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Introduction

The Avigilon™ Control Center Gateway software works with the Avigilon™ Control Center Mobile (ACC Mobile) app and the Avigilon™ Control Center Gateway Web Client to give users remote access to your Avigilon™ Control Center system.

ACC Mobile is installed on a user’s mobile device for remote video monitoring, and the Gateway Web Client is a simplified web browser version of the Avigilon™ Control Center Client software. The Gateway software is used to configure remote access and stream video from your Avigilon Control Center system to remote devices.

![Figure 1: Avigilon Control Center system workflow](image)

Accessing the Gateway

On the computer running the Gateway, the Gateway configuration can be accessed in any of the following ways:

- Double-click the **Avigilon Control Center Gateway** shortcut on the desktop.
- From the Start menu, select **All Programs > Avigilon > Avigilon Control Center Gateway**.
- In a web browser, enter **http://localhost/**.

**NOTE:** By default, the Gateway can only be configured locally, but you can enable remote configuration on the Network page.

When the Gateway opens in a web browser, enter your login information.
System Requirements

The Gateway software can be installed on the same computer as the Avigilon Control Center Server software, but it is strongly recommended that the Gateway be installed separately.

The Gateway can handle up to 36 concurrent video streams if installed on a computer with the following minimum system requirements:

<table>
<thead>
<tr>
<th>System Requirement</th>
<th>Recommended</th>
</tr>
</thead>
<tbody>
<tr>
<td>Operating System</td>
<td>Windows Server 2008, or Windows 7</td>
</tr>
<tr>
<td>Processor</td>
<td>Quad Core 2.0 GHz</td>
</tr>
<tr>
<td>System RAM</td>
<td>4 GB DDR2</td>
</tr>
<tr>
<td>Hard Drive Capacity</td>
<td>500 MB</td>
</tr>
</tbody>
</table>
NOTE: Supported browsers are: Safari - Versions 6+, Firefox - Versions 15+, Chrome - Versions 20+, Internet Explorer - Versions 9+.

For More Information


Avigilon Training Center

The Avigilon Training Center provides free online training videos that demonstrate how to set up and use the Avigilon Surveillance System. Register online at the Avigilon Partner Portal site to begin: [http://avigilon.force.com/login](http://avigilon.force.com/login)

Support


Regular Avigilon Technical Support is available Monday to Friday from 12:00 a.m. to 6:00 p.m. Pacific Standard Time (PST):

- North America: +1.888.281.5182 option 1
- International: +800.4567.8988 or +1.604.629.5182 option 1

Emergency Technical Support is available 24/7:

- North America: +1.888.281.5182 option 1 then dial 9
- International: +800.4567.8988 or +1.604.629.5182 option 1 then dial 9

E-mails can be sent to: support@avigilon.com.

Upgrades


Feedback

We value your feedback. Please send any comments on our products and services to feedback@avigilon.com
Setup

Initial Login

When you log in for the first time, use the default **User Name: administrator** and no **Password**.

Once logged in, you are automatically redirected to the Set Administrator Password page to change the Administrator password.

![Avigilon Control Center Gateway](image)

**Set Administrator Password**

- User Name: administrator
- New Password: ******
- Confirm New Password: ******

**Figure 3**: Gateway Set Administrator Password page

- Enter and confirm a **New Password**: for the administrator account, then click **OK**.

You are now logged in to the Gateway. You can access each of the Gateway configuration pages from the menu on the left.

Connecting Sites

After you log in, you are immediately taken to the Connect Sites page. You must connect Sites to the Gateway before they can be accessed through ACC Mobile and the Gateway Web Client.
1. To connect a Site to the Gateway, select a Site from the **Discovered Sites** list, then click **Connect**. The Site is added to the Connected Sites list.

   **NOTE:** Only Avigilon Control Center 5 Sites are listed. This version of the Gateway is incompatible with Avigilon Control Center 4.

