

# INTEVO+

## Access Control and Video Software Management



## Installation Manual

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### Europe

This product is in conformity with:

- EMC Directive 2004/108/EC based on results using harmonized standards in accordance with article 10(5), and
- LVD Directive 2006/95/EC based on results using harmonized standards.

The product is labeled with the CE mark as proof of compliance with the above mentioned European Directives. Also a CE declaration of conformity (DoC) for this product can be found at [www.kantech.com](http://www.kantech.com) under Agency Listings section.

### FCC Compliance Statement

**CAUTION:** Changes or modifications not expressly approved by Kantech could void your authority to use this equipment. This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to Part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment generates, uses and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation.

If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures:

- Re-orient the receiving antenna.
- Increase the separation between the equipment and receiver.
- Connect the equipment into an outlet on a circuit different from that to which the receiver is connected.
- Consult the dealer or an experienced radio/television technician for help.

The user may find the following booklet prepared by the FCC useful: 'How to Identify and Resolve Radio/Television Interference Problems'. This booklet is available from the U.S. Government Printing Office, Washington D.C. 20402, Stock # 004-000-00345-4.

### Industry Canada Statement

This Class B digital apparatus complies with Canadian ICES-003.

Cet appareil numérique de la classe B est conforme à la norme NMB-003 du Canada.

## Important Safety Instructions

**WARNING: Read and save these instructions! Follow all warnings and instructions specified within this document and/or on the equipment. These instructions shall be used in conjunction with the User's manual of the power supply.**

**CAUTION: There is no ON/OFF SWITCH for the power supply. The AC power supply coupler serves as a means of disconnection from the supply mains.**

- This Intevo equipment shall be used and installed within an environment that provides the pollution degree max. 2 and overvoltages category II NON HAZARDOUS LOCATIONS, indoor only. The equipment is FIXED or DESKTOP and CORD CONNECTED and is designed to be installed by service persons only; [a service person is defined as a person having the appropriate technical training and experience necessary to be aware of hazards to which that person may be exposed in performing a task and of measures to minimize the risks to that person or other persons.].
- Ensure that cables are positioned so that accidents can not occur. Connected cables must not be subject to excessive mechanical strain.

To reduce the risk of fire, electric shock and/or injury, observe the following:

- Do not spill any type of liquid on the equipment.
- Do not attempt to service this product yourself. Opening or removing the cover of the power supply may expose you to dangerous voltage or other risk. Refer servicing to qualified service personnel. Never open the device yourself.
- Do not touch the equipment and its connected cables during an electrical storm; there may be a risk of electric shock.
- Do not locate this product where persons can walk on the cables.
- Do not connect this server to electrical outlets controlled by switches or automatic timers.

**NOTE:** *Opening the Intevo casing will void the warranty.*

### Cleaning

- If the surface of the equipment is contaminated, breathe on the surface and gently wipe it with a soft, dry cloth.
- Do not use abrasives, water, thinners, solvents or aerosol cleaners (spray polish), any aromatic solvents, etc. that may enter through holes in the equipment and cause damage.

# Overview and Recommendations

**WARNING:** When HTTPS is used a SSL certificate is required.

## Installation Instructions

For installation instructions, please refer to the Intevo Quick Setup Guide DN2055 for details.

## Understanding LED Patterns

The status LED states are the following:

- Power Off – LED is steady off.
- Power Up – LED is steady red/blue<sup>1</sup>.
- Application server running – LED is steady blue.
- Application server loading – LED is slow flashing blue.
- Identify – LED is fast flashing blue.
- Watchdog error detection – LED is fast flashing red.
- Firmware update – LED is fast flashing red/blue.

<sup>1</sup> Red during 2 seconds then turn off.

