



# VERIPATROL Installation Instructions

## INTRODUCTION

The VERIPATROL system supports the installation of the application on a single standalone computer or in a network server/client role. Main installation file is available to support each installation method. Installation instructions for each method are included below. The installation instructions below do not contain information about installing VERIPATROL Mobile. Download the VERIPATROL Mobile installation instructions from [VIEVU.com](http://VIEVU.com). Thank you for choosing VIEVU.

## CONTACT US

If you need assistance or have any questions, contact us by phone at 888-285-4548 or email [support@viewu.com](mailto:support@viewu.com).

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# SYSTEM REQUIREMENTS

This section describes the hardware and software requirements for a VERIPATROL installation. It will cover the requirements for the main components of VERIPATROL:

- Workstation
- Domain
- Server

## Workstation

The following is a list of requirements for installation:

- Windows compatible computer running Windows 7, 8.1, or 10.
- 2 available USB ports.
- Storage space sufficient to store the amount of video desired.

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**Note: Use the Video Storage Calculator at [www.viewu.com](http://www.viewu.com) to estimate the amount of storage space required for your deployment.**

**This limitation does not apply to deployments utilizing the Cloud.**

**The hardware requirements vary based on the number of concurrent connections, the required video retention period, and the number of cameras. Contact VIEVU if you need assistance selecting a server.**

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## Domain

The Server and Client workstations belong to the same Domain. The network installation cannot be performed without a Windows domain.

## Server

Windows compatible server running Windows Server 2008, 2008R2, 2012, 2012R2, or 2016.

Database Program: Microsoft SQL Server 2008, 2008R2, 2012, 2014, 2016, or 2017.

SQL Server minimum hardware requirements may be higher than the minimum specifications listed above. Please check with Microsoft for the current requirements for the version being installed and the number of concurrent connections.

Firewall exception for TCP Port 43690 and UDP Port 123. Add an exception for TCP 80 and TCP 443 if using VERIPATROL Cloud.

Local or Network storage space sufficient to store the amount of video desired.

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**Note: This limitation does not apply to deployments utilizing the Cloud.**

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## Additional VERIPATROL Mobile Installation Requirements

Additional system requirements for using VERIPATROL Mobile are as follows:

### Server:

- 1 Public Static IP address if using Mobile+ Remote File Transfer.
- Firewall exception for TCP 14444 if using Mobile+ Remote File Transfer.

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**Note: VERIPATROL Mobile has 2 operating modes: A free remote viewing application and Mobile+ which allows for transferring videos from computers mounted in a car. Mobile+ requires the purchase of a software license.**

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# INSTALLATION

This section describes how to install VERIPATROL. There are two types of installation: Basic and Advanced flows.

- Basic flow allows installing all components: Admin, Client and Server
- Advanced flow allows to manage different components

## Basic Installation Instructions

→ Use the following procedure for a basic installation:

1. Download the installation file from <http://www.viewu.com/support/veripatrol-support/>.
2. **Run** the installation file.
3. Click **I Agree** and **Accept** the license agreements after reviewing them (Figure 1.)



