SENSTAR®

Senstar Symphony

8.11.x

Installation Guide

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Introduction

Senstar Symphony is award-winning, intelligent video surveillance software that offers a single, innovative, and open IP video platform for video management, video analytics, system integration, and alarm management.

Senstar Symphony installs on standard IT hardware, supports both analog and IP cameras from hundreds of manufacturers, provides a feature-rich, easy-to-use interface, and incorporates IT friendly features to make administration simple. Senstar Symphony can reside on a single computer or multiple computers in a server farm.

Senstar Symphony comprises two main components: the Senstar Symphony Server and the Senstar Symphony Client. You can use the Senstar Symphony Server configuration interface to configure Senstar Symphony and the Senstar Symphony Client interface to interact with the cameras connected to the Senstar Symphony Server.

Senstar Symphony also includes the Senstar Symphony Web Client and the Senstar Symphony Player. The Senstar Symphony Web Client provides functionality similar to the Senstar Symphony Client, but in a Web browser and without requiring installed software. The Senstar Symphony Player allows you to play video files that you export from the Senstar Symphony Client.

Senstar Symphony Server

The Senstar Symphony Server includes functionality to manage devices, security, rules, sites, and settings.

You configure the Senstar Symphony Server using the Senstar Symphony Server configuration interface and the Senstar Symphony setup wizard. You can access the Senstar Symphony Server configuration interface directly in a browser or from the Senstar Symphony Client interface. You can launch the Senstar Symphony setup wizard from the start menu on the computer that hosts the Senstar Symphony Server.

Senstar Symphony Client

The Senstar Symphony Client includes functionality to monitor cameras, manage video, generate reports, and configure alarms.

The Senstar Symphony Client is automatically installed with the Senstar Symphony Server, but you can also install the Senstar Symphony Client on additional computers and connect to the Senstar Symphony Server.

You can use the Senstar Symphony Client interface to access the Senstar Symphony Server configuration interface.

The Senstar Symphony Client presents important system information in a list that you can access by clicking the envelope icon in the Senstar Symphony Client interface. The envelope icon includes an indication when there are unread messages. In addition, you can ignore all or some of the notifications.

Senstar Xnet

The Senstar Xnet is the online portal for account management and support.

You can use the Senstar Xnet to:

- Order software licenses
- Manage accounts
- Access technical support
- Download software
- Access sales and marketing tools

Your account type determines the tools and services that you can access.

Requirements

The following topics list the minimum requirements to install and run Senstar Symphony.

For additional information about hardware requirements for specific deployment scenarios, see the Hardware EstimatorHardware EstimatorHardware EstimatorHardware Estimator.

Senstar Symphony Server requirements

Component	Requirements
Hardware	All of the following: • Intel CPU or AMD CPU with multiple cores that supports SSE2 • 15 GB available disk space (minimum) • 16 GB RAM (minimum)
Operating system	One of the following: • Windows 10 version 1809 or later • Windows 11 • Windows 11 IoT Enterprise version 23H2 orlater • Windows Server 2019 • Windows Server 2022 • Windows Server 2025 **Important:** Install the Senstar Symphony Server on computers with hostnames of 15 characters or fewer in length.
Browser	For the Senstar Symphony Server configuration interface, one of the following: • Chrome • Firefox • Microsoft Edge
Prerequisites installed automatically	All of the following: • .NET 4.8 • DirectX 9 (https://www.microsoft.com/en-ca/download/details.aspx?id=8109) • Microsoft Visual Studio C++ redistributables x86 for 2010, 2012, 2013, and 2019 • Microsoft Visual Studio C++ redistributables x64 for 2013 and 2019
GPU for video analytics	To use a GPU with the following video analytics: • AI Object Detection • AI Overhead • AI Thermal Use the following: • GPUs that support 11.0 or later

