

# victor Installation Quick Start Guide



# Getting started

This document provides information on how to install victor 5.9. Each installation is unique and requires planning and design on how it is implemented on your system. Read this document before you begin an installation.

Before you install victor, ensure that your systems meet the following criteria:

- The systems has sufficient disk space to run and install the applications.
  - The systems meets the minimum hardware and software requirements.
  - Post-install you require a valid system license. If you are upgrading you also require a valid Software Support Agreement.
- ❶ **Note:** This is not applicable when upgrading from victor versions 5.6+ to victor version 5.9.
- You have administrative privileges on all relevant systems.
  - If you have a pre-installed version of SQL that is running on the machine, confirm that the sysadmin role is enabled, as this is required by CrossFire to connect to SQL.
  - The Windows account performing the installation and the account specified in the dashboard, if differs, are configured as SQL users and have system admin privileges.
  - Systems do not have any pending Windows or system updates that need to be applied.
  - The dashboard requires Microsoft .NET Framework 4.8. This is included with the installer as a prerequisite.

## Software prerequisites

The FreeSWITCH server is necessary for SIP support. To install FreeSWITCH, from the Advanced menu, select FreeSWITCH as an installation option.

❶ **Note:** If you have FreeSWITCH version 1.9.0 installed, it upgrades to version 1.10.5.

❶ **Note:** If you disabled the FreeSWITCH service, it upgrades but remains disabled.

When you install FreeSWITCH, set up a security passphrase that adheres to the following requirements:

- Minimum of 10 characters
- Alphanumeric
- Contains a combination of uppercase and lowercase letters
- Contains at least one special character

All other required software prerequisites are available as part of the installer, and are installed as part of the normal installation process.

To install the victor Web Service, you must enable Internet Information Services (IIS) before you launch the installer. To install victor Web and the victor Web Service on the same device, you must enable IIS 8 or higher and you must install Application Request Routing (ARR), <https://www.iis.net/downloads/microsoft/application-request-routing> . For more information about installing victor Web, refer to the *victor Web Installation and User Manual*.

## Installer dashboard

You can perform various installation scenarios in the installer dashboard.

Repairing and removing software is not supported through this installation dashboard. You can use the Windows Control Panel for this functionality.

- ❗ **Note:** The Windows account performing the installation and the account specified in the dashboard, if differs, are required to be configured as SQL users and have system admin privileges.

**Table 1: Software for installation**

Component	Description
victor Unified Client and Server	Selects the victor Application Server and victor Unified Client for installation.
victor Unified Client	Selects the victor Unified Client only for installation.
Enterprise	Selects the server for an enterprise environment.
Advanced	Allows additional components to be installed.

If you click Advanced on the first page of the installer dashboard, you can individually select check boxes for components on the installer dashboard.

**Table 2: Components for installation**

Component	Description
victor Application Server	Installs victor server.
Enterprise	Installs a MAS/SAS server configuration.
victor Server Auto Update Service	Installs the update service for victor Application Server.
victor Client Auto Update Package	Installs the update package for victor Client.
victor Web Service API	Installs the victor Web Service API.
victor Web	Installs victor Web.
victor Unified	Installs victor Unified Client.
Point of Sale	Installs point of sale support for victor Client.
victor Client Auto Update Service	Installs the Tyco update client.
Remote Support	Installs the remote support tool for victor Client.
FreeSWITCH	Installs the FreeSWITCH server for SIP functionality.

## Installing victor Application Server and victor Unified Client

1. Download the ZIP file from the installer software and to open the installer dashboard, double-click the `Setup.exe` file.
2. A verification window displays with the verified publisher Johnson Controls, Inc. Click **Yes**.  
  
❗ **Note:** You might need to update anti-virus exclusions to be in line with Johnson Controls, Inc. The verified publisher was Sensormatic Electronics, LLC in previous versions and can still be required for certain legacy applications.