Figure 1

4. Choose **Basic** installation (Figure 2).

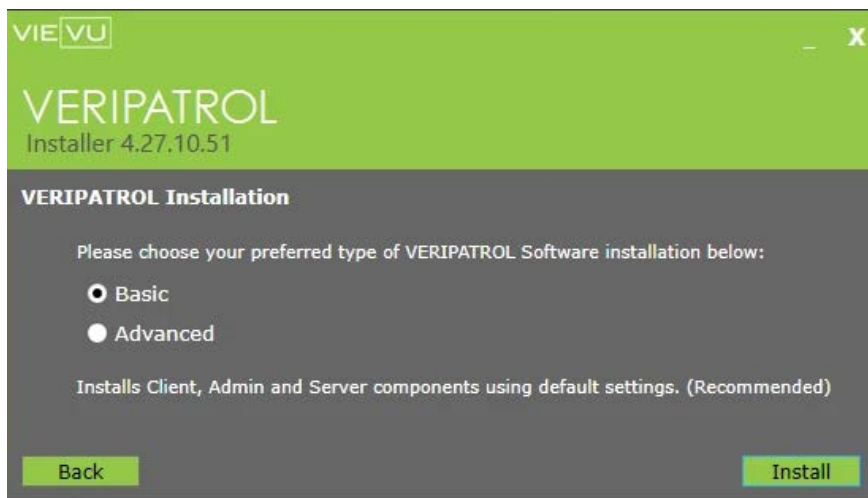


Figure 2

5. Click the **Install** button.
6. The application installation will begin.

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**Note: The installation takes several minutes. If any errors are received, please contact VIEVU support for additional assistance.**

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7. When the installation is complete, click **Finish**.
8. A window is displayed providing instructions for obtaining a login ID and password (Figure 3).
9. Click **YES** to continue.

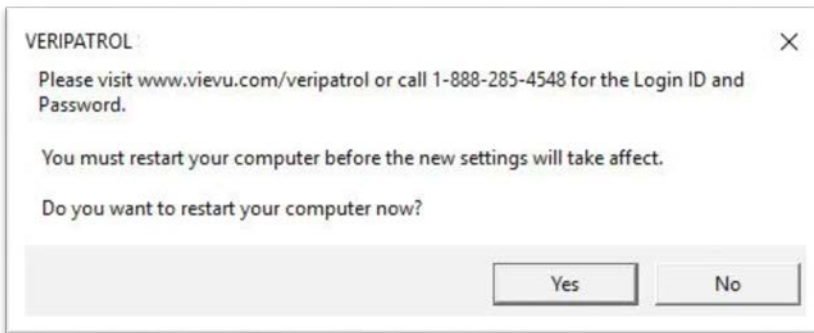


Figure 3

10. Click **Yes** to restart the computer.

## Advanced Installation Instructions

**WARNING! Before installing the server component, you must enable the Desktop Experience feature on the server. Failure to do so will cause system instability as well as the inability to generate thumbnails.**

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The VIEVU VERIPATROL application consists of 3 components (Server, Admin, and Client). The Server and Admin applications are installed on the server computer after the SQL instance has been created. The Admin and Client applications are installed on the client workstations. The ffdshow codec and Visual C++ 2017 redistributable must be installed on the server and all workstations. You can find additional information about the software and installation in the “*Network Whitepaper*,” available for download at [www.viewu.com](http://www.viewu.com).

→ Use the following procedure to set up an advanced installation:

1. Download the installation file from <http://www.viewu.com/support/veripatrol-support/>.
2. **Run** the installation file.
3. Click **I Agree** and **Accept** the license agreements after reviewing them (Figure 4).



