



# Avigilon™ Control Center Gateway User Guide

Version 5.6

© 2006 - 2015, Avigilon Corporation. All rights reserved. Unless expressly granted in writing, no license is granted with respect to any copyright, industrial design, trademark, patent or other intellectual property rights of Avigilon Corporation or its licensors.

AVIGILON, the AVIGILON logo, ACC and AVIGILON CONTROL CENTER are trademarks of Avigilon Corporation. Other product names mentioned herein may be the trademarks of their respective owners. The absence of the symbols ™ and ® in proximity to each trademark in this product or its packaging is not a disclaimer of ownership of the related trademark.

This document has been compiled and published covering the latest product descriptions and specifications. The contents of this document and the specifications of the products discussed herein are subject to change without notice. Avigilon Corporation reserves the right to make any such changes without notice. Neither Avigilon Corporation nor any of its affiliated companies guarantees the completeness or accuracy of the information contained in this document and is not responsible for your use of, or reliance on, the information. Avigilon Corporation shall not be responsible for any damages (including consequential damages) caused by reliance on the information presented herein.

Avigilon Corporation  
<http://www.avigilon.com>

PDF-ACCGATEWAY5-F

Revision: 1 - EN

2015-05-20

# Table of Contents

Introduction .....	4
System Requirements .....	4
Supported Browsers .....	4
For More Information .....	5
The Avigilon Training Center .....	5
Support .....	5
Upgrades .....	5
Feedback .....	5
Accessing the Gateway .....	6
Initial Login .....	7
Setup .....	8
Connecting Sites .....	8
General .....	8
Users .....	9
Network .....	9
Live Export .....	9
Using the Gateway Web Client .....	11
Avigilon Control Center Mobile .....	12
Implementing an SSL Certificate for the Gateway .....	13
Troubleshooting SSL Implementation .....	13



# Introduction

The Avigilon™ Control Center Gateway software works with the Avigilon™ Control Center Mobile (ACC Mobile) app and the Avigilon™ Control Center Gateway Web Client to give users remote access to your Avigilon™ Control Center system.

ACC Mobile is installed on a user's mobile device for remote video monitoring, and the Gateway Web Client is a simplified web browser version of the Avigilon™ Control Center Client software. The Gateway software is used to configure remote access and stream video from your Avigilon Control Center system to remote devices.



**Figure 1:** The Avigilon Control Center system workflow

## System Requirements

It is strongly recommended that the Gateway be installed on its own server with access to both the Avigilon Control Center system network and the internet.

The Gateway can handle up to 36 concurrent video streams if installed on a computer with the following minimum system requirements:

System Requirement	Recommended
Operating System	Windows Server 2008, or Windows 7
Processor	Quad Core 2.0 GHz
System RAM	4 GB DDR2
Hard Drive Capacity	500 MB

The Gateway and ACC Mobile must have an internet connection or ACC Mobile will not be able to receive push notifications.

To receive push notifications on your mobile device, the following ports need to be open and accessible to the Gateway:

- For iOS™ devices — 2195, 2196
- For Android™ devices — 5228, 5229, 5230

## Supported Browsers

The Gateway can be accessed through any of the following browsers:

- Google Chrome™ browser versions 20 or later
- Firefox™ versions 15 or later
- Internet Explorer® versions 9 or later
- Apple Safari® versions 6 or later

## For More Information

Visit Avigilon at <http://www.avigilon.com> for additional product documentation.

### The Avigilon Training Center

The Avigilon Training Center provides free online training videos that demonstrate how to set up and use the Avigilon Surveillance System. Register online at the Avigilon Partner Portal site to begin:

<http://avigilon.force.com/login>

### Support

For additional support information, visit <http://avigilon.com/support-and-downloads/>. The Avigilon Partner Portal also provides self-directed support resources — register and login at <http://avigilon.force.com/login>.

To call Avigilon Technical Support, go to <http://avigilon.com/contact-us/> to find the phone number for your country.

To email Technical Support, send your messages to [support@avigilon.com](mailto:support@avigilon.com).

### Upgrades

Software and firmware upgrades will be made available for download as they become available. Check <http://avigilon.com/support-and-downloads/> for available upgrades.


### Feedback

We value your feedback. Please send any comments on our products and services to [feedback@avigilon.com](mailto:feedback@avigilon.com)

# Accessing the Gateway

On the computer running the Gateway, the Gateway configuration can be accessed in any of the following ways:



- Double-click  on the desktop.
- From the Start menu, select **All Programs > Avigilon > Avigilon Control Center Gateway > Avigilon Control Center Gateway**.
- In a web browser, enter <http://localhost/>.

**NOTE:** By default, the Gateway can only be configured locally, but you can enable remote configuration on the Network page.

When the Gateway opens in a web browser, enter your login information. The default username: *administrator* and no password

# Initial Login

When you log in for the first time, use the default username: *administrator* and no password.

Once logged in, you are automatically redirected to the Set Administrator Password page to change the Administrator password.

- Enter and confirm a **New Password:** for the administrator account, then click **OK**.

You are now logged in to the Gateway. You can access each of the Gateway configuration pages from the menu on the left.

# Setup

The first page you see when you click the Setup link is the Connect Sites page. You must connect Sites to the Gateway access video through ACC Mobile and the Gateway Web Client.

Click the other links provided in the left pane to configure the other available settings.

## Connecting Sites

After you log in, you are immediately taken to the Connect Sites page. You must connect Sites to the Gateway before they can be accessed through ACC Mobile and the Gateway Web Client.

To...	Do this...
Connect a Site to the Gateway	<p>Select a Site from the <b>Discovered Sites</b> list then click <b>Connect</b>. The Site is added to the Connected Sites list.</p> <p>By default, the Connection Type: is set to <b>LAN</b>. Change the Connection Type: to <b>WAN</b> if the Site is connected to the Gateway via a wide area network.</p> <p><b>NOTE:</b> Only Avigilon™ Control Center 5 Sites are listed. This version of the Gateway is incompatible with Avigilon™ Control Center 4.</p>
Find a Site that is not listed	<p>Click <b>Find Site....</b></p> <ol style="list-style-type: none"><li>On the Find Site page, enter the <b>IP Address/Hostname:</b> and <b>Port:</b> of a server in the Site you want to find. The default port number is 38880.</li><li>then click <b>OK</b>. The Site is automatically added to the Discovered Sites list.</li></ol>
Disconnect a Site from the Gateway	<p>Select the Site from the <b>Connected Sites</b> list then click <b>Disconnect</b>.</p>

## General

On the General page, you can name the Gateway and enable push notifications.

1. On the General page, enter a name for the Gateway. This is the name used to identify the Gateway in the ACC Mobile app.

By default, the name is *GATEWAY-<computer name>*.

2. To enable alarm push notifications to the ACC Mobile app, select the **Allow Push Notifications** check box.

Make sure the appropriate ports are open for the app to receive the push notifications. For more information, see *System Requirements* on page 4.

3. Click **Apply**.



## Users

By default, the Gateway has two users: an Administrator that configures the Gateway, and an Operator that connects to the Gateway through the ACC Mobile app or the Gateway Web Client.

You can change the Operator username and password, but you can only change the password for the Administrator.

The default Administrator username is *administrator* with no password. You are required to set a password immediately after your initial login.

The default Operator username is *operator* with no password. It is recommended that you set a new username and password to increase the security

- The Users page, you can do any of the following:
  - To change the Administrator or Operator password, enter and confirm a password in the **New Password:** field then click **Apply**.
  - To change the Operator username, enter a new name in the **User Name:** field then click **Apply**.

## Network

On the Network page, you can set the ports used to access the Gateway.

The Streaming Ports are used to stream video from the Avigilon Control Center system to ACC Mobile or the Gateway Web Client. The Configuration Ports are used to access and configure the Gateway.

1. On the Network page, enter a new port number as required. By default, the HTTP Port number is 80 and the HTTPS Port number is 443.

**NOTE:** After you change the port number, be sure to check that the Gateway still has access through your firewall. If using the Windows firewall, you must manually add an exception for the new port number.

2. If you want to configure the Gateway from a remote computer, select the **Allow remote configuration** check box and click **Apply**.

Once the check box is selected, the Gateway can be accessed from any web browser at `http://<Gateway IP Address>:<port number>`

3. To allow ACC Mobile or the Gateway Web Client to access the Gateway through HTTP instead of HTTPS, select the **Enable HTTP authentication** check box.
4. Click **Apply** to save your changes.

## Live Export

On the Live Export page, you can set the system to export live video as a series of still images. You can choose the Image Format:, and select your export preferences.

1. On the Live Export page, enter your **Username:** and **Password** for the connected Sites.
2. Select a camera from the **Available Devices** list, then click **Connect**. You can connect multiple devices.

The Available Devices list includes all the cameras that are connected to the Sites that are linked to the Gateway.

