



# DRB Systems, Inc.<sup>®</sup>

Computer Solutions for the Car Care Industry

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## **Product: StatWatch**

- This document applies to the StatWatch product.

## **StatWatch FAQ:**

- This document contains the Frequently Asked Questions and the answers that have been identified for the StatWatch product.

## **General**

### **1. Who can use StatWatch?**

StatWatch is available to SiteWatch Support Group Members. If you are not a SiteWatch Support Group Member, contact DRB Systems, Inc. Technical Support at (330) 645-3299.

### **2. What versions of SiteWatch are supported?**

StatWatch works with SiteWatch file versions 18.9 or later, and 19.2 or later.

### **3. What web browsers are supported?**

The StatWatch web console is supported on the following browsers:

- Internet Explorer versions 7 and 8
- Mozilla Firefox version 3 or later
- Apple Safari version 4 or later
- Google Chrome version 5 or later

StatWatch may work with other browsers and other browser versions, but DRB Systems has not tested them and cannot guarantee that they will work properly.

### **4. What smart phones are supported?**

StatWatch is supported on the iPhone and Android platforms.

### **5. What iPhone OS versions are supported?**

The StatWatch iPhone app requires iPhone OS 3.0 or later.

### **6. What about the iPod Touch and iPad?**

The StatWatch iPhone app is also compatible with the iPod Touch and iPad. A WiFi internet connection is required for the iPod Touch and non-3G versions of the iPad.

## **7. What Android versions are supported?**

StatWatch for Android requires Android version 2.1 or above and works best on devices with a screen resolution of 480x800 (WVGA800) or 480x854 (WVGA854). (Devices with lower resolution screens may run StatWatch for Android but is not recommended or formally supported.)

## **8. What about Android 3.0 (“Honeycomb) and Android tablets?**

StatWatch for Android is not recommended or formally supported for use on tablets or devices with Android 3.0 "Honeycomb" installed.

## **9. Do you have an app for my Blackberry, Windows Mobile, or other device?**

No, we do not currently have apps for these devices. To the extent that your device supports web browsing, you may be able to use the StatWatch web console to access statistics on your device.

## **10. How does StatWatch work?**

The StatWatch Data Collector runs as a background service on each SiteWatch Site Server. About once a minute it collects SiteWatch statistics for sales and labor and transmits them to the StatWatch back-end server. Users can view statistics and graphs of the data by using a web browser or iPhone app.

## **11. Where do I install StatWatch?**

You install the StatWatch Data Collector on the SiteWatch Site Server at each location.

## **12. Do I need to install StatWatch on my Replication hub or Query Server?**

No.

## **13. Does the StatWatch Data Collector have a user interface?**

No, it operates in the background silently.

## **14. How can I tell if the Data Collector is working?**

There are a couple of ways to tell if the data collector is working.

1. Log into the web page. The last Data Collector update for the current location is shown just beneath the Cars Washed to the left of the current weather.

To see the last update for another site, click on the site's location code in the blue location bar near the top of the page.

To see the last update for all sites, click Settings. The list of locations and the current status for each is displayed, along with the Data Collector version and SiteWatch version.

2. Log in to the iPhone or Android app and touch the Currently button. The last Data Collector update for the current location is shown just beneath the Cars Washed to the left of the current weather.

To see the last update for another site, click on the current location code in the blue location bar near the top of the page and select another location from the list.

There is no way to see the last update for all sites at once from the iPhone or Android app.

**15. Why does StatWatch need to update my location code?**

The new location code format allows StatWatch to identify and link the sites in your organization.

**16. How far back can I view my statistics?**

The Data Collector will transmit historical statistics back to Jan. 1, 2009 (assuming you have had SiteWatch since then, of course!)

**17. How long does it take to transmit my historical data?**

Each week of statistics takes a while to transmit, so it may take a day or two after installation before you are able to access all of your historical statistics. Normal transaction processing will not be affected while historical statistics are transmitted.

**18. Why don't I see any Top Services for my Detail (or other) profit center.**

Top Services are history bit driven so you need to set up some services for the profit center, add history codes to them, and add those services to the items being sold. You'll also need to make sure the transactions are marked as serviced before they will count toward the list.

**19. How did StatWatch choose the services that show in the Top Services list?**

StatWatch chooses the first 10 services for each profit center by default.

**20. I'd like to see different services for my Detail (or other) profit center in the Top Services list.**

Log in to the StatWatch website console as an administrator, go to the Settings section and use the Services tab to choose the 10 services to show in the Top Services list for each profit center.

