VideoXpert™

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Using VideoXpert® Portal

VideoXpert Portal (VxPortal) is a Web interface that enables you and other users to view live and recorded video from your VxPro system without using VxOpsCenter client.
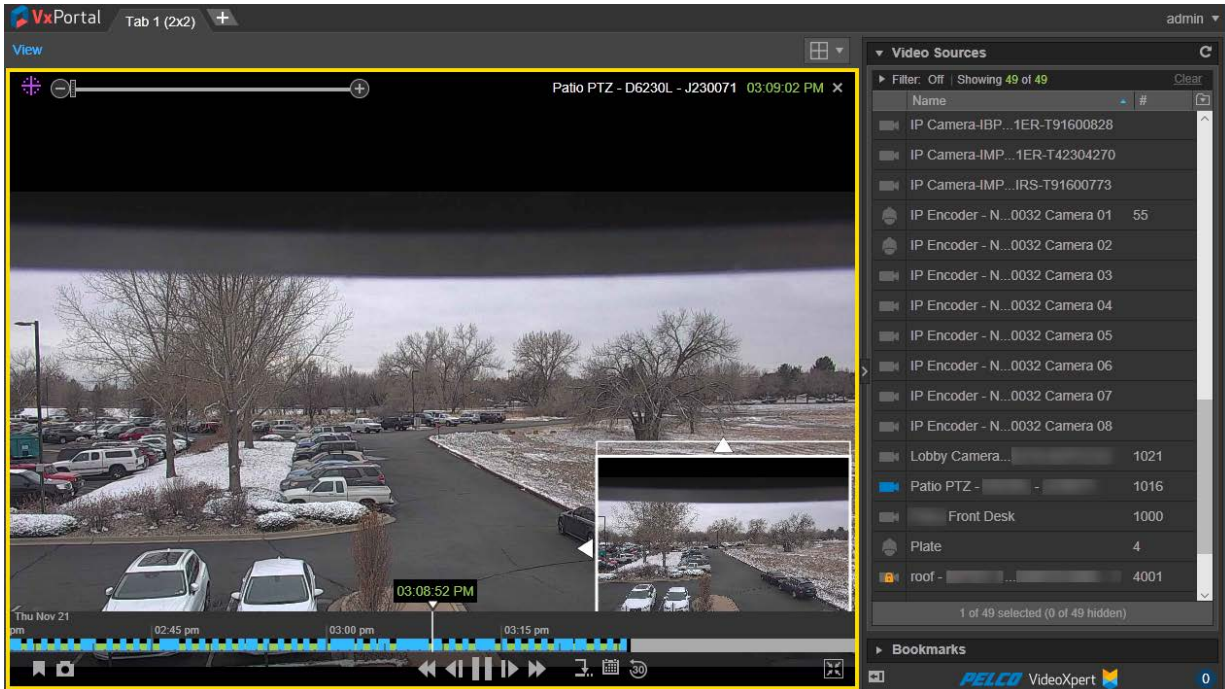
VideoXpert Portal requires:

- Current version of Google Chrome, Mozilla Firefox, or Microsoft Edge

VxPortal operates as a simplified version of VxOpsCenter.

- To view cameras:
    - Double-click or drag a camera into the cell you want to view it in.
    - Select multiple cameras and drag them to a tab to view each of the selected cameras in a separate cell. If you select more cameras than there are cells in the tab, another tab will open to display the additional cameras.

- Roll over a cell to engage playback controls.

- Hover over the timeline to see a thumbnail of recorded video corresponding to the time.

- Change layouts, use filters, create bookmarks, and perform other operations as you would in VxOpsCenter. See the current version of the *VideoXpert® OpsCenter Operations Manual*. If you change the layout of the desktop, the layout is saved and will be loaded again the next time you access VxPortal.

Accessing VxPortal

1. Launch VxPortal by one of the following methods:

   - Click the *VxPortal* icon on the desktop.
   - Open a web browser and go to the IP address of VxPortal (for example: https://[ip address of VxPro]); if you are using Single Sign-ON (SSO), go to the domain name that you used during system configuration.

