

Managing User Permissions

User permissions are managed via assignment of individual users to User Groups. User Groups are classifications which grant users permissions to access various aspects of a Channel Partner or Customer Account. User and User Group Management should always be performed through OWS.

Three default permission levels are available:

- **User** – Basic Live View, Search, and Clip Share functionality.
- **Super User** – Live View, Search, Clip Sharing, Editing, Deleting, and Recorder Management.
- **Admin** – All permissions, including full administrative access and the ability to manage Users and User Groups.

NOTE Default user group permissions cannot be edited. Creating a new user group will allow customization of available permissions.

Adding a User to a Group

1. Log in to your OWS account using a web browser using your registered **Username** and **Password**.
2. Click **Settings**, then click User Groups.
3. In the row of your desired User Group, click **Edit**.
4. Click **Users**, and then click **Add User**.
5. Select the user you want to add to the User Group, and then click **Save**.

NOTE Automatically include all users in the User Group by checking the box so labelled at the top of the list.

Adding a Group to a User

1. Log in to your OWS account using a web browser using your registered **Username** and **Password**.
2. Click **Settings**, then click Users.
3. Click **Edit** next to the desired user.
4. Click **Group Membership**, and then click **Add User to User Group**.
5. Select the **User Groups** you want to include the user in, and then click **Save**.

Removing a User from a Group

1. Click **Settings**, and then click User Groups.
2. In the row of your desired User Group, click **Edit**.
3. On the Users tab, click the X next to the user to be removed.

Adding a New User Group

1. Log in to your OWS account using a web browser using your registered **Username** and **Password**.
2. Click **Settings**, and then click User Groups.
3. Click **Add New User Group**.
4. Type a **Name** and **Description** for the User Group, and then click **Create**.

Modifying Group Level Permissions

1. Log in to your OWS account using a web browser using your registered **Username** and **Password**.
2. Click **Settings**, and then click **User Groups**.
3. Click **Edit** next to the desired User Group.
4. Click one of the following and edit the desired permission:
 - **Web Services Permissions** – These permissions pertain to Video Clips, User Management, Recorders, Alerts, and Reports from the OWS website.
 - **Recorder Permissions** – All Live view, Web Services, and Setup functions available through the Thin Client, Mobile, and Command Station applications.
 - **Command Station Permissions** – View and Manage Shared Camera layouts for Command Station.

Modifying Device Access

1. Log in to your OWS account using a web browser using your registered **Username** and **Password**.
2. Click **Settings**, and then click User Groups.
3. Click **Edit** in the row of the desired User Group.
4. Click the **Recorders / Cameras** tab.
5. To add device access, click **Add Recorder** or **Add Camera**, select the appropriate device groups or devices, and then click **Add**.

NOTE To remove a device group or device, click the dropdown arrow next to a device, then click Remove Recorder.

NOTE Users who are also assigned to another group with permission to access the recorder removed from this group will still be able to access the recorder.

Creating a Health Alert

1. Log in to your OWS account using a web browser using your registered **Username** and **Password**.
2. Select **Rules** from the Alerts dropdown menu on the main navigation bar.
3. Click **Add New Rule**.
4. Name your alert rule and give it a **Description** as desired.
5. Click **Add**.
6. Define the parameters of the alert rule.
7. **Add Recorders, Cameras and Users** to the alert rule as needed.
8. Click **Save** when finished.

NOTE For more information about creating Alerts, please refer to the OWS Software Manual available at www.openeye.net.

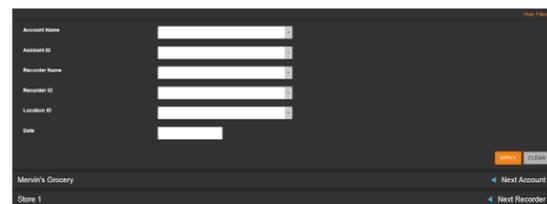
Creating a Report

1. Log in to your OWS account using a web browser using your registered **Username** and **Password**.
2. Click **Reports** on the main navigation bar.
3. Click **Add New Report**, then select the Report Type you'd like to use and click Next.
4. Enter a **Report Name** and **Report Description**.
5. Click **Create**.
6. Add **Recorders** and **Users** to your report.
7. Click **Save** when finished.

NOTE For more information about creating Reports, please refer to the OWS Software Manual available at www.openeye.net.

Viewing and Exporting Alert History

1. Log in to your OWS account using a web browser using your registered **Username** and **Password**.
2. Select **History** from the Alerts dropdown menu on the main navigation bar.
3. Click **Show Filters**.
4. Use the fields to specify which alerts to view.
5. Click **Apply** when finished.
6. Click **Export**.
7. Click **Export** again.



