
VIDEO RETENTION GUIDE

COMPLETEVIEW

TABLE OF CONTENTS

Video Retention Introduction & Overview	3
Video Storage File Structure	3
Impact of Altering Camera ID	3
Camera Removed From Service	5
Disable a Camera	5
Camera ID Change	6
Folder Move/Rename/Move	6
Moving a Camera to a New Recording Server	8
Licensing	8
Procedure	8
Additional Resources	10

Video Retention Introduction & Overview

This guide is intended to instruct CompleteView administrators on methods to retain access to previously recorded video in the event of the removal, ID change, or transfer of an associated CompleteView camera. Note that best practices would have cameras disabled rather than deleted in order to retain the integrity of previously recorded video. Both reasoning and method will be discussed below.

The following scenarios will be addressed:

1. A camera is to be removed from service, but access to that camera's previously recorded video is desired.
2. A camera ID is changed, and access to that camera's previously recorded video is desired.
3. A camera is to be migrated from one Recording Server to another, and access to that camera's previously recorded video is desired.

Video Storage File Structure

It's essential to understand the file structure CompleteView employs for video data storage and the importance of the camera ID in that structure.

The image below depicts a Recording Server's Regular storage volume directory. Within the directory, each camera has its own folder(s) whose name begins with a prefix reflecting its camera ID (1) followed by the date of the data written within it (2). Depending on CompleteView configuration, there can be numerous folders for a given camera. Within these folders are the video files (not depicted). The first letter of a video file's name denotes its type of recording (M for motion, S for Scheduled, etc.), and the start and stop times of the recording.

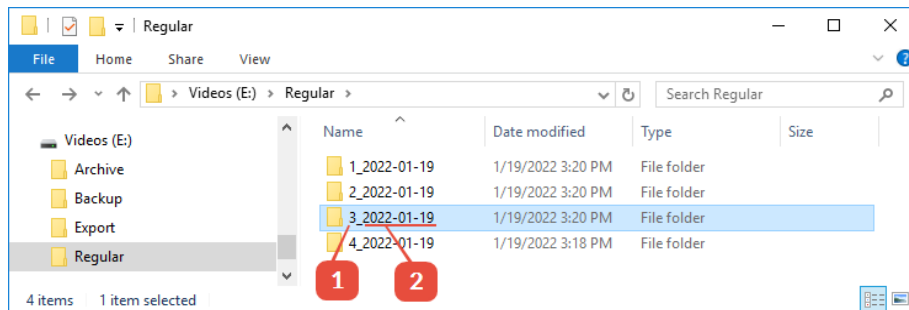


Figure 1

Impact of Altering Camera ID

Deleting or altering a camera ID (as what most likely happens when moving a camera from one Recording Server to another, deleting it and re-adding it to the same Recording Server, or moving the camera position up or down within a Recording Server) has the effect of changing the prefix numbers of all the subsequent, underlying video storage folders. For example, Figure 1 above shows a Recording Sever with 4 cameras (as indicated by the prefixes 1_ through 4_). If camera 2 gets deleted from within CompleteView, all the subsequent camera IDs would decrement by one, and their corresponding folders' prefixes would do the same. Camera 3 would now become camera 2, its folder would change from "3_..." to "2_...", camera 4 would become camera 3, and its folder would change from "4_..." to "3_...", etc. While video data written to

existing camera 2 folders (e.g. "2_yesterdays-date") from the former camera 2 still exists, that data would now be mixed in with the new camera 2's data during search, playback, etc.

Note that performing the following procedures presumes a high level of administrative skill for both MS Windows and CompleteView environments. In addition, the procedures outlined in the following sections tend to build on one another, so it's advisable to become familiar with all the elements in the document.

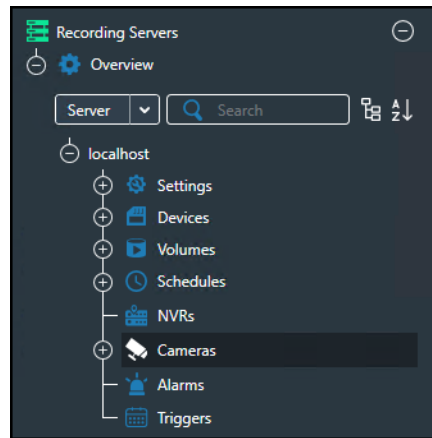
Camera Removed From Service

In this scenario, a camera is no longer needed, but access to the previously recorded video for search, playback, exportation, etc., is desired for a time before full deletion from the Recording Server. Again, best practices would have the camera disabled as opposed to deleted. Disabling the camera requires the least amount of administrative effort, and ensures access to previously recorded video.

