



AV CaptureAll

How-to Guide: Setup Network Storage

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Overview

The purpose of this guide is to walk you through the steps necessary to migrate session storage from a local drive to a network server. If at any time you have questions regarding this process, please call our customer support line at [888-360-2822](tel:888-360-2822) or email us at Support@AVCaptureAll.com.

If this is a new AV Capture installation and sessions have not already been saved locally, we recommend utilizing the [Network Permissions](#) section of our Installation Manual in place of this guide.

Setting up network storage requires Windows administrator credentials and specific network permissions. If you do not have these credentials, contact your IT department for assistance.

Departments

Your organization may be using more than one Main Storage Folder. This is true in any of the following situations:

- Both Legislative and Judicial editions of AVC are installed
- Different departments are setup with separate storage folders
- Each room's recording PC has its own storage folder

For the sake of simplicity, this guide explains how to move one Main Storage Folder to the network. Repeat these steps as necessary, where applicable.

Network Permissions - PCs Vs Users

It is critical that both users *and* PCs be given read, write, and modify permissions at the Share level of the network server where the sessions will be stored. Providing network permissions for users alone is not sufficient. This is because the AV Capture software relies on Windows User Account network permissions, whereas its background service relies on PC network permissions.

The following steps describe how to setup permissions for a single PC. User permissions may be setup using the same steps.

📍 Directions 📍

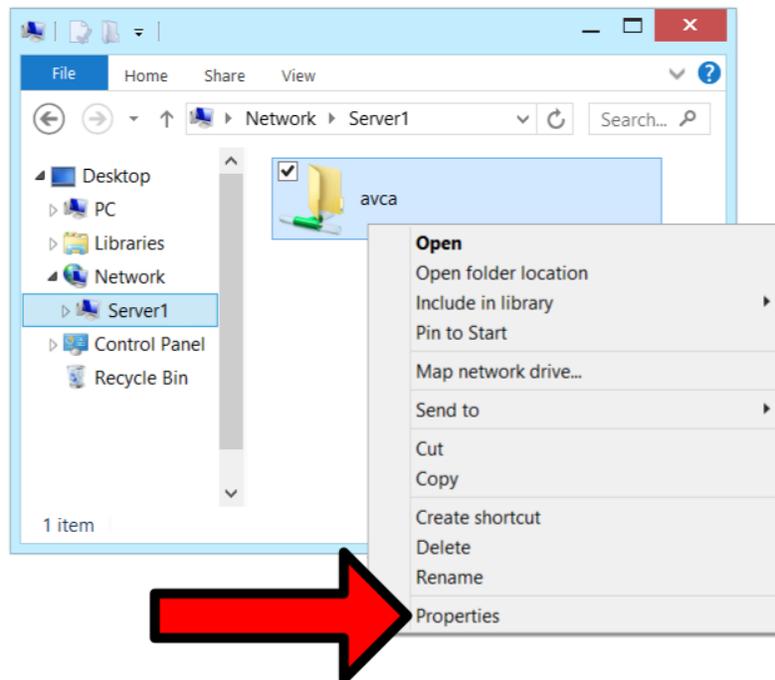
Step 1: Determine the current location of the Main Storage Folder. The default location is C:\AVCA Storage.

Because the storage location is user-specific, the best way to verify the location is to have a regular AV Capture user login. Have them launch AVC, open Settings, and navigate to the Storage tab. The Main Storage Folder location is listed at the top.

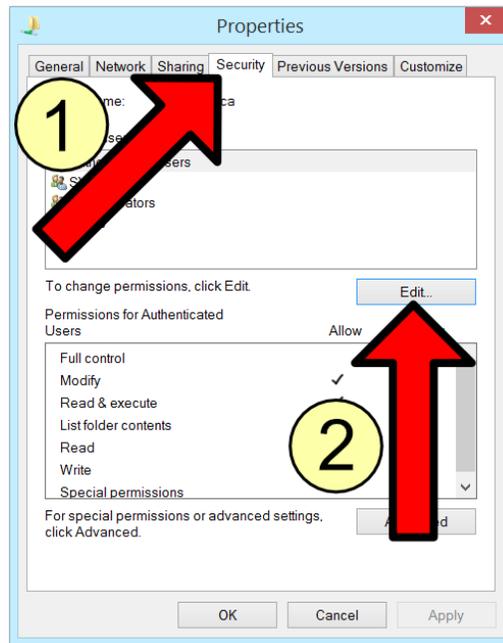
Step 2: Move the Main Storage Folder (or all of its contents) to the desired network storage location. Note that it is critical that all the contents of the folder be moved, including the sub-folders and sessions.accdb file.

