

Setting up DWService to access a remote CAMS computer

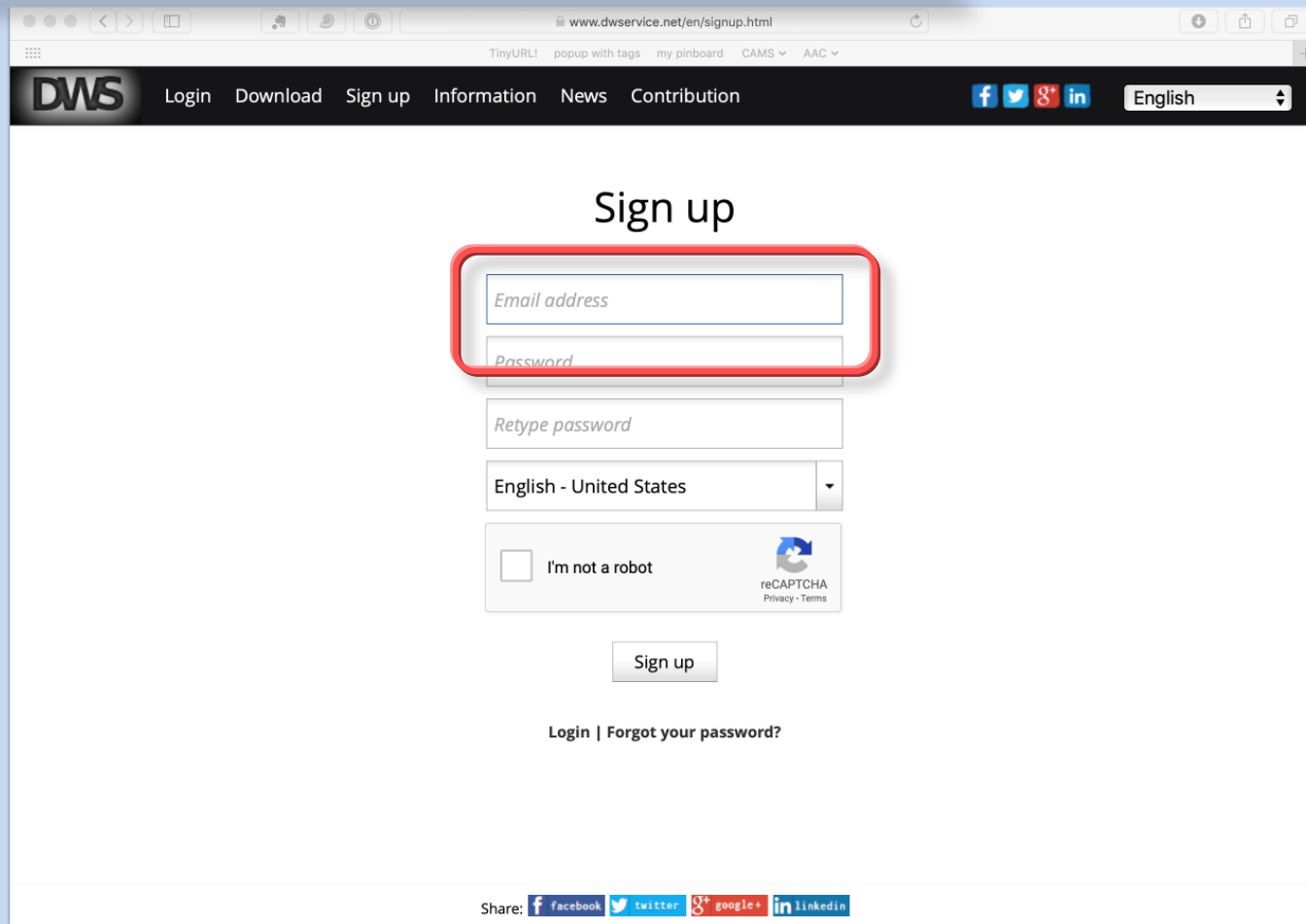
By Andy Howell and Dave Samuels

STEP 1

ESTABLISH AN ACCOUNT WITH DWSERVICE.NET

To sign up for a new DWS account, enter your email address and a password

First, in your browser, navigate to:
<https://dwservice.net>



The screenshot shows a web browser window with the address bar displaying www.dwservice.net/en/signup.html. The page features a dark navigation bar with the DWS logo and links for Login, Download, Sign up, Information, News, and Contribution. Social media icons for Facebook, Twitter, Google+, and LinkedIn are also present, along with a language dropdown set to English. The main content area is titled "Sign up" and contains a registration form. The form includes input fields for "Email address" and "Password", with the "Email address" field highlighted by a red rectangle. Below the password field is a "Retype password" field. A dropdown menu shows "English - United States". A reCAPTCHA checkbox labeled "I'm not a robot" is present, with a reCAPTCHA logo and links for "Privacy" and "Terms". A "Sign up" button is located below the form. At the bottom of the page, there is a "Login | Forgot your password?" link and a "Share:" section with icons for Facebook, Twitter, Google+, and LinkedIn.

