



SECUROS EDBE

Version 10

User Guide

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1 Preface

This section contains general information about the document, the means of its design and use, as well as how to get additional technical support for the product.

1.1 Scope

This guide provides an overview of the possible configurations of the system, as well as the process of installing and configuring the SecurOS EDBE Module on the server. Additionally, this guide describes the SecurOS EDBE Module interface, and provides a list of events and actions to control the Module's objects in the system.

1.2 Target Audience

- **Installing and configuring software:** this manual is intended for system administrators who are experienced users of the Microsoft Windows operating system, with expertise in CCTV technology, computer hardware, configuring a local area network, TCP/IP networking, and with a basic knowledge of using/configuring macros and scripts.
- **Monitoring and operational activities:** this manual is intended for SecurOS operators, having basic computer skills and familiarity with the SecurOS user interface.

1.3 Using This Manual

This document is organized as a book, so the user can print it or use the electronic version. In the latter case one can use Adobe Reader's Bookmark feature as well as the cross-reference hyperlinks to navigate through content. In several topics this manual refers to other SecurOS manuals (**SecurOS Administration Guide**, **SecurOS Quick User Guide** etc.), which can be found as separate files on the SecurOS installation CD or downloaded from our website (www.issivs.com).

1.4 Getting Technical Support

If you have any questions after reading this manual, please address them to your system administrator or supervisor.

For any further information you can contact the Intelligent Security Systems Technical Support Team:

Note. To get a quick response to a request use the Technical Support Portal, which www address is listed below.

- **in USA:**
 - phone: +1 732 855 1111 (Monday to Friday, 8:30am - 6pm EST);
 - e-mail: support@issivs.com
 - www: <https://support.issivs.com>

- **in Russia:**

phone: +7 (495) 645 21 21 (Monday to Thursday, 9am - 6pm MST; Friday 9am - 5pm MST);

www: <https://help.iss.ru>

Note. See the <https://help.iss.ru/user/manual> for the Portal User Guide.

- **in Brazil:**

phone: +55 11 2262 2894 (Monday to Friday, 9am - 6pm BRT);

e-mail: suporte@issivs.com

www: <https://support.issivs.com>

- **in Mexico:**

phone: +52 1 551330 0181 (Monday to Friday, 9am - 6pm CDT);

e-mail: supportlatam@issivs.com

www: <https://support.issivs.com>

- **in Colombia/Ecuador:**

phone: +57 300 442 2808 (Monday to Friday, 9am - 6pm COT/ECT);

e-mail: supportlatam@issivs.com

www: <https://support.issivs.com>

- **in Chile:**

phone: +56 9 6573 2993 (Monday to Friday, 9am - 6pm CLT);

e-mail: supportlatam@issivs.com

www: <https://support.issivs.com>

- **in Ukraine:**

phone: +380 (44) 299 08 10 (Monday to Friday, 9am - 6pm EET);

e-mail: supportua@issivs.com

www: <https://support.issivs.com>

- **in Peru/Bolivia:**

phone: +51 997 111 678 (Monday to Friday, 9am - 6pm PET/BOT);

e-mail: supportlatam@issivs.com

www: <https://support.issivs.com>

- **in Argentina:**

phone: +54 91152528779 (Monday to Friday, 9am - 6pm ART);

e-mail: supportlatam@issivs.com

www: <https://support.issivs.com>

To solve problems faster, we recommend preparing the service information described in the **Technical Support Information** Section before addressing the Technical Support Team.

1.5 Design Convention

For representation of various terms and titles the following fonts and formatting tools are used in this document.

Font	Description
bold type	Used in writing workstation names, utilities or screens, windows and dialog boxes as well as the names of their elements (GUI elements).
<i>italic type</i>	Used to mark out the SecurOS objects.
<i>bold italic type</i>	Used to mark out the elements of homogeneous lists.
monospace	Used to mark out macro text and programming code, file names and their paths. Also it is used to specify the necessary options, to mark out values specified by the user from the keyboard (manually).
green	Used to mark out the cross-references within the document and links to the external available ones.

1.6 Design Elements

Warning! Serves to alert the user to information which is necessary for the correct perception of the text set out below. Typically, this information has a warning character.

Note. Note text in topic body.

Additional Information

Used to display additional information. These type of elements contain, for example, the description of options for executing a task or reference to additional literature.

