CheckMyCCTV™ Connector Installation Guide

Issue 1.1

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INTRODUCTION

CheckMyCCTV™ allows you to monitor the status of your clients' CCTV systems as part of a proactive maintenance solution.

CheckMyCCTV™ works by connecting to remote systems and performing a range of diagnostic and operational checks. However, if there is no direct remote connection to the CCTV systems, then this is not possible, which is where CheckMyCCTV™ Connector comes in…

CheckMyCCTV™ Connector is a software application that performs the checks within the clients' network and reporting the results back to your CheckMyCCTV™ Service Software via an outgoing internet connection.

Typical applications where a direct external connection to a CCTV system is not possible include, Education, Retail, Critical Infrastructure, Banks, Logistics, Transport, Corporate, Utilities and more.

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SYSTEM REQUIREMENTS

CheckMyCCTV™ Connector operates as a Windows Service on a Microsoft Windows® based PC. To operate correctly, CheckMyCCTV™ Connector needs:

24/7 operation.

Connection to the CheckMyCCTV™ portal (checkmycctv.

Network connection to each DVR/NVR.

Relevant Port numbers and Username/Password for each DVR/NVR.

PC System requirements for CheckMyCCTV™ Connector:

Dual Core processor
Microsoft Windows 10 or (Virtual) Server 2012 and above.
4GB of RAM (8GB Recommended).
32GB of hard disk storage.

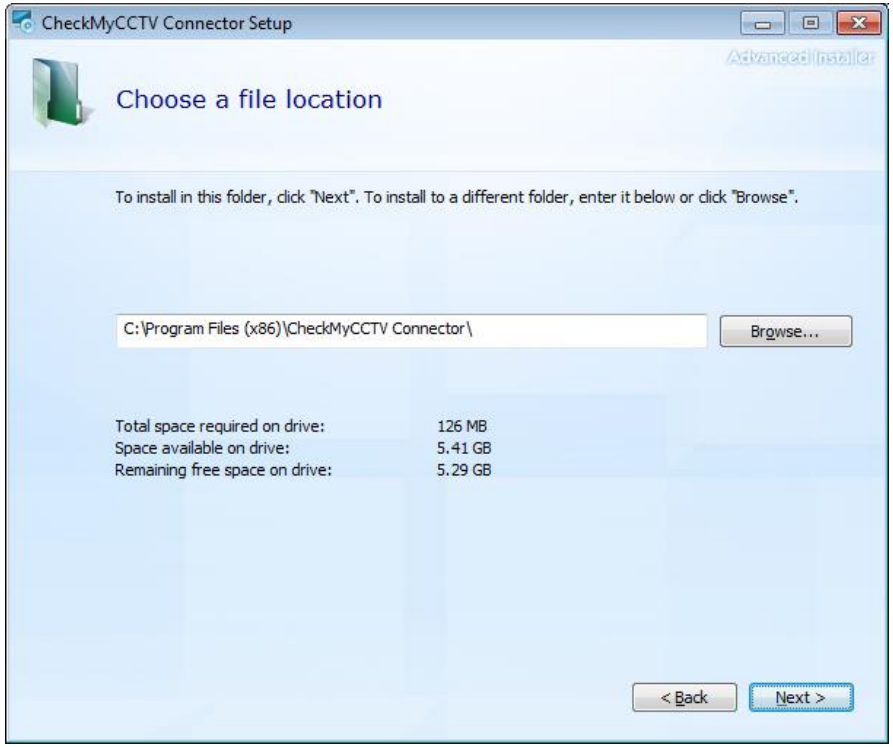
IMPORTANT: The installation program will check to see whether the pre-requisites have been installed on the computer. This may download and install several programs from the Internet which may take some time depending on internet connection speed.

INSTALLING CHECKMYCCTV™ CONNECTOR

To install the CheckMyCCTV™ Connector:

Double click on the **CheckMyCCTV™[*VERSION*]-Connector.exe** file to start the installation and follow the on-screen instructions.

