# Server Application

## NVR

### v2.2

# Quick Installation Guide

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# 1. Administrator's Check List

## Administrator's Check List

**Objective**: To guide the administrator through the system setup.

**Description**: Please go through the checklist below for what items should be set.

**NOTE**: You can find the Quick Installation Guide and User Manual in the CD of the package.

| No | Status | Item | Description | Reference |
|---|---|---|---|---|
| Pre-install | | | | |
| 1 | □ | Check PC requirement | To ensure the software running well, please make sure the PC spec is compatible with the software. | **Quick Installation Guide** Ch 1-Administrator's Check List |
| 2 | □ | Prepare Software license | The NVR has 16CH/32CH/48CH/64CH packages. It comes with a 16-CH free license. For 32CH/48CH/64CH, please refer to the license section for details. | **Quick Installation Guide** Ch 1-Administrator's Check List |
| Install | | | | |
| 1 | □ | Install Software | Please follow the installation guide step by step to install the software. | **Quick Installation Guide** Ch 2-Installing the Software |
| 2 | □ | Check installation | After installation, please also check the below items before you move to next step. | **Quick Installation Guide** |
| | | | 1. License input | **Quick Installation Guide** Ch 3-License Management |
| Setup | | | | |
| 1 | □ | Create Camera Group and add cameras | NVR camera channel management is based on camera groups. Start by creating camera groups and adding cameras. Ex: There are 4 floors in this system. You can start by creating 1F, 2F, 3F, 4F, 4 groups. When adding every single camera, you can select the group which it belongs to. | **User Manual** Ch 7 ActiveSetup |
| 2 | □ | Configure Camera Setup | Set some camera settings, like PTZ setting, bit rate. | **User Manual** Ch 7 ActiveSetup |
| 3 | □ | Configure Scheduling | Set the recording schedule for every single camera. | **User Manual** Ch 7 ActiveSetup |

| | | | | |
|---|---|---|---|---|
| 4 | □ | Configure Event handling | Set the action desired for different events | **User Manual** Ch 7 ActiveSetup |
| 5 | □ | Configure Storage | Set hard disk arrangement and recording delete rule for video recording | **User Manual** Ch 7 ActiveSetup |
| 6 | □ | Configure Preview layout | Set the preview layout during preview | **User Manual** Ch 7 ActiveSetup |
| 7 | □ | Configure E-map (Optional) | Set up E-map if necessary | **User Manual** Ch 7 ActiveSetup |
| 8 | □ | Configure Accounts | Set the you accounts and select authentication level | **User Manual** Ch 7 ActiveSetup |

# Operator Check List

**Objective**: To guide the operator through the operation.

**Description**: Please go through the checklist below for what items should operator know.

**NOTE**: You can find the Quick Installation Guide and Operation Manual in the package of the CD.

| No | Status | Main Category | Description | Reference |
|---|---|---|---|---|
| Setup | | | | |
| 1 | □ | Live Preview | Operator should be able to see the live preview and to do basic operations. | **User Manual** Ch 3 Active Monitor |
| 2 | □ | PTZ control | Operator should be able to control the PTZ | **User Manual** Ch 3 Active Setup |
| 3 | □ | E-map Preview (Optional) | Operator should be able to launch the E-map preview and to do basic operations. | **User Manual** Ch 5 Active MAP |
| 4 | □ | Search & Playback | Set the action related to different events | **User Manual** Ch 4 Active Player |
| 5 | □ | Web-client Access operation | Set the action related to different events | **User Manual** Ch 6 Web-Client |

# System Requirements

## Supported Operating System and Browser

Supported Operating System:

| Operating System | Comments |
|---|---|
| Windows XP | Windows XP SP2 |
| Windows 2003 | Windows 2003 Server, WSS 2003 |
| Windows Vista | Windows Vista Enterprise or Business only |

Supported Browser:

| Operating System | Comments |
|---|---|
| Microsoft Internet Explorer v6.0 | IE 6.0 with the most updated service pack |
| Microsoft Internet Explorer v7.0 | IE 7.0 with the most updated service pack |

**NOTE:** Windows 2000 is not supported

## Recommended PC Specification – 16 channels

Supported PC Specification for 16-channel:

| Item. | Specification |
|---|---|
| CPU | Intel Core 2 Duo 2.4 GHz |
| Memory | 1 GB |
| HDD | 250 GB |
| Video Card | nVidia 7600 chipset 256 MB |

## Recommended PC Specification – 32 channels

Supported PC Specification for 32-channel:

| Item. | Specification |
|---|---|
| CPU | Intel Core 2 Duo 2.66 GHz |
| Memory | 2 GB |
| HDD | 250 GB |
| Video Card | nVidia 7600 chipset 256 MB |

## Recommended PC Specification – 48 channels

Supported PC Specification for 48-channel:

| Item. | Specification |
|---|---|
| CPU | Intel Core 2 Quad 2.66 GHz |
| Memory | 4 GB |
| HDD | 250 GB |
| Video Card | nVidia 7600 chipset 256 MB |

## Recommended PC Specification – 64 channels

Supported PC Specification for 64-channel:

| Item. | Specification |
|---|---|
| CPU | Intel Core 2 Quad 2.66 GHz |
| Memory | 4 GB |
| HDD | 250 GB |
| Video Card | nVidia 7600 chipset 256 MB |

**NOTE:** AMD chip and X64 series have not been tested and are not recommended

# Database

Do not install any database in the system, including Microsoft SQL Server 2000, 2005, MSDE, MySQL, IBM DB2, IBM Informix, Oracle Database or any other SQL Servers.

**IMPORTANT:** Do not install any database in the system. If there is any database in the system, please remove it first.

**IMPORTANT:** Please refer to Un-install SQL 2005 section on how to remove it successfully.

# 2. Installing the Software

## NVR Server vs. NVR Workstation vs. Web Client

This section covers NVR installation. In NVR package, you can select following mode to install:

1. Complete Installation (recommended): This will install NVR Server and NVR Workstation.

2. Custom Installation: You can select either NVR Server or NVR Workstation or both to install.

| | Recording | Preview | Playback |
|---|---|---|---|
| NVR Server | ● | | |
| NVR Workstation | | ● | ● |

**IMPORTANT:** There should be at least one NVR Server in your system, if not, please choose Complete Installation.

**IMPORTANT:** When you install the NVR Server, the database installed from previous version will be removed. If that information is important, please make sure you backup the database and restore it later on with Backup Wizard..

# Install NVR Server

To install NVR Server, please insert the NVR Server CD-ROM; the system will prompt up with an auto-run program.

## Autorun Startup Page

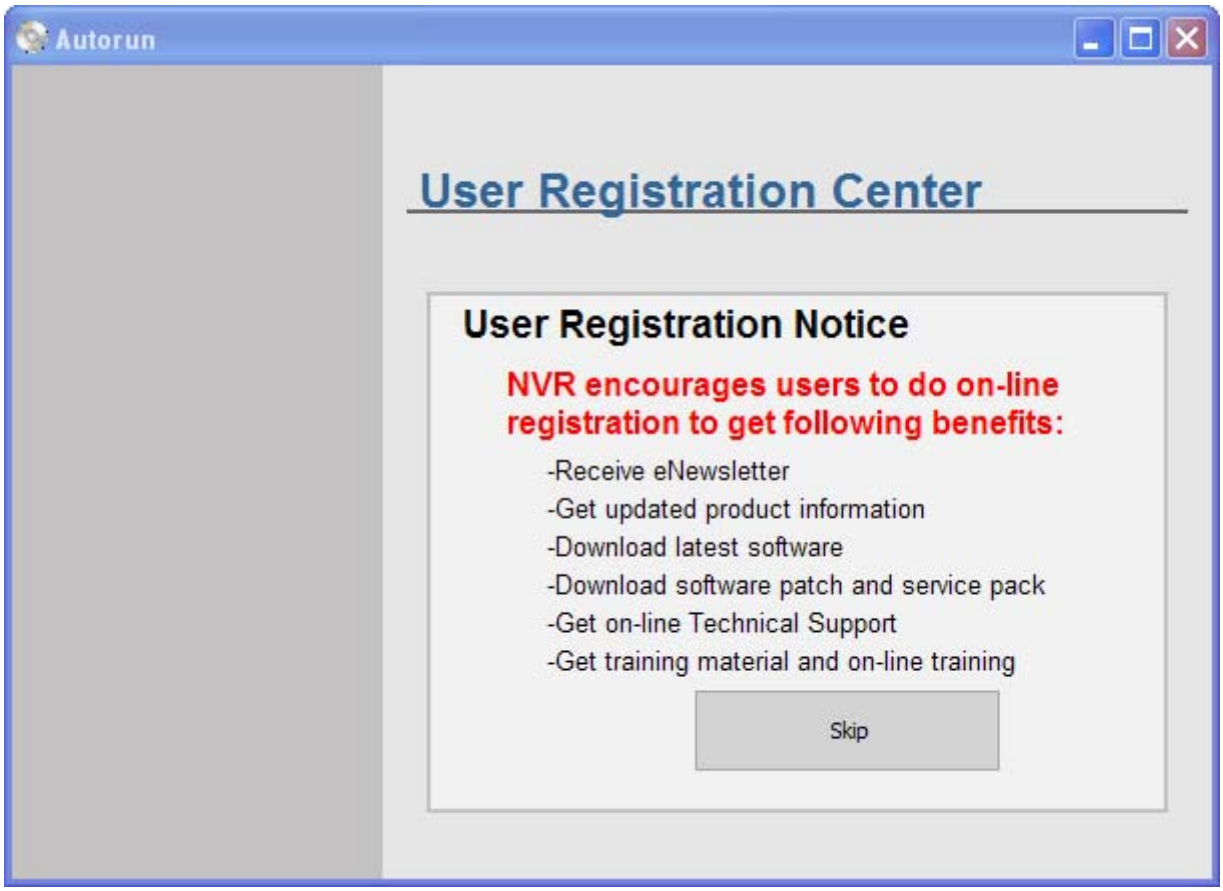



Figure 2-1 NVR Server Auto-Run Startup Page

When click on **Register on-line**, you will be re-directed to User Registration Center for further user registration. By doing that, you will receive eNewsletter, get on-line technical support and get training material and on-line training. This is not mandatory

If you click **Skip** button, you may start installing NVR.

## Software Installer

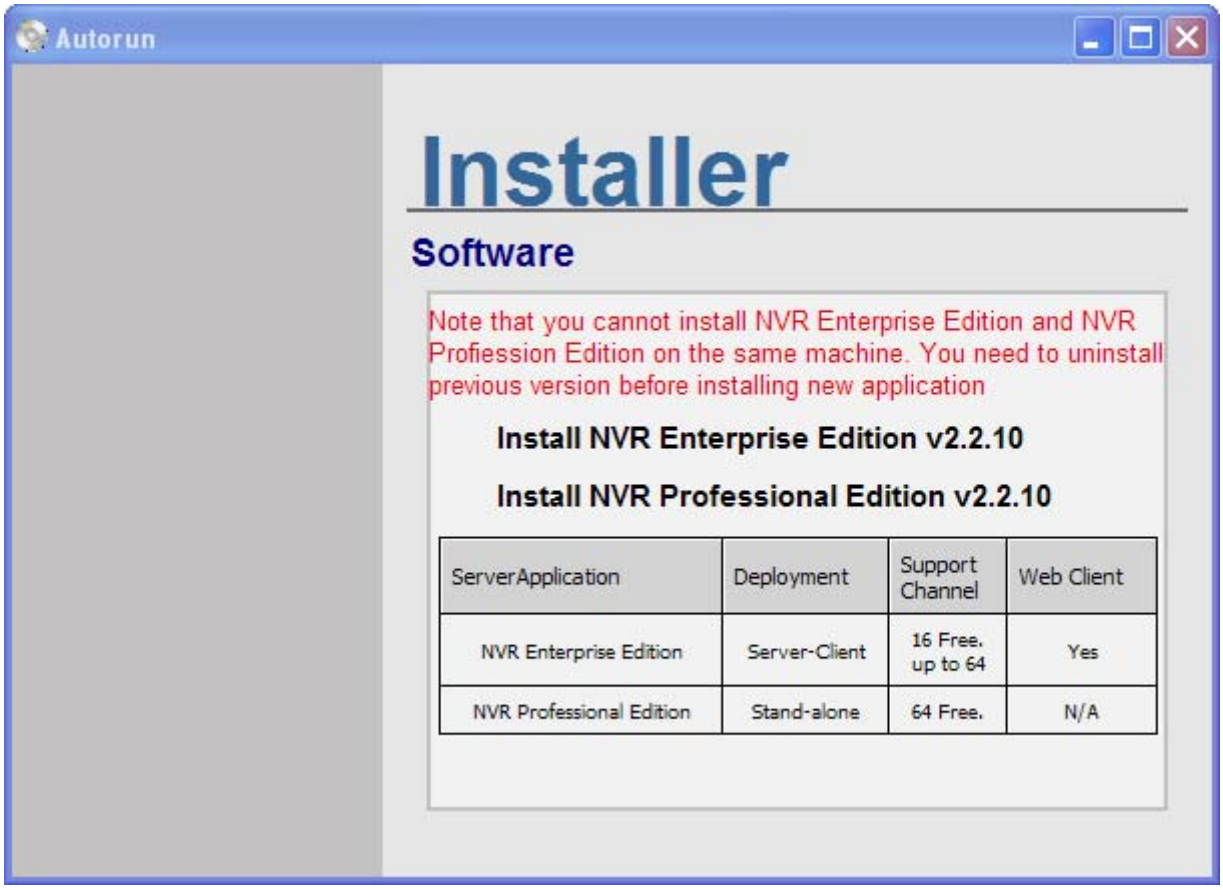



Figure 2-2 Install NVR Enterprise

Click on **`Install NVR Enterprise Edition v2.2.10`** link

## Step 1: Backup Database

If you had installed NVR Server, you can use Backup Wizard to backup database, and restore it after you install the new version.

For detailed operation, please refer to **Backup Wizard User manual**.

**IMPORTANT:** Make sure you backup data from database using Backup Wizard before installation

### 1. Click on Step 1: Backup Database Link

Figure 2-3 Step 1: Backup Database

## 2. Use Backup Database to backup database

For detailed operation, please refer to **Backup Wizard User manual**.

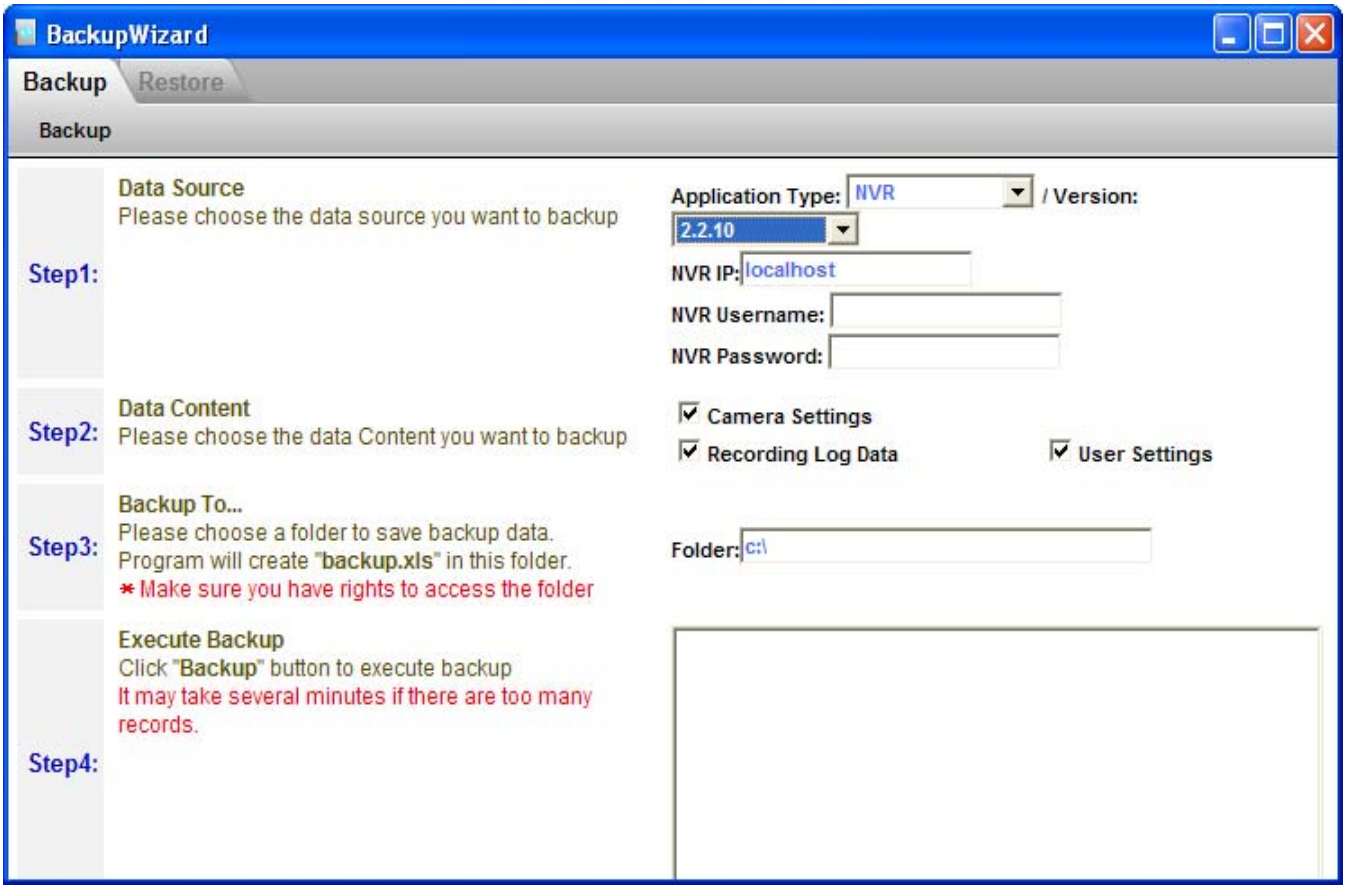



Figure 2-4 Backup database data from NVR Server

With Backup Wizard, you may enter the version number, NVR IP address, NVR Admin account and password, database table to backup, destination folder for the backup file.

Select current version of NVR that you installed on current machine.

**TIP:** Database data are backup to Excel file with **BACKUP.XLS** file name. This file is stored in destination folder specified in **Folder** field. Default is: **C:\BACKUP.XLS**

**IMPORTANT:** You need to provide correct **NVR Username** and **NVR Password** to login to database and backup data.

**TIP:** Please make sure you select correct NVR version.

## Step 2. Install NVR Main Program

### 1. Click on Step 2: Install NVR Main Program link

Figure 2-5 Step 2: Install NVR Main Program

## 2. Install SQL 2005 SP2 for NVR Server

Install prerequisites for NVR Server. NVR will install SQL 2005 SP2 if the database instance is not found in the machine.

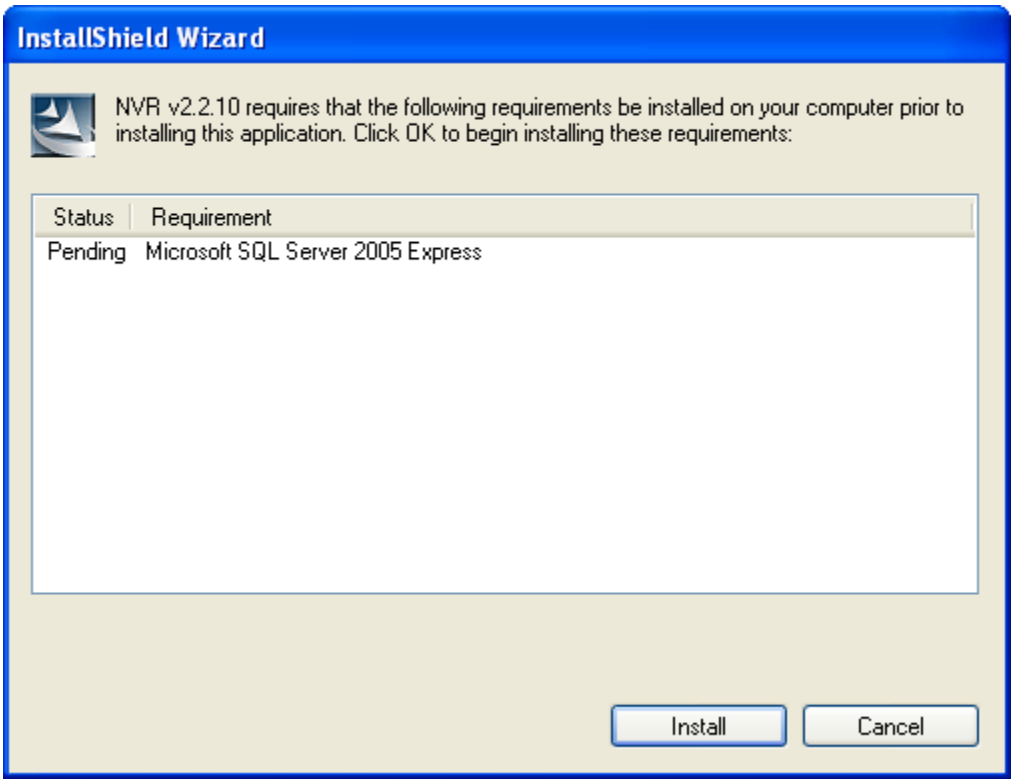



Figure 2-6 Install SQL 2005 SP2

**IMPORTANT:** If you use SQL 2005, please upgrade to SQL 2005 SP2

**IMPORTANT:** You can also refer to Un-Install SQL 2005 section on how to remove SQL 2005 successfully.

## 3. Install SQL 2005 SP2 Progress

SQL 2005 SP2 installation progress..

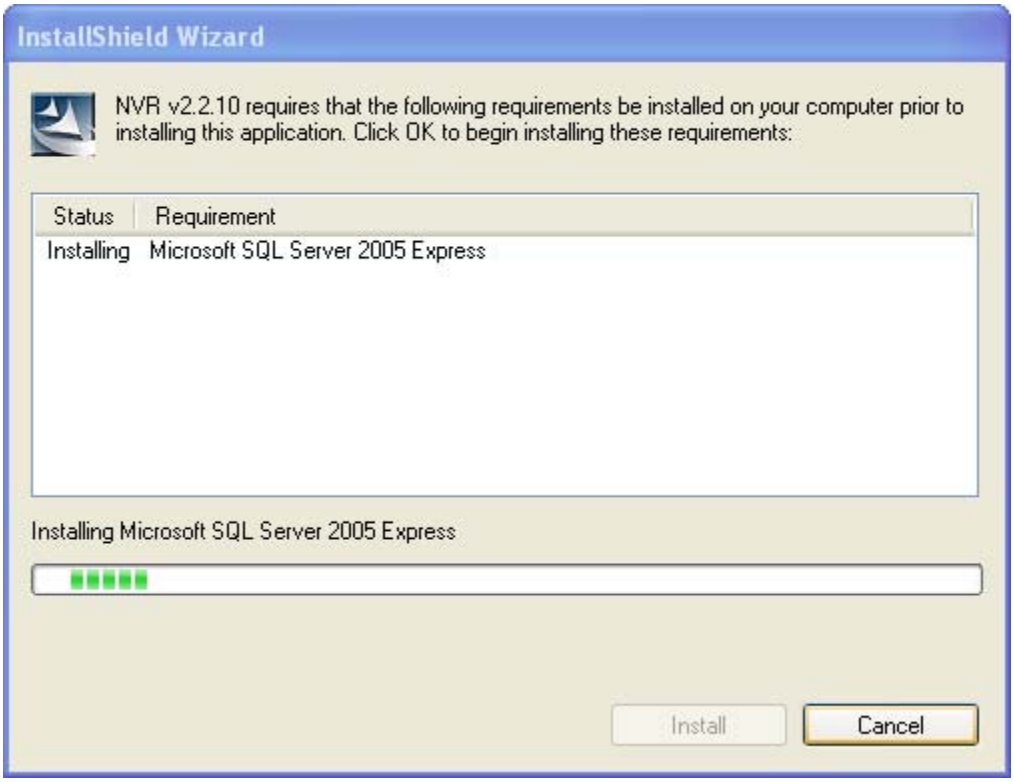



Figure 2-7 SQL 2005 SP2 installation progress

## 4. Install NVR Main Program

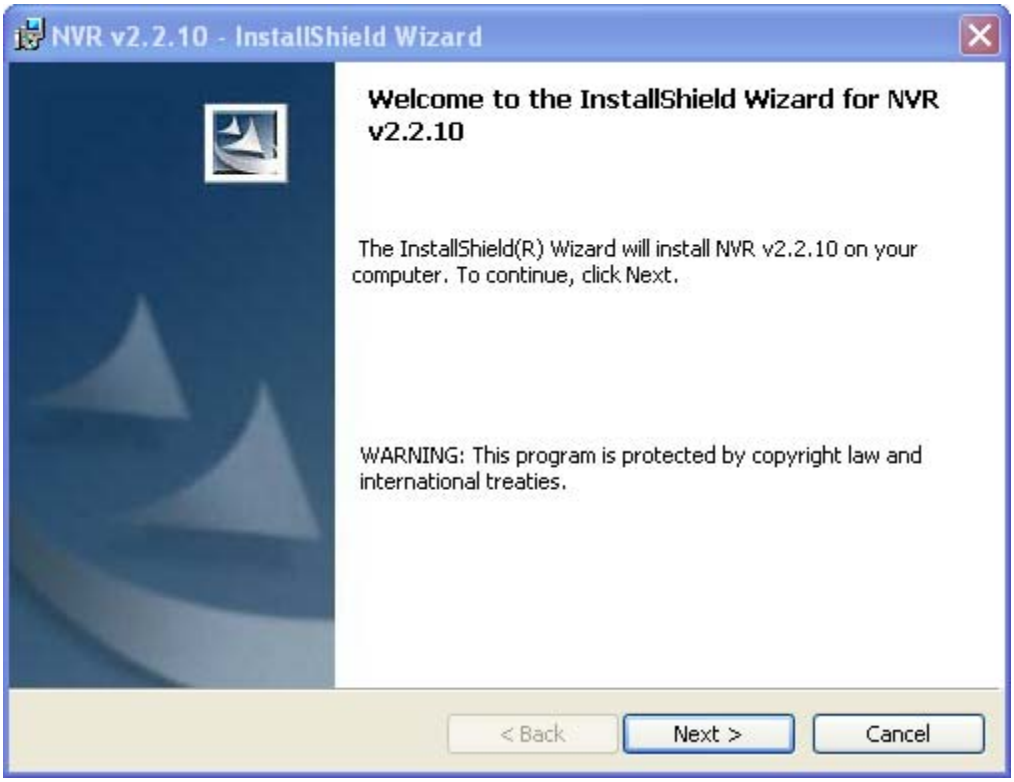



Figure 2-8 Installing NVR Main Program

1. Click Next button to proceed the installation

## 5. Default Installation Path: C:\Program Files\NVR

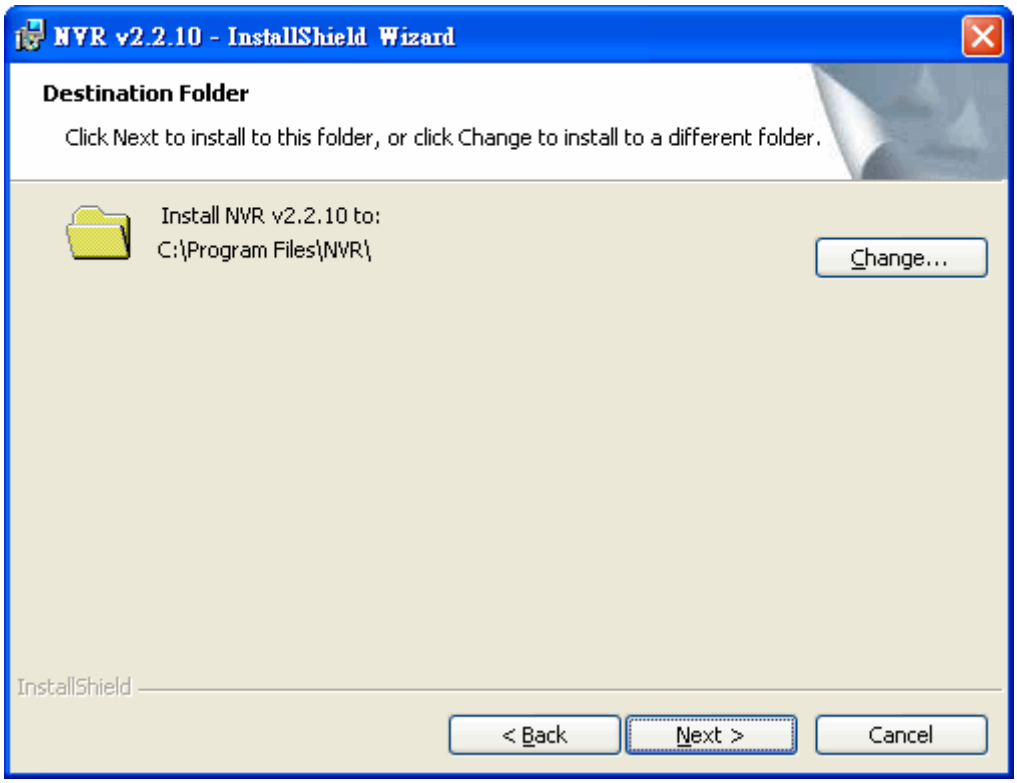



Figure 2-9 Default Installation Path: C:\Program Files\NVR

1. Click **Next >** button to apply default path to install
2. Click **Change** button to select destination installation path

