

Eagle Eye Application Note - AN064

Eagle Eye Mobile Bridge Configurator Guide

2024-03-22 Revision 1.0

Target Audience

This application note is intended for installers and technicians who perform installations of Eagle Eye Bridges/CMVRs for the Eagle Eye Cloud VMS without a keyboard or monitor.

Introduction

The Eagle Eye Mobile Bridge Configurator allows users to configure a Bridge/CMVR using a mobile phone. With this application you can configure Bridges/CMVRs, run network diagnostics, and set IP addresses using only a USB cable and a mobile phone. This greatly simplifies the process and allows you to perform installations or troubleshooting without the burden of carrying around a laptop, or keyboard and monitor.

Using the Mobile Bridge Configurator

To use the Eagle Eye Mobile Bridge Configurator:

1. Log in to any Eagle Eye Networks Cloud VMS account (not a demo account) on your phone.
2. Attach your phone to the Bridge/CMVR with a USB cable.
3. (iOS Devices) Select **Trust this Computer**.
4. (Android devices) Enable USB debugging in Developer mode. To do this:
 - a. Go to your device settings.
 - b. Select **About Phone** → **Software Information**.
 - c. Click **Build Number** or **MIUI Number** several times until you see the message, **Developer Mode has been Enabled**.
 - d. Return to the device settings and scroll down until you see **Developer Options**.
 - e. Enable USB debugging.

The **Eagle Eye Mobile Bridge Configurator** will pop up.

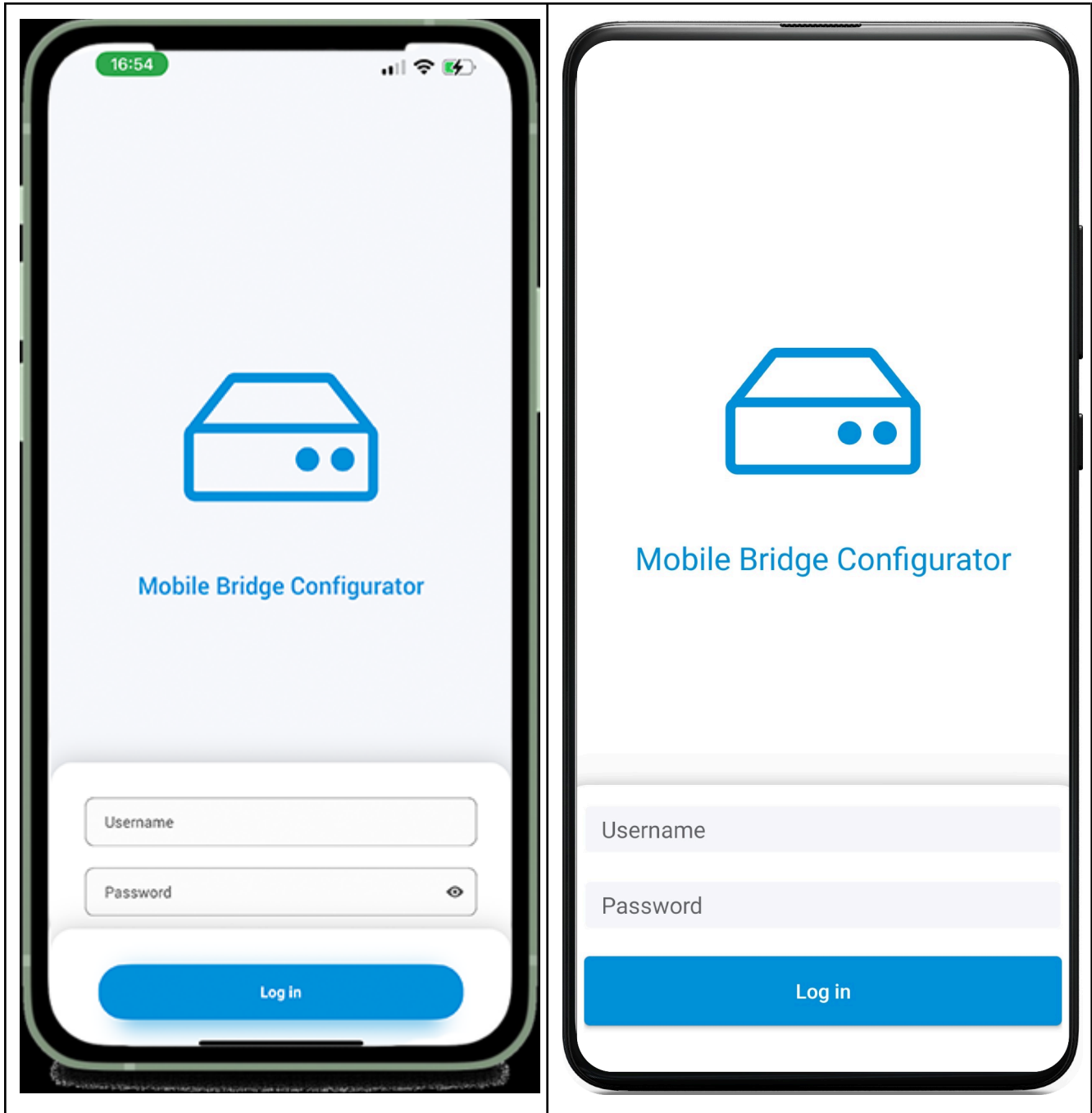
1. Log in to the Bridge/CMVR (username: **admin**; password: **last 5 digits of the Bridge ESN**). The ESN is printed on the bottom or the back of the Bridge.
2. Configure the Bridge/CMVR according to the instructions.

