3xLOGIC

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.

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.
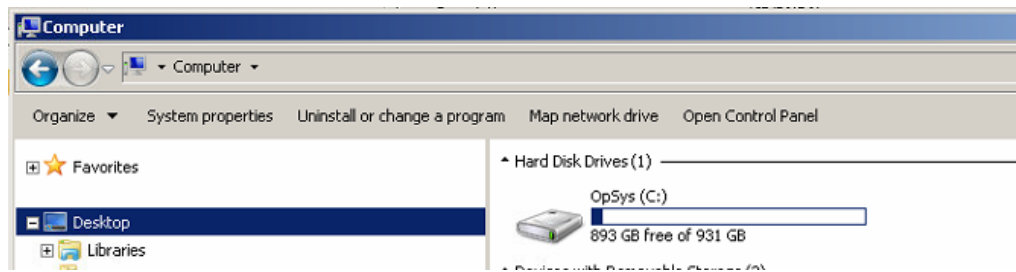
2.1.2 Windows System and Application Logs

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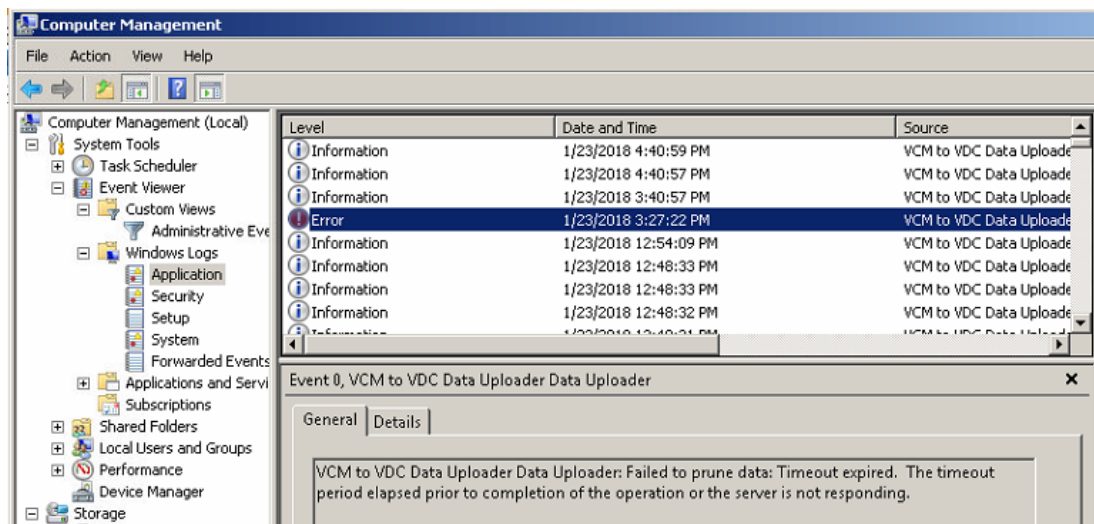
5. Open System or Application logs as necessary from the tree node menu and search or any errors. The example below features a VCM - VDC Data Uploader error.
6. If any errors are located, take immediate steps to resolve the issue.

2.1.3 Temp File Purge

Clean up the Windows and VIGIL Temp file directories. See 140068-1 Tech Tip - VIGIL Temp File Maintenance 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.
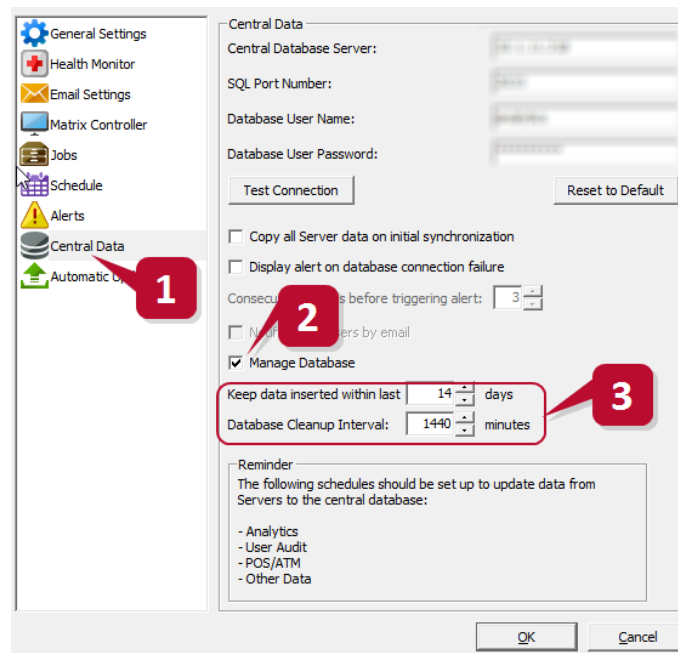
2.1.4 Check VCM - VDC Data Uploader

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.
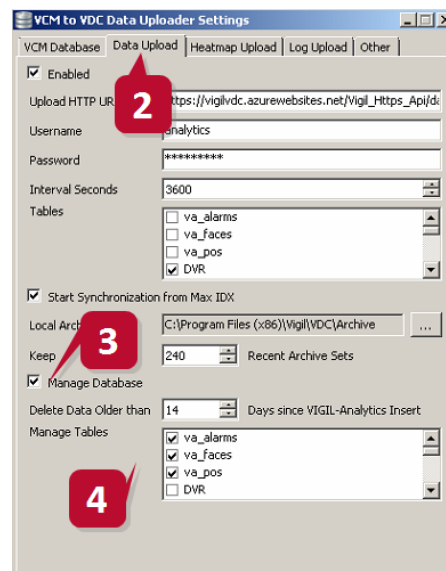
To enable from VCM side:
1. Navigate to *Settings > Central Data.*
2. Enable **Manage Database** and configure cleanup settings as necessary.

