

Video Analytics

Version 4

Installation Guide

Installation Guide

Revisions

Issue	Date	Revisions
A	05/07	Rebranded to Honeywell standards.
B	06/07	Revised content to allow single set of documentation for all product packages.
C	08/07	Added content for 3rd party driver installation.
D	08/07	In Installation chapter, reordered steps; added Inadequate Drive Space caution.
E	09/08	Updated content for V4.6 release; minor edits throughout.
F	09/09	Updated content for V4.7 release; added Appendix A, Honeywell IP Utility Installation , and Appendix E, Meinberg NTP Software Installation ; revised Analytics Server Requirements .
H	09/10	Added alarm suspension functionality.

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About This Document

Honeywell Video Analytics is an intelligent software system that can be added to your existing CCTV system to automate the daily surveillance tasks and collect relevant information from a large amount of video data. Video Analytics detects and tracks moving objects (for example, people and cars) in the video, detects user-defined events, and triggers real-time alarms. The software also provides indexing and retrieval capabilities to search for specific types of events or objects detected and stored in the database by the system to perform after-the-fact video forensics for investigation purposes.

This Installation Guide provides the hardware requirements for running the Honeywell Video Analytics server and client applications and step-by-step instructions on how to install the entire software package.

This document is written for system integrators or engineers to help them prepare the computer server and other hardware components prior to the installation and deployment of the software.

Overview of Contents

This document contains the following chapters and appendices:

- [Chapter 1, Introduction](#), lists and describes all the system requirements for running Video Analytics server and client software.
- [Chapter 2, Software Installation](#), explains how to install the Honeywell Video Analytics software.
- [Chapter 3, License Key Management](#), covers how to enable the software using either a license key dongle or a license key string.
- [Appendix B, Euresys MultiCam Driver Installation](#), explains how to install the 3rd party Euresys™ MultiCam™ driver.
- [Appendix C, Add-On Relay Module and Driver Installation](#), describes how to install an optional add-on module on the server PC to provide relay output when an alarm occurs.
- [Appendix D, Adobe Reader Installation](#), covers how to install Adobe Reader from the Honeywell Video Analytics software installation CD.
- [Appendix E, Meinberg NTP Software Installation](#), describes how to install the Meinberg Network Time Protocol (NTP) software.
- [Appendix F, Solutions](#), provides answers for common technical issues.

Related Documents

For more information on using the Honeywell Video Analytics software, please refer to the following documents.

Document title	Part number	Description
<i>Video Analytics V4 Reference Guide</i>	800-04267	Written for the system administrator or the site security manager, this guide provides details on how best to configure the entire system, including crucial camera placement choices and detailed configuration procedures. This guide also covers using the Video Analytics software components for daily surveillance tasks and business tools, including alarm monitoring, forensics tool, and event statistics reporting.
<i>Video Analytics V4 Getting Started Guide</i>	800-00923	Covers the basic information for quickly setting up your system.
<i>Release Notes.txt</i>		For late-breaking information about this release of Video Analytics software, please refer to the <i>ReleaseNotes.txt</i> on the software CD.

Important Note on Operating Conditions

The Honeywell Video Analytics software is intended for use in typical indoor or outdoor environments where stationary security cameras are placed. There are specific operating conditions and detailed camera setup procedures to ensure the correct hardware configuration and optimal performance of the software.

Please refer to the [Video Analytics V4 Reference Guide](#) for details on required operating conditions and camera placement for use of this software and how to configure the software system for your unique application.

Software License

To use this release of Honeywell Video Analytics software, you must agree to the Honeywell End User License Agreement. The full license agreement is on your installation CD.

Typographical Conventions

This document uses the following typographical conventions:

Font	What it represents	Example
Helvetica	Keys on the keyboard	Press Ctrl+C
Lucida	Values of editable fields that are mentioned in the body text of the document for reference purposes, but do not need to be entered as part of a procedure	The Time from field can be set to Hours:Minutes:Seconds.
	Text strings displayed on the screen Syntax	The message Unauthorized displays. (object) entered
Lucida Bold	Words or characters that you must type. The word “enter” is used if you must type text and then press the Enter or Return key.	Enter the password .
Swiss721 BT bold	Menu titles and other items you select	Double-click Open from the File menu.
	Buttons you click to perform actions	Click Exit to close the program.
<i>Italic</i>	Placeholders: words that vary depending on the situation	<i>username</i>
	Cross-reference to external source	Refer to the Video Analytics V4 Reference Guide .
	Cross-reference within document	See Introduction .

Introduction

You can install the Honeywell Video Analytics software suite on a PC operating with any one of a number of Microsoft® Windows® operating systems. See the server and client computer specifications in this chapter for a list of supported versions.

The software can take video inputs from various types of live camera inputs, including analog video through a frame grabber device and IP network video from network cameras.

Depending on the type of video input, your system will require a different configuration. Please refer to the [Video Analytics V4 Reference Guide](#) for video input specifications.

Frame Grabber Specification for Live Processing

The frame grabber is needed only for use with analog (NTSC or PAL) live video inputs. For network video inputs, no frame grabber is required. We currently support the following frame grabber cards with Euresys™ MultiCam driver version 6.4.2.634 or version 5.5 for Windows:

Frame Grabber Card	Description	Euresys part #
Piccolo Tetra™ (requires MultiCam 6.4.2.634 or MultiCam 5.5)	1 full PCI-slot per 4 inputs	1303 for Piccolo Tetra
Piccolo Alert™ with Video Expansion Bracket (requires MultiCam 6.4.2.634 or MultiCam 5.5)	2 PCI slots per 8 inputs	1305 for Piccolo Alert 1203 for Video Expansion Bracket for Alert
Piccolo Alert™ Compact (requires MultiCam 6.4.2.634 or MultiCam 5.5)	1 PCI slot per 8 inputs	6003 for Piccolo Alert Compact 3120 for Spider (breakout) cable
Piccolo Alert™ Compact PCIe (requires MultiCam 6.4.2.634)	1 PCI slot per 8 inputs	6003 for Piccolo Alert Compact PCIe 3120 for Spider (breakout) cable

For more information about the Pico Tetra™ and Pico Alert™ frame grabber cards and drivers, please refer to the manuals supplied with the card or visit the Euresys™ web site at www.euresys.com.

You must install the frame grabber card and its driver **before** installing Video Analytics software. Please see [Appendix B](#) for the frame grabber installation instructions.

IP Network Camera Specification for Live Processing

To use IP network cameras as live inputs, each camera must be set to stream MJPEG video at a minimum of 15 fps per stream. Currently the following IP network cameras and streamers are supported:

- **Axis** 206, 207, 210, 211, 212PTZ, 216FD, 221, 225FD, 241S, 241Q, 243Q, 243Q(1) Blade, 243Q(2) Blade, 243Q(3) Blade, 243Q(4) Blade, Q7401, Q7404, Q7406, 2120 (discontinued model), 2400 (discontinued model)
- **Sony** SNC-RZ20N, SNC-RZ30N, SNC-RZ50N/P
- **Honeywell** EQUIP™ Series IP network cameras, including HD4DIP, HCD554IP, HCS554IP, HD3MDIP, HD4MDIP, ACUIX™ digital PTZ dome (only in fixed position), as well as the HNVE1 network encoder.

Note To use Honeywell EQUIP Series IP network cameras with analytics software, the primary stream of the camera must be set to CIF (320x240 in NTSC or 320x288 in PAL) sized image of at least 15 fps.

For cameras that support 720p resolution (HD3MDIP and HD4MDIP), due to their wide aspect ratio, the CIF format results in an 320x192 image while the QCIF format results in an 160x96 resolution when processed by Honeywell Video Analytics.

Note that since the primary stream is shared amongst all devices (typically recording devices like Fusion or DVM), **all devices must have the same setting** (CIF, 15 fps). You can check the current setting by using the web browser to connect to the cameras, but you need to fix the setting on all devices.

If the analytics server detects the frame rate setting to be lower than 10 fps, it will re-issue the request to the camera to reset the frame rate back to 15 fps.

Optional Relay Component

You may also add an optional relay board to your Honeywell Video Analytics system. This allows the Video Analytics software to trigger the alarm relay output whenever an alarmed event is detected in the corresponding camera view. Currently Honeywell supports the following relay boards made by Measurement Computing Corp™ (MCC).

External USB Relay (Recommended)

- MCC USB-PDIS08, MCC USB-PDIS08/40, or Switch-and-Sense (8 form C relays to be used with 8-channel servers)
- MCC USB-ERB24 (24 form C relays to be used with 16-channel, or 24-channel servers)



Caution Only one relay module can be connected to each analytics server. For example, for a 12-, 16-, or 24-channel analytics server, you must use 1 unit of USB-ERB24 which supports up to 24 relay outputs. You cannot use 2 units of USB-PDIS08 to connect to the same server.

The following boards require an additional expansion PCI slot on the server and therefore they are not recommended by Honeywell. However, they are compatible with the software.

Internal Digital I/O PCI with External Relay Combination

- MCC PCI-DIO24 (internal digital I/O, 24 bits)
- MCC CIO-ERB08 (8 form C relays)
- MCC C37FF-3, C37FF4, or C37FF5 ribbon cable (for 3 ft, 4ft, or 5ft length)

Single PCI Board

MCC PCI-PDIS08 (5 form C, 3 form A relays)

Please see [Appendix C](#) for instructions on how to install a relay board and frame grabber driver. For more information on Measurement Computing Corp™, please refer to the manuals provided by MCC or visit their web site at www.measurementcomputing.com.

Analytics Server Requirements

Your system must meet the following recommended requirements to successfully install and run this release of the Honeywell Video Analytics software. For live processing of analog video, you need to have frame grabber PCI card(s) installed on your system (see the following tables).

8-Channel Analytics Server

Table 1-1 PC Minimum System Requirements, 8-Channel Server

Component	Requirement
Operating system	Windows XP Professional with Service Pack 2, or Windows Server 2003 R2 Standard
Processor	Recommended: Intel Core 2 Duo E-7300 (2.66 GHz or higher) or comparable Minimum: Dual Core Intel Pentium 935 (3.2 GHz or higher) or comparable
RAM	1 GB or higher
Hard drive storage	160 GB (for 60-day storage of metadata)
Video adapter	Video card with 16 MB memory
Network connection	100/1000 Ethernet
For analog video input	Frame grabbers: Option A: One Pico Alert Compact PCIe frame grabber with one spider (breakout) cable (recommended), or Option B: One Pico Alert Compact frame grabber with one spider (breakout) cable, or Option C: One Pico Alert frame grabber with one video expansion bracket, or Option D: Two Euresys Pico Tetra frame grabbers

16-Channel Analytics Server

Table 1-2 PC Minimum System Requirements, 16-Channel Server

Component	Requirement
Operating system	Windows XP Professional with Service Pack 2, or Windows Server 2003 R2 Standard
Processor	Recommended: Intel Xeon E5504 (2.0 GHz or higher) or comparable Minimum: 2 x Dual Core Intel Xeon 5140 (2.33 GHz or higher)
RAM	2 GB RAM or higher
Hard drive storage	400 GB (for 60-day storage)
Video adapter	Video card with 16 MB memory
Network connection	100/1000 Ethernet
For analog video input	Option A: Two Pico Alert Compact PCIe frame grabbers with two spider (breakout) cables (recommended), or Option B: Two Pico Alert Compact frame grabbers with two spider (breakout) cables

24-Channel Analytics Server

Table 1-3 PC Minimum System Requirements, 24-Channel Server

Component	Requirement
Operating system	Windows XP Professional with Service Pack 2, or Windows Server 2003 R2 Standard
Processor	Recommended: Intel Xeon E5530 (2.4 GHz or higher) or comparable Minimum: Quad Core Intel Xeon X5450 (3.0 GHz or higher) or comparable
RAM	2 GB RAM or higher
Hard drive storage	500 GB (for 60-day storage)
Video adapter	Video card with 16 MB memory
Network connection	100/1000 Ethernet
For analog video input	Option A: Three Pico Alert Compact PCIe frame grabbers with three spider (breakout) cables (recommended), or Option B: Three Pico Alert Compact frame grabbers with three spider (breakout) cables

Alarm Management Server Requirements

Alarm Management Server

The Alarm Management server requires the following minimum configuration:

Table 1-4 PC Minimum System Requirements, Alarm Management Server

Component	Requirement
Operating system	Windows XP Professional with Service Pack 2, or Windows Server 2003 R2 Standard
Processor	Recommended: Intel Core 2 Duo E-7300 (2.66 GHz or higher) or comparable Minimum: Dual Core Intel Pentium 935 (3.2 GHz or higher) or comparable
RAM	1 GB or higher
Hard drive storage	160 GB.
	Note On average, the size of an alarm record is 20 KB.
Video adapter	Video card with 16 MB memory
Network connection	100/1000 Ethernet
Other	One USB 2.0 interface

Client Requirements

Running client applications (including the Configuration Tool, Live Monitoring Station, Forensics Tool, Reporting Tool, and Alarm Watch) does not require a lot of computation resources. [Table 1-5](#) lists the system requirements for running the client software.

Table 1-5 PC Minimum System Requirements, Video Analytics Client

Component	Requirement
Operating system	Windows XP Professional with Service Pack 2, or Windows Server 2003 R2 Standard, or Windows Vista Business Edition
Processor	Recommended: Intel Core Duo T6400 (2.0 GHz or higher) or comparable Minimum: Intel Pentium 4 (3.0 GHz or higher) or comparable
RAM	1 GB or higher; 1 GB minimum on Windows Vista
Video adapter	Video card with 32 MB memory
Display resolution	Minimum of 1280 x 800 pixels
Network connection	100/1000 Ethernet
Other	Audio with speakers

Software Installation

This chapter describes how to install the Honeywell Video Analytics software.



Caution If your system includes third party hardware components, you must first install these components and their drivers **before** installing the Honeywell Video Analytics software. This includes the Euresys frame grabber cards (for analog video input) and the MCC relay board (for alarm relay outputs).
For Euresys frame grabber card installation, see [Appendix B](#).
For MCC relay boards, see [Appendix C](#).
For Adobe Reader, see [Appendix D](#).

License Key String

This version of Honeywell Video Analytics supports software license key strings only. It allows mix and match of different product packages on a single server. For example, a 16-channel analytics server can be licensed to run 8 channels of Active Alert Premium and 8 channels of Smart Impressions. See [Acquiring a License Key](#), page 51 to find out how to acquire a license key from Honeywell Video Systems.

License Key Dongle

If you have a previous version of dongle-based Honeywell Video Analytics software, during the installation of this version, your dongle license will automatically be transferred to a license key string. After the license transfer, your dongle will be disabled and can no longer be used. See [Upgrading a Dongle License to a License Key String](#), page 26.

Installing the Video Analytics Suite

The instructions and screen shots in this section describe how to install Honeywell Video Analytics — Full Package. The Honeywell Video Analytics — Client Only instructions are generally the same; these differences are noted where relevant.

Preparing for the Installation

If this is a new installation, please proceed to [Starting the Installation Program](#).

Upgrading from a Previous Version

If you are performing a software upgrade, you may need to first uninstall the previous version. [Table 2-1](#) lists the various upgrade scenarios.

Table 2-1 Software Upgrade Scenarios

Upgrade from a Previous HVA Package	Upgrade to a V4.6/V4.7 Package	Consideration
Honeywell Video Analytics — Client	Full Package	You must first uninstall the previous version of Honeywell Video Analytics — Client before installing the new software. See Uninstalling Video Analytics Suite , page 43. Then follow the procedure in Starting the Installation Program , page 26.
Honeywell Video Analytics — Client	Client Only	Does not require uninstalling the previous version. Follow the procedure in Starting the Installation Program , page 26.
Honeywell Video Analytics — Server	Full Package	Does not require uninstalling the previous version. You will see an Upgrade Confirmation message similar to Figure 2-2 . Follow the procedure described in Starting the Installation Program , page 26. If the previous version was a license key dongle installation, the dongle license will be transferred to a license key string (see Upgrading a Dongle License to a License Key String , page 26). Keep the dongle handy (or ensure it is plugged in on the server) so that you can complete the upgrade.
Honeywell Video Analytics — Server	Client Only	You must first uninstall the previous version of Honeywell Video Analytics — Server. See Uninstalling Video Analytics Suite , page 43. Then follow the procedure described in Starting the Installation Program , page 26.
Honeywell Video Analytics — Server / — Client are both installed on the same machine	Full Package	When you attempt to install V4.6, you are prompted to first uninstall the previous version of Honeywell Video Analytics — Client. See Figure 2-1 .
Honeywell Video Analytics — Server / — Client are both installed on the same machine	Client Only	When you install V4.6, you are prompted to first uninstall the previous version of Honeywell Video Analytics — Server. Then follow the procedures described in Starting the Installation Program , page 26.

Note When upgrading from HVA V4.6 to V4.7 (Client to Client or Full Package to Full Package), you do not need to uninstall the previous version.

Figure 2-1 Upgrade Incompatible Message

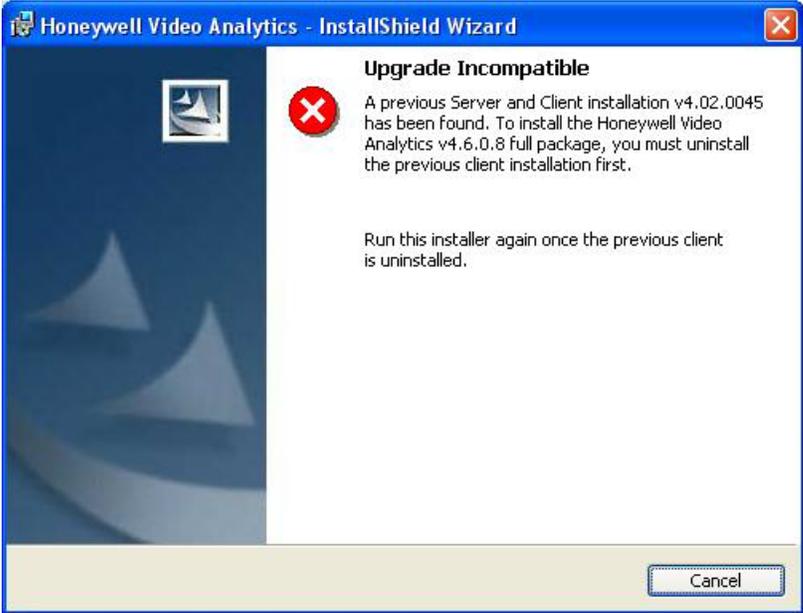
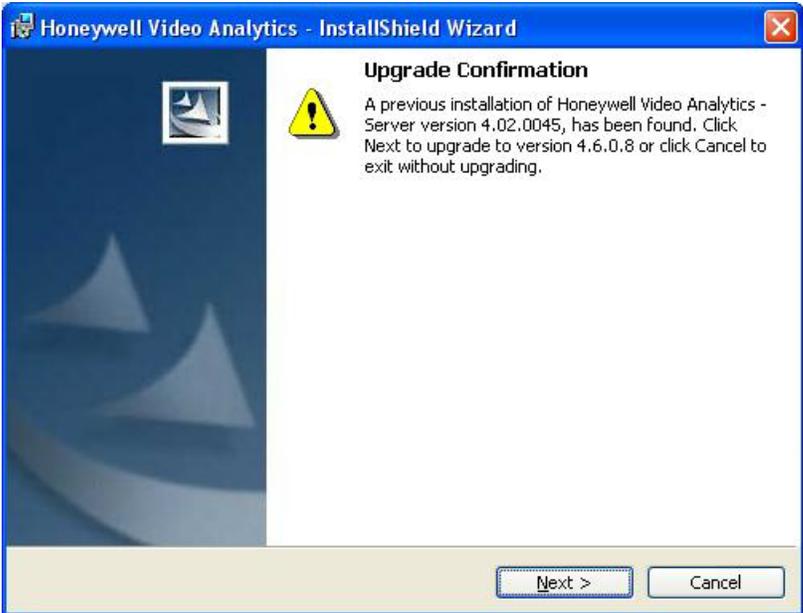


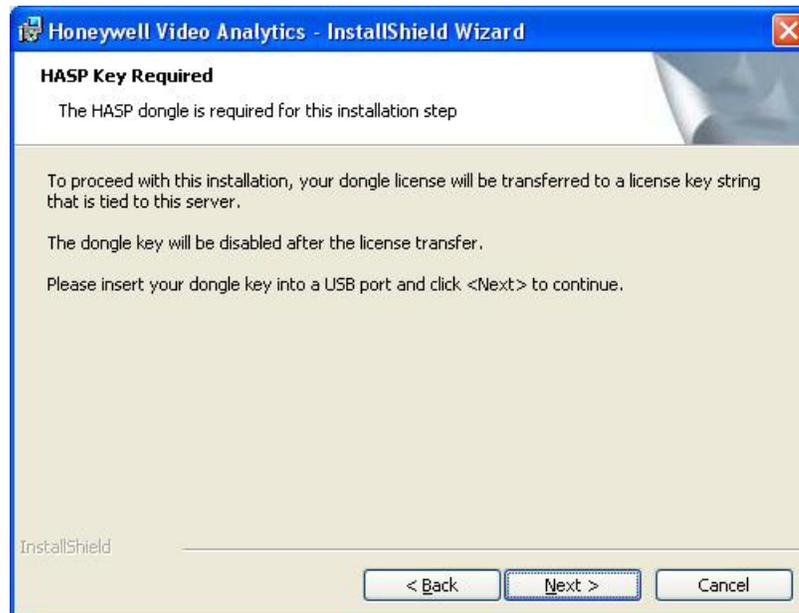
Figure 2-2 Upgrade Confirmation Message



Upgrading a Dongle License to a License Key String

1. If you are upgrading from a previous Video Analytics—Server software version that included a license key dongle (a USB device), at this point you need to insert your dongle key into a USB port (see [Figure 2-3](#)). This will verify your previous license information.
2. Click **Next>**. Your dongle license automatically transfers to a license key string. After the installation is complete, you will no longer need the dongle device.

Figure 2-3 HASP Key Required



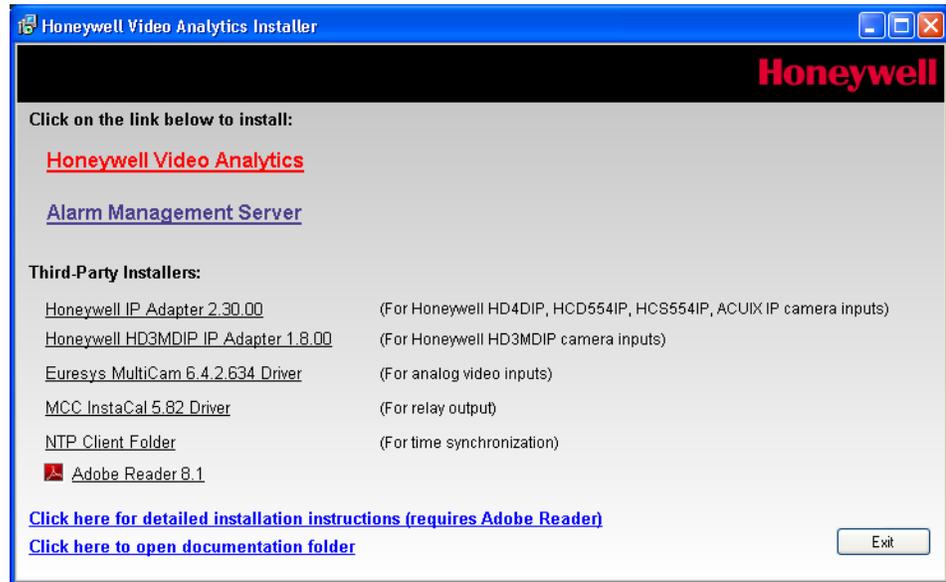
If the following message displays, check the USB connection.



