ADPRO Video Central Platinum

Installation Manual

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Honeywell

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The following typographic conventions are used in this document.

Convention	Description
Bold	Used to denote: emphasis Used for names of menus, menu options, toolbar buttons
Italics	Used to denote: references to other parts of this document or other documents. Used for the result of an action

The following icons are used in this document.

Icon	Description
	Note. This icon indicates information of special interest that will help the reader make full use of the product, optimise performance, etc. Failure to read the note will not result in physical harm to the reader, or damage to equipment or data.
	Caution! This icon indicates danger to equipment. The danger can be loss of data, physical damage to the equipment, or permanent corruption of configuration details.
	Warning! This icon indicates danger of physical harm to the reader. Not following instructions may lead to death or permanent injury.
	Warning! This icon indicates danger of electric shock. This may lead to death or permanent injury.
	Warning! This icon indicates that there is a danger of inhaling dangerous substances. This may lead to death or permanent injury.

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1 What's New

Feature	Description	Section Reference
New in 3.02.09		
Extended Operator Audit	Additional operator audit data was added.	Operational Manual, 2.28.7.2, Audit Log Descriptions
32 camera support	32 cameras are now supported.	NA
Fisheye Camera support	Fisheye cameras can be viewed in VCP.	Operational Manual, 2.22.12, Viewing a Fisheye (360°) Camera
New in 3.04		
Support for HeiTel in Diagrams	Diagrams now support HeiTel devices.	Setup and Configuration Manual, 2.22, Diagrams
Private Wall HeiTel support	The private wall now allows to show video from HeiTel devices.	Setup and Configuration Manual, 2.4.4, HeiTel Unit Programming
HeiTel GPS support	VCP supports tracking HeiTel GPS devices by using the Global Maps application.	Setup and Configuration Manual, 2.11.7, GPS Settings, 2.12.10, Global Maps Auto Start Operational Manual, 2.46, Global Maps
Live Video Snapshot support for HeiTel	It is now possible to take live video snapshots when streaming video from HeiTel devices.	Operational Manual, 2.22.10, Saving a Live Image
Talk-to-Site Audio File support for HeiTel	Audio files (mp3 and wav) can be configured for Talk-to-Site with HeiTel devices.	Setup and Configuration Manual, 2.13, Local Audio Setup (Play audio file to site)
HeiTel HTConnect support	VCP HeiTel sites can be configured to use HTConnect to connect to the associated devices.	Setup and Configuration Manual, 2.4.1, Setup of CamControl Server, 2.4.4, HeiTel Unit Programming
Bounding Box Configuration	The type of bounding boxes that are shown for alarm images (quad images) and live and review video can be selected.	Setup and Configuration Manual, 2.12.3, Bounding Box Setup
Event Monitoring	It is now possible to monitor events for occurrence, i.e. to check whether a given event has occurred within an expected timeframe.	Setup and Configuration Manual, 2.6.1.2.7, Event Monitoring Settings
Enhanced Database and Disk Size Warnings	Database and disk size warnings have been improved. Warnings will be repeated periodically if the issue at hand is not dealt with. If the issue becomes critical, the system monitor site cannot be cleared until the issue has been dealt with.	Database and Maintenance Manual, 2.1.4, Hard Drive Warnings, 2.1.5, Database Warnings
ASL Customisation	ASL column locations can now be changed. It is now possible to select which ASL columns are visible.	Setup and Configuration Manual, 2.12.11, Column Visibility
Time on ASL	The time how long a site is sitting on the ASL is displayed in a new ASL column "Accumulated Time".	Operational Manual, 2.16.1, ASL Explanation

Feature	Description	Section Reference
Additional Reports	Additional reports are available: • "User Response Report 2", for viewing average response time. • "User Response By Event", shows individual alarms and associated details. • "User Response By Event Type", shows alarms and associated details per sensor. • "User Response By Transmitter", shows alarms and associated details per transmitter. • "Isolations By Sensor", shows isolations and associated details per sensor. • "User Response By User", shows alarms and associated details per user. "User Response Key Metrics", shows user response key metrics.	Operational Manual, 2.45, Reports
New Export/Import of VCP Server Configuration	A new export/import mechanism allows to export/import VCP Server configuration (site details, user details, event priorities…) to/from an XML file. In order to prevent unexpected overwriting of data during import, an import rule can be set which defines how configuration data should be imported. A task is added to the Task Scheduler to allow for automated and scheduled export of the server configuration. A tool exists to convert the VCP legacy export files to the new XML format.	Setup and Configuration Manual, 2.11.8, Import Conflict Action Database and Maintenance Manual, 2.1.18, Exporting and Importing Site and User Data
System Monitor Message Selection	Now System Monitor messages can be enabled or disabled. The System Monitor site will not appear on the ASL for disabled messages.	Setup and Configuration Manual, 2.6.5, System Monitor Message Configuration
Troubleshooting FAQ for Setup	In case VCP setup fails, a troubleshooting FAQ is displayed.	NA
Language Selection in Active Language	The list of languages is now displayed in the language that is active.	Setup and Configuration Manual, 2.12.6, Language Setup
Event Comment enhancement	When adding comment on an event, the Event Comment dialog now contains some information which summarises the event at hand.	Operational Manual, 2.27, Entering Comments
Diagram Guard Tour enhancement	Additional diagram commands are added to allow to switch to the next or previous guard tour sequence: Video(MULTI,NEXTSEQUENCE) Video(MULTI,PREVIOUSSEQUENCE)	Setup and Configuration Manual, 2.22.4.1.1, Live Video Control
Enhanced Review on 20+ Channels	When reviewing more than 20 channels, the user can now switch between the first 20 cameras (cam 1–20) and last 12 cameras (cam 21–32).	Operational Manual, 2.43.9.3, Reviewing More than 20 Cameras
VCP Server autostart upon crash	It is now possible to configure VCP Server to automatically restart after the program has crashed.	Setup and Configuration Manual, 2.2, Start and Login for Multi User

Feature	Description	Section Reference
Guard Tour enhancement	The “All Cameras” guard tour option automatically selects the best camera layout for displaying all cameras on the device.	Operational Manual, 2.23, Conducting a Guard Tour
Enhanced PTZ Configuration	An option is added to allow to invert the Y-axis when controlling PTZ via a joystick. An option is added to show an indication of the centre of the screen when using PTZ.	Setup and Configuration Manual, 2.12.8, Joystick Settings
Support for new XO events	Added support for XO PIR events. Added support for “STORAGE INSUFFICIENT” event.	NA
Diagrams Workbits support	Diagrams now support XO device workbits.	Setup and Configuration Manual, 2.22, Diagrams
VCP SecureViewer Fisheye Cam enhancement	The VCP SecureViewer now supports dewarping exported fisheye camera video.	Secure Viewer User Manual, 4.3.16, Viewing a Fisheye (360°) Camera
Basic Integration enhancement	Basic Integration now supports sending event deactivation codes.	Setup and Configuration Manual, 2.15.2.1, Modifying the Translation Table
Enhanced Performance	Overall enhanced performance by database optimisation and caching.	NA
New in 3.05		
Additional Language	Added Polish translation.	NA
Archiving	Improved error notification in case archiving fails due to insufficient disk space.	NA
Configurable alarm images location.	Added support for setting the path to the EventExtraData folder in the SystemData table.	2.16 VCP Configuration Files and Folders
Configurable SQL Server edition and instance name.	It is now possible to select a pre-installed SQL database instance when installing VCP. Supported instances are SQL 2008 R2, SQL 2014, SQL 2016, and SQL 2017. The user is not forced to use “XTRALIS_CYCLOPS” as the name of the SQL Server instance.	VCP Installation Manual
Configuration files relocated	VCP related configuration files have been moved to the “ADPRO VCP” folder under the common application data folder. E.g. “C:\ProgramData\ADPRO VCP”. The configuration files include vcp_bi.ini, VCPClientConfig.xml, VCPAppLauncherConfig.xml, ADPROSW.config and GPSMapsSettings.xml.	2.16 VCP Configuration Files and Folders
Consolidated configuration file location	Temporary, backup and log files are moved to subfolders under the Common \ “ADPRO VCP” folder.	2.16 VCP Configuration Files and Folders
Convert export busy indication.	Tool now shows wait cursor while conversion is busy.	NA

Feature	Description	Section Reference
Enhanced Camera I/O	The camera I/O status page has been redesigned, allowing to isolate individual camera points.	Operational Manual 2.19.3 Camera I/O
Enhanced event search	Added a column to the Event Search dialog, showing the cameras associated with the event. Added a new search option in the Event Search dialog, to search for events linked with a specific camera.	VCP Operational Manual 2.42.1.3 EventSearch Results – Event tab
Enhanced IP configuration	Improved the appearance of the IP Configuration window that is displayed if the VCP UI is launched with a misconfigured bind-to-IP address.	NA
Event Detail	For the SITE CONNECT, SITE SELECT, SITE RELEASE, SITE DISCONNECT and SITE ACKNOWLEDGEMENT events, the Events list now contains the user name in the Detector Text column.	VCP Operational Manual 2.32
Event Search	In the VCP Event Viewer, which is launched via Event Search, the Next or Previous button used for cycling through alarm images, is disabled if there are no subsequent images to show.	NA
NetIO digital tamper event.	Added support for the new NetIO digital tamper events that are available on XO 4.2.	NA
New Bind To network settings	Added ability to configure .NET remoting client socket (bind-to-address and client port) for VCP Video Wall, Global Maps application, and the ADPRO Media Server. This provides the ability to better finetune these applications to the needs of an environment where network communication is more restricted.	NA
iRespond feature removed.	Removed iRespond functionality from setup and menues.	NA
VCP Feedback tool removed.	Removed the VCP feedback tool from setup and menues.	NA
Secure Viewer	Added extra diagnostic logging to the Secure Viewer Extractor post-extract processing.	NA
Separated SQL instance installation.	Installation of the SQL Server instance, that is required for installing the VCP related databases, has been separated from the VCP setup. The VCP setup no longer integrates installation of SQL server into the VCP setup process. The wizard still does provide a link on the prerequisites page, which allows to run the setup for SQL Server 2014 Express with Advanced Services. SQL Server setup then runs with default configuration settings.	VCP Installation Manual

Feature	Description	Section Reference
Simplified Bounding-Box Configuration	To avoid confusion with the colour of bounding boxes, colour configuration for quad alarm bounding has been removed.	2.12.13.1 Alarm Images
Site Overview	The Site Armed/Disarmed status on the Site Overview page is now updated on the fly, upon receiving a “SYSTEM ARMED” event from the unit. Prerequisite for this to work properly, is to use an alarm profile where the “End of alarm tx” checkbox is ticked, on the unit. If required, the “SYSTEM ARMED” event can be hidden from the ASL, using Sensor Monitoring.	VCP Operational Manual 2.2.1
Support for Windows 10 64 bit, Windows Server 2012 Windows Server 2016 operating systems	VCP can run user interfaces and servers on these operating systems.	NA
Updated default database - SQL Server 2014 Express	VCP setup now comes with SQL Server 2014 Express with Advanced Services. On the setup wizard’s prerequisites page, the setup provides the ability to install SQL Server 2014 Express with Advanced Services, if the user did not select a valid existing SQL Server instance. **Note**: VCP is qualified up to SQL Server 2016 Express.	VCP Installation Manual
Video Wall network configuration	VCP Video Wall can now be configured not to require a ping reply from VCP Server before it attempts to connect to the Server. By default, the Video Wall does not connect to the Server if it doesn’t receive a ping reply.	VCP Video Wall Manual 9.2
New in 3.06		
P2P support	The option to enable P2P instead of the IP connection. The IP Address and Host Name fields disappear if this option is selected and P2P License ID field appears. Enter the license key with 20 alphanumeric characters.	NA
Support for secure streaming	Select this checkbox to enable encrypted video streaming.	NA
Upgrade to SQL Server 2019	VCP installs SQL Server 2019 Express and SQL Report Server 2019 Express (SQL Server Reporting Services-SSRS) for 64-bit operating systems (if there is no previous SQL Server installation). Install the Reporting Server only after installing the SQL Server. There is no change in the installation procedure for 32-bit operating systems, and VCP will install SQL Server 2014 in this case (for backward compatibility).	3.9 Installing SQL Server

Note: wherever **ADPRO device** or **ADPRO XO device** is mentioned in this document, it applies to the FastTrace 2 Series devices, iFT Series devices, and eFT Series devices unless specifically mentioned otherwise.

2 Overview

This manual describes the installation of the ADPRO Video Central Platinum multi-site video security manager intended for use by:

- Operators in Single User or Multi User (Central Monitoring Stations) facilities
- Security Consultants
- System Administrators and Managers
- System Installers

ADPRO Video Central Platinum is specifically designed to monitor video, audio and alarms from remote sites fitted with the ADPRO XO devices (FastTrace 2 Series, iFT Series, and eFT Series), and HeiTel Video Transmission System.

Note: wherever **ADPRO device** or **ADPRO XO device** is mentioned in this document, it applies to the FastTrace 2 Series devices, iFT Series devices, and eFT Series devices unless specifically mentioned otherwise.

ADPRO Video Central Platinum software is a multiple operator product that will support Central Monitoring Station (CMS) and command centre applications or single operators and laptop users who require only periodic viewing or monitoring of a site.

Video Central Platinum enables the integration of the new ADPRO XO devices and HeiTel Video Transmission System into the Central Monitoring Station environment.

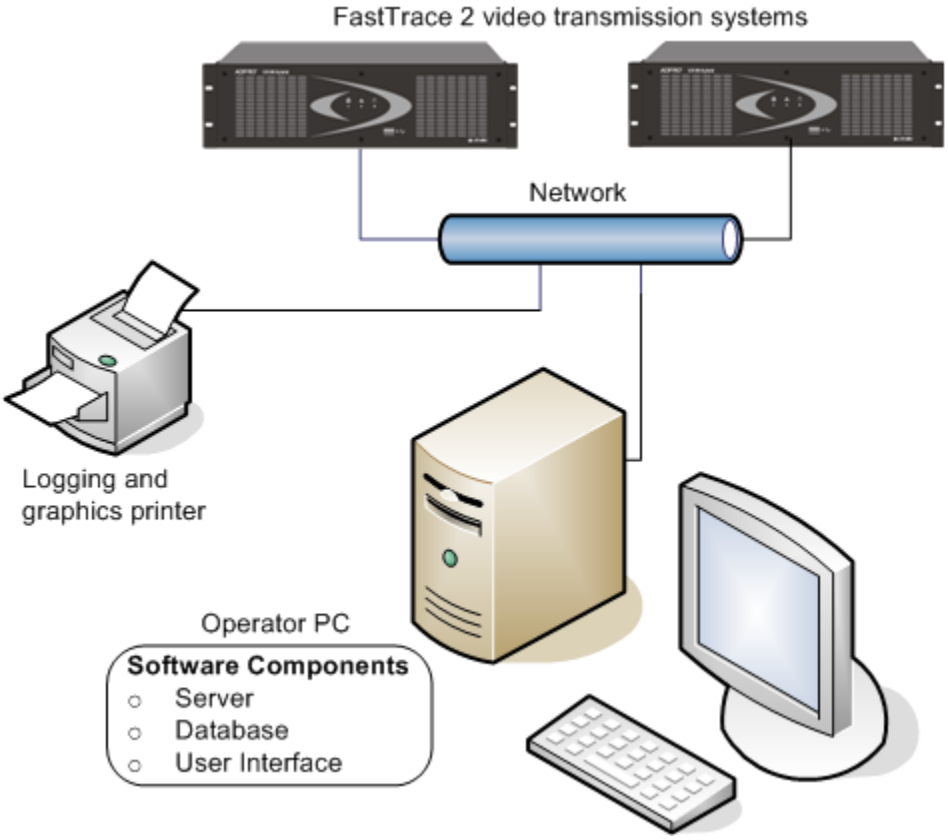
Video Central Platinum is capable of connecting to the ADPRO XO devices over a network such as a LAN or WAN (for example ADSL).

2.1 System Configurations and Software

Some typical system configurations and a description of the software components that must be installed in each case are as follows:

2.1.1 Single User System

The illustration below shows a system with ADPRO FastTrace 2 Series devices. ADPRO iFT Series and HeiTel devices are also possible.

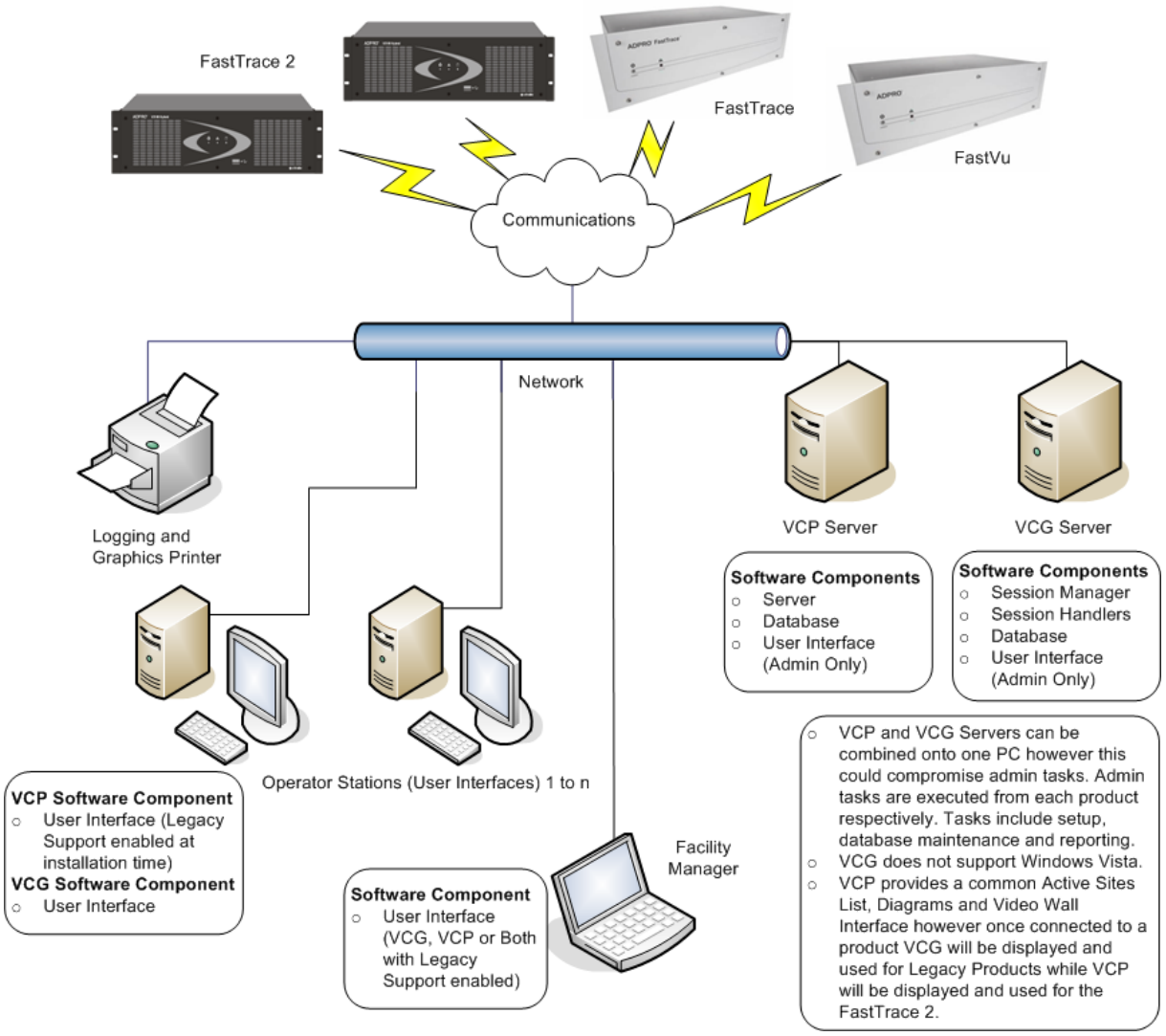


This configuration applies to the following cases:

- a small central monitoring station in which a single operator is monitoring one or more remote sites using ADPRO XO devices, HeiTel, or earlier version (‘Legacy’) equipment
- a small site of up to 10 transmitters monitored by a single operator.
- diagnostics, setup or testing by an installer or administrator.

2.1.2 Multi User System

The illustration below shows a system with ADPRO FastTrace 2 Series devices. ADPRO iFT Series and HeiTel devices are also possible.

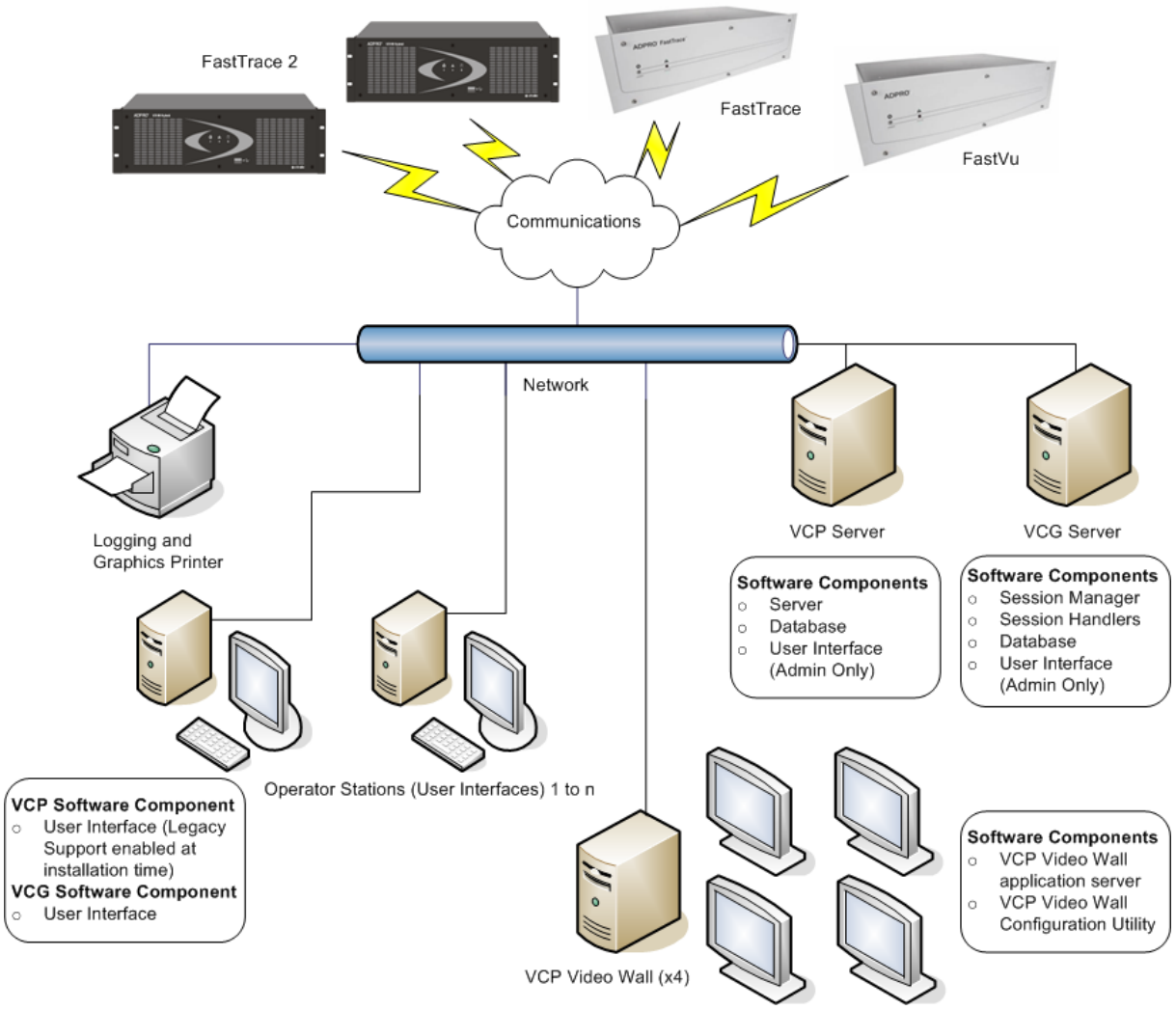


This configuration applies to the following cases:

- a central monitoring station with multiple operators monitoring remote sites using ADPRO XO devices, HeiTel, or earlier version (‘Legacy’) equipment
- a medium to large site greater than 10 transmitters that may undergo future expansion.

2.1.3 Multi User System including Video Wall

The illustration below shows a system with ADPRO FastTrace 2 Series devices. ADPRO iFT Series and HeiTel devices are also possible.



