ADPRO Video Central Platinum

Database and Maintenance Manual

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Document Conventions

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).	NA

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

2 Maintenance

If you require information and support beyond that contained in this manual please contact your nearest ADPRO office, or email ADPRO Technical Support at:

adpro-support@adpro.com.au

2.1 Introduction

Video Central Platinum uses a standard Microsoft SQL Server 2014 Express with Advanced Services (Reporting) and database for storing all setup, user, site, and alarm details. Audio, video, and image files are stored on the PC hard drive. To ensure optimal performance, the database must be maintained via routine backups, archiving, and deletion of old data.

2.1.1 SQL Server 2008 / 2014 Instance and Databases

Instance Name: XTRALIS_CYCLOPS (or as manually defined)

Databases: VC and VCLog

VC Database is the main database used for storing all Video Central Platinum setup, user, site, and alarm details.

VCLog database is used for logging of Video Central Platinum system faults and hence is used for fault finding.

2.1.2 SQL Server 2008 Express Limitations

- Database size (per database): 4GB
- Use of one processor
- Use of 1GB memory.

2.1.3 SQL Server 2008 R2 Express Limitations

- Database size (per database): 10GB
- Use of one processor
- Use of 1GB memory.

2.1.4 SQL Server 2014 Express Limitations

- Database size (per database): 10GB
- Use of lesser of one socket or 4 cores
- Use of 1GB memory.

2.1.5 Hard Drive Warnings

A hard drive becoming full warning is displayed at two levels. The warning is based upon the location of the Video Central Platinum Database;

When spare capacity drops **below 30 GB**, a System Monitor event appears on the Active Sites List, and a message box is displayed, informing the user about the warning. The user can either accept the message or postpone the warning. If the warning is postponed, the warning will appear every 24 hours, until the warning is accepted, or the spare capacity has reached over 30 GB.
Note: The System Monitor site cannot be acknowledged until the warning is accepted.

When spare capacity drops **below 10 GB**, a System Monitor event appears on the Active Sites List, and a message box is displayed, informing the user about the warning. The user can accept the message or postpone the warning. If the warning is postponed, the warning will appear every hour, until the warning is accepted, or the spare capacity has reached over 10 GB. If the free space is still below 30 GB, the warning will be repeated every 24 hours.

Note: The System Monitor site cannot be acknowledged until the warning is accepted and free space has reached over 10 GB.

2.1.6 Database Warnings

The database capacity is:

- 4.0 GB for SQL Server 2008 Express
- 10 GB for SQL Server 2008 R2 Express.
- 10 GB for SQL Server 2014 Express.

A database becoming full warning is displayed at two levels.
Note: by default, SQL Server 2014 Express is installed by the Video Central Platinum setup.

The first warning level indicates when the database free space has dropped below 40%. The second warning level indicates when the database free space has dropped below 30%.

- For SQL Server 2014 Express 40% of free space = 1.5 GB; 30% = 1GB.
- For SQL Server 2014 Express 40% of free space = 4GB; 30% = 3 GB.

If free space has dropped below 40%, a System Monitor event will appear on the ASL, and a warning message box will be displayed every 24 hours, until the warning message box is accepted, or free space reaches over 40%.

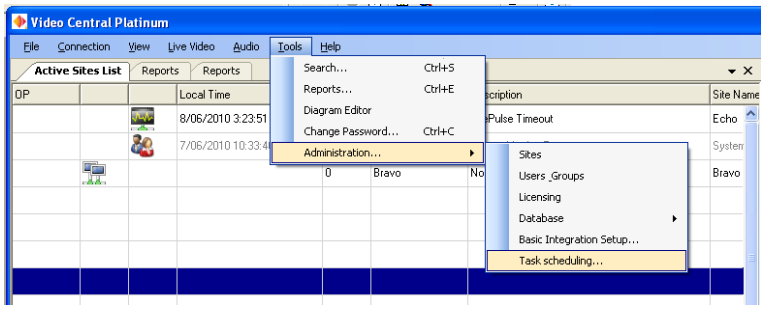
If free space has dropped below 30%, a System Monitor event will appear on the ASL, and a warning message box will be displayed every hour, until the warning message box is accepted or free space reaches over 30 %.
Note: if free space has not reached over 40% yet, a warning will still be repeated every 24 hours, until the message is accepted or free space reaches over 40%.

Note: No warnings will be provided if the user has installed Video Central Platinum to use an existing SQL Server **Edition above Express**. The reason behind this is that the database size of paying SQL Server editions is virtually unlimited. E.g. the paying edition of SQL Server 2008 R2 has a maximum database size of 524272 TB.

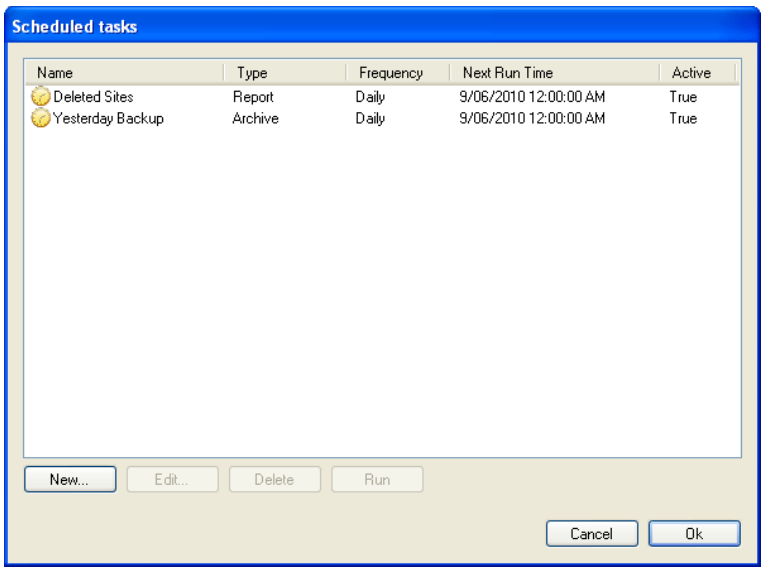
2.1.7 Creating a Scheduled Archive

To maintain the working database at a manageable size it should be routinely archived. A typical interval for archiving of a monitoring station is every month; however the optimal interval for each specific case depends on how fast the database grows. Task scheduling allows a regular schedule of archiving of data at predetermined times to be programmed.

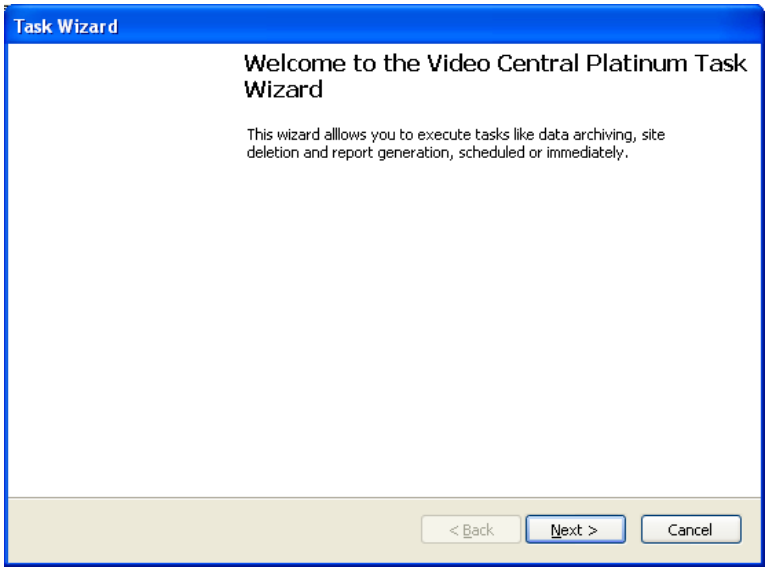
Access the Task Schedule Wizard via Tools > Administration > Task Scheduling and the Scheduled Tasks list will be displayed.



To schedule a new task, click **New** and the Video Central Platinum Schedule Wizard Welcome screen will be displayed.



Click **Next** and the Wizard will guide you through the steps for creating an archiving schedule.



The following example creates a scheduled task to archive all data from the site ‘Echo’ every month.

From the Choose Task type dialog select Archive then click **Next** and the Choose Sites to Archive dialog will be displayed.

In this dialog, select the site or sites to archive, the archiving time period and the output location for the archive to be stored.

Check the button next to the type of time option required. Four types are available:

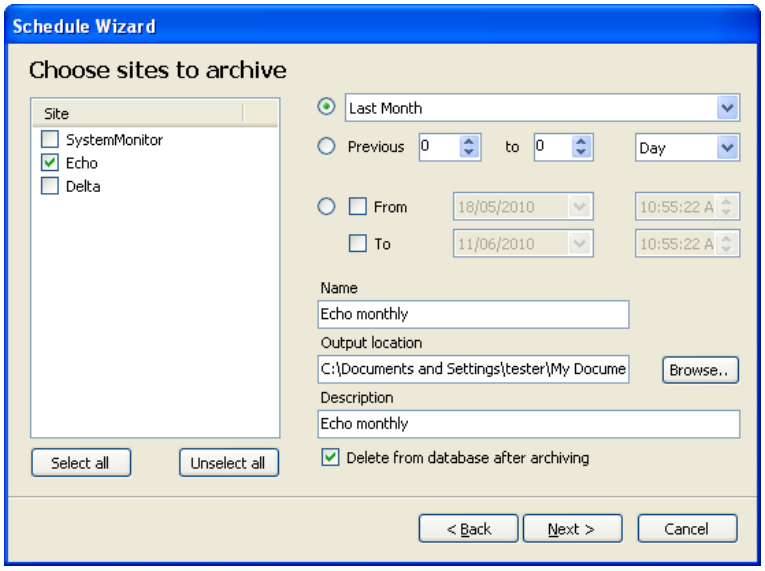
- Current or last day, week, month or greater than. [Check this option and choose Last Month.]
- Previous interval of days, weeks, months, or years.
- Interval between specified dates and times.

Choose a suitable name and a description for the task then browse to the location in which the archived data is to be stored.

To remove the archived data from the working database check the ‘Delete from Database after Archiving’ box.

The following dialog example shows that the previous month’s data for Echo is to be archived and stored in the C drive folder shown and the previous month’s data deleted from the working database.

Click **Next** to display the Configure Schedule dialog.

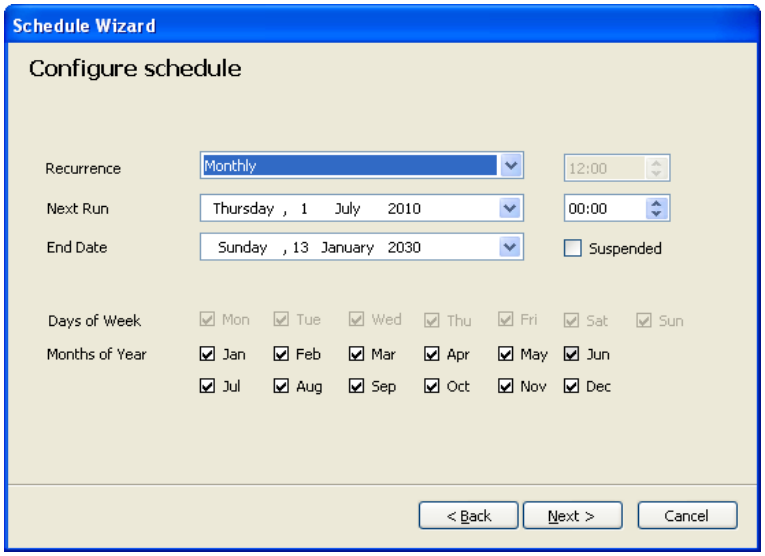


In the Configure Schedule dialog, set the Recurrence of the schedule. For our example, set the recurrence to monthly and the Next Run to be on the first day of the month. The task will continue indefinitely so choose an End Date well into the future.

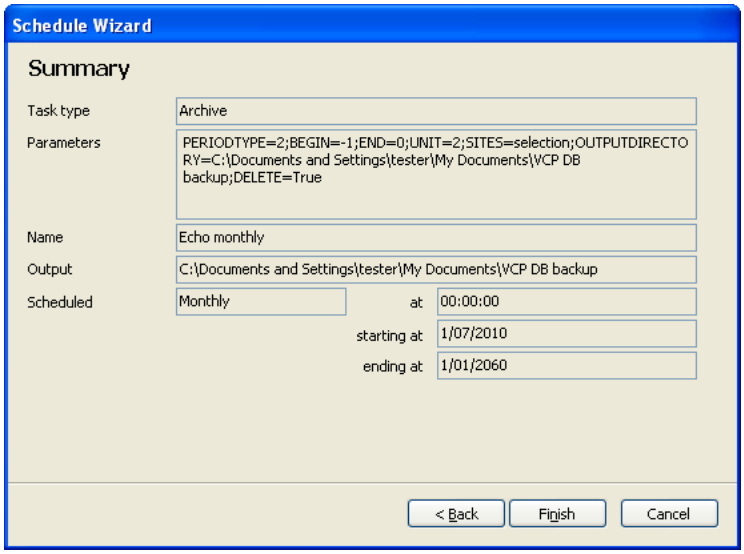
Uncheck any days or months when the task is not to run.

The following dialog example shows that the monthly data is to be archived at midnight on the first of the month, every month.

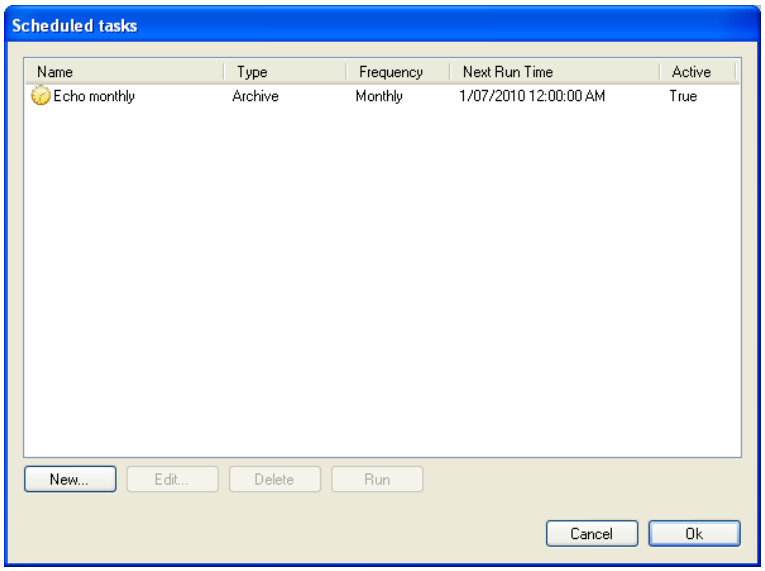
Click **Next** to complete the Wizard and display the Summary.



Click **Finish** and the Scheduled Tasks list will display the new monthly archiving task.



Click **OK** to exit.