**NOTE:** Live export will only occur on cameras that are connected to the Gateway.

3. In the **Image Format:** drop down list, select the export format: PNG, JPEG or TIFF.
4. (JPEG images only) In the **Image Quality:** drop down list, select the export quality level.
5. Set the Export Rate:
  - Select **Full** to export the live video stream at the camera's full image rate.
  - Select **One image every** to control the time between each exported image. For example, if you enter 0 min 5 sec, one image will be exported for every 5 seconds of video.
6. To limit the amount of images that are exported, enter a number into the **Maximum number of images to store:** field. The default number is 200 images, and this field cannot be blank or zero.
7. Select any of the listed image overlays to include that information on the exported images.
8. If you only want to export part of the camera's field of view, click **area**.

In the expanded image panel, move and resize the green overlay to highlight the area you want to export. Only the area covered by the green overlay is exported.

9. When you are ready, click **Start**.

The export will run until the maximum number of images is reached then begin overwriting the oldest exported image. Live export will continue until you click **Stop**.

The exported images are automatically saved to the Avigilon Control Center Gateway img folder.

The folder is typically located here: C:\Program Files\Avigilon\Avigilon Control Center Gateway\img

# Using the Gateway Web Client

The Gateway Web Client allows you to access your Avigilon Control Center system from any web browser.

To access the Gateway Web Client, you will need the Gateway IP address, user access to the Gateway, and user access to the Avigilon Control Center system.

1. In a supported web browser, enter the Gateway IP address in this format: `http://<Gateway IP Address>/acc`
2. The browser will prompt you to enter the Gateway username and password.  
After you log in, the System Explorer will list all the Sites that are connected to the Gateway.
3. When you are prompted to log in to All Sites, enter your username and password for the Avigilon Control Center system then click **Log In**.

All the devices, saved Views and Virtual Matrix monitors in the Site are listed in alphabetical order.

# Avigilon Control Center Mobile

ACC Mobile is currently available for free from the Apple App Store and the Android Play Store.

To use the app, you will need to know the Gateway IP address, port number, username and password, and have a user account in the Avigilon Control Center system.



# Implementing an SSL Certificate for the Gateway

If your internal security settings require a specific type of SSL certificate, you can replace the certificate provided by Avigilon with your own certificate.

1. On the computer where the Gateway software is installed, use the Windows `certmgr.msc` to import your SSL certificate into Windows.
2. In Windows Explorer, navigate to `%ProgramFiles%\Avigilon\Avigilon Control Center Gateway\cert`.

The folder is typically located here: `C:\Program Files\Avigilon\Avigilon Control Center Gateway\cert`

3. Copy and paste the contents of this folder to a backup location.
4. Rename your own SSL certificate `.pfx` file as `GatewayCertificate.pfx` and copy it into to the `\cert` folder.
5. In the Avigilon Control Center Gateway folder, copy and paste the `Gateway.cfg` file to a backup location.
6. Open the original `Gateway.cfg` file in a text editor.
7. Insert the following string after the opening `<Gateway>` tag:

```
<ConfigItem name="CertificatePassword" type="String" value="mypassword"/>.
```

8. Replace the value `mypassword` in this configuration item with the SSL certificate's secret key.
9. Restart the Gateway service:
  - a. In the **Start** menu, search for `services.msc`.
  - b. In the Services window, select **Avigilon Control Center Gateway**.
  - c. Click **Restart**.

Your SSL certificate is now used by the Gateway.

## Troubleshooting SSL Implementation

After you finish implementing the SSL certificate, you notice that your changes were implemented or an error occurred while restarting the Gateway service.

Complete the following steps to resolve the issue:

1. Navigate to `%ProgramFiles%\Windows NT\Accessories\`.
2. Right-click **Wordpad.exe** and select **Run as administrator**.
3. Open `%ProgramFiles%\Avigilon Control Center Gateway\Gateway.cfg` in a text editor.

The file is typically located here: `C:\Program Files\Avigilon\Avigilon Control Center Gateway\Gateway.cfg`

4. Insert the following string after the opening `<Gateway>` tag:

```
<ConfigItem name="CertificatePassword" type="String" value="mypassword"/>.
```

5. Replace the value *mypassword* in this configuration item with the SSL certificate's secret key.
6. Restart the Gateway service:
  - a. In the **Start** menu, search for `services.msc`.
  - b. In the Services window, select **Avigilon Control Center Gateway**.
  - c. Click **Restart**.

