SureStream

Smart Client User Guide

Vega Systems Inc.,
1999 S Bascom Ave #700,
Campbell, CA 95008
USA
info@vega25.com

Version 3

Introduction 4

Use Cases 4

Step 1: Set Up SureStream Views and Add Cameras 4

- Setup a SureStream View 4
- Add the SureStream plugin to each viewer of a view 6
- Select Cameras 6
- Verify Live Video 7
- Add as many SureStream Views as needed 8

Step 2: Use the Native XProtect view during normal operation 8

Step 3: Switch to SureStream during catastrophic server failure events 10

Step 4: Switch Back to the native view after XProtect Servers are fixed/restored 11

Other Features 12

- PTZ 12
- Toggle Streaming 12
- Playback 13

Live Stream Error Cases 14

- Unreachable Camera 14
- Unicast HTTP port error 15
- Multicast HTTP port error 16
- Multicast RTSP port error 17
- Multicast RTP port error 18
- Multicast IGMP Query issue 19

Contact Us 20

Version

#	Date	Comments
1	3/18/21	

Introduction

This document is meant as a user guide for security operators that monitor live feeds from cameras using the XProtect Smart Client.

It is assumed that all SureStream live video configurations have been completed by the security system administrator on the XProtect Management Server machine. It is also assumed that SureStream has been pre-installed on the Smart Client machine.

Use Cases

The primary use case of SureStream is to view the live video directly from cameras if XProtect VMS servers have suffered a failure, are offline, are undergoing software or hardware updates, etc. In any of the cases mentioned above, the video will not be available from recording servers, leading to catastrophic surveillance failure.

SureStream allows operators to fetch and view the live video directly from cameras at the Milestone Smart Client. Operators can keep basic surveillance up, while servers are being fixed. Server failure does not lead to surveillance failure.

Once servers are back offline, users switch back to the native Smart Client view with default Milestone XProtect functionality.

Step 1: Set Up SureStream Views and Add Cameras

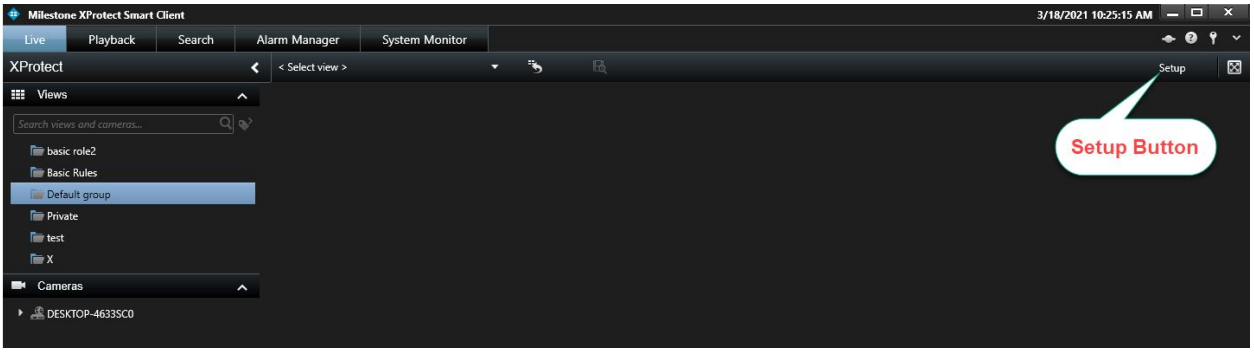
When a SureStream enabled SmartClient is used for the first time, it is recommended that the user set up one or more, clearly marked Smart Client views for SureStream, and add all cameras that the user might want to view live video from.

This step must be performed while XProtect servers are running normally.

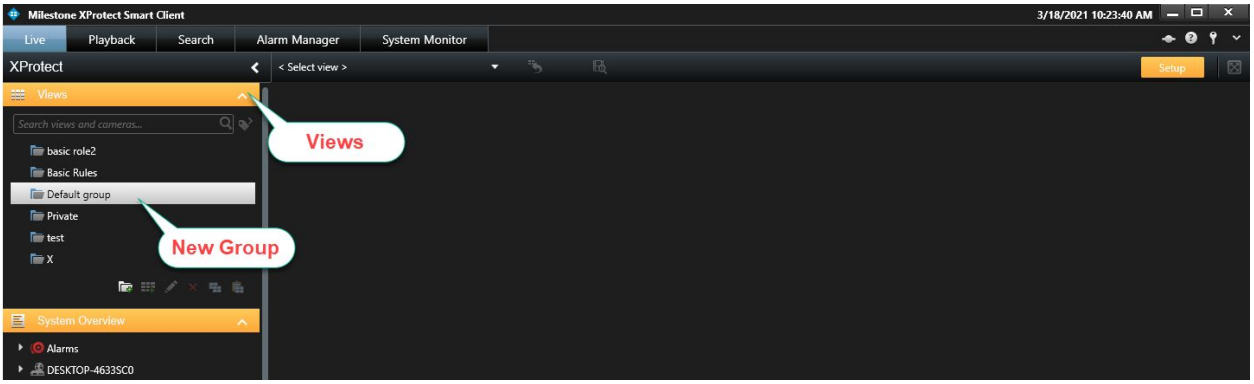
Setup a SureStream View

Follow the instructions below to do this:

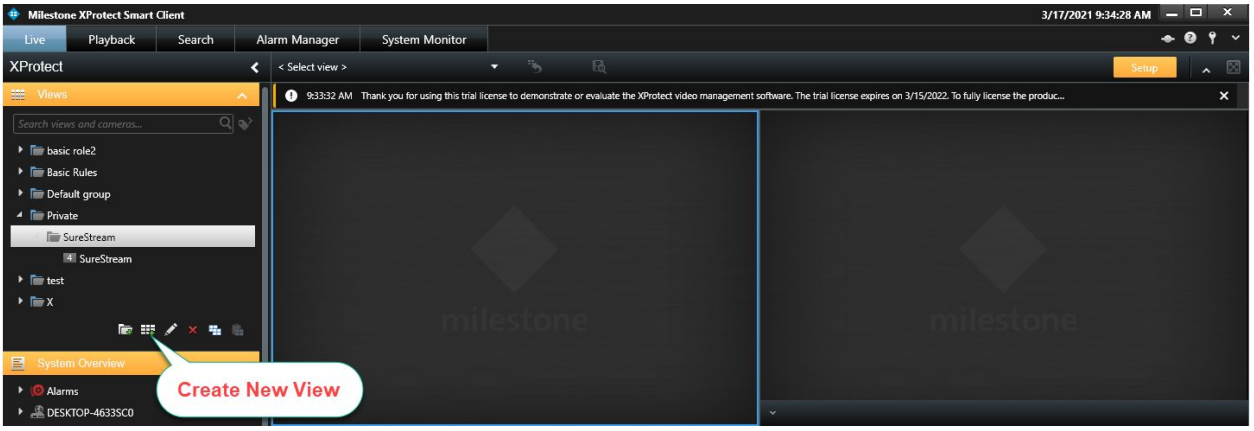
1. Open the "Smart Client" application.
2. Login. Click on the "Setup" button.



