

LUXRIOT EVO

Installation Guide

October 18, 2016

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1 Introduction

This part of the documentation contains guidelines on the installation of Luxriot EVO and its components, server initialisation and activation, as well as the process of software update and other related operations.

For detailed information on the usage, please refer to the Luxriot EVO administration and user guides: these documents are installed together with Luxriot EVO on your machine in PDF format and are available via Windows Start menu.

2 Getting Started

Before starting the installation, make sure that:

- you have downloaded the correct software package
- you have acquired the corresponding valid license key
- the host operating system is stable (functioning correctly) and has all the updates and drivers installed
- server hardware matches the project requirements, taking into account all used features and planned post-deployment modifications
- host system retains all the [features and configuration](#) required for software operation



If you are not sure about what server hardware to choose, do not hesitate to use Luxriot provided hardware calculators and/or contact Luxriot representative for an accurate estimation.

We advise installing and activating the software on the ultimate server assembly, as extensive subsequent hardware changes are likely to cause software license activation failure. If this happens, undo these changes, if possible, or contact product support to find a solution.

Luxriot EVO is installed as a Windows service so please make sure that the Windows user you are logged in as has sufficient privileges; otherwise, software may not be installed correctly. Note that there is no option to install and run the software in application mode.

The following topics will guide you through the installation process, as well as providing details on product configuration. If you are using a Luxriot product for the first time, we strongly advise you to carefully read and follow the instructions in this manual and related documentation.



Luxriot is not responsible for software failures and/or footage loss caused by underlying OS and/or hardware issues. It is the responsibility of the systems administrator to configure the server and provide maintenance, unless otherwise agreed (e.g., if server hardware has been shipped by Luxriot).

3 Prerequisites

There are a number of requirements for the Luxriot EVO host system:

- Microsoft Windows operating system (7 SP1, 8, 8.1, 10, Server 2008 R2, Server 2012 R2)
- both .NET Framework 3.5 SP1 and 4.5 installed
- defragmentation should be turned OFF for storage locations
- ports for remote connections should be enabled through the firewalls (default ports are 60554 for Luxriot EVO Monitor and 8080 for streaming server and external services)
- installation and recording directories should be added to antivirus exception list so that they are not scanned or interfered with in any other manner
- software analytics requirements, see the corresponding section of the VCA manual
- for Luxriot EVO Monitor application, DirectX 10+ is required along with the latest stable graphics card drivers



Virtualised environment is not supported for software modules that require license activation. However, virtual machines can be used as host systems for recording servers for Luxriot EVO Global systems.



Antivirus scanning being enabled for Luxriot EVO files may result in dramatically decreased write speed, recording disturbances and, occasionally, database corruption.



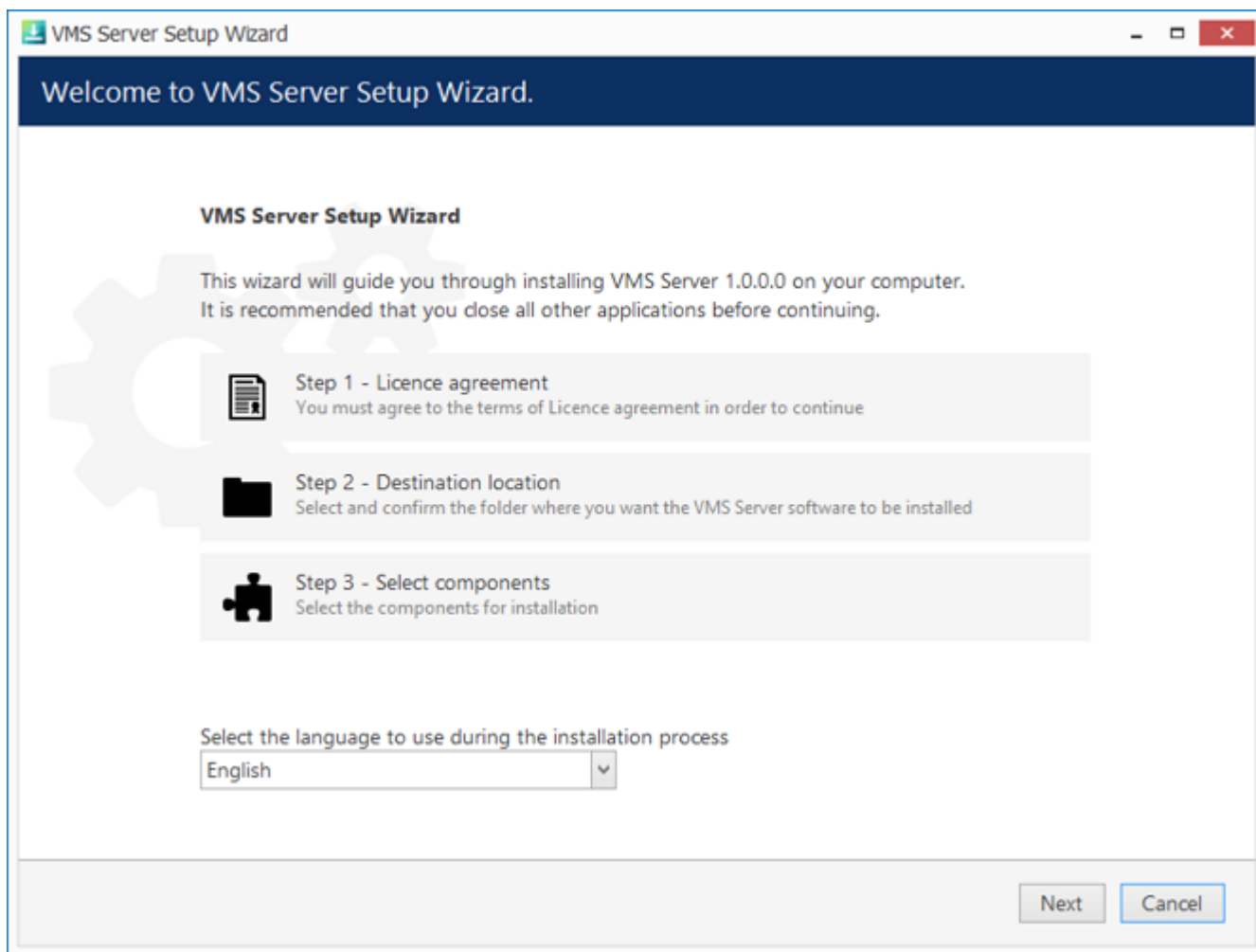
Luxriot is not responsible for software failures and/or footage loss caused by underlying OS and/or hardware issues. It is the responsibility of the systems administrator to configure the server and provide maintenance, unless otherwise agreed (e.g., if server hardware has been shipped by Luxriot).

4 Installation

Start the installation process by double-clicking on the Luxriot EVO S executable package file. The setup wizard will guide you through the installation process, providing available installation-time options depending on the chosen software package. Note that, depending on your Windows UAC configuration, you may have to confirm and/or provide administrative credentials.

We strongly advise that you stop all running third-party applications, as well as stopping antivirus scanning and Windows (and any other) updates during this phase, as these may interfere with the process and result in corrupt installation, which may cause unexpected behaviour and hard-to-track issues during further software operation.

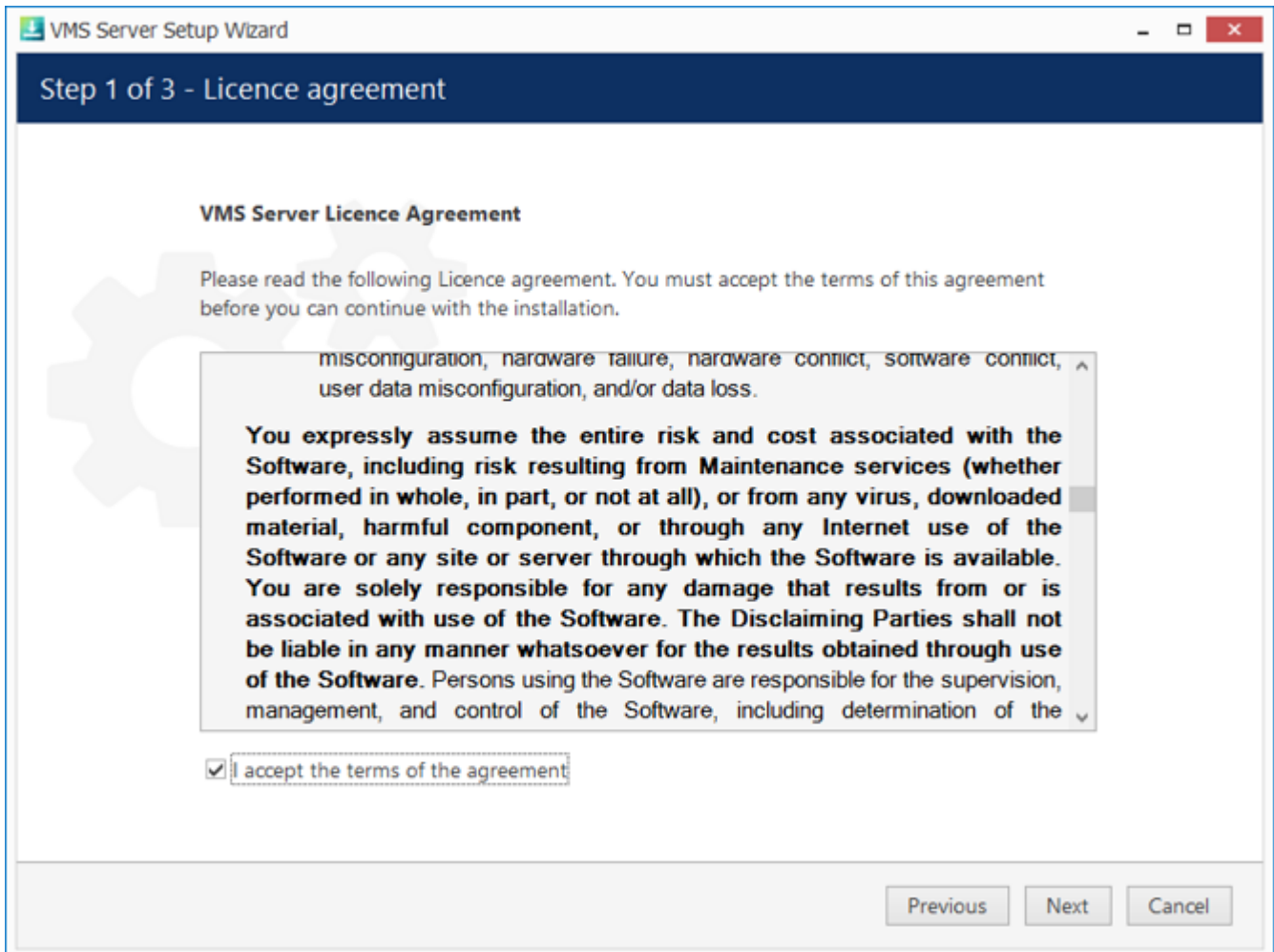
The installation wizard displays an overview of the process; also, you are able to select the installation language here. You will be prompted to select the Luxriot EVO S interface language later.



Luxriot EVO S Setup Wizard

Step 1

Carefully read the Luxriot license agreement: you must agree to all parts of the given document in order to proceed. If you agree, select *I agree...* in order to continue; otherwise, terminate software installation. If you have any questions regarding the contents of the present license agreement, please contact sales@luxriot.com.



License Agreement

Step 2

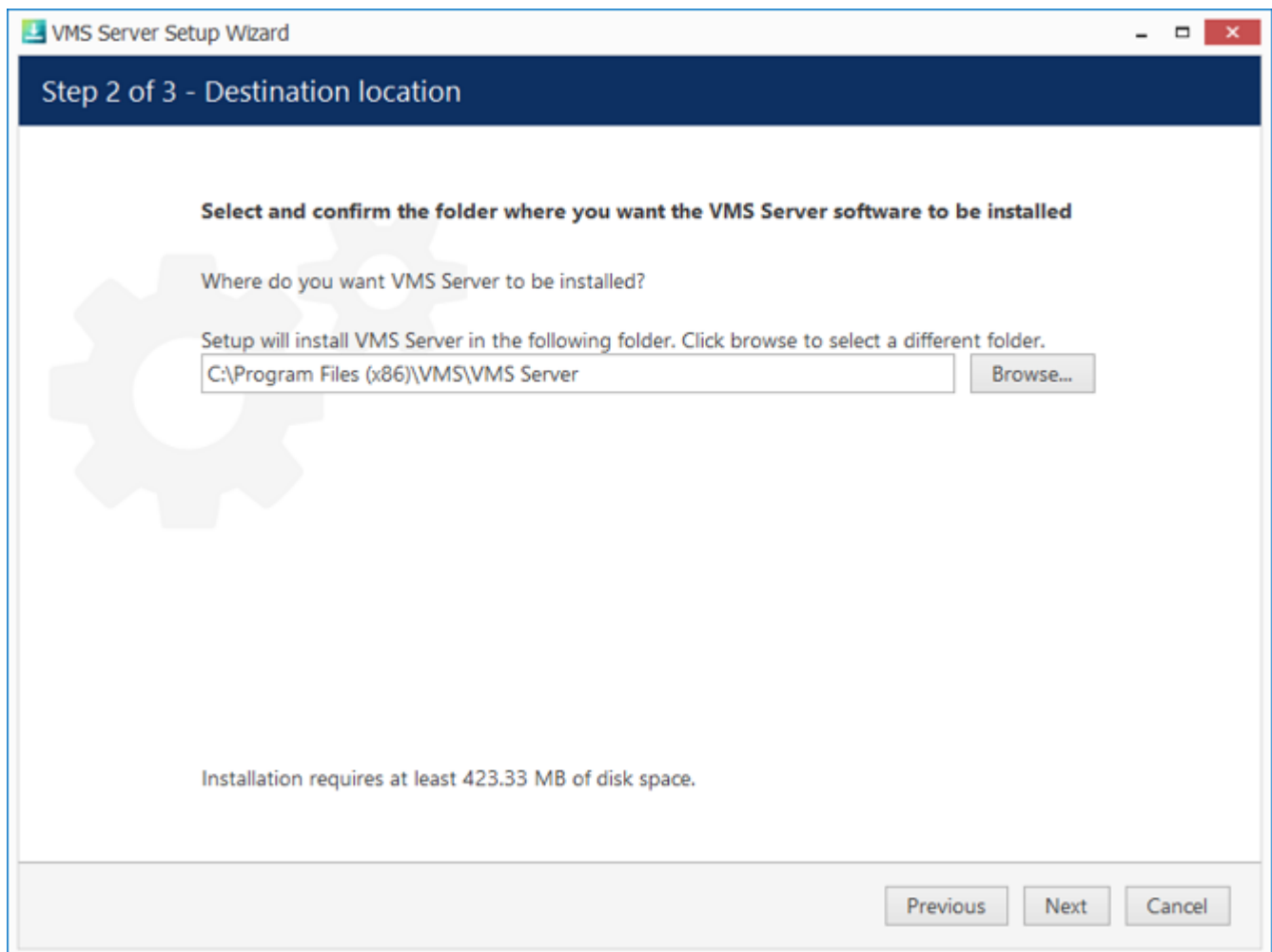
Select the destination folder you want the software to be installed in. By default, Luxriot EVO S is installed in:

32-bit: *C:\Program Files (x86)\Luxriot\Luxriot EVO S*

64-bit: *C:\Program Files\Luxriot\Luxriot EVO S*

If you are re-installing Luxriot EVO S and previously selected a non-default location, make sure to select the same destination directory, or, alternatively, completely uninstall previous Luxriot EVO S version. If unsure about this, ask for Luxriot technical support team assistance. A full description of the software upgrade procedure is available in the corresponding section of the Luxriot EVO administration manual.

The setup wizards estimates how much disk space will be required. Make sure you have enough free space on the target disk. Note that low system disk space will dramatically decrease system performance and affect overall system stability.

