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AVIGILON Unity Video Software Manager User Guide

Contents

AVIGILON™

AVIGILON Unity Video Software Manager

Product Information

Specifications

- Compatible Operating Systems: Windows 10 build 1607, Windows Server 2016 or later
- System Requirements: For a full list of system requirements,see **www.avigilon.com**

Product Usage Instructions

Avigilon Unity Video Installation

If you are installing Avigilon Unity Video software for the first time, you will use the Software Manager to download and install all the Avigilon Unity Video applications, add-ons, and select camera firmware at the same time.

To install the software:

1. Download the Software Manager from Software Downloads.

   Depending on your security settings, you may need to copy the Software Manager to another folder.
2. Launch the Software Manager.
3. On the Avigilon Unity Video Software Manager screen, click "Install or Upgrade Applications".
4. (Optional) To view what is new in Avigilon Unity Video, click "View release notes".

Creating a Custom Bundle

If you want to create a custom bundle for installation on an air-gapped system, follow these steps:

1. Ensure you have an internet connection.
2. Launch the Software Manager.
3. On the Avigilon Unity Video Software Manager screen, click "Create a custom bundle".
4. Select the desired applications, add-ons, and camera firmware for the custom bundle.
5. Click "Create bundle" to generate the custom bundle.

Installing Avigilon Unity Video Software on Air-Gapped Computers

If you have a custom bundle and need to install Avigilon Unity Video on an air-gapped system, follow these steps:

1. Copy the custom bundle to the air-gapped system.
2. Launch the Software Manager.
3. On the Avigilon Unity Video Software Manager screen, click "Install or Upgrade Applications".
4. Click "Install from custom bundle" and select the custom bundle file.
5. Follow the on-screen instructions to complete the installation.

Updating Avigilon Unity Video

To update Avigilon Unity Video software:

1. Download the latest version of the Software Manager from Software Downloads.
2. Launch the Software Manager.
3. On the Avigilon Unity Video Software Manager screen, click "Check for updates".
4. If an update is available, click "Update" to start the update process.
5. Follow the on-screen instructions to complete the update.

Updating Your Site Remotely

If you need to update your site remotely:

1. Ensure you have a remote connection to the site.
2. Launch the Software Manager.
3. On the Avigilon Unity Video Software Manager screen, click "Update remote site".
4. Enter the necessary information for the remote site and click "Update".
5. Follow the on-screen instructions to complete the remote update.

Updating Camera Firmware Remotely

To update camera firmware remotely:

1. Ensure you have a remote connection to the site.
2. Launch the Software Manager.
3. On the Avigilon Unity Video Software Manager screen, click "Update camera firmware".
4. Select the cameras for which you want to update the firmware.
5. Click "Update" to start the firmware update process.
6. Follow the on-screen instructions to complete the firmware update.

ACC 7 to Avigilon Unity Video Upgrade

If you are upgrading from ACC 7 to Avigilon Unity Video software:

1. Launch the Software Manager.
2. On the Avigilon Unity Video Software Manager screen, click "Upgrade from ACC 7".
3. Follow the on-screen instructions to complete the upgrade process.

Software Rollback

If you need to roll back the software:

1. Launch the Software Manager.
2. On the Avigilon Unity Video Software Manager screen, click "Rollback software".
3. Select the version you want to roll back to and click "Rollback".
4. Follow the on-screen instructions to complete the rollback process.

Restoring ACC 7 Software on a Computer

If you need to restore ACC 7 software on a computer:

1. Launch the Software Manager.
2. On the Avigilon Unity Video Software Manager screen, click "Restore ACC 7 software".
3. Follow the on-screen instructions to complete the restoration process.

Uninstalling Avigilon Unity Video Software

To uninstall Avigilon Unity Video software:

1. Launch the Software Manager.
2. On the Avigilon Unity Video Software Manager screen, click "Uninstall applications".
3. Select the applications you want to uninstall and click "Uninstall".
4. Follow the on-screen instructions to complete the uninstallation process.

FAQ

Q: What are the system requirements for Avigilon Unity Video software?
A: Avigilon Unity Video software requires Windows 10 build 1607,Windows Server 2016 or later. For a full list of system requirements, please visit **www.avigilon.com**.

