



**VideoXpert® v 3.x OnGuard v 8.2
Integration
Operations Manual**



VideoXpert®

Document number: C6669M-D

Publication date: 03/24

Table of Contents

System Overview	3
Meeting the Prerequisites	3
Installing the Software	3
Operating the System	3
Using OnGuardDiagnostics Troubleshooting	4
Performing System Administration Tasks	4
Adding a VideoXpert Recorder	4
Editing a VideoXpert Recorder	7
Deleting a VideoXpert Recorder	7
Adding VideoXpert Cameras	7
Using the VideoViewer	11
Taking a Snapshot of the Current Video Frame	11
Controlling Playback for a Previously Recorded Stream	12
Exporting a Recorded Stream from VideoViewer	14
Configuring and Controlling Pan and Tilt	15
Controlling Zoom	17
Configuring PTZ Presets	18
Configuring and Monitoring Alarms	21
Viewing Triggered Events in Alarm Monitoring	21
Exporting a Stream	23
Triggering a PTZ Preset from an Event	23
Configuring Logging in OnGuard	28
Forwarding OnGuard Events to VideoXpert	29
Using the Main Window	30
Configuring Settings	30
Configuring the Connection to the OnGuard Open Access System	30
Configuring the Connection to the VideoXpert System	31
Selecting OnGuard Event Types to Forward to VideoXpert	31
Configuring VideoXpert Settings for Forwarded Event Types	32
Configuring Rules (Advanced, optional)	33
Starting or Restarting the Integration Service	33
Confirming that Events are Being Forwarded	33
Using Utilities	33
Locating References	33
Troubleshooting	34
Cannot connect to the OnGuard system	34
Cannot connect to the VideoXpert system	34
Pelco Troubleshooting Contact Information	34
Version Information	34

System Overview

This document is the Operations Manual for VideoXpert Integration with OnGuard. It provides information about the system usage, functions, configurations, and known issues.

VideoXpert is a complete video management solution from Pelco.

OnGuard is an integrated access control and alarm monitoring system.

Integration of Pelco VideoXpert and OnGuard application allows an operator to easily view and control all video from the OnGuard user interface, and simplifies investigations by associating recorded video with events. For real-time monitoring, an operator is presented with video in response to events that OnGuard is managing. Single- and multi-camera views can be displayed manually or automatically. Direct control of a camera's pan, tilt, and zoom capabilities allows an operator to closely monitor an incident or to follow a suspect. Pan/Tilt control also can be automated using pre-set positions to position cameras in response to an event.

Meeting the Prerequisites

The minimum hardware requirements for the client machine are as follows:

- CPU: Intel Core i7 2.4GHz Quad Core (or greater)
- Memory: 4 GB (or greater)
- Hard disk: 1 GB available hard disk space

The software requirements are as follows:

- OnGuard v 8.2 (or v 8.1)
- Windows 10, Windows 8.1, Windows Server 2008 R2, Windows Server 2012, Windows Server 2016
- The latest version of DirectX 9.0c must be installed even if DirectX 10 or 11 is already installed as part of Windows Vista or higher (refer to <http://www.microsoft.com/en-us/download/details.aspx?id=8109>)
- Visual Studio C++ Runtime

Installing the Software

See the *Pelco VideoXpert v 3.x OnGuard v 8.2 Integration Installation Manual* for complete installation instructions.

Operating the System

Integration of VideoXpert server to OnGuard does two things:

- Connects the VideoXpert server to OnGuard
- Imports VideoXpert cameras and its capabilities to OnGuard.

The Pelco OnGuard integration uses the following software applications:

- System Administration
- VideoViewer
- Alarm Monitoring

VideoXpert® v 3.x OnGuard v 8.2 Integration Operations Manual

- LoggingSetupLenel
- OnGuardDiagnostics

Of these, the first three are OnGuard applications and get deployed as part of OnGuard v 8.2 installation. To access OnGuard applications, click the computer *Start* icon, click **All Programs**, and then click **OnGuard v 8.2**.

The last two are utility applications provided as part of VideoXpert integration. They are available in the installation path of the VideoXpert integration driver.

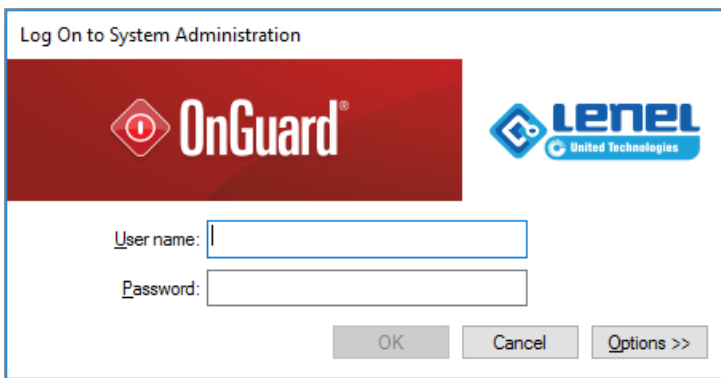
Using OnGuardDiagnostics Troubleshooting

This is a utility application specific to VideoXpert. It helps diagnose installation components and connection with VideoXpert system. Run this application on the machine that you are testing; it cannot be run remotely from another computer.

Performing System Administration Tasks

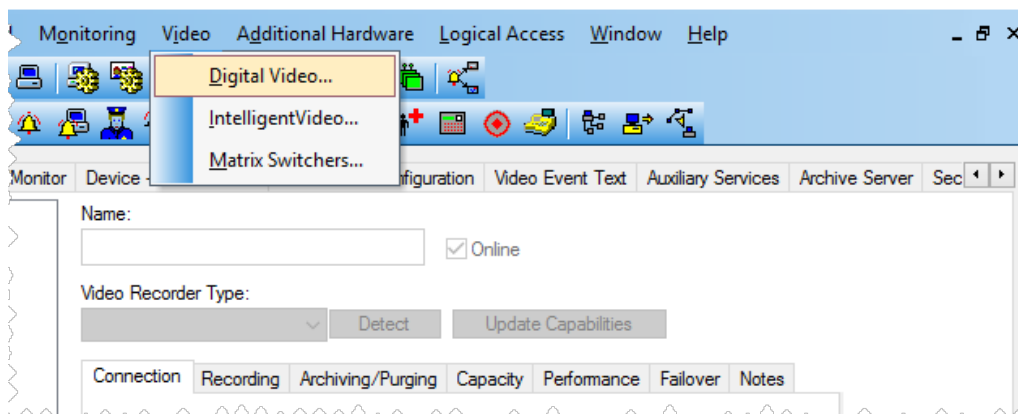
System Administration performs the management activities for the OnGuard system. To have VideoXpert features available on the OnGuard system, add/import the VideoXpert system to OnGuard.

Login to System Administration using the credentials configured for OnGuard.



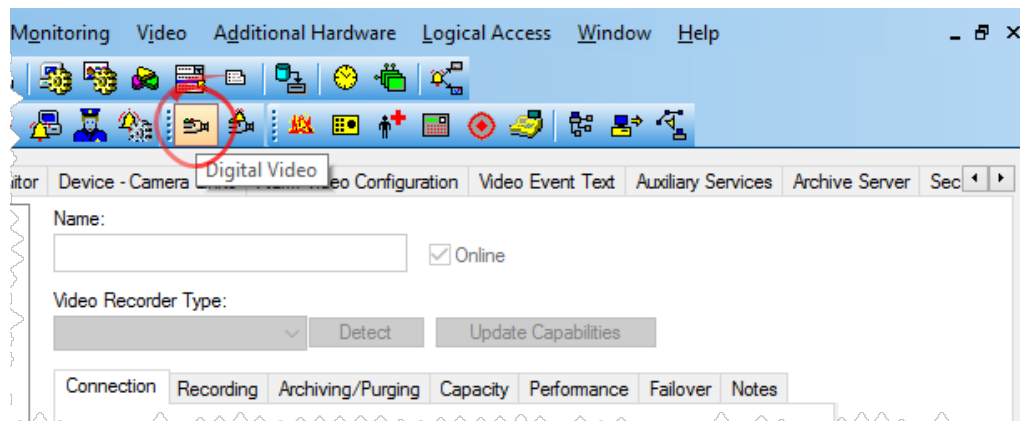
Adding a VideoXpert Recorder

1. From the application menu, click **Video**, and then click **Digital Video** to import the Pelco VideoXpert system to OnGuard.



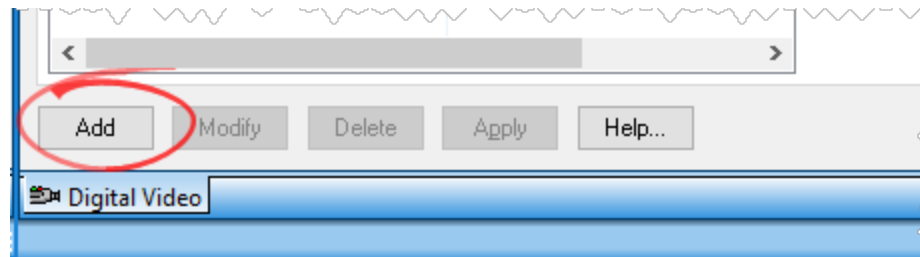
VideoXpert® v 3.x OnGuard v 8.2 Integration Operations Manual

An alternative to the **Digital Video** menu item is to click the camera icon from the toolbar.

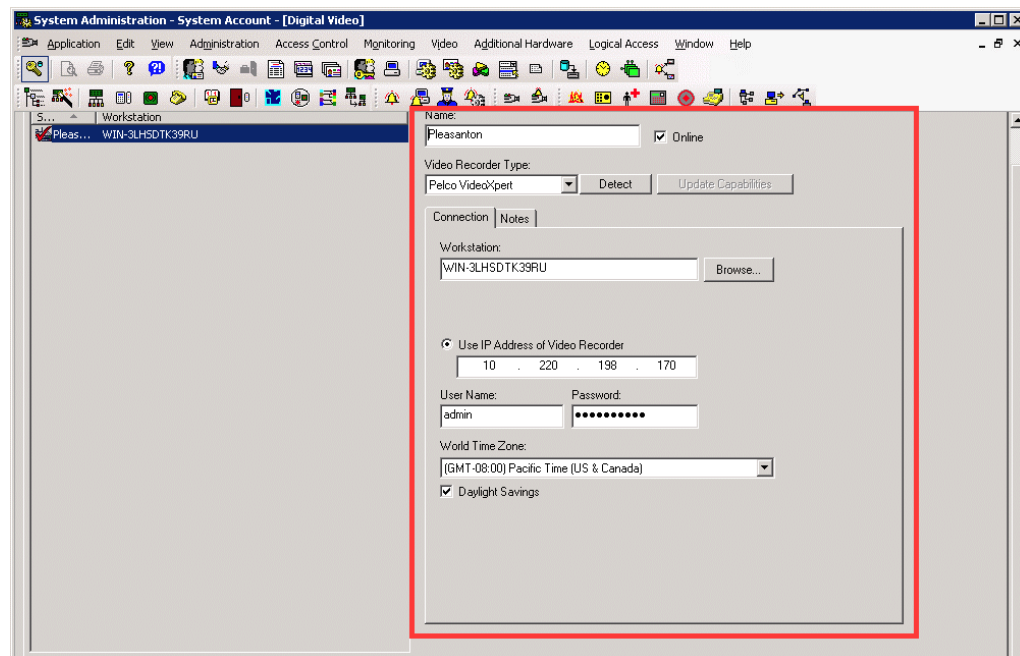


This screen provides options to add and configure a video recorder, including VideoXpert.

2. Click **Add** at the bottom of *Digital Video* screen. Another screen opens, allowing you to select from the available list of video recorders and fields to configure the recorder type selected.



