



# Avigilon™ Control Center Server User Guide

Version 5.6

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# What is the Avigilon™ Control Center Server?

The Avigilon Control Center Server software is the application that captures and records surveillance data from network cameras and encoders. The captured data is then sent to the Avigilon™ Control Center Client software for you to review.

The Avigilon Control Center Server software contains two key parts — the Windows service and the Admin Tool. The Windows service directs video to where it needs to be stored or streamed in the network. The Admin Tool is allows you to configure the system administrative settings.

There are three editions of the Server software available: Core, Standard and Enterprise. The edition of the Server software determines how many cameras can be connected to the system and the number of simultaneous client connections. The edition of the Server software also determines what features are available in the Avigilon Control Center Client software. Visit the Avigilon website for an overview of the features available with each edition license: <http://avigilon.com/products/avigilon-control-center/editions/>

## System Requirements

Recording capacity:	32MB/s up to 128 cameras	10MB/s up to 64 cameras
	*Remote viewing only.	*Can view live and recorded images locally
OS	Windows Vista (64-bit), Windows Server 2008, Windows Server 2012, Windows 7, Windows 8 or Windows 8.1  A 64-bit operating system is recommended	Windows Vista (32-bit or 64-bit), Windows Server 2008, Windows Server 2012, Windows 7, Windows 8 or Windows 8.1  A 64-bit operating system is recommended
CPU	Intel Quad Core Xeon 2.0 GHz processor	Intel Quad Core Xeon 2.0 GHz processor
System RAM	4 GB DDR2	4 GB DDR2
Video Card	n/a	nVidia Quadro FX 570 dual DVI
Network Card	1 Gbps Intel Pro/1000 or Broadcom NetXtreme II Server Adapters	1 Gbps
Hard Drives	SATA-II 7200 RPM Enterprise Class Hard Drives	SATA-II 7200 RPM Hard Drives

## For More Information

Visit Avigilon at <http://www.avigilon.com> for additional product documentation.

### The Avigilon Training Center

The Avigilon Training Center provides free online training videos that demonstrate how to set up and use the Avigilon Surveillance System. Register online at the Avigilon Partner Portal site to begin:

<http://avigilon.force.com/login>

## Support

For additional support information, visit <http://avigilon.com/support-and-downloads/>. The Avigilon Partner Portal also provides self-directed support resources — register and login at <http://avigilon.force.com/login>.

To call Avigilon Technical Support, go to <http://avigilon.com/contact-us/> to find the phone number for your country.

To email Technical Support, send your messages to [support@avigilon.com](mailto:support@avigilon.com).

## Upgrades

Software and firmware upgrades will be made available for download as they become available. Check <http://avigilon.com/support-and-downloads/> for available upgrades.

## Feedback

We value your feedback. Please send any comments on our products and services to [feedback@avigilon.com](mailto:feedback@avigilon.com)



# Navigating the Application

The Avigilon Control Center Server software contains two parts: the Windows service and the Admin Tool.

The Windows service runs automatically when your computer starts.

The Admin Tool is used to configure the Windows service. From the Admin Tool you can add licenses, define the network, and configure the backup and storage settings for the Avigilon Control Center System.

## Windows Service

The Avigilon Control Center Server software includes a Windows service that runs automatically in the background.

If required, you can configure the service properties in the **Services** window.

