EyeDash
Installation Guide

Applicable for EyeDash Pro, Pro+ & Enterprise Versions

Dataware Systems

Version and Support Information

Version: 1.0

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Support: support@datawaresys.com

Overview

This document provides comprehensive instructions for installing the EyeDash application using the EyeDash installer. The installer automates the deployment process and configures all necessary components for a complete EyeDash system setup.

EyeDash is a real-time monitoring and management system for Milestone XProtect environments. It fetches and processes various data from Milestone XProtect management server to provide a comprehensive set of features, tools and analytics such as real-time alerts, device status monitoring, trends and comprehensive reporting.

Key Features:

- Real-time alerts with predefined or custom created rules
- Live device status monitoring for all connected devices, XProtect recording servers, and storage
- Dashboard with charts, trends, widgets to show latest real time data
- Trends and analytics for governance, situation awareness and behaviors.
- System and admin reports
- Proactive issue detection and management
-

Prerequisites

Before running the EyeDash installer, ensure your system meets the following requirements:

System Requirements

EyeDash is designed to handle large volumes of data retrieved from Milestone XProtect, whether you're managing a small number of cameras or scaling up to thousands. The core architecture is engineered to efficiently process data, regardless of its size.

However, managing large-scale deployments requires a robust infrastructure (refer to the *EyeDash Solution Architecture & Diagram*). Whether you choose to install EyeDash on a single machine or deploy it across a distributed architecture, each component has minimum system requirements that must be met for proper operation.

Your EyeDash version will also determine certain limitations, such as the number of supported devices and data retention capacity. The minimum system requirements outlined below are intended to support up to four months of data retention.

- RAM: 16GB
- Physical or virtual machines are tied to which version of EyeDash will be installed. Since EyeDash is container-based solution (you can consult with EyeDash support team for detailed installations). Typically, the preferred setup is Physical or Virtual machine host Ubuntu/Linux/RedHat Enterprise.
- Initial setup requires the machine to have internet access to update all prerequisites before installing EyeDash. For secure environments, connect the internet deploy and configure and then disconnect the internet afterwards.
- Storage: Minimum 250 GB available disk space (Up to 7,500 cameras and 10 concurrent users using the Milestone XProtect product).
- Operating System: Windows Server 2025 R2 Data Center, Windows 10/11/11 Pro or Linux/RedHat Enterprise/Ubuntu

Security & Network Requirements:

Note: If all EyeDash components are installed on a single machine, the only network traffic will be EyeDash backend to Agent, EyeDash Front End to Clients via HTTP/HTTPS.

Alternatively, if the system is installed in a distributed architecture the following ports are required. For more details refer to EyeDash Solution Architecture & Diagram.

EyeDash requires the following ports to be free and available prior to setting up. For the exact list and configuration details based on your specific setup and requirements, please consult the Dataware Systems support team.

For advance installation, all these ports can be configured to client requirements.

- The ports are API 80, Database 5441, Analytics DB 9200, 9300, Backend 9000, 9001
- Port 80/443 for HTTP/HTTPS is where you can access the EyeDash platform.
- You can access EyeDash via localhost or via the server IP address on which the EyeDash is running
- http://localhost or http://<server-ip-address> (HTTPS for secure configuration which requires additional setup)
- For Agent Application Installation please refer to the EyeDash Integration Agent Installation Guide.

Port Conflicts

It is always recommended to install EyeDash on a dedicated server. However, if you choose to install it on an existing server with other running applications, ensure that network ports and API configurations are properly planned to avoid conflicts or errors.

