Sentry LLS

Installation Guide

Version 2026R1

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Copyright, trademarks, and disclaimer 3
Trademarks 3
Disclaimer 3
Log changes 4
Introduction 5
Scope 5
Audience 5
Pre-requisites 6
Technical Knowledge 6
System Access 6
Preparatory Tasks 6
System Requirements 7
Prepare Installation 8
Installation steps 9
For Sentry LLS version equal or minor than 3.0 9
For Sentry LLS version minor than 4.0 9
For all Sentry LLS versions 10
Licensing Sentry LLS 12
Troubleshooting and Common Issues 14
Sentry Servers link to Sentry LLS 14
Log Information 14
Troubleshooting 14
Support Information 14

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Log changes

2026R1	• **Fixes for Sentry running in Linux (docker).** • **Protocol v7 support.**
2025R3	• Face Recognition license support. • Protocol v6 support.
2025R2 (V4.1)	• Add support for virtual camera licensing. • Update licensing calculation to match new product tiers. • Protocol v5 support.
V4.0	• Fix mem leak issue. • Uninstalled before installation. • Refuse to install if already installed. • New 4.0 builds (1126 or later) with GenAI, KW, LPR.
V3.0	• Add support for Deep learning license for Sentry DL and Rule Processor.
V2.0	• Support Milestone Live license request.
V1.0	• Initial Version.

Introduction

Scope

This document provides step-by-step instructions for installing ***Sentry LLS***. It includes all the necessary details to guide users through the installation process.

The scope of this guide is limited to the installation phase and does not include advanced configurations or integration with external systems.

Audience

The following roles are the intended audience for this guide:

- **System Administrators:** Responsible for managing the infrastructure and ensuring the software is installed correctly within the organization's IT environment.
- **IT Support Engineers:** Tasked with resolving technical issues during installation and initial setup.
- **Solution Architects:** Overseeing the installation to ensure alignment with the organization's architecture and project requirements.
- **Technical Implementation Specialists:** Handling the detailed implementation of the software for specific use cases.
- **Product Specialists:** Verifying the successful setup and ensuring that the installed component meets the business needs.

Pre-requisites

Technical Knowledge

- **Operating System Proficiency.** Familiarity with Windows-based systems, including navigating the interface, using command-line tools (e.g., PowerShell), and managing system settings.
- **Networking Basics.** Understanding of IP addressing, ports, firewalls, and network protocols commonly used in enterprise environments.
- **Web Interfaces** and b**rowser-based Configuration Tools**. Understanding how to navigate, manage, and customize settings within web-based platforms.
- **Video Surveillance Systems knowledge**. Understanding how security cameras, recording devices, and monitoring software work together to provide surveillance and protection.
- **Troubleshooting Readiness.** Knowledge of basic troubleshooting steps, such as interpreting log files or checking service statuses.

System Access

- **Administrator Privileges.** Access to a user account with administrator rights on the target Windows machine.
- **Network Permissions.** Make sure you have the required permissions to install software and adjust network settings, such as setting up firewall exceptions.

Preparatory Tasks

- **Review Documentation.** Familiarize yourself with this guide and any other documentation.
- **Backup Policies.** Make sure there's a backup plan ready for any existing software or data that could be impacted during installation.
- **Dependencies Check.** Verify that all required software components or services (e.g., runtime environments, frameworks) are pre-installed or accessible.

System Requirements

- ***Sentry LLS*** uses **TCP port 9304** to communicate so the port 9304 need to be opened.
- Communication between the ***Sentry server(s)*** and ***Sentry LLS*** is encrypted.
- Small Windows OS VM (2 cores, 2GB RAM, space for logs) or similar to run ***Sentry LLS***.

> **INFORMATION**
>
> ***Sentry LLS*** service can be installed as a service onto an existing machine, with sufficient resources to spare.

Prepare Installation

To begin the installation process, you will need to download *Sentry LLS Installer* under latest Release available.

