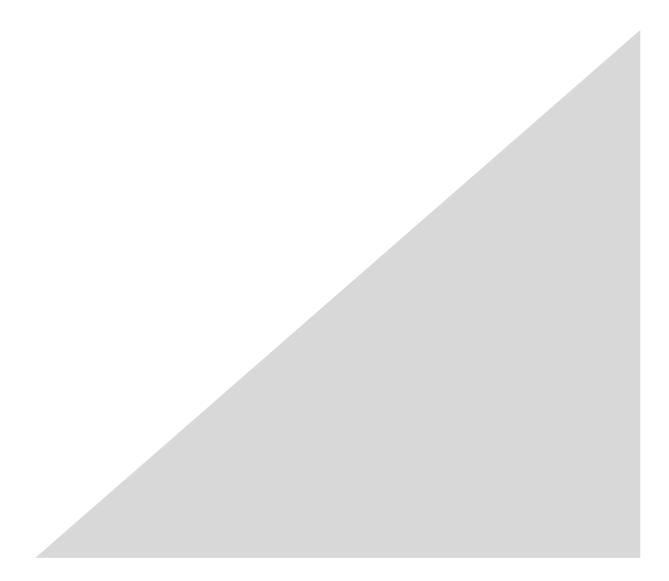


Setup Instructions i-PRO Active Guard for WV-ASM300



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1. Preface

1.1. Limitation of liability

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1.4. Abbreviations

These are descriptions of the basic terms used in these operating instructions.

Microsoft® Windows® are described as Windows.

1.5. Disclaimer of warranty

This product is designed to search/verify a specified face from database that stores face information and thumbnail images created based on faces captured by network cameras, and display statistical information by operation using a client terminal or system compatible with this product. This product by itself is not designed for crime prevention. Our company accepts no responsibility for the following under any circumstances.

(1) ANY DAMAGE AND LOSS, INCLUDING WITHOUT LIMITATION, DIRECT OR INDIRECT,

- SPECIAL, CONSEQUENTIAL OR EXEMPLARY, ARISING OUT OF OR RELATING TO THE PRODUCT;
- (2) ANY INCONVENIENCE, LOSS, OR DAMAGE CAUSED BY INAPPROPRIATE USE OR NEGLIGENT OPERATION OF THE USER;
- (3) UNAUTHORIZED DISASSEMBLE, REPAIR OR MODIFICATION OF THE PRODUCT BY THE USER;
- (4) ANY PROBLEM, CONSEQUENTIAL INCONVENIENCE, OR LOSS OR DAMAGE, ARISING OUT OF THE SYSTEM COMBINED BY THE DEVICES OF THIRD PARTY;
- (5) ANY CLAIM OR ACTION FOR DAMAGES BROUGHT BY ANY PERSON OR ORGANIZATION AS A PHOTOGRAPHED SUBJECT DUE TO VIOLATION OF PRIVACY CONCERNING A SURVEILLANCE CAMERA'S PICTURE OR SAVED DATA, FOR SOME REASON (INCLUDING USE WHEN USER AUTHENTICATION ON THE AUTHENTICATION SETTING SCREEN IS SET TO OFF), BECOMING PUBLIC OR BEING USED FOR ANY PURPOSE;
- (6) LOSS OF REGISTERED DATA CAUSED BY ANY FAILURE (INCLUDING INITIALIZATION OF THE PRODUCT DUE TO FORGOTTEN AUTHENTICATION INFORMATION SUCH AS A USER NAME AND PASSWORD).
- (7) ANY PROBLEM, DAMAGE OR COMPLAINT CAUSED BY THE OPERATION BY A MALICIOUS THIRD PARTY.

1.6. Collection of Usage Data

This software may collect data about utilization of this software and send it to i-PRO Co., Ltd. In particular, we use this data to improve our products and services. You can stop this data collection by unchecking "Send anonymous data to improve software and user experience," checkbox.

The following is an example of the data collected by this software. We do not collect data about your personal information.

- · Company name, Country and Purpose of use entered by user.
- The number of camera and camera's extension software.

1.7. Network security

As you will use this product connected to a network, your attention is called to the following security risks.

- 1. Leakage or theft of information through this product
- 2. Use of this product for illegal operations by persons with malicious intent
- 3. Interference with or stoppage of this product by persons with malicious intent

It is your responsibility to take precautions such as those described below to protect yourself against the above network security risks.

- Use this product in a network secured by a firewall, etc.
- If this product is connected to a network that includes PCs, make sure that the system is not infected by computer viruses or other malicious entities (using a regularly updated anti-virus program, anti-spyware program, etc.).
- Protect your network against unauthorized access by restricting users to those who log in with an authorized user name and password set by using user authentication.
- After the product is accessed by the administrator, make sure to close the web browser.
- Change the administrator password periodically. Keep the authentication information (your user name and password) in a safe place free from public view.
- Apply measures such as user authentication to protect your network against leakage or theft of information, including image data, authentication information (user names and passwords), alarm mail information and FTP server information.
- Use a password that has never been used to protect your network from information leakage or theft.

1.8. Precaution for use

- The administrator should properly manage authentication information such as cameras, recorders, client software, Windows, databases, etc. so as not to leak to third parties.

- Always change passwords for cameras, recorders, client software, etc. from the default values, and perform appropriate management.

- Apply authentication information for each user, and do not share.

- Set the access privileges of the user appropriately.

- Make sure to manage login properly using auto logout function etc. so that third parties do not operate unintentionally by leaving it logged in.

- When downloading the application, please download from the official site.

- The administrator should properly manage exported data using export function so that there is no leakage to third parties.

- When repairing, disposing of, or transferring PC, there is a possibility that information may be left on the HDD etc. Therefore, please manage by an appropriate method such as physically destroying the HDD. Also, if using external media, remove them in advance and manage them so that they do not leak to third parties.

- If the authentication information is lost, system needs to be initialized. Store the authentication information properly in a place where only authorized persons can view it.

- It is recommended to back up and manage system configuration data regularly.

- Set the time for devices in the system, such as cameras, recorders, and PCs, using an NTP server, etc.

- Please properly manage the expiration date of the server certificate prepared by the customer.

- For Windows, apply the latest security patch. Also, please set up Windows properly according to your environment.

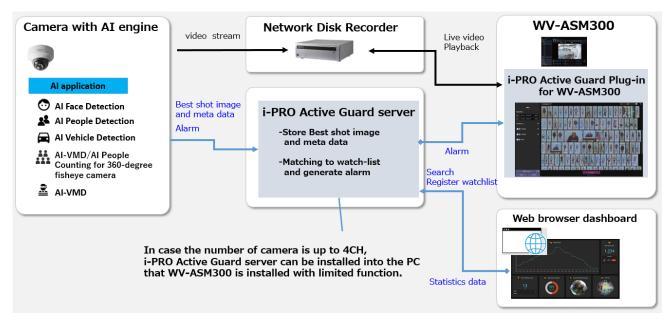
- Databases can be corrupted by forced shutdowns / power outages or system outages / system crashes due to power interruptions.

In that case, following phenomenon may occur. i-PRO Active Guard server software will not start, functions such as search, alarm notification, or watch registration will not be worked.

Damaged data cannot be recovered, so it is highly recommended to install a UPS in case of power failure.

2. Introduction to i-PRO Active Guard

2.1. System overview



Al application or Al function on cameras transmit video stream to Network disk recorder and transmit Best shot images and meta data to i-PRO Active Guard server.

i-PRO Active Guard server stores those data and also generate alarm when face or people is matched to watchlist.

i-PRO Active Guard Plug-in for ASM300 (hereinafter referred to as "plug-in") which is the plug-in software for WV-ASM300 can search best shot images, register watchlist, show live video, recorded video, and alarm.

By visualizing statistics data from AI application on the web browser, it can also be used for business intelligence.

2.2. Software components and supported version

Camera's Al function

• Al Face Detection: Camera's extension software. V1.00 or later is supported.

V1.10 or later is required for age and gender statistics dashboard.

- Al People Detection: Camera's extension software. V1.00 or later is supported.
- Al Vehicle Detection: Camera's extension software. V1.00 or later is supported.
- AI-VMD: Camera's extension software. V2.00 or later is supported.

V3.00 or later is required for people or vehicle counting dashboard.

- Al Sound Classification: Camera's firmware function.
- AI-VMD/AI People Counting for 360-degree fisheye camera: Camera's extension software. V1.21 or later is supported.

Please see <u>https://i-pro.com/global/en/surveillance/products/i-pro-ai-application/</u> for more information.

Cameras firmware

Camera with AI engine (hereinafter referred to as "camera") are supported.

camera model	Version		
WV-S1136,WV-S2136,WV-S2136L,WV-S2236L	1.00 or later		
WV-S1536L,WV-S1536LN, WV-S1536LTN,	1.11 or later		
WV-S2536L,WV-S2536LN, WV-S2536LTN			
WV-X1571L,WV-X2571L,WV-X2271L,WV-X1551L,WV-X2551L	1.50 or later		
WV-S4576L,WV-S4176,WV-S4576LM,WV-S4156,WV-S4556L, WV-S4556LM	1.01 or later		
WV-S8543,WV-S8543G,WV-S8543L,WV-S8543LG,			
WV-S8544,WV-S8544G,WV-S8544L,WV-S8544LG,	1.01 or later		
WV-S8563L,WV-S8563LG,WV-S8564L,WV-S8564LG,			
WV-S8573L,WV-S8573LG,WV-S8574L,WV-S8574LG			
WV-S15500-V3L, WV-S15500-V3LN, WV-S15500-V3LN1,			
WV-S15500-V3LK,WV-S15600-V2L, WV-S15600-V2LN,WV-S15700-V2L,			
WV-S15700-V2LN, WV-S15700-V2LK, WV-S22500-V3L, WV-S22500-V3LG,			
WV-S22500-V3L1, WV-S22600-V2L, WV-S22600-V2LG,WV-S22700-V2L,	1.00 or later		
WV-S22700-V2LG, WV-S22700-V2L1, WV-S25500-V3L, WV-S25500-V3LN,	1.00 of later		
WV-S25500-V3LG, WV-S25500-V3LN1,WV-S25600-V2L,			
WV-S25600-V2LN, WV-S25600-V2LG, WV-S25700-V2L, WV-S25700-V2LN,			
WV-S25700-V2LG,WV-S25700-V2LN1			
WV-S71300-F3	1.10 or later		

camera model	Version
WV-S61301-Z2,WV-S61302-Z4,WV-S65340-Z2N,WV-S65340-Z2K,WV-S65340-Z4N,WV-S65340-Z4K	1.00 or later
WV-S15500-F3L,WV-S15500-F6L,WV-S22500-F3L,WV-S22500-F6L,WV-S25500-F3L,WV-S25500-F6L	1.01 or later

