

Eagle Eye Application Note - AN018

Leveraging Account Defaults within the Eagle Eye VMS

2022-07-22 Revision 1.2

Target Audience

This Application Note is intended for Eagle Eye Cloud VMS account administrators that are responsible for the initial setup and configuration of the VMS and want to better understand the details relating to what defaults and why and how to make adjustments if required.

Overview

All Eagle Eye Networks Cloud VMS accounts begin with default settings. These defaults exist to save you time and are settings that often work best for the majority of users. The goal of these defaults is to most efficiently administer and configure users and cameras in an intuitive manner. These Account Defaults help guide the administrator through the process and ensure that you get up and running as quickly as possible.

Functions

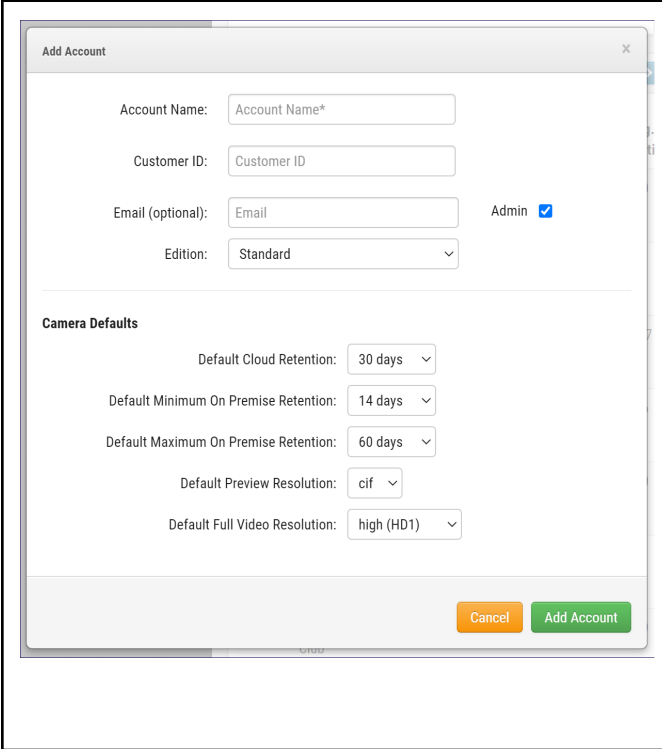
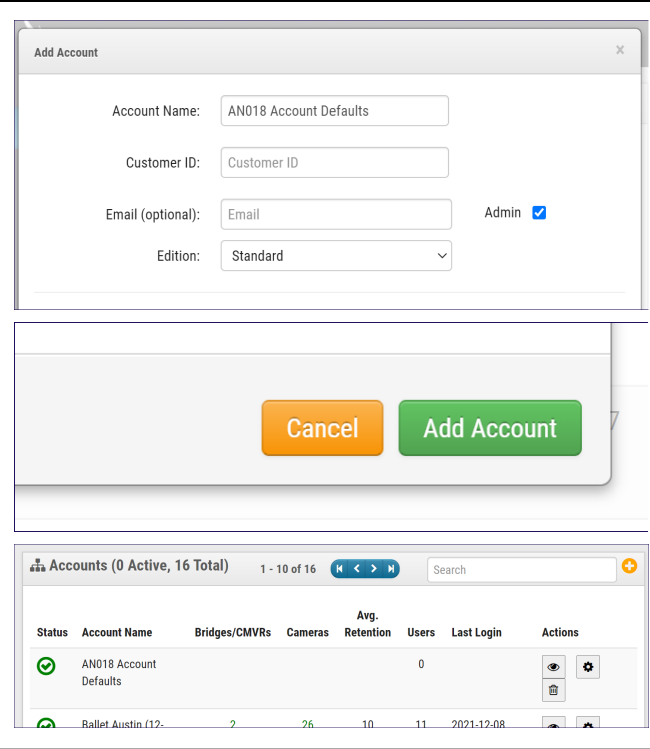
Account Creation

Account creation begins from the Reseller Dashboard. Initiating a new account is achieved by selecting the orange “+” icon from the top right corner of the Accounts page. Alternatively, you can also click on the green “+ Add Account” button from the bottom right corner of the Accounts page:





Both options display a pop-up menu that allows you to begin the process of creating an account:

	
<p>The only required information to create an account is the Account Name.</p>	<p>With a name added, you can click the Add Account button and the new account will appear alphabetically on the Account page in the reseller dashboard.</p>