Figure 4

4. Choose **Advanced** installation (Figure 5).

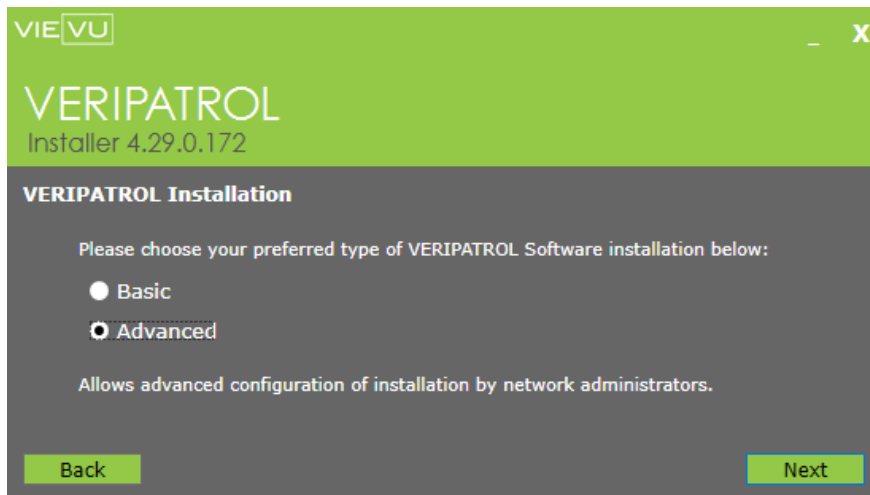


Figure 5

5. Select a folder (Figure 6).

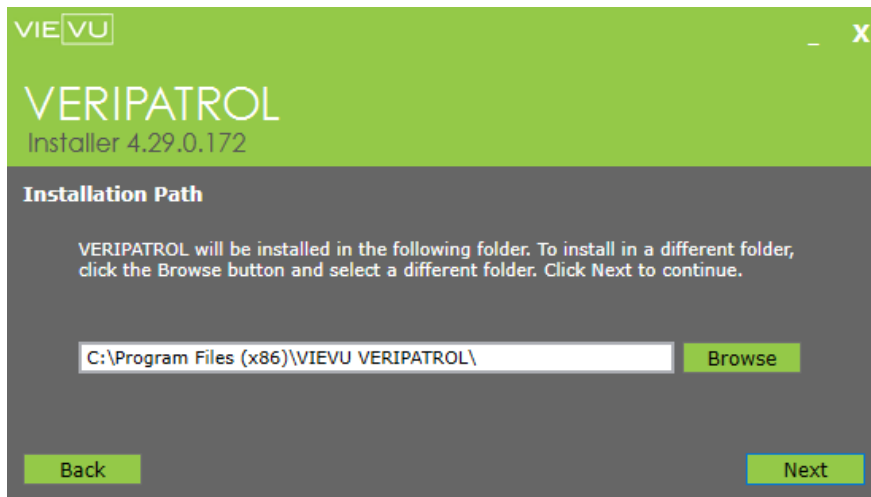


Figure 6

6. Select desired components (**Admin**, **Client**, and **Server**) for installation (Figure 7).

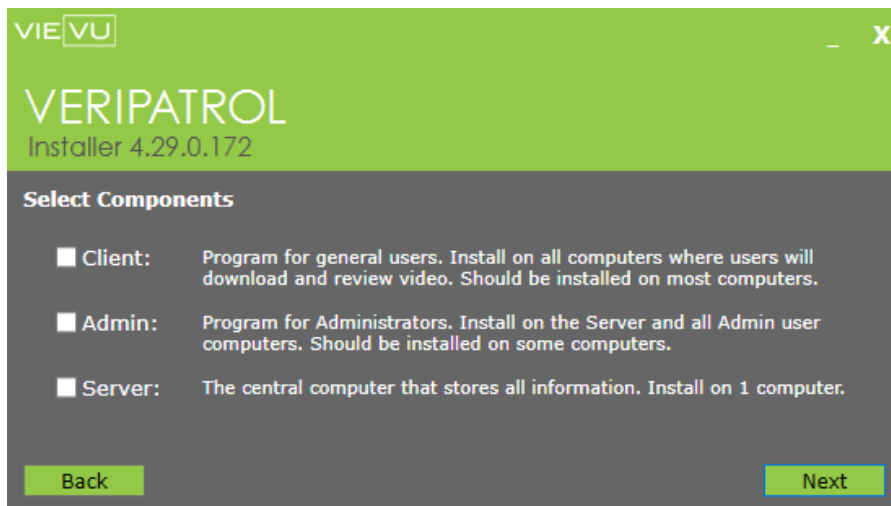


Figure 7

- If **Server** is selected, then **Admin** is selected automatically and it will become impossible to unselect **Admin**.
- If a server already exists, select **Client** and/or **Admin**.