Starting the Installation Program

1. Insert the installation CD into the CD-ROM drive. The Honeywell Video Analytics Installer starts automatically. If it does not, browse to the root folder of the CD and double-click *setup.exe*.
2. Click **Honeywell Video Analytics** (see [Figure 2-4](#)).

Figure 2-4 Honeywell Video Analytics Installer



3. Select an installation option, either:
 - Full Package — this installs both the server and client on the same machine.
 - Client Only

Note The package you select should match with the license you have purchased.



Installing the Full Package

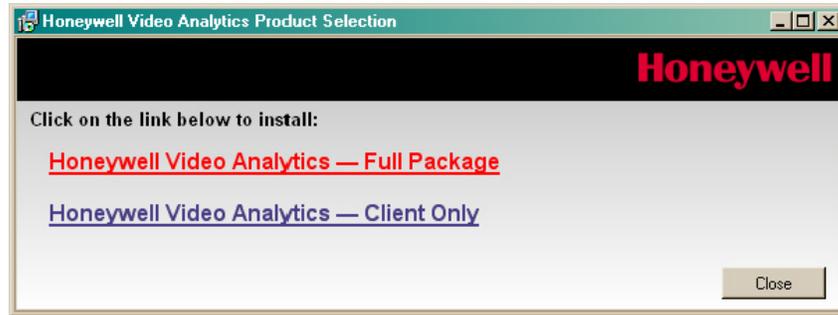
To install the server and client on the same machine, click **Honeywell Video Analytics — Full Package** (see [Figure 2-5](#)). Your selection turns red.

Installing the Client Only Package

To install the client only version, click **Honeywell Video Analytics — Client Only**.

Note The Client Only version requires that you specify the language version you wish to install.

Figure 2-5 Honeywell Video Analytics Full Package Installer



Version Information and Welcome Screens

4. The setup starts preparing the installation, after which the welcome screen appears (see *Figure 2-6*).]

Figure 2-6 Welcome Screen



Accepting the User License

5. Please read the Honeywell End-User License Agreement carefully.
6. If desired, click **Print** to print the license agreement.
7. Accept the terms in the license agreement, (see *Figure 2-7*) and then click **Next>** to continue the installation.

Figure 2-7 License Screen



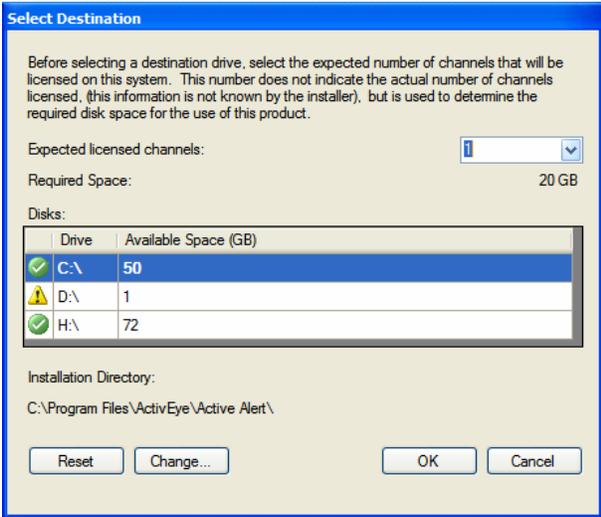
Selecting Destination Folder

- 8. When installing the Honeywell Video Analytics — Full Package Only, a Select Destination screen displays. See *Figure 2-8 (a)*. Select the number of licensed channels that are to be installed on the system, based on the number of licenses purchased. This estimates how much disk space is required by the analytics server. For a Client Only installation, a Destination Folder displays. See *Figure 2-8 (b)*.

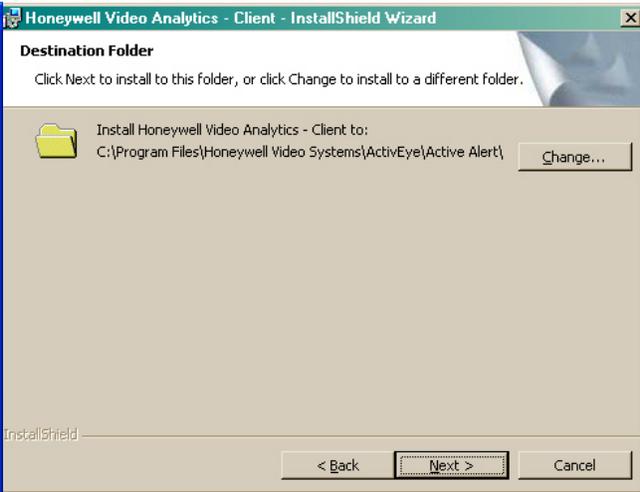
Figure 2-8 Select Destination Folder

Full Package

Client Only



(a)



(b)

9. Click **Reset** to reset the installation directory to the default value (usually *c:\Program Files\Honeywell Video Systems\ActivEye\Active Alert* directory on the system drive.)
If desired, click **Change...** to display the Browse For Folder dialog and change the destination folder.

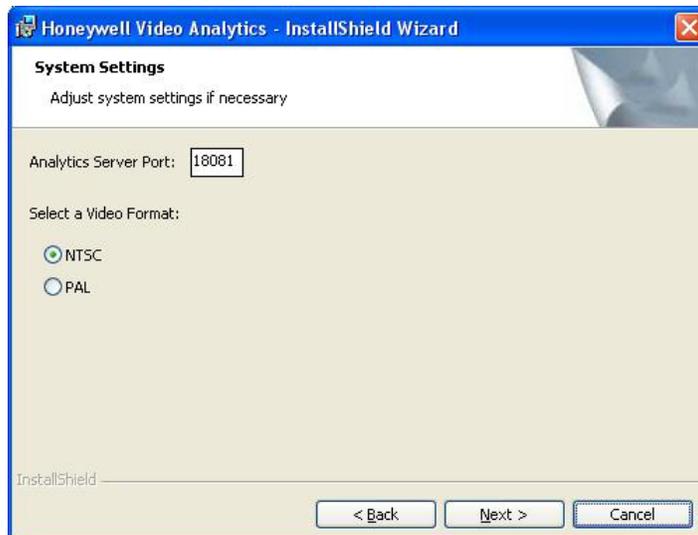


10. Click **OK** to continue the installation.

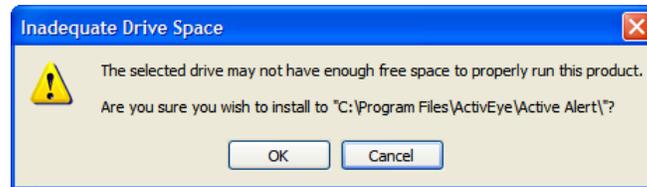
Adjusting System Settings (Full Package Only)

11. The default TCP port number for the analytics server to listen to connections from the clients is **18081**. If this conflicts with another port used by a different application on the system, the value may be changed during installation by editing the **Analytics Server Port** field in the Honeywell Video Analytics: System Settings screen (see [Figure 2-9](#)). You can also select the video format (**NTSC** or **PAL**) in this screen.

Figure 2-9 System Settings Selection



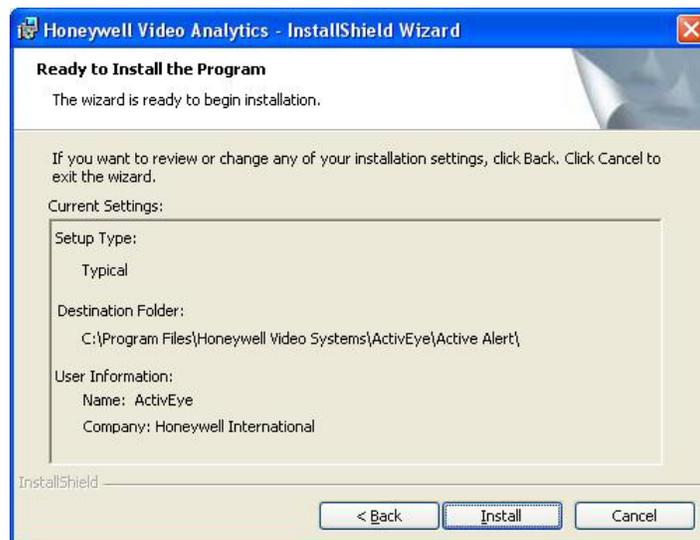
12. If the selected drive has insufficient free space available, a warning displays. The disk space requirement assumes the system to be running 24 hours a day continuously. If you are installing a demo system, you may ignore the warning and click **OK** to proceed.



Ready to Install

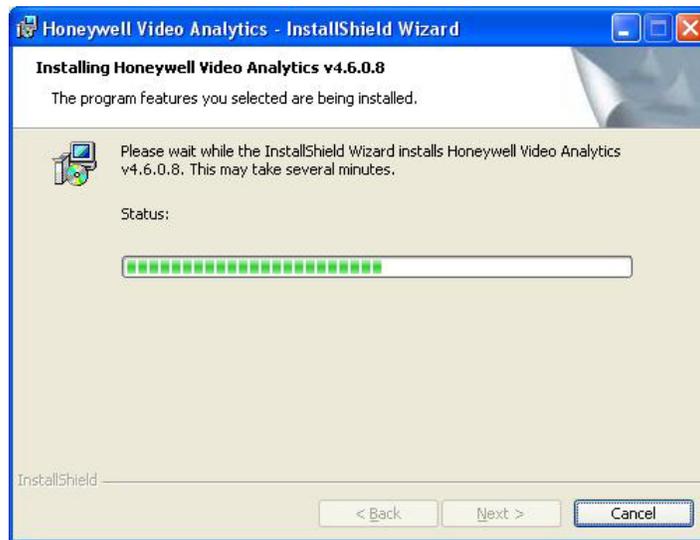
13. A summary screen appears advising that the InstallShield Wizard is now ready to install the program. After reviewing your installation settings, click **Install**.
- If you need to correct any settings before continuing, click **Back** to edit the settings.
- If you wish to exit the Wizard, click **Cancel**.

Figure 2-10 Ready to Install



Note Click **Next** after each step to continue through the installation.

14. At this stage, the installation program copies all required files to your system. A progress bar shows the installation status.



Setting an Administrator Password (Full Package Only)

15. If the Honeywell Video Analytics—Server has been successfully installed, you are prompted to set a password for the administrative user (**admin**) on the analytics server (see [Figure 2-11](#)).

Figure 2-11 Set Administrator Password Screen



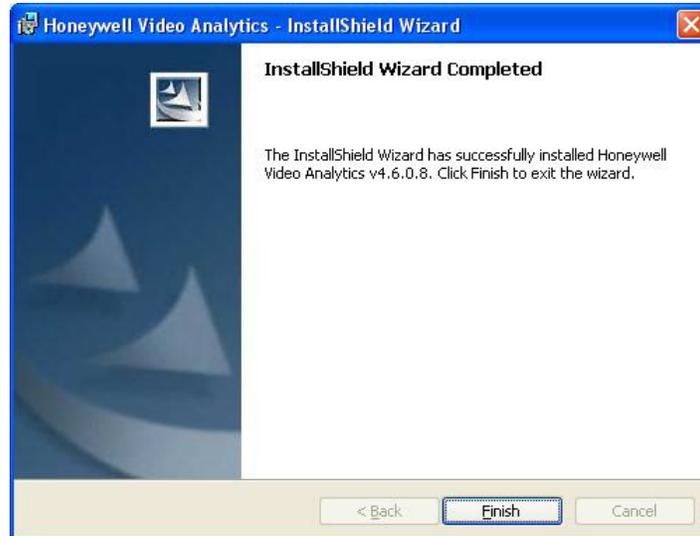
The password you choose must be different than the administrative user name (**admin**), otherwise an error message appears. Type a valid password in both the **New Password** and **Confirm Password** fields to continue the installation.



16. Click **OK**.

17. The InstallShield Wizard screen appears (*Figure 2-12*), indicating that installation is almost complete.

Figure 2-12 InstallShield Wizard Completed Screen



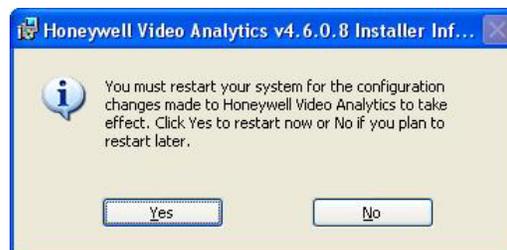
18. Click **Finish**.

Restarting Your System (Full Package and Client Package)

19. You must restart your system for the configuration changes to take effect.

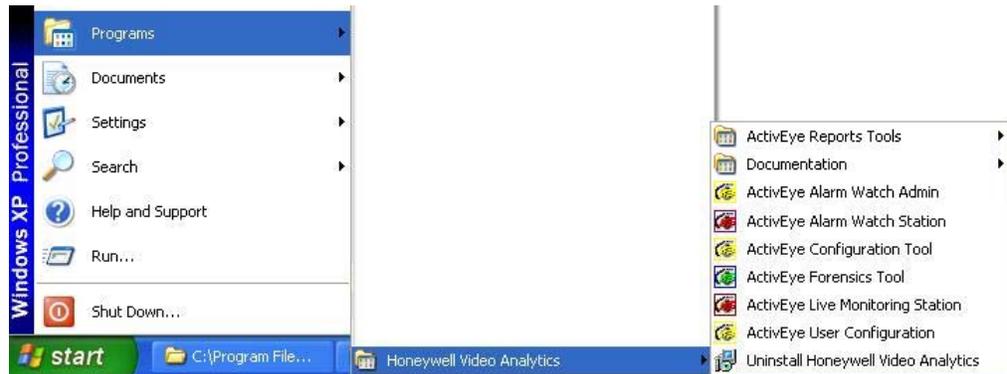
Note Rebooting after installing the client package will ensure the correct language pack is installed on your system.

Figure 2-13 Restart System



A shortcuts icon is automatically added to your desktop and shortcuts for all the Honeywell Video Analytics applications are added to your Windows Program Directory, as shown in *Figure 2-14*.

Figure 2-14 Shortcuts Added to Programs



Installing the Alarm Management Server

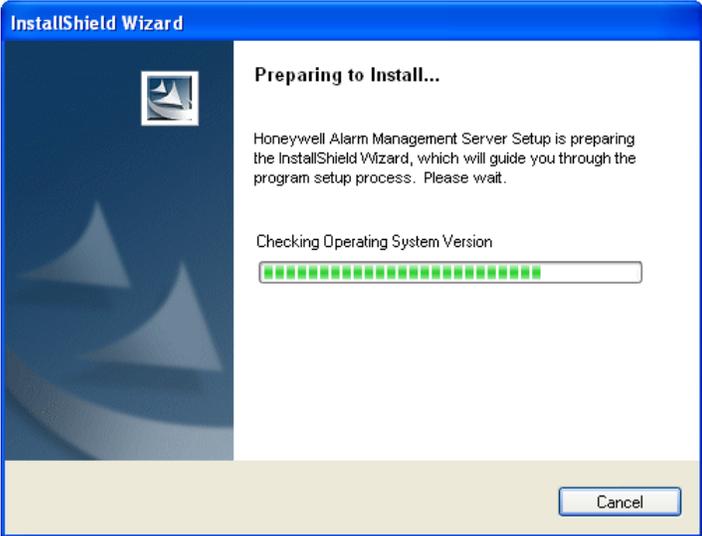


Caution Alarm Management Server (AMS) is a service that receives alarms from a large group of Analytics servers. The AMS then communicates with multiple Alarm Watch Station GUI clients for the security operator at a central monitoring station to effectively receive and manage alarms. AMS cannot be installed on the Analytics server where the full HVA package has been installed; you must have a dedicated server for running AMS.

To start the installation:

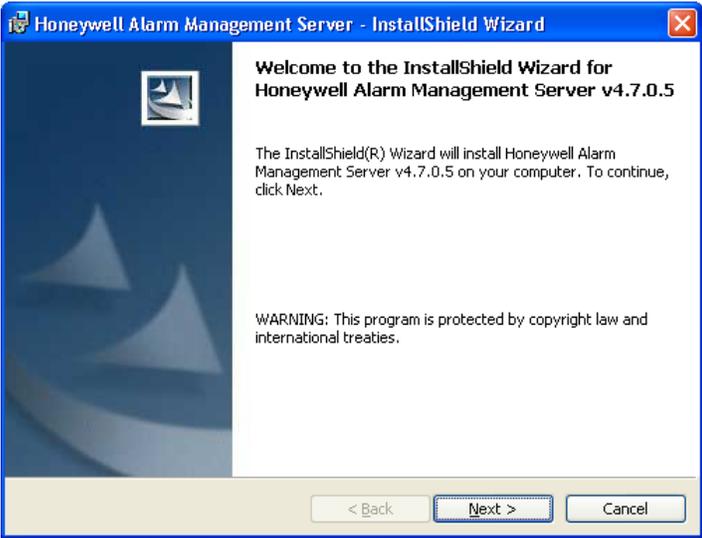
1. Insert the installation CD into the CD-ROM drive. The Honeywell Video Analytics Installer appears.
If it does not, browse to the root folder of the CD, and then double-click **setup.exe**.
2. Select the link **Install Alarm Management Server** to install Alarm Management Server on the system. The initial screen informs you that it is preparing for the installation (see [Figure 2-15](#)).

Figure 2-15 Alarm Management Server Install Initial Screen

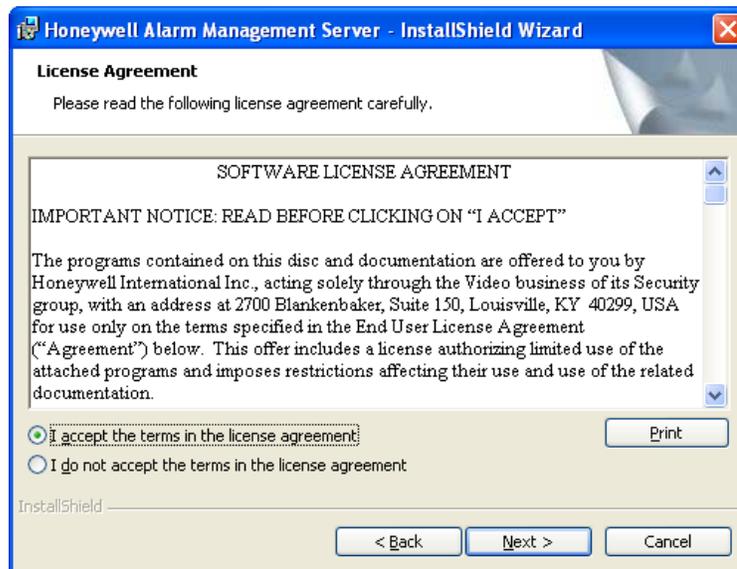


3. The Welcome screen appears. Click **Next** to proceed.

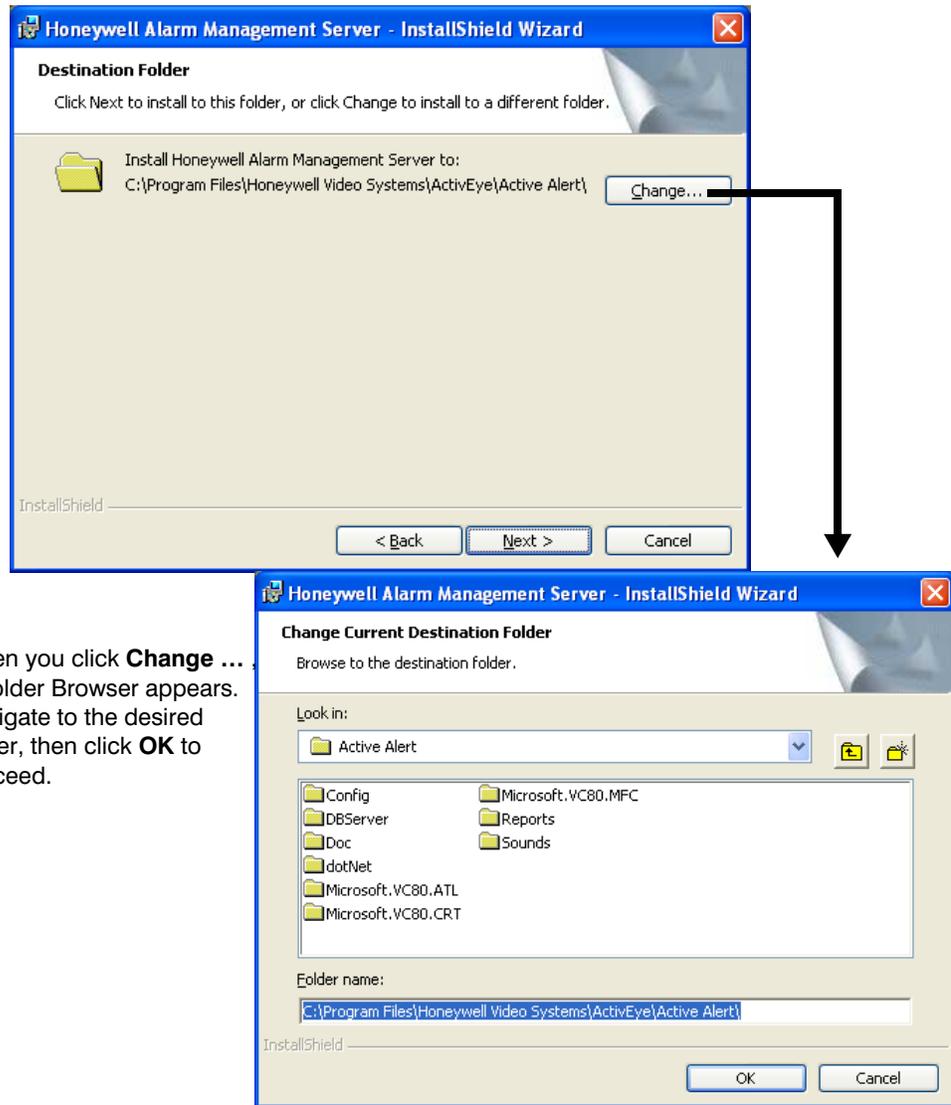
Figure 2-16 Alarm Management Server Install Welcome Screen



4. You are prompted to accept the Software License Agreement. You must accept the terms to continue with the installation. Click **Next** to continue.



5. Select **Next** to accept the default destination folder location or click **Change ...** to install to a different folder.



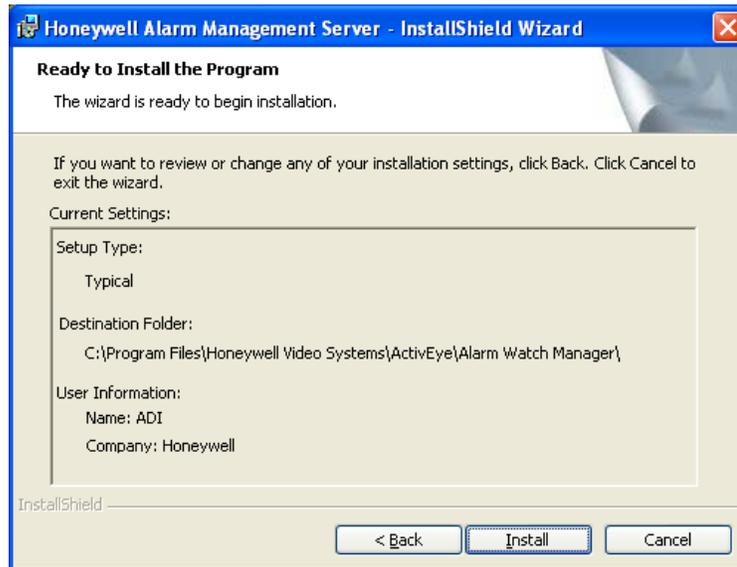
When you click **Change ...**, a Folder Browser appears. Navigate to the desired folder, then click **OK** to proceed.

