



Setup Instructions

i-PRO Active Guard for XProtect



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1. Preface

1.1. Limitation of liability

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- Intel, Intel Core and Xeon are trademarks of Intel Corporation or its subsidiaries in the U.S. and/or other countries.
- Other names of companies and products contained in these operating instructions may be trademarks or registered trademarks of their respective owners.

1.4. Abbreviations

These are descriptions of the basic terms used in these operating instructions.

Microsoft® Windows® are described as Windows.

1.5. Disclaimer of warranty

This product is designed to search/verify a specified face from database that stores face information and thumbnail images created based on faces captured by network cameras and display statistical information by operation using a client terminal or system compatible with this product. This product by itself is not designed for crime prevention. This product must not be used for any purpose that is unlawful or prohibited by any law or regulation. We are not responsible for such unlawful or infringing use of our products. In addition, our company accepts no responsibility for the following under any circumstances.

- (1) ANY DAMAGE AND LOSS, INCLUDING WITHOUT LIMITATION, DIRECT OR INDIRECT, SPECIAL, CONSEQUENTIAL OR EXEMPLARY, ARISING OUT OF OR RELATING TO THE PRODUCT.
- (2) ANY INCONVENIENCE, LOSS, OR DAMAGE CAUSED BY INAPPROPRIATE USE OR NEGLIGENT OPERATION OF THE USER.
- (3) UNAUTHORIZED DISASSEMBLE, REPAIR OR MODIFICATION OF THE PRODUCT BY THE USER.
- (4) ANY PROBLEM, CONSEQUENTIAL INCONVENIENCE, OR LOSS OR DAMAGE, ARISING OUT OF THE SYSTEM COMBINED BY THE DEVICES OF THIRD PARTY.
- (5) ANY CLAIM OR ACTION FOR DAMAGES BROUGHT BY ANY PERSON OR ORGANIZATION AS A PHOTOGRAPHED SUBJECT DUE TO VIOLATION OF PRIVACY CONCERNING A SURVEILLANCE CAMERA'S PICTURE OR SAVED DATA, FOR SOME REASON (INCLUDING USE WHEN USER AUTHENTICATION ON THE AUTHENTICATION SETTING SCREEN IS SET TO OFF), BECOMING PUBLIC OR BEING USED FOR ANY PURPOSE.
- (6) LOSS OF REGISTERED DATA CAUSED BY ANY FAILURE (INCLUDING INITIALIZATION OF THE PRODUCT DUE TO FORGOTTEN AUTHENTICATION INFORMATION SUCH AS A USERNAME AND PASSWORD).
- (7) ANY PROBLEM, DAMAGE OR COMPLAINT CAUSED BY THE OPERATION BY A MALICIOUS THIRD PARTY.

1.6. Collection of Usage Data

This software may collect data about utilization of this software and send it to i-PRO Co., Ltd. In particular, we use this data to improve our products and services. You can stop this data collection by unchecking "Send anonymous data to improve software and user experience," checkbox.

The following is an example of the data collected by this software. We do not collect data about your personal information.

- Company name, Country and Purpose of use entered by user.
- The number of camera and camera's extension software.

1.7. Network security

As you will use this product connected to a network, your attention is called to the following security risks.

1. Leakage or theft of information through this product
2. Use of this product for illegal operations by persons with malicious intent
3. Interference with or stoppage of this product by persons with malicious intent

It is your responsibility to take precautions such as those described below to protect yourself against the above network security risks.

- Use this product in a network secured by a firewall, etc.
- If this product is connected to a network that includes PCs, make sure that the system is not infected by computer viruses or other malicious entities (using a regularly updated anti-virus program, anti-spyware program, etc.).
- Protect your network against unauthorized access by restricting users to those who log in with an authorized user name and password set by using user authentication.
- After the product is accessed by the administrator, make sure to close the web browser.
- Change the administrator password periodically. Keep the authentication information (your username and password) in a safe place free from public view.
- Apply measures such as user authentication to protect your network against leakage or theft of information, including image data, authentication information (user names and passwords), alarm mail information and FTP server information.
- Use a password that has never been used to protect your network from information leakage or theft.

1.8. Precaution for use

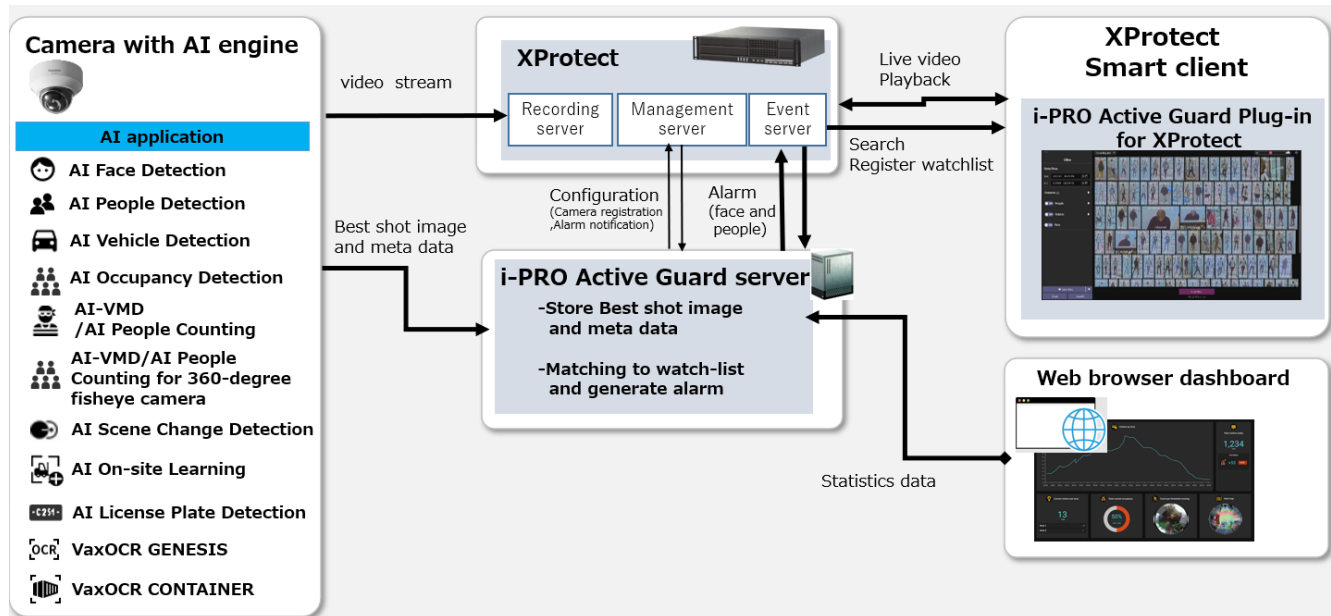
- The administrator should properly manage authentication information such as cameras, recorders, client software, Windows, databases, etc. so as not to leak to third parties.
- Always change passwords for cameras, recorders, client software, etc. from the default values, and perform appropriate management.
- Apply authentication information for each user, and do not share.
- Set the access privileges of the user appropriately.
- Make sure to manage login properly using auto logout function etc. so that third parties do not operate unintentionally by leaving it logged in.
- When downloading the application, please download from the official site.
- The administrator should properly manage exported data using export function so that there is no leakage to third parties.
- When repairing, disposing of, or transferring PC, there is a possibility that information may be left on the HDD etc. Therefore, please manage by an appropriate method such as physically destroying the HDD. Also, if using external media, remove them in advance and manage them so that they do not leak to third parties.
- If the authentication information is lost, system needs to be initialized. Store the authentication information properly in a place where only authorized persons can view it.
- It is recommended to back up and manage system configuration data regularly.
- Set the time for devices in the system, such as cameras, recorders, and PCs, using an NTP server, etc.
- Please properly manage the expiration date of the server certificate prepared by the customer.
- For Windows, apply the latest security patch. Also, please set up Windows properly according to your environment.
- Databases can be corrupted by forced shutdowns / power outages or system outages / system crashes due to power interruptions.

In that case, following phenomenon may occur. i-PRO Active Guard server software will not start, functions such as search, alarm notification, or watch registration will not work.

Damaged data cannot be recovered, so it is highly recommended to install a UPS in case of power failure.

2. Introduction to i-PRO Active Guard

2.1. System overview



AI application or AI function on cameras transmit video stream to XProtect and transmit Best shot images and meta data to i-PRO Active Guard server.

i-PRO Active Guard server stores those data and also generate alarm when face, people, vehicle, LPR, code or container is matched to watchlist. XProtect Management server and XProtect Event server should be installed in the same PC.

i-PRO Active Guard Plug-in for XProtect (hereinafter referred to as "Plug-in") which is the plug-in software for XProtect Smart Client can search Best shot images, register watchlist, show live video, recorded video.

i-PRO Active Guard Plug-in for XProtect is developed by ORBNET SYSTEM LTD. Please refer to their manual about plugin installation and how to use.

<https://www.milestonesys.com/technology-partner-finder/i-pro--co.-ltd/i-pro-active-guard-plug-in-for-xprotect/>

By visualizing statistics data from AI application on the web browser, it can also be used for business intelligence.

2.2. Software components and supported version

Camera's AI function

- AI Face Detection: Camera's extension software. V1.11 or later is supported.
 - V2.10 or later is required for area-specific search (Region of interest) in Plug-in.
- AI People Detection: Camera's extension software. V1.11 or later is supported.
 - V1.40 or later is required for to use the automatic detection of people attributes from images.
 - V2.10 or later is required for area-specific search (Region of interest) in Plug-in.
- AI Vehicle Detection: Camera's extension software. V1.11 or later is supported.
 - V1.40 or later is required for to use the automatic detection of vehicle attributes from images.
 - V2.10 or later is required for area-specific search (Region of interest) in Plug-in.
- AI Occupancy Detection: Camera's extension software. V1.60 or later is supported.
- AI-VMD/AI People Counting: Camera's extension software. V2.00 or later is supported.
 - V3.00 or later is required for people or vehicle counting dashboard.
 - V3.20 or later is required for to show the line names set by the camera in dashboard.
 - V3.70 or later is required for heatmap in dashboard People counting.
- AI Sound Classification: Camera's firmware function.
- AI-VMD/AI People Counting for 360-degree fisheye camera: Camera's extension software. V1.21 or later is supported.
 - V1.50 or later is required for to show the area/line names set by the camera in dashboard.
- AI Scene Change Detection: Camera's extension software. V1.00 or later is supported.
- AI On-site Learning: Camera's extension software. V1.00 or later is supported.
- AI Processing Relay: Camera's extension software. V1.00 or later is supported.
 - V2.10 or later is required for specify lines/area individually in dashboard.

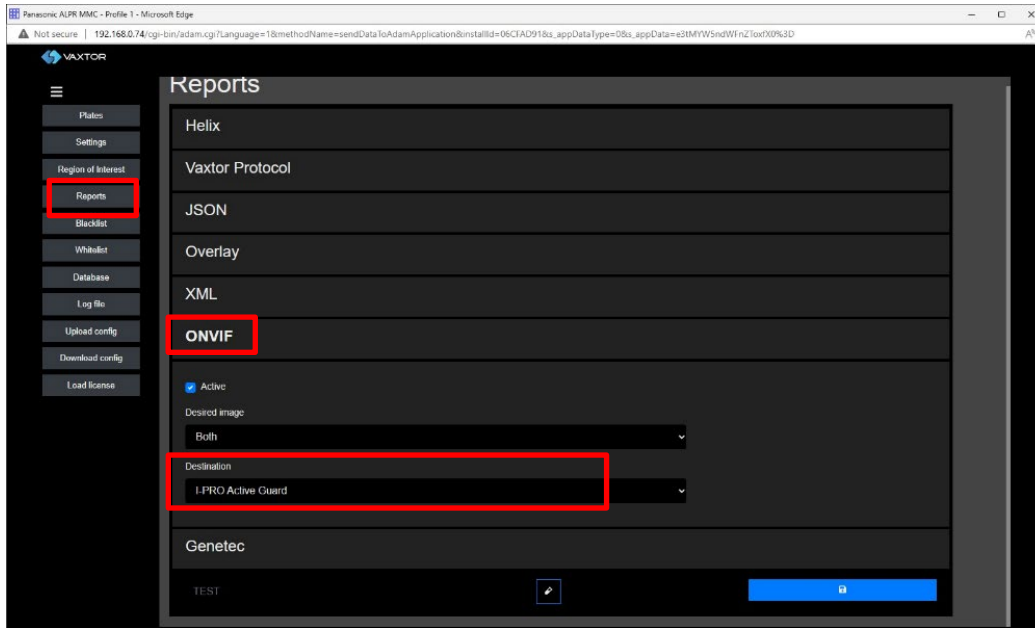
Please see https://i-pro.com/products_and_solutions/en/surveillance/learning-and-support/knowledge-base/product-tips/active-guard-links for more information.

[Partner's application: [Vaxtor Technologies](#)]

- VaxALPR Camera's extension software. V1.3.16 or later is supported.
- VaxOCR GENESIS Camera's extension software. V1.3.7 or later is supported.
- VaxOCR CONTAINER Camera's extension software. V1.0.5 or later is supported.

About Vaxtor's application (VaxALPR, VaxOCR GENESIS, VaxOCR CONTAINER)

- For Multi-Sensor Cameras, only 1ch is supported.
- VaxALPR does not work just by installing it on the camera.
- Set "Reports - ONVIF – Destination" to "i-PRO Active Guard" in Vaxtor's application settings.



For more information on Vaxtor's application, please see [application list](#).

For integration with 3rd party extension software, excluding VaxALPR, VaxOCR GENESIS and VaxOCR CONTAINER, refer to 7.2.

Camera's firmware

Camera with AI engine (hereinafter referred to as "camera") are supported.

Please also check supported camera models on VMS.

camera model	Version
WV-S1136, WV-S2136, WV-S2136L, WV-S2236L	1.11 or later
WV-S1536L, WV-S1536LN, WV-S1536LTN, WV-S2536L, WV-S2536LN, WV-S2536LTN	1.11 or later
WV-X1571L, WV-X2571L, WV-X2271L, WV-X1551L, WV-X2551L	1.50 or later
WV-S4576L, WV-S4176, WV-S4576LM, WV-S4156, WV-S4556L, WV-S4556LM	1.01 or later
WV-S8543, WV-S8543G, WV-S8543L, WV-S8543LG, WV-S8544, WV-S8544G, WV-S8544L, WV-S8544LG, WV-S8563L, WV-S8563LG, WV-S8564L, WV-S8564LG, WV-S8573L, WV-S8573LG, WV-S8574L, WV-S8574LG	1.01 or later
WV-S15500-V3L, WV-S15500-V3LN, WV-S15500-V3LN1, WV-S15500-V3LK, WV-S15600-V2L, WV-S15600-V2LN, WV-S15700-V2L, WV-S15700-V2LN, WV-S15700-V2LK, WV-S22500-V3L, WV-S22500-V3LG, WV-S22500-V3L1, WV-S22600-V2L, WV-S22600-V2LG, WV-S22700-V2L, WV-S22700-V2LG, WV-S22700-V2L1, WV-S25500-V3L, WV-S25500-V3LN, WV-S25500-V3LG, WV-S25500-V3LN1, WV-S25600-V2L,	1.00 or later

camera model	Version
WV-S25600-V2LN, WV-S25600-V2LG, WV-S25700-V2L, WV-S25700-V2LN, WV-S25700-V2LG, WV-S25700-V2LN1,	
WV-S71300-F3	1.10 or later

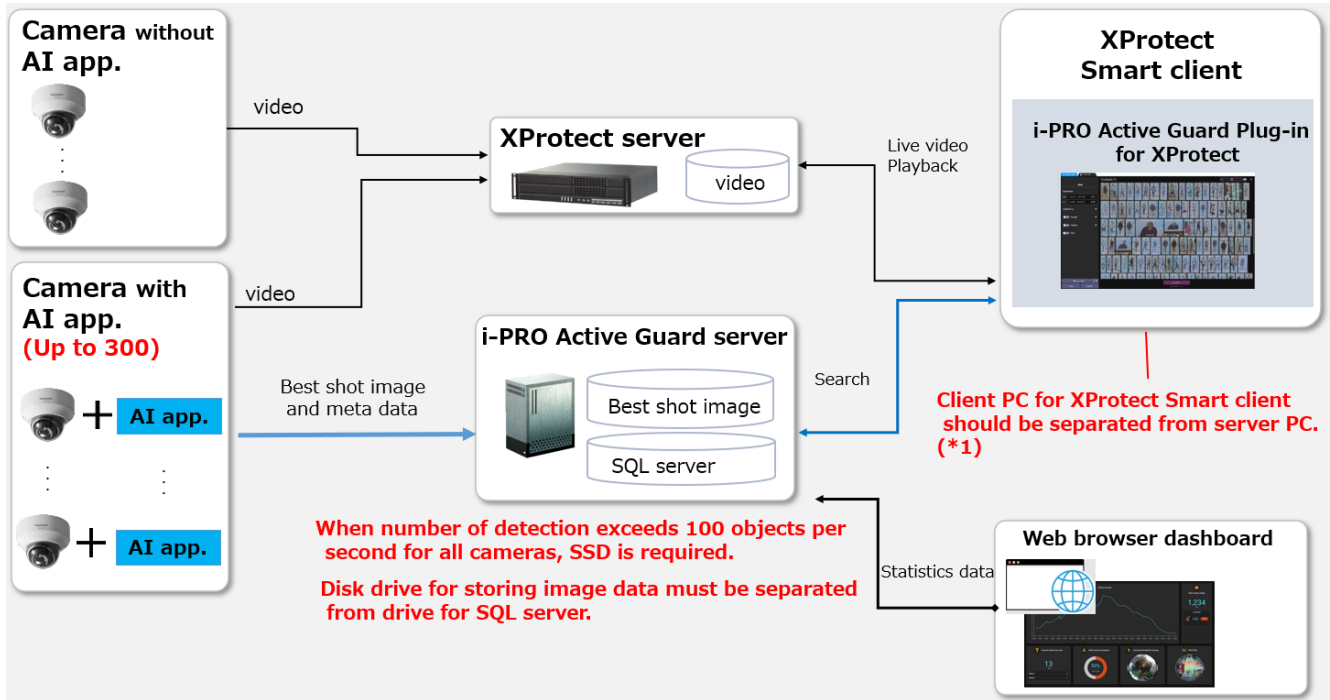
Please see <https://i-pro.com/global/en/surveillance/training-support/support/technical-information><Control No:C0103> for more information.

VMS and i-PRO Active Guard server / Plug-in

Software	Version
Milestone XProtect	2022R1 or later
i-PRO Active Guard server	V1.5.0 or later *V1.3.2 and V1.4.0 can be used with limited function.
i-PRO Active Guard Plug-in for XProtect *Developed by ORBNET SYSTEM LTD.	V1.0.0 or later

3. System design

3.1. System architecture



*1 Plug-in can be connected to multiple i-PRO Active Guard servers. It supports bulk search and watchlist alarm.

Watchlist need to be set for each i-PRO Active Guard server and cannot be shared.

Important:

- Due to i-PRO Active Guard server maintenance, i-PRO Active Guard server and SQL Server must be kept running from 0:00-4:00.

- (1) Up to 300 cameras with AI engine, including up to 100 cameras with AI Face Detection.
- (2) Disk drive for storing Best shot image must be separate from drive for SQL server.
For the file path to store "SQL server", see 4.3.1.
For the file path to store "Best shot image", see 4.3.1. or 4.3.5.4.
If you require reliable data management, please consider using RAID5/6.
- (3) Client PC should be separated from server PC. Plug-in can connect to one i-PRO Active Guard server.

3.2. System requirement

3.2.1. System requirement for i-PRO Active Guard server

Hardware requirement

	Requirement
Up to 100 cameras	<ul style="list-style-type: none"> • Intel® Core™ i7-9700 (4.9 GHz, 8 core 8 thread) or better • 32 GB of RAM or more • 64 bit operating system Microsoft® Windows 10 Pro Microsoft® Windows 10 Enterprise Microsoft® Windows 10 Education Microsoft® Windows 10 Pro Education Microsoft® Windows 10 IoT Enterprise * Version 2004 or later Microsoft® Windows 11 Pro Microsoft® Windows 11 Enterprise Microsoft® Windows 11 Education Microsoft® Windows 11 Pro Education Microsoft® Windows 11 IoT Enterprise Microsoft® Windows Server 2016 Standard Microsoft® Windows Server 2019 Standard Microsoft® Windows Server 2022 Standard Microsoft® Windows Server 2016 Datacenter Microsoft® Windows Server 2019 Datacenter Microsoft® Windows Server 2022 Datacenter • GbE network interface card
Up to 300 cameras	<ul style="list-style-type: none"> • Intel® Xeon® Silver 4208 (2.1 GHz, 8 core 16 thread) or better • 32 GB of RAM or more • 64 bit operating system Microsoft® Windows Server 2016 Standard Microsoft® Windows Server 2019 Standard Microsoft® Windows Server 2022 Standard Microsoft® Windows Server 2016 Datacenter Microsoft® Windows Server 2019 Datacenter Microsoft® Windows Server 2022 Datacenter • GbE network interface card

Note)

i-PRO Active Guard server can be run on Microsoft® Hyper-V with Windows Server 2022 and VMware® ESXi 7.0 Update 3.

When using virtual platform, CPU, memory, network adapters, and storage may become bottlenecks. Please consider in advance the allocation of sufficient CPU, memory, and network settings to meet the above hardware requirements.

Common software requirement

Category	Supported software
Database Engines	<ul style="list-style-type: none">• SQL server 2014/2016/2019/2022 <p>The following SQL server is installed when new installing.</p> <ul style="list-style-type: none">- i-PRO Active Guard server version 1.0.0 to 1.6.2 SQL server 2016 Express Edition.- i-PRO Active Guard server version 1.7.0 or later SQL server 2019 Express Edition. <p>For update i-PRO Active Guard server, SQL Server carries over the existing version.</p> <p>Upgrade procedure is shown in 5.9.</p>
Web browser for Configuration Tool	<ul style="list-style-type: none">•Microsoft Edge 85 or later•Chrome 83 or later•Firefox 95 or later <p>* In Firefox, if the monitor resolution is higher than Full-HD (1920 x 1080), the display scaling may not work.</p>

Disk drive considerations

When the maximum number of detections exceed 100 objects per second for all cameras, SSD is required for storing data. See 3.3 in detail. If using HDD, data will not be stored, and system become unstable.

Disk drive for storing Best shot image must be separate from drive for SQL server.

Database considerations

The SQL server Express Edition has limitation that the maximum size for database is 10GB, so estimated used disk size for database of face, people, vehicle, etc. should be under 8GB.” Check 3.3 to see if the Express edition is sufficient.

3.3. Bitrate and storage calculator

STEP1: The number of activated AI functions

To calculate the bitrate of images, it is necessary to count the number of the following AI functions installed on each camera.

AI functions to include in the calculation:

Face / People / Vehicle / License Plate / Code / Container / Heat map*

Count each AI functions individually per camera. For example, if both People and Vehicle are installed on a single camera, count 1 for each.

(Ex, When People and Vehicle are installed to a camera, add 1 for People and Vehicle, respectively.)

*Heat Map refers to the function in the AI-VMD app. For this item, please enter the number of cameras with the Heat Map function enabled in the AI-VMD app.

AI functions NOT to include in the calculation:

AI Occupancy / AI Scene Change Detection / AI-VMD (Intruders, Loitering, Direction, Cross Line including Tailgating, People / Vehicle Counting). Since these AI functions are used for alarm purposes and generate minimal data. They do not need to be including the calculation.

		Face	People	Vehicle	License plate	Code	Container	Heat map
The number of activated AI functions								
The Number of detections [per camera, per hour]	Max.							
	Avg.							

[Bitrate]

Maximum bitrate of best shot image [Mbps]	
Maximum bitrate of Heat map data [Mbps]	
Total bitrate that server PC receives [Mbps]	

[Disk access]

Estimated data points of detections [per sec]	
---	--

*For people, 1 object is counted as 2 data points. For other objects, 1 object is counted as 1 data point.

■ When the number of “Estimated data points of detections” is less than 100

HDD or SSD is available for disk drive.

■ When the number of “Estimated data points of detections” is over 100

SSD is required.

If an HDD is used, excess data will not be saved, and the entire system may not function properly.

“Estimated data points of detections” can be limited by the settings, see 4.3.5.4

The default setting is 100. Set the calculated value plus a margin.

STEP2: Retention period and storage

	Face	People	Vehicle	License plate	Code	Container	Count/heatmap/Statistics
Retention period (day) (*1)							
Operating time (hours per day)							

*1: Up to 31 days (92 days for Count/heatmap/Statistics) when using SQL Server Express Edition.

Up to 397 days (732 days for Count/heatmap/Statistics) when using SQL Server Standard Edition or higher.

Estimated used disk size for best shot images [GB]	
Estimated used disk size for Heat map data [GB]	
Total Estimated used disk size [GB]	

Estimated used disk size for database [GB]	
--	--

When "Estimated used disk size for database" is under 8 GB, SQL Server Express Edition or higher can be used.

When more than 8GB, SQL Server Express Edition cannot to be used due to the limitation of Express Edition.

Standard Edition or higher is must. (Refer to 5.9)

3.4. Ports used in i-PRO Active Guard server

The following table lists the default network ports used by i-PRO Active Guard server.

These ports need to be allowed from firewall configurations.

Port number	Protocol	Port usage
1434	UDP	Connection to SQL Server Browser
1435	TCP	Connection to SQL Server
8090	HTTP	Client Plug-in connection
8091	HTTPS	Client Plug-in connection
8092	HTTPS	Web configuration tool connection
8888	TCP	Internal process communication
50000	TCP	Internal process communication
50002	TCP	Internal process communication

4. Installation and setup

Procedure overview



4.1. Install extension software to camera and setup using iCT

Extension software is installed and configured using i-PRO Configuration Tool (iCT).

Please refer to below URL for downloading extension software and i-PRO Configuration Tool (iCT).

https://i-pro.com/products_and_solutions/en/surveillance/learning-and-support/knowledge-base/product-tips/active-guard-links

4.2. Install and setup XProtect

4.2.1. Install and register cameras to XProtect

Install the VMS server software and register the AI camera.

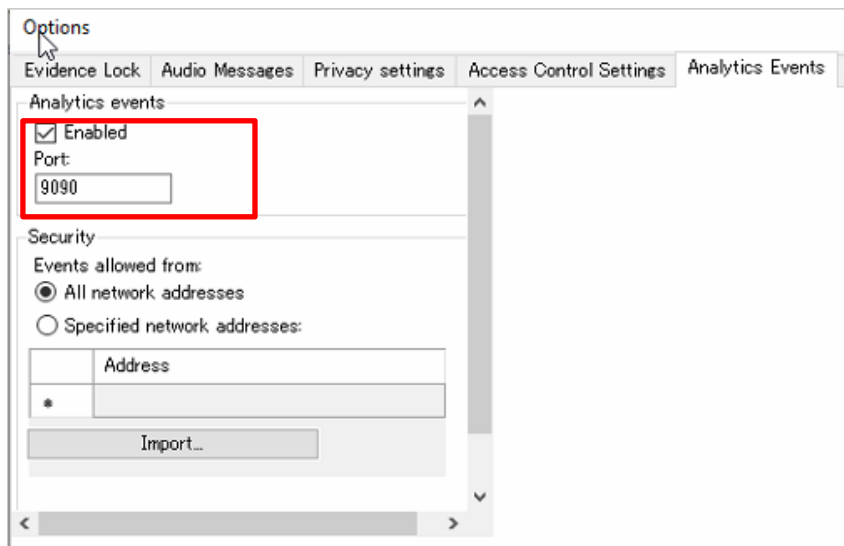
Note)

API Gateway should be installed on XProtect Management server for i-PRO Active Guard system.

4.2.2. Enable Analytics event

Start XProtect Management Client and check for “Enabled” in [Options]-[Analytics Events].

Port number will be used for VMS registration to i-PRO Active Guard server (4.3.2.2).



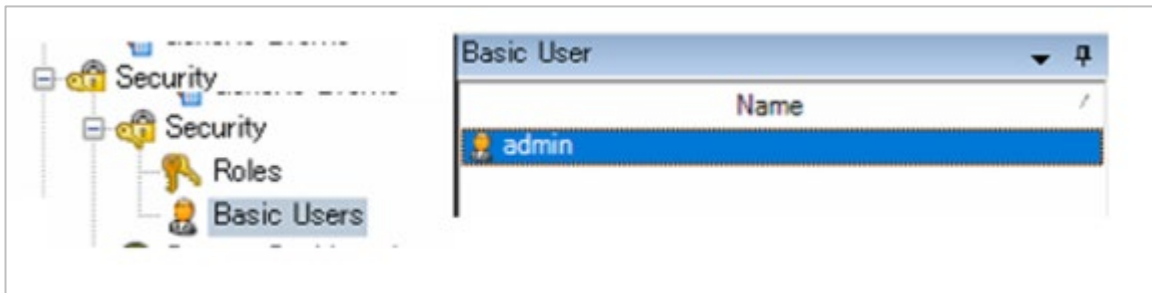
4.2.3. Register basic user

Registration of basic user on XProtect is required for cooperation with i-PRO Active Guard. User information will be used for VMS registration to i-PRO Active Guard server (4.3.2.2).