www.dwservice.net/en/signup.html

TinyURL | popup with tags | my pinboard | CAMS | AAC

DWS Login Download Sign up Information News Contribution

Facebook Twitter Google+ LinkedIn English

Sign up

Email address

Password

Retype password

English - United States

☐ I'm not a robot

reCAPTCHA
Privacy - Terms

Sign up

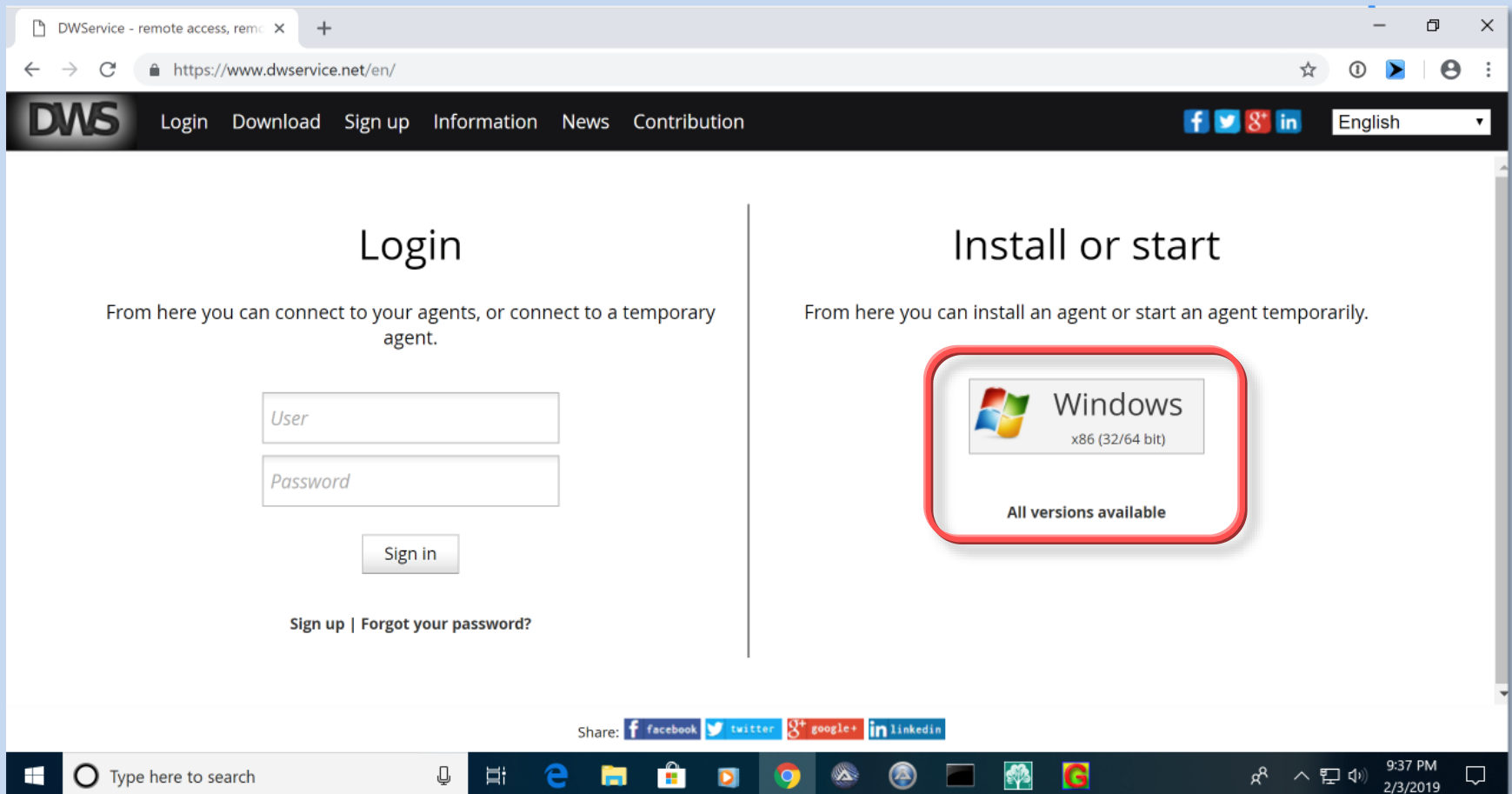
Login | Forgot your password?

Share: Facebook Twitter Google+ LinkedIn

STEP 2

INSTALL DWAGENT ON THE REMOTE COMPUTER

From the DWService home page, click “Windows” to download the DWAgent installer

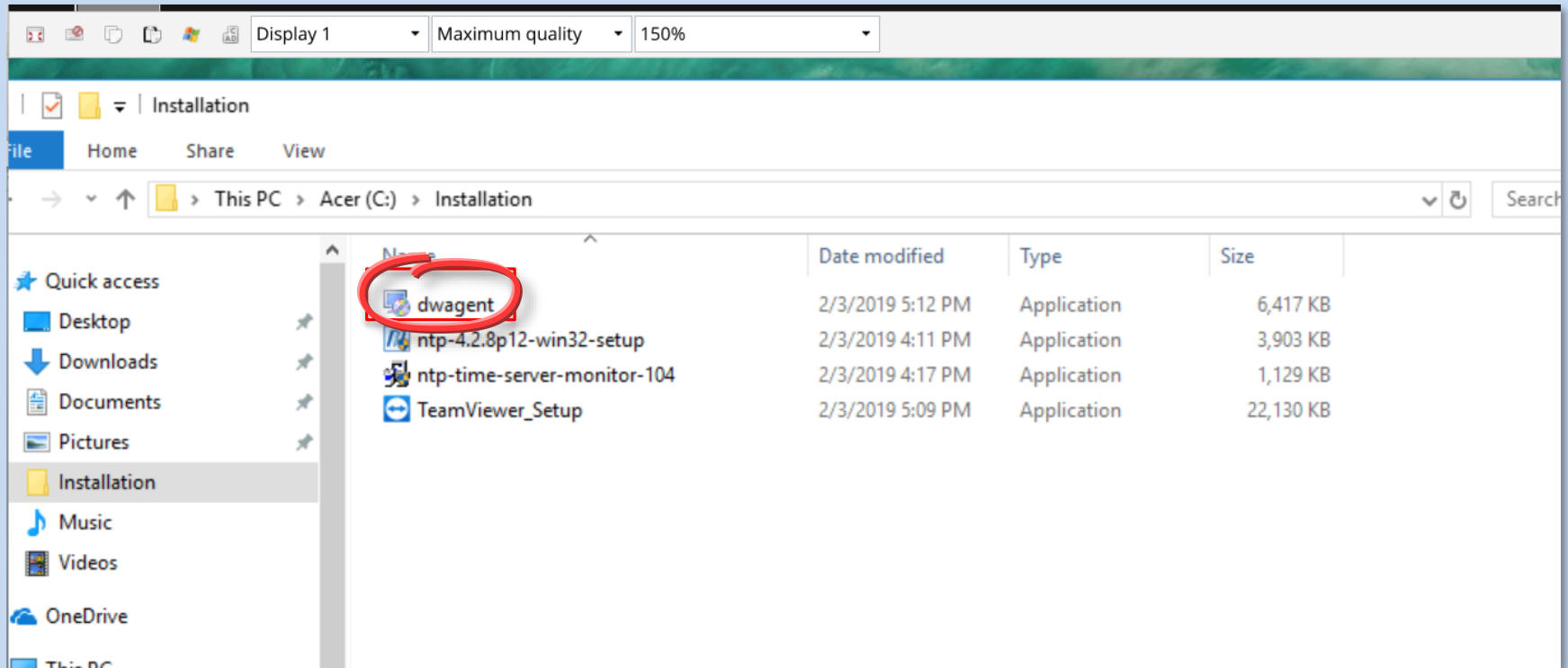


The screenshot shows a web browser window with the URL <https://www.dwservice.net/en/>. The website has a dark navigation bar with the 'DWS' logo and links for Login, Download, Sign up, Information, News, and Contribution. Social media icons for Facebook, Twitter, Google+, and LinkedIn are also present, along with a language dropdown set to 'English'.