   ⚠ **Caution:** If you are using SSO, you must access VxPortal using the same domain name as was added in the configuration steps. If you do not, SSO will not be enabled.

   📝 **Note:** If the server(s) on which the VideoXpert system is installed are configured for FIPS mode, VxPortal might not work in Chrome and Firefox browsers. Use Microsoft® Edge.

2. Enter your *Username* and *Password*, and then click **Log In**.

Configuring a Browser to Enable Single Sign-On in VxPortal

Single Sign-On (SSO) allows users to log in to multiple systems using a single set of login credentials. SSO can be used with either Single-Stage or Two-Stage binding, and can be used with the Synchronize Users and Roles From LDAP authentication options.

SSO is selected and configured in VxToolbox. To use SSO in VxPortal, if you are using Mozilla Firefox or Microsoft Edge as the browser, configure the browser as described in the sections below.

⚠ **Caution:** If you are using SSO, you must access VxPortal using the same domain name as was added in the configuration steps. If you do not, SSO will not be enabled.

Configuring Mozilla Firefox to Enable Single Sign-On in VxPortal

If you are using Mozilla Firefox to access VxPortal, and you need to enable Single Sign-On (SSO), configure the browser as follows:

1. Launch Firefox.
2. Type about:config into the *Search or Enter Address* field, and then press Enter or click the right-arrow at the right of the field.
3. If a warning appears, click **I accept the risk!**.
4. In the window that lists preference information, type "negotiate" in the search field.
5. Double-click **network.negotiate-auth.trusted-uris**.
6. In the *Enter string value* dialog box, enter the Fully Qualified Domain Name (for example: "my-VxPro-system.com"), and then click **OK**.
7. Close the browser or navigate to another page.

Configuring Microsoft Edge to Enable Single Sign-On in VxPortal

If you are using Microsoft Edge to access VxPortal, and you need to enable Single Sign-On (SSO), configure the browser as follows:

1. In the Windows Explorer search field, type "Internet Options", and then click to open **Internet Options**.
2. In the *Internet Properties* window, click the **Security** tab, click **Local Intranet**, and then click **Custom level**.

3. Under *User Authentication*, click to select the radio button for *Automatic logon only in Intranet zone*, and then click **OK**.

4. Click **Sites**.

5. In the *Local intranet* dialog box, click to deselect the checkbox for *Automatically detect intranet network*, click to select the remaining checkboxes, and then click **Advanced**.

6. In the next *Local intranet* dialog box, in the *Add this website to the zone* field, enter the Fully Qualified Domain Name (for example: "my-VxPro-system.com"), and then click **Add**.

7. Verify that the Fully Qualified Domain Name is listed in the *Websites* field, and then click **Close**.

8. Click **OK**.

9. Click **Apply**, and then click **OK**.

Changing the System Password in VxPortal

For security purposes, you should change the default password for your system. To change it using VxPortal:

1. Click **[user name]** (for example: **admin**) in the upper-right of the window to access the pull-down menu.

2. Click **Change Password**.

3. In the *Change Password* dialog box, enter the requested information in the fields, and then click **Change Password**.

Viewing Video Sources and Bookmarks in VxPortal

VxPortal behaves much like VxOpsCenter in that you can:

- Create and configure tabs.
- Open video sources in cells and interact with them.
- Create, edit, and delete bookmarks, and open them in cells.
- View the Event Counter.
- Move Mission Control to the right or left panel.

See the current version of the *VideoXpert® OpsCenter Operations Manual*.

When you are viewing a video source or bookmark in VxPortal, you can select a maximum video quality for all cells in the tab.

1. At the upper left corner of the tab, above the cells, click **View**.

2. Hover over **Max Video Quality**.

3. Click to select the appropriate option from the drop-down menu.

> **Note:** If you select **Highest Available Quality**, the video quality matches the highest quality of the video source. For example: if your video source supports H264, that is the quality displayed by VxPortal.

