

SurveOne User Manual

Release 1.0



About This Document

This manual introduces SurveOne, the Web-based Easy System Management Tool and describes how to use it, providing an overview of SurveOne functionality for monitoring the health of the NVR and the cameras.

Version History

Version	Description	Date
1.0	Initial release	Oct. 2015

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Chapter 1. SurveOne

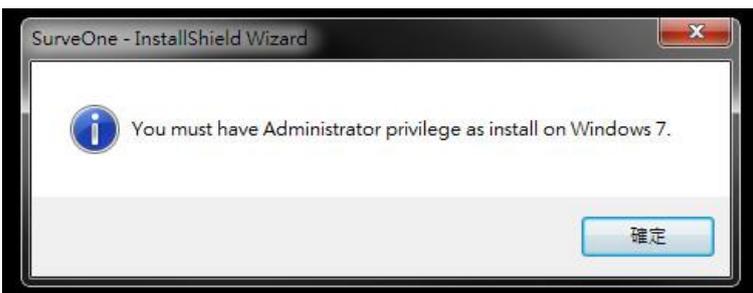
SurveOne is a smart web-based system health check tool. The health of the overall systems, including NVRs, cameras, and storage is constantly monitored to achieve the system stability. SurveOne can also simplify setup allowing users to copy the hardware configurations and apply them to other devices to save time and efforts. For easy maintenance, the 3 level-classified real-time event logs, critical errors, errors and warnings, help users to take action efficiently, and thus mitigate risks and reduce losses.

1.1. Installation

Once you have the software file, click to install and follow the installation steps.

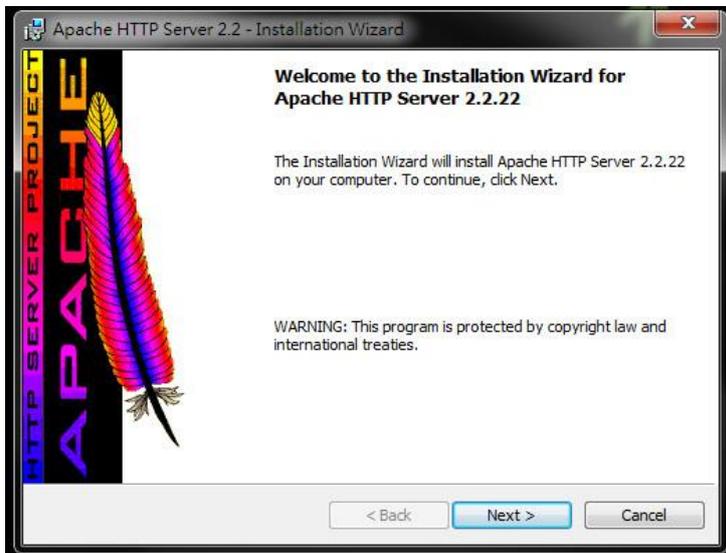


The system will warn you that you'll need to have the administrator privilege as install on Window 7.



After confirmation, you can start the installation.

1. The installation wizard started. Click **Next**.



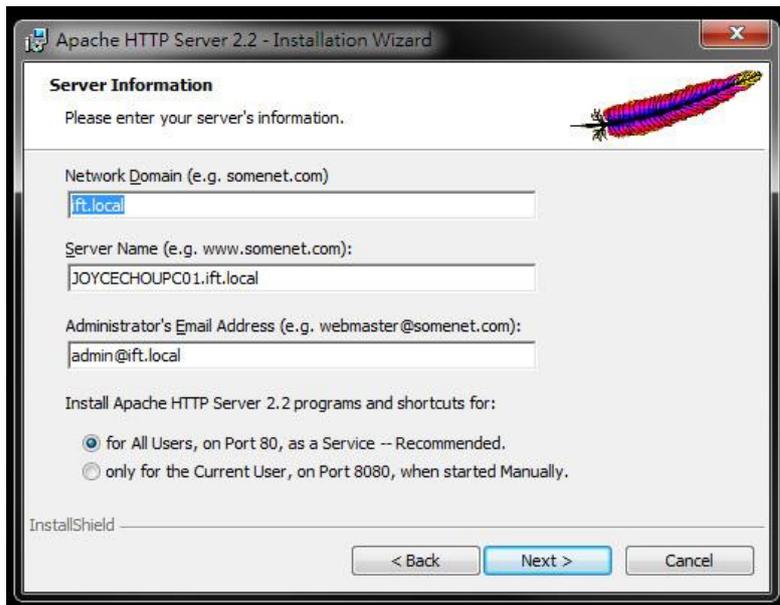
2. Accept the terms in the license agreement and click **Next**.



3. Accept and click **Next**.

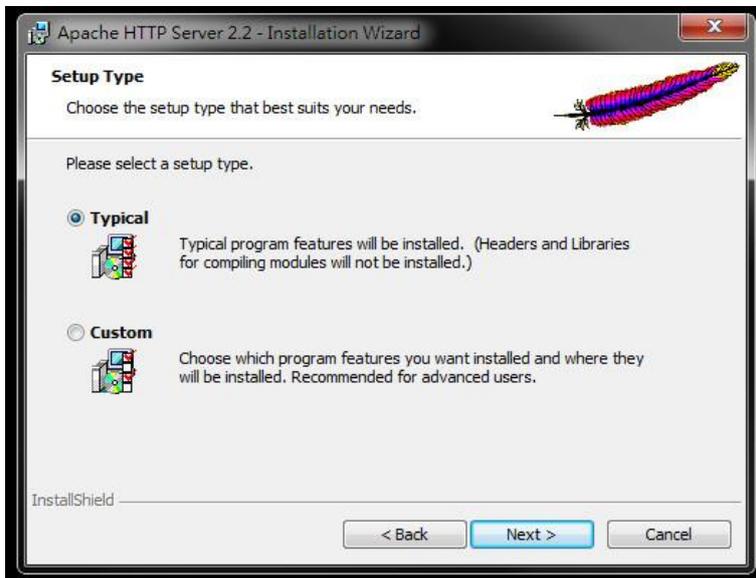


4. See if there's any information you'd like to change, if not click **Next**.

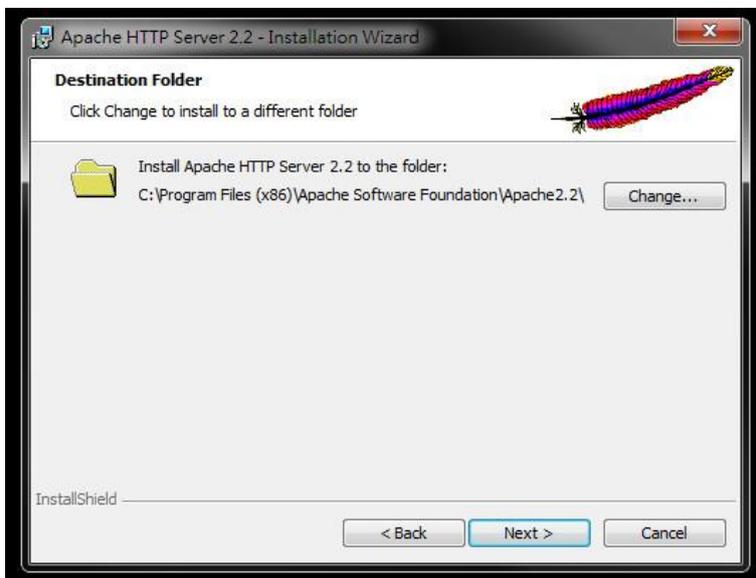


5. Select the setup type, typical or custom and click **Next**.

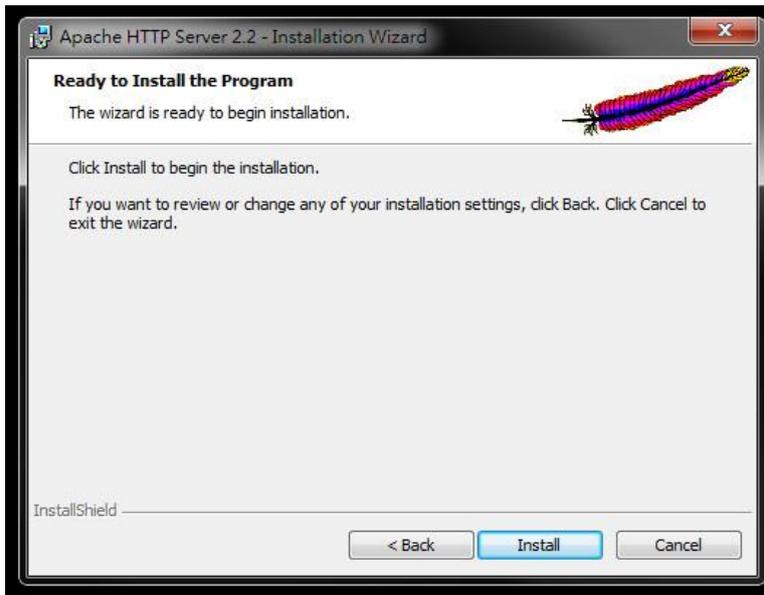
If you are not sure which one to select, it is recommended to select Typical.



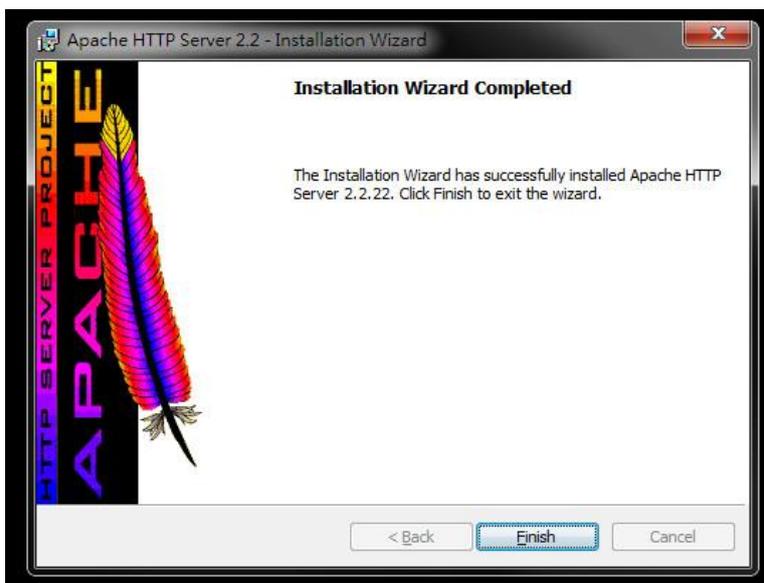
6. See if you'd like to change the destination folder, click **Change**, if not click **Next**.



