



## **ViVOstate TMS Quick Start Guide**

**Rev. 60**

**30 July 2020**

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### Revision History

Version	Date	Notes	Author
50	09/19/2019	Initial version	CB
51	11/18/2019	Added password requirements	CB
52	01/14/2020	Style revisions	CB
53	02/14/2020	Updated TMS Agent section	CB
54	02/14/2020	Removed "Windows" from TMS Agent section	CB
55	02/28/2020	Added Firmware Update steps Added notes for firmware update file types, version availability, and update packages for readers with multiple CPUs	CB
56	03/22/2020	Added TMS Agent update steps (section 10.2) Corrected section 10.4: Notes About Updating Firmware, specifically the difference between demo and production units, their respective serial numbers, and the firmware updates each uses.	CB
57	03/27/2020	Added "Checking and Validating Firmware Versions via Raw Data" and "Troubleshooting Firmware Updates" sections.	CB
58	03/30/2020	Minor revision to text in firmware update chapters.	CB
59	04/27/2020	Added "TMS Agent Standby Mode" and "TMS Agent Configuration" sections.	CB
60	07/30/2020	Updated URLs throughout documentation.	CB

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## 1. Overview

Welcome to the ViVOstate Terminal Management System Quick Start Guide. The purpose of this guide is to provide users a concise set of instructions quickly onboarding with the ViVOstate Terminal Management System.

The ViVOstate Terminal Management System (TMS) enables customers to manage and control their ID TECH devices from any internet connected computer, phone or tablet. With ViVOstate TMS, users can monitor their entire estate of ID TECH devices for device activity, status, and many other parameters via the ViVOstate dashboard and exception alerts. Additionally, readers can be maintained via remote updates, saving unnecessary service calls and unplanned kiosk downtime.

**Note:** Because ViVOstate TMS is still in development, the contents of this guide may not reflect the current state of the ViVOstate TMS site or application.

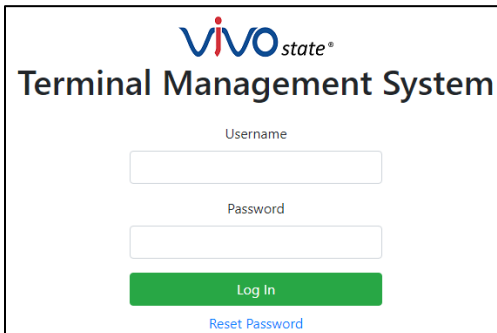
## 2. Obtaining a ViVOstate TMS Account

Contact your ID TECH representative to obtain a ViVOstate TMS account

## 3. Logging into ViVOstate TMS

To log into ViVOstate TMS:

1. Go to the [ViVOstate Login page](#).
2. Enter your user credentials and password and click **Log in**.



The screenshot shows the login interface for the ViVOstate Terminal Management System. At the top, the logo 'vivo state' is displayed in blue and red, followed by the title 'Terminal Management System' in bold black text. Below the title, there are two input fields: 'Username' and 'Password'. The 'Username' field is a simple white box with a light gray border. The 'Password' field is a white box with a light gray border and a small eye icon on the right side to toggle visibility. Below the password field is a green button with the text 'Log In' in white. At the bottom of the form, there is a blue link that says 'Reset Password'.

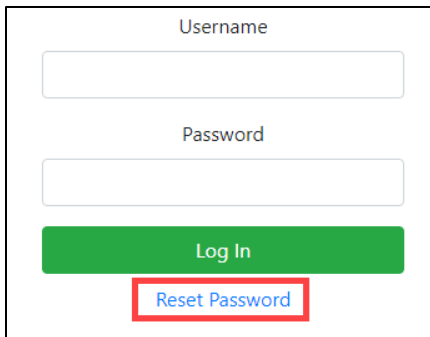
### 3.1. Resetting a Forgotten Password

Note that ViVOstate passwords must:

- Be at least 8 characters long
- Contain at least one upper case character
- Contain at least one lower case character
- Contain at least one numeric digit
- Contain at least one special character from the set (<space>!"#\$%&'()\*+,-./:;<=>?[]^\_`{|}~)

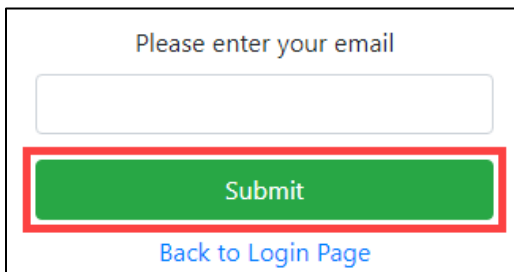
To reset your password:

1. Go to the [ViVOstate Login page](#) and click **Reset Password**.



The screenshot shows a login form with two input fields: 'Username' and 'Password'. Below the 'Password' field is a green 'Log In' button. Below the 'Log In' button is a red-bordered link labeled 'Reset Password'.

2. Enter your email and click **Submit**.



The screenshot shows a form with the text 'Please enter your email' above an input field. Below the input field is a green 'Submit' button, which is highlighted with a red border. Below the 'Submit' button is a blue link labeled 'Back to Login Page'.

