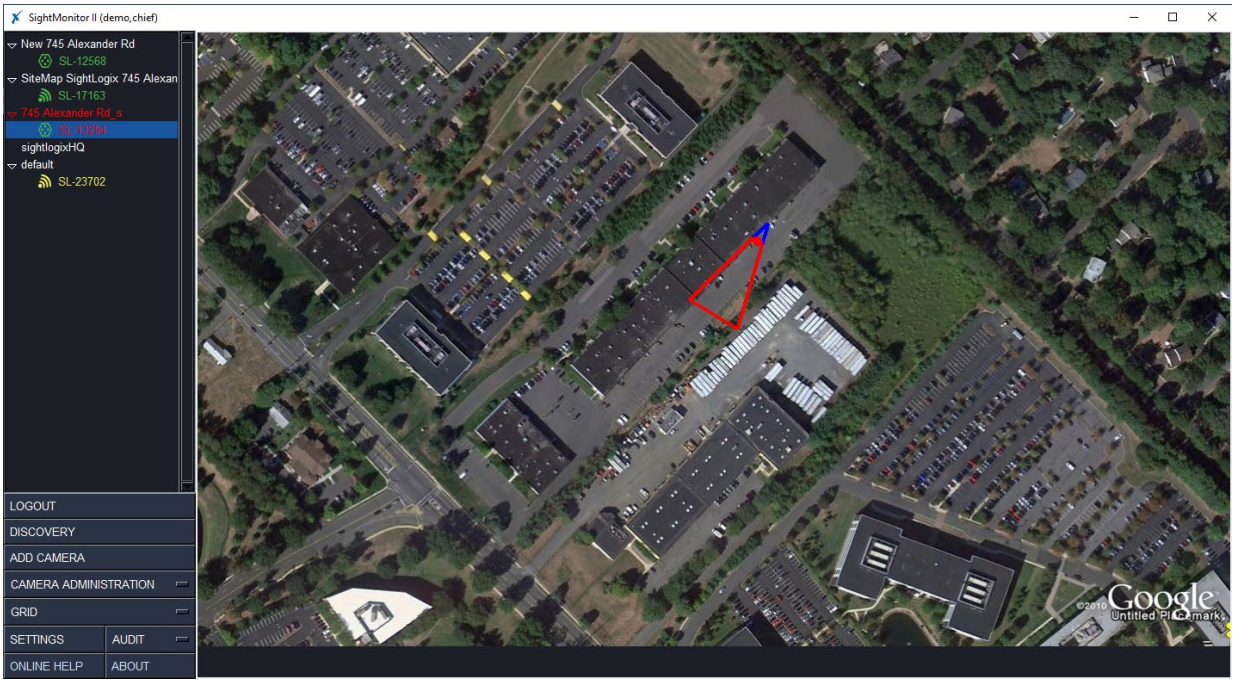
sightlogix
making outdoor video…smarter

# SightMonitor II Installation Guide




## For SightSensor & SightTracker

SightSensor Firmware 16.2 and later

**Support Resources:**
**http://portal.sightlogix.com**

SightLogix, Inc.
745 Alexander Rd
Princeton, NJ 08540

www.sightlogix.com | support@sightlogix.com

P/N 8-9000009-008

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SightMonitor II Installation Guide
Made in the USA.

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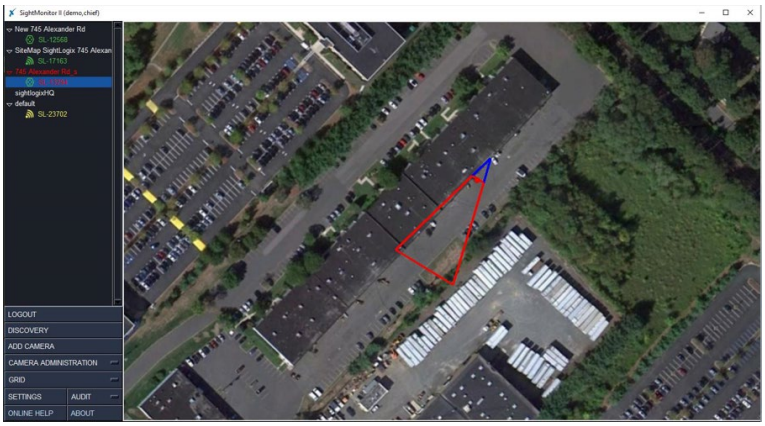
# GETTING STARTED

# ABOUT SIGHTMONITOR II

SightMonitor II is a Windows-based site management and target display tool for the SightLogix smart thermal camera system.




SightMonitor provides two key functions:

**Site Management** - A single interface to apply site-wide management tasks for devices that have been set up using WebConfig (ideally). You can also use SightMonitor II to directly access each device's WebConfig page.

**Target Location** - Detected targets that violate alarm policies can be overlaid on an aerial image of the site to visually show their location as they move in real time. SightMonitor II also accurately represents the location of SightLogix devices and their detection zones. The result is a powerful situational awareness capability for SightLogix sites under security management.

SightMonitor II is the second generation of SightMonitor. The original version, SightMonitor Classic, is a Java-based client-server model that is used to calibrate, configure settings, and display targets, with all parameters stored in its local database.

With SightMonitor II, calibration and configuration settings are performed using WebConfig, with their settings stored inside each SightLogix device. This makes SightMonitor II faster to install, load, and use.

SightMonitor II requires at least one instance of the application on the network. The application supports Chief class accounts with full rights, Admin class accounts with camera administration rights, and Guard class accounts with view-only access.

# GENERAL INFORMATION

This guide describes the basic installation and use of SightMonitor II.

Supported devices include SightSensor smart detection cameras and SightTracker PTZ controllers capable of running 15.12 or later firmware, which have been calibrated using the GPS Maps Calibration in WebConfig (recommended) or the original version of SightMonitor.

- Refer to the SightLogix Support Portal (https://portal.sightlogix.com/help/getting-started-web-config) for more details, including:
    - Installing a SightSensor or SightTracker

  - Calibrating a SightSensor/SightTracker
  - Defining video analytic rules
  - Setting up a SightTracker to automatically control a PTZ camera
  - Fine-tuning your calibration
  - Troubleshooting common issues
- If you need help during the installation process, contact SightLogix at +1 609.951.0008 option 2 or support@sightlogix.com.

## Required Materials

The following items are required to use SightMonitor II:

- A SightLogix device running 15.12 firmware, ideally configured using WebConfig and the GPS Maps calibration procedure.
  - SightSensors calibrated using Quick Calibration in WebConfig **can be** used with SightMonitor II. In this case, the device will be added to the Default site, its icon will be yellow, and SightMonitor II will not display targets moving in real time across the site map. All other site management features of SightMonitor II will work.
  - Steps for using the GPS Maps Calibration with WebConfig are available in the *SightLogix WebConfig Installation Guide,* available at https://portal.sightlogix.com/help/webconfig-docs
  - Optionally, SightMonitor II can be used with SightLogix devices that have been calibrated using the classic version of SightMonitor. Refer to *Migrating Devices from Classic SightMonitor to SightMonitor II* for more information.
- A PC with a 2 GHz dual-core processor with at least 4GB of memory (ideally, 16GB or more) running one of the following: Windows 10 Professional, Windows 11 Professional or Windows Server 2019.
- IP network. 100 Mbps and faster networks are required.
- A monitor for displaying the SightMonitor application.

# INSTALLING YOUR SOFTWARE

# INSTALLATION STEPS

## 1. Install SightMonitor Software

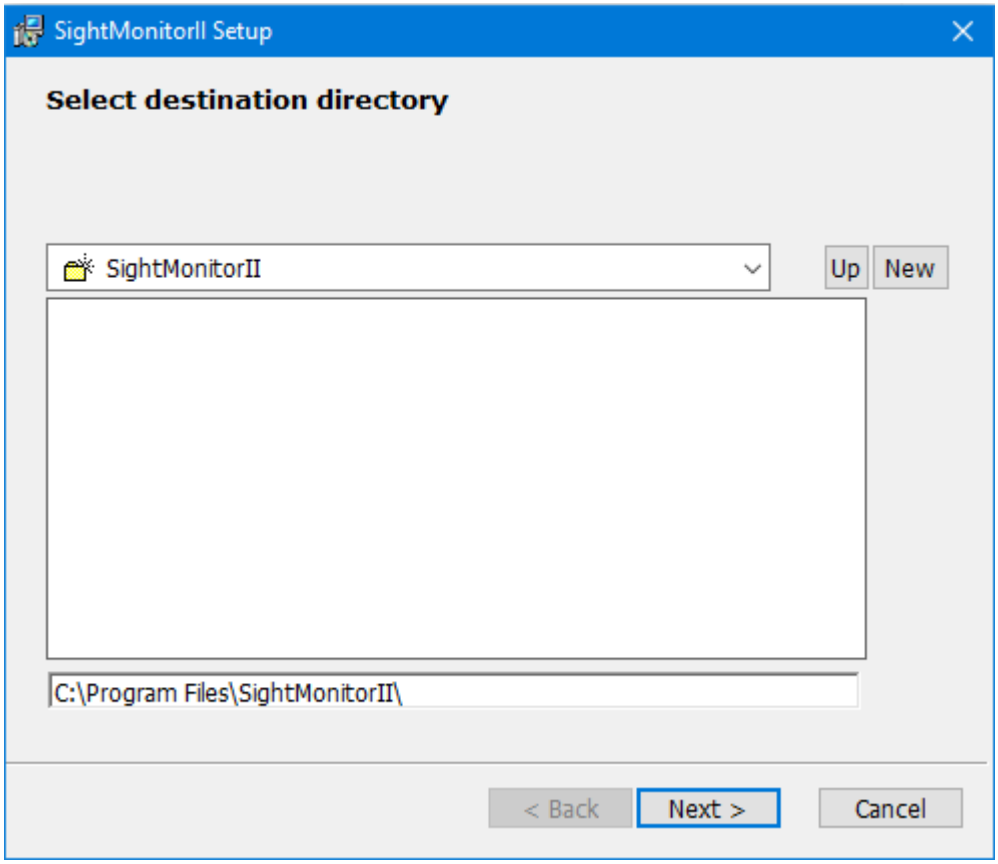
- Copy the contents of the SightLogix software or download the software provided to you by a SightLogix representative to a folder on your workstation.

**Note:**

We recommend installing SightLogix software from a folder on your PC, and not from the CD. Also note that the included license file is a zipped archive and **must stay zipped** for use.

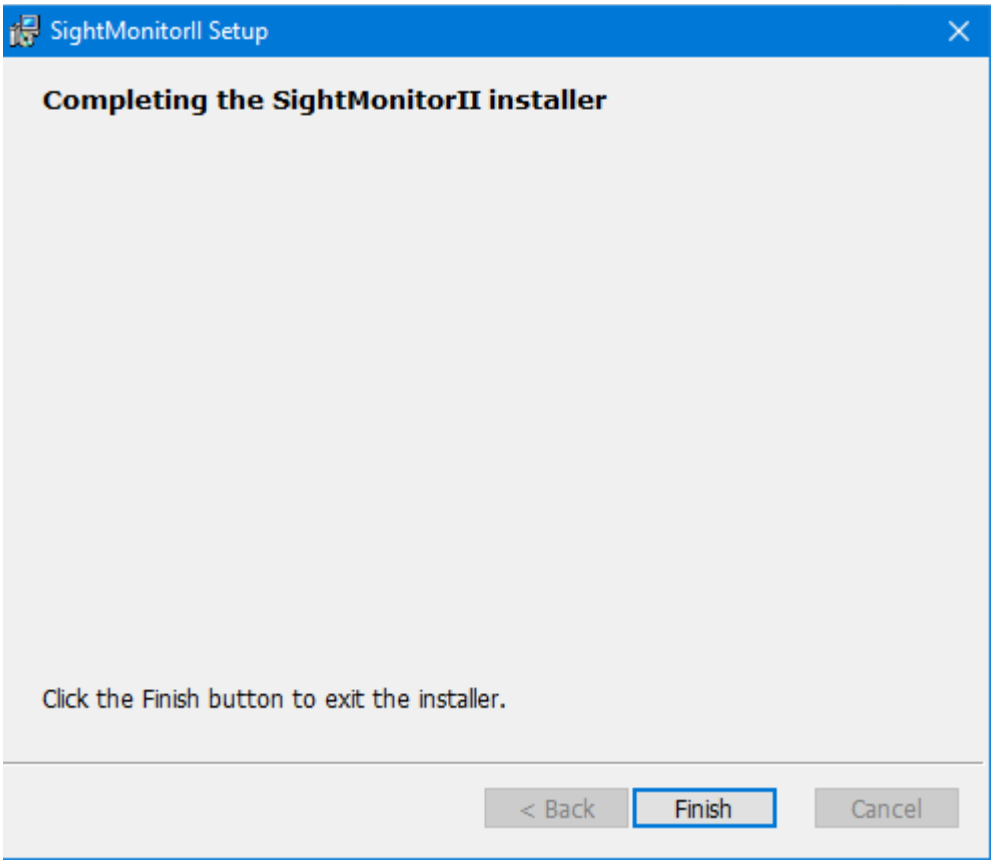
The license file is the root trust for the Exclusive Access feature and must be kept in a secure place.

- Double-click the SightLogix .MSI file to start the installation.
- The SightLogix Monitoring Setup screen opens.



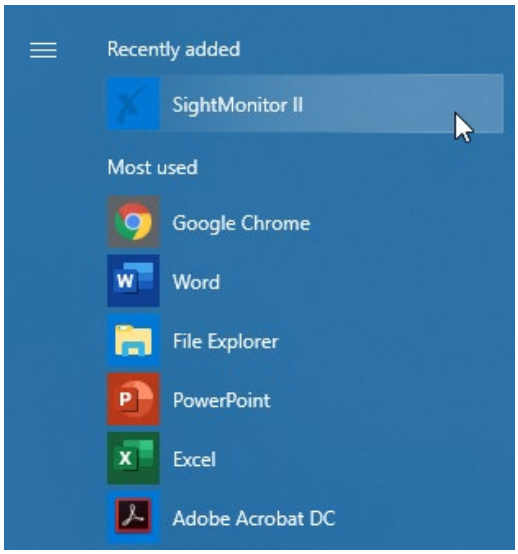

- Select your destination directory (or leave the default, recommended) and click Next.
- The installation starts.

- If a Windows confirmation opens, click to allow the software installation.
- Click Finish when prompted to complete the installation.

