Rimage Surveillance Archiver

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Introduction

The Rimage Surveillance Archiver application is a Windows service that archives surveillance video generated with the XProtect Enterprise product from Milestone Systems. The surveillance video is archived to optical media using a Rimage System with minimal user intervention. This document provides information for configuring the Surveillance Archiver settings.

Operation

Milestone software records video surveillance feeds from IP cameras on the network. The amount of data collected by Milestone software becomes unmanageable over time, unless it is offloaded from primary or secondary hard drive storage. The Rimage Archiving solution offloads historical video data onto optical media to free up hard drive storage space.

The Archiver service monitors designated folders containing periodically updated Milestone Proprietary Database video files and then submits Rimage publishing jobs in order to create optical archives of this data. Archiving jobs are performed on a set schedule (Time and Date) or when a high water mark (in GB) is reached.

The Archiver does not create an exact copy of the video database as it exists on the hard drive. It adds the Milestone proprietary video player and its supporting files on each disc so that the archived video on each disc can be viewed later.

Installation

The Archiver application is installed on the computer that hosts the Milestone server. The Archiver application runs as a Windows service, therefore an interactive user does not have to be logged into the host computer to create archiving jobs.

Configuration

Configuration of the Archiver application is achieved through the user interface, which runs in the System Tray. The configuration window allows the user to configure each individual camera's folder information, trigger settings, see archiving job history, resubmit failed or canceled archiving jobs, and change the state of the Archiver service.

The configuration user interface is always installed on the computer alongside the Archiver service itself. The user interface can also be installed on a remote computer, and the Archiver service can be monitored and configured from any computer on the network.

Note: The user interface and **System Watch** cannot be installed individually. Users must install the complete Archiver application in order to monitor or configure the service from a remote computer.

Requirements and Dependencies

The Archiver application requires and supports the following:

- Windows XP Professional with Service Pack 3, Windows Server 2008 R2 64-bit, Windows 7 32-bit, and Windows 7 64-bit
- Milestone XProtect Enterprise (XPE) version 6.5 and higher
- Rimage Producer Software Suite (PSS) version 8.5 or Rimage Software Suite version 8.6 with Rimage 8.6 Service Pack 1.
- Supported media types for optical archives: DVD, DVD DL (dual layer), BD, and BD DL (dual layer)

System Watch Menu

System Watch is installed to run from the Windows System Tray. From the System Watch menu, you can access the Rimage Surveillance Archiver user interface, as well as view job status and perform other tasks.

Follow the steps below to access the System Watch menu.

1. Select the ⊙ **System Watch** icon in the system tray.

    Note: The System Watch application is installed to start automatically when a Windows user logs in. If System Watch is not running, select **Start** > **All Programs** > **Rimage** > **Surveillance** > **Rimage System Watch**.

2. Select an **option** from the *System Watch* menu.

    - **Jobs:** Access the *Job Status – All Jobs* window. Refer to the *Job Status* section on page 14 for more information.

    - **Alerts:** View system alerts. If no system alerts exist, a message displays.

    - **System Manager**: Access Rimage System Manager.

    - **Connect/Disconnect:** Access the *Connect* dialog. From the *Connect* dialog, you can connect to a new or disconnect from an existing system host connection.

    - **Settings:** Access the *Rimage System Watch Settings* dialog. This setting allows you to configure alerts. The options available include:

        o   Show alerts from all systems.

        o   Show alerts from select systems only.

        o   Do not show any alerts.

        o   Show alert bubble tip.

        o   Show full alert window.

    - **About:** View information about the Rimage System Watch software.

    - **Rimage Surveillance Archiver:** Open the *Rimage Surveillance Archiver Settings* window. Refer to the *Rimage Surveillance Archiver Settings* section on page 3.

    - **Exit:** Exit Rimage System Watch.
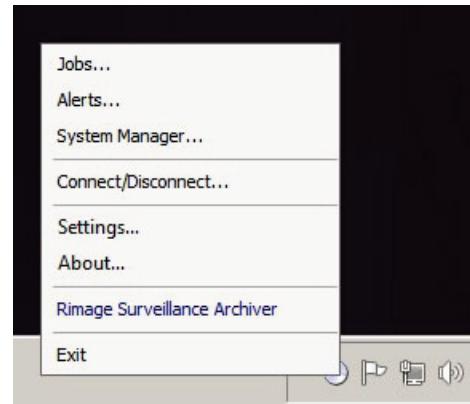
Rimage Surveillance Archiver Settings

The Surveillance Archiver contains a user interface where all available settings can be configured. The user interface is accessed through System Watch, which runs in the Windows system tray.

Access the Rimage Surveillance Archiver Window

Follow the steps below to access the *Rimage Surveillance Archiver Settings* window.