WV-ASM300 / Network disk recorder/Others

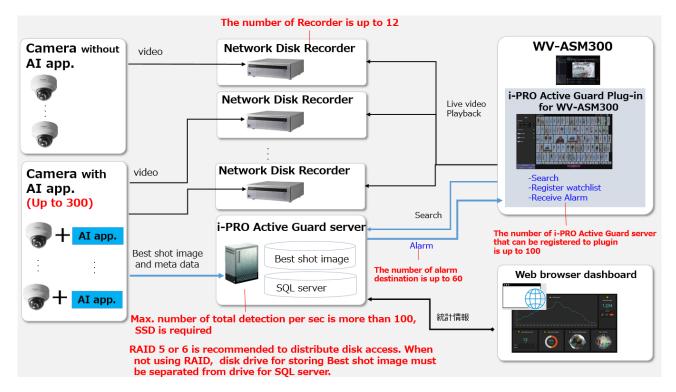
Software	Version
WV-ASM300	V4.40 or later
WJ-NX100,WJ-NX200,WJ-NX300,WJ-NX400	V4.10 or later. Also check the compatible version for each camera model.
i-PRO Active Guard server / i-PRO Active Guard Plug-in for WV- ASM300	V1.0.0 or later
Mobile Notification Tool	V1.3.0 or later

3. System design

3.1. System architecture

3.1.A i-PRO Active Guard server installed to dedicated

server PC

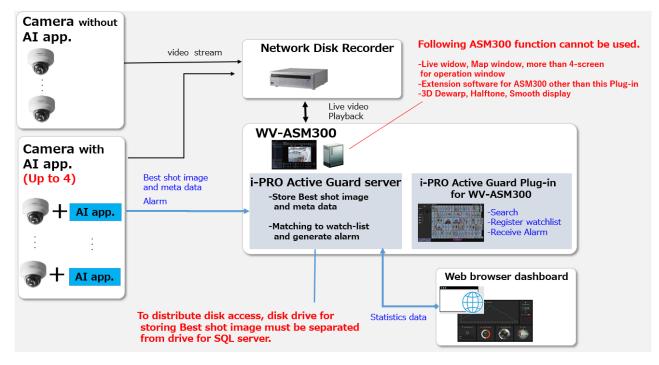


When i-PRO Active Guard server is installed in dedicated server,

- The number of cameras with AI engine is up to 300.
 Camera with AI Face Detection is up to 60.
- (2) Up to 12 Network Disk Recorder server can be registered to i-PRO Active Guard server.
- (3) RAID 5 or 6 is recommended to distribute disk access. When not using RAID, disk drive for storing Best shot image must be separate from drive for SQL server.
- (4) The number of alarm destination is up to 60
- (5) Client PC should be separated from server PC. The number of i-PRO Active Guard server that can be registered to i-PRO Active Guard Plug-in is up to 100.
- (6) For maintenance of i-PRO Active Guard server, it is necessary that the software is running at night.

3.1.B i-PRO Active Guard server installed to PC with WV-

ASM300



There are some conditions for installing i-PRO Active Guard server to the PC with WV-ASM300.

i-PRO Active Guard server

- (1) The number of cameras with AI engine is up to 4
- (2) To distribute disk access, disk drive for storing best shot image must be separated from drive for SQL server.
- (3) The maximum number of image data that can be stored is limited to about 1 million.
- (4) For maintenance of i-PRO Active Guard server, it is necessary that the software is running at night and restart the PC regularly.

WV-ASM300

Following ASM300 function cannot be used.

- -Live window, Map window, more than 5-screen for operation window
- -Extension software for ASM300 other than i-PRO Active Guard Plug-in
- -3D Dewarp, Halftone, Smooth display

If the settings are changed to a state that does not meet the requirements after installation, a warning message will pop up.

Minimum PC requirement is shown on 3.2.

3.2. System requirement

3.2.1 System requirement for i-PRO Active Guard server

Hardware requirement

		Requirement
i-PRO Active Guard server installed in dedicated server	Up to 100 cameras	 Intel® Core[™] i7-9700 (4.9 GHz, 8 core 8 thread) or better 32 GB of RAM or more
	*Camera with Al Face Detection is up to 60.	 64 bit operating system Microsoft® Windows 10 Pro version 2004, 21H1 or later , Microsoft® Windows 11 Pro, Microsoft® Windows Server 2016/2019 Standard Edition GbE network interface card
	Up to 300 cameras	 Intel® Xeon® Silver 4208 2.1 GHz(8 core 16 thread) or better 32 GB of RAM or more
	*Camera with Al Face Detection is up to 60.	 64 bit operating system Microsoft® Windows Server 2016/2019 Standard Edition GbE network interface card
i-PRO Active Guard server installed with ASM300		 Intel® Core[™] i7-10700 (4.8 GHz, 8 core 16 thread) or better 16 GB of RAM or more
	Up to 4 cameras	 64 bit operating system Microsoft® Windows 10 Pro version 21H1 or later, Microsoft® Windows 11(64 bit)
		GbE network interface cardGraphic: NVIDIA Quadro P1000, NVIDIA T1000

Common software requirement

Category	Supported software		
	SQL server 2016 Express/Standard Edition		
Database Engines	SQL server 2016 Express Edition is installed when installing i-		
	PRO Active Guard server. Upgrade procedure is shown in 5.8.		
	•Microsoft Edge 85 or later		
Web browser for Configuration Tool	•Chrome 83 or later		
	•Firefox 95 or later		

Disk drive considerations

When the maximum number of detection exceeds 100 objects per second for all cameras, SSD is required for storing data. See 3.3 in detail. If using HDD, data will not be stored and system become unstable.

RAID 5 or 6 is recommended to distribute disk access. When not using RAID, disk drive for storing Best shot image must be separate from drive for SQL server.

Database considerations

The SQL server Express Edition has limitation that the maximum size for database is 10GB, so estimated used disk size for database of face, people and vehicle should be under 8GB." Check 3.3 to see if the Express edition is sufficient.

3.2.2 System requirement for Plug-in

- Intel® Core[™] i7-10700 (4.8 GHz, 8 core 16 thread) or better
- 16 GB of RAM or more
- 64 bit operating system Microsoft® Windows 10 Pro version 20H2 or later, Microsoft® Windows 11 Pro,
- GbE network interface card
- Graphic: NVIDIA Quadro P1000,NVIDIA T1000

3.3. How to determine the system architecture

STEP1: The number of camera

When the numbers of cameras with AI People detection, AI Vehicle detection, AI-VMD, Sound or AI-VMD/AI People Counting for 360-degree fisheye camera is no more than 100(AI Face detection is no more than 4), it may be possible that AI server is installed to PC with WV-ASM300. Please continue to check STEP2.When over 100 (or over 4 for AI Face detection), i-PRO Active Guard server should be installed in dedicated server PC.

AI-VMD, Sound function can be used with the network disk recorder and WV-ASM300 without i-PRO Active Guard server and Plug-in. When you use this function on this software, please include the number of camera.

In case of multi-sensor camera, extension software can be installed for each camera and each camera needs to be registered to i-PRO Active Guard server.

STEP2: The number of extension software

To calculate the bitrate of Best shot, the number of extension software (Face, People, Vehicle and People Counting for for 360-degree fisheye camera) should be considered. Since the amount of counting data by AI-VMD is small, it is not necessary to consider it. Multiple extension software can be installed to each camera.

(ex, When People and Vehicle are installed to a camera, add 1 for People and Vehicle, respectively.)

		Face	People	Vehicle	People counting for 360-
					degree fisheye camera
The number of extension software					
# of people/vehicle	Max.				
[per camera, per hour]	Average.				

[Bitrate]

Maximum bitrate of Best shot image [Mbps]	
Maximum bitrate of People counting data [Mbps]	
Total bitrate that server PC receives [Mbps]	

[Disk access]

Maximum number of detection in total [per sec]	
--	--

When "Maximum number of detection in total" is less than 100, HDD or SSD is available for disk drive.

When "Maximum number of detection in total" is over 100, SSD is required.

STEP3: Retention period and storage

	Face	People	Vehicle	People counting for 360-
				degree fisheye camera
Retention period (day)				
*Face, People, Vehicle(14-31),				
People counting(14-92)				
Operating time (hours per day)				

Estimated used disk size for Best shot images[GB]	
Estimated used disk size for People counting[GB]	
Estimated used disk size for database[GB]	

When "Estimated used disk size for database" is under 8 GB, SQL Server Express Edition or Standard Edition can be used. When more than 8GB, SQL Server Express Edition cannot to be used due to the limitation of Express Edition. Standard Edition is must (Refer to 5.9).

3.4. Ports used in i-PRO Active Guard server

The following table lists the default network ports used by i-PRO Active Guard server. These ports need to be allowed from firewall configurations.

Port number	Protocol	Port usage
1435	TCP	Connection to SQL server
8090	HTTP	Client Plug-in connection
8091	HTTPS	Client Plug-in connection
8092	HTTPS	Web configuration tool connection
55000	TCP	Internal process communication
55002	TCP	Internal process communication

4. Installation and setup

Procedure overview

Install extension software to camera and setup

Camera registration to Network disk recorder. Recorder registration to WV-ASM300

Please refer the manual for each software.



4.1. Install and setup i-PRO Active Guard server

Download the installer from <u>https://i-pro.com/global/en/surveillance/training-support/documentation-</u> <u>database-list/</u>

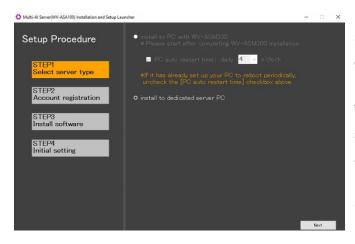
Install the i-PRO Active Guard server software. Configuration after installation can be done from web browser.

4.1.1. Install

Execute "MultiAlStartup.exe" as administrator (file path length must be less than 120).

When .NET Framework 4.8 is not installed on the PC, it will automatically be installed and the main screen of the setup tool will be displayed after the installation.

Check for [Agree] for License terms and [OK].



Select [install to PC with WV-ASM300] or [install to dedicated server PC].

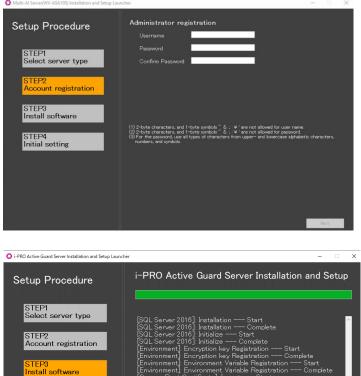
When [install to PC with WV-ASM300] is selected, select enable or disable the [PC auto restart time] and set the time from 4:00 to 23:00.

Click [Next].

Note)

[install to PC with WV-ASM300] can be selected when WV-ASM300 is installed in advance. [install to dedicated server PC] can be selected when WV-ASM300 is not installed.

When you select [install to PC with WV-ASM300] and if you have already set the automatic restart for your PC, uncheck [PC automatic restart time]. Also, make sure to restart from 4:00 to 23:00 so that the restart time will be after the nighttime processing by this software is completed. See 4.1.5.4 for nighttime processing.



STEP4 Initial setting Register credentials and click [Next].

Note)

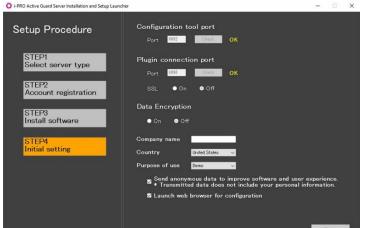
Make a note of the password you entered and keep it in a safe place.

When you forget the Administrator account, you can reset (Refer to 5.7).

Installation starts and [Next] button will be appeared when finished. Click [Next].