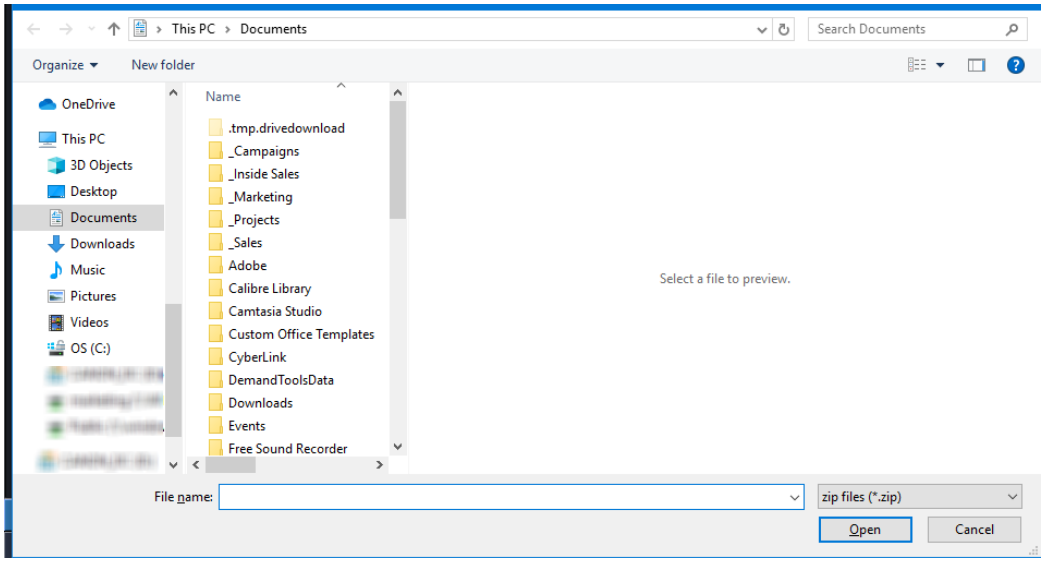



## 2. Open SightMonitor Software

- Click the Windows start menu (or the Desktop SightMonitor II icon) and select SightMonitor II to launch the application.



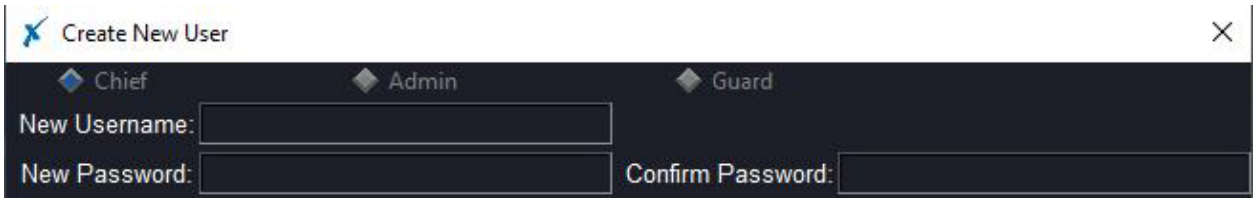

- The Select License File window opens.




- Browse to your license zip file (it must remain in the .zip format) and click Open.
- The application opens, showing a default map of North America. Most options in the left-side navigation remain grayed-out until you have logged in.

- Click Create First User

The Create Username and Password window opens.




- The first user you create must be a Chief class user, as the radio button shows (this is non-configurable)
- Chiefs have SightMonitor II configuration ability (user management, global settings)
- Admins have full rights to camera administration
- Guard accounts have view-only access

**Hit Enter on your keyboard to complete the account creation.**

- Note: Most dialogs in SightMonitor II require pressing "Enter" on your keyboard to save or submit the entry.

**Note**

Be sure to record your login credentials in a safe place where they can be retrieved when needed.

## 3. Log into SightMonitor II

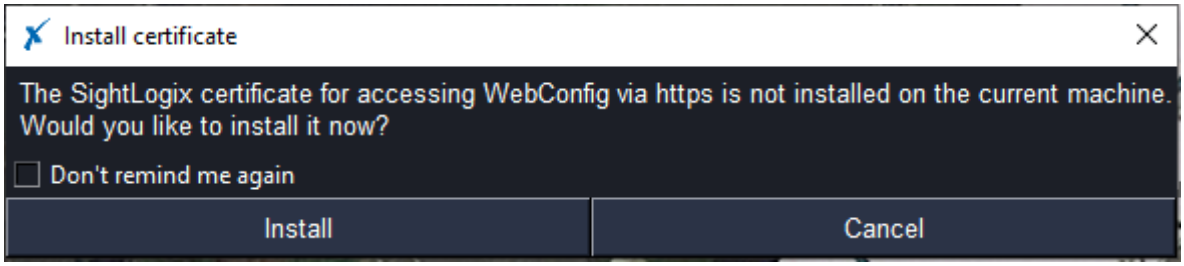
- Click Login from the left-side navigation.

- The Login window opens

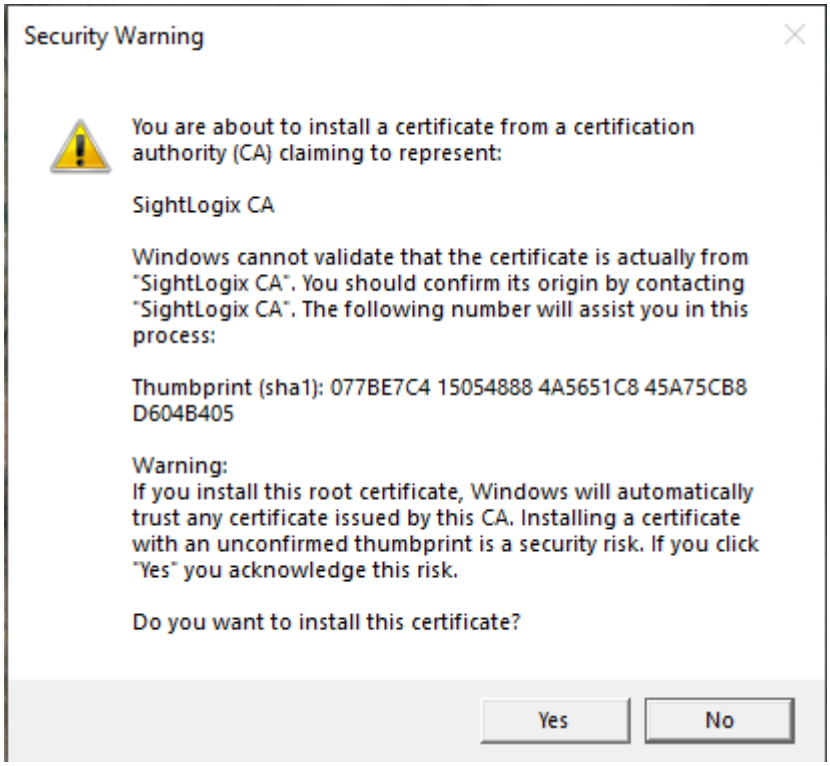
- SightMonitor II will determine your user level (chief/admin/guard) from your username, and it will be displayed in the title bar: "SightMonitor II (chief)"
- The navigation menu will change to reflect the capabilities of the user level
- Once logged into the Admin account, all options on the navigation menu turn active white to show they are accessible. A “default” site is listed on the upper left.

## 4. Install the SightLogix CA

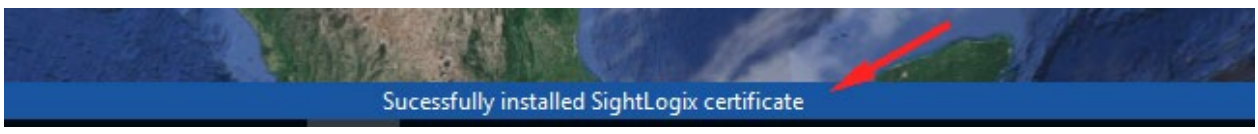
You are prompted to install the SightLogix self-signed certificate authority (CA) upon login if not already installed on your computer.




During the installation process, Windows will prompt you for the certificate information to install.




- Click Yes to install.
- You must log out and log back in again after successful installation
- You will see the Successfully Installed message at the bottom of SightMonitor II, as shown.



- For more details about the SightLogix CA, refer to *About the SightLogix CA* in the Troubleshooting section of this manual.

## 5. Add a Device to SightMonitor II

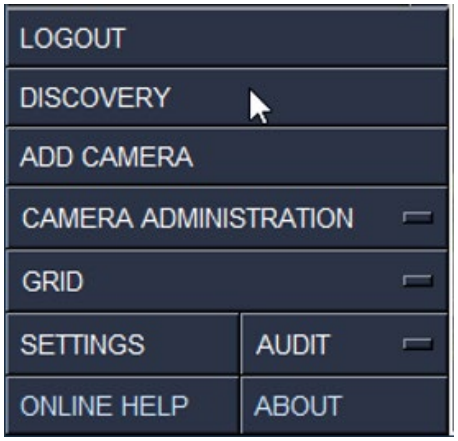
- IMPORTANT: If you are migrating from SightMonitor I (the "classic" Java-based application) special steps are required. Go to *Migrating Devices from Classic SightMonitor to SightMonitor II* on *Page 43* of this guide to continue.

There are two ways to add a device to SightMonitor II: Using the ***Discovery*** menu button which searches for SightLogix devices on the network or ***Add Camera*** which lets you add a device manually by its IP address.

### Method 1: Using Discovery to Add Devices

- Discovery is recommended when adding multiple devices with the same credentials

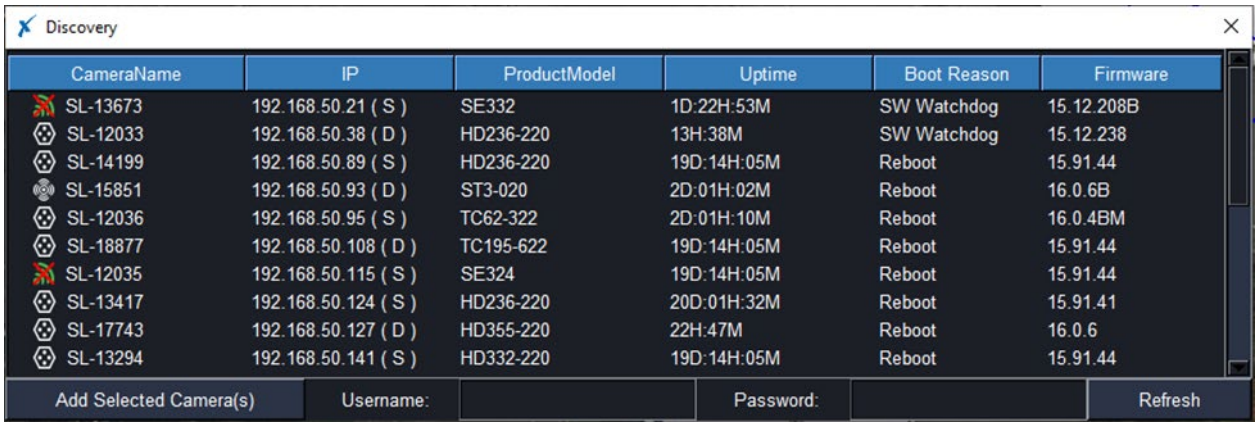
- Click Discovery from the navigation menu.




If SightLogix devices are found, information is displayed in the Results window, as shown.

**Note**

If the Windows Firewall prompt opens, click to Allow Access.



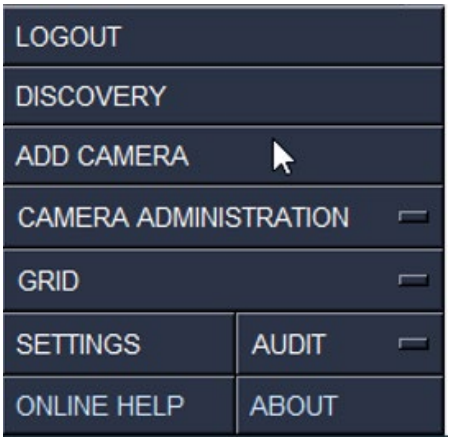

- Click a Device to highlight, or shift+click or alt+click to select multiple devices.
    - You can click the light blue tabs to sort by that column.
- Enter the device Username and Password (default is root/push2edg), and then click Add Selected Camera(s) or press Enter on your keyboard.

**Note**

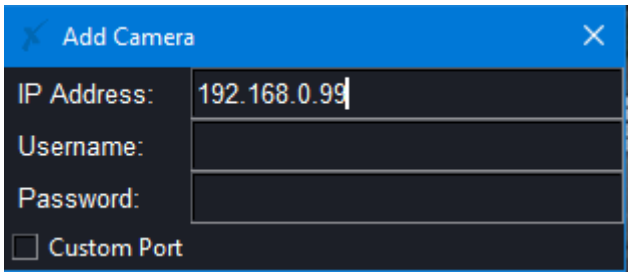
You can only add multiple devices if they all share the same credentials. Otherwise, add them individually.

## Method 2: Using Add Camera to Add Devices Manually

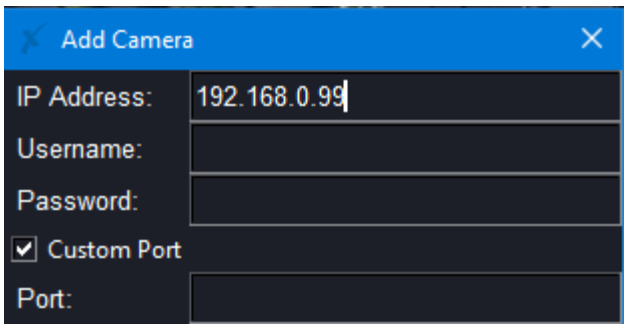
- Click Add Camera from the navigation menu.




- The Add Camera window opens.



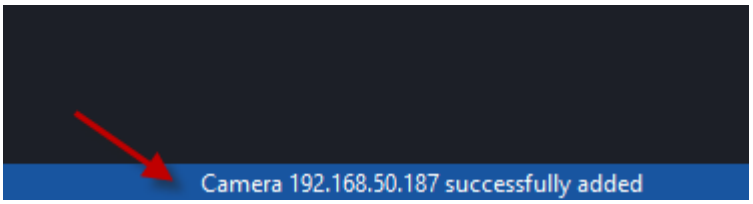

- Complete the fields as needed.
    - **Custom Port**: If you have configured port forwarding on your router, click the Custom Port checkbox, and enter the external port number in the field provided.
    - Custom port allows adding cameras that are behind a router or other NAT device. Users can access multiple cameras behind a router or NAT layer by forwarding camera port 443 to an external unique port. SightMonitor II can then access all these cameras at the same IP address using different custom ports.



