

Wisenet WAVE 4.1 User Manual

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Working with Wisenet WAVE

Wisenet WAVE is a Video Management System (VMS) comprised of 4 primary components:

- Media Server
- Desktop Client
- Mobile Client
- Cloud

Wisenet WAVE has a unique Client-Server hive architecture where the server application discovers devices and manages system users and data.

The following Client applications allow operators to access and manage their System(s) with an intuitive GUI:

- [Wisenet WAVE Desktop](#)
- [WAVE Mobile](#)
- [Wisenet WAVE Server Web Admin](#)
- [Wisenet WAVE Cloud Admin](#)

The server application is used primarily to retrieve and record videos from cameras, store and manage video archives, and to track and react to certain events.

The client applications are used to view live or recorded videos and to manage servers and cameras.

Server



Server icon



Current Server icon (The small user outline on the right side indicates the server to which you are currently connected.)

"Server" in this manual can refer to either the server application (called the Media Server) or the computer on which the Media Server application is installed. The maximum recommended number of cameras per server is 128.

Servers can:

1. Receive video streams from cameras
2. Manage camera settings
3. Record video from cameras to internal or external storage
4. Process and analyze video – for example, detect motion
5. Manage user database and access levels
6. Track certain events and react to them
7. Work with different hardware devices – for example, NVRs, I/O modules, or door locks

System

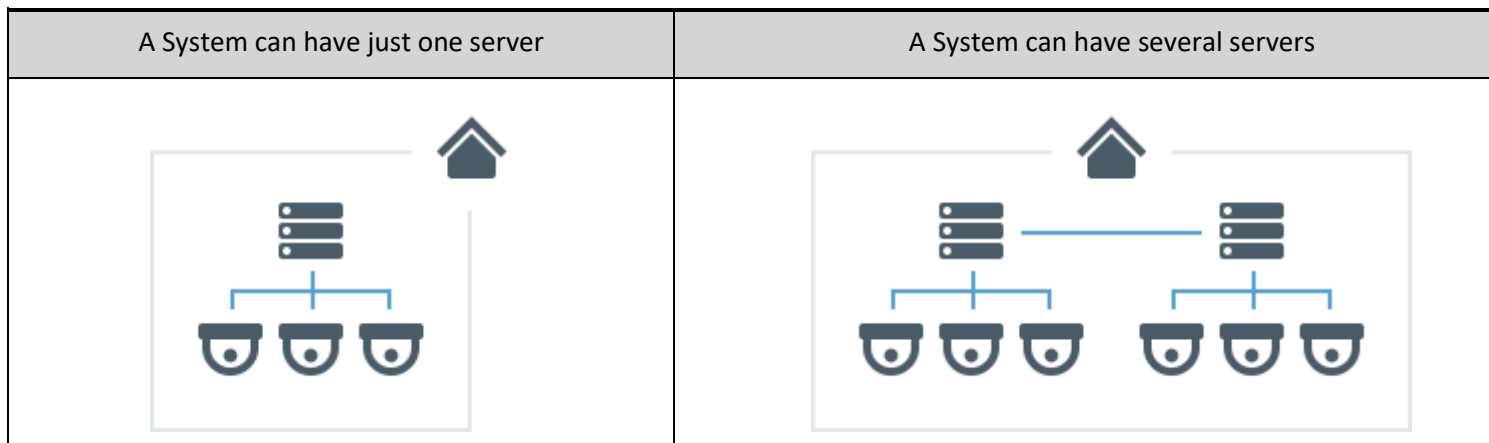


System icon



Camera icon

A System is made up of one or more servers, their connected streaming devices (IP Cameras, I/O devices), streams (RTSP, HTTP, UDP), storage (HDDs, NAS, DAS, etc), and connected Desktop, Mobile, or Web client applications. Multiple servers can be tied together as a System – for example when there are several locations with cameras, or if the total number of cameras is too large to process with just one computer, or in order to improve system stability. The maximum recommended number of servers per system is 100 and the maximum recommended number of resources (Cameras, NVR channels, I/O modules, etc.) per system is 10,000 (if a user reaches 100 servers in a system, the maximum recommended number of cameras per server is reduced to 100).



If there is only one server, there is little difference between the server and the System, and they can be considered equivalent. However, with more servers in a System the differences will become significant.

All servers in a System are equal and each of them has all the information about all cameras, users, and settings in the System. Video archive, however, is not shared. Recorded video is stored only on the server to which a camera is connected.

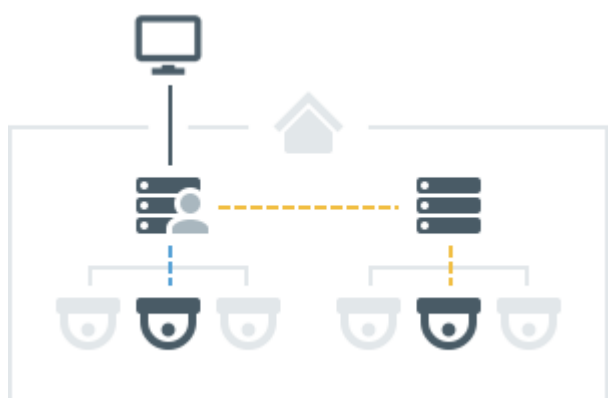
Therefore, if you replace one server in the System with a new one (e.g., for an update or repair), all System settings will be retained – but the video archive recorded on the old server is not.

Client

 Client icon

Client applications can connect to servers, and can show live or recorded video from cameras in the System. Clients are also used to manage the System, server, and cameras settings.

A client can be connected to different servers, but only to one at a time. However, any number of clients can be connected to one server at any time. If the client is connected to a single server in the System, it has access to the entire System through this server – to all other servers and cameras, System settings, and camera settings.



Desktop Client

Our most powerful Client application. Available on Windows, MacOS and Ubuntu Linux.

1. Connect to any server
2. View live streams
3. Playback recorded video and local video files
4. Playback up to 64 videos simultaneously
5. Advanced camera controls – PTZ, 2-way-audio, I/O ports, etc.
6. Built-in web browser
7. Manage cameras, System, and server settings
8. View event logs and user behavior logs

Mobile Client

Available on Android and iOS.

1. Connect to any server
2. View live streams
3. Playback recorded videos
4. Camera controls – PTZ, 2-way-audio
5. Smart Search
6. Push Notifications

Web Client

Also called "Web Admin". Can be opened in any modern web browser.

