Video Analytics

Version 4

Installation Guide

Installation Guide

Revisions

Issue	Date	Revisions
А	05/07	Rebranded to Honeywell standards.
В	06/07	Revised content to allow single set of documentation for all product packages.
С	08/07	Addeded 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 <i>Appendix A, Honeywell IP Utility Installation</i> , and <i>Appendix E, Meinberg NTP Software Installation</i> ; revised <i>Analytics Server Requirements</i> .
Н	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
Video Analytics V4 Reference Guide	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.
Video Analytics V4 Getting Started Guide	800-00923	Covers the basic information for quickly setting up your system.
Release Notes.txt		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 type	ographical 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	The message Unauthorized displays.
	Syntax	(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.
Italic	Placeholders: words that vary depending on the situation	username
	Cross-reference to external source	Refer to the Video Analytics V4 Reference Guide.
	Cross-reference within document	See Introduction.

1

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 #
Picolo Tetra™ (requires MultiCam 6.4.2.634 or MultiCam 5.5)	1 full PCI-slot per 4 inputs	1303 for Picolo Tetra
Picolo Alert [™] with Video	2 PCI slots per 8 inputs	1305 for Picolo Alert
Expansion Bracket (requires MultiCam 6.4.2.634 or MultiCam 5.5)		1203 for Video Expansion Bracket for Alert
Picolo Alert™ Compact	1 PCI slot per 8 inputs	6003 for Picolo Alert Compact
(requires MultiCam 6.4.2.634 or MultiCam 5.5)		3120 for Spider (breakout) cable
Picolo Alert™ Compact PCle (requires MultiCam	1 PCI slot per 8 inputs	6003 for Picolo Alert Compact PCle
6.4.2.634)		3120 for Spider (breakout) cable

For more information about the Picolo Tetra[™] and Picolo 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)



n 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 CorpTM, 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

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	Frame grabbers:
input	Option A: One Picolo Alert Compact PCIe frame grabber with one spider (breakout) cable (recommended), or
	Option B: One Picolo Alert Compact frame grabber with one spider (breakout) cable, or
	Option C: One Picolo Alert frame grabber with one video expansion bracket, or
	Option D: Two Euresys Picolo Tetra frame grabbers

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

16-Channel Analytics 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 Picolo Alert Compact PCIe frame grabbers with two spider (breakout) cables (recommended), or
	Option B: Two Picolo Alert Compact frame grabbers with two spider (breakout) cables

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

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 Picolo Alert Compact PCIe frame grabbers with three spider (breakout) cables (recommended), or
	Option B: Three Picolo 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 Mir	nimum 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.

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

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

Introduction

Software Installation

Caution

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



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 Sof	tware 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 <i>Uninstalling Video Analytics Suite</i> , page 43. Then follow the procedure in <i>Starting the Installation Program</i> , page 26.
Honeywell Video Analytics — Client	Client Only	Does not require uninstalling the previous version. Follow the procedure in <i>Starting the Installation Program</i> , page 26.
Honeywell Video Analytics — Server	Full Package	Does not require uninstalling the previous version. You will see an Upgrade Confirmation message similar to <i>Figure 2-2</i> .
		Follow the procedure described in <i>Starting the Installation Program</i> , page 26.
		If the previous version was a license key dongle installation, the dongle license will be transferred to a license key string (see <i>Upgrading a Dongle License to a License Key String</i> , 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 <i>Uninstalling Video Analytics Suite</i> , page <i>43</i> . Then follow the procedure described in <i>Starting the</i> <i>Installation Program</i> , page <i>26</i> .
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 <i>Figure 2-1</i> .
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 <i>Starting the Installation Program</i> , 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





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

🕲 Honeywell Video Analytics - InstallShield Wizard	×
HASP Key Required The HASP dongle is required for this installation step	
To proceed with this installation, your dongle license will be transferred to a license key string that is tied to this server. The dongle key will be disabled after the license transfer.	
Please insert your dongle key into a USB port and click <next> to continue.</next>	
InstallShield < <u>B</u> ack Next > Cancel	

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).

😼 Honeywell Video Analytics Installer	
	Honeywell
Click on the link below to install:	
Honeywell Video Analytics	
Alarm Management Server	
Third-Party Installers:	
Honeywell IP Adapter 2.30.00	(For Honeywell HD4DIP, HCD554IP, HCS554IP, ACUIX IP camera inputs)
Honeywell HD3MDIP IP Adapter 1.8.00	(For Honeywell HD3MDIP camera inputs)
Euresys MultiCam 6.4.2.634 Driver	(For analog video inputs)
MCC InstaCal 5.82 Driver	(For relay output)
NTP Client Folder	(For time synchronization)
🔼 <u>Adobe Reader 8.1</u>	
<u>Click here for detailed installation instruct</u> <u>Click here to open documentation folder</u>	t <mark>ions (requires Adobe Reader)</mark> Exit

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*).



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.