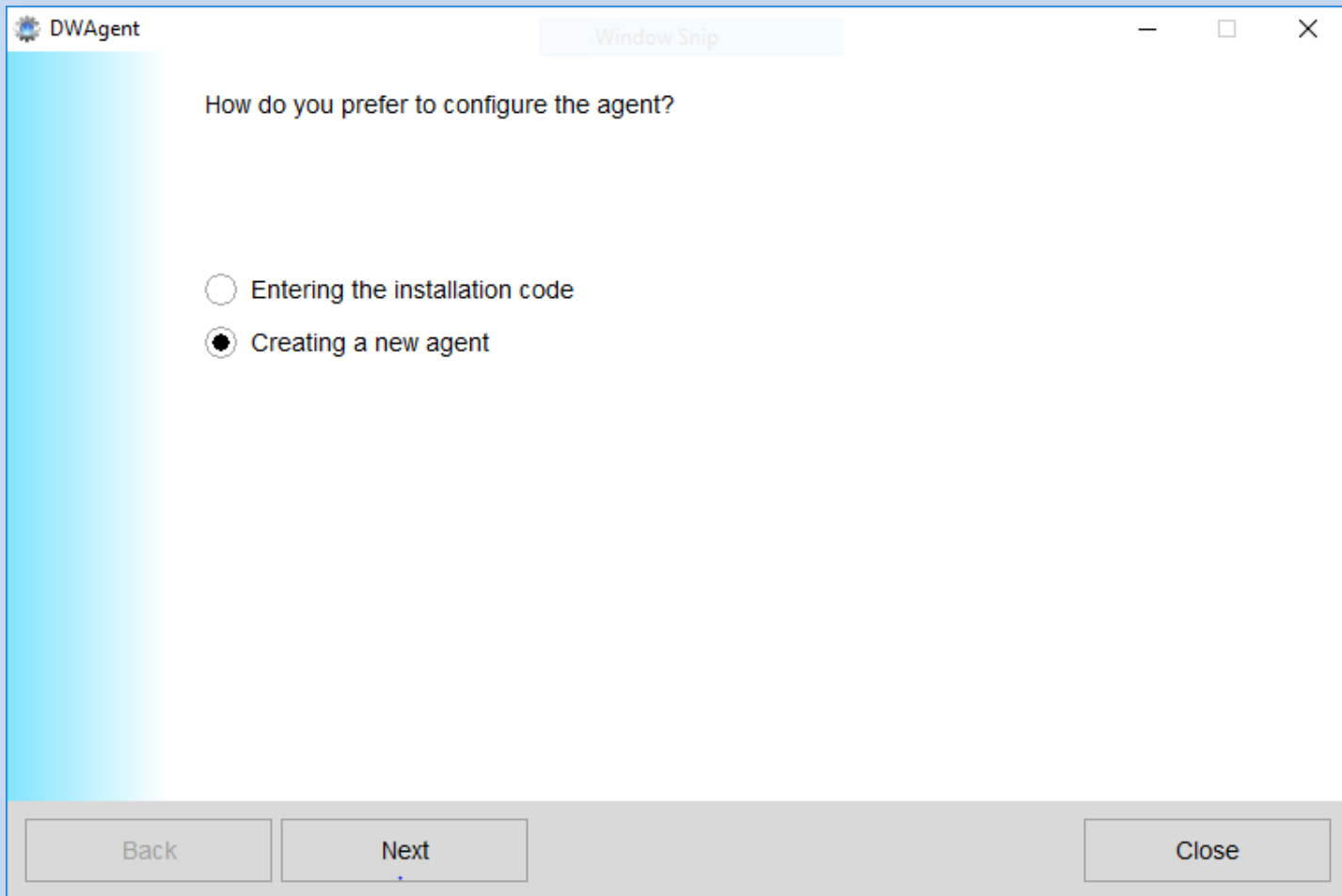
The main content area is split into two columns. The left column is titled 'Login' and contains a form with 'User' and 'Password' input fields, a 'Sign in' button, and links for 'Sign up' and 'Forgot your password?'. The right column is titled 'Install or start' and contains the text 'From here you can install an agent or start an agent temporarily.' Below this text is a button with the Windows logo, the text 'Windows x86 (32/64 bit)', and 'All versions available'. This button is highlighted with a red rounded rectangle.

At the bottom of the page, there is a 'Share:' section with icons for Facebook, Twitter, Google+, and LinkedIn. The Windows taskbar at the very bottom shows the search bar, task view button, and several application icons, with the system clock displaying 9:37 PM on 2/3/2019.

Save the DWAgent installer program anywhere on your computer



Double click the installer to open it. Click the radio button to create a new agent



Enter the DWService credentials you created during Step 1.
Enter an appropriate name for the agent (whatever you like).

Enter data to create a new agent:

DWS user

Enter your DWS user name

DWS password

Enter your DWS password

Agent name

Enter an appropriate identifier

Note: A good naming convention for DWService agents as follows:

CAMS-<site name>-<camera list>

Where:

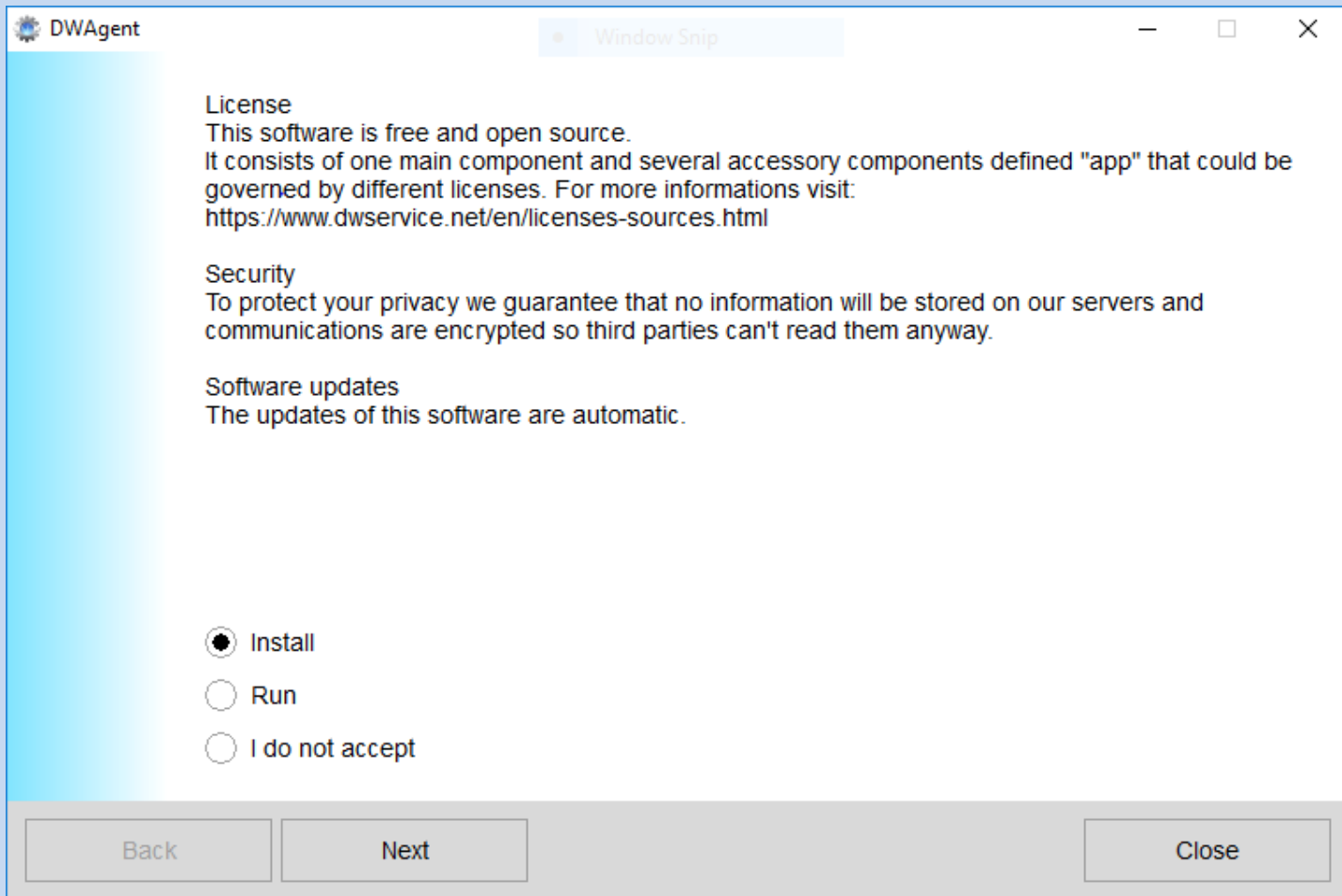
<**site name**> is something like CAMS-FL, CAMS-SA

