Milestone Systems

Milestone® Software Manager 1.5

Administrator's Manual

Contents

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Introduction

The Milestone Software Manager 1.5 is a single-point tool for remote update of Milestone software on multiple remote servers in large installations. Examples of this type of remote servers are XProtect® Corporate recording servers and XProtect® Enterprise servers.

Main features:

- Monitoring of installed and running versions of XProtect® systems on remote servers.

- Central upload of new software versions and uninstall/install of uploaded versions to relevant remote servers.

- Central progress monitoring – makes it possible to check that the upload/uninstall/install is on schedule and its final status.

- Options, such as:

    - work with single or multiple servers

    - perform the update in parallel or sequential mode.

Main components:

- A software library where it is possible to point to the software packages you wish to work with.

- A list of remote servers you select to work with.

- A wizard to help manage/update your remote servers.

Prerequisites

IMPORTANT: It is strongly recommended to always test the Milestone Software Manager on a test system or on one or two remote servers before employing a full-scale update on your main system to all remote servers in one go.

Be aware that your surveillance services may be affected, and that this may in turn affect video viewing and recording during the operation. When this is the case, you might want to perform the operation at a time when video viewing and recording is not critical.

For the Milestone Software Manager to run successful updates, please study the following.

Supported operating systems

On machines where the Milestone Software Manager is to be installed: Windows 7®, Windows Server® 2003 and Windows Server® 2008 (32-/64-bit).

Important: Milestone Software Manager is configured to work with Microsoft .Net 3.5 which is not installed automatically on Windows 7.

Microsoft .Net 3.5 must be installed on machines receiving the software packages and Microsoft .Net 4.0 must be installed on machines running the Milestone Software Manager.

Prerequisites for all remote servers

- Close all Milestone applications on all remote servers before beginning updates via the Milestone Software Manager.

- User Access Control (UAC) on the remote server must be disabled.

- Firewall on the remote server must be disabled.

- The Windows® user operating the Milestone Software Manager must be member of the administrator group.

- The Windows® user operating the Milestone Software Manager must have logged on to the remote server at least once before.

Important information

- The Milestone Software Manager operates with software installation packages consisting of a product installer and an xml file. The xml file describes the product and how the Milestone Software Manager should install/uninstall the product. Software packages are kept in the global package repository of the machine where the Milestone Software Manager is installed or on a network drive accessible to the Milestone Software Manager. In order for the Milestone Software Manager to be able to install or uninstall a product, the relevant package must be uploaded to the local repository of the remote machine(s). Just as an installer can be removed after installing a product, a package can be deleted after the product is installed or uninstalled. Note however, that the package must be uploaded again before a new installation or uninstallation can be performed.

- Just as an installer can be removed after installing a product, a package can be deleted after the product is installed or uninstalled. Note however, that the package must then be uploaded again before a new installation or uninstallation can be performed.

- If you work with one or more packages using Software License Codes (SLCs), be careful when you enter the SLC – they are **not** validated by the Milestone Software Manager.

- If you work with one or more packages using .lic files, and **do not** select a .lic file, the product(s) included in the selected package(s) will be installed as trial product(s).

- Always test (see "Test servers" on page 10) server connections before updating remote servers. If errors are reported, do **not** start updating remote servers. Study the test report and—if needed—contact Milestone at support@milestonesys.com.

- Canceling installation/uninstallation on a remote server only stops monitoring it—it does not stop the update itself. As a consequence, it is recommended to study the package-level result (see "Manage servers wizard" on page 13) for accurate detailed results of the update.

Version specific issues

- **Uninstalling on Windows XP® x86, Windows XP® x64, Windows Server® 2003 x86, and Windows Server® 2003 x64:**
  If needed, the above-mentioned versions of Windows are unable to return an uninstaller return code. This might cause the Milestone Software Manager to report as being uninstalled successfully, even though it is in fact still installed on the remote machine. This can make it hard to locate the related problem.