**NOTE:** Default Path **C:\Program Files\NVR** is recommended..

## 6. Install NVR Components

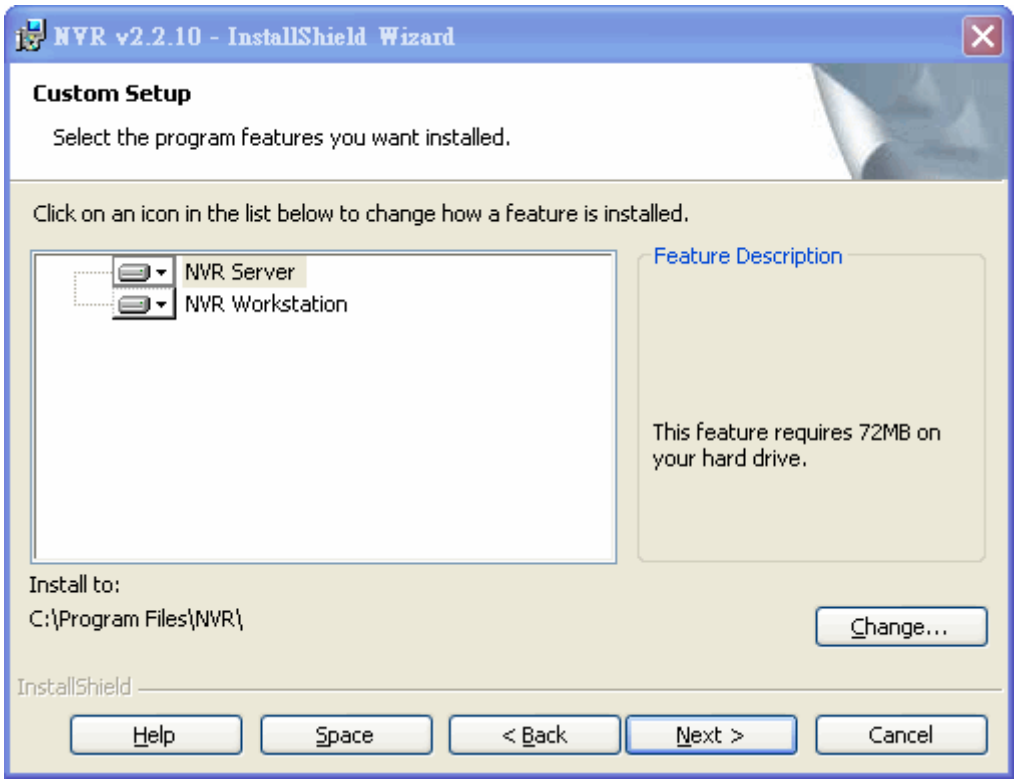



Figure 2-10 Install NVR Components

1. Select Complete and Click Next button to install NVR Server. NVR Server includes:
   1. Win32 Service: Recorder, Event Manager, Storage Manager and Streaming Engine
   2. NVR Workstation: Active Monitor, Active Player, Active Map and Active Setup
   3. NVR Web Client: Web Client programs, Web Server programs

**NOTE:** Select Complete to install NVR Server. Select Custom to install NVR Workstation.

**IMPORTANT:** Please refer to Web Server (IIS) Configuration before you run NVR Web Client

## 7. Connecting to Database and Importing Default Value to Database

Figure 2-11 Connecting to Database and Importing Default Value to Database

1. Click Next button to proceed to default value importing. Please do not change default account / password.

**IMPORTANT:** Do not change the default account / password.

## 8. NVR Server Installation

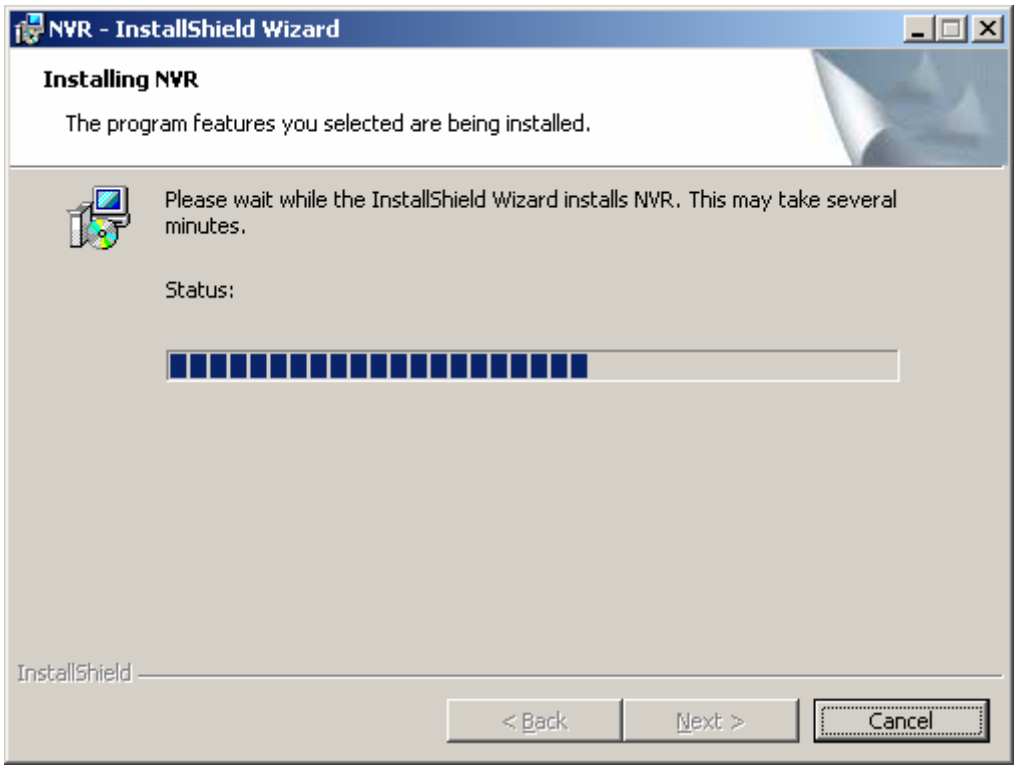



Figure 2-12 NVR Server Installation

## 9. NVR Server Installation Completed

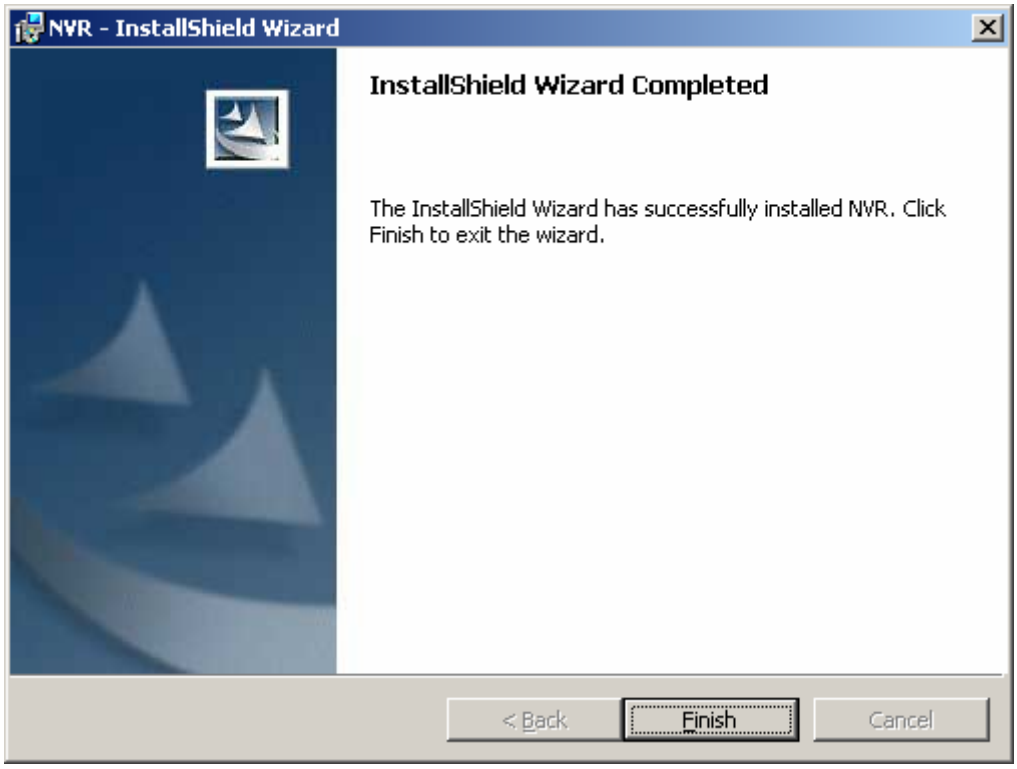



Figure 2-13 NVR Server Installation Complete

1. Click Finish button to complete NVR Server Installation

## 10. Restart System

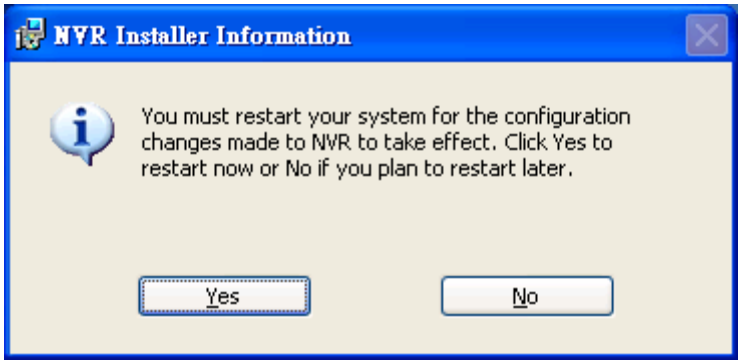



Figure 2-14 Click Yes button to re-start the system

## Step 3. Use Backup Database to restore database back to NVR Server

For detailed operation, please refer to **Backup Wizard User manual**.

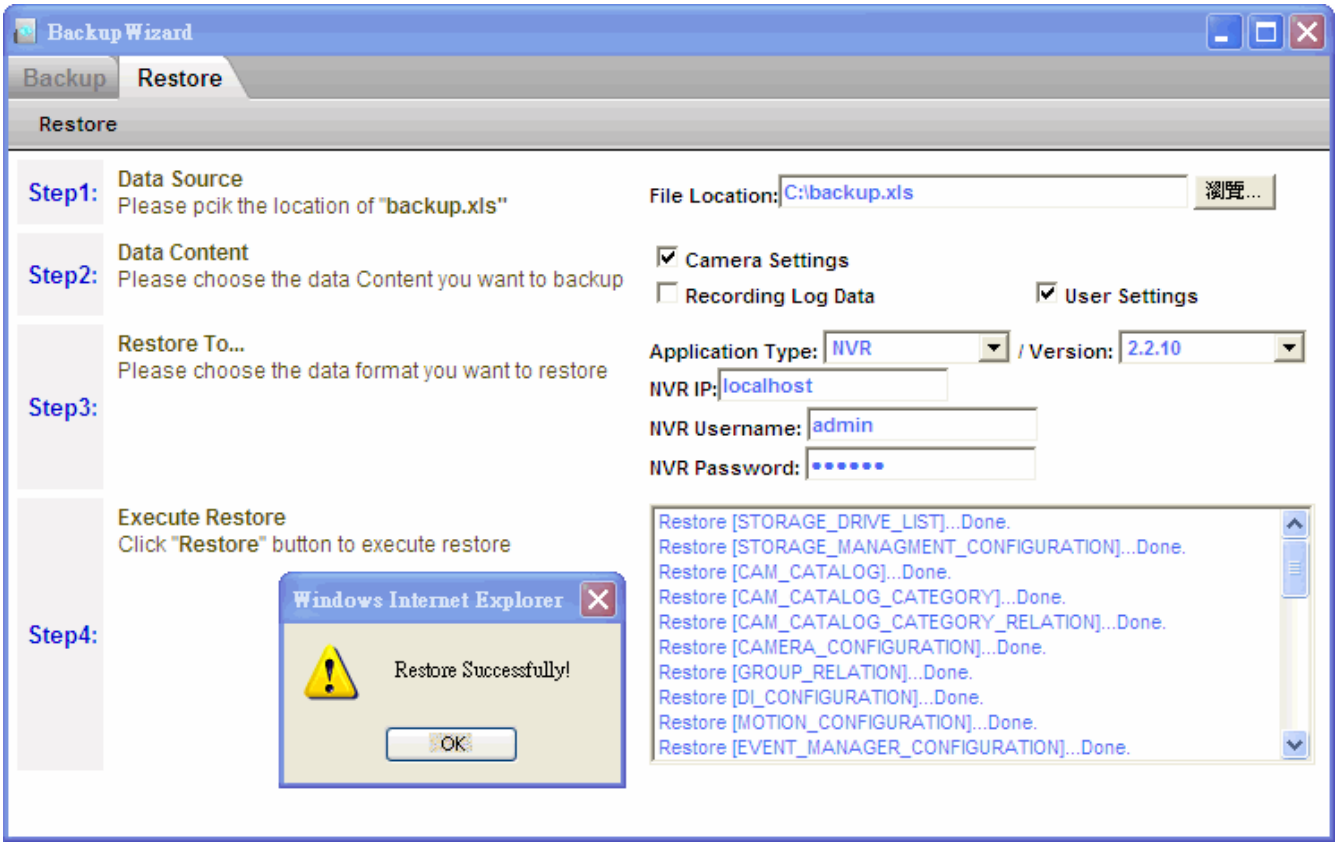



Figure 2-15 Restore data from NVR Server

With Backup Wizard, you may select or type in the backup excel file (default: **`Backup.xls`**) then click **`Restore`** button to restore data back to NVR Server.

**TIP:** Default is: **`C:\BACKUP.XLS`**

**TIP:** Please make sure you select correct NVR version.

# Install NVR Workstation

The steps are the same as installing NVR Server..

# 3. License Management

## 16-Channel Free, 32/48/64-Channel License

16-channel is free. You don't need any license to run 16-channel

License:

| Number of Channel. | Need License? |
|---|---|
| 16 | NO |
| 32 | Yes |
| 48 | Yes |
| 64 | Yes |

**IMPORTANT:** Please refer to Sales Representative for NVR Server license..

## How to Setup 16-Channel License

After following all steps to install NVR Server, you can start using it. You don't need to change any setting for 16-channel usage.

# How to Setup 32/48/64-Channel License

This section describes how to set license for 32/48/64 channel.

## How to obtain license

To obtain license for 32/48/64 channels, please contact  Sales Representative.

## How to install license

Once you obtain license from  Sales Representative, please log into  NVR Server, open Active Setup, click on License tab.

**IMPORTANT:** When installing license to the system, please make sure you are running Active Setup program on the same NVR Server.

You can use following methods to install license to  NVR Server:

1. **Registration By License Key**: Type in the license key, and click Apply. Make sure the NVR Server is connected to Internet so that the license and the machine key (MAC address) can be registered on the Registration Center
2. **Registration By Activation Key**: You may provide License Key and the MAC Address to 's Sales Representative, and obtain the Activation Key. You then can copy the Activation Key and paste it into the box, then click apply to register it.

## Registration By License Key

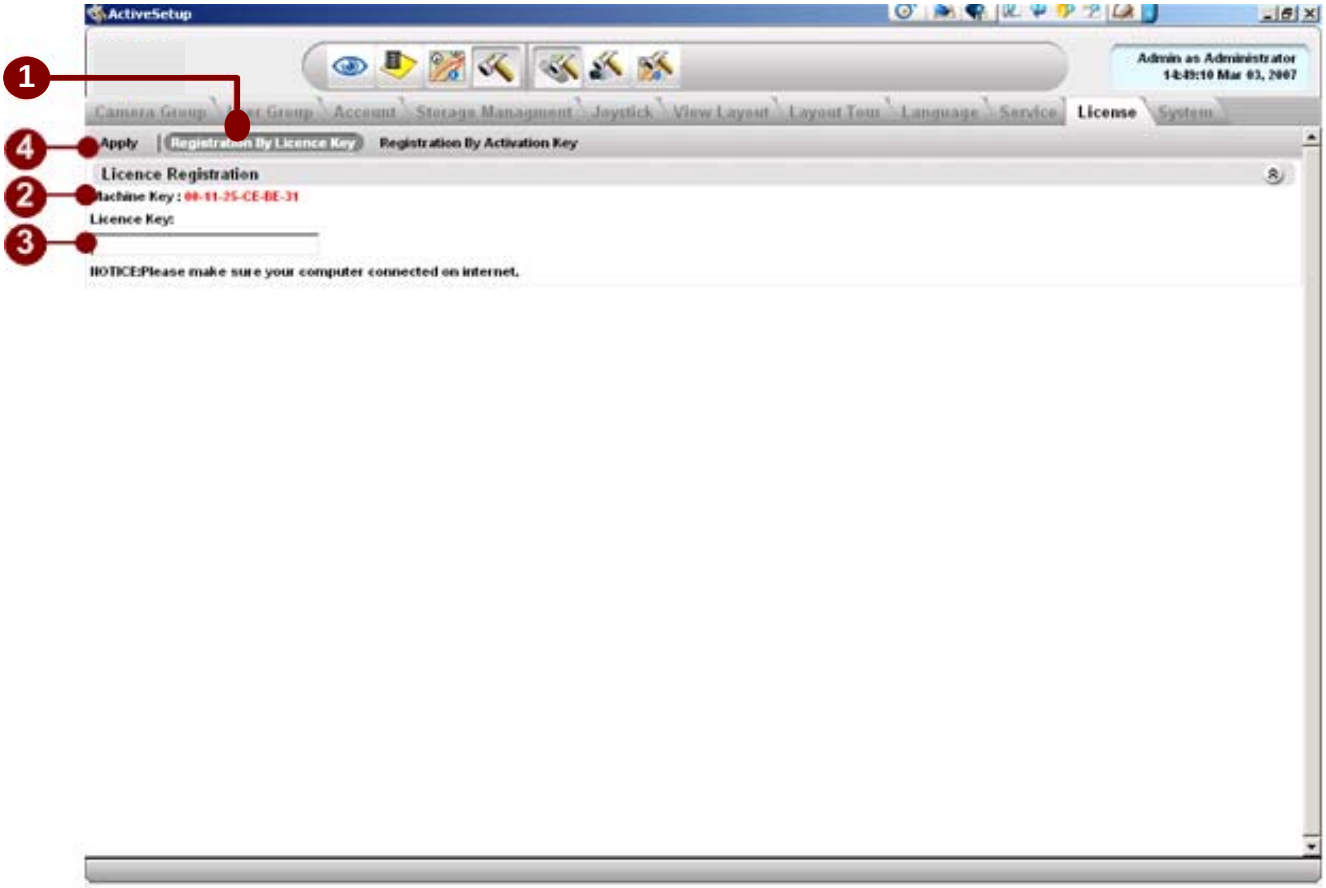



Figure 3-1 Register by License Key

1. **Registration By License Key**: Click this button to register by license key
2. **Machine Key**: MAC Address of the machine running NVR Server. If there are more than one MAC Address in the machine, only the MAC address with smallest number will be applied.
3. **License Key**: Input License Key provided by
4. **Apply**: Click Apply to register the license key to NVR System

**IMPORTANT:** When using this mechanism to register the license key, NVR Server will connects to Register Server on Internet. Please make sure the machine installing license key has the permission and Internet connection.

## Registration By Activation Key

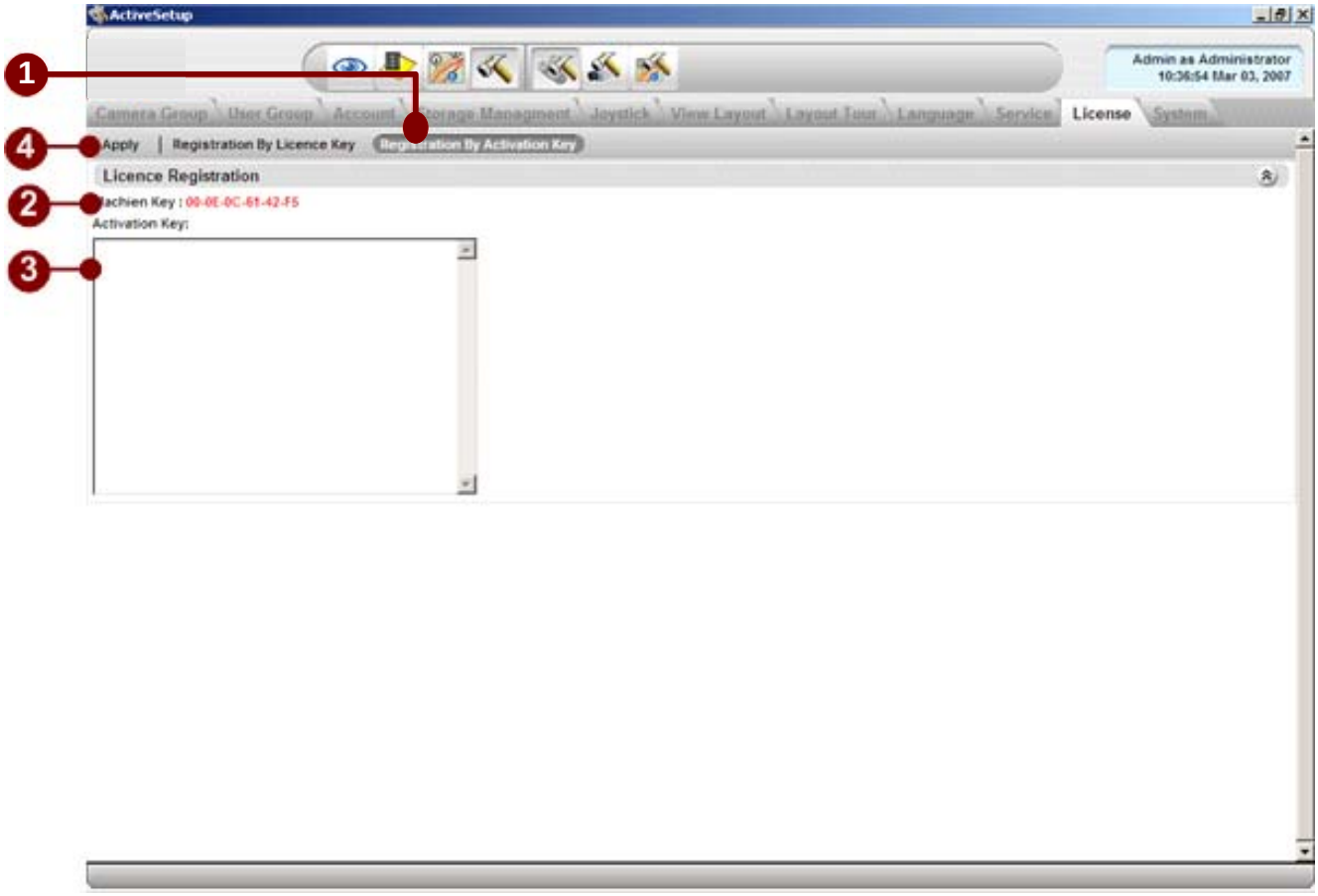



Figure 3-2 Register by Activation Key

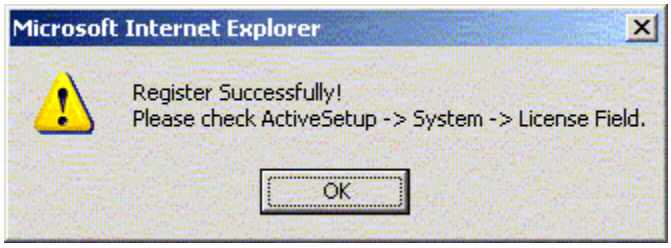
1. **Registration By Activation Key**: Click this button to register by Activation key
2. **Machine Key**: MAC Address of the machine running NVR Server. If there are more than one MAC Address in the machine, only the MAC address with smallest number will be applied.
3. **Activation Key**: Input Activation Key provided by . You can simply copy the Activation key and paste it here
4. **Apply**: Click Apply to register the license key to NVR System. The registration status will be displayed

**IMPORTANT:** When using this mechanism to register the activation key, you need to provide the MAC address of the machine running NVR Server and the License Key. You can go to ’s web site to register yourself

**IMPORTANT:** If there are more than one Machine Key (MAC Address) in the machine, only the smallest one will be applied. Please make sure that you provide this Machine Key along with License to Sales Representative to get the Activation Key.