6. A summary screen appears (see [Figure 2-17](#)). Review your installation settings, then click **Install**.

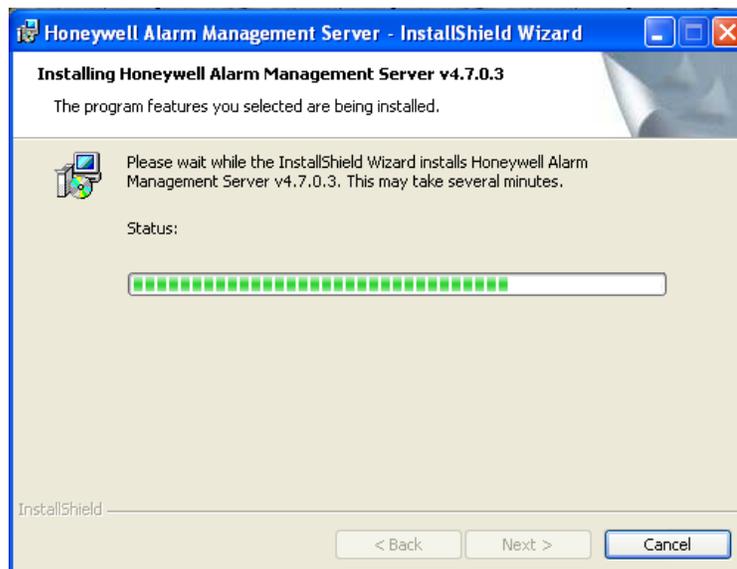
To correct any settings before continuing, click **Back**, edit your settings, then continue.

To exit the Wizard, click **Cancel**.

Figure 2-17 Alarm Management Server Install Summary



7. All required files are copied to your system. A progress bar shows the installation status.



8. You are prompted to set a password for the Administrative user (admin) for the Alarm Management Server (see [Figure 2-18](#)).



Caution The Alarm Manager Server admin user is unique to the Alarm Management Server. It is a different account from the admin user for the Video Analytics Server that was set up during the installation of the Honeywell Video Analytics - Full package.

Figure 2-18 Alarm Management Server Install Admin Password

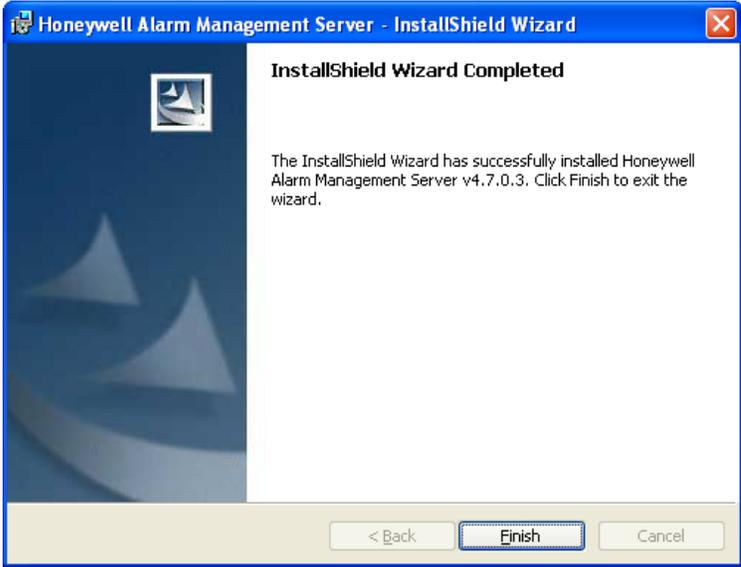


The password must be different from the username admin password. If the following message displays, type a valid password in both the **New Password** and **Confirm Password** fields to continue the installation.



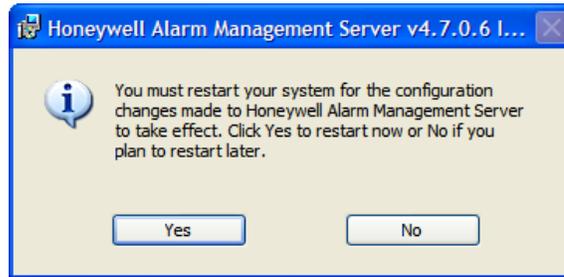
- 9. The InstallShield Wizard Completed screen displays, indicating the installation is almost complete. Click **Finish** to exit the installer and launch the Alarm Watch Station.

Figure 2-19 Alarm Management Server Install Completed



- 10. You must restart your system for the configuration changes to take effect.

Figure 2-20 Restart System

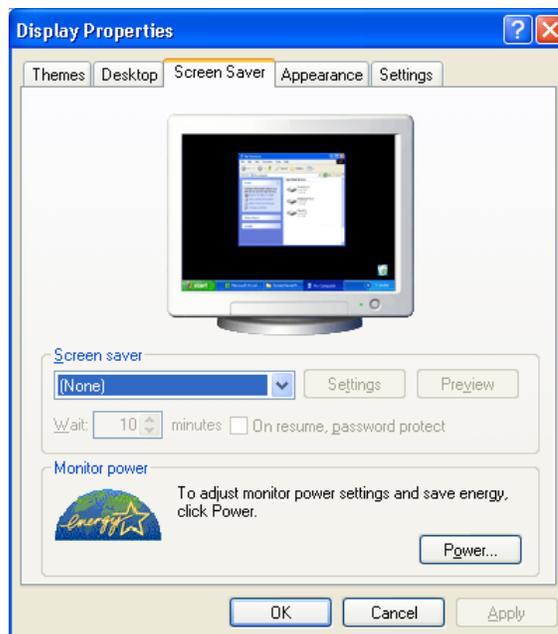


For detailed information on using the Alarm Management Server software, please refer to the [Video Analytics V4 Reference Guide](#).

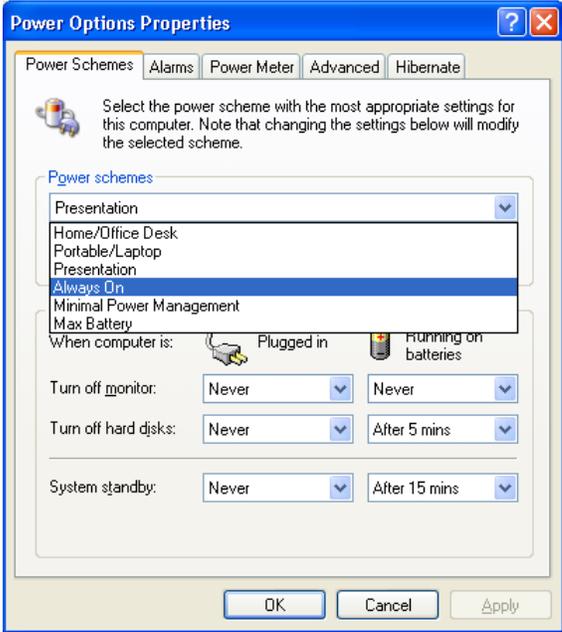
Configuring Power Schemes

It is important to configure the power schemes on the analytics server to make sure it does not enter hibernation mode.

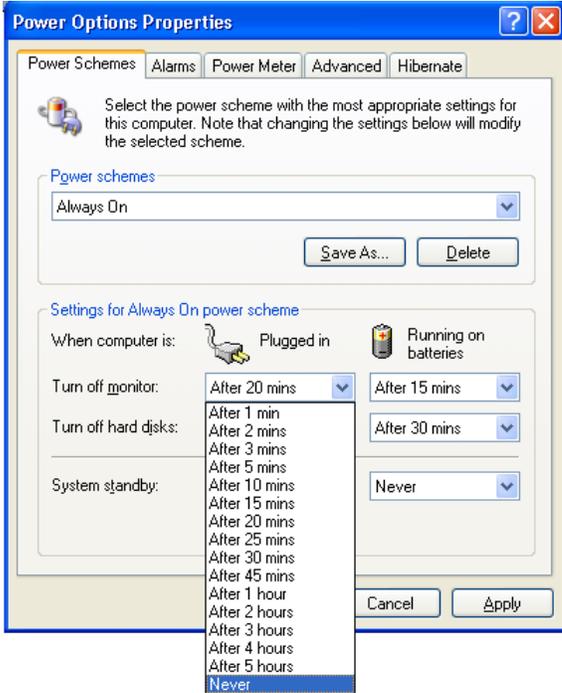
1. On the Windows **Control Panel**, select **Display**,
OR
Right-click on your desktop, then select **Properties**.
The Display Properties window appears.
2. Select the **Screen Saver** tab. In the Screen saver drop-down list, select **(None)**.



3. Click **Power...** to open the Power Options Properties window.



- 4. On the **Power Schemes** tab:
 - a. Select **Always On** from the **Power schemes** drop-down list.
 - b. Change **Turn off monitor**, **Turn off hard disks**, and **System standby** to **Never**.



5. On the **Hibernate** tab, ensure that **Enable Hibernation** is deselected (turned off).



6. Click **OK**.

Installing a Printer

The Reporting Tool included in the Honeywell Video Analytics software requires you to have at least one printer on your system. If you want to use the Reporting Tool to generate scheduled e-mail reports sent from the server, you must install at least one printer on the server machine. If you want to generate individual reports from the client PC, please install a printer on the client machine as well.

This can be a virtual printer instead of a real physical device. By simply having a virtual printer, you can generate the report in various formats, (for example, text, PDF or HTML). You can install any printer driver that comes with the standard Windows XP system.

To install a printer:

1. Select **Start » Settings » Printers and Faxes**.
2. Select **Add a Printer** to start the Add Printer Wizard.
3. Follow the steps to add a printer. If you are not sure which printer to install, you can select any printer on the list (for example, HP Business Inkjet 2250 PS).

Uninstalling Video Analytics Suite

Uninstalling Honeywell Video Analytics—Full Package (known as Video Analytics—Server in previous software versions) deletes all user settings, including any users added to the system through the Account Manager Tool and the administrative user/password set through the installation process.

Uninstalling either the Honeywell Video Analytics—Full Package or the Honeywell Video Analytics —Client Only removes Alarm Watch configuration settings as well, such as Alarm Watch users added and server and e-mail settings. If both the Server and Client packages are installed, the Alarm Watch settings are maintained until both packages are uninstalled.

Note If any package-specific Alarm Watch clients (for example, the e-mail client) are uninstalled, then these settings are removed from the configuration as they are no longer valid.

There are two methods to uninstall Honeywell Video Analytics Suite from your system:

- Use the Uninstall Shortcuts in the program group
- Use the Windows Add or Remove Programs in the Control Panel

Uninstalling Using the Uninstall Shortcuts

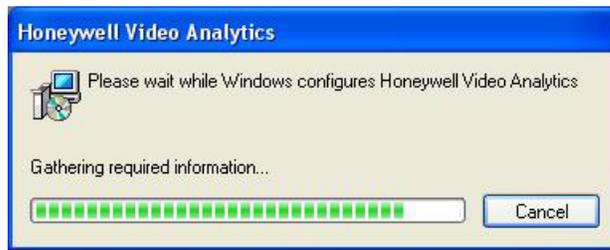
1. Click **Start** on your Windows taskbar.
2. Select **All Programs » Honeywell Video Analytics**, then click **Uninstall Honeywell Video Analytics**.
3. You are prompted to confirm you wish to continue with the removal process (see [Figure 2-21](#)). Click **Yes** to start the removal process.

Figure 2-21 Uninstalling Honeywell Video Analytics



4. [Figure 2-22](#) displays, indicating the removal process is proceeding.

Figure 2-22 Starting Uninstallation

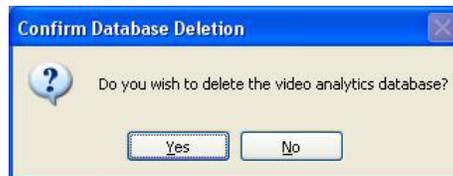


5. During the uninstallation of Honeywell Video Analytics — Full Package, you have the option to delete the Analytics database on the server (see [Figure 2-23](#)).



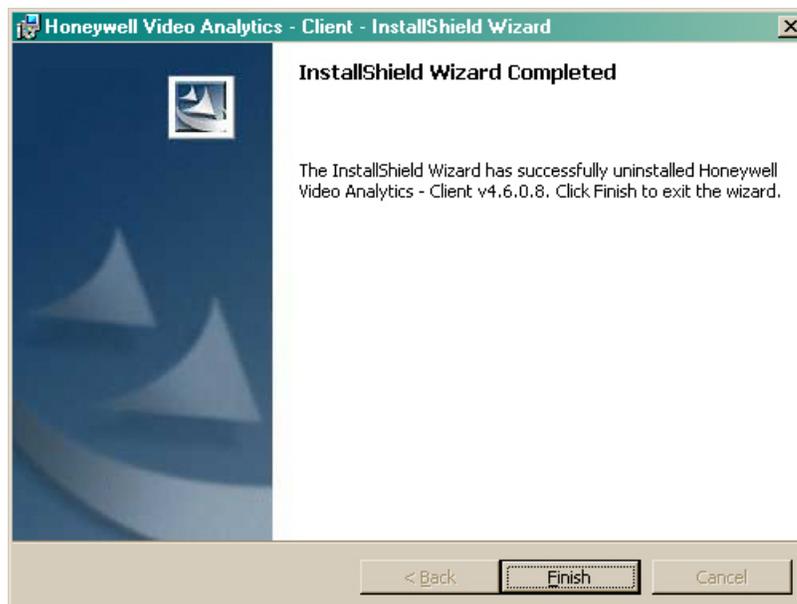
WARNING! Deleting this database removes any history of object data, events, and alarms.

Figure 2-23 Delete or Keep Database Screen



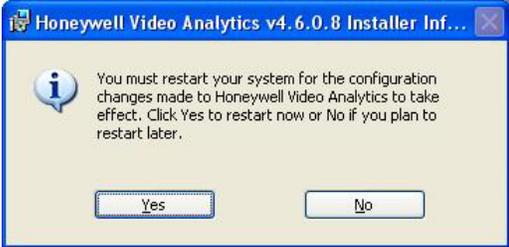
6. When you see an InstallShield Wizard Completed message similar to [Figure 2-24](#), the removal process is complete.

Figure 2-24 Uninstall Complete Screen



Restarting Your System

7. You must restart your system for the configuration changes to take effect.



Uninstalling Using the Windows Add/Remove Utility

1. Click **Start** on your Windows taskbar, then select **Control Panel**.
2. Double-click the **Add or Remove Programs** icon in the control panel. Depending on your version of Windows, a screen similar to *Figure 2-25* or *Figure 2-26* displays.

Figure 2-25 Add or Remove Programs - Category View Control Panel

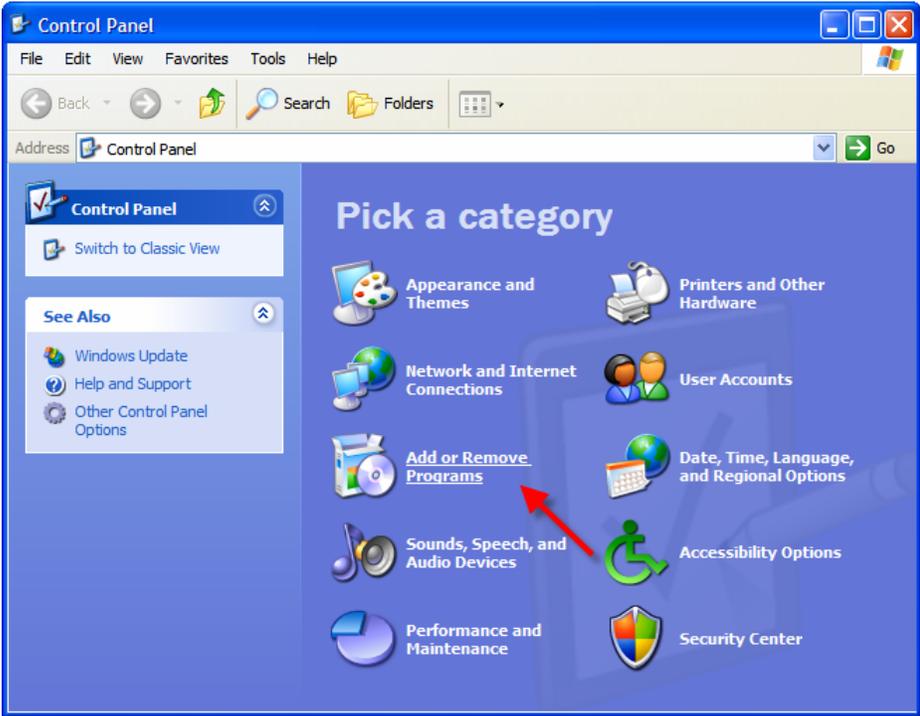
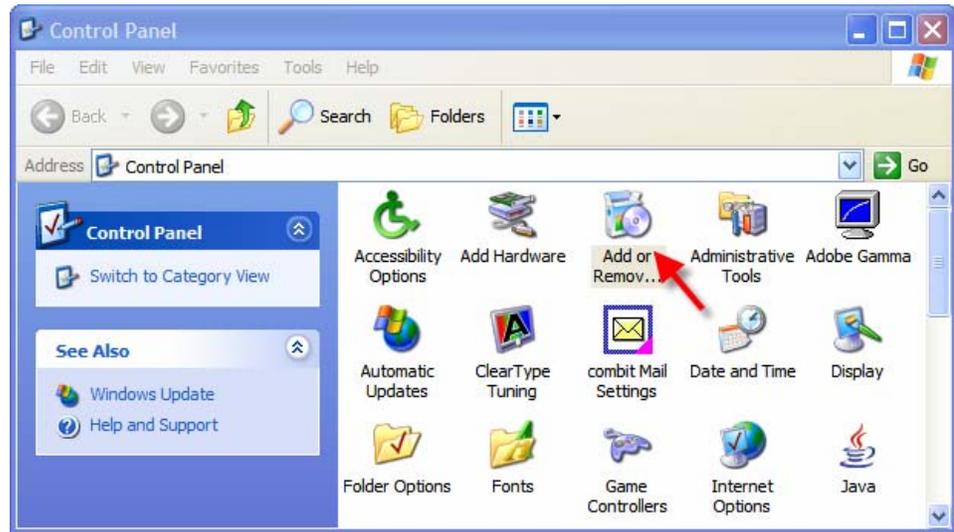
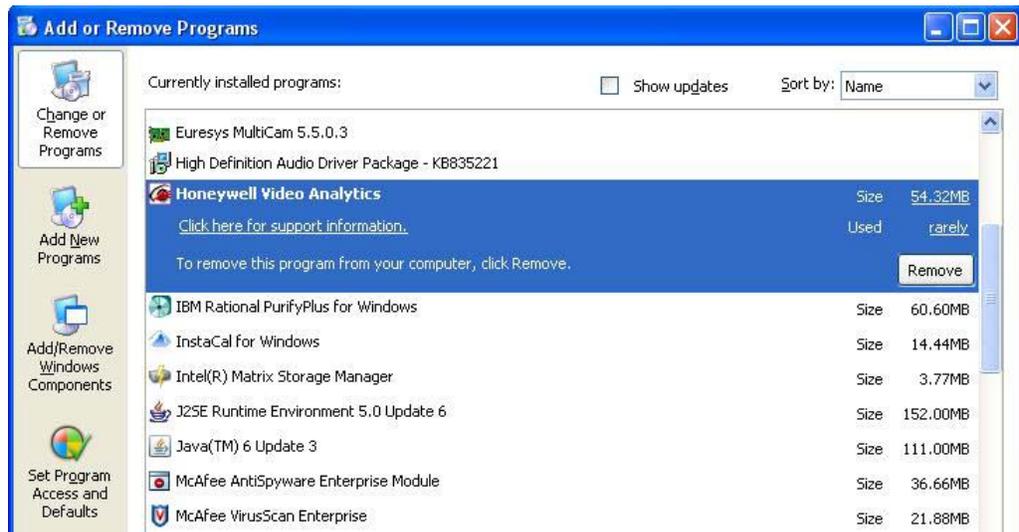


Figure 2-26 Add or Remove Programs - Classic View Control Panel



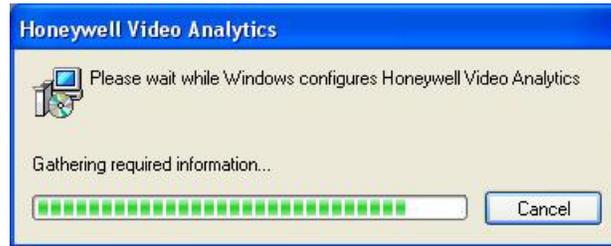
3. Select **Honeywell Video Analytics - Server** (or Honeywell Video Analytics - Client) from the list of applications, then click **Remove** (see [Figure 2-27](#)).

Figure 2-27 Add or Remove Programs Screen



4. At the prompt, click **Yes** to continue the uninstallation.





During the uninstallation of Honeywell Video Analytics — Full Package, you have the option to delete the Video Analytics database. See [step 5](#) on [page 44](#).

Uninstalling the Alarm Management Server

Uninstalling Using the Uninstall Shortcuts

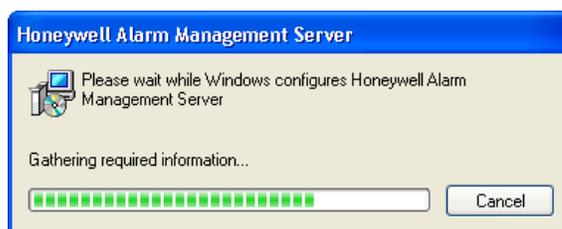
1. Click **Start** on your Windows taskbar.
2. Select **All Programs » Honeywell Video Analytics**, then click **Uninstall Honeywell Alarm Management Server**.
3. You are prompted to confirm you wish to continue with the removal process (see [Figure 2-28](#)). Click **Yes** to start the removal process.

Figure 2-28 Uninstalling Honeywell Alarm Management Server



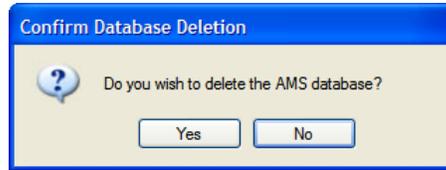
4. displays, indicating the removal processing is proceeding.

Figure 2-29 Starting Uninstallation



5. During the uninstallation of Honeywell Alarm Management Server, you have the option to delete the Alarm Management Server (AMS) database on the server (see

Figure 2-30 Delete or Keep the AMS Database Prompt



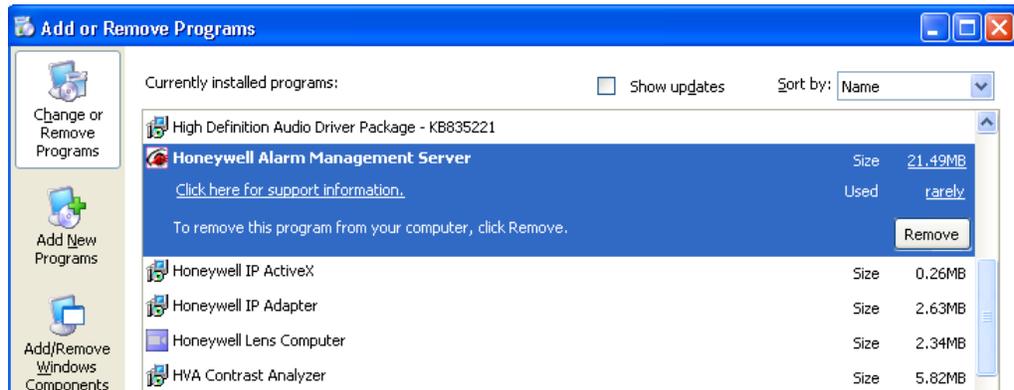
WARNING! Deleting this database removes any alarm data currently stored on the Alarm Management Server.

6. The removal process is complete.

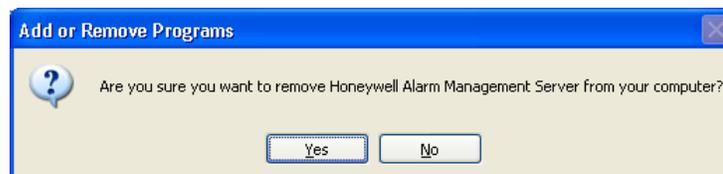
Uninstalling Using the Windows Add/Remove Utility

1. Click **Start** on your Windows taskbar, then select **Control Panel**.
2. Double-click the **Add or Remove Programs** icon in the control panel.
3. Select **Honeywell Alarm Management Server** from the list of applications, then click **Remove** (see *Figure 2-31*).

