

Aimetis Symphony Installation Guide

7.0

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Welcome to Aimetis Symphony

Aimetis Symphony™ is an award-winning intelligent video surveillance software that offers a single, innovative, open IP video platform for video management, video analytics, system integration, and alarm management. Aimetis Symphony™ installs on standard IT hardware, supports both analog and IP cameras from hundreds of camera manufacturers, provides a feature-rich, easy-to-use interface, and incorporates IT friendly features to make administration simple.

Overview and Prerequisites

- [Aimetis Xnet Portal](#)
- [Symphony Overview](#)
- [Symphony Server Licensing](#)
- [Prerequisites](#)
- [Server](#)
- [Client](#)
- [Operating Systems, Database and Browsers](#)
- [Client Prerequisites Installed Automatically](#)
- [Server Prerequisites Installed Automatically](#)
- [Symphony Installation and Data Folders](#)

Aimetis Xnet Portal

Xnet is the Aimetis Online Portal: www.aimetis.com/Xnet

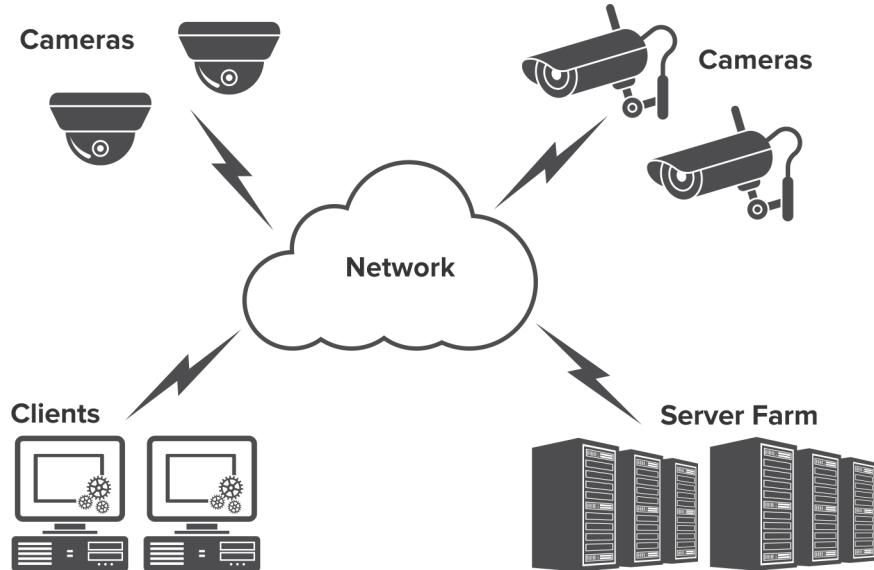
Access to tools depends on your account type. For example, Distributor, Certified Partner, Authorized Partner, and End-User.

Xnet enables you to:

- Order Licenses
- Manage Accounts
- Access Technical Support and Downloads
- Access Sales and Marketing Tools
- Access Aimetis Software Translation

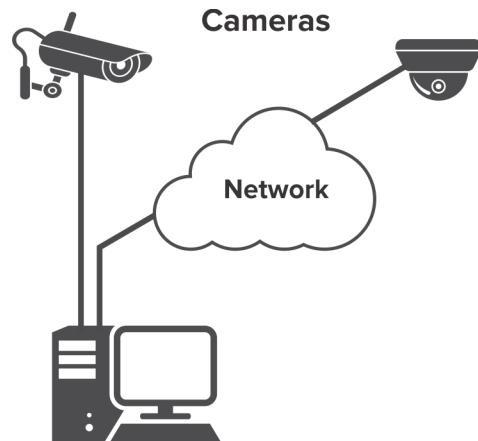
Symphony Overview

An installation of Aimetis Symphony™ has two components, server software and client software. The server computer functions as the intelligence management system that computes the most complicated and intricate tasks. At larger sites, the server computer may actually be multiple computers linked together to form a Server Farm. You can set up clients on many computers or workstations. A typical site would have many client computers connecting to a dedicated server computer.



Considerations for Small Deployments

For small deployments, the server and client computer can be one computer; however, it is not recommended. Doing so would impact the capability to use multi-views because the server may not have enough CPU or lack a decent video card. Also, regular users should not have access to the server machine because someone might shut off the machine, change the software or configuration on the machine, or even inadvertently crash it. Using the machine for other tasks may take up a lot of CPU/RAM/network/disk bandwidth and prevent the Symphony Server components from working efficiently.



Client Interface

You can use the Client interface to monitor cameras, manage video, generate reports, and configure alarms. The Client interface is a desktop application that you can access from the server.

Server Configuration Interface

You can use the Server Configuration interface to manage devices, security, rules, sites, and settings. The Server Configuration interface is a web application that you can access in a browser or from the Client interface.

Symphony Server Licensing

If you are upgrading an existing installation, ensure that your licenses are eligible for the software version you are installing. For details, see [Upgrading](#). If not, contact your Aimetis distributor for an upgrade.

Analytics (Add-ons) have individual licenses per camera and can be added to any VMS license type. All VMS licenses within a farm must be of the same type.

VMS licenses types are: Standard, Professional, and Enterprise:

- Standard – Single Server, web admin console, two-way audio
- Professional – Standard plus: Multi-server farm, access control integration, SDK, active directory, video push
- Enterprise – Professional plus: Redundant and failover server recording, load balancing, GIS maps, video wall

All VMS license types can include Health Monitoring if Maintenance & Support purchased.

All VMS license types support analytics via Add-ons.

Prerequisites

For a detailed overview, see the [hardware calculator](#).

Server

- Any Intel CPU or AMD CPU with multiple cores that supports SSE2.
- At least 1 Gigabyte of free disk space.
- At least 2 Gigabytes of RAM.

Client

- At least 500 Gigabytes of free disk space.
- 2 GHz or faster processor is recommended.
- At least 2 Gigabytes of RAM.
- A GPU that supports DirectX

Operating Systems, Database and Browsers

Server Operating Systems - Windows®

- Windows® Server 2008 R2 SP1 ^{ab}
- Windows® Server 2012
- Windows® Server 2012 R2 ^b
- Windows® Server 2016
- Windows® 7 SP1
- Windows® 8.1
- Windows® 10

a. Windows® 2008 R2 does not install sound components by default. You must install the Desktop Experience Windows® component.

b. Server Core for Windows® is not supported.