1. Select the **System Watch icon** in the System Tray.

2. Select **Rimage Surveillance Archiver**. The *Rimage Surveillance Archiver Settings* window opens.
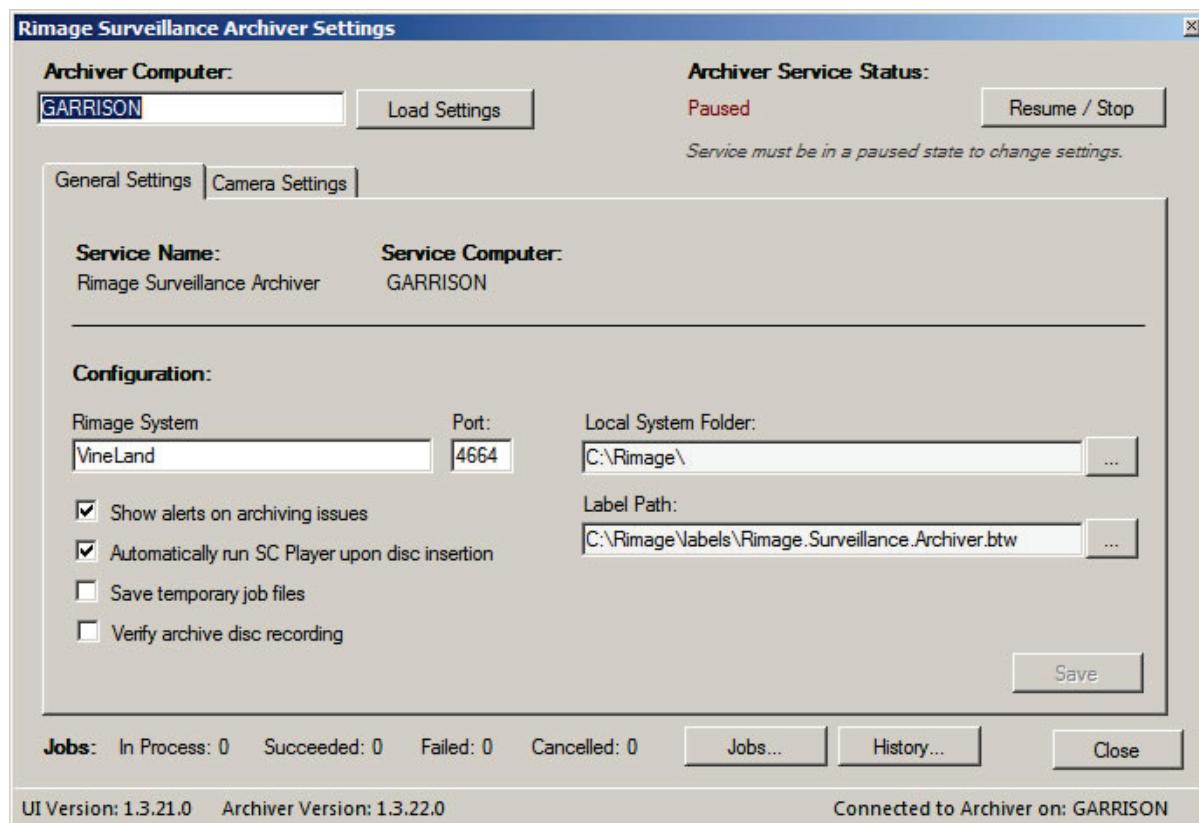
Job statuses display at the bottom of the *Rimage Surveillance Archiver Settings* window. You can view all jobs that are In Process, have Succeeded, have Failed, and have been Canceled for the selected Archiver computer.

- Select **Jobs** to view status information about all archive jobs that have been submitted. Refer to the *Job Status* section on page 14 for more information.

- Select **History** to view detailed information about all Failed, Canceled and Succeeded archival jobs. Refer to the *Job History* section on page 17 for more information.

3. Select **Close** to close the *Rimage Surveillance Archiver Settings* window.

Note: The Archiver service continues to run even though the application window is closed. Select **Pause/Stop** then **Stop** to stop the Archiver service completely.

Configure the General Settings

The *General Settings* tab displays information about the Rimage system running the archive jobs, as well as the computer running the Rimage Surveillance Archiver service. Follow the steps below to configure the settings on the *General Settings* tab.

1. In the *Archiver Computer:* field, enter in the **name of the Archiver Computer** running the Rimage Surveillance Archiver service. This is typically the **local computer**, which is the default.

2. Select **Load Settings**. Any saved configuration settings for the selected Archiver computer display.

   Note: If the Archiver service is stopped, selecting **Load Settings** attempts to start the service.

3. Select **Pause/Stop** then **Pause**. The application must be paused to change any settings.
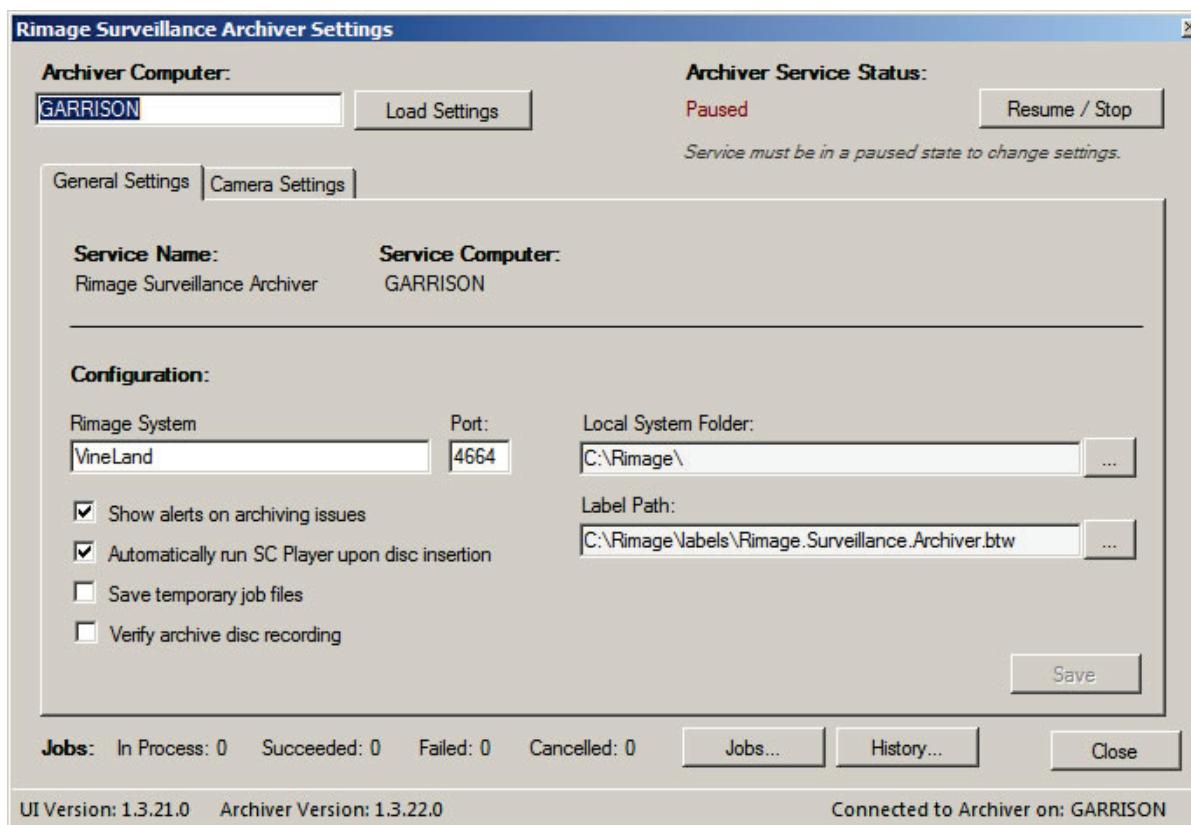
4. Enter or edit the Configuration information as needed.
   - **Rimage System:** Enter the Rimage system to use for Archiving. All archival jobs are sent to this Rimage system.
   - **Port:** Enter the Rimage System Port number. The Port is typically **4664.**
   - **Local System Folder:** Browse to and select the folder where Rimage log files and other application files reside. The default location is **C:\Rimage**.

