
COMPLETEVIEW ADMIN CONSOLE USER MANUAL

COMPLETEVIEW VERSION 4.8.1

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Introduction

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Overview

CompleteView™ is a Digital Video Management System that is comprised of a comprehensive suite of client-server software applications designed for operation in a Microsoft Windows environment.

The CompleteView Admin Console is an application that has been designed to allow system administrators the ability to monitor and manage the video surveillance system. You can use this application to monitor CompleteView servers for faults and be notified via email when they occur, push software updates to one or more CompleteView server, perform forensic analysis of server log files, and much more.

Note: Admin Console is a feature of CompleteView Cloud, Pro and CompleteView Enterprise. CompleteView ONE does not include multi-server management features such as Admin Console. For upgrade details and pricing please contact your Salient Integration Partner.

Configuration

Starting the Admin Console

You may launch the CompleteView Admin Console application by double-clicking on the icon labeled *Admin Console*, as shown below:

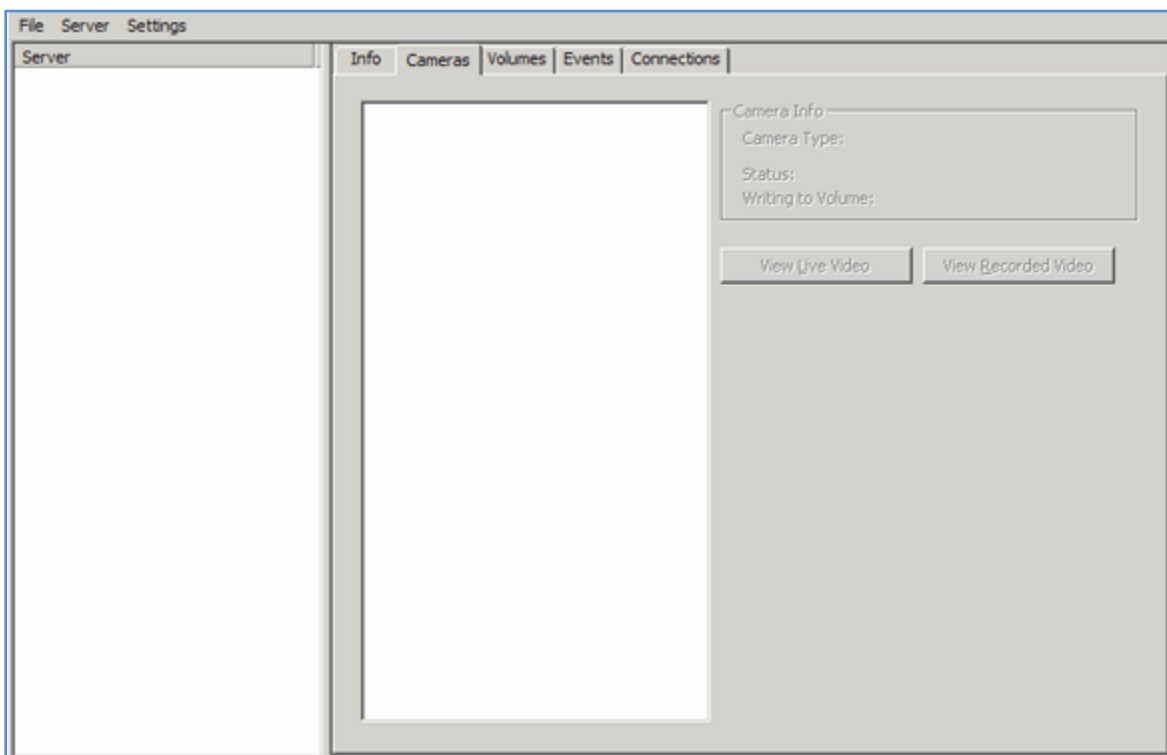


Start » All Programs » CompleteView » Admin Console

You may also find the *Admin Console* icon located on your desktop, depending on the following factors:

1. The item "Create Desktop Icon" was selected during the installation of the application.
2. Windows has been configured to show desktop icons.

The following window will appear after you have started the application:



Adding a Server

To add a server to the list of those that are monitored, perform the following steps.

1. Launch the *Admin Console* application.
2. Select *New Server...* from the *Server* menu. You will be presented with the following dialog box.

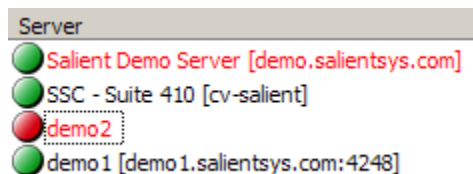
The screenshot shows the 'Server Settings' dialog box. The 'Server' section includes fields for 'Address', 'Username' (containing 'admin'), 'Password', and 'Administrative Service Port' (containing '4255'). The 'Events to Monitor' section features a list of events with checkboxes: Login, Logout, FailedLogin, Start, Stop, Restart, Error, AlarmStart, AlarmEnd, and MotionStart. The 'Alarm Conditions' section includes a dropdown menu set to 'Connection Lost', a checked 'Email Notification Enabled' checkbox, and 'Email Notification Limits' with 'Maximum Emails' set to 5 and 'Minimum Interval Between Emails' set to 600. 'OK' and 'Cancel' buttons are at the bottom.




3. Add the following information.
 - a. **Address** – *Enter* the hostname or IP address of the server that you wish to monitor.
 - b. **Username** – Enter name of an existing user account on the server. This user must be an administrator.
 - c. **Password** – Enter the password for the selected user account.
 - d. **Administrative Service Port** – If you have configured the *CompleteView Administrative Service* with a custom TCP port assignment, enter it here.
 - e. **Events to Monitor** – Check the appropriate boxes for those events that you wish to log.
 - f. **Alarm Conditions** – Events that generate alarm emails.
 - i. **Connection Lost** – Lost connection to the server.
 - ii. **Camera Sync Lost** – Lost video signal to a camera.
 - iii. **Volume Offline** – A video archive volume has been placed offline.
 - iv. **Hardware Key Missing** – The hardware key is no longer attached to the server computer.

