IDIS Solution Suite

Failover Service

Powered by **Direct IP™**

Before reading this manual

This Operation Manual provides instructions for using IDIS Solution Suite, a network integration solution enabling remote control of network cameras and video servers.

References to IDIS Solution Suite system throughout this Operation Manual mean the computer system on which the IDIS Solution Suite program is running. References to device mean a network camera or a network video server.

Following program is provided in addition to IDIS Solution Suite:

Start > **IDIS Solution Suite** > **Utility** > **ProblemReporter** (contact your IDIS Solution Suite distributor for the **SecretKey**.)

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In-Text

Symbol	Type	Description
⚠	**Caution**	Important information concerning a specific function.
✓	**Note**	Useful information concerning a specific function.

WEEE (Waste Electrical & Electronic Equipment)

Correct Disposal of This Product

(Applicable in the European Union and other European countries with separate collection systems)

This marking shown on the product or its literature, indicates that it should not be disposed with other household wastes at the end of its working life. To prevent possible harm to the environment or human health from uncontrolled waste disposal, please separate this from other types of wastes and recycle it responsibly to promote the sustainable reuse of material resources.

Household users should contact either the retailer where they purchased this product, or their local government office, for details of where and how they can take this item for environmentally safe recycling.

Business users should contact their supplier and check the terms and conditions of the purchase contract. This product should not be mixed with other commercial wastes for disposal.

Table of Contents

Part 1 – Introduction

This document describes installation and operation of IDIS Solution Suite Failover software (administration failover, monitoring failover, recording failover, video wall failover, and federation failover), which is designed to be used with IDIS Solution Suite Standard software.

The failover service enhances system stability using a failover function. The failover services replace the administration, monitoring, recording, video wall, or federation service if any problems occur in the service. You can register as many failover services as the number of administration, monitoring, recording, video wall, and federation services.

- The failover service will replace only one of the recording or video wall services when a problem occurs in two or more services. The number of failover services must equal the number of recording or video wall services to replace all services.
- The failover service license expires after 90 days (administration, recording, video wall, and federation failover services only). If the license expires, uninstall the failover service from the failover server and install the administration or video wall service on the failover server.
- This product includes software developed by the OpenSSL Project for use in the OpenSSL Toolkit (http://www.openssl.org/).
- The software included in this product contains some Open Sources. You may obtain the complete corresponding source code from us. See the Open Source Guide on the software CD (OpenSourceGuide\OpenSourceGuide.pdf) or as a printed document included along with this document.

Part 2 - Installation

Product Information

Package Contents

- Installation CD
- User's Manual
- WIBU-Key (USB Dongle)

> - Up to four WIBU-Keys can be recognized by one failover server.
> - If a WIBU-Key is disconnected from an failover server, the failover server will not operate properly.
> - Stop running all services before connecting or disconnecting a WIBU-Key.

System Requirements

Server System

	Recommended
OS	Microsoft® Windows® XP 32-bit/Vista (Home Standard, Business, Ultimate, Enterprise), Microsoft® Windows® 7 (Home Premium, Professional, Ultimate), Microsoft® Windows® 8 (Pro, Enterprise), Microsoft® Windows® Server 2003/2008/2012
CPU	Intel Core II Quad 8200 2.33 GHz/Intel Xeon 3.0 GHz or faster
RAM	2GB or more
VGA	AMD Radeon™ HD 2400 or NVIDIA GeForce FX5500 (AMD recommended) (1024x768, 24bpp or higher)
HDD	2GB or more free space for each service (for example, 4GB or more free space when installing administration and monitoring services)
LAN	Gigabit Ethernet or faster

Client System

	Recommended	Minimum
OS	Microsoft® Windows® 7 64-bit (Home Premium, Professional, Ultimate) (Microsoft® Windows® 8 (Pro, Enterprise) compatible)	Microsoft® Windows® XP Home SP 3
CPU	Intel Core II Quad 8200 2.33 GHz or faster	Intel Pentium IV 3.0 GHz or faster
RAM	2GB or more	1.5 GB or more
VGA	AMD Radeon™ HD 3650 or NVIDIA GeForce 8400GS (AMD recommended) (1024x768, 24bpp or higher)	AMD Radeon™ HD 2400 or NVIDIA GeForce FX5500 (AMD recommended) (1024x768, 24bpp or higher)
HDD	350 MB or more free space	350 MB or more free space
LAN	Gigabit Ethernet or faster	10/100 Mbps Ethernet or faster

- In this document, the **Server or Server System** refers to a PC on which a IDIS Solution Suite service is running. The **Client System** refers to a PC running the Client program.
- The IDIS Solution Suite program is a 32-bit application. When you install it on a 64-bit of Microsoft® Windows® Vista or later operating system, it is installed and operates in 32-bit compatibility mode.
- It is recommended to add a new unformatted hard disk drive to ensure stable recording. If you are setting up a hard disk drive which contains data, however, you are to delete partition(s) and the file system in advance after formatting. Refer to the PC/server's user manual or consult with the PC/server manufacturer for details about how to format or delete the partition(s) and file system.

Installation

☑ Disable your PC's Windows power saving function: **Start** menu → **Power Options** → set both **Turn off the display** and **Put the computer to sleep** to **Never** (**Power Options** → **Power Schemes** tab → set both **Turn off monitor** and **Turn off hard disks** to **Never** when using the Microsoft® Windows® XP operating system).

⚠ If an older version of IDIS Solution Suite software is installed on your computer, a screen appears asking you to upgrade the software. In this case, you are required to upgrade the software according to the instructions in the screen.