Please read the following licens	se agreement carefully.	
SOFT	WARE LICENSE AGREEMENT	
IMPORTANT NOTICE: REAF	DEFODE OLICIVITO ON SLACOEDE?	,
The programs contained on th	is disc and documentation are offered	to you by
The programs contained on the Honeywell International Inc., a group, with an address at 2700 for use only on the terms spec "Agreement") below. This of attached programs and impose documentation.	is disc and documentation are offered acting solely through the Video busine Blankenbaker, Suite 150, Louisville, K ified in the End User License Agreeme fer includes a license authorizing limit- is restrictions affecting their use and u	to you by ess of its Security CY 40299, USA ent ed use of the use of the related
The programs contained on th Honeywell International Inc., group, with an address at 2700 for use only on the terms spec ("Agreement") below. This of attached programs and impose documentation.	a server the server of the ser	to you by ess of its Security CY 40299, USA ent ed use of the use of the related <u>Print</u>

License Screen

Selecting Destination Folder

Figure 2-7

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
Select Destination	🖟 Honeywell Video Analytics - Client - InstallShield Wizard 🛛 🗙
Before selecting a destination drive, select the expected number of channels that will be licensed on this system. This number does not indicate the actual number of channels licensed, (this information is not known by the installer), but is used to determine the required disk space for the use of this product. Expected licensed channels: I Required Space: 20 GB Disks: Inve Available Space (GB) I Image: Image	Destination Folder Click Next to install to this folder, or click Change to install to a different folder. Install Honeywell Video Analytics - Client to: C:\Program Files\Honeywell Video Systems\ActivEye\Active Alert\ C:\Program Files\Honeywell Video Systems\ActivEye\Active Alert\
Installation Directory: C:\Program Files\ActivEye\Active Alert\	InstellShield
Reset Change OK Cancel	< <u>B</u> ack <u>N</u> ext > Cancel
(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.

Browse For Folder	
Make New Folder OK Cancel	

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.



🔀 Honeywell Video Analytics - InstallShield Wizard	
System Settings Adjust system settings if necessary	
Analytics Server Port: 18081	
Select a Video Format:	
⊙ NTSC	
○ PAL	
InstallShield	
< Back	Next > Cancel

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.

Inadequ	iate Drive Space 🛛 🗙
♪	The selected drive may not have enough free space to properly run this product. Are you sure you wish to install to "C:\Program Files\ActivEye\Active Alert\"?
	OK Cancel

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

eady to Install the Program The wizard is ready to begin installation.	
If you want to review or change any of your installation settings, click Back. Cl exit the wizard. Current Settings:	lick Cancel to
Setup Type:	
Typical	
Destination Folder:	
C:\Program Files\Honeywell Video Systems\ActivEye\Active Alert\	
User Information:	
Name: ActivEye	
Company: Honeywell International	
lishield	
	Caral

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.

Installing	a Honeywell Video Analytics v4.6.0.8
The pro	gram features you selected are being installed.
ß	Please wait while the InstallShield Wizard installs Honeywell Video Analytics v4.6.0.8. This may take several minutes.
stallShield -	

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*).



An administrator us create a password installation process can later change th	ername 'admin' has been created. You must for this account in order to proceed with the (additionally, the password can't be 'admin'). You ne password by using ActivEye User Configuration.
New Password:	
Confirm Password:	
	OF Creat

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.

< Back

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

Einish

Cancel

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



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**.

 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.

Ŕ	🖥 Honeywell Alarm Management Server - InstallShield Wizard	×
	License Agreement Please read the following license agreement carefully.	1
	SOFTWARE LICENSE AGREEMENT	^
	IMPORTANT NOTICE: READ BEFORE CLICKING ON "I ACCEPT"	
	The programs contained on this disc and documentation are offered to you by Honeywell International Inc., acting solely through the Video business of its Security group, with an address at 2700 Blankenbaker, Suite 150, Louisville, KY 40299, USA for use only on the terms specified in the End User License Agreement ("Agreement") below. This offer includes a license authorizing limited use of the attached programs and imposes restrictions affecting their use and use of the related documentation.	~
T	I accept the terms in the license agreement Print I do not accept the terms in the license agreement	
ΤĻ	< <u>Back</u> <u>N</u> ext > Cancel	
5. Select **Next** to accept the default destination folder location or click **Change** ... to install to a different folder.

🔀 Honeywell Alarm Manag	gement Server - InstallShield Wizard 🛛 🔀
Destination Folder Click Next to install to this fo	lder, or click Change to install to a different folder.
Install Honeywell A C:\Program Files\H InstallShield	Alarm Management Server to: Honeywell Video Systems\ActivEye\Active Alert\
When you click Change ,	Change Current Destination Folder Browse to the destination folder.
Navigate to the desired folder, then click OK to	Look in:
proceed.	Config Microsoft.VC80.MFC DBServer Reports Doc Sounds dotNet Microsoft.VC80.ATL Microsoft.VC80.CRT
	InstallShield
	OK Cancel

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

To correct any settings before continuing, click ${\pmb{\mathsf{Back}}},$ edit your settings, then continue.

To exit the Wizard, click Cancel.