## License Registration Messages

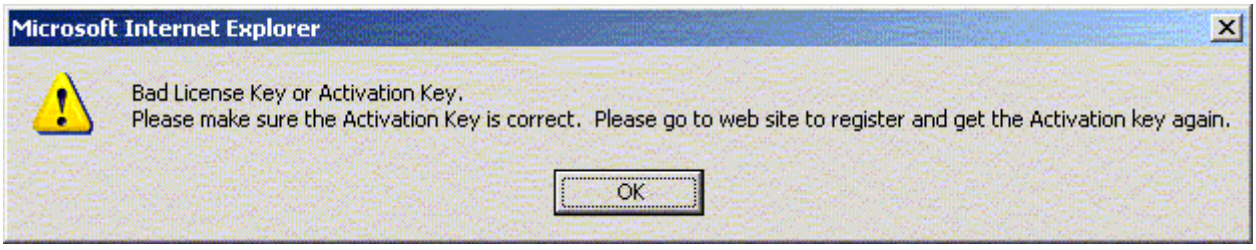
1. **Register Successfully**: Register successfully.




2 **License Key Format not correct**: Go check the license key format. Make sure the "-" dash are entered in the license key

3 **Connection error to Registration Center**: Please make sure the Internet connection and connection to Registration Center is valid.

4 **Bad License Key or Activation Key**: Make sure the Activation key is correct

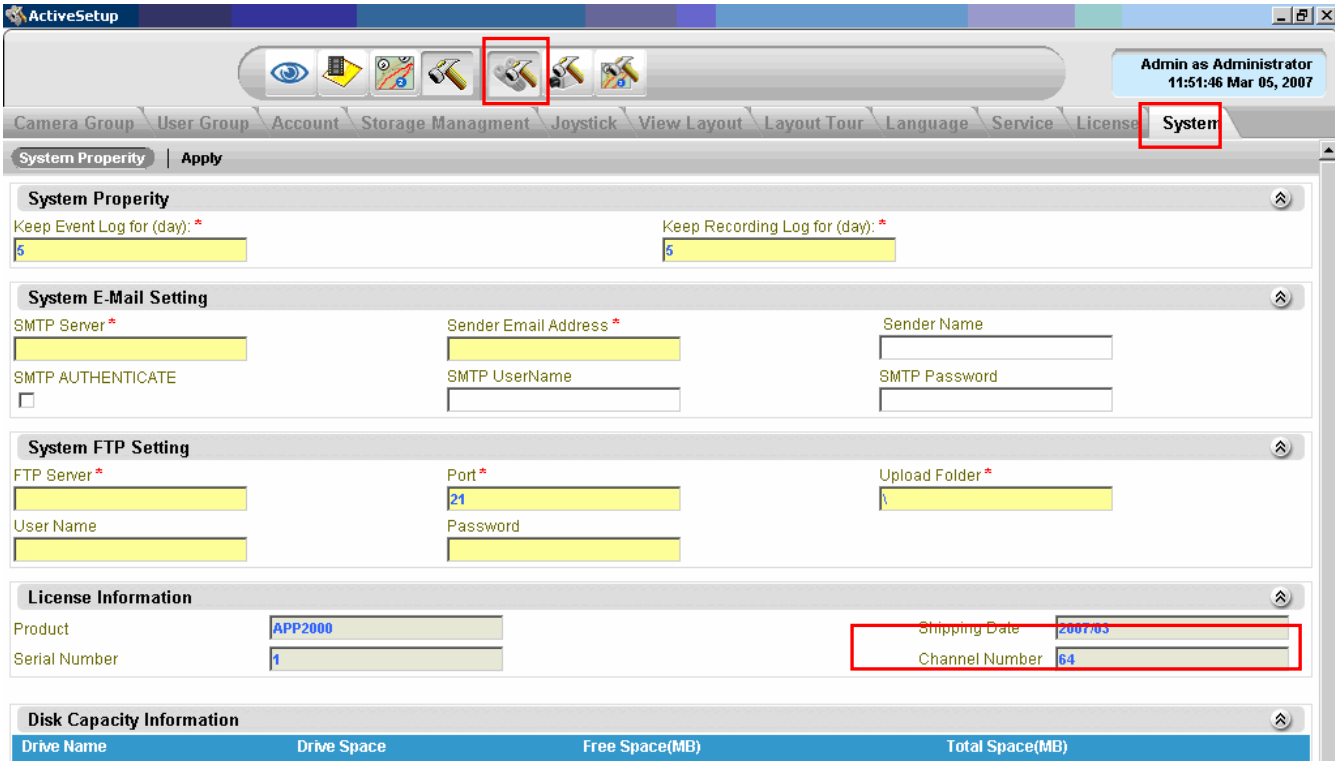


5 Machine Key (MAC Address) not matched: Possible cause is the MAC address of the associated Activation is not valid. You might have registered the license key with other MAC address (or other PC) already

**IMPORTANT:** If you still have trouble with license registration, please contact Sales Representative.

## How to check license

1. **Check License status**: Please go to "**System**" page of the "**System Setup**". Then check if the channel number displayed the same as your license. If they are the same, the registration is successful.




# How to renew license

If you purchase a new license, please follow **How to install license** section to install the new license

# 4. Adding Devices

The NVR software's functions (including Monitor, E-map, account authentication and etc.) is based on camera groups. To add a device, you need to

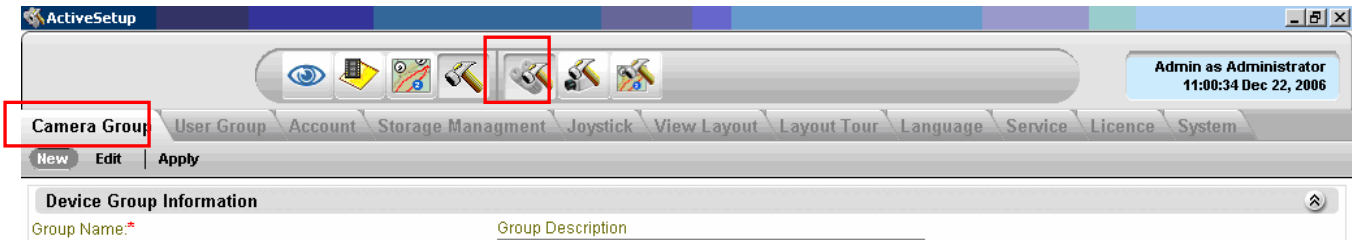
1. Create a camera group
2. Add a device it to a camera group

## Create Camera Group

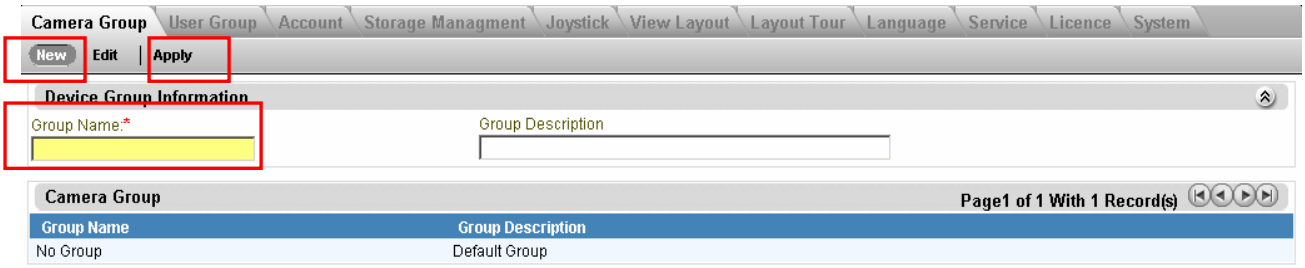
Step1. Double click the "**Active Setup icon**"

to start Active Setup. Login with default username "Admin" and password "123456"

Step2. Select the "**System Setup**" and "**Camera Group**" page




Step3. Click the "**New**" button, then input the "**Group Name**" and then Click the "**Apply"** button




**NOTE**: For details, please go to "System Setup" of Chapter "Active Setup" in User Manual

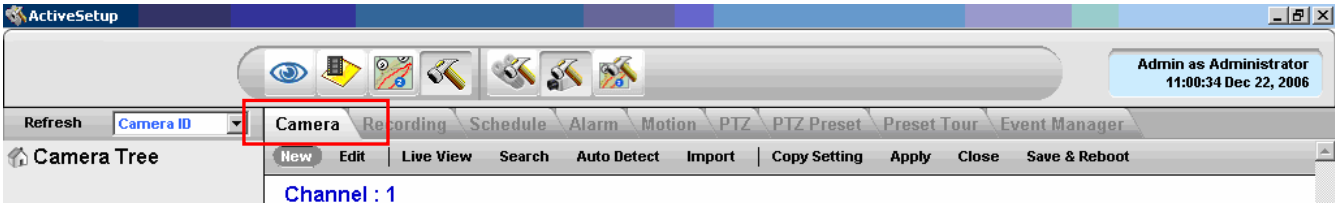
# Add a camera

Step1. Double click the "**Active Setup icon**"

to start Active Setup. Login with default username "Admin" and password "123456"

Step2. Select the "**Camera Setup**"

Step3. Select the "**Camera**" page

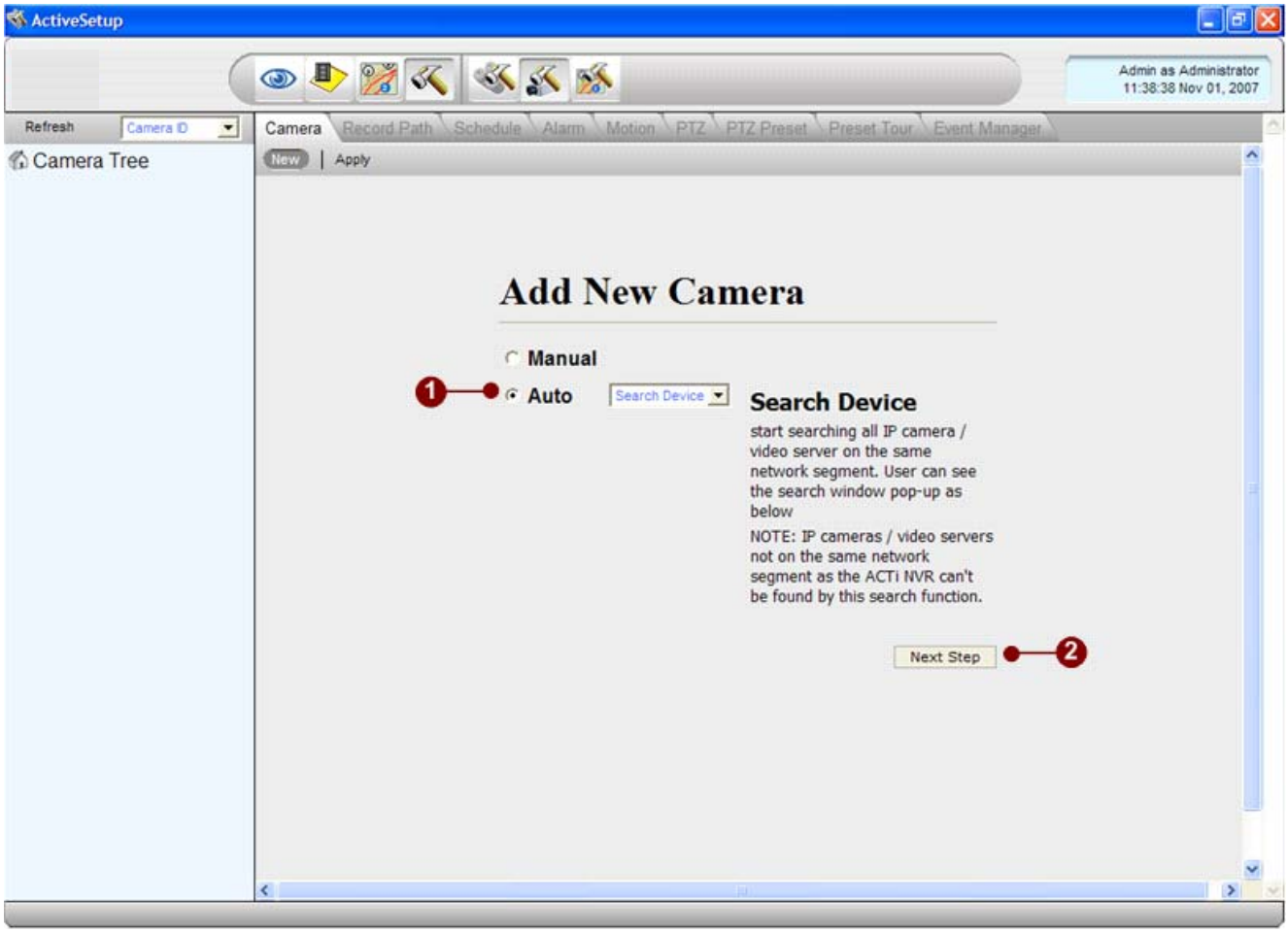


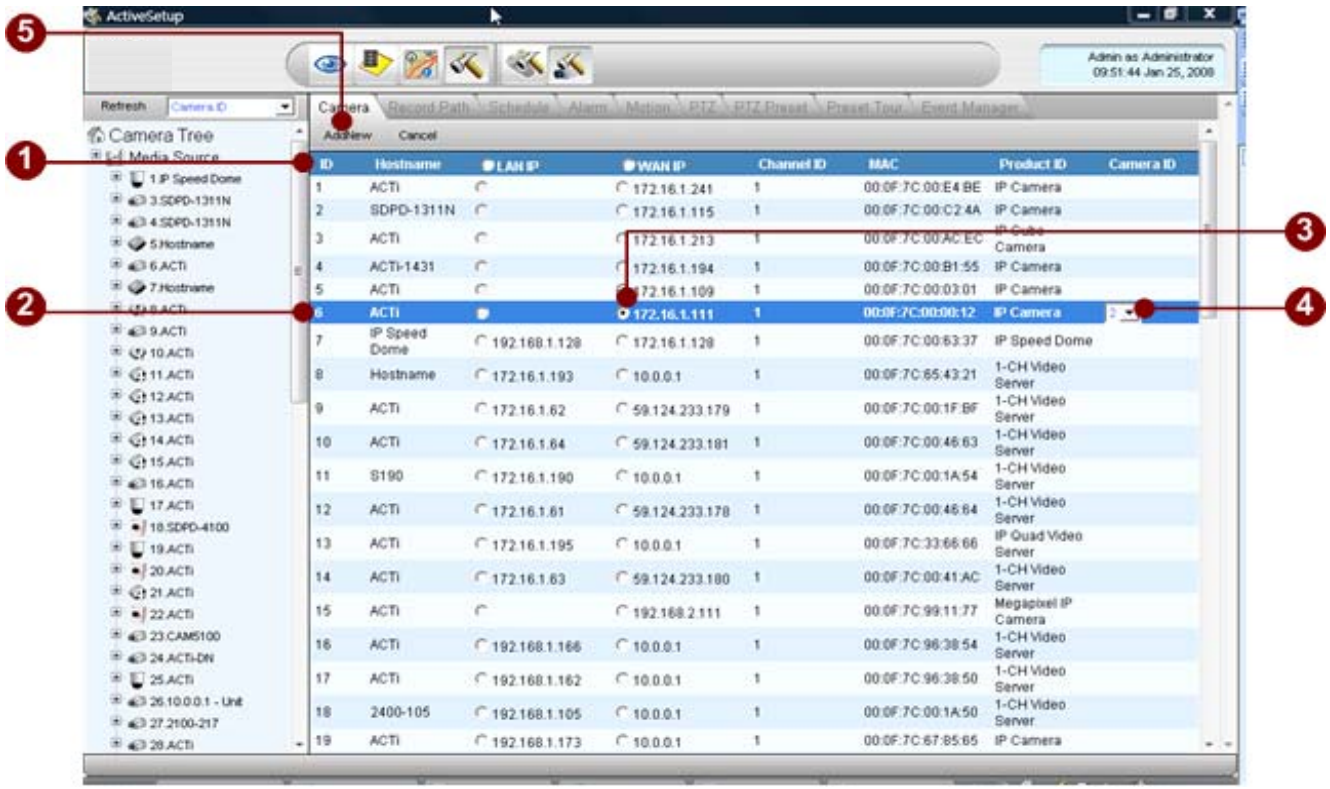
Step4. Click the “**New**” button,

Step 4 a) Auto

Select “**Search Device**” to search for devices on the same network

Once found, select the correct camera IP, then use the drop down menu on the right to put the camera in the right channel

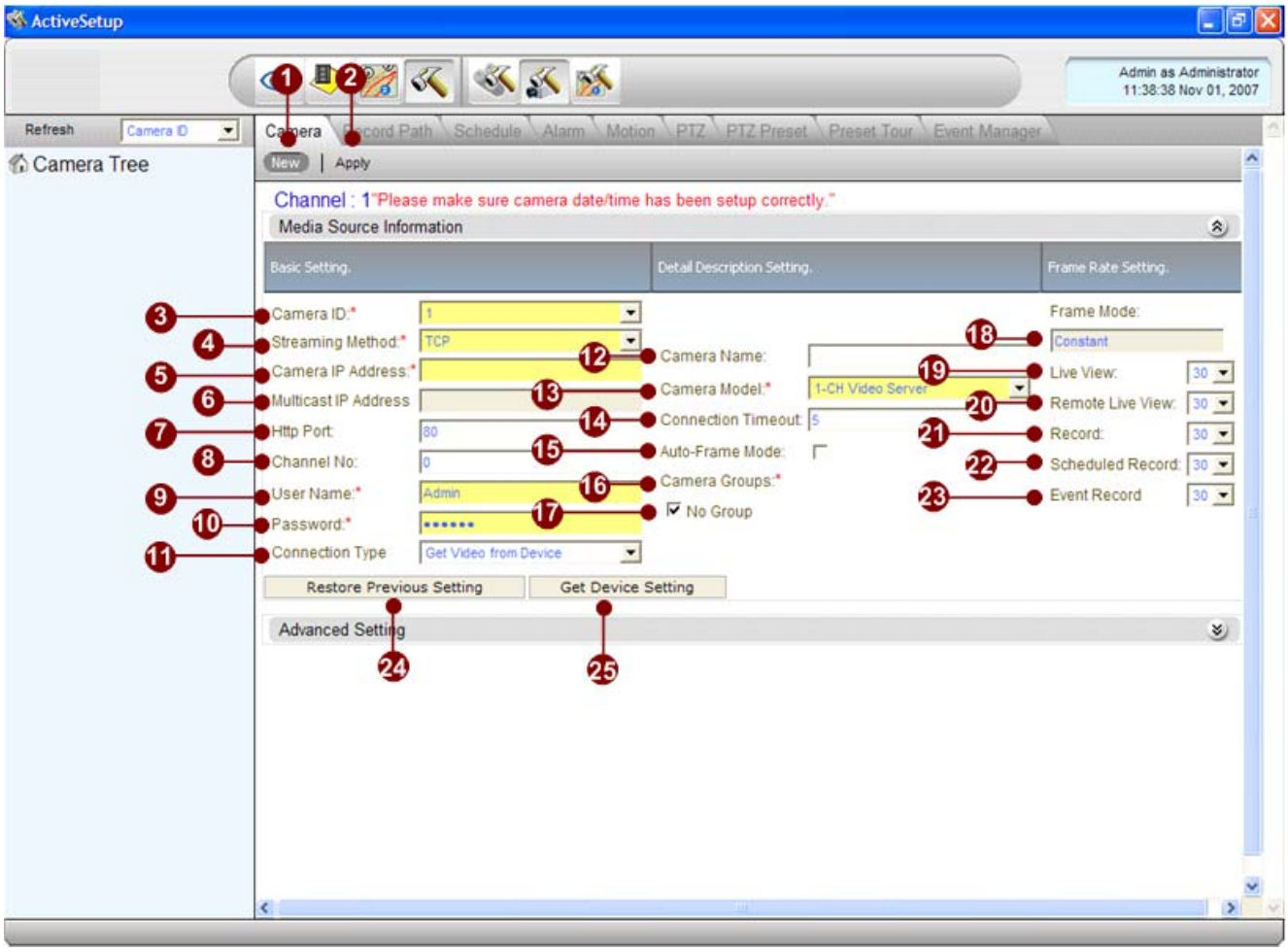



ActiveSetup
Admin as Administrator
09:51:44 Jan 25, 2008
Refresh
Camera ID
Camera
Record Path
Schedule
Alarm
Motion
PTZ
PTZ Preset
Preset Tour
Event Manager
Add New
Cancel
Camera Tree
Media Source
1 IP Speed Dome
3 SDPD-1311N
4 SDPD-1311N
5 Hostname
6 ACTi
7 Hostname
8 ACTi
9 ACTi
10 ACTi
11 ACTi
12 ACTi
13 ACTi
14 ACTi
15 ACTi
16 ACTi
17 ACTi
18 SDPD-4100
19 ACTi
20 ACTi
21 ACTi
22 ACTi
23 CAM5100
24 ACTi-DN
25 ACTi
26 10.0.0.1 - Unit
27 2100-217
28 ACTi
ID
Hostname
LAN IP
WAN IP
Channel ID
MAC
Product ID
Camera ID
1 ACTi 172.16.1.241 1 00:0F:7C:00:E4:BE IP Camera
2 SDPD-1311N 172.16.1.115 1 00:0F:7C:00:C2:4A IP Camera
3 ACTi 172.16.1.213 1 00:0F:7C:00:AC:EC IP Cube Camera
4 ACTi-1431 172.16.1.194 1 00:0F:7C:00:B1:55 IP Camera
5 ACTi 172.16.1.109 1 00:0F:7C:00:03:01 IP Camera
6 ACTi 172.16.1.111 1 00:0F:7C:00:00:12 IP Camera
7 IP Speed Dome 192.168.1.128 172.16.1.128 1 00:0F:7C:00:63:37 IP Speed Dome
8 Hostname 172.16.1.193 10.0.0.1 1 00:0F:7C:65:43:21 1-CH Video Server
9 ACTi 172.16.1.62 59.124.233.179 1 00:0F:7C:00:1F:BF 1-CH Video Server
10 ACTi 172.16.1.64 59.124.233.181 1 00:0F:7C:00:46:63 1-CH Video Server
11 S190 172.16.1.190 10.0.0.1 1 00:0F:7C:00:1A:54 1-CH Video Server
12 ACTi 172.16.1.61 59.124.233.178 1 00:0F:7C:00:46:64 1-CH Video Server
13 ACTi 172.16.1.195 10.0.0.1 1 00:0F:7C:33:66:66 IP Quad Video Server
14 ACTi 172.16.1.63 59.124.233.180 1 00:0F:7C:00:41:AC 1-CH Video Server
15 ACTi 192.168.2.111 1 00:0F:7C:99:11:77 Megapixel IP Camera
16 ACTi 192.168.1.166 10.0.0.1 1 00:0F:7C:96:38:54 1-CH Video Server
17 ACTi 192.168.1.162 10.0.0.1 1 00:0F:7C:96:38:50 1-CH Video Server
18 2400-105 192.168.1.105 10.0.0.1 1 00:0F:7C:00:1A:50 1-CH Video Server
19 ACTi 192.168.1.173 10.0.0.1 1 00:0F:7C:67:85:65 IP Camera
1
2
3
4
5

Step 4 b) Manual

- Input the “Camera Name”, “Server IP”, “Http port”, “User name”, “Password”
- Select the “**Camera Group**” and “**Camera model**” and then click the “**Apply”** button

**NOTE**: For details, please go to “Camera Setup” of Chapter “Active Setup” in User manual



# 5. Change Monitor Layout

You can pre-set some monitor layout for you to easily watch group of cameras.

