



Technical Note

TN568: Using a Local Folder for Video Storage for On-Premises Symphia NowForce Installations

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Products	Symphia NowForce On-Premises
Technical Note Type	User Guide
Exposure Level	Customer Facing
Description	This technical note provides the guidelines for setting local video storage in an Symphia NowForce On-Premises Installation.

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Overview

Video files are integral to Symphia NowForce and are routinely added into new incidents and distributed via the messaging or the mobile application by users in the system. These files are retained in the incident logs and may be required as a means of verification during an investigation or audit process.

By default, these files are retained in cloud storage, provisioned on the S3 Amazon servers. However, in some instances organizational data security policies may require that these files be stored physically on-site. To ensure that Symphia NowForce users are able to meet these stringent requirements, the ability to store video data locally is also made available to the user.

This technical note sets out the steps required to change your video storage from a cloud storage solution to a local storage solution. Storing your data locally has the following benefits:

- Full control over your storage infrastructure, user access and controls.
- Ease of upgrading to additional storage.
- Compliance with organizational IT requirements.

Prerequisites

Ensure that you have administrator rights to the server and an AWS account. Before changing the video folder location, you must set up a new S3 Bucket for video storage.

1. Create a new S3 bucket for video storage.
2. Create an IAM user.
3. Assign the user to the policy created using the Json below.

Ensure that you replace the placeholder value of `{BucketName}` with the your values.

```
{
  "Version": "2012-10-17",
  "Statement": [
    {
      "Sid": "Statement1",
      "Effect": "Allow",
      "Action": "s3:ListAllMyBuckets",
      "Resource": "*"
    },
    {
      "Sid": "Statement2",
      "Effect": "Allow",
      "Action": "s3:ListBucket",
      "Resource": "arn:aws:s3:::{BucketName}"
    },
    {
      "Sid": "Statement3",
      "Effect": "Allow",
      "Action": "s3:*Object",
      "Resource": "arn:aws:s3:::
{BucketName}/*"
    }
  ]
}
```

This will grant the user the permissions to read, write and list on your new S3 bucket

4. Create an API key for the user.
5. Send the Client ID and Client Secret for that user to [NowForce Support](#).

Changing the Video Folder Location

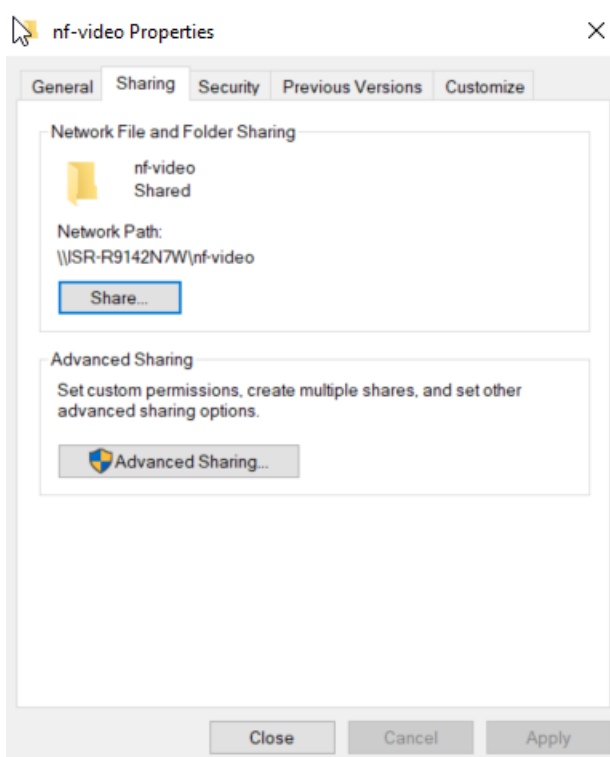
▼ To change the location of video storage from cloud s3 to local drive

1. On the NowForce server, create a new folder for video storage. In the example shown in this procedure, the folder is named nfvideo.

