

# Avigilon Control Center™ Analytics Service User Guide

The Avigilon Control Center (ACC) Analytics Service enables the ACC™ system to use the Avigilon Appearance Search™ feature and Face Recognition.

This guide describes how to install, monitor, and restart the ACC Analytics Service on a server.

**Note:** The Avigilon Artificial Intelligence (AI) Appliance comes with the ACC Analytics Service installed and enabled.

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## System Requirements

To use the ACC Analytics Service, you must have the following:

- A Network Video Recorder with the Analytics Kit for the Avigilon Appearance Search software (GPU).
- The ACC Server software — Enterprise edition version 6 or later. The ACC Analytics Service software version should match the ACC Server software version.

# Installing the ACC Analytics Service

**Important:** If you have newly installed a GPU kit, restart the NVR before installing the ACC Analytics Service.


To install the ACC Analytics Service onto an ACC Server:

1. Download the ACC Analytics Service from [avigilon.com](https://www.avigilon.com).
2. Open the install file and complete the installation wizard.


The ACC Analytics Service is installed.

## Monitoring the ACC Analytics Service

You can monitor the health of the ACC Analytics Service from the ACC Client software.




- In the  New Task menu, click **Site Health**.

The Site Health tab is displayed.

Information about each server is shown. Ensure the  General Information filter is selected.

The General Information section shows:

**Analytics Service:** An icon displays the ACC Analytics Service status:

-  The ACC Analytics Service is online.
-  The ACC Analytics Service was overloaded at some point in the last 3 days. Reduce the Total Server Analytics Load by disabling Face Recognition or the Avigilon Appearance Search feature on some cameras.
-  The ACC Analytics Service is offline.

**Peak Load (Last 3 Days):** The highest percent usage of the analytics service over the last 3 days.

## Restarting the ACC Analytics Service

If the ACC Analytics Service is offline or working incorrectly, restart the service.

1. To open Windows Services, do one of the following:
  - In the Start menu, search for **Services**.
  - Go to **Control Panel > Administrative Tools > Services**.
2. In the Services window, right-click **Avigilon Control Center Analytics Service**.
3. Click **Restart**.

The service is restarted.

## For More Information

For additional product documentation and software and firmware upgrades, visit [support.avigilon.com](https://support.avigilon.com).

## Technical Support

Contact Avigilon Technical Support at [support.avigilon.com/s/contactsupport](https://support.avigilon.com/s/contactsupport).

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