

Overview

ExacqVision Symmetry Access Control Plug-in can be used on any Windows-based exacqVision Enterprise Server version 3.7 or later. It is recommended that you use the latest version of exacqVision server software on the recorder.

At the time of this document revision, December 2018, these revisions were based on the **tested configuration**:

Operating System – WIndows 10 LTSC

ExacqVision Server – 9.8

ExacqVision Symmetry plugin – 1.3.2.149868

ExacqVision 9.8 has been official tested and certified for AMAG Symmetry Profession – [version 9](#).

Testing and Document revision Q4 2018

Test environment:

Operating System	AMAG Symmetry Version	ExacqVision Plugin Version	ExacqVision Server Version
Windows 10 LTSC	9.0	1.3.2.149868	9.8
Windows Server 2016	9.0	1.3.2.149868	9.8

Installation

Download Symmetry Plug-in

1. Download the latest exacqVision Symmetry Access Control Plug-in from the Exacq website at <http://exacq.com/support/downloads.php?section=accesscontrol> (under AMAG-G4S).
2. Save this file to a location on the computer where the Symmetry client software will be installed.

exacqVision Setup

1. It is recommended that you create a dedicated user account in exacqVision (exacqVision) server for use by the Symmetry server:
 - a. Start exacqVision Client.
 - b. Select the Setup (Config) page icon.
 - c. Expand the tree for the exacqVision server that will be integrated with Symmetry.
 - d. Select Users in the tree.
 - e. On the Users page, select New then add a user in the Live + Search user group.
 - f. By default, exacqVision allows access to all cameras for new users. If certain cameras should NOT be available to the Symmetry server, expand All Video Inputs in the Custom User Permissions section and deselect cameras as appropriate. If Custom User Permissions is disabled, skip this step.
 - g. Click Apply.
2. In the tree, select System under the exacqVision server.
3. On the System page, select the Network tab and note the IP address of the exacqVision server for later use.
4. Close exacqVision Client.

Setup

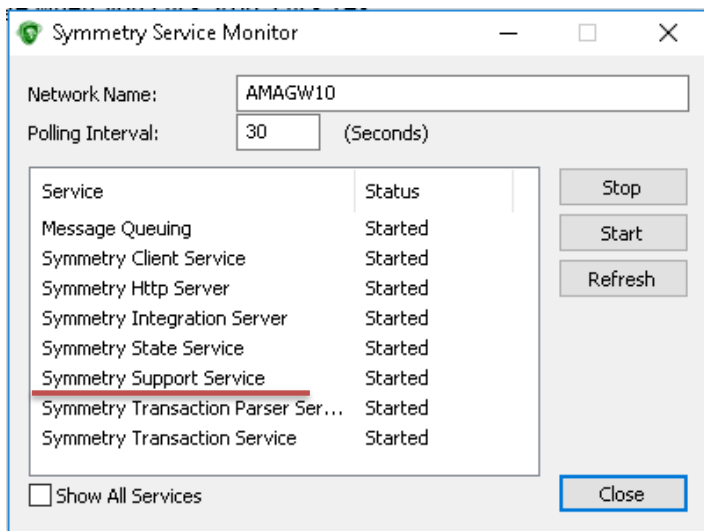
The **evSymmetry** plugin must be installed on each Symmetry client and the Symmetry server. In some cases the Symmetry client and server may be on the same machine, otherwise perform the following steps for each client where video is to be integrated as well as the Symmetry server.

1. Launch Security Management System Service Monitor by double-clicking the green shield in the system tray.



2. Stop Symmetry Support Service by clicking Stop. Some of the other Symmetry services will also stop.

NOTE: If you receive a UAC (User Access Control) message when you click Stop, click Yes.



Upgrading or Installing the Plugin

1. Run the **evSymmetryInstaller.msi** file downloaded earlier.
2. Answer any prompts as they come up.
3. When the installer finishes, you are ready to configure Symmetry.
4. Restart the Symmetry Support Service in the Service Monitor so that the shield turns green again. Some services might take minutes to restart.