Configure port number, SSL and Data encryption, Company name, Country and Purpose of use and click [Finish].

Note) When On is selected for Data Encryption, Image data will be encrypt. This setting cannot be changed after installation. Re-installation is required when you want to change after completing installation.



4.1.2. Setup i-PRO Active Guard server

4.1.2.1. Login

Access https://<ip>:8092 using Google chrome, Microsoft Edge or Firefox. Input credentials.

Sign in https://127.0	.0.1:8092			
Username				
Password				
			Sign in	Cancel

Note)

Credentials and port number configured by install tool 4.3.1 are used.

i-PRO Active Guard server uses self-signed certificate for web access.

When the security alert window is displayed, click [advanced] and [Proceed to <ip> (unsafe)].

It is possible to prevent the warning display by performing the following procedure for each client PC to be accessed.

- 1) Copy "C:¥MultiAl¥apache24¥conf¥server.crt" in i-PRO Active Guard server PC to client PC.
- 2) Double click the file and click "Install Certificate".
- 3) Select "Local Machine" for Store Location

4) Select "Place all certificates in the following store and "Trusted Root Certification Authorities".

← 🐉 Certificate Import Wizard	×
Certificate Store Certificate stores are system areas	where certificates are kept.
Windows can automatically select a the certificate.	certificate store, or you can specify a location for
 Automatically select the cert 	icate store based on the type of certificate
Place all certificates in the formation of the second s	owing store
Certificate store:	
Trusted Root Certification	Browse
	Next Cancel

5) Confirm "Subject Alternative Name" from "Details". DNS Name=xxxx is shown.

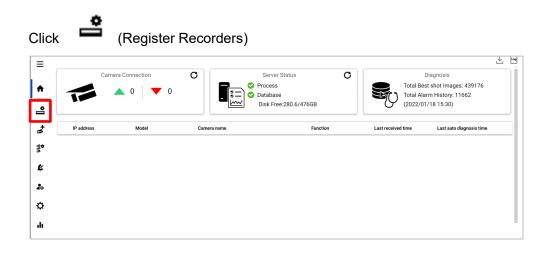
	>
General Details Certification Pa	th
Show: <all></all>	\sim
Field	Value ^
Valid from	Tuesday, April 26, 2022 11:03
🛄 Valid to	Friday, April 23, 2032 11:03:3
Subject	i-PRO Co., Ltd., Not Applicabl
Public key	RSA (2048 Bits)
Public key parameters Subject Alternative Name	05 00 DNS Name=PC-PA 1909C 1044R
Thumbprint	594b 1a 1ca 28 39 c 4e 106 21 d 42 f
inditiophine .	SS+D 1a1ca2SSSC+C100210+21 ∨
DNS Name=PC-PA1909C1044R	Edit Properties

6) Open "C:¥Windows¥System32¥drivers¥etc¥hosts" and add IP address of i-PRO Active Guard server and xxxx(DNS Name).

ex. 192.168.0.125 PC-PA1909C1044R

7) Access https://xxxx:8092 using web browser.

4.1.2.2. Register Recorders



Click [Add]

≡	Register Recorders			Add	Delete
2		IP address	Recorder		
11					
ķ					
* *					
ці Т					

Input Recorder's information and click [Test]

	×
IP address	192.168.0.201
🔵 нттр	80
O HTTPS	443
User name	
Password	Test
	Save

When [Succeeded] is shown, click [Save].

Confirm the recorder is registered.

Restart pro	cess is re	quired to fini	sh configuration. Restart				
Registe	er Recc	orders					
			G		Add	Delete	
			IP address	Recorder			
	1		192.168.0.201	WJ-NX200			

Note) Restart button will be appeared on the top of screen, but you do not need click now. You need to click Restart after completing all other configuration. Up to 12 recorders can be registered.

4.1.2.3. Register Cameras

Click (Register Cameras)

Select [Add] - [Get from VMS]

	Restart process is required to fini	sh configu	ration. Restart						
♠	Registered Recorders	Ena	bled camera				Add Get from Recorder Add Manually	Delete	Save
<u></u>	Others		IP address	Model	Camera name	Function	HTTP(S) port	SSL	
.t		Dis	abled camera						
Ķ	-		IP address	Model	Camera name	Function	HTTP(S) port	SSL	
20									
₽									
di									

Note) When camera is registered from [Add manually], only dashboard function can be used. i-PRO Active Guard Plug-in cannot use the camera. Enter IP address of the camera, credentials, [Check] and [Register].

All i-PRO cameras (including not supported cameras) are shown. Input camera's credentials and click [Check].

amera Reg	gistration	Sho		
IP addr	ess Camera Typ	oe Camera Name	Check result	Camera connection
192.168.	0.33 WV-S2136L	S2136 AIVMD demo		• HTTP 80
192.168.	0.30 WV-S2136L	S2136 People demo (H		HTTP 80 HTTPS 443
192.168.	0.32 WV-S1136	S1136 People demo(E1		User Name
192.168.	0.31 WV-S2136L	S2136 Vehicle demo		Password
			ļ	Check Register

Note)

Camera can be sorted by [IP address], [Camera Type] or [Camera Name].

Unregistered cameras can be filtered by checking [Show only unregistered cameras].

Icon related to AI function is shown for supported AI cameras.

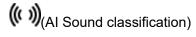
Click [Register].

IP address	Camera Type	Camera Name	Check result	-	Ca	mera connection
192.168.0.30	WV-S2136L	192.168.0.30 People	 ((:))			
192.168.0.32	WV-S1136	192.168.0.32 People	 ((;))		<u> </u>	80
192.168.0.33	WV-S2136L	192.168.0.33 Face d	⊙ (0))			443 admin
192.168.0.31	WV-S2136L	192.168.0.31 Vehicle	<u> -</u> (0)		Password	
				Ŧ	Che	ck Register

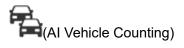
(AI Vehicle detection)

(AI Face detection)

🚨 (AI-VMD)



(AI People Counting)



Confirm cameras are registered

Registered Recorders	Enabled ca	amera				Add	Delete Save
WJ-NX200							
Others		IP address	Model	Camera name	Function	HTTP(S) port	SSL
otiers	1	192.168.0.44	WV-S4156	Cam3	(*) <u>\$</u> #	80	Off
	2	192.168.0.70	WV-S1136	Cam1	2 2((* 1)) <u>2</u>	80	Off
	3	192.168.0.71	WV-S1136	Cam2	⊙ (*) <u>≥</u>	80	Off
	4	192.168.0.72	WV-S2136	CAM11	🗢 🛋 🕪	80	Off
	5	192.168.0.73	WV-S2136	Cam4	•	80	off
	Disabled c	amera					
		IP address	Model	Camera name	Function	HTTP(S) port	SSL

Note)

If multiple recorders are registered, it is necessary to register cameras by selecting recorder from [Registered Recorders] and [Get from Recorder]. You can check the registration status of the camera registered by [Register manually] in [Others].

4.1.3. Restart process to apply changes

*To apply any configuration changes, restart process is required.

When you finish all configuration. Click "Restart" from display bar above or Home screen.

Restart process is required to finish configuration.

4.1.4. Check

Click 希 (Home)

• Check camera connection

Check all registered cameras are connected.

	Came	ra Connection 5 0 		erver Status G cess abase k Free:280.6/476GB	Total Be Total Ala	Diagnosis est shot Images: 439654 arm History: 11683 1/18 15:45)
	IP address	Model	Camera name	Function	Last received time	Last auto diagnosis time
C	192.168.0.44	WV-S4156	Cam3	(*)) <u>2</u>	2022/01/18 15:52	
C	192.168.0.70	WV-S1136	Cam1	 (()) <u>R</u>		2022/01/18 15:48
C	192.168.0.71	WV-S1136	Cam2	⊙(**)≧		2022/01/18 13:33
C	192.168.0.72	WV-S2136	CAM11	😋 🛋 🕪 🕽		2022/01/18 13:43
	192.168.0.73	WV-S2136	Cam4	⊙ (0))		2022/01/18 13:38

A means the number of camera connected. (meta data session between camera and i-PRO Active

Guard server).

means the number of camera disconnected. When disconnection detected, confirm network connection to camera.

• Check Server status

Check Process and Database shows status green.

4.1.5. System configuration (optional)

Click ^C (Configure system) and change settings if needed.

4.1.5.1. General

Select [Auto], [English] or [Japanese] for [Language]. (Default: Auto). Check or uncheck for [Send anonymous data to improve software and user experience].

Note) When the language configuration for web browser is other than English or Japanese, English is shown.

4.1.5.2. Client Plug-in connection

Select [HTTP] or [HTTPS] and port number (Default: Set by install tool at 4.3.1)

Client plugin co	nnection	
● нттр	8090 (1-65535)	
	8091 (1-65535)	Save

Note) For secure communication, HTTPS is recommended.

4.1.5.3. Configuration page access

Set port number for configuration tool (Default: Set by install tool at 4.3.1)

onfiguration	tool access port	
HTTPS	8092 (1-65535)	Save

Note) When you change and restart software at 4.3.2, you need to access https://<ip>:<port>using new port number. Make a note not to forget.

4.1.5.4. Database

Configuration item	Comment
Storing images in database	On(default): Store Best shot images from camera
	Off: does not store images from camera.
Retention period	14 – 31 days (Default: 31) can be set for face image/statistics, people
	image/statistics, vehicle image/statistics and alarm history, respectively.
	14 – 92 days (Default: 92) can be set for people/vehicle count including heat
	map statistics.
	Note)
	Data after retention period will be deleted at night (0:00am ~ 3:30 am). If the
	server is shut down, data cannot be deleted, so new data may not be stored
	due to lack of storage space.
CSV backup	Enable/Disable can be configured. (Default: Disable)
	When enable and the retention period for counting data expires, the data
	will be deleted from SQL server but automatically backed up as CSV file.
	Data in CSV file cannot be shown on dashboard.
	Note) When enable, [Max usage of image storage drive] will be also
	enabled automatically.
Max usage of image storage	Enable/Disable and data size 10- 2000 (GB) can be configured.
drive(*)	(Default: Disable)
	Note)
	When enable, and the used disk space of drive for storing Best shot images
	exceed the setting value, old image will be deleted automatically. This
	works every hour.
	You can manage data size using this configuration that i-PRO Active Guard
	server stores. Used disk space equals total volume minus free space.
Image data save path	Save path for images (Default: C:¥MultiAl¥Image)
	Note)
	When you change save path, all existing image data cannot be used from i-
	PRO Active Guard Plug-in.
Max frequency of receiving	50 -300 (Default: 100)
object data (per sec)	Note:
	If the number of object data from all cameras exceed the value, those object
	data will be discarded to reduce disk access so that system is stable.
	SSD is required in case of 100 or more. When you set over 100 using HDD,
	system will be unstable.
Data encryption	On/Off is shown set by install tool at 4.3.1. You cannot change this after
	installation.

* Simple calculator can be used by clicking



Input parameters of your system and click Calc. Estimate used disk space is shown.