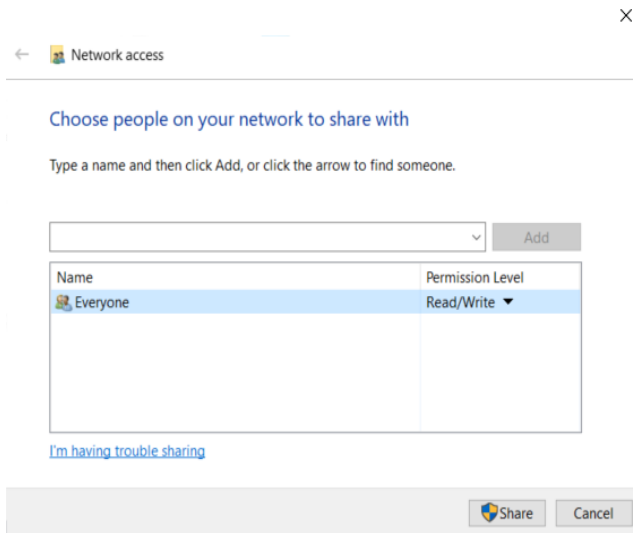
Tip

The suggested path for the folder is D:\NowForce\nf-video.

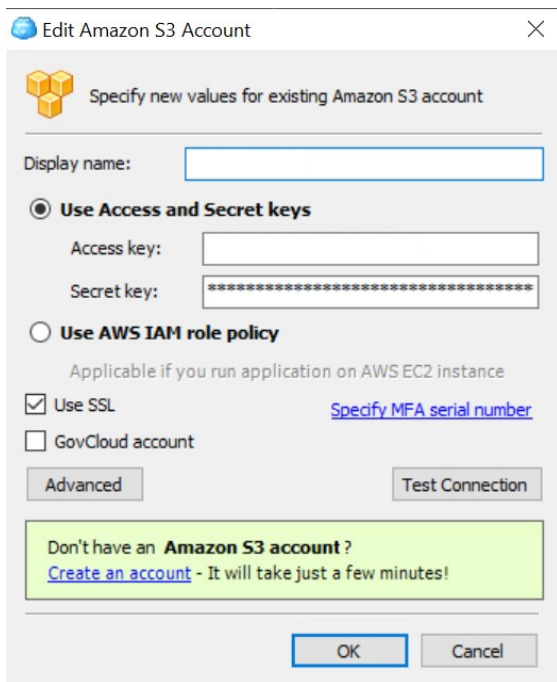
2. Right-click on the newly created folder and from the context menu select **Properties>Share**.



3. In the Network Access window, set the Permission Level for Everyone to **Read/Write**.



4. Open your internet browser, and navigate to the [S3 Browser App](#). Download the S3 Browser - Amazon S3 Client for Windows app.
5. Run the S3 Browser version 11.45 installer wizard and then connect to your Amazon S3 account by entering the customer **Access** and **Secret keys**.



6. Create the following batch file redirect script, replacing the placeholder values with your values. Name and save as a .bat file to a local drive.

```
set source=s3:<your_bucket_name>
```

```

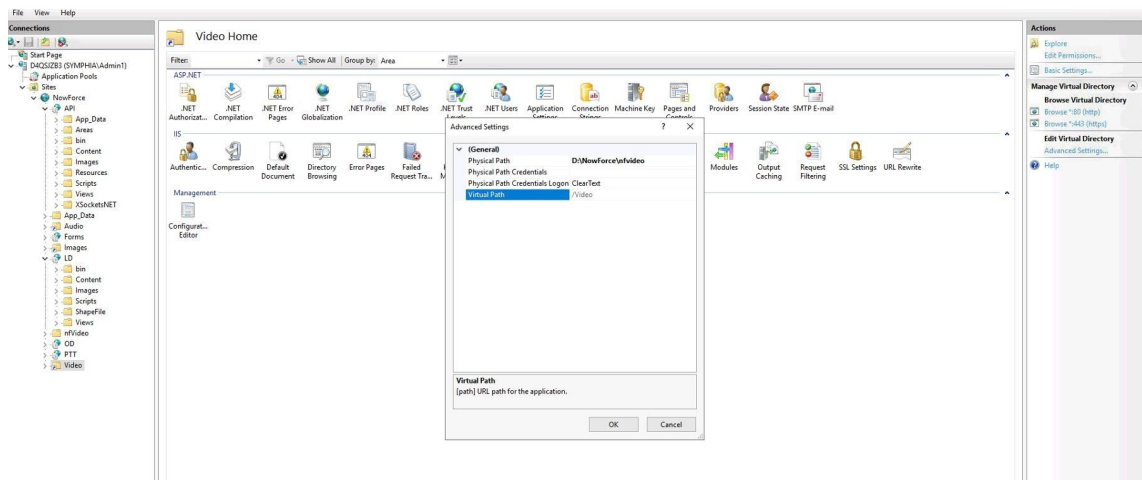
set dest=<path_to_your_shared_folder>
set user=<IAM_username>
set s3browser=<path_to_your_s3browser_executable>

:loop
%s3browser% sync %user% %source% %dest% nchs
echoy y | %s3browser% delete %user% %source%/*
timeout /t 10 /nobreak > NUL
goto loop
    
```