1. Server specific
2. View live streams
3. Playback recorded videos
4. Can be used to manage a very limited number of System and server settings

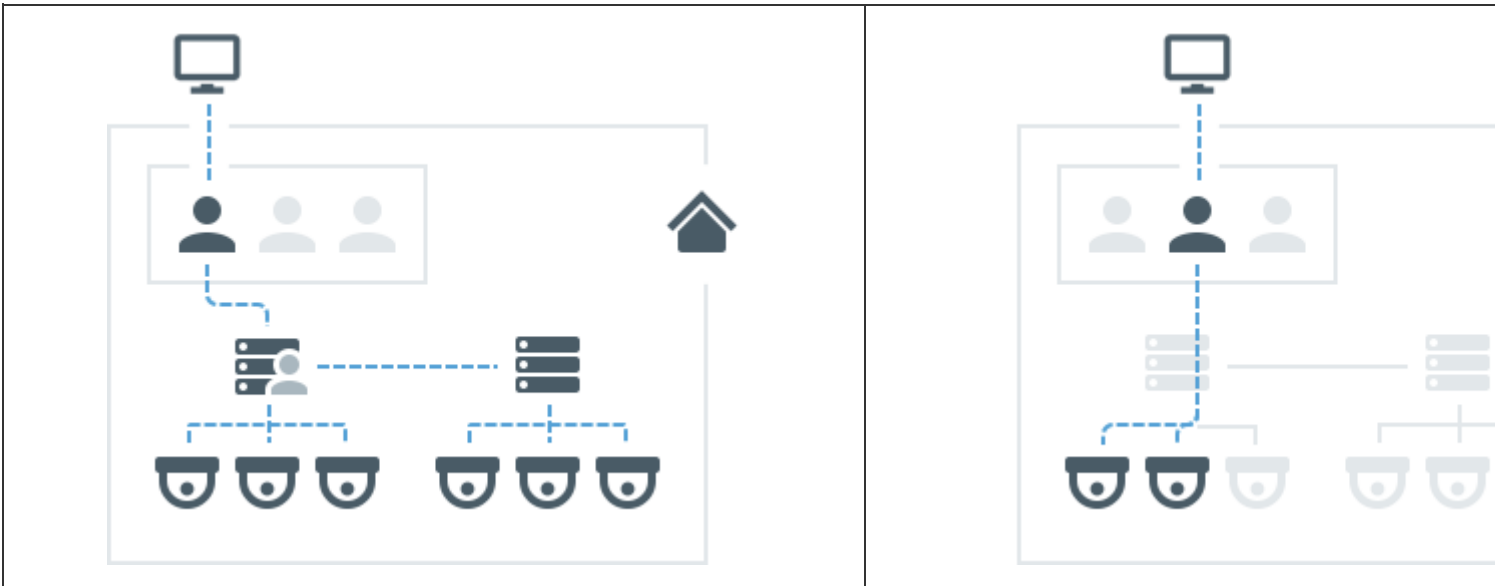
Users

 User icon

Every System has a list of user accounts that are allowed access. To log in to a System you must be an authorized user. Every System has a special Administrator user account with **Owner** rights. **Administrator** rights can be granted to other users only by the Owner of a System. Users can be added to or deleted from the System by the Owner or other Administrators. A **Cloud** user has access to all servers that are connected to **WAVE Sync** (see [Connecting System to WAVE Sync](#)). An Administrator can specify every parameter of a new user (name, password, email, etc.), and can manage these parameters in the future. Each user can have different rights within the System. **For example, a user account with limited access rights might not be able to see specific servers or resources on those servers, but would still be able to connect to those servers.**

Some users have access to everything in the System and can edit or manage its settings.

Other users only have access to a few settings or only certain cameras.



The term user can mean the same thing as the term account, or it can refer to a physical person. A given person can have multiple accounts – for example, different accounts to access different Systems, or different accounts with different access rights to a single System. "User Roles" are used to easily assign the same set of access rights to multiple users. The maximum recommended number of users per system is 1,000.

WAVE Sync

 Cloud icon

An important part of Wisenet WAVE is WAVE Sync. It is a cloud service hosted on the Internet and extends functionality of Wisenet WAVE Systems.

In addition to the default functionality, WAVE Sync also gives the ability to:

1. Log in to multiple Systems with a single account
2. Connect to servers through the internet even though they don't have an external IP address
3. Add users to your Systems via an email invite

To access Cloud features, a System must be connected to the cloud – which makes it a **Cloud System** (as opposed to a **local System**).

Cloud Account

To interact with WAVE Sync you have to create a **Cloud account**. With it, you can:

1. Log in to Cloud systems in the same way as with a regular user account
2. Log in to Cloud systems from desktop and mobile clients
3. [Logging in to WAVE Sync](#)
4. [Connect your Systems to WAVE Sync](#)
5. Restore a password using your email address

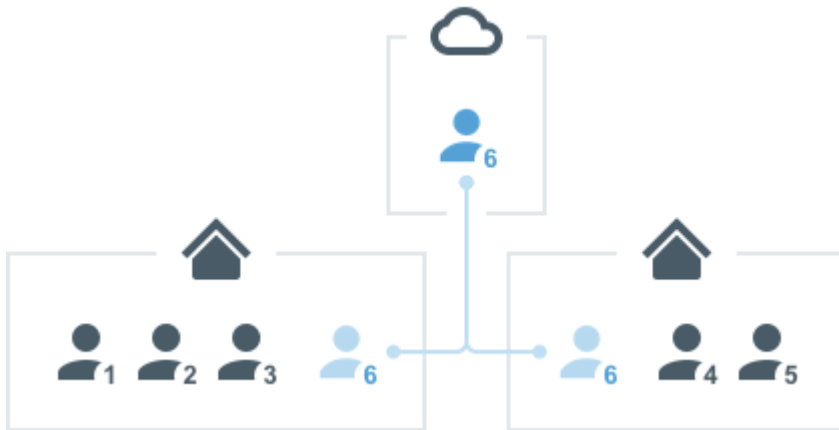
Users with Cloud accounts are also referred to as Cloud users. Users with regular accounts or local accounts are referred to as Local users.

Local accounts belong to the System, and cannot be moved elsewhere or used in the different services.

Cloud accounts do not belong to any System, so System Administrators are not able to create a new account – they can just add an account to their System, and grant some rights to this account. To do that they specify only

the account itself – all other parameters, such as name and password, are defined by the Cloud account Owner themselves.

In the diagram below, users 1–5 are Local user accounts – they exist only in the System databases and are managed by System Administrators. User 6 is a Cloud user – the account is the same for both Systems, and is managed on the Cloud Portal by the Cloud account owner. The System database has information about this account but cannot manage it.



Connecting a System to WAVE Sync

To connect a System to WAVE Sync, you must log in to the System using the owner's account. In the WAVE Sync tab of the System Administration dialog, specify the Cloud account that the System will be associated with. This account will also receive Owner's access permissions and be displayed in the interface as the System Owner.

After a System is connected to WAVE Sync, it has access to all Cloud features, and can be disconnected from WAVE Sync at any time. After being disconnected, a System becomes a local System again. The Cloud owner and all other Cloud users will be deleted, but other settings and video archive will not be affected.

Cloud Portal

1. Cloud accounts can be created on the Cloud Portal – a web service which is independent of any System and available to everybody.
2. On the Cloud Portal you can see all your Cloud Systems, view video, and edit some of the settings.
3. You can log in to all Systems associated with your Cloud account from the client Welcome Screens.

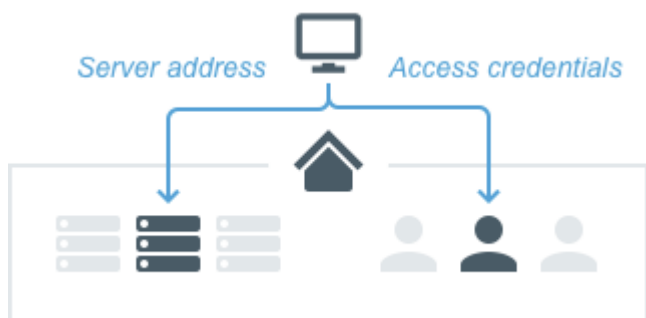
Background: Connecting to a System

In order to gain access to cameras and other devices, a user must be connected to a Wisenet WAVE **System**. A System consists of one or more **servers**. Available functionality does not depend on which server you are connected to.