2 General Description

The *SecurOS EDBE Module* (further referred to as *Module*) is used to export event data of SecurOS modules and subsystems into an external database. This allows to integrate SecurOS-based system into the automated enterprise management system.

The Module has the following capabilities:

- Complete integration with SecurOS subsystems;
- Export data from SecurOS events into the user database.

The module exports data related to events occurring during SecurOS system functioning into the database specified by the user. The sources of events are SecurOS modules and integrated subsystems (hardware and software modules).

Each event provides the following data:

- event source (object);
- date and time of event;
- event-specific parameters.

Note. For more information about SecurOS and its modules' events see [SecurOS Programming Guide](#) and SecurOS modules' Quick User Guides.

SQL-queries are used to transfer information about an event into the external database. The queries establish correspondence between the database entities and exported event parameters.

Note. By default all event parameters are exported as string variables. To ensure successful query execution you may need to convert the type of event parameter value to the type of external database field.

If a SecurOS object's event occurs, the Module executes SQL query specified for this event of a corresponding object type. Query is placed into the queries queue of the external database. Maximum queue length is 1000 queries. If this queue length is reached, the module rejects new queries until there is a place in the queue.

Note. If the module crashes or exits the query queue is purged.

3 Installing Software

To install the Module software do the following:

1. Stop the SecurOS Control Service with Server Control Agent utility (see [SecurOS Administration Guide](#)). Its icon can be found in system tray.

Note. Alternatively, SecurOS Control Service can be stopped via **Computer** → **Manage** → **Services and Applications** → **Services**.

2. To start Module software installation launch the product setup file. In the displayed dialog window (see [Figure 1](#)) select the language which will be used during the installation process, then click the **OK** button.

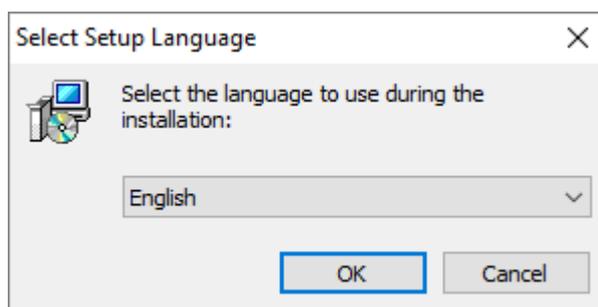


Figure 1. Select Setup Language Window

Warning! Language of the Module software is selected automatically and depends on the language of the the installed SecurOS software. If Module supports the language that you has specified when installing the SecurOS software, then Module software is installed on the same language. If Module does not support the language that you has specified when installing the SecurOS software, then Module software is installed in English.

3. If previous software version is detected on the computer, then the appropriate informational message will be displayed (see [Figure 2](#)).

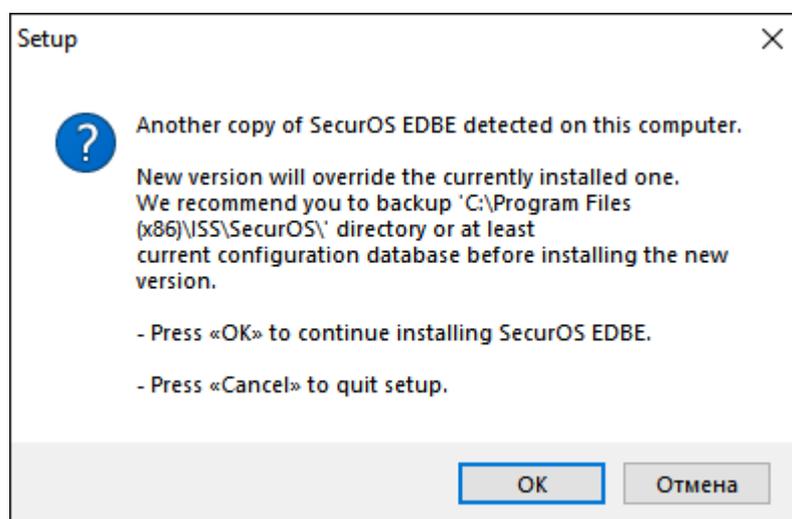


Figure 2. Informational message

Click the **OK** button to continue.

4. System will display **Ready to Install** window. Click **Install** button to start installation. System will extract required archives and start installation; installation progress bar will be displayed during this process.
5. If setup finishes successfully system will display **Completing the SecurOS EDBE** window. To exit setup click **Finish**.
6. Start the SecurOS Control Service with Server Control Agent utility (see [SecurOS Administration Guide](#)). Its icon can be found in system tray.