This configuration applies to the following cases:

- a central monitoring station with multiple operators monitoring remote sites using ADPRO XO devices, HeiTel or earlier version (‘Legacy’) equipment
- a medium to large site greater than 10 transmitters that may undergo future expansion.
- an installation using the Video Central Platinum Video Wall Surveillance Servers. See ‘19365 ADPRO Video Central Platinum Video Wall Manual’ and ‘19117 ADPRO Video Central Platinum Operational Manual’ for further installation, configuration and user details.

2.1.4 Software Structure

Video Central Platinum consists of several software components that are setup during system installation. The components installed on each PC depend on that PC's function. A brief overview of modules is as follows:

- User Interface: All Operator PCs must have this component installed.
- Server: One PC in any system must have this component installed. The Server manages system operation and all communications with Operator PCs and field devices. The Server also stores and manages the Database.
- Database: The PC acting as Server requires this component. The Database consists of a Microsoft SQL Server instance for storing Site, User and Alarm type data and a file structure on disk for Site, User, and Alarm images.
  Note: Microsoft SQL Server 2014 express edition is installed by default. Other SQL Server versions are supported, such as SQL Server 2008 R2, 2012 2016, 2017. However, only SQL Server 2014 express edition is launched by the VCP setup. If another version needs to be installed, it needs to be installed manually, before running the VCP setup.

2.2 Recommended Specifications

Below are the recommended specifications for the Video Central Platinum Modules.

2.2.1 Client User Interface PC

- Windows 10 Professional 64 bit recommended.
- 2.6 GHz Quad-Core Processor or better (Suitable: Q9400, Better: i5-4670, Best: i7-4820K).
- 4GB RAM (minimum), 8GB (recommended)
- Discrete 512MB Video Card NVidia Series 9 or better with 1280x720 minimum resolution. 1680x1050 as a minimum resolution provides the ability to view all columns within the Active Sites List without the need for scroll bars.
- 2TB, 7,200 rpm Hard Drive.
- 1000BaseT Network Card.
- 1000Base T Network Backbone.
- Internet Explorer V9 or greater.

2.2.2 Server/Database PC

- Windows 10 Profession 64-bit or Windows Server 2016 64 bit recommended.
- Video Central Platinum comes with SQL Server 2014 Express out of the box. This version limits the maximum database size to 10GB, use of one CPU core and 1GB of memory usage. For medium to large Central Monitoring Stations it is recommended SQL Server be upgraded to Standard or better editions.
- 2.6 GHz Quad-Core Processor or better (Suitable: Q9400, Better: i5-4670, Best: i7-4820K).
- 8GB RAM (minimum), 16GB (recommended)
- Discrete 256MB Video Card with 1280x720 minimum resolution.
- Hard Drives for Operating System and VCP (refer to Hard Drive Specification Guidelines). If standard 7200 rpm hard drives are to be used 2TB recommend as a minimum. Alternatively if SSDs are to be used 500GB recommended as a minimum.
- Minimum of 2TB, 7,200rpm Hard Drive for Backup and Archives.
- 1000BaseT Network Card.
- 1000Base T Network Backbone.
- Internet Explorer V7 or greater.

2.2.3 Hard Drive Specification Guidelines

For best performance and to enable a level of redundancy:

- System with fewer than 500 alarms per day - One standard 7200rpm drive (minimum spec, no redundancy).
- System with between 500 and 5000 alarms per day - Minimum of two standard 7200rpm drives in RAID0 (no redundancy) or Minimum of four standard 7200rpm drives in RAID10 (with redundancy).
- System with more than 5000 alarms per day - Minimum of two Solid State Drives (SSD) drives in RAID0 (no redundancy) or Minimum of four Solid State Drives (SSD) drives in RAID10 (with redundancy).
- **Notes**:
  - More drives can be added in a RAID10 configuration however it is recommended they are added in even numbers. Either 4, 6 or 8 drives for example.
  - Most modern motherboards support RAID10. Alternatively a plug-in controller can be used.
  - SATA3 drives are typically faster than SATA2 if supported by the motherboard.
  - 15,000 rpm drives are typically faster than 7,200 rpm drives.
  - The above specification should be used by the drives hosting the Windows Operating System and all VCP Components including SQL Server. Alternative drives can be installed for backup purposes.
  - RAID10 redundancy is not a replacement for frequent database backups.
  - This is offered as a guideline. SQL Server can be a heavy disk user and the load will depend on alarm load, alarm load within a given period of time as the above spec assumes an average load, quantity of sites, quality of users and use of other features such as database backup or reporting. It is recommended your specific circumstances are discussed with technical support staff prior to hardware purchase.
  - SSDs will supply the best performance for all usage patterns listed above.

2.2.4 Video Wall PC

- Windows 10 Professional 64 bit recommended.
- 2.6 GHz Quad-Core Processor or better (Suitable: Q9400, Better: i5-4670, Best: i7-4820K).
- 4GB RAM (minimum), 8GB (recommended)
- Discrete 512MB Video Card NVidia Series 9 or better with 1280x720 minimum resolution.
- 2TB, 7,200 rpm Hard Drive.
- 1000BaseT Network Card.
- 1000Base T Network Backbone.

2.2.5 Peripherals

- DVD-ROM (Industry standard device (10 x speed or greater)).
- Mouse/Keyboard/Joystick (for PTZ).
- Sound Card/Speakers/Microphone (Required if audio capability is to be used).

2.2.6 System Specifications

- Limit of 128 simultaneous connections to ADPRO XO devices.
- Limit of 10 simultaneous HeiTel connections with live video only.
- Limit of 5 simultaneous HeiTel connections with alarms.
- Limit of 32 User Interfaces.
- Limit of 60,000 alarms per day.
- One license required for the Video Central Platinum Server.
- Limit of 4 Video Wall application servers each with 4 monitors for a total of 80 video streams per Video Wall application server or 320 video streams system wide.

3 Installation

Installation consists of pre-installation checks then installation into each system PC. One Single User and several Multi User configurations are considered in this section.

Important: After the Video Central Platinum **installation has completed** or an **upgrade has been performed** and all sites and users have been entered/modified through the Video Central Platinum User Interface:

- The entire database should be backed up.
- User and site details exported through a scheduled ExportServerConfig task.
- SQL Server Reporting encryption keys backed up.
- Task Schedule setup to backup and delete VCLog database records.
- Setup the 'Re-index VC Database' Report.
- Setup the 'VCP Recovery Database' Task.

For further details refer to the Video Central Platinum Database and Maintenance manual, document number 19118_xx, 'Backing up the Entire Database', 'Exporting and Importing Site and User Data', 'Backup SQL Server Reporting Encryption Keys', 'Creating a Scheduled Backup', 'Maintaining the VCLog Database', 'Setup the Re-index VC Database Report' and Setup the 'VCP Recovery Database' Task.

Important: Install and uninstall Video Central Platinum only as specified in this manual using Video Central Platinum Installer and Video Central Platinum Uninstaller.

Do not use Control Panel / Programs and Features to remove any programs.

3.1 Pre-installation

Other software components may be required on a PC before installation. System prompts may alert the installer and guide through the process of obtaining and installing them.

If a previous version of Video Central Platinum has been removed, **restart your PC**.

Before installing Video Central Platinum ensure that there is 10GB free space on your installation hard drive.

Ensure the Video Central Platinum installation package is available locally on the PC either on the local hard drive or on DVD ROM. The installation may take more than 40 minutes.

Important: Before installation can be commenced the following preparations must be made:

Close all running applications including **Antivirus Software**. Some antivirus software can stop Video Central Platinum from installing correctly.

Note: Some or all of these programs/drivers could already be installed depending on the Operating System Edition in use and the state of Windows Updates:

- Installation of Microsoft .NET Framework 4.0
- Installation of Microsoft Windows Installer 4.5
- Installation of Microsoft Windows PowerShell
- Video Central Platinum Installation must be performed with Administration privileges
- Video Central Platinum requires Windows User Accounts with User Name and Password to operate on either Workgroup or Domain Networks.
- Video Central Platinum (VCP) installs Microsoft Access Database Engine 2010. Depending if the Windows Operating System is 32 bit or 64 bit the respective version will be installed. Since for 64-bit operating systems the 64-bit version will be installed it is not compatible with other Office products that are 32 bit. The solution is to ensure no 32-bit Office products are installed prior to installing VCP. Once VCP is installed the 64-bit versions of Office can be installed. Note when running an installation from an Office DVD by default the 32-bit version is run even on 64-bit operating systems. Close the installer and manually run the setup.exe from under the x64 directory.

Note: Computer Name and Windows User Name must be different.

Do NOT use wireless connections between the Video Central Platinum Server and Video Central Platinum UI PCs.

During operational mode, Video Central Platinum PCs must have a minimum access level of Power Users. A network card must be installed and in a full operational state. The card must not be in the power saving mode and hence turned off.

Ensure Video Central Platinum or SQL Tools are closed before commencing the installation.

If setup of the ADPRO XO device is required from the respective Video Central Platinum User Interface then the ADPRO XO Client must be installed.

It is recommended a Windows Restore Point be set before commencing the installation.

Any virus scan software should be set to exclude the \VCP\VCPDataRoot folder.

3.2 Installation Options

As well as the required option of Video Central Platinum, the Product Selection dialog provides ancillaries that may be required depending on system requirements:



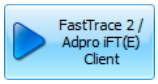
Installs VCP Lite.



Installs VCP video wall, which also supports Legacy products.



Installs Global Maps, a GPS tracking application that works with HeiTel GPS-enabled devices.



The ADPRO XO client (for FastTrace 2/iFT Series/eFT Series devices) must be installed if ADPRO XO Video Transmission System setup is required. Click the icon for installation instructions.



If the system includes Presidium products that require setup, click this icon to open the Presidium Setup Utility Setup Wizard.



Clicking Support opens a folder containing documentation and utilities. These include design guides, firmware and software upgrades, Pre-requisites, tools and utilities plus hardware and software manuals.



Clicking Licensing loads the ADPRO Licensing website which guides the user through the process of acquiring an activation key.

3.3 Installation Overview

Video Central Platinum may be installed to suit the following applications and an individual method of installation applies to each:

- Single User
- Multi User as Server and User Interface
- Multi User as Server only
- Multi User as User Interface only.

Single user usually applies to a small facility with one monitoring station operating via a single PC. The PC acts as both Server and User Interface.

Multi user as Server and User Interface usually applies to a PC in a Central Monitoring Station (CMS) that operates as both the Server and User Interface and is linked to other User Interface PCs in the same monitoring group. The PC may act as a User Interface for maintenance purposes or as an additional monitoring resource for use by the Installer, Administrator or by casual users such as the Facility Manager.

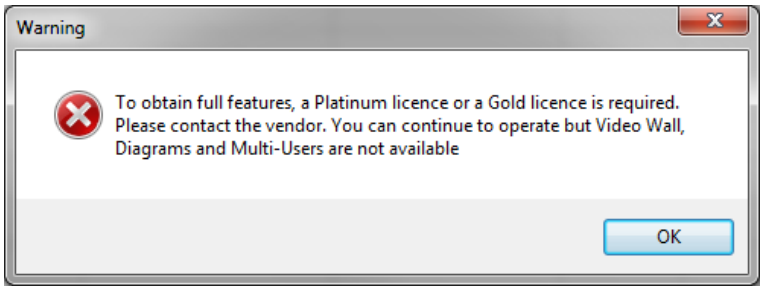
Multi user as Server only usually applies to a PC in a Central Monitoring Station (CMS) that operates as Server only and is linked to other User Interface PCs in the same group.

Multi user as user interface only usually applies to a PC in a Central Monitoring Station (CMS) that operates as User Interface to the Server in the same monitoring group.

3.3.1 Video Central Platinum Lite

When Video Central Platinum is installed as a Single User Installation, VCP Lite will be run if no Video Central Platinum license is detected on the PC. VCP Lite provides the same functionality as VCP except that the Video Wall and Interactive Diagrams features are not available, only one User Interface can be installed, and it must be on the same PC as the VCP Server.

Warning: When Video Central Platinum is installed as a Multi User Installation, if the VCP Server PC does not have a valid Video Central Platinum license installed, the VCP Server will not communicate with a Video Central Platinum User Interface installed on any other PC.



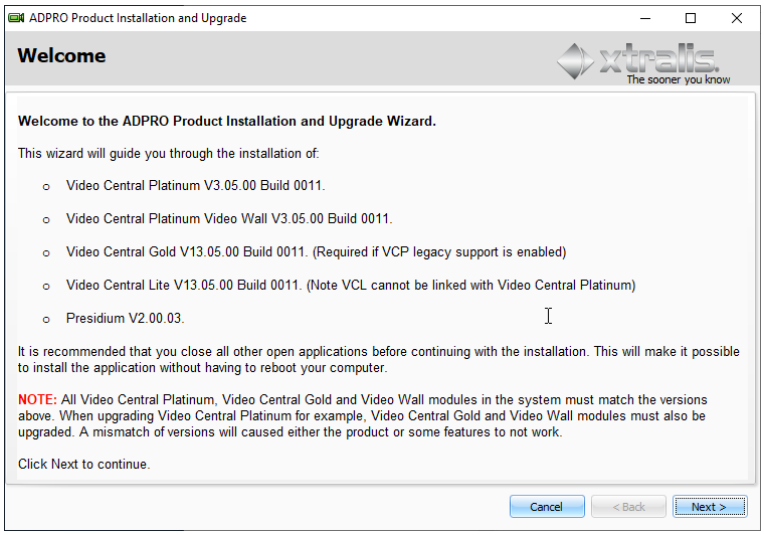
3.4 Single User Installation

This procedure installs the Server (including Database) and User Interface components into a Single User PC.

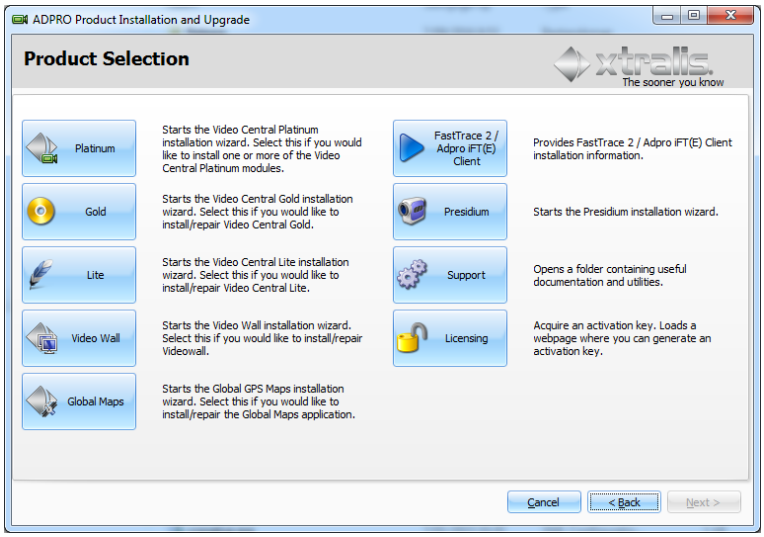
3.4.1 Single User Installation Process

Note: Close any programs before starting the installation.

Insert the supplied DVD, which will automatically begin loading unless Auto run is not active. In that case run the setup procedure by double clicking on the file VCPInstaller.exe in the root directory of the supplied media. The Welcome screen will be displayed. Ensure all other applications are closed before starting the installation process. Click **Next** and the Product Selection screen will be displayed.



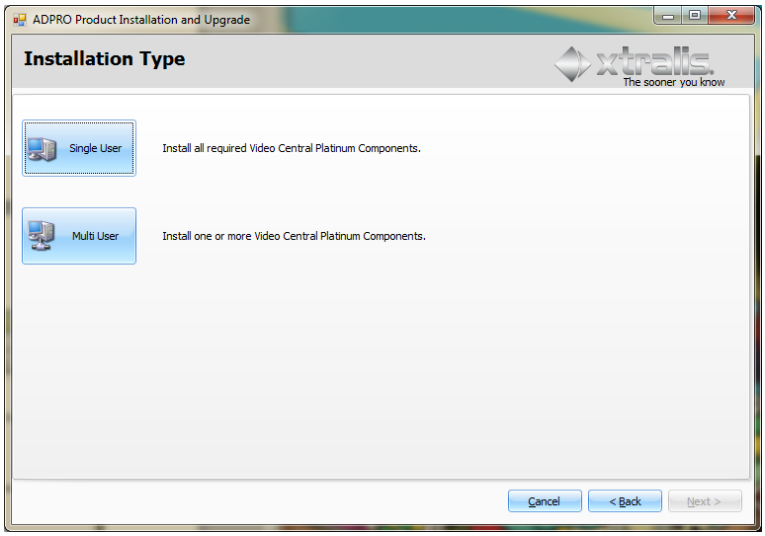
Product Selection



Select **Platinum** and the Installation Type screen will be displayed.

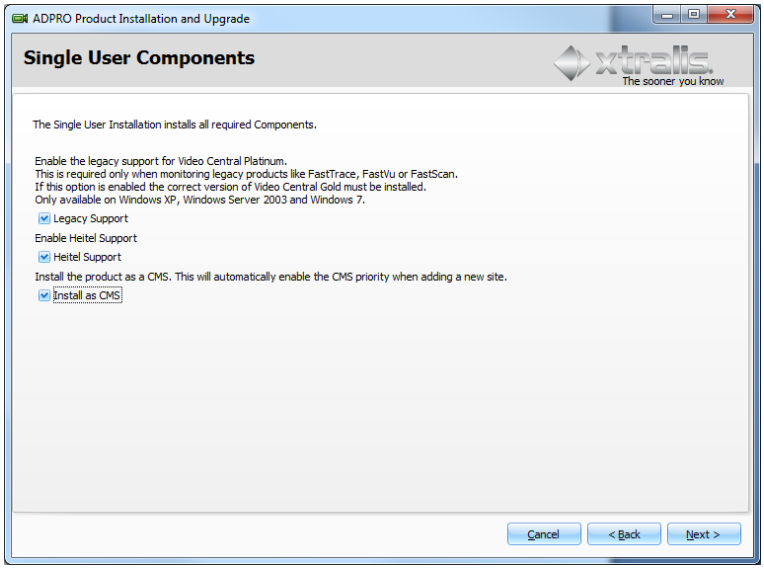
For a description of other options refer to Section 3.22, Installation Options.

Installation Type



In the Installation Type screen select '**Single User'** and the Single User Components screen will be displayed.

Single User components screen



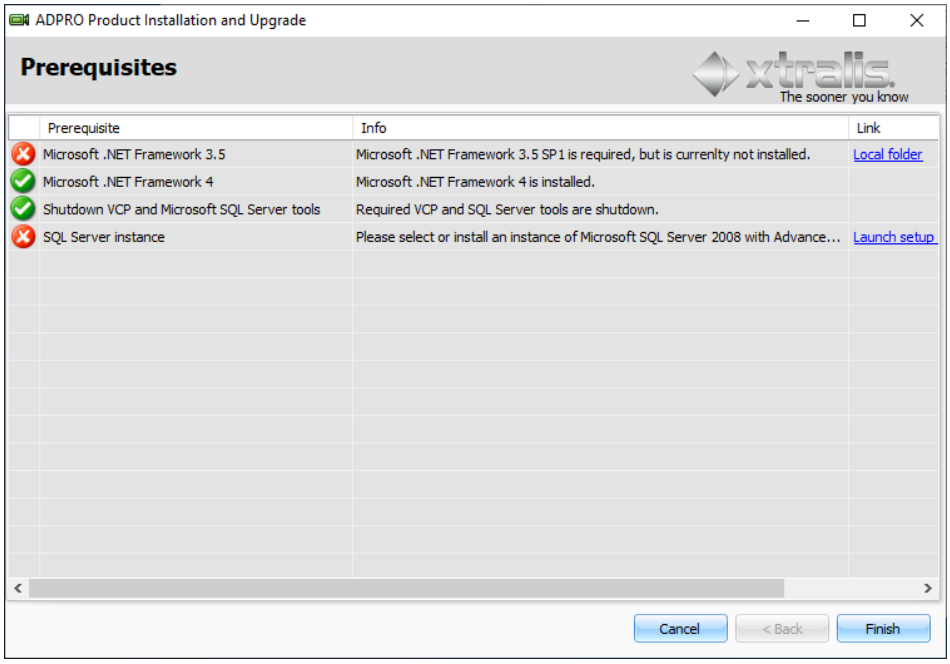
In the Single User Components screen, if you have ‘Legacy’ products in service that precede the FastTrace 2, such as FastTrace, FastVu or FastScan, check the **‘Legacy Support’** box.

In the Single User Components screen, if this CMS is to be the primary monitoring site then select the **‘Install as CMS’** box. Selecting this option will cause the CMS Priority feature to be enabled by default when a site is programmed via the Video Central Platinum User Interface.

If support for HeiTel transmitters is required, check the **‘HeiTel Support’** box. Selecting this option will install the HeiTel CamControl Server which is used transparently by Video Central Platinum to connect to HeiTel transmitters. The CamControl Server is only required on the Video Central Platinum Server PC.

Click **Next** and then either the Pre-requisites screen or SQL Server Configuration screen will be displayed.

If this is a fresh install of Video Central onto a PC that does not have any instances of SQL Server installed then the pre-requisites screen is shown and will contain issues as per the following screen.



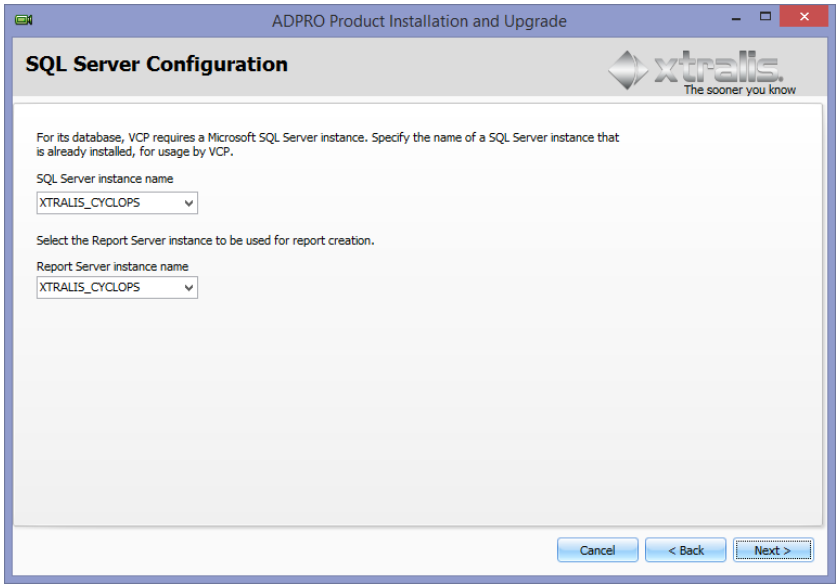
Fix up the Micorosoft .NET Framework 3.5 pre-requisites by clicking on the **local folder** link and/or

Click on the **Launch setup** link which will start the SQL install (this install will provide another opportunity to download the .NET 3.5 Framework if it has not already done).

After launching the setup follow the instruction in the section 3.9 Installing SQL Server 2014 Express.

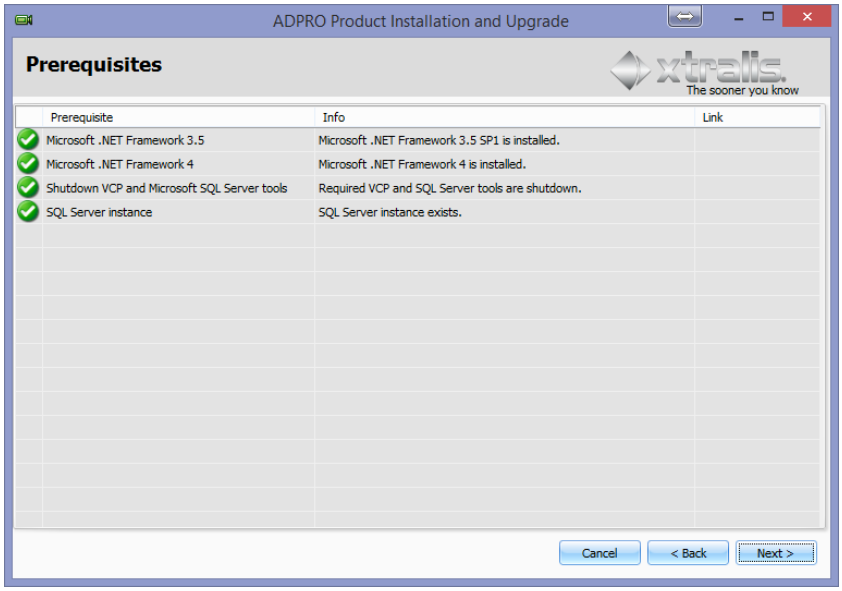
Once the SQL setup is closed the screen should automatically change to the SQL Server Configuration screen and populate the combo boxes with the SQL instance names.