3. Check your email and follow the provided password reset instructions.

## 4. My Profile

The **My Profile** page provides access to the following settings:

- **Basic Information:** the user's first and last name.
- **Phone Number:** the user's phone number and option to receive SMS alerts.
- **Email:** the user's email and option to receive email alerts.
- **Change Password:** the option to change the user's password.
- **Estates:** the estates the user can access and their role within those estates.
- **Alerting:** test options for email and SMS alerts, plus the option to disable all alerts.

**vivo**state<sup>®</sup>  
Terminal Management System

Estate: ID TECH ▾ Enrolled: 17 Active: 14 Online: 9 Offline: 5 Alerts: 0

Dashboard Device List Device Status Enroll Device Enroll Multiple Devices RKI Provision User Management Support My Profile Log Out Welcome, Chris Barton

### My Profile

**Basic Information**

First Name

Last Name

Phone Number

+

Check to enable SMS alert

Email

chris.barton@idtechproducts.com

Check to enable email alert

**Change Password**

Current Password

New Password

Confirm Password

Passwords must contain at least 8 characters, 1 lowercase letter, 1 uppercase letter, 1 numeric digit, and 1 special character.

**Estates**

Estate	Role	Company
ID TECH	Admin	ID TECH
ID TECH 2	Reader	ID TECH

**Alerting**

Disable all alerts

### 4.1. Changing Profile Information

To change profile information:

1. Go to the **My Profile** page.
2. Enter or toggle the desired changes.
3. Click **Save Changes**.
4. Click **Yes** in the Confirm dialog that appears.

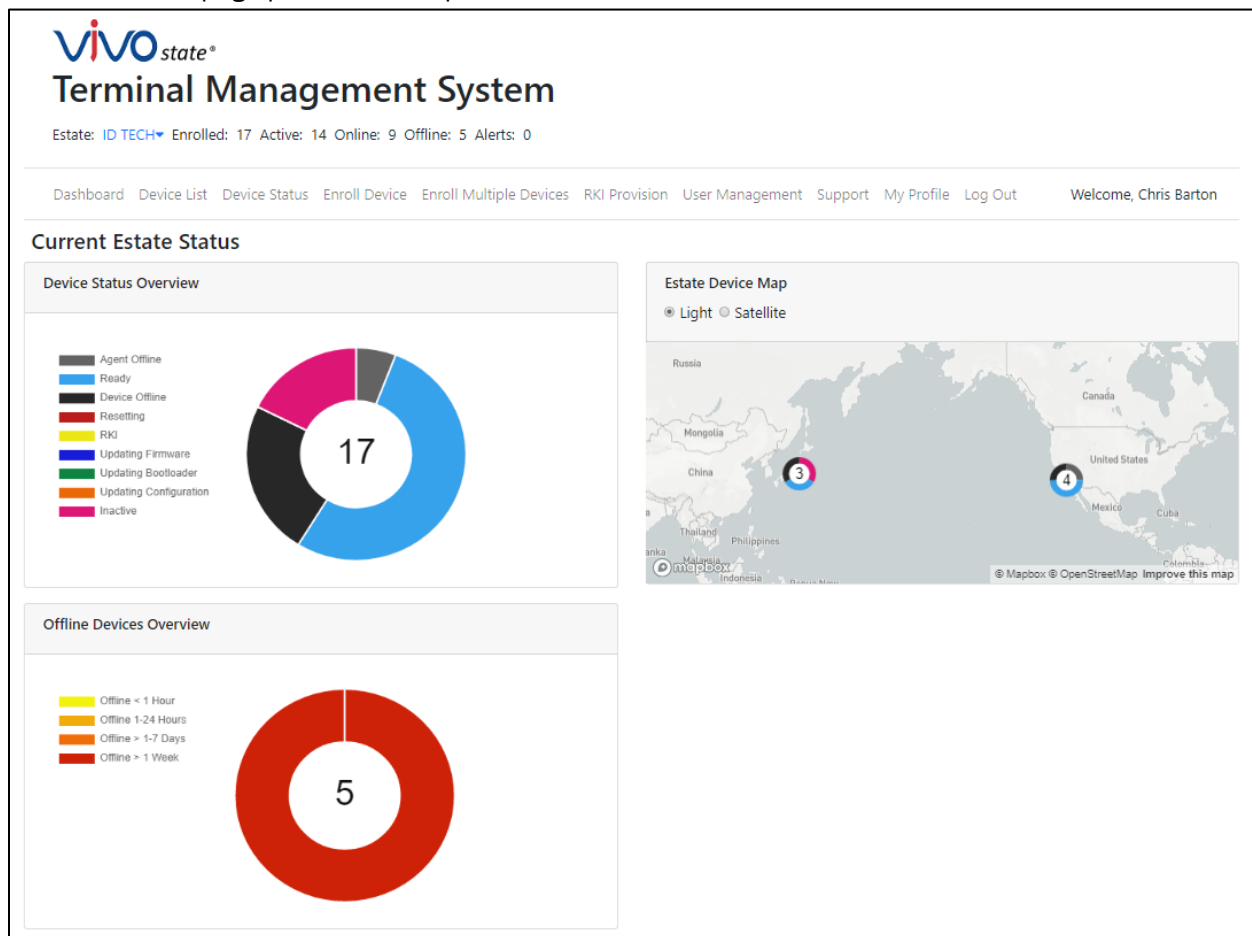
## 5. Estates

An estate is the collection of terminals and readers that make up a sales ecosystem. In ViVOSTate TMS, estate owners can determine the criteria for their estates—types of readers, geographic area, or retail locations, for example.