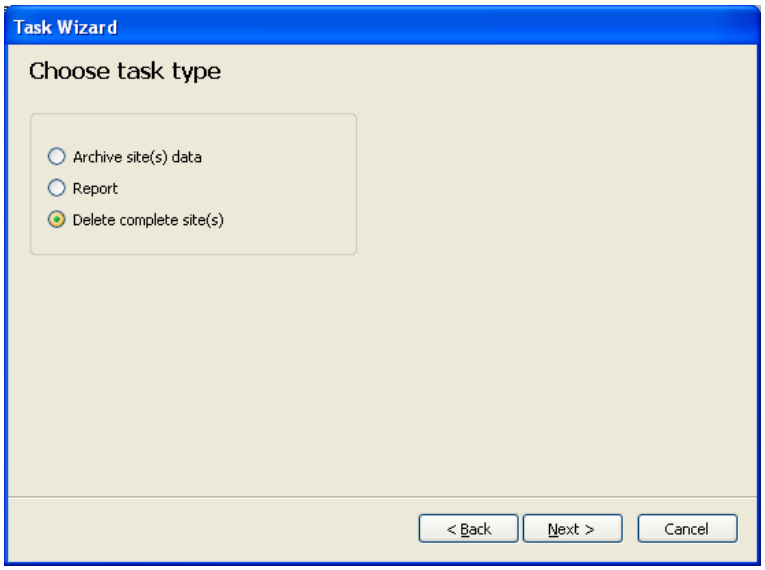


2.1.8 Deleting Sites and Events

Warning: Deleting a site will delete all alarm data and images.

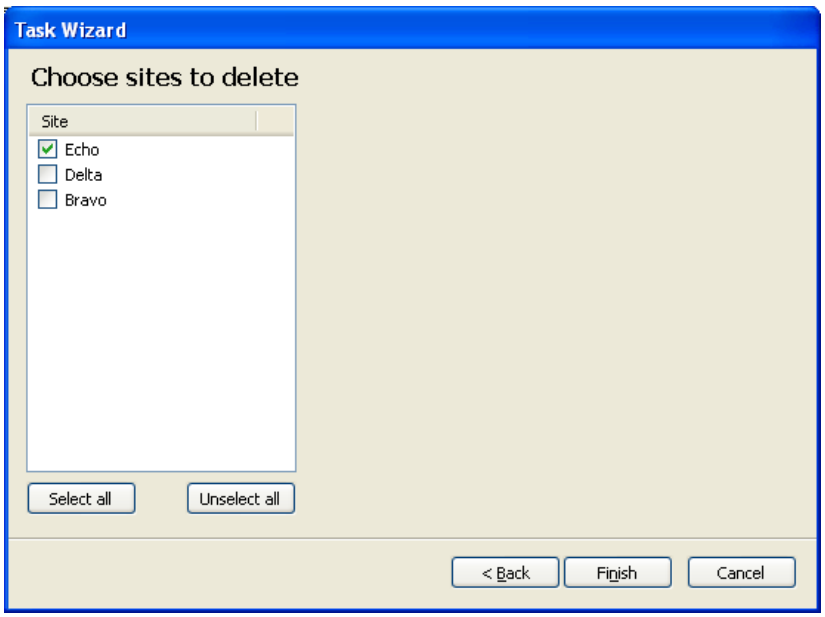
The Task Schedule Wizard can be used to delete selected sites and associated events. Access the Task Schedule Wizard via Tools > Administration > Task Scheduling and the Scheduled Tasks list will be displayed.

To schedule a new task, click **New** and the Video Central Platinum Schedule Wizard Welcome screen will be displayed.



From the Choose Task type dialog select Delete Complete Site(s) then click **Next** and the Choose Sites to Delete dialog will be displayed.

Check the site(s) to be deleted or click **Select All** to check all sites. Clicking **Unselect** will cancel all selections. Click **Finish** to complete the Wizard and the site deletion.



2.1.9 Delete Data History

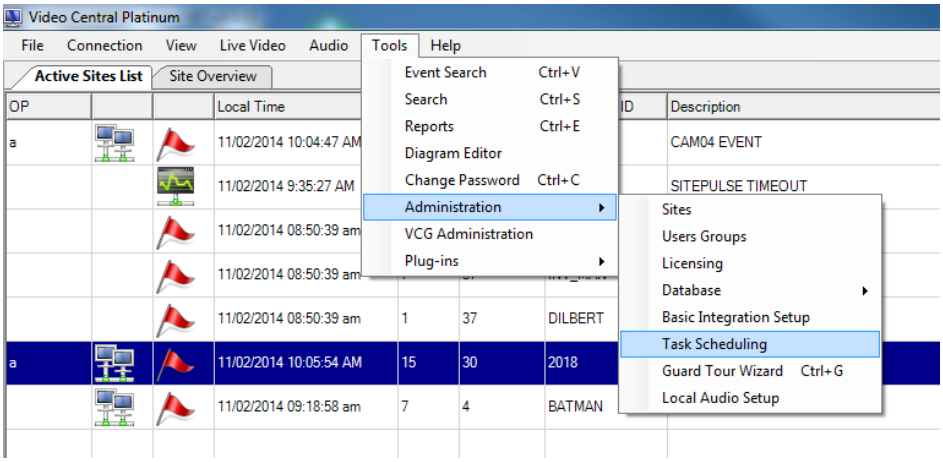
The delete data history option deletes all alarms, user logs and alarm images beyond a specified period. This feature maintains a rolling database size of the last ‘x’ days which drastically reduces maintenance and may also be required to meet privacy acts or standards.

Because this feature will permanently delete data users should consider if the archive or archive with delete features are better suited to their operation profile and maintenance schedules.

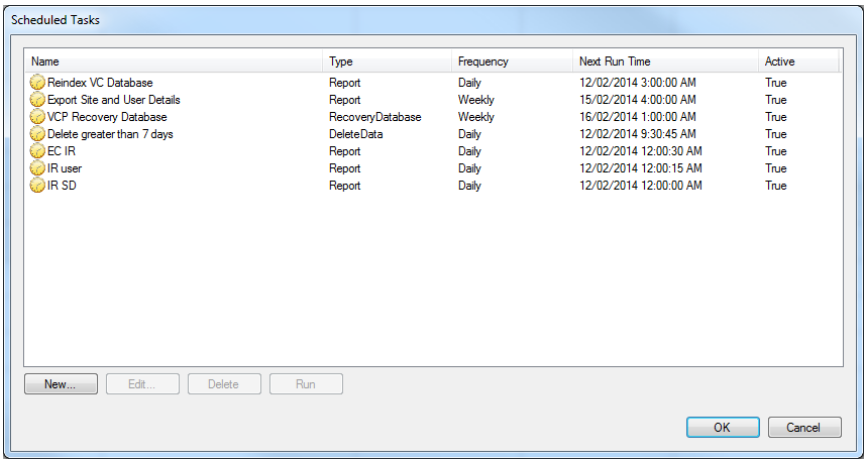
The available deletion settings are; Greater than 7 days, Greater than 14 days, Greater than 30 days, Greater than 60 days and Greater than 90 days.

Although the recurrence setting has multiple options it is recommended to use ‘daily’ which will keep exactly the last ‘x’ days and reduce the disk activity to a minimum.

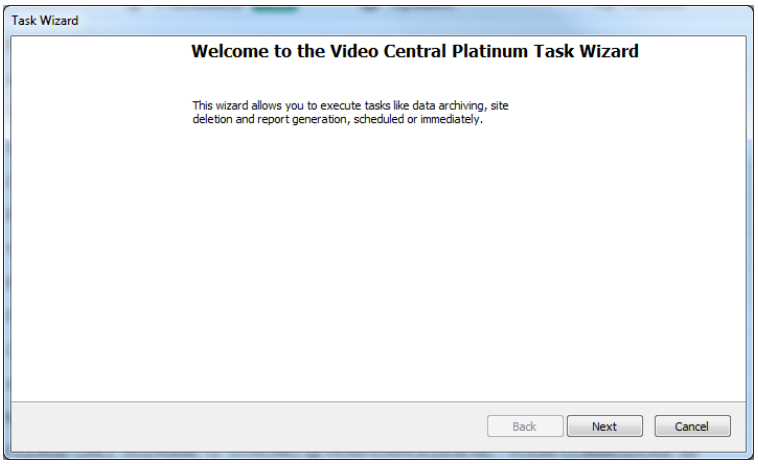
Access the Task Schedule Wizard via Tools > Administration > Task Scheduling and the Scheduled Tasks list will be displayed.



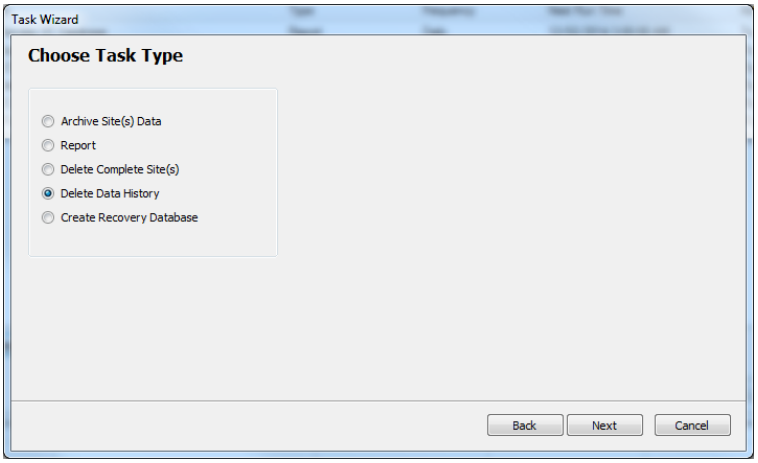
To schedule a new task, click **New** and the Video Central Platinum Schedule Wizard Welcome screen will be displayed.



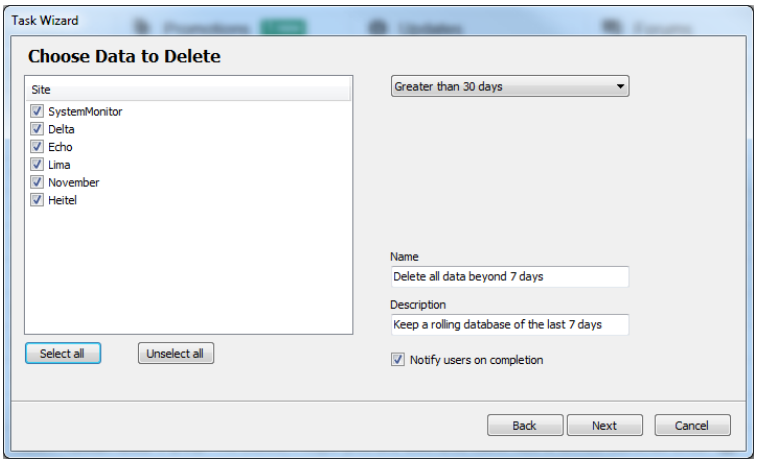
Click **Next** and the Wizard will guide you through the steps for creating an archiving schedule.



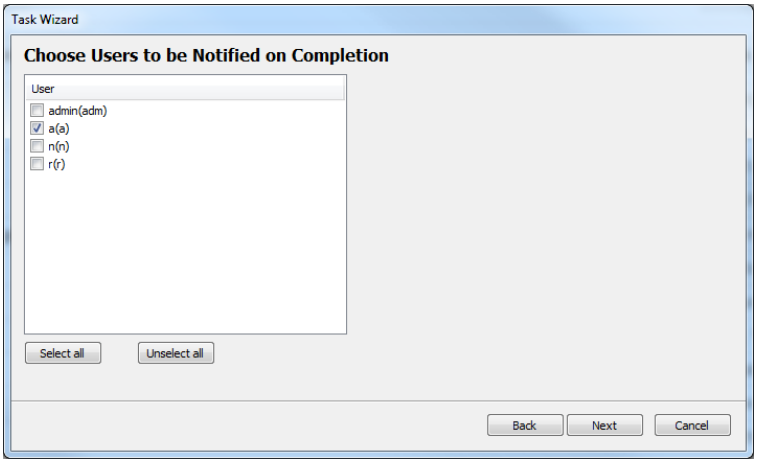
Select the **Delete Data History** Option then select **Next**.



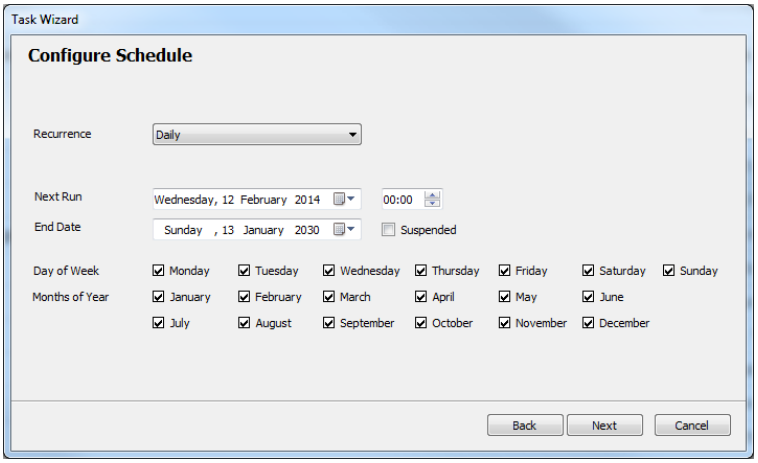
Select the sites where the data can be deleted, typically this will be all sites. Select the period where data is to be deleted. The example below shows all data beyond 30 days. This will keep the database size to the last 30 days of alarms. Enter a name and description and select if users are to be notified when the task completes. Select **Next**.



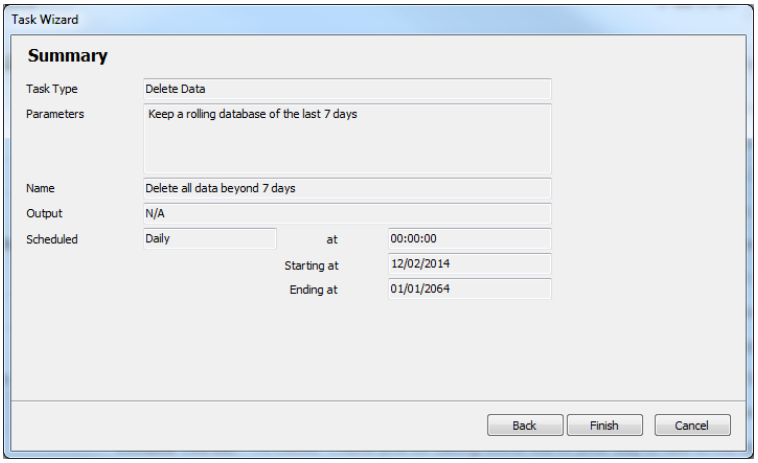
Select the checkboxes for the users that need to be notified when the task completes. Select **Next**.



Although the recurrence option provides multiple options it is recommended the **'Daily'** option be selected as this will maintain the required database period and minimise disk usage. Select **Next**.

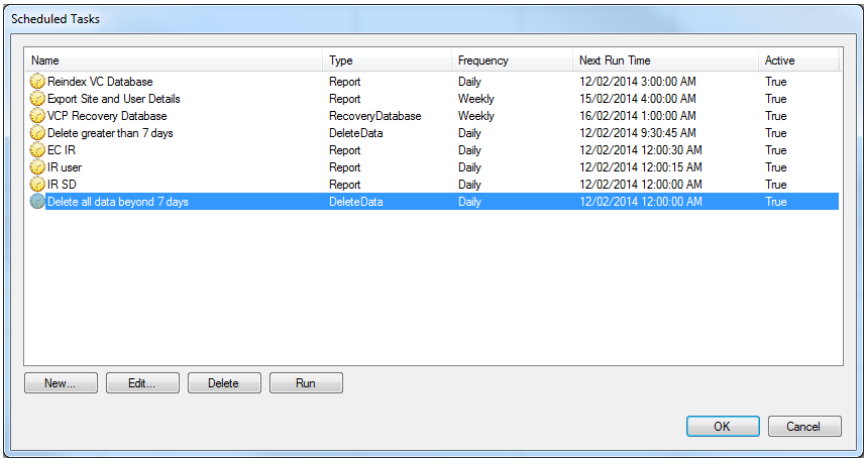


A summary of the settings will be displayed. Select **Finish**.