3. Goto "Views" and click on "New Group".

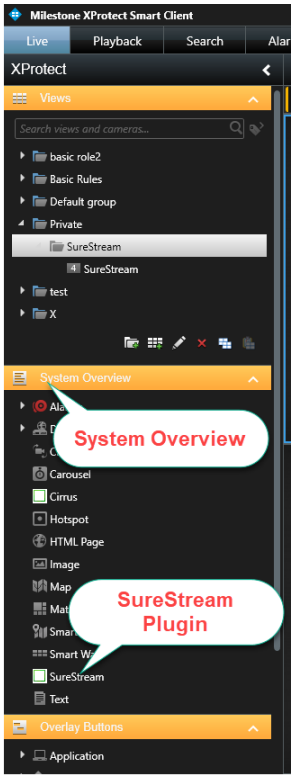


4. Click on "Create New View", name the new view and then select the view.

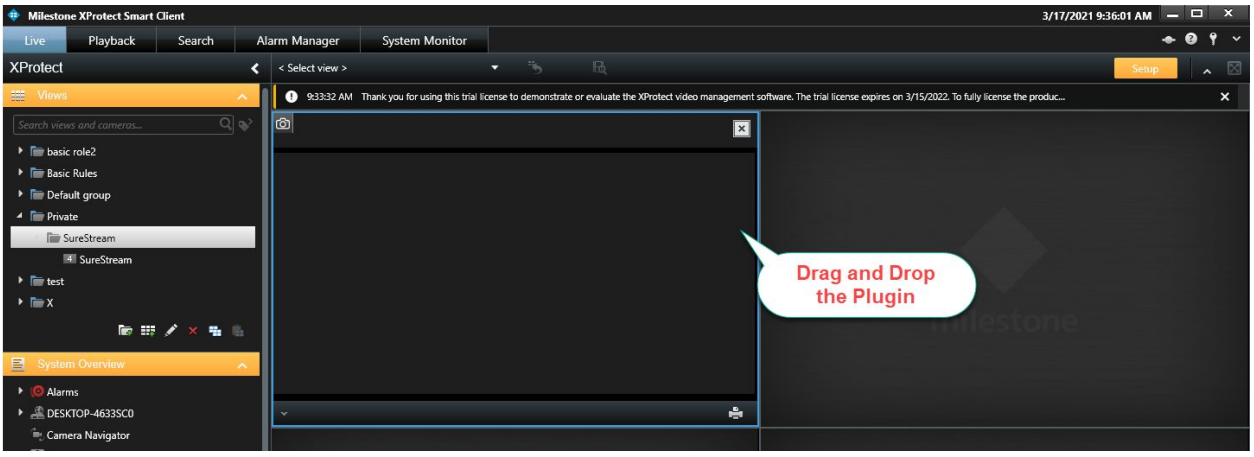


Add the SureStream plugin to each viewer of a view

1. Goto "SureStream" in the "System Overview" tab.



2. Drag and Drop the "SureStream" plugin to a window in the new view.

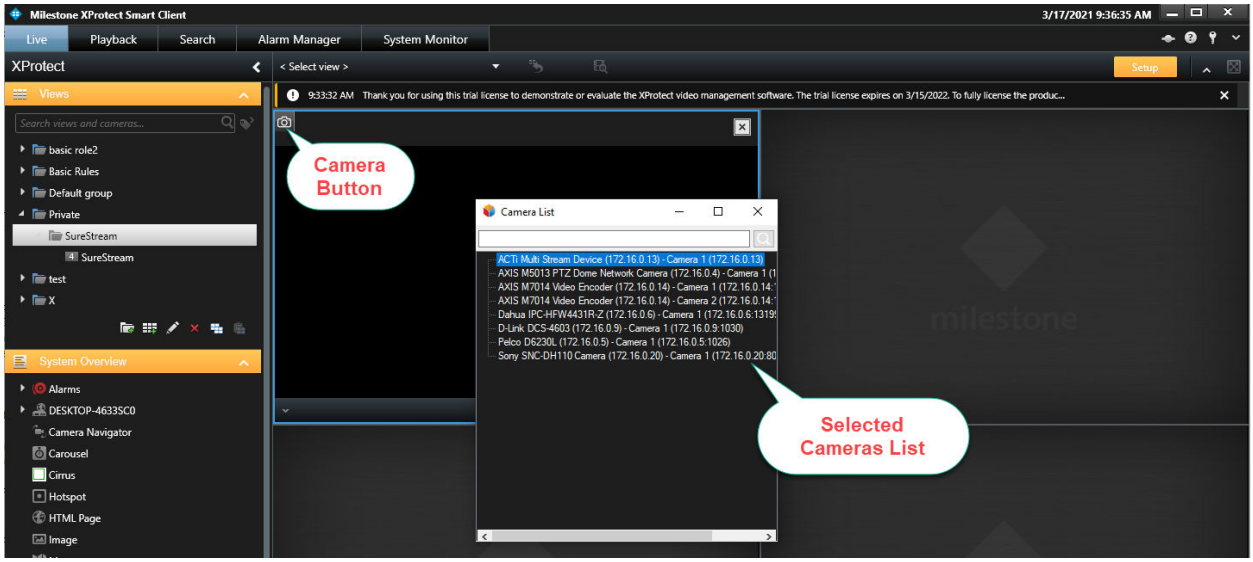


3. Repeat and add the plugin for all windows in the created view. (ex - for a 2 X 2 view, the user needs to drag and drop the plugin for all 4 views individually).

Select Cameras

Select a camera that each window in a view needs to stream from:

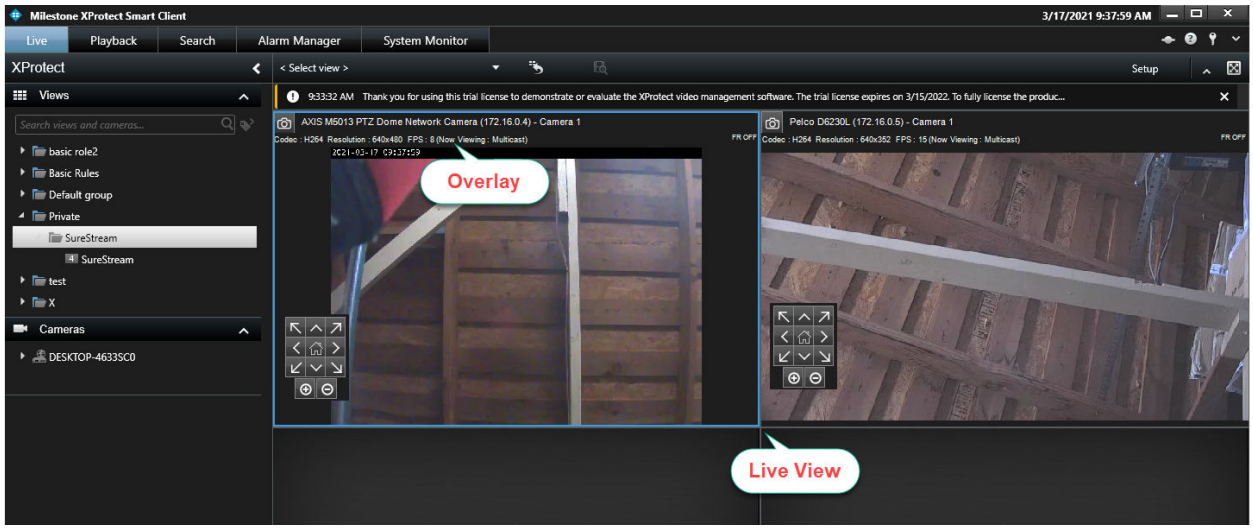
1. Click the camera icon, in the top-left corner in a view window.
2. A list of cameras pops up. This is the list available for the user to stream from and this corresponds to the cameras allowed for the logged-in user.



