Aimetis Symphony™

Version 6.10

Installation Guide

December 6, 2012

the **ai**metis

Disclaimers and Legal Information

Document History

Sym-6.10.P-102

Table 1. Changes to this manual

Date	Description
December 6, 2012	Updated license information: "Symphony Server Licensing" on page 6
October 2, 2012	Added: "4. BEFORE UPGRADING: If you are using PT090 analytic, you must note and verify the following:" on page 18
August 2012	Release 6.10 Revised: "Software Overview" on page 3 New: "Figure 4. SQL Server screen with Install SQL Server Express 2008 R2 check box selected" on page 22 "Figure 5. Aimetis Remote Support Tool option" on page 24
February 17, 2012	Added missing 6.9 rows to Table 1, "SERVER Operating Systems - Windows," on page 7, Table 2, "CLIENT Operating Systems - Windows," on page 8, Table 3, "Database (SQL Server)," on page 8, Table 4, "Browsers," on page 9, Table 5, "Virtualization Platforms," on page 9,
January 31, 2012	Release 6.9
November 2011	Release 6.8
August 2011	Release 6.7
6.6 changes	
July 6, 2011	REVISED: "Figure 1. Road map of first time installation" on page 20 "Before Running the Setup Wizard" on page 28 "Disabling Database Schema Modifications (ONLY if upgrading and ONLY for first server)" on page 28 "Enable Remote SQL Connections" on page 29
June 3, 2011	Icon change for Notes and Examples. "Conventions" on page v. Font change - highly readable for both online and print documents.
May 16, 2011	New sections: "Installing License Plate Recognition (LPR)" on page 45 "Uninstalling License Plate Recognition (LPR)" on page 50 "Troubleshooting" on page 53

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Table 1. Changes to this manual

Date	Description
6.5 changes	
March 1, 2011	Changed value setting in AllowAutomaticDatabaseConfiguration to "0". "Disabling Database Schema Modifications (ONLY if upgrading and ONLY for first server)" on page 28
January 14, 2011	Added note below Table 3, "Database (SQL Server)," on page 8. Ensure that the SQL Server database is on a local network (100Mbps or greater) connected to the servers in the farm.
October 6, 2010	First version of this document. Symphony 6.5.3

Preface

Conventions

Table 1. Symbols and formatting used in this manual

Icon	Caption/Format	Description
	Note	Additional information.
	Example	Example scenario.
	Important	Vital additional instructions or links.
	Caution	You could lose recording footage or you must pay close attention to setting changes.
	Bold, Arial Font	Graphic User Interface term (button, menu, window, option) or keyboard item.
	Italic, Arial	Emphasis, new term, or an external reference.

Document Suite

Table 2. Aimetis documents and videos

| Document Name	Links
Symphony Release Notes	https://www.aimetis.com/Xnet/downloads/documentation.aspx
Symphony Installation Guide	https://www.aimetis.com/Xnet/downloads/documentation.aspx
Symphony Administration Guide	https://www.aimetis.com/Xnet/downloads/documentation.aspx
Symphony Analytics Guide	https://www.aimetis.com/Xnet/downloads/documentation.aspx
Symphony Client User Guide	https://www.aimetis.com/Xnet/downloads/documentation.aspx
Knowledge Base Articles	http://www.aimetis.com/Support/knowledgebase.aspx
Case Studies	http://www.aimetis.com/Solutions/customers-case-studies.aspx
White Papers	http://www.aimetis.com/Solutions/whitepapers.aspx
Application Video Samples	https://www.aimetis.com/Xnet/Marketing/collateral-library.aspx
Recorded Webinars	http://www.aimetis.com/Events/webinars.aspx
Product Tour	https://www.aimetis.com/Xnet/Marketing/collateral-library.aspx
Supported Video Devices List	http://www.aimetis.com/Support/supported-video-devices.aspx
Licensing	http://www.aimetis.com/Symphony/default--licensing.aspx
FAQ	https://www.aimetis.com/Xnet/Support/faqs.aspx

Aimetis Xnet Portal
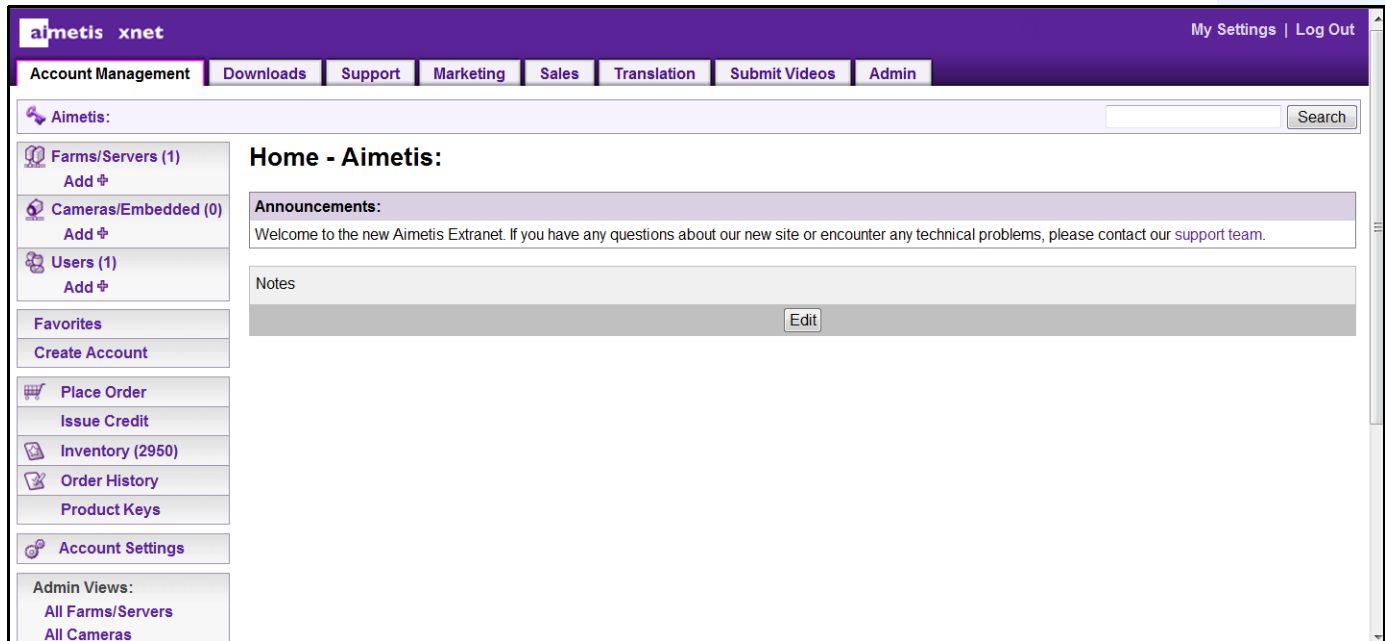
Figure 1. Aimetis Xnet home page

Xnet is the Aimetis Online Portal: www.aimetis.com/Xnet

You can :

- Order Licenses
- Manage Sub-Partner Accounts
- Access Technical Support & Downloads
- Access Sales & Marketing Tools
- Access Aimetis Software Translation

Note: Access to tools depends on account type, for example, Distributor, Certified Partner, Authorized Partner, End-User. For instructions, see Table 3 on page vii.

Table 3. Instructions for using the Xnet

XnetXnet Instructions	Links
XnetXnet Training Manual - Resellers	https://www.aimetis.com/Xnet/Marketing/collateral-library.aspx
Recorded Webinar - Xnet Training - Distributors	https://www.aimetis.com/Xnet/Marketing/collateral-library.aspx

Table 3. Instructions for using the Xnet

XnetXnet Instructions	Links
Recorded Webinar - Xnet Training - Channel Partners	https://www.aimetis.com/Xnet/Marketing/collateral-library.aspx
Xnet Training Manual - Distributors	https://www.aimetis.com/Xnet/Marketing/collateral-library.aspx
Aimetis Symphony Architectural and Engineering Specification	https://www.aimetis.com/Xnet/Marketing/collateral-library.aspx
Hardware Benchmarks guidelines for 10, 20, 40 and 200 camera systems.	https://www.aimetis.com/Xnet/Marketing/collateral-library.aspx

Contact Us

Table 4. Contact links, addresses, phone numbers

Contact Type	Description
About Aimetis	http://www.aimetis.com/Company/default.aspx
Contact link	http://www.aimetis.com/Company/contact.aspx
Support link	http://www.aimetis.com/Support/default.aspx
Americas	Aimetis Headquarters 500 Weber Street North Waterloo, Ontario, Canada N2L 4E9 Phone: +1866-544-2804 or +1 519-746-8888 Fax: +1 519-746-6444
EMEA	Aimetis GmbH Am Prime Parc 7 65479 Raunheim Germany Telefon: +49 (0) 6142 207 98 60 Fax: +49 (0) 6142 207 98 89 www.aimetis.de
Asia - Pacific	Aimetis China 5/F Standard Chartered Tower 201 Shiji Avenue Pudong Shanghai China 200120 Phone: 86-21-6182-6916 Fax: 86-21-6182-6777

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Getting Started

Task	Link to instructions in this guide
Read overview and prerequisites	"Overview and Prerequisites" on page 2
Upgrade from a previous version	"Upgrade Path" on page 15
Perform a first-time installation of the product (Server/Client/Player)	"Installing Aimetis Symphony Server v6.10" on page 20
Install using the command-line (optional)	"(Alternate) Installing Aimetis Symphony Server from the Command Line" on page 26
Configure the Server after InstallShield Wizard finishes	"Setup Wizard – Server/Farm Configuration" on page 28
Configure the database manually if the user does not have database Admin rights	"Manual Database Configuration" on page 28
If upgrading only, disable database schema modifications if the user does not have database Admin rights	"Disabling Database Schema Modifications (ONLY if upgrading and ONLY for first server)" on page 28
Enable SQL connections if your existing SQL Server is not located on local machine	"Enable Remote SQL Connections" on page 29
Install Aimetis Symphony Client (a default installation with the Symphony Server)	"Installing Aimetis Symphony Client" on page 43
Install Symphony Player (a default installation with Symphony Client)	"Installing Symphony Player" on page 44
Install License Plate Recognition (optional, if purchased)	"Installing License Plate Recognition (LPR)" on page 45
Remove the product	"Uninstalling Aimetis Symphony v6.10 Server" on page 48 "Uninstalling Aimetis Symphony Client" on page 49 "Uninstalling Aimetis Symphony Player" on page 49 "Uninstalling License Plate Recognition (LPR)" on page 50
Remove the SQL server that was installed with the product on the local machine	"Uninstalling SQL Server Instance" on page 51

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Overview and Prerequisites

Software Overview

An installation of Aimetis Symphony™ has two components: server software and client software.

Server Computer

The server computer functions as the intelligence management system that computes the most complicated and intricate tasks.

Figure 1. Server computer

At larger surveillance sites, the server computer may actually be multiple computers linked together to form a Server Farm

Figure 2. Server Farm

Server and Client Computers
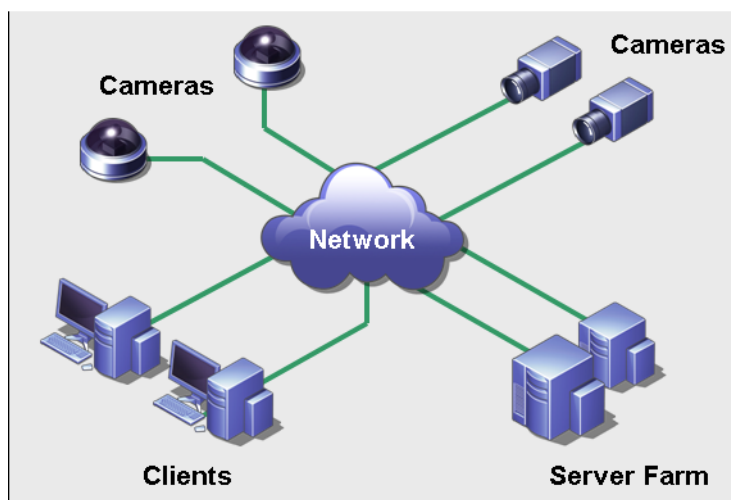
Figure 3. Server Farm with many clients

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You can set up clients on many computers or workstations. A typical site would have many client computers connecting to a dedicated server computer. At larger sites, the server computer may actually be multiple computers linked together to form a Server Farm.