If an SQL server instance is already installed, then the SQL Server Configuration screen displays the instances which are running on the PC and available for use with VCP.



Leave the default settings as they are in the above screen with SQL Server and Report Server instance names as ***XTRALIS_CYCLOPS***. The user will not be able to attach the database archive file from **Tools** > **Administration** > **Database** > **Archive Database** if a different instance is selected.

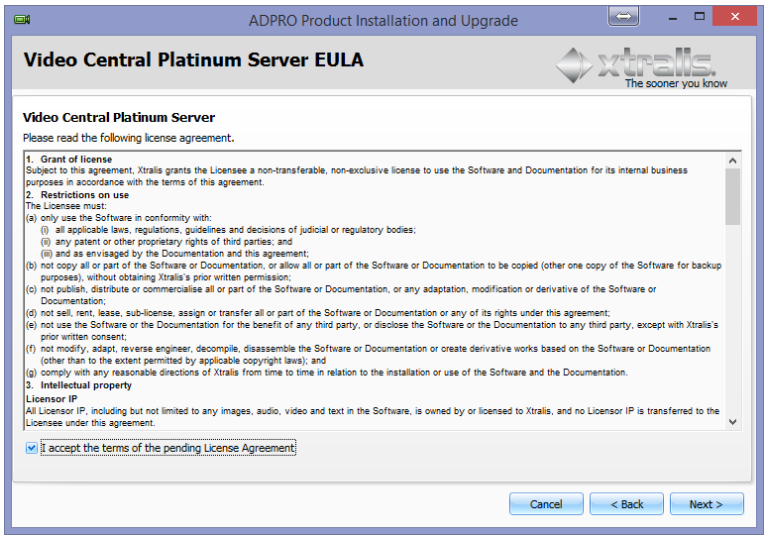
Note: If instances are not available in the combo boxes after 30 seconds then it may be necessary to reboot the PC so as to ensure that the SQL instances have been started and then retry the VCP installation.



Note: If any criteria are not met there will be a cross on a red background instead of a tick next to the invalid item. The **Next** button will also be titled '**Finish**'. In this case cancel the installation, rectify the invalid items.

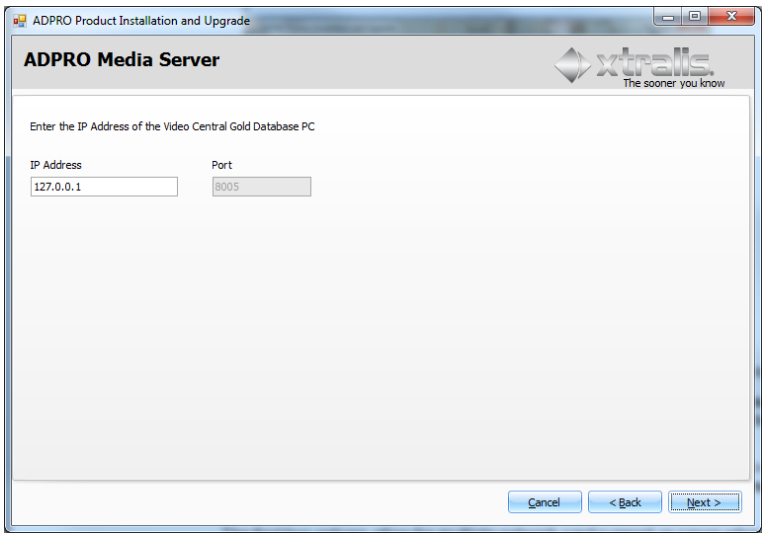
Click the **Next** button to move to the Video Central Platinum Server Eula screen.

Video Central Platinum Server Eula



In the Video Central Platinum Server EULA screen check the 'I accept the terms of the pending license agreement' box then click **Next**.

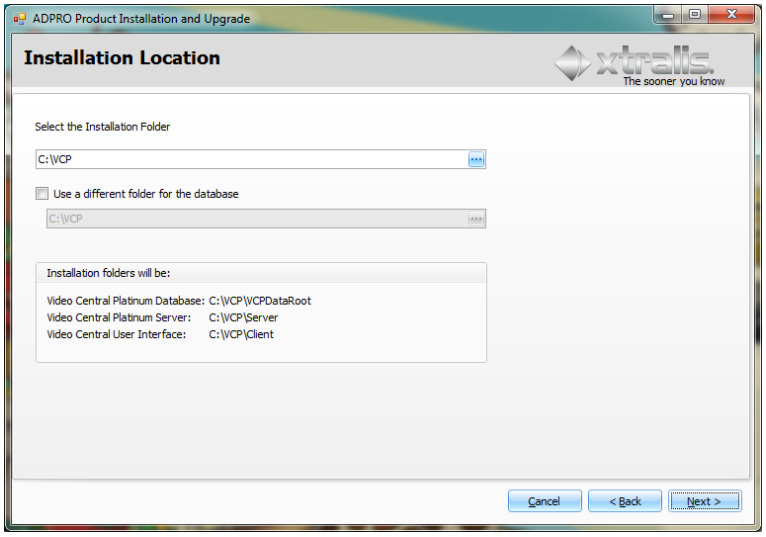
If Legacy support was selected on the Single User Components screen then the Adpro Media Server Settings screen will be displayed.



In the ADPRO Media Server screen enter the IP Address for the PC on which the correct version of Video Central Platinum is installed. This will enable the Private Wall feature.

Click **Next** and the Installation Location screen will be displayed.

The Installation location screen will be displayed.

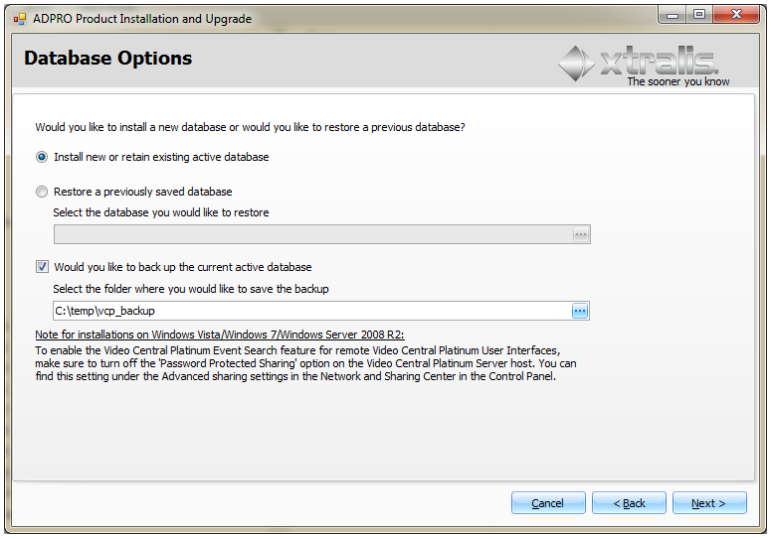


In the Installation Location screen select the desired installation folder for Video Central Platinum by entering the file path or navigating via the Browse button.

If the database is to be installed in a different location then check the **'Use a different folder for the database'** box and navigate using the Browse button (only for new installations, not for upgrading; you cannot change the location of an existing database). For maintenance it is useful to install the database on a separate, clean hard drive. If the box is not checked, the database will share the same folder as Video Central Platinum.

Click **Next** and the Database Options screen will be displayed

Database Options



In the Database Options screen, there are three choices:

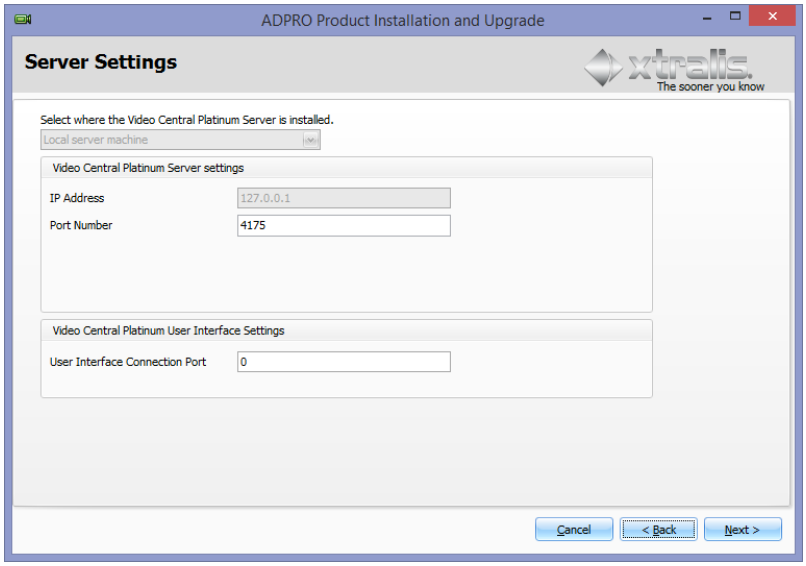
If a database does not currently exist (a 'clean' installation) or a database is to continue in service (an upgrade), check **'Install new or retain existing database'**.

To restore an existing database and override any saved data, check **'Restore a previously saved database'**. Enter the file path or navigate via the Browse button. This will restore a database that was previously backed up by the VCP Installer or Uninstaller program. This option does not allow for restoring a full VCP backup (that was created using the VCP User Interface).

This screen provides an opportunity to back up any existing database before installation during an upgrade. To create a backup, check the **'Would you like to back up the current active database'** box. The output is stored in C:\temp\VCP_backup by default. Enter the file path or navigate via the Browse button to alter.

Note: This action backs up the SQL Server database information but not the associated images, which are stored on the PC hard drive. Selecting this option will dramatically extend the installation time which will depend on the database size.

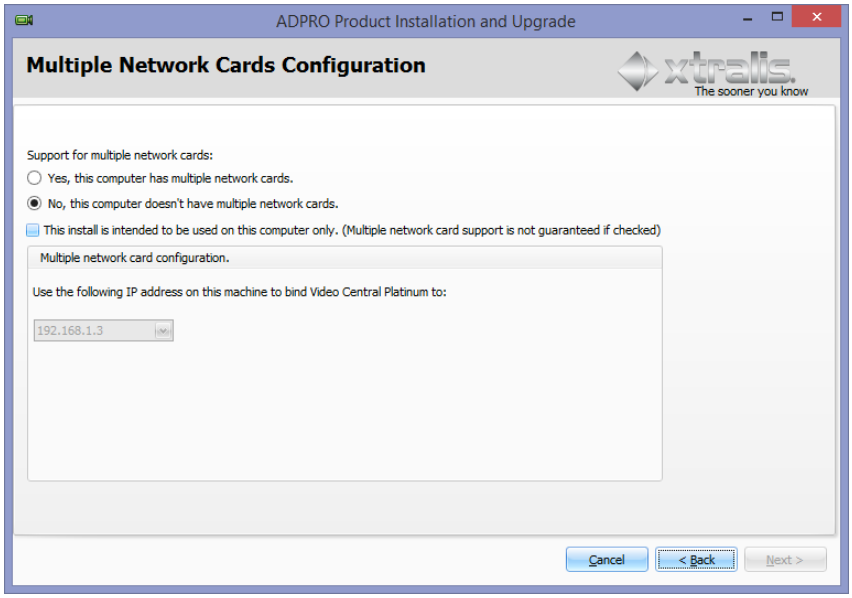
When complete click **Next** and the Server Settings screen will be displayed.



The Video Central Platinum User Interface connection port between the Video Central Platinum User Interface and Server can be programmed. Altering this setting maybe required in network environments where the security is very tight and the ports used could be blocked by IT policies and/or firewall rules. By default the value is zero which instructs the system to use a random port. Changing the port to a specific value may require the port to be opened up within software firewalls or routers.

As this is a single user installation, all Video Central Platinum components will be installed onto this PC. 'Local Server Machine' will be pre-selected and cannot be altered. Click **Next** and the Multiple Network Cards screen will be displayed.

Multiple Network Cards Configuration



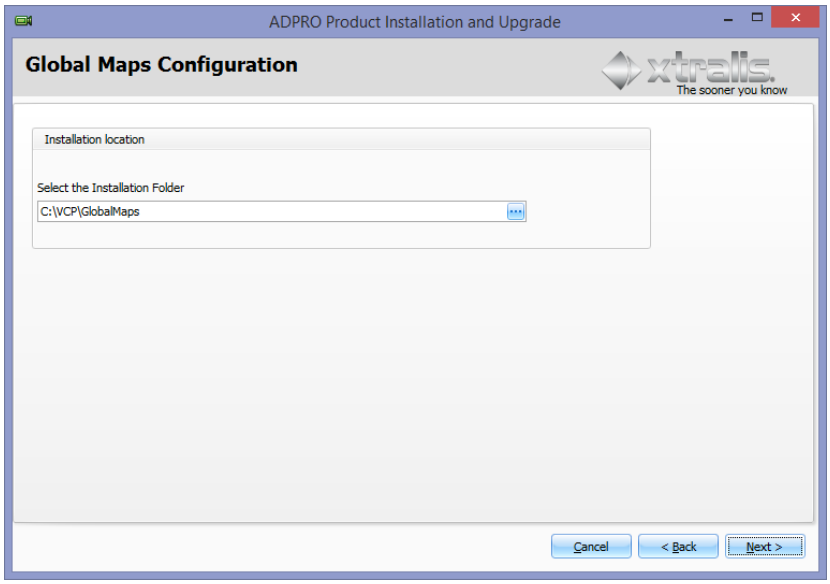
In the Multiple Network Cards Configuration screen there are three options:

If the computer does have multiple network cards, select **'Yes, this computer has multiple network cards'** and then select the IP address on which the Video Central Platinum Server can be accessed from the drop-down list below.

If the computer does not have multiple network cards but you may wish to expand to a multiuser CMS at a later time, select **'No, this computer doesn't have multiple network cards**.

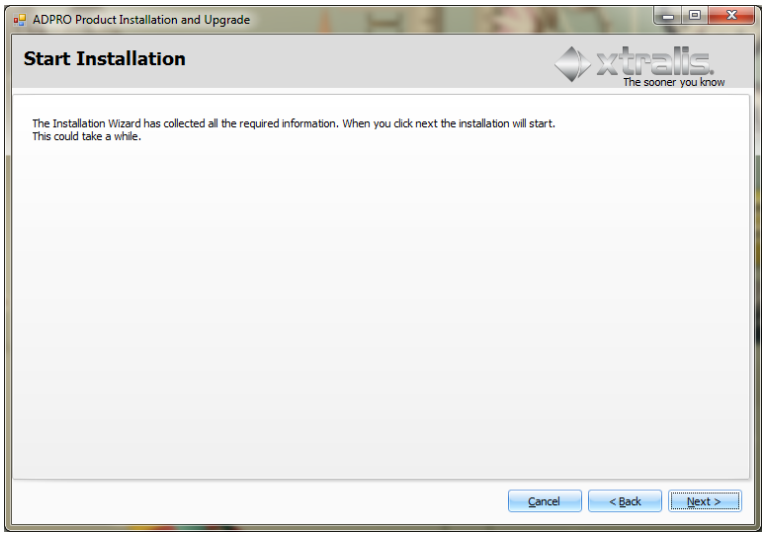
The first two options allow for multiple network card support or cases where the system may need expanding to a multiuser system later. If this CMS is only ever intended to be a Single User PC select **'This install is intended to be used on this computer only'**.

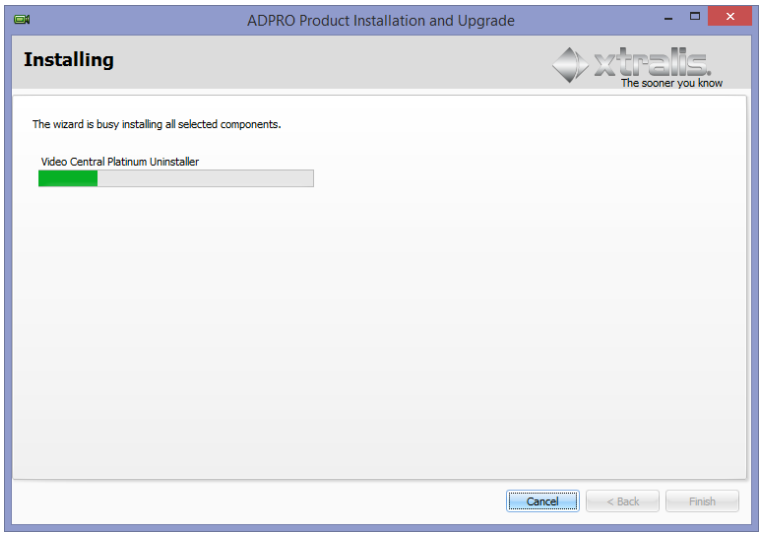
Click **Next** to open the Global Maps Configuration screen.



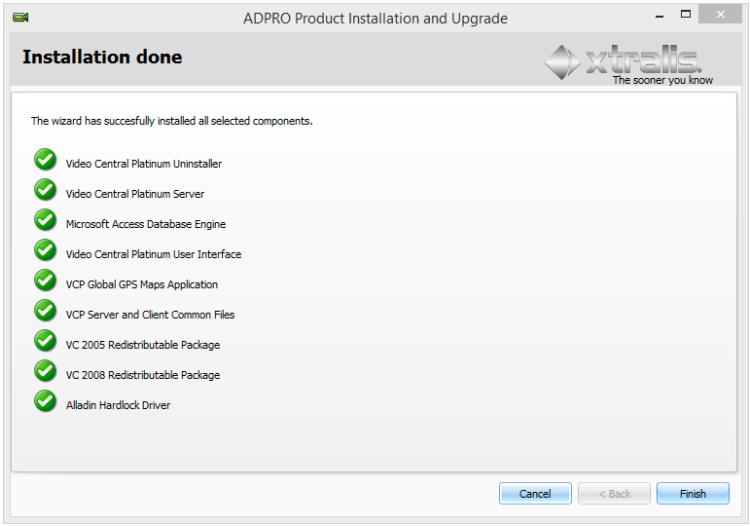
Select the folder where the Global Maps application will be installed, and then click **Next** to open the Start Installation screen.

Click **Next** to start the installation and the 'Installing' screen will be displayed. Installation may take more than 40 minutes depending on the speed of the PC and once started, cannot be terminated or paused.



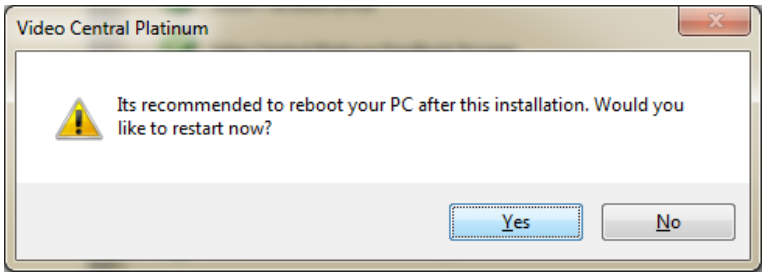


As installation progresses, installed components will be listed on the screen



. When complete the Finish button will become available.

Click **Finish** and a Reboot recommendation window will be displayed. Click '**Yes'** to restart your PC.



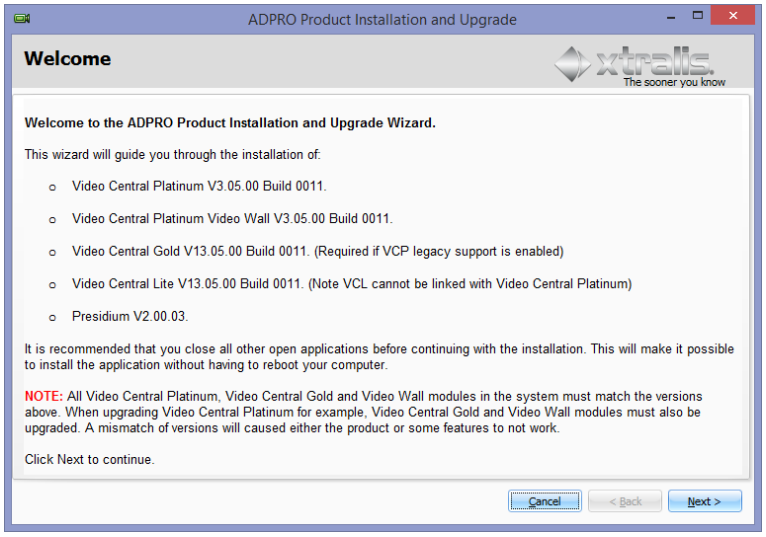
3.5 Multi User, Server and User Interface Installation

This procedure installs the Server (including Database) and User Interface components into a Multi-User environment.

3.5.1 Multi User, Server and User Interface Installation Process

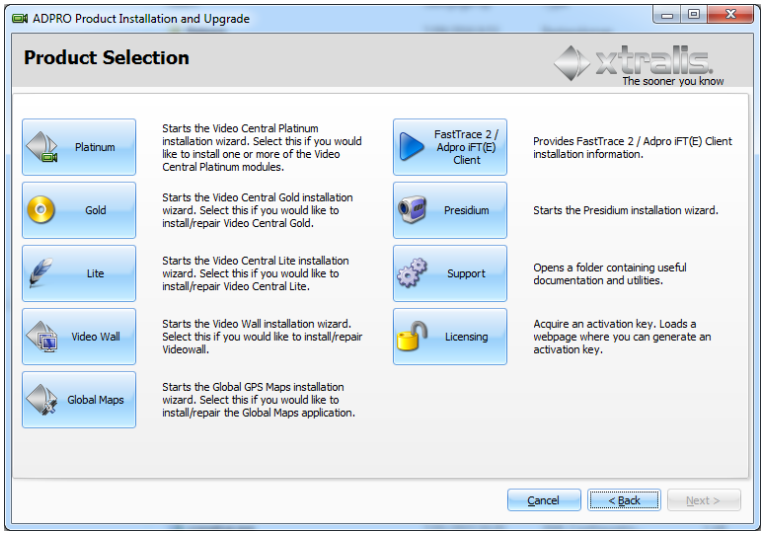
Note: Close any programs before starting the installation.

Insert the supplied DVD, which will automatically begin loading unless Auto run is not active. In that case run the setup procedure by double clicking on the file VCPInstaller.exe in the root directory of the supplied media. The Welcome screen will be displayed. Click **Next** and the Product Selection screen will be displayed.

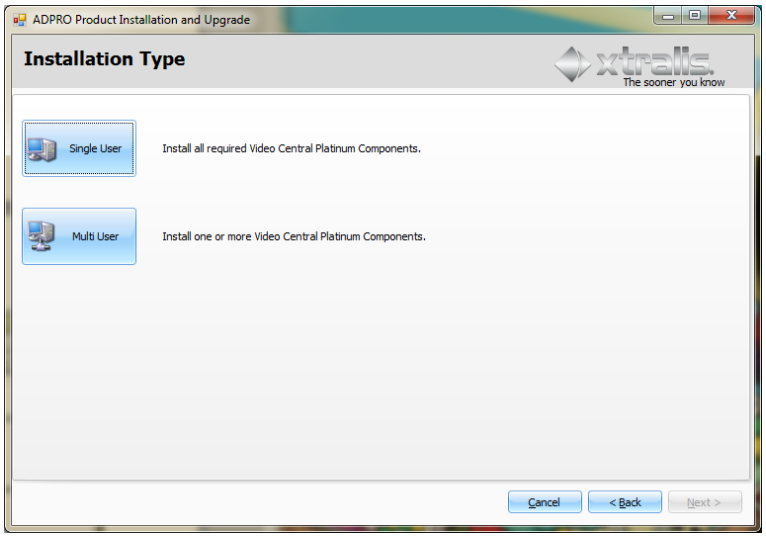


Select **Platinum** and the Installation Type screen will be displayed.

For a description of other options refer to Section 3.2, Installation Options.



In the Installation Type screen select **'Multi User'** and the Multi User Components screen will be displayed.