Number of camer	as					×
Face 1	People	1	Vehicle	1	People counting	1
Average number of	of object per car	mera	, per hou	r		
Face 1000	People 1	1000	Vehicle	1000		
Retention period(day)					
Face 31	People	31	Vehicle	31	People counting	92
System operating	time(hours per	day))			
Face 12	People	12	Vehicle	12	People counting	12
			Calc			
Estimated used d	isk space					
image/heatmap:3	8.24GB					
database:2.31GB						

Note)

Estimated used disk space is just a reference. Actual data size highly depends on actual environment.

4.1.5.5. Initialization

Image: delete all Best shot images.

Alarm history: delete all alarm history

Statistics data: delete statistics data.

Watchlist: delete all face watchlist and people watchlist. See operation manual about watchlist.

Configuration: delete all registration data (Recorder, Camera and logs) except for port and user account.

Note)

It may take time to delete image depending on the number of images. When deleting, button will be as follows. Please update page to confirm the latest status.

Image Alarm history Statis	stics data
Watchlist Configuration (Except for port and user a	Delete
	Now deleting

4.1.6. Alarm Notification configuration (optional)

Alarm notification configuration can be configured for various alarm.

When setup for i-PRO Active Guard Plug-in (4.6.2), this configuration will be done automatically. To change the notification conditions, set manually from this screen.



- When [i-PRO Active Guard Plug-in for ASM300],[Camera] or [Mobile notification tool] is selected for [Type], set the input items displayed and click [Save].

	×
Туре	i-PRO Active Guard Plug-in for ASM300 V
IP address	
Notification Port	1819
Source Camera	All Camera 🗸
Trigger	 Alarm System error
	 Exceed the receiving limit(data loss) Reach the max usage of image storage drive (delete old images)
Alarm kind	All alarm 🖌
	Save

- When [IO Unit (ADAM-6256)] is selected for [Type], set the input items displayed and click [Save].

		х
Туре	IO Unit(ADAM-6256)	
IP address		
Notification Port	80	
Source Camera	All Camera 🗸	
User Name		
Password		
Command	D00=1	
*DOr	n = y n : Channel number(0-15), y : value (0 or 1)	
Dwell time	5 sec 🗸 🗸	
Command after dwell time		
Trigger	Alarm System error Exceed the receiving limit(data loss) Reach the max usage of image storage drive (delete old images)	
Alarm kind	All alarm 🗸	
	Save	

- When [Custom HTTP alarm] is selected for [Type], set the input items displayed and click [Save].

Туре	Custom HTTP alarm	~
IP address		
Notification Port	80	
Source Camera	All Camera	~
Command		
Dwell time	5 sec	~
Command after dwell time		
Trigger	Alarm	
	System error	
	 Exceed the receiving limit(data) 	ita loss)
	 Reach the max usage of ima (delete old images) 	ge storage drive
Alarm kind	All alarm	~

[Type]

Select software of alarm destination from [i-PRO Active Guard Plug-in for ASM300],[Camera],[Mobile notification tool],[IO Unit (ADAM-6256)] or [Custom HTTP alarm].

[Camera] can be used to send an alarm to a specific camera when this software detects a registered face detection or registered people detection. When selecting a camera, it is necessary to turn on the command alarm from camera configuration.

[IO Unit (ADAM-6256)] can be used to send an alarm to IO Unit ADAM-6256 manufactured by Advantech Co., Ltd.

[Custom HTTP alarm] can be used to send an alarm to a specific device by HTTP.

[IP address][Notification port]

Input alarm destination information. When selecting [i-PRO Active Guard Plug-in for ASM300], the same value should be set from Preference setting of Plug-in (refer to Operation manual). When selecting [Camera], the port number should be the same with command alarm port on camera side.

[Source Camera]

Specify the camera that receives the alarm notification from the registered camera.

[Command]

Specify the command to be sent to the device when an alarm occurs.

When [IO unit (ADAM-6256)] is selected as the type
Enter the channel number and value you want to control.
Example 1: If you want to set DO0 to 1, enter [DO0=1].
Example 2: If you want to set DO0 and DO1 to 1, enter [DO0=1&DO1=1].
*All channels not specified will be 0. For details, refer to the ADAM-6256 manual.

When [Custom HTTP alarm] is selected as the type

Enter according to the specifications of the device to be connected.

Example: When sending http://<ip>:<port>/test, set [/test].

[Dwell time]

Specify the time from sending the command set in [Command] to the command sent in [Command after dwell time].

[Command after dwell time]

Specify the command to be sent after sending the command set in [Command]. This item can be set when [Dwell time] is checked.

[Trigger]

<u>Alarm</u>

Of the Registered face detection, Registered people detection, AI-VMD, Sound detection and AI Occupancy detection, the alarm specified in [Alarm kind] is notified.

System error

Error that i-PRO Active Guard server detects. (ex. camera connection error between camera and i-PRO Active Guard server.)

Exceed the receiving data limit (data loss)

When the data exceeds the setting value for "Max frequency of receiving object data (per sec)" configured at 4.3.5.4.

Reach the max usage of image storage drive (delete old images)

When the usage of image storage drive exceeds the setting value for "Max usage of image storage drive (GB)" configured at 4.3.5.4.

[Alarm kind]

When [i-PRO Active Guard Plug-in for ASM300],[Mobile notification tool],[IO Unit (ADAM-6256)] or [Custom HTTP alarm] is selected for [Type]

Select from [All alarm], [All Registered face detection], [All Registered people detection], [Al-VMD], [Sound detection] and [Al Occupancy detection]. When category is set for face watchlist, the name of category is shown and notification destinations can be set according to each category.

When [Camera] is selected for [Type]

Select from [All Registered face detection], [All Registered people detection].

Note)

Up to 60 can be set for alarm notification.

The contents displayed in [Alarm type] differ depending on the type of registered camera or extension software.

When setup for i-PRO Active Guard Plug-in (4.6.2), this configuration will be done automatically. In this case, [Alarm] is set to [Type] and [All alarms] is set to [Alarm kind].

Confirm the configuration is done.

t proc	ess is required to finish c	configuration. Restart				
m N	lotification			Add	Delete	Save
	IP address	Туре	Port	Trigger	Alarr	n kind
1	192.168.0.207	Multi-Al plugin for ASM300	1819	☑ Alarm System error Exceed the receiving limit(data loss) Reach the max usage of image storage drive(delete of Reach the max usage of Reach the max usage of Reach the max usage drive(delete of Reach the max usage drive(dele	All a	larm 🗸
					-	
	13					

To change [Trigger] and [Alarm kind], change from this screen and click [Save]. If you want to delete it, select the row and click [Delete].

4.1.7. Dashboard configuration (optional)

4.1.7.1. Camera group configuration

When displaying the chart on the dashboard, it is possible to display it as statistical information for each group consisting of multiple cameras instead of statistical information for each camera.

Click (Camera Group).			
 Restart process is required to finish control Registered Group Group1 	Onfiguration. Restart Group name Group1 Check items to include	in this group (1~32)	3
	IP address 192.168.0.44 192.168.0.70 ✓ 192.168.0.71 192.168.0.72 192.168.0.73	Camera name Cam3 Cam1 Cam2 CAM11 Cam4	

Click [+] button, input Group name, check for camera and [Save].

Note) Up to 16 groups can be configured.

To delete camera group, right click the group and select [Delete Camera Group].

4.1.7.2. User Management

....

Click

By registering multiple users, it is possible to customize the dashboard display for each user.

(User Management) and [Add]. Restart process is required to finish configuration. ≡ User Management Γ Add *User information is used for dashboard access Delete Ħ User name å 1 ķ 20 ₽ ılı

On the screen that appears, enter [User name], [Password] and [Retype password] and then [Save].

4.1.8. More information about status (optional)

4.1.8.1. Camera Connection

	Camera Connection	C Server	Status O	Total Be	Diagnosis st shot Images: 93632
		- Same Contractions of the second sec	e:196.6/476GB		arm History: 29733 6/16 19:45)
IP addre	iss Model	Camera title	Function	Last received time	Last auto diagnosis time
IP addre		Camera title 192.168.0.33 Face demo	Function	Last received time 2021/06/16 19:54	Last auto diagnosis time 2021/06/16 19:42
	0.33 WV-521364				
92.168	0.33 WV-52136L 0.30 WV-52136L	192.168.0.33 Face demo	⊙(* 1)	2021/06/16 19:54	

: Camera is connected.

😢 : Camera is not connected.

1. Camera is connected, but last auto diagnosis result error.

Metadata session is connected, but AI application on camera side may not work well. Check AI application on camera side is installed, schedule setting is on and also check whether "Last received time".

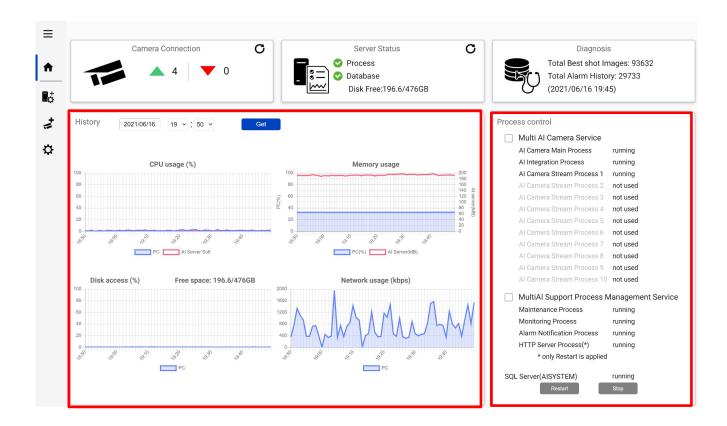
"Last received time" shows the last detection time that the camera detected face, people, vehicle or alarm. If this time is older than when camera captured actually objects, AI application on camera side may not work well.

"Last auto diagnosis time" is the latest time when i-PRO Active Guard server tested connection to camera and database. The test executes every 5 minutes for a camera in order. When error occurs, the time is shown in red color. In that case, check Log and confirm the status of camera or database.

Note)

When schedule setting for the AI application is off, last auto diagnosis will be failed. If it is intended, please ignore this indicator.

4.1.8.2. Server Status



<u>History</u>

History shows CPU usage, Memory usage, Disk access and Network usage of the i-PRO Active Guard server. CPU usage and Memory usage show the total value in the PC and i-PRO Active Guard server. Data for one hour from specified date is shown. Select date and [Get] for previous date (within 31 days can be shown).

These data can be used to check whether PC performance is stable after installation or investigation of the system trouble.

Note) Data may not be shown correctly when PC is power off or i-PRO Active Guard server software is stopped for some duration.

Process Control

Processes related to i-PRO Active Guard server can be restarted or stopped. When the system is running, please check all processes show "running" or "not used".

(The number of used "AI Camera Stream Process x" depends on the number of registered cameras.)

When it is required to restart PC, check [Multi AI Camera Service] and [MultiAI Support Process Management Service] are stopped (also see 5.8).

When investigation to system trouble is required, please check status and try to [Restart].