3. Select one of the following options:
  - To install victor Application Server and victor Client only, on the installer dashboard, select the **victor Unified Client and Server** tile.
  - To install victor Application Server and victor Client with additional components, on the installer dashboard, select **Advanced**. Select the **victor Application Server** and **victor Unified** check boxes, and select the check boxes for any additional services that you want to install. Click **Next**.
- ① **Note:** To install victor Web on the victor Application Server, you must also install the victor Web Service. For more information about victor Web deployment scenarios, see the *victor Web Installation and User manual*.
4. **Optional:** If required, select the **Install SQL Server Express** check box.
  - ① **Note:** If you do not use SQL Express from the installer, you need an instance of SQL available to install victor Application Server.
5. Expand the **victor Application Server Configuration** section.
  - a. Select the radio button for either **Standalone** or **Enterprise** servers. If you select **Enterprise**, from the drop-down list, you must select either **Satellite Application Server (SAS)** or **Master Application Server (MAS)**. If you select SAS, you must populate the **MAS Name** field. If you select MAS you must install a full instance of SQL before you can continue this installation.
    - ① **Note:** For an Enterprise installation, your server must be on a domain and on a server operating system. Select Windows Authentication in the following step to proceed with an Enterprise installation and access to the SQL database.
  - b. Select the radio button for either **Local System Account** or **Windows Authentication**. If you select **Windows Authentication**, enter a user name and password.
    - ① **Note:** These are the credentials that CrossFire uses to access SQL. The SQL user must have sysadmin privileges.
  - c. In the **SQL Server** field, manually enter the instance of SQL or from the drop-down list select **Browse**. A window appears displaying existing SQL servers on either the **Local Servers** or **Network Servers** tab. After selecting the previously configured SQL server, click **OK**.
    - ① **Note:** If you select an existing version of SQL Server on your system that this version of victor does not support, a message appears stating you need to upgrade your version of SQL before you continue the installation:
      - If your system has a version of SQL Enterprise or Standard that this version of victor does not support, you need to manually update the SQL Server on your system before you can continue your installation.
  - d. If an encryption key is not already set you can create a passphrase in the **Security** subsection. This passphrase is used to create an encryption key. Select one of the following options:
    - In the **Create passphrase** field and in the **Confirm passphrase** field, enter a passphrase.
    - To postpone creating a passphrase and create it later, select **Postpone passphrase creation**.
- ① **Note:** Passphrase requirements:
  - Minimum of 10 characters

- Alphanumeric
- Contains a combination of uppercase and lowercase letters
- Contains at least one special character

You must use the same passphrase on all of your systems, including all members of enterprise installations and standby systems in failover configurations. Do not lose or forget your passphrase. You cannot access encrypted data on a new or upgraded machine without the passphrase.

If you postpone creating a passphrase, refer to the *C•CURE 9000 2.90 Release Note* for instructions on setting an Encryption Key Passphrase after you complete the installation.

- e. **Optional:** Verify that the **Enable Enhanced Security** check box is selected.
  - ① **Note:** This is enabled by default and automatically configures the following security settings:
    - Disable basic authentication.
    - Set the system to use HTTPS by default when adding recorders to the system.
    - Set up the system so that the current windows user is the only pre-configured operator.
- f. **Optional:** Select the **Encryption Security** check box to encrypt messages passed between the victor Application Server and client connections.
- g. **Optional:** Expand the **Advanced Configuration** section. Select the **Application Server DNS Alias** check box and enter a name. You can use this option when you have an installation scenario that requires an alternate DNS name for the server.
6. victor Web Service only: Expand the **victor Web Service API** section. Select the radio button for either **Local System Account** or **Windows Authentication**. If you select **Windows Authentication**, enter a user name and password.
7. victor Web Client only: Expand the **victor Web Client** section.
8. Set the Protocol to **HTTP** or **HTTPS**.
  - ① **Note:** If you select HTTPS you need to configure SSL. For more information about configuring SSL, refer to the *victor Web Installation and User Manual*.
9. In the **Web Client Operator Account** section, configure the victor Application Server operator account that victor Web uses to communicate with the victor Application Server.
  - ① **Note:** The victor Application Server operator account is created automatically during the installation.
  - ① **Note:** This account is used exclusively to connect victor Web to the victor Application Server. Do not use this operator account to log into victor Web.
    - a. In the **Operator Username** field, enter the operator user name.
    - b. In the **Password** field enter the operator password.
    - c. In the **victor Web Service Host** field, enter the address of the victor Web Service.
10. In the **Web Client Administration Account** section, configure the default administrator account for victor Web.

