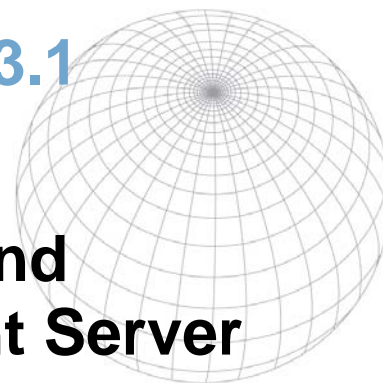


Milestone XProtect Corporate 3.1 Step-by-Step Guide



How to Back Up, Move and Restore the Management Server

This guide is relevant if you want to move an XProtect Corporate Management Server installation from one physical server to another. If you simply want back up your XProtect Corporate system configuration as a security measure, see the separate step-by-step guide *How to Back Up and Restore System Configuration*, available on the XProtect Corporate software DVD as well as from <http://www.milestoneys.com>.

The Management Server stores your XProtect Corporate system's configuration in a database. The database contains almost your entire XProtect Corporate system configuration, including recording servers, cameras, inputs, output, users, rules, alerts, patrolling profiles, clients' views, any XProtect Smart Walls, etc. Only if you use the Map feature is some of your configuration also stored outside the database (read more about that on page 2).

While regularly backing up your system configuration database is always recommended, it becomes vital if you need to move the Management Server from one physical server to another. In that case you must make sure that your new Management Server also gets access to the database. The system configuration database can be stored in two different ways:

- **Network SQL Server:** If you have chosen to store your XProtect Corporate system's configuration in a database on an existing SQL Server on your network, XProtect Corporate's Management Server simply points to the database's location on the SQL Server. In that case, you can skip much of the information in the following.
- **SQL Server Express Edition:** If you store your XProtect Corporate system's configuration in a SQL Server Express Edition database on the Management Server itself, it is important that you back up the existing Management Server's system configuration database before the move. By backing up the database, and subsequently restoring it on the new server, you will not have to reconfigure your cameras, rules, time profiles, alerts, client views, Smart Walls, etc. after the move.

Some of the prerequisites information in the following—and all of the information about backing up and restoring your system configuration—is only relevant for users of SQL Server Express Edition.

What Happens While the Management Server Is Unavailable?

- **Recording servers will still be able to record:** Any currently working recording servers will have received a copy of their configuration from the Management Server, so they will be able to work and store recordings on their own while the Management Server is unavailable. Scheduled and motion-triggered recording will therefore work, and event-triggered recording will also work as long as it is based on events from the recording server itself.
- **Recording servers will store log data locally:** They will automatically send log data to the Management Server when the Management Server becomes available again.
- **Clients will not be able to log in:** Smart Client and Remote Client access is authorized through the Management Server. Without the Management Server, clients will not be able to log in. See the following, however.

- **Already logged in access clients can remain logged in for up to an hour:** When clients log in, they are authorized by the Management Server. Technically, the Management Server gives each client a token, which allows the clients to communicate with recording servers for up to one hour. Should the clients need to communicate with recording servers for longer than one hour, the Management Server automatically renews the tokens. When the Management Server is unavailable, however, tokens cannot be renewed, and the clients will lose their connections to recording servers when their tokens expire. If you can get the new Management Server up and running within an hour, there is a good chance that many of your users will not be affected. We definitely recommend that you inform your users about the possibility of losing contact with the surveillance system while the Management Server is unavailable, even though some users might not experience loss of contact at all.
- **No ability to configure the system:** Without the Management Server, you will not be able to change system configuration through the Management Client.