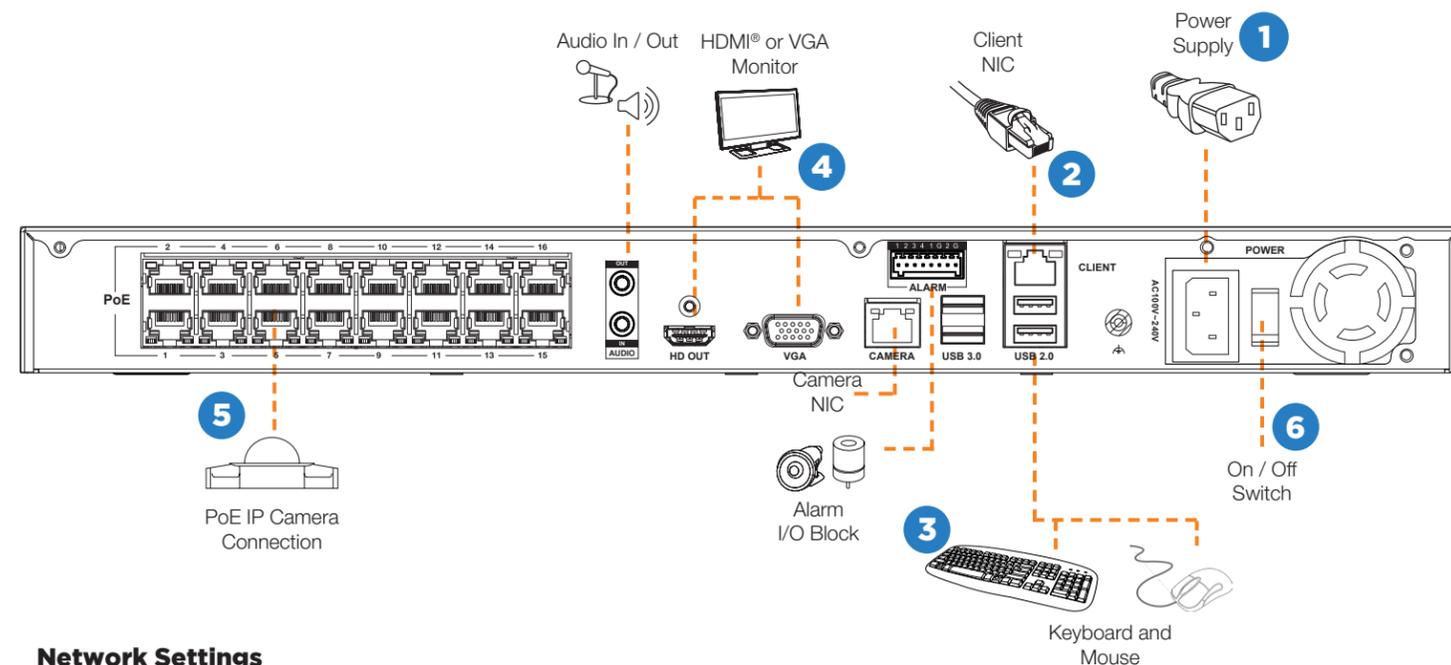
OpenEye®

Quick Installation Guide ME-Series Cloud Managed Appliance

This guide will assist you with the initial setup of your cloud managed appliance and recording software. This guide includes hardware setup, software setup, network configuration, and connecting your appliance to the Web Services Portal.

SETTING UP YOUR RECORDER FOR THE FIRST TIME

1. Plug the supplied power cord into the recorder. Do NOT connect the plug to a power source at this time.
2. Connect the network cable intended for remote connections to the Client NIC.
3. Connect the supplied **keyboard** and **mouse** using the USB ports.
4. Connect a **monitor** using the HDMI® or VGA port.
5. Connect the **cameras** to PoE ports, or the external camera network.
6. Connect the **power cord** to a power source, and then turn the recorder ON.
7. Log in to the Apex Server recorder using the default credentials:
Username: admin
Password: 1234
8. Follow the **Setup Wizard** to complete basic setup of your system.



Network Settings

Remote Communication Port	80 (8888 used if 80 is blocked)
Client NIC IP Address	DHCP
Camera NIC (External Switch)	192.168.51.1 / 255.255.255.0 (Gateway and DNS blank)
Camera PoE	192.168.50.1, 192.168.50.2 (reserved for internal communication), 192.168.50.11-26 (Reserved for Onboard PoE Camera Ports)

OpenEye®

23221 E Knox Ave
Liberty Lake, WA 99019
1.888.542.1103

Copyright ©2018 OpenEye. All Rights Reserved. Information contained in this document is subject to change without prior notice. OpenEye does its best to provide accurate information but cannot be held responsible for typos or mistakes.

35087AE

CAMERA MANAGEMENT

Apex Server software makes it easy to add and configure IP cameras. ME-Series Apex recorders will automatically detect and add OpenEye and ONVIF IP cameras connected to the on-board PoE switch.



NOTE Third party cameras may need to be configured using a third party program before being added to Apex Server. Cameras that don't support ONVIF can be configured to record via RTSP streaming.

Adding Auto-Detected Cameras

Apex Server software automatically detects ONVIF Profile S compliant cameras set to DHCP. Cameras not meeting these requirements must be configured manually.

1. Click **Setup** , and then click **Cameras**.
2. Click **Add Cameras**.
3. For automatically detected cameras, select the camera(s) using the check boxes, and then type the appropriate **Username** and **Password**.



NOTE The ME-Series Apex recorder will automatically detect and add most cameras connected to the on-board PoE switch as long as the cameras are set to DHCP.

Adding Cameras Manually

1. Click **Add**.
2. Click **Setup** , and then click **Cameras**.
3. Click **Add Cameras**.
4. For cameras not automatically detected, click **Add Cameras Manually**.
5. Select the ONVIF or the RTSP protocol, and then type the appropriate **Title**, **IP Address**, **Username**, and **Password**.



NOTE When using RTSP, specify the individual URL streams for your cameras. For instructions regarding these streams, consult the camera manual.

6. Click **Add Cameras**.

Configuring Recording Settings

For optimal motion detection, cameras should be configured with a secondary stream of 720x576 or lower. Apex will still detect motion using a higher resolution stream if a 720x576 or lower stream is not available, but this will consume more system resources.

1. Click **Setup** , and then click **Cameras**.
2. Select the desired camera, and then click the **Live / Recording** tab.
3. Configure the settings as desired.



NOTE Continuous + Motion recording is the default setting for all cameras upon connection to your Apex recorder.

Stream	Live Remote Viewing	Frames Per Second	Resolution	Bitrate (kbps)	GOP Length
Stream 1	High Bandwidth	10	1920 x 1080	4096	30
Stream 2	Low Bandwidth	5	720 x 480	1024	20

ADVANCED CAMERA MANAGEMENT

Cameras set to static IP addresses, third party cameras, and cameras not supported by ONVIF may not be detected automatically. To configure cameras not automatically detected by Apex Server software, follow the steps below.

Configuring OpenEye Cameras with a Static IP Address (Linux models only)

1. Click **Setup** , and then click **Support Tools**.
2. Click **Launch Support Tools**.
3. Click **Network Camera Manager**.
4. Note the discovered **IP address** for the desired camera.
5. Click **Exit** to return to Apex Server software.
6. Follow the steps in the *Adding Cameras Manually* section, typing the **Static IP Address**.



NOTE Network Camera Manager can be launched from the Windows desktop icon.

Configuring OpenEye Cameras with DHCP (Linux models only)

1. Click **Setup** , and then click **Support Tools**.
2. Click **Launch Support Tools**.
3. Click **Network Camera Manager**.
4. Select your desired cameras, and DHCP, and then click **Apply**.
5. Click **Exit** to return to Apex Server software.
6. Follow the steps in the **Adding Auto-Detected Cameras** section to add the camera.



NOTE OpenEye cameras on Windows can be configured with DHCP by launching Network Camera Manager from the Windows desktop icon.

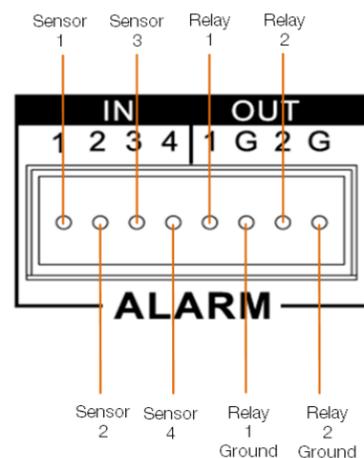
Adding Third Party Cameras

Third party cameras may require installing a manufacturer camera discovery tool on a separate PC. Once the camera discovery tool is installed, follow the steps for adding a camera with a static IP address or using DHCP as outlined above.