Note: For small deployments, the server and client computer can be one computer
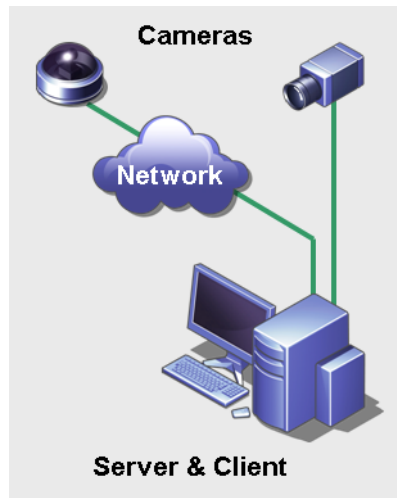
Figure 4. Server and Client on one computer

Client Software Interface

The client software provides the user interface for all tasks including monitoring, searching, reporting and configuration.
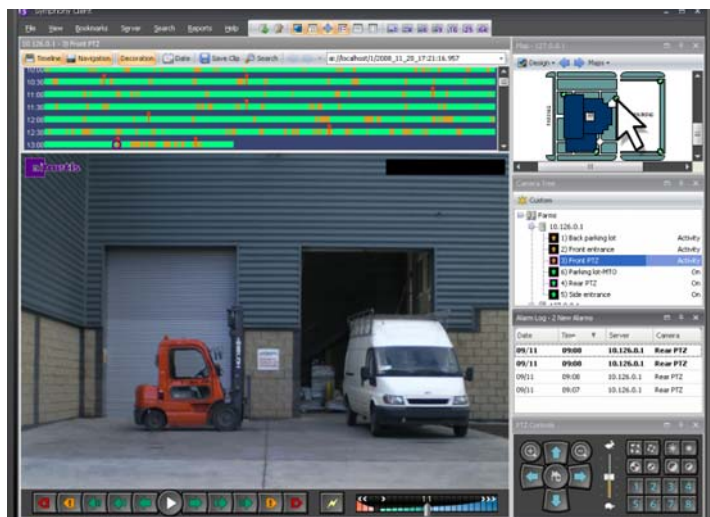
Figure 5. Symphony Client interface

The interface can be arranged over two monitors, and you can even use a Video Wall (a collection of monitors could be on a single wall in a room or in different physical locations).

Server Software Interface

The server computer is usually and ideally separate from client computers. This is not the case for Aimetis software.

In Figure 6, "Symphony Client" appears in the blue title bar. This is the client interface. You access the server computer through the **Server** menu option in this interface.
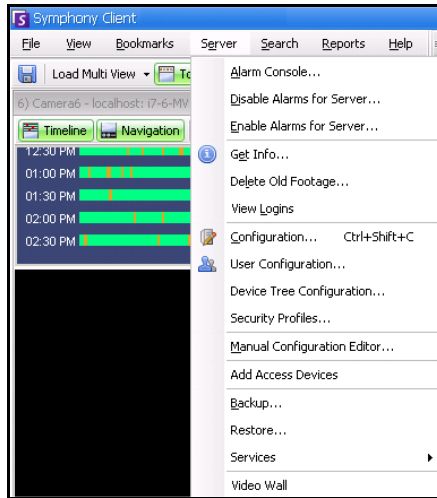
Figure 6. Server menu item in Symphony Client interface

The interface for both server and client are integrated so that you can connect (configure server tasks) from any client computer in a site. Personnel will often be at client workstations. They must be able to connect to the server (to set up features, for example) from their workstations.

The server software handles all video recording and analytics. It is the intelligence management system that computes the most complicated and intricate tasks.

Symphony Server Licensing

If you are upgrading an existing installation, ensure that your licenses are eligible for the software version you are installing. If not, contact your Aimetis distributor for an upgrade.

Aimetis Symphony is licensed on a per camera basis. Each physical computer can have multiple Symphony software licenses. The license types are: Standard, Professional and Enterprise. No server or client license fees apply.

License Type	Description
Symphony Server Standard License	Contains all core video management features. For details, see Aimetis Technical Specifications on the Aimetis Web site.
Symphony Server Professional License	Contains all core features of the Standard License plus advanced functionality. This license type is used in large deployments. For details, see Aimetis Technical Specifications on the Aimetis Web site.
Symphony Server Enterprise License	Building on the functionality found in Professional, video analytics can be added on a per camera basis which augments the accuracy of alarm monitoring and includes business intelligence reporting such as people counting. For details, see Aimetis Technical Specifications on the Aimetis Web site.

Licenses can be mixed per physical server, allowing Standard, Pro, and Enterprise to be used per single server. However, there is no advantage of having Standard and Professional licenses mixed on the same server since advanced VMS features will be available only if all licenses are Professional or higher.

Prerequisites

Server

- Any Intel CPU or any AMD CPU that supports SSE2 (for example, Opteron)
- 500 Megabytes of free disk space
- At least 1 Gigabyte of RAM

Client

- 200 Megabytes of free disk space
- 2 GHz or faster processor is recommended
- At least 1 Gigabyte of RAM

Operating Systems, Database, and Browsers

- **S** = Supported
- **R** = Recommended
- **G** = Recommended for a deployment of greater than 20 cameras

Table 1. SERVER Operating Systems - Windows

Symphony Product Version	Windows XP SP3[a]	Windows Server 2003	Windows Vista[a]	Windows Server 2008 R2[b]	Windows 7
6.5	S	S	S	S,R,G	S,R
6.6	S	S	S	S,R,G	S,R
6.7	S	S	S	S,R,G	S,R
6.8	S	S	S	S,R,G	S,R
6.9	S	S	S	S,R,G	S,R
6.10	S	S	S	S,R,G	S,R

a. See Windows Vista and XP Microsoft End of Support Solution Center
http://windows.microsoft.com/en-us/windows/help/end-support-windows-xp-sp2-windows-vista-without-service-packs?os=other
b. Windows 2008 R2 does not install sound components by default. You must install the Desktop Experience Windows component.

Table 2. CLIENT Operating Systems - Windows

Symphony Product Version	Windows XP SP3[a]	Windows Server 2003	Windows Vista[a]	Windows Server 2008 R2[b]	Windows 7
6.5	S	S	S	S	S,R,G
6.6	S	S	S	S	S,R,G
6.7	S	S	S	S	S,R,G
6.8	S	S	S	S	S,R,G
6.9	S	S	S	S	S,R,G
6.10	S	S	S	S	S,R,G

a. See Windows Vista and XP Microsoft End of Support Solution Center
http://windows.microsoft.com/en-us/windows/help/end-support-windows-xp-sp2-windows-vista-without-service-packs?os=other
b. Windows 2008 R2 does not install sound components by default. You must install the Desktop Experience Windows component.

Table 3. Database (SQL Server)

Symphony Product Version	SQL Server 2000	SQL Server 2005	SQL Server 2008
6.5		S	S/R
6.6		S	S/R
6.7		S	S/R
6.8		S	S/R
6.9		S	S/R
6.10		S	S/R

Ensure that the SQL Server database is on a local network (100 Mbps or greater) connected to the servers in the farm.

Table 4. Browsers

Symphony Product Version	IE6[a]	IE7[a]	IE8[a]	Firefox 3.x	Safari 5	Chrome 5
6.5			R	*	*	*
6.6			R	*	*	*
6.7			R	*	*	*
6.8			R	*	*	*
6.9			R	*	*	*
6.10			R	*	*	*

a. Limited support for 64-bit version of IE.

*Limited support (reports, alarms, timeline, JPGs). No live or historical video.

Table 5. Virtualization Platforms

Symphony Product Version	Microsoft Virtual PC	VMware Server
6.5	S	R
6.6	S	R
6.7	S	R
6.8	S	R
6.9	S	R
6.10	S	R

Client Prerequisites Installed Automatically

The following prerequisites are required by Symphony and (if necessary) will be installed automatically.

Table 6. Client Prerequisites

Item	Version	commandline install
XML 6.0 SP1 (x86)	6.10.1129.0	msxml6_x86.msi /qn
XML 6.0 SP1 (x64)	6.10.1129.0	msxml6_x64.msi /qn
Visual C++ 2008 Redistributable Package (x86)	9.0	(components installed by merge modules in installer)
Microsoft .Net 3.5 SP1	3.5 SP1	dotnetfx35 /q /norestart
Visual C++ 8.0 Redistributable (exe install)	8.0 (Service Pack 1 with ATL Security Update, 8.0.50727.4053)	Vcredist_x86_ATLUpdate.exe /q
Microsoft Data Access Components (MDAC) 2.8	N/A	Setup.exe
Aimetis Core	6.8.0.0	Msiexec /i AimetisCoreInstall.msi /q

Server Prerequisites Installed Automatically

The following prerequisites are required by Symphony and (if necessary) will be installed automatically.

Table 7. Server Prerequisite

Item	Version	commandline install
XML 6.0 SP1 (x86)	6.10.1129.0	msxml6_x86.msi /qn
XML 6.0 SP1 (x64)	6.10.1129.0	msxml6_x64.msi /qn
Visual C++ 2008 Redistributable Package (x86)	9.0	(components installed by merge modules in installer)
Microsoft .Net 3.5 SP1	3.5 SP1	dotnetfx35 /q /norestart
Visual C++ 8.0 Redistributable (exe install)	8.0 (Service Pack 1 with ATL Security Update, 8.0.50727.4053)	Vcredist_x86_ATLUpdate.exe /q
Microsoft Data Access Components (MDAC) 2.8	N/A	Setup.exe
Aimetis Core	6.8.0.0	Msiexec /i AimetisCoreInstall.msi /q

Table 7. Server Prerequisite (Continued)

Item	Version	commandline install
Aimetis SNMP	6.8.0.0	SNMPInstallLauncher.exe "INSTALLDIR=[INSTALLDIR]" (Required files, SNMPInstallLauncher.exe, SNMPSetup.exe, SNMPSetup64.exe)
Microsoft SQL Server Express 2008 R2 SP1	10.50.2500.0	SQLEXPR_x86_ENU /Q /HIDECONSOLE /ACTION=Install /INSTANCENAME=AIMETIS /FEATURES=SQLENGINE /SECURITYMODE=SQL /SAPWD=[SQL_SA_PASSWORD] /IACCEPTSQLSERVERLICENSETERMS /SQLSVCACCOUNT="NT AUTHORITY\SYSTEM" /SQLSYSADMINACCOUNTS="Builtin\Administrators"
Windows Installer 4.5	4.5	[program] /quiet /norestart
OPC Core Components 2.00 Redistributable	2.00.2.20	N/A

Symphony Installation and Data Folders

Symphony Server

Symphony server stores three kinds of data to your hard disk.

- Binary application files
- Video data
- Configuration information stored in a SQL Server Database.

Symphony is installed by default in

```
C:\Program Files\Aimetis\Symphony\
```
or on 64 bit OS
```
C:\Program Files (x86)\Aimetis\Symphony
```
The default path for all data (log files, video, etc.) is
```
C:\Program Files\Aimetis\Symphony\data\
```

You can change the:

- default installation path during installation of **Aimetis Symphony v6.10**.
- default data path during the Setup Wizard.

