



Eagle Eye Application Note – AN032

How to Sync Local Display Station with the Eagle Eye Cloud VMS

2023-10-04 Revision 02.00

Target Audience

This Application Note is intended for installers and technicians who perform on-site installations of the Eagle Eye DS200 Local Display Station and sync it with the Eagle Eye Cloud VMS.

Introduction

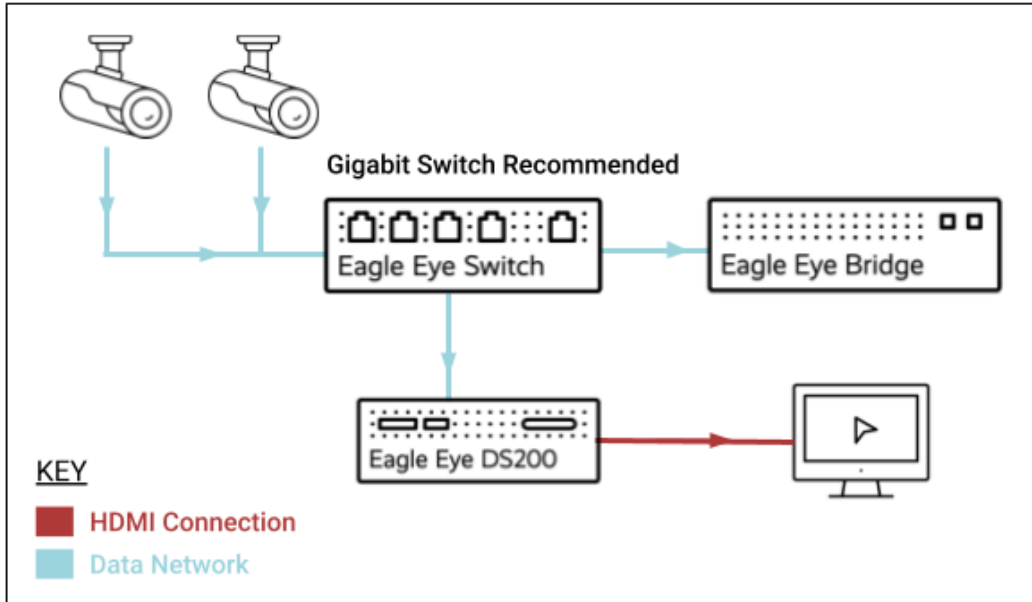
Local Display Stations use Eagle Eye Cloud Sync to gather the top five layouts that are assigned to the specific user who will be using this integration. Eagle Eye recommends creating a special user in the Cloud VMS account whose only purpose is to be used for syncing.

The Display Station's views are available by default (number 1 through 5) and will be replaced by the Layouts that are configured for the user in Eagle Eye Cloud VMS. Users are cautioned to create layouts that are appropriate for the technical specifications and limitations of the DS200 and to prevent device overload. In some cases, the Local Display Station might not be able to connect to the Eagle Eye Cloud. This Application Note explains what can be done as a workaround when this happens.

Account Setup and Display Station Configuration

Configure the Account, the Eagle Eye Bridge/CMVR, and an Account User. If needed, refer to Eagle Eye Application Note 21 for assistance ([Leveraging Local Display Station to View Multiple HD Streams without Impacting Bandwidth.](#))

Recommended Layout



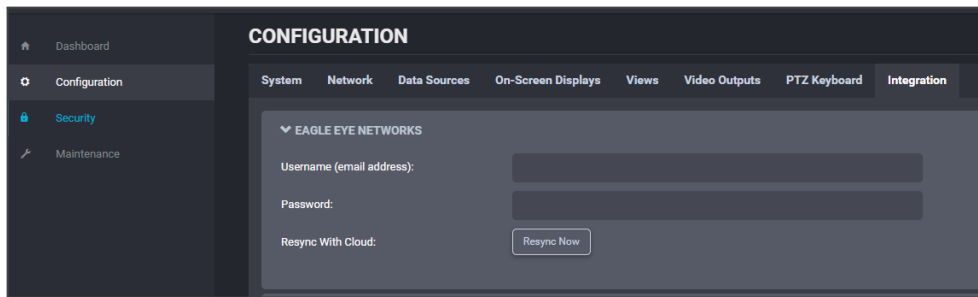
Configuring the Local Display Station

Before the Local Display Station can be used, you must log in and synchronize it to the cloud. Then, follow the steps below:

1. On the Local Display Station at the top of the screen, click on “Switch to Configuration View.”



2. Log in to the Local Display Station. The default username/password is admin/admin. Upon your first login, you will be prompted to change the password; please document the new password in a secure manner for future needs.
3. Once logged in, click Configuration, then go to the Integration tab and enter the Eagle Eye Cloud VMS account credentials created for the Local Display Station (The Account User which has preconfigured layouts for local cameras that they wish to add to the Local Display Station).

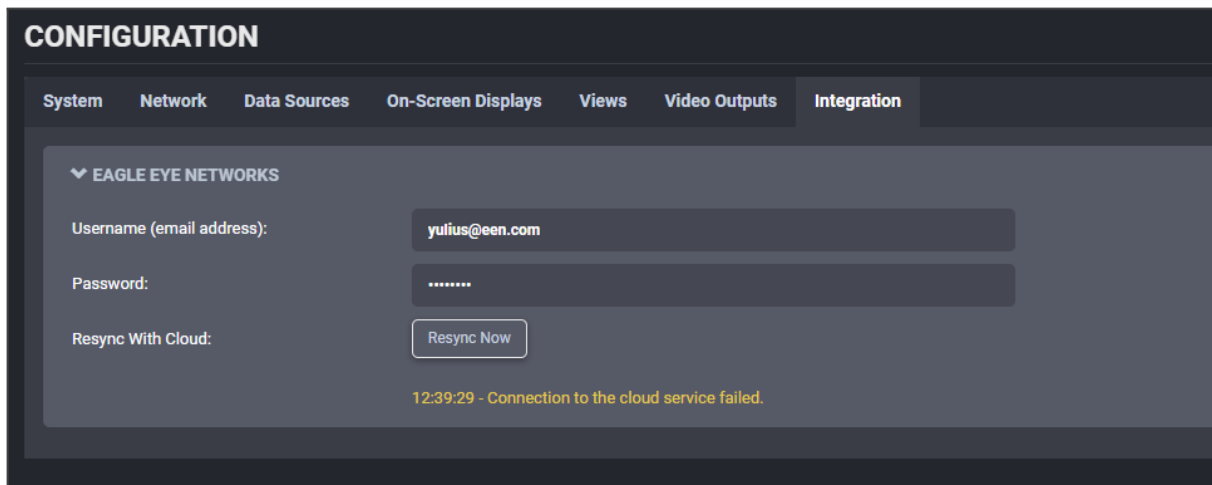


4. Once the credentials have been successfully entered, the following message will be displayed:



If Eagle Eye Cloud Sync Fails

DS200 users may get the message “Connection to the cloud service failed” even after entering the correct user credentials.



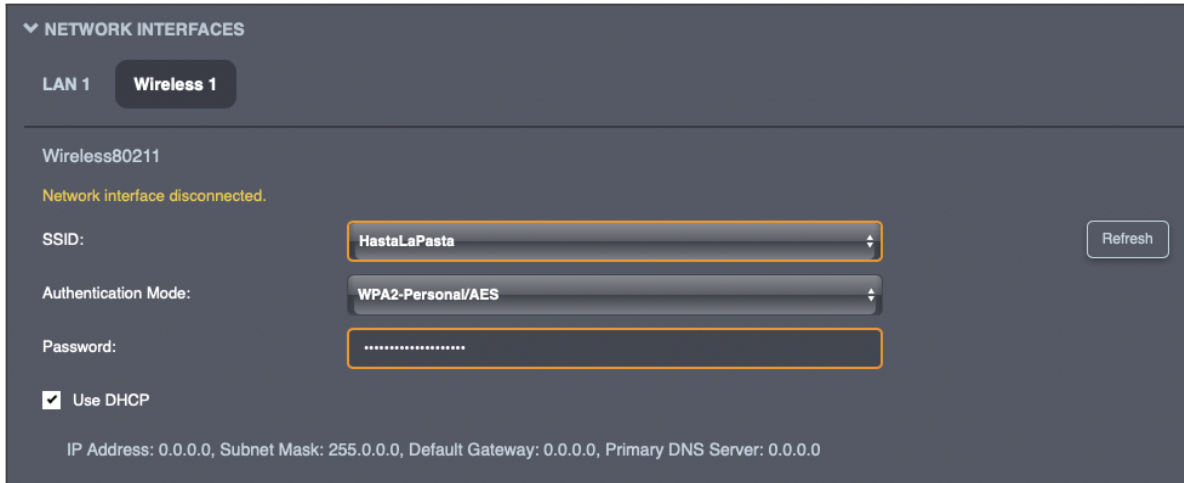
In most cases the Eagle Eye Cloud Sync will only fail when the Local Display Station is placed behind the secure CamLAN port. Before continuing to the workaround, please take the two following troubleshooting steps:

1. Go to “login.eagleeyenetworks.com” and try to log in with the same user credentials. If you can log in, you'll know the credentials are correct.
2. Make sure two-factor authentication is disabled as this is not used for the Eagle Eye Cloud Sync.

When the DS200 is connected to the CamLAN and you are unable to sync to the cloud, follow these steps:

Method 1: Use the built-in wireless adapter with Local Wi-Fi or a mobile hotspot:

1. Leave the ethernet cable connected to the CamLAN, open the configuration view and log in with "admin" and the password you set (with keyboard + mouse directly on the device).
2. Go to the network settings, where you will find the ethernet connection is already enabled.
3. Switch to the tab for the wireless adapter, select your SSID from the list, enter the password and connect.



4. Once the connection is made, go to the integration tab and resync. Syncing with the Eagle Eye Cloud should now be successful.
5. When you turn off the mobile hotspot, the Local Display Station will automatically resume streaming through the ethernet connection.

Method 2: Using ethernet:

1. Disconnect the ethernet cable connecting the Local Display Station to the CamLAN of the Bridge/CMVR.
2. Connect the Local Display Station directly to a switch with direct access to the internet.
3. Once connected to the internet, resync to the Eagle Eye Cloud and wait until it is successful.
4. When the sync is completed, disconnect the Local Display Station from the direct internet connection and reconnect the ethernet cable to the CamLAN of the Bridge/CMVR.
5. Restart the Local Display Station and all cameras should now be streaming.

FAQs

Q: What are the recommended or maximum number of cameras that should be in a layout?

A: It is important for the health of the system that you follow the specifications of the DS200's maximum capacity. A detailed data sheet is available at:

<https://www.een.com/wp-content/uploads/2023/02/EEN-Local-Display-Station-20230216.pdf>

The Cloud Sync feature utilizes the Full Video stream settings for the cameras in the layout. To ensure that a particular layout is within the specification, the camera settings should be verified to comply with the below spec from our data sheet.

Reference Performance	
Single Display 4K	4K/30 Streams: 4 1080p30 Streams: 16 720p30 Streams: 16
Single Display 1080p	1080p30 Streams: 16
Dual Display 4K & 1080p	1080p30 Streams: 10 720p30 Streams: 16
Dual Display 1080p	1080p30 Streams: 22 1080p15 Streams: 32 720p30 Streams: 32

Q: What should I do if the Local Display Station keeps reporting disconnection from the wireless network?

A: Try restarting your mobile hotspot, and the Local Display Station. If the error persists, try the following:

1. Press CTRL + ALT + DEL to open the blue Windows screen.
2. Click on the network connection icon (in the bottom-right corner) and connect to your hotspot from here.
3. Once this connection is made, press ESC to return to the Local Display Station menu.
4. Retry the sync. If the sync still fails, please contact our technical support department so they can check for possible port issues.

Q: Should I repeat these steps every time there is a change in cameras/layouts?

A: Yes. At present, these steps are the only way for the Local Display Station to reach the Eagle Eye Cloud VMS. This means you would have to repeat these steps every time you make a change.

Q: How do I change the top 5 layouts that are sent to the DS200?

A: In your "My Profile" options within the Cloud VMS, Click "Name" in the top-right corner of the VMS, navigate to the "Layouts" tab and uncheck "Alphabetize Layouts." You can now drag and drop the Layouts in whatever order you wish.