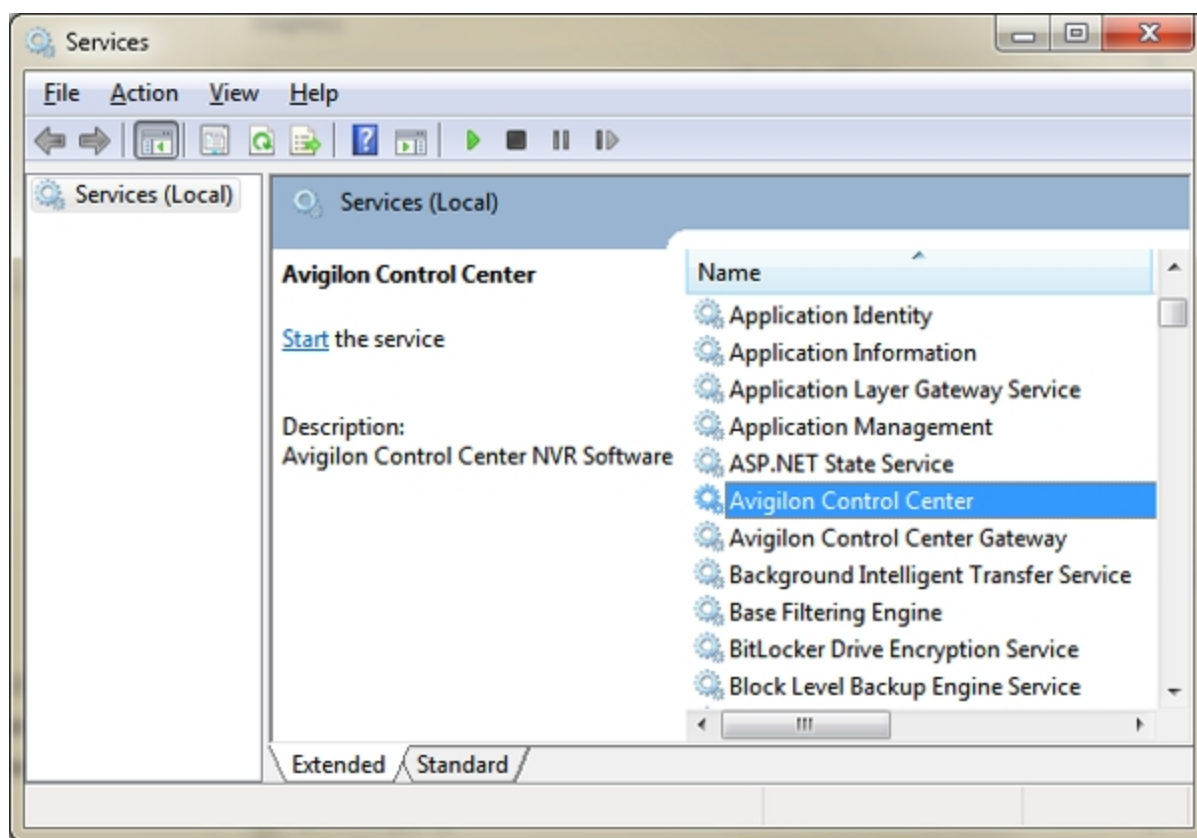


Figure 1: Services window

## Admin Tool

The Admin Tool is used to configure your Avigilon Control Center Server settings. From the Admin Tool, you can configure the size of the surveillance data storage space, the file backup location, the licenses for the system,

and network ports.

## Accessing the Admin Tool

The Admin Tool can be accessed in the following ways:

- From the Start menu, select **All Programs** or **All Apps** > **Avigilon** > **Avigilon Control Center Server** > **Admin Tool**



- Double-click the shortcut icon on the desktop.

## Admin Tool Window

From the Admin Tool, you can start up or shut down the Avigilon Control Center Server at any time. For more information, see *Starting Up and Shutting Down* on page 15.

The Admin Tool window contains two tabs: the General tab and the Settings tab. The following tables describe what options are available in each tab.

### General

Feature	Description
	Click this button to launch the Avigilon Control Center Client software.
	Click this button to view the Avigilon Control Center Server error logs.

### Settings

Feature	Description
	Click this button to view and add licenses to your Avigilon Control Center system. For more information, see <i>Licensing the Server</i> on the next page.
	Click this button to define the amount of server space allocated to surveillance data storage. For more information, see <i>Configuring the Server Storage Settings</i> on page 11.
	Click this button to define the network ports. For more information, see <i>Configuring the Server Network Settings</i> on page 14.
	Click this button to define where backup files are stored. For more information, see <i>Configuring the Server Backup Settings</i> on page 14.

# Setup


Complete the following procedures to configure the Avigilon Control Center Server to fit your requirements.

## Licensing the Server

After the Avigilon Control Center Server software has been installed, you must apply your software license to the application or the Avigilon Control Center Server will not run.

Your server can be licensed for the Core, Standard or Enterprise edition. If you are running the Enterprise edition, this procedure is also used to add integration licenses.

