# CompleteView™ AMAG Symmetry Integration Component

CompleteView™ Version 4.7

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# SALIENT SYSTEMS

# Introduction

The Salient CompleteView – AMAG Symmetry integration includes the following features:

- Receive video from an unlimited number of cameras, at multiple sites, connected to multiple servers.
- Support for IP cameras and encoders by leading manufacturers.
- Simultaneous support for Motion JPEG, MPEG4 & H.264 video formats.
- Per-camera configuration of all video streaming and recording parameters, including resolution, frame rate, schedule, motion and event recording and storage location.
- Display single cameras or groups of cameras on customized view layouts.
- Access control events can trigger recording on cameras.
- PTZ camera movement can be controlled automatically on event.
- Comprehensive live and recorded video display capabilities including advanced PTZ controls
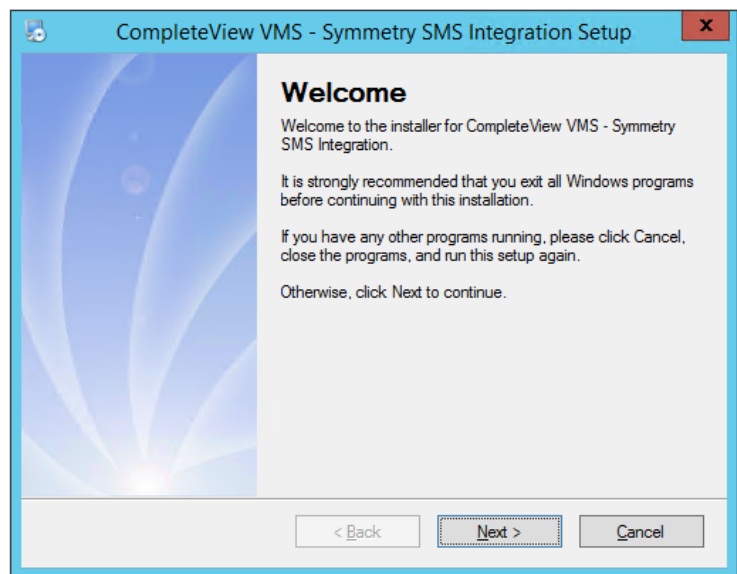- Playback of recorded video
- Trigger manual recording

This guide will provide the necessary steps to install and configure the CompleteView / AMAG Symmetry integration component.
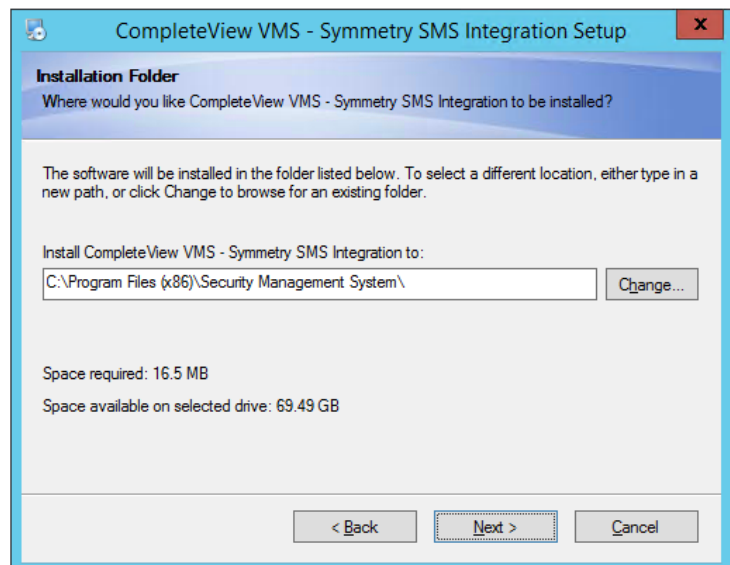
# Installation

The CompleteView - AMAG Symmetry Integration Component is installed on the computer hosting the AMAG Symmetry software as well as the AMAG client software. No other CompleteView components need to be installed on the AMAG Symmetry server.