Client Operating Systems - Windows®

- Windows® 7 SP1
- Windows® 8
- Windows® 8.1
- Windows® 10
- Windows® Server 2003
- Windows® Server 2008
- Windows® Server 2008 R2 SP1 ^{ab}
- Windows® Server 2012
- Windows® Server 2012 R2 ^b
- Windows® Server 2016

a. Windows® 2008 R2 does not install sound components by default. You must install the Desktop Experience Windows® component.

b. Server Core for Windows® is not supported.

Database (SQL Server)

Ensure that the SQL Server database is on a local network (100 Mbps or greater) connected to the servers in the farm.

- SQL Server 2008
- SQL Server 2012
- SQL Server 2014
- SQL Server 2016
- SQL Server 2017

Server Browsers

- Internet Explorer 11 (compatibility mode)
- Firefox
- Safari
- Chrome

Client Browsers

- Internet Explorer 8 (compatibility mode)^a
- Internet Explorer 9 (compatibility mode)
- Internet Explorer 10 (compatibility mode)
- Internet Explorer 11 (compatibility mode)

a. Limited support for 64-bit version of IE.

Virtual Platforms

- Microsoft Virtual PC
- VMware Server
- Oracle VM VirtualBox

Server Network

For the clients to connect to servers, ensure that the following ports are open on the servers.

Port	Function
80	HTTP redirect
443	New server configuration interface
5045	Server farm health packets
50000	Web interface, searches, and log packages
50001	Client connectivity
50010	Video (live and historical)

Client Network

The clients listen on the following ports.

Port	Function
50005	Video wall

Client Prerequisites Installed Automatically

The following prerequisites are required by Symphony and (if necessary) will be installed automatically.

Item	Version	commandline install
Visual C++ 2005 Redistributable Package (x86)	8.0.61001	/Q /C:"msiexec /i vcredist.msi /qn"
Visual C++ 2010 Redistributable Package (x86)	10.0.40219	/quiet /norestart /log vc10log.txt
Visual C++ 2012 Redistributable Package (x86)	11.0.31030.0	/install /quiet /norestart /log vc11log.txt
Visual C++ 2013 Redistributable Package (x86)	12.0.30501.0	/install /quiet /norestart /log vc12log.txt
Microsoft .NET Symphony Device Pack	4.5.2	/q/norestart /log NetFx452log.htm msiexec /i DevicePackInstallerClient.msi
DirectX	9	/silent

Server Prerequisites Installed Automatically

The following prerequisites are required by Symphony and (if necessary) will be installed automatically.

Item	Version	commandline install
Visual C++ 2005 Redistributable Package (x86)	8.0.61001	/Q /C:"msiexec /i vcredist.msi /qn"
Visual C++ 2010 Redistributable Package (x86)	10.0.40219	/quiet /norestart /log vc10log.txt
Visual C++ 2012 Redistributable Package (x86)	11.0.31030.0	/install /quiet /norestart /log vc11log.txt
Visual C++ 2013 Redistributable Package (x86)	12.0.30501.0	/install /quiet /norestart /log vc12log.txt
Visual C++ 2013 Redistributable Package (x64)	12.0.30501.0	/install /quiet /norestart /log vc12log.txt
Microsoft .NET	4.5.2	/q/norestart /log NetFx452log.htm
Microsoft SQL Server Express 2014 SP2	12.2.5000.0	/qs /QUIETSIMPLE /ACTION=Install /UpdateEnabled=0 /INSTANCENAME=AIMETIS /TCPENABLED=1 /NPENABLED=1 /BROWSERSVCSTARTUPTYPE="Automatic" /FEATURES=SQLENGINE,Tools /SECURITYMODE=SQL /ADDCURRENTUSERASSQLADMIN /SAPWD=" <password>" /ACCEPTSQLSERVERLICENSETERMS /SQLSVCAccount="NT AUTHORITY\SYSTEM" /SQLSYSADMINACCOUNTS="Builtin\Administrators" /SKIPRULES="RebootRequiredCheck"</password>
OPC Core Components 2.00 Redistributable	2.00.2.20	(components installed by merge modules in installer)
Symphony DevicePack		msiexec /I DevicePackInstallerServer.msi
DirectX	9	/silent

Face Recognition Analytic Requirements

Component	Requirements
Hardware	<ul style="list-style-type: none">• 2.5 GHz or faster CPU core per camera• 1.2 GB of RAM per camera
Cameras	<ul style="list-style-type: none">• 1024 x 768 or 1280 x 720<ul style="list-style-type: none">• Faces in images should be 50px or greater in height• Lower resolutions are supported, but accuracy might be affected• Higher resolution is not recommended• 5 FPS
License	<ul style="list-style-type: none">• Facial Recognition license

Symphony Installation and Data Folders

Symphony Server

Symphony Server stores three kinds of data to your hard disk:

- Binary application files
- Video data
- Configuration information stored in a SQL Server Database

Symphony is installed by default in C:\Program Files\Aimetis\Symphony Server v7\ or on 64-bit OS in C:\Program Files (x86)\Aimetis\Symphony Server v7. You can change the default installation path during installation of Symphony. Once the installation is complete Symphony needs to be configured through the Setup Wizard, which includes configuring the log and data paths. **NOTE:** The server log files are useful for debugging and diagnosing problems. The default log path is %appdata%\aimetis 7\ai_logs\.

Key Folders



It is highly recommended that the <DataRoot> folders are not on the same physical Hard Disk as Windows® and <AppRoot>. This is to limit the amount of disk read and writes to the OS disk to prevent catastrophic failure.

<AppRoot> denotes installation path and <DataRoot> denotes datapath. In addition to the folders listed, Symphony Server adds the following registry keys: HKLM\Software\Aimetis. Some configuration data for the server is stored here, such as the database connection string.

Path	Description
<AppRoot>_bin	Binaries for all Aimetis Symphony executables and DLLs.
<AppRoot>_docs	Small .txt files storing alarm instructions and Aimetis.com's IP address.
<AppRoot>_Scripts	Database schema creation script for manually creating the database.
<AppRoot>_Tools	Tools and utilities that Aimetis Support Specialists use to diagnose system problems.
<AppRoot>_updates	Installers for automatic client update.
<AppRoot>\mib files	Files for SNMP client.
<AppRoot>\WebRoot	Web files and binaries.
<DataRoot>_footagearchive	Video data recorded from all cameras.
<DataRoot>_images	A cache of JPEG images generated from the footage.
<DataRoot>_searches	Stored searches. These files will not be automatically cleaned and searches must be manually deleted by user.
<DataRoot>_signals	Timeline data (, yellow, red).
<DataRoot>_signals2	XML metadata for searches and reports.