- **Do not update 32-bit and 64-bit computers at the same time:**
  This is due to the fact that it is not possible to set separate installation paths for each server installation.

Enter default credentials

Once you have launched the Milestone Software Manager, before you can start working, you must enter default credentials for the remote machines on the network.

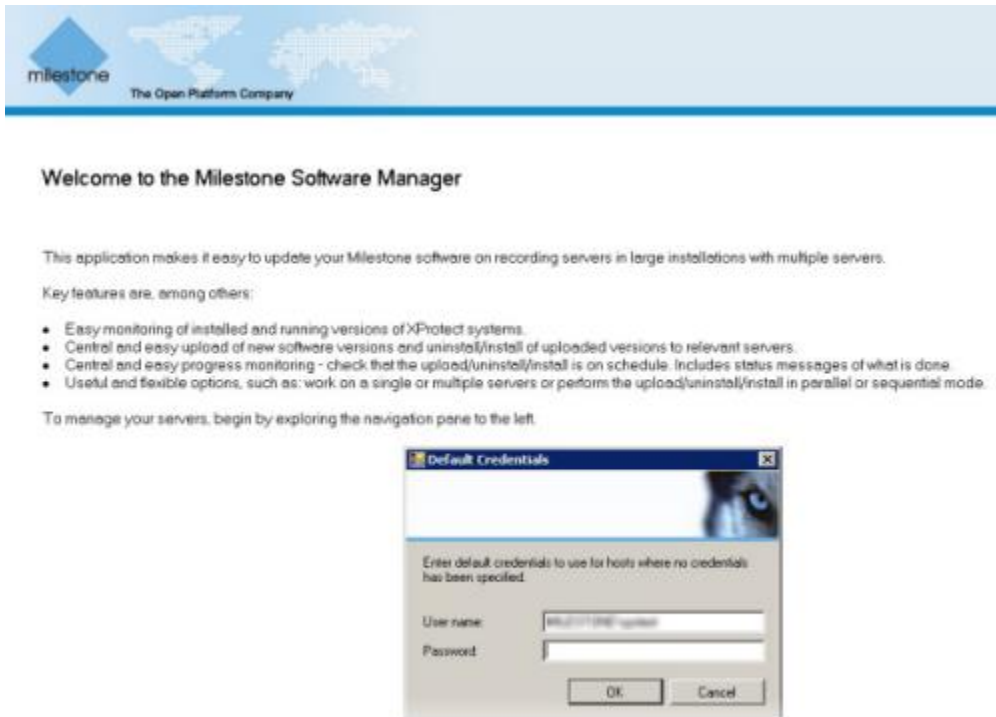1. Launch the Milestone Software Manager. A **Default Credentials** window appears.

Illustration: Default Credentials window

2. Fill in the default login credentials. These are used as default login when working with remote machines on your network (and no other/specific credentials are specified for a machine).

3. If you need to change default credentials at later time, go to **Options** > **Change default credentials**.

4. If needed, you can later specify individual credentials (see "More server options" on page 11) on each remote machine.

Note that this has nothing to do with accessing the Milestone Software Manager itself. It is strictly a matter of specifying default credentials for relevant remote machines on the network (where no other/specific credentials have been specified).

Software library

Normally, the first area you work with is the **Software Library** area.

This site, to which you download the install-packages, also contains a number of .exe files known as software packages. Before accessing the software packages, you must create a destination folder for them—name and location of the folder is of your choice - and copy the software packages to this folder.

Double-click each software package to unpack these to your newly created folder. In Milestone Software Manager, point your software library path to the folder.

It is recommended that you keep the path to the root directory short.