- v. **Camera Sync Gained** – Video signal is reconnected following a corresponding Camera Sync Lost event
 - vi. **Connection Gained** – Server connection to the Admin Console reconnects following a corresponding Connection Lost event.
 - vii. **Email Notification Enabled** – Please reference the Configuring Email Notification section of this manual.
 - viii. **Recording Failed** – CompleteView was unable to write video to the camera volume.
4. Select *OK* to add this selection to your list of monitored servers.

Monitoring Server Status

The main application window shows a list of servers that have been added to the current session. The health of each server can be determined at a glance, by interpreting the icons and label colors.



-  The *Admin Console* has successfully connected to the *CompleteView Server* system service on the server.
-  The *Admin Console* is attempting to connect to the server.
-  The *Admin Console* is **not** connected to the *CompleteView Server* system service on the server.

Possible Causes

- The *CompleteView Server* system service is stopped.
- The *Admin Console* is connecting to the incorrect TCP port on the target server.
- The hostname or IP address is incorrect.
- The username or password is incorrect.
- The selected user account is not a CompleteView administrator for the target server.

BLACK text The *Admin Console* is indicating that the item is performing normally.

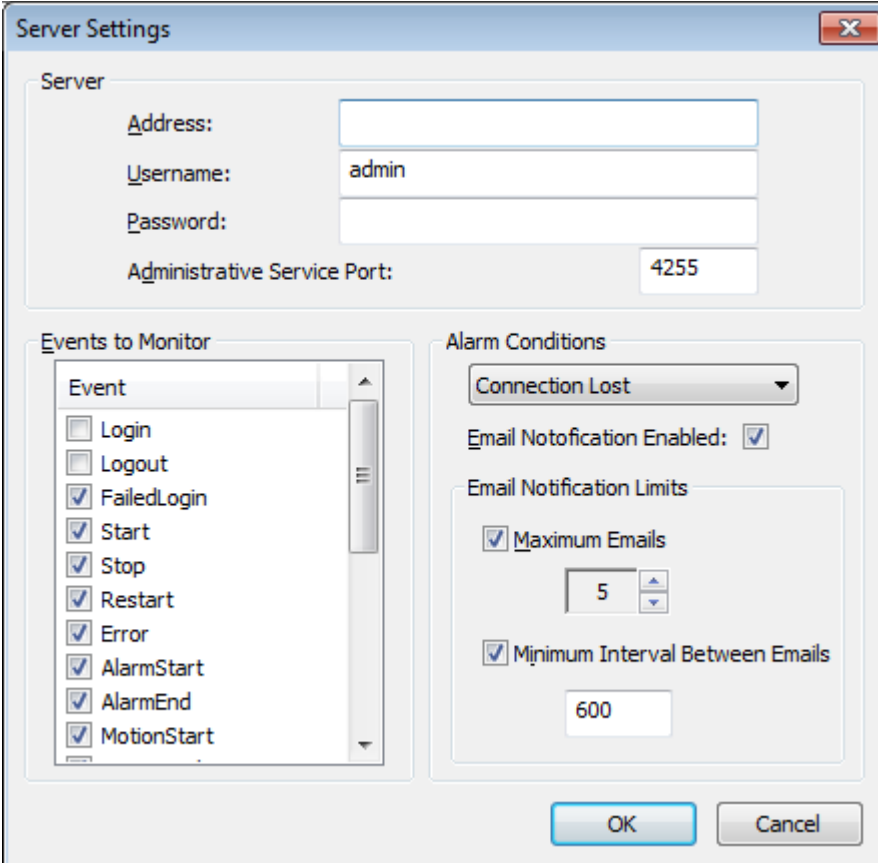
RED text The *Admin Console* is indicating that a non-critical error condition exists on the server.

To provide assistance in locating the nature of the error condition, the *Admin Console* will also use red text to label the information tab and item where the error has occurred.

Monitoring Server Status using Email Notifications

Server status updates can be sent via email to an individual or groups of users. Please note; SMTP settings for email notifications need to be configured prior to setting email notifications and limits. Please refer to the [Session Settings](#) section for SMTP configuration.

1. Open the Server Settings by right clicking the target server and choosing 'Settings...'.



The screenshot shows the 'Server Settings' dialog box. The 'Server' section includes fields for 'Address', 'Username' (set to 'admin'), 'Password', and 'Administrative Service Port' (set to '4255'). The 'Events to Monitor' section features a list of events with checkboxes: Login, Logout, FailedLogin (checked), Start (checked), Stop (checked), Restart (checked), Error (checked), AlarmStart (checked), AlarmEnd (checked), and MotionStart (checked). The 'Alarm Conditions' section has a dropdown menu set to 'Connection Lost', a checked 'Email Notification Enabled' checkbox, and an 'Email Notification Limits' section. This section includes a checked 'Maximum Emails' checkbox with a value of 5, and a checked 'Minimum Interval Between Emails' checkbox with a value of 600. The dialog concludes with 'OK' and 'Cancel' buttons.

2. Drop down the Alarm Conditions drop down box and choose the notification to be configured.
3. Check the Email Notification Enabled setting. This will enable the specific notification chosen from the drop down list.
4. Optionally configure either Maximum Emails or Minimum Interval Between Emails settings.
 - a. Check the corresponding checkbox to enable to email notification limit.
 - b. For Maximum Emails use the arrow controls to set the number of email notifications that should be set for the event. Note, the Connection Lost, Camera Sync Lost, Volume Offline, Hardware Key Missing, or Recording Failed notifications can use this setting.
 - c. For Minimum Interval Between Emails enter the number of seconds between email alerts for the same event. This will prevent many event alerts from being sent too rapidly. Note, the

Connection Lost, Camera Sync Lost, Volume Offline and Hardware Key Missing, and Recording Failed notifications can use this setting.

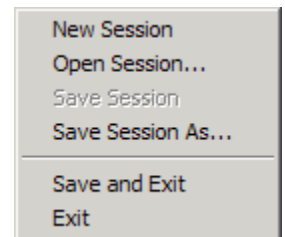
Menus

File Menu

The *Admin Console* allows you to save the contents of your server list in a *session* file. You can use multiple session files to easily group servers that are to be monitored.