Senstar Symphony Client requirements

Component	Requirements
Hardware	All of the following: • 2 GHZ CPU (minimum) • 500 MB
Operating system	One of the following: • Windows 10 version 1809 or later • Windows 11 • Windows Server 2019 • Windows Server 2022
Browser	For functions in the Senstar Symphony Client that open a network location, one of the following: • Chrome • Firefox • Microsoft Edge
Prerequisites installed automatically	All of the following: • .NET 4.8 • DirectX 9 (https://www.microsoft.com/en-ca/download/details.aspx?id=8109) • Microsoft Visual Studio C++ redistributables x86 for 2010, 2012, 2013, and 2019

Senstar Symphony Web Client requirements

Component	Requirements
Browser	One of the following: • Chrome • Firefox • Microsoft Edge

Senstar Symphony Database requirements

Senstar Symphony includes installers for both Microsoft SQL Server Express and PostgreSQL.

Important: You should upgrade from the Microsoft SQL Server Express to the Microsoft SQL Server Standard or the Microsoft SQL Server Enterprise if your environment exceeds any of the following:

- 250 cameras
- 50 users
- 3 servers

Contact the Senstar regional sales support for more information.

Component	Requirements
Database software	One of the following: • Microsoft SQL Server 2016 (x64) • Microsoft SQL Server 2017 (x64) • Microsoft SQL Server 2019 (x64) • Microsoft SQL Server 2022 (x64) • PostgreSQL 9.6.x • PostgreSQL 12.3.x **Important:** The Senstar Symphony Server 8.11 only supports 64-bit versions of the Microsoft SQL Server and you must upgrade the Microsoft SQL Server before upgrading to the Senstar Symphony Server 8.11. • For information about upgrading from 32-bit versions of the Microsoft SQL Server to 64-bit versions of the Microsoft SQL Server, see Upgrade SQL Server. • For help with upgrading from 32-bit versions of the Microsoft SQL Server to 64-bit versions of the Microsoft SQL Server, see KB 10575. **Important:** If you are using the Microsoft SQL Server, Senstar recommends that you use the default collation setting (SQL_Latin1_General_CP1_CI_AS).
Network	All of the following: • Located on the same local network as the Senstar Symphony Server • 100 Mbps or greater

Component	Requirements

User permissions	If you do not use the default user account for Microsoft SQL Server, the user account that you use must have the following permissions.
	• To create the Senstar Symphony Database:
	  • dbcreator
	• Minimum permissions to use the Senstar Symphony Database:
	  • db_backupoperator
	  • db_ddladmin
	  • db_datawriter
	  • db_datareader
	The user account that you use for PostgreSQL must have the following permissions.
	• To create the Senstar Symphony Database:
	  • SUPERUSER
	• Minimum permissions to use the Senstar Symphony Database:
	  • LOGIN
	  • NOSUPERUSER
	  • INHERIT
	  • NOCREATEDB
	  • NOCREATEROLE
	  • NOREPLICATION
	  • GRANT ALL ON SCHEMA "public" TO "testDBUser";
	  • GRANT ALL ON ALL TABLES IN SCHEMA "public" TO "testDBUser";
	  • GRANT USAGE, SELECT ON ALL SEQUENCES IN SCHEMA public to "testDBUser";

Installation

You can install the Senstar Symphony Server as a standalone server or as part of a server farm.

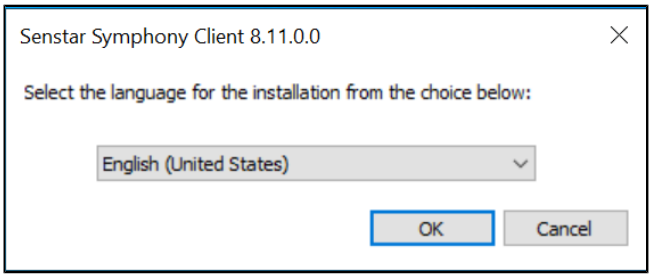
For standalone server installations, you install the Senstar Symphony Server and either install the included database server or configure the Senstar Symphony Server to connect to an existing database server.

For server farm installations, you install the first Senstar Symphony Server and either install the included database server or configure the Senstar Symphony Server to connect to an existing database server. When you install subsequent Senstar Symphony Server instances, you configure those instances to use the same Senstar Symphony Database.