7. Set **Server Address Information** (Figure 8).



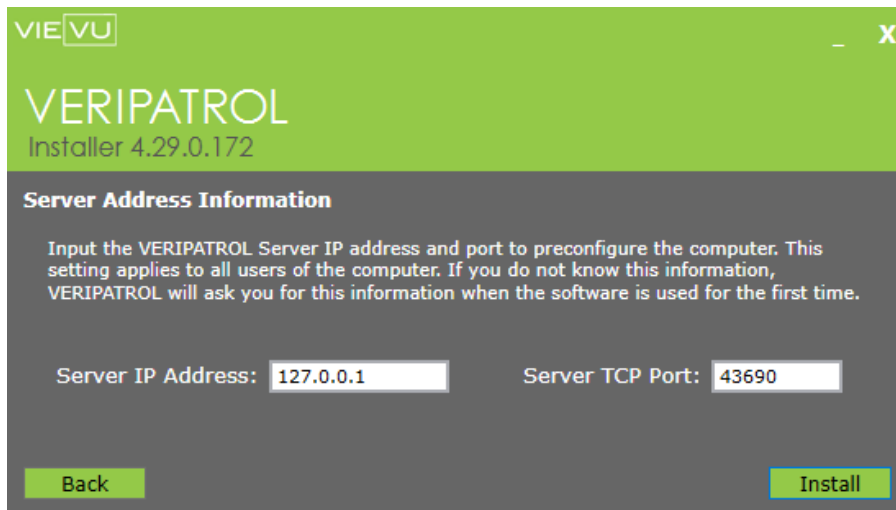


Figure 8

8. Click **Install**.
9. If there isn't a server installed anywhere, select **Server** in addition to **Client** and/or **Admin**.
10. Select **SQL Database Location** (Figure 9).

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**Note: A separate SQL Instance is recommended for data isolation. However, an existing instance can be used if desired.**

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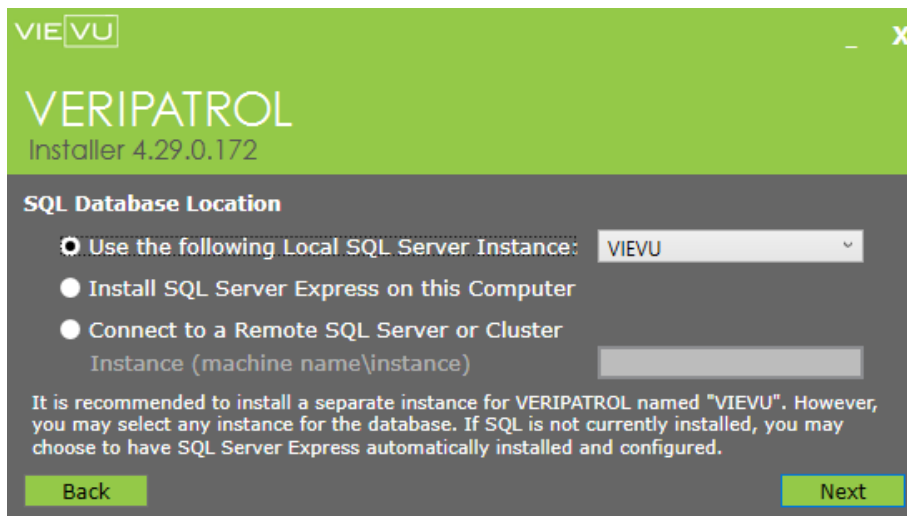


Figure 9

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**Note: If you select Install SQL Server Express on this Computer, then SQL Server Express will be automatically installed during installation with name 'VIEVU'.**

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11. Click **Next**.
12. Select **Server Logon Configuration** (Figure 10).