Path	Description
<DataRoot>\Reports	Location for generated reports. Depending on write-permissions, a generated report will be stored in the \Data\Reports folder on the master server machine. The folder is generated only after a report has been run and saved.
<DataRoot>_backups	Location for automatic backups of server configuration.

Symphony Client

Symphony Client is installed by default in C:\Program Files\Aimetis\Symphony Client\ or on 64-bit OS in C:\Program Files (x86)\Aimetis\Symphony Client\. These files define the farms that have been registered. The default is whatever the client configuration path is set to, but you can override this. The paths outlined in the table can be configured via the Aimetis Symphony Client Settings dialog box.

1. From the **View** menu, select **Settings** to open the Symphony Client Settings window.
2. Select the **Global** tab.
3. Two (optional) variables can be used in the path names:
 - %WINUSER% represents the Windows® username of the current user. This is used in the default path so Symphony can store the configuration in the current user's application data folder.
 - %SYMPHONY USER% represents the Symphony username. This is valid only if credentials are required for login to Symphony.

If you prefer to keep these settings global, do not use either of these variables when specifying the paths.

Key Folders

These paths may be slightly different depending on the operating system version.

Folder	Description
C:\Documents and Settings\%WINUSER%\Application Data\Aimetis7\	All client configuration, such as window layouts, general configuration, logs.
C:\Documents and Settings\All Users\Application Data\Aimetis7\	This folder contains RegisteredFarms.xml and FarmList.xml.

Installation Instructions

Your configuration depends on the size of your camera deployment, your geographic considerations, and the product integration with other systems. You need to consider network and hardware specifications, standalone versus multi-server configurations, as well as the key factors outlined here.

Have a Valid Aimetis Xnet Account

Before installing the Symphony Server, you must have a valid Aimetis Xnet account. For details, see [Aimetis Xnet Portal](#). During installation of the software you will be prompted for your Xnet login credentials, so that Symphony can download and install the appropriate license automatically.

Assess your Hardware Requirements

Prior to installing Symphony Server, you must assess hardware requirements to meet the needs of your organization's deployment plan. An organization with a single location and 10 cameras will have different requirements than an organization with multiple locations and over 1000 cameras. For help calculating hardware requirements, go to the [hardware calculator](#).

Understand the Concept of Multi-Server Deployments (Server Farms)

A **server farm** is a collection of computer servers used to accomplish server needs beyond the capability of one machine. Server farms often have backup (redundant) servers, which can take over the function of primary servers in the event of a primary server failure. Aimetis Symphony takes advantage of server farms by distributing the workload of camera processing across several servers. Symphony also supports server farm redundancy by moving camera processing from a 'down' server to a 'redundant' server. A down server is detected within 30 seconds, but can be configured for any time threshold. Windows® operating system updates or other maintenance that cause a reboot may be reason to increase this threshold to several minutes. Failover will transfer all the camera processes from running on the down server to running on a redundant server. It will transfer only cameras that are **Movable** according to the camera configuration.

Installing Symphony Server v7.0

The following instructions are for a first time installation. The Symphony programs installed during Server and Client installations includes: Aimetis Symphony Device Pack, and Aimetis Symphony Server. If you are upgrading, see [Upgrading](#).

NOTE: You might have to restart the server during installation.

1. Run the installer.
2. Depending on your license expiration date, you may see a message asking you to renew your license.
3. On the **Welcome** screen, review the license terms and conditions, select **I accept the terms of the license agreement**, and click **Next**.
4. Change or accept the default installation location, select whether to install the Remote Support Tool, and click **Next**.
5. On the **Database Options** screen, type and confirm a password for the database (for a new database only), select whether to install a new database or use an existing database, and click **Next**.
6. Click **Install**.
7. When the installation is complete, click **Launch** to start the setup wizard.

Configuring the Server and Farm

The Setup Wizard opens when you click Launch at the end of the installation. To manually run the Setup Wizard, select **Aimetis > Setup Wizard** from the Start menu.

You must consider these important tasks before running the Setup Wizard:

- [Disable Database Schema Modifications](#)
- [Enable Remote SQL Connections](#) (Only if using a server farm at this point in the installation process)

Disable Database Schema Modifications

Important! Only disable if upgrading and only for the first server.

There are times when it is beneficial to disable allowing schema modifications from the Setup Wizard. For instance, if the database user for Symphony does not have Admin rights for the database, and attempts schema modifications when the Setup Wizard is running, the user will receive an error. In this situation, the administrator must configure the database beforehand and then configure the Setup Wizard so that it does not display an error while running.



The following condition must be met if you want to disable allowing database schema modifications during a fresh installation:

- If you have **not** manually configured the database, then you must disable allowing database schema modifications for all servers, except the first server.

1. Open the `SetupWizard.exe.config` file, located in the `_bin` folder.

2. In the `appSettings` section of the file, you will find a key setting for `AllowAutomaticDatabaseConfiguration`. Change the value setting to "0" so as to disable schema modifications:

```
<add key ="AllowAutomaticDatabaseConfiguration" value ="0"/>
```

Enable Remote SQL Connections

SQL Security Requirements



During creation of the database, the user must have Admin rights to the database, as well as rights to create the database. Database schema modification can be done manually, outside of the product. For details, see [Disable Database Schema Modifications](#).

