AVIGILON AVA-HED1-225TB, Video Archive Initialization Guide Installation Guide

Contents

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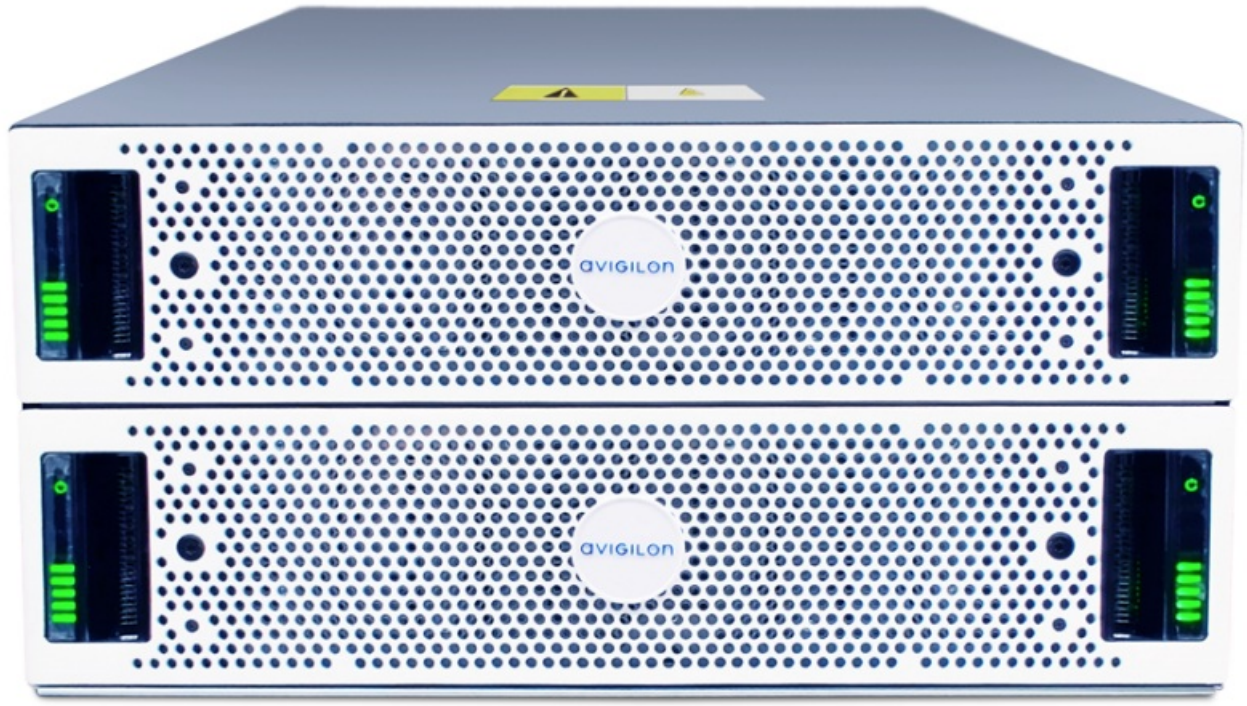
AVIGILON AVA-HED1-225TB, Video Archive Initialization



Product Information

The Avigilon Video Archive is a storage solution designed toprovide additional storage for video from the Avigilon Control Center (ACC) system. It consists of a head unit that hosts the storage controllers and connects to up to 4 Network Video Recorders (NVRs) using Direct Attach or up to 12 NVRs using a Storage Area Network (SAN) setup. An expansion unit can be added to increase the storage capacity of the head unit. The Avigilon Video Archive supports Simple Network Management Protocol (SNMP) for health status updates and network adapter connection updates. It is important to properly configure the SNMP service and network adapters to ensure accurate reporting of health status.

Introduction

The Avigilon Video Archive provides additional storage for video from the Avigilon Control Center (ACC) system. The Avigilon Video Archive consists of a head unit that hosts the storage controllers and connects to up to 4 Network Video Recorders (NVRs) using Direct Attach or up to 12 NVRs using a SAN setup, and an expansion unit that adds capacity to the installed head unit. The initialization steps in this guide describe how to equally partition the total available storage on the Avigilon Video Archive based on how many NVRs are connected. The Avigilon Video Archive can send health status updates using Simple Network Management Protocol (SNMP) and network adapter connection updates. The initialization steps describe how to configure the SNMP service and network adapters to ensure the health status is reported properly.

Before You Begin

Avigilon recommends that you review the following Avigilon Video Archive documents before getting started with this Initialization Guide:

- Avigilon Video Archive Pre-Deployment Checklist. Confirm that you have received all of the components necessary to deploy the Video Archive.
- Avigilon Video Archive Installation and Setup Guide. Follow the steps in this guide to install and connect the Video Archive head unit.
- Installing the NVR Avigilon Video Archive Connectivity Kit. Follow the steps in this guide to prepare your NVRs to connect to the Video Archive.

- Avigilon Video Archive Expansion Unit Installation and Setup Guide. Follow the steps in this guide to connect an expansion unit to the Video Archive head unit.

These documents are available from **avigilon.com/products/video-infrastructure/video-archive** and **help.avigilon.com**.