<**camera number**> is the first camera number for each board. Examples:

CAMS-ForestHill-250,258

CAMS-Lick-549,557,565

To complete the installation process, choose “Install”

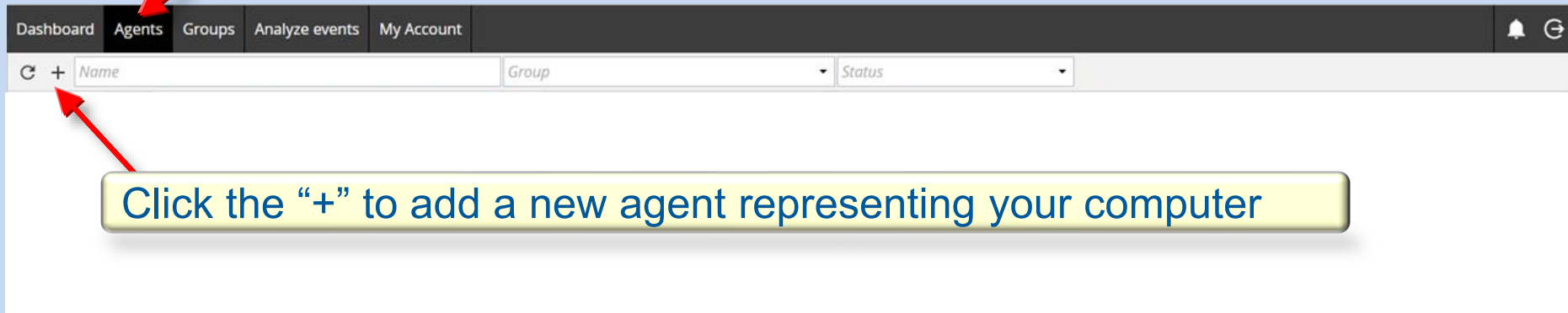


Step 3

ADDING THE FIRST AGENT FOR YOUR COMPUTER

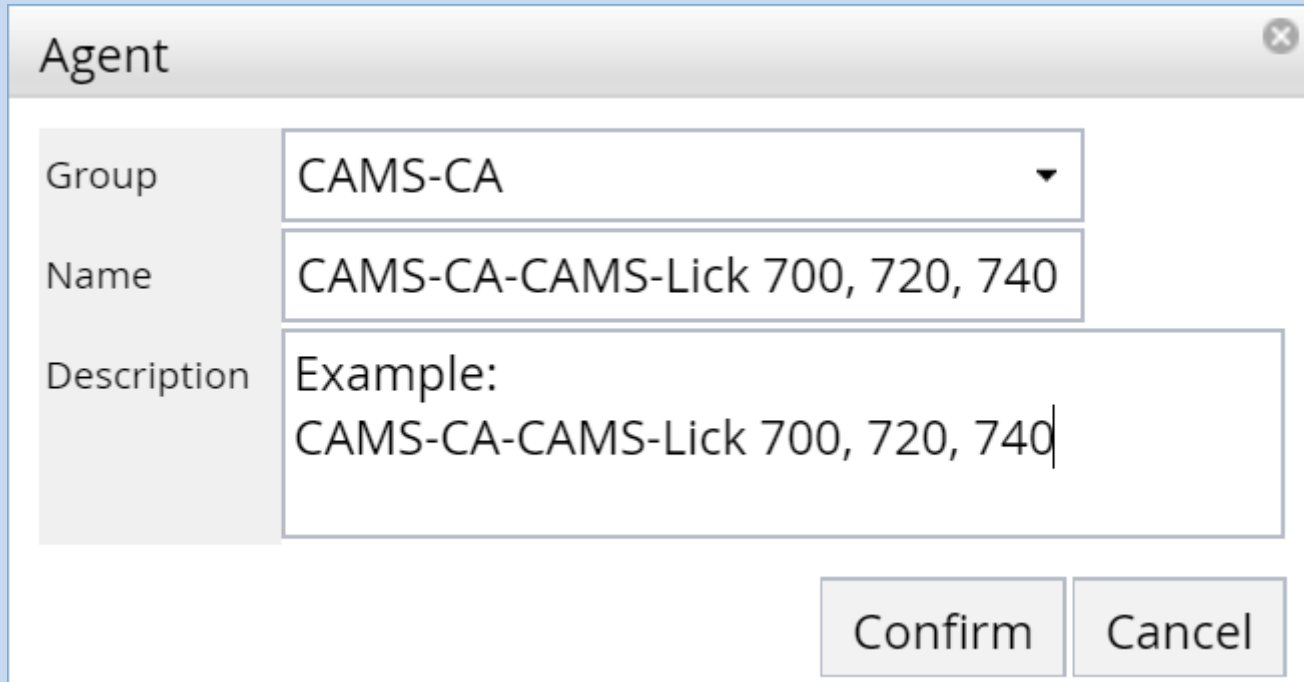
Configuring the “first” Agent

First, click the **Agents** tab



Add an Agent for your computer so that you can create shares, which will allow others to connect.

