



# **Setup Instructions**

## **i-PRO Active Guard for XProtect**



# CONTENTS

1. Preface	4
1.1. Limitation of liability	4
1.2. Copyright	4
1.3. Trademarks and registered trademarks	4
1.4. Abbreviations	4
1.5. Disclaimer of warranty	5
1.6. Collection of Usage Data	5
1.7. Network security	6
1.8. Precaution for use	7
2. Introduction to i-PRO Active Guard	8
2.1. System overview	8
2.2. Software components and supported version	9
3. System design	10
3.1. System architecture	10
3.2. System requirement	11
3.2.1 System requirement for i-PRO Active Guard server	11
3.3. Bitrate and storage calculator	13
3.4. Ports used in i-PRO Active Guard server	15
4. Installation and setup	16
4.1. Install extension software to camera and setup using iCT	16
4.2. Install and setup XProtect	17
4.2.1. Install and register cameras to XProtect	17
4.2.2. Enable Analytics event	17
4.2.3. Register basic user	18
4.3. Install and setup i-PRO Active Guard server	19
4.3.1. Install	19
4.3.2. Setup i-PRO Active Guard server	21
4.3.3. Restart process to apply changes	26
4.3.4. Check	27
4.3.5. System configuration (optional)	28
4.3.6. Notification to VMS Server (optional)	32
4.3.7. Dashboard configuration (optional)	33
4.3.8. More information about status (optional)	35
4.3.9. Windows setting	40
4.4. Install and setup Plug-in for XProtect Smart Client	42
4.5. Rules and Events, Alarm setup (optional)	43
5. When changing system component	45
5.1. Add system device	45

5.1.1. Add camera .....	45
5.2. Delete system device .....	45
5.2.1. Delete camera .....	45
5.2.2. Disable camera .....	46
5.2.3. Delete XProtect .....	47
5.3. Add or Change camera's extension software .....	48
5.4. Uninstall the system .....	49
5.4.1. Uninstall i-PRO Active Guard server .....	49
5.5. Change IP address .....	51
5.5.1. Change camera's IP address .....	51
5.5.2. Change i-PRO Active Guard server's IP address .....	51
5.6. Data backup and restore .....	52
5.6.1. Backup process .....	52
5.6.2. Restore process .....	53
5.7. Reset administrator account .....	54
5.8. Upgrade SQL server to Standard Edition .....	55
6. Troubleshooting .....	58
6.1. Trouble shooting for Installation and Setup .....	58
6.2. Trouble shooting after staring operation .....	61
7. Open source software .....	62

# 1. Preface

## 1.1. Limitation of liability

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- Other names of companies and products contained in these operating instructions may be trademarks or registered trademarks of their respective owners.

## 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

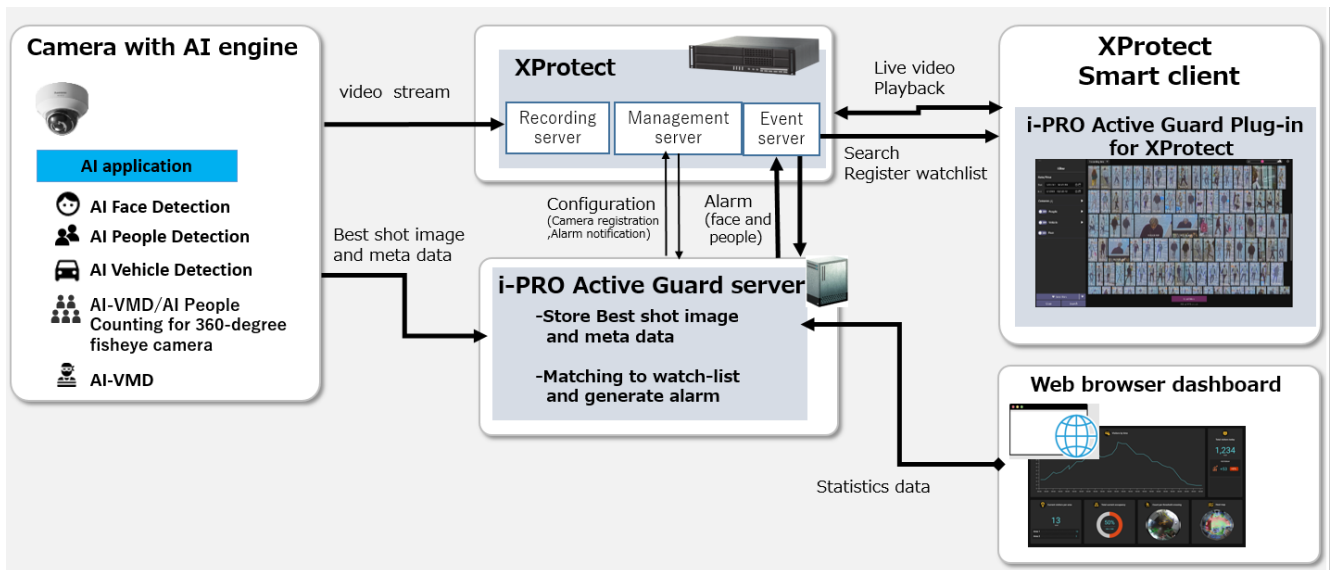
- The administrator should properly manage authentication information such as cameras, recorders, client software, Windows, databases, etc. so as not to leak to third parties.
  - Always change passwords for cameras, recorders, client software, etc. from the default values, and perform appropriate management.
  - 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



AI application or AI function on cameras transmit video stream to XProtect 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. XProtect Management server and XProtect Event server should be installed in the same PC.

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

i-PRO Active Guard Plug-in for XProtect is developed by ORBNET SYSTEM LTD. Please refer to their manual about plugin installation and how to use.

<https://www.milestonesys.com/marketplace/i-pro--co.-ltd/i-pro-active-guard-plug-in-for-xprotect/>

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 AI function

- AI Face Detection: Camera's extension software. V1.00 or later is supported.  
V1.10 or later is required for age and gender statistics dashboard.
- AI People Detection: Camera's extension software. V1.00 or later is supported.
- AI Vehicle Detection: Camera's extension software. V1.00 or later is supported.
- AI-VMD: Camera's extension software. V3.00 or later is required for people or vehicle counting dashboard.
- AI-VMD/AI People Counting for 360-degree fisheye camera: Camera's extension software. V1.20 or later is supported for dashboard.

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

### Cameras firmware

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

Please also check supported camera models on VMS.

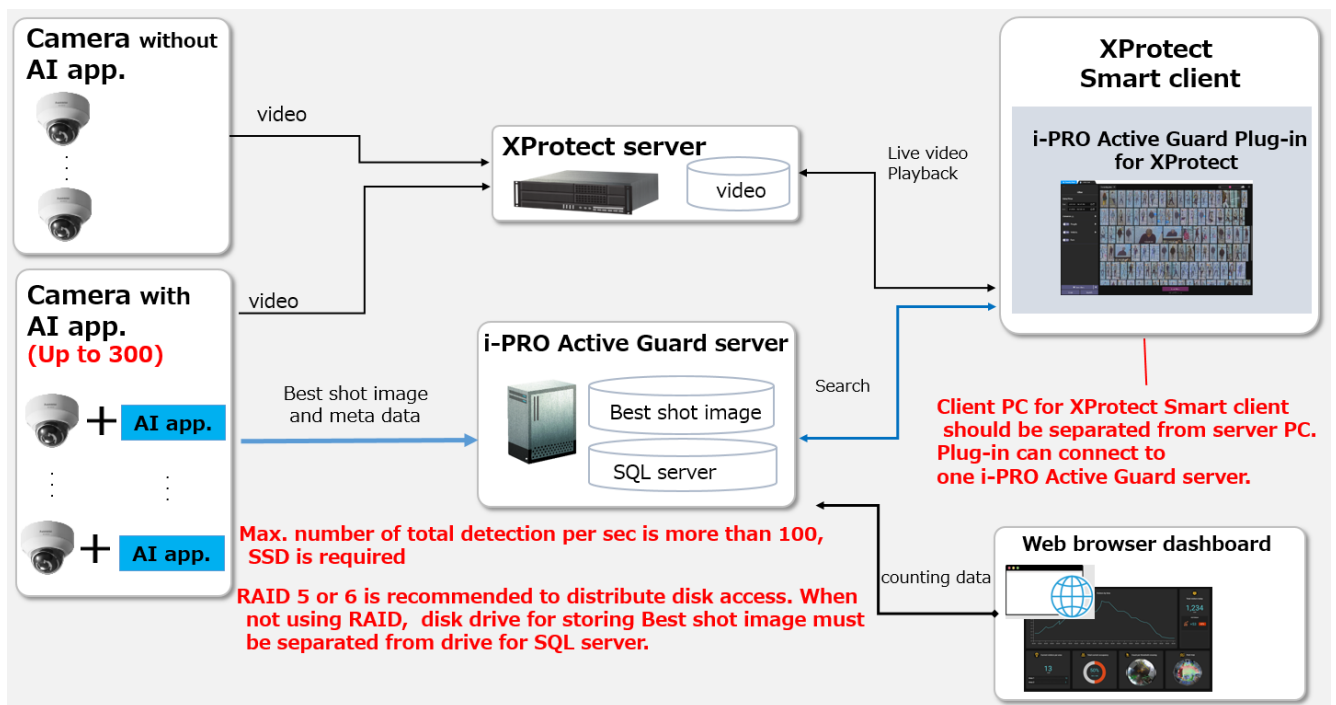
camera model	Version
WV-S1136,WV-S2136,WV-S2136L,WV-S2236L	1.00 or later
WV-S1536L,WV-S1536LN, WV-S1536LTN,WV-S2536L,WV-S2536LN, ,WV-S2536LTN	1.11 or later
WV-X1571L,WV-X2571L,WV-X2271L,WV-X1551L,WV-X2551L	1.50 or later
WV-S4576L,WV-S4176,WV-S4576LM,WV-S4156,WV-S4556L,WV-S4556LM	1.01 or later
WV-S8543,WV-S8543G,WV-S8543L,WV-S8543LG, WV-S8544,WV-S8544G,WV-S8544L,WV-S8544LG, WV-S8563L,WV-S8563LG,WV-S8564L,WV-S8564LG, WV-S8573L,WV-S8573LG,WV-S8574L,WV-S8574LG	1.01 or later
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, WV-S22700-V2LG, WV-S22700-V2L1, WV-S25500-V3L,WV-S25500-V3LN, 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,	1.00 or later
WV-S71300-F3	1.10 or later

## VMS and i-PRO Active Guard server / Plug-in

Software	Version
Milestone XProtect	2022R1 or later
i-PRO Active Guard server	V1.5.0 or later *V1.3.2 and V1.4.0 can be used with limited function.
i-PRO Active Guard Plug-in for XProtect *developed by ORBNET SYSTEM LTD.	V1.0.0 or later

## 3. System design

### 3.1. System architecture



- (1) The number of cameras with AI engine is up to 300.  
Camera with AI Face Detection is up to 60.
- (2) 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.
- (3) Client PC should be separated from server PC. Plug-in can connect to one i-PRO Active Guard server.

## 3.2. System requirement

### 3.2.1 System requirement for i-PRO Active Guard server

#### Hardware requirement

	Requirement
Up to 100 cameras	<ul style="list-style-type: none"><li>• Intel® Core™ i7-9700 (4.9 GHz, 8 core 8 thread) or better</li><li>• 32 GB of RAM or more</li><li>• 64 bit operating system Microsoft® Windows 10 Pro version 2004 or later , Microsoft® Windows 11, Microsoft® Windows Server 2016/2019 Standard Edition</li><li>• GbE network interface card</li></ul>
Up to 300 cameras	<ul style="list-style-type: none"><li>• Intel® Xeon® Silver 4208 2.1 GHz(8 core 16 thread) or better</li><li>• 32 GB of RAM or more</li><li>• 64 bit operating system Microsoft® Windows Server 2016/2019 Standard Edition</li><li>• GbE network interface card</li></ul>

## Common software requirement

Category	Supported software
Database Engines	<ul style="list-style-type: none"><li>• SQL server 2014/2016 Express/Standard Edition</li></ul> SQL server 2016 Express Edition is installed when installing i-PRO Active Guard server. Upgrade procedure is shown in 5.10.
Web browser for Configuration Tool	<ul style="list-style-type: none"><li>•Microsoft Edge 85 or later</li><li>•Chrome 83 or later</li><li>•Firefox 95 or later</li></ul>

### 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.

### 3.3. Bitrate and storage calculator

**STEP1: The number of extension software**

To calculate the bitrate of Best shot, the number of extension software (Face, People, Vehicle and People Counting 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 [per camera, per hour]	Max.				
	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.