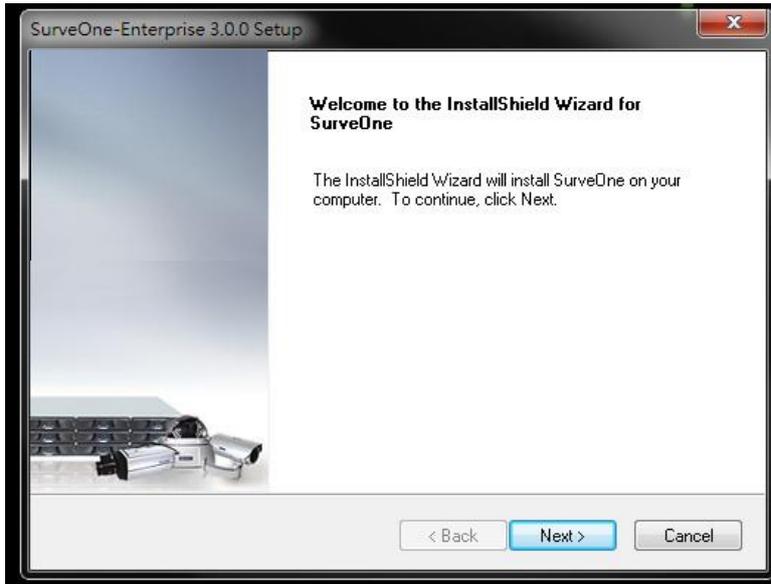
7. Click **Install** to start the installation.



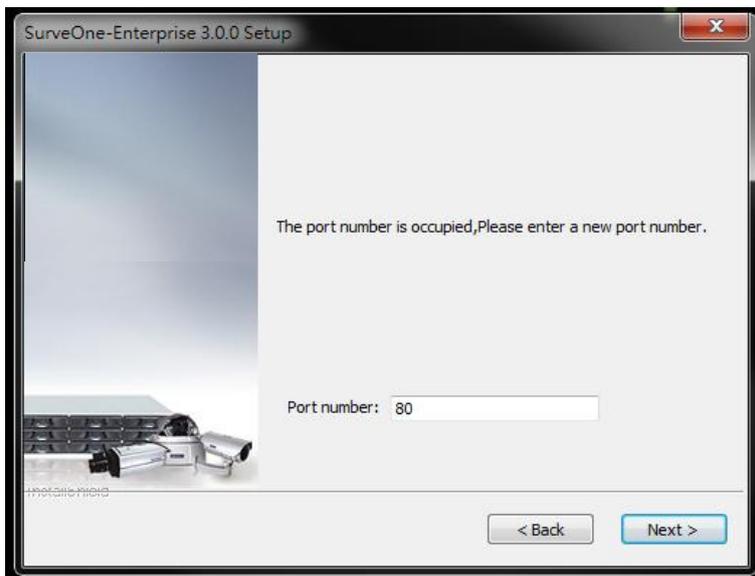
8. When the installation wizard completed, click **Finish**.



9. Then the SurveOne Installation Wizard will start. Click **Next**.

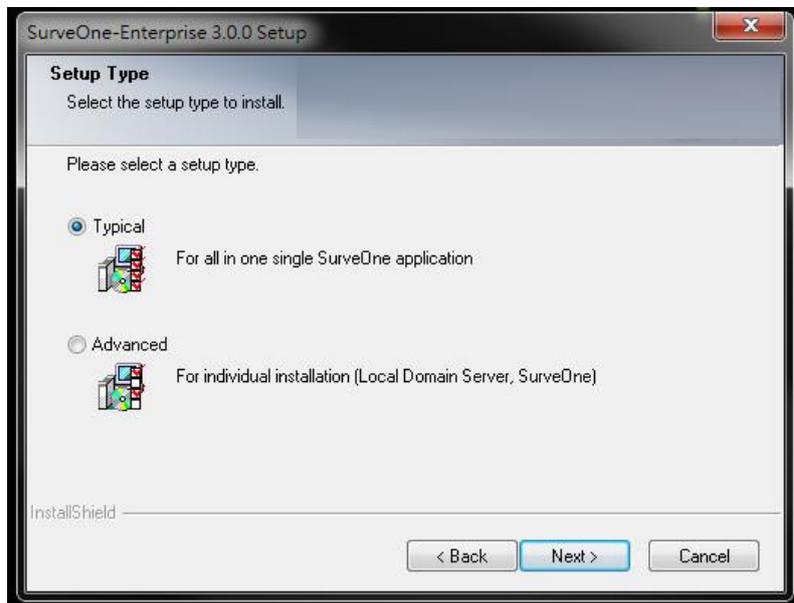


10. Input the port which is not occupied and click **Next**.

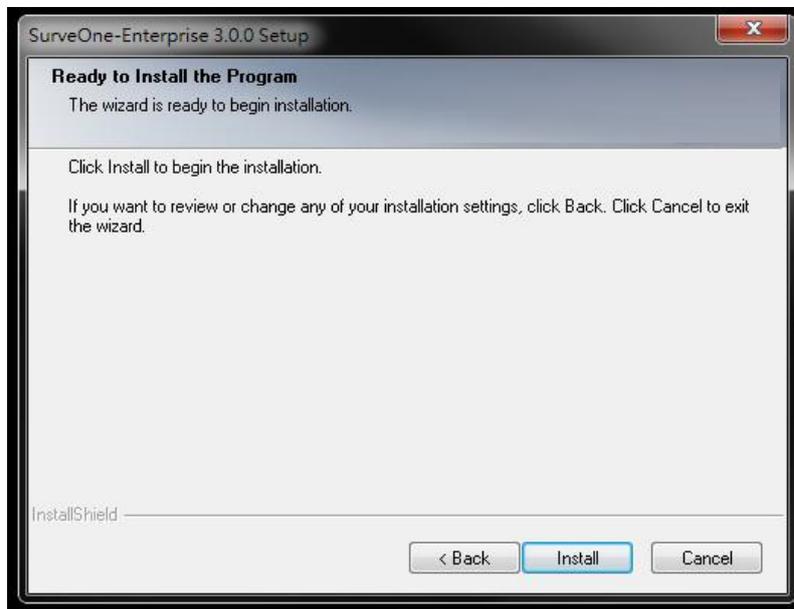


11. Select the setup type, Typical or Advanced and then click **Next**.

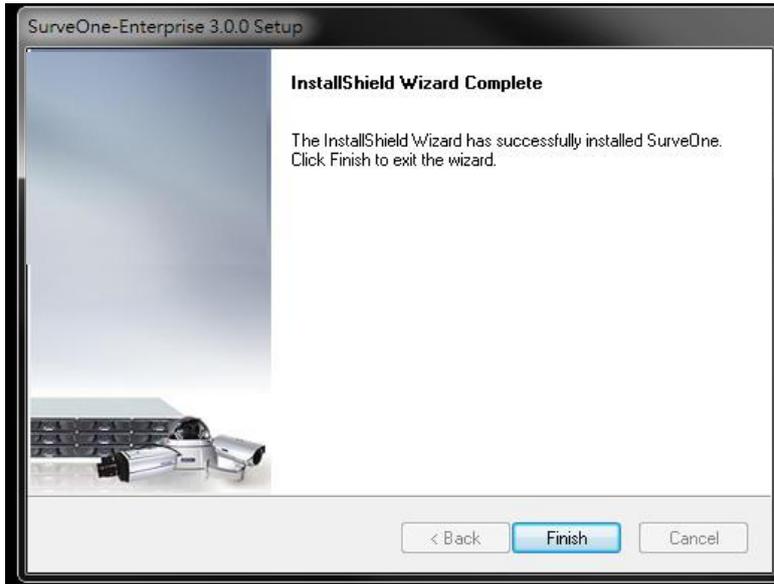
If you are not sure which one to select, it is recommended to select Typical.



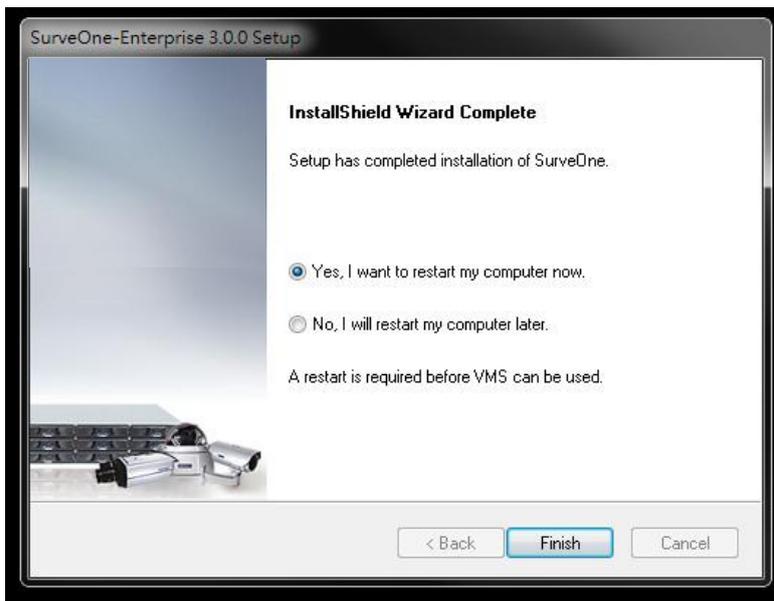
12. Start to install the SurveOne.



13. Once the installation is complete, click **Finish**.



14. Restart your computer to activate the changes. Click **Finish** to exit.



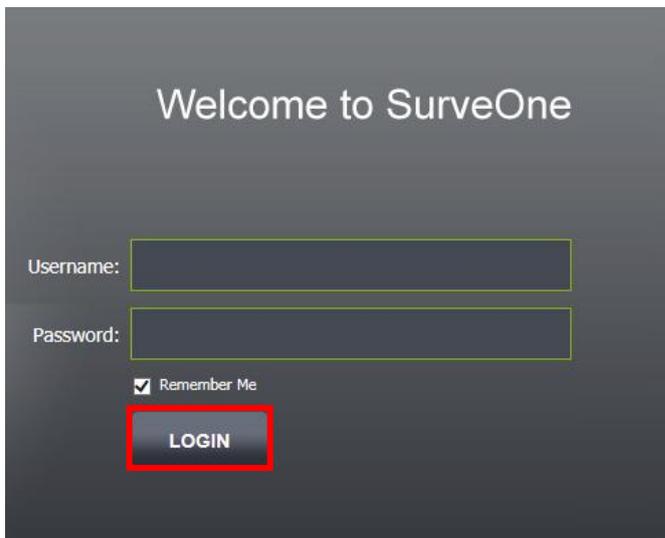
15. After the installation is done and your computer is restarted. On your desktop you'll find an IE browser icon with SurveOne on it. Double click this icon to log in to the SurveOne and start monitor the overall system status.



1.2. Login

Log in to SurveOne:

1. Go to <http://127.0.0.1:XX> (XX is the port you have setup in the [installation wizard.](#))
2. Input the default username and password, admin and admin.
3. Click **LOGIN**.