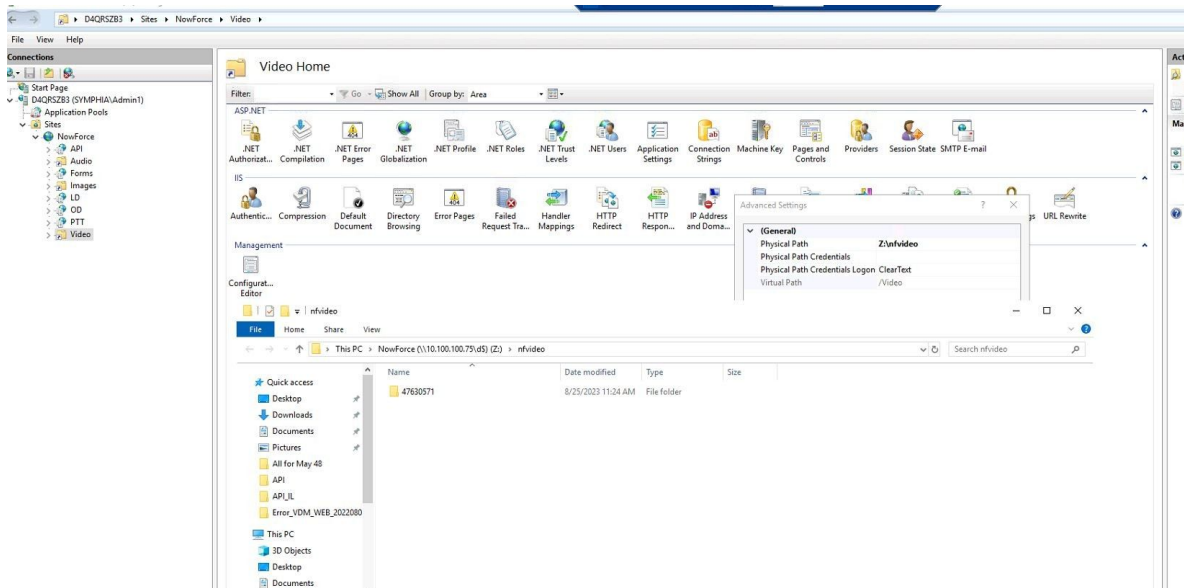
Tip

Take note of the file path location, you will require it in step 11b.

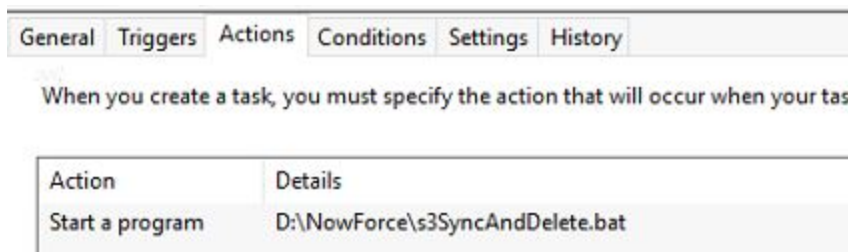
7. In the Internet Information Services window, expand the site lists, and right-click on **Video**. In the **Actions** pane
 - a. In the **Actions** pane, navigate to **View Virtual Directories > Add Virtual Directory...**
 - b. In the **Add Virtual Directory** dialog box, complete the **Alias** and **Physical path** fields and click **OK**.