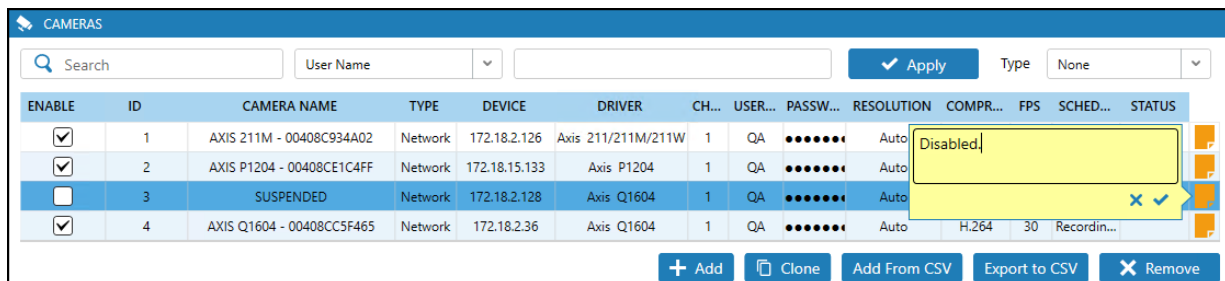
Disable a Camera

The optimal method of retaining the video data of a camera that's no longer required is to disable it within CompleteView. Disabling a camera frees up its license for use with another camera. In addition, the camera's previously recorded data is available for normal search, playback, exportation, etc., operations.

From within the Configure module, select the Cameras node under the pertinent Recording Server.



Deselect Enable from the desired camera. Best practices would see the Camera Name changed to something indicative of the camera's new status, and an appropriate informational note added using the note feature. Save the configuration.



ENABLE	ID	CAMERA NAME	TYPE	DEVICE	DRIVER	CH...	USER...	PASSW...	RESOLUTION	COMPR...	FPS	SCHED...	STATUS
<input checked="" type="checkbox"/>	1	AXIS 211M - 00408C934A02	Network	172.18.2.126	Axis 211/211M/211W	1	QA	Auto				
<input checked="" type="checkbox"/>	2	AXIS P1204 - 00408CE1C4FF	Network	172.18.15.133	Axis P1204	1	QA	Auto				
<input type="checkbox"/>	3	SUSPENDED	Network	172.18.2.128	Axis Q1604	1	QA	Auto				
<input checked="" type="checkbox"/>	4	AXIS Q1604 - 00408CC5F465	Network	172.18.2.36	Axis Q1604	1	QA	Auto	H.264	30	Recordin...	

The previously recorded video data will be accessible via normal means for as long as the camera remains disabled. Once the video data is no longer required, the camera may be removed.

Camera ID Change

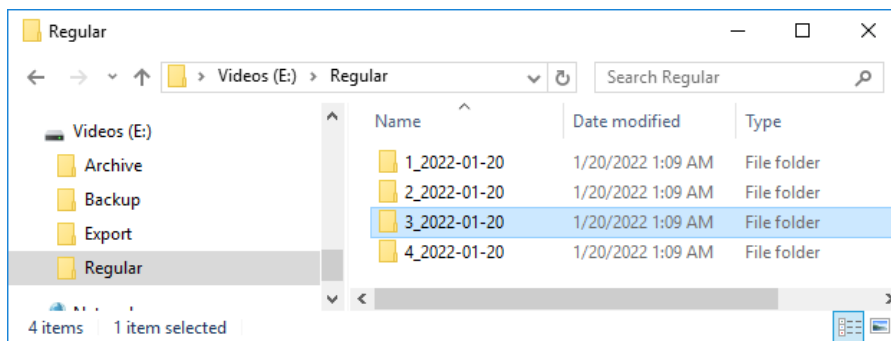
In this scenario, a camera's ID is to be changed and access to its previously recorded video for search, playback, exportation, etc., is desired. The ID is changed if the camera is deleted and re-added to a Recording Server, or the camera's position is changed within the Recording Server. The underlying method, referred to as move/rename/move, involves changing the existing video storage folder names from the previous camera ID to reflect the new camera ID. It's strongly suggested to read and understand the introductory Video Storage File Structure section before proceeding.