Honeywell Alarm Management S	Server - InstallShield Wizard	×
Ready to Install the Program		
The wizard is ready to begin installation	n.	
If you want to review or change any o exit the wizard.	f your installation settings, click Back. Click Cancel to	
Current Settings:		
Setup Type:		
Typical		
Destination Folder:		
C:\Program Files\Honeywell Video	Systems\ActivEye\Alarm Watch Manager\	
User Information:		
Name: ADI		
Company: Honeywell		
istallShield		
	< <u>B</u> ack Install Cancel	

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

🙀 Honeyw	ell Alarm Management Server - InstallShield Wizard	
Installing The prog	Honeywell Alarm Management Server v4.7.0.3 ram features you selected are being installed.	
1	Please wait while the InstallShield Wizard installs Honeywell Alarm Management Server v4.7.0.3. This may take several minutes. Status:	
InstallShield –	< Back Next >	Cancel

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



status.

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 2-17 Alarm Management Server Install Summary

AMS Installer: Set An An administrator us create a password f installation process can later change the	Iministrator Password ername 'admin' has been created. You must or this account in order to proceed with the (additionally, the password can't be 'admin'). You a password by using Alarm Watch Admin.
New Password:	
Confirm Password:	
	OK Cancel

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.

Add Use	er Error 🛛 🔀
8	Bad Request: Username and password cannot be the same
	ОК

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.



🔂 Honeywell Alarm Manage	ment Server - InstallShield Wizard	×
E	InstallShield Wizard Completed	
	The InstallShield Wizard has successfully installed Honeywell Alarm Management Server v4.7.0.3. Click Finish to exit the wizard.	
	< Back Finish Cancel	

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



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.

Power Options Prope	rties			?
Power Schemes Alarms	Power Meter	Advanced	Hibernate	
Select the po this computer. the selected s	wer scheme with Note that chan ccheme.	n the most ap ging the setti	propriate settir ngs below will	ngs for modify
Power schemes				
Presentation				*
Home/Office Desk Portable/Laptop Presentation				
Always On				
Minimal Power Mana	gement			
When computer is:	Plugge	ed in 🚦	batteries	n]
Turn off <u>m</u> onitor:	Never	▼ N	lever	~
Turn off hard disks:	Never	► A	fter 5 mins	*
System standby:	Never	► A	fter 15 mins	*
	OK	Ca	incel	Apply

- 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.

Power Options Prope	rties	? 🛽
Power Schemes Alarms	Power Meter Advar	ced Hibernate
Select the po this computer the selected s	wer scheme with the mo: . Note that changing the scheme.	st appropriate settings for settings below will modify
Power schemes		
Always On		*
	Save	As <u>D</u> elete
Settings for Always Or	n power scheme	C Dumming our
When computer is:	(Contraction Plugged in	batteries
Turn off <u>m</u> onitor:	After 20 mins 🛛 🔽	After 15 mins 🛛 👻
Turn off hard disks:	After 1 min After 2 mins After 3 mins	After 30 mins 🔽
System standby:	After 5 mins After 10 mins After 15 mins After 20 mins After 25 mins	Never
	After 30 mins After 45 mins	
	After 1 hour After 2 hours After 3 hours	Cancel <u>A</u> pply
	After 4 hours After 5 hours	

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

Power Schemes Alarms Power Meter Advanced Hibernate Image: State of the sta	Power Options Properties
When your computer hibernates, it stores whatever it has in memory on your hard disk and then shuts down. When your computer comes out of hibernation, it returns to its previous state. Hibernate Enable hibernation Free disk space for hibernation Free disk space: 2,544 MB Disk space required to hibernate: 1,015 MB	Power Schemes Alarms Power Meter Advanced Hibernate
Hibernate Enable hibernation Disk space for hibernation Free disk space: 2,544 MB Disk space required to hibernate: 1,015 MB	When your computer hibernates, it stores whatever it has in memory on your hard disk and then shuts down. When your computer comes out of hibernation, it returns to its previous state.
Disk space for hibernation Free disk space: 2,544 MB Disk space required to hibernate: 1,015 MB	Hibernate Enable hibernation
Free disk space: 2,544 MB Disk space required to hibernate: 1,015 MB	Disk space for hibernation
	Free disk space: 2,544 MB Disk space required to bibernate: 1,015 MB
OK Cancel Apply	
	OK Cancel Apply

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.

/indows	Installer 🛛 🕅
An	you sure you want to uninstall this product?
An	you sure you want to uninstall this product?

Figure 2-21 Uninstalling Honeywell Video Analytics

4. Figure 2-22 displays, indicating the removal process is proceeding.



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.

į	You must restart your system for the configuration changes made to Honeywell Video Analytics to take effect. Click Yes to restart now or No if you plan to restart later.