**STEP2: 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 5.10)

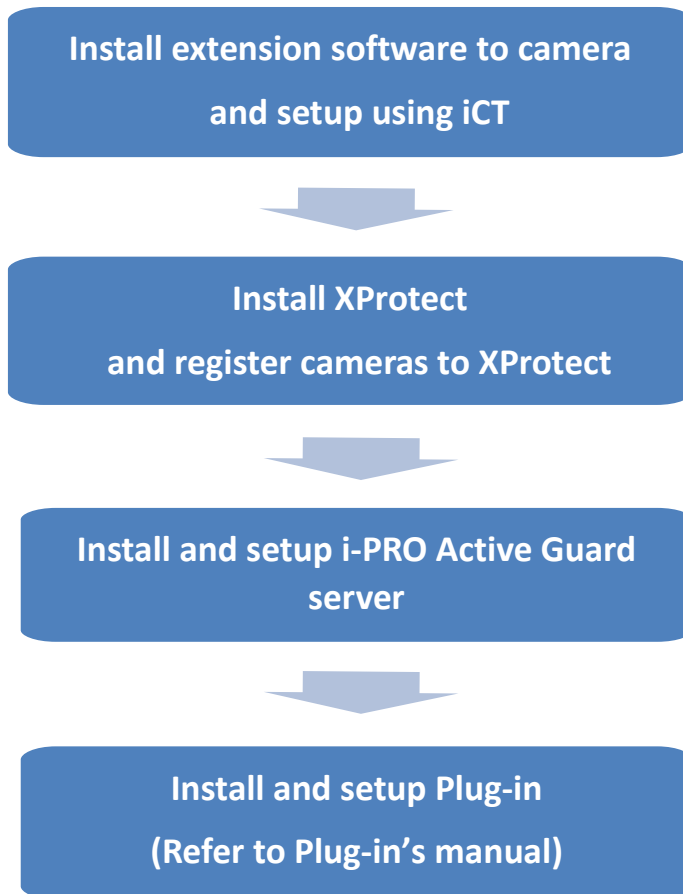
## 3.4. Ports used in i-PRO Active Guard server

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
50000	TCP	Internal process communication
50002	TCP	Internal process communication

## 4. Installation and setup

### Procedure overview



### 4.1. Install extension software to camera and setup using iCT

Download the extension software and refer manual from <https://i-pro.com/global/en/surveillance/training-support/documentation-database-list/>



## 4.2. Install and setup XProtect

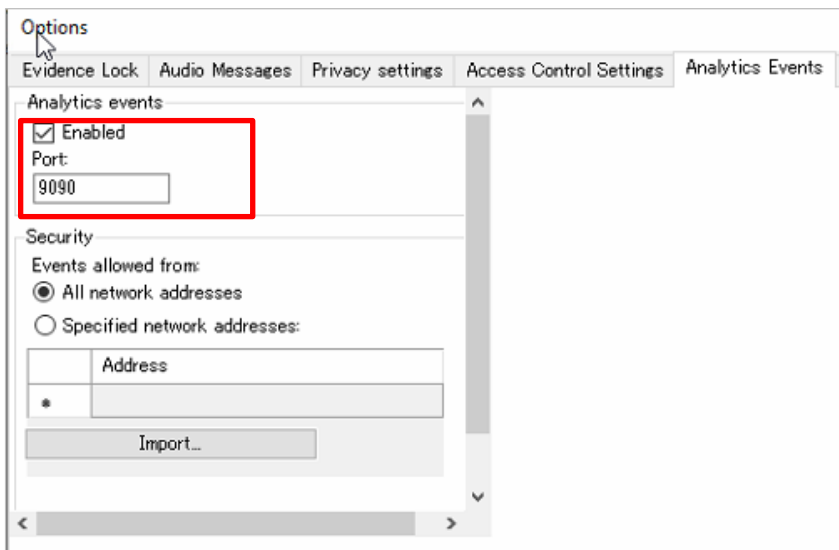
### 4.2.1. Install and register cameras to XProtect

Install the VMS server software and register the AI camera.

### 4.2.2. Enable Analytics event

Start XProtect Management Client and check for “Enabled” in [Options]-[Analytics Events].

Port number will be used for VMS registration to Active Guard server (4.3.2.2).



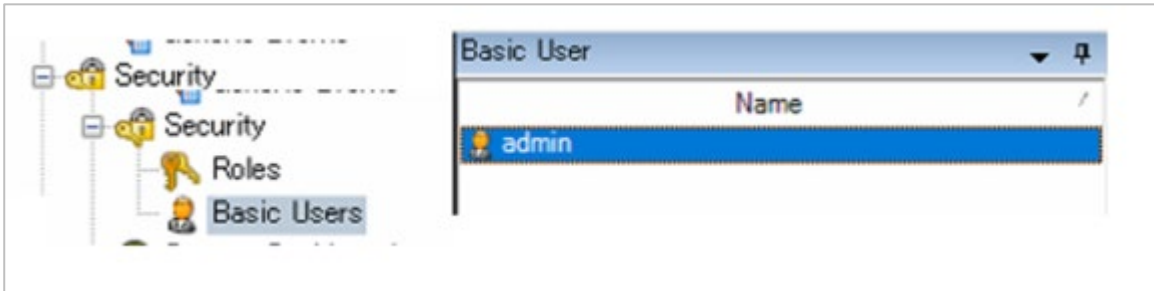
### 4.2.3. Register basic user

Registration of basic user on XProtect is required for cooperation with i-PRO Active Guard. User information will be used for VMS registration to Active Guard server (4.3.2.2).

#### STEP1

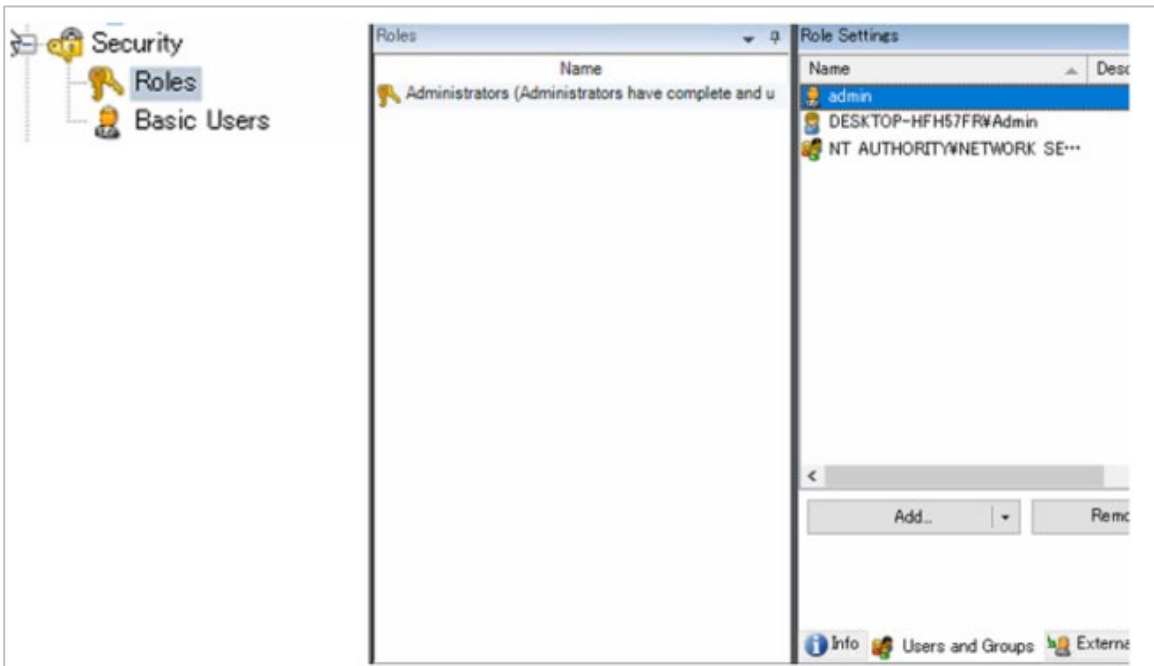
Start XProtect Management Client and register [Basic Users].

Set the password with 32 characters or less.



#### STEP2

Set the administrators role for the user.



## 4.3. Install and setup i-PRO Active Guard server

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

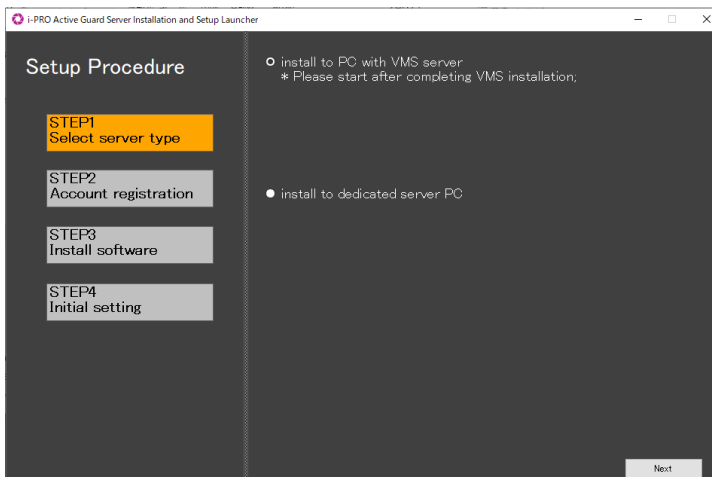
Install the i-PRO Active Guard server software. Configuration after installation can be done from web browser.

### 4.3.1. Install

Execute "MultiAIStartup.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.

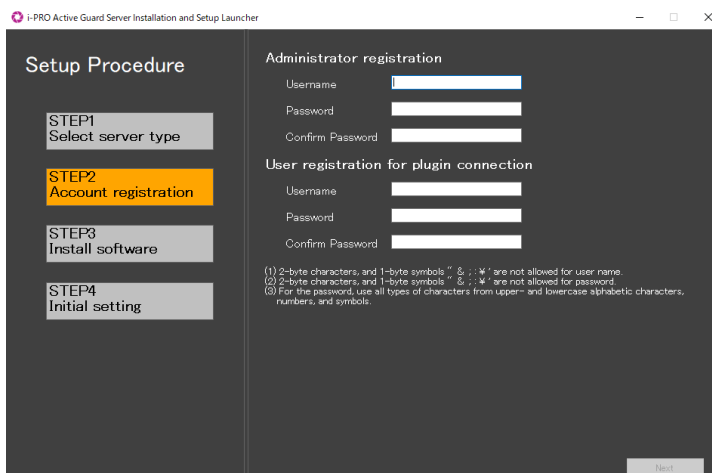
Check for [Agree] for License terms and [OK].



Select [install to dedicated server PC] and click [Next].

Note)

[Install to PC with VMS server] should be used for Milestone XProtect system.



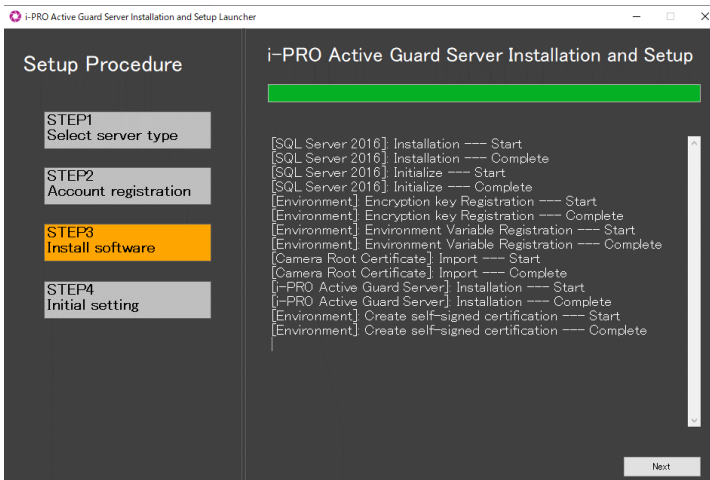
Register credentials and click [Next].

Note)

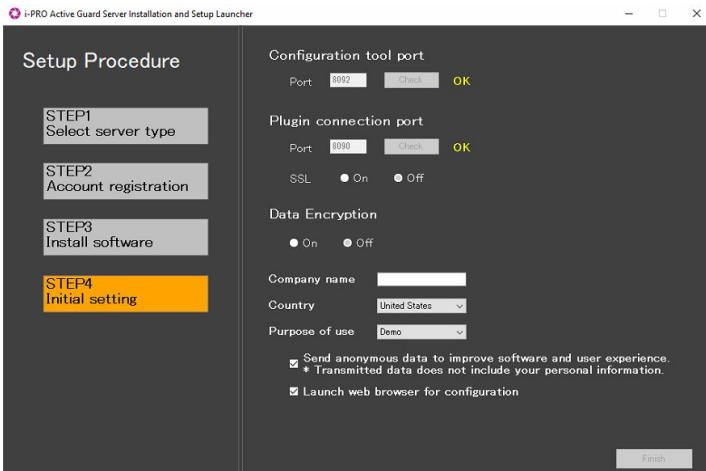
Make a note of the password you entered and keep it in a safe place.

When you forget the Administrator account, you can reset (Refer to 5.9).

When you forget the User account, you can reset (Refer to 4.3.7.2).



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].