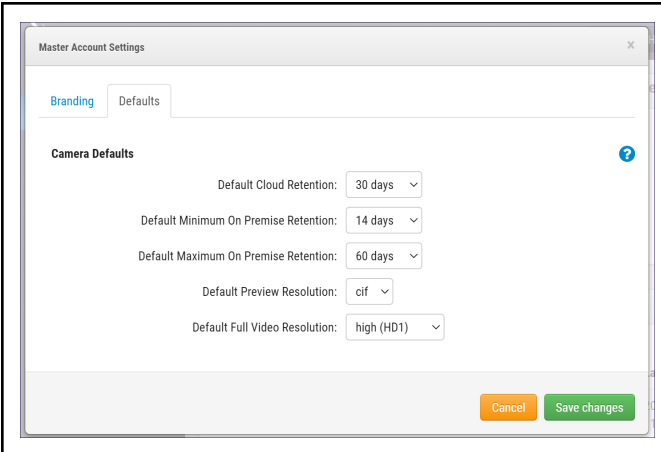
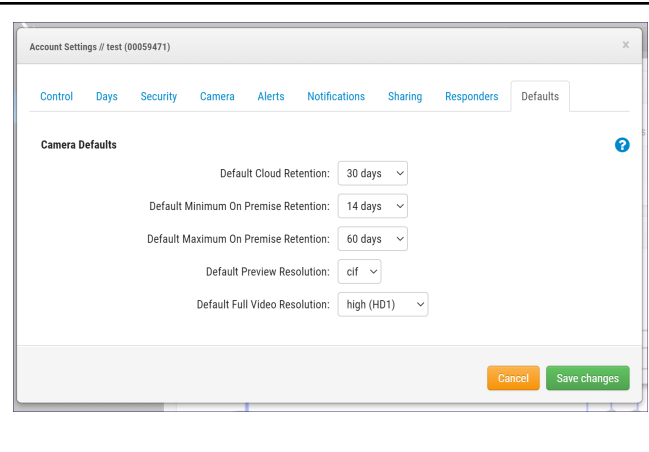
Camera Defaults

The Camera Defaults that are set for the new account will configure the default subscription settings for all attached cameras unless otherwise changed. The Default settings for the Camera Defaults are as follows;

- Default Cloud Retention: 30 Days
 - This setting indicates that the camera will send its h.264 stream to the cloud for 30 days of event recording. Settings default to “record on event” which means that a recording will begin when motion is detected and those event recordings will be retained for 30 days.
 - Options for this setting are as follows; None, 7 Days, 14 Days, 30 Days, 60 Days, 90 Days, 180 Days, 1 Year, and 2 Years.