Welcome to SurveOne

Username:

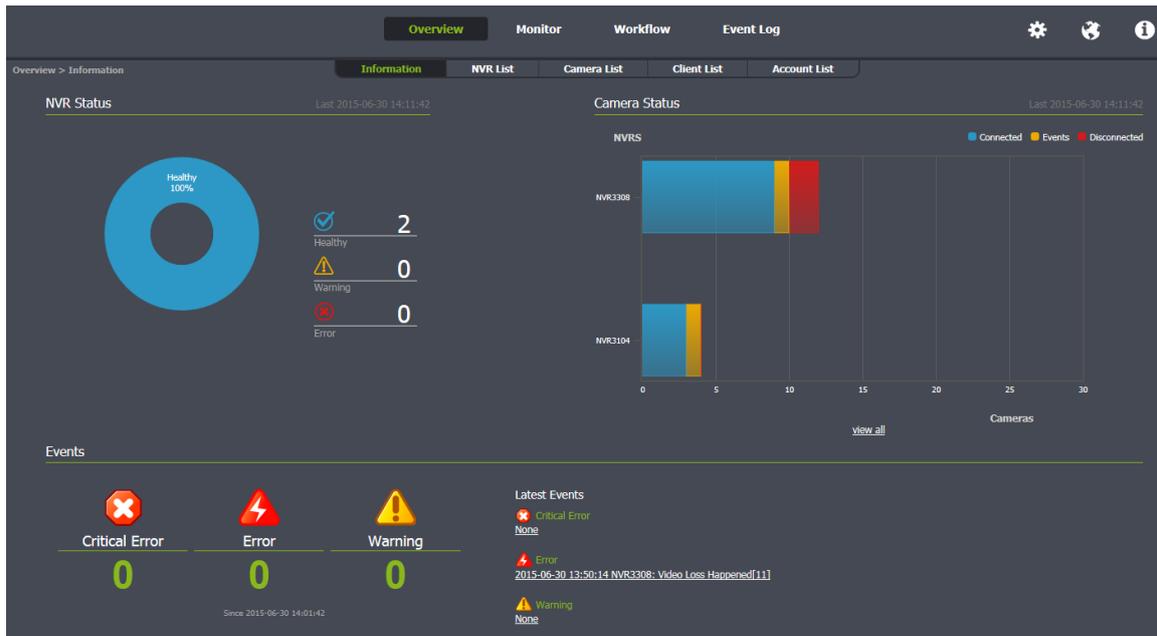
Password:

Remember Me

LOGIN

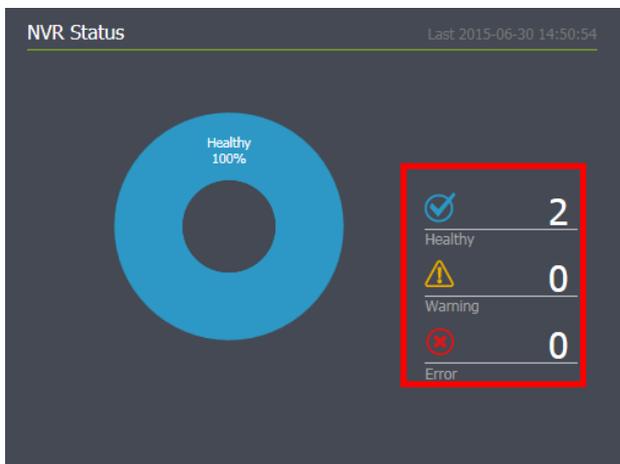
1.3. Overview

Real-time System Status Information - The overall status of NVRs, cameras, and storage is displayed graphically, allowing users to grasp how the systems are at a glance.



1.3.1. NVR Status

NVR status is classified into 3 groupings, Healthy, Warning and Error. Click on the status to see the details.



1.3.2. NVR List

After clicking on the status, the system will take you to the NVR List to see the detailed NVR status with information such as NVR name, model, IP address, channels and status.

NVR Name	Model	IP Address	Channels	Status	Manage Device
NVR3308	NVR3000	172.30.10.42	12	Healthy	 
NVR3104	NVR3000	172.30.10.39	4	Healthy	 

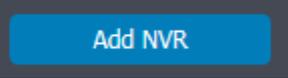
[Add NVR](#)

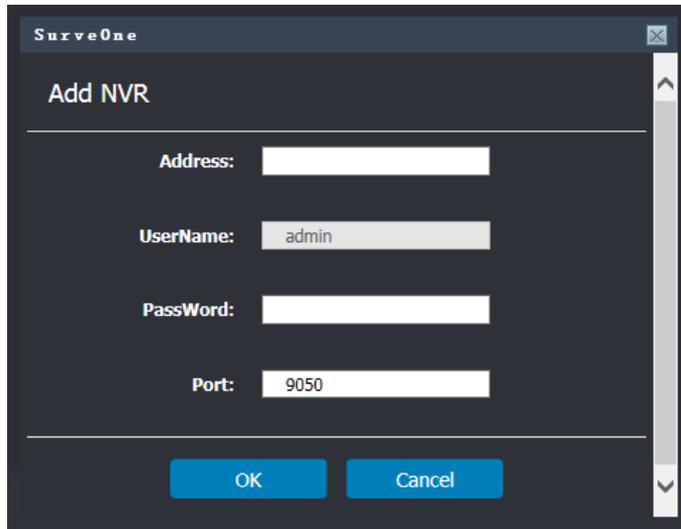
Click on the  to see the details of the NVR, including name, model, IP address, channels, status, version, record days, and VI counts.

Details	
Name	NVR3308
Model	NVR3000
IP Address	172.30.10.42
Channels	12
Status	Healthy
Version	3.0.0 A01
Record Days	4days,5,38hours
Vi Count	14

[Close](#)

Click on the  to remove the NVR.

Click  and fill out the pop-up form to add NVR.



The image shows a dialog box titled "SurveOne" with a close button in the top right corner. The main title of the dialog is "Add NVR". Below the title, there are four input fields:

- Address:** An empty text input field.
- UserName:** A text input field containing the value "admin".
- PassWord:** An empty text input field.
- Port:** A text input field containing the value "9050".

At the bottom of the dialog, there are two buttons: "OK" and "Cancel".

1.3.3. Camera Status

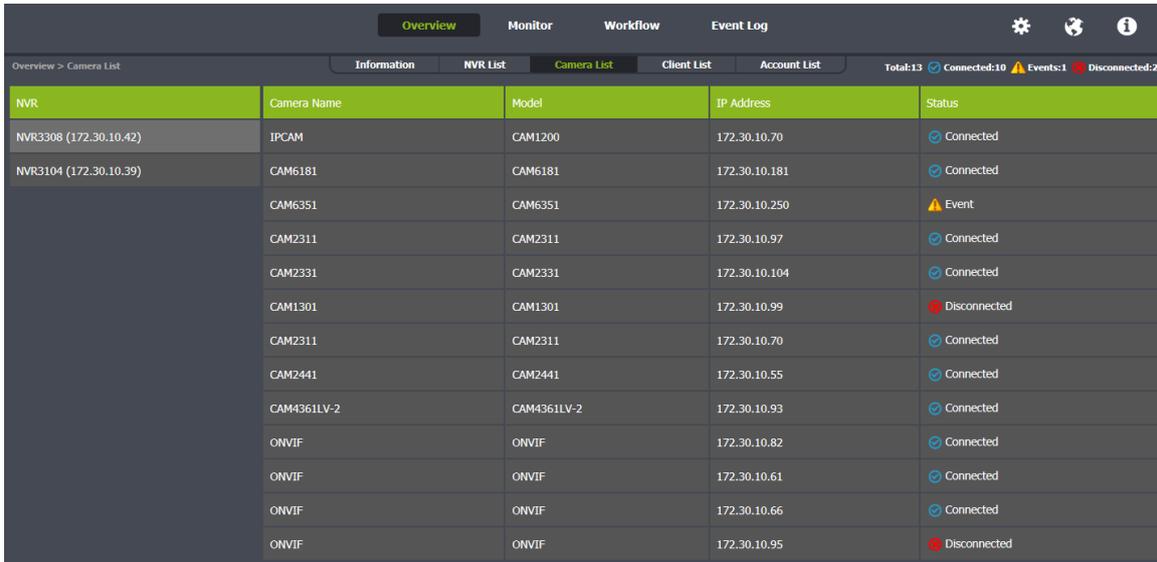
Camera status is classified into 3 groupings, Connected, Events, and Disconnected.

Click on the [view all](#) to see the details.



1.3.4. Camera List

After clicking on the view all, the system will take you to the Camera List to see the detailed Camera status with information such as camera name, model, IP address, and status. Cameras under different NVR will be listed separately.

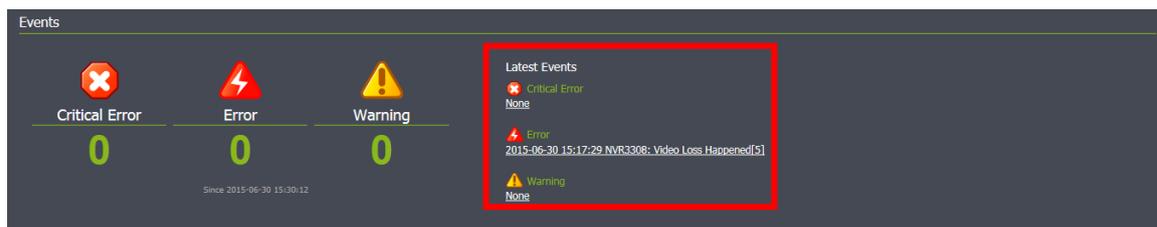


The screenshot shows a web interface for camera management. At the top, there are tabs for 'Overview', 'Monitor', 'Workflow', and 'Event Log'. Below these, there are sub-tabs for 'Information', 'NVR List', 'Camera List', 'Client List', and 'Account List'. The 'Camera List' tab is active. The table below lists cameras grouped by NVR. The first group is for NVR3308 (172.30.10.42) with one camera (IPCAM). The second group is for NVR3104 (172.30.10.39) with 12 cameras. The status column shows 'Connected' with a blue circle icon, 'Event' with a yellow triangle icon, and 'Disconnected' with a red circle icon.