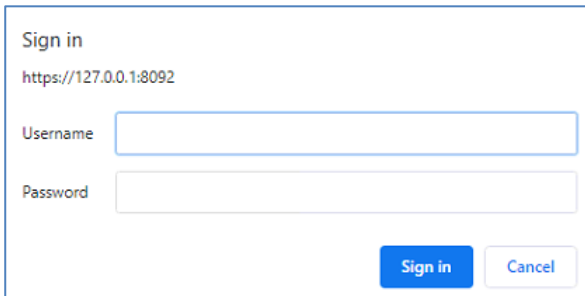
Note) When On is selected for Data Encryption, Image data will be encrypt. This setting cannot be changed after installation. Re-installation is required when you want to change after completing installation.

## 4.3.2. Setup i-PRO Active Guard server

### 4.3.2.1. Login

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

Input credentials.



Note)

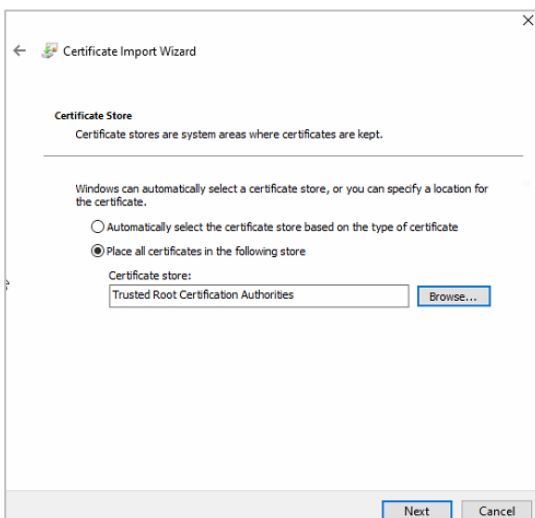
Credentials and port number configured by install tool 4.3.1 are used.

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

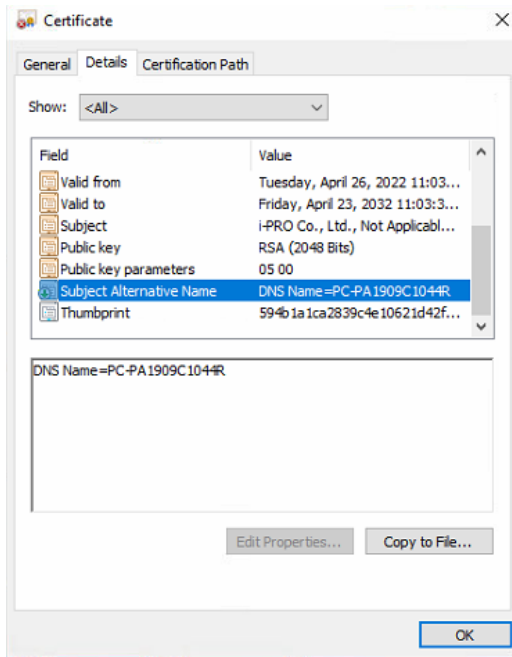
When the security alert window is displayed, click [advanced] and [Proceed to <ip> (unsafe)].

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

- 1) Copy "C:\MultiAI\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".



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




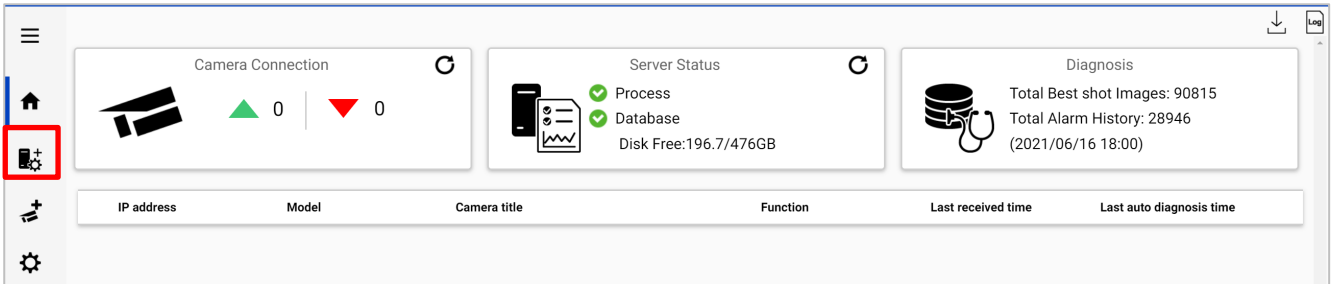
6) Open “C:\Windows\System32\drivers\etc\hosts” and add IP address of i-PRO Active Guard server and xxxx(DNS Name).

ex. 192.168.0.125 PC-PA1909C1044R

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

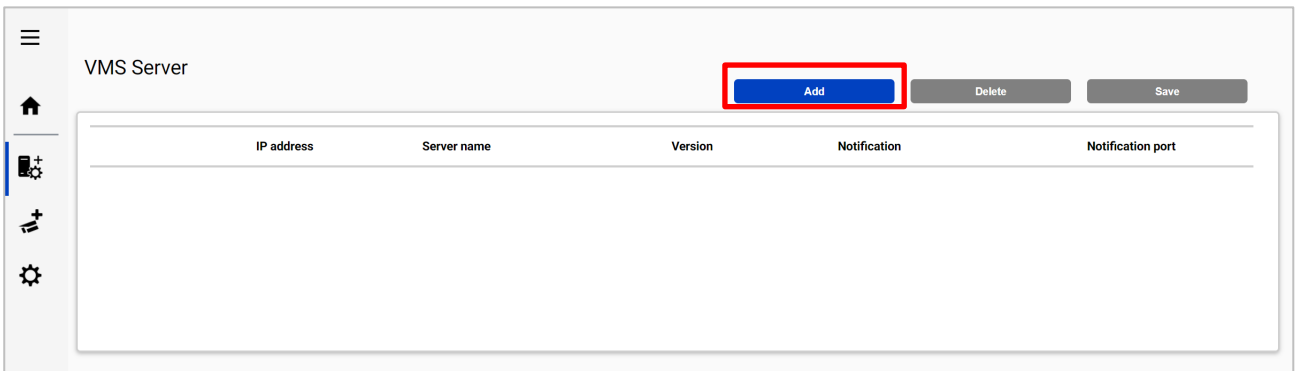
### 4.3.2.2. Register VMS

Click  (Register VMS)



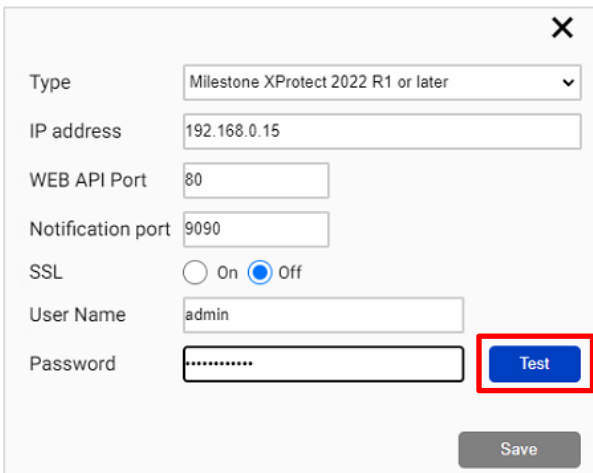
The dashboard overview includes three main sections: Camera Connection (0 up, 0 down), Server Status (Process, Database, Disk Free: 196.7/476GB), and Diagnosis (Total Best shot Images: 90815, Total Alarm History: 28946). A table below lists camera details with columns for IP address, Model, Camera title, Function, Last received time, and Last auto diagnosis time. A red box highlights the Register VMS icon in the left sidebar.

Click [Add]



The VMS Server management interface shows a table with columns for IP address, Server name, Version, Notification, and Notification port. A red box highlights the 'Add' button in the top right corner.

Input XProtect server's information and click Test



The form contains the following fields: Type (Milestone XProtect 2022 R1 or later), IP address (192.168.0.15), WEB API Port (80), Notification port (9090), SSL (On/Off), User Name (admin), and Password (masked). A red box highlights the 'Test' button.

When Succeeded is shown, click Save

Type: Milestone XProtect 2022 R1 or later

IP address: 192.168.0.15

WEB API Port: 80

Notification port: 9090

SSL:  On  Off

User Name: admin

Password: .....

Test

Succeeded

Save

Confirm VMS server is registered

Restart process is required to finish configuration. Restart

VMS Server

Add Delete Save

	IP address	Server name	Version	Notification	Notification port
1	192.168.0.15	DESKTOP-HFH57FR	22.1.0.1	<input checked="" type="checkbox"/> Alarm <input type="checkbox"/> System error <input type="checkbox"/> Exceed the receiving data limit (data loss) <input type="checkbox"/> Reach the max usage of image storage drive (delete old images)	9090

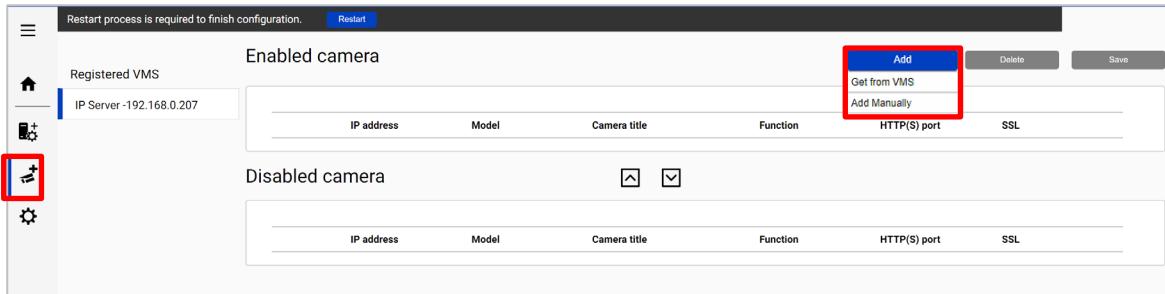
Note) Restart button will be appeared on the top of screen, but you do not need click now.  
You need to click Restart after completing all other configuration.



### 4.3.2.3. Register Cameras

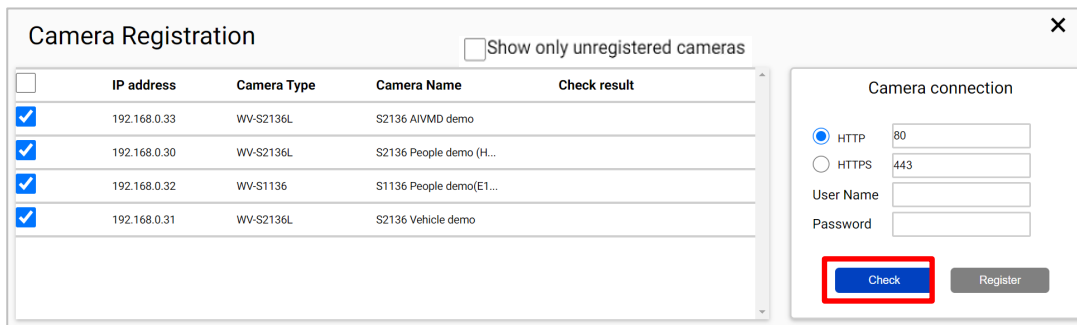
Click  (Register Cameras)

Select [Add] - [Get from VMS]



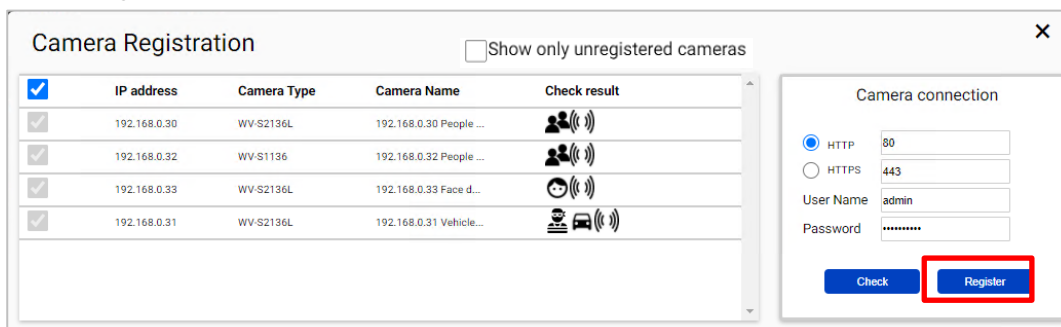
Note) When camera is registered from [Add manually], only dashboard function can be used. Plug-in cannot use the camera. Enter IP address of the camera, credentials, [Check] and [Register].

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





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].