Prerequisites

You will need:

- **Your XProtect Corporate software installation file** for installation on the new Management Server.
- **Your initial license (.lic) file**, i.e. the one you used when initially installing XProtect Corporate, **not** the .lic file which is the result of your license activation. License activation is, among other things, based on the specific hardware on which the activation took place; therefore an activated .lic file cannot be reused when moving to a new server. Note that if you are also upgrading your XProtect Corporate software in connection with the move, you will have received a new initial .lic file together with your new Software License Code (SLC).
- **If you activated XProtect Corporate on the old server, and you are installing the same software version on the new server: Contact Milestone support;** notify us that the software is being moved, and ask for your computer information to be reset. Why? An already activated license (.lic) file cannot be reused on a new server. How? Send an e-mail to support@milestonesys.com; including your Software License Code (SLC). You should preferably send the e-mail from the e-mail address with which you previously registered your SLC.
- **SQL Server Express Edition users only: Microsoft® SQL Server Management Studio Express**, a tool downloadable for free from www.microsoft.com/downloads. Among its many features for managing SQL Server Express databases are some easy-to-use backup and restoration features. Download and install the tool on your existing Management Server *and* on the server which will be your future Management Server (you will need it for backup as well as restoration). Other backup tools than SQL Server Management Studio Express will also work, but this document describes use of SQL Server Management Studio Express.

Are You Using the XProtect Smart Wall Add-on Product?

Smart Wall configuration is stored in the system configuration database, and will consequently also be covered when you follow the instructions in the following.

Are You Using XProtect Corporate's Map Feature?

If using XProtect Corporate's Map feature (for using maps, floor plans, etc. for navigation and status visualization in clients), virtually all configuration of the Map server is done through a Smart Client. The Map Server configuration, however, is stored server-side, but typically not on the Management Server itself, although that may also happen in some organizations.

The Map Server configuration is stored in a regular Windows folder, not in the SQL Server-based system configuration database. It is therefore not included when you back up the system configuration database, so you must back up and restore the Map Server configuration separately. The separate backup and restoration processes for the Map Server are described on page 4 and 6 respectively.

Backing Up the System Configuration

The following only applies if you store your XProtect Corporate system's configuration in a SQL Server Express Edition database on the Management Server itself.

Prerequisite: Stop the Management Server Service to prevent configuration changes being made. This is important since any changes made to the XProtect Corporate configuration between the time you create a backup and the time you restore it on your new Management Server will be lost. If changes are made after the backup, you will have to make a new backup.

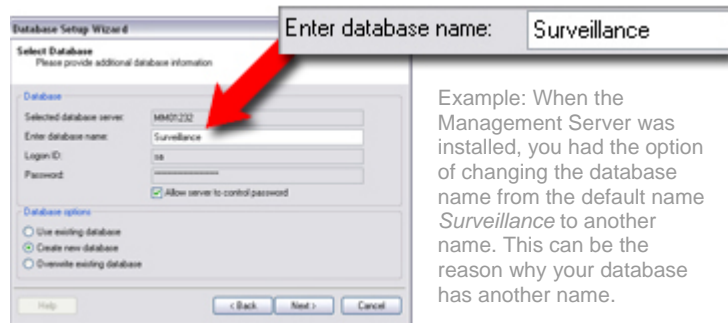
1. Open Microsoft SQL Server Management Studio Express from Windows' *Start* menu (typically by selecting *All Programs > Microsoft SQL Server 2005 > SQL Server Management Studio Express*). When you open the tool, you are prompted to connect to a server. Specify the name of the required SQL Server (in the example illustration, the server is called *MM01232*), and connect with the user account under which the database was created.

Tip: You do not have to type the name of the SQL server: If you click inside the *Server name* field and select *<Browse for more...>*, you can select the required SQL Server from a list instead.

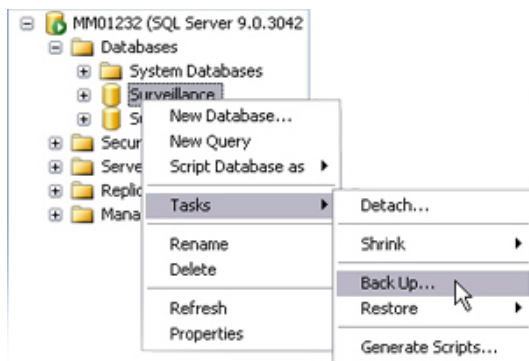
2. Once connected, you will see a tree structure in the *Object Explorer* in the left part of the window. Expand the SQL Server item, then the *Databases* item. We are primarily interested in the *Surveillance* database. The *Surveillance* database contains your entire XProtect Corporate system configuration, including recording servers, cameras, inputs, outputs, users, rules, alerts, patrolling profiles, etc.