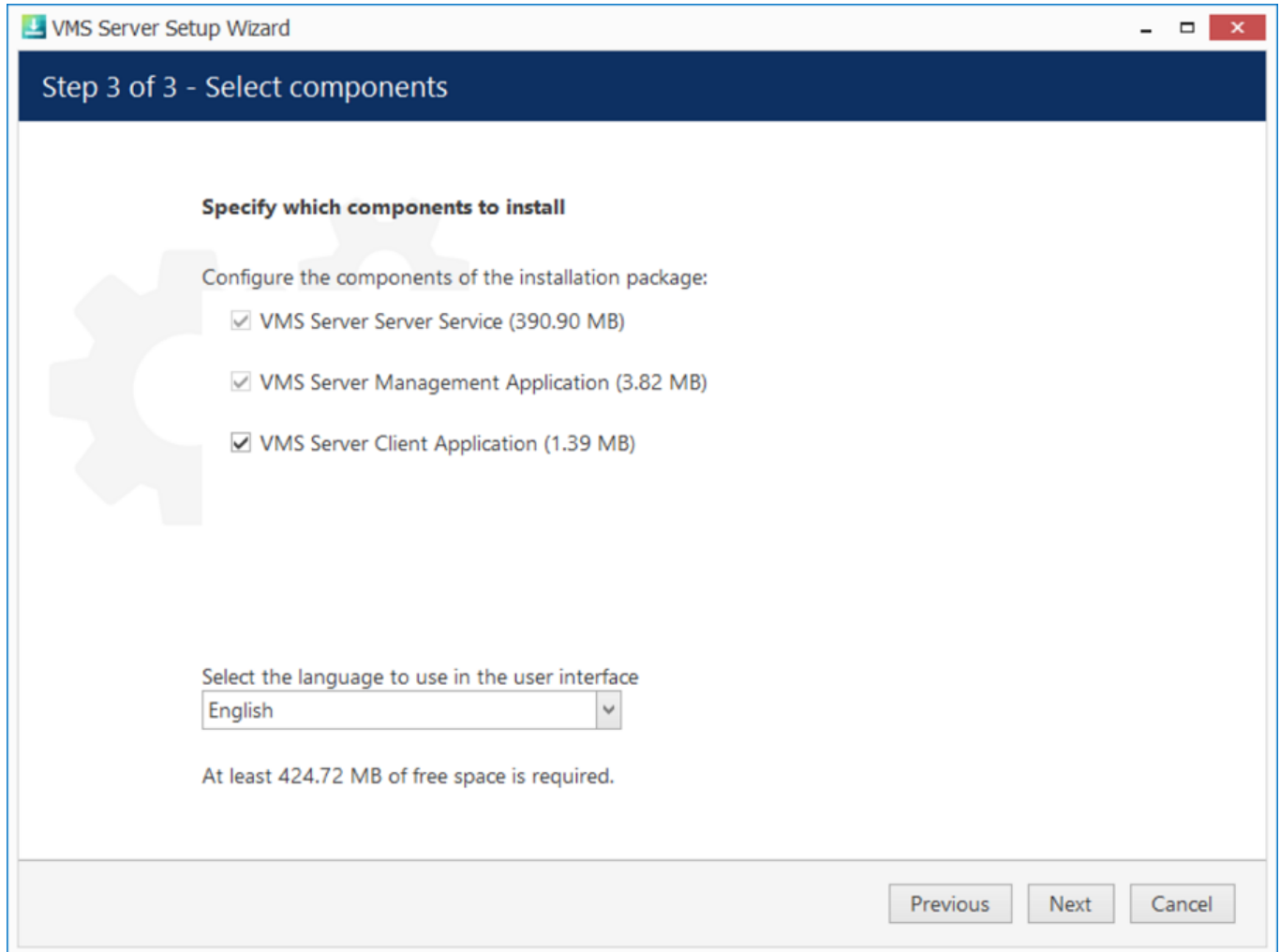


Installation Directory

Step 3

Some components are optional and so you can choose not to install them. The main Luxriot EVO S parts are obligatory and cannot be deselected (by default, these options are selected and greyed out).

If not chosen at this stage, Luxriot EVO Monitor can be installed separately later.



VMS Server Setup Wizard

Step 3 of 3 - Select components

Specify which components to install

Configure the components of the installation package:

- ☒ VMS Server Server Service (390.90 MB)
- ☒ VMS Server Management Application (3.82 MB)
- ☒ VMS Server Client Application (1.39 MB)

Select the language to use in the user interface

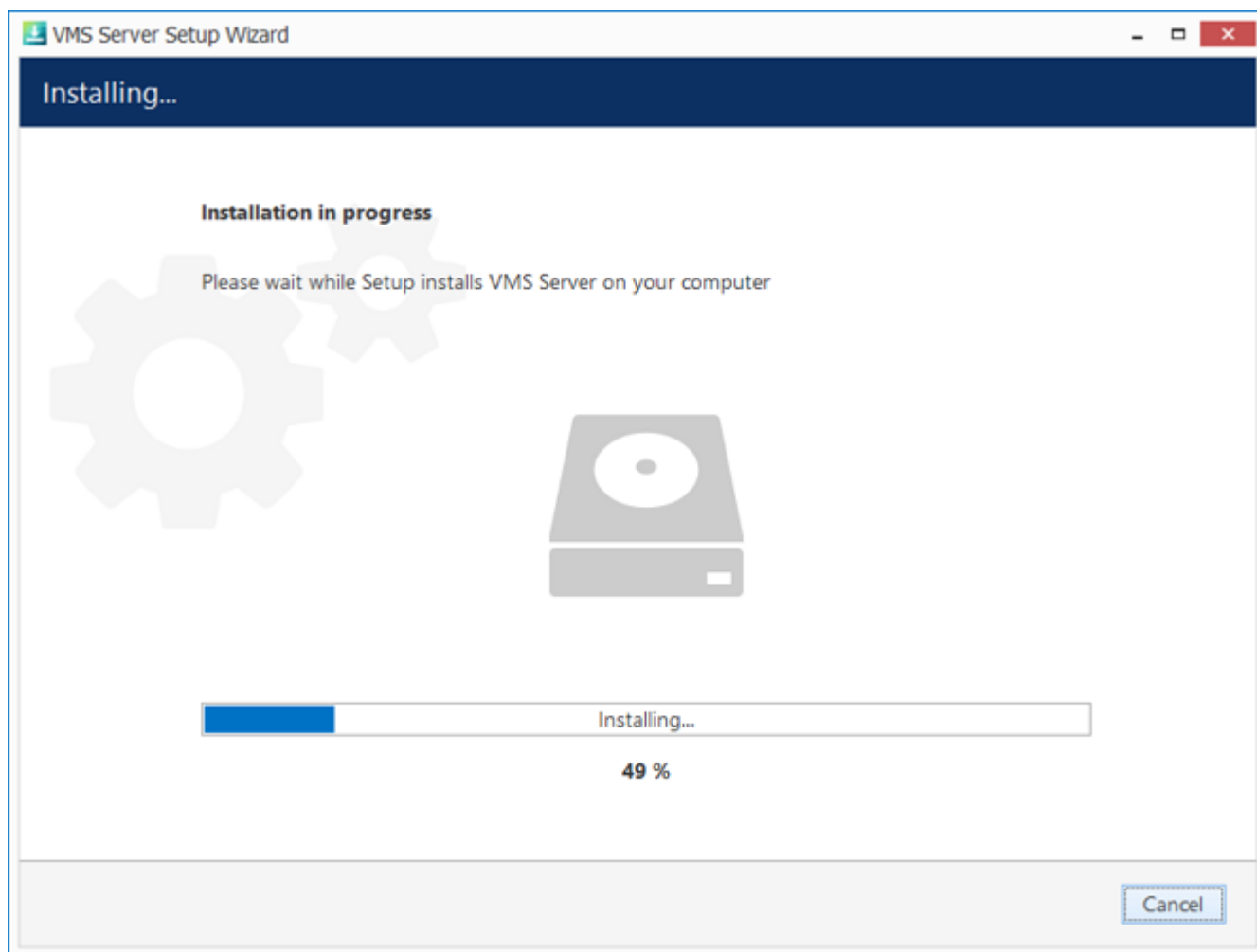
English

At least 424.72 MB of free space is required.

Previous Next Cancel

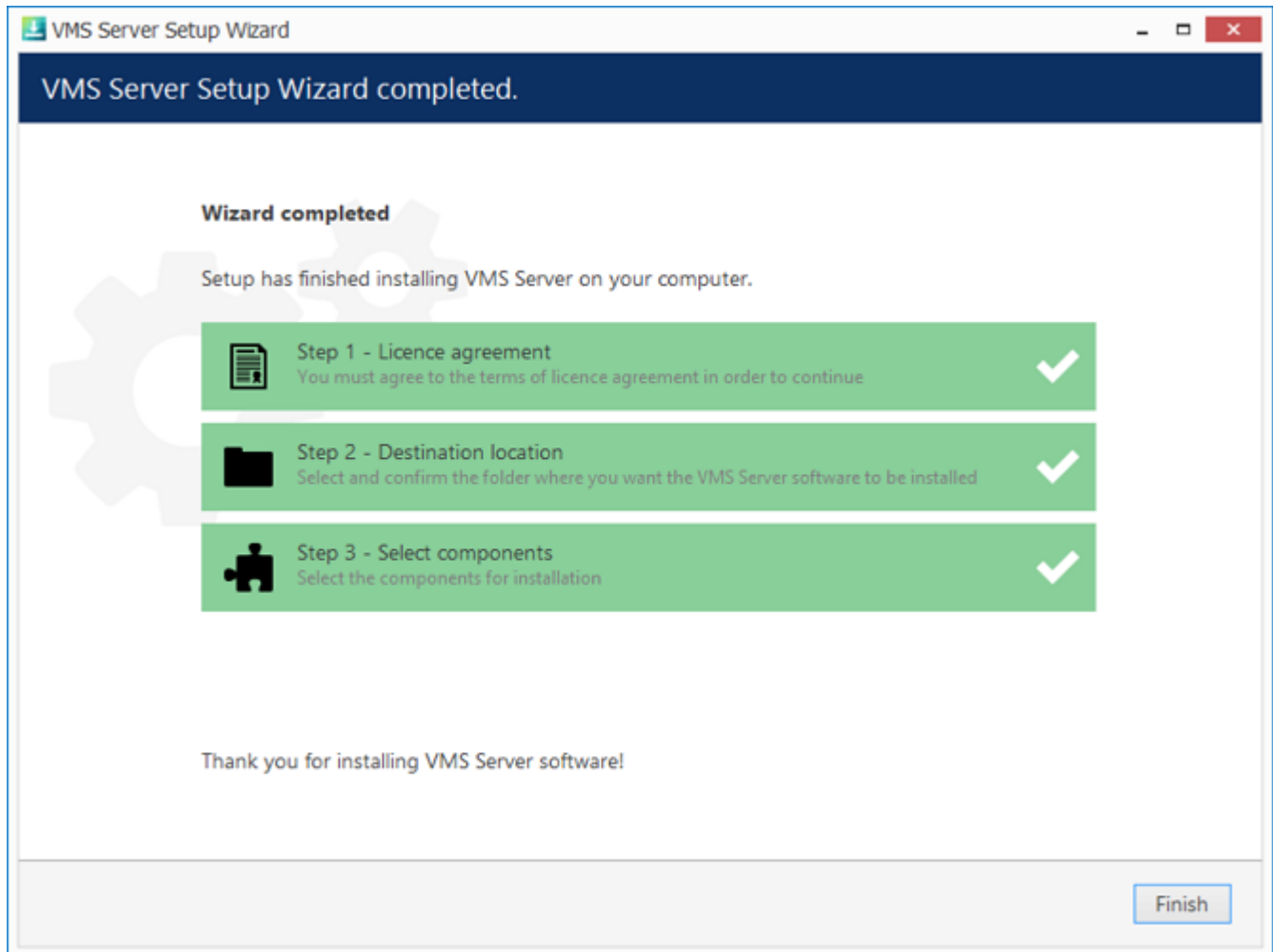
Select Software Components

If you are ready to proceed, click *Next* to begin the installation. Depending on selected components and host system condition, the process may take some time to complete, so please be patient.



Installation Progress

Upon completion, the setup wizard will show you an installation summary. If all the steps have been fulfilled successfully, simply click *Finish* to close the wizard.



Installation Complete

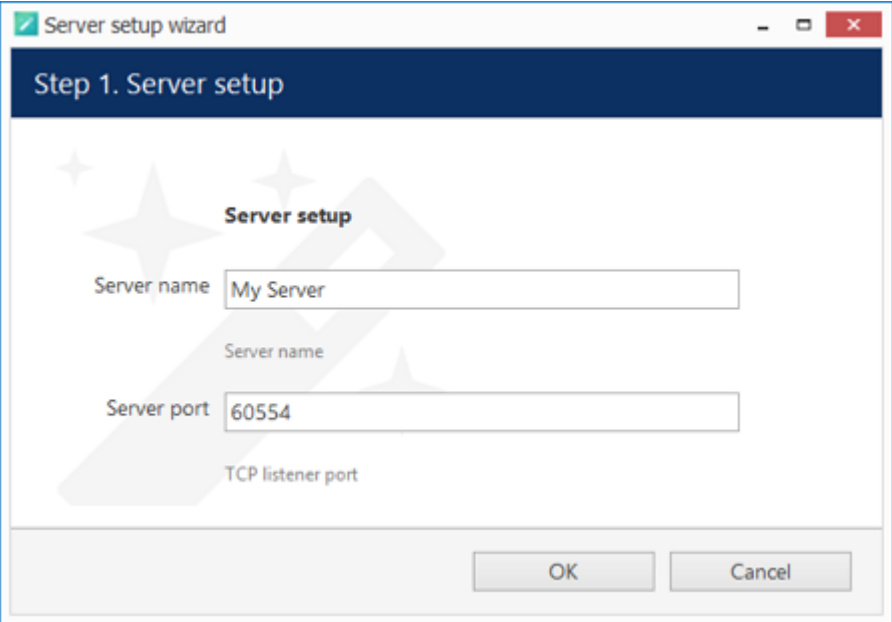
After the installation has been completed, there are a few more steps necessary for you to begin using the software:

- apply server initialisation settings via Server Setup Wizard - it will pop up automatically after the installation in case you are doing a clean or a new installation
- activate the software - if it is not activated, the wizard will also pop up automatically
- after you run the console for the first time, you will be offered to complete the Setup Wizard to start the deployment, following the recommended configuration steps

All of these steps are described in details in the full version of the Luxriot EVO management manual, which is available right after the installation via your Start menu.

5 Initialisation

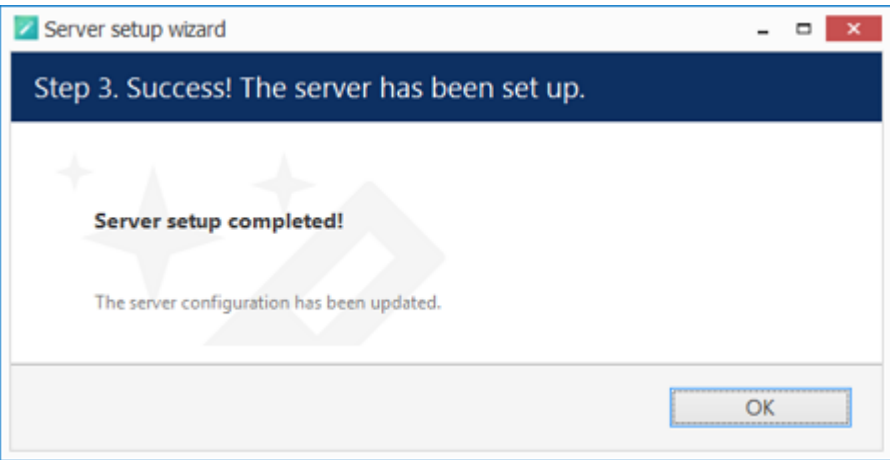
After completing the installation wizard, you will be offered to enter server setup. The settings selected during server setup can be changed later at any time via Server Setup Wizard, which will be available via your Start menu.



Choose Server Title and TCP port

Setting	Description	Default Value
Server name	User defined server title	<i>Server Title</i> or last used title
Server port	TCP port for incoming remote Client connections	60554

Note that the port defined here will be used to retrieve the server data via local Luxriot EVO Monitor and Luxriot EVO Console connections. You will need to define the external (Internet) port for your Luxriot EVO S via Console in order to be able to receive video streams from remote Luxriot EVO Monitor connections.



Setup Completed

6 License Activation

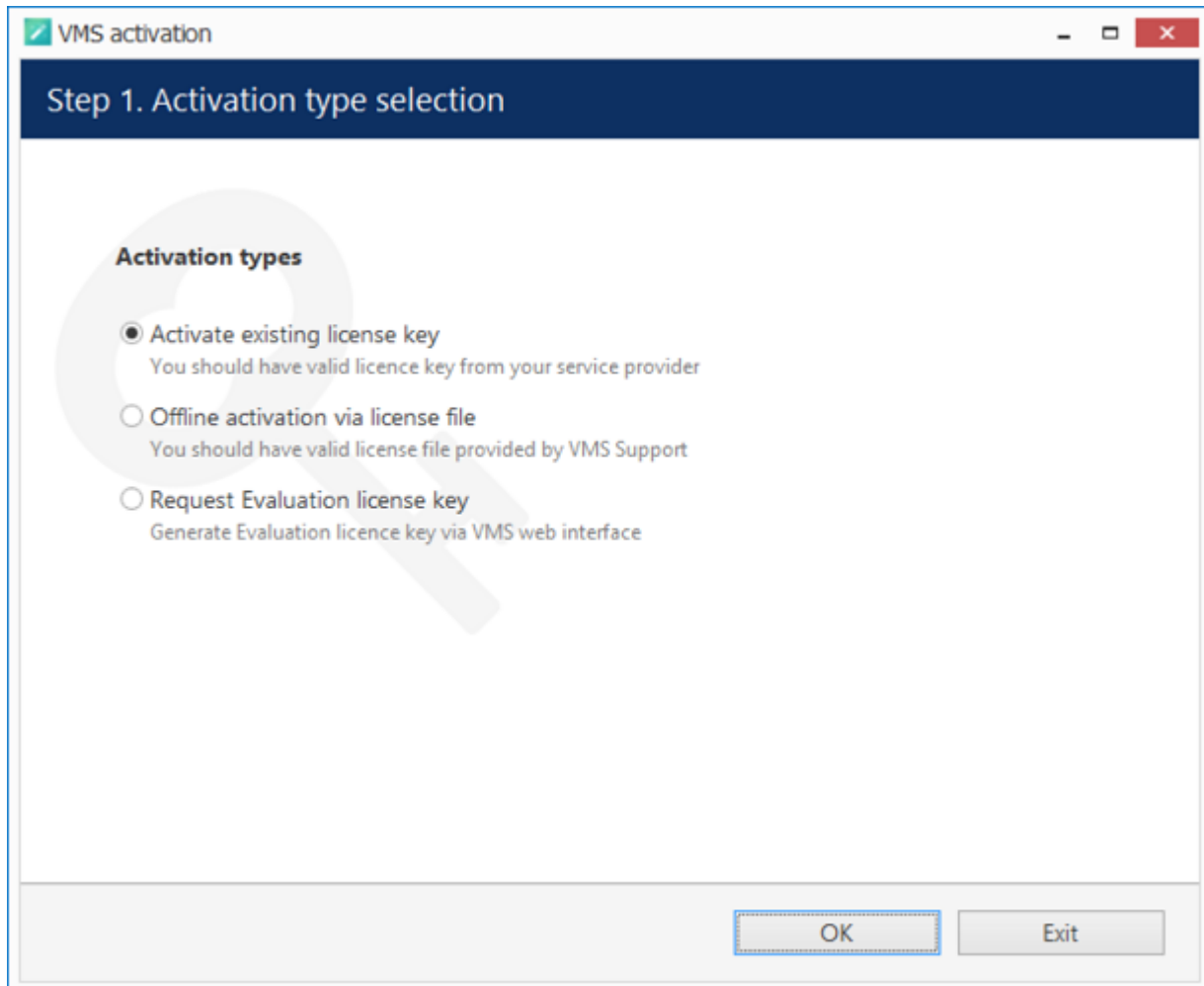
Once you have installed the software and entered the server initialisation settings, the activation wizard will appear. In order to use the product, a valid license is required - whether this is a free or a purchased one. Any type of license can be activated using this wizard; note that **license activation choice will differ** depending on the installation package you have selected.