Notes:

1. Alternatively, SecurOS Control Service can be started via **Computer → Manage → Services and Applications → Services**.
 2. The Setup Wizard can ask you to restart the computer. If a restart is not done immediately, you must restart the computer before the first launch of SecurOS.
-

Using Database from the previous Module version

The structure of the Module's local database created by the Module's previous versions is updated automatically when a new version is installed. Because some data fields of older records will remain empty, not all user operations (especially search queries) described in this manual will be fully applicable to old recognition results.

4 Setting up Module

Warning! Module operation requires to provide access to some TCP ports in your firewall settings (see [SecurOS Administration Guide](#) for the port list).

In the *Object Tree* the *SecurOS EDBE Module* is represented by the *External DB Export Module* object. The object specifies the database connection and its recovery settings, SQL-queries and conditions of recording information regarding Module functioning.

Parent object – *Computer*.

The *External DB Export Module* object is used for:

- **Setting up connection to the external database.**
- **Setting up SQL-queries.**

After the *External DB Export Module* object setup is finished, the system will automatically record information into the external database, when an event occurs.

4.1 Setting Up Database Connection

External database connection setup is performed in the **Database connection** tab of the *External DB Export Module* object (see [Figure 3](#)).

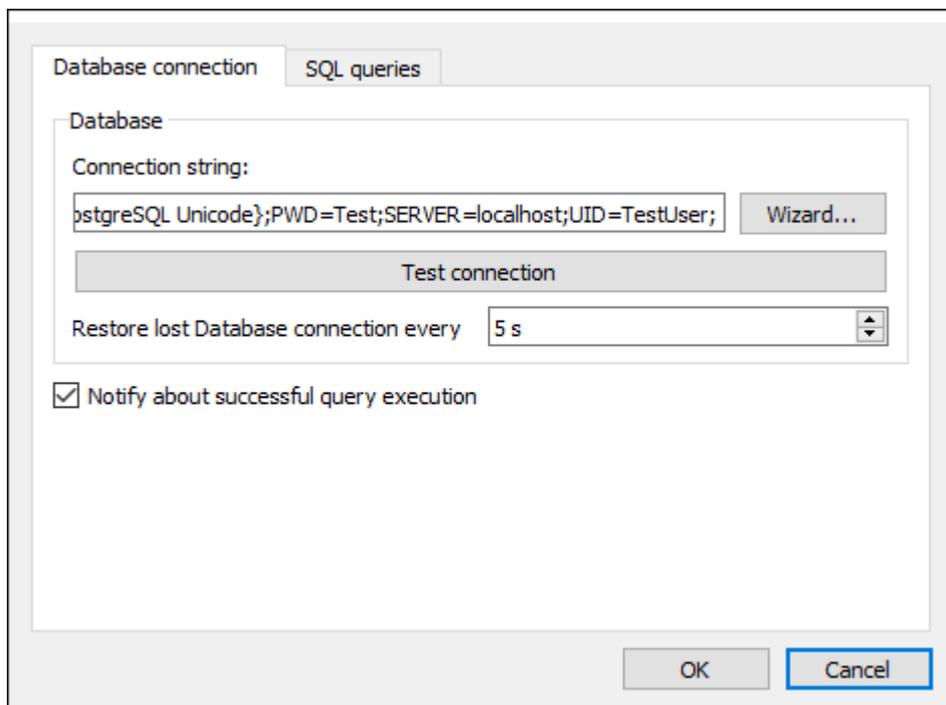


Figure 3. Database connection tab of the External DB Export Module object

Table 1. Parameters of External DB Export Module. Database connection tab

Parameter	Description
Database	
Connection string	Database connection string. To create a connection string press the Wizard button (see below).
Wizard	Click this button to start the database connection string creation Wizard (see Figure 4).
Test connection	Click this button to check connection to the external database and the database availability.
Restore lost Database connection every	Specify interval between attempts to restore connection to the external database, in seconds. Default value: 5 sec.
Notify about successful query execution	Notify about successful query execution. <hr/> Note. If check box is selected, messages will be sent to SecurOS <i>Event Viewer</i> (see SecurOS Quick User Guide). <hr/>

To connect *External DB Export Module* object to the external database:

1. Click the **Wizard** button on the **Database connection** tab and in the window that appears specify database connection parameters (see Figure 4). Save changes.