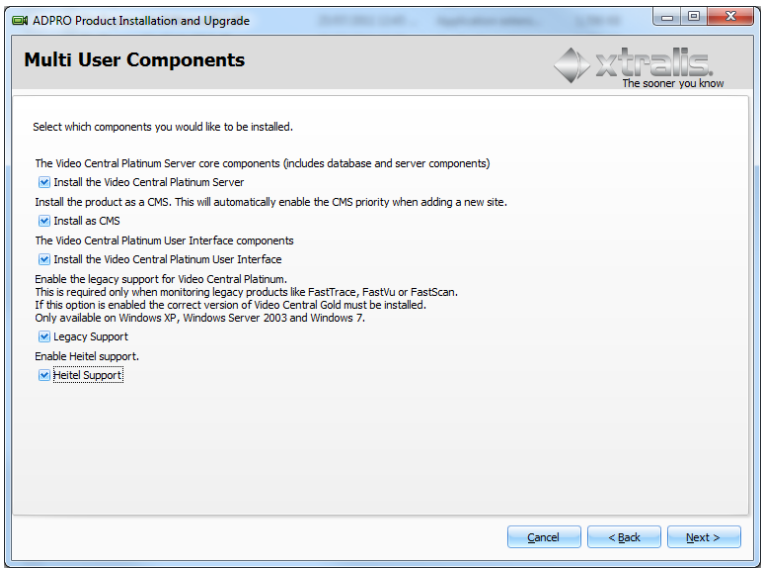
In the Multi User Components screen select 'Install the Video Central Platinum Server' and 'Install the Video Central Platinum User Interface'.

If you have 'Legacy' products in service that precede the FastTrace 2, such as FastTrace, FastVu or FastScan, check the **'Legacy support'** box.

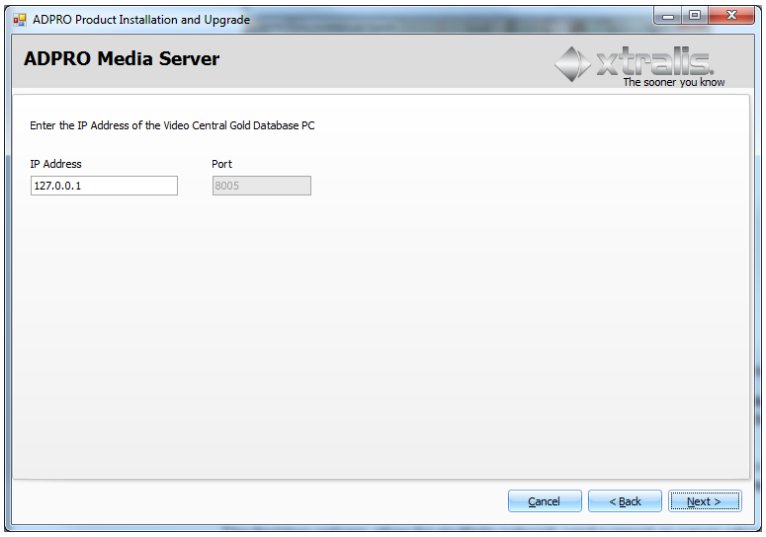
If this CMS is to be the primary monitoring site then select the **'Install as CMS'** box. Selecting this option will cause the CMS Priority feature to be enabled by default when a site is programmed via the Video Central Platinum User Interface.

If support for HeiTel transmitters is required, check the **'HeiTel Support'** box. Selecting this option will install the HeiTel CamControl Server which is used transparently by Video Central Platinum to connect to HeiTel transmitters. The CamControl Server is only required on the Video Central Platinum Server PC.

Click Next and the SQL Server Instance Upgrade screen will be displayed unless the option for Video Central Platinum to support legacy applications was selected, in which case the ADPRO Media Server screen will be displayed.

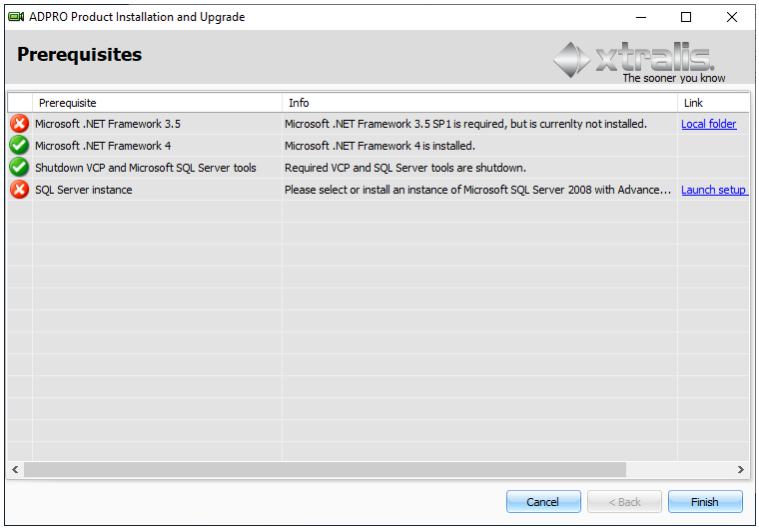


In the ADPRO Media Server screen enter the IP Address for the PC on which the correct version of Video Central Platinum is installed. This will enable the Private Wall feature.



Click **Next** and the SQL Server Configuration screen will be displayed.

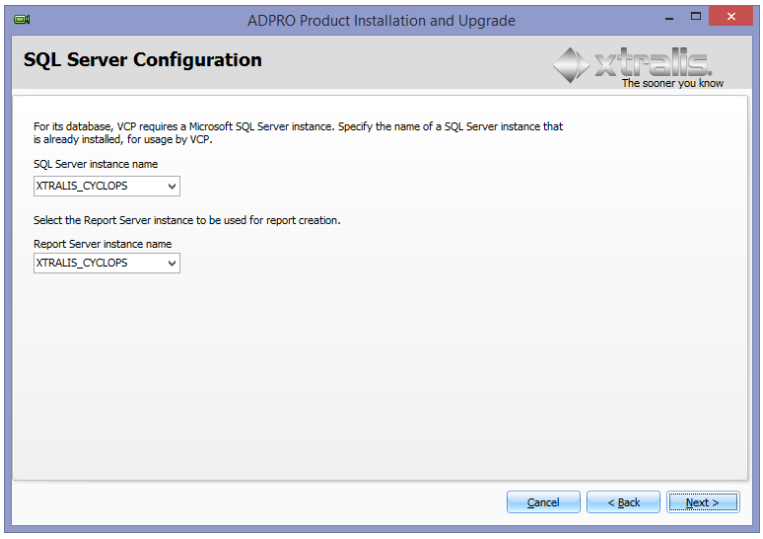
Note: This step will be replaced with a pre-requisites screen if there are no valid SQL instances.



In this case, SQL Server 2014 setup can be launched from the screen and installed before continuing to the SQL Server Configuration Screen. See section 3.9 Installing SQL Server 2014 Express

The SQL Server Configuration screen will be displayed after the SQL Installation.

SQL Server Configuration

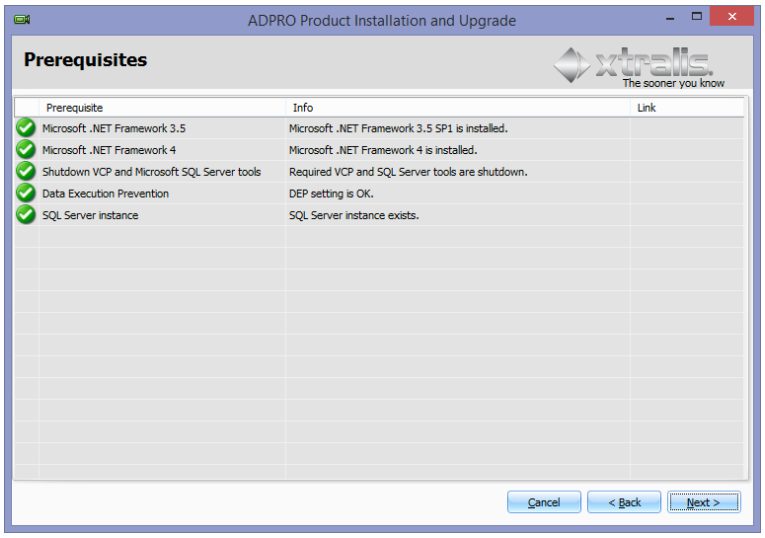


Select the SQL server and Report server instance names via the combo-boxes and press next to move onto the Pre-requisites page.

Note: If instances are not available in the combo boxes after 30 seconds then it may be necessary to reboot the PC so as to ensure that the SQL instances have been started and then retry the VCP installation.

Click **Next** and the Prerequisites screen will be displayed in sequence.

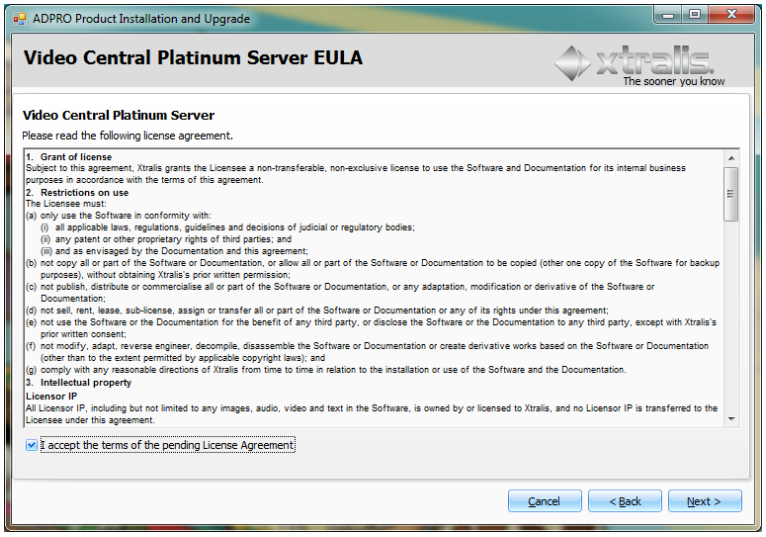
Prerequisites



In the Prerequisites screen ensure that all requirements have been met. Click **Next** and the Video Central Platinum Server end user licensing agreement screen will be displayed.

> **Note:** If any criteria are not met there will be a cross on a red background instead of a tick next to the invalid item. The **Next** button will also be titled '**Finish**'. In this case cancel the installation, rectify the invalid items, then re-start the installation process.

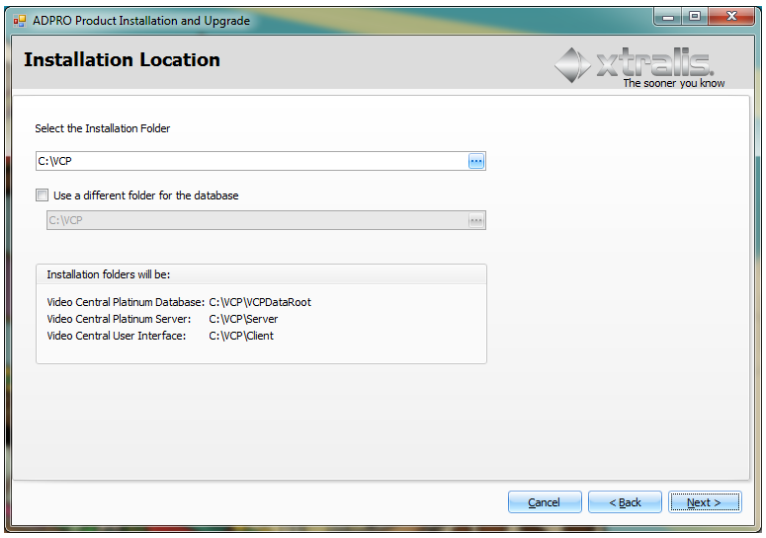
In the Video Central Platinum Server EULA screen check the 'I accept the terms of the pending license agreement' box then click **Next**. The Installation Location screen will be displayed.



In the Installation Location screen select the desired installation folder for Video Central Platinum by entering the file path or navigating via the Browse button.

If the database is to be installed in a different location then check the 'Use a different folder for the database' box and navigate using the Browse button (only for new installations, not for upgrading; you cannot change the location of an existing database). For maintenance it is useful to install the database on a separate, clean hard drive. If the box is not checked, the database will share the same folder as Video Central Platinum.

Click Next and the Database Options screen will be displayed.



In the Database Options screen there are three choices:

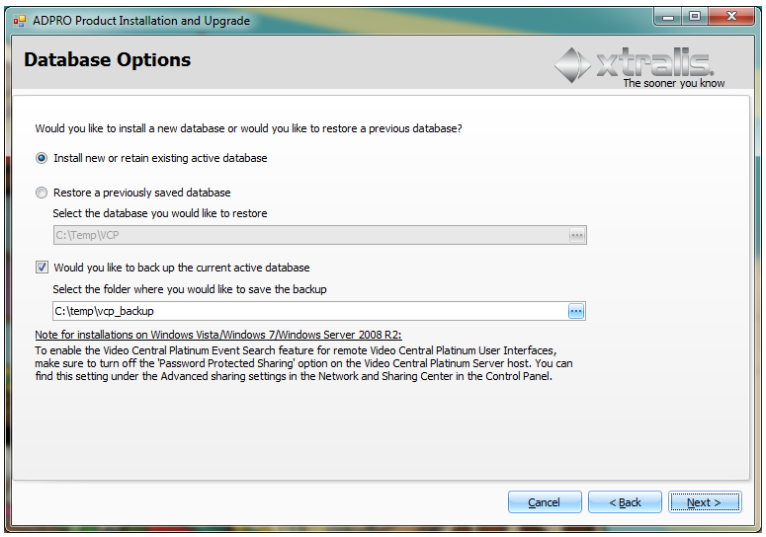
If a database does not currently exist (a 'clean' installation) or a database is to continue in service (an upgrade), check **'Install new or retain existing database'**.

To restore an existing database and override any saved data, check **'Restore a previously saved database'**. Enter the file path or navigate via the Browse button. This will restore a database that was previously backed up by the VCP Installer or Uninstaller program. This option does not allow for restoring a full VCP backup (that was created using the VCP User Interface).

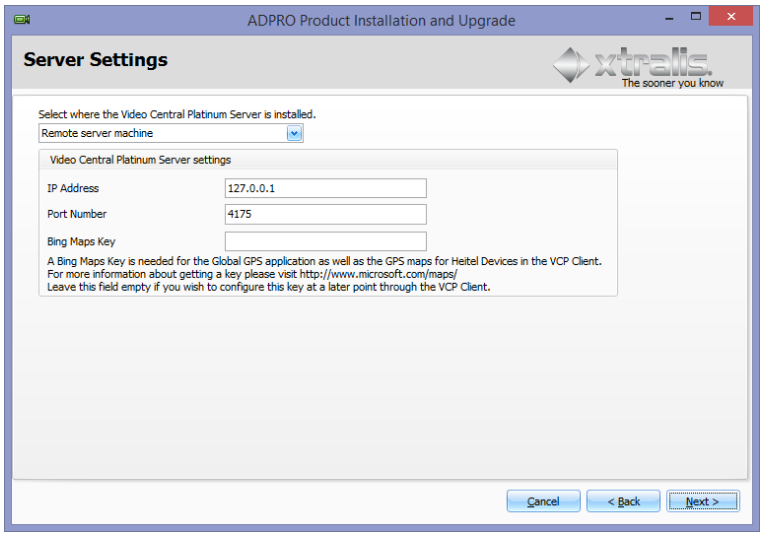
This screen provides an opportunity to back up any existing database before installation during an upgrade. To create a backup, check the **'Would you like to back up the current active database'** box. The output is stored in C:\temp\VCP_backup by default. Enter the file path or navigate via the Browse button to alter.

Note: This action backs up the SQL Server database information but not the associated images, which are stored on the PC hard drive. Selecting this option will dramatically extend the installation time which will depend on the database size.

When complete click **Next** and the Server Settings screen will be displayed.



As this is a Multi User Server Only installation. 'Local Server Machine' will be pre-selected. Select **Next** and the Multiple Network Cards Configuration screen will be displayed.

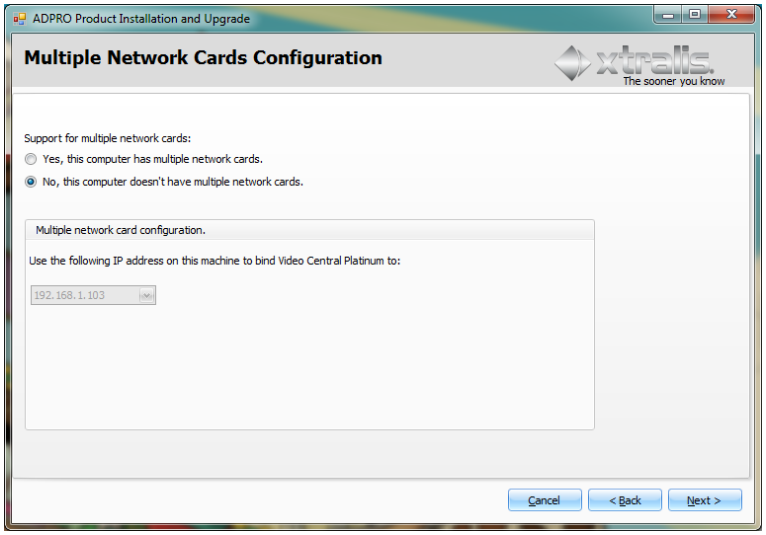


In the Multiple Network Cards Configuration screen there are two options:

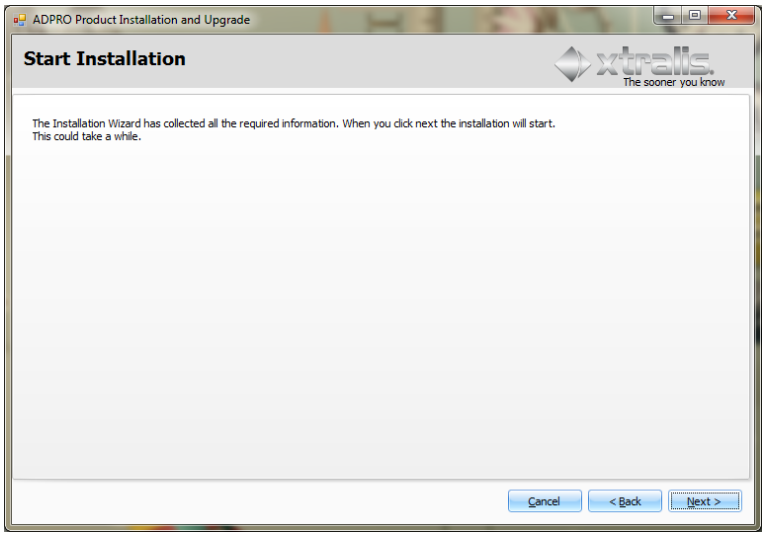
If the computer does have multiple network cards, select **'Yes', this computer has multiple network cards'** and then select the IP address on which the Video Central Platinum Server can be accessed from the drop down list below.

If the computer does not have multiple network cards, select **'No, this computer doesn't have multiple network cards'**.

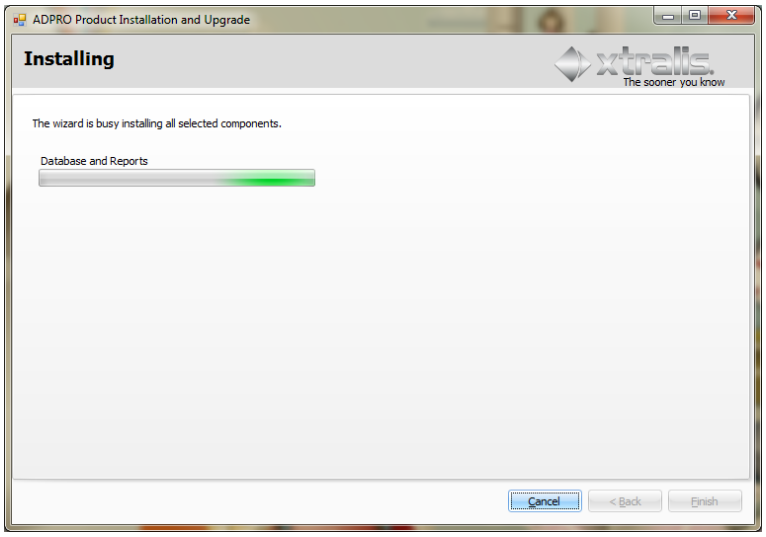
Click **Next** to open the Start Installation screen.



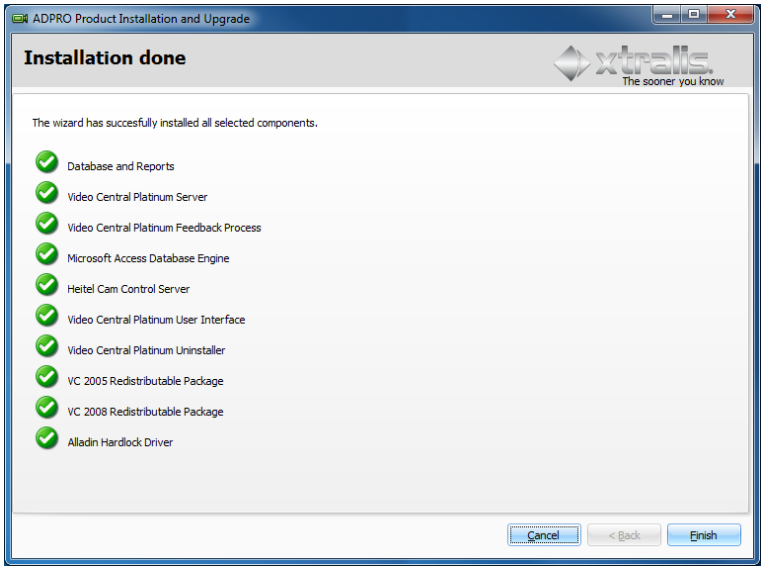
Click **Next** to start the installation and the 'Installing' screen will be displayed. Installation may take more than 40 minutes depending on the speed of the PC and once started, cannot be terminated or paused.



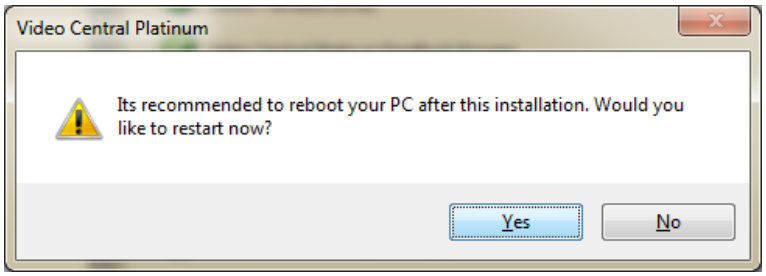
Video Central Platinum will start the installation process.



As installation progresses, installed components will be listed on the screen. When complete the Finish button will become available.



Click **Finish** and a Reboot recommendation window will be displayed. Click **'Yes'** to restart your PC.



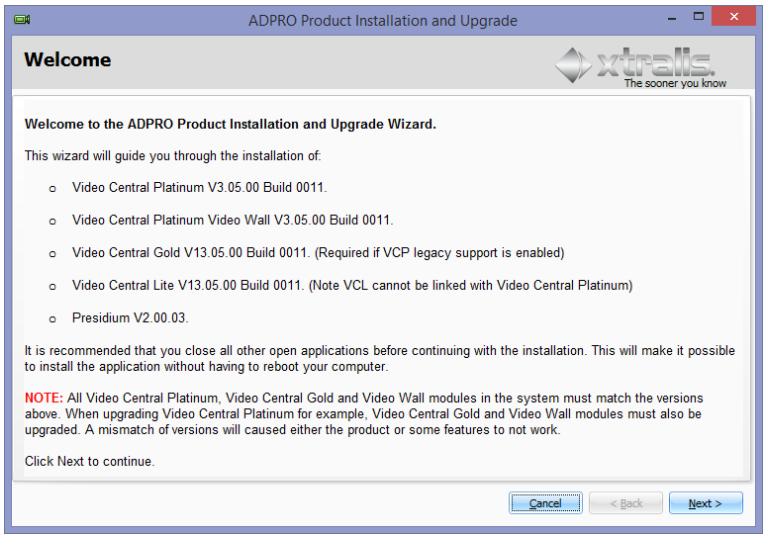
3.6 Multi User, Server Installation

This procedure installs the Server (including Database) component into a Multi-User environment.

3.6.1 Multi User, Server Installation Process

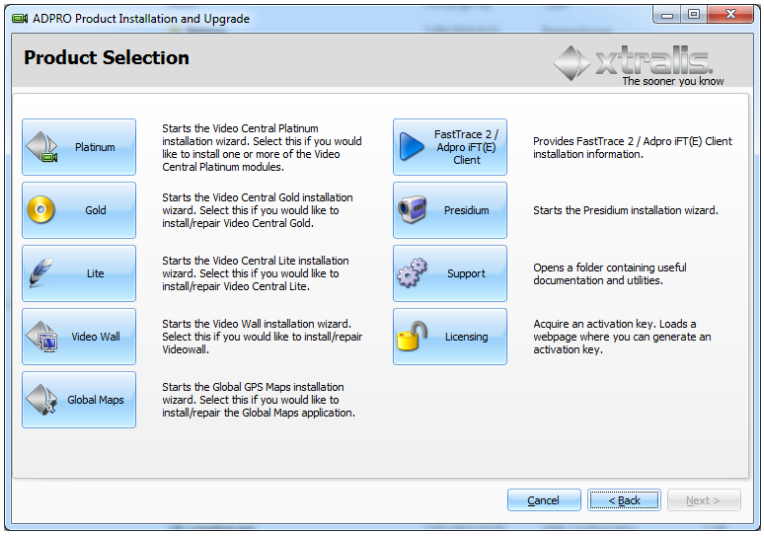
Note: Close any programs before starting the installation.