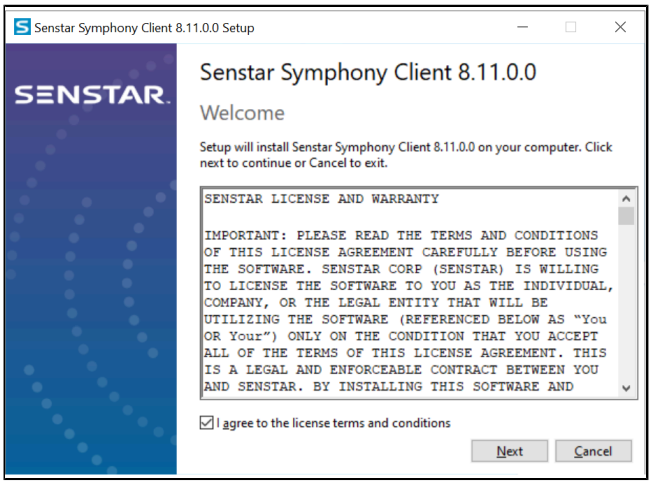
Install the Senstar Symphony Server

Install the Senstar Symphony Server on a dedicated computer.

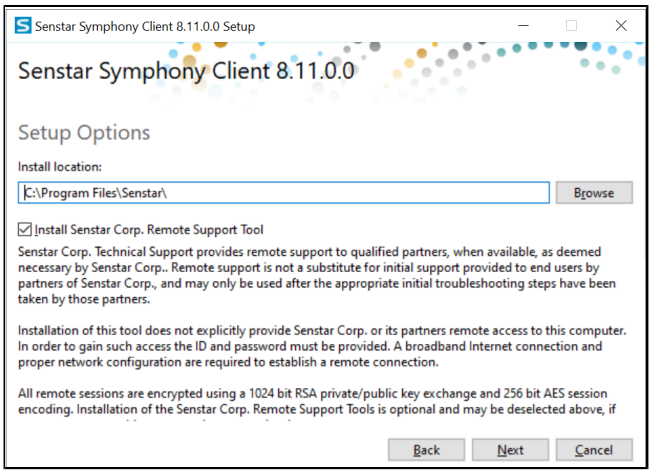
1. Download and run the installer.
2. Select your language and click **OK**.



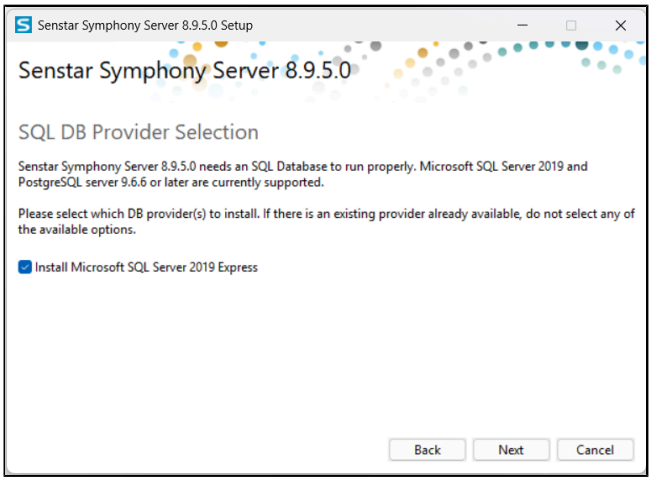
3. On the **Welcome** screen, review the license terms and conditions and select **I agree to the license terms and conditions** and click **Next**.



4. On the **Setup Options** screen, define the installation location, select whether to install the Remote Support Tool, and click **Next**.