Folder Move/Rename/Move

In this example, it's presumed the camera is still operating under its original camera ID (3, for demonstration purposes).

Begin by disabling the camera as described in the previous section. Disabling the camera temporarily pauses recording of new video and stops new video file creation and existing folder modification.

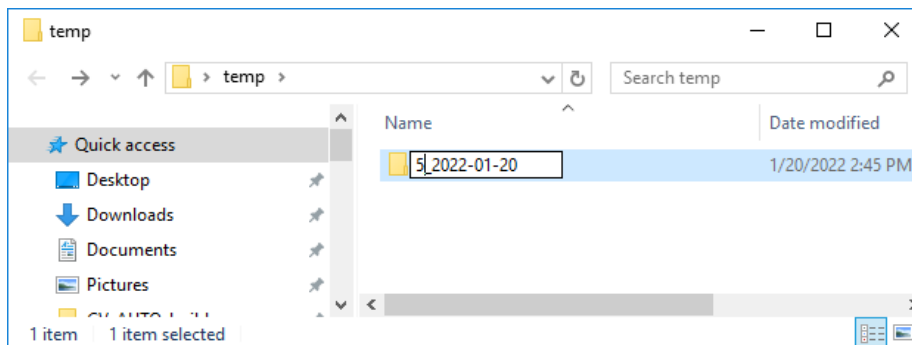
Create a temporary folder. Browse to the Recording Server's primary recording directory and locate **all folders with the camera ID prefix (3_, in this example)**. There may be numerous folders, depending on CompleteView configuration. All of them must be located.



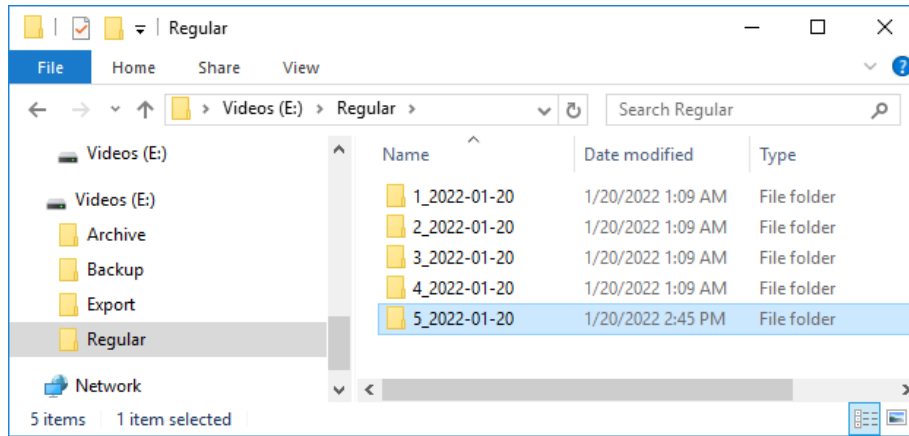
Move (not copy) all folders to the temporary folder.

Delete the camera from the Recording Server, and re-add it. For demonstration purposes, the new camera ID is 5.

In the temporary folder, change all "3_" prefixes to "5_".



Finally, move all the renamed folders back into the original folder.



Note: If the camera's ID has already been changed before moving and renaming the existing video recording sub-folders, the same basic procedure may be followed, but some loss of video data may occur. Use the same procedure as above, but only move/rename/move the folders from the day before the camera ID change occurred. In this example, if camera ID 3 changed to 5 on 1-20-2022, only move/rename/move the sub-folders from 1-19-2022 and earlier, as the new "camera 3" has already written data to the 1-20-2022 folder.

Moving a Camera to a New Recording Server

In this scenario, a camera is being moved from one Recording Server to another, presumably changing its ID. Access to its previously recorded video from the original Recording Server for search, playback, exportation, etc., on the destination Recording Server is desired. The underlying method, referred to as move/rename/move as described in the previous Camera ID Change section, is employed with some important additions. As before, it's strongly suggested to read and understand the introductory Video Storage File Structure section before proceeding.