3. From the *Video Recorder Type* drop-down menu, click **Pelco VideoXpert**.



4. Enter the details of the recorder to be added, and then click **OK**.

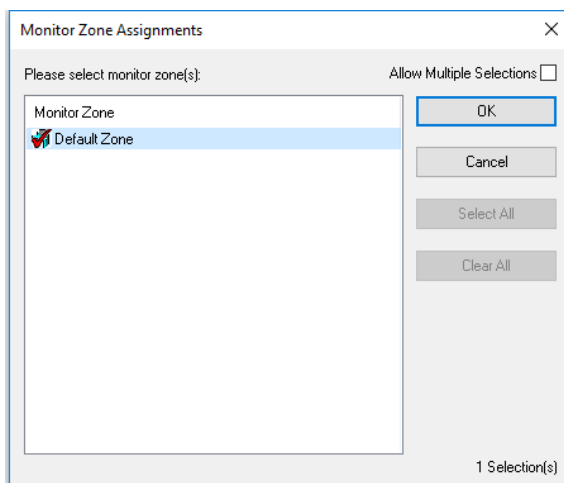
VideoXpert® v 3.x OnGuard v 8.2 Integration Operations Manual

The following describes the *General Settings* fields:

- **Name:** The VideoXpert server's friendly name.
 - **Video Recorder Type:** From this drop-down menu, click **Pelco VideoXpert**.
 - **Workstation:** This is the computer that is the OnGuard server. It is where the OnGuard database resides and also where the OnGuard communications server runs. To select the proper machine, click **Browse**.
 - **IP Address of Video Recorder:** This is the VideoXpert server's network location. In the case of a client-only install, this is the IP address or computer name of the server.
 - **User Name:** This must match the VideoXpert server authentication credentials (user name and password) set in the VideoXpert system, otherwise the connection will fail.
 - **Password:** This must match the VideoXpert server authentication credentials (user name and password) set in the VideoXpert system, otherwise the connection will fail.
 - **Online:** This checkbox determines whether or not the VideoXpert server is currently available.
5. After the required VideoXpert server settings have been successfully entered, click **OK** (on the bottom left of OnGuard) to verify the validity of your setting values, to connect OnGuard to your VideoXpert server, and to save your new VideoXpert server settings.

You will see a screen prompting for a full download.

- If you are at this screen, the integration driver was able to correctly deploy all the components required for VideoXpert integration, the information supplied by user in this screen are correct, and the recorder specified here is online.
 - If you are not at this screen means, something is missing or went wrong. Recheck the points mentioned above to resolve your problem.
6. Click **OK**. The *Monitor Zone Assignments* dialog box opens.
7. Click to select *Default Zone*, and then click **OK**.

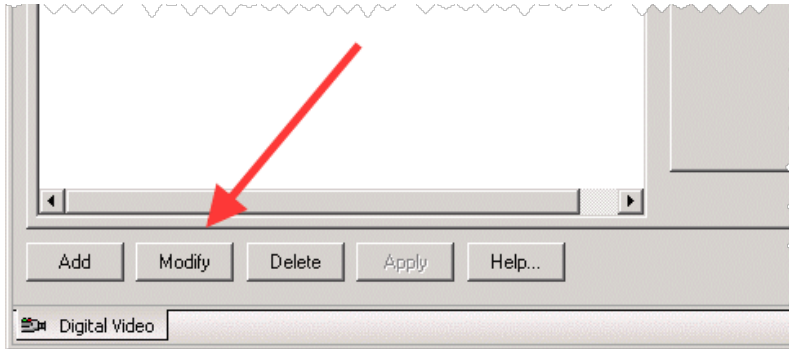


The recorder is added to a list in the left of the screen.

Editing a VideoXpert Recorder

To edit an existing VideoXpert server:

1. Click on the VideoXpert server to edit.
2. Click **Modify** at the bottom left of the OnGuard application.

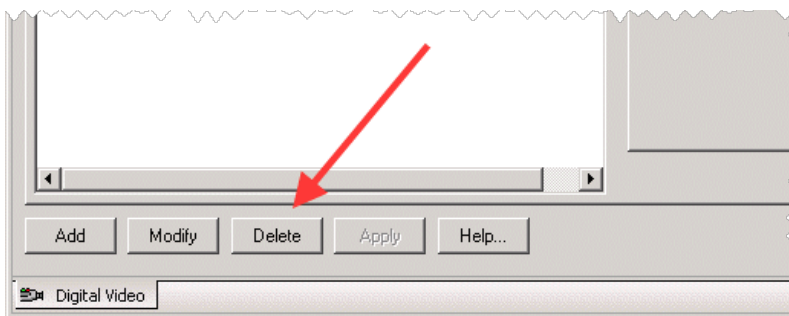


3. Observe a dialog box displaying the saved settings for the VideoXpert server. This dialog box contains forms regarding general VideoXpert server configuration settings, as well as settings for alarms (that is, events).
4. Make the required changes, and then click **OK**.

Deleting a VideoXpert Recorder

To delete an existing VideoXpert server:

1. Click on the VideoXpert server to delete.
2. Click **Delete** at the bottom-left of the OnGuard application, and then click **OK**.



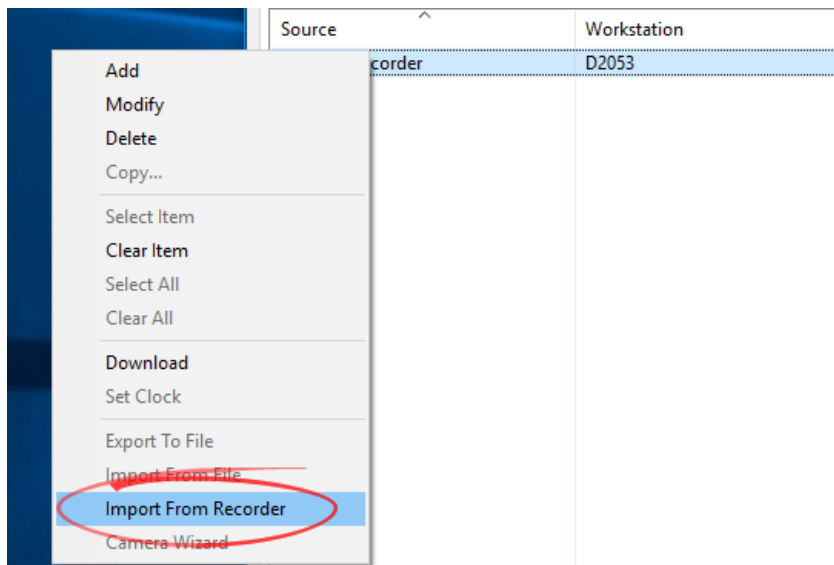
Adding VideoXpert Cameras

Add VideoXpert cameras in one of two ways:

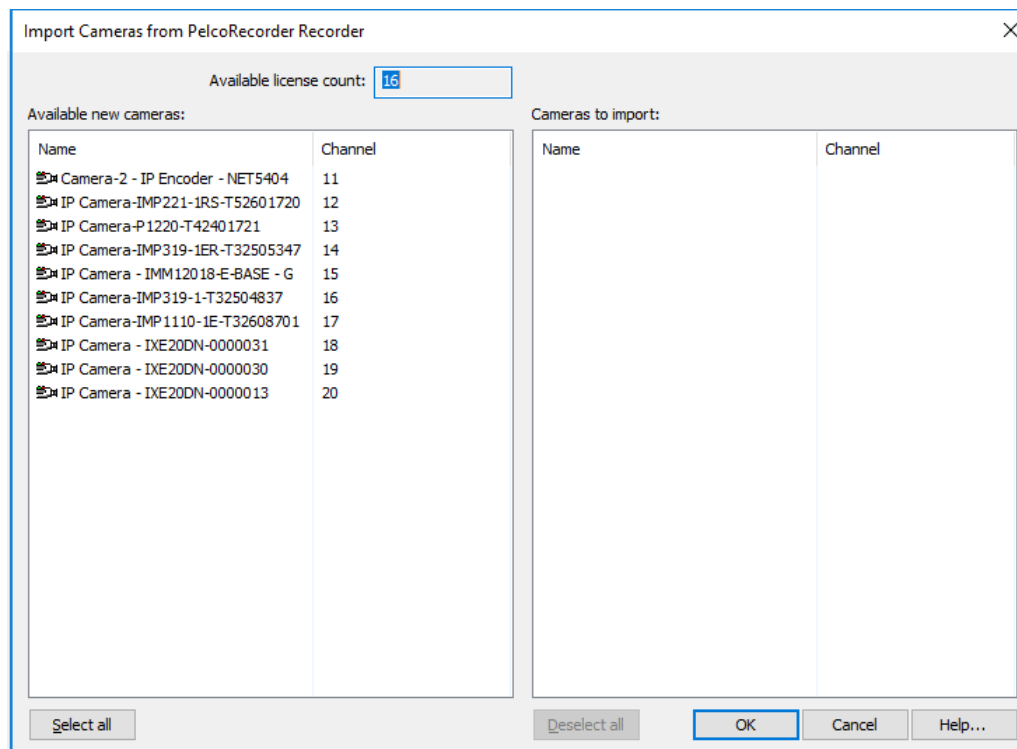
- Use the *Import Camera* menu option, as described in the section titled [Importing a Camera Automatically](#).
- Adding a single camera at a time, as described in the section titled [Adding a Camera Manually](#).


Importing a Camera Automatically

1. Right-click on the recorder name in the list, and then click **Import From Recorder**.

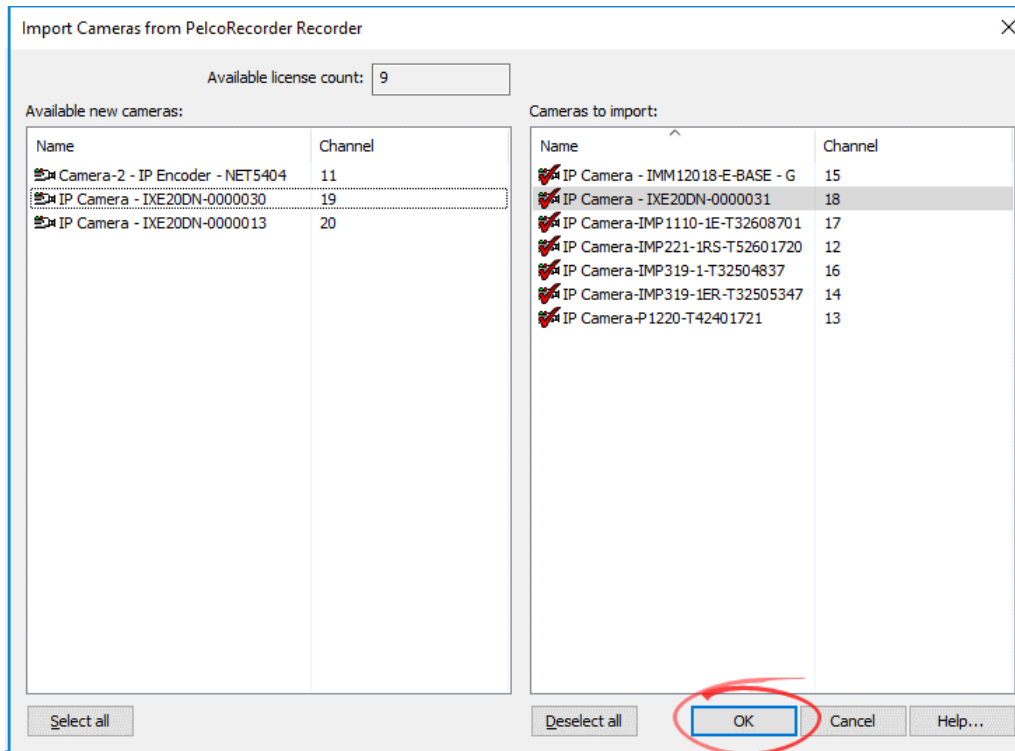


2. The *Import Cameras from [recorder name] Recorder* dialog box lists all numbered cameras from the recorder in the *Available new cameras* panel. To select the cameras to be imported from this list, either click **Select all** to select all the cameras, or click on the required cameras.

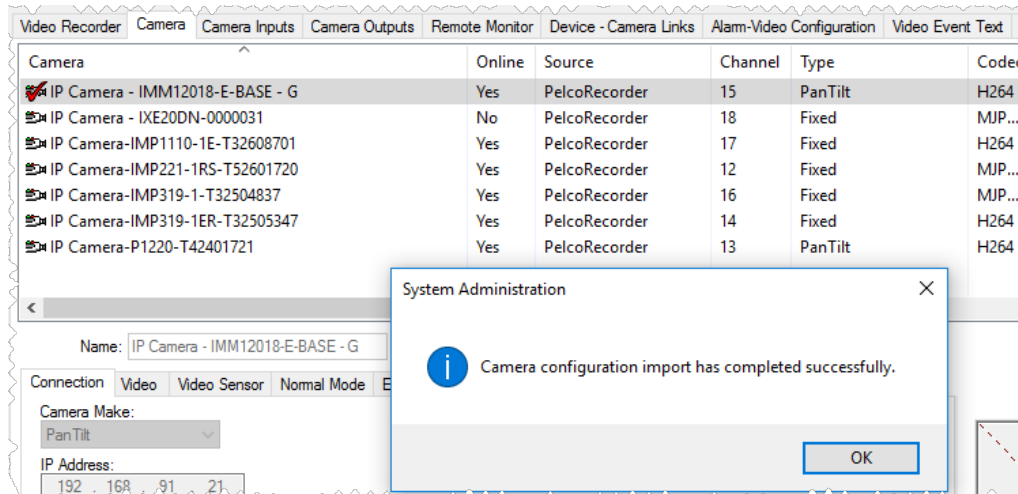


 **Note:** Each camera must have a unique friendly name and a unique number. The number cannot be "0". If these criteria are not met, configure the camera(s) in VideoXpert using VxToolbox.