It is advisable to run hardware stability tests and finalize server hardware configuration before the license activation, as subsequent hardware changes may cause activation related issues.

Subtopics here describe every type of license activation in details.

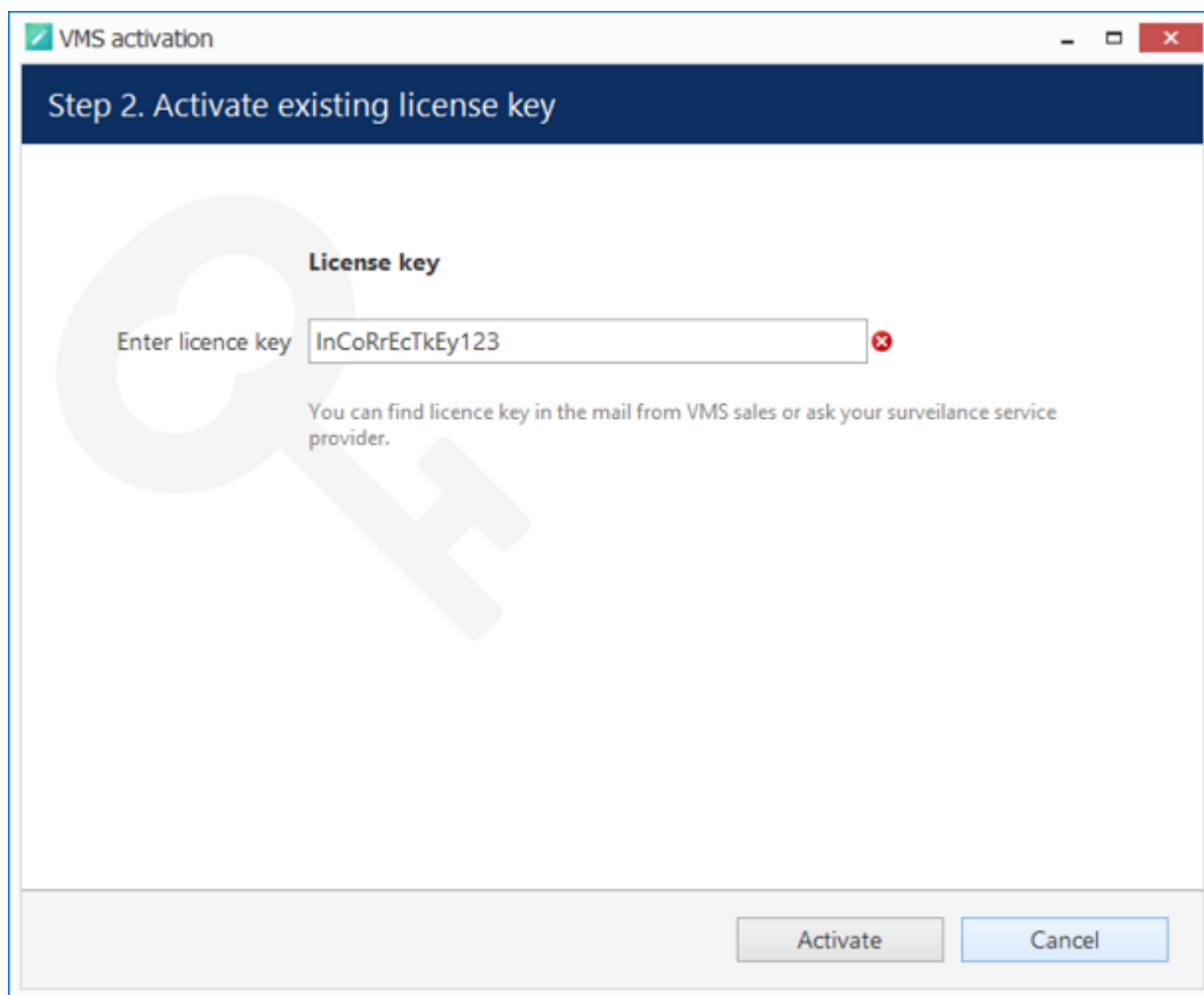
7 Online Activation

If your server has Internet connection available, you can choose online activation mode. The software will automatically connect to the activation server and register your pre-purchased license.



Activation Type Selection

Enter your product license key and hit *Activate*. If your key is incorrect, the wizard will notify you with a red *X* sign next to the key field: if this happens, double-check the key you have typed, looking out for mistyped characters and superfluous spaces at the start or end.



The screenshot shows a software window titled "VMS activation" with a standard Windows title bar (minimize, maximize, close buttons). The window has a dark blue header bar with the text "Step 2. Activate existing license key". Below the header, there is a large, faint watermark of a key. The main content area is white and contains the following elements:

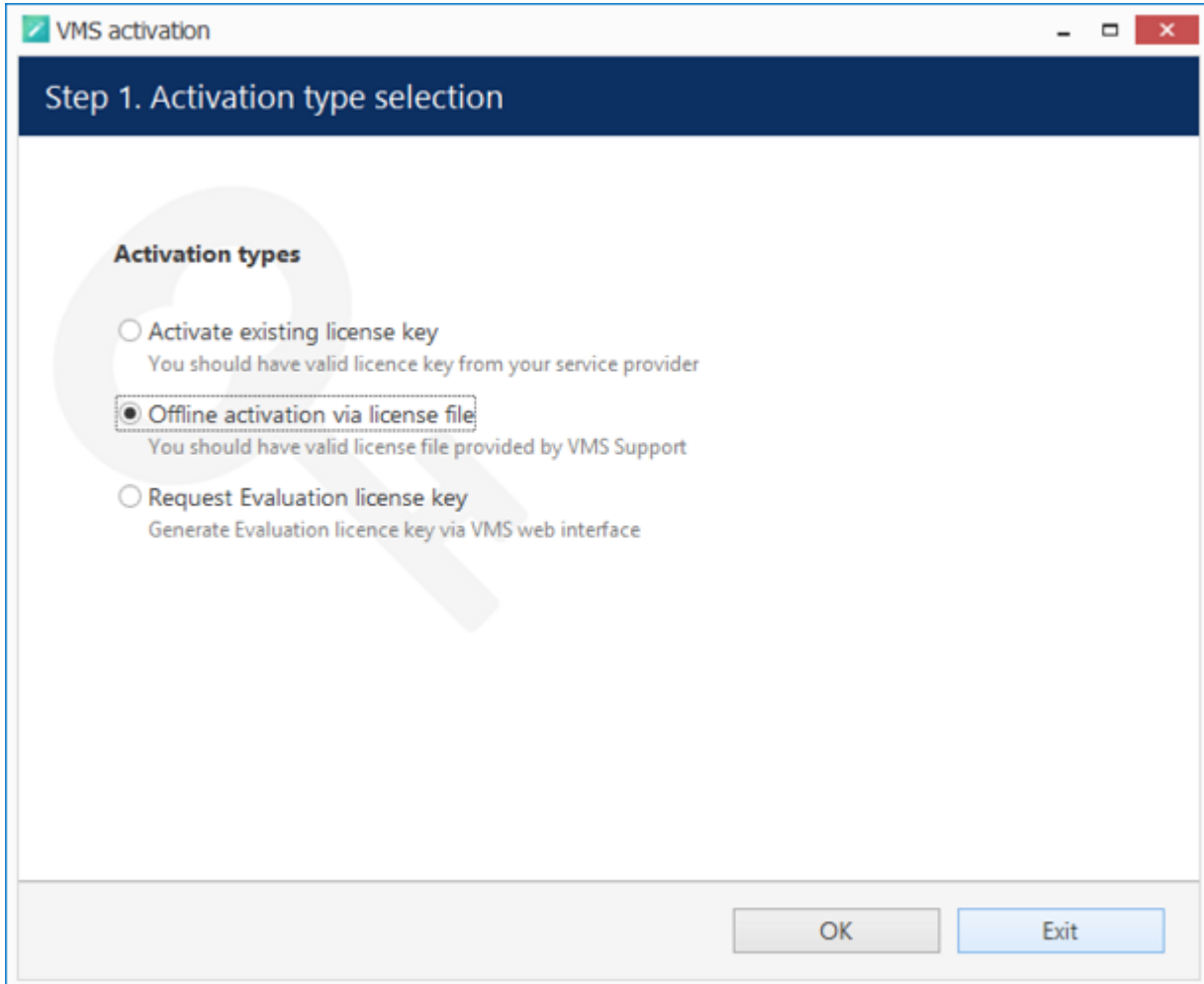
- A label "License key" in bold.
- A text input field with the placeholder text "Enter licence key" and the value "InCoRrEcTkEy123". A red "x" icon is visible to the right of the input field.
- A paragraph of text: "You can find licence key in the mail from VMS sales or ask your surveillance service provider."
- At the bottom right, there are two buttons: "Activate" (disabled, grey) and "Cancel" (active, blue).

Enter License Key

When you have entered a valid license key, the wizard will activate your software. If you have decided to go with a different activation option, click *Cancel* to return to the activation type selection step.

8 Offline Activation

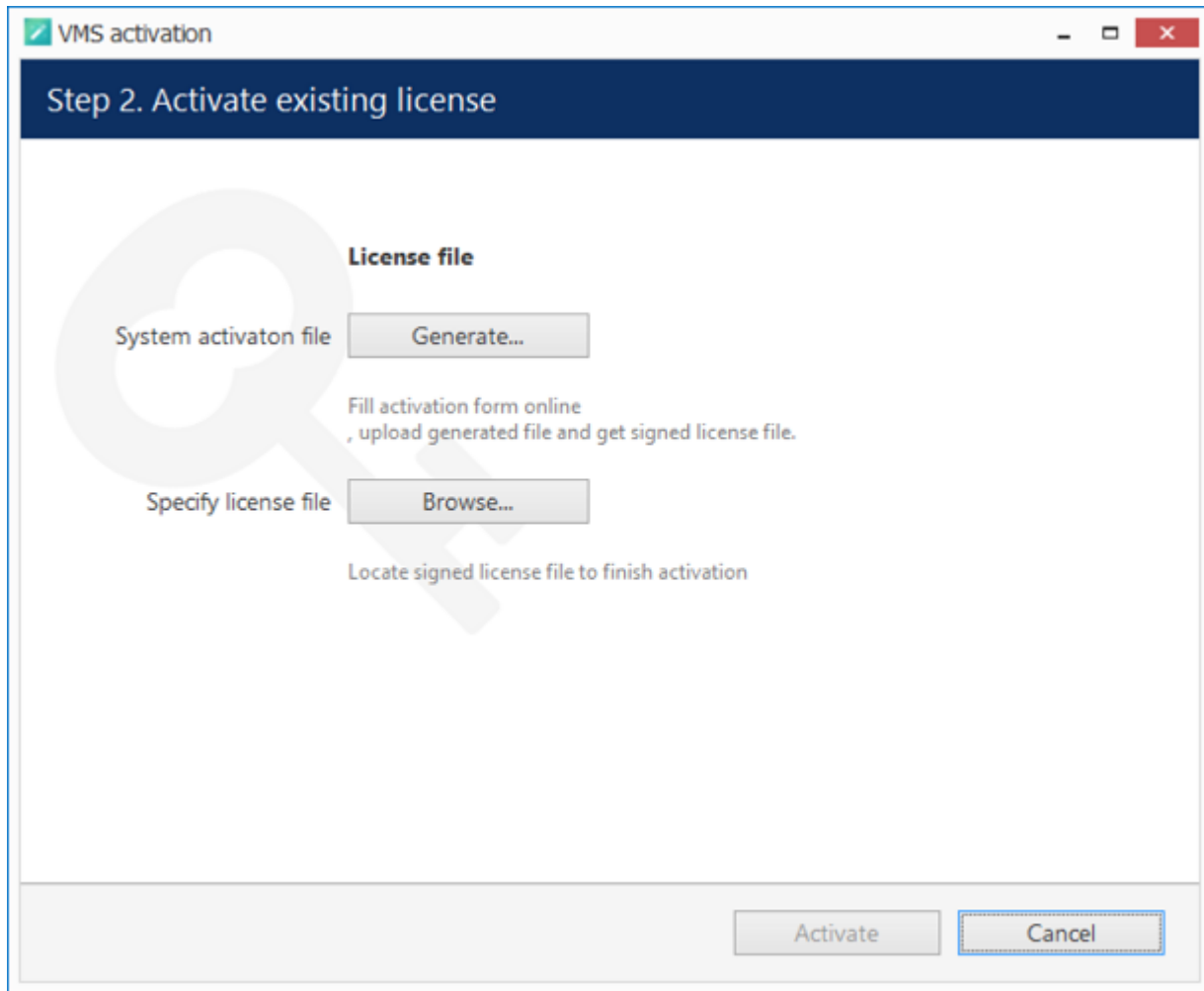
If there is no Internet connection for security reasons and/or server disposition particularities, choose the *Offline Activation* type.



Activation Type Selection

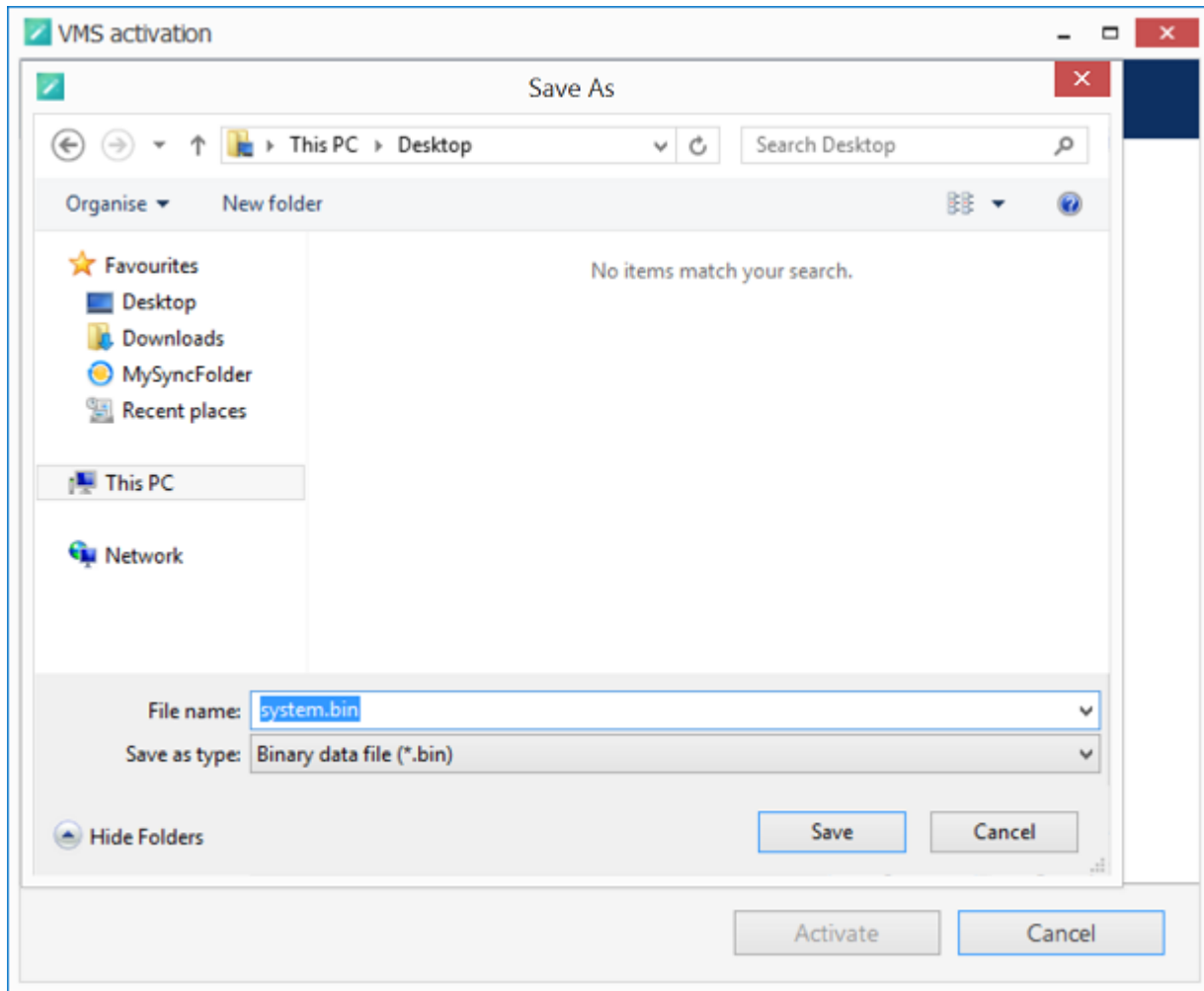
This mode consists of three steps:

- generate the activation file on the target server
- go to the online activation system at <http://www.luxriot.com/purchase/software-activation/> and fill in the form
- apply provided license file to your system



