

How to Enable Serial PTZ and Alarm Inputs on Hanwha SPE-1630 Encoder

Description

When using a Hanwha SPE-1630 encoder, serial PTZ control requires the ONVIF plugin to expose the serial PTZ dropdown in the PTZ tab. However, switching to the ONVIF plugin can cause alarm input issues where input alarms do not trigger.

This occurs because the Hanwha encoder is configured to use the Hanwha API by default. To allow both serial PTZ functionality and working alarm inputs via ONVIF, the encoder must be switched to use the ONVIF API.

Product

- Hanwha SPE-1630 Encoder
- exacqVision (24.12 and later)

Steps to Reproduce

1. Add a Hanwha SPE-1630 encoder to exacqVision
2. Attempt to configure serial PTZ using the Hanwha plugin
3. Observe that no serial PTZ option is available
4. Switch to the ONVIF plugin to access serial PTZ options
5. Trigger an alarm input on the device
6. Observe that alarm inputs do not trigger events

Expected Results

- Serial PTZ options should be available
- Alarm inputs should trigger correctly

Actual Results

- Serial PTZ options are only available when using the ONVIF plugin

- Alarm inputs do not trigger when the encoder is still configured to use the Hanwha API

Solution

To resolve the issue, the encoder must be configured to use the ONVIF API instead of the Hanwha API.

This can be done via a CGI command in a web browser.

Steps:

1. Open a web browser
2. Enter the following URL, replacing deviceIP with the IP address of the encoder:

```
http://deviceIP/stw-  
cgi/eventstatus.cgi?submenu=eventscheme&action=set&Type=ONVIF
```

3. Repeat this process for each affected device
4. Verify that serial PTZ control and alarm inputs function as expected