Access the *session* options from the *File* menu, as shown below.

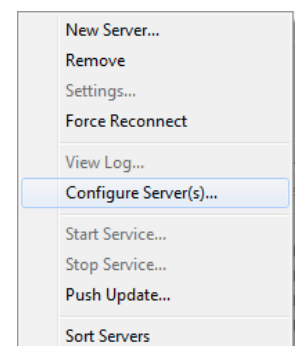
1. **New Session** – creates a new, empty session file.
2. **Open Session...** – opens a previously saved session file. If necessary, enter the password for the saved configuration.
3. **Save Session** – saves the current session file using the current filename, if assigned. If necessary, enter a secure password that conforms to local security policies and store in a safe place. **Note:** Support Personnel cannot retrieve this password.
4. **Save Session As...** – Prompts for a new session filename then save the current session file. Enter a secure password that conforms to local security policies and store in a safe place. **Note:** Support Personnel cannot retrieve this password.
5. **Save and Exit** – saves the current session file, and then exits the *Admin Console* application. Enter a secure password that conforms to local security policies and store in a safe place. **Note:** Support Personnel cannot retrieve this password.
6. **Exit** – exits the *Admin Console* application.



Server Menu

Select the item *Server* from the main menu of the *Admin Console* and the following items will be available. You may also right-click any listed server to show the options in a context menu.

1. **New Server...** – adds a new server to the server list.
2. **Remove** – deletes the selected server from the server list.
3. **Settings...** – edit the connection properties of the selected server.
4. **Force Reconnect** – forces the *Admin Console* to reconnect to the selected server.
5. **View Log** – retrieves the log files from the selected server and allows you to filter them for different events.
6. **Configure Server(s)** – launches the *Server Configuration* application and automatically logs in to the selected server or servers.
7. **Start Service...** – starts the *CompleteView Server* system service on the selected computer.
8. **Stop Service...** – stops the *CompleteView Server* system service on the selected computer.
9. **Push Update...** – launches the remote software update procedure.



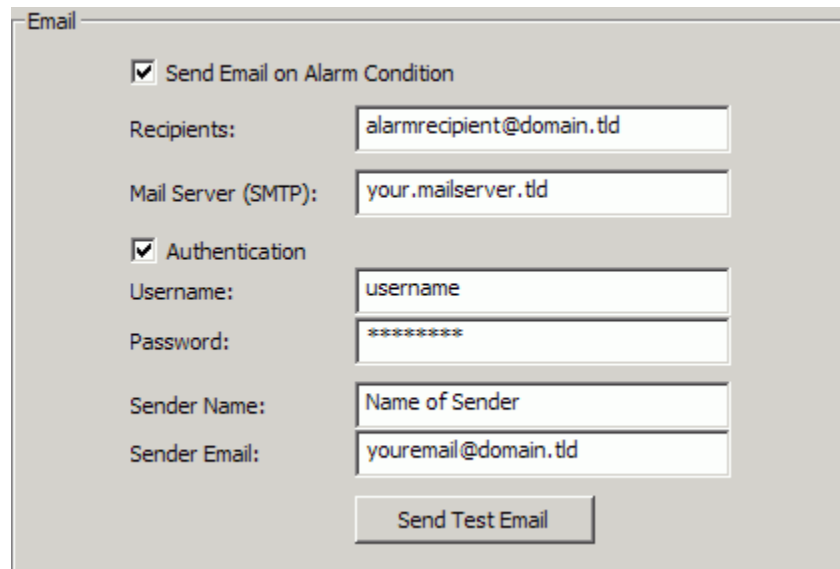
Settings Menu

Select *Settings* from the main menu of the *Admin Console*, and the following items will be available.

Session Settings...

1. **Session Settings...** – Opens a dialog where you can specify global session settings, such as SMTP mail server settings.

Session Settings

A screenshot of a dialog box titled "Email". It contains several settings: a checked checkbox for "Send Email on Alarm Condition", a "Recipients:" field with "alarmrecipient@domain.tld", a "Mail Server (SMTP):" field with "your.mailserver.tld", a checked checkbox for "Authentication", a "Username:" field with "username", a "Password:" field with "*****", a "Sender Name:" field with "Name of Sender", and a "Sender Email:" field with "youremail@domain.tld". At the bottom is a "Send Test Email" button.

Email

☒ Send Email on Alarm Condition

Recipients: alarmrecipient@domain.tld

Mail Server (SMTP): your.mailserver.tld

☒ Authentication

Username: username

Password: *****

Sender Name: Name of Sender

Sender Email: youremail@domain.tld

Send Test Email

1. **Send Email on Alarm Condition** – Sends an email to one or more recipients when an alarm condition exists, and the CompleteView server has been configured to respond to the alarm.
 - a. Recipients – Specify one or more email address separated by commas.
 - b. Mail Server (SMTP) – Enter the address of the SMTP mail server that you wish the alarm emails to be delivered to.
2. **Authentication** – Select this item if your SMTP server requires that you login before you can send an email.
 - a. Username – Enter the user name of an account that has permission to send email.
 - b. Password – Enter the account password.
3. **Sender Name** – Enter a name that the email should appear to come from.
4. **Sender Email** – Enter the email address that the sent email should appear to come from.

Operation

Info Tab

This tab contains general information about the selected server. If the text of an item is colored red, then an alarm condition currently exists.

Server Info

1. **Server Address** – The hostname or IP address of the selected server.
2. **Friendly Name** – The internal "Friendly Name" of the selected server.
3. **Version** – The product version of the *CompleteView Server* system service.
4. **Server Platform** – If the CompleteView installation is 32 bit x32 will be displayed. For 64 bit CompleteView, x64 will be displayed.
5. **Connection Status** – Indicates if a valid connection exists to the selected server
6. **Product ID** – The unique, installation-specific ID used for product verification.
7. **License Status** – Indicates the status of the hardware or software key.
8. **License Type** – Indicates the edition of CompleteView installed (ONE, Pro or Enterprise)
9. **IP Licenses/Used IP Licenses** – The total number of purchased/used IP licenses.
10. **Analog Licenses/Used Analog Licenses** – The total number of purchased/used Gen II analog licenses.

