SCHOOLEYE LIVE

SchoolEye Agent for Windows — Installation Guide

Install the SchoolEye Agent on a school computer so your CCTV cameras can connect to SchoolEye Live.

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For: the person installing at the school (school IT, office staff or CCTV installer)

Time needed: about 20 minutes

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About this guide

The **SchoolEye Agent** is a small program that runs quietly in the background on **one Windows computer at the school**. It is the bridge between the school's CCTV recorder and SchoolEye Live.

- It only makes **outgoing** connections. **No router or firewall changes** are normally needed.
- It **does not store any video** on the computer.
- It starts by itself whenever the computer starts.

This guide takes you from a downloaded file to a working, connected agent. Follow the steps in order and compare each screen with the picture.

- **Red numbered circles** (❶ ❷ ❸ …) in the pictures match the numbered instructions.
- All names, codes and addresses in the pictures are **samples**. Yours will be different.
- Some screens are on the SchoolEye admin website. The **SchoolEye Admin — Getting Started Guide** explains those in detail.

Before you begin

The computer

Requirement	Details
Windows 10 or Windows 11, 64-bit	Most school computers bought in the last several years qualify.
Always on during school hours	An office PC that is switched off at night is fine as long as it is on when parents watch. A small spare PC is ideal.
On the same network as the CCTV recorder	Plugged in with a network cable is best.
Internet access	An ordinary broadband connection is enough.
Administrator rights	You need to be able to click **Yes** on the Windows permission prompt.

Things to have with you

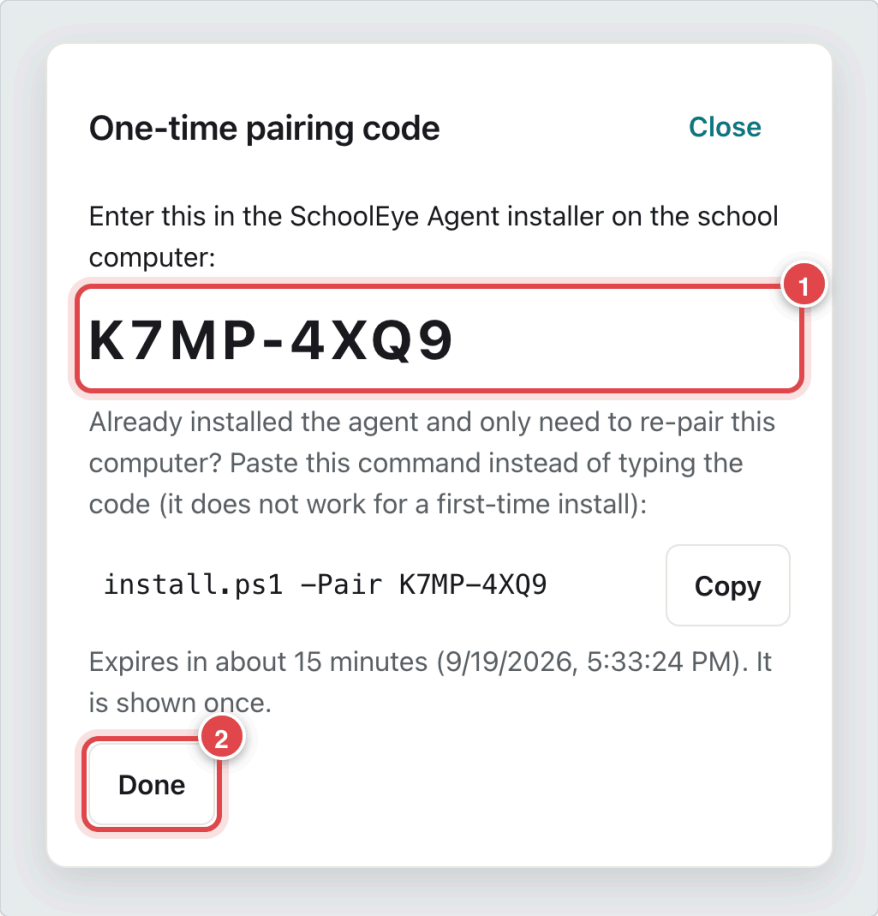
You need	Where to get it
The installer package — a file named `SchoolEye-Agent-windows-amd64.zip`	SchoolEye sends you a download link.
A one-time pairing code	From the school's SchoolEye administrator (Admin guide, Step 3.1). It expires after about 15 minutes, so ask for it just before you start.
The CCTV recorder's IP address (for example `192.168.1.64`)	Ask the CCTV installer, or look for a label on the recorder.
A user name and password for the recorder	Ask the CCTV installer. A *view-only* account is best.