STEP1

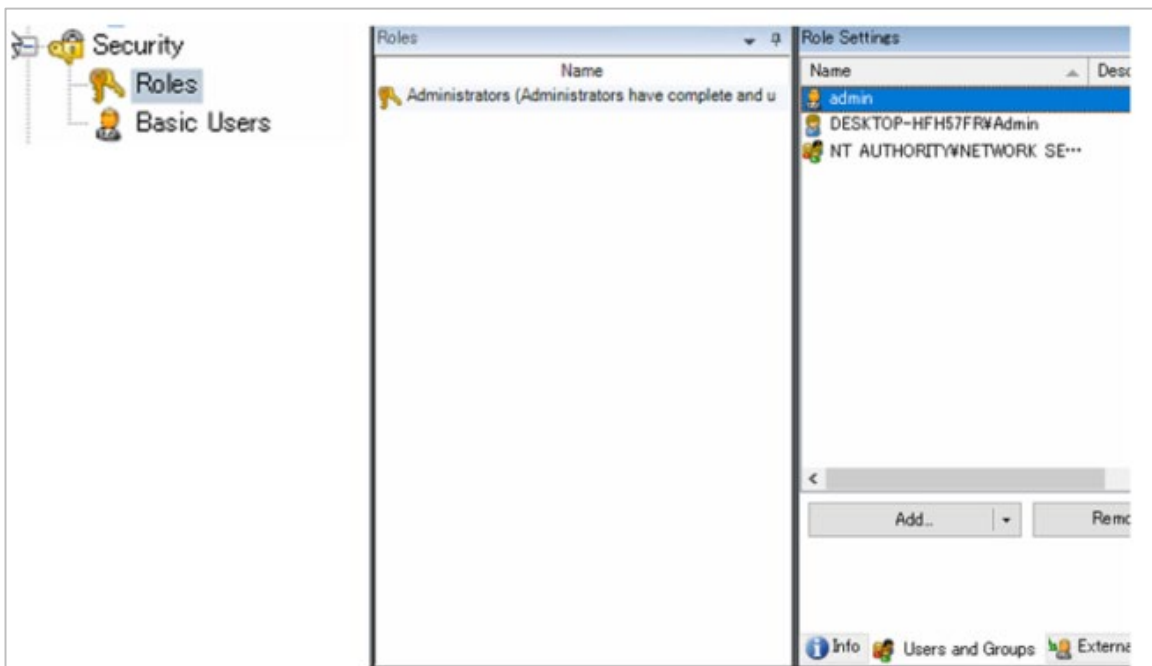
Start XProtect Management Client and register [Basic Users].

Set the password with 32 characters or less.



STEP2

Set the administrators role for the user.



4.3. Install and setup i-PRO Active Guard server

Download the installer from

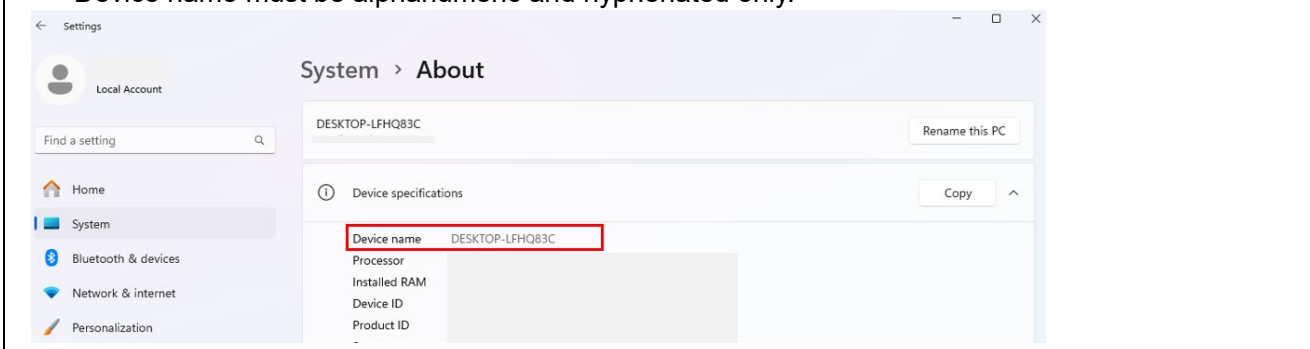
https://i-pro.com/products_and_solutions/en/surveillance/learning-and-support/knowledge-base/product-tips/active-guard-links

Install the i-PRO Active Guard server software. Configuration after installation can be done from web browser.

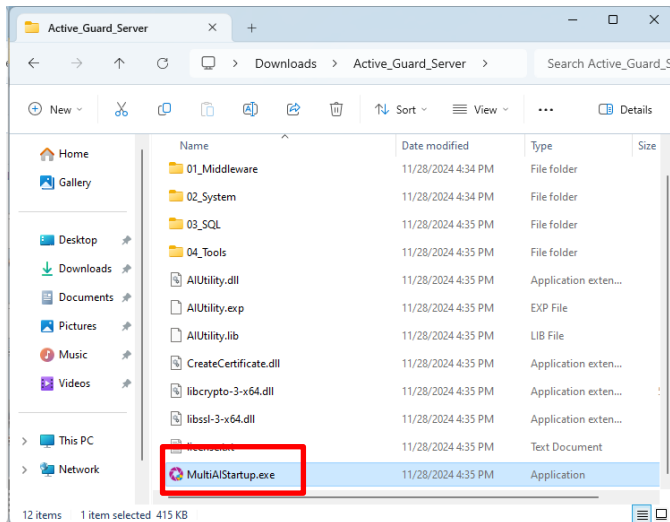
4.3.1. Install

Important:

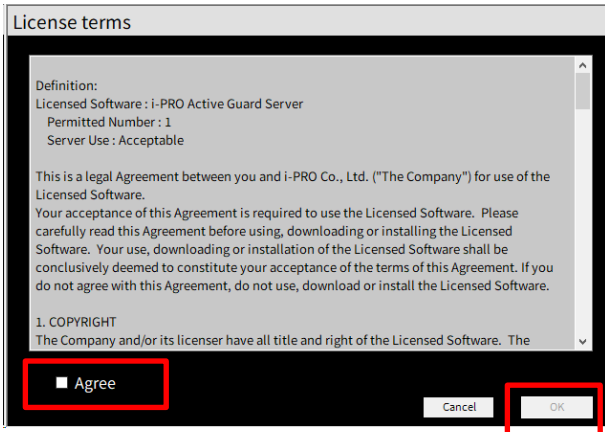
- Please temporarily turn off antivirus software before installing.
- File path length of **MultiAIStartup.exe** must be less than 119.
- Device name must be alphanumeric and hyphenated only.



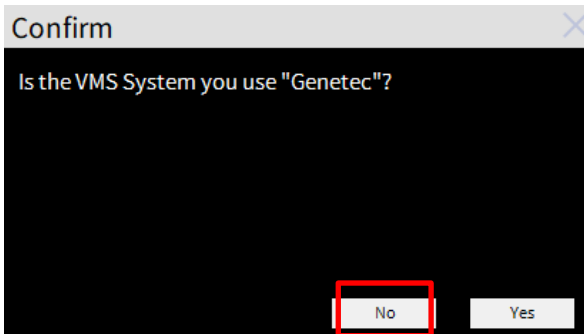
Execute **"MultiAIStartup.exe"** as administrator.



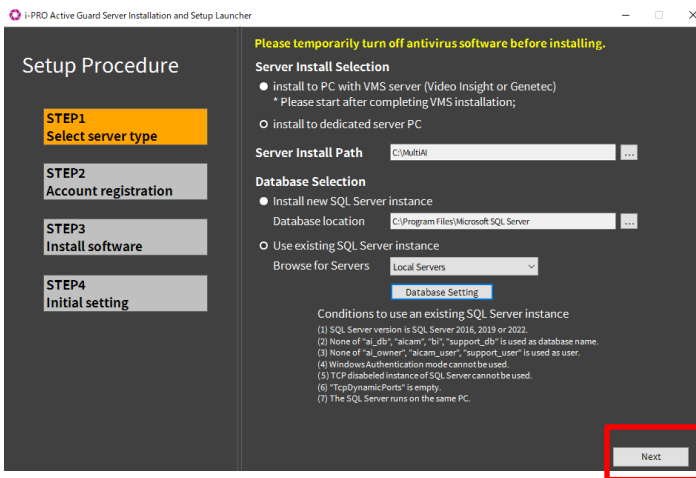
When .NET Framework 4.8 and Microsoft Visual C++ Redistributable are not installed on the PC, it will automatically be installed, and the main screen of the setup tool will be displayed after the installation. Also, when you use Windows 10 version 20H2, Windows Update message. Execute "Windows Update" according to the message.



Check for [Agree] for License terms and [OK].



Click [No].



• Server Install Selection

For Milestone XProtect system, select [install to dedicated server PC].

• Server Install Path

Set install path for i-PRO Active Guard server.

• Database Selection

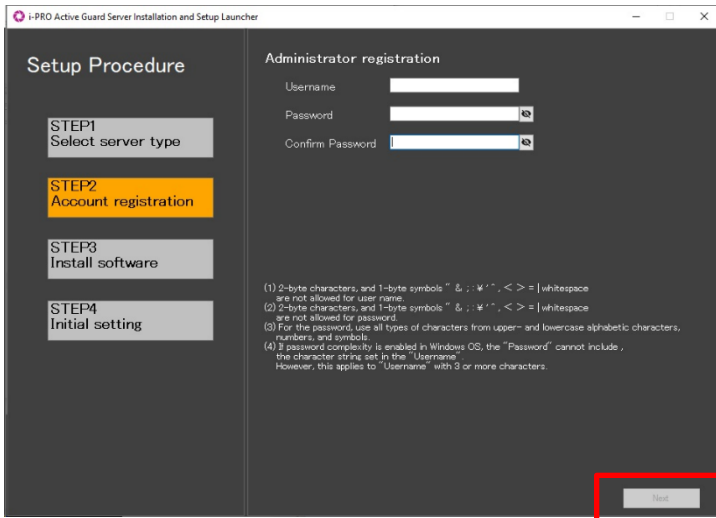
Select [Install new SQL Server instance] or [Use existing SQL Server instance].

For [Install new SQL Server instance], you need to set Database location.

For [Use existing SQL Server instance], you need to click [Database Setting] to set the existing SQL Server instance.

For details, please refer to 4.3.1.1.

Click [Next].

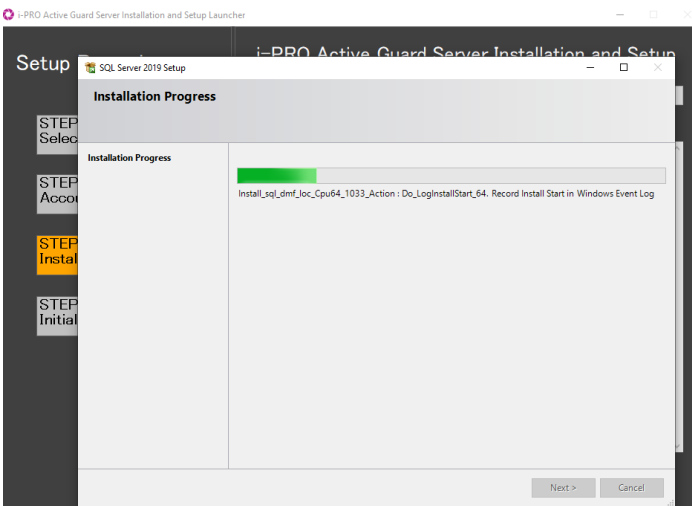


Register credentials and click [Next].

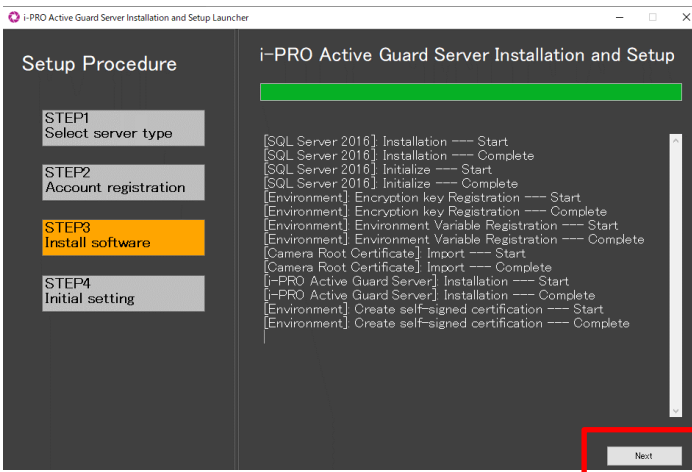
Note)

Make a note of the password you entered and keep it in a safe place.

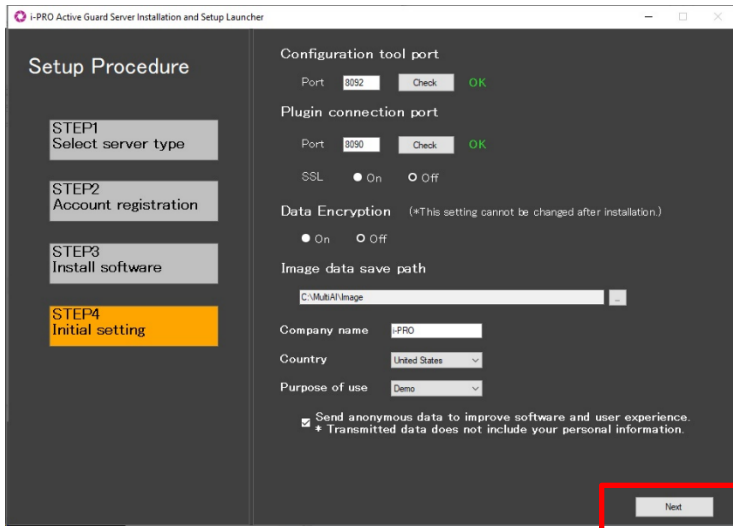
When you forget the Administrator account, you can reset (Refer to 5.7).



Installation starts.



[Next] button will be appeared when finished. Click [Next].



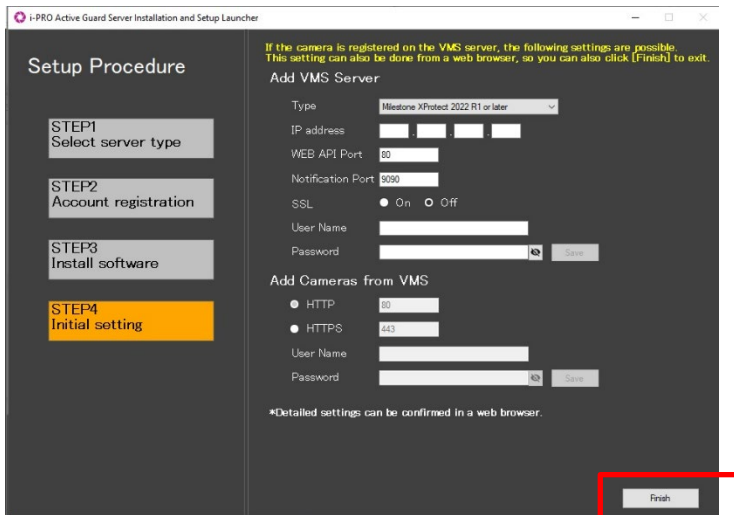
Configure port number, SSL and Data Encryption, Image data save path, Company name, Country and Purpose of use.

Click [Next].

Important:

- When "On" is selected for Data Encryption, Image data will be encrypted. This setting cannot be changed after installation.

Re-installation is required when you want to change after completing installation.



Register VMS Server and Cameras.

To finish the settings, click [Finish].

[Finish] can be clicked at any time without registering the VMS Server and Cameras.

•Add VMS Server

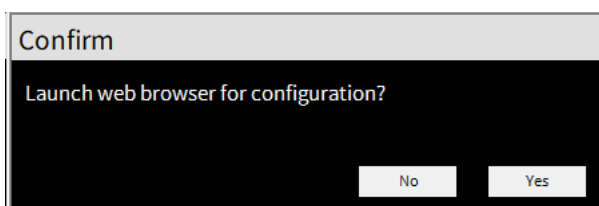
Set Type to “Milestone XProtect”, and set IP address, WEB API Port, Notification Port, SSL, User Name, Password.

Click [Save] to check the connection to VMS Server and save the settings if the connection is successful.

•Add Cameras from VMS

Set HTTP or HTTPS, HTTP port, HTTPS port, User Name, Password of the cameras registered on VMS Server. Click [Save] to check the connection to the cameras and save settings if one or more connections are successful.

*Camera with AI Processing Relay will not be registered. register from web browser.



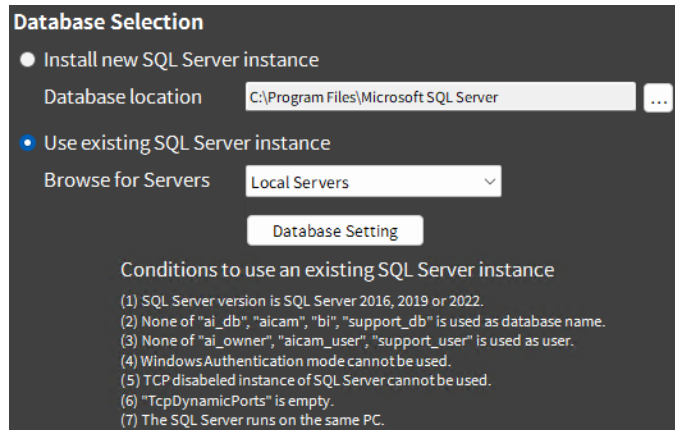
A dialog box will appear asking about launch web browser.

Please make your selection as necessary.

Refer to 4.3.2 for configuration.

4.3.1.1. Install SQL database to exist instance

The installer can create an SQL database to an existing instance on the local servers or network servers by selecting [Use existing SQL Server instance] in STEP 1.



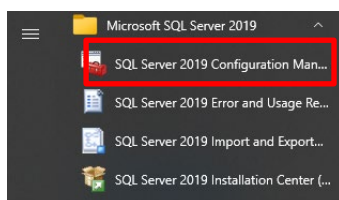
Conditions to use an existing SQL Server instance

- (1) SQL Server version is SQL Server 2016,2019 or 2022.
- (2) None of "ai_db", "aicam", "bi", "support_db" is used as database name.
- (3) None of "ai_owner", "aicam_user", "support_user" is used as user.
- (4) Windows Authentication mode cannot be used.
- (5) TCP disabled instance of SQL Server cannot be used.
- (6) "TCP Dynamic Ports" is empty.
- (7) The SQL Server runs on the same PC. * Local Servers only.

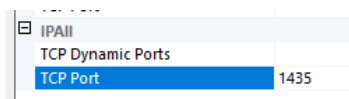
Note)

If you select [Use existing SQL Server instance] and install SQL, make sure TCP Port is configured. If the setting is blank, please set "1435".

1. Run "SQL Server Configuration Manager"
e.g.) SQL Server 2019

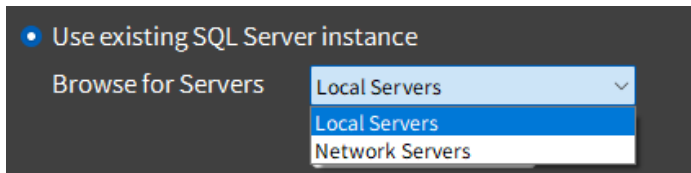


2. SQL Server Network Configuration - Protocols for (instance name) - TCP/IP - IP Addresses tab – IPAll - TCP Port=1435.



If 1435 is already in use, set another empty port. In case of i-PRO Active Guard server is already installed, uninstall and reinstall it after setting the port.

Select [Use existing SQL Server instance], then select [Local Server] or [Network Server] from the drop-down list and click [Database Setting] button.

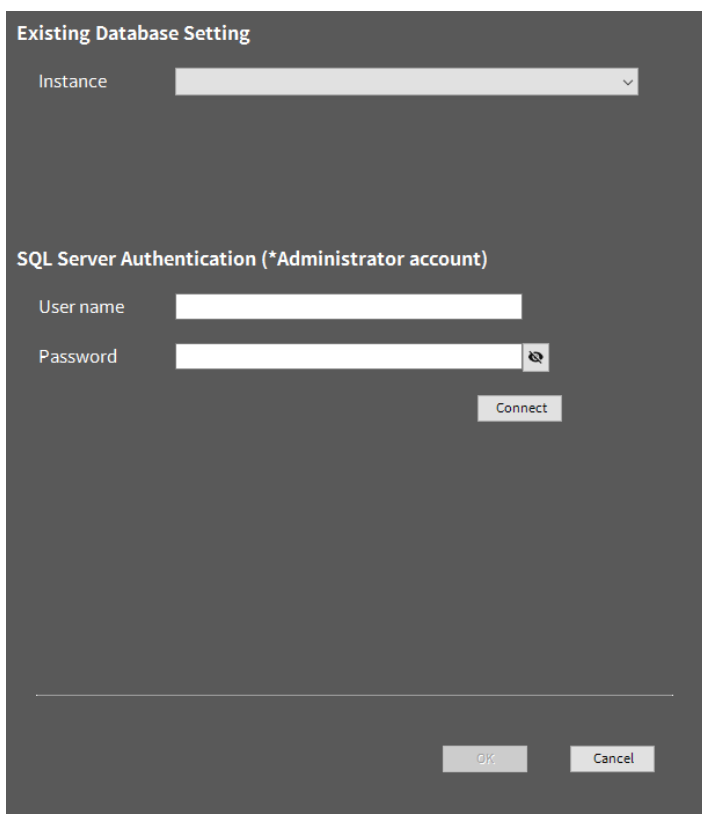


Note)

[Local Server]: Install the database on the PC where the installer is running.

[Network Server]: Install database on SQL server via TCP/IP.

For [Local Server]



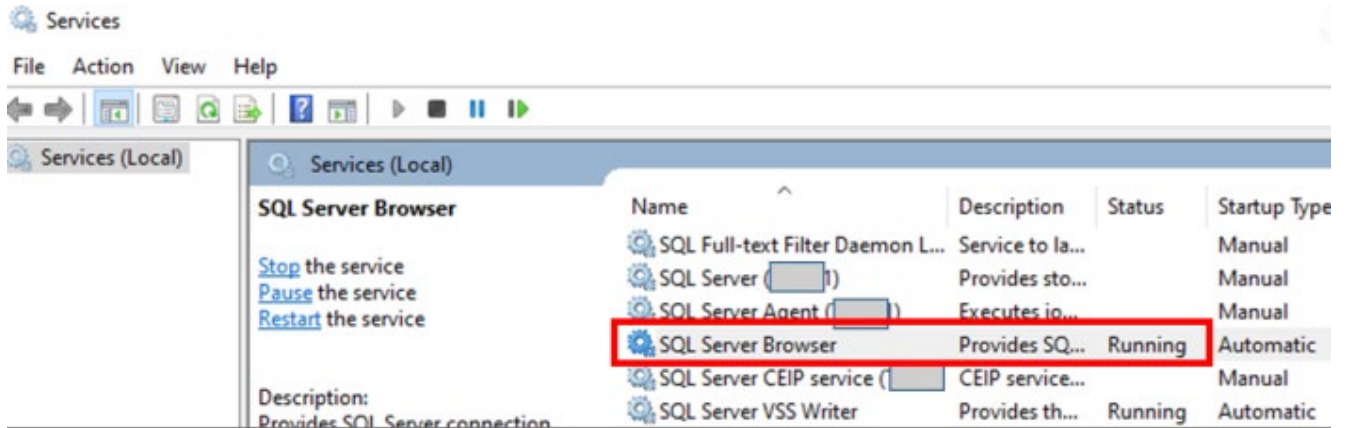
Select existing SQL Server instance, set administrator credentials and click [Connect].

If it shows success, click [OK].

For [Network Server]

There are two ways to use the SQL Server Browser or not.

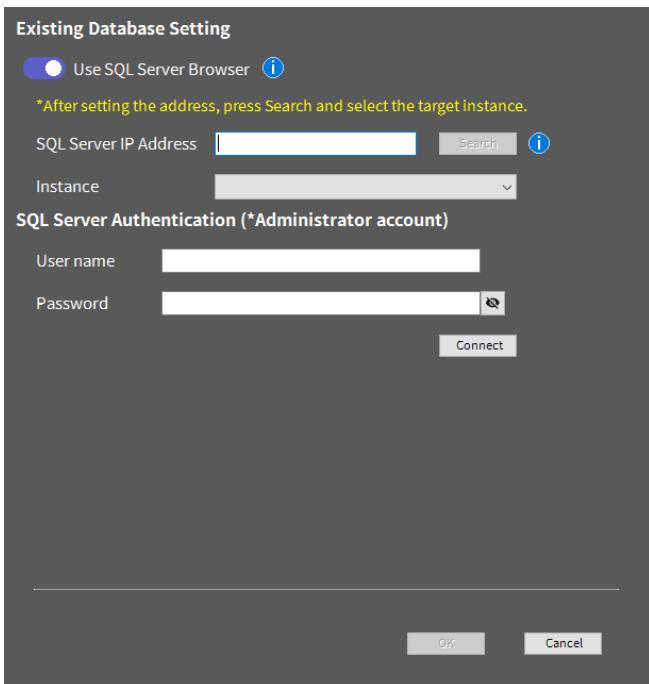
Confirm “SQL Server Browser” service status is Running or “Stopped”.



- When using SQL Server browser.

These ports need to be allowed from firewall configurations of the network server.

Port number	Protocol	Port usage
1434	UDP	Connection to SQL Server Browser
(instance port)	TCP	Connection to SQL server



[Use SQL Server Browser] is “On”.

Input [SQL Server IP Address] and click [Search].

Select an instance from the Instance drop-down list, set administrator credentials and click [Connect].

If it shows success, click [OK].

- When not using SQL Server browser.

These ports need to be allowed from firewall configurations of the network server.

Port number	Protocol	Port usage
(instance port)	TCP	Connection to SQL server

Existing Database Setting

Use SQL Server Browser ⓘ

SQL Server IP Address ⓘ

TCP Port

SQL Server Authentication (*Administrator account)

User name

Password ⓘ

Connect

OK Cancel

[Use SQL Server Browser] is “Off”.

Input [SQL Server IP Address] and input [TCP Port].

Set administrator credentials and click [Connect].

If it shows success, click [OK].

Note)

“Network Servers” can also specify FCI (failover cluster instances).

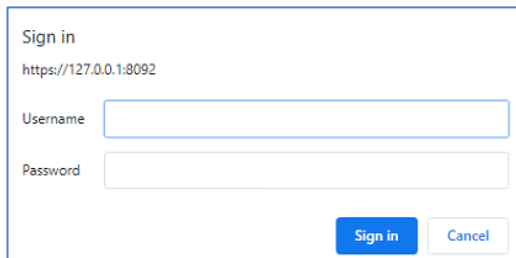
When using an FCI, input the IP address of the FCI in “SQL Server IP address”.

4.3.2. Setup i-PRO Active Guard server

4.3.2.1. Login

Access <https://<ip>:8092> using Google chrome, Microsoft Edge, or Firefox.

Input credentials.



Sign in
https://127.0.0.1:8092
Username
Password

Note)

Credentials and port number configured by install tool 4.3.1 are used.

i-PRO Active Guard server uses self-signed certificate for web access.

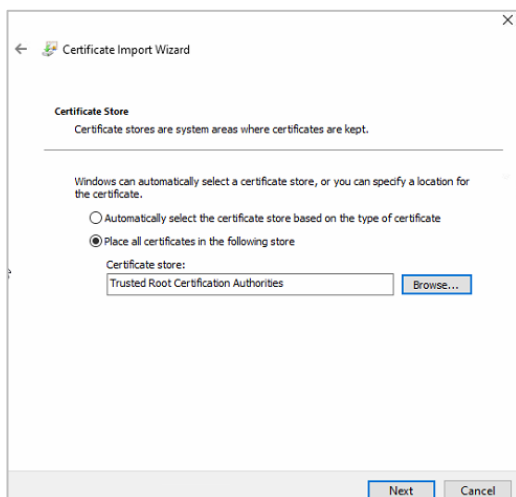
When the security alert window is displayed, click [advanced] and [Proceed to <ip> (unsafe)].

It is possible to prevent the warning display by performing the following procedure for each client PC to be accessed.

- 1) Copy "C:\MultiAI\apache24\conf\server.crt" in i-PRO Active Guard server PC to client PC.
- 2) Double click the file and click "Install Certificate."
- 3) Select "Local Machine" for Store Location
- 4) Select "Place all certificates in the following store and "Trusted Root Certification Authorities."

Note)

- The MultiAI path above is the default, if you changed the path in section 4.3.1, please replace the path.



← Certificate Import Wizard

Certificate Store
Certificate stores are system areas where certificates are kept.

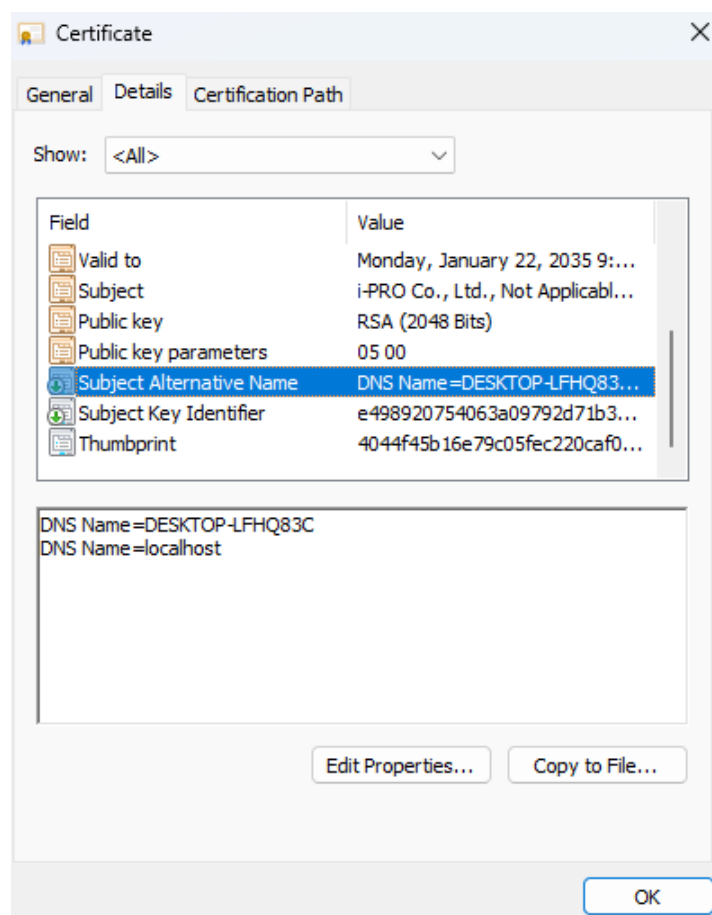
Windows can automatically select a certificate store, or you can specify a location for the certificate.