2. To find a Site that is not listed, click **Find Site...**. On the Find Site page, enter the **IP Address/Hostname:** and **Port:** of a server in the Site you want to find, then click **OK**. The default port number is 38880.

3. To disconnect a Site from the Gateway, select the Site from the **Connected Sites** list and click **Disconnect**.
General

On the General page, you can name the Gateway.

**General**

Gateway Name: Building B

---

1. Enter a **Gateway Name**: This is the name used to identify the Gateway in the ACC Mobile app.
2. Click **Apply**.
3. To restore the Gateway’s default settings, click **Restore Defaults**. By default, the Gateway Name: is the same as the local computer.

**Users**

By default, the Gateway has two users: an administrator that configures the Gateway, and an operator that connects to the Gateway through ACC Mobile or the Gateway Web Client.

You can change the User Name: and Password: for the operator, but you cannot change the User Name: for the administrator.

The default operator User Name: is `operator` with no Password:.

The default administrator User Name: is `administrator` with no Password:. You are required to change this Password: after your initial login.
**Users**

**Administrator**

<table>
<thead>
<tr>
<th>User Name:</th>
<th>administrator</th>
</tr>
</thead>
<tbody>
<tr>
<td>New Password:</td>
<td>******</td>
</tr>
<tr>
<td>Confirm New Password:</td>
<td>******</td>
</tr>
</tbody>
</table>

**Operator**

<table>
<thead>
<tr>
<th>User Name:</th>
<th>operator</th>
</tr>
</thead>
<tbody>
<tr>
<td>New Password:</td>
<td>******</td>
</tr>
<tr>
<td>Confirm New Password:</td>
<td>******</td>
</tr>
</tbody>
</table>

[Apply]

**Figure 6:** Users page

1. To change the Password: for either the administrator or operator, enter and confirm a New Password, then click **Apply**.
2. To change the operator User Name: enter a new User Name, then click **Apply**.

**Network**

On the Network page, you can set the ports used to access the Gateway.

The Streaming Ports are used to stream video from the Avigilon Control Center system to ACC Mobile or the Gateway Web Client. The Configuration Ports are used to access and configure the Gateway.

**Network**

**Streaming Ports**

- Streaming HTTP Port: 80
- Streaming HTTPS Port: 443

**Configuration Ports**

- Configuration HTTP Port: 80
- Configuration HTTPS Port: 443
- Allow remote configuration

[Apply]  [Restore Defaults]

**Figure 7:** Network page
1. To change the ports, enter a new port number, then click **Apply**.

   **NOTE:** After you change the port number, be sure to check that the Gateway still has access through your firewall. If using the Windows firewall, you must manually add an exception for the new port number.

2. If you want to configure the Gateway from a remote computer, select the **Allow remote configuration** check box and click **Apply**.

   Once the check box is selected, the Gateway can be accessed from any web browser at http://<Gateway IP Address>:<port number>

3. To restore the Gateway’s default settings, click **Restore Defaults**. By default, the HTTP Port number is 80 and the HTTPS Port number is 443.

**Live Export**

On the Live Export page, you can set the system to export live video as a series of still images. You can choose the Image Format:, and select your export preferences.
Live Export

Log into site for Live Export

Username administrator
Password *****

Available Devices

Connected Devices

Connect

Disconnect

Region of Interest

Image Format: JPEG
Image Quality: Medium
Export Rate: Full
One image every 0 min 5 sec
Maximum number of images to store: 200
Image Overlays: Timestamp, Camera Name, Camera Location

Device "1.0-H3-D1-IR(255246)" connected
Start  Pause  Resume  Stop  Restore Defaults

Figure 8: Live Export page

1. Log in to the Site to which the Gateway is connected.
2. All the cameras that are connected to the servers you added to the Gateway are listed under Available Devices.
   Select a camera from the Available Devices list, then click Connect. You can connect multiple devices.