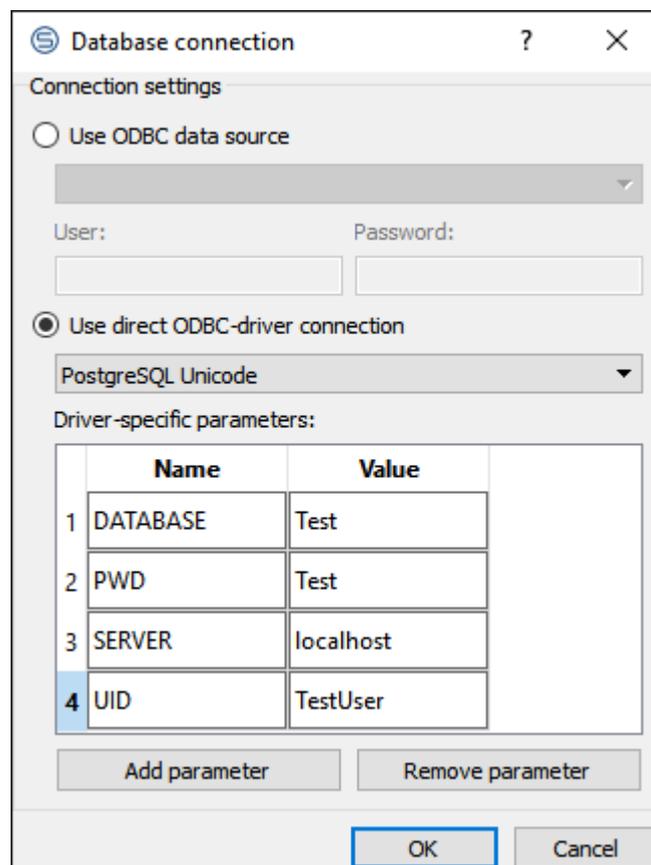


Figure 4. Database connection window

Table 2. Database connection settings

Parameter	Description
Connection settings	
Use ODBC data source	Select this option to use an ODBC data source created in Windows.
User, Password	Specify user name and password for the data source.
Use direct ODBC driver connection	Select this option to use direct ODBC driver connection (ODBC data source creation is not required). Additional connection parameters can be specified (see below).
Driver-specific parameters table	
Name, Value	Click in the corresponding row to type in the variable name (or value) for the connection to the external database. Fill in the table with driver-specific parameters.
Add parameter	Click this button to add a new special variable.
Remove parameter	Click this button to remove selected variable.

Warning! It is recommended to use ODBC driver that supports the Unicode code, otherwise data corruption during query execution may occur!

- The resulting database connection string will be displayed in the **Connection string** field. Click the **Test connection** button to check connection to an external database and database availability.
- Specify the interval between attempts to restore database connection in the **Restore lost Database connection every** field.

4.2 Setting Up SQL-queries

SQL-queries are used to export information about an event into the external database. Each query processes a single event associated with SecurOS objects of specific type. The query will be executed automatically, when an event specified in the query occurs in SecurOS system.

The following operations are available on the **SQL queries** tab of the *External DB Export Module* object:

- **Adding SQL query.**
- **Changing SQL query.**
- **Deleting SQL query.**

Appearance of the **SQL Queries** tab of the *External DB Export Module* object is represented in Figure 5.