Estate owners can also determine the user roles for each estate. ViVOSTate TMS users can be either administrators or readers. Each estate's set of user permissions is independently configured; a user can be an administrator in one estate but limited to reader permissions in another.

## 6. ViVOSTate TMS Dashboard

The **Dashboard** page provides a snapshot of the user's estates.



1. **Estate:** the currently displayed estate, including the enrolled, active, online, and offline devices, plus any alerts.
2. **Device Status Overview:** an overview graph displaying the number of and status for currently online estate devices.



3. **Offline Devices Overview:** an overview graph of the number of offline devices and the length of time they have been offline.
4. **Estate Map:** a geographical map of estate devices and an overview graph for online devices in each location.

## 7. Device Pages

ViVOstate TMS provides several pages that provide device details and management options.

### 7.1. Device List

The **Device List** page displays the currently selected estate’s devices, including their name, model and model number, status, serial number, location, tags, and any notes.

Device Name	Model / Model Number	Status	Serial Number	Lat / Long	Tags	Notes
Augusta / IDEM-2*		Ready	707T316415			
VP3300 / IDVP-*		Agent Offline	sdafsdfasdfs	33.807845 / -118.036663		
VP3300 / IDVP-*		Device Offline	731T817536			
VP3300 / IDVP-*		Ready	826T867485			
VP5200 / IDV52-*		Device Offline	842T205136	35.697593 / 139.410958		
VP5300 / SPTP2-*		Device Offline	752T317533			
VP5300 / SPTP2-*		Ready	530Z000001			
VP5300 / SPTP2-*		Ready	530Z000003			
VP6800 / IDV68-*		Ready	819T736280			
VP8800 / IDVP-*		Ready	824T853683			

Showing 1 to 17 of 17 entries

The device list can also be filtered by clicking the **Filter** button, which provides a variety of options for filtering both active and inactive devices.

**Device List**

**Filter**

Search

- Inactive
- Active
  - Online
    - Update Firmware
    - Update Bootloader
    - Update Configuration
    - Resetting
    - Ready
    - RKI
  - Offline
    - Agent Offline
    - Device Offline
- Agent Time Offline
  - < 1 Hour
  - 1-24 Hours
  - 1-7 Days
  - > 1 Week
- Device Time Offline
  - < 1 Hour
  - 1-24 Hours
  - 1-7 Days
  - > 1 Week

**Tags**

Ctrl/Cmd click to multi-select or deselect.

## 7.2. Device Status

The **Device Status** page displays devices and various statuses, including heartbeat, serial number, and model information, filterable by date.

### Device Status

[Filter/Refresh](#)

From Date:  To Date:  Auto Refresh

Apply Filter/Refresh
Reset

Asset ID	Product	Model Number	Serial Number	Last Status	Last Heartbeat	Heartbeat Age
N/A	Augusta (Generic)	IDEM-*	712T394906	Ready	September 18, 2019, 1:40:29 PM PDT	Less than a minute
N/A	Zeus	IDDD-*	73881977	Ready	September 18, 2019, 1:39:48 PM PDT	Less than a minute
N/A	Augusta (Generic)	IDEM-*	712T394906	Ready	September 18, 2019, 1:39:29 PM PDT	Less than a minute
N/A	Zeus	IDDD-*	73881977	Ready	September 18, 2019, 1:38:48 PM PDT	1 minute
N/A	Augusta (Generic)	IDEM-*	712T394906	Ready	September 18, 2019, 1:38:29 PM PDT	2 minutes
N/A	Zeus	IDDD-*	73881977	Ready	September 18, 2019, 1:37:48 PM PDT	2 minutes
N/A	Augusta (Generic)	IDEM-*	712T394906	Ready	September 18, 2019, 1:37:29 PM PDT	3 minutes
N/A	Zeus	IDDD-*	73881977	Ready	September 18, 2019, 1:36:48 PM PDT	3 minutes
N/A	Augusta (Generic)	IDEM-*	712T394906	Ready	September 18, 2019, 1:36:29 PM PDT	4 minutes

## 7.3. Device Details

The **Device Details** page displays the device's general, heartbeat, firmware, configuration, location, and other information, as well as a history of recent device events.