Point software library to correct path

In the navigation pane in the left side of the Milestone Software Manager, expand the **Software Manager** and select **Software Library**. This opens the **Software Library** window. The first time you use this application, the software library list will be empty.
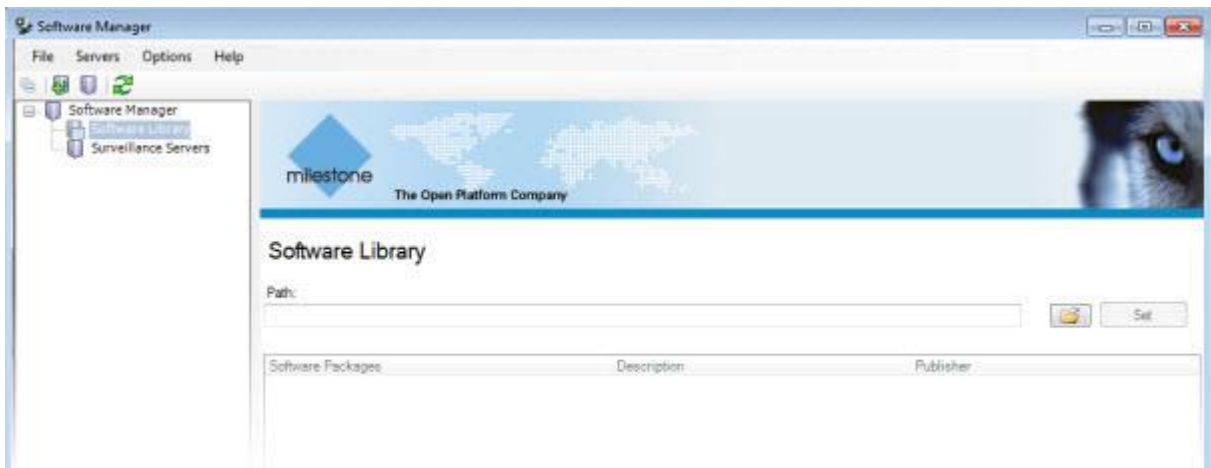

Illustration: Empty software library

At the top of the **Software Library** window, browse to find the path where the relevant software packages are stored. When done, click **Set**.

Your software library will now list the software packages stored at the location pointed to.

Surveillance servers

Next, from the **Milestone Servers** area, you create a list of relevant remote servers that you want to work with.

Open server list

In the navigation pane select **Surveillance Servers**. This opens the **Surveillance Servers** window. The first time you use this application, the server list is empty.

You may fill it in two ways – by adding each server individually or by requesting a main surveillance server to compile a list.

Add individual surveillance servers

5. In the navigation pane, right-click **Surveillance Servers** and select **Add Individual Surveillance Server**.

6. Type the address of the remote server to be added to the list.

7. Type a library where the software package(s) should be placed when uploaded and click **OK**. The library must be shared and given full read and write permissions.

When done, the remote server will be added to the list. Repeat to add further servers to the list.

Add complete surveillance setup

1. In the navigation pane, right click **Surveillance Servers** and select **Add Complete Surveillance Setup**.

2. Do one of the following:

    a) On an XProtect Corporate server, type the address of the management server that must compile the list of available recording servers.

    b) On an XProtect Enterprise server, type the address of the master server that must compile the list. This will include all its slave servers and also the master server itself.

