Installation Guide - SureStream

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Version Information

Version #	Date	Changes
1.0	May-2018	Software Release 3.0
2.0	Sep-2018	Software Release 4.0.3
3.0	Oct 2018	Updated troubleshooting guide

Introduction

SureStream is a MIP Plugin solution that enables direct multicast from the camera to the SmartClient. Recording/Management server failures have no effect on it.

First-time Installation

Please follow the steps listed below to obtain and install SureStream.

Obtaining Software

1. Please email sales@vega25.com and provide information about your requirements, including,
    a. The number of channels you need SureStream for.
    b. Your version of Milestone Corporate, Expert, Professional+ or Professional.
        i. SureStream is not tested on other versions, but there is high chance that it will work.
2. Receive a quote.
3. Pay.
4. Receive a link to download the installer.
5. Download installation files.

Install Software

Please follow the below steps to install software.

Onvif tools installation

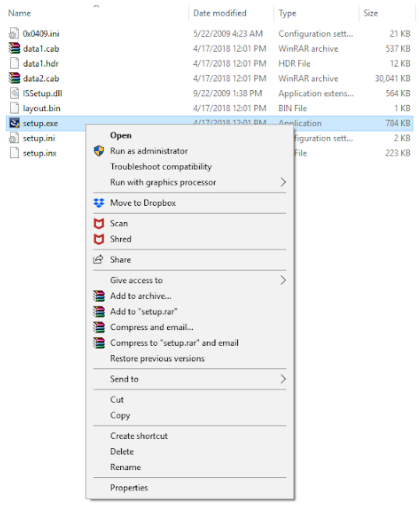
Onvif tools are not needed for SureStream, but good to have, to check onvif compatibility and to add onvif profiles.

After successful installation of SureStream, the Onvif Device Test Tool setup is present in the below path. The user can run the setup's to install.

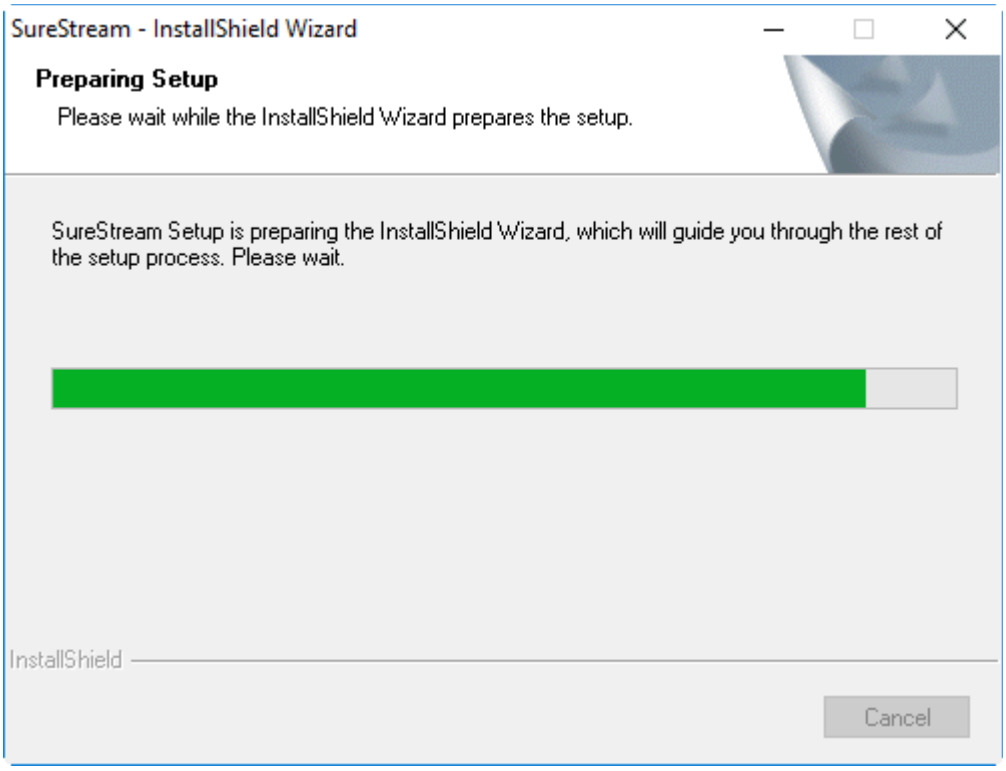
> *"C:\Program Files (x86)\Milestone\MIPPlugins\SureStream contains installers for Onvif Device Manager and Onvif Device Test Tool."*

Plug-In Installation - Management Server

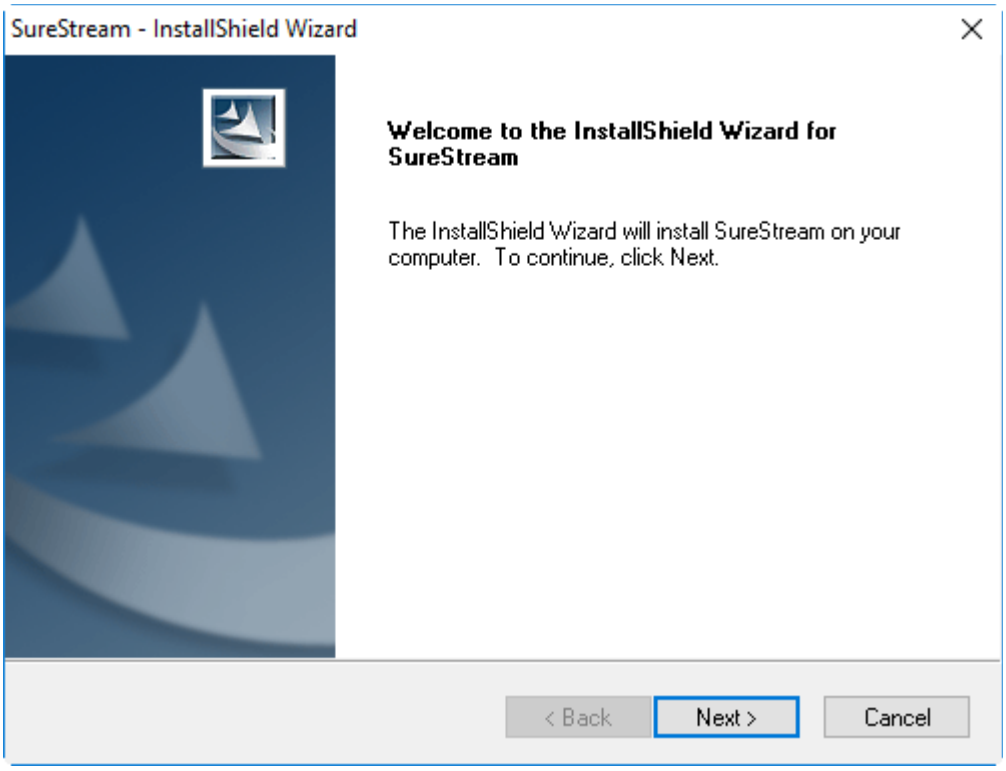
1. If your Milestone software is active on the Management Server, please follow the shutdown procedure provided by Milestone, to stop all Milestone programs running on the Milestone Management Server.
2. Copy the setup ***"SureStream Setup Folder"*** to a convenient location on the Milestone Management Server.
3. Open the ***"SureStream Setup Folder",*** right click on the setup and click **"Run as administrator".**



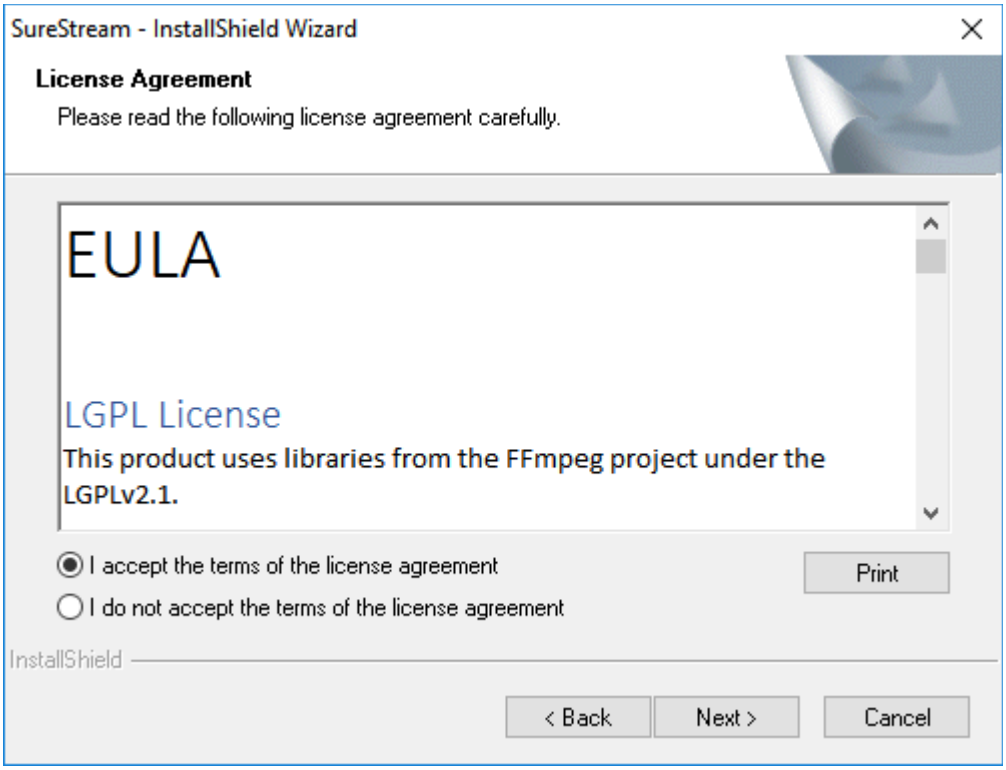
3. Upon clicking on **"Run as administrator",** a "*Preparing to install"* window will appear as shown in the below image.



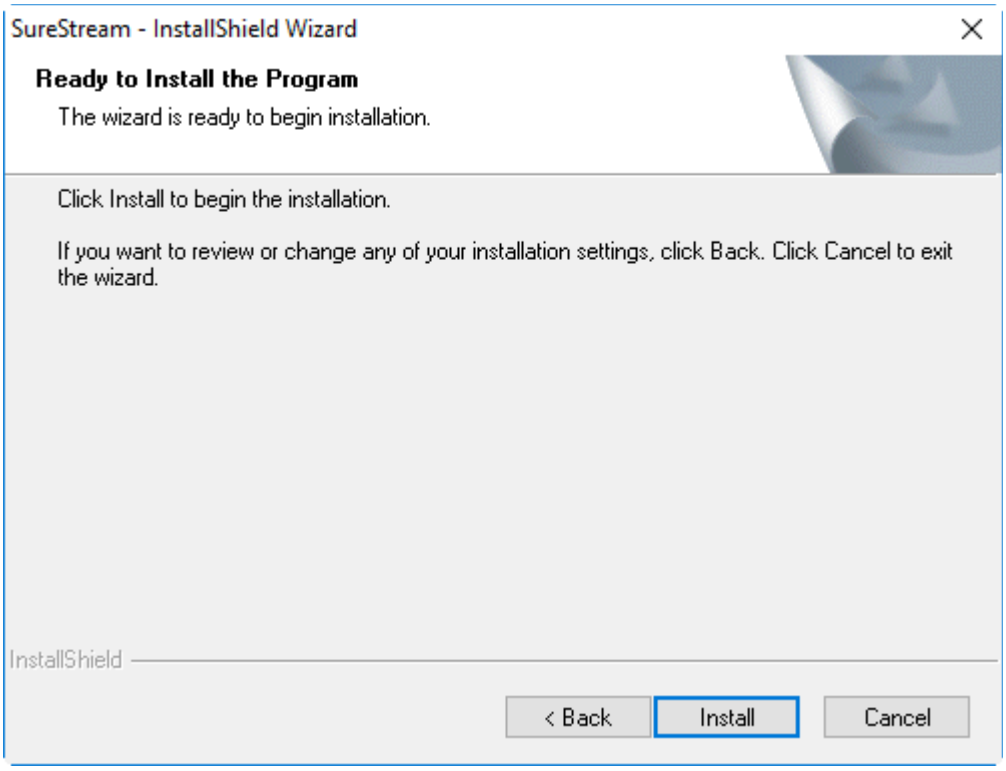
4. Once preparation is completed, the window shown below will appear. Click on the **“Next”** button.



