

Exacq

exacqVision Integrator Services Portal User Manual

www.exacq.com

2025-05-20
Version 25.1

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New in version 25.1

This release includes the following updates for the exacq Integrator Services Portal:

- General improvements and bug fixes.

About exacqVision Integrator Services portal

exacqVision Integrator Services Portal is high availability cloud service provided by [Tyco Security Products](#). Your dealer configures your on-premise exacqVision recorders to transmit surveillance system health events to the exacqVision Integrator Services Portal service. No special network configuration is usually required for exacqVision recorders to securely transmit event data out of your internet connection.

When the dealer observes a system health problem in the exacqVision Integrator Services Portal web interface or e-mail text notification, they determine what if any remediation action is required based on your service contract with them.

exacqVision Integrator Services Portal monitors the following video recording components:

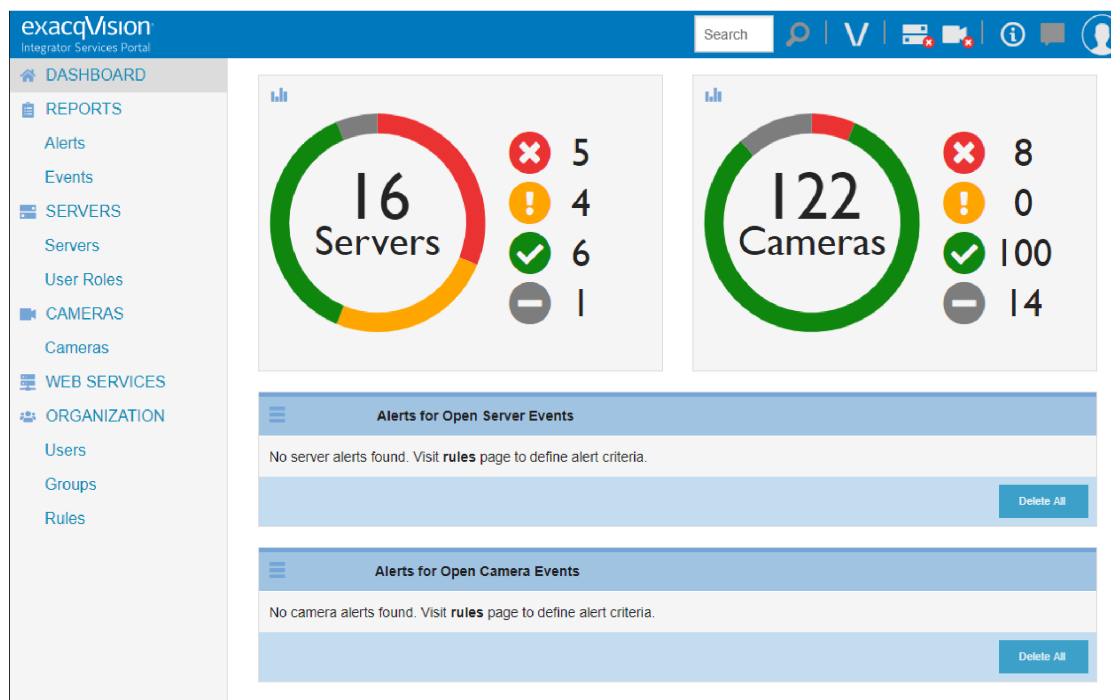
- Recorder up time
- Camera up time
- Temperature warnings
- Recording requirements not met
- Recorder hardware monitoring

exacqVision Integrator Services Portal dashboard

Use the exacqVision Integrator Services Portal dashboard to see the overall health of all servers and associated cameras on the system. The summary charts for servers and cameras are updated every three seconds.

There are four color coded health indicator categories: error (red), warning (orange), healthy (green), and maintenance (gray). The total number of server or camera health indicators is displayed in the center of the chart, this number is further classified into the four categories. For information about the color-coded categories, see [Server and camera health indicators](#).

Figure 1: Dashboard page



exacqVision Integrator Services Portal quick access toolbar

The following table provides an overview of the quick access toolbar located on the exacqVision Integrator Services Portal title bar.

Table 1: Interface icons







Icon	Icon name	Description
	Profile	View your profile details or select Logout to exit.
	Notifications	View system messages. After you view a message, it is sorted by priority. ► Important: Only administrators can modify the messages.
	Information	View additional information. From the Information list, you can select any of the following options: <ul style="list-style-type: none"> • User Manual: View the manual in PDF format. • Help on this Page: View context-sensitive online help. • About: View information such as the version, scheduled system updates, and other information. If no schedule exists, you can click SYSTEM > Updates to create a schedule. See Software Update for details. <p>❗ Note: You must have administrator privileges to schedule an update.</p>
	Camera Health	View the camera health indicators and total number of cameras in each category. The categories include error, warning, healthy, and maintenance indicators. Select any category from the list to open the detailed Camera List page for that category. For more information, see Server and camera health indicators .

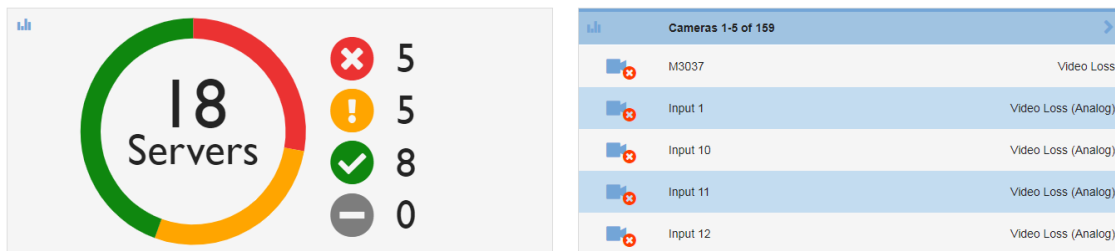
Table 1: Interface icons

Icon	Icon name	Description
	Server Health	View the server health indicators and total number of servers in each category. Select any category from the list to open the detailed Server List page for that category. For more information, see Server and camera health indicators .
	Search	Enter a text string to search for devices, servers, and other information.

Navigating the dashboard page

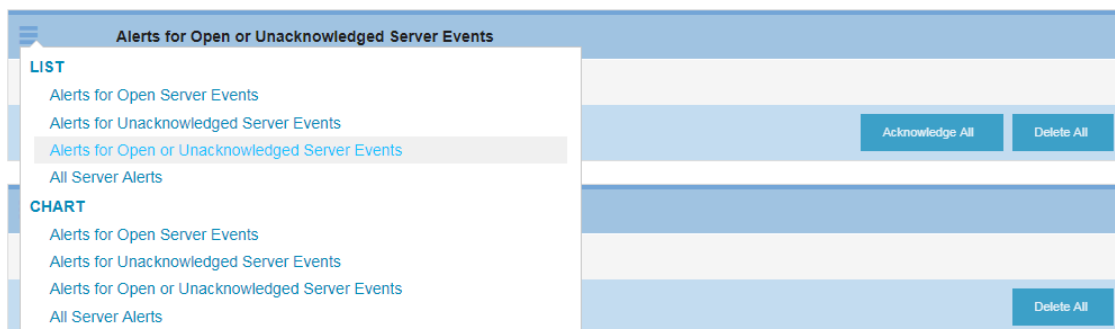
1. Select a category from the chart or click the associated icon to open the detailed **Camera List** or **Server List** page for that category.
2. Use the right and left arrows in the upper-right corner of a pane to scroll through additional pages of servers, cameras, and alerts.
3. To alternate between list and chart views, click the **View** icon in the upper-left corner of the **Servers** or **Cameras** pane.

Figure 2: Servers in chart format and cameras in list format



4. You can select whether to display server open events, unacknowledged events, open or unacknowledged events, or all alerts. On the toolbar, click **Filter list** and select which option to display. The following example shows camera alerts for events that are either open or unacknowledged in list format:

Figure 3: Alerts for open or unacknowledged camera events pane



5. Choose from the following options:
 - To acknowledge all alerts currently displayed in the list, click **Acknowledge All**.
 - To acknowledge an individual alert, identify the row, and click **Acknowledge**.
 - To not acknowledge an individual alert, identify the row, and click **Un-acknowledge**.
 - To delete all displayed alerts, click **Delete All**.
 - To delete an individual alert, identify the row, and click **Delete**.

Note: Deleting alerts simply removes the alert from all alert lists. The event can still be viewed in the Event List under Reports menu.

For more information on alert definitions, see [Rules](#) and [Reports](#) for acknowledging alerts and events.

exacqVision Integrator Services Portal interface icons

The following table contains the exacqVision Integrator Services Portal interface icons and their functions.

Table 2: Interface icons






















Icon	Icon name	Description
	Acknowledge	Acknowledge one or more alerts or events.
	Add rules	Add a rule for email or dashboard notifications.
	Calendar	Select a date for server maintenance, save or change a configuration, update software, or import licenses for one or more servers.
	Delete	Delete one or more alerts, servers, or user accounts.
	Download	Download server lists, licenses, or camera inspections. In addition, you can download a configuration file, download graphics or both.
	Edit	Edit configuration properties, user account, or domain properties.
	Filter	Change search and display options.
	Filter list	Select one of the following items from a list or chart display: <ul style="list-style-type: none"> Alerts for open camera events Alerts for unacknowledged camera events Alerts for open or unacknowledged camera events All camera alerts
	Information	See additional information about an item.
	Inspection	Inspect a camera and mark the findings as good or bad.
	Manage	Manage users or user roles from exacqVision Integrator Services Portal
	Manual failover	Manually failover a server for maintenance.
	Refresh	Refresh the software version from the internet or a compressed zip file.
	Search	Search for devices, servers, and any other information on a page.
	Shield	Strengthen the server password.





Table 2: Interface icons

Icon	Icon name	Description
	Sort	Sort a list alphabetically or sort camera status.
	Start	Start the exacqVision client system.
	Un-acknowledge	Un-acknowledge one or more alerts or events.
	Un-manage	Remove users or user roles from exacqVision Integrator Services Portal management.
	Update software	Schedule a system software update.
	View	Alternate between list and chart views.

Server and camera health indicators

Table 3 describes the categories and color code for the server and camera health indicators.