## Video Limitations

- Many HDVR client cameras can be remotely connected to Intevo. The HDVRClient.exe utility can be obtained from the American Dynamics website ([www.americandynamics.net](http://www.americandynamics.net)).
- Please refer to the gadget bar to monitor video usage:

**NOTE:** Total throughput is 128Mb (Ethernet 1 and 2 combined).

**NOTE:** Intevo only supports IP cameras.



## Supported Cameras

We recommend using Illustra series camera models with Intevo. To see a list of all compatible cameras, please refer to American Dynamics website at the following link:

[http://www.americandynamics.net/products/Hybrid\\_Digital\\_Video\\_Recorders.aspx](http://www.americandynamics.net/products/Hybrid_Digital_Video_Recorders.aspx)

## HDVR Calculator

The HDVR calculator provides an estimate of the number and variety of IP cameras that can be supported on the HDVR. We recommend using the HDVR calculator in order to configure your video system with the correct parameters. The maximum bandwidth throughput can be calculated based upon the camera configuration by using the HDVR calculator. Click the following link to open the calculator:

<http://www.americandynamics.net/calculators/HDVRCalculator/HDVRCalculator.html>

## Firewall and Anti-Viruses Installation

***WARNING: Because of a high risk of system performance depreciation, we do not recommend using an antivirus program. The device can be used behind a firewall as long as the appropriate ports are opened.***

To enable pairing an antivirus software with an HDVR software, the following extensions need to be exempted from scans:

- \*.ps
- \*.psi

If the antivirus protection suite has a firewall, the following must also be exempted:

- HDVR Client
- HDVR Server
- HDVR Web Service

### Important:

- Some antivirus suites will also install components on the NIC driver to monitor network traffic. It is highly suggested if you see a performance decrease or inability to connect to cameras once this component is enabled.
- Any anti-virus program should function properly as long as the above exclusions are met.
- The following ports must be left opened:
  - HDVR Client: 22609
  - Cameras: 81
  - HDVR Web Server: 80
  - Server: 18000
  - Workstation: 18101
  - Gateway: 18103
  - SmartLink: 18104
  - Registratio:n 18112
  - TCP Communication KT-400 and IP-Link : 18802
  - UDP Communication IP-Link: 18001, 18801

## Installing Other Applications

***WARNING: We do not recommend installing applications other than Adobe Flash updates and drivers in order to maintain optimal system performance.***