System Requirements

- NVRs — NVR5 Premium, NVR5 Standard, NVR4 Premium, NVR4 Standard, NVR4X Premium, or NVR4X Standard.
- Operating System — Windows Server 2016 or 2019.
- ACC Server Software — Enterprise Edition version 7.2 or later.

Each NVR must have the Connectivity Kit installed. Be sure to use the Connectivity Kit that is compatible with your NVR, as detailed below.

NVR5

Direct Attach Connectivity Kits

Includes a CNA card and a set of 2 transceivers with optical cables for directly connecting the NVR to the Avigilon Video Archive.

- NVR5 PRM 252/288/360/432 TB: AVA-HED1-NVR5-CONNECT-B
- NVR5 STD and NVR5 PRM 96/128/160/192/224 TB: AVA-HED1-NVR5-CONNECT-A

Note: The NVR5 Premium 192/224 TB models support connections to the Avigilon Video Archive out of the box and does not require installation of a CNA or SAN card. However, the Connectivity Kit is still required for the transceivers and optical cables used to make the connections.

Storage Area Network (SAN) Connectivity Kits

- NVR5 PRM 252/288/360/432 TB: NVR5-AVA-SAN-CONNECT-B for a CNA card and a set of 2 transceivers with optical cables for connecting the NVR with SAN networking through network switches.
- NVR5 STD and NVR5 PRM 96/128/160/192/224 TB: NVR5-AVA-SAN-CONNECT-A for a CNA card and a set of 2 transceivers with optical cables for connecting the NVR with SAN networking through network switches.
- Avigilon Video Archive: AVA-SAN-CONNECT-1 or AVA-SAN-CONNECT-8 for a set of 1 or 8 transceivers with optical cables for connecting the Avigilon Video Archive with SAN networking through network switches.

NVR4X

Direct Attach or Storage Area Network Connectivity Kits

- NVR4X PRM 64/96/128/157 TB: AVA-HED1-NVR4X-PRM1-CONNECT
- NVR4X PRM 192/217 TB: AVA-HED1-NVR4X-PRM2-CONNECT
- NVR4X STD: AVA-HED1-NVR4X-STD-CONNECT

NVR4

Direct Attach or Storage Area Network Connectivity Kits

- NVR4 PRM and NVR4 STD: AVA-HED1-NVR4-CONNECT

Note: If you are using the NVR5 Standard, NVR4 Standard, NVR4X Standard, or NVR4X Premium 64/96/128/157 TB, you must also install the 2nd CPU kit that is compatible with your NVR:

- NVR5-STD: NVR5-STD-2NDCPU (ordered separately)
- NVR4 STD: HD-NVR4-STD-2NDCPU (ordered separately)
- NVR4X PRM 64/96/128/157 TB: 2nd CPU Kit included with AVA-HED1-NVR4X-PRM1- CONNECT
- NVR4X STD: 2nd CPU Kit included with AVA-HED1-NVR4X-STD-CONNECT

Important: Additional power is required in order to enable the 2nd CPU Kit in the NVR5 Standard systems. To achieve this, replace the 800W PSU with an 1100W PSU (NVR5-PSU-1100W-A1), add a second 800W PSU (NVR5-PSU-800W) and disable PSU redundancy support, or replace the 800W PSU with two 1100W PSUs (NVR5-PSU-1100W-A1) and enable PSU redundancy support.

Important Considerations

Important: Connect all NVRs to the Avigilon Video Archive before initializing the archive.

- If your NVR has any 10G NICs that are not being used for the Avigilon Video Archive connection, they should be disabled before connecting to the Video Archive. For example, if your NVR has a 10G NIC that is used to connect to the camera or corporate network, it should be disabled prior to configuring the network adapters and then re-enabled once the Video Archive setup is complete. Failure to disable these NICs may result in the incorrect NIC being configured to use the Avigilon Video Archive.
- The initialization process partitions the archive. Adding expandable storage or connecting an additional NVR after the archive is initialized may not work as expected.
- If you plan to connect additional NVRs in the future, partition the Avigilon Video Archive for the total expected number of connected NVRs during this initialization process.
- If you are expanding storage to a Video Archive that has already been deployed, or deploying a Video Archive to NVRs that are already up and running, you must turn off the ACC system at the start of the expansion or deployment process. The process may take a few minutes, so make sure to schedule it at a convenient time to have ACC software and recording disabled.
- Up to 4 NVRs can be directly connected to the Avigilon Video Archive, however the SNMP service will monitor the primary NVR to send health information. If all of the connected NVRs are part of the same site, you will receive health information for the site through the SNMP service. All 4 NVRs can send network adapter connection updates.

Note: If a step is unsuccessful, retry it. If you encounter any issues, contact Avigilon Technical Support.