New Agent Dialog



Agent

Group	CAMS-CA ▼
Name	CAMS-CA-CAMS-Lick 700, 720, 740
Description	Example: CAMS-CA-CAMS-Lick 700, 720, 740

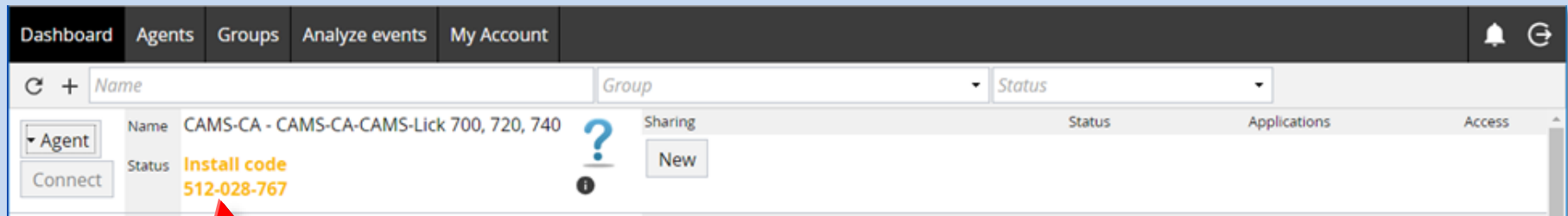
Confirm Cancel

Naming convention:

CAMS-<group>-CAMS-<site> <list of first camera numbers for each board>

Note: A good naming convention will allow local and remote users to manage many computers, agents, and shares with the minimum amount of confusion. Remember to choose names that make sense to the user who will be connecting.

Agent “Install code”

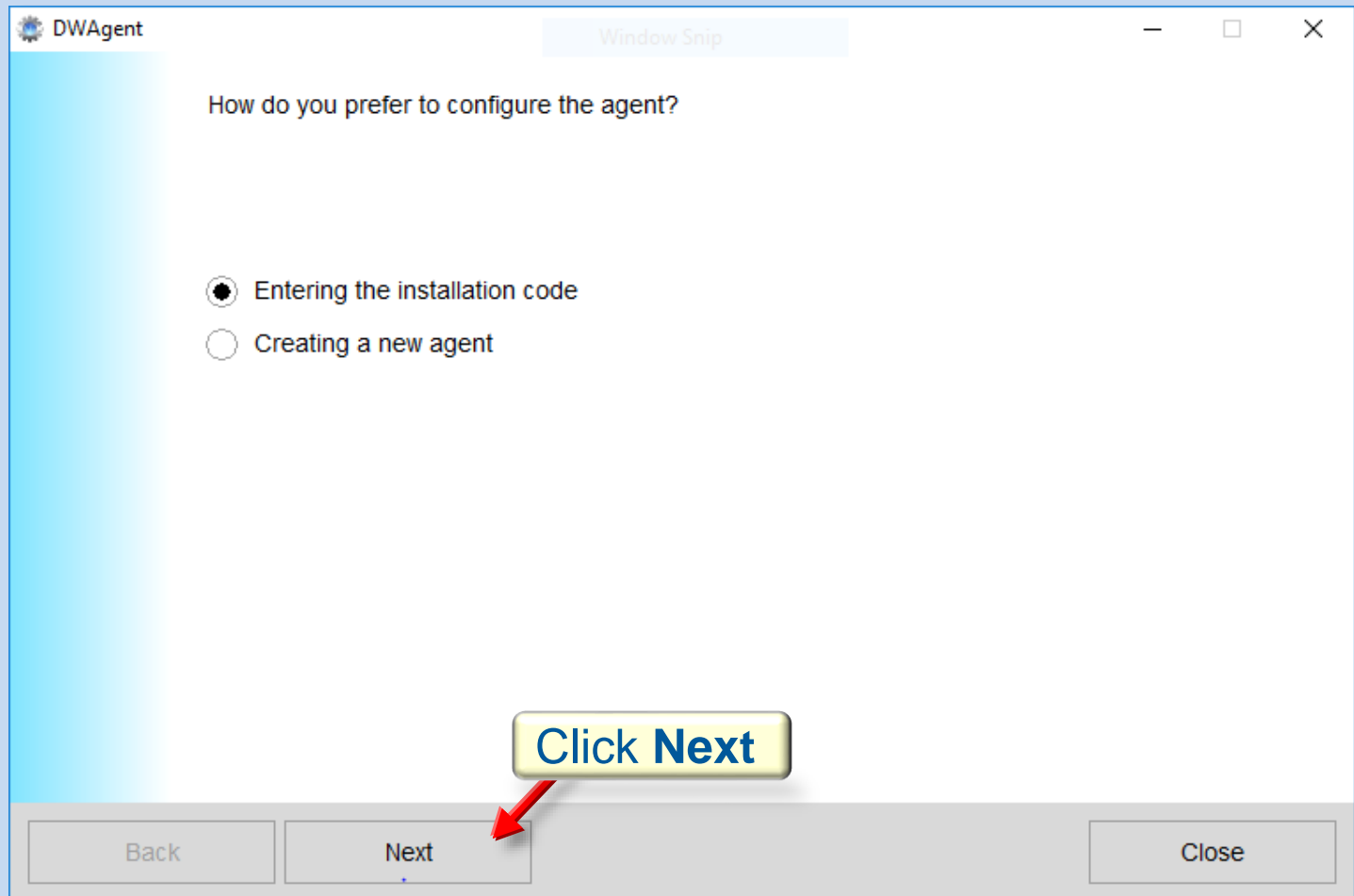


The screenshot shows a software interface with a dark top navigation bar containing links: Dashboard, Agents, Groups, Analyze events, and My Account. On the right of this bar are a bell icon and a refresh icon. Below the navigation bar is a light gray header with a search bar (containing a plus icon and the word 'Name'), a 'Group' dropdown menu, and a 'Status' dropdown menu. The main content area has a table with columns: Name, Status, Sharing, Applications, and Access. The first row of the table has the following data: Name: 'CAMS-CA - CAMS-CA-CAMS-Lick 700, 720, 740', Status: 'Install code 512-028-767', Sharing: '?', Applications: 'New', and Access: 'i'. A red arrow points from the 'Install code' text in the Status column to a yellow callout box below the table.

Name	Status	Sharing	Applications	Access
CAMS-CA - CAMS-CA-CAMS-Lick 700, 720, 740	Install code 512-028-767	?	New	i

Write down the Install Code (include dashes)

Install DWAgent via Installation Code

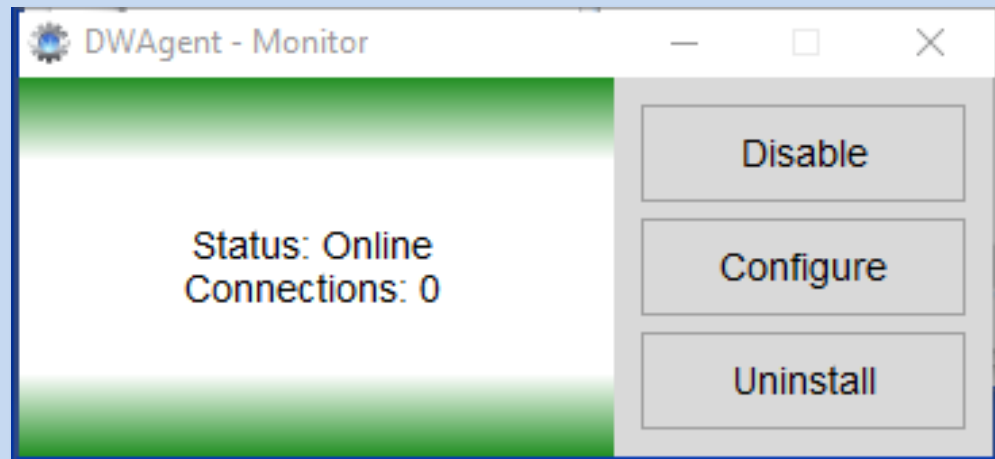


Install Code

- Enter Install Code
- Click Finish
- In the Agents tab, click the Refresh icon
- In the Dashboard tab, click the Refresh icon