NVR	Camera Name	Model	IP Address	Status
NVR3308 (172.30.10.42)	IPCAM	CAM1200	172.30.10.70	Connected
NVR3104 (172.30.10.39)	CAM6181	CAM6181	172.30.10.181	Connected
	CAM6351	CAM6351	172.30.10.250	Event
	CAM2311	CAM2311	172.30.10.97	Connected
	CAM2331	CAM2331	172.30.10.104	Connected
	CAM1301	CAM1301	172.30.10.99	Disconnected
	CAM2311	CAM2311	172.30.10.70	Connected
	CAM2441	CAM2441	172.30.10.55	Connected
	CAM4361LV-2	CAM4361LV-2	172.30.10.93	Connected
	ONVIF	ONVIF	172.30.10.82	Connected
	ONVIF	ONVIF	172.30.10.61	Connected
	ONVIF	ONVIF	172.30.10.66	Connected
	ONVIF	ONVIF	172.30.10.95	Disconnected

1.3.5. Events Status

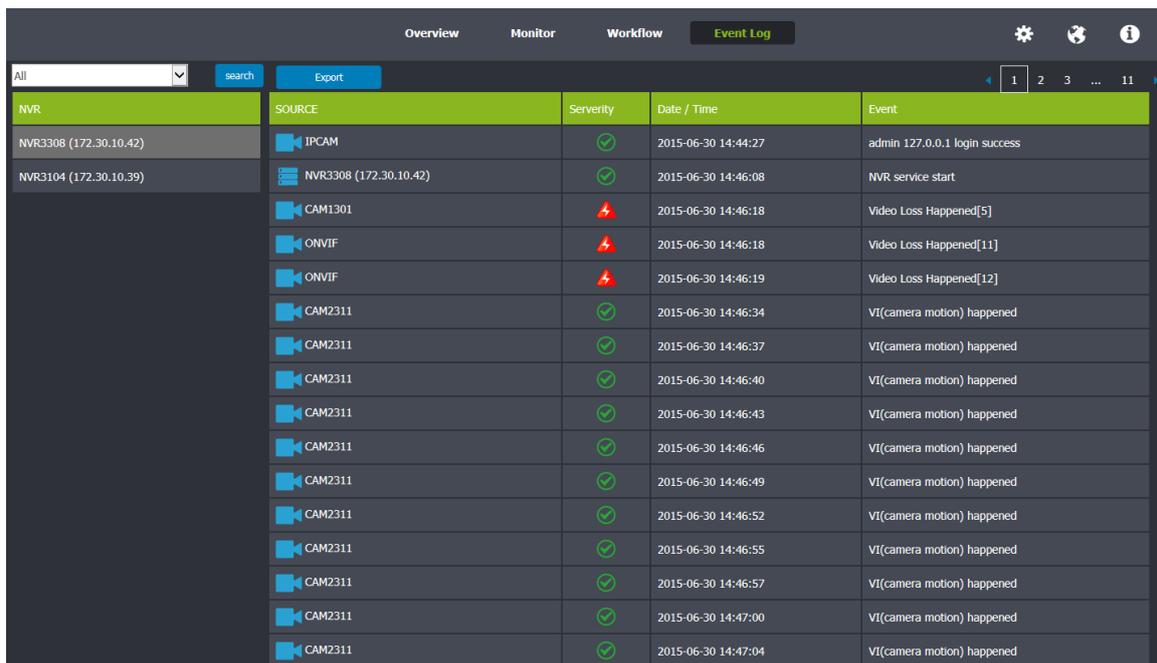
NVR and camera event logs are presented in real-time and classified into 3 groups: critical error, error, and warning, for easy management.



The screenshot shows an 'Events' dashboard. On the left, there are three status indicators: 'Critical Error' with a red 'X' icon and a count of 0, 'Error' with a red lightning bolt icon and a count of 0, and 'Warning' with a yellow exclamation mark icon and a count of 0. Below these is a timestamp: 'Since 2015-06-30 15:30:12'. On the right, there is a 'Latest Events' box with a red border. It lists: 'Critical Error: None', 'Error: 2015-06-30 15:17:29 NVR3308: Video Loss Happened[5]', and 'Warning: None'.

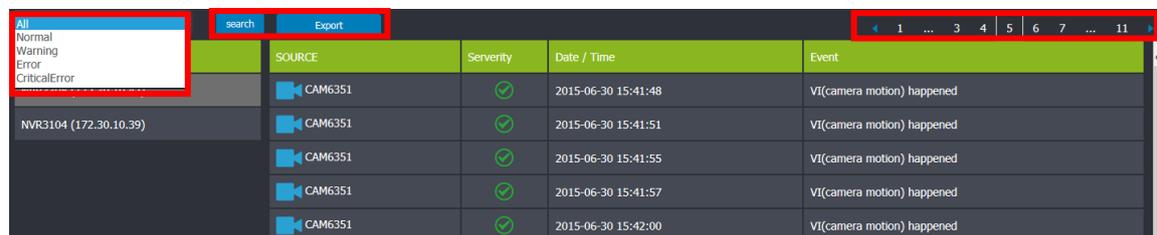
1.3.6. Event Log

After clicking on the Latest Events, the system will take you to the Event Log to see the detailed event status with information such as source, severity, date/Time and Event. With classified event logs, users can identify which event needs to take actions first and which not to respond to the situations more quickly and efficiently.



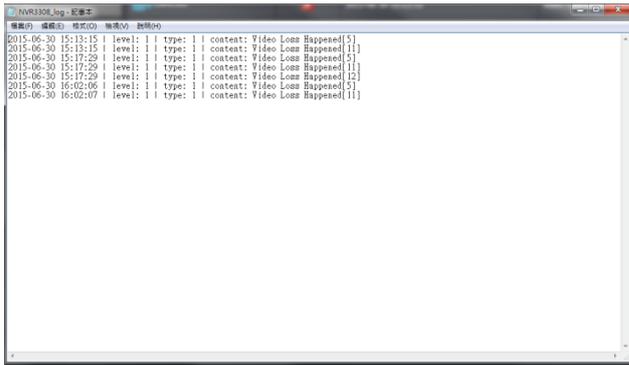
NVR	SOURCE	Severity	Date / Time	Event
NVR3308 (172.30.10.42)	IPCAM	✓	2015-06-30 14:44:27	admin 127.0.0.1 login success
NVR3104 (172.30.10.39)	NVR3308 (172.30.10.42)	✓	2015-06-30 14:46:08	NVR service start
	CAM1301	⚡	2015-06-30 14:46:18	Video Loss Happened[5]
	ONVIF	⚡	2015-06-30 14:46:18	Video Loss Happened[11]
	ONVIF	⚡	2015-06-30 14:46:19	Video Loss Happened[12]
	CAM2311	✓	2015-06-30 14:46:34	VI(camera motion) happened
	CAM2311	✓	2015-06-30 14:46:37	VI(camera motion) happened
	CAM2311	✓	2015-06-30 14:46:40	VI(camera motion) happened
	CAM2311	✓	2015-06-30 14:46:43	VI(camera motion) happened
	CAM2311	✓	2015-06-30 14:46:46	VI(camera motion) happened
	CAM2311	✓	2015-06-30 14:46:49	VI(camera motion) happened
	CAM2311	✓	2015-06-30 14:46:52	VI(camera motion) happened
	CAM2311	✓	2015-06-30 14:46:55	VI(camera motion) happened
	CAM2311	✓	2015-06-30 14:46:57	VI(camera motion) happened
	CAM2311	✓	2015-06-30 14:47:00	VI(camera motion) happened
	CAM2311	✓	2015-06-30 14:47:04	VI(camera motion) happened

Use the drop-down list to filter the specific event, such as All, Normal, Warning, Error, Critical Error, you'd like to search and click Search or Export.

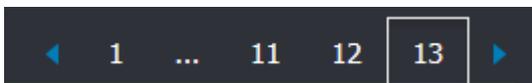


Filter	SOURCE	Severity	Date / Time	Event
All	CAM6351	✓	2015-06-30 15:41:48	VI(camera motion) happened
Normal	CAM6351	✓	2015-06-30 15:41:51	VI(camera motion) happened
Warning	CAM6351	✓	2015-06-30 15:41:55	VI(camera motion) happened
Error	CAM6351	✓	2015-06-30 15:41:57	VI(camera motion) happened
CriticalError	CAM6351	✓	2015-06-30 15:42:00	VI(camera motion) happened

Click Export, the log you're looking for will be copied to the notebook as shown below.



Click on the number on the upper right corner to jump to the corresponding page to see the log.



1.3.7. Client List

See the client information such as the client IP address and the client version here.

The screenshot shows the 'Client List' tab in the NVR interface. The table displays the following data:

NVR	Client IP Address	Client Version
NVR3308 (172.30.10.42)		Unknown
NVR3104 (172.30.10.39)		

1.3.8. Account List

See the account information such as the account list and the status here.

The screenshot shows the 'Account List' tab in the NVR interface. The table displays the following data:

NVR	Account List	Status
NVR3308 (172.30.10.42)	admin	Enable
NVR3104 (172.30.10.39)	poweruser	Enable
	user	Enable
	viewer	Enable

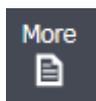
1.4. Monitor

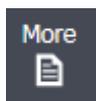
As long as there is network connectivity, users can easily monitor the system status locally or remotely and ensure the consistent stability.

1.4.1. NVR

Device

See the connected NVR information including CPU, memory, and disk throughput graphically.



Click on the  to bring out the following chart to learn the details.

Details	
CPU	84.5%
Memory	7.9%
Disk Throughout	Read: 0 Mbps Write: 0 Mbps
Recording Days	4 days 6.74 hours
PSU0 Fan0	--
PSU0 Fan1	--
PSU1 Fan0	--
PSU1 Fan1	--

Close

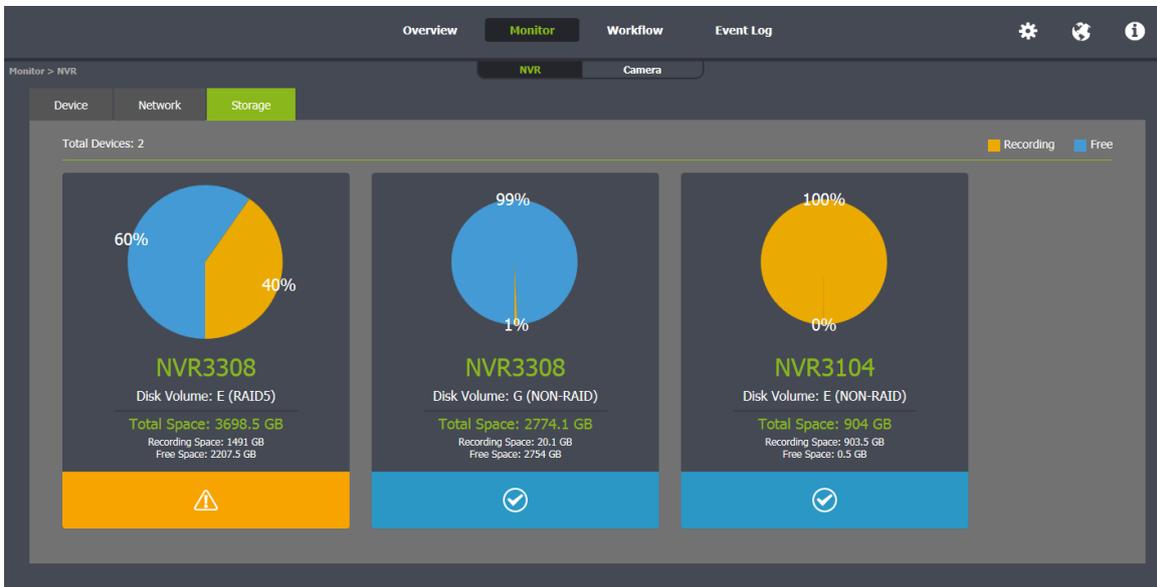
Network

See the network status graphically.