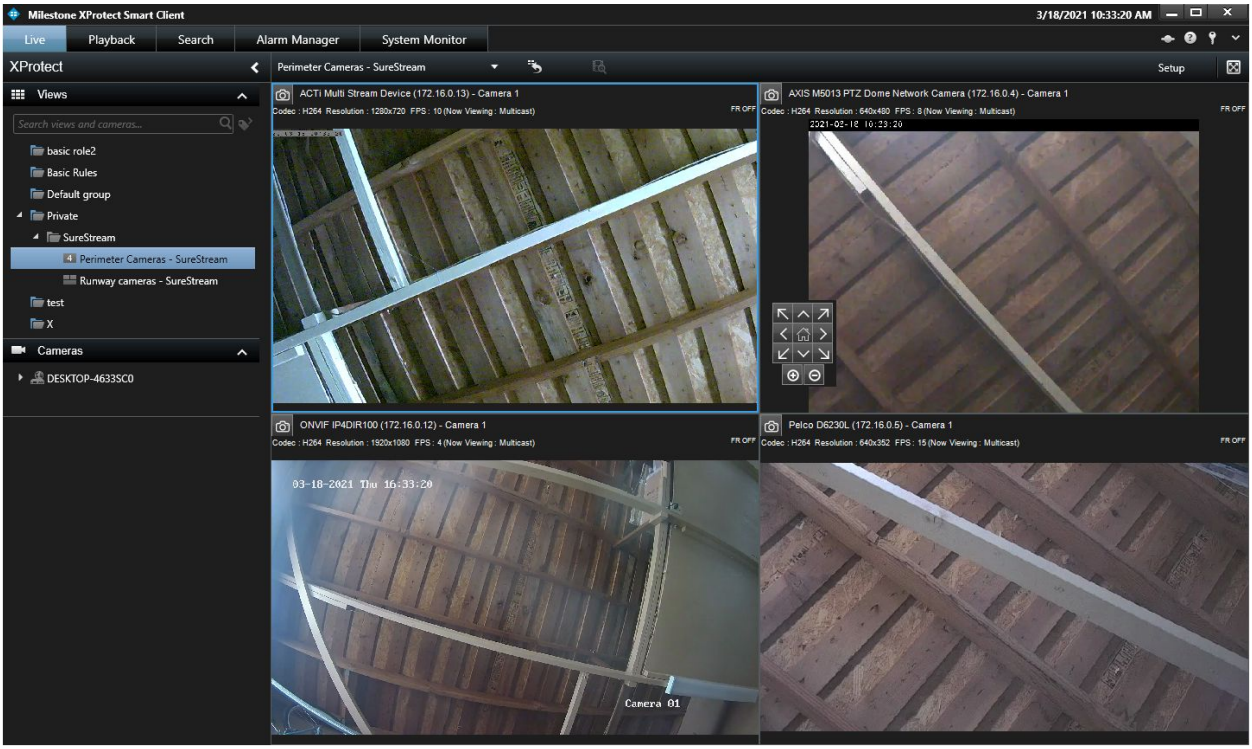
3. Double click on the needed camera in the list to select it.
4. Repeat at other windows.

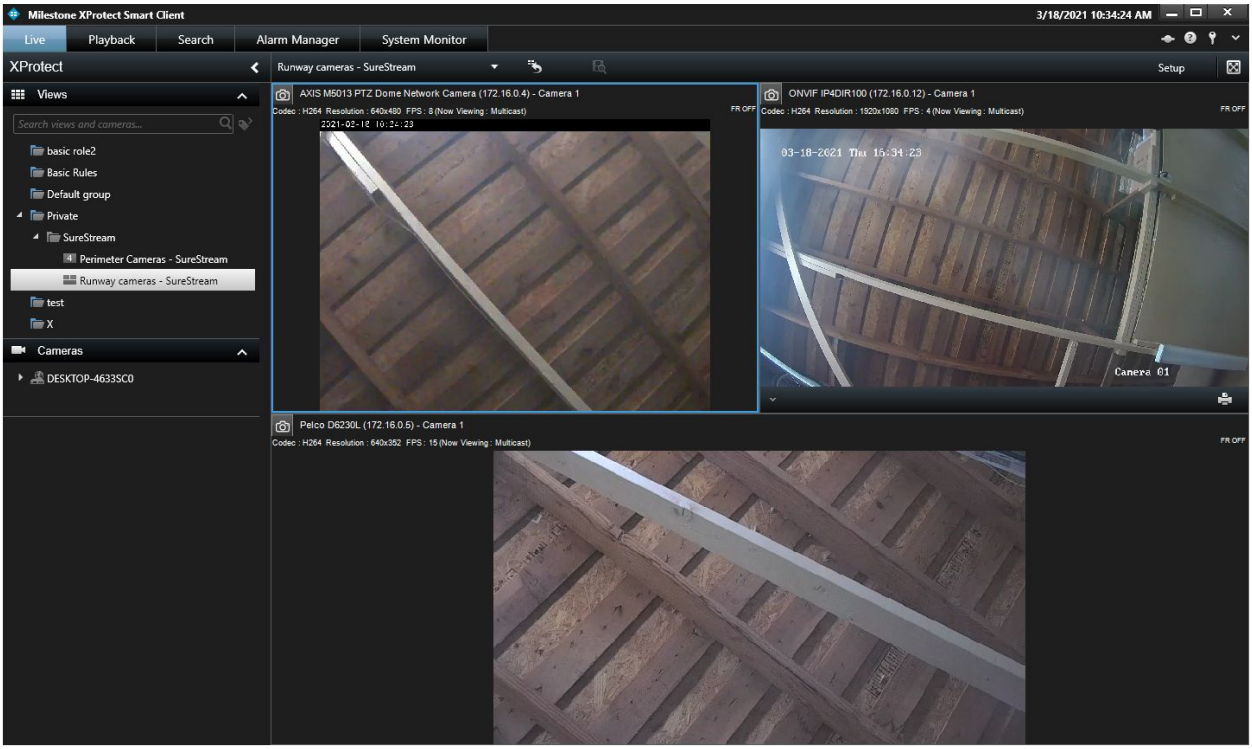
Verify Live Video

1. You should now be able to see live videos from each stream. This is fetched directly from cameras and does not go through the recording server.