Automatically select the certificate store based on the type of certificate

Place all certificates in the following store

Certificate store:

5) Confirm "Subject Alternative Name" from "Details." DNS Name=xxxx is shown.




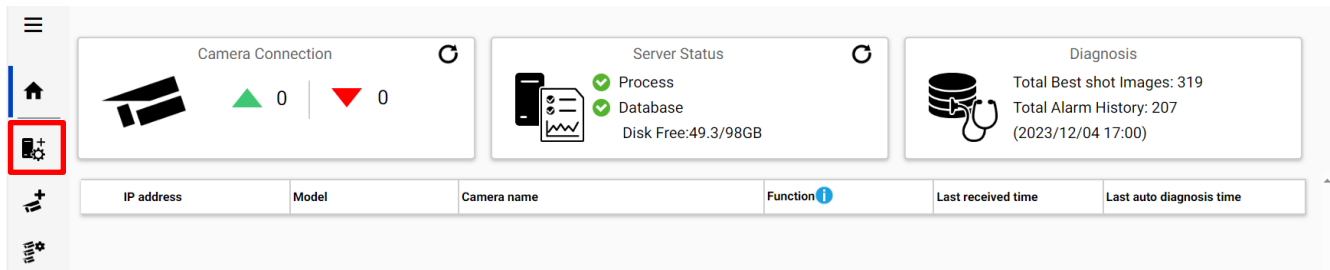
6) Open "C:\Windows\System32\drivers\etc\hosts" and add IP address of i-PRO Active Guard server and xxxx (DNS Name that is not "localhost").

Ex) 192.168.0.125 DESKTOP-LFHQ83C

7) Access https://xxxx:8092 using web browser.

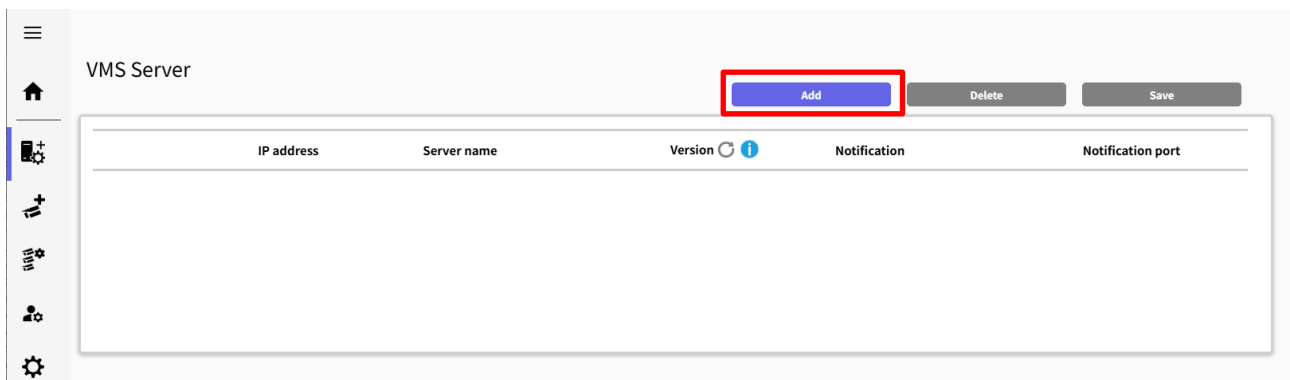
4.3.2.2. Register VMS

Click  (Register VMS)



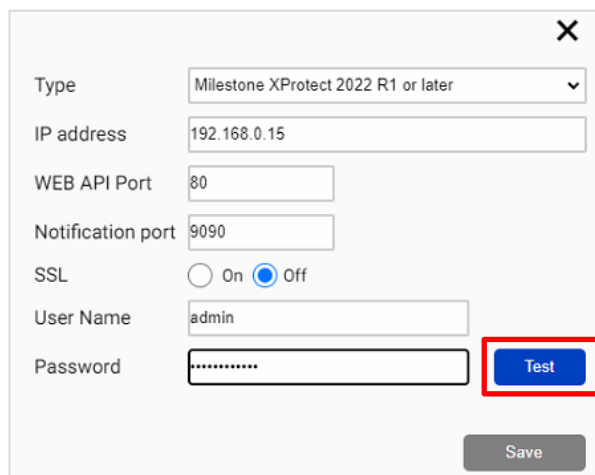
The dashboard overview includes three main sections: Camera Connection (0 up, 0 down), Server Status (Process, Database, Disk Free: 49.3/98GB), and Diagnosis (Total Best shot Images: 319, Total Alarm History: 207). A table below lists camera details with columns for IP address, Model, Camera name, Function, Last received time, and Last auto diagnosis time. The 'Add' icon in the left sidebar is highlighted with a red box.

Click [Add]



The VMS Server management interface shows a table with columns for IP address, Server name, Version, Notification, and Notification port. The 'Add' button is highlighted with a red box.

Input XProtect server's information and click Test.



The registration form includes the following fields: Type (Milestone XProtect 2022 R1 or later), IP address (192.168.0.15), WEB API Port (80), Notification port (9090), SSL (On/Off), User Name (admin), Password (masked), and a Test button (highlighted with a red box). A Save button is also present.

When Succeeded is shown, click Save.

Type: Milestone XProtect 2022 R1 or later

IP address: 192.168.0.15

WEB API Port: 80

Notification port: 9090

SSL: On Off

User Name: admin

Password:

Test

Succeeded

Save

Confirm VMS server is registered.

Restart process is required to finish configuration. Restart

VMS Server


Add Delete Save

	IP address	Server name	Version	Notification	Notification port	
1	<input type="checkbox"/>	192.168.0.180	DESKTOP-PCBGJ8N	23.2.0.1	<input checked="" type="checkbox"/> Alarm <input type="checkbox"/> Alarm of AI Processing relay app <input type="checkbox"/> System error <input type="checkbox"/> Exceed the receiving data limit (data loss) <input type="checkbox"/> Reach the max usage of image storage drive (delete old images) <input checked="" type="checkbox"/> Advanced	9090

Note)

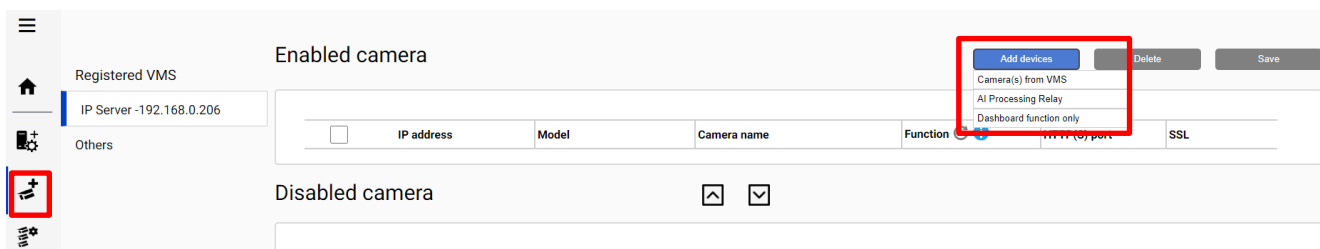
Restart button will be appeared on the top of screen, but you do not need click now.
You need to click Restart after completing all other configuration.

4.3.2.3. Register Cameras

Click  (Register Cameras)

Click [Add devices] and select camera registration method.

- Camera(s) from VMS Please refer to [4.3.2.3.1].
- AI Processing Relay Please refer to [4.3.2.3.2].
- Dashboard function only Please refer to [4.3.2.3.3].

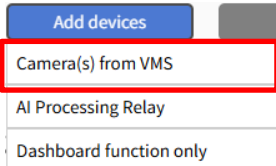


4.3.2.3.1. Camera(s) from VMS

Register the camera registered on the VMS to i-PRO Active Guard.

STEP1

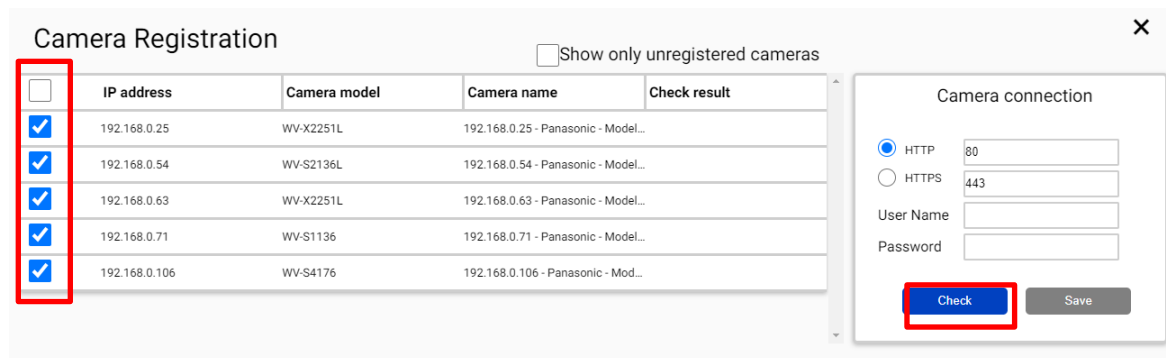
Click [Add devices] - [Camera(s) from VMS]



STEP2

All i-PRO cameras (including non-supported cameras) are shown.

Select cameras you want to register to i-PRO Active Guard, input camera's credentials and click [Check].



Note)

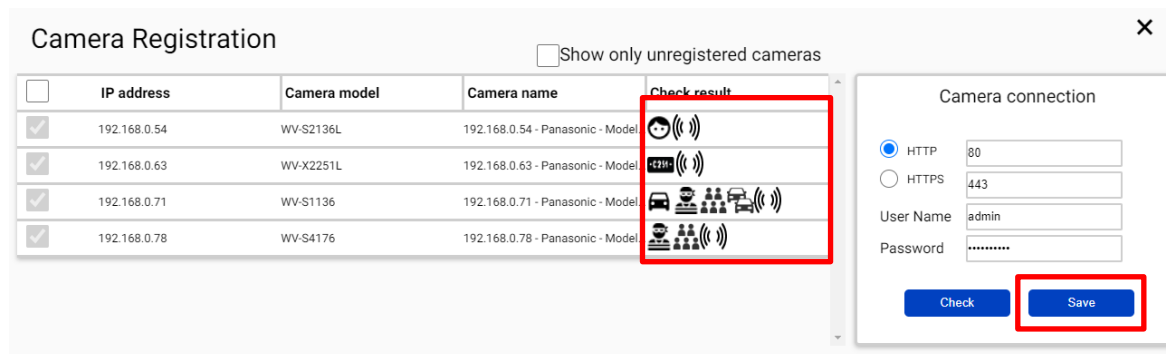
Camera can be sorted by [IP address], [Camera Type] or [Camera Name].

Unregistered cameras can be filtered by checking [Show only unregistered cameras].

STEP3

Icon related to AI function is shown for supported AI cameras.

Click [Save].



Note)

For information about icons, please refer to [4.3.2.3.4].

STEP4

Confirm cameras are registered.

Restart process is required to finish configuration. [Restart](#)

Registered VMS [Add devices](#) [Delete](#) [Save](#)

IP Server -192.168.0.206

Others

<input type="checkbox"/>	IP address	Model	Camera name	Function	HTTP(S) port	SSL
1 <input type="checkbox"/>	192.168.0.50	WV-S2136L	192.168.0.50 - Model: Panasonic WV-S...		80	Off
2 <input type="checkbox"/>	192.168.0.71	WV-S1136	192.168.0.71 - Model: Panasonic WV-S...		80	Off
3 <input type="checkbox"/>	192.168.0.78	WV-S4176	192.168.0.78 - Model: Panasonic WV-S...		80	Off
4 <input type="checkbox"/>	192.168.0.104	WV-S71300-F3	192.168.0.104 - Model: Panasonic WV-...		80	Off

Disabled camera [^](#) [v](#)

<input type="checkbox"/>	IP address	Model	Camera name	Function	HTTP(S) port	SSL
--------------------------	------------	-------	-------------	----------	--------------	-----

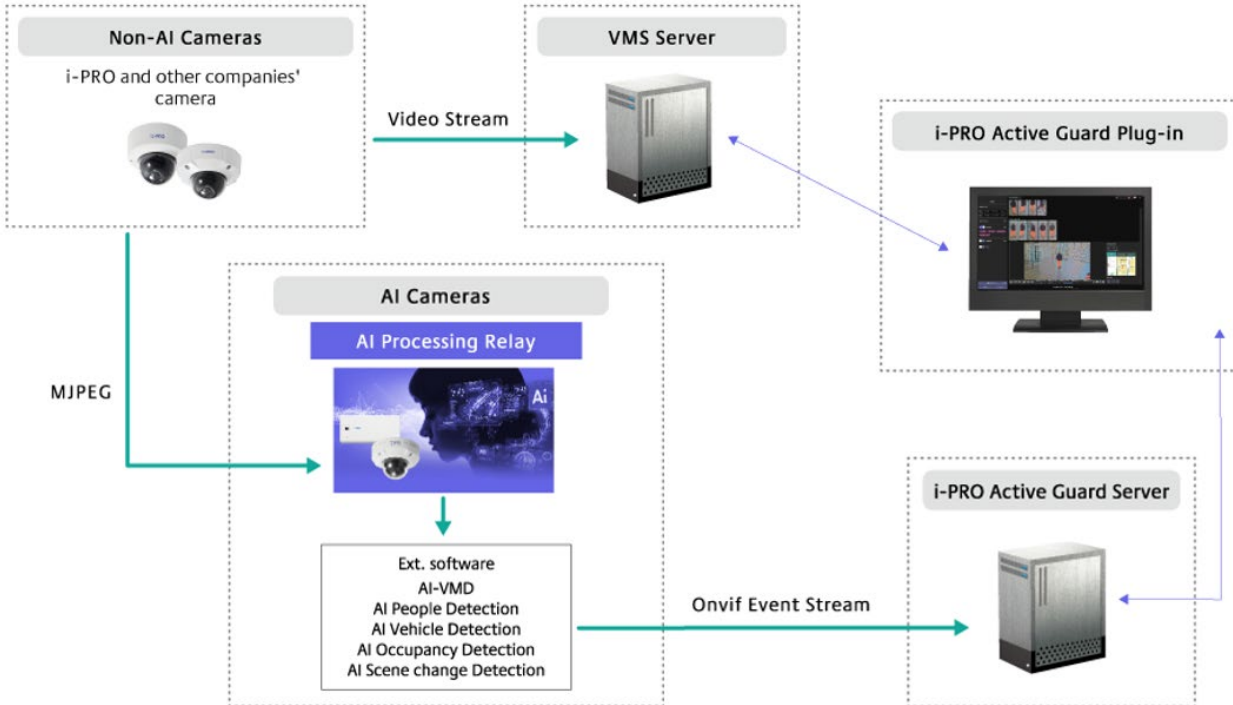
Note)

If multiple VMS are registered, it is necessary to register cameras by selecting each VMS from [Registered VMS] and [Add devices] - [Camera(s) from VMS].

4.3.2.3.2. AI Processing Relay

Register camera with AI Processing Relay application to i-PRO Active Guard.

[Overview of AI Processing Relay]



To use AI Processing Relay, you need to configure the AI camera, AI Processing Relay application, VMS Server, and i-PRO Active Guard. For detailed, please refer to each manual.

i-PRO Configuration Tool (iCT) version V4.20 or later is required for configuration.

Download iCT from the following link

https://i-pro.com/products_and_solutions/en/surveillance/learning-and-support/knowledge-base/product-tips/active-guard-links

STEP1

(Setting target: AI camera and AI Processing relay application)

*For detailed, please refer to manual.

https://i-pro.com/products_and_solutions/en/surveillance/learning-and-support/knowledge-base/product-tips/active-guard-links

- (1) Confirm the operating conditions of the AI Processing Relay application.
- (2) Install AI Processing Relay application and extension software.
- (3) Configure settings for non-AI cameras.
- (4) Configure AI Processing Relay application.
- (5) Configure extension software that works with AI Processing Relay application

STEP2

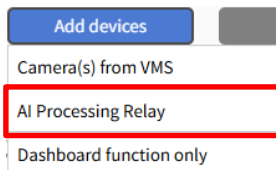
(Setting target: XProtect)

Register the non-AI camera set in step1-(3) to the XProtect.

STEP3

(Setting target: i-PRO Active Guard)

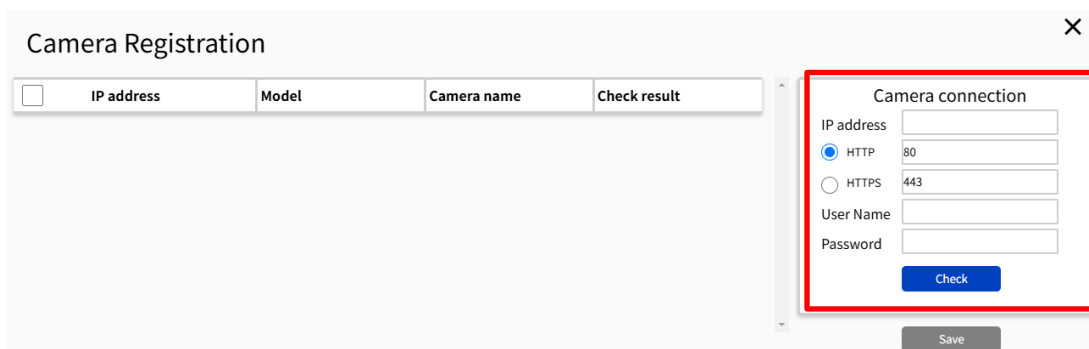
Click [Add devices] - [AI Processing Relay].



STEP4

(Setting target: i-PRO Active Guard)

Input the IP address and credentials of the AI camera to which have added AI Processing Relay App, click [Check].



STEP5

(Setting target: i-PRO Active Guard)

Icon related to AI function is shown for supported AI cameras.

Click [Save].

<input type="checkbox"/>	IP address	Model	Camera Name	Check result
<input checked="" type="checkbox"/>	192.168.0.70	WV-S25500-F3L(WV-X25700-V2L)	192.168.0.34 - Model: Panasonic ...	
<input checked="" type="checkbox"/>	192.168.0.70	WV-S2136L(WV-X25700-V2L)	192.168.0.14 - Panasonic - Model...	
<input checked="" type="checkbox"/>	192.168.0.70	Unicast RTP(WV-X25700-V2L)	192.168.0.20 - Panasonic - Model...	

Camera connection

IP address: 192.168.0.70

HTTP: 80

HTTPS: 443

User Name: admin

Password:

Check

Save

Note)

- For information about icons, please refer to [4.3.2.3.4].

- Model in the camera list will be displayed as below.

“Non-AI camera model (AI camera model)”

ex) WV-S25500-F3L(WV-X25700-V2L)



Non-AI camera



AI camera with AI Processing Relay application

Important:

- If AI Processing Relay registration fails, please try the following steps.
 - (1) Verify that the MAC address of the non-AI camera is displayed in the AI Processing Relay application settings using iCT.

Non-AI camera whose MAC address is not displayed cannot be used in this system.
 - (2) If MAC address is displayed, use iCT to reconfigure the AI processing relay application.

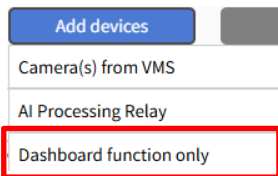
4.3.2.3.3. Dashboard function only

Register the camera to i-PRO Active Guard without registering camera to the VMS.

Cameras registered with this setting can only be used with the Dashboard function ; they cannot be used with the i-PRO Active Guard plug-in.

STEP1

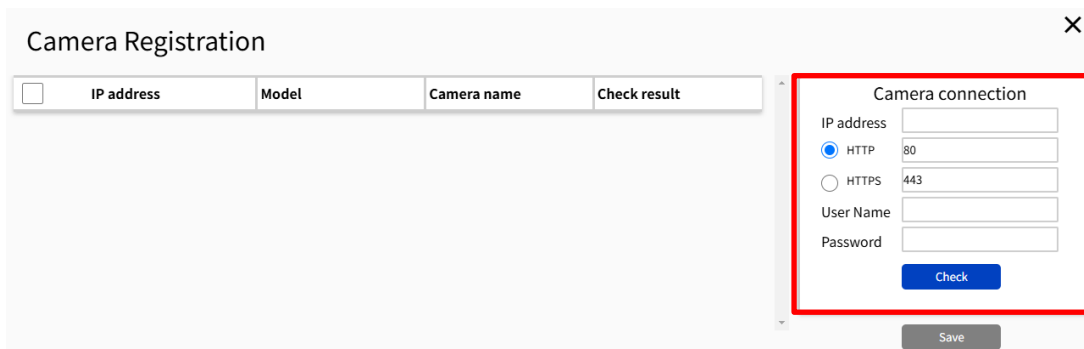
Click [Add devices] - [Dashboard function only]



The screenshot shows a dropdown menu with the following items: 'Add devices' (blue button), 'Camera(s) from VMS', 'AI Processing Relay', and 'Dashboard function only' (highlighted with a red box).

STEP2

Enter IP address of the camera, credentials, click [Check].



The screenshot shows the 'Camera Registration' dialog box. It has a table with columns: IP address, Model, Camera name, and Check result. A 'Camera connection' form is open on the right, highlighted with a red box. The form contains: IP address, a radio button for HTTP (selected) with port 80, a radio button for HTTPS with port 443, User Name, Password, and a 'Check' button. A 'Save' button is at the bottom of the dialog.

STEP3

Icon related to AI function is shown for supported AI cameras.
Click [Save].

The screenshot shows a 'Camera Registration' dialog box. On the left, there is a table with the following data:

<input type="checkbox"/>	IP address	Model	Camera name	Check result
<input checked="" type="checkbox"/>	192.168.0.70	WV-X25700-V2L	WV-X25700-V2L	
<input checked="" type="checkbox"/>	192.168.0.70	WV-X25700-V2L	WV-X25700-V2L	
<input checked="" type="checkbox"/>	192.168.0.70	WV-X25700-V2L	WV-X25700-V2L	

On the right, the 'Camera connection' panel contains the following fields:

- IP address: 192.168.0.70
- Protocol: HTTP, HTTPS
- Port: 80
- User Name: admin
- Password: [masked]













Buttons: Check, Save (highlighted with a red box).

Note)

- For information about icons, please refer to [4.3.2.3.4].
- If you registered the camera from [Dashboard function only], select [Others] in [Registered VMS] and check the registration status.

The screenshot shows the 'Registered VMS' interface. On the left, there is a sidebar with a menu. The 'Registered VMS' section is active, showing 'IPServer - 192.168.0.206'. Below this, there is a dropdown menu with 'Others' selected and highlighted with a red box. The main area is divided into 'Enabled camera' and 'Disabled camera' sections. The 'Enabled camera' section has a table with the following columns: IP address, Model, Camera name, Function (with an AI icon), HTTP(S) port, and SSL. The 'Disabled camera' section has two checkboxes.

4.3.2.3.4. AI function icon

-  AI Face detection
-  AI People detection
-  AI Vehicle detection
-  AI Video motion detection
-  AI Sound detection
-  AI Scene Change detection
-  People Counting/Occupancy (*)
-  Vehicle Counting
-  On-site Learning Object Counting
-  License plate detection
-  Code detection
-  Container detection

* The available functions differ depending on the installed application.

	Line Count	Area count	Heat map	Occupancy detection
WV-XAE200W	yes	-	yes	-
WV-XAE207W	-	yes	-	yes
WV-XAE300W	yes	yes	yes	yes

4.3.3. Restart process to apply changes

*To apply any configuration changes, restart process is required.

When you finish all configurations, click “Restart” from display bar above or Home screen.

Restart process is required to finish configuration.

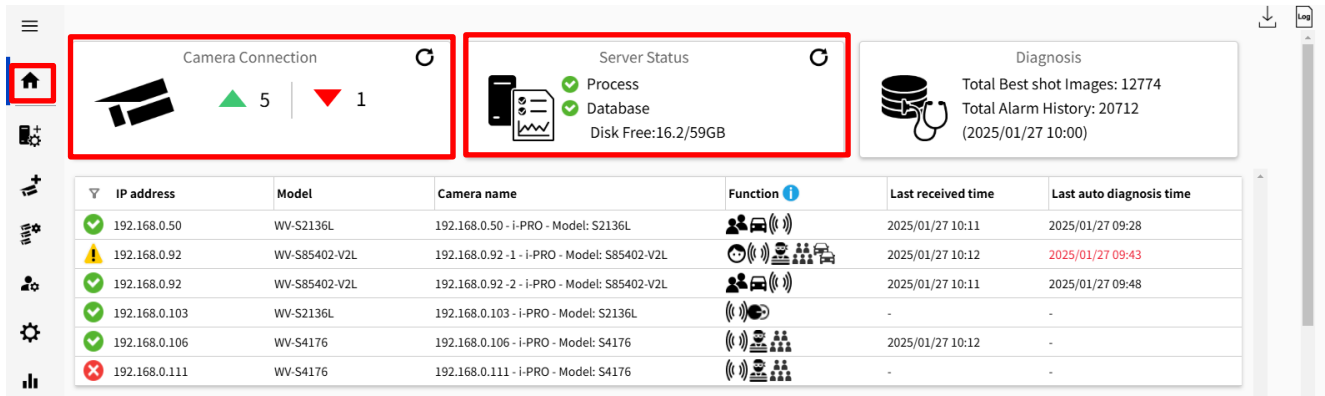
Restart

4.3.4. Check

Click  (Home)


● Check camera connection

Check all registered cameras are connected.




The screenshot shows the i-PRO Active Guard interface. The 'Camera Connection' widget displays 5 connected cameras (green triangle) and 1 disconnected camera (red triangle). The 'Server Status' widget shows Process and Database as green (checked) and Disk Free as 16.2/59GB. The 'Diagnosis' widget shows Total Best shot Images: 12774 and Total Alarm History: 20712 (2025/01/27 10:00). Below these widgets is a table of camera details.

IP address	Model	Camera name	Function	Last received time	Last auto diagnosis time
192.168.0.50	WV-S2136L	192.168.0.50 - i-PRO - Model: S2136L		2025/01/27 10:11	2025/01/27 09:28
192.168.0.92	WV-S85402-V2L	192.168.0.92 - 1 - i-PRO - Model: S85402-V2L		2025/01/27 10:12	2025/01/27 09:43
192.168.0.92	WV-S85402-V2L	192.168.0.92 - 2 - i-PRO - Model: S85402-V2L		2025/01/27 10:11	2025/01/27 09:48
192.168.0.103	WV-S2136L	192.168.0.103 - i-PRO - Model: S2136L		-	-
192.168.0.106	WV-S4176	192.168.0.106 - i-PRO - Model: S4176		2025/01/27 10:12	-
192.168.0.111	WV-S4176	192.168.0.111 - i-PRO - Model: S4176		-	-

 means the number of cameras connected.

(Meta data session between camera and i-PRO Active Guard server).


 means the number of cameras disconnected.

When disconnection detected, confirm network connection to camera.


● Check Server status

Check Process and Database shows status green. 

Note)

When using existing SQL Server instance on network, Database shows status  .

4.3.5. System configuration (optional)

Click  (Configure system) and change settings if needed.

4.3.5.1. General

Language : Select [Auto], [English] or [Japanese]. (Default: Auto).

*When the language configuration for web browser is other than English or Japanese, English is shown.

Color theme : Select [Light] or [Dark] for. (Default: Light).

Send anonymous data to improve software and user experience : Check or uncheck.

(Default: Set by install tool at 4.3.1)

General

Language

Color theme

Send anonymous data to improve software and user experience.
*Transmitted data does not include your personal information.

4.3.5.2. Client Plug-in connection

Select [HTTP] or [HTTPS] and port number (Default: Set by install tool at 4.3.1)

Client plugin connection

HTTP (1-65535)

HTTPS (1-65535)

Note)

For secure communication, HTTPS is recommended.

4.3.5.3. Configuration page access

Set port number for configuration tool (Default: Set by install tool at 4.3.1)

Configuration tool access port

HTTPS (1-65535)


Note)

When you change and restart software at 4.3.3, you need to access `https://<ip>:<port>` using new port number. Make a note not to forget.