Device Details for Product VP5200 Model IDV52-\* Serial 842t205136

[View Raw](#)

**General Information\*\***

Device Name: N/A  
Notes: N/A  
Lat/Long: 35.697593 / 139.410958  
Tags: N/A

**Heartbeat**

Last Heartbeat: July 25, 2019, 9:17:50 PM PDT (173 days Ago)  
Last Public IP Address: 180.39.43.61  
Last Private IP Address: 192.168.1.39  
Reported Battery Level: N/A

**Firmware** 
Update v396
Update v395.T

Firmware Version: ID TECH Spectrum Pro Firmware V1  
Last Firmware Update: N/A

**Configuration**

Configuration Version: 1.0  
Last Configuration Update: N/A

**Remote Key Injection**

Last Rkt: N/A

**Device Location**

**Online Status for Last 100 Heartbeats**

**Device Events for This Device**

Status	Heartbeat	Heartbeat Age
Device Offline	July 25, 2019, 9:17:50 PM PDT	173 days
Ready	July 25, 2019, 9:17:02 PM PDT	173 days
Ready	July 25, 2019, 9:15:57 PM PDT	173 days
Ready	July 25, 2019, 9:15:01 PM PDT	173 days
Ready	July 25, 2019, 9:13:57 PM PDT	173 days
Ready	July 25, 2019, 9:12:57 PM PDT	173 days
Ready	July 25, 2019, 9:11:58 PM PDT	173 days
Ready	July 25, 2019, 9:11:01 PM PDT	173 days
Ready	July 25, 2019, 9:09:57 PM PDT	173 days
Ready	July 25, 2019, 9:09:00 PM PDT	173 days

Page | 10

### 7.3.1. Viewing Device Details

To view the details for a device:

1. Go to either the **Device Status** or **Device Details** page.
2. Click on the desired device to view its status page.

The screenshot shows a table titled "Device List" with a "Filter" button. The table has the following columns: Device Name, Model / Model Number, Status, Serial Number, Lat / Long, Tags, and Notes. The first row is highlighted in red.

Device Name	Model / Model Number	Status	Serial Number	Lat / Long	Tags	Notes
	VP5200 / IDV52-*	Device Offline	842t205136	35.697593 / 139.410958		
N/A	Augusta (Generic) / IDEM-*	Ready	712T394906	35.628523 / 139.736174		N/A
N/A	Augusta S / IDEM-8*	Device Offline	646T105331	35.628521 / 139.736175		N/A
Small Zeus	Zeus / IDDD-*	Ready	73881977	33.8288 / -118.0371		Small Zeus on Cl
N/A	VP6800 / IDV68-*	Ready	907T513722	33.808311 / -118.037505		N/A

### 7.4. Enroll Device

Users can enroll devices in estates via two pages: **Enroll Device** and **Enroll Multiple Devices**.

#### 7.4.1. Enrolling a Single Device

Follow these steps to enroll a single device:

1. Go to the **Enroll Device** page.
2. Enter the following information:

The screenshot shows the "Enroll a Single Device" form. It includes a "Device Information" section with fields for Model Number (dropdown menu), Serial Number (text input), and Device Name (text input). There is a "Verify Device" button. Below this is a "Set Device Status" section with a checkbox labeled "Active". Red callout letters a-e point to the dropdown, the Serial Number field, the Device Name field, the Verify Device button, and the Active checkbox respectively.

- a. The device model number.
  - b. The device serial number.
  - c. A name for the device.
  - d. Click **Verify Device** to verify the information is valid.
  - e. Optionally, check Active to set the device’s status as active.
3. Next, enter location information for the device.

**Note:** Location information are static by default and do not automatically update unless a

device has tracking features. You can edit device location later, if needed.

- a. The device’s installation latitude.
- b. The device’s installation longitude.

Optionally, click **Get Location** to find your current location or Show on Map to see a map display of location information you’ve entered.

4. If desired, enter a note for the device, then click **Enroll Device**.

- 5.

### 7.4.2. Enrolling Multiple Devices

Enrolling multiple devices is currently in development.

## 8. RKI Provision

The **RKI Provision** page is currently in development.

## 9. User Management

The **User Management** page provides options for adding and managing estate users.

**User Management**

Estate Users List

First Name ↑↓	Last Name ↑↓	Role ↑↓	Email ↑↓
Chris	Barton	Admin	chris.barton@idtechproducts.com
Cliff	Frescura	Admin	cliff.frescura@idtechproducts.com
Matthew	Jensen	Admin	matthew.jensen@idtechproducts.com
Randy	Palermo	Admin	randy.palermo@idtechproducts.com

Role:  Change Role

Delete User

Add Estate Users

Email:

Role:  Add User

### 9.1. Adding Estate Users

To add an estate user:

Add Estate Users

Email:  1

Role:  2 Add User 3

1. Go to the **User Management** page.
2. Enter the new user's email and select their role (**Admin** or **Reader**).
3. Click **Add User**.