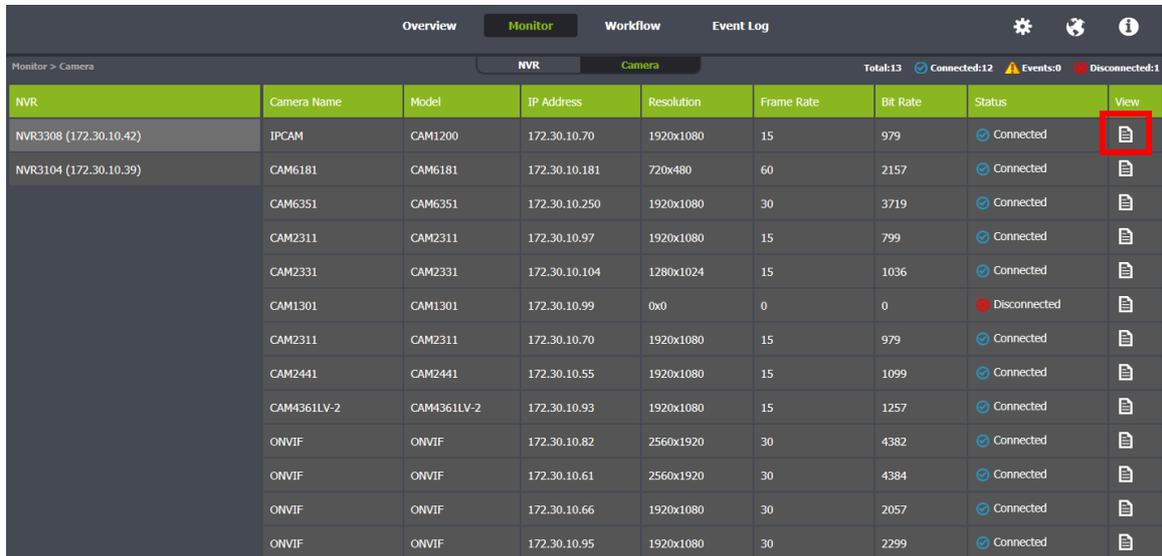
Storage

See the storage status including disk volume, space information graphically.



1.4.2. Camera

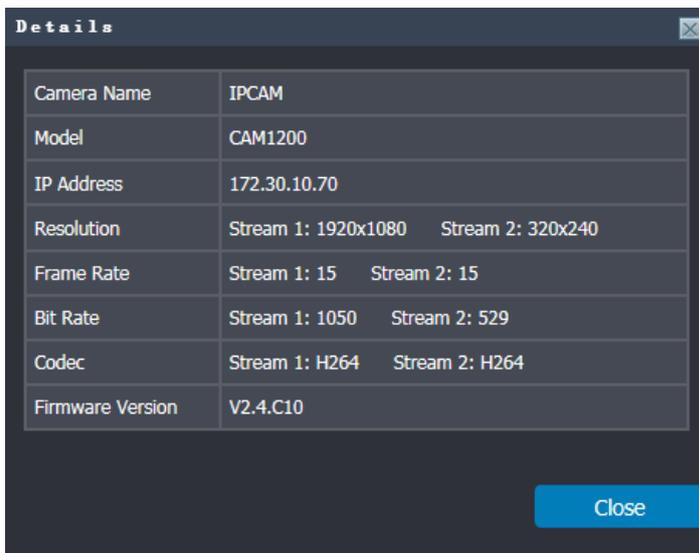
See the connected camera information including camera name, model, IP address, resolution, frame rate, bit rate, and status here.



The screenshot shows the 'Monitor' tab of an NVR interface. At the top, there are navigation tabs: Overview, Monitor (selected), Workflow, and Event Log. Below these are icons for settings, refresh, and help. The main area displays 'Monitor > Camera' with sub-tabs for 'NVR' and 'Camera'. A summary bar indicates 'Total:13', 'Connected:12', 'Events:0', and 'Disconnected:1'. The main table lists camera details with columns: NVR, Camera Name, Model, IP Address, Resolution, Frame Rate, Bit Rate, Status, and View. The first row for NVR3308 (172.30.10.42) has its 'View' icon highlighted with a red box.

NVR	Camera Name	Model	IP Address	Resolution	Frame Rate	Bit Rate	Status	View
NVR3308 (172.30.10.42)	IPCAM	CAM1200	172.30.10.70	1920x1080	15	979	Connected	
NVR3104 (172.30.10.39)	CAM6181	CAM6181	172.30.10.181	720x480	60	2157	Connected	
	CAM6351	CAM6351	172.30.10.250	1920x1080	30	3719	Connected	
	CAM2311	CAM2311	172.30.10.97	1920x1080	15	799	Connected	
	CAM2331	CAM2331	172.30.10.104	1280x1024	15	1036	Connected	
	CAM1301	CAM1301	172.30.10.99	0x0	0	0	Disconnected	
	CAM2311	CAM2311	172.30.10.70	1920x1080	15	979	Connected	
	CAM2441	CAM2441	172.30.10.55	1920x1080	15	1099	Connected	
	CAM4361LV-2	CAM4361LV-2	172.30.10.93	1920x1080	15	1257	Connected	
	ONVIF	ONVIF	172.30.10.82	2560x1920	30	4382	Connected	
	ONVIF	ONVIF	172.30.10.61	2560x1920	30	4384	Connected	
	ONVIF	ONVIF	172.30.10.66	1920x1080	30	2057	Connected	
	ONVIF	ONVIF	172.30.10.95	1920x1080	30	2299	Connected	

Click on the  to see more details, such as camera name, model, IP address, resolution, frame rate, bit rate, codec, and firmware version.



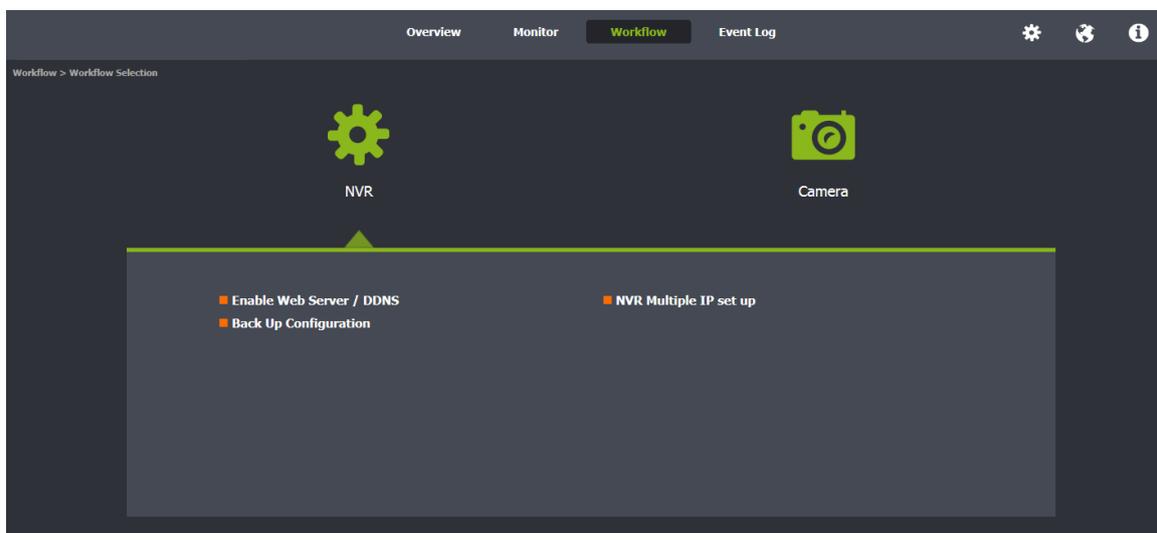
The 'Details' dialog box shows the following information:

Camera Name	IPCAM
Model	CAM1200
IP Address	172.30.10.70
Resolution	Stream 1: 1920x1080 Stream 2: 320x240
Frame Rate	Stream 1: 15 Stream 2: 15
Bit Rate	Stream 1: 1050 Stream 2: 529
Codec	Stream 1: H264 Stream 2: H264
Firmware Version	V2.4.C10

Close

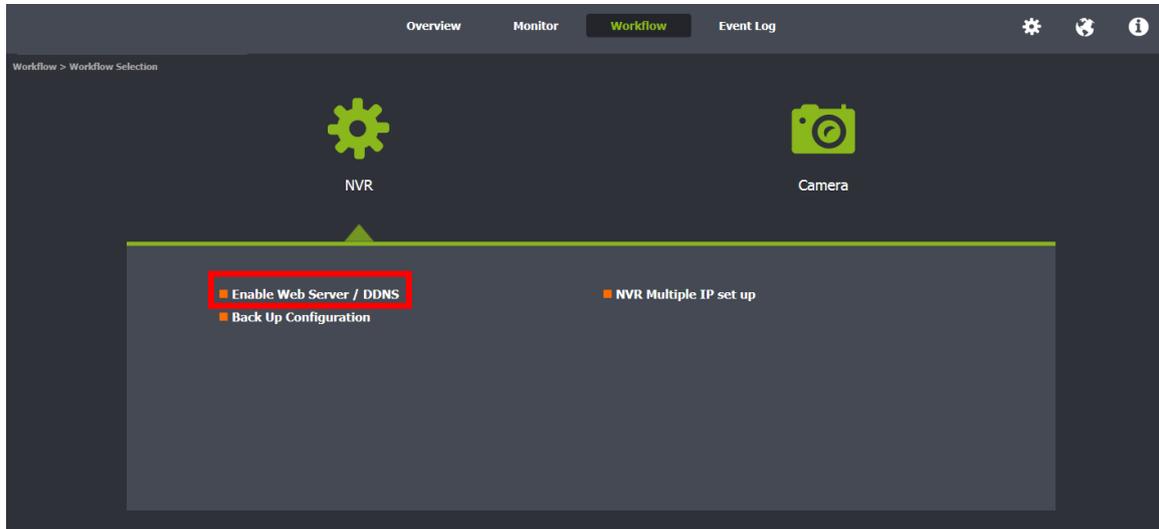
1.5. Workflow

Designed for easy configuration, deployment and maintenance, SurveOne allows users to do one-time setup. Users can simply copy the NVR or camera configurations and apply them to new devices to ease the complicated setup process. The configurations can also be saved as backup and restored when needed.