3. Run Diagnostics if desired.
4. Log out.

Configuration Workflow for iOS and Android Versions

To configure a Bridge/CMVR using the Mobile Bridge Configurator:

1. Open the Mobile Bridge Configurator and log in as described in the previous section.

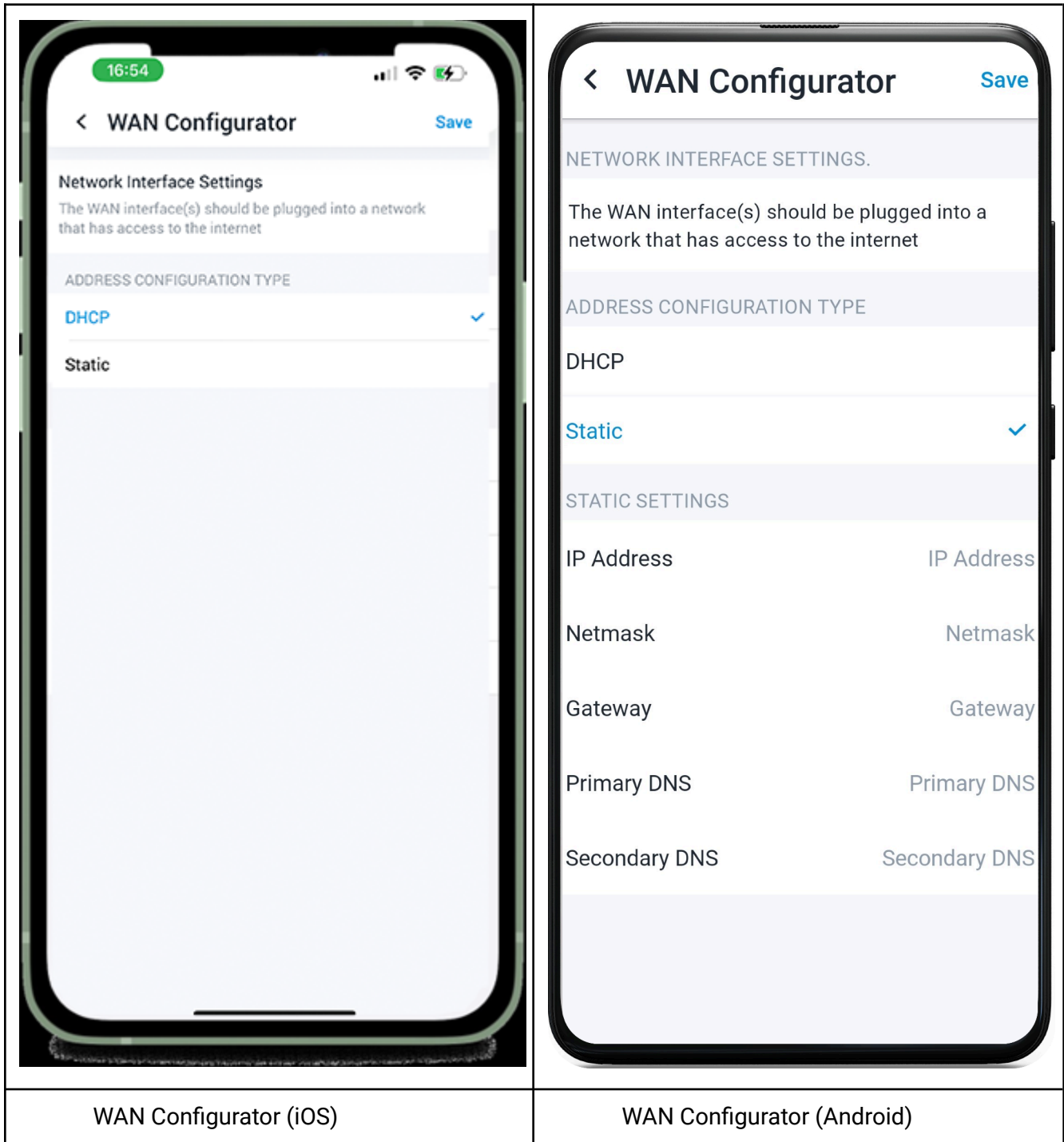


Landing Page (iOS)	Landing Page (Android)
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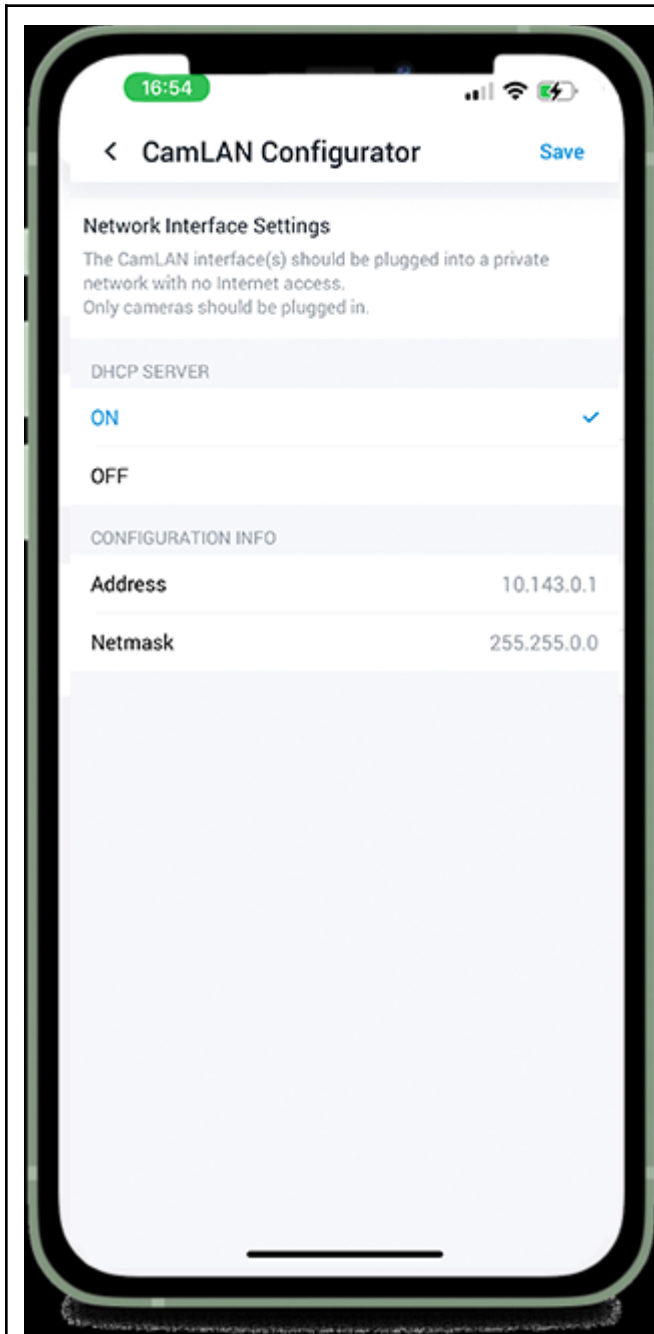
2. Once you log in, the Mobile Bridge Configurator Home screen opens.