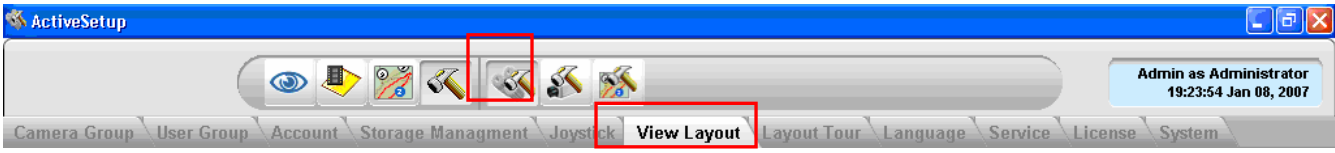
1. Create a camera group
2. Add a device it to a camera group

## Setup Layout

Step1. Double click the "**Active Setup icon**"

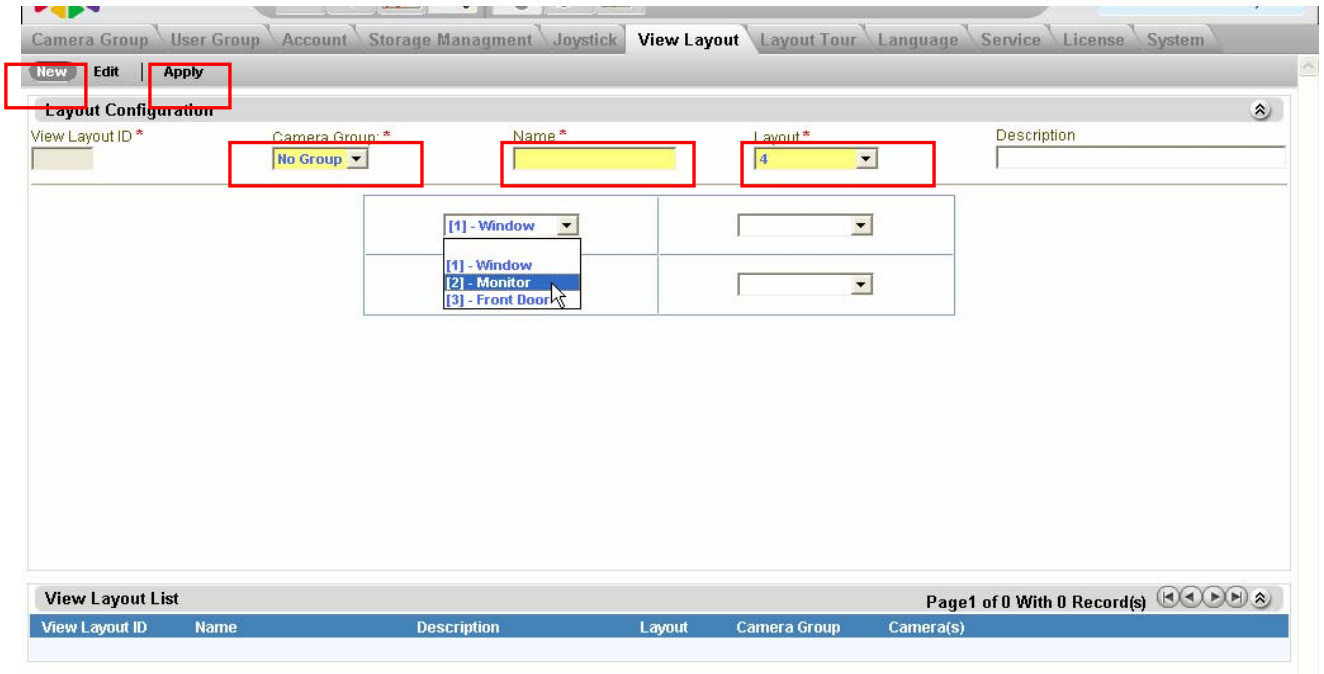
to start Active Setup

Step2. Select the "**System Setup**" and "**View Layout**" Page




Step3. Select the "**New**" button

- Select the "Camera group" and select the number of the layout channels, input the "Layout Name" and then click the "Apply" button.




**NOTE**: For details, please go to "**View Layout**" of Chapter "**Active Setup**" in User manual

# 6. Schedule Recording

This section teaches you how to configure the recording schedule on the IP camera. The recording schedule is set by

1. **Weekly Schedule**: All recording will be done and repeated weekly.
2. **Special day**: You can set a special schedule for special days. This schedule will overrule your previous weekly setting.

Please go to "**Schedule**" page of the "**Camera setup**" to setup.

**NOTE**: For details, please go to "**View Layout**" of Chapter "**Active Setup**" in User manual

# 7. Archiving

The recording path of the NVR has two things to setup

1. **Recording Drive**: The hard drives for NVR to record on.
   Please go to "**Recording**" page of the "**Camera setup**" to set.

2. **Recording path**: The folder path of the recording on the hard drives.
   Please go to "**Storage Management**" page of the "**system setup**" to set.

**NOTE**: For details, please go to "**Recording**" and "**Storage management**" of Chapter "**Active Setup**" in User manual

# 8. PTZ Setting

For PTZ settings, you will need to select the PTZ settings first and you can set the presets and preset tours.

1. PTZ setting: PTZ protocol, baud rate, camera ID must be set correctly.

   Please go to "**PTZ**" page of the "**Camera setup**" to set.

2. Preset setup: Setup the presets and preset tours for camera to go to.
   Please go to "**PTZ preset**" and "**Preset tour**" page of the "**Camera setup**" to set.

**NOTE**: For details, please go to "**Recording**" and "**Storage management**" of Chapter "**Active Setup**" in User manual

# 9. Event Action Setting

Upon an event, the NVR software can start recording, move camera to a preset points and etc. To make it work, you need to set the event type, event schedule and event actions.

1. **Event type**: There are many event types, including motion detection and alarm inputs. For motion detection, you need to set the motion detection area and sensitivity.

   Please go to "**Motion**" page of the "**Camera setup**" to setup.

2. **Event actions**: To set the NVR actions to take upon event.

   Please go to "**Schedule**" page of the "**Camera setup**" to set.

3. **Event Schedule**: To set the duration of when will event action take.

   Please go to "**Event manager**" page of the "**Camera setup**" to set.

**NOTE**: For details, please go to "**Camera setup**" of Chapter "**Active Setup**" in User manual

# 10. Account Setup

The authentication of each account is based on operation allowed to take and camera channel allowed to see. Operation allowed to take is based on different levels which is selected. Camera channels allowed to see is based on different camera groups which are selected.

1. **User Group**: You can define different groups with different permission which allows user to operate NVR software. For example: administrator users can operate all functions and normal user can only watch the video.

   Please go to "**User Group**" page of "**System Setup**" to set.

2. **User information define** : This is to define every user's information. In this page, you can input all user's information, select the user group this user belongs to and camera groups this user can access.

   Please go to "**Account**" page of the "**User information**" to setup.

**NOTE**: For details, please go to "**Recording**" and "**Storage management**" of Chapter "**Active Setup**" in User manual

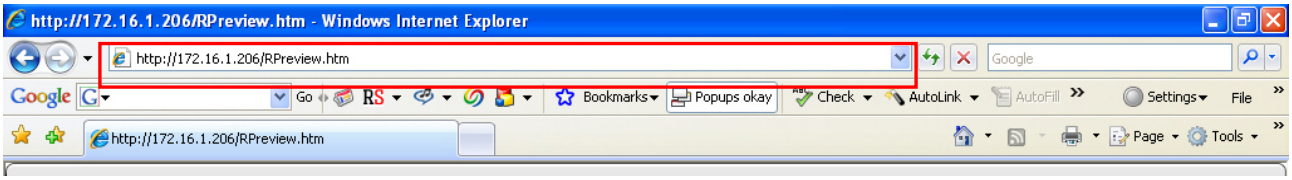
# 11. Remote Client Login

The NVR can be accessed remotely via Internet Browser. You simply type the IP address or the domain name of the NVR PC. To ensure this function working well, you need to set the Web-server first. Please follow the “Web-server” section in the installation guide

## How to Login

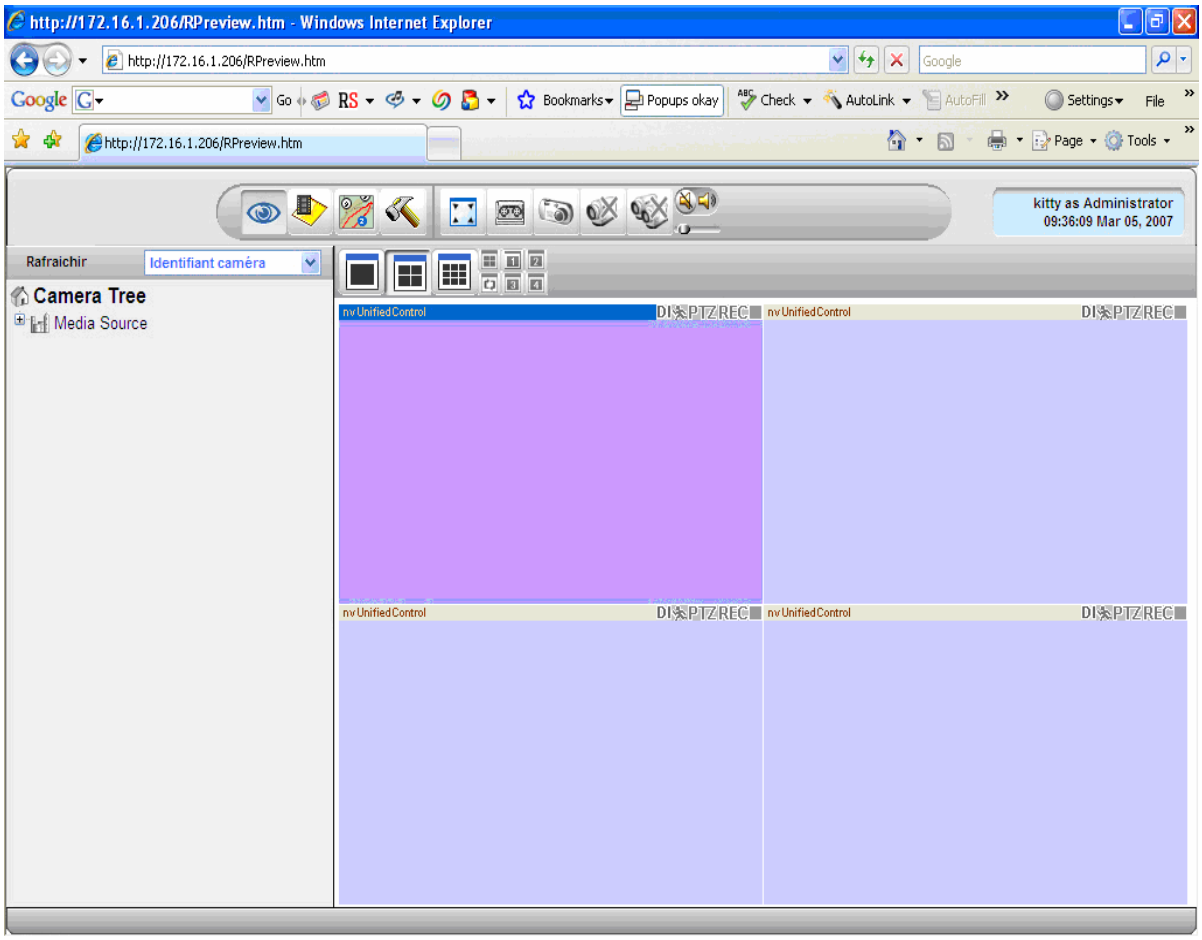
Step1. Open the Internet Explorer

Step2. Enter the IP of the NVR PC




Step3. If there’s any Security notes, just click to enable it

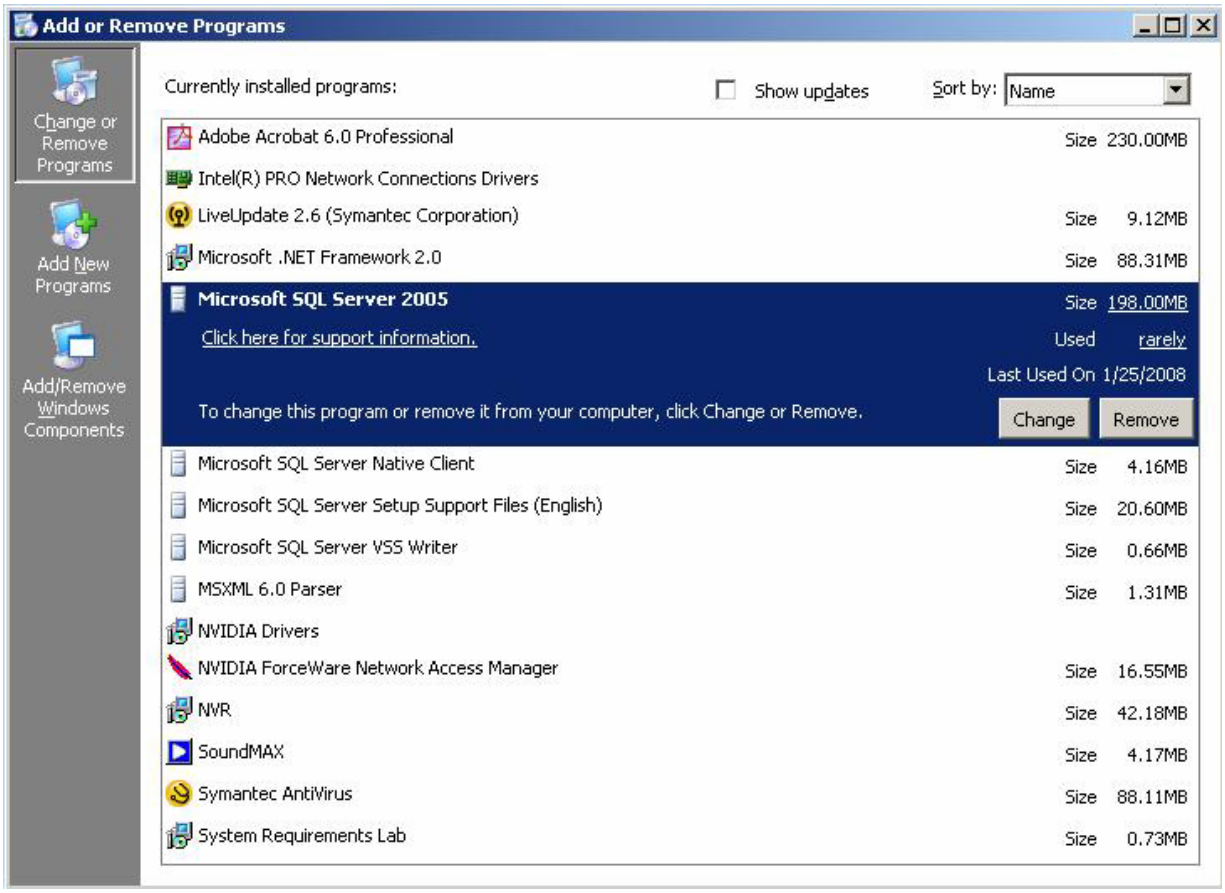
Step4. The web-client below will appear




**NOTE**: For details, please go to Chapter "**NVR Web Client**" in User manual

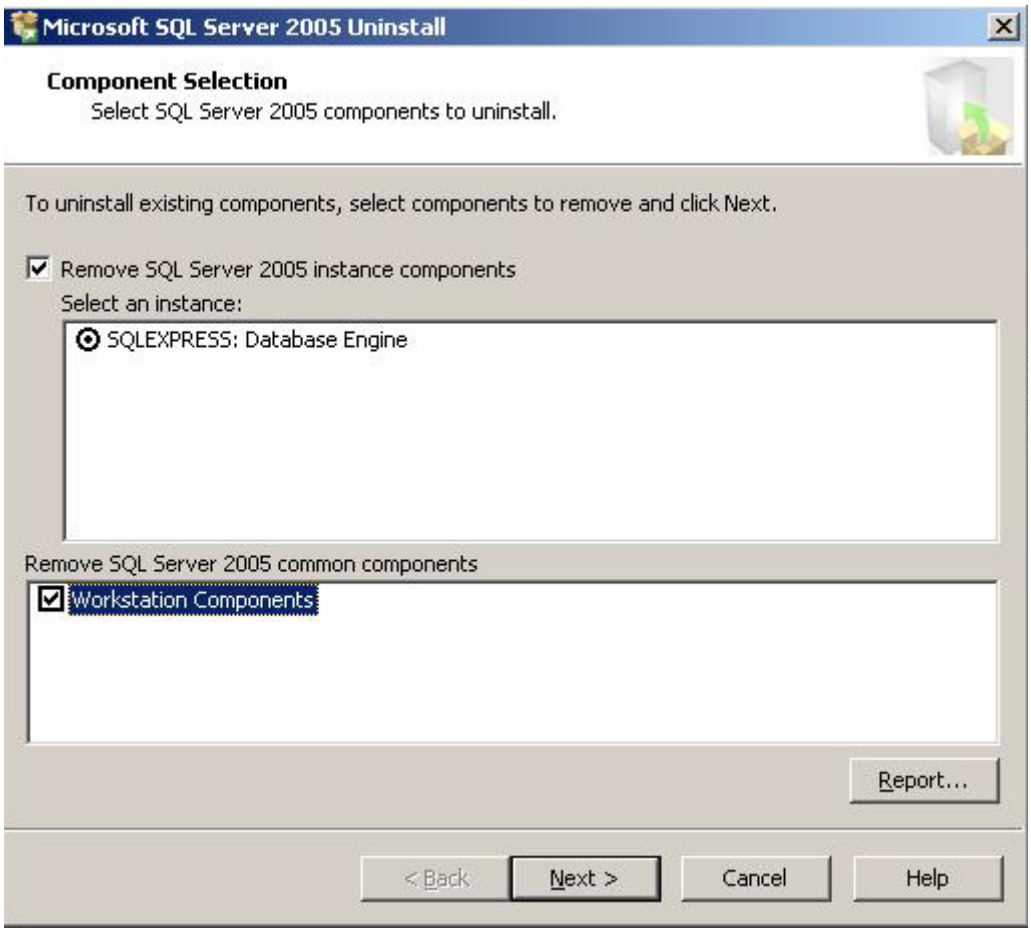
# 12. Un-install SQL 2005 Notes

## Select “SQL Server 2005” then click Remove

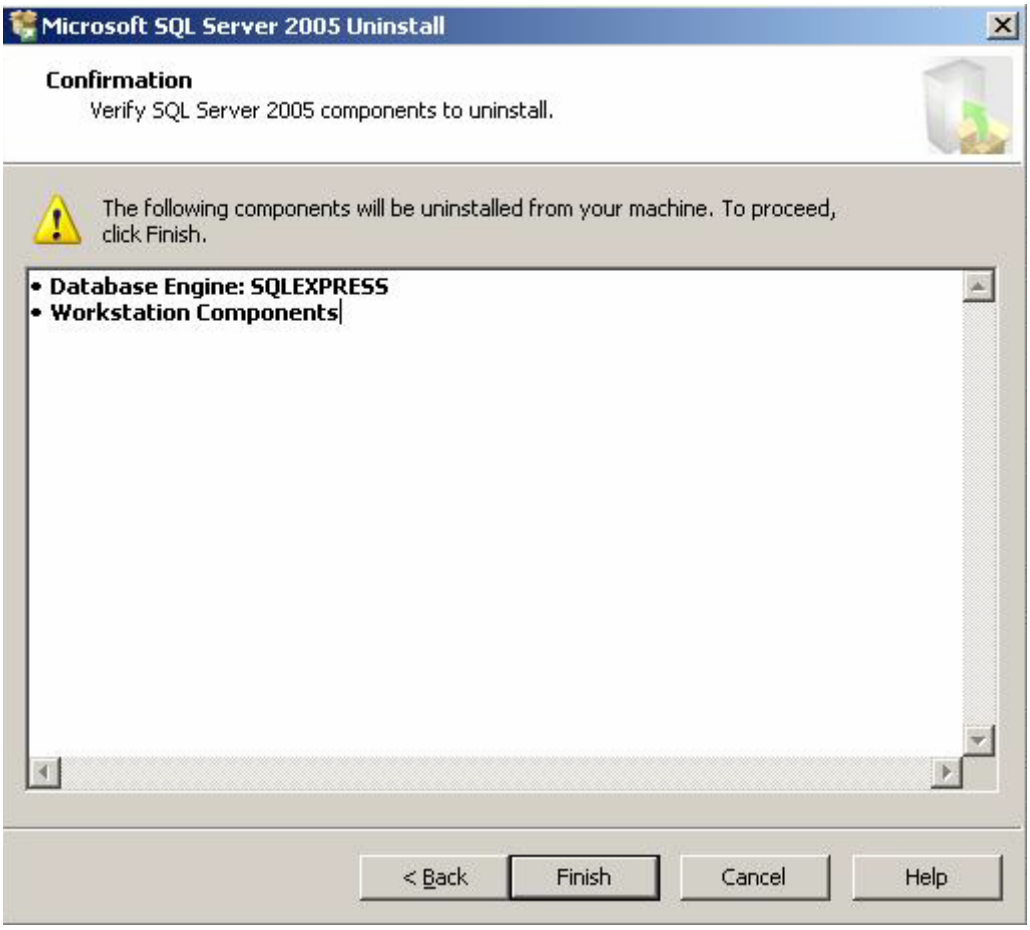


# Select SQLEXPRESS:Database Engine enable

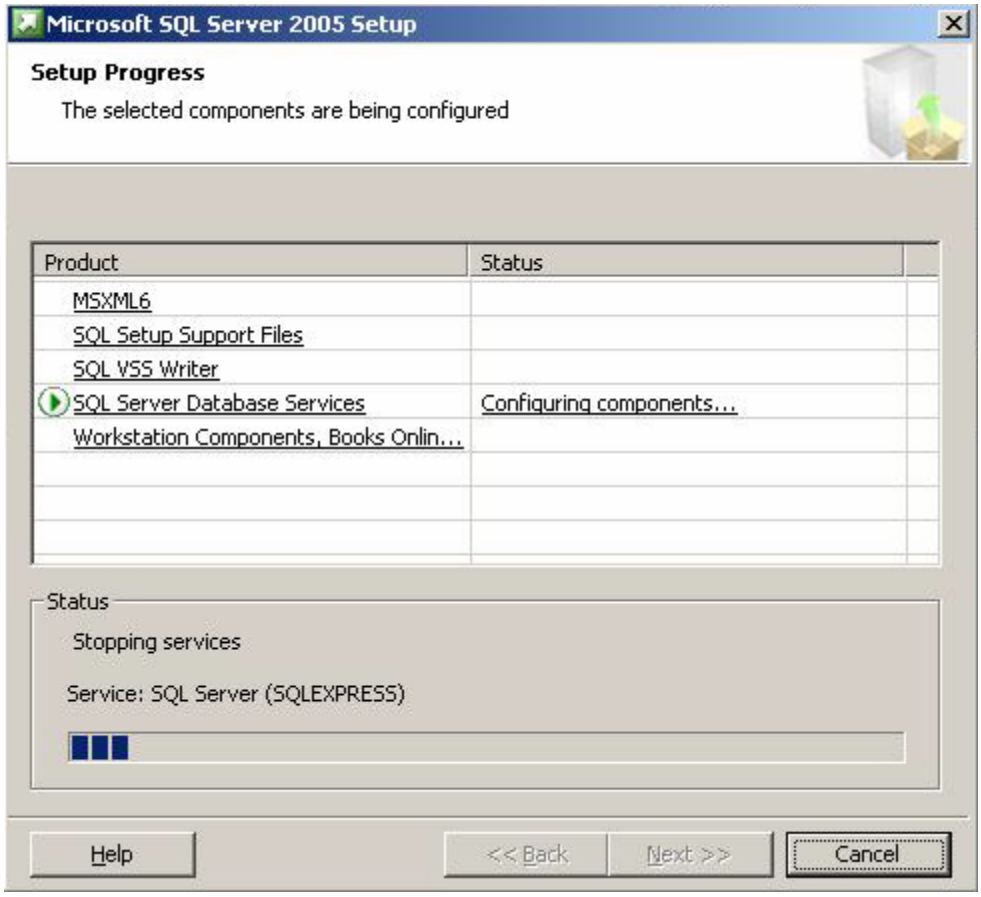
Make sure you also enable Select **`Workstation Components`** option.