4.3.5.4. Database

Configuration item	Comment
Storing images in database	<p>All data(default): Store all data including images.</p> <p>Only alarm and statistics data: Store only alarm and statistics data</p> <p>Only statistics data: Store only statistics data</p>
License plate number	<p>Enable/Disable can be configured. (Default: Enable)</p> <p>Sets whether to store the license plate number in SQL Server.</p>
Retention period	<p>[For face images, people images, vehicle images, license plate images, code images, container images and alarm history]</p> <p>Using SQL Server Express Edition :1 – 31 days (Default: 31).</p> <p>Using SQL Server Standard Edition or higher:1 – 397 days (Default: 397).</p> <p>[For Count, heat map statistics]</p> <p>Using SQL Server Express Edition :1 – 92 days (Default: 92).</p> <p>Using SQL Server Standard Edition or higher:1 – 732 days (Default: 732).</p> <p>Note)</p> <p>Data after retention period will be deleted at night (0:00am ~ 3:30 am). If the server is shut down, data cannot be deleted, so new data may not be stored due to lack of storage space.</p>
CSV backup	<p>Enable/Disable can be configured. (Default: Disable)</p> <p>When enable and the retention period for counting data expires, the data will be deleted from SQL server but automatically backed up as CSV file.</p> <p>Note)</p> <p>When Enable, [Max usage of image storage drive] will be also enabled automatically.</p> <div style="border: 1px solid black; padding: 5px; margin-top: 10px;"> <p>Important:</p> <ul style="list-style-type: none"> • Statistics data in CSV backup files cannot be used on dashboard by itself. This data can be used only in comparison view and 1 day duration. * When [Comparison] is checked, and the [Display Duration] is selected for 1 day in Search Mode. • CSV is not available in the dashboard when using existing SQL Server instance on network server. </div>

Configuration item	Comment
Max usage of image storage drive (*)	<p>Enable/Disable and data size 10- 2000 (GB) can be configured. (Default: Disable)</p> <p>Note)</p> <p>When enabled, the used disk space of drive for storing best shot images exceed the setting value, the old image will be deleted automatically. This works every hour.</p> <p>You can manage data size using this configuration that i-PRO Active Guard server stores. Used disk space equals total volume minus free space.</p>
Image data save path	<p>Save path for images (Default: C:\MultiAI\Image)</p> <p>Note)</p> <p>When you change save path, all existing image data cannot be used from Plug-in.</p>
SQL Server data save path	<p>SQL Server data save path is shown set by install tool at 4.3.1. You cannot change this after installation.</p>
Estimated data points of detections (per sec)	<p>50 -300 (Default: 100)</p> <p>*For people, 1 object is counted as 2 data points. For other objects, 1 object is counted as 1 data point.</p> <p>Note)</p> <p>If the number of object data from all cameras exceeds the value, those object data will be discarded to reduce disk access so that system is stable.</p> <p>SSD is required in case of 100 or more. When you set over 100 using HDD, system will be unstable.</p>
Data Encryption	<p>On/Off is shown set by install tool at 4.3.1. You cannot change this after installation.</p>

* Simple calculator can be used by clicking 

Input parameters of your system and click Calc.

Estimated used disk space is shown.



Number of cameras

Face People Vehicle People counting

Average number of object per camera, per hour

Face People Vehicle

Retention period(day)

Face People Vehicle People counting

System operating time(hours per day)

Face People Vehicle People counting

Calc

Estimated used disk space

image:-GB

database:-GB

*If you need calculations that include extension software other than the above, please access the following URL and confirm.
https://i-pro.com/products_and_solutions/en/surveillance/learning-and-support/tools/calculators#tbl_ai_vi

Note)

Estimated used disk space is just a reference. Actual data size highly depends on actual environment.

4.3.5.5. Initialization

Image: delete all best shot images.

Alarm history: delete all alarm history.

Statistics data: delete statistics data including heat map data.

Watchlist: delete all Faces watchlist, People watchlist, Vehicles watchlist, LPR watchlist (also registered license plate and group), OCR watchlist (also registered OCR Code and group) and Container watchlist (also registered container code and group). See the operation manual about watchlist.

Configuration: delete all registration data (VMS, Camera, and logs) except for port and user account.

Note)

It may take time to delete images depending on the number of images. When deleting, the button will be as follows. Please update the page to confirm the latest status.

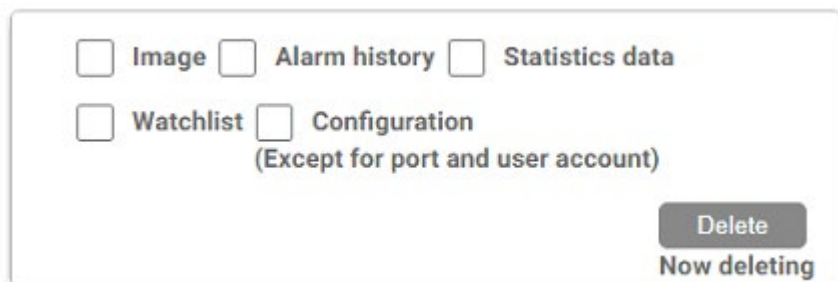


Image Alarm history Statistics data


Watchlist Configuration
(Except for port and user account)

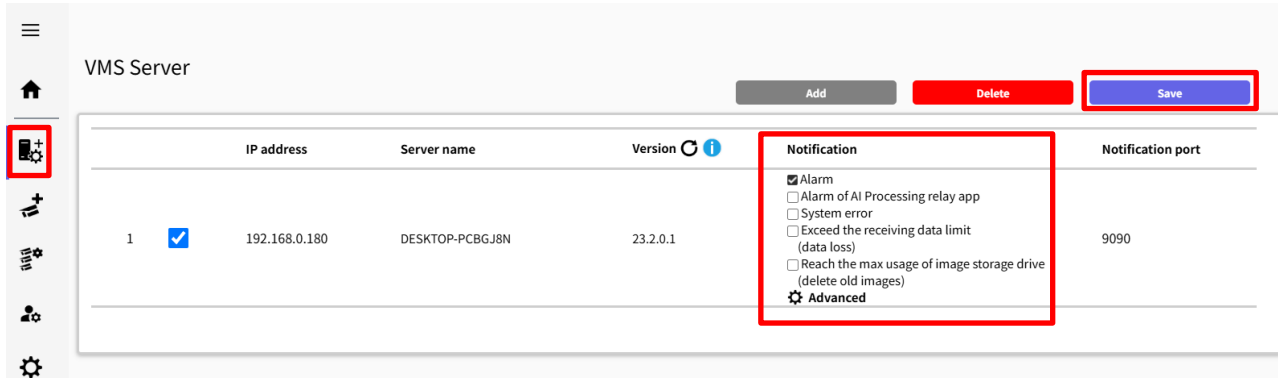
Delete
Now deleting

4.3.6. Notification to VMS Server (optional)

Some alarms related to i-PRO Active Guard server failure can be enabled.

Actions on VMS side also can be configured (4.7 Rules and Events, Alarm setup (optional))

Click  (Register VMS)



	IP address	Server name	Version	Notification	Notification port
1	192.168.0.180	DESKTOP-PCBGJ8N	23.2.0.1	<input checked="" type="checkbox"/> Alarm <input type="checkbox"/> Alarm of AI Processing relay app <input type="checkbox"/> System error <input type="checkbox"/> Exceed the receiving data limit (data loss) <input type="checkbox"/> Reach the max usage of image storage drive (delete old images) <input checked="" type="checkbox"/> Advanced	9090

Check following items that you want and [Save].

Alarm of AI Processing relay app

Notifies alarm of AI Processing relay app received by i-PRO Active Guard server.

System error

Notifies system error that i-PRO Active Guard server detects. (ex. camera connection error between camera and i-PRO Active Guard server.)

Exceed the receiving data limit (data loss)

Notification when the data exceeds the setting value for “Max frequency of receiving object data (per sec)” configured at 4.3.5.4.

Reach the max disk space of image (delete old images)

Notification when the usage of image storage drive exceeds the setting value for “Max usage of image storage drive (GB)” configured at 4.3.5.4.

Advanced

Notify all detected objects ✕

License plate

Code

Container

Image on Alarm Manager

Face detection

Detected and Registered images ▼

License plate, Code and Container detection

Whole and cropped plate images ▼

Notify all detected objects

License plates

Notifies all detected license plates received by the i-PRO Active Guard server.

Code

Notifies all detected code received by the i-PRO Active Guard server.

Container

Notifies all detected container received by the i-PRO Active Guard server.

Image on Alarm Manager

Face detection

When face is detected, sets the image to be notified to Alarm Manager.

- No image
- Detected image
- Detected and Registered images

License plate, Code and Container detection


When License plate, Code and Container is detected, sets the image to be notified to Alarm Manager.

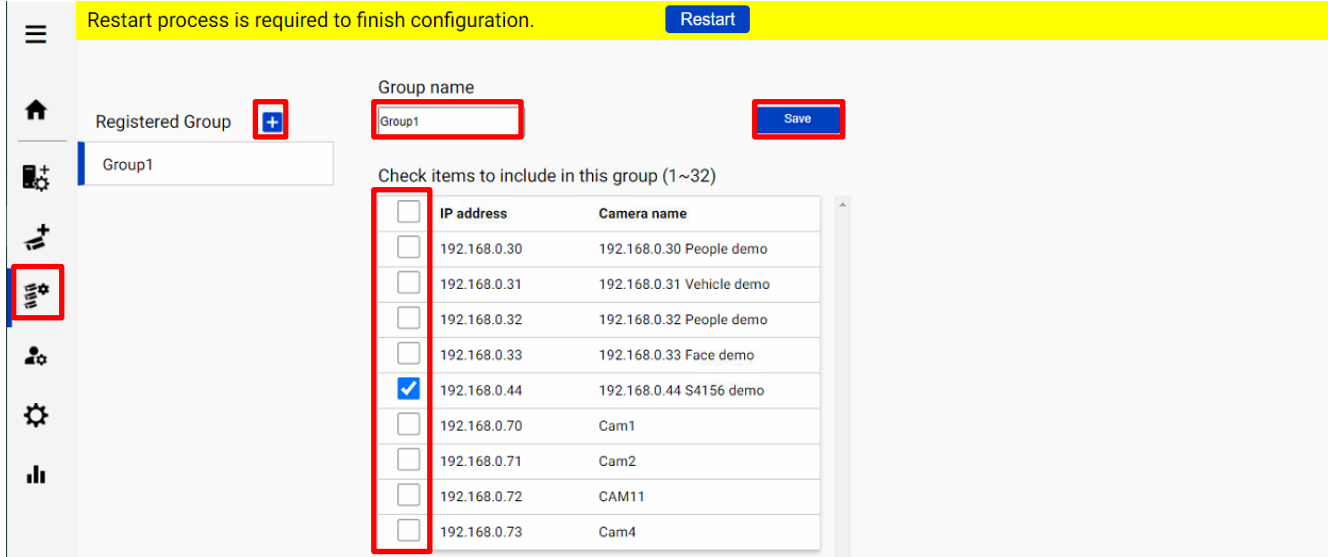
- No image
- Whole image
- Cropped image
- Whole and Cropped plate images

4.3.7. Dashboard configuration (optional)

4.3.7.1. Camera group configuration

When displaying the chart on the dashboard, it is possible to display it as statistical information for each group consisting of multiple cameras instead of statistical information for each camera.

Click  (Camera Group).



Restart process is required to finish configuration. [Restart](#)

Registered Group [+](#)

Group1

Group name

Group1 [Save](#)

Check items to include in this group (1~32)

<input type="checkbox"/>	IP address	Camera name
<input type="checkbox"/>	192.168.0.30	192.168.0.30 People demo
<input type="checkbox"/>	192.168.0.31	192.168.0.31 Vehicle demo
<input type="checkbox"/>	192.168.0.32	192.168.0.32 People demo
<input type="checkbox"/>	192.168.0.33	192.168.0.33 Face demo
<input checked="" type="checkbox"/>	192.168.0.44	192.168.0.44 S4156 demo
<input type="checkbox"/>	192.168.0.70	Cam1
<input type="checkbox"/>	192.168.0.71	Cam2
<input type="checkbox"/>	192.168.0.72	CAM11
<input type="checkbox"/>	192.168.0.73	Cam4

Click [+], input Group name, check for cameras and [Save].

Note)

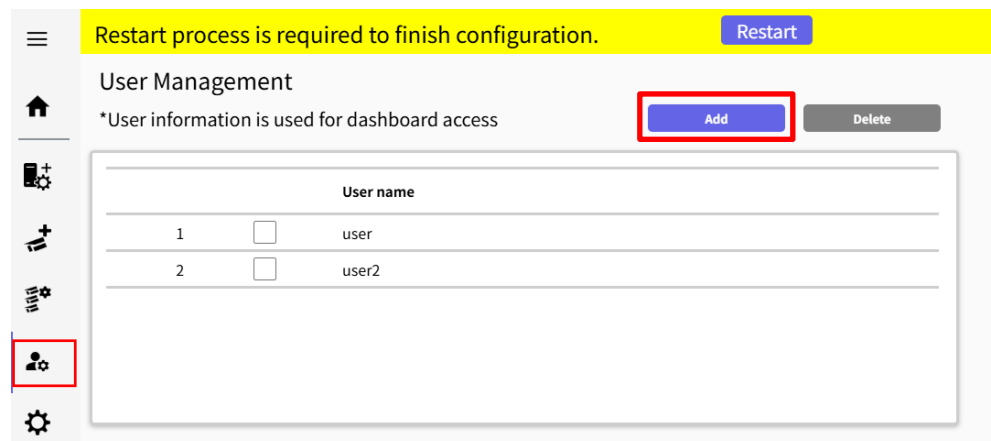
Up to 16 groups can be configured.

To delete the camera group, right click the group and select [Delete Camera Group].

4.3.7.2. User Management

By registering multiple users, it is possible to customize the dashboard display for each user.

Click  (User Management) and [Add].



Restart process is required to finish configuration. [Restart](#)

User Management
*User information is used for dashboard access [Add](#) [Delete](#)

User name		
1	<input type="checkbox"/>	user
2	<input type="checkbox"/>	user2

Enter [User name], [Password] and [Retype password] and then [Save]

User name (1 to 32 characters)

Password (8 to 32 characters)

Retype password

[Save](#)

(1) 2-byte characters, and 1-byte symbols " &; : \ ' ^ = , < > | are not allowed for user name

(2) 2-byte characters, and 1-byte symbols " &; : \ ' ^ = , < > | are not allowed for password

(3) For the password, use all types of characters from

upper- and lowercase alphabetic characters, numbers, and symbols.

Note)

User information can also be used for Plug-in connection.

[User name] set by install tool at 4.3.1 is shown as default. [Password] is not shown.

If you forget password, delete the user, and register again.

4.3.8. More information about status (optional)

4.3.8.1. Camera Connection

IP address	Model	Camera name	Function	Last received time	Last auto diagnosis time
192.168.0.50	WV-S2136L	192.168.0.50 - i-PRO - Model: S2136L		2025/01/27 10:11	2025/01/27 09:28
192.168.0.92	WV-S85402-V2L	192.168.0.92 - 1 - i-PRO - Model: S85402-V2L		2025/01/27 10:12	2025/01/27 09:43
192.168.0.92	WV-S85402-V2L	192.168.0.92 - 2 - i-PRO - Model: S85402-V2L		2025/01/27 10:11	2025/01/27 09:48
192.168.0.103	WV-S2136L	192.168.0.103 - i-PRO - Model: S2136L		-	-
192.168.0.106	WV-S4176	192.168.0.106 - i-PRO - Model: S4176		2025/01/27 10:12	-
192.168.0.111	WV-S4176	192.168.0.111 - i-PRO - Model: S4176		-	-

: Camera is connected.

: Camera is not connected.

: Camera is connected, but last auto diagnosis result error.

Metadata session is connected, but AI application on camera side may not work well. Check AI application on camera side is installed, schedule setting is on and also check whether “Last received time.”

“**Last received time**” shows the last detection time that the camera detected face, people, vehicle, license plate, code, container or alarm. If this time is older than when camera captured actually objects, AI application on camera side may not work well.

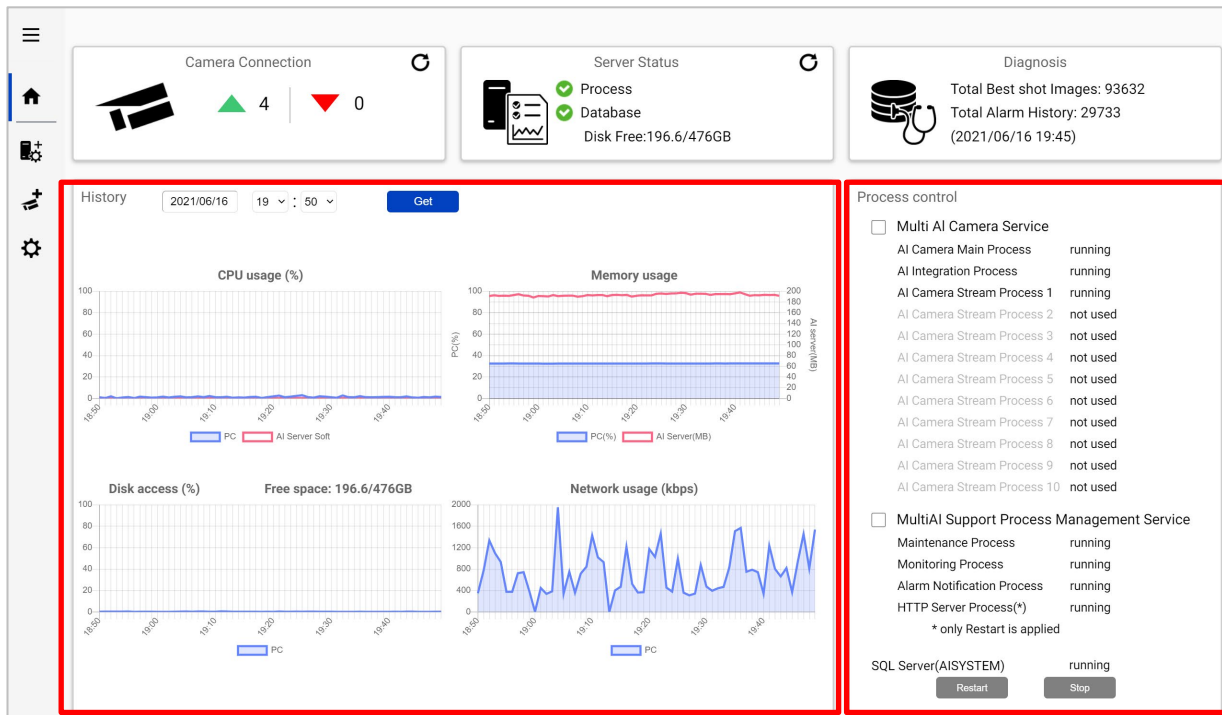
“**Last auto diagnosis time**” is the latest time when i-PRO Active Guard server tested connection to camera and database. The test executes every 5 minutes for a camera in order. When error occurs, the time is shown in red color. In that case, check Log and confirm the status of camera or database.

Note)

- When schedule setting for the AI application is off, last auto diagnosis will be failed. If it is intended, please ignore this indicator.
- icon allows filtering by camera connection.

Model	Camera name	Function	Last received time	Last auto diagnosis time
WV-S85402-V2L	192.168.0.92 - 1 - i-PRO - Model: S85402-V2L		2025/01/24 19:21	2025/01/24 18:53

4.3.8.2. Server Status



History

History shows CPU usage, Memory usage, Disk access and Network usage of the i-PRO Active Guard server. CPU usage and Memory usage show the total value in the PC and i-PRO Active Guard server. Data for one hour from specified date is shown. Select date and get for previous date (within 31 days can be shown).

These data can be used to check whether PC performance is stable after installation or investigation of the system trouble.

Note)

Data may not be shown correctly when PC is power off or i-PRO Active Guard server software is stopped for some duration.

Process Control

Processes related to i-PRO Active Guard server can be restarted or stopped. When the system is running, please check all processes show “running” or “not used.”

(The number of used “AI Camera Stream Process x” depends on the number of registered cameras.)

When it is required to restart PC, check “Multi AI Camera Service” and “Support Process Management Service” are stopped (also see 5.6.1).

When investigation to system trouble is required, please check status, and try to restart.

Note)

When using existing SQL Server instance on network serve, SQL Server is not monitored.

4.3.8.3. Diagnosis

The screenshot displays a dashboard with three main sections: Camera Connection, Server Status, and Diagnosis. The Camera Connection section shows 4 cameras online and 0 offline. The Server Status section shows Process and Database as active, with 196.6/476GB of disk free. The Diagnosis section shows 93632 total best shot images and 29733 total alarm history for 2021/06/16 19:45.

The Record summary table is highlighted with a red border and contains the following data:

IP address	16th Jun	0:00	1:00	2:00	3:00	4:00	5:00	6:00	7:00	8:00	9:00	10:00	11:00	12:00	13:00	14:00	15:00	16:00	17:00
192.168.0.30	1046	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	347
192.168.0.31	395	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	103
192.168.0.32	2156	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	668
192.168.0.33	308	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	36

The Information section at the bottom provides system details: System version: 1.0.0, OS: Windows 10 Pro, version 1903, build 18362.387, CPU: Intel(R) Core(TM) i9-9900K CPU @ 3.60GHz, Virtual memory: 4864MB, and various security status indicators.

Record summary

Record summary shows the number of received data from each camera on the specified date.

Selectable items depend on the registered camera and AI application.

*Selectable items

- All Best shot images
- Face Best shot images
- People Best shot images
- Vehicle Best shot images
- License plate images
- Code images
- Container images
- All alarm
- Registered face detection
- Registered people detection
- Registered vehicle detection
- Registered license plate detection (*1)
- Unregistered license plate detection (*1)
- Sound detection
- AI-VMD
- AI Occupancy detection
- AI Scene Change detection
- Registered code detection (*2)
- Unregistered code detection (*2)

- Registered container detection (*3)
- Unregistered container detection (*3)

(*1) About license plate detection.

- Registered license plate detection

You will be notified when you set LPR watchlist to below settings on i-PRO Active Guard plug-in.

- Set "Detect by vehicle appearance only" to off and set "Trigger" to "When license plates in the selected group was detected".
- Set "Detect by vehicle appearance only" to on.

- Unregistered license plate detection

You will be notified when you set LPR watchlist to below settings on i-PRO Active Guard plug-in.

- Set "Detect by vehicle appearance only" to off,
and set "Trigger" to "When other license plate which is not in the selected group was detected."

(*2) About code detection.

- Registered code detection

You will be notified when you set OCR watchlist to below settings on i-PRO Active Guard plug-in.

- Set "Trigger" to "When OCR Code in the selected group was detected."

- Unregistered code detection

You will be notified when you set OCR watchlist to below settings on i-PRO Active Guard plug-in.

- Set "Trigger" to "When other OCR Code which is not in the selected group was detected."

(*3) About container detection.

- Registered container detection

You will be notified when you set Container watchlist to below settings on i-PRO Active Guard plug-in.

- Set "Detect by container details" to off and set "Trigger" to "When Container code in the selected group was detected."
- Set "Detect by container details" to on.

- Unregistered container detection

You will be notified when you set Container watchlist to below settings on i-PRO Active Guard plug-in.

- Set "Detect by container details" to off,
and set "Trigger" to "When other Container code which is not in the selected group was detected."


Information

Software version, OS, windows configuration is shown.

4.3.8.4. Display log

The dashboard displays three main sections: Camera Connection, Server Status, and Diagnosis. The Camera Connection section shows 4 green triangles and 0 red triangles. The Server Status section shows Process and Database as green checkmarks and Disk Free as 49.2/98GB. The Diagnosis section shows Total Best shot Images: 680 and Total Alarm History: 225 (2023/12/04 17:00). A 'Log' button is highlighted in the top right corner.

IP address	Model	Camera name	Function	Last received time	Last auto diagnosis time
192.168.0.54	WV-S2136L	192.168.0.54 - Panasonic - Model: S2136L	📶	-	2023/12/04 18:04
192.168.0.63	WV-X2251L	192.168.0.63 - Panasonic - Model: X2251L	📶	2023/12/04 18:09	-
192.168.0.71	WV-S1136	192.168.0.71 - Panasonic - Model: S1136	📶	2023/12/04 18:12	2023/12/04 18:09
192.168.0.78	WV-S4176	192.168.0.78 - Panasonic - Model: S4176	📶	2023/12/04 18:12	-

Click  to show logs.

Overview of system errors can be displayed. Select date and error level (error, warning, and information) and click Get.

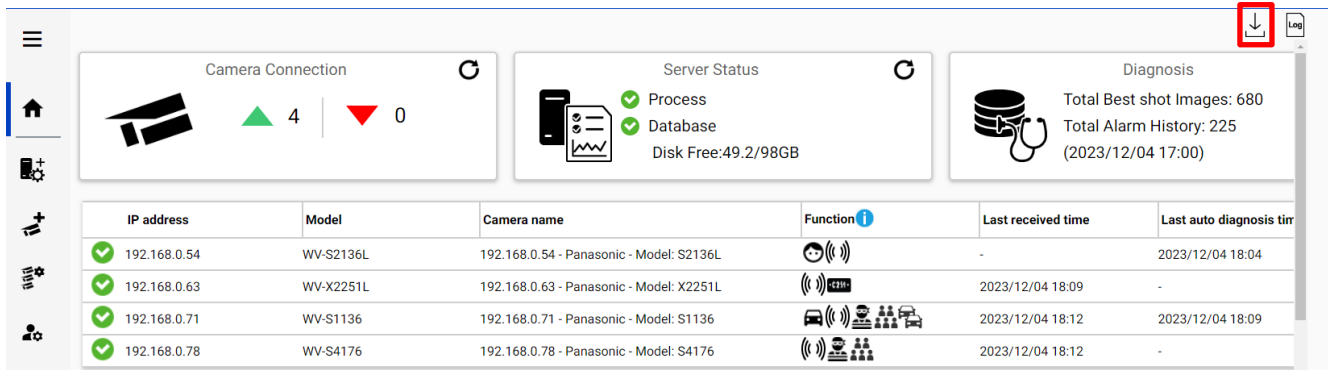
Detail for each message and troubleshoot for Code is shown on 6.Troubleshooting.

The log display interface includes filters for date (2021/05/09 to 2021/05/10), time (22h), and error level (error, warning, information). A 'Get' button is present. The log table shows the following entries:

Date	Level	Category	Message	Code
2021/05/10 21:02	Warning	Server process	Cannot receive test data from camera (1724635326)	010205
2021/05/10 21:02	Warning	Server process	Failed to send test data request to camera (1724635326) (The remote server returned an error: (400) Bad Request.)	010204
2021/05/10 20:57	Warning	Server process	Cannot receive test data from camera (118488675)	010205
2021/05/10 20:57	Warning	Server process	Failed to send test data request to camera (118488675) (The remote server returned an error: (400) Bad Request.)	010204
2021/05/10 20:52	Warning	Server process	Cannot receive test data from camera (730645128)	010205


Note)
Maximum 1000 logs can be shown at the same time.

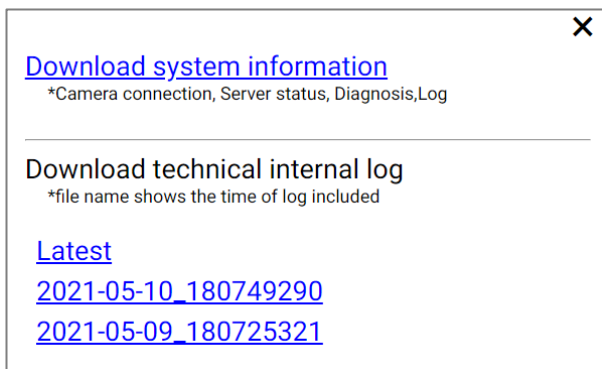
4.3.8.5. Download log



The screenshot shows a dashboard with three main sections: Camera Connection, Server Status, and Diagnosis. The Camera Connection section shows 4 green triangles and 0 red triangles. The Server Status section shows Process and Database as green checkmarks and Disk Free as 49.2/98GB. The Diagnosis section shows Total Best shot Images: 680 and Total Alarm History: 225 (2023/12/04 17:00). Below these sections is a table with columns: IP address, Model, Camera name, Function, Last received time, and Last auto diagnosis time.

IP address	Model	Camera name	Function	Last received time	Last auto diagnosis time
192.168.0.54	WV-S2136L	192.168.0.54 - Panasonic - Model: S2136L		-	2023/12/04 18:04
192.168.0.63	WV-X2251L	192.168.0.63 - Panasonic - Model: X2251L		2023/12/04 18:09	-
192.168.0.71	WV-S1136	192.168.0.71 - Panasonic - Model: S1136		2023/12/04 18:12	2023/12/04 18:09
192.168.0.78	WV-S4176	192.168.0.78 - Panasonic - Model: S4176		2023/12/04 18:12	-

Click  to download log.



The dialog box contains the following text:

[Download system information](#)
*Camera connection, Server status, Diagnosis, Log

Download technical internal log
*file name shows the time of log included

[Latest](#)
[2021-05-10_180749290](#)
[2021-05-09_180725321](#)

Download system information

Download Camera Connection, Server Status, Diagnosis and Log loaded on screen as json format.

Download technical internal log

Download detail log. File name “yyyy-mm-dd_hhmmssfff” shows the time of log included. Log files are zipped automatically depending on the duration or size and the filename shows the time zipped.

Ex. “2021-05-10_180749290” includes logs from 2021-05-09 18:07:25.321 to 2021-05-10 18:07:49.290 on this example.

4.3.9. Windows setting

Following Windows configuration is required for i-PRO Active Guard server's work to be stable.
Location of configuration may differ depending on OS.

4.3.9.1. Disable Real-time protection and Tamper protection

This is required for i-PRO Active Guard server to keep the basic performance.

In case of Windows 10,

(Start – Settings – System – Update & Security – Windows Security – Virus & threat protection – Virus & threat protection - Virus & threat protection settings – Manage settings)

Off the “Real-time protection” and “Tamper protection.”

Windows server OS does not have Tamper protection feature.

4.3.9.2. Disable Windows Update service

Windows updates are important to keep the system up to date, but auto update may require an unplanned restart, and a new Windows feature may influence the i-PRO Active Guard server. To avoid unplanned restarts or influences, disable Windows update service.