For execution of the product, the database user must have the following set of minimum security permissions:

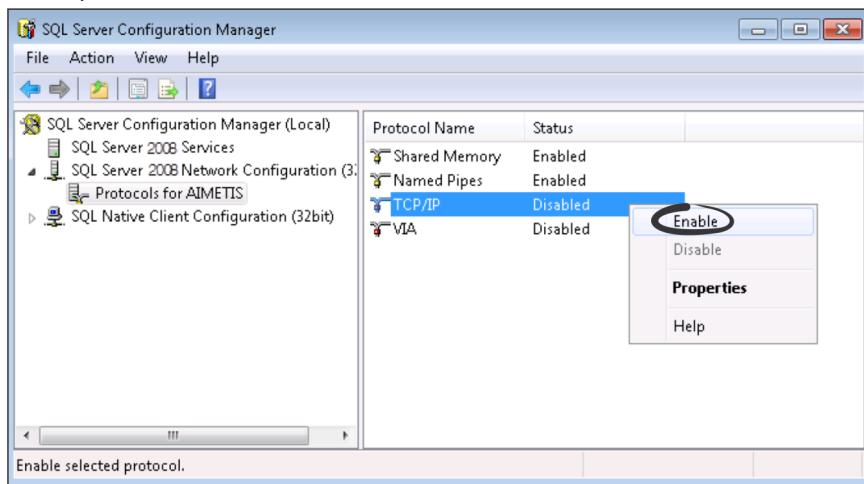
- SELECT, INSERT, UPDATE, DELETE for all generated tables.
- SELECT, INSERT, UPDATE, DELETE for all generated views.
- EXECUTE for all generated stored procedures.

Also, set the default schema to "dbo".

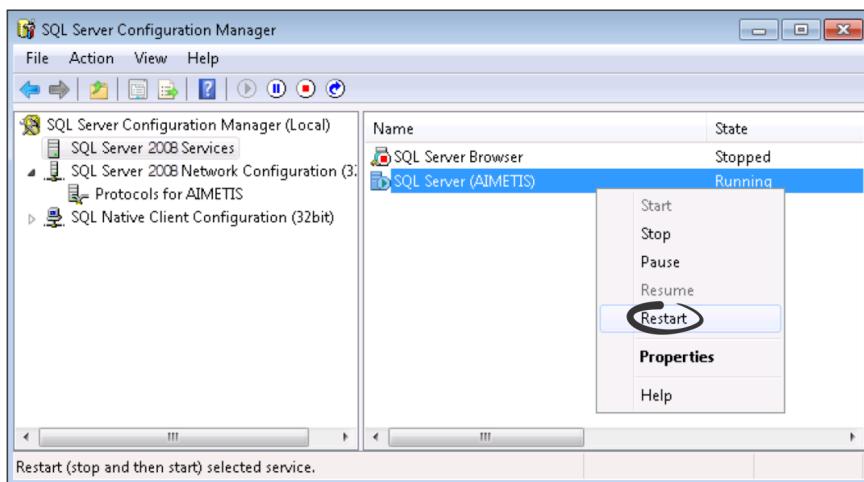
You must enable TCP/IP connections for your existing SQL Server if it is not located on the local machine.

1. Open the SQL Server Configuration Manager. This can usually be found in the Start Menu, under the SQL Server entry.
2. Expand the **SQL Server Network Configuration** node. Click on **Protocols for [InstanceName]**. If you are using the database that was installed by the Aimetis Symphony Server installer, then the **InstanceName** will be Aimetis.
3. Right-click on the **Named Pipes** protocol and select **Enable** from the menu.
4. A warning message is displayed. Click **OK**.

5. Right-click on the **TCP/IP** protocol and select **Enable** from the menu.



6. A warning message is displayed. Click **OK**. The protocols should now be configured.
7. Go to the **SQL Server Services** section. Right-click on the **SQL Server** entry for the appropriate InstanceName. Select **Restart** from the menu to restart the service.



8. Right-click on the **SQL Server Browser** entry. Select **Properties** from the menu to open the Properties window.
9. Click the **Service** tab. From the **Start Mode** drop-down list, select **Automatic** and click **Apply**.
10. In the **Log On** tab, click the **Start** button to start the SQL Browser service.
11. Click **OK** to close the Properties dialog box. The services should now both be in the **Running** state. The SQL Server instance should now accept remote connections.

Setup a Server Farm

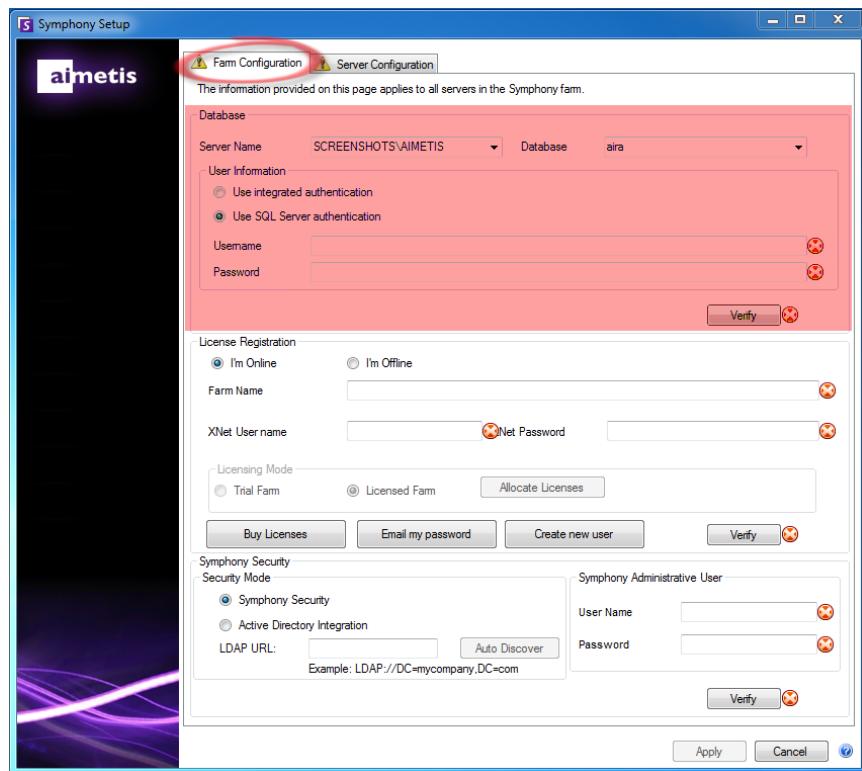
You can create a server farm in two ways:

- At installation. See [Setup a Server Farm](#).
- By merging existing farms into a single farm. For details, see the *Online Help*.

When setting up a farm...	Procedure
Process flow	Fully complete the Setup Wizard on a single server before attempting it on the next. Do not run the Setup Wizard on multiple servers at the same time.
Database	Connect all servers in the farm to the same database.
Xnet name and credentials	Enter the same Xnet farm name and credentials on each server in the farm.
Xnet license	Ensure that the Xnet license contains the MAC address of each server in the farm. If you are running the Setup Wizard on a machine that has a valid Internet connection (online install), then your MAC address will automatically be added to your license during the setup process.