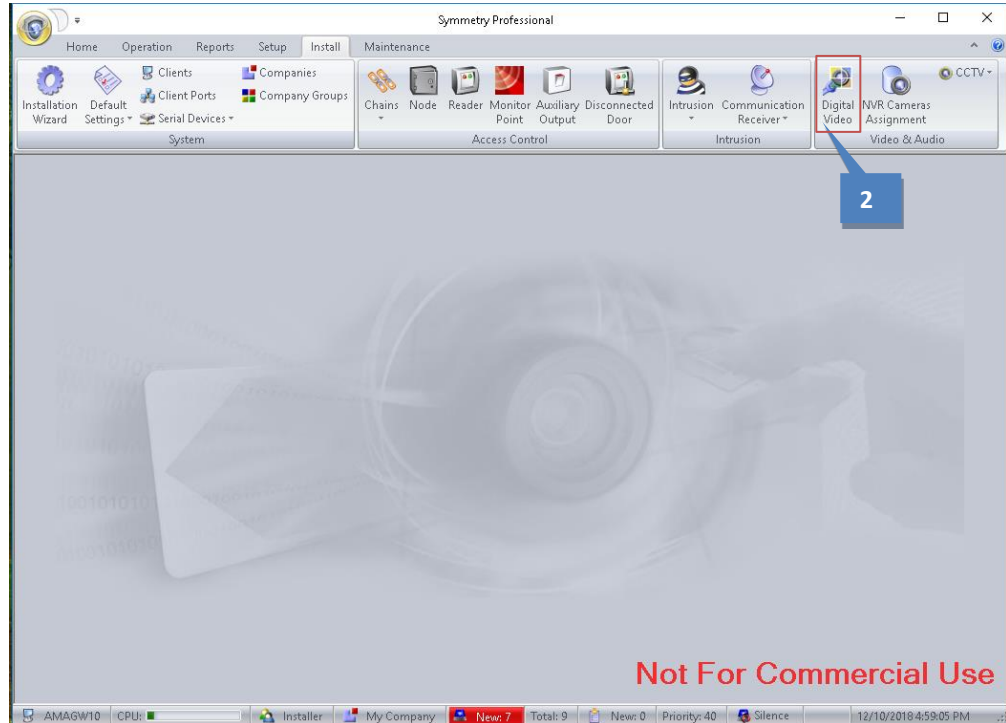
Configuration

Ensure Network Connectivity

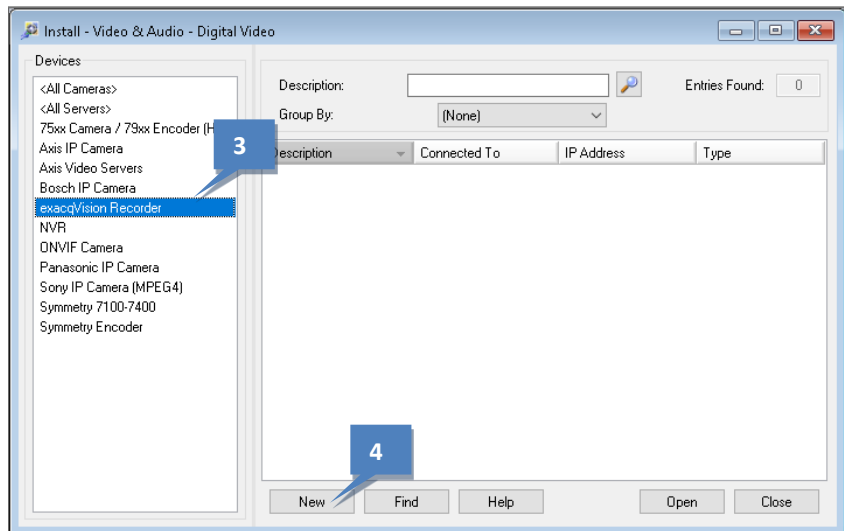
If the Symmetry client and server are on different computers, it is a good idea to ensure network connectivity using the ping command. In a command prompt, enter ping and the IP address (such as **ping 192.168.X.X**) and verify that the remote system responds.