***NOTE:*** eSata devices need a reboot from the system to be detected.

***NOTE:*** hattrix is not supported in Intevo.

***NOTE:*** Do not install any Windows update in Intevo (automatic updates has to be disabled in Windows).

# Configuration

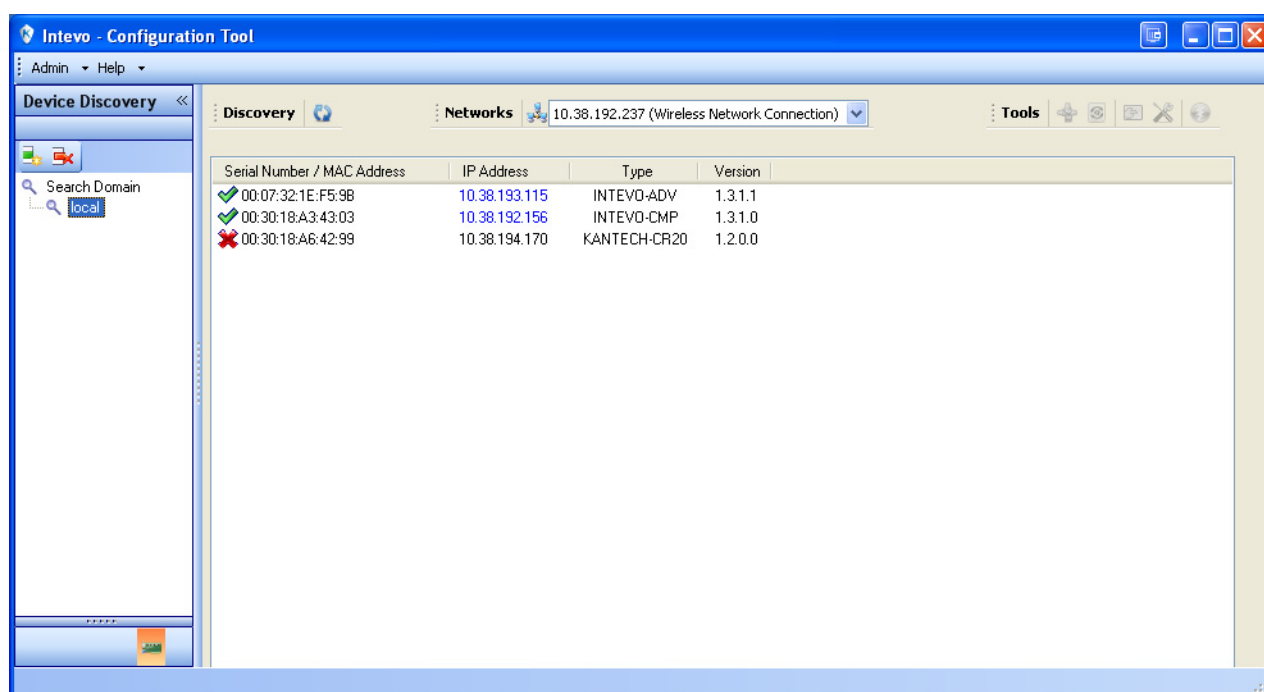
## The Configuration Tool

### For a local access:

- 1- Power on the Intevo (done automatically when connecting the AC power cable).
- 2- Follow the steps in the **First Boot Wizard** (Please refer to the First Boot Wizard section).

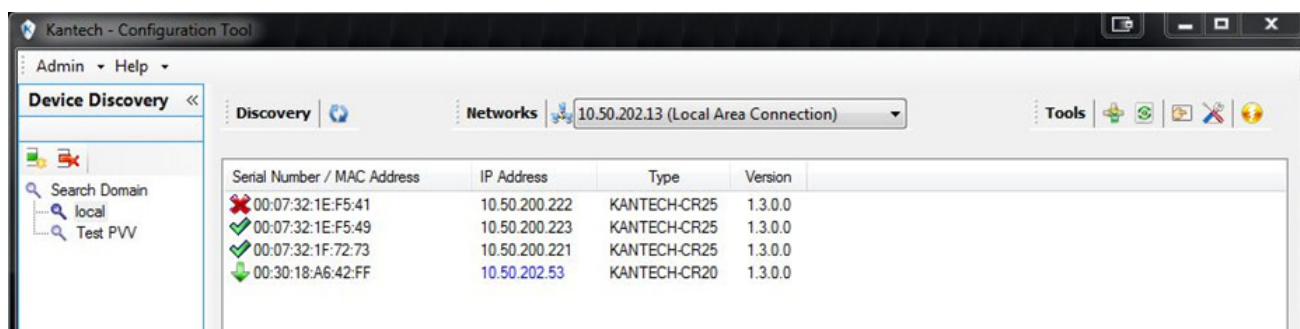
### For a remote access:

- 1- Power on the Intevo (done automatically when connecting the AC power cable).
- 2- Insert the included USB key in the remote PC.
- 3- Locate **IntevoConfigTool** on the USB key and launch the application.







- 4- To assign a new IP address, right-click on a serial number and select **Assign IP address**.
- 5- Click the **Launch Configuration Web Page** button located on the upper right side of the screen.
- 6- Enter "admin" as an ID and password.
- 7- Follow the steps in the **Configuration Wizard** (see next section).
- 8- Launch **Remote Desktop Connection** (Start/All Programs/Accessories) application with the address entered in step 4.

## Configuration Tool Icons





- Serial Number / MAC Address icons:
  -  : The device cannot be accessed or the admin password has been changed .
  -  : The device can be accessed and the **Tools** menu options can be used.
  -  : The firmware update is in progress.
  -  : The firmware update is finished. The green arrow will change for a check mark in the next screen refresh.
- IP Address:
  - When the address is in blue, DHCP mode is active.
  - When the address is in black, a static address is in use.