### Accessing the Server Licensing Settings

- In the Admin Tool, select **Settings** > .



The License Activation dialog box is displayed and shows the server's license edition and optional license features.

The Server ID: is unique to each server running the Avigilon Control Center software. If you need help licensing the software, call Avigilon Technical Support and give them the Server ID: number.

If you need to upgrade your server hardware, you can disable the license on the current server and reuse the license on the new server. For more information, see *Deactivating Licenses* on page 11.

### Activating a License Over the Internet

If you have internet access, the Admin Tool will connect to the internet automatically and help you activate your license.

1. In the Admin Tool, select **Settings** > .
2. In the License Activation dialog box, click .

3. If an internet connection was detected, click **Internet Activation (Recommended)**.

If an internet connection was not detected, see *Activating a License Manually* on the facing page.

4. Enter the product key. A check mark will appear if the key is valid. If you have multiple product keys, click **Add additional key** and enter the next product key. When all the licenses for this server have been added, click **Next**.
5. Complete the Product Registration page to receive product updates from Avigilon, then click **Next**.

The Admin Tool connects to the Avigilon licensing server and activates the license.

6. When the *Activation Succeeded* message appears, click **Finish**.

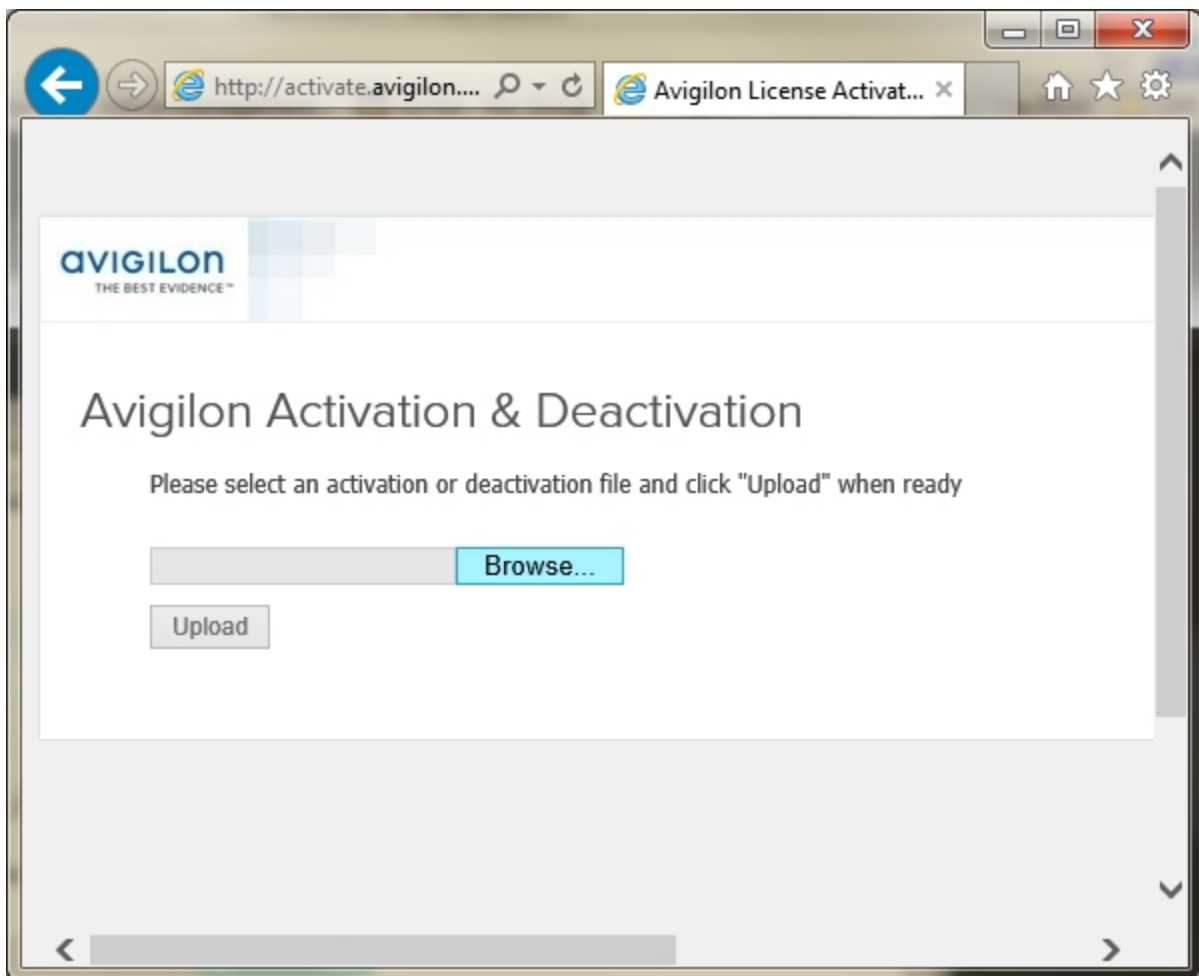


## Activating a License Manually

If your server does not have internet access, you can activate your license manually by downloading the license file and activating the license on a computer with internet access.



1. In the Admin Tool, select **Settings** > .
2. In the License Activation dialog box, click **+**.
3. If an internet connection was not detected, click **Manual Activation (Recommended)**.
4. Click **Step 1: Generate Activation File**.
5. Enter the product key. A check mark will appear if the key is valid. If you have multiple product keys, click **Add additional key** and enter the next product key.
6. When all the licenses for this server have been added, click **Next**.
7. Click [...] to select where you want to save the activation file that is generated by the system for manual activation. You can also rename the activation file.
8. Click **Next**. The activation file is saved.
9. Copy the saved activation file to a computer with internet access.
10. Open a web browser and go to <http://activate.avigilon.com>.



**Figure 2:** The Avigilon License Activation web page

11. Browse to the location of your activation file then click **Upload**.

The activated license file should download automatically. If it does not, allow the download to occur when you are prompted.

12. Complete the product registration page to receive product updates from Avigilon, then click **Register**.