<p>Mobile Bridge Configurator</p> <p>SYSTEMINFO 304p/fd</p> <p>State ATTD</p> <p>Routing 10.0.0.81/24(wan0) -> 10.0.0.1 -> Internet</p> <p>GUID cd7c7366-7289-11ed-9247-00e00b978418</p> <p>ESN 100ae3ba</p> <p>CONFIGURE</p> <p>WAN ></p> <p>CamLAN ></p> <p>NETWORK DIAGNOSTICS</p> <p>Run Network Diagnostics ></p> <p>ADMINISTRATION</p> <p>Change Configurator Password ></p> <p>Reboot Bridge</p> <p>Erase all data</p>	<p>Mobile Bridge Configurator</p> <p>SETTING INFO</p> <p>Serial EEN-BR304-80503</p> <p>Attach ID Q2Q3-BGCS-G3CK-Z8W9</p> <p>Firmware Version 3.17.5</p> <p>Model 304p/fc</p> <p>State ATTD</p> <p>Routing 10.1.140.101/22(wan0) -> 10.1.140.1 -> Internet</p> <p>GUID 53db8ad4-a97f-11ec-8159-00e04c2f0f52</p> <p>ESN 100e1eaa</p> <p>CONFIGURE</p> <p>WAN ></p>
Home Page (iOS)	Home Page (Android)

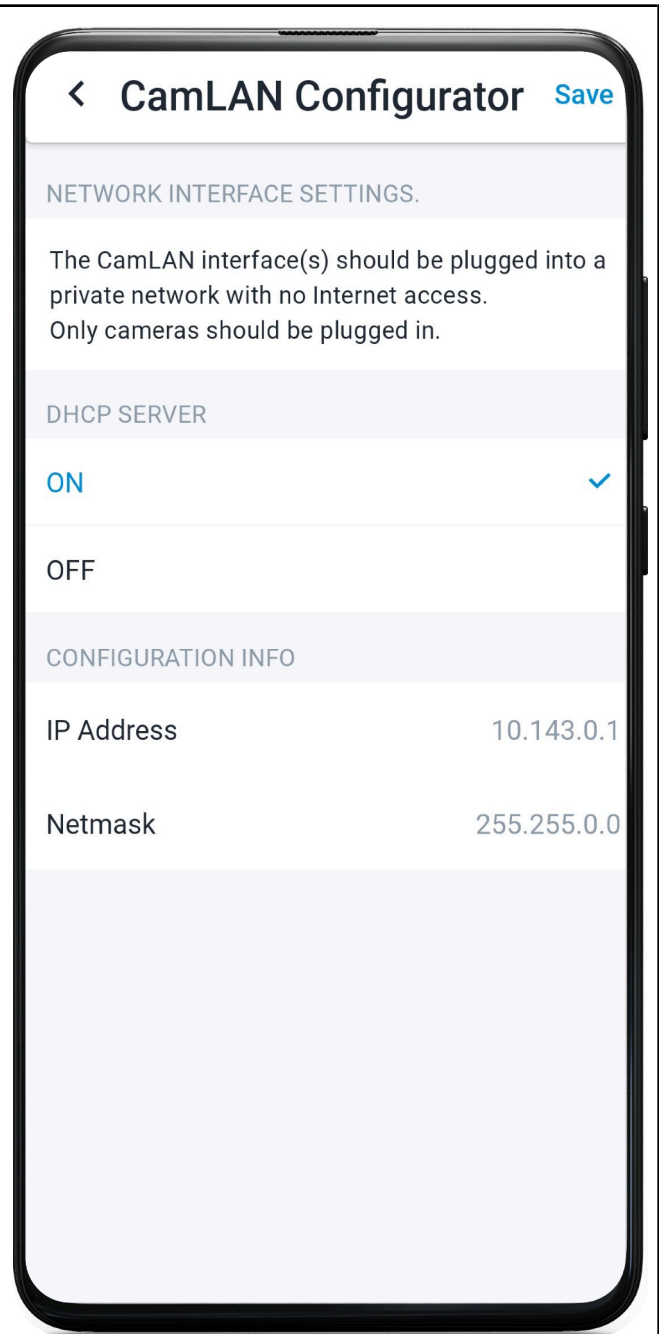
3. Scroll down to the WAN Configurator link. Open the WAN Configurator and change the network interface settings as required.



