Milestone Systems

Milestone System Watch

Manual

milestone

The Open Platform Company

Contents

Copyright, trademarks and disclaimer

Copyright

© 2013 Milestone Systems A/S.

Trademarks

XProtect is a registered trademark of Milestone Systems A/S.

Microsoft and Windows are registered trademarks of Microsoft Corporation. App Store is a service mark of Apple Inc. Android is a trademark of Google Inc.

All other trademarks mentioned in this document are trademarks of their respective owners.

Disclaimer

This text is intended for general information purposes only, and due care has been taken in its preparation.

Any risk arising from the use of this information rests with the recipient, and nothing herein should be construed as constituting any kind of warranty.

Milestone Systems A/S reserve the right to make adjustments without prior notification.

All names of people and organizations used in the examples in this text are fictitious. Any resemblance to any actual organization or person, living or dead, is purely coincidental and unintended.

This product may make use of third party software for which specific terms and conditions may apply. When that is the case, you can find more information in the file **3rd_party_software_terms_and_conditions.txt** located in your Milestone surveillance system installation folder.
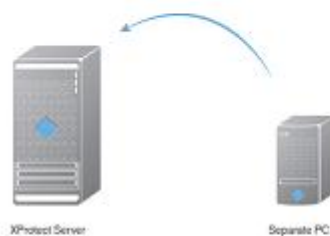
About Milestone System Watch

Milestone System Watch is a utility intended for security personnel to monitor and detect hardware or software failures. In order to use System Watch, you must install it on a separate computer from the computer running the XProtect® software you want to monitor. One System Watch installation can watch a single XProtect server.

- In a setup with a single XProtect server, you need a single installation of System Watch on a PC separate from the XProtect® server. **(scenario 1)**

- In a setup with a multi-server system running XProtect Enterprise or XProtect Professional, you can have System Watch on Server A monitor Server B, while Server B can run System Watch to monitor Server C, etc. **(scenario 2)**
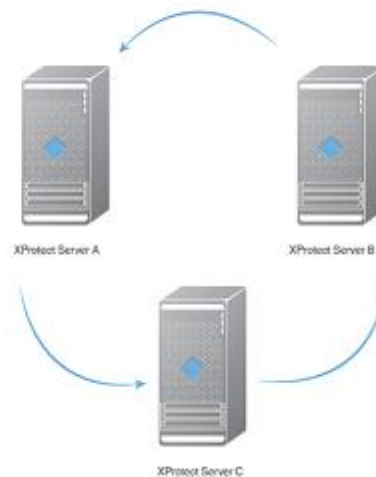
Once installed, System Watch checks if software and/or hardware on the computer than runs your XProtect system is running correctly. If failures are detected, System Watch triggers outputs to an attached ADAM 6060 box (if you have such an ADAM box installed). This takes place when System Watch has registered a number of failures.

System Watch can detect:

- Hard drive failures. If a hard drive fails on which recordings are stored (before archiving), you can configure System Watch to trigger an output on an I/O device.

- Recording system failures, including power failures. If the recording server fails (for example a crash, network interface card failure, motherboard failure, power failure), you can trigger an output on an I/O device.

- Camera failures. If your XProtect surveillance system can no longer communicate with a camera, you can trigger an output on an I/O device.

System Watch is compatible with XProtect Enterprise 8.1+, XProtect Professional 8.1+, XProtect Express 1.1+ and XProtect Essential 2.1+.

System Watch enables XProtect systems to adhere to the French surveillance regulation APSAD R82 and can be used by APSAD-certified installers.

Install System Watch

1. Run the installer. Depending on your security settings, you may receive one or more security warnings. Click the **Run** button if you receive a warning.

2. When the installation wizard starts, select language for the installer and then click **Continue**.

3. Read and accept the license agreement, and indicate if you want to participate in the Milestone data collection program.

4. Select **Typical** or **Custom** installation. If you select **Custom** installation, you can select application language and where to install System Watch. Select a user for the service account. If the computer is part of a domain, you must either define the service as a network service or a domain user account.

   o If you choose **This preferred account**, System Watch installs a network service account.

   o If you choose **This account**, you can browse for a domain user in your network user database that has rights to access both the computer running System Watch and the computer running the XProtect surveillance system. Provide the password assigned to the selected user account.

5. Click Continue to complete the setup.

Set up System Watch

Once you have installed System Watch, you add an XProtect surveillance server by indicating its DNS name or IP address. Click **Test** to see if a connection has been successfully established between System Watch and your XProtect surveillance system.

You add an ADAM 6060 box by indicating its DNS name or IP address. Note that ADAM 6060 boxes are enabled by default. If you do not have an ADAM 6060 box connected to your system, Milestone recommends that you clear the check box enabling the ADAM box, since your system will keep using system resources while trying to connect to the ADAM 6060 box.

Click **Show** to see an overview of alarm states (on/off), or click **Test** if you want to test the connection between System Watch and your ADAM 6060 box.

Under **Advanced**, you can set:

- The number of seconds to pass before the System Watch contacts the XProtect server.

- The number of successive errors needed for an alarm to be triggered.

- TCP port number for the ADAM 6060 box.

- DNS name or IP address of a Syslog server.

- TCP port number for the Syslog server.