Offline Activation Steps

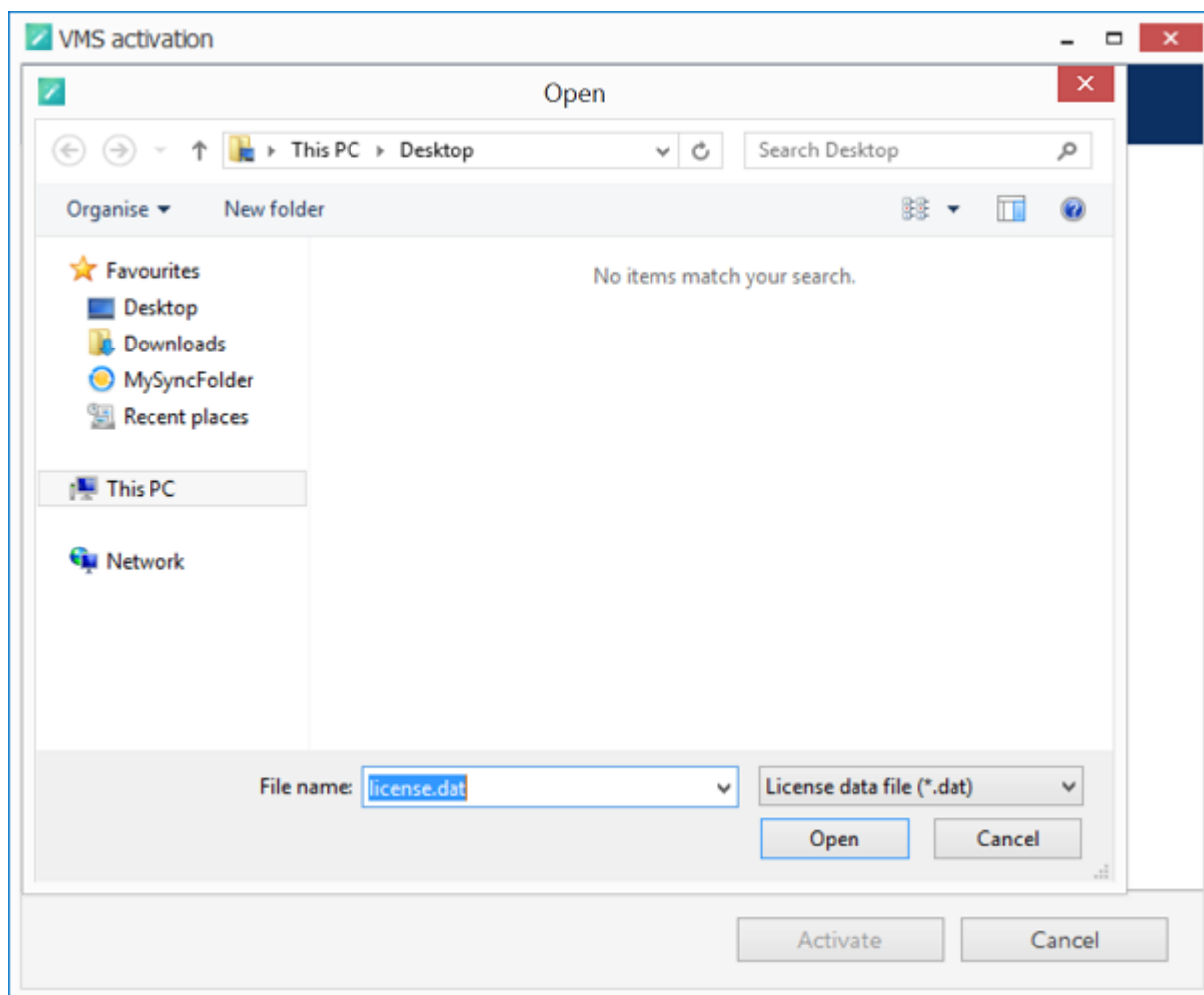
Click *Generate* to create the activation file; choose a location and save it. The default file name is *system.bin* and we do not recommend changing it.



Save Activation File

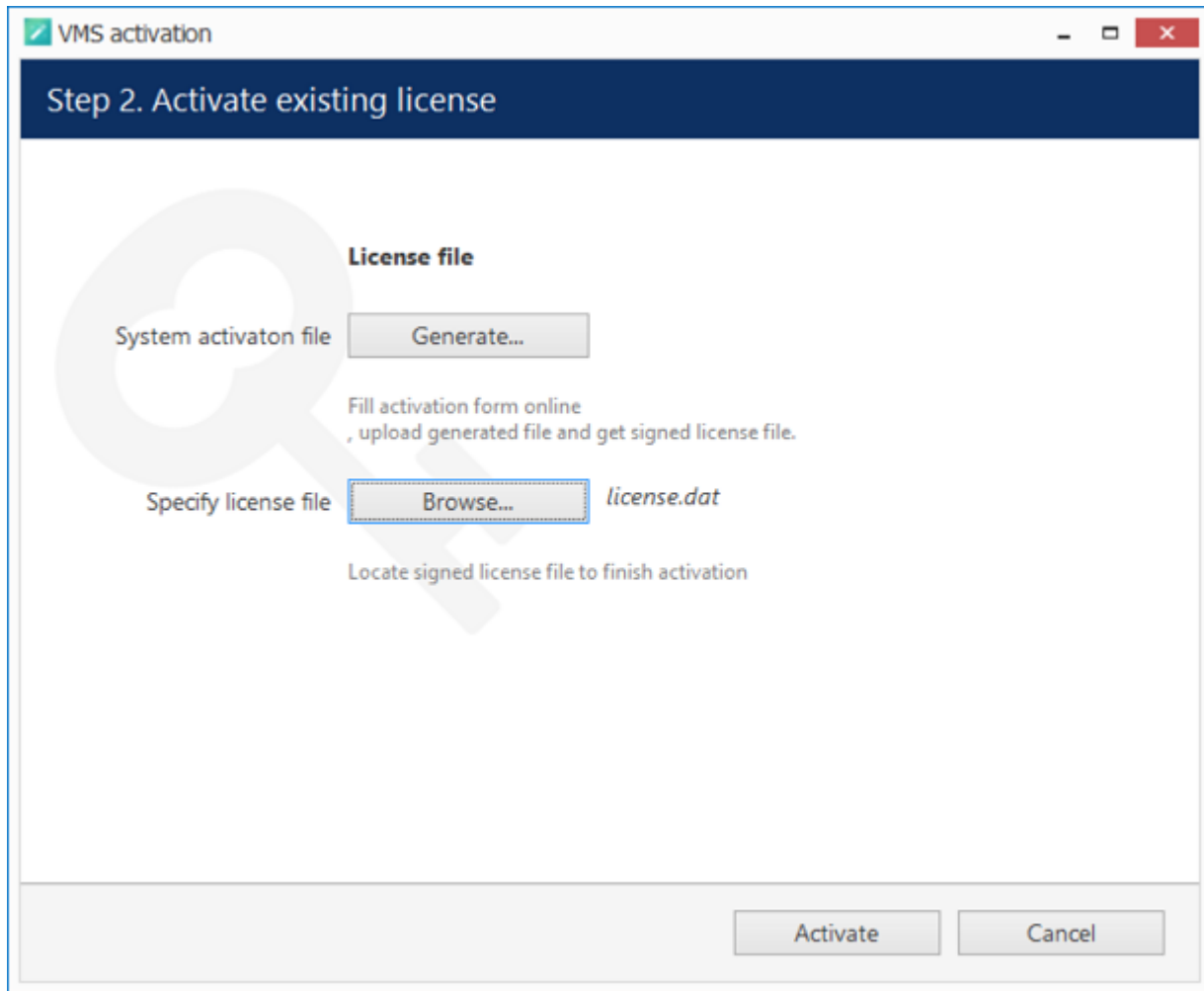
Next, copy this binary file to any other computer that has Internet access, then go to the online form available at <http://www.luxriot.com/purchase/software-activation/>, fill in the required fields and upload the file. The activation system will process your file and allow you to download a license file. This license file will be unique and will only be valid on the same machine from which the original *system.bin* file comes.

You can close the activation wizard after creating the activation file and reopen it later to apply the license file. Click *Browse* to locate it and open the *license.dat* file provided by the activation system.



Browse for License File

The validated license.dat file will be loaded, allowing you to finish the registration process.



Load the License File

Click *Activate* to apply the license file. If the license is valid, you will see an activation success confirmation with the following details:

- product type
- license key
- license key expiration date, if applicable
- support subscription expiration date
- allowed channel amount

The license information will be stored on your server. However, you may wish to save a snapshot of this screen for your future reference, so that this information will be accessible in case of server OS or hardware failure.

Finally, click *Done* to exit the activation wizard or click *Start Quick Setup Wizard* to proceed with server configuration.


9 Free License

When you have installed and initialised the Luxriot EVO S software, you will be given the chance to request a free license in order to activate the software and continue using it.

The conditions of a free license are as follows:

- a maximum of 9 channels
- maximal allowed resolution is FullHD
- a maximum of 1 (one) connected Luxriot EVO Monitor at a time
- Luxriot EVO Monitor can connect to maximum 1 (one) server with free license
- no guaranteed technical support
- no extra features (advanced Events & Actions, software VCA, video wall, maps etc.)
- no support for Active Directory
- free software updates

Unavailable features and options will be greyed out in Luxriot EVO Console interface.

 Internet connection is required for the license request.

Step 1. Select activation type

Activation types:

☒ Request free Full HD licence key

Fill out request form and get free Full HD licence limited to 16 cameras

OK

Exit

Request free license

Click *OK* to proceed with the request form. Fill in all the fields and click *Activate*.

Step 2. Request free Full HD license key

Please fill up and submit request form

First name	<input type="text" value="John"/>		
Last name	<input type="text" value="Doe"/>		
Email address	<input type="text" value="johndoe@email.com"/>		
Phone	<input type="text"/>		
Country	<input type="text" value="United States"/>	City	<input type="text"/>
Field of application	<input type="text" value="Corporate"/>	Company name	<input type="text"/>

☒ Subscribe to Cortrol CMS newsletter

[Activate](#)[Cancel](#)**Free license request form**

The wizard will automatically connect to Luxriot activation server and retrieve the license details. If the request fails, check your Internet connection and try again.

Step 4. Success! Your licence has been activated.

Thank you for activating your licence!
FreeFullHd

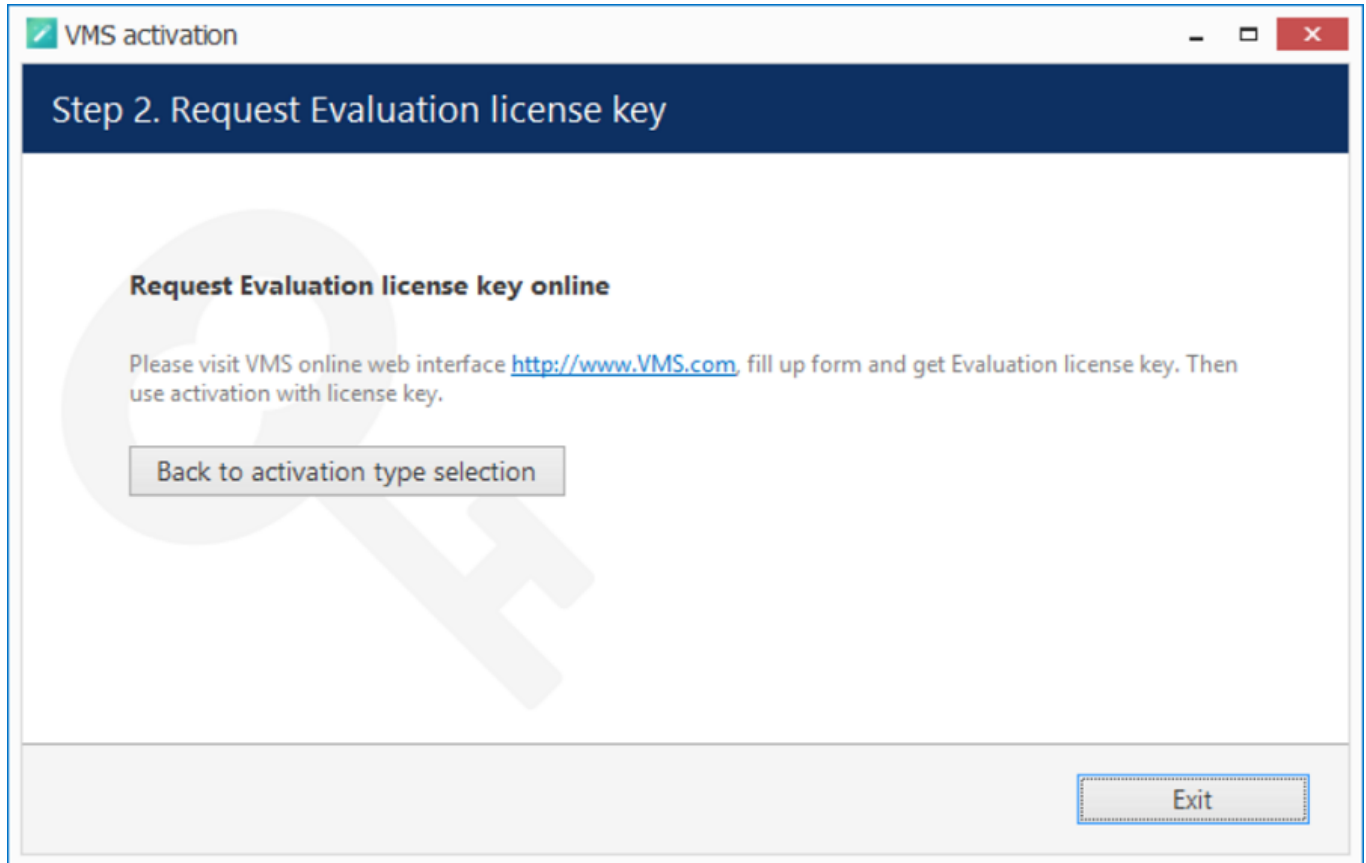
License details:
Key: bdbf67d2-bc67-4fc4-b3ea-177bfafa71c6
Expiry date: never
Subscription valid until: 12/18/2015
Channels supported: up to 16

[Start Quick Setup Wizard](#)[Done](#)**License details retrieved**

Congratulations! You are now ready to use Luxriot EVO. Click *Start Quick Setup Wizard* button below to continue with server configuration.

10 Evaluation License

If you wish to evaluate the fully featured Luxriot EVO S product or need to assess server performance over a specific period of time, request an evaluation license key from Luxriot. After you have done so, activate your trial key using usual online or offline activation algorithm.



Get Evaluation License Key

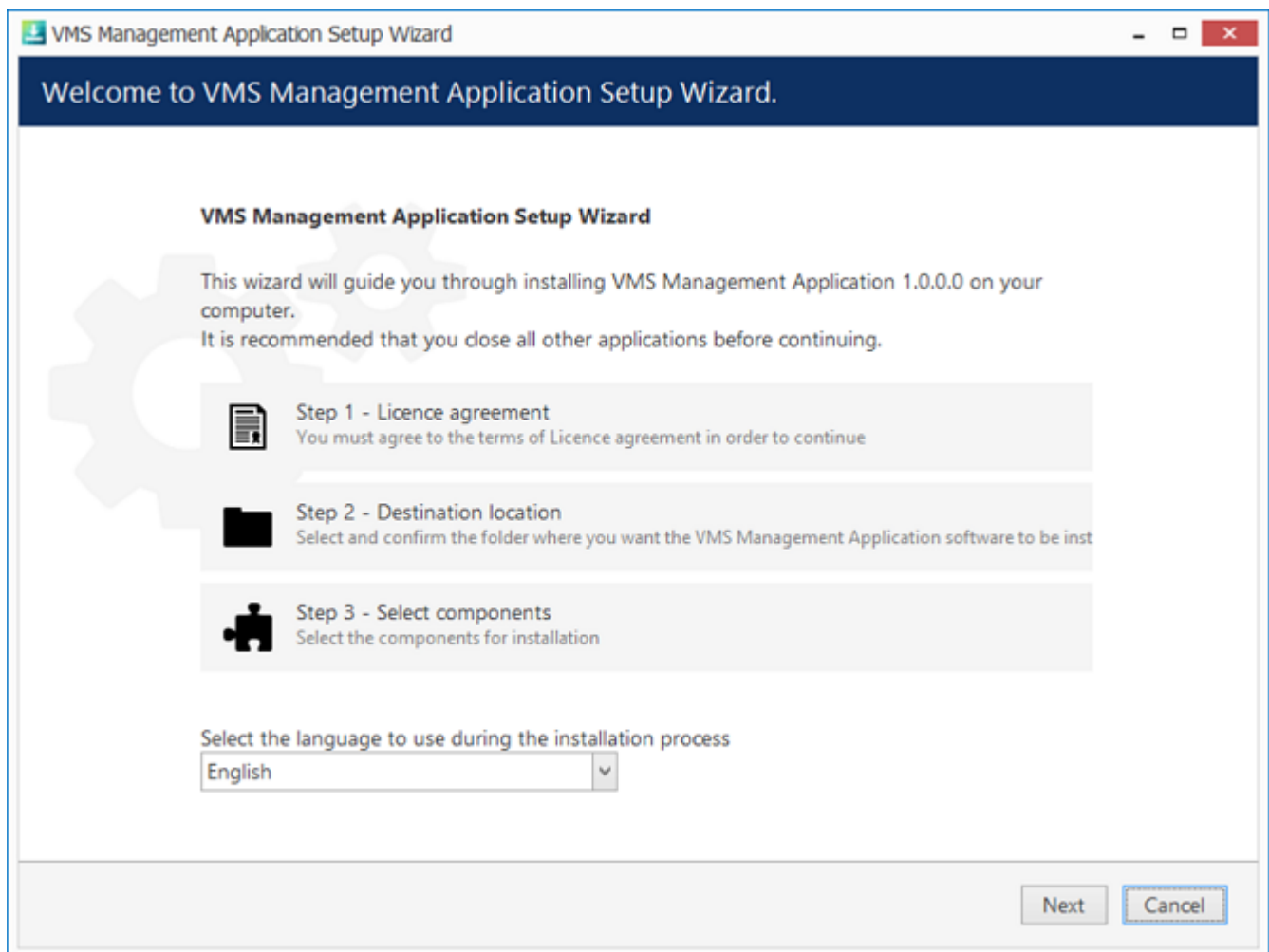
11 Management Application Installation

All server configuration is conducted through a dedicated interface - the Luxriot EVO Console management application. The management interface has been intentionally separated from the Luxriot EVO Monitor application in order to concentrate all administrative utilities in once place and also to conceal the unnecessary menus from the Luxriot EVO Monitor operator.