> **Tip:** The recorder details are **optional at install time**. If you do not have them, you can skip that question and SchoolEye Support can help you add them afterwards. With them, the agent finds the cameras by itself.

Part 1 — Install the agent

Step 1.1 — Get the pairing code

Ask the school's SchoolEye administrator to open **Agent status** and click **Get installer / pair agent** 1. A window shows the **pairing code** 1.



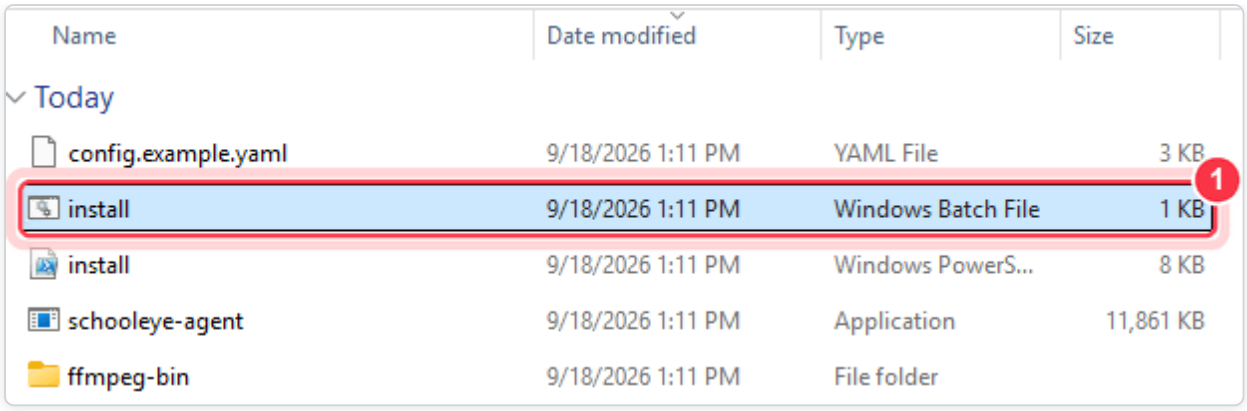
The pairing code window (a sample code is shown)

Keep this window open, or write the code down exactly as shown, including the hyphen.

> **Important:** The code works **once** and expires after about **15 minutes**. If it runs out, the administrator simply gets a new one.

Step 1.2 — Download and unpack the installer

1. Download `SchoolEye-Agent-windows-amd64.zip` from the link SchoolEye gave you. It is saved in your **Downloads** folder.
2. **Right-click** the file and choose **Extract All…**, then click **Extract**.
3. A folder opens. Open the inner folder named **windows-amd64**. You should see these files:

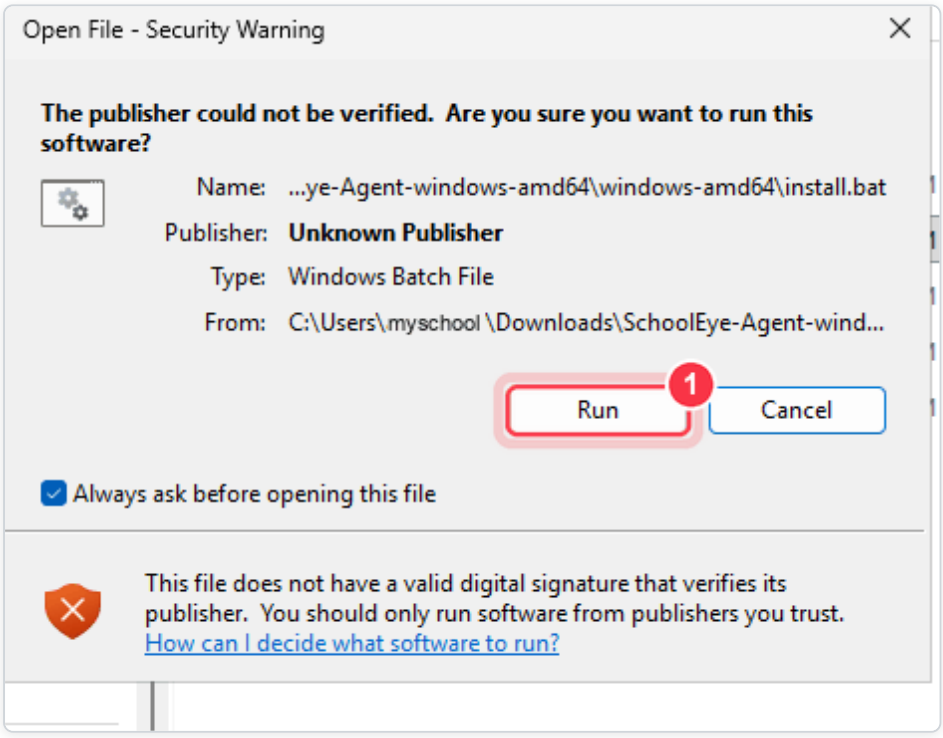


The unpacked installer folder. 1 is the file to start.

> **Important:** Always **extract** the zip first. Do not start anything from inside the zipped file.

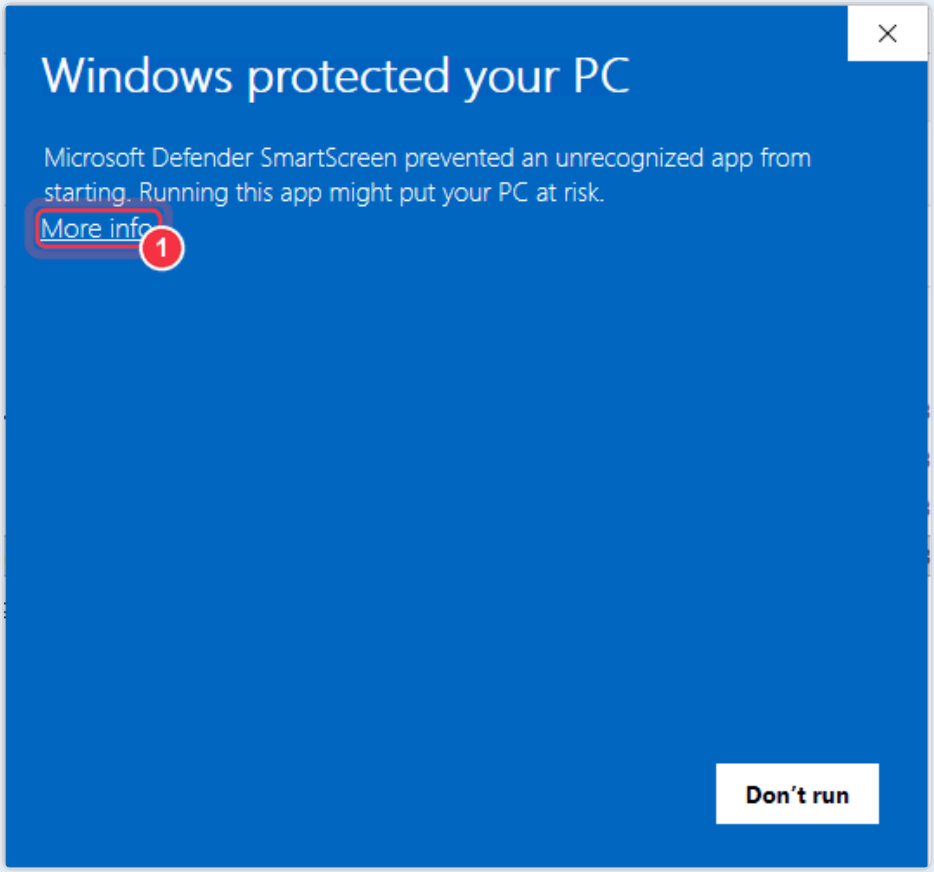
Step 1.3 — Start the installer

1. Double-click the file named **install** whose type is **Windows Batch File** 1. (Do not use the other **install** file, which is a *PowerShell* script, and do not double-click **schooleye-agent**.)
2. Windows may show an **Open File – Security Warning**. This is normal for new software. Click **Run** 1.