System Limitations

Keep the following limitations in mind when setting up your Avigilon Video Archive:

- The archive volume assigned to an NVR cannot be decreased.
- When assigning storage to an NVR, set up one NVR at a time. Setting up multiple NVRs in parallel may lead to IP address conflicts.
- The 28 hard drive disk packs can only support archiving video from 4 NVRs. If you are building a system with 5-8 NVRs, you will need at least two 28 hard drive disk packs. If you are building a system with 9-12 NVRs, you will need at least three 28 hard drive disk packs.
- The Avigilon Video Archive has a limited number of Logical Unit Numbers (LUNs), which are assigned during each storage volume expansion. There are a total of 512 LUNs available, and at least 2 LUNs will be used for each expansion. Larger expansions require more LUNs. For example, a 250 TiB or greater expansion will use 4 LUNs.
- Diskpools cannot be expanded while they are performing an operation, such as initializing, rebalancing, and scrubbing. Cancel or wait for the operation to complete before expanding the diskpool.
    - Initializing and rebalancing operations can take up to 36 hours per disk pack to complete and cannot be canceled.
    - Scrubbing is performed every 360 hours and can be canceled.
- The Avigilon Video Archive can only be expanded by a maximum of four 28 hard drive disk packs at one time. If you have 1 disk pack installed and want to maximize your storage with 5 additional disk packs, you will be required to expand in two stages. Install 4 of the 28 hard drive disk packs first, and then install the remaining disk pack after expanding storage with the first 4.
- When connecting the converged network adapter (CNA) to the Video Archive, you must connect CNA port 1 to Controller A on the Video Archive and CNA port 2 to Controller B. Reversing this connection will generate an error when assigning storage to an NVR.
- When connecting the storage area network (SAN) to the Video Archive, you must connect through two network switches (switch A and B). Connect SAN port 1 to switch A, which is then connected to Controller A. Connect SAN port 2 to switch B, which is then connected to controller B.

Calculating Storage Requirements

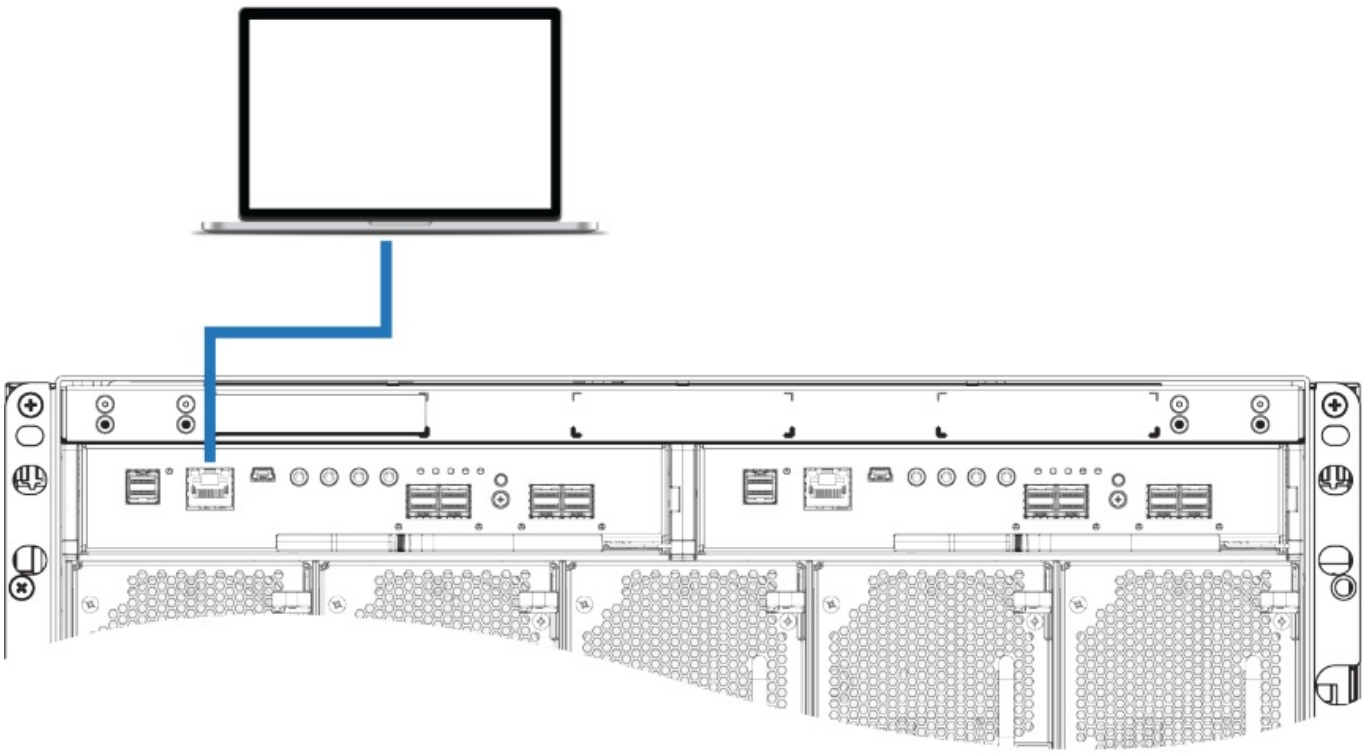
The Avigilon Video Archive head unit and expansion unit come in many different storage options, from 225TB to 1.5PB with many options in between. The expansion unit can expand the storage of a head unit that is already at the maximum capacity. Hard disk packs can be ordered to expand the storage capacity of a head unit or an expansion unit.