Prior to installing the CompleteView - AMAG Symmetry Integration Component make sure the AMAG Symmetry software is installed on the target computer.
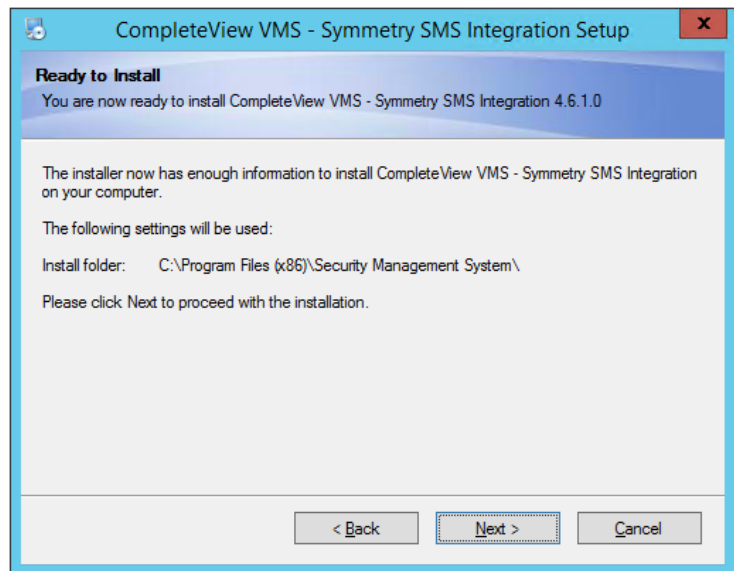
1. To begin installation run the CV-AMAG.exe installation program
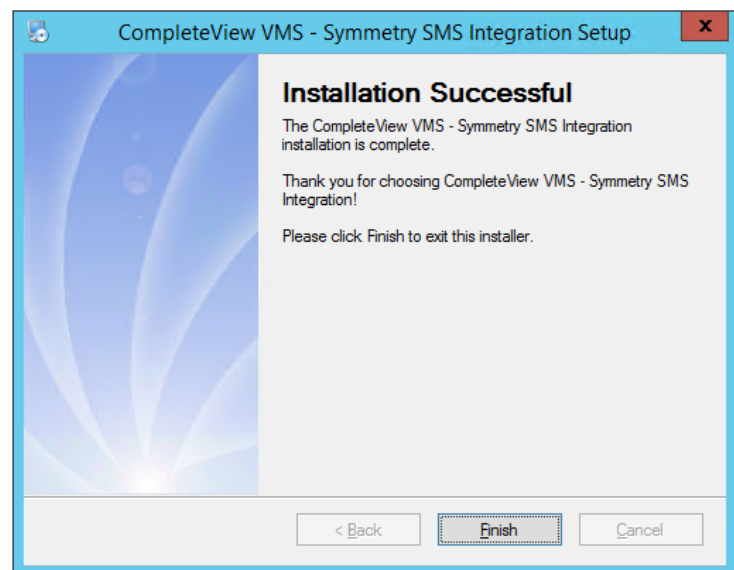2. You will be presented with the Welcome screen; click "Next" to continue.

3. Choose the folder to install the integration components to. The integration components must be installed in the same folder as the AMAG Symmetry software. By default the installer will populate the install path to the correct folder. Verify and click "Next" to continue.

![Salient Systems logo]

4. The next screen allows you to verify the installation parameters before installing. Click Next to begin the installation.

CompleteView VMS - Symmetry SMS Integration Setup

**Ready to Install**
You are now ready to install CompleteView VMS - Symmetry SMS Integration 4.6.1.0

The installer now has enough information to install CompleteView VMS - Symmetry SMS Integration on your computer.

The following settings will be used:

Install folder:     C:\Program Files (x86)\Security Management System\

Please click Next to proceed with the installation.

< Back    Next >    Cancel

5. The installation has completed. Click Finish to exit the installer.

CompleteView VMS - Symmetry SMS Integration Setup

**Installation Successful**
The CompleteView VMS - Symmetry SMS Integration installation is complete.

Thank you for choosing CompleteView VMS - Symmetry SMS Integration!

Please click Finish to exit this installer.

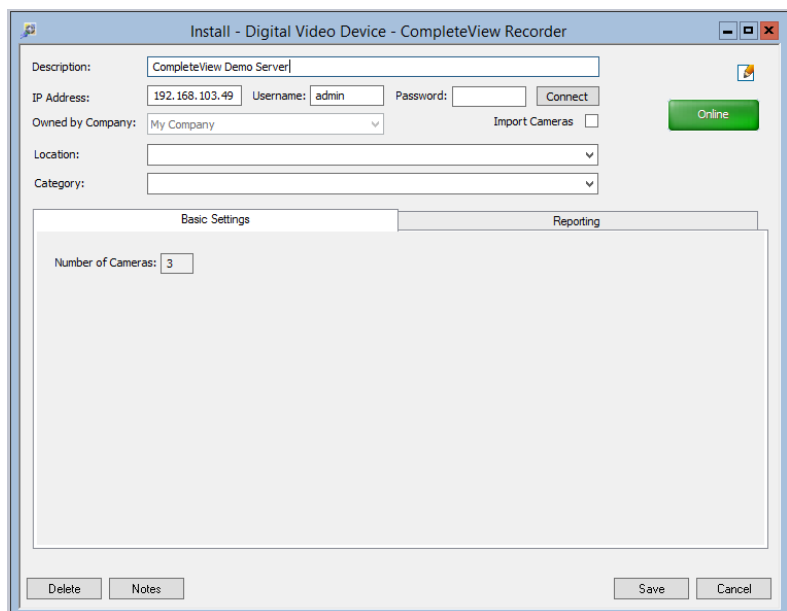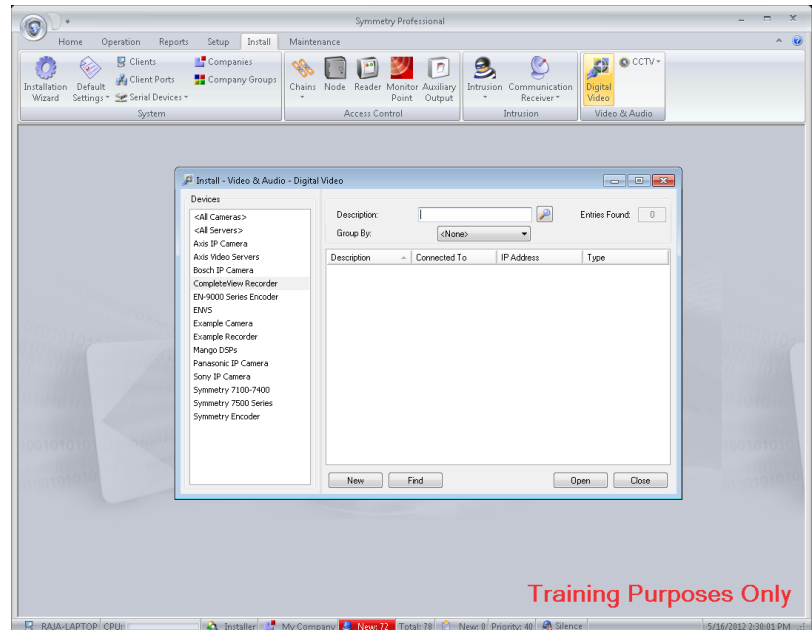< Back    Finish    Cancel