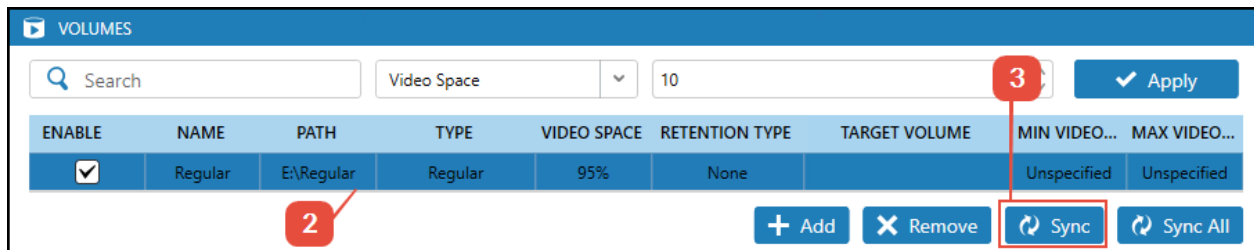
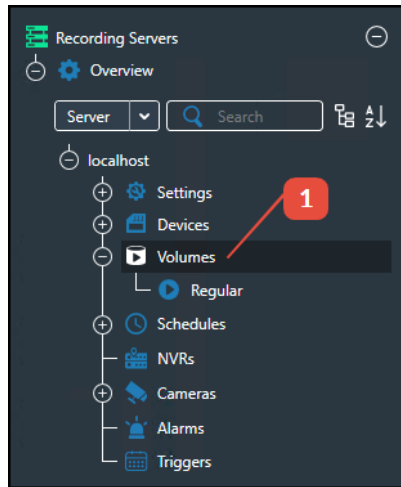
Licensing

Verify that the destination Recording Server has enough available licenses to host the incoming camera. If necessary, contact support or a Sales Engineer to assist with transferring the license from the original Recording Server to the destination Recording Server.

Procedure

Note that the steps below refer to procedures discussed previously within this document as well as the main CompleteView documentation.

1. Copy (not move) the camera from the original Recording Server to the destination Recording Server as described in the **Recording Servers Move and Copy Cameras** section of the main CompleteView documentation.
2. Ascertain the camera's new ID on the destination Recording Server.
3. Disable the camera on the original Recording Server, as described in the **Camera Removed From Service** section of this document.
4. Create a temporary folder on the original Recording Server, and **move** (not copy) the camera's original video storage folders to it as described in the **Camera ID Change** section of this document. Rename the folders with the new camera ID prefix.
5. **Move** the temporary folder to the destination Recording Server (via network drive, jump drive, etc.).
6. **Move** the renamed folders into the appropriate video storage directory on the destination Recording Server.
7. Within the Configure module on the destination Recording Server, perform a Sync by selecting the Volumes node (1), selecting the appropriate volume (2), and selecting Sync (3).
8. Verify that the migrated camera's video is available on the destination Recording Server by performing a search, exportation, etc.
9. After verifying the transferred video is available, remove the disabled camera from the original Recording Server.



As before, if the camera's ID has already been changed on the destination Recording Server before moving and renaming the existing video recording folders, the same basic procedure may be followed, but some loss of video data may occur. Only move/rename/move the folders from the day before the camera ID change/Recording Server transfer occurred. If camera ID 3 on the original Recording Server changed to 5 on the destination Recording Server on 1-20-2022, only move/rename/move the folders from 1-19-2022 and earlier, as the new "camera 3" has already written data to the 1-20-2022 folder.

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 all relevant manuals.
- 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 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 and access the interactive training modules. Certification is valid for one year.
 - CompleteView™ Classroom Certification – Instructor led 2-day course, held in a regional classroom setting, designed to provide you with certification on CompleteView video management software. Certification is valid for two years.
 - CompleteView™ Remote Certification – Instructor directed 2-day course, that the student accesses through their own computer, designed to provide you with certification on CompleteView video management software. Certification is valid for two years.
 - Please visit the Salient website to see the training calendar, agenda, and registration. Contact training@salientsys.com for questions.

Salient Systems
4616 W. Howard Ln.
Building 1, Suite 100
Austin, TX 78728
512.617.4800
512.617.4801 Fax
www.salientsys.com



©2022 Salient Systems Corporation. Company and product names mentioned are registered trademarks of their respective owners.