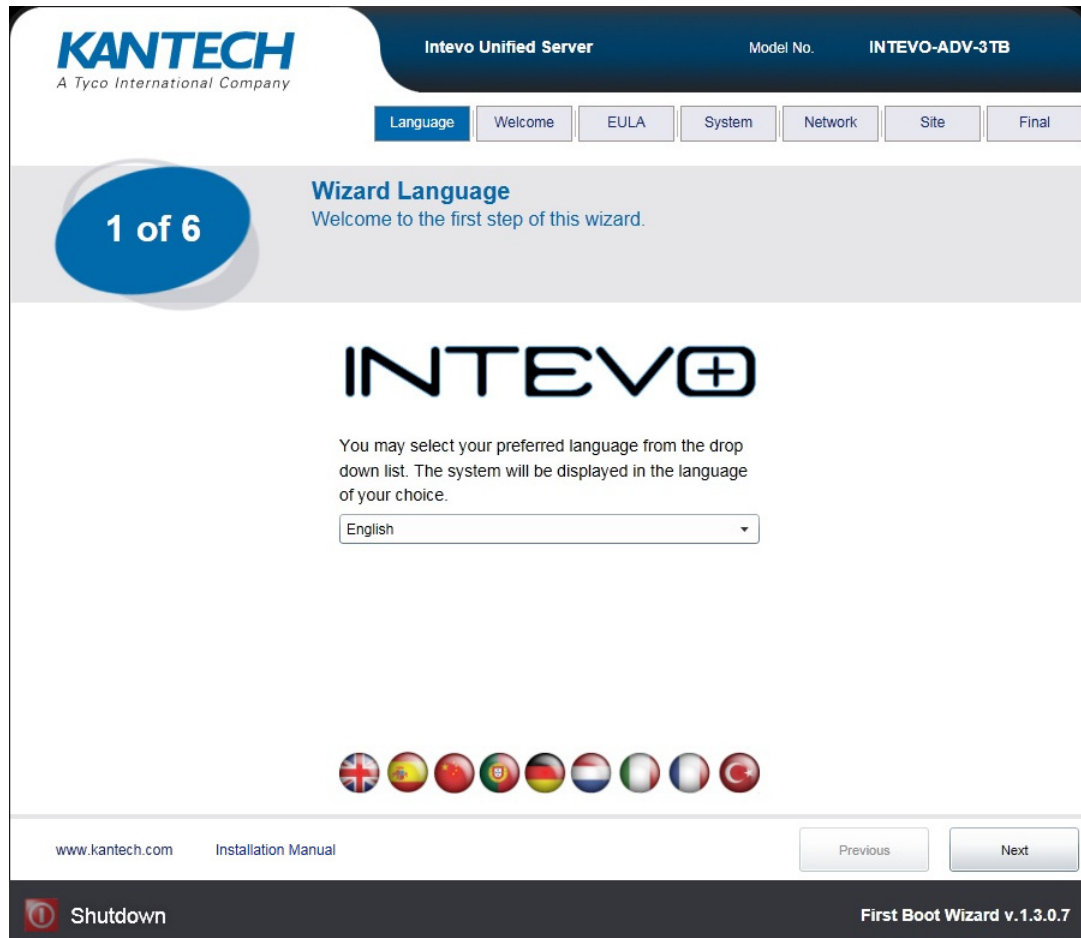
## The First Boot Wizard

The First Boot Wizard is a tool designed to assist in the configuration of your new Intevo system for the first start.

- From the **Intevo Configuration Tool**, right-click on a MAC address and select **Configuration Web Page** to launch the First Boot Wizard.

### Step 1: The Language Tab

The Language tab allows you to determine the First Boot Wizard menu language.



**NOTE:** This language setup the First Boot Wizard menu only. It does not configure your EntraPass primary and secondary languages. For more details regarding your EntraPass languages setup, please refer to the System Tab section.

## Step 2: The Welcome Tab

The Welcome tab displays a welcome message and a short introduction of Intevo's First Boot Wizard.



A Tyco International Company

Intevo Unified Server

Model No. INTEVO-ADV-3TB

Language

Welcome

EULA

System

Network

Site

Final

2 of 6

### Welcome

Congratulations and thank you for purchasing the new Kantech Intevo solution!

This revolutionary product is a very easy-to-set up and user-friendly network appliance which includes the Kantech EntraPass software along with American Dynamics video management software in a preloaded and preconfigured attractive embedded server.



This easy step-by-step assistant tool is designed to assist you in the configuration of your new Intevo system. Once you have completed all the steps, you will be ready to experience a new kind of security access and video management technology.

For any further details, please refer to the Intevo User Manual or visit our website at [www.kantech.com](http://www.kantech.com)

[www.kantech.com](http://www.kantech.com)

Installation Manual

Previous

Next

 Shutdown

First Boot Wizard v.1.3.0.7

### Step 3: The End User License Agreement Tab

The End User License Agreement tab displays the End User License Agreement that must be accepted in order to proceed to the next step.