Table 8 provides a summary of key folders

- <AppRoot> denotes installation path
- <DataRoot> denotes data path)

Table 8. Key Folders

Path	Description
<AppRoot>_bin	Binaries for all **Aimetis Symphony v6.10** executables and DLLs
<AppRoot>_docs	Small .txt files storing alarm instructions and Aimetis.com's IP address
<AppRoot>_tools	Tools and utilities that Aimetis Support Specialists use to diagnose system problems
<AppRoot>_Scripts	Scripts for configuring Symphony. For example, a database schema creation script for manually creating the Symphony database
<AppRoot>\WebRoot	Web files & binaries
<DataRoot>_footagearchive	Video data recorded from all cameras
<DataRoot>_images	A cache of JPEG images generated from the footage
<DataRoot>_logs2	All server log files useful for debugging and diagnosing problems.
<DataRoot>_searches	Stored searches. These files will not be automatically cleaned and searches must be manually deleted by user
<DataRoot>_signals	Timeline data (green, yellow, red)

Table 8. Key Folders (Continued)

Path	Description
<DataRoot>_signals2	XML metadata for searches and reports
<DataRoot>\Reports	Location for generated reports. Depending on write-permissions, a generated report will be stored in the \Data\Reports folder on the master server machine. The folder is generated ONLY after a report has been run and saved.
\windows\temp\config_backup\	Location for automatic backups of server configuration

In addition to the folders listed in Table 8, Symphony Server adds the following registry keys:

```
HKLM\Software\Aimetis
```

Some configuration data for the server is stored here, such as the database connection string.

Caution: It is highly recommended that the <DataRoot> folders are not on the same physical Hard Disk as Windows and <AppRoot>. This is to limit the amount of disk read and writes to the OS disk to prevent catastrophic failure.

Symphony Client

Aimetis Symphony Client is installed by default in

```
C:\Program Files\Aimetis\Symphony Client\
```

Key Folders

Table 9. Key Folders for Client

Folder	Description
`C:\Documents and Settings\%WINUSER%\Application Data\Aimetis\`	All client configuration, such as window layouts, general configuration, logs
`C:\Documents and Settings\All Users\Application Data\Aimetis\`	This folder contains RegisteredFarms.xml and FarmList.xml

Note: These paths may be slightly different on different operating system versions.

These files define the farms that have been registered. The default is whatever the client configuration path is set to but you can override this. The paths in Table 9 can be configured via the Aimetis Symphony Client **Settings** dialog box.

- From the **View** menu, select **Settings**.

Two (optional) variables can be used in the path names:

- **%WINUSER%** represents the Windows username of the current user. This is used in the default path so Symphony can store the configuration in the current user's application data folder.
- **%SYMPHONYUSER%** represents the Symphony username. This is valid only if credentials are required for login to Symphony.

If a customer prefers to keep these settings global, do not use either of these variables when specifying the paths.

In addition to the folders in Table 9, Aimetis Symphony Client adds the following registry keys:
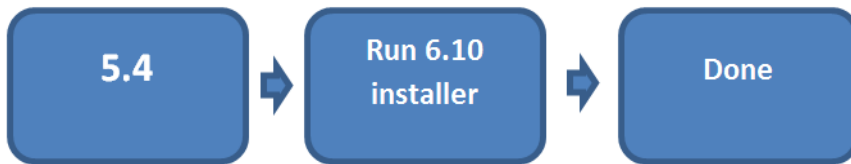
```
HKLM\Software\Aimetis\AiraExplorer
```

Upgrade Path

Upgrading from a Previous Version

Caution: Before upgrading, perform a backup of your existing installation.
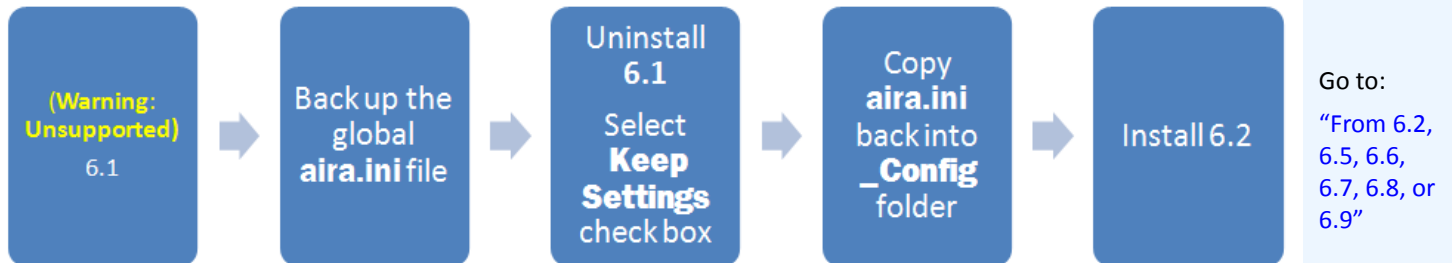
From 5.4 to 6.10

From 6.0 to 6.10

Upgrading from 6. 0 is **NOT** supported. You may try the following upgrade path.
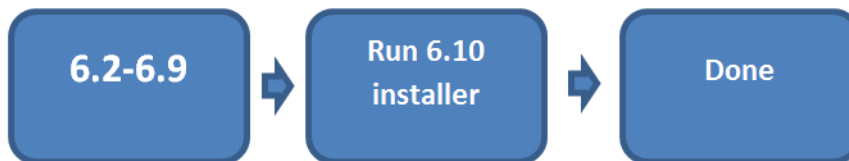

Go to:

"From 6.2, 6.5, 6.6, 6.7, 6.8, or 6.9"

From 6.1 to 6.10

Upgrading from 6.1 is **NOT** supported. A new installation is recommended; however, you may try the following upgrade path.

| (Warning: Unsupported) 6.1 | → | Back up the global **aira.ini** file | → | Uninstall **6.1** Select **Keep Settings** check box | → | Copy **aira.ini** back into **_Config** folder | → | Install 6.2 | → | Go to: "From 6.2, 6.5, 6.6, 6.7, 6.8, or 6.9" |

From 6.2, 6.5, 6.6, 6.7, 6.8, or 6.9

| 6.2-6.9 | → | Run 6.10 installer | → | Done |

Upgrading a server farm containing multiple servers

You must do the following:

- Upgrade all servers to the same version.
- Upgrade any redundant servers first, followed by other servers.
- Do not make any configuration changes using a previous version of the software once you have started the process of upgrading a server farm.

Procedure

To upgrade your version of Symphony server to the latest version:

1. Run the latest installer to upgrade.

    - You do not need to manually uninstall previous versions
    - You do not need to manually move any cameras
    - Any required components missing on your machine are listed in the InstallShield Wizard dialog box. The installer checks for any previous versions of Aimetis software installed on the machine. If any previous versions exist, **UninstallPreviousVersions** is displayed under **Requirement** column in the wizard dialog box.

2. To install missing components and to uninstall a previous version, click **Install**.

3. After reviewing the license and warranty information in the License Agreement screen, click **I accept the terms of the license agreement**.

4. Click **Next**. Symphony v6.10 will be installed to the location specified. This will be the location of your previous install. You cannot change this location.

5. Click **Install**. Your system is now upgraded to v6.10.

Installation Instructions

Pre-installation

Your Symphony™ v6.10 configuration depends on the size of your camera deployment, your geographic considerations, and the product integration with other systems. You need to consider network and hardware specifications, standalone versus multi-server configurations and the following factors.

You must:

1. **Have a valid Aimetis Xnet Account**

   Before installing the Symphony server, you must have a valid Aimetis Xnet account. During installation of the software you will be prompted for your Xnet login credentials, so that Symphony can download and install the appropriate license automatically.
   See http://www.aimetis.com/xnet/login.aspx.

2. **Assess your hardware requirements**

   Prior to installing Symphony Server, you must assess hardware requirements to meet the needs of your organization's deployment plan. An organization with a single location and 10 cameras will have different requirements than an organization with multiple locations and over 1000 cameras. For help calculating hardware requirements, go to Xnet, the Aimetis Online Portal: http://www.aimetis.com/xnet/login.aspx.

3. **Understand the concept of multi-server deployments (Server Farms)**

   A **server farm** is a collection of computer servers used to accomplish server needs beyond the capability of one machine. Server farms often have backup (redundant) servers, which can take over the function of primary servers in the event of a primary server failure.

   Aimetis Symphony takes advantage of server farms by distributing the workload of camera processing across several servers. Symphony also supports server farm redundancy by moving camera processing from a 'down' server to a 'redundant' server. With Symphony, all live and redundant servers are homogeneous in that they all run the same software services and can potentially run the processing of any camera.

4. **BEFORE UPGRADING: If you are using PT090 analytic, you must note and verify the following:**
   - **The new PT091 auto-tracking engine in Symphony v6.10 supports the following cameras:**
     - AXIS 6032
     - AXIS 6034
     - AXIS 6035
     - Bosch Auto-dome
     - Pelco Spectra IV
   - **If your pre-6.10 Symphony installation depends on PT090 auto-tracking working with**:
     - A relative positioning PTZ camera that is not the Bosch Auto-dome, **you should not upgrade to 6.10.**

- An analog PTZ camera through an encoder, **you should not upgrade to 6.10 unless you are certain that the encoder gives PTZ locations properly** via an absolute positioning protocol (for example, PelcoD, not PelcoP). Test the auto-tracking performance before upgrading.
- An absolute positioning camera that is not in the supported list (step 4), you can manually calibrate the camera. **Test the manually calibrated auto-tracking performance before upgrading**.

⭐ **Important:** If you find that you cannot upgrade due to the guidelines on **PT090 auto-tracking**, please send us information about your camera setup (encoder/model, camera/model) and we will do our best to support you.

Installing Aimetis Symphony Server v6.10

The following instructions are for a first time installation of the product.
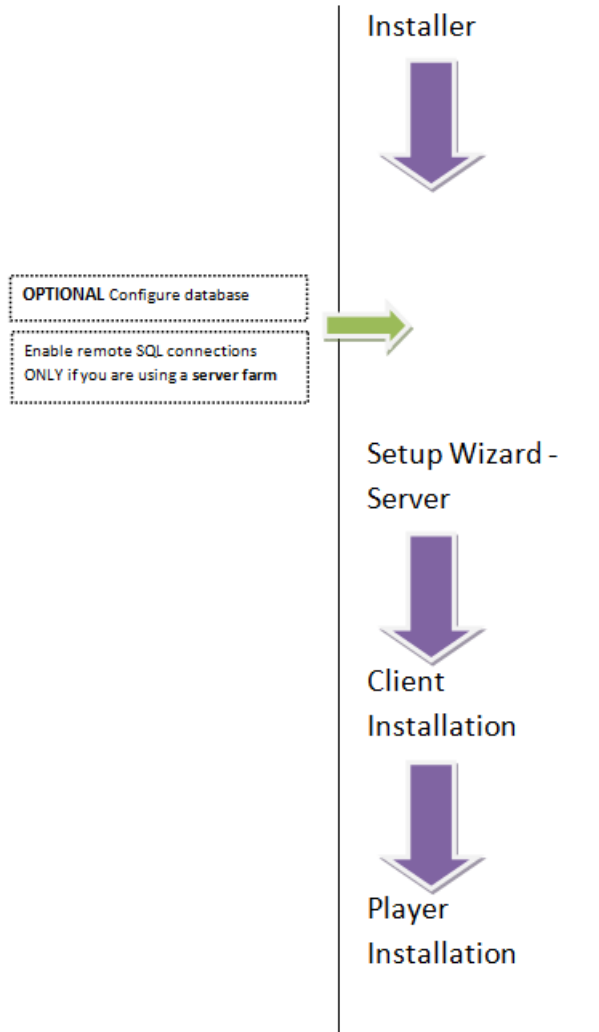
Figure 1. Road map of first time installation

Note: At any point during the installation, you can click the **Cancel** button.
You are asked whether you want to cancel the server installation.
Click **No** to continue with the installation.
or
Click **Yes** to cancel this installation. This will rollback changes that have been
made to your system. Click **Finish** to exit the **InstallShield Wizard**.