Software Dependencies

- Docker: Latest stable version
- Docker Compose: Latest stable version

Pre-Installation Setup

1. ### Install Docker
   - Download and install Docker Desktop from docker.com
   - Ensure Docker is properly configured and running
2. ### Install Docker Compose
   - Docker Compose is typically included with Docker Desktop
   - For Linux installations, install separately if needed
3. ### Start Docker Daemon
   - Windows: Launch Docker Desktop application
   - Linux: Run `sudo systemctl start docker` or `sudo service docker start`
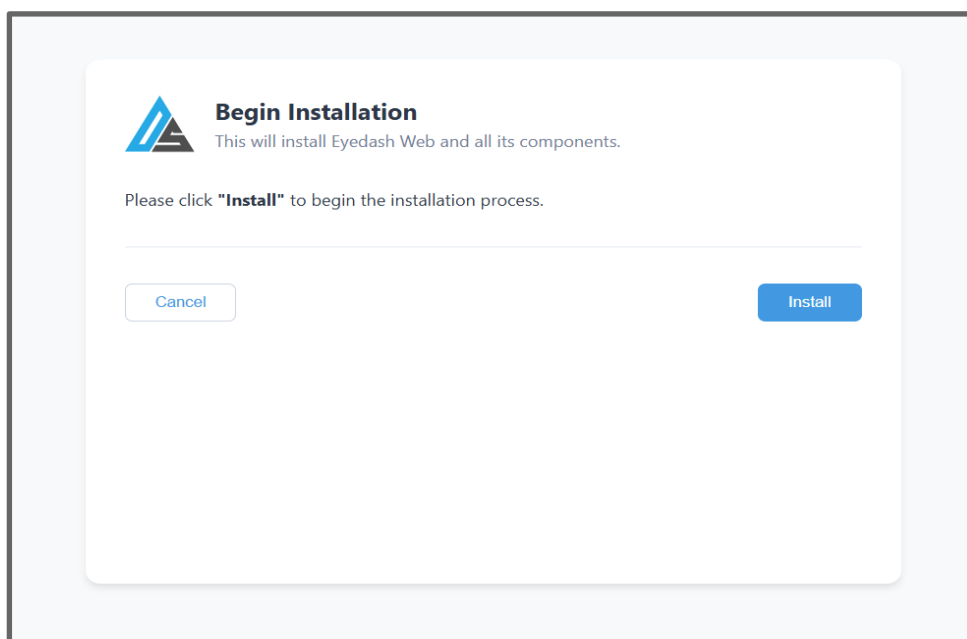   - Verify Docker is running: `docker --version` and `docker-compose --version`

Installation Process For Windows:

Step 1: Launch the Installer

1. Launch the EyeDash installer executable
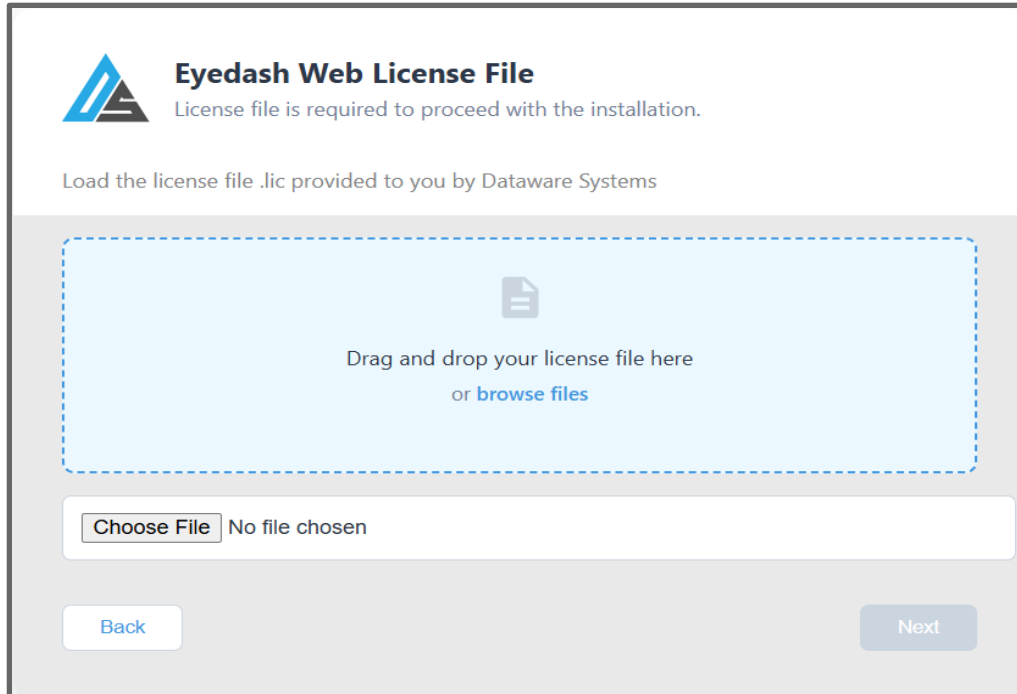2. The installer welcome screen will appear