- **Label Path:** Browse to and select the file to be used as the disc label. This label is printed on the disc when the recording is successful. The default location is **C:\Rimage\Labels\Rimage.Surveillance.Archiver.btw**.

  By default, automated labels print the following information:
  - **Camera:** The name of the camera whose data is archived on the discs
  - **Archive:** Full path to the monitored folder that contained the archived data
  - **Date:** Date and time the disc set was produced
  - **Device:** Address of the camera whose data is archived on the disc
  - **Total Disc Size:** Total size of all data on the disc, in gigabytes
  - **Total Disc Duration:** Total time span of video on the disc
  - **Archive Time Span on Disc:** The exact time segment contained on the spanned disc set
  - **Description 1,2,3:** Configurable fields that display information the user would like printed on the disc label

    Note: The look and feel of the label can be changed using the *Rimage CD Designer* software. However, the merge and text fields on the label cannot be changed.

- **Show alerts on archiving issues:** Select this option if you want the system to notify you when a job fails during processing. You can also view archive issues from the *Archiver History* window. Refer to the *View Archiver Issues* section on page 18 for more information.

- **Automatically run SC Player upon disc insertion:** Select this option if you want the Smart Client Player to launch automatically when an archive disc is inserted into a drive.

  Note: This option is only available if AutoRun is enabled on the computer.

- **Save temporary job files:** Select this option if you want to save the temporary files once a job is successfully completed. Temporary files are saved automatically for Failed and Canceled jobs.

- **Verify archive disc recording:** When selected, the content of each disc will be compared to the source data to ensure the archive disc is error-free.

5. When you have finished editing the Archiver General Settings, select **Save.** A message displays confirming that the settings are saved.

6. Select **OK**. The message box closes.

7. Select **Resume/Stop** then **Resume**. The Archiver service resumes.

Configure Camera Settings

From the *Camera Settings* tab, you can add, edit and delete a camera, or select a camera to archive now. Follow the steps in this section to configure the settings on the *Camera Settings* tab.

1. If the Archiver service is running, select **Pause/Stop** then **Pause**. The application must be paused to change any settings.

2. Select the *Camera Settings* tab. The *Camera* and *Trigger Type* information displays. This information can be edited by selecting the **New**, **Edit**, or **Delete** buttons.
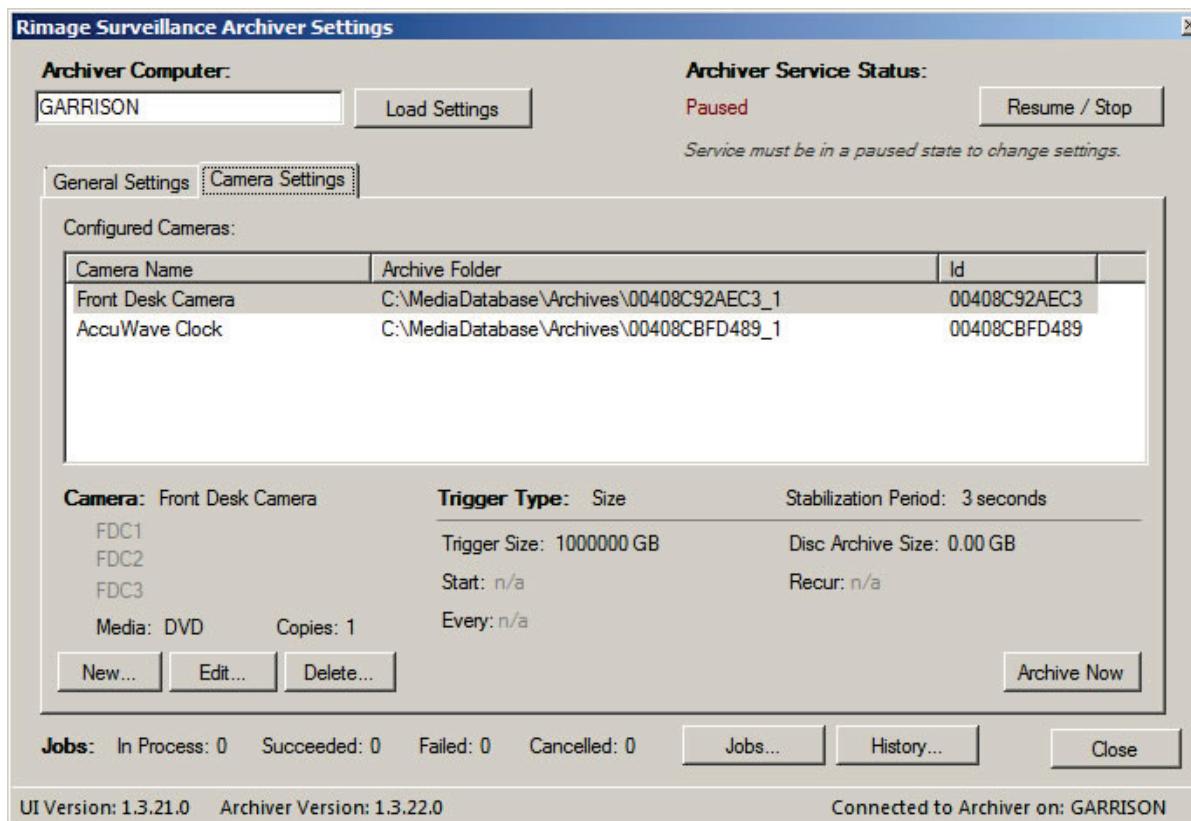
The *Camera Settings* tab displays the following information:

- **Configured Cameras:** Lists all of the configured cameras that are available for archive.
  - **Camera Name:** The name of the camera whose data is being archived.
  - **Archive Folder:** The folder containing the camera's archived video files.
  - **ID:** The ID (or Mac address) of the camera being archived.
- **Camera:** The name of the selected camera.
  - **Media:** The type of media that is being used to archive the selected camera's data.
  - **Copies:** The number of sets of discs that will be made for the selected camera's archive.
- **Trigger Type:** Displays the selected trigger type. Options are Size or Date/Time. Refer to the *Edit Automatic Start Trigger Settings* section on page 10 for more information.
  - **Stabilization Period:** The selected period of time that the system will wait before beginning a new archival job. This setting ensures that none of the archive files are being written to or are open before a new job begins.