Table 3: Health color code icons for the server and camera

Category	Icon	Description
Error		Indicates one of the following states: <ul style="list-style-type: none"> Server or camera is not detected Alert for occurring and unacknowledged event
Warning		Indicates one of the following states: <ul style="list-style-type: none"> Health warning on server such as temperature, storage alarm, archive alarm, or CPU fan Server license subscription is expiring soon Alert for unacknowledged but open event Alert for unacknowledged but closed event
Healthy		Indicates one of the following states: <ul style="list-style-type: none"> Server or camera connected and operating Alert for acknowledged and closed event
Maintenance		Indicates one of the following states: <ul style="list-style-type: none"> Server is in maintenance mode Server or camera are in the process of being located

Reports

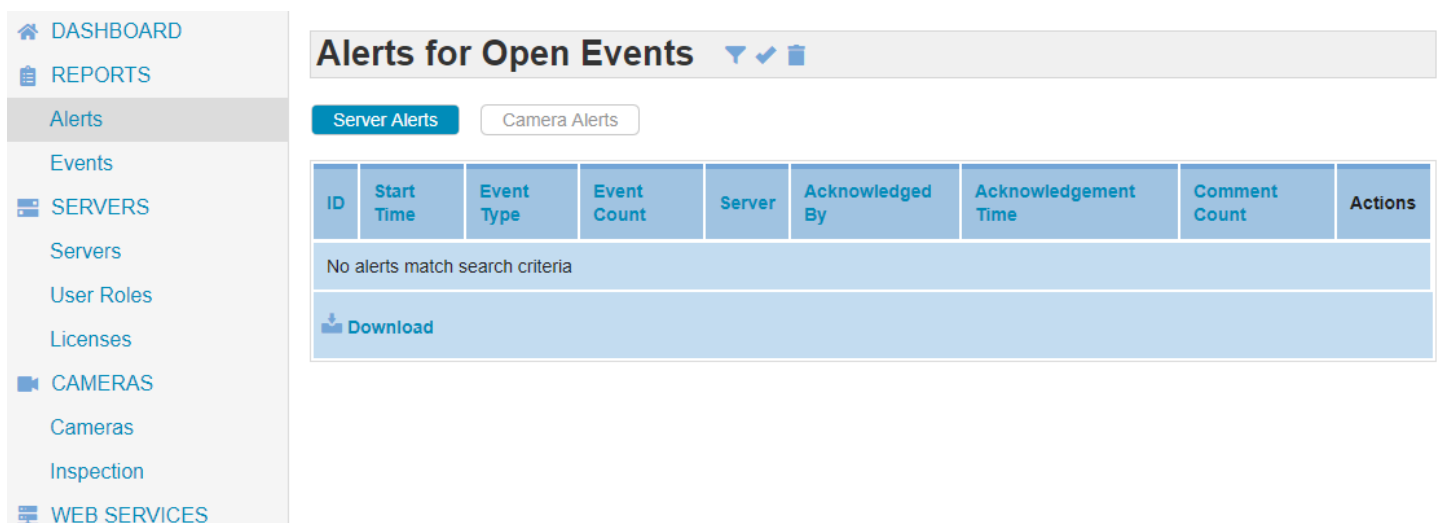
The following reports are available:




- Alert reports show an alert list displays for the events that you have set up a notification in the rules page.
- Event reports show an event list of all events on the server except for video motion.
- Event details report show camera or server events on the event details page.

Alert Reports

The alert list displays only those events for which the user has set up a notification in the **Rules** page. Alerts are set up for a specific user and can be customized to match the users needs.


Figure 4: Alerts for Open Events page



Alerts for Open Events   

Server Alerts **Camera Alerts**

ID	Start Time	Event Type	Event Count	Server	Acknowledged By	Acknowledgement Time	Comment Count	Actions
No alerts match search criteria								

 **Download**

Acknowledging an alert, acknowledges the underlying event. See [Table 2](#) for a description of the interface icons. Use alert reports to perform the following functions:

- To acknowledge all alerts and events at once, on the toolbar click **Acknowledge**.
- To acknowledge individual alerts and events, identify the row, and click **Acknowledge** in the **Actions** column.
- To set an alarm as unacknowledged, click **Un-acknowledged** in the **Actions** column.
- To delete all displayed alerts, on the toolbar, click **Delete**. To delete a specific alert, identify the row, and click **Delete** in the **Actions** column.
- Select an alert row to display the **Events Details** page.

Event Reports

An event is a noteworthy occurrence on the server. All events, except for video motion are automatically logged and can be viewed in the event list. The system groups all camera events, soft triggers, and input triggers into fifteen second intervals. You can view additional information about a grouped event on the event's details page. To log motion events, an alert rule for motion must be created, see [Rules](#) for more information.

User event reports to view, acknowledge and unacknowledge server and camera events.

Figure 5: Open or unacknowledged server events page

ID	Start Time	End Time	Event Type	Event Count	Server	Acknowledged By	Acknowledgement Time	Comment Count	Actions
250611	Mar 9, 2020, 09:24:00 a.m. EDT	Mar 9, 2020, 09:24:15 a.m. EDT	Soft trigger	1	exacqVision Illustra Server	—	—	0	✓
250511	Mar 9, 2020, 08:18:00 a.m. EDT	Mar 9, 2020, 08:18:15 a.m. EDT	Soft trigger	1	exacqVision Illustra Server	—	—	0	✓
250411	Mar 9, 2020, 07:59:30 a.m. EDT	Mar 9, 2020, 07:59:45 a.m. EDT	Soft trigger	1	exacqVision Illustra Server	—	—	0	✓
250311	Mar 9, 2020, 07:04:00 a.m. EDT	Mar 9, 2020, 07:05:00 a.m. EDT	Soft trigger	1	exacqVision Illustra Server	—	—	0	✓
250211	Mar 9, 2020, 06:03:30 a.m. EDT	Mar 9, 2020, 06:03:45 a.m. EDT	Soft trigger	1	exacqVision Illustra Server	—	—	0	✓

Events can be acknowledged and unacknowledged, but cannot be deleted. See [Table 2](#) for a description of the interface icons. Use event reports to perform the following functions:

- To acknowledge all displayed events at once, on the toolbar click **Acknowledge**.
- To acknowledge individual events, identify the row, and click **Acknowledge** in the **Actions** column.
- To set an event as unacknowledged, click **Un-acknowledged** in the **Actions** column.
- Select an event row to display the **Event Details** page.

Event Details


You can acknowledge camera or server events on the **Event Details** page. In addition, you can view a detailed history of all the users that view, acknowledge, or comment on the event in the log file.

To view the **Event Details** page, select either the event or any of the alerts generated by that event.

Figure 6: Event detail page

ExacqVision Illustra Server: Security integration alarm

Info

Acknowledgement Status
 Unacknowledged

Status:
☐ Open




Event Id
 607191

Event Type
 Security integration alarm

Details
 Connection error on SvrTm2012CCure2 - CCURE 5000


Server
 ExacqVision Illustra Server

Start Time
 Nov 01 2019 1:21:21 pm EDT

Log   

User	Action	Created	Comment
admin	Viewed	Nov 01 2019 3:30:18 pm EDT	
admin	Viewed	Nov 01 2019 3:26:17 pm EDT	
admin	Viewed	Nov 01 2019 3:20:11 pm EDT	
admin	Viewed	Nov 01 2019 3:17:33 pm EDT	
admin	Viewed	Nov 01 2019 3:16:51 pm EDT	
admin	Viewed	Nov 01 2019 2:58:29 pm EDT	
admin	Viewed	Nov 01 2019 2:43:16 pm EDT	
admin	Viewed	Nov 01 2019 2:27:39 pm EDT	
admin	Viewed	Nov 01 2019 1:50:11 pm EDT	
admin	Viewed	Nov 01 2019 1:49:19 pm EDT	

Rows per page: 10 < 1-10 of 17 >

Enter new comment here... 

To acknowledge or unacknowledge the event, click **Acknowledgement Status**. In the **Log** pane, you can view the history for that event. The event log includes such items as user name, user action, creation date, and any comments about the event. To hide one or more columns in the event **Log**, in the upper-right corner, click **Show Columns**. Clear the check box next to each heading that you do not want to display.

To add a comment about an event such as the circumstances leading up to the event, enter the comment and click **Add**.

Searching the event log

You can search the event log on the **Event Details** page.

To search the event log, complete the following steps:

1. On the **Event Details** page, in the upper-right corner, click **Search**.
2. Enter the term you want to search for.

Filtering the event log

You can filter to narrow the list of items that you want to display in the event log.

To filter the list of items to display in the event log, complete the following steps:

1. On the **Event Details** page, in the upper-right corner, click **Filter**.
2. From the **Filter Data** list, select one of the following fields:
 - **User**
 - **Action**
 - **Created**
 - **Comment**
3. From the comparison operator list, select a comparison such as **Contains** or **Starts After**.
4. Enter or select the filter criteria and click **APPLY**.

Available Events

The following events, except video motion are automatically monitored and can be viewed on the event list. An alert can be set up for any of these events. For more information see, [Rules](#).

Table 4: Camera Events

Camera Events	Definition	Helpful Tips
Video Loss	Analog or IP video signal lost.	<ul style="list-style-type: none"> Ensure camera is connected to exacq recorder Ensure camera is powered on View camera using an exacq client Ping IP address of camera from exacq View camera's admin page in browser Power cycle camera
Video Motion	Camera has detected motion.	<ul style="list-style-type: none"> If motion happens too often set motion sensitivity lower in exacqVision Disable motion detection
Camera Disconnected	Network cannot connect to analog or IP camera.	<ul style="list-style-type: none"> Ensure camera connected to exacq recorder Ensure camera is powered on Ping IP address of camera Power cycle camera
Camera Analytics	An analytics event defined on the camera has been detected.	<ul style="list-style-type: none"> The on-board camera analytic has been triggered.
Recording Alarm	An event that triggers when the system writes the video from a stream to disk.	<ul style="list-style-type: none"> This event is best used as a duration alert.

Table 5: Server Events

Server Events	Definition	Helpful Tips
Security Integration Connection Alarm	An error in connecting to the Security Integration panel	<ul style="list-style-type: none"> View the Security Integration page of exacq and note status of panel connection Check credentials and retry Ping IP address of Security Panel Power cycle Security Panel
Archive Alarm	Failure on archiving target, such as bad mount point.	<ul style="list-style-type: none"> View Archive page of exacqVision Ensure remote storage is powered on Ping remote storage from exacqVision Check mount point on remote storage
Archive Task Alarm	Archive task failed.	<ul style="list-style-type: none"> View Archive page of exacqVision Check mount points on remote storage Verify tasks have enough time to complete
Auto export	A user exported video from the server using the exacqVision client.	<ul style="list-style-type: none"> Check the system's log. For more information, refer to Auto Export window in the <i>exacqVision User Manual</i>.

Table 5: Server Events

Server Events	Definition	Helpful Tips
Button Press	Button input on server pressed.	<ul style="list-style-type: none"> N/A
Content Age Alarm	<p>Video deleted before configured retention period. For example, the server is configured to retain video for 30 days, but the server does not have enough space to store that much video.</p> <p>For information about troubleshooting Content Age Alarm events, see https://exacq.com/kb/?cnc=64975.</p>	<ul style="list-style-type: none"> View Storage page in exacqVision Adjust Video Space slider Adjust Desired Age Assess number of cameras, resolution, quality, and overall data rate required When a new system starts recording video for the first time, a content age alarm will not be triggered even though the age of the oldest recorded video is lower than the desired oldest content. This event cannot be triggered until the system automatically deletes data when the storage capacity is filled earlier than desired
Core Throttling	Server load requires that video frames be discarded to compensate.	<ul style="list-style-type: none"> This is almost always due to other software requiring resources. Evaluate other software running on system such as an integration.
Device Failure	Capture card malfunctioned.	<ul style="list-style-type: none"> Contact exacq support
Device Temperature	Capture card temperature not within recommended range.	<ul style="list-style-type: none"> Usually due to dust buildup Contact exacq support
Fan Alarm	Fan has failed on capture board	<ul style="list-style-type: none"> Usually due to dust buildup Contact exacq support
Fan speed sensor alarm	System fan not operating at recommended speed.	<ul style="list-style-type: none"> Usually due to dust buildup Contact exacq support
Input Trigger	Discrete input on a hybrid server (or IP camera with alarm input) activated.	<ul style="list-style-type: none"> N/A
IP Serial Disconnected	A serial-over-IP connection has become disconnected	<ul style="list-style-type: none"> Check Serial Ports page in exacqVision Check the source of serial data Ping IP address of serial data
Login Failure	Login attempt failed on server.	<ul style="list-style-type: none"> Review Login History, System Log and Audit Trail on exacqVision recorder
Network Activity	Any unexpected network activity on the server's network	<ul style="list-style-type: none"> N/A
Power Supply Alarm	Alarm on a server with redundant power supply.	<ul style="list-style-type: none"> Contact exacq support
Server Disconnected	Connection to server lost.	<ul style="list-style-type: none"> Try to connect to server with exacq client Ping server's last known IP address Physically locate server Ensure recorder is powered on Ensure network connectivity Connect to server with exacq client on at server's location

