



SiteWatch™ Situation Awareness System Quick Start

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e-Watch™ systems do not prevent crimes from being committed, but are intended to be used to monitor and investigate.

e-Watch components are electronic devices and complex commercial software products. As such, they may fail on occasion. Multiple devices with overlapping zones should be used for redundancy.

e-Watch event notification capabilities must be user programmed and activated prior to use. System reliability is dependent on the underlying network infrastructure and associated communications services that may fail on occasion. The user of the e-Watch system is advised to evaluate risk associated with network failures and operator errors. Routine auditing and preventive maintenance of the system is essential to assure optimum performance.

Event analysis and recreation is subject to system configuration, lighting conditions, environmental conditions, lens and housing cleanliness, distance to subject, operator-invoked control settings, and many other factors.

Read and follow all documentation to assure proper performance.

C O N T E N T S

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PREFACE

The preface describes the purpose, audience, organization, and conventions of this guide and provides information on how to obtain related documents.

The preface covers these topics:

- Purpose
- Audience
- Organization
- Related Documentation
- Conventions
- Obtaining Documentation
- Documentation Feedback
- Obtaining Assistance

Purpose

This Quick Start and Installation Guide provides instructions for setting up, installing and performing initial configuration of a SiteWatch™ Situational Awareness System. It includes a description of the tasks required to make the SiteWatch system fully installed and operational, including checking system prerequisites, installing software, customizing options, and defining sites and maps.

This Installation Guide is intended to provide an overview and general understanding of the installation process. It does not provide step-by-step instructions for the completion of each task. This information is provided in the Administrator's Guide. The Administrator's Guide is referenced frequently in this document.

This Installation Guide does not provide detailed information about operating an e-Watch™ Situational Awareness System. This information is provided in the SiteWatch™ Situational Awareness Software User Guide.

Audience

This quick start guide is intended for persons responsible for installing and setting up an e-Watch Situational Awareness System. Expert-level knowledge of Ethernet networks and IP multicasting is required. e-Watch installation training is highly desirable.

This Installation Guide is not intended for persons responsible for day-to-day operation of an e-Watch Situational Awareness System.

Organization

This guide is organized as shown in the following table

Part	Description
Part 1	‘Quick Start Guide’ Contains information on set-up of an e-Watch Situation Awareness System.
Part 2	‘Appendices’ Contains a checklist and description of basic System Registry settings.

Related Documentation

Refer to the following documents for further information about e-Watch setup and installation;

- URG-9109-001—e-Watch™ Camera Installation Guide
- URG-9110-001—SiteWatch™ Situational Awareness System Administration Guide
- URG-9105-001—GateWatch™ Third-Party Integration Software Administration Guide
- URG-9112-001—e-Watch Product Overview

Conventions

This document uses the following conventions:

CONVENTION	DESCRIPTION
Boldface font	Commands and keywords are in boldface .

<i>Italic font</i>	Arguments for which you supply values are in <i>italics</i> .
[]	Elements in square brackets are optional.
{x y z}	Alternate keywords are grouped in brackets and separated by vertical bars.
[x y z]	Optional keywords are grouped in brackets and separated by vertical bars.
String	A non-quoted set of characters. Do not use quotation marks around the string or the string will include the quotation marks.
Screen font	Terminal sessions and information the system displays are in <code>screen font</code> .
Boldface screen font	Information you must enter is in boldface screen font.
<i>Italic</i> screen font	Arguments for which you supply values are in <i>italic</i> screen font.
^	The symbol ^ represents the key labeled Control - for example, the key combination of ^D in a screen display means hold down the Control key while you press the D key.
-->	This pointer highlights an important line of text in an example.
<◇	Non-printing characters, such as passwords, are in angle brackets.

Obtaining Documentation

The following sections provide sources for obtaining documentation from e-Watch, Inc.

World Wide Web

e-Watch documents can be found by going to the e-Watch web site www.ewatchinc.com.

By Mail

e-Watch, Inc.
 720 Lincoln Center
 7800 IH 10 West
 San Antonio, Texas 78230
 210 349-2000
support@ewatchinc.com

Documentation Feedback

You can submit technical comments about e-Watch documentation in the following ways:

E-mail your comments to support@ewatchinc.com

To submit comments by mail, write to the following address:

e-Watch, Inc.
720 Lincoln Center
7800 IH 10 West
San Antonio, Texas 78230

We appreciate your comments.

Obtaining Assistance

The following sections provide sources for obtaining assistance from e-Watch, Inc.

Customer Support

For technical assistance please send requests to support@ewatchinc.com or your local e-Watch reseller. If you have a software maintenance agreement, call 210-349-2000 and ask for Customer Support.

Sales

For assistance with sales or marketing please call 210-349-2000 and ask for Sales or send requests to sales@ewatchinc.com.