Procedure

To install Symphony v6.10 server:

1. Run the installer.

    - You do not need to manually uninstall previous versions
    - You do not need to manually move any cameras
    - Any required components missing on your machine are listed in the InstallShield Wizard dialog box (Figure 2).

2. Depending on your license expiration date, you may see a message asking you to renew your license.

3. To install missing components, click **Install**.
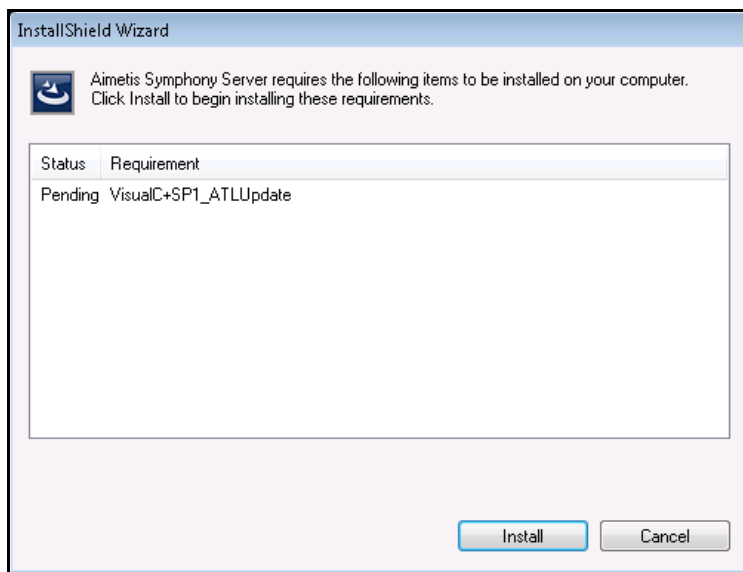
Figure 2. Missing components listed

4. After reviewing the license and warranty information in the License Agreement screen (Figure 3 on page 22), click **I accept the terms of the license agreement**.
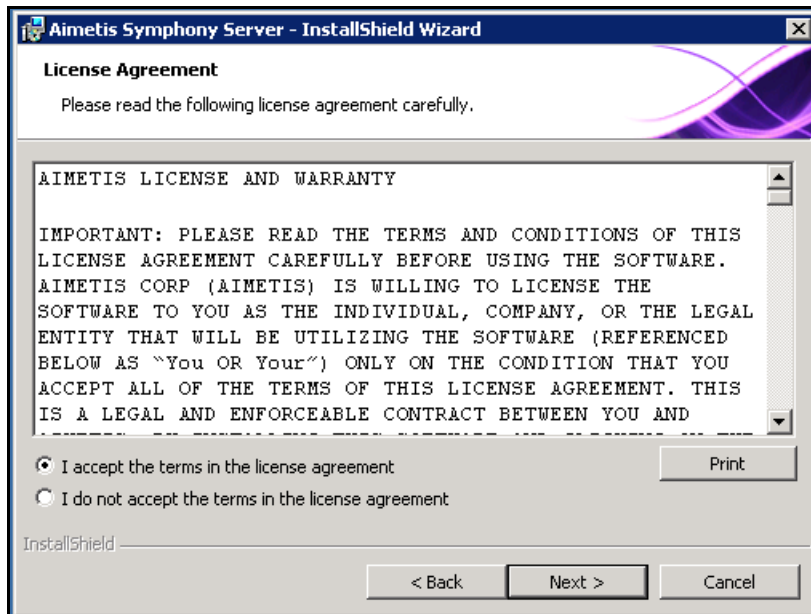
Figure 3. License agreement

5. Click **Next**. The SQL Server screen is displayed (Figure 4).

6. By default, the **Install SQL Server Express 2008 R2** check box is selected. This database will be installed with the named Instance AIMETIS. If you have SQL 2005 already installed on your machine, this installation process will not replace it.

Figure 4. SQL Server screen with Install SQL Server Express 2008 R2 check box selected

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- If you want the SQL Server installed (recommended):

> 1. Enter a password for the database connection. It will be used by the administrator (system administrator user). The password must contain at least 8 characters and be a combination of 3 of the 4 following types of characters:
>   - Upper case letters (Examples: ABC)
>   - Lower case letters (Examples: abc)
>   - Digits (Examples: 123)
>   - Symbols (Examples: #_!) but not @
> 2. Enter the same password in both fields and click **Next.**
>
> If the password does not meet these requirements you will see the following message on the screen when you click the **Next** button.
>
>   The password you have entered does not meet the strength requirements
>
> If the passwords do not match, you will see the following message on the screen when you click the **Next** button.
>
>   The passwords you have entered do not match. Please re-enter them.

Caution: Before merging farms, ensure that versions of databases match. For example, merge a SQL 2008 farm to a SQL 2008 farm.

- If you do not want to have SQL Server installed, clear the **Install SQL Server Express 2008 R2** check box.
  - If your existing SQL Server is not located on the local machine or if you have multi-server farms, you must enable TCP/IP connections on the remote machine's database and open up the firewall to allow connectivity between the Symphony Server and the database (default SQL Server port is 1433). See "Enable Remote SQL Connections" on page 29.

7. Click **Next**. The **Aimetis Remote Support Tool** screen appears.
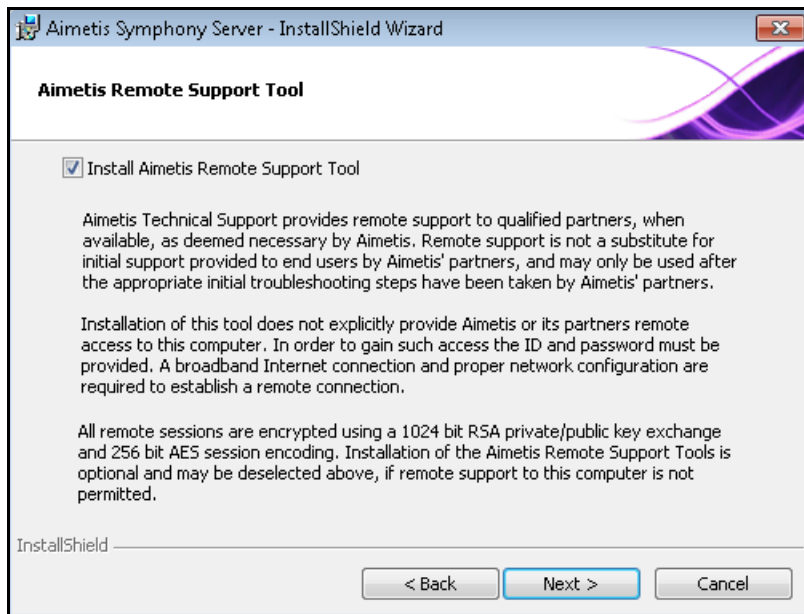
Figure 5. Aimetis Remote Support Tool option

8. Click **Next**. The **Ready to Install the Program** screen appears (Figure 6).
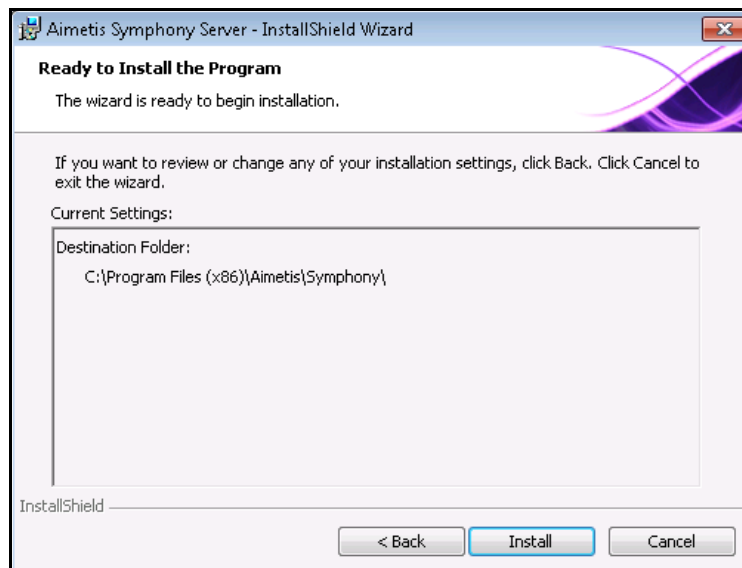
Figure 6. Destination folder

9. (Optional) To change the installation location of Symphony Server, click **Back** and then the **Change** button. You are not required to change this value.

    • In the **Change Installation Folder** screen, enter the folder path in the **Folder name** field and click **OK**. The new destination is displayed next to the folder icon. (You can use the folder navigation in the **Look in** portion of the screen to navigate to the desired location.)

10. Click **Next**. The **Ready to Install the Program Screen** appears.

11. Review the data in the **Current Settings** area. If this information is correct click **Install** to proceed with the installation.

12. To complete the installation, click **Finish** (Figure 7).
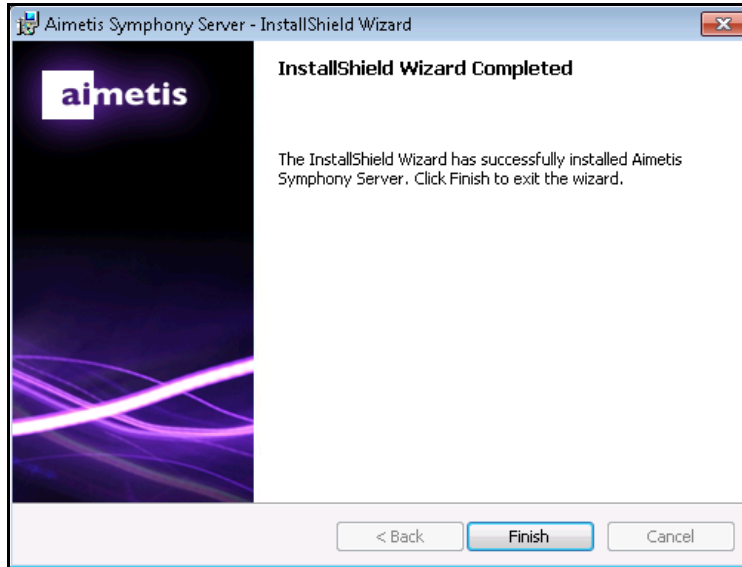
Figure 7. Installation complete

13. Go to "Setup Wizard – Server/Farm Configuration" on page 28.

Symphony Programs Installed

Figure 8. Symphony Programs installed during Server and Client Installation

(Alternate) Installing Aimetis Symphony Server from the Command Line

Various options can be configured by launching the installer from the command line.

- "Customizations"
- "Disallowing Automatic Database Schema Modifications"
- "Combining Command Line Options" on page 27

Note: In the command line, do **not** include a space between the **/v** and the quotation **"**character. The installation will fail if you include a space.