Table 5: Server Events

Server Events	Definition	Helpful Tips
Server License Error	Invalid license on server.	<ul style="list-style-type: none"> Connect to server with exacq client and navigate to Systems page to view license information Contact exacq support
Server License Warning	License will expire in less than 30 days.	<ul style="list-style-type: none"> Contact exacq support to extend license
Soft Trigger	Signal sent from Client to server.	<ul style="list-style-type: none"> Soft Triggers are generally actuated by exacqVision clients or 3rd party integrations. Be aware of any integrations that have been implemented on managed exacq recorders. Review exacqVision System Log and Audit Trail to determine what/who actuated the soft trigger.
Storage Alarm	Drive capacity threshold reached.	<ul style="list-style-type: none"> Review settings on Storage page of exacqVision.
Storage Hardware Alarm	Server storage malfunctioned.	<ul style="list-style-type: none"> See Storage page of exacqVision View System Logs and Audit Trail on exacqVision recorder to get more information.
Temperature Sensor Alarm	System temperature not within recommended range.	<ul style="list-style-type: none"> Check for dirt and dust blocking airflow Contact exacq support
UART serial disconnected.	A UART serial port is disconnected.	<ul style="list-style-type: none"> For more information, see UART pane in the <i>exacqVision User Manual</i>.
Update Downloading	Software update download in progress.	<ul style="list-style-type: none"> N/A
Update Failure	Server software update failed.	<ul style="list-style-type: none"> Retry Check network connection Check license expiration date Check that exacqVision recorder can reach internet
Update Installing	Server software update installing.	<ul style="list-style-type: none"> N/A
Update Pending	Server restarting after software update.	<ul style="list-style-type: none"> N/A
Update Success	Server software update completed.	<ul style="list-style-type: none"> N/A
Voltage Sensor Alarm	System voltage not in recommended range.	<ul style="list-style-type: none"> Check exacqVision System Log, Login History and Audit Trail
Security Integration Health	An intrusion panel that has a health condition active for the device.	

Servers

Server List

The **Server List** page displays the current list of connected servers, along with networking and configuration information.

Figure 7: Server List Page

Server Name	Group Name	Address	Status	Username	Serial	Version	SSA Through	Operating System
exacqVision Hybrid Server	root	hybrid.exacq.com	Health Warning	admin	exacqVisionHybrid	20.12.6.0	Sep 26, 2022	Microsoft Windows 10 Enterprise 2016 LTSB 64-bit 10.0.14393
exacqVision Illustra Demo Server	root	illustra.exacq.com	Login Failure	admin	—	20.12.6.0	Jan 11, 2026	—
Face POD	root	172.19.238.150	Health Warning	admin	00-1B-21-67-D3-60	20.12.3119300.0	Sep 2, 2021	Ubuntu 16.04.2 LTS (kernel 4.4.0-81-generic) (glibc 2.23) 64-bit
fakeserver.com	root	fakeserver.com	Locating	admin	—	—	—	—
SB Windows	root	172.19.232.140	Disconnected	admin2	00-15-5D-68-B0-83	20.09.127.0	Aug 30, 2029	—

See [Table 2](#) for a description of the interface icons.

Dynamic DNS

Dynamic DNS converts the domain name of a server into an IP address, and checks that a connection exists between the client and the server. The status of the connection displays in the **Dynamic DNS** column in the **Server List** page. For information on what each status represents, see the following table.

Note: It can take up to 48 hours for exacqVision Integrator Services Portal to verify the DNS connection.

Table 6: Dynamic DNS statuses

Status	Description
Verified	Dynamic DNS is setup and connected.
Unverified	The exacqVision client configuration to the server is setup, but exacqVision Integrator Services Portal is still confirming the connection.
Error	exacqVision Integrator Services Portal attempts to connect failed.
Disabled	The user did not select the Dynamic DNS option for the server. This is the default option.

Click **Upcoming Actions** to display a list of any scheduled activities on a connected server. You can open, edit, or delete an action from this list.

Figure 8: Server Actions page

Status	Server	Scheduled Time	Action Type	Details	Actions
Completed	Julia's Server	Sep 29, 2016, 10:23:00 a.m. PDT	Server Version Update	7.8.2.98464	
Completed	Julia's Server	Sep 30, 2016, 10:23:00 a.m. PDT	Server Version Update	7.8.2.98464	

Search and Display Options window

Many exacqVision Integrator Services Portal pages, including Users, Groups, Cameras, Servers, Events and Alerts, contain **Search and Display Options**. In the **Search and Display Options** window, you can select the information columns that you want to display on a page.

On the toolbar, click **Filter** to display the **Search and Display Options** window. See [Table 2](#) for a description of the interface icons on the toolbar.

Figure 9: Search and Display Options window

Search and Display Options

Display	Column	Search String
<input type="checkbox"/>	Health status	
<input type="checkbox"/>	Server name	
<input type="checkbox"/>	Group name	
<input type="checkbox"/>	Address	
<input type="checkbox"/>	Port	
<input checked="" type="checkbox"/>	Status	Select options
<input type="checkbox"/>	Hostname	
<input type="checkbox"/>	Dynamic DNS	
<input type="checkbox"/>	Connection type	
<input checked="" type="checkbox"/>	Username	
<input checked="" type="checkbox"/>	Serial	
<input type="checkbox"/>	Mac	
<input type="checkbox"/>	Server platform	
<input checked="" type="checkbox"/>	Version	
<input type="checkbox"/>	Server model	
<input type="checkbox"/>	Fallover group	
<input type="checkbox"/>	Fallover status	
<input checked="" type="checkbox"/>	SSA through	<input type="radio"/> In the last <input type="text"/> minutes <input type="radio"/> Start: <input type="text"/> End: <input type="text"/>
<input type="checkbox"/>	Date added	<input type="radio"/> In the last <input type="text"/> minutes <input type="radio"/> Start: <input type="text"/> End: <input type="text"/>
<input type="checkbox"/>	Oldest content	
<input type="checkbox"/>	Desired oldest content	
<input type="checkbox"/>	Last saved configuration	<input type="radio"/> In the last <input type="text"/> minutes <input type="radio"/> Start: <input type="text"/> End: <input type="text"/>
<input type="checkbox"/>	Web service address	
<input type="checkbox"/>	Web service version	
<input type="checkbox"/>	Web service status	
<input checked="" type="checkbox"/>	Operating System	
<input type="checkbox"/>	Motherboard Vendor	
<input type="checkbox"/>	Motherboard Model	
<input type="checkbox"/>	Bios Vendor	
<input type="checkbox"/>	Bios Version	

Results per page:

Search

Table 7: Search and Display Options

Callout	Description
1	Select the check box to display the column.
2	Enter text to search for.
3	Enter how many list entries to display per page.
4	Select a data and time filter to enhance the search.
5	Click Search to update the list displayed.

Many columns can be sorted, to sort a column click the column name. On the toolbar, click **Sort** to sort the status column.

To remove filters from any displayed list, click **Clear Filter**.

To quickly find devices, servers, and other information on any page, type a word or phrase in the **Search** box. Results can take up to 30 seconds to appear.

Add Server page

On the **Add Server** page, you can add servers to exacqVision Integrator Services Portal. In the portals dashboard, you can see all cameras and events belonging to the servers that you add. For information on the exacqVision Integrator Services Portal dashboard, see [exacqVision Integrator Services Portal dashboard](#). To add a server, see [Adding a Server](#). For more information on the functionality of the Add Server page, see [Table 8](#).

You can add an exacqVision server to exacqVision Integrator Services Portal by using an inbound or an outbound connection.

- ❶ **Note:** To monitor an exacqVision server, the exacqVision server must have the latest exacqVision Professional or Enterprise license, which requires an active SSA. License information for the server is in the *Configure System* window of the exacqVision client. For more information, refer to *exacqVision User Manual*.

Table 8: Add Server page

Interface element	Description
Hostname Settings pane	To activate DNS, click [show] , select the Enable Dynamic DNS check box, and enter a hostname. If you do not enter a hostname, the system uses the IP address.
Web service field	Establishes a video connection from the server you are adding. For information on the web service options, see Table 9 table.
Server image area	To upload an image for easy identification of a server, select Choose File .
Delete check box	Deletes the image in the Server image area.
Additional data field	Enter other information about the server that can assist an exacqVision Integrator Services Portal user.
Save & New button	To save the server information, and to add another server, click Save & New .

The following table describes the **Web service field** options on the **Add Server** page.

Table 9: Web service options on the Add Server page

Option	Description
No web service	The system does not attempt to connect to a web service.
Create new web service	Adds a web service to the exacqVision Integrator Services Portal configuration.
Select existing web service	Displays a list of previously configured web services.
User server address and credentials	Adds the web service that you want on the Add Server page. To log on to the web service, use your existing address, username, and password.

Adding a Server

To add a server, complete the following steps:

- From the navigation tree, next to **Servers**, select **[add]**.
- From the **Server Connection Type** list, select one of the following options:
 - Inbound:** If you select **Inbound**, enter the IP address of the exacqVision server.
 - Outbound:** If you select **Outbound**, enter a serial number.

Note: If you select **Outbound**, you must configure the connection using the exacqVision client. For more information, see [Configuring outbound connections](#).
- In the **Port** field, enter a port number. The default port number is 22609.
- Enter a server administrator username and password.
- From the **Group** list, select an option.

Note: Every server must be part of a group. The default group that the server belongs to is at the top of the **Group** list.
- Optional:** From the Hostname Settings pane, click **[show]** to show the hostname settings options.
 - Enable Dynamic DNS** – Selecting this check box opens the **Provider** field.
 - Provider** – From the **Provider** list, select an option.
 - Hostname** – In the **Hostname** field, enter the hostname.
- Optional:** To establish a video connection from the server that you are adding, select one of the options from [Table 9](#).
- Optional:** To enable live streaming from the server, select the **Enable Live Streaming** check box.
- Optional:** To upload an image for easy identification of a server, click **Choose File**. To remove the uploaded image, select the **Delete** check box.
- Optional:** In the **Additional Data** field, enter other information about the server that can assist an exacqVision Enterprise Manager user.
- Select one of the following options:
 - Click **Save** to save the server configuration.
 - Click **Save & New** to save the configuration and repeat the steps to add another server.

Configuring outbound connections

To configure an outbound connection, the exacqVision client must be connected to the server. On the exacqVision client's **Outbound Connections** window, you can connect to services outside the system's network, such as exacqVision Enterprise Manager or exacqVision Integrator Services Portal. If you use an outbound connection, it is not necessary to configure inbound firewall rules to reach the server. Ensure that the server has outbound access on port 35111.

To configure an outbound connection on the exacqVision client, complete the following steps:

- In the **Config (Setup)** window, from the navigation tree, select **Configure System**.

2. Click the **Outbound Connections** tab.
3. Click **Configure**.
4. In the **Configuration** dialog box, from the **Server Credentials** list, select an administration user name. This user must be configured on the server for the exacqVision Integrator Services Portal to use.
5. Enter the email address, and password of your exacqVision Integrator Services Portal dealer account.
6. Click **OK**.

If the exacqVision server can reach the exacqVision Integrator Services Portal, the URL of the exacqVision Integrator Services Portal dealer instance populates in the outbound connections list.

Add Multiple Servers

You can use the **Add Multiple Servers** page to import a list of servers into the exacqVision Integrator Services Portal.

Before you begin:

Export the list from the exacqVision client, the list is exported as an .xdv file.