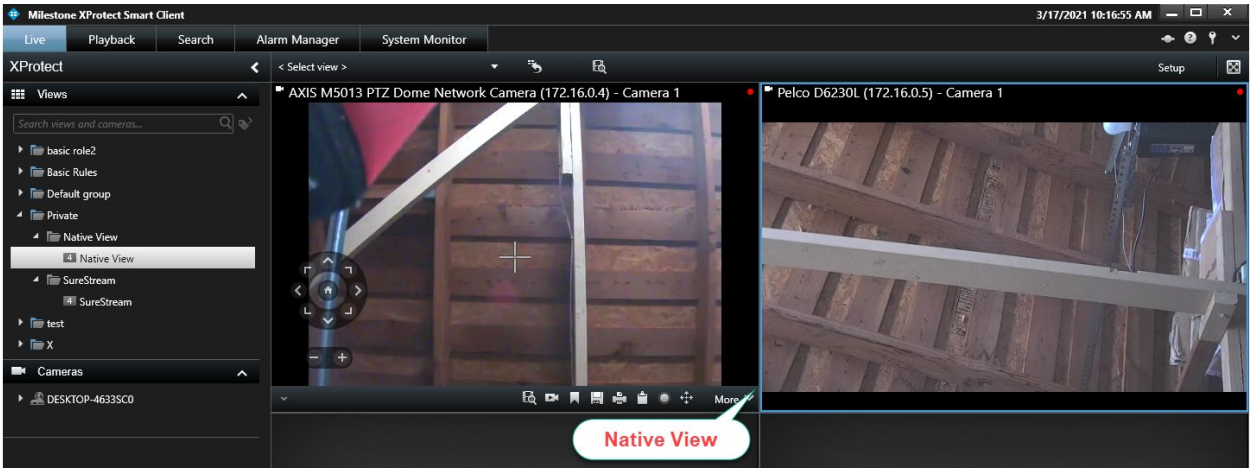
Add as many SureStream Views as needed





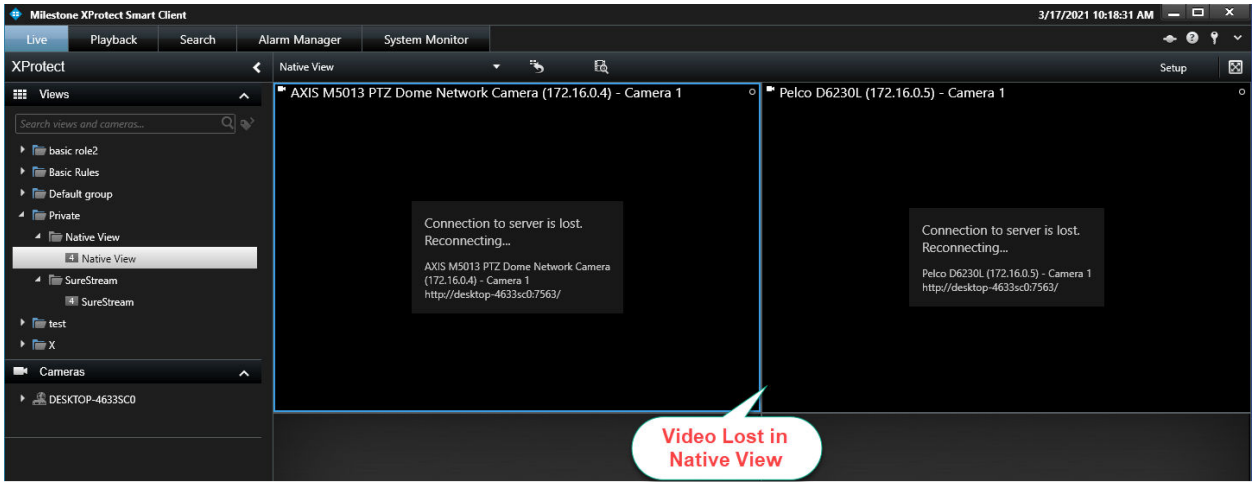
Step 2: Use the Native XProtect view during normal operation

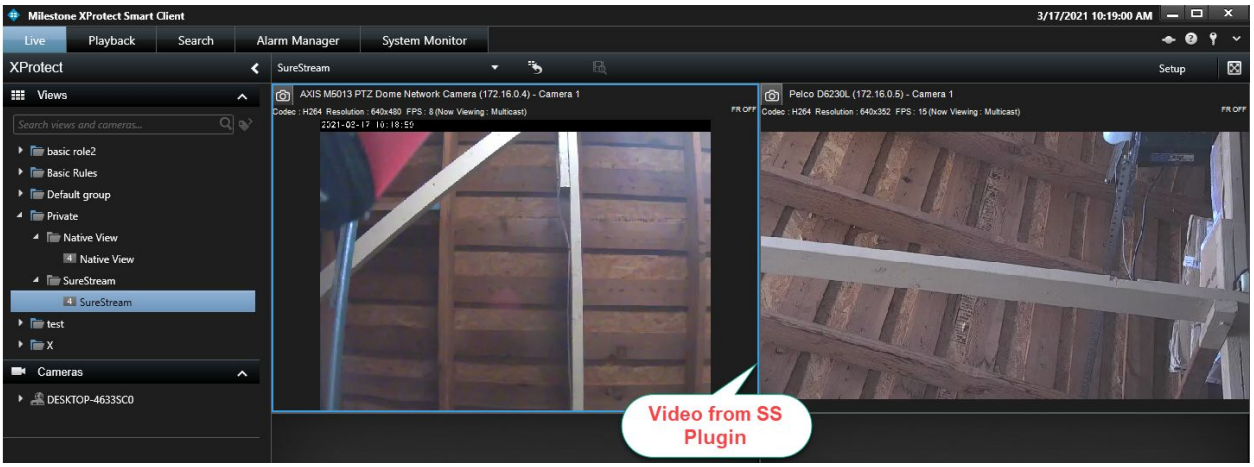
Use of native XProtect functionality is recommended during default operation to enjoy the full feature set provided by xProtect.