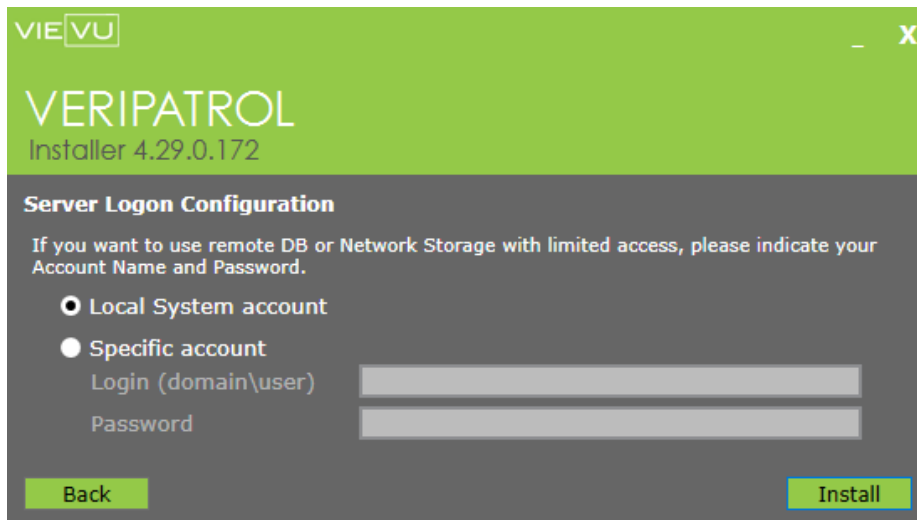


Figure 10

13. Click **Install**.
14. The application installation begins.

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**Note: The installation takes several minutes. Please be patient. If any errors are received, please contact VIEVU support for additional assistance.**

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15. When the installation is complete, click **Finish**.
16. A window is displayed providing instructions for contacting VIEVU to obtain a login ID and password (Figure 11).

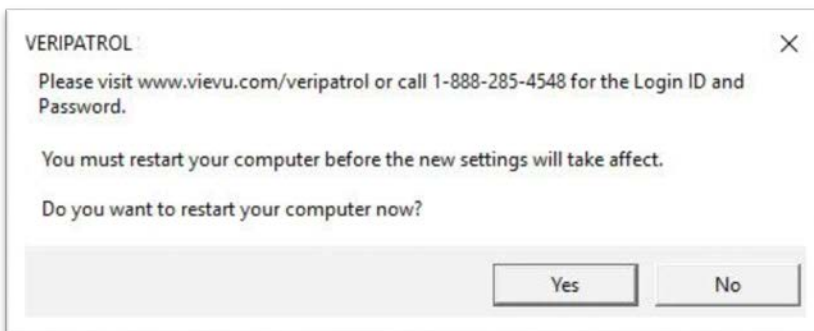


Figure 11

17. Click **Yes** to restart the computer.
18. Configure the VIEVU SQL Instance to allow remote network connections using named pipes and TCP/IP.
  - If a firewall product is used, add an exception for TCP port 43690 and UDP port 123.
  - If the installation utilizes VERIPATROL Cloud, an exception for TCP ports 80 and 443 must also be added.

## Server Configuration

The Server Configuration application is located at START>All Programs>VIEVU VERIPATROL.

**SERVER CONFIGURATION OPTIONS:**

- If a different TCP port is necessary for communication between the server and client workstations, set the Port to Listen to the desired port.
- If a proxy server is required to connect to the internet, click the Date/Time Settings button to input proxy server information.
- If the cameras' Date/Time settings must be set to local time, click the Date/Time Settings button and adjust the time settings option.

## UPDATING VERIPATROL

This section describes how you will update VERIPATROL.

The main installer allows the updating of VERIPATROL if there are components of VERIPATROL installed previously. Installer should have newer version VERIPATROL than installed on the computer.

There are two types of updates:

- Upgrade existing components
- Install new components on the machine

## VERIPATROL Upgrade Instructions

→ Use the following procedure to upgrade existing components:

1. Download the installation file from <http://www.viewu.com/support/veripatrol-support/>.
2. Click **Run** on the file download window.
3. Click **I Agree** to accept the license agreements after review (Figure 12).