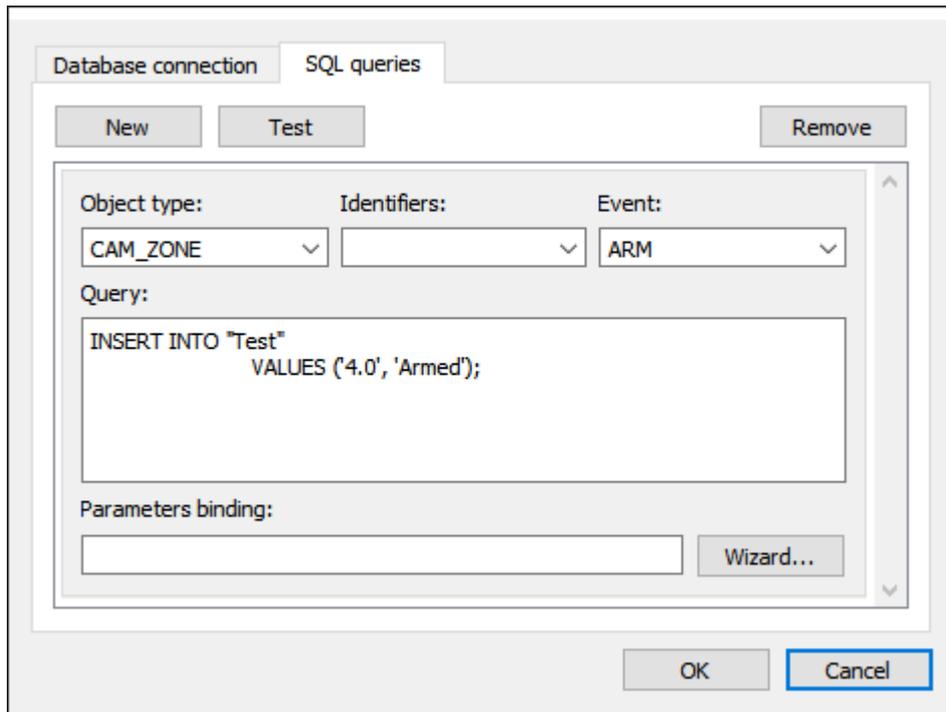


Figure 5. SQL queries tab of the External DB Export Module object

Table 3. External DB Export Module object parameters. SQL queries tab

Parameter	Description
New	Click this button to create new SQL query.
Test	Click this button to test execution of SQL query.
Remove	Click this button to delete SQL query.
Object type	Type of an object, associated with the current query. Select from the list or enter manually. <hr/> Note. If there are no objects of the specified type in the system, then the rest of the fields on the tab become inactive. <hr/>
Identifiers	Identifiers of objects, associated with the current query. <hr/> Note. Object identifiers are specified in the edit area. Object names can be selected from the drop down list. <hr/>
Event	Object's event, associated with the current query. Select from the list or type manually.
Query	SQL query to the external database.
Parameters binding	A string that binds SQL query parameters to event parameters. The query parameter ordinal numbers are bound to specific event parameters. To specify correspondence string click the Wizard button (see below).

Parameter	Description
Wizard	<p>Click this button to specify correspondence between query parameters and event parameters. The Parameters binding window with correspondence table will appear (see Figure 6). The number of table rows matches the number of SQL query parameters. Event parameters are specified manually in each row. Test value of an event parameter is used for testing SQL query.</p> <hr/> <p>Note. By default all event parameters are exported as string variables. To ensure successful query execution you may need to convert the type of event parameter value to the type of external database field. For detailed description of events' parameters see Quick User Guide of a specific SecurOS module.</p>

To add SQL query:

1. Click the **New** button on the **SQL queries** tab and specify the following query parameters: **Object type, Identifiers, Events, Query**.
2. Click the **Wizard** button and specify correspondence between the SQL query parameters and event parameters (see Figure 6).

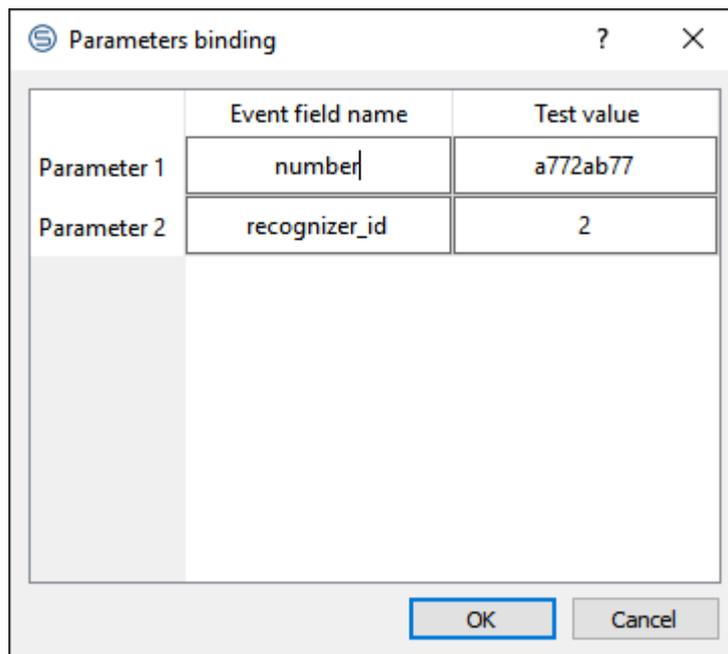


Figure 6. Parameters binding window

3. Click the **Test** button to test the SQL query execution.
4. Select the **Notify about successful query execution** check box on the **Database connection** tab to specify the parameters of recording to the **Event Viewer** (see section [Setting Up Database Connection](#)).