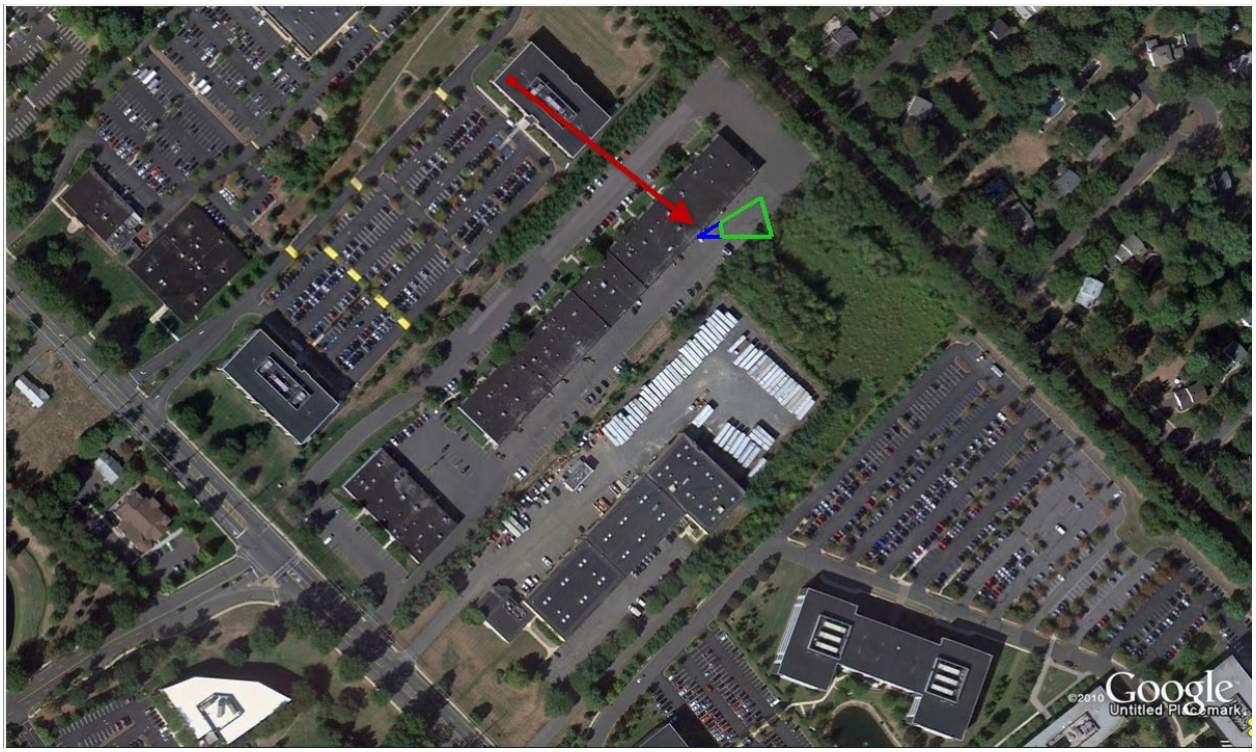

- When you use a custom port, SightMonitor II will attempt to connect with https and http protocols on the custom port entered.
    - If you are port forwarding device port 443, you will get a "NET::ERR_CERT_COMMON_NAME_INVALID" Chrome warning when you attempt to open that device's WebConfig page. This indicates that the hostname does not match the common name given by the SightLogix device certificate. When this happens, click "Advanced" and "Proceed" to accept the warning, and then log into WebConfig as usual.

## When Done Adding Devices

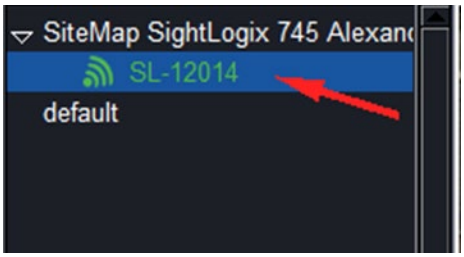
- When done adding devices, click the X in the upper right corner of the window to close the Discovery window.
- SightMonitor II will attempt to connect to the device over HTTPS (port 443) and then HTTP (port 80) – note that HTTPS will take priority.
- Once your camera has been added, the following things will occur:
    - You will see the "Successfully Added" notification at the bottom of the window




- The site map that was used to calibrate the SightSensor in WebConfig will automatically load, showing the location of the camera on the site.
    - If the device was calibrated using Quick Calibration it will be added to the Default site.




- A new Site will be added to the Sites menu at the top left of the window, using the name of the map for the Site Name, if it doesn't exist already.



# UNDERSTANDING COLORS AND TOOLTIPS

Once devices are added to SightMonitor II, refer to color schemes and tooltips for more detailed camera descriptions.

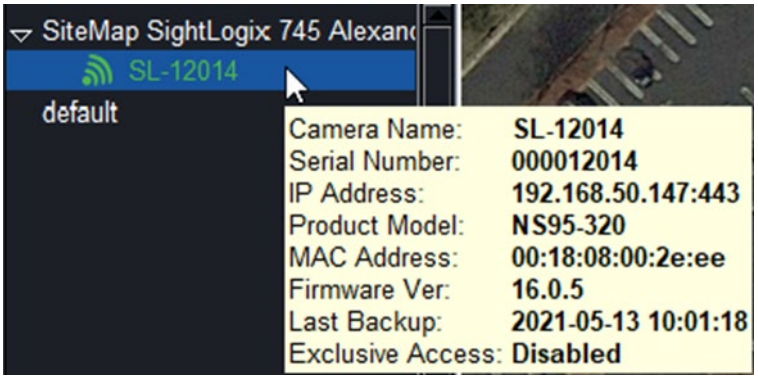
## Device Color Scheme

- Green indicates WebConfig Map Calibrated Camera (has cones)
- Yellow indicates a Quick Calibrated device (no cones)
- Dark blue indicates no connection to device
- Dark blue mixed with yellow indicates a communication issue. Refer to
- *This concludes the migration steps from SightMonitor* I (Classic) to SightMonitor II. To continue your installation, go to *5. Add a Device to SightMonitor II* on *Page 11.*
- Fixing a Dark Blue Mixed with Yellow Icon in the Troubleshooting section details.

## Tooltips

Hover over an item in the Tree View for at least one second to reveal tooltips.

- The device's name (and tooltip) that is shown in the tree view automatically updates when you change the Camera Name on its WebConfig page.
- Tooltips show by hovering over a particular camera for at least 1 second. The tooltip may display these fields in addition to the device's basic information when applicable:
    - Last auto backup date
    - Exclusive Access status (shows License number if Exclusive Access is enabled; otherwise shows "Disabled")
    - Cone update status (only shown when a cone is out of date)



# USING SIGHTMONITOR II

# MANAGING SITES AND DEVICES

SightMonitor II allows you to group your devices according to the site where they are deployed. You can use SightMonitor II to manage a single location of SightLogix devices or multiple sites, switching between them by selecting its name from the left-side navigation. You can also select a device within a site to activate that site.

Each time you make a site active, its GPS map will load showing the location of the devices projected on the map (assuming the devices have been calibrated using the GPS Map calibration process in WebConfig or via SightMonitor Classic).

The site will also automatically load whenever a device on the site goes into an alarm mode.

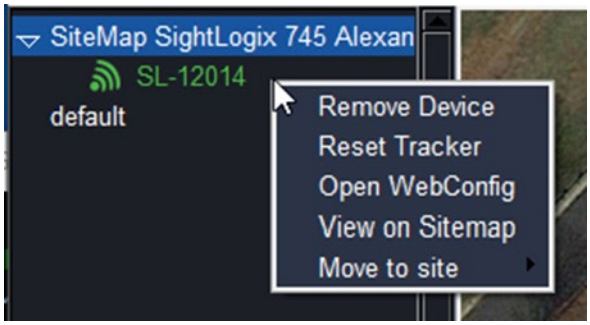
## Site Context Menus

The Site context menu allows you to delete the site.

- Right-click the site name and choose Delete site. All devices on that site will be removed from SightMonitor II.

**Note**

You cannot delete the default site.



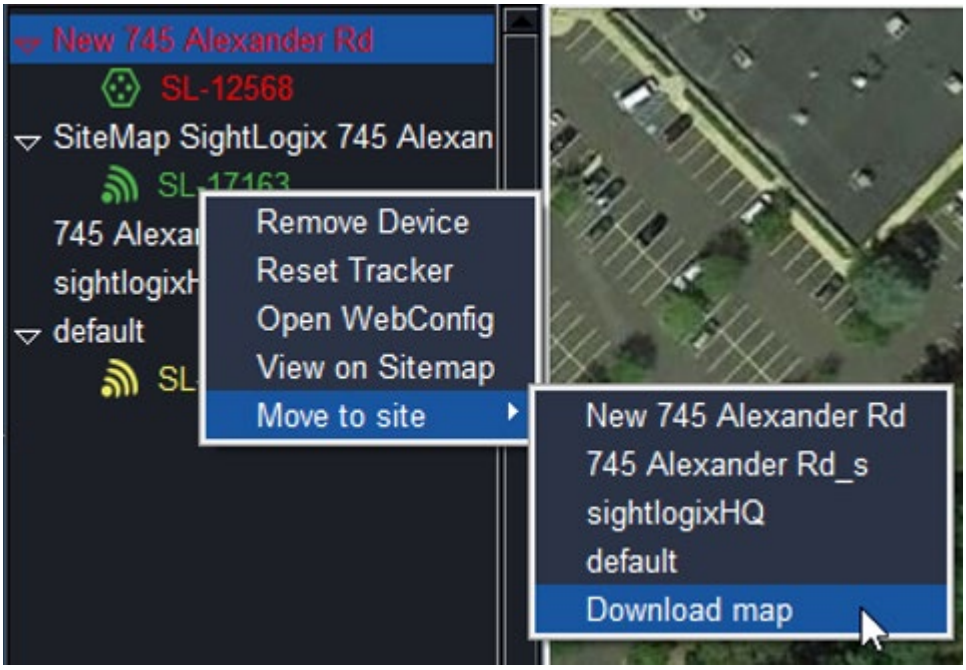

The Camera context menu allows you to perform the following functions:

- Remove a device
- Reset Tracker (resets the camera's analytics to clear currently alarmed objects and allow them to be learned as background)
- Open WebConfig - goes directly to that device's WebConfig page.

**Note:**

This will not open for Guards when the device has Exclusive Access mode enabled.

- A direct login requires Admin or greater privileges, 15.12.206 or greater firmware and Google Chrome (recommended) or Microsoft Edge browsers. Otherwise, you will be presented with the WebConfig login page.
- View on Sitemap - Available if the device is map-calibrated and has cones shown. This will show the camera's map, zooms in on the camera cone and highlights it for 5 seconds.
- Move to site - Moves a device from one site to another



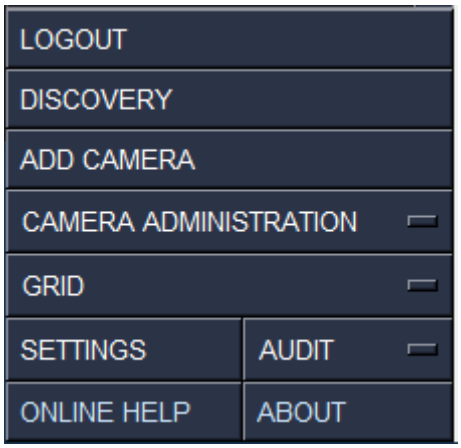

  - Hover your mouse over "Move to site" and select the target site.
  - Select the site by name to move the camera.
  - The "Download map" option downloads the camera map and moves the camera under the map in the Tree view. This is available for online and map-calibrated cameras only.

## Interacting with the Site Map

You can zoom in on the map with your mouse scroll wheel. You can also click and drag the map to move it.

# MENU OVERVIEW

This section describes the various menu items and their functions.

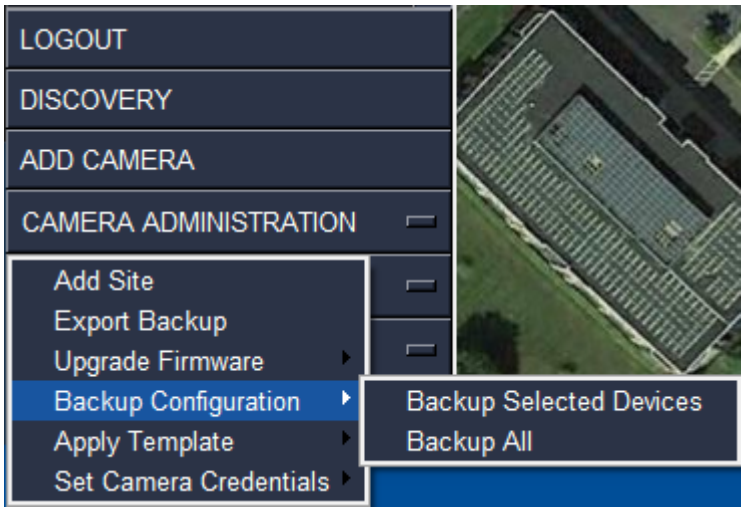



## Working with Submenus

Several menu items provide submenu options, indicated by the rectangular button to its right. These allow you to apply the menu function to a set of devices.

- Users can individually select a set of devices or perform an action on all devices.
- A selected site implies all devices in that site be selected
- Ctrl and shift keys can be used to modify the selection list

An example of the Backup Configuration submenu is shown.




**Note**

Highlighting both the site and cameras in that site will not perform a duplicate function.

## Logout

Click to logout of SightMonitor II.

## Discovery

Used to browse the network for SightLogix devices. Refer to *5. Add a Device to SightMonitor II* for more details.

## Add Camera

Used to manually add a SightLogix device. Refer to *5. Add a Device to SightMonitor II* for more details.

## Camera Administration

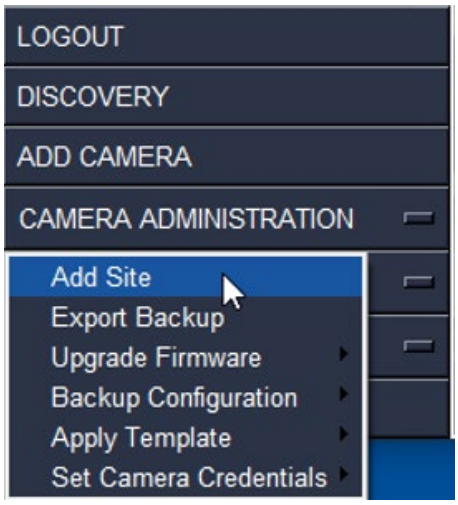
This shows a submenu of actions Chief and Admins can perform.

