

March Networks Command Lite

Frequently Asked Questions (FAQs)

Note: These FAQs refer to Command Lite v.2.9 and higher. Versions earlier than 2.0 require the installation of the deprecated Silverlight plug-in to access the configuration interface. It is strongly recommended that you install the latest version of Command Lite.

Installing Command Lite

What are the system requirements for Command Lite?

Command Lite runs on any Windows Server 2008 R2, Windows Server 2012, Windows 7, Windows 8, Windows 8.1, and Windows 10 computers with a Intel i3 processor or better, and 4 GB RAM. We also recommend 500 GB hard disk space for the 6 cameras recording. Depending on the number of cameras connected, their resolution and bitrate, and the intended retention period, a higher amount of storage might be required. The full list of system requirements for Command Lite is available on the March Networks corporate website.

Important Notes:

- Starting from version 2.9.0, the Command Lite has switched from a 32-bit architecture to a 64-bit architecture. The architecture upgrade is entirely managed by the installation wizard.
- It is not possible to downgrade from version 2.9 to lower versions.
- If your Command Lite is installed on a 32-bit PC, you cannot upgrade to version 2.9 (and higher).

Do I need to install a client application to configure Command Lite?

Yes, Command Lite requires the installation of Command Config, a standalone application, that allows you to access the configuration pages for the software. The application is downloaded directly from Command Lite and the installation is triggered automatically. A copy of the Command Config installer is also provided while downloading the Command Lite installation package. For the updated system requirements for Command Config, please visit the March Networks corporate website. You can connect to Command Lite by typing the IP address or host name of the Command Lite machine in Command Config's login page.

Do I need to install a client application to access Command Lite?

Yes, Command Lite requires the installation of Command Client, a standalone application that allows you to access live and archived video from Command Lite. The Command Client installer is provided while downloading the Command Lite installation package. For the updated system requirements for Command Client, please visit the March Networks corporate website. You can connect to Command Lite by typing the IP address or host name of the Command Lite machine in Command Client's login page.



Setting Up Command Lite

What is the default user name and password for Command Lite?

The default credentials for accessing the software are:

Username: *admin*

Password: *<blank>*

You can change the default credentials from the login page, or from the **Configuration Wizard** and **System Configuration** pages.

Which IP cameras can be added to Command Lite?

Command Lite supports all March Networks edge devices and a number of third party IP device either directly or through ONVIF protocol integration. Check out the full list available on the March Networks corporate website.

Analog cameras can become part of Command Lite through the March Networks Edge encoders or through supported third party encoders.

Which ports is Command Lite using?

Command Lite uses ports TCP 80 (HTTP), TCP 443 (HTTPS), TCP 4505 and UDP 49444. If any of these ports is blocked or in use by other applications, you might experience problems when connecting or using Command Lite.

Can I use my Windows users with Command Lite?

Yes, Command Lite supports both local users and Microsoft Active Directory users.

May I upgrade Command Lite to Command Recording Software?

Without losing any current configuration and storage, Command Lite can be easily upgraded to the full featured Command Recording Software; licensing is provided with standalone or Enterprise channel licenses. It is possible to use Command Recording Software as a standalone server or it can be added to a server running the Command Enterprise Software. For assistance on the upgrade path, please contact one of our Certified Solution Providers.

May I use the Command Client application to configure Command Lite?

No, you can configure Command Lite only by accessing the Command Config interface.

Using Command Lite

Can I install Command Client and Command Config on a MAC OS X system?

No, the Command Client and Command Config applications are compatible with Windows systems only. For MAC OS X-based client workstations, it is required to virtualize within a Windows environment to use Command Client and Command Config.

Is there a Configuration Wizard

Yes, the Command Config application features a **Configuration Wizard** page that allows you to easily perform the following operations:

- Change the credentials for the *admin* user profile
- Add IP cameras to Command Lite
- Configure the video settings for the added cameras
- Add storage disks
- Configure continuous and programmed recording
- Create and customize user profiles

How many cameras can I connect to Command Lite?