Figure 10: Add Multiple Servers page

To import a list of servers, complete the following steps:

1. Export the list from the **Add Systems** page in exacqVision client.
2. Select **[add]** next to Servers in exacqVision Integrator Services Portal.
3. Click **Bulk Add Servers**.
4. Click **Choose File** and then locate the exported file from exacqVision Client.
5. Enter an administrator user name and password.
6. Select a group. Every server must be part of a group, and the default group is shown in the **Group** list.
7. To establish a video connection from the server you are adding, select one of the following options:
 - a. **(No web service)** - Do not try to connect to a web service
 - b. **Create new web service** - Select this option to add a web service to the exacqVision Integrator Services Portal configuration
 - c. **Select existing web service** - This option provides you with a list of previously configured web services from which to choose from.
8. **Optional:** To enable live streaming from the server, select the **Enable Live Streaming** check box.
9. Click **Save**.

Recurrence scheduling

Use the recurrence scheduling feature to configure the system to save periodically at a user-selected schedule. The following table lists the options available for recurrence scheduling.

Table 10: Recurrence scheduling options

Repeat Options	Description
Never	The system saves the configuration immediately, and does not repeat.
Daily	The system saves the configuration recurrently on the specified daily schedule.
Weekly	The system saves the configuration recurrently on the specified weekly schedule.
Monthly	The system saves the configuration recurrently on the specified monthly schedule.

Saving configuration limits

When the system reaches the maximum limit of manually saved configurations, you must delete one or more of the saved configurations. You can then save new configurations. When the system reaches the maximum limit of recurrently saved configurations, the system automatically deletes the oldest saved configuration, and then saves the new configurations.

- ❶ **Note:** In exacqVision Integrator Services Portal, only a root administrator can change the maximum limit of saved configurations. The default limits for both manually and recurrently saved configurations is five.

To prevent the system from automatically deleting a saved file, complete the following steps:

1. From the **Saved Configuration** list, select the saved configuration that you want to edit.
2. Click **Edit**.
3. Select the **Save file permanently** check box.

Figure 11: Edit Server configuration

Edit Server configuration for exacqVision Sony Server

Server:
exacqVision Sony Server

Date saved:
Mar 22, 2018, 09:14:02 a.m. EDT (saved automatically)

Name:
Golden Config

Notes:

☐ Save file permanently

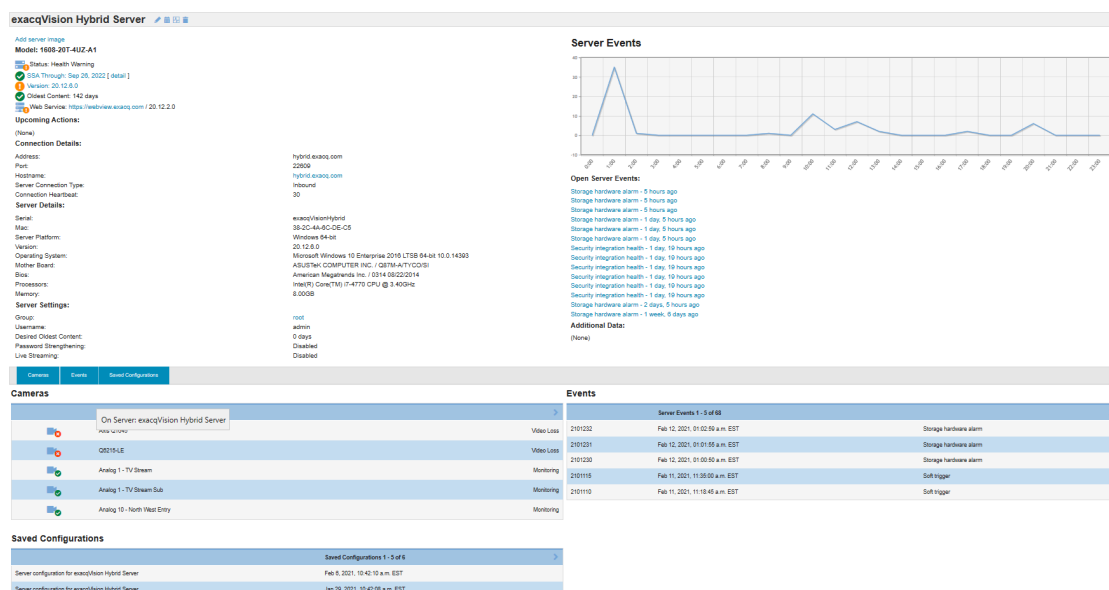
Save

For more information on saving configurations, see [Saving configurations](#).

Server Details

To view a server's detail page, select the server from the **Server List** page. This page displays all the details about the server, along with several options.

Figure 12: Server detail page



From the toolbar, you can complete the following tasks:

- Click **Edit**, to edit the servers configuration.
- Click **Calendar**, and from the list select one of the following options:
 - **Save Configuration**
 - **Change Configuration**
 - **Update Software**
 - **Import License**
 - **Schedule Maintenance**
- Click **Delete**, to delete the server.
- Click **Manual failover**, to manually failover the server for maintenance. This option is not always available.

To hide or show certain tables at the bottom of the page, click the title name.

Saving configurations

To save a configuration, complete the following steps:

1. On the sidebar menu, click **Servers**.
2. Select the server that you want to configure.
3. Click the **Calendar** icon, and select **Save Configuration**.
4. In the **Config name** field, enter a configuration name.
5. In the **Scheduled time** field, enter or select a time and date.
6. **Optional:** In the **Notes** field, enter any additional notes.
7. Click **Save**.

Saving configurations for multiple servers

To save configuration changes to multiple servers, complete the following steps:

1. On the sidebar menu, click **Servers**.
2. Click the **Filter** icon, and filter the servers that you want to change.
3. Click the **Calendar** icon, and select **Save Configuration**.
4. In the **Name** field, enter a configuration name.
5. In the **Scheduled time** field, enter or select a time and date.
6. **Optional:** In the **Notes** field, enter any additional notes.
7. Click **Save**.

The system saves the new configuration in the **Saved Configurations** table on the server details page.

- ① **Note:** If you do not see the **Saved Configurations** table, click the **Saved Configurations** tab to open it. For more information, see [Server Details](#).

Figure 13: Saved configuration

Saved Configurations	
Saved Configuration 1 of 1	
Backup A	Mar 15, 2018, 05:32:41 a.m. EDT

Applying saved configurations

To apply a saved configuration, complete the following steps:

1. On the sidebar menu, click **Servers**.
2. Click the **Filter** icon, and filter the servers that you want to change.

3. Click the **Calendar** icon, and select **Save Configuration**.
4. Select an option from the **Configuration to apply** list.
5. **Optional:** Select a license from the **Server license to import** list.
6. In the **Scheduled time** field, enter or select a time and date.
 - ① **Note:** When typing a date in the **Scheduled time** field use the following date and time format, yyyy-mm-ddThh:mm. Do not replace the T in the centre of the format with any other number or character.
7. **Optional:** In the **Notes** field, enter any additional notes.
8. Click **Apply**.

Figure 14: Applying a saved configuration in the Change Configuration window

Change Configuration

Server to schedule:
exacqVision Illustra Edge Server

Configuration to apply:
Mar 15, 2018 - Backup A

No saved licenses exist for this server
Server license to import:
(Do not update license)

Scheduled time:
2018-03-15 05:00 PM

Notes:

Apply

Applying saved configurations to multiple servers

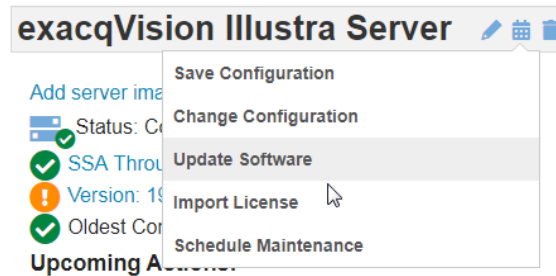
To apply saved configuration changes to multiple servers, complete the following steps:

1. On the sidebar menu, click **Servers**.
2. Click **Filter**, and filter the servers that you want to change.
3. Click **Calendar**, and select **Save Configuration**.
4. Select an option from the **Configuration to apply** list.
5. In the **Scheduled time** field, enter or select a time and date.
6. **Optional:** In the **Notes** field, enter any additional notes.
7. Click **Save**.

Software Update

To perform or schedule a software update, from the toolbar, click the **Calendar** icon and from the list, select **Update Software**.

Figure 15: Performing a software update

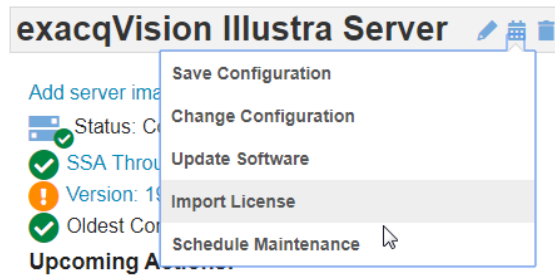


See section [Server Update](#) for more information.

Import License

To import a license to a server, from the toolbar, click **Calendar** and from the list, select **Import License**.

Figure 16: Importing a license



In the **Import License** window, you import a license by using one of the following options:

- Import a license from a file
- Manually type the license key

To import a new license from a file, complete the following steps:

1. From the **Import new or select existing license** list, select **(import new license from file)**.
2. Click **Choose File**, browse and select the license file.
3. Enter the date and time to schedule the license application.
4. Enter any additional notes for this license application event.
5. Click **Apply**.

To import a new license by typing the license key, complete the following steps:

1. From the **Import new or select existing license** list, select **(Manual license key entry)**.
2. Type the license key.
3. Enter the date and time to schedule license application.
4. Enter any additional notes for this license application event.
5. Click **Apply**.

Strengthening server passwords

To strengthen your server's password, migrate the exacq DVR server to enhanced authentication through exacqVision Integrator Services Portal. To migrate, you require full server administration privileges and the presence of no other exacqVision Integrator Services Portal managing users on that server. You can migrate one or more servers, on the **Server List** page or the **Server detail** page.

- ① **Note:** In the exacqVision Client, you must enable **Password Strengthening and Augmented Authentication** on the **Security** tab of the **Configure System** section.
- ① **Note:** Save your server's configuration before you apply the password strengthening changes. For more information, in the **Schedule Password Strengthening** dialog box, click the **Save Server's Configuration** link, or see [Saving configurations](#).

To enable password strengthening, complete the following steps:

1. To strengthen the password of one or more servers, choose from one of the two following options:
 - To strengthen the password of one server: From the **Servers** page, select the server.
 - To strengthen the password of more than one server: From the **Servers** page, Click **Filter**, and filter the servers that you want to change.
2. Click the **Shield** icon to **Enable password strengthening for server name**.



3. In the **Scheduled time** field, enter or select a time and date.
4. In the **Password** field, enter your administration password.
 - ❶ **Note:** If the server requires a second reviewer's password, enter the second password.
5. **Optional:** In the **Additional data** field, enter any additional data.
6. Click **Apply**.
 - ❶ **Note:** If you migrate multiple servers, the system skips servers that require a second reviewer.

Schedule Maintenance

In the **Server List** page, you can schedule a server for maintenance. When you schedule a server for maintenance, the status of the server changes to **Maintenance**. A server in maintenance mode does not report events or generate alerts, even when part of a rule. The server's cameras do not generate any alerts or events. To schedule an individual server for maintenance, you can use the **Calendar** icon in the server's details page. To schedule a multiple of servers for maintenance, see [Scheduling a server for maintenance](#).