The Open File - Security Warning

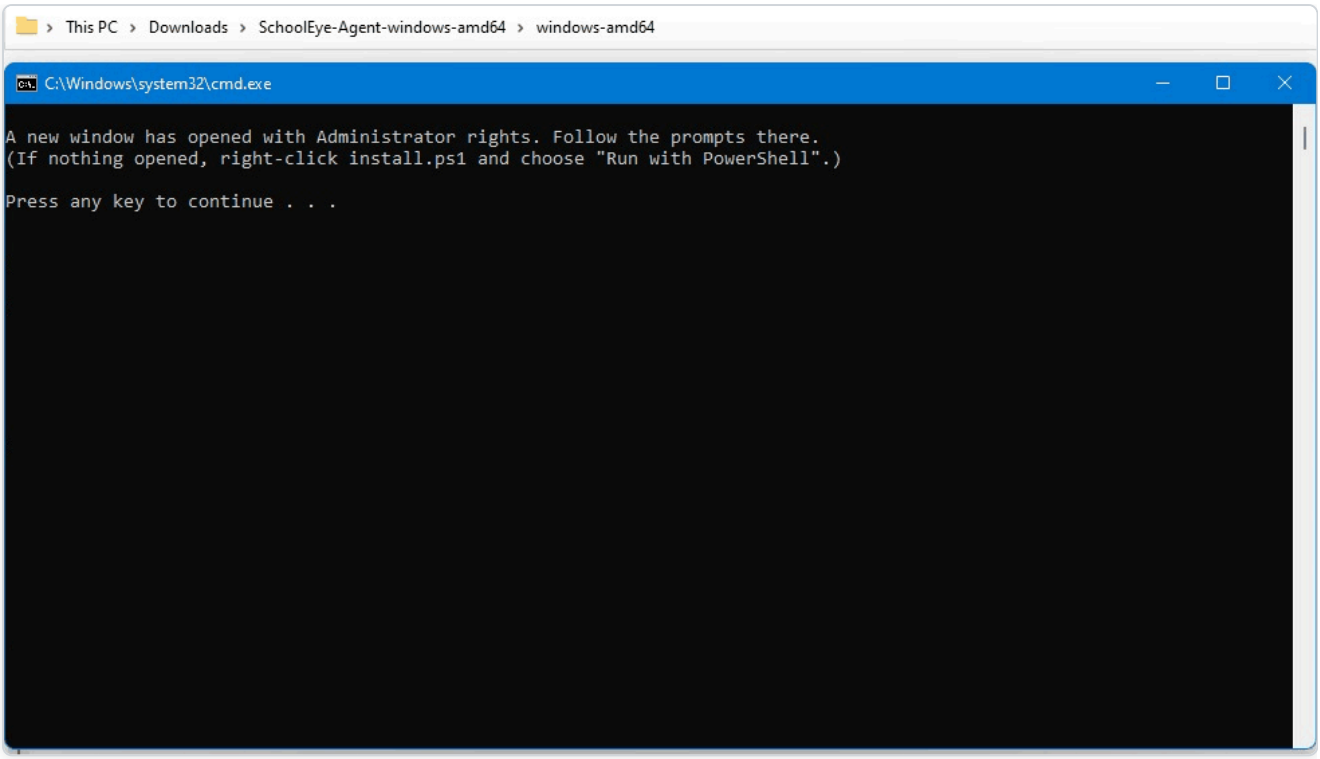
If you see "Windows protected your PC": click **More info** 1, then click **Run anyway**.



The Windows SmartScreen message

Step 1.4 — Allow administrator access

1. A **black window** opens and says "*A new window has opened with Administrator rights. Follow the prompts there.*" This is normal.