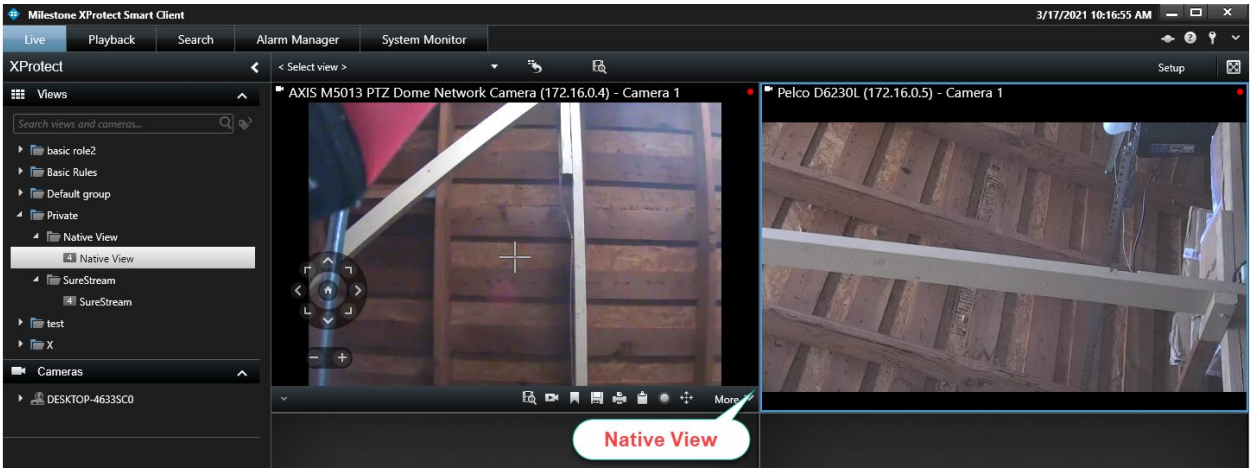
Step 3: Switch to SureStream during catastrophic server failure events

1. If there is a catastrophic failure of XProtect servers, logged-in Smart Clients cannot get either live or archived video.
2. In this case, **DO NOT LOG OUT OF THE SMART CLIENT**.
    a. If the Management Server has failed, the user will not be able to log back in.
3. Instead, switch to a SureStream view in the Smart Client.
4. In this view, each window fetches live video directly from cameras.
5. Surveillance is kept operational while servers are being fixed.





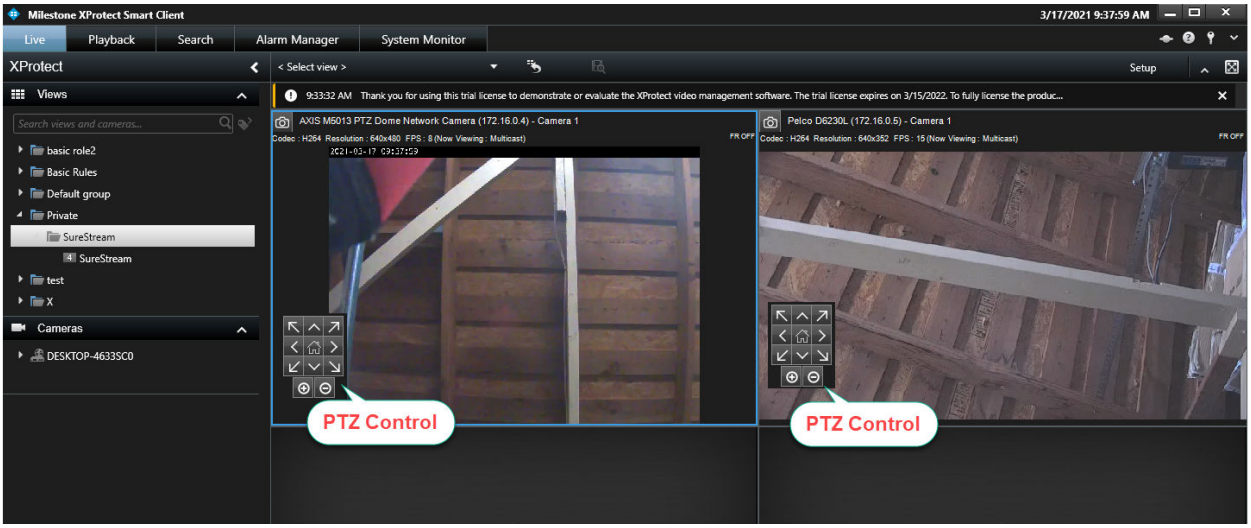
Step 4: Switch Back to the native view after XProtect Servers are fixed/restored



Other Features

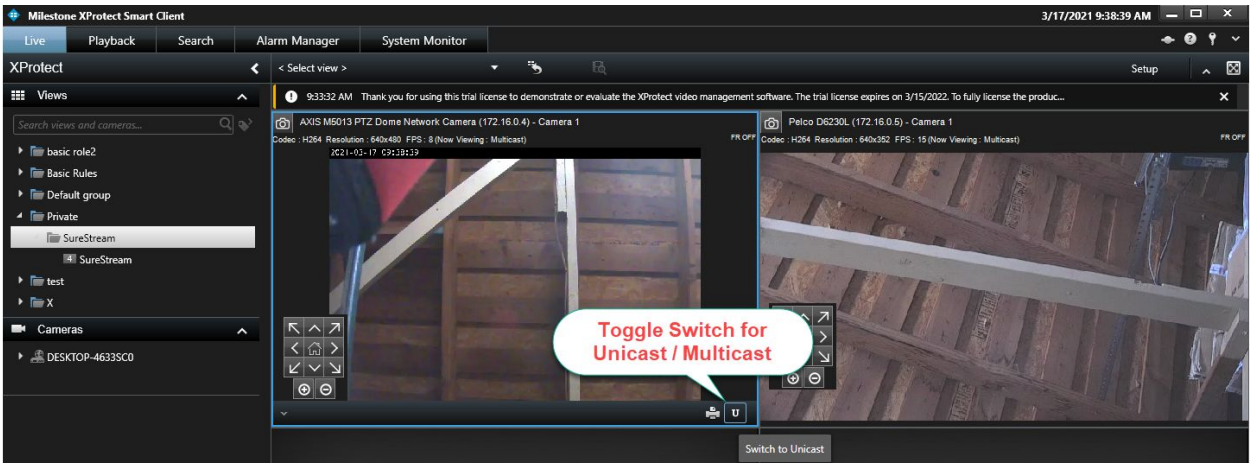
PTZ

If a camera supports PTZ functionality, a PTZ control is displayed.