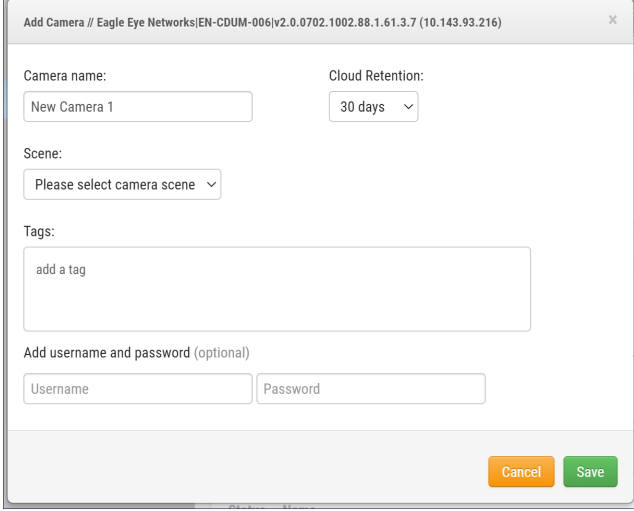
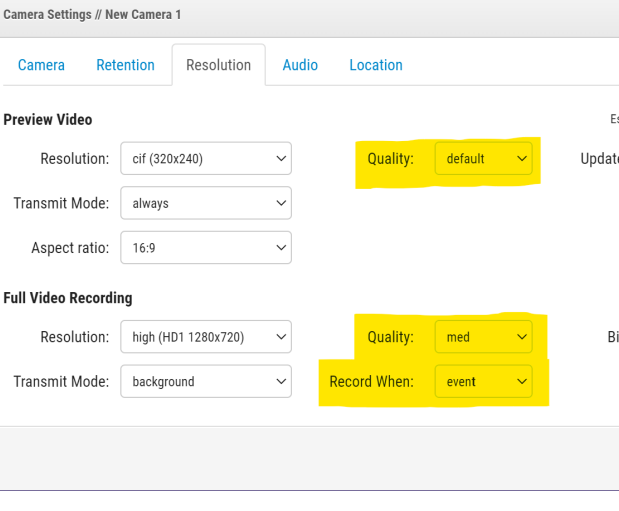
- **Default Minimum On Premise Retention: 14 Days**
 - This setting only applies to a camera that is attached to a Cloud Managed Video Recorder (CMVR). It does not apply to Bridges since a Bridge does not offer on premise retention.
 - Options for this setting are as follows; None, 1 Day, 14 Days, 30 Days, 60 Days, 90 Days, and 180 Days.
- **Default Maximum On Premise Retention: 60 Days**
 - This only applies to a camera that is attached to a Cloud Managed Video Recorder (CMVR). It does not apply to Bridges since a Bridge does not offer on premise retention.
 - Options for this setting are as follows; None, 2 Days, 3 Days, 7 Days, 14 Days, 30 Days, 45 Days, 60 Days, 90 Days, 180 Days, and 1 Year.
- **Default Preview Resolution: cif (320x240)**
 - This is generally a resolution of 320x240 (but this is dependent on the camera)
 - cif stands for 'common intermediate format' or 'common interchange format'
 - Options for this setting are as follows; cif or std
 - std is generally a resolution of 640x480 depending on the camera
- **Default Full Video Resolution: high (HD1)**
 - This setting indicates that the camera's h.264 stream will be set at "high (HD1)" for event recording (HD1 is a subscription setting). High resolution is generally 1080x720.
 - Options for this setting are as follows; std (SD1), high (HD1), 1080p (HD2), 3MP (HD3), 4MP (HD4), 5MP (HD5), and 10MP (HD10).

These defaults can be adjusted in both the Reseller Account and the End User Account:

 <p>The screenshot shows the 'Master Account Settings' window with the 'Defaults' tab selected. Under 'Camera Defaults', the following settings are visible: Default Cloud Retention (30 days), Default Minimum On Premise Retention (14 days), Default Maximum On Premise Retention (60 days), Default Preview Resolution (cif), and Default Full Video Resolution (high (HD1)). There are 'Cancel' and 'Save changes' buttons at the bottom.</p>	 <p>The screenshot shows the 'Account Settings' window for a sub-account with the 'Defaults' tab selected. Under 'Camera Defaults', the following settings are visible: Default Cloud Retention (30 days), Default Minimum On Premise Retention (14 days), Default Maximum On Premise Retention (60 days), Default Preview Resolution (cif), and Default Full Video Resolution (high (HD1)). There are 'Cancel' and 'Save changes' buttons at the bottom.</p>
<p>Master Account > Account Settings > Defaults</p>	<p>Sub Account > Account Settings > Defaults</p>

If you have inadvertently forgotten to change the settings when creating an account or need to add in a batch of additional cameras and change the defaults, they can be adjusted from the Sub Account within Account Settings.

Other Camera Defaults can be seen below:

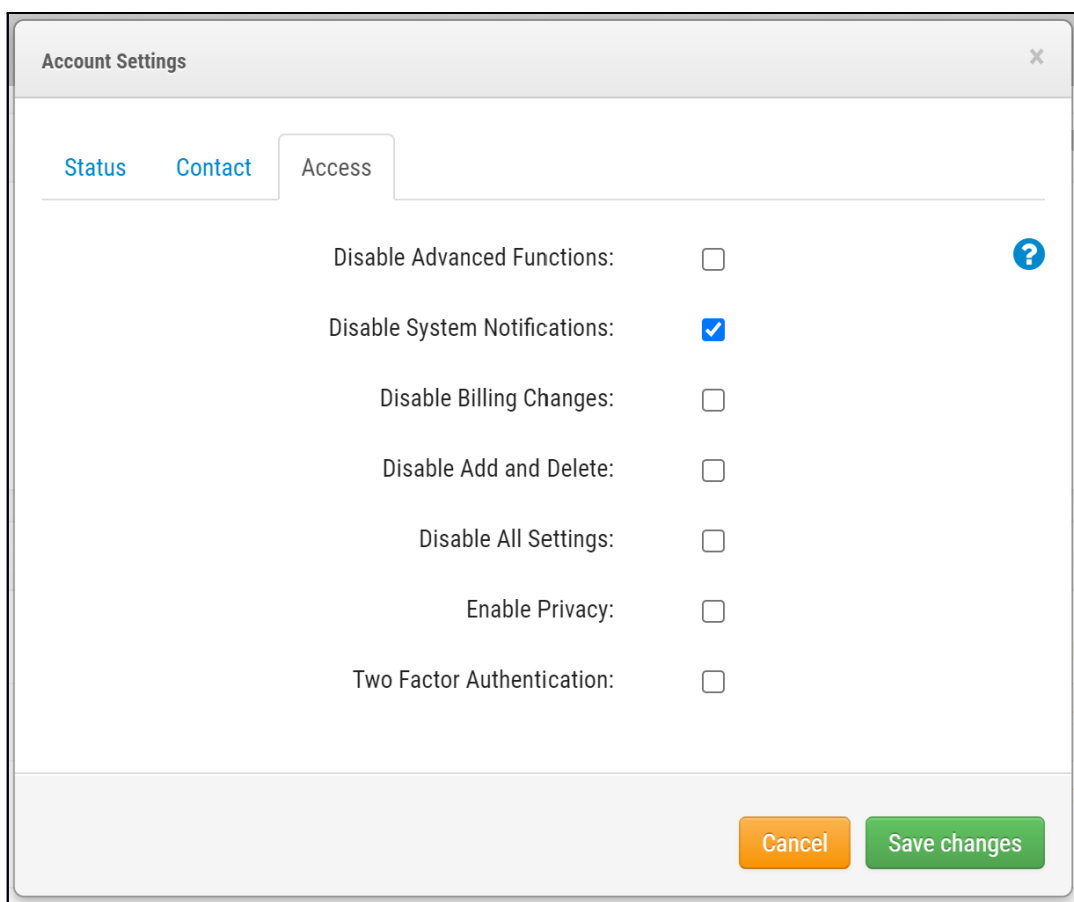
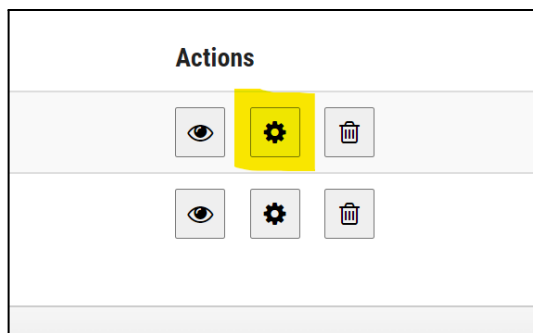
	
<p>Camera name will default to “New Camera” and a number to indicate how many cameras are named “New Camera.” The “Scene” defaults to “no selection” and the “Tags” field is empty.</p>	<p>The Preview Video Quality is “Default.” The Full Video Recording Quality is “Med” (Medium). The Record When default is “Event” (Motion Recording).</p>

Application

These Account Defaults can drastically increase the speed of the End User Account Creation process. Especially in the instance that the End User Account has a majority of Cameras that will utilize the same Account Settings. When most or all of the cameras that will be deployed on an account have the same subscription or recording settings, then the Account Defaults allow you to add the cameras to the account without the need for any other adjustments in regard to the camera subscription settings. A Reseller Account that continually offers their accounts similar subscription options would greatly benefit from utilizing the Defaults to make account creation repeatable and without the need to adjust each camera subscription during camera initialization.

The Account Defaults act as a tool for the account creator, and if used as such, can be a great practice for deploying the Eagle Eye Cloud VMS by administrators.

Another Account Default setting that needs to be adjusted for each End User account is the “Access” tab of the Account Settings from the Reseller Dashboard, found under the Actions section:

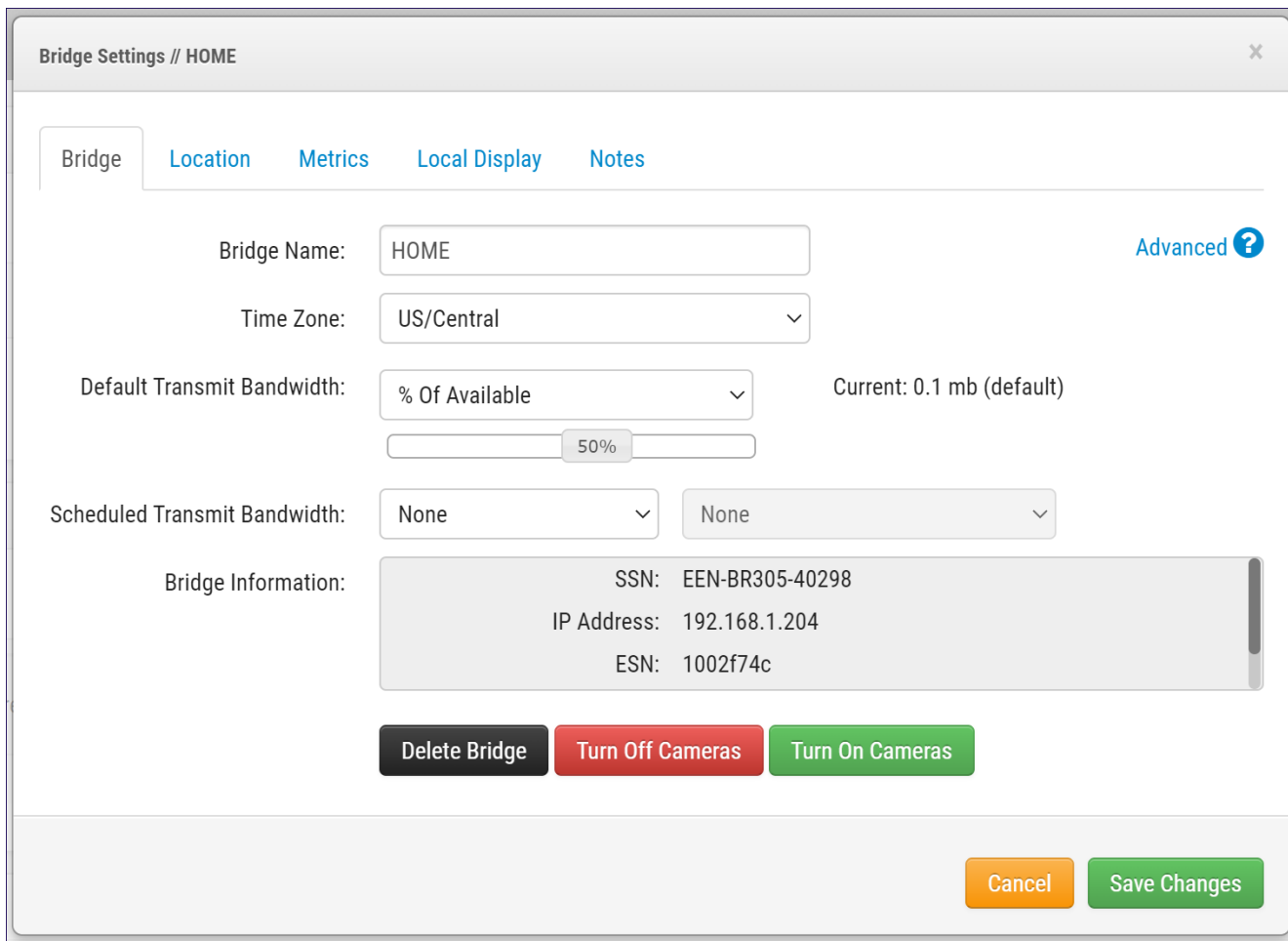


These defaults, if left unchanged, can create an account that does not allow for the proper servicing of the account by the Reseller and potentially opens up the account to End User settings that can override the intentions of the account by the reseller. Selecting the Access Settings checkboxes will result in specific changes to the overall behavior of the End User account and each account the Reseller creates needs to be adjusted correctly to avoid potential issues in the future. A detailed description of each check box is available by selecting the Help Guide option in the top right corner (The “?” icon) of the window.

Notes and Other Helpful Details

Accounts will require further adjustments to foster a smooth and successful setup and transition to Video Surveillance through the Eagle Eye Cloud VMS. By default, each VMS account will need Layouts, Users, Advanced Camera Settings (like motion-sensing zones), and Access settings adjusted.

Bandwidth Adjustments are likely to be needed as well and more information can be found within the Application Note on (AN038) on managing bandwidth and bandwidth calculations at <https://www.een.com/docs/app-notes/an038/>. By default, all attached Bridges to an account will try to utilize 50% of the detected bandwidth to transmit to the cloud at all times as can be seen in the screenshot below.