No Surveillance database?

Surveillance is the default name of the database containing the system configuration. If you can find the database, but it is not called *Surveillance*, it could be because you gave the database another name during the Management Server installation. In the following, we will assume that the database uses the default name.



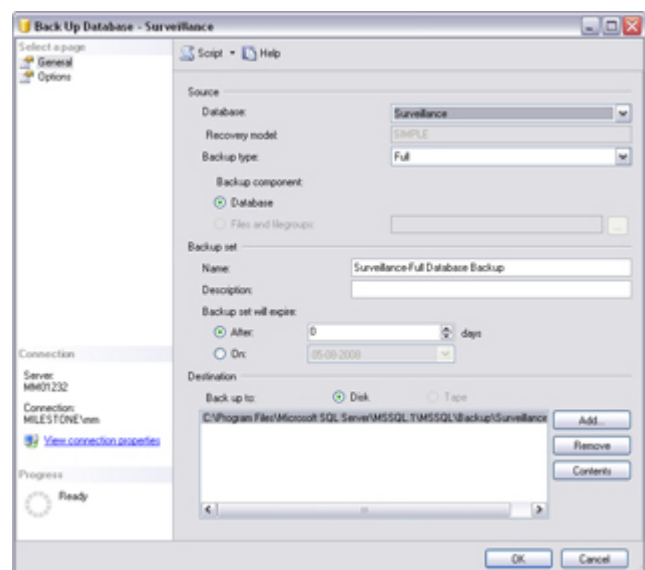
3. Right-click the *Surveillance* database, and select *Tasks > Back Up...*



4. On the *Back Up Database* dialog's *General* page, do the following:

- Under *Source*: Verify that the selected database is *Surveillance* and that the backup type is *Full*.
- Under *destination*: A destination path for the backup is automatically suggested. Verify that the path is satisfactory. If not, remove the suggested path, and add another path of your choice.

5. On the *Back Up Database* dialog's *Options* page, do the following:



- Under *Reliability*: Select *Verify backup when finished* and *Perform checksum before writing to media*.
6. When ready, click *OK* to begin the backup. When backup is finished, you will see a confirmation. When finished, exit Microsoft SQL Server Management Studio Express.

Tip: Also consider backing up the *SurveillanceLog* database, using the same method. The *SurveillanceLog* database (name may be different if you renamed the system configuration database) contains all your XProtect Corporate system logs, including errors reported by recording servers and cameras. Backing up this database is not vital since it does not contain any system configuration, but you may later appreciate having access to system logs from before the Management Server move.

Backing Up the Map Server Configuration

If using XProtect Corporate's Map feature (for using maps, floor plans, etc. for navigation and status visualization in clients), virtually all configuration of the Map server is done through a Smart Client. The Map Server configuration, however, is stored server-side, but typically not on the Management Server itself, although that may also happen in some organizations.

The Map Server configuration is stored in a regular Windows folder, not in the SQL Server-based system configuration database. It is therefore not included when you back up the system configuration database, so you must back and restore the Map Server configuration separately.

On the computer on which the Map Server configuration is stored, make a backup copy of the *XProtect Map Server* folder, including all of its subfolders and content:

- On a computer running Windows Vista[®], Windows 2008 Server or Windows 7, you will typically find the folder at *C:\ProgramData\Milestone\XProtect Map Server*
- On a server running Windows XP or Windows Server 2003, you will typically find the folder at: *C:\Documents and Settings\All Users\Application Data\Milestone\XProtect Map Server*

New Database when Installing New Management Server

The following only applies if you store your XProtect Corporate system's configuration in a SQL Server Express Edition database on the Management Server itself.

Management Server installation is divided into a number of steps. During the step concerning the Management Server database, make sure you select *Create a new database* for the system configuration database, even though you have a backup of the database from your old Management Server.

In the following, we will overwrite the new and empty database by restoring the backup we just created.

Since we are going to overwrite the new and empty database, it is important that it has the same name as the backed-up database (if your backed-up database has the default name *Surveillance*, just use the default name *Surveillance* when creating the new database too).