Sometimes the term "log in to a System" is used interchangeably with "connect to a server". In fact, to establish connection with a Wisenet WAVE server you must do both – connect to the server using its IP address and a specific port, then log in to the System using your individual access credentials.

Connecting to a known server

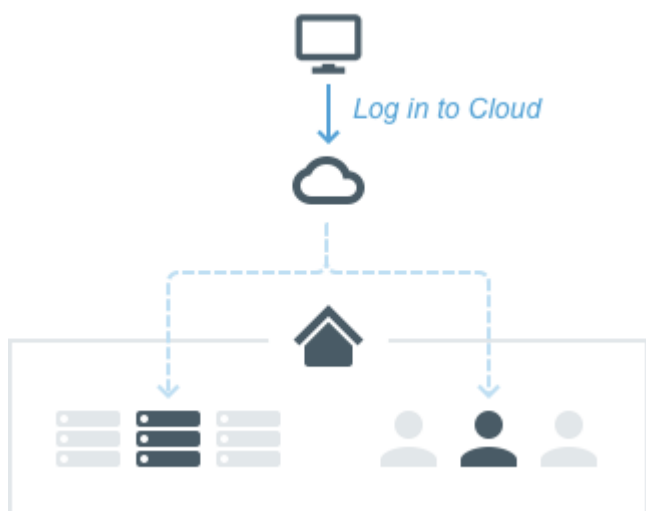
To connect to a server you must specify the server (i.e. host) IP address and port, then your Wisenet WAVE account login and password. In desktop and mobile clients, the server address is entered into a designated field. In the web client, you enter the server IP address and connection port in the address line of the browser, and then a login and password in a subsequent dialog.



Both Cloud and Local accounts can be used to connect to a server in this way. In rare cases, Cloud accounts may not work if the System you are connecting to doesn't have connection to the internet and you never logged in with this account to this System before. Local accounts should always work.

Connecting after you have logged into the Cloud

Another way to connect to a server, if it belongs to a System which is connected to WAVE Sync, is to log in to WAVE Sync in the client. After that, if you are not currently connected to a server, you will see a list of all your Cloud systems, and be able to log in to any of them by simply clicking on the associated icon. Your Cloud account will be used to log in, and because you are already logged in to the client with that account, you will not have to enter your access credentials again.



The server to which you will be connected will be determined automatically based on which server has the best uplink. If your System is connected to the Cloud, you still can connect to a known server by entering its address and the appropriate credentials.

Opening and Closing Wisenet WAVE Desktop Client

To open the latest version of Wisenet WAVE Desktop Client

Click on the Wisenet WAVE shortcut icon on your PC or mobile device interface to launch the [Welcome Screen](#).

If for some reason you need to use an executable file, the `applauncher.exe` executable is recommended as it launches the newest installed version of the client. In addition, if another executable is used, it is possible that client restart will not work during auto-updates, and restart to compatibility mode and interface language changes may be disabled.

Note that if your client version has been auto-updated there may be other executable files in other folder locations than the following default initial installation locations.

Windows

- From desktop: click on the Wisenet WAVE shortcut icon
- From Start Menu: go to **Start > Programs > Hanwha > Wisenet WAVE**
- From the installation folder: click on the executable file. The default location is `C:\Program Files\Hanwha\Wisenet WAVE\Client\<VERSION>\Wisenet WAVE Launcher.exe`

On Windows only it is also possible to automatically launch Wisenet WAVE when a computer starts up:


1. Go to **Main Menu > Local Settings > General** tab
2. Check **Run Application when PC boots up**
3. Click *Apply* to accept changes, *OK* to save changes and close the dialog, or *Cancel* to discard changes.

Linux

- Click on Wisenet WAVE shortcut icon
- From the installation folder: `/opt/hanwha/client/<VERSION>/bin/applauncher`

MAC

- Use the Wisenet WAVE shortcut icon located in Applications or Launchpad
- From the installation folder: `/Applications/Wisenet WAVE.app/Contents/MacOS/applauncher`

 **IMPORTANT:** In order to display video and graphics properly, it is important to have the most current video drivers installed. If current video drivers are not installed, a warning will display prompting you to update your installation.

Launching in Configuration Mode

The Wisenet WAVE Client detects PC system configuration automatically. If the CPU and/or GPU are insufficient to render all graphics, the Client will launch in **configuration mode**. This mode restricts functionality as follows to limit CPU load and graphics usage:

- Only one video can be viewed at a time
- Notifications are disabled in the client
- Movement of interface elements is disabled

To close Wisenet WAVE Desktop Client

- Click on the "X" button in the top right corner
- Go to **Main Menu > Exit (Alt+F4)**

Automatic Session Timeouts

You can set the Desktop and Web Clients to automatically close a user session after a specified amount of time. This option is off by default. To turn it on, open **Main Menu > System Administration (Ctrl+Alt+A)**, check **Limit session duration**, enter a timeout length of up to 99, and select **minutes** or **hours**. All System user sessions will close automatically after the specified amount of time regardless of activity level or interaction status within the application. Re-authentication will be required at login.

Launching from command line interface

The Desktop Client can be launched with a command line parameter to define initial layout. This allows programming pop-up like behavior and API access. Multiple parameters may be included but the system address, credentials, and user layout open by default. Please contact Support to learn more about launching the Desktop Client from the command line interface.

Retained Settings

The following values are saved locally and restored when the Desktop Client is relaunched:

- Layouts and tabs opened in the main window
- Stream resolution of items on a layout
- Visibility and pin state of all side panels (Timeline, Resource Tree, Navigation panel, Notification panel)
- Current tab in the Notification panel

Configuring Secure Connections

Wisenet WAVE supports standard connections through HTTP as well as secure connections via HTTPS, where all communications between the client (regular, web or mobile) and server are encrypted.

By default, Wisenet WAVE encryption is disabled. Without encryption, API requests and the server web administration interface can be intercepted and analyzed, and video streams (live and playback) can be intercepted and viewed. However, it is possible to force all servers in the System to accept only secure HTTPS connections. If you are using secure connections, you also have the option to force video traffic encryption. If the connection is not encrypted, the data (users accounts, device access credentials, video traffic etc.) can be intercepted by third parties.

Also by default, the server is installed with a generated self-signed certificate which has the lowest security level. If you use this certificate and use a web browser to connect to the server through HTTPS, a warning message will appear stating that the connection to the site is not secure. This means that using the self-signed certificate is not recommended, even though a secure connection is used. It is therefore recommended to obtain a certificate from an authorized certificate provider and install it on the server that is used for public access (from outside of the local network).

To obtain and install an authorized certificate

1. Obtain a certificate from any certificate provider (for instance, see the list of top ones here: <https://www.techradar.com/news/best-ssl-certificate-provider>).
2. Create a file **cert.pem** with the Private Key and Entire Trust Chain (see the instructions on the certificate provider's web site).
3. Place the **cert.pem** file in the following folder:
 - Windows: **C:\Windows\System32\config\systemprofile\AppData\Local\Hanwha\Hanwha Media Server\ssl**

- Linux: /opt/hanwha/mediaserver/var/ssl
4. Restart the server.

For servers within the local network it is recommended to install the Self-Signed SSL certificate into the Trusted Root Certificate Authorities Store

(<https://specopssoft.com/support-docs/specops-password-reset/reference-material/installing-the-self-signed-ssl-certificate-into-the-trusted-root-certificate-authorities-store/>).