# Click Finish to un-install SQL2005



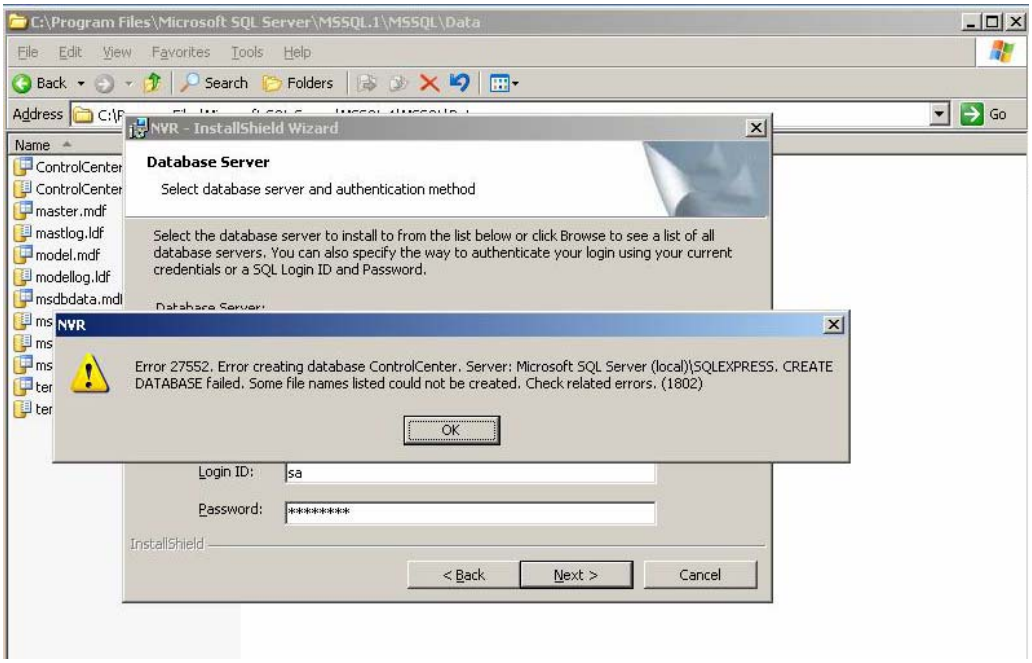
# Display Un-installation progress



# Trouble-shooting on Create Database Error during NVR v2.2 Installation

## Error 27552: Error creating database ControlCenter.

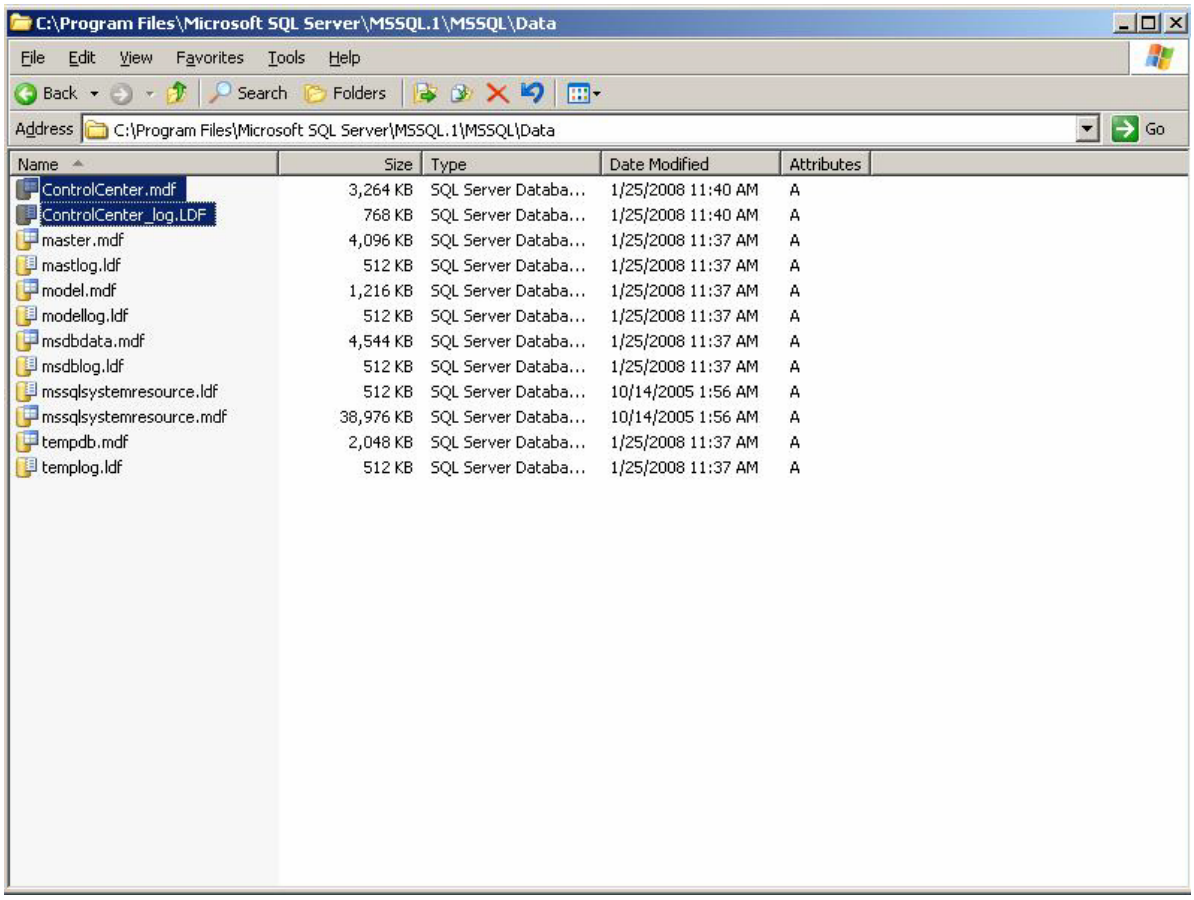
When installing NVR v2.2 and encountered this error, please follow following section to recover it manually.



## Steps: Delete ControlCenter.mdf and ControlCenter_log.LDF manually

Steps:

1. Goto C:\Program Files\MSSQL\MSSQL.1\MSSQL\Data
2. Delete ControlCenter.mdf and ControlCenter_log.LDF manually

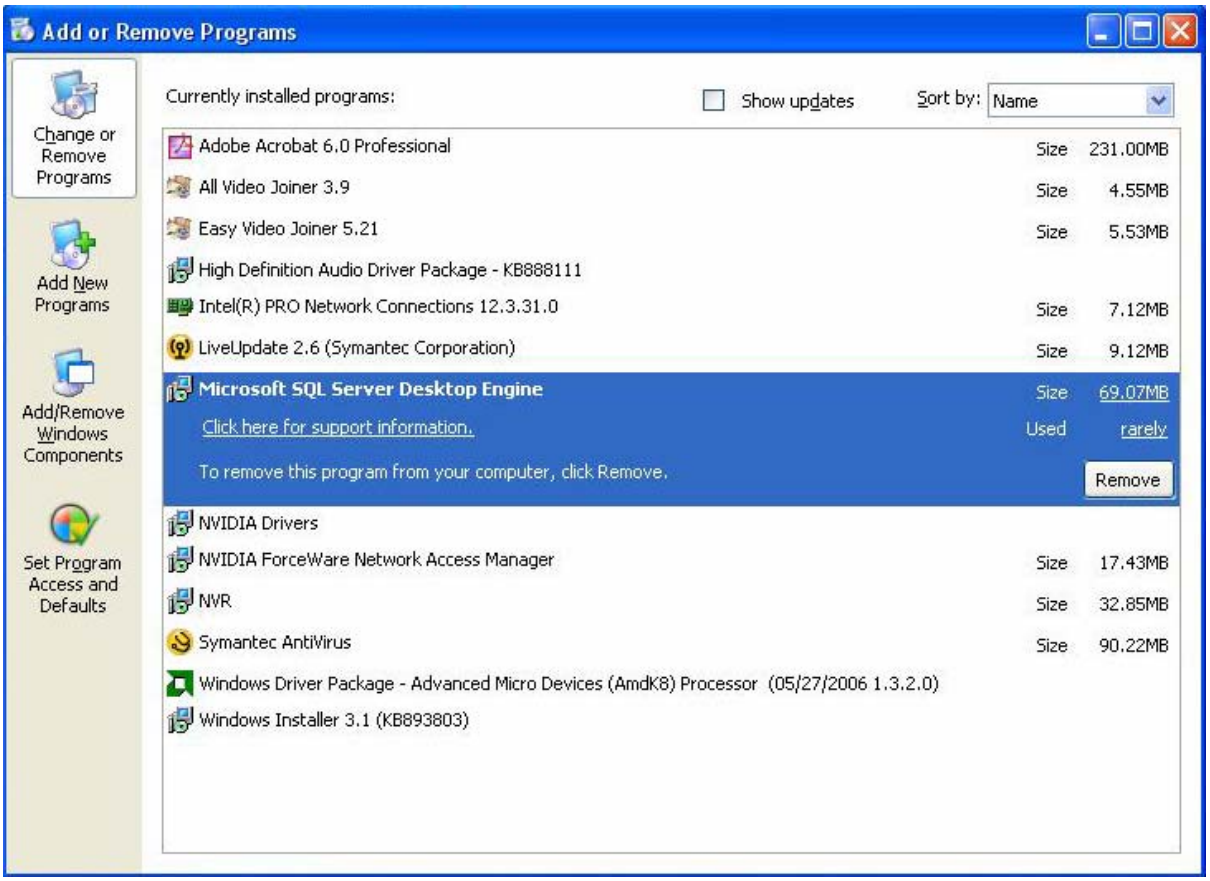



## Install NVR v2.2 Again

If this does not work, please contact  Technial Support directly.:

# Uninstall SQL Server 2000 Notes

## Select SQL Server Desktop Engine, then click remove



# 13. Configure IIS and Firewall Setting

Bundled with IIS Server

| Name | Bundled with IIS Server? |
|---|---|
| Windows XP | NO |
| Windows 2003 Standard Edition | NO |
| Windows 2003 Professional Edition | Yes |
| Windows 2003 Enterprise Edition | Yes |
| Windows Storage Server 2003 | Yes |
| Windows Vista Enterprise Edition | Yes |
| Windows Vista Business Edition | Yes |

# Configure IIS under Windows Vista

## Step 1. Click “Control Panel”

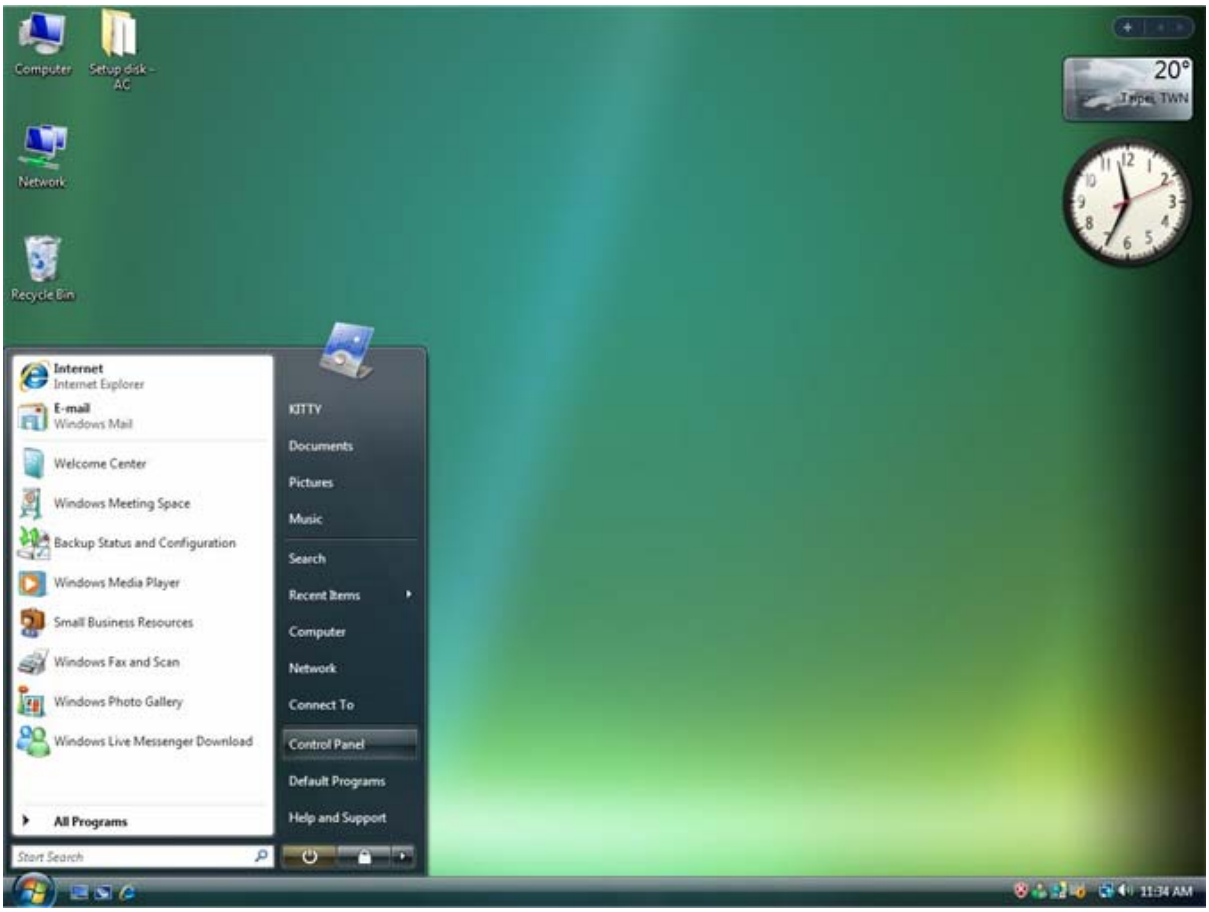



Figure 13-1 Control Panel

**NOTE:** NVR only supports Windows Vista Business and Enterprise edition

## Step 2. Click “Program and features”

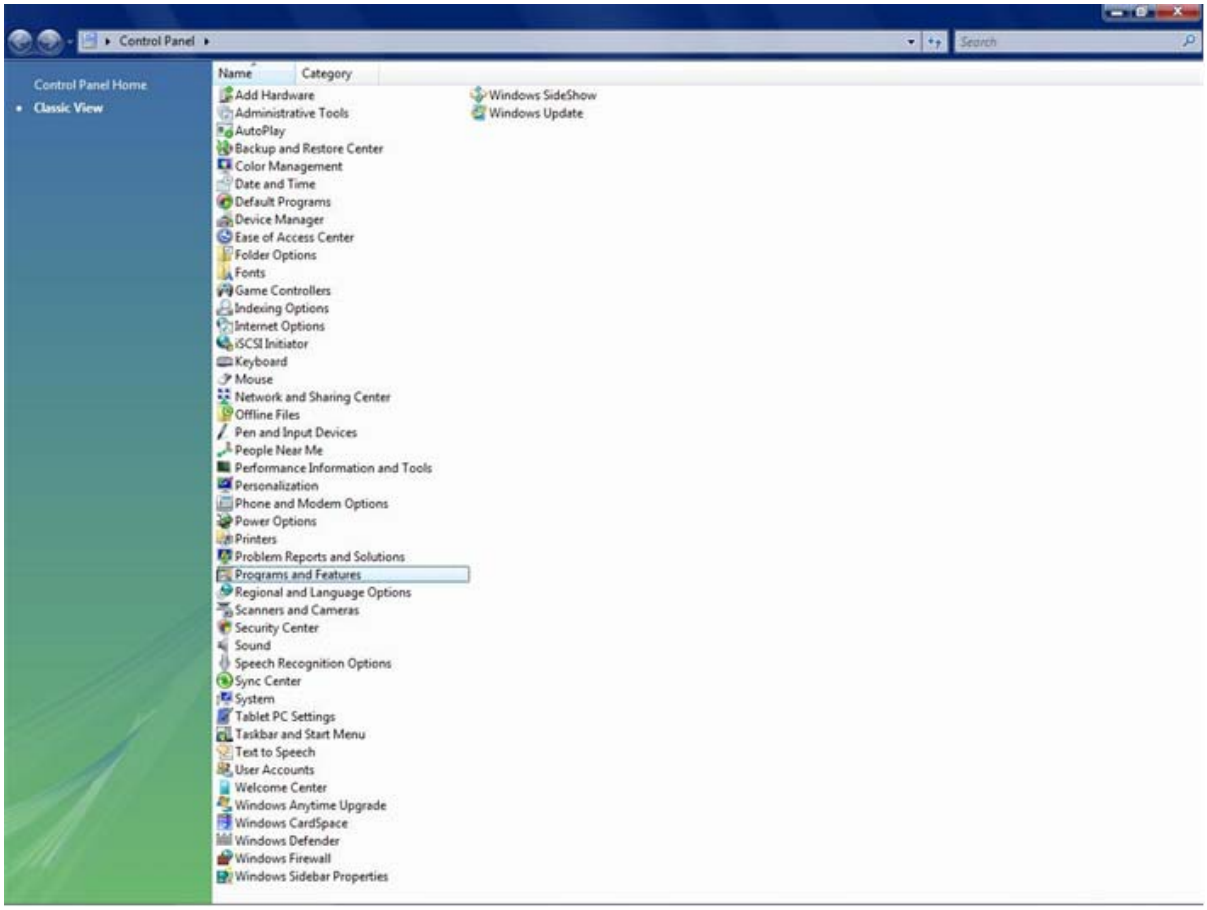



Figure 13-2 Click Program and Features

## Step 3. Click “Turn Windows on or off” option

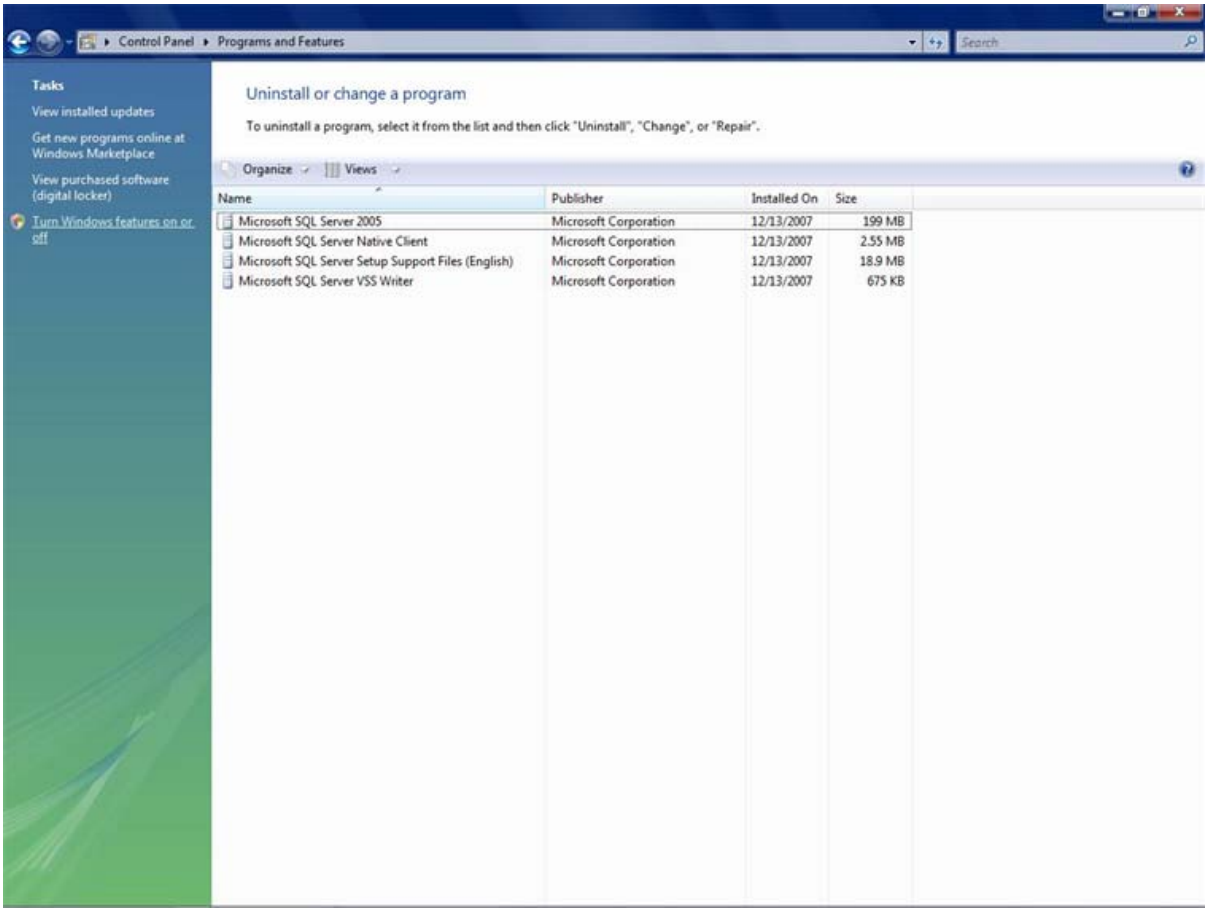



Figure 13-3 Turn Windows on or off

## Step 4. Select “Internet Information Services”

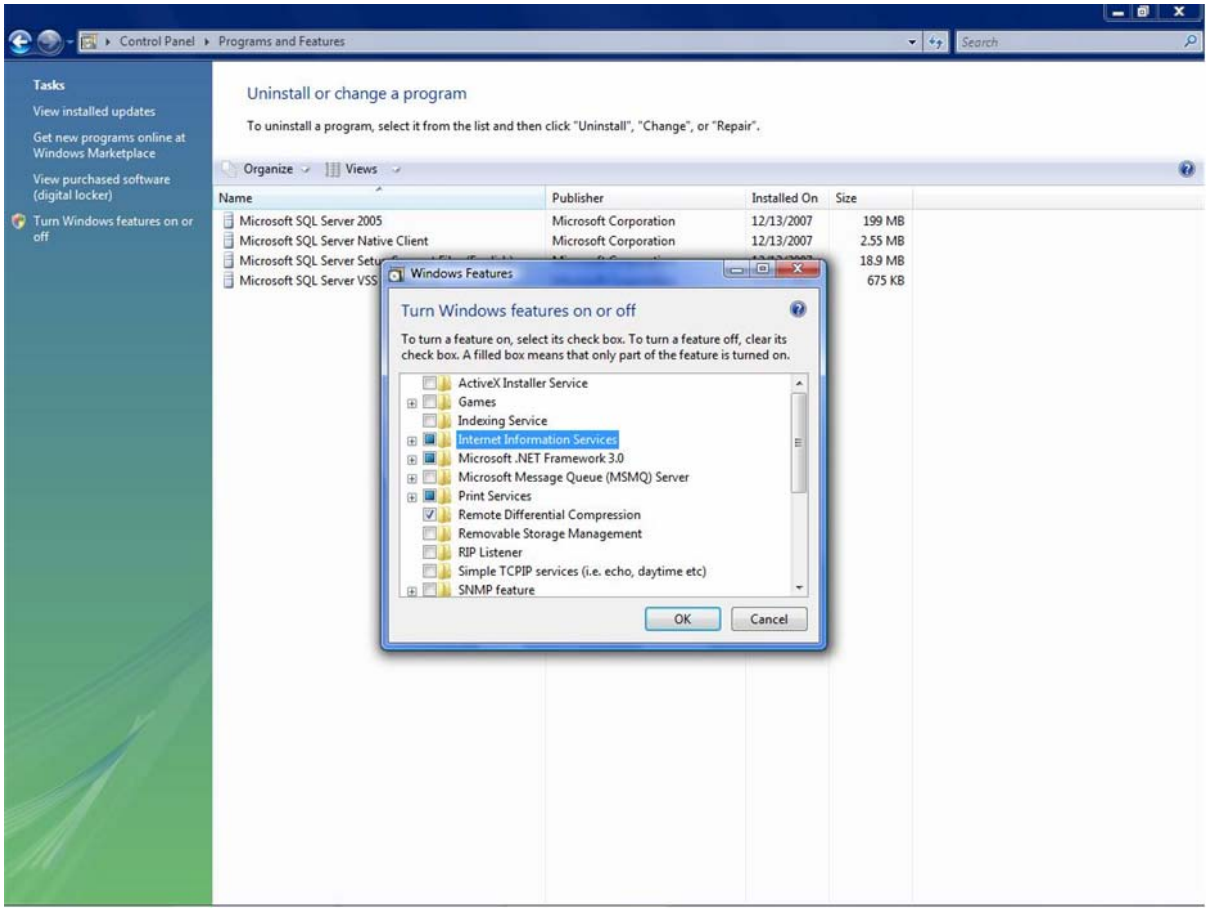



Figure 13-4 Select Internet Information Services

## Step 5. Enable ASP Programs

Click Internet Information Services → World Wide Web Services → Application Development Features → Click ASP option

Note that **`ISAPI Extensions`** will be turned on automatically.