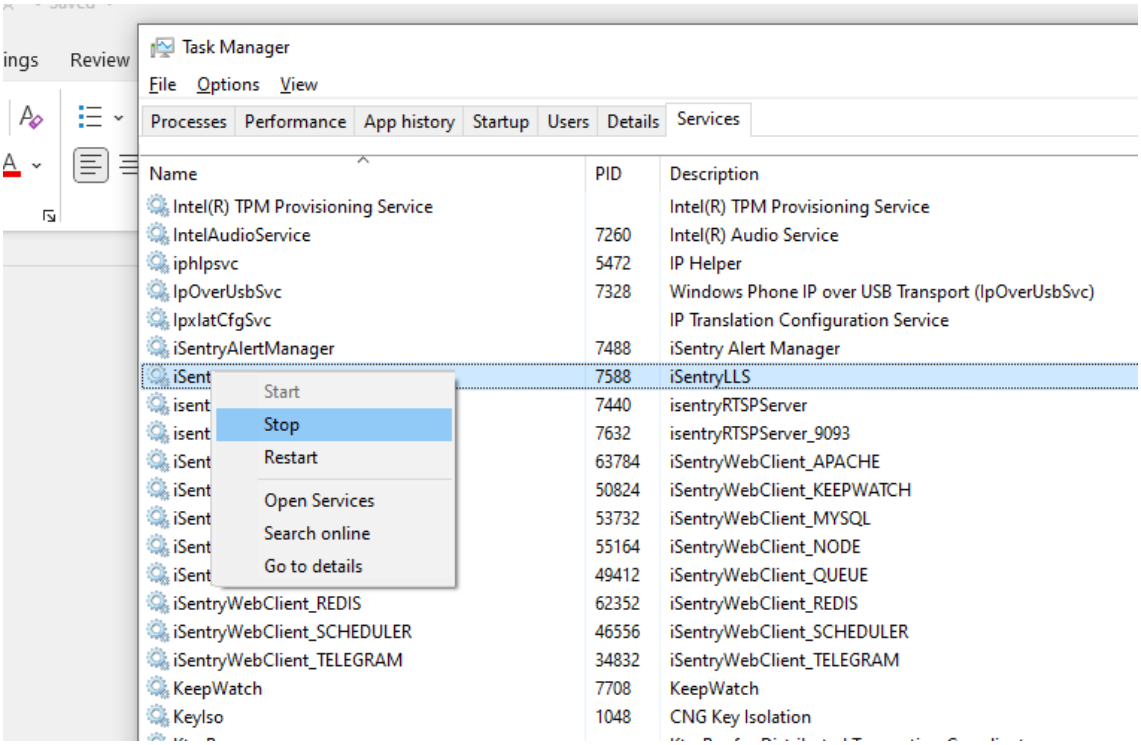
The Sentry software can be downloaded from the official Download Portal. Navigate to the portal, locate the product for which you need the installation files, and select the latest available release. After downloading the software, ensure it is saved and readily accessible on the appropriate servers for installation.

Installation steps

For Sentry LLS version equal or lower than 3.x

Please follows the following steps. If not applicable, please jump directly to next section.

Stop the LLS service



For Sentry LLS version lower than 4.0

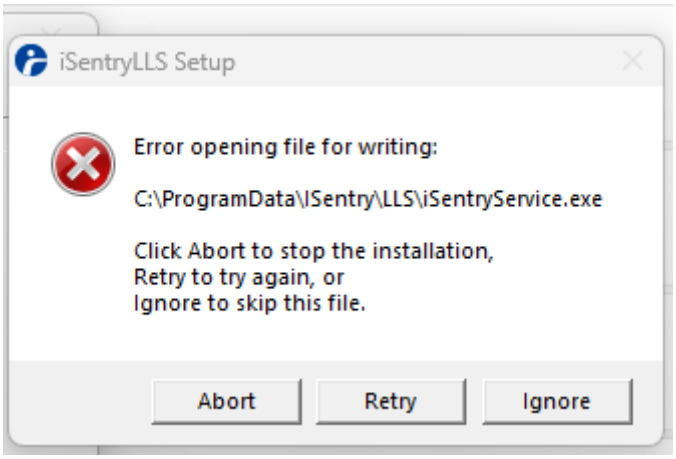
Please follows the following steps. If not applicable, please jump directly to next section.

Backup your license file

Prior to ***Sentry LLS*** 4.0 the license file could be deleted during uninstall/upgrade. Make a copy of the file `C:\ProgramData\ISentry\LLS\isentry.lic` in your profile before uninstalling and restore it after new installation.