Q: How do I install Avigilon Unity Video software for the first time?
A: To install Avigilon Unity Video software for the first time,follow these steps:

1. Download the Software Manager from Software Downloads.
2. Launch the Software Manager.
3. On the Avigilon Unity Video Software Manager screen, click "Install or Upgrade Applications".
4. (Optional) To view what is new in Avigilon Unity Video, click "View release notes".

Avigilon Unity Video Software Manager

This guide runs through installing and upgrading Avigilon Unity Video software using the Software Manager. It covers installing and upgrading software on internet-connected or air gapped systems as well as upgrading on computers on remote sites.

Avigilon Unity Video Installation

If you are installing Avigilon Unity Video software for the first time, you will use the Software Manager to download and install all the Avigilon Unity Video applications, and add-ons, and select camera firmware at the same time. This software requires Windows 10 build 1607, Windows Server 2016 or later. For a full list of system requirements, see **www.avigilon.com**.

NOTE

- If you are setting up an Avigilon NVR, the Avigilon Unity Video software is included on the desktop.
- When you start the NVR, launch AvigilonUnitySetup.exe from within the AvigilonUnity-CustomBundle folder.
- There are two methods of downloading and installation:
- Install or Upgrade option for installing on an internet-connected machine.
- Create a custom bundle option. An internet connection is required to install Avigilon Unity Video or create a custom bundle. After a custom bundle has been created it can be copied to an air-gapped system to install Avigilon Unity Video without an internet connection.

NOTE
When installing the Avigilon Unity Video software:

- Avigilon Appearance Search and Face Recognition require Unity Server and Analytics Add-on.
- License Plate Recognition requires the Unity Server and LPR Add-on.
- The Unity Server includes the Essential Device Firmware package, which is a selection of firmware supporting the most common Avigilon cameras. There is also an option to download the Complete Device Firmware package, which includes all camera firmware. Specific individual camera firmwares can be downloaded from the Partner portal.

Installing Avigilon Unity Video Software

1. Download the Software Manager from Software Downloads.

   Depending on your security settings, to run the installer you may need to copy the Software Manager to another folder.

2. Launch the Software Manager .

3. On the Avigilon Unity Video Software Manager screen, click Install or Upgrade Applications.

4. (Optional) To view what is new in Avigilon Unity Video, click View release notes .

5. Select your applications, and click Next.

6. Click Next to display the Install Location screen.

7. Click Next to display the Select Software Options screen.

8. Review and agree to the license agreement, and then click Next.

9. Review the Confirmation screen, and click Install to start the installation.

   After the installation is complete, an Installation Results screen displays the applications that have been successfully installed. A system reboot may be required during the installation process.

10. Click Finish to exit the Software Manager.

After successfully installing Avigilon Unity Video, apply for licenses for each of the installed products within 30 days.
For more information, see Licensing in the Activate Site Licenses section of the Initial System Setup Guide.
In addition, server storage settings must be configured so that the system can allocate space for storing monitoring data. For more information, see the section on Configuring Server Storage in the Initial System Setup Guide.

Installing Avigilon Unity Video Software on Air-Gapped Computers
For computers without an internet connection, you can create a custom bundle to install Avigilon Unity Video.

1. Download the Software Manager from Software Downloads.

   Depending on your security settings, to run the installer you may need to copy the Software Manager to another drive.

2. Launch the Software Manager on an internet connected machine.

3. On the Avigilon Unity Video Software Manager screen, click Create a Custom Bundle.

4. (Optional) To view what is new in Avigilon Unity Video, click View release notes.

5. Select your applications, and click Next to display the Download Location screen.

6. Click Next to display the Confirmation screen.

7. Review the Confirmation screen, and click Download to begin the download.

8. After the download is complete, click Next to view the Custom Bundle contents or click Finish to exit the Software Manager.

   You can now copy the custom bundle to a USB storage device to install Avigilon Unity Video on another system. For more information, see Launching the Software Manager Included in the Custom Bundle on page 14.

IMPORTANT
Do not alter the contents of a custom bundle after it has been created. If applications need to be added or removed, create a new custom bundle from an internet-connected system. After transferring the custom bundle to the target system, launch the Software Manager inside the custom bundle folder.

Launching the Software Manager Included in the Custom Bundle
After copying a custom bundle to a USB, you can use the bundle to upgrade another system without internet access.