1. When the Setup Wizard launches, click on the **Farm Configuration** tab. **NOTE:** The Setup Wizard opens automatically at the end of the installation. To manually run the Setup Wizard, select **Aimetis > Setup Wizard** from the Start menu.
2. Click the **Edit** button to activate the fields in the **Database** group box.
3. Enter the database connection information for the SQL Server instance.
 - If the server uses Windows® Authentication, select **Use integrated authentication**.
 - If the server uses SQL server authentication, select **Use SQL Server authentication** and enter the credentials of an administrative user for the SQL Server instance.
 - If you installed SQL Server through the Aimetis Symphony Server installation, select **Use SQL Server authentication**, enter **sa** for the username, and the password you entered during installation.
 - If the database you chose to connect to does not exist, then it will be created for you.

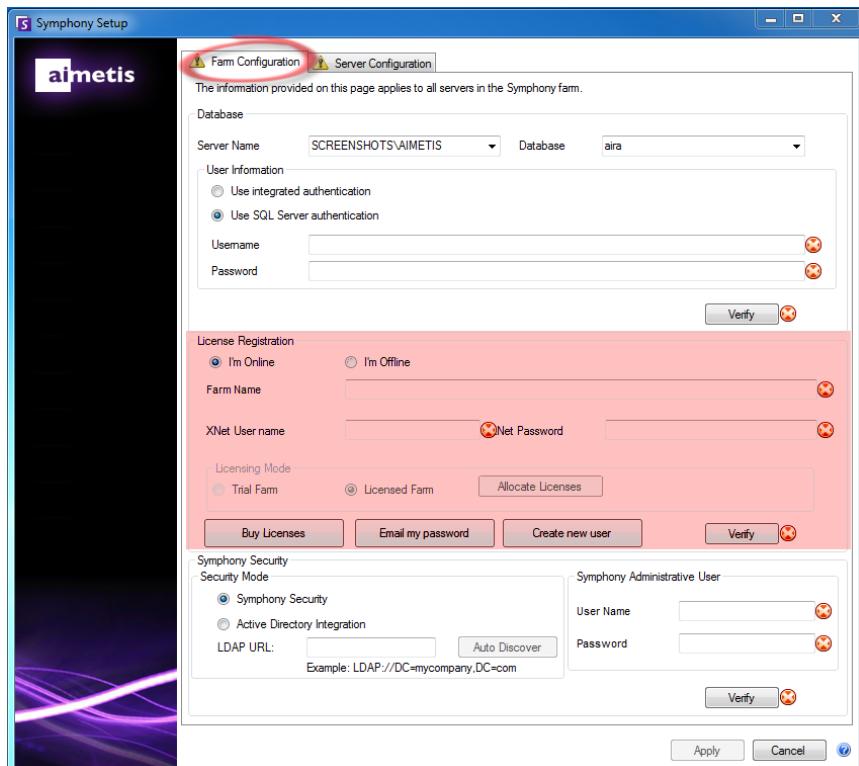
4. Click the **Verify** button to confirm that the connection information entered is correct. If verification fails and you are trying to connect to a database on a remote machine, see [Enable Remote SQL Connections](#). **NOTES:** **1)** The **Database** name cannot include a hyphen in the name. **2)** The **Edit** and **Verify** buttons must display a green check mark before you can apply changes.



5. In the **License Registration** group box enter your farm name in the designated field. If the farm name you enter does not exist and the server has not previously been registered with Xnet, the farm will be created for you in Xnet.



If you are connected to the Internet, the **I'm Online** option will be automatically selected for you.
If the **I'm Offline** option is selected, see [Troubleshooting](#).



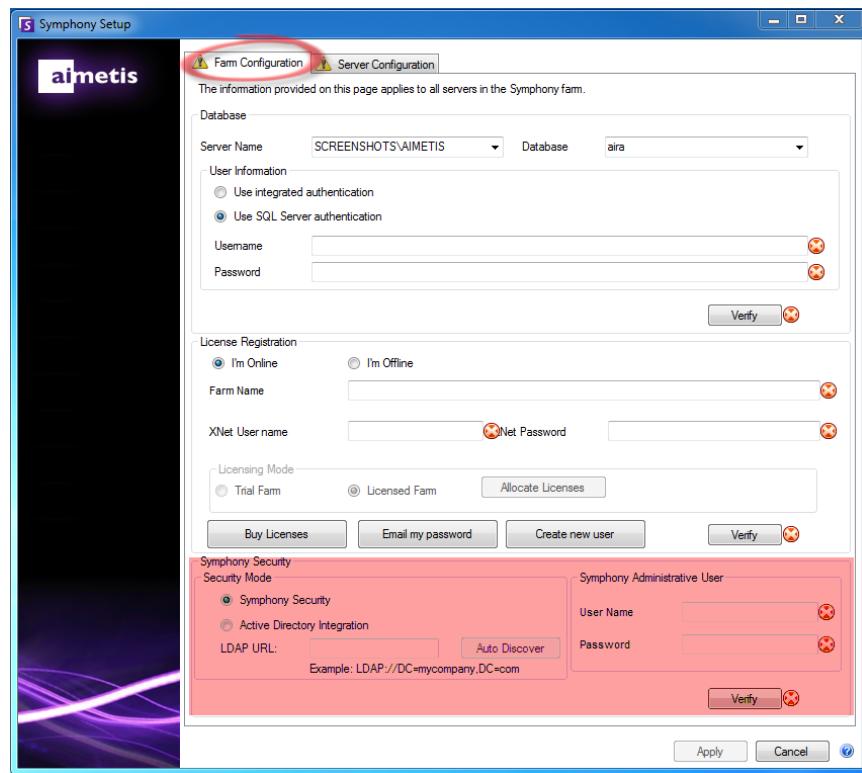
6. If you choose to have a **Licensed Farm** instead of a **Trial Farm**, you must allocate at least one license to the farm.