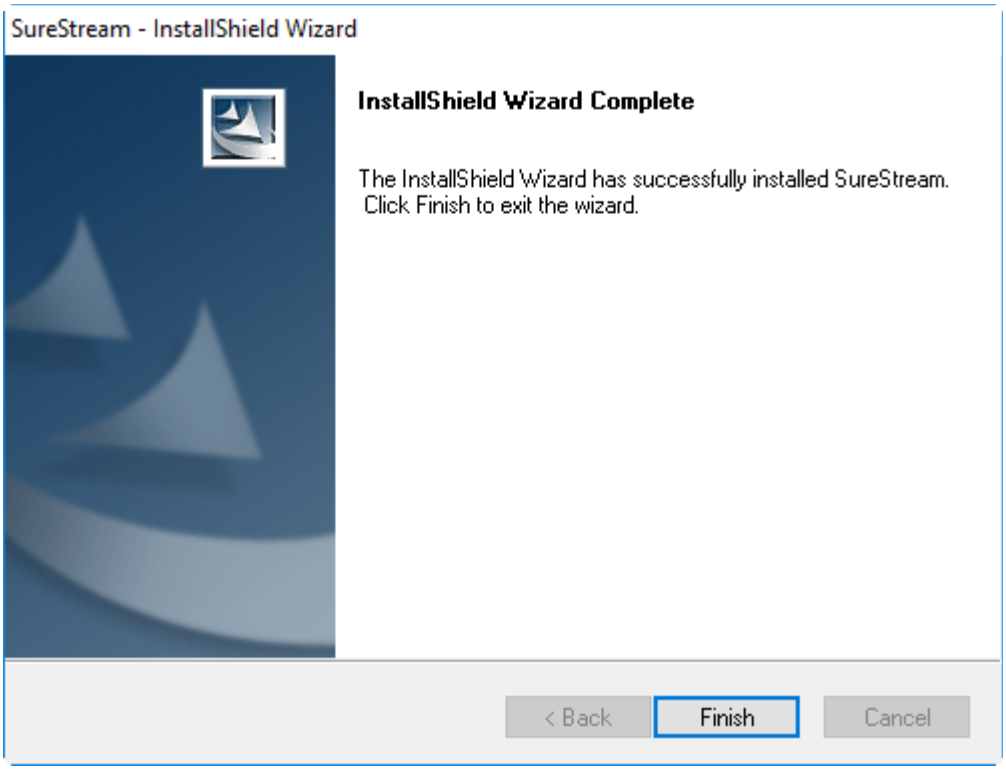
5. Upon clicking on the **“Next”** button a EULA window will pop-up.



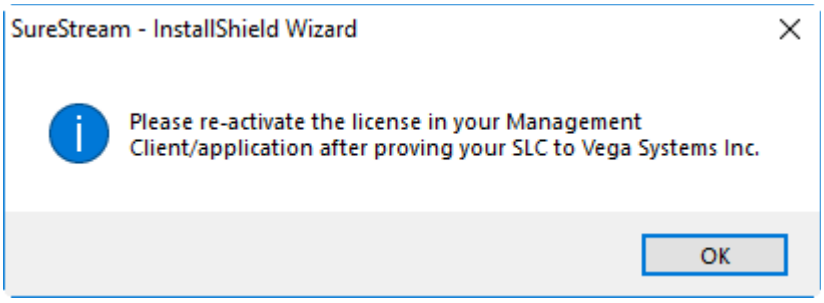
6. Select *“I accept the terms of the license agreement”* option and click on **“Next”** button.
7. Click on the **“Install”** button.



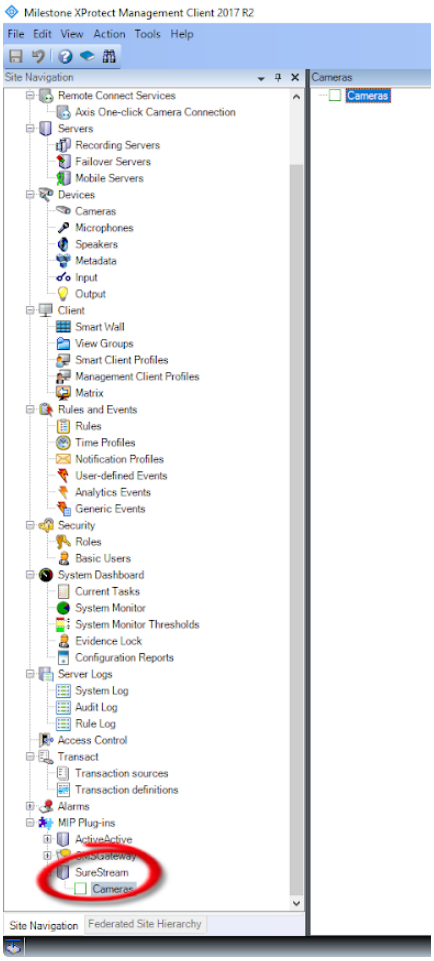
6. Upon successful Installation, the window shown below will appear.



7. After clicking “Finish”, the window shown below will appear, reminding you to activate the license to begin use. Click Ok.



8. Start the Milestone Management Server. Open the Management client application.
9. Login to Management Client.
10. The newly installed plugin will show under the ***MIP Plugin*** tree in the Management Client application as show in the below image.



Plug-In Installation - Smart Client

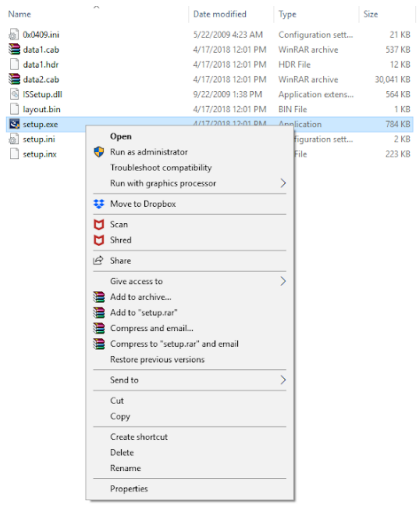
Prerequisites - Server Specification

Smart Client machine should have a minimum requirement as mentioned below

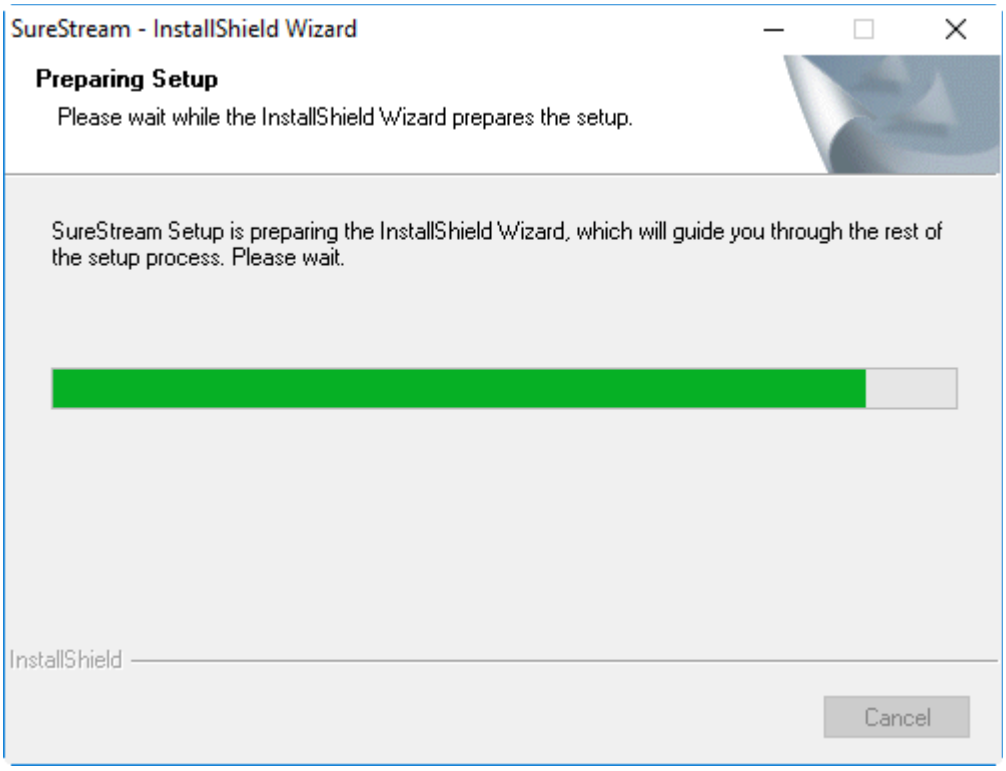
- *Processor - i5 or greater than i5.*
- *RAM- 8GB*
- *OS - 64 bit Windows 10.*
- *Use of GPU hardware acceleration for running the Smart Client is recommended.*

Follow the below procedure to install the plugin in each Smart Client machine.

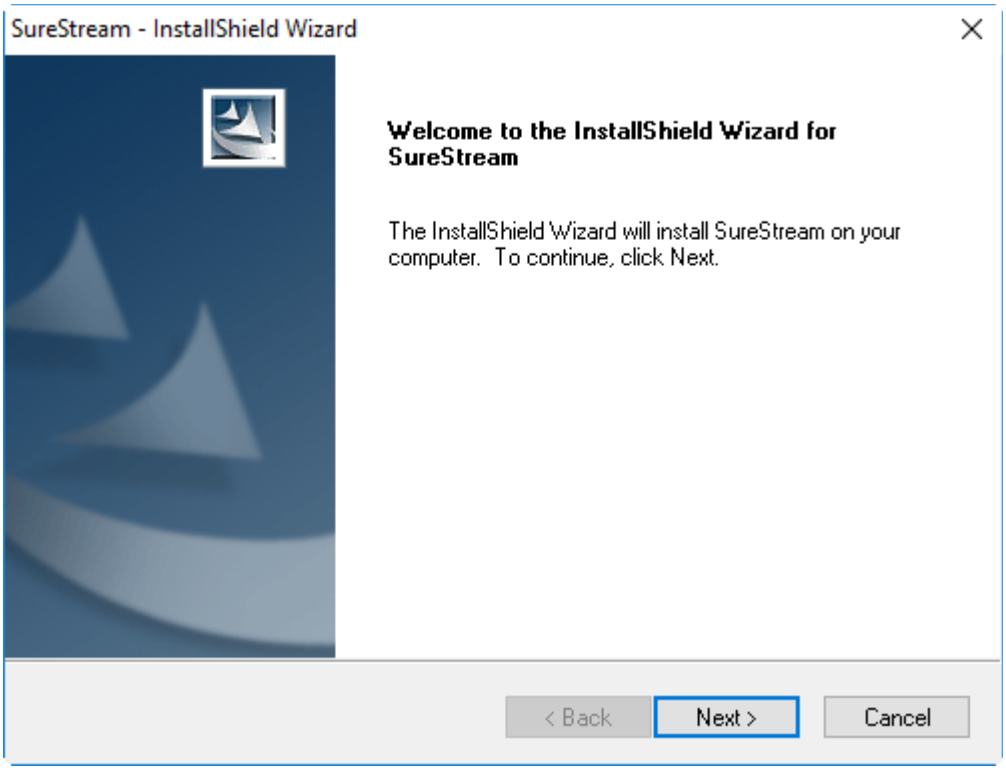
1. Close the Smart Client application if running.
2. Copy the setup ***"SureStream Setup Folder"*** to Milestone Smart Client machine.
3. Open the ***"SureStream Folder",*** right click on the setup and click **"Run as administrator".**