The password for the database is not significant in this backup/restore context, but we recommend that you just use the default setting *Allow server to control password*.

Restoring the System Configuration

The following only applies if you store your XProtect Corporate system's configuration in a SQL Server Express Edition database on the Management Server itself.

Prerequisite: Stop the Management Server Service on the new Management Server to prevent configuration changes being made until you have restored the system configuration database.

1. Open Microsoft SQL Server Management Studio Express from Windows' *Start* menu (typically by selecting *All Programs > Microsoft SQL Server 2005 > SQL Server Management Studio Express*). When you open the tool,

you are prompted to connect to a server. Specify the name of the required SQL Server, and connect with the user account under which the database was created.

Tip: You do not have to type the name of the SQL server: If you click inside the *Server name* field and select *<Browse for more...>*, you can select the required SQL Server from a list instead.

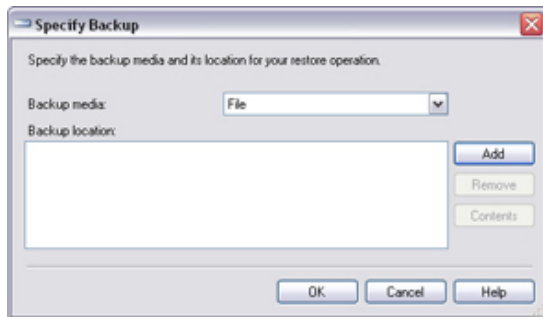
2. Once connected, you will see a tree structure in the *Object Explorer* in the left part of the window. Expand the SQL Server item, then the *Databases* item.
3. Right-click the *Surveillance* database, and select *Tasks > Restore > Database...*

No *Surveillance* database? *Surveillance* is the default name of the database containing the system configuration. If you can find the database, but it is not called *Surveillance*, it could be because you gave the database another name during the Management Server installation. In the following, we will assume that the database uses the default name.

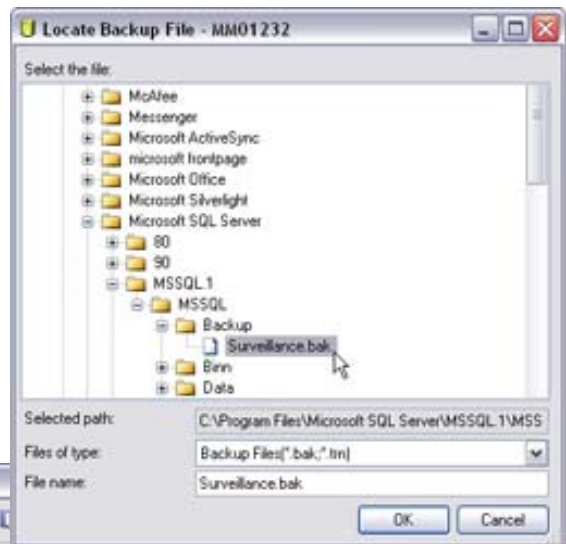
4. The *Restore Database* dialog's *General* page, do the following:

- Under *Source for restore*: Select *From device* and click the  button to the right of the field.

5. In the *Specify Backup* dialog's *Backup media* list, make sure that *File* is selected. Then click the *Add* button.



6. In the *Locate Backup File* dialog, locate and select your backup file *Surveillance.bak*. Then click *OK*.
7. Back in the *Specify Backup* dialog, the path to our backup file is now listed. Click *OK*.