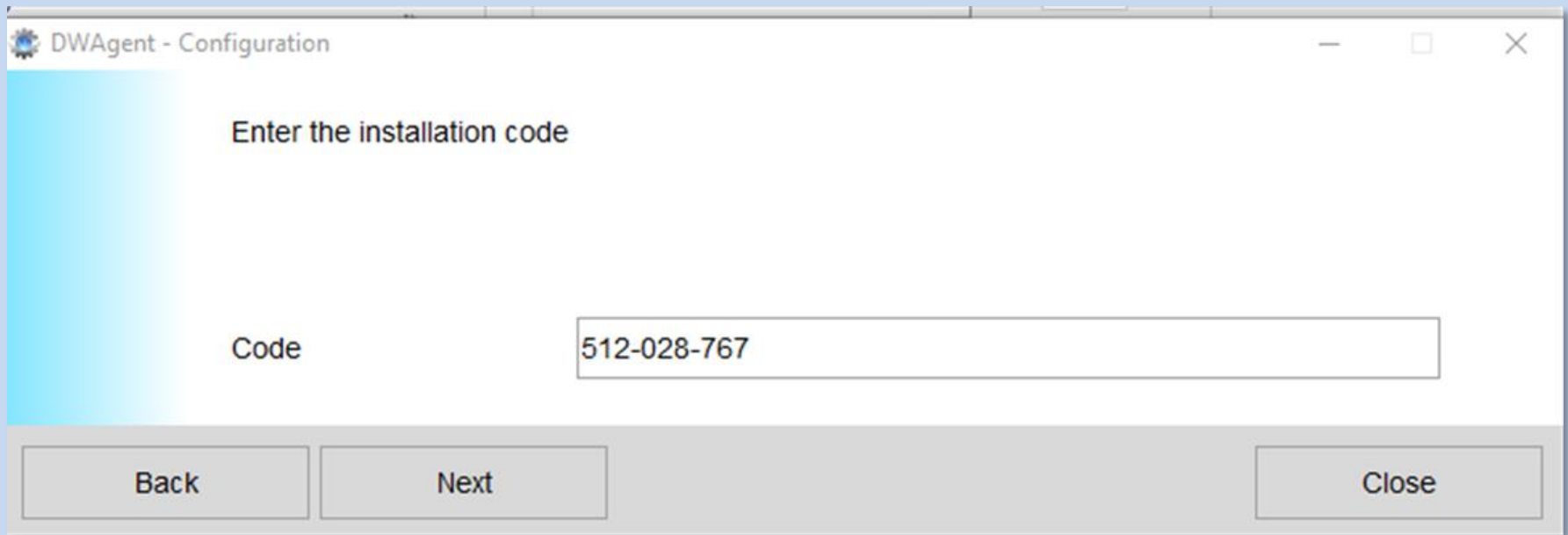
DWAgent desktop app

- Run the DWAgent desktop app
- Click Configure
- Select: Configure agent
- Click Next
- Click Next



Enter the Installation Code

- For Code, enter the Install Code that you wrote down



The screenshot shows a Windows-style configuration window titled "DWAgent - Configuration". The window has a light blue gradient on the left side. The main area is white and contains the text "Enter the installation code". Below this, there is a label "Code" followed by a text input field containing the value "512-028-767". At the bottom of the window, there are three buttons: "Back", "Next", and "Close". The "Next" button is highlighted with a darker background.

DWAgent - Configuration

Enter the installation code

Code 512-028-767

Back Next Close

- Click Next

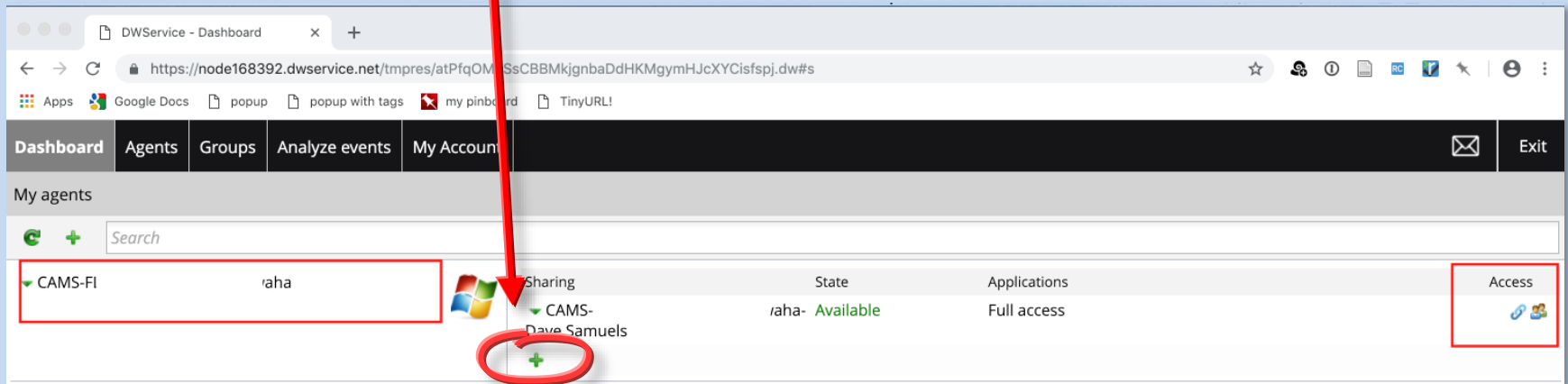
Dashboard

- In the Dashboard, click the Refresh icon
- The Agent should be visible with “**Available**”

Step 3

CREATE A “SHARE” FOR REMOTE ACCESS

- Log in to DWService.net using your credentials.
- Click the green “+” plus icon to add a new share.