- Click the **Allocate Licenses** button in the Licensing Mode group area to open the Allocate Licenses window.
- In the grid you will see any licenses that you have available in your account. If you do not have any licenses available or you would like to purchase more licenses, click **Buy Licenses**.
- Click the **Refresh** button to ensure the window has been updated with the latest licensing information regarding your account from Xnet.
- Enter **OK** to save the requested information and exit the window. Changes to your account will not be made until you click the main **Apply** button in the Symphony Setup window.

License Type	Available	Allocated	Requested Quantity
Enterprise	1	0	1
Standard	12	0	12
Professional	2	0	2

7. Enter your **Xnet User name** and **Xnet Password**. If you do not currently have an account registered with Aimetis or would like to add another account to use with your server/farm registration, click the **Create a new user** button.
8. Click **Verify**.
9. Choose the security mode for Symphony. If you select Symphony **Security** then the Aimetis proprietary login security mechanism will be used. If you select **Active Directory Integration**, users will be authenticated against the Active Directory server specified.
10. You must enter a URL in the **LDAP URL** field. For example, `LDAP://DC=Aimetis, DC=com`. Alternatively, click the **Auto Discover** button to automatically have the Setup Wizard attempt to determine your LDAP URL. **NOTE:** When entering the LDAP URL, ensure that the current machine is a member of the specified domain.
11. Enter the user name for a Symphony **Administrative User**. Do not enter the domain in the **User Name** field. For example, if you have a user account “UserX” on domain “DomainY”, you would set the **User Name** field to “UserX” and not to “DomainY\UserX”.
 - a. If the user does not exist in the system, the user will be created and added to the Administrator user group, which has unlimited access to the system.
 - b. If the user does exist and the credentials are an exact match the user will be removed from any user groups and added to the Administrator user group. Any explicit security permissions that were assigned will be removed. The user will have unlimited access to the system.
 - c. If the user exists in the system, but the password does not match:
 - If the **Security Mode** is **Active Directory** then the verification step will fail because Active Directory will not authenticate the credentials.
 - If the **Security Mode** is **Symphony Security**, the verification step will fail.
12. Enter a password for a Symphony **Administrative User**. If the security mode is set to **Active Directory**, the password will not be stored. **NOTE:** You cannot fix credentials for a Symphony user if the password is lost. You must create a new account (user).

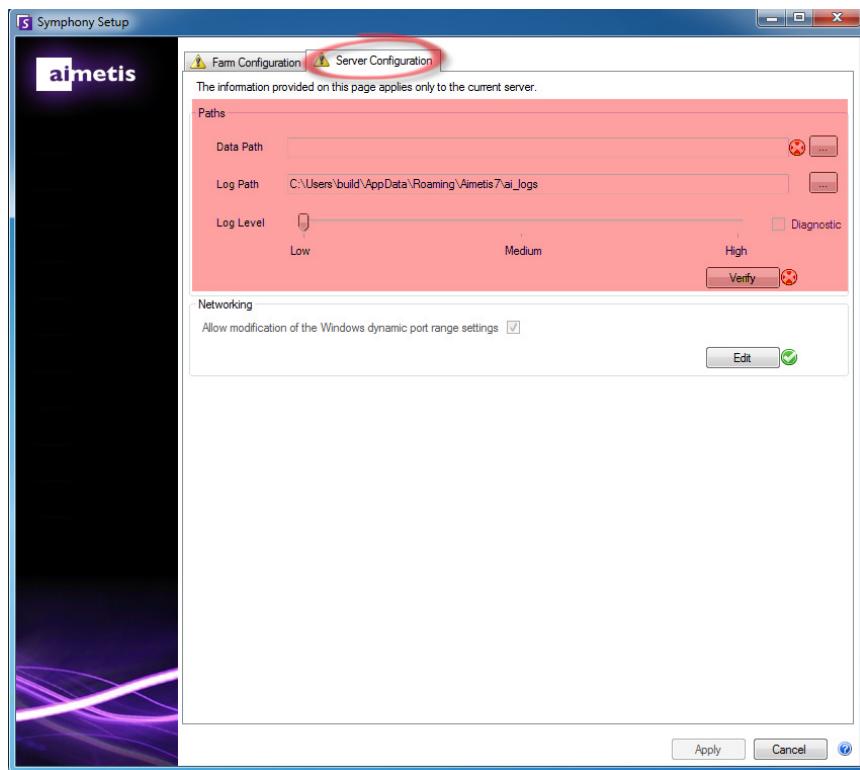
13. Click **Verify**.



Setup a Server

1. When the Setup Wizard launches, click on the **Server Configuration** tab. **NOTE:** The Setup Wizard opens automatically at the end of the installation. To manually run the Setup Wizard, select **Aimetis > Setup Wizard** from the Start menu.
2. Enter the path where you would like data to be stored in the **Data Path** field. This will be the default path for camera footage storage. Further refinement of camera footage storage paths can be made through the Server Configuration window in Symphony Client.
3. Enter the path where you would like log files to be stored in the **Log Path** field. This path needs to be accessible for the Local System service account, as well as the logged in user. You can opt to use Windows® path variables, such as **%APPDATA%** in this field.
4. Select the logging level for the server logs. If you select **Low**, the server logs will contain less detail, but system performance will be better. Increasing the log level provides more detailed information if a problem is encountered, but can impact system performance. If unsure, leave the default selection.

A high logging level can impact system performance.