4. Click anywhere in VxPortal.

Managing Exports

1. Click **[user name]** (for example: **admin**) in the upper-right of the window to access the pull-down menu.

2. Click **Manage Exports**.

3. In the *Export Archive* window, view the list of exports in the table.

   - (Optional) Click on any column title (except *Action*), to sort by the values in that column.
   - (Optional) Click to expand **Filter**, and then do one of the following: enter a file name or creator; select *From* and *To* start and end dates and times; and/or select a *Status* to view a subset of all exports. Click **Clear All** to clear the filter fields.

4. (Optional) To download a record from the Export Archive, click **Download** in the *Action* column for the archive row, and then click **Open**.

5. (Optional) To edit the export name, click the pencil icon ( ) in the *Action* column for the archive row; in the *Edit Export Name* dialog box, type a value in the *New Name* field, and then click **Save**.

6. (Optional) To delete an export, click the trashcan icon ( ) in the *Action* column for the archive row; in the confirmation dialog box, click to select or deselect the checkbox to *Delete Permanently*, and then click **Yes**.

   - If you did not select *Delete Permanently*, the archive is removed from the current list, and is added to the *Export Trash Bin*.
   - If you did select *Delete Permanently*, the archive is deleted, but not added to the *Export Trash Bin*.

7. If you want to view deleted exports, click the down arrow to the right of *Export Archive*, and then select **View Trash Bin**.

   - To move an export from the *Export Trash Bin* to the *Export Archive* window, click the export **Restore** button.
   - To delete one item in the *Export Trash Bin*, click the export **Delete** button. In the confirmation dialog box, the checkbox for *Delete Permanently* is already selected. Click **Yes**.
   - To delete all items in the *Export Trash Bin*, click the down arrow to the right of *Export Trash Bin*, and then click **Empty Trash Bin**. In the confirmation dialog box, the checkbox for *Delete Permanently* is already selected. Click **Yes**.
   - To return to the *Export Archive* window, click the down arrow to the right of *Export Trash Bin*, and then click **Close Trash Bin**.

8. If you want to delete failed exports, click the down arrow to the right of *Export Archive*, and then click **Delete All Failed Exports**. In the confirmation dialog box, click to select or deselect the checkbox for *Delete Permanently*, and then click **Yes**.

9. To exit the window, click the in the upper-right corner of the window or click outside the window.

Configuring the Server on a VideoXpert Professional System

To configure the VideoXpert Server:

1. Click **[user name]** (for example: **admin**) in the upper-right of the window to access the pull-down menu.

2. Click **Configure Server**.
   This launches VideoXpert Storage Portal.

3. Log in to the server, and see the section titled *Configuring Advanced Storage Using VideoXpert Storage Portal* of this manual for instructions on using the interface.

Configuring the Server on a VideoXpert Enterprise System

For each VxStorage module on the VideoXpert Enterprise system:

1. Login.
2. Click the desktop shortcut called **VideoXpert Storage Web Portal**.
3. Log in to the server. The default *Username* and *Password* are both "admin".
   See the section titled *Configuring Advanced Storage Using VideoXpert Storage Portal* of this manual for instructions on using the interface.

Viewing Keyboard Shortcuts

To view a list of keyboard shortcuts for VxPortal:

1. Click **[user name]** (for example: **admin**) in the upper-right of the window to access the pull-down menu.
2. Click **Keyboard Shortcuts**.
3. To exit the window, click the **X** in the upper-right corner of the window, or click outside the window.

Logging Out

To properly exit VxPortal:

1. Click **[user name]** (for example: **admin**) in the upper-right of the window to access the pull-down menu.
2. Click **Log Out**.

Configuring Advanced Storage Using VideoXpert Storage Portal

VideoXpert Storage Portal provides advanced settings and status that can help you fine-tune and monitor your VideoXpert Storage devices.

Installing VxStorage Portal (VideoXpert Enterprise only)

⚠️ **Caution**: Your system must meet the minimum requirements before you can install the VideoXpert Storage application.

To install VxStorage:

1. Run the Storage EXE installer.
2. Click **Install**.
3. Read the terms of the End User License Agreement.
4. Follow the instructions in the Installation Wizard to complete the installation.
5. Click **Finish**.
6. Click **Close**.