- o **Trigger Size:** The amount of data that will trigger an archive. For size triggers only.

- o **Disc Archive Size:** The amount of data that has not been archived yet. For size triggers only.

- o **Start:** When the selected archive is scheduled to start. For Date/Time triggers only.

- o **Every:** Which days the selected archive is scheduled to occur on. For Date/Time triggers only.

- o **Recur:** How often the selected archive is scheduled to recur. For Date/Time triggers only.

Add or Edit a Camera

Note: There is no limit to the number of cameras that can be added and configured to have data archived. Each camera can have its own name, archive folder, and archiving trigger.

1. To add a camera, select the **New** button on the *Camera Settings* tab. The *Add New Camera Archive Settings* window opens.
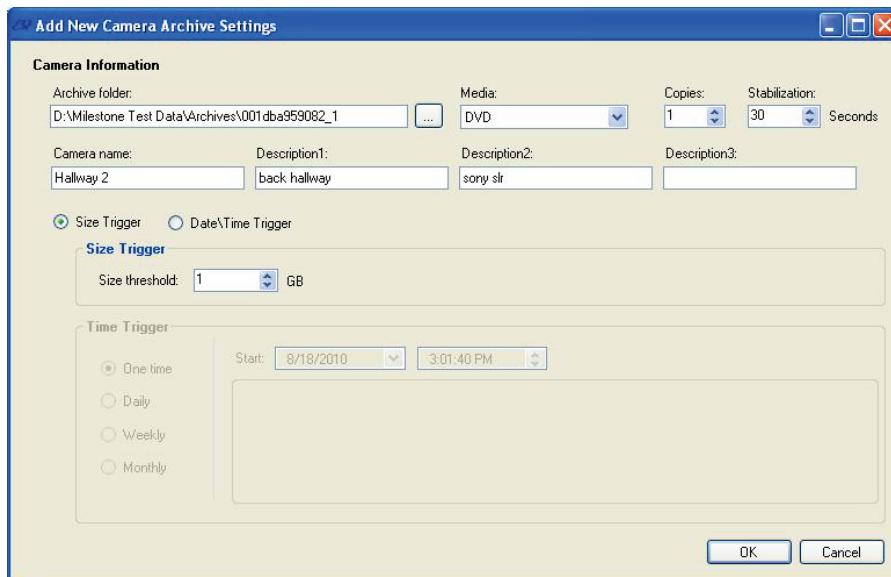
2. To edit a camera, select a **camera configuration** from the list on the *Camera Setting* tab and select the **Edit** button. The *Edit Camera Archive Settings* window opens.
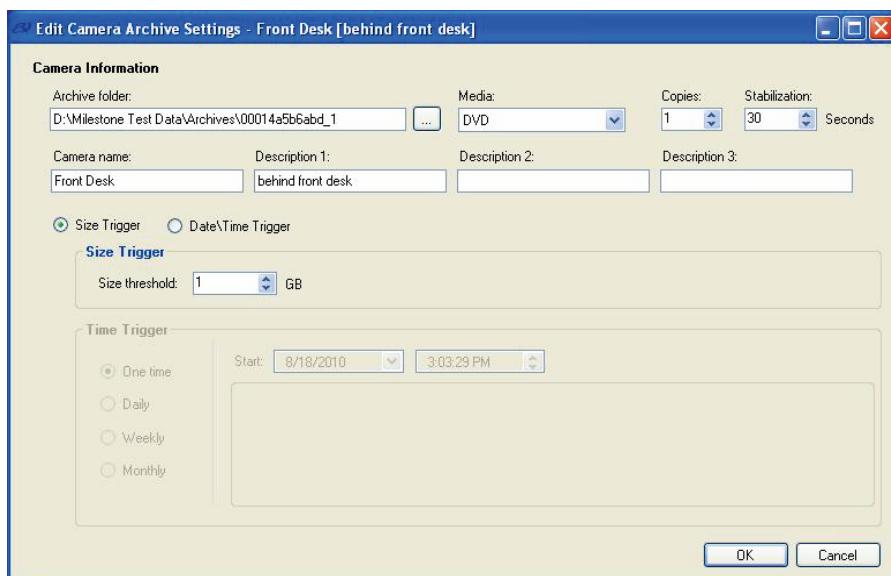
3. Edit the **Camera Information** fields as necessary. Refer to the *Edit Camera Information Fields* section on page 8.

4. Edit the **Automatic Start Trigger Settings** fields as necessary. Refer to the *Edit Automatic Start Trigger Settings* section on page 10.

Edit Camera Information Fields

Edit or add information about the selected camera in the Camera Information fields.

Note: The *Camera Information* fields are customizable in the Archiver configuration file. The field names that display may vary.

- **Archive folder:** Browse to and select the folder containing the **camera's archived video files**. This is the folder that will be monitored continuously by the Archiver service. You can locate an archive folder by selecting and choosing either a **Camera** from the dropdown list or a **Camera Archive Folder.**

  Note: This path to this folder must have the word "Archives" in it.

- **Media:** Select the type of media that is being used from the dropdown list. Options are:
  - **DVD**
  - **DVD-DL**
 - **Blu-ray**
  - **Blu-ray DL**

  Note: The Rimage System that is being used must have recorders that support the selected media, otherwise the archival job will fail.

- **Copies:** Select the number of sets of discs that should be made for each archive. Each set contains as many discs as necessary to record all selected data.

- **Stabilization:** Select how long to you want the system to wait before beginning a new archival job. This setting ensures that none of the archive files are being written to or are open before a new job begins. The default setting is **30 seconds**.

- **Camera name:** Enter the name of the camera whose data is being archived. This name displays in the job history and default disc label. This field name is customizable in the Archiver configuration file.

- **Description 1, 2, and 3**: Enter any additional information about the camera. The description field names may vary. The field names are customizable in the Archiver configuration file.