Before deploying your Video Archive, you should have an idea of what your storage requirements will be.

- For a new NVR and Video Archive deployment: Use the Avigilon System Design Tool to help you estimate the required storage for the number of cameras and resolutions you will be using. To access the System Design Tool, go to **https://sdt.avigilon.com**.
- For an existing NVR site that you are adding a Video Archive deployment: Use the ACC Client tools to determine the average camera bandwidth for each NVR and multiply that by your required retention time. Add this value for each NVR that will be connected to the Video Archive to get an estimate of your storage requirements.

Connect a Laptop to the Video Archive

Connect a laptop to the Controller A management port on the Video Archive to access the management interface.



1. Connect an RJ45 Ethernet cable to the Management Port on the controller.
2. Connect the other end of the Ethernet cable to a laptop computer.

Initial Setup

Important

- Connect a laptop to the Controller A management port on the Avigilon Video Archive head unit using an Ethernet cable.
- Do not perform the initial setup and system configuration steps on the NVRs.

After connecting your laptop to the Avigilon Video Archive, do the following:

- Download the Avigilon Video Archive Initialization Tools zip file from avigilon.com/products/video-infrastructure/video-archive and extract the files.
- Configure the IP address of the laptop:
    1. In the Network & Internet settings, select Ethernet > Change adapter options.
    2. Right-click the network that is connected to the archive and select Properties.
    3. Select Internet Protocol Version 4 (TCP/IPv4) and then click Properties.
    4. Select Use the following IP address and enter:
        - IP address — 10.0.0.24
        - Subnet mask — 255.255.255.0
        - Default gateway — 10.0.0.1
    5. Click OK and then Close.

Configure System Settings

1. Launch a browser and go to https://10.0.0.2. If a security warning displays, click Continue to this website.
2. Click Get Started on the Welcome page.
3. Read and Accept the Commercial Terms of Sale and End User License Agreement.
4. Specify a new User name and Password for the system. Click Apply And Continue. If necessary, you can also select a Language.
    - **Note:** The password must be a complex password that contains upper and lower case letters, a number, and a symbol.
5. Click Use Current Firmware Bundle on the Firmware Versions page.
    - **Note:** It is possible that there is an updated firmware package available when setting up the Video Archive. If there is an update available, it is recommended to download the file, browse to the file, and install the latest firmware bundle.
6. After the Avigilon Video Archive's web interface launches, click System Settings.
    - All tabs that are marked with an asterisk, except the Ports tab, must be completed before you can continue. Ports will be configured as part of Step 3: Partition the Archive.

Update System Information

In the System Information tab:

1. Update the System Name, System Contact, System Location, and System Information fields. This information appears in the ACC Site Health page if SNMP notifications are enabled.
2. Click Apply and then OK to save your changes.
3. Click OK to close the dialog box.

Update Date and Time

In the Date and Time tab:

1. Ensure the Date and Time match the ACC Server time.
    - **Important:** If the Avigilon Video Archive date and time is not synchronized with the ACC Server time, the timestamps of SNMP traps, which are the Avigilon Video Archive health notifications that are sent to the ACC Server, may be out of sync with the time that the health notification event occurred. If daylight savings time is enabled on the ACC Server, the SNMP traps will be out of sync by 1 hour during the daylight saving portion of the year.
2. To synchronize the time with a Network Time Protocol (NTP) server, select the check box and enter the NTP Server Address and NTP Time Zone Offset.
3. Click Apply and then OK to save your changes.
4. Click OK to close the dialog box.

Update Default Passwords

Tip: This step is not required for the user you created when logging in. This step is required for any additional users the Video Archive has other than the newly created user.

In the Manage Users tab:

1. Select a user.
2. Enter a new password in the Password and Confirm Password fields.
    - **Note:** The new password must be a complex password that contains upper and lower case letters, a number, and a symbol.
3. Click Apply and then OK to save your changes.
4. Click OK to close the dialog box.
5. Repeat steps 1-4 for each user marked with an asterisk.

Connect to the NVR

In the Network tab:

If the NVR uses Dynamic Host Configuration Protocol (DHCP):

1. Under Controller B, select DHCP in the Source drop-down list.
2. Click Apply and then OK to save your changes.
3. Click OK to close the dialog box.

If the NVR has a static IP address:

1. Under Controller B, assign an IP address for the controller. Enter the IP Address, IP mask, and Gateway values.
2. Click Apply and then OK to save your changes.
3. Click OK to close the dialog box.

Enable the SNMP Service

In the Services tab:

1. Select the Simple Network Management Protocol (SNMP) check box.
2. Click Apply and then OK to save your changes.
3. Click OK to close the dialog box.

Set Up SNMP Notifications

In the Notifications tab:

1. Select the SNMP tab.
2. In the Notification Level drop-down list, select Informational/Resolved.
3. In the Read Community field, enter AvigilonCommunity. This field is case sensitive.
4. In the Trap Host 1 Address field, enter the IP address for the primary NVR that is connected to the Avigilon Video Archive. Repeat for up to 3 NVRs.
    - **Note:** If 4 NVRs are connected to the Avigilon Video Archive, only the NVRs assigned in this step will

receive SNMP health status information.