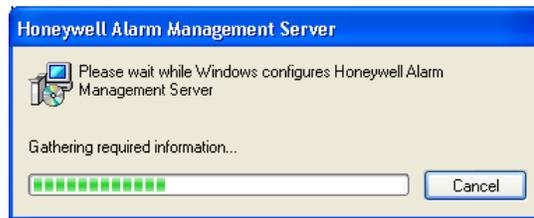
Figure 2-31 Add or Remove Programs



4. At the prompt, click **Yes** to continue the uninstallation.



5. During the uninstallation of Honeywell Alarm Management Server, you have the option to delete the Alarm Management Server database (see [step 5](#) on [page 48](#)).



Time Synchronization Across All Servers and Clients

For optimal performance and ease of operation, Honeywell recommends that you synchronize the clocks on all Video Analytics servers, the alarm management server, and client PCs within your system. This ensures that:

- All the analytics events and alarms are based on the same clock, and that they arrive at the alarm management server.
- The client PC clocks are not out of sync with the server that they are connecting to
- The HTTP connection does not get rejected by the server.

For your convenience, a publicly available, free NTP software is provided on the software installation CD under the NTP folder. Eric Young is credited as the author of part of the library used in this NTP software. Please refer to the full license agreement *ntplicense.txt* under the same folder.

For further information on installing and configuring the NTP software, see Appendix D.

License Key Management

This chapter covers how to activate the Honeywell Video Analytics software by acquiring a license key.

Note The license dongle is no longer supported in Video Analytics software v4.6 and later.

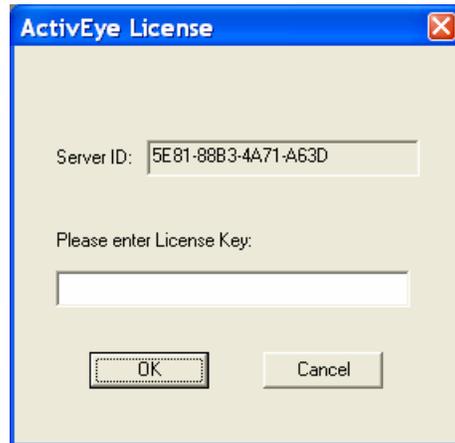
Acquiring a License Key

If you are upgrading your existing dongle-based system to this version of analytics software, the license key string will be automatically generated and activated during the software upgrade process.

If you need to acquire a license key string, you must complete the following procedure. A valid license key string is required to activate the software. Before running the software, you must acquire a license key. A valid key will be sent to you only after you complete the following steps:

1. Connect to the Analytics server using the Configuration Tool.
2. Select the **System Setup** tab, and then click **Enter License Key**. *Figure 3-1* displays.
3. Copy the Server ID text string, and send it to Honeywell Video Systems by e-mail (HVSsupport@honeywell.com). Upon receiving your system information, Honeywell sends you a license key for your Honeywell Video Analytics installation.

Figure 3-1 Acquiring a License Key



After acquiring the license key, enter it on the ActivEye License dialog box:

1. Connect to the Analytics server using Configuration Tool.
2. Select **Connect to remote server...** from the **File** menu.
3. On the System Setup tab, click **Enter License Key**.
4. In the ActivEye License dialog box, enter the license key received from HVSupport@honeywell.com.
5. Click **Send to server** to send the updated license key string to the server to activate the software.

A

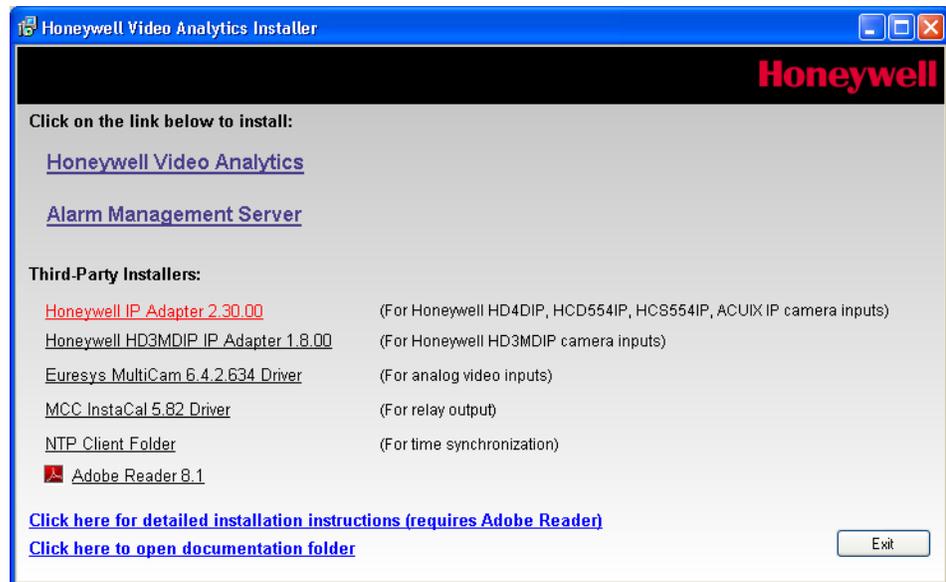
Honeywell IP Utility Installation

This appendix covers how to install the Honeywell IP Utility, which is required to use Honeywell IP cameras with Honeywell Video Analytics software.

Installing Honeywell IP Utility

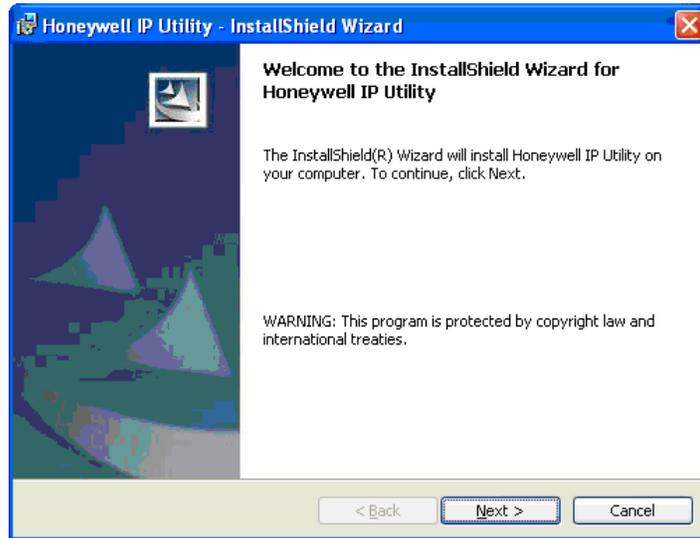
1. From the Honeywell Video Analytics Installer, click **Honeywell IP Adapter XXX** (see [Figure A-1](#)).

Figure A-1 Honeywell IP Utility Installation



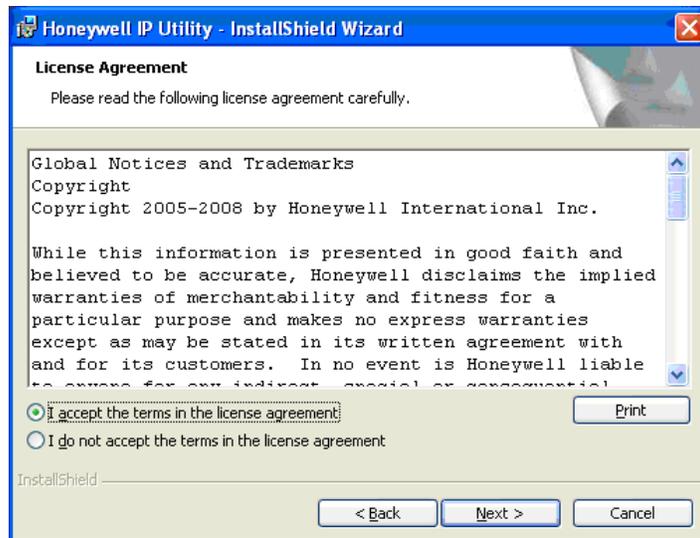
2. Click **Setup**.
3. The Welcome screen displays. Click **Next** to continue the installation (see [Figure A-2](#)).

Figure A-2 Welcome Screen

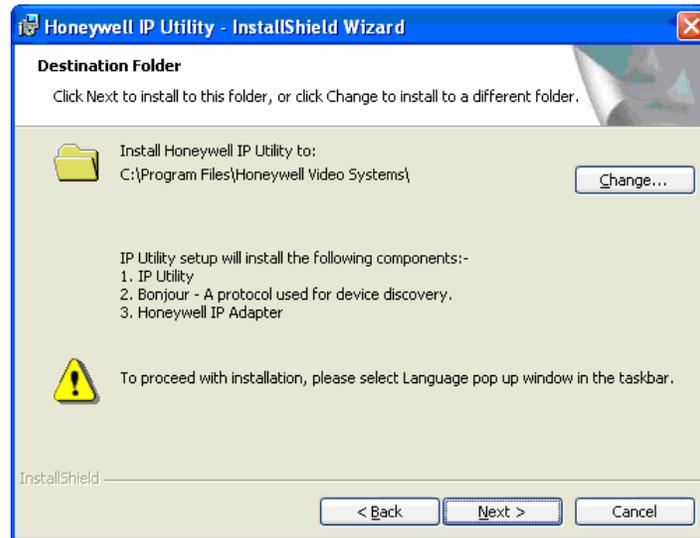


4. Please read the Honeywell End-User License Agreement carefully.
If desired, click **Print** to print the license agreement.
Accept the terms in the license agreement (see [Figure A-3](#)) and then click **Next** to continue the installation.

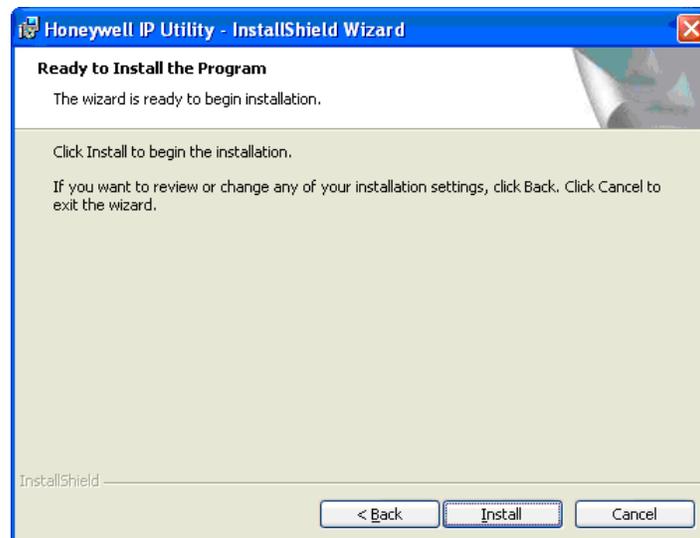
Figure A-3 License Agreement



5. Check the destination folder where the IP Utility will be installed (see [Figure A-4](#)). If desired, click **Change...** to display the Browse For Folder dialog and change the destination folder.

Figure A-4 Destination Folder Selection

6. The InstallShield Wizard is now ready to install the program (see [Figure A-5](#)). Click **Install** to proceed.
- If you need to correct any settings before continuing, click **Back** to edit the settings.
- If you wish to exit the Wizard, click **Cancel**.

Figure A-5 Ready to Install

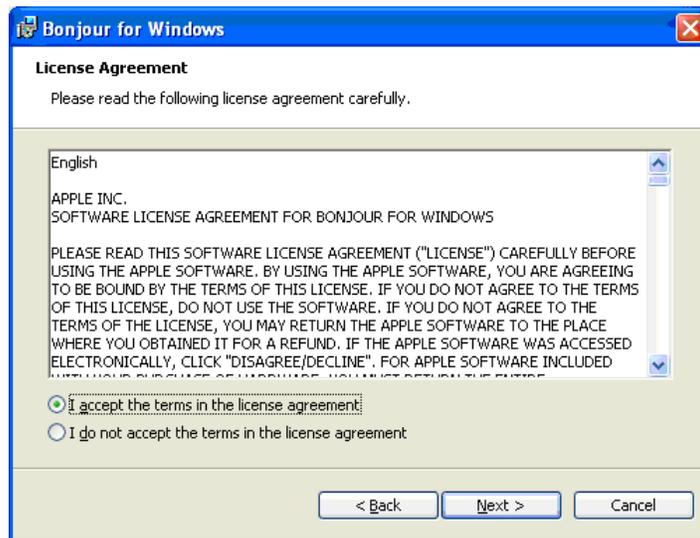
7. As part of the installation, the wizard prompts you for Bonjour installation (see [Figure A-6](#)). Bonjour enables automatic discovery of computers, devices, and services on IP networks. If Bonjour is not already installed on your system, click **Yes** to Install the application.

Figure A-6 Bonjour Welcome Screen



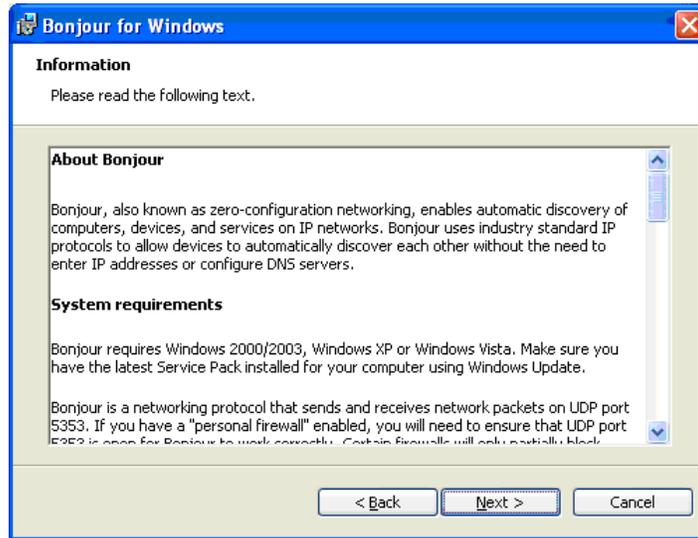
- a. Read the Bonjour license agreement (see [Figure A-7](#)). **Accept** the license and click **Next** to continue.

Figure A-7 Bonjour License Agreement Screen



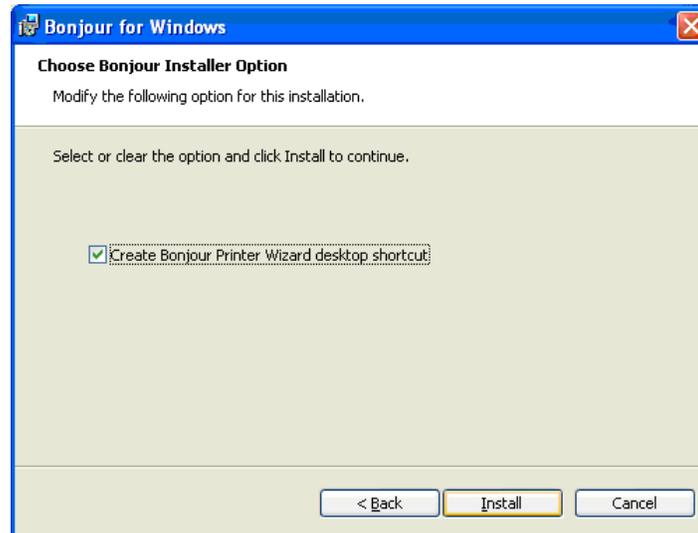
- b. Verify that your system meets the system requirements (see [Figure A-8](#)). If your system meets all the requirements, click **Next** to continue. Otherwise, click **Cancel** to abort the installation.

Figure A-8 Bonjour System Requirements



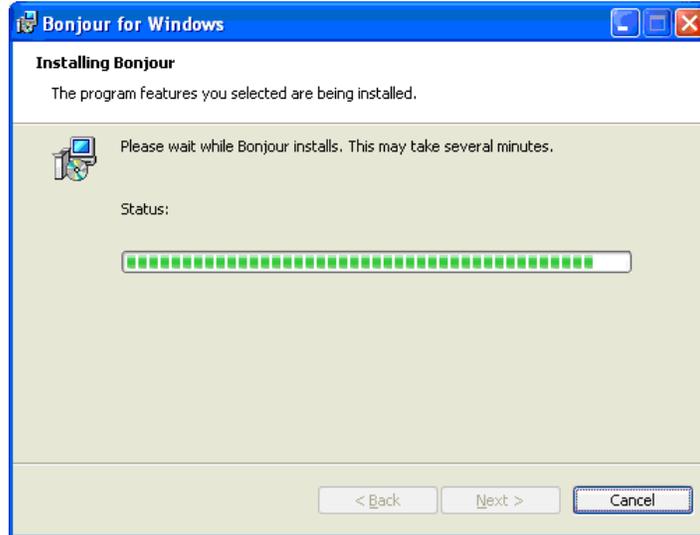
- c. Choose an installation option, then click **Install** (see [Figure A-9](#)).
Clicking **Cancel** will exit the Bonjour installation.

Figure A-9 Bonjour Installation Option Screen



- d. Next, you will see the Bonjour installation progress screen (see [Figure A-10](#)).

Figure A-10 Bonjour Installation Progress Screen



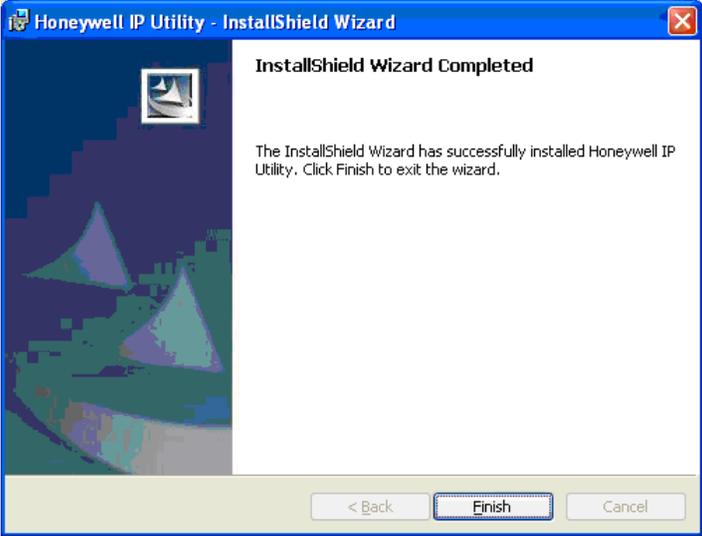
- e. When the installation process is completed (see [Figure A-11](#)), click **Finish** to continue with the rest of the Honeywell IP Utility installation.

Figure A-11 Bonjour Installation Completion Screen



- 8. When Honeywell IP Utility installation is completed you will be prompted with the installation completion screen (see [Figure A-12](#)). Click **Finish** to exit the installation program.

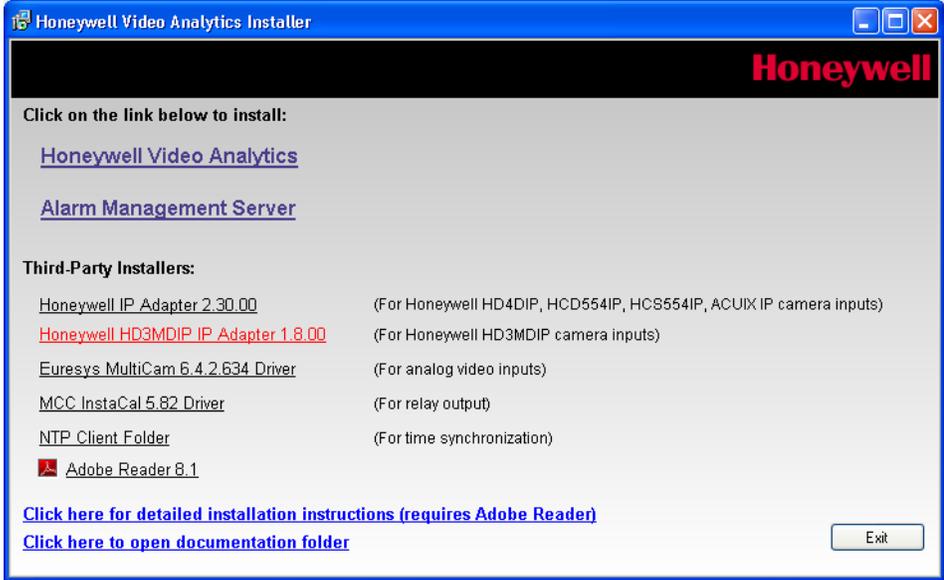
Figure A-12 Honeywell IP Utility Installation Completion Screen



After completion, a short-cut for the *Honeywell IP Utility.exe* application appears on your PC desktop.

From the Honeywell Video Analytics Installer, click **Honeywell HD3MDIP IP Adapter XXX** (see *Figure 3-1*). Follow similar steps to installer the IP adapter needed to use with this camera.

Figure 3-1 Honeywell HD3MDIP IP Adapter Screen



B

Euresys MultiCam Driver Installation

This appendix covers how to install Euresys frame grabbers and MultiCam 6.4.2.634 driver for analog video input.

If your system comes with Picolo Alert Compact PCIe frame grabbers, you must use the Multicam 6.4.2.634 driver. For older frame grabbers that use the PCI or PCI-X interface, there is no need to upgrade the Multicam 5.5 driver as it is still supported by the latest HVA software.

Note See [page 15](#) for a list of the currently supported frame grabber cards.

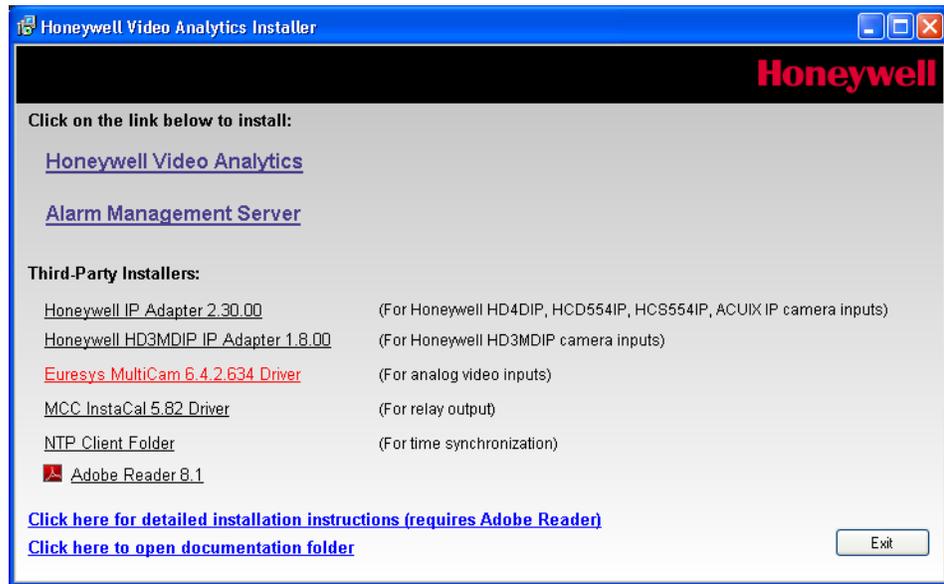
1. Insert the frame grabber cards to the appropriate PCI slots on the server **before** installing the MultiCam driver.
2. Uninstall any previous version of MultiCam drivers:
 - a. Click **Start** on your Windows taskbar, then select **Control Panel**.
 - b. Double-click **Add or Remove Programs**.
 - c. On the Add or Remove Programs dialog box, select the existing, older version of Euresys MultiCam, then click **Remove**.
3. Install the Euresys MultiCam 6.4.2 driver, included in the Video Analytics software installation CD (see [Installing the MultiCam 6.4.2 Driver](#)).
4. Verify that the frame grabbers are working properly (see [Verifying the Frame Grabbers Are Operational](#), page 68).

