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Guide 180004

VIGIL VCM - System Maintenance Guide

Guide #:	180004-1
Date:	January 26th, 2018
Product Affected:	VIGIL VCM Client 10.5 and older, VIGIL VCM Server 10.5 and older, VCM to VDC Data Uploader Utility
Purpose:	This document is intended to provide users with a routine set of standard checks and procedures for maintaining VIGIL VCM systems to ensure optimal performance of their VIGIL Central Management network.

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1 Introduction

VIGIL Central Management (VCM) provides the ability to monitor the status of VIGIL Servers and V-Series cameras. Designed with the integrator in mind, VCM allows you to proactively inform your end users of any potential health concerns with their VIGIL Servers or cameras.

To keep VIGIL VCM systems running as efficiently as possible, 3xLOGIC has compiled a standard list of checks and procedures to ensure optimal VIGIL VCM system performance. Proceed through the remaining sections of this guide for instructions on maintaining a VIGL VCM system.

2 VCM System Maintenance

2.1 VCM System

2.1.1 Disk Space

Check free disk space on all drives configured for system. If there are any changes outside of the expected free disk space amount, this may denote a building problem. Check with your network administrator for the expected free disk space value. Follow the below steps to confirm the amount of free space coincides with the value provided by your network administrator:

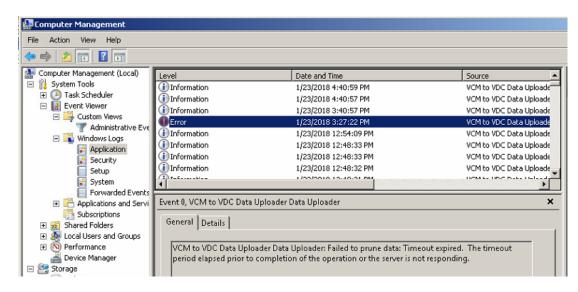
- 1. Navigate to Start > My Computer.
- 2. Confirm the Opsys drive (C:\ Drive in the below example. Disk letter may differ on some systems) has the expected amount of free disk space.

PComputer	
G O - ► Computer -	
Organize System properties Uninstall or change a progr	am Map network drive Open Control Panel
	Hard Disk Drives (1)
■ 🔜 Desktop 1) 🎅 Libraries	Op5ys (C:) 893 GB free of 931 GB

2.1.2 Windows System and Application Logs

Check the Windows System and Application logs through Event Viewer to note any emergent problems. To check the Windows Event logs:

- 1. Click Start.
- 2. Search for *Computer Management*.
- 3. Select **Computer Management** from the search results to launch the management interface.
- 4. Navigate to the *Systems Tools > Event Viewer > Windows Logs*.



- 5. Open System or Application logs as necessary from the tree node menu and search or any errors. The example below features a VCM VDC Data Uploader error.
- 6. If any errors are located, take immediate steps to resolve the issue.

2.1.3 Temp File Purge

Clean up the Windows and VIGIL Temp file directories. See <u>140068-1 Tech Tip - VIGIL Temp File Maintenance</u> for more information on temp folder maintenance.

To begin:

- 1. Navigate to C:\Windows\Temp and purge the directory of unnecessary temp files.
- 2. Navigate to C:\\Users\VIGIL\AppData\Local\Temp and purge the directory of unnecessary temp files.

2.1.4 Check VCM - VDC Data Uploader

If VDC integration is present, ensure the VCM to VDC Data Uploader service is running and ensure that SQL table cleanup is configured on either the VCM service or on the VCM-VDC service.

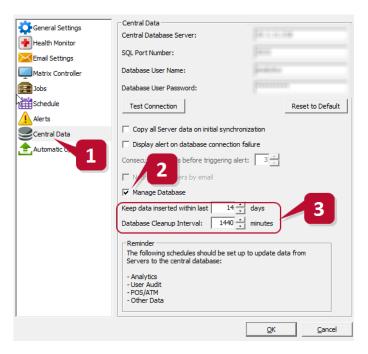


Note: If VDC integration is present on VIGIL VCM 10.5 or newer systems, Manage Database must be enabled from the uploader utility's settings and WILL NOT be visible in VCM Central Data Settings.