Select a location where to install the software:



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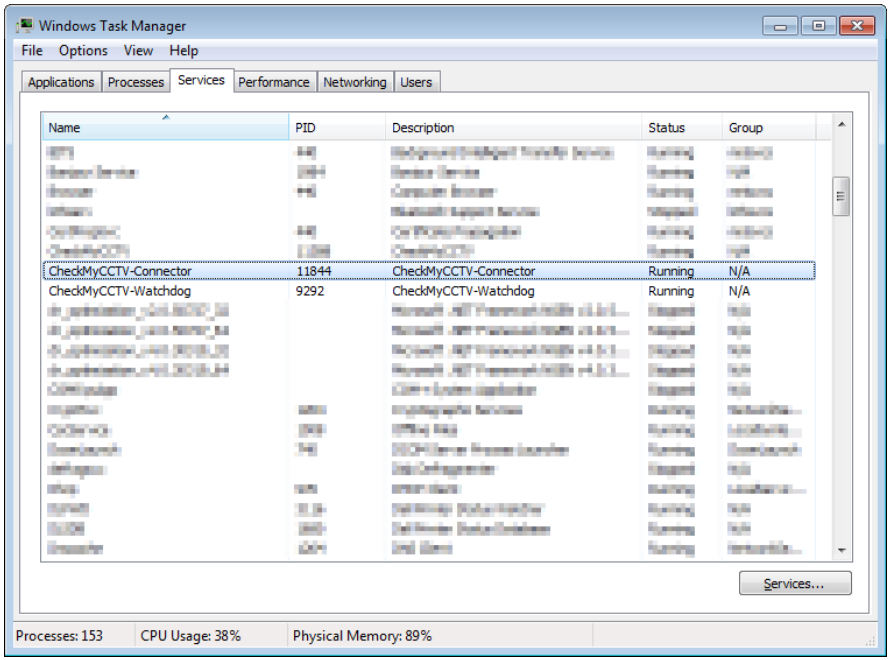
RUNNING CHECKMYCCTV™ CONNECTOR

CheckMyCCTV™ is a Windows Service, and will be run automatically once the software is installed and when the PC starts up.

To check the CheckMyCCTV™ Connector service is running:

1. Press CTRL – ALT – DEL and select **Start Task Manager**
2. Click the **Services** Tab…



3. Check that CheckMyCCTV™-Connector and CheckMyCCTV™-Watchdog Services are running.

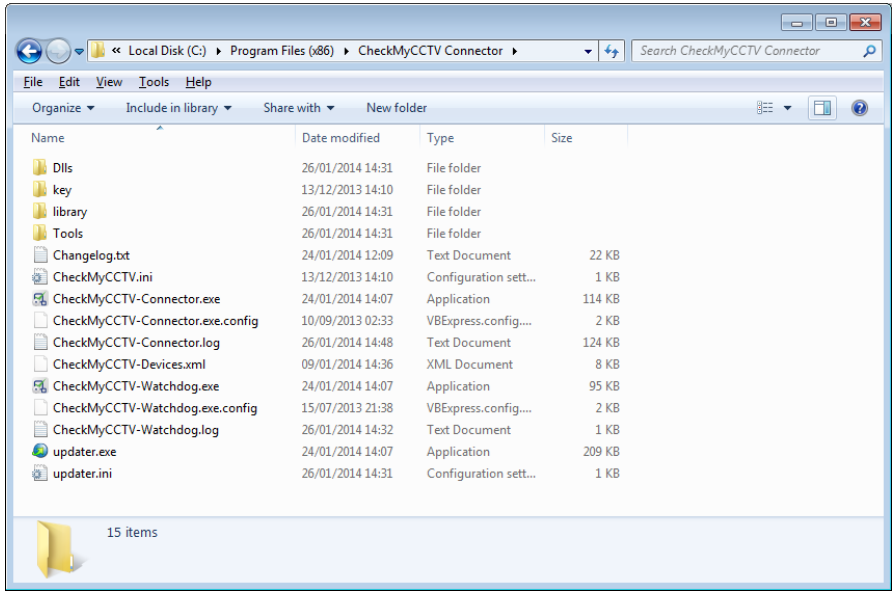
If either of these services are not running, right click and select **Start Service.**

NOTE: The CheckMyCCTV™-Watchdog service will monitor if the Connector service stops for any reason, and restart it.

LOCATING THE CONNECTOR KEY

A unique Connector Key is used to allow communication from the remote site to the CheckMyCCTV™ software.