**Figure 3:** The product registration web page

13. Copy the downloaded license file onto the server you are activating.
14. Return to the Manual Activation wizard and click **Next** until you are able to click **Step 2: Add License File**.
15. Click [...] to locate the license file then click **Next**.
16. When the *Activation Succeeded* message appears, click **Finish**.


## Deactivating Licenses

If you are replacing your current server with a new one, you must manually deactivate the license on the old server before the license can be reused on the new server.

If you are unable to access your old server to deactivate the license, contact Avigilon Technical Support.

**NOTE:** You cannot deactivate individual licenses. When you deactivate licenses in the Admin Tool, you are deactivating all the licenses on the server.



1. In the Admin Tool, select **Settings** > .
2. In the License Activation dialog box, click .
3. Select a deactivation method.

Like the license activation procedure, you have the option of Internet Deactivation or Manual Deactivation.

4. On the following page, click **Copy To Clipboard** then paste the product key into a text file for reference.

It is recommended that the product key be saved to a flash drive so that you can easily access the product key on the new server.

5. Click **Next**.
  - If you selected Internet Deactivation, the system will automatically deactivate the server license.
  - If you selected Manual Deactivation, complete the following steps:
    - a. On the following page, download the **DeactivationFile.key**.
    - b. Copy the saved deactivation file to a computer with internet access.
    - c. Open a web browser and go to <http://activate.avigilon.com>.
    - d. Browse to the location of your deactivation file then click **Upload**.

When you see the confirmation message, the license has been deactivated.

Once a license has been deactivated, you can reuse the product key on the new server. For more information, see *Activating a License Over the Internet* on page 8.

## Configuring the Server Storage Settings

You must configure the server storage settings so the Avigilon Control Center Server software knows how much space is allocated for storing surveillance data, and where it is located.

If the Admin Tool detects that there is no existing storage configuration, it will launch the Set Up Storage Configuration dialog box.

## Accessing the Server Storage Configuration

1. In the Admin Tool, click **Shut Down**.

The Avigilon Control Center Server must be shut down before the storage configuration can be viewed or edited.



2. In the Settings tab, click .
3. In the Storage dialog box, you can see the current storage configuration.

## Setting Up the Initial Server Storage Configuration

When the Admin Tool detects that there is no existing storage configuration, it will launch the Set Up Storage Configuration dialog box with the recommended storage configuration.

