

# Avigilon Control Center 5 System Integration Guide

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with S2 NetBox



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Avigilon  
Tel +1.604.629.5182  
Fax +1.604.629.5183

<http://www.avigilon.com>

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# Table of Contents

- Introduction ..... 1**
  - Requirements ..... 1
  - For More Information ..... 1
  
- Installation ..... 2**
  - Upgrading from Avigilon Control Center 4 ..... 2
  - Server ..... 2
  - Client ..... 2
  - Checking the Avigilon License ..... 2
  
- Configuration ..... 3**
  - Adding an Integration User in Avigilon ..... 3
  - Assigning Logical IDs to Cameras ..... 3
  - Configuring Avigilon Control Center in the S2 NetBox ..... 4
  
- Monitoring Video and Events ..... 5**
  
- Troubleshooting ..... 5**
  - Video Does Not Synchronize with S2 NetBox Events ..... 5
  - Permission Changes Not Reflected in the S2 NetBox ..... 6



# Introduction

The Avigilon S2 Integration allows the S2 NetBox to utilize Avigilon surveillance technology. Integration features include:

- Viewing live video from Avigilon cameras and control of PTZ devices in the S2 NetBox software
- Viewing recorded video from Avigilon cameras in the S2 NetBox software
- Viewing motion events from the Avigilon Control Center in the S2 NetBox software

## Requirements

Vendor	Requirements
Avigilon	Control Center Server Software 5.x or later
Avigilon	Avigilon Third Party Integration License: ACC5-S2-NETBX
Avigilon	Avigilon S2 Gateway software integration: AvigilonS2Gateway.exe  The file can be downloaded at <a href="http://avigilon.com/support-and-downloads/for-software/acc-integration-and-plug-in-downloads/">http://avigilon.com/support-and-downloads/ for-software/acc-integration-and-plug-in- downloads/</a>
S2 Security	S2 NetBox
S2 Security	DVR camera channel license

## For More Information

For more detailed information about the procedures outlined in this guide, refer to the specific software documentation.

- *Avigilon Control Center Client User Guide*
- *Avigilon Control Center Server User Guide*
- *S2 Security Help*

# Installation

## Upgrading from Avigilon Control Center 4

If you are upgrading to this version of the Avigilon S2 integration software, be aware that this version of the integration is only compatible with Avigilon Control Center 5.

Avigilon Control Center 5 provides the ability to organize multiple servers into Sites and share settings between servers. To use this feature effectively, you must upgrade all servers in your Site before upgrading the integration.

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**WARNING** — The upgrade does not keep your previous integration settings, you will need to configure the integration again.

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## Server

Install the following on the same network:

**NOTE:** If you are upgrading the integration, it is recommended that you uninstall the previous Avigilon S2 Gateway software integration first to avoid potential version conflicts.

1. Install the S2 NetBox.
2. Install the Avigilon Control Center Server software and the Avigilon S2 Gateway software integration on the same server.

## Client

- Install the Avigilon Control Center Client software on the computers that require access to the Avigilon Control Center System.

## Checking the Avigilon License

After you have installed all the required software, check that the Avigilon license was properly applied.

1. Open the Avigilon Control Center Admin Tool.
2. Select the **Settings** tab and click **Licensing**. The License Activation dialog box appears.

The dialog box must say *Integration Connections: Yes* or the software was not properly licensed.

## Configuration

Set up the S2 NetBox to receive video streams from the Avigilon Control Center Server.

### Adding an Integration User in Avigilon

To protect the security of the Avigilon Control Center Server, add a user to the Avigilon software specifically for connecting to the integration. See the *Avigilon Control Center Client User Guide* for details about how to add users.

This user must have the following permissions to enable all the integration features:

- View Live Images
  - Use PTZ Controls
  - Lock PTZ Controls
- View Recorded Images

The Avigilon S2 integration user name and password is required to add the Avigilon Control Center Servers to the S2 NetBox application.

### Assigning Logical IDs to Cameras

In the Avigilon Control Center Client software, assign a logical ID to each camera. The S2 NetBox software will only detect cameras with a logical ID. By default, cameras do not have a logical ID.

1. In the Avigilon Control Center Client software, right-click a camera in the System Explorer and select **Setup**.
2. In the camera Setup tab, click **General**.
3. In the General dialog box, enter a **Logical ID** for the camera.