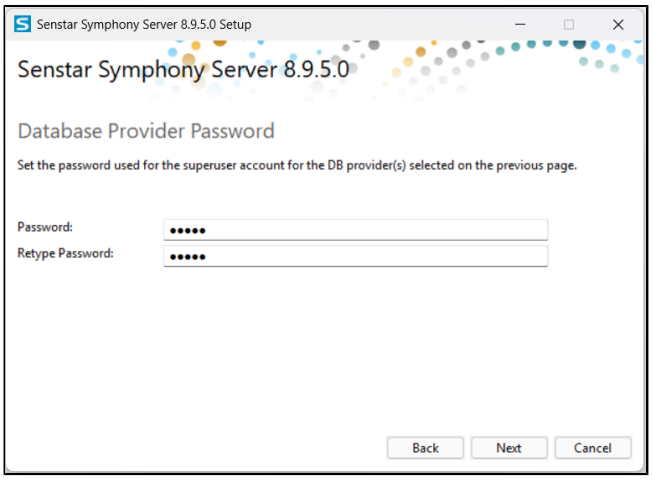
5. On the **Database Options** screen, select the database servers to install and click **Next**.



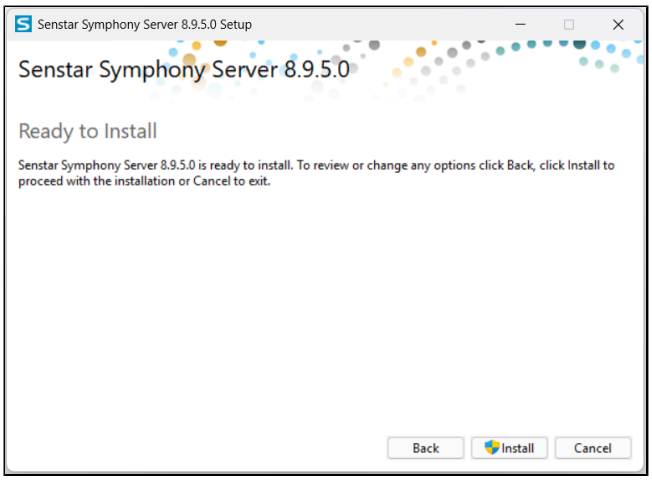
The following table outlines the suggested installation options for different configurations:

Configuration	Database option
You are installing a Senstar Symphony Server and you do not already have an existing database server.	Install one of the included database servers.
You are installing a Senstar Symphony Server and you already have an existing database server.	Do not install one of the included database servers.
You are installing the first Senstar Symphony Server in a server farm and you do not have an existing database server.	Install one of the included database servers.
You are installing the first Senstar Symphony Server in a server farm and you already have an existing database server.	Do not install one of the included database servers.
You are installing an additional Senstar Symphony Server in a server farm.	Do not install one of the included database servers.

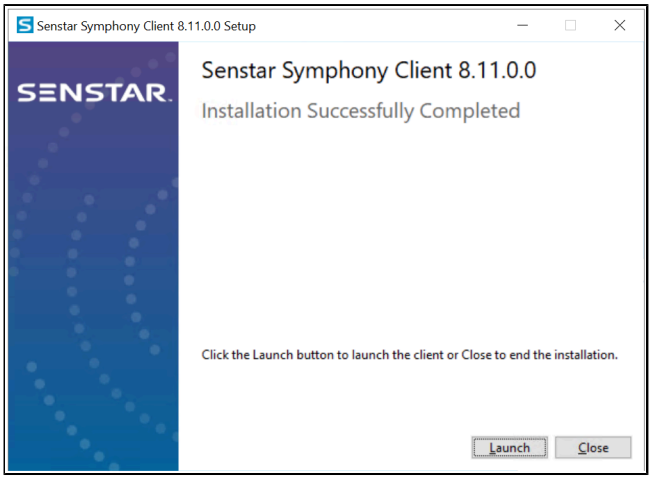
6. If you selected a database server to install, type and confirm a password for the database and click **Next**.
   You must choose a password that complies with the SQL Server password policy.



7. Click **Install**.



8. When the installation is complete, click **Close**.



Install the Senstar Symphony Client

Install and use the Senstar Symphony Client on any computer that can connect to a Senstar Symphony Server.

The Senstar Symphony Client is installed by default with the Senstar Symphony Server.

1. Download and run the installer.
2. Select your language and click **OK**.
3. On the **Welcome** screen, review the license terms and conditions and select **I agree to the license terms and conditions** and click **Next**.
4. On the **Setup Options** screen, define the installation location, select whether to install the Remote Support Tool, and click **Next**.
5. Click **Install**.
6. Click **Launch** or **Close**.