## **Security**

### **1. Who hosts the data, and where? Is it secure?**

The data is hosted by DRB Systems in a highly secure remote data center, right alongside other large online operations like MySpace.com. The data center is guarded and operated by security-trained technical professionals.

### **2. Is the setup process secure?**

Setup of StatWatch is secure. It requires administrative access to the SiteWatch server and highest level SiteWatch security to install. From there you alone control the user list and rights.

### **3. Who can see my organization's data?**

Your StatWatch data is secure and designed to be ONLY for the eyes of your organization's designated users.

### **4. Can DRB Systems access my data?**

DRB Systems staff cannot access StatWatch for an organization unless that organization explicitly gives DRB Systems access through a user and password. Outside of controlled database access at a programmer level, there is no backdoor.

### **5. What about accessing my data for support?**

If you wish to give us access for support purposes, etc., you alone can turn it on – and easily later turn it back off. In addition you can tell if/when a user has accessed the account.

### **6. Is StatWatch data transmitted securely?**

StatWatch data transmission is all done using SSL encryption with authentication certificates. You can observe one end of this by the presence of the “padlock” on your browser, like what you see when you enter credit card numbers into a secure online store.

## ***Troubleshooting***

### **Setup Log**

The StatWatch installation program creates a setup log with entries showing the actions performed and results of various steps of the installation process. In the event that the installation does not complete properly, this file can be helpful in determining the cause of the problem.

The log file is named "DCSetup\_yyyymmdd.LOG where yyyy is the year, mm the month, and dd the day the installation was performed, and is located in a LOG folder created where the DCSetup.exe installation was launched.

You can refer to this file for the exact text of error, warning, and informational messages, and may need to provide this file to DRB Systems, Inc. technical support. Once StatWatch is installed and working properly, you can delete the setup log file and the LOG folder.

### **Installation Messages**

During StatWatch installation, you may encounter errors and other messages. The following list contains error, warning and informational messages, their known causes, and possible solutions.

- **Error:**  
A SiteWatch Server installation could not be located.  
Visit <http://www.StatWatch.com/FAQ/> or contact DRB Systems Technical Support for assistance.

**Cause:**

Installation was attempted on a computer that is not a SiteWatch server.

**Solution:**

Try again on a SiteWatch site server computer.

- **Error:**  
SiteWatch Version xx.x.x is not supported (19.2.x, or 18.9.x or higher required.)  
Visit <http://www.StatWatch.com/FAQ/> or contact DRB Systems Technical Support for assistance.

**Cause:**

Installation was attempted on a SiteWatch server running an incompatible version of SiteWatch.

**Solution:**

Upgrade to SiteWatch 18.9 or later and try the StatWatch installation again.

- **Error:**  
Unable to connect to the SiteWatch database located at <database path> (<Error Message>).

Visit <http://www.StatWatch.com/FAQ/> or contact DRB Systems Technical Support for assistance.

**Cause:**

There was an exception attempting to access the indicated database. The <Error Message> indicates the type of exception.

**Solution:**

Contact DRB Systems, Inc. Technical Support and provide the exact contents of the error message.

- **Error:**  
Unable to query site information from the database.  
Visit <http://www.StatWatch.com/FAQ/> or contact DRB Systems Technical Support for assistance.

**Cause:**

StatWatch was unable to load the site information from the SiteWatch database. This could be caused by the database engine shutting down unexpectedly.

**Solution:**

Retry installing StatWatch after restarting the SiteWatch server and ensuring that the SiteWatch system is functioning properly.

- **Error:**  
The installed version (xx.x.x) does not match the database version (yy.y.y)  
Visit <http://www.StatWatch.com/FAQ/> or contact DRB Systems Technical Support for assistance.

**Cause:**

The SiteWatch program version and internal database version are different. This can happen after restoring a backup shortly after upgrading to a new version of SiteWatch. This can also happen in certain circumstances when a patch is applied to SiteWatch (for example, when version 19.3.0.0 is patched to 19.3.3).

**Solution:**

Contact DRB Systems, Inc. Technical Support for assistance. The solution that needs to be applied depends on the exact differences between the version numbers.

- **Error:**  
The entered employee does not have permissions to install StatWatch.

**Cause:**

The employee number is wrong, the password is wrong, or the specified user and password are correct but the user does not have the appropriate security.

**Solution:**

Enter the employee number and password of a SiteWatch user that has security permissions to change security roles and run reports for other sites.

- **Information:**

In order to use StatWatch, we must convert your location code to a new format. This format allows StatWatch to identify and link the sites in your organization.

Your new style location code will be OOOOOO-SSS. Press OK to continue or Cancel to abort the installation.