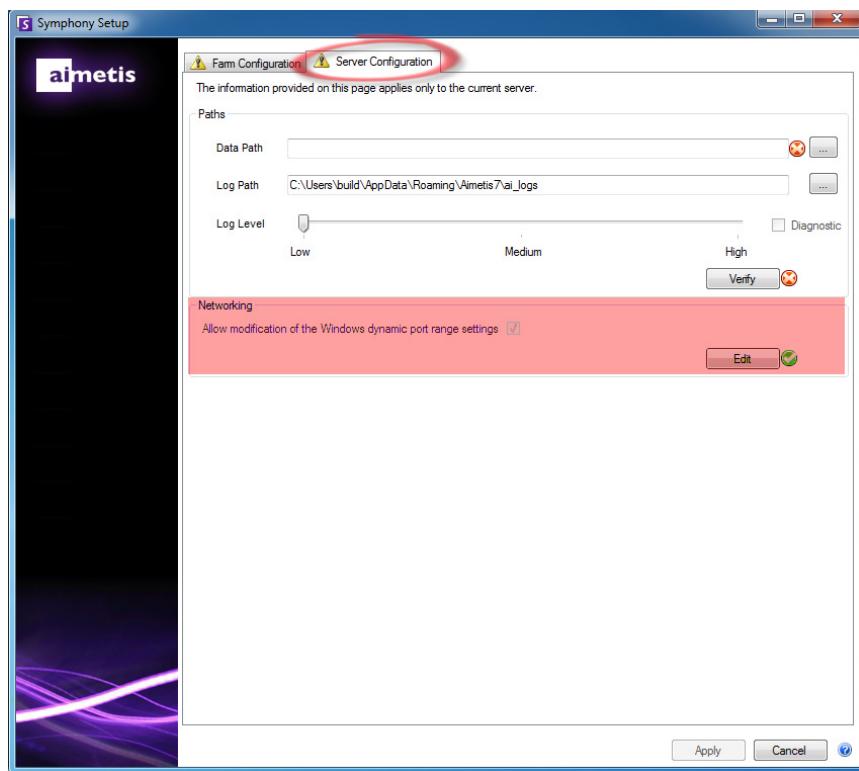
5. Specify whether to allow the Setup Wizard to modify the Windows® dynamic port allocation range settings. Select the **Allow modification of the Windows dynamic port range settings** check box if using Windows® Vista and newer operating systems.



The allocation range that Windows® uses overlaps with the ports Symphony uses. Because Windows® may have already allocated those ports to other applications, and Symphony does not use dynamic port allocation, port conflicts may occur. You may need to restart your computer after setup.



If you do not allow modification of this setting, you might see port conflicts during operation. This can cause video footage to not be recorded. For more information about the dynamic port range and the need for modifications, see [Microsoft Support](#).



6. Once all sections of the configuration form are completed and verified, click **Apply**.
7. The Setup Status window opens. The status column displays updates as your configuration is applied. **NOTE:** The **Edit** and **Verify** buttons must display a green check mark before you can apply changes.

8. To see additional details of the changes that are being applied, select the **Show Detailed Log** check box.
9. When all changes are applied and no errors were encountered, the **OK** button will be enabled. Basic setup of the server is now complete. Further configuration, such as adding cameras, can be done in the Server Configuration window in Symphony Client. The Aimetis Symphony Client will be launched automatically if the Setup Wizard was run from the installer. If it is a fresh install, a Farm Registration will be added to Aimetis Symphony Client for the local server.

Setup Status			
	Step	Status	Message
▶	Database Configuration	Completed	Database setup complete.
	License Configuration	Completed	Registration complete
	Machine Configuration	Completed	
	Upgrading	Completed	Upgrade Complete
	Path Configuration	Completed	Path configuration complete.
	Security Configuration	Completed	
	Starting Services	Completed	

Show Detailed Log

OK

Cancel

NOTE: If any errors were encountered click **Cancel** to go back to the data entry form to make any necessary modifications. Once the modifications are complete click **Apply**.

Installing Aimetis Symphony Client

The Aimetis Symphony Client is installed by default when Symphony Server is installed.



It is not recommended that Aimetis Symphony Client be used to constantly stream live video on the Server PC itself. Aimetis Symphony Client may consume significant CPU or other resources on the PC while displaying live video. This CPU utilization would therefore be unavailable for the server software to perform its functions. It is recommended that you install the client software on other PCs on the network for configuration and live video streaming.

NOTE: At any point during the installation click **Cancel** to cancel the installation. Any changes made to your system will be dismissed.

1. Run the installer.
2. Select your language and click **OK**.
3. On the **Welcome** screen, review the license terms and conditions, select **I accept the terms of the license agreement**, and click **Next**.
4. Change or accept the default installation location, select whether to install the Remote Support Tool, and click **Next**.
5. Click **Install**.
6. Click **Launch** or **Close**.

Installing Symphony Player

Aimetis Symphony Player is installed automatically whenever Aimetis Symphony Client is installed. Aimetis Symphony Player is required to play back *.aira* files. If required, you can download a [separate installation package](#) for Symphony Player.

NOTE: At any point during the installation click **Cancel** to cancel the installation. Any changes made to your system will be dismissed.

1. Run the installer.
2. Select your language and click **OK**.
3. On the **Welcome** screen, review the license terms and conditions, select **I accept the terms of the license agreement**, and click **Next**.
4. Change or accept the default installation location and click **Next**.
5. Click **Install**.
6. Click **Close**.

Installing Analytics

1. Download and run the installer.
2. On the **Welcome** screen, review the license terms and conditions, select **I agree to the license terms and conditions**, and click **Next**.
3. Click **Install**.
4. When the installation is complete, press **Close**.

Installing Mobile Bridge

The Mobile Bridge Server acts as a bridge between Symphony Server and your Mobile devices. You can install it on the same machine as your Symphony Server or on a separate machine. Android and iOS Mobile Clients connect to a Mobile Bridge, which is configured to communicate with a particular Symphony Server. The Mobile Bridge is capable of managing multiple user connections to the Symphony Server, and can do so securely via SSL if required.

The Mobile Bridge authenticates the Mobile Client user, and serves video and alarm information to the mobile clients. Requests for a particular camera's live or historical video are routed through the Mobile Bridge to the Symphony Server and mobile clients stream video by connecting to RTSP streams. Other useful functionality such as controlling PTZ camera positions, alarm acknowledgment are also possible via the Mobile Bridge since it routes these commands to the Symphony Server.

Installation

- **Where:** You can install Mobile Bridge on the Symphony Server machine or on any machine that does not contain Symphony.
- **Security:** The Mobile Client defaults to HTTP, but you can configure HTTPS. For more information, see [Reinstallation](#).
- **Reinstall:** If for any reason you want to reinstall this version, you must **uninstall** Mobile Bridge (using Windows Remove Programs) first. Only then can you reinstall this version.

Run the Installer

1. Download and run the installer.
2. Review the license terms and conditions, select **I accept the terms in the License Agreement**, and click **Next**.
3. Click **Install**.
4. To launch the Mobile Bridge configuration application, click **Launch**.
5. Configure Mobile Bridge.
6. Click **Save**.

Configure Mobile Bridge

Ensure that you have the following server information from your Symphony installation:

- User (username)
- Password
- Address of the machine on which Symphony server is installed

You can obtain this information by right-clicking on the server in the **Server List** in Symphony. Select **Edit** and the **Edit Symphony Server Connection** dialog box is displayed.