To force secure connections

1. Open **Main Menu > System Administration (Ctrl+Alt+A)**
2. In the **General** tab, check the **Allow only secure connections** checkbox.
3. Apply changes.

 **IMPORTANT:** This setting will affect the following:


- [Generic Events](#) should be reconfigured in the external system. All integrations configured to work with HTTP need to be updated and tested.
- API calls – all external systems that use API for integrations should be re-configured to use HTTPS and then tested.

Once HTTPS is enabled, the first time you attempt to log onto a server's web page, the browser may first display warnings that indicate a bad certificate and insecure connection ("Your connection is not private. Attackers might be trying to steal your information..."). This is not the case. The warning is a safety feature due to the self-signed certificate on the server. The connection will in fact be more secure.


4. To proceed using an HTTPS connection, click on the word **Advanced**, then click the **Proceed to [xxx.x.x.x] (unsafe)** link to log in. You should only need to do this the first time the HTTPS connection is established.

To enable encrypted video traffic (only available if system is configured to use secure connections)


1. Open **Main Menu > System Administration (Ctrl+Alt+A)**.
2. In the **General** tab, check the **Encrypt video traffic** checkbox.

 **IMPORTANT:** Encrypting video traffic will significantly increase CPU usage on the server, so it should not be used if a System has servers installed on weak computers or ARM devices.

Logging in to WAVE Sync

The cloud icon  in the [Navigation Panel](#) opens a dialog where you can login or logout of WAVE Sync or create a WAVE Sync account.

To Log In to WAVE Sync from the Desktop Client

1. Click the  icon in the Navigation Panel.
2. Enter your email and WAVE Sync password, then click on the **Log In** button.


Once connected, your email address will be displayed next to the cloud icon, and you can click on it to open the WAVE Sync portal, log out from WAVE Sync, or change your Cloud account settings.

Note that you can connect to a server with the WAVE Sync login even if the internet connection is temporarily unavailable.

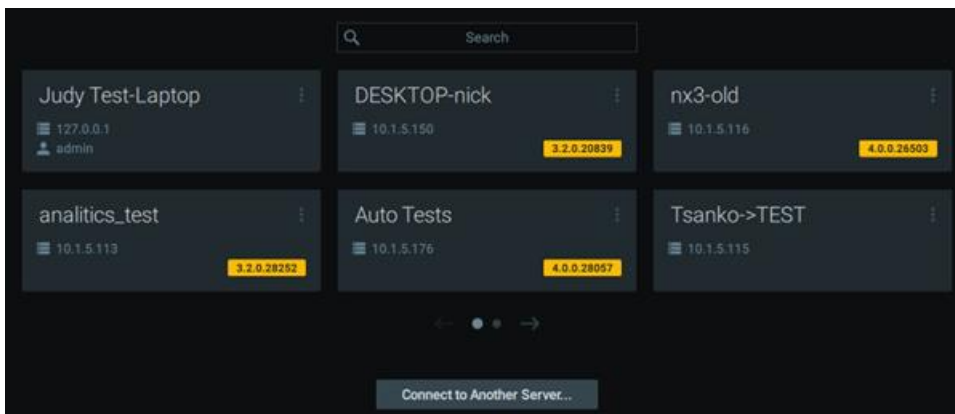
After several unsuccessful attempts to log in, connect to, or disconnect from a Cloud account, all log in attempts will be denied for 1 minute.

Connecting to System from the Welcome Screen


When Wisenet WAVE Client is first launched, the **Welcome Screen** (shown below) automatically detects and displays the Systems in your local networks and Systems that have been recently accessed. Local Systems can be accessed with a username and password. If a user is logged into WAVE Sync, Cloud Systems are also displayed. No login is required to open WAVE Sync portal. See "[Logging in to WAVE Sync](#)" for details.

 **Note:** When accessing a cloud connected multi-server System, the Desktop Client attempts to connect to the server with the best uplink. Alternatively, you can choose a specific server in the System for the Desktop Client to connect to, if unreachable, it attempts to connect to another server.

Up to eight System tiles are displayed on the Welcome Screen, with a new page opening for each group of eight. When more than one page is open, you will see navigation arrows below the System tiles, with a dot that indicates the position of the current page. To search for a specific System, use the search bar above the tiles. Systems that are unavailable at the moment are grayed out and may be deleted from the display. If a system is hidden, it will not be shown in the list of tiles.



The Client can connect to Systems running different version of Wisenet WAVE. The product version is displayed in a yellow block on the lower right corner of the System tile if it is not the same version as the Client. If a System is incompatible with the Client, the block will be red. See "[Launching Wisenet WAVE in Compatibility Mode](#)" for information on resolving client/System version discrepancies.

 **IMPORTANT:** Compatible hardware supports Safe Mode booting. The hardware boots up in Safe Mode if something has happened during a previous boot. In this case it is possible to connect to a server, but it is not possible to perform any configuration.

To Connect to a System

Click on the tile for the desired System. If it is compatible with the client a connection dialog will open.

- Enter a login and password.
- Optionally, check **Save password** so in the future clicking on the tile will connect directly to the System using the saved credentials.
- Optionally, check **Auto-login** to bypass the Welcome Screen in the future and instead connect directly to the System when Wisenet WAVE launches.

- Click **Connect**.

If there are 10 or more unsuccessful attempts to log in from a given IP address within 5 minutes, all log in attempts from that IP address will be denied for 1 minute.

To Edit or Hide a System Connection

For local Systems that are online, a context menu is available that lets you edit or hide the System tile. Right-click on a tile or click on the three dots in the upper-right corner to open this menu.

Edit expands the tile to the connection dialog without logging to the System. This is useful, for example, if you need to log in using a different account or server address, but a password is saved or auto-login is in enabled. Fields that can be edited will display a pencil icon when the cursor hovers over them. You can change your IP address and **Login** information and choose your desired settings for **Save password** or **Auto-login**.

Hide simply moves the System tile to the end of the display queue (last tile on last page) when a System is online. (For an offline System, an "X" button appears on the System tile. Clicking this X button removes the System completely – the tile won't appear on the Welcome Screen again unless the System is online.)

Working Offline

Even when you are not connected to a System, the Welcome Screen main menu provides the following:

- *Connect to server* – lets you connect to a specific server using its IP address (see "[Connecting to a Specific Server](#)").
- *Browse Local Files* – use the Welcome Screen as a media player (see "[Playing Local Video Files in Wisenet WAVE](#)").
- *New* – launches a Welcome Screen in a new window.
- *Start Screen Recording* – **toggles the recording of the entire screen** (see "[Screen Recording \(Windows Only\)](#)").
- *Local Settings* – opens the Local Settings dialog where you can choose language, display time and other global setting (see "[Customizing Look and Feel of Wisenet WAVE](#)").
- *About* – displays important System and network configuration information (see "[Collecting Additional Information](#)").
- *Exit* – closes the window (**Alt+F4**)

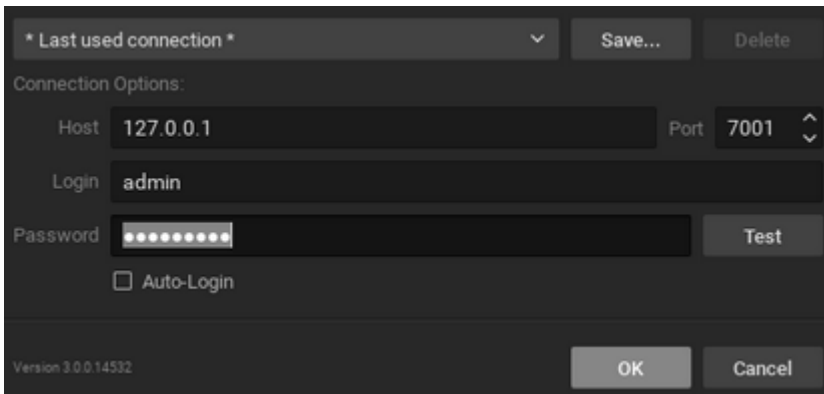
Connecting to a Specific Server

If the client is not connected to a server, a user can only access **Local Files** (see "[Playing Local Video Files in Wisenet WAVE](#)").