Symmetry Client Configuration

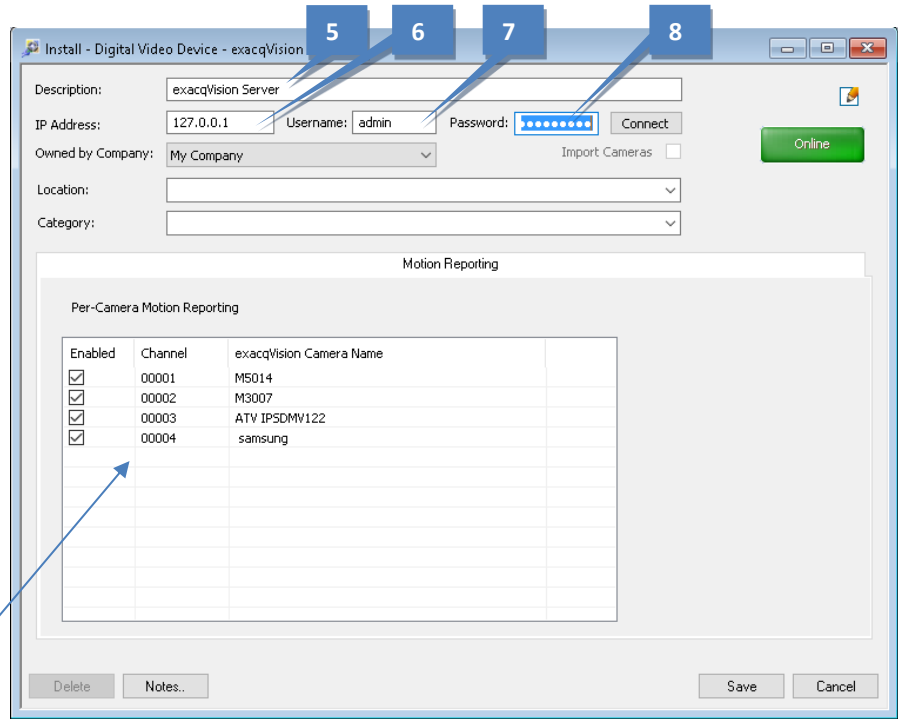
1. Log in to the Symmetry client with an Installer account type.
2. On the Install page, click Digital Video.



3. On the left side of the Install window, select the new exacqVision recorder that was created during the plugin installation process.
4. Click New.

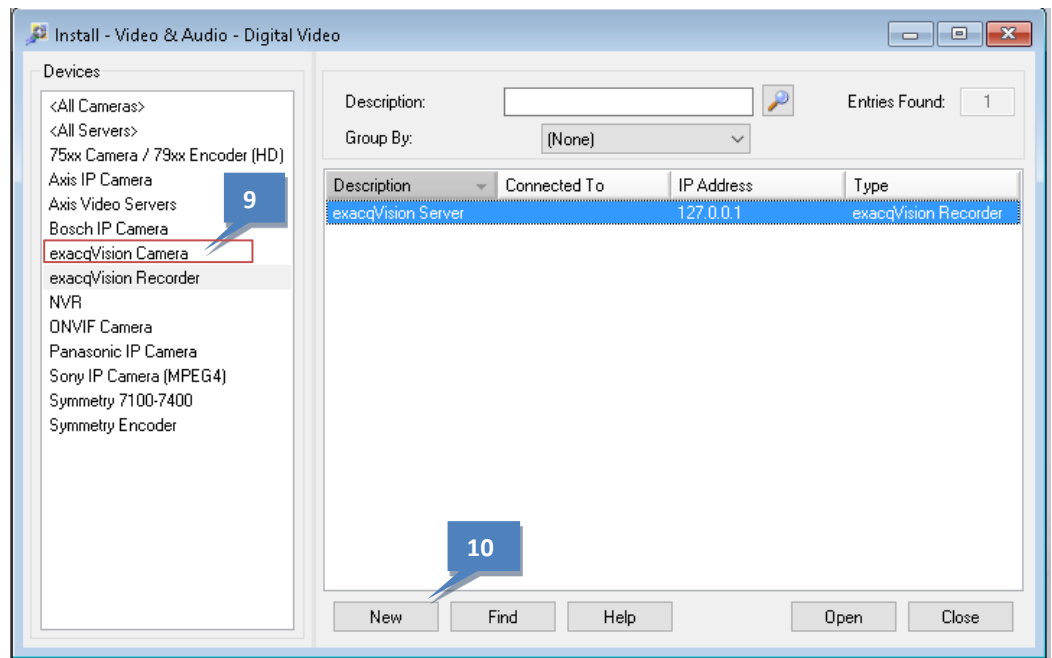


5. In the Description field, enter a unique name for the exacqVision server you want to integrate with Symmetry. This name is used to reference this exacqVision server throughout Symmetry.
6. Enter the IP address from step 3 of the exacqVision Environment Setup procedure.
7. Enter the username and password for the account you created in Step 1e of the exacqVision Environment Setup procedure.
8. Click Connect. If the status indicator icon turns green and displays the word Online, click Save and exit. If the connection test fails, ensure the IP address, username, and password are correct.