## 9.2. Managing Estate Users

To change an estate user's role or delete them:

1. Select the desired user.

### User Management

Estate Users List

First Name ↑↓	Last Name ↑↓	Role ↑↓	Email ↑↓
Chris	Barton	Admin	chris.barton@idtechproducts.com
Cliff	Frescura	Admin	cliff.frescura@idtechproducts.com
Matthew	Jensen	Admin	matthew.jensen@idtechproducts.com
Randy	Palermo	Admin	randy.palermo@idtechproducts.com

Role:  
Change Role  
Delete User

2. To change their role, click the **Role** drop-down menu and select the desired role.
3. Click **Change Role**.

### User Management

Estate Users List

First Name ↑↓	Last Name ↑↓	Role ↑↓	Email ↑↓
Chris	Barton	Admin	chris.barton@idtechproducts.com
Cliff	Frescura	Admin	cliff.frescura@idtechproducts.com
Matthew	Jensen	Admin	matthew.jensen@idtechproducts.com
Randy	Palermo	Admin	randy.palermo@idtechproducts.com

1

2
Change Role  
Delete User

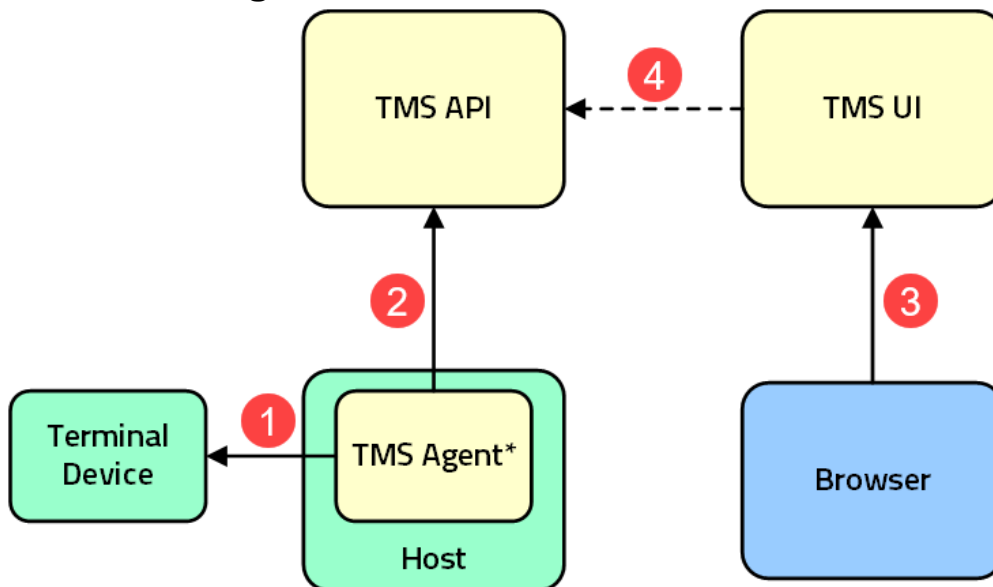
4. To delete the selected user, click **Delete User**.

## 10. ViVOSTate TMS Agent

The ID TECH Terminal Management System Agent is a software agent application that resides on a host device. The TMS Agent acts on behalf of the user to monitor the terminal device and, when requested, make firmware updates to the reader. At no point does a user directly interact with the TMS Agent. Instead, users trigger firmware updates via the [Device Details](#) page and the TMS API performs any actions required.

Additionally, the TMS Agent is self-updating and does not require user interaction to stay up to date.

### 10.1. TMS Agent Data Flow



**\*Note:** the TMS Agent runs in the background on the Host; users do not interact with the TMS Agent.

The diagram above describes the following events:

1. The TMS Agent retrieves terminal device information.
2. The TMS Agent sends a terminal device "heartbeat" to the TMS API server.
3. Independently, on the TMS website, a user requests a page of heartbeats from the TMS UI server.
4. The TMS UI server retrieves heartbeat data from the API server

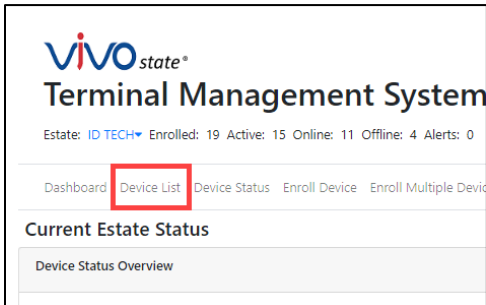
Similarly, the TMS Agent handles any necessary terminal device firmware updates without a user ever directly interacting with it; the user makes all requests via the TMS website.

## 10.2. Updating the TMS Agent Application on a Device

Follow the steps below to update the TMS Agent application on a device.

**Note:** The default time between heartbeats is 15 minutes; a TMS Agent update should complete within that timeframe.

1. Log into the TMS website.
2. Click the **Device List** tab.



3. Click the desired device to update.

The screenshot shows the 'Device List' page with a navigation bar at the top. Below the navigation bar is a 'Filter' button. The main content is a table with the following data:

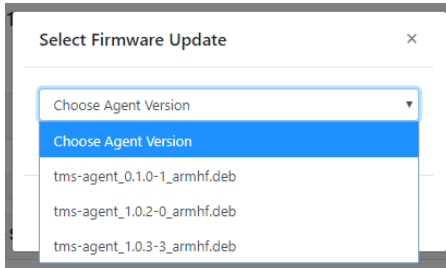
Device Name	Model/Model Number	Status	Serial Number
Augusta / IDEM-2*		Ready	707T316415
IFC Board / ID-8*		Agent Offline	123123123123
VP3300 / IDVP-*		Agent Offline	sdfasdfsdfasdfs
VP3300 / IDVP-*		Device Offline	731T817536
VP3300 / IDVP-*		Ready	826T867485
VP5200 / IDV52-*		Device Offline	842t205136