3. When the selected cameras are moved to the *Cameras to import* panel, click **OK**



If the camera import is successfully completed, the cameras are listed in the *Camera* tab.



4. Click **OK**.

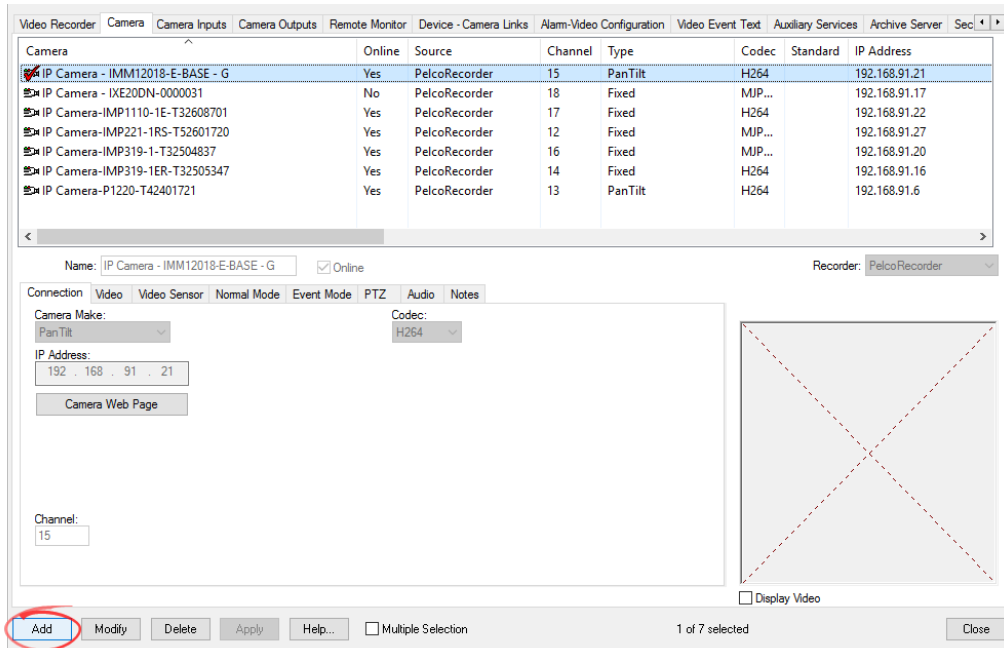
Adding a Camera Manually

To add a VideoXpert camera manually:

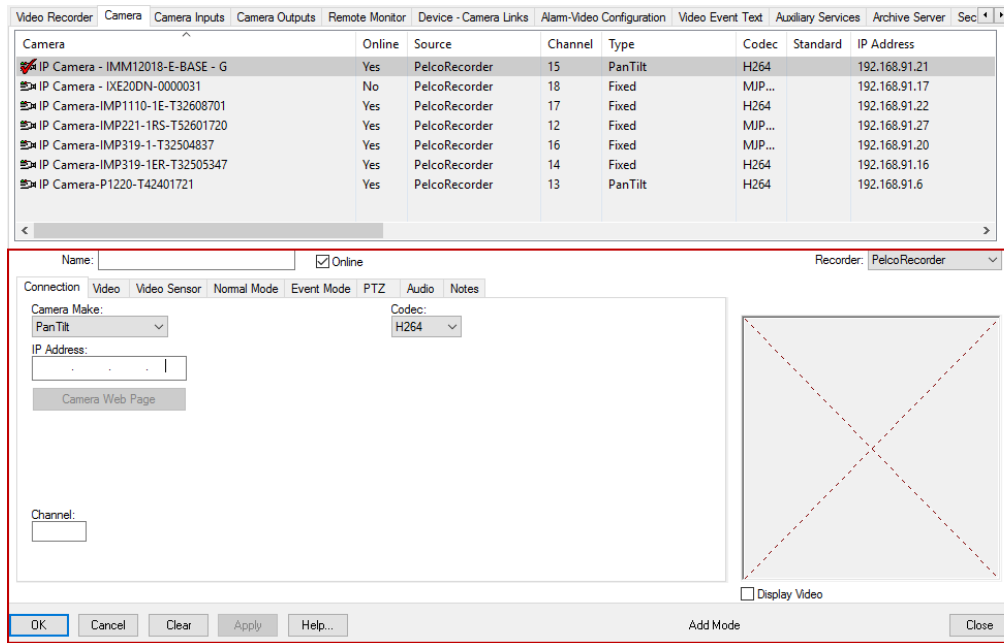
1. From the *Video* menu, click **Digital Video**.
2. The *Digital Video* folder opens. Click the **Camera** tab.

VideoXpert® v 3.x OnGuard v 8.2 Integration Operations Manual

3. Click **Add**.



4. In the *Name* field, enter a unique, descriptive name for the camera.



5. Click to select the checkbox for *Online* to place the camera online.

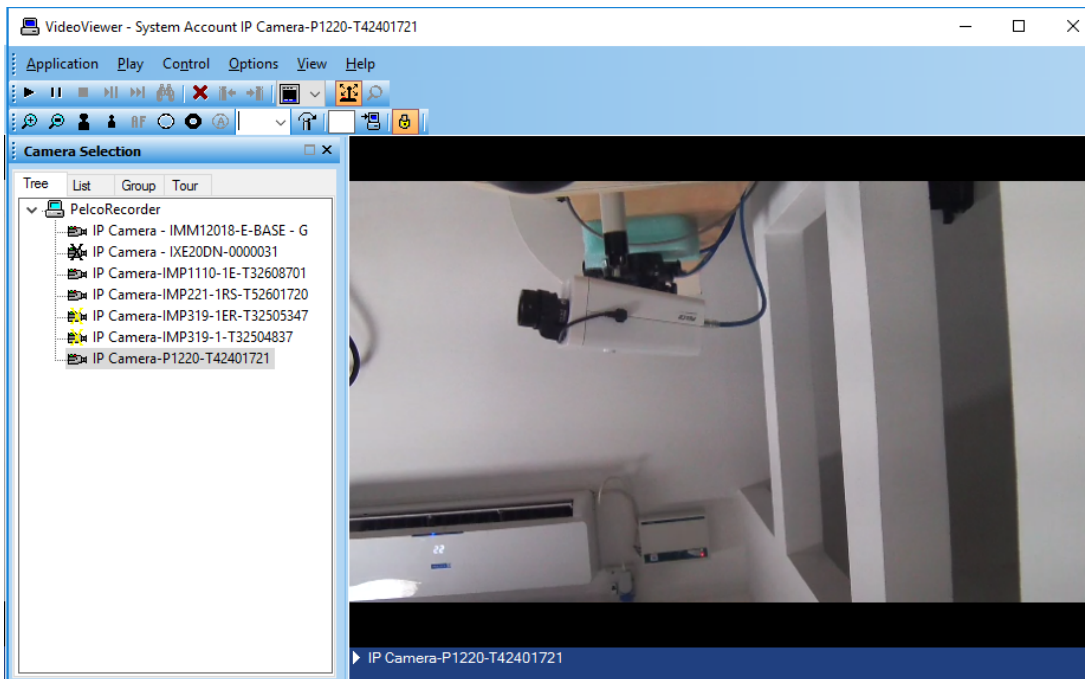
6. From the *Recorder* drop-down menu, select the recorder that this camera communicates with.

VideoXpert® v 3.x OnGuard v 8.2 Integration Operations Manual

7. On the *Connection* sub-tab:
 - a. Select the camera type from the drop-down menu.
 - b. Enter an *IP Address* and *Port*. The camera itself must have the same IP address as what you enter in this field.
 - c. Click **Camera Web Page** to open the selected camera's configuration Web page.
 - d. If the camera is configured to require authentication, then enter the valid username/password. Otherwise, leave these fields blank.
8. Click to select the checkbox for **Display Video** to preview the camera image.
9. Enter all necessary details, and then click **OK**.

Using the VideoViewer

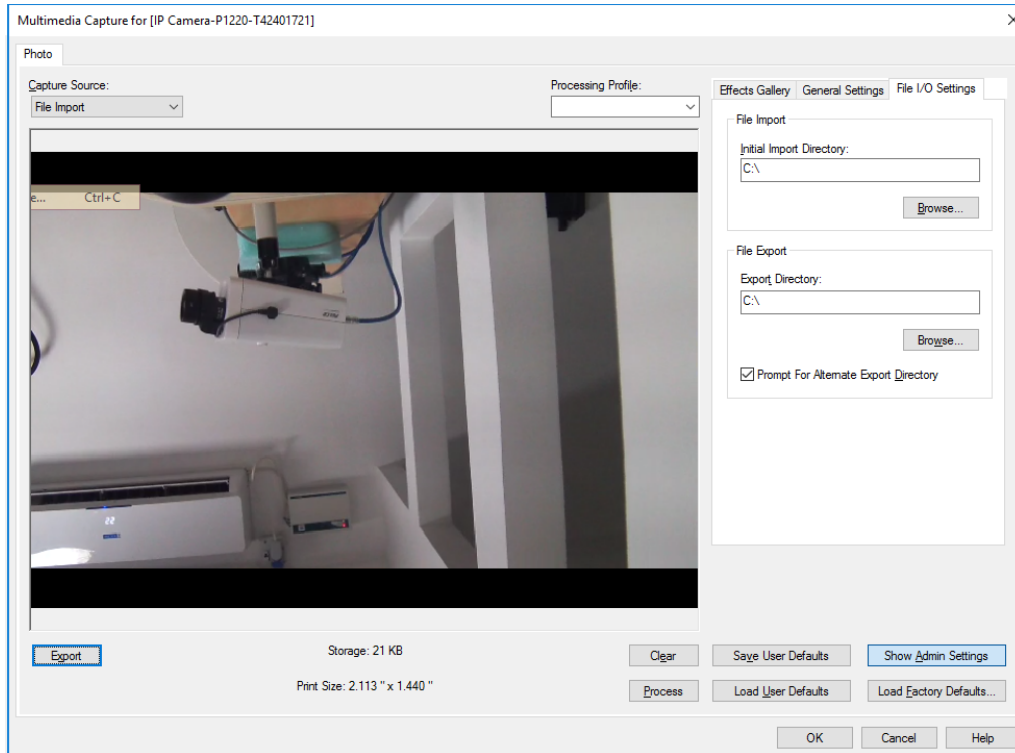
To view live video, run the VideoViewer application and select a camera. To do so, either double-click on the camera name or click the **Play** button. Video is displayed in the panel on the right of the screen.



Taking a Snapshot of the Current Video Frame

1. Open the VideoViewer application and select a video, as described in the previous section. This is required before a screenshot of the VideoXpert camera's currently displayed stream can be saved.
2. Click **Options**, and then click **Capture Image** to display the image capture dialog.

VideoXpert® v 3.x OnGuard v 8.2 Integration Operations Manual

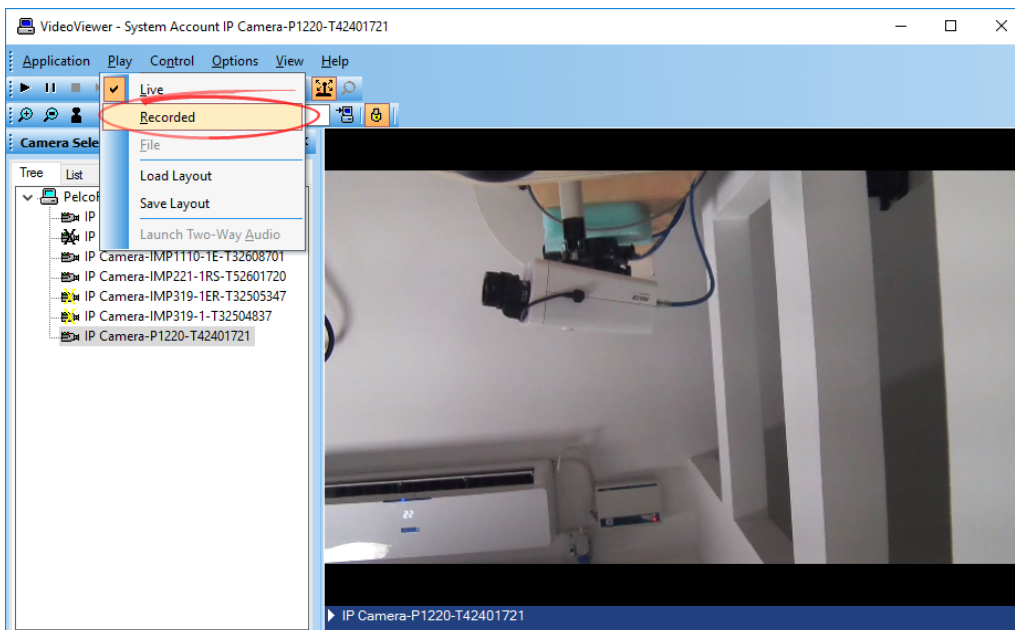


3. Select the appropriate *Processing Profile* and *Export Directory* options, and then click **Export**.
4. Click **OK**.

