
TABLE OF CONTENTS

GENERAL	2
PREPARATION	3
Project Definition	3
Pre-installation visit & checklist	4
Network	5
Cabling Diagram	7
INSTALLATION	9
Cabling	10
Pass Gateway rack Placement	11
displays Placement	12
camera Placement	14
CONNECTING	17
Connecting Rack	17
Connection to legacy PMS & barriers	18
Connection Barriers	19
Loops	20
POWER-UP & CONFIGURATION	21
Acceptance Installation	21
Acceptance Cabling & External Connections	22
Rack	23
I/O Module	24
Network Access	27
PC	28
Network Switch	29
UPS	32
Keypad	35
Camera's Survision	36
Displays	38
ERROR SCENARIO'S	45

ERROR SCENARIO'S

ID	Description	Component	Remote monitoring impact	QCR impact	Technical team impact	Customer impact	First solution
Gateway PC offline	Gateway PC	Gateway and components only connected to affected gateway are offline (down) – monitoring alert	Manual interaction for every customer	If needed: gateway PC replacement	Cannot enter or leave unless barrier is open	Reboot PC	
Gateway PC offline	PF Network	Every component in PF offline (down) – monitoring alert	Manual interaction for every customer	If needed: operations to local network component(s)	Cannot enter or leave unless barrier is open	Contact country HQ	
Gateway PC offline	Switch	Gateway PC monitoring alert (offline)	Manual interaction for every customer	Check switch port – replace if necessary	Cannot enter or leave unless barrier is open	Check switch port – replace if necessary	
System voltage interrupt	Rack	None	None		None		
UPS out of power	Rack	Gateway and components only connected to affected gateway are offline (down)	Manual interaction for every customer		Cannot enter or leave unless barrier is open		
Incorrect LP scan	ANPR camera	None	Manual interaction for customer	If needed: modify camera configuration	Unable to enter or leave	Check camera configuration and customer license plate if frequent issue	
Multiple LP country codes identified	ANPR camera	None	Manual interaction for customer	If needed: modify camera configuration	Unable to enter or leave	Check camera configuration and customer	

ID	Description	Component	Remote monitoring impact	QCR impact	Technical team impact	Customer impact	First solution
							license plate if frequent issue
Camera online but no incoming scans	ANPR camera - positioning	None		Manual interaction for customer	Re-position camera	Unable to enter or leave	Re-position camera
Camera offline	ANPR camera - network	Camera monitoring alert (offline)	Manual interaction for customer	If needed: operations to local network component(s)		Unable to enter or leave	Contact country HQ
Camera offline	ANPR camera - power	Camera monitoring alert (offline)	Manual interaction for customer	Check camera power		Unable to enter or leave	Check camera power
Camera offline	ANPR camera - hardware	Camera monitoring alert (offline)	Manual interaction for customer			Unable to enter or leave	Contact Survision
Camera SW container offline	ANPR camera – gateway software	Camera monitoring alert (offline)	Manual interaction for customer			Unable to enter or leave	Contact Cegeka
Camera offline	Switch	Camera monitoring alert (offline)	Manual interaction for every customer	Check switch port – replace if necessary	Cannot enter or leave unless barrier is open		Check switch port – replace if necessary
Barrier does not open	I/O module – Physical port or physical contact to barrier	Barrier monitoring alert	Customer call – unable to open barrier remotely	Check barrier physical contact and I/O output port		Unable to enter or leave	Check barrier physical contact and I/O output port
Barrier does not open – I/O module offline	I/O module – network	Barrier monitoring alert	Customer call – unable to open barrier remotely	If needed: operations to local network component(s)		Unable to enter or leave	Contact country HQ
Barrier does not open – I/O SW	I/O module – gateway software	Barrier monitoring alert (offline)	Customer call – unable to open			Unable to enter or leave	Contact Cegeka

ID	Description	Component	Remote monitoring impact	QCR impact	Technical team impact	Customer impact	First solution
container offline				barrier remotely			
Barrier does not open	Switch	Barrier monitoring alert	Manual interaction for every customer	Check switch port – replace if necessary	Cannot enter or leave unless barrier is open		Check switch port – replace if necessary
Pinpad offline	Pinpad - network	Pinpad monitoring alert (offline)	Manual interaction for customer if door not opened	If needed: operations to local network component(s)	Unable to enter door unless door open	Contact country HQ	
Pinpad offline	Pinpad - power	Pinpad monitoring alert (offline)	Manual interaction for customer if door not opened	Check camera power	Unable to enter door unless door open		Check pinpad power
Pinpad offline	Pinpad - hardware	Pinpad monitoring alert (offline)	Manual interaction for customer if door not opened		Unable to enter door unless door open	Contact Arclan	
Pinpad SW container offline	Pinpad – gateway software	Pinpad monitoring alert (offline)	Manual interaction for customer if door not opened		Unable to enter door unless door open	Contact Cegeka	
Pinpad offline	Switch	Pinpad monitoring alert (offline)	Manual interaction for every customer	Check switch port – replace if necessary	Cannot enter or leave unless barrier is open		Check switch port – replace if necessary

Q-Park has assured a number of its activities under NEN-EN-ISO 9001.

Q-Park has received several ESPA and EPA awards.

For more details and up-to-date information about Q-Park's products and services please visit: www.q-park.com.

©2018 Q-Park BV, Published under own management. All rights reserved.



Quality in parking

Q-Park BV
PO Box 1166
6201 BD Maastricht
T +31 433 297 171
F +31 433 297 172
I www.q-park.com