**Cause:**

SiteWatch has not yet been updated to use the new location code format of OOOO-SSS (OOOOOO is the organization code and SSS is the site code).

**Solution:**

Press OK to allow StatWatch to update to the new location code.

- **Error:**

StatWatch was unable to update your location code.

Visit <http://www.StatWatch.com/FAQ/> or contact DRB Systems Technical Support for assistance.

**Cause:**

StatWatch could not find a match for the current SiteWatch location code in the location code conversion table.

**Solution:**

Contact DRB Systems, Inc. Technical Support for assistance manually converting to the new location code, then try the StatWatch installation again.

- **Information:**

Your location code has been updated from "SSS-OOOOOO" to "OOOOOO-SSS." Please write down your new location code for future reference.

The six characters before the "-" are your organization code, and will be needed to access StatWatch.

**Cause:**

StatWatch updated the SiteWatch location code to the new format.

**Solution:**

Write down the new location code for future reference. The first 6 characters are the new organization code, and will be needed to log in to the StatWatch website and iPhone app.

- **Error:**

StatWatch was unable to update your location code. (<Error Message>)

Visit <http://www.StatWatch.com/FAQ/> or contact DRB Systems Technical Support for assistance.

**Cause:**

There was an exception while updating the database. The <Error Message> indicates the type of exception.

**Solution:**

Contact DRB Systems, Inc. Technical Support and provide the exact contents of the error message.

- **Warning:**

We were unable to update the approved URL list in your router to allow access to statwatch.com. In order to guarantee access to the StatWatch website, please manually add statwatch.com to your list of approved websites or contact DRB Systems Technical Support for assistance.

**Cause:**

Access to [www.statwatch.com](http://www.statwatch.com) is being blocked, and the installation program was not able to update the router's allowed website list. Your router, firewall or other content filtering device may be blocking the website.

**Solution:**

If the router was supplied by DRB Systems, Inc., contact DRB Systems, Inc. Technical Support.

If the router was not supplied by DRB Systems, Inc., contact the supplier of the router for assistance in adding the statwatch.com domain to the allowed website list for standard web traffic (HTTP), and secure web traffic (HTTPS).

The installation will continue, but until this is resolved you will not be able to access the StatWatch website to view statistics.

- **Error:**

Error while disconnecting from the server (<Error Message>)

**Cause:**

An exception was generated while disconnecting from the server. The <Error Message> indicates the type of exception.

**Solution:**

Contact DRB Systems, Inc. Technical Support and provide the exact contents of the error message.

- **Error:**

StatWatch was unable to communicate with DRB Systems.

Visit <http://www.StatWatch.com/FAQ/> or contact DRB Systems Technical Support for assistance.

**Cause:**

StatWatch was able to contact the StatWatch server, but did not receive a valid response message. There may have been network interference.

**Solution:**

Make sure you are still able to access the DRB Systems website, and try to install StatWatch again.

If you continue to have problems, contact DRB Systems, Inc. Technical Support.

- **Error:**  
StatWatch encountered an error while attempting to communicate with DRB Systems (<Error Message>)  
Visit <http://www.StatWatch.com/FAQ/> or contact DRB Systems Technical Support for assistance.

**Cause:**

StatWatch is not able to communicate to the StatWatch server to complete the installation. Your router, firewall or other network device may be blocking the communication attempt, or there may have been a network failure during installation. The <Error Message> contains information about the problem.

**Solution:**

If the error message is "Socket Error # 10060 Connection timed out...", make sure that network traffic to the statwatch.com domain on port 9000 is allowed to pass through your network.

For other error messages, make sure you are still able to access the DRB Systems website, and try to install StatWatch again.

If you continue to have problems, contact DRB Systems, Inc. Technical Support and provide the exact contents of the error message..

- **Error:**  
The entered credentials were invalid, or the user does not have permissions to perform this action.

**Cause:**

The StatWatch username is wrong, the password is wrong, or the specified username and password are correct but the user does not have the appropriate security to add a new StatWatch location for a chain.

**Solution:**

Enter the username and password for a StatWatch administrator user for your organization. This is different than the SiteWatch employee number and password used to access the Site Manager.

- Error:  
Passwords do not match, please try again.

Cause:

The password and confirm password you entered do not match.

Solution:

Enter the password and confirm password again, making sure they match.

- Error:  
Unable to add the administrative user.  
Visit <http://www.StatWatch.com/FAQ/> or contact DRB Systems Technical Support for assistance.

Cause:

Somehow, the organization administrator user was added between the initial check and the attempt to create the first user.

Solution:

Try installing StatWatch again after determining the administrator username and password used in the installation of StatWatch that conflicted with this attempt.