Install a Senstar Symphony video analytic

Install a video analytic on the computer that hosts the Senstar Symphony Server.

1. Download and run the installer.
2. On the **Welcome** screen, review the license terms and conditions and select **I agree to the license terms and conditions**.
3. Click **Next**.
4. Click **Install**.
5. When the installation is complete, click **Close**.

Install the Senstar Symphony Automatic License Plate Recognition Peripheral video analytic

Install Automatic License Plate Recognition Peripheral video analytic on the computer that hosts the Senstar Symphony Server to which the cameras that will run the video analytic connect.

1. Download and run the Automatic License Plate Recognition Peripheral installer on the computer that hosts the Senstar Symphony Server.
2. Read and agree to the license terms and conditions.
3. Click **Next**.
4. Click **Install**.
5. If you are prompted to install device software from ARH, click **Install**.
6. Plug the hardware key into a USB port on the server.
7. Click **Launch**.
8. If two different versions of the hardware key are plugged into the computer, select which hardware key to use.
9. In the region list, select the regions to install and click **Install Region(s)**.

   Note: You must select all the regions that you want to use even if the Automatic License Plate Recognition Peripheral video analytic was using the region in a previous version.
10. Click **Exit**.

Install the Senstar Symphony Face Recognition video analytic

Install the Face Recognition video analytic on the computer that hosts the Senstar Symphony Server to which the cameras that will run the video analytic connect.

1. Download and run the installer.
2. On the **Welcome** screen, review the license terms and conditions and select **I agree to the license terms and conditions**.
3. Click **Next**.
4. Click **Install**.
5. When the installation is complete, press **Close**.

Uninstall the Senstar Symphony software

Uninstall Senstar Symphony software using the Programs and Features functionality of the Control Panel in Windows.

1. On the computer that hosts the Senstar Symphony software, open the **Control Panel** and click **Programs and Features**.
2. In the **Programs and Features** list, click the Senstar Symphony software that you want to uninstall.
3. Click **Uninstall**.
4. Click **Close**.

Upgrade

Update Senstar Symphony by running the full installer or the upgrade installer.

Before upgrading, perform a backup of your existing installation. The upgrade installer verifies installation types: Senstar Symphony Server, Senstar Symphony Client, and Senstar Symphony Player. If an incorrect installation is detected, you are prompted with a message about the type of product and installation currently running. The upgrade will stop after you click OK.

When upgrading a server farm with multiple servers you must do the following:

- Upgrade all servers to the same version.
- Upgrade 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.

Upgrade paths

Senstar Symphony supports the following upgrade paths.

To upgrade between two releases with the same major and minor versions (for example, 8.11.4 to 8.11.5), use an upgrade installer. To upgrade between two releases with different major or minor versions (for example, 8.10.x to 8.11.x or 7.6.x to 8.11.x), use a full installer.

Current version	Upgrade process
Senstar Symphony 8.10.x	You can upgrade directly to Senstar Symphony 8.11.x
Senstar Symphony 8.9.x	You can upgrade directly to Senstar Symphony 8.11.x
Senstar Symphony 8.8.x	You can upgrade directly to Senstar Symphony 8.11.x
Senstar Symphony 8.7.x	You can upgrade directly to Senstar Symphony 8.11.x
Senstar Symphony 8.6.x	You can upgrade directly to Senstar Symphony 8.11.x
Senstar Symphony 8.5.x	You can upgrade directly to Senstar Symphony 8.11.x
Senstar Symphony 8.4.x	You can upgrade directly to Senstar Symphony 8.11.x
Senstar Symphony 8.3.x	You can upgrade directly to Senstar Symphony 8.11.x
Senstar Symphony 8.2.x	You can upgrade directly to Senstar Symphony 8.11.x
Senstar Symphony 8.1.x	You can upgrade directly to Senstar Symphony 8.11.x
Senstar Symphony 8.0.x	You can upgrade directly to Senstar Symphony 8.11.x
Senstar Symphony 7.6.x.	You can upgrade directly to Senstar Symphony 8.11.x
Senstar Symphony 7.5.x	You cannot upgrade directly to Senstar Symphony 8.11.x Upgrade to Senstar Symphony 7.6.x first.
Senstar Symphony 7.4.x	You cannot upgrade directly to Senstar Symphony 8.11.x Upgrade to Senstar Symphony 7.6.x first.