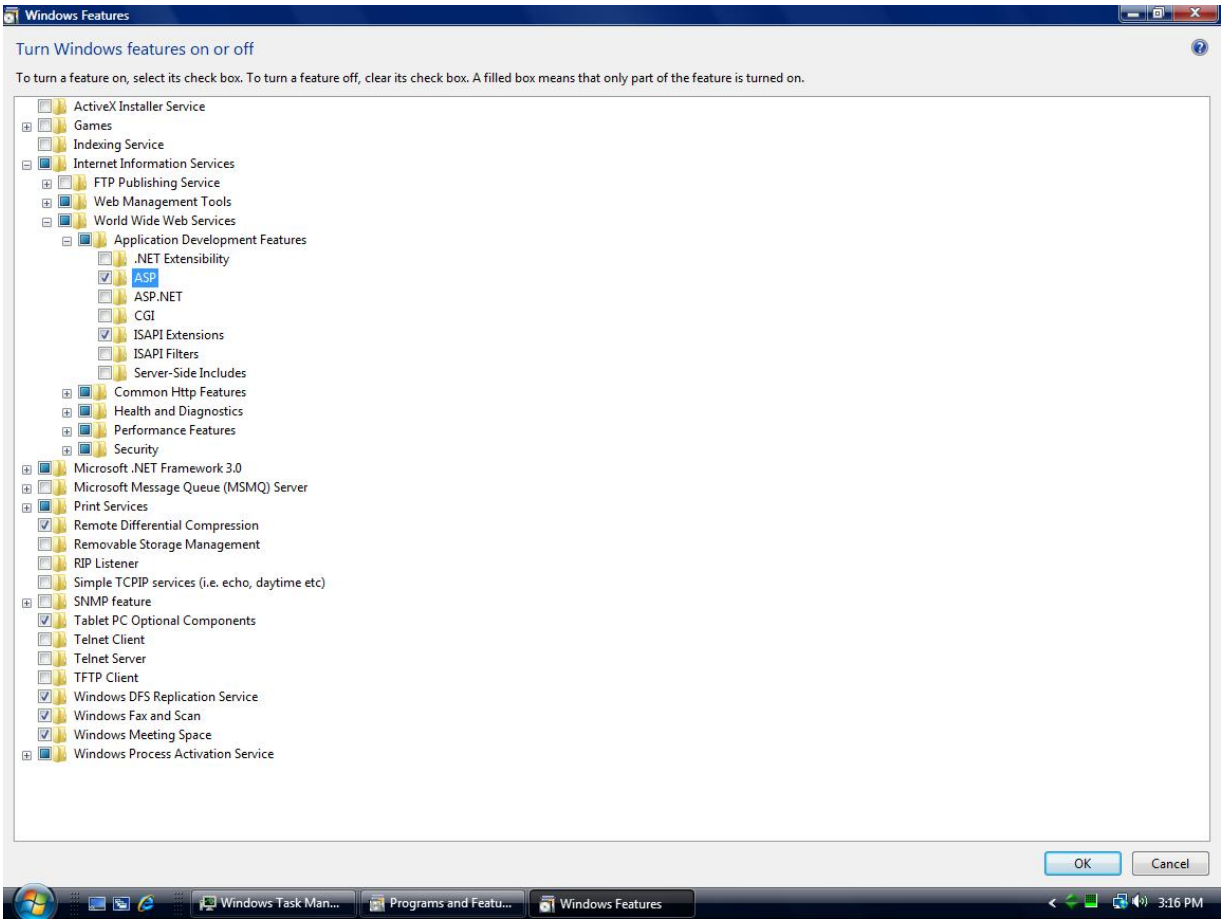



Figure 13-5 Enable ASP Programs

## Step 6. Goto desktop, right mouse click on Computer, select Manage

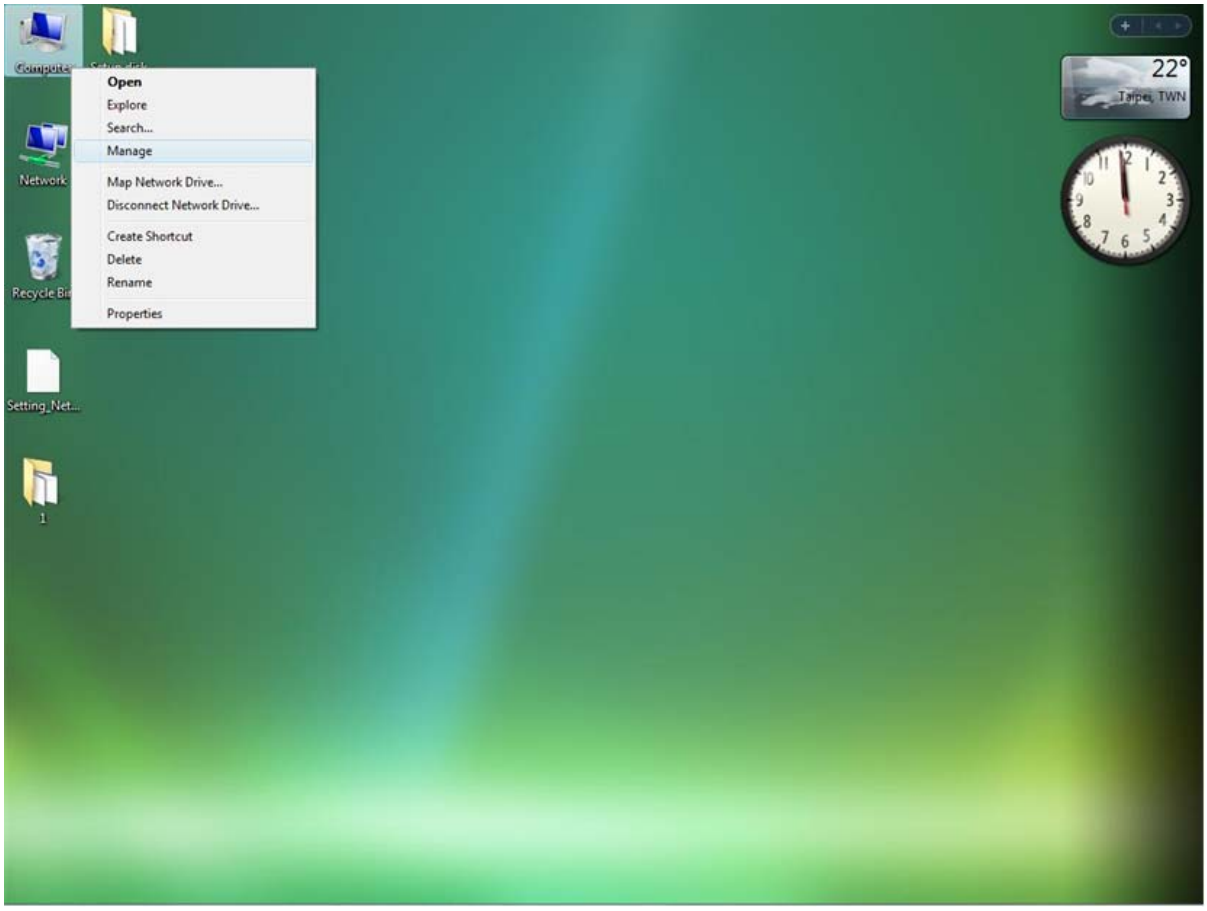



Figure 13-6 Manage Computer

## Step 7. Click Service and Application → Double-click on Microsoft Internet Information (IIS) Manager

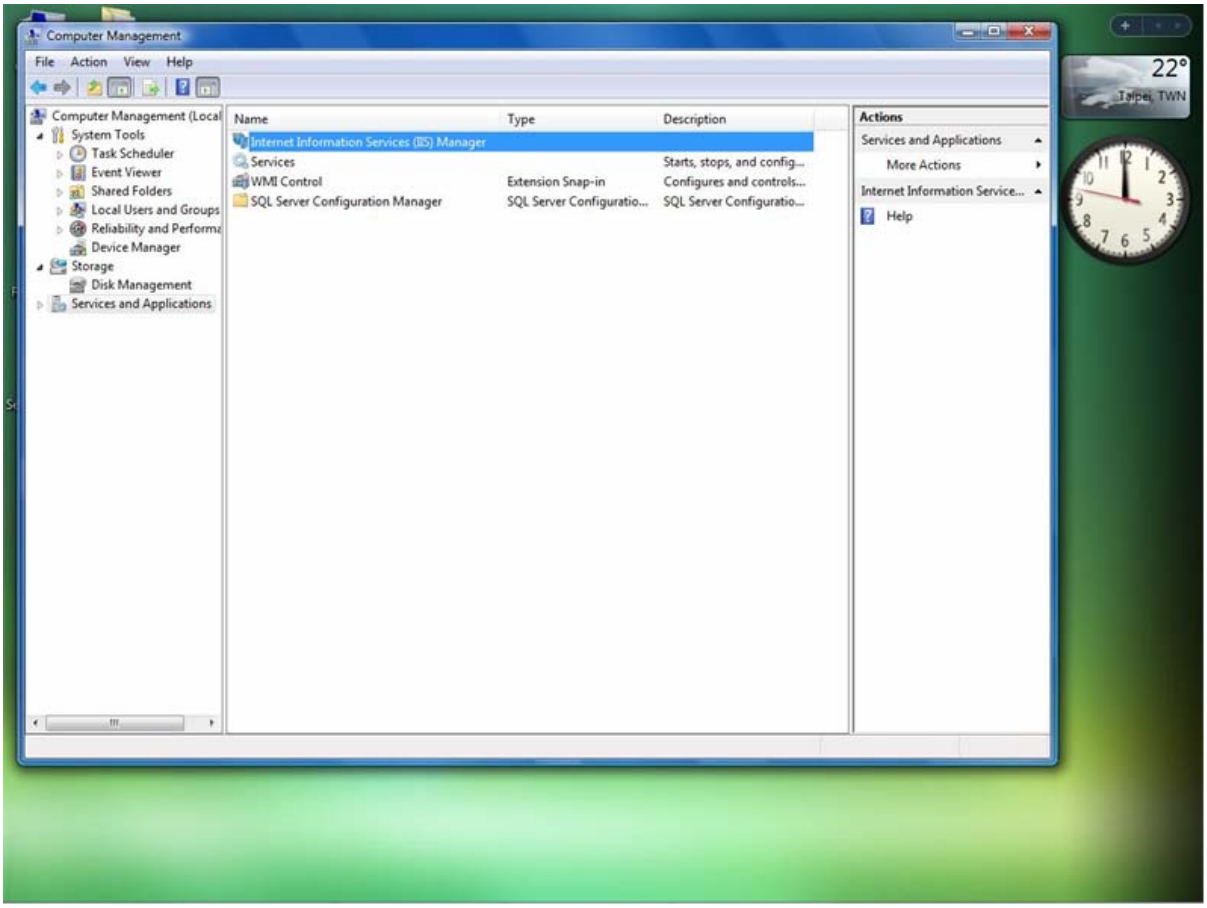



Figure 13-7 Double Click on IIS Manager

## Step 8. Click on Web Sites → Default Web Site → Click Basic Settings → Select NVR Path

Default NVR Path: C:\Program Files\NVR\IPControlCenter

Default file is **`default.htm`**, which is contained under Default NVR path. User does not have to setup it again.

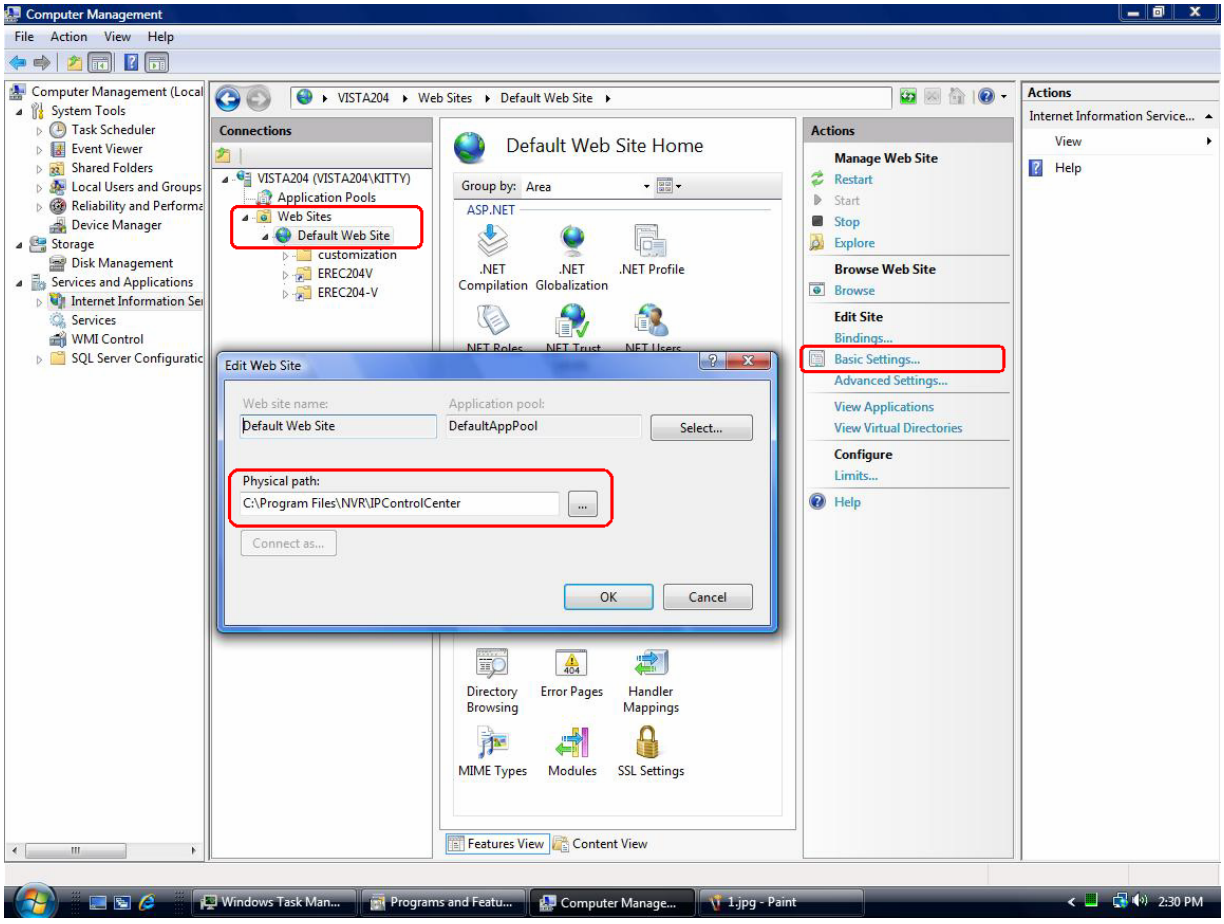



Figure 13-8 Select NVR Path

# Setup Windows Vista Firewall

## Step 1. Click on Control Panel → Select Windows Firewall

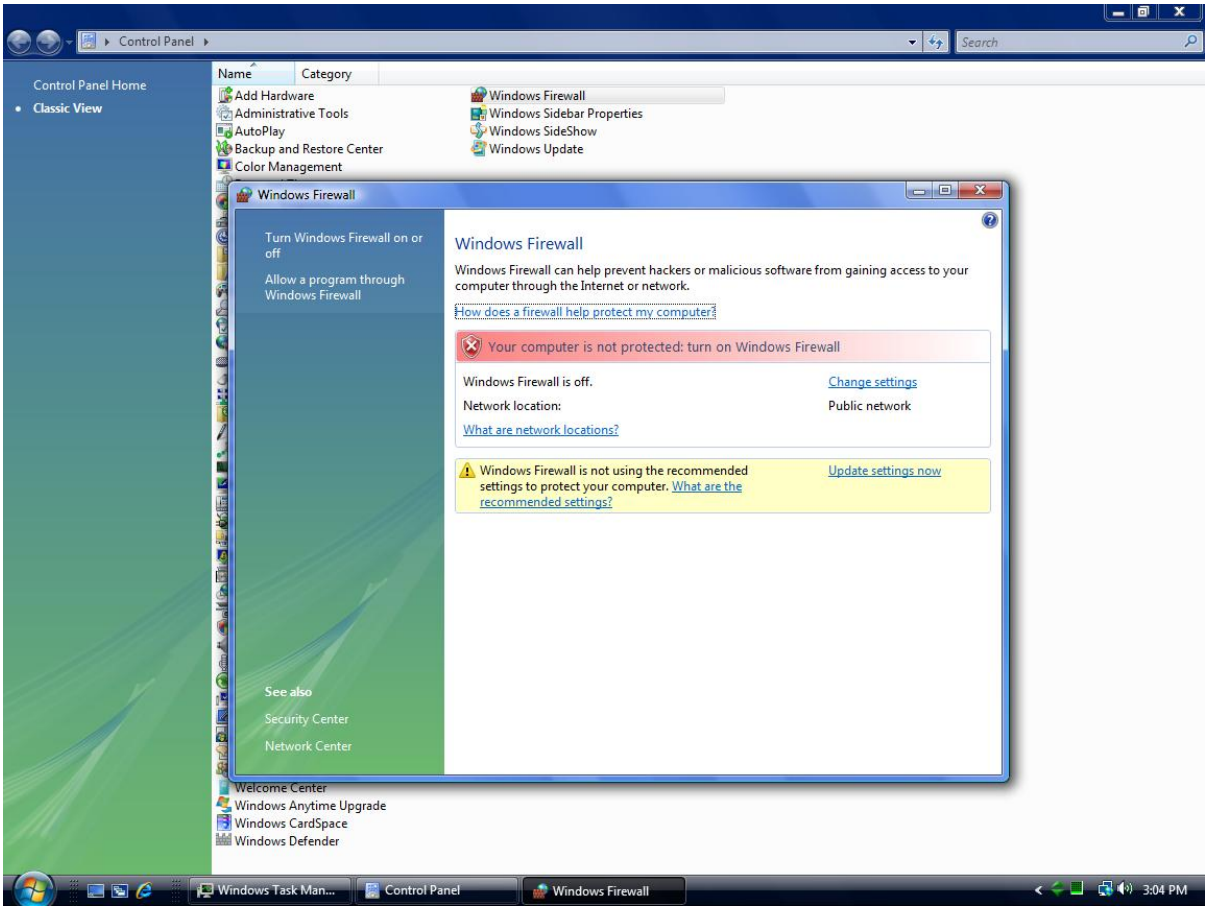



Figure 13-9 Select Windows Firewall

## Step 2. Click Change Setting → Select Off

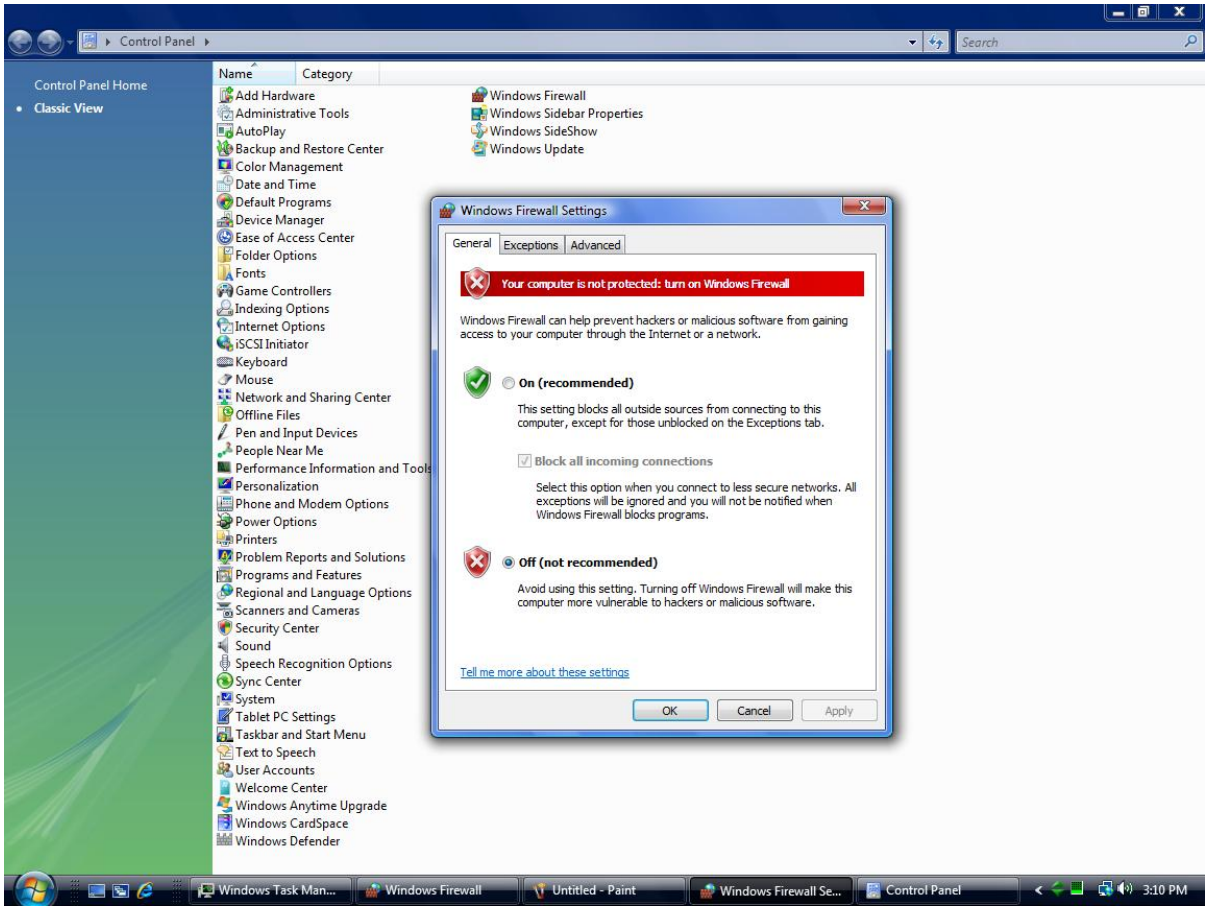



Figure 13-10 Turn off Windows Firewall

Note that, current NVR uses following ports:

HTTP Port: 80

Control Port: 6001

Video Port: 6002

Message Engine Port: 8001

SQL Server 2005 Port: change every time

Due to SQL Server 2005's un-determined port assignment, you have to turn off Windows Firewall setting in order to make NVR Workstation running on another machine works.

# Check IIS Services

Please follow the procedure below to Check IIS.

1. Please go to "**Control Panel➔Administrative tool➔Services**".
2. You can see the "Service" windows pop-out as below; please check if the "IIS Admin Service" is in the list.

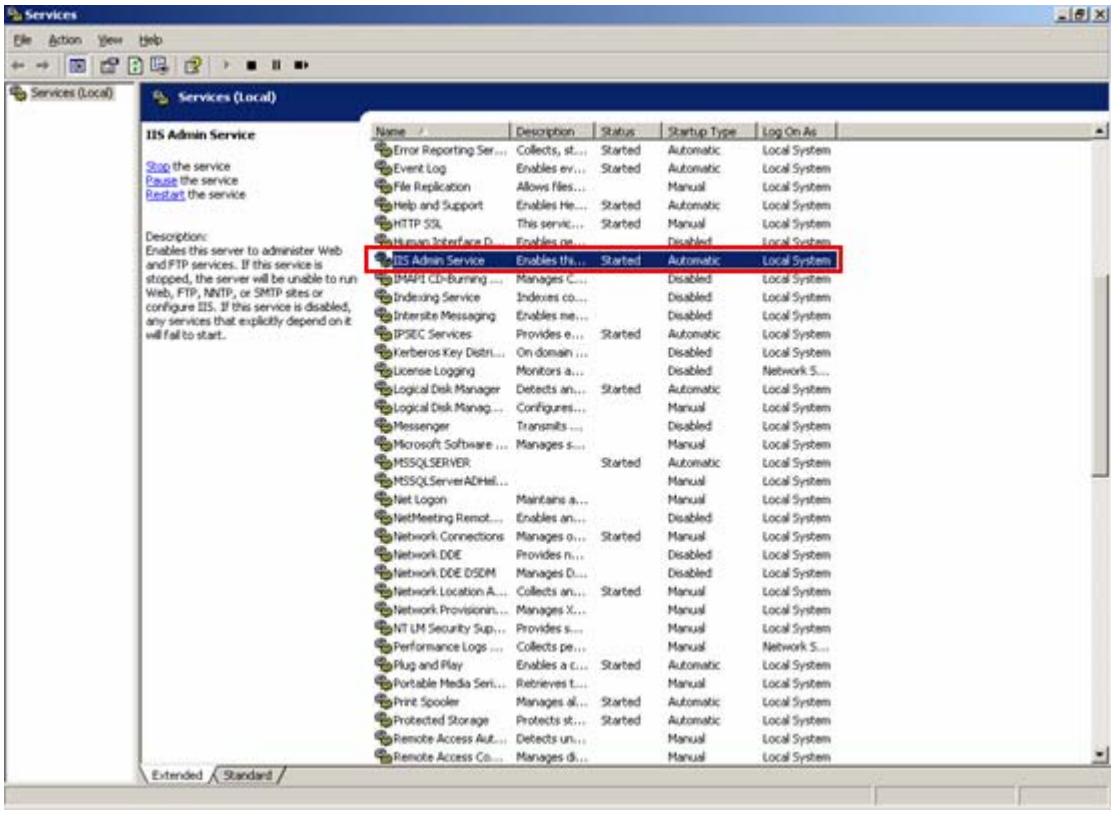



Figure 13-11 Configure IIS Web Service

3. If yes, the IIS service is installed and please proceed to Step 1: Backup Database.
4. If NOT, the IIS service is NOT installed. Please go to Chapter 4-2 for how to install the IIS service.