Once you have finished setting up the XProtect surveillance server, click **OK**. System Watch now keeps you updated on the status of the XProtect surveillance server. If you need to, you can edit existing servers or add more XProtect surveillance servers at a later stage.
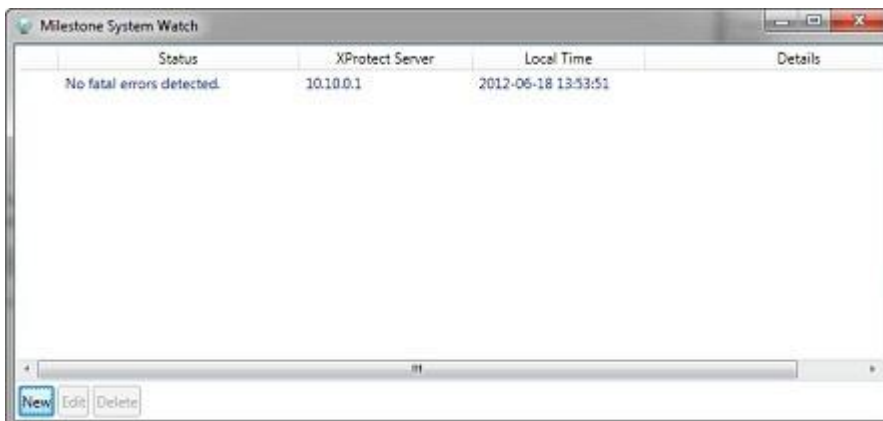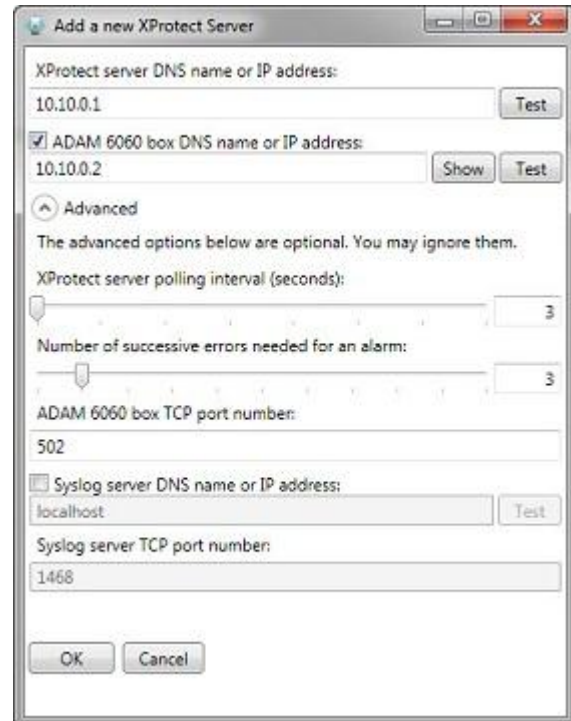
About error scenarios on the ADAM box

When a failure on recording servers, hard drives or cameras is detected, the ADAM box' pins indicates which type of failure you are experiencing. If pin 0 is on, it indicates that a failure has been detected (or that the **Test** button has been pushed), if pin 2 is on, it indicates there is a recording server failure, if pin 3 is on, it indicates a hard drive failure and if pin 4 is on, it indicates that there is a camera failure.
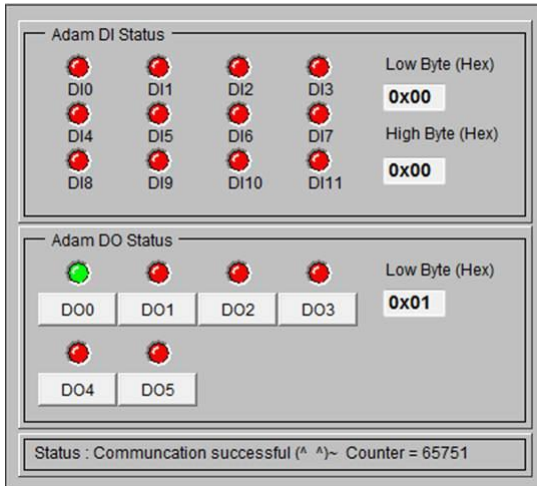
The **Test** button has been pressed to show pin 0/error code 0x01.

Name	Description
Recording server failure:	The error code is 0x05, and pins 0 and 2 on the ADAM box are raised (pin 0 on means 0x01, pin 2 on means 0x04, so total 0x05).
Hard drive failure:	The error code is 0x09, and pins 0 and 3 on the ADAM box are raised (pin 0 on means 0x01, pin 3 on means 0x08, so total 0x09).
Camera failure:	The error code is 0x11, and pins 0 and 4 on the ADAM box are raised (pin 0 on means 0x01, pin 4 on means 0x10, so total 0x11).
A hard drive failure and a camera failure at the same time:	Pins 0, 3 and 4 on the ADAM box are raised (pin 0 for both hard drive failure and camera failure, pin 3 for hard drive failure, and pin 4 for camera failure).

When you click the **Test** button in System Watch, it raises pin 0 (and only pin 0) for a short while on the ADAM box (as seen in the screen shot above).

Index

About Milestone Systems

Founded in 1998, Milestone Systems is the global industry leader in open platform IP video management software. The XProtect platform delivers powerful surveillance that is easy to manage, reliable and proven in thousands of customer installations around the world. With support for the widest choice in network hardware and integration with other systems, XProtect provides best-in-class solutions to video enable organizations – managing risks, protecting people and assets, optimizing processes and reducing costs. Milestone software is sold through authorized and certified partners. For more information, visit:

www.milestonesys.com.