8. Map this directory to the other Windows servers in your deployment.



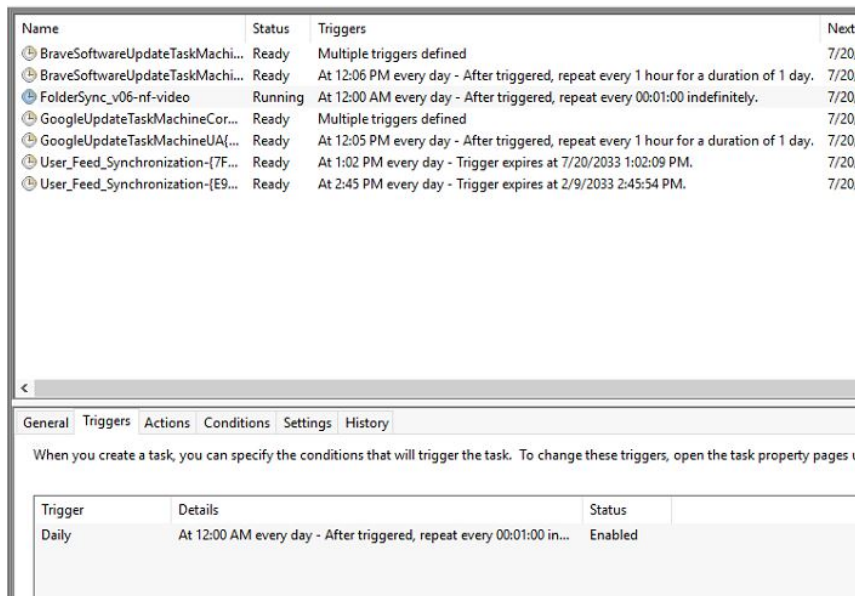
9. On the Windows Server that hosts the video folder, open **Task Scheduler**,
10. From the **Action** tab select **Create Task**.
11. In the **Create Task** window , select **Actions** tab and click **New...**
 - a. From the dropdown, **Start a program**.
 - b. Add the name of the batch file that you saved in step 6.
 - c. Click **OK**.



Example

In the image, the batch task is called *s3SyncandDelete.bat*

- d. In the **Active Tasks** tab, locate the new task.
- e. Double click on the **Job** and under the **Trigger** tab add the task frequency as shown in the image commencing daily at 12:00AM and set to repeat at 1 minute intervals.



- f. Click Apply and close.
12. On each server update the VideoPath parameter in the API web.config and LD web.config.
 - a. Open each config file in text editor, locate the text "VideosPath".
 - b. Update the value on both the API and LD web.config to `https://youruser.nowforce.com/Video/`
 - c. Save.

Example

In the example below, the video path is highlighted.

```

isplayName={UserDisplayName}" />
<add key="LiveChatSocketUrl" value="https://[redacted].nowforce.com:4443" />
<add key="DefaultNotReliableLocationInMinutes" value="1440" />
<add key="MongoForMap" value="true" />
<add key="VideosPath" value="https://[redacted].nowforce.com/Video/" />
<add key="UploadAmazonMainPath" value="https://upload.nowforce.com" />
<add key="UploadPDFAmazonBucket" value="nf_forms" />
<add key="UploadMp3AmazonBucket" value="nf-incidents-desc" />
<add key="UploadCovidAmazonBucket" value="nf-corona" />
<add key="AmazonBucketForAssets" value="nf_assets" />
<add key="AmazonBucketForPremiumForms" value="nf-premiumforms" />
    
```