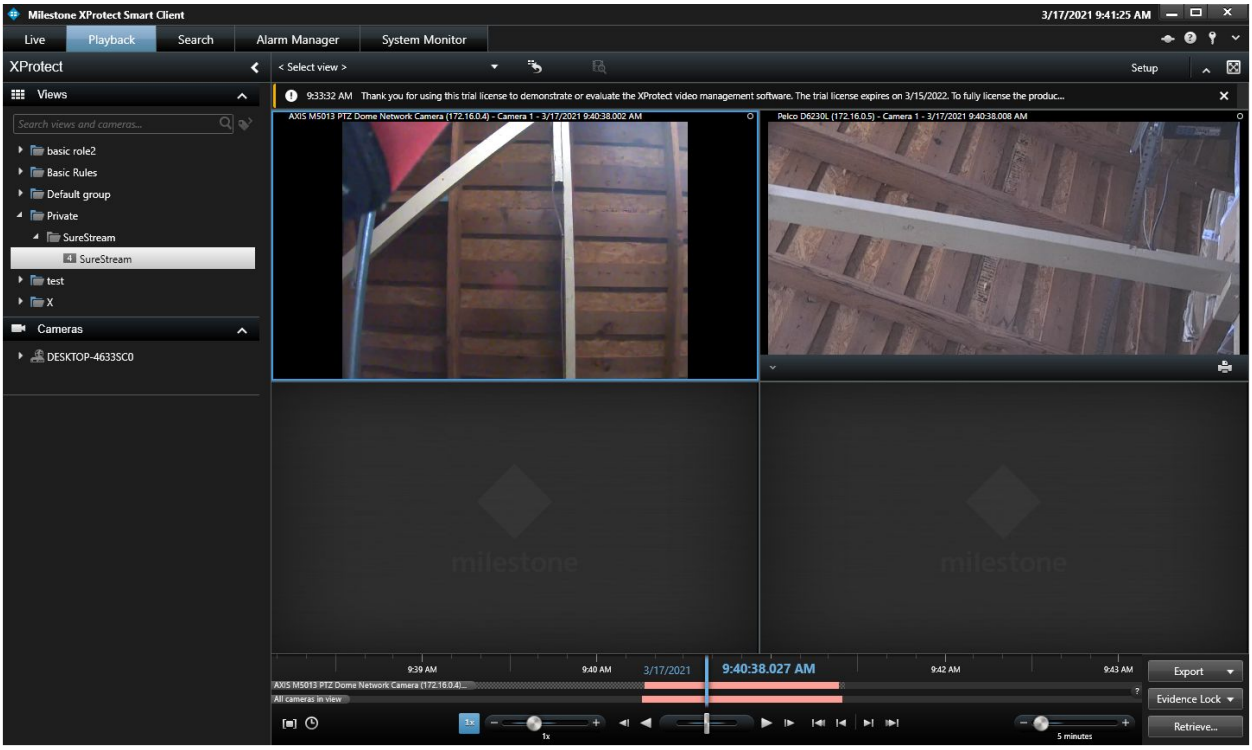
Toggle Streaming

The toggle switch could be available in the toolbar to switch the stream from Unicast to Multicast or Multicast to Unicast. For this to be available, the administrator must have configured SureStream to stream in the “either” mode.



Playback

While viewing the live video in a SureStream plugin window, if one moves to the playback mode, the playback video is fetched from the recording server. The recording server needs to be functioning and this will not work during server failures.

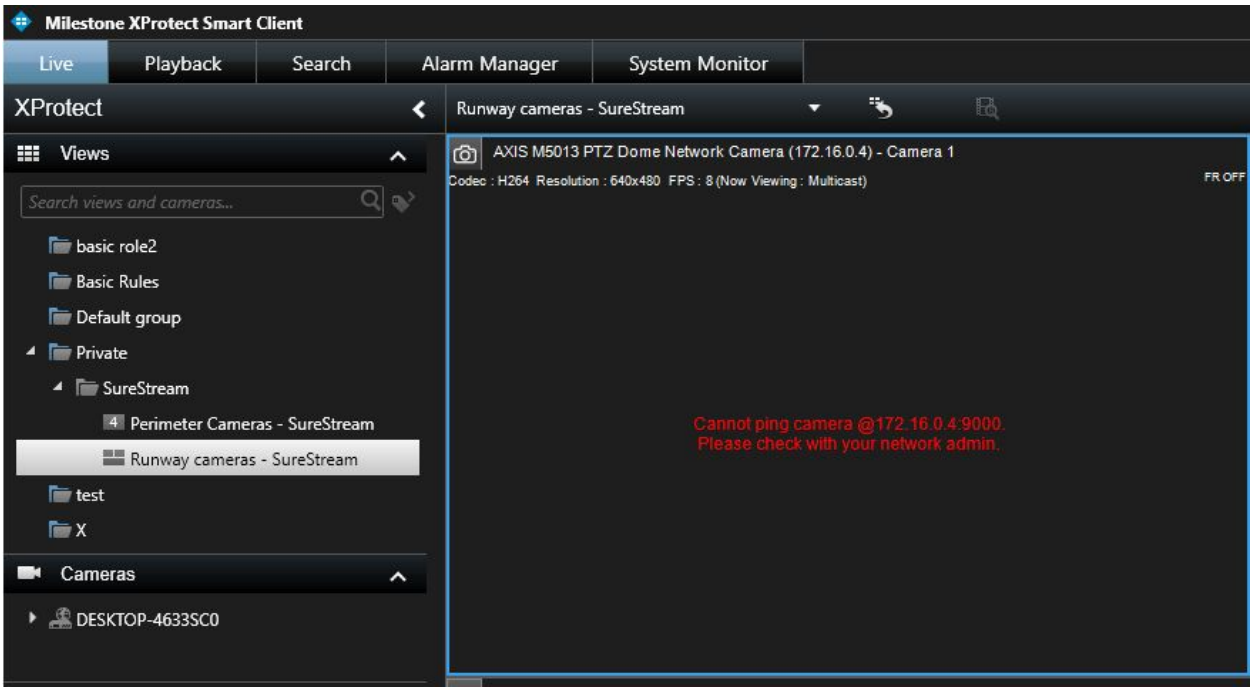


Live Stream Error Cases

Contact the system administrator if the following errors are seen. These are indicative of network/port issues.