Customizations

Algorithms can be configured to be available (visible) or hidden in the Aimetis Symphony Client user interface by providing a default state on the command line. For example, to hide the VE130 algorithm use a command line such as the following:

setup.exe /v"CUSTOMIZATIONS=Intel_VE130=OFF"

The general format is:

setup.exe /v"CUSTOMIZATIONS=AlgorithmName=ON|OFF;AlgorithmName=ON|OFF…"

Disallowing Automatic Database Schema Modifications

By using the **ALLOWDBSETUP** command line option, the Setup Wizard can be restricted from attempting to automatically make database schema modifications. This is a useful feature if the database user does not have creation/alter rights for the database.

When **ALLOWDBSETUP** is set to **false**, the Setup Wizard will skip the schema modification portion of setup. A SQL script is provided with the product to allow a database administrator to do the necessary modifications. This script is located in the _**Scripts** folder.

Valid values for **ALLOWDBSETUP** are as follows:

Table 1. Allowable Values

Task	Allowable Values
To restrict schema modifications:	**0, false, False** (or any other casing of false)
To enable allowing schema modifications (this is the default value when the parameter is not specified):	**1, true, True** (or any other casing of true)

Example 1	Using a command line
	To restrict schema modifications use a command line such as the following: setup.exe /v"ALLOWDBSETUP=0"

Combining Command Line Options

All of the command line options can be combined for use. Use a single **/v"[settings]"** string with all options specified inside the quotes.

Example 2	Command-line options
	To install to a non-default locations with algorithm customizations and restricting database schema modifications the command line would be as follows: setup.exe /v"INSTALLDIR=\"D:\\MyInstallFolder\\\" CUSTOMIZATIONS=Intel_VE130=OFF ALLOWDBSETUP=false"

Setup Wizard – Server/Farm Configuration

The Setup Wizard opens automatically at the end of installation.

Before Running the Setup Wizard

You must consider these important tasks before running the Setup Wizard:

- "Manual Database Configuration"
- "Disabling Database Schema Modifications (ONLY if upgrading and ONLY for first server)"
- "Enable Remote SQL Connections" on page 29 (ONLY if using a server farm at this point in the installation process)

Manual Database Configuration

In some cases, the database configuration needs to be completed outside of the Setup Wizard. For example, if the database user for Symphony does not have Admin rights to the database, it may be necessary to have a database administrator configure the database before running Setup Wizard.

A SQL script is provided with the installed product. It is located in the **_Scripts** folder inside the install directory. The default database name specified in the script is Symphony. If a different database name is desired, or the script is being used to update an existing database, each instance of Symphony should be replaced with the appropriate database name before running the script.

Disabling Database Schema Modifications (ONLY if upgrading and ONLY for first server)

There are times when it is beneficial to disable allowing schema modifications from the Setup Wizard. For instance, if the database user for Symphony does not have Admin rights for the database, and attempts schema modifications when the Setup Wizard is running, the user will receive an error. In this situation, the administrator must configure the database beforehand (see "Manual Database Configuration") and then configure the Setup Wizard so that it does not display an error while running.

> **Note:** If you want to disable allowing database schema modifications during a **fresh installation**, then you can only under the following conditions:
> - If you have used the scripts (from the **_Scripts** folder inside the install directory) to manually configure the database, then you must disable allowing database schema modifications for ALL servers.
> - If you have NOT manually configured the database, then you must disable allowing database schema modifications for all servers BUT the first server.

Procedure

To prevent the Setup Wizard displaying a schema modification error:

1. Open the **SetupWizard.exe.config** file, located in the **_bin** folder.

2. In the **appSettings** section of the file, you will find a key setting for **AllowAutomaticDatabaseConfiguration**. Change the value setting to "**0**" so as to disable schema modifications:

<add key ="AllowAutomaticDatabaseConfiguration" value ="0"/>

This will accomplish the same result as using the install command line setting described in " Disallowing Automatic Database Schema Modifications" on page 26.

Enable Remote SQL Connections

You must enable TCP/IP connections for your existing SQL Server if not located on local machine.

1. Open the **SQL Server Configuration Manager**. This can usually be found in the **Start Menu**, under the SQL Server entry.

2. Expand the **SQL Server Network Configuration** node. Click on **Protocols** for [InstanceName]. If you are using the database that was installed by the Aimetis Symphony Server installer, then the InstanceName will be AIMETIS.

3. Right-click on the **Named Pipes** protocol and select **Enable** from the menu.

4. A warning message is displayed. Click **OK**.

5. Right-click on the **TCP/IP** protocol and select **Enable** from the menu (Figure 9).
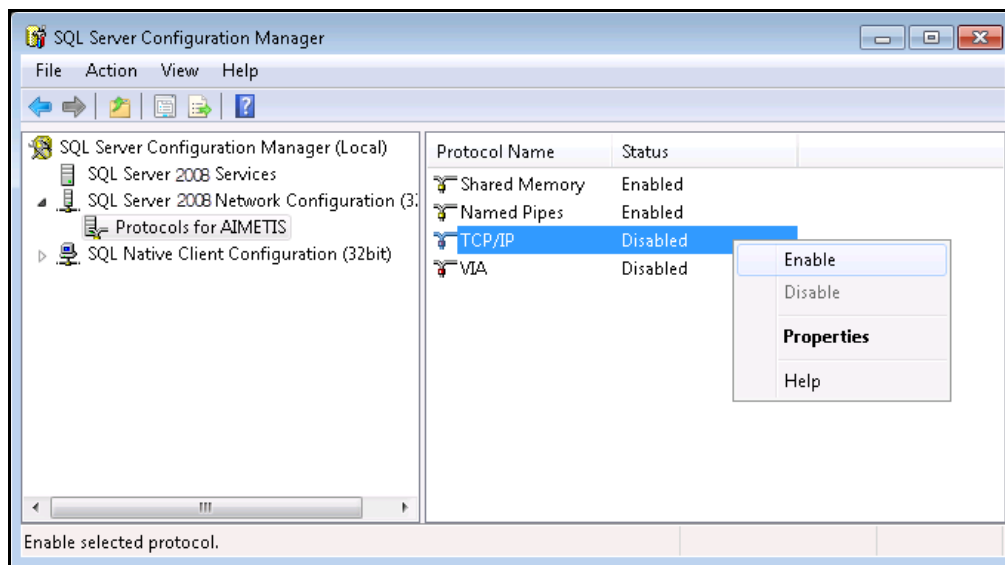
Figure 9. Enable TCP/IP

6. A warning message is displayed. Click **OK**. The protocols should now be configured (Figure 10).
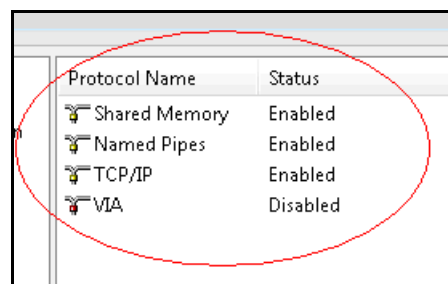
Figure 10. Protocols configured

7. Go to the **SQL Server Services** section. Right-click on the **SQL Server** entry for the appropriate InstanceName. Select **Restart** from the menu to restart the service (Figure 11).
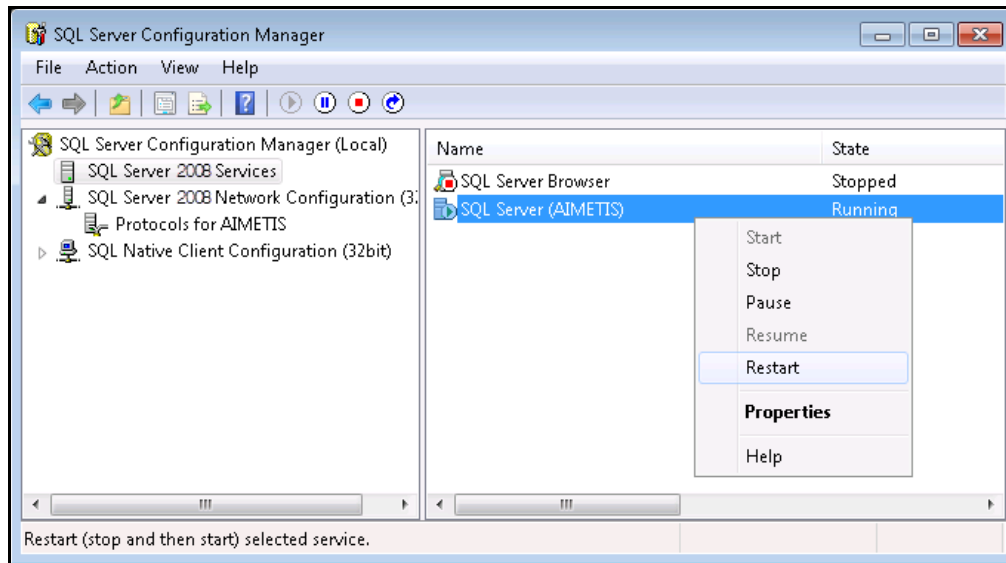
Figure 11. Restart service

8. Right-click on the **SQL Server Browser** entry. Select **Properties** from the menu to open the **Properties** window.

9. Click the **Service** tab. From the **Start Mode** drop-down list, select **Automatic** and click **Apply**.

10. In the **Log On** tab, click the **Start** button to start the SQL Browser service.

11. Click **OK** to close the **Properties** dialog box. The services should now both be in the **Running** state. The SQL Server instance should now accept remote connections.

SQL Security Requirements

During creation of the database, the user must have Admin rights to the database, as well as rights to create the database. Database schema modification can be done manually, outside of the product. See "Manual Database Configuration" on page 28.

For execution of the product, the database user must have the following set of minimum security permissions:

- SELECT, INSERT, UPDATE, DELETE for all generated tables.
- SELECT, INSERT, UPDATE, DELETE for all generated views.
- EXECUTE for all generated stored procedures.

Procedure

To manually run the Setup Wizard:

- From the **Start Menu**, select **Aimetis**, and then **Setup Wizard**.
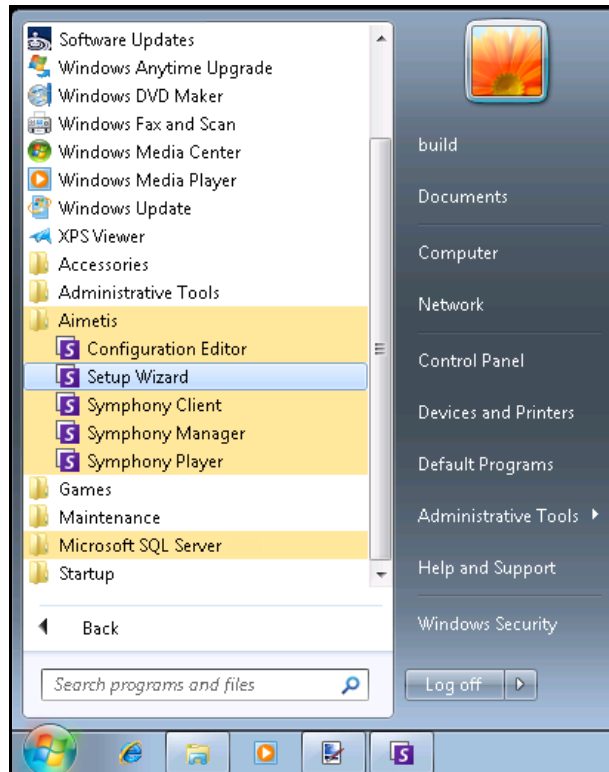
Figure 12. Start Menu - Aimetis > Setup Wizard

Farm Setup

You can create a server farm two ways:

- One at installation - instructions follow
- By merging existing farms into a single farm - refer to the **Symphony Administrator Guide**.