   NOTE: Live export will only occur on cameras that are connected to the Gateway.

3. In the Image Format drop down list, select the export format: PNG, JPEG or TIFF.
4. (JPEG images only) In the **Image Quality**: drop down list, select the export quality level.

5. Set the Export Rate:
   - Select **Full** to export the live video stream at the camera’s full image rate.
   - Select **One image every** to control the time between each exported image. For example, if you enter 0 min 5 sec, one image will be exported for every 5 seconds of video.

6. To limit the amount of images that are exported, enter a number into the **Maximum number of images to store:** field. The default number is 200 images.
   
   Be aware that if you leave the field blank, the live export will continue until there is no more available storage.

7. Select any of the listed image overlays to include that information on the exported images.

8. If you only want to export part of the camera’s field of view, click **area**.

   **Region of Interest**

   ![Figure 9: area image panel](image)

   In the expanded image panel, move and resize the green overlay to highlight the area you want to export. Only the area covered by the green overlay is exported.

9. When you are ready, click **Start**.

   The export will run until the maximum number of images is reached, or you click **Stop**.

   The exported images are automatically saved to the Avigilon Control Center Gateway `img` folder.

   The folder is typically located here: C:\Program Files\Avigilon\Avigilon Control Center Gateway\img
Using the Gateway Web Client

The Gateway Web Client allows you to access your Avigilon Control Center system from any web browser.

To access the Gateway Web Client, you will need the IP Address/Hostname:, User Name: and Password: of the Gateway software, and a user account in the Avigilon Control Center system.

1. In a supported web browser, enter the Gateway IP address in this format: http://<Gateway IP Address>/acc

   **NOTE:** Supported browsers are: Safari - Versions 6+, Firefox - Versions 15+, Chrome - Versions 20+, Internet Explorer - Versions 9+.

2. The browser will prompt you to enter the Gateway **User Name** and **Password**.
   After you log in, the System Explorer will list all the Sites that are connected to the Gateway.

3. Right-click a Site and select **Log In**...

4. In the following dialog box, enter your **User Name**: and **Password**: for the Site then click **Log In**.

All the cameras in the Site are listed in alphabetical order. You can control video like you would in the Avigilon Control Center Client.

![Gateway Web Client page](image)

**Figure 10:** Gateway Web Client page
Avigilon Control Center Mobile

ACC Mobile is currently available for free from the Apple App Store and the Android Play Store.

To use the app, you will need to know the IP Address/Hostname; Port; User Name; and Password: of the Gateway software, and have a user account in the Avigilon Control Center system.
Implementing an SSL Certificate for the Gateway

If your internal security settings require a specific type of SSL certificate, you can replace the certificate provided by Avigilon with your own certificate.

1. On the computer where the Gateway software is installed, use the Windows certmgr.msc to import your SSL certificate into Windows.
2. In Windows Explorer, navigate to %programfiles%\Avigilon\Avigilon Control Center Gateway\cert.
3. Back up this folder.
4. Rename your own SSL certificate .pfx file as GatewayCertificate.pfx and copy it into the \cert folder.
5. Make a backup of Gateway.cfg.
6. Open Gateway.cfg in a text editor.
7. After opening <Gateway>, insert the following string:
   
   `<ConfigItem name="CertificatePassword" type="String" value="mypassword"/>`

8. Replace the value mypassword in this configuration item with the SSL certificate’s secret key.
9. Restart the Gateway service:
   a. In the Start menu, search for services.msc.
   b. In the Services window, select Avigilon Control Center Gateway.
   c. Click Restart.
**NOTE:** If your changes are not implemented or you notice an error while restarting the Gateway service, do the following:

a. Navigate to `%ProgramFiles%\Windows NT\Accessories\`

b. Right click on `Wordpad .exe` and select **Run as administrator**.

c. Open `%ProgramFiles%\Avigilon Control Center Gateway\Gateway.cfg`.

d. Repeat steps 7 - 9.