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

 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

\delta Add or Rei	nove Programs			
5	Currently installed programs:	Show up <u>d</u> ates	Sort by: Name	*
Change or Remove Programs	ໝ Euresys MultiCam 5.5.0.3 ദ <mark>り</mark> High Definition Audio Driver Package - KB835221			
1	🙆 Honeywell Video Analytics		Size	54.32MB
Add New	Click here for support information.		Used	rarely
Programs	To remove this program from your computer, click Remove.			Remove
B	IBM Rational PurifyPlus for Windows		Size	60.60MB
Add/Remove	InstaCal for Windows		Size	14.44MB
Windows Components	🏟 Intel(R) Matrix Storage Manager		Size	3.77MB
	👙 J2SE Runtime Environment 5.0 Update 6		Size	152.00MB
	🚳 Java(TM) 6 Update 3		Size	111.00MB
Set Program Access and	McAfee AntiSpyware Enterprise Module		Size	36.66MB
Defaults	🔯 McAfee VirusScan Enterprise		Size	21.88MB

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

o middow	s insta	ller				2
A	re you su	re you want	to unin	stall this	product?	
	(*******	0		ki.		



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







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

🐱 Add or Remove Programs				
5	Currently installed programs:	Show up <u>d</u> ates	Sort by: Name	*
C <u>h</u> ange or Remove	🔀 High Definition Audio Driver Package - KB835221			^
Programs	🔕 Honeywell Alarm Management Server		Size	21.49MB
Add <u>N</u> ew Programs	Click here for support information.		Used	<u>rarely</u>
	To remove this program from your computer, click Remove.			Remove
	🔀 Honeywell IP ActiveX		Size	0.26MB
C	🕞 Honeywell IP Adapter		Size	2.63MB
Add/Remove	Honeywell Lens Computer		Size	2.34MB
<u>W</u> indows Components	🕞 HVA Contrast Analyzer		Size	5.82MB

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*).

Honeywell Alarm Management Server
Please wait while Windows configures Honeywell Alarm
Gathering required information
Cancel

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.

Software Installation

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.
- Select the System Setup tab, and then click Enter License Key. Figure 3-1 displays.
- 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.



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 HVSsupport@honeywell.com.
- 5. Click **Send to server** to send the updated license key string to the server to activate the software.

Α

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*).

🕞 Honeywell Video Analytics Installer	
	Honeywell
Click on the link below to install:	
Honeywell Video Analytics	
Alarm Management Server	
Third-Party Installers:	
Honeywell IP Adapter 2.30.00	(For Honeywell HD4DIP, HCD554IP, HCS554IP, ACUIX IP camera inputs)
Honeywell HD3MDIP IP Adapter 1.8.00	(For Honeywell HD3MDIP camera inputs)
Euresys MultiCam 6.4.2.634 Driver	(For analog video inputs)
MCC InstaCal 5.82 Driver	(For relay output)
NTP Client Folder	(For time synchronization)
📕 <u>Adobe Reader 8.1</u>	
Click here for detailed installation instruct Click here to open documentation folder	tions (requires Adobe Reader) Exit

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*).



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

😸 Honeywell IP Utility - InstallShield Wizard	×
License Agreement Please read the following license agreement carefully.	
Global Notices and Trademarks Copyright Copyright 2005-2008 by Honeywell International Inc. While this information is presented in good faith and believed to be accurate, Honeywell disclaims the implied warranties of merchantability and fitness for a particular purpose and makes no express warranties except as may be stated in its written agreement with and for its customers. In no event is Honeywell liable to covern for own indirect arguestic	
I accept the terms in the license agreement Print I do not accept the terms in the license agreement InstallShield	
<back next=""> Cancel</back>	

 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.

1	🛃 Honeyw	rell IP Utility - InstallShield Wizard	×
	Destinati	on Folder	
	Click Ne>	kt to install to this folder, or click Change to install to a different folder.	2
	<u> </u>	Install Honeywell IP Utility to:	
		C:\Program Files\Honeywell Video Systems\	
		IP Utility setup will install the following components:- 1. TP Utility	
		2. Bonjour - A protocol used for device discovery. 3. Honeywell IP Adapter	
	<u>.</u>	To proceed with installation, please select Language pop up window in the taskbar.	
т	ostallShield –		
1	nessmennelu –	< <u>B</u> ack <u>N</u> ext > Cancel	

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

😸 Honeywell IP Utility - InstallShield Wizard 🛛 🛛 🔀
Ready to Install the Program The wizard is ready to begin installation.
Click Install to begin the installation.
If you want to review or change any of your installation settings, click Back. Click Cancel to exit the wizard.
InstallShield

 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.



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

🔀 Bonjour for Windows	
License Agreement	
Please read the following license agreement carefully.	
	_
English	
APPLE INC. SOFTWARE LICENSE AGREEMENT FOR BONJOUR FOR WINDOWS	
PLEASE READ THIS SOFTWARE LICENSE AGREEMENT ("LICENSE") CAREFULLY BEFORE USING THE APPLE SOFTWARE. BY USING THE APPLE SOFTWARE, YOU ARE AGREEING TO BE BOUND BY THE TERMS OF THIS LICENSE. IF YOU DO NOT AGREE TO THE TERMS OF THIS LICENSE, DO NOT USE THE SOFTWARE. IF YOU DO NOT AGREE TO THE TERMS OF THE LICENSE, YOU MAY RETURN THE APPLE SOFTWARE TO THE PLACE WHERE YOU OBTAINED IT FOR A REFUND. IF THE APPLE SOFTWARE WAS ACCESSED ELECTRONICALLY, CLICE DISAGREE/DECLINE". FOR APPLE SOFTWARE INCLUDED	8
< <u>Back</u> <u>Next</u> > Cance	

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.