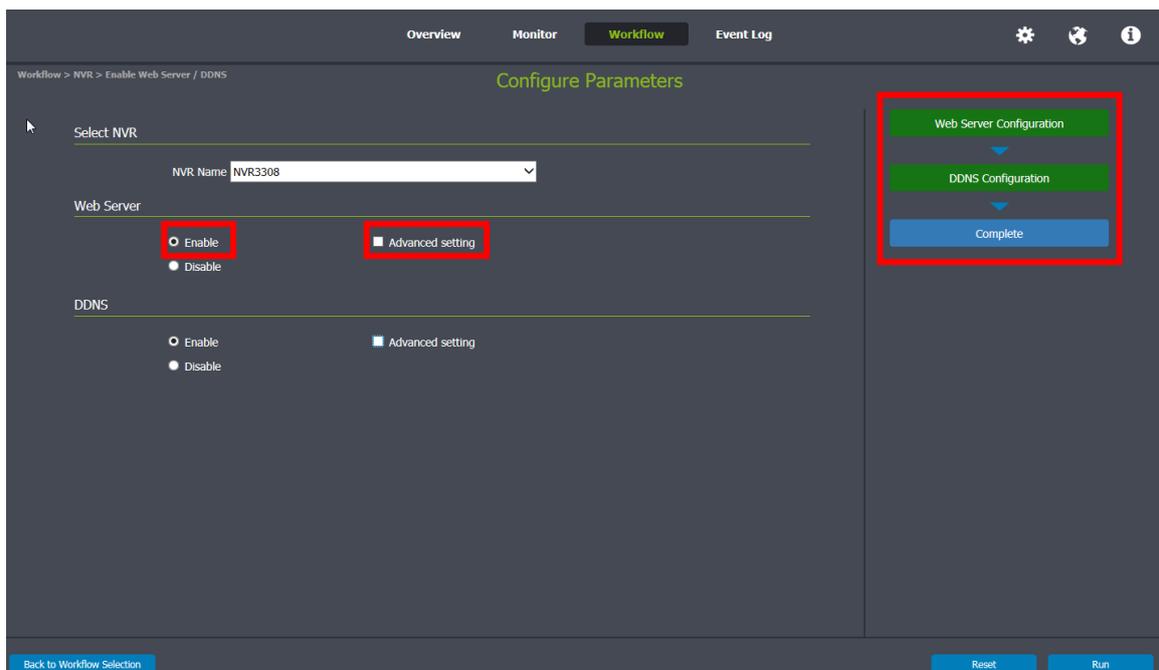
1.5.1. NVR

Enable Web Server / DDNS



Web Server

Follow the instruction flow on the right. Users can set up the Web server/DDNS here. Click **Enable** to activate the functionalities. You can also click **Advanced Setting** to fill in further information.



Enable the Web Server and click **Advanced setting** to fill in the following information for the Web Server settings to use the Web Client/Mobile Client.

The screenshot shows the 'Configure Parameters' page for enabling the Web Server. The 'Web Server' section is highlighted with a red box. It contains the following settings:

- Enable
- Disable
- Advanced setting
- Web Server Port: 80
- Web Stream Server Port: 8080
- Max Connection: 40
- FPS: 8
- Video Quality: Medium

The 'DDNS' section is also visible below the Web Server settings:

- Enable
- Disable
- Advanced setting
- DDN Service: dyndns
- Host Name: [input field]
- User Name: [input field]
- Password: [input field]

Navigation buttons at the bottom include 'Back to Workflow Selection', 'Reset', and 'Run'. A sidebar on the right contains 'Web Server Configuration', 'DDNS Configuration', and 'Complete' buttons.

Note: (1) User may just keep the default settings in the Web Server. (2) Do not set the Web Server Port as these port numbers - 8080 (Web Stream Port), 9090 (NVR Stream Port), 2809 (NVR Server Login Port), 7735 (TV Wall Port (2.5.0)), 7734, 1024, 9010 (Domain Broadcast Port), 9030 (Domain Client Message Port), 9040 (Domain Console Message Port), 9050 (Domain Local Communication Port), 9020 (Domain Remote Communication Port), 9080 (Domain Local Log Data Download Port), 9081 (Domain Remote Log Data Download Port), 9060 (Domain Local Data Port), 9061 (Domain Remote Data Port), 15507 (Domain Local Log Message Download Port), 15503 (Domain Remote Log Message Download Port), 15501 (Domain Remote Log Upload port), 15505 (Domain Local Log Upload Port), 40000 (NVR Broadcast Port), 50000 (NVR Message Port).

DDNS

DDNS (Dynamic Domain Name Server) is a protocol that enables the device to maintain a static connection address, even when its IP changes. Access using this feature is disabled by default. Connecting using DDNS requires registration on third-party websites for DDNS services.

The screenshot shows a web management interface for configuring DDNS. The page title is "Configure Parameters" and the breadcrumb is "Workflow > NVR > Enable Web Server / DDNS". The interface is divided into several sections:

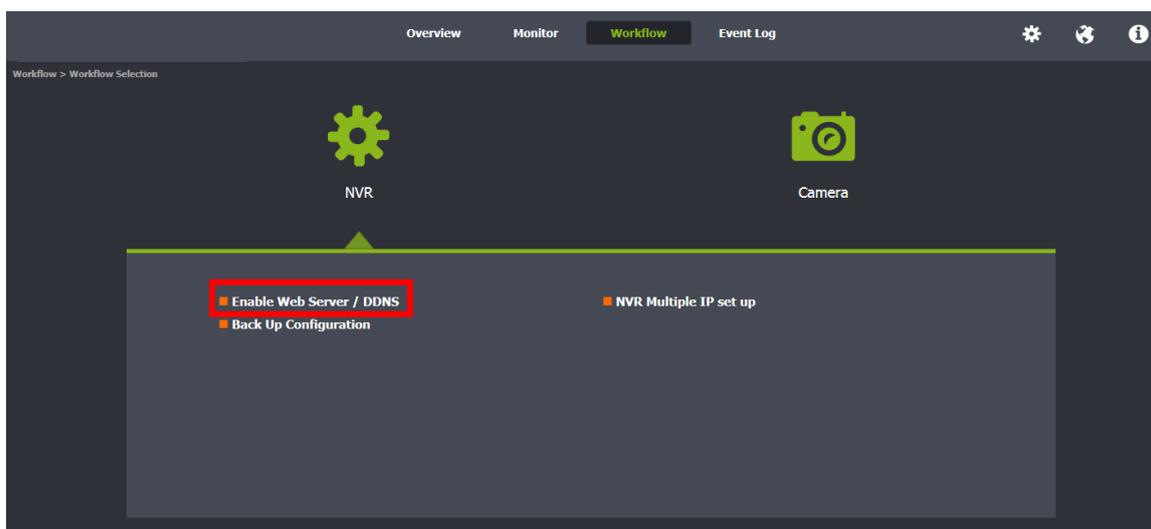
- Select NVR:** A dropdown menu showing "NVR3308".
- Web Server:** Includes radio buttons for "Enable" (selected) and "Disable", and a checked "Advanced setting" checkbox. Below are input fields for "Web Server Port" (80), "Web Stream Server Port" (8080), "Max Connection" (40), "FPS" (8), and "Video Quality" (Medium).
- DDNS:** This section is highlighted with a red box. It includes radio buttons for "Enable" (selected) and "Disable", and a checked "Advanced setting" checkbox. Below are input fields for "DDN Service" (dyndns), "Host Name", "User Name", and "Password".

At the bottom of the page, there are three buttons: "Back to Workflow Selection" (highlighted with a red box), "Reset", and "Run" (both highlighted with red boxes). On the right side, there is a vertical navigation menu with buttons for "Web Server Configuration", "DDNS Configuration", and "Complete".

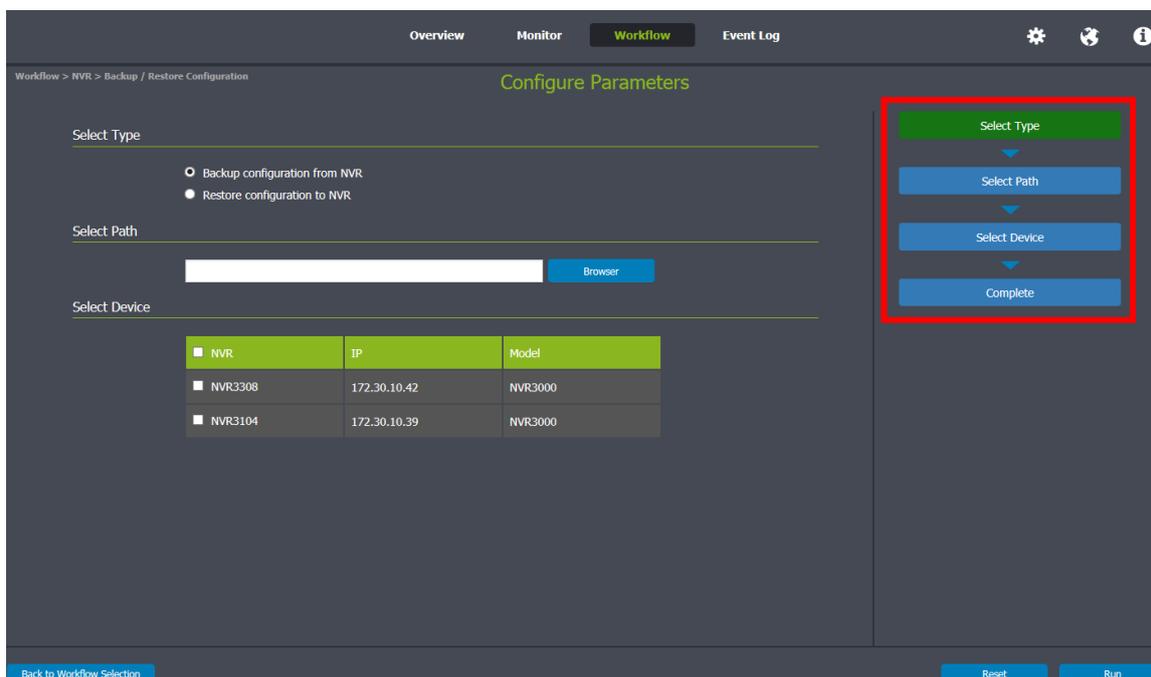
Check the **Enable DDNS** option and click **Advanced setting** to fill in valid user name and password. You can then access the device through the registered domain name.

- Click **Back to Workflow Selection** to go back to the previous setting page.
- Click **Reset** to reset settings on this page.
- Click **Run** to execute the setups now.