When setting up a farm...	Procedure
Process flow	Fully complete the Setup Wizard on a single server before attempting it on the next. Do not run the Setup Wizard on multiple servers at the same time.
Database	Connect all servers in the farm to the same database.
Xnet name and credentials	Enter the same Xnet farm name and credentials on each server in the farm.
Xnet License	Ensure that the Xnet license contains the MAC address of each server in the farm. If you are running the Setup Wizard on a machine that has a valid internet connection (Online Install), then your MAC address will automatically be added to your license during the setup process.

Farm Configuration Tab

The Setup Wizard opens the Symphony **Setup** window, displaying two tabs:

- **Farm Configuration** - Figure 13
- **Server Configuration** -

Figure 13. Farm Configuration tab in the Symphony Setup window

Procedure

To set up the Farm Configuration tab:

Database Configuration

1. Click the **Edit** button to activate the fields in the **Database** group box.

2. Enter the database connection information for the SQL Server instance.

    • If the server uses Windows Authentication, select the **Use integrated authentication** option.
    • If the server uses SQL server authentication, select the **Use SQL Server authentication** and enter the credentials of an administrative user for the SQL Server instance.
    • If you installed SQL Server through the Aimetis Symphony Server installation, select the **Use SQL Server authentication** option, enter "**sa**" for the username, and the password you entered during installation.
    • If the database you chose to connect to does not exist, then it will be created for you.

3. Click the **Verify** button. Verify that the connection information entered is correct.

    • If verification fails and you are trying to connect to a database on a remote machine, see "Enable Remote SQL Connections" on page 29.

License Registration Configuration

If you are connected to the internet, the **I'm Online** option will be automatically selected for you.

1. Enter your **Xnet** account information:

    Farm name
    • If the farm name you enter does not exist and the server has not previously been registered with Xnet, the farm will be created for you on Xnet.

Edit/Verify buttons must have a green check mark before you can Apply all changes to the tab.

- If you choose to have a **Licensed Farm** instead of a **Trial Farm**, you must allocate at least one license to the farm.

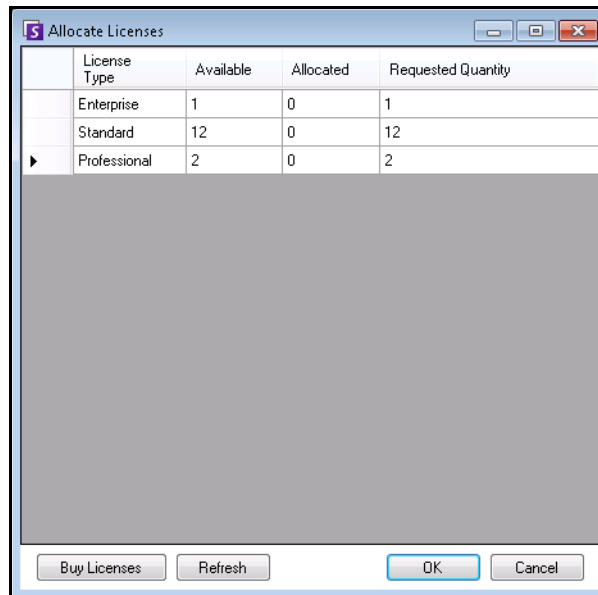| **To allocate at least one license to the farm:** |
| --- |
| 1. Click the **Allocate Licenses** button in the **Licensing Mode** group area (Figure 13 on page 33). The **License Allocation** screen opens.

Figure 14. Allocate licenses

2. In the grid you will see any licenses that you have available in your account. If you do not have any licenses available or you would like to purchase more licenses, click **Buy Licenses** to go to **Xnet** to purchase more.

3. Click the **Refresh** button to ensure the screen has been updated with the latest licensing information regarding your account from **Xnet**.

4. Enter the number of licenses you would like the farm to have of each type in the **Requested Quantity** field.

5. Click **OK** to save the requested information and exit the screen. Changes to your account will not be made until you click the main **Apply** button. |

Xnet User Name and **Xnet Password**.
- If you do not currently have an account registered with Aimetis or would like to add another account to use with your server/farm registration, click the **Create a new user** button.
- If you have forgotten your password, click the **Email my password** button to have your password emailed to your registered email address.

2. Click **Verify**.

Not Connected to the Internet?

If you are <u>not</u> connected to the internet, the **I'm Offline** option will be automatically selected for you.

Figure 15. Offline registration

1. Using the registration key in the **Registration Key** field, download a license file from **Aimetis Xnet** on a computer connected to the Internet.

2. Log into **Aimetis Xnet**. The Xnet opens with the **Account Management** tab active. In the sidebar, click **Add+** under **Farms/Servers**.

Figure 16. Click Add+ to open Step 1: Installation Type screen

3. Follow on-screen instructions: Figure 17 on page 37 to Figure 18 and Figure 19 on page 38.

Step 1: Installation Type

Are you running a server farm with Aimetis Symphony 6.2 or newer?

To add a server to an existing farm:

1.   Select **Farms/Servers** at the left and find your farm
2.   Select **Actions > Add Server to Farm**

There are two ways to install new Aimetis Symphony server farms and stand alone servers:

Online Install:

Select this option if the computer you are installing on has internet access.

Online Install

Offline Install:

Select this option if the computer you are installing on does not have internet acccess.

Offline Install

Figure 17. Xnet Offline Installation - Step 1

Step 2 of 3: Offline Install

1.   Download the the latest release of Aimetis Symphony.
2.   Run the installer.
3.   The install wizard will give you the option to perform an offline install. It generate an Offline Registration Key. When you have that key, click Continue.

Continue

Figure 18. Xnet Offline Installation - Step 2

Figure 19. Xnet Offline Installation - Step 3

4. After the Farm/Server is created, copy the downloaded license file to the server machine.

5. Click the browse **…** button next to the **License File** field to select the license file you copied to your server machine (Figure 20 on page 38). The license file location appears in the **License File** field.
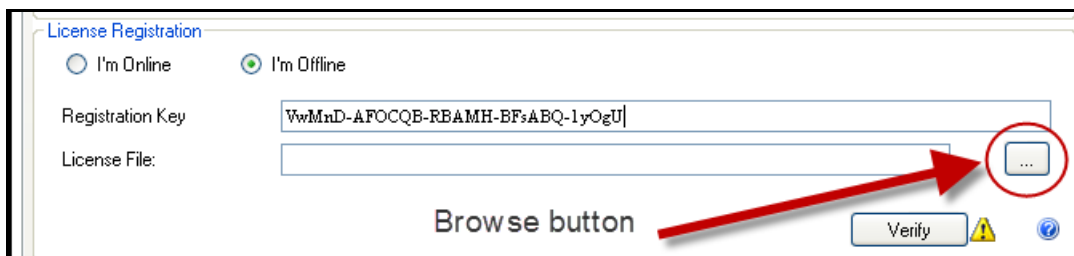
Figure 20. Click the browse ... button

6. Click **Verify**.

Symphony Security Configuration

1. Choose the security mode for Symphony.

    •   If you select **Symphony Security** then the Aimetis proprietary login security mechanism will be used.

    •   If you select **Active Directory Integration**, users will be authenticated against the Active Directory server specified.

        You must enter a URL in the **LDAP URL** field, for example, **LDAP://DC=Aimetis,DC=com**.

or

Click the **Auto Discover** button to have the **Setup Wizard** attempt to determine your LDAP URL automatically.

Note: When entering the LDAP URL, ensure that the current machine is a member of the specified domain.

2. Enter the user name for a **Symphony Administrative User.** Do **NOT** enter the domain in the **User Name** field. For example, if you have a user account "UserX" on domain "DomainY", you would set the **User Name** field to "UserX" and not to "DomainY\UserX".

    a. If the user does not exist in the system, the user will be created, added to the Administrator user group and thus have unlimited access to the system.
    b. If the user does exist and the credentials are an exact match:
        •   The user will be removed from any user groups and added to the Administrators user group.
        •   Any explicit security permissions that were assigned will be removed.
        •   The user will have unlimited access to the system.
    c. If the user exists in the system, but the password does not match:
        •   If the **Security Mode** is **Active Directory** then the verification step will fail because Active Directory will not authenticate the credentials.
        •   If the **Security Mode** is **Symphony Security**, the verification step will fail**.**

You cannot fix credentials for a Symphony user if the password is lost. You must create a new account (user).

3. Enter a password for a **Symphony Administrative User.** (If the security mode is set to **Active Directory,** the password will not be stored.)
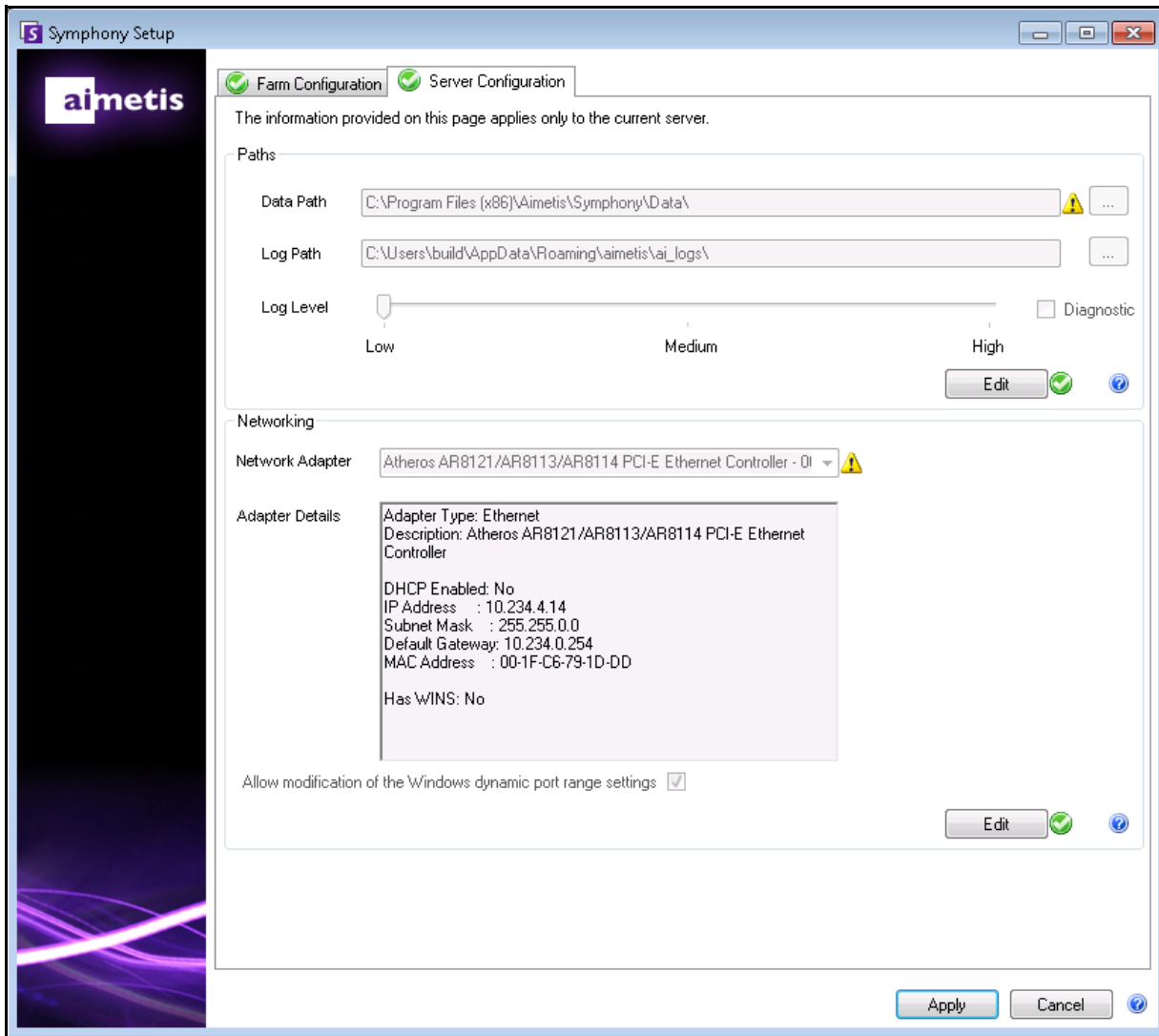4. Click **Verify**.