1. Launch the AvigilonUnitySetup.exe in the custom bundle folder.

   IMPORTANT

   Do not launch the Software Manager from any other location.
2. Click Run.
3. Select Install or Upgrade Applications using a Custom Bundle.
4. Click Next to display the Install Location screen.
5. Click Next to display the Select Software Options screen.
6. Click Next, and review and agree to the license agreement, and then click Next.
7. Review the Confirmation screen, and click Install to start the upgrade.

   After the upgrade is complete, a Results screen displays the applications that have been successfully upgraded.
8. Click Finish to exit the Software Manager.

   After successfully installing Avigilon Unity Video, apply for licenses for each of the installed products within 30 days.

Avigilon Unity Video Updates
After installing Avigilon Unity Video on your system, you can update subsequent versions using the internetconnected
Software Manager, using an offline custom bundle, or using the Site Update feature within Unity Client.

Updating Avigilon Unity Video
Use the Software Manager to update your files to the latest version of Avigilon Unity Video.

NOTE
To prevent interruptions to the update, verify your internet connection and avoid connecting to a VPN.

1. From a computer connected to the internet, download the Software Manager from Software Downloads.

   Depending on your security settings, to launch the installer you may need to copy the Software Manager to another drive.
2. Launch the Software Manager .
3. Click Install or Upgrade Applications.
4. (Optional) To view what is new in Avigilon Unity Video, click View release notes.

   You must update all currently installed applications at the same time to ensure compatibility. Optionally, you can install new applications at the same time.
5. Click Next to display the Install Location screen.
6. Click Next to display the Select Software Options screen.
7. Click Next, and review and agree to the license agreement, and then click Next.
8. Review the Confirmation screen, and click Install to start the update.

   After the update is complete, a Results screen appears showing the applications that have been successfully updated.
9. Click Finish to exit the Software Manager.

A restart is not required after the upgrade is complete.

Updating Avigilon Unity Video with a Custom Bundle

1. From a computer connected to the internet, download the Software Manager from Software Downloads. Depending on your security settings, to launch the installer you may need to copy the Software Manager to another drive.
2. Launch the ⬛ Software Manager.
3. Click Create a Custom Bundle.
4. (Optional) To view what is new in Avigilon Unity Video, click View release notes.
5. Select all the applications currently in use on your target site. After the custom bundle is created you will not be able to modify it.
6. Click Next to display the Download Location screen.
7. Review the Confirmation screen, and click Download to begin the download.
8. After the download is complete, click View Custom Bundle to view the custom bundle contents or click Finish to exit the Software Manager.
   You can now copy the custom bundle to a USB storage device to install Avigilon Unity Video on another system. For more information, see Launching the Software Manager Included in the Custom Bundle on page 14.

Launching the Software Manager Included in the Custom Bundle

After copying a custom bundle to a USB, you can use the bundle to upgrade another system without internet access.

1. Launch the ⬛ AvigilonUnitySetup.exe in the custom bundle folder.
   IMPORTANT
   Do not launch the Software Manager from any other location.
2. Click Run.
3. Select Install or Upgrade Applications using a Custom Bundle.
4. Click Next to display the Install Location screen.
5. Click Next to display the Select Software Options screen.
6. Click Next, and review and agree to the license agreement, and then click Next.
7. Review the Confirmation screen, and click Install to start the upgrade.
   After the upgrade is complete, a Results screen displays the applications that have been successfully upgraded.
8. Click Finish to exit the Software Manager.
   After successfully installing Avigilon Unity Video, apply for licenses for each of the installed products within 30 days.

Updating Your Site Remotely

This update method enables you to roll out updates across a site at the same time or in phases, ensuring your servers have minimal downtime during the process.

1. With an internet-connected system, create a custom bundle using the Software Manager. For more information, see Upgrading from ACC 7 to Avigilon Unity Video Software on Air-Gapped Computers on page 14.

   You must update the Client before updating the site using the Client's Site Update feature.

2. In the Unity Video Client software, log in to your site.

3. In the New Task menu ☰, click Site Setup.

4. Click the site name, then click 🏢⊙ Site Update.

5. Click Upload.

   NOTE

   If you exit the Site Update dialog box at any time in this procedure, the upload or upgrade will continue in the background. Because some steps require user interaction, we recommend against closing the dialog.