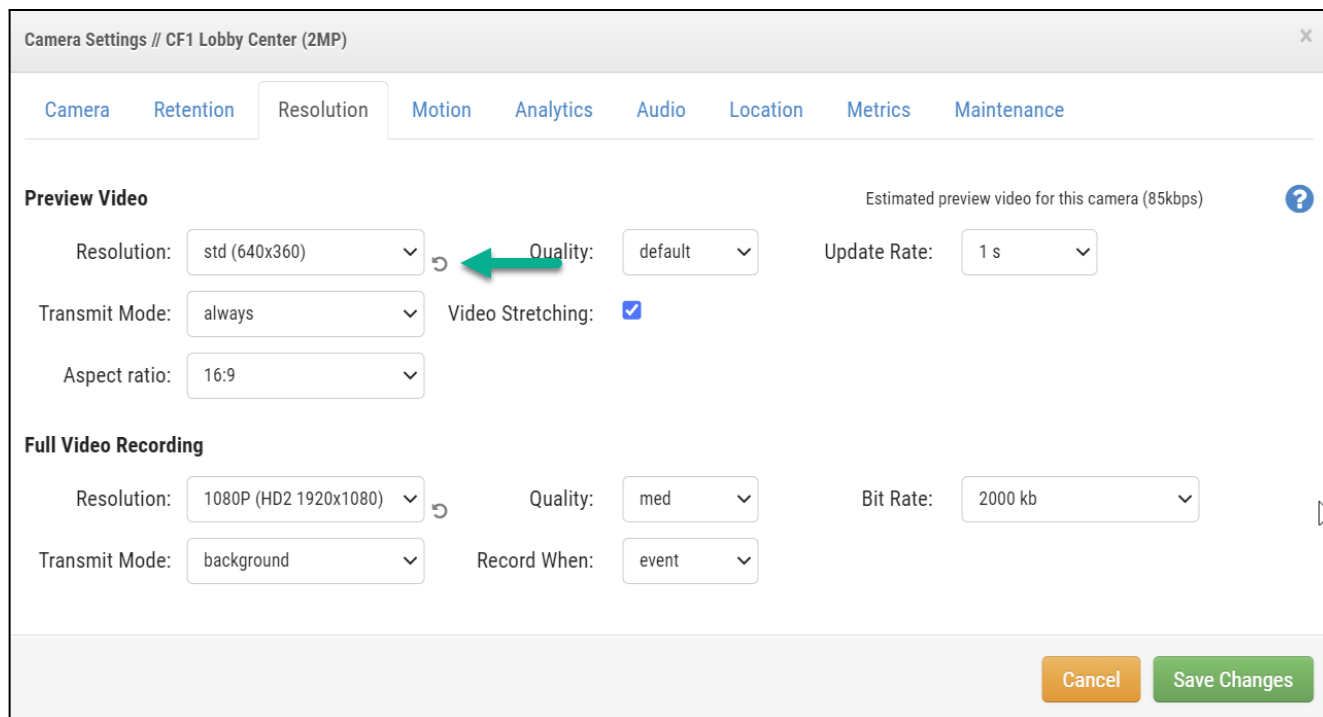
The screenshot shows the 'Bridge Settings // HOME' window with the following configuration:

- Bridge Name:** HOME
- Time Zone:** US/Central
- Default Transmit Bandwidth:** % Of Available (Current: 0.1 mb (default))
- Scheduled Transmit Bandwidth:** None
- Bridge Information:**
 - SSN: EEN-BR305-40298
 - IP Address: 192.168.1.204
 - ESN: 1002f74c

Buttons at the bottom include: Delete Bridge, Turn Off Cameras, Turn On Cameras, Cancel, and Save Changes.

In a low bandwidth environment, this may not be desired. Another example of when leaving the Default Transmit Bandwidth setting to 50% might not be the preferred is when off-hour transmission of data to the cloud is needed.

Any time a change is made to the Default Settings, the window will update to display a “Restore to Default” option, indicated by a “↺” symbol as seen below. Selecting this symbol reverts the setting back to its original state.



Camera Settings // CF1 Lobby Center (2MP)

Camera Retention Resolution Motion Analytics Audio Location Metrics Maintenance

Preview Video Estimated preview video for this camera (85kbps) ?

Resolution: std (640x360) ↺ **←** Quality: default Update Rate: 1 s

Transmit Mode: always Video Stretching:

Aspect ratio: 16:9

Full Video Recording

Resolution: 1080P (HD2 1920x1080) ↺ Quality: med Bit Rate: 2000 kb

Transmit Mode: background Record When: event

Cancel Save Changes