Current version	Upgrade process
Senstar Symphony 7.3.x	You cannot upgrade directly to Senstar Symphony 8.11.x Upgrade to Senstar Symphony 7.6.x first.
Senstar Symphony 7.2.x	You cannot upgrade directly to Senstar Symphony 8.11.x Upgrade to Senstar Symphony 7.6.x first.
Senstar Symphony 7.1.x	You cannot upgrade directly to Senstar Symphony 8.11.x Upgrade to Senstar Symphony 7.6.x first.
Senstar Symphony 7.0.x	You cannot upgrade directly to Senstar Symphony 8.11.x Upgrade to Senstar Symphony 7.6.x first.
Senstar Symphony 6.14.x	You cannot upgrade directly to Senstar Symphony 8.11.x Upgrade to Senstar Symphony 7.0.x and then to Senstar Symphony 7.6.x first.

Configuration

Configure the Senstar Symphony Server as a standalone server or as part of a server farm.

To configure a Senstar Symphony Server as a standalone server or as the first server in a server farm, configure the Senstar Symphony Server to connect to the database server included in the installation.

To configure Senstar Symphony Server as part of a server farm, configure the Senstar Symphony Server to connect to an existing Senstar Symphony Database.

Set up the Senstar Symphony Server

Use the setup wizard to configure the Senstar Symphony Server.

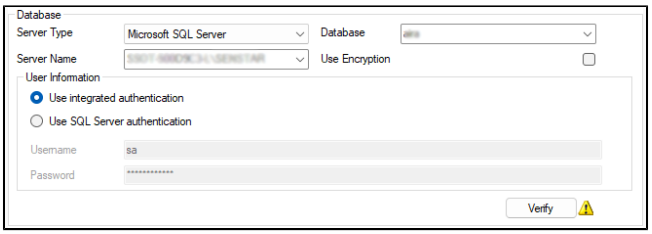
The setup wizard starts automatically after the installation finishes. You can also launch the setup wizard from the start menu.

1. Configure the database.
2. Register the license.

   If the Senstar Symphony Server is connected to the Internet, you can register online. If the Senstar Symphony Server is not connected to the Internet, you must register offline using a computer that is connected to the Internet and the Senstar Xnet.
3. Configure security.
4. Configure paths.
5. Configure networking.
6. When you have finished configuring the Senstar Symphony Server or finished making changes, click **Apply**.

Configure the database

Use the Senstar Symphony setup wizard to configure the Senstar Symphony Database.



1. If necessary, click **Edit**.
2. In the **Server Type** list, select the type of database server that you want to use for the Senstar Symphony Database.
3. In the **Server Name** list, select the database server.
4. In the **Database** lsit, select the database.
5. To encrypt the Senstar Symphony Database, select the **Use Encryption** box.
6. To select the authentication to use with the database server, perform one of the following tasks:
   - To use integrated authentication, select **Use integrated authentication**.

     Integrated authentication uses Windows authentication to give the Senstar Symphony Server access to the database.
   - To use Microsoft SQL Server authentication, select **Use SQL Server authentication**.

     Microsoft SQL Server authentication uses an account created on the database server. The Senstar Symphony Server accesses the database using the account credentials.

7. If you select **Use SQL Server authentication**, type the username and password for the account.
8. Click **Verify**.

Register online

If the Senstar Symphony Server is connected to the Internet, you can perform an online registration.

The setup wizard will connect to Senstar Xnet for license allocation.