The new task schedule is programmed and will run automatically at the next required interval. Alternatively the task can be run manually.

Note if this is the first time this task type has run and the database is large it may take a long time to complete.



2.1.10 Creating a Recovery Database

The create recovery database option allows a database backup to be created that contains all site data, user data and required system settings.

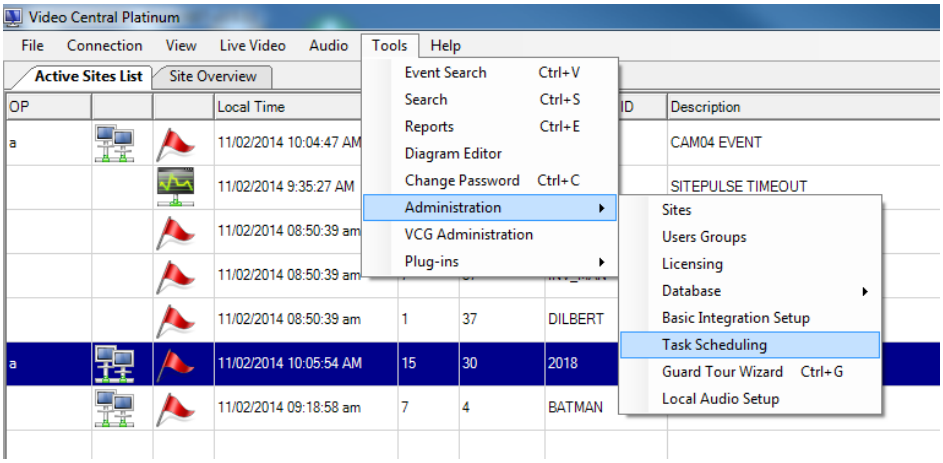
Since the backup excludes all alarm data, backups can be performed with minimal disk space and reduced time to complete and recover. A recovery database can be used to recover from a system failure, database corruption or is the recommended process to either move VCP to a different server with the same settings or move the database location as described in Changing the Database Location in section 2.1.11.3.

Recovery databases are saved with the following directory name;

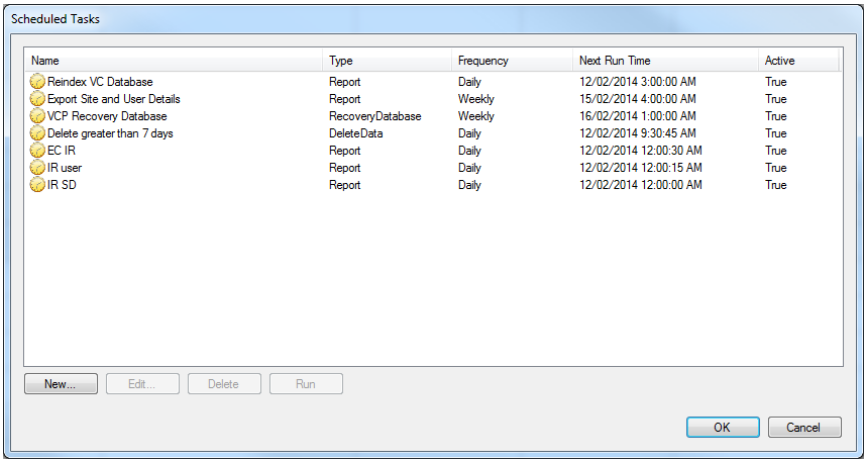
VCRDataRoot_<date/time>.

Recovery databases created using this feature are restored using the Database Recovery Tool described in section 2.1.11.

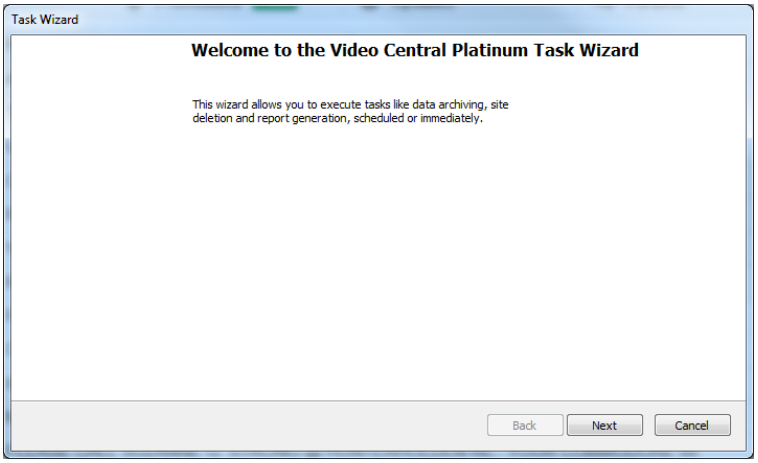
Access the Task Schedule Wizard via Tools > Administration > Task Scheduling and the Scheduled Tasks list will be displayed.



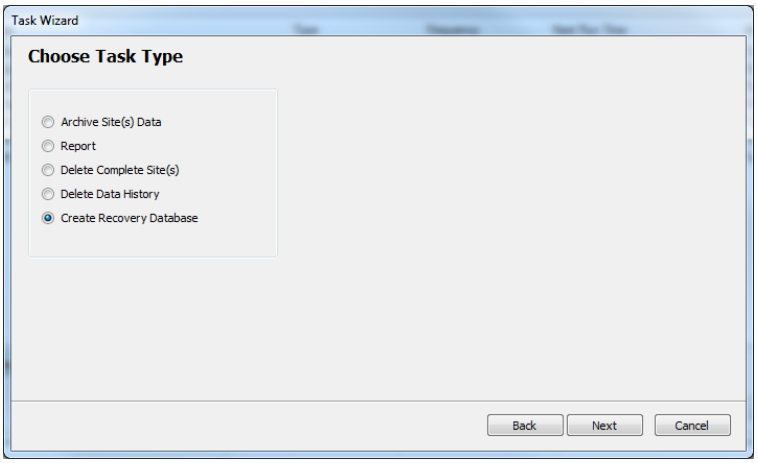
To schedule a new task, click **New** and the Video Central Platinum Schedule Wizard Welcome screen will be displayed.



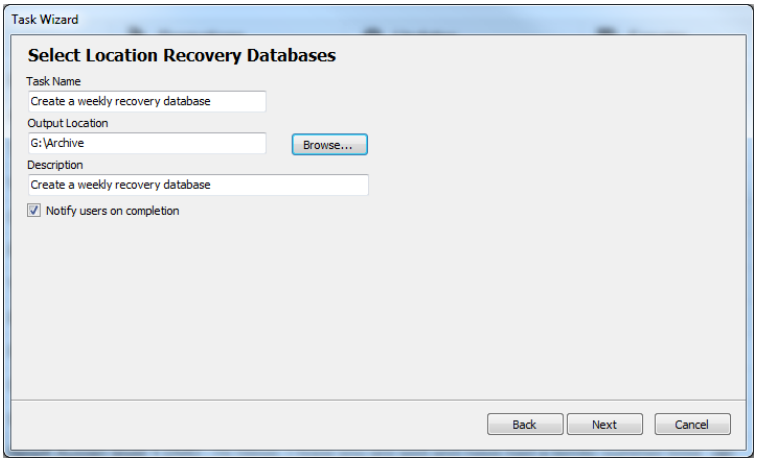
Click **Next** and the Wizard will guide you through the steps for creating an archiving schedule.



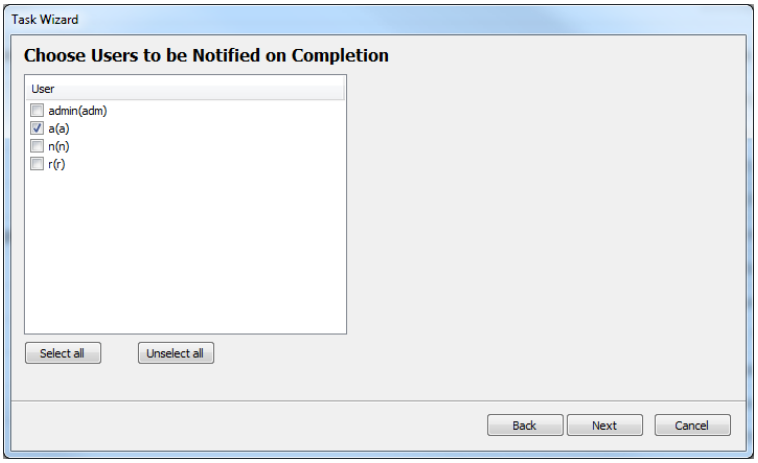
Select the **Create Recovery Database** Option then select **Next**.



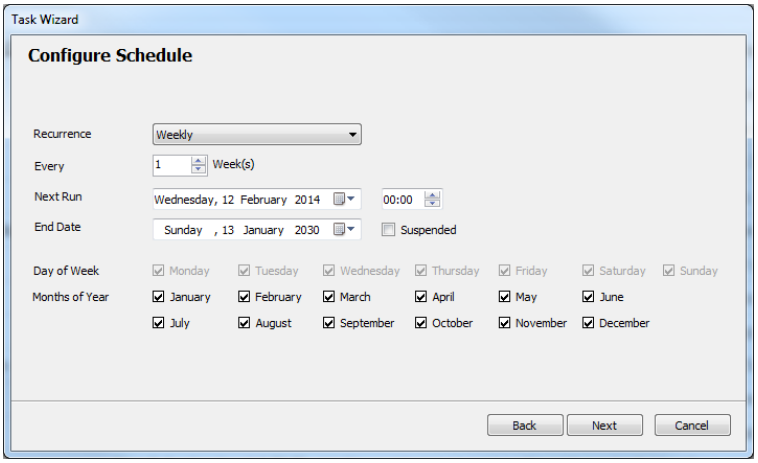
Enter a task name, description and select if users are to be notified when the task completes. Select a secure output location to save the recovery database. Select **Next**.



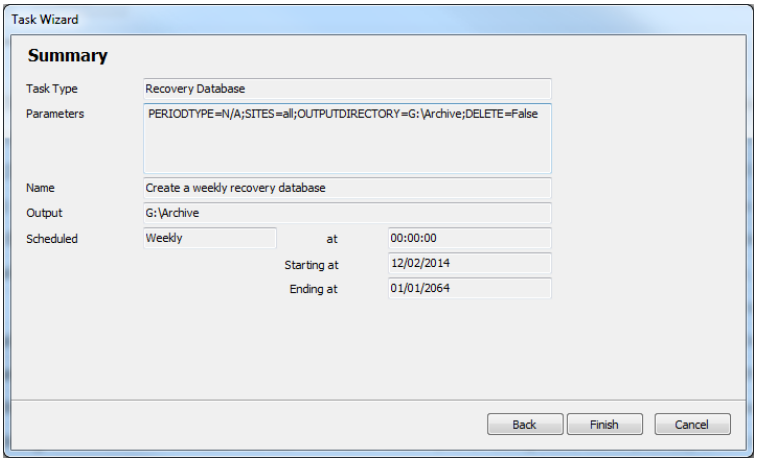
Select the checkboxes for the users that need to be notified when the task completes. Select **Next**.



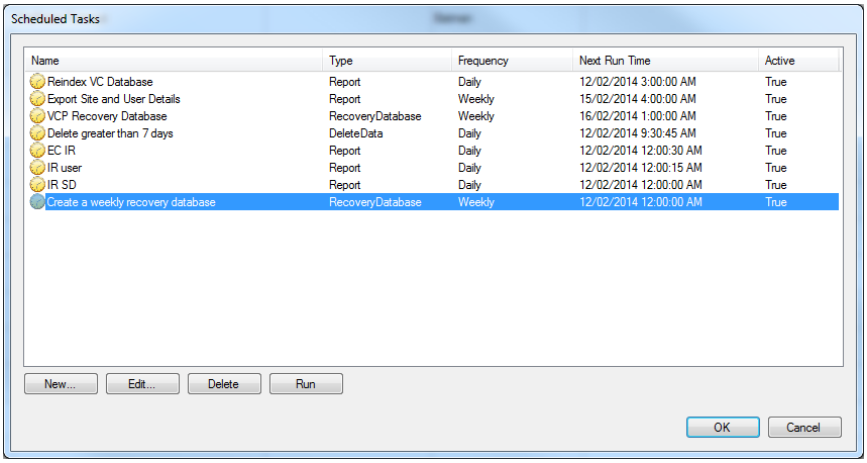
Select the recurrence or how often the task to create a recovery database should run. Typically this will depend on how frequently new sites or users are added to the database.



A summary of the settings will be displayed. Select **Finish**.



The new task schedule is programmed and will run automatically at the next required interval. Alternatively the task can be run manually.



2.1.11 Database Recovery Tool (Restoring a Recovery Database)

IMPORTANT NOTE: During this entire procedure the CMS will not be able to receive alarms or manage sites.

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 as described in Changing the Database Location in section 2.1.11.3.

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. The tool provides two options.

The VCP database can either be defaulted to a clean installation or replaced with the recovery database created using the create recovery database feature within the task scheduler.

When the Database Recovery Tool is used to recover a database the current active database structure is kept and renamed within the VCP directory to; VCPDataRoot_Suspect_<date/time>.

These suspect directories will not be deleted by VCP therefore they need to be either manually deleted or moved to a secure backup location if history data needs to be retained.

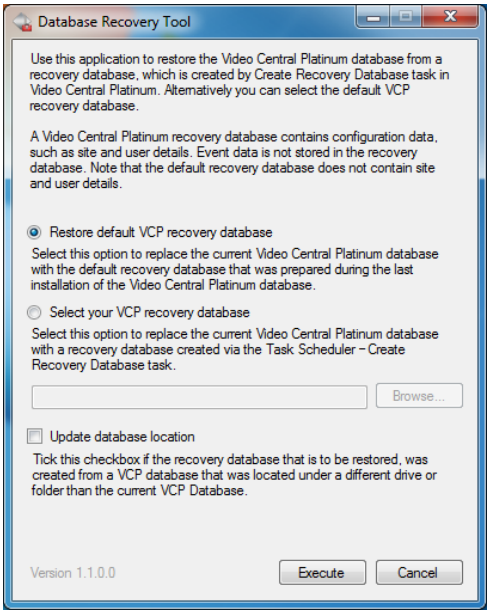
Once the database recovery has been completed close the Database Recovery Tool and start the VCP Server and VCP User Interfaces. The sites and users that were contained within the recovery database will be available for use.

Note the recovered database will **NOT** include any history including alarms.

2.1.11.1 Default the VCP Database

Selecting the ‘Restore default VCP recovery database’ option will restore the active VCP database to the same state as a clean installation meaning the database will be empty.