Figure 12

4. Choose **Upgrade VERIPATROL** (Figure 13).

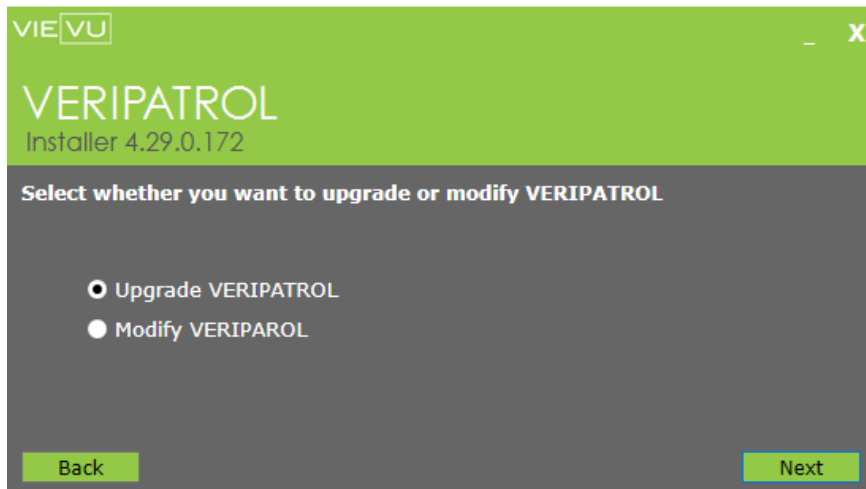


Figure 13

5. Click the **Next** button.
6. The application upgrading begins.

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**Note: The upgrading takes several minutes. Please be patient. If any errors are received, please contact VIEVU support for additional assistance.**

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7. When the upgrading is complete, click **Finish**.
8. Click **Yes** to restart the computer (Figure 14).



Figure 14

## Modifying VERIPATROL Instructions

- Use the following procedure to modify existing components:
1. Download the installation file from <http://www.viewu.com/support/veripatrol-support/>.
  2. **Run** the installation file.
  3. Click **I Agree** and **Accept** the license agreements after reviewing them (Figure 15).



Figure 15

4. Choose **Modify VERIPATROL** (Figure 16).

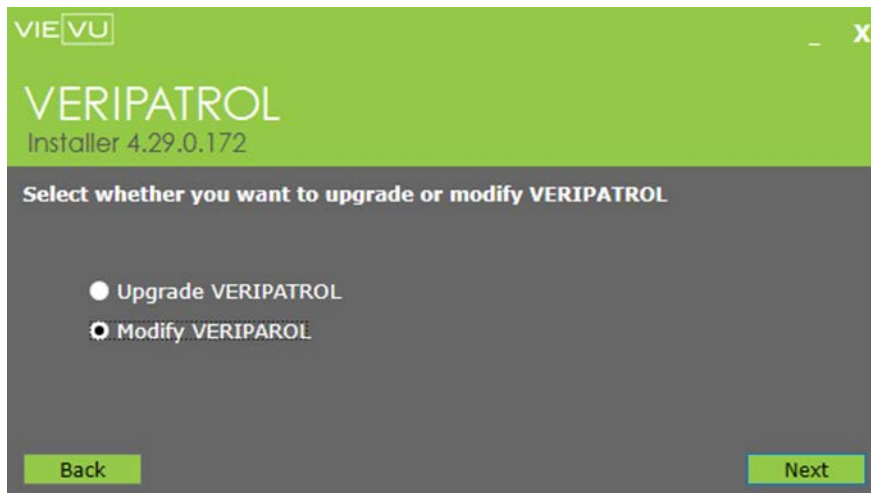


Figure 16

5. Choose components to install, remove or upgrade (Figure 17).
  - Depending on the selected components go through the appropriate steps (see Advanced installation instructions).