Insert the supplied DVD, which will automatically begin loading unless Auto run is not active. In that case run the setup procedure by double clicking on the file VCPInstaller.exe in the root directory of the supplied media. The Welcome screen will be displayed. Click **Next** and the Product Selection screen will be displayed.

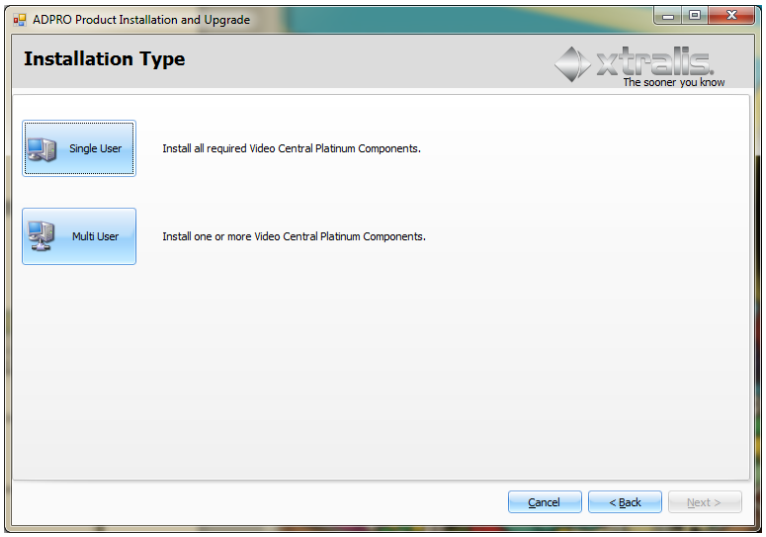


Select **Platinum** and the Installation Type screen will be displayed.

For a description of other options refer to Section 3.2, Installation Options.



In the Installation Type screen select **'Multi User'** and the Multi User Components screen will be displayed.



In the Multi User Components screen select **'Install the Video Central Platinum Server'**.

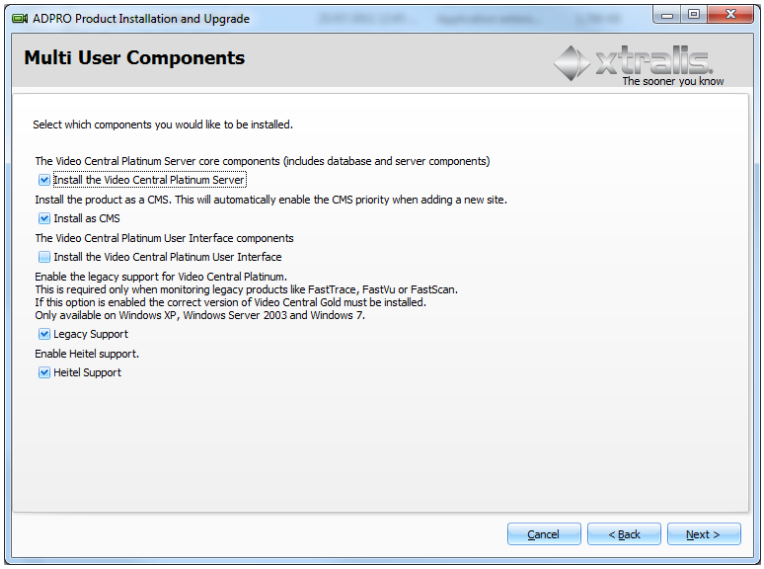
If this CMS is to be the primary monitoring site then select the **'Install as CMS'** box. Selecting this option will cause the CMS Priority feature to be enabled by default when a site is programmed via the Video Central Platinum User Interface.

Note: Selecting **'Install the Video Central User Interface'** is optional but recommended on a Server for setup and maintenance tasks only.

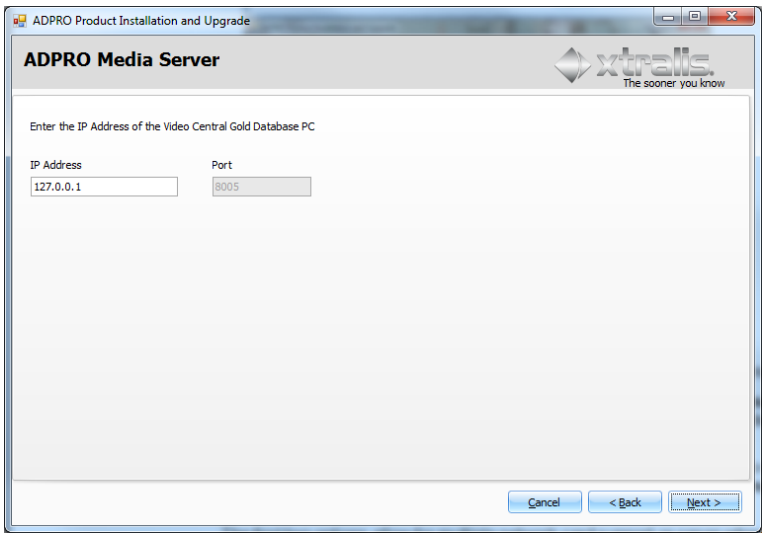
If you have 'Legacy' products in service that precede the FastTrace 2, such as FastTrace, FastVu or FastScan, check the **'Legacy support'** box.

If support for HeiTel transmitters is required, check the **'HeiTel Support'** box. Selecting this option will install the HeiTel CamControl Server which is used transparently by Video Central Platinum to connect to HeiTel transmitters. The CamControl Server is only required on the Video Central Platinum Server PC.

Click **Next** and unless the option for Video Central Platinum to support legacy applications was selected, in which case the ADPRO Media Server screen will be displayed, the SQL Server Instance Upgrade screen will be displayed.

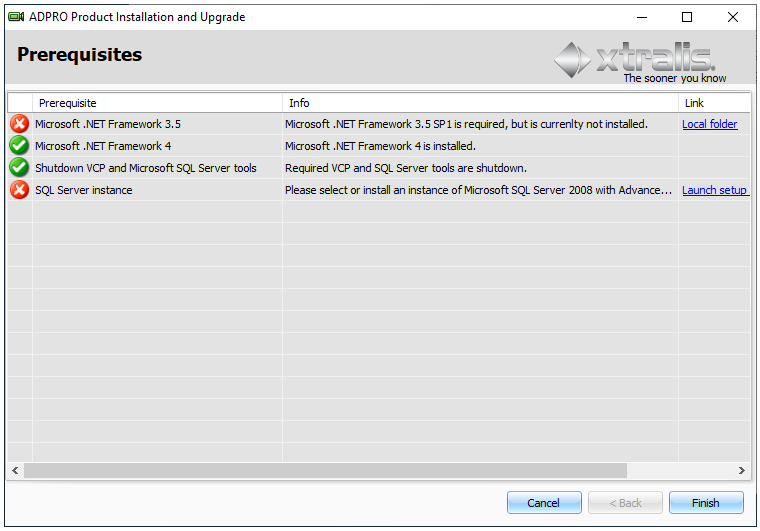


In the ADPRO Media Server screen enter the IP Address for the PC on which the correct version of Video Central Platinum is installed. This will enable the Private Wall feature.



Click **Next** and the SQL Server Configuration screen will be displayed.

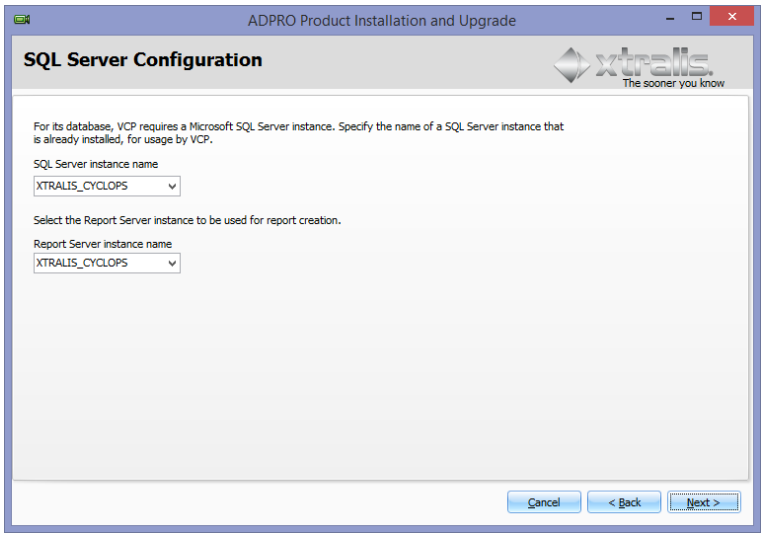
Note: This step will be replaced with a pre-requisites screen if there are no valid SQL instances.



In this case, SQL Server 2014 setup can be launched from the screen and installed before continuing to the SQL Server Configuration Screen. See section 3.9 Installing SQL Server 2014 Express

The SQL Server Configuration screen will be displayed after the SQL Installation is closed.

SQL Server Configuration

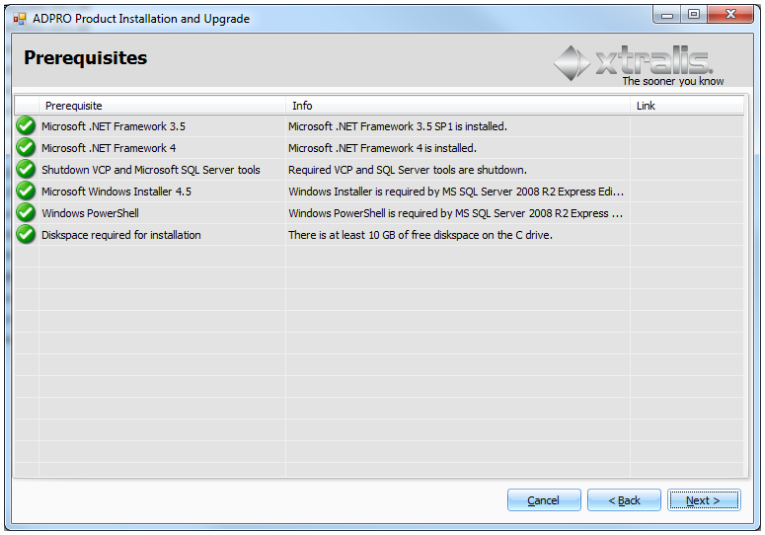


Select the SQL server and Report server instance names via the combo-boxes and press next to move onto the Pre-requisites page.

Note: If instances are not available in the combo boxes after 30 seconds then it may be necessary to reboot the PC so as to ensure that the SQL instances have been started and then retry the VCP installation.

Click **Next** and the Prerequisites screen will be displayed in sequence.

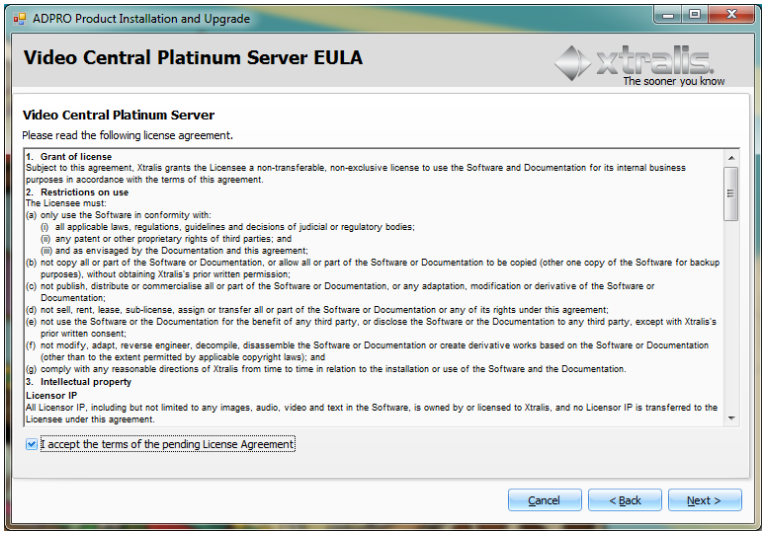
Prerequisites



In the Prerequisites screen ensure that all requirements have been met. Click **Next** and the Video Central Platinum Server end user licensing agreement screen will be displayed.

> **Note:** If any criteria are not met there will be a cross on a red background instead of a tick next to the invalid item. The **Next** button will also be titled '**Finish**'. In this case cancel the installation, rectify the invalid items, then re-start the installation process.

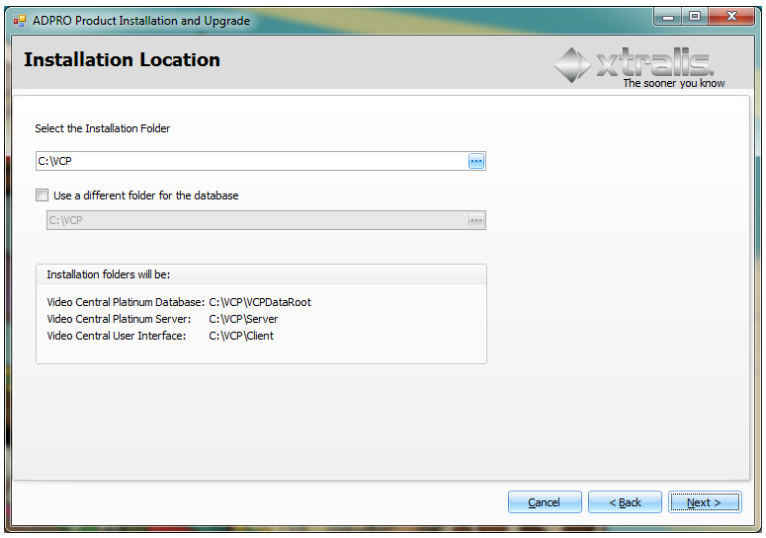
In the Video Central Platinum Server EULA screen check the 'I accept the terms of the pending license agreement' box then click **Next**. The Installation Location screen will be displayed.



In the Installation Location screen select the desired installation folder for Video Central Platinum by entering the file path or navigating via the Browse button.

If the database is to be installed in a different location then check the 'Use a different folder for the database' box and navigate using the Browse button (only for new installations, not for upgrading; you cannot change the location of an existing database). For maintenance it is useful to install the database on a separate, clean hard drive. If the box is not checked, the database will share the same folder as Video Central Platinum.

Click Next and the Database Options screen will be displayed.



In the Database Options screen there are three choices:

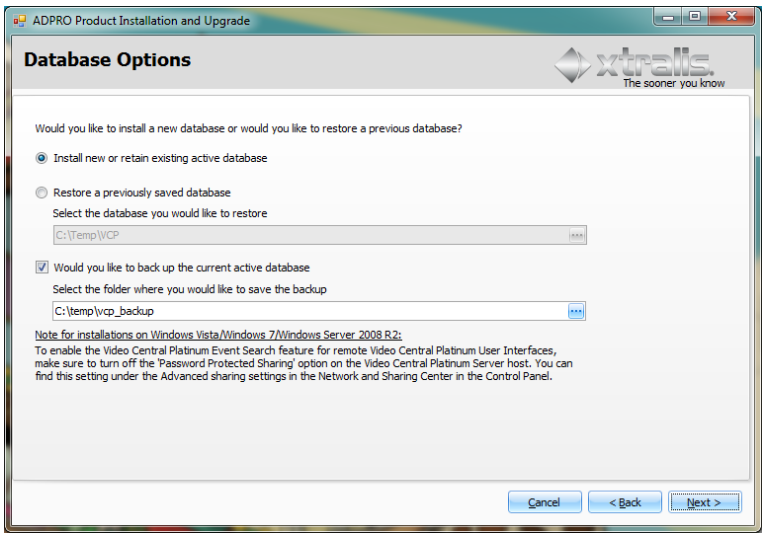
If a database does not currently exist (a 'clean' installation) or a database is to continue in service (an upgrade), check **'Install new or retain existing database'**.

To restore an existing database and override any saved data, check **'Restore a previously saved database'**. Enter the file path or navigate via the Browse button. This will restore a database that was previously backed up by the VCP Installer or Uninstaller program. This option does not allow for restoring a full VCP backup (that was created using the VCP User Interface).

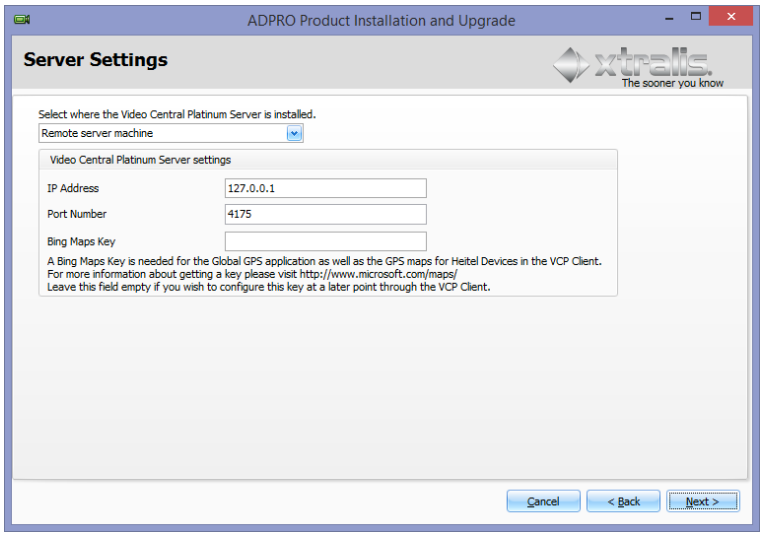
This screen provides an opportunity to back up any existing database before installation during an upgrade. To create a backup, check the **'Would you like to back up the current active database'** box. The output is stored in C:\temp\VCP_backup by default. Enter the file path or navigate via the Browse button to alter.

Note: This action backs up the SQL Server database information but not the associated images, which are stored on the PC hard drive. Selecting this option will dramatically extend the installation time which will depend on the database size.

When complete click **Next** and the Server Settings screen will be displayed.



As this is a Multi User Server Only installation. 'Local Server Machine' will be pre-selected. Select **Next** and the Multiple Network Cards Configuration screen will be displayed.

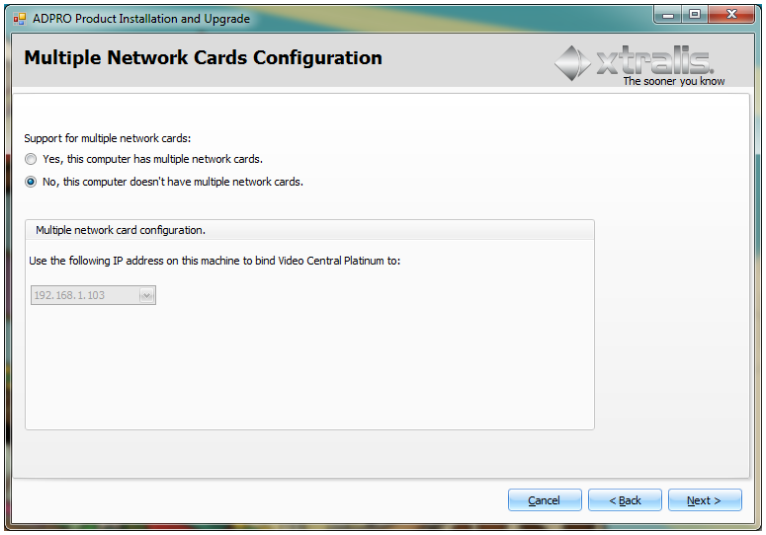


In the Multiple Network Cards Configuration screen there are two options:

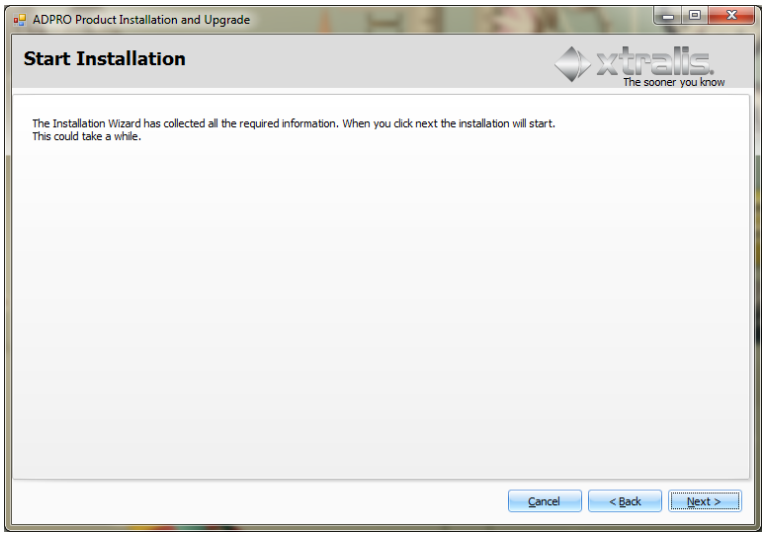
If the computer does have multiple network cards, select **'Yes', this computer has multiple network cards'** and then select the IP address on which the Video Central Platinum Server can be accessed from the drop down list below.

If the computer does not have multiple network cards, select **'No, this computer doesn't have multiple network cards'**.

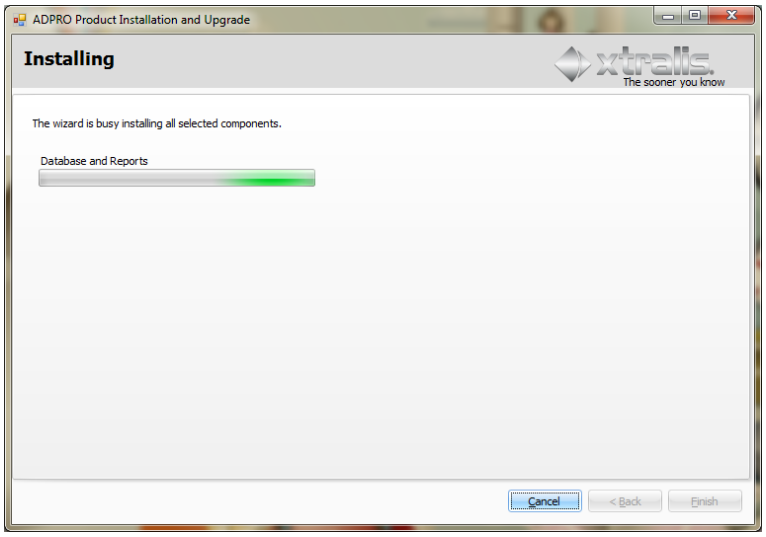
Click **Next** to open the Start Installation screen.



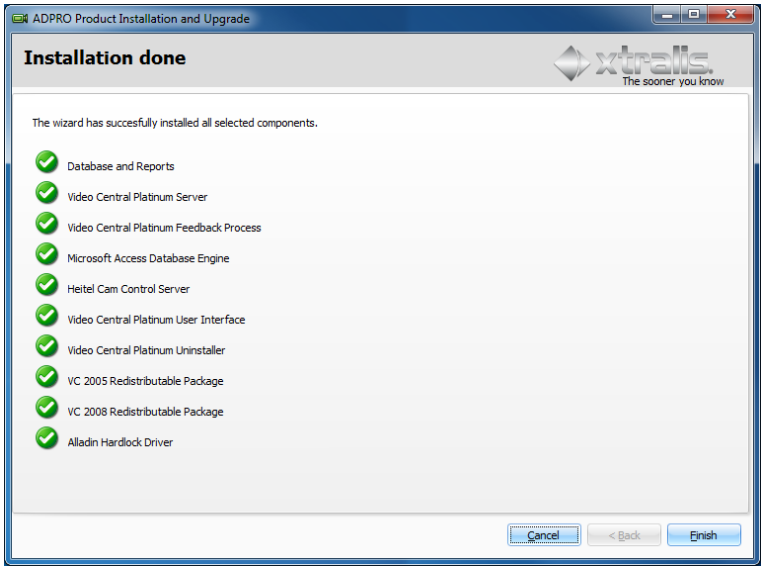
Click **Next** to start the installation and the 'Installing' screen will be displayed. Installation may take more than 40 minutes depending on the speed of the PC and once started, cannot be terminated or paused.