1   Insert the software CD in the failover server.

2   Run the **Setup.exe** file in the **Setup** folder of the software CD.

⚠ The **User Account Control** window might appear when using the Microsoft® Windows® Vista or later operating system. Click **Allow** and install the software following the instructions.

3   Select the language in which to run the program and then click **OK**.

☑ • To properly display the selected language, your PC's operating system should be set to support the selected language.

• To change the IDIS Solution Suite program's language after the software has been installed, select **Language Selector** in the **IDIS Solution Suite** → **Utility** folder of the **Start** menu before running the **IDIS Solution Suite** program.

4   When the following screen appears, select **Install** and click **Next**.
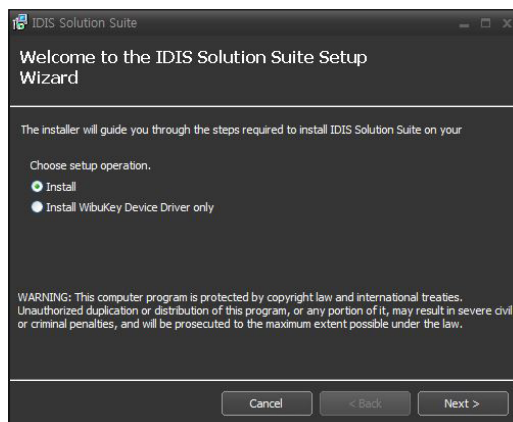
5   Select a service to install and click **Next**. If you want to install Client program, click **Client** and click **Next**.

<Administration failover service>

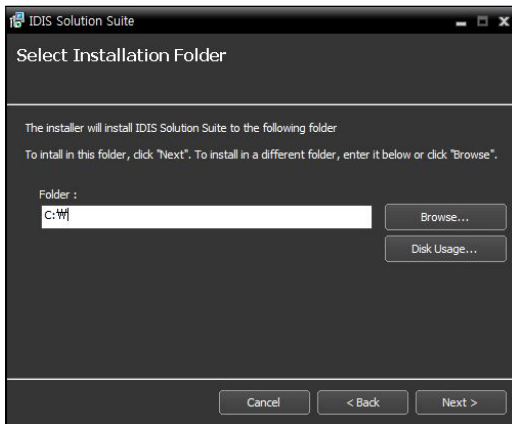<Monitoring failover service>

<Federation failover service>

<Recording failover service>

<Video wall failover failover service>
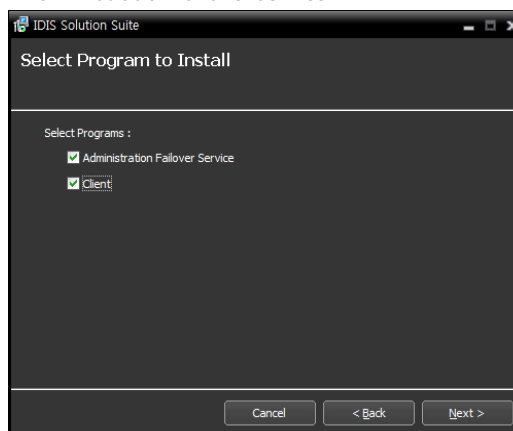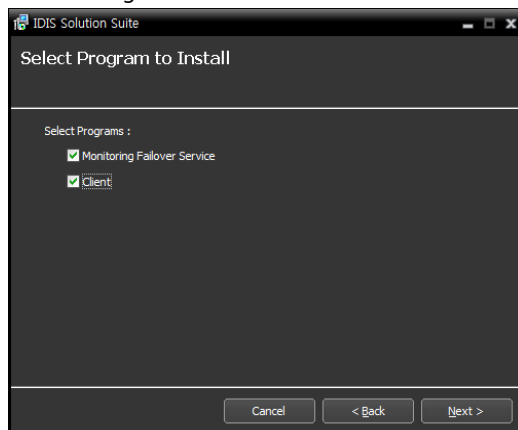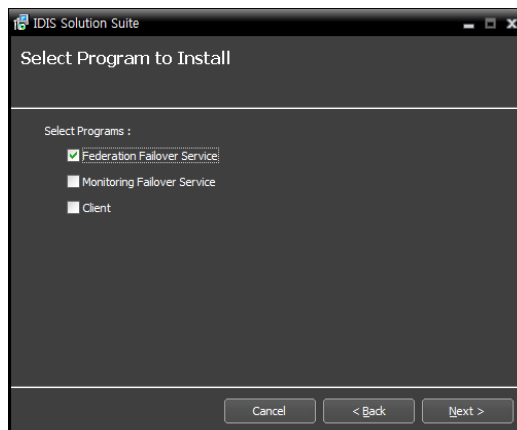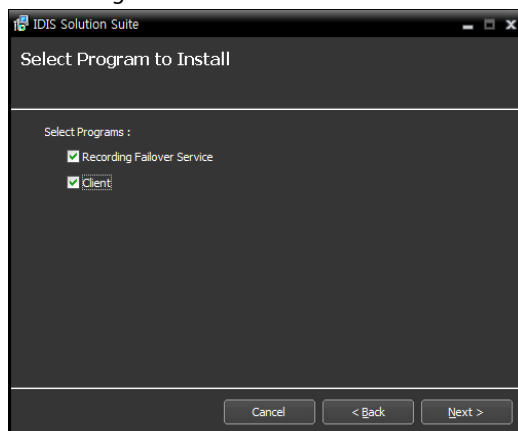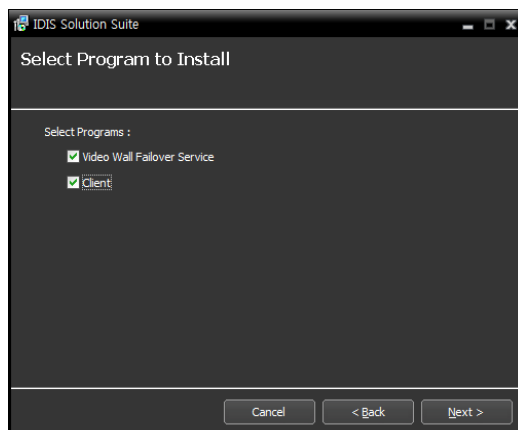
6 Designate the folder path to install the services. Clicking the **Disk Usage…** button shows the available and required disk space for each hard disk drive for the installation. Then click **Next**.


