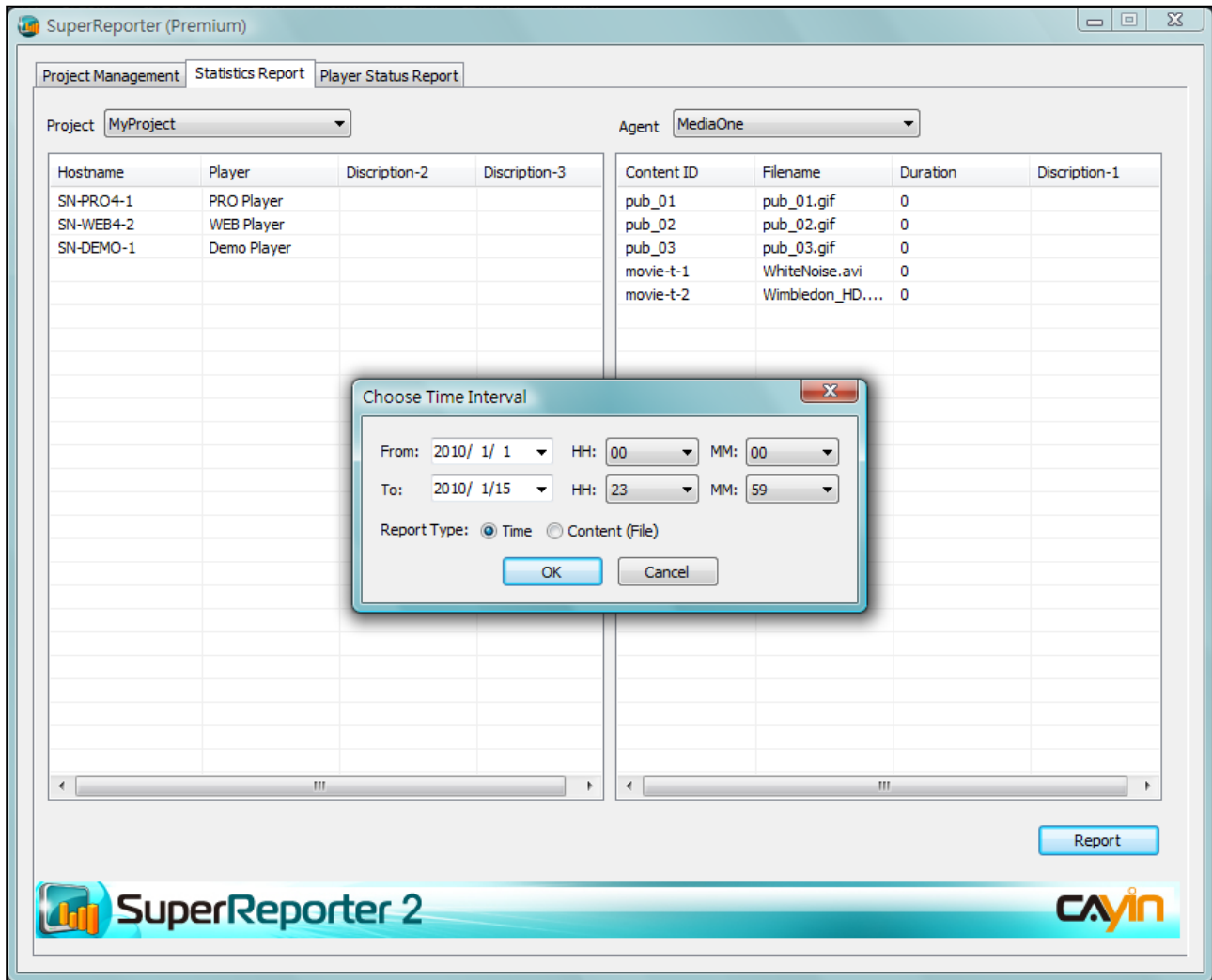
You can generate detailed playback lists and statistics per project by using **Statistics Report**.



Follow the steps to generate a statistics report.