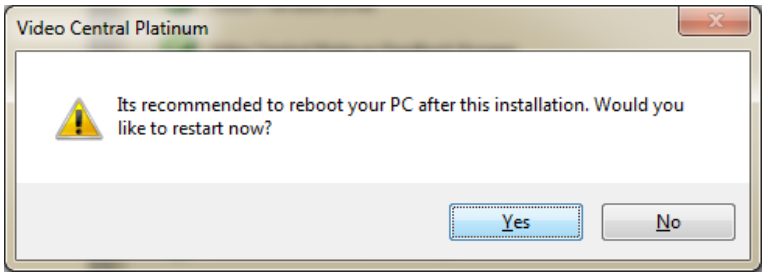
Video Central Platinum will start the installation process.



As installation progresses, installed components will be listed on the screen. When complete the Finish button will become available.



Click **Finish** and a Reboot recommendation window will be displayed. Click **'Yes'** to restart your PC.



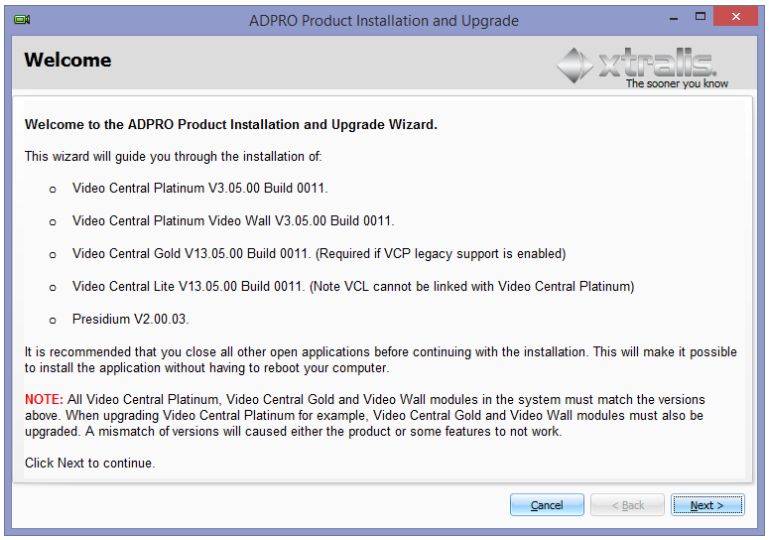
3.7 Multi User, User Interface Installation

This procedure installs the User Interface component into a Multi-User environment.

3.7.1 Multi User, User Interface Installation Process

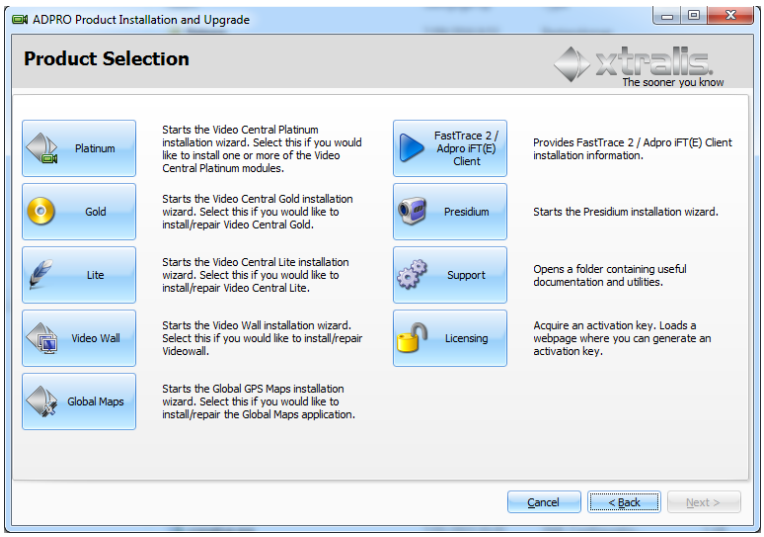
Note: Close any programs before starting the installation.

Insert the supplied DVD, which will automatically begin loading unless Auto run is not active. In that case run the setup procedure by double clicking on the file VCPInstaller.exe in the root directory of the supplied media. The Welcome screen will be displayed. Click **Next** and the Product Selection screen will be displayed.

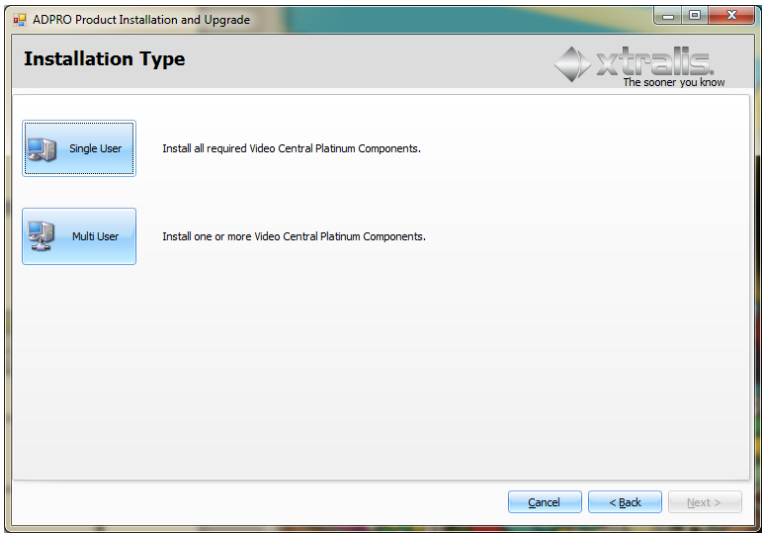


Select **Platinum** and the Installation Type screen will be displayed.

For a description of other options refer to Section 3.2, Installation Options.



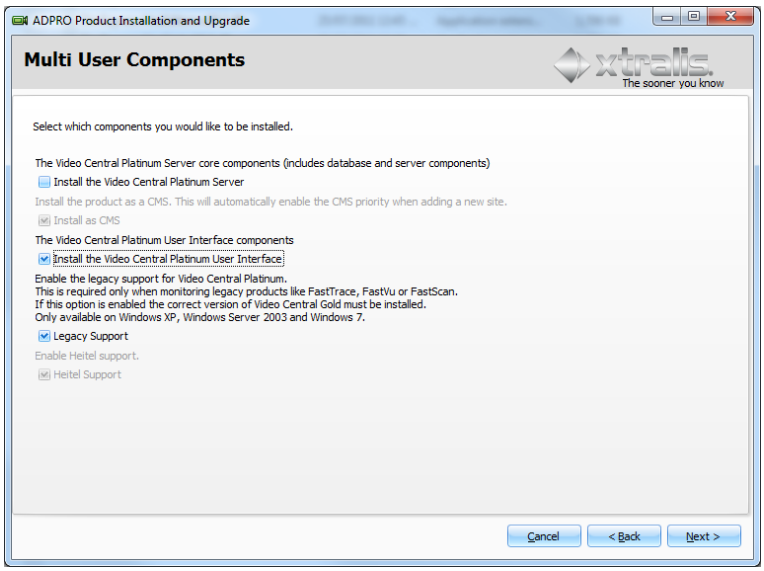
In the Installation Type screen select **'Multi User'** and the Multi User Components screen will be displayed.



In the Multi User Components screen select 'Install the Video Central Platinum' User Interface'.

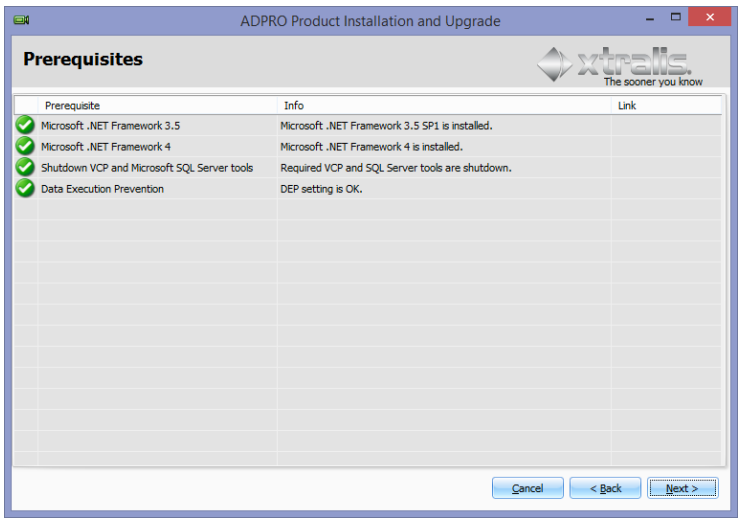
If you have 'Legacy' products in service that precede the FastTrace 2, such as FastTrace, FastVu or FastScan, check the **'Legacy support'** box.

Click **Next** and the Prerequisites screen will be displayed.

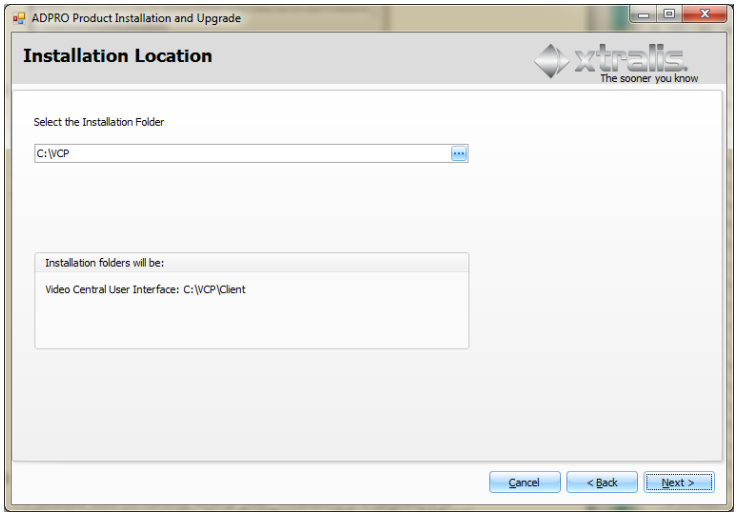


Ensure that all the requirements of the Prerequisites screen have been met. Click **Next** and the Installation Location screen will be displayed.

Note: If any criteria are not met there will be a cross on a red background instead of a tick next to the invalid item. The **Next** button will also be titled 'Finish'. In this case cancel the installation, rectify the invalid items, then re-start the installation process.

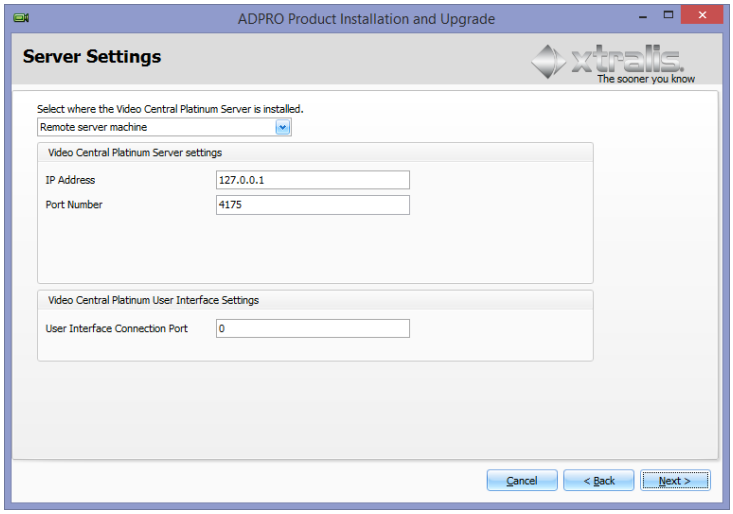


In the Installation Location screen select the desired installation folder for Video Central Platinum by entering the file path or navigating via the Browse button. Click **Next** and the Server IP Selection screen will be displayed.



As this is a Multi User installation, components may be distributed across multiple PCs. Enter the IP Address of the Video Central Platinum Server PC, then click **Next**. The Multiple Network Cards Configuration screen will be displayed.

The Video Central Platinum User Interface connection port between the Video Central Platinum User Interface and Server can be programmed. Altering this setting maybe required in network environments where the security is very tight, and the ports used could be blocked by IT policies and/or firewall rules. By default, the value is zero which instructs the system to use a random port. Changing the port to a specific value may require the port to be opened up within software firewalls or routers.

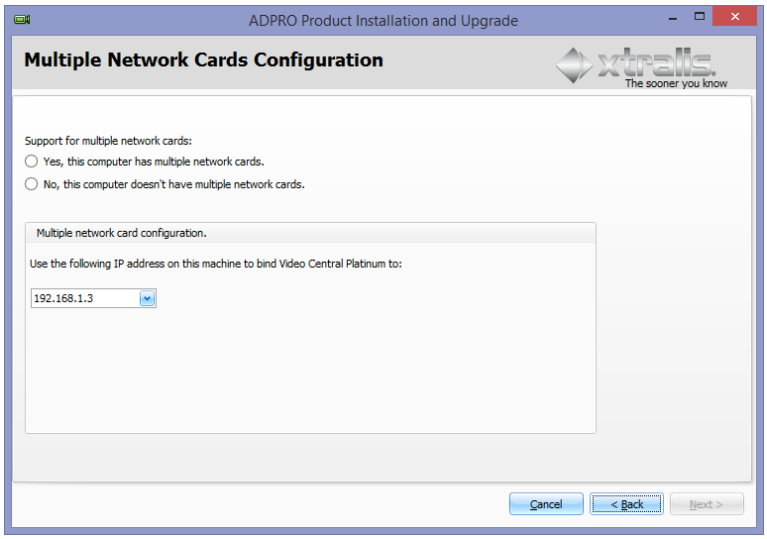


In the Multiple Network Cards Configuration screen there are two options:

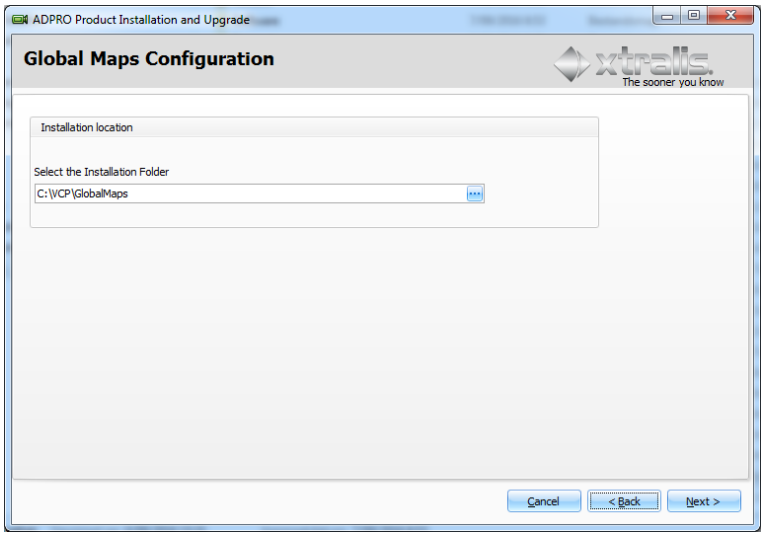
If the computer does have multiple network cards, select **'Yes', this computer has multiple network cards'** and then select the IP address on which the Video Central Platinum Server can be accessed from the drop down list below.

If the computer does not have multiple network cards, select **'No, this computer doesn't have multiple network cards'**.

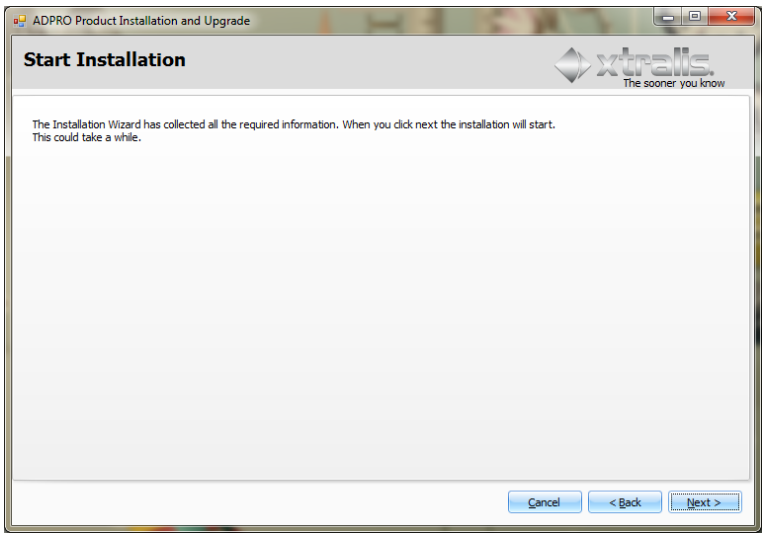
Click **Next** to open the Global Maps Configuration screen.



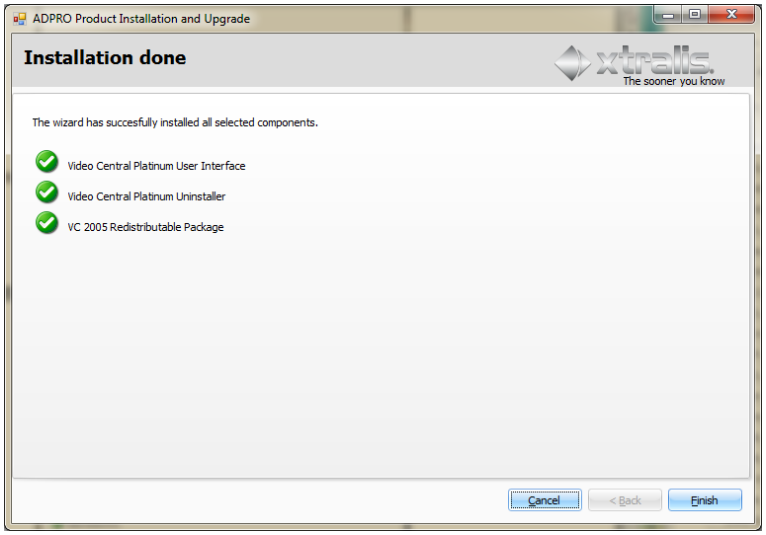
Select the folder where the Global Maps application will be installed, and then click **Next** to open the Start Installation screen.



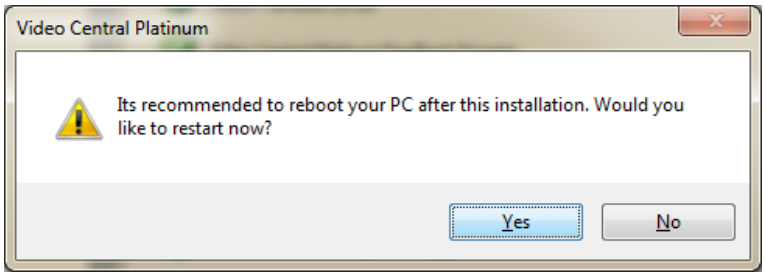
Click **Next** to start the installation and the 'Installing' screen will be displayed. Installation may take more than five minutes depending on the speed of the PC and once started, cannot be terminated or paused.



As installation progresses, installed components will be listed on the screen. When complete the **Finish** button will become available.



Click **Finish** and a Reboot recommendation window will be displayed. Click **'Yes'** to restart your PC.

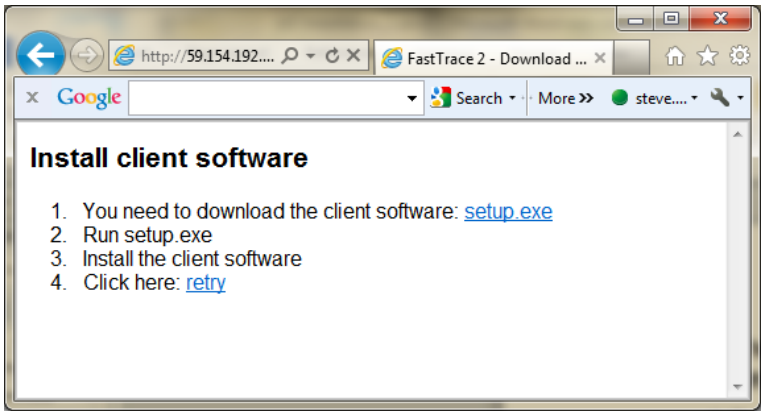


Repeat this process for each PC that requires a Video Central Platinum User Interface.

3.8 ADPRO XO Client Installation

The ADPRO XO Client is used for all XO devices setup and upgrade functions. Install on all Video Central Platinum User Interface PCs that need to be able to setup XO devices.

Open an Internet Web Browser and enter http://<ipaddress>/setup.php as in the address bar of the following example:



Follow the prompts, choosing to first save and then run setup.exe.

3.9 Installing SQL Server

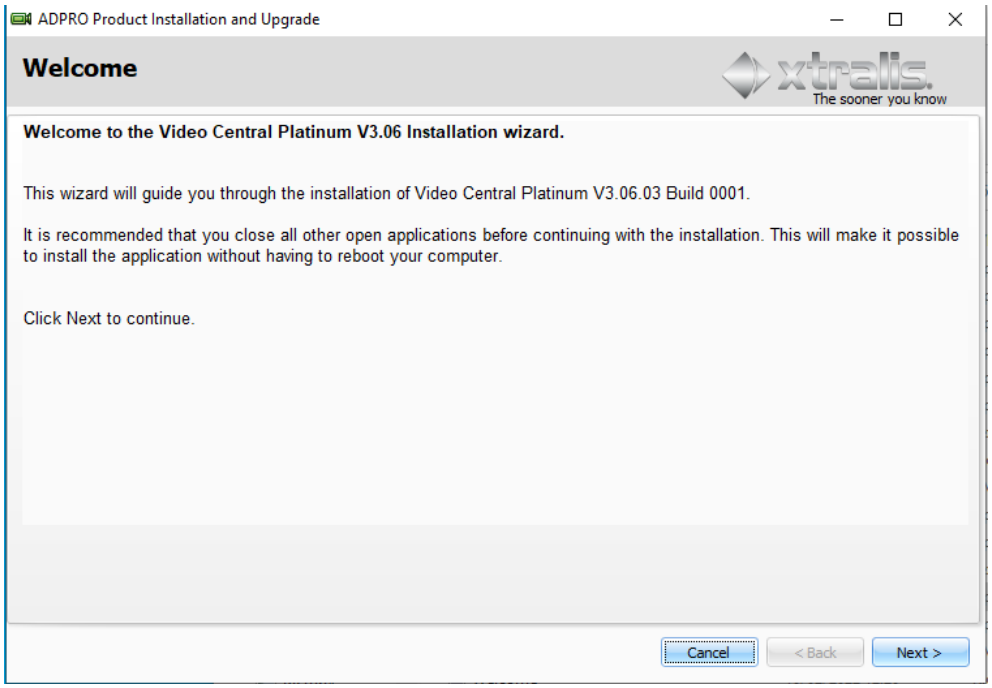
When the VCP Platinum installation does not detect any valid SQL instances it gives an opportunity to launch the SQL Server 2019 setup in case of 64-bit OS and SQL Server 2014 setup in case of a 32-bit OS with default settings that are compatible with Video Central.

Customisations are possible and some manual steps may be required; however, just clicking through with the Next button is usually enough for a fresh PC install.

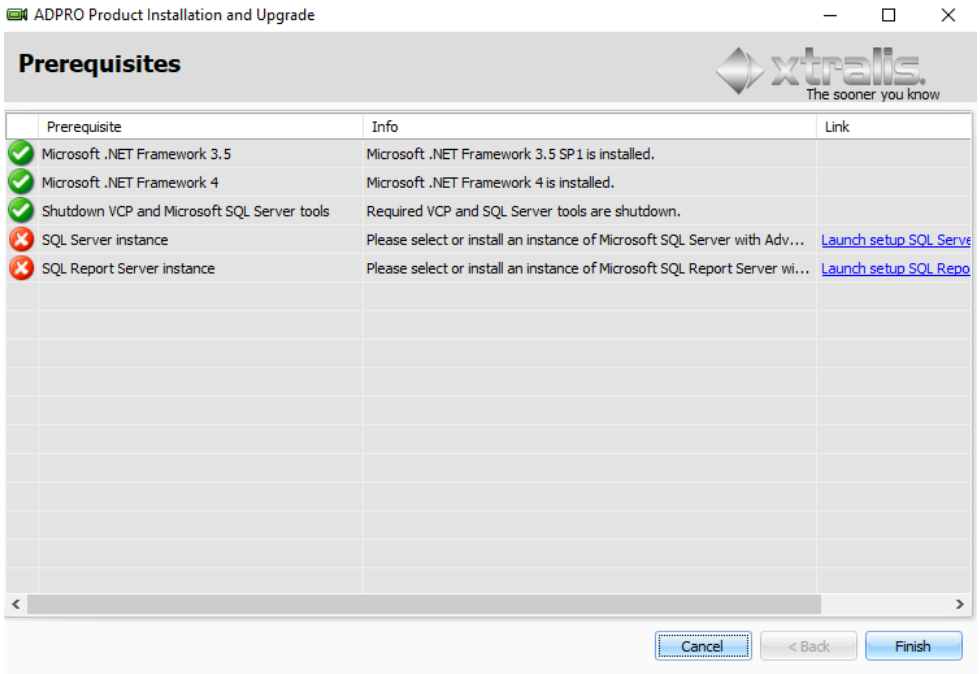
Note: The installer is in the **Support\Firmware and Software Upgrades** folder of the setup package.