Back Up Configuration



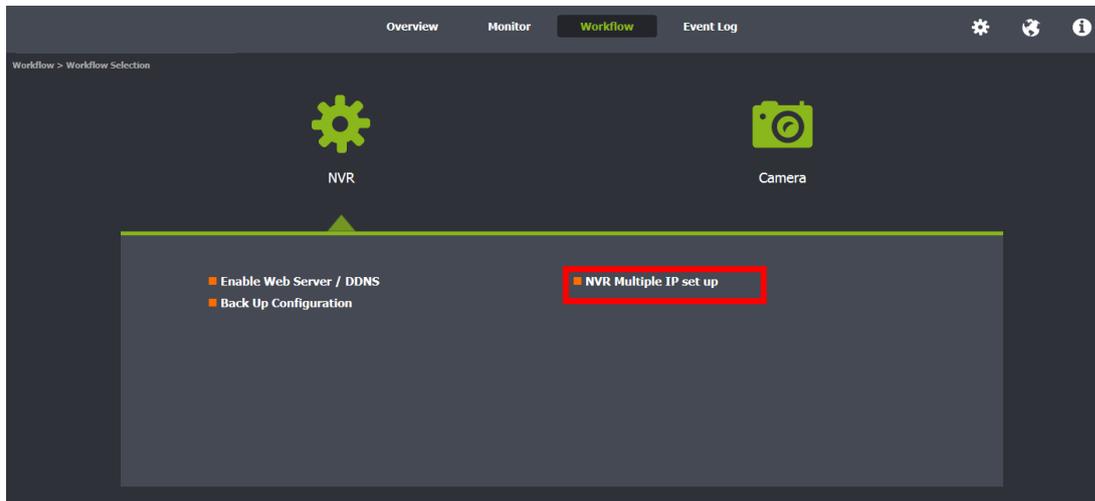
Follow the instruction flow on the right. The configurations can be saved as backup and restored when needed to save time and effort.



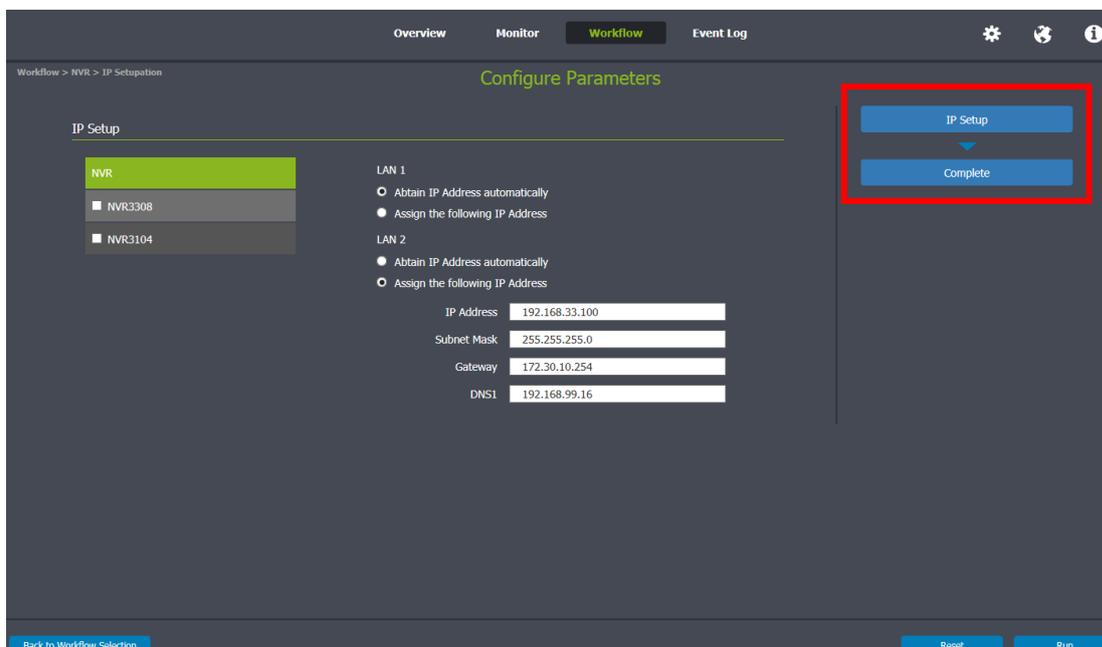
1. Select **Backup** or **Restore**.
 2. Select path to save the configurations.
 3. Select which device you'd like to save its configurations.
- Click **Back to Workflow Selection** to go back to the previous setting page.

- Click **Reset** to reset settings on this page.
- Click **Run** to execute the setups now.

NVR Multiple IP Setup



Follow the instruction flow on the right. Multiple IP addresses are supported. You can select the Obtain IP Address Automatically or Assign the following IP Address and input detailed information for each NVR.

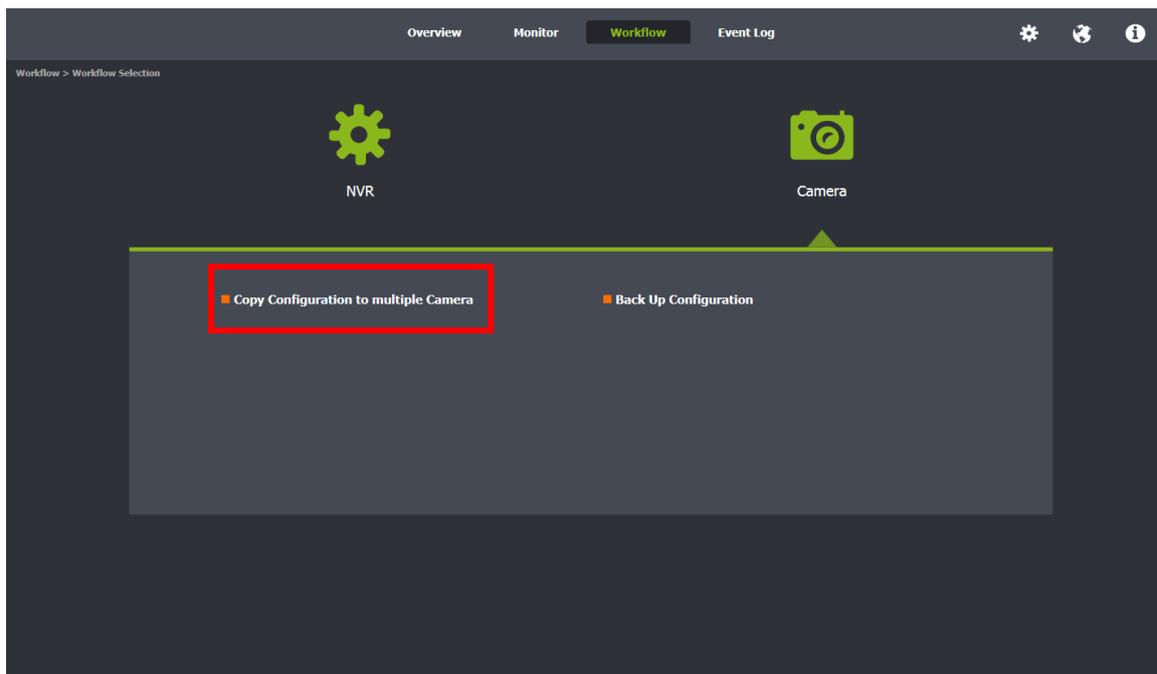


- Click **Back to Workflow Selection** to go back to the previous setting page.

- Click **Reset** to reset settings on this page.
- Click **Run** to execute the setups now.

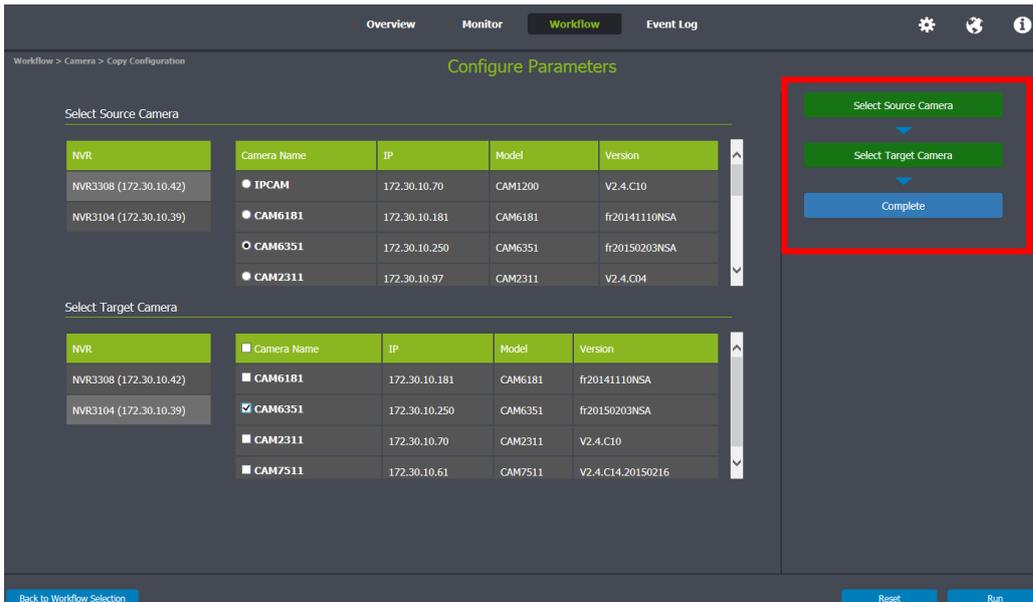
1.5.2. Camera

Copy Configuration to Multiple Cameras



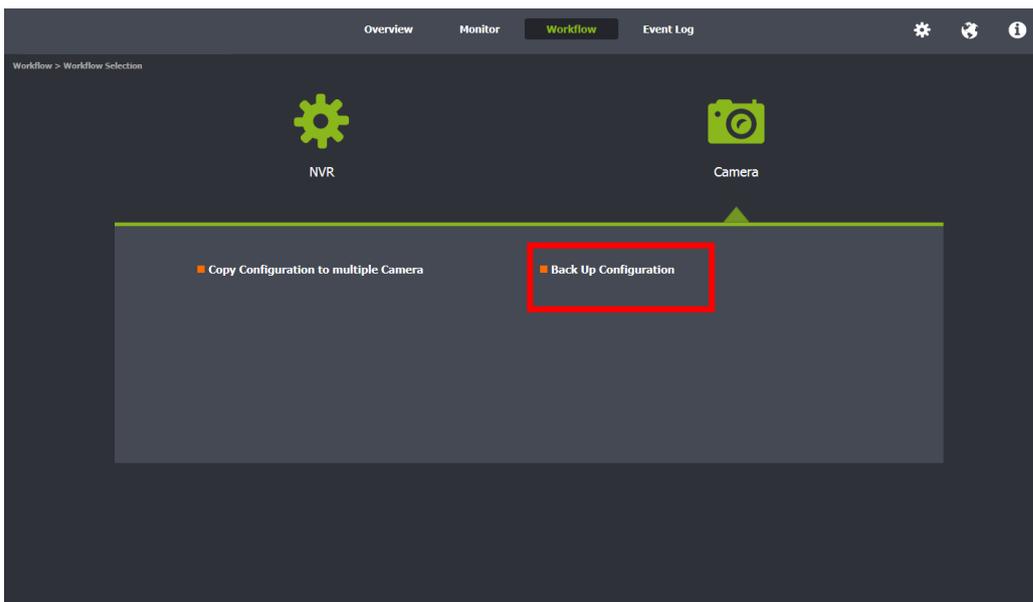
Follow the instruction flow on the right. The configurations can be saved as backup and restored when needed to save time and effort.