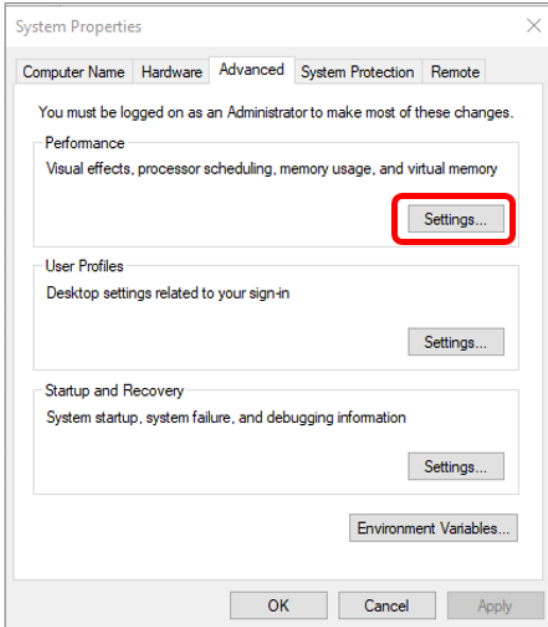
In case of Windows 10,

Start – Windows Administrative Tools – Services – right click “Windows Update” – Properties – select “Disabled” for “Startup type” and click OK.

4.3.9.3. Virtual memory setting

If the virtual memory is insufficient, the database may stop.

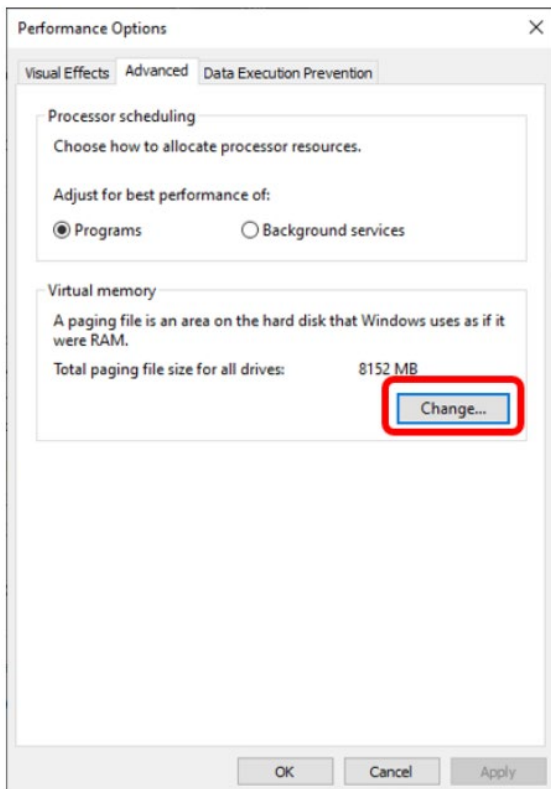
Follow the procedures below to check the virtual memory setting.



In case of Windows 10,

Start – Windows System – Control Panel – System and Security – System – Advanced system setting.

Select Settings



Select “Advanced” tab on “Performance Options” screen and click “Change...” button of Virtual memory.

Confirm that “Automatically manage paging file size for all drives” is checked on “Virtual Memory” screen.

Check it and click “OK” button.

4.4. Install and setup Plug-in for XProtect Smart Client

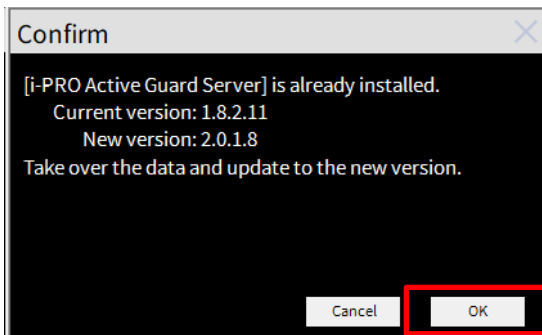
4.5. Upgrade i-PRO Active Guard server

Upgrade i-PRO Active Guard server by transferring settings and past data.

Important:

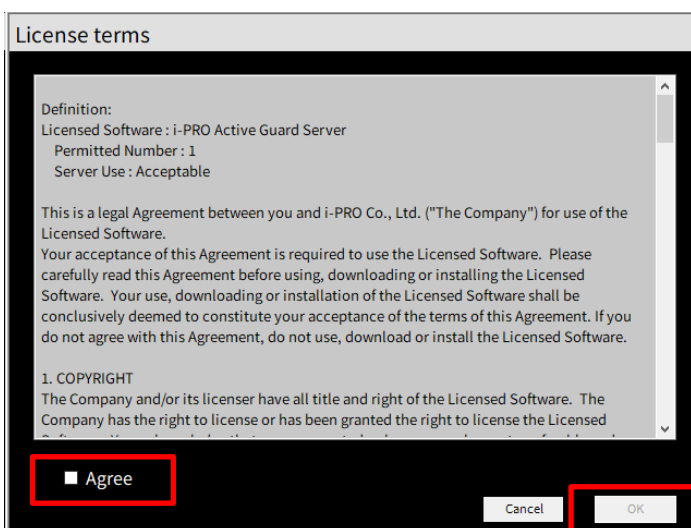
- When upgrading the version of i-PRO Active Guard server, do not uninstall the already installed version. If you uninstall it, you will not be able to use the past data.
- File path length of **MultiAIStartup.exe** must be less than 119.

Execute **"MultiAIStartup.exe"** as administrator.



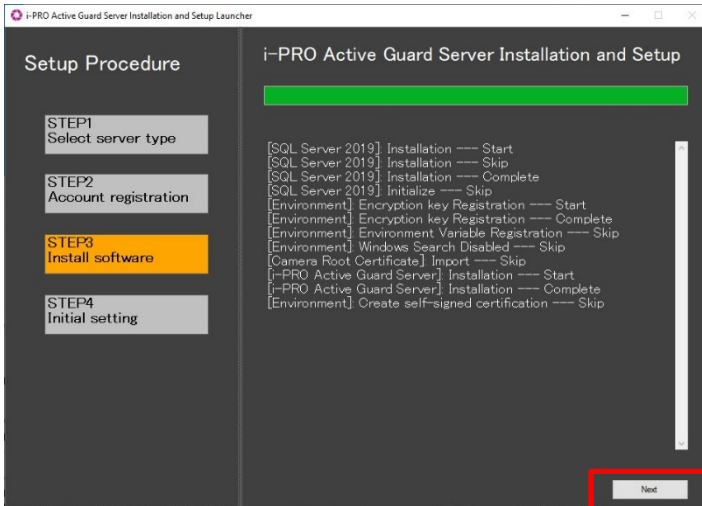
STEP1

Confirm the version and click [OK].



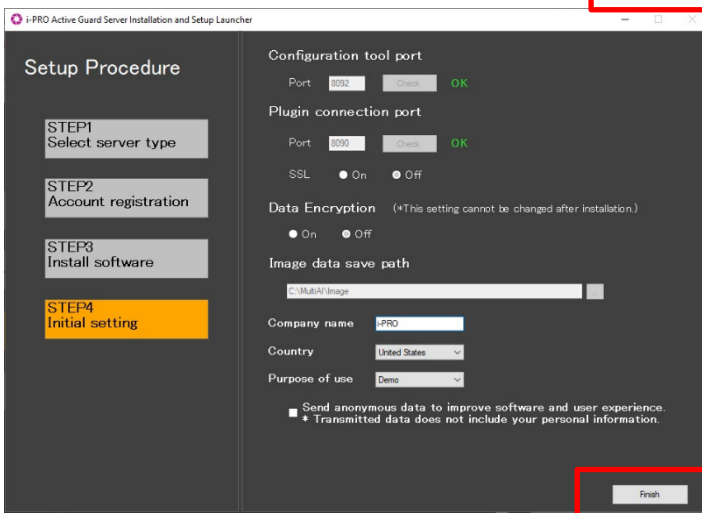
STEP2

Check for [Agree] for License terms and [OK].



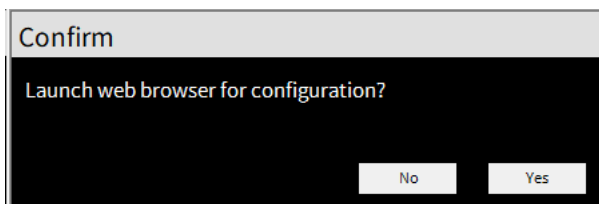
STEP3

Installation starts and [Next] button will be appeared when finished. Click [Next].



STEP4

Click [Finish].



STEP4

A dialog box will appear asking about launch web browser.

Please make your selection as necessary.

4.6. Upgrade Plug-in

Please refer Plug-in's manual.

https://i-pro.com/products_and_solutions/en/surveillance/learning-and-support/knowledge-base/product-tips/active-guard-links

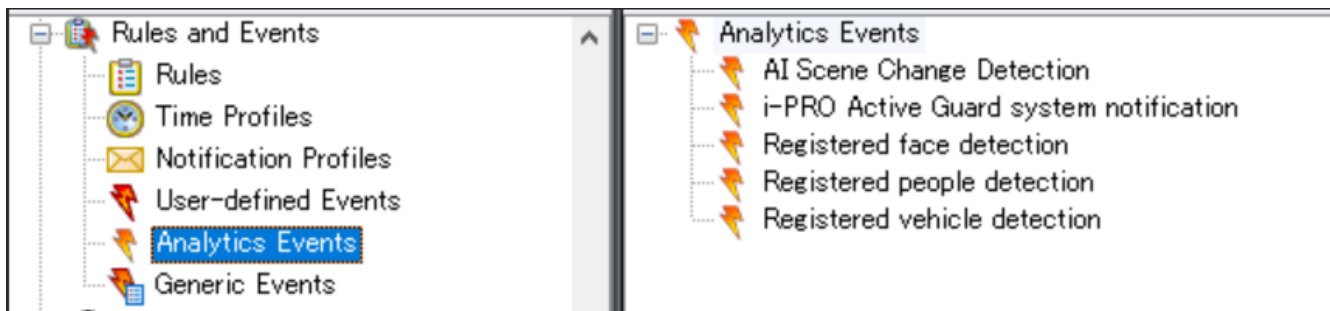
4.7. Rules and Events, Alarm setup (optional)

Registered face detection, Registered people detection, Registered vehicle detection, AI Scene Change Detection, i-PRO Active Guard system notification and etc. can be used as Analytics Events on XProtect.

STEP1

Start XProtect Management Client and confirm "Registered Face Detection", "Registered People Detection", "Registered Vehicle Detection" and "i-PRO Active Guard system notification" and etc. exist in [Analytics Events].

These are added automatically when XProtect is registered to i-PRO Active Guard server (4.3.2.2)

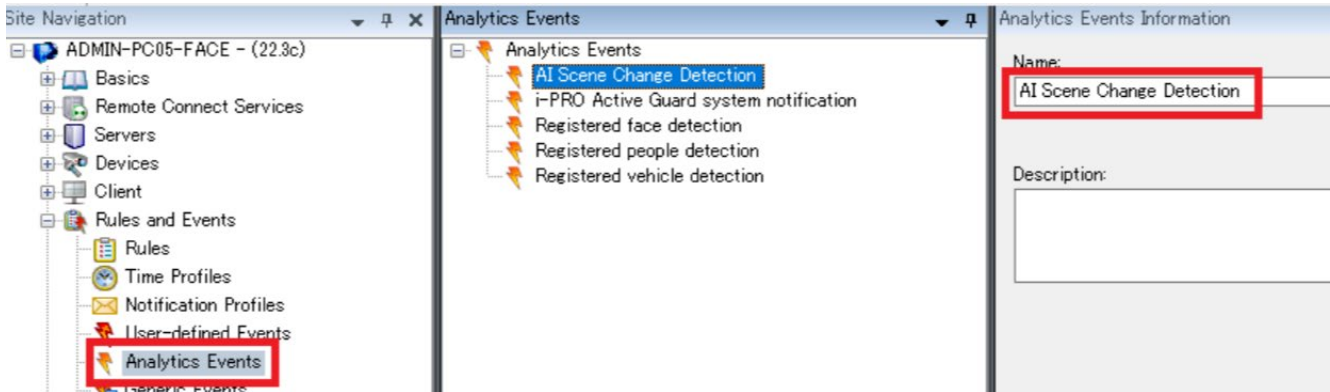
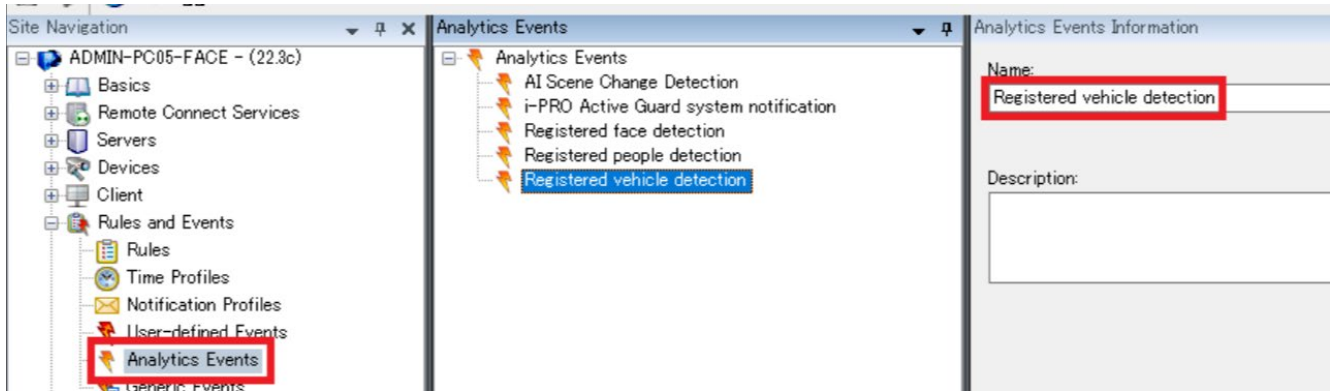


Note)

Custom events may not add automatically in upgrade i-PRO Active Guard server.

- Case of upgrading from V1.51 or earlier to V1.60 or later,
"Registered Vehicle Detection" will not be added automatically.
- Case of upgrading from V1.60 or earlier to V1.70 or later,
"Registered License plate Detection", "Unregistered License plate Detection",
"License plate Detection", "Registered Advanced Vehicle Detection" will not be added automatically.
- Case of upgrading from V1.82 or earlier to V2.00 or later,
"Code Detection", "Registered Code Detection", "Unregistered Code Detection", "Container Detection",
"Registered Container Detection", "Unregistered Container Detection", "Registered Advanced
Container Detection" "Intruder" "Loitering" "Direction" "Crossline" "Occupancy detection" will not be
added automatically.

If you want to add it, please create Analytics Events manually.



Name	Description
Registered face detection	Notify when a face registered in the watchlist is detected.
Registered people detection	Notify when people registered in the watchlist is detected.
i-PRO Active Guard system notification	(Alarm, System error, Exceed the receiving data limit, Reach the max usage of image storage drive *1) Notify when system event is received.
Registered vehicle detection	Notify when a vehicle registered in the watchlist is detected.
AI Scene Change Detection	Notify when a scene change is detected.
Registered License plate Detection	Notify when a License plate registered in the watchlist is detected. (*2)
Unregistered License plate Detection	Notify when a License plate unregistered in the watchlist is detected. (*2)
License plate Detection	(Notify all detected license plates *1) Notify when a License plate is detected.

Name	Description
Registered Advanced Vehicle Detection	Notify when a License plate registered in the watchlist set in "appearance only" is detected. (*2)
Code Detection	(Notify all detected code *1) Notify when a code is detected.
Registered Code Detection	Notify when a code registered in the watchlist is detected. (*3)
Unregistered Code Detection	Notify when a code unregistered in the watchlist is detected. (*3)
Container Detection	(Notify all detected container *1) Notify when a container is detected.
Registered Container Detection	Notify when a container registered in the watchlist is detected. (*4)
Unregistered Container Detection	Notify when a container unregistered in the watchlist is detected. (*4)
Registered Advanced Container Detection	Notify when a container registered in the watchlist set in "appearance only" is detected. (*4)
Intruder	(Alarm of AI Processing relay app *1) Notify when an object detection in field is detected.
Loitering	(Alarm of AI Processing relay app *1) Notify when an object loitering is detected.
Direction	(Alarm of AI Processing relay app *1) Notify when a direction alarm of object is detected.
Crossline	(Alarm of AI Processing relay app *1) Notify when an Object crossed line is detected.
Occupancy detection	(Alarm of AI Processing relay app *1) Notify when people counting alarm is detected.

*1: i-PRO Active Guard Server configuration required. Please refer to 4.3.6.

*2: About notification of Registered License plate Detection.

- Registered License plate Detection

You will be notified when you set LPR watchlist to below settings on i-PRO Active Guard plug-in.

Set "Detect by vehicle appearance only" to off,

and set "Trigger" to "When license plates in the selected group was detected".

- Unregistered License plate Detection

You will be notified when you set watchlist to below settings on i-PRO Active Guard plug-in.

Set "Detect by vehicle appearance only" to off,

and set "Trigger" to "When other license plate which is not in the selected group was detected".

- Registered Advanced Vehicle Detection

Set "Detect by vehicle appearance only" to on.

*3: About notification of Registered Code Detection.

- Registered Code Detection

You will be notified when you set OCR watchlist to below settings on i-PRO Active Guard plug-in.

Set "Trigger" to "When OCR Code in the selected group was detected."

- Unregistered Code Detection

You will be notified when you set OCR watchlist to below settings on i-PRO Active Guard plug-in.

Set "Trigger" to "When other OCR Code which is not in the selected group was detected".

*4: About notification of Registered Container Detection.

- Registered Container Detection

You will be notified when you set Container watchlist to below settings on i-PRO Active Guard plug-in.

Set "Detect by container details" to off,

and set "Trigger" to "When Container in the selected group was detected".

- Unregistered Container Detection

You will be notified when you set Container watchlist to below settings on i-PRO Active Guard plug-in.

Set "Detect by container details" to off,

and set "Trigger" to "When other container which is not in the selected group was detected".

- Registered Advanced Container Detection

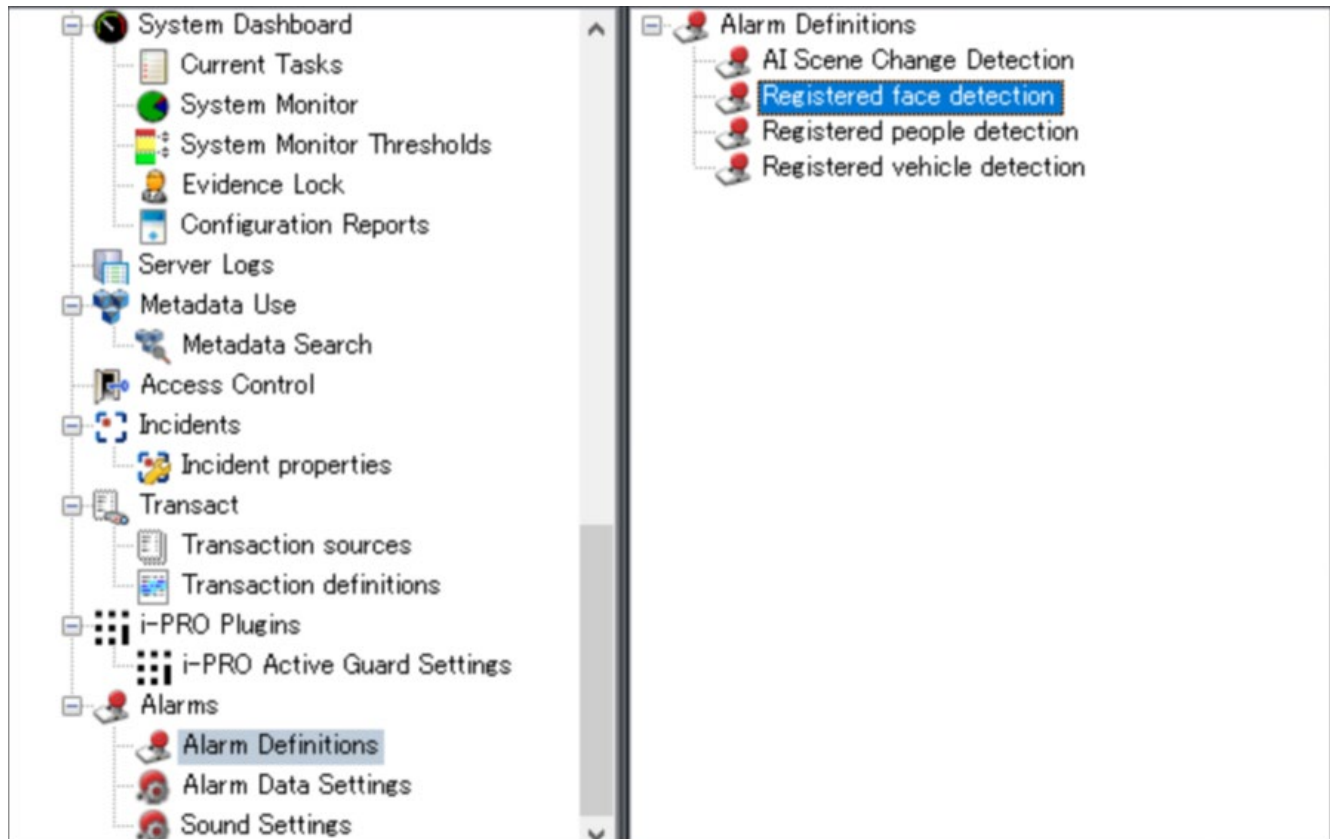
Set "Detect by container details" to on.

STEP2

Confirm “Registered face detection”, “Registered people detection”, “Registered vehicle detection” and “AI Scene Change Detection”, etc exist in [Alarm Definitions].

These are added automatically when XProtect is registered to i-PRO Active Guard server (4.3.2.2)

Change the settings as needed.



Note)

To use i-PRO Active Guard system notification, you also need to enable on i-PRO Active Guard configuration (Refer to 4.3.6).

Note)

Custom events may not add automatically in upgrade i-PRO Active Guard server.

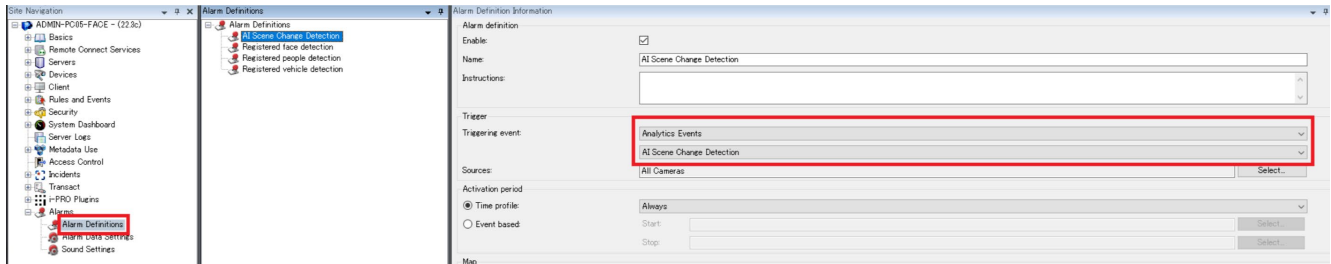
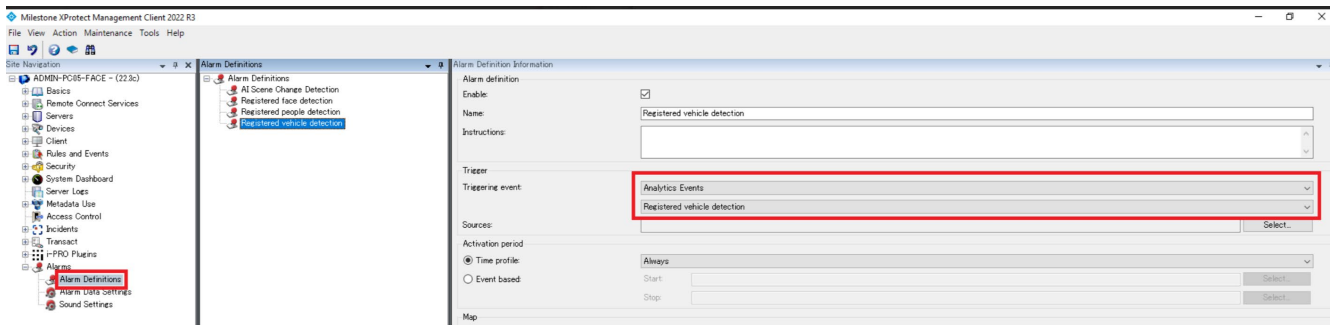
- Case of upgrading from V1.51 or earlier to V1.60 or later,

 - "Registered Vehicle Detection" will not be added automatically.

- Case of upgrading from V1.60 or earlier to V1.70 or later,

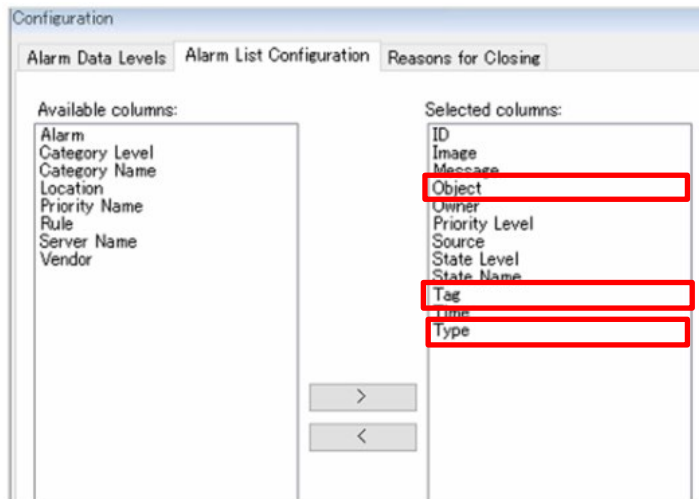
 - “Registered License plate Detection”, “Unregistered License plate Detection”,

If you want to add it, please create Alarm Definitions manually.



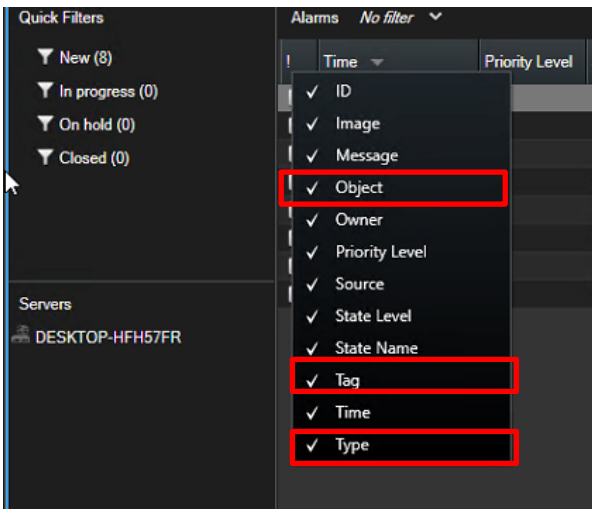
STEP3

Add columns [Object], [Tag] and [Type] for [Selected columns] in [Alarm Data Settings] - [Alarm List Configuration].

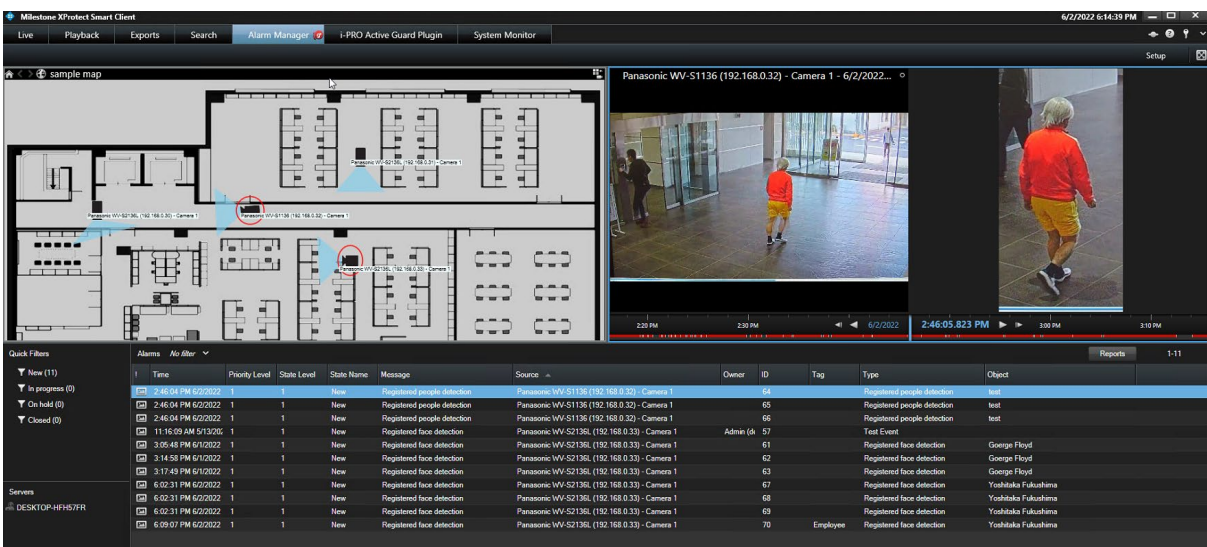
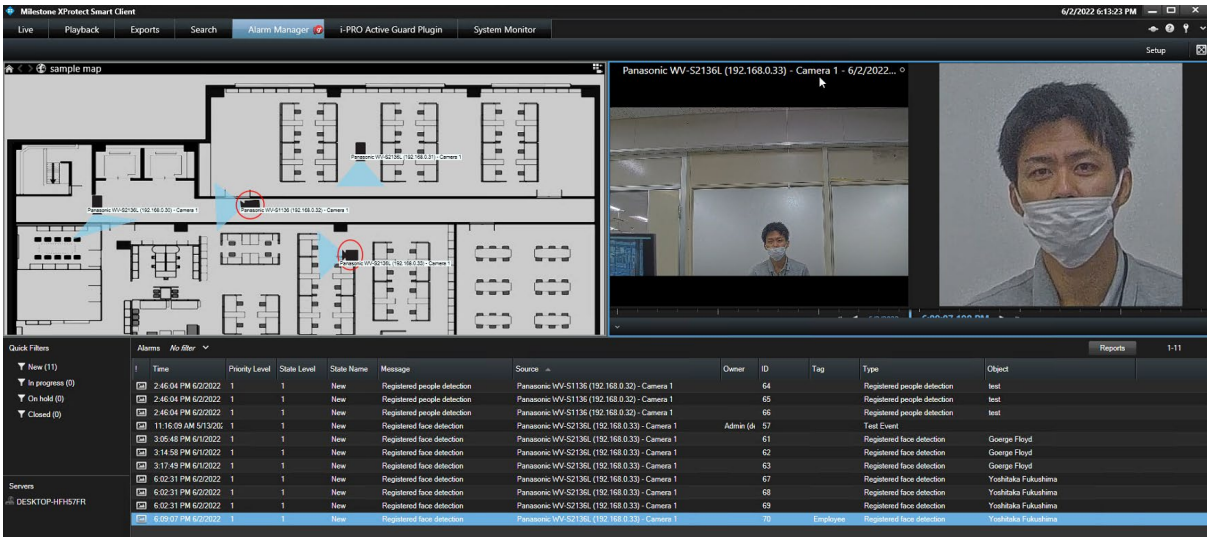


STEP4

Start XProtect Smart Client and enable the display of these columns in the Alarm Manger.