Server Configuration Tab

Figure 21. Server Configuration tab in the Symphony Setup window

Procedure

To set up the Server Configuration tab:

Paths Configuration

1. Enter the path where you would like data to be stored in the **Data Path** field. This will be the default path for camera footage storage. Further refinement of camera footage storage paths can be made through the **Server Configuration** screen in **Symphony Client**.

2. Enter the path where you would like log files to be stored in the **Log Path** field. This path needs to be accessible for the Local System service account as well as the logged in user. You can use Windows path variables such as **%APPDATA%** in this field if desired.

3. Select the logging level for the server logs. If you select **Low,** the server logs will contain less detail, but system performance will be better. Increasing the log level provides more detailed information if a problem is encountered, but can impact system performance. If unsure, leave the default selection.

A high logging level can impact system performance.

Networking Configuration

1. Select the network adapter that will be associated with the license.

   - If you are doing an offline install, then you must log into Xnet and add the MAC addresses manually to the license.
   - If you are doing an online install, then the selected MAC address will be added automatically to your license, and the MAC addresses of any other network adapters in the machine will be removed from the license.
   - If you need to change the network adapter associated with the license at a later time, you can re-run the Setup Wizard and modify your selection.

2. Select whether to allow the Setup Wizard to modify the **Windows dynamic port allocation range settings**.

   When to allow:
   Windows allocates ports automatically. On Windows Vista and newer operating systems, the allocation range that Windows uses overlaps with the ports Symphony uses. Because Windows may have already allocated those ports to other applications, and Symphony does not use dynamic port allocation, port conflicts may occur. You may need to restart your computer after setup.

   When not to allow:
   If you have an operating system that predates Vista or Windows Server 2008 (for example, Windows XP or Windows Server 2003) then you do not need to allow port modifications. There should not be any adverse affects to Symphony in this case.

⚠ **Caution:** If you do not allow modification of this setting, and you use Vista, Windows Server 2008, or a newer operating system, you may see port conflicts during operation. **This can cause video footage to not be recorded.** For more information about the dynamic port range and the need for modifications, see http://support.microsoft.com/kb/929851

Applying Changes

1. Once all sections of the configuration form are completed and verified, click the **Apply** button. The **Setup Status** screen opens. The status column displays updates as your configuration is applied (Figure 22).

2. To see additional details of the changes that are being applied, select the **Show Detailed Log** check box.

Edit/Verify buttons must have a green check mark before you can Apply all changes to the tab.
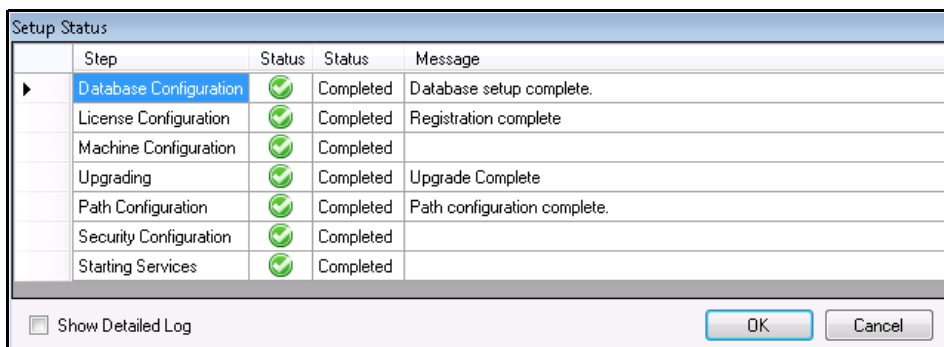
Figure 22. Setup Status

3. When all changes are applied and no errors encountered, the **OK** button will be enabled. Basic setup of the server is now complete. Further configuration, such as adding cameras, can be done in the **Server Configuration** screen in **Symphony Client**. The Aimetis Symphony Client will be launched automatically if the Setup Wizard was run from the installer. If it is a fresh install, a Farm Registration will be added to Aimetis Symphony Client for the local server.

4. If any errors were encountered, you can click the **Cancel** button to go back to the data entry form to make any necessary modifications. Once the modifications are complete you can click the **Apply** button again.

Installing Aimetis Symphony Client

Aimetis Symphony comes standard with client software, called Aimetis Symphony Client. Aimetis Symphony Clientis installed by default when Symphony Server is installed. Symphony Client is used to configure all settings within Symphony Server.

> **Caution:** It is not recommended that Aimetis Symphony Client be used to constantly stream live video on the Server PC itself. Aimetis Symphony Client may consume significant CPU or other resources on the PC while displaying live video. This CPU utilization would therefore be unavailable for the server software to perform its functions. It is recommended that you install the client software on other PCs on the network for configuration and live video streaming.

Procedure

To install Aimetis Symphony Client:

1. Run the installer.

   - You do not need to manually uninstall previous versions
   - You do not need to manually move any cameras
   - Any required components missing on your machine are listed in the **InstallShield Wizard** dialog box.

2. To install missing components, click **Install**.

3. After reviewing the license and warranty information in the **License Agreement** screen, click **I accept the terms of the license agreement**.

4. Click **Next**.

5. (Optional) If you want to change the installation location of Aimetis Symphony Client, click the **Change** button. You are not required to change this value.

   - In the **Change Installation Folder** screen, enter the folder path in the **Folder name** field and click **OK**. The new destination is displayed next to the folder icon. (You can use the folder navigation in the **Look in** portion of the screen to navigate to the desired location.)

6. Click **Next**. The **Ready to Install the Program Screen** appears.

7. Review the data in the **Current Settings** area. If this information is correct, click **Install** to proceed with the installation.

8. To complete the installation, click **Finish**. (The **Launch the program** check box is selected by default. This allows the Aimetis Symphony Client to open automatically when the installation is complete.)

> **Note:** At any point during the installation, you can click the **Cancel** button.
> You are asked whether you want to cancel the server installation.
> Click **No** to continue with the installation.
> or
> Click **Yes** to cancel this installation. This will rollback changes that have been made to your system. Click **Finish** to exit the **InstallShield Wizard**.

Installing Symphony Player

Aimetis Symphony Player is installed automatically whenever Aimetis Symphony Client is installed. Aimetis Symphony Player is required to play back .**aira** files. If required, a separate installation package is also available for Symphony Player from https://www.aimetis.com/xnet/downloads.aspx.

Procedure

To install Aimetis Symphony Player separately:

1. Close any Aimetis applications that are open.

2. Download the Aimetis Symphony Player installation file.

3. Follow the on-screen instructions to complete installation.

Procedure

To install Aimetis Symphony Player:

1. Run the installer.

    - You do not need to manually uninstall previous versions
    - You do not need to manually move any cameras
    - Any required components missing on your machine are listed in the **InstallShield Wizard** dialog box.

2. To install missing components, click **Install**.

3. After reviewing the license and warranty information in the **License Agreement** screen, click **I accept the terms of the license agreement**.

4. Click **Next**.

5. (Optional) If you want to change the installation location of Aimetis Symphony Player, click the **Change** button. You are not required to change this value.

    - In the **Change Installation Folder** screen, enter the folder path in the **Folder name** field and click **OK**. The new destination is displayed next to the folder icon. (You can use the folder navigation in the **Look in** portion of the screen to navigate to the desired location.)

6. Click **Next**. The **Ready to Install the Program Screen** appears.

7. Review the data in the **Current Settings** area. If this information is correct, click **Install** to proceed with the installation.

8. To complete the installation, click **Finish**. (The **Launch the program** check box is selected by default. This allows the Aimetis Symphony Player to open automatically when the installation is complete.)

Note: At any point during the installation, you can click the **Cancel** button. You are asked whether you want to cancel the server installation. Click **No** to continue with the installation.
or
Click **Yes** to cancel this installation. This will rollback changes that have been made to your system. Click **Finish** to exit the **InstallShield Wizard**.

Installing License Plate Recognition (LPR)

The Aimetis VE410 is an add-on video analytic that is included with the Enterprise license. A server hardware key is also required. For more information, refer to the **Aimetis Symphony - Automatic License Plate Recognition: Field Planning and Installation, Software Installation, Analytics Configuration Guide**.

Procedure

To install all LPR components:

1. Install Symphony Server and Client 6.10.

2. Close any Aimetis applications that are running.

3. Download **LPR_Installer** from Aimetis Xnet and copy it to your desktop.

4. Run **LPR_Installer.exe** (on all servers in the farm).
   - All servers in the farm must have the LPR component installed regardless of whether they are the server hosting the cameras running the LPR video engine.

5. A **Welcome** page appears, and then the **License** page.

6. Select the **I accept the terms in this License Agreement** check box and click **Install**.
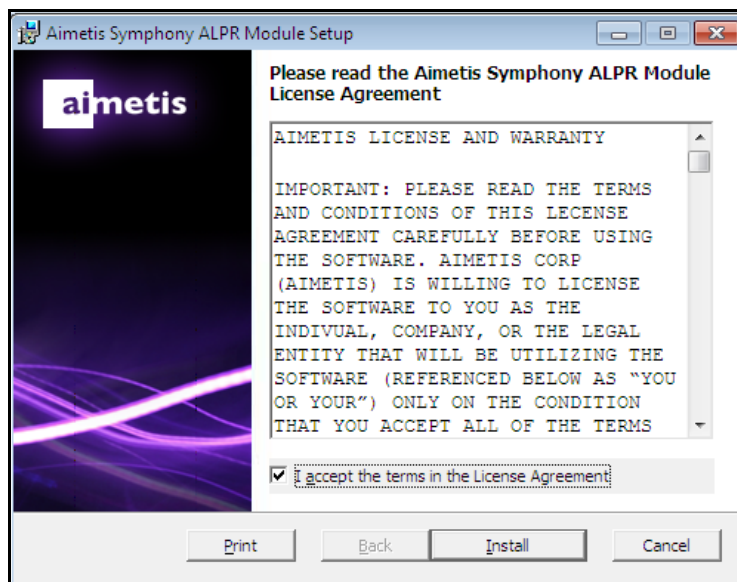