Uninstall Sentry LLS Server

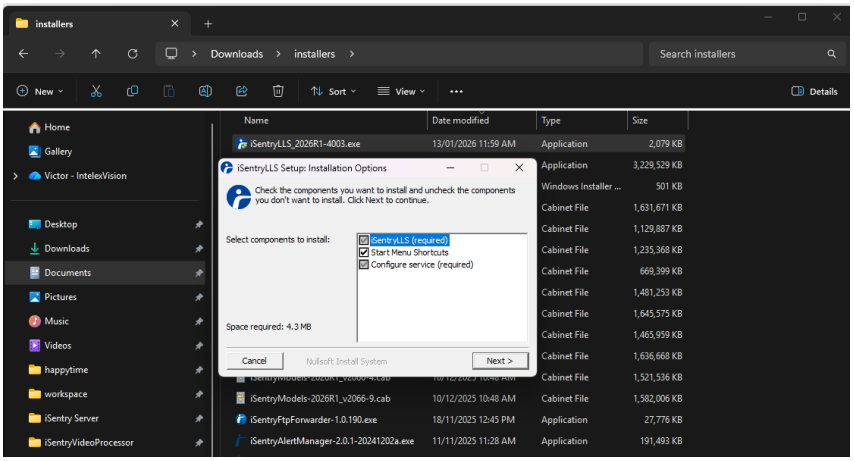
Prior to ***Sentry LLS*** 4.0 forgetting to uninstall the previous version will cause this error dialog when installing the new ***Sentry LLS*** version:



For all Sentry LLS versions

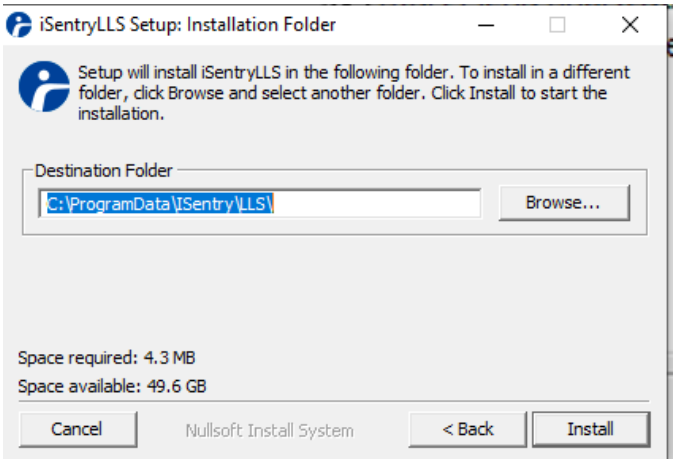
Please follows the following steps.

Double-click the installer to install and click "Next"

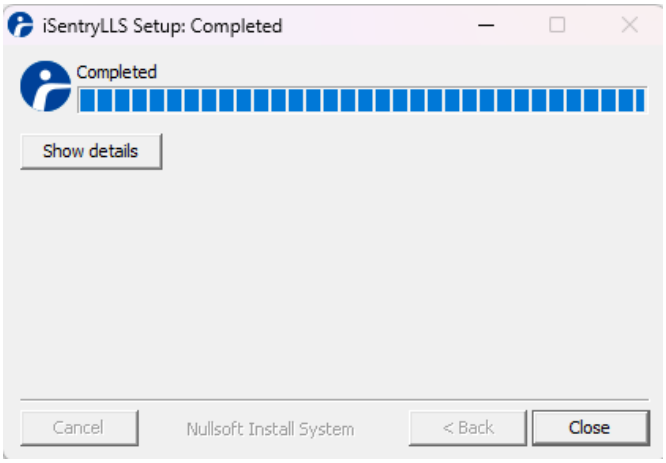


Select Destination installed folder and click "Next"