By default the software will assign most of the available storage to the Primary Data Volume for storing recorded video.

- If the recommended configuration is acceptable, click **Finish**
- If you want to change the configuration click **Change Storage Configuration**. For more information, see *Changing the Storage Configuration* below.

## Changing the Storage Configuration

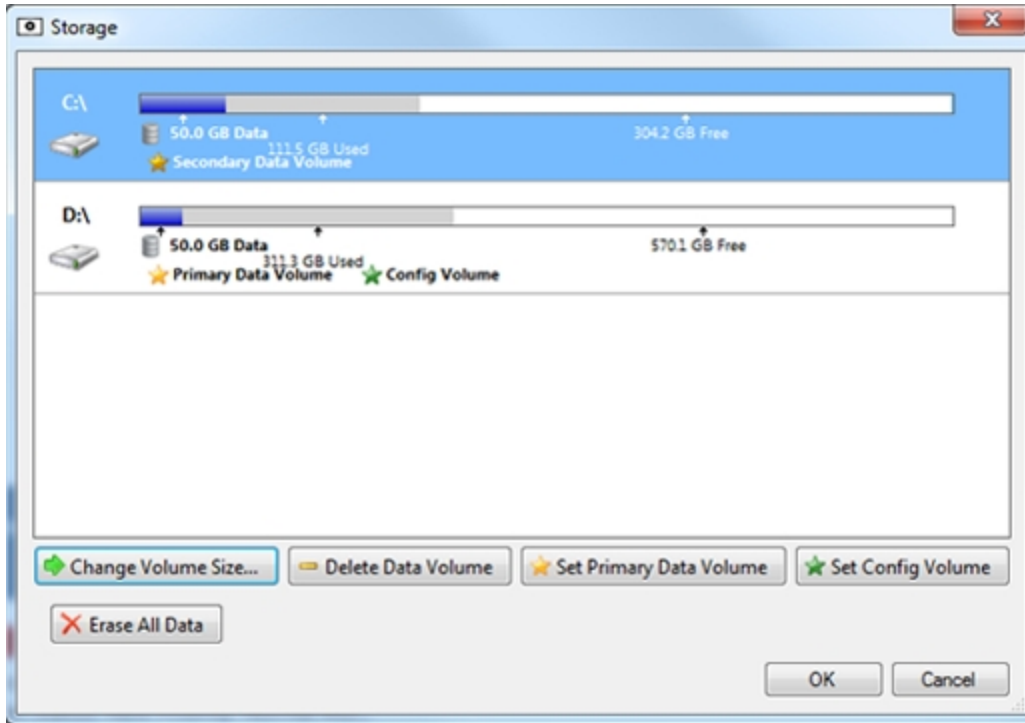
You may need to change the storage configuration in the following situations:

- If you are unsatisfied with the storage configuration suggested by the application, click **Change Storage Configuration** to define the storage settings to fit your needs.
- If you recently chose to Erase All Data, you must reset the Storage configuration before you can continue.

Complete the following procedure in the Storage dialog box:

If the Storage dialog box is not already open, see *Accessing the Server Storage Configuration* above

1. In the Storage dialog box, select the drive for storing the Config Volume and click **Set Config Volume**.



**Figure 4:** The Storage dialog box

**NOTE:** Some of the buttons in the figure may not be available if the drive cannot accommodate the setting.

2. To add a data volume, select the drive and click **Add Data Volume....** The button is not available if the drive already has a data volume.
  - a. In the Add Data Volume dialog box, enter the preferred data volume size
  - b. Click **OK**.
3. To delete a Secondary Data Volume, select the drive and click **Delete Data Volume**. Deleting a data volume will erase all recorded data from that drive.

**NOTE:** You cannot delete a Primary Data Volume, you can only erase all data. For more information, see *Erasing the Storage Configuration* below.
4. If you are not satisfied with the location of the Primary Data Volume, select the drive you prefer and click **Set Primary Data Volume**.

The Primary Data Volume contains the database that indexes the surveillance data.

**NOTE:** The drive must have a data volume before it can be set as the Primary Data Volume.
5. When you are satisfied with the storage configuration, click **OK**.