1. In the **License Registration** section on the **Farm Configuration** tab, select **I'm Online**.
2. In the **Farm Name** field, perform one of the following tasks:
   - Type the name of an existing server farm to add the Senstar Symphony Server to that server farm.
   - Type a new name to create a new server farm and add the Senstar Symphony Server to the new farm.
3. Type your Senstar Xnet username and password.
4. To license the Senstar Symphony Server for a trial period, select **Trial Farm.**
5. To add licenses to your Senstar Symphony Server, perform the following tasks:
   a) Click **Allocate Licenses.**
   b) In the requested allocation column, type the number of licenses to allocate to the Senstar Symphony Server.
   c) Click **OK.**
6. Click **Verify**.

Register offline

If your Senstar Symphony Server is not connected to the Internet, you can perform an offline registration.

To perform an offline registration, you will need another computer that is connected to the Internet.

1. In the **License Registration** section on the **Farm Configuration** tab, select **I'm Offline**.
2. Click **Save Registration Key to File**, select a location for the file, and click **Save**.
3. Copy the registration key file to a computer with access to the Internet and log in to Senstar Xnet.
4. On the **Account Management** tab, under **Farms/Servers**, click **Add +**.
5. Click **Offline Install**.
6. Under the applicable Senstar Symphony version, click **Continue**.
7. In the **Login Credentials**, select the user account to use for the new server or farm.
8. In the **Farm/Server Name** field, type the name of the server or farm.
9. In the **Registration File** field, click **Browse**, navigate to the registration key file, and click **Open**.
10. Select whether to register a trial server or farm, or a licensed server or farm.
11. Click **Create Farm/Server**.

Configure security

Use the Senstar Symphony setup wizard to configure how the Senstar Symphony Server authenticates users.

1. In the **Security Mode** pane, perform one of the following tasks:
   - To use user accounts that you create in the Senstar Symphony Server configuration interface, select **Senstar Symphony Security**.
   - To use user accounts that are in your Active Directory domain, select **Active Directory Integration** and either type the URL in the **LDAP URL** field or click **Auto Discover**.
2. In the **Administrative User** pane, perform the following tasks:

a) In the **User Name** field, type the user name of the account that you want to use as the initial administrative user.
b) In the **Password** field, type the password for the user account.
c) In the **Retype password** field, confirm the password for the user account.

If you use Active Directory, the information that you add in this step must match an Active Directory user. If you use Senstar Symphony security, the information that you add in this step creates the initial administrator user.

3. Click **Verify**.

Configure paths

Use the Senstar Symphony setup wizard to configure where the Senstar Symphony Server stores data and what it includes in log files.

1. Click the **Server Configuration** tab.
2. In the **Data Path** field, type or browse to the path to which you want the Senstar Symphony Server to save video files.
3. In the **Log Path** field, type or browse to the path to which you want the Senstar Symphony Server to save log files.
4. On the **Log Level** slider, select how much information that you want the Senstar Symphony Server to include in log files.
5. To select the diagnostic log level, move the **Log Level** slider to **High** and then select **Diagnostic**.
6. Click **Verify**.

Configure networking

Use the Senstar Symphony setup wizard to configure the ports and SSL certificates for the Senstar Symphony Server. This topic applies to the Senstar Symphony Server 8.6.1 and later.

If you are configuring the certificates for a Senstar Symphony Server farm, you should have the setup wizard generate SSL certificates (the third option in step 3.) for the first Senstar Symphony Server. This establishes the first Senstar Symphony Server as the certificate authority, from which you can export the certificate authority certificate. For each subsequent Senstar Symphony Server in the server farm, import the certificate authority certificate that you generate for the first Senstar Symphony Server and select an SSL certificate authority (the second option in step 3.) and the select the imported certificate authority certificate from the first Senstar Symphony Server. This allows mobile devices to connect to every Senstar Symphony Server in the farm.

1. To allow the Senstar Symphony Server to modify the dynamic port range settings in Windows.

   The allocation range that Windows uses overlaps with the ports that Senstar Symphony Server uses. This setting allows Senstar Symphony Server to adjust the range to minimize port conflicts.
2. In the **Port** field, specify the configuration port for the Senstar Symphony Server to use.
3. To configure the SSL certificate that the Senstar Symphony Server uses for mobile connections, complete one of the following tasks:

   - To use an existing SSL certificate, select **Select an SSL certificate** and select the certificate in the list.

     This option allows you to select an SSL certificate from the list of SSL certificates installed on the computer that hosts the Senstar Symphony Server.
   - To use an SSL certificate authority, select **Select an SSL certificate authority** and select the certificate authority in the list.

     This option allows you to select a certificate authority from the list of certificate authority certificates installed on the computer that hosts the Senstar Symphony Server. If you select this

option, the Senstar Symphony Server generates an SSL certificate using the certificate authority that you select.

- To generate an SSL certificate, select **Have the setup wizard generate SSL certificates** and type your domain or IP address in the **Domain name** field.

  This option establishes the Senstar Symphony Server as a certificate authority for creating self-signed SSL certificates. When you select this option, the Senstar Symphony Server generates both a certificate authority certificate and an SSL certificate.

4. Click **Verify**.

Set up the Senstar Symphony Server 8.11.0

Use the setup wizard to configure the Senstar Symphony Server. This topic applies to Senstar Symphony Server 8.11.0.

The setup wizard starts automatically after the installation finishes. You can also launch the setup wizard from the start menu.

1. In the **Database** section on the **Farm Configuration** tab, perform the following tasks:
   a) Select the type of database server.
   b) Type or select the name of the database server.
   c) Type or select the name of the database.
   d) Select whether to use integrated authentication or database authentication.
   e) If you select database authentication, type the username and password.

      The username is `sa` for Microsoft SQL Server and `postgres` for PostgreSQL. The database authentication password is set during installation.
   f) Click **Verify**.
2. In the **License Registration** section on the **Farm Configuration** tab, perform the following tasks:
   a) Select whether to perform an online or offline registration.
   b) Register the Senstar Symphony Server.
   c) Click **Verify**.
3. In the **Senstar Symphony Security** section on the **Farm Configuration** tab, perform the following tasks:
   a) Select whether to use **Senstar Symphony Security** or Active Directory integration.
   b) If you select Active Directory integration, configure the Active Directory integration.
   c) Type a username and password for the Senstar Symphony administrative user.

      If you use **Senstar Symphony Security**, Senstar Symphony creates the administrative user. If you use Active Directory integration, type the username and password for the Active Directory user who acts as the administrative user.
   d) Click **Verify**.
4. In the **Paths** section on the **Server Configuration** tab, perform the following tasks:
   a) In the **Data Path** field, specify the default location for the storage of footage files.
   b) In the **Log Path** field, specify the default location for the storage of log files.
   c) Using the **Log Level** slider, select the log level.

      If you select the high log level, you can additionally select **Diagnostic** to include diagnostic information in the log files.
   d) Click **Verify**.
5. In the **Networking** section on the **Server Configuration** tab, perform the following tasks:
   a) Click **Edit**.

b) Select whether to allow Senstar Symphony to modify the dynamic port range settings in Windows.

The allocation range that Windows uses overlaps with the ports that Senstar Symphony uses. This setting allows Senstar Symphony to adjust the range to minimize port conflicts.

6. Click **Apply**.

Enable remote connections to the Microsoft SQL Server

If you are using an existing Microsoft SQL Server for the Senstar Symphony Database for a server farm and not the included Microsoft SQL Server, you must enable remote connections on the Microsoft SQL Server database.

For more information on allowing remote connections to existing installations of Microsoft SQL Server, see Microsoft SQL Documentation.

Enable remote connections to the PostgreSQL database

If the PostgreSQL database is on a different computer than the computer that hosts the Senstar Symphony Server, you must enable remote connections for the PostgreSQL database.

You must add an entry for each Senstar Symphony Server that connects to the PostgreSQL database. This task assumes that you assign static IP addresses to each Senstar Symphony Server.

1. On the computer that host the PostgreSQL database, open `PostgreSQL\9.6\data\pg_hba.conf`.
2. In the IPv4 local connections list in the `pg_hba.conf` field, add the following value:

```
host    all    all    Senstar Symphony Server IP Address/32    md5
```

Where *Senstar Symphony Server IP Address* is the IP address of the computer that hosts the Senstar Symphony Server.

3. Save the `pg_hba.conf` file.

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