Information		
Please read the follo	wing text.	
About Bonjour		~
Bonjour, also known computers, devices, protocols to allow de enter IP addresses o	as zero-configuration networking, enables automatic discovery of and services on IP networks. Bonjour uses industry standard IP vices to automatically discover each other without the need to r configure DNS servers.	
System requirem	ent <i>s</i>	
Bonjour requires Win have the latest Servi	dows 2000/2003, Windows XP or Windows Vista. Make sure you ice Pack installed for your computer using Windows Update.	
Bonjour is a networki 5353. If you have a	ing protocol that sends and receives network packets on UDP port "personal firewall" enabled, you will need to ensure that UDP port	~

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.



🔀 Bonjour for Windows	×
Choose Bonjour Installer Option	
Modify the following option for this installation.	
Select or clear the option and click Install to continue.	
Create Bonjour Printer Wizard desktop shortcut	
< <u>Back</u> Install Cancel	

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



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

😼 Bonjour for Windows	
	Congratulations.
	Bonjour has been successfully installed on your computer.
	Click Finish to quit this installer.
	< Back Einish Cancel

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-10 Bonjour Installation Progress Screen



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

🖥 Honeywell Video Analytics Installer	
	Honeywell
Click on the link below to install:	
Honeywell Video Analytics	
Alarm Management Server	
Third-Party Installers:	
Honeywell IP Adapter 2.30.00	(For Honeywell HD4DIP, HCD554IP, HCS554IP, ACUIX IP camera inputs)
Honeywell HD3MDIP IP Adapter 1.8.00	(For Honeywell HD3MDIP camera inputs)
Euresys MultiCam 6.4.2.634 Driver	(For analog video inputs)
MCC InstaCal 5.82 Driver	(For relay output)
NTP Client Folder	(For time synchronization)
Adobe Reader 8.1	
<u>Click here for detailed installation instruct</u> <u>Click here to open documentation folder</u>	ions (requires Adobe Reader) Exit

Honeywell IP Utility Installation

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*).

	Honeywe
Click on the link below to install:	
Honeywell Video Analytics	
Alarm Management Server	
Chird-Party Installers:	
Honeywell IP Adapter 2.30.00	(For Honeywell HD4DIP, HCD554IP, HCS554IP, ACUIX IP camera inputs)
Honeywell HD3MDIP IP Adapter 1.8.00	(For Honeywell HD3MDIP camera inputs)
Euresys MultiCam 6.4.2.634 Driver	(For analog video inputs)
MCC InstaCal 5.82 Driver	(For relay output)
NTP Client Folder	(For time synchronization)
📕 Adobe Reader 8.1	
Click here for detailed installation instru	rtions (raquires Adoba Baadar)

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**.

MultiCam Setup		
Setup Type Select the setup type that best s	uits your needs.	
MultiCam"	Click the type of setup you prefer.	Description
Unvers	C Full	components. Includes the drivers, the C/C++ headers and import libraries, the .NET assemblies, the ActiveX controls, the DirectShow
	Development	filters and MultiCam Studio. Detected IDEs are automatically configured.
	C Runtime	
	Select components manually	
É EURESYS		
InstallShield	< <u>B</u> ack	Cancel

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.



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.

Found New Hardware Wiz	ard
	Welcome to the Found New Hardware Wizard Windows will search for current and updated software by looking on your computer, on the hardware installation CD, or on the Windows Update Web site (with your permission). Read our privacy policy
	Can Windows connect to Windows Update to search for software?
	<u>Yes, this time only</u>
	Yes, now and every time I connect a device
	○ No, not this time
	Click Next to continue.
	< <u>Back</u> <u>N</u> ext > Cancel

Found New Hardware Wiz	ard
	This wizard helps you install software for: EureCard Component If your hardware came with an installation CD or floppy disk, insert it now.
	What do you want the wizard to do? Install the software automatically (Recommended) Install from a list or specific location (Advanced) Click Next to continue.
	< Back Next > Cancel

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	Figure B-3	MultiCam Studio Create a New Source
--	------------	-------------------------------------



3. Select Standard camera operated with Picolo series.



Source Setup Wizard	
MultiCam S t u d i o	
	A source provides images coming from a camera connected to a frame-grabber. Select the source type : O Analog industrial camera operated with Domino series
É EURESYS	Camera Link industrial camera operated with GrabLink series
	Help < Back Next > Cancel

- 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

◯ PAL		
⊙ NTSC		
Other :		
NTSC.cam		Browse
Select the color format :		
ColorFormat	RGB16 💙	

- 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 S	Select	the	Mosaic	Mode
------------	----------	----------	--------	-----	--------	------

	shows the frame-gra	abbers available	in the system	matching your selection	
BoardName Picolo Tetra	PICOLO TETRA	DriverIndex 0	PciPosition 0x30000	PICOLO TETRA 00133	39 1339
Connector	VID1			osaid	
7. When using Picolo Tetra or Picolo Alert frame grabbers, four (or sixteen) windows open. Click **Set all sources active**.