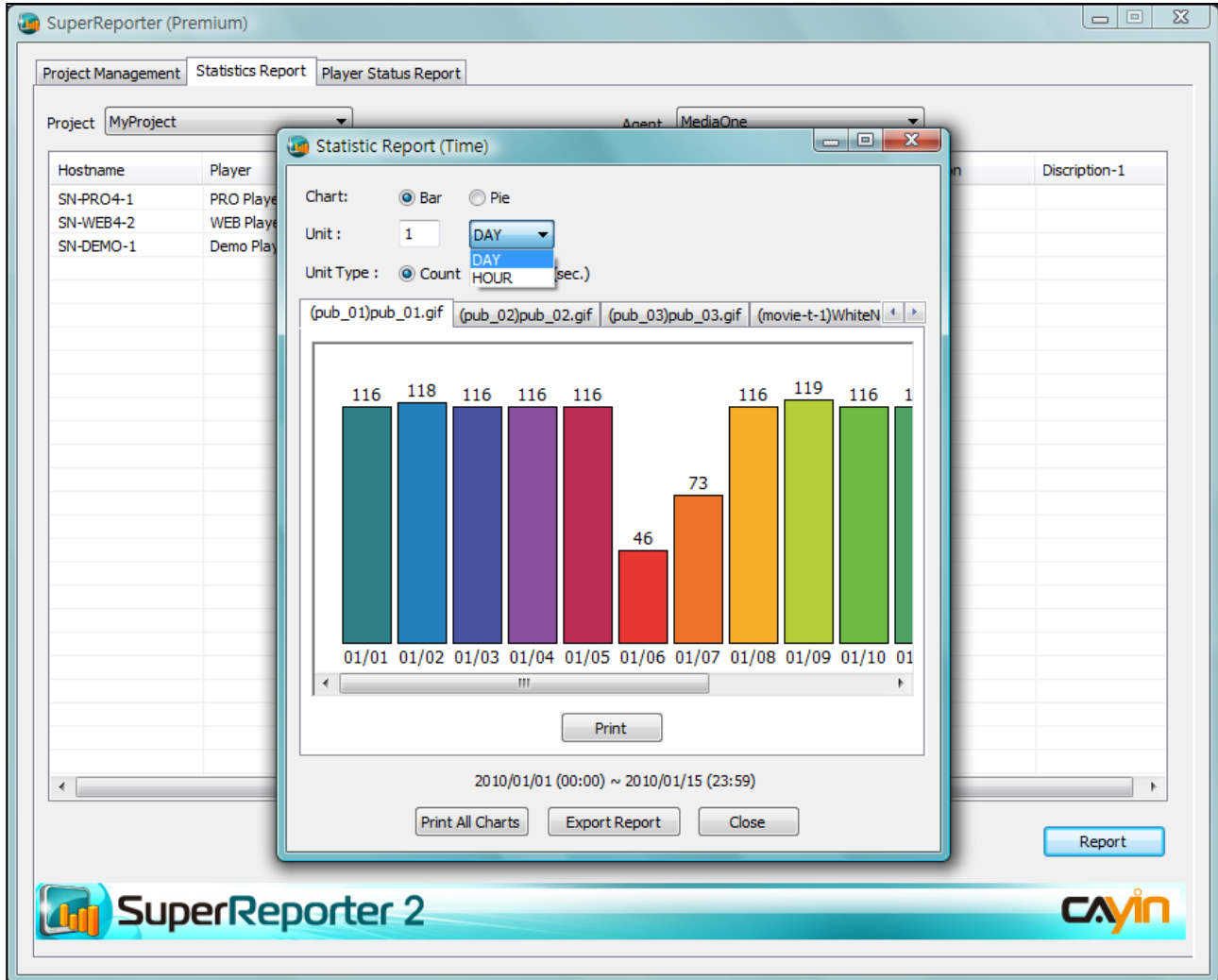
1. Click on '**Statistics Report**' page, and choose a project on the left menu and an agent on the right menu.
2. Choose one or more players on the left window and one or more content files on the right window. If you select nothing on the left or right window, it means you want to generate reports for all players or all content files.

- Click [**Generate report**] button. You will see a pop-up window. Please choose the "**From**" and "**To**" dates and time for the report you want to generate separately. Here you can also choose if you want your report to be generated "**by Time**" or "**by Content (File)**". Click [**OK**] to continue.