- On the Mobile Bridge Configurator home screen, scroll to the CamLAN Configurator. On the CamLAN Configurator screen, change the camera network settings as required.



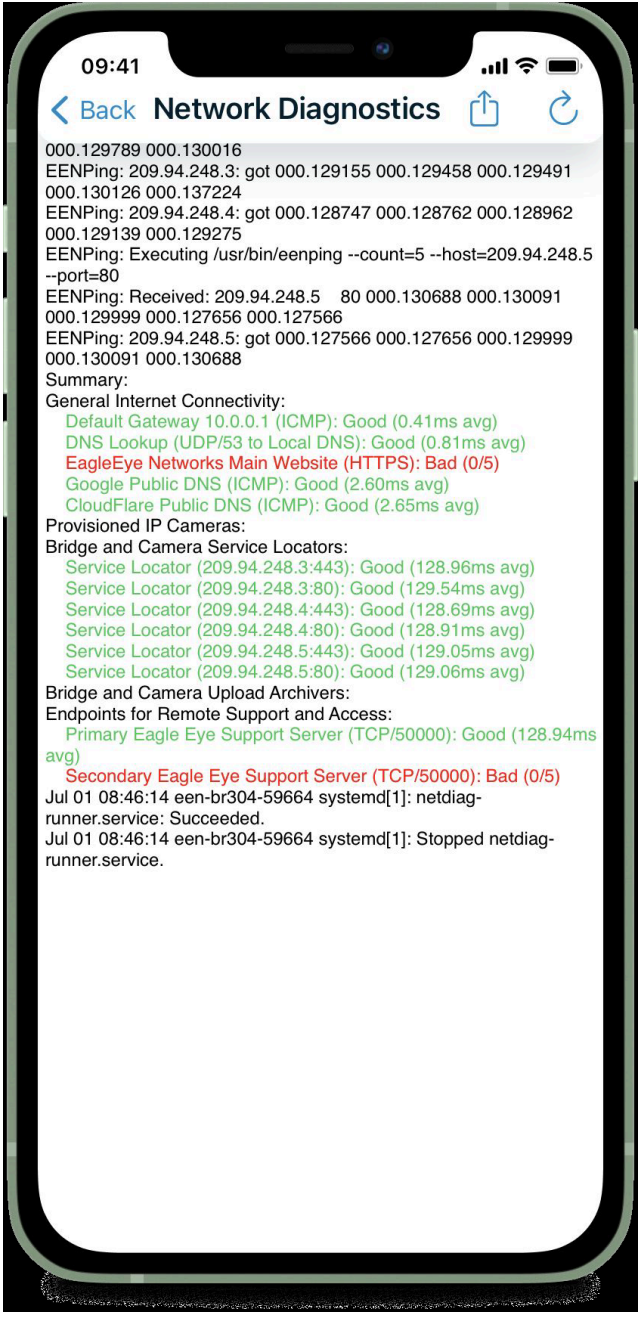
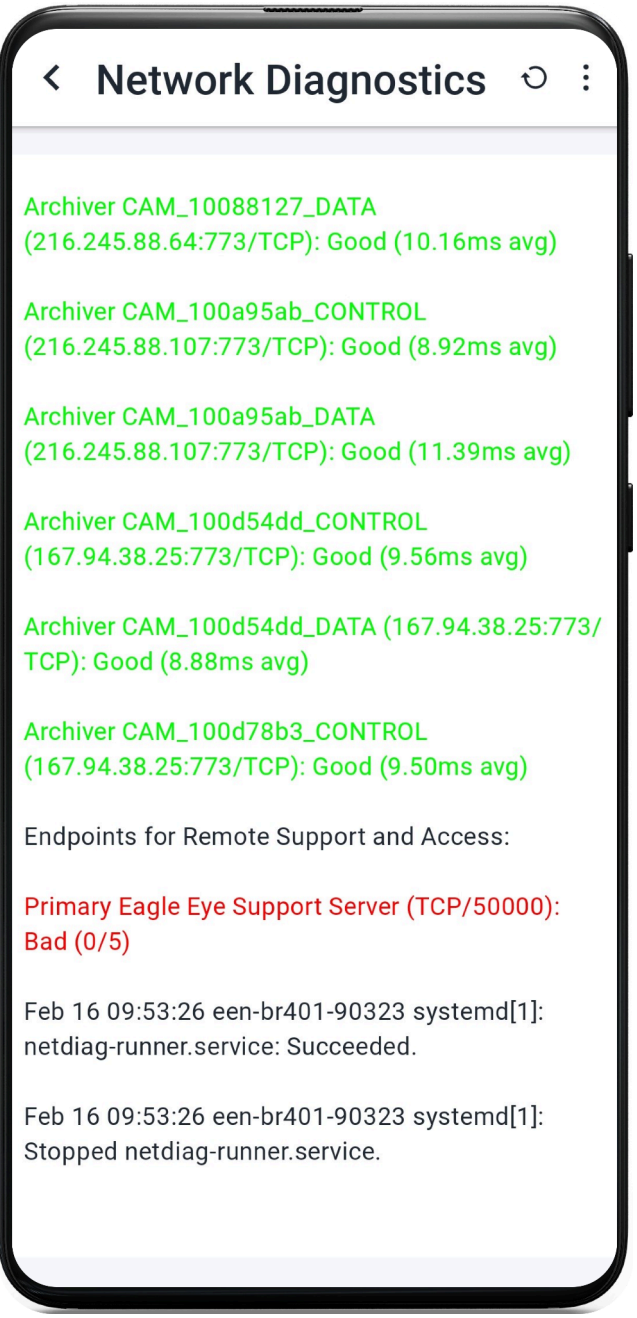
CamLAN Configurator (iOS)