 (AI People detection)


 (AI Vehicle detection)

 (AI Face detection)

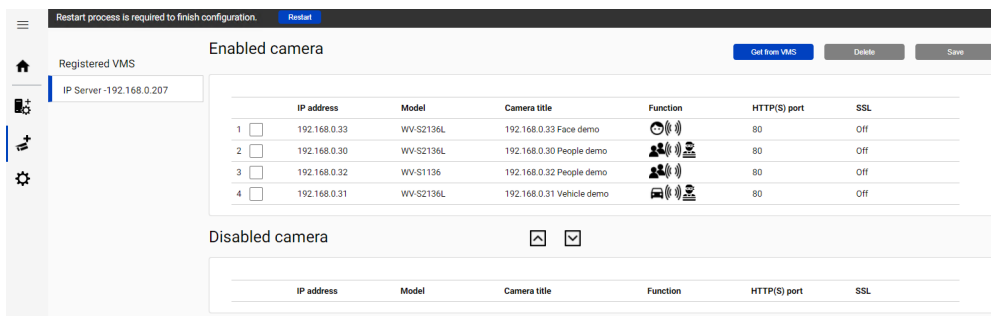
 (AI-VMD)

 (AI Sound classification)

 (AI People Counting)

 (AI Vehicle Counting)





Confirm cameras are registered



Restart process is required to finish configuration. [Restart](#)

Registered VMS [Get from VMS](#) [Delete](#) [Save](#)

IP Server - 192.168.0.207

	IP address	Model	Camera title	Function	HTTP(S) port	SSL	
1	<input type="checkbox"/>	192.168.0.33	WV-S2136L	192.168.0.33 Face demo		80	Off
2	<input type="checkbox"/>	192.168.0.30	WV-S2136L	192.168.0.30 People demo		80	Off
3	<input type="checkbox"/>	192.168.0.32	WV-S1136	192.168.0.32 People demo		80	Off
4	<input type="checkbox"/>	192.168.0.31	WV-S2136L	192.168.0.31 Vehicle demo		80	Off

Disabled camera

	IP address	Model	Camera title	Function	HTTP(S) port	SSL
--	------------	-------	--------------	----------	--------------	-----

### 4.3.3. 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.

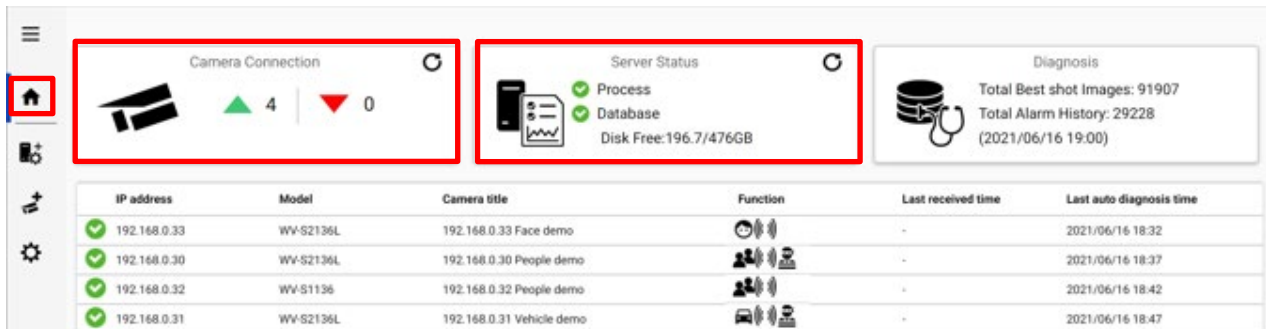
[Restart](#)

## 4.3.4. Check





Click  (Home)


- Check camera connection


Check all registered cameras are connected.



The screenshot shows the i-PRO Active Guard server interface. On the left is a navigation menu with a home icon highlighted. The main area contains three summary cards: 'Camera Connection' (4 connected, 0 disconnected), 'Server Status' (Process and Database green, Disk Free: 196.7/476GB), and 'Diagnosis' (Total Best shot Images: 91907, Total Alarm History: 29228). Below these is a table of camera connections.

IP address	Model	Camera title	Function	Last received time	Last auto diagnosis time
192.168.0.33	WV-S2136L	192.168.0.33 Face demo		-	2021/06/16 18:32
192.168.0.30	WV-S2136L	192.168.0.30 People demo		-	2021/06/16 18:37
192.168.0.32	WV-S1136	192.168.0.32 People demo		-	2021/06/16 18:42
192.168.0.31	WV-S2136L	192.168.0.31 Vehicle demo		-	2021/06/16 18:47


 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. 

## 4.3.5. System configuration (optional)

Click  (Configure system) and change settings if needed.

### 4.3.5.1. 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.

### 4.3.5.2. Client Plug-in connection

---

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

Note) For secure communication, HTTPS is recommended.

### 4.3.5.3. Configuration page access


---

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

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.


#### 4.3.5.4. 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 people 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 drive(*)	Enable/Disable and data size 10- 2000 (GB) can be configured. (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:¥MultiAI¥Image) Note) When you change save path, all existing image data cannot be used from Plug-in.
Max frequency of receiving object data (per sec)	50 -300 ( Default: 100) 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.

Estimated used disk space is shown.



**Number of cameras**

Face  People  Vehicle  People counting

**Average number of object per camera, per hour**

Face  People  Vehicle

**Retention period(day)**

Face  People  Vehicle  People counting

**System operating time(hours per day)**

Face  People  Vehicle  People counting

**Estimated used disk space**

image/heatmap:38.24GB

database:2.31GB

Note)

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

### 4.3.5.5. Initialization

---

Image: delete all Best shot images.

Alarm history: delete all alarm history.

Statistics data: delete statistics data including heat map data.

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

Configuration: delete all registration data (VMS, 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  Statistics data


Watchlist  Configuration  
(Except for port and user account)

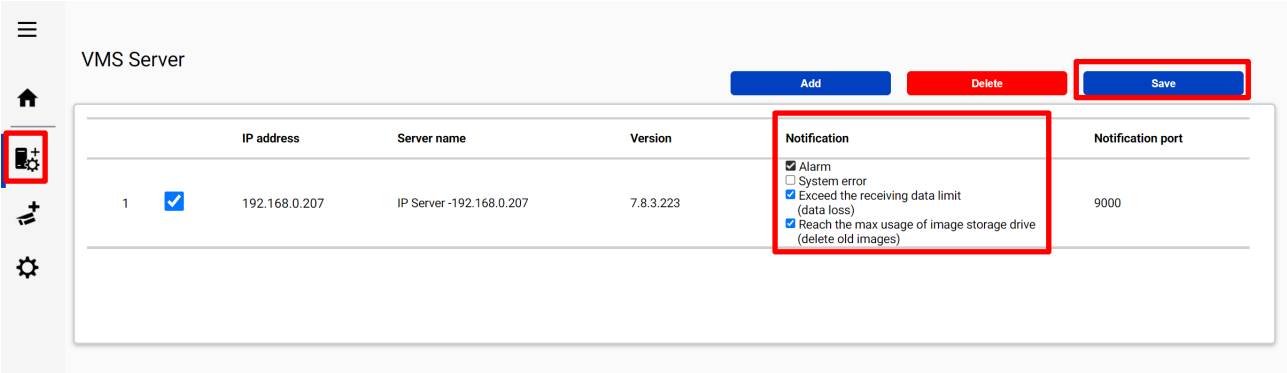
Now deleting

## 4.3.6. Notification to VMS Server (optional)

Some alarms related to i-PRO Active Guard server failure can be enabled.

Actions on VMS side also can be configured (4.5 Custom alarm setup (optional))

Click  (Register VMS)



	IP address	Server name	Version	Notification	Notification port
1	192.168.0.207	IP Server -192.168.0.207	7.8.3.223	<input checked="" type="checkbox"/> Alarm <input type="checkbox"/> System error <input checked="" type="checkbox"/> Exceed the receiving data limit (data loss) <input checked="" type="checkbox"/> Reach the max usage of image storage drive (delete old images)	9000

Check following items that you want and Save.

### **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 disk space of image (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.

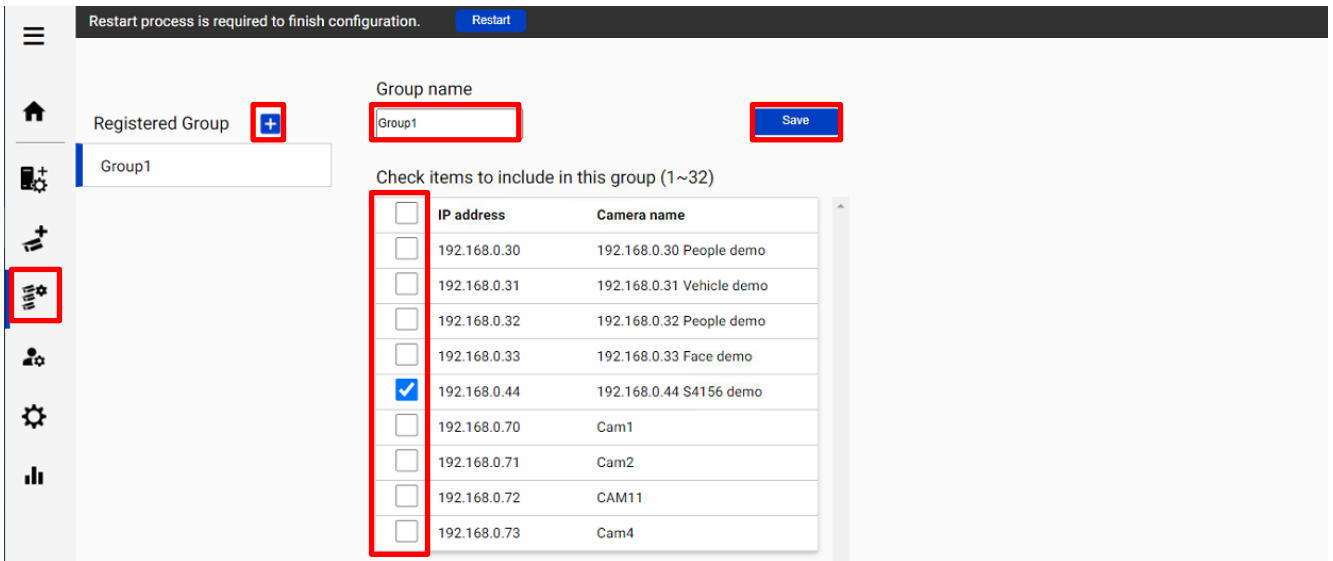


## 4.3.7. Dashboard configuration (optional)

### 4.3.7.1. 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 configuration. [Restart](#)

Registered Group [+](#)

Group1 [Save](#)

Group1

Check items to include in this group (1~32)

<input type="checkbox"/>	IP address	Camera name
<input type="checkbox"/>	192.168.0.30	192.168.0.30 People demo
<input type="checkbox"/>	192.168.0.31	192.168.0.31 Vehicle demo
<input type="checkbox"/>	192.168.0.32	192.168.0.32 People demo
<input type="checkbox"/>	192.168.0.33	192.168.0.33 Face demo
<input checked="" type="checkbox"/>	192.168.0.44	192.168.0.44 S4156 demo
<input type="checkbox"/>	192.168.0.70	Cam1
<input type="checkbox"/>	192.168.0.71	Cam2
<input type="checkbox"/>	192.168.0.72	CAM11
<input type="checkbox"/>	192.168.0.73	Cam4


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

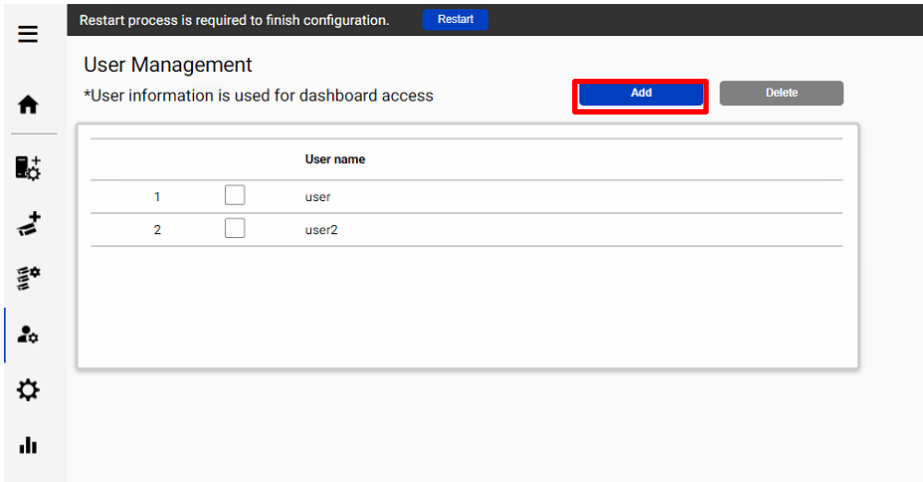
Note) Up to 16 groups can be configured.

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

## 4.3.7.2. User Management

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

Click  (User Management) and [Add].



Enter [User name], [Password] and [Retype password] and then [Save]

User name (1 to 32 characters)	<input type="text"/>
Password (8 to 32 characters)	<input type="password"/>
Retype password	<input type="password"/>

(1) 2-byte characters, and 1-byte symbols " & ; \ ' / \* ? < > | are not allowed for user name

(2) 2-byte characters, and 1-byte symbols " & ' are not allowed for password

(3) For the password, use all types of characters from upper- and lowercase alphabetic characters, numbers, and symbols.

Note) User information can also be used for Plug-in connection.


[User name] set by install tool at 4.3.1 is shown as default. [Password] is not shown.