If you are reinstalling VxStorage, manually uninstall the previous version and then run the Storage EXE installer.

Accessing the VideoXpert Storage Portal on a VideoXpert Professional System

1. Login to VxPortal.
2. Click **[user name]** (for example: **admin**) in the upper-right of the window to access the pull-down menu.

3. Click **Configure Server**.

4. Enter the *Username* and *Password*, and then click **Log In**. The default *Username* and *Password* are both "admin".

5. If you are prompted to do so, reset the password.

Accessing the VideoXpert Storage Portal on a VideoXpert Enterprise System

For each VxStorage module on the VideoXpert Enterprise system:

1. Login.

2. Click the desktop shortcut called **VideoXpert Storage Web Portal**.

3. Enter the *Username* and *Password*, and then click **Log In**. The default *Username* and *Password* are both "admin".

4. If you are prompted to do so, reset the password.

> **Note:** For new VxStorage 3.7 or later installations, you will be required to set a new password for a storage device the first time you sign in.

Checking VideoXpert Storage Status

The *Status* page provides basic status information about your storage/recorder to help you determine whether you are under-utilizing or over-burdening the recorder.

1. In VideoXpert Storage Portal, click the **Status** tab.

2. View the available information.

Generating and Downloading Storage Logs

Storage logs can provide insight to an anomaly with the recorder or one of the sources recording to it. When requesting support from Pelco, a Pelco technician might request logs from the recorder. To generate and download Storage logs:

1. In VideoXpert Storage Portal, click the **Status** tab.

2. Click **Generate Log Archive**.

3. In the *Generate Logs* dialog box, click **Generate**.

4. When the log has been successfully generated, click **Download Log Archive** (to the left of the *Generate Log Archive* button).

5. Save the zip file to an appropriate location.

Configuring the Server in VideoXpert Storage Portal

Use the *Configure* page to change the transmission method and retention period for the recorder.

1. In VideoXpert Storage Portal, click the **Configure** tab.

2. Enter an appropriate number of days in the *Maximum Retention Period* field.

3. In the *Transmission Method* field, click to select the radio button for *Multicast* or *Unicast*.

4. Click **Save**.

Managing Database Backups

You can backup your storage database and restore the backups. You can also recover recording that were written to disk, even if the database was lost:

1. In VideoXpert Storage Portal, click the **Database** tab.

2. (Optional) To restore the database from an existing backup, in the *Database Backups* panel:

   a. Identify the backup to restore, and then click **Restore** to the right of the backup.

   b. Click **Restore** in the *Backup from [backup name]* dialog box.

   c. If you are prompted to do so, log out and then log in again.

      The *Recovering recordings* massage is displayed to the right of the *Recover Recordings* button, and then the *Recovery successful* message is displayed. Depending on the amount of video being recovered, this process can take up to a few hours.

3. (Optional) To create a new backup:

   a. In the *Database Tools* panel, click **Create Database Backup**.

   b. In the confirmation dialog box, click **Backup**.
      When the backup has been created, the *Completed Database Backup* message is displayed to the right of the *Create Database Backup* button.

4. (Optional) To recover video recordings:

   a. In the *Database Tools* panel, click **Recover Recordings**.

   b. In the *Recover Recordings* dialog box, select the *Recover from Volume* from the drop-down menu, specify a *Date/Time Range to Recover* in the *Start* and *End* fields, and then click **Recover**.
      When the recovery is complete, the *Recovery successful* message is displayed. Depending on the amount of video being recovered, this process can take up to a few hours.

Using Volume Groups and Volumes

You can organize your device video storage by creating and managing Volumes and Volume Groups.

- A volume is a logical directory in which you want to store video.

- A volume group is a group of volumes to which cameras are assigned and distributed. You can use volume groups to:

  – Separate types of storage (like internal vs. external)

  – Set different retention parameters for different sets of drives.

  – Write video to more than one volume. When all volumes are full, the system will overwrite volume containing the oldest stored video.

- The system ships with a volume group called *Default Volume Group*. You can rename or delete this volume group.