# Install IIS under Windows XP

## Step 1: Click Start -> Control Panel -> Add or Remove Program

## Step 2: Click Add/Remove Windows Components

## Step 3: Click Internet Information services (IIS)

## Step 4: Click Next to install IIS

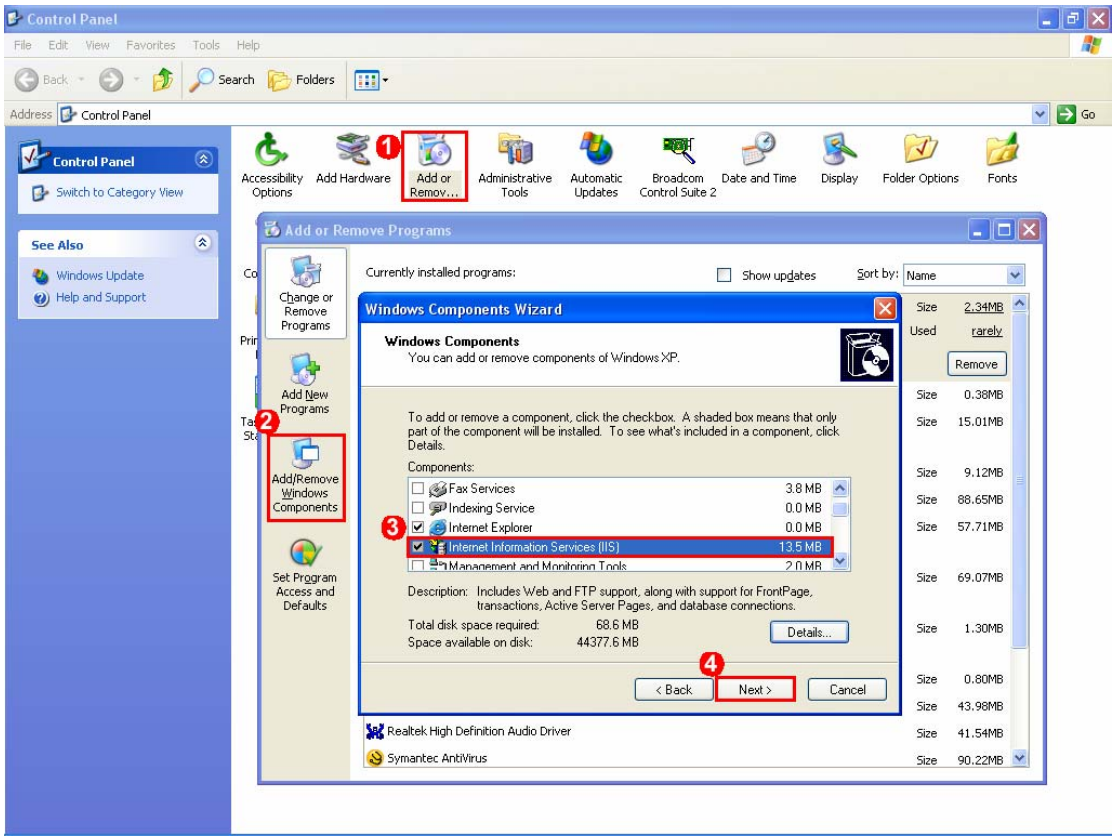



Figure 13-12 Select Start -> Control Panel -> Add or Remove Program

## Step 5: Locate IIS Package

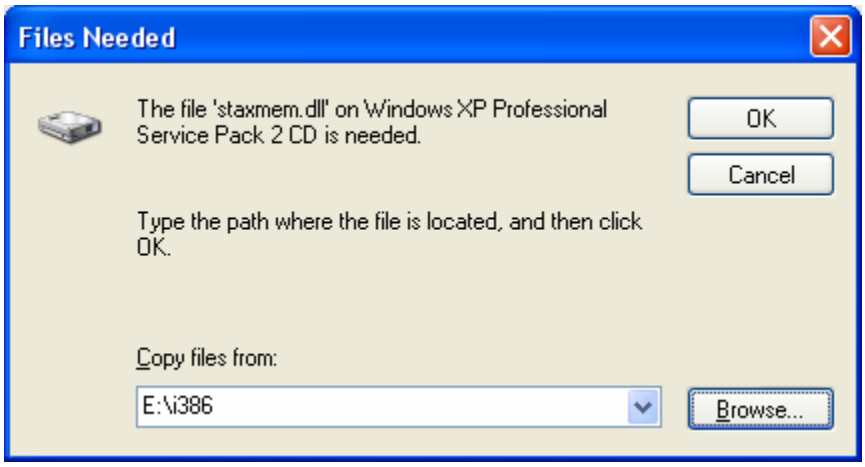



Figure 13-13 Locate IIS Package location

**NOTE:** If IIS Package cannot be found in the system, then you have to insert Windows XP CD-ROM into the CD Drive.

## Step 6: Install IIS Package

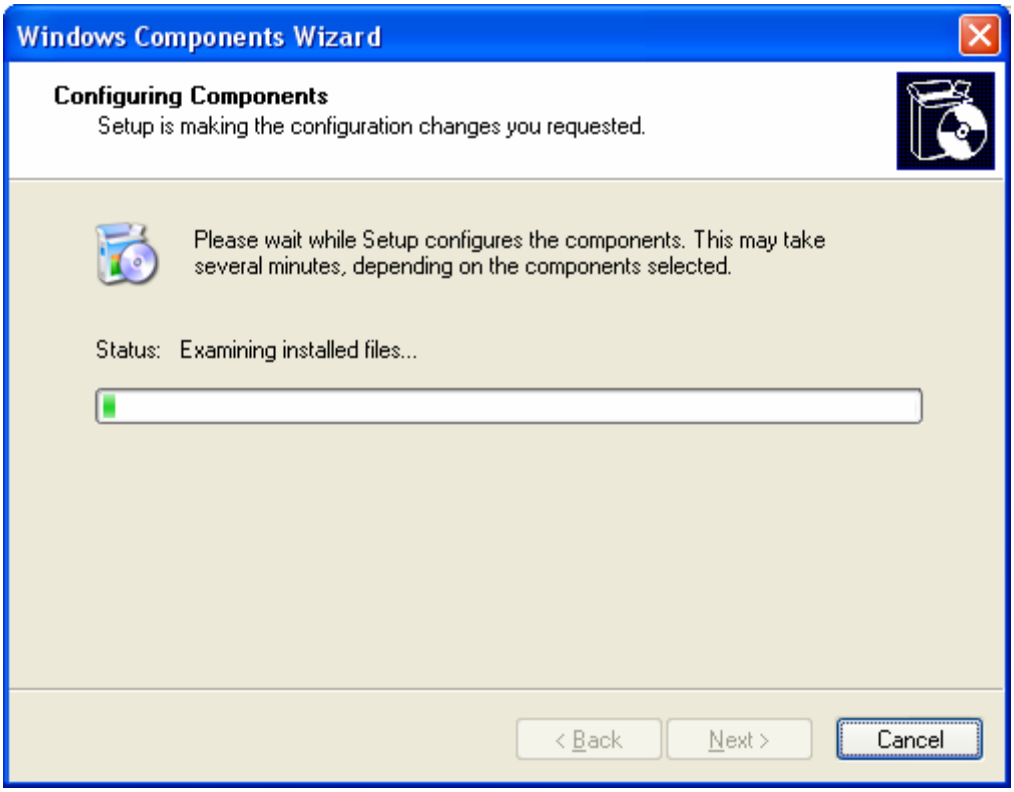



Figure 13-14 Installing IIS Service

## Step 7: Click `Finish` to complete installation.

Figure 13-15 Click Finish to complete installation

# Install IIS under Windows 2003 Standard Edition

## Step 1: Click Start -> Control Panel -> Add or Remove Program

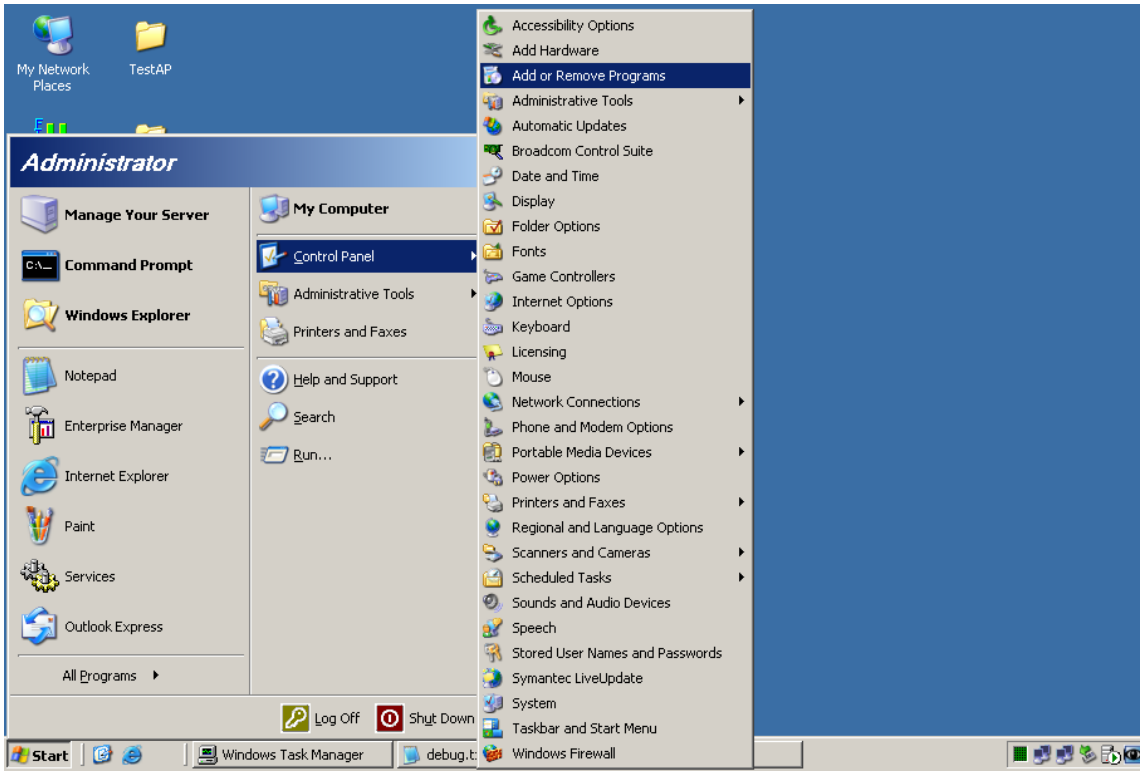



Figure 13-16 Select Start -> Control Panel -> Add or Remove Program

## Step 2: Click Add/Remove Windows Components

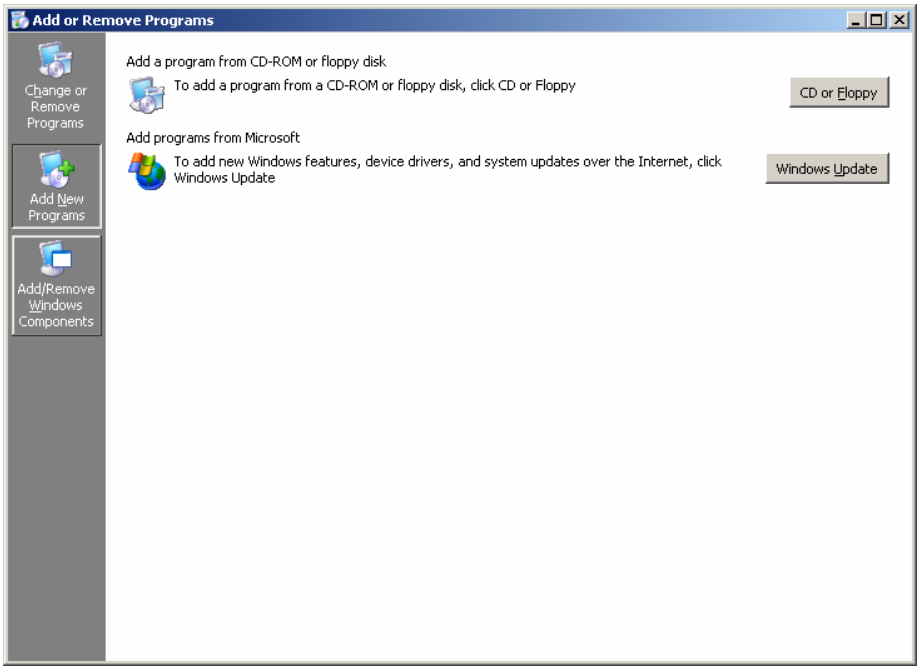



Figure 13-17 Select Add/Remove Windows Components

## Step 3: Select Application Server

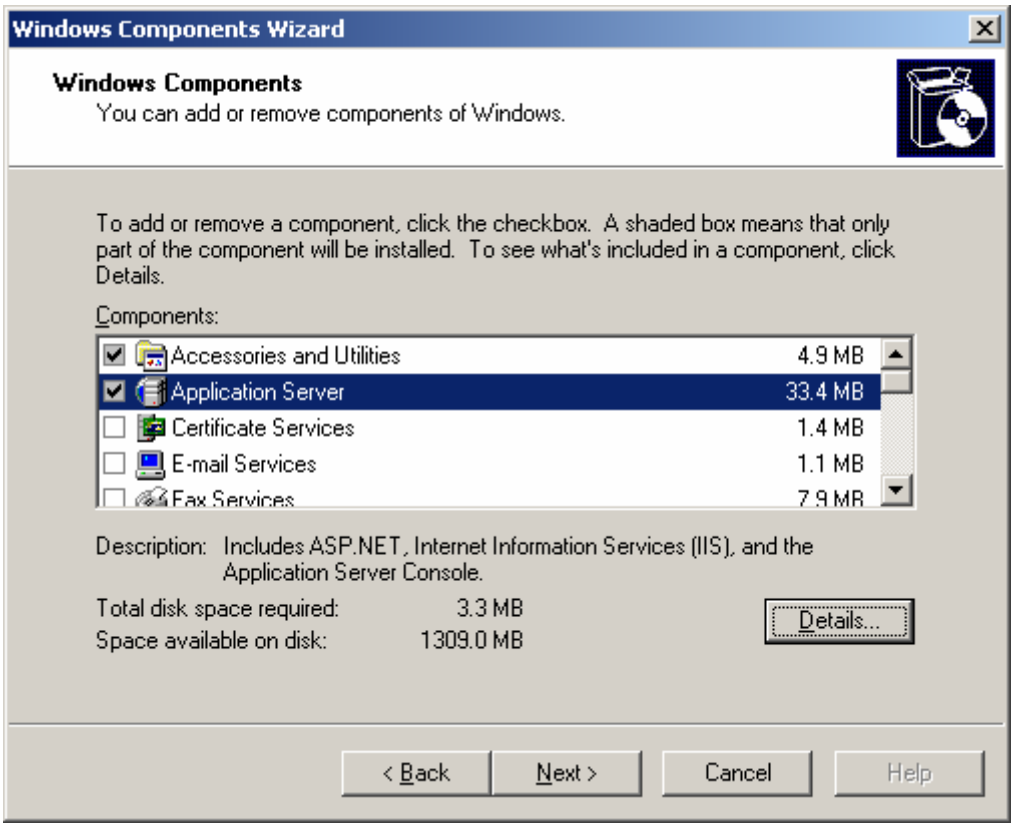



Figure 13-18 Select Application Server

## Step 4: Select Internet Information Services (IIS)

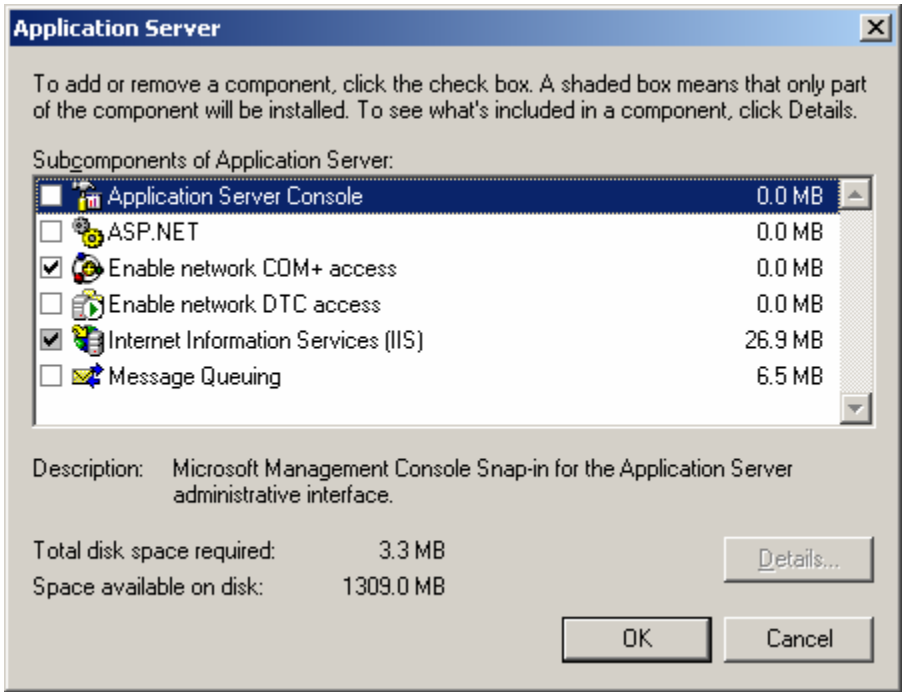



Figure 13-19 Select Internet Information Services (IIS)

## Step 5: Click OK to install IIS Server

# Configure IIS for Windows XP and Windows 2003

## Step 1: Click Start -> Control Panel -> Administrative Tools

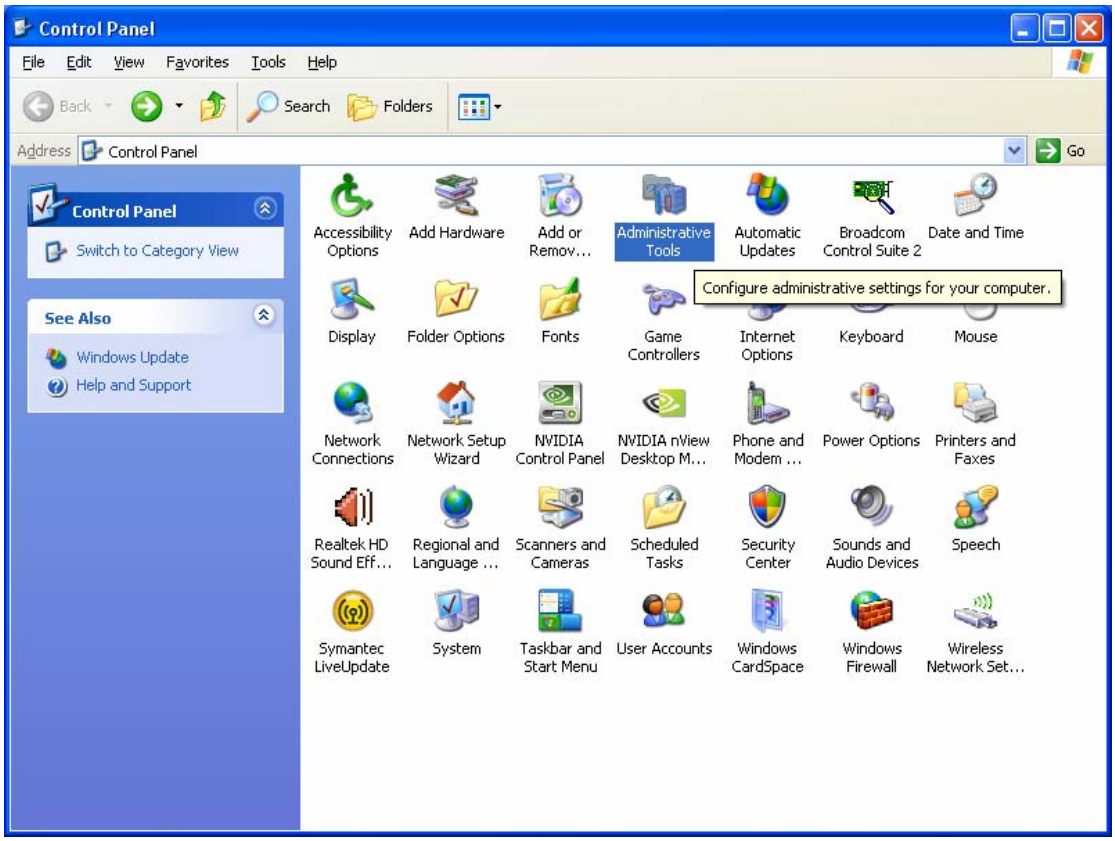



Figure 13-20 Select Administrative Tools

## Step 2: Click Internet Information Services (IIS)

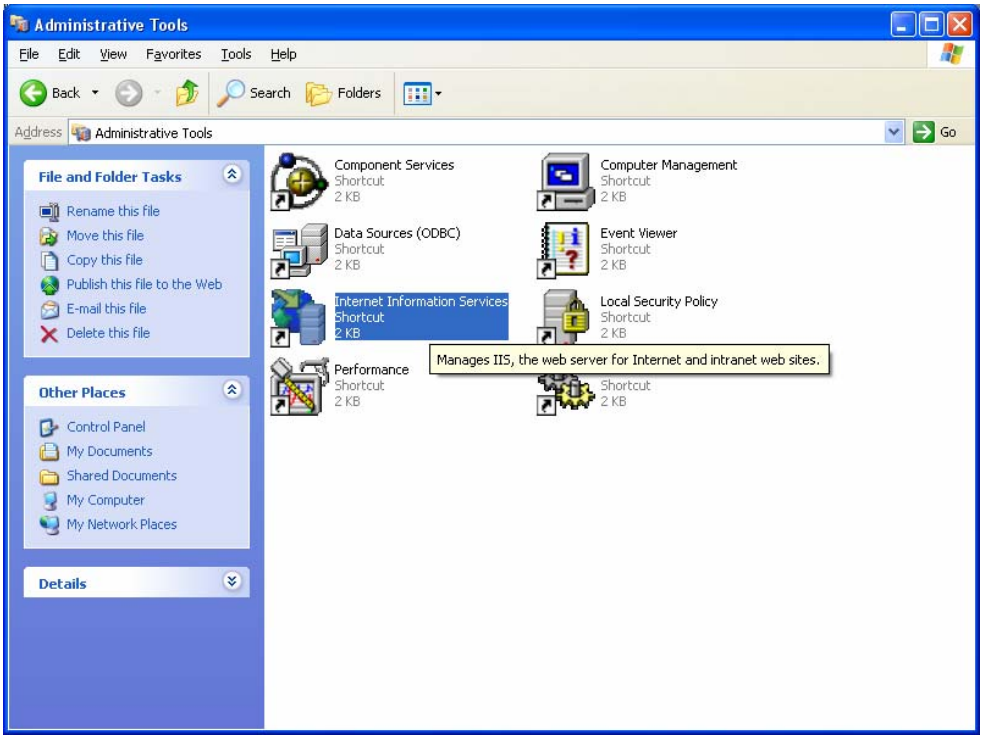



Figure 13-21 Select Internet Information Services (IIS)

## Step 3: Select “Local Computer” then select “Web Sites” then Right Click on `Default Web Site` icon and select `Properties`

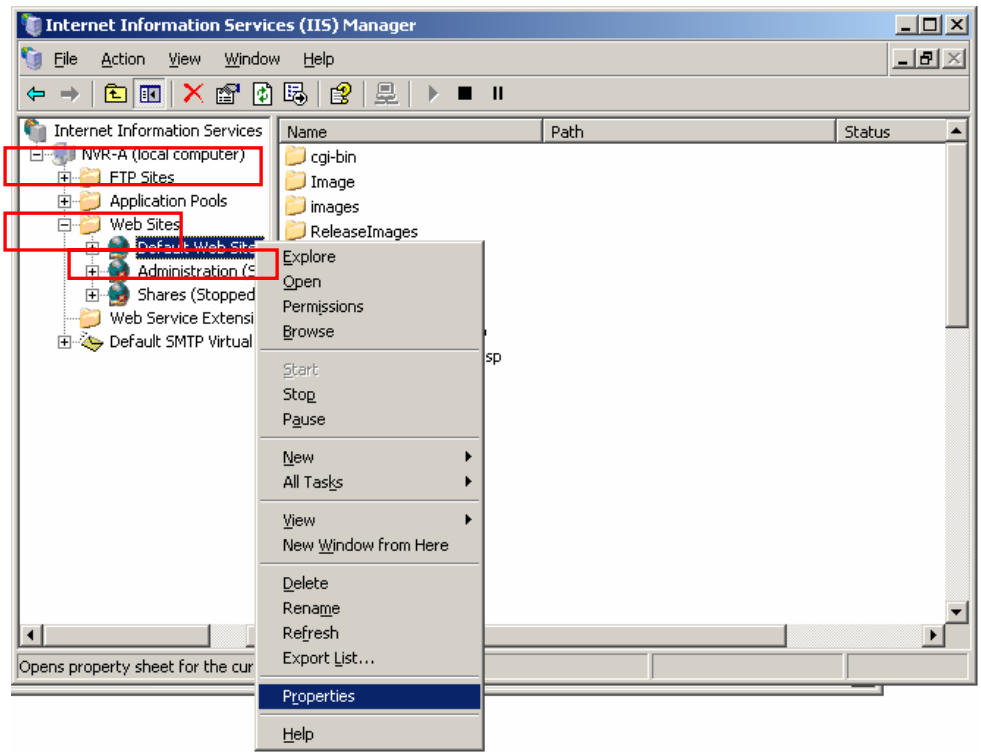



Figure 13-22 Select IIS Properties

## Step 4: Click `Home Directory` tab and click “A directory

## Step 5: Browse or input `C:\Program Files\NVR\IPControlCenter` in the `Local Path` field.

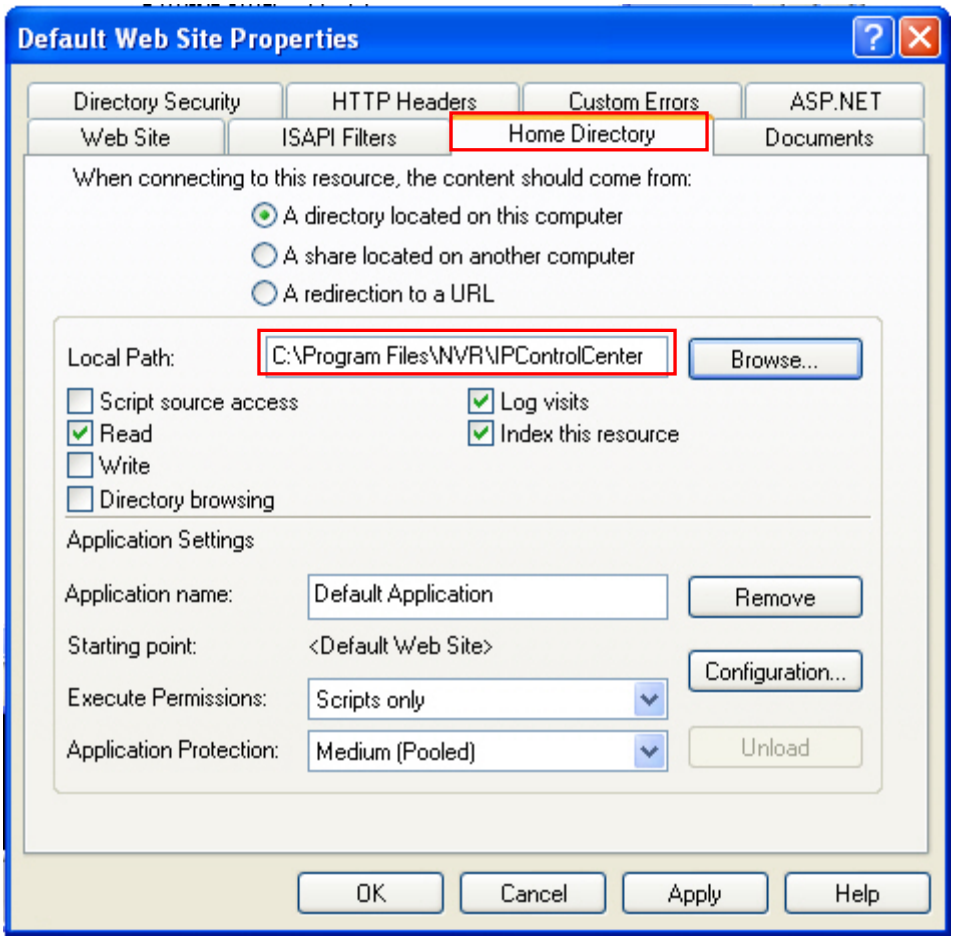



Figure 13-23 Configure IIS Path, Default: C:\Program Files\NVR\IPControlCenter

## Step 6: (Windows Server 2003 only) Click the “Web Service Extension”, and windows below shows on screen

## Step 7: (Windows Server 2003 only) Click the “Active Server Pages” then click the “Allow” button. When the “Active Server Pages” is allowed, the setting is completed.

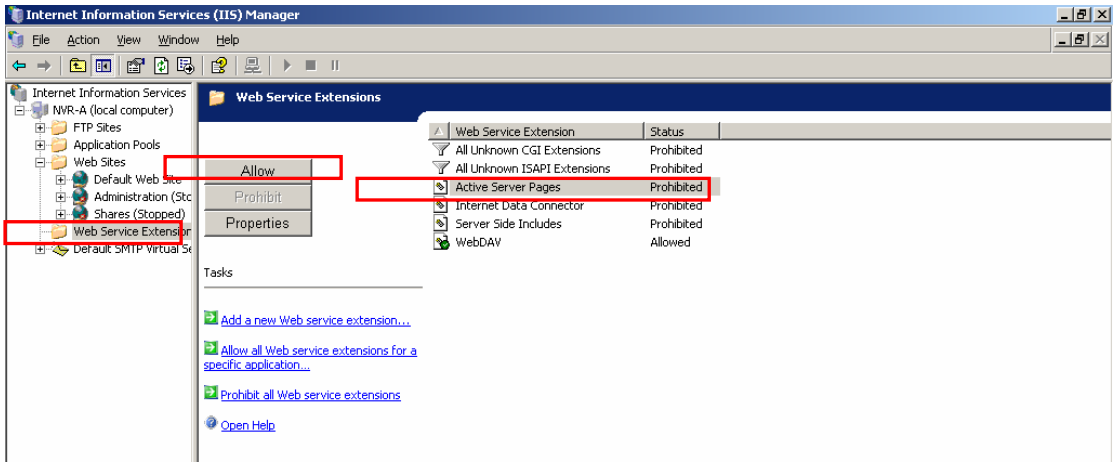



Figure 13-24 Allow Active Server Pages

# 14. Trouble Shooting

## NVR Installation Trouble Shooting

### 1. Create database error

#### 1. Error 27552: Error creating database ControlCenter.

When installing NVR v2.2 and encountered this error, please follow following section to recover it manually.