Figure 23. ALPR Module License Agreement page

7. You may receive a message indicating the some files must be updated. By default, the **Close all applications and attempt to restart them** option is selected in the **Files in Use** page. Click **OK** ().
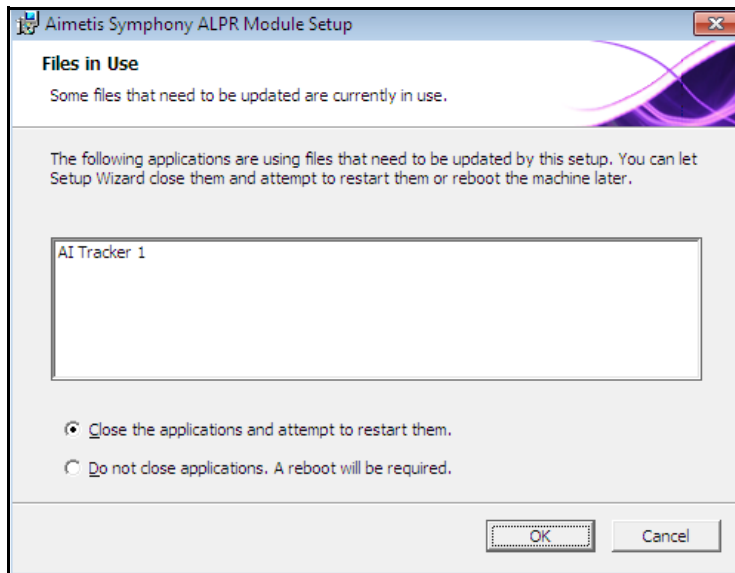
Figure 24. ALPR Module Setup - Files In Use page
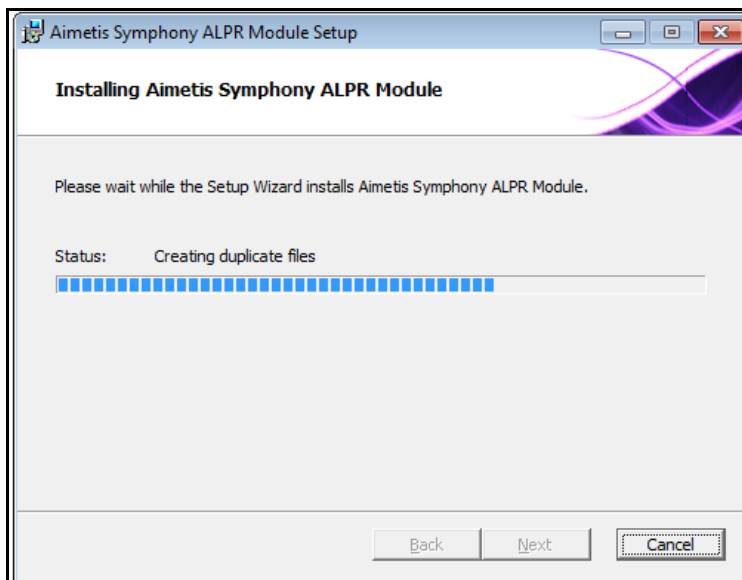
8.   The installation process begins.

Figure 25. ALPR installing page

9.   To exit the setup, click **Finish** (Figure 26 on page 47).
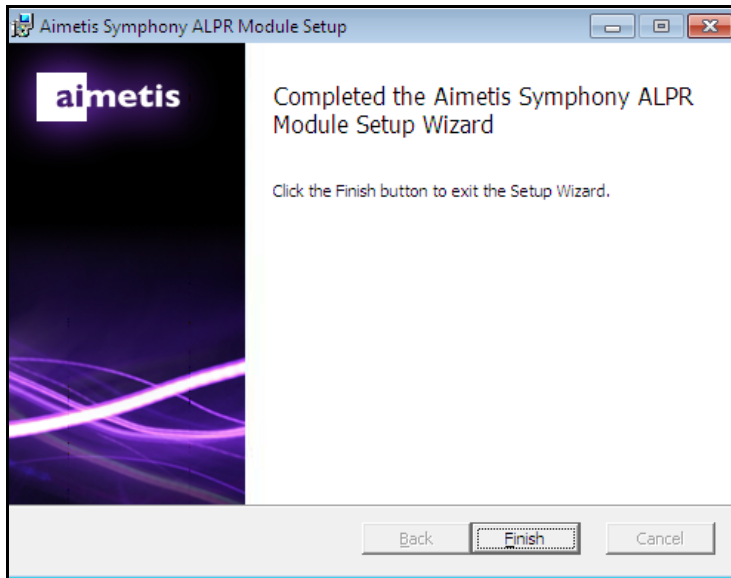
Figure 26. ALPR Module has completed installation

The **LPR** installation is complete.

Uninstalling Aimetis Symphony v6.10 Server

These instructions contain menu names used in the Windows 7 operating system.

Procedure

To remove Aimetis Symphony v6.10 Server:

1. From **Programs and Features** in your Control Panel, select **Aimetis Symphony Server** and choose **Uninstall**.

2. Click **Next**. The **Remove the Program** screen opens.

3. Click **Remove**.

   - If files on your system are in use, select the **Automatically close and attempt to restart applications** option and click **OK**.
   - If Windows fails to close the applications, you may see the following warning: "The setup was unable to automatically close all requested applications. Please ensure that the applications holding files in use are closed before continuing with the installation." Click **OK**.

4. Click **Finish** to complete the uninstall process.

5. From **Programs and Features** in your Control Panel, select the **Aimetis SNMP Agent** item.

6. From **Programs and Features** in your Control Panel, select the **Aimetis Core** item. Choose **Uninstall**.

Uninstalling Aimetis Symphony Client

Procedure

To remove Aimetis Symphony v6.10 Client:

1. From **Programs and Features** in your Control Panel, select **Aimetis Symphony Client** and choose **Uninstall**.

2. Click **Next**. The **Remove the Program** screen opens.

3. Click **Remove**.
   - If files on your system are in use, select the **Automatically close and attempt to restart applications** option and click **OK**.
   - If Windows fails to close the applications, you may see the following warning: "The setup was unable to automatically close all requested applications. Please ensure that the applications holding files in use are closed before continuing with the installation." Click **OK**.

4. Click **Finish** to complete the uninstall process.

5. From **Programs and Features** in your Control Panel, select the **Aimetis Core** item. Choose **Uninstall**.

Uninstalling Aimetis Symphony Player

Procedure

To remove Aimetis Symphony v6.10 Player:

1. From **Programs and Features** in your Control Panel, select **Aimetis Symphony Player** and choose **Uninstall**.

2. Click **Next**. The **Remove the Program** screen opens.

3. Click **Remove**.
   - If files on your system are in use, select the **Automatically close and attempt to restart applications** option and click **OK**.
   - If Windows fails to close the applications, you may see the following warning: "The setup was unable to automatically close all requested applications. Please ensure that the applications holding files in use are closed before continuing with the installation." Click **OK**.

4. Click **Finish** to complete the uninstall process.

5. From **Programs and Features** in your Control Panel, select the **Aimetis Core** item. Choose **Uninstall**.

Uninstalling License Plate Recognition (LPR)

Procedure

To remove all LPR components:

1. From **Programs and Features** in your Control Panel, select **GX Full Uninstall** and choose **Uninstall**.

   - On 64 bit machines, you must remove both **GX Full Uninstall** and **2 bit GX Full Uninstall**.

2. Click **Next**. The **Remove the Program** screen opens.

3. Click **Remove**.

   - If files on your system are in use, select the **Automatically close and attempt to restart applications** option and click **OK**.
   - If Windows fails to close the applications, you may see the following warning: "The setup was unable to automatically close all requested applications. Please ensure that the applications holding files in use are closed before continuing with the installation." Click **OK**.

4. Click **Finish** to complete the uninstall process.

5. From **Programs and Features** in your Control Panel, select the **Aimetis Symphony ALPR Module** item. Choose **Uninstall**.

6. Restart your computer.

Uninstalling SQL Server Instance

1. From **Programs and Features** in your Control Panel, select the **Microsoft SQL Server Express 2008 R2** item. The **Component Selection** screen opens (Figure 27).

2. Select the **Remove SQL Server Express 2008 R2 instance components** check box.
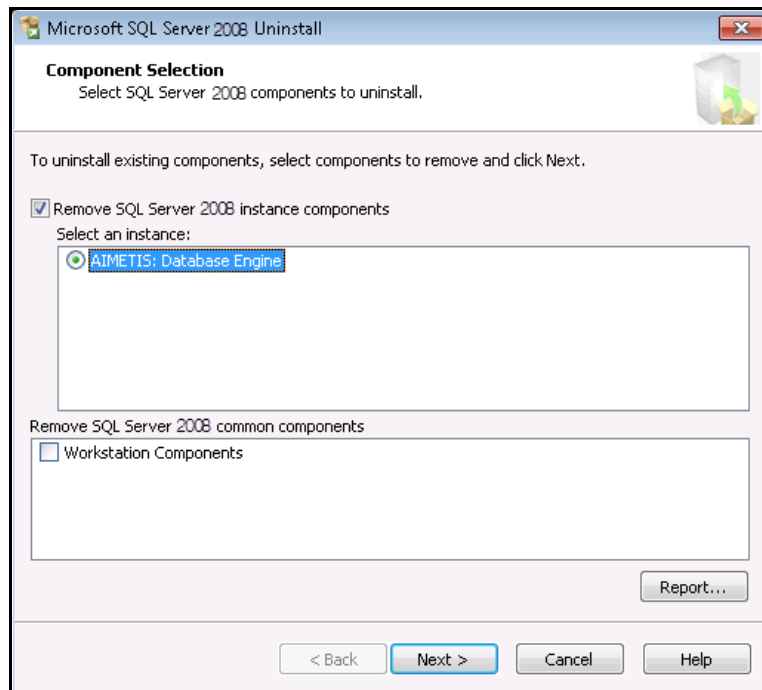

Figure 27. Component Selection

3. Select the **AIMETIS: Database Engine** item from the list and click **Next**.

4. In the **Confirmation** screen, click **Finish**.

   - If you see the following dialog box (Figure 28 on page 51), you must stop the SQL Server instance through Services before clicking the **Retry** button.
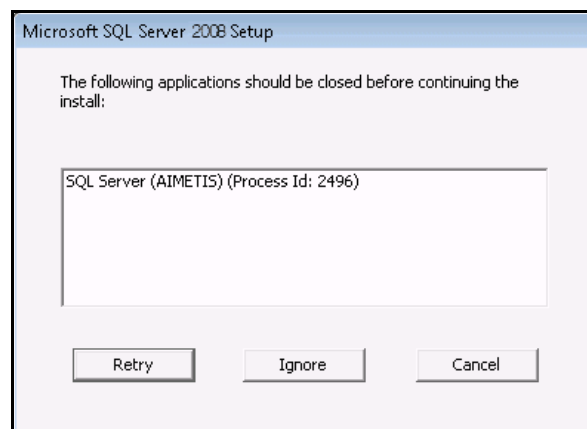
Figure 28. Example message of applications you must close
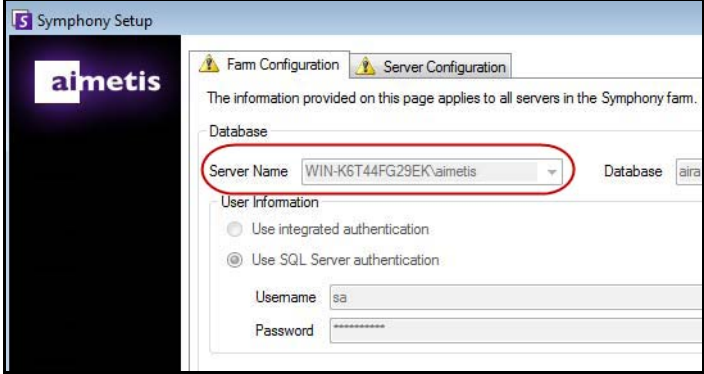
a. From the Control Panel, select **Administrative Tools**, and then **Services**.
b. In the **Services** list, right-click on the **SQL Server (AIMETIS)** item in the Services list. Click **Stop** from the menu to stop the service.
c. Click the **Retry** button in the warning dialog box to continue the uninstall process.

Important: If you are uninstalling SQL Server on a machine with the intent to reinstall, you must remove the **<name_of_database>.mdf** and **<name_of_datebase>.ldf** files before running the install.

Troubleshooting

Table 2.

Problem	Solution/Workaround
SQL Server Express does not install properly in Windows XP.	1. Install SQL Express by itself. • If it still fails, it is not related to Symphony. 2. Connect to database in the Symphony Setup Wizard. Ensure that the default instance name is **SQLExpress** and not Aimetis. In the following example, the **Server Name** field displays "WIN-K6T44FG29EK\aimetis": If you installed SQL Express by itself with all the defaults, change "WIN-K6T44FG29EK**aimetis**" to "WIN-K6T44FG29EK**SQLExpress**"