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.
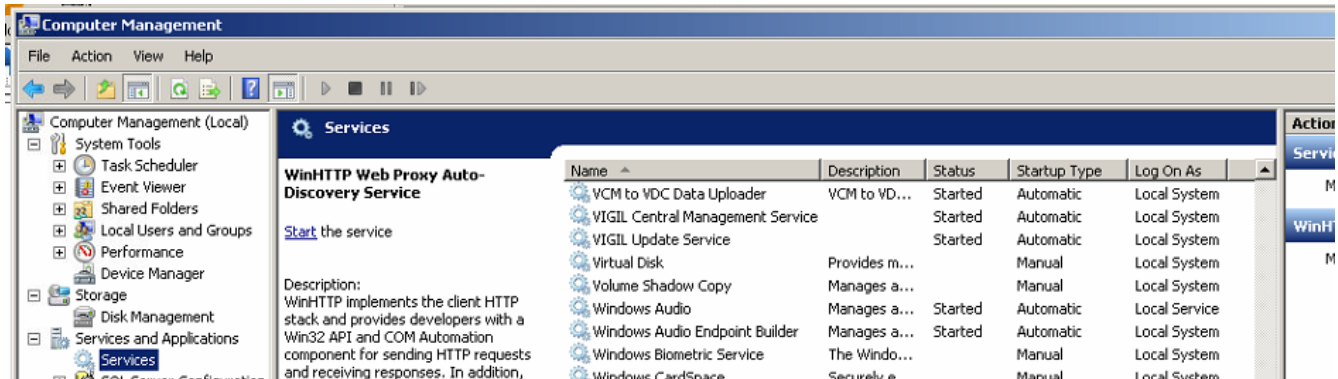
2.2 Database
2.2.1 SQL Logs
Check for large files in the SQL Logs directory (C:\\ Program files\Microsoft SQL Server\MSSQL10_50.SQLEXPRESS\MSSQL\Log in the below example) and see if any important issues have been encountered by the SQL Server. Issues could denote an impending problem or failure condition and should be addressed accordingly.
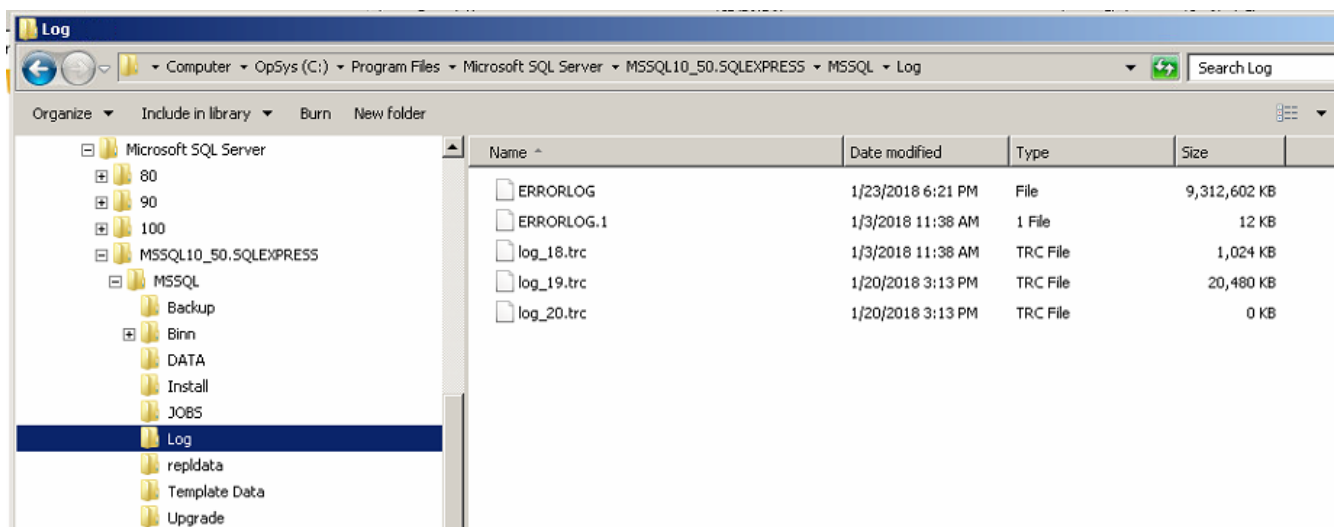