**KANTECH**  
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Intevo Unified Server Model No. INTEVO-ADV-3TB

Language Welcome **EULA** System Network Site Final

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### End User License Agreement

Please read carefully the Licence Agreement and accept its terms by clicking **ACCEPT** to continue the installation process. If you do not accept the terms of this Agreement, you will not be able to complete the installation.

Press the **PAGE DOWN** key or use the scroll bar to see the rest of the agreement

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### Step 4: The System Tab

In the System tab, you are able to display all of your product information, such as:

- The serial number
- The firmware version
- The storage available
- The memory
- The processor type

And configure the following fields:

- The primary and secondary language selection.

**NOTE:** The selected primary and secondary languages will apply to Windows, Entrapass and HDVR.

- The keyboard layout
- The computer name

- The time zone

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Intevo Unified Server Model No. INTEVO-ADV-3TB

Language Welcome EULA **System** Network Site Final

**4 of 6** **System Configuration**  
In this step, you simply need to select the languages you would like to apply as your EntraPass, video and Windows default languages.

Serial number: CB00-3121-711E-F538 Firmware version: 1.3.0.7

Processor: Intel(R) Core(TM) i3-2330E CPU @ 2.20GHz

Physical Memory: 3.41 GB

Storage:  
Access Control Drive : E:\ Disk Size: 100.00 GB Free Space: 96.56 GB  
Video Storage Drive : F:\ Disk Size: 2.63 TB Free Space: 2.63 TB  
Video Storage Drive : G:\ Disk Size: 1.72 GB Free Space: 0.49 GB

Primary Language: English

Secondary Language: English

Keyboard Layout: English (US)

Computer Name: BRO2STESRV69

Time zone: [Dropdown Menu] ⚠

⚠ The Time Zone field is mandatory; therefore you must ensure that it is accurate to your geographical location.

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## Step 5: The Network Tab

The Network tab is where you will enter your Local Area Connection information:

- The IP Address
- The Subnet Mask
- The Default Gateway
- The Primary DNS Server
- The Secondary DNS Server
- The DNS Domain

**NOTE:** The DHCP check box is always checked by default, which implies that the system is waiting for an address from the DHCP server.

  
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### Network Configuration

For your network configuration, you need to enter the information in the ETH1 section.  
For your video cameras configuration, you need to enter the information in the ETH2 section.

#### ETH1

☐ Use DHCP 

IP address:

10.50.202.82 

Subnet mask:

255.255.252.0

Default gateway:

10.50.200.1

Primary DNS server:

10.50.200.2


Secondary DNS server:

0.0.0.0

DNS domain:

#### ETH2

☒ Use DHCP


 IP addresses must be either reserved for DHCP clients or static.

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**NOTE:** If a DHCP configuration is selected, the received address must be reserved from the router.

**NOTE:** We recommend using ETH1 for your data network and ETH2 for your video camera network.

## Step 6: The Site information Tab

As the last step of the First Boot Wizard process, you must provide all the information pertaining to your site and dealer, as they will populate simultaneously your EntraPass dealer information configuration.

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**6 of 6 Site**

As the last step of the configuration process, you must provide all the information pertaining to your site and dealer, as they will populate simultaneously your EntraPass site and dealer information configuration.

<b>Site Information</b>		<b>Dealer Information</b>	
Name:	<input type="text"/>	Name:	<input type="text"/>
Address line 1:	<input type="text"/>	Address line 1:	<input type="text"/>
Address line 2:	<input type="text"/>	Address line 2:	<input type="text"/>
City:	<input type="text"/>	City:	<input type="text"/>
State / Province:	<input type="text"/>	State / Province:	<input type="text"/>
Zip / Postal code:	<input type="text"/>	Zip / Postal code:	<input type="text"/>
Country:	<input type="text"/>	Country:	<input type="text"/>
Phone number:	<input type="text"/>	Phone number:	<input type="text"/>
Fax number:	<input type="text"/>	Fax number:	<input type="text"/>
		E-mail:	<input type="text"/>
		Web site:	<input type="text"/>

\* Mandatory field; please enter a value.