To Connect to a Specific Server

Use the *Connect to Server* dialog to connect to a specific server, log in using a different user name, or enter new server coordinates or login credentials. If the operation is canceled, the current user will still be connected to server.

Open **Main Menu** and choose **Connect to (Another) Server** to open the connection dialog shown below.



The easiest way to connect is to use one of the auto-discovered servers. **Last Used Connection** is selected by default.

To use a different predefined connection, click on the **Last Used Connection** drop-down list. Saved sessions are listed first, then auto-discovered servers by System name – server IP address in alphabetic order. Note that a server may have several network interfaces. In that case, one will be chosen at random to display in the drop-down list. Also, Wisenet WAVE automatically detects product version and will list a server in red if it is using a different version than the client. In the case of a multi-server environment, if several servers with the same System name are discovered it is possible to connect to any one of them.

To Enter Connection Details Manually

The following values are required:

Host – IP Address or address of the computer server is installed on (`localhost` or `127.0.0.1` for All-in-One installation).

Port – IP Port for access to server (7001 by default).

Login and **Password** to connect to server. If connecting for the first time, use "admin" as the login name. Use the same password that was set up during the initial installation.

Test – Press to check connectivity to a server. The following may cause connection errors:


- Server is not available
- Specified IP Address is incorrect or inaccessible
- Specified port is incorrect
- Server is stopped
- Login and/or password are incorrect
- Server and client are incompatible with each other because they are running different Wisenet WAVE versions. In this case compatibility mode will be suggested.

Auto-Login – Check this option to save login credentials. When the client is launched again, it will connect to the server automatically using the pre-established login and password combination.

To Save and Restore Connection Details

- To save a set of connection details, press **Save**. In the *Save connection as* dialog that opens, enter or change the connection name and if desired check the **Save password** option. Click *OK* to add it to the drop-down list, or you can *Cancel* the operation.

- To delete details of a stored connection, select it from the drop-down list, click **Delete**, then click *Delete* or *Cancel* in the confirmation dialog that follows.
- If the last connection was not properly saved, the software will use connection data from the previous launch (** Last Used Connection **).

 **Note:** Passwords are not stored in saved connection details unless the **Save password** option is enabled.

To Log Out

Go to **Main Menu** and choose **Disconnect from Server (Ctrl+Shift+D)**

Connecting to Wisenet WAVE via Mobile Client

Wisenet WAVE **Mobile Client** provides the following features:

- View live streams from cameras
- Search through recorded archive
- PTZ camera control
- Fish-eye camera dewarping
- Two-way audio
- Soft triggers
- Push notifications

The mobile client is available for Android and iOS platforms. It is compatible with Wisenet WAVE versions 2.5 and higher. Requires iOS 11+ or Android 5+.

Opening Wisenet WAVE Web Client

The Wisenet WAVE **Web Client** provides the following features:

- Owner-level server and System controls
- Live stream viewing
- Playback of archived video
- Server health, storage and log viewing
- Access to developer tools and API documentation

To Open the Web Client



1. Enter //{server IP address:7001} in a web browser.

If the default 7001 port does not work, you can open the Web Client interface through the Desktop Client (right-click on the server in the Resource Tree and choose **Server Web Page**).

You can open Web client from the Tray Assistant. Click the Wisenet WAVE tray icon and choose **Server Web Page**.

2. In the login dialog that opens, enter your standard login and password credentials. (You will be able to check or edit the port setting on this page).

The Web Client can be opened on mobile devices as well.

 **Note:** If a System contains multiple servers, the web interface will control the server to which the client is connected (as indicated by the  icon in the Resource Tree).

Connecting System to WAVE Sync

Once logged in to WAVE Sync, a user gains access to all servers that are connected to WAVE Sync. See "[Connecting to System from the Welcome Screen](#)".

The following operations are possible:

- Log in to any System without entering credentials
- Share access to WAVE Sync
- Share Systems with users and create custom user roles


To Connect a System to WAVE Sync

1. Open **Main Menu > System Administration (Ctrl+Alt+A)** and go to the **WAVE Sync** tab.
2. Click **Create WAVE Sync Account** to open a registration form in the WAVE Sync portal.
3. Click **Connect System to WAVE Sync** and log in to WAVE Sync.

Once connected, the System will be displayed in the WAVE Sync portal and will be accessible without a log in. Sharing can be done from within the WAVE Sync portal or by adding a new cloud user via the Desktop Client.

To Disconnect a System from WAVE Sync

1. Open **Main Menu > System Administration (Ctrl+Alt+A)** and go to the WAVE Sync tab
2. Click **Disconnect System from WAVE Sync Account**.

 **IMPORTANT:** Note that disconnecting will cause all users a System is shared with to lose their access.

Initial System Configuration

When Wisenet WAVE is installed, some initial configuration is required. A newly installed server will be displayed as **New Server** on the Welcome Screen, with a prompt to *Click to setup*.

Click on the server tile to launch the setup wizard. It will provide two options, **Setup New System** or **Add to Existing System**.

Setup New System – specify a System name and owner password. The following advanced settings are also available:

- Device setting optimization (see "[Preventing Wisenet WAVE from Changing Manufacturer Settings](#)")
- Device auto discovery (see "[Automatic Device Discovery](#)")
- Usage statistics and crash reports logging (see "[Sending Anonymous Usage and Crash Statistics](#)")

Add to Existing System – if a System contains multiple servers (see "[Configuring Multi-Server Environment](#)"), specify:

- System URL – this value can be auto-discovered. If it is not, the URL format is **Error! Hyperlink reference not valid.**, where <host> is the name or IP address of the server and <port> is the server port (usually 7001)


- Login and password for the existing System

Whether it is a new System or the server is connecting to an existing one, the following settings will be required:

- **Storage** on each server must be configured (see "[Configuring Server and NAS Storage](#)").
- **Devices** must be properly set up (see "[Device Management \(Cameras, Encoders and I/O Modules\)](#)").
- **Recording** settings must be established (see "[Recording Modes](#)"). Remember that a sufficient number of licenses must be obtained and activated (see "[Wisenet WAVE Licenses](#)").

Once storage, device, and recording configuration is complete it is possible to define the following:

- **User Roles** and authorities (see "[Users and User Roles](#)")
- **Layout** configuration (see "[Layout Management](#)")

 **Note:** All servers in a given System have the same "localsystemID" value. This parameter cannot be viewed or edited, it is required for internal processing when servers are merged. If you select "Setup New System," the localSystemId is assigned during initial configuration. If you select "Add to Existing System," the local SystemId is taken from the existing System.