IMPORTANT – Though the Main Storage Folder may be moved to a network storage location, the Local Backup Folder must remain on a local drive. By default, this folder location is C:\AVCA Backup.

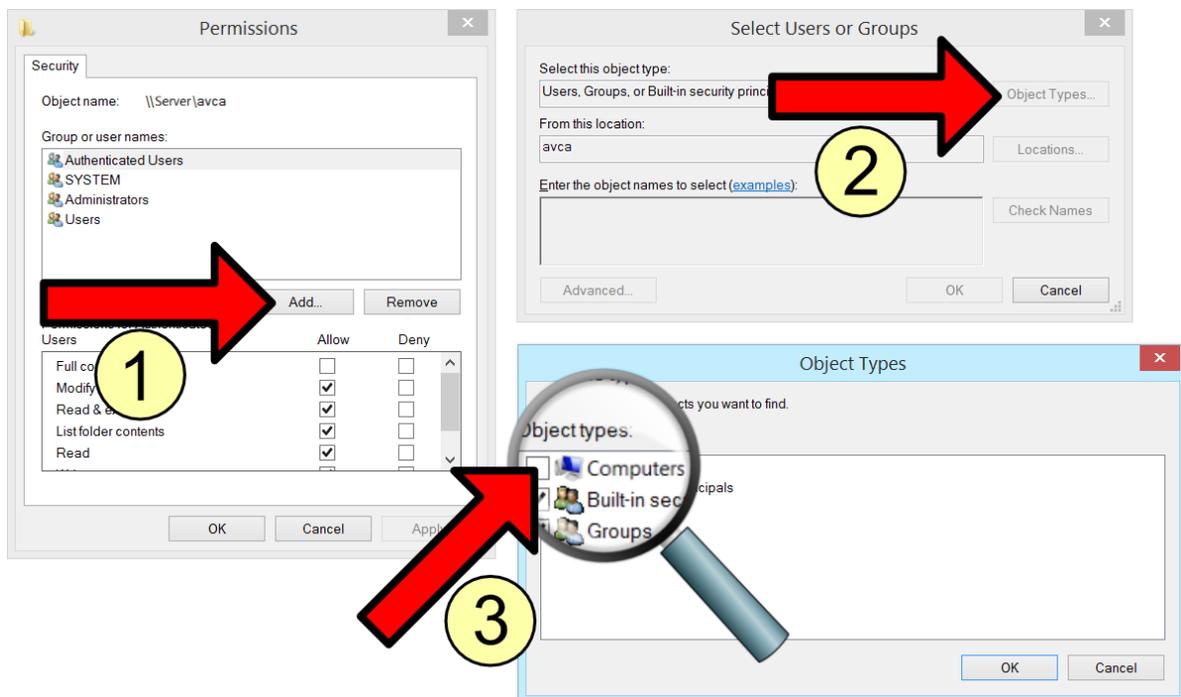
Step 3: Open Windows File Explorer and navigate to the Share folder. A Share can be identified by its unique folder icon (📁). Open the Share folder's Properties window.



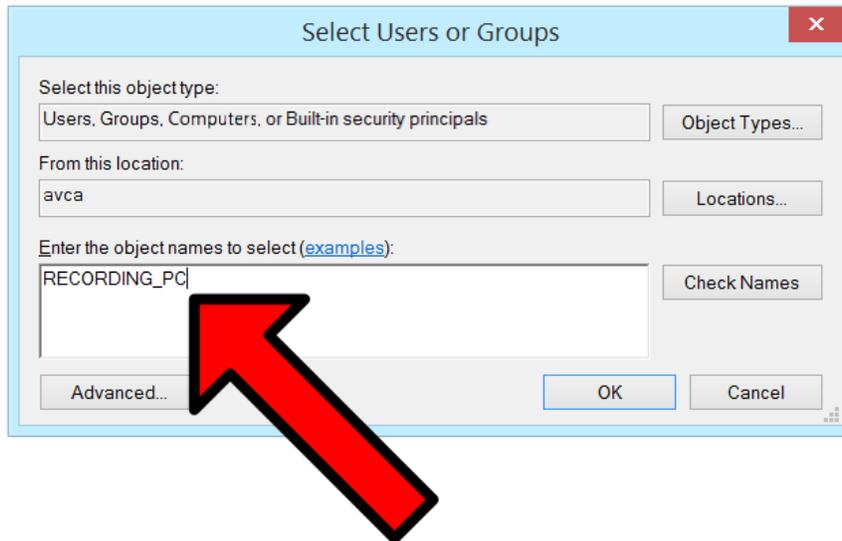
Step 4: In Properties, open the Security tab (①) and click the Edit button (②). This will open the Permissions window.