The Luxriot EVO Console central server management application can be installed separately - either locally on one of the servers, or remotely, on a dedicated server management machine.

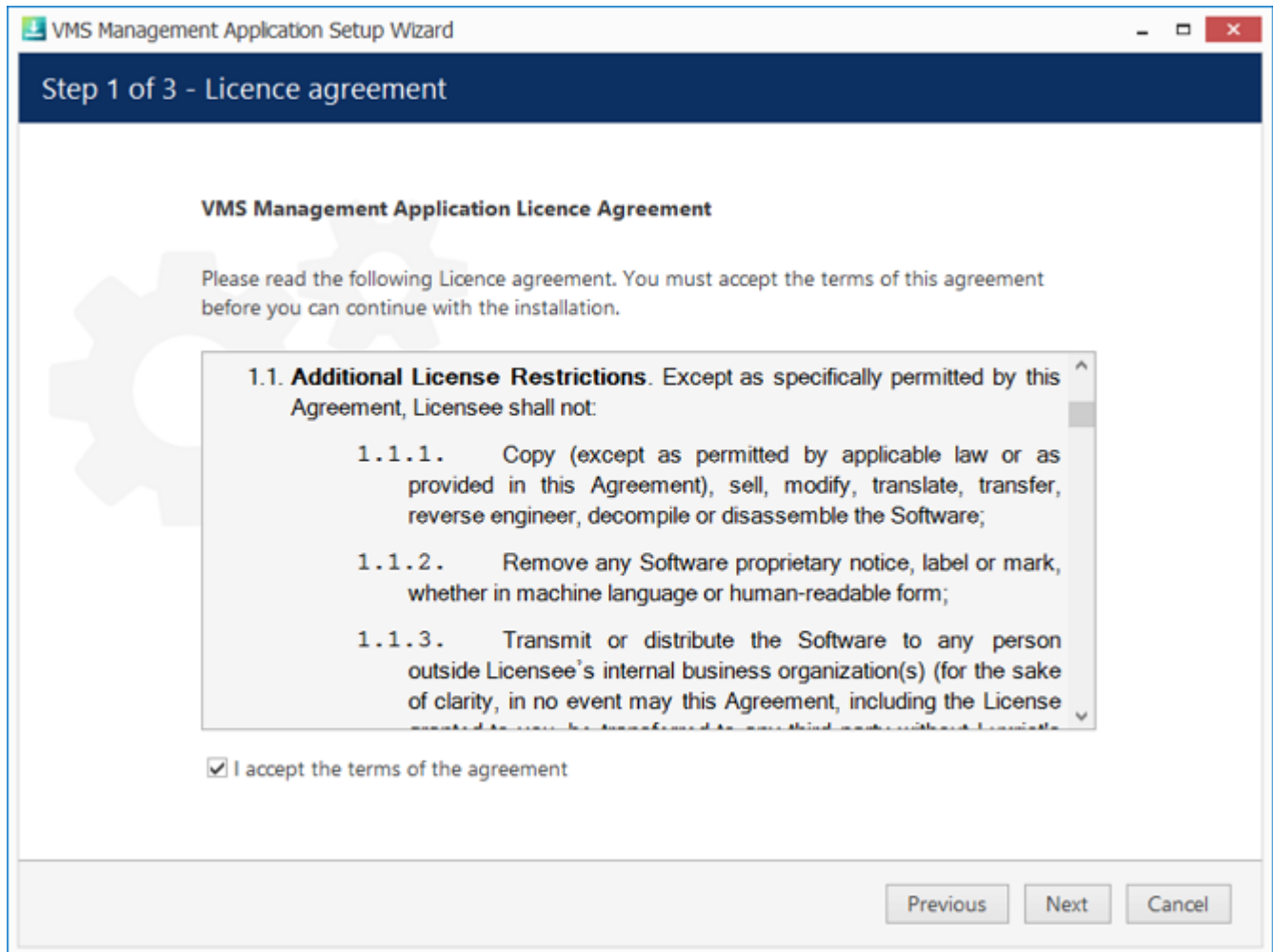
Start the installation by double-clicking on the Luxriot EVO Console executable package file. The setup wizard will guide you through the installation process, providing available installation-time options depending on the chosen software package.

Installation wizard shows you the process overview; also, you also have the opportunity to select the installation language here. You will be prompted to select Luxriot EVO interface language later.



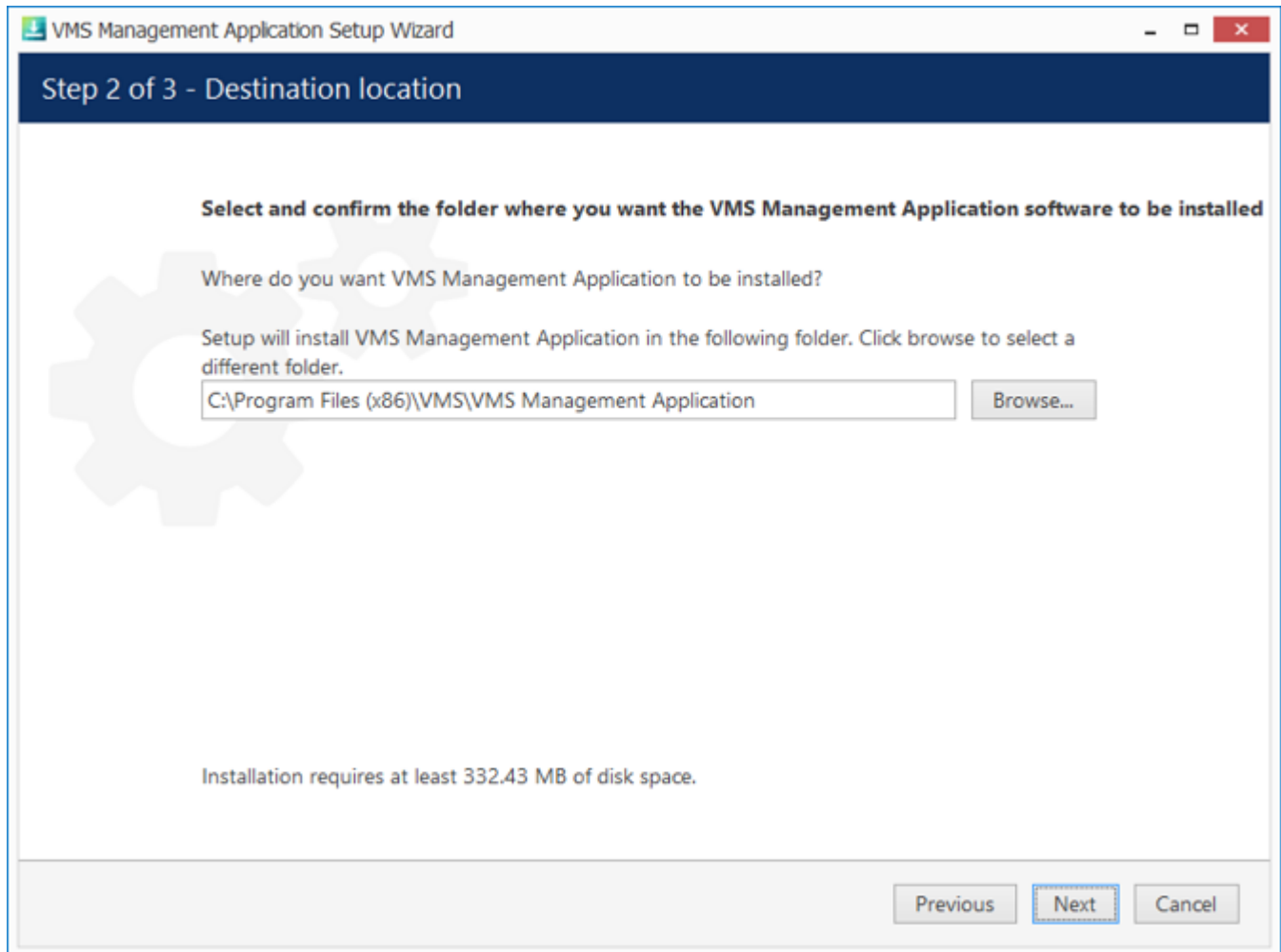
Luxriot EVO Console Setup Wizard

Carefully read the Luxriot license agreement: you must agree to all parts of the given document in order to proceed. Select *I agree...* in order to continue, if you do; otherwise, terminate software installation. If you have questions regarding the contents of this license agreement, you can contact sales@luxriot.com.



License agreement

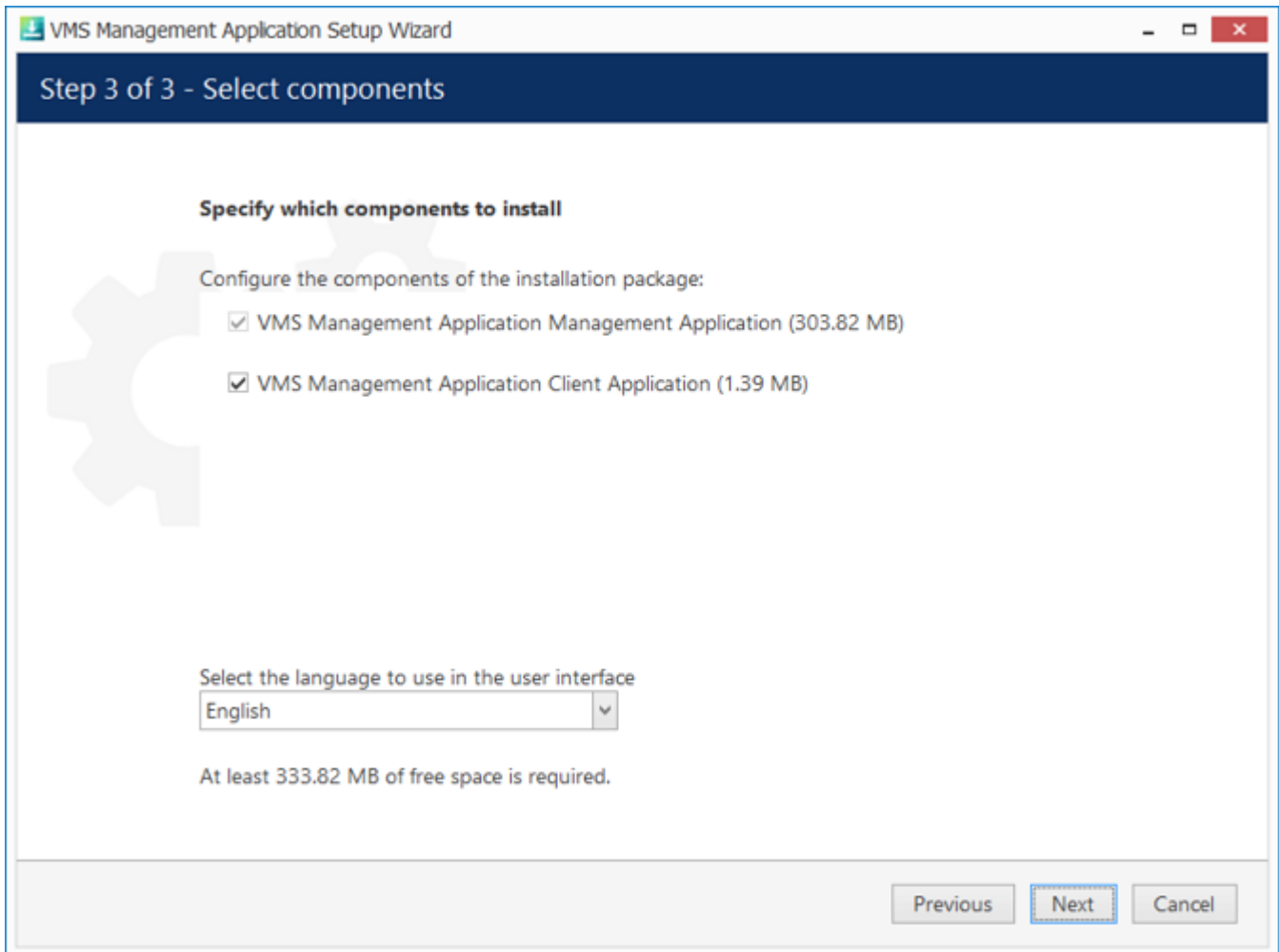
Select destination folder for Luxriot EVO Console to be installed in.



Installation directory

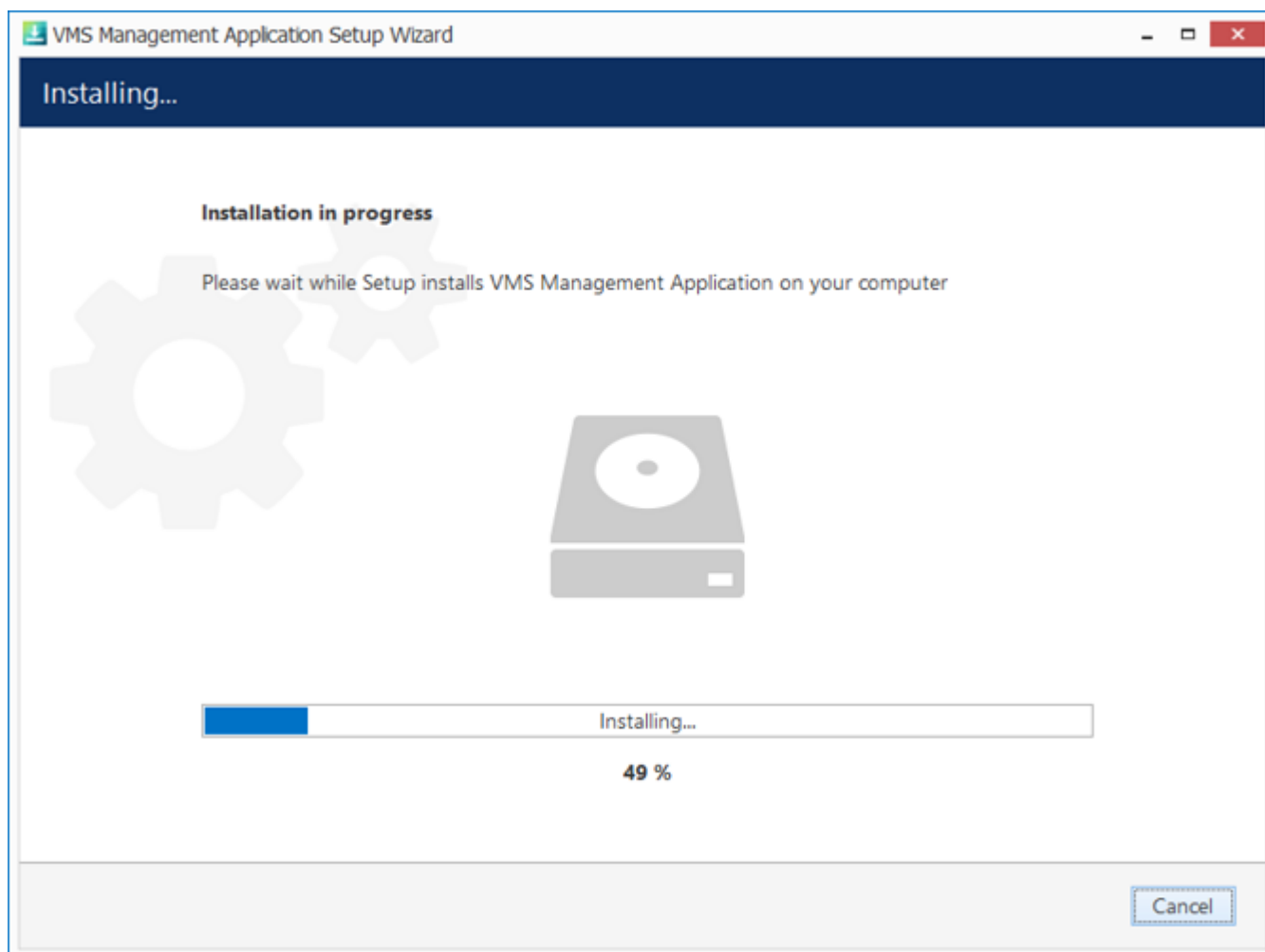
The setup wizards will estimate the amount of disk space required for the installation. Make sure you have enough free space on the target disk. Note that low system disk space will dramatically decrease system performance and affect overall system stability.

Along with Luxriot EVO Console, this installation package also allows you to have Luxriot EVO Monitor application installed at the same time. If you do not wish to install Luxriot EVO Monitor at the moment, simply uncheck it in the components list.