If you forget password, delete the user and register again.


## 4.3.8. More information about status (optional)

### 4.3.8.1. Camera Connection

IP address	Model	Camera title	Function	Last received time	Last auto diagnosis time
92.168.0.33	WV-S2136L	192.168.0.33 Face demo	Face	2021/06/16 19:54	2021/06/16 19:42
92.168.0.30	WV-S2136L	192.168.0.30 People demo	People	2021/06/16 19:54	2021/06/16 19:47
92.168.0.32	WV-S1136	192.168.0.32 People demo	People	2021/06/16 19:54	2021/06/16 19:52
92.168.0.31	WV-S2136L	192.168.0.31 Vehicle demo	Vehicle	2021/06/16 19:33	2021/06/16 19:37

 : Camera is connected.

 : Camera is not connected.

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

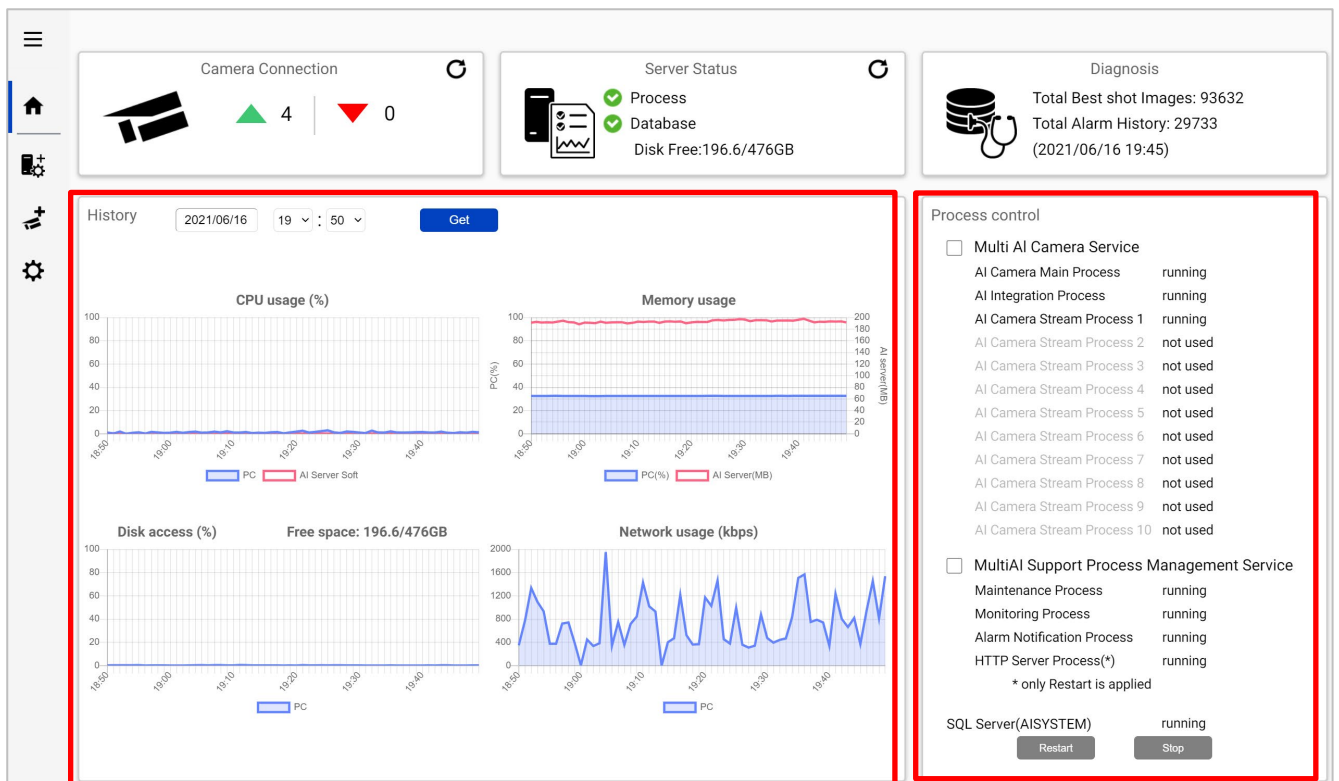
Metadata session is connected, but AI application on camera side may not work well. Check AI application on camera side is installed, schedule setting is on and also check whether “Last received time”.

“**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.

## 4.3.8.2. Server Status



### History

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 “Support Process Management Service” are stopped (also see 5.8).

When investigation to system trouble is required, please check status and try to restart.

### 4.3.8.3. Diagnosis

The screenshot displays the 'Diagnosis' section of a software interface. It features three main panels at the top: 'Camera Connection' showing 4 green and 0 red indicators; 'Server Status' with green checkmarks for Process, Database, and Disk Free (196.6/476GB); and 'Diagnosis' statistics including 93632 Total Best shot Images and 29733 Total Alarm History. Below these is a 'Record summary' table with a date filter set to 2021/06/16. The table lists data for four IP addresses (192.168.0.30, 192.168.0.31, 192.168.0.32, 192.168.0.33) across a 24-hour period from 0:00 to 17:00. An 'Information' panel at the bottom provides system details like OS (Windows 10 Pro), CPU (Intel Core i9-9900K), and virtual memory (4864MB).

IP address	16th Jun	0:00	1:00	2:00	3:00	4:00	5:00	6:00	7:00	8:00	9:00	10:00	11:00	12:00	13:00	14:00	15:00	16:00	17:00
192.168.0.30	1046	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	347
192.168.0.31	395	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	103
192.168.0.32	2156	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	668
192.168.0.33	308	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	36

#### **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.

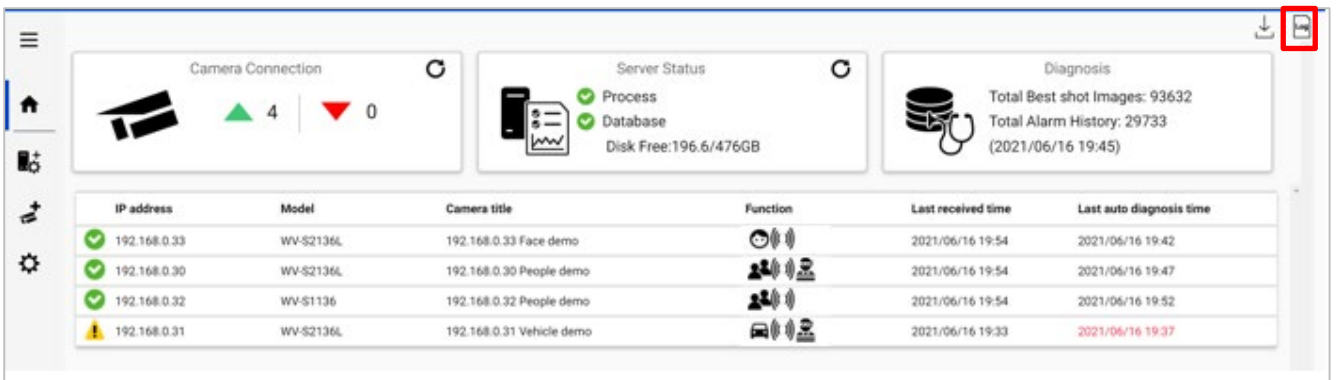
\*Selectable items

- 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.

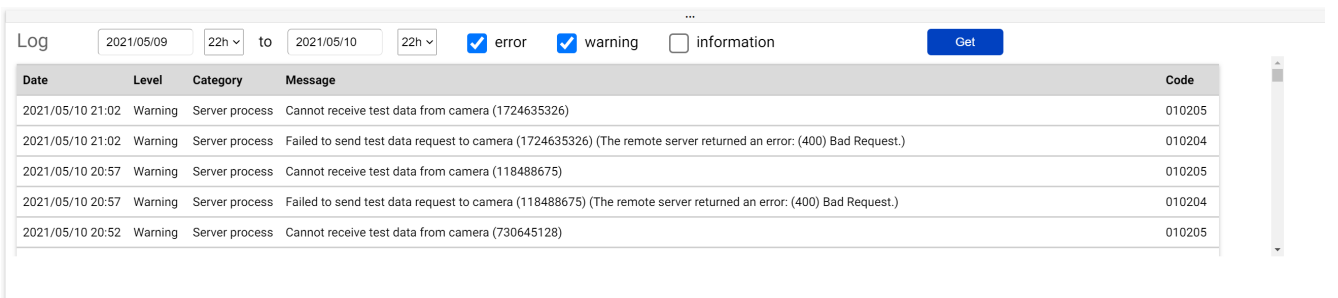
### 4.3.8.4. Display log



Click  to show logs.

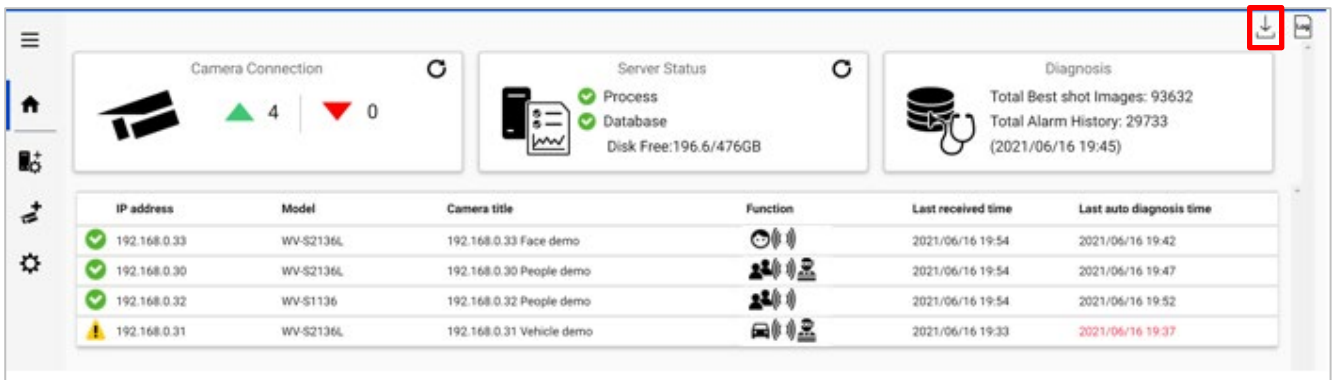
Overview of system error can be displayed. Select date and error level (error, warning and information) and click Get.


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

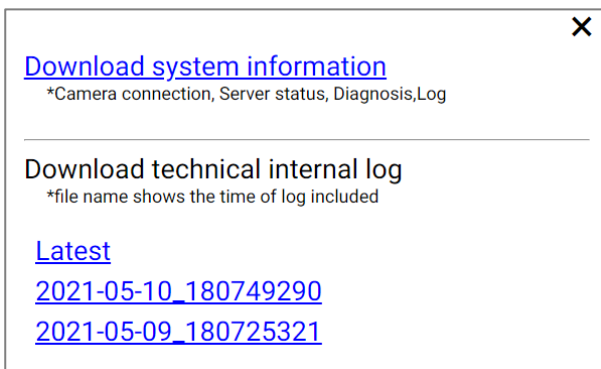


Note) Maximum 1000 logs can be shown at the same time.

### 4.3.8.5. Download log



Click  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.

## **4.3.9. 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.

### **4.3.9.1. 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 - Virus & threat protection settings – Manage settings)

Off the “Real-time protection” and “Tamper protection”.

Windows server OS does not have Tamper protection feature.

### **4.3.9.2. 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,

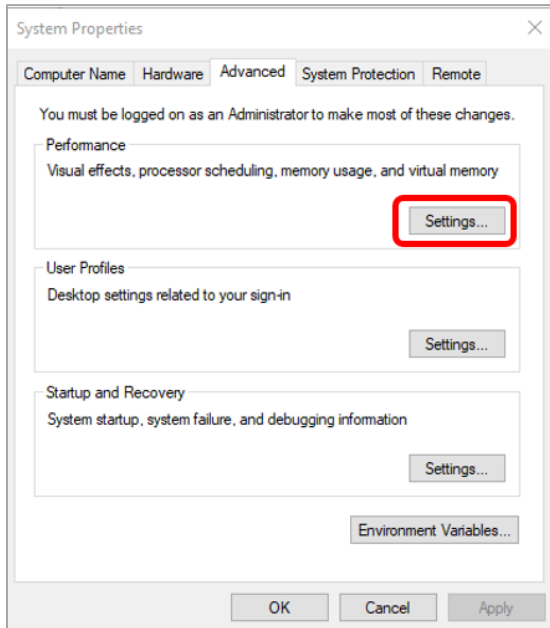
Start – Windows Administrative Tools – Services – right click “Windows Update” – Properties – select “Disabled” for “Startup type” and click OK.

### **4.3.9.3. Virtual memory setting**

If the virtual memory is insufficient, the database may stop.