2.2.2 MDF / LDF Files
Review the SQL MDF and LDf file sizes (Files are located at C:\\Program files\Microsoft SQL Server\MSSQL10_50.SQLEXPRESS\MSSQL\data in the below example). The database files are limited to 10G in size in terms of SQL Server. Any file approaching this limit could indicate a pending 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.
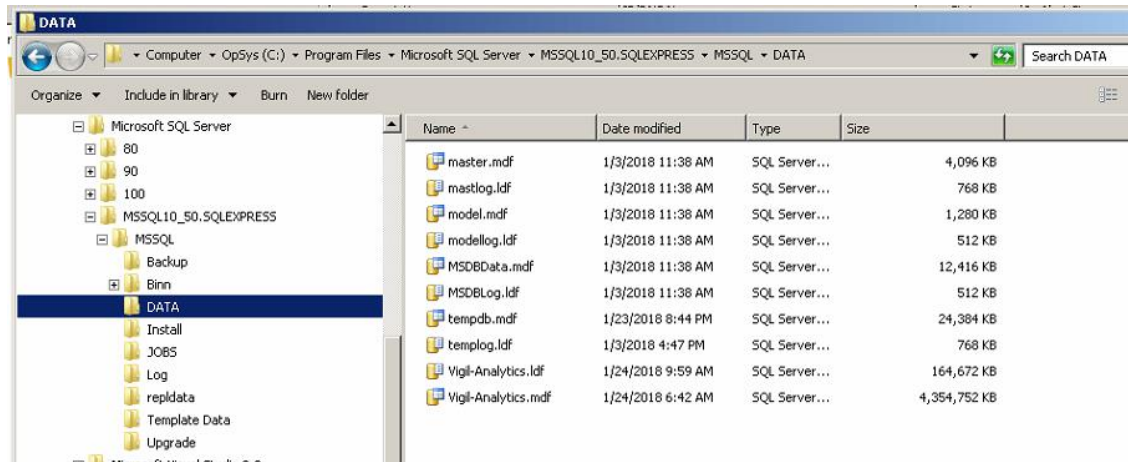
2.3 VCM Backups

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.
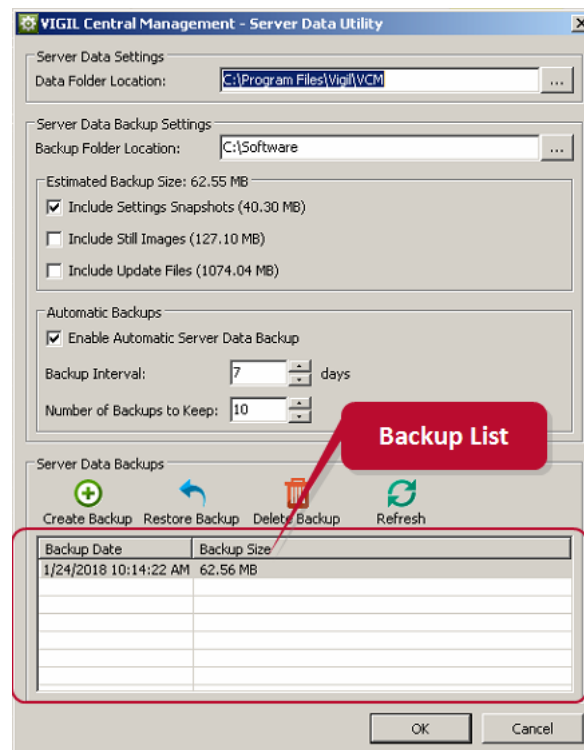
After confirming the existence of backups, check the backup directories and confirm they contain the expected files with an expected file size. Check with your VCM network administrator if you are unsure of the expected backup file sizes. It is highly recommended to schedule routine backups. This can 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 off-site in the case of catastrophic failure.
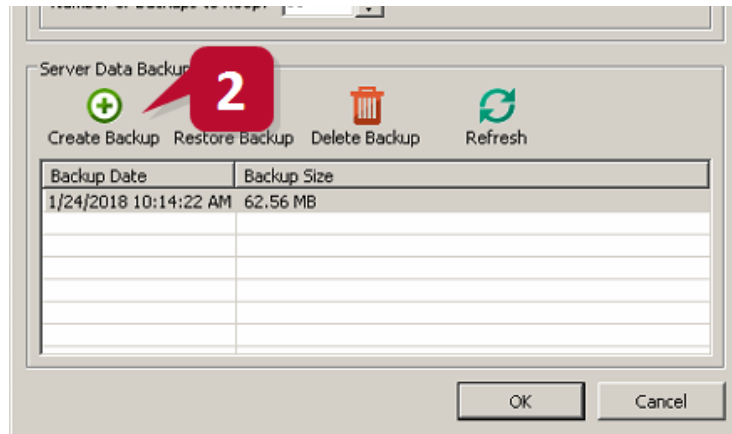
Routinely performing the provided checks and procedures outlined in the above sections and clearing your system of any issues should keep your VCM system operating efficiently and without issue. If issues persist, or you are unsure of next steps, contact 3xLOGIC Support using the information in the next section.

3   Contact Information

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