Installing the MultiCam 6.4.2 Driver

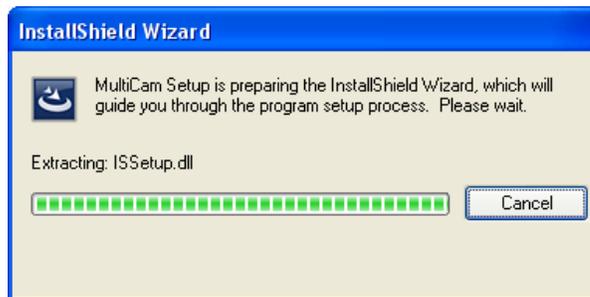
To install the MultiCam 6.4.2 driver:

1. From the Honeywell Video Analytics Installer, click **Euresys MultiCam 6.4.2 Driver** (see [Figure B-1](#)).

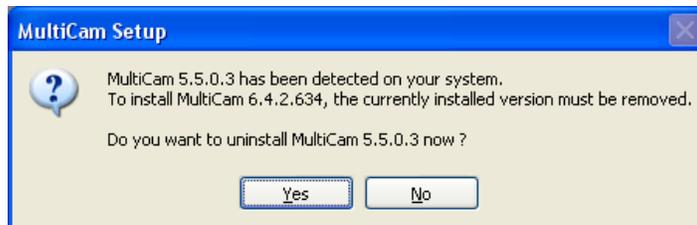
Figure B-1 MultiCam 6.4.2 Driver Installation



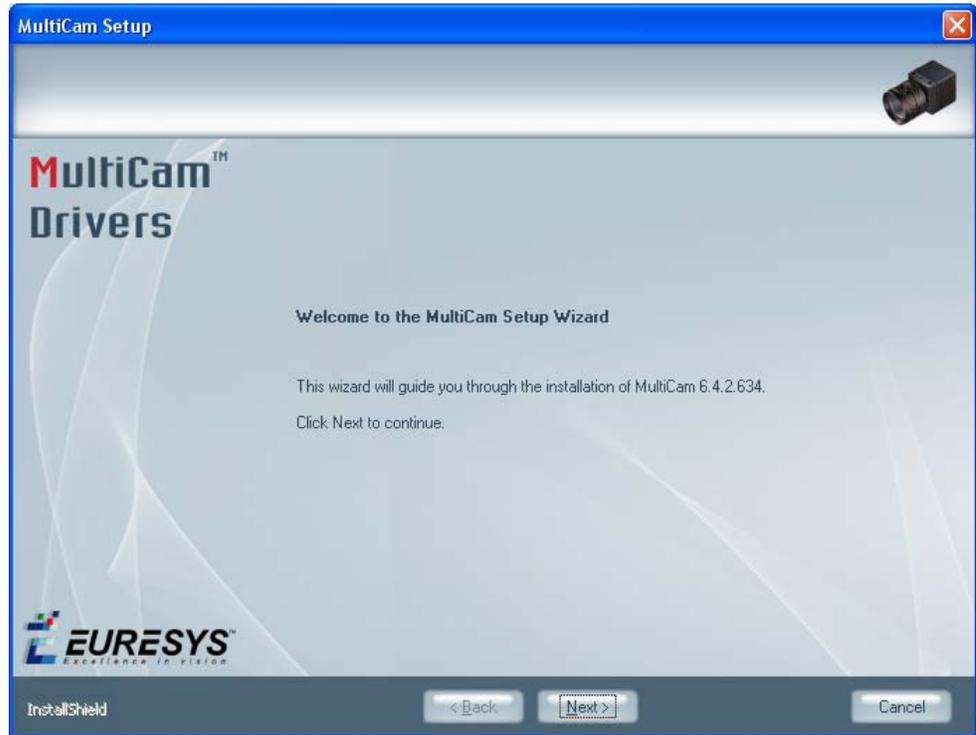
2. The Preparing to Install screen indicates that the executable is preparing the installation.



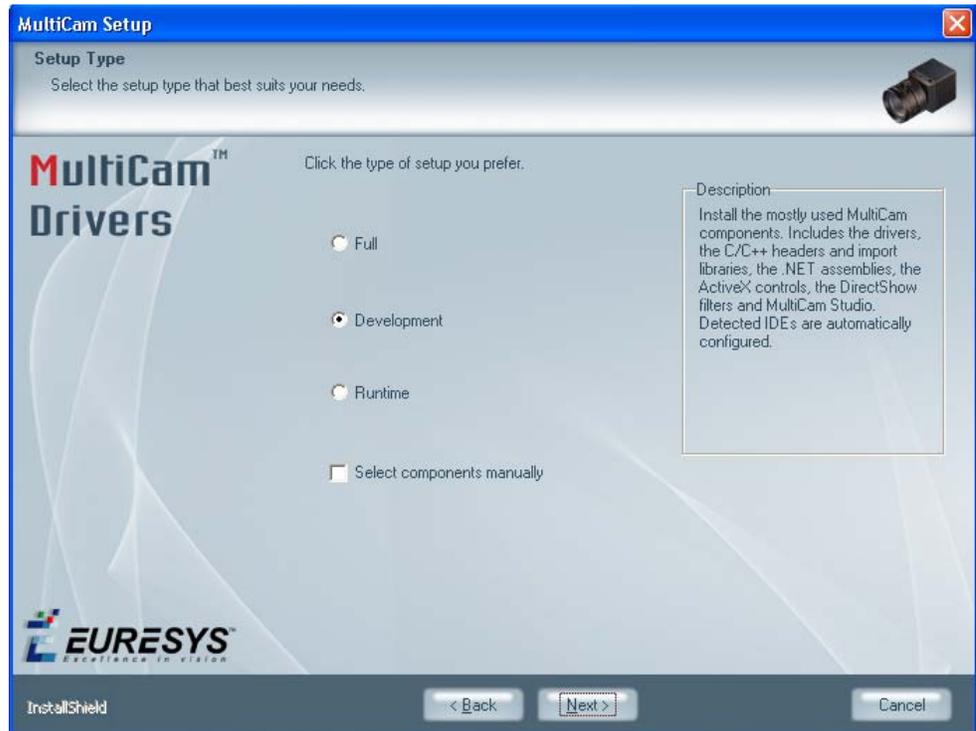
3. If there is an older version of the driver that will be upgraded, the older version will be removed before installing the new driver. Click **Yes** to proceed with the uninstall.



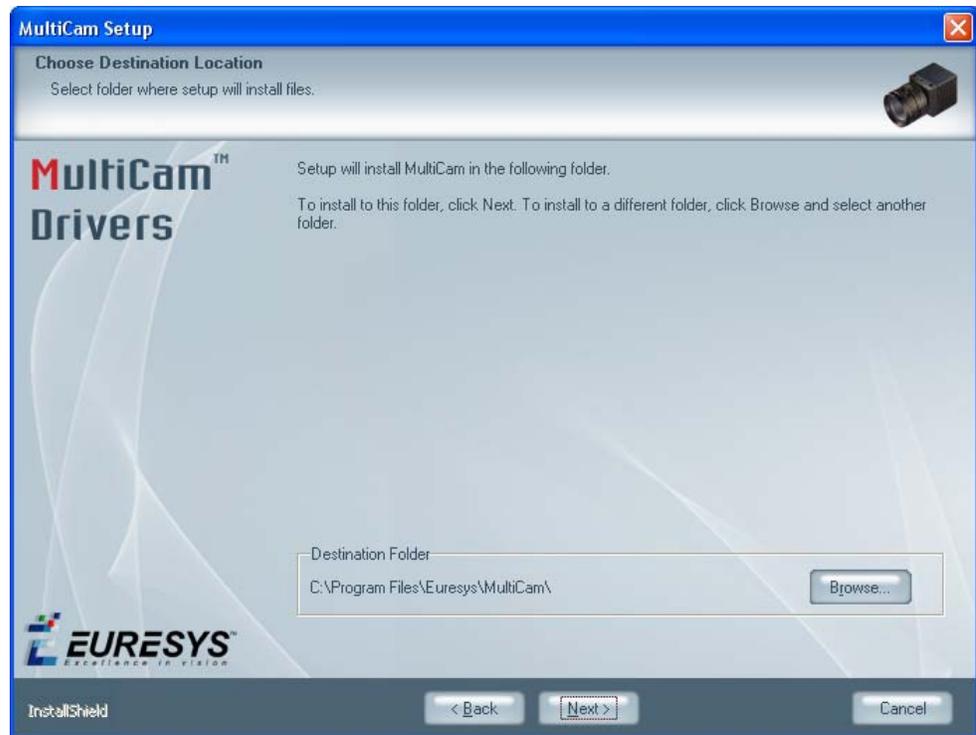
4. The Welcome screen displays.



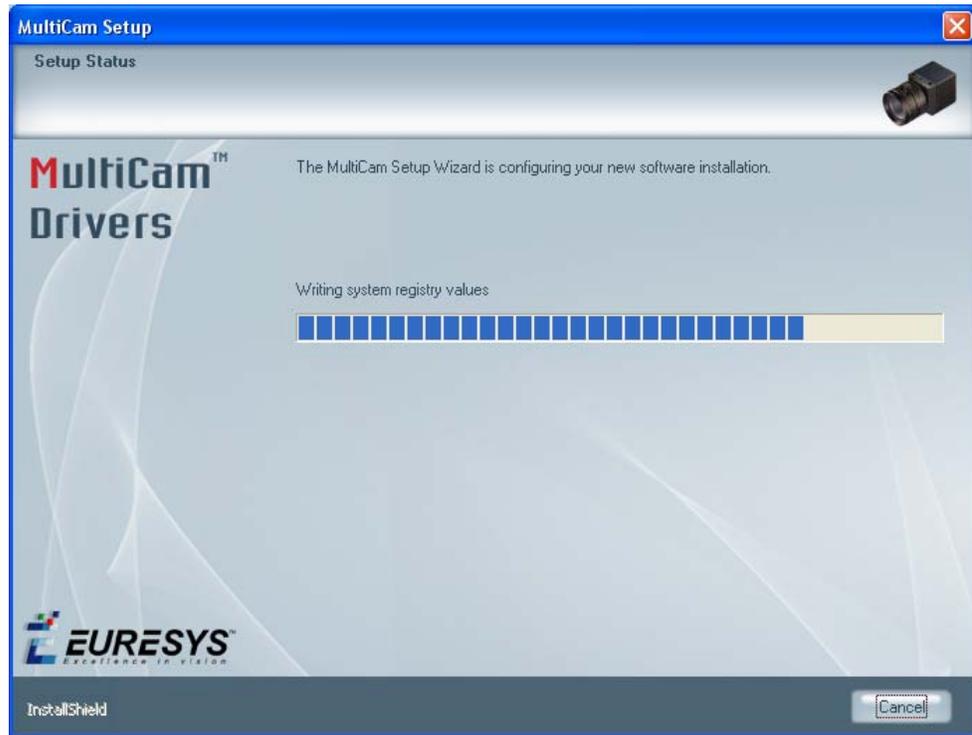
5. Click **Next** to continue the installation.
6. On the Setup Type screen, select **Typical Installation (Development)**, then click **Next**.



7. On the Choose Destination Location screen, click:
Next to accept the default directory, or
Change to select another directory

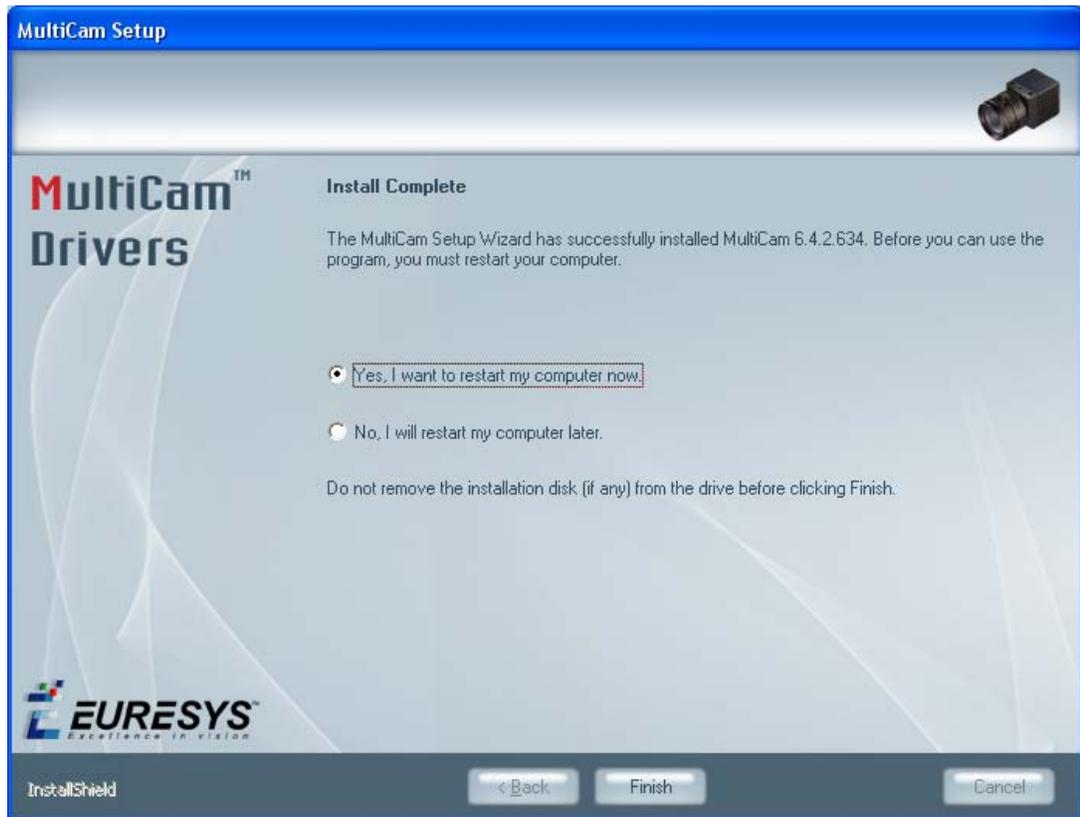


8. Click **Next** to complete the installation.



9. Select **Yes, I want to restart my computer now**, then click **Finish**. You must restart the computer to ensure that the frame grabbers work properly.

The Euresys MultiCam driver is ready to use.

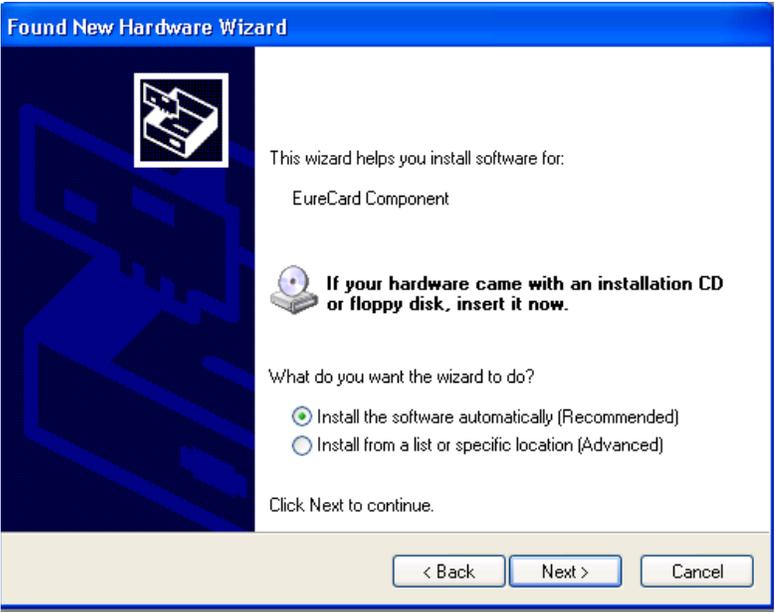


The Euresys MultiCam driver is ready to use.



Caution After the computer is restarted, if the Found New Hardware Wizard from Windows appears, allow Windows to search for the software by selecting **Yes, this time only**, then click **Next**. In the next screen, select **Install the software automatically (Recommended)**, then click **Next** to continue.

You may need to repeat this step multiple times if there are multiple boards on the system. Repeat until all boards and Euresys Components are recognized by the new driver.

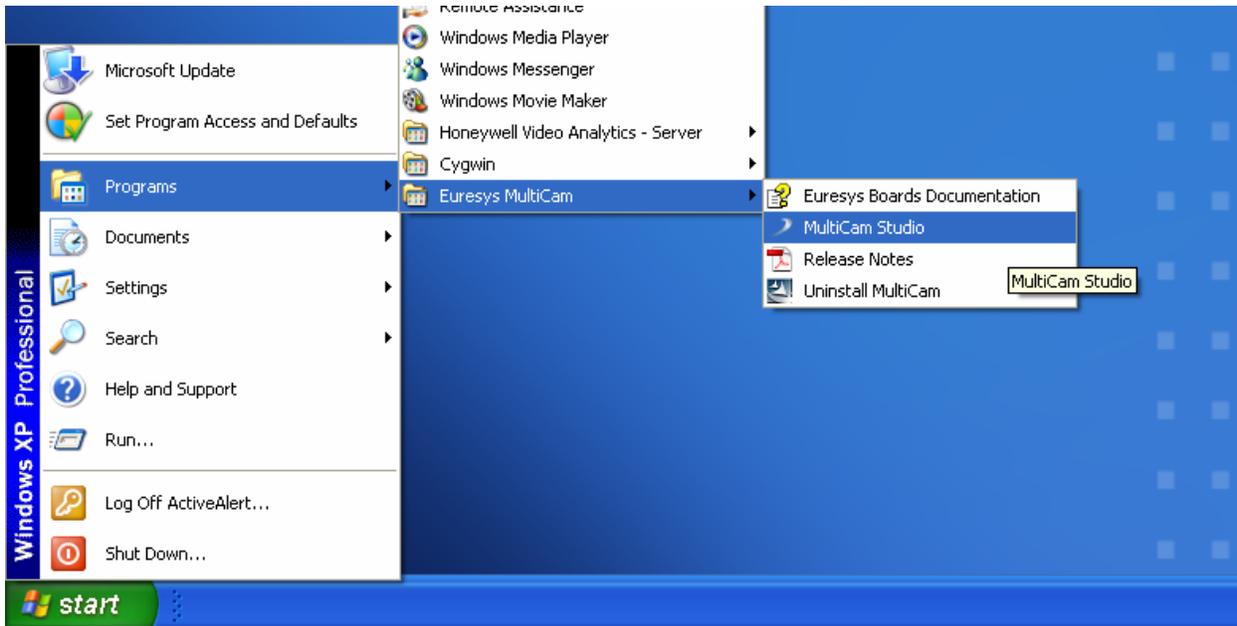


Verifying the Frame Grabbers Are Operational

After your PC restarts, verify that the frame grabbers are working properly:

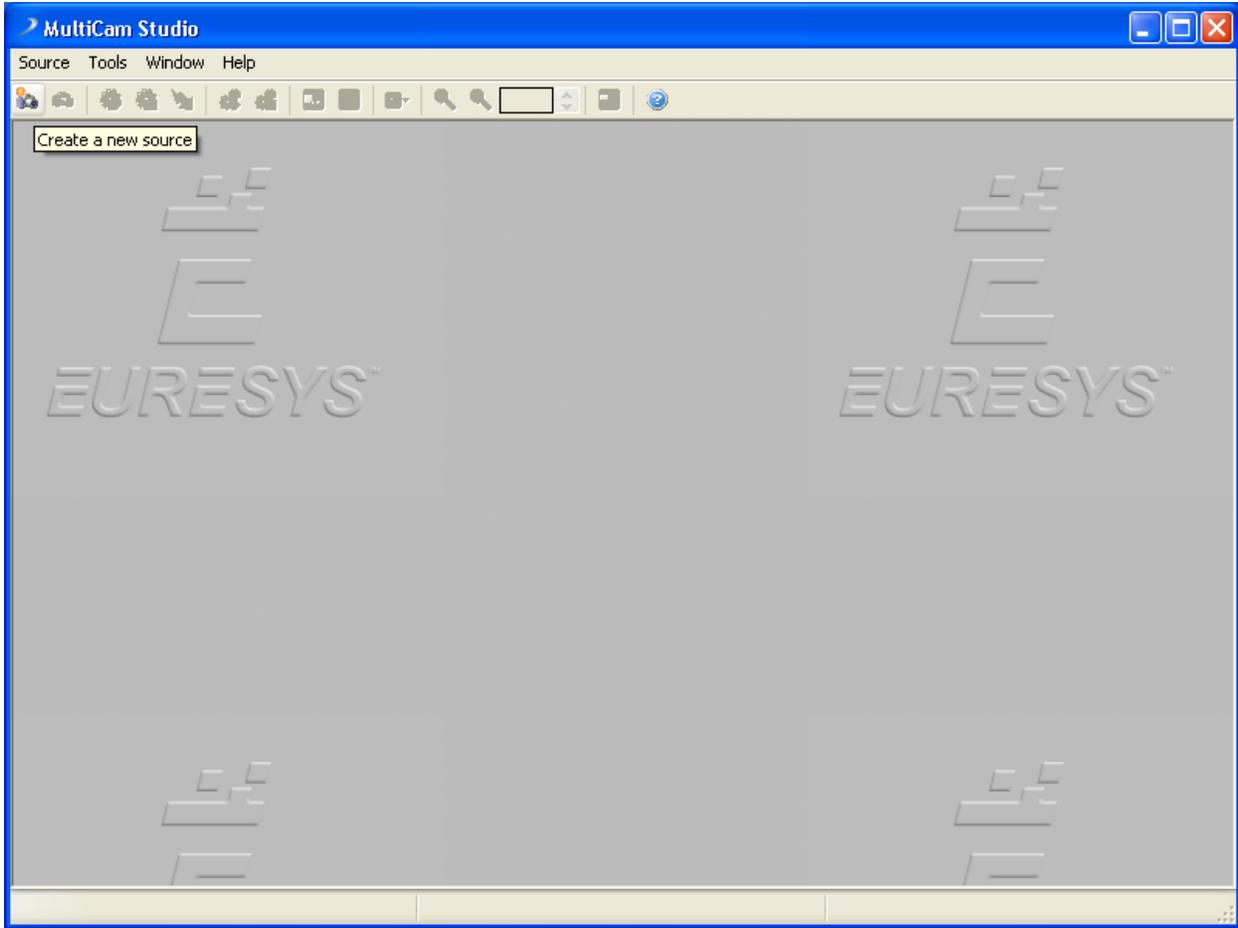
1. Start the MultiCam Studio application (**Start » All Programs » Euresys MultiCam » MultiCam Studio**).

Figure B-2 Starting MultiCam Studio



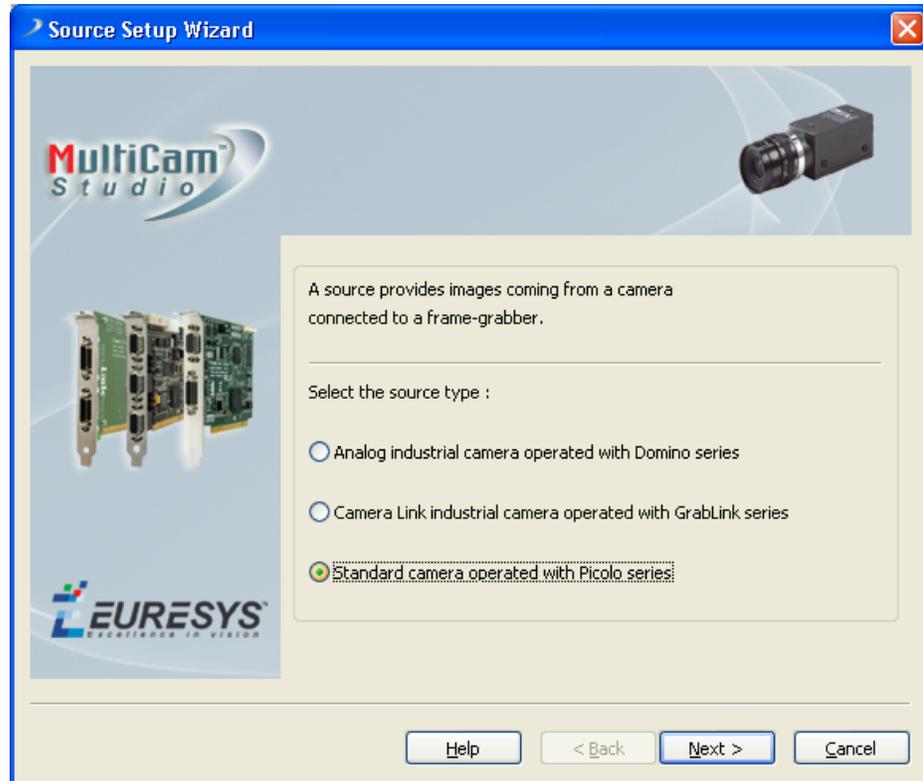
2. On the MultiCam Studio screen, click the **Create a new source** icon on the toolbar.