5. Click Apply and then OK to save your changes.
6. Click OK to close the dialog box.

Partition the Archive

You will need

- The ava_setup files that were extracted from the Avigilon Video Archive Initialization
- Tools zip file that was downloaded in Step 1: Initial Setup.
- The Video Archive's static or DHCP IP address — this is the IP address configured in Step 1: Initial Setup.
- The Video Archive's user name and password

Complete the following sections to partition the archive.

Initialize the Archive

Complete following steps on the Avigilon Video Archive to initialize the archive.

1. In the ava_setup folder, right-click the AvaSetup.exe file and select Run as administrator.
2. Enter the archive's AVA-HED1 Address (IP), Username, and Password.
3. Click Connect. When the connection is complete, the archive details, such as number of disks installed and available space will populate the fields.
4. Click Initialize Archive. The initialization can take up to 30 minutes. The Initialized message will appear when the process is complete.

Configure the Ports

After the Video Archive restarts:

1. In the ava_setup folder, right-click the AvaSetup.exe file and select Run as administrator.
2. Enter the archive's AVA-HED1 Address (IP), Username, and Password.
3. Click Connect. When the connection is complete, the archive details, such as number of disks installed and available space will populate the fields.
4. Select the SCSI port to configure from the standard private networks in the Host Ports Subnet dropdown list.
    - **Important:** The Video Archive does not check for address conflicts when selecting and configuring the Host Ports Subnet. Make sure that the subnet selected does not conflict with any of your existing subnets. If the subnets available to select are already in use, you may need to manually configure the host ports. For more information, contact Avigilon Technical Support at **avigilon.com/contact**.
5. Click Configure Ports. Port configuration can take up to 30 minutes to complete.
6. After the ports are configured, click Configure Storage to create the disk pools and groups. Storage configuration can take up to 10 minutes to complete.

Configure the NVRs

Complete the following steps on each NVR that is connected to the Avigilon Video Archive:

Important: When assigning storage to an NVR, set up one NVR at a time. Setting up multiple NVRs in parallel may lead to IP address conflicts.

1. In the ava_setup folder, right-click the AvaNvrConfigurator.exe file and select Run as administrator.
2. Enter the Video Archive's AVA-HED1 Address (IP), Username, and Password.
3. Click Connect. When the connection is complete, the archive details, such as number of disks installed and available space will populate the fields.
    - **Note:** If the only option available after connecting is the Install MPIO button, click Install MPIO to setup MPIO and SNMP on the NVR. Once this is complete, you must restart the NVR to complete the MPIO setup. Once the NVR has restarted, you can start this process again to allocate storage to the NVR.
4. Select the Video Archive's port used to connect to the NVR from the Ava Ports drop-down list.
5. Enter the amount of archive space, in TiB, to assign to the NVR in the New Total Allocation (TiB) field.
    - **Tip:** You can only allocate whole TiBs of space. You cannot allocate a fraction of a TiB. You cannot use this process to reduce the amount of space allocated to an NVR.
6. Click Configure. A dialog will ask you to confirm the allocation. You cannot undo the process once it has started. NVR configuration can take up to 90 minutes to complete depending on the amount of storage space you are allocating. Once complete, your NVR will have a new archive volume.
7. Repeat this process for any other NVRs connected to the Avigilon Video Archive.

Configure ACC™ Storage Management

Note: Complete the following steps on each NVR that is connected to the head unit of the Avigilon Video Archive.

In the ACC Admin Tool:

1. Click Storage Management.
2. Select the Enable Storage Management check box and then browse to the mapped archive drive.
3. Click OK to save changes and then click OK to confirm.
4. Repeat for each connected NVR.

You can now configure the Continuous Archive feature in the ACC Client software. See Enable ACC Continuous Archive below.

Enable ACC Continuous Archive

In the ACC Client:

1. Go to the server Setup tab and click  .
2. Select Enable Continuous Archive and select the cameras to be archived.
3. In the Options area, define when the archiving is permitted and the minimum number of days before video will be archived.
    - **Note:** Set the Archive video older than: parameter to at least one day less than the video data aging setting. This ensures that the video is finished archiving before the local data is deleted.