Quick Start

Overview

In simplest terms, an e-Watch™ Situational Awareness System consists of a central SiteWatch Server, peripheral ViewWatch™ Stations and e-Watch Cameras, connected by a network. With the exception of the e-Watch video plug-in for Microsoft® Internet Explorer, no special software needs to be installed on the ViewWatch stations.

Hardware and software prerequisites for the Server and ViewWatch Stations are described in the Administrator's Guide.

The network that connects the SiteWatch server and ViewWatch stations is a critical component. The system may perform poorly, or not at all, if the network does not meet minimum requirements or if it is not properly configured to support multicast.

Choose Data Root

The Data Root is the disk drive or folder where SiteWatch stores image files. Choose a disk drive or folder with a large amount of free space. You may wish to refer to the storage calculator at <http://www.ewatchinc.com/storagecalc.htm>. The Data Root may be on a disk drive attached to the SiteWatch Server, or may be on a network resource. Special setup is required when using a network resource. Refer to the Administrator's Guide for details.

Install e-Watch Server Software

Insert the e-Watch CD in the server's CD drive and run `setup.exe`. The installation wizard will ask for a destination folder (the default is usually OK), your CD drive letter, and your chosen data root. Follow the wizard instructions.

Customize Server Installation

The SiteWatch Server software keeps many settings in the Registry to control the operation of the server and to tune the software to your particular installation. You run the SiteWatch Server Application to view and change these settings. While the default settings are appropriate for most installations, there are some that are installation-specific. These are listed in Appendix A.

Prepare Tape Volumes

You need to prepare magnetic tape volumes only if you plan to use magnetic tape for image archiving. See the Administrator's Guide for formatting the tapes, and for loading the tape library.

Prepare DHCP

e-Watch cameras are preconfigured to obtain the IP configuration from a DHCP server. Once the cameras and encoders are operational, they can be reconfigured to use a static IP configuration. Prior to installing e-Watch cameras, DHCP must be running on the network to provide initial IP configurations. DHCP can be on the same computer as the SiteWatch server, or on a different computer.

If you are already running DHCP on your network, assign sufficient IP addresses to the pool for the e-Watch cameras. If not, you need to run DHCP temporarily. The required SiteWatch server operating system has DHCP built in, so you can use the SiteWatch server for DHCP and will not need any additional software. Refer to the Administrator's Guide for DHCP configuration details.

An alternative to using DHCP for initial IP configuration is to use the e-Watch camera IP program (`c:\ewatch\exe\cameraip.exe`). Using this program, you can connect to each camera by MAC address and set a desired static IP configuration.

Install Cameras And Encoders

e-Watch cameras have an integrated camera, lens and video encoder. e-Watch encoders provide a BNC connector for connecting a standard NTSC camera. Both have an RJ45 connector for connecting the network cable. Power can be supplied through the network cable using a power inserter, or by using an external power supply. Refer to the Installation Guide for the particular models being installed for additional details.

IMPORTANT: Write down the hardware (MAC) address printed on the outside of each camera, and its location. You will need this information later.

IMPORTANT: If installing an encoder, write down the BNC connector to which the coaxial cable is attached. The top connector is Camera 1 and the bottom connector is Camera 2.

Install ViewWatch™ Software

The ViewWatch™ software can be run on any computer that satisfies the minimum hardware and software requirements. At this time ViewWatch requires Microsoft® Internet Explorer version 5.5. ViewWatch installation is not required. However, you may wish to perform the ViewWatch installation procedure on selected computers. This will improve response time when sending commands to cameras and encoders, enable ViewWatch to receive SiteWatch server error notifications, and enable ViewWatch to use one or more secondary screens. Performing ViewWatch installation procedure on at least one computer is highly recommended. Refer to the Administrator's Guide for details.

Use Microsoft Internet Explorer 5.5 or 6.0 to start ViewWatch. Enter one of the following URLs on the address bar.

Local station: **http://<ewatch server>/ewatch/logon.asp**

Remote station: **http://<ewatch server>/ewatch/rlogon.asp**

Logon as UserID: **administrator**, Password: **administrator**.

Install Video Plugin

The first time you log on, ViewWatch will download and install the e-Watch video plugin. The video plugin is needed to display streamed video on ViewWatch. The most recent version of the video plugin is maintained on the e-Watch website, and ViewWatch will attempt to download the video plugin from this location.

If the download fails, you may be behind a firewall and unable to download from the e-Watch website. In this case, you can download the video plugin from your local SiteWatch Server. Refer to the Administrator's Guide for details.

Install Map Files And Define Maps

e-Watch can display maps in any image file format supported by Internet Explorer, including GIF, JPEG and BMP. Create your map files and copy

them to the SiteWatch Server folder `C:\ewatch\mapfiles`. Use ViewWatch's Define Maps dialog to define the maps. Refer to the Administrator's Guide for details.

Define Sites

An e-Watch site represents a building or other physical location. Sites may contain any number of maps. Use the ViewWatch's Define Sites And Monitor Stations dialog to define your site, and add your maps to your site. Refer to the Administrator's Guide for details.