- ① **Note:** The default administrator account is associated only with victor Web. Use the default administrator account to configure or edit victor Application Server integration settings. After you integrate the web client with the victor Application Server, you can use victor Application Server operator credentials to log into victor Web.
  - a. In the **Administrator Username** field, enter an administrator user name.
  - b. In the **Administrator Password** field, enter an administrator password.
  - c. In the **Re-enter Password** field, re-enter the password and click **Next**.
- 11. To navigate to the **Final Review** window, click **Next**.
- 12. Review the components to be installed and click **Next**.
- 13. Read the End User License Agreement (EULA). Click **I Agree to start the installation**.
- 14. When installation is complete, to finish the installation process, click **Reboot**.

## Installing a remote victor Unified Client

1. Download the zip file from the installer software and to open the installer dashboard, double-click the `Setup.exe` file.
2. On the installer dashboard, click **victor Client**.
3. Expand the **victor Unified Client** section.

In the **Remote Application Server** field, enter the name or IP Address of the server that hosts the victor Application Server. Ensure that the connection between the remote client and the server is operational. If there are connection issues, contact your network administrator.
- ① **Note:** victor Application Server supports IPv4 environments.
4. To navigate to the **Final Review** window, click **Next**.
5. Review the components to be installed and click **Next**.
6. Read the End User License Agreement (EULA). Click **I Agree to start the installation**.
7. When the installation is complete, to finish the installation process, click **Reboot**.
- ① **Note:** victor Client uses ports 8997 and 8999 by default to connect to victor Application Server.

## Upgrading an existing software installation

When a configuration of victor has previously been installed on your system, you can upgrade the entire software suite or components by opening the new installer. Follow the steps in the installer dashboard to upgrade your software installation. Refer to *Upgrade Options for victor and VideoEdge* for more information on this process.

To upgrade your system to victor 5.9, you need to get the new Host ID for your system. Send in the XML file that generates with the License Manager. You can use the HostIDUtil application to generate and save license information about your server. Similar to the License Manager, this application generates a XML file with the Host ID of your system. You must run this application on the server you want to get Host ID information.

- ① **Note:** This is not applicable if you are upgrading your system from victor versions 5.6+ to version 5.9.

## Upgrading a localized version of victor

If you use victor in a non-English language, you must also install the Unified Language Pack when you upgrade victor. The Unified Language Pack is included in the victor installation package. You can also download the Unified Language Pack from the American Dynamics website.

## Licensing

The License Manger application manages licenses for your system. The application applies licenses for the software, displays license status, and lists all license components.

- ① **Note:** A new license is not required if you are upgrading your system from victor versions 5.6+ to version 5.9. If you are upgrading your system from victor version 5.4.1 or earlier to version 5.9, a new license is required.

## Registering for a license

1. To launch the License Manager, on the desktop, double-click the **Licensing** icon.
2. Select **Generate**. The **Save As** window appears. Enter a file name and navigate to a folder to save the `systeminfo.xml` file.
3. Click **Save**.
4. On a browser, launch the American Dynamics website and navigate to the **Support** tab and select **Register a Product**.
  - a. You can complete registration from any PC with the following required criteria:
    - An Internet connection.
    - A valid Email account.
    - A valid logon for the American Dynamics website.
    - A valid Software Support Agreement.
    - A `System Information` file must be generated on the computer for which the license is intended. The XML file is exclusive to that computer and will not work on any other.
5. Complete the registration form and submit the generated `systeminfo.xml` file.

## Adding a new license

1. Save the license file to a local directory.
2. To launch the License Manager, on the desktop, double-click the **Licensing** icon.
3. Click **Add New License**.
4. Navigate to the license file and click **Open**.
5. You are prompted to confirm the license update and restart services. To continue and restart any services that are running, click **Yes**. This can take a few minutes. Otherwise, you need to manually restart services at a later time.

Pending completion, the software no longer runs on a trial basis. You can use the License Manager to view the current license information. Select the victor tab. If you encounter any problems, refer to the licensing instructions included with the Email that provided your software license.

- ① **Note:** A SAS license can be applied only to a SAS installation. A MAS license can be applied only to a MAS installation.

## Appendix A: Operating systems and databases

The following table details the operating systems and databases that are supported in victor 5.9.

① **Note:** From version 5.1 onwards, you cannot install victor on 32-bit operating systems. In addition, you cannot upgrade victor to version 5.1+ on a 32-bit operating system.