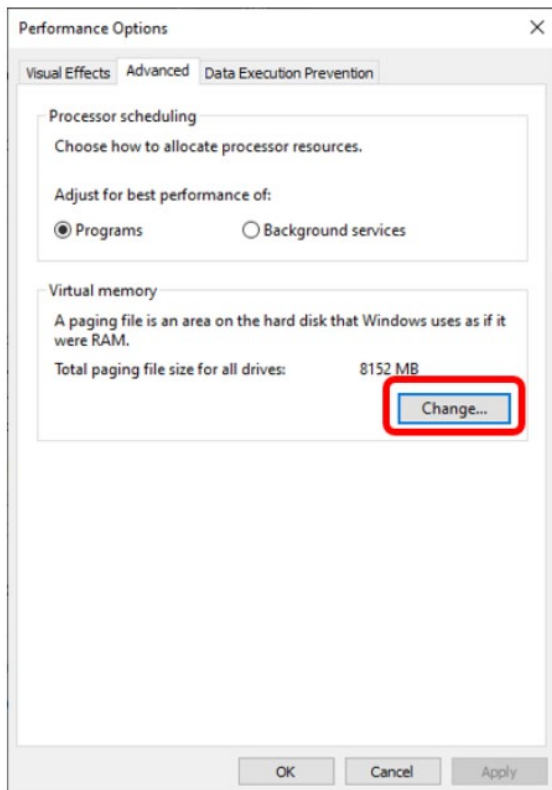
Follow the procedures below to check the virtual memory setting





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

Select Settings



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.

## **4.4. Install and setup Plug-in for XProtect Smart Client**

Please refer Plug-in's manual.

<https://www.milestonesys.com/marketplace/i-pro--co.-ltd/i-pro-active-guard-plug-in-for-xprotect/>

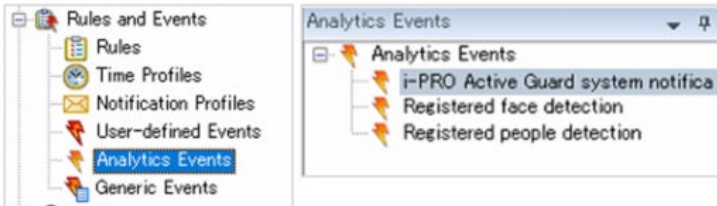
## 4.5. Rules and Events, Alarm setup (optional)

Registered face detection, Registered people detection and i-PRO Active Guard system notification can be used as Analytics Events on XProtect.

### STEP1

Start XProtect Management Client and confirm “Registered Face Detection”, “Registered People Detection” and “i-PRO Active Guard system notification” exist in [Analytics Events].

These are added automatically when XProtect is registered to i-PRO Active Guard server (4.3.2.2)

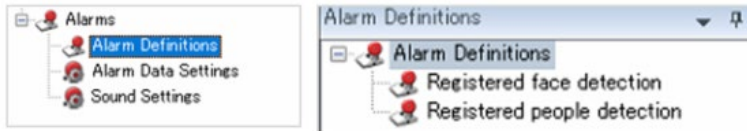


### STEP2

Confirm “Registered Face Detection” and “Registered People Detection” exist in [Alarm Definitions].

These are added automatically when XProtect is registered to i-PRO Active Guard server (4.3.2.2)

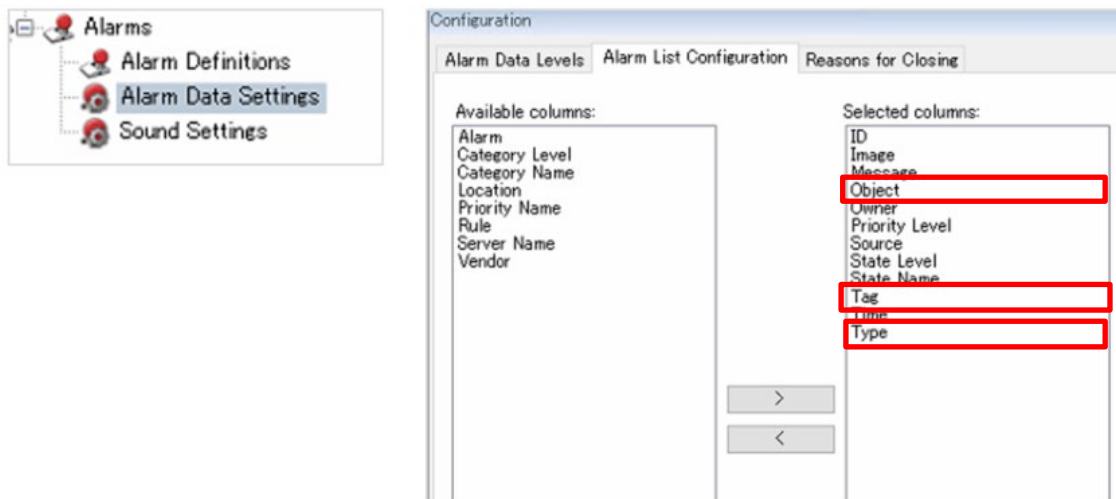
Change the settings as needed.



Note) To use i-PRO Active Guard system notification, you also need to enable on i-PRO Active Guard configuration (Refer to 4.3.6).

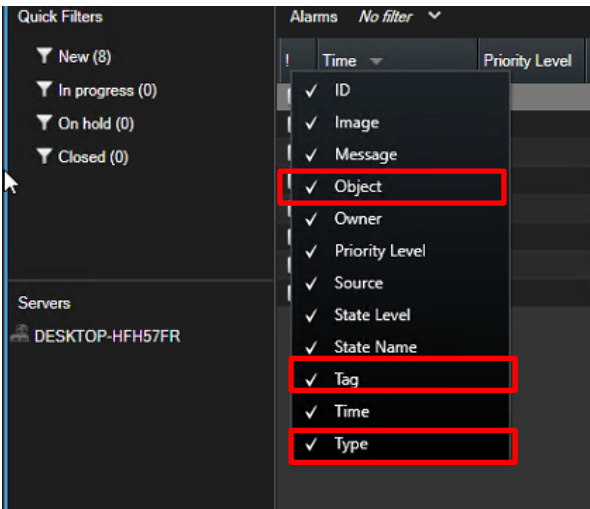
### STEP3

Add columns [Object], [Tag] and [Type] for [Selected columns] in [Alarm Data Settings] - [Alarm List Configuration].

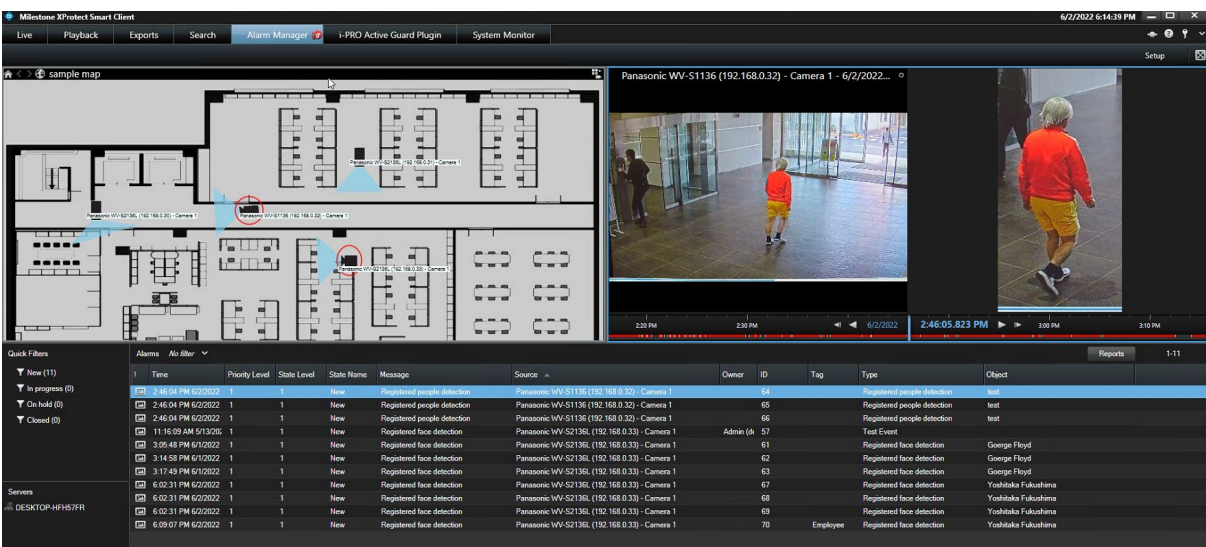
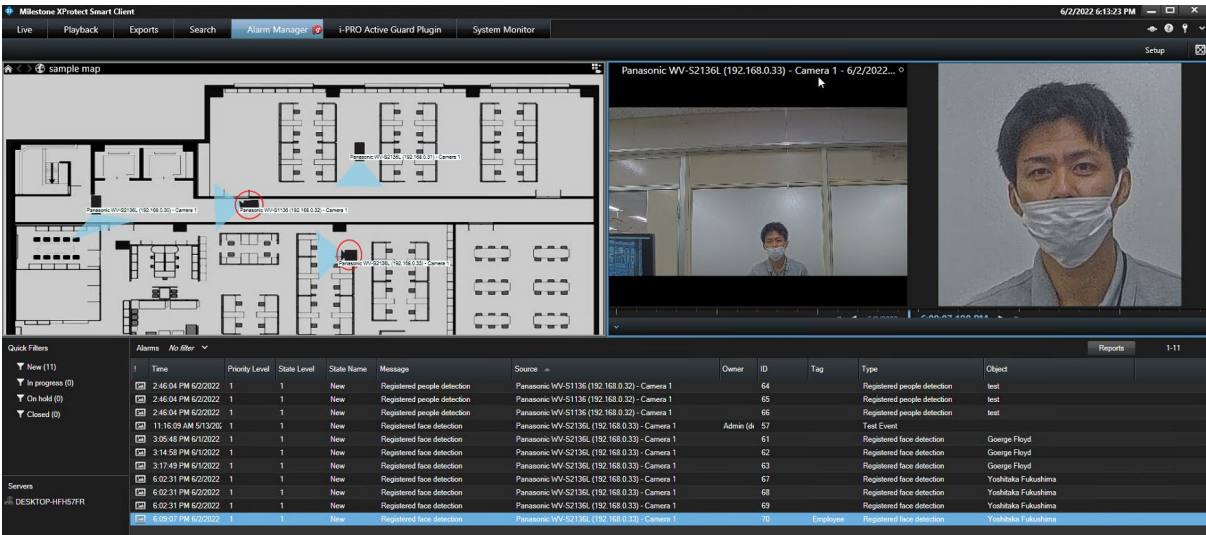


# STEP4

Start XProtect Smart Client and enable the display of these columns in the Alarm Manger.



Registered face detection and Registered people detection will be shown when occurred.



i-PRO Active Guard system notification will be shown as Event - Alarm Manager.

# 5. When changing system component

## 5.1. Add system device

### 5.1.1. Add camera

#### STEP1

Register AI cameras to XProtect.

#### STEP2

Register AI cameras to i-PRO Active Guard server (Refer to 4.3.2.3)

#### STEP3

Restart process (Refer to 4.3.3)

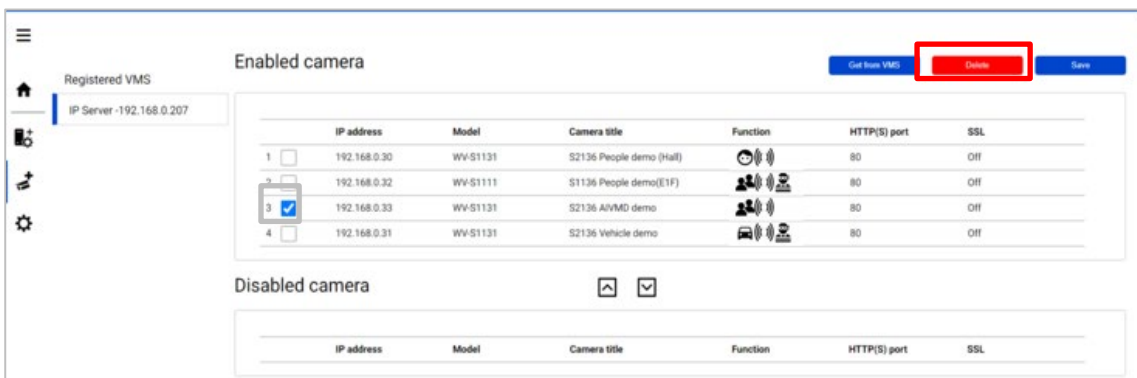
## 5.2. Delete system device

### 5.2.1. Delete camera

#### STEP1

Check camera and [Delete] from Register Cameras screen.

Existing data of the selected camera will be unavailable.