7 If you use the update service, it is required to enter the IP address and port number of the update server when installing the failover service. You can change the settings in the Service Manager program after completing installation.
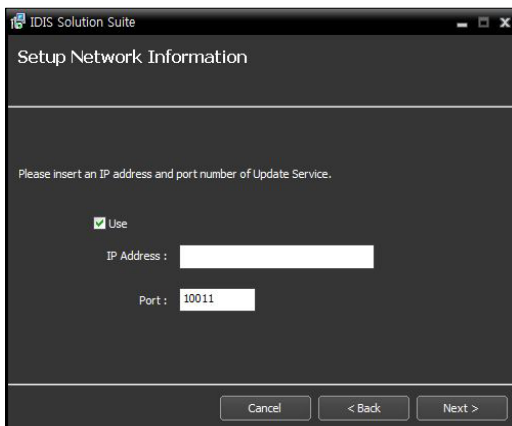
8 It is required to enter the IP address and port number of the administration(federation) server. You can change the settings in the Service Manager program after completing installation if necessary. When the installation is complete, the failover service is connected to the administration(federation) service via the network if the both services are operating.
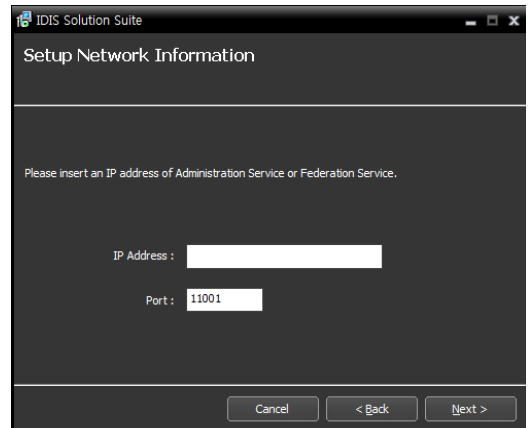
9 When the following screens appear, click **Next**.
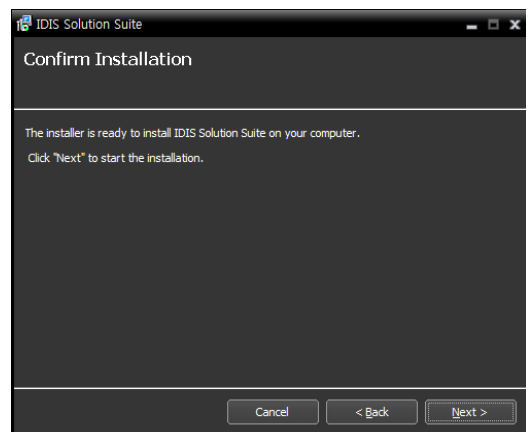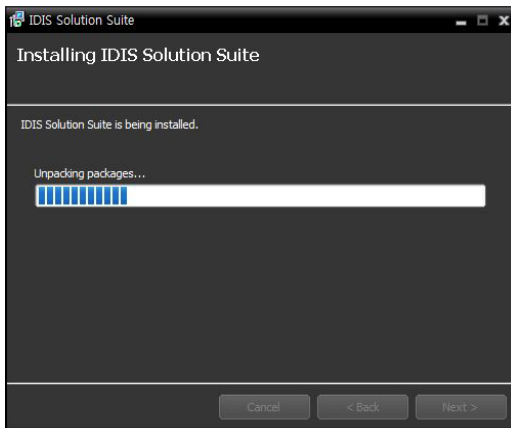
- • The following screen appears when using Microsoft® Windows® Vista or later operating systems. It is recommended that you check the **Disable WS-Discovery Windows Service (fdPHost, FDResPub)** box. If you do not check the box, the IDIS Solution Suite program cannot auto-scan devices using **ONVIF™** Conformance protocol when scanning devices for device registration.
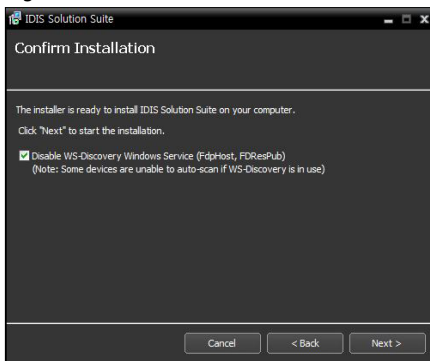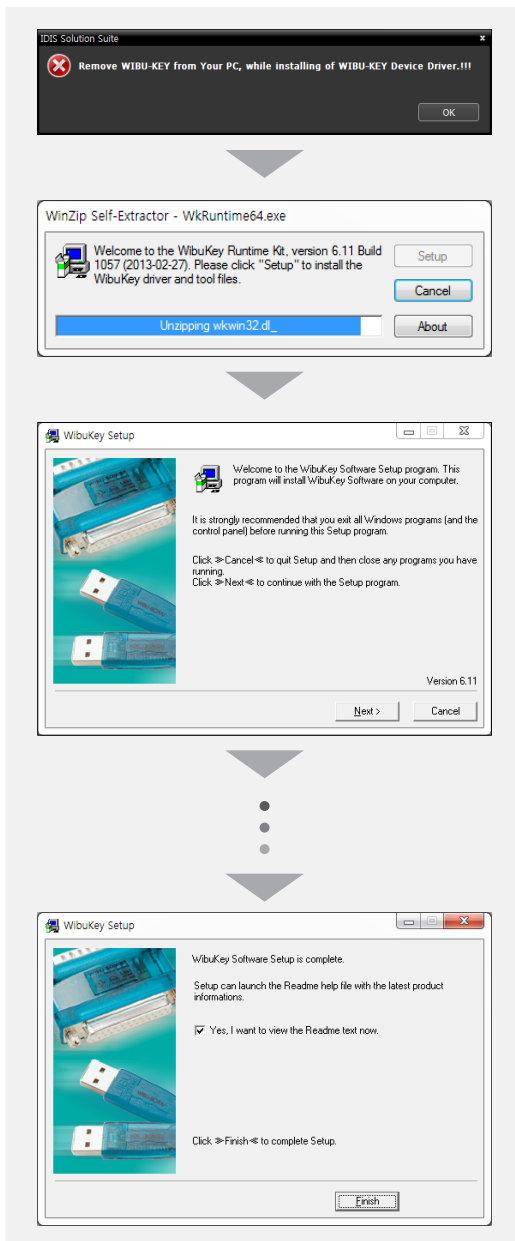