- An archive volume group is a volume group to which the recorder will move the oldest video from the other volume groups, instead of deleting the oldest video. See the section titled *Using External NAS Storage (Archive Volume Group)* for more information about the archive volume group.

Using External NAS Storage (Archive Volume Group)

By connecting an external volume (network storage/NAS), you can extend your retention time for VideoXpert Storage recorders. When your VideoXpert Storage recorder achieves its maximum capacity

and would normally begin to delete the oldest video, it will send video to the NAS instead. Video will still adhere to retention parameters, even when moved to external storage. The experience in accessing video is the same, whether a recording is served from a the VideoXpert Storage recorder or an external server.

> **Note:** VideoXpert supports SMB1 NAS servers when using anonymous access. For systems that require a username/password for NAS access, you must use SMB2 or higher.

The external storage server must reside on the VideoXpert network. You can select whether to require login credentials. If the server requires and is provided login credentials, NAS Authentication is enabled.

As video transfers from a VideoXpert Storage recorder to an external storage server, bandwidth of your incoming cameras is equal to the bandwidth out to external storage. When using external storage, you should plan storage distribution to ensure bandwidth availability for incoming cameras, storage overflow, and user impact in viewing recorded video.

> **Note:** While each VideoXpert Storage recorder can only have a single archive group, multiple VideoXpert Storage recorders can use the same NAS server. In this case, **each VideoXpert Storage recorder must point to a different path/folder on the NAS server**; pointing multiple VideoXpert Storage recorders to the same archive group network path will cause video to expire earlier than expected and without warning. You can individually select whether each path uses NAS Authentication.

Creating a New Volume Group

1. In VideoXpert Storage Portal, click the **Volumes** tab.
2. At the bottom-right of the *Volume Groups* panel, click the plus sign icon (➕).
3. In the *Create New Volume Group* dialog box:
   a. Enter a value in the *Name* field.
   b. Click to select or deselect the checkbox for *Designate this Volume Group as the Archive Volume Group*.
   c. Click **OK**.

4. If you selected this volume group to be the archive volume group, and there is already a designated archive volume group, the *Attention* dialog box will inform you of this, and instruct you to remove the current archive volume group. To proceed:
   a. Click **OK**
   b. Identify the current archive volume group by the *Archive Volume Group* icon (⬜) to the left of the volume group name.
   c. Select the volume group that is the current archive volume group, click the pencil icon (✏️), deselect the checkbox, and then click **Save**.
   d. Add the new volume group, and select the checkbox to set it as the *Archive Volume Group*.
   e. Click **Save**.

Editing a Volume Group

1. In VideoXpert Storage Portal, click the **Volumes** tab.
2. Click to select the volume group to edit.
3. At the bottom-right of the *Volume Groups* panel, click the pencil icon (✏️).

4. In the *Edit Volume Group* dialog box:

   a. (Optional) Enter a value in the *Name* field.

   b. (Optional) Click to select or deselect the checkbox for *Designate this Volume Group as the Archive Volume Group*.

   c. Click **Save**.

5. If you selected this volume group to be the archive volume group, and there is already a designated archive volume group, the *Attention* dialog box will inform you of this, and instruct you to remove the current archive volume group. To proceed:

   a. Click **OK**

   b. Identify the current archive volume group by the *Archive Volume Group* icon (🔒) to the left of the volume group name.

   c. Select the volume group that is the current archive volume group, click the pencil icon (✏️), deselect the checkbox, and then click **Save**.

   d. Add the new volume group, and select the checkbox to set it as the *Archive Volume Group*.

   e. Click **Save**.

Deleting a Volume Group

1. In VideoXpert Storage Portal, click the **Volumes** tab.

2. Click to select the volume group to be deleted.

3. At the bottom-right of the *Volume Groups* panel, click the trashcan icon (🗑️). The trashcan icon turns red when you hover over it.

4. In the *Delete Volume Group* dialog box, click **OK**.

5. If you deleted the archive volume group, edit another volume group and select the checkbox to set it as the *Archive Volume Group*.

   Note: If there is no designated archive volume group, the system will not archive video.