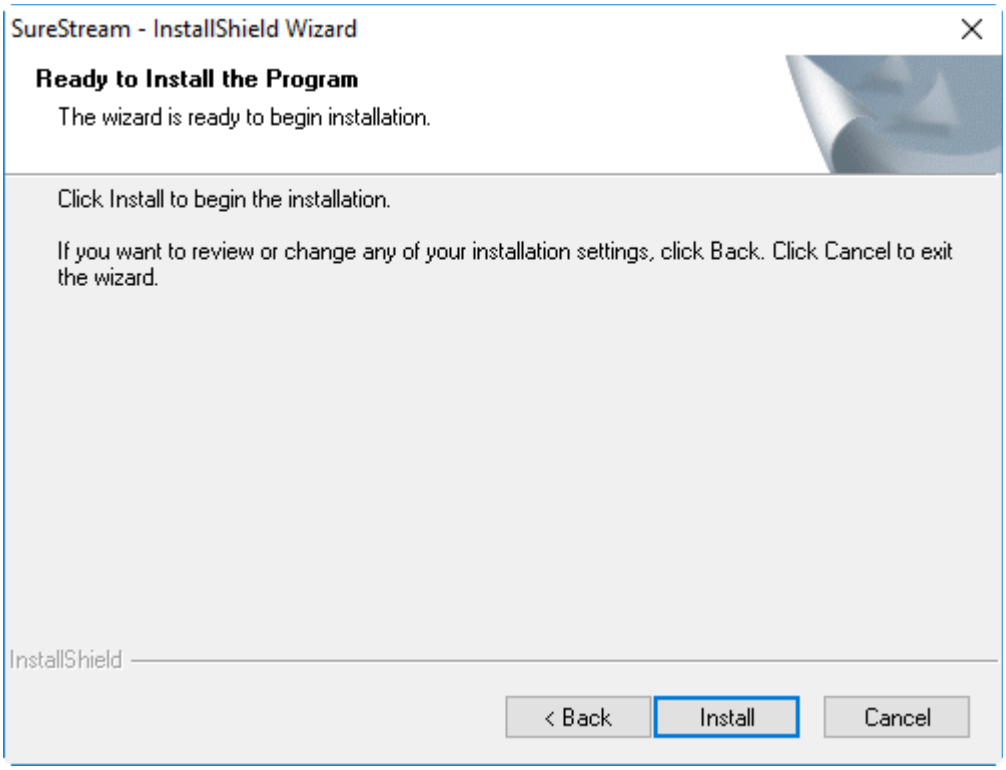
4. The *"Preparing to Install"* window will appear as shown in the below image.



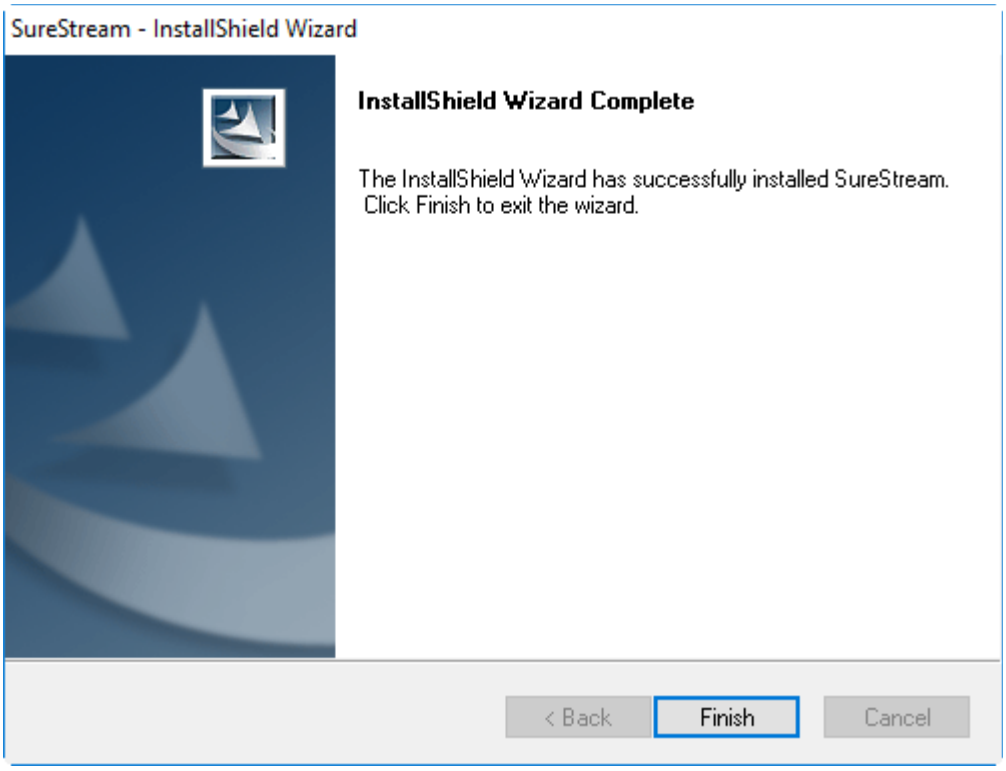
5. Once preparation is completed, the window shown will appear.



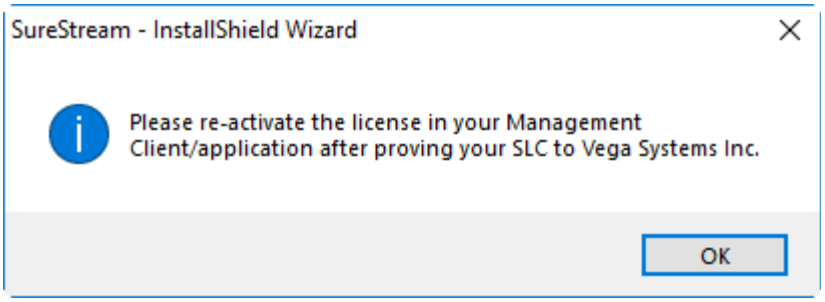
8. Click on the **“Next”** button. The window shown below will appear.



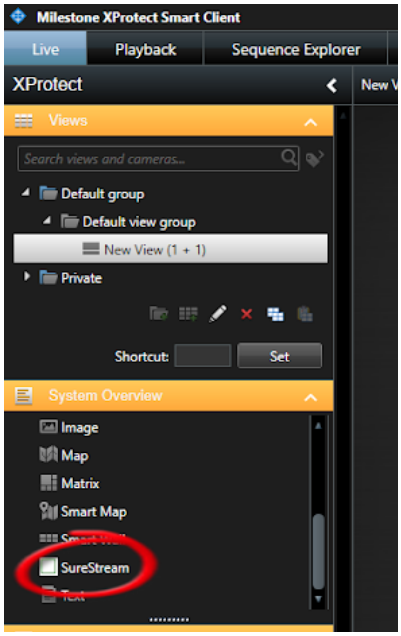
11. Click on the **“Install”** button.
12. Upon successful Installation, we see:



13. Click on the **"Finish"** button to complete the installation.
14. Upon clicking the **"Finish"** button, you will be reminded to activate the license. Please follow steps in the next section to activate the license. Click OK.



19. Open Smart Client on the machine on which the plugin was installed.
20. The newly installed plugin will appear under the ***MIP SDK Tools tree*** in the Smart Client application as shown in the below image.



Offline License Activation

Read the ‘Offline Activation for Plugin Licensing’ document.

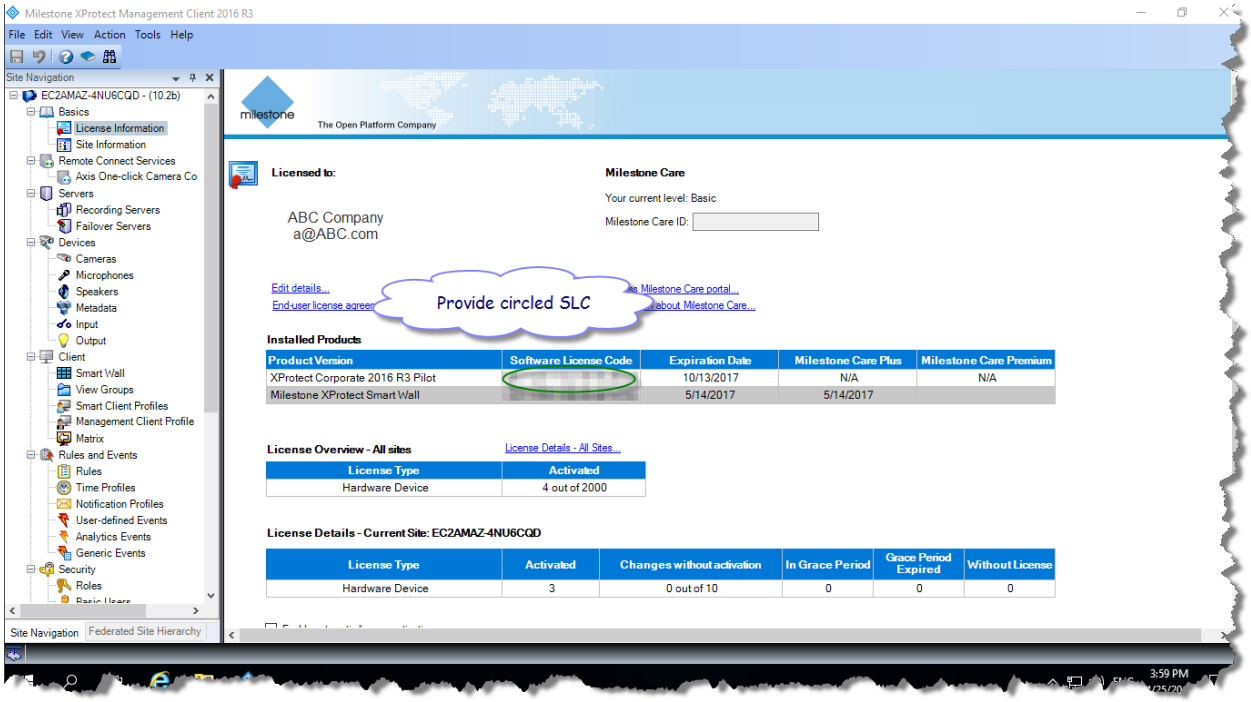
Online License Activation

This is a two-stage process as described below.

If you provided the SLC of your XProtect prior to installation and Vega confirmed licensing, proceed directly to Step 2.

Step1: Provide SLC

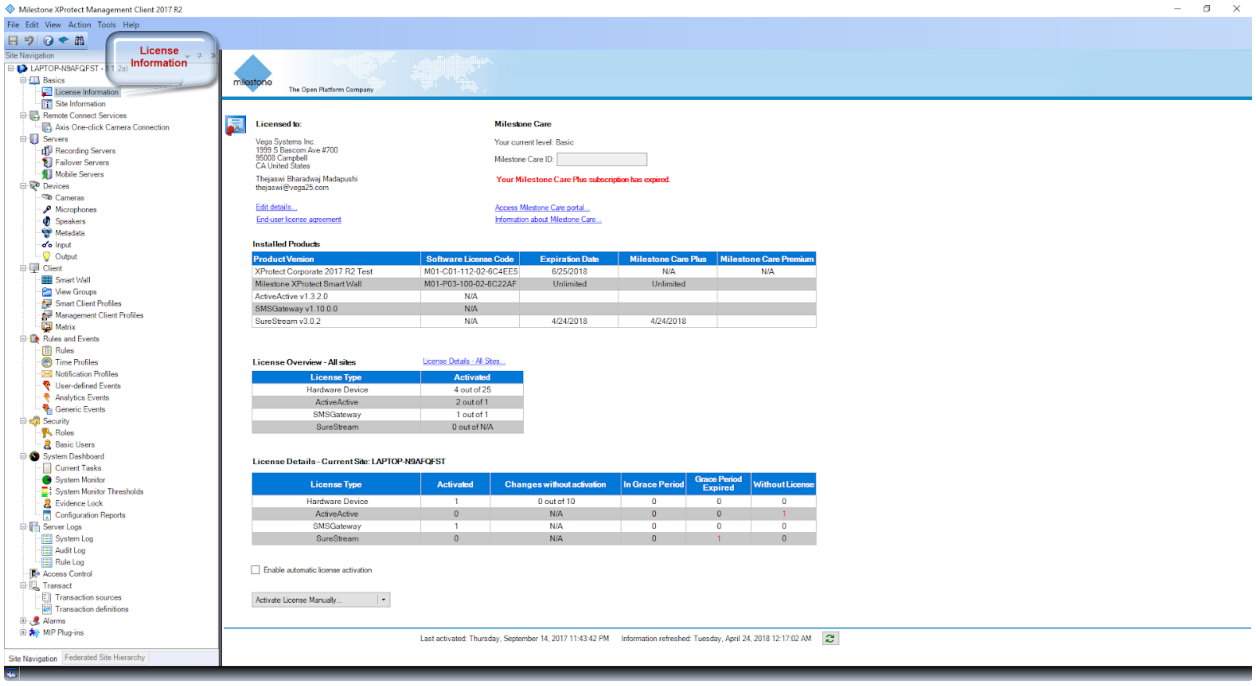
1. Provide your Xprotect Corporate SLC (Software License Code) to Sales@vega25.com. This is shown in the screenshot below.
2. Wait for an email from Vega, confirming the activation of license.
3. Proceed to Step 2.