Edit Automatic Start Trigger Settings

Select how and when to automatically start the archiving process for the selected camera folder. The process can be triggered by either **Size** or **Date and Time**.
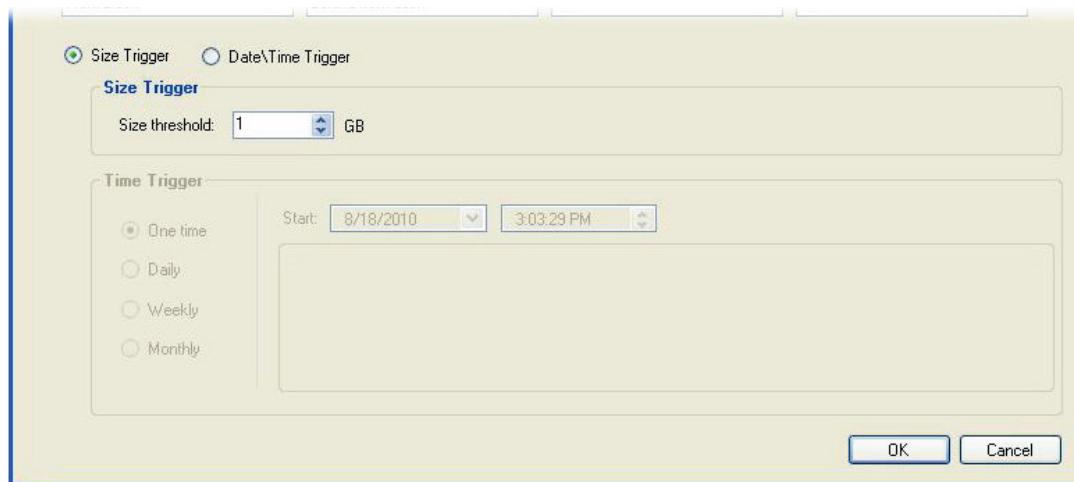
Select a Size Trigger

When this option is selected, the Archiver service begins recording all new content in the selected folder when the content reaches a specific size. The default size is 1 gigabyte. The max size is 1,000,000 gigabytes.

1. Select **Size Trigger**.

2. Select the **Size threshold**, measured in one gigabyte increments.

Select a Time Trigger

When this option is selected, the Archiver service begins recording all new content in the selected folder at the specified date and time.

1. Select **Date\Time Trigger**.

2. In the *Start* field, select a date and time to begin the archiving process.

3. Select the **Time Trigger**, or the desired frequency of the data archive.

- **One time:** The archival job is submitted one time only, on the selected start date and time.
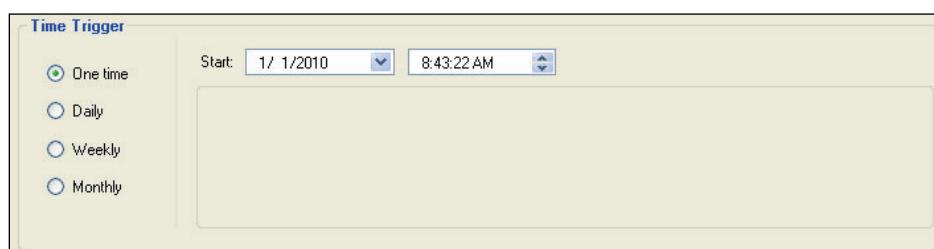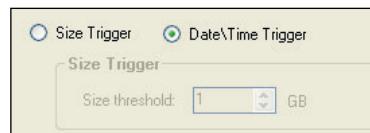
- **Daily:** An archival job is submitted every Nth day. For example, discs can be made every third day beginning 1/1/2010 at 8:43:22 AM.
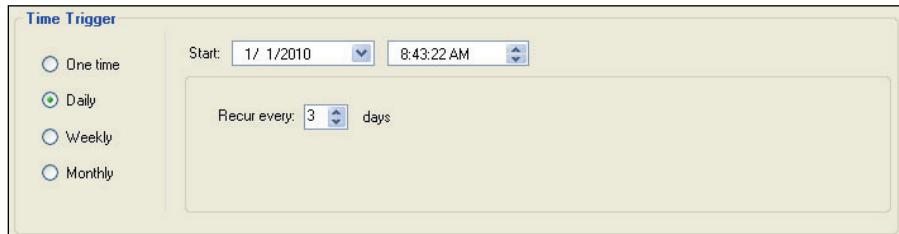
- **Weekly:** An archival job is submitted every Nth week. For example, discs can be made every second week on Monday and Wednesday beginning 1/1/2010 at 8:43:22 AM.
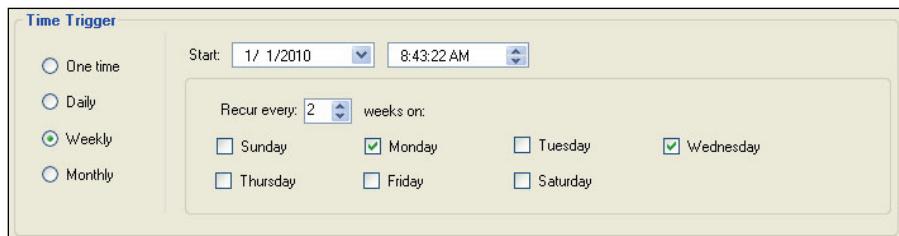
- **Monthly:** An archival job is submitted on specific months and chosen dates. For example, discs can be made every January, March, and September, on the 1st and 15th of each month, beginning 1/1/2010 at 8:43:22 AM.
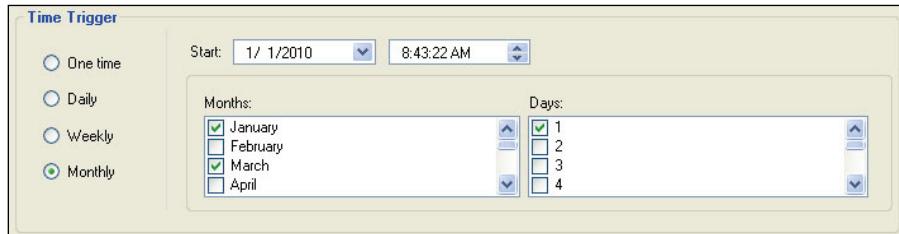
Save Your Settings

1. When you have finished editing the Camera and Automatic Trigger Settings, select **OK**. A message displays, confirming that your settings have been saved.

2. Select **OK** on the message box. The *Add* or *Edit Camera Archive Settings* window closes. The Camera and Automatic Trigger information that you added or edited displays in the *Camera Settings* tab.

3. In the *Rimage Surveillance Archiver Settings* window, select **Resume/Stop** then **Resume**. The Archiver service resumes.

Delete a Camera

1. Select a **camera configuration** from the list on the *Camera Setting* tab.

2. Select **Delete**. A message displays, confirming that you want to delete the selected camera.

3. Select **Yes**. The system deletes the camera configuration.

Archive Now

The Archive Now function allows you to archive the selected camera's data immediately, without creating a scheduled archive.