# Configuration & Operation

## Adding a CompleteView Server

Prior to setting up the CompleteView server in AMAG Symmetry, ensure firewall settings on the CompleteView server are properly configured, or Windows Firewall is turned off. For Windows Firewall configuration details please refer to the CompleteView Quick Start Guide.

**Setup a CompleteView Recording Server**

1. Launch the AMAG Symmetry Security Management System.
2. Click Digital Video to open the 'Install – Video & Audio – Digital Video' dialog.

3. Select 'Complete Recorder' from the 'Devices' list.

4. Click 'New' to launch the 'Install – Digital Video Device' dialog.

| | |
|---|---|
| Description: | Enter a name for the CompleteView Recorder in the 'Description' field. |
| IP Address: | Enter the IP Address or Hostname of the CompleteView Recorder in the 'IP Address' field. |
| Username: | Enter the user name of the account AMAG Symmetry will use to access the CompleteView server. This is an account created on the CompleteView recording server. *Note: this account requires API access, which is configured under the "Advanced" tab of the user account in the CompleteView Server Configuration application.* |
| Password: | Enter the password associated with the user account. |
| Connect | Click Connect to verify the connection between AMAG Symmetry and the CompleteView system.  Note: you must click Connect before cameras can be added to the system. |
| Save | Click Save to save the Server and return to the 'Install – Video & Audio – Digital Video' screen. |

**Note:** The account entered in the User Name field must have API Access enabled in CompleteView.  This can be configured under the "Advanced" tab of the user account in the CompleteView Server Configuration application.
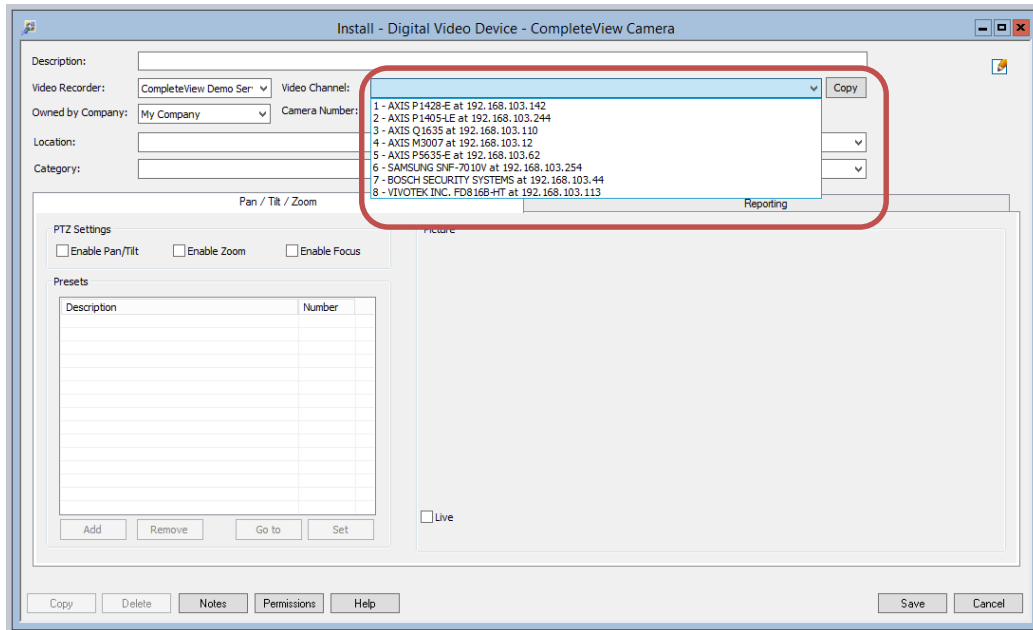
**Note:**  The recordings on the CompleteView server should be searched using Symmetry Client's time zone.