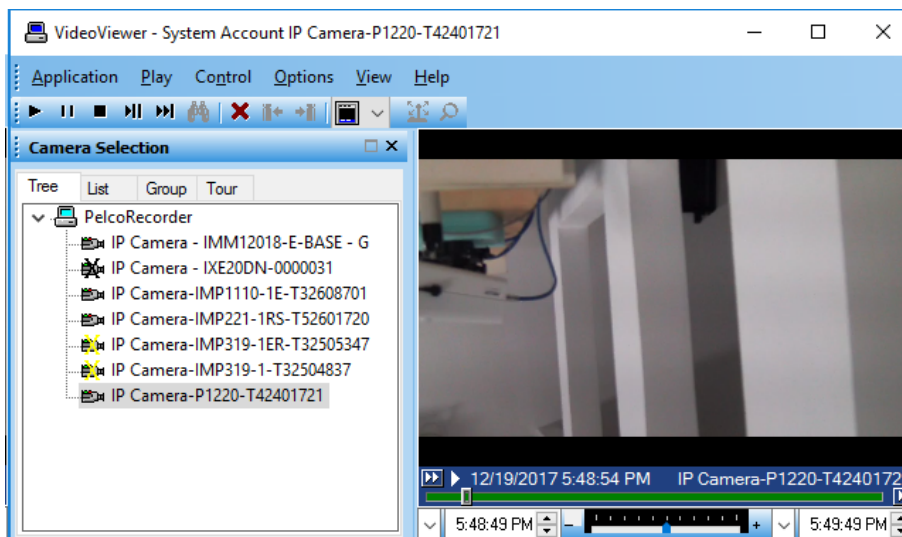
Controlling Playback for a Previously Recorded Stream

1. Open the VideoViewer application and select a video, as described in the previous section. This is required before a screenshot of the VideoXpert camera's currently displayed stream can be saved.

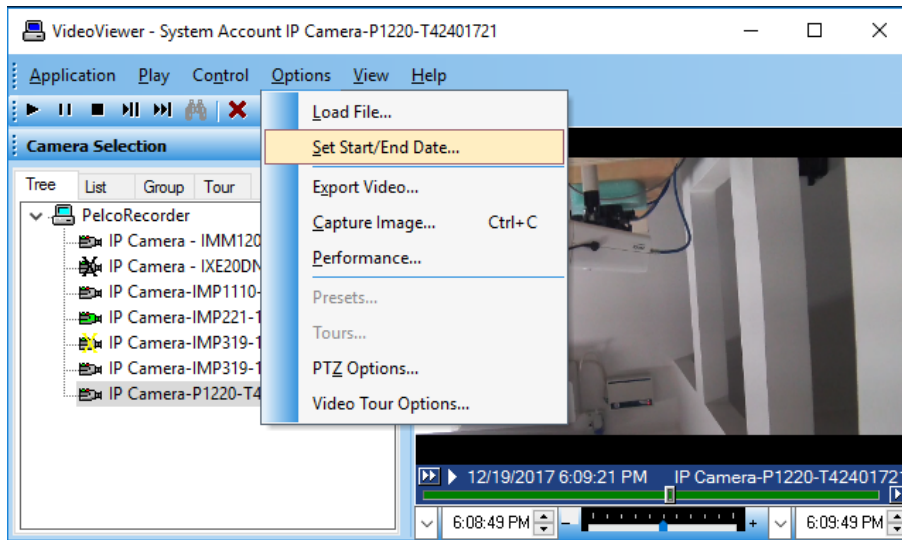
2. Click **Play**, and then click **Recorded**.



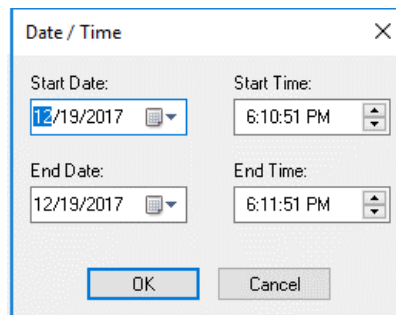
Controls now appear near the bottom of the stream dialog box.



3. Click **Options**, and then click **Set Start/End Date**.



4. Select the time range to filter recorded video by entering your own custom Date / Time span, and then click **OK**. If results are available, the clip will start playing. Controls will appear near the bottom of the stream dialog box.



Exporting a Recorded Stream from VideoViewer

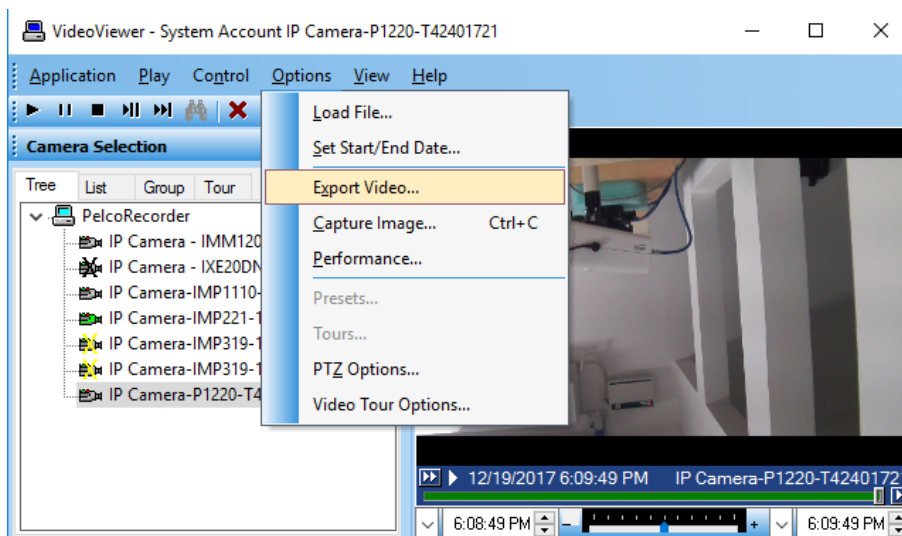


Note: Export video using the VideoViewer or Alarm Monitoring applications.

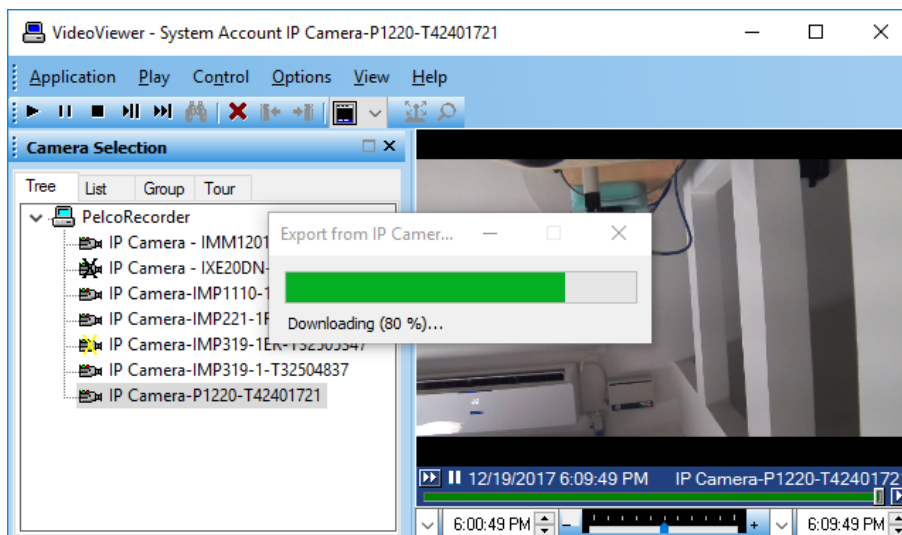
1. Launch the VideoViewer application to begin exporting a VideoXpert camera's stream from the VideoViewer.

VideoXpert® v 3.x OnGuard v 8.2 Integration Operations Manual

2. When in Play/Recorded mode for a particular camera, adjust the playback time for the desired clip, click **Options**, and then click **Export Video**.




The video export begins immediately, and displays a progress bar.



The exported file can be found in the '[Program Files]\Pelco\Lenel\Export' folder.

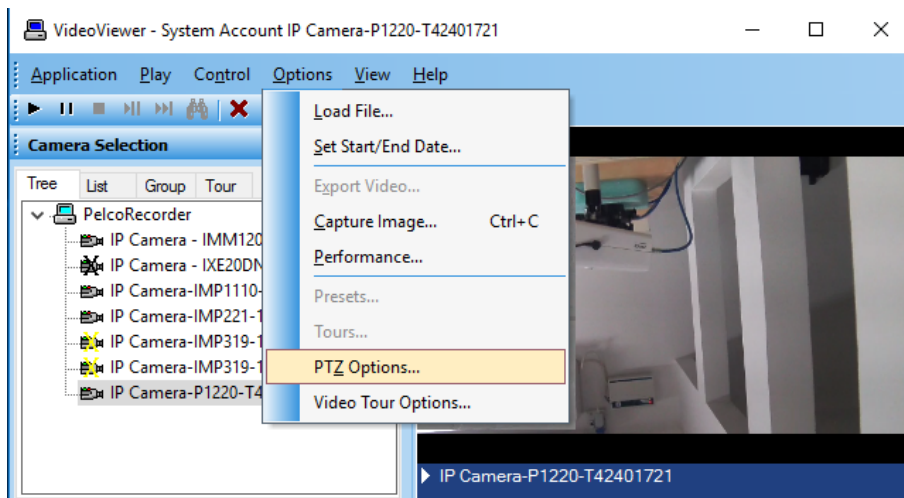
Configuring and Controlling Pan and Tilt

 **Note:** Pan and tilt controls only apply for VideoXpert cameras that support pan/tilt/zoom (PTZ) functionality. If the VideoXpert camera does not support PTZ, then PTZ controls will not be visible in the VideoXpert camera view dialog. PTZ functionality only exists in Single View mode.

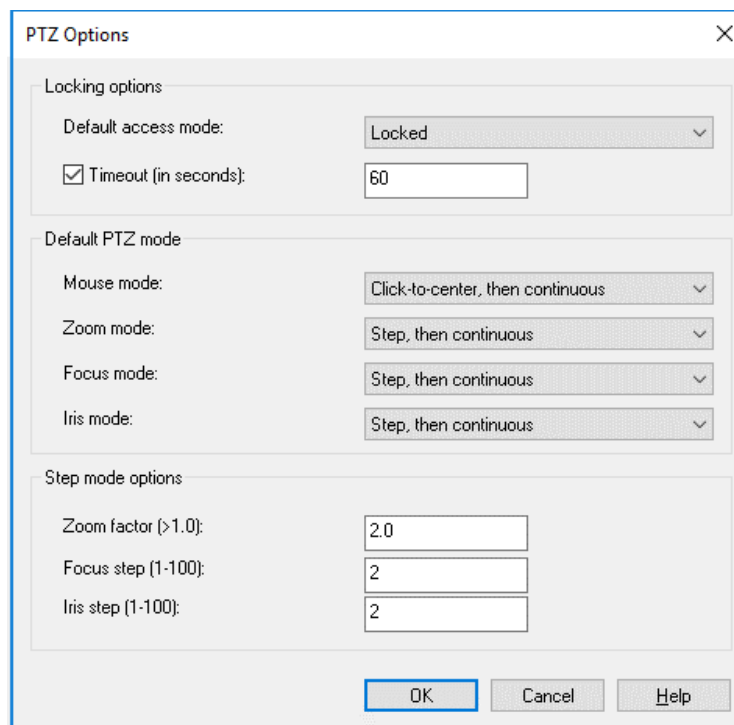
To configure PTZ:

1. Open the VideoXpert camera's view. The camera's view must be opened before panning and tilting can be controlled.
2. Click **Options**, and then click **PTZ Options**.