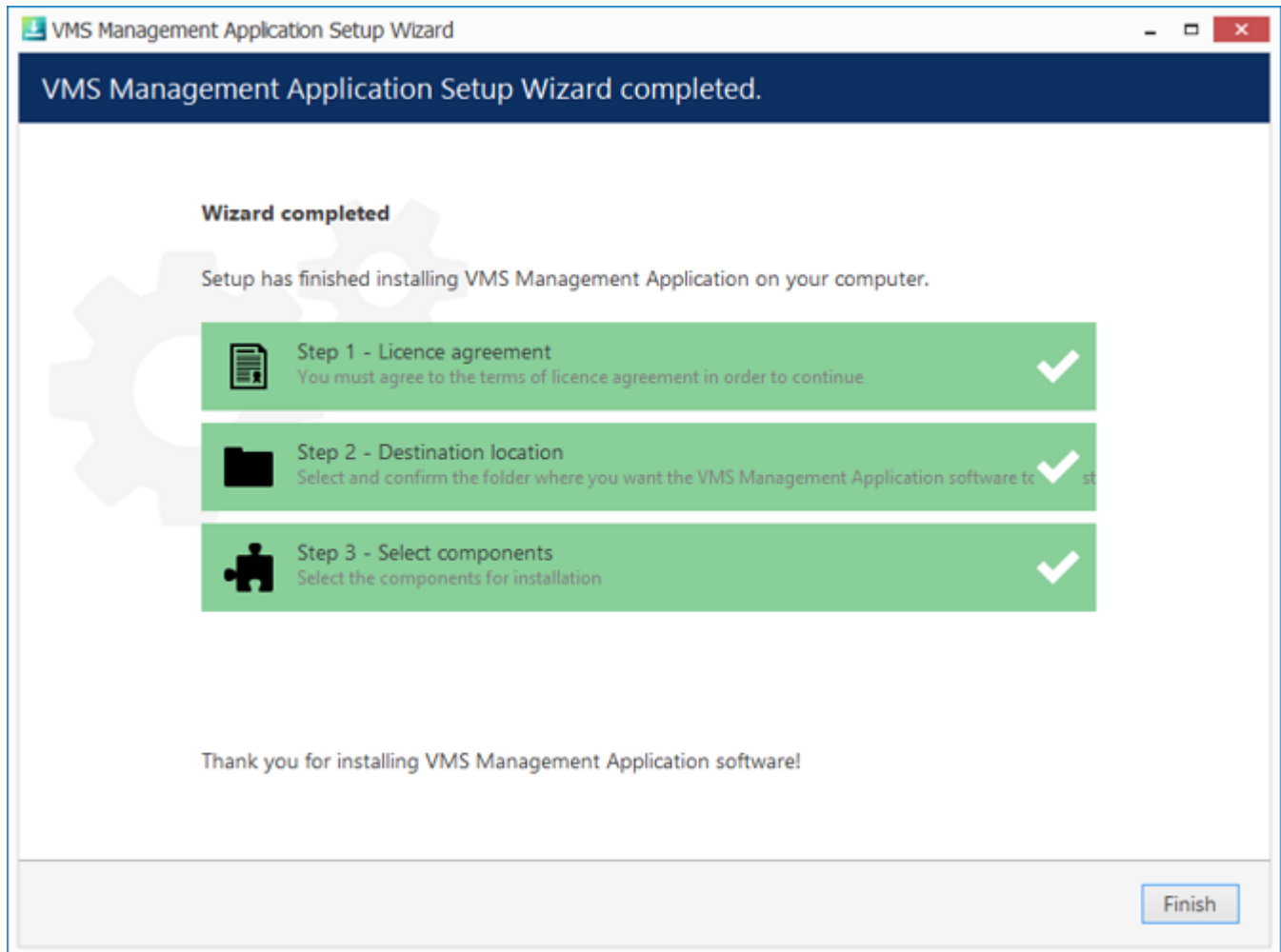
Select software components

If you are ready to proceed, hit *Next* to begin the installation. Depending on selected components and host system condition, the process may take some time to complete, so please be patient.



Installation progress

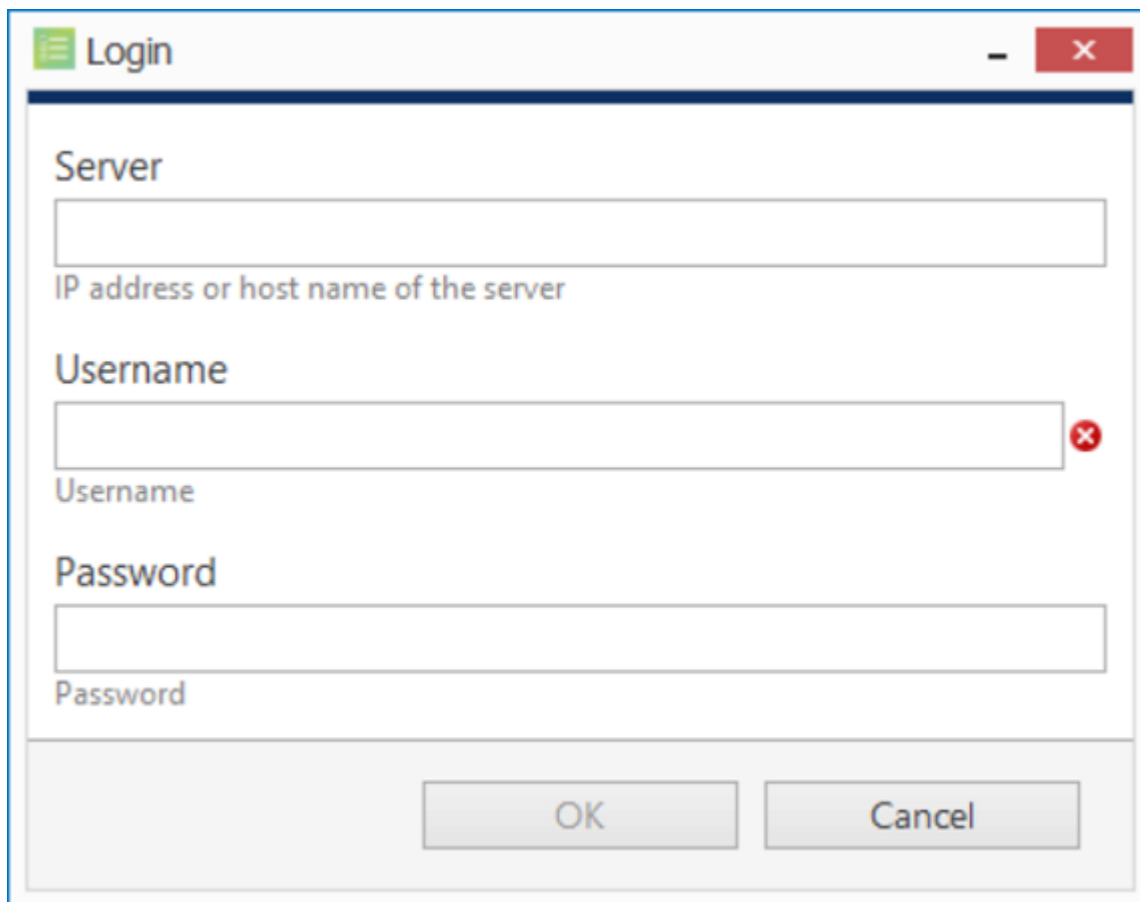
Upon completion, the setup wizard will show you an installation summary. If all the steps have been fulfilled successfully, simply hit Finish to close the wizard.



Installation complete

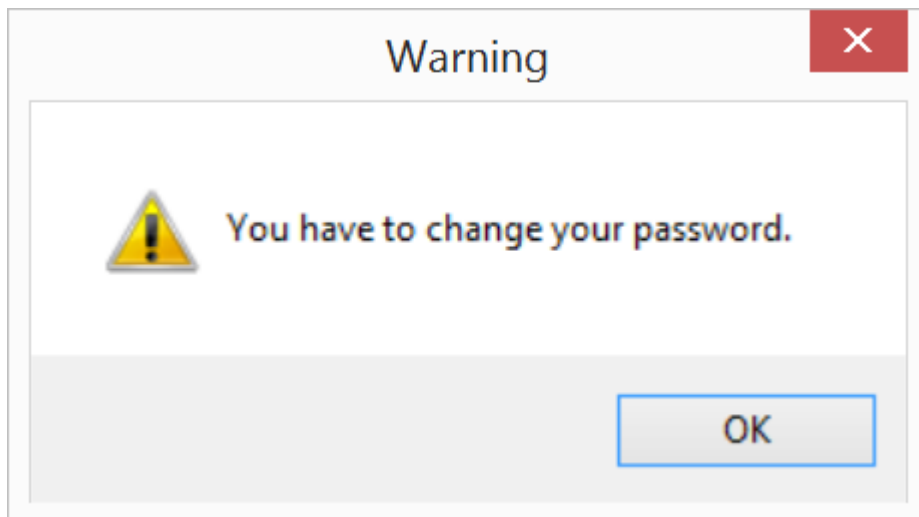
After completing the Luxriot EVO Console installation, you will be given the option to enter the settings of server you wish to connect to. You can skip this step if you wish to configure your Luxriot EVO Global server later; you will be asked for the same information next time you run Luxriot EVO Console.

To log in, simply enter your server's local or remote address (IP or host name) and user information. Note that users must have corresponding permissions in order to connect. Default username and password are **admin/[empty]**.

A screenshot of the Luxriot EVO Console login window. The window has a title bar with a green icon and the text "Login". It contains three input fields: "Server" with the placeholder text "IP address or host name of the server", "Username" with the placeholder text "Username", and "Password" with the placeholder text "Password". The "Username" field has a red 'x' icon to its right. At the bottom, there are "OK" and "Cancel" buttons.

Luxriot EVO Console login window

After logging in for the first time with the default username and password, you will be reminded to change your password. For security reasons, we strongly recommend that you do so.

A screenshot of a warning dialog box. The title bar says "Warning". Inside, there is a yellow warning triangle icon with an exclamation mark. To the right of the icon, the text reads "You have to change your password." At the bottom right, there is an "OK" button.

Password change reminder

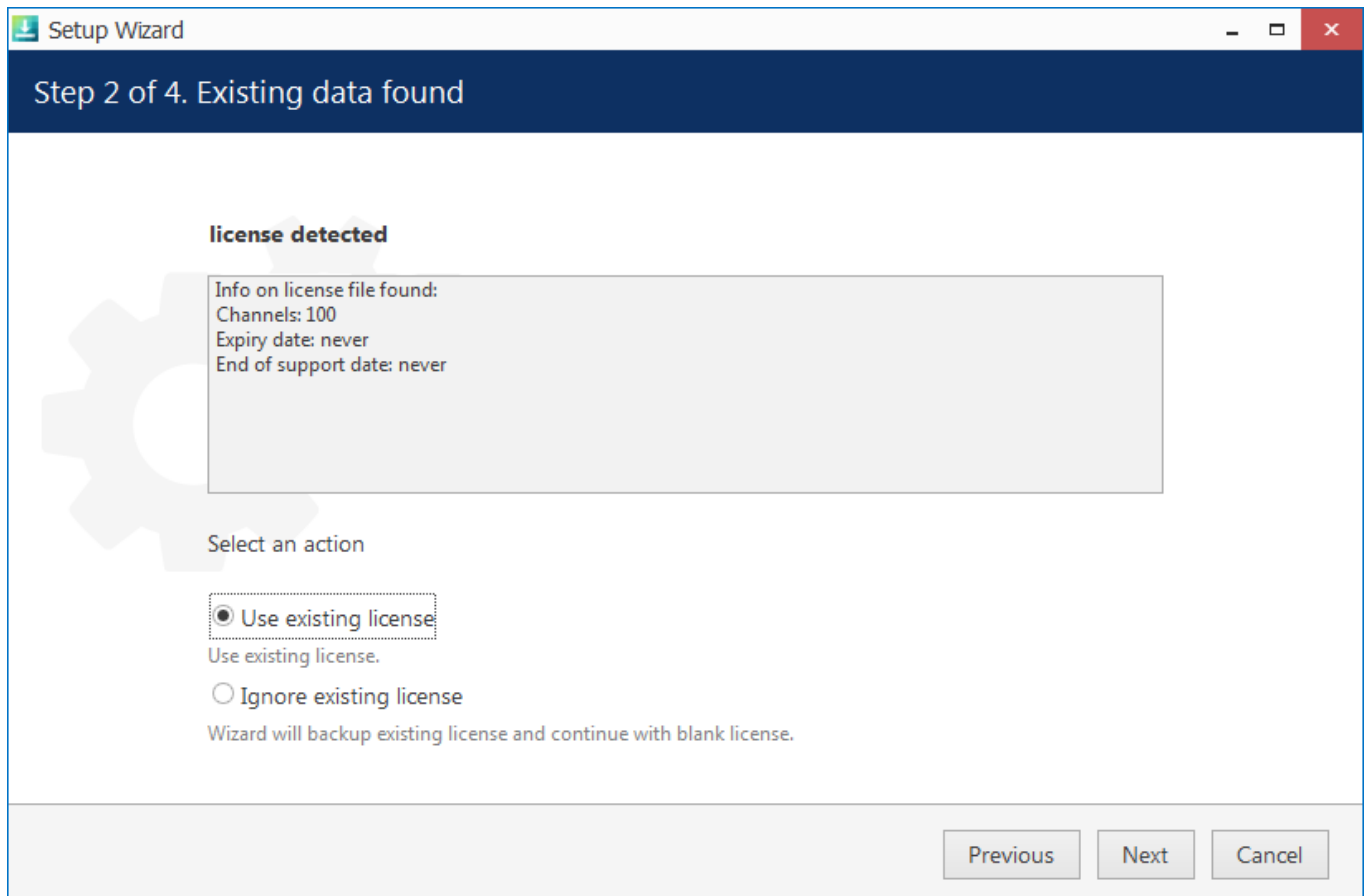
12 Software Update and Uninstall

This topic provides guidelines on installation management use cases.

Update Software

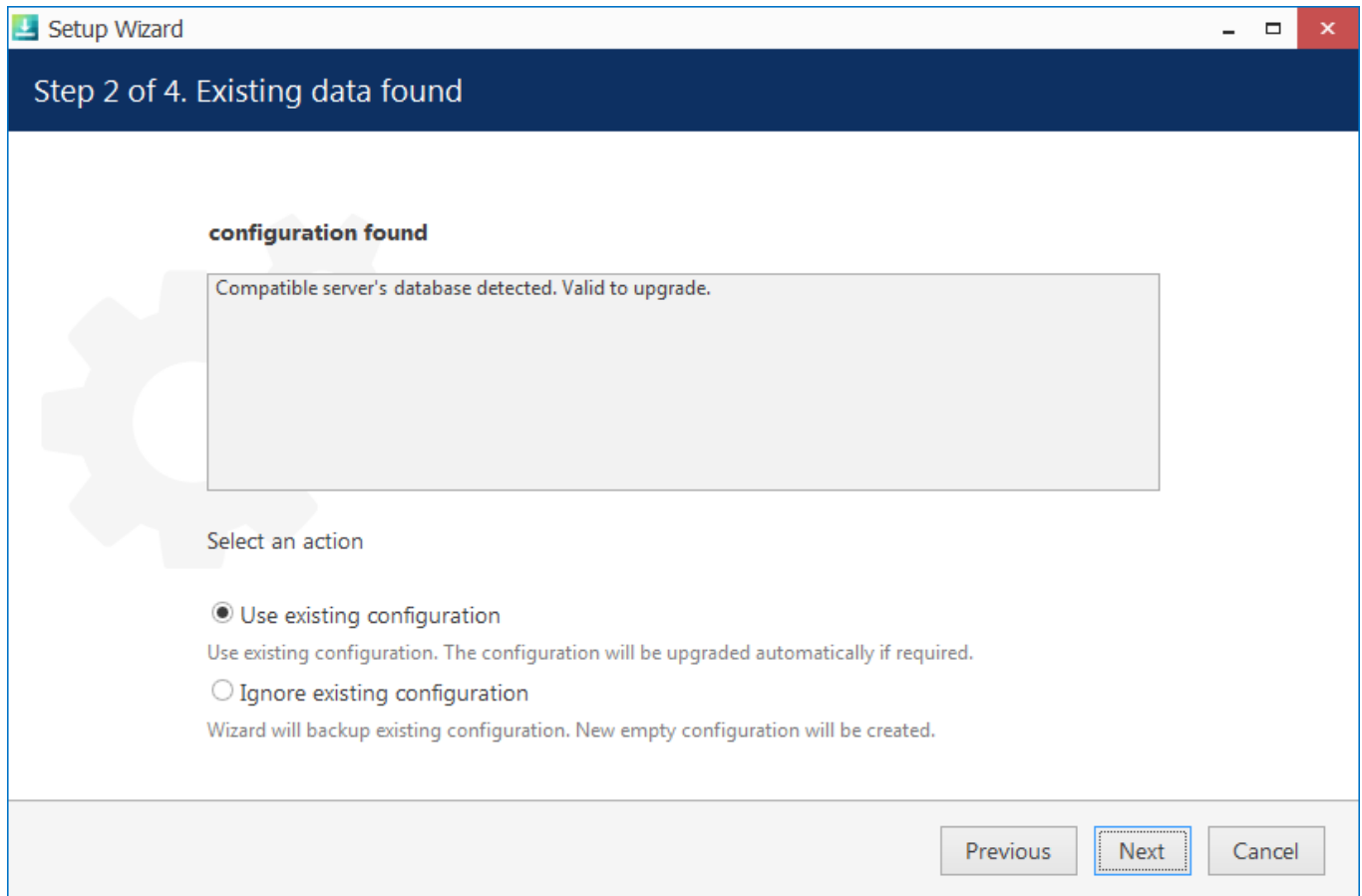


Before upgrading, make sure you have obtained the correct software package: 32-bit and 64-bit version configuration sets are incompatible. If you try upgrading to a different bit version, the installation wizard will not execute with "another version detected" warning.



Choose license preference for the upgrade

If you launch a newer version installation package of the same kind as the already installed Luxriot EVO edition, you will be given the option to upgrade the product. Press *Next* and complete the wizard, which is very much alike the installation wizard. At each step, read all the information displayed and press *Next* until finished.



Use existing database configuration



Before starting the upgrade procedure, ensure that all Luxriot EVO processes have been terminated and that Luxriot EVO files are not in use: this is necessary in order to upgrade all files to the newer versions. This includes any Luxriot EVO processes or related applications that are running, and also any third-party applications that have access to Luxriot EVO files, e.g., antivirus scanners, third-party integrations, etc.