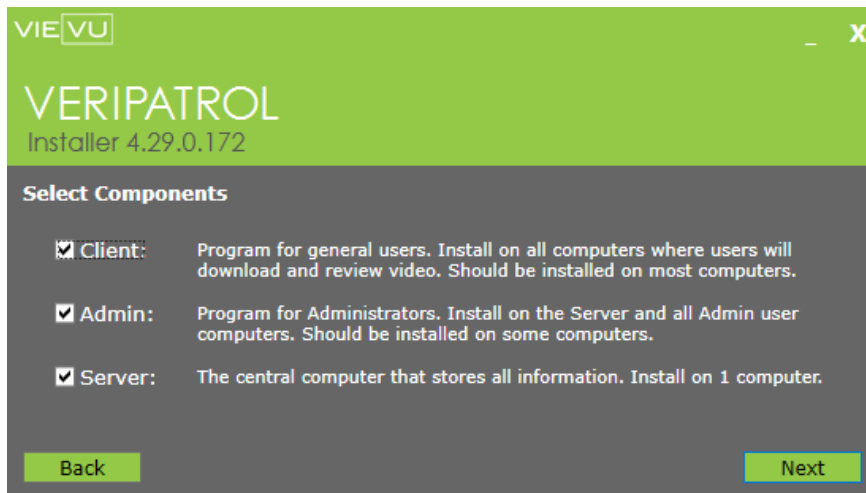


Figure 17

- If a component was not installed previously (not selected on the screen above), you can click on the check box to install it.
- If a component was installed previously (selected on the screen above), you can unselect it to remove this component.
- If a component was installed previously (selected on the screen above), you can upgrade it to set a new version.

6. The application upgrading begins.

---

**Note: The upgrading takes several minutes. Please be patient. If any errors are received, please contact VIEVU support for additional assistance.**

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7. When the upgrading is complete, click **Finish**.
8. Click **Yes** to restart the computer (Figure 18).

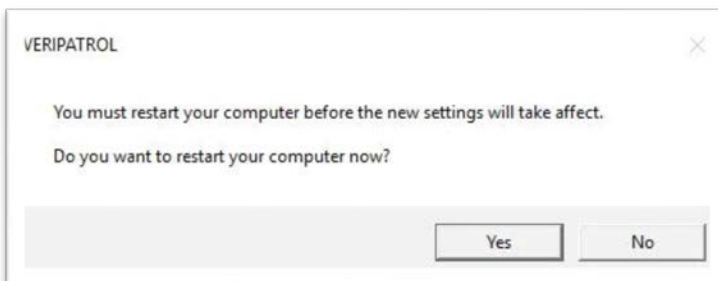


Figure 18

# REPAIRING AND REMOVING COMPONENTS

The main installer allows the management of VERIPATROL components.

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**Note: The installer should have the same version as the VERIPATROL software installed on the computer.**

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There are three types of actions:

- **Modify VERIPATROL** (see Modify VERIPATROL instructions)
- **Repair VERIPATROL**
- **Remove VERIPATROL**

## Repairing VERIPATROL

Use repair flow to restore deleted components of VERIPATROL

→ Use the following procedure to repair VERIPATROL components:

1. **Run** the VERIPATROL installation file.
2. Choose **Repair VERIPATROL** (Figure 19).