6. Navigate to the custom bundle, and select the 📄 [SiteUpdate[version].avrsu file to start the software upload.

   The custom bundle must include all applications already present on the site. If applications are missing a warning will be displayed.

   The custom bundle is distributed to all servers in the site, one-by-one, but only applications already installed on a server will be updated.

   If the system detects that a server has insufficient disk space during the upload, distribution, or update process, a warning will be shown and you will be required to free up disk space to continue updating.

   An Update button appears next to each server to indicate that the software is ready to be installed on the server.

7. In the Status column, click Update.

   The Status column displays Updated when a server has been successfully updated. If an update fails on a server, the text Retry is displayed in the Status column.

TIP
After the first server update is complete, verify that all features and functionality work as expected before updating the remaining servers.

Updating Camera Firmware Remotely

Unity Server updates include a selection of camera firmware updates for Avigilon's most popular cameras. If needed,the Complete Camera firmware bundle can be included in your update to update all camera firmware. If you wish to update camera firmware outside of a Unity Server update, the following steps can be used to update individual camera firmwares.

IMPORTANT
Plan to update camera firmware at a suitable time to minimize downtime.

1. Download the firmware FP file from Software Downloads.

2. In the Client software, log in to your site.

3. In the New Task menu ☰, click Site Setup.

4. Click the site name, then click 🏢⊙ Site Update.

5. In the top-right area, click Upload.

6. Click *.fp in the file format drop-down, and select the .fp camera firmware file to start the software upload.

   The camera firmware is distributed to all the servers in the site. An Update button appears next to each server

to indicate that the firmware is ready to be installed on the server.

NOTE

If updating a server with multiple single camera firmware, update each camera firmware individually.

7. In the Status column for a specific server, click Update.

The Status column displays Upgraded when the camera firmware has been successfully installed on the server. Each server then automatically updates applicable cameras connected to it.

ACC 7 to Avigilon Unity Video Upgrade

IMPORTANT

To avoid losing data, first upgrade to ACC 7 before upgrading to Avigilon Unity Video. Also, ensure you have sufficient Smart Assurance Plans before proceeding with the upgrade of the software.

The Software Manager makes it easy to upgrade all of your applications at the same time while retaining existing configuration and data. With this installer, each previously installed application will be upgraded including add-ons and select camera firmware.

NOTE
If you have a system with Microsoft Windows 7 or Windows Server 2012, you should upgrade the operating system before proceeding with the Avigilon Unity Video software upgrade.

Methods of upgrading include:

- Upgrading an internet-connected ACC7 Server using the Software Manager Install or Upgrade option.
- Updating an offline or air-gapped ACC7 Server using the Software Manager Custom Bundle option. Airgapped servers are systems that are not physically connected to the internet and to local area networks.

IMPORTANT
After upgrading, you will need to purchase Smart Assurance Plan licenses to upgrade existing ACC7 licenses, or new Unity channel licenses to use Avigilon Unity Video beyond the 30-day grace period.

NOTE

- Avigilon Appearance Search and Face Recognition require Server and Analytics Add-on.
- License Plate Recognition requires the Unity Server and LPR Add-on.
- Unity Server includes the Essential Device Firmware package, which is a selection of firmware supporting the most common Avigilon cameras. There is also an option to download the Complete Device Firmware package, which includes all camera firmware.
  Specific individual camera firmwares can be downloaded from the Partner portal.

Upgrading from ACC 7 to Avigilon Unity Video Software

WARNING
While the Software Manager preserves your configuration and data, it is advisable to create backups as a precautionary measure.

NOTE

To minimize interruption during the upgrade, verify your internet connection and avoid connecting to a VPN.

1. From a computer connected to the internet, download the Software Manager from Software Downloads. Depending on your security settings, to launch the installer you may need to copy the Software Manager to another drive.

2. Launch the Software Manager.

3. Click Install or Upgrade Applications.

4. (Optional) To view what is new in Avigilon Unity Video, click View release notes.

   Only applications that were previously installed on the computer will be upgraded.

5. Click Next to display the Install Location screen.

6. Click Next to display the Licenses screen.

7. Click Next to display the Select Software Options screen.

8. Click Next, and review and agree to the license agreement, and then click Next.

9. Review the Confirmation screen, and click Install to start the upgrade. If a software rollback occurs during the upgrade process, see Software Rollback below.