Luxriot EVO processes can be found via Task Manager: these start with *VMS*, e.g., *VMSServer.exe*.

Uninstall/Change Software

Software can be uninstalled in two ways:

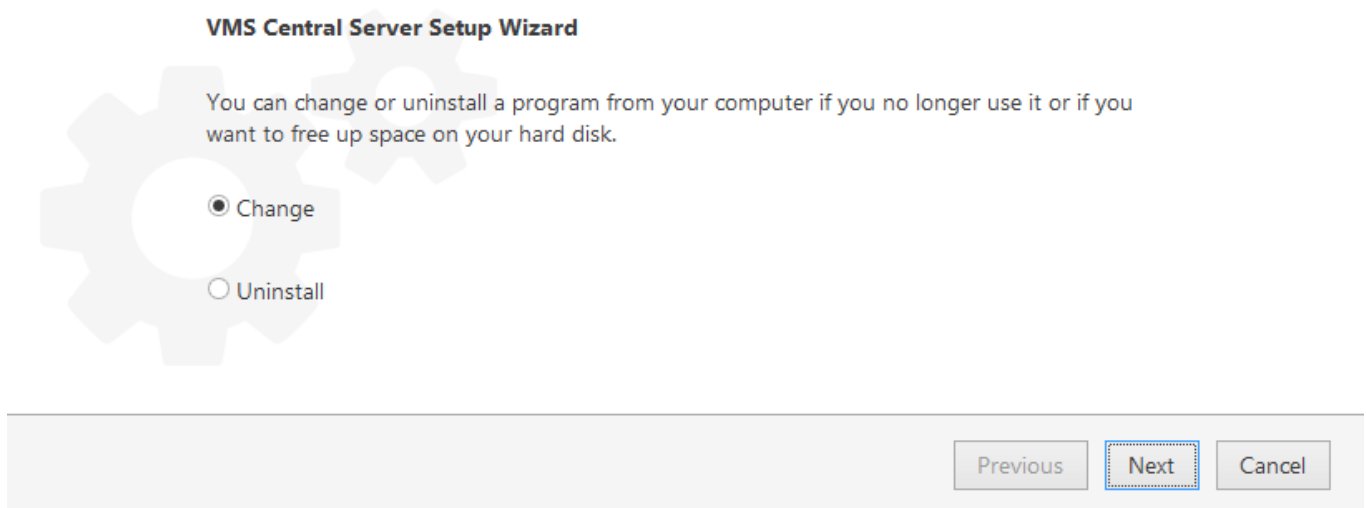
1. From Windows Control Panel
2. By launching the same package that was used for installation

In either case, you have a choice between changing and uninstalling the product.



Before making any changes to the installation, make sure to close and stop all software services and applications. If processes are not stopped, some of the software components may not be removed or replaced during the installation process.

In order to check this, open Windows Task Manager, select '*Show processes from all users*' and make sure there are no processes starting with 'VMS..'. If there are any, stop them manually and then proceed with the installation changes.



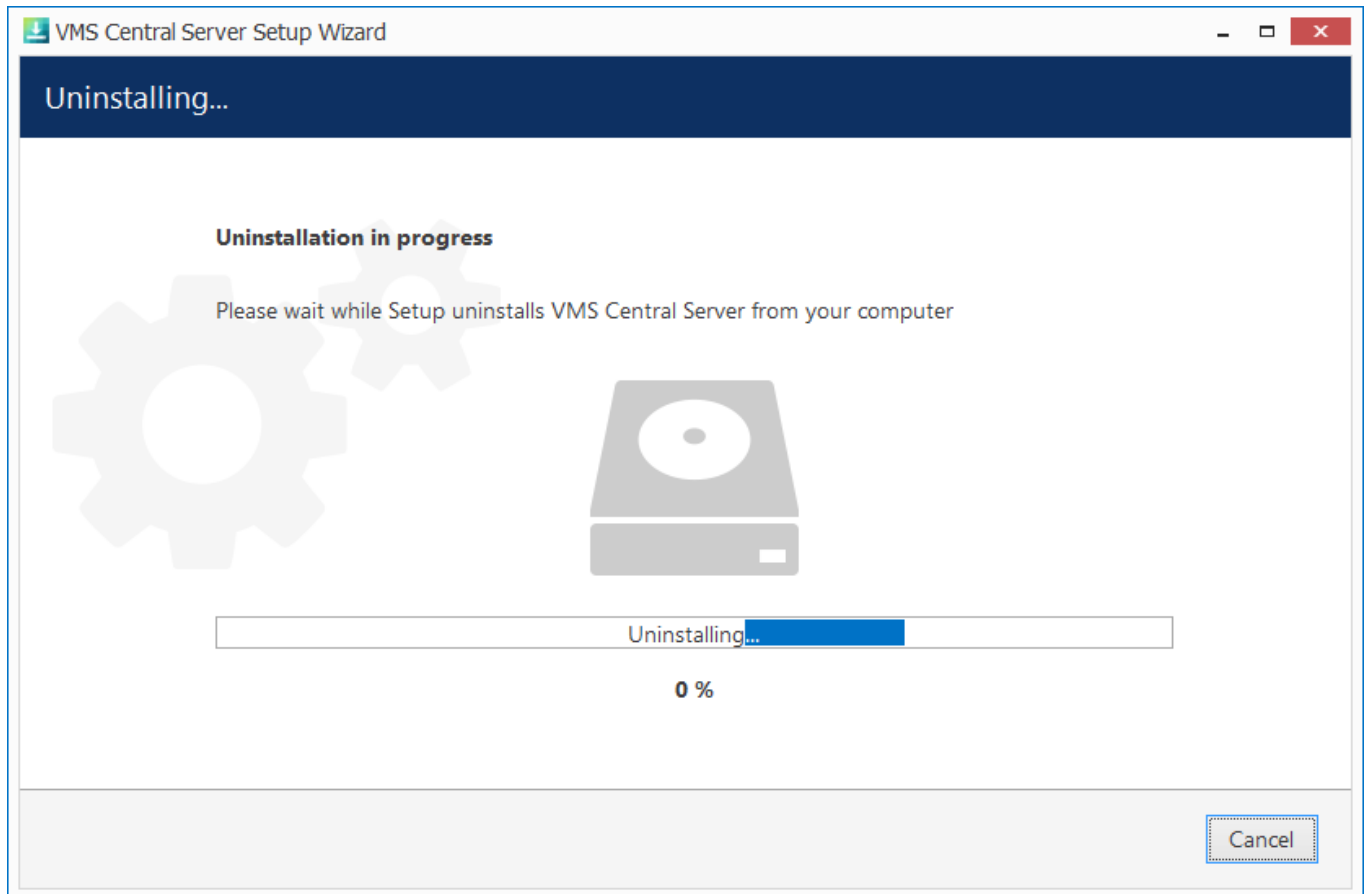
Change or uninstall the product

Select *Change* if you wish to re-install or add software components. The process will be similar to the initial installation.

Select *Uninstall* to remove all software components. You will be asked if you wish to keep the configuration and the current license; the following common use cases apply:

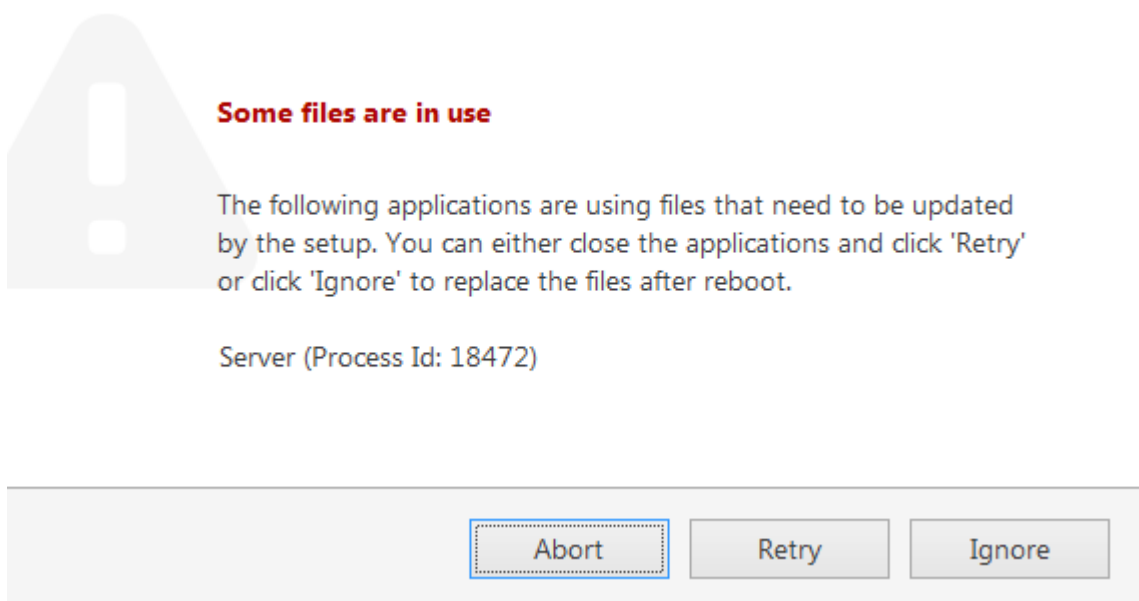
- keep the license and remove the configuration if you wish to re-configure everything from scratch after re-installation (e.g., in event of a corrupt database or having to move the server to a different system);
- keep both if you are going to clean install the software;
- remove both if you do not intend to use the software on this machine anymore.

Press *Next* to proceed with the uninstallation process. Note that you may have to confirm these changes if UAC has been turned ON.



Uninstall

If you did not stop the Luxriot EVO server before starting the uninstall process or if some third-party software (e.g., antivirus) has locked Luxriot EVO files, you will get a warning.



A warning about some files being locked by a process

In this case:

- choose **Abort** to cancel the uninstall process
- stop the processes manually yourself and then click **Retry**
- click **Ignore** to let the wizard handle the files automatically

Generally, if you see that the process mentioned in the warning is Luxriot EVO own process, simply choose the **Ignore** option and let the wizard do the job.

When the wizard finishes removing software components, hit *Finish* to exit.

Clean Install

Sometimes it is necessary to install software anew, i.e., to change software bit version, and also in event of major [software-related troubles](#).



You can perform clean install yourself if you are already familiar with the software. If you are doing it for the first time, we recommend that the procedure is supervised by a Luxriot support engineer so that you learn how to do this quickly and effectively, avoiding possible mistakes.



Although software upgrade is not possible with different bit versions, you can migrate your installation to a different bit version by performing a clean install.

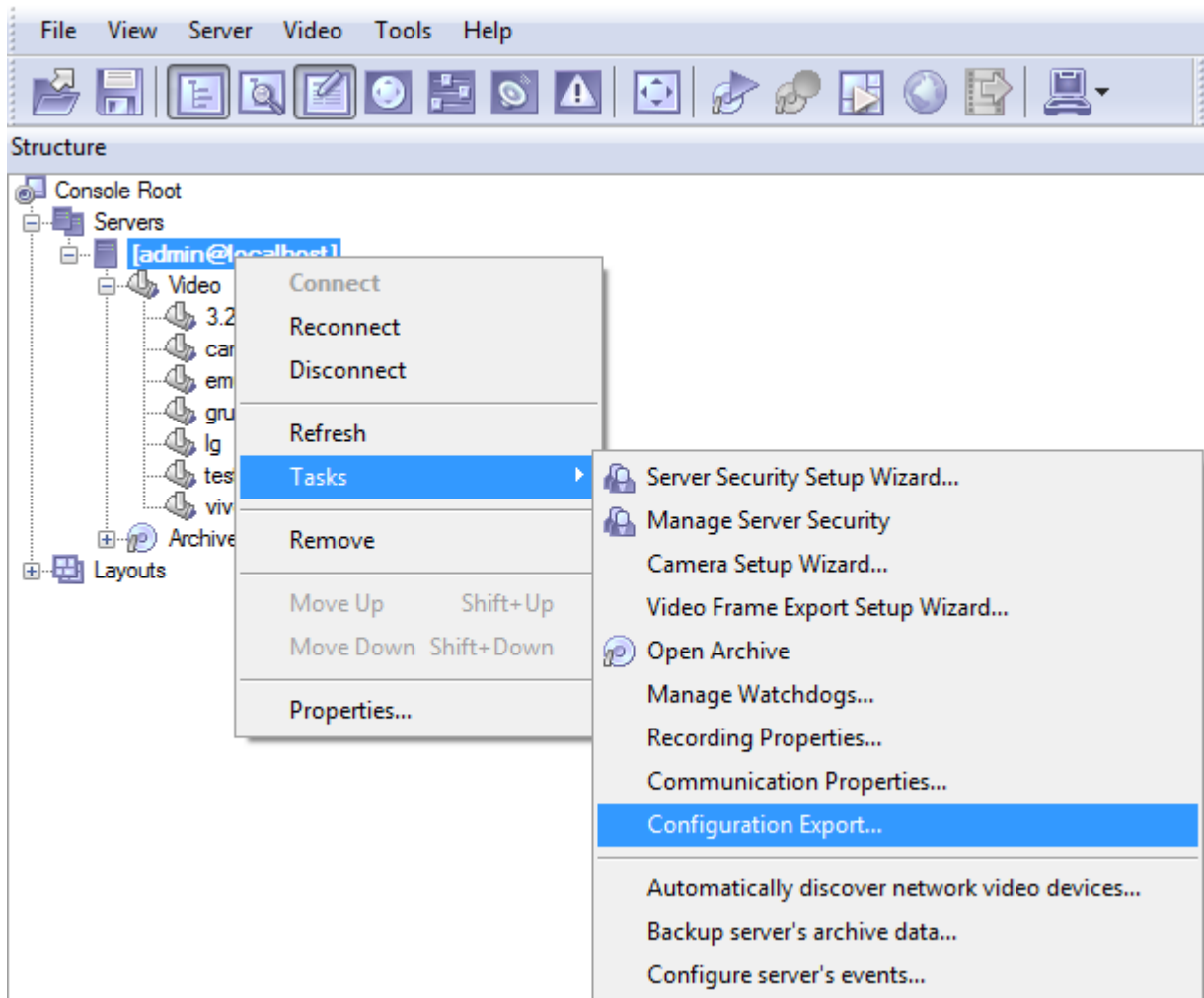
To perform a clean installation, it is crucial to make sure that no Luxriot software processes are running, whether explicitly or in the background. Follow these steps:

1. Stop all Luxriot software services and/or applications;
2. Open Windows Task Manager, click '*Show processes from all users*' and check that there are no processes starting with 'VMS.'; if there are any, stop them;
3. Uninstall software as described above, keeping your license and configuration;
4. Install [new] software version, carefully following all [steps](#) and [recommendations](#);
5. Start software and check if the desired change has been carried out.

13 Migration From Previous Product Versions

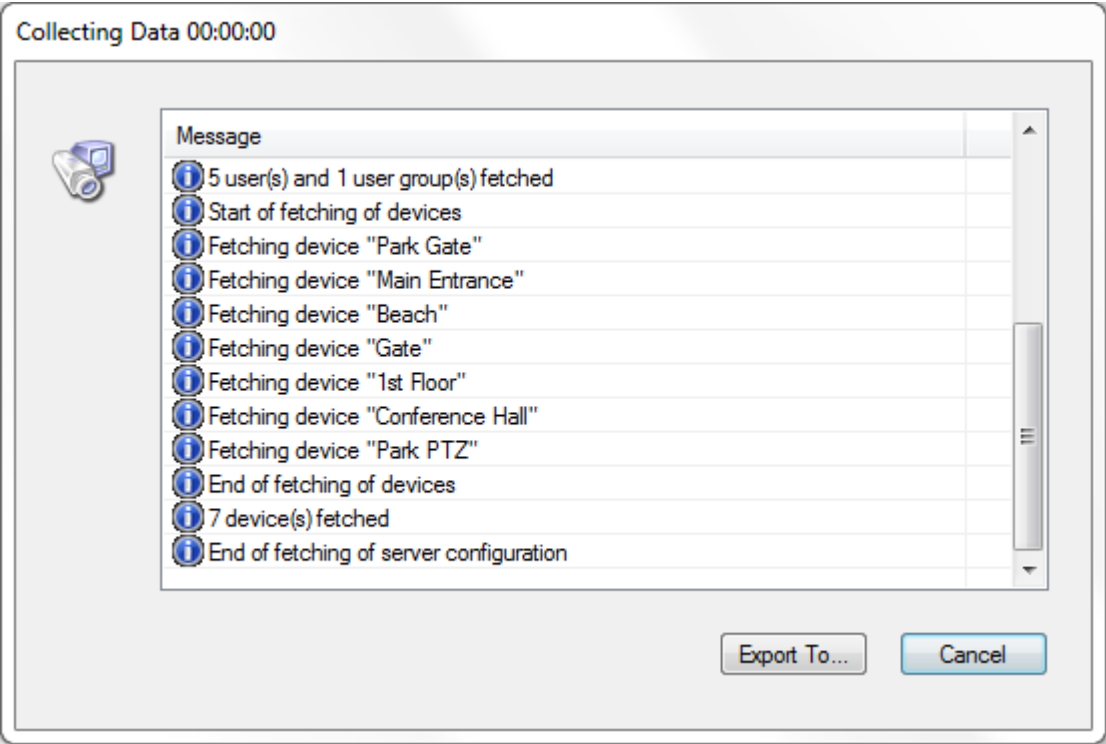
It is possible to migrate the basic configuration from the older Luxriot software version, Luxriot VMS. All you have to do is export an XML file from Luxriot VMS and then import it via Luxriot EVO Console.

In your Luxriot VMS Client, right-click your desired server and choose *Tasks -> Configuration Export*.



