SENSTAR™

Senstar E5000 Physical Security Appliance

User Guide

Contents

Introduction

The Senstar Physical Security Appliance combines a purpose-built hardware appliance with the Senstar Symphony video management and analytics software, creating a high-performance, intelligent video surveillance platform.

The robust, fanless design and flexible installation options of the Senstar Physical Security Appliance make it an ideal solution for space-constrained and harsh environments.
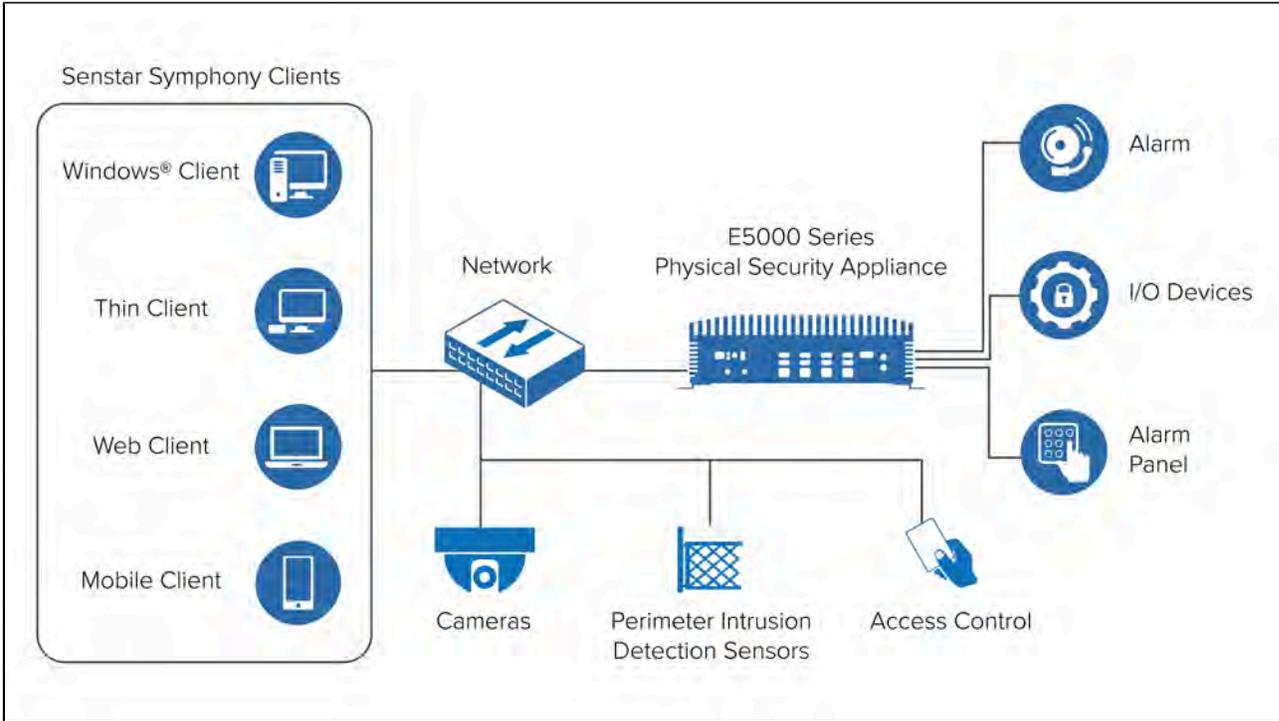
In the box

Your Senstar E5000 Physical Security Appliance package includes the following items:

- Senstar E5000 Physical Security Appliance
- USB card with documentation and the Senstar Symphony Client
- Brackets and hardware for wall mount
- Rubber feet for desk-top placement
- Power adapter and cord

Specifications

	E5004-8A	E5004-16A
OS	Windows 10 IOT Enterprise	Windows 10 IOT Enterprise
Internal storage	4 TB	4 TB
Camera licenses	8	16
Ethernet	4xGbE	4xGbE
USB	8	8

	E5004-8A	E5004-16A
Inputs/outputs	8	8
Monitor output	HDMI (x2)	HDMI (x2)
Network protocols	• DHCP • SMTP • SNMP	• DHCP • SMTP • SNMP
Operating temperature	-20 to 55 ° C	-20 to 55 ° C
Input voltage	10 to 35 VDC	10 to 35 VDC
Compliance	• CE • FCC • RoHs	• CE • FCC • RoHs
Mounting kit	Wall mount included	Wall mount included
Warranty	3 year	3 year