4.1.8.3. Diagnosis

								Get	/06/16	ate 2021	~ Da	6	shot images	All Best s	ary	Record summ
15:00 16:00	14:00	13:00	12:00	11:00	10:00	9:00	8:00	5:00 7:00	5:00	4:00	3:00	2:00	1:00	0:00	16th Jun	IP address
0 0	0	0	0	0	0	0	0) 0	0	0	0	0	0	0	1046	192.168.0.30
0 0	0	0	0	0	0	0	0) 0	0	0	0	0	0	0	395	192.168.0.31
0 0	0	0	0	0	0	0	0	0 0	0	0	0	0	0	0	2156	192.168.0.32
0 0	0	0	0	0	0	0	0	0 0	0	0	0	0	0	0	308	192.168.0.33
	0 0 0	0 0 0	0 0 0	0 0 0	0 0 0	0 0 0	0 0 0) 0) 0	0 0 0	0 0 0	0 0 0	0 0 0	0 0 0	0 0 0	1046 395 2156	192.168.0.30 192.168.0.31 192.168.0.32

Record summary

Record summary shows the number of received data from each camera on the specified date.

Selectable items depend on the registered camera and AI application.

*Selectable items

- All Best shot images
- Face Best shot images
- People Best shot images
- Vehicle Best shot images
- All alarm
- Registered face detection
- Registered people detection
- AI-VMD
- Sound detection
- AI Occupancy detection

Information

Software version, OS, windows configuration are shown.

4.1.8.4. Display log

	Carnera Connection	C	Server Status	C	Diagnosis
-	4 🗸 4	0	Database		il Best shot Images: 93632 I Alarm History: 29733
			Disk Free:196.6/476GB		1/06/16 19:45)
in etc.	ss Model			turnulation	to the discount of the
IP addre	ss Model	Camera title	Function	Last received time	Last auto diagnosis time
9 192.168	0.33 WV-\$2136L	192.168.0.33 Fa	ce demo 💿 🕅	2021/06/16 19:54	2021/06/16 19:42
9 192.168	0.30 WV-S2136L	192.168.0.30 Pe	ople demo 🔒 🏨	2021/06/16 19:54	2021/06/16 19:47
9 192.168	0.32 WV-\$1136	192.168.0.32 Pe	ople demo 🔒 🏨	2021/06/16 19:54	2021/06/16 19:52
192.168	0.31 WV-52136L	192.168.0.31 Ve	hicle demo 📾 🖬 🖬	2021/06/16 19:33	2021/06/16 19:37

Click to show logs.

Overview of system error can be displayed. Select date and error level ([error], [warning] and [information]) and click [Get].

Detail for each message and troubleshoot for Code is shown on 6 Troubleshooting.

_Og 2021/05/09 22h ~ to	2021/05/10 22h → ✓ error ✓ warning information Get	
Date Level Category	Message	Code
2021/05/10 21:02 Warning Server process	Cannot receive test data from camera (1724635326)	010205
2021/05/10 21:02 Warning Server process	Failed to send test data request to camera (1724635326) (The remote server returned an error: (400) Bad Request.)	010204
2021/05/10 20:57 Warning Server process	Cannot receive test data from camera (118488675)	010205
2021/05/10 20:57 Warning Server process	Failed to send test data request to camera (118488675) (The remote server returned an error: (400) Bad Request.)	010204
2021/05/10 20:52 Warning Server process	Cannot receive test data from camera (730645128)	010205

Note) Maximum 1000 logs can be shown at the same time.

4.1.8.5. Download log

	Ca	amera Connection	C Server :	Status C		Diagnosis
•	1	🔺 4 🔻 0	Disk Free	:196.6/476GB	Total Ala	st shot Images: 93632 arm History: 29733 6/16 19:45)
-	IP address	Model	Comera title	Function	Last received time	Last auto diagnosis time
C	192.168.0.33	WV-\$2136L	192.168.0.33 Face demo	000	2021/06/16 19:54	2021/06/16 19:42
C	192.168.0.30	WV-\$2136L	192.168.0.30 People demo	2 \$(+ +) <u>R</u>	2021/06/16 19:54	2021/06/16 19:47
C	192.168.0.32	WV-\$1136	192.168.0.32 People demo	1 4(11)	2021/06/16 19:54	2021/06/16 19:52
	192.168.0.31	WV-\$2136L	192.168.0.31 Vehicle demo	A(1)2	2021/06/16 19:33	2021/06/16 19:37

Click $\stackrel{\checkmark}{\rightharpoonup}$ to download log.



Download system information

Download Camera Connection, Server Status, Diagnosis and Log loaded on screen as json format.

Download technical internal log

Download detail log. File name "yyyy-mm-dd_hhmmssfff" shows the time of log included. Log files are zipped automatically depending on the duration or size and the filename shows the time zipped.

Ex. "2021-05-10_180749290" includes logs from 2021-05-09 18:07:25.321 to 2021-05-10 18:07:49.290 on this example.

4.1.9. Windows setting

Following Windows configuration is required for i-PRO Active Guard server's work to be stable. Location of configuration may differ depending on OS.

4.1.9.1. Disable Real-time protection and Tamper protection

This is required for i-PRO Active Guard server to keep the basic performance.

In case of Windows 10,

(Start – Settings – System – Update & Security – Windows Security – Virus & threat protection – Virus & threat protection settings – Manage settings) Off the "Real-time protection" and "Tamper protection". Windows server OS does not have Tamper protection feature.

4.1.9.2. Disable Windows Update service

Windows updates are important to keep the system up to date, but auto update may require unplanned restart and some new Windows feature may influence the i-PRO Active Guard server. To avoid unplanned restarts or influences, disable Windows update service.

In case of Windows 10,

Start – Windows Administrative Tools – Services – right click "Windows Update" – Properties – select "Disabled" for "Startup type" and click OK.

4.1.9.3. Virtual memory setting

If the virtual memory is insufficient, the database may stop. Follow the procedures below to check the virtual memory setting

System Propertie	s				\times
Computer Name	Hardware	Advanced	System Protection	Remote	
Performance			or to make most of t	-	
User Profiles – Desktop settin	ngs related to	o your sign-in		Settings	
Startup and R System startup		lure, and deb	ugging information	Settings	
		ОК	Environme	ent Variables	
			Canoor	, the bit	

In case of Windows 10, Start – Windows System – Control Panel – System and Security – System – Advanced system setting

Select Settings

erformance (Options			>
Visual Effects	Advanced	Data Execution Preven	ntion	
Processor	scheduling	í		
Choose h	low to alloc	ate processor resourc	es.	
Adjust fo	r best perfo	rmance of:		
Progra	ams	OBackground	d services	
Virtual me	mory			
A paging were RAM		ea on the hard disk th	at Windows uses a	as if it
Total pag	ing file size	for all drives:	8152 MB	_
			Chang	e
		ОК	Cancel	Apply

Select "Advanced" tab on "Performance Options" screen and click "Change..." button of Virtual memory.

Confirm that "Automatically manage paging file size for all drives" is checked on "Virtual Memory" screen. Check it and click "OK" button.

4.2. Install and setup Plug-in

4.2.1. Obtain the Registration Key

This product needs to be activated by "Registration Key" issued by Key Management System before you start using. Follow the steps below to obtain the Registration Key.

STEP1

Start Operation Software of WV-ASM300 and login as administrator. Confirm [MPRID] from WV-ASM300 [Setting] – [Registration of license].

ASM300 Series	12 Operation window 🗿 Setting 🔅	6			
System					
Device setup	Dritry reformation of the key ma				
User management	MPR C Activation Key No.	2:00 0406 9/52 8896 1 Refer to the Activation Key Card.			
Falder	Registration ID	Here's to the Activation Key Card.			
Group		HER DIE AUTROL MY GEL			
Sequence	Registration of lowest				
Default screet	Registration Kep	Model ns.		Satur	
Hap	cent sees sole onto			Tegdard.	
Face Search	LOAD AND AND TOUL				
Event				organited.	
Cartenaniustion	508 DKH 2HE 120			Sugaration of the sugaration o	
Controller					
Halvenance	NU-18/5 Art 102	Options of all and the radio de all fac-	Tradeol in order	- against	
Registration of license					
		Add			
	To activate the Registration Key Click the (Registration) button t	this software seeds to be restarted. o remart the software.			

STEP2 Sign up

Access the URL for PC below and login. https://kms.business.panasonic.net/ipkms/pc/home.htm

[Important]

* Key Management System may not be able to be accessed during server maintenance.

Please create your User ID and password, if it is the first time to access this system.

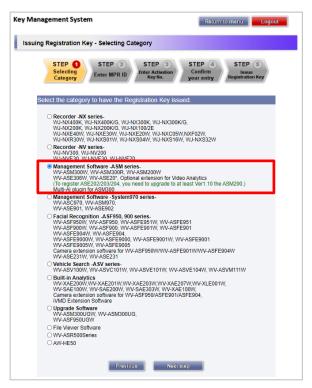
Please login as a temporary user using following User ID and password written on the web page.

STEP3 Get activation key

Click [Issue Registration Key] button.

Issue Registration Key	c	Demo Demo of Issue Registration Key
Issue History Make Report	Search Registration Key	
Dealer Account Management Change Password	Edit Account	
		Download Operating Manual

Select [Management Software -ASM series-] and follow the instructions on the screen to proceed.



[Activation Key No.] and [Registration ID] are as follows.

[Activation Key No.]: 0936-0065-0022-0208 [Registration ID]: B6B0-EACC

4.2.2. Install Plug-in and license registration

Download the installer from <u>https://i-pro.com/global/en/surveillance/training-support/documentation-</u> <u>database-list/</u>. Installation and configuration can be done from WV-ASM300.

STEP1

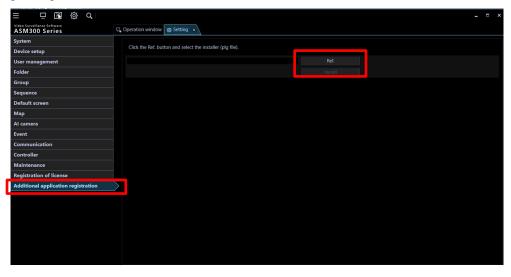
Execute [EnablePlugin.exe] included in downloaded folder.

STEP2

Start Operation Software of WV-ASM300 and login as administrator. Open setting window.

STEP3

Select [Additional application registration]. Click [Ref.], select downloaded file "MultiAlPlugin.plg" and click [install].



STEP4

Follow the instructions on the screen to proceed with the installation.

STEP5

Select [Registration of license] and click [Add]

= ⊑ 🕅 @ Q						×
Midao Surualilanca Software	G Operation window Setting *					
System						
Device setup	Entry information of the key manag MPR ID	ement system 0500-0006-E7				
User management	Activation Key No.		ctivation Key Card			
Folder	Registration ID		ctivation Key Card			
Group	Registration of license					
Sequence	Registration Key	Model no.	Туре	Status		
Default screen	0681-8231-3129-5168	WV-ASM300	Product edition	Registered		
Мар						
Al camera						
Event						
Communication						
Controller						
Maintenance						
Registration of license						
Additional application registration						
		•	Add		Edit Delete	
	To activate the Registration Key, this Click the [Registration] button to re-	s software needs t start the software.	o be restarted.			

Input [Registration Key] obtained in 4.2.1 and click [Input saving]

🐏 Entry of Registration Ki	EV		×
Entry of Registration Key			
Registration Key			
	In		

STEP6

Click the [Registration] button after confirming the information of the entered "Registration Key".

STEP7

Click the [OK] button. To cancel registration, click the [Cancel] button.