**Table 3: Supported operating systems and databases**

Operating System	Standalone	SAS	MAS
Win 11	64-bit	64-bit	X
Win 10 (Pro/Ent)	64-bit	64-bit	X
① <b>Note:</b> Win 10 must be v1809 or higher			
Win Server 2016 (Std/Ent)	64-bit	64-bit	64-bit
Win Server 2019 (Std/Ent)	64-bit	64-bit	64-bit
Database	Standalone	SAS	MAS
SQL Server 2014 SP1 (Express)	64-bit	64-bit	X
SQL Server 2016 (Express)	64-bit	64-bit	X
SQL Server 2016 (Std/Ent)	64-bit	64-bit	64-bit
SQL Server 2017 (Express)	64-bit	64-bit	X
SQL Server 2019 (Express)	64-bit	64-bit	X
SQL Server 2019 (Std/Ent)	64-bit	64-bit	64-bit

## Appendix B: victor Application Server Compatibility Matrices

The following images detail victor Application Server's compatibility with different versions of victor Client, C•CURE, and with different brands of network video recorders. The images use the following colors indicators:

- Green: indicates supported
- Amber: indicates core functionality. \* Live Video and Search and Retrieve supported, can require a Critical Update (CU).
- Gray: indicates not supported

Figure 1: victor Application Server: Client compatibility matrix, 4.5.1 to 4.9.1

victor application server	CCURE	victor Client								
		4.5.1	4.6	4.7	4.7.1	4.8	4.8 SP1	4.8.1	4.9	4.9.1
4.5.1	2.3 R2/R2 SP1									
4.6	2.4									
4.7	2.4									
4.7.1	2.41			Tyco update updates client to 4.7.1						
4.8	2.42									
4.8 SPI	2.5									
4.8.1	2.51									
4.9	2.51									
4.9.1	2.6									
5	2.61									
5.1	2.61									
5.2	2.7									
5.3	N/A									
5.4	N/A									
5.4.1	2.8									
5.6	2.9									
5.7	2.9									
5.9	2.9									

Figure 2: victor Application Server: Client compatibility matrix, 5.0 to 5.9

victor application server	CCURE	victor Client								
		5	5.1	5.2	5.3	5.4	5.4.1	5.6	5.7	5.9
4.5.1	2.3 R2/R2 SP1									
4.6	2.4									
4.7	2.4									
4.7.1	2.41									
4.8	2.42									
4.8 SPI	2.5									
4.8.1	2.51									
4.9	2.51									
4.9.1	2.6									
5	2.61									
5.1	2.61									
5.2	2.7									
5.3	N/A									
5.4	N/A									
5.4.1	2.8									
5.6	2.9									
5.7	2.9									
5.9	2.9									

**Figure 3: victor Application Server: VideoEdge recorder compatibility matrix, 4.5.1 to 4.9.1**

victor application server	victor Client								
	4 - 4.5.1	4.6	4.7	4.7.1	4.8	4.8 SP1	4.8.1	4.9	4.9.1
4.5.1		*CU1 required	*CU1 required	*CU1 required					
4.6									
4.7			SP1						
4.7.1									
4.8									
4.8 SP01									
4.8.1									
4.9									
4.9.1									
5									
5.1									
5.2									
5.3									
5.4									
5.4.1									
5.6									
5.7									
5.9									

**Figure 4: victor Application Server: VideoEdge recorder compatibility matrix, 5.0 to 5.9**

victor application server	victor Client								
	5	5.1	5.2	5.3	5.4	5.4.1	5.6	5.7	5.9
4.5.1									
4.6									
4.7									
4.7.1									
4.8									
4.8 SP1									
4.8.1									
4.9									
4.9.1									
5									
5.1									
5.2									
5.3									
5.4									
5.4.1									
5.6									
5.7									
5.9									

**Figure 5: victor Application Server: recorder compatibility matrix**

victor application server	Intellex	AD HDVR	Exacq HDVR	TVR
	3.2 - 5.02	1.5 - 2.4	5.0 - 20.0	2.22 - 2.60.04
4.5.1				
4.6				
4.7				
4.7.1				
4.8				
4.8 SP01				
4.8.1				
4.9				
4.9.1				
5				
5.1				
5.2				
5.3				
5.4				
5.4.1				
5.6				
5.7				
5.9				