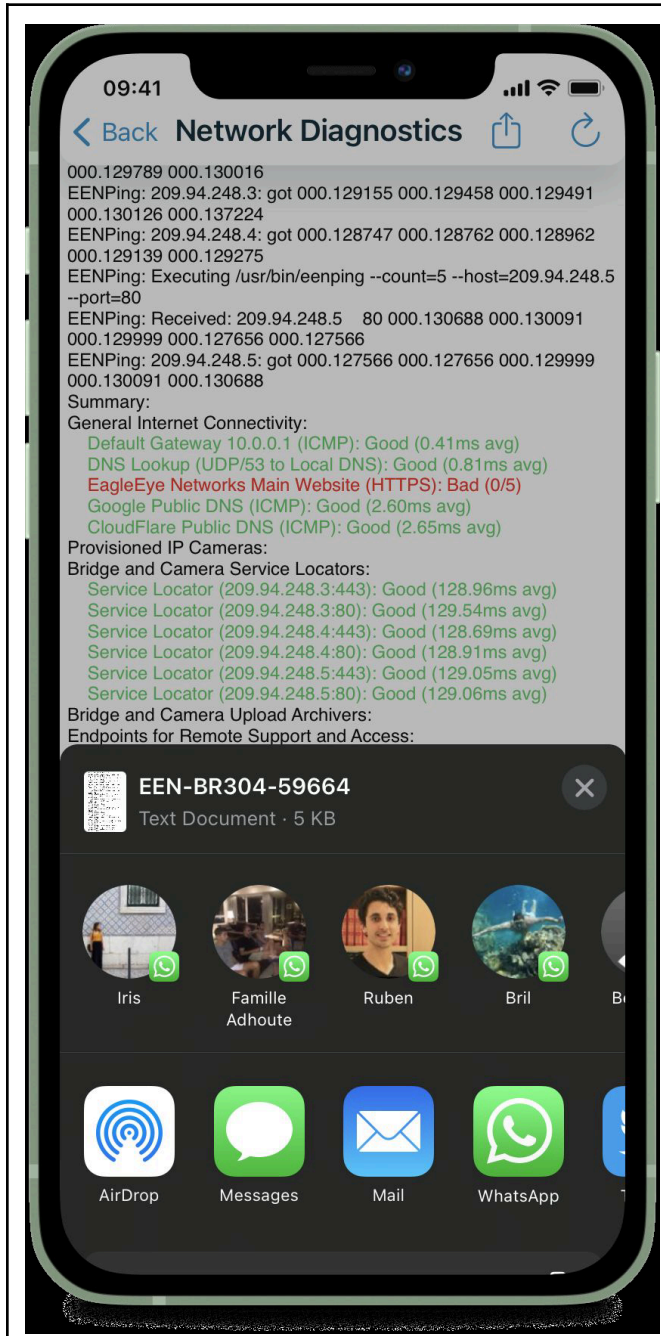
CamLAN Configurator (Android)