Creating a New Volume

1. In VideoXpert Storage Portal, click the **Volumes** tab.

2. In the *Volume Groups* panel, click to select a *Volume Group* to which the new Volume will be assigned.

3. At the bottom-right of the *Volumes* (center) panel, click the plus sign icon (➕).

4. In the *Create New Volume Group* dialog box:

   a. Enter a value in the *Path* field.

   b. Click to select or deselect the checkbox for *Requires credentials*. If you select this checkbox, enter values in the *Username*, *Password*, and *Domain* fields.

   c. Enter a value in the *Buffer Size* field.

   d. Click to select or deselect the checkbox for *Reserve bandwidth for this volume*.

   e. Click **OK**.

Editing a Volume

1. In VideoXpert Storage Portal, click the **Volumes** tab.
2. In the *Volume Groups* (left) panel, click to select the volume group that contains the volume you will edit.
3. In the *Volumes* (center) panel, click to select the volume to edit.
4. At the bottom-right of the *Volumes* panel, click the pencil icon (✐).
5. In the *Edit Volume Path* dialog box:

   a. (Optional) Type a new string in the *Path* field.

   b. (Optional) Click to select or deselect the checkbox for *Requires credentials.*If you select this checkbox, enter values in the *Username*, *Password*, and *Domain* fields.

   c. (Optional) Enter a value in the *Buffer Size* field.

   d. Click to select or deselect the checkbox for *Reserve bandwidth for this volume*.

6. Click **Save**.

Deleting a Volume

1. In VideoXpert Storage Portal, click the **Volumes** tab.
2. In the **Volumes** (center) panel, click to select the volume to be deleted.
3. At the bottom-right of the *Volumes* panel, click the trashcan icon (🗑). The trashcan icon turns red when you hover over it.
4. In the *Delete Volume* dialog box, click **OK**.

Associating Devices With a Volume

If you have more than one non-archive volume group, you can associated devices (cameras) with specific volume groups.This enables you to control data streams between the system and the volume groups.

1. In VideoXpert Storage Portal, click the **Volumes** tab.
2. In the *Volume Groups* (left) panel, click to select the volume group with which you will associate devices.
3. In the *Associated Devices* (right) panel, click the pencil icon (✐).
4. In the *Edit Devices in Volume Group "[group name]"* dialog box:

   a. Click to select or deselect the checkboxes for the devices to associate with the volume group, or click the checkbox to the left of *Name* to select or deselect all devices. Selected devices are shown immediately in the *Associated Devices* (left) panel.

   b. Click **Save**.

5. (Optional) Use the filter to show a subset of the devices in a volume group:

   a. In the *Volume Groups* (left) panel, click to select the volume group.

   b. In the *Associated Devices* (right) panel, in the *Filter* field, type in a value (for example "IP").

Viewing Storage Assignments

You can check the status of individual streams and whether or not they are recording from the VideoXpert Storage Portal Assignments page.

1. In VideoXpert Storage Portal, click the **Assignments** tab.
2. In the *Recorders* (left) panel, click to select a recorder.
3. Scroll through the device list to see the *Name*, *ID*, *IP* address, and *Status* of each device.
4. Hover over a device name or ID to see the full text.

Changing the Password

If a password expiration policy is in place (for example: your password expires every 90 days), you will see a warning dialog box when your password must be changed.

Note: Password expiration is not used with Single Sign-On (SSO). If your system is configured to use SSO, or if the expiration policy is set to *Passwords never expire*, then you will never see the warning dialog box.

1. In the warning dialog box, click **Change Password**.
2. In the *Change Password* dialog box, enter the current password and new password in the appropriate fields.
3. Click **Save**.

You can also change your password at any time.

1. In VideoXpert Storage Portal, in the upper-right corner of the window, click **Change Password**.
2. Enter the current password and new password in the appropriate fields.
3. Click **Change Password**.
4. In the *Success* dialog box, click **OK**.
5. Login to VideoXpert Storage Portal using the new password.

Logging Out

To log out of VideoXpert Storage Portal, in the upper-right corner of the window, click **Logout**.

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