   After the upgrade is complete, a Results screen displays the applications that have been successfully upgraded.

10. Click Finish to exit the Avigilon.

11. Ensure licenses are reactivated.

Software Rollback
In the event of a software rollback, you can do one of the following:

- Check your internet connection to ensure that the download is not being interrupted, and try running the Software Manager again. If the installation still fails to install all the components, download the logs to share with Avigilon Customer Support.

- Choose to download the custom bundle. For more information, see Upgrading from ACC 7 to Avigilon Unity Video Software on Air-Gapped Computers on the next page.

- Resort to reinstalling ACC 7 applications. For more information, see Restoring ACC 7 Software on a Computer on page 16.

   Upgrading from ACC 7 to Avigilon Unity Video Software on Air-Gapped Computers

   To upgrade air-gapped computers without an internet connection, you can download a custom bundle on a computer with an internet connection. Then you can transfer the custom bundle to air-gapped computers.

WARNING
While the Software Manager preserves your configuration and data, it is advisable to create backups as a precautionary measure.

1. From a computer connected to the internet, download the Software Manager from Software Downloads. Depending on your security settings, to launch the installer you may need to copy the Software Manager to another drive.

2. Launch the Software Manager.

3. Click Create a Custom Bundle.

4. (Optional) To view what is new in Avigilon Unity Video, click View release notes.

5. Click Next to display the Download Location screen.

6. Review the Confirmation screen, and click Download to begin the download.

7. After the download is complete, click View Custom Bundle to view the custom bundle contents or click Finish to exit the Software Manager.

   You can now copy the custom bundle to a USB storage device to install Avigilon Unity Video on another system. For more information, see Launching the Software Manager Included in the Custom Bundle below.

Launching the Software Manager Included in the Custom Bundle
After copying a custom bundle to a USB, you can use the bundle to upgrade another system without internet access.

1. Launch the ![icon] AvigilonUnitySetup.exe in the custom bundle folder.

   IMPORTANT

   Do not launch the Software Manager from any other location.

2. Click Run.

3. Select Install or Upgrade Applications using a Custom Bundle.

4. Click Next to display the Install Location screen.

5. Click Next to display the Select Software Options screen. 6.

   Click Next, and review and agree to the license agreement, and then click Next.

6. Review the Confirmation screen, and click Install to start the upgrade.

   After the upgrade is complete, a Results screen displays the applications that have been successfully upgraded. 8.

   Click Finish to exit the Software Manager.

   After successfully installing Avigilon Unity Video, apply for licenses for each of the installed products within 30 days.

Restoring ACC 7 Software on a Computer

If a software rollback occurred during the upgrade process using the Software Manager, you can restore ACC 7 files on your computer.

1. Launch the ![icon] Software Manager.

   You will uninstall the installed Avigilon Unity Video components first.

2. Click Uninstall Applications, and click Next.

3. Click Uninstall. This may take a few moments.

   A confirmation screen displays all the applications that have been removed.

4. Click Finish to exit the Software Manager.

5. Manually reinstall all the ACC 7 applications.

6. Restore your backup settings. 7.

7. Reactivate your License Activation IDs.

Uninstalling Avigilon Unity Video Software

1. From the START menu, launch the Avigilon Unity Video Software Manager.
2. Click Uninstall Applications.
3. Choose the applications that you would like to uninstall.

   If the option to remove the Avigilon Unity Video Server is selected, the system will ask if you want to remove all configuration data.
4. Click Next.

   A confirmation screen displays all the products that will be uninstalled. After the Software Manager begins uninstalling the software, you will be unable to cancel.
5. Click Uninstall. This may take a few moments.

   A confirmation screen displays all the applications that have been removed.
6. Click Finish to exit the Software Manager.

More Information & Support
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**.

More Information & Support

Documents / Resources

AVIGILON Unity Video Software Manager [pdf] User Guide
Unity Video Software Manager, Video Software Manager, Software Manager, Manager

References

- **Λ End-to-End Security Solutions | Avigilon (Openpath & Ava)**
- **⬡ Avigilon Support Community**
- **⬡ Avigilon Support Community**
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- **Λ Software Downloads**
- **Ⓜ Solving for Safer - Motorola Solutions**
- **User Manual**