## Add Site

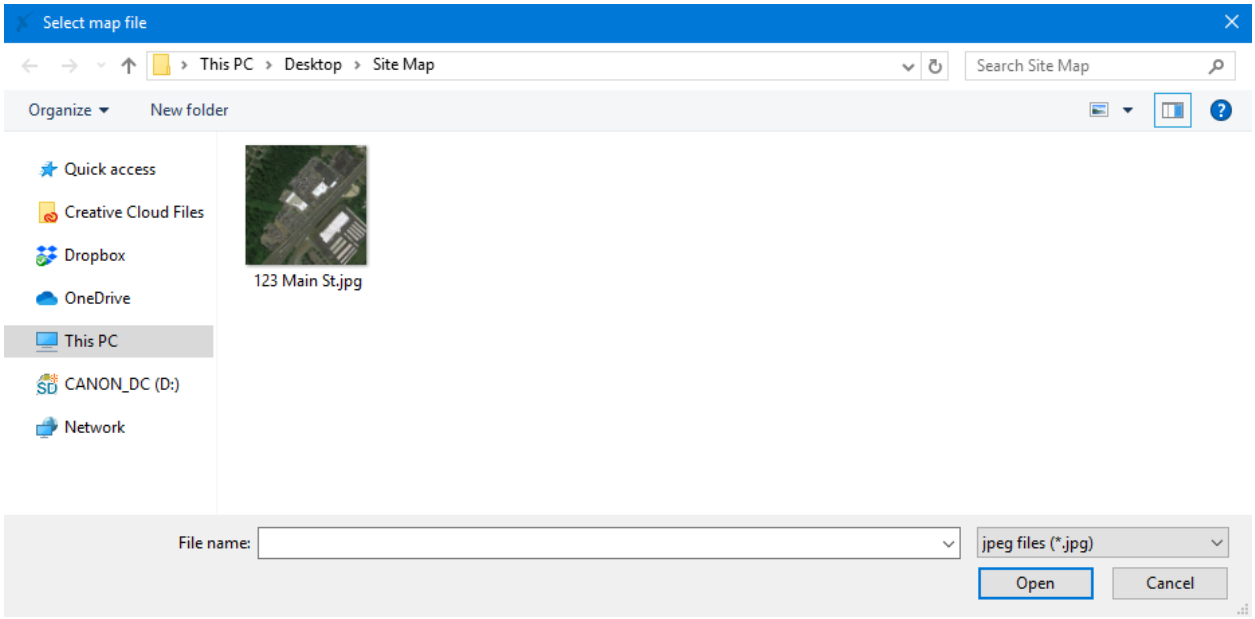
The recommended method to add a site is to calibrate a device and then add it to SightMonitor II to create a site.

Alternatively, you can click Add Site to manually add this information. To do so you will need the .jpg and .info file for your site. There are two options:

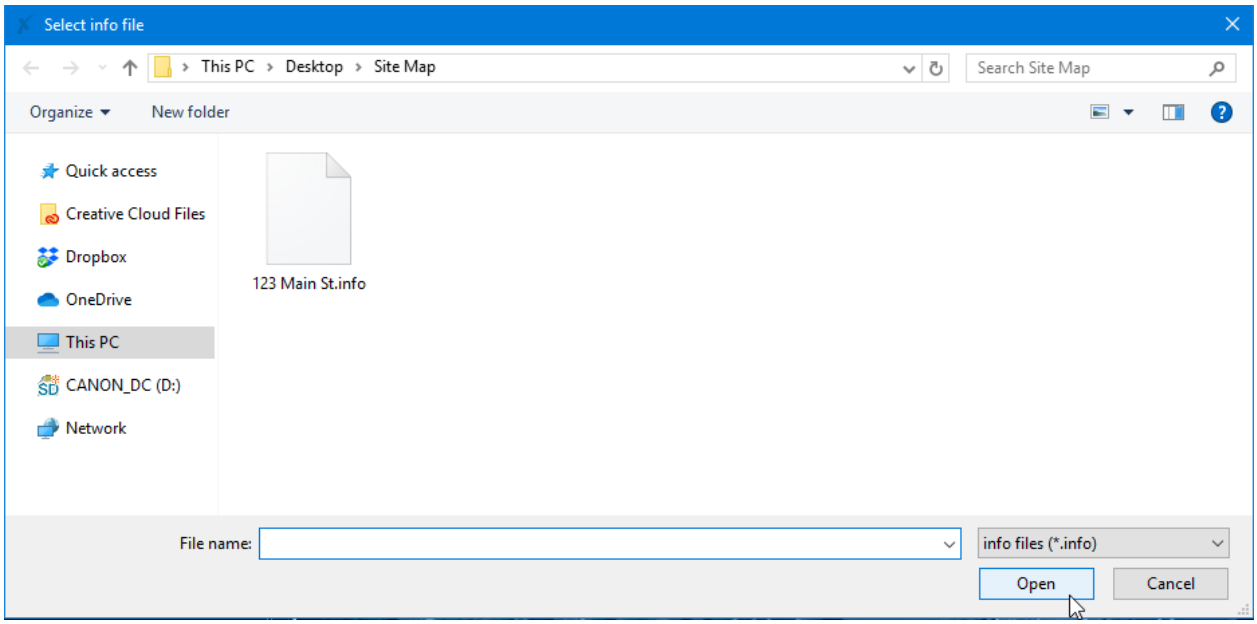
- Download these items via Google Earth (visit https://portal.sightlogix.com/help/google-earth for instructions)
- Retrieve the files previously used with the classic version of SightMonitor:
    - On the computer where "classic" SightMonitor is installed, browse to:
        - 32-Bit Systems:
          `C:\Program Files\SightLogix\CS\Tomcat\webapps\slcs\site_images`
        - 64-Bit Systems:
          `C:\Program Files (x86)\SightLogix\CS\Tomcat\webapps\slcs\site_images`
- One you have the files, Click Add Site from the navigation menu.




- The Select Map File window opens. Select the Map .jpg file and click Open.

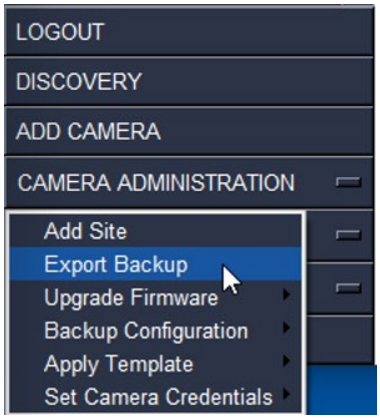



- The Select Info window opens. Select your .info file and click Open.




The new site is created. Click the name of the site to load the map.

## Export Backup

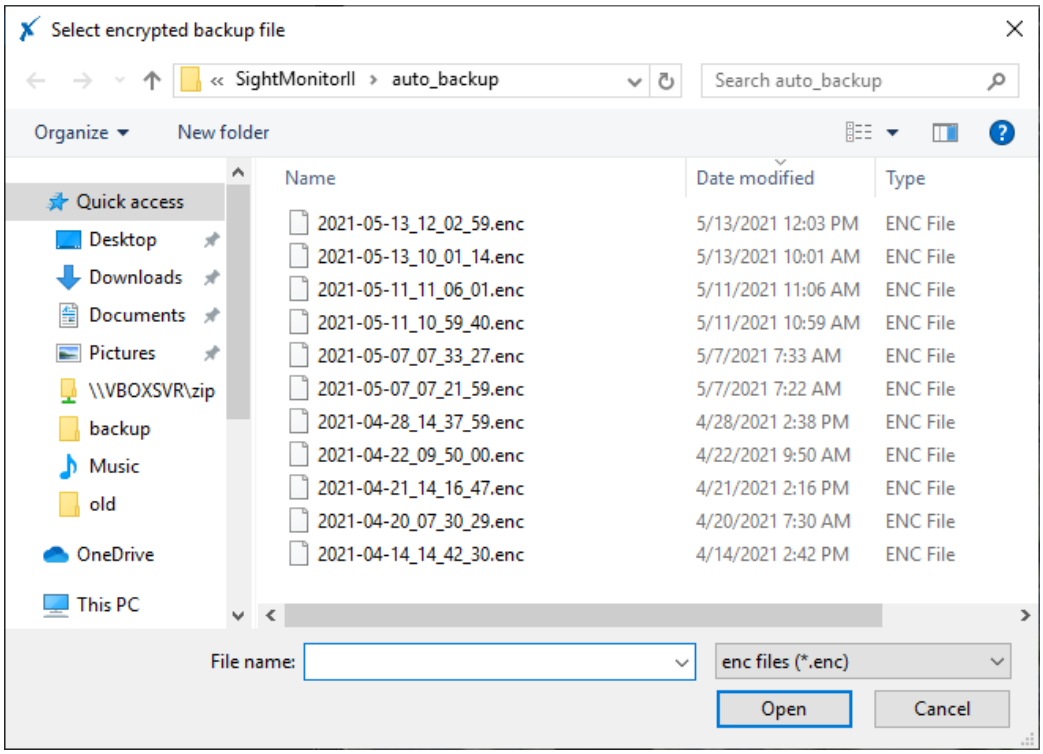



SightMonitor II will create automatic backups on admin/chief user logout and at 3am local time if admin/chief is logged in. It is expected that if an admin/chief level user is not logged in then the configuration should not change.

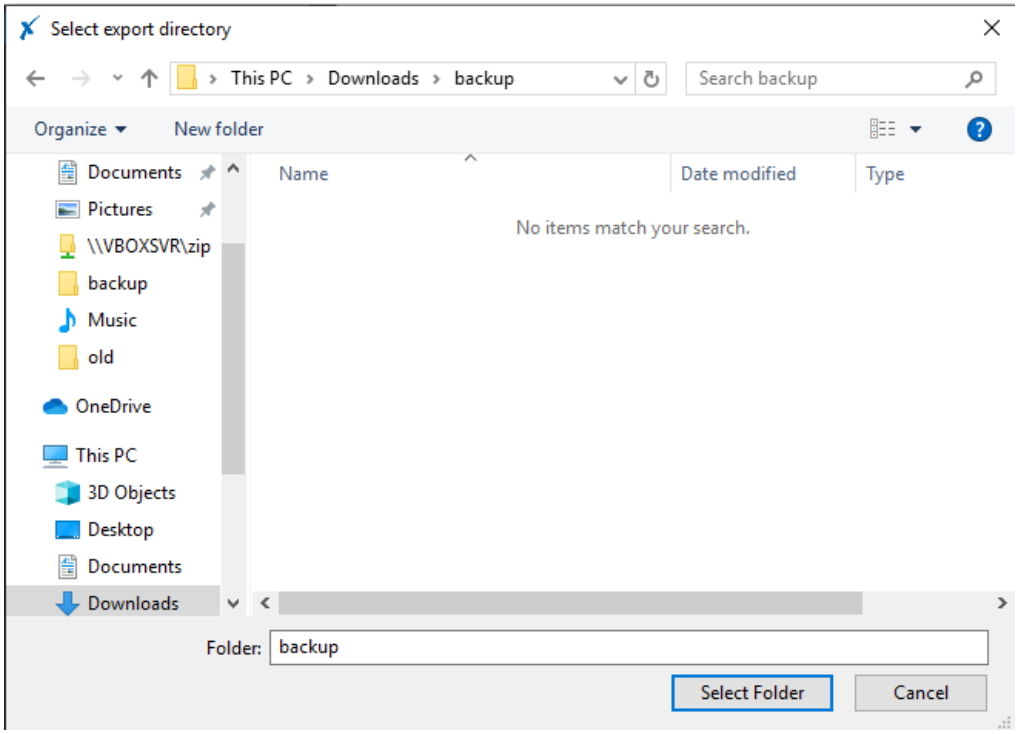
SightMonitor II automatic backups combine the entire SightMonitor II state and any camera configurations and audits into a single, encrypted .enc file.

To access data files from a specific automatic backup, they must be decrypted using the Export Backup menu item.

- Click Export Backup
    - This will decrypt a user selected auto backup and will export the contents to the user specified folder
- You will be prompted to select an encrypted auto backup:

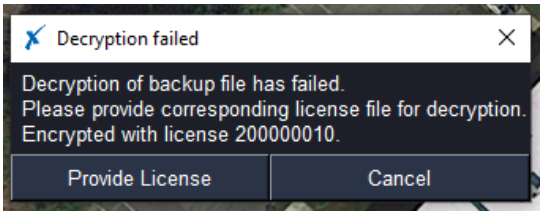



- You are asked to select export directory




- The export directory will have the following:

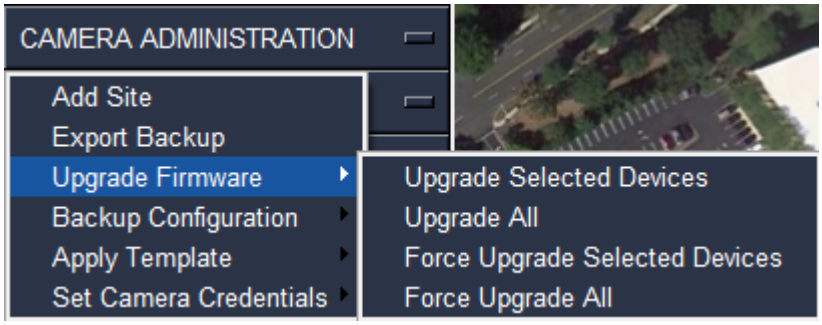
  - monitoringData.dat - the monitoring data file
  - Audit subfolder (if applicable) - camera audit text and database files
  - Camera subfolder (if applicable) - camera backup configurations
  - Map subfolder (if applicable) - map data files for SightMonitor II
- If the license has changed since the automatic backup was done, the decryption will fail, and you will be prompted to provide your license, as shown.




## Upgrade Firmware

To upgrade firmware, do the following.

- Select your devices / sites in the camera tree.
- Click the Upgrade Firmware submenu.



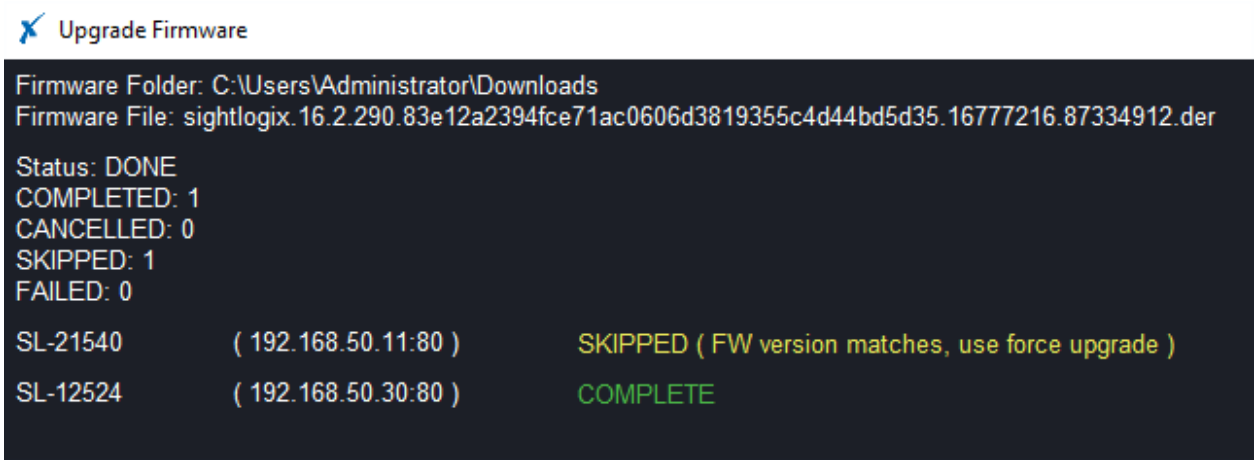

The “Upgrade Selected Devices” and “Upgrade All” selections compare the firmware file version with the camera firmware version. If the camera firmware version on both slots matches the file version, firmware upgrade will not be performed.

Select “Force Upgrade Selected Devices” and “Force Upgrade All” selections to skip the check and perform firmware upgrade on the selected cameras.