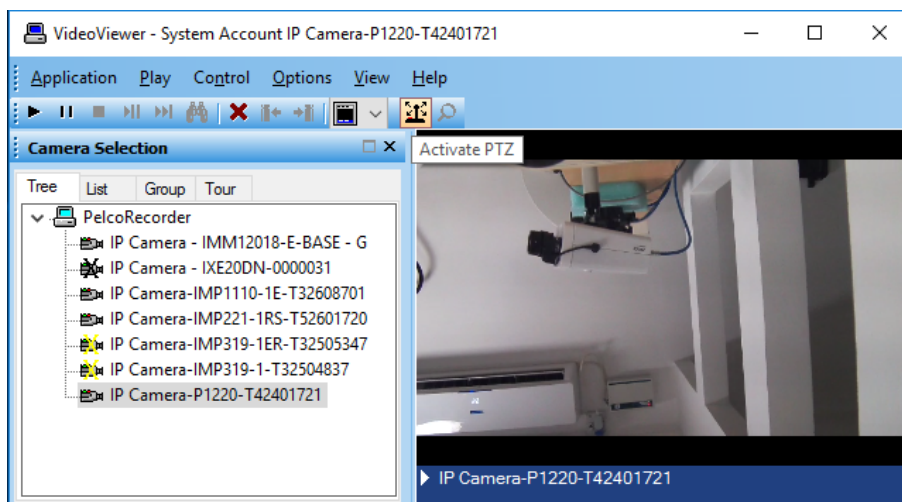
VideoXpert® v 3.x OnGuard v 8.2 Integration Operations Manual



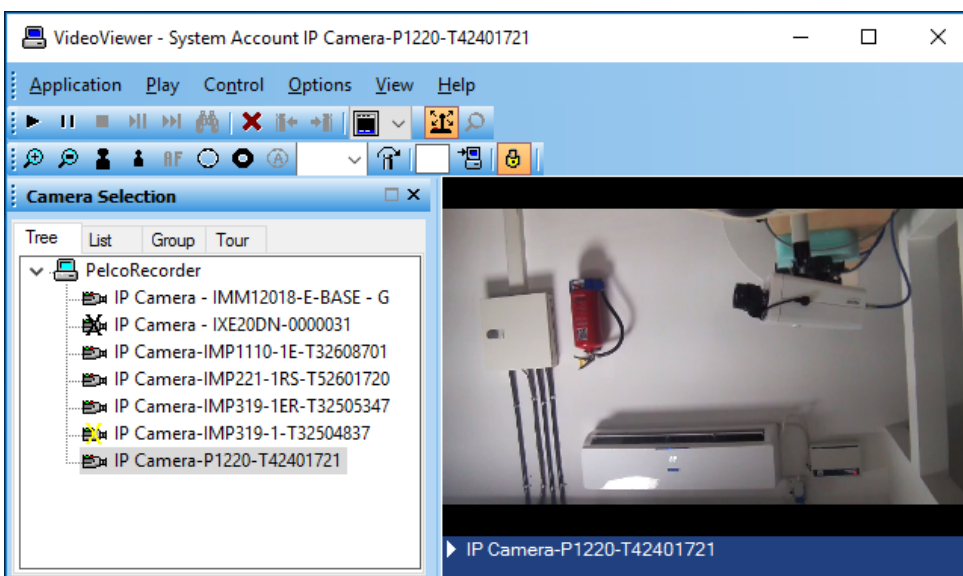
3. Set PTZ configuration options as needed.



4. Click on the *Activate PTZ* icon.



To control an IP camera's panning and tilting functionality, click the left mouse button in the camera window; and then hold the mouse button down (for continuous motion) when the displayed arrow points in the desired direction for a particular camera.

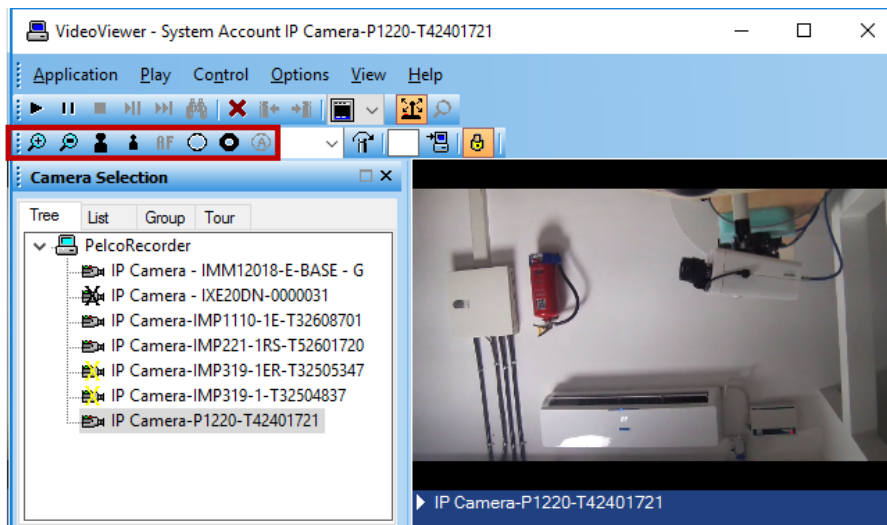


Controlling Zoom



Note: Zoom controls only apply for VideoXpert cameras that support zoom functionality. If the VideoXpert camera does not support zoom, then zoom controls will not be visible in the VideoXpert camera view dialog.


1. Open the VideoXpert camera's view. The camera's view must be opened before zoom can be controlled. Zoom, iris control, and focus controls can now be found are located above the *Camera Selection* section.



2. To control an IP camera's zoom functionality, use the control buttons in the top left portion of the dialog. The icon with the plus (+) represent zooming in, while the icon with the minus (-) represents zooming out. The mouse scroll wheel can also be used to zoom in and out as appropriate.

Configuring PTZ Presets

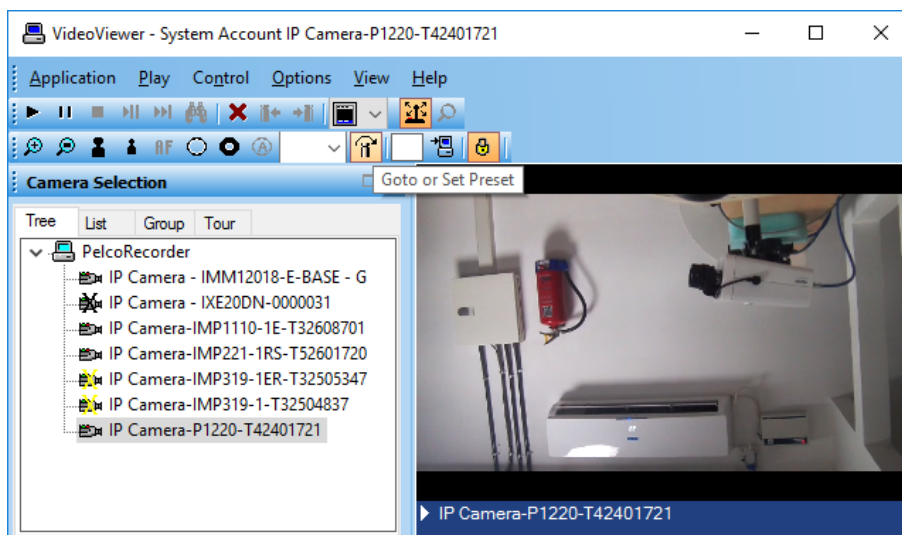
A preset is a script that allows users to save a camera's position, zoom, and other settings such as auto iris and autofocus collectively as a 'bookmark'. Users can save multiple presets per camera. For example, if a user uses the same camera to monitor a door near the camera and a window that is some distance from the door, the user can configure one preset for the door with a moderate zoom value. Additionally, a second preset can be configured with a higher zoom value and a specific position for the distant window.

 **Note:** Pan and tilting controls only apply for VideoXpert cameras that support PTZ functionality. If the VideoXpert camera does not support PTZ, then PTZ controls will not be visible in the VideoXpert camera view dialog. PTZ functionality only exists in Single View mode.

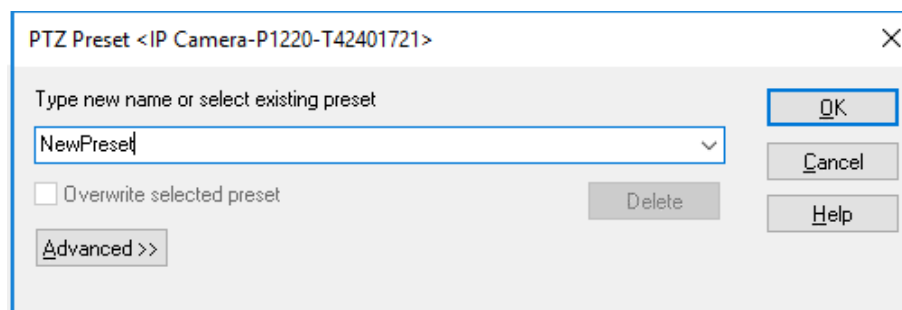
1. Open the VideoXpert camera's view. The camera's view must be opened before panning and tilting can be controlled.

VideoXpert® v 3.x OnGuard v 8.2 Integration Operations Manual

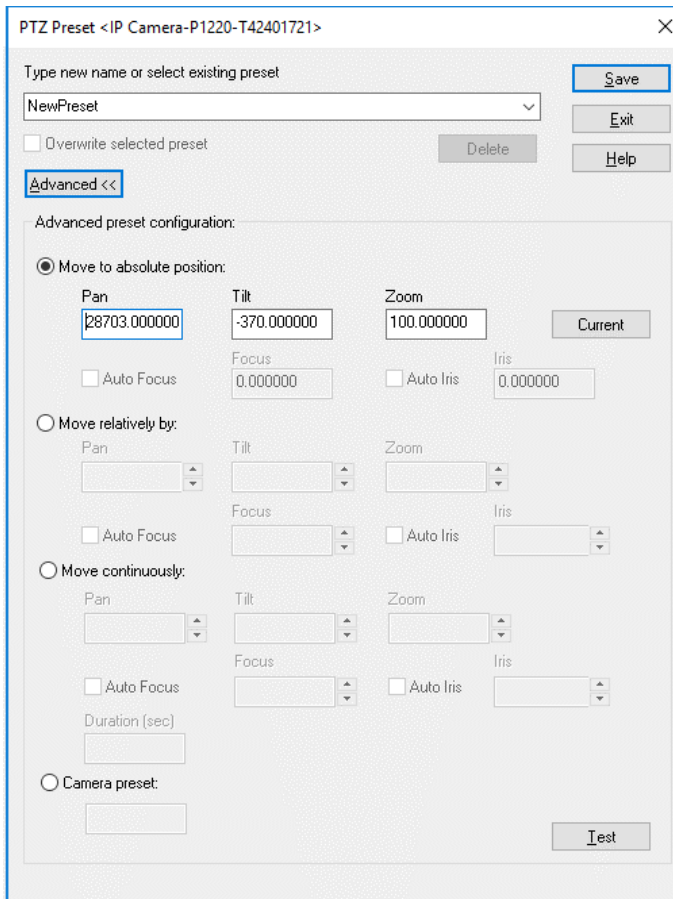
2. Open the VideoViewer application and click the *Goto or Set Preset* icon.



A dialog box is displayed, allowing you to define a preset.



3. Click **Advanced** to expand the dialog box, showing all available options.

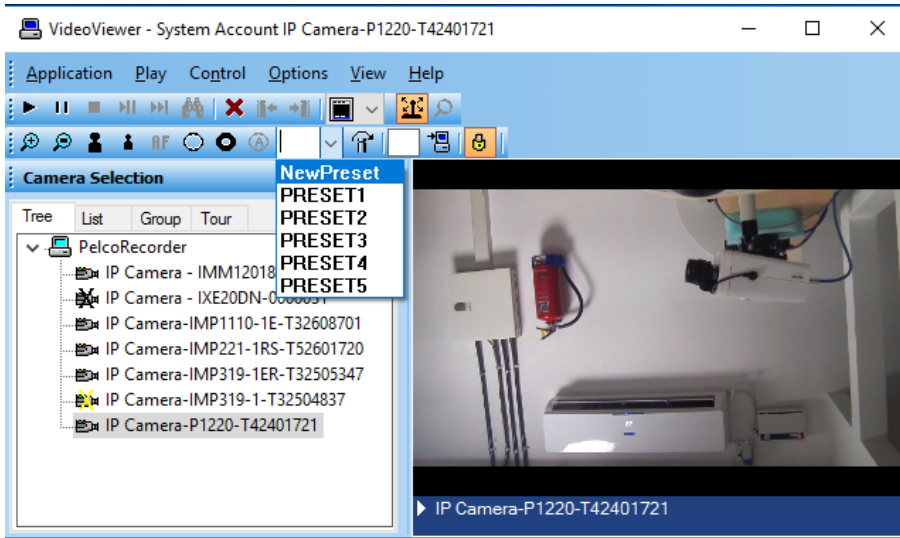


There are several ways to specify a preset, but any unsupported options will be unavailable. Internal camera presets can be configured/identified by specific numbered presets.