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## Step 7: The Final Tab

Should any information be omitted in a particular step of the wizard, you will be prompted in the **Final** step to include it in order to complete the installation.

Once all the information is entered, simply click the **FINISH** button and the information you entered will be saved. Your computer will reboot and you will be able to log in with your admin username and password.

The screenshot shows the 'Final Step' of the 'First Boot Wizard v.1.3.0.7' for the 'Intevo Unified Server' (Model No. INTEVO-ADV-3TB). The interface includes a top header with the KANTECH logo and a navigation bar with buttons for Language, Welcome, EULA, System, Network, Site, and Final. A large blue oval with the word 'Final' is on the left. The main text area contains a congratulatory message and instructions. At the bottom, there are links to the website and manual, and 'Previous' and 'Finish' buttons. A dark footer bar contains a 'Shutdown' button and the version number.

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Intevo Unified Server Model No. INTEVO-ADV-3TB

Language Welcome EULA System Network Site **Final**

### Final Step

Congratulations! You are only a click away from being ready to use your Intevo access and video software management device!

Should any information be omitted in a particular step of the wizard, you will be prompted here to include it in order to complete the installation.

Once all the information is entered, simply click the FINISH button and the information you entered will be saved. Your computer will reboot and you will be able to log in with your username and password.

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**NOTE:** Once all the steps are completed, EntraPass will launch and the information you entered in the First Boot Wizard will be saved and transferred automatically into EntraPass.



# The Administrator Environment

EntraPass and Webstation can be accessed remotely using **intevo1** as ID and password.

## Configuring a Printer

A new printer can be added in the Administration environment using the **Start/Devices and Printers** Windows menu to print reports and badges.

## Create a new user:

- 1 From the Windows Control Panel, click on **User Accounts**.
- 2 Select **Manage another account**.
- 3 Click on **Create a new account**.
- 4 Enter a name for the new account.
- 5 Select **Standard user** (Operator environment) or **Administrator** (Windows environment).
- 6 Click on the **Create Account** button.
- 7 Click on the created account and select the **Create a password** option.
- 8 Enter a new password and a hint.
- 9 Click the **Create password** button.

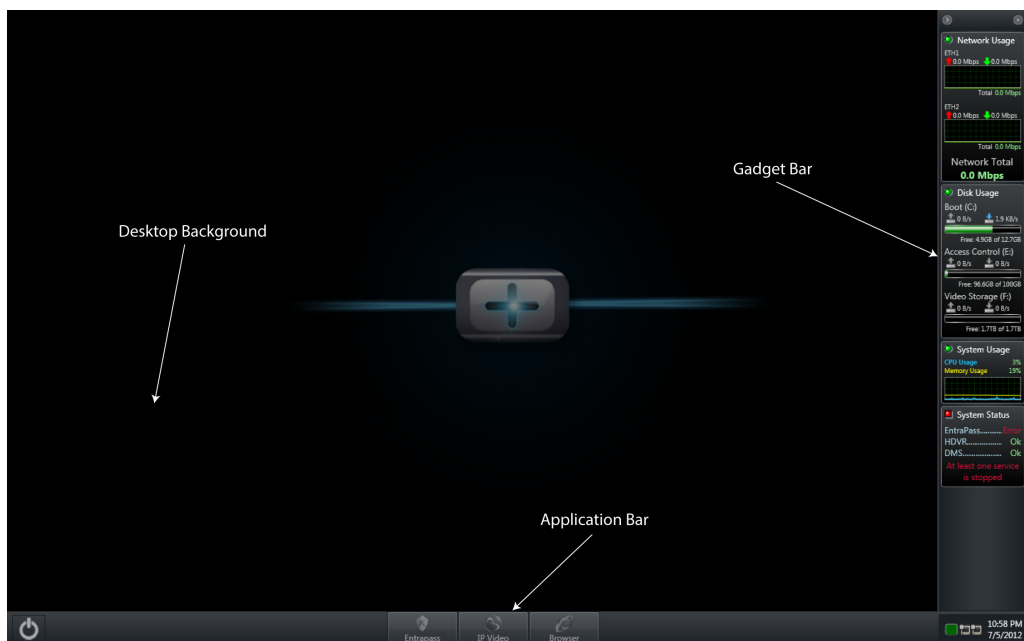
**NOTE:** If no password is defined, the new operator will have no remote access.