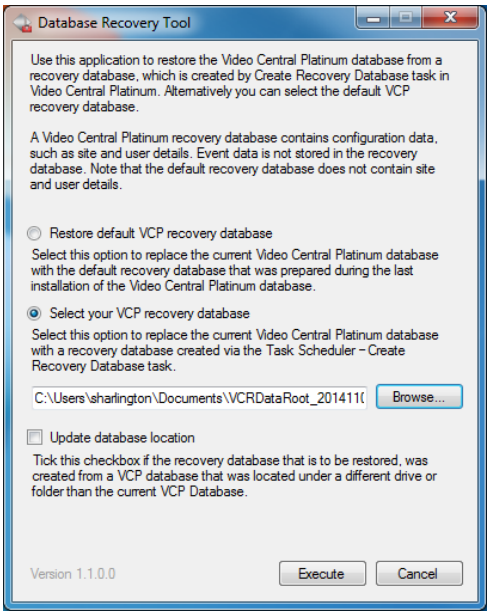
Select **Execute** and once finished the button will change to Finish. Select **Finish** to close the Database Recovery Tool.



2.1.11.2 Restore a Recovery Database

Selecting the ‘Select your VCP recovery database’ option will restore the active VCP database to the recovery database meaning the database will contain all site, user and system settings that were present at the time the recovery database was created.

Select **Execute** and once finished the button will change to Finish. Select **Finish** to close the Database Recovery Tool.



2.1.11.3 Changing the Database Location

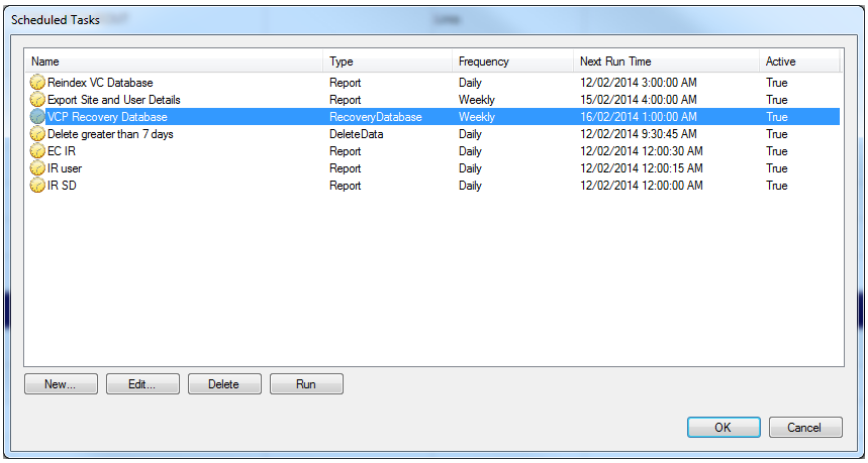
IMPORTANT NOTE: During this entire procedure the CMS will not be able to receive alarms or manage sites.

Changing the database location requires several steps to ensure;

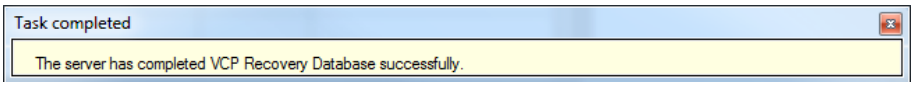
- The current active VCP database is retained as a backup in case history events need to be accessed at a later date.
- VCP starts with a new database in a new location. The new database will contain all site, user, and system settings that were present at the time the recovery database was created. **NOTE**: no history alarms will be present.

- Uninstall and installation times are minimised.

1. With the **current VCP version** installed, **perform an export** using VCP User Interface > Tools > Administration > Database > Export Configuration. **This is an optional step**.
2. **Close all** Video Central Platinum (VCP) Modules.
3. **Upgrade** to VCP 2.05.08 or better.
4. **Start** the VCP Server and VCP User Interface.
5. During installation a **'VCP Recovery Database'** task was automatically added to the task scheduler. **Edit** this task to include notify users and **save**. Alternatively, a new 'Create recovery database' task can be created.

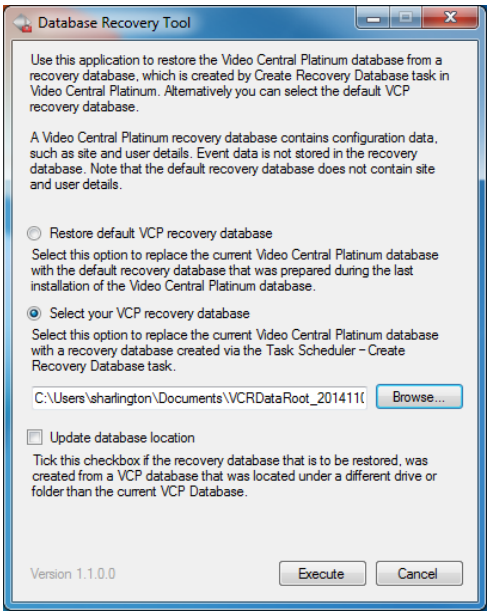


6. **Run** the **'VCP Recovery Database'** task schedule to create a recovery database. Note by default this will be saved in '\MyDocuments'.
7. Once the **user has been notified** the 'Create recovery database' task has completed **close** all VCP Modules.

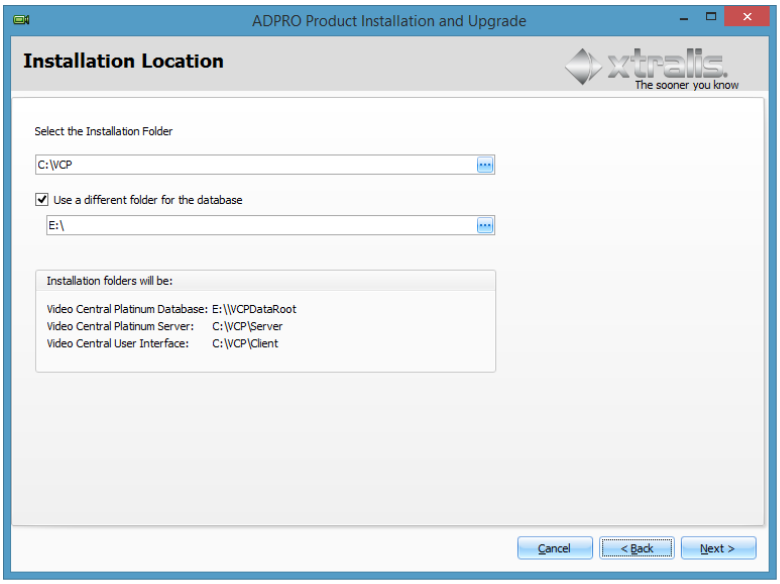


8. **Install** the Database Recovery Tool. The tool can be found on the Video Central Platinum DVD under; **\Software\Database Recovery Tool**. The tool needs to be installed on the Video Central Platinum (VCP) Server PC. To install the tool run setup.exe.
9. Once the Database Recovery Tool has been 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**.
10. **Run** the Database Recovery Tool  from the Windows desktop or start menu.

11. Select the **'Select your VCP recovery database'** option and browse to the recovery database location created at step 6.

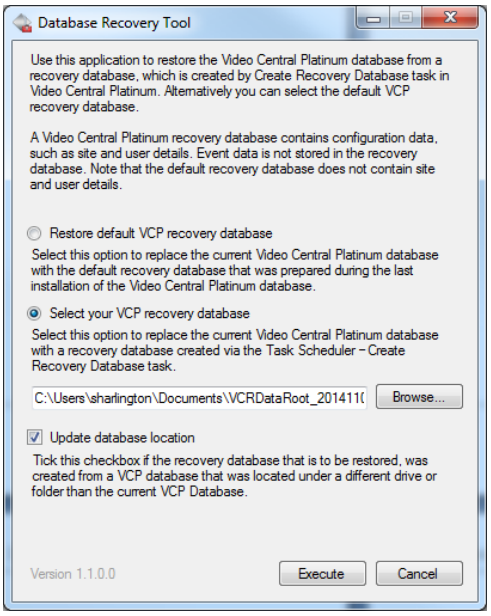


12. **Execute** the recovery. This step renames the currently active VCP database to VCPDataRoot_Suspect_<date/time> which enables the previous database to be kept in case of an emergency where history alarms need to be viewed.
13. Once complete **close** the Database and Recovery Tool.
14. **Uninstall** VCP Server, VCP User Interface and VCP Database and Reports.
DO NOT uninstall SQL Server.
15. **Install** VCP Server, VCP User Interface and VCP Database and Reports version 2.05.08 or better.
Ensure to select the original installation folder and the new folder/location for the database.



16. Once the VCP installation has completed **close** the installer.
17. **Run** the Database Recovery Tool  from the Windows desktop or start menu.

18. Select the **'Select your VCP recovery database'** AND **'Update database location'** options then browse to the recovery database location created at step 6.



19. **Execute** the recovery.
20. Once complete **close** the Database and Recovery Tool.
21. **Start** the VCP Server and VCP User Interfaces. The system will now be running using the new database location with a database that contains all site, user and system settings that were present at the time the recovery database was created.
22. At a convenient time the VCPDataRoot_Suspect_<date/time> folder should be moved to a secure location to ensure history alarms remain safe and free up disk space.

2.1.12 Creating a Scheduled Report

Access the Task Schedule Wizard via Tools > Administration > Task Scheduling and the Scheduled Tasks list will be displayed.

To schedule a new task, click **New** and the Video Central Platinum Schedule Wizard Welcome screen will be displayed.

From the Choose Task type dialog select Report then click **Next** and Configure Report to Run dialog will be displayed.

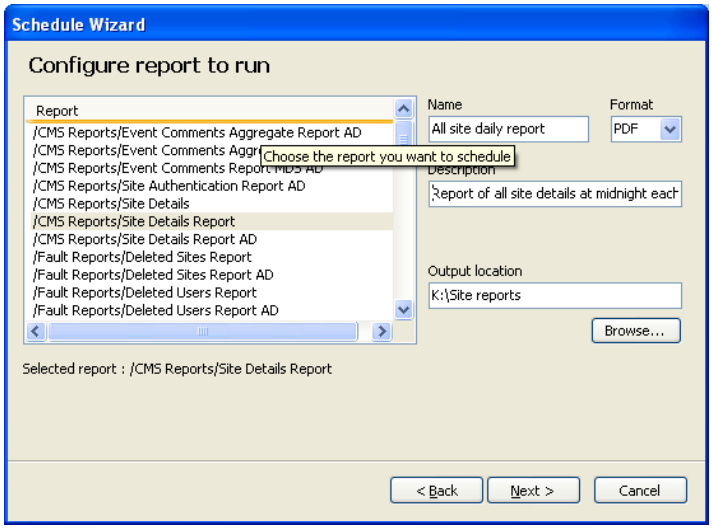
In this dialog, the report to run, its format (PDF or Excel) and the output location can be specified.

Select the report to run from the Report list.

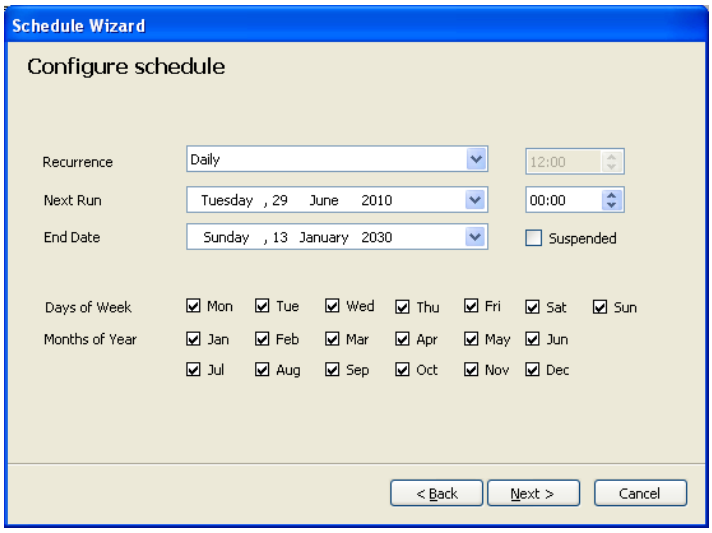
Note: An error will occur if a report is scheduled without all filter criteria being set.

Choose a suitable name and a description for the task and the format for the report then browse to the location in which the report is to be stored.

The following example shows that a site details report is to be created daily at midnight as a pdf file. Click **Next** to display the Configure Schedule dialog.



In the Configure Schedule dialog, specify how often the task is to run, when it is to commence and the time period over which this is effective then uncheck any days or months when the task is not to run.



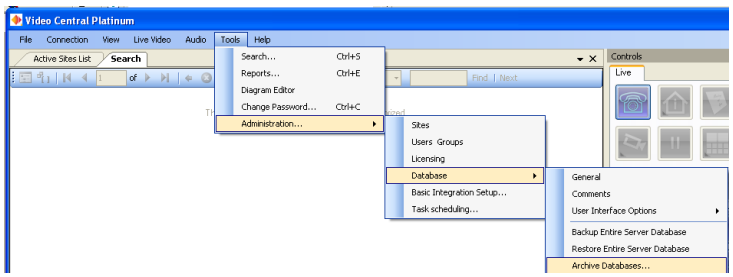
Click **Next** to complete the Wizard and display the Summary.

2.1.13 Attaching an Archived Database

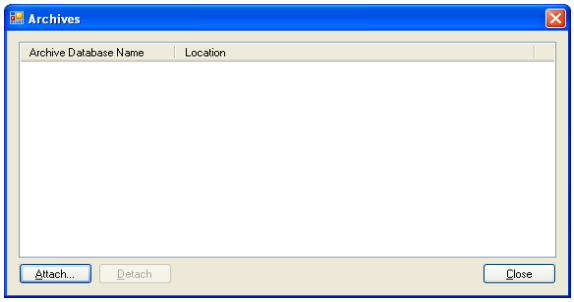
A database archive cannot be searched directly from the Video Central Platinum Search function but must be attached to SQL Server before a search can be conducted.

Note: This process applies to archives created by an archiving schedule but not by a backup created with the Backup the Entire Server Database feature.

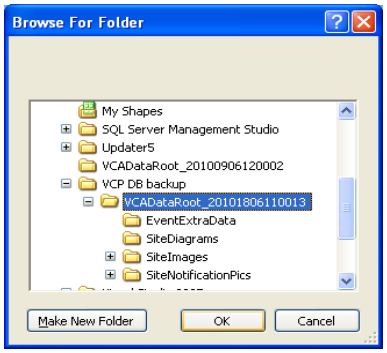
After attaching a database and conducting a search of the information required, the archive can be detached from the Server. Attach via Tools > Administration > Database > Archive Databases and the Archives dialog will be displayed.



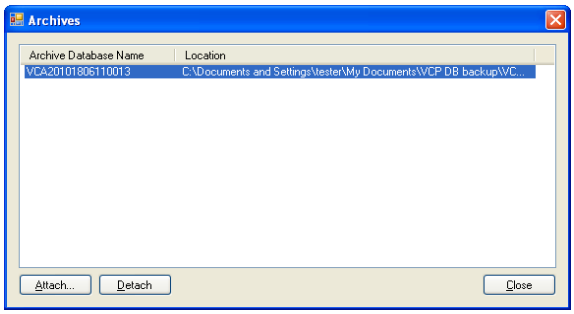
Click **Attach** and the Browse for Folder dialog will be displayed.