Server Info			
Server Address:	localhost		
Friendly Name:	ScottU-Laptop		
Version:	4.5.1.28		
Server Platform:	x64		
Connection Status:	Connected		
Product ID:	19PF5-RJCCB-TI4PS		
License Status:	Present		
License Type:	Enterprise		
IP Licenses:	100	Used IP Licenses:	2
Analog Licenses:	0	Used Analog Licenses:	0

System Stats	
Total Physical Memory Available:	3,967 MB
Total Physical Memory Used:	3,382 MB
Server Virtual Memory Limit:	8,388,607 MB
Server Virtual Memory Used:	199 MB
Total System CPU Usage:	7%
Server CPU Usage:	0%
Server Start Time:	7/27/2015 11:33:43 AM (0 days, 0 hours, 12 minutes, 50 secs)

System Stats

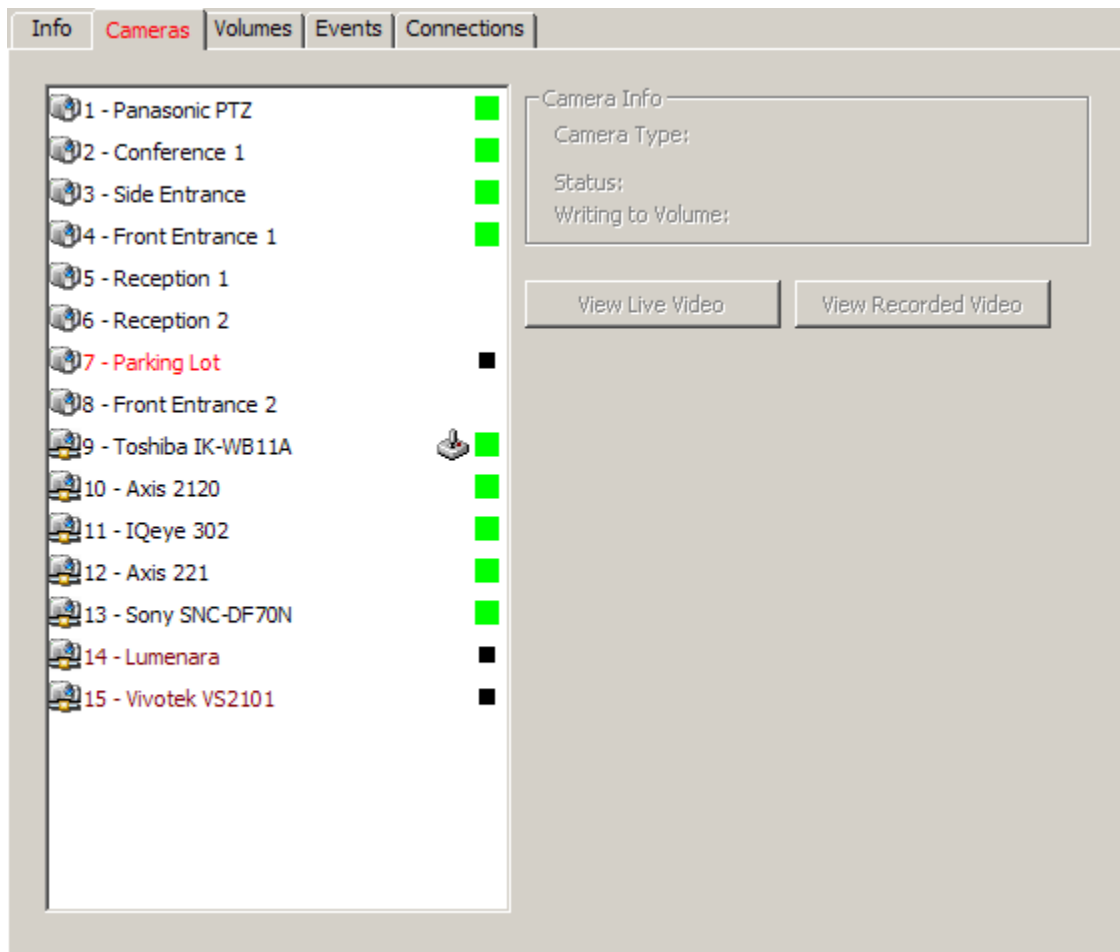
Items 1 through 4 can help you determine how Windows is using the memory in the selected computer and whether it's accessing virtual memory too much, resulting in bottlenecks.

1. **Total Physical Memory Available** – Total amount of RAM installed in the server computer.
2. **Total Physical Memory Used** – Total amount of RAM currently in use.
3. **Server Virtual Memory Limit** – This shows the maximum virtual memory available. For 32 bit systems the maximum value will be approximately 2000.
4. **Server Virtual Memory Used** – Displays the mound of virtual memory used. This value should not exceed Server Virtual Memory Limit.




5. **Total System CPU Usage** – Shows the total CPU utilization of the selected computer as a percentage.
6. **Server CPU Usage** – Shows the CPU utilization of the *CompleteView Server* system service.
7. **Server Start Time** – The time the server was last started and how long it has been continuously running.

Cameras Tab

This tab contains information about video sources installed in the selected server.