- • The following screen appears when the port number of the service being installed is already in use, and the screen displays the port number that will be changed. The changed port number will be applied when the service starts operating after installation.
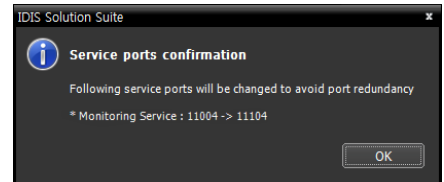
- • **.NET Framework** and the **Visual C++ Runtime Libraries** are installed automatically, and it may take some time. This installation step will be skipped if the programs are already installed on your computer.

10 Disconnect the WIBU-Key from the server if a WIBU-Key is connected. Then install the WIBU-Key device driver following the instructions.
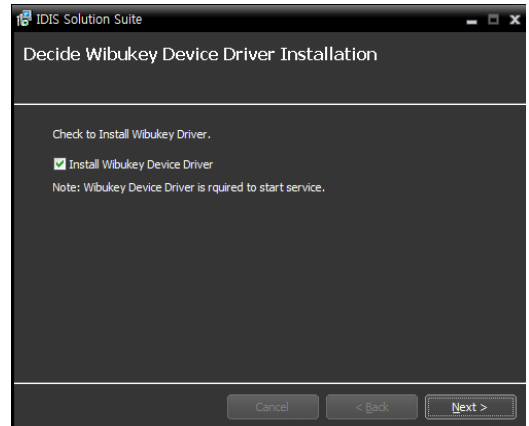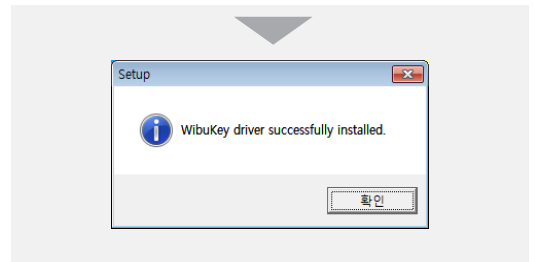
11 When the following screen appears, click the **Close** button to complete the installation.
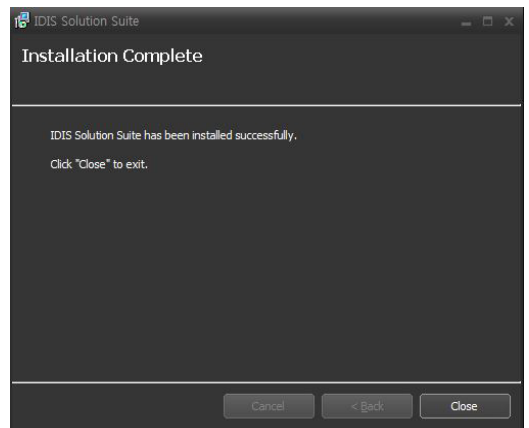
After successfully installing the services, the services, Service Manager program (the icon is displayed in the notification area of the task bar) and Setup program run automatically.

12 Connect WIBU-Keys to the failover server.

Uninstall

1   Stop running the services and Client program first.

> ✓   The IDIS Solution Suite software might not be uninstalled correctly if you uninstall it while the services or Client program is running.

> ⚠   The IDIS Solution Suite software should be uninstalled following the procedures below. If you delete the installation folder manually, the IDIS Solution Suite software cannot be uninstalled or reinstalled.