Report type: by time

If you choose “**time**” as your report type, you will see a pop-up window below:



1. Here you can choose “**Bar**” or “**Pie**” as your chart type. Then, enter a number and select “**Day**” or “**Hour**” to indicate how you want your report to be shown. If you choose “**Day**”, then every section (Pie Chart) or bar (Bar Chart) represents statistics per day; if you choose “**Hour**”, then every section (Pie Chart) or bar (Bar Chart) represents statistics per hour. You can enter the number you want to create your personal report.
2. Choose the “**Unit Type**” for your report. You can choose “**Count**” to show the playback times of each section or “**Duration**” to show the playback time of each section.

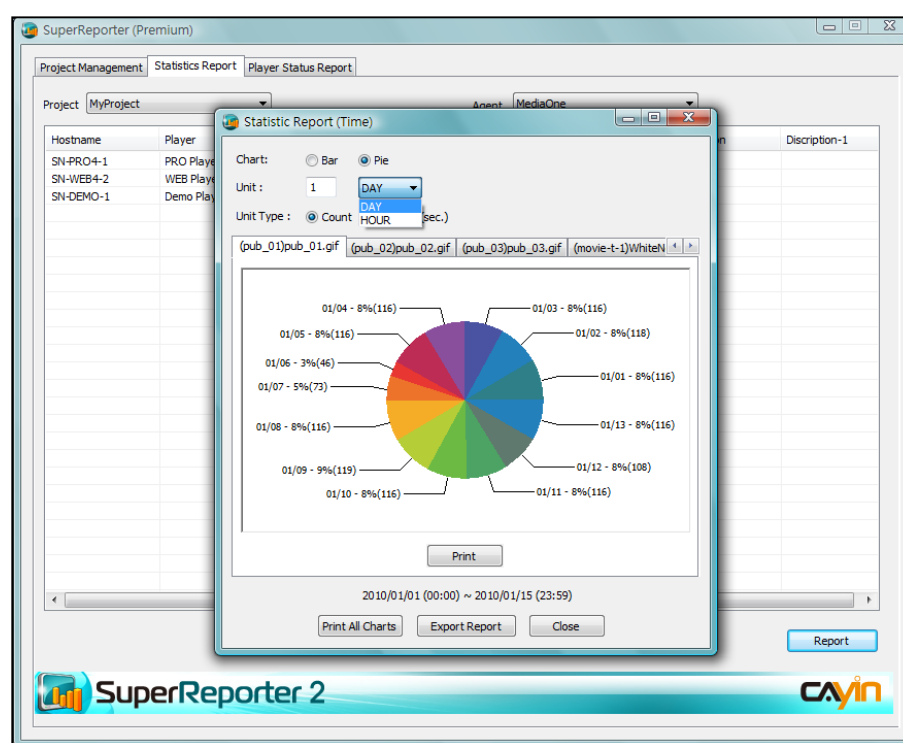
- If you want to print out your report, please click [**Print**]. You can also choose [**Print All Chart**] or [**Export Report**] according to your requirement.
- Click [**Close**] to finish.

NOTE

If you choose “**Content (File)**” as your report type, the report will be generated by each content (file) only but not by “**day**” or “**hour**”

Report type: by content (file)