1. Select a **camera configuration** from the list on the *Camera Setting* tab.

2. Select **Archive Now**. The *Archive Now* dialog displays.
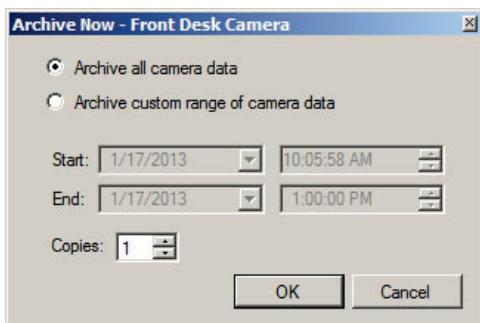
- **Archive custom range of camera data:** Select this option if you want to select a custom date and time range for the archive.

- **Archive all camera data:** Select this option if you want to archive all of the camera's data.

- **Start:** Enter the start date and time, for custom range only.

- **End:** Enter the end date and time for the archive, for custom range only.

    Note: The start and end date and time of the archived data may differ from the selected date and time. Milestone archives video data into separate folders. The entire folder must be archived to a disc. If the entire folder is not recorded to one disc, the Milestone database will not be playable.

    For example, the selected start time is 7/17/2011 at 1:40:00 PM and the selected end time is 7/17/2011 at 2:10:00 PM. Folder 1 contains archived data from 7/17/2011 at 1:00:01 PM to 7/17/2011 at 2:00:00 PM. Folder 2 contains archived data from 7/17/2011 at 2:00:01 PM to 7/17/2011 at 3:00:00 PM. All data within the selected time and date range, as well as the entire contents of each folder, will be archived. In this example, the actual archived data on the disc will start at 7/17/2011 at 1:00:01 PM and end at 7/17/2011 at 3:00:00 PM.

- **Copies:** Select the number of sets of discs that should be made for each archive. Each set contains as many discs as necessary to record all selected data.

3. Select **OK**. A screen displays asking you to review the archive information.
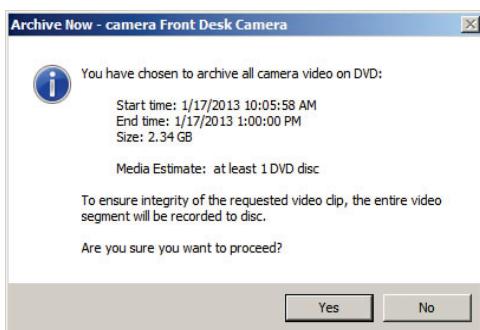
4. Select **Yes** to proceed. A message displays that the selected camera data will be archived after the stabilization period.

5. Select **OK** on the message to return to the *Camera Settings* tab. After the stabilization period has been reached, the system begins the archive.

Job Status

From the *Job Status* window, you can view current status information about all archive jobs that have been submitted.

View Job Status

The *Job Status – All Jobs* window displays automatically when a new archive job is submitted. To view the window without submitting a job, select the **Jobs** button on the *Rimage Surveillance Archiver Settings* window.

Note: You can also open the *Job Status* window by selecting **View Jobs** from the *System Watch* menu.

The *Job Status* window displays the following information:

- **System:** The Rimage system archiving the job.

- **Client Id:** The ID of the Client that submitted the archive job.

- **Job Id:** The ID of the camera being archived and the date and time the job was submitted.

- **Media Type:** The type of media the job is being archived to.

- **Job Type:** The type of job that was submitted. For example, Image/Record.

- **State:** The current state of the job. For example, Failed, In Progress, Succeeded, or Canceled.

- **Stage:** The current stage of the job. For example, Failed, Imaging, or Pending.

  Note: If a job fails, the word Failed displays in red text under the State and Stage column. Users can click on the **Failed** link under the State or Stage column to display information on why the job failed.

- **Progress:** Percentage of the job that is completed.

- **# of Discs:** The number of items that have been completed or archived in the job.

- **Submitted:** The date and time the job was submitted.

- **Started:** The date and time the job was started.

- **Completed:** The date and time the job completed.

- **Updated:** The last time status was sent from the Rimage system.

  Tips:

 - To clear the list of jobs in the *Job Status* window, right-click a **Job Id** and select **Clear all Finished Jobs**.

  - To remove columns from the *Job Status* window, right-click anywhere in the *Rimage Job Status – All Jobs* window and select **Columns**. Deselect the column(s) you would like removed from the *Job Status* window. Reselect the column(s) to add them back to the *Job Status* window.

Adjust the Job Status Window

Using the *More Detail, Filter, and Group By* options at the bottom of the *Job Status* window, you can adjust how information is displayed in the *Job Status* window.

1. Select the **More Detail** link to view additional information about the jobs listed in the *Job Status* window. The *Job Status* window expands.

   **Tip:** Select **Less Detail** to return to the default *Job Status* window.
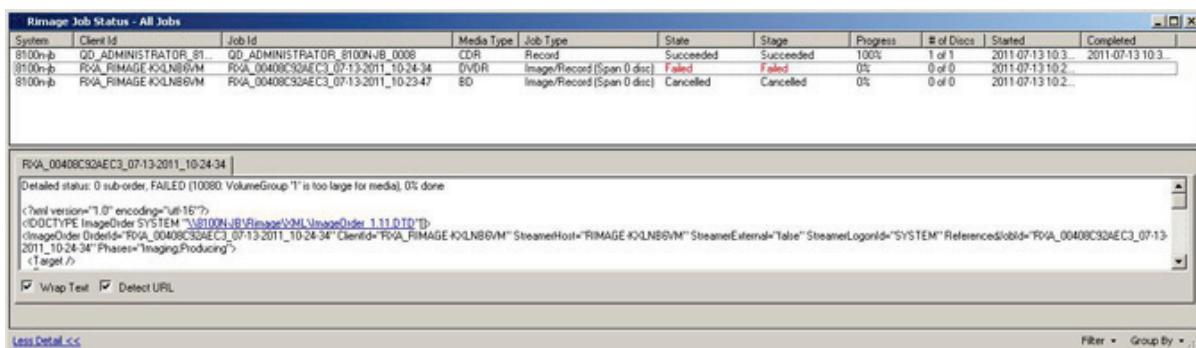
2. Select *Filter* to adjust how the jobs display in the *Job Status* window. A dropdown menu displays.
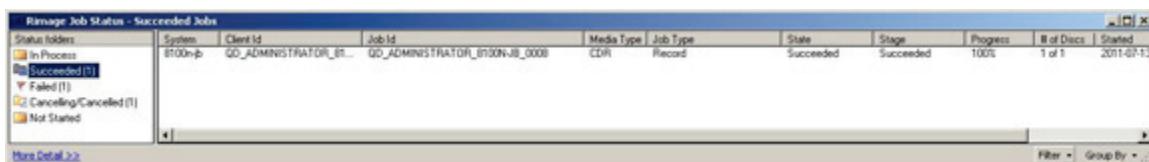
   The *Filter* menu options include:

   - **Show all Jobs:** Display all jobs that are in process, have failed, have been canceled, or have succeeded.