Scheduling a server for maintenance

To schedule a server for maintenance, complete the following steps:

1. On the sidebar menu, click **Servers**.
2. On the toolbar, click **Calendar**, and from the list select **Schedule Maintenance**.
3. From the **Servers to schedule** list, select a server or servers.
4. From the **Start or stop maintenance** list, select **Start Maintenance**.
5. Select a time and date to schedule the maintenance.
6. **Optional:** Enter a note about the maintenance of the server in the **Additional data** field.
7. Click **Apply**.

Removing the maintenance status from a server

To remove the maintenance status from a server, complete the following steps:

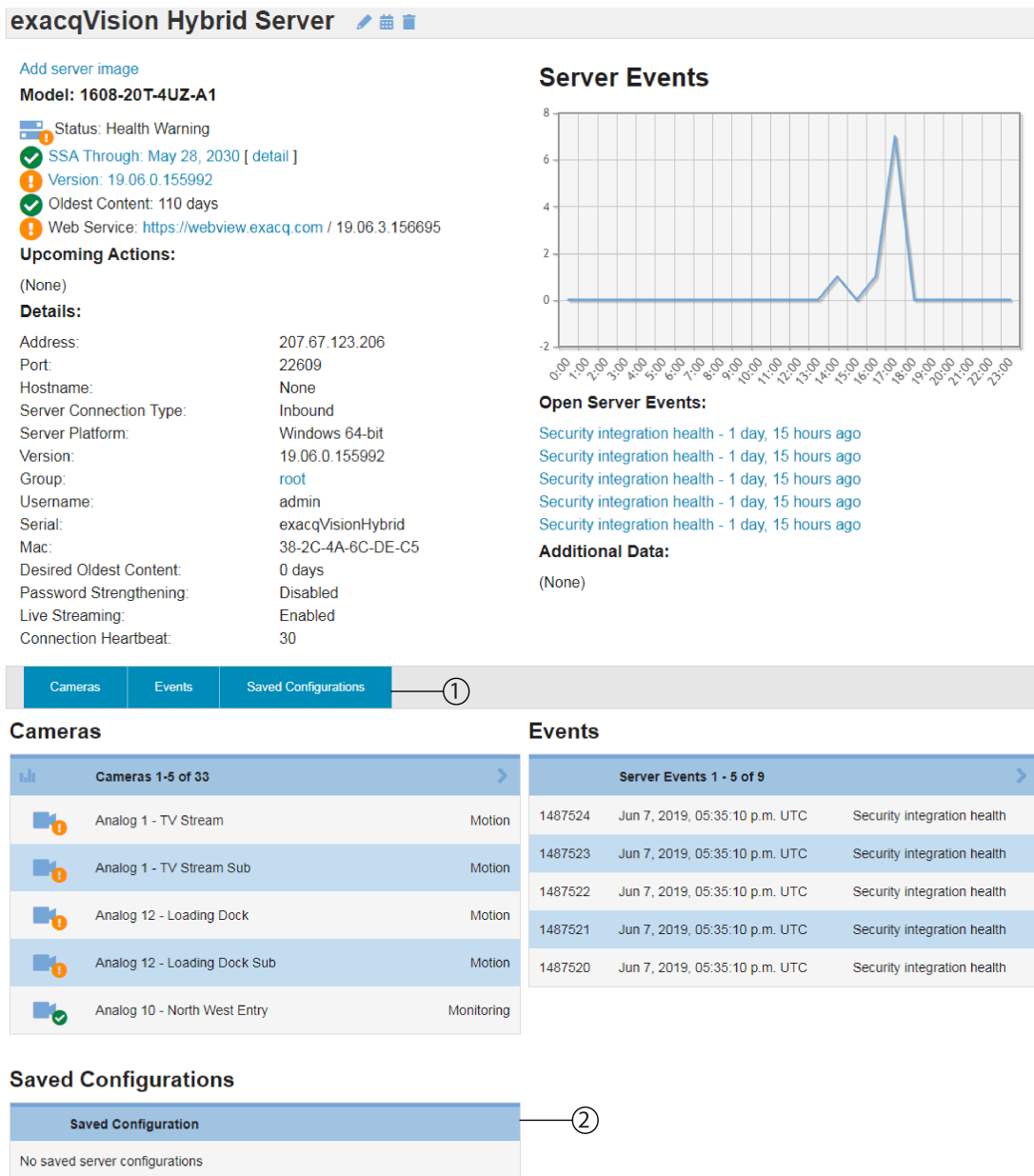
1. On the sidebar menu, click **Servers**.
2. On the toolbar, click **Calendar**, and from the list select **Schedule Maintenance**.
3. From the **Servers to schedule** list, select the server or servers for which you want to remove the maintenance status.
4. From the **Start or stop maintenance** list, select **Stop Maintenance**.
5. Click **Apply**.
 - ❶ **Note:** You can view a status log history of the system's servers by clicking **Server Actions** on the **Server List** page.

Download Configuration

It is possible to download configuration files for each managed exacqVision server. You may want to download a copy of each exacqVision server for a variety of reasons. First, you might want to store the configuration in a backup location. Second, the configuration file can be used to upload directly to an exacqVision server through an exacqVision client.

- ❶ **Note:** A configuration must have first been saved in order to perform a download of it from the exacqVision Integrator Services Portal.

Figure 17: Saved Configurations pane



To download an exacqVision server's configuration file from the Server's Details page, complete the following steps:

- On the **Server Detail** page, select the **Saved Configurations** tile if the **Saved Configurations** pane is not displayed.
- Select a saved configuration. You must have at least one saved configuration.
- Click **Download** and select one of the following items from the list:
 - Select **Download Configuration and Graphics**, to save a `.config` file.
 - Select **Download Configuration File**, to save a `.settings` file.
 - Select **Download Graphics File**, to save a `.graphics` file.
- In the browser window, choose a name and location for the file, and then click **OK**.

- ❗ **Note:** All three file types can be restored or imported by each individual server or through exacqVision Integrator Services Portal to the server

User Roles

User roles correspond directly with user groups on Exacq servers. The user role defines the permissions and privileges that apply to all servers that are associated with a group.

You can create a custom role, assign either privileges or permissions, or both to that role. You can then synchronize the user role on all servers that are associated with the group.

Figure 18: User Roles page

User Roles

User Roles **Unmanaged User Roles**

Name	Group Name	Actions
Full Admin	root	
Live + Search	root	
Live Only	root	
Power User	root	
Search Only	root	
asdf	root	
fishers_live	fishers	
Root Role	root	

Download [Add User Role](#)

The following list identifies the default user roles on exacqVision systems:

- Full Admin
- Live Only
- Live+Search
- Power User
- Search Only

Notice the User Group selections in exacqVision's **New User** page match the privileges displayed in exacqVision Integrator Services Portal.

Custom privileges can be created in exacqVision Integrator Services Portal and synchronized to servers within a Group.

Synchronizing unmanaged user roles

On the **User Roles** page, you can view and synchronize custom user roles which are defined on exacqVision servers but are not under exacqVision Enterprise Manager management control.

1. On the **User Roles** page, click **Unmanaged User Roles**.
2. From the **Unmanaged User Roles** page, identify the role and click **Manage** in the **Actions** column.

- ❗ **Note:** The user role displays in the **User Roles** page, you can then modify or delete custom user roles.

Adding a custom user role

On the user role page, you can create a custom role, associate it to a group, assign privileges, and permissions for that role. The user role is applied to all servers associated with the group.

1. Click **User Roles**.
 2. Click **Add User Role** in **User Roles**.
 3. In the **Name** field, type the user role name.
 4. From the **Group** list, select the group to associate with the user role. The group that you select determines the list of servers that display in the **Permissions** pane.
 5. In the **Privileges** pane, select or clear the individual privilege options to associate with the user role.
For **Live Viewing** and **Search** privileges, complete the following steps first:
 - Expand **Live Viewing**, and select the **Allow Live Viewing Privileges** check box
 - Expand **Search**, and select the **Allow Searching Privileges** check box.
 6. **Optional:** To grant permissions to specific servers, complete the following steps:
 - a. Clear the **Include all future servers** check box.
 - b. In the **Privileges** pane, clear the **Config** check box.
 - c. In the **Permissions** pane, complete the following steps:
 - i. Clear the server name check box, expand the server node and the device node.
 - ii. To select individual permissions for a device node, ensure that the following check box is not selected: **Include all future<specific device>** check box, where the specific device value can be video inputs, audio inputs, soft triggers, or serial ports.
 - iii. Select the required permissions.
 - iv. Repeat steps i to iii for each server that you want to configure.
 7. **Optional:** To grant different privileges to live versus search behavior, clear the **Use same permissions for live and search** check box.
 8. **Optional:** To automatically grant access to the user group if an additional server is added, ensure that you select the **Include all future servers** check box.
- ❗ **Note:** If this option is selected, you cannot make further configuration changes to any devices in the server list. However, all current server and device configurations are automatically included.
9. Click **Save** to complete the configuration, or **Save & New** to repeat these steps to create another user role. The following table lists the privileges that can be selected from the four main categories:

Table 11: Privileges

Privilege category	Individual privilege options
Live Viewing	Allow Live Viewing Privileges, Available in Live Cameras, Available in Live Groups, Available in Live Maps, Available in Live Views, ExacqReplay, Allow PTZ, 2-Way Audio, Include in Event Monitor, Save Image and Copy to Clipboard, Print Image, and Web Panels.
Search	Allow Searching Privileges, Available in Search Cameras, Available in Search Groups, Available in Search Maps, Available in Search Views, Available in Search Events, Available in Search Cases, Metadata Keywords, Same Image and Copy to Clipboard, Print Image, Burn Disc, Export, and Smart Search.
Config	User Admin, View Admin, User View Admin, and Case Admin.
Other	Allow Sending Display.

Cameras

The cameras page lists all the cameras attached to all the managed servers. To view the **Camera List** page, on the sidebar menu, click **CAMERAS**.

Figure 19: Camera List page

















Camera List 										
	Name	Address	Server Name	Group Name	MAC Address	Status	Camera Model	Camera Firmware	Last Connection	Last Recorded Video
	P3375	172.19.232.145	exacqVision Axis Server	root	AC-CC-8E-93-F6-E2	Monitoring	P3375-LV	7.25.1	Jun 6, 2019, 02:16:15 p.m. UTC	Jun 9, 2019, 09:36:00 a.m. UTC
	Q3709-PVE - Right Demo	172.19.234.10	exacqVision Axis Server	root	AC-CC-8E-6E-3D-97	Monitoring	Q3709-PVE	5.75.1.10	Jun 5, 2019, 03:17:00 a.m. UTC	Jun 9, 2019, 09:37:24 a.m. UTC
	Q3709-PVE - Right Demo (1)	172.19.234.10	exacqVision Axis Server	root	AC-CC-8E-6E-3D-97	Monitoring	Q3709-PVE	5.75.1.10	May 24, 2019, 05:02:30 p.m. UTC	
	Q3709-PVE - Left	172.19.234.13	exacqVision Axis Server	root	AC-CC-8E-6E-3D-99	Monitoring	Q3709-PVE	5.75.1.10	Jun 5, 2019, 11:59:45 a.m. UTC	Jun 7, 2019, 11:37:54 p.m. UTC
	P1367 - Perimeter Defender	172.19.232.125	exacqVision Axis Server	root	AC-CC-8E-68-D9-87	Monitoring	P1367	8.50.1	Jun 9, 2019, 09:27:15 a.m. UTC	Jun 9, 2019, 09:37:06 a.m. UTC
	Q1604	172.19.234.31	exacqVision Axis Server	root	00-40-8C-CE-59-F9	Monitoring	Q1604	5.90.1.2	Jun 4, 2019, 09:12:45 p.m. UTC	Jun 6, 2019, 02:48:44 p.m. UTC
	Essentials IES02MFB OCHS	172.19.232.167	exacqVision Illustra Server	root	00-50-F9-F8-54-5E	Monitoring	IES02MFBNWIYB	Illustra.Esse7.01.01.00.0003	Jun 5, 2019, 02:41:30 p.m. UTC	Jun 9, 2019, 09:36:42 a.m. UTC
	Flex 2 Outdoor Compact	172.19.238.36	exacqVision Illustra Server	root	00-50-F9-F9-28-62	Monitoring	Illustra Flex2 Outdoor Compact	Illustra.SS004.01.01.00.0518	Jun 5, 2019, 05:37:30 p.m. UTC	Jun 9, 2019, 09:35:02 a.m. UTC
	Essentials IES02MFB (1)	172.19.232.167	exacqVision Illustra Server	root	00-50-F9-F8-54-5E	Monitoring	IES02MFBNWIYB	Illustra.Esse7.01.01.00.0003	May 29, 2019, 08:02:00 p.m. UTC	Apr 30, 2019, 03:13:39 p.m. UTC
	Flex 4K	172.19.232.110	exacqVision Illustra Server	root	00-50-F9-F9-52-EC	Monitoring	Illustra Flex4K Indoor Mini-dome	Illustra.SS004.01.03.00.0704	May 29, 2019, 03:39:00 p.m. UTC	Jun 9, 2019, 09:35:08 a.m. UTC
 Download « Previous 1 2 3 ... 6 Next »										