3.9.1 Installing SQL Server 2019 Express

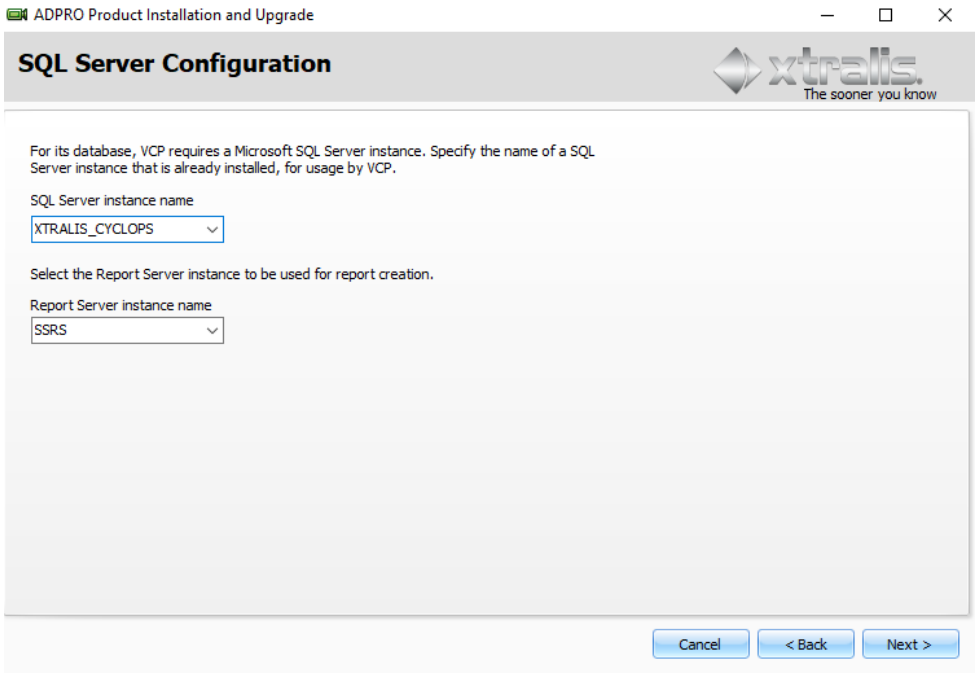
Launch the install wizard and click Next. VCP installs SQL Server 2019 on a machine with 64-bit OS if there is no previous SQL Server installation.



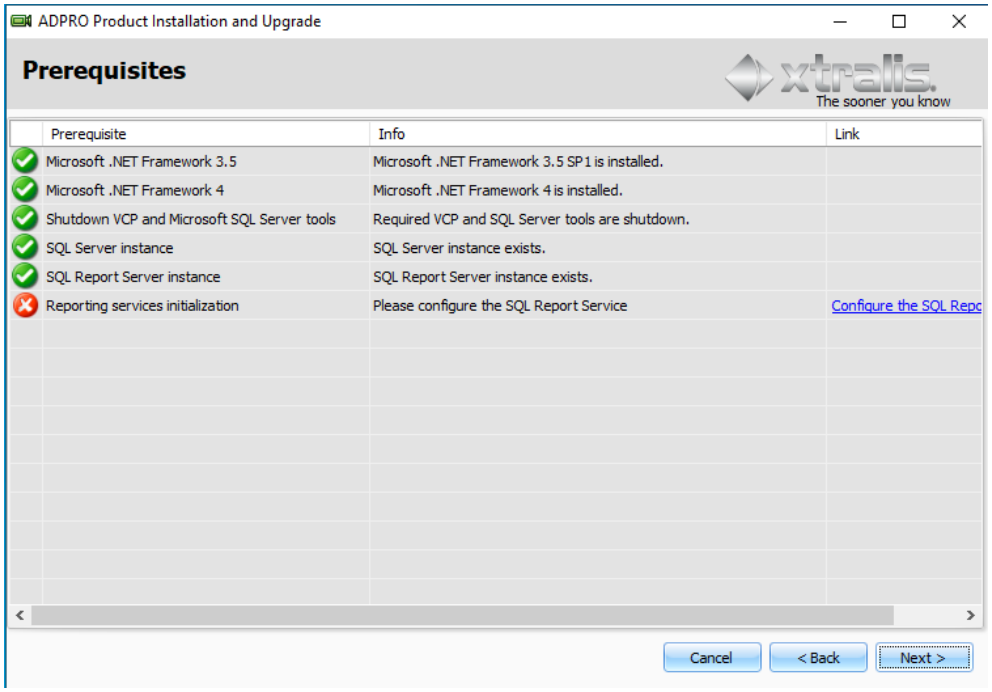
Click Next.



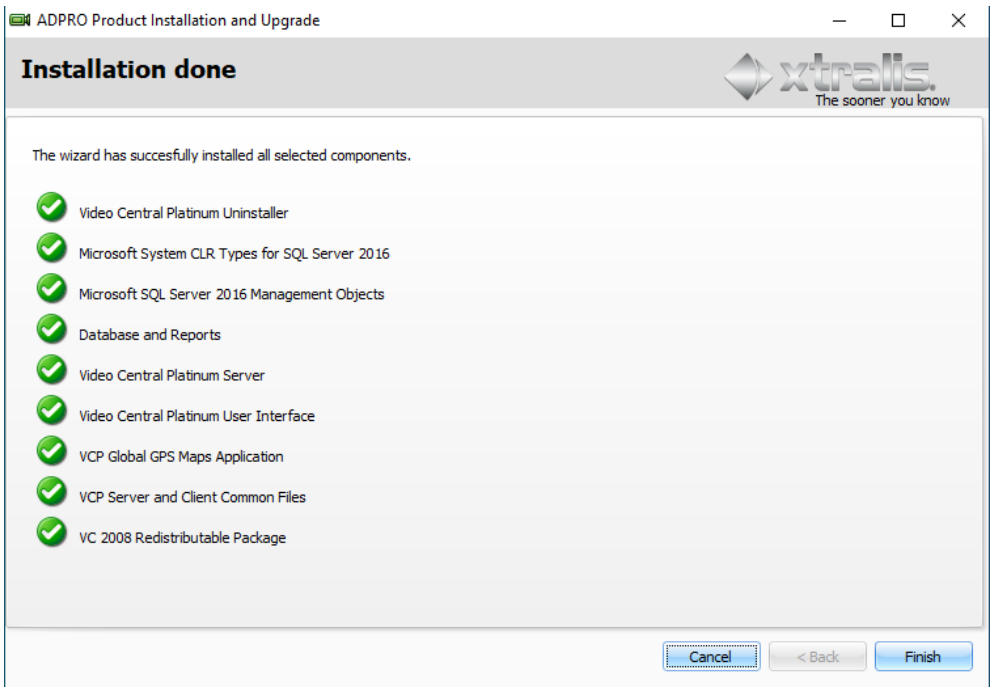
Launch the setup and follow the screen instructions to install the SQL Server and the Reporting Server, and select the SQL Server and Report Server instance.



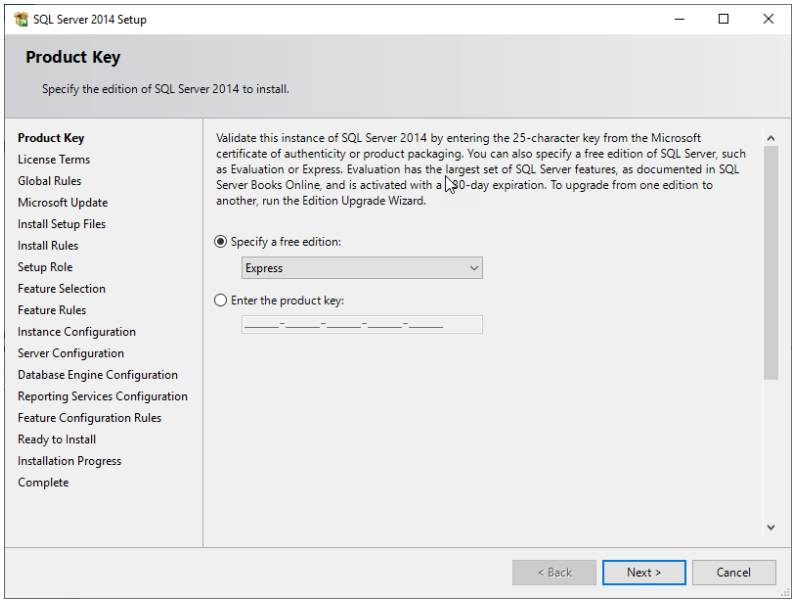
Configure the SQL Server 2019 Reporting Services (RS): VCP will automatically detect a non-configured RS instance for a 64-bit operating system and configures automatically on clicking 'Configure the SQL Reporting Services (it can take ~50 seconds).



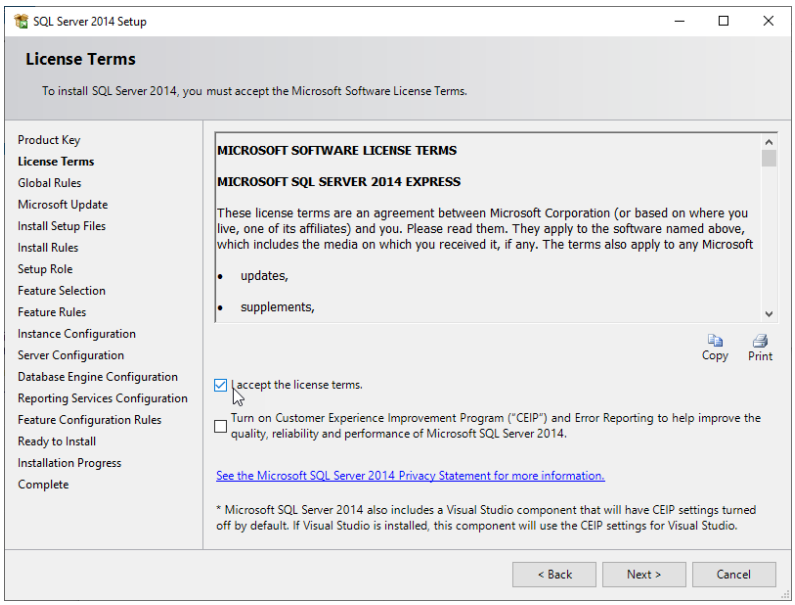
Click Finish when the installation is completed.



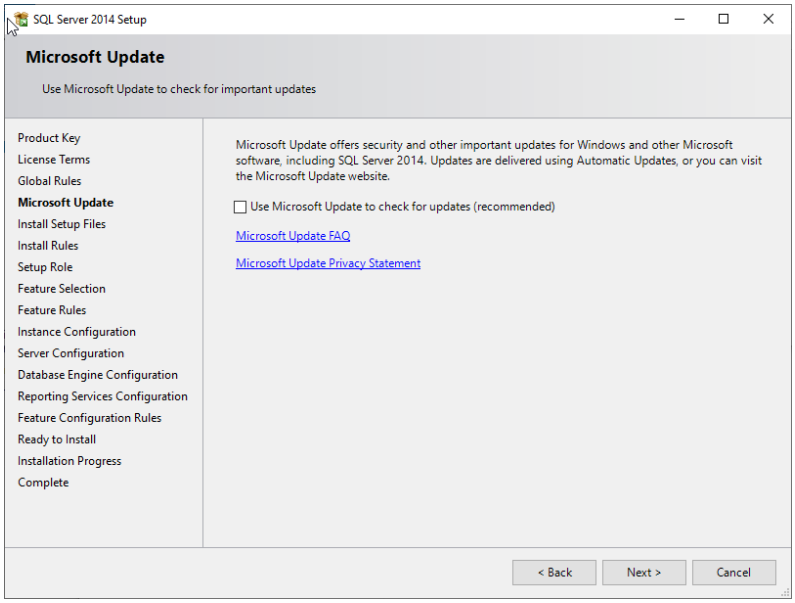
3.9.2 Installing SQL Server 2014 Express



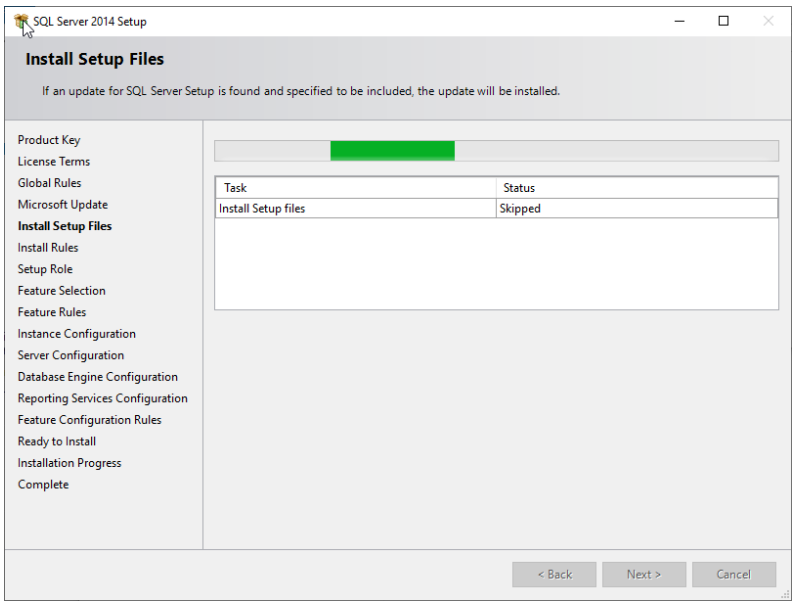
Express edition comes with VCP and so that is the option chosen here, press **Next**.



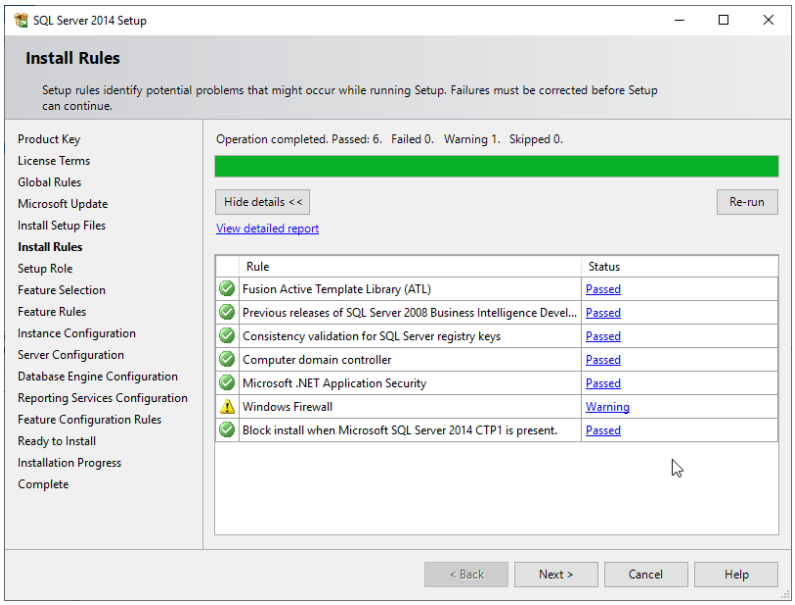
Accept the license terms and press **Next**.



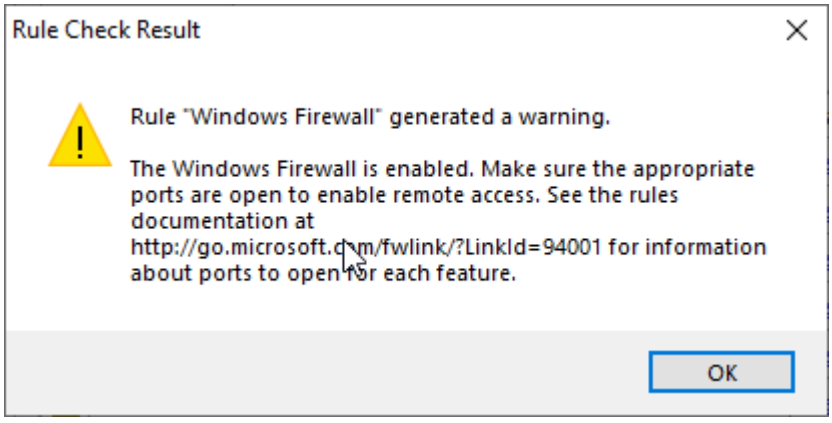
Microsoft update checkbox can be selected if wanting a later version – here we leave it unchecked and click **Next**.



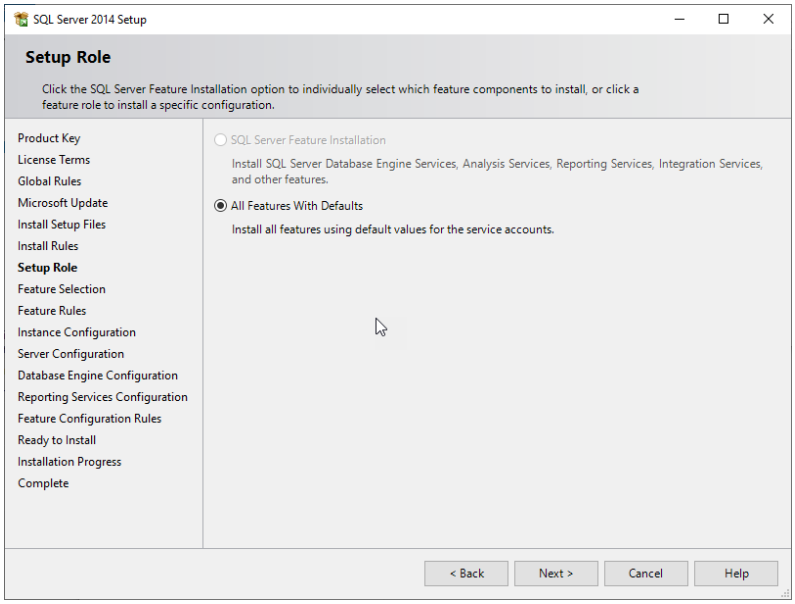
The necessary files to proceed with the setup are copied to your machine and then runs a diagnostic check on the PC environments compatibility.



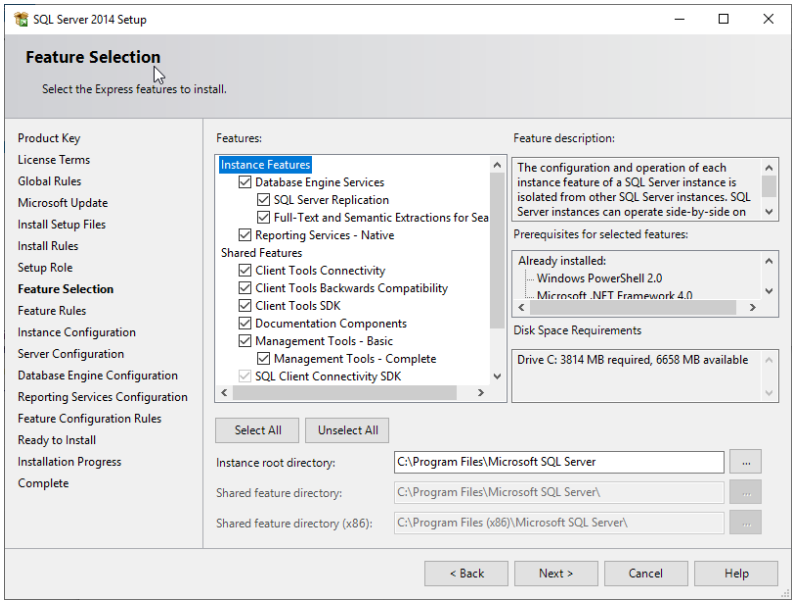
The setup gives a summary of compatibility issues and may show a warning indication. Here it notes that since Windows firewall is enabled the correct ports need to be opened. Clicking on the warning link shows the following dialog.



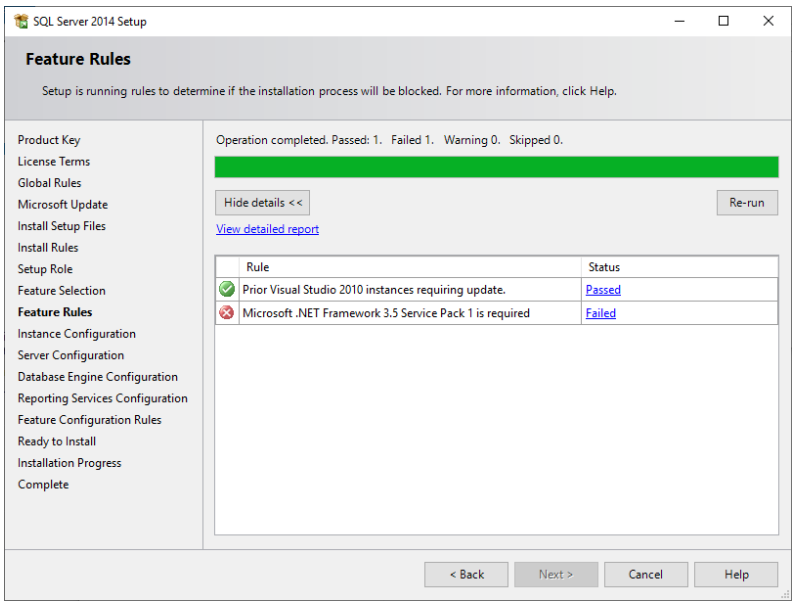
After dismissing the dialog and pressing **Next** the setup role screen is displayed.



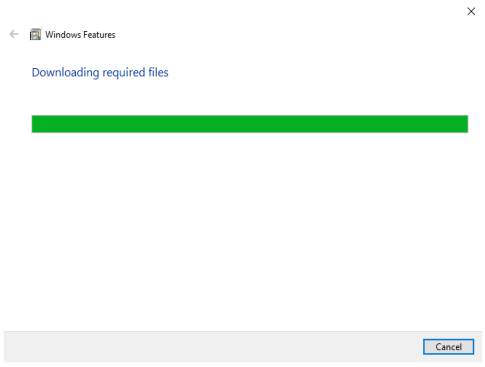
Leave at All features and press **Next**.

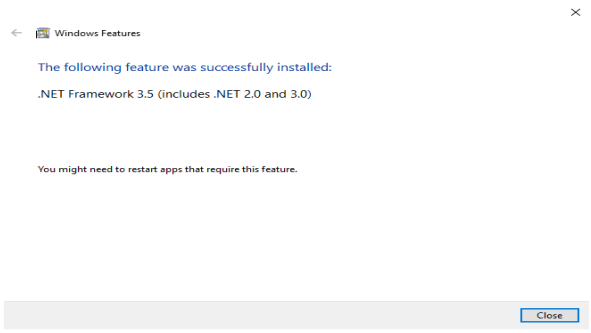


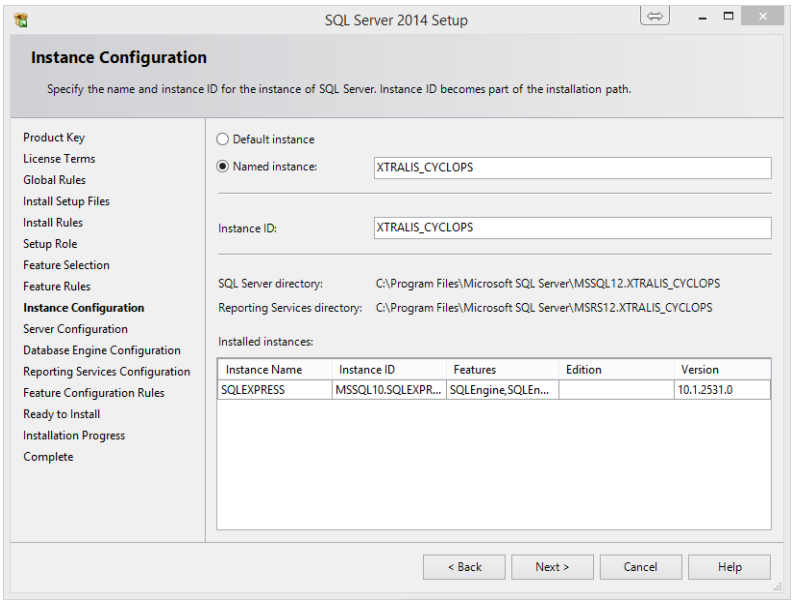
Feature selection is possible, but it is recommended to leave all features ticked. Setup will then run a diagnostic check on the features which have been selected.