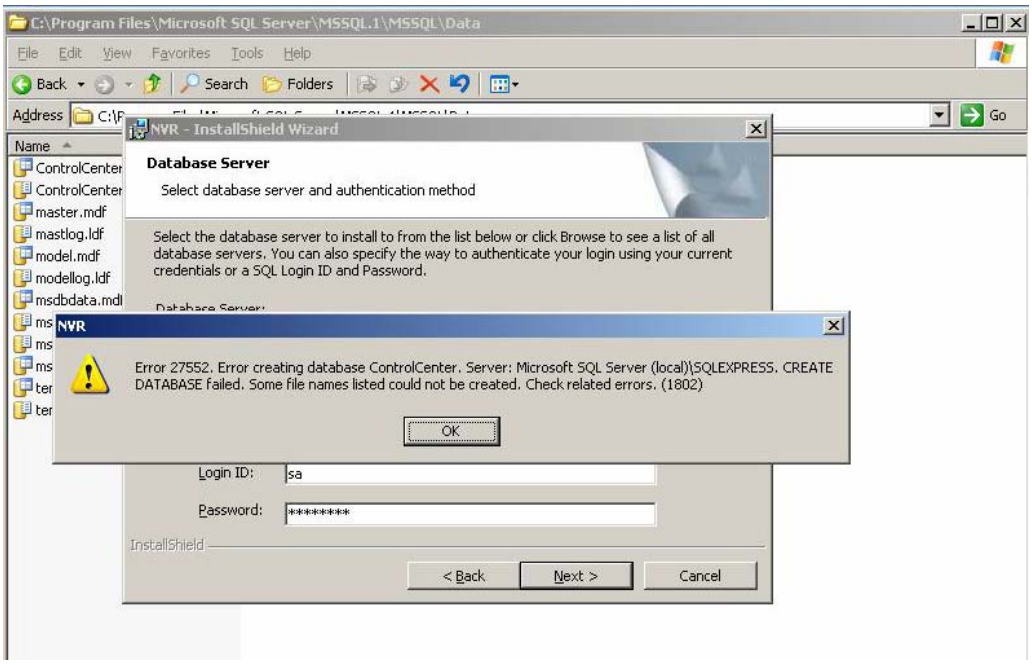



Figure 14-1 Error 27552: Error creating database ControlCenter

## 2. Steps: Delete ControlCenter.mdf and ControlCenter_log.LDF manually

Steps:

1. Goto C:\Program Files\MSSQL\MSSQL.1\MSSQL\Data
2. Delete ControlCenter.mdf and ControlCenter_log.LDF manually

Note that existing camera, recording information and all database records will be deleted. Please use BackupWizard to backup database records first.

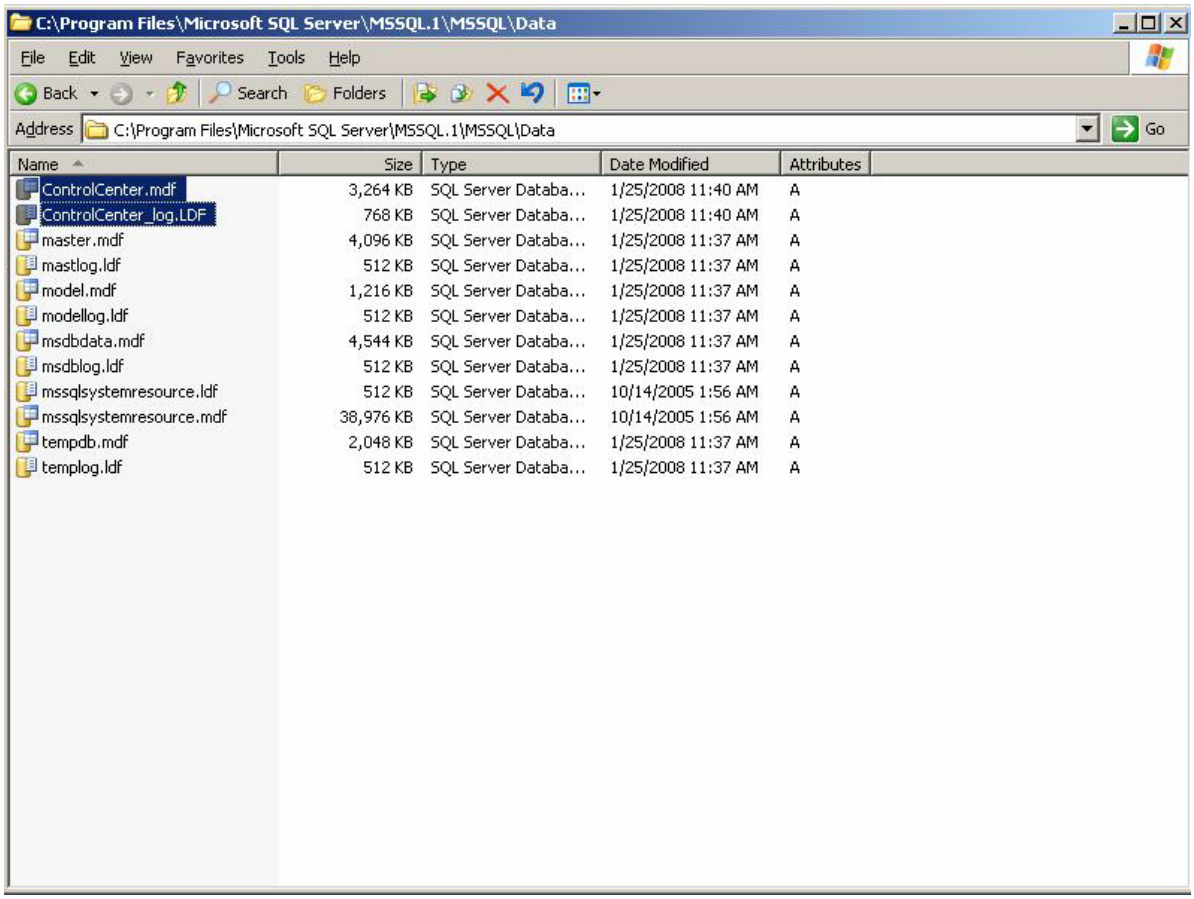



Figure 14-2 Delete ControlCenter.mdf and ControlCenter_log.LDF manually

## 3. Install NVR v2.2 Again

If this does not work, please contact Technial Support directly.:

# 2. Disable Windows Vista UAC before Installation

Windows Vista comes with new UAC (User Access Control) mechanism, which may cause NVR installation failed on ActiveX Control registration. This is mostly due to the account login into Windows Vista does not have enough permission to run installation.

We suggest that user turn off Windows Vista UAC mode so that there will be no more issues on account permission issues under Windows Vista.

## 1. Go to Control Panel

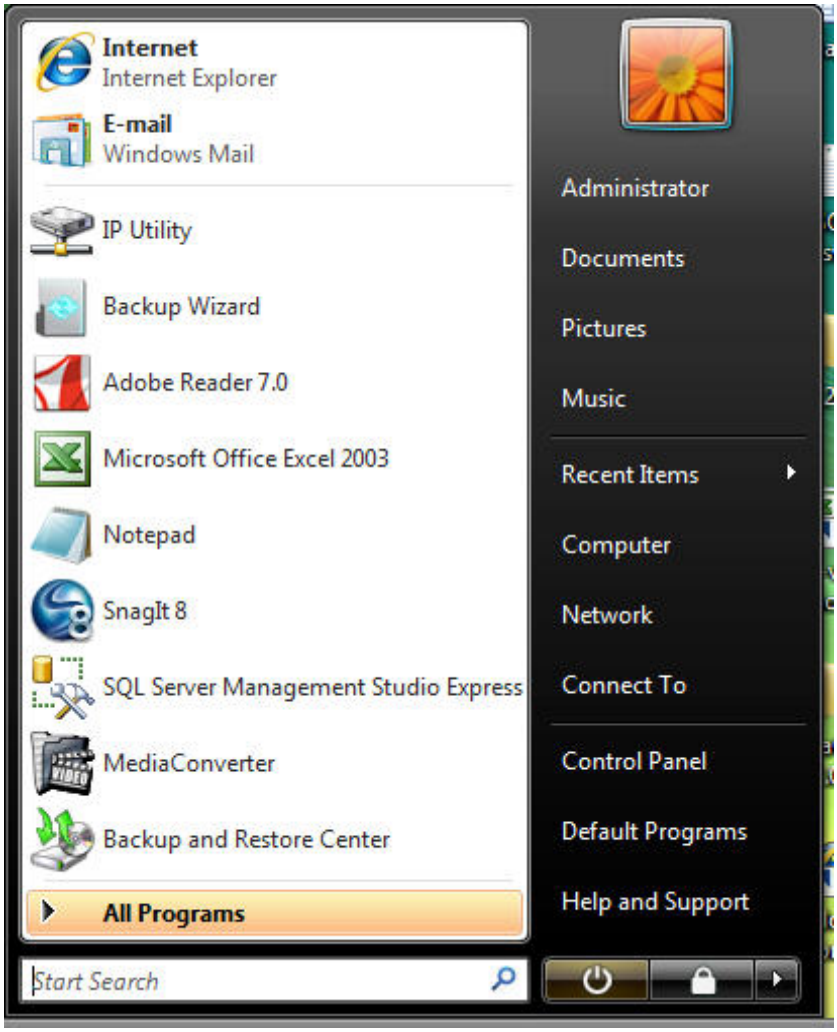



Figure 14-3 Open Control Panel

## 2. Select User Accounts

After choice [Control Panel] option, we can see the Control Panel window previous figure shows. Now we have to click [Classic View] on the left side of the Control Panel window.

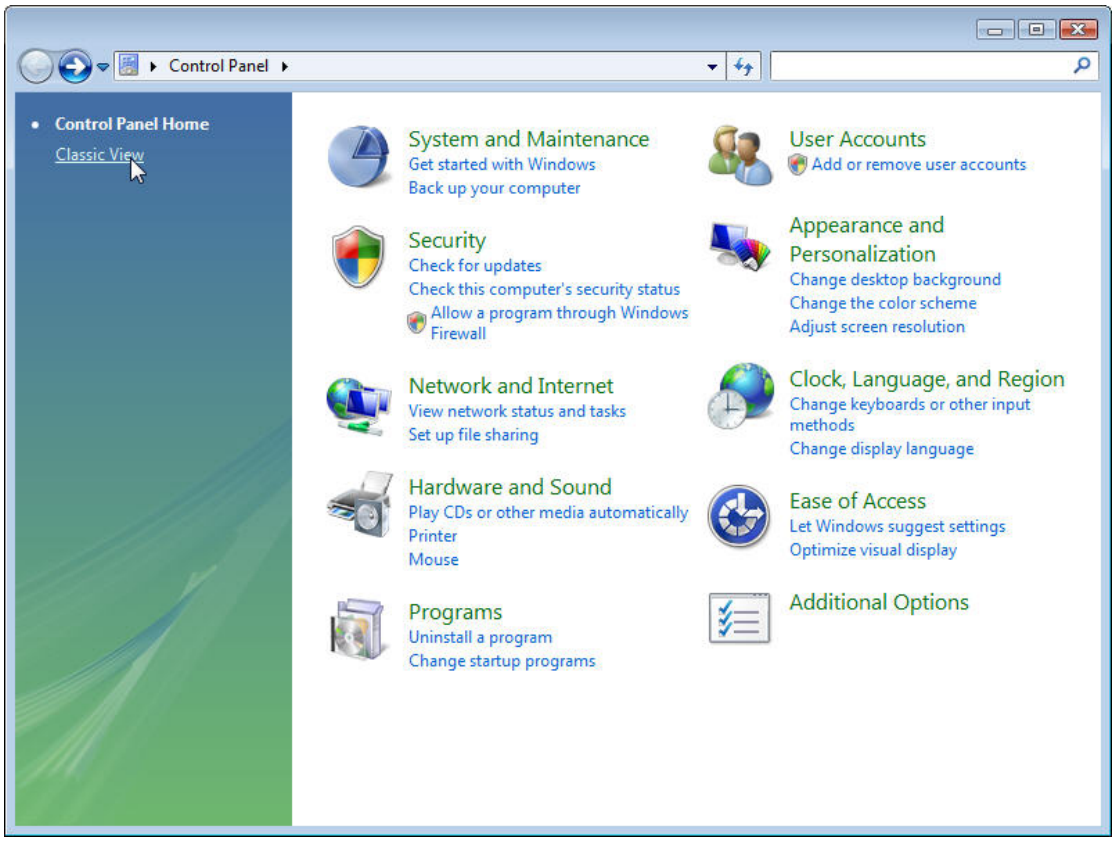



Figure 14-4 Open User Accounts

Double-click [User Accounts] icon to configure UAC function.

Figure 2-3 Double-click [User Accounts] icon

On the User Accounts window as figure 2-4 shows, we have to click [Turn User Account Control on or off] item.

### 3. Click on “Turn User Account Control on or off”

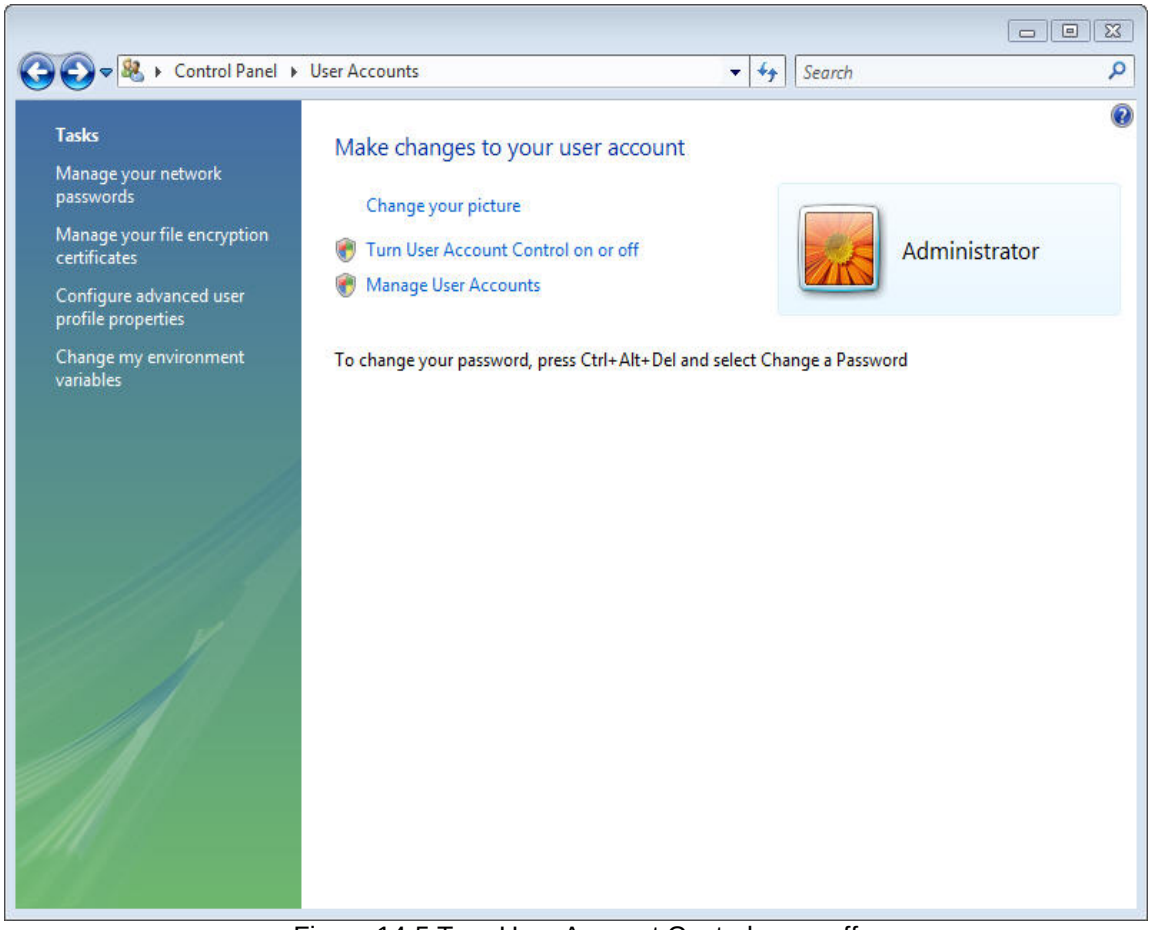



Figure 14-5 Turn User Account Control on or off

After clicking [Turn User Account Control on or off] item, we can see the window as this figure shows. Please un-check the check box of Use User Account Control (UAC) to help you protect your computer.

## 4. Un-check Use User Account Control (UAC) to help protect your computer

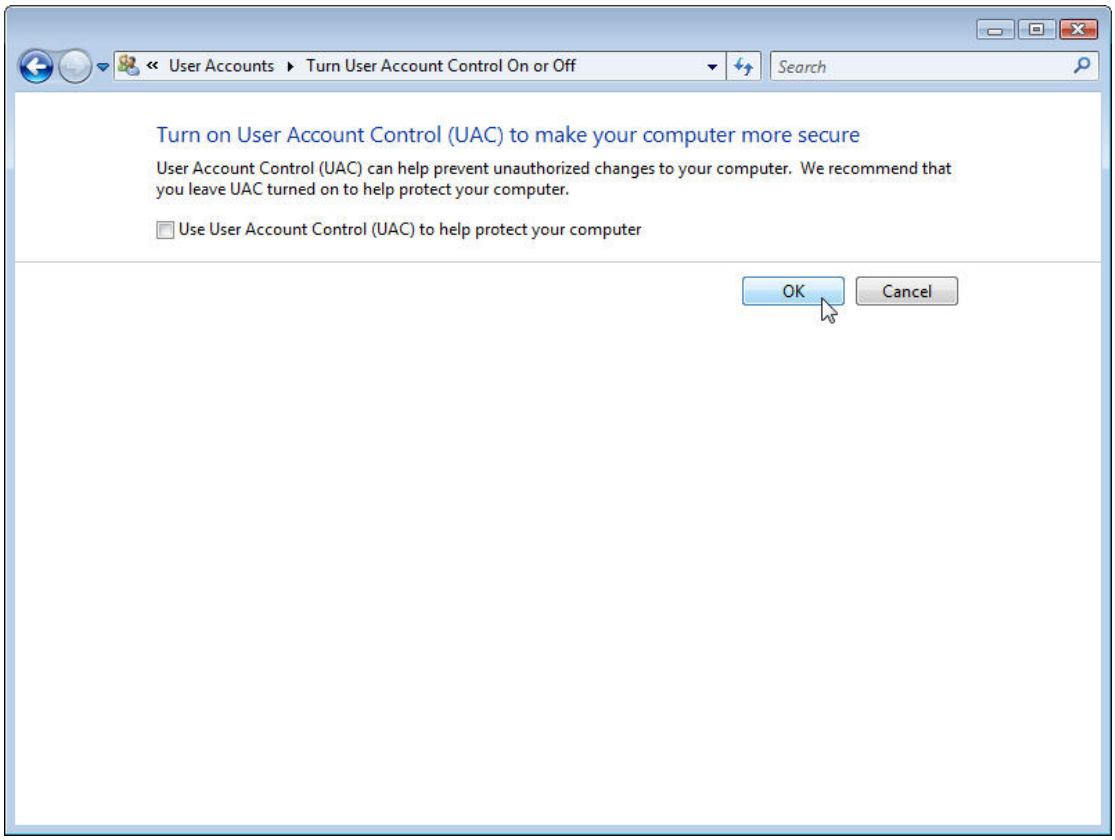



Figure 14-6 Turn User Account Control off

After press [OK] button, we can see the window as previous figure shows. Now we have to choose [Restart Now] button to restart Microsoft Vista and make the UAC function disabled.

## 5. Un-check Use User Account Control (UAC) to help protect your computer

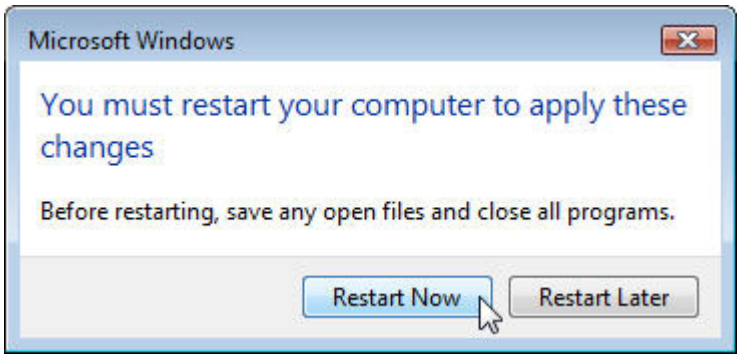



Figure 14-7 Restart Computer Now

## 6. After you login again, you can install NVR again

# NVR Operation Trouble Shooting

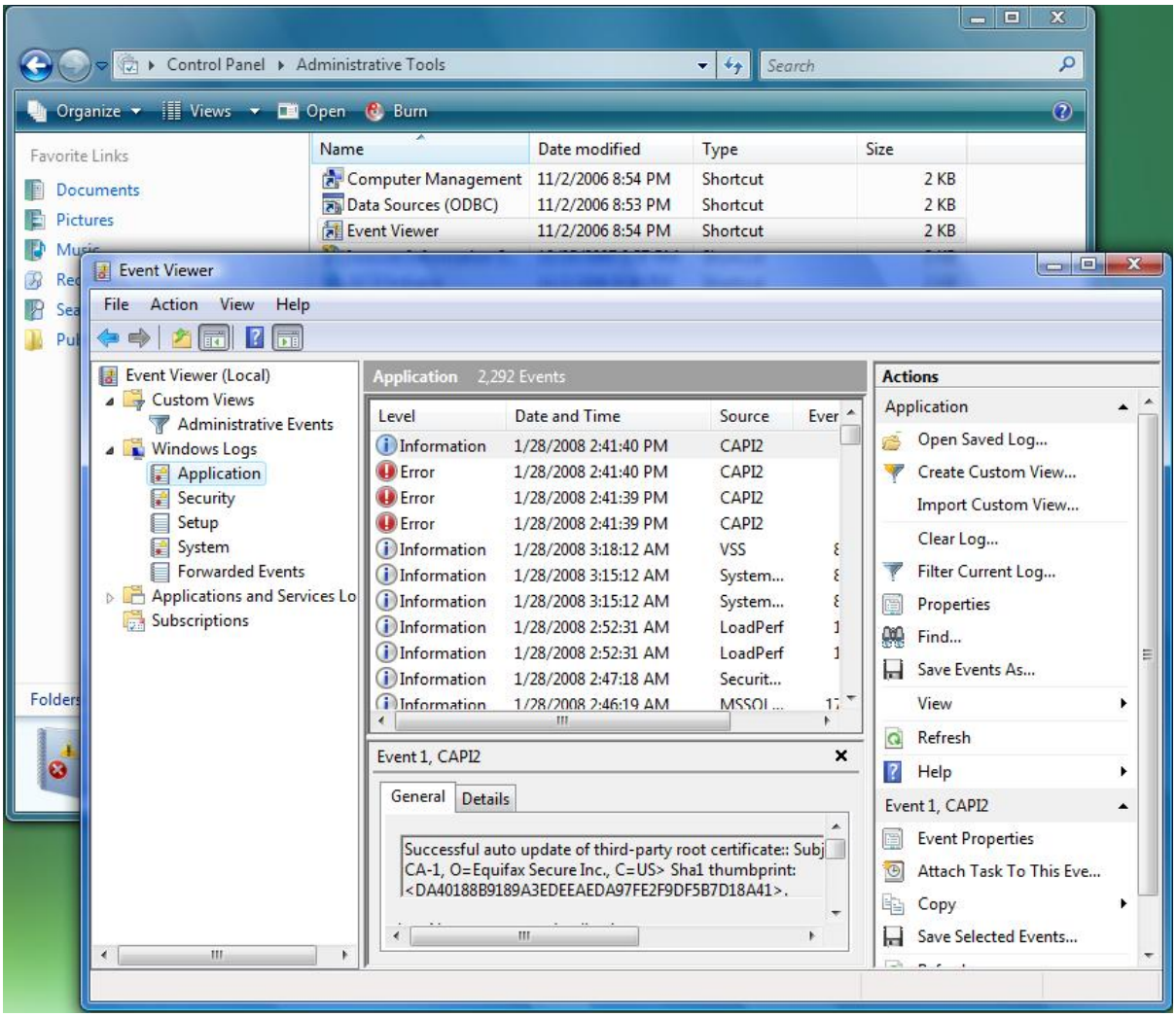
## 1. Symptom: ActiveEventManager.exe Fails

Figure 14-8 Symptom: NVR Service might fails

## 1. Check Windows Event Log

Open Control Panel → Administration Tools → Event Viewers

Click on Windows Logs → Application



## 2. Check Event Log: Source: SQLBrowser, EventID: 8

Error displays as follow

```
Source: SQLBrowser
Category: None
Type: Error
User: N/A
EventID: 8
Message: The SQLBrowser service was unable to process a client request.
```

## 3. Explanation from Microsoft: This is a known bug in SQL 2005

It seem to be getting this error message in "blocks" of time ranging from 4 - 30 minutes. I can't duplicate any issue during the blocks. So if IPSec or some firewall is dropping the request, I would expect to see erors consistently.

Please reference to

http://forums.microsoft.com/TechNet/ShowPost.aspx?PostID=1628226&SiteID=17

We decided not to fix this minor issue because it is determined by the nature of UDP protocol. A UDP socket can response to multiple senders and the socket layer never knows which one it is actually replying to. We may consider letting SQL Browser listen on individual IPs but the cost will be high. A workaround is to specify TCP port number in the connection string in which case we bypass the discovery process.

## 4. Solution: Click “Don’t’ send report”, NVR will re-start service again.