4. Click OK.
5. Repeat for each connected NVR.
    - For more information, see the ACC Client Software User Guide.

Enable ACC Health Status Updates

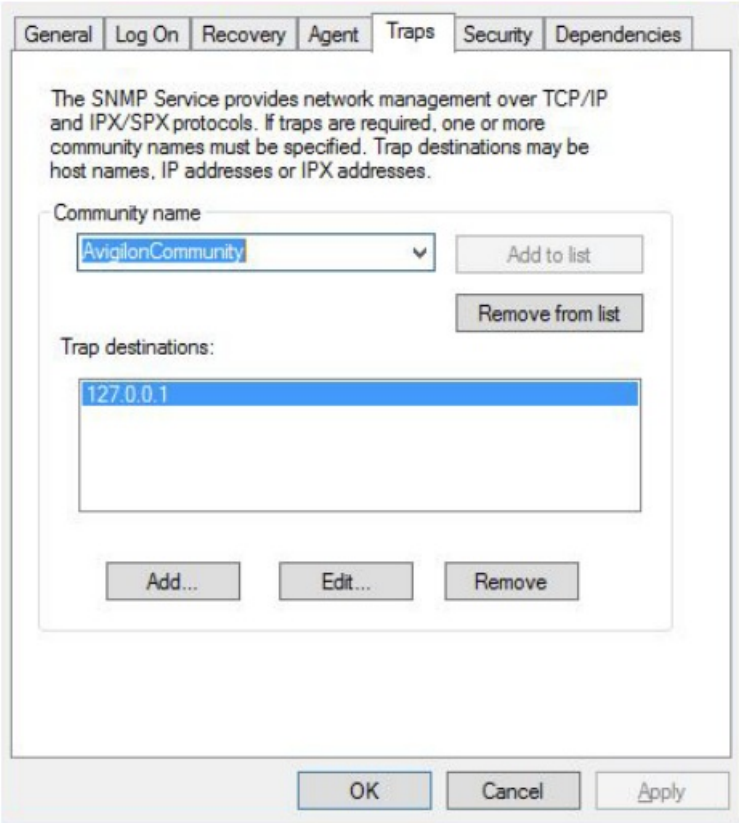
This process enables the ACC Client software to view the health status of the Avigilon Video Archive on the Site Health page. The SNMP configuration lets the ACC Client software receive health information from the primary NVR that you connected to the Avigilon Video Archive. If the other connected NVRs are in the same site as the primary NVR, you will receive health information for the site. The network adapter configuration lets the ACC Client software receive connection health information for all connected NVRs.

Configure the SNMP Service

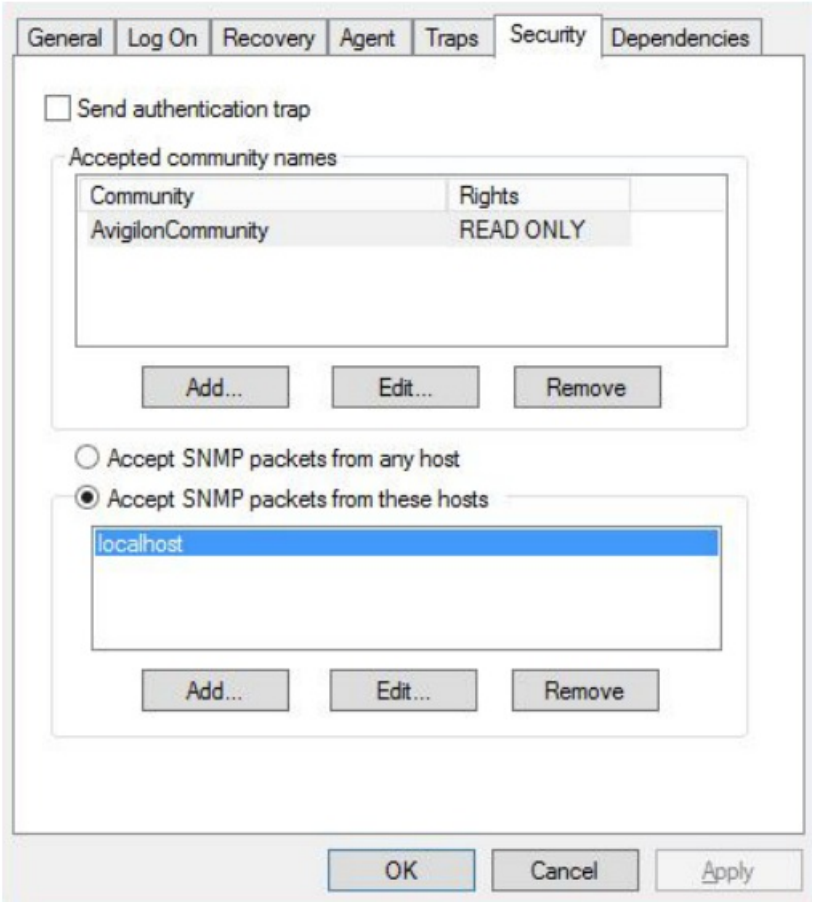
Tip: The SNMP service may be enabled by default. Check your NVR, and use the process below to enable SNMP health status notifications if it is not already setup.

Note: Complete the following steps on the primary NVR that is connected to the Avigilon Video Archive. If all of the NVRs connected to the Avigilon Video Archive are part of the same site, you will receive health information for that site through the SNMP service.

1. In the Services application, right-click SNMP Service and select Properties.



2. In the Traps tab, enter AvigilonCommunity in the Community name field, and then click Add to list.
3. Click Add… and enter the IP address 127.0.0.1. Click Add.