## Adding Cameras

Once a CompleteView recording server has been configured, cameras can be added to AMAG Symmetry either individually or in bulk.

## Adding Single Camera

In case of single camera addition, the user must select the CompleteView Camera under the devices section on the left pane, and click *New*. Upon selecting the video recorder, the available cameras, meaning cameras not added so far, will be listed. Select the appropriate video channel (camera on the CompleteView Server). In case the user wants to keep the camera description identical to that of the video channel, he or she can simply use the *Copy* button. The user must provide a camera number that is unique to Symmetry.
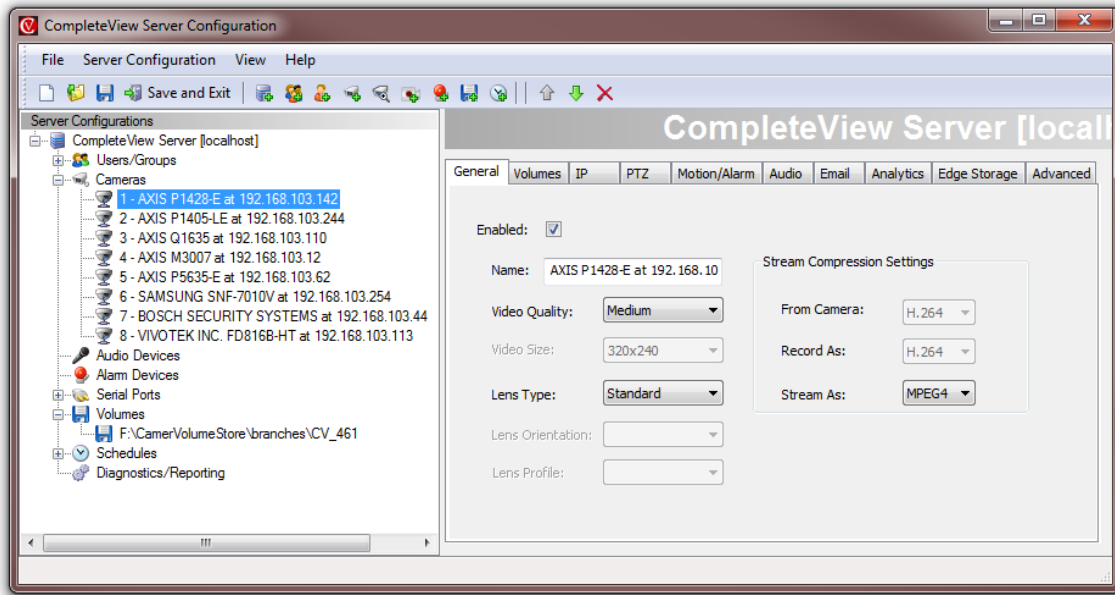


Upon addition of the camera, verify the video channel by selecting the *Live* check box. **Note:** the *Camera Number* shown below is not necessarily the camera index on the CompleteView Server. It is the camera number within Symmetry.
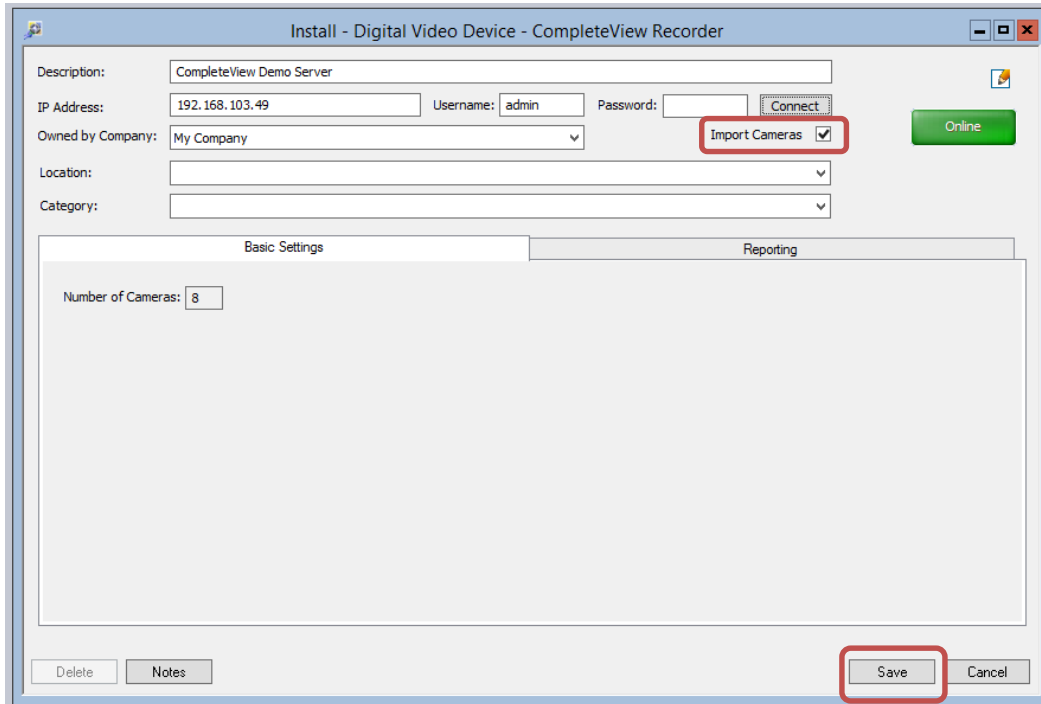
| Description: | Enter a name for the camera in the 'Description' field. Or use the *Copy* button next to *Video Channel* to copy the video channel as description |
|---|---|
| Video Recorder: | Select the previously configured CompleteView Recorder from the drop down list. |
| Video Channel: | Video Channel will display a list of cameras corresponding to all the cameras configured on the CompleteView Recorder.  Select the target camera. |
| ☑ Enable Pan/Tilt | Select to enable Pan and Tilt movement on a PTZ camera.  Please note the camera must be configured for PTZ control on the CompleteView server.  Refer to the CompleteView Administrator Manual for details on setting up PTZ camera control. |
| ☑ Enable Zoom | Select to enable Zoom control on a PTZ camera.  Please note the camera must be configured for PTZ control on the CompleteView server.  Refer to the CompleteView Administrator Manual for details on setting up PTZ camera control. |
| ☑ Enable Focus | Select to enable Focus control on a PTZ camera.  Please note the camera must be configured for PTZ control on the CompleteView server.  Camera configured with the 'Digital' driver for digital PTZ control will not have focus control capability. Refer to the CompleteView Administrator Manual for details on setting up PTZ camera control. |
| Add | Add a preset position to the camera.  Please note the preset position must be configured in CompleteView prior to adding the preset to Symmetry. The 'Set' button in the Symmetry interface will not set the preset position.  Refer to the CompleteView Administrator Manual for details on setting up PTZ preset positions. |
| Remove | Remove a preset position that has been previously added to AMAG Symmetry. |
| Save | Click Save to save the camera and return to the 'Install – Video & Audio – Digital Video' screen. |