## Camera/HDVR Registration:

- 1 Select **Config** (from the Operator environment) or **Device config** (in Admin environment).
- 2 Select the **Configuration** tab on the left.
- 3 Select the **Camera/HDVR Registration** tab.
- 4 Click on the link and enter the camera information to complete the registration process.

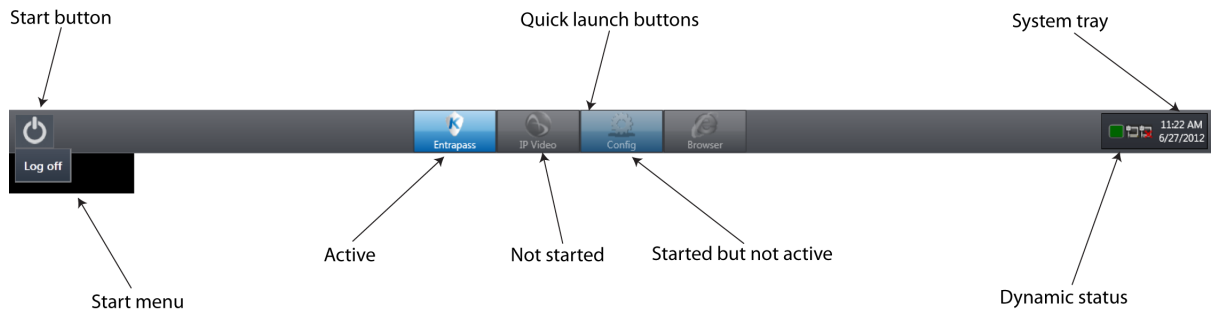
# The Operator Environment

In order to provide a user-friendly graphical interface when operating the software locally on Intevo, the standard Windows shell was replaced with a clean operator environment. While the administrator type of user logs in, a Windows interface is displayed. When the operator type logs in, an operator environment is displayed in place of the standard Windows GUI.





## The Task Bar



The operator environment navigation bar allows the user to navigate between:

- EntraPass Workstation
- HDVR client
- Web browser

**NOTE:** The Config button can be enabled via the Taskbar properties.

The following are among the displayed items on the navigation bar:

- Current date / time
- System up time
- Alert notification
- Network status

The POWER button on the top left corner of the window allows the user to log out of Windows. You have the flexibility to dock the navigation bar either at the top or bottom of the screen. The navigation bar can be enabled in auto-hide mode. It allows showing (default) or hiding the gadget bar.

**NOTE:** The navigation bar cannot be resized.

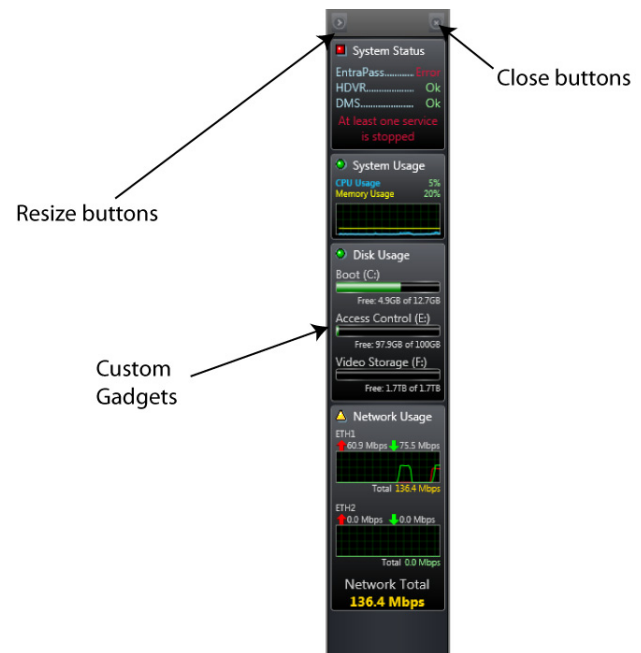
## The Gadget Bar

The gadget bar allows the user to display the following:

- Application versions (EntraPass, video)
- Kantech and AD services status
- DMS (Device Monitoring Status) status
- CPU and memory usage
- Network status

- Storage status

The same flexibility as per the navigation bar applies to the gadget bar as it can also be docked either on the right side of the screen (default), or on the left side. You can also choose to set it to the auto-hide mode (always on by default) and resize the width by clicking the edge. Gadgets can be displayed in any order with a mouse click and drag. From 0 and 99 Mbps, threshold is displayed in green. From 100 to 127 Mbps, it is displayed in yellow. At 128Mbps, the threshold is displayed in red.