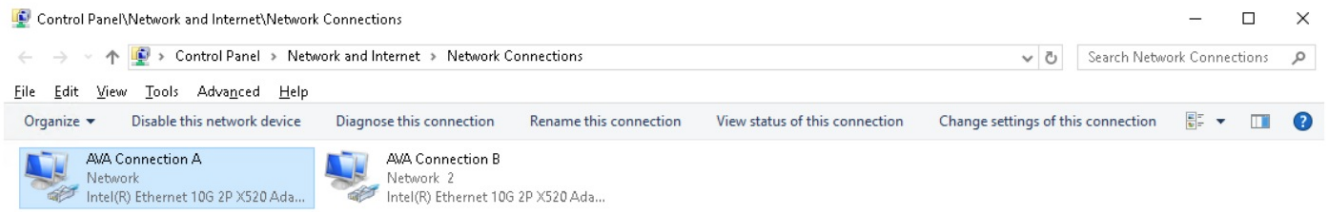
4. In the Security tab, click Add… in the Accepted community names area.
5. Enter AvigilonCommunity and then click Add.
6. Ensure Accept SNMP packets from these hosts is selected and then click Apply to save.

Configure Network Adapters

Important: If your NVR has any 10G NICs that are not being used for the Avigilon Video Archive connection, they should be disabled before completing this step. For example, if your NVR has a 10G NIC that is used to connect to the camera or corporate network, it should be disabled prior to configuring the network adapters and then re-enabled once the Video Archive setup is complete. Failure to disable these NICs may result in the incorrect NIC being configured to use the Avigilon Video Archive.

Note: Complete the following steps on each NVR that is connected to the Avigilon Video Archive. If 4 NVRs are connected, all NVRs will receive network adapter updates. You must have Administrator access.

1. In the ACC Admin Tool, click Shut Down. The ACC Server will shut down.
2. In the Network Connections settings, right-click the Ethernet 10G connections and select Rename.



3. Enter a descriptive name for each network connection. These names will appear in the ACC Site Health page.
4. In the ACC Admin Tool, click Start Up.
5. Repeat on all connected NVRs.

Test the Connection

To verify that the SNMP service and network adapter names were correctly configured:

1. Log in to the ACC Client software.
2. In the New Task menu, click Site Health.
    - The Avigilon Video Archive network adapters are displayed in the Network Adapters: section.
    - The Avigilon Video Archive health status is displayed in the Array Storage Controllers: section.

If the Array Storage Controllers: health status is not displayed, check the following:

- The SNMP Service is running on the NVR.
- The SNMP Service was configured as described above.
- The SNMP Service and Notifications were properly configured in Step 2: Configure System Settings.

If the health status is still not displayed on the Site Health page, contact Avigilon Technical Support.

Adding Storage to a Video Archive

Important: We strongly recommend that all NVRs and expanded storage are connected before partitioning the Avigilon Video Archive. This topic describes options for adding storage after the archive has been partitioned and deployed. If you add expanded storage to an Avigilon Video Archive that is already deployed, you can partition the new storage to be used by NVRs in your system, whether they are new or existing NVRs.

Note: Adding a new NVR to an Avigilon Video Archive that has already been partitioned and deployed without adding an expansion unit or additional disk packs, or having storage space that had not previously been allocated will result in a loss of data when repartitioning the archive. If you are adding an NVR to a deployed video archive that does not have any available storage space, we strongly recommend you also add additional storage to the archive at the same time to avoid losing data.

There are two ways to expand the storage of your Avigilon Video Archive:

- Adding an expansion unit. If you currently only have a head unit deployed, adding an expansion unit will expand the storage capacity of your system. For more information about installing and connecting your expansion unit to the head unit, see the Avigilon Video Archive Expansion Unit Installation and Setup Guide.
- Adding hard disk packs. Expansion disk packs are available as a pack of 28 disk drives. Each head unit and expansion unit can hold up to 84 drives, or 3 packs of 28 drives. For information on installing the disk packs, see the Avigilon Video Archive Installation and Setup Guide.

After the expanded storage has been added, complete the following steps on the Video Archive:

1. In the ava_setup folder, right-click the AvaSetup.exe file and select Run as administrator.
2. Enter the Video Archive's IP Address, Username, and Password.
3. Click Connect. When the connection is complete, the archive details, such as number of disks installed and available space will populate the fields.
4. Click Configure Storage to create the disk pools and groups. Storage configuration can take up to 10 minutes to complete.

The process of allocating newly added storage is the same as when you initially partition the archive storage. Whether you are adding disk packs, adding an entire expansion unit, or simply allocating storage that was left unused since the initial deployment, follow the steps in Configure the NVRs on page 13 to allocate the storage to your NVRs.

Important Considerations When Expanding

Important: Consider the following items when expanding the storage on an Avigilon Video Archive that has already been deployed.

- When you are expanding storage to a Video Archive that has already been deployed you must turn off the ACC system at the start of the expansion process. The process may take a few minutes, so make sure to schedule it at a convenient time to have ACC software and recording disabled.
- The Avigilon Video Archive routinely performs administrative and maintenance tasks to ensure data integrity. Expanding storage on a deployed Avigilon Video Archive can only be done when the unit is idle. For more information, see Checking if the Video Archive is Currently Idle below.