4. Provide a name for the preset, provide the preset number, and then click **Test**. The name is arbitrary, and will be stored in the OnGuard database for later use when calling the preset.

VideoXpert® v 3.x OnGuard v 8.2 Integration Operations Manual

The newly defined preset is now listed in the preset drop-down window.

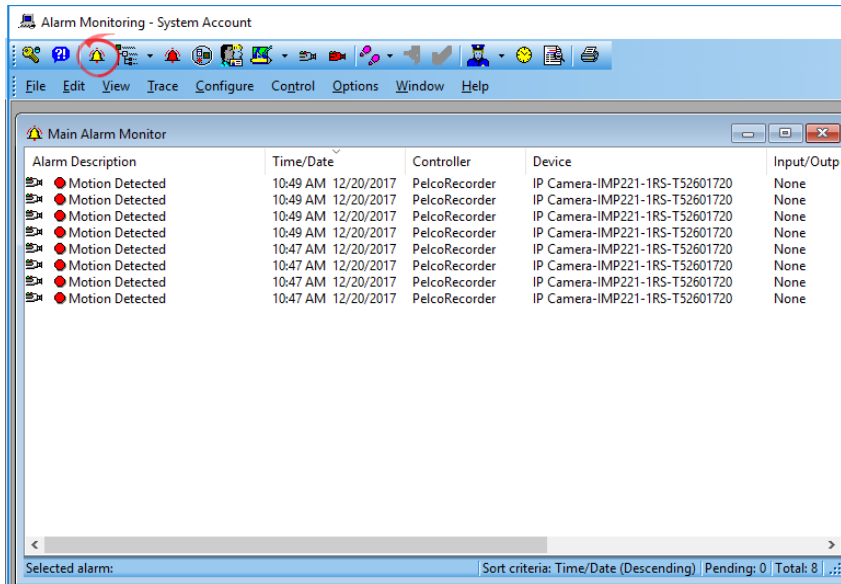


Configuring and Monitoring Alarms

To configure or view alarms, launch the Alarm Monitoring application.

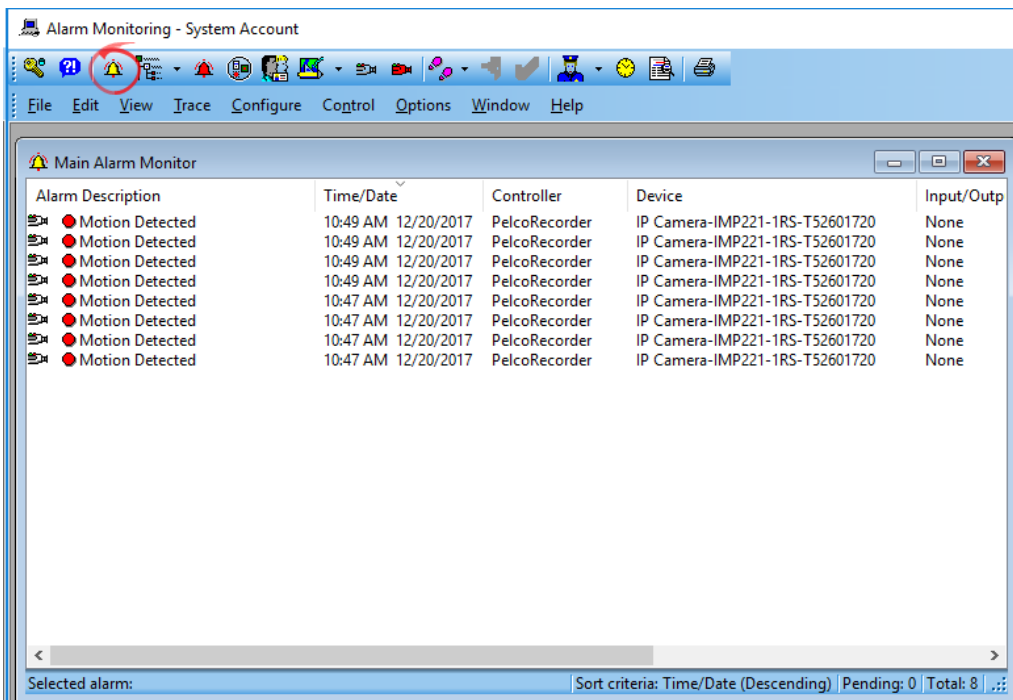
Viewing Triggered Events in Alarm Monitoring

1. Access the Alarm Monitoring application. Trigger events will be seen as they are triggered in real time. Real time alarm can be viewed in the *Main Alarm Monitor* screen. This screen can be accessed from the toolbar.



Exporting a Stream

1. Launch the Alarm Monitoring application to begin exporting a VideoXpert camera's stream.



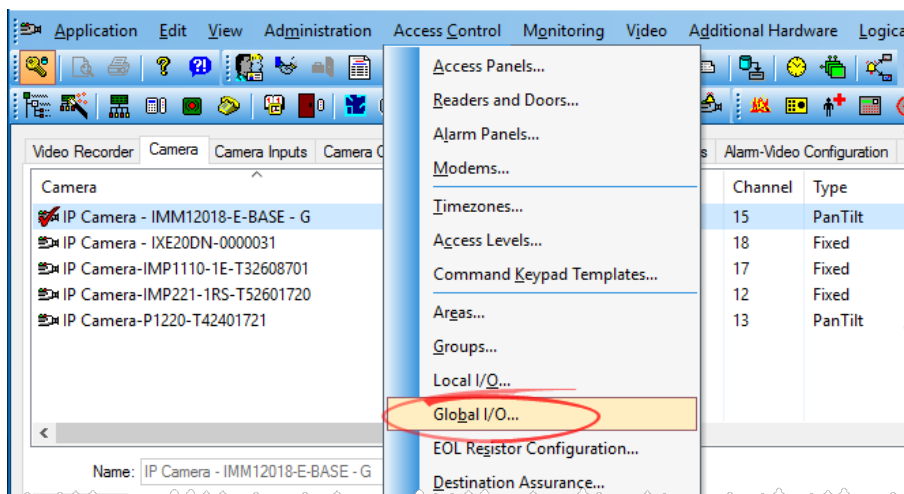
2. Right-click an event, and then click **Launch Video**. A window opens with the selected video.
3. Click **Options**, and then click **Export Video**. The video export begins immediately.

The exported file is saved in the [Program Files]\Pelco\Lene\Export folder.

Triggering a PTZ Preset from an Event

The PTZ action can be used on the same camera, but this example demonstrates the action on a second camera.

1. To configure a connection between an event and an action, launch the System Administration application, click **Access Control**, and then click **Global I/O**.



VideoXpert® v 3.x OnGuard v 8.2 Integration Operations Manual

There are three tabs in the Global Input/Output dialog.

- Global Linkage
- Input Event
- Output Action

2. Click **Global Linkage**, and then click **Add**.

Global Linkage

Linkages

Name:

Global Linkage Input Event Output Action

World time zone
(GMT+05:30) Chennai, Kolkata, Mur

Event Timestamp Tolerance
Hour(s) Minute(s) Second(s)
0 3 0

Daylight savings

Timezones

Logic correlation time period:
10 seconds

Add Modify Delete Help...

0 of 0 selected

3. Assign a name to the linkage in the *Name* field.

4. Click to select **Always** in the *Timezones* field.

Global Linkage

Linkages

Name:
PTZ Preset Test

Global Linkage Input Event Output Action

World time zone
(GMT+05:30) Chennai, Kolkata, Mur

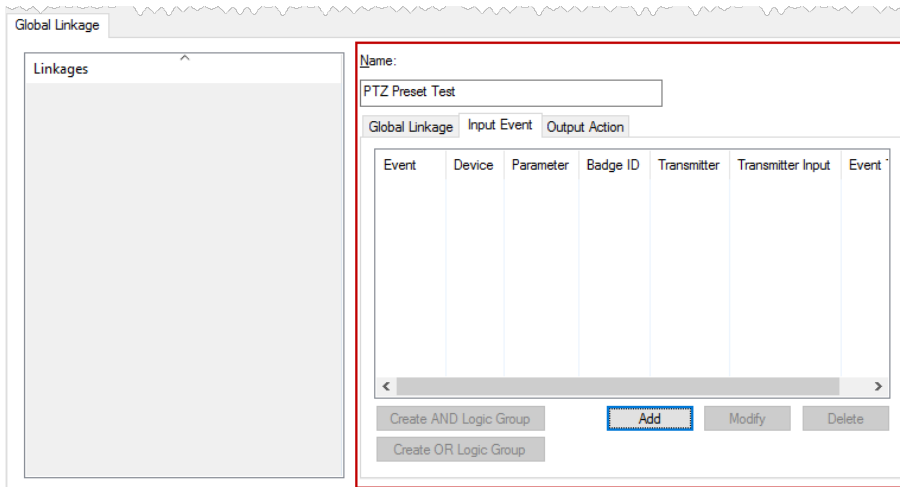
Event Timestamp Tolerance
Hour(s) Minute(s) Second(s)
0 3 0

Daylight savings

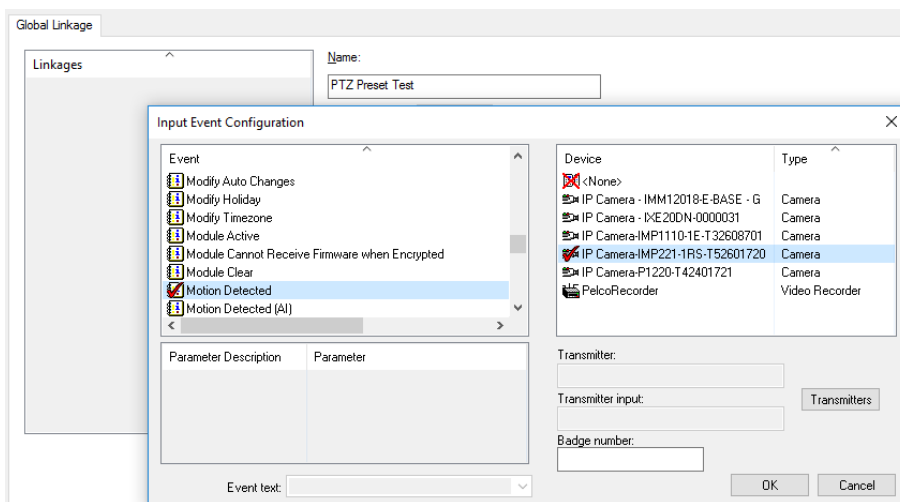
Timezones
 Always

Logic correlation time period:
10 seconds

5. Click the **Input Event** tab, select an event and a device, and then click **Add**.

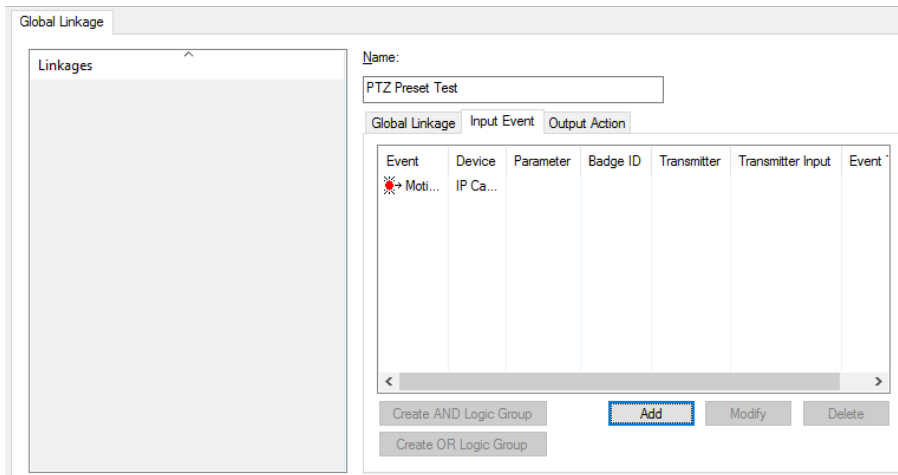


In this example, Motion Detected and IMP 221 camera have been selected and are notated by a check mark on each selection.