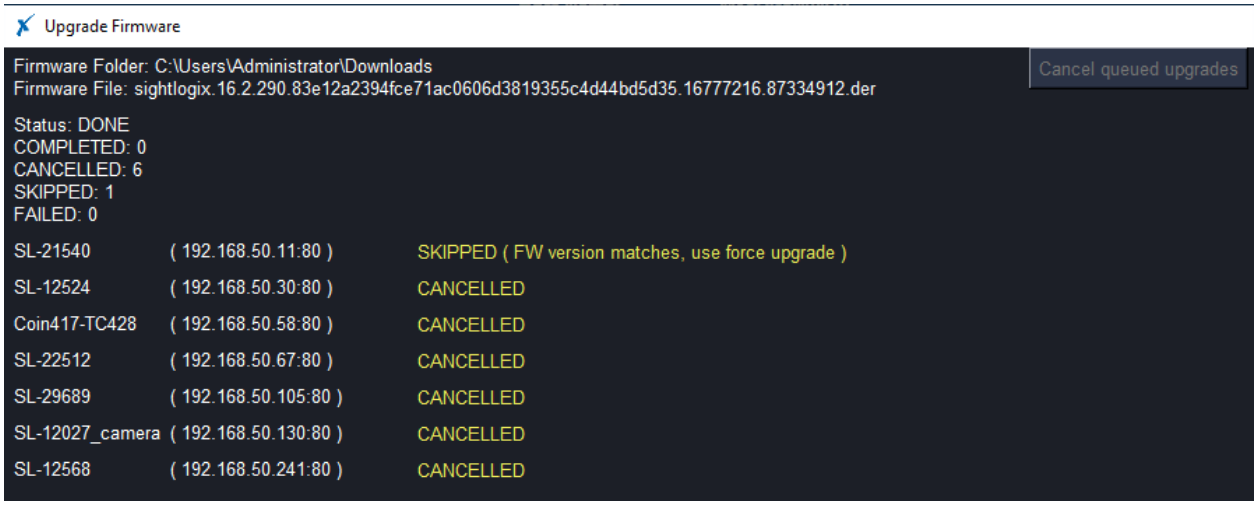
- Choose the desired upgrade option (as explained above)
- Browse to your firmware file and click Open
- The upgrade process begins
  - The devices will go through several processes, indicated by ‘UPGRADING…’, 'REBOOTING…' and then 'VERIFYING…'

- Note: 'REBOOTING…' and 'VERIFYING…' include extra checks which are highly recommended but not required. Optionally, you can choose to close the firmware window by clicking the upper-right X icon after every device is done 'UPGRADING…'

- When done, the camera upgrade status will be shown in color (unless you choose to close the Upgrade window early). Close the Complete window by clicking the upper-right X icon.
  - Green "COMPLETE" labels indicate a successful firmware upgrade and checks
  - Red labels show errors and detailed messages
  - Yellow labels indicate skipped or canceled upgrades



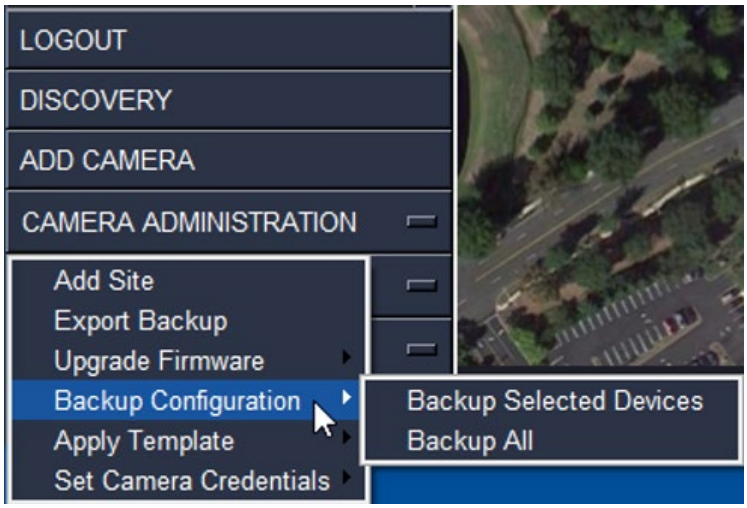

You can click the "Cancel queued upgrades" button to stop further upgrades in the camera list.



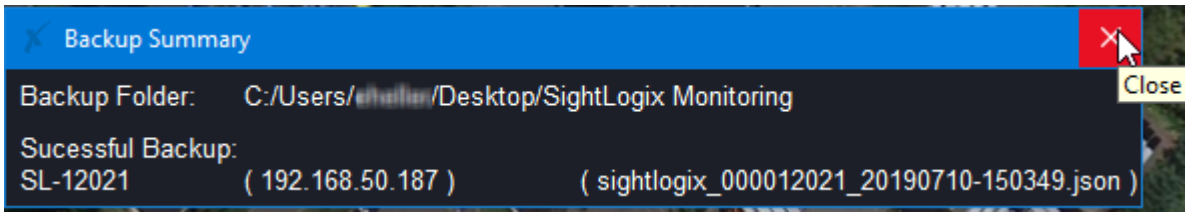

## Backup Configuration

This feature will export the camera configuration and audit for selected cameras to a user specified folder

- Select your devices / sites in the camera tree.
- Click the Backup Configuration submenu and choose Backup Selected Devices or Backup All.

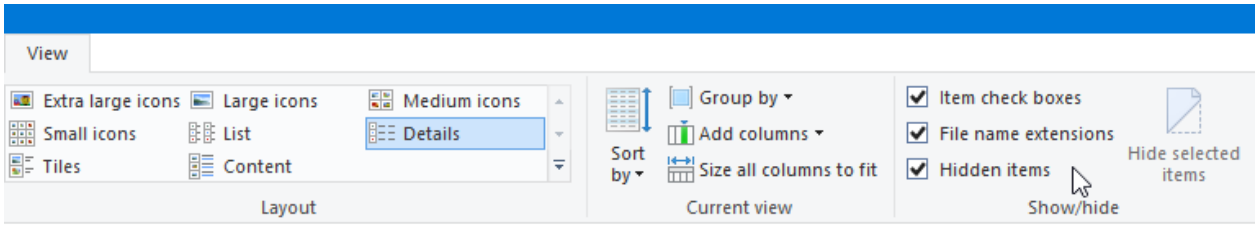



- Select the directory to save the backup data.
- A summary page shows successful (and possible failed) backups. Close the window by clicking the upper-right X icon

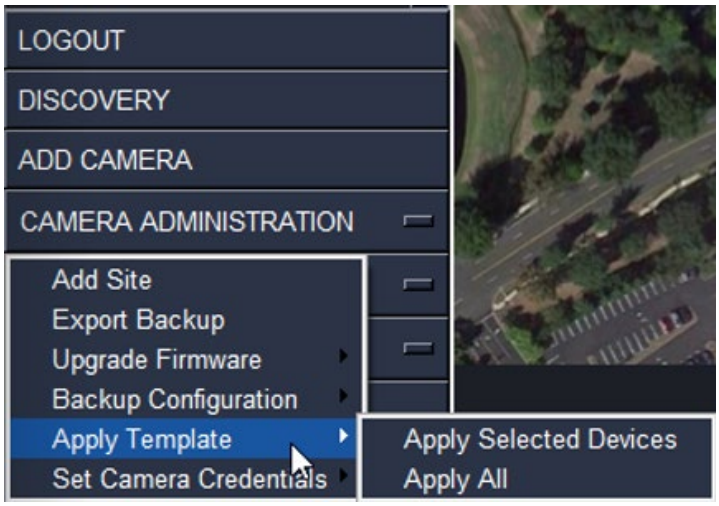



Automatic backups reside at the following location:

- C:\\ProgramData\\SightMonitorII\\auto_backup
- The ProgramData folder is hidden on Windows by default. Check the Hidden Items checkbox under the View tab



## Apply Template




**Apply Template** – The apply template feature uses a backup of a camera with the desired settings as a template.

- To use a backup as a template, edit the backup .json file in a text editor to remove all fields except the fields you wish to set.
- This file can be used to set this field in groups of cameras at once using the Apply Template menu item.

**Note**

The Apply Template feature requires 16.0 or greater device firmware.

Clicking on this box will bring up a window to select a template file to load to one or multiple cameras. This aids in setting up multiple cameras with the same basic configuration.

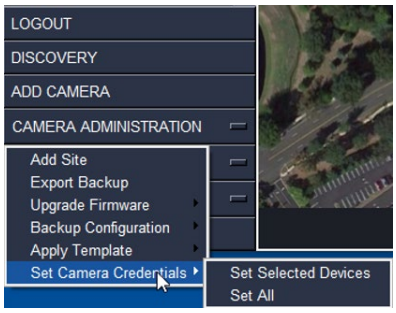
To apply a template, do the following.

- Select your devices / sites in the camera tree.
- Click the Apply Template submenu and choose Apply Selected Devices or Backup All.

The Apply Template feature ignores camera specific data like name, IP configuration, camera description or GPS location, calibration data, policy information, and MPEG/JPEG channel description, so you do not have to remove these fields from your template file.

Once an option is chosen, a file dialog opens for the desired camera configuration, and a window is displayed showing the upgrade process.

## Set Camera Credentials



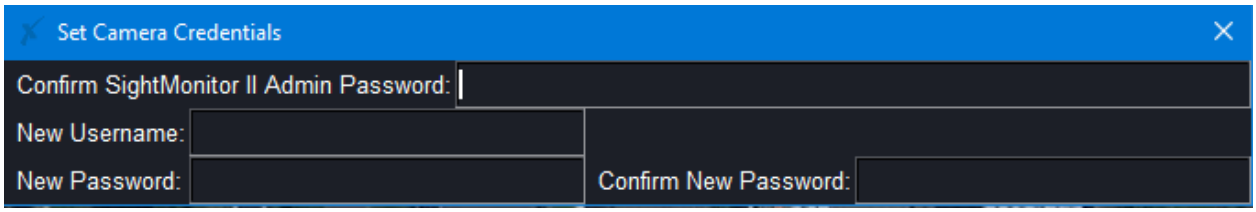

**Set Camera Credentials** – This feature is used to change the credentials of devices added to SightMonitor II without having to access each WebConfig page.

To set camera credentials, do the following.

- Select your devices / sites in the camera tree.
- Click the Set Camera Credentials submenu and choose Set Selected Devices or Set All.

A window opens to change the credentials.

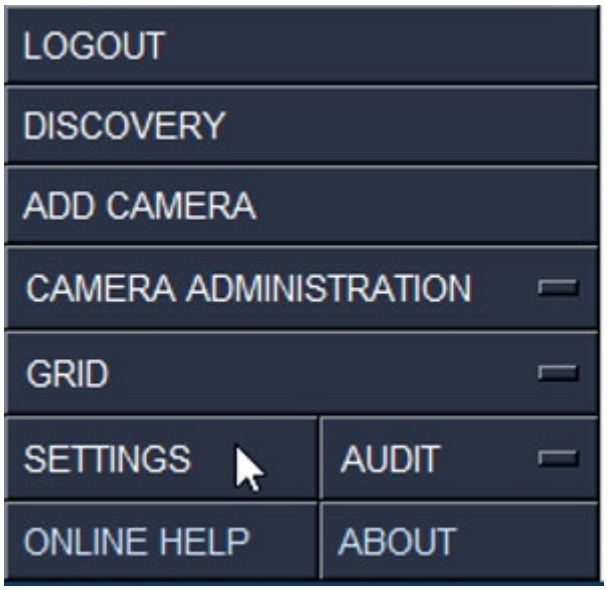
- Complete fields, ensuring that you enter the Admin Password in the field at the top, and hit Enter.




**Note:**

Leaving the "New Username", "New password", and "Confirm New Password" empty will set the camera credentials back to default – username: *root* and password: *push2edg.*

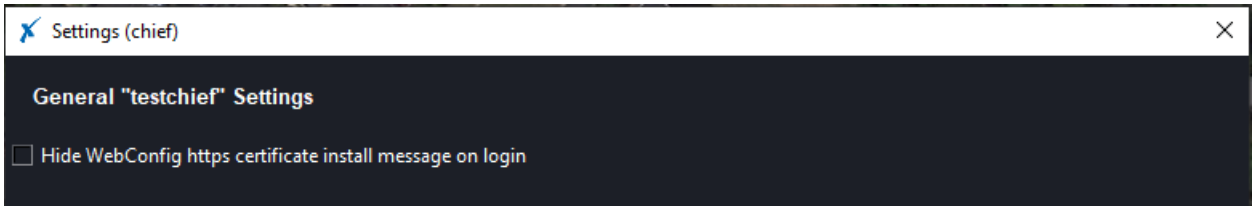
# SETTINGS




Click Settings to open the Settings menu.

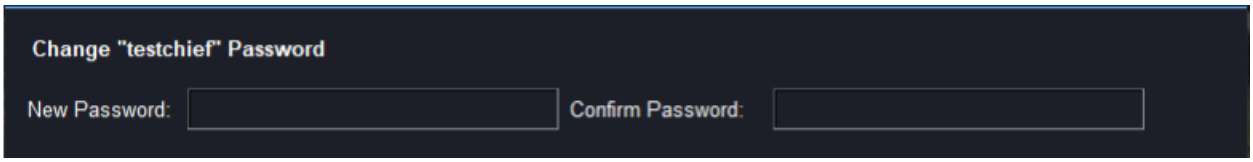
Users will see relevant sections of the settings panel based on their level of access. The user management section is only available to Chief level users.

## General Settings



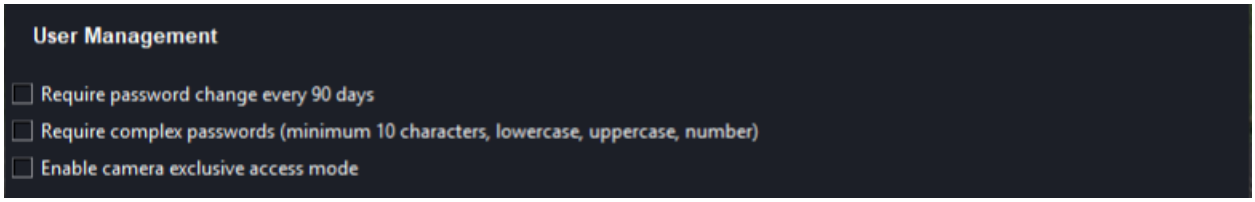

- Hide WebConfig https certificate install message on login - There will be a prompt for the user to install the SightLogix CA certificate upon login if it is not installed on the machine. Users may check this box to avoid this prompt without installing the certificate.