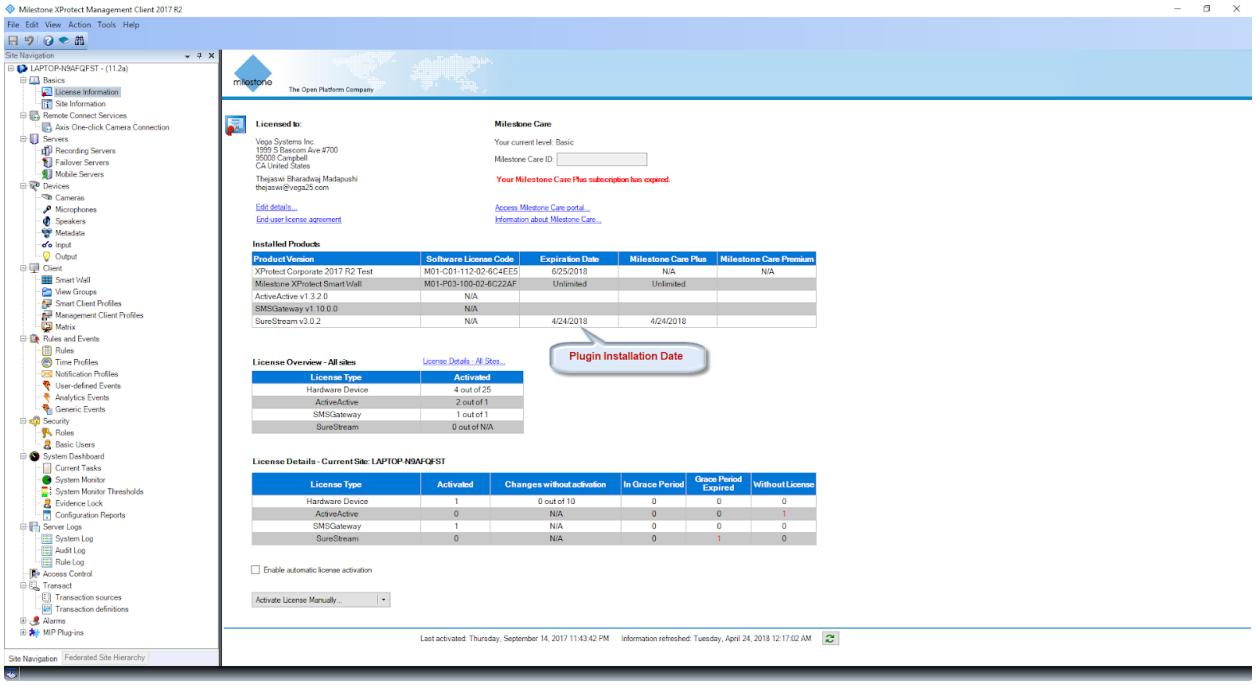
Step 2: Activate

Please follow the below procedure to activate the license.

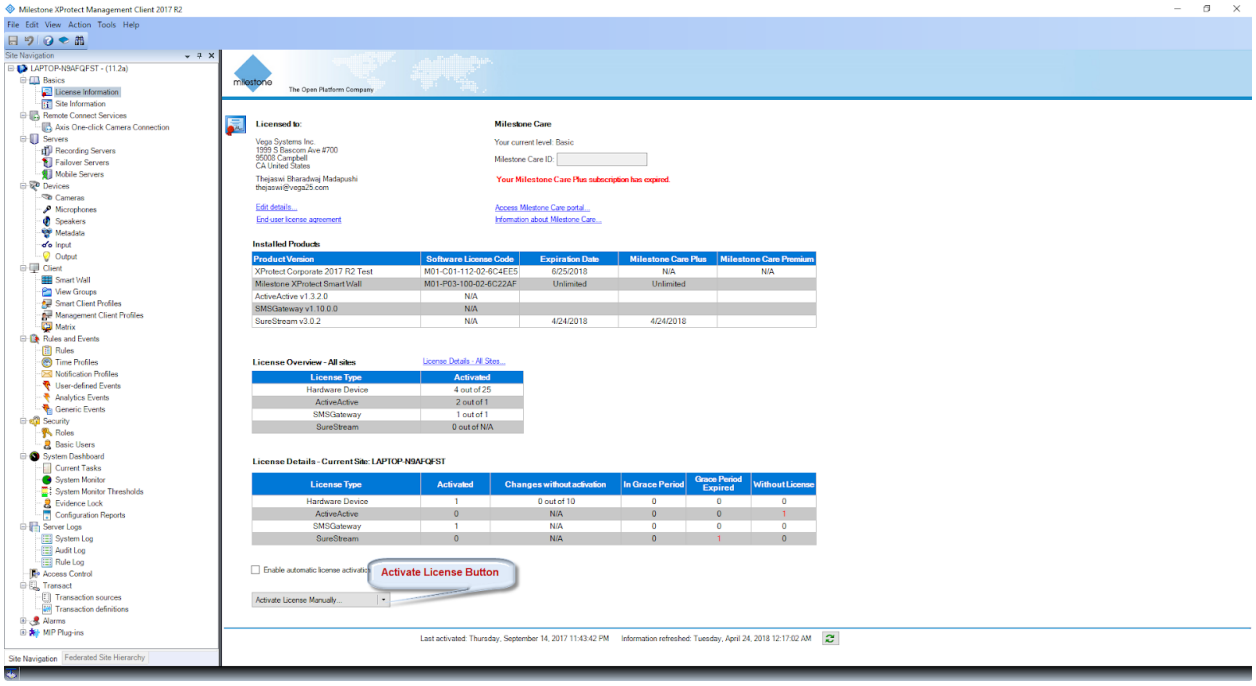
1. This process needs your XProtect installation to be able to access the internet. Please check internet connectivity before doing the steps below.
2. After Login to Management, Client click on the **License Information** tab.



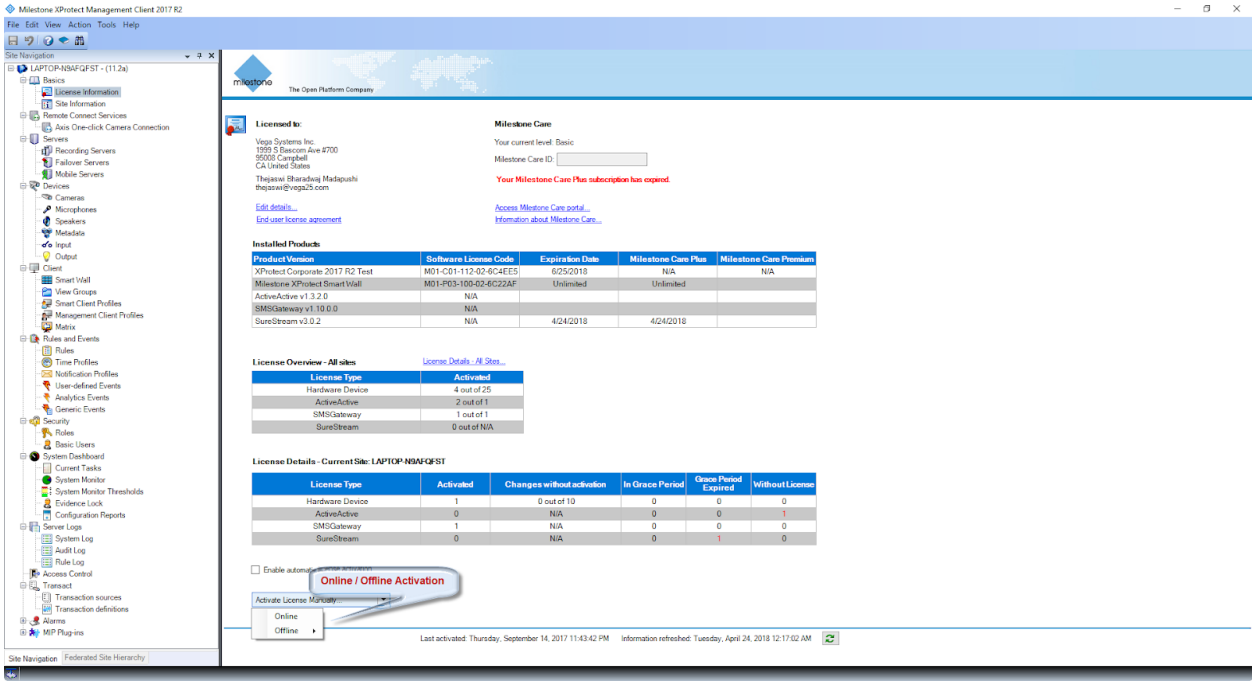
3. Upon Clicking on License Information, the below window will appear and show that the SureStream plugin has expired (It shows the expiration date as Plugin Installation Date).



4. Click on the **Activate License Manually** button.



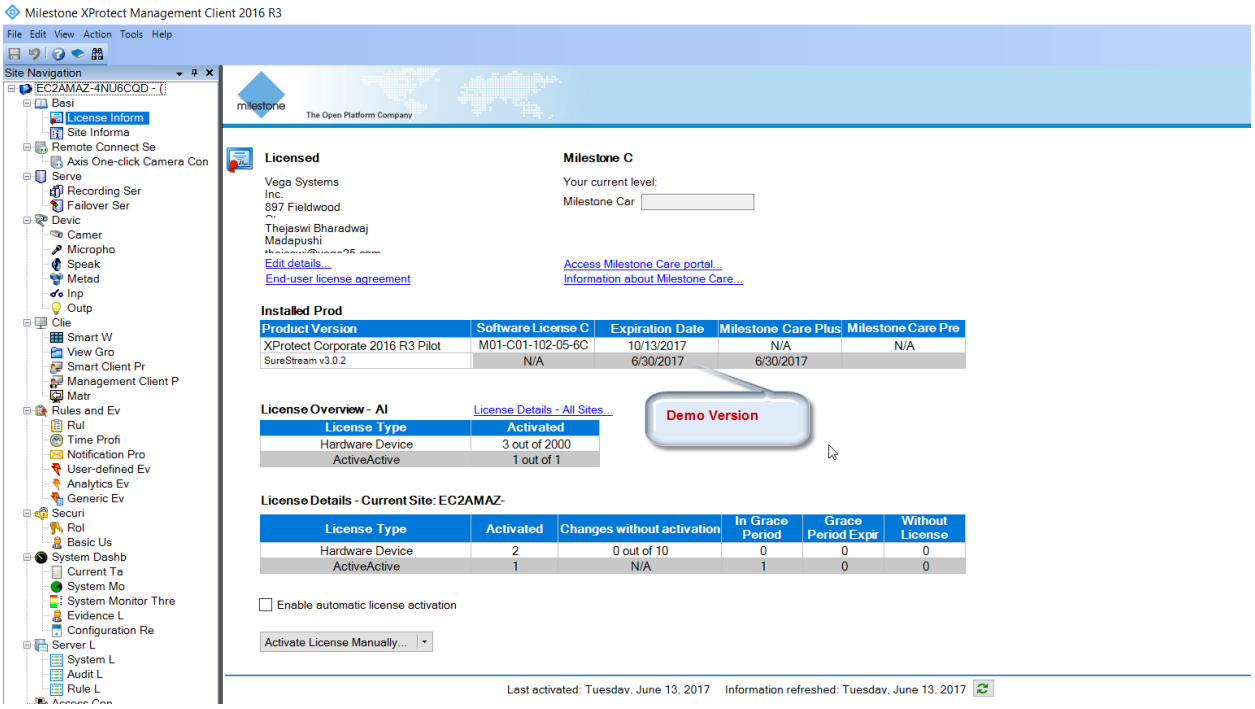
5. Upon clicking on the **Activate License Button** Online / Offline activation option will pop down.