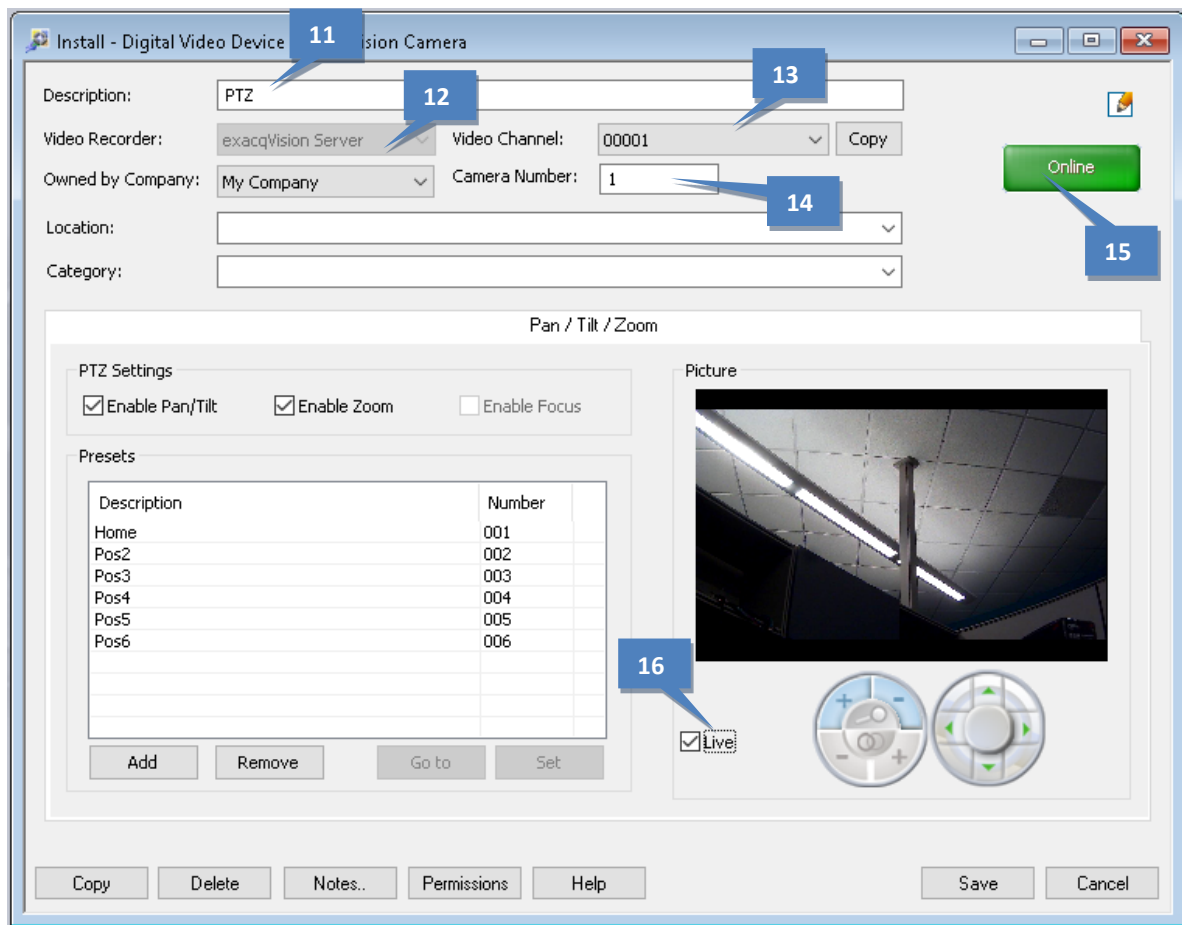
Note that the cameras are now detected and displayed in the “Per-Camera Motion Reporting” section.

9. Once the ExacqVision Server is connected, the Install window should now display an exacqVision Camera entry in the Digital Video Devices list. Select this entry.
10. Click New.