Figure B-3 MultiCam Studio Create a New Source



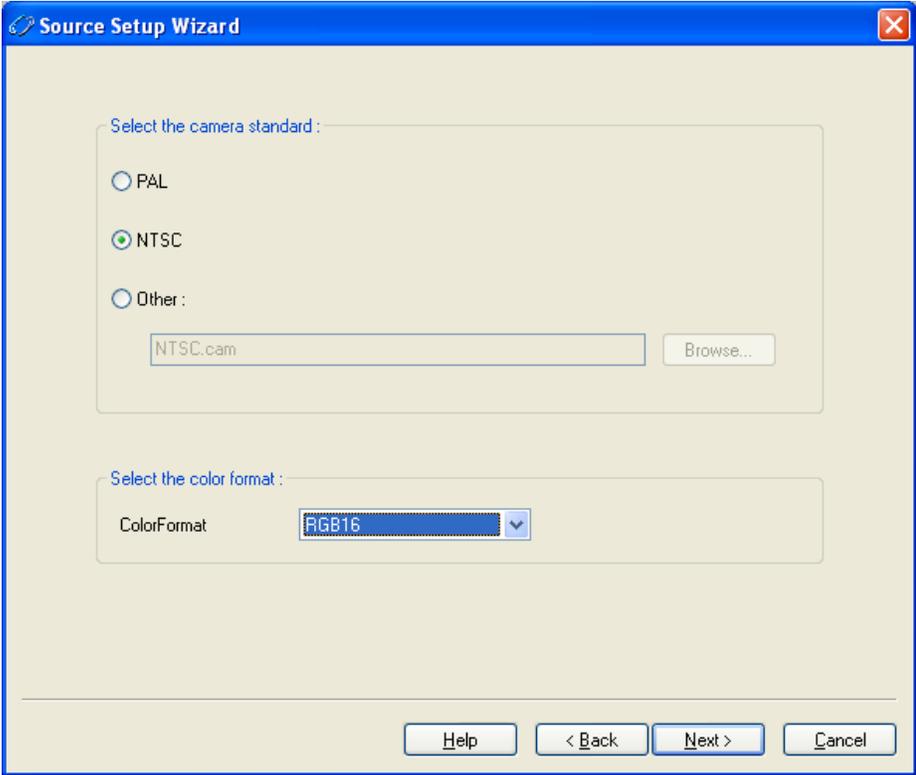
3. Select **Standard camera operated with Picolo series.**

Figure B-4 MultiCam Studio Select the Source Type



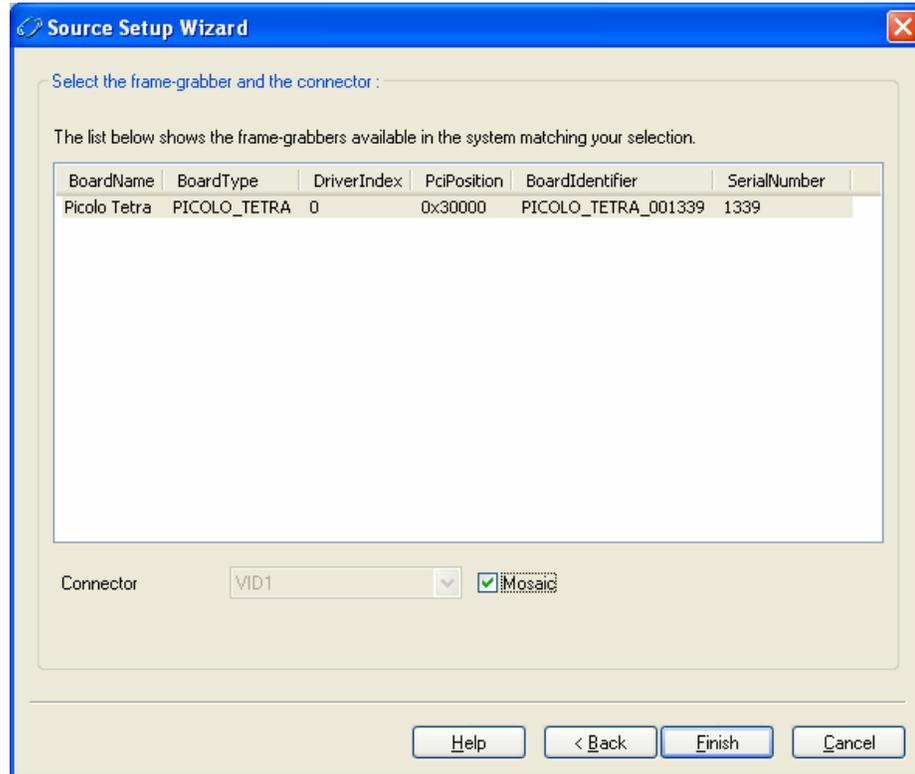
- 4. In the Select the camera standard field, select **NTSC** or **PAL**.
- 5. In the Select the color format field, select **RGB16**.

Figure B-5 MultiCam Studio Select the Camera Standard



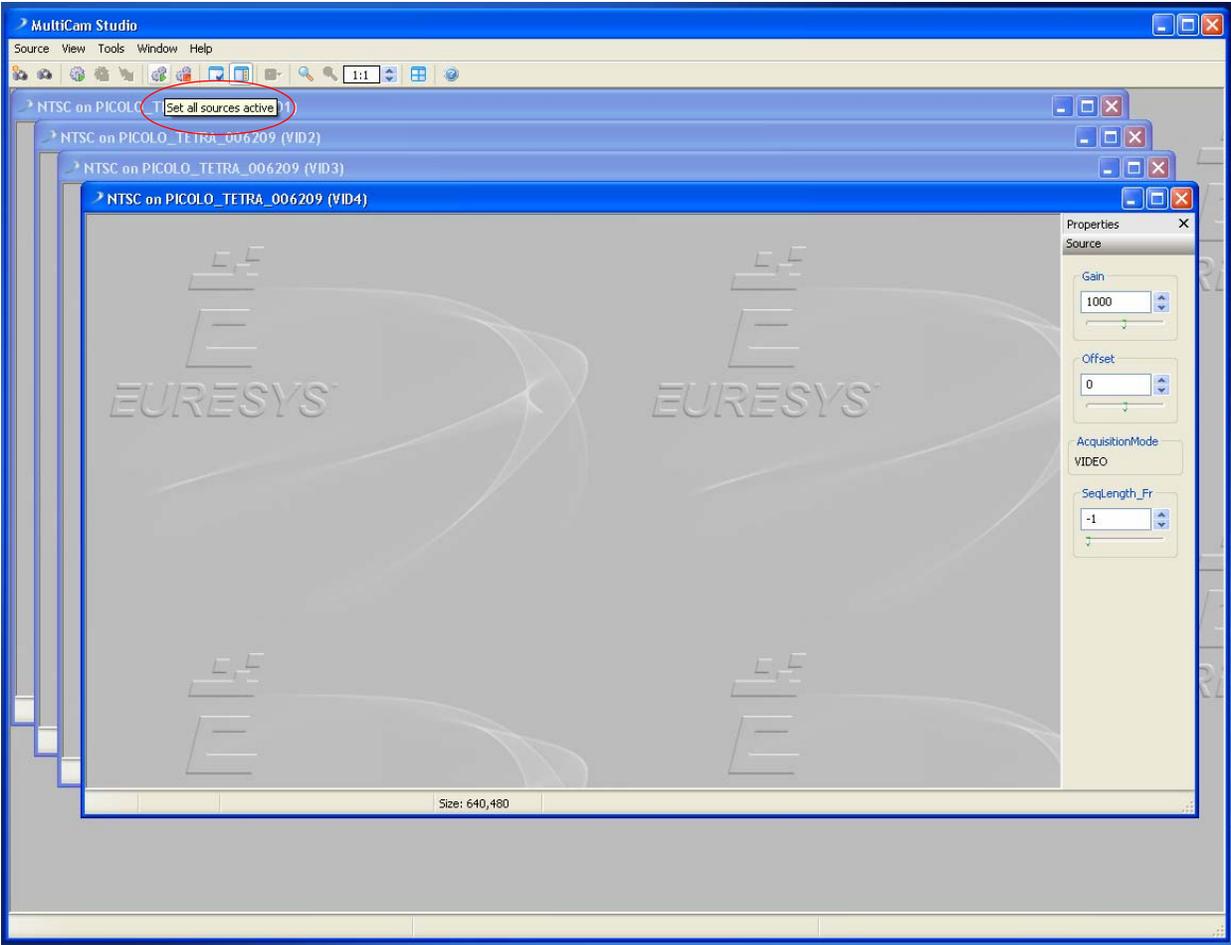
6. A list of frame grabbers available on your system displays.
 - a. Select one of the frame grabbers in the list.
 - b. Select the **Mosaic** check box, then click **Finish**.

Figure B-6 MultiCam Studio Select the Mosaic Mode



- 7. When using PicoLo Tetra or PicoLo Alert frame grabbers, four (or sixteen) windows open. Click **Set all sources active**.

Figure B-7 MultiCam Studio Set All Sources Active

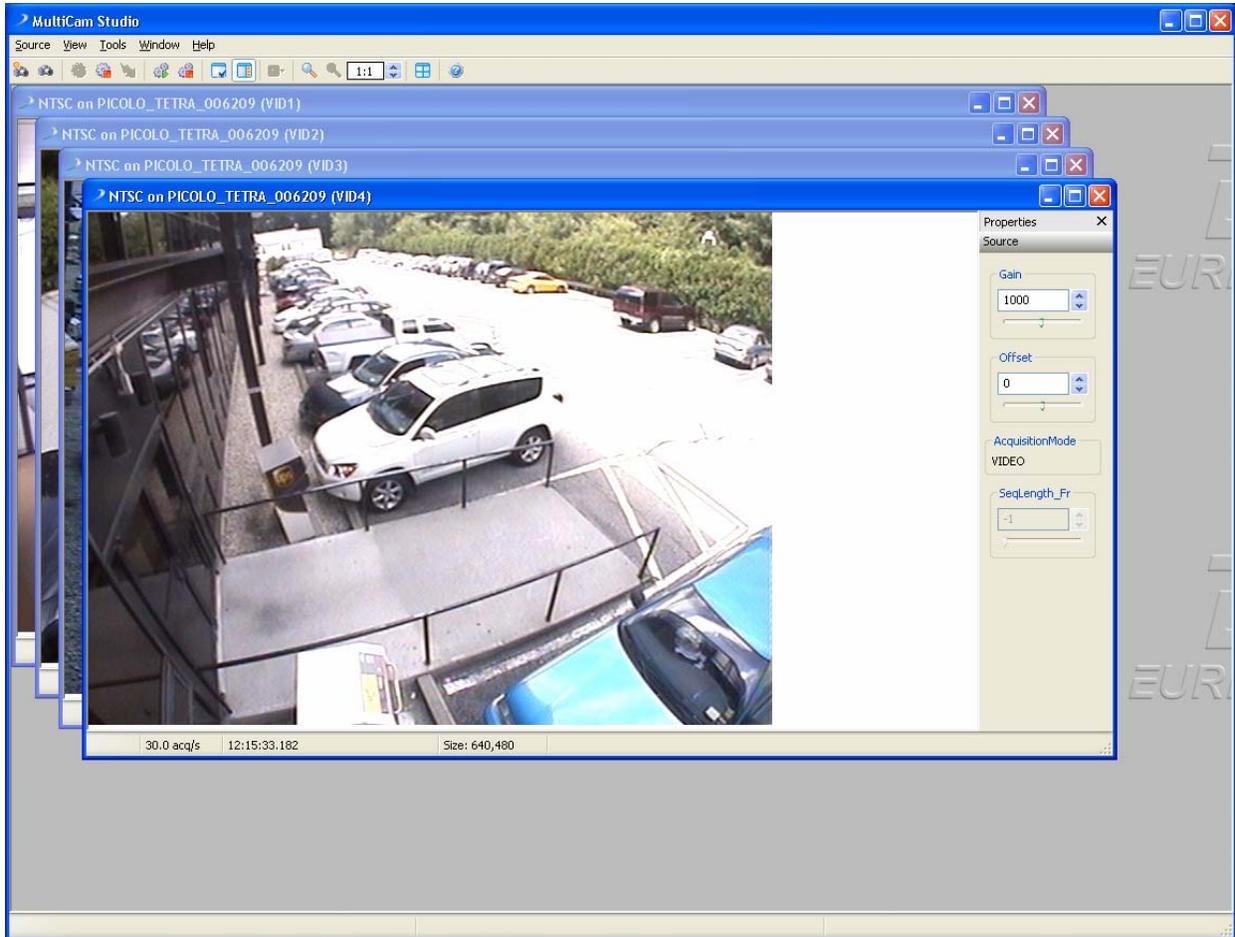


- 8. When the PicoLo Alert board is used, verify that all video output channels (between VID1-8) that are connected to cameras show video.

Note This assumes the server is an 8-channel server and the first 8 inputs are connected to live camera. Channels VID9-16, and any channel that has no camera input display the message NO SIGNAL.

Figure B-8 shows four live channels (VID1-4) using PicoLo Tetra.

Figure B-8 MultiCam Studio Capturing Video



Add-On Relay Module and Driver Installation

The Honeywell Video Analytics software supports an optional add-on module that provides relay output (Form C or Form A) when an alarm occurs. This appendix covers how to install an MCC relay board and an MCC InstaCal driver.

Note See *Optional Relay Component*, page 17 for the hardware specification of the MCC relay boards. The relay board must be installed on the server PC.



Caution To ensure that the relay board works properly, follow the procedures in this appendix in the order given. **Do not physically plug the relay board in before installing the latest version of MCC InstaCal driver.**

Uninstalling Previous Versions of InstaCal

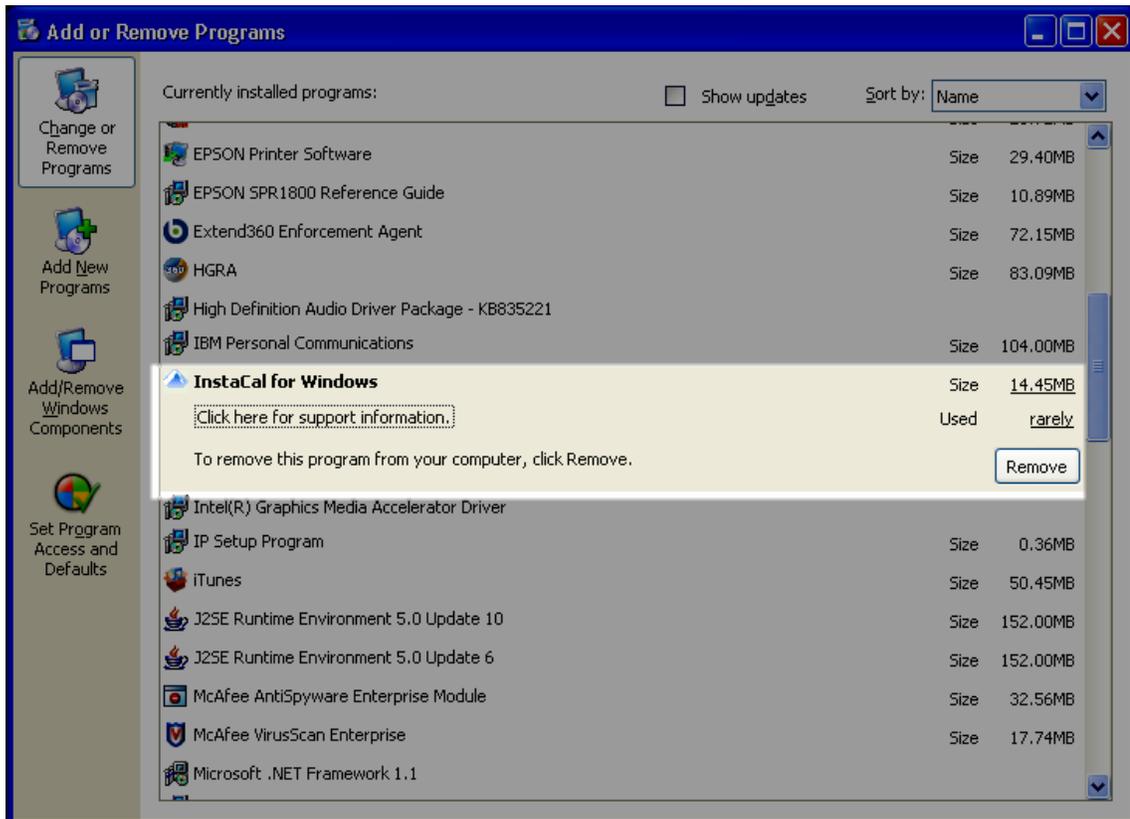


Caution If your system has an InstaCal driver prior to V5.82, you must remove previous versions of *cbw32.dll* in the system for InstaCal 5.82 to work properly.

There are two ways to uninstall previous versions:

1. For recent versions of InstaCal, use the Add/Remove Programs Control Panel utility on Windows.
 - a. Click **Start** on your Windows taskbar, then select **Control Panel**.
 - b. Double click **Add or Remove Programs**.
 - c. On the Add or Remove Programs dialog box, select **InstaCal for Windows**, then click **Remove** (see *Figure C-1*).

Figure C-1 Remove InstaCal for Windows



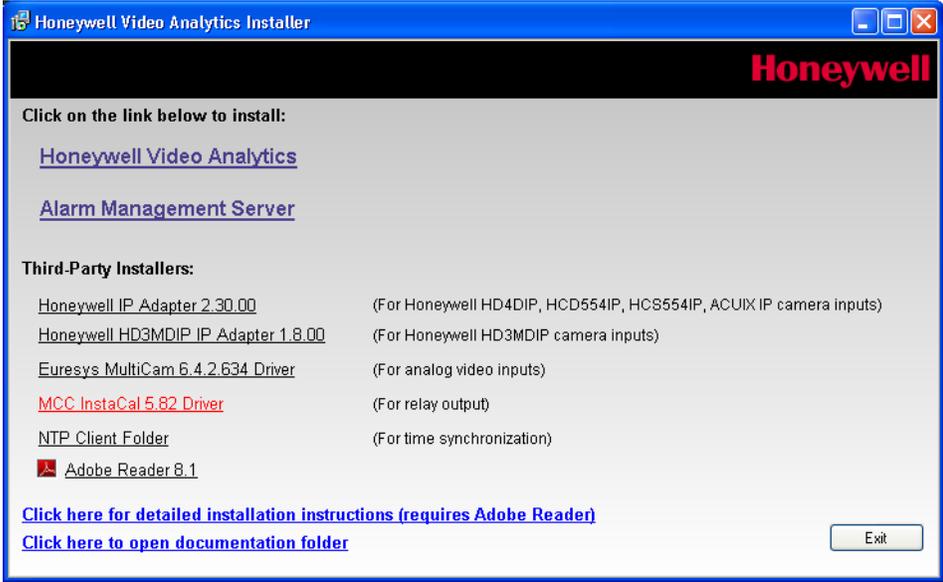
2. Prior versions of InstaCal may not have come with an un-install program. If this is the case, you must remove the MCC component manually. You can also search your system for *cbw32.dll* and remove existing copies from previous installations.

Installing an MCC InstaCal Driver

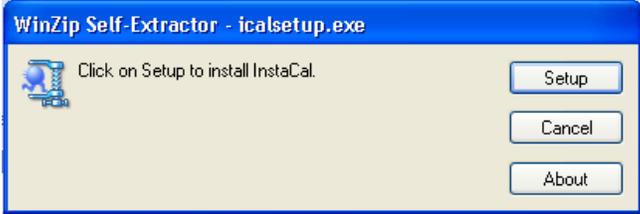
Before physically plugging in the relay board, make sure that you install the current version of InstaCal driver.

1. From the Honeywell Video Analytics Installer, click **MCC InstaCal 5.82 Driver**

Figure C-2 MCC InstaCal Driver Installation



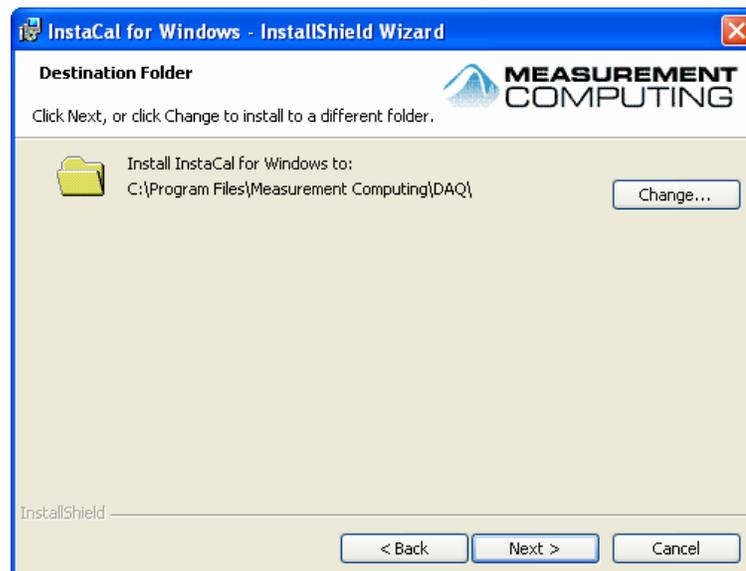
2. Click **Setup**.



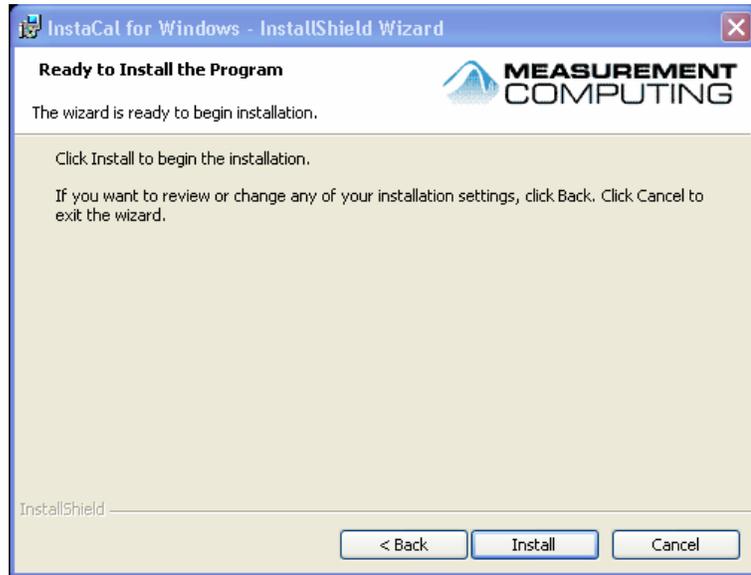
3. The Welcome screen displays. Click **Next** to continue the installation.