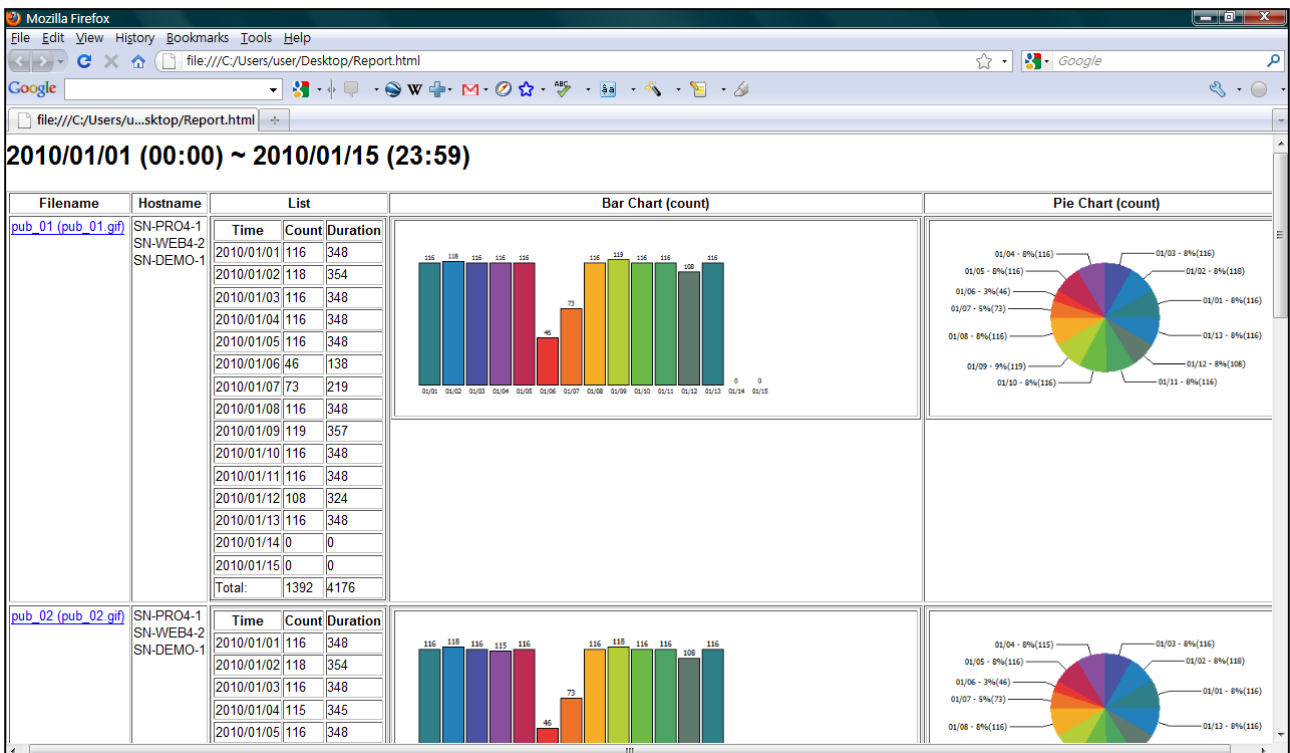
If you choose “**Content (File)**” as your report type, you will see a pop-up window below:



- Here you can choose “**Bar**” or “**Pie**” as your chart type.
- Choose the “**Unit Type**” for your report. You can choose “**Count**” to show the playback times of each section or “**Duration**” to show the playback time of each section.
- If you want to print out your report, please click [**Print**]. You can also click [**Export Report**] to export your report.
- Click [**Close**] to finish.

After the report is generated, all HTML and Excel files of this report will be stored in a folder which you just created. You can open the saved HTML file by your Browser (e.g. IE or Firefox) to see the report. You can also open the Excel file (.xls) for detailed data and conduct further analysis.

	A	B	C	D	E	F	G	H	I
1	Hostname	Time	Content ID	Filename	Duration	Discription-1			
2	SN-WEB4-2	00:06:54	movie-t-1	WhiteNoise.av	114				
3	SN-WEB4-2	00:13:52	movie-t-1	WhiteNoise.av	114				
4	SN-WEB4-2	00:20:49	movie-t-1	WhiteNoise.av	114				
5	SN-WEB4-2	00:27:46	movie-t-1	WhiteNoise.av	115				
6	SN-WEB4-2	00:34:43	movie-t-1	WhiteNoise.av	115				
7	SN-WEB4-2	00:41:39	movie-t-1	WhiteNoise.av	115				
8	SN-WEB4-2	00:48:36	movie-t-1	WhiteNoise.av	115				
9	SN-WEB4-2	00:55:32	movie-t-1	WhiteNoise.av	115				
10	SN-WEB4-2	01:02:29	movie-t-1	WhiteNoise.av	115				
11	SN-WEB4-2	01:09:26	movie-t-1	WhiteNoise.av	115				
12	SN-WEB4-2	01:16:22	movie-t-1	WhiteNoise.av	115				
13	SN-WEB4-2	01:23:18	movie-t-1	WhiteNoise.av	115				
14	SN-WEB4-2	01:30:14	movie-t-1	WhiteNoise.av	114				
15	SN-WEB4-2	01:37:11	movie-t-1	WhiteNoise.av	114				



7. Player Status Report

Assuming that successful log receiving represents normal functioning of the SMP players, SuperReporter 2 can also display connected SMP players' status of a specific project and date by monitoring their log receiving status.