Diagnostic Workflow for iOS and Android Versions

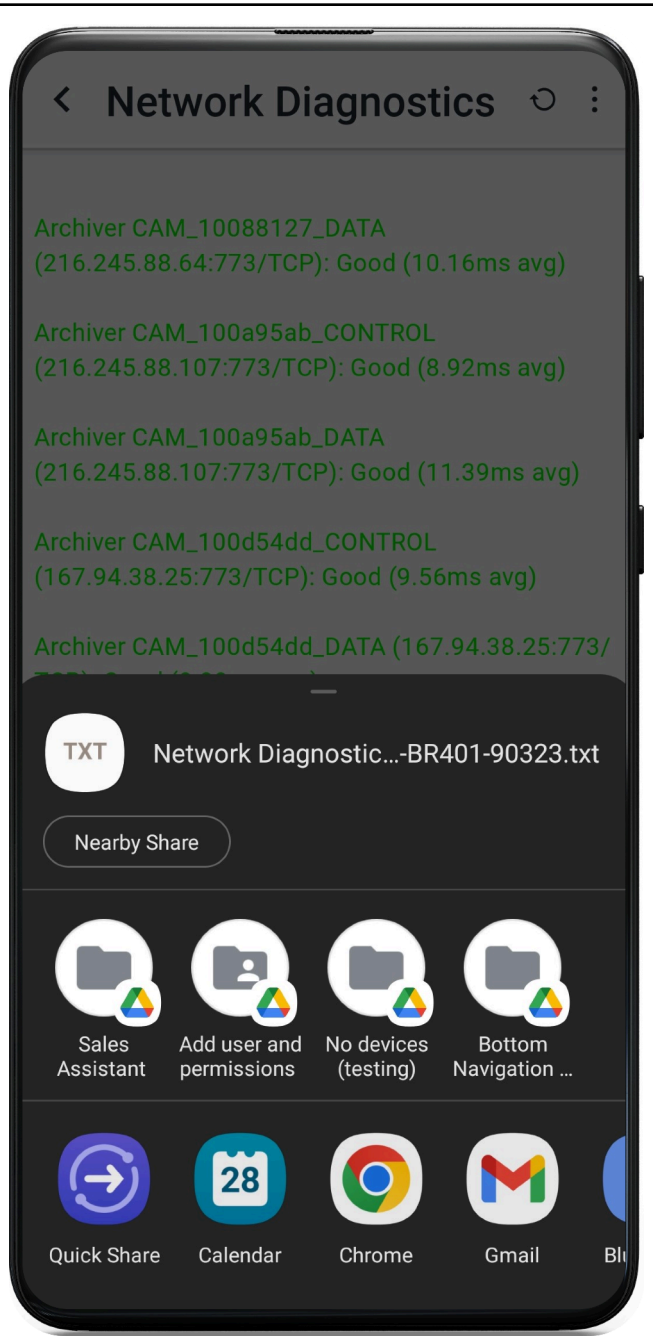
On the Mobile Bridge Configurator home screen, select Network Diagnostics to run diagnostics on the Bridge/CMVR. After the diagnostic run is complete, the Network Diagnostics appear on a new screen, where you can view clear and distinct logs, restart diagnostics, and share logs.