2 MultiCam Studio Source View Tools Window Help		
NTSC on PICOL(T Set all sources active 1) NTSC on PICOLO_TE IRA_0005209 (VID2)		
NTSC on PICOLO_TETRA_006209 (VID3)		
NTSC on PICOLO_TETRA_006209 (VID4)		
		Properties X Source
EURESYS	EURESYS	ConstructionMode VIDEO SeqLength_Fr -1
Size: 640,480		it. The second s

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.





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*).

🐞 Add or Re	move Programs			
	Currently installed programs:	Show up <u>d</u> ates	Sort by: Name	~
C <u>h</u> ange or Remove Programs	EPSON Printer Software		Size	29.40MB
	BPSON SPR1800 Reference Guide		Size	10.89MB
	Extend360 Enforcement Agent		Size	72.15MB
Add <u>N</u> ew Programs	1 HGRA		Size	83.09MB
riogramo	🔀 High Definition Audio Driver Package - KB835221			
6	🔀 IBM Personal Communications		Size	104.00MB
Add/Remove	InstaCal for Windows		Size	<u>14.45MB</u>
<u>W</u> indows Components	Click here for support information.		Used	rarely
	To remove this program from your computer, click Remove.			Remove
Cab Duantan	👘 Intel(R) Graphics Media Accelerator Driver			
Access and	🔀 IP Setup Program		Size	0.36MB
Defaults	🗳 iTunes		Size	50.45MB
	n J2SE Runtime Environment 5.0 Update 10		Size	152.00MB
	👙 J25E Runtime Environment 5,0 Update 6		Size	152.00MB
	McAfee AntiSpyware Enterprise Module		Size	32.56MB
	😺 McAfee VirusScan Enterprise		Size	17.74MB
	Microsoft .NET Framework 1.1			~

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

🔂 Honeywell Video Analytics Installer	
	Honeywell
Click on the link below to install:	
Honeywell Video Analytics	
Alarm Management Server	
Third-Party Installers:	
Honeywell IP Adapter 2.30.00	(For Honeywell HD4DIP, HCD554IP, HCS554IP, ACUIX IP camera inputs)
Honeywell HD3MDIP IP Adapter 1.8.00	(For Honeywell HD3MDIP camera inputs)
Euresys MultiCam 6.4.2.634 Driver	(For analog video inputs)
MCC InstaCal 5.82 Driver	(For relay output)
NTP Client Folder	(For time synchronization)
🔼 Adobe Reader 8.1	
<u>Click here for detailed installation instruct</u> <u>Click here to open documentation folder</u>	tions (requires Adobe Reader) Exit

Figure C-2 MCC InstaCal Driver Installation

2. Click Setup.

WinZip Self-Extractor - icalsetup.exe			
Click on Setup to install InstaCal.	Setup		
	Cancel		
	About		

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



 On the Destination Folder screen, click: Next to accept the default directory OR

Change to select another directory.

🙀 InstaCa	l for Windows - InstallShield Wizard 🛛 🛛 🔀
Destinati Click Next, (on Folder or click Change to install to a different folder.
	Install InstaCal for Windows to: C:\Program Files\Measurement Computing\DAQ\ Change
InstallShield -	< Back Next > Cancel

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



A progress bar indicates the status of the installation.

🙀 InstaCa	l for Windows - InstallShield Wizard
Installing	the program MEASUREMENT COMPUTING
The progra	m features you selected are being installed.
1 6	Please wait while the InstallShield Wizard installs InstaCal for Windows. This may take several minutes.
	Status:
	Copying new files
InstallShield	
	< Back Next > Cancel

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



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

🥵 InstaC	al for Windows Insta	ller Information	×
⚠	You must restart your sy changes made to InstaC Click Yes to restart now (later.	stem for the configuration al for Windows to take effec or No if you plan to restart	t.
	Yes	No	

Installing an MCC Relay Board

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

- 1. Plug the board into the appropriate slot on the computer.
- 2. Reboot. Allow Windows to find the new hardware and link to its driver.
- 3. 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

🔏 InstaCal	
File Install Calibrate Test Help	
RC Board List	
🖃 🛶 🐠 Universal Serial Bus	
Board# 0 - Switch and Sense 8/8 (serial# 20)	
Ready	

- 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.

	Relay #		Status	<u>^</u>
1	Relay 0	Test	Ready	mm
2	Relay 1	Test	Ready	
3	Relay 2	Test	Ready	
4	Relay 3	Test	Ready	
5	Relay 4	Test	Ready	
6	Relay 5	Test	Ready	
7	Relay 6	Test	Ready	
8	Relay 7	Test	Ready	~
This test will verify operation of each relay by toggling the relay between the NO and NC contacts. 1. Remove all connections. 2. Press Test and verify the relay made noise. Note: External power connection is required to perform this test.				

