

Senstar Symphony Common Operating Platform

Installation Guide

Version 8.12

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This guide explains how to install, upgrade, and configure Senstar Symphony 8.12.

Contents

Section	Description
Introduction	Overview of Senstar Symphony, its components, and the Senstar Xnet portal.
Requirements	Hardware, operating system, browser, and database requirements.
Installation	Install the Server, Windows Client, video analytics, and peripherals.
Upgrade	Upgrade an existing Senstar Symphony deployment and supported upgrade paths.
Configuration	Configure the Server as a standalone server or as part of a server farm.
Legal Information	Copyright and trademark notices.

Introduction

Senstar Symphony installs on standard IT hardware and can reside on a single computer or on multiple computers in a server farm. A Symphony installation consists of the following components:

- **Server** — manages devices, security, rules, sites, and settings. You configure it using the browser-based configuration interface as well as the Windows-based setup wizard.
- **Windows Client** — monitors cameras, manages video, generates reports, and configures alarms. It is installed automatically with the Senstar Symphony Server, and you can also install it on additional computers that connect to the Senstar Symphony Server.
- **Web Client** — provides functionality similar to the Senstar Symphony Windows Client in a web browser, without requiring installed software. It is included on the server.
- **Player** — a Windows application that plays video files that you export from the Senstar Symphony Windows Client.

Senstar Xnet

Before you install Senstar Symphony, use Xnet, Senstar's online portal to download the software and order the software licenses that you need. You can also use Xnet to manage accounts and access technical support. 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 information about hardware requirements for specific deployment scenarios, see the [Hardware Estimator](#).

Server

Component	Requirements
Hardware	All of the following: • Intel CPU or AMD CPU with multiple cores that supports SSE2 • 15 GB available disk space (minimum) • 8 GB RAM (minimum)
Operating system	One of the following: • Windows 10 version 1809 or later • Windows 11 • Windows 11 IoT Enterprise version 23H2 or later • Windows Server 2019 • Windows Server 2022 • Windows Server 2025  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 • 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 includes the CUDA 11 runtime libraries. To use GPU-based video analytics with an NVIDIA GeForce RTX 50-series GPU, you must separately install the NVIDIA CUDA Toolkit 12 on the computer that hosts the Server.

Windows Client

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 • Windows Server 2025
Browser	For functions in the Senstar Symphony Windows 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 • Microsoft Visual Studio C++ redistributables x86 for 2010, 2012, 2013, and 2019

Web Client

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

Database

Senstar Symphony includes an installer for Microsoft SQL Server Express.



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

- 250 cameras
- 50 users
- 3 servers

Contact 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) • Microsoft SQL Server 2025 (x64)  The Senstar Symphony Server 8.12 only supports 64-bit versions of Microsoft SQL Server. You must upgrade Microsoft SQL Server before upgrading to the Senstar Symphony Server 8.12. • For information about upgrading from 32-bit versions of Microsoft SQL Server to 64-bit versions of Microsoft SQL Server, see Upgrade SQL Server. • For help with upgrading from 32-bit versions of Microsoft SQL Server to 64-bit versions of Microsoft SQL Server, see KB 10575.  If you are using 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
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

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.

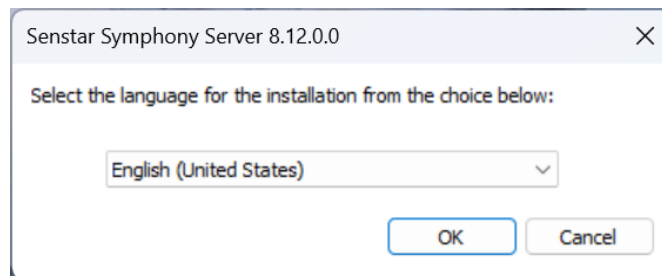
Topics

- Install Server
- Install Windows Client
- Install a Video Analytic
- Install Automatic License Plate Recognition Peripheral Video Analytic
- Install Face Recognition Video Analytic
- Uninstall Senstar Symphony