   - **Show jobs by status:** Display jobs by an individual status. When this option is selected, the *Status folders* pane displays. Select a folder to view jobs that are in process, have succeeded, have failed, are canceling/have been canceled, or have not been started.

3. Select *Group By* to group the jobs in the Job Status window by different criteria. A dropdown menu displays.

   Tip: You can also access the *Group By* menu by by right-clicking on a **Job Id** and selecting **Group By**.
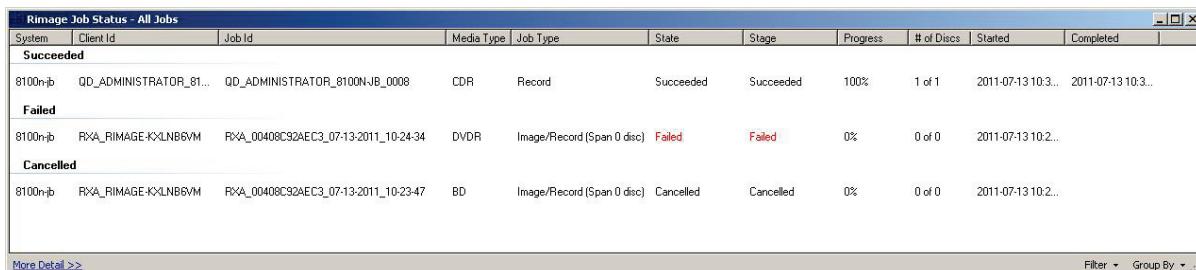
   The *Group By* menu options include:

   - **System:** Display jobs by the type of Rimage system used to create the archive.

   - **Client ID:** Display jobs by the IDs or addresses of the computer running the archive jobs.

- **Media Type:** Display jobs by the type of media used to create the archive. Depending on system compatibility, options may include DVD, DVD-DL, BD, and BD-DL. The default is DVD.

- **Job Type:** Display jobs by the type of jobs that were submitted. For example, Image/Record.

- **State:** Display jobs by the current state they are in. For example, Failed, In Progress, Succeeded, or Canceled.

- **Stage:** Display jobs by the current stage they are in. For example, Failed, Imaging, or Pending**.**

- **Progress:** Display jobs by the percentage complete.

- **None:** Display all jobs.

Cancel a Job

Follow the steps below to cancel a job from the *Job Status* window.

1. Right-click on a **Job Id** in the *Job Status* window. A dropdown menu displays.

2. Select **Cancel** from the menu. The system cancels the selected archive job. *Canceling* displays under the job's *State* column in the *Job Status* window.

Archiver History

From the *Archiver History* window, you can view detailed information about all Failed, Canceled and Succeeded archival jobs**.** You can also resubmit Failed or Canceled jobs for archiving, and view system error information.

View Failed, Canceled, and Succeeded Jobs

Select the **History** button in the *Rimage Surveillance Archiver Settings* window to open the *Rimage Surveillance Archiver History* window.
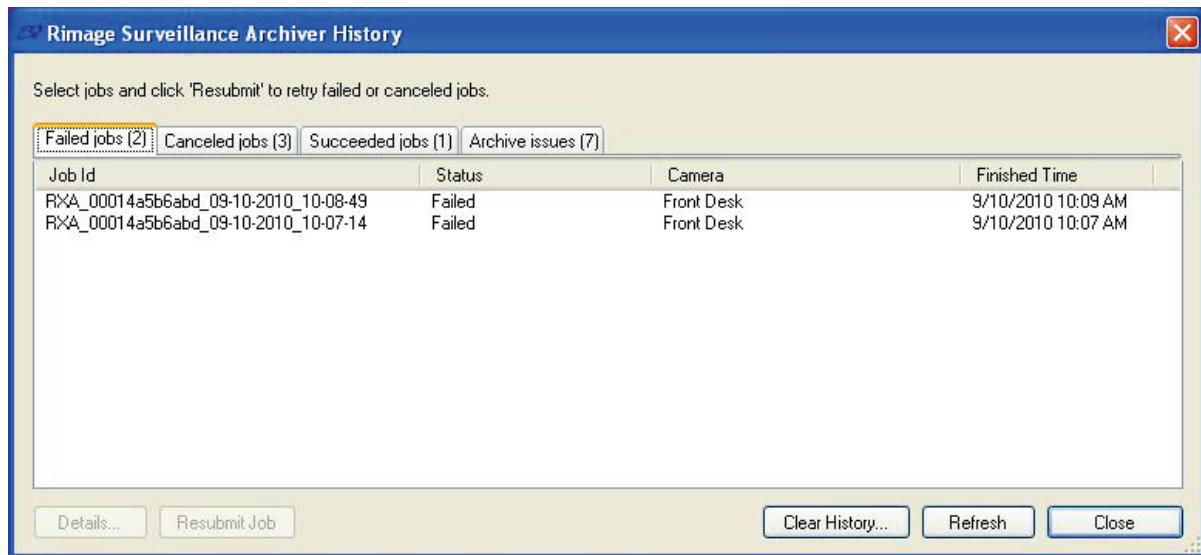
This *Archiver History* window displays the ***Failed jobs, Canceled jobs, Succeeded jobs*** status tabs with the number of jobs associated with each status.

Select the ***Failed jobs***, ***Canceled jobs*** or ***Succeeded jobs*** to view the following information:

- **Job Id:** The ID of the camera that was archived and the date and time the recording was submitted.

- **Status:** The final status of the archive job after submission: Failed, Canceled or Succeeded.

- **Camera:** The name of the camera whose data is being archived.

- **Finished time**: The date and time the job completed, was canceled, or failed.

View Archiver Issues

Select the *Archiver issues* tab on the *Archiver History* window to view a list of system errors.