Launching Wisenet WAVE in Compatibility Mode

Compatibility mode lets you launch a compatible version of the client application in order to connect to a server running a different version of Wisenet WAVE. The client downloads another version of itself to match the server version using the same algorithm as auto-update.

This would be necessary, for instance, when Wisenet WAVE is installed at multiple sites (home, work, etc.) and only one installation has been updated to the current version. In that particular case, the System will have different versions and one client should connect to another System (client at home connects to System at work). Systems of different versions are highlighted in red in the login dialog and in yellow on the Welcome Screen.

When a client is connected to a server, all component versions are checked and a warning will open if the component versions differ from one another. A message will open specifying the version for the client and server, and prompting you to restart in compatibility mode. Click **Restart** to connect to the server.

In some instances, it may be necessary to download additional files for the compatibility pack. Once the download is complete, the client should be restarted.

 **IMPORTANT:** The best practice is to have the same product version installed on all System components. If some of the components (server or client) in a multi-server System have different versions installed there may be operational issues.

See [Updating Wisenet WAVE](#) for more information.

Updating Wisenet WAVE

Wisenet WAVE provides one-click product updating for an entire System, including servers on different platforms, in different locations and with devices, without the need for individual login to multiple devices.

Updates can be performed over the internet using the latest build available, a specific build number, or locally from a downloaded file or a file on a USB drive. For internet updates at least one System component must have an internet connection, whether it is the Client or another server.

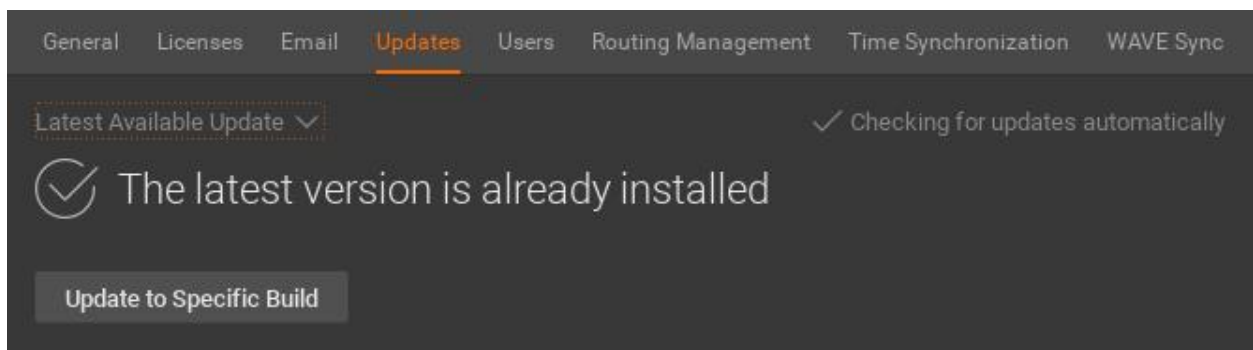
By default, the client and each server downloads the update independently from each other. But, if the server doesn't have internet access, the update can be downloaded via another server that has an active connection. In the event that all available servers are without internet access, the client will provide each server with the desired update file.

When the download is distributed, servers are tracked with a "ready", "skipped", or "failed" status. The Administrator who initiated the update receives specific notifications such as *"Failed to push upgrade package to all servers. Not all servers will be upgraded. Continue?"* This way updating of the System as a whole does not fail because one or more individual servers is offline or unavailable. Download progress is reported graphically on the *Updates* tab for each server.

It is also possible to initiate a manual update for a specific server. If a new product version does not support the current operating system for a blocked server the update process will not start and upgrades for unsupported operating systems can be blocked.

Update files are stored for both the current and target version. This allows clients to update themselves when an installation is started but not finished, or when an old Client tries to connect to a system. Servers will delete files for the current version when an update is canceled or when a new update is started. Similarly, files for the target version are deleted when the target version changes, for example because the update is canceled or another target version is set. Desktop Clients do not delete update files and are not used to update other clients.

Open **Main Menu > System Administration (Ctrl+Alt+A)** to the **Updates** tab for update controls. The tab shows indicates that the latest version is installed or shows which version number is currently installed.



Update notifications

Click on the text in the upper-right corner to choose an update option.

Check for updates automatically performs automatic update checks so that when a new version of Wisenet WAVE is released, a notification will open in the Desktop Client (select the **Force Check** option to check for an update manually – useful when you don't want to wait for the next automatic check to occur).

Check for updates disables update notifications and provides on-demand update checking instead (select the **Disable Automatically Checking** option). Click on **Check Once** to search for the latest version or **Check Automatically** to change the state.

Update version

In the upper-left corner is a drop-down for choosing which version to install:

Latest Available Updates selects the latest product version available.

Specific Build opens a dialog where you can enter a specific *Build Number* and *Password* (available from your support team). If a new build is released to fix a particular issue, the support team may recommend that you update to a specific version.

Browse for Update File lets you search for a local update package that has been downloaded (see Offline updates below).

Update status indicators

- A yellow exclamation mark on the server icon in the Resource Tree indicates that the server version is incompatible with versions of other servers in the system. (These incompatible servers must be updated separately).
- If the version number is shown in green, the current version is the latest one installed on the System.
- If the version number is shown in yellow, it does not have the latest build but can be updated.
- If the version number is shown in red, it does not have the latest build and cannot be updated. (Usually because the update for the particular Server is not found. It is possible the server OS is no longer supported or the package for such a platform was not published).

Online update

1. Open **Main Menu > System Administration (Ctrl+Alt+A) > Updates** tab.
2. Click on **Download**.
3. **Wait for the update to download and then click on Install Update.**

Offline update to the latest available version

1. Open **Main Menu > System Administration (Ctrl+Alt+A) > Updates** tab.
2. Click on **Get Update File** and choose **Copy Link to Clipboard**.
3. Save the link to an external drive so it can be transferred to a computer with Internet access.
4. Paste the copied link into a browser on a computer with Internet access and use it to download the update file.
5. Save the update file to an external drive, then copy it onto the Client PC that is in a private network.
6. On the offline Client PC, open **Main Menu > System Administration (Ctrl+Alt+A) > Updates** tab.
7. Click the arrow on the *Latest Available Update* menu and choose **Browse for Update File**.
8. In the file browser that opens, navigate to the external drive where the update file is saved and open it to start the update process.

Offline update to a specific build

1. Open **Main Menu > System Administration (Ctrl+Alt+A) > Updates** tab.
2. Click on the **Latest Available Update** menu and choose **Specific Build**.
3. In the dialog that opens, enter the build number and a password (this should be provided by support team), then click **Select Build**.
4. In **Main Menu > System Administration (Ctrl+Alt+A) > Updates** tab, click on **Get Update File** and choose **Copy Link to Clipboard**.
5. Follow steps 3 through 8 from the above instructions.

It may be necessary to accept a newer version of the end user license agreement (EULA) to proceed with installation.


During the downloading phase it is always possible to cancel an update. During the installing phase the update cannot be canceled. After all online servers receive "Install" status, a confirmation dialog displays and you will be prompted to restart the Client to the updated version.

Health Monitoring

In addition to [Server Monitoring](#), Wisenet WAVE introduces the Health Monitoring tool that allows you to see if your system is in good shape and displays information such as the performance of the system and if any errors have occurred. It makes managing systems regardless of their size much easier, while also allowing our support engineers to quickly see what's going on when you open a request. See [Contacting Support](#) for more information about submitting a support request.