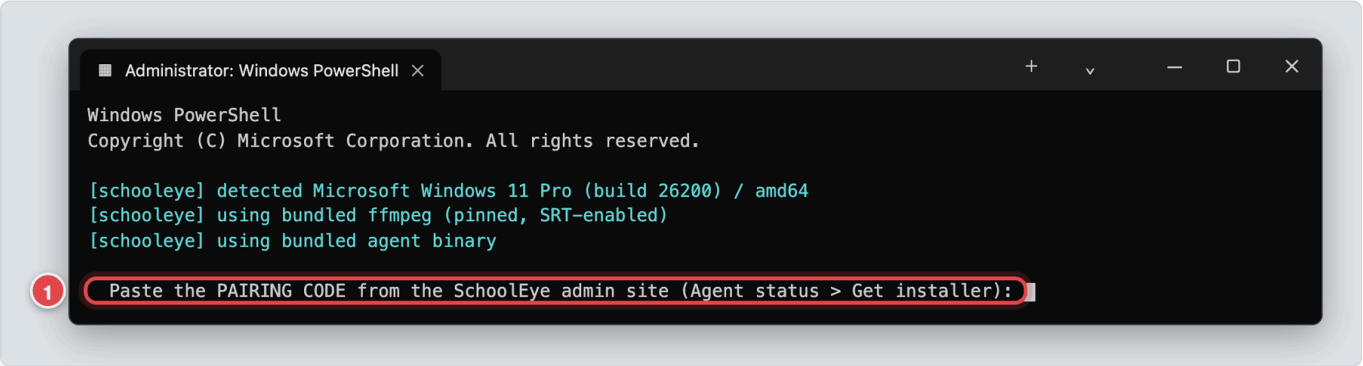
The black window that opens first

2. Windows asks "*Do you want to allow this app to make changes to your device?*" Click **Yes**.
3. A second window titled **Administrator: Windows PowerShell** opens. **This is the installer.** The black window can stay open in the background — you do not need it.

> **Tip:** If the permission prompt does not appear, look at the taskbar at the bottom of the screen. It may be waiting behind another window.

Step 1.5 — Type the pairing code

The installer checks the computer, then asks for the pairing code. The last line ends with a blinking cursor (1).



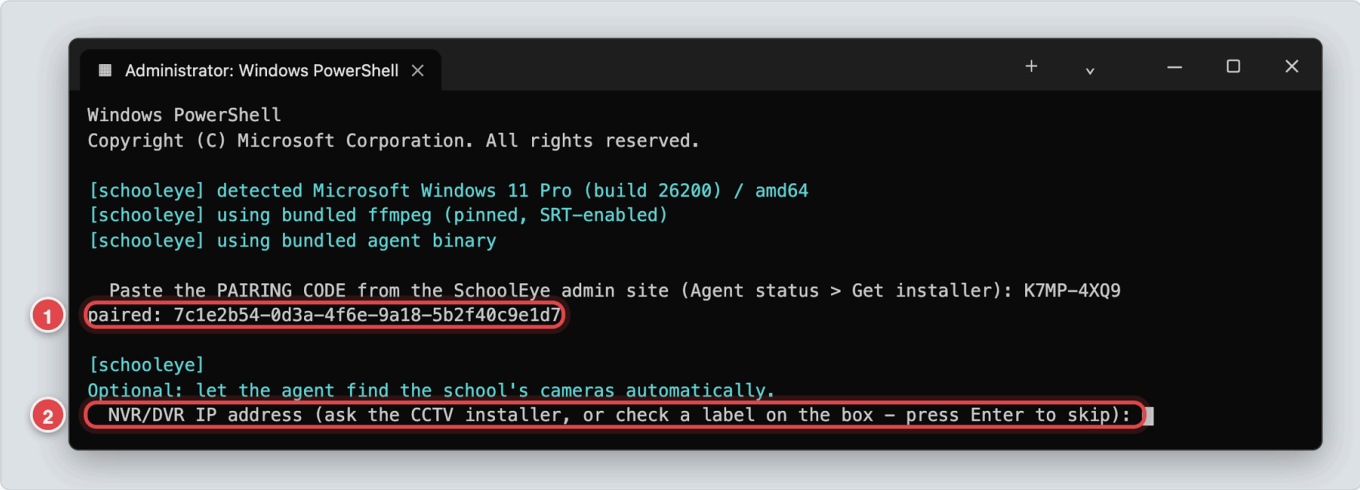
The installer asking for the pairing code

1. Type the code exactly as shown (capital letters, with the hyphen), for example `K7MP-4XQ9`.

2. Press **Enter**.

> **Tip:** To paste a copied code, press **Ctrl + V**, or **right-click** inside the window.

When the code is accepted the installer prints **paired:** followed by a long number 1. Then it asks about the CCTV recorder 2.