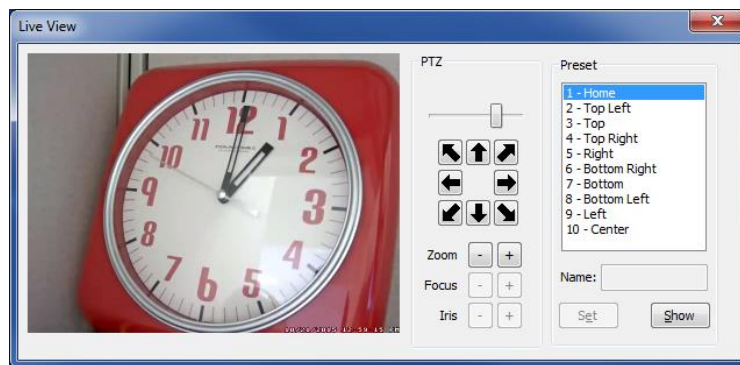


	Analog Video Source
	IP Video Source
	Audio Stream is Available
	PTZ Controls are Available
<i>BLACK text</i>	Normal
<i>RED text</i>	Alarm
<i>DK RED text</i>	Unable to reach the IP video source.
<i>GRAY text</i>	Video Source is Disabled
	Scheduled Recording
	Alarm Event
	Video Motion Detection Event
	Pre-Alarm Recording (Video Buffering)
	NVR Recording
	NVR Recording + Video Signal Lost

	Scheduled Recording + Video Signal Lost
	Alarm Event + Video Signal Lost
	Video Motion Detection Event + Video Signal Lost
	Pre-Alarm Recording + Video Signal Lost
	Video Signal Lost

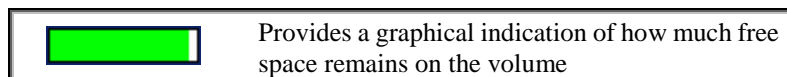
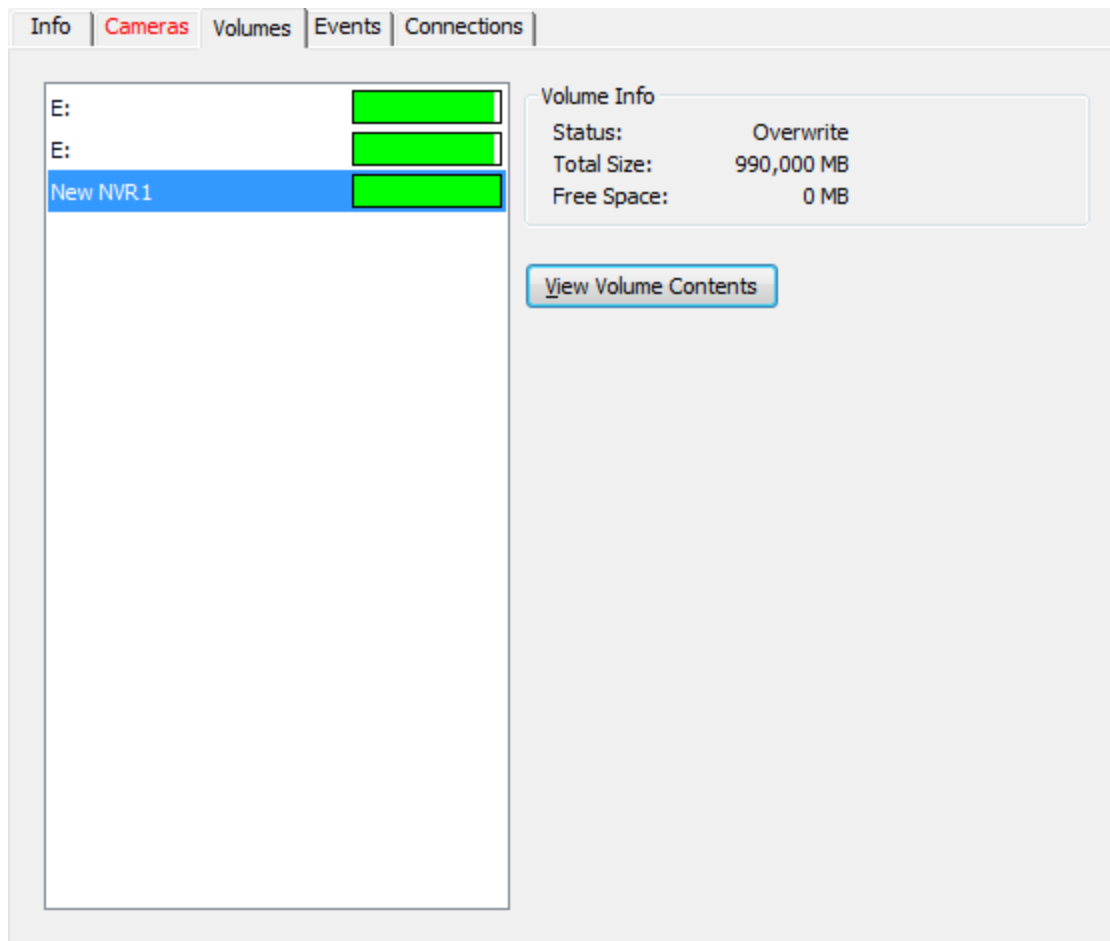
View Live Video

Clicking *View Live Video* will display the current video feed from the selected camera. If the camera is a mechanical PTZ camera, Presets and preset Name may be set here. Pan and zoom to the desired point, select the preset number, enter a name, and click *Set*.



Volumes Tab

This tab contains information about the configured video archive volumes for the selected server.




1. Volume Info

- a. **Status** – Indicates whether the volume is *online* and available for recording, or has been placed *offline* and is unavailable. At least one volume must be *online* in order for archiving of video events to occur.
- b. **Total Size** – The total size in kilobytes (KB) of the volume. If you are utilizing a quota system, the total size generally indicates the total amount of space available to the user, rather than the total size of the storage device.
- c. **Free Space** – The total size in KB that is currently available for archiving video events.

2. **View Volume Contents** – Clicking this button retrieves the video archive contents for the selected volume and displays them in a new window.

View Volume Contents

This window allows you to display and analyze the video archive contents for the volumes in the server. You may view any item in the *Video* event list by using your left mouse button to double-click the item.

 Recorded Video

Camera

All Cameras

Volume

D:\video

Date

January 2016

Sun	Mon	Tue	Wed	Thu	Fri	Sat
27	28	29	30	31	1	2
3	4	5	6	7	8	9
10	11	12	13	14	15	16
17	18	19	20	21	22	23
24	25	26	27	28	29	30
31	1	2	3	4	5	6

Video Types

☒ Scheduled
☒ Motion
☒ External Alarm
☒ Exported

Time Zone

☒ Server
☐ Camera
☐ Local

Video Days

First: 12/19/2015
Last: 1/27/2016
Total: 35

Delete Video

☒ For Selected Day
☐ For All Days

NOTE: Only administrators are permitted to delete video files.