You can access Health Monitoring from the WAVE Sync portal and [Web Admin](#) page by clicking the Information tab. Health Monitoring in WAVE Sync may have additional functionality not found in the Web Admin.

The Health Monitoring tool provides two main pieces of information: [metrics](#) and [alerts](#). By viewing and understanding the information provided in each of these sections, you will get a quick and comprehensive view of the system's health.

 **Note:** To view basic server usage information in the client, you can use the server monitoring option. (See [Monitoring Servers](#) for details).

Metrics

Metrics are parameters of different components of the System (Servers, cameras, storages, etc.) that can give valuable information about the state of this component. All metrics are aimed at helping investigate problems that could happen during system exploitation. Below are some examples of the parameters you will have access to for each component type:

[System metrics](#)

The number of Servers, camera channels, storage locations, and users, etc.

[Server metrics](#)

CPU/RAM usage, camera channels, server threads, network connections, etc

[Camera metrics](#)

Vendor, model, firmware, video quality settings, etc.

[Storage metrics](#)

Capacity, read/write speed, issues, etc.

[Network Interfaces metrics](#)

IP addresses and i/o rates, etc.

 **Note:** All metrics are erased after the server has been restarted.

System Metrics

The **System** tab contains System-level metrics.

The following information is displayed:

- *Servers* – The number of servers in the System.
- *Camera channels* – The number of camera channels in the System.
- *Storage locations* – The number of storage locations in the System.
- *Users* - The number of users in the System.
- *System Version* - The Wisenet WAVE server version.

Server Metrics

The **Servers** tab contains Server-level metrics.

The following information is displayed:

Server Availability

- *Status* - Current status of the sever (online/offline).
- *Events count: Server Offline (24h)* – Number of times the server went offline in the last 24 hours.
- *Uptime* – Length of time the sever has been active.

Load

- *Total CPU Usage (%)* – CPU usage of the entire machine.
- *CPU used by VMS Server (%)* – CPU usage of the Wisenet WAVE server application.
- *Total RAM Usage* – RAM usage of the entire machine in GB.
- *Total RAM Usage (%)* – RAM usage of the entire machine as a percentage.
- *RAM used by VMS Server* – RAM usage of the Wisenet WAVE server application in GB.
- *RAM used by VMS Server (%)* – RAM usage of the Wisenet WAVE server application as a percentage.
- *Server threads* – Number of threads inside Server processes.
- *Camera channels* – Number of device channels in the System.
- *Decoding threads* – The number of running encoding threads.
- *Decoding speed* – Total decoding speed in megapixels per second, including thumbnails encoding.
- *Encoding threads* -The number of running decoding threads
- *Encoding speed* – Total encoding speed in megapixels per second, including thumbnails encoding.
- *Outgoing Primary streams* – The number of primary media streams that are being taken from the server (including audio-only streams, such as from an I/O module).
- *Outgoing Secondary streams* – The number of secondary media streams that are being taken from the server.
- *Incoming connections* – Number of open incoming sockets, including UDT (TCP over UDP).
- *Outgoing connections* – Number of open outgoing sockets, including UDT (TCP over UDP).
- *Logging level* – The type of logging enabled on the server.

Info

- *Public IP* – Public IP of the server.
- *OS* – Operating System installed on the server.
- *OS Time* – Time as reported by the Operating System.
- *VMS Time* – Time as reported by the Wisenet WAVE server application.
- *CPU Name* – Manufacturer and model of CPU
- *Cores* – Number of cores the CPU has.
- *RAM* – Amount of RAM (GB) installed on the server.
- *Events count: Time Changed (24h)* – Number of times the server's time had to be synchronized.

Activity

- *Transactions per second* – Represents activity with resources settings and information being changed in the internal database (from a moving average over the last 60 seconds).
- *Event Rules activations per second* – Number of times Event Rules have been triggered (from a moving average over the last 60 seconds).
- *REST API calls per second* – Number of HTTP REST API per second (from a moving average over the last 60 seconds). This number does not include API calls for media streaming and data proxying between servers.
- *Thumbnails per second* – Number of thumbnails decoded per second (from a moving average over the last 60 seconds).
- *Active plugins list* – Numbered list of plugins that are currently working on the server.

Camera Metrics

The **Cameras** tab contains Camera-level metrics.

The following information is displayed:

- *Name* – Name of the device.

Info

- *Server* – Name of the server the camera is connected to.
- *Type* – The type of device: Camera, Multi-Sensor Camera, Encoder, NVR, I/O module, or Horn Speaker.
- *IP* – IP address of the device.
- *Recording* – The recording status of the device: On, Scheduled, or Off.

Availability

- *Status* – The connectivity status of the device: Offline, Online, Unauthorized, or Server Offline.
- *Events: Camera Offline (1h)* – Number of times the camera went offline over the past hour.
- *Events: Stream Issues (1h)* – Number of times the stream had issues over the past hour.

Primary Stream

- *Resolution* – The resolution of the primary stream.
- *Actual FPS* – Frames Per Second (FPS) of the stream.

- *Avg FPS drop (10 min)* – Difference between the FPS being targeted and the actual FPS (average over the last 10 minutes).

Secondary Stream

- *Resolution* – The resolution of the secondary stream.
- *Actual FPS* – Frames Per Second (FPS) of the stream.
- *Avg FPS drop (10 min)* – Difference between the FPS being targeted (set in the Advanced tab) and the actual FPS (average over the last 10 minutes).

Storage Analytics

- *Archive* – Length of all archived footage associated with this camera.
- *Recording Bitrate (5min)* – Bitrate for the camera's archive (based on the last 5 minutes of recorded archive).

Storage Metrics

The **Storage** tab contains Storage-level metrics.

The following information is displayed:

- *Name* – Storage location path

Info

- *Server* – Name of the server the storage is installed on.
- *Type* – Types of storage being used (local, smb, etc).

State

- *Status* – Current status of the storage drive:
 - *Online* – Displays when the storage drive is online and not disabled by the user.
 - *Disabled* – Displays when the storage drive is online but disabled by the user.
 - *Inaccessible* – Displays when the storage is offline.
 - *Server Offline* – Displays when the server that the storage drive belongs to is offline.
- *Issues (24h)* – Number of storage issue events within the last 24 hours.

Activity

- *Read Rate* – Storage drive read rate per second (from a moving average over the last 60 seconds).
- *Write Rate* – Storage drive write rate per second (from a moving average over the last 60 seconds).

Space

- *Total* – Size of the storage in GB.
- *VMS Media (%)* – Amount of the storage space occupied by data (as a percentage).

Network Metrics

The **Network Interfaces** tab contains Network-level metrics.

The following information is displayed:

- *Name* – Name of the network interface.

Info

- *Server* – Name of the server the network interface is installed on.
- *State* – Status of the network interface: Up (active), or Down (Disconnected or disabled in the OS).
- *IP* – IPv4-address of the network interface.

I/O Rates

- *IN Rate* – The amount of data received per second on the network interface (in kilobytes).
- *OUT Rate* – The amount of data sent per second on the network interface (in kilobytes).

Alerts

Alerts are representations of metrics that are presented to the user once metrics pass a threshold where they enter into values that should not be reached for that parameter in a healthy system. Alerts can show what's wrong with the system without having to go too far deep in the details. Below are some examples of the alerts you will receive for each component type:

System alerts

Maximum number of Servers or channels per System reached.