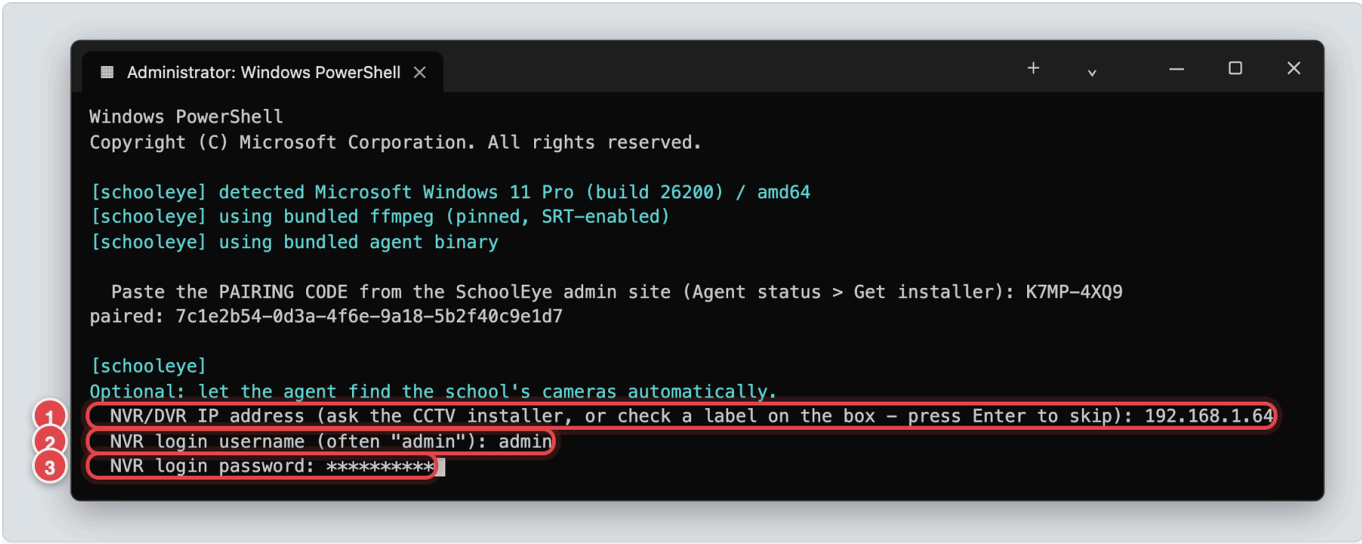
The code was accepted and the recorder question appears

> **If the installer says "pairing failed":** the code was mistyped or has expired. See "Troubleshooting" at the end of this guide.

Step 1.6 — Tell the installer about the CCTV recorder

This step lets the agent find the school's cameras by itself. Answer the three questions, pressing **Enter** after each:

1. **NVR/DVR IP address** 1 — for example `192.168.1.64`.
2. **NVR login username** 2 — often `admin`.
3. **NVR login password** 3 — nothing readable appears as you type; only stars. That is normal.

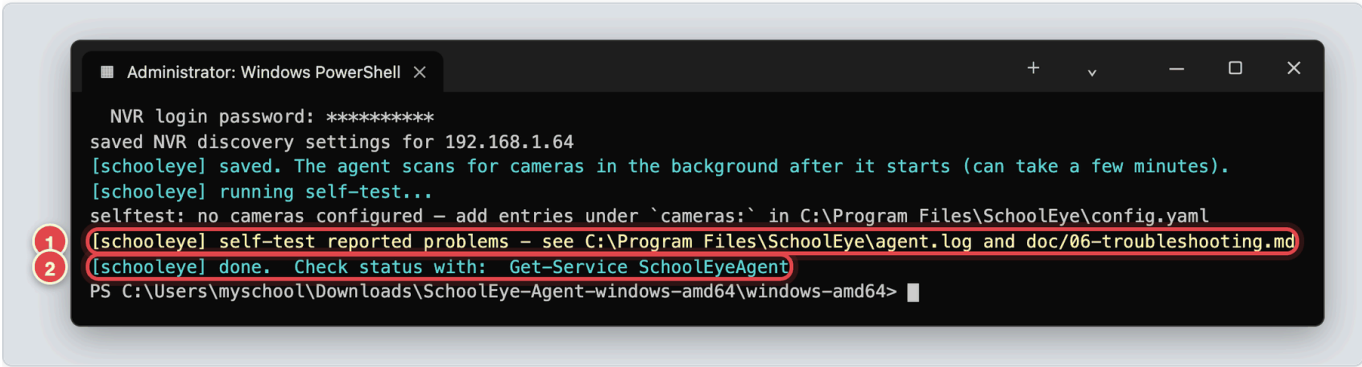


The three recorder questions answered

> **No recorder details yet?** Just press **Enter** on the first question to skip. You can add the details later with help from SchoolEye Support.

Step 1.7 — Wait for the installer to finish

The installer now sets everything up and runs a quick check. When it finishes it shows **done** 2 and a new line beginning with **PS C:\...>**.



The installer has finished

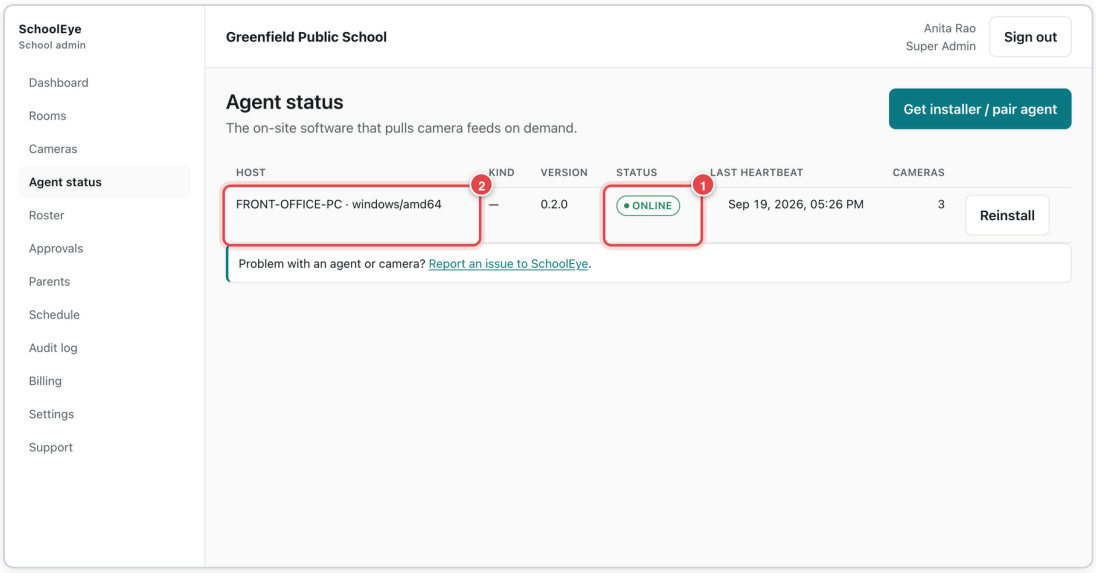
> **Note:** You may see a **yellow** line saying **"self-test reported problems"** 1, and a message about *cameras configured*. **This is expected at this point.** The agent has just been installed and has not searched for cameras yet. It looks for them by itself over the next few minutes. Check the result in Part 2.

You can now close the **Administrator: Windows PowerShell** window. The agent keeps running in the background.

Part 2 — Check that it works

Step 2.1 — Check on the SchoolEye admin website

Ask the school's administrator to open **Agent status** in SchoolEye. Within a minute or two the school computer appears with the status **ONLINE** 1, and the number of cameras it found 2.

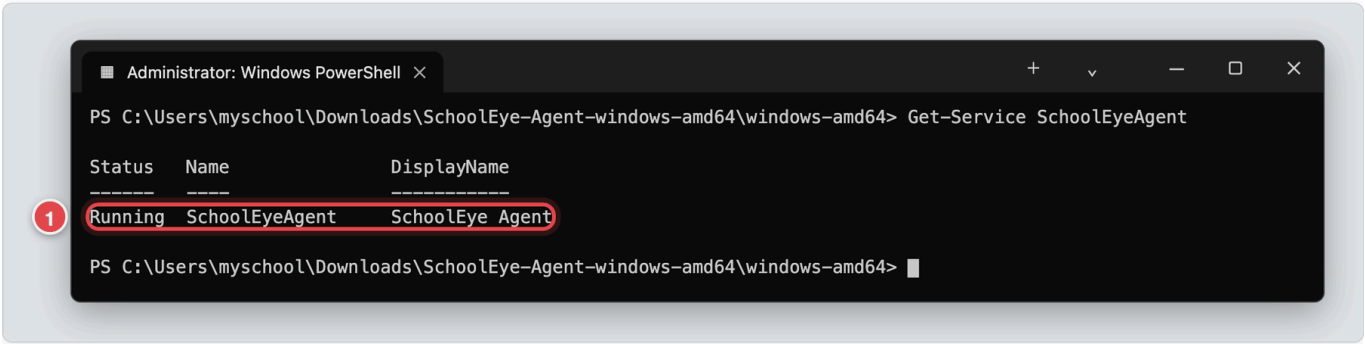


Agent status showing the school computer online

Then, in **Cameras**, each camera the recorder offers appears as **Channel 1**, **Channel 2** and so on. Finding them can take a few minutes. The administrator then links each camera to a room (Admin guide, Steps 3.3 and 3.4).

Step 2.2 — (Optional) Check on the school computer

1. Click the **Start** button, type **PowerShell**, and open **Windows PowerShell**.
2. Type `Get-Service SchoolEyeAgent` and press **Enter**. The line should say **Running** 1.



The agent service is running

Step 2.3 — Keep the computer awake

The agent works only while the computer is on and awake. Switching the *screen* off is fine; *sleeping* or *shutting down* stops the agent (it starts again by itself after a restart). Set the computer to stay awake during school hours:

1. Open **Settings** → **System** → **Power & battery** (Windows 11) or **Settings** → **System** → **Power & sleep** (Windows 10).
2. Under **Screen and sleep**, set **When plugged in, put my device to sleep after** to **Never**.

Part 3 — Later changes

Most schools never need these. If unsure, ask SchoolEye Support.

Update to a newer version

Download the newer package and install it the same way (Steps 1.2 to 1.4). The installer detects that the computer is already connected, so you will **not** need a new pairing code.

Connect the agent again (new pairing code)

Use this if SchoolEye Support asks you to connect the agent again, for example after the computer was replaced.

1. The administrator gets a new code (Admin guide, Step 3.1).
2. Click **Start**, type **PowerShell**, right-click **Windows PowerShell** and choose **Run as administrator**. Click **Yes**.
3. In File Explorer, right-click the **windows-amd64** folder and choose **Copy as path**. In the PowerShell window type `cd` and a space, **right-click** to paste the path, and press **Enter**.
4. Type the following, replacing the sample code with the new one, and press **Enter**:

```
powershell -ExecutionPolicy Bypass -File .\install.ps1 -Pair K7MP-4XQ9
```

Remove the agent

Open PowerShell as administrator in the same folder (steps 2 and 3 above) and type:

```
powershell -ExecutionPolicy Bypass -File .\install.ps1 -Uninstall
```

This stops the agent and removes its files. The school's data in SchoolEye is not affected.

Part 4 — Troubleshooting

What you see	What to do
"Windows protected your PC"	Click **More info**, then **Run anyway** (Step 1.3).
Nothing happens after double-clicking, or only the black window appears	Look for the Windows permission prompt (it may be behind other windows or flashing on the taskbar) and click **Yes**. If it never appears, right-click **install** (Windows Batch File) and choose **Run as administrator**.
The window closes by itself	Extract the zip first (Step 1.2) and start **install** from the extracted folder.
"pairing failed (bad or expired code?)"	The code was typed wrongly or has expired. Ask the administrator for a new code and run **install** again.
Cannot paste the code	Press **Ctrl + V**, or **right-click** inside the window. If that fails, type the code by hand.
A **yellow** "self-test reported problems" line at the end	Expected on a new installation (Step 1.7). Go to Part 2 to check.
The agent shows **offline** in SchoolEye	The computer is off, asleep or has no internet. Wake it, check the internet, and check again after a minute.
The agent is **ONLINE** but no cameras appear after 10 minutes	The recorder details may be wrong, or the computer is on a different network from the recorder. Check with the CCTV installer, then contact SchoolEye Support.
The installer says it could not obtain a required component	The package was not fully extracted. Delete the extracted folder, extract the zip again with **Extract All…**, and retry.

Getting help

Contact SchoolEye Support through **Support** in the admin website, or through your SchoolEye contact. Please tell us:

- your school's name and what you were doing when the problem happened,
- what the screen said (a photo or screenshot helps),
- for installation problems, the file **agent.log** in the folder **C:\Program Files\SchoolEye**, if it exists.

Installation checklist

- [ ] Computer is Windows 10 or 11, always on during school hours and on the recorder's network
- [ ] Pairing code obtained from the administrator (less than 15 minutes old)
- [ ] Recorder IP address, user name and password to hand (optional)
- [ ] Zip extracted; **install** (Windows Batch File) started
- [ ] Permission prompt accepted with **Yes**
- [ ] Pairing code entered — **paired** shown
- [ ] Recorder details entered (or skipped)
- [ ] Installer finished — **done** shown
- [ ] Agent shows **ONLINE** in SchoolEye
- [ ] Cameras listed in SchoolEye
- [ ] Computer set to never sleep

SchoolEye Agent for Windows — Installation Guide · version 1.0 · 19 September 2026. Pictures show sample values.