# Troubleshooting

## How to recover your Operating System data (Recovery tool)

Should you ever need to recover your data, you must press the **F8** key, right after the bios display, to access the recovery menu.

Once you choose the **Repair your computer** option, you must enter the password (**12345**). Please note that this password is NOT modifiable. You need to allow 2 to 5 minutes for the recovery process to progress.

**NOTE:** Using the recovery tool will allow you to recover your initial data; therefore any updated data (Windows operator, EntraPass, HDVR, Adobe or any other application updates) will not be taken into account.

Before proceeding with the recovery, make sure you have a backup of EntraPass, HDVR configuration and the HDVR license. After a recovery, all the configured parameters (completed in the First Boot Wizard and through the Device config) have to be reentered manually.

## The device does not seem to boot-up

- Verify that the power supply is connected to one of the two power supply plugs on the back of the device.
- Verify that the power source can supply 12V @ 60 Watts.
- You can view the status of each power supply by looking at the LED located below the power supply input on the back panel. GREEN indicates a valid power source and RED indicates an invalid or faulty power source.

## Nothing is displayed on the Display Port output

- Make sure you connect your display device prior to powering up the device.
- Make sure you are directly connected to a digital display device (HDMI, DVI or VGA).
- If you are attempting to connect to a DVI enabled display device, make sure the device supports DVI-D signals and verify that the DisplayPort to DVI adapter is capable of supporting DVI-D signals.
- If none of the above resolves the issue, validate that the DisplayPort cable and display device are operating correctly by using a different digital video source.

## Cannot discover the device or communicate via the network

- Make sure you have connected the device to your network via one of the ETH ports.
- Make sure you are in the same network segment.
- Make sure the GREEN LED on the RJ45 connector is lit. If it is not lit, verify the network connectivity with the network switch. You can try to connect the network cable to another ETH port to verify if a problem is localized to a specific ETH port.
- Discovery of the INTEVO is done via the Bonjour protocol and requires multicast networking to be supported by your network and switch equipment.

## Kantech Technical Support Information

For technical assistance with the Invevo and other Kantech products, please contact technical support, Monday to Friday. See the following table for the technical support phone numbers.

Country/Region	Phone Numbers	Support Hours	E-mail
<b>North America Toll Free +888 222 1560 (GMT -05:00)</b>			
<b>US and Canada</b>	Direct: +450 444 2030 Fax: +450 444 2029	8:00 to 20:00	kantechsupport@tycoint.com
<b>Latin America (GMT -03:00)</b>			
<b>Argentina</b>	Direct: +5411 4711 8711 Fax: +5411 4711 8201	9:00 to 18:00	ingenieria@tycoint.com
<b>Asia (GMT +08:00)</b>			
<b>Asia Pacific</b>		8:30 to 18:00	TSP_SouthEastAsia@tycoint.com TSP_China@tycoint.com TSP_India@tycoint.com TSP_NorthAsia@tycoint.com TSP_ANZ@tycoint.com
<b>Europe Toll Free +800 CALL TYCO / +800 2255 8926 (GMT +01:00)</b>			
<b>Bahrain</b>	+800 04127	8:00 to 18:00	emea.support@tycoint.com
<b>France</b>	+33 04 72 79 14 83		
<b>Greece</b>	+00 800 31 22 94 53		
<b>Russia</b>	+8 10 800 2052 1031		
<b>Spain</b>	+900 10 19 45		
<b>Turkey</b>	+00 800 31 92 30 07		
<b>United Arab Emirates</b>	+800 0 31 0 7123		
<b>United Kingdom</b>	+44 08701 ADT SUP/44 08701 238 787 Direct: +31 475 352 722 Fax: +31 475 352 725		



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