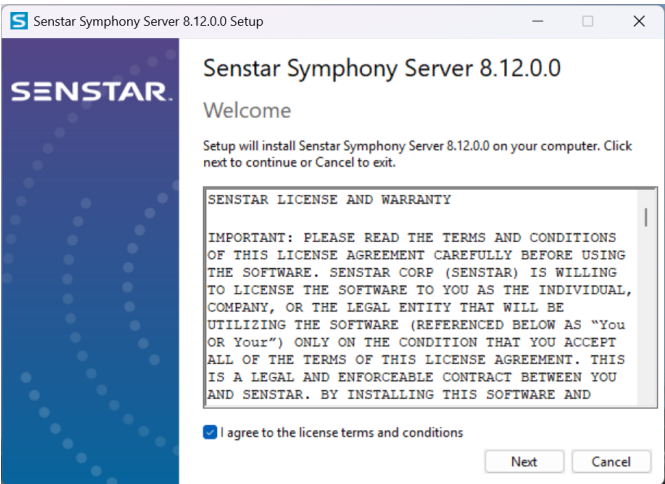
Install Server

Install the Senstar Symphony Server on a dedicated computer.

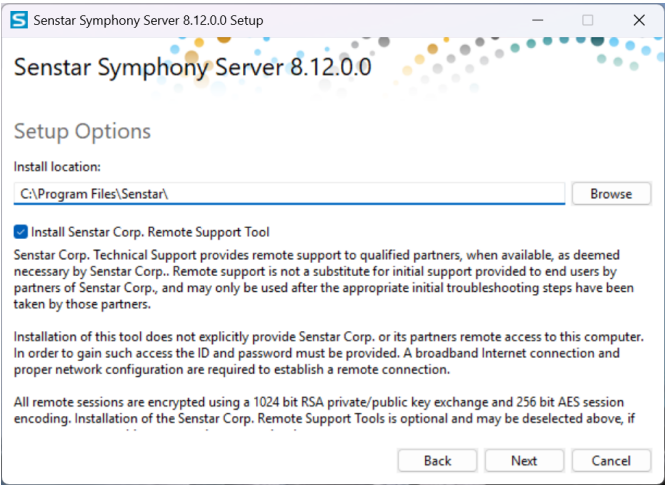
1. Download and run the installer.
2. On the language selection dialog, select the language for the installation and click **OK**.



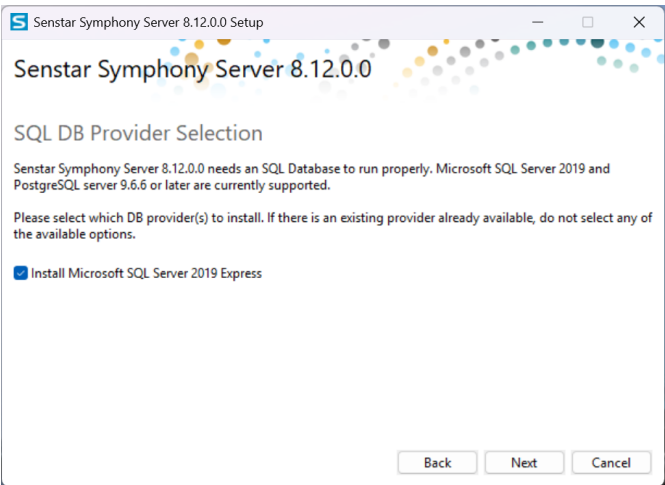
3. On the **Welcome** screen, review the license terms and conditions, select **I agree to the license terms and conditions**, and click **Next**.



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



5. On the **SQL DB Provider Selection** 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.

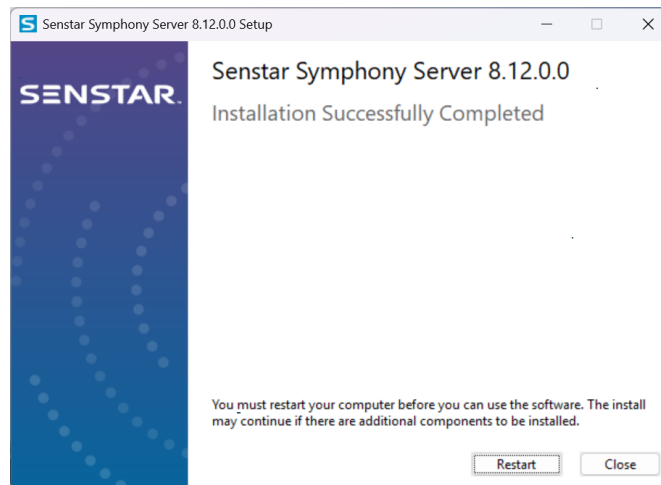
6. If you selected a database server to install, on the **Database Provider Password** screen, type and confirm a password for the database and click **Next**.