1. Select project, date (today as default), and '**Status Period**'.
2. You can check log receiving status here. If SuperReporter receives player's log records normally, it will display green sign in front of the hostname. If SuperReporter cannot receive an SMP player's log record within the '**Status Period**', then the player status will be shown as abnormal with a warning sign. Such abnormal status may be caused due to network problems, system malfunction or shutdown of SMP players. If you see the warning sign, please proceed to verify and solve the problems. All SMP players' status will be shown below as a summary in the '**Connection Summary**' area.

SuperReporter (Premium)

Project Management | Statistics Report | Player Status Report

MyProject | 2010/ 2/25 | Period: 15 minutes | Search | Refresh

Status	Hostname	Log Time	Player	Discription-2	Discription-3
●	SN-PRO4-1		PRO Player		
⚠	SN-WEB4-2		WEB Player		
⚠	SN-DEMO-1		Demo Player		

Connection Summary | Export

Summary

Number of Players : 3

Number of disconnected players : 3

Disconnected player 1 : SN-PRO4-1 PRO Player

Disconnected player 2 : SN-WEB4-2 WEB Player

Disconnected player 3 : SN-DEMO-1 Demo Player

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7-1 Search for Players

If you want to search for one or more specific players with a key word of hostname or description, please enter the keyword in the field and click [**Search**]. The search result will be shown as below with blue color.

The screenshot shows the SuperReporter (Premium) interface. At the top, there are tabs for 'Project Management', 'Statistics Report', and 'Player Status Report'. Below the tabs, there is a search area with a dropdown menu set to 'MyProject', a date field set to '2010/ 2/25', a 'Period:' field set to '15 minutes', a search input field containing 'PRO', a 'Search' button, and a 'Refresh' button. Below the search area is a table with the following columns: Status, Hostname, Log Time, Player, Discription-2, and Discription-3. The table contains three rows of data, with the first row highlighted in blue:

Status	Hostname	Log Time	Player	Discription-2	Discription-3
	SN-PRO4-1		PRO Player		
	SN-WEB4-2		WEB Player		
	SN-DEMO-1		Demo Player		

Below the table is a 'Connection Summary' section with an 'Export' button. The summary text reads:

Summary
Number of Players : 3
Number of disconnected players : 3
Disconnected player 1 : SN-PRO4-1 PRO Player
Disconnected player 2 : SN-WEB4-2 WEB Player
Disconnected player 3 : SN-DEMO-1 Demo Player

The SuperReporter 2 logo and the CAYIN logo are visible at the bottom of the interface.

NOTE

cyrm.exe can only generate reports "By Time".

8. Generate Report by Command-line

'**cyrm.exe**' is a program that generates reports by DOS command-line. Incorporating with batch files or Windows Schedulers, SuperReporter 2 can automatically send reports daily or weekly. The following table includes the parameters that you need to configure by command-line while using '**cyrm.exe**'.

8-1 Use cyrm.exe and parameters

1. Go to '**Start > All Programs > Accessories > Command Prompt**' to open DOS command-line window.



2. Execute (example): "**C:\program files\cayin\super reporter\cyrm.exe**" parameter1 parameter2.....

NOTE

You have to execute the command at the same path as cyrm.exe

Example:

On February 1st, if you want to generate a report of project '**site-taipei**' including data from January 1st to January 31st and also send it to marketing staff and save a copy into your PC, the command can be issued as the follows:

cyrm -l -c -d 31 -i -p "site-taipei" -o e:\test -m marketing@your-company.com -s smtp.your-company.com -u username;password