Important:

- [Registration Key] is valid only on the PC on which the MPR ID entered in the key management system is displayed. Cannot be used on other PCs.
- It is impossible to deactivate the "Registration Key" once registered. Confirm that registration is correct.
- When the [OK] button is clicked, this software will be automatically restarted.

4.2.3. Connection to i-PRO Active Guard server

STEP1

Select [i-PRO Active Guard Plug-in] from [Setting] and click [+] button.

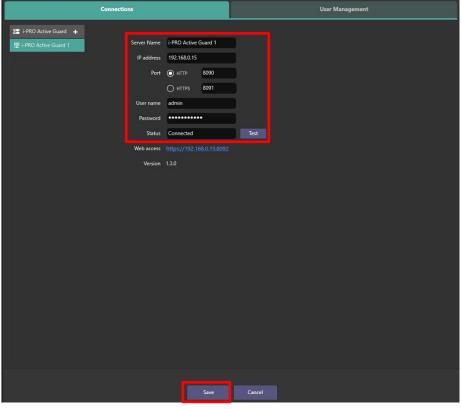
= ⊡ 🕅 @ <		_ ¤ ×
Video Surveillance Software	Goperation window Setting ×	
System		
Device setup	Connections	User Management
User management	E i-PRO Active Guare + Select a server or click the + button	
Folder		
Group		
Sequence		
Default screen		
Мар		
Al camera		
Event		
Communication		
Controller		
Maintenance		
Registration of license		
Additional application registration		
i-PRO Active Guard Plug-in		

STEP2

Input i-PRO Active Guard server information and click [Test].

For the [User name] and [Password], enter the administrator user name and password set when installing (4.1.1). For the [Port], enter the port number when installing.

If [Connected] is shown for [Status], click [Save].



Note)

Up to 100 i-PRO Active Guard server can be registered.

4.2.4. User Management (Optional)

Configure [User Management] for [Face Watch list] and [People Watchlist] access.

	Active Guard Plug-in wi	ndow × 🐼 Se	tting ×				
	Connections				User Ma	nagement	
User level setup							
Function	Level 0	Level 1	Level 2	Level 3	Level 4	Level 5	
Face Watchlist	V						
People Watchlist							
User Setup							
User name				Level			
admin				Level 0		*	
lestuser							
	Function Face Watchlist People Watchlist User Setup User name	User level setup Function Level 0 Face Watchlist People Watchlist User Setup User name admin	User level setup Function Level 0 Level 1 Face Watchlist People Watchlist User Setup User name admin	User level setup Function Level 0 Level 1 Level 2 Face Watchlist 2 People Watchlist 2 User Setup User name admin	User level setup Function Level 0 Level 0 Level 1 Level 2 Level 3 Face Watchlist People Watchlist User Setup User name Level admin Level 0 Level 0	User level setup Function Level 0 Level 1 Level 2 Level 3 Level 4 Face Watchlist People Watchlist User Setup User name Level admin Level 0	User level setup Function Level 0 Level 1 Level 2 Level 3 Level 4 Level 5 Face Watchlist People Watchlist User Setup User name Level admin Level 0

Some Plug-in's function has relation to [User level setup] or [User setup] on WV-ASM00 setting. If these setting is disabled on WV-ASM300, corresponding Plug-in function cannot be used.

User level setup / User level setup	Related functions of Plug-in
on WV-ASM300	
Recorder control	All search and receive alarm functions of both i-PRO Active
	Guard Search and i-PRO Active Guard Event.
Display the alarm log	All functions of i-PRO Active Guard Event.
Print/Save as a still picture	Snapshot
Download	Export video and output search result
Alarm reset/error reset	Change alarm status button in playback window.
Displayable map	Map display in camera selection and playback window.

4.2.5. Check

If WV-ASM300 is running, close it and then start it again.

STEP1

Open WV-ASM300 Operation window and click Plug-in icon.



STEP2

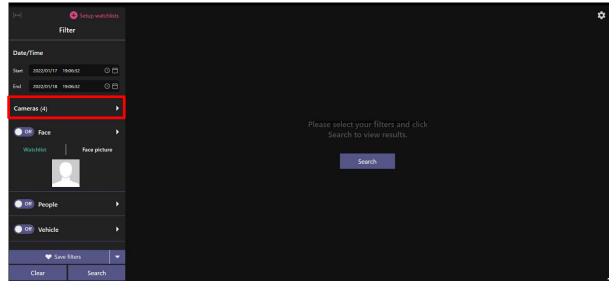
Click [i-PRO Active Guard Search]



STEP3

When the number is shown for "Cameras (x)", Connection succeeded.

* x means the number of camera that Face, People or Vehicle extension software is installed.



When some camera has detected object, you can search Best shot images by clicking Search.

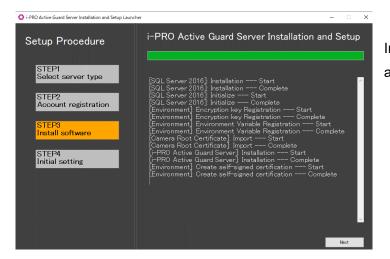
4.3. Upgrade i-PRO Active Guard server

[Important]

When upgrading the version of i-PRO Active Guard server, do not uninstall the already installed version. If you uninstall it, you will not be able to use the past data.

Execute "MultiAlStartup.exe" as administrator (file path length must be less than 120). If you are using Windows 10 version 20H2, "Windows Update" message. Execute "Windows Update" according to the message.

Check for [Agree] for License terms and [OK].



Installation starts and [Next] button will be appeared when finished. Click [Next].

I-PRO Active Guard Server Installation and Setup Launchei	
Setup Procedure	Configuration tool port Port 1022 Conce OK
STEP1 Select server type STEP2 Account registration STEP3	Plugin connection port Port UV OK SSL • On • Off Data Encryption
Install software STEP4 Initial setting	● On ● Off Company name Country <u>United States ∨</u> Purpose of use <u>Demo ∨</u>
	 Sond anonymous data to improve software and user experience. Transmitted data does not include your personal information. Launch web browser for configuration

Click [Finish].

4.4. Upgrade Plug-in

STEP1

Start Operation Software of WV-ASM300 and login as administrator.

Open [Setting] - [Additional application registration] and click [Ref.], select downloaded file

"MultiAlPlugin.plg".

= ⊑ 🖾 @ Q				_ = ×
Video Surveillance Software ASM300 Series	🗔 Operation window	§ Setting ×		
System				
Device setup	Click the Ref. butto	n and select the installer (plg file).		
User management			Ref.	
Folder				
Group	Application name	i-PRO Active Guard Plug-in	Uninstall	
Sequence	Software version	V1.30		
Default screen	Status	License is already registered	Registration	
Мар	Status	License is already registered	Negistration	
Al camera				
Event				
Communication				
Controller				
Maintenance				
Registration of license				
Additional application registration				
i-PRO Active Guard Plug-in				

STEP2

Click [Update] and follow the instructions on the screen to proceed with the installation.

= ⊑ 🖾 @ Q				_ • ×
Video Surveillance Software ASM300 Series	🖫 Operation window 🔯 S	Setting ×		
System	Click the Def hutter a	a di sala stati a in stallar (alla Ela)		
Device setup	Click the Ref. button a	nd select the installer (plg file).		
User management	C:¥Use rs¥4028200¥DesI	ktop¥Multi AI Plugin v1.5.0.8¥Global v1.5.0.8¥MultiAIPlugin.plg	Ref.	
Folder	Update to "i-PRO Activ	e Guard plug-in(V1.50)".	Update	
Group	Application name	i-PRO Active Guard Plug-in	Uninstall	
Sequence	Software version	V1.30		
Default screen	Status	License is already registered	Registration	
Мар	Jatus		Registration	
Al camera				
Event				
Communication				
Controller				
Maintenance				
Registration of license				
Additional application registration	\geq			
i-PRO Active Guard Plug-in				

5. When changing system component

5.1. Add system device

5.1.1. Add camera

STEP1

Register camera to recorder and update registered device information in WV-ASM300.

STEP2

Register cameras to i-PRO Active Guard server (Refer to 4.1.2.3)

STEP3

Restart process (Refer to 4.1.3)

STEP4

If WV-ASM300 is running, close it and then start it again.

5.1.2. Add recorder

STEP1

Register camera to recorder and registered the recorder to WV-ASM300.

STEP2

Add recorder to i-PRO Active Guard server. (Refer to 4.2.1).

STEP3

Register cameras associated with new recorder to i-PRO Active Guard server (Refer to 4.1.2.3).

=								
A	Registered Recorders	Enabled camera				Add	Delete	Save
	WJ-NX400							
_	WJ-NX400	IP address	Model	Camera name	Function	HTTP(S) port	SSL	
	Others	Disabled camera						
199 199								
Ķ		IP address	Model	Camera name	Function	HTTP(S) port	SSL	
-								

STEP4

Restart process (Refer to 4.1.3)

STEP5

If WV-ASM300 is running, close it and then start it again.

5.2. Delete system device

5.2.1. Delete camera

STEP1

Check camera and [Delete] from Register Cameras screen. Existing data of the selected camera will be unavailable.

Registered Recorders	Enabled c	amera				Add	Delete
WJ-NX200							
Others		IP address	Model	Camera name	Function	HTTP(S) port	SSL
	1	192.168.0.44	WV-S4156	Cam3	(*) <u>\$</u> #1	80	Off
	2	192.168.0.70	WV-S1136	Cam1	_\$ ((+)) <u>#</u>	80	Off
		192.168.0.71	WV-S1136	Cam2	œ(•) <u>≥</u>	80	Off
	4	192.168.0.72	WV-S2136	CAM11	🗢 🛋 🕪	80	Off
	5	192.168.0.73	WV-S2136	Cam4	œ(**)	80	Off
	Disabled o	camera					
		IP address	Model	Camera name	Function	HTTP(S) port	SSL

STEP2

Restart process (Refer to 4.1.3)

5.2.2. Disable camera

When you want disable specific cameras temporarily, which means there is a possibility you want to search existing data of the camera later, configure the camera as Disabled camera.

STEP1

Check camera and move to Disabled camera from Register Cameras screen.

Existing data of the selected camera will be unavailable as long as the camera is disabled camera.

Registered Recorders	Enabled o	amera				Add	Delete Sav
WJ-NX200							
Others		IP address	Model	Camera name	Function	HTTP(S) port	SSL
ouldo	1	192.168.0.44	WV-S4156	Cam3	(*) <u>2.</u>	80	Off
	2	192.168.0.70	WV-S1136	Cam1	_ (()) <u> R</u>	80	Off
		192.168.0.71	WV-S1136	Cam2	⊙(*) <u>≥</u>	80	Off
	4	192.168.0.72	WV-S2136	CAM11	🗢 🛋 🕪	80	Off
	5	192.168.0.73	WV-S2136	Cam4	⊙ (0)	80	Off
	Disabled	camera					
		IP address	Model	Camera name	Function	HTTP(S) port	SSL

STEP2

[Save]

	IP address	Model	Camera name	Function	HTTP(S) port	SSL	
1	192.168.0.44	WV-S4156	Cam3	(()) <u> </u>	80	Off	
2	192.168.0.70	WV-S1136	Cam1	 ((1)) <u>-</u>	80	Off	
3	192.168.0.72	WV-S2136	CAM11	🗢 🛋 🕪	80	Off	
4	192.168.0.73	WV-S2136	Cam4	⊙ (0))	80	Off	
bled	camera						
	IP address	Model	Camera name	Function	HTTP(S) port	SSL	
1 🔽	192.168.0.71	WV-S1136	Cam2	⊙(*)≧	80	Off	

STEP3

Restart process (Refer to 4.1.3)

When you want to use the camera and existing data of the camera again, move to Enabled camera and [Save].