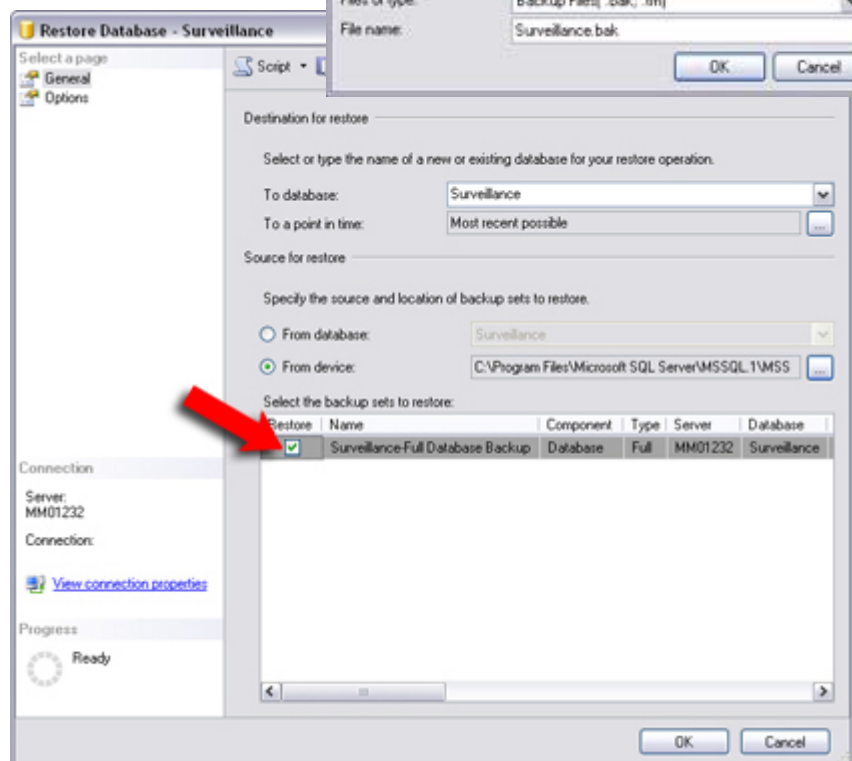


8. Back on the *Restore Database* dialog's *General* page, your backup is now listed under *Select the backup sets to restore*. Make sure you select the backup by selecting the check box in the *Restore* column.

9. Now go to the *Restore Database* dialog's *Options* page, and select *Overwrite the existing database*. Leave the other options as they are.

10. When ready, click *OK* to begin the restoration. When the restoration is finished, you will see a confirmation. When finished, exit Microsoft SQL Server Management Studio Express.

Tip: If instead you get an error message telling you that the database is in use,



try exiting Microsoft SQL Server Management Studio Express completely, then repeat steps 1-10.

11. During the restoration process, the Management Server service was stopped to prevent configuration changes being made until you were done. Remember to start the Management Server service again.

If you also backed up the *SurveillanceLog* database from the old Management Server, restore it on the new Management Server using the same method.

Restoring the Map Server Configuration

If using XProtect Corporate's Map feature (for using maps, floor plans, etc. for navigation and status visualization in clients), virtually all configuration of the Map server is done through a Smart Client. The Map Server configuration, however, is stored server-side, but typically not on the Management Server itself, although that may also happen in some organizations.

The Map Server configuration is stored in a regular Windows folder, not in the SQL Server-based system configuration database. It is therefore not included when you restore the system configuration database, so you must back and restore the Map Server configuration separately.

On the computer on which the Map Server configuration is stored, restore your Map Server configuration by placing your backup copy of the *XProtect Map Server* folder, including all of its subfolders and content, to the location where your XProtect Corporate system expects to find it:

- On a computer running Windows Vista, Windows 2008 Server or Windows 7, you would typically place the folder at *C:\ProgramData\Milestone\XProtect Map Server*
- On a server running Windows XP or Windows Server 2003, you would typically place the folder at: *C:\Documents and Settings\All Users\Application Data\Milestone\XProtect Map Server*

Restart the Management Server service after placing the *XProtect Map Server* folder at its required location. Then make sure that the Map Server service is recognized as a *trusted service* within XProtect Corporate:

1. In XProtect Corporate's Management Client, click the *Tools* menu, then select *Registered Services...*
2. In the *Add/Remove Registered Services* window, select the *Map Service* in the list, then click *Edit...*
3. In the *Edit Registered Service* window, select *Trusted*, then click *OK*.
4. The Map Server is now restored with its previous configuration. In the *Add/Remove Registered Services* window, click *Close*.

Make sure the Map Server service is enabled as a trusted service in the Management Client (*Tools > Registered Services...*) upon restoration.

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