3. Select the type of authentication to be used.

4. Type the user name and password if relevant.

5. Type a library where the software package(s) should be placed when uploaded and click **OK**. The library must be shared and given full read and write permissions.
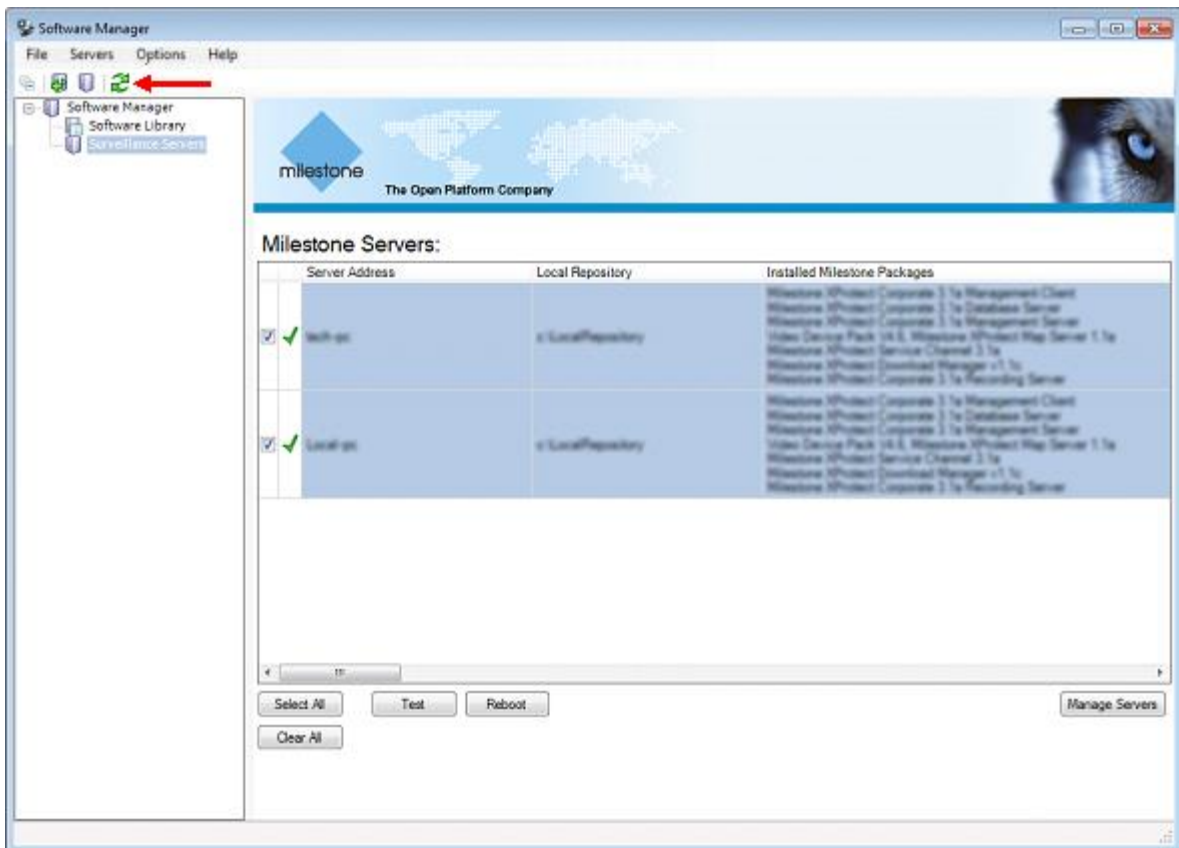
When done, the server list is compiled and added to the list.

Illustration: Milestone servers - populated

Next to each remote server, an icon indicates its connection status. The following icons exist:

- ✔ Indicates that the Milestone Software Manager can connect to the server.

- ✖ Indicates failure to connect.

- ⚠ Indicates that the Software Manager is currently processing the server.

Click the **Refresh** icon in the toolbar (marked by a red arrow) to refresh the icons.

Test servers

It is recommended to always test your remote server connections before starting an update (see "Important information" on page 5).

When you test connections, you check whether you have the correct user rights to do the update. If—for some reason—you do not and the test fails, you should **not** proceed with the update until the issue(s) have been resolved.

1. In the navigation pane, select **Surveillance Servers**.

2. Select the remote server(s) you wish to test and click **Test**.

The far right **Status** column keeps you informed of the progress and status of the test. If relevant, server status icons will also change.