To change SQL query:

1. Select query on the **SQL queries** tab. Selected query is highlighted in gray (see Figure 7).
2. Change query parameters and save changes.

To delete SQL query:

1. Select query on the **SQL queries** tab. Selected query is highlighted in gray (see Figure 7).
2. Click the **Remove** button.

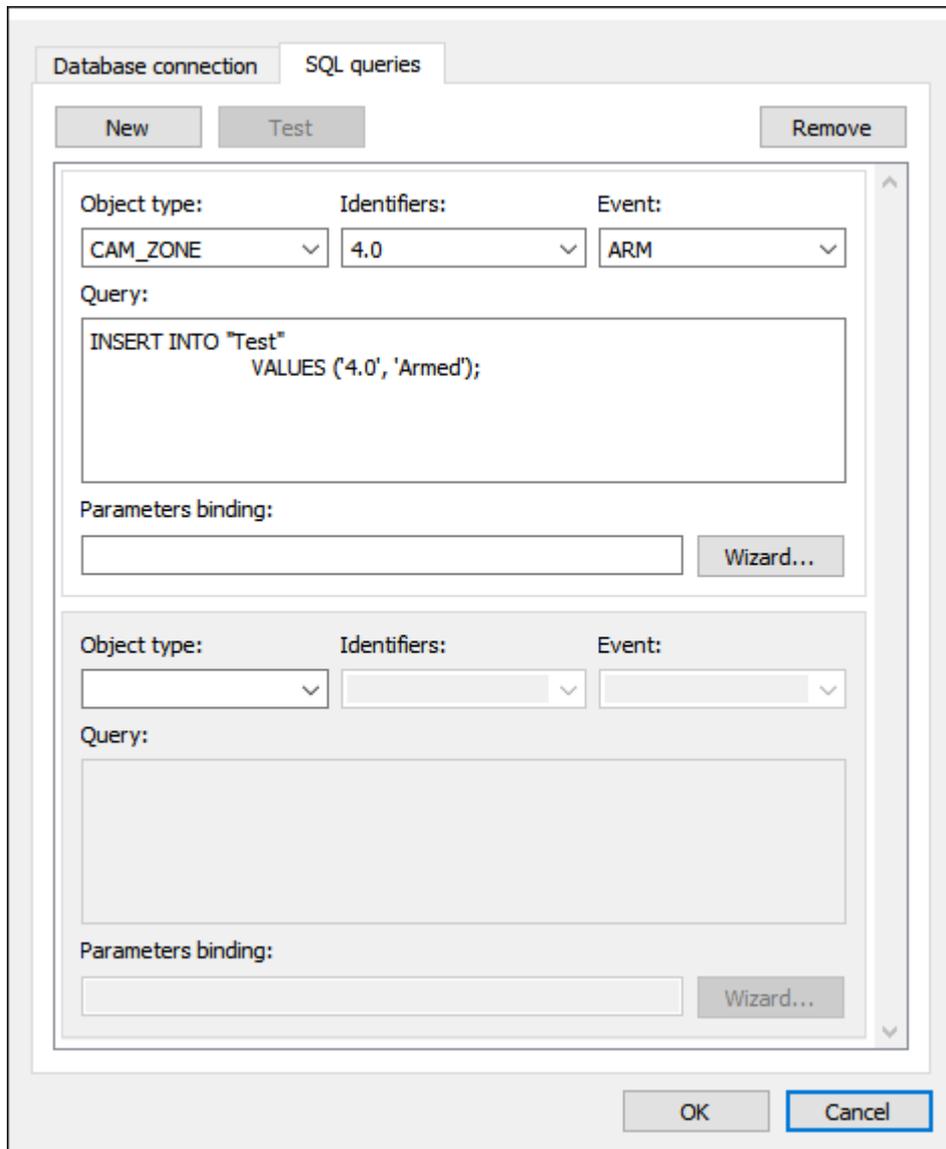


Figure 7. SQL queries tab of the External DB Export Module object.