Parameters	Example	Description
-p "project name"	-p "Taipei Project"	Name of project
-m recipient1;recipient2;...	-m user1@yourcompany.com	Recipients' email address. Use semicolon, " ; ", to separate them if several.
-o "path to save a copy of report"	-o c:\report	[Optional] Folder to save a copy of report. This folder should be an existing one.
-s "smtp server"	-s smtp.yourcompany.com	SMTP server IP or domain name
-u username;password	-u mis;mis_password	[Optional] If SMTP server needs username and password for sending email, include them here.
-t "Email subject"	-t "Weekend Report"	[Optional] Email subject
-l	-l	Generate ' Player Status Report '
-e [n minutes]	-e 15	[Optional] Specify ' Status Period '. It must be used with '-l'together.
-c	-c	Generate statistics report
-d [n days]	-d 5	Generate statistics report including data from ' n ' days ago to today. If today is March 10th and given -d 5 here, the program will generate a report including data from March 5th to 10th, for totally " n+1 " days.
-r [duration count]	-r duration	[Optional] You can choose the unit type as " duration " or " count " by this option. If you do not specify a setting here, system will use duration as default type.
-i	-i	[Optional] While using parameter -d, adding -i will make the report except today in it. For the above example, if you use ' -d 5 -i ', the report will include data from March 5th to 9th for totally " n " days.

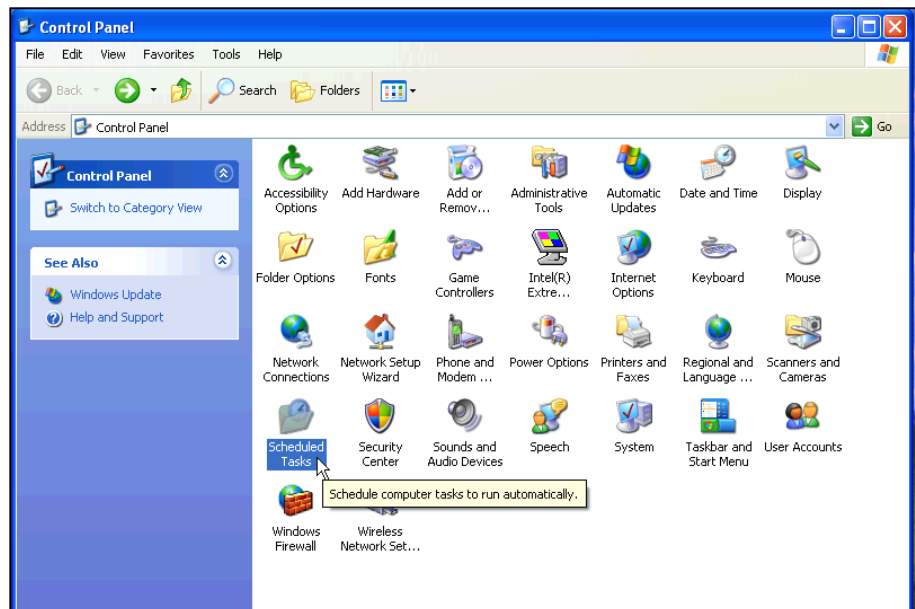
8-2 Use 'cymr.exe' with Windows Scheduled Tasks