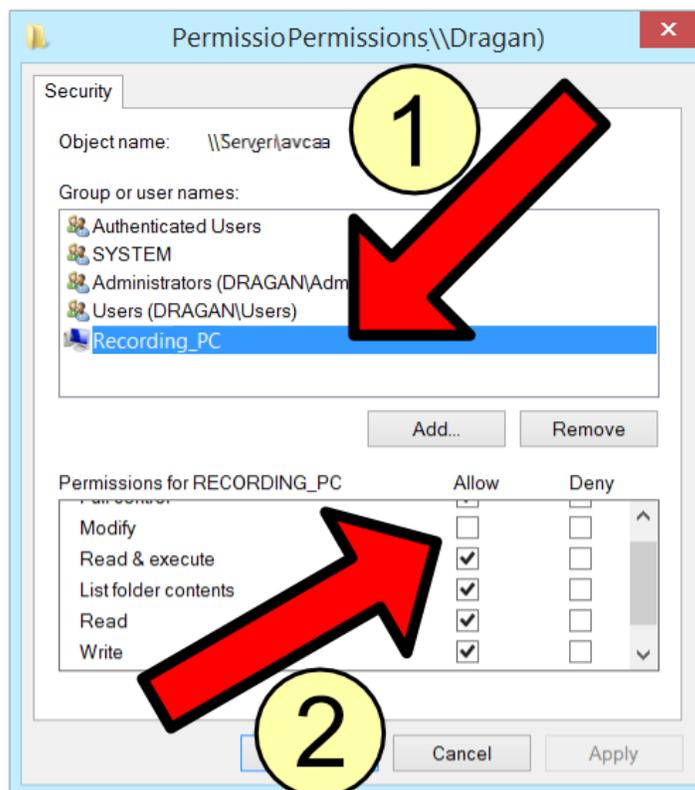
Step 5: In the Permissions window, click the Add button (①). In the subsequent Select Users or Groups window, click the Object Types button (②). This will open the Object Types window. By default, the Computers checkbox is unchecked. Check the Computers checkbox (③) and click OK.



Step 6: In the Select Users or Groups window, add the name of the computer to be given permissions. Click OK.



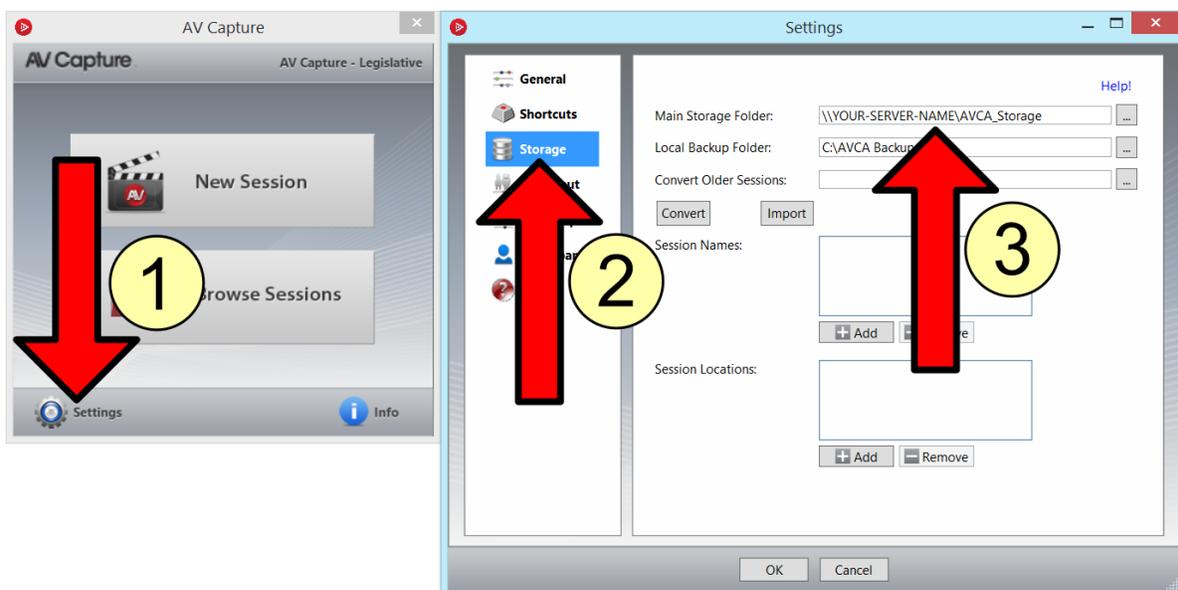
Step 7: In the Permissions window, select the Computer you just added (①). Typically, by default the PC is given Read and Write permissions, but not Modify permissions. AV Capture requires Read, Write, and Modify permissions. Review each of these checkbox values and check any that are not already checked (②). Click Apply. Click OK.