Registered face detection and Registered people detection will be shown when occurred.



i-PRO Active Guard system notification will be shown as Event in Alarm Manager.

5. When changing system component

5.1. Add system device

5.1.1. Add camera

STEP1

Register AI cameras to XProtect.

STEP2

Register AI cameras to i-PRO Active Guard server (Refer to 4.3.2.3)

STEP3

Restart process (Refer to 4.3.3)

5.2. Delete system device

5.2.1. Delete camera

STEP1

Check camera and [Delete] from Register Cameras screen.

Existing data of the selected camera will be unavailable.

Registered VMS

IP Server -192.168.0.206

Others

Enabled camera

Add devices Delete Save

	IP address	Model	Camera name	Function	HTTP(S) port	SSL
1	192.168.0.50	WV-S2136L	192.168.0.50 - Model: Panasonic WV-S...		80	Off
2	192.168.0.71	WV-S1136	192.168.0.71 - Model: Panasonic WV-S...		80	Off
	<input checked="" type="checkbox"/>	192.168.0.78	WV-S4176	192.168.0.78 - Model: Panasonic WV-S...	80	Off
4	192.168.0.104	WV-S71300-F3	192.168.0.104 - Model: Panasonic WV-...		80	Off

STEP2

Restart process (Refer to 4.3.3)

5.2.2. Disable camera

When you want to disable specific cameras temporarily, which means there is a possibility you want to search existing data of the camera later, configure the camera as Disabled camera.

STEP1

Check camera and move to Disabled camera from Register Cameras screen.

Existing data of the selected camera will be unavailable as long as the camera is disabled camera.

The screenshot shows the 'Register Cameras' interface. On the left, there is a sidebar with navigation icons. The main area is titled 'Enabled camera' and contains a table with columns: IP address, Model, Camera name, Function, HTTP(S) port, and SSL. The table lists four cameras. The third camera, with IP address 192.168.0.78 and model WV-S4176, has a blue checkmark in its selection column, which is highlighted with a red box. Below the 'Enabled camera' table is a 'Disabled camera' section with a table that is currently empty. A red box highlights the 'Save' button in the top right corner of the interface.

	IP address	Model	Camera name	Function	HTTP(S) port	SSL
1	192.168.0.50	WV-S2136L	192.168.0.50 - Model: Panasonic WV-S...		80	Off
2	192.168.0.71	WV-S1136	192.168.0.71 - Model: Panasonic WV-S...		80	Off
3	192.168.0.78	WV-S4176	192.168.0.78 - Model: Panasonic WV-S...		80	Off
4	192.168.0.104	WV-S71300-F3	192.168.0.104 - Model: Panasonic WV-...		80	Off

	IP address	Model	Camera name	Function	HTTP(S) port	SSL
--	------------	-------	-------------	----------	--------------	-----

STEP2

[Save]

The screenshot shows the 'Register Cameras' interface after the camera has been moved. The 'Enabled camera' table now only contains three cameras, with the IP address 192.168.0.78 missing. The 'Disabled camera' table now contains one camera with IP address 192.168.0.78 and model WV-S4176. A red box highlights the 'Save' button in the top right corner of the interface.

	IP address	Model	Camera name	Function	HTTP(S) port	SSL
1	192.168.0.50	WV-S2136L	192.168.0.50 - Model: Panasonic WV-S...		80	Off
2	192.168.0.71	WV-S1136	192.168.0.71 - Model: Panasonic WV-S...		80	Off
3	192.168.0.104	WV-S71300-F3	192.168.0.104 - Model: Panasonic WV-...		80	Off

	IP address	Model	Camera name	Function	HTTP(S) port	SSL
1	192.168.0.78	WV-S4176	192.168.0.78 - Model: Panasonic WV-S...		80	Off

STEP3

Restart process (Refer to 4.3.3)

When you want to use the camera and existing data of the camera again, move to Enabled camera and [Save].

Existing data of the camera will be available as long as retention period is not exceeded from Plug-in.

5.2.3. Delete XProtect

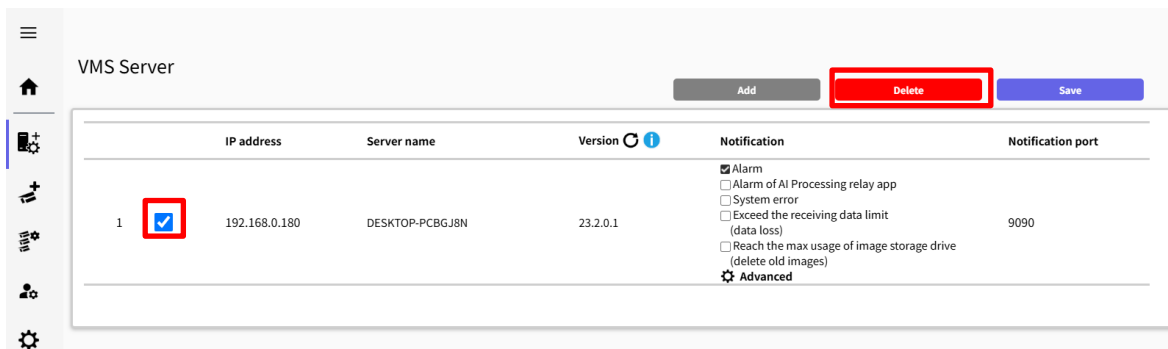
STEP1

Check server and [Delete] from Register VMS screen.

Cameras belonged to the selected server are also deleted and existing data will not be searched from Plug-in.

When the same VMS server is registered again, existing data becomes available.

Best shot images and related database will be deleted when retention period exceed.



The screenshot shows the 'VMS Server' management interface. At the top, there are three buttons: 'Add' (grey), 'Delete' (red, highlighted with a red box), and 'Save' (blue). Below the buttons is a table with the following columns: 'IP address', 'Server name', 'Version', 'Notification', and 'Notification port'. The first row of the table contains the following data: '1' (with a blue checkmark in a red box), '192.168.0.180', 'DESKTOP-PCBGJ8N', '23.2.0.1', and '9090'. The 'Notification' column for this row is expanded, showing a list of checkboxes: 'Alarm' (checked), 'Alarm of AI Processing relay app', 'System error', 'Exceed the receiving data limit (data loss)', and 'Reach the max usage of image storage drive (delete old images)'. At the bottom of the notification list is a gear icon labeled 'Advanced'.

	IP address	Server name	Version	Notification	Notification port
1	192.168.0.180	DESKTOP-PCBGJ8N	23.2.0.1	<input checked="" type="checkbox"/> Alarm <input type="checkbox"/> Alarm of AI Processing relay app <input type="checkbox"/> System error <input type="checkbox"/> Exceed the receiving data limit (data loss) <input type="checkbox"/> Reach the max usage of image storage drive (delete old images) ⚙️ Advanced	9090

STEP2

Restart process (Refer to 4.3.3)

5.3. Update registered device information

Important:

- When updating the devices registered to the i-PRO Active Guard server (ex. changing camera settings(*) or upgrading the XProtect version), be sure to update the camera and VMS information according to the procedures in this chapter.

If you want to change the "IP address", please refer to 5.5.

* The settings are below.

- Camera's settings. (ex. IP address, Camera name)
- Camera's extension software settings.
(ex. Installing and uninstalling camera's extension software, Line name of AI-VMD)

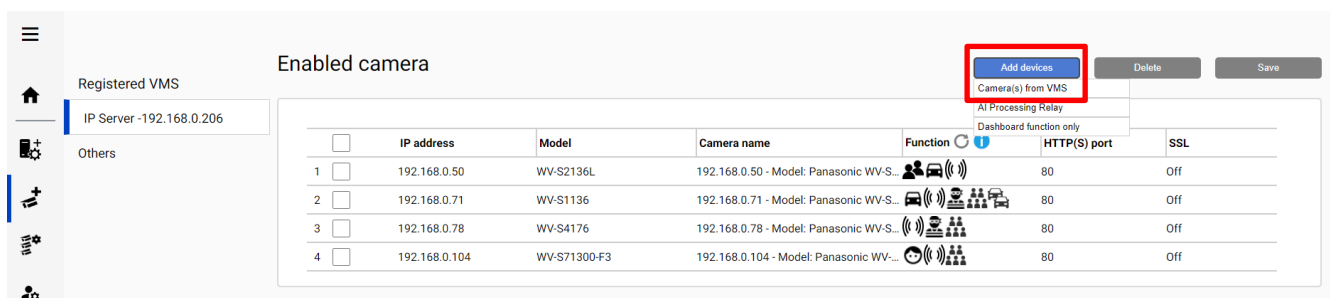
5.3.1. Update camera and extension software settings

STEP1

Change settings using iCT. (Refer to 4.1)

STEP2

Click [Add devices] - [Camera(s) from VMS] on Register Cameras screen.



	IP address	Model	Camera name	Function	HTTP(S) port	SSL
1	192.168.0.50	WV-S2136L	192.168.0.50 - Model: Panasonic WV-S...	AI Processing Relay	80	Off
2	192.168.0.71	WV-S1136	192.168.0.71 - Model: Panasonic WV-S...	Dashboard function only	80	Off
3	192.168.0.78	WV-S4176	192.168.0.78 - Model: Panasonic WV-S...	AI Processing Relay	80	Off
4	192.168.0.104	WV-S71300-F3	192.168.0.104 - Model: Panasonic WV-...	AI Processing Relay	80	Off

STEP3

Select the camera and input credentials and [Check].

Camera Registration Show only unregistered cameras

<input type="checkbox"/>	IP address	Camera model	Camera name	Check result
<input type="checkbox"/>	192.168.0.54	WV-S2136L	192.168.0.54 - Panasonic - Model...	
<input type="checkbox"/>	192.168.0.63	WV-X2251L	192.168.0.63 - Panasonic - Model...	
<input checked="" type="checkbox"/>	192.168.0.71	WV-S1136	192.168.0.71 - Panasonic - Model...	
<input type="checkbox"/>	192.168.0.78	WV-S4176	192.168.0.78 - Panasonic - Model...	

Camera connection

HTTP
 HTTPS

User Name
Password

STEP4

Confirm the icons for Check result is changed and [Register].

(See 4.3.2.3 about the meaning of icons).

Camera Registration Show only unregistered cameras

<input type="checkbox"/>	IP address	Camera model	Camera name	Check result
<input type="checkbox"/>	192.168.0.54	WV-S2136L	192.168.0.54 - Panasonic - Model...	
<input type="checkbox"/>	192.168.0.63	WV-X2251L	192.168.0.63 - Panasonic - Model...	
<input checked="" type="checkbox"/>	192.168.0.71	WV-S1136	192.168.0.71 - Panasonic - Model...	
<input type="checkbox"/>	192.168.0.78	WV-S4176	192.168.0.78 - Panasonic - Model...	

Camera connection

HTTP
 HTTPS

User Name
Password

STEP5

Restart process. (Refer to 4.3.3)

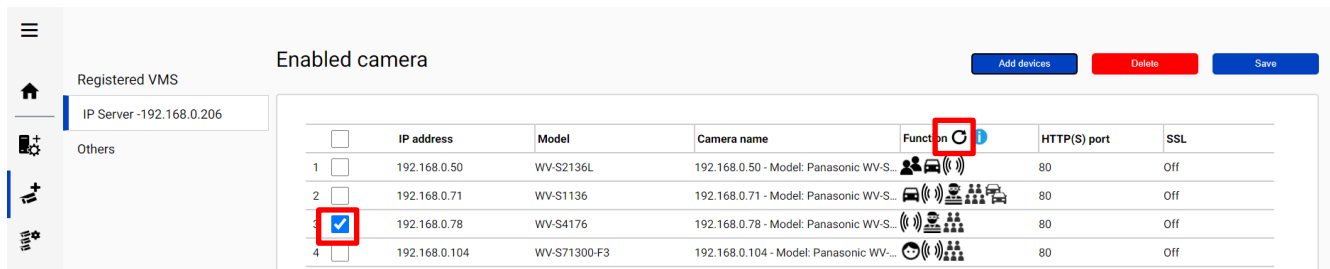
5.3.2. Update extension software settings

STEP1

Change extension software settings using iCT. (Refer to 4.1)

STEP2

Check the target camera and click  on Register Cameras screen.



The screenshot shows a web interface for managing cameras. On the left is a sidebar with navigation icons. The main area is titled 'Enabled camera' and contains a table with columns: IP address, Model, Camera name, Function, HTTP(S) port, and SSL. There are three buttons at the top right: 'Add devices' (blue), 'Delete' (red), and 'Save' (blue). The table lists four cameras. The third camera, with IP 192.168.0.78 and model WV-S4176, has a blue checkmark in its selection column and a refresh icon in its 'Function' column, both highlighted with red boxes.

	IP address	Model	Camera name	Function	HTTP(S) port	SSL
1	192.168.0.50	WV-S2136L	192.168.0.50 - Model: Panasonic WV-S...		80	Off
2	192.168.0.71	WV-S1136	192.168.0.71 - Model: Panasonic WV-S...		80	Off
<input checked="" type="checkbox"/>	192.168.0.78	WV-S4176	192.168.0.78 - Model: Panasonic WV-S...		80	Off
4	192.168.0.104	WV-S71300-F3	192.168.0.104 - Model: Panasonic WV-...		80	Off

Note)

This function cannot update the camera's settings. (ex. IP address, Camera Name)

If there is an abnormal value, please try to update using method 5.3.1.

STEP3

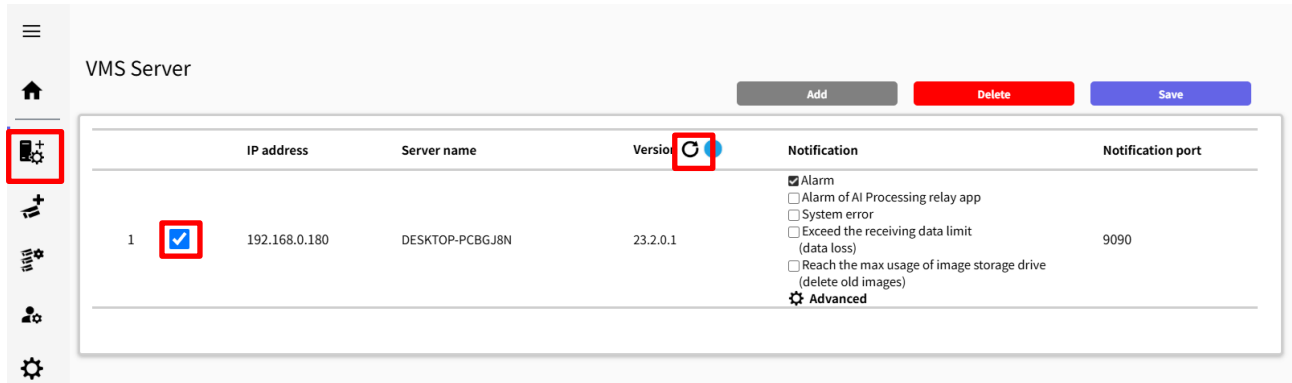
Confirm that the icon has been updated.

(See 4.3.2.3 about the meaning of icons).

5.3.3. Update VMS Server version information

STEP1

Check the VMS and click  on Register VMS screen.



The screenshot displays the 'VMS Server' management interface. On the left is a sidebar with navigation icons. The main area features a table with the following data:

	IP address	Server name	Version	Notification	Notification port
1	192.168.0.180	DESKTOP-PCBGJ8N	23.2.0.1	<input checked="" type="checkbox"/> Alarm <input type="checkbox"/> Alarm of AI Processing relay app <input type="checkbox"/> System error <input type="checkbox"/> Exceed the receiving data limit (data loss) <input type="checkbox"/> Reach the max usage of image storage drive (delete old images) <input checked="" type="checkbox"/> Advanced	9090

STEP2

Confirm that the version of VMS has been updated.

5.4. Uninstall the system

5.4.1. Uninstall i-PRO Active Guard server

STEP1

Open the Programs and Features window (from the Control Panel).

STEP2

Find [i-PRO Active Guard Server] and [Uninstall].

Delete “C:¥MultiAI” folder if exist.

Note)

- The MultiAI path above is the default, if you changed the path in section 4.3.1, please replace the path.

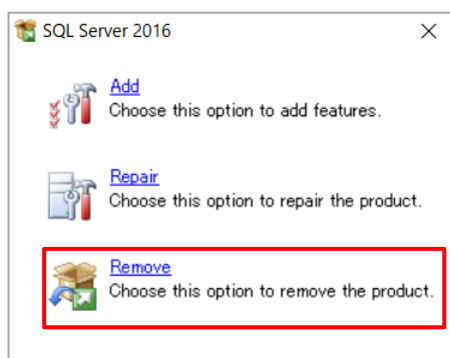
5.4.1.1. Uninstall SQL Server instance of i-PRO Active Guard server

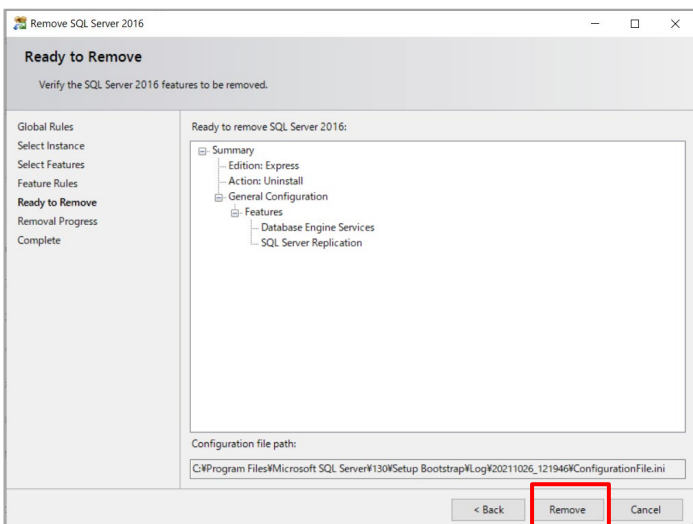
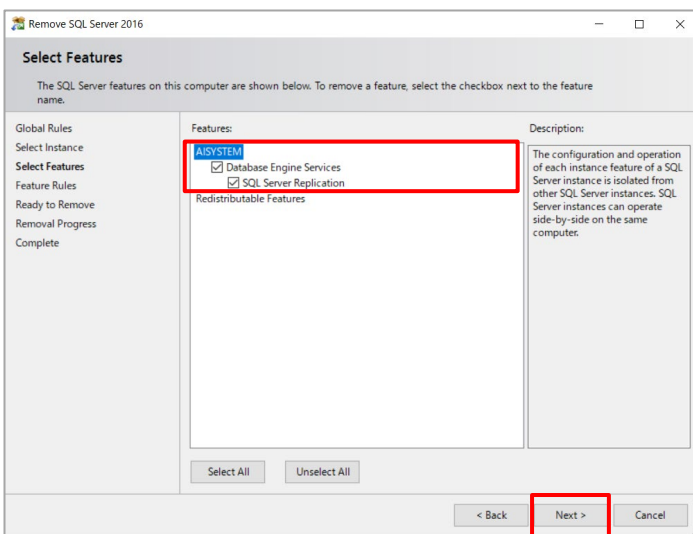
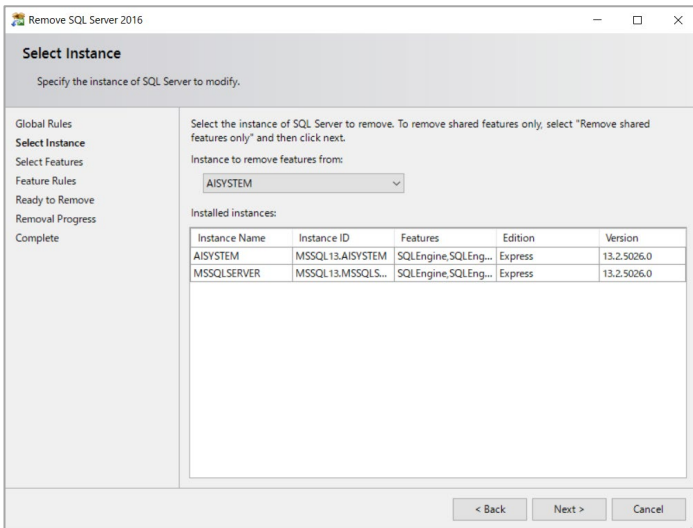
•If you select "Install a new SQL Server instance" in database selection for installation.

STEP1

Find [Microsoft SQL Server 2016 (64 bit)] or [Microsoft SQL Server 2019 (64 bit)] and [Uninstall].

Select [Remove] and delete “AISYSTEM” instance.





Note)

- SQL server instance that VMS uses are not deleted. Only instance for i-PRO Active Guard server is deleted.
- The instance name "AISYSTEM" is the default name. If you have specified an instance name as described in section 4.3.1, replace "AISYSTEM" with the specified instance name in the following sections.

STEP2

Delete “C:\Program Files\Microsoft SQL Server\MSSQL13. [The instance name you set by install tool]” folder or “C:\Program Files\Microsoft SQL Server\MSSQL15.AISYSTEM” folder.

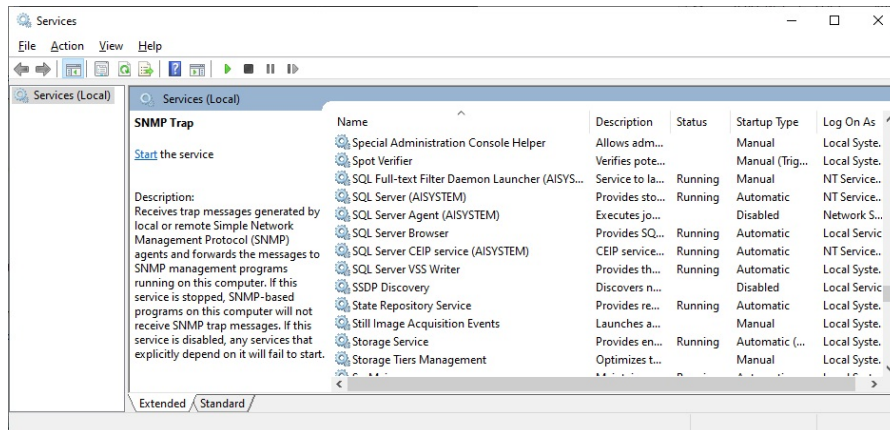
Note)

If any of the following services remain after uninstallation, please remove them manually.

- SQL Full-text Filter Daemon Launcher (AISYSTEM)
- SQL Server (AISYSTEM)
- SQL Server Agent (AISYSTEM)
- SQL Server CEIP service (AISYSTEM)

(1) How to display services

Search for Services App in search box and run it.

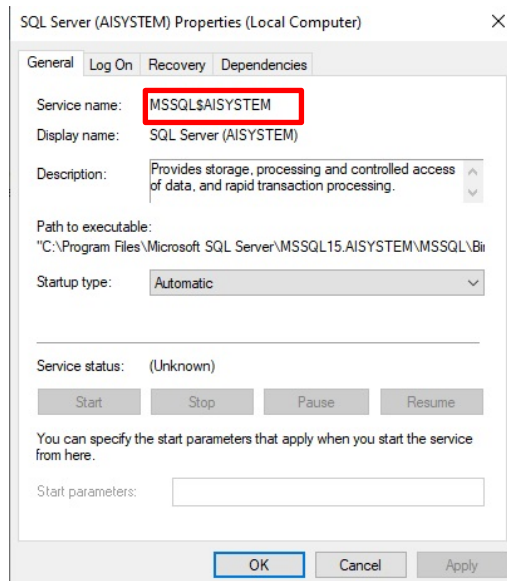


(2) How to delete a service

Start a command prompt as an administrator user and execute the following command.

```
sc delete "xxx"
```

"xxx" is the Service name that appears when the target is double-clicked.



e.g.) SQL Server (AISYSTEM)

```
sc delete MSSQL$AISYSTEM
```

5.4.1.2. Delete i-PRO Active Guard server databases and users in existing SQL Server instance

- If you select "Use existing SQL Server instance" in database selection for installation.

Important:

- Other applications using SQL Server may be affected.
Please operate with caution and only when necessary.

STEP1

Please use "SQL Server Management Studio (SSMS)" to delete the following data from the instance where i-PRO Active Guard server is installed.

- Databases

- ai_db
- aicam
- bi
- support_db

- Security - Logins

- ai_owner
- aicam_user
- support_user

5.5. Change IP address

5.5.1. Change camera's IP address

STEP1

Change camera's IP address.

STEP2

When you want to maintain existing recorded data and best shot images of the camera, update IP Address and Save from XProtect Management client (Right click hardware and select [Edit Hardware]).

Once deleting cameras from XProtect and re-register the camera using new IP address, existing data will be unavailable.

STEP3

Delete the camera from i-PRO Active Guard server (Refer to 5.2.1)

STEP4

Register the camera again (Refer to 4.3.2.3).

STEP5

Restart process (Refer to 4.3.3).

5.5.2. Change i-PRO Active Guard server's IP address

Existing recorded data and best shot images are available after changing IP address.

STEP1

Change i-PRO Active Guard server's IP address.

STEP2

Update configuration for Connection to i-PRO Active Guard server from Plug-in.

5.6. Data backup and restore

Image data and related database can be backed-up manually. It is important to note that the reinstallation of i-PRO Active Guard server requires the same version of software for reinstallation from backup due to differences in each database version.

Important:

- In the restore environment, the following settings must be the same as the backup environment.
 - SQL Server instance
 - *Switching from local server to network server is not possible.
 - Administrator username and password.
 - Install path of i-PRO Active Guard server.

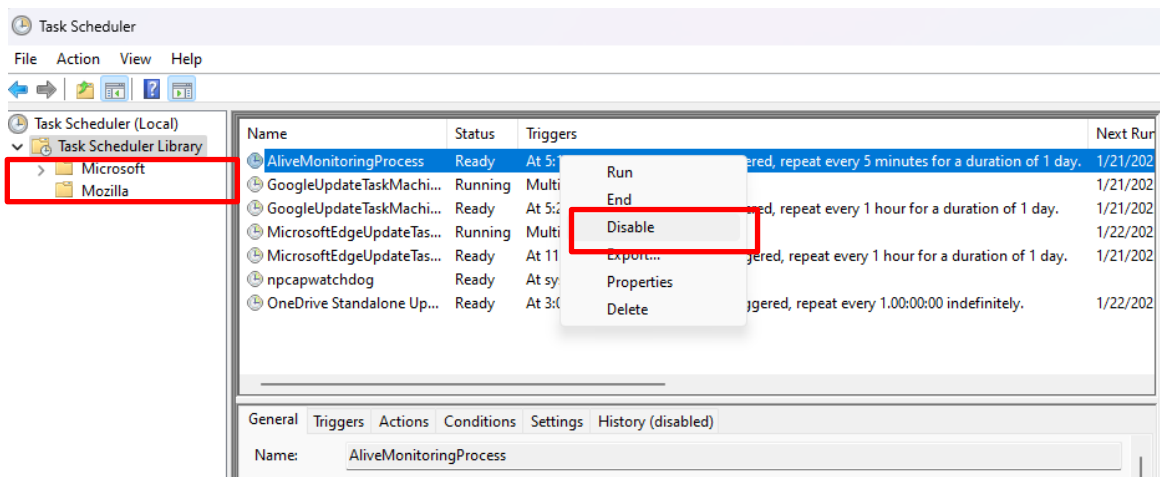
If the settings are different, you will need to reinstall the i-PRO Active Guard server in the restore environment.

5.6.1. Backup process

STEP1

Search for Task Scheduler App in search box and run it.