## Adding Cameras in Bulk

Bulk camera import allows the user to import all the cameras from a CompleteView Server with a single click. An example of a bulk camera importation is described in this section. The figure below shows the camera hosted on a CompleteView Server.



In order to import cameras in bulk, open the CompleteView Server (or create a new instance of CompleteView Server if the required instance of the CompleteView Server is not already added) from Install -> Digital Video -> Devices. Ensure the CompleteView Server is online by clicking the *Connect* button. Check the Import Cameras option and simply click the *Save* button.

Upon successful import, the CompleteView Server will be saved in the CompleteView Recorder section as shown below.



Select the CompleteView Camera under devices section on the left pane. All the cameras imported from the CompleteView Server will be listed here.

For each imported camera, the video channel is the camera on the CompleteView Server and the description defaults to the video channel. However, it can be modified by the user as approriate.

**Note:** If the camera configuration on the CompleteView Server changes in scenarios such as reordering of the cameras, addition of new cameras, or deletion of cameras, the cameras in Symmetry must be re-imported as described in this section.

Cameras in CompleteView are reordered: If the cameras are reordered, the video channels in the Symmetry will be updated to point to the right cameras on CompleteView Server, upon re-import. The camera display name in Symmetry won't be updated automatically. However, in case the user wants to keep the camera name same as the video channel, he or she can simply use the *Copy* button shown in the figure above.