Default Path is `C:\ProgramData\ISentry\LLS\`

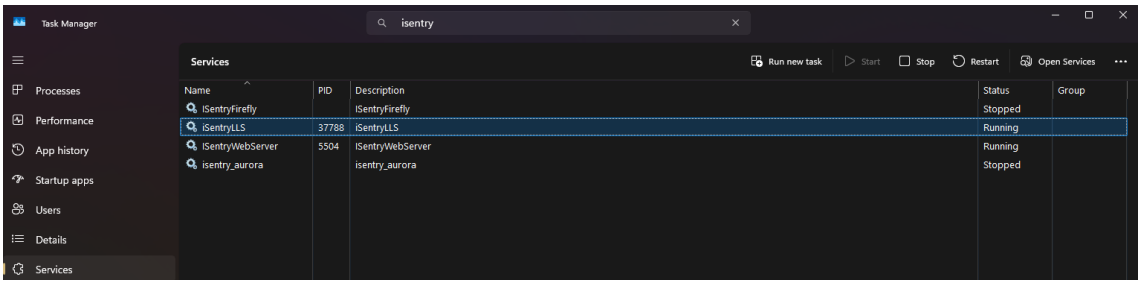


Wait until process completes and hit close



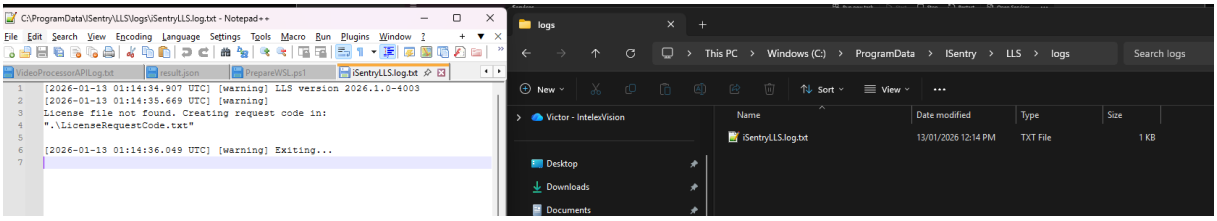
Check iSentryLLS service

The Status will be "Running". The LLS server needs to be licensed, please follow next steps to license it.

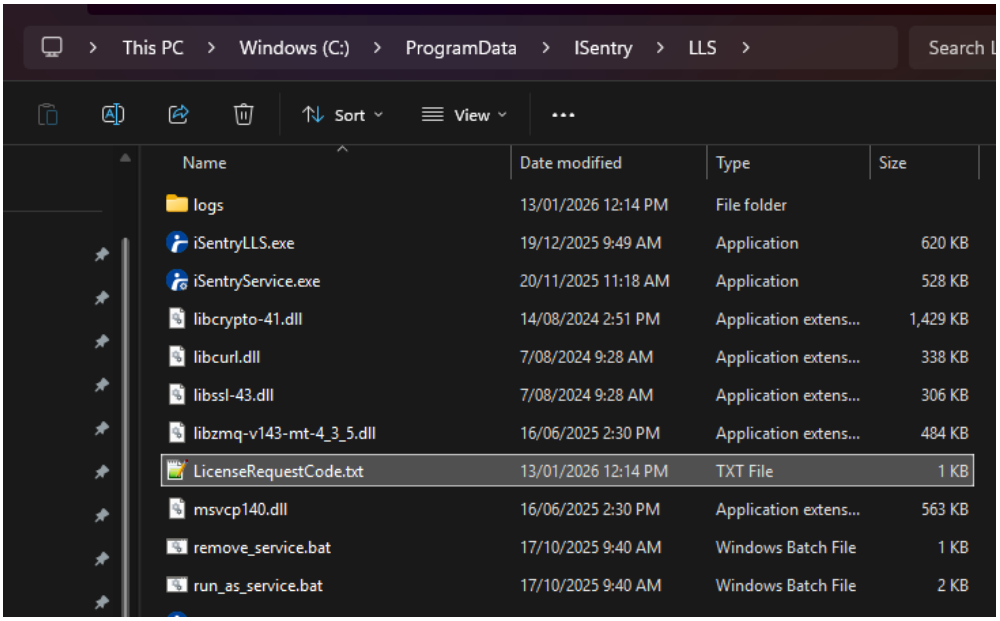


Licensing Sentry LLS

The Live Licensing Server needs to be licensed as a normal ***Sentry server***. See the log at `C:\ProgramData\ISentry\LLS\logs\iSentryLLS.log.text` to corroborate this.



You will find the **`LicenseRequestCode.lic`** in the root folder.

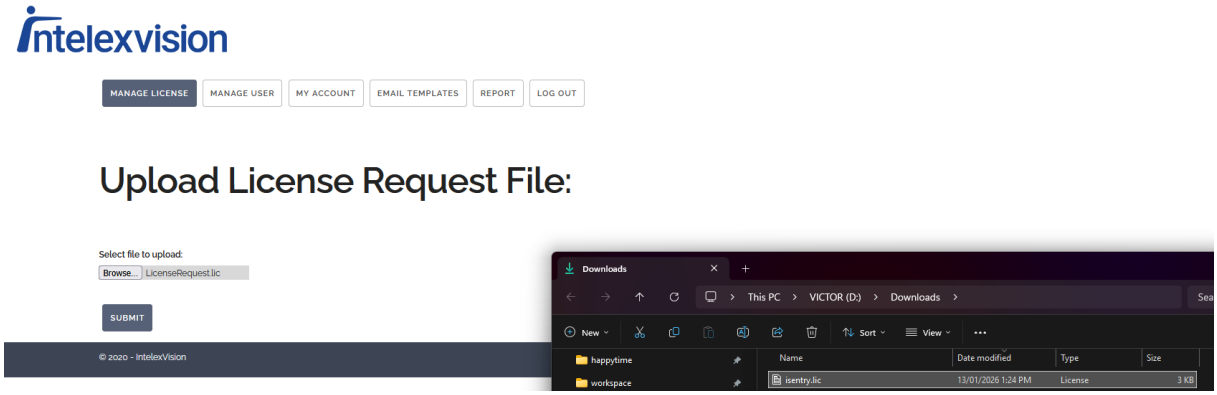


All the files related with Licensing Process are in the same root folder. These files are:

- License init file **`ilf.lic`**
- License request file **`LicenseRequest.lic`**
- License file **`isentry.lic`**

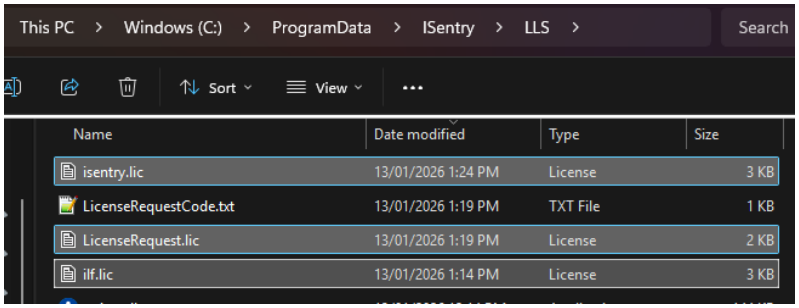
To generate the proper license, follows the usual process to license any ***Sentry server***. A summary of those steps is included here as a reference.

1. Stop the **iSentry LLS** service.
2. Access IntelexVision License Portal (https://intelexvision.com.au) with your credentials, fill in all the detail for the license and choose Product ID equals to "5. Firefly". Then, download the **`ilf.lic`** generated within the portal.
3. Copy the **`ilf.lic`** and paste it in the root folder described above.
4. Restart ***Sentry LLS*** service from Windows Services. Go to the root folder again and a file with the name **`LicenseRequest.lic`** will be generated.
5. Upload the request file **`LicenseRequest.lic`** to the license portal, and get the license file **`isentry.lic`**, which you then paste in the root folder (`C:\ProgramData\ISentry\LLS\`).



6. Then Open a Command Prompt with elevated privileges (Run as Administrator) and run the "`C:\ProgramData\ISentry\LLS\iSentryLLS.exe`" in the Command window.
7. **Sentry LLS** will take the provided license and validate it.
8. Hit Ctrl-C or close the command prompt to stop the process **`iSentryLLS.exe`**.
9. Now start the **iSentry LLS** service in Windows.

> **INFORMATION**
>
> As Sanity Check, please confirm that the necessary files for a properly licensed ***Sentry LLS*** server are present.



> **INFORMATION**
>
> We strongly recommend installing a Secondary ***Sentry LLS*** as a backup (in case the primary one gets down). To do that, follow the same steps for installing the server but in the other server targeted as the Secondary one.

Troubleshooting and Common Issues

Sentry Servers link to Sentry LLS

Sentry servers will look for ***Sentry LLS*** address in the **`Settings.json`** file at the key "**`LiveLicensingServer`**". The common format of an LLS address will be **`tcp://xxx.xxx.xxx.xxx:9304`** with xxx replaced by ***Sentry LLS***' IP address.

Log Information

Logs can be found in: `C:\ProgramData\ISentry\LLS\logs`.

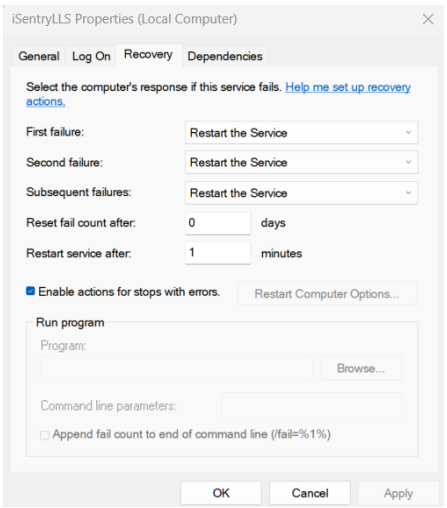
Syntax: **`iSentryLLS.log.txt`** with current date is the most recent log file.

Previous log files are denoted by `iSentryLLS.`**`log1.text`**; `iSentryLLS.`**`log2.text`** and so on.

Troubleshooting

In case something went wrong with ***Sentry LLS*** and licenses are not being delivered by it, please follow the following steps.

- Restart the service in Windows Services: ***`iSentryLLS`***.
- Ensure that in Service properties of ***`iSentryLLS`*** service recovery options are set to restart service on failure states, according to the following snapshot.



Support Information

If you need Technical Support with Intelex Vision systems, please write an email to customerservices@intelexvision.com and we will certainly help to solve the problem.