Table 12: Camera List interface elements and columns

Interface element	Description
Sort	The list of cameras can be sorted by camera status. Click Sort on the first column to alter the list according to the status of the cameras. See Table 2 for a description of the interface icons.
Filter	The column headings that display can be altered. On the toolbar, click Filter to open the Search and Display Options window and select the relevant check boxes to display.
Camera Name	The name of the camera as it resides on the server.
Address	IP address of the camera.
Server Name	The name of the server that you have connected the camera to.
Group Name	The name of the group you included the camera in.
MAC Address	The MAC address of the camera.

Table 12: Camera List interface elements and columns

Interface element	Description
Status	<p>Status of the portal's relationship with the camera:</p> <p> Monitoring exacqVision Integrator Services Portal is monitoring the camera.</p> <p> Locating The exacq server is not reporting on this camera.</p> <p> Video Loss The exacq server is reporting a video loss on the camera</p> <p> Analog Loss The exacq server is reporting an analog camera video loss.</p> <p> Motion (Rule match) Camera has detected motion (rule must be created).</p>
Camera Model	The model of the camera.
Camera Firmware	The firmware installed on the camera.
Last Connection	The last time that the camera was connected to the server.
Last Recorded Video	The last recorded video timestamp. The date or time will be within five minutes of the video captured.

From the **Camera List**, select a camera to view details about the camera.

Figure 20: Details about the camera

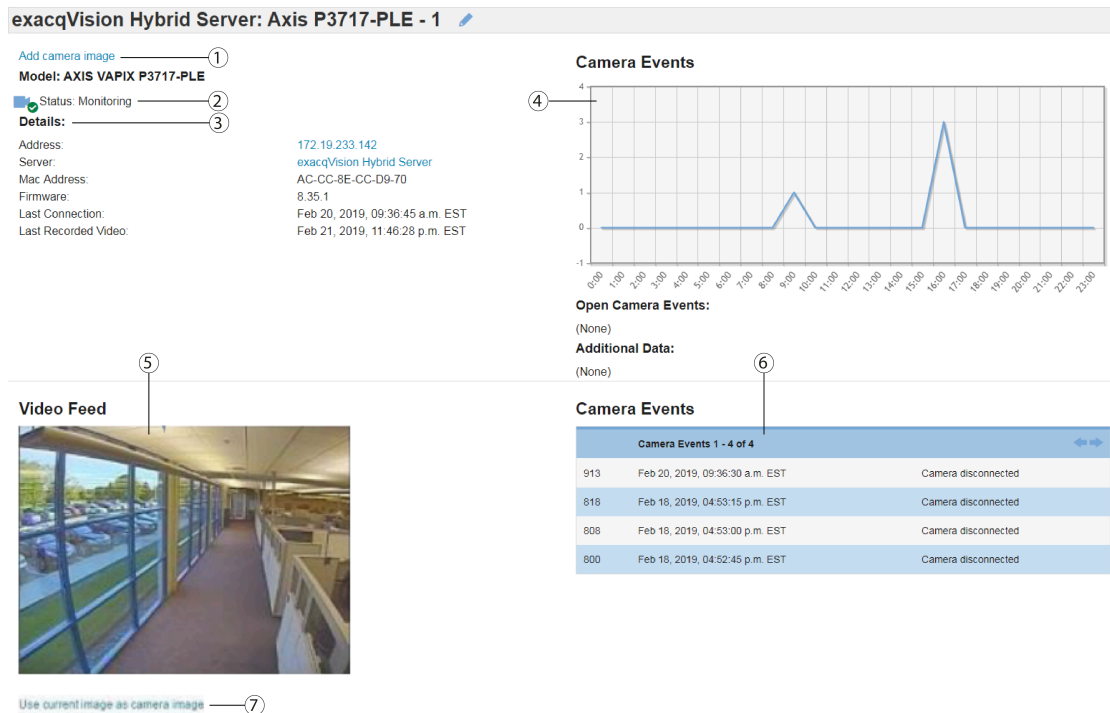


Table 13: Camera details page

Callout	Description
1	Add camera image - allows you to add an image to represent the camera throughout exacqVision Integrator Services Portal. To add a camera image, select the Add camera image link, and complete the following steps: <ol style="list-style-type: none"> 1. Click Choose file to browse for an image file. 2. Add any additional notes 3. Click Apply
2	Shows Status of camera.
3	Displays details about the camera and server.
4	Graph displays camera events over time.
5	Live video feed from camera. In order to view live video, the user must have live viewing privileges. See User Roles for more information.
6	List displays camera events. Select an event to view details about that event see Figure 21 .
7	Use current image as camera image link - This makes the current camera stream the camera image (Item #1).

Figure 21: Details about the event

exacqVision Hybrid Server / Axis P3717-PLE - 1: Camera disconnected

Feb 20, 2019, 09:36:30 a.m. EST

Closed and Unacknowledged Event

Acknowledge Event

1

Details:

Event Id: 913

Event Type: Camera disconnected

Server: exacqVision Hybrid Server

Camera: Axis P3717-PLE - 1

Start Time: Feb 20, 2019, 09:36:30 a.m. EST

End Time: Feb 20, 2019, 09:36:45 a.m. EST

Duration: 0:00:15

Event Count: 1

Event History (1)

3

Viewed by support - Feb 22, 2019, 07:51:15 a.m. EST

Camera disconnected Started - Feb 20, 2019, 09:36:30 a.m. EST

Add Comments

4

enter new comment here...

Add Comment

5

Table 14: Event details page

Callout	Description
1	Acknowledge Event - Here you can acknowledge the event.
2	View details about the event.
3	View Event History.
4	Write a comment about the event.
5	Click Add Comment to save the comment.

Inspections

Camera inspections provide a way for the administrator to check and verify many different attributes of the cameras being monitored by exacqVision Enterprise Manager. You can filter for any cameras that have not been inspected within a certain timeframe. You can also choose to show the fields **Camera Model** and **Camera Firmware** from the filter window.

To start a camera inspection, click **Inspection** under the **CAMERAS** menu item or on the **Camera List** toolbar, click **Inspection**. See [exacqVision Integrator Services Portal interface icons](#) for a description of the interface icons.

Figure 22: Starting camera inspection

Camera List 										
	Name	Address	Server Name	Group Name	MAC Address	Status	Camera Model	Camera Firmware	Last Connection	Last Recorded Video
	001-000-Input 1	/home/tejas/vtpr1.ps#1.1.1	tsn-vbox-1	root		Monitoring	/home/tejas/vtpr1.ps#1.1.1	—	May 25, 2020, 08:46:30 p.m. EDT	
	001-000-Input 1	/home/tejas/vtpr1.ps#1.1.1	tsn-vbox-2	root		Locating	/home/tejas/vtpr1.ps#1.1.1	—		
	001-000-Input 1	/home/tejas/vtpr1.ps#1.1.1	tsn-vbox-3	root		Locating	/home/tejas/vtpr1.ps#1.1.1	—		
	Analog 1 - TV Stream		exacqVision Hybrid Server	root		Video loss (Analog)	EXACQ TDVR8016	1.2.20.105572		Jun 4, 2020, 05:42:54 a.m. EDT
	Analog 1 - TV Stream Sub		exacqVision Hybrid Server	root		Video loss (Analog)	EXACQ TDVR8016	1.2.20.105572		Jun 4, 2020, 05:42:59 a.m. EDT
	Analog 10 - North West Entry		exacqVision Hybrid Server	root		Monitoring	EXACQ TDVR8016	1.2.20.105572	May 28, 2020, 10:38:00 a.m. EDT	Jun 4, 2020, 05:42:55 a.m. EDT
	Analog 10 - North West Entry Sub		exacqVision Hybrid Server	root		Monitoring	EXACQ TDVR8016	1.2.20.105572	May 28, 2020, 10:38:00 a.m. EDT	Jun 4, 2020, 05:43:00 a.m. EDT
	Analog 11 - Indoor NW Entry		exacqVision Hybrid Server	root		Monitoring	EXACQ TDVR8016	1.2.20.105572	May 28, 2020, 10:38:00 a.m. EDT	Jun 4, 2020, 05:42:55 a.m. EDT
	Analog 11 - Indoor NW Entry Sub		exacqVision Hybrid Server	root		Monitoring	EXACQ TDVR8016	1.2.20.105572	May 28, 2020, 10:38:00 a.m. EDT	Jun 4, 2020, 05:43:00 a.m. EDT
	Analog 12 - Loading Dock		exacqVision Hybrid Server	root		Monitoring	EXACQ TDVR8016	1.2.20.105572	May 28, 2020, 10:38:00 a.m. EDT	Jun 4, 2020, 05:42:54 a.m. EDT

On the **Camera Inspection** page, you can mark each camera, **Good** or **Bad** based on the view you see and the details presented. A yellow border indicates that the camera has not yet been inspected.

Figure 23: Camera Inspection

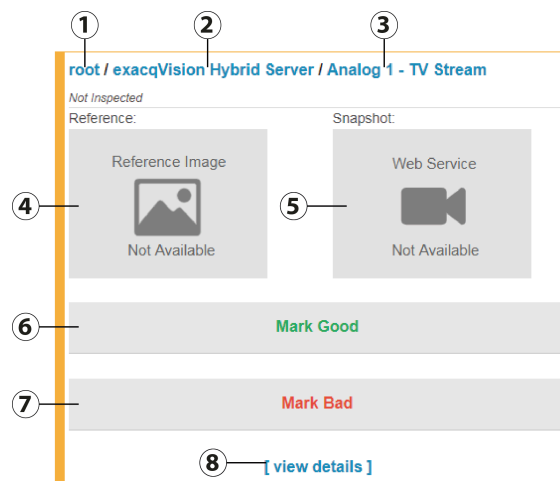


Table 15: Camera Inspection details

Callout	Description
1	Link to Group Details.
2	Link to Server Details.
3	Link to Camera Details.
4	Default image indicates no image reference image has been saved yet. Use [view details] link to set a reference image.
5	Snapshot of actual camera video stream.
6	Once camera is aimed, focused and all other aspects of the camera are correct, click this button to mark it as Good .
7	If something is not right with the view or if camera has been tampered with, click this button to mark it as Bad .
8	[view details] displays a new window with a few more options including setting a reference image and adding a comment. See Figure 24.