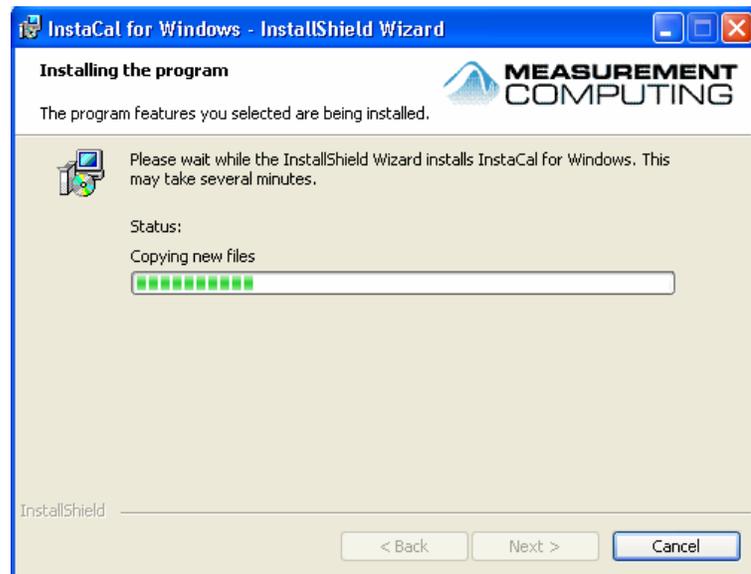
4. On the Destination Folder screen, click:
Next to accept the default directory
OR
Change to select another directory.



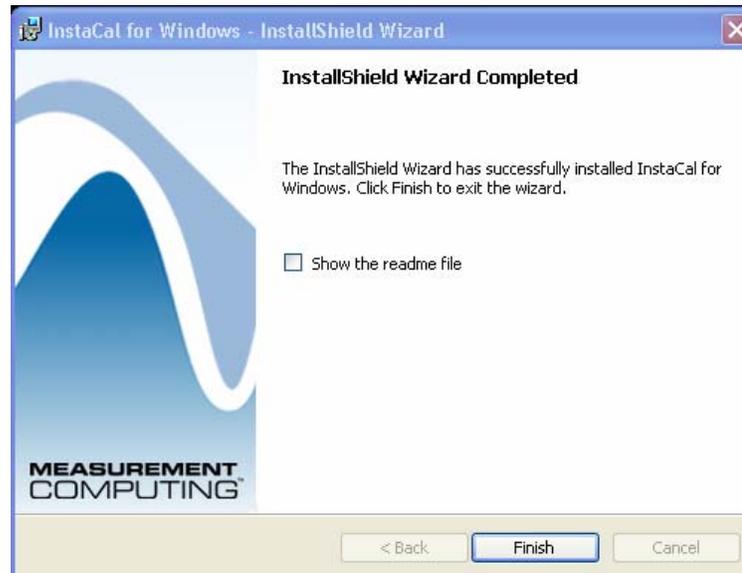
5. Click **Next** (if you have not already done so), then click **Install**.



A progress bar indicates the status of the installation.



- When the installation is complete, click **Finish**.



- At the prompt, click **Yes** to restart your computer. You must restart the computer to ensure that the MCC relay board works properly.



Installing an MCC Relay Board

After installing the MCC InstaCal 5.82 driver, install the MCC board:

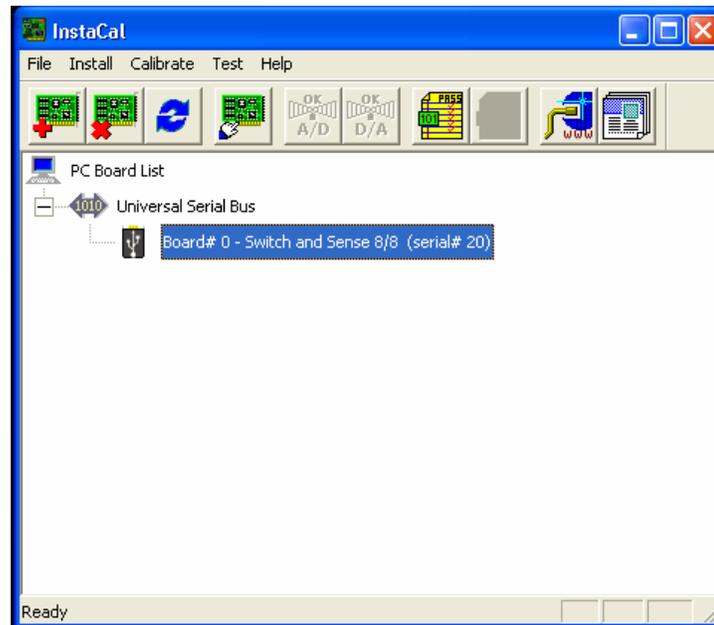
- Plug the board into the appropriate slot on the computer.
- Reboot. Allow Windows to find the new hardware and link to its driver.
- Run InstaCal (**Start » All Programs » MCC**). You must run InstaCal once for it to generate the configuration file *CB.CFG* on the system.

Verifying the Relay Board is Operational

After installing the InstaCal driver and the MCC relay board, run InstaCal to verify that the relay board you have installed is working properly.

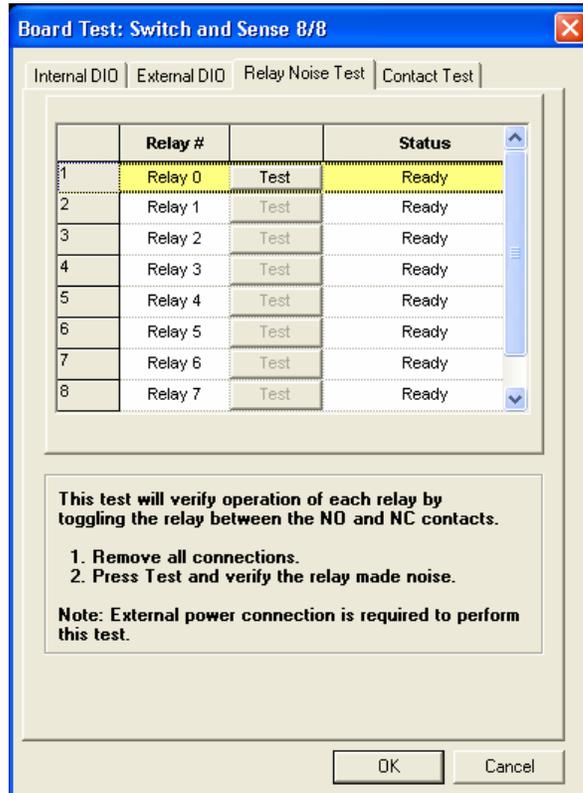
1. Verify that the installed relay board is in the PC Board List (see [Figure C-3](#)).

Figure C-3 InstaCal PC Board List



2. Test that the board is working properly:
 - a. Select **Test » Digital**.
 - b. On the **Relay Noise Test** tab, click **Test** for the selected relay. You should hear a clicking sound.
 - c. Repeat for each relay on the board.
 - d. Click **OK**.

Figure C-4 InstaCal Relay Noise Test



Removing an MCC Board

To remove the MCC board:

1. Unplug the MCC board.
2. Remove the file *c:\Program Files\MCC\CB.CFG*.
3. Run InstaCal and confirm that the board is no longer listed in the InStaCal Board List (see [Figure C-3](#)).

D

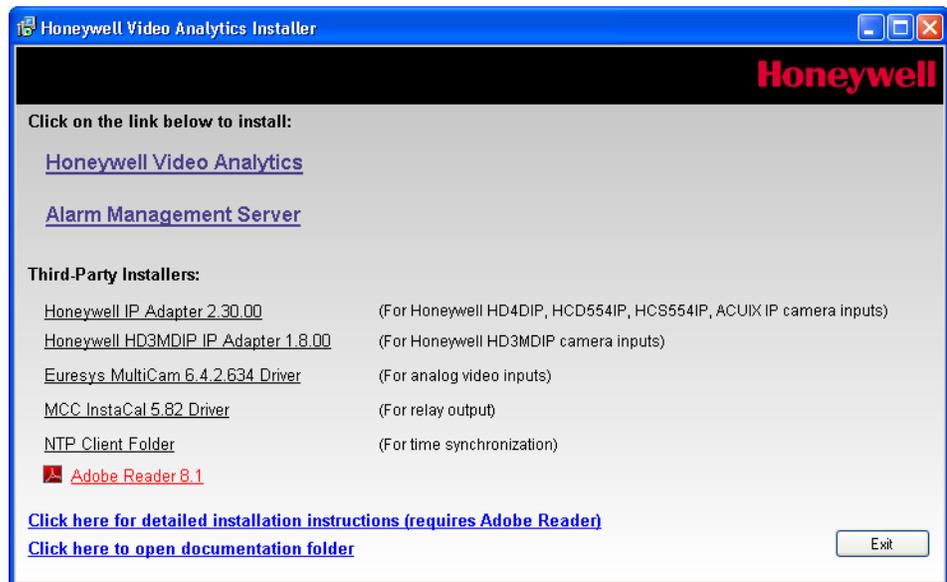
Adobe Reader Installation

This Appendix provides instructions for installing Adobe Reader from the Honeywell Video Analytics software CD.

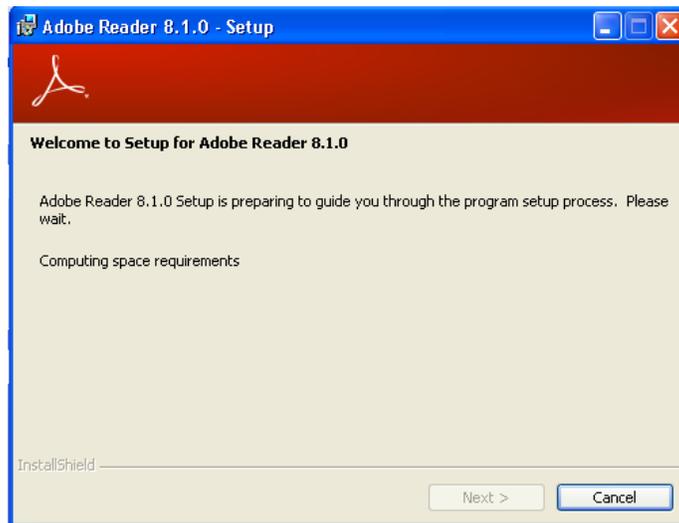
All the Video Analytics software documentation is in PDF format. If you do not already have Adobe Reader installed on your system:

1. From the Honeywell Video Analytics Installer, click **Adobe Reader 8.1**.

Figure D-1 Adobe Reader Installation



The Adobe Reader Installer launches.



E

Meinberg NTP Software Installation

This appendix covers how to install the Meinberg Network Time Protocol (NTP) software. The NTP software keeps the computer clock synchronized with an external time source (typically another computer running an NTP server). The NTP software can also act as an NTP server for other computers to synchronize from.

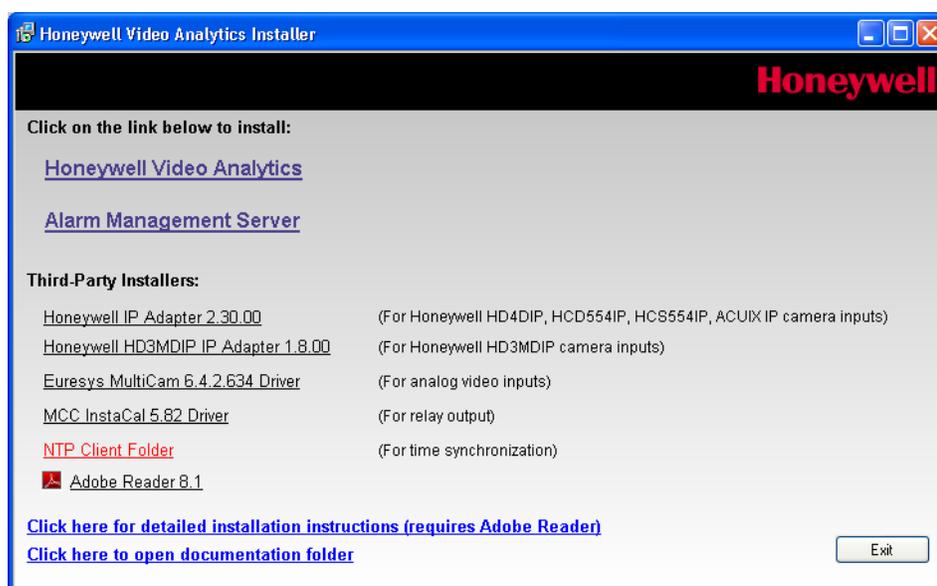
Installing the NTP Service

The NTP Service should be installed on all analytics servers, alarm management server, and client PCs so it is available to use with Honeywell Video Analytics software suite.

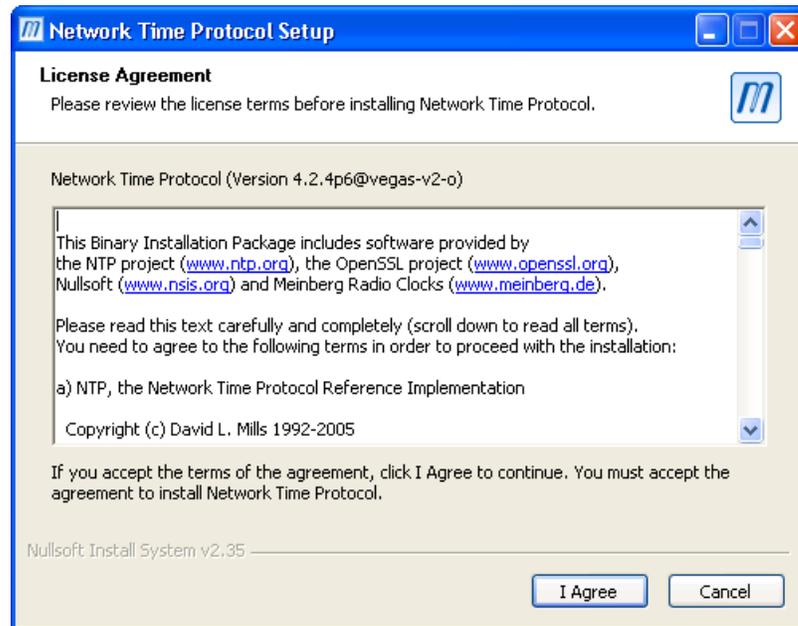
To install the NTP service:

1. From the Honeywell Video Analytics Installer, click **Meinberg NTP Service**.

Figure E-1 NTP Service Installation



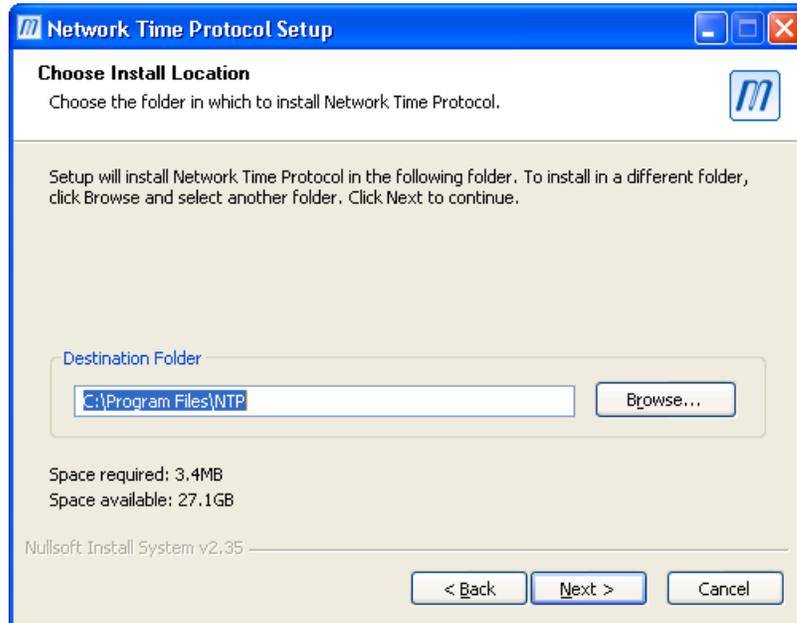
2. The License Agreement screen appears. Read the license agreement, then click **I Agree** to continue.



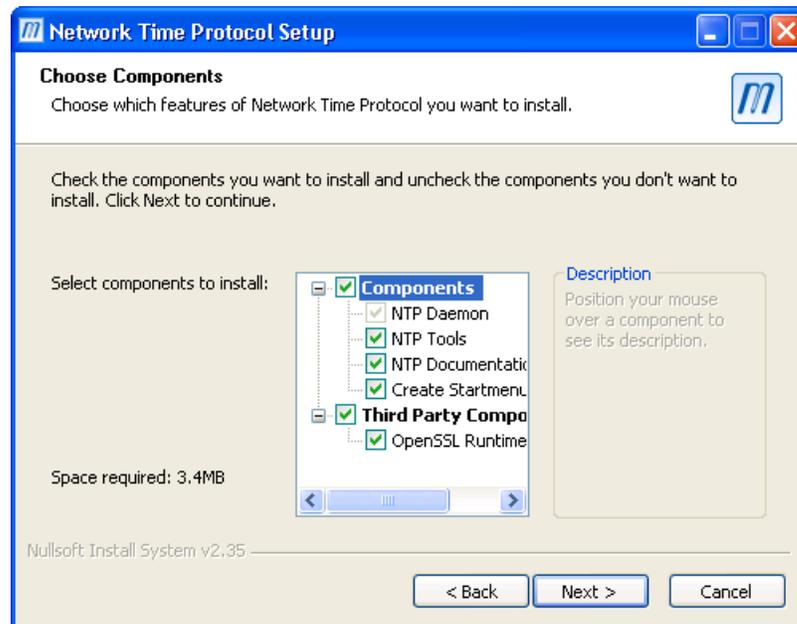
Note As the installation proceeds, click **Next** on each screen to continue.

3. On the **Choose Install Location** screen, click **Next** to accept the default directory,
OR

Browse to select another directory.



4. On the **Choose Components** screen, click **Next** to install the default set of component options (recommended).



The files will now be installed.

5. On the **Please specify your configuration settings** screen you must do at least one of the following to specify the NTP servers to synchronize with:
 - If the computer can access public internet time servers, then under **Want to use predefined public NTP servers...** select the closest geographic region to where the computer is installed (for example, for USA, select United States of America

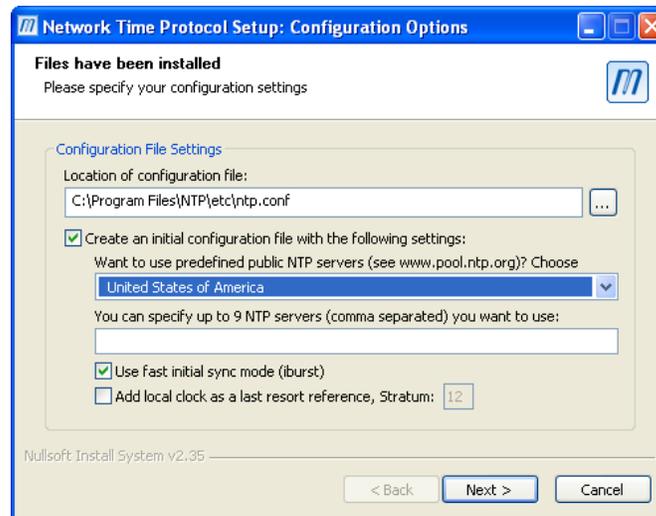
under North America). If the computer cannot access the public internet (for example, if it is not connected to the internet or if a firewall blocks access to the NTP port), then leave this setting set to **None**.

- If you want the computer to be able to synchronize with specific private servers (for example, an NTP server on the corporate network or another computer running the Meinberg NTP service), enter those host names or IP addresses under **You can specify up to 9 NTP servers** (comma separated) you want to use. If you specify more than one computer, separate them with commas.

You can also set up both options if appropriate. The NTP service automatically polls all of them and selects the best one to synchronize with.

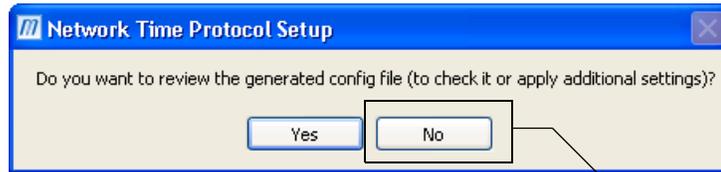
Note If the computers that need to have synchronized clocks all have access to public internet time servers, then you can have all of them synchronize with the same internet time servers. If most of the computers do not have access to an NTP server, then you can select one computer (for example, the Alarm Management Server) to be the time source, and have it access a reliable NTP server, via the internet, corporate intranet, or even hardware radio clock.

Note NTP uses UDP on port 123, so this port must be unblocked on the computer you select to act as the time server for the other computers to synchronize with.



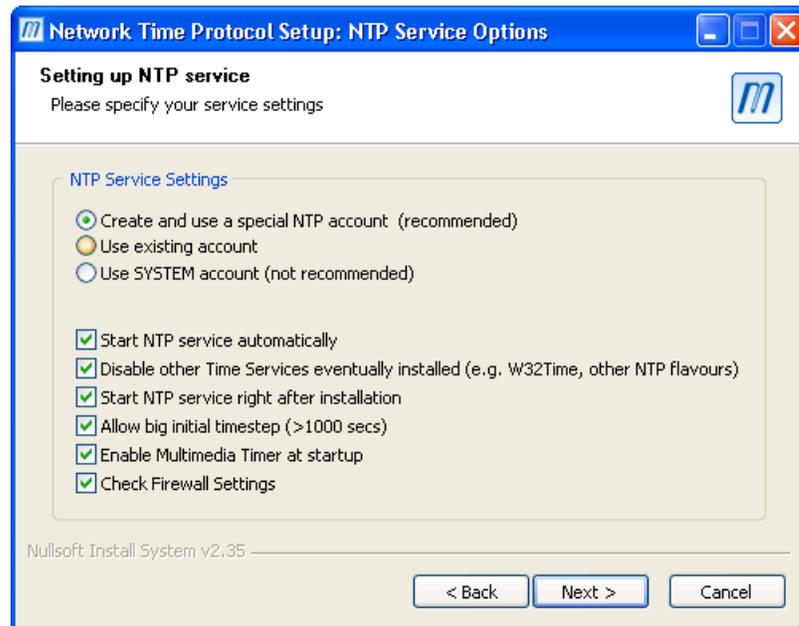
Leave the rest of the settings on this screen set to their defaults.

- When prompted to review the generated confide file, click **No**.



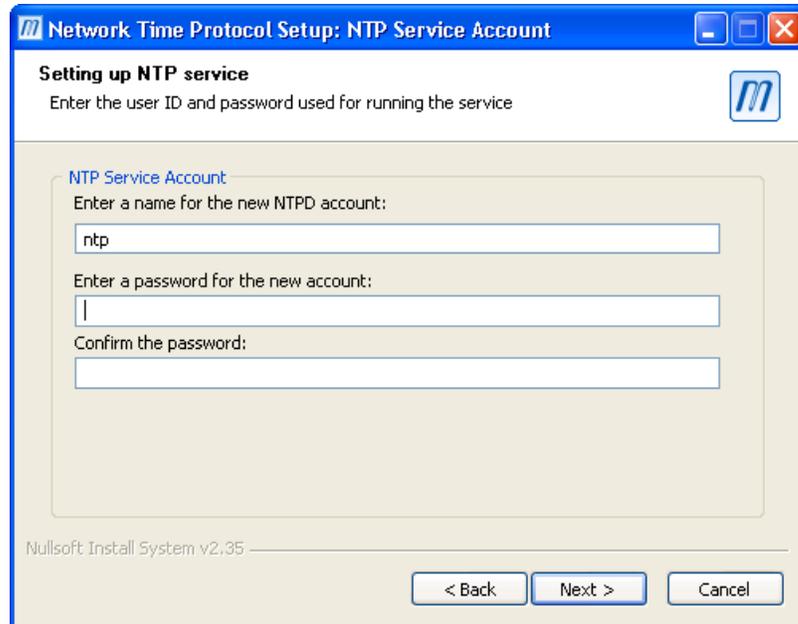
Click **No**.