2   Go to the **Start** Menu, and click **IDIS Solution Suite**. Click **Uninstall IDIS Solution Suite**.

> ✓   You can uninstall the software by using the software CD. Insert the software CD in the server or Client PC and run the **Setup.exe** file. Select **Remove** and click **Next**.
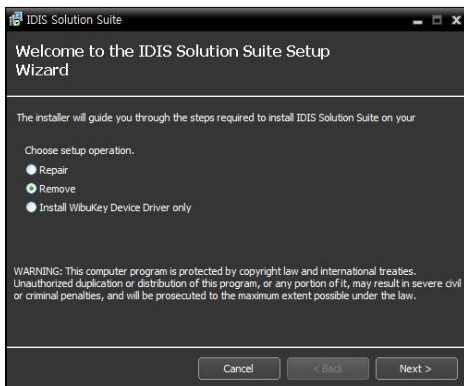
3   Click **OK** when the following screen appears.
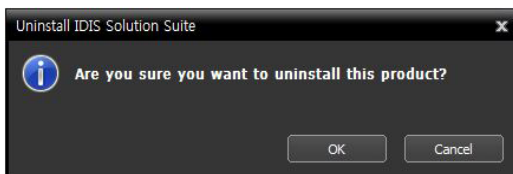
4   Click the **Remove All** or **Do not remove** button when the following screen appears. Clicking the **Remove All** button deletes all saved data including recorded video and previous settings in the system. Clicking the **Do not remove** button uninstalls the software without deleting any saved data in the system and keeps all saved data in the system.

12
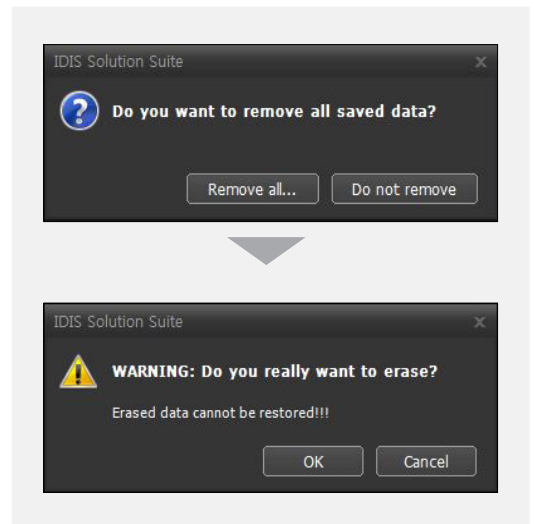
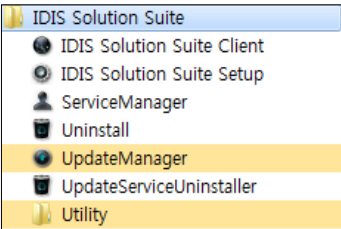> ✓   The deleted data cannot be restored once the data is deleted.

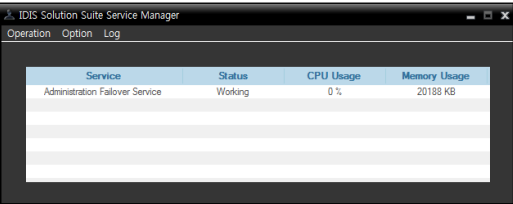5   Click the **OK** button to complete the uninstall process.

Part 3 - Getting Started

Running Services

> A **Service** in the IDIS Solution Suite program is a process that runs in the background and performs a specified operation.

When the services are installed, the services run automatically. You can also start or stop running the services manually. Go to the **Start** Menu → Click **IDIS Solution Suite** → Run the **Service Manager** program.
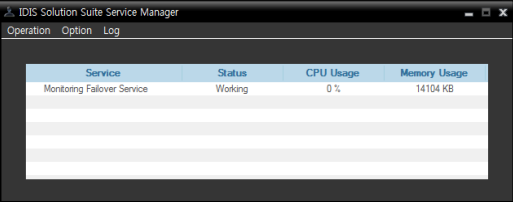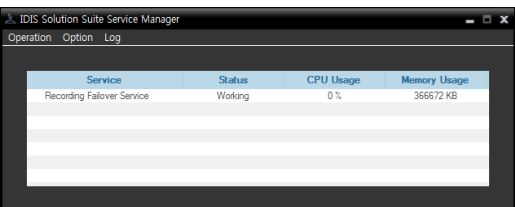

<Administration failover Server>


<Monitoring failover service>

<Recording failover service>

<Video wall failover service>

<Federation failover service>
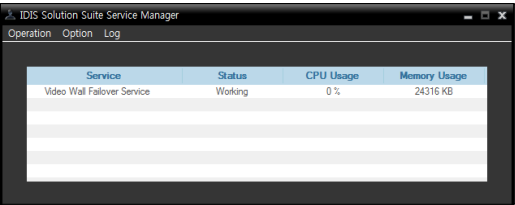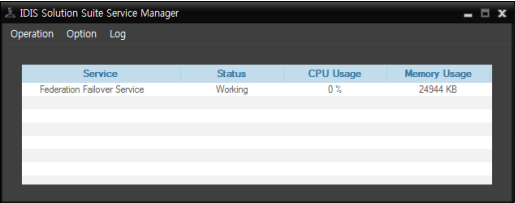
Check the status of services. If any of the services are not listed as **Working** under **Status**, start the services manually. Refer to IDIS Solution Suite Standard User's Manual for details about the **Service Manager** program.

# Log In

You are required to log in to the administration(federation) service as follows when running the Setup and Client programs.