Figure 24: [view details] page

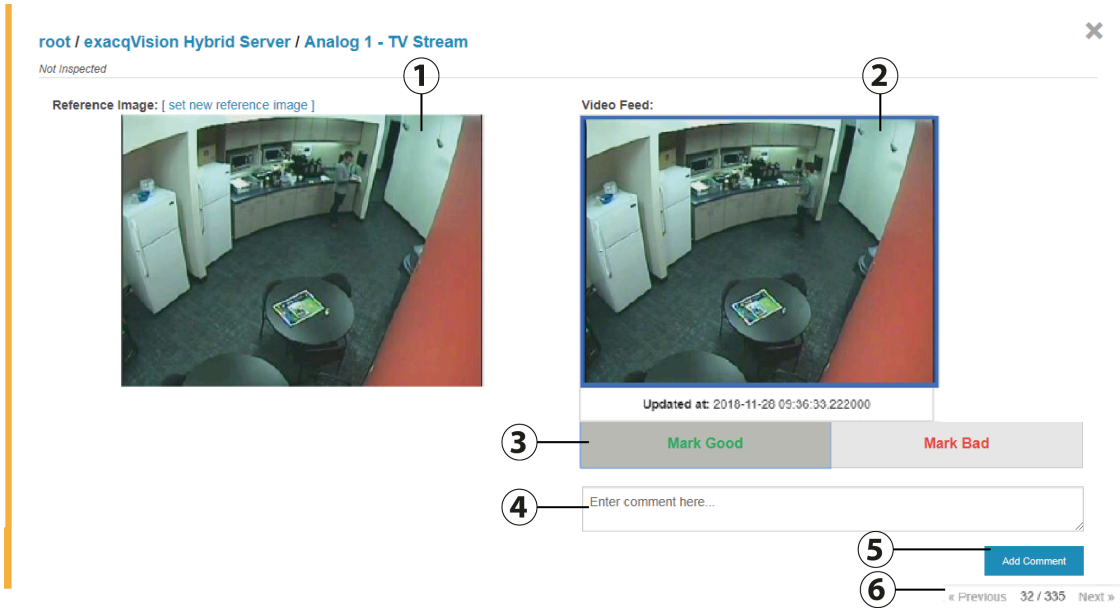





Table 16: Camera view details page

Callout	Description
1	You can set a reference image using the current snapshot and use it to compare against the future camera image.
2	If you are not getting a current snapshot from the camera, check that the user role has live viewing privileges enabled, see the Viewing the Group List page.
3	You can mark the camera Good or Bad on this page.
4	Enter a comment. A comment is recommended especially if the camera is to be marked Bad .
5	Click Add Comment to add the comment.
6	Controls are provided to navigate to the next or previous camera for inspection.

The border colors indicate the following:

-  Camera has not yet been inspected
-  Camera has been inspected and marked **Good** or **Fixed**
-  Camera has been marked **Bad**

When a camera is marked Bad, then the **Mark Good** button text will become **Mark Fixed**. Once the issue is resolved and the **Mark Fixed** button is clicked, the button text will return to **Mark Good**.

On the **Camera Inspection** toolbar, click **Download** to export camera inspection information in a CSV format.

Figure 25: Camera Inspection example

The screenshot displays the 'Camera Inspection' interface with four panels, each showing a camera inspection result for a specific server in Sacramento.

- Top Left Panel:** Sacramento / exacqVision Sony Server / SNC-CH160. Marked as **BAD** by Guest ESM 1 month ago. Reference image shows a car in a parking lot. Snapshot shows a similar scene. Buttons: Mark Fixed, Mark Bad, [view details].
- Top Right Panel:** Sacramento / exacqVision Sony Server / SNC-DH110T. Not Inspected. Reference and Snapshot images show an indoor hallway. Buttons: Mark Good, Mark Bad, [view details].
- Bottom Left Panel:** Sacramento / exacqVision Sony Server / SNC-DH110T (1). Marked as **GOOD** by Guest ESM 1 month ago. Reference image is 'Not Available'. Snapshot shows a red error message: 'Camera was not found on the web service'. Buttons: Mark Good, Mark Bad, [view details].
- Bottom Right Panel:** Sacramento / exacqVision Sony Server / SNC-DH140. Not Inspected. Reference and Snapshot images show an indoor hallway. Buttons: Mark Good, Mark Bad.

Web Services

When adding a server, you have the option to add its web service, or other web services, to its configuration. See [Add Server page](#) and [Add Multiple Servers](#) sections for more details. If you added web services to exacqVision Integrator Services Portal when adding servers, those web services will be displayed in this list. Web services are required for streaming live video in exacqVision Integrator Services Portal. This is useful for Camera Inspections.

Figure 26: Web Services page

Web Services ▼ 📅								
Web Services		Web Service Actions						
⬆ ⬇	Address	Version	Platform	Server Username	Administrator Username	Status	Server Count	Actions
	https://direct-webview.exacq.com	20.06.2.0	Linux	admin	admin	Running	1	
Download								

Select a web services from the list to view details about the service.

Figure 27: Web Services details

https://webview.exacq.com (web service)

Status: Remote Restriction

Upcoming Actions:
(None)

Details:

Address:https://webview.exacq.comVersion:19.06.3.156695Platform:LinuxServer Username:adminAdministrator Username:None

Additional Data:
(None)

Servers

Server 1 of 1

exacqVision Hybrid Server

root

Health Warning

On the toolbar, click **Edit** to change the configuration. See [Table 2](#) for a description of the interface icons.

To update web services or schedule updates see [Web Service Update](#) for more information.

Click on **Web Service Actions** to display a list of any scheduled activities for a web service. You can open, edit, or delete the action from this list.

Figure 28: Web Service Actions page

Web Service Actions

Web Services

Web Service Actions

Status	Web Service	Scheduled Time	Action Type	Version	Actions
No upcoming actions scheduled					
Download					

To see instructions on updating the web service itself, see [Web Service Update](#) section

Organization

The **ORGANIZATION** menu allows you to configure **Users**, **Groups**, and **Domain** connections.

Users page

The **Users** page lists all exacqVision user accounts associated with system as well as the accounts of the exacqVision Enterprise Manager system itself. An account may be an account on an exacqVision server, or an account for the exacqVision Enterprise Manager system, or an account that exists on both systems and is synchronized between both systems. In addition, users who have logged in to exacqVision systems with LDAP/ActiveDirectory are displayed in this list.

Figure 29: Users page

USERSUNMANAGED SERVER USERS

<input type="checkbox"/>	Status	Username ^	First Name	Last Name	Group	System Access	Email	Last Login	Date Joined	User Type
<input type="checkbox"/>	Active	admin	root	user	root	Admin	admin@example.com	Nov 30 2020 11:28 AM EST	Nov 20 2020 02:33 PM EST	System

Rows per page: 101-1 of 1

Table 17: Interface elements on the Users page

Interface element	Description
Status	Defines the user account status: <ul style="list-style-type: none"> • Active - Indicates that the user account is OK. • Conflict - Indicates that the user server privileges must be synchronized. • Locked - Indicates that the user account is locked. Contact your system administrator to unlock the account. • Inactive - Indicates that the user account is inactive.
Username	Displays the username of the account.
Last Name	Displays the last name of the user.
First Name	Displays the first name of the user.
Group	Displays the group that the account is associated with. <p>① Note: This column displays the highest level group that the user account has access to.</p>
Email Address	Displays the email address of account.
Last Login	Displays the last login time and date.
System Access	<ul style="list-style-type: none"> • Admin - This account has exacqVision Enterprise Manager access with Admin privileges. • User - This account has exacqVision Enterprise Manager access with User privileges. • (No System Access) - This account has no exacqVision Enterprise Manager access.
Date joined	Displays the date that the user joined.
User type	Displays the type of user.

① **Note:** By default the columns for **Email**, **Last Login**, **Date joined**, and **User type** are not displayed on the **Users** page. To display, click on the column selector icon in the top-right corner of the table.

Table 18: Actions on the Users page

Action	Description
Add a user account	At the top of the table, click the Add User icon.
Remove a user	Select the check box in the row of one, or multiple users, and click Delete in the table header.
Unlock a user	Select the check box in the row of one, or multiple users, and click the Unlock icon in the table header.

Verifying an email address

To verify that emails are sent correctly from the server, complete the following steps:

1. On the sidebar menu, select **ORGANIZATION > Users**.
2. From the **Users** list, select a user.
3. Beside the user's email address, click **send test email**.
4. Verify that you receive a test email.

Add New User page

In the **Add New User** page, you can add a new user to the system, and change a user's role for each group. For more information on the fields in the **Add New User** page, select the **Information** icon next to each field.

Figure 30: Add New User page

ADD NEW USER

USER DETAILS

Username:

First name:

Password:

SHOW

Last name:

Group:

root

Image:

Drag and drop image files here or click to select from the file system.

ACCESS

System access:

System User

EMAIL SETTINGS

Email:

Throttle after (email count):

100

Throttle time (in minutes):

15

Batch email frequency:

15 minutes

☐ Send batch with no activity

PREFERENCES

☐ Create default rule for user

☒ Show launch dialog prior to opening exacqVision client application

SERVER USER ROLES

Search...

root

(No Server Access)

APPLY

APPLY & NEW

CANCEL

Adding a new user

To add a user, complete the following steps:

1. On the sidebar menu, select **ORGANIZATION > Users > [add]**.
2. Enter a username and password for the new user.
3. From the **Group** list, select a group. The default group is **root**.
4. From the **User role** list, select a set of privileges. For more information on the entries in the **User role** list, see [Table 19](#) table.
5. **Optional:** After you select a user role for a parent group, you can copy this role to child groups. Click the **Propagate selected user role to child groups** arrow to copy the user role. Alternatively, you can set a user role to automatically copy. Click **Auto propagate**.
6. Click **Save**.

Table 19: User roles in the Add User page

Name	Description
No Server Access	The user cannot connect to the server using the exacqVision client.
Full Admin	The user can access all features in the system.
Power User	The user can access all features in the system, except creating and deleting users.
Live Only	The user can view live video, but cannot search video.
Search Only	The user can search video, but cannot view live video.
Live+Search	The user can search and view live video.
Custom	A custom set of permissions that you create for a user or user group.

Authentication of users

In the **Add User** page, you can set up authentication to validate the identity of a user. The authentication process validates the identify of a user through a user ID and password.

The maximum of unsuccessful logon attempts is five, after which the user account is locked. The user account must be unlocked by an administrator.

Unlocking a user account

On the **Users** page, you can unlock a user account. You must have administrator privileges to access this action.

To unlock a user account, complete the following steps:

1. On the **Users** page, select the user name whose account is locked. An exclamation mark in the **Status** column indicates that the account is locked.
2. On the toolbar, click the **Edit** icon.
3. In the **Main Settings** pane, clear the **Account locked** check box on the **Edit** page.
4. Click **Apply**.

Changing a user's role for each group

In the **Users** page, an administrator can change a user's server role for each group.

❶ **Note:** A user's role in exacqVision Integrator Services Portal are separate to a user's privileges in the exacqVision client.

To change a user's server role, complete the following steps:

1. In the **Users** page, select a user.
2. Click the **Edit** icon.
3. In the **Server User Roles** pane, select the privileges for each group. For information on the server privileges, see [Table 19](#) table.
- ❶ **Note:** The **Server User Roles** pane displays every user group for the user that is logged on to the system. It does not display every group.
4. Click **Apply**.