Existing data of the camera will be available as long as retention period is not exceeded from Plug-in.

5.2.3. Delete recorder

STEP1

Check server and [Delete] from Register Recorder screen.

Cameras belonged to the selected server are also deleted and exiting data will not be used from Plug-in and dashboard.

When the same recorder and camera are registered again, existing data becomes available as long as retention period is not exceeded from Plug-in.

Best shot images and related database will be delete when retention period exceed.

≡	Register Recorders		-	Add	Delote
a		IP address	Recorder		
Ē	1	192.168.0.201	WJ-NX200		
11+					
Ķ					
20					
۵					
di .					

STEP2

Restart process (Refer to 4.1.3)

5.3. Add or Change camera's extension software

STEP1

Install or change extension software.

STEP2

Click [Get from Recorder] on Register Cameras screen (4.1.2.3).

Select the camera, [Check].

Confirm the icons for [Check result] is changed depending on the extension software and click [Register].

STEP3

Restart process (Refer to 4.1.3)

5.4. Uninstall the system

5.4.1. Uninstall Plug-in from client PC

STEP1

Select [Additional application registration] and Click [Uninstall] for "i-PRO Active Guard Plug-in".

STEP2

Follow the instructions on the screen to proceed with the uninstallation.

STEP3

Execute [DisablePlugin.bat] included in downloaded folder.

5.4.2. Uninstall i-PRO Active Guard server

STEP1

Open the Programs and Features window (from the Control Panel).

STEP2

Find [Multi AI Plugins – Server] and [Uninstall]. Delete "C:¥MultiAI" folder if exist.

STEP3

Find [Microsoft SQL Server 2016 (64 bit)] and [Uninstall]. Select [Remove] and delete "AISYSTEM" instance.



	ext. om: ce ID Featu 13.AISYSTEM SQLEr	ures Ed	ition V ress 1:	/ersion 3.2.5026.0 3.2.5026.0
ures only" and then click n ance to remove features fro NSYSTEM alled instances: tance Name Instanc YSTEM MSSQL	ext. om: ce ID Featu 13.AISYSTEM SQLEr	ures Ed ngine, SQLEng Exp	ition V ress 1:	Version 3.2.5026.0
AISYSTEM alled instances: tance Name Instanc YSTEM MSSQL	e ID Featu 13.AISYSTEM SQLEr	ngine, SQLEng Exp	ress 13	3.2.5026.0
alled instances: tance Name Instanc YSTEM MSSQL	13.AISYSTEM SQLEr	ngine, SQLEng Exp	ress 13	3.2.5026.0
tance Name Instance YSTEM MSSQL	13.AISYSTEM SQLEr	ngine, SQLEng Exp	ress 13	3.2.5026.0
YSTEM MSSQL	13.AISYSTEM SQLEr	ngine, SQLEng Exp	ress 13	3.2.5026.0
YSTEM MSSQL	13.AISYSTEM SQLEr	ngine, SQLEng Exp	ress 13	3.2.5026.0
	-			
		, , , , , , , , , , , , , , , , , , , ,		

Select Features				
	is computer are shown below. To remove a feature,	select the checkbox next	to the feature	
Global Rules	Features:		Description:	
Select Instance	AISYSTEM		The configuration	and operation
Select Features	Database Engine Services		of each instance f Server instance is	feature of a SQ
Feature Rules	SQL Server Replication Redistributable Features		other SQL Server	instances. SQL
Ready to Remove			Server instances of side-by-side on the side of the si	
Removal Progress Complete			computer.	
Complete				
	Select All Unselect All			
		< Back	Next >	Cancel
Server 2016			-	
Ready to Remove				
Verify the SQL Server 2016 fea	tures to be removed.			
Verify the SQL Server 2016 fea	tures to be removed. Ready to remove SQL Server 2016:			
Global Rules Select Instance				
Global Rules Select Instance Select Features	Ready to remove SQL Server 2016:			
Global Rules Select Instance Select Features Feature Rules	Ready to remove SQL Server 2016: - Summary - Edition: Express - Action: Uninstall			
Global Rules Select Instance Select Features Feature Rules Ready to Remove	Ready to remove SQL Server 2016:			
Global Rules Select Instance Select Features Feature Rules Ready to Remove Removal Progress	Ready to remove SQL Server 2016: - Summary - Edition: Express - Action: Uninstall - General Configuration - Features - Database Engine Services			
Global Rules Select Instance Select Features Feature Rules Ready to Remove	Ready to remove SQL Server 2016:			
Global Rules Select Instance Select Features Feature Rules Ready to Remove Removal Progress	Ready to remove SQL Server 2016: - Summary - Edition: Express - Action: Uninstall - General Configuration - Features - Database Engine Services			
Global Rules Select Instance Select Features Feature Rules Ready to Remove Removal Progress	Ready to remove SQL Server 2016: - Summary - Edition: Express - Action: Uninstall - General Configuration - Features - Database Engine Services			
Global Rules Select Instance Select Features Feature Rules Ready to Remove Removal Progress	Ready to remove SQL Server 2016: - Summary - Edition: Express - Action: Uninstall - General Configuration - Features - Database Engine Services			
Global Rules Select Instance Select Features Feature Rules Ready to Remove Removal Progress	Ready to remove SQL Server 2016: - Summary - Edition: Express - Action: Uninstall - General Configuration - Features - Database Engine Services			
Global Rules Select Instance Select Features Feature Rules Ready to Remove Removal Progress	Ready to remove SQL Server 2016: - Summary - Edition: Express - Action: Uninstall - General Configuration - Features - Database Engine Services			
Global Rules Select Instance Select Features Feature Rules Ready to Remove Removal Progress	Ready to remove SQL Server 2016: - Summary - Edition: Express - Action: Uninstall - General Configuration - Features - Database Engine Services			
Global Rules Select Instance Select Features Feature Rules Ready to Remove Removal Progress	Ready to remove SQL Server 2016: - Summary - Edition: Express - Action: Uninstall - General Configuration - Features - Database Engine Services			
Global Rules Select Instance Select Features Feature Rules Ready to Remove Removal Progress	Ready to remove SQL Server 2016:			
Global Rules Select Instance Select Features Feature Rules Ready to Remove Removal Progress	Ready to remove SQL Server 2016:	un Bootstan M. ov/201110	6 120400/000-00-00-00-00-00-00-00-00-00-00-00-	rationa Files in:
Global Rules Select Instance Select Features Feature Rules Ready to Remove Removal Progress	Ready to remove SQL Server 2016:	up Bootstrap¥Log¥2021102	6,121946#Configur	ationFile.ini

Note) SQL server instance that VMS uses is not deleted. Only instance for i-PRO Active Guard server is deleted.

STEP4

Delete "C:¥Program Files¥Microsoft SQL Server¥MSSQL13.AYSYSTEM" folder.

5.5. Change IP address

5.5.1. Change camera's IP address

STEP1

Change camera's IP address, update recorder and WV-ASM300 registration. Please refer the manual for each software.

STEP2

Delete the camera from i-PRO Active Guard server (Refer to 5.2.1)

STEP4

Register the camera again (Refer to 4.1.2.3).

STEP5

Restart process (Refer to 4.1.3).

5.5.2. Change recorder's IP address

STEP1

Change Recorder's IP address and update and WV-ASM300 registration. Please refer the manual for each software.

STEP2

Delete the recorder from i-PRO Active Guard server (Refer to 5.2.3)

STEP3

Register the recorder again (Refer to 4.1.2.2).

STEP4

Restart process (Refer to 4.1.3).

5.5.3. Change i-PRO Active Guard server's IP address

Existing recorded data and Best shot images are available after changing IP address.

STEP1

Change i-PRO Active Guard server's IP address.

STEP2

Update configuration for Connection to i-PRO Active Guard server from Plug-in (4.2.3).

5.6. Data backup and restore

Image data and related database can be backed-up manually. It is important to note that the reinstallation of i-PRO Active Guard server requires the same version of software for reinstallation from backup due to differences in each database version.

5.6.1. Backup process

STEP1

Start – Windows Administrative Tools – Task Scheduler. Right click and disable "AliveMonitoringProcess"

STEP2

Start – Windows Administrative Tools – Services.

Right click and stop for "MultiAlCameraService", "MultiAlSupportProcessManagementService" and "SQL Server(AISYSTEM)", respectively.

STEP3

Browse to "C:¥Program Files¥Microsoft SQL Server¥MSSQL13.AISYSTEM¥MSSQL¥DATA". Copy "ai_db.mdf", "aicam.mdf", "support_db.mdf", ai_db_log.ldf", "aicam_log.ldf", "support_db_log.ldf", "bi.mdf" and "bi_log.ldf" to safe location (i.e.: a USB drive, a NAS device, another server, etc.).

STEP4

Copy "C:¥MultiAl¥Image" folder to safe location. If you changed image data save path, copy the folder. Copy "C:¥MultiAl¥Backup¥WebConfig" folder to safe location.

STEP5

Type "regedit" to Start menu and run. Right click two folder and export to safe location, respectively. "¥HKEY_LOCAL_MACHINE¥SOFTWARE¥Panasonic¥AiSystem". "¥HKEY_LOCAL_MACHINE¥SOFTWARE¥WOW6432Node¥Panasonic¥AiSystem".

STEP6

Start – Windows Administrative Tools – Services.

Right click and run for "MultiAlCameraService", "MultiAlSupportProcessManagementService" and "SQL Server(AlSYSTEM)", respectively.

STEP7

Start – Windows Administrative Tools – Task Scheduler. Right click and enable "AliveMonitoringProcess"

5.6.2. Restore process

STEP1

Start – Windows Administrative Tools – Task Scheduler. Right click and disable "AliveMonitoringProcess"

STEP2

Start - Windows Administrative Tools - Services.

Right click and stop for "MultiAlCameraService", "MultiAlSupportProcessManagementService" and "SQL Server(AlSYSTEM)", respectively.

STEP3

Copy saved files "ai_db.mdf", "aicam.mdf", "support_db.mdf", ai_db_log.ldf", "aicam_log.ldf", "support_db_log.ldf", "bi.mdf" and "bi_log.ldf" to "C:¥Program Files¥Microsoft SQL Server¥MSSQL13.AISYSTEM¥MSSQL¥DATA" and replace existing files.

STEP4

Copy saved folder "Image" to "C:¥MultiAI" and replace existing files. Copy saved folder "WebConfig" to "C:¥MultiAI¥Backup" and replace existing files.

STEP5

Double-click the saved registry export file. This will re-install the registry keys.

STEP6

Start – Windows Administrative Tools – Services. Right click and run for "SQL Server(AISYSTEM)".

STEP7

Execute "C:¥MultiAl¥tools¥restore_user¥restore_user.bat" as administrator.