Go to the **Start** Menu → Click **IDIS Solution Suite** → Run the **IDIS Solution Suite Setup** or **IDIS Solution Suite Client** program and enter login information.
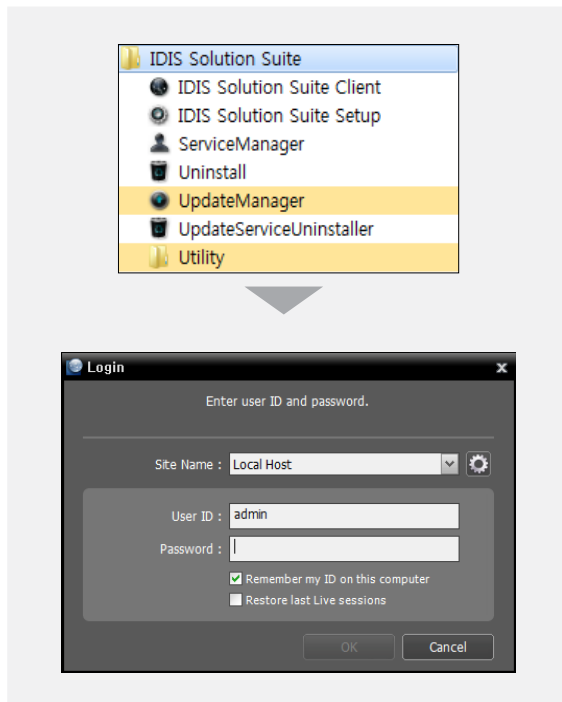
- • **Site Name**: Select the administration(federation) service to connect to from the list. You can add other administration(federation) services to the list or modify information about the administration(federation) service in the list by clicking the ⚙ button at the right.
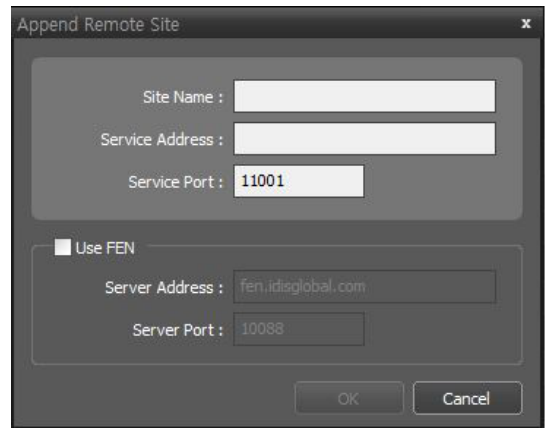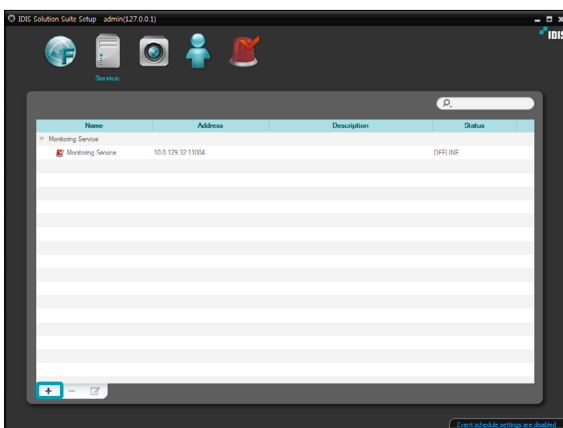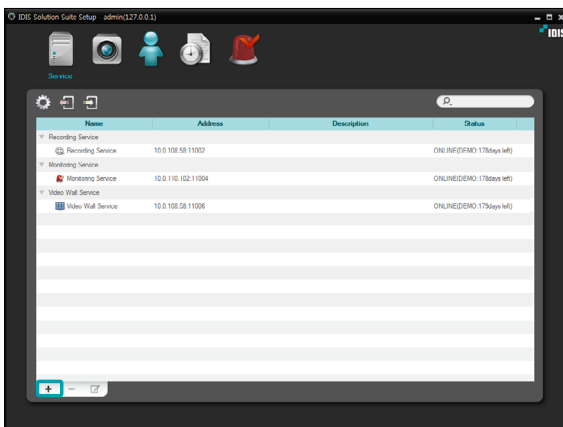

- – **Site Name**, **Service Address**, **Service Port**: Designate the name of the administration(federation) service and enter the IP address and port number of the administration(federation) server (default: 11001/11000).
- • **User ID**, **Password**: Enter your user ID and password. The default user ID is **admin** and default password is **12345678**. You can change the user ID and password in the User menu. Refer to IDIS Solution Suite Standard User's Manual for details.
- • **Remember my ID on this computer**: Check the box if you want to save your ID for logging on.
- • **Restore last Live sessions**: Check the box if you want to restore the previous live monitoring sessions in the current Live panels of the Client program (supported only for the Client program).

Registering Services

You must register recording, monitoring, streaming and video analytics services on the administration service to start the IDIS Solution Suite program. Services that are installed on the administration server are registered on the administration service automatically.

Go to the **Start** Menu → Click **IDIS Solution Suite** → Run the **IDIS Solution Suite Setup** program and enter login information.
Select the **Service** menu, and then register administration, monitoring, recording, video wall, or federation failover service following the procedures below.

1 Click the **+** button at the bottom. The **Service Registration** window appears, and a list of available services is displayed with information about each service.
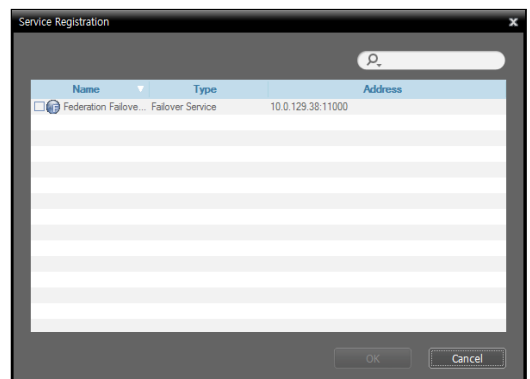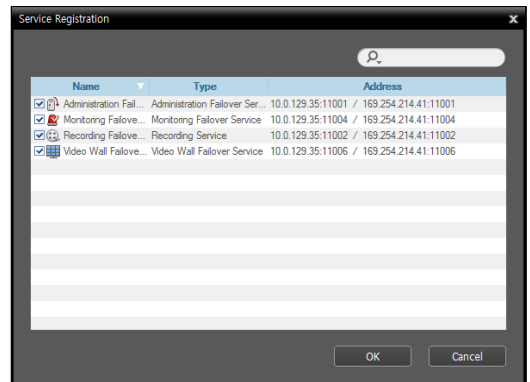

- **Name**: Displays services that are currently connected to the administration(federation) service via the network.
- **Type**: Displays the service type.
- **Address**: Display the IP address and port number of each server.

Only the services of which the administration(federation) server information (**Service Manager → Option → Server Option**) matches the currently connected administration(federation) server are available.

2 Select administration, monitoring, recording, video wall, or federation failover service to register on the IDIS Solution Suite system, and the selected services are displayed in the service list.
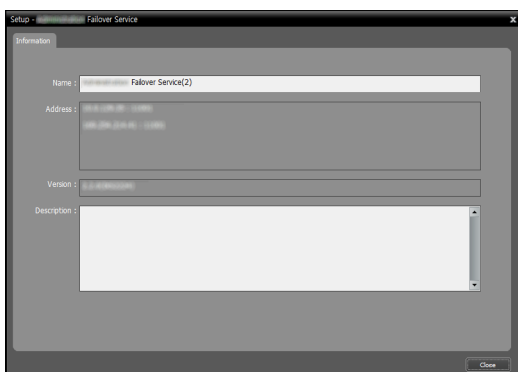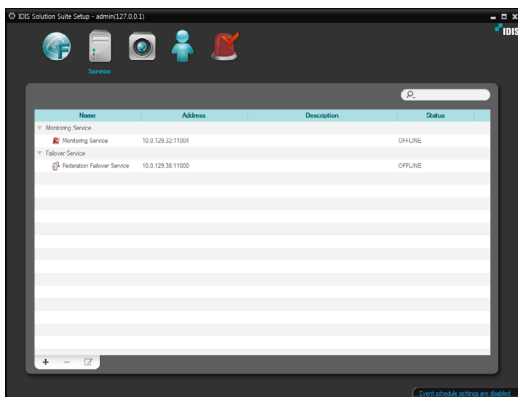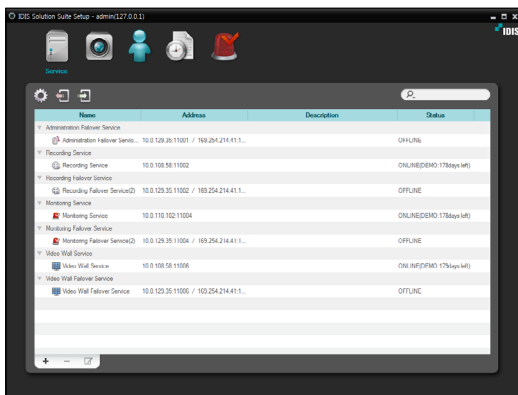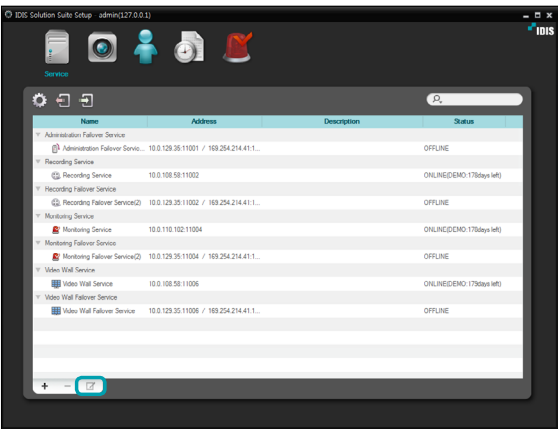

Select a failover service and click the ☑ button at the bottom. You can change the failover service's name.
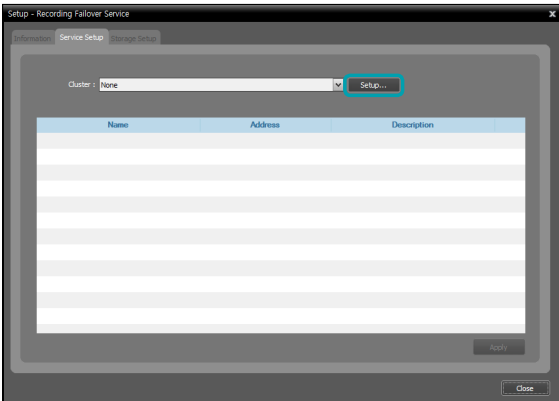
Part 4 - Failover Service Configuration

You are required to configure the recording failover service and video wall failover service for the services to operate properly. Setting up and operating the IDIS Solution Suite Client program of the IDIS Solution Suite failover software is identical to that of the IDIS Solution Suite Standard software.
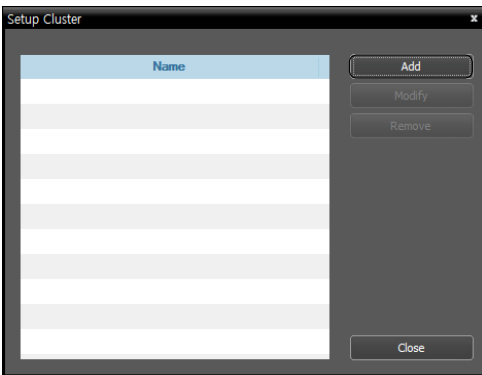