You must choose a password that complies with the SQL Server password policy.

7. Click **Install**.

8. When the installation is complete, you must restart the computer before you can use the software.

Click **Restart** to restart the computer now, or click **Close** to restart later.

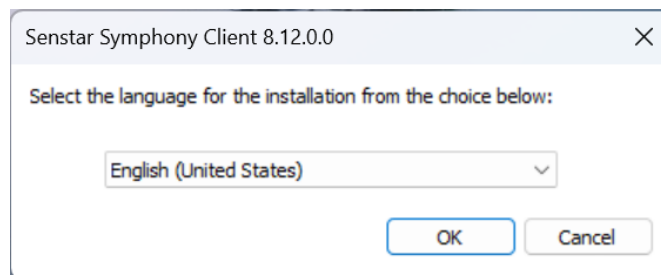


Install Windows Client

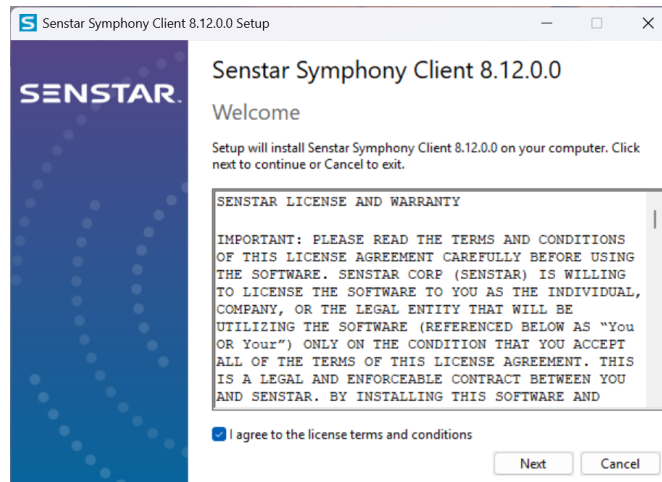
Install and use the Senstar Symphony Windows Client on any computer that can connect to a Senstar Symphony Server.

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

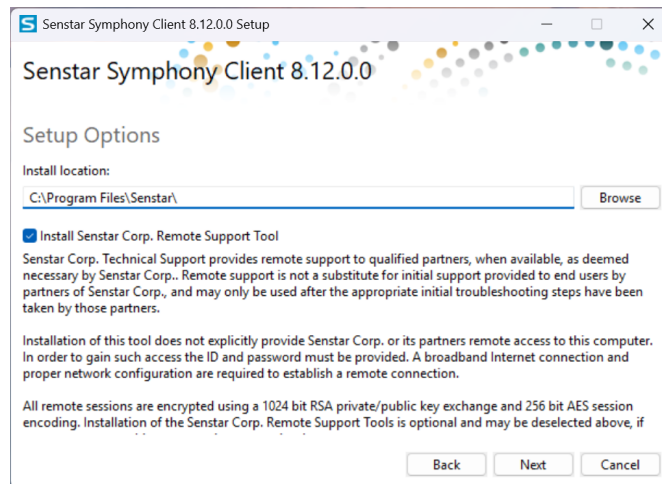
1. Download and run the installer.
2. Select your language and click **OK**.



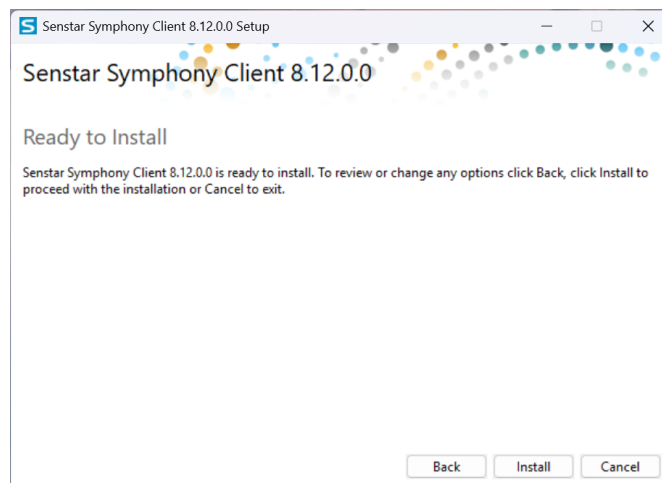
3. On the **Welcome** screen, review the license terms and conditions, select **I agree to the license terms and conditions**, and click **Next**.