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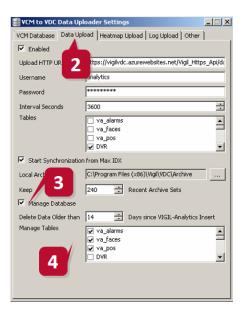
To enable from VCM side:

- 1. Navigate to Settings > Central Data.
- 2. Enable Manage Database and configure cleanup settings as necessary.



To enable from the VCM to VDC Data Uploader Utility:

- 1. Launch the VCM to VDC Data Uploader Utility.
- 2. Navigate to the Data Upload tab.
- 3. Enable Manage Database.
- 4. Select appropriate tables to be managed.



2.1.5 Check SVCVCM

Ensure the VCM Service is running. This service is critical to VCM operation. To confirm the service is active: 1. Click **Start.**



- 2. Search for Computer Management.
- 3. Select Computer Management from the search results to launch the management interface.
- 4. Navigate to Services and Applications > Services
- 5. Confirm the VIGIL Central Management Service is started.

🛃 Computer Management							
File Action View Help							
🗢 🔿 🙎 🖬 🙆 🛃							
Computer Management (Local)	Q Services						Action
Task Scheduler Task Sch	WinHTTP Web Proxy Auto- Discovery Service Start the service Description: WinHTTP implements the client HTTP stack and provides developers with a Win32 API and COM Automation component for sending HTTP requests and receiving responses. In addition,	Name VIGIL Central Management Service VIGIL Update Service VIGIL Update Service VIGIL Update Service Vitual Disk Volume Shadow Copy Windows Audio Endpoint Builder Windows Biometric Service Windows CardSpace	Description VCM to VD Provides m Manages a Manages a The Windo Securedy a	Status Started Started Started Started Started	Startup Type Automatic Automatic Automatic Manual Automatic Automatic Manual Manual Manual	Log On As Local System Local System Local System Local System Local System Local System Local System Local System Local System	M WinH M

2.2 Database

2.2.1 SQL Logs

Check for large files in the SQL Logs directory (C:\\ Program files\Microsoft SQL

Server\MSSQL10_50.SQLEXPRESS\MSSQL\Log in the below example) and see if any important issues have been encountered by the SQL Server. Issues could denote an impending problem or failure condition and should be addressed accordingly.

	6 H -			
anize 👻 Include in library 👻 Burn New	Name *	Date modified	Туре	Size
E 🎉 80		1/23/2018 6:21 PM	File	9,312,602 KB
	ERRORLOG.1	1/3/2018 11:38 AM	1 File	12 KB
	log_18.trc	1/3/2018 11:38 AM	TRC File	1,024 KB
	log_19.trc	1/20/2018 3:13 PM	TRC File	20,480 KB
퉬 Backup	log_20.trc	1/20/2018 3:13 PM	TRC File	0 KB
🗉 🌺 Binn				
JATA				
🎍 Install				
JOB5				
🕌 Log				
孎 repidata				

2.2.2 MDF / LDF Files

Review the SQL MDF and LDf file sizes (Files are located at C:\\Program files\Microsoft SQL

Server\MSSQL10_50.SQLEXPRESS\MSSQL\data in the below example). The database files are limited to 10G in size in terms of SQL Server. Any file approaching this limit could indicate a pending issue. If you are unaware of troubleshoot procedures for issues that could cause these files to swell, contact your VCM network administrator and 3xLOGIC Support for further troubleshooting procedures.