Showing the first 7.00 hour(s) of videos. Please scroll down to view more.

Camera	Event	Start	End	Size
Camera 1-17	Scheduled	1/26/2016 12:00:00 AM	1/26/2016 1:00:00 AM	506 MB
Camera 1-18	Scheduled	1/26/2016 12:00:00 AM	1/26/2016 1:00:00 AM	388 MB
Camera 1-19	Scheduled	1/26/2016 12:00:00 AM	1/26/2016 1:00:00 AM	353 MB
Camera 1-20	Scheduled	1/26/2016 12:00:00 AM	1/26/2016 1:00:00 AM	344 MB
Camera 1-21	Scheduled	1/26/2016 12:00:00 AM	1/26/2016 1:00:00 AM	381 MB
Camera 1-22	Scheduled	1/26/2016 12:00:00 AM	1/26/2016 1:00:00 AM	393 MB
Camera 1-23	Scheduled	1/26/2016 12:00:00 AM	1/26/2016 1:00:00 AM	354 MB
Camera 1-24	Scheduled	1/26/2016 12:00:00 AM	1/26/2016 1:00:00 AM	370 MB
Camera 1-25	Scheduled	1/26/2016 12:00:00 AM	1/26/2016 1:00:00 AM	390 MB
Camera 1-26	Scheduled	1/26/2016 12:00:00 AM	1/26/2016 1:00:00 AM	378 MB
Camera 1-27	Scheduled	1/26/2016 12:00:00 AM	1/26/2016 1:00:00 AM	355 MB
Camera 1-28	Scheduled	1/26/2016 12:00:00 AM	1/26/2016 1:00:00 AM	359 MB
Camera 1-29	Scheduled	1/26/2016 12:00:00 AM	1/26/2016 1:00:00 AM	365 MB
Camera 1-30	Scheduled	1/26/2016 12:00:00 AM	1/26/2016 1:00:00 AM	351 MB
Camera 1-31	Scheduled	1/26/2016 12:00:00 AM	1/26/2016 1:00:00 AM	377 MB
Camera 1-32	Scheduled	1/26/2016 12:00:00 AM	1/26/2016 1:00:00 AM	352 MB
Camera 1-17	Scheduled	1/26/2016 1:00:00 AM	1/26/2016 2:00:00 AM	504 MB
Camera 1-18	Scheduled	1/26/2016 1:00:00 AM	1/26/2016 2:00:00 AM	369 MB
Camera 1-19	Scheduled	1/26/2016 1:00:00 AM	1/26/2016 2:00:00 AM	352 MB
Camera 1-20	Scheduled	1/26/2016 1:00:00 AM	1/26/2016 2:00:00 AM	360 MB
Camera 1-21	Scheduled	1/26/2016 1:00:00 AM	1/26/2016 2:00:00 AM	379 MB
Camera 1-22	Scheduled	1/26/2016 1:00:00 AM	1/26/2016 2:00:00 AM	391 MB
Camera 1-23	Scheduled	1/26/2016 1:00:00 AM	1/26/2016 2:00:00 AM	352 MB
Camera 1-24	Scheduled	1/26/2016 1:00:00 AM	1/26/2016 2:00:00 AM	368 MB
Camera 1-25	Scheduled	1/26/2016 1:00:00 AM	1/26/2016 2:00:00 AM	388 MB
Camera 1-26	Scheduled	1/26/2016 1:00:00 AM	1/26/2016 2:00:00 AM	376 MB
Camera 1-27	Scheduled	1/26/2016 1:00:00 AM	1/26/2016 2:00:00 AM	353 MB
Camera 1-28	Scheduled	1/26/2016 1:00:00 AM	1/26/2016 2:00:00 AM	357 MB
Camera 1-29	Scheduled	1/26/2016 1:00:00 AM	1/26/2016 2:00:00 AM	363 MB
Camera 1-30	Scheduled	1/26/2016 1:00:00 AM	1/26/2016 2:00:00 AM	350 MB

Video Event Filters

1. **Camera** – Limits the displayed video events to those on the selected camera.
2. **Volume** – Limits the displayed video events to those on the selected volume.
3. **Date** – Limits the displayed video events to those from the selected date. Days that appear in **bold text** in the calendar contain video events. *Note: The Video event list will **only** show events from a single day.*

Video Types – Limits the display of video events in the *Video* list to only the event types that have been selected.

- *Scheduled*
- *Motion*
- *External Alarm*
- *Exported*

Time Zone – Selects either the Server, Camera, or Local time to be displayed.