Cameras added to CompleteView: In case of addition of new cameras, the newly added cameras will be automatically added to Symmetry upon re-import.
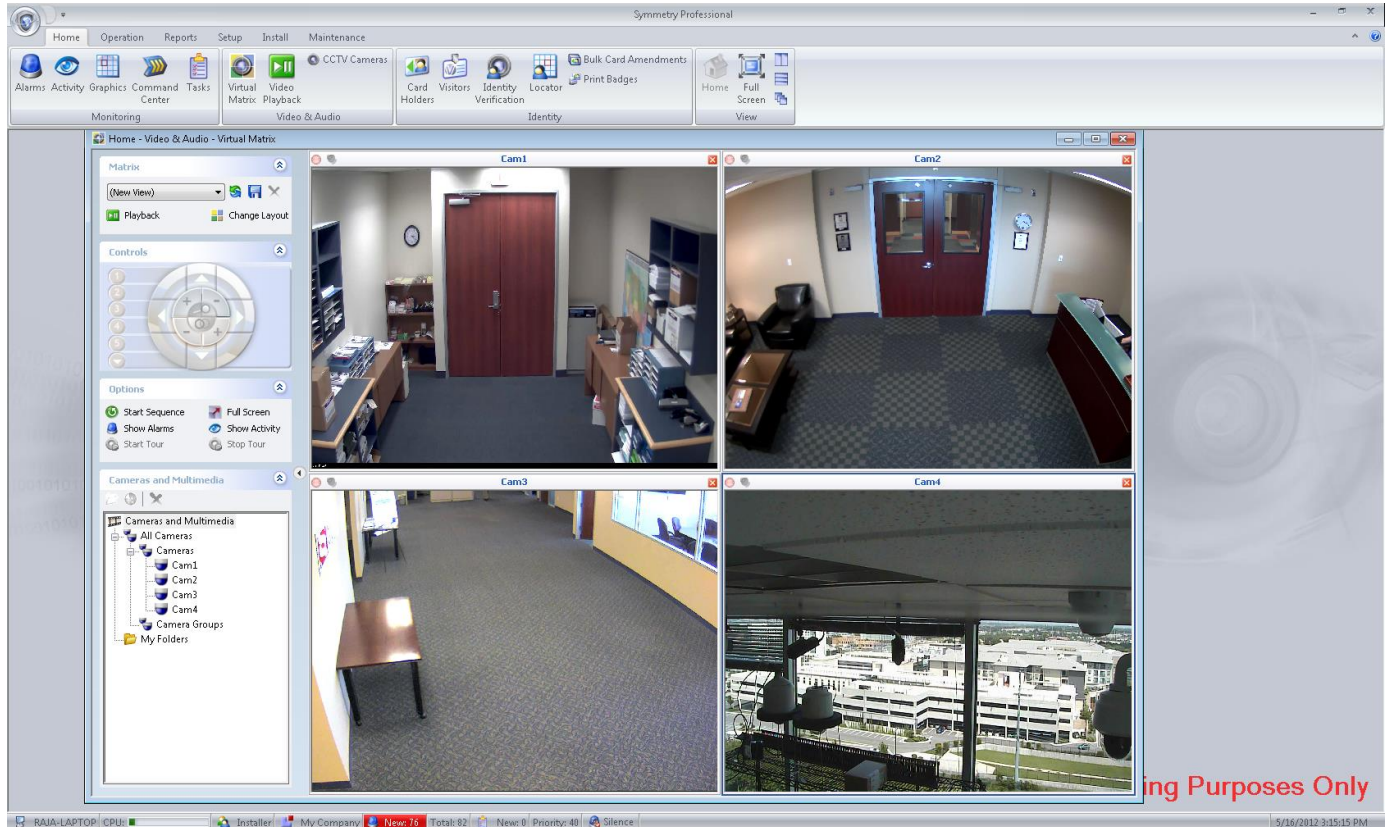
Cameras deleted from CompleteView Server: In case of deletion of any cameras from the CompleteView Server, the corresponding cameras in the Symmetry must be explicitly deleted. If deleting cameras from CompleteView Server results in reordering of the cameras, then the reordering of the cameras in Symmetry must be handled as described above for the camera reordered scenario.

Make sure before deleting cameras from Symmetry, first remove the cameras to be deleted from any saved Virtual Matrix layouts and Trigger Commands.
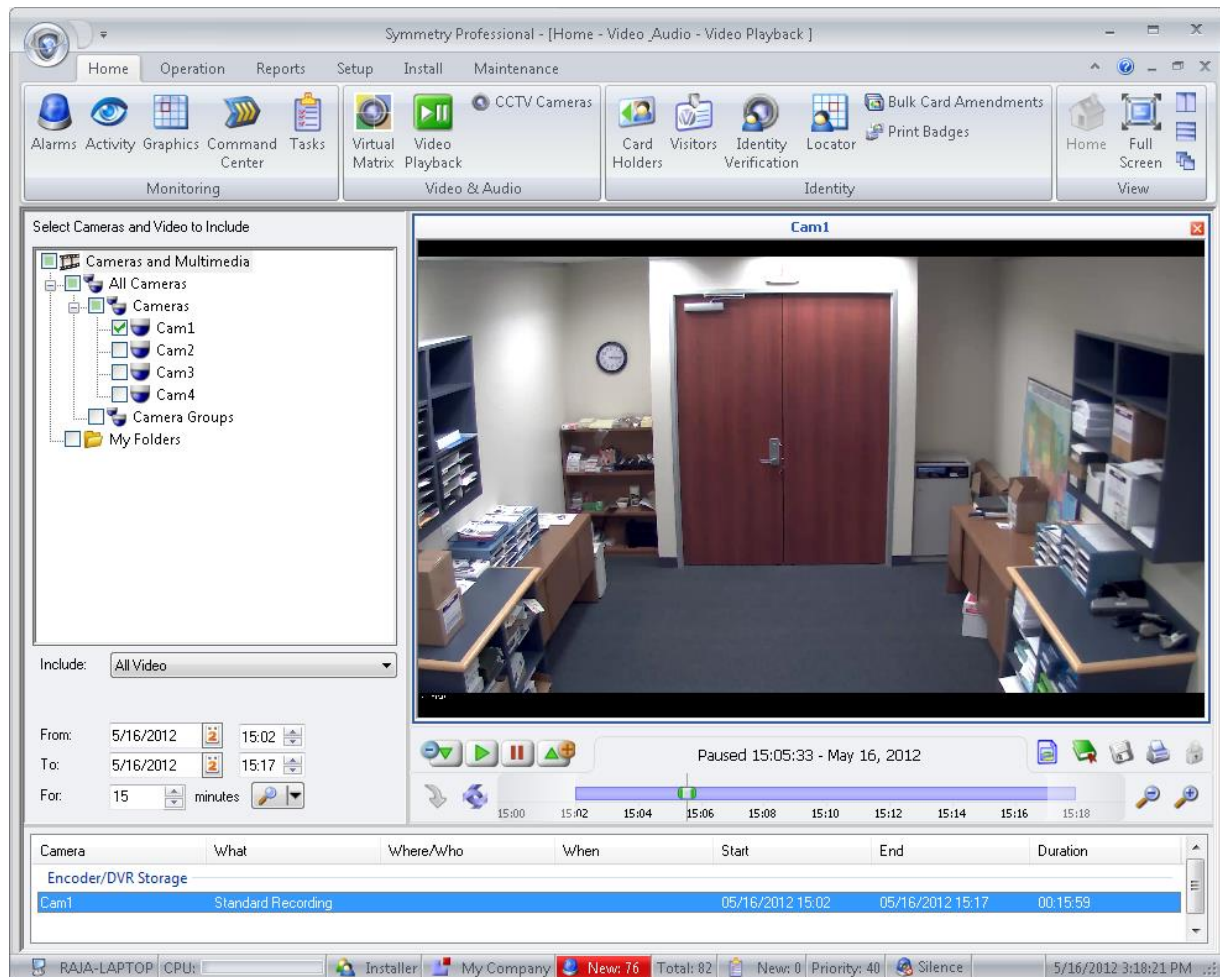
# Accessing Live Video and Recordings
## Live Video