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

🔂 Honeywell Video Analytics Installer	
	Honeywell
Click on the link below to install:	
Honeywell Video Analytics	
Alarm Management Server	
Third-Party Installers:	
Honeywell IP Adapter 2.30.00	(For Honeywell HD4DIP, HCD554IP, HCS554IP, ACUIX IP camera inputs)
Honeywell HD3MDIP IP Adapter 1.8.00	(For Honeywell HD3MDIP camera inputs)
Euresys MultiCam 6.4.2.634 Driver	(For analog video inputs)
MCC InstaCal 5.82 Driver	(For relay output)
NTP Client Folder	(For time synchronization)
Adobe Reader 8.1	
<u>Click here for detailed installation instruct</u> <u>Click here to open documentation folder</u>	ions (requires Adobe Reader) Exit

The Adobe Reader Installer launches.



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

🕞 Honeywell Video Analytics Installer	
	Honeywell
Click on the link below to install:	
Honeywell Video Analytics	
Alarm Management Server	
Third-Party Installers:	
Honeywell IP Adapter 2.30.00	(For Honeywell HD4DIP, HCD554IP, HCS554IP, ACUIX IP camera inputs)
Honeywell HD3MDIP IP Adapter 1.8.00	(For Honeywell HD3MDIP camera inputs)
Euresys MultiCam 6.4.2.634 Driver	(For analog video inputs)
MCC InstaCal 5.82 Driver	(For relay output)
NTP Client Folder	(For time synchronization)
📕 Adobe Reader 8.1	
<u>Click here for detailed installation instruc</u> <u>Click here to open documentation folder</u>	tions (requires Adobe Reader) Exit

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

M Network Time Protocol Setup	
License Agreement Please review the license terms before installing Network Time Protocol.	
Network Time Protocol (Version 4.2.4p6@vegas-v2-o)	
 This Binary Installation Package includes software provided by the NTP project (<u>www.ntp.org</u>), the OpenSSL project (<u>www.openssl.org</u>), Nullsoft (<u>www.nsis.org</u>) and Meinberg Radio Clocks (<u>www.meinberg.de</u>).	
Please read this text carefully and completely (scroll down to read all terms). You need to agree to the following terms in order to proceed with the installation:	
a) NTP, the Network Time Protocol Reference Implementation	
Copyright (c) David L. Mills 1992-2005	~
If you accept the terms of the agreement, click I Agree to continue. You must accep agreement to install Network Time Protocol.	t the
Nullsoft Install System v2,35	
I Agree	Cancel

- Note
- As the installation proceeds, click **Next** on each screen to continue.
- On the Choose Install Location screen, click Next to accept the default directory, OR

Browse to select another directory.

M Network Time Protocol Setup	
Choose Install Location Choose the folder in which to install Network Time Protocol.	
Setup will install Network Time Protocol in the following folder. To install in a differen click Browse and select another folder. Click Next to continue.	t folder,
Destination Folder C:\Program Files\NTP Browse.	
Space required: 3.4MB Space available: 27.1GB	
Nullsoft Install System v2.35	Cancel

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

M Network Time Protocol S	etup		
Choose Components Choose which features of Network Time Protocol you want to install.			
Check the components you war install. Click Next to continue.	nt to install and uncheck the comp	onents you don't want to	
Select components to install:	Components NTP Daemon NTP Tools NTP Documentatic Create Startment Third Party Compo OpenSSL Runtime	Description Position your mouse over a component to see its description.	
Space required: 3.4MB	<		
Nullsoft Install System v2,35	< Back	Next > Cancel	

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.

M Network Time Protocol Setup: Configuration Options			
Files have been installed Image: Configuration settings			
Configuration File Settings Location of configuration file:			
V Create an initial configuration file with the following settings: Want to use predefined public NTP servers (see www.pool.ntp.org)? Choose United States of America			
You can specify up to 9 NTP servers (comma separated) you want to use:			
 ✓ Use fast initial sync mode (iburst) Add local clock as a last resort reference, Stratum: 12 			
Nullsoft Install System v2.35			

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

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



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

M Network Time Protocol Setup: NTP Service Options	
Setting up NTP service Please specify your service settings	7)
 NTP Service Settings Create and use a special NTP account (recommended) Use existing account Use SYSTEM account (not recommended) Start NTP service automatically Disable other Time Services eventually installed (e.g. W32Time, other NTP flavours) Start NTP service right after installation Allow big initial timestep (>1000 secs) Enable Multimedia Timer at startup Check Firewall Settings 	
Nullsoft Install System v2.35	

8. 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.

M Network Time Protocol Setup: NTP Service Account	
Setting up NTP service Enter the user ID and password used for running the service	
NTP Service Account Enter a name for the new NTPD account: ntp	
Enter a password for the new account: Confirm the password:	
Nullsoft Install System v2.35	
< Back Next >	Cancel

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.

🔏 NTP Time Server Monit	or 🛛 🗙
	Welcome to NTP Time Server Monitor Setup program. This program will install NTP Time Server Monitor on your computer.
	It is strongly recommended that you exit all Windows programs before running this Setup Program. Click Cancel to quit Setup and close any programs you have running. Click Next to continue with the Setup program. WARNING: This program is protected by copyright law and international treaties. Unauthorized reproduction or distribution of this program, or any portion of it, may result in severe civil and criminal penalties, and will be prosecuted to the maximum extent possible under law.
192	Next > Cancel

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

OR

Browse to select another directory	y.
------------------------------------	----

NTP Time Server Monitor	
Destination Location	Ĩ
Setup will install NTP Time Server Monitor in t	he following folder.
To install into a different folder, click Browse,	and select another folder.
You can choose not to install NTP Time Serve	er Monitor by clicking Cancel to exit Setup.
─ Destination Folder ────────────────────────────────────	
C:\Program Files\meinberg\ntp_time_server	_monitor Browse
Wise Installation Wizard®	< <u>B</u> ack <u>Next></u> Cancel

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.