Illustration: Close up of server list

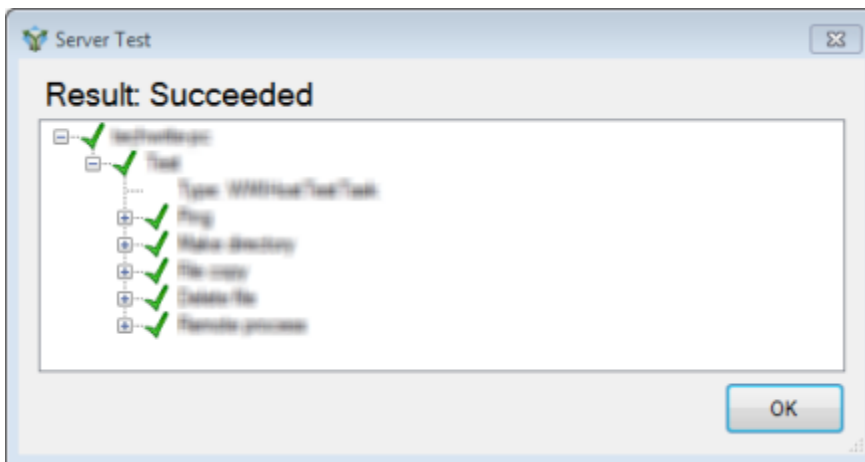A server test window will present detailed test results.

Illustration: Server test results

If you are using the Software Manager to deploy software to a computer in a separate workgroup outside of a domain and get an error message saying **System error 5 has occurred. Access is denied**. when you are logged on to the target PC as a local administrator user, this is because of an issue with your account rights on the target computer. By default, Windows Vista and newer versions of Windows prevent local accounts from accessing administrative shares through the network. To fix this issue, you must modify the Windows Registry.

In Windows Registry, add **LocalAccountTokenFilterPolicy=1** to HKEY_LOCAL_MACHINE\SOFTWARE\Microsoft\Windows\CurrentVersion\Policies\System to modify the system settings and give local administrator users the necessary rights.

For more information, see the **Let me fix it myself**-guide on the Microsoft website (http://support.microsoft.com/kb/947232).

Reboot servers

1. In the navigation pane select **Surveillance Servers**.

2. Select the remote server(s) to reboot and click **Reboot**.

The far right **Status** column (see "Figure: Close up of server list (see "Test servers" on page 10)") keeps you informed of the progress and status of the reboot. If relevant, server status icons (second column from the left) will also change.

More server options

The **Surveillance Servers** window contains further options for the remote servers on the list.

1. In the navigation pane select **Surveillance Servers**.

2. Place the cursor over the remote server you wish to work with and right-click.

3. The following menu options appear: **Remove**, **Change Server Information** and **Remote Desktop**.
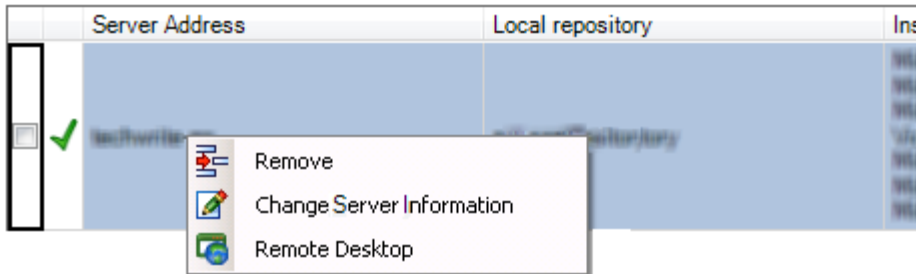

Illustration: Server right-click menu

4. Do one of the following:

    • Select **Remove** to remove the remote server from the server list.

    • Select **Change Server Information** to change server information such as the library in which to store software packages and to change default credentials (see "Enter default credentials" on page 7).

    • Select **Remote Desktop** to log on to the remote server via Remote Desktop.

Manage servers wizard

Now that you have your software library in place and a list of remote servers, you can start updating/configuring the selected servers. The Milestone Software Manager has a built-in, dedicated wizard for this purpose.