## Change Passwords

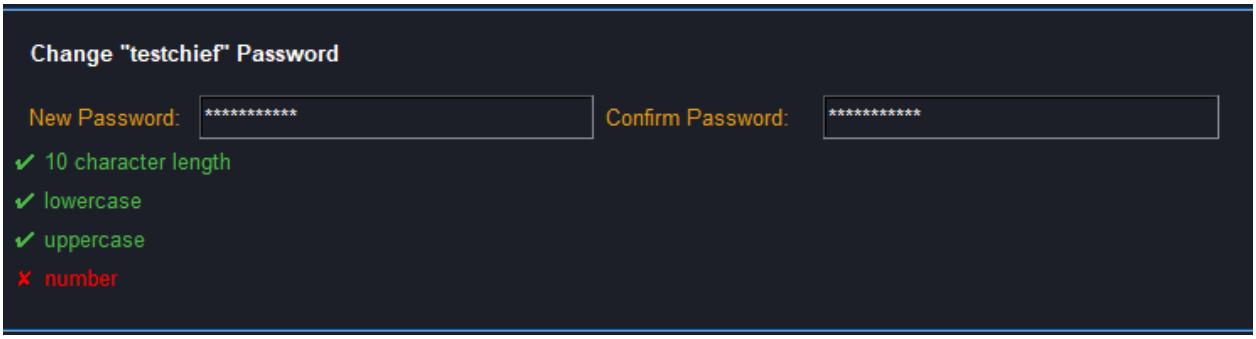



- Fill in the new password credentials to change the login passwords. Password complexity requirements will be required if Chief users enabled this in the User Management section.

## User Management

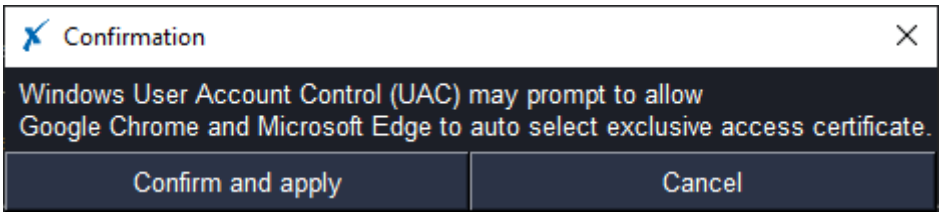



- This has global user settings for all users and is available for Chief users only.
    - Require passwords change every 90 days - Users will be prompted to change their passwords after 90 days from the date of the last set password. Twenty previously used passwords will be remembered and cannot be used.
    - Require complex passwords - password complexity will be enforced.
        - The change password prompt will dynamically show the complexity requirements being met




## Enable Exclusive Access mode

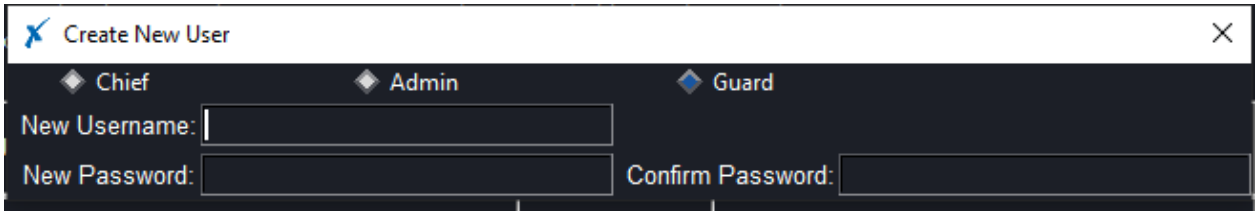
- This feature enables or disables Exclusive Access mode on devices. When enabled, users can only access WebConfig through SightMonitor II.
- Exclusive Access requires newly generated license keys. If a user has an older SightMonitor II license the dialog will be grayed out.
- Older devices will not be put into Exclusive Access mode until they are upgraded beyond 16.0.
- The computer must have Google Chrome (recommended) or Microsoft Edge installed to enable this feature.
- Exclusive Access mode uses a client certificate which will be installed on the machine along with the certificate's password and only available Chief and Admin users.
- When applying settings, SightMonitor II will warn that Windows UAC may show to allow Google Chrome and Microsoft Edge to auto-select the certificate if not allowed.



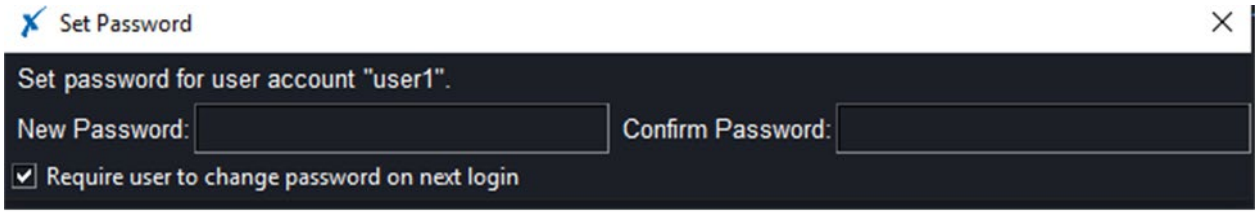

- Google Chrome and Microsoft Edge must be closed after installation of the certificate. Users will be prompted to close the browser. If you choose to ignore the prompt and continue, you may not be able to access WebConfig until you restart the browser.

## User Management

- Add new users with the plus icon. Toggle the radio buttons to select the user level (Guard is selected in the example below). New users will be prompted to reset their password on first login.




- Change user level (Chief, Admin, Guard) on drop down menu
- Delete user
- Set User Password (also has the ability to choose whether the user must reset their password on next login)



When finished making changes to the Settings page, enter your password and click Apply Settings.

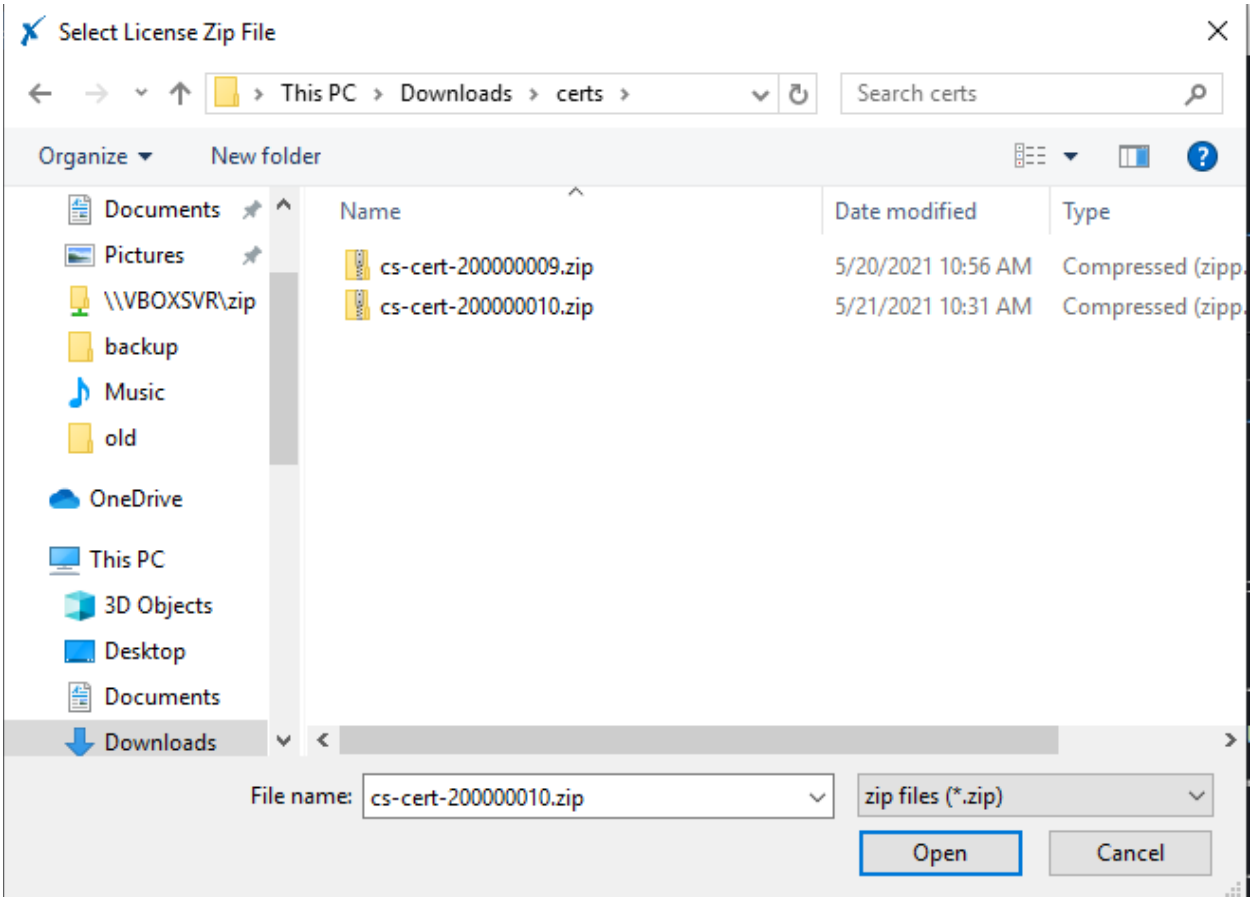
## Change License

To change your current license to a new one (for example, to implement some new features), note the following.

- Exclusive access must be turned off
- Pending changes in the settings dialog will not be saved. If you have pending changes, it is recommended to click Apply, and then return to the Settings page to change your license.

To change your license:

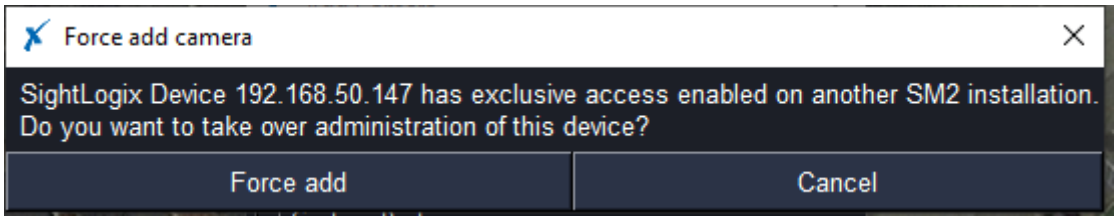
- Enter your current password
- Click Change License
- Select license file and wait to be logged out



## Accessing an Exclusive Access Device from a Different Computer

If a user attempts to add a device that is already configured for Exclusive Access from another computer, the following will occur:

- Adding the camera via Group Add in Discovery will be unavailable
- Users will have to use the 'Add Camera' button and 'force add' the camera to regain administrative control. (This will only occur if both computers are using the same license key)




## Transferring SightMonitor II Backups with Exclusive Access Enabled

If you are trying to restore a SightMonitor II state using an exported backup that has been transferred from another computer, the following might occur:

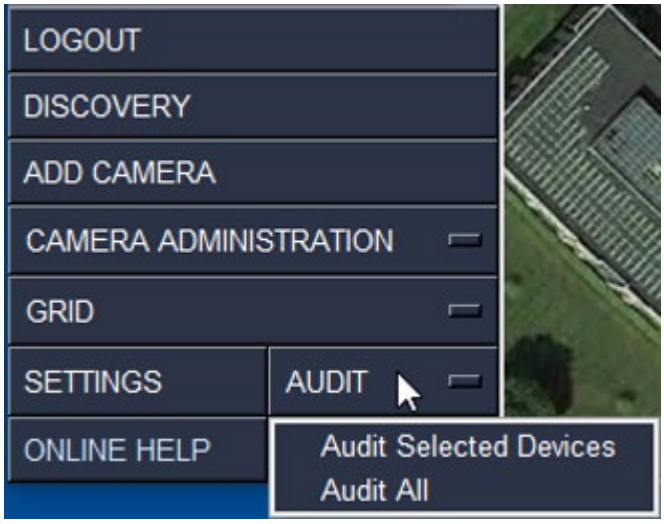
- Currently added devices in the backup will have to be removed and re-added with the 'Add Camera' button using Force Add, as shown above.

Adding a device with Exclusive Access enabled and a SightMonitor II license that is different from the one which enabled the device's Exclusive Access feature will fail. In this case users may either:

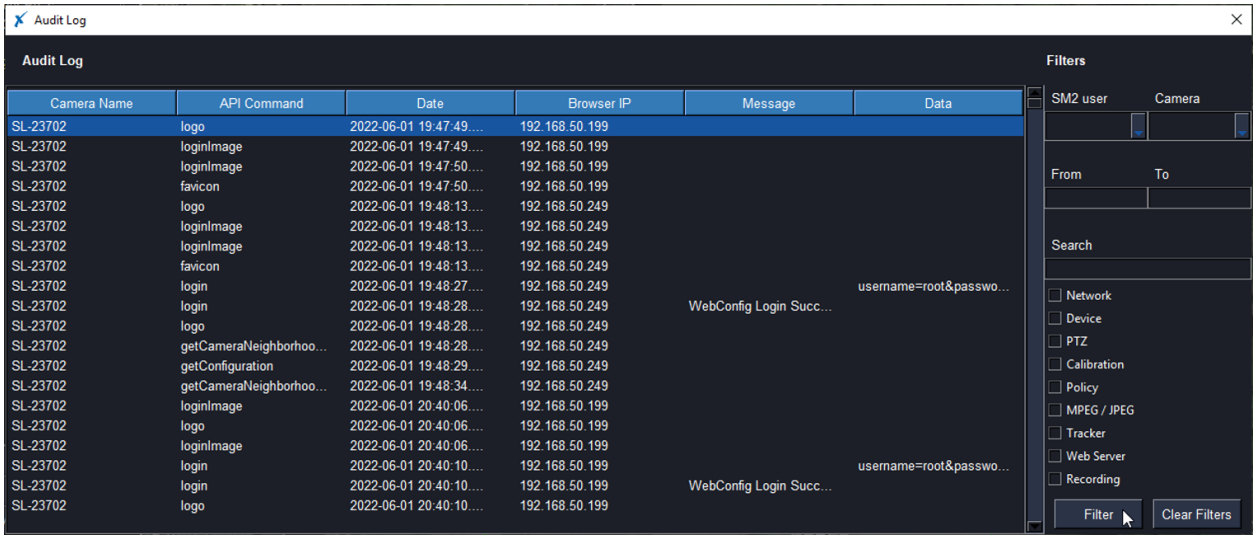
- Change the system license to the license indicated in the error message
- Disable exclusive access on the SightMonitor II that has the camera added to remove the license restriction from exclusive access

## Audit

Select your devices / sites in the camera tree.




The audit features allow users to display the selected camera logs taken from the latest auto backup in an organized table.