Changing a user's auto propagation status

In the **Users** page, an administrator can change a user's auto propagation status.

To change a user's server role, complete the following steps:

1. On the **Users** page, select a user.
 2. In the **User Settings** pane click **User Roles**.
 3. Click **Edit > Auto propagate**.
 - ❶ **Note:** If Auto propagate is enabled, the icon will appear in blue. If it is disabled, the icon will appear grayed out.
 4. Choose one of the following options depending on your scenario:
 - a. If you want to enable Auto propagation, click the gray icon. In the **Do you wish to enable auto propagation? Propagated user role changes may not take effect immediately.** box, click **CONFIRM** or **DISMISS**.
 - b. If you want to disable Auto propagation, click the blue icon. In the **Do you wish to disable auto propagation?** box click **CONFIRM** or **DISMISS**.
 5. Click **Apply**.
- You can easily check which user roles are being propagated in the **Server User Roles** pane.

Viewing the Group List

The group list page lists all groups, the parent groups along with the number of servers and users associated with the groups. Every server must be associated with one group.

1. In the lower-left corner, click **Download** to download the Group List to a `.csv` file.
2. To view details about the group, from the **Groups List** select a group .
3. On the toolbar, click **Download**, to download the `server.ini` file.

Adding a Group

To create a new group, select the parent group, define the group name, and method to resolve conflicts.

1. Click **Groups** and click **Add Group** in **Group List**.

2. **Parent group** - Select the parent group from the drop-down list. By default, root is the top level of the group hierarchy. The new group can be created in root, or it can be created in any groups that have previously been created.
3. **Group name** - Enter a name for the new group.
4. Select a method by which to resolve user and privilege conflicts and synchronize accounts and user roles. The automated options are an easy way to automatically reverse any undesired or unauthorized changes to user accounts and roles.
 - a. **Inherit from parent group** – use the parent group’s resolution setting.
 - b. **Manually resolve conflicts** – all synchronization conflicts in a group will be displayed on the group, user, privilege, and server detail pages for user’s review.
 - c. **Automatically resolve conflicts** – Any user, server, or privilege that gets created in exacqVision Enterprise Manager will be automatically created on all the servers that are in the group.
 - d. **Automatically resolve conflicts and remove unmanaged server users** – Same as above option, but selecting this will ensure that any user or user role that gets created directly on any of the servers in the group will be removed. This ensures that no users or user role are added to the servers without going through exacqVision Enterprise Manager.
5. Click **APPLY** to complete the group configuration, or **APPLY & NEW** to complete the first group and configure another. Alternatively, click **CANCEL**.

Rules

The rules list shows all the rules you create or rules that apply to you. You can configure email or dashboard notifications based on a the following rules:

- Email rules to send email notification to specific users.
 - Alert rules to customize what events are visible on the dashboard.
 - Duration rules to avoid sending and receiving large numbers of notifications for certain frequent events.
- rules for alerts, emails and

Rules List

The **Rules** page lists all rules that are created by a user as well as all rules created by other users that affect the logged in user. Only the rules owned by the logged in user can be edited or deleted.

The **Rules** page allows you to configure email or dashboard notifications based on a wide variety of situations. Click **ADD RULE** in the upper right hand corner.

Figure 31: Rules page

Add Email Rules

Email rules are used to send email notification to specified users. For example, the rule below sends an email to root and test users when a login failure event happens on any server in the testgroup.

Figure 32: Adding email rules

ADD RULE

IF	<div>Login Failure x</div>	<div>x v</div>
	<div>starts</div>	<div> v</div>
IN	<div>any group</div>	<div> v</div>
ON	<div>any server</div>	<div> v</div>
FOR	<div>any camera</div>	<div> v</div>
THEN	<div>send email</div>	<div>immediately v</div>
	TO	<div>root user x</div>

[ADD](#) [CANCEL](#)

Add Alert Rules

Alert rules allow the user to customize what events are visible on their dashboard. Select only those events that are most important to a user to help make them more visible. For example, the rule below displays an alert on the test user's dashboard if Input 3 on the Test Server is disconnected or an archive alarm event occurs on the Test Server.

Figure 33: Adding alert rules

ADD RULE

IF	<div>Camera disconnected x</div>	<div>x v</div>
	<div>starts</div>	<div> v</div>
IN	<div>Test group 1 x</div>	<div>x v</div>
ON	<div>Thermal SMP Temperature x</div>	<div>x v</div>
FOR	<div>Thermal EST 2 x</div>	<div>x v</div>
THEN	<div>display alert</div>	<div> v</div>
	TO	<div>root user x</div>

[ADD](#) [CANCEL](#)

Add Duration Rules

Duration rules allow you to avoid sending and receiving large numbers of notifications for certain frequent events, such as the video loss that intermittently occurs on a camera that fails to consistently stream video. For example, the following rule would generate an email when video loss occurs, but only if the duration of video loss is at least five seconds. Any momentary losses of video would be ignored as part of this rule for sending notifications.

Figure 34: Adding duration rules

ADD RULE

IF Video loss x x | v

lasts for at least | v 5 seconds | v

IN any group | v

ON any server | v

FOR any camera | v

THEN send email | v immediately | v TO root user | v

ADD CANCEL

- ❗ **Note:** Duration rules do not apply to certain instantaneous events. Instantaneous events last for a very brief amount of time, such as video motion or a camera disconnect that lasts for less than a second.

Available Versions

Available Versions shows the versions of all the exacqVision components that are available by exacqVision Enterprise Manager for updating.

- Server
- Client
- Web service

Only global administrators and admins who are not assigned to groups can see this information.

- **Refresh version from Exacq.** If the system is connected to the Internet, use this option to obtain a list of available software releases directly from Exacq.
 - **Refresh versions from ZIP File.** If the system is not connected to the Internet, use this option to load a ZIP file that contains the updated exacqVision components. The ZIP file can be loaded into exacqVision Enterprise Manager and exacqVision Enterprise Manager can then deploy the software throughout the VMS infrastructure.
1. To obtain the ZIP file for use with exacqVision Enterprise Manager, perform the following steps. Navigate to : <https://www.exacq.com/support/downloads.php?section=softwareUpdatesPackagingUtil>.
 2. On the **Software Downloads > Download software updates for offline use** click the **Click here** link to start the download.
 3. Click **Recent Software Versions**.
 4. Select the check box for the files to download.
 5. Click **Zip Selected Files**.
 6. Select **Click to Download Packaged Files**.
 - ❗ **Note:** The download is available for approximately 1 hour.
 7. Transfer this file to the exacqVision Enterprise Manager system
 8. In exacqVision Enterprise Manager select **Refresh versions from Zip File**
 9. Navigate to the location of the zip file, select the file, and click **Open**
- The following message displays during the import:
Please wait, updating versions list
- When the import is complete, the following message displays:
New installers are available

The **All Versions** page, shows the current list of all software versions imported.

Server Update






1. In the **Server List** page, on the toolbar, click **Calendar** and from the list, select **Update Software**.
2. In the **Schedule Software Update** dialog, in the **Servers to schedule** list menu, select the servers that you want to apply the software update to. You can select individual servers, if required.
3. If you do not want to apply the software update immediately adjust the time in the **Scheduled Time** field.
 - ① **Note:** If you have any difficulty selecting a date from a calendar when you attempt to apply a server configuration change, type the date and time in a `yyyy-mm-ddThh:mm` format (yyyy=year; mm=month; dd=date; hh=hour; mm=minute). The "T" should not be replaced by any other number or character.
4. In the **Additional data** field, you can add additional notes about this configuration update.
5. Click **Apply**.

Web Service Update

Before you begin:

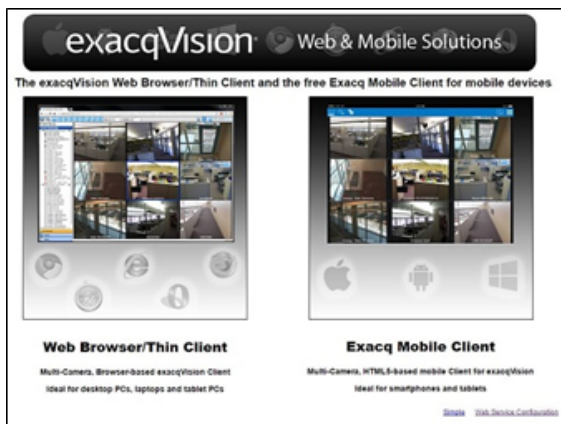
- The exacqVision Integrator Services Portal must be able to reach the web service through any firewall that may exist between the portal instance and the web service. An IT administrator may need to create a rule on the firewall to allow incoming connections. Typically, TCP port 80 by default or 443 for SSL is used.
- Before Scheduling software updates for web services, you must check that there are no **Remote Restrictions** on the web service you want to update. In the example below the web service has remote restrictions enabled. This means that a remote user, including exacqVision Integrator Services Portal, cannot edit, change, or update the configuration or web service software. **Remote Restrictions** must be disabled on the web service system itself.

Figure 35: Web Services page

Web Services 								
Web Services		Web Service Actions						
	Address	Version	Platform	Server Username	Administrator Username	Status	Server Count	Actions
	https://direct-webview.exacq.com	20.06.2.0	Linux	admin	admin	Running	1	
 Download								

To disable Remote Restriction on the web service, complete the following steps:

1. On the machine that the web service is running on, navigate to the landing page of exacqVision web service. (127.0.0.1 in the URL of a web browser)
2. Click the **Web Service Configuration** link in the lower right corner of the page



3. Log on to the **Web Service Administration** page with admin credentials. The default values are `admin` and `admin256`.
4. Click the Administration Configuration section
5. Click **Admin** section
6. Clear the **Enable Localhost Restriction** check box
7. Click **Apply**.

To perform or schedule an exacqVision web service software update navigate to the **Web Services** page, on the toolbar, click **Calendar** and from the list, select **Update Software**.

① **Note:** A green badge with a check mark indicates that the web service can be updated.

In the **Schedule Web Service Software Update** window, from the **Web services to schedule** list, select the services to apply the software update to. You can select individual services. If you do not want to apply the software update immediately, change the scheduled time. Enter any additional data about this configuration update if required. Click **Apply**.

Figure 36: Schedule Software Update page

- ① **Note:** If you have any difficulty selecting a date from a calendar when you attempt to apply a server configuration change, type the date and time using a yyyy-mm-ddThh:mm format (yyyy=year; mm=month; dd=date; hh=hour; mm=minute). The “T” should not be replaced by any other number or character.

Support

To support the troubleshooting of exacqVision servers, you can launch the exacqVision client directly from the exacqVision Integrator Services Portal browser. If a user has full administration privileges, they can launch the exacqVision client on a server, camera, or event details page by clicking the **exacqVision client** icon from the toolbar. For all other users, see [Launching the exacqVision Client](#).

Launching the exacqVision Client

To launch the exacqVision client, complete the following steps:

1. Select a server.
2. From the navigation tree, select **Launch exacqVision Client**.
3. Click **Launch exacqVision Client**. If the exacqVision client application does not open, click **Download Launch File**.

To launch the exacqVision client directly when you click **Launch exacqVision Client** from the navigation tree, select the check box in the lower left corner of the **Launch exacqVision Client** window. This option is also available on the Add User page. For more information, see the *Add User page* in the *exacqVision Client User Manual*.

Appendix

Using SSL with exacqVision Web Server (Windows)

<https://exacq.com/kb/?crc=35710#>

Using SSL with exacqVision Web Server (linux)

<https://exacq.com/kb/?crc=46911#>

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