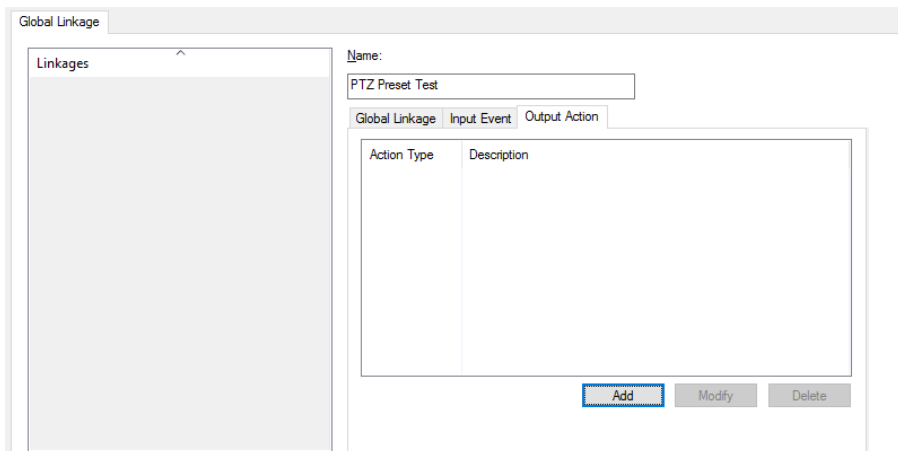


VideoXpert® v 3.x OnGuard v 8.2 Integration Operations Manual

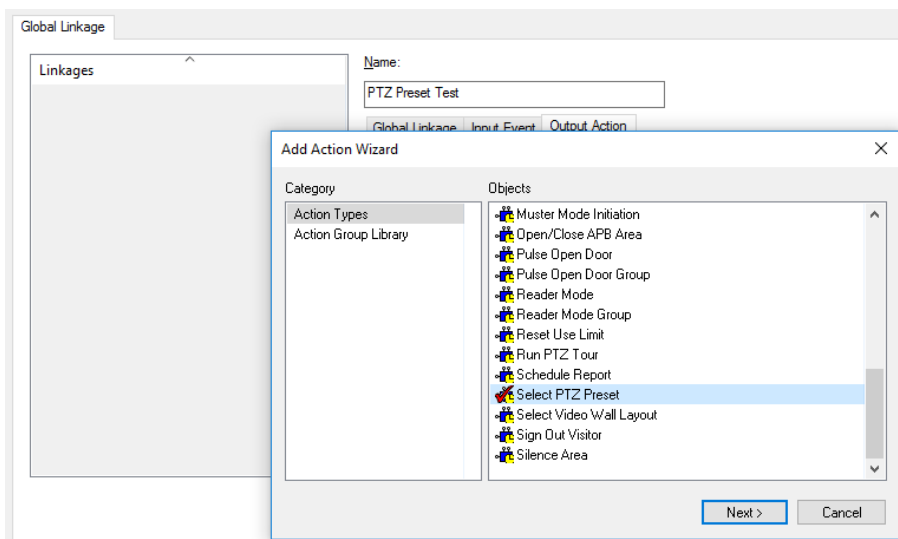
6. Click **OK**. The dialog box displays the summary of the Input Event.



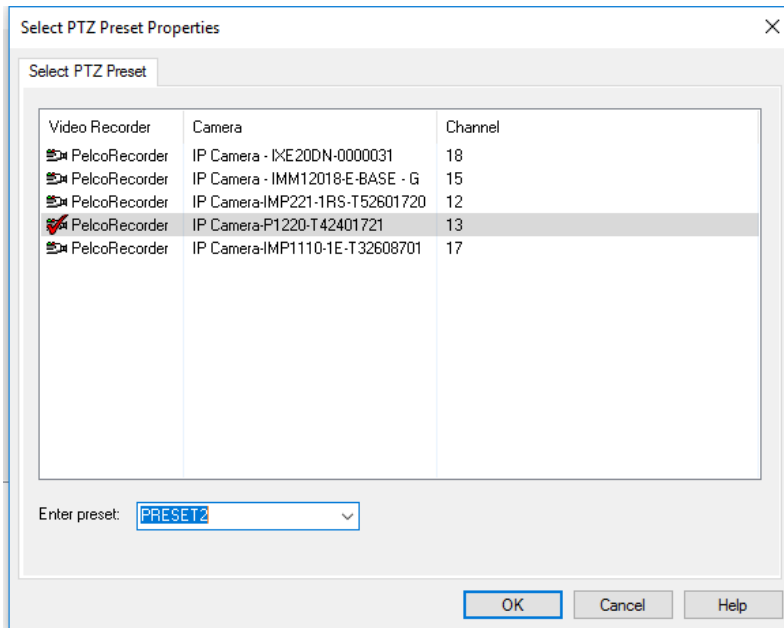
7. Click the **Output Action** tab, and then click **Add**.



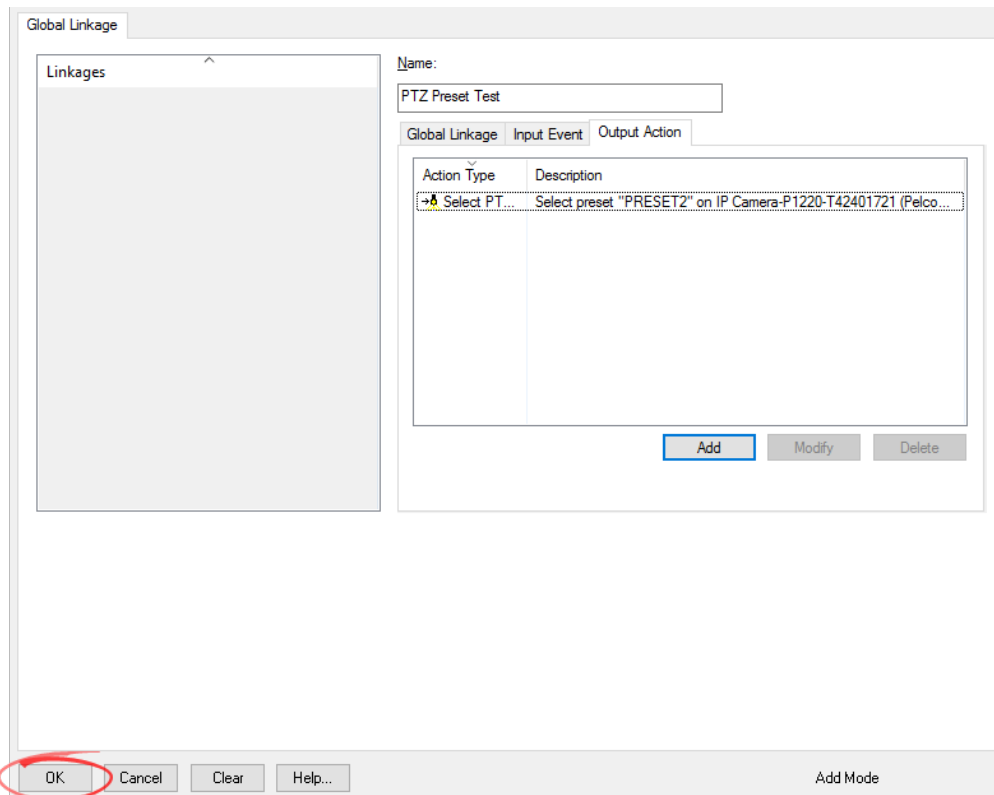
8. Click **Action Type**, click **Objects**, and then click **Select PTZ Preset**.



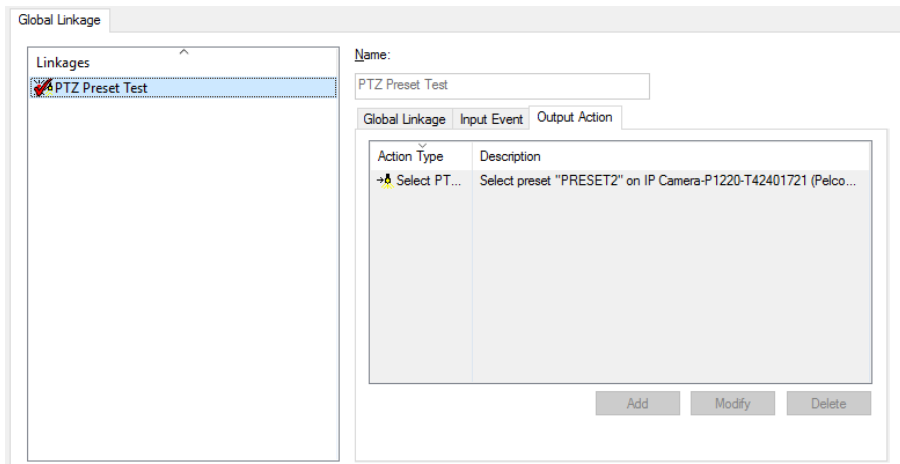
9. Select a camera and a named preset from that camera, and then click **OK**.



10. The Linkage is configured. If appropriate, add additional Input Events and Output Actions, and then click **OK**.



The Linkage displays a checkmark indicating it is active.

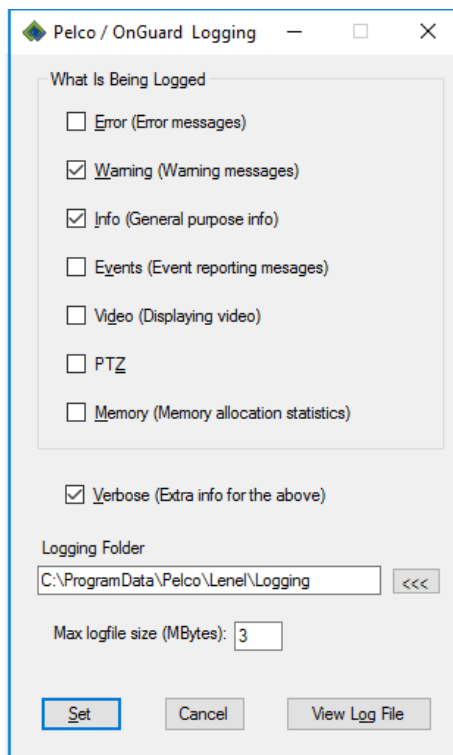


In this example, when an event occurs on the first camera, it will cause the second camera to run the PTZ preset.

Configuring Logging in OnGuard

Logging is specific to VideoXpert, and is configurable. This section describes how to configure logging.

1. Run the LoggingSetupLenel application from C:\Program Files (x86)\Pelco\Lenel.
2. Select the items that you want to log, as well as the folder where the logs should be stored and the maximum log file size. Click **Set** to save the settings.
3. To view the current log, click **View Log File**.





Note: The maximum log size is 50 MB. Any settings over that value will default back to the 50 MB restriction. Logging should be off (no items checked) unless Pelco technical support asks for logging info when tracing issues.

The following settings are also available with 'LoggingSetupLevel':

- *Error*: for error messages. This is usually the most important item.
- *Warning*: for less important errors that can usually be ignored.
- *Memory*: to log memory allocation statistics. Usually this should not be checked.
- *Events*: logs event processing, event video recording and locking.
- *PTZ*: logs PTZ actions.
- *Info*: provides high level info on actions performed that do not fit in the other categories.
- *Verbose*: selecting this item affects all the categories. It will log more info for all (when available) and will also log actions that happen often and should normally not be logged because they fill up the log file quickly.

Forwarding OnGuard Events to VideoXpert

The VideoXpert Event Service for OnGuard integration software is used to forward events from a OnGuard system to a VideoXpert system.

The integration has two components: a configuration application and a Windows service. The configuration application is called "VideoXpert Event Service for OnGuard - Admin Tool". The service is called "VideoXpert Event Service for OnGuard".

The integration has been tested with OnGuard version 8.1.639.0; version 8.2.524.0 and VideoXpert version 3.20.073.

The logic flow is shown in [Figure 1: Logic flow between OnGuard and VideoXpert](#).