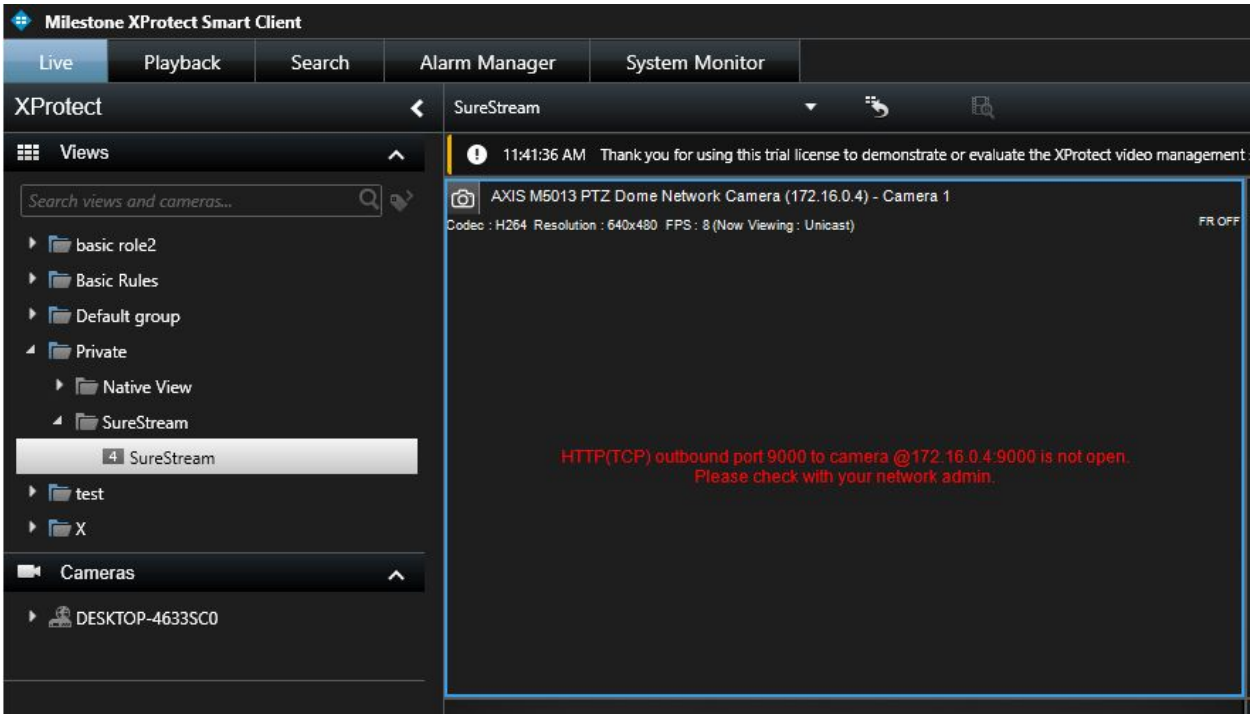
Unreachable Camera

If a camera is offline or unreachable, SureStream displays the following message.



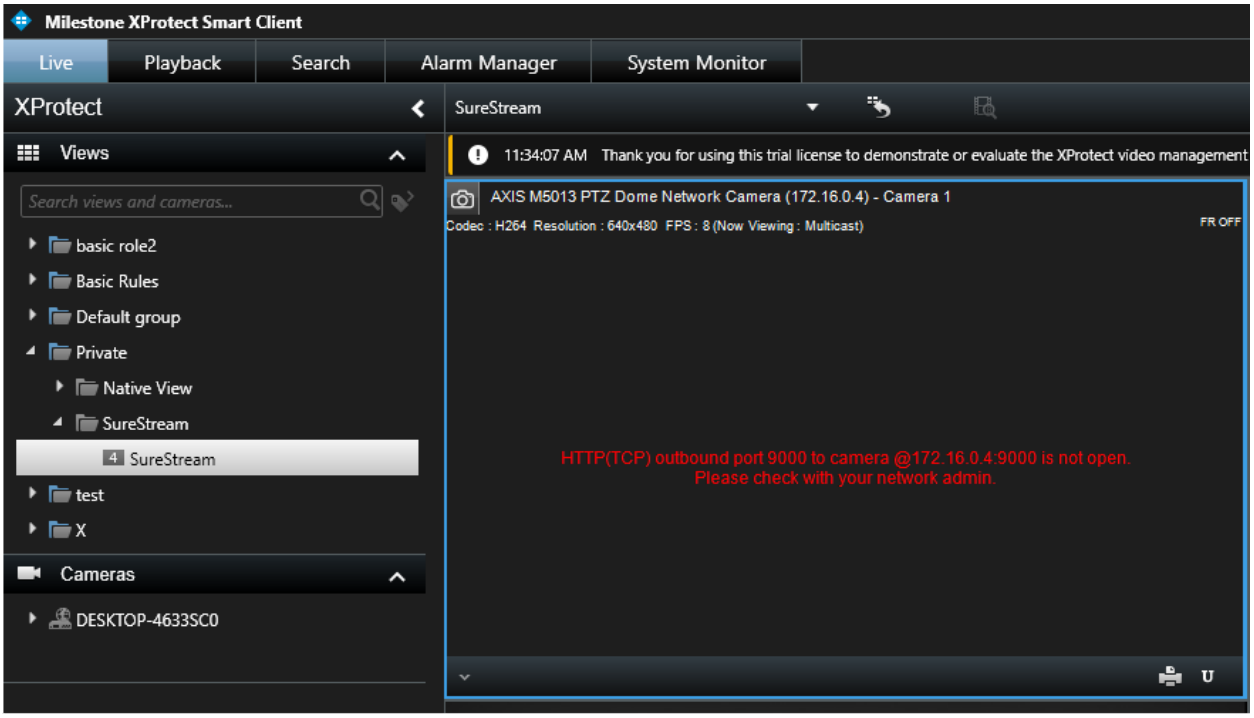
Unicast HTTP port error

The image below shows the error message seen if the HTTP port is not open while streaming Unicast Video within the SureStream viewer. Since all communication is tunneled over HTTP, neither control nor video data communication is possible if the HTTP port is blocked. Contact the system administrator.



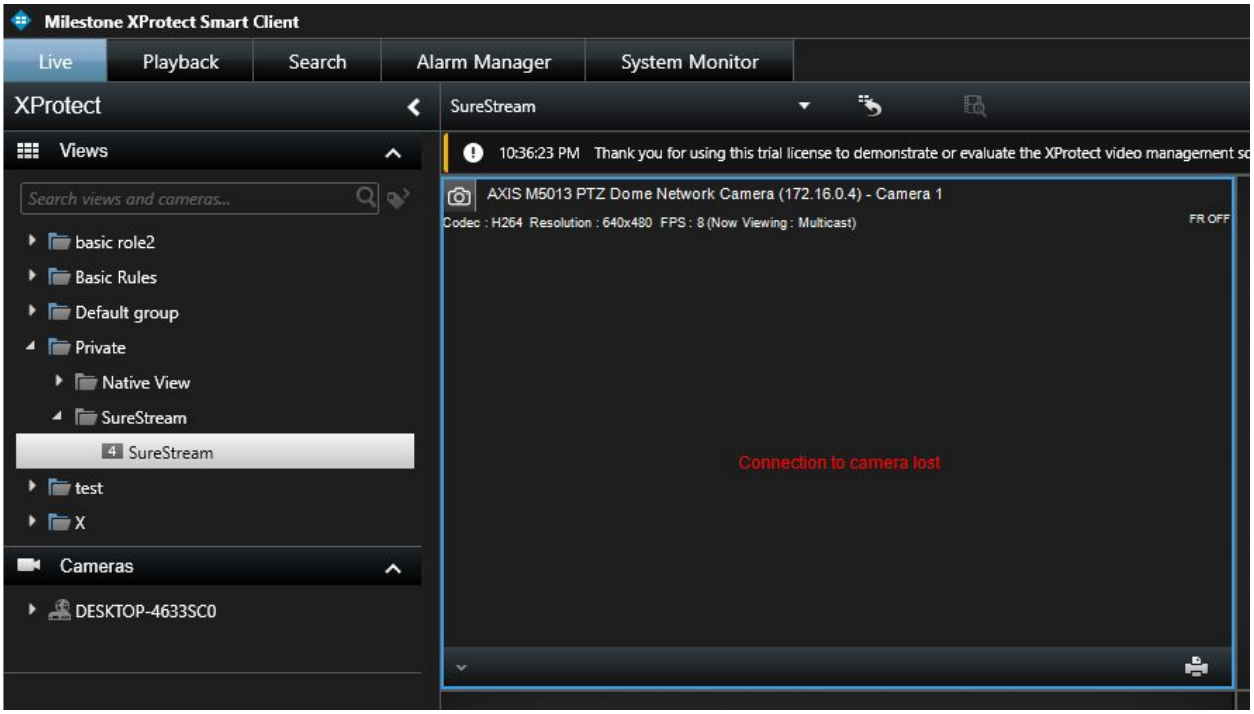
Multicast HTTP port error

The image below shows the error message seen if the HTTP port is not open while streaming Multicast Video within the SureStream viewer. Contact the system administrator.