Safety, maintenance, and support information

Review the following information before installing the Senstar E5000 Physical Security Appliance:

Item	Instruction
Power source	Use the included AC/DC power supply adapter to power the 10-35 Vdc input required.
Heat	Do not use the Senstar E5000 Physical Security Appliance in an area that contains heat sources.
Water/moisture	Do not use the Senstar E5000 Physical Security Appliance in an area where it might come in contact with liquid. Do not spill liquid on the Senstar E5000 Physical Security Appliance. When moving the Senstar E5000 Physical Security Appliance to an area with a significant temperature difference, do not plug in the Senstar E5000 Physical Security Appliance immediately—allow the Senstar E5000 Physical Security Appliance to adjust to the new temperature for at least two hours.
Cleaning	Unplug the Senstar E5000 Physical Security Appliance before cleaning. Use a dry microfiber cloth to wipe the Senstar E5000 Physical Security Appliance clean. Do not use water or chemical cleaners to clean the Senstar E5000 Physical Security Appliance.
Damage/hardware failure/missing parts/service	In the event of a hardware failure, contact Senstar support to obtain a Return Material Authorization (RMA) number. Senstar cannot guarantee that it will ship a new replacement unit against an RMA. Senstar may replace the Senstar Physical Security Appliance with a refurbished Senstar Physical Security Appliance or substitute a similar product.
Warranty	Obtain your warranty statements and license agreements for hardware and software at https://senstar.com/support/warranty/.

Default credentials

Use the following credentials to log in to Senstar Physical Security Appliance and the Senstar Symphony Server configuration interface.

Interface	Default credentials
Windows operating system	Username: `Admin` Password: `SenstarPSA`
Senstar Symphony	Username: `Admin` Password: `Admin`

Input and output connections

The Senstar Physical Security Appliance includes connections for digital input and output devices.

To connect an input device, connect the device to an input connection and the ground connection. The current is less than 1 mA.

To connect an output device, connect the device to an output connection and the ground connection. The maximum current is 100 mA and the maximum voltage is 5 V DC.
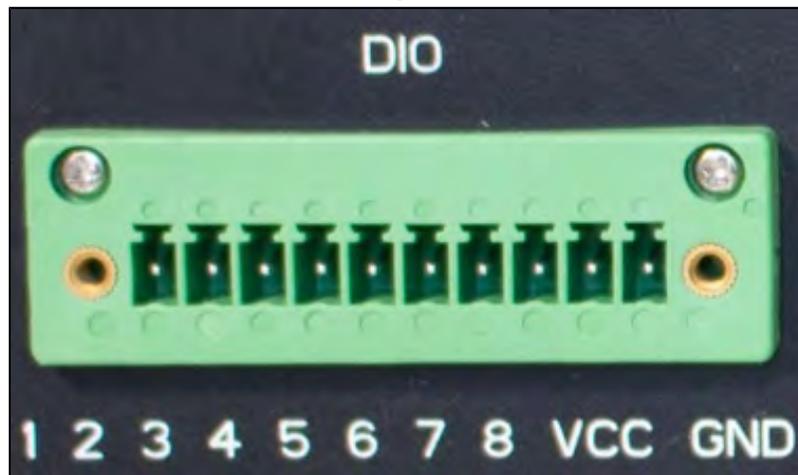
Installation

The Senstar Physical Security Appliance offers flexible installation options.
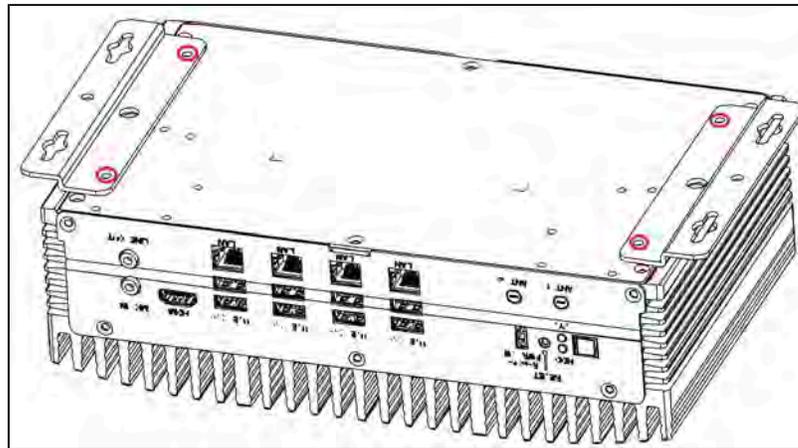
To install the Senstar Physical Security Appliance, complete the following workflow:

1. (Optional) Mount the Senstar Physical Security Appliance using the included wall mounts.
2. Use the default Ethernet port configuration information to choose which Ethernet port to use and connect the Senstar Physical Security Appliance to the network.
3. Connect power and turn on the Senstar Physical Security Appliance.
4. Open the Senstar Symphony Server configuration interface in a browser.
5. Register the Senstar Physical Security Appliance in the Senstar Symphony Server configuration interface (Senstar Physical Security Appliance is connected to the Internet) or at the Senstar Xnet (Senstar Physical Security Appliance is not connected to the Internet).
6. (Optional) Perform additional configuration tasks for the Senstar Physical Security Appliance.

Mount the Senstar Physical Security Appliance (optional)

1. With the Senstar Physical Security Appliance on a flat surface, turn it upside down.
2. Place the metal wall mounts flush with the Senstar Physical Security Appliance so that the side of the mounts with two holes lines up with the holes on the back of Senstar Physical Security Appliance.

    Use the side of the brackets with holes to attach the Senstar Physical Security Appliance to the wall.


3. Use the small screws with the integrated spring washers and flat washers to fasten the mounts to the Senstar Physical Security Appliance.
4. Place the Senstar Physical Security Appliance on the wall and mark the location of the mounting holes with a pencil.
5. (Optional) Drill the holes for the wall anchors.
6. (Optional) Insert the anchors into the wall.
7. Insert the mounting screws loosely.
8. Place the wall mounts on the mounting screws.
9. Verify that the location is appropriate for the Senstar Physical Security Appliance.
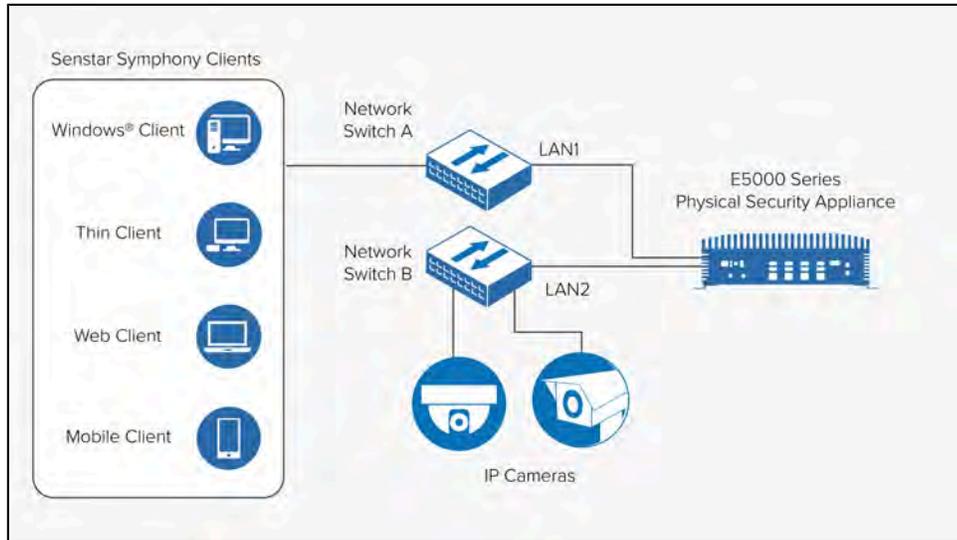10. Tighten the mounting screws.

Connecting to your network

The Senstar Physical Security Appliance includes four Ethernet ports to support connections to multiple networks. Do not connect the Ethernet ports to the same network.