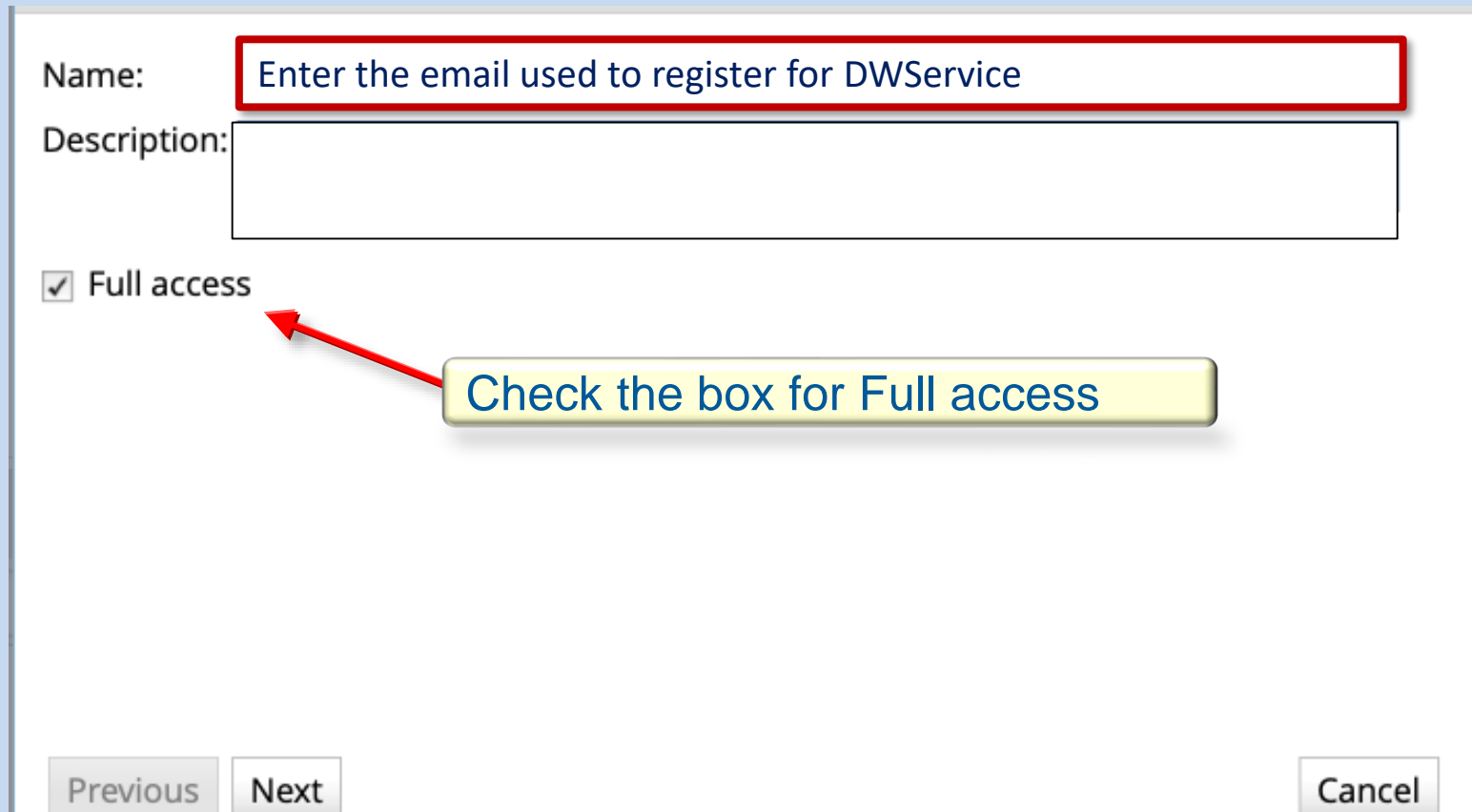


Note: In order to be able to create a persistent share that a user can connect to, that user must have an email address registered with dwservice.

You can send a temporary “link” to non-registered users, but those links will not work after rebooting, or restarting DWService, or making changes to any of the DWService configurations



- Assign a name that is meaningful to person you are creating a share for (ask them remote user what share name they prefer or use a naming convention) Optionally, include a description.
- Naming convention for shares:
CAMS-<network name>/CAMS-<camera list>-<site name>-<user>
Example: CAMS-SA/CAMS-6000,6020-Bredel-Dave Samuels



The image shows a screenshot of a Windows 'Share Name and Description' dialog box. The 'Name' field is highlighted with a red rectangular border and contains the text 'Enter the email used to register for DWService'. The 'Description' field is empty. Below the description field, the 'Full control' checkbox is checked. A red arrow points from a yellow callout box containing the text 'Check the box for Full access' to the checked checkbox. At the bottom of the dialog, there are three buttons: 'Previous', 'Next', and 'Cancel'.

Name: Enter the email used to register for DWService

Description:

☒ Full control

Check the box for Full access

Previous Next Cancel

- In the check box, click “**Always**”

New share

Validity: ☒ Always

Start: 2/3/2019 12:00 AM

End: 2/3/2019 11:59 PM

Check the box to allow the share to be used 24/7.

Previous Next Cancel

Unnecessary unless you want to create and manage a special password for this share

New share

☐ Allow login

Password:

Retype:

☒ Allow users

mogulskier@hotmail.com
pjenniskens@seti.org
yourself@yourdomain

☒ Allow direct link

Previous Accept

Check this box to allow a temporary direct link to be sent to non-registered users.

Add the email used by the remote user that “they” used for registering with DWSservice.
Note: While it is possible to add multiple users here, it is probably best to add yourself to a share so you can test if Shares are working.
It is also a good practice to add a separate share for each remote user, especially for:
mogulskier@hotmail.com
pjenniskens@seti.org

It's a good practice to add a share for yourself.

- The operation completed successfully.
- Assigned link
- <https://www.dwservice.net/4fekd3gq1.dlk>
- Close

Assigned link

Close

Shows the email address of all the users in this share

Temporary Direct Link icon. You can share this link in an email.

Key icon appears if you are managing special credentials

Dashboard Agents Groups Analyze events My Account

My agents

Search

▼ CAMS-CA/CAMS-FremontPeak 525,533,541	Sharing	State	Applications	Access
	▼ CAMS-CA/CAMS-525-FremontPeak-pjenniskens	Available	Full access	
	▼ CAMS-CA/CAMS-Fremont Peak mogulskier	Available	Full access	
	▼ CAMS-CA/CAMS-Fremont Peak Stever	Available	Full access	
	▼ files	Available	Files and Folders Log watch Screen	