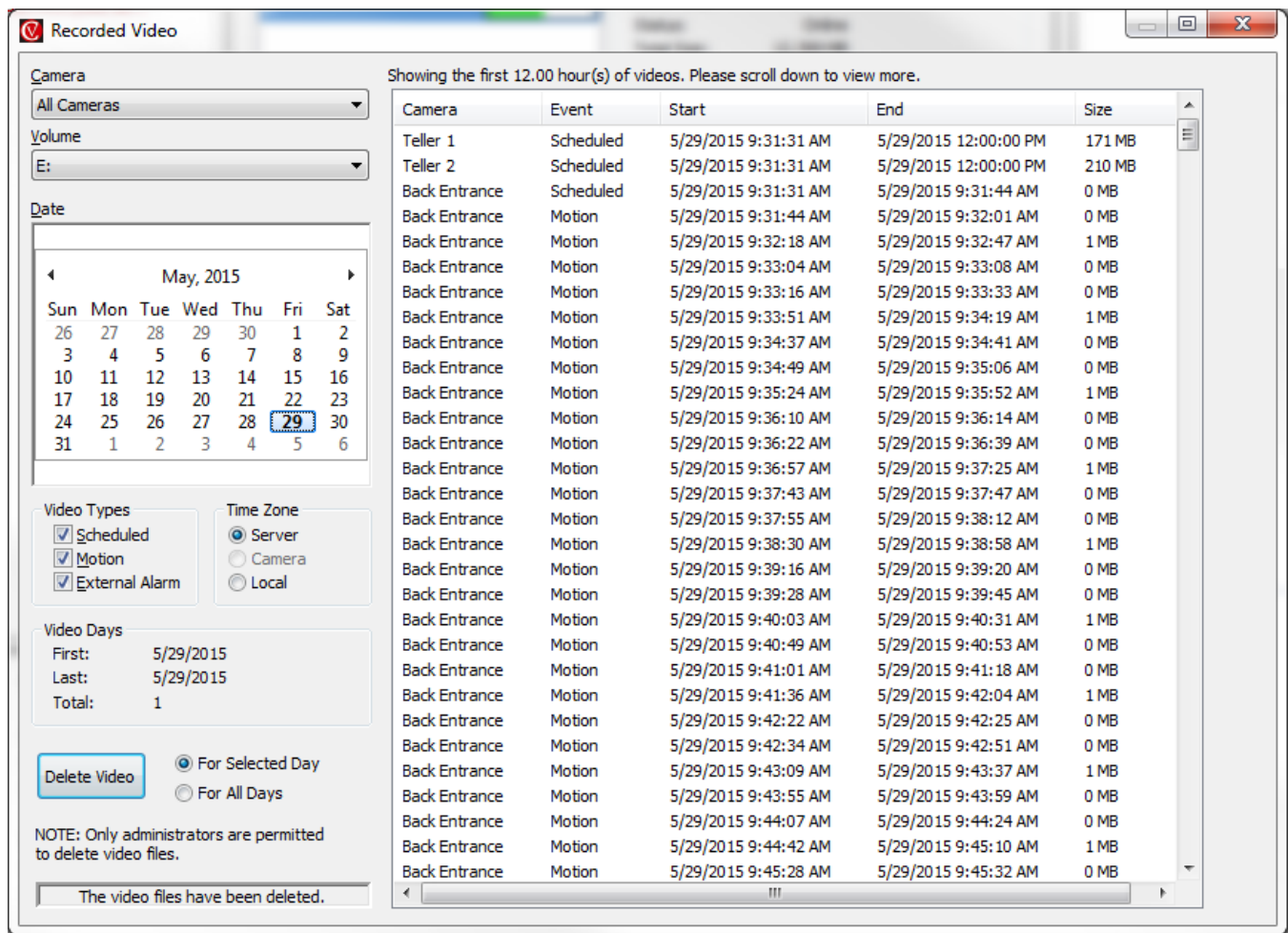
Video Days

- a. *First* – The first date for which video events exist.
- b. *Last* – The most recent date for which video events exist.
- c. *Total* – The total number of days for which video events exist.

Video – Displays the video events and details. *Note: In the "Size" column, 0MB indicates that the video event is less than 1MB in size.*

Delete Volume Video Recordings

Users having Administrator privileges may delete recordings from video volumes via the “*Recorded Video*” window. Select either *For Selected Day*, or *For All Days*.



To delete recorded video, use the “*Video Event Filters*” to select input parameters defining the video file or group of files to delete.

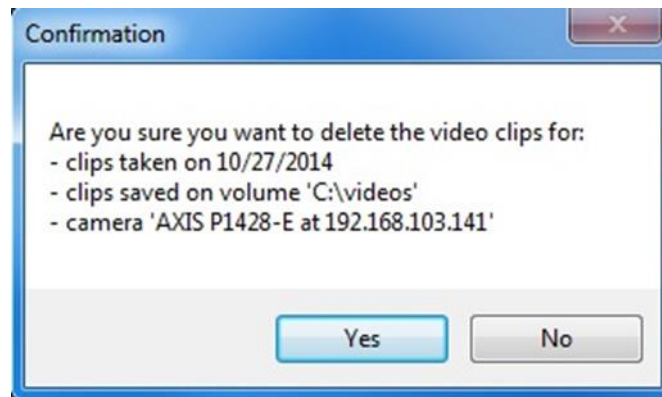
- The “*Camera*” control enables the selection of video from a specific camera or all cameras
- The “*Volume*” control enables the selection of video from a specific video volume or all video volumes.
- The “*Date*” control limits the selected video recordings to those from the specified date.

The *Video Types* controls do not affect the behavior of this feature. For example, you cannot choose to delete only scheduled video files.

Once you have specified the “*Video Event Filters*,” use the delete video controls to remove the specified video file or files.

- The “*For Selected Day*” radio button, deletes video only for the day currently selected in the calendar control.
- The “*For All Days*” radio button deletes video for all days.
- The [Delete Video] button initiates a delete operation for the files specified by the *Video Event Filters* and *Delete Video* controls.

When the delete operation initiates a popup dialog displays requesting confirmation. For example:



Click **[Yes]** to complete the delete operation.

Once the server completes the delete operation, it notifies the requesting Admin Console instance and adds an event to the event log indicating completion of the video file deletion.

Events Tab

This tab shows the log entries that have accumulated since you started the *Admin Console*. These entries are *not* the server log files.

Info Cameras Volumes Events Connections					
Time	Event	Camera	Connection	User	Description
9/1/2005 2:58:32 PM	MotionStart	13			
9/1/2005 2:58:37 PM	MotionEnd	13			
9/1/2005 2:58:47 PM	MotionStart	13			
9/1/2005 2:58:55 PM	MotionEnd	13			
9/1/2005 2:59:10 PM	MotionStart	13			
9/1/2005 2:59:14 PM	MotionEnd	13			

Connections Tab

This tab contains a list of the currently open connections to the selected server.

Info	Cameras	Volumes	Events	Connections	
Connection	Peer	Client	User	Description	
1	192.168.1.230	CompleteVie...	admin		

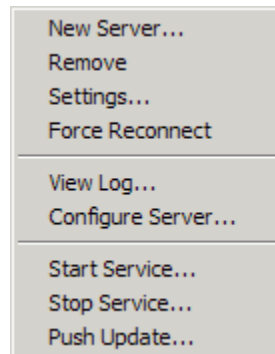
Remote Software Updates

Using the *Admin Console*, it is possible to remotely distribute and apply software updates to each server in your enterprise via an IP network.