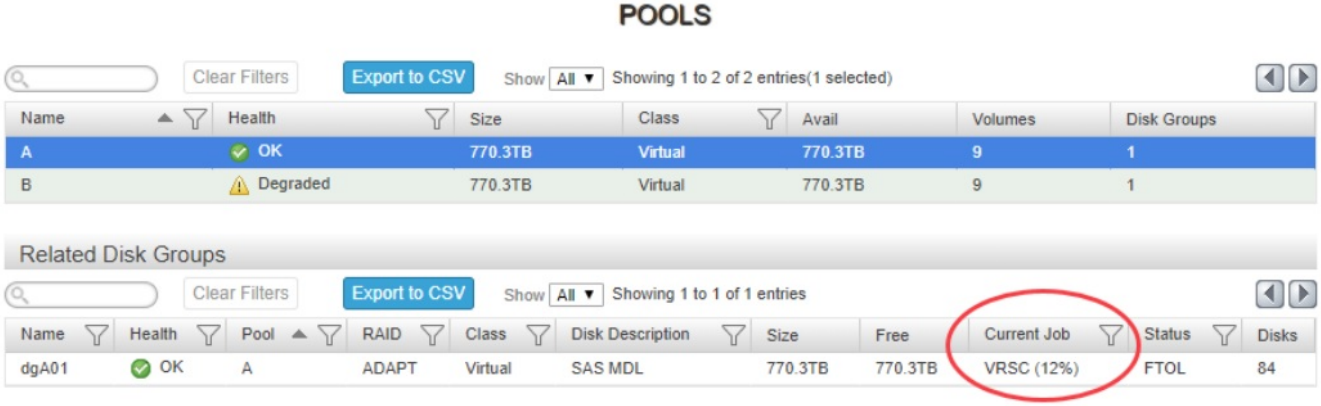
Note: If a step is unsuccessful, retry it. If you encounter any issues, contact Avigilon Technical Support.

Checking if the Video Archive is Currently Idle

If your Avigilon Video Archive is currently running and you want to expand the storage by adding disks packs or an expansion unit, you should first confirm that the Avigilon Video Archive is idle and not running routine administrative and maintenance tasks:

1. Connect a laptop to Controller A of the Avigilon Video Archive using an Ethernet cable.
2. Launch a web browser and navigate to the address https://10.0.0.24. The address above is the one that was setup during the initial deployment. For more information, see
   - **Step 1**: Initial Setup. If you have used a different IP address for your Avigilon Video Archive, navigate to that address.
3. Enter your Avigilon Video Archive user credentials and click Sign In. Use the user name and secure password you set during the initial deployment. For more information, see Update Default Passwords.
4. Click 

. The Pools tables are displayed. The top table shows the 2 controllers in your Avigilon Video Archive.
5. Select each controller to display the Related Disk Groups for that controller in the second table. Check that there is no Current Job listed for each disk group.



- If there is a Current Job underway, you can either wait for it to finish or abort it if it is a scrubbing or verification job. For more information, see Aborting a Current Scrubbing or Verification Job below.

Important: Do not stop or abort any ongoing reconstruction — RCON — jobs. If a reconstruction job is in progress, it may take a significant amount of time to complete, depending on the size of your Avigilon Video Archive storage.

Aborting a Current Scrubbing or Verification Job

1. Follow the procedure for checking if your Avigilon Video Archive is idle to login and check what jobs are ongoing. See Checking if the Video Archive is Currently Idle on the previous page.
2. Find the controller that has a current scrub (VRSC) or verification (VRFY) job in progress.
   - **Important:** Do not stop or abort any ongoing reconstruction — RCON — jobs.
3. Select the Related Disk Groups with the ongoing VRSC or VRFY job.
4. Right-click the disk group and select Disk Group Utilities.
5. Abort the current job:
   - For a scrub — VRSC — job, click Abort Scrub.
   - For a verification — VRFY — job, click Abort Verify.
6. Click Close.

Troubleshooting

General

- If a step is unsuccessful, retry it.
- If you encounter any issues, contact Avigilon Technical Support.
- It may be helpful to have a copy of the logs when troubleshooting. To access the logs:
  - Ensure you can view hidden folders:
    - In the Control Panel, click File Explorer Options.
    - In the View tab, select Show hidden files, folders, and drives.
    - Click OK.
  - In Windows Explorer, go to C:\Users\[username]\AppData\Roaming\Avigilon and click StorageArraySetup.

Health Status Troubleshooting

The ACC Health Status page may show a warning for the Avigilon Video Archive if you do not have the secondary back up power supply connected.

For More Information

- For additional product documentation and software and firmware upgrades, visit **support.avigilon.com**.

Technical Support

- Contact Avigilon Technical Support at support.avigilon.com/s/contactsupport.
- Avigilon Video Archive Initialization Tools and documentation is also available from avigilon.com/products/video-infrastructure/video-archive.

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- avigilon.com

Documents / Resources

	AVIGILON AVA-HED1-225TB, Video Archive Initialization Guide [pdf] Installation Guide AVA-HED1-225TB Video Archive Initialization Guide, AVA-HED1-225TB, Video Archive Initialization Guide, Archive Initialization Guide, Initialization Guide

References

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- Contact Sales - Avigilon
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- Avigilon Help Center
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