WARNING: Do not alter, move and interact with these files in anyway. These files are critical to database operation and alteration of these files could cause critical database failure. Contact 3xLOGIC Support for next steps.

ganize 🔻 Include in library 🔻 Burn New folde	ar					
🖂 🄑 Microsoft SQL Server	_]	Name *	Date modified	Type	Size	
₩ 30 ₩ 30 ₩ 30		📴 master.mdf	1/3/2018 11:38 AM	SQL Server	4,096 KB	
E 40 100		💷 mastlog.ldf	1/3/2018 11:38 AM	SQL Server	768 KB	
MSSQL10_50.SQLEXPRESS		🖵 model.mdf	1/3/2018 11:38 AM	SQL Server	1,280 KB	
🖃 🌗 MSSQL		💷 modellog.ldf	1/3/2018 11:38 AM	SQL Server	512 KB	
🔒 Backup		📴 MSDBData.mdf	1/3/2018 11:38 AM	SQL Server	12,416 KB	
🕀 🍰 Binn		💷 MSDBLog.ldf	1/3/2018 11:38 AM	SQL Server	512 KB	
DATA		📴 tempdb.mdf	1/23/2018 8:44 PM	SQL Server	24,384 KB	
JOBS		💷 templog.ldf	1/3/2018 4:47 PM	SQL Server	768 KB	
Log		📴 Vigil-Analytics.ldf	1/24/2018 9:59 AM	SQL Server	164,672 KB	
📕 repldata		📮 Vigil-Analytics.mdf	1/24/2018 6:42 AM	SQL Server	4,354,752 KB	

2.3 VCM Backups

2.3.1 Check VCM Backups

Use the VIGIL Central Management - Server Data Utility to confirm the existence of recent system backups. A list of recent backups is visible under the Server Data Backups section at the bottom of the utility.

🔯 VIGIL Central Manage	ement - Server Data Uti	ility	×
Server Data Settings Data Folder Location:	C:\Program Files\Vigil\	VCM	
Server Data Backup Settir Backup Folder Location: Estimated Backup Size: (Include Settings Sna Include Still Images (Include Update Files Automatic Backups Automatic Backups Backup Interval: Number of Backups to Ki	C:\Software 52.55 MB pshots (40.30 MB) 127.10 MB) (1074.04 MB) rver Data Backup 7 days		
Server Data Backups		Backup List	
Create Backup Restore Backup Date 1/24/2018 10:14:22 AM	Backup Size	Kerresh	
		ОК	Cancel

After confirming the existence of backups, check the backup directories and confirm they contain the expected files with an expected file size. Check with your VCM network administrator if you are unsure of the expected backup file sizes. It is highly recommended to schedule routine backups. This can also be performed within the Server Data Utility.





Note: *RECOMMENDED BEST PRACTICE* Whenever possible, ensure backups are stored off the device; make copies in another destination when feasible to ensure off-site backups of the s system exist and are readily available in the case of catastrophic failure. At a minimum, do not store backup copies on the same drive as the selected Data Folder Location.

2.3.2 Trigger Manual Backup

At end of system maintenance operations, always trigger a manual backup using the VIGIL Central Management - Server Data Utility. To manually trigger a backup:

- 1. Deploy the VIGIL Central Management Server Data Utility.
- 2. Click **Create Backup** and follow any on-screen instructions to complete the backup process. As stated in the note in the previous section, it is considered best practice to make a copy of the completed backup file and store it offsite in the case of catastrophic failure.

Server Data Backup	2 ore Backup Delete Backup	Refresh	
Backup Date	Backup Size		
1/24/2018 10:14:22	AM 62.56 MB		
<u> </u>		ОК	Cancel

Routinely performing the provided checks and procedures outlined in the above sections and clearing your system of any issues should keep your VCM system operating efficiently and without issue. If issues persist, or you are unsure of next steps, contact 3xLOGIC Support using the information in the next section.

3 Contact Information

If you require more information, or if you have any questions or concerns, please contact 3xLOGIC Support: Email: <u>helpdesk@3xlogic.com</u> Online: <u>www.3xlogic.com</u>