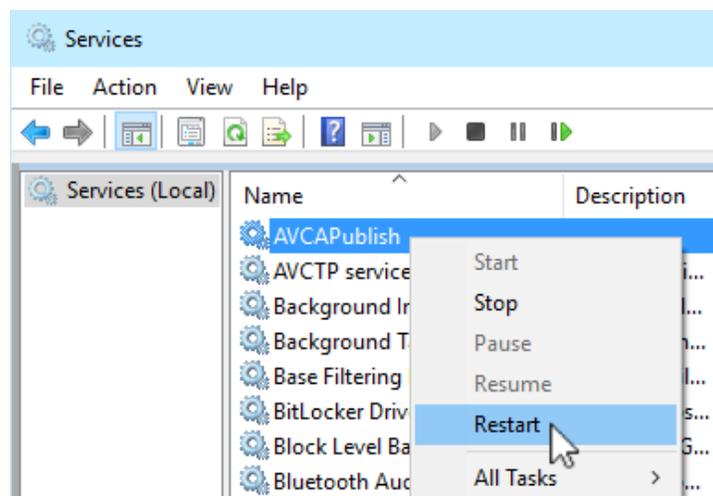
Step 8: Repeat Steps 4-7 for any other PCs running AV Capture, and also for any Windows User Accounts that will be logging in to use AV Capture.

Step 9: Log in to Windows as the AVC user and launch AV Capture. Open the Settings window (1), then navigate to the Storage tab (2). Next, enter the new network storage location in the Main Storage Folder text field (3). Click OK and exit AV Capture.

It is important to note that the full UNC path must be entered – not the mapped drive letter (i.e. "\\[YOUR-SERVER-NAME]\AVCA_Storage" is correct, whereas "T:\AVCA_Storage" is not). Also, this text-field is case-sensitive.



Step 10: Launch the Services app and restart the AVCAPublish service.



Verification Test

Once network permissions have been setup for both PC(s) and user(s), run the following test to verify the permissions are sufficient:

1. Launch AV Capture
2. Create a New Session
3. Click Exit Session
4. Select "No" when prompted whether to publish the session
5. Open the Browse Sessions window
6. Check the value in the Status column for the session you just created;
 - a. Green checkmark = user permissions are sufficient – move on to Step 7
 - b. Red "x" = wait 10-30 seconds and click the Refresh button
If the red "x" persists, the user permissions are incorrect or insufficient – troubleshoot this prior to moving on
7. Open the test session
8. Record or Import media
9. Click Exit Session
10. Select "No" when prompted whether to publish the session
11. Open the Browse Sessions window
12. Check the value in the Status column for the session you just updated;
 - a. Green checkmark = PC permissions are sufficient
 - b. Red "x" = click the Refresh button once every minute or so
If the red "x" persists after 10 minutes, the PC permissions are incorrect or insufficient

If a red "x" persists, first verify that all the permissions were set correctly:

- Were permissions added to the Share folder?
- Were read, write, and modify permissions given to the PC?
- Were read, write, and modify permissions given to the user?
- Was the AVCAPublish service restarted afterwards?

If the test still fails after troubleshooting, reboot the PC, wait 5 minutes, and try again. If the red "x" still persists, move on to the [Additional Permissions](#) section.

Additional Permissions

The following steps are only necessary if the verification test fails and subsequent troubleshooting actions have been exhausted.

Step 1: Remote into the network server and navigate to the Share folder. Open the Share folder's Properties window.

Step 2: In Properties, open the Sharing tab and click the Advanced Sharing button.

Step 3: In the Advanced Sharing window, click the Permissions button.

Step 4: In the Permissions window, review the current permissions. If the user does not currently have Full Control, verify that permissions are set to be inherited by sub-folders and give the user Full Control. Reboot the AV Capture PC and rerun the [Verification Test](#). If the user already has Full Control, or the Verification Test still fails, move on to the next step.

Step 5: In the Permissions window, if the PC does not currently have Full Control, verify that permissions are set to be inherited by sub-folders and give the PC Full Control. Reboot the AV Capture PC and rerun the [Verification Test](#).

Summary

If you followed the steps above, you have successfully setup network storage for AV Capture sessions. If this is not the case, please call our customer support line at [888-360-2822](tel:888-360-2822) or email us at Support@AVCaptureAll.com.

Related Support Documents

[AV Capture 2.7 Installation Manual](#)

This manual provides a comprehensive overview of all topics related to AV Capture installation and setup.