Navigate to the archived database then click **OK**.



The database will be attached and listed in the Archives dialog. Click **Close** to close the dialog. The database will remain attached until it has been detached.

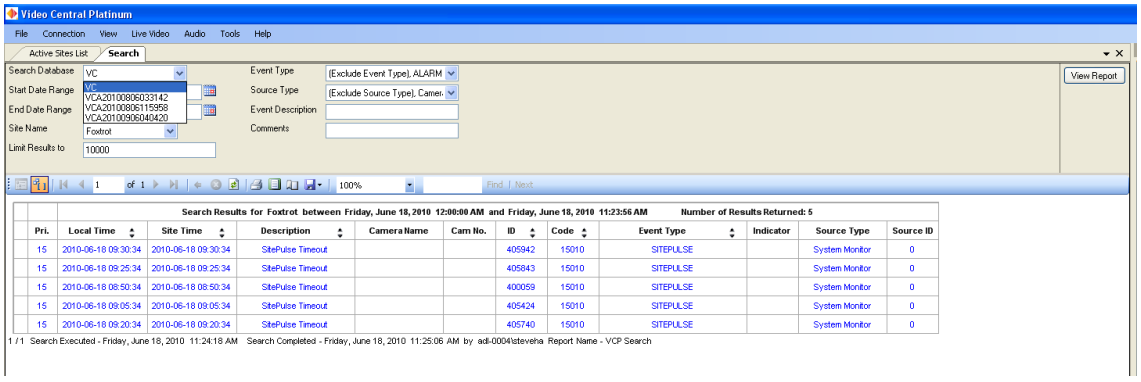


2.1.14 Searching an Attached Database

When a database has been attached to the Server it may be searched via Tools > Search which will display the Search dialog.

Select the database to be searched from the Search Database drop down list. The current database is designated VC and archived databases are prefixed VCA.

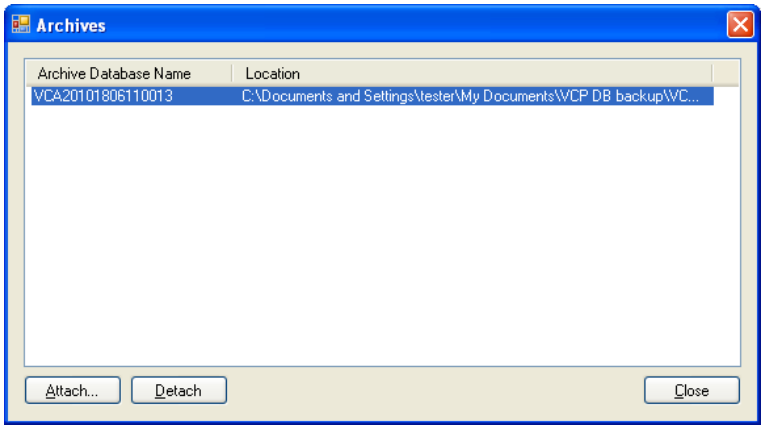
Select the Site Name, Start and End Date Range and other optional filter criteria such as Limit Results to, Event Type and Source Type from their drop-down lists, enter Event Description and Comments then click **View Report**. A report containing search criteria results will be created and displayed.



2.1.15 Detaching an Archived Database

Detach a database after searching via Tools > Administration > Database > Archive Database and the Archives dialog will be displayed.

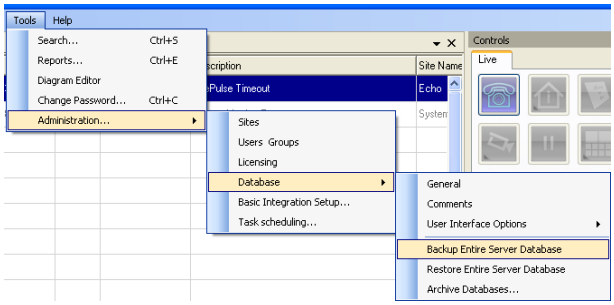
Select the database then click **Detach** and the database will be removed from Archives.



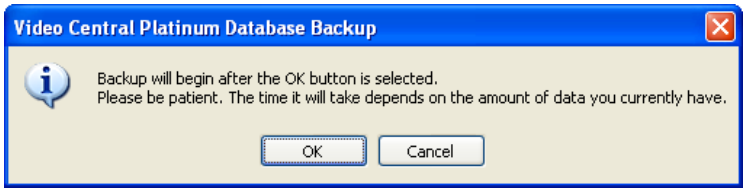
2.1.16 Backing up the Entire Database

Backing up the entire server database may take considerable time depending on the number of saved events and other data that has been stored. A large database could take many hours, and this should be borne in mind before starting. However, all functions of Video Central Platinum may still be used as the backup progresses.

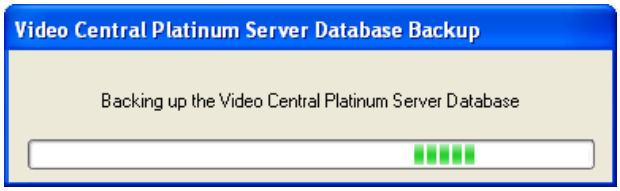
Backup via Tools > Administration > Database > Backup Entire Server Database and a Browse for Folder dialog will be displayed.



Browse to the folder in which the backup is to be stored then click **OK** and the following prompt will be displayed. Click **OK** to begin.



Backup will commence and the activity box below will be displayed whilst backup is in progress.



When complete, Backup Finished Successfully will be displayed. Click OK to exit.



2.1.17 Maintaining the VCLog Database

Video Central Platinum consists of two databases stored within the XTRALIS_CYCLOPS SQL Server 2008 R2 Instance. While the VC database is the main database the VCLog database is used for logging to capture system faults and hence enable effective fault finding. As the VC Database, the maximum size of the VCLog database is 10GB.

To ensure Video Central Platinum continues to operate effectively it is mandatory the VCLog database is kept below the 10GB limit. In order to manage the VCLog database the VCP Log Viewer and Delete VCLog Entries reports stored within the Log Viewer and System Reports and Database Maintenance report folders respectively are used.

2.1.17.1 Backing up the VCLog Database

It is highly recommended the VCP Log Viewer report stored within the Log Viewer report folder be automatically executed periodically via the task scheduler (refer to Section 2.1.12, Creating a Scheduled Report) to provide a running backup in the form of a report.

The quantity of VCLog entries should determine the recurrence of the task schedule. Typically the report should be setup to execute late within the month to enable the deletion of records from prior months.

2.1.17.2 Deleting Records from the VCLog Database

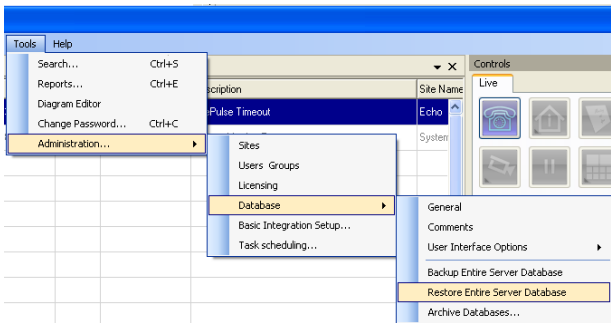
It is highly recommended the Delete VCLog Entries report stored within the System Reports and Database Maintenance report folder be automatically executed periodically via the task scheduler (refer to Section 2.1.12, Creating a Scheduled Report) to enable old records to be deleted. For example, if the VCP Log Viewer report is scheduled to execute late in the month after executing the VCP Log Viewer report the Delete VCLog Entries report should be setup to execute and delete records from the prior month. This enables the VCLog database to maintain the current month's logs hence maintaining the database size at a manageable level.

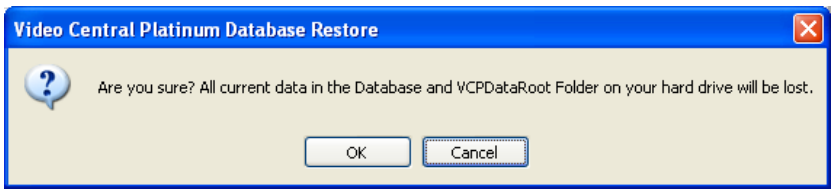
Note: It is important to match the date and time period for the backup and deletion of VCLog records within the database. This is determined by the settings of the respective reports. To change the default report settings, refer to the 19116_xx Video Central Platinum Setup and Configuration Manual section Changing Report Parameters.

2.1.18 Restoring an Entire Database

If a database becomes corrupted beyond repair, restoring the entire server database may be necessary. This means that the current data will be replaced by an earlier version, which should be the most recent backup.

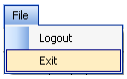
Restore via Tools > Administration > Database > Restore Entire Server Database. A Video Central Platinum Restore dialog will display the warning that current hard drive data will be lost if the database is restored.





Click **OK** and a Browse for Folder dialog will be displayed. Navigate to the location of the most recent version of the saved database. Check the archived date to ensure it is the most recent version then click **OK**.

To start the restoration process: select File, Exit in the Video Central Platinum User Interface main menu.



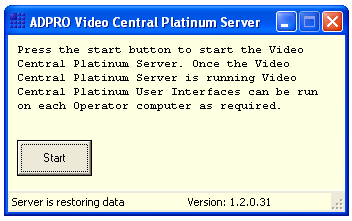
Click Stop on the Video Central Platinum Server.



Double-click on the Video Central Platinum shortcut to re-start the Video Central Platinum Server.



Note: Do not click Start whilst the message **Server is Restoring Data** is displayed.



When Restoration Complete is displayed at the bottom of the dialog, click **Start**.

2.1.19 Exporting and Importing Site and User Data

After all Site and User data has been setup, those details should be exported for storage in a safe location. If system failure occurs or if the system is transferred to a different PC, the files can be imported and used to quickly re-establish the system.

The Export task “Export Site and User Details” is automatically added to the task scheduler at installation time. The resulting export file (ServerConfigExport.xml) will be available at folder vcp\VCPDataRoot\VCPRS\Exports.

Important: If the database and reports module or SQL Server is uninstalled, this folder will be deleted so it is recommended to back up to a safe location.

If system failure occurs, it is important that the same or a newer version of Video Central Platinum is installed to which supports the database version of the export.

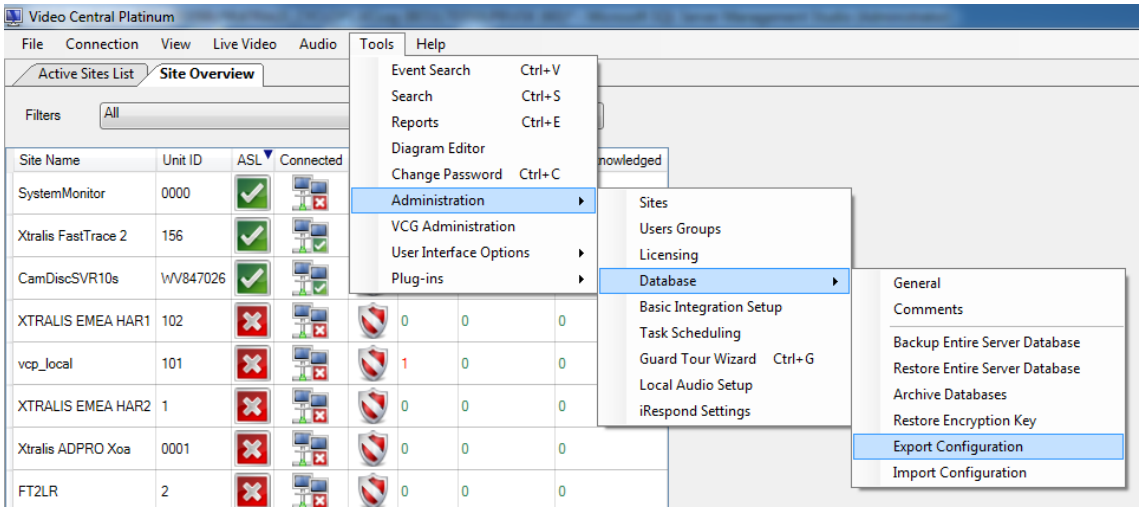
Besides the Task Scheduler, the export and import functionality is also available through:

VCP User Interface > Tools > Administration > Database >

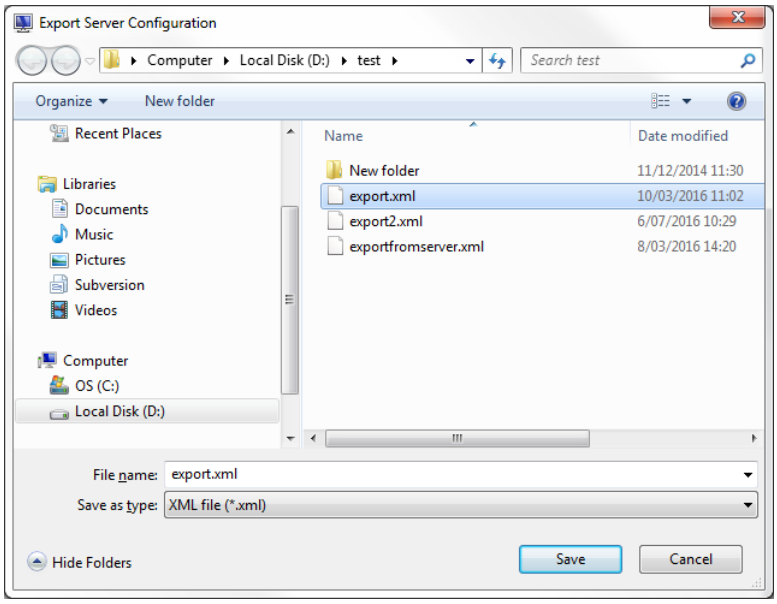
- Export Configuration
- Import Configuration

2.1.19.1 Export Site and User Details

In the VCP User Interface, select Tools > Administration > Database > Export Configuration.

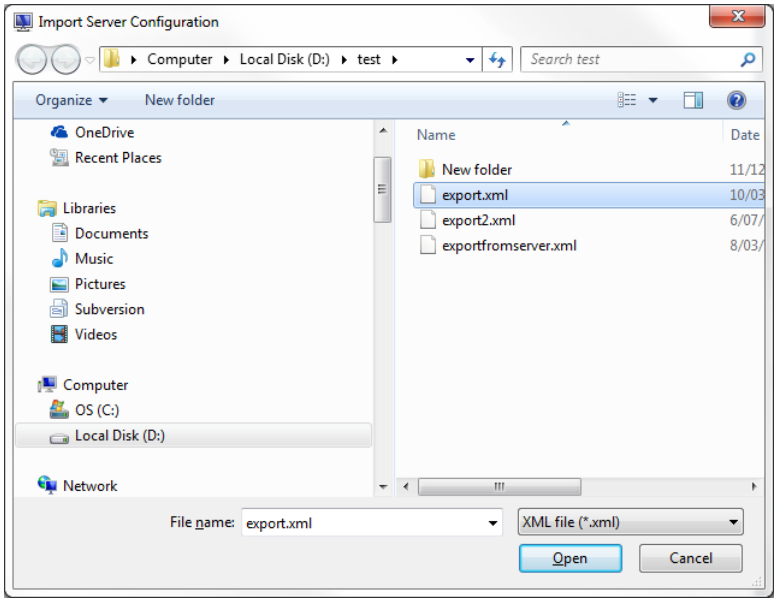


On the Export Server Configuration dialog, select a file where to save the export. The export data is stored in XML format.