Push Update

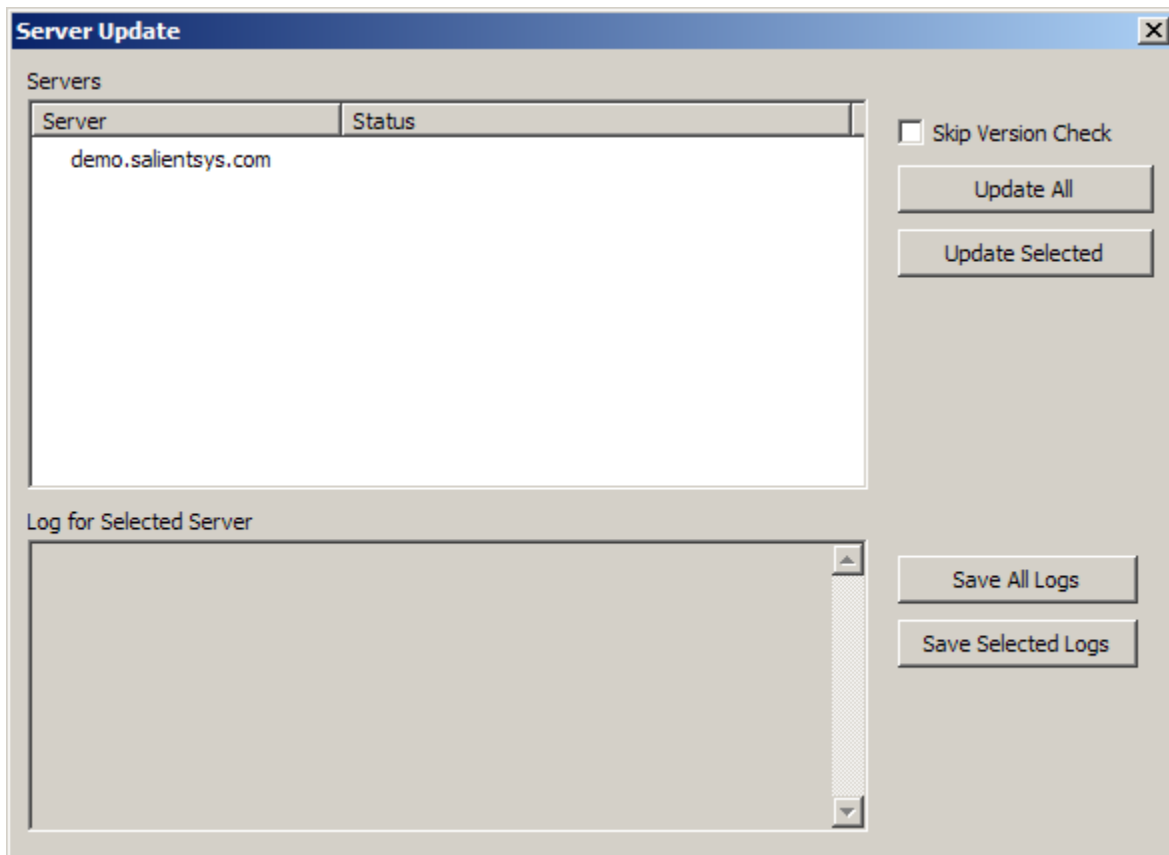
In order to distribute and apply a software update to your CompleteView servers, you must first perform the following simple steps.

1. Obtain the latest CompleteView update from Salient Systems Support (support@salientsys.com or 512-617-4802)
2. Extract the server update binary from the zip file to a directory of your choice.
3. Launch the *Admin Console*.
4. Click on the server that you wish to update. If you would like to select more than one server, hold down the *CTRL* key while clicking on additional servers.
5. Right-click on one of the selected servers, and the following context menu will appear.



6. Select the menu item named *Push Update...*
7. You will next be prompted to locate the server update binary that you extracted from the zip file.
8. After selecting the file that contains the software that you wish to upgrade to, you will be presented with the following dialog.

Note: Beginning in CompleteView version 4.6.1, all update files are digitally signed. Consequently, Admin Console 4.6.0 or older cannot be used to push updates to a newer server.

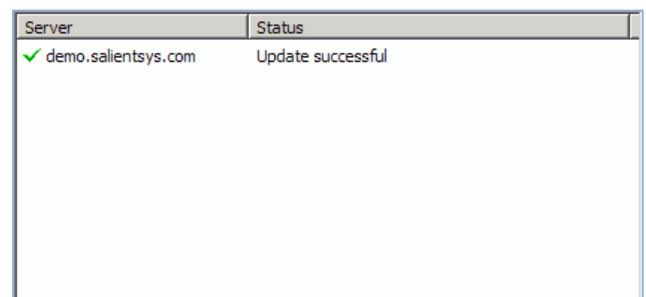


- a. **Skip Version Check** – Selecting this item will cause the update process to ignore the installed software version. You will only need to check this item if you wish to *reapply* a software update that is the same software version as the installed product, or are attempting to *revert* to a previous software version.
- b. **Update All** – Begins the update process for all systems in the server list.
- c. **Update Selected** – Begins the update process for only the selected systems in the server list.
- d. **Save All Logs** – Saves the update log for *all* servers in a *single* ASCII text file.
- e. **Save Selected Logs** – Saves the update log for *only* the currently selected servers.

9. Click on the button named *Update All* to begin the update process.

10. The status of each update can be obtained by selecting the individual servers. The update log for that server will appear in the *Log for Selected Server* section.

11. When each update has finished, its completion status will be displayed as an icon that appears to the left of the server name as shown below.



Additional Resources

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

- **Manuals & Documentation** (<https://support.salientsys.com/hc/en-us/categories/115000292747-Knowledge-Base>) – Includes Administrator’s Manual, Client User Manuals (including Video, Alarm and Web clients), How To Guides and Tips.
- **Online Tech Support** (<https://support.salientsys.com/hc/en-us>)– 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** (<https://support.salientsys.com/hc/en-us/categories/115000302988-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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