1. To run the Mobile Bridge configuration application, click **Start > All Programs > Aimetis Symphony > Configure Mobile Bridge**.
2. Type the Symphony server address, username, and password.
3. To display mobile security, ports, and push notification settings, select **Show Advanced Configuration**.
4. In the Mobile Security section, select the certificate that Mobile Bridge uses for communication with mobile devices. Mobile Bridge automatically creates a self-signed certificate for SSL communication with mobile devices or you can use your organization's certificate.
5. In the **Ports** section, configure the ports that Mobile Bridge uses to communicate with the Symphony Server and mobile devices.
The ports that Mobile Bridge uses must be open on the firewall.
6. In the **Push Notifications** section, select whether Mobile Bridge sends push notifications to mobile devices.
7. Click **Save**.

Reinstallation

If for any reason you want to reinstall this version, you must **uninstall** Mobile Bridge (using Windows Remove Programs) first. Only then can you reinstall this version.

Windows typically will NOT uninstall an application where files associated with the application appear to be in use.

- If you are connected to a client running live video, you may be prompted to restart your computer during an uninstall.
- If you have the Windows **Services** dialog box open and the **AI Mobile Service** (inadvertently) selected, Windows will not complete the uninstallation process until the dialog is closed. Only then will you be able to reinstall the version.

Uninstalling

These instructions contain menu names used in the Windows® 7 operating system.

1. From **Programs and Features** in the Control Panel, click the Symphony component that you want to remove.
2. In the **Setup** window, click **Uninstall**.
3. Click **Close**.



- If files on your system are in use, select the **Automatically close and attempt to restart applications** option and click **OK**.
- If Windows® fails to close the applications, you may see the following warning: “The setup was unable to automatically close all requested applications. Please ensure that the applications holding files in use are closed before continuing with the installation.” Click **OK**.

4. Click **Finish** to complete the uninstall process.

Uninstalling the SQL Server Instance

Important! If you are uninstalling SQL Server on a machine with the intent to reinstall, you must perform the following tasks before uninstalling the SQL Server Instance:

- Remove the <name_of_database>.mdf and <name_of_database>.log.ldf files from C:\Program Files (x86)\Microsoft SQL Server\MSSQL10_50.AIMETIS\MSSQL\DATA\.
- Delete the HKLM\SOFTWARE\Wow6432Node\Aimetis\v7\dbConnectionString registry key.

1. From **Programs and Features** in your Control Panel, select **Microsoft SQL Server 2014** and click **Uninstall/Change**.
2. Click **Remove**.
3. Select the **Aimetis** instance and click **Next**.
4. Select the features to remove and click **Next**.
5. Click **Remove**.
6. In the **Confirmation** window, click **Finish**.
7. If the Microsoft SQL Server 2008 Setup warning dialog box appears, you must stop the SQL Server instance through Services before clicking the **Retry** button.
 - a. From the Control Panel, select **Administrative Tools**, and then **Services**.
 - b. In the **Services** list, right-click on the **SQL Server (Aimetis)** item in the Services list. Click **Stop** from the menu to end the service.
 - c. Click the **Retry** button in the warning dialog box to continue the uninstall process.

Upgrading

Upgrading from a Previous Version



Before upgrading, perform a backup of your existing installation. The Upgrade installer verifies installation types: Symphony Server, Symphony Client, and Symphony Player. If a wrong installation is detected, you will be prompted with a message about the type of product and installation currently running. The upgrade will stop after you click **OK**.



When upgrading a Server Farm with multiple servers you must do the following:

- Upgrade all servers to the same version.
- Upgrade any redundant servers first, followed by other servers.
- Do not make any configuration changes using a previous version of the software once you have started the process of upgrading a server farm.

The process for upgrading Symphony is:

1. If you are performing the upgrade on a computer that is connected to the Internet, convert the Symphony licenses from version 6.x to 7.x in Xnet.
2. From Xnet, download the latest Symphony Server upgrade installer.
3. Run the upgrade installer.
4. Run the setup wizard.
5. If you are performing the upgrade on a computer that is not connected to the Internet, use the registration key file from the setup wizard to upgrade the Symphony licenses from version 6.x to 7.x and register the Symphony Server in Xnet.

Upgrade Paths

Symphony 7.0 supports upgrading from Symphony 6.14.

Current Version	Upgrade Process
6.14	Upgrade to 7.0.

Current Version	Upgrade Process
6.6 to 6.13	1. Upgrade to 6.14. 2. Upgrade to 7.0.
6.2 to 6.5	1. Upgrade to 6.6. 2. Upgrade to 6.14. 3. Upgrade to 7.0.

Upgrade licenses in Xnet

Upgrade the licenses in Xnet before performing an upgrade when connected to the Internet or after upgrading the software when not connected to the Internet.

1. Log in to Xnet.
2. Click **Account Management**.
3. Click **Farms/Servers**.
4. Click the ID or name of the server or farm.
5. Click **Convert to Symphony 7**.
6. Verify the upgrade information and click **Continue**.
7. If you are performing an offline registration of the Symphony Server, add the registration key file to the **Registration File(s)** field.
8. Select whether to merge the server profile with existing profiles for the farm.
Select this option if one of the following conditions is true:
 - You are setting up a multi-server farm.
 - You did not connect to an existing database in Setup Wizard.
 - For any other reason, your registration file do not include profiles for other servers in the farm (peers).
9. Click **Update**.

Upgrade Symphony Server to the Latest Version

1. Run the installer.
2. If prompted, select your language and click **OK**.

3. On the **Welcome** screen, review the license terms and conditions, select **I accept the terms of the license agreement**, and click **Next**.
4. Click **Install**.
5. When the installation is complete, click **Launch** to start the setup wizard.

Troubleshooting

Not Connected to the Internet?

If you are not connected to the Internet, the **I'm Offline** option in the License Registration section of the Setup window is automatically selected.

1. Click **Save Registration Key To File**.
2. Using the registration key file and a computer connected to the Internet, log into [Aimetis Xnet](#).
3. In the sidebar, click **Add+** under **Farms/Servers**.



4. Follow the on screen instructions.
5. After the Farm/Server is created, copy the downloaded license file to the server machine.
6. Click the **browse** button next to the **License File** field to select the license file you copied to your server machine. The license file location appears in the **License File** field.
7. Click **Verify**.