To carry out a remote update of all or selected remote servers:

1. In the navigation pane, select **Surveillance Servers**. This opens the **Surveillance Servers** window. Make sure you have selected one or more servers in the list.

2. Run a test of your remote server connection (see "Test servers" on page 10). Only proceed if this test is **successful**.

3. Click **Manage Servers** in the lower right corner. This starts the **Software Management Wizard**. Click **Next**.

   With the **Software Management Wizard** you can upload, uninstall and/or install software packages easily. The wizard lets you do everything in one run, or if you prefer, upload first, then uninstall and finally install packages. Or you can do any combination hereof by simply running the wizard as many times as needed. Note however that (provided a run of the wizard contains more than one task) the task sequence is always the same, first upload, then uninstall and finally install.

   The wizard interface is divided into the following areas:

   - A - which lets you select the software packages to upload to the selected remote servers. You can select one or more packages or leave empty. A package must be uploaded before it can be installed/uninstalled.

   - B - which lets you select a software package to uninstall or leave empty. Selecting **Delete package from host** will furthermore remove the selected package after the product has been uninstalled (see "Important information" on page 5) (at this point the package is no longer needed).

   - C - which lets you select a software package to install or leave empty.

   - D - which lets you select how to schedule the upload, uninstallation and installation tasks on the remote servers. Select between **In parallel** and **In sequence**. If the tasks are scheduled in parallel, the task sequence will occur simultaneously on all the remote computers and if the tasks are scheduled sequentially, the servers will be updated one at the time.
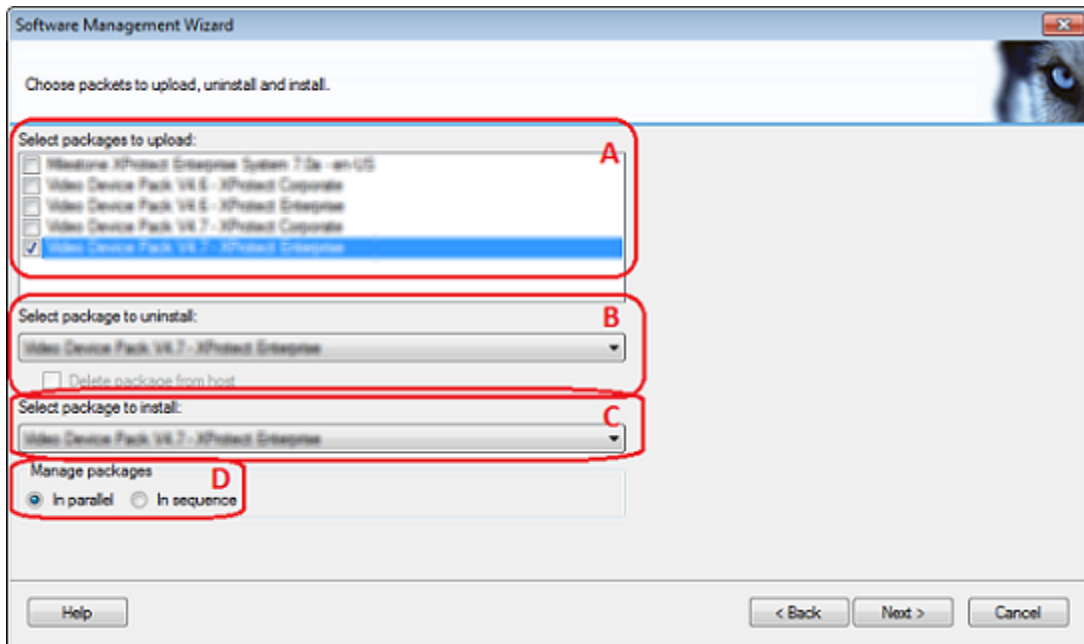
Illustration: Software package selection

If you update in sequence, note that it will take somewhat longer (see "Important information" on page 5) than updating in parallel. However, updating in sequence might be desirable if network resources are limited or for testing the result of the process in small scale before rolling it out wide scale.