The logical ID must be a unique number.

## Configuring Avigilon Control Center in the S2 NetBox

Your S2 NetBox web client should display **Setup > Cameras > Configure Avigilon NVR** in the Table of Contents. Open the Configure Avigilon NVR page and configure the S2 NetBox to connect with the Avigilon Control Center Server.

The screenshot shows the S2 NetBox web interface. The main content area is titled "Configure Avigilon NVR". It contains the following fields and buttons:

- Name:** (or *cancel*)
- Avigilon Server IP Address:** 10.10.10.10
- Avigilon Server Port:** 3010
- Avigilon Server Username:** S2Netbox
- Avigilon Server Password:** (defaults to 'Netbox')
- Check connection** button
- Save**, **Cancel**, and **Delete** buttons
- \* = required field** (in red text)
- make this my start page** (in blue text)

1. Enter the IP address to your Avigilon Control Center Server.
2. Enter 3010 as the Avigilon Server Port.
3. Enter the Avigilon username and password you created for the integration. See *Adding an Integration User in Avigilon* on page 3.
4. Click **Check connection**.

You have made a successful connection when the following message appears:

*This Avigilon NVR can be configured for network controller integration.*

If you receive an error message instead, check if your firewall is blocking the connection.

5. Click **Save**.

**NOTE:** Whenever you make changes to the Avigilon Control Center camera connections, you need to update the Avigilon NVR configuration in the S2 NetBox software.

To update the integration, access the Configure Avigilon NVR page and click **Check Connection** to download the updated camera connections then click **Save**.



# Monitoring Video and Events

Now that the integration is complete, use the S2 NetBox software to monitor video and events in your surveillance site. See the *S2 SecurityHelp* for more information.

## Troubleshooting

If the following troubleshooting solutions do not resolve your issue, contact Avigilon Technical Support – <http://avigilon.com/support-and-downloads/>

### Video Does Not Synchronize with S2 NetBox Events

If you have linked Avigilon cameras with S2 NetBox events, video is not recorded for the configured events.

This may be caused by a time difference between the S2 NetBox and the server where the integration is installed. The S2 NetBox and the integration server can be running in different time zones, but there can be no more than 5 minutes off from the Coordinated Universal Time (UTC) setting on the S2 NetBox or a communication error occurs.

- To check the time difference between the S2 NetBox and the integration server, open the S2 NetBox web client and expand the left menu to **Monitor > Live Monitoring > Activity Log**.

On the Activity Log page, there is a live clock displayed in the top left corner of the page.

Compare the clock in the S2 NetBox web client with the clock on the integration server. If there is more than a 5 minute time difference from UTC, correct the server clock to match the S2 NetBox.

1. In the Windows Control Panel, click **Date and Time**.
2. Manually change the server's minute setting to match the S2 NetBox. Be aware of any time zone difference in the settings.

## Permission Changes Not Reflected in the S2 NetBox

If you change the integration user's permissions in the Avigilon Control Center Client software, the changes are not reflected in the S2 NetBox. For example, you decide to remove the Use PTZ Controls permission for the integration user. When the integration user logs in to the S2 NetBox, the PTZ controls are still available.

The integration needs to be rebooted to apply the user changes from the Avigilon Control Center to the S2 NetBox. Perform one of the following:

- Reboot the integration gateway service.
  - a. Open the Windows Services window and locate the Avigilon to S2 Gateway Service.
  - b. Select the service and click **Stop**.
  - c. Click **Start**.
- Reconfigure the Avigilon Control Center in the S2 NetBox
  - d. In the S2 NetBox web client, open the Configure Avigilon NVR page.
  - e. Click **Delete**.
  - f. Complete *Configuring Avigilon Control Center in the S2 NetBox* on page 4.

## New Cameras Not Detected by S2 Netbox

After you connect new cameras to the Avigilon Control Center system and update the integration in the S2 Netbox application, the new cameras are not detected.

This issue may occur if the new cameras were not given logical IDs. For more information, see *Assigning Logical IDs to Cameras* on page 3.

Once logical IDs have been given to all the new cameras, open the S2 Netbox application and access the Configure Avigilon NVR page. Click **Check Connection** to download the updated camera connections then click **Save**. All the new cameras should now be added.