Setup Cameras

When cameras are connected to the system and powered up, they are automatically registered by the SiteWatch Server and assigned a name like "New Camera 20". You need to use ViewWatch's Camera Definition dialog to assign a more useful name. You may also need to change the video input property for encoder models with more than one video input. Cameras can be identified by the unique MAC address that you noted in Install Cameras And Encoders Step. Refer to the Administrator's Guide for details.

Update Camera Firmware

e-Watch is constantly improving and updating the camera firmware. You can check the firmware version in your cameras by clicking the Encoder tab in the ViewWatch's Camera Definition dialog. If you click the Download Firmware button, the camera will attempt to download the latest firmware from the e-Watch website. Alternatively, you can run `ewatchfirmwareapp.exe` on the SiteWatch Server to update all of the cameras in one operation.

If the download fails, your cameras may be behind a firewall and unable to download from the e-Watch website. In this case the cameras can download the firmware from your local SiteWatch Server. Refer to the Administrator's Guide for details.

Setup Maps

Use ViewWatch's Define Maps dialog to add your cameras to the maps for your site. Just drag and drop the cameras from the camera list to the correct place on the map, then use the Map Tag dialog to orient the camera. When you click the Save button, the location and orientation of each camera will be saved with the map.

Verify Video

Logon to ViewWatch as administrator. Click the Sites button to open the System Sites dialog, then load your site into ViewWatch. Your facility map will be displayed in the upper left portion of the screen. Drag and drop cameras from the map into the video pane in the upper right portion of the screen. The camera's video should begin playing in the video pane. If not, consult the Camera Troubleshooting section of the Administrator's Guide.

What's Next?

The e-Watch system is now fully installed and operational. You can use ViewWatch to view video and operate camera controls.

e-Watch is much more than a video monitoring system. It includes:

- Sophisticated image archive and browse capabilities
- Advanced event detection and reconstruction features
- Customizable alarm and notification options
- Interfaces to third-party access control and other security systems (with the optional GateWatch™ Third-Party Integration Software)

Consult the SiteWatch Administrator's Guide and the SiteWatch User's Guide for information about setting up these e-Watch features and for details about operating ViewWatch.

Basic Server Customization

The following Registry items are installation-specific and usually need to be set using the e-Watch Server App.

1. **AlertFromEmailAddress** - this setting is used as the "FROM" address for e-mail error messages and alerts. If e-mail alerts do not work, verify that the value of this setting is a valid e-mail address.
2. **CallDispatchAddress** - this setting is the IP address of the computer that will run the e-Watch Telephony Call Dispatch program to support pager and voice alerts. If pager and voice alerts do not work, verify that the value of this setting is a valid IP address, and that the computer at this address is running the Call Dispatch program.
3. **ImageRoot** - this setting is the disk drive or folder where SiteWatch stores image files received from cameras. The value is set during installation and should not be changed.
4. **RetrievedRoot** - this setting is the disk drive or folder where SiteWatch stores image files retrieved from backup. The value is set during installation and should not be changed.
5. **ServerName** - this setting is the name of the SiteWatch server that is displayed in error and alert messages. It is for information only.
6. **ServerURL** - this setting is the Internet URL of the SiteWatch server. It is not currently used by the e-Watch software.
7. **ServiceDBRoot** - this setting is the folder in which the e-Watch executables and databases are installed. The value is set during installation and should not be changed.
8. **SupportEmail** - this setting is used as the "TO" address for e-mail error messages. Enter the addresses of persons who should receive error messages from the server. Leave one blank space between multiple addresses.
9. **TapeControl** - this setting controls whether tape backups are done manually, or using a tape library (robot).
10. **TapeDevice** - this setting is the operating system device ID of the tape drive. Normal values are \\.\ **\TAPE0** for the first tape drive on a server, \\.\ **\TAPE1** for the second drive, etc.

11. **TapeRobotDevice** - this setting is the operating system device identifier for the tape library (robot). You can run the Media Robot Utility by clicking the desktop icon to determine the identifier. Identifiers should resemble SCSI2:b0t0I0.
12. **TimeServers** - this setting is used as the Internet address of NTP time servers, if you want the e-Watch Service to keep the server's clock synchronized. Leave one space between multiple addresses. If you are using the Operating System's time clock synchronization feature, leave this setting blank.

Installation Checklist

This checklist is provided as a convenient aid when installing an e-Watch Situational Awareness System.

- 1. Verify Server and Monitor Station prerequisites
- 2. Review network capabilities and configuration
- 3. Choose data root

Data root: _____

- 4. Install SiteWatch Server software
- 5. Customize Server installation
- 6. Prepare tape volumes
- 7. Prepare DHCP
- 8. Install cameras and encoders
- 9. Install ViewWatch
- 10. Install video plugin
- 11. Install map files and define maps
- 12. Define sites
- 13. Set up cameras
- 14. Update camera firmware
- 15. Set up maps
- 16. Verify video