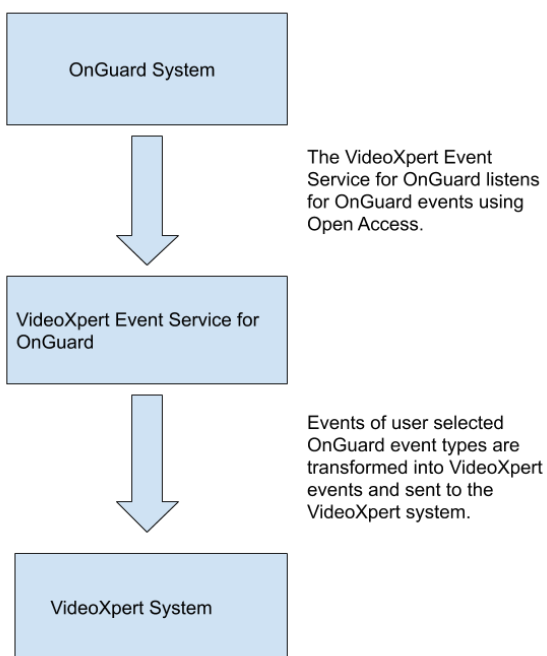
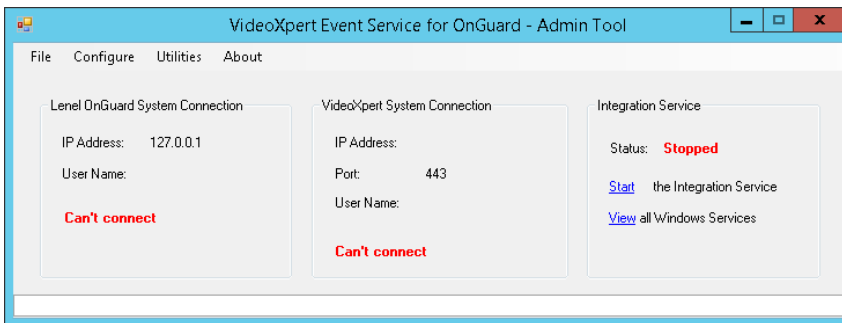


Figure 1: Logic flow between OnGuard and VideoXpert

If you cannot connect to the OnGuard System or you cannot connect to the VideoXpert System, see the section titled [Troubleshooting](#).

Using the Main Window

Launch the Admin Tool.

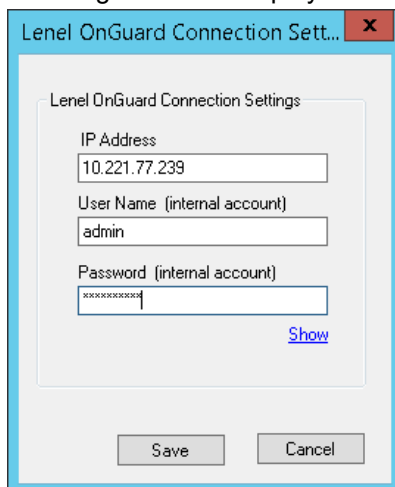


- The left panel shows the current configuration and last known state of the connection to the OnGuard System.
- The middle panel shows the current configuration and last known state of the connection to the VideoXpert System.
- The right panel shows the status of the integration service last time it was checked. There is also a link to start or restart the service and a link to open the Windows Services application.

Configuring Settings

Configuring the Connection to the OnGuard Open Access System

1. In OnGuard Admin tool, From the *Configure* menu, click **OnGuard Server Connection**. The following window is displayed:



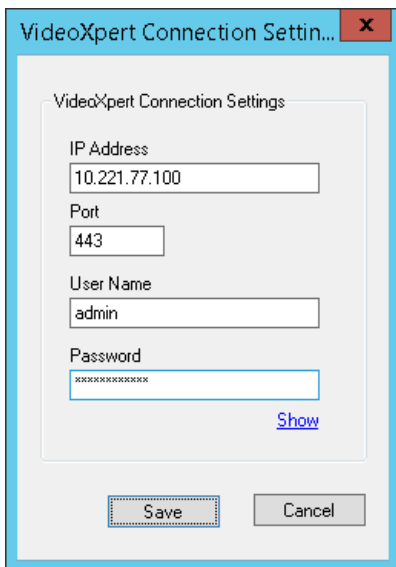
2. Enter the *IP Address*, *User Name* and *Password* for the OnGuard Open Access server. Use a user name and password from an internal account. See the OnGuard documentation for more information about internal accounts.
3. Click **Save**.

VideoXpert® v 3.x OnGuard v 8.2 Integration Operations Manual

After you click **Save**, the connection is tested and the result is displayed at the bottom of the OnGuard System Connection panel in the main window. If it displays “System available” then the settings are correct. If it displays “Can’t connect” then there is a problem. If there is a problem, it could be that the settings are incorrect or it could be a network connectivity issue.

Configuring the Connection to the VideoXpert System

1. From the *Configure* menu, click **VideoXpert Server Connection**. The following window is displayed:



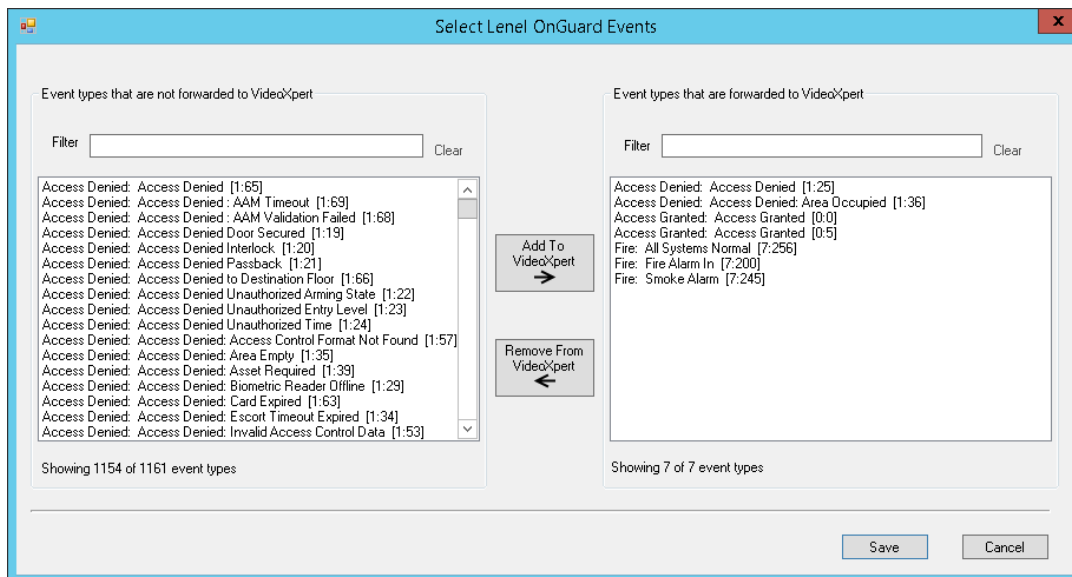
The screenshot shows a dialog box titled "VideoXpert Connection Settings" with a close button (X) in the top right corner. The dialog contains the following fields and controls:

- IP Address:** A text box containing "10.221.77.100".
- Port:** A text box containing "443".
- User Name:** A text box containing "admin".
- Password:** A text box containing "*****". Below the text box is a blue "Show" link.
- Buttons:** "Save" and "Cancel" buttons are located at the bottom of the dialog.

2. Enter the *IP Address*, *Port*, *User Name* and *Password* for the VideoXpert server. The port will usually be the default value 443.
3. Click **Save**. After you click **Save**, the connection is tested and the result is displayed at the bottom of the OnGuard System Connection panel in the main window. If it displays “System available” then the settings are correct. If it displays “Can’t connect” then there is a problem. If there is a problem, it could be that the settings are incorrect or it could be a network connectivity issue.

Selecting OnGuard Event Types to Forward to VideoXpert

1. From the *Configure* menu, click **Select OnGuard Event Types**. The following window is displayed:



- The column on the left is a list of events that aren't being forwarded to VideoXpert. The column on the right is a list of events that are being forwarded to VideoXpert.
 - An entry in the list is formatted as follows:


```
event_type_description : subevent_type description [event_type_id : subevent_type_id]
```
 - Each column has a filter. When text is entered into the filter, the associated event types list is narrowed down based on the filter.
 - There are two main ways to filter the list: by keyword and by event id.
 - To filter by keyword enter something like “smoke” (without the quotes). This will narrow the event list down to events that have the word “smoke” in their description.
 - To filter by id, enter a left bracket, the id of the event type, a colon, the id of subevent type and a right bracket. For example “[4:238]” will find the “System: Battery Test Fail” event.
 - There are two ways to move entries between the lists.
 - Double-click an entry. This will move it to the other list.
 - Highlight the entry and then click the appropriate button (either **Add to VideoXpert** or **Remove from VideoXpert**) to move it to the other list.
2. When you are finished making changes, click **Save**. The configured event types will be sent to the VideoXpert server.

Configuring VideoXpert Settings for Forwarded Event Types

Settings for the forwarded event types are configured in the VxToolbox application.

1. Start up VxToolbox and connect to the VideoXpert system.
2. Click the **Events** tab.
3. Filter the event list by changing the *Category* setting to “External”.
4. Make any needed changes to the event types.

See the current version of the *VideoXpert Toolbox Operations Manual* for more information about configuring these settings.

Configuring Rules (Advanced, optional)

Rules can be used to create behaviors specific to a particular event. For example, moving a PTZ camera to a preset when an event from a specific device is received. Rules are configured using the VxToolbox application.

See the current version of the *VideoXpert Toolbox Operations Manual* for more information about configuring these settings.

Starting or Restarting the Integration Service

After changes to settings are complete, start or restart the integration service to cause the changes to take effect.

Confirming that Events are Being Forwarded

Observe the operation of the system and confirm that events are being forwarded as expected.

Using Utilities

Utilities are accessed from the *Utilities* menu.

- To refresh the status, click **Refresh Status**. This causes the status of the OnGuard System Connection, VideoXpert System Connection, and Integration Service to be checked and updated.
- To open the log file folder, click **Open Log File Folder**. A Windows Explorer window opens showing the log files.

Locating References

Table 1: References

Documents/Inputs	Description
Discussions	Technical and requirement analysis discussions between all internal and external stakeholders.
VideoXpert SDK	Documentation of VideoXpert SDK
OpenVideo – Recorder - DeveloperGuide.pdf	Available with OnGuard SDK
OpenVideo – Recorder - OpenVideoGuide.pdf	Available with OnGuard SDK
OnGuard v 8.2 Integration– Installation.pdf	Available at Lenel Partner Center
OnGuard v 8.2 Integration– Operations Manual.pdf	Available on the Pelco website

Troubleshooting

Cannot connect to the OnGuard system

- Click **Refresh Status** from the *Admin Tool* menu.
 - If the status at the bottom of the OnGuard System Connection panel indicates “System Available” then you are connected.
 - If the status at the bottom of the OnGuard System Connection panel does not indicate “System Available” then you are not connected.
- Open a command window and try to ping OnGuard System IP address. If the ping is not successful then there is a network connectivity issue. Contact your network system administrator.
- Verify the OnGuard System Settings are correct. The user name and password must be the user name and password from an internal user OnGuard account. Internal users are set up using the OnGuard System Administration app.

Cannot connect to the VideoXpert system

- Click **Refresh Status** from the *Admin Tool* menu.
 - If the status at the bottom of the VideoXpert System Connection panel indicates “System Available” then you are connected.
 - If the status at the bottom of the VideoXpert System Connection panel does not indicate “System Available” then you are not connected.
- Open a command window and try to ping VideoXpert System IP address. If the ping is not successful then there is a network connectivity issue. Contact your network system administrator.
- Verify the VideoXpert System Settings are correct.

Pelco Troubleshooting Contact Information

For further assistance, contact Pelco Product Support at 1-800-289-9100 (USA and Canada) or +1-559-292-1981 (international).

Do not try to repair the unit yourself. Leave maintenance and repairs to qualified technical personnel only.

Version Information

Table 2: Integration Component version

Component Name	Version	Description
Pelco OnGuard Integration	6.0.82.0	VideoXpert integration driver for OnGuard.

Table 3: VideoXpert versions

Component Name	Version	Remarks
VideoXpert Core	3.20.073	N/A
VideoXpert Media Gateway	3.20.073	N/A
VideoXpert Storage	3.20.073	N/A

Table 4: OnGuard versions

Component Name	Version	Remarks
OnGuard	8.2.524.0	N/A
OnGuard	8.1.639.0	N/A



Pelco Corporate
625 W. Alluvial Ave., Fresno, California 93711 United States
(800) 289-9100 Tel
(800) 289-9150 Fax
+1 (559) 292-1981 International Tel
+1 (559) 348-1120 International Fax
www.pelco.com

Pelco, the Pelco logo, and other trademarks associated with Pelco products referred to in this publication are trademarks of Pelco Corporate or its affiliates. ONVIF and the ONVIF logo are trademarks of ONVIF Inc. All other product names and services are the property of their respective companies. Product specifications and availability are subject to change without notice.

© Copyright 2024, Pelco Corporate All rights reserved.