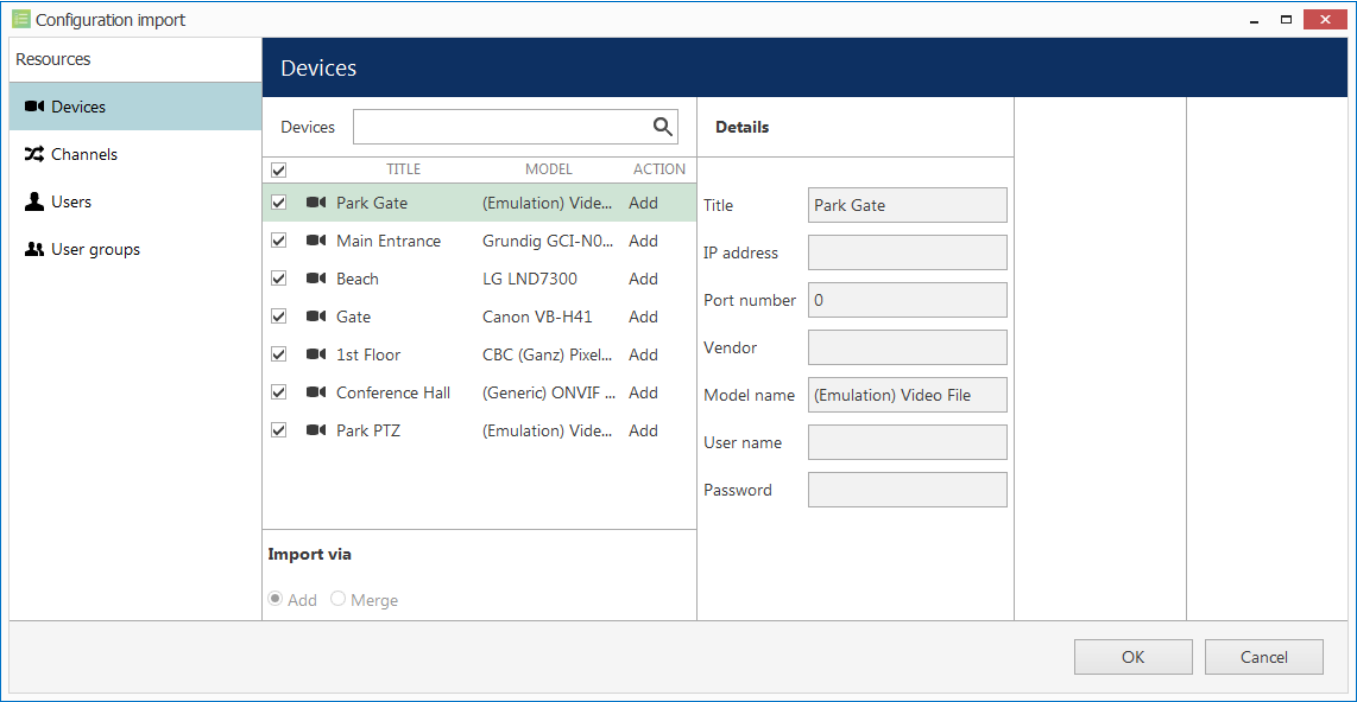
Run *Configuration Export* from the server right-click menu

Export wizard will display a summary of all the exported resources and give you an option to save the configuration in XML format. In order to do this, click the *Export to...* button and choose a location and enter the filename, then click *Save*.



Export tool

Next, switch to your Luxriot EVO installation where you want to load the configuration: open Luxriot EVO Console and log into the target server. In Luxriot EVO Console, click the application menu button located in the upper-right-hand corner of the Luxriot EVO Console window and choose *Configuration import*. Locate your pre-saved XML file in the *Open file* dialog box and click *Open*: *Configuration import* dialog box will open, giving you the option to review the resources to be imported.



Choose devices to be imported

Review the list of devices to be imported from your pre-saved configuration; note that you can only view the settings but there is no option to change them. You will be able to alter device settings later, after you import the configuration. At this stage, you can choose whether or not the device will be imported: to do this, simply put a checkmark next to each device name. By default, all devices are selected for import.

Configuration import

Resources

Devices

Channels

Users

User groups

Channels

Channels

☒

TITLE

☒

Park Gate

Park Gate

Add

☒

Main Entrance

Main Entrance

Add

☒

Beach

Beach

Add

☒

Gate

Gate

Add

☒

1st Floor

1st Floor

Add

☒

Conference Hall

Conference Hall

Add

☒

Park PTZ

Park PTZ

Add

Import via

☒ Add

☐ Merge

Details

Title

Park Gate

Enabled

yes

Device

Park Gate

OK

Cancel

Choose channels to be imported

Next, switch to the *Channels* tab and review the channel list.

Configuration import

Resources

Devices

Channels

Users

User groups

Users

Users

☒

Built-in adminis...

admin

Merge

☐

Built-in demo u...

demo

Add

☒

Joe Doe

Joe Doe

Add

☒

Johnny English

Johnny English

Add

☒

Judy Monroe

Judy Monroe

Add

Import via

☐ Add

☒ Merge

Details

Full name

Built-in Administrator account

Login name

admin

Permissions

TITLE


VERB

OK

Cancel

Choose users to be imported

When you have finished with devices and channels, review users and user groups to be imported.

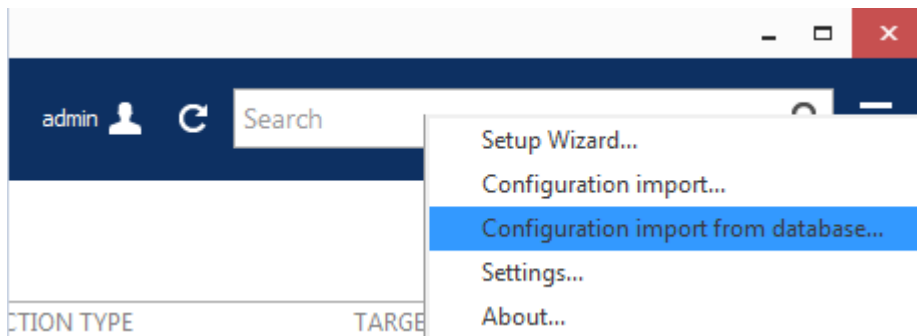
 If some resource is already present in Luxriot EVO configuration, the wizard will mark the imported copy to be **merged** to the existing one; you can change this by selecting the desired resource and choosing the import type below: *Import via* -> *Add/Merge*. Merging means that user permissions are extended and in case of any differences Luxriot EVO settings have priority. Otherwise, the import wizard will simply **add** the target resource to your configuration and action type choice will be grayed out.

14 Database Import

It is possible to use a Luxriot EVO database - either coming from a different server and/or a different software edition - to import resources into your Luxriot EVO installation. This feature allows you to add such resources as devices, channels, users and [Event&Action Configurator](#) content. It is possible to import the data from **single server** databases.

Possible scenarios for this feature may be as follows:

- combine many Luxriot EVO S servers into a single Luxriot EVO Global installation
- transfer configuration from one Luxriot EVO S server to another



Choose the database import option from the application menu

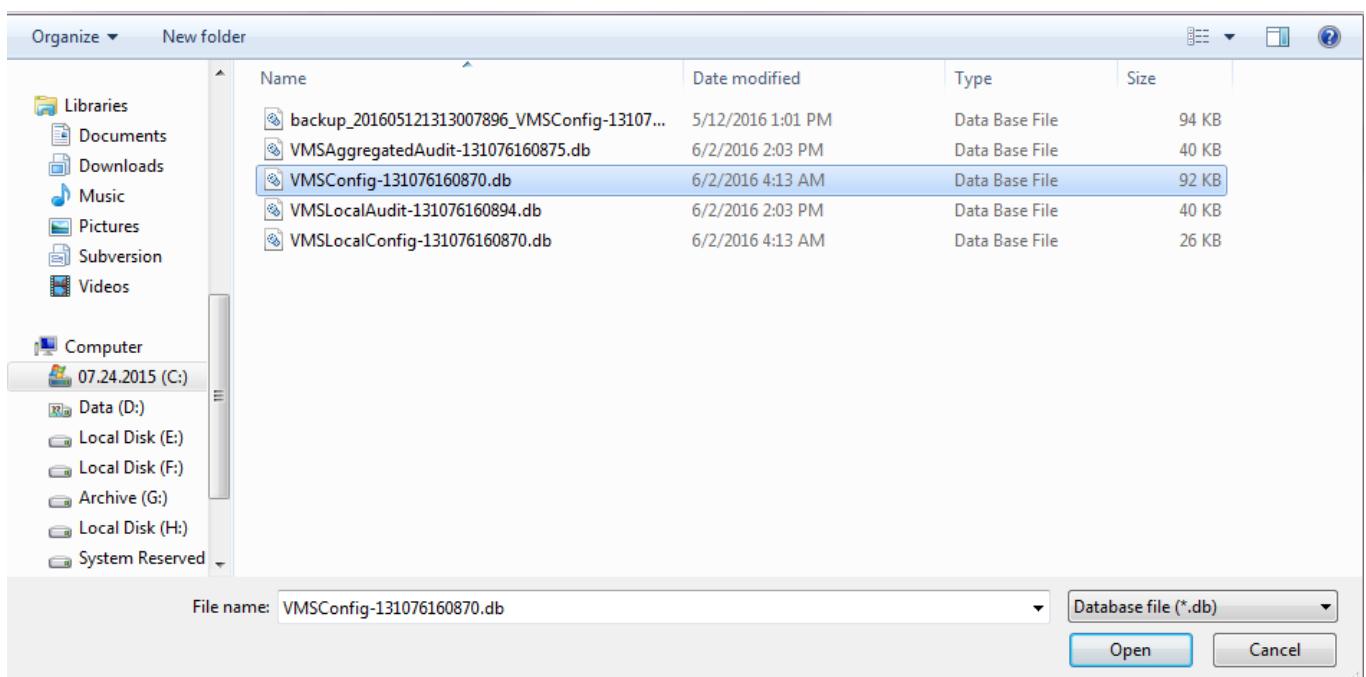
To start data import, press the application menu button in the upper-right-hand corner of the Luxriot EVO Console window and choose the *Configuration import from a database* option.



You can also bring a database from another server. By default, all Luxriot EVO databases are located in the following directories:

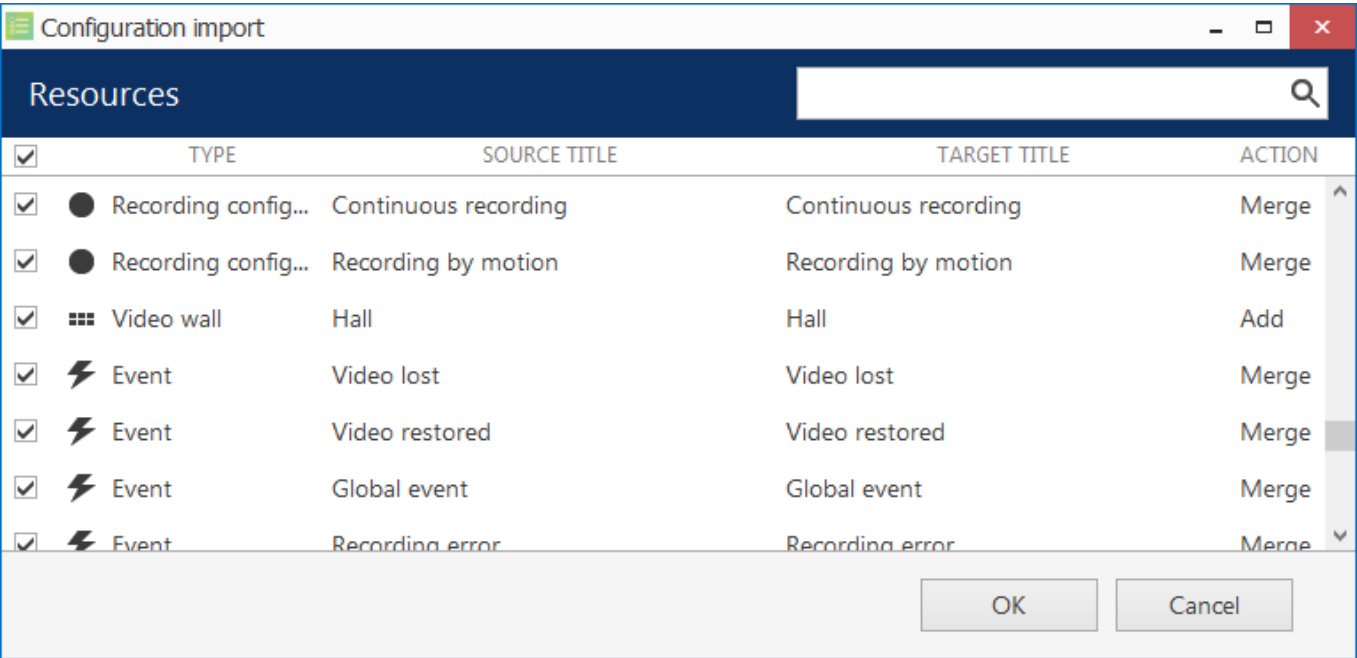
- C:\ProgramData\Luxriot\Luxriot EVO S - for the Luxriot EVO S product edition
- C:\ProgramData\Luxriot\Luxriot EVO Global - for the Luxriot EVO Global product edition
- C:\ProgramData\Luxriot\Luxriot EVO Recording Server - for the Luxriot EVO Recording Server component of a Luxriot EVO Global installation

From the standard Windows Explorer *Open File* dialog box, locate the target *VMSConfig-xxxxxxxxxxxx.db* file and open it.




Locate the database file

The resource selection dialog box will appear. Choose the items to be imported using checkmarks in the left column; use the search field in the upper right corner to filter the items by type or by any other text field. In case the imported entities already exist on the host server (e.g., built-in recording profiles), their import action will be *Merge*; otherwise, the action will be marked as *Add*. When resources are merged, their permissions are merged as well. All types of resources can be imported.

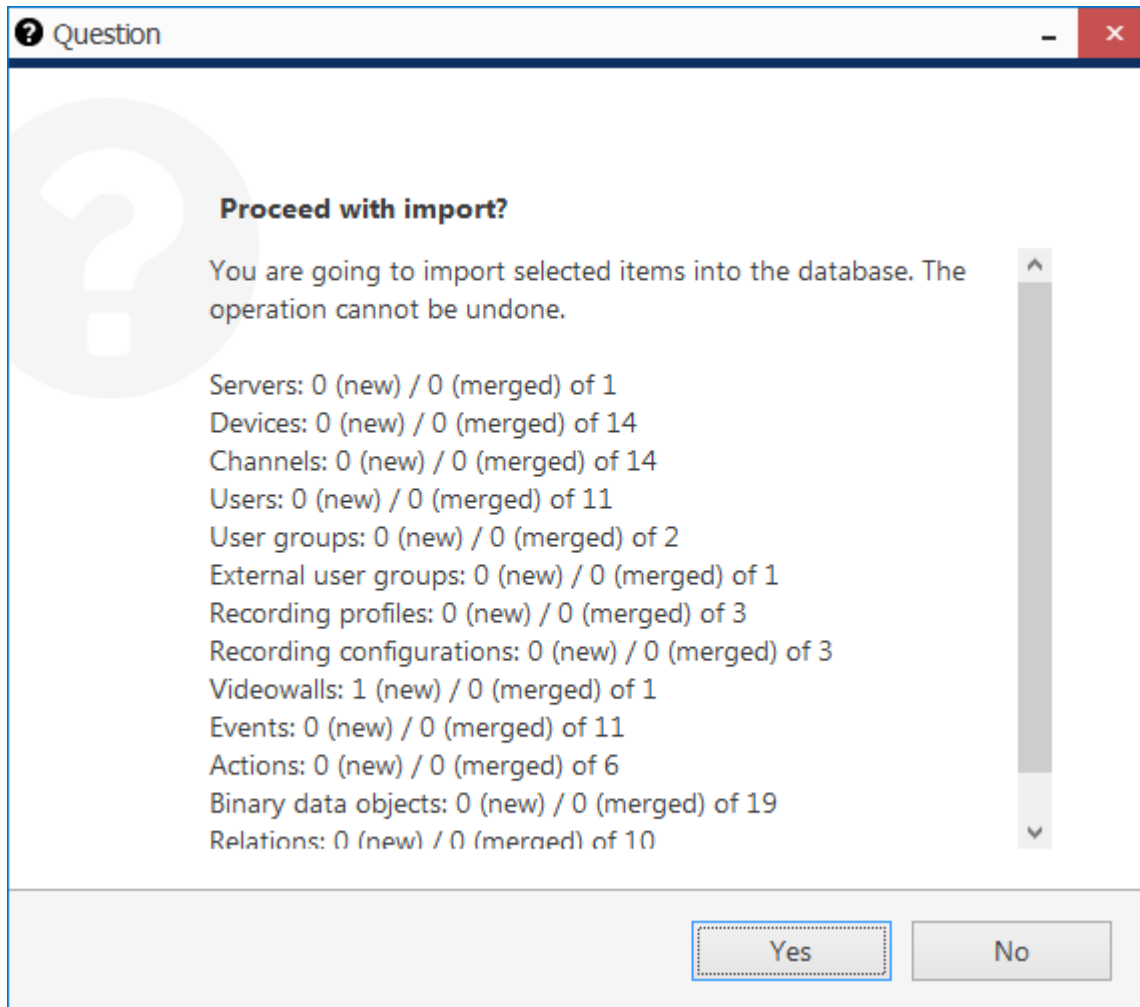


Choose resources to be imported

When you have finished with resource selection, click *OK* to proceed.

 **Important:** this action cannot be undone. Before confirming, make sure to review all the changes you wish to apply.

Before applying all the changes, review your import summary and click *OK* to confirm and finish the import.



Review the summary and confirm configuration import

All selected items will be added to the server configuration immediately and you will be able to work with them normally.