Click **Next**.

4. If you are installing packages, read and accept the end-user license agreement. When done, click **Next**.

5. Next - if you are uninstalling or installing packages - enter parameters for the selected uninstall and install processes. Click **Next**.

6. Now, you are presented with an overview of your selections (what to upload, uninstall, install and how) and the services that will be affected. Review, accept and click **Next**.

    Once you click **Next**, you will **not** be able to go back to previous wizard steps.

7. Next step shows progress for individual servers. From here, it is also possible to cancel individual processes by clicking **Stop**.

    If an installation/uninstallation is stopped mid-process, it is recommended to redo the installation/uninstallation. When a process is canceled, it might be too late for some parts to be canceled (might already be successfully installed/uninstalled) but not for others. This might give a result that seems OK, but sub-parts might not be working.

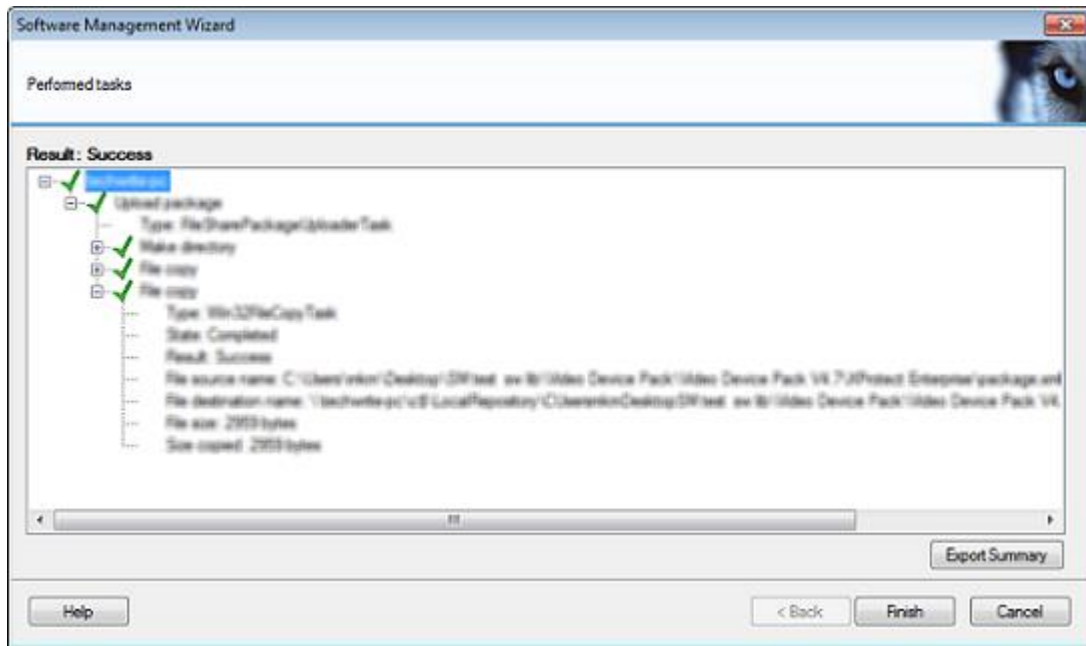8. When all processes are done, click **Next**.

Illustration: Wizard results

9. Results for the entire update process are shown. Expand to view details.

To export results to other programs for further editing/distribution, click **Export Summary**. When done, click **Finish**.

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About Milestone Systems

Milestone Systems is a leading provider of open platform video management software; technology that helps the world see how to ensure safety, protect assets and increase business efficiency. Milestone enables an open platform community that drives collaboration and innovation in the development and use of network video technology, with reliable and scalable solutions that are proven in more than 150,000 sites worldwide. Founded in 1998, Milestone is a stand-alone company in the Canon Group. For more information, visit: http://www.milestonesys.com.