Note: The *Archiver issues* tab displays system errors and reasons why archive jobs failed to submit during processing. When the **Show alerts on archiving issues** option is selected on the *General Settings* tab of the Archiver window, the system notifies you when there is an error or when a job fails to submit. Refer to the *Configure the General Settings* section on page 4 for more information.
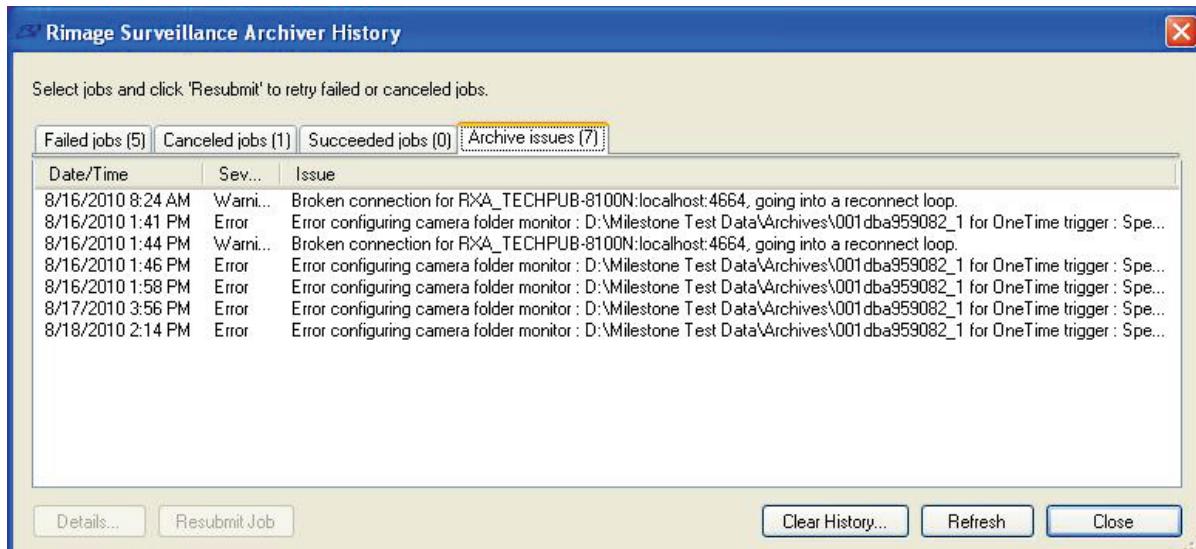
The *Archiver issues* tab displays the following information:

- **Date/Time:** The date and time that the system error occurred.

- **Severity:** The severity of the error. For example, Error or Warning.

- **Issue:** The error message or reason why the archive job failed to submit during processing.

Clear History and Refresh

Select the **Clear History** button to clear all jobs displayed in the *Archiver History* window. Selecting **Clear History** clears the list of jobs in the *Failed jobs*, *Canceled jobs*, *Succeeded jobs* and *Archive issues* tabs.

Note: Job history lists can get long and need to be cleared periodically. If the lists are not cleared periodically, system performance will suffer.

Select the **Refresh** button to update the information in each tab of the *Archiver History* window. Selecting Refresh updates the job count on the *Failed jobs*, *Canceled jobs*, *Succeeded jobs*, and *Archive issues* tabs.

Resubmit a Canceled or Failed Job

Follow the steps below to resubmit a Canceled or Failed job.

1. Select a **Job Id** on the on the *Failed jobs* or *Canceled jobs* tab.

2. Select **Resubmit Job**. The job is resubmitted.

3. Select **Close** to close the *Archiver History* window.

View Details about a Specific Job

Follow the steps below to view job details about a specific Failed, Canceled or Succeeded job.

1. Select a **Job Id** on the *Failed jobs*, *Canceled jobs*, or *Succeeded jobs* tab.

2. Select the **Details…** buttons. The *Job Details* window opens.

   Tip: You can double-click on a **Job Id** to view details specific to that job.
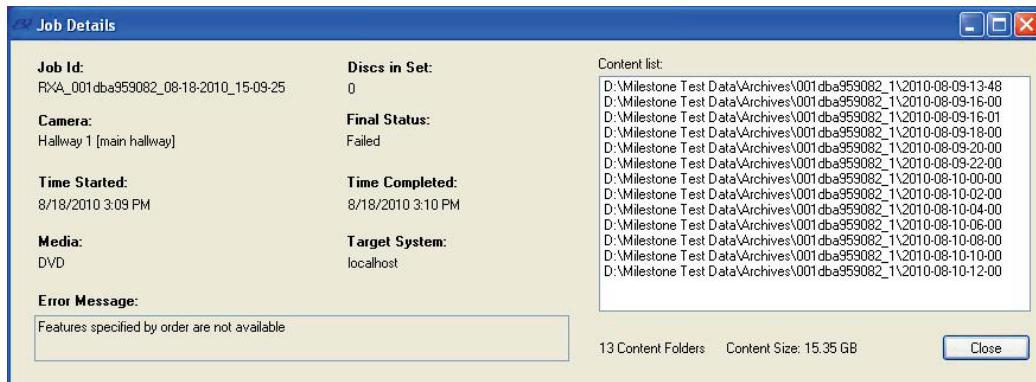
The *Job Details* window displays the following information:

- **Job Id:** The ID (or Mac address) of the camera being archived, and the date and time the job was submitted.

- **Camera:** The name of the camera whose data is being archived.

- **Time Started:** The actual date and time the recording began.

- **Media:** The type of media used for the disc set.

- **Discs in Set:** The number of discs required to record all the archived data. This value is **0** for a Failed or Canceled job.

- **Final Status:** Succeeded, Canceled or Failed.

- **Time Completed:** The actual date and time the recording job ended.

- **Target System:** The name of the Rimage system used to perform the archive job.

- **Error Message:** If the recording failed, the actual error message associated with the failed recording displays in this field.

- **Content List:** The list of folders and subfolders processed in the archive job.

- **Content Folders:** The number of content folders and subfolders processed in the archive job.

- **Content Size**: The size of the folders and subfolders processed in the archive job.

3. Select **Close** to close the *Job Details* window.

4. Select **Close** to close the *Archiver History* window.

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Contact Rimage Services:	When you contact Rimage Services, please provide:
Website: www.rimage.com/support.html **Knowledge Base:** http://rimage.custhelp.com Log in and select the ***Ask a Question*** tab	• System serial number and software version • Functional and technical description of the problem • Exact error message received

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