Click Refresh after shares are changed

Shares from users

Search

jackjortega@gmail.com
CAMS-CA/CAMS-268-Ukiah-dave Full access







tbeck@mendocino.edu
CAMS-CA/CAMS-284-Windsor-Dave Full access

glenn.c.newell@gmail.com
CAMS-CA/CAMS-270-UnionCity-davesamuels Full access

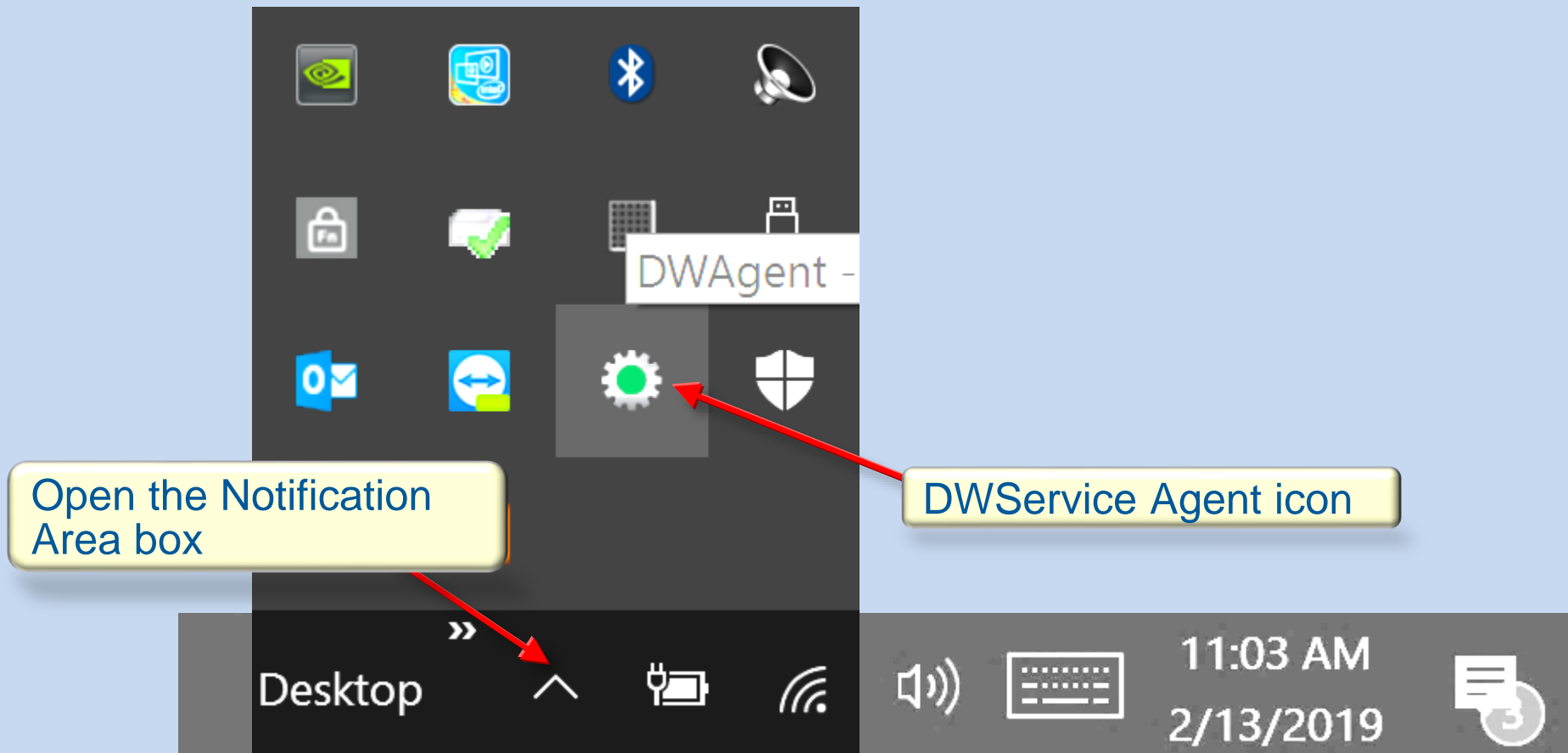
Shares Pane

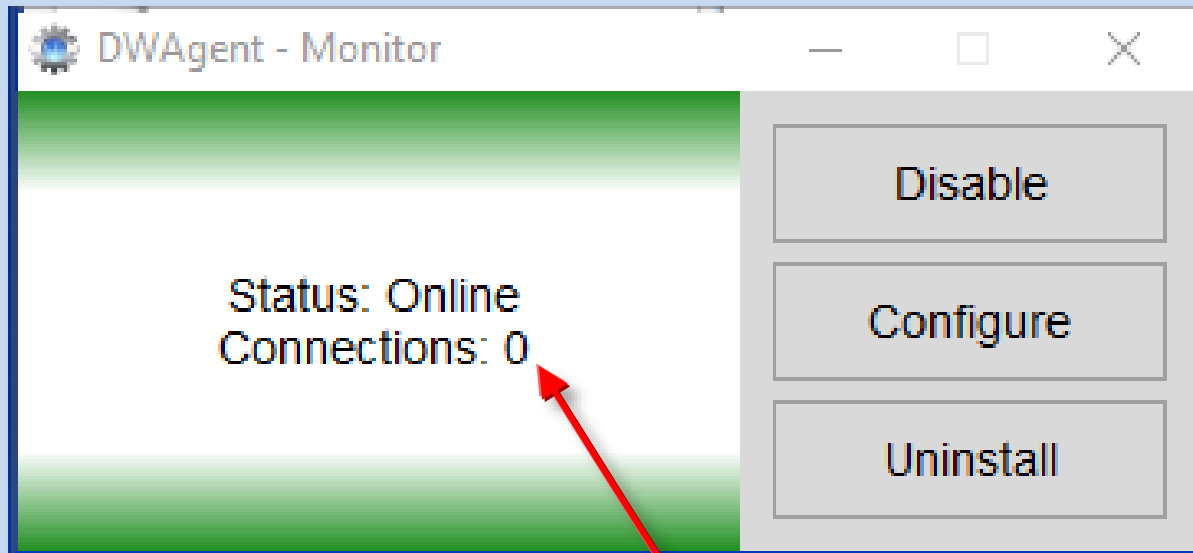
Your share will appear in the remote user's share pane

Analyze Events tab

Dashboard	Agents	Groups	Analyze events	My Account		Exit
	Level		Message		Source	
Feb 6, 2019, 12:00:00 AM - Feb 13, 2019, 11:59:59 PM						
	Feb 13, 2019 10:59:01 AM	Agent 'CAMS-CA/CAMS-FremontPeak 525,533,541' has gone online.				
	Feb 13, 2019 10:58:16 AM	Agent 'CAMS-CA/CAMS-FremontPeak 525,533,541' has gone offline.				
	Feb 13, 2019 10:56:27 AM	Agent 'CAMS-CA/CAMS-FremontPeak 525,533,541' has gone online.				
	Feb 13, 2019 10:54:33 AM	Agent 'CAMS-CA/CAMS-FremontPeak 525,533,541' has gone offline.				
	Feb 13, 2019 10:47:52 AM	User manager 'mogulskier@hotmail.com' has gone online.				

DWAgent Monitor





Number of current
connections

Fully Removing DWService in order to reinstall

- If you need to reinstall DWService, you need to first fully remove it.
 1. <https://speedutilities.com/remove/dwservice.exe.html>
 2. Create a Restore point for Windows.
 3. Launch Control Panel
 4. Select Programs and Features
 5. Locate DWAgent
 6. Right-click and select Uninstall.
- 1. You might need to remove instances of dwservice and dwagent from the registry.