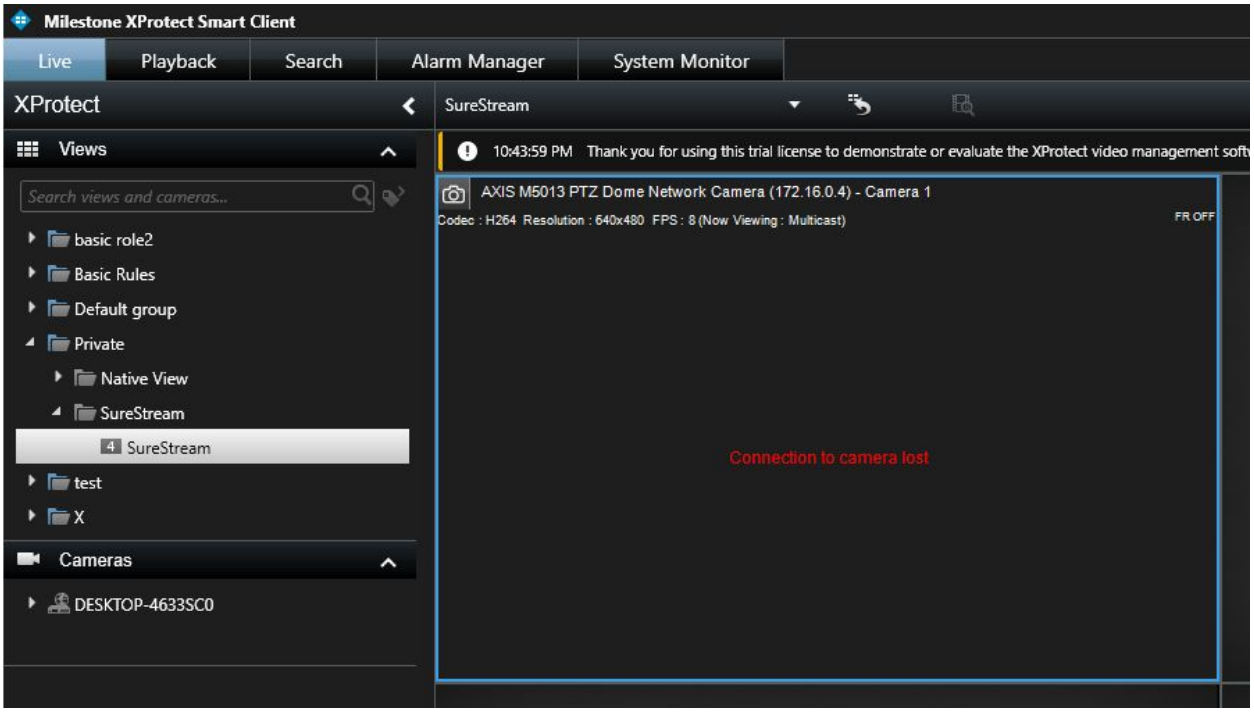
Multicast RTSP port error

The image below shows the error message seen if the RTSP port is not open while streaming Multicast Video within the SureStream viewer. Contact the system administrator.



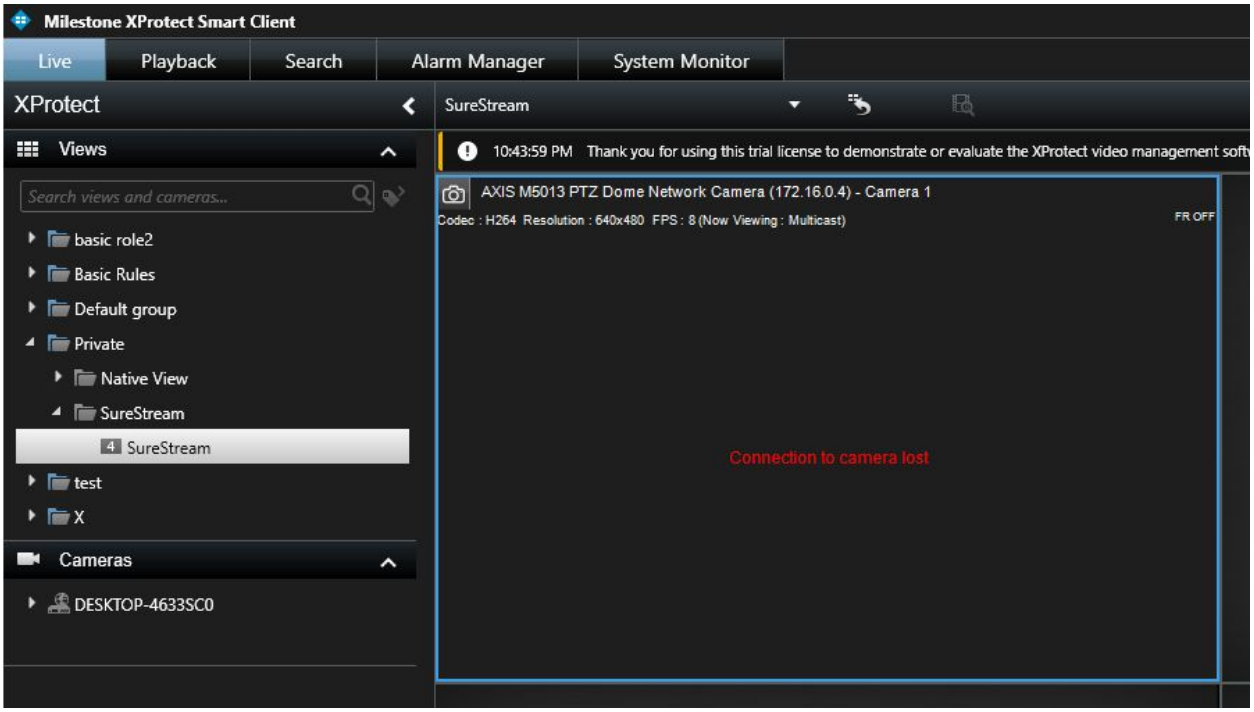
Multicast RTP port error

The image below shows the error message seen if the RTP port is not open while streaming Multicast Video within the SureStream viewer. Contact the system administrator.



Multicast IGMP Query issue

If an IGMP querier is not configured on the network, the live video starts in the smart client but stops after some time. If the video is re-started either by re-selecting the camera or re-logging into the Smart Client, the same behavior repeats.



Contact Us

Vega Systems Inc.,
1999 S Bascom Ave #700,
Campbell, CA 95008
USA
sales@vega25.com