## Erasing the Storage Configuration

**NOTE:** If you choose to erase all stored data, be aware that all recorded surveillance data and server settings will be lost.

1. Open the **Storage** dialog box. For more information, see *Accessing the Server Storage Configuration* on page 12.
2. Click **Erase All Data**.
3. When the confirmation dialog box appears, click **Yes**.
4. You will need to create a new storage configuration before you can start up the Avigilon Control Center Server again. For more information, see *Changing the Storage Configuration* on page 12.

## Configuring the Server Backup Settings

To allow the system to automatically back up recorded video, you must enable **Archive** in the Admin Tool and assign a backup location for the backup files.



1. In the Admin Tool, select **Settings** > .
2. In the Archive dialog box, select the **Enable Archive** check box to allow the server to back up video files.
3. Enter a location for the **Archive Folder**:. Click [...] to navigate to the backup folder location.
4. Click **OK**.

To initiate a backup or set up automatic backups, see *The Avigilon Control Center Client User Guide*.

## Configuring the Server Network Settings

The server communicates with the Avigilon Control Center Client software through a range of UDP and TCP ports. The port ranges only need to be changed if the Client software is trying to access two or more servers that are behind the same NAT device (e.g. router), or if there is a port conflict with other software running on the same computer as the Avigilon Control Center Server software.



1. In the Admin Tool, select **Settings** > .
2. In the Network dialog box, enter a new base port then click **OK**.
  - The service ports used by the Server software are updated as the base port changes.
  - The RTP port range must be accessible by the Client computer and can be forwarded on any router or network address translation point between the Client and Server.

# Using the Admin Tool

In addition to configuring the server, the Admin Tool can also be used to start up and shut down the Avigilon Control Center Server software, launch the Client software, and display the Application Logs.

## Starting Up and Shutting Down

The Avigilon Control Center Server software automatically starts when Windows starts, but it can be manually shut down and started through the Admin Tool.

### Starting Up the Server Software

- In the Admin Tool, click **Start Up**.

When the Avigilon Control Center Server has started properly, the Admin Tool displays this message:

*Control Center Server is Running.*

### Shutting Down the Server Software

When the Avigilon Control Center Server is shut down, all video recording is stopped until the Avigilon Control Center Server is started again.


- In the Admin Tool, click **Shut Down**.

When the Avigilon Control Center Server has shut down properly, the Admin Tool displays this message:

*Control Center Server is Not Running.*

## Starting the Avigilon Control Center Client

The Avigilon Control Center Client software can be launched from the Admin Tool.

- In the Admin Tool, select **General** > .

If the Client software is not installed, the Admin Tool will prompt you to install it.

## Viewing Application Logs

You can view the Avigilon Control Center application error logs through the Admin Tool. This can assist in diagnosing problems with your system.

1. In the Admin Tool, select **General** > .
2. In the Application Logs dialog box, double-click an error to view the details.

3. Click **OK** to close the dialog box.



# Appendix

## Resetting the Administrator Password

To reset the administrator password, you must delete all existing user and group account information from the server Config Volume.

**Tip:** You can avoid this procedure if you have a user account that has all the same permissions as an administrator. You can use this user account to reset the administrator password in the Avigilon Control Center Client software.

1. In the Admin Tool, click **Shut Down**. If you have multiple servers in your Site, you need to shut down all the servers in your Site.



2. Select **Settings** > .
3. In the Storage dialog box, make note of the drive that holds the Config Volume.
4. Access the Config Volume drive and navigate to the  
AvigilonConfig\Db\DirectoryShared\Users folder.

For example, D:\AvigilonConfig\Db\DirectoryShared\Users.

5. Delete all the files in this folder. If you have multiple servers in your Site, you need to delete this folder from every server in your Site before you do the last step.

The server automatically resets all the user and group settings back to the factory default.

6. In the Admin Tool, click **Start Up**. Repeat for each server in your Site.

Once all the servers have come back online, you can log into the Site using the default administrator credentials:

- **User Name:** administrator
- **Password:** <leave blank>

To add users and groups to the server, see *The Avigilon Control Center Client User Guide*.