4. Click the **Update Agent** button in the **Heartbeat** panel.

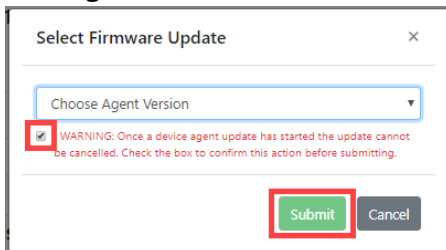
The screenshot shows the details for a device named 'Production Test Unit IFC'. It has a 'General Information' section with 'Edit Tags' and 'Edit Settings' buttons. Below that is a 'Heartbeat' section with an 'Update Agent' button highlighted in red. The heartbeat information includes: Last Heartbeat: March 27, 2020, 1:07:55 PM PDT (8 minutes Ago), Uptime: N/A, and Agent Version 1.0.3.5. There is also an 'IFC Network' section at the bottom.



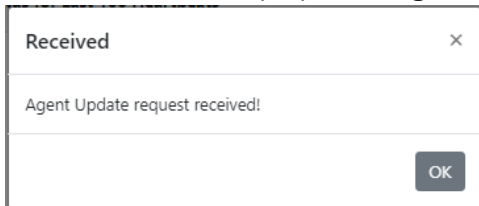
- Use the drop-down menu to select a TMS Agent version for the update.



- Check the box under the drop-down to confirm that you wish to update to the new version of TMS Agent and click Submit.



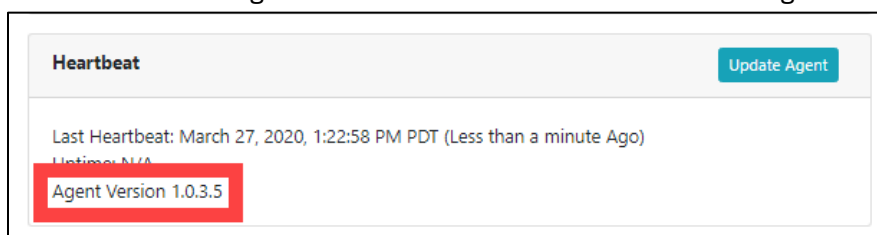
- The TMS website displays a dialog that request is received.



- Wait for the next heartbeat to update the agent (heartbeats are sent at 15-minute intervals), then reload the page.
- Look at the **Device Events** section to confirm the target device sent the **Updating Agent** status.

Device Events		
Status	Heartbeat	Heartbeat Ago
Updating Agent	March 27, 2020, 1:22:58 PM PDT	Less than a minute
Ready	March 27, 2020, 1:22:57 PM PDT	Less than a minute
Ready	March 27, 2020, 1:07:55 PM PDT	16 minutes
Ready	March 27, 2020, 1:07:52 PM PDT	16 minutes
Ready	March 27, 2020, 12:51:07 PM PDT	33 minutes

- When the target device starts sending heartbeats again, reload the page.
- Confirm that the target device has the correct version of TMS Agent in the **Heartbeat** panel.



### 10.3. Updating Device Firmware via the ViVOSTate TMS Website

Follow the steps below to update device firmware on the TMS Website:

1. Log in to the TMS Website
2. Click **Device List** or **Device Status** to see a list of the estate's devices.

The screenshot shows the ViVOSTate Terminal Management System interface. At the top, it displays the logo and the system name. Below that, it shows the estate name 'ID TECH Admin' and device statistics: 'Enrolled: 37 Active: 23 Online: 10 Offline: 13'. A navigation bar contains several menu items: 'Dashboard', 'Device List', 'Device Status', 'Enroll Device', and 'Enroll Multiple Device'. The 'Device List' and 'Device Status' items are highlighted with a red rectangular box. Below the navigation bar, the section 'Current Estate Status' is visible.

3. Click the desired device to go to its **Device Details** page.

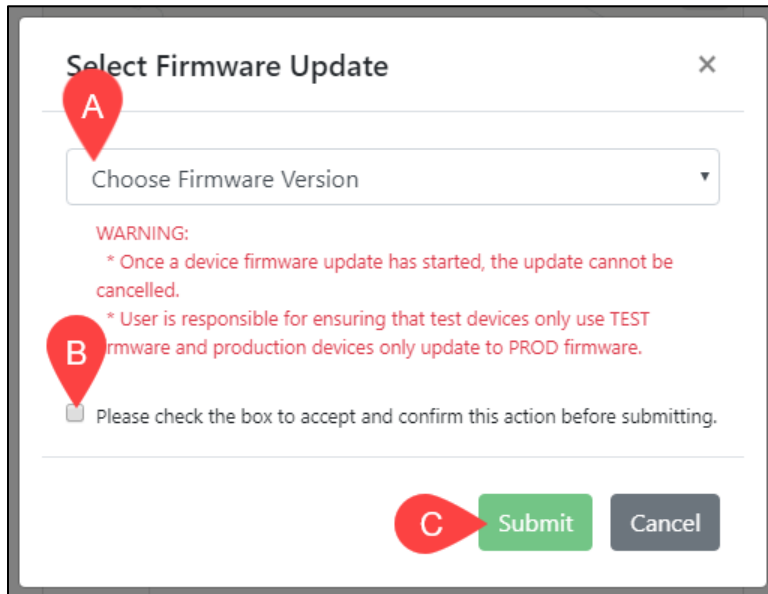
The screenshot shows the 'Device Status' page. It features a 'Filter' button and a table with the following columns: 'Asset ID', 'Product', 'Model Number', 'Serial Number', and 'Last Status'. The first row of the table is highlighted with a red box.