11. Enter a description for the camera.
12. The Video Recorder drop-down list displays all exacqVision Servers configured previously. Select a server to see its cameras.
13. From the Video Channel drop-down list, select the appropriate channel of video. The channels are generically detected and numbered starting with 00001.
14. Change the camera number as desired. If left blank, Symmetry will automatically assign the next available number.
15. The Online indicator should be green.
16. To see live video of the camera configured, select the Live checkbox.
17. If PTZ presets are configured, the window must be saved and closed before they take effect.
18. Repeat this procedure for all applicable cameras.

The exacqVision Symmetry integration is complete. Please refer to the Symmetry user guide for further instructions on how the integration can be used.



Limitations

- You can set only one PTZ preset at a time. You must then save the camera configuration and re-open before adding another preset.
- Axis and Sony PTZ cameras do not mirror the Mutlimax preset names to exacqVision Client; instead, they will always show up as "name." However, presets created in exacqVision Client appear with the same name in Multimax.
- On Axis PTZ cameras, you can create presets only for the lowest available preset number. For example, if you have already created presets 1 and 2, the next preset created has to be preset 3. You cannot skip numbers.
- Trigger commands (that is, commands issued from Command center or linked to alarms) for recording do not work. The interface and the Record Video command interface are not implemented (although the Record Video command interface is displayed).
- The maximum number of viewable cameras is approximately 16.
- Focus and Iris control are not supported.
- Audio is not supported.
- Aspect ratio is always locked.
- The time zone cannot be modified. You should use the local times of the server and client.

Contact and Support Information

AMAG Support (Technical Support, Customer Service, Training, and more)

<http://www.amag.com/services>

Exacq Support (Technical Support, Training tools, and more)

<https://exacq.com/support/>



Troubleshooting / Common Problems

exacqVision Server does not have an Enterprise license.

In exacqVision Client, select System under the exacqVision server and view the license information. If the Status is anything other than Enterprise, the server must be updated. If you have an existing Enterprise license, you can update the license on the server by clicking Import and browsing to the license.

Account not configured correctly on the exacqVision server.

You should create an account on the exacqVision server for the Symmetry client software to log in to. See the “Environment Setup” section of this guide for information.

evSymmetry.dll file not registered correctly after the installation process completes.

If you do not see exacqVision as an option when you configure Symmetry, complete the following steps to register evSymmetry.dll in Windows:

1. In the Start Menu, type **cmd** in the Run or Search box.
2. When you see **cmd.exe** in the menu, right-click it and select **Run As Administrator**.
3. In the command prompt, type **cd C:\Program Files (x86)\exacqVision\evSymmetry** and press Enter.
4. Type **regsvr32 evSymmetry.dll** and press Enter.
5. You should see a confirmation dialog that indicates that the file has been registered successfully. If you do not see a confirmation message, make sure the command prompt is running with administrator privileges and try again.
6. Type **cd C:\Program Files (x86)\Security Management System** and press Enter.
7. Type **regplugin** and press Enter. As long as no error messages appear in the command prompt box, proceed to the next step.
8. Close the command prompt.
9. Close all applications and restart the computer.

The computer that the Symmetry plugin was installed on was not restarted after the installation.

Although it is possible to manually stop and start the Symmetry Support Service to successfully install the Symmetry plugin, it is highly recommended that you fully restart the computer after the installation and registration of the evSymmetry plugin.

An Installer account was not used to log in to Symmetry for configuration.

After the plugin installation, you must log in to the Symmetry client using an account that has Installer permissions to continue the configuration process. This account type is described in the SMS Software Installation Manual. Please refer to Symmetry Installation Manual and Symmetry User Guide for information on the Installer role and logging into Symmetry. A built-in account called Installer may be available or may have been removed.

Connection to an exacqVision Server fails.

If you try to connect to a known exacqVision server as instructed in this guide, but the connection cannot be established, check that the correct username and password is entered in the Symmetry client. Do not confuse the username and password with the Windows credentials used on the exacqVision server. The correct credentials were created in step 1 of the “exacqVision Environment Setup” section of this guide. Typical network troubleshooting steps should be taken including making sure that the exacqVision server can be pinged from the Symmetry server and vice versa. Firewalls may prevent communications and allowances may be required.