#### STEP2

Restart process (Refer to 4.3.3)

## 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 VMS  
IP Server -192.168.0.207

Enabled camera

	IP address	Model	Camera title	Function	HTTP(S) port	SSL
1	192.168.0.33	WV-S2136L	192.168.0.33 Face demo		80	Off
2	192.168.0.30	WV-S2136L	192.168.0.30 People demo		80	Off
3	192.168.0.32	WV-S1136	192.168.0.32 People demo		80	Off
4	192.168.0.31	WV-S2136L	192.168.0.31 Vehicle demo		80	Off

Disabled camera

IP address	Model	Camera title	Function	HTTP(S) port	SSL
------------	-------	--------------	----------	--------------	-----

### STEP2

[Save]

Registered VMS  
IP Server -192.168.0.207

Enabled camera

	IP address	Model	Camera title	Function	HTTP(S) port	SSL
1	192.168.0.33	WV-S2136L	192.168.0.33 Face demo		80	Off
2	192.168.0.30	WV-S2136L	192.168.0.30 People demo		80	Off
3	192.168.0.31	WV-S2136L	192.168.0.31 Vehicle demo		80	Off

Disabled camera

IP address	Model	Camera title	Function	HTTP(S) port	SSL	
1	192.168.0.32	WV-S1136	192.168.0.32 People demo		80	Off

### STEP3

Restart process (Refer to 4.3.3)

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 XProtect

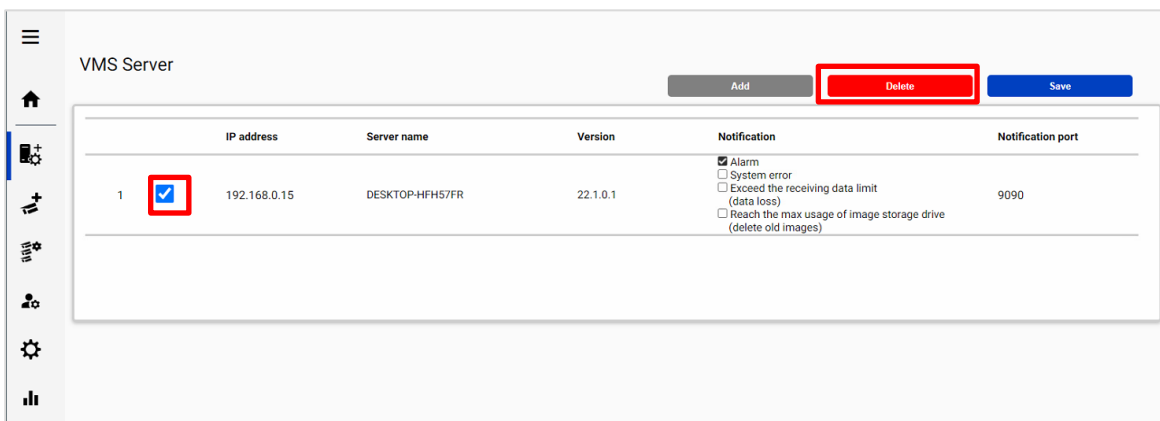
### STEP1

Check server and [Delete] from Register VMS screen.

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

When the same VMS server are registered again, existing data becomes available.

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



The screenshot shows the 'VMS Server' management interface. At the top, there are three buttons: 'Add' (grey), 'Delete' (red, highlighted with a red box), and 'Save' (blue). Below the buttons is a table with the following columns: 'IP address', 'Server name', 'Version', 'Notification', and 'Notification port'. The table contains one row with the following data:

	IP address	Server name	Version	Notification	Notification port
1	192.168.0.15	DESKTOP-HFH57FR	22.1.0.1	<input checked="" type="checkbox"/> Alarm <input type="checkbox"/> System error <input type="checkbox"/> Exceed the receiving data limit (data loss) <input type="checkbox"/> Reach the max usage of image storage drive (delete old images)	9090

The checkbox in the first column of the table is highlighted with a red box.

### STEP2

Restart process (Refer to 4.3.3)

## 5.3. Add or Change camera's extension software

### STEP1

Install or change extension software using iCT. (Refer to 4.1)

### STEP2

Click [Get from VMS] on Register Cameras screen.

The screenshot shows the 'Registered VMS' interface. On the left, there is a sidebar with navigation icons. The main area is titled 'Enabled camera' and contains a table with the following data:

	IP address	Model	Camera title	Function	HTTP(S) port	SSL	
1	<input type="checkbox"/>	192.168.0.33	WV-S2136L	192.168.0.33 Face demo		80	Off
2	<input type="checkbox"/>	192.168.0.30	WV-S2136L	192.168.0.30 People demo		80	Off
3	<input type="checkbox"/>	192.168.0.31	WV-S2136L	192.168.0.31 Vehicle demo		80	Off
4	<input type="checkbox"/>	192.168.0.32	WV-S1136	192.168.0.32 People demo		80	Off

Below the table is a section for 'Disabled camera' with an empty table structure. At the top right of the 'Enabled camera' section, there is a red-bordered button labeled 'Get from VMS', along with 'Delete' and 'Save' buttons.

### STEP3

Select the camera and input credentials and [Check].

The screenshot shows the 'Camera Registration' dialog box. On the left, there is a table with the following data:

	IP address	Camera Type	Camera Name	Check result
<input checked="" type="checkbox"/>	192.168.0.30	WV-S2136L	192.168.0.30 People ...	
<input type="checkbox"/>	192.168.0.32	WV-S1136	192.168.0.32 People ...	
<input type="checkbox"/>	192.168.0.33	WV-S2136L	192.168.0.33 Face d...	
<input type="checkbox"/>	192.168.0.31	WV-S2136L	192.168.0.31 Vehicle...	

On the right, there is a 'Camera connection' form with the following fields:

- Radio buttons for HTTP (selected) and HTTPS.
- Port number: 80 (for HTTP) or 443 (for HTTPS).
- User Name: admin
- Password: [masked]

At the bottom of the form, there are 'Check' and 'Register' buttons. The 'Check' button is highlighted with a red border.

### STEP4

Confirm the icons for Check result is changed and [Register].

In this example, AI-VMD is uninstalled (see 4.3.2.3 about the meaning of icons).

The screenshot shows the 'Camera Registration' dialog box. The table on the left is the same as in Step 3, but the 'Check result' for the first camera (192.168.0.30) is now a different icon, indicating a successful check. The 'Register' button in the 'Camera connection' form is now highlighted with a red border.

### STEP5

Restart process (Refer to 4.3.3)



# 5.4. Uninstall the system

## 5.4.1. Uninstall i-PRO Active Guard server

### STEP1

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

### STEP2

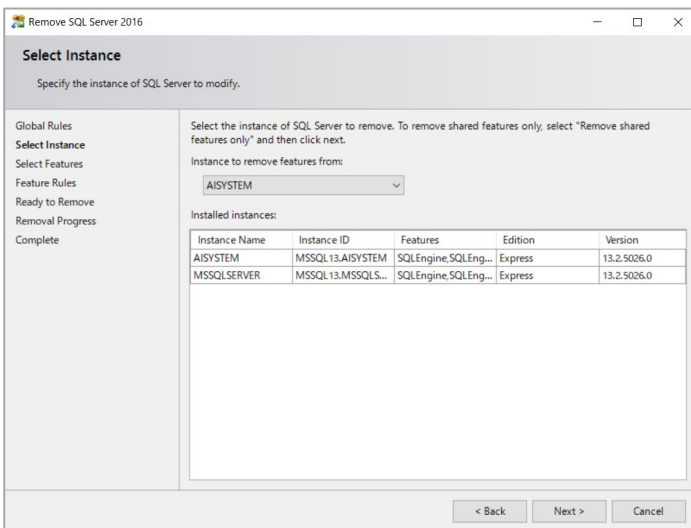
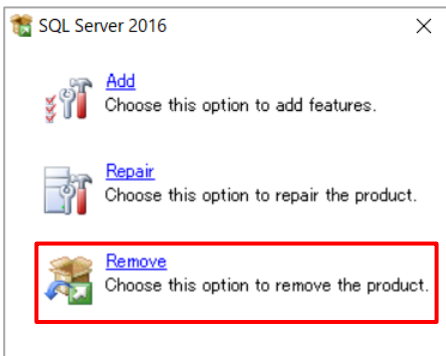
Find [Multi AI Plugins – Server] and [Uninstall].

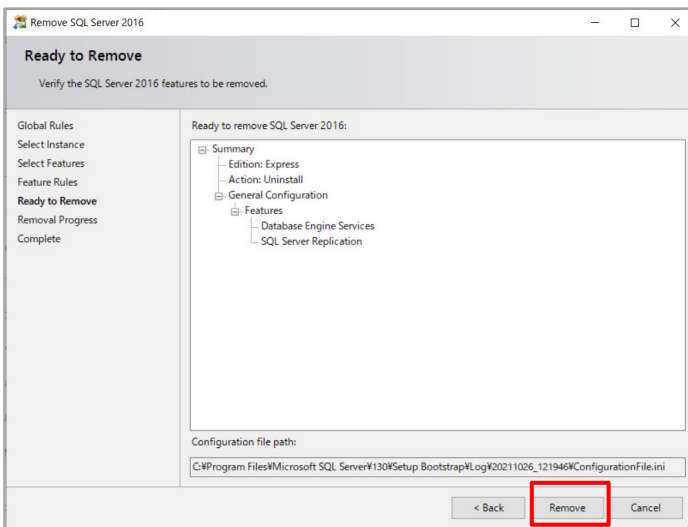
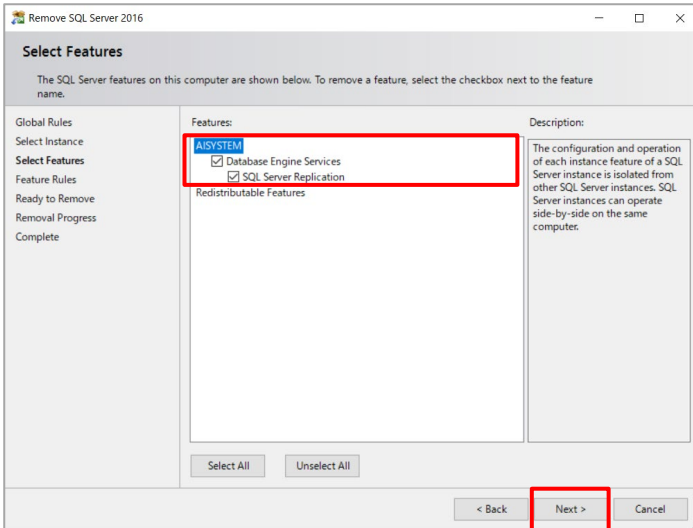
Delete “C:¥MultiAI” folder if exist.

### STEP3

Find [Microsoft SQL Server 2016 (64 bit)] and [Uninstall].

Select [Remove] and delete “AISYSTEM” instance.





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

#### STEP2

When you want to maintain existing recorded data and Best shot images of the camera, update IP Address and Save from XProtect ([Config tool] – [Video] – [Property setting of Video unit]). Once deleting cameras from XProtect and re-register the camera using new IP address, existing data will be unavailable.

#### STEP3

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

#### STEP4

Register the camera again (Refer to 4.3.2.3).

#### STEP5

Restart process (Refer to 4.3.3).

### 5.5.2. 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 (Refer to 4.4.2).

## 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 “MultiAICameraService”, “MultiAISupportProcessManagementService” 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:\MultiAI\Image” folder to safe location.

If you changed image data save path, copy the folder.

Copy “C:\MultiAI\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 “MultiAICameraService”, “MultiAISupportProcessManagementService” and “SQL Server(AISYSTEM)”, 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 “MultiAICameraService”, “MultiAISupportProcessManagementService” and “SQL Server(AISYSTEM)”, 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:¥MultiAI¥tools¥restore\_user¥restore\_user.bat” as administrator

### STEP8

Right click and run for “MultiAICameraService”, “MultiAISupportProcessManagementService”, 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:\MultiAI\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.

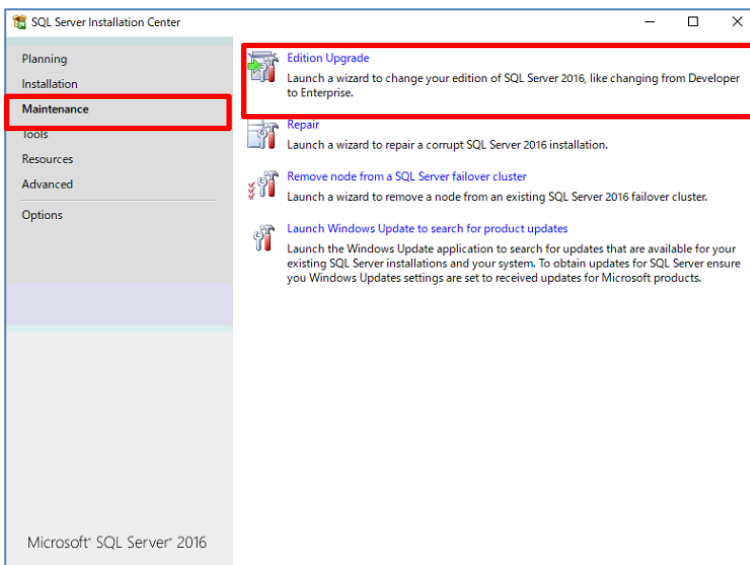
i-PRO Active Guard server software need to be installed in advance.