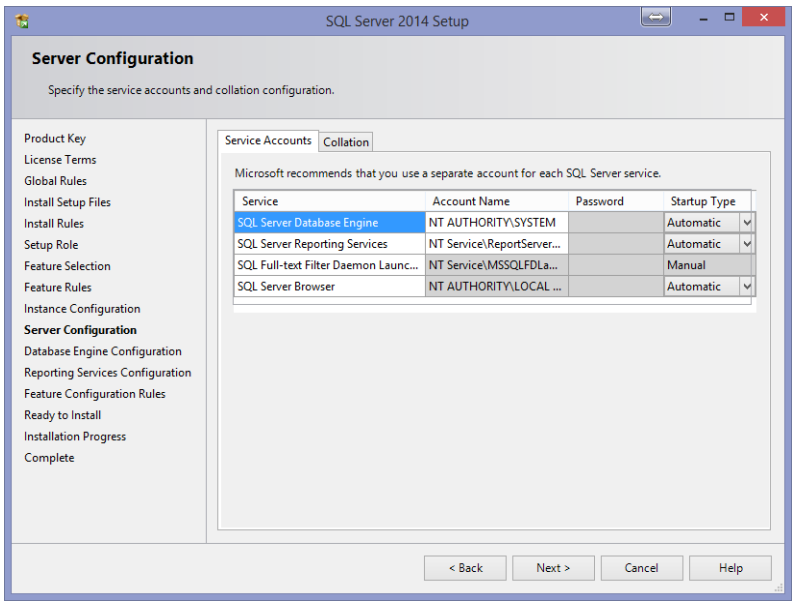
Here, SQL setup detects that a feature requires .NET 3.5 SP1 but this is not already installed. Since this component is also required by VCP it is convenient to download and install it now by clicking on the f**ailed** link.





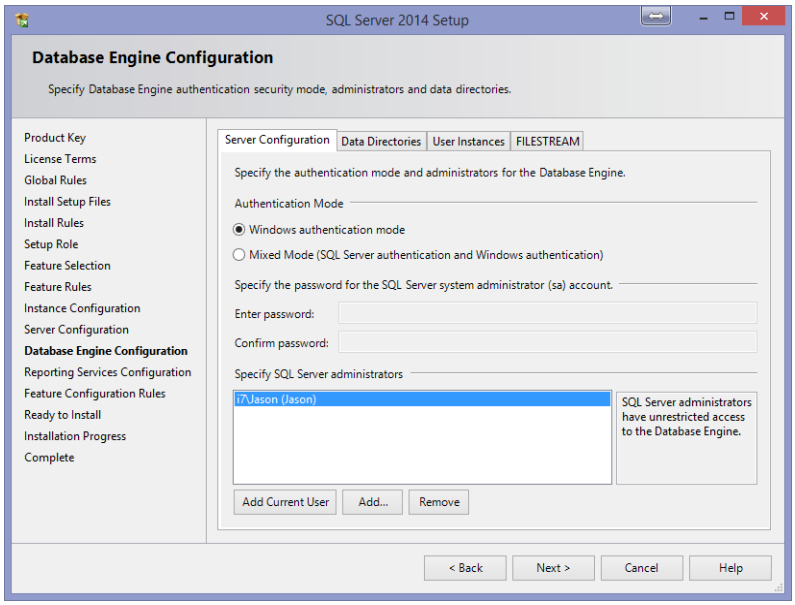


The setup provides the default instance value of XTRALIS_CYCLOPS. This can be changed as required. For a fresh install of VCP onto a PC it is simplest to use the default value and just press next.

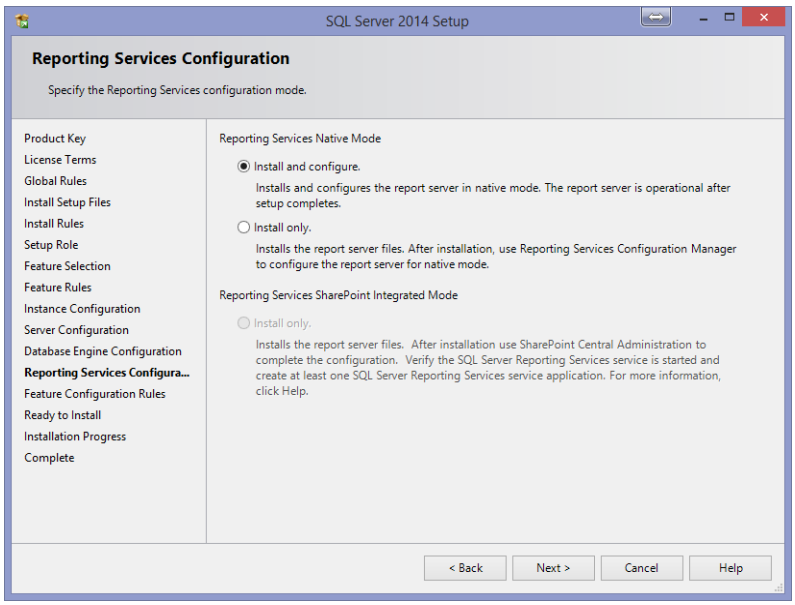


This screen details the accounts which should have the permission to run the SQL components.

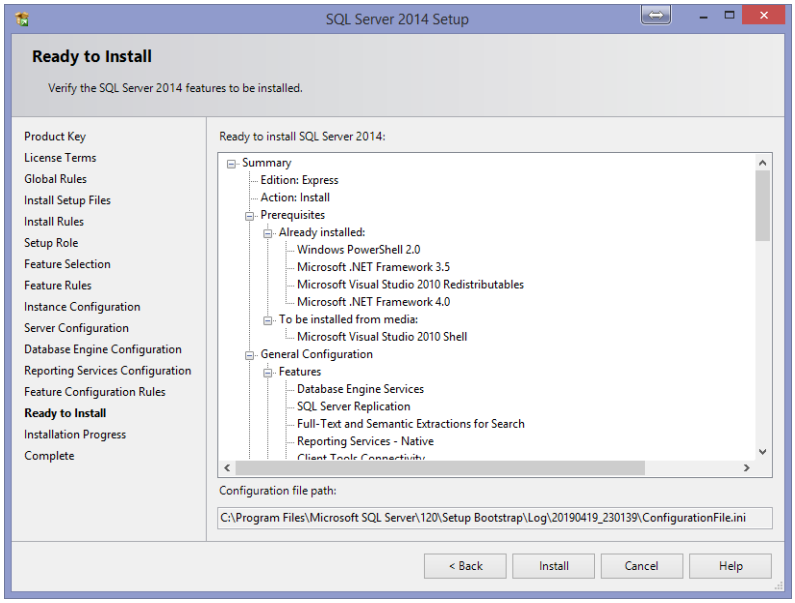
The default values are suitable for running of VCP on a fresh PC install.



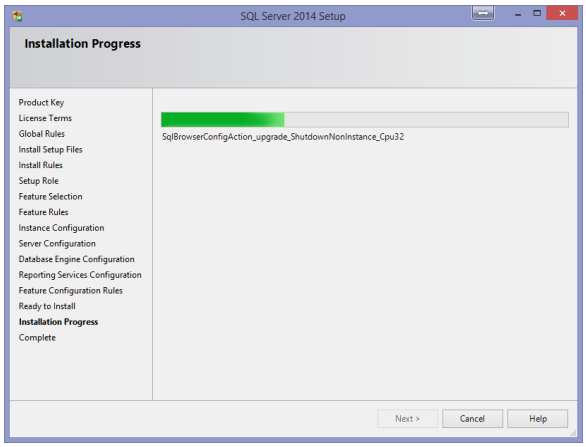
For reporting services to operate with VCP, use Windows authentication mode.

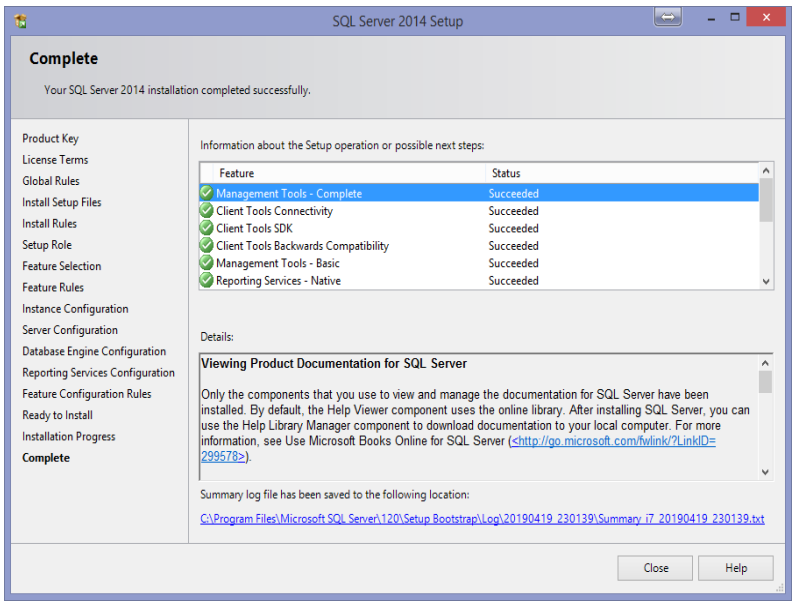


Leave the reporting services configuration on Native mode and press next.



Setup gives a summary of all of the components which are to be installed.





The setup installs and completes.

On clicking close, if the setup was launched from within the VCP installation it should now be possible to select the new SQL instance name when asked.

Note: In some circumstances, it may be necessary to first reboot the PC and re-run the VCP installation so as to see the newly created instance.

3.10 Upgrading Video Central Platinum

To upgrade to a newer version of Video Central Platinum, follow the appropriate installation procedure until you reach the Database Options screen. This provides two options:

- install a new or retain an existing database
- restore a previously saved database.

3.10.1 Database Installation or Retention

Install new or retain existing database will allow a fresh database to be created or carry over the existing database into the new version and is the usual selection when upgrading.

3.10.2 Database Restoration

If the current database is corrupt and a serviceable version is available, select ‘Restore a previously saved database’ then navigate to an appropriate location. This will restore a database that was previously backed up by the VCP Installer or Uninstaller program. This option does not allow for restoring a full VCP backup (that was created using the VCP User Interface).

Note: Restoring a database will delete the current database so make a backup.

3.11 Database Recovery Tool

To recover a database the Database Recovery Tool is used. A recovery database can be used to recover from a system failure, database corruption or is the recommended process to either move VCP to a different server with the same settings or move the database location. See the Video Central Platinum Database and Maintenance manual for more details.

The tool can be found on the Video Central Platinum DVD under;

\Software\Database Recovery Tool.

The tool needs to be installed on the Video Central Platinum (VCP) Server PC.

To install the tool run setup.exe.

Once the tool has been installed **ENSURE** the VCP Server, VCP User Interface, any SQL Server Management tools and all Windows Explorer dialogs have been closed and are not running.

Run the Database Recovery Tool  from the Windows desktop or start menu.

3.12 Uninstalling Video Central Platinum

Important: Only use the Xtralis Uninstallation program to remove Video Central Platinum, **Never Use Add/Remove programs via Control Panel.**

Note: Removing SQL Server or the Database and Reports will delete all programmed sites, users and alarm history.

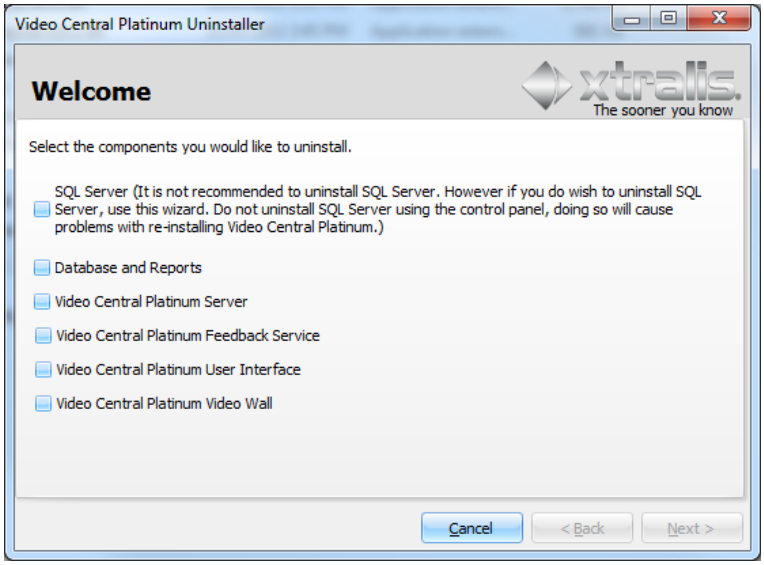
If the loaded version of Video Central Platinum is prior to 1.02.00, re-format the hard drive and re-install the Operating System and Prerequisites before re-installing Video Central Platinum. Uninstall Video Central Platinum or selected components as follows:

Reboot the PC then close all Video Central Platinum and SQL Server components.

Access the Start Menu > All Programs > Xtralis > Video Central Platinum > Uninstall Video Central Platinum. When the 'Welcome' screen is displayed, check the components you wish to remove.

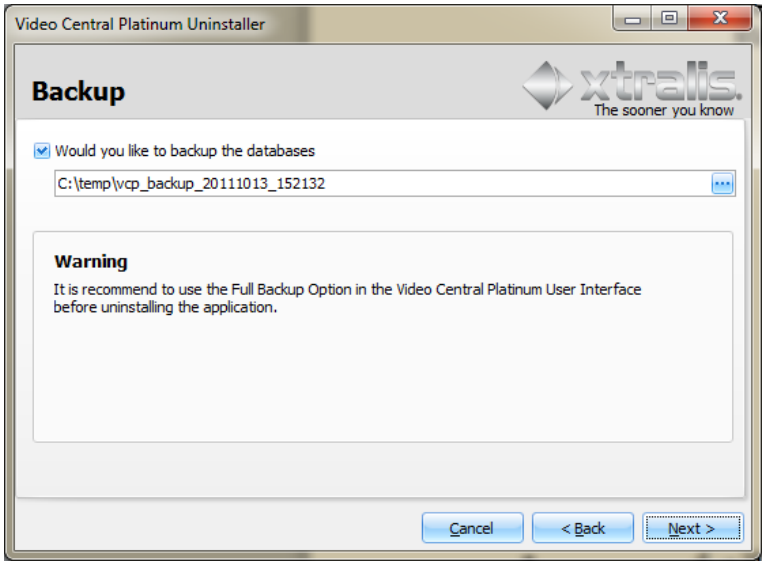
Note: Do not check **SQL Server or Database and Reports** options if you wish to maintain the current database.

Click **Next** and the 'Backup' screen will be displayed.



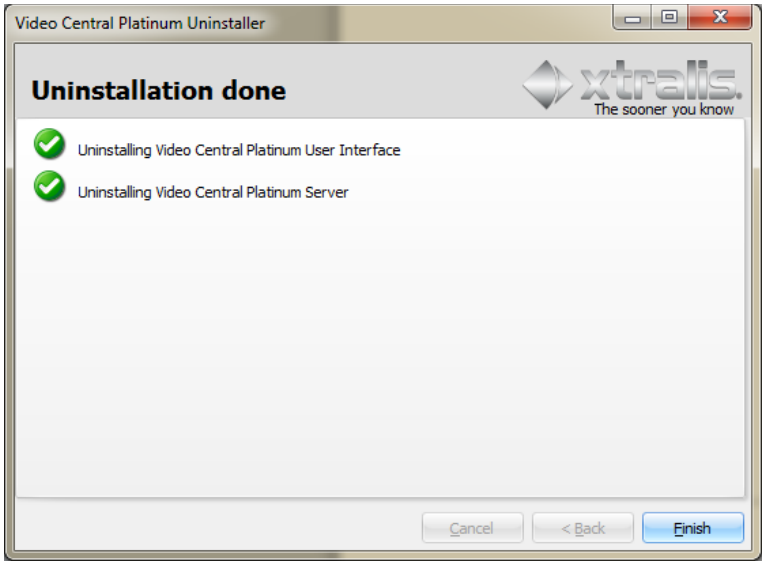
In the Backup screen check 'Would you like to back up the databases' option if you wish to back up the SQL Server Video Central Platinum and Video Central Platinum Log Databases.

Note: Alarm images, site diagrams, site images, site notification images, and user images will not be backed up. To include these assets within a backup, use the Video Central Platinum Database Backup option within Video Central Platinum before starting removal. Click Next and the 'Uninstalling' screen will be displayed.

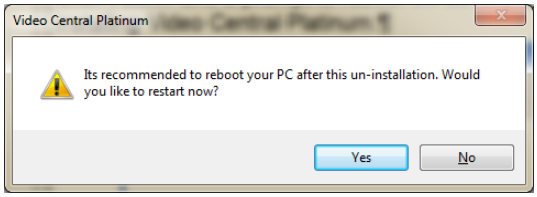


Wait for the components to be removed. It is critical the PC is not powered off or shutdown during this process. When removal is complete the 'Uninstallation Done' screen will be displayed.

Note: If the database is selected to be uninstalled the removal process can take a long time depending on the size of your database as Video Central Platinum needs to delete potentially many thousands of alarm image files.



Click **Finish** and a prompt to reboot will be displayed. Reboot the PC before re-installing Video Central Platinum.



3.13 Upgrade from VCP 3.05 to VCP 3.06

The following are the steps for upgrade from VCP 3.05 to VCP 3.06:

3.13.1 If current installation of VCP 3.05 is accessible

1. Backup the database via **Tools** > **Administration** > **Database** > **Backup** Entire Server Database and put the backup in a safe location.
2. Uninstall all VCP components from the machine using the **VCP Uninstaller** (do not use Add/Remove Programs in Control Panel).
3. Uninstall ***SQLEXPRESS*** using Add/Remove Programs in Control Panel.
4. Locate the folders within C:\Program Files\Microsoft SQL Server and delete any folder containing ***XTRALIS_CYCLOPS*** in the folder name.
5. Do a fresh VCP 3.06 installation. (If the SQL server installation fails, please refer to the SQL Server Installation – Folders Cleanup section).
6. Restore the database via **Tools** > **Administration** > **Database** > **Restore Entire Server Database**.

3.13.2 If current installation of VCP 3.05 is not accessible

1. Refer to the *19118_18_Adpro_Video Central Platinum Database and Maintenance Manual.pdf* page 20 to create a scheduled task to back up the database and run it manually.
2. Uninstall all VCP components from the machine using the **VCP Uninstaller** (do not use Add/Remove Programs in Control Panel).
3. Uninstall ***SQLEXPRESS*** using Add/Remove Programs in Control Panel.
4. Locate the folders within C:\Program Files\Microsoft SQL Server and delete any folder containing ***XTRALIS_CYCLOPS*** in the folder name.
5. Do a fresh VCP 3.06 installation. (If the SQL server installation fails, please refer to the SQL Server Installation – Folders Cleanup section).
6. Open the VCP 3.06 Installation Files and click the **Software** folder.
7. Install the **DatabaseRecoverTool.msi**.
8. Launch the **DatabaseRecoveryTool**.
9. Choose **Select your VCP Recovery Database** and browse an existing database backup, or the backup taken via Windows Task Manager.
10. Click the checkbox next to **Update Database Location**.
11. Execute the Database Restore Process.

3.13.3 SQL Server Installation – Folders Cleanup

Before installation, cleanup folders in the Microsoft SQL Server root folder.

If SQL Server installation fails, delete the following folders in the **C:\Program Files\Microsoft SQL Server** folder:

- **Client SDK** Folder
- **120** folder if you had previously SQL Server 2014. For other versions, please check the list below:
  - **150** for SQL Server 2019
  - **140** for SQL Server 2017
  - **130** FOR SQL Server 2016
  - **120** FOR SQL Server 2014
  - **110** FOR SQL Server 2012

Note: Please make sure to delete the correct folder (with name ending in XTRALIS_CYCLOPS, such as MSSQL12.XTRALIS_CYCLOPS or MSRS12.XTRALIS_CYCLOPS) to avoid additional issues in others SQL instances.

3.14 Scenarios

3.14.1 Installing Video Central Platinum with an Existing Backup

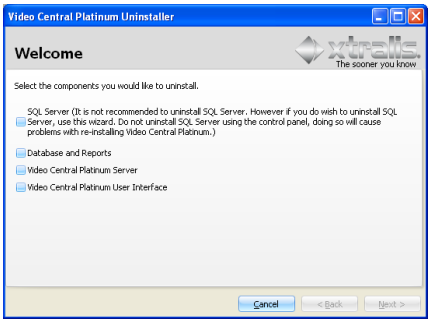
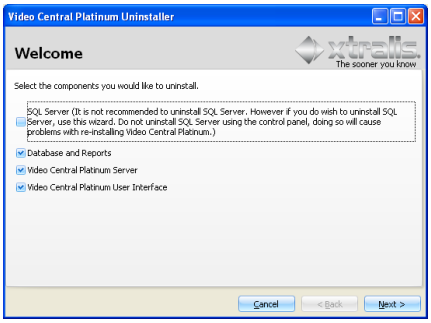
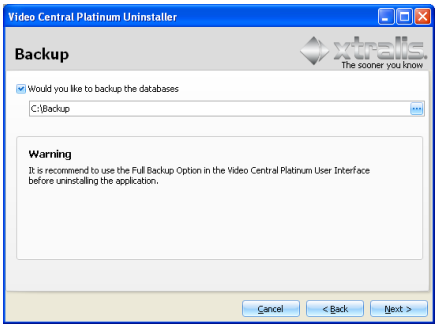
Backing up the SQL Server database only allows you to use that backup when installing a Video Central Platinum instance. Backing up the SQL Server database does not back up the image and video files.

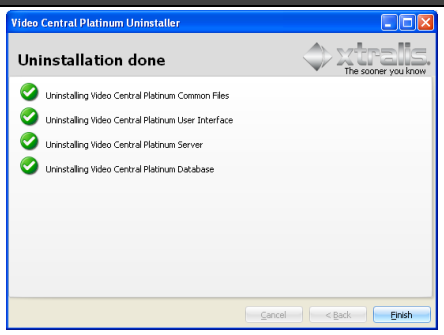
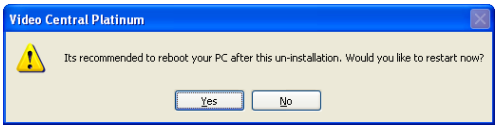
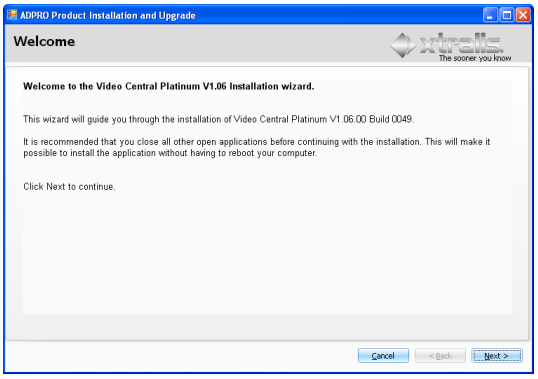
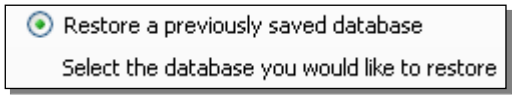
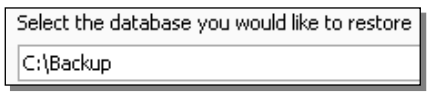
If you need to back up the entire VCP Database use the 'Backup Entire Server Database' facility via the Tools > Administration > Database > Backup Entire Server Database menu item, as described in the Video Central Platinum Database and Maintenance Manual.

Prerequisite

Video Central Platinum is not running.

Process

Step	Action	Reference Section
Uninstalling Video Central Platinum and performing a backup.	Select the Start Menu > Programs > Xtralis > Video Central Platinum > Uninstall menu.  Select the **Database and Reports, Video Central Platinum Server and Video Central Platinum User Interface** options.  Click **Next** Click on the **Browse** button to enter the backup location.  Click **Next**	3.13 Uninstall

Step	Action	Reference Section
	 Click **Finish**  Click **Yes**	
Installing Video Central Platinum using an existing backup	Insert the supplied DVD to Auto run the VCPInstaller. If the Welcome screen does not appear double click on the file VCPInstaller.exe VCPInstaller.exe in the root directory of the supplied media.  Click **Next** on the Welcome screen. Click **Platinum**  for the Product Selection Select the Installation Type then follow the installation steps to the Database Options screen. In the Database Options screen: Select  Click on the **Browse** button  to select the database file from the backup location  Click **Next** Follow the wizard to complete the installation. Click **OK** to restart the PC.	3, Installation

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