🔏 NTP Time Server Monitor	
Select Program Manager Group	ø
Enter the name of the Program Manager group to add NTP Time Server N	fonitor icons to:
Meinberg	
Accessories Administrative Tools Cradle Grouper RDK v 1.5 pre-release Cygwin Dell Accessories DivX Easy Video Capture Euresys MultiCam	
Games Gnu Emacs	~
, wise Installation Wizard®	Cancel

5. The NTP Time Server Monitor installation begins.

🖞 NTP Time Server Monitor 🛛 🛛 🗙
Start Installation
You are now ready to install NTP Time Server Monitor.
Click the Next button to begin the installation or the Back button to reenter the installation information.
Wise Installation Wizard®

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
--	------------	----------	---------	----------------	---------	-----

🔝 NTP Time Server Monitor by Meinberg 1.03a	
File Edit Help	
NTP Service NTP Status NTP Configuration File Statistic Advanced Statistic Configuration	Notification
Service information:	Service configuration:
NTP version: ntpd 4.2.4p6@vegas-v2-o Jan 12 15:27:46 (UTC+01:00) 2009 (4)	Control service:
Service name: NTP	Start Type: Automatically
Display name: Network Time Protocol Daemon	Start NTP service
Description: Synchronizes the local system clock to a reference time source and (eventually) provide this time to NTP and/or SNTP clients	Restart NTP service Stop NTP service
Path to EXE: C:\Program Files\NTP\bin\ntpd.exe -U 3 -M -g -c "C:\Program Files\NTP\etc\r	Settings
Log on as: ntp	Service information:
Service Status: Started	Application Log
Service Start Type: Automatically	MEINBERG
ntpsvcio.dll version: 120	

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.

M NTP Service Settings						
Service configuration Configuration file: C:\Program Files\NTP\etc\ntp.conf						
 Allow initial big time step (>1024s) Set multimedia timer to highest resolution 						
Overwatch service ✓ Restart NTP service if stopped						
Save Cancel						

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.

IJ	🕼 NTP Time Server Monitor by Meinberg 1.03a									
Eil	Eile Edit Help									
N	NTP Service NTP Status NTP Configuration File Statistic Advanced Statistic Configuration Notification									
Localhost										
Current local NTP Status: Sync to: 131.127.243.111 Offset: 0.589ms Stratum: 4										
5	NTP Status:									
	Remote F	Refid	Stratum	Туре	When	Poll	Reach	Delay	Offset .	Jitter
	* 131.127.243.111 1	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
I	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						Legend			

F

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 Message	S
Message	Problem	Solution
Error <code>.There as part of the setu package vendor.</code>	is a problem with this Windows In p did not finish as expected. Con	staller package. A program run tact your support personnel or
	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 retur	ned error code <code></code>	
	There was an unrecoverable error during user management installation	See General Solution, page 97.
Got a non-zero inst	allation code from mysql-nt.exe -	-install: <code></code>
	There was an unrecoverable error during database installation.	See General Solution, page 97.
Could not [start st	cop] the MySql service- error code	<code></code>
	There was an unrecoverable error during database installation.	See General Solution, page 97.
Error installing My	/Sql: <message></message>	
	There was an unrecoverable error during database installation.	See General Solution, page 97.
Error installing Ac	tive Alert Live Service: <message< td=""><td>></td></message<>	>
	There was an unrecoverable error during the installation of the Analytics server as a service.	See General Solution, page 97.
Error installing Al	arm Watch Service: <message></message>	
	There was an unrecoverable error during the installation of Alarm Watch Service.	See General Solution, page 97.
The application <ap< td=""><td>pplication> took more than <second< td=""><td>s> seconds to complete its task</td></second<></td></ap<>	pplication> took more than <second< td=""><td>s> seconds to complete its task</td></second<>	s> 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 ex	it code is <code>.</code>
	There was an unrecoverable error in setting up the HASP license dongle.	See General Solution, page 97.
HASP driver could n	ot be installed.	

	Table F-1	Common Error Message	S			
Message	Problem		Solution			
	There was an ur setting up the H	nrecoverable error in ASP license dongle.	See General Solution, page 97.			
A device was added Verification buttor service installatic key to continue ins	but it does n n to skip HASI on if a valid stallation	not appear to be a HA P key detection - the HASP key is not foun	SP key. Press the Cancel HASP installation will fail during d. Otherwise, insert the HASP			
	When prompted dongle the syste of some other ty	I for the HASP license em detected the addition pe 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 ch	nange error					
	There was an ur changing the ad password.	nrecoverable error Iministrative user	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 ${\tt Pro} \circledast$

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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