STEP8

Right click and run for "MultiAlCameraService", "MultiAlSupportProcessManagementService", respectively.

STEP9

Start – Windows Administrative Tools – Task Scheduler. Right click and enable "AliveMonitoringProcess".

5.7. Reset administrator account

When you forget credential of administrator to access configuration, you need to reset on PC that i-PRO Active Guard server is installed.

Execute "C:¥MultiAl¥tools¥ChangeAdminPassword¥ChangeAdminPassword.exe" as administrator and set credentials.

5.8. Upgrade SQL server to Standard Edition

You can determine if you need Standard Edition from 3.3.

If you need it, please follow the steps below to upgrade after purchasing the license.

i-PRO Active Guard server software need to be installed in advance.

STEP1

Start [setup.exe] from install media of SQL server Standard Edition.

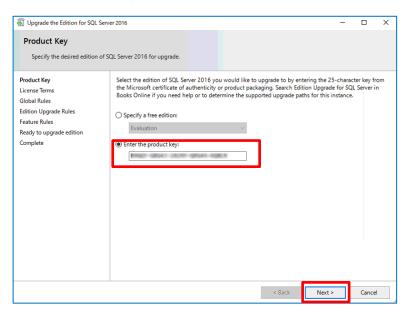
STEP2

Select [Edition Upgrade] from Maintenance.

to SQL Server Installation Center		×
Planning Installation Maintenance	Edition Upgrade Launch a wizard to change your edition of SQL Server 2016, like changing from Develope to Enterprise.	èr
lools Resources Advanced Options	Repair Launch a wizard to repair a corrupt SQL Server 2016 installation. Remove node from a SQL Server failover cluster Launch a wizard to remove a node from an existing SQL Server 2016 failover cluster. Launch Windows Update to search for product updates Launch He Windows Update application to search for updates that are available for your existing SQL Server installations and your system. To obtain updates for SQL Server ensur you Windows Updates settings are set to received updates for Microsoft products.	
Microsoft' SQL Server' 2016		

STEP3

Confirm product key is shown and click [Next].



STEP4

Check for license term and click [Next].

Upgrade the Edition for SQL S	erver 2016 — 🗆 🗙
License Terms	
To install SQL Server 2016, ;	you must accept the Microsoft Software License Terms.
Product Key License Terms Global Rules Edition Upgrade Rules Feature Rules Ready to upgrade edition Complete	MICROSOFT SQL SERVER 2016 STANDARD These license terms are an agreement between Microsoft Corporation (or based on where you live, one of its affiliates) and you. Please read them. They apply to the software named above, which includes the media on which you received it, if any. The terms also apply to any Microsoft • updates, • supplements, • Internet-based services, and • support services • copp • copp
	< Back Next > Cancel

STEP5

Select [AISYSTEM] for instance and click [Next].

藯 Upgrade the Edition for SQL Se	erver 2016				-		×
Select Instance							
Specify the instance of SQL S	Server to modify.						
Product Key License Terms Global Rules Edition Upgrade Rules Select Instance Feature Rules	Select the SQL Server the edition of an inst Specify the instance of AISYSTEM Installed instances:		ke to upgrade edition o	or you can choos	e to skip u	upgrading	
Ready to upgrade edition Complete	Instance Name AISYSTEM <shared compone<="" th=""><th>Instance ID MSSQL13.AISYSTEM</th><th>Features SQLEngine, SQLEng Conn, BC, SDK</th><th>Edition Express</th><th>13.</th><th>rsion 2.5026.0 0.14500.10</th><th></th></shared>	Instance ID MSSQL13.AISYSTEM	Features SQLEngine, SQLEng Conn, BC, SDK	Edition Express	13.	rsion 2.5026.0 0.14500.10	
			< Ba	ck Nex	:t >	Cancel	

STEP6

Click [Upgrade]

License Terms Global Rules License Terms Global Rules License Terms Global Rules License Tedition: Standard Action: EditionUpgrade General Configuration Features Features Ready to upgrade edition SQL Server Replication	Upgrade the Edition for SQL Ser Ready to upgrade edit	tion
	Product Key License Terms Global Rules Edition Upgrade Rules Select Instance Feature Rules Ready to upgrade edition Complete	Summary Summa

STEP7

Click [Close]

Upgrade the Edition for SQL S	erver 2016	- 0
Complete		
Your SQL Server 2016 editio	n upgrade is complete.	
Product Key License Terms	Information about the Setup operation or possi	ible next steps:
Global Rules	Feature	Status
	Client Tools Connectivity	Succeeded
Edition Upgrade Rules	Client Tools SDK	Succeeded
Select Instance	Client Tools Backwards Compatibility	Succeeded
Feature Rules	SQL Server Replication	Succeeded
Ready to upgrade edition	Oatabase Engine Services	Succeeded
Complete	SQL Browser	Succeeded
	Summary log file has been saved to the followir	1g location:
	C:\Program Files\Microsoft SQL Server\130\Set HFH57FR 20220125 140806.xt	up Bootstrap\Log\20220125_140806\Summary_DESKTOP-
		Close

6. Troubleshooting

6.1. Trouble shooting for Installation and Setup

Symptom	Cause and solution	Refer
Failed to install SQL server	There may be some data that was used in the past. Uninstall program related to SQL server 2016, delete folder C:¥Program Files¥Microsoft SQL Server¥MSSQL13.AISYSTEM and delete folder C:¥MultiAI if you installed before.	5.4.2
	Check if the file path length of file path of install package is less than 120 and launch installer as administrator.	4.1.1
	When you use Window 10, version 20H2 and the Microsoft Edge browser of any version from 84.0.522.52 through 86.0.622.55, execute "Windows Update". Ref. <u>https://docs.microsoft.com/en-</u> <u>us/troubleshoot/sql/install/error-set-up-update-</u> <u>instances</u>	-
Cannot access i- PRO Active Guard configuration.	Did you access <u>http://</u> <ip>:8092 ? "https://<ip>:8092" is correct. When you set another port number when installation or you changed after installation, enter the port number.</ip></ip>	4.1.2.1
	Supported browser is Microsoft Edge 85(or later), Chrome 83(or later) and Firefox 95(or later.)	3.2
	Please confirm related service is running on PC that i- PRO Active Guard server is installed. Start – Windows Administrative Tools – Services. "MultiAlCameraService", "MultiAlSupportProcessManagementService" and "SQL Server(AISYSTEM)" If stopped, right click and run.	5.6.1

Cannot log in to i- PRO Active Guard configuration	If you forget administrator account, reset account from PC that i-PRO Active Guard server is installed.	5.7
Cannot register recorder.	Check if IP address, port, protocol and credentials are correct.	4.1.2.2
Cannot register cameras	Check if IP address, port, protocol and credentials are correct.	-
	Check if extension software is installed to camera in advance.	-
	Check if cameras are registered to recorder in advance.	-
	Check if "Digest" is used for authentication on camera side. ([Settings] - [User mng.] - [User auth.])	-
Face, People or Vehicle images cannot be searched from Plug-in (camera is not shown for camera list).	Camera registration to i-PRO Active Guard server should be done after registering camera to recorder and registering recorder to WV-ASM300. When you re-register the camera to recorder after registration to i-PRO Active Guard server, you need to also re-register the camera to i-PRO Active Guard server (delete and then register again.)	5.2.1 5.1.1
Face, People or Vehicle images cannot be searched from Plug-in (the number of search result is 0).	Receiving status from each cameras can be confirmed from i-PRO Active Guard configuration. Check network connection between camera and i- PRO Active Guard server, last received time, last diagnosis time. If the result is not expected, check if schedule setting on camera side for extension software is on.	4.1.8.1
	Check process status of i-PRO Active Guard server. If some process is stopped, restart the process.	4.1.8.2
	Check if schedule setting on camera side for extension software is on.	-
	Configuration issues in a multiple network environment Check if the camera is connected to a network that is not local to the server.	-
	Firewall configuration issues.	-

	Check if i-PRO Active Guard server's program are listed on "Allowed apps and features" for firewall settings.	
Cannot connect from Plug-in to i-PRO Active Guard server.		4.1.5.2 4.2.3
Playback time is incorrect.	Check if PC time of i-PRO Active Guard server and recorder are synchronized.	-
Registered face detection or registered people detection cannot be	Check if i-PRO Active Guard server detect alarm from diagnosis on i-PRO Active Guard configuration. If alarm exists, check the process status of i-PRO Active Guard server.	4.1.8.3
shown	Check the configuration of alarm receive port on Preference setting. Notification port number can be confirmed from Alarm notification configuration.	4.1.6
[Additional application registration] menu is not display at [Setting] menu of ASM300	 Check if [EnablePlugin.exe] was executed correctly. If you have changed the ASM300 installation path from the default, please do the following: Open a command prompt. Change directory to the folder where [EnablePlugin.exe] exists. Type "EnablePlugin.exe [ASM300 installation path]" and press enter. 	4.2.2

6.2. Trouble shooting after staring operation

When trouble occurs after starting operation, you can confirm error code on i-PRO Active Guard configuration (Refer to 4.1.8.4)

Symptom	Error code	Cause and solution
Server process is	514 - 517	Services related to i-PRO Active Guard server does not
stopped on i-PRO		exist. Please install i-PRO Active Guard server again
Active Guard	1025 – 1028	Process related to i-PRO Active Guard server failed to start.
configuration	4097 – 4100	Restart i-PRO Active Guard server manually (Refer to
	4354,4357,	4.1.8.2).
	4610,4611	
		When process stops again, download logs (Refer to 4.1.8.5)
		and contact the system administrator.
Camera	4355,4356,4358	Check network connection between camera and i-PRO
disconnect		Active Guard server.
		Check if video recording to recorder and live monitoring
		works well or not. If recording or live monitoring also has
		problem, check camera's status.
		If problem continues after restarting camera and i-PRO
		Active Guard server manually (Refer to 4.1.8.2), download
		logs (Refer to 4.1.8.5) and contact the system administrator.
Face, People or	66052,66053	Receiving status from each cameras can be confirmed from
Vehicle Images		i-PRO Active Guard server configuration.
cannot be		Check network connection between camera and i-PRO
searched from		Active Guard server, last received time and last diagnosis
Plug-in (the		time.
number of search		If the result is not expected, check if schedule setting on
result is 0).		camera side for extension software is on.
False detection	-	To avoid false detection, refer to manual of extension
(Not face, people		software.
or vehicle is		
searched)		

High CPU usage,	65793,65794	Check CPU or memory status (Refer to 4.1.8.2) and confirm
memory usage	65796,65797	whether the usage by i-PRO Active Guard server software is
or disk access		high.
		If the usage of i-PRO Active Guard server is high, to reduce
		load, configure mask area on camera side or "Max
		frequency of receiving object data (per sec)" (Refer to
		4.1.5.4)
		If the usage of i-PRO Active Guard server is low and those
		of whole PC is high, check the influence of other software.
Reach the max	65795	Old images has been deleted by exceeding the settings for
disk space of		"Max usage of image storage drive".
image (delete old		
images)		If you need to store data for "Retention period", configure
		mask area on camera side to reduce the number of
		detection.

7. Appendices

7.1. Open source software

This product uses open source software.

For details concerning licensing, read license.txt included in install package.