Once the data has been exported it can be imported from the file at a later date.

To import the data from its previously exported file, select VCP User Interface > Tools > Administration > Database > Import Configuration. Then from the Import Server Configuration dialog, select the appropriate file, and click Open.

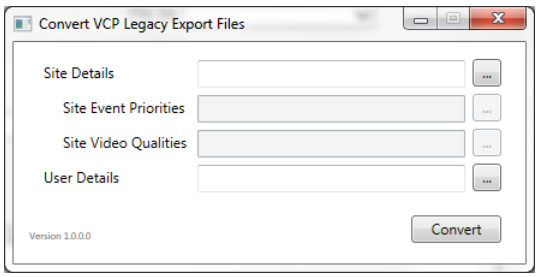


2.1.19.2 Import Legacy Export Files

To allow people which only have old export CSV files available to import their legacy export data into VCP 3.4, there is a tool which allows to convert legacy VCP export CSV files to a VCP export XML file.

The tool is available from the VCP setup package at Support\Tools and Utilities\VCP Legacy Export Conversion\ConvertExport\ConvertExport.exe

The tool looks like this:



For the conversion, the Site Event Priorities export file and Site Video Qualities export file depend on the Site Details export file. That is, exporting only a Site Event Priorities or Site Video Qualities export file is not feasible, because that would result in an invalid Site definition in the resulting XML export file.

Site Details, Site Event Priorities, and Site Video Qualities all must have the same source database version. The tool checks on this. This is to prevent data inconsistency and site data mismatching. From the Site Event Priorities and Site Video Qualities export file, only data is exported that matches (based on site ID) a site from the Site Details export file.

It is possible to export only a Site Details export file, a User Details export file, or both.

Logging (rolling-log-ConvertExport.txt) is available, primarily for logging conversion failures.
Note: for the logging to work by default, the ConvertExport folder must have write access, as the log is written to the same folder as where the ConvertExport.exe file resides.

2.1.20 Automatic Backup of Reporting Encryption Key

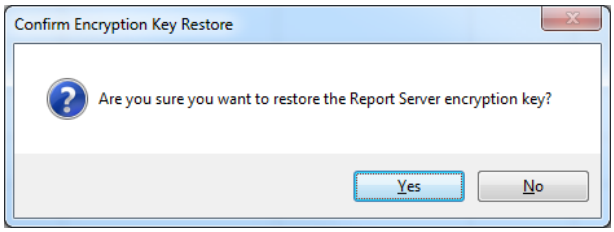
Once Video Central Platinum has been installed, the Reporting Encryption Key will backup automatically. The file will be stored under:

//My Documents/ XTRALIS_CYCLOPS_Report_Server_Encription_Key.snk

2.1.21 Restoring SQL Server 2008/2014 Reporting Encryption Key from an Automated VCP Backup

If the reporting encryption key has become corrupt, restore through the following procedure.

Select Tools > Administration > Database > Restore Encryption Key. The following confirmation screen will appear.



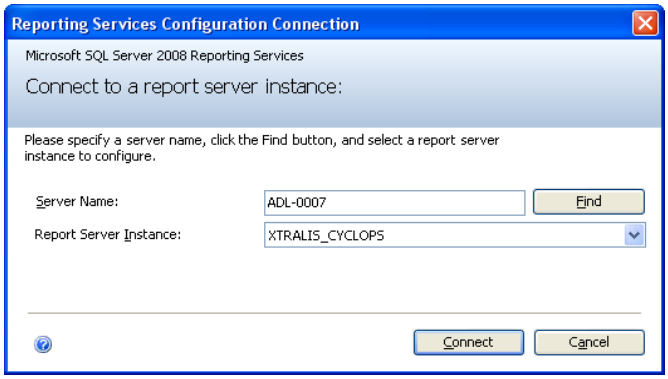
Select **Yes** and the Reporting Encryption Key will be restored. To test the reports, go to Tools > Reports to ensure the key has been restored.

2.1.22 Backup SQL Server 2008/2014 Reporting Encryption Key

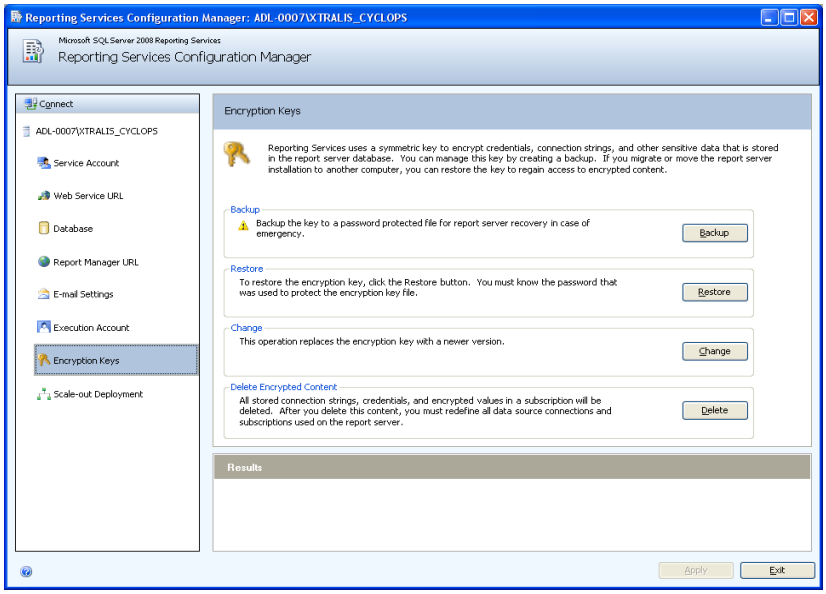
The SQL Server Reporting encryption keys that store connection details may to become corrupt. To provide an easy recovery mechanism it is recommended the keys be backed up.

Open Reporting Services Configuration Manager from Start > Programs > Microsoft SQL Server 2008 > Configuration Tools > Reporting Services Configuration Manager.

Select Connect to log into the Report Server.

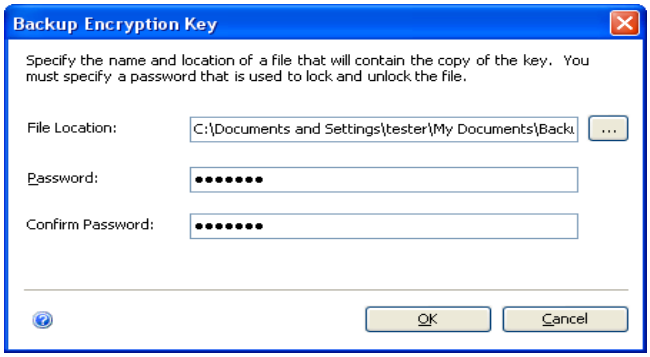


Select the encryption keys entry followed by the Backup button.



Enter a save backup location and password then click **OK**.

Record the password in a safe place.



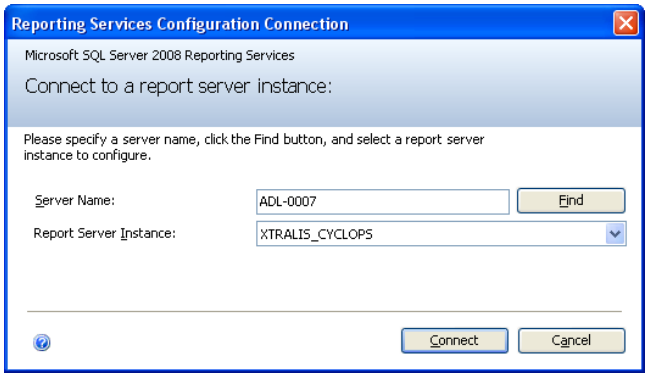
The process is complete and a backup of your encryption keys has been saved.

2.1.23 Restore SQL Server 2008/2014 Reporting Encryption Key

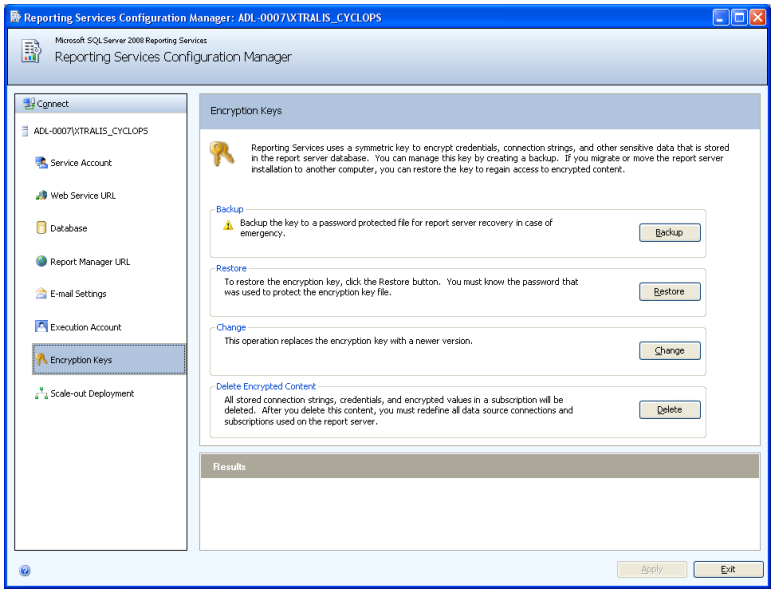
If the reporting encryption key has become corrupt restore through the following procedure.

Open Reporting Services Configuration Manager from Start > Programs > Microsoft SQL Server 2008 > Configuration Tools > Reporting Services Configuration Manager.

Select Connect to log into the Report Server.



Select the encryption keys entry followed by the Restore button.



Enter the file location of the backup and password then click **OK**.



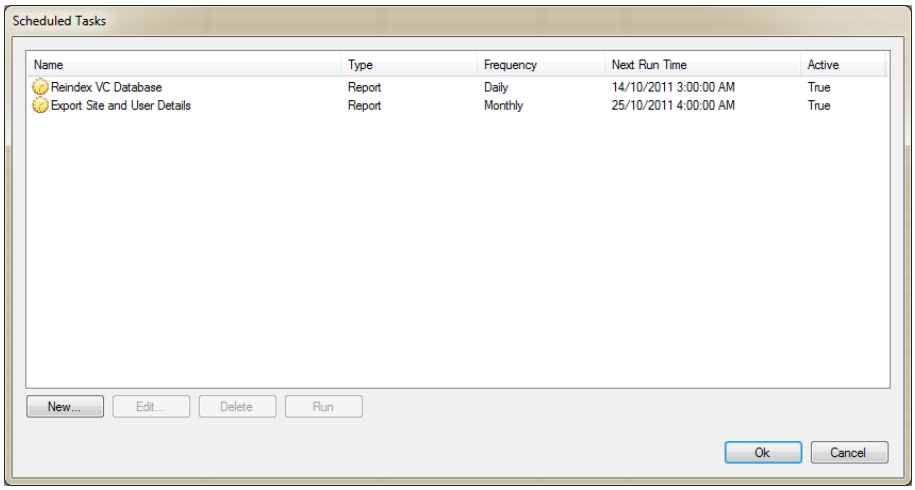
After a few seconds the encryption keys will be restored. Re-test the reports to ensure the connection details have been restored correctly.

2.1.24 SQL Server 2016/2017 Encryption Key manipulation

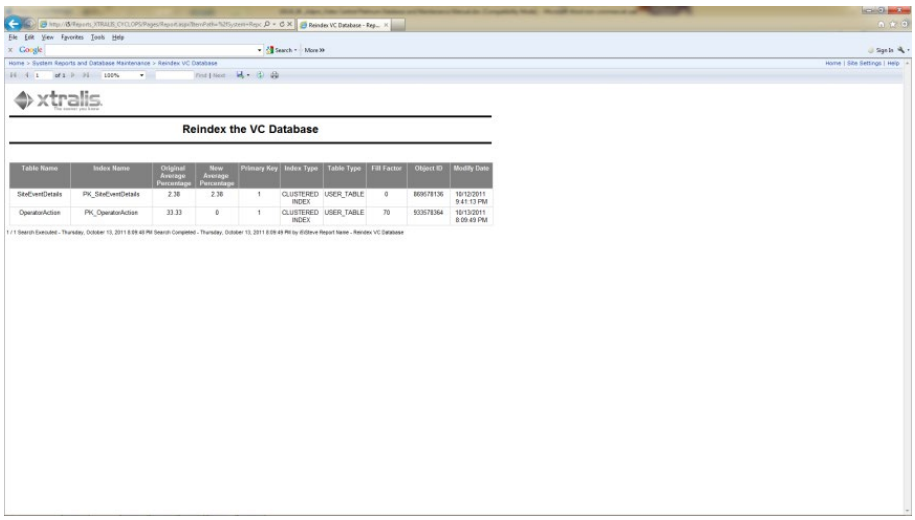
https://docs.microsoft.com/en-us/sql/reporting-services/install-windows/ssrs-encryption-keys-back-up-and-restore-encryption-keys?view=sql-server-2017

2.1.25 Setup the 'Re-index VC Database Report'

To ensure the VC database is operating effectively and performance is maintained the database must be re-indexed periodically. The frequency depends on the load Video Central Platinum is under however as a guide it is recommended the database be re-indexed once per day. By default the Re-index VC Database Report is automatically added to the task scheduler when Video Central Platinum is installed to run daily at 3am. The frequency the re-indexing is run and time can be altered through the task scheduler. See Section 2.1.12, Creating a Scheduled Report for further details. The report result is provided via a PDF file in the My Documents folder.



The report can be executed manually through Report Manager or Task Scheduler.



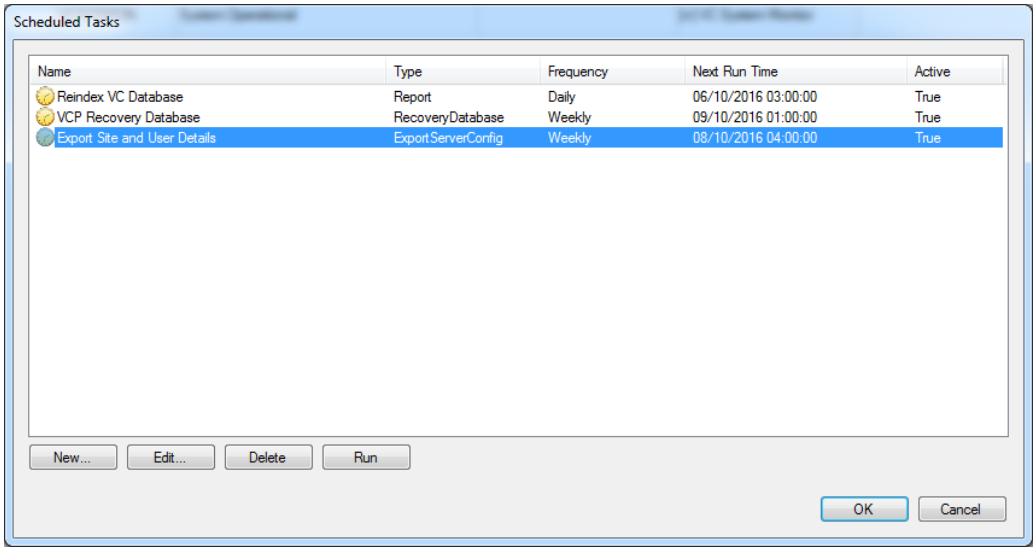
2.1.26 Setup the 'Export Server Config' Task

To ensure the site and user data is available in case of system failure the export task is automatically run periodically from the task scheduler. By default the export task is automatically added to the task scheduler when Video Central Platinum is installed to start running weekly at 4am. The frequency the task is run and time can be altered through the task scheduler.