Live video is accessed from the 'Virtual Matrix' button.



1. Click 'Virtual Matrix' to enter live viewing mode.
2. Click 'Change Layout' to choose a view layout.
3. Drag and drop cameras from the 'Cameras and Multimedia' list to the view layout to begin display of live video from the camera.
4. Click the Save button to save the view layout.

> **Note:** Please refer to the AMAG Symmetry documentation for details on live video viewing functionality.

# SALIENT SYSTEMS

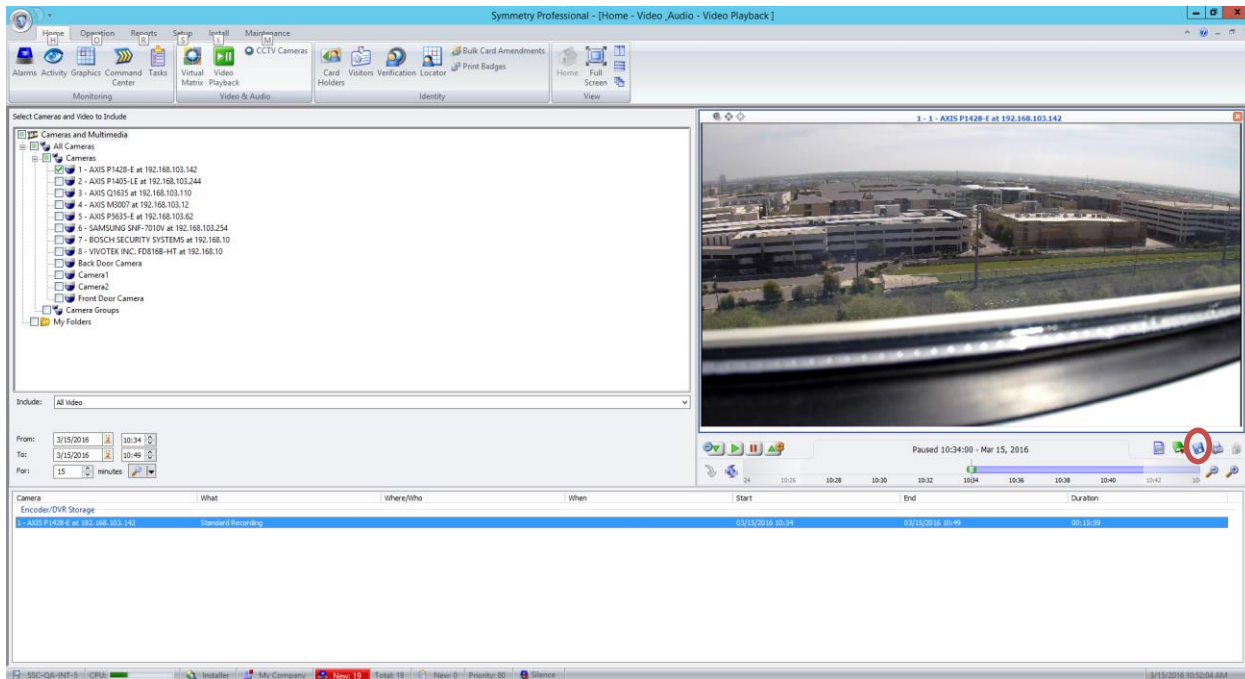## Accessing Recorded Video



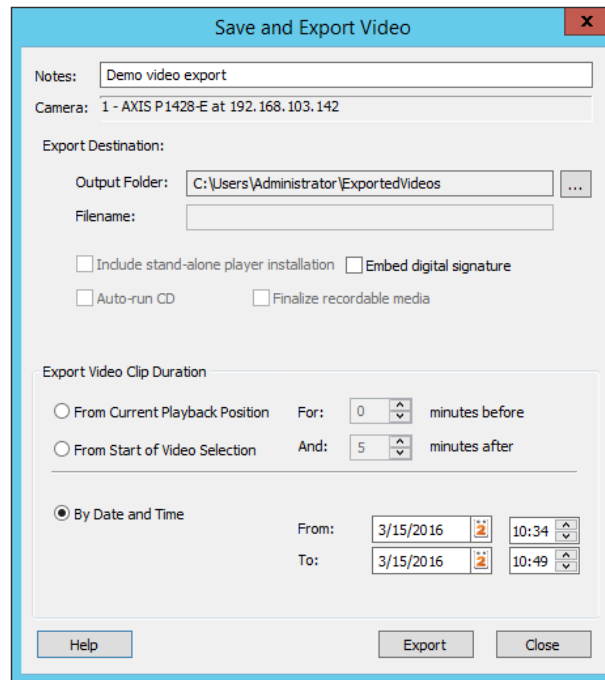| | |
|---|---|
| ☑️ Cam1 | Check the camera in the 'Select Cameras and Video to Include' list that you want to retrieve recorded video from. |
| From: | From – Defines the start time to begin video retrieval. |
| To: | To - Defines the end time to of the retrieved video. |
| For: | For – Specified the length of the recorded video clip to retrieve. |
| 🔽 | Decrease Playback Speed – Reduces the playback speed. |
| ▶️ | Play – Begins playback of the recorded video. |
| ⏸️ | Pause, Pauses playback of recordings. |
| 🔼 | Increase Playback Speed – Speeds up playback of recorded video. |

> **Note:** Please refer to the AMAG Symmetry documentation for details on recorded video retrieval and playback. The recordings on the CompleteView Server should be searched using Symmetry Client's local time zone.

## Save and Export video

The user can save a recorded video from the CompleteView Server. The desired recorded video must be searched from Symmetry's Video Playback section. Once the recorded video is loaded in the panel, the Save Video Option is enabled as shown below.



Upon clicking the Save icon, Symmetry presents the Save and Export video dialog to the user. Here, the user can provide the folder to which he or she wants the video to be exported along with the start and end times of the video clip.

Once the user clicks Export, the user is given an option to name the export file.

Upon clicking save, the video will be exported from the CompleteView server and Symmetry will display the progress of the export operation. Once completed, the progress dialog will be closed automatically. User can now view the exported video.

# Troubleshooting

| | |
|---|---|
| CompleteView server cannot be added to Symmetry | Ensure firewall settings on the CompleteView server are properly configured, or Windows Firewall is turned off. Please refer to CompleteView Quick Start Guide Appendix A for Windows Firewall setup details. |
| | The account used by Symmetry to access the CompleteView server requires 'API access'. This is configured under the "Advanced" tab of the user account in the CompleteView Server Configuration application. |