NOTE

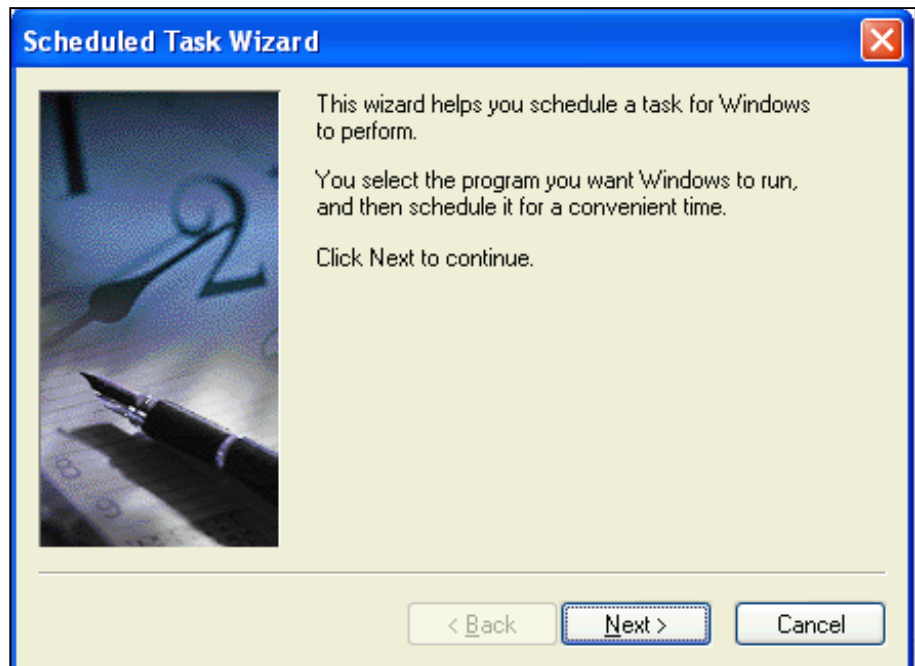
"**Windows Scheduled Tasks**" is a tool that you can schedule any scripts, program, or document to run at a time that is most convenient for you. Scheduled Tasks starts every time you start Windows and runs in the background, and it starts each task that you schedule at the time that you specify when you create the task.

Windows Scheduled Tasks and '**cymr.exe**' can be incorporated with SuperReporter 2 to automatically and periodically generate reports.

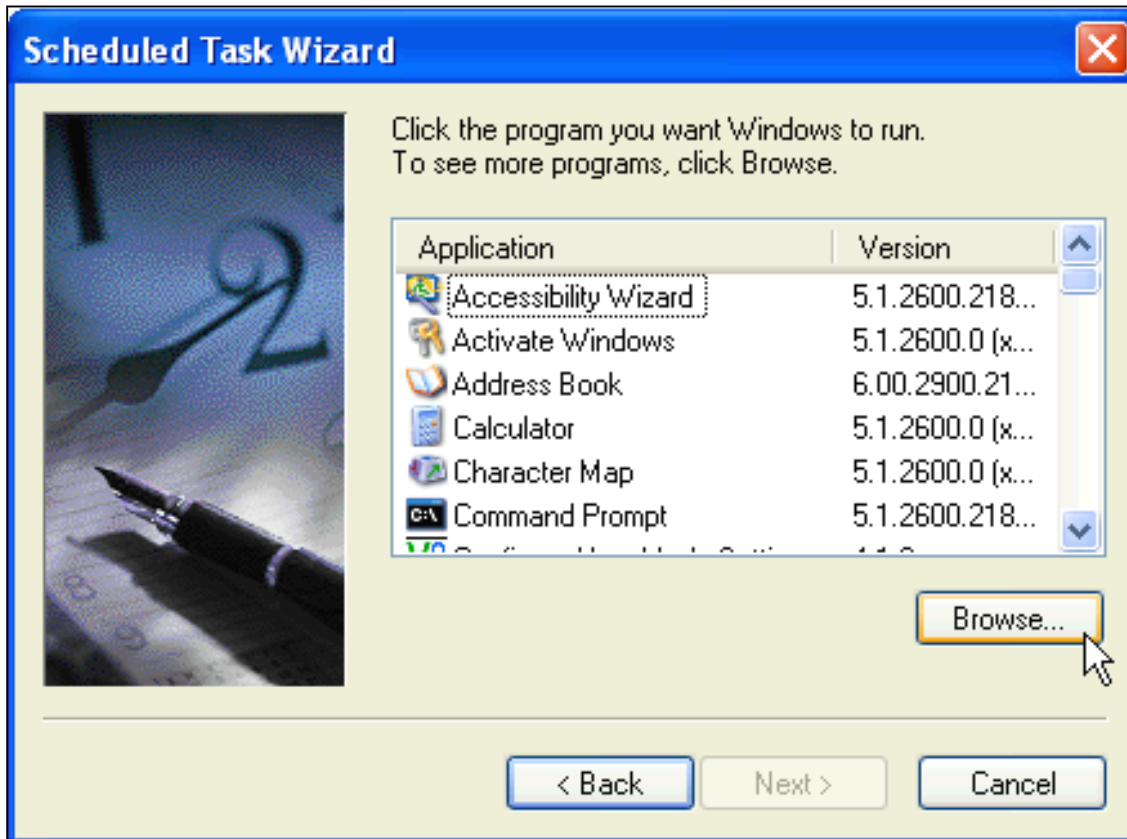
1. In Windows Control Panel, run '**Scheduled Task > Add Scheduled Task**'.