Asset ID	Product	Model Number	Serial Number	Last Status
N/A	VP6800	IDV68-*	819T736280	Ready
N/A	VP6800	IDV68-*	819T736280	Ready
N/A	VP5300	SPTP2-*	921T791757	Ready
N/A	VP6800	IDV68-*	819T736280	Ready
N/A	VP6800	IDV68-*	819T736280	Ready
N/A	VP6800	IDV68-*	819T736280	Ready
N/A	VP6800	IDV68-*	819T736280	Ready
N/A	VP5300	SPTP2-*	921T791757	Ready

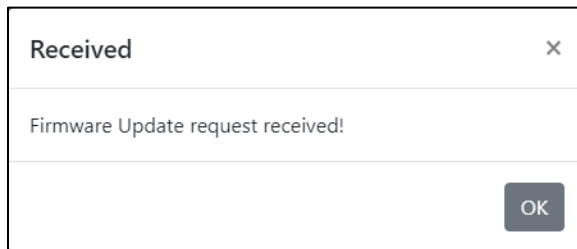
4. Scroll down to the **Firmware** field and click **Update Firmware** to display the update dialog.

The screenshot shows the 'Device Details' page. It displays various device information, including 'Last heartbeat: February 28, 2020, 11:17:30 AM PST (2 minutes Ago)', 'Last Public IP Address: 207.141.117.106', 'Last Private IP Address: N/A', and 'Reported Battery Level: N/A'. Below this information is a section titled 'Firmware' which contains the text 'Firmware Version: VP6800 FW v1.00.081.0395.T' and 'Last Firmware Update: N/A'. A blue 'Update Firmware' button is located in this section and is highlighted with a red rectangular box. Below the 'Firmware' section, a 'Configuration' section is partially visible.

5. In the update dialog:



- a. Select a firmware version in the dropdown menu.
  - b. Check the box to accept and confirm the action.
  - c. Click **Submit**.
6. The TMS website displays a dialog that it received the firmware update request.



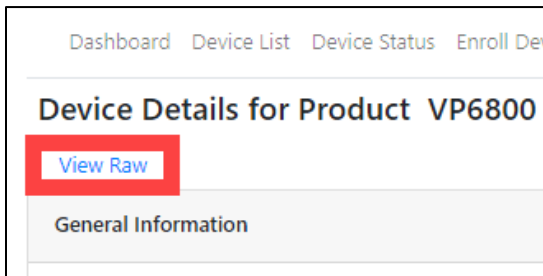
During the update, the target device's status displays as **Updating Firmware**; when the update completes the status displays as **Ready**.

Device Status					
<a href="#">Filter</a>					
Asset ID	Product	Model Number	Serial Number	Last Status	
N/A	VP6800	IDV68-*	819T736280	Updating Firmware	
N/A	VP6800	IDV68-*	819T736280	Ready	

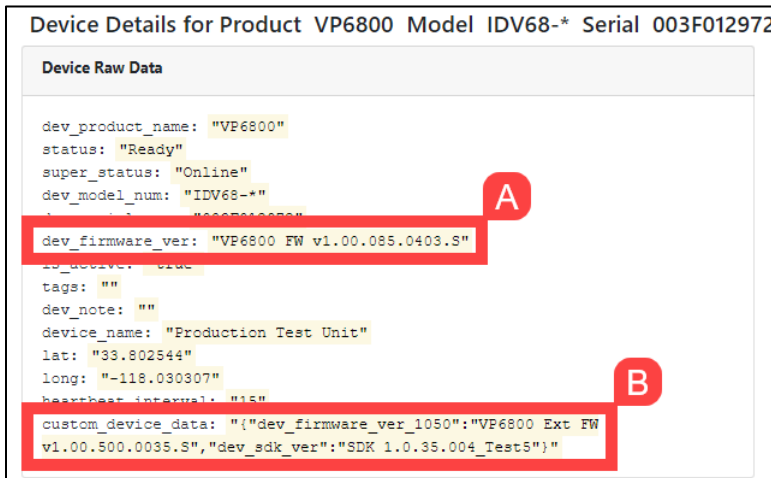
## 10.4. Checking and Validating Firmware Versions via Raw Data

Follow the steps below to check and validate firmware versions via raw data.

1. On the **Device Details** page, click **View Raw** under the device name.



2. The page displays raw data for the device, including
  - a. **dev\_firmware\_ver**: the current firmware version for the K81 processor.
  - b. **custom\_device\_data > dev\_firmware\_ver\_1050**: the current firmware version for the RT1050 processor.