The exports are saved to: C:\VCP\VCPDataRoot\VCPRS\Exports.

Important: If the database and reports module or SQL Server is uninstalled, this folder will be deleted so it is recommended to back up to a safe location.

The Export Server Config task is automatically added to the task scheduler at installation time. The export task will run automatically weekly.

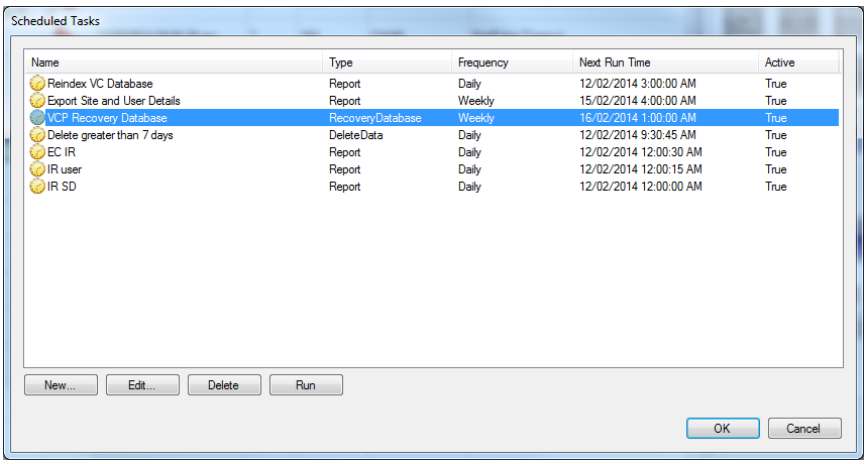


The task can be executed manually via VCP UI > Tools > Administration > Database > Export Configuration.

2.1.27 Setup the 'VCP Recovery Database' Task

To ensure the site and user data is available in case of system failure a recovery database is automatically run periodically from the task scheduler. By default the recovery task is automatically added to the task scheduler when Video Central Platinum is installed to run daily at 1am. The frequency the recovery task is run and time can be altered through the task scheduler. The recovery task is setup by default to backup 'all sites'; 'weekly' to the 'MyDocuments directory'.

Important Note: The recovery task can use a high quantity of disk space. It may be necessary to change the 'Output Location' setting within the task scheduler to a hard drive that has suitable space available. Also, a deletion policy maybe required or the recovery databases moved periodically to a more permanent archive storage location.



2.2 Resource Monitor Operation

The Resource Monitor enables system administrators or managers to assess the efficiency of system operation and any need for expansion or restructure.

This function must be active by setting a time interval during setup. This is described in the Video Central Platinum Setup and Configuration Manual.

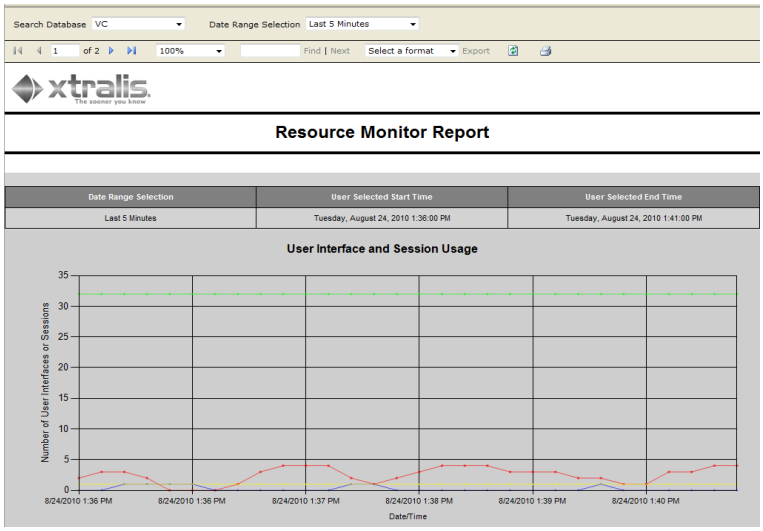
When active, the Resource Monitor automatically gathers a pre-defined data set at user-selectable intervals. The data set consists of six items:

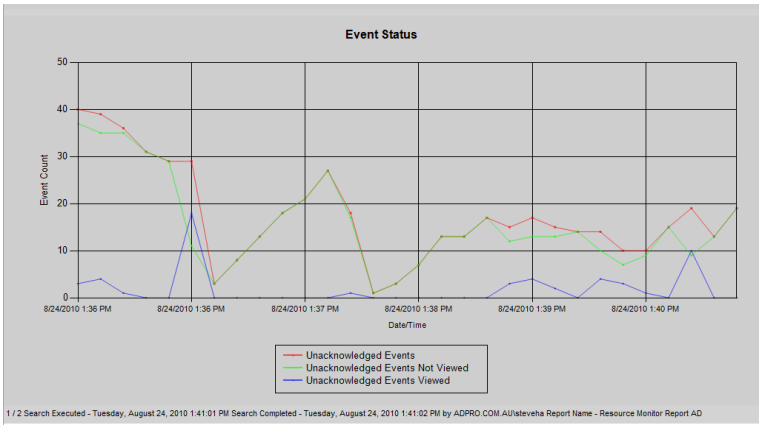
1. The number of interfaces with a site selected as a proportion of the total number of interfaces connected to the system and expressed as ‘X of Y’.
2. The number of sites connected to the system.
3. The total number of unacknowledged events/alarms.
4. The total number of unacknowledged events/alarms that have not been viewed.
5. The total number of unacknowledged events/alarms that have been viewed.
6. The cumulative total of acknowledged events.

Collected data can be viewed by executing a Resource Monitor Report either automatically via the Task Scheduler or manually.

2.2.1 Viewing the Resource Monitor Report

The Resource Monitor Report, initiated from the Application Launcher, presents the collected data as a series of graphs, each of which corresponds to a data item, as the following examples:





2.3 Troubleshooting

2.3.1 Unable to Receive Alarms from an ADPRO XO Device

Ensure that all information is exactly as entered via the ADPRO XO Client Setup Interface. This means the Unit ID and Site Name in the Video Central Platinum Site Details setup must match the valid Unit ID and Site Name in the ADPRO XO device. The ADPRO XO device CMS ID **MUST NOT** be changed from 3141593.

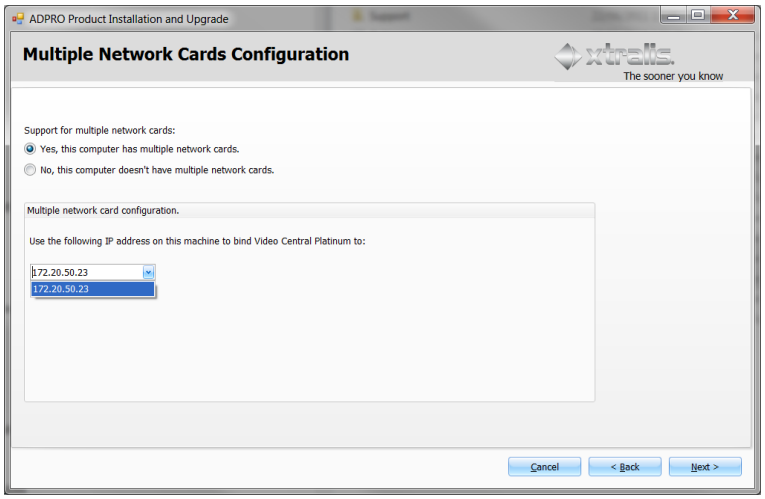
Refer to the Video Central Platinum Installation Manual, Transmitter Details section.

2.3.2 User Interface will not connect to the Server

- If the Video Central Platinum (VCP) User Interface will not connect to the Video Central Platinum Server, the VCP licence may not be installed on the VCP Server. This would have the effect of running Video Central Platinum Lite, which does not support connection between a remote VCP UI and a VCP Server.
- Video Central Platinum could be trying to use a network interface that is not connected, disabled or does not provide access between the VCP User Interface and VCP Server.
- There could be a mismatch between the Server and User Interface version. The Server and User Interface must have the same version in order to be able to connect.

Using Network and Internet > Network and Sharing Center under Control Panel, disable unused networks such as 1394 ports, network ports, or wireless connections. Re-start Video Central Platinum to determine if the Video Central Platinum User Interface will now connect to the Video Central Platinum Server.

Alternatively, if the PC has multiple network cards VCP may be trying to use a network card that does not provide a connection between the VCP User Interface and VCP Server. In this case re-install VCP selecting the correct network card that will provide a connection.



2.3.3 Unable to use the Site Diagram or Video Wall features

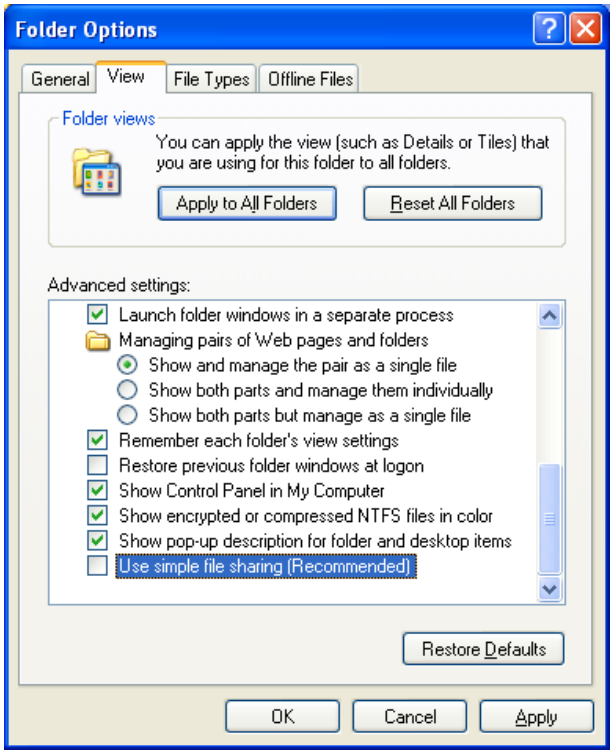
If the Video Central Platinum Site Diagram or Video Wall features will not operate the Video Central Platinum the VCP licence may not be installed on the VCP Server. This would have the effect of running Video Central Platinum Lite, which does not support these features.

2.3.4 Error Message When Selecting Reports Web Page

2.3.4.1 Video Central Platinum Security

Video Central Platinum uses Windows Authentication for reporting services. To ensure this is on, Simple File Sharing must be turned off as follows:

1. Open Windows Explorer and select Tools > Folder Options > View.
2. Under Advanced Settings turn off (uncheck) Simple File Sharing then click OK.

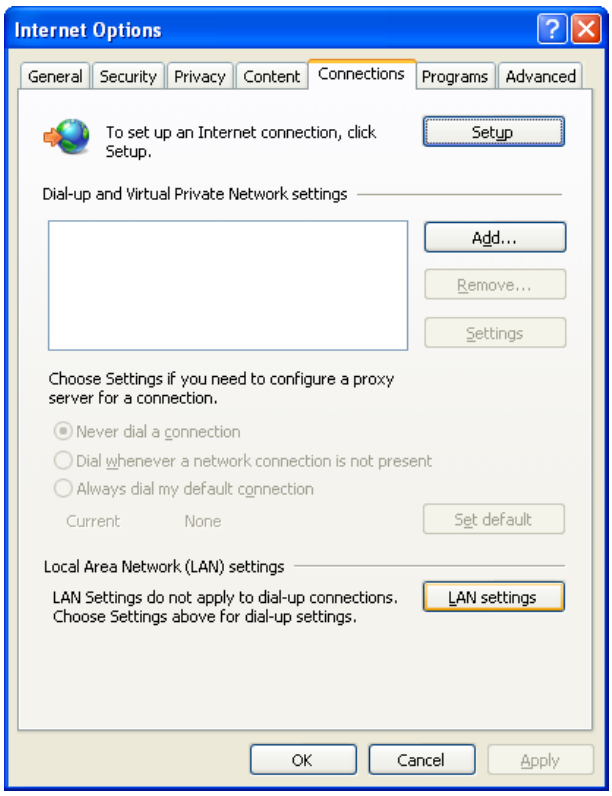


2.3.4.2 Video Central Platinum Client and Reporting Connection Settings

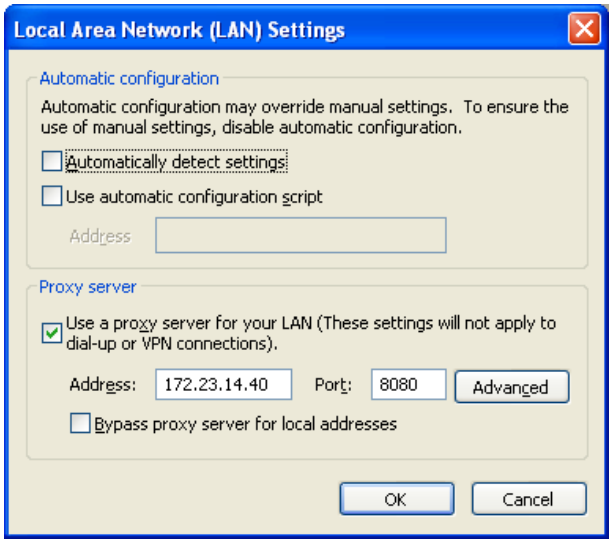
Video Central Platinum uses a plug-in Internet Explorer and settings must be correct for your environment. Check settings as follows:

Open Internet Explorer and select Tools > Internet Options then click the Connections Tab.

Click LAN settings and the LAN dialog will be displayed.

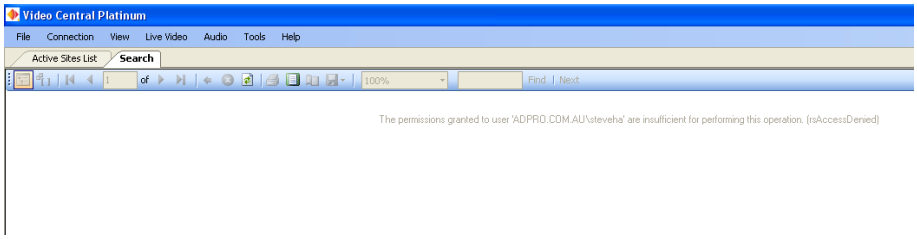


Either check ‘Automatically detect settings’ or enter Proxy Server details then click OK.



2.3.5 User Unable to View Reports

When attempting to access the functions available under Tools and the user is not entered on Report Manager the message: ‘The permissions granted to user xxxxxx are insufficient for performing this operation. (Access denied)’ will be displayed as shown below:



This will prevent viewing of reports, viewing site details, conducting searches, or making site and user notes.

The user must be correctly added to Report Manager. Refer to the Video Central Platinum Setup and Configuration Manual, document number 19116_xx, Adding Users.

2.3.6 SQL Server Installation Errors

If SQL Server Express fails to install you can examine its installation log at C:\temp\SQL_YYYY_MM_DD.txt.