| When triggering manual recording from Symmetry, pre and post video recording is not working. | When triggering manual recording from the Virtual Matrix live viewing screen in Symmetry, on the 'Record Video' dialog, specify the 'Pre-Period' and 'Post-Period' in seconds or minutes. Also configure the target camera for pre alarm and post alarm recording on the CompleteView server. Please refer to the CompleteView Administrator Manual for pre / post alarm recording configuration details. |
| Unable to add new cameras in Symmetry which have been recently added to the assigned CompleteView NVR. | The newly added cameras to the CompleteView NVR can be added quickly to the Symmetry by performing following steps:<br>1. Open the required CompleteView Recorder from the Install -> Digital Video section.<br>2. Ensure the IP Address, username and password is provided. Click Connect. Observe the Number of Cameras get updated to the number of cameras hosted on the CompleteView NVR.<br>3. Select the Import Cameras check box and click save.<br>4. Go to the CompleteView Camera section and observe the newly added cameras are now present in Symmetry. |
| Encountered "Export thread failed" error while exporting video from CompleteView server. | 1. Ensure the CompleteView Server is running and did not stop while exporting the video.<br>2. Ensure the recorded video exists for the given time interval on CompleteView server. |
| Encountered "File permission denied" error while exporting the video from CompleteView server. | Ensure the folder selected for the video export has write permissions for the user running Symmetry. |

## Additional Resources

Visit the Salient website, www.salientsys.com, for additional support and CompleteView training:

- **Manuals & Documentation** (http://www.salientsys.com/support/manuals-and-documentation/) – Includes Administrator's Manual, Client User Manuals (including Video, Alarm and Web clients), How To Guides and Tips.

- **Online Tech Support** (http://www.salientsys.com/support/– Get quick access to online tech support modules that cover the most frequently asked product questions, such as "Adding and Moving IP Camera Licenses."

- **Training** http://www.salientsys.com/support/training/ – we offer both online and classroom training.
  - CompleteView™ Online Certification - Register online for access to interactive training modules covering the Video, Alarm, Mapping and Web clients
  - CompleteView™ Classroom Certification - Our traditional classroom training is available throughout the United States. Please visit the Salient website for link to online training, training calendar, agenda and registration

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