4.3 Self-diagnostic with the Help of Health Monitor Module

Problems of the *SecurOS EDBE* module are displayed in the *Health Monitor* self-diagnostic module window (see [SecurOS Administration Guide](#)). *Health Monitor* can display problems in *Table* or *Tree view*. Use corresponding buttons in top right window corner to switch between these modes:

-  - for **Table view**;
-  - for **Tree view**.

Table view

Appearance of *Health Monitor* in *Table view* is shown on the Figure 8.

Object type	Object name	Server	Problem type	Date and Time
Video server	[D-FEDKIN] VIDEOSERVER1	[D-FEDKIN] - 172.16.1.228	! External DB...	11:31:17 Today

11:31:17 Today ! External DB Export Module: SQL query error
 The message appears if an SQL query sent by the *External DB Export Module* has failed.
 The message disappears if the error does not repeat within 15 minutes.

Problems: 1 Problem objects: 1

Figure 8. SecurOS EDBE problem objects. Table view

In *Table view* problems displayed as a list that can be sorted by columns.

Table data is presented by following columns:

- **Object type** – type of the problem object. For *SecurOS EDBE* Module this column contains "Video Server" string;
- **Object name** – id and name of the problem object;
- **Server** – id and IP address of the *Video Server* where problem appears. If there is no IP address specified in *Computer* object settings then the "IP address is not set" line will be displayed;
- **Problem type** – name of the problem that occurred on the specified object;
- **Date and Time** – problem date and time in OS format. Today's problem will be marked with "Today" word.

Tree view

Appearance of *Health Monitor* in *Tree view* is shown on the Figure 9.