Command Lite supports up to 6 IP video channels. If you need to connect a higher number of cameras, March Networks offers a convenient upgrade path to either a 500-channel single recording platform (v.2.9.0 or higher; earlier versions support up to 128 channels) or up to thousands video channels in an enterprise system (Command Enterprise).

For how long can I archive video?

Command Lite supports up to 7 days of recording for each video channel. Video evidence older than 7 days is automatically deleted.

Why is Command Lite not storing as much video as expected?

Depending on the number of cameras connected to Command Lite and their bitrate, the disk might not be able to store the expected recording. When the disk is full, Command Lite overwrites the older recordings.

Are there any limitations in terms of concurrent user connections to Command Lite?

You can create any number of users, each with its own set of rights. Command Lite can accommodate up to 32 simultaneous user connections to the recording server.

What about recording on motion events?

Command Lite supports motion-based recording. However, the software itself is not performing the motion analysis and depends on the camera's motion detection capability. The list of motion-capable IP devices is available on the March Networks corporate website.

Why is video not playing back smoothly?

Command Lite takes system resources to acquire and record video coming from the cameras. Depending on the video streams size and on other applications that may be running on your computer, the system performances can be affected. The suggestion is to make sure that the Command Lite minimum requirements are met.

Why is live video not smooth?

Again, both the recording software computer or your client computer might run short of resources if they do not meet Command Lite minimum requirements or if multiple applications are running at the same time - for optimum performance close the other applications.

How do I add cameras to my system?

There are two main ways of adding cameras to your Command Lite. From Command Config you can either use the integrated network discovery tool to find and add all the supported cameras connected to the same Layer 2 subnet, or you can manually type the camera model, address, and credentials. You can access the network discovery tool directly from the **Configuration Wizard** page.

Can I use audio sources with Command Lite?

Yes, Command Lite is able to add audio channels coming from any of the connected cameras (please refer to the list of IP devices is available on the Command section of the March Networks corporate website to check for audio support on a specific camera model).

Miscellaneous

How do I get technical support for Command Lite?

Technical support for Command Lite is provided through these FAQs and through tutorials and technical documentation available from the March Networks corporate website. When downloading the software, a Quick Guide and the full CRS User Guide are also provided. Also, an on-line help is available for the Command Client application by selecting the *Help -> Open Online Help* option on the main menu.

Is there an expiration date for the product?

There is no expiration date. Command Lite is a fully usable simplified version of our Command Recording Software.

Company Overview

March Networks® helps organizations transform video into business intelligence through the integration of surveillance video, analytics, and data from business systems and IoT devices. Companies worldwide use our software solutions to improve efficiency and compliance, reduce losses and risk, enhance customer service and compete more successfully. With deep roots in video security and networking, March Networks is also recognized as the leader in scalable, enterprise-class video management and hosted services. We are proud to work with many of the world's largest financial institutions, retail brands, cannabis operators and transit authorities, and deliver our software and systems through an extensive distribution and partner network in more than 70 countries. Founded in 2000, March Networks is headquartered in Ottawa, Ontario, Canada. For more information, please visit www.marchnetworks.com.

Customer Support and Assistance

North America

Telephone – 1 613 591 1441
Toll Free (US & Canada) – 1 800 472 0116
E-mail – techsupport@marchnetworks.com

EMEA

Telephone – +39 0362 17935 extension 3 (CET)
E-mail – emeatechsupport@marchnetworks.com

APAC

Telephone – 1 613 591 1441
E-mail – techsupport@marchnetworks.com

Copyright © 2019. March Networks Corporation. All rights reserved.

Information in this document is subject to change without notice. MARCH NETWORKS, March Networks Command, March Networks Searchlight, March Networks RideSafe, and the MARCH NETWORKS logo are trademarks of March Networks Corporation. All other trademarks are the property of their respective owners.

Notice of Rights

The software described in this document is furnished under a license agreement or nondisclosure agreement. The software may be used or copied only in accordance with the terms of those agreements. The contents of this manual and accompanying software are protected by copyright. No part of this publication may be reproduced, stored in a retrieval system, or transmitted, in any form or by any means, electronic, mechanical, recording, or otherwise without the prior written permission of March Networks Corporation.

Part Number

33367 Rev3.0 November 2019