Remote Connectivity for Desktop Client - What to Expect

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Overview

The Remote Connection feature in the exacqVision Desktop Client enables users to securely access their exacqVision systems from anywhere without the need for:

- Firewall port forwarding
- VPNs
- Public IP addresses
- Complex network configuration

Remote Connection leverages Microsoft Azure cloud-based infrastructure to establish a secure, outbound-only connection between the exacqVision server and the Desktop Client. This significantly simplifies remote access, especially for customers with limited IT resources.

Using this Remote Connection feature, almost anything you can do locally on the exacqVision Desktop Client can also be done remotely, including:

- Viewing live video
- Performing recorded video searches and exports
- Managing cameras and NVR configuration
- Configuring users, permissions, and system settings
- Using integrated systems such as Point of Sale (POS) and Access Control
- Providing remote troubleshooting and support

This makes Remote Connection ideal for:

- Organizations without dedicated IT teams
- Customers with restrictive firewall policies
- Dealers and integrators offering remote support without on-site visits

Limitation:

Web views that connect to cameras via local IP addresses will not function when accessed through Remote Connection. The remotely running Desktop Client does not have access to devices that are only reachable within the organization's internal network.

How Remote Connection Works

When Remote Connection is enabled:

1. The exacqVision system establishes a secure outbound connection to the Azure cloud.
2. The remote Desktop Client connects to the same Azure infrastructure.
3. Video, control commands, and system data are securely relayed through the cloud between the client and the system.

Network and Bandwidth Considerations

While the Azure cloud infrastructure can scale dynamically to handle traffic, overall performance is ultimately dependent on network conditions at the endpoints.

When accessing a system remotely, traffic must:

- Travel *upstream* from the exacqVision system to the cloud
- Then *downstream* from the cloud to the remote client

As a result, performance can be affected by:

- Upstream bandwidth at the system location
- Downstream bandwidth at the client location
- Network latency and congestion along the path

What to Expect

Remote Connection is designed to provide full functionality and secure access, not to replace a local-area-network viewing experience.

Please be mindful of the following:

- Fully supported use cases
    - System administration and configuration
    - Investigations and incident review
    - Live viewing of individual or limited camera streams
    - Remote service, diagnostics, and support
- Use with consideration
    - Monitoring many cameras at high resolution and high frame rates simultaneously
    - Continuous live viewing on large video walls or SOC-style monitoring environments

Streaming multiple high-bandwidth video streams continuously can place heavy demand on available upstream and downstream network capacity and may result in reduced video quality or responsiveness.

This is expected behavior for any cloud-mediated remote access solution and does not indicate a system issue.

Recommended Best Practices and Intended Usage

Remote Connection is designed to provide secure, fully featured remote access to exacqVision systems without requiring VPNs or firewall configuration. It is ideal for administration, investigations, troubleshooting, and operational tasks that require access when users are not on the local network.

While Remote Connection can be used for live video viewing, it is not intended to replace continuous, long-term local monitoring workflows that are traditionally performed on the same network as the exacqVision system.

Important Usage Guidance

Remote Connection is not designed or intended to be used as a fulltime replacement for local, on-premises video monitoring.

While the feature provides full Desktop Client functionality and can support live video viewing, it is architected for remote access, operational tasks, investigations, administration, and support workflows—not for continuous, long duration monitoring of multiple live video streams.

Customers should understand the following:

- Remote Connection always routes video and control traffic through cloud infrastructure, which inherently introduces additional network hops and latency compared to a local connection.
- Sustained live viewing of multiple high-resolution and high framerate streams places continuous demand on both upstream and downstream network capacity and increases sensitivity to latency, packet loss, and network variability.
- Having “enough bandwidth” does not eliminate these architectural realities. Bandwidth availability alone does not guarantee local like performance for extended, concurrent live monitoring use cases.

As a result:

- Continuous 24/7 monitoring
- Security Operations Center (SOC) use cases
- Video walls and multi-monitor live viewing
- Extended live viewing of many cameras at once

are not considered appropriate or recommended use cases when accessing systems via Remote Connection.

For these scenarios, clients located on the same local network as the exacqVision system remain the supported and recommended approach to ensure consistent performance and optimal user experience.

Remote Connection should be used with the clear understanding that it is a remote access and enablement feature, not a substitute for local network monitoring deployments.

Summary

Remote Connection delivers a powerful, secure, and easy-to-deploy method for accessing exacqVision systems remotely - without the traditional complexity of VPNs or firewall changes.

It provides:

- Full Desktop Client functionality
- Secure Azure-based connectivity
- Significant time and cost savings for remote support

By understanding the role of network bandwidth and using the feature as intended, customers and partners can confidently take full advantage of Remote Connection while maintaining reliable and high-quality user experience.