- On the **NTP Service Options** screen, accept the defaults as shown below (recommended).

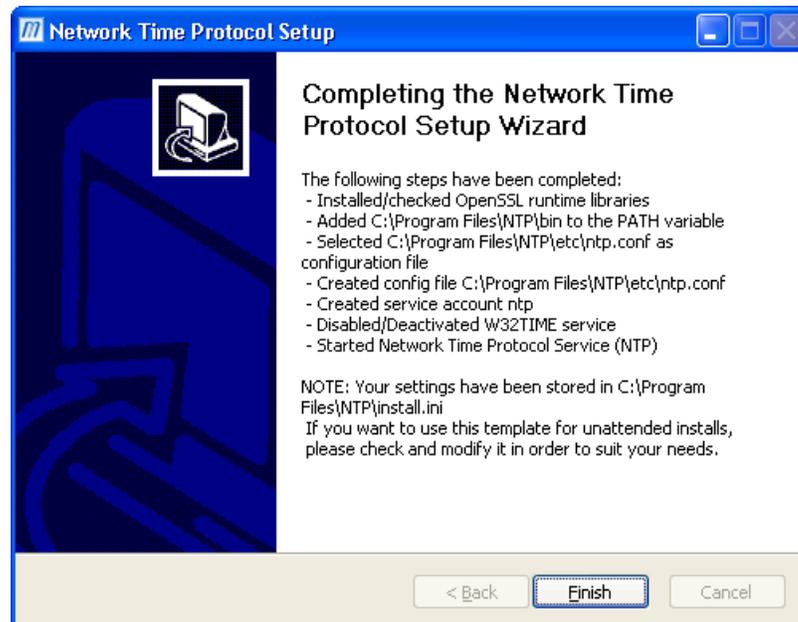


- On the **Enter the user ID and password used for running the service** screen type a password for the NTPD account.

After clicking Next, if a message appears indicating that the computer policy does not allow you to create a new user account, click **Back** and select one of the other account options (either Use existing account or Use SYSTEM account) from the top of the **Please specify your service settings** screen.



9. The **Completing the Network Time Protocol Setup Wizard** screen indicates a successful installation. Click **Finish**.

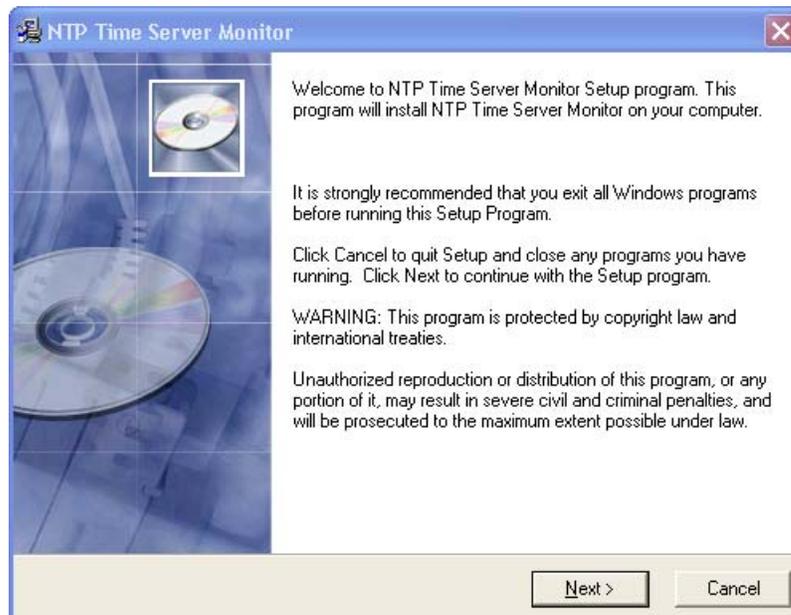


Installing the NTP Service Monitoring Tool

The NTP Service Monitoring tool is a graphical user interface (GUI) that allows you to monitor how the NTP service running on your system and displays the statistics of time synchronization activities.

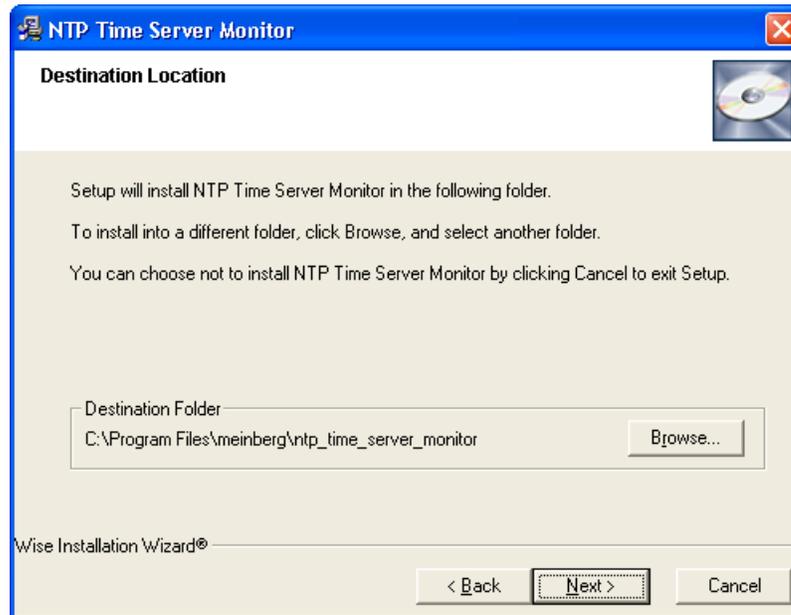
To install the NTP Service Monitoring tool:

1. From the Honeywell Video Analytics Installer, click **Meinberg NTP Service Monitoring Tool**.
2. The Welcome screen displays. Click **Next**.



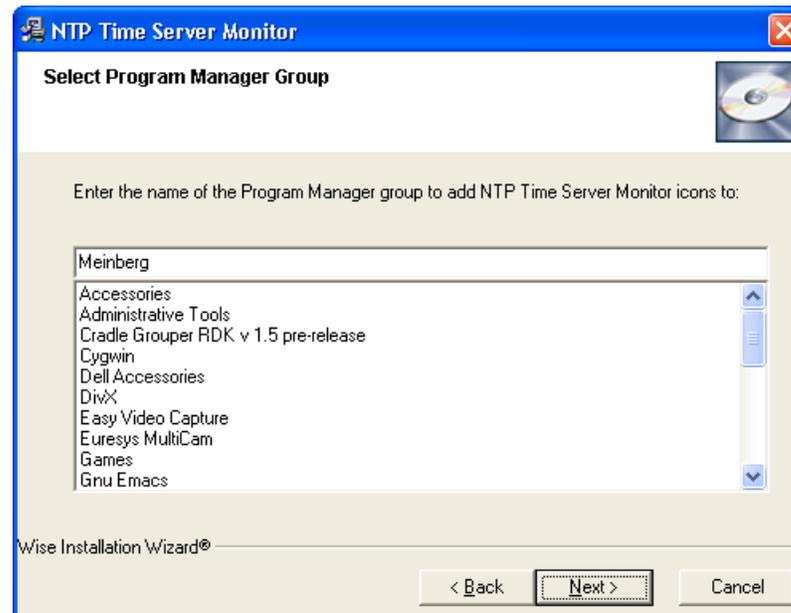
3. On the Destination Location screen, click **Next** to accept the default directory (recommended),
OR

Browse to select another directory.

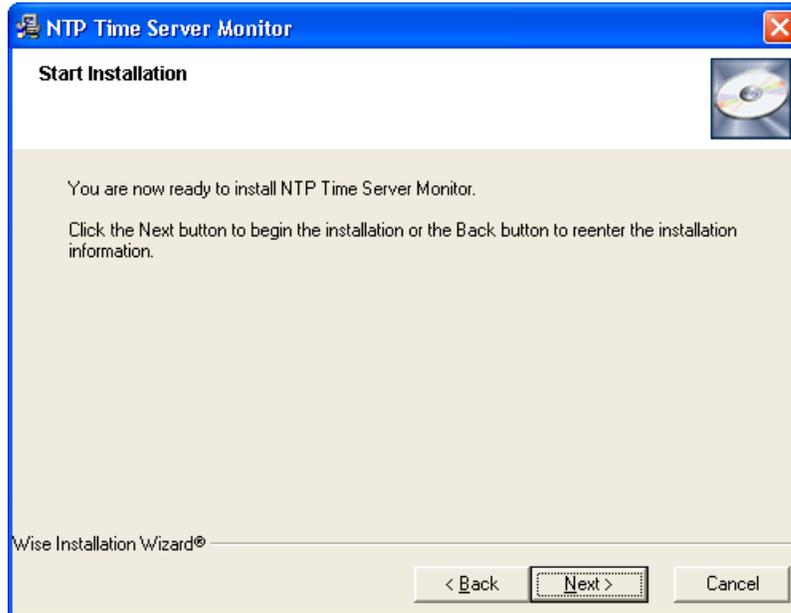


Note As the installation proceeds, click **Next** on each screen to continue.

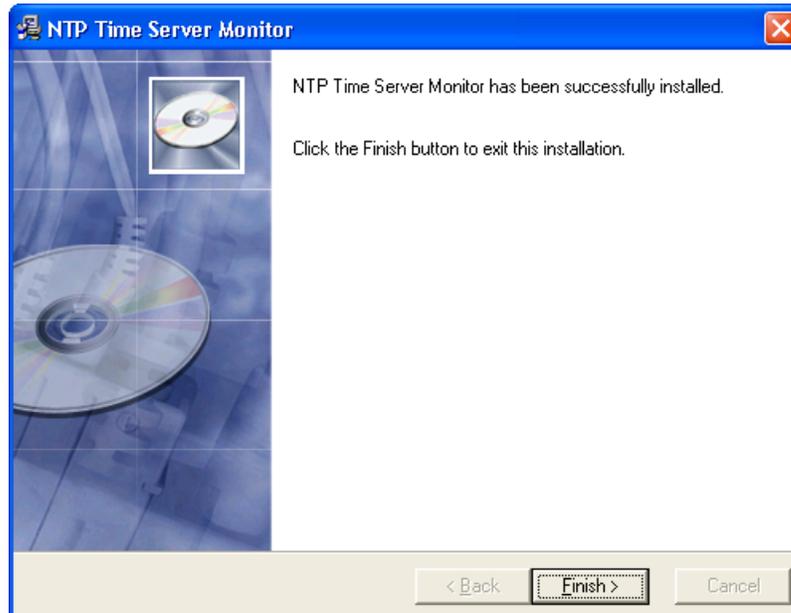
4. Select a destination folder where the NTP Time Server Monitor icons are added.



5. The NTP Time Server Monitor installation begins.



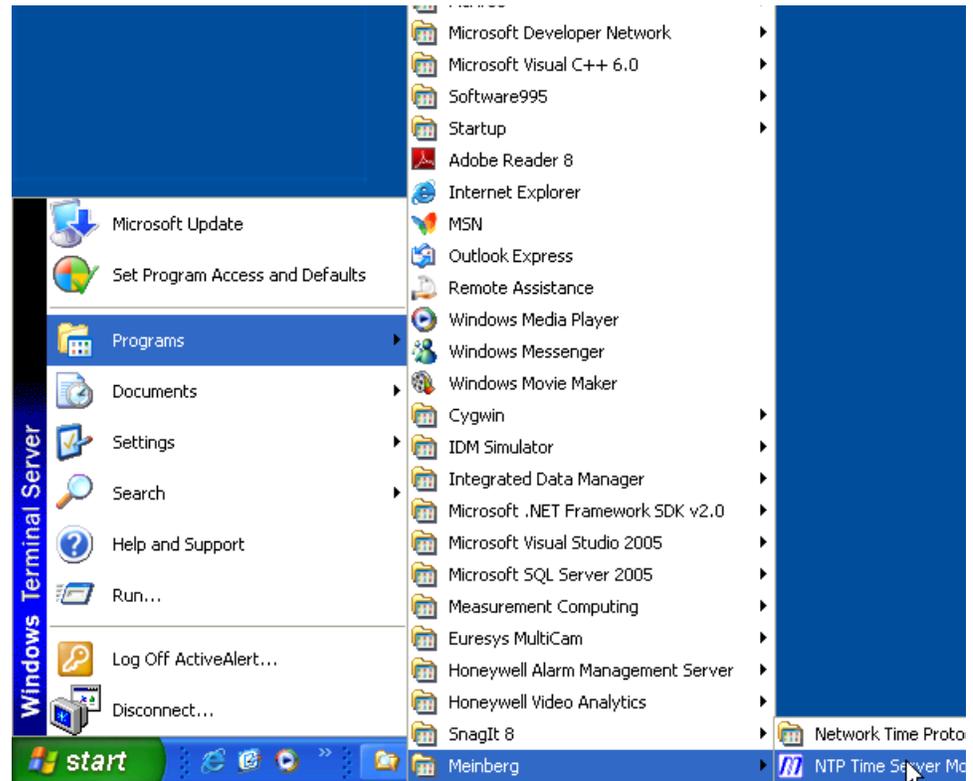
6. When the files are successfully installed, the following screen appears. Click **Finish**.



Using the NTP Service Monitoring Tool

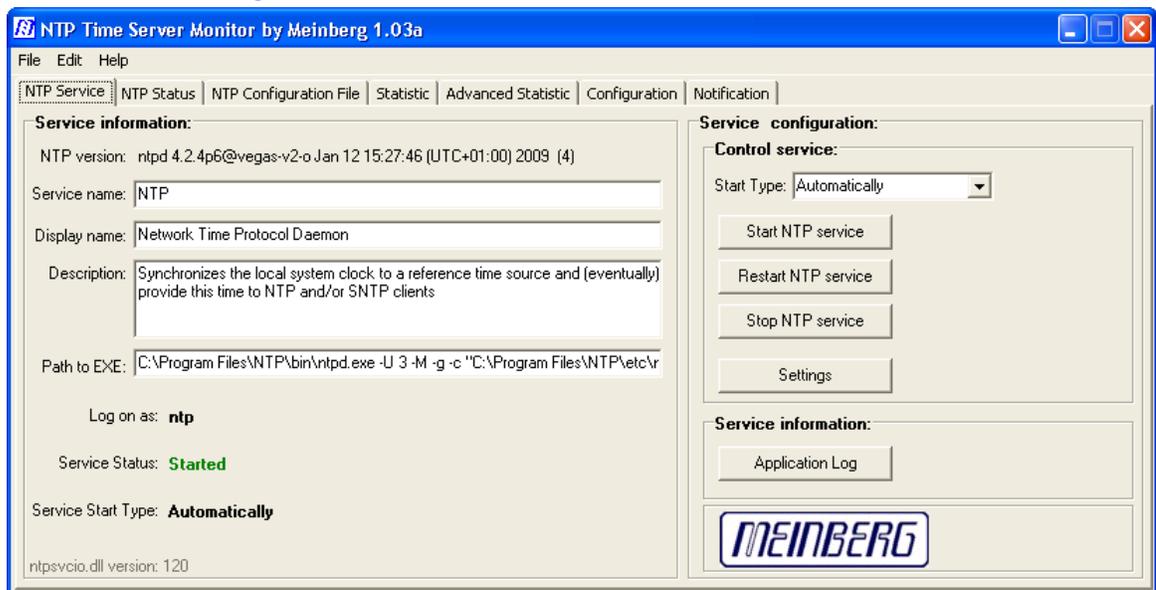
To start the Service Monitoring Tool:

1. Launch the Tool (**Start » Programs » Meinberg » NTP Time Server Monitor**).



2. The application starts and initially displays the **NTP Service information** tab. From here you can start and stop the NTP service.

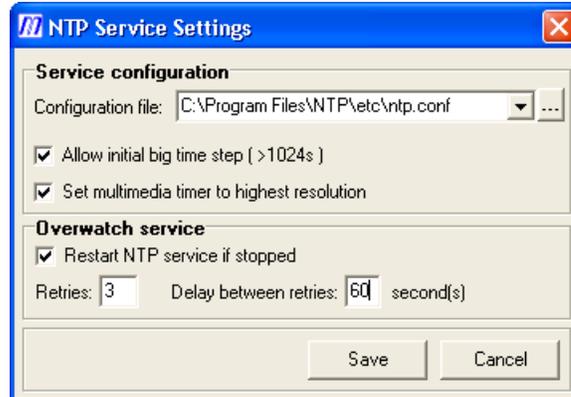
Figure E-2 NTP Time Service Monitor Service Tab



Changing NTP Service Settings

To modify the NTP service settings:

1. On the NTP Service tab, click **Settings**. The NTP Service Settings dialog appears.
2. Honeywell strongly recommends the following settings:
 - a. Selecting the **Restart NTP service if stopped** checkbox. This is disabled by default.
 - b. Changing the **Delay between retries** to **60** seconds.



Monitoring the Time Synchronization Status

The NTP Status tab lists all the NTP servers the service is configured to check. If the service has chosen a server to use as the synchronization source, that server's line is highlighted in green and has an asterisk (*) to the left of the remote name/IP address as shown below.

Note After reboot, it is normal for a few minutes to pass before a server is selected for synchronization; the NTP service queries the remote NTP server(s) several times with a delay in between to determine the accuracy of the server(s) and the time latency between the server(s) and this computer.

For a description of the meaning of the columns on this tab, refer to http://www.meinberg.de/english/info/ntp.htm#ntp_status.

The screenshot shows the 'NTP Time Server Monitor by Meinberg 1.03a' application window. The 'NTP Status' tab is active, displaying the following information:

Current local NTP Status: Sync to: 131.127.243.111 Offset: 0.589ms Stratum: 4 Refresh Interval: 10 s

Remote	Refid	Stratum	Type	When	Poll	Reach	Delay	Offset	Jitter
* 131.127.243.111	199.62.136.42	3	Unicast server	91	128	377	77.963	0.589	14.459
131.127.243.112	>I]	16	Unicast server	616	1024	000	0.000	0.000	0.000

At the bottom of the window, the status bar shows: Polling Status: Running NTP Version: ntpd 4.2.4p6@vegas-v2-o Jan 12 15:27:46 (UTC+01:00) 2009 (4) DNS lookup Legend

Solutions

This appendix provides answers for common technical issues.

General Solution

During the installation, message dialogs may appear, indicating an error.

Many of the installation errors have the same resolution. Click **OK** in the dialog displaying an error message, and then click **OK** on the generic installer error dialog to have the installer roll back the installation.

Please make a note of the error message before contacting Honeywell Technical Support. For contact information, see [Technical Support](#), page 99.

Error Messages

Table F-1 Common Error Messages

Message	Problem	Solution
Error <code>.There is a problem with this Windows Installer package. A program run as part of the setup did not finish as expected. Contact your support personnel or package vendor.	This is the generic error message provided by the installer whenever an error occurs during one of custom setup procedures.	Click OK on the dialog (the only option) will cause the Installer to roll back. Please contact Honeywell Technical Support for further assistance with the error message provided by the dialog box that preceded this one.
AEMakeDbUsers returned error code <code>	There was an unrecoverable error during user management installation	See General Solution , page 97.
Got a non-zero installation code from mysql-nt.exe --install: <code>	There was an unrecoverable error during database installation.	See General Solution , page 97.
Could not [start stop] the MySQL service- error code <code>	There was an unrecoverable error during database installation.	See General Solution , page 97.
Error installing MySQL: <message>	There was an unrecoverable error during database installation.	See General Solution , page 97.
Error installing Active Alert Live Service: <message>	There was an unrecoverable error during the installation of the Analytics server as a service.	See General Solution , page 97.
Error installing Alarm Watch Service: <message>	There was an unrecoverable error during the installation of Alarm Watch Service.	See General Solution , page 97.
The application <application> took more than <seconds> seconds to complete its task	One of the setup applications launched during installation did not complete in the expected amount of time, indicating an unknown error.	See General Solution , page 97.
There was an error during HASP installation - the exit code is <code>.	There was an unrecoverable error in setting up the HASP license dongle.	See General Solution , page 97.
HASP driver could not be installed.		

Table F-1 Common Error Messages

Message	Problem	Solution
	There was an unrecoverable error in setting up the HASP license dongle.	See General Solution , page 97.
A device was added but it does not appear to be a HASP key. Press the Cancel HASP Verification button to skip HASP key detection - the installation will fail during service installation if a valid HASP key is not found. Otherwise, insert the HASP key to continue installation...		
	When prompted for the HASP license dongle the system detected the addition of some other type of device.	Insert the proper HASP dongle. If the HASP dongle was installed and was not detected but you are certain the HASP dongle is installed (such as through Windows notification that the HASP dongle is installed through the hardware quick-launch icon messages) select Cancel HASP Verification to override the HASP license dongle detection.
Unknown password change error		
	There was an unrecoverable error changing the administrative user password.	See General Solution , page 97.

Technical Support

If you require more assistance, please contact Honeywell Technical Support.

Calling Honeywell

Honeywell Video Technical Support is available for help with training or to resolve technical issues. In North America the number is 1.800.796.2288. For locations outside North America, see the back cover of this guide.

E-mailing Honeywell

Honeywell Video Technical Support can be reached by e-mail at HVSsupport@honeywell.com.

Whether you call or e-mail, please have on hand the information listed in the following table.

Table F-2 Customer's System Information Checklist

Information about your Video Analytics environment

Your operating system used to run Honeywell Video Analytics software on the PC (for example, Windows® XP Pro®)

The digital video recorder (DVR) used (for example, Rapid Eye)

Any information you found about the technical issue in this or another Video Analytics user guide

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Honeywell Systems Group (Head Office)

2700 Blankenbaker Pkwy, Suite 150
Louisville, KY 40299, USA
www.honeywellvideo.com
☎ +1.800.796.2288

Honeywell Systems Group Europe/South Africa

Aston Fields Road, Whitehouse Industrial Estate
Runcorn, Cheshire, WA7 3DL, UK
www.honeywell.com/security/uk
☎ +44.01928.754028

Honeywell Systems group Caribbean/Latin America

9315 NW 112th Ave.
Miami, FL 33178, USA
www.honeywellvideo.com
☎ +1.305.805.8188

Honeywell Systems Group Pacific

Level 3, 2 Richardson Place
North Ryde, NSW 2113, Australia
www.honeywellsecurity.com.au
☎ +61.2.9353.7000

Honeywell Systems Group Asia

35F Tower A, City Center, 100 Zun Yi Road
Shanghai 200051, China
www.asia.security.honeywell.com
☎ +86 21.5257.4568

Honeywell Systems Group Middle East/N. Africa

Post Office Box 18530
LOB Building 08, Office 199
Jebel Ali, Dubai, United Arab Emirates
www.honeywell.com/security/me
☎ +971.04.881.5506

Honeywell Systems Group Northern Europe

Ampèrestraat 41
1446 TR Purmerend, The Netherlands
www.honeywell.com/security/nl
☎ +31.299.410.200

Honeywell Systems Group Deutschland

Johannes-Mauthe-Straße 14
D-72458 Albstadt, Germany
www.honeywell.com/security/de
☎ +49.74 31.8 01.0

Honeywell Systems Group France

Immeuble Lavoisier
Parc de Haute Technologie
3-7 rue Georges Besse
92160 Antony, France
www.honeywell.com/security/fr
☎ +33.(0).1.40.96.20.50

Honeywell Systems Group Italia SpA

Via della Resistenza 53/59
20090 Buccinasco
Milan, Italy
www.honeywell.com/security/it
☎ +39.02.4888.051

Honeywell Systems Group España

Avenida de Italia, nº 7
P.I.- C.T.C. Coslada
28820 Coslada, Madrid, Spain
www.honeywell.com/security/es
☎ +34.902.667.800

Honeywell

www.honeywellvideo.com
+1.800.796.CCTV (North America only)
HVSsupport@honeywell.com

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