## 10.5. Notes About Updating Firmware

Be mindful of the following when updating device firmware:

- Firmware updates are limited to the versions listed in the **Firmware Update** dialog.
- Be sure to use the correct firmware update—production versus test—for the target device:
  - Production units have model numbers that end in a number (for example, IDV68-11111) and use firmware updates labeled **PROD**.
  - Demo units have a model number ending with D (for example, IDV68-11111D) and use firmware updates labeled **TEST**.
- Firmware updates for devices with multiple CPUs are available only as packages and the firmware for both CPUs must be updated at the same time.

## 10.6. Troubleshooting Firmware Updates

If a firmware update fails, follow these steps to ensure further update attempts succeed:

1. Verify that the firmware update version is correct for the device. Do so by comparing the currently installed version to the version number in the update menu.
2. Make sure the firmware update matches the device type—production versus demo:
  - a. Production units have model numbers that end in a number (for example, IDV68-11111) and use firmware updates labeled PROD.
  - b. Demo units have a model number ending with D (for example, IDV68-11111D) and use firmware updates labeled TEST.
3. Retry the update. The firmware updater is designed to be robust and handle any interruption. Users can simply retry the firmware update process if it failed the first time.

## 10.7. TMS Agent Standby Mode

In Standby Mode, TMS Agent does not connect to the target VP6800 (or other device) before every heartbeat. Instead, TMS Agent gathers heartbeat data on startup and writes it to **data.json**, stored locally on the connected Interface Controller Board device. Before every heartbeat TMS Agent gets heartbeat data from **data.json** instead of the VP6800.

### 10.7.1. data.json Overview

TMS Agent creates a **data.json** file and saves that file in the IFC Board's root directory to store the VP6800's current data. TMS Agent uses this file to send accurate VP6800 heartbeat data without having to connect to the device each time. TMS Agent only uses **data.json** when in Standby Mode.

**Note:** Although users can create their own **data.json** file, ID TECH recommends using the **data.json** file that TMS Agent auto-generates. Using incorrect values in the JSON can majorly affect how and what data TMS Agent sends to the TMS Server.

### 10.7.2. data.json Example

The following example describes the possible **data.json** fields and values. Note that the file may not always contain all fields and values listed below.

```
{
  "ifc_serial": "004T451437",
  "idt_serial": "003F012972",
  "firmware_ver": "VP6800 FW v1.00.085.0403.S",
  "firmware_ver_1050": "VP6800 Ext FW v1.00.500.0035.S\u0001",
  "agent_event": "Heartbeat",
  "agent_status": "Ready",
  "device_event": "Heartbeat",
  "device_status": "Ready"
}
```

Field	Value
ifc_serial	The serial number on the IFC board
idt_serial	The serial number on the VP6800
firmware_ver	The current firmware version on the K81 chip
firmware_ver_1050	The current firmware version on the RT1050 chip
agent_event	The current event type being sent for agent heartbeats
agent_status	The current status for the agent
device_event	The current event type being sent for VP6800 heartbeats
device_status	The current status for the VP6800
agent_version	The current version of the TMS Agent

### 10.7.3. Troubleshooting Standby Mode

If the IFC Board unit cannot access **data.json**, it prints the following line out to the console:  
There is no 'data.json' file or it has been corrupted. Please run agent in non-standby mode so the file can be created and all appropriate data inputted into it or delete the existing one and restart the TMS Agent.

When this happens, delete the **data.json** file and restart TMS Agent.

## 10.8. TMS Agent Configuration

Device administrators can use the **config.json** file to perform basic TMS Agent configuration.

### 10.8.1. config.json Overview

The **config.json** file resides on an IFC Board device and handles TMS Agent configuration. IFC Boards do not require a config file to run in default configuration. Device administrators must create **config.json** manually in the following directory: **/etc/tms\_agent/config.json**.

### 10.8.2. config.json Example

The following example describes the possible **config.json** fields and values.

```
{
  "DEV": 1,
  "IFC": 1,
  "endpoint_url": "https://api.vivostate.io/event"
}
```

DEV	If <b>0</b> , TMS Agent connects to the production server; if <b>1</b> , TMS Agent connects to the test server ( <b>0</b> by default).
IFC	If <b>0</b> , TMS Agent does not send IFC heartbeats; if <b>1</b> , TMS Agent sends IFC heartbeats ( <b>1</b> by default).
endpoint_url	The specific URL used to send heartbeats to the TMS Server. This field overrides the <b>DEV</b> field when used (unused by default).

### 10.8.3. config.json Troubleshooting

TMS Agent does not require config.json to run, and as such does not send an error message when it is incorrectly implemented; TMS Agent simply runs in the default configuration. If TMS Agent is running in default configuration and not the configuration defined in **config.json**, follow these steps:

1. Delete **config.json** from the IFC Board device.
2. Create a new config.json in the **/etc/tms\_agent/config.json** directory.
3. Restart TMS Agent.

## 11. Requesting Support

Find Tech Support resources at the [ID TECH Tech Support home page](#) or send an email describing any issues to [support@idtechproducts.com](mailto:support@idtechproducts.com) (emailing this address automatically generates a support ticket).

Further in-browser support features are currently in development.