SENSTAR™

Senstar Symphony

8.5.x

Installation Guide

Contents

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. You can access the Senstar Symphony Server configuration interface directly in a browser or from the Senstar Symphony Client interface.

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 Estimator.

Senstar Symphony Server requirements

Component	Requirements
Hardware	All of the following: • Intel CPU or AMD CPU with multiple cores that supports SSE2 • 2 GB available disk space (minimum) • 4 GB RAM (minimum)
Operating system	One of the following: • Windows 10 version 1809 or later • Windows 11 • Windows Server 2019 • Windows Server 2022 ⚠️ **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

Senstar Symphony Client requirements

Component	Requirements
Hardware	All of the following: • 2 GHZ CPU (minimum) • 500 MB

Component	Requirements
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)
	• PostgreSQL 9.6.x
	• PostgreSQL 12.3.x
	
	⚠ **Important:** The Senstar Symphony Server 8.1 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 8.1.
	
	  • 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";

SENSTAR™

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**.

Configuration	Database option
Standalone Senstar Symphony Server without an existing database server	Install one of the included database servers.
Standalone Senstar Symphony Server with an existing database server	Do not install one of the included database servers.
First Senstar Symphony Server in a server farm without an existing database server	Install one of the included database servers.
First Senstar Symphony Server in a server farm with an existing database server	Do not install one of the included database servers.
Subsequent 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**.
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, 7.6.1 to 7.6.2), use an upgrade installer. To upgrade between two releases with different major or minor versions (for example, 7.5.x to 7.6.x or 7.6.x to 8.0.x), use a full installer.

Current version	Upgrade process
Senstar Symphony 8.4.x	You can upgrade directly to Senstar Symphony 8.5.x
Senstar Symphony 8.3.x	You can upgrade directly to Senstar Symphony 8.5.x
Senstar Symphony 8.2.x	You can upgrade directly to Senstar Symphony 8.5.x
Senstar Symphony 8.1.x	You can upgrade directly to Senstar Symphony 8.5.x
Senstar Symphony 8.0.x	You can upgrade directly to Senstar Symphony 8.5.x
Senstar Symphony 7.6.x.	You can upgrade directly to Senstar Symphony 8.5.x
Senstar Symphony 7.5.x	You cannot upgrade directly to Senstar Symphony 8.5.x Upgrade to Senstar Symphony 7.6.x first.
Senstar Symphony 7.4.x	You cannot upgrade directly to Senstar Symphony 8.5.x Upgrade to Senstar Symphony 7.6.x first.
Senstar Symphony 7.3.x	You cannot upgrade directly to Senstar Symphony 8.5.x Upgrade to Senstar Symphony 7.6.x first.
Senstar Symphony 7.2.x	You cannot upgrade directly to Senstar Symphony 8.5.x Upgrade to Senstar Symphony 7.6.x first.
Senstar Symphony 7.1.x	You cannot upgrade directly to Senstar Symphony 8.5.x Upgrade to Senstar Symphony 7.6.x first.

Current version	Upgrade process
Senstar Symphony 7.0.x	You cannot upgrade directly to Senstar Symphony 8.5.x Upgrade to Senstar Symphony 7.6.x first.
Senstar Symphony 6.14.x	You cannot upgrade directly to Senstar Symphony 8.5.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. 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**.

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**.

Integrate with Active Directory

You can configure the Senstar Symphony Server to integrate with the Active Directory domain.

You can integrate the Senstar Symphony Server with Active Directory during installation of the the Senstar Symphony Server or after installation by using the Senstar Symphony setup wizard.

The Senstar Symphony Server connects to the Active Directory Global Catalog for user and group synchronization. In the Senstar Symphony Server configuration interface, you create groups and associate those groups with groups in Active Directory.

In addition, the Senstar Symphony Server connects to an Active Directory user as the default administrative user.

1. In the **Symphony Security Security** section on the **Farm Configuration** tab, click **Edit**.
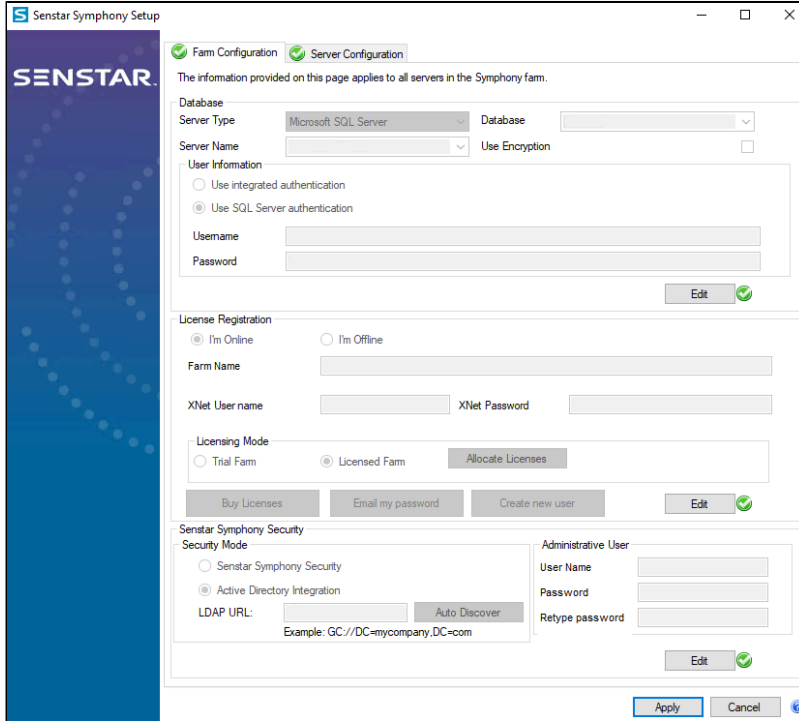
2. Select **Active Directory Integration**.
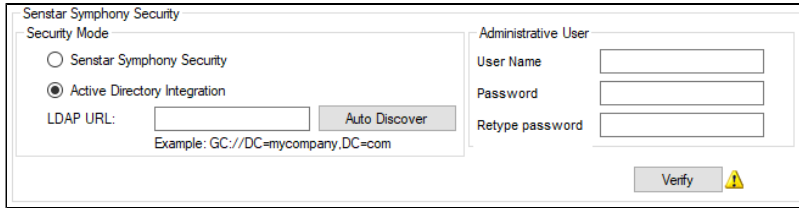
3. In the **LDAP URL** field, perform one of the following tasks:

   • Type the URL for the LDAP global catalog.
   • Click **Auto Discover** to automatically detect the LDAP global catalog.

4. Type a username and password of the Active Directory user who acts as the default administrative user for the Senstar Symphony Server.

5. Click **Verify**.

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.

Legal information