## STEP1

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

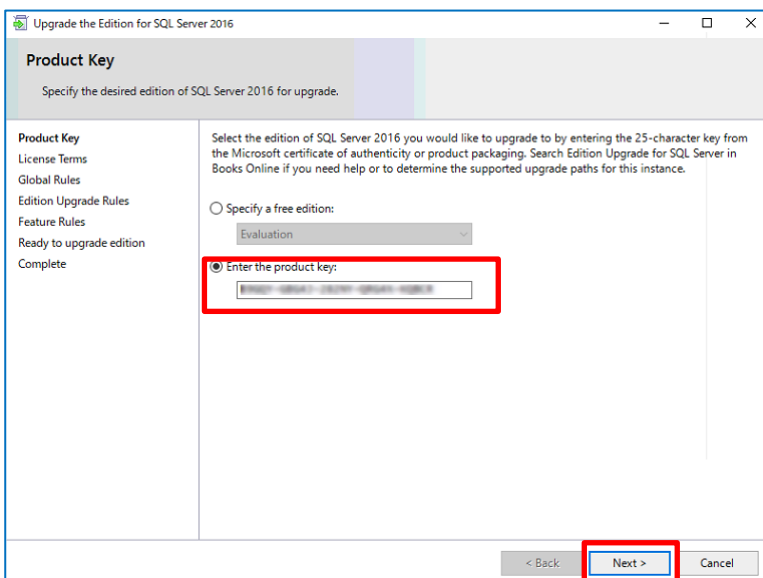
## STEP2

Select [Edition Upgrade] from Maintenance.



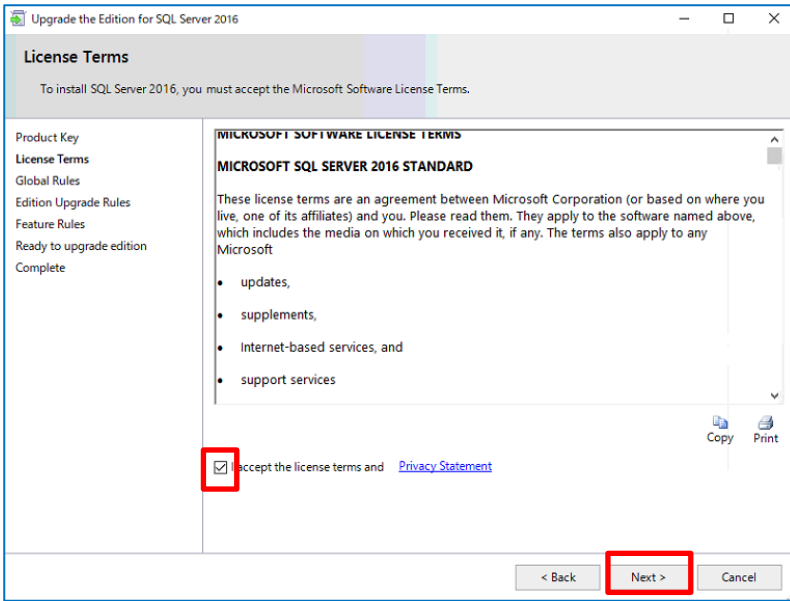
## STEP3

Confirm product key is shown and click [Next].



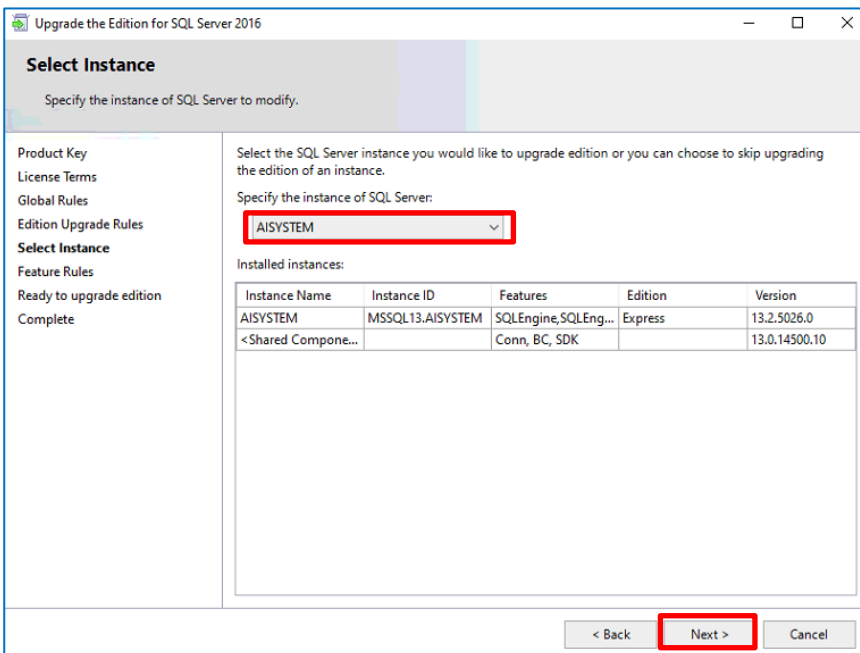
## STEP4

Check for license term and click [Next].



## STEP5

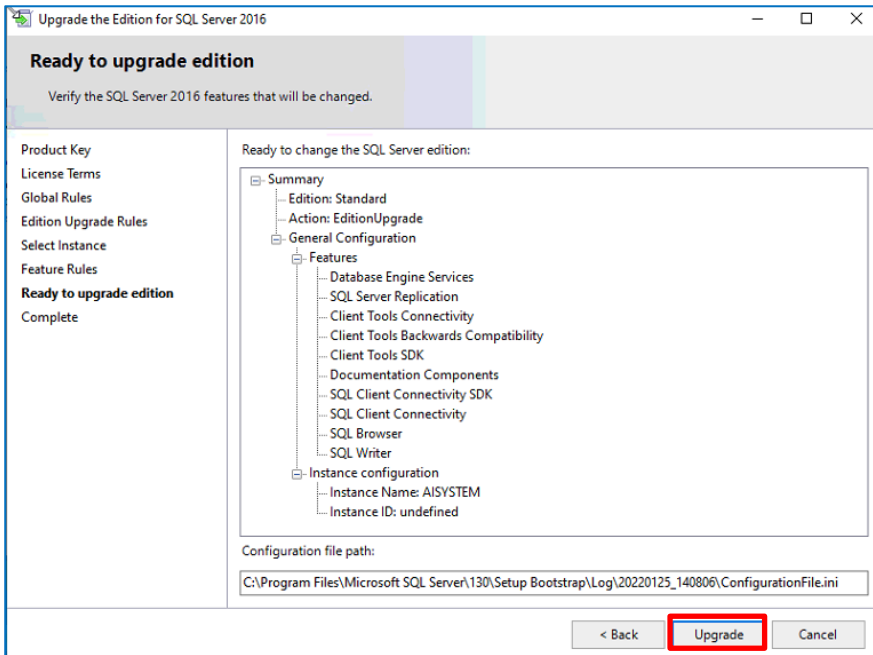
Select [AISYSTEM] for instance and click [Next].





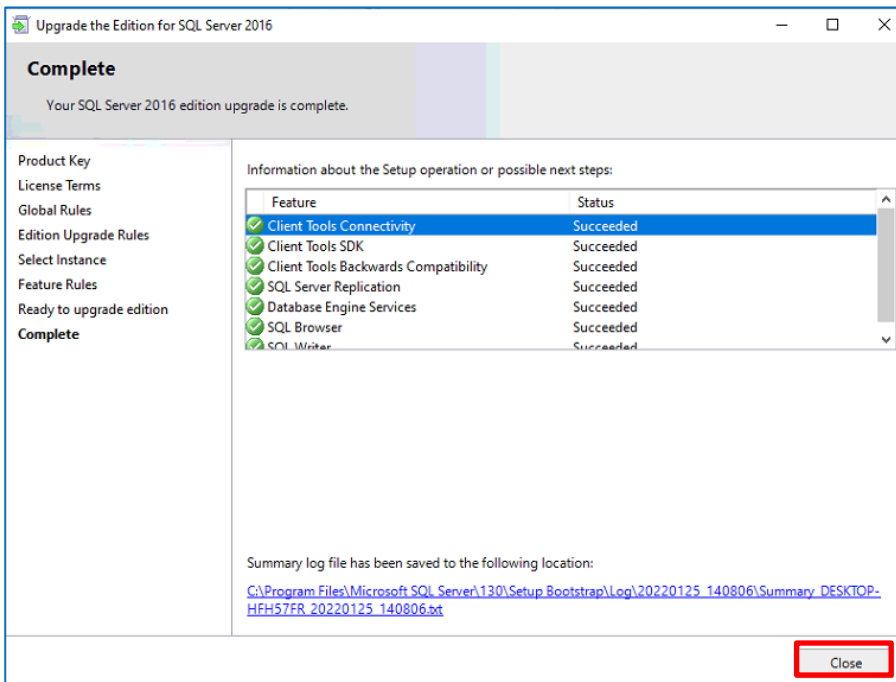
## STEP 6

Click [Upgrade]



## STEP 7

Click [Close]



## 6. Troubleshooting

### 6.1. Trouble shooting for Installation and Setup

Problem	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 if VMS use another SQL server version, 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 install package is less than 120 and launch installer as administrator.	4.3.1
	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, update Edge browser. Ref. <a href="https://docs.microsoft.com/en-us/troubleshoot/sql/install/error-set-up-update-instances">https://docs.microsoft.com/en-us/troubleshoot/sql/install/error-set-up-update-instances</a>	-
Cannot access i-PRO Active Guard configuration.	Did you access <a href="http://&lt;ip&gt;:8092">http://&lt;ip&gt;:8092</a> ? “https://<ip>:8092” is correct. When you set another port number, another software use 8092 or you changed after installation, enter the port number.	4.3.2.1
	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. “MultiAICameraService”, “MultiAISupportProcessManagementService” 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.	5.9
Cannot register VMS.	Check if IP address, port, protocol and credentials are correct.	4.3.2.2

	Supported version of XProtect is 2022R1 or later	2.2
	Basic User registration on XProtect Management Client is required in advance.	4.2.3
Cannot register cameras	Check if IP address, port, protocol and credentials are correct.	-
	Check if extension software is installed to camera in advance.	4.1
	Check if cameras are registered to XProtect in advance.	4.2.1
	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 XProtect. When you re-register the camera to XProtect 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
	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.	4.3.7.1
Face, People or Vehicle images cannot be searched from Plug-in (the number of search result is 0).	Check process status of i-PRO Active Guard server. If some process is stopped, restart the process.	4.3.7.2
	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.	Check if IP address, port, protocol and credentials are correct. Port and credentials can be changed from i-PRO Active Guard configuration.	4.3.5.2 4.4.2

Playback time is incorrect.	Check if PC time of camera, i-PRO Active Guard server and VMS server are synchronized.	-
There is no recorded video at the time the object was detected	If motion recording is set, adjust the sensitivity. Object detection is also done when there is no motion.	-
Registered face detection or registered people detection cannot be shown	Check if custom event and actions (e.g. Trigger alarm) are configured.	4.5
	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.	4.3.8.3

## 6.2. Trouble shooting after starting operation

When trouble occurs after starting operation, you can confirm error code on i-PRO Active Guard configuration (Refer to 4.3.7.4)

Problem	Error code	Cause and solution
Server process is stopped on i-PRO Active Guard configuration	514 - 517 1025 – 1028 4097 – 4100 4354,4357, 4610,4611	Services related to i-PRO Active Guard server does not exist. Please install i-PRO Active Guard server again  Process related to i-PRO Active Guard server failed to start. Restart i-PRO Active Guard server manually (Refer to 4.3.8.2).  When process stops again, download logs (Refer to 4.3.8.5) and contact the system administrator.
Camera disconnect	4355,4356,4358	Check network connection between camera and i-PRO Active Guard server.  Check camera works (recording to VMS and live monitoring)  If problem continues after restart camera and i-PRO Active Guard server manually (Refer to 4.3.8.2), download logs (Refer to 4.3.8.5) and contact the system administrator.
Face, People or Vehicle Images cannot be searched from Plug-in (the number of search result is 0).	66052,66053	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.
False detection (Not face, people or vehicle is searched)	-	To avoid false detection, configure mask area using iCT (Refer to 4.1).
High CPU usage, memory usage or disk access	65793,65794 65796,65797	Check CPU or memory status (Refer to 4.3.8.2) and confirm whether the usage by i-PRO Active Guard server software is high.

		<p>If the usage of i-PRO Active Guard server is high, to reduce load, configure mask area on camera side using iCT (Refer to 4.1) or “Max frequency of receiving object data (per sec)” (Refer to 4.3.5.4)</p> <p>If the usage of i-PRO Active Guard server is low and those of whole PC is high, check the influence of other software.</p>
Reach the max disk space of image (delete old images)	65795	<p>Old images has been deleted by exceeding the settings for “Max usage of image storage drive”.</p> <p>If you need to store data for “Retention period”, configure mask area on camera side using iCT (Refer to 4.1) to reduce the number of detection.</p>

## 7. Open source software

This product uses open source software.

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