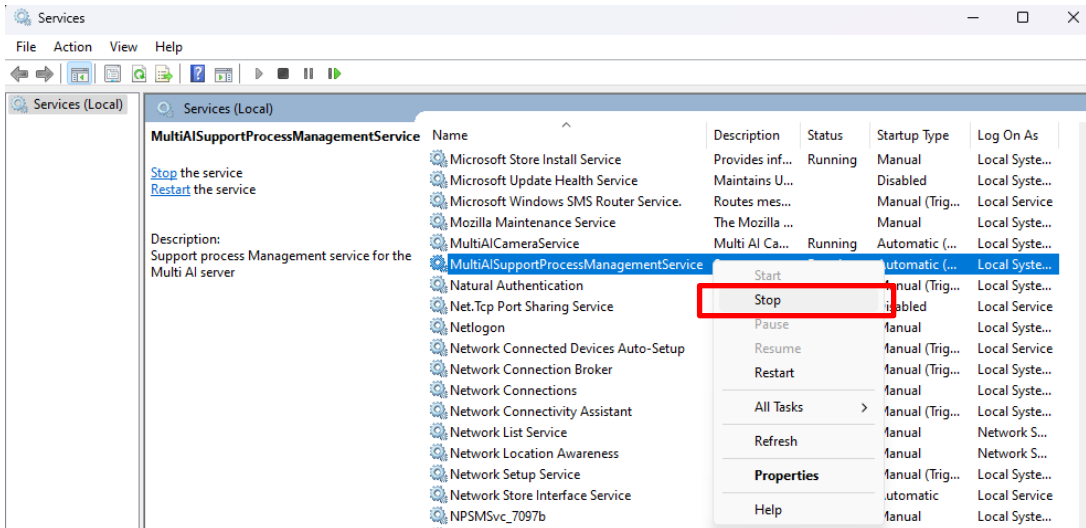
Right click and disable “AliveMonitoringProcess”.



STEP2

Search for Services App in search box and run it.

Right click and stop for “MultiAICameraService,” “MultiAISupportProcessManagementService” and “SQL Server (AISYSTEM),” respectively.



STEP3

Browse to SQL Server data save path (set by install tool at 4.3.1.).

Copy “ai_db.mdf,” “aicam.mdf,” “support_db.mdf,” ai_db_log.ldf,” “aicam_log.ldf,” “support_db_log.ldf,” “bi.mdf” and “bi_log.ldf” to safe location (i.e.: a USB drive, a NAS device, another server, etc.).

Default SQL Server data save path is below:

SQL server 2016

“C:¥Program Files¥Microsoft SQL Server¥MSSQL13.AISYSTEM¥MSSQL¥DATA”

SQL server 2019

“C:¥Program Files¥Microsoft SQL Server¥MSSQL15.AISYSTEM¥MSSQL¥DATA”

SQL server 2022

“C:¥Program Files¥Microsoft SQL Server¥MSSQL16.AISYSTEM¥MSSQL¥DATA”

STEP4

Copy “C:¥MultiAI¥Image” folder to safe location.

If you changed image data save path, copy the folder.

Copy “C:¥MultiAI¥Backup” folder to safe location.

Note)

- The MultiAI and Image path above are the default, if you changed the path in section 4.3.1 or 4.3.5.4, please replace the path.

STEP5

Type "regedit" to Start menu and run. Right click two folder and export to safe location, respectively.

"¥HKEY_LOCAL_MACHINE¥SOFTWARE¥Panasonic¥AiSystem" or

"¥HKEY_LOCAL_MACHINE¥SOFTWARE¥i-PRO¥AiSystem."

"¥HKEY_LOCAL_MACHINE¥SOFTWARE¥WOW6432Node¥Panasonic¥AiSystem" or

"¥HKEY_LOCAL_MACHINE¥SOFTWARE¥WOW6432Node¥i-PRO¥AiSystem."

STEP6

In Services App, right click and run for "MultiAICameraService,"

"MultiAISupportProcessManagementService" and "SQL Server(AISYSTEM)," respectively.

STEP7

In Task Scheduler App, right click and enable "AliveMonitoringProcess".

5.6.2. Restore process

STEP1

Install i-PRO Active Guard Server in the restore environment with the same SQL instance, administrator username, and password settings and install path of i-PRO Active Guard server as in the backup environment.

Note)

- If you select "Use existing SQL Server instance" in database selection for installation, i-PRO Active Guard Server database and user must be deleted before install.
For delete database and user, see 5.4.1.2.
- If you select "Network Server" of "Use existing SQL Server instance" in database selection for installation, Set the SQL server IP, TCP port, etc. to the same settings as the backup environment.

STEP2

Search for Task Scheduler App in search box and run it.
Right click and disable "AliveMonitoringProcess".

STEP3

Search for Services App in search box and run it.
Right click and stop for "MultiAICameraService," "MultiAISupportProcessManagementService" and "SQL Server(AISYSTEM)," respectively.

STEP4

Copy saved files "ai_db.mdf," "aicam.mdf," "support_db.mdf," ai_db_log.ldf," "aicam_log.ldf," "support_db_log.ldf," "bi.mdf" and "bi_log.ldf" to SQL Server data save path and replace existing files.

Default SQL Server data save path is below:

SQL server 2016

"C:\Program Files\Microsoft SQL Server\MSSQL13.AISYSTEM\MSSQL\DATA"

SQL server 2019

"C:\Program Files\Microsoft SQL Server\MSSQL15.AISYSTEM\MSSQL\DATA"

SQL server 2022

"C:\Program Files\Microsoft SQL Server\MSSQL16.AISYSTEM\MSSQL\DATA"

STEP5

Copy saved folder “Image” to “C:¥MultiAI” and replace existing files.

Copy saved folder “Backup” to “C:¥MultiAI” and replace existing files.

Note)

- The MultiAI and Image path above are the default, if you changed the path in section 4.3.1 or 4.3.5.4, please replace the path.

STEP6

Double-click the saved registry export file. This will re-install the registry keys.

STEP7

In Services App, right click and run for “SQL Server(AISYSTEM).”

STEP8

Execute “C:¥MultiAI¥tools¥restore_user¥restore_user.bat” as administrator.

(restore_user.bat)

```
@echo off
set SERVERNAME=localhost\AISYSTEM
sqlcmd -S %SERVERNAME% -i C:\MultiAI\tools\restore user\restore_user.sql
IF %ERRORLEVEL% equ 0 GOTO OK
ECHO Failed|
GOTO END
:OK
ECHO Succeeded
:END
PAUSE
```

Note)

If you selected “Use an existing SQL Server instance” in the database selection during installation, open the batch file in Notepad and modify the following.

- For “Local Server”

(1) Line 2.

Change the “AISYSTEM” to the specified instance name.

If instance name is “MSSQLSERVER”, set to blank

Ex.) set SERVERNAME=localhost¥SAMPLEINSTANCE

- For “Network Server” using SQL Server Browser

(1) Line 2.

Change the “localhost” to the specified SQL Server IP Address

Change the “AISYSTEM” to the specified instance name.

If instance name is “MSSQLSERVER”, set to blank.

(2) Line 3.

Add “-U login id”, “-P password”, “-N” and “-C”.

Login id and password should be set to the administrator and password of the SQL instance.

Ex.)

```
set SERVERNAME=192.168.0.100¥SAMPLEINSTANCE
```

```
sqlcmd -S %SERVERNAME% -i C:¥MultiAI¥tools¥restore_user¥restore_user.sql -U admin -P  
password -N -C
```

- For “Network Server” not using SQL Server Browser

(1) Line 2.

Change the “localhost” to the specified SQL Server IP Address

Change “¥AISYSTEM” to a comma + the specified TCP port number.

(2) Line 3.

Add “-U login id”, “-P password”, “-N” and “-C”.

Login id and password should be set to the administrator and password of the SQL instance.

Ex.)

```
set SERVERNAME=192.168.0.100,1435
```

```
sqlcmd -S %SERVERNAME% -i C:¥MultiAI¥tools¥restore_user¥restore_user.sql -U admin -P  
password -N -C
```

STEP9

In Services App, right click and run for “MultiAICameraService,”
“MultiAISupportProcessManagementService,” respectively.

STEP10

In Task Scheduler App, right click and enable “AliveMonitoringProcess.”

5.7. Reset administrator account

When you forget credential of administrator to access configuration, you need to reset on PC that i-PRO Active Guard server is installed.

Execute “C:\MultiAI\tools\ChangeAdminPassword\ChangeAdminPassword.exe” as administrator and set credentials.

Note)

- The MultiAI path above is the default, if you changed the path in section 4.3.1, please replace the path.

5.8. Change SQL Server administrator account

When you want to change credential of SQL Server administrator(sa) account, you need to change on PC that i-PRO Active Guard server is installed.

STEP1

Please use “SQL Server Management Studio (SSMS)” to change the passwords of the following account from the instance where the i-PRO Active Guard server is installed.

- Security – Logins
 - sa

STEP2

Execute “C:\MultiAI\tools\ChangeSQLServerPassword\ChangeSQLServerPassword.exe” as administrator and set password.

Note)

- The MultiAI path above is the default, if you changed the path in section 4.3.1, please replace the path.

5.9. Upgrade SQL server to Standard Edition

You can determine if you need Standard Edition from 3.3.

If you need it, please follow the steps below to upgrade after purchasing the license.

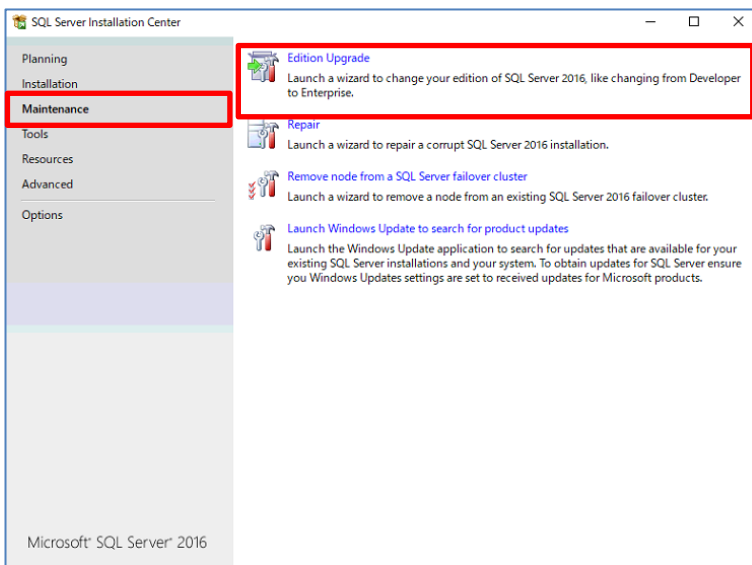
i-PRO Active Guard server software need to be installed in advance.

STEP1

Start “setup.exe” from install media of SQL server Standard Edition.

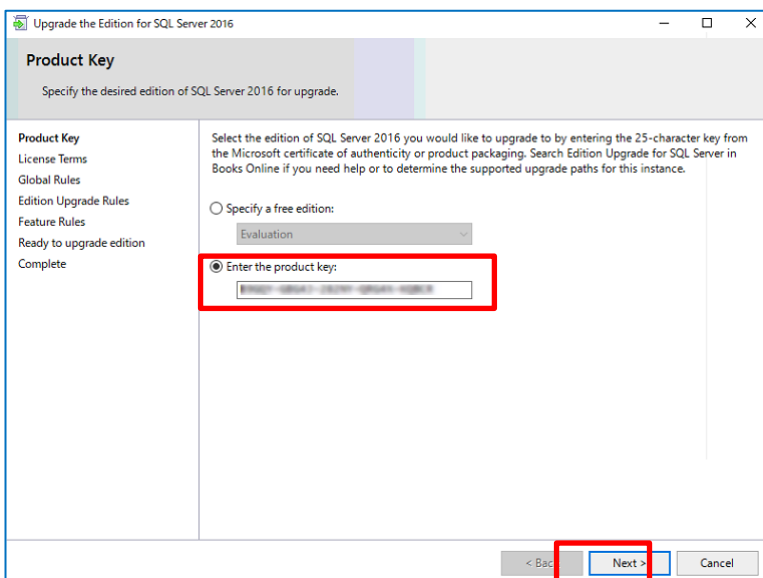
STEP2

Select [Edition Upgrade] from Maintenance.



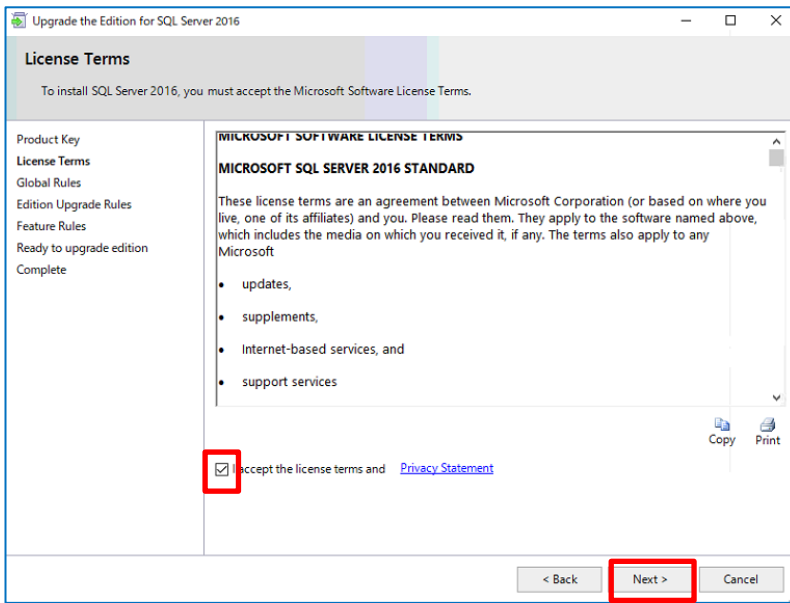
STEP3

Confirm product key is shown and click [Next].



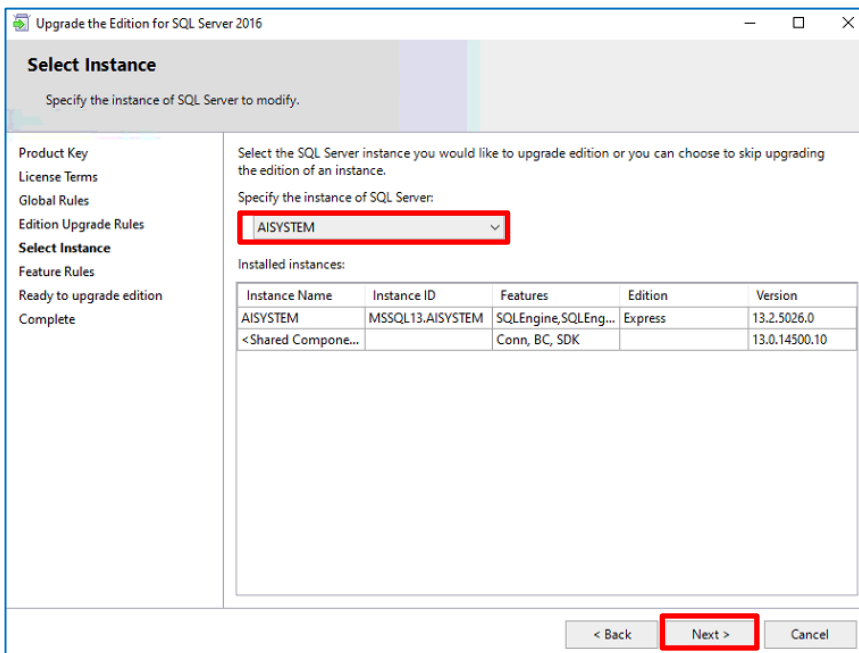
STEP4

Check for license term and click [Next].



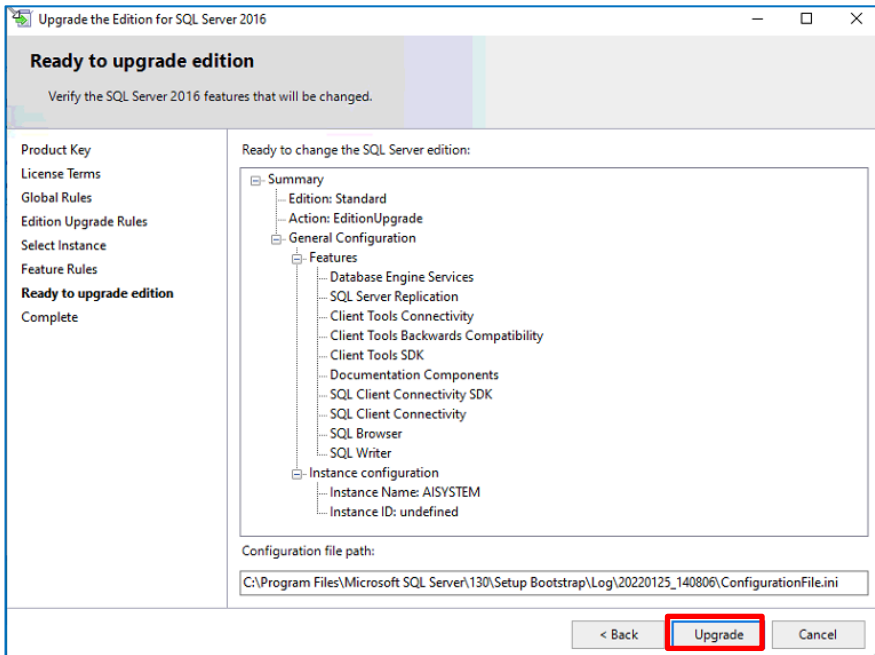
STEP5

Select [AISYSTEM] for instance and click [Next].



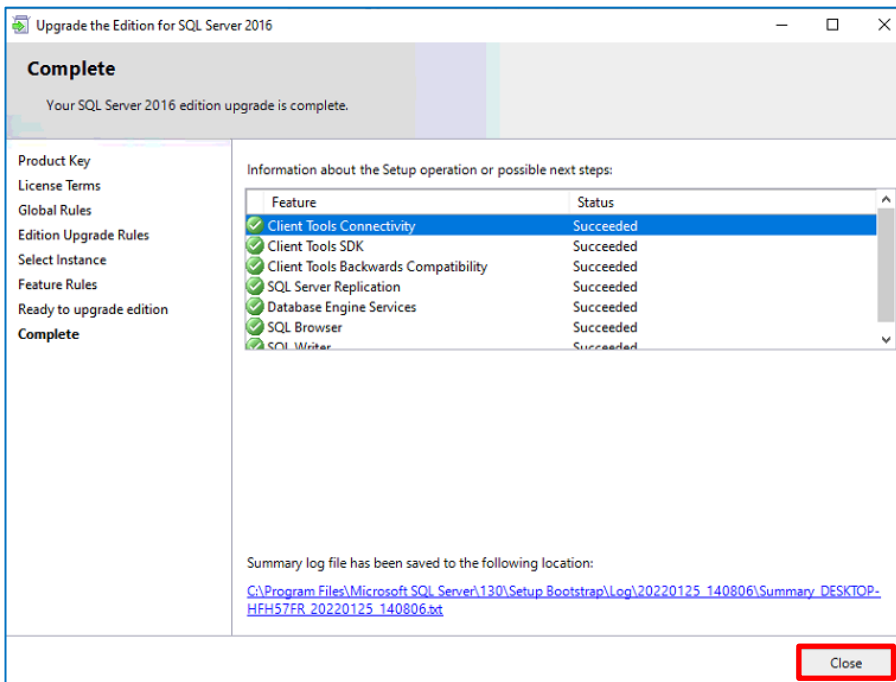
STEP6

Click [Upgrade]



STEP7

Click [Close]



5.10. Import/Export for Face Watchlist

This software is used when transferring Face Watchlist data to another i-PRO Active Guard server. You can obtain Face Watchlist data using the export function and register the obtained data to the server using the import function. Additionally, you can create a data file for importing.

Important:

- To use this tool, you need to register a camera with AI Face Detection to i-PRO Active Guard server in advance.

STEP1

Execute "C:\MultiAI\tools\ImportExport\iAGImportExportTool.exe".

Note)

- The MultiAI path above is the default, if you changed the path in section 4.3.1, please replace the path.

Name	Date modified	Type	Size
Language	3/20/2025 5:05 PM	File folder	
A9EKM_SME_XT02.dll	3/18/2025 6:58 PM	Application exten...	58 KB
DEFAULT_PERSON.jpg	3/18/2025 6:58 PM	JPG File	2 KB
DynamicJson.dll	3/18/2025 6:58 PM	Application exten...	17 KB
faceprosdk.dll	3/18/2025 7:13 PM	Application exten...	643 KB
iAGImportExportTool.exe	3/19/2025 5:55 PM	Application	291 KB
iAGImportExportTool.exe.config	3/18/2025 7:21 PM	CONFIG File	4 KB
Mono.Security.dll	3/18/2025 6:58 PM	Application exten...	294 KB
Npgsql.dll	3/18/2025 6:58 PM	Application exten...	345 KB

5.10.1. Export

STEP1

Input i-PRO Active Guard server's information and click [Get] in Export tab.

The screenshot shows the 'i-PRO Active Guard Import/ExportTool' window. The 'Export' tab is active. The 'Export Server IP Address' field contains '127.0.0.1', the 'Port' field contains '8091', and the 'HTTPS' checkbox is checked. The 'UserName' and 'Password' fields are empty. The 'Get' button is highlighted with a red box. The 'Save' button is also visible. Below the form is a table with columns: status, ID, thumbnail, last name, first name, age, gender, remarks, category, threshold, expire date(UTC), and matching status. The table is currently empty. The status bar at the bottom shows 'No of Count: -'.

Once the export is complete, the list of facial images will be displayed.

The screenshot shows the 'i-PRO Active Guard Import/ExportTool' window after a successful export. The 'Export' tab is active. The 'Export Server IP Address' field contains '192.168.0.227', the 'Port' field contains '8091', and the 'HTTPS' checkbox is checked. The 'UserName' field contains 'admin' and the 'Password' field contains '*****'. The 'Get' button is highlighted with a red box. The 'Save' button is also visible. Below the form is a table with columns: status, ID, thumbnail, last name, first name, age, gender, remarks, category, threshold, expire date(UTC), and matching status. The table displays two rows of data. The status bar at the bottom shows 'No of Count: 2'.

status	ID	thumbnail	last name	first name	age	gender	remarks	category	threshold	expire date(UTC)	matching status
Exported	ec8f4e3a-82e8-4843-a96f-a85d65306ca5		Williams	Linda		Woman		Guest	50	2099/12/31 23:59:00	0
Exported	5024888f-a5ae8589-36c6d3ac-4af6e34e		Smith	James	30	Man	sample	employee	50	2099/12/31 23:59:00	0

STEP2

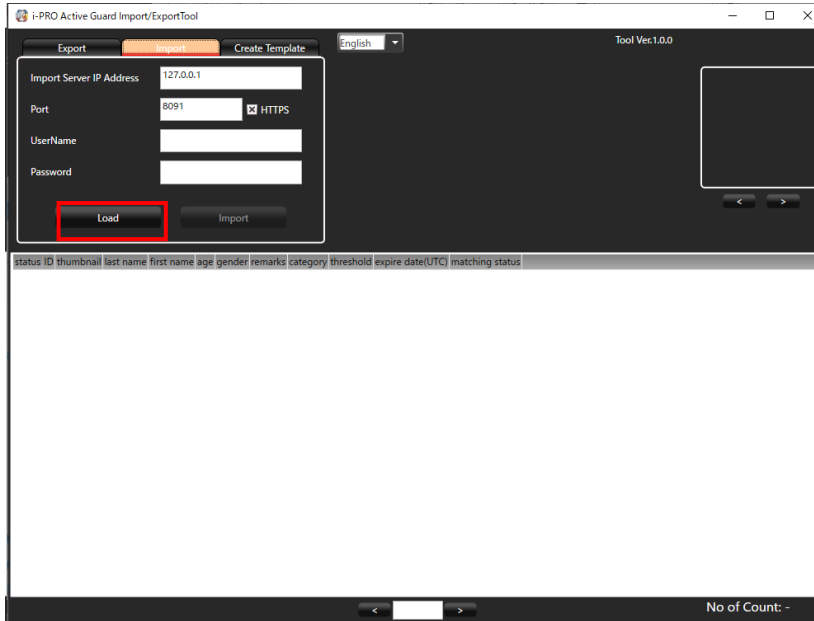
Click [Save].

Create an "**MatchingData**" folder in the specified folder and save the Image file and information file.

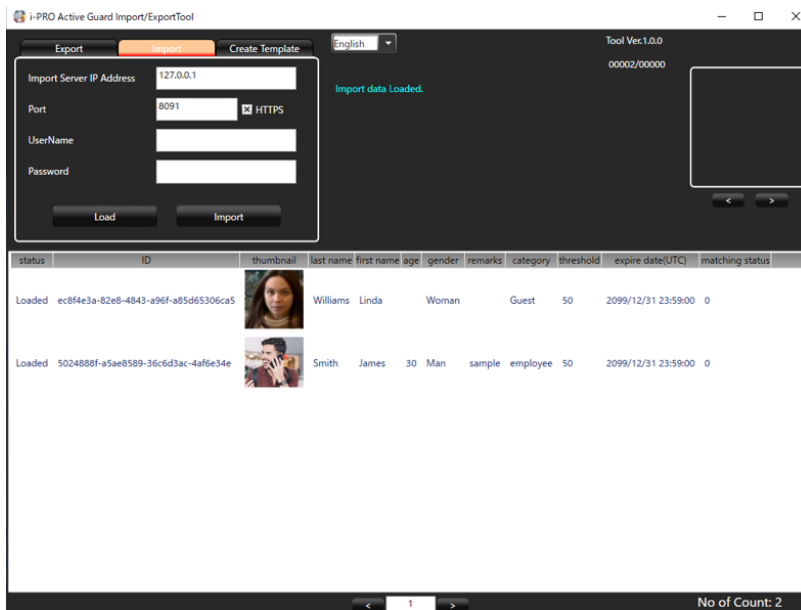
5.10.2. Import

STEP1

Click [Load] in the import tab and specify the folder “**MatchingData**” saved during export.

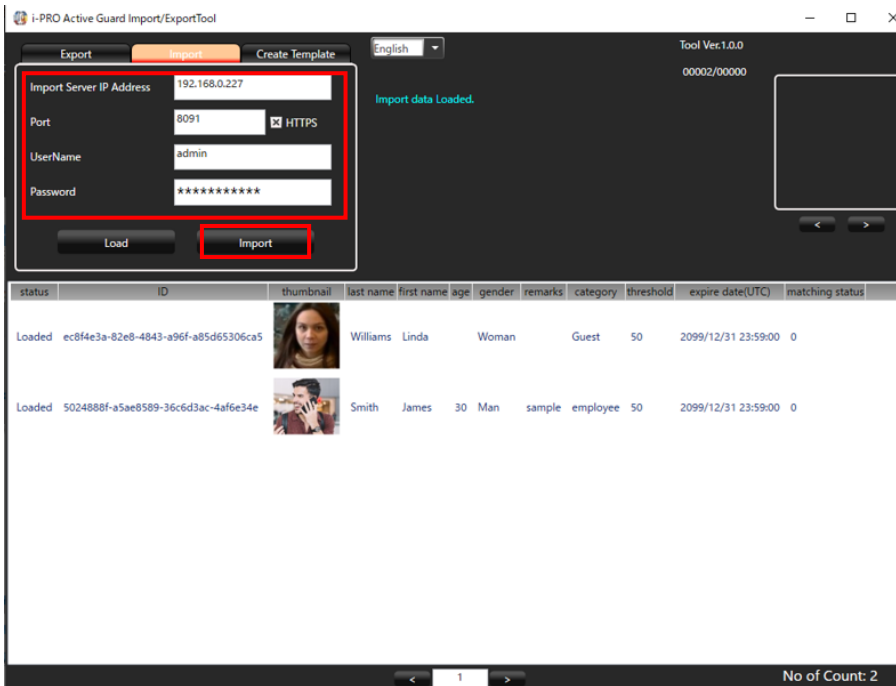


The saved data will be loaded.



STEP2

Input i-PRO Active Guard server's information and click [Import].



During the import process, the "Importing" indicator will blink.
Once the import is complete, the blinking will stop.

Note)

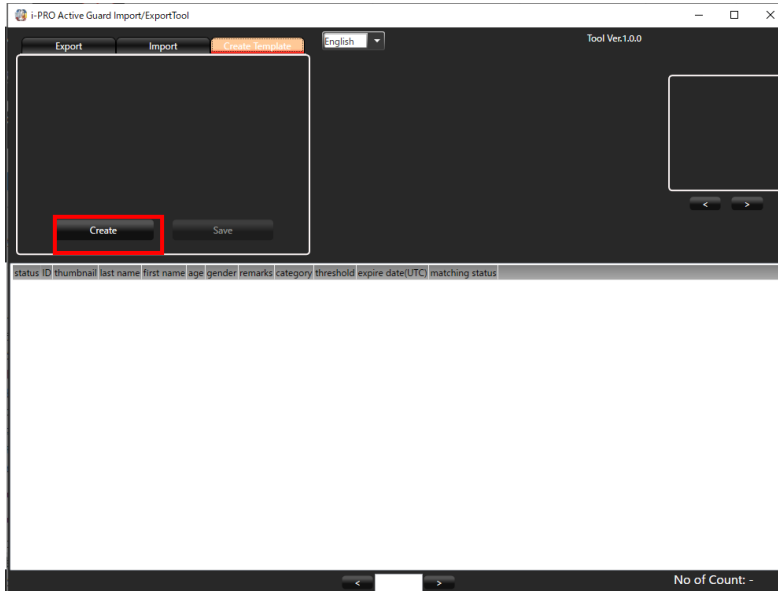
- It takes approximately 20 minutes to import 1,000 images.

5.10.3. Create Template

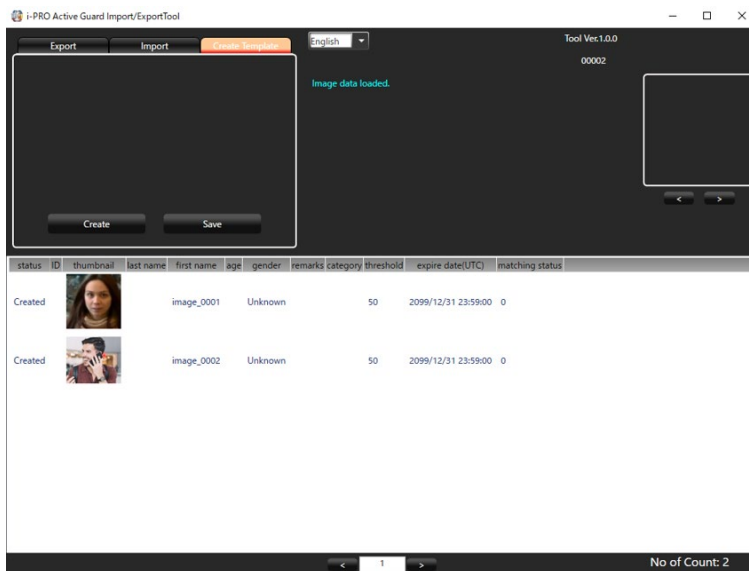
You can create a data file for importing.

STEP1

Click [Create] in the "Create Template" tab and specify the folder where the face images are saved.



Once all the facial image data (in .jpg format) under the specified folder is retrieved, a list of face images will be displayed.



STEP2

Click [Save].

Create an "MatchingData" folder in the specified folder and save the Image file and information file.

Created data can be registered to i-PRO Active Guard server using the import function.

5.10.4. CSV format

- File name: MatchingInfo.csv
- Encoding: UTF-8 with BOM
- The first line and second line don't edit.

Column name	Value
rt_alarm_matching_info_id	It must be unique value You can use empty when registering a new watchlist.
thumbnail_file_path	Image file path (*local path)
matching_status	0: Matching On 1: Matching Off
first_name	(Text)
last_name	(Text)
age	0-999
gender	0: Male 1: Female 2: Arbitrary
remarks	(Text)
threshold	1-100
matching_list_id	Set same value of "rt_alarm_matching_info_id"
img_id	0-9 When multiple face images are registered for the same watchlist. It can be unique value
category	(Text)
expire_date	YYYY-MM-DD HH:MM:SS(UTC) *If you want to set "Validity period" to unchecked, set the following value. "2099-12-31 23:59:00"
delete_type_flg	1: Delete registration 3: Disable matching

(Sample)

L1: Matching Info Import Export Data,100100

L2: "rt_alarm_matching_info_id","thumbnail_file_path","matching_status","first_name","last_name","age","gender",
"remarks","threshold","matching_list_id","img_id","category","expire_date","delete_type_flg"

L3: T0001,"C:¥img¥1.jpg",0,"John","Due",21,0,"Remarks text1",50,"T0001",0,Category1,"2099-12-31 23:59:00","3"

L4: T0002,"C:¥img¥2.jpg",0,"John","Smith",32,0,"Remarks text2",50,"T0002",0,Category2,"2099-12-31 23:59:00","3"

L5: T0002,"C:¥img¥3.jpg",0,"John","Smith",32,0,"Remarks text2",50,"T0002",1,Category2,"2099-12-31 23:59:00","3"

6. Troubleshooting

6.1. Trouble shooting for Installation and Setup

Problem	Cause and solution	Refer
“New version or same version is already installed.” message is displayed but [i-PRO Active Guard Server] does not exist.	Please check if [Multi AI Server] exists in the Programs and Features window. If it exists, please uninstall it.	5.4.1
It does not proceed from the “Now setting for middleware...” screen.	Please close the installer and try installing again.	4.3.1
Failed to install SQL server	There may be some data that was used in the past. If possible, uninstall programs related to SQL Server and i-PRO Active Guard Server and delete related folders.	5.4.1 5.4.1.1 5.4.1.2
	Check if the file path length of install package is less than 119 and launch installer as administrator.	4.3.1
	When you use Window 10, version 20H2 and the Microsoft Edge browser of any version from 84.0.522.52 through 86.0.622.55, update Edge browser. Ref. https://docs.microsoft.com/en-us/troubleshoot/sql/install/error-set-up-update-instances	-
	If the installation fails even after restarting the PC, please execute "¥03_SQL¥SQLEXPADV_x64_ENU ¥1033_ENU_LP¥x64¥Setup¥SQLSUPPORT.MSI". And then, execute “MultiAIStartup.exe” again.	

Problem	Cause and solution	Refer
	<p>If the installation fails with the error “-2068052310”, If you are using [install to PC with VMS server], please contact your system administrator.</p> <p>If you are using [install to dedicated server PC], please try the following. Check if the following programs are present by going to “Control Panel¥All Control Panel Items¥Programs and Features”.</p> <ul style="list-style-type: none"> - Microsoft ODBC Driver 17 for SQL Server - Microsoft OLE DB Driver for SQL Server - SQL Server Native Client <p>If they exist, uninstall them, If present, uninstall and run the installer (MultiAIStartup.exe) again.</p>	
	<p>If the installation fails with the error “-2061893606”, check the sector storage sizes.</p> <p>1) Start a command prompt with administrator privileges, and for the C drive, please execute the following command.</p> <p>“fsutil fsinfo sectorinfo C:”</p> <p>2) Check if the following items.</p> <ul style="list-style-type: none"> - PhysicalBytesPerSectorForAtomicity - PhysicalBytesPerSectorForPerformance <p>If greater than “4096”, consider installing on another SSD/HDD or another PC. If changing the PC is difficult, please refer to the following Microsoft troubleshooting. We are unable to assist you with Microsoft troubleshooting. https://learn.microsoft.com/en-us/troubleshoot/sql/database-engine/database-file-operations/troubleshoot-os-4kb-disk-sector-size?tabs=registry-editor</p>	

Problem	Cause and solution	Refer
Screen transitions in the installer may take some time.	Any SQL Server service may not be running on the destination PC. If possible, please start SQL Server from Services or wait for a while until the screen transition.	
Cannot access i-PRO Active Guard configuration.	Did you access “http://<ip>:8092”? “https://<ip>:8092” is correct. When you set another port number, another software use 8092 or you changed after installation, enter the port number.	4.3.2.2
	Supported browser is Microsoft Edge 85(or later), Chrome 83(or later) and Firefox 95(or later.)	3.2
	Please confirm related service exists on PC that i-PRO Active Guard server is installed. Search for Services App in search box and run it. - MultiAICameraService - MultiAISupportProcessManagementService If these services do not exist, please perform the following steps. 1. Uninstall i-PRO Active Guard server. 2. Delete SQL instances or database related to i-PRO Active Guard server. 3. Confirm related services do not exist. If related services remain, start command prompt with administrator privileges and delete services with following command. sc delete MultiAICameraService sc delete SupportProcessManagementService 4. Reinstall i-PRO Active Guard server.	5.4.1 5.4.1.1 5.4.1.2 4.3.1
	Please confirm related service is running on PC that i-PRO Active Guard server is installed. Search for Services App in search box and run it. - MultiAICameraService - MultiAISupportProcessManagementService - SQL Server (instance name) If stopped, right click and run	5.6.1

Problem	Cause and solution	Refer
Cannot log in to i-PRO Active Guard configuration	If you forget administrator account, reset account from PC that i-PRO Active Guard server is installed.	5.7
Cannot register VMS.	Check if IP address, port, protocol, and credentials are correct.	4.3.2.2
	Supported version of XProtect is 2022R1 or later	2.2
	Basic User registration on XProtect Management Client is required in advance.	4.2.3
	API Gate way should be installed on XProtect Management server.	-
Cannot register cameras	Check if IP address, port, protocol, and credentials are correct.	-
	Check if extension software is installed to camera in advance.	4.1
	Check if cameras are registered to XProtect in advance.	4.2.1
	Check if "Digest" is used for authentication on camera side. ([Settings] - [User mng.] - [User auth.])	-
	Please try updating the camera's firmware and AI application firmware	-
Cannot connect from Plug-in to i-PRO Active Guard server.	Check if IP address, port, protocol, and credentials are correct. Port and credentials can be changed from i-PRO Active Guard configuration.	4.3.5.2 4.6

Problem	Cause and solution	Refer
	<p>Please confirm related service is existing on PC that i-PRO Active Guard server is installed.</p> <p>Search for Services App in search box and run it.</p> <ul style="list-style-type: none"> - MultiAICameraService - MultiAISupportProcessManagementService <p>If these services do not exist, please perform the following steps.</p> <ol style="list-style-type: none"> 1. Uninstall i-PRO Active Guard server. 2. Delete SQL instances or database related to i-PRO Active Guard server. 3. Confirm related services do not exist. If related services remain, start command prompt with administrator privileges and delete services with following command. <pre>sc delete MultiAICameraService</pre> <pre>sc delete SupportProcessManagementService</pre> 4. Reinstall i-PRO Active Guard server. 	<p>5.4.1 5.4.1.1 5.4.1.2 4.3.1</p>
<p>Face, People, Vehicle License plate, Code or Container images cannot be searched from Plug-in (camera is not shown for camera list).</p>	<p>Camera registration to i-PRO Active Guard server should be done after registering camera to XProtect.</p> <p>When you re-register the camera to XProtect after registration to i-PRO Active Guard server, you need to also re-register the camera to i-PRO Active Guard server (delete and then register again.)</p>	<p>5.2.1 5.1.1</p>
<p>Face, People, Vehicle, License plate, Code or Container images cannot be searched from Plug-in (the number of search result is 0).</p>	<p>Receiving status from each camera can be confirmed from i-PRO Active Guard configuration.</p> <p>Check network connection between camera and i-PRO Active Guard server, last received time, last diagnosis time.</p> <p>If the result is not expected, check if schedule setting on camera side for extension software is on.</p> <p>note) License plate detection, Code detection and Container detection is not support “last diagnosis time”.</p>	<p>4.5.2.1</p>
	<p>Check process status of i-PRO Active Guard server.</p> <p>If some process is stopped, restart the process.</p>	<p>4.5.2.2</p>

Problem	Cause and solution	Refer
	Check if schedule setting on camera side for extension software is on.	-
	Configuration issues in a multiple network environment Check if the camera is connected to a network that is not local to the server.	-
	Firewall configuration issues. Check if i-PRO Active Guard server's program are listed on "Allowed apps and features" for firewall settings.	-
Playback time is incorrect.	Check if PC time of camera, i-PRO Active Guard server and VMS server are synchronized.	-
There is no recorded video at the time the object was detected	If motion recording is set, adjust the sensitivity. Object detection is also done when there is no motion.	-
Notifications such as Registered face detection or registered people detection cannot be shown	Check if rules and event, and actions (e.g., Trigger alarm) are configured.	4.9
	Check if i-PRO Active Guard server detect alarm from diagnosis on i-PRO Active Guard configuration. If alarm exists, check the process status of i-PRO Active Guard server.	4.5.2.3
Restore failed	Check the SQL Server instance. If the SQL Server instance is different from the backup, please install i-PRO Active Guard server again with the same SQL Server instance as the backup.	5.6

6.2. Trouble shooting after starting operation

When trouble occurs after starting operation, you can confirm error code on i-PRO Active Guard configuration (Refer to 4.5.2.4)

Problem	Error code	Cause and solution
Server process is stopped on i-PRO Active Guard configuration	514 - 517	Services related to i-PRO Active Guard server do not exist. Please install i-PRO Active Guard server again
	1025 – 1028 4097 – 4100 4354,4357, 4610,4611	Process related to i-PRO Active Guard server failed to start. Restart i-PRO Active Guard server manually (Refer to 4.5.2.2). When process stops again, download logs (Refer to 4.5.2.5) and contact the system administrator.
Camera disconnects	4355,4356,4358	Check network connection between camera and i-PRO Active Guard server. Check camera work (recording to VMS and live monitoring) If problem continues after restart camera and i-PRO Active Guard server manually (Refer to 4.5.2.2), download logs (Refer to 4.5.2.5) and contact the system administrator.
Face, People, Vehicle License plate, Code, Container Images cannot be searched from Plug-in (the number of searches results is 0).	66052,66053	Receiving status from each camera can be confirmed from i-PRO Active Guard configuration. Check network connection between camera and i-PRO Active Guard server, last received time, last diagnosis time. If the result is not expected, check if schedule setting on camera side for extension software is on.
False detection (Not face, people or vehicles are searched)	-	To avoid false detection, configure mask area using iCT (Refer to 4.1).

Problem	Error code	Cause and solution
High CPU usage, memory usage or disk access	65793,65794 65796,65797	<p>Check CPU or memory status (Refer to 4.5.2.2) and confirm whether the usage by i-PRO Active Guard server software is high.</p> <p>If the usage of i-PRO Active Guard server is high, to reduce load, configure mask area on camera side using iCT (Refer to 4.1) or “Max frequency of receiving object data (per sec)” (Refer to 4.3.5.4)</p> <p>If the usage of i-PRO Active Guard server is low and those of whole PC is high, check the influence of other software.</p>
Reach the max disk space of image (delete old images)	65795	<p>Old images have been deleted by exceeding the settings for “Max usage of image storage drive”.</p> <p>If you need to store data for “Retention period”, configure mask area on camera side using iCT (Refer to 4.1) to reduce the number of detections.</p>
The display of Web setting page is misaligned.	-	Please try clearing the cache in your web browser, and close the web browser, access it again.

7. Appendices

7.1. Open-source software

This product uses open-source software.

For details concerning licensing, read `license.txt` included in install package.

7.2. How to use 3rd party extension software

3rd party camera extension software developed for i-PRO camera can be used in the i-PRO Active Guard system. Not all 3rd party extension software cannot be used, software that implements specific integration can be used. You can check the extension software that can be connected to i-PRO Active Guard from [application list](#) when released.

This document does not include install or configuration for 3rd party extension software itself and includes other procedure after them.

7.2.1. Required software version

i-PRO Active Guard server: v1.6.1 or later.

7.2.2. i-PRO Active Guard server configuration

This section describes the steps required to register camera with 3rd party extension software to i-PRO Active Guard server and receive event data.

STEP1

Edit configuration file to register the extension software.

Open the file "C:\¥MultiAI¥Backup¥3rdpartyApp.config" in the PC that i-PRO Active Guard server software is installed.

Note)

- The MultiAI path above is the default, if you changed the path in section 4.3.1, please replace the path.

Input the extension software name and event name and also enable the line by removing ";" at the beginning of the line.

Ex.)

```
application_name_1 = "SampleApplication"
```

```
event_name_1 = "SampleDetection"
```

Save and close the file after editing.

Note)

Up to 10 extension software and 10 events can be registered in a system.

The extension software name and event name of the extension software will be shown on [application list](#) when released. It will not work if any other name is configured.

Note)

For i-PRO Active Guard server v1.8.0 or later, you can register 3rd party LPR app.
If you would like to register as an LPR app, please add the below text to "3rdpartyApp.config".

Ex.)

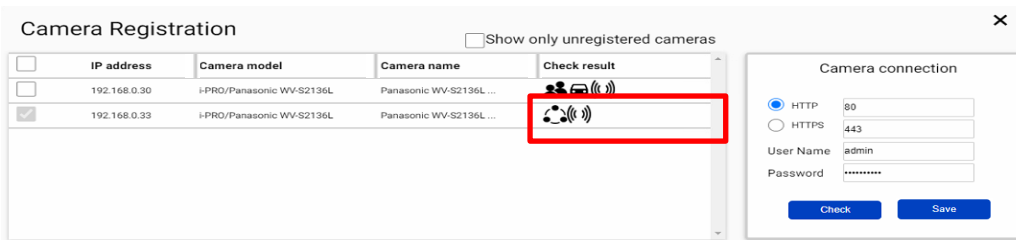
lpr_application_name = " SampleApplication "


* For LPR app, "event_name" not required.

For new installations of i-PRO Active Guard server v1.8.0 or later, the above LPR app sample text already included in "3rdpartyApp.config".


STEP2

Register camera to i-PRO Active Guard server (Refer to 4.3.2.3).



When the 3rd party extension software is installed in the selected camera, icon  will be shown in the [Check result]. If not shown, please check if configuration file is edited correctly.

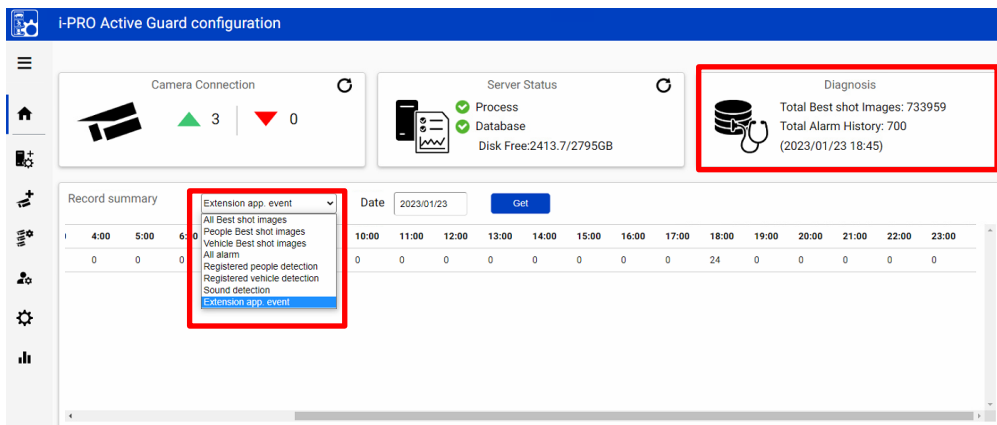
Note)

For LPR app is checked, icon  will be shown.

STEP3

Check if an event has occurred (Optional).

[Extension app. event] can be selected to confirm the number of detections. (Refer to 4.5.2.3)



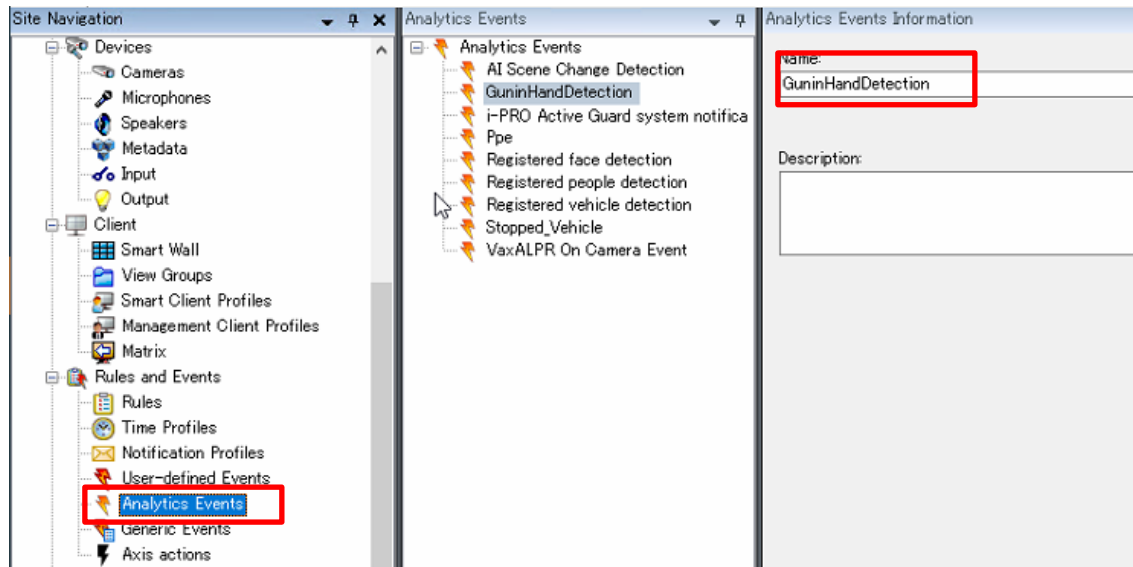
* It takes about 15 min for an event to appear on the screen after it has occurred.

7.2.3. Configure Analytics Event and Alarm definitions (mandatory)

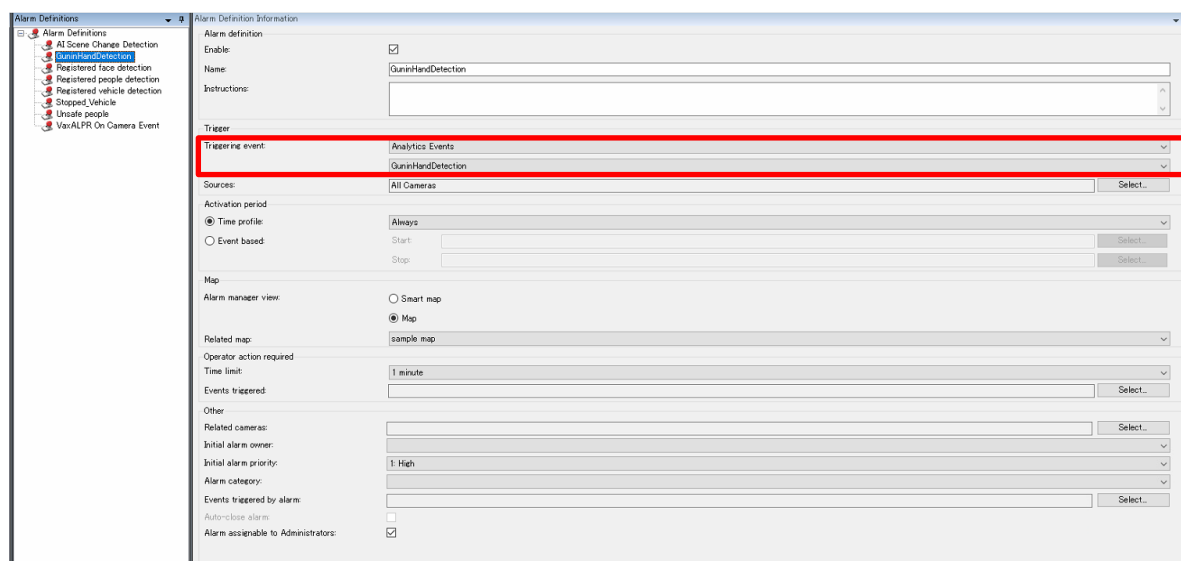
Similar to the procedure described in 4.9, 3rd party extension software event can be used as Analytics event.

Add the extension software event for [Rules and Events]-[Analytics Events].

Name should be matched with the event name registered in i-PRO Active Guard server.



Add the alarm definitions [Alarm]- [Alarm Definitions]. Registered Analytics Events should be selected for “Triggering event”.



Extension software event will be shown in XProtect Smart client when occurred.

The screenshot displays the XProtect Smart Client interface. At the top, there are navigation tabs: Live, Playback, Exports, Search, Alarm Manager (selected), i-PRO Active Guard Plugin, and System Monitor. The main area is divided into three sections: a floor plan on the left with a red circle highlighting a specific area, a live camera feed in the center-right showing a person in a red jacket, and a detailed alarm log table at the bottom.

Time	Priority Level	State Level	State Name	Message	Source	Owner	ID	Object	Tag	Type
5:33:50 PM 1/23/2023	1	1	New	GunShotDetection	Panasonic WV-S2136L (192.168.0.32)		6347	Likelihood-0.8	Detector size 65x120	GunShotDetection
5:33:40 PM 1/23/2023	1	1	New	GunShotDetection	Panasonic WV-S2136L (192.168.0.32)		6348	Likelihood-0.8	Detector size 65x120	GunShotDetection
5:33:30 PM 1/23/2023	1	1	New	GunShotDetection	Panasonic WV-S2136L (192.168.0.32)		6345	Likelihood-0.8	Detector size 65x120	GunShotDetection
5:33:20 PM 1/23/2023	1	1	New	GunShotDetection	Panasonic WV-S2136L (192.168.0.32)		6344	Likelihood-0.8	Detector size 65x120	GunShotDetection
5:33:10 PM 1/23/2023	1	1	New	GunShotDetection	Panasonic WV-S2136L (192.168.0.32)		6343	Likelihood-0.8	Detector size 65x120	GunShotDetection
5:33:00 PM 1/23/2023	1	1	New	GunShotDetection	Panasonic WV-S2136L (192.168.0.32)		6342	Likelihood-0.8	Detector size 65x120	GunShotDetection
5:32:50 PM 1/23/2023	1	1	New	GunShotDetection	Panasonic WV-S2136L (192.168.0.32)		6341	Likelihood-0.8	Detector size 65x120	GunShotDetection
5:32:40 PM 1/23/2023	1	1	New	GunShotDetection	Panasonic WV-S2136L (192.168.0.32)		6340	Likelihood-0.8	Detector size 65x120	GunShotDetection
5:32:30 PM 1/23/2023	1	1	New	GunShotDetection	Panasonic WV-S2136L (192.168.0.32)		6339	Likelihood-0.8	Detector size 65x120	GunShotDetection
5:32:20 PM 1/23/2023	1	1	New	GunShotDetection	Panasonic WV-S2136L (192.168.0.32)		6338	Likelihood-0.8	Detector size 65x120	GunShotDetection
5:32:10 PM 1/23/2023	1	1	New	GunShotDetection	Panasonic WV-S2136L (192.168.0.32)		6337	Likelihood-0.8	Detector size 65x120	GunShotDetection
5:32:00 PM 1/23/2023	1	1	New	GunShotDetection	Panasonic WV-S2136L (192.168.0.32)		6336	Likelihood-0.8	Detector size 65x120	GunShotDetection
5:31:50 PM 1/23/2023	1	1	New	GunShotDetection	Panasonic WV-S2136L (192.168.0.32)		6335	Likelihood-0.8	Detector size 65x120	GunShotDetection
5:31:40 PM 1/23/2023	1	1	New	GunShotDetection	Panasonic WV-S2136L (192.168.0.32)		6334	Likelihood-0.8	Detector size 65x120	GunShotDetection
5:31:30 PM 1/23/2023	1	1	New	GunShotDetection	Panasonic WV-S2136L (192.168.0.32)		6333	Likelihood-0.8	Detector size 65x120	GunShotDetection
5:31:20 PM 1/23/2023	1	1	New	GunShotDetection	Panasonic WV-S2136L (192.168.0.32)		6332	Likelihood-0.8	Detector size 65x120	GunShotDetection
5:31:10 PM 1/23/2023	1	1	New	GunShotDetection	Panasonic WV-S2136L (192.168.0.32)		6331	Likelihood-0.8	Detector size 65x120	GunShotDetection
5:31:00 PM 1/23/2023	1	1	New	GunShotDetection	Panasonic WV-S2136L (192.168.0.32)		6330	Likelihood-0.8	Detector size 65x120	GunShotDetection
5:30:50 PM 1/23/2023	1	1	New	GunShotDetection	Panasonic WV-S2136L (192.168.0.32)		6329	Likelihood-0.8	Detector size 65x120	GunShotDetection

7.3. Specifications

The details of the specifications are as follows.

Scale	Supported camera	i-PRO network camera with AI engine
	Number of cameras	1 to 300CH when installed in dedicated server. (AI Face Detection is up to 100)
	Number of clients	No limitation (depending on limitation of VMS)
	Number of Recording server	- (Management server should be registered)
	Number of i-PRO Active Guard server per a client	No limitation (Depending on the capability of whole system)
Supported AI applications	For plugin	AI Face Detection / AI People Detection / AI Vehicle Detection / AI License Plate Detection / VaxOCR GENESIS / VaxOCR CONTAINER
	For dashboard	AI Face Detection, AI People Detection, AI Vehicle Detection, AI-VMD/AI People Counting for 360-degree fisheye camera, AI-VMD, On-site Learning, AI Occupancy detection, AI License Plate Detection.
Store	Retention period	Max. 31 days limitation for face, people, vehicle, license plate, code, or container data / Max. 92 days limitation for count/heatmap/statistics data * Max. 397 days (/ 732 days for count/heatmap/statistics) by upgrading SQL Server Standard edition or higher
Post Search	Filter	People, Vehicle, LPR (attribute, date & time, camera, moving direction) OCR, Container (attribute, date & time, camera) Face (similar face, date & time, and camera)
	Similar search	Yes (by same attribute information) *People and Vehicle (by same attribute information) and Face
	Sort	Descending date, Ascending date, Similarity (Face), Only high Relevance (People and Vehicle)

Alarm	Watch list alarm	<p>Up to 30,000 faces, up to 12 people attributes, up to 12 vehicle attributes.</p> <p>Up to 12 LPR attributes or license plates group.</p> <p>Up to 12 OCR license plates group.</p> <p>Up to 12 Container attributes or license plates group.</p> <p>There is no limitation to the number of license plate, OCR code, container code and license plate group, OCR group, container group (*depending on the system design).</p>
	Detection alarm	AI Scene changes detection
	Related function	*AI-VMD are supported in XProtect (not plug-in)
Playback/ Export	Playback	Playback video around the time of the best shot on full and multi-view
	Export video	Save best shot image, Export video from Recording server
	Export Search result	HTML
Dashboard	Supported browser	Microsoft Edge, Google Chrome, and Firefox
	Chart	<p>People counting, occupancy statistics and heatmap when using AI-VMD/AI People Counting for 360-degree fisheye camera.</p> <p>People counting and vehicle counting when using AI-VMD.</p> <p>People counting and occupancy statistics when using AI Occupancy Detection.</p> <p>On-site learning object counting when using AI-VMD with On-site Learning application.</p> <p>Data update interval is minimum 5 seconds for people/vehicle/On-site learning object counting and 1 min for heat map/ LPR Counting.</p> <p>Age and gender statistics when using AI Face Detection. Data update interval is minimum 1 min.</p> <p>People attribute statistics when using AI People Detection. Data update interval is minimum 1 min.</p> <p>Vehicle attribute statistics when using AI Vehicle Detection. Data update interval is minimum 1 min.</p>

	Customize	<p>Contents, display size, location for each chart.</p> <p>3 Layouts per user can be saved and 24 users can be registered.</p> <p>(Up to 4 users can be log-in at the same time)</p> <p>Basic display color theme (dark or light)</p> <p>Line chart type (Straight line / Smoothed line), line/area name for counting</p>
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7.4. Cautions when disposing of or transferring PCs

When disposing of or transferring a PC used with the i-PRO Active Guard system, be sure to follow the uninstallation procedure, see 5.4.