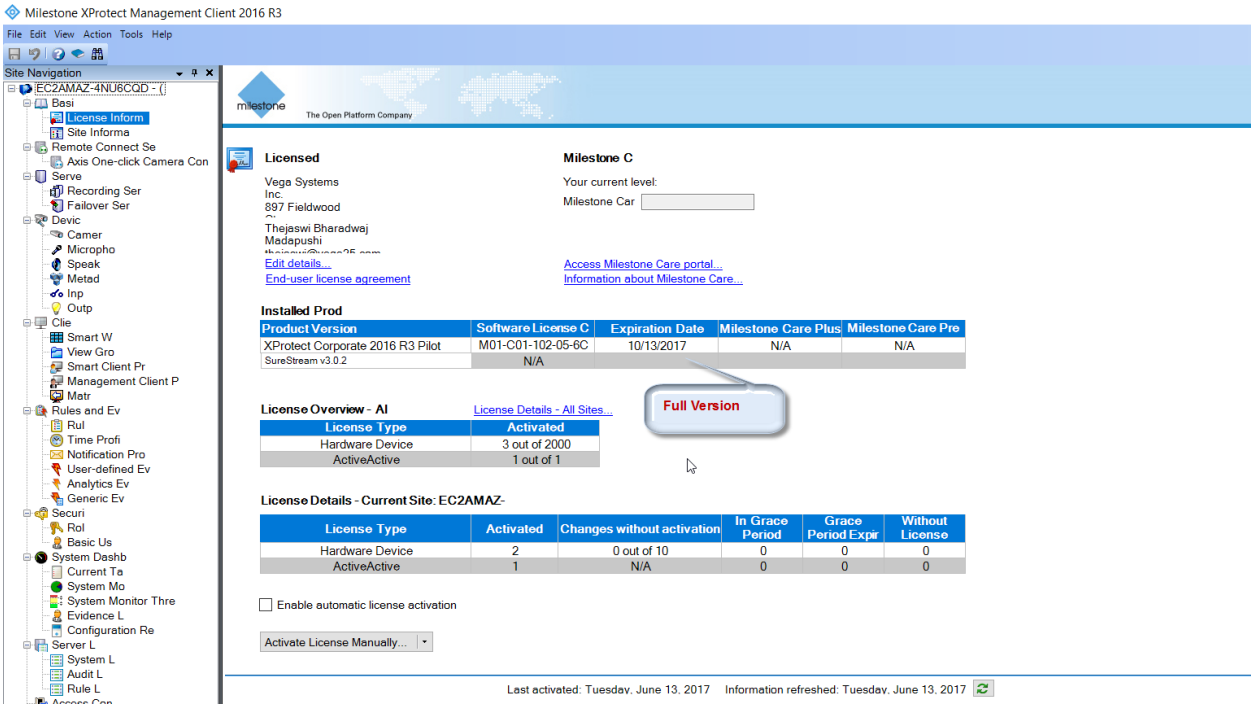
6. Click on the **Online** option.

7. Upon clicking on the **Online** option, enter the **Username** and **Password** and click on the **OK** button.

8. Upon clicking the **OK** button, the license gets activated.
    a. If the license is issued as **Demo** then we see the Expiration Date, as shown below.



    b. If the license is issued as **Full Version,** then we don't see any date in the Expiration Date column, as shown below.



Upgrading Software

To upgrade software,

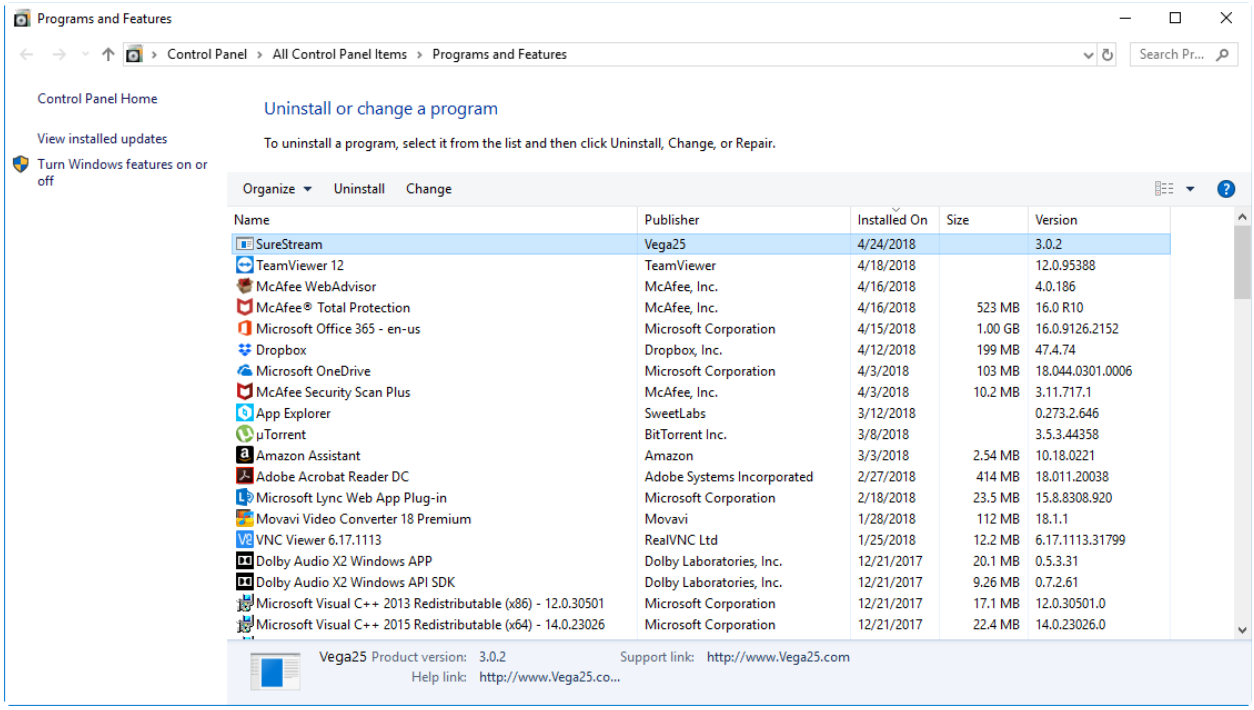
1. First, uninstall any versions by following un-installation instructions.
2. Then follow the installation instructions to install the latest version.
3. Finally, activate the license by following the License Activation instructions if the earlier license had expired.

Un-Installation

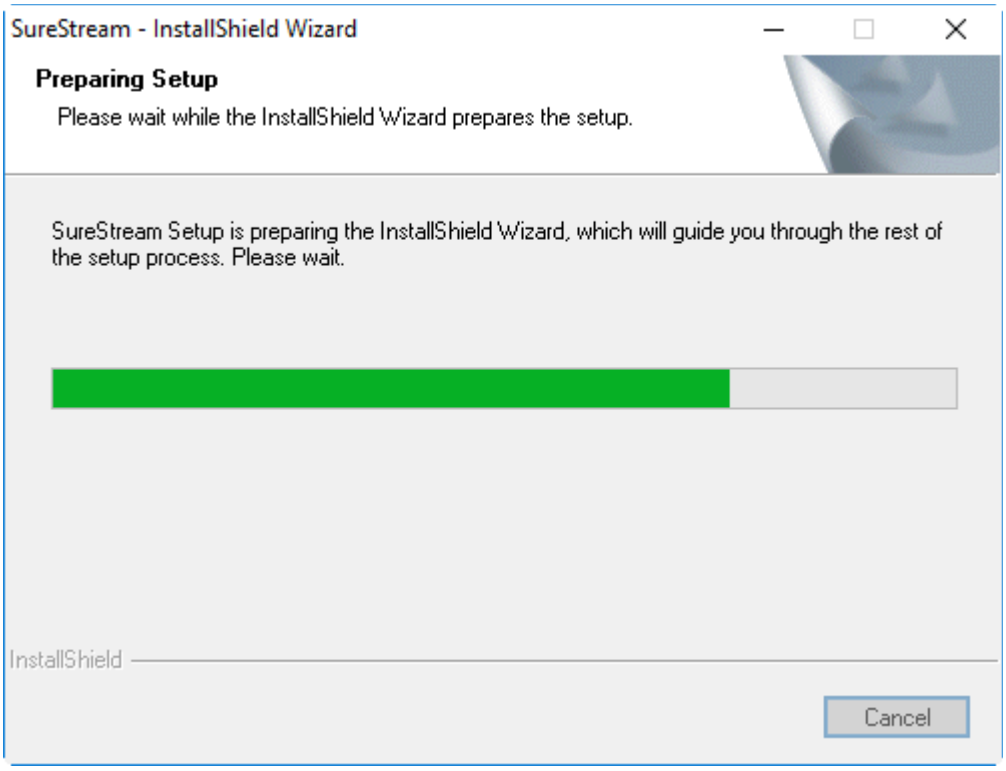
The steps below need to be repeated on the Management Server and each smart client system that is using the RMF plugin to uninstall the software.

1. If your Milestone software is active on the Management Server and Smart Client, please follow the shutdown procedure provided by Milestone, to stop all Milestone programs running on both Milestone Management Server and Smart Client. Then, follow the steps below:
2. Open the ***Control Panel***.
3. Select ***"SureStream"*** from the list.

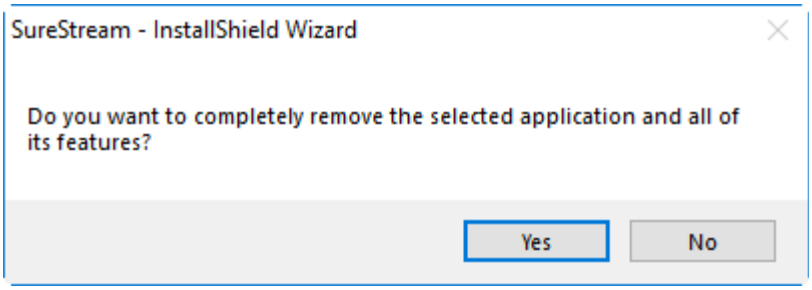
4. Click on the ***"Uninstall"*** button.



5. Upon clicking the uninstall button, the "*Preparing to Uninstall"* window will appear as shown in the below image.

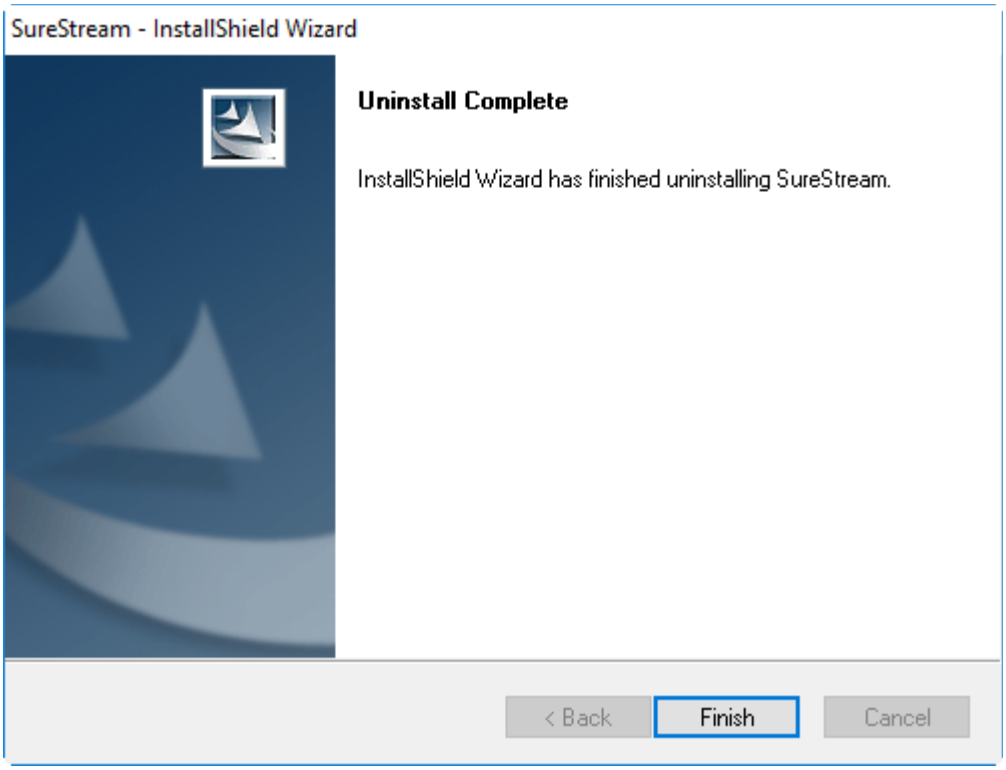


6. Once preparation is complete, the window below will appear.



7. Click on the **"Yes"** button.
8. Upon clicking on the **"Yes"** button, setup will get uninstalled.

9. Upon successful uninstallation, the below window will appear.



10. Click on the **"Finish"** button to complete the uninstallation.

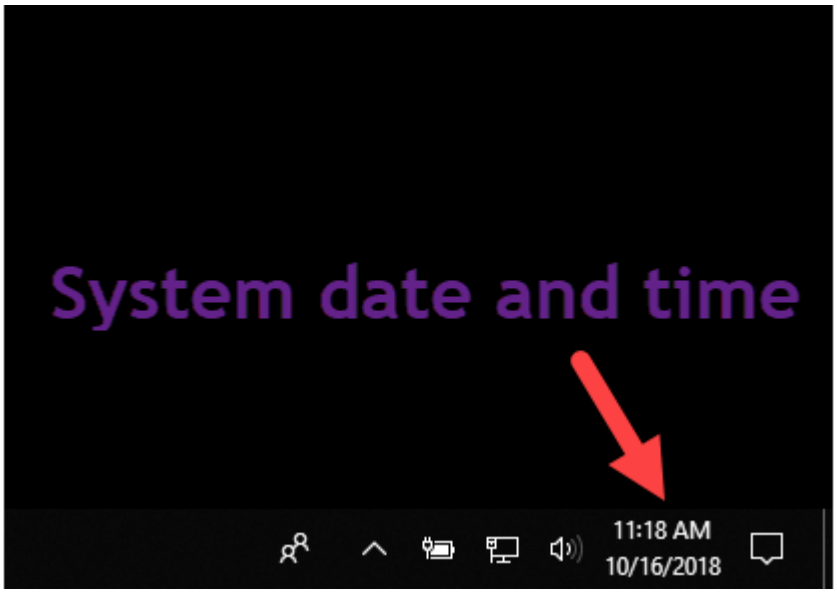
Things to check before running software

Step 1: Date and Time Sync in Camera and Smart Client Machines

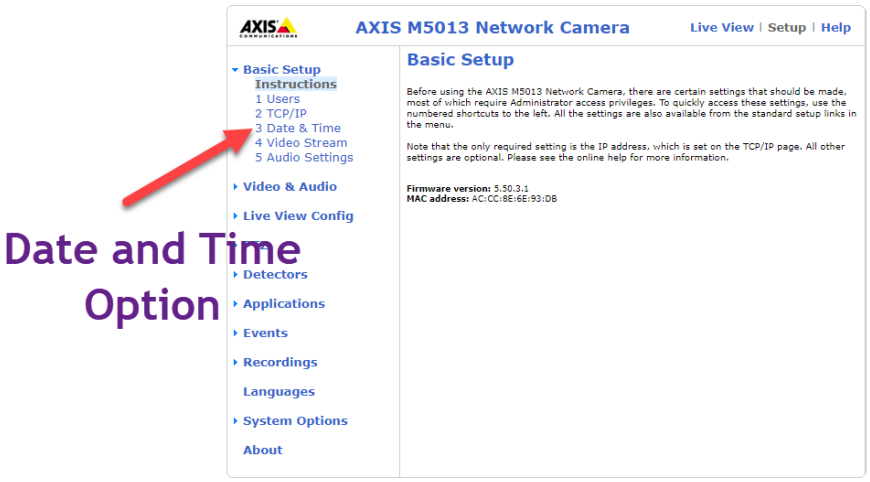
Check to make sure that the Date and Time of cameras and Smart Client system are in sync.

If there are multiple smart client machines then all smart client machines date and time should be the same.

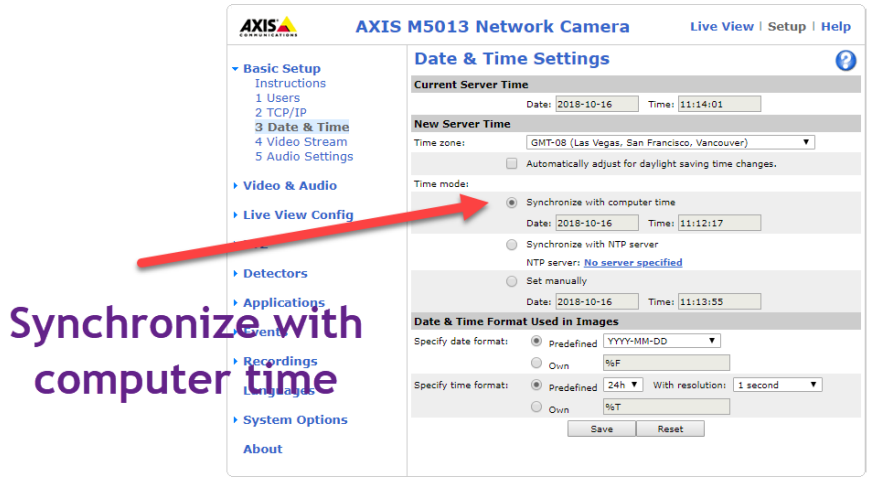
a. Check the Date and Time of Smart Client System.



b. Enter the IP address of the camera in the browser (Axis camera has taken for example)
c. Click on Setup
d. Click on Date & Time.

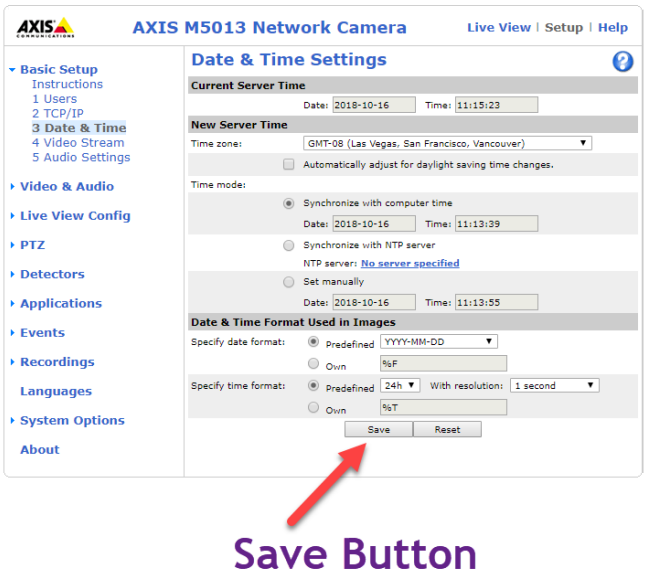


e. Click on “Synchronize with computer time ” option.



172.16.0.4:9000/admin/advanced_tcpip.shtml

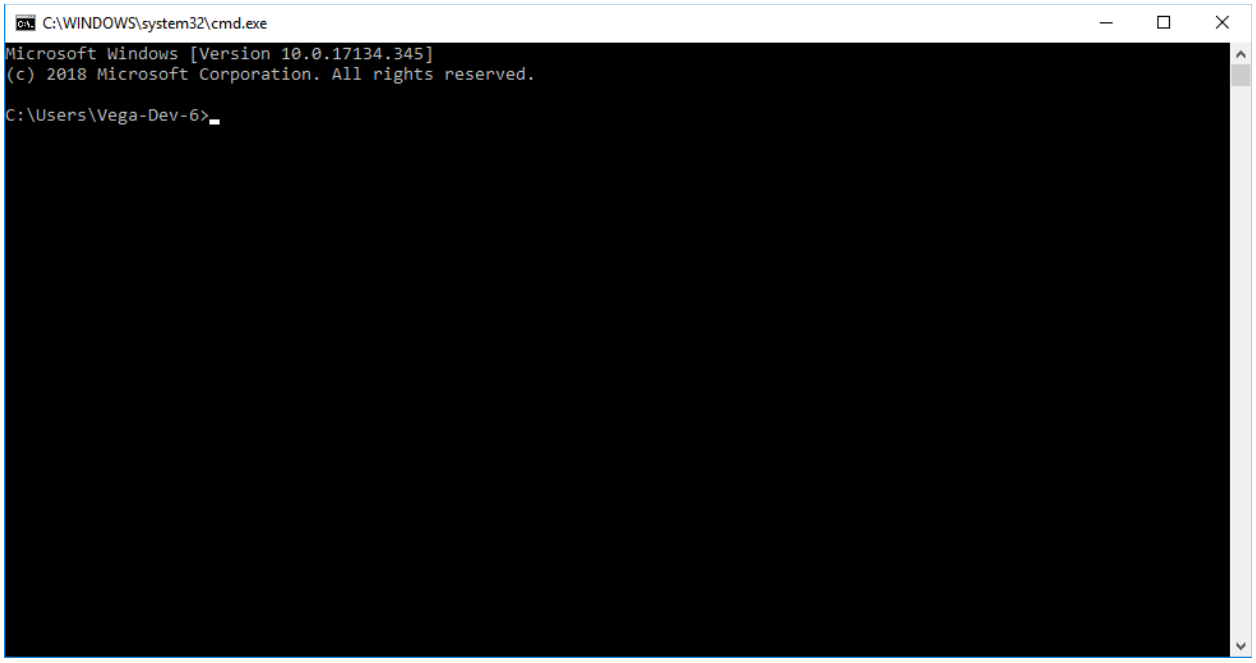
f. Click on “Save”.



Step 2: WiFi Disable in the Smart Client Machine.

Verify that the Smart Client machine has only one IP address and the machine is not connected through Wifi. Please follow the below steps to check.

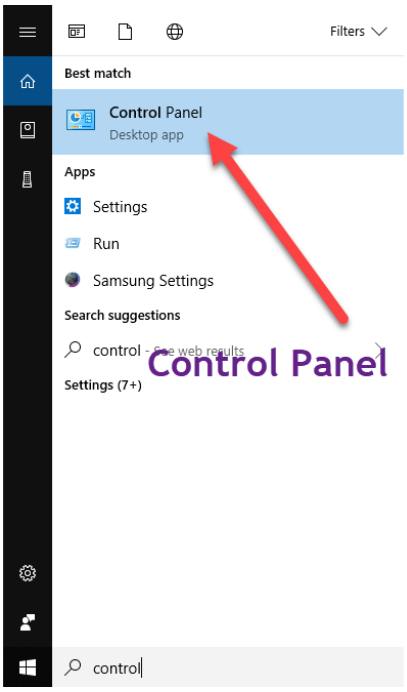
a. Open *“cmd prompt” .*



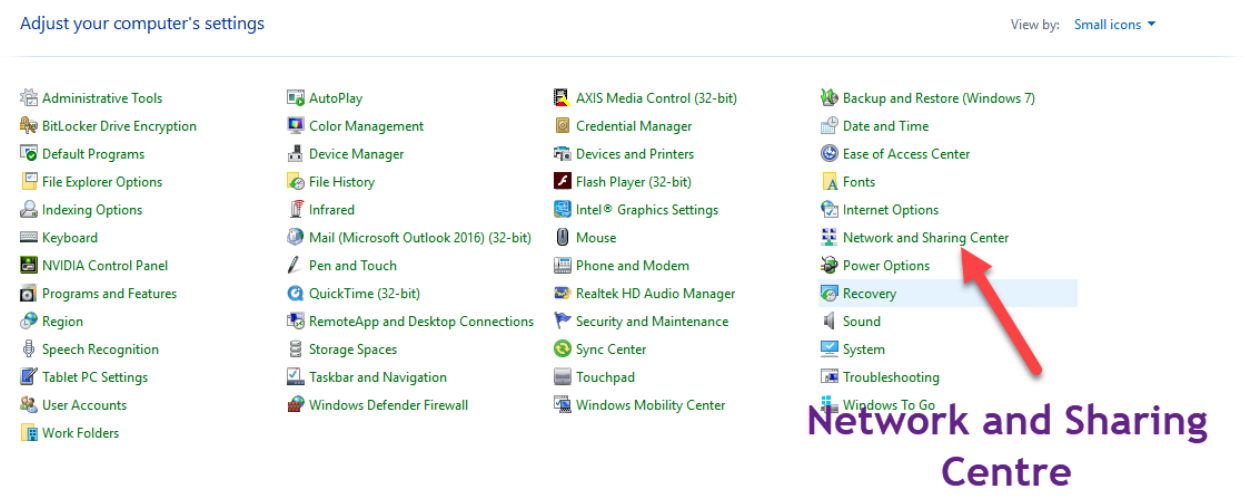
b. Enter *“ipconfig”.*
c. Wifi LAN adapter Wi-fi should be in a disconnected state.

d. If Wifi LAN adapter is not in disconnected state please disconnect Wifi as mentioned below.

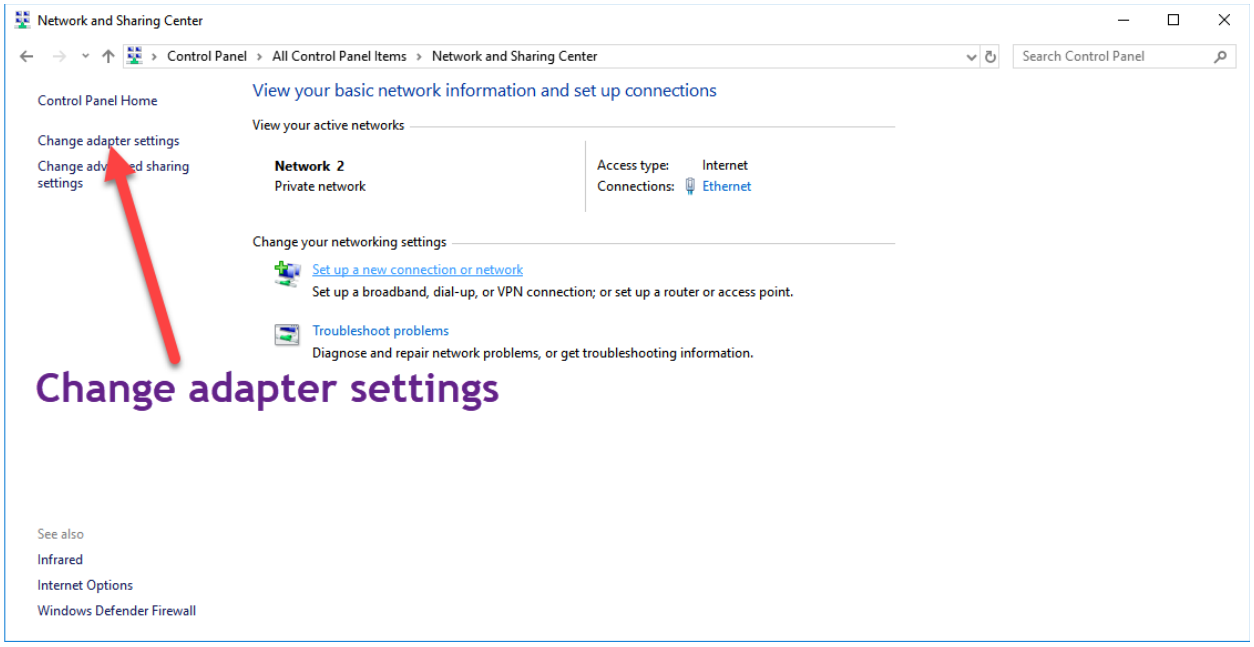
i. Click on “Control” on windows search option and click on “Control Panel”.



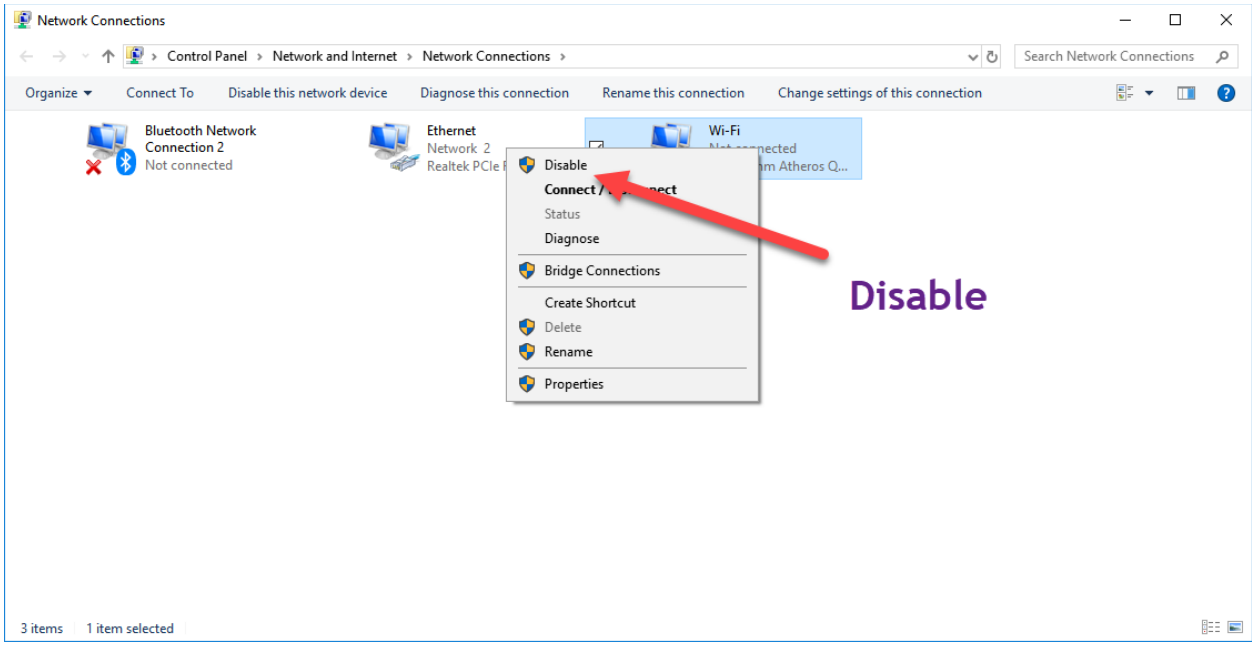
ii. Click on “Network and Sharing Center ”.



iii. Click on “Change adapter settings”.



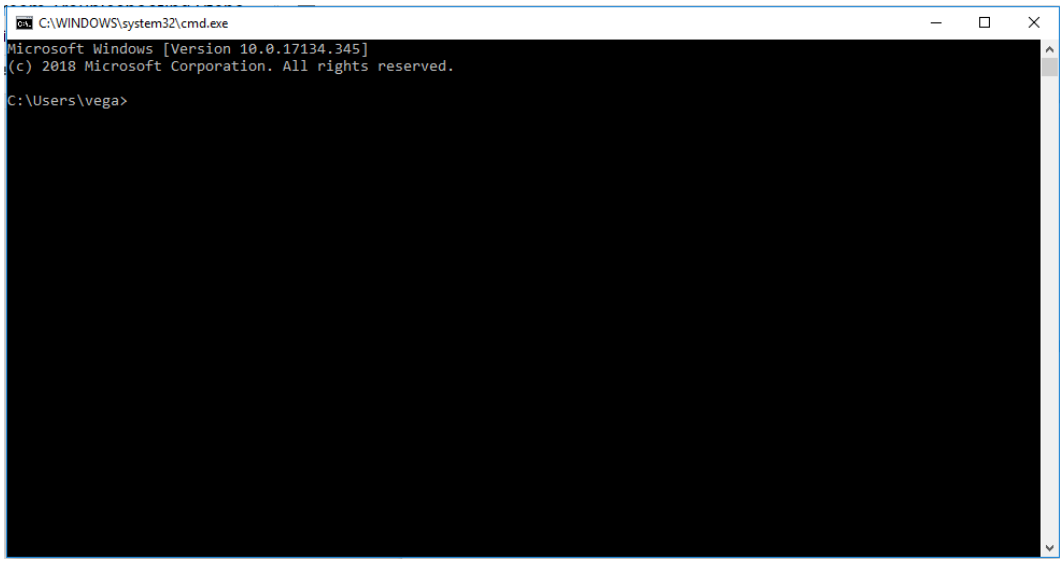
iv. Right click on the Wi-fi interface and click on “Disable”.



Step 3: Virtual Machine Adapter Disable in Smart Client Machine

Check if VMware / Hyper-V / VirtualBox etc. network adapters are disabled in the Smart Client machine. Please follow the below steps to check

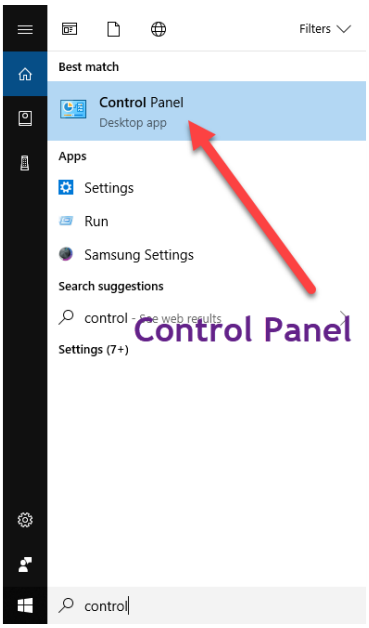
a. Open *“cmd prompt”.*



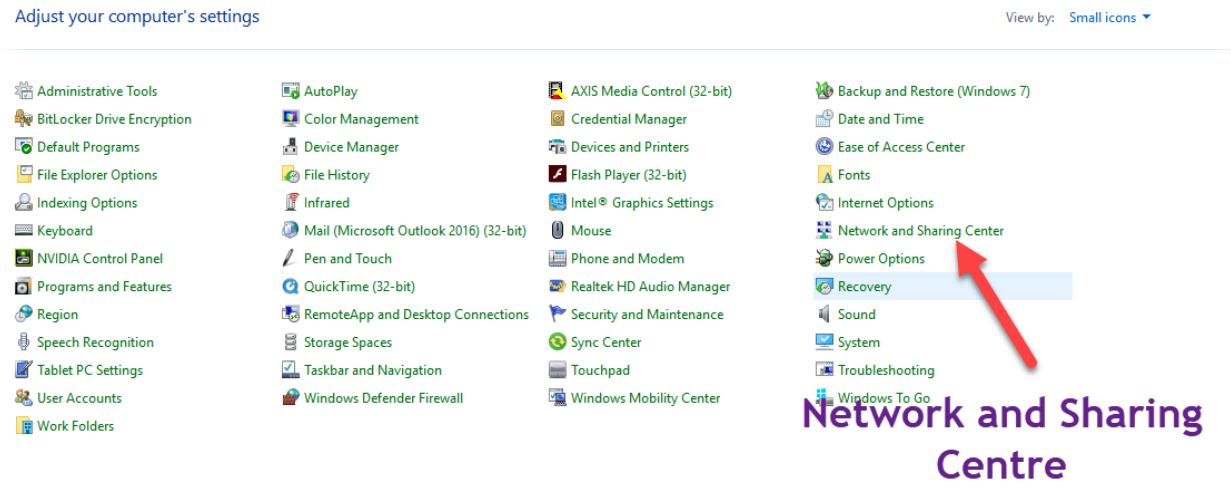
b. Enter *“ipconfig”.*
c. Only “Ethernet Lan” adapter should be enabled.

d. If there is any VMware / Hyper-V / VirtualBox etc. installed in Smart Client Machine then, all virtual machine ethernet adapters should be disabled as mentioned below

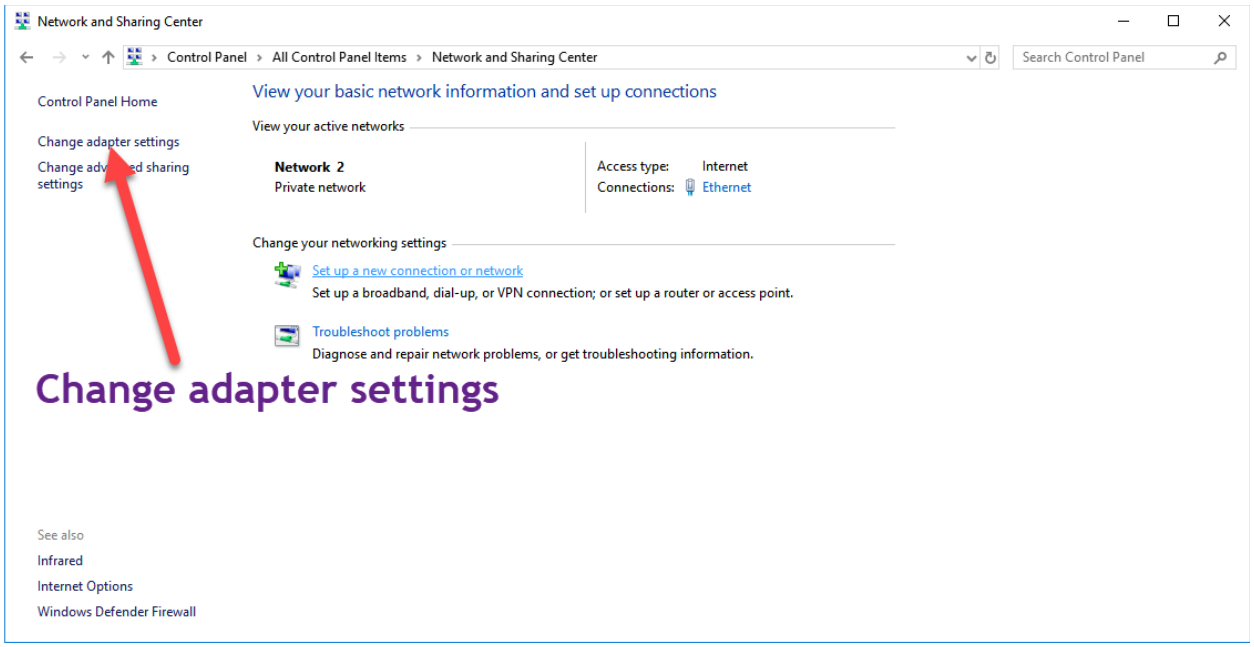
i. Click on “Control” on windows search option and click on “Control Panel”.



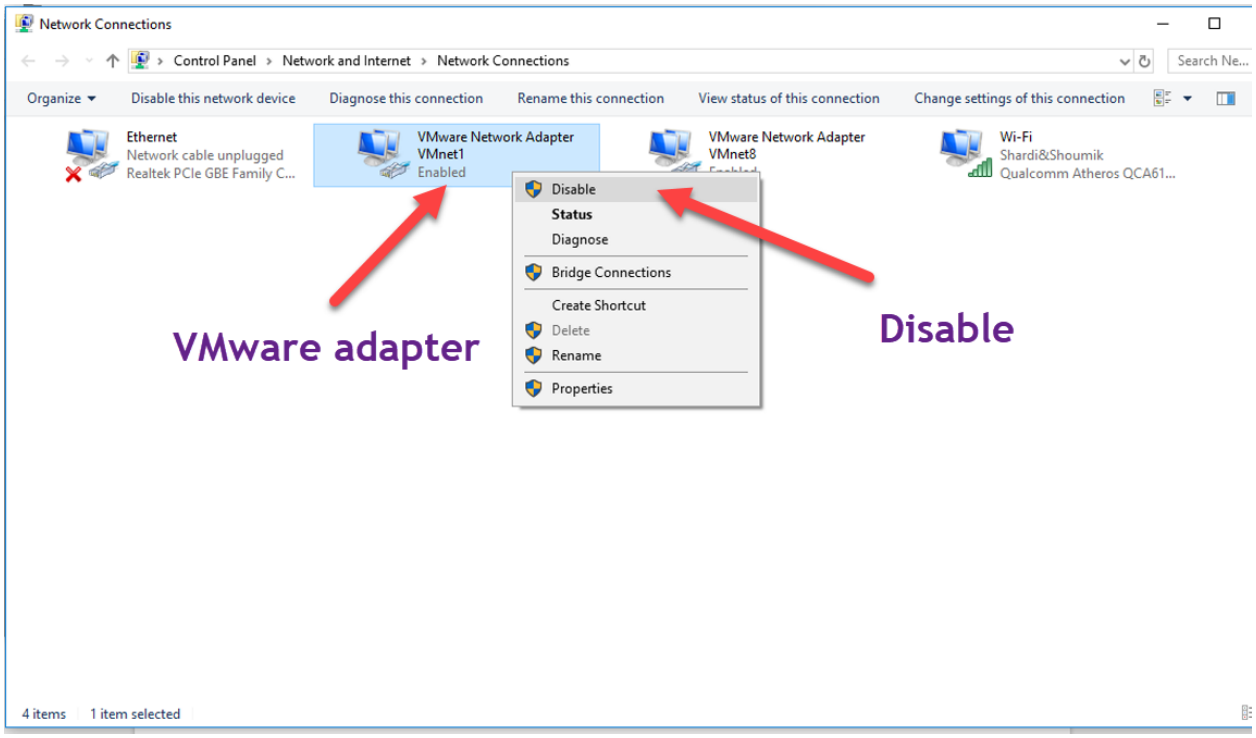
ii. Click on “Network and Sharing Center ”.



iii. Click on “Change adapter settings”.



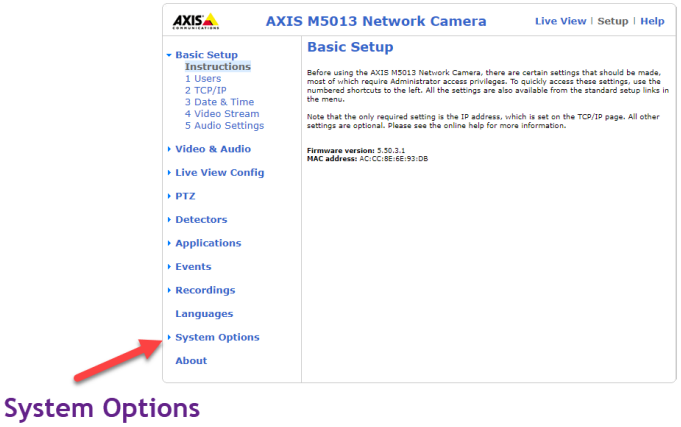
iv. Right click on all the VMware network adapters and click on “Disable”.



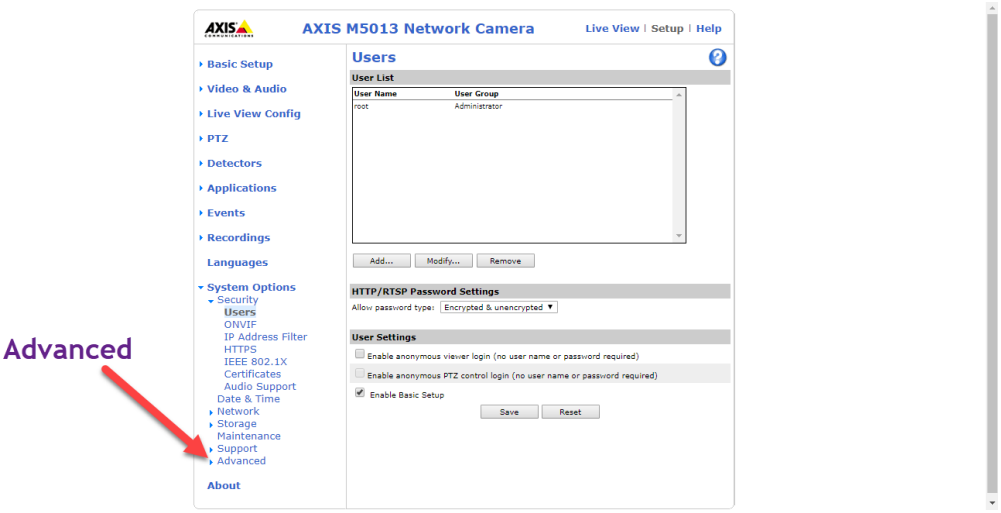
Step 4: Replay attack mode should be off in camera (specifically for Axis camera)

Follow the below procedures to disable “Replay attack mode” in camera (especially for Axis camera)

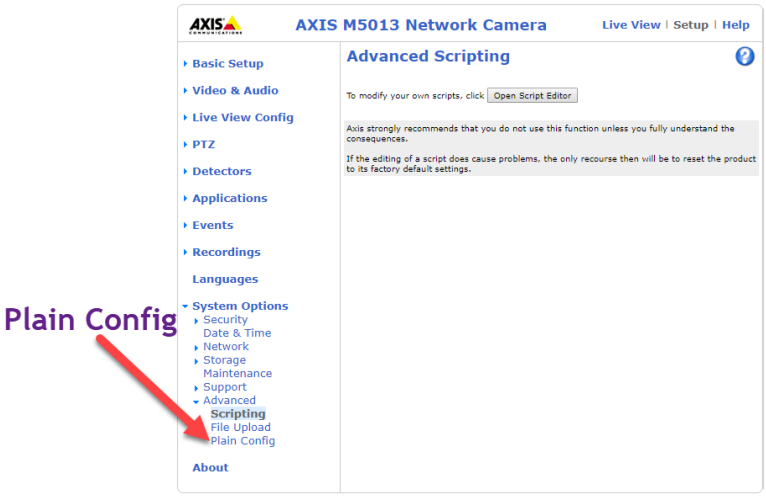
a. Open the IP camera on the web browser.
b. Click on “Setup”
c. Click on “System Option”.



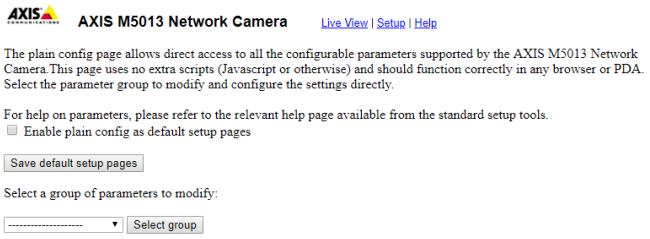
d. Click on “Advanced” Option.



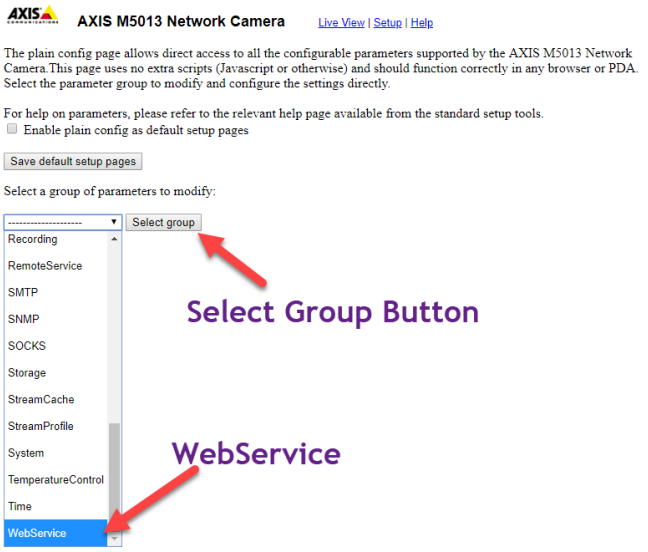
e. Click on “Plain Config”



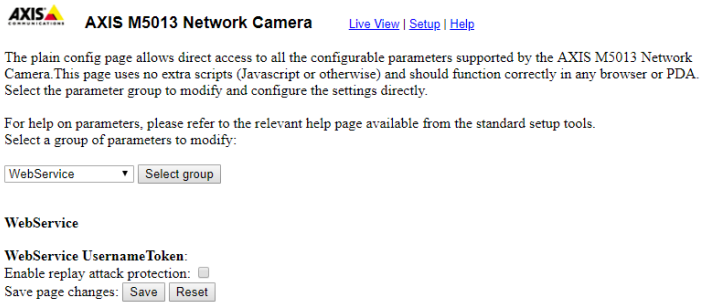
f. The config below window appears.



g. Select “Web Service” in Select Group and click on Select Group button.



h. The below window will appear.



i. Uncheck the “Enable replay attack protection” option and click on save button.

Contact Us

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