The Senstar Physical Security Appliance can connect to a single network that includes cameras and client computers.
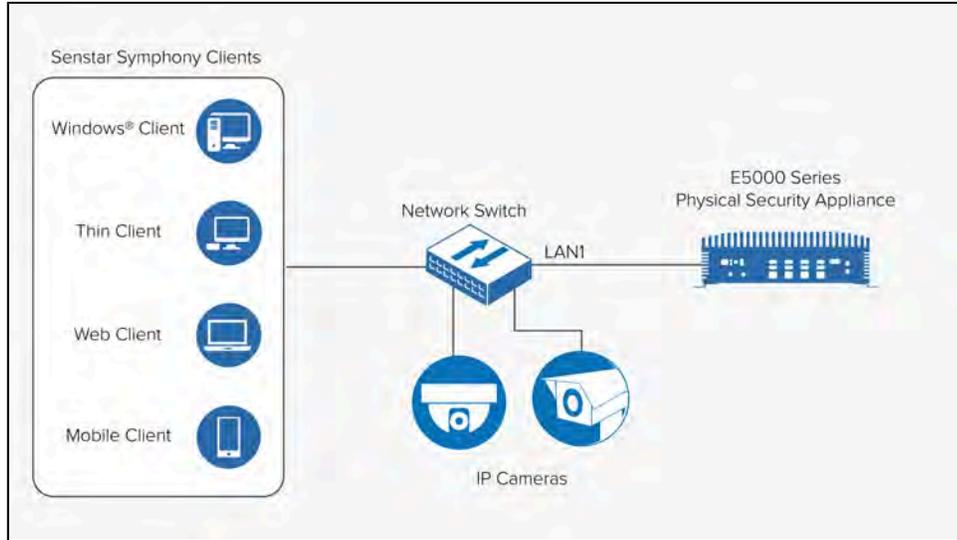
The Senstar Physical Security Appliance can connect to multiple networks and act as a DHCP server for one of the networks. These features allows you to isolate the video devices from a corporate network. In this case, video footage traverses the corporate network only if a user requests it. Do not connect multiple network ports to the same network.

Ethernet port	Configuration
LAN1-4	• The Senstar Physical Security Appliance obtains an IP address automatically from the DHCP server on the network. • If a DHCP server is not available, the Senstar Physical Security Appliance uses automatic private IP addressing to set the IP address to 169.254.$x.y$ (where $x.y$ is the unique identifier of the Senstar Physical Security Appliance) with a subnet of 255.255.0.0.

Configure the network connection

1. In the Senstar Symphony Server configuration interface, click **PSA**.
2. Click **Network**.

3. Perform the following steps for each network connection:
   a) In the **Mode** list, select whether to obtain an IP address automatically, assign an IP address manually, or use the Senstar Physical Security Appliance as a DHCP server.
   b) Configure the settings.
4. Click **Save**.

Network settings

Automatic IP address settings

Setting	Description
Obtain DNS server address automatically	Select whether the Senstar Physical Security Appliance automatically obtains the address of the DNS server. If you set this to OFF, you must specify the IP addresses of the preferred and alternate DNS servers.
Preferred DNS Server	Specify the IP address of the preferred DNS server.
Alternate DNS Server	Specify the IP address of the preferred DNS server.

Manual IP address settings

Setting	Description
IP Address	Specify the IP address for the Senstar Physical Security Appliance.
Subnet Mask	Specify the subnet mask for the Senstar Physical Security Appliance.
Default Gateway	Specify the default gateway for the Senstar Physical Security Appliance.
Preferred DNS Server	Specify the IP address of the preferred DNS server.
Alternate DNS Server	Specify the IP address of the alternate DNS server.

DHCP server settings

Setting	Description
IP Address Range Start	Specify the start of the IP address that the Senstar Physical Security Appliance assigns to clients.

Configure the time

1. In the Senstar Symphony Server configuration interface, click **PSA**.
2. Click **Time**.
3. In the **Time Zone** list, select the time zone in which the Senstar Physical Security Appliance resides.
4. Click the **Synchronize Time with Time Server** button to select whether to synchronize with a time server.
5. If you turn **Synchronize Time with Time Server** on, select the time server with which to synchronize in the **Time Server** list and click **Synchronize Time Now**.
6. If you turn **Synchronize Time with Time Server** off, specify the date and time for the Senstar Physical Security Appliance.
7. Click **Save**.

Register the Senstar Physical Security Appliance

If the Senstar Physical Security Appliance is connected to the Internet, complete the following steps to register:

1. In the Senstar Symphony Server configuration interface, click **PSA**.
2. Click **Register**.
3. Click **Register Now**.

If the Senstar Physical Security Appliance is not connected to the Internet, complete the following steps to register:

1. In the Senstar Symphony Server configuration interface, click **PSA**.
2. Click **Register**.
3. Record the registration key.
4. On a computer that is connected to the Internet, navigate to Senstar Xnet in a browser and log in.
5. Click **Register PSA/NVR**.
6. In the **Registration Key** field, type the registration key.
7. Click **Register Now**.

Legal information