 <p>09:41 < Back Network Diagnostics [share] [refresh] 000.129789 000.130016 EENPing: 209.94.248.3: got 000.129155 000.129458 000.129491 000.130126 000.137224 EENPing: 209.94.248.4: got 000.128747 000.128762 000.128962 000.129139 000.129275 EENPing: Executing /usr/bin/eenping --count=5 --host=209.94.248.5 --port=80 EENPing: Received: 209.94.248.5 80 000.130688 000.130091 000.129999 000.127656 000.127566 EENPing: 209.94.248.5: got 000.127566 000.127656 000.129999 000.130091 000.130688 Summary: General Internet Connectivity: Default Gateway 10.0.0.1 (ICMP): Good (0.41ms avg) DNS Lookup (UDP/53 to Local DNS): Good (0.81ms avg) EagleEye Networks Main Website (HTTPS): Bad (0/5) Google Public DNS (ICMP): Good (2.60ms avg) CloudFlare Public DNS (ICMP): Good (2.65ms avg) Provisioned IP Cameras: Bridge and Camera Service Locators: Service Locator (209.94.248.3:443): Good (128.96ms avg) Service Locator (209.94.248.3:80): Good (129.54ms avg) Service Locator (209.94.248.4:443): Good (128.69ms avg) Service Locator (209.94.248.4:80): Good (128.91ms avg) Service Locator (209.94.248.5:443): Good (129.05ms avg) Service Locator (209.94.248.5:80): Good (129.06ms avg) Bridge and Camera Upload Archivers: Endpoints for Remote Support and Access: Primary Eagle Eye Support Server (TCP/50000): Good (128.94ms avg) Secondary Eagle Eye Support Server (TCP/50000): Bad (0/5) Jul 01 08:46:14 een-br304-59664 systemd[1]: netdiag-runner.service: Succeeded. Jul 01 08:46:14 een-br304-59664 systemd[1]: Stopped netdiag-runner.service.</p>	 <p>< Network Diagnostics [refresh] [menu] Archiver CAM_10088127_DATA (216.245.88.64:773/TCP): Good (10.16ms avg) Archiver CAM_100a95ab_CONTROL (216.245.88.107:773/TCP): Good (8.92ms avg) Archiver CAM_100a95ab_DATA (216.245.88.107:773/TCP): Good (11.39ms avg) Archiver CAM_100d54dd_CONTROL (167.94.38.25:773/TCP): Good (9.56ms avg) Archiver CAM_100d54dd_DATA (167.94.38.25:773/TCP): Good (8.88ms avg) Archiver CAM_100d78b3_CONTROL (167.94.38.25:773/TCP): Good (9.50ms avg) Endpoints for Remote Support and Access: Primary Eagle Eye Support Server (TCP/50000): Bad (0/5) Feb 16 09:53:26 een-br401-90323 systemd[1]: netdiag-runner.service: Succeeded. Feb 16 09:53:26 een-br401-90323 systemd[1]: Stopped netdiag-runner.service.</p>
<p>Network Diagnostics (iOS)</p>	<p>Network Diagnostics (Android)</p>

Logs are saved in a text file, and the file name is the Bridge serial number. You can share log files using your phone's communication app.



Share Network Diagnostics (iOS)



Share Network Diagnostics (Android)

Troubleshooting

Try the steps below if you have trouble logging into or configuring the Bridge/CMVR.

1. Make sure you are not logged into a demo account.
2. Unplug your phone and plug it in again.
3. Plug the cable into your phone after you have logged to the EEN account.
4. Be sure the cable is securely attached to your phone and the Bridge/CMVR.
5. Restart your phone and repeat the steps.
6. Reboot the Bridge/CMVR.
7. Call support at the phone number for your region:
 - US: +1-512-473-0501
 - EMEA: +31 (0) 20 26 10 460
 - APAC: +81-3-6869-5477