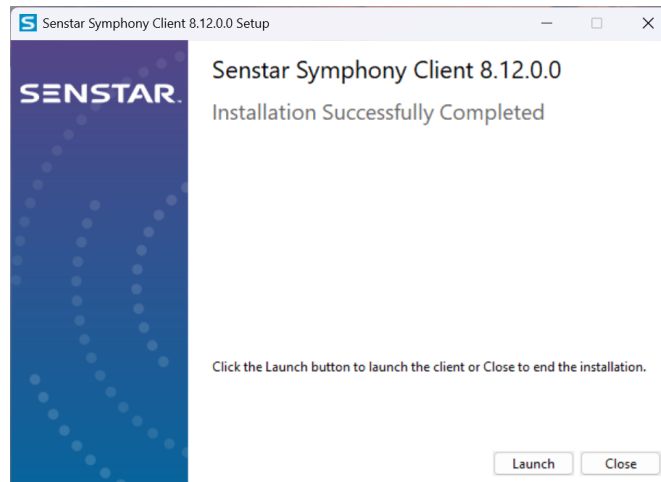
4. On the **Setup Options** screen, define the installation location, select whether to install the Remote Support Tool, and click **Next**.



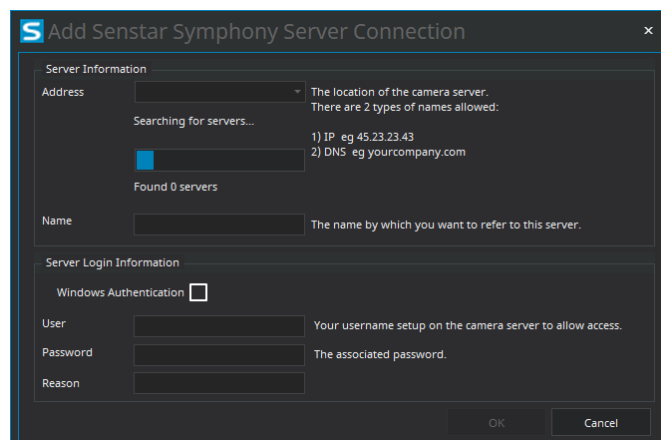
5. Click **Install**.



6. Click **Launch** or **Close**.



7. When you launch the Windows Client for the first time, the **Add Senstar Symphony Server Connection** dialog opens. Connect to a Senstar Symphony Server:



- In the **Address** field, select the Senstar Symphony Server from the list of discovered servers, or type its IP address or DNS name.
- In the **Name** field, type a meaningful name for the Senstar Symphony Server.
This name appears in the server list in the client interface.
- To log in to the Senstar Symphony Server, either select **Windows Authentication**, or type your username and password.
- Click **OK**.

Install a Video Analytic

Video analytic packs are installed on the server that hosts the cameras:

- Download and run the installer
- On the **Welcome** screen, review the license terms and conditions and select **I agree to the license terms and conditions**.
- Click **Next**.

4. Click **Install**.
5. When the installation is complete, click **Close**.

Install Automatic License Plate Recognition Peripheral Video Analytic

Install the 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)**.



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 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 Senstar Symphony

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 the installation type (Server, Client, 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 perform the following tasks:

- 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.



After upgrading the Server, you should refresh any Symphony web pages to update any cached content to ensure the pages function properly.

Topics

- Upgrade Paths

Upgrade Paths

Senstar Symphony supports the following upgrade paths.

To upgrade between two releases with the same major and minor versions (for example, 8.12.0 to 8.12.1), 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 8.11.x Senstar Symphony 8.10.x Senstar Symphony 8.9.x Senstar Symphony 8.8.x Senstar Symphony 8.7.x Senstar Symphony 8.6.x Senstar Symphony 8.5.x Senstar Symphony 8.4.x Senstar Symphony 8.3.x Senstar Symphony 8.2.x Senstar Symphony 8.1.x Senstar Symphony 8.0.x Senstar Symphony 7.6.x	You can upgrade directly to 8.12.x
Senstar Symphony 7.5.x Senstar Symphony 7.4.x Senstar Symphony 7.3.x Senstar Symphony 7.2.x Senstar Symphony 7.1.x Senstar Symphony 7.0.x	You cannot upgrade directly to 8.12.x. Upgrade first to 7.6.x.
Senstar Symphony 6.14.x	You cannot upgrade directly to 8.12.x. Upgrade first to 7.0.x and then to 7.6.x.

Configuration

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

1. To configure a server as a standalone server or as the first server in a server farm, configure it to connect to the database server included in the installation.
2. To configure a server as part of a server farm, configure it to connect to an existing database.

Topics

- Set Up the Senstar Symphony Server
 - Configure the Database
 - Register Online
 - Register Offline
 - Configure Security
 - Configure Paths
 - Configure Networking
- Enable Remote Connections to the Microsoft SQL Server

Set Up the Senstar Symphony Server

Use the Symphony Setup Wizard to configure the database, registration, and user authentication settings on the server.

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

1. In the **Database** section on the **Farm Configuration** tab, perform the following tasks:
 - a. Type or select the name of the database server.
 - b. Type or select the name of the database.
 - c. Select whether to use integrated authentication or database authentication.
 - d. If you select database authentication, type the username and password.
The username is sa for Microsoft SQL Server. The database authentication password is set during installation.
 - e. 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:

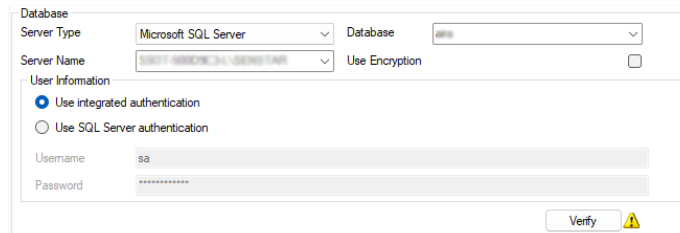
- a. Click **Edit**.
- b. Select whether to allow Senstar Symphony to modify the dynamic port range settings in Windows.

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**.

Configure the Database

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

The screenshot shows a configuration window titled "Database". It contains several fields and options: "Server Type" is set to "Microsoft SQL Server"; "Database" is set to "master"; "Server Name" is set to "localhost\SQLEXPRESS"; "Use Encryption" is unchecked. Below these is a "User Information" section with two radio buttons: "Use integrated authentication" (selected) and "Use SQL Server authentication". Under "Use integrated authentication", the "Username" field is set to "sa" and the "Password" field is masked with asterisks. A "Verify" button with a warning icon is at the bottom right.

1. If necessary, click **Edit**.
2. In the **Server Name** list, select the database server.
3. In the **Database** list, select the database.
4. To encrypt the Senstar Symphony Database, select the **Use Encryption** box.
5. 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.

6. If you select **Use SQL Server authentication**, type the username and password for the account.
7. 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 **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. In the **Log Archive Path** field, type or browse to the path to which you want the Senstar Symphony Server to save archived log files.
5. To collect log errors in the archive path, select **Collect Log Errors in Archive Path** and type a password in the **Error Log Password** field.
6. On the **Log Level** slider, select how much information you want the Senstar Symphony Server to include in log files.
7. To select the diagnostic log level, move the **Log Level** slider to **High** and then select **Diagnostic**.
8. 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 generated for the first Senstar Symphony Server and select an SSL certificate authority (the second option in step 3) and 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 the Senstar Symphony Server to adjust the range to minimize port conflicts.

2. In the **Web Port** field, specify the port for HTTPS connections to the server configuration interface.
3. In the **Symphony Communication Port Range** fields, specify the range of ports that the Senstar Symphony Server uses for communication.
4. In the **Mobile Port** field, specify the port that the Senstar Symphony Server uses to listen for requests from mobile devices.
5. In the **Video Proxy Port** field, specify the port that the Senstar Symphony Server uses to stream video to and receive video from mobile devices.
6. 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.

7. 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 about allowing remote connections to existing installations of Microsoft SQL Server, see the Microsoft SQL Documentation.

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