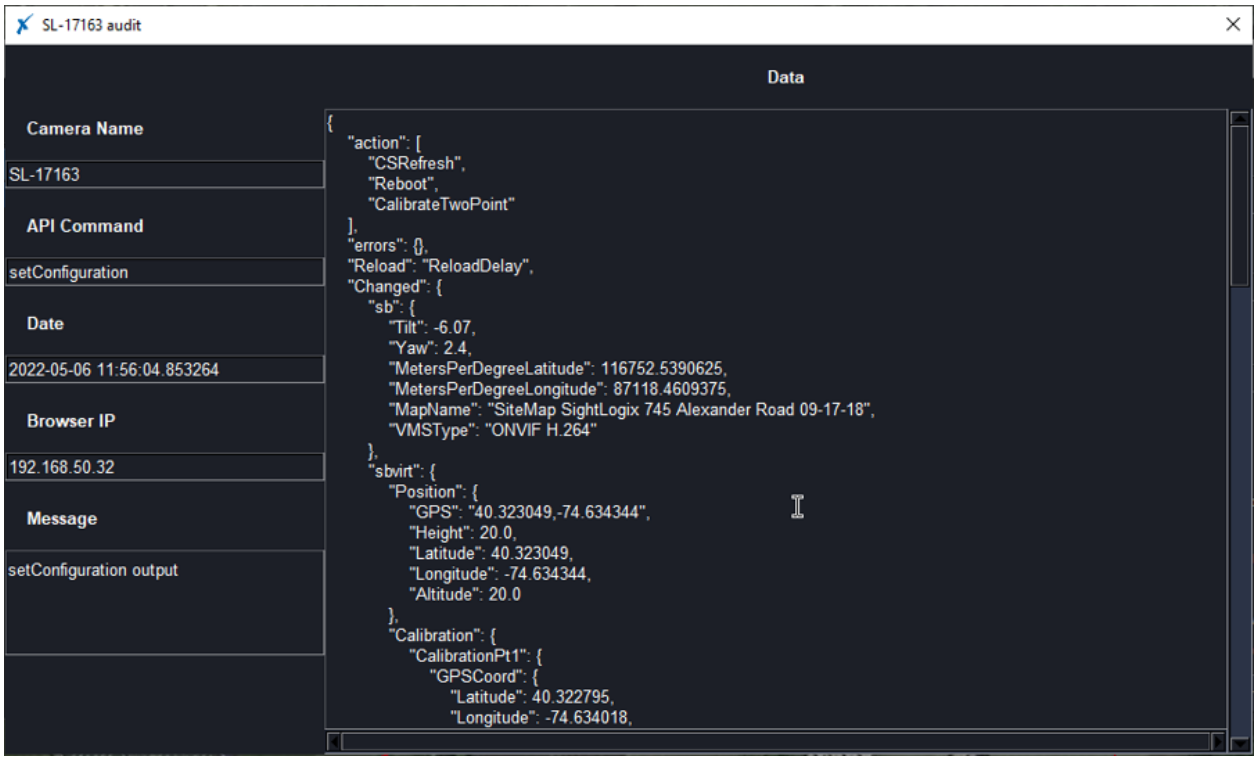



These entries can be filtered by the following:

- SM2 user - Filter inferred entries generated by a selected Sight Monitor II user
- Camera - Filter entries by the selected camera name
- From - Filter entries from the starting date using mm/dd/yyyy format

- To - Filter entries up to and including the ending date using mm/dd/yyyy format
- Search - Filter any entries that contains case insensitive matching text
- WebConfig checkbox tabs - Filter entries that claim internal camera data fields changed by WebConfig in a specific tab

A new window displays the expanded entry data on double click.



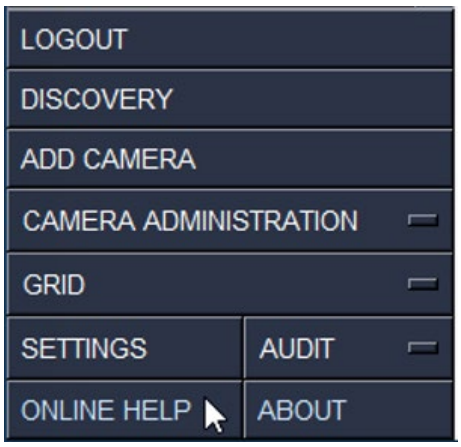

Double click on a specific log entry brings a detailed window with the complete log data fields.

## TOGGLE GRID

Grids can be superimposed on the site image to help measure distances. The grids show distances in increments of 20 or 100 meters.

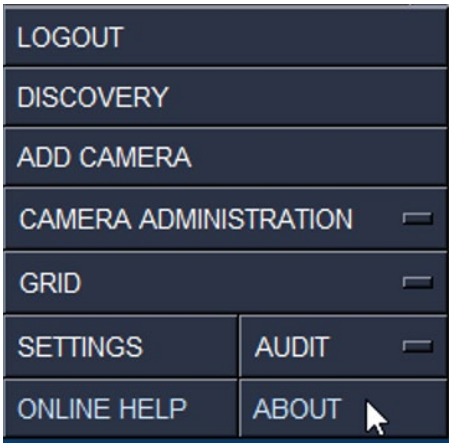
- Click Toggle Grid to activate/deactivate this feature and select your grid preference. This feature persists even if sites are changed. No grids will be shown on the default (North America) map.

## ONLINE HELP




Click Online Help to access the SightMonitor II Support Portal page.

## ABOUT




Displays the SightMonitor II version and other application-related data.

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# TROUBLESHOOTING AND FINDING MORE INFORMATION

# RETRIEVING A DEVICE CONFIGURATION

If you have replaced a SightLogix device in the field and want to use the same configuration as the replaced camera, use the following steps to replace it in SightMonitor II.

## 1. Retrieve last backup for original camera

- Click Camera Administration

There are two ways to retrieve the last backup for a device.

- Use the Manual Backup feature which is done live
- Use the Export Auto Backup feature, which is from whenever the last auto backup was last done. The device(s) must be online when the backup occurred.

In either case, select the “camera” subfolder in the exported directory and choose the appropriate backup file (.json)

## 2: Change serial number in backup file to match new device

The serial number in the backup file must match the device you are restoring to.

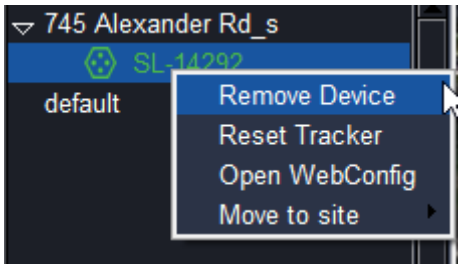
Since you are restoring a backup file to a different camera, i.e., a replacement camera with a different serial number, edit the file’s second term using a text editor (like WordPad) so the serial number in the backup file matches the serial number of the camera being restored.

Any serial number information in the file’s title is not relevant.

## 3. Restore camera from backup in WebConfig

- Click the Maintenance tab in the new device’s WebConfig page
- Click Restore Configuration - this opens a window to select the configuration file to be loaded to the camera.
- Click the Network tab in the left-side menu and record the network configuration so you can discover the new device in SightMonitor II.

## 4. Remove old device from SightMonitor II and add restored device.



- Right-click the device from the Camera Tree and choose Remove Device.
- Click Discover in SightMonitor II to find and add the new device (recommended)

**Note:**

Users are encouraged to find and add the new restored camera via Discovery since network configurations may affect the IP assigned. Note the special case below:

- If the device from the backup is map-calibrated and has a different map than the camera restored and SightMonitor II does not have the restoring map, adding the restored camera will put it in the default site.
- This can be addressed by manually uploading the .info and .jpg file to the restored camera, as documented in the *SightLogix WebConfig Installation Guide* in the "GPS Map Calibration Steps." When you re-add the device, SightMonitor II automatically downloads the map.

## 5. Restore Previous SightMonitor II State

To restore SightMonitor II to a particular backup, you must use the export backup feature on a particular auto backup to extract the encrypted files.

- SightMonitor must be closed when doing this procedure

Using the data files in the selected export folder:

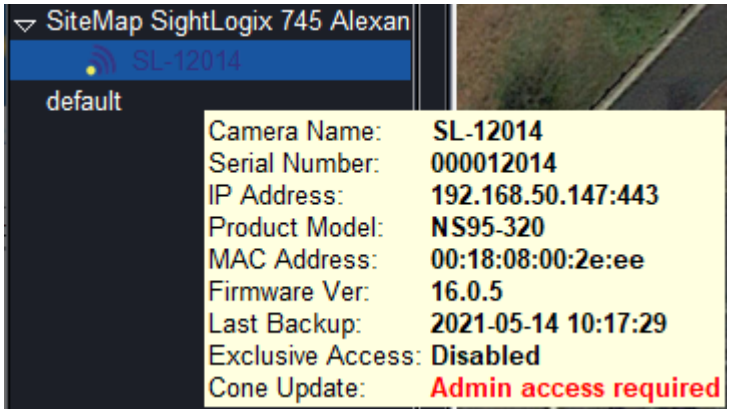
- Replace C:\\ProgramData\\SightMonitorII\\monitoringData.dat with monitoringData.dat from the exported folder
- Replace C:\\ProgramData\\SightMonitorII\\maps\\ with the "maps" subfolder if applicable

**Note**

ProgramData is a hidden folder and must be unhidden by unchecking the "Hidden Items" checkbox under the View tab in Windows

## 6. Camera Cone Grey Color

If the camera cone is grey, this indicates a SightSensor cone is stale and needs updating (only guard level users will see this). The camera tooltip will also indicate this.




To fix this, a Guard user must request that an Admin or Chief user log into SightMonitor II and log out for Guard users to see the updated cone information.

# MIGRATING DEVICES FROM CLASSIC SIGHTMONITOR TO SIGHTMONITOR II

For the most seamless experience, SightMonitor II is best used with devices that have been configured with the GPS Map calibration in WebConfig. The camera map and cones will be automatically added with the camera.

Alternatively, you can migrate SightLogix devices that have been calibrated and managed using the classic version of SightMonitor, with the following considerations:

- Devices must first be **removed** from SightMonitor classic.
- Devices added to SightMonitor II must be running 15.12 or later.
- Devices added to SightMonitor II that have been calibrated using "classic" SightMonitor are initially added to the Default site.
- Once these devices are added to SightMonitor II, you will typically create a new site, upload the site's GPS map and information file, and assign the devices to that new site, as explained below.

## Adding a Site and Devices Manually

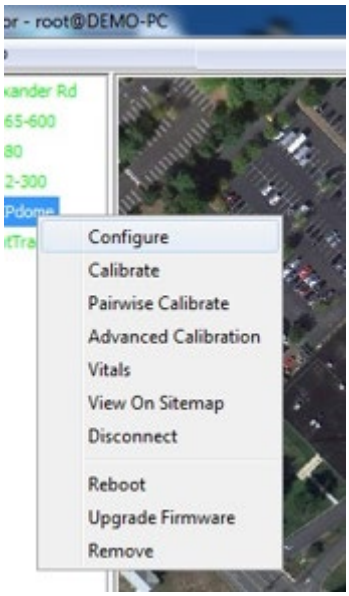
You will need the IP address of the device.

### 1. Retrieve the site map and .info file used with "classic" SightMonitor

- On the computer where "classic" SightMonitor is installed, browse to:
    - 32-Bit Systems:
      `C:\Program Files\SightLogix\CS\Tomcat\webapps\slcs\site_images`
    - 64-Bit Systems:
      `C:\Program Files (x86)\SightLogix\CS\Tomcat\webapps\slcs\site_images`
- Copy and place the .jpeg and .info file in a convenient location (recommended).

### 2. Remove the device from "classic" SightMonitor

- In classic SightMonitor, right-click the device from the camera tree and choose "Disconnect"
- Next, right-click the device from the camera tree and choose "Remove". Click "Yes" to confirm.



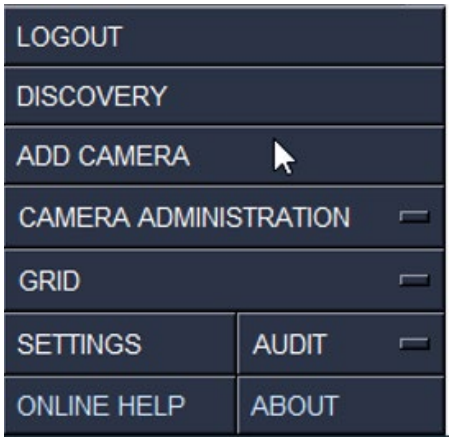

## 3. Login into WebConfig

- Open a browser and enter the IP address of the device.
- The WebConfig page opens. Enter your credentials, click the “Force Login” checkbox and click the ‘Sign In’ button to login to WebConfig.

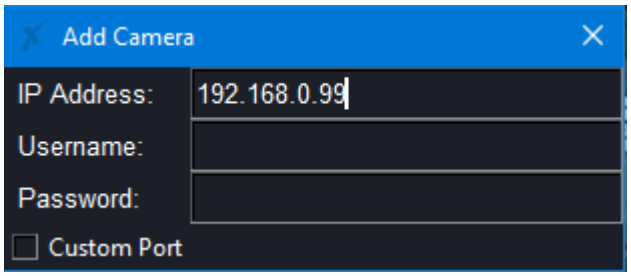
You are now able to add the device to SightMonitor II.

## 4. Add the Device to SightMonitor II

- Login to SightMonitor II.
- Click Add Camera from the navigation menu.



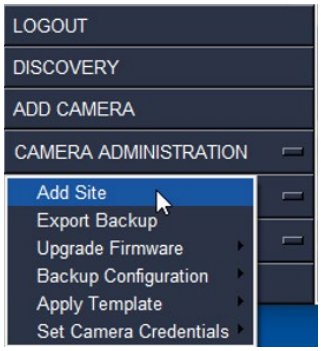

- The Add Camera window opens.