Adding Cameras Not Supported by ONVIF

You must add cameras that are not ONVIF-compliant using the RTSP stream of the camera. Consult the manufacturer's camera manual for more detailed information regarding RTSP streams. When you know the URL for the RTSP stream of your camera, follow the steps in the *Adding Cameras Manually* section, selecting RTSP protocol.

SENSOR / RELAY BLOCK



ADVANCED NETWORK SETUP

In some cases, advanced network settings may be applied to set up an optimal local or remote connection. The following steps are optional. Please contact an OpenEye support technician if you are unsure of your video network.

Direct Connection

With direct connection, network traffic bypasses the OWS cloud relay service, allowing for optimal connection speeds. This configuration requires additional steps, including router configuration, in order to forward traffic to the appropriate Apex recorder.



NOTE Visit http://portforward.com/English/routers/port_forwarding/ for instructions regarding router configuration for direct connection.

1. Access the **router** used for Internet communication and forward **TCP port 80** to the internal address of the Apex Server recorder.
2. Use a web browser to log in to your OWS account. Click **My Recorders**, and then click **Edit** in the row of your desired recorder.
3. Click **Remote Network Settings**, and then type the **static IP** or **DDNS entry** for the router in the **IP Address** or **Domain** field, and 80 in the **Port** field.
4. Click **Save**.

LAN Smart Forwarding

To optimize local connections, OWS uses a feature called LAN Smart Forward (LSF). This feature allows OWS to detect if the machine using the remote client software is on the same local network. OWS then automatically switches from a cloud relay connection to a direct connection. This ensures the fastest connection between client and recorder.

The following conditions are required for LAN Smart Forwarding:

- You must already have an OWS account, and the appliance must be connected to OWS with LAN Smart Forwarding configured (see the OpenEye Web Services section for more information).
- Both client and recorder use the same external IP address, or IP addresses within an acceptable range.
- The Client NIC port must be used for the Internet connection.

To enable LAN Smart Forwarding:

1. Use a web browser to log in to your OWS account, and then click on your desired **Company Account**.
2. Click **My Recorders**, and then click **Edit** in the row of the desired recorder.
3. Click the **Remote Network Settings** tab.
4. Set **LAN Smart Forwarding** to On.



NOTE If your recorder and client machines have different external IP addresses, enter the IP range in which the client and recorder reside.

OPENEYE WEB SERVICES CONNECTION

1. On your Apex Server recorder, click **Setup** , and then navigate to the **Remote Services** tab.
2. Click **Web Services**.
3. Type your **Registration Code**.



NOTE If you do not have your Recorder Registration Code, you may enter your OWS Email and Password instead. It is recommended to use a Recorder Registration Code if available though.

4. Click **Connect**.

OPENEYE WEB SERVICES CONNECTION

OpenEye Web Services is a cloud-based management solution which allows you to administer all your users, recorders, and VMS installations from one central location. To get the most out of your new web-managed recorder, we strongly recommend connecting it to the Web Services portal.

Please note that all following instructions are executed at a Channel Partner level. For more detailed instructions on how to operate at an End User level, please consult the OWS Software Manual, available at www.openeye.net.

To begin using OWS, you will need a Channel Partner OWS account. If you do not have one already, please contact Sales at www.openeye.net.

Connecting a Recorder to OWS

If you entered your Recorder Registration Code in the previous section, your recorder will be automatically added to your OWS Company Account.

If you used your OWS Email and password, your recorder will appear as an unassigned recorder on your OWS account, and you will need to assign it to the appropriate Company Account.

1. Log in to your OWS account at ows.openeye.net from a web browser.
2. Select the appropriate **Company Account**, and then click **Add**.

Users associated with your Company Account and with the appropriate permissions will now be able to remotely access the Apex Server recorder.

Creating a Company Account

A Customer Account is an OWS End User account created under a Channel Partner account and managed by the Channel Partner. Customer Accounts can only be created by the Channel Partner. Once created, the Channel Partner can assign recorders to Customer Accounts and create End User accounts.

1. Log in to your OWS account from a web browser using your registered **Username** and **Password**.
2. On the Management Portal, click **Add New Account**.
3. Enter an **Account Name**.
4. (Optional) Enter an **Account ID**, **City**, **State/Province**, and **Time Zone**.
5. Click **Add Company Account**.

Adding Users to OWS

1. Log in to your OWS account from a web browser using your registered **Username** and **Password**.
2. Click **Settings** , and then click **Users**.
3. Click **Add New User**, and then enter the appropriate user information.
4. Click **Add New User**.



NOTE This method creates users at the Channel Partner level. To create users at an End User level, complete step 1, then click **Connect** next to the Company Account you wish to add users to, then complete steps 2-4.