Step 2: Start Installation

1. Click the "Install" button on the main installer screen
2. The installation wizard will begin

Step 3: License Verification

1. You will be prompted to select a license file
2. Click "Browse" or "Select File"
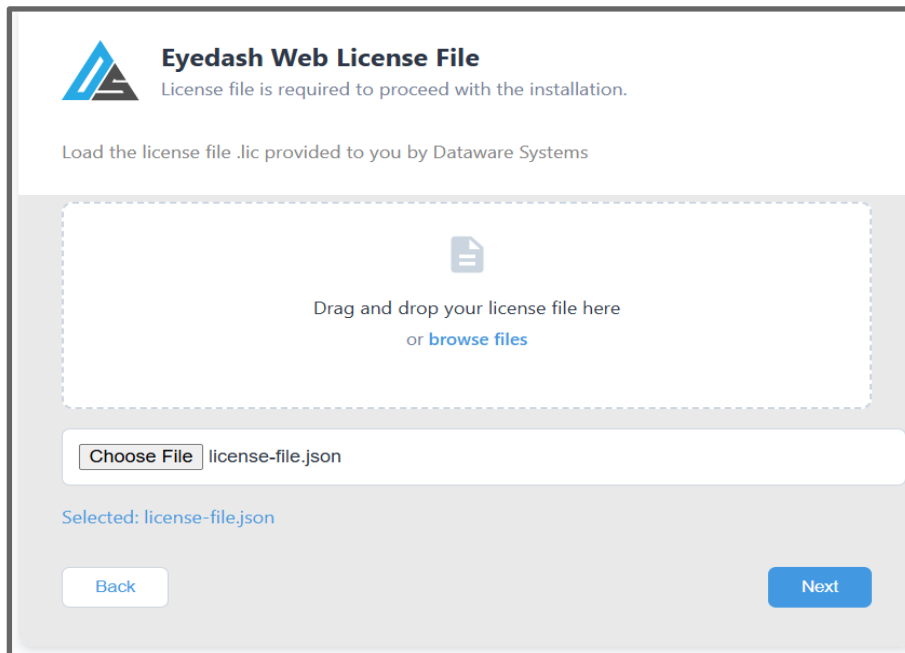
3. Navigate to and select the license file (.JSON format) provided by Dataware Systems
4. Click "Next" to proceed

Note: The license file is essential for proper system activation. Contact your EyeDash Support if you don't

have this file.