Select a failover service and click the ☑ button at the bottom.
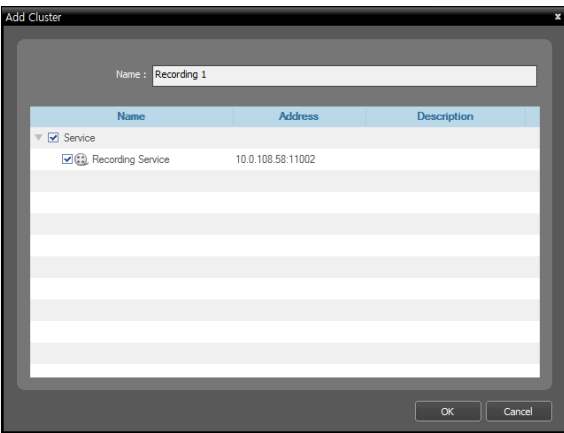
Recording Failover Service

Click the **Service Setup** tab and click the **Setup…** button.
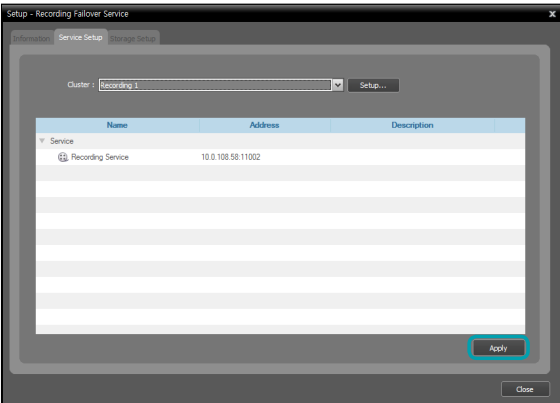

Click the **Add** button.

A list of available services is displayed. You can cluster more than one recording service for one failover service. Select recording services to cluster.

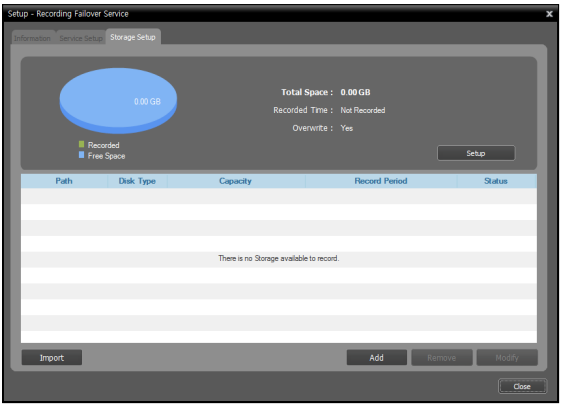Enter the cluster name and click the **OK** button.

> Only the services of which the administration server information (**Service Manager** → **Option** → **Server Option**) matches the currently connected administration server are available.

A list of clustered services is displayed. If you have added more than one cluster, you can choose from the **Cluster** drop-down list. Click the **Apply** button.
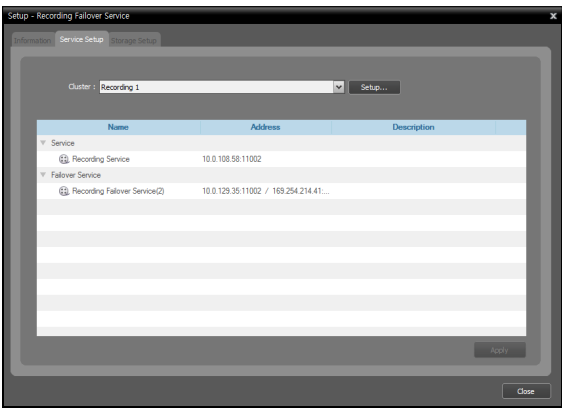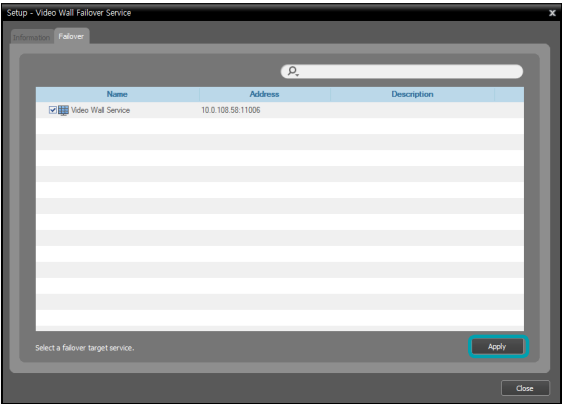

Whenever any problem occurs in one of the listed recording services, the failover service will replace the recording service.

Click the **Storage Setup** tab and assign storage for recording. Refer to the IDIS Solution Suite Standard User's Manual for details.

Video Wall Failover Service

Click the **Failover** tab and select a video wall service. It is not allowed to cluster video wall services, and the failover service will replace only one service. Click the **Apply** button.

> Only the services of which the administration server information (**Service Manager** → **Option** → **Server Option**) matches the currently connected administration server are available.

IDIS Co., Ltd.

For more information, please visit at
www.idisglobal.com