Note: The source camera and the target camera should bear the same model and version.

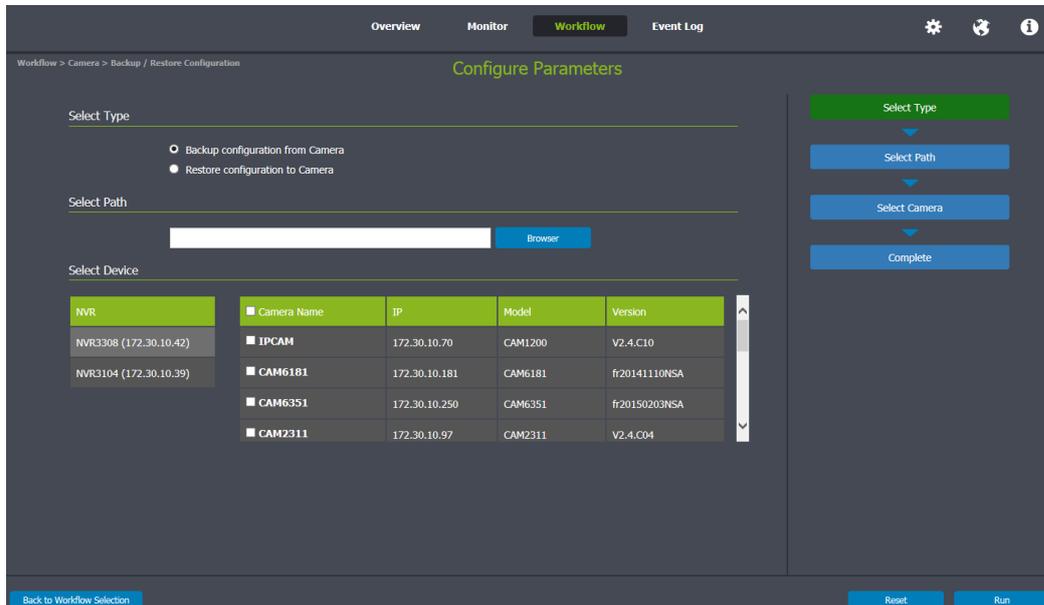


1. Select the source NVR and the cameras under this NVR.
 2. Select the target NVR and the cameras under this NVR.
- Click **Back to Workflow Selection** to go back to the previous setting page.
 - Click **Reset** to reset settings on this page.
 - Click **Run** to execute the setups now.

Backup Configuration



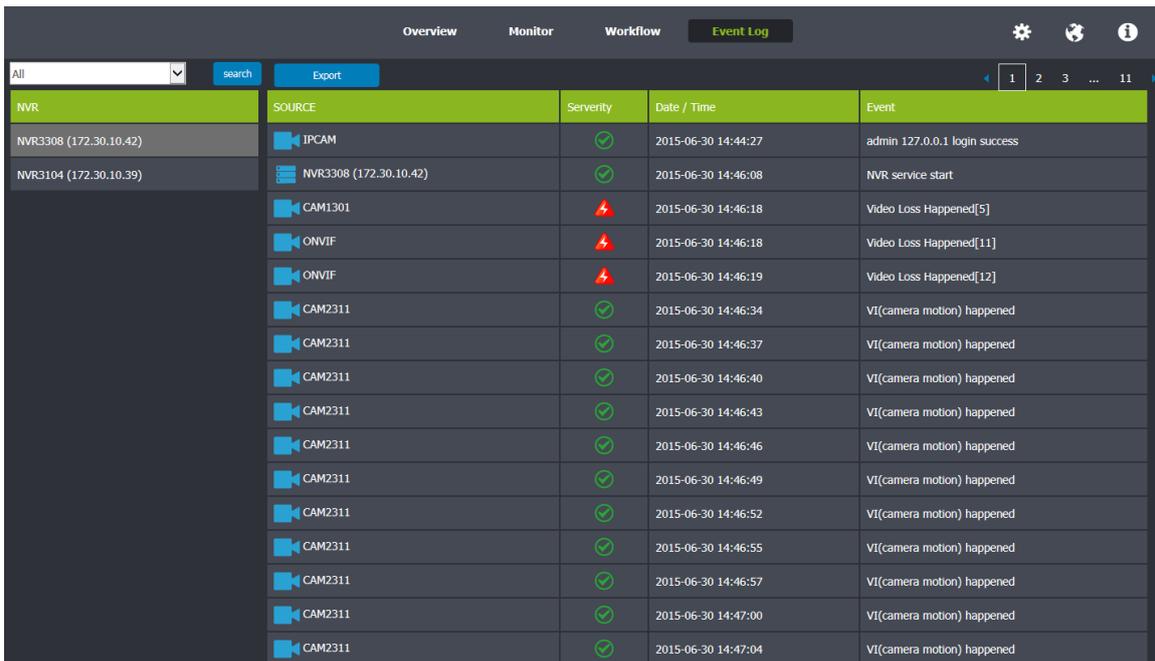
Follow the instruction flow on the right. The configurations can be saved as backup and restored when needed to save time and effort.



1. Select **Backup** or **Restore**.
 2. Select path to save the configurations.
 3. Select which device you'd like to save its configurations.
- Click **Back to Workflow Selection** to go back to the previous setting page.
 - Click **Reset** to reset settings on this page.
 - Click **Run** to execute the setups now.

1.6. Event Log

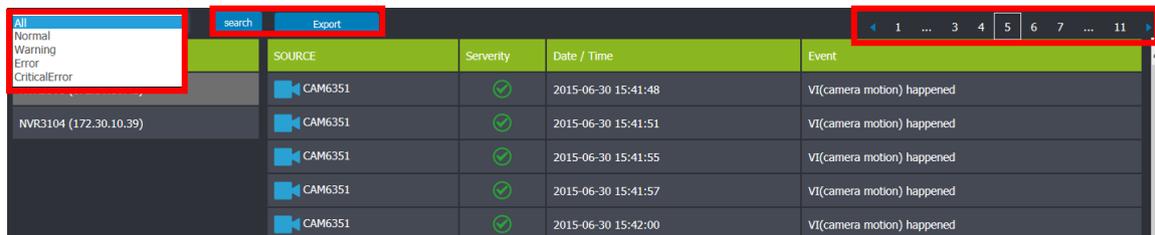
See the detailed event status with information such as source, severity, date/Time and Event here. With classified event logs, users can identify which event needs to take actions first and which not to respond to the situations more quickly and efficiently.



NVR	SOURCE	Severity	Date / Time	Event
NVR3308 (172.30.10.42)	IPCAM	✓	2015-06-30 14:44:27	admin 127.0.0.1 login success
NVR3104 (172.30.10.39)	NVR3308 (172.30.10.42)	✓	2015-06-30 14:46:08	NVR service start
	CAM1301	⚡	2015-06-30 14:46:18	Video Loss Happened[5]
	ONVIF	⚡	2015-06-30 14:46:18	Video Loss Happened[11]
	ONVIF	⚡	2015-06-30 14:46:19	Video Loss Happened[12]
	CAM2311	✓	2015-06-30 14:46:34	VI(camera motion) happened
	CAM2311	✓	2015-06-30 14:46:37	VI(camera motion) happened
	CAM2311	✓	2015-06-30 14:46:40	VI(camera motion) happened
	CAM2311	✓	2015-06-30 14:46:43	VI(camera motion) happened
	CAM2311	✓	2015-06-30 14:46:46	VI(camera motion) happened
	CAM2311	✓	2015-06-30 14:46:49	VI(camera motion) happened
	CAM2311	✓	2015-06-30 14:46:52	VI(camera motion) happened
	CAM2311	✓	2015-06-30 14:46:55	VI(camera motion) happened
	CAM2311	✓	2015-06-30 14:46:57	VI(camera motion) happened
	CAM2311	✓	2015-06-30 14:47:00	VI(camera motion) happened
	CAM2311	✓	2015-06-30 14:47:04	VI(camera motion) happened

Search

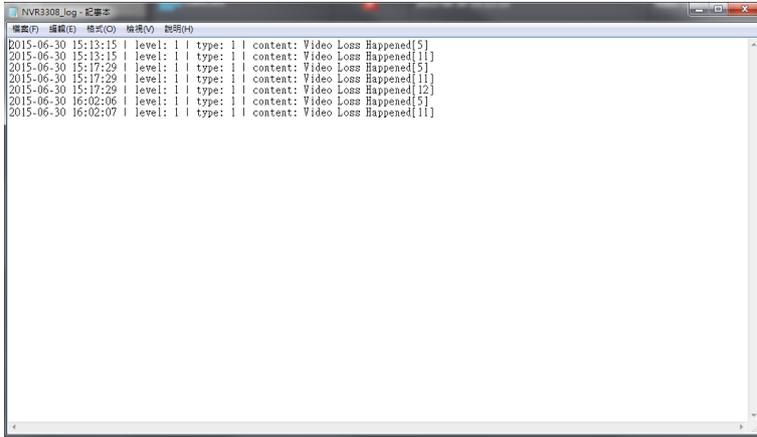
Use the drop-down list to filter the specific event, such as All, Normal, Warning, Error, Critical Error, you'd like to search and click Search or Export.



NVR	SOURCE	Severity	Date / Time	Event
	CAM6351	✓	2015-06-30 15:41:48	VI(camera motion) happened
NVR3104 (172.30.10.39)	CAM6351	✓	2015-06-30 15:41:51	VI(camera motion) happened
	CAM6351	✓	2015-06-30 15:41:55	VI(camera motion) happened
	CAM6351	✓	2015-06-30 15:41:57	VI(camera motion) happened
	CAM6351	✓	2015-06-30 15:42:00	VI(camera motion) happened

Export

Click Export, the log you're looking for will be copied to the notebook as shown below.



```
NVR3308_log - 記事本
檔案(F) 編輯(E) 格式(O) 檢視(V) 說明(H)
2015-06-30 15:13:15 | level: 1 | type: 1 | content: Video Loss Happened[5]
2015-06-30 15:13:15 | level: 1 | type: 1 | content: Video Loss Happened[11]
2015-06-30 15:17:29 | level: 1 | type: 1 | content: Video Loss Happened[5]
2015-06-30 15:17:29 | level: 1 | type: 1 | content: Video Loss Happened[11]
2015-06-30 15:17:29 | level: 1 | type: 1 | content: Video Loss Happened[12]
2015-06-30 16:02:06 | level: 1 | type: 1 | content: Video Loss Happened[5]
2015-06-30 16:02:07 | level: 1 | type: 1 | content: Video Loss Happened[11]
```

Click on the number on the upper right corner to jump to the corresponding page to see the log.