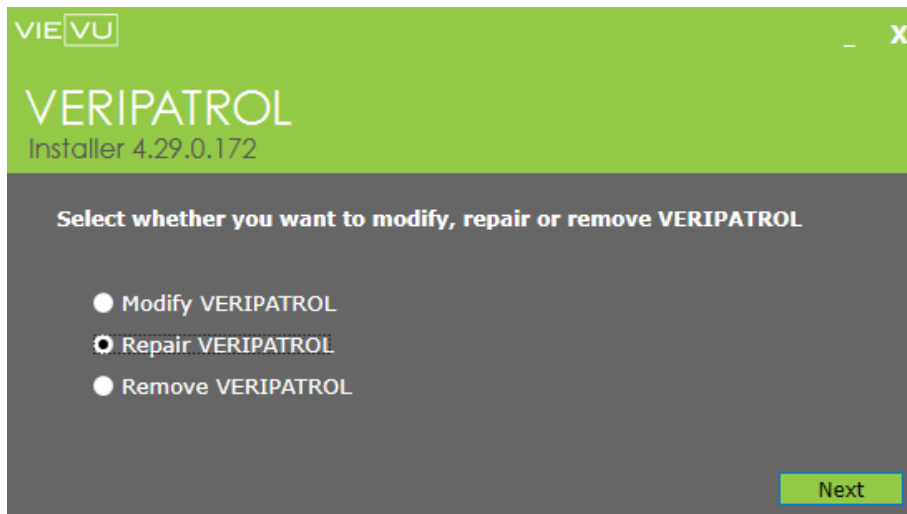


Figure 19

3. The application repair begins.

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**Note: The repairing takes several minutes. Please be patient. If any errors are received, please contact VIEVU support for additional assistance.**

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4. Click **Finish** when the repairs are complete.
5. Click **Yes** to restart the computer (Figure 20).





Figure 20

## Removing VERIPATROL

→ Use the following procedure to remove VERIPATROL:

1. **Run** the VERIPATROL installation file.
2. Choose **Remove VERIPATROL** (Figure 21).

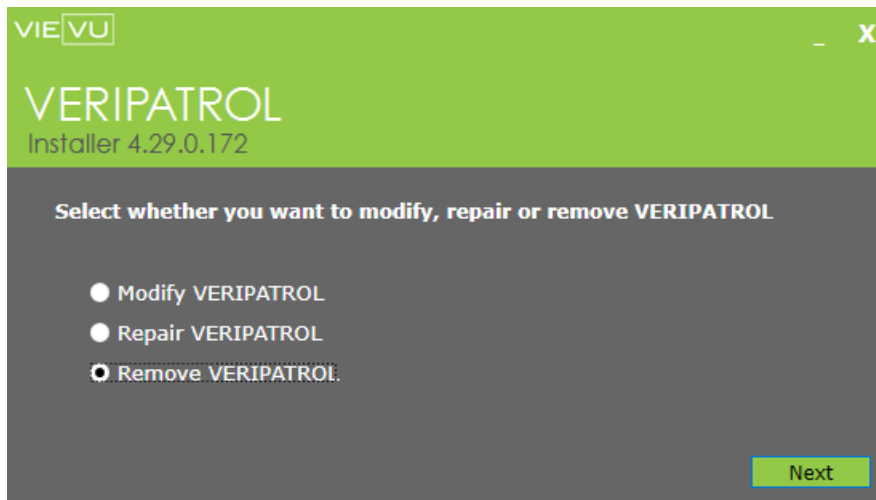


Figure 21

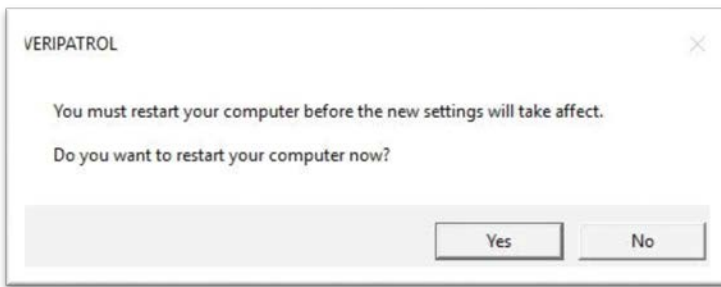
3. The application removal begins.

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**Note: The removing takes several minutes. Please be patient. If any errors are received, please contact VIEVU support for additional assistance.**

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4. Click **Finish** when the removal is complete.
5. Click **Yes** to restart the computer (Figure 22).



**Figure 22**