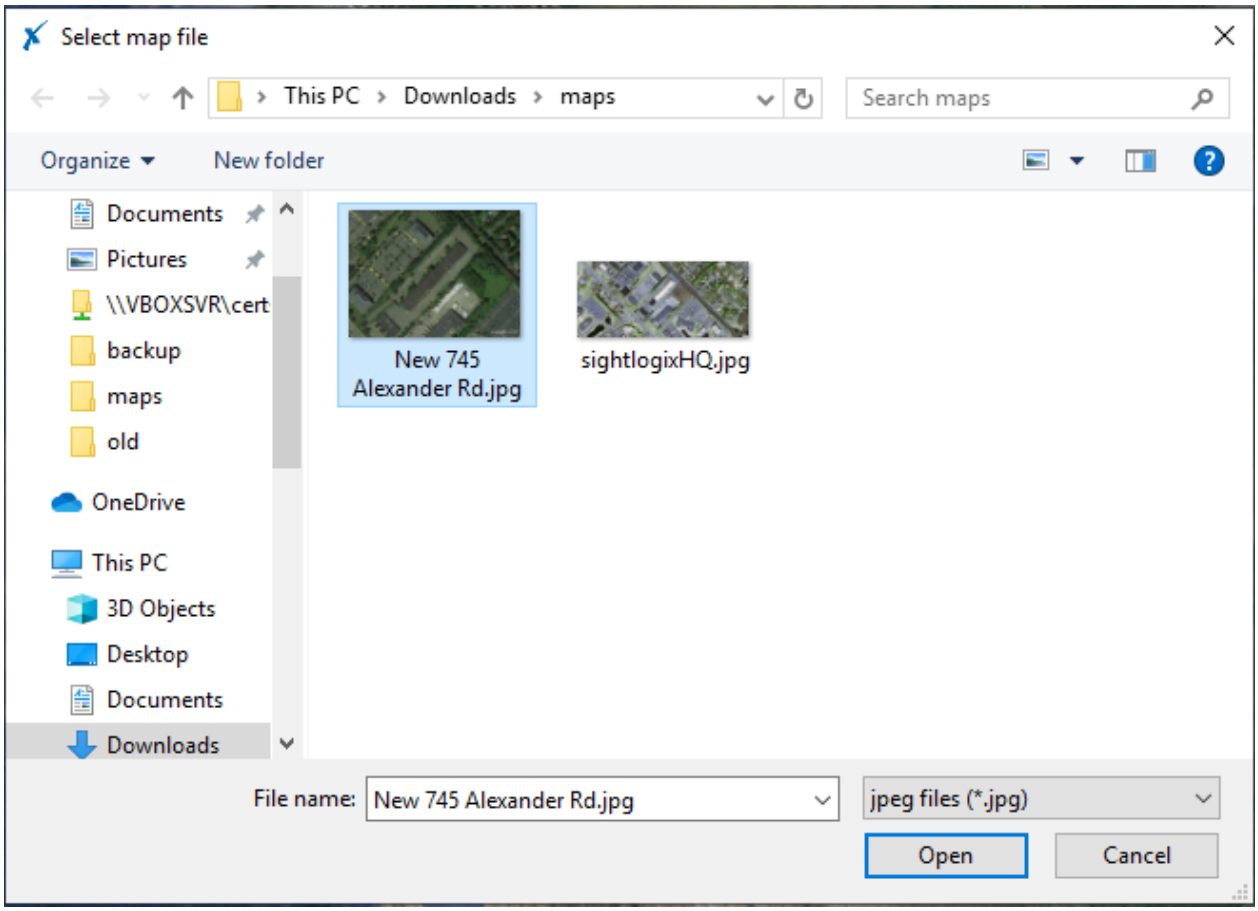

- Complete the fields and hit Enter on your keyboard.
    - Once your camera has been added, you will see a message with a “Map failing to download and camera set to default map” notification at the bottom of the window
    - The camera icon will be green located under the default map.

## 5. Add a Site Manually for the New Device

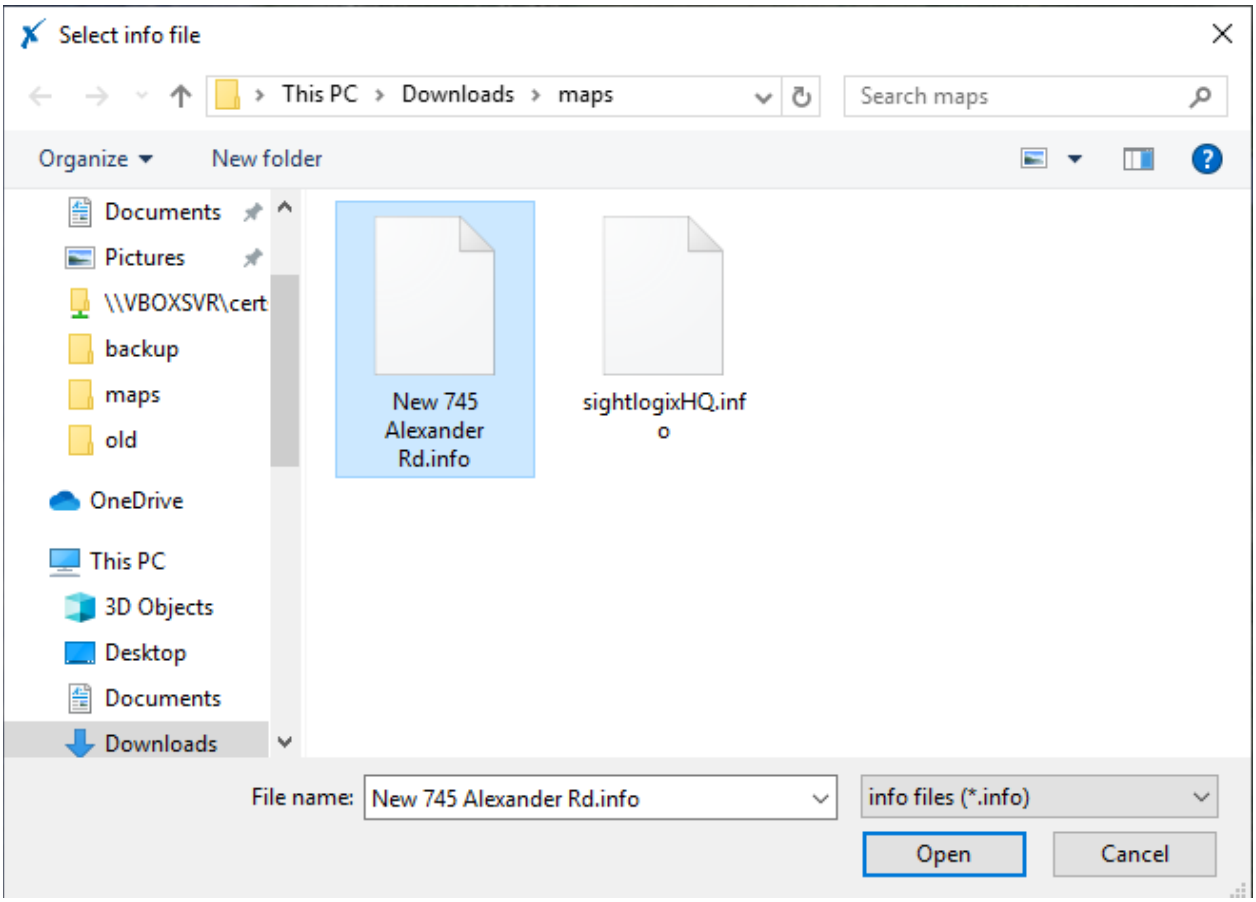
- Click Add Site from the Camera Administration context menu.




- The Select Map File window opens. Select the Map .jpg file and click Open.



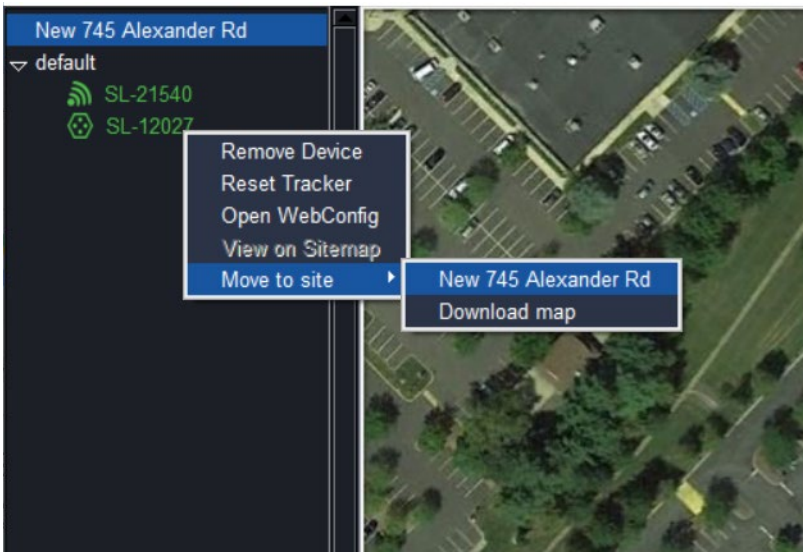

- The Select Info window opens. Select your .info file and click Open.




The new site is created. Click the name of the site to load the map.

To move it to your new site:

- Right-click the device name, and choose “Move to site”. Then select the site you want to move the device to.




## Manually Convert Special Characters

Classic SightMonitor represents non-ascii characters using a codepage that is selected as part of Windows. Once converted to WebConfig, the camera no longer has access to determine which extended ascii code page is in use and cannot convert characters properly to the UTF-8 representation.

Starting with release 16.2, you can convert sites from SightMonitor Classic to SightMonitor II that use non-ascii characters in camera fields. (Previously some cameras would not allow WebConfig to login or not import the camera's zones into WebConfig).

- When logging into WebConfig after removing the site from Classic SightMonitor, non-ascii characters will be converted to their hex representation. (For example, "à" will convert to "\xe0").
- Refer to https://en.wikipedia.org/wiki/ISO/IEC_8859-1 to reference the most likely hex character conversions
- To fix, it is recommended to check all fields in WebConfig, especially:
    - Camera name, channel description, policy zone names, policy rule names.

Note that converting back to Classic SightMonitor will cause additional conversions that would also need to be fixed. Be sure to backup your database before any conversion and restore that database if needed.

- This concludes the migration procedure from SightMonitor I (Classic) to SightMonitor II. To continue your installation, go to *5. Add a Device to SightMonitor II* on *Page 11*.

# FIXING A DARK BLUE MIXED WITH YELLOW ICON

Devices with a dark-blue mixed with yellow icon can be caused by any of the following conditions:

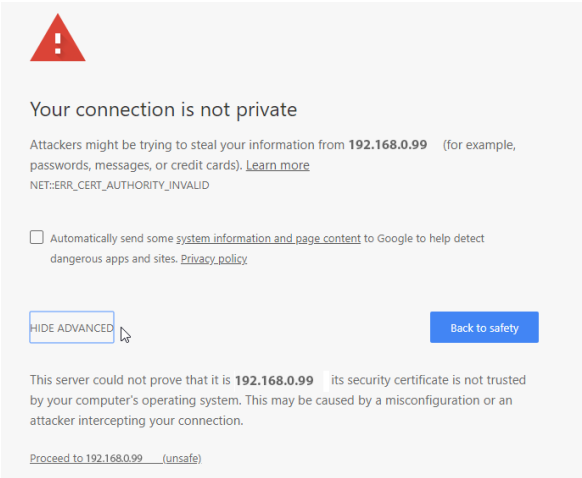
- Connected but cannot retrieve target data
    - This might occur when the device's credentials have been changed in WebConfig.
    - In this case, remove and re-add the device to SightMonitor II with the correct credentials.
- SightMonitor II Exclusive Access feature is enabled but device is not in Exclusive Access mode
    - May occur when device is connected via HTTP; Exclusive Access is available only for HTTPS connections
- The device is in Exclusive Access mode with a license different from the system's license.
    - Users can recover the device by changing the system license back to the old license.
- Camera cone is stale and needs updating
    - May occur when the user is a guard class user and a map-calibrated cone has been changed.

# ABOUT THE SIGHTLOGIX CA

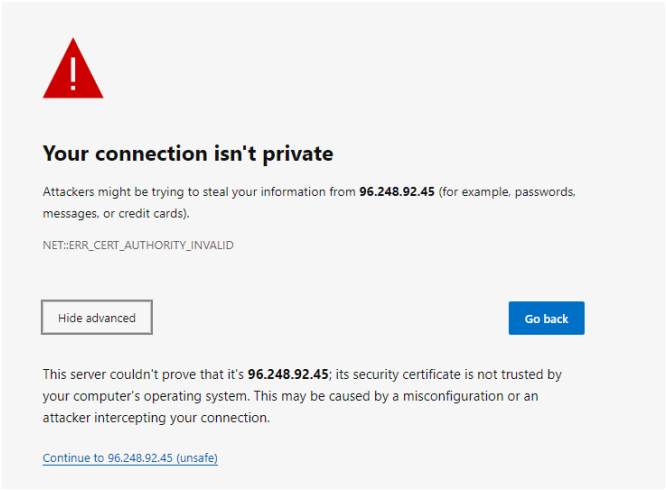
The SightLogix CA will tell the browser to trust the device when accessing a camera's WebConfig page via HTTPS.

- If the system has the SightLogix CA installed, the 'Open WebConfig' option in the context menu will choose to use HTTPS.
- If the system does not have the SightLogix CA installed:
    - The 'Open WebConfig' option in the context menu will choose to use HTTP if both HTTP and HTTPS are enabled and HTTPS if the device only has HTTPS enabled.
    - The 'Open WebConfig' option in the context menu will open using HTTPS if the device has Exclusive Access mode enabled.

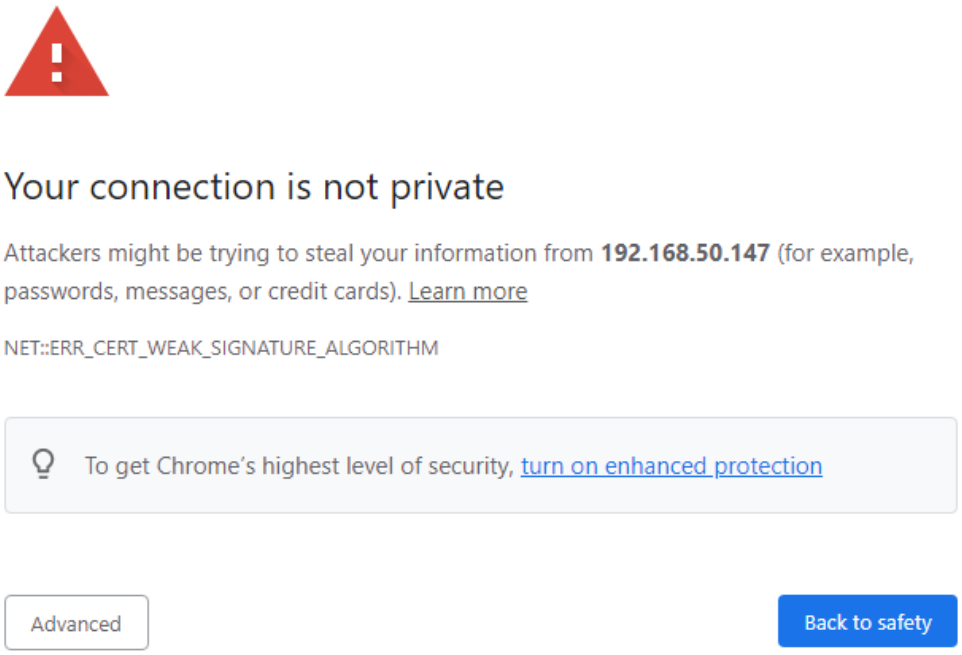
In the cases where the camera opens using HTTPS, and you don't have the SightLogix CA installed, you may see the following ERR_CERT_AUTHORITY_INVALID error on your browser:




**Security Warning - Chrome**




**Security Warning – Microsoft Edge**




SightMonitor II will prompt the user to install the SightLogix CA upon login if the system does not already have it installed.

Alternatively, you can manually install the SightLogix CA on the 'About SightMonitor II' dialog by clicking "Install SightLogix CA Certificate", as shown.

# FINDING MORE INFORMATION

- Visit the SightLogix Support Portal for additional resources: http://portal.sightlogix.com/help

## Contact SightLogix Support

Visit: http://portal.sightlogix.com/help
Call: +1 609.951.0008, option 2
Email: support@sightlogix.com