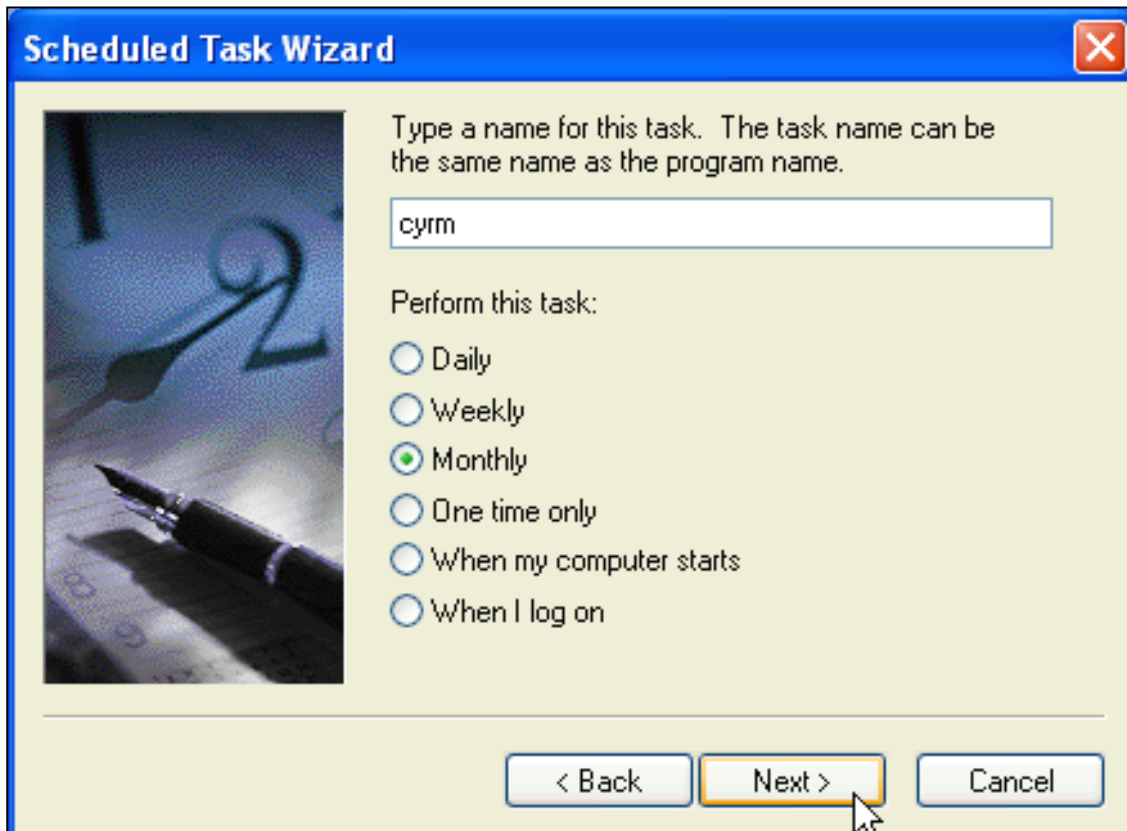
2. Double click on [**New Task**].



3. Click on [**Browse**] to locate 'cyrn.exe'.



4. Enter a task name, click [**Next**].



5. Specify a schedule here.



NOTE

A password is required for the Windows account access. Otherwise, Windows Scheduler may not work.

6. Enter your Windows username and password.



NOTE

You can write a **"batch file"** to execute multiple tasks. Assign Windows Scheduler to execute this batch file at a specific time; then SuperReporter will generate reports automatically.

7. Check on **'Open advanced properties for this task when I click Finish'** and click **'Finish'**.



8. In the advanced dialog window, enter the "**cyrm.exe**" file in the '**Run**' field (**Task > Run**).

Click [**OK**] to complete the task setting.