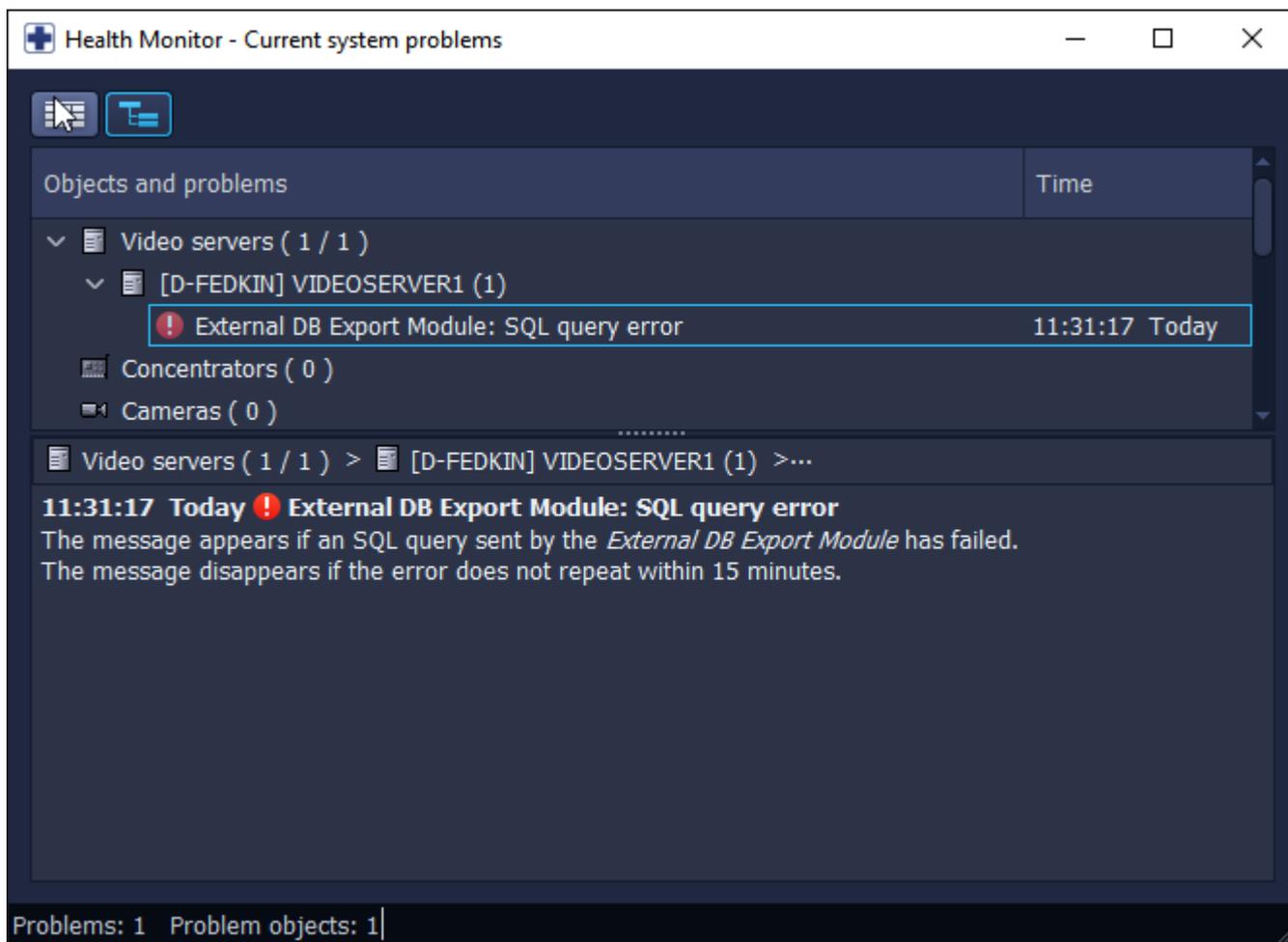


Figure 9. SecurOS EDBE problem objects. Tree view

In *Tree view* Module's problem objects are combined in the *Video Servers* node of **Problem objects tree** (see [Problems When Working with External DB Export Module](#)).

Select the problem to see its detailed description in the bottom of the window.

More information about *Health Monitor* self-diagnostic module is provided in the [SecurOS Administration Guide](#).

4.3.1 Problems When Working with External DB Export Module

The following problems are diagnosed for each Module's object:

- **External DB Export Module: SQL query queue overloaded.**
- **External DB Export Module: SQL query error.**

External DB Export Module: SQL query queue overloaded

- The message appears, if the maximum length of query queue (1000 queries) has been exceeded for one of the Module's object.
- The message disappears if the error does not repeat within 15 minutes.

External DB Export Module: SQL query error

- The message appears, if one of the Module's objects reported an error during SQL query execution.
- The message disappears if the error does not repeat within 15 minutes.

5 Appendixes

This section contains the following Appendixes:

- [Appendix A. Module Events and Commands Reference](#);
- [Appendix B. Technical Support Information](#).

5.1 Appendix A. Module Events and Commands Reference

SecurOS system event programming is described in the [SecurOS Programming Guide](#). The parameters of the events generated by the Module and all the corresponding commands are listed below.

Object type identifier: EVENTDBE

Table 4. EVENTDBE events

Event identifier: QUERY_EXECUTION_SUCCEEDED
Event name in macro: Notification about successful query execution
Description: Database query executed successfully
Parameters: none
Event identifier: QUERY_EXECUTION_FAILED
Event name in macro: Notification about unsuccessful query execution
Description: Database query failed
Parameters: none

Commands: none.

5.2 Appendix B. Technical Support Information

Current section contains service information that is necessary on addressing to Intelligent Security Systems Technical Support.

Note. Collected data have to be send to the Intelligent Security Systems Technical Support Team (see [Getting Technical Support](#)).

To ensure quick technical support, prepare the following technical information:

Warning! Data in items marked by "*" are necessary to report.

1. (*) User (customer) name to address to.

2. (*) Organization name.
3. (*) User (or organization) contacts: phone, e-mail.
4. Name of a personal Intelligent Security Systems manager (on Intelligent Security Systems authorized partner case). Otherwise, give the following data:
 - Company where the hardware and software components were purchased.
 - Actions proposed to solve the problems announced by a partner from whom the product was purchased.
5. (*) Problem description.
6. (*) Actions results in the problem.
7. List of changes which result to the problem in case of applying after some changes in system settings/configuration.
8. System and diagnostic information on computer and SecurOS system configuration obtained from the **SystemInfo** utility (see **SecurOS Administration Guide** for detailed information about utility).

If it is impossible to run the utility provide the following information:

 - (*) Guardant keys identifier and Dallas code;

Note. Equipment Dallas code can be found by the **ISS Hardware Report** utility (see **SecurOS Administration Guide** for detailed information about utility).

- (*) name and version of the installed Intelligent Security Systems company software.
 - total number of video servers and monitoring (operator) workstations in the system;
 - operating system (name and service pack version).
9. Another useful information, if possible. For example:
 - computer equipment configuration.
 - central processors load.
 - main and virtual memory used volumes.
 - network load.
 - network and network neighborhood configuration.