The Connector Key is generated automatically when the software first runs. You can find this key in the 'Key' folder…



Open the **key.txt** file to display the 16 digit Connector key in this format:

xxxx-xxxx-xxxx-xxxx

IMPORTANT: The Connector key is required to add the site into the CheckMyCCTV™ Software. Make a note of the 16-digit code and keep it safe.

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ADDING CONNECTOR SITES TO THE CHECKMYCCTV™ SOFTWARE

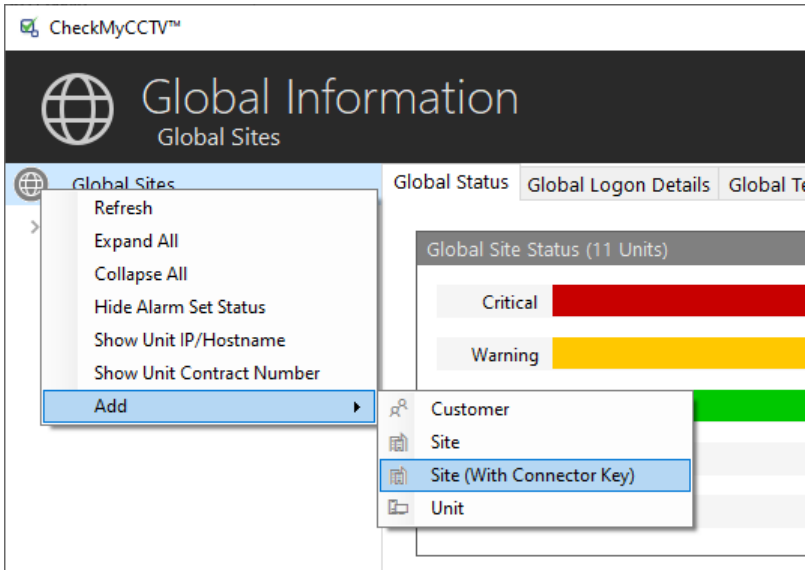
Configuring CheckMyCCTV™ for use with Connector Keys

CheckMyCCTV™ must first be configured to allow the use of Connector keys. To do this:

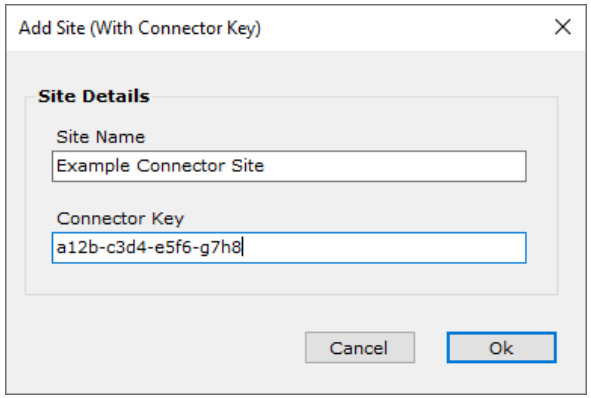
1. Open the **CheckMyCCTV™.ini** file which is in the directory CheckMyCCTV™ was installed into. i.e. **C:\Program Files (x86)\CheckMyCCTV™**
2. Under the **[CheckMyCCTV™]** heading, add the text **EnableConnector=1**
3. Save the file.
4. Close CheckMyCCTV™, ensure the **Shutdown CheckMyCCTV™ Service** checkbox is ticked.
5. Start CheckMyCCTV™.

Adding a Connector Site into CheckMyCCTV™

1. Open the CheckMyCCTV™ Software.
2. Right Click on the Site Tree where the Connector Site is to be placed.
3. Select **Add** and **Site (with Connector key)**



4. In the pop-up window enter the Site Name, and the Connector Key details:



Once the Connector Site has been created, any Units added within the Connector Site will be using the network details where the Connector software is installed.

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Adding a Unit to the Connector site

Once the Connector Site has been created using the Connector Key, Units can be added to the Site in the normal way.

1. Right Click on the Connector Site.
2. Select **Add** and **Unit** and enter the device details.
3. License the Unit as normal.

IMPORTANT: The information to and from the CheckMyCCTV™ Connector is polled every 10 minutes, so it may take some time to initially add systems.

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