Step 4: Final Installation

1. Review the installation summary on the final screen
2. Click "Start Installation" to begin the automated installation process
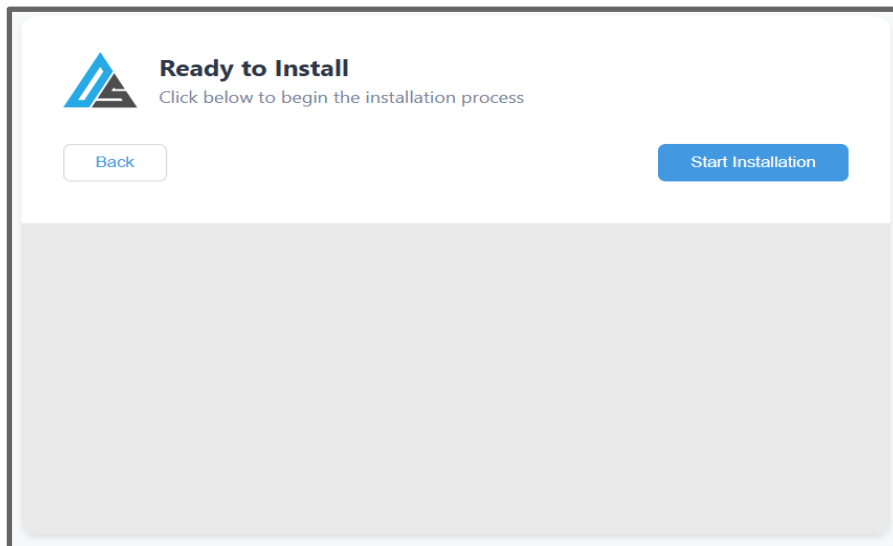
3. The installer will:
   - Load required Docker images
   - Configure system components
   - Set up the EyeDash environment
   - Initialize the database
   - Configure services
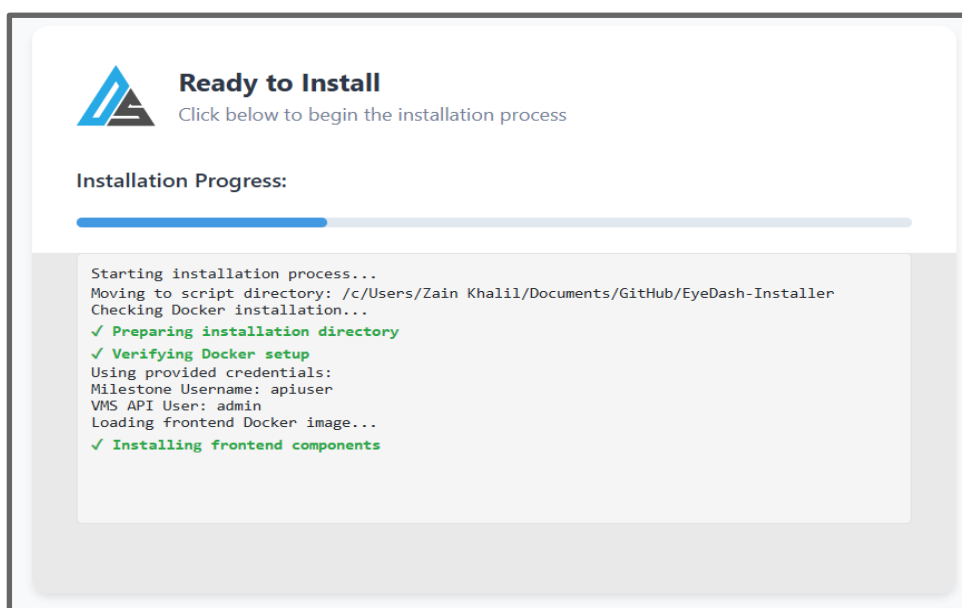
4. Close the Installer after Installation is completed

Installation Completed
EyeDash Web has been successfully installed.

You may now close this installer or launch the application.

Finish
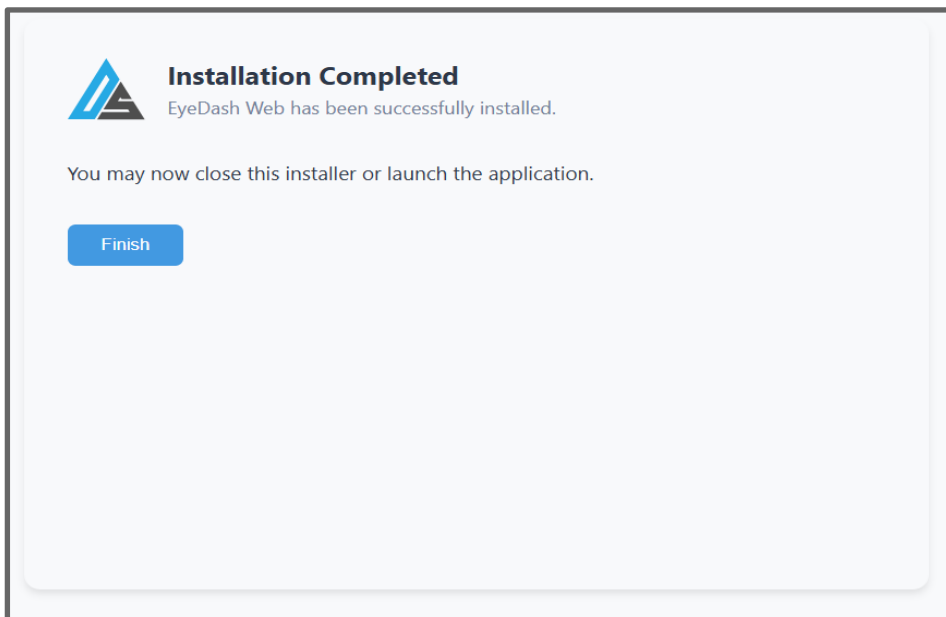
Note: Installation time may vary depending on your system performance.

Installation Process For Linux/Ubuntu:

Step 1: Extract the Installation Package

- Download and extract the provided .zip file.

- The extracted folder will contain:

    - docker-compose.yaml
    - install.sh
    - Additional configuration files.
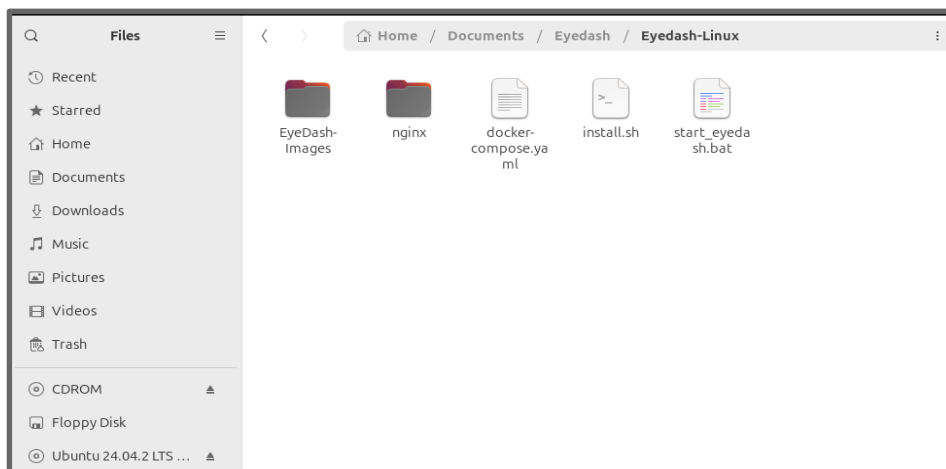
Step 2: Verify Docker & Docker Compose Installation

- Open the extracted folder in your terminal.
- Verify Docker is installed:
  sudo docker --version
- Verify Docker Compose is installed (use either of the following):
  sudo docker-compose --version or sudo docker compose version

Step 3: Clean Previous Docker Resources (if any)

Run the following commands:

- sudo docker compose down -v or sudo docker-compose down -v
- sudo docker image prune -a -f

Step 4: Provide Execution Permission to the Installer

Make the installer script executable:

- sudo chmod +x install.sh

```
eyedash@eyedash-VMware-Virtual-Platform:~/Documents/Eyedash/Eyedash-Linux$ sudo chmod +x install.sh
eyedash@eyedash-VMware-Virtual-Platform:~/Documents/Eyedash/Eyedash-Linux$ ls -l
total 20
-rw-rw-rw- 1 eyedash eyedash 2172 Jun 17 16:35 docker-compose.yaml
drwxrwxrwx 2 eyedash eyedash 4096 Jun 18 00:27 EyeDash-Images
-rwxrwxrwx 1 eyedash eyedash 1232 Jun 17 17:27 install.sh
drwxrwxrwx 2 eyedash eyedash 4096 Jun 18 00:27 nginx
-rwxrwxrwx 1 eyedash eyedash  758 Jun 17 16:34 start_eyedash.bat
```

Step 5: Start the Installation

Run the installation script:

- sudo ./install.sh
- Installation logs will appear in the terminal.

```
eyedash@eyedash-VMware-Virtual-Platform:~/Documents/Eyedash/Eyedash-Linux$ sudo ./install.sh
Loading frontend Docker image...
2f7436e79a0b: Loading layer [=================================================>]  48.49MB/48.49MB

6428cc293366: Loading layer [=================================================>]  24.02MB/24.02MB

e4dc8cd9ecc8: Loading layer [=================================================>]   64.4MB/64.4MB

ce84ba212e49: Loading layer [====>                                              ccce84bce84ba212e49cce8ceccc
ce84ba212e49: Loading layer  211.4MB/211.4MB
84f9fa179c1b: Loading layer  3.323kB/3.323kB
d399c9dc306f: Loading layer  45.68MB/45.68MB
b624aa2d5ea2: Loading layer  1.251MB/1.251MB
d2a991bcab4d: Loading layer      446B/446B
5c36c2d33c82: Loading layer  4.157MB/4.157MB
b03e9db64a18: Loading layer       93B/93B
fc8dcde3f521: Loading layer  5.951MB/5.951MB
Loaded image: eyedash-frontend:latest
Loading backend Docker image...
```

Docker Not Running

- Make sure before starting installation (Windows and Linux) that docker is running.
- Ensure Docker daemon is started before running the installer
- Check Docker Desktop is running (Windows/macOS) or service is active (Linux)

Installation Completed

- Once the installation is completed you can move towards the Post Installation Setup
- You can close the terminal once installation is completed

```
[+] Running 10/10
 ✓ Network eyedash-linux_app-network      Created                          0.3s
 ✓ Volume "eyedash-linux_postgres_data"   Created                          0.0s
 ✓ Volume "eyedash-linux_esdata"          Created                          0.0s
 ✓ Volume "eyedash-linux_minio_data"      Created                          0.0s
 ✓ Container postgres_db_linux            Started                          4.6s
 ✓ Container elasticsearch_linux          Started                          4.4s
 ✓ Container minio                        Started                          4.8s
 ✓ Container eyedash_backend_linux        Started                          5.6s
 ✓ Container eyedash_frontend_linux       Started                          6.7s
 ✓ Container eyedash_nginx                Started                          7.7s
eyedash@eyedash-VMware-Virtual-Platform:~/Documents/Eyedash/Eyedash-Linux$
```

Post-Installation Setup (Windows & Linux)

Step 1: Access EyeDash in Browser

- Open your browser and go to:
  http://localhost or http://<server-ip-address>
- The EyeDash login screen will appear.

Step 2: Login with Default Credentials

- Username: superadmin
- Password: Abc1234_
- On first login, you'll be required to set a new password for the superadmin account.

Step 3: Handle Index Error Toast (Linux Only)

If you see an error toast saying "Index not found", run the following command in your terminal:

- sudo docker restart eyedash_backend_linux

Step 4: Create Users

- Go to User Management inside EyeDash.

- Create the following user roles:

  - Operator

  - Manager

Step 5: Add a VMS

- Navigate to VMS Integration Settings.
- Add a VMS and fill in all required connection details.
- You can see the detailed steps and guide from the EyeDash User Guide

Milestone XProtect Credentials

- Verify username and password are correct while adding the VMS
- Ensure the account has API access permissions on the specific user
- Check network connectivity to Milestone XProtect system

  For detailed instructions on creating users and integrating a VMS, refer to the EyeDash User Guide

Troubleshooting

Getting Help

If you encounter issues during installation:

1. Check the installer logs for detailed error messages
2. Verifying all prerequisites are met
3. Ensure Docker is properly configured and running
4. Contact your system administrator or EyeDash support team

Security Considerations

- Change the default administrator password immediately after first login
- Use strong, unique passwords for all accounts
- Regularly update the system and antivirus
- Secure the license file appropriately
- Follow your organization's security policies for credential management

Next Steps

After successful installation and initial setup:

1. Configure additional user accounts as needed
2. Set up system integrations
3. Configure monitoring and alerting
4. Review system logs and performance
5. Establish backup and maintenance procedures