If you see error code:

- 1218: the system is waiting to be rebooted. Reboot the PC and re-start the Video Central Platinum Installation.
- 1618: another program installation is running. Complete this installation, re-start the PC, then re-start the Video Central Platinum Installation.

2.3.7 Installing SQL Server on a Domain Controller

Video Central Platinum should not be installed onto a Server running a domain controller. This is because Video Central Platinum operates SQL Server under a network service account and SQL Server when installed onto a domain controller cannot operate under this account type. For further details see:

http://msdn.microsoft.com/en-us/library/ms143506.aspx#DC_Support.

2.4 Scenarios

2.4.1 Creating and Searching Archived data

After the data has been archived from the database it can still be searched by attaching the archive to the database first. At the conclusion of the search the archive can be detached again.

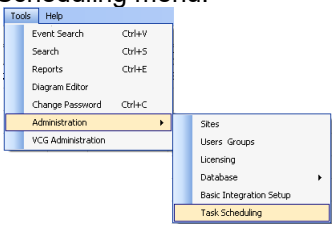
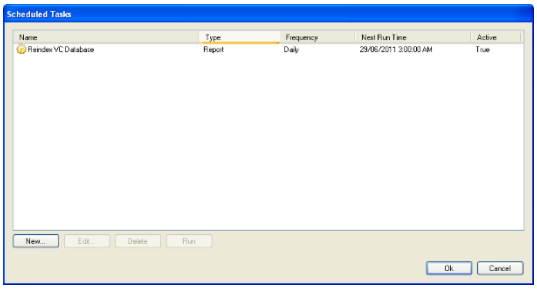
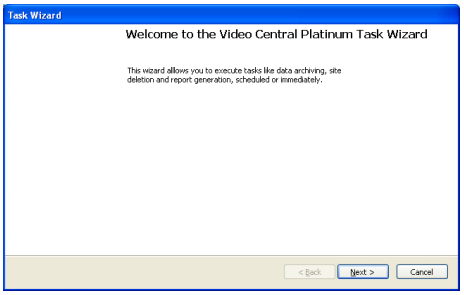
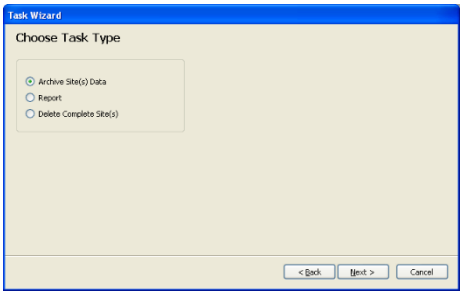
Note: This process applies to archives created by a scheduled archive but not by a backup created with the Backup the Entire Server Database feature.

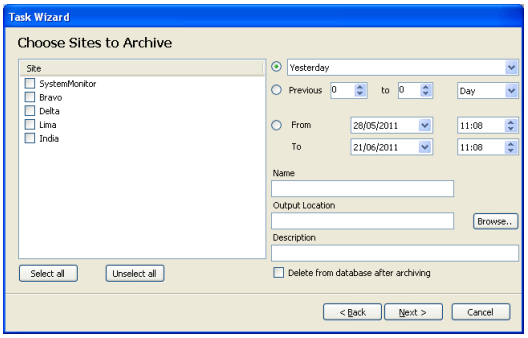
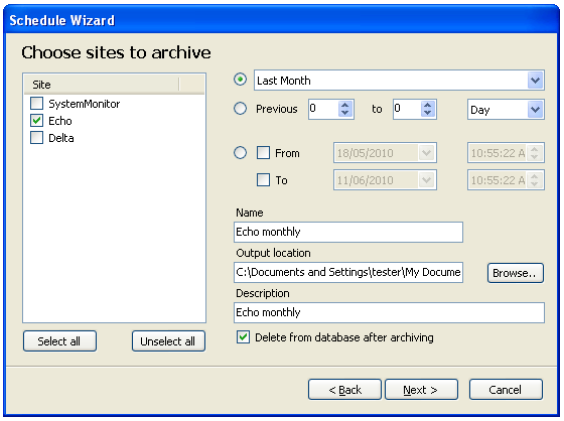
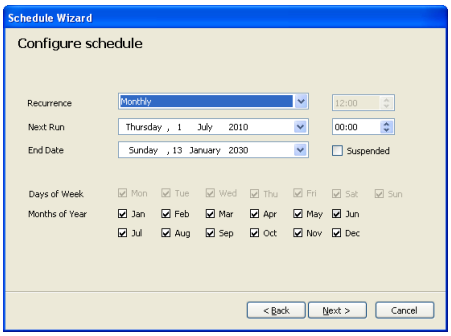
Prerequisite

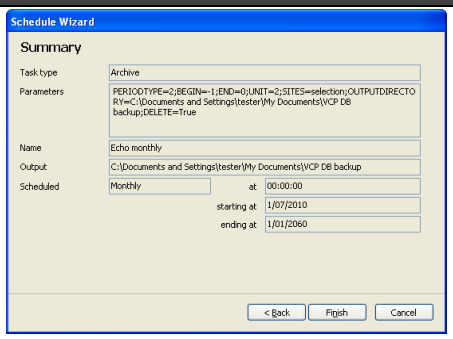
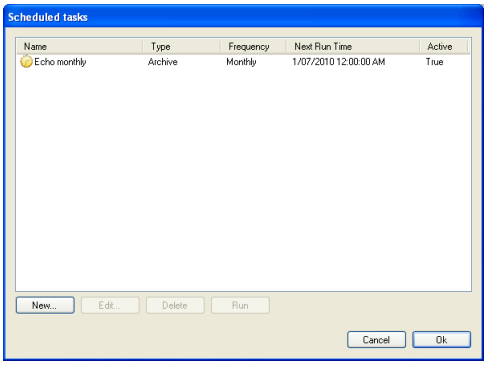
The data must have been archived via the Task Scheduler rather than having been backed up.

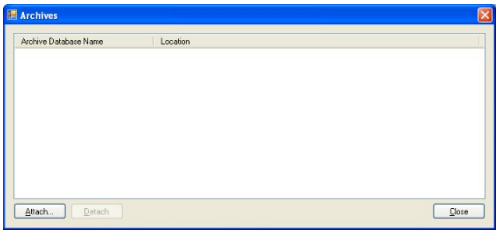
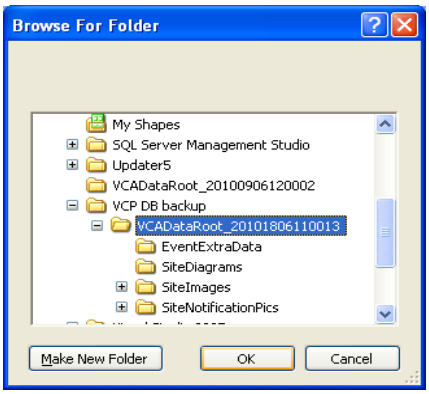
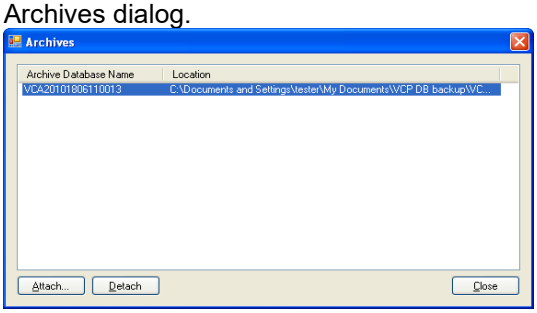
VCP UI is being accessed on the VCP Server PC.

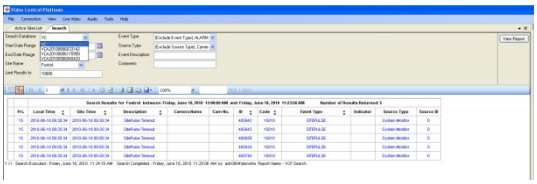
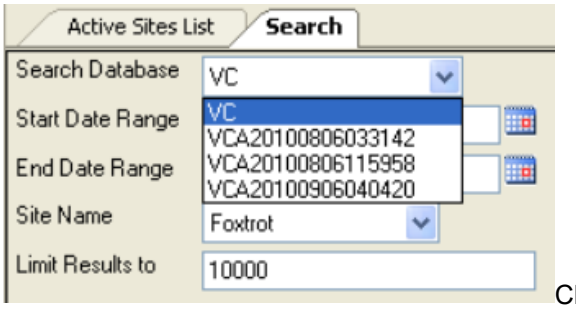
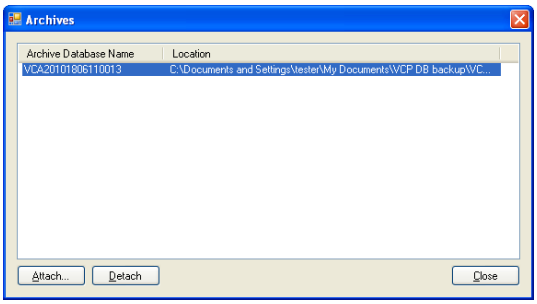
Process

Step	Action	Reference Section
Create a scheduled Archive	Click on the Tools > Administration > Task Scheduling menu.  The Scheduled Task dialog opens.  Click New  Click Next Choose Archive as the Task Type  Click Next	2.1.7, Creating a Scheduled Archive

Step	Action	Reference Section
Set the Sites to Archive	Enter the Archive detail.  To remove the archived data from the working database check the 'Delete from Database After Archiving' box.  The following dialog example shows that the previous month's data for Echo is to be archived and stored in the C drive folder shown and the previous month's data deleted from the working database.  Click Next	
Set the Schedule	Set the Recurrence of the schedule and the Next Run. (Choose an End Date well into the future.) Uncheck any days or months when the task is not to run. This example shows that the monthly data is to be archived at midnight on the first of the month, every month.  Click **Next**.	

Step	Action	Reference Section
Review the summary and finish when the details are correct.	 Review the summary. Click Back if you need to change any details. Click **Finish** when the details are correct.  Click **OK** to exit.	
Wait for archive to complete	Wait for the Scheduled Task to run and complete the archive. Note depending on the database size, amount of data selected for archiving and when the task is scheduled to run will determine how long this process takes to run and complete.	

Step	Action	Reference Section
Attach the Archive	Click on the Tools > Administration > Database > Archive Databases menu The Archives dialog will be displayed.  Click Attach Navigate to the archived database then click **OK**.  The database will be attached and listed in the Archives dialog.  Click **Close** to close the dialog. The database will remain attached until it has been detached.	2.1.13, Attaching an Archived Database

Step	Action	Reference Section
Search the archive	Click on the Tools > Search menu, which will display the Search dialog.  Select the database from the Search Database drop down list, the Start and End Date Range, Site Name, and other optional filter criteria such as Limit Results to, Event Type and Source Type from their drop down lists.  Click **View Report**. A report containing search criteria results will be created and displayed.	2.1.14, Searching an Attached Database
Run an Incident or Live Report (if required)	Click on a 'Still Image' event to run a Live Report or 'any other' event type to run an Incident Report.	
Return to Search (if incident or live report run)	Click on the 'Back to Parent Report' button within the report tool bar.	
Close Search Tab	Click on the 'x' symbol to the right hand side of the search tab.	
Detach the Archive	Select the Tools > Administration > Database > Archive Database menu. In the Archives dialog select the database then click **Detach** and the Archive will be removed from the database.  Click Close.	2.1.15, Detaching an Archived Database

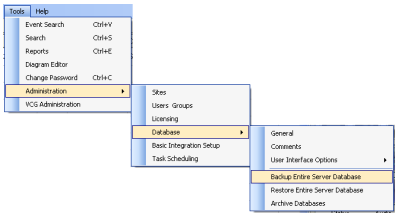
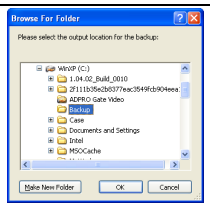
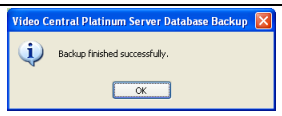
2.4.2 Back up the Video Central Platinum Database

This process backs up all VCP data, i.e. all events and alarm images, for example.

Prerequisite

The VCP UI is being accessed on the VCP Server PC.

Process

Step	Action	Reference Section
Select the 'Backup Entire Server Database' menu option.	Click on the Tools > Administration > Database > Backup Entire Server Database menu. 	2.1.16, Backing up the Entire Database
Browse to the location for the backup.	 and click OK	
Begin the backup	Click OK	
Wait while the backup completes		

2.4.3 Restore the Video Central Platinum Database

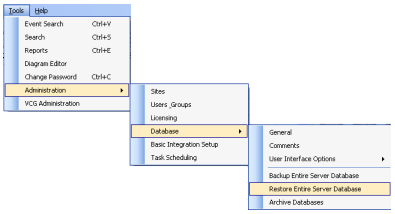
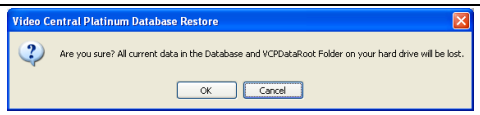
This process restores all VCP data in the current database using the data from a backup, i.e. all events and alarm images, for example.

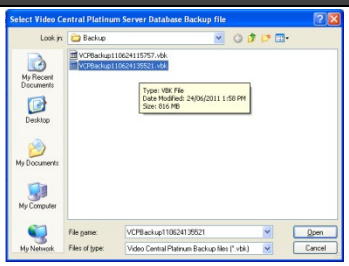
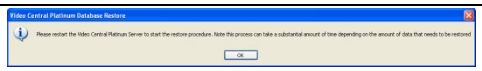
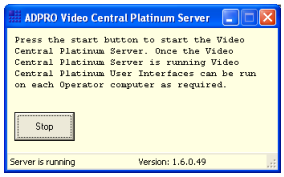
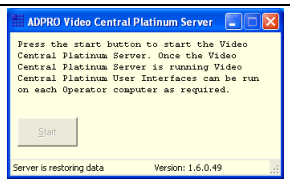
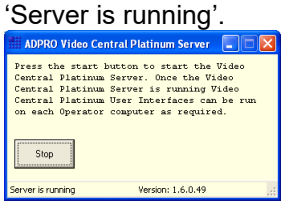
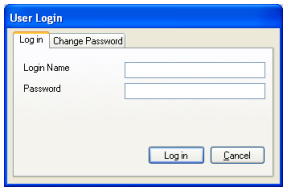
Note: All existing data will be replaced.

Prerequisite

The VCP UI is being accessed on the VCP Server PC.

Process

Step	Action	Reference Section
Select the 'Restore Entire Server Database' menu option.	Click on the Tools > Administration > Database > Restore Entire Server Database menu. 	2.1.18, Restoring an Entire Database
Read the warning carefully		

Step	Action	Reference Section
Browse to the backup location.		
Select the most recent backup	and click Open	
Read the warning	 Read the warning and click OK	
Restart the VCP Server	Select File, Exit to close the VCP UI. Click Stop on the VCP Server and close it.  Start Video Central Platinum from the desktop. 	
Observe the ‘Server is restoring data’ message.	 This process can take a long time to complete. Please do not close the server until this process completes.	
Wait for the Server to start then start the User Interface.	Wait for the message to change to ‘Server is running’.  Start the VCP User Interface.	
Log in as normal.	Click on the VCP UI and log in. 	

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