Server alerts


Offline event, high CPU/RAM usage, logging level status, encoding threads greater than 2, etc.

Camera alerts

Camera offline event, IP conflict, frame drop, etc.

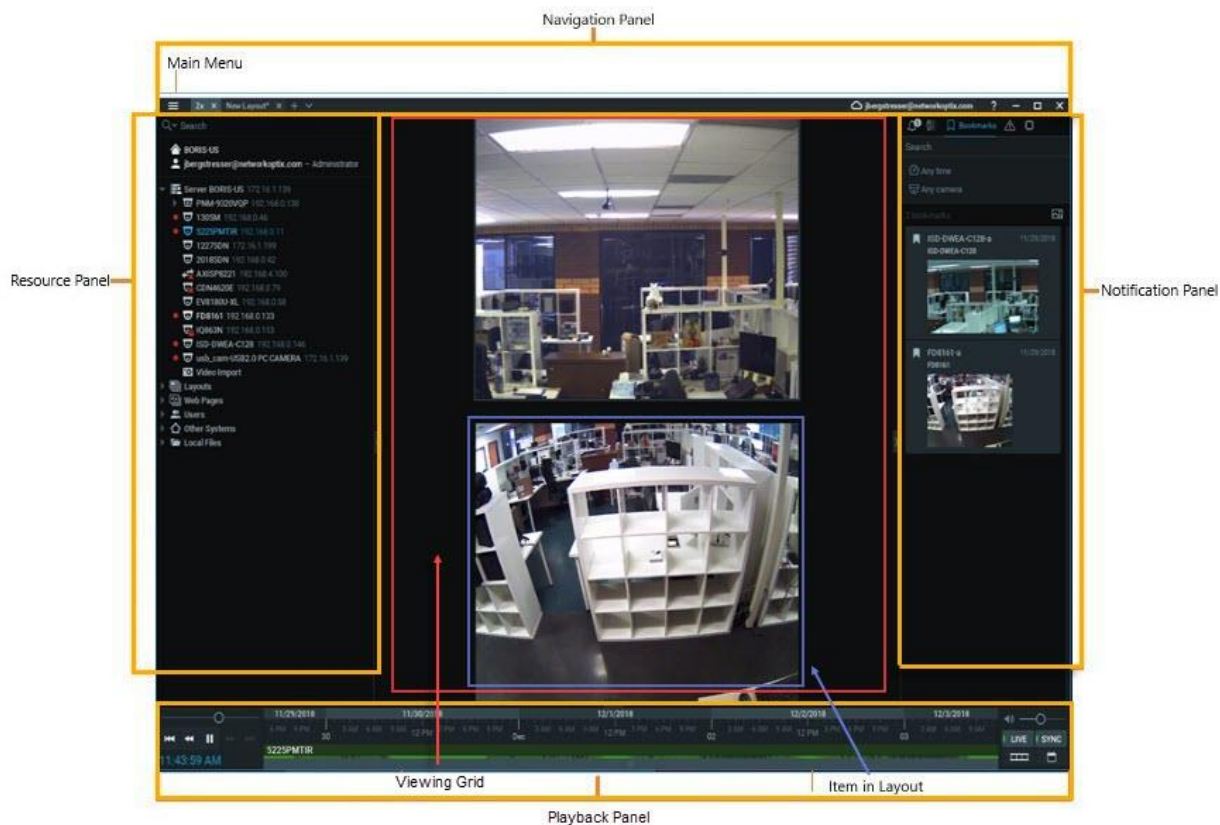
Storage alerts

Storage inaccessible or offline, storage issue in the last 24 hours, etc.

 **Note:** All alerts (including aggregated alerts), are erased after the server has been restarted.

Wisenet WAVE User Interface

Wisenet WAVE user interface includes the following main regions.




Viewing Grid for Layouts

The central [Viewing Grid](#) can display up to 64 individual **Items** – live camera streams, recorded video files, websites, etc.

An arrangement of items in the Viewing Grid is called a **Layout**. Layouts can be named and saved. Multiple layouts can be open at once, each displayed in a separate tab.

Panels

Sliding panels on each side of the Viewing Grid provide management and display tools. These panels can be resized by dragging the inner edge towards or away from the Viewing Grid, and hidden or opened using the directional arrows.

[Navigation Panel](#) (top) – provides access to the **Main Menu** ; tabs for each layout; shortcuts to the WAVE Sync Client and the help system; and standard window sizing controls.

[Playback Panel](#) (bottom) – controls playback of local videos and live streams.

[Resource Panel](#) (left) – displays all servers, **devices** (cameras, analog encoders, DVRs/NVRs, IO Modules), layouts, showreels, web pages, users, other Systems, and local files (video and image files) available to the current user.


[Notification Panel](#) (right) – contains tabs that display tiles for notifications, motion detection, bookmarks, events, and analytics objects.

Each interface element has a **Context Menu** that provides shortcuts to key actions related to that element.

Throughout this help System you will find instructions to use these context menus to access necessary tools.

Right-click on an interface element to open its context menu.

Tooltips and context-sensitive help

Throughout the Client application, you can click on the contextual help icon  to open either a tool tip for the related field or to launch the topic in this help system that describes the related dialog.

Keyboard Shortcut

A set of [keyboard shortcuts](#) speeds access and operation.

Maximizing the Wisenet WAVE Display

The recommended display for Wisenet WAVE is a maximized window. Use one of the following to maximize the application window:


- Click the standard maximize window button ("Go to Fullscreen") in the Navigation Panel
- **Double-click** on the Navigation Panel to toggle between a maximized or scaled window
- Press **Alt+Enter** to toggle between a maximized or scaled window
- Press **F11** to simultaneously maximize the current layout and hide all side panels. (Pressing **F11** again will reopen the panels, but Wisenet WAVE will remain maximized.)

Customizing Look and Feel of Wisenet WAVE

Use **Main Menu > Local Settings > Look and Feel** to set the following global display characteristics:

- **Language** – select your preferred display language from the pull-down menu. You must restart Wisenet WAVE for this change to take effect.
- **Time Mode** – when the Client and Server are in different time zones, use this to select whether **Server Time** or **Client Time** will apply in Client displays such as Timeline, timestamps in Event Logs and Audit Trail, etc. See "[Time Synchronization in a Multi-Server Environment](#)".
- **Show additional info in tree** – check this box to include the IP address of devices and servers, and the User Role of individual users in the Resource Tree display.
- **Tour cycle** – sets the time, in seconds, that each item in a [Tour](#) will be displayed.
- **Background Image** – click this button to add an image (typically a logo) that will display on the Viewing Grid beneath all layouts. Once an image is selected, you can use this button to toggle it on and off.
 1. Click *Browse...* to select an image file
 2. Set the display *Mode* to *Stretch*, *Fit*, or *Crop*
 3. Set the *Intensity* level from 0% (completely transparent) to 100% (completely opaque)

Click *OK* when done or *Cancel* to discard changes. If your changes require a restart, you will be prompted to *Restart Now*, *Restart Later*, or *Cancel*.

 **Note:** The Viewing Grid background applies to all layouts. You can also add a background image to a single layout (see "[Adding a Background to Layout](#)").

Showing and Hiding Panels

Panels in the user interface can be shown or hidden individually, or all at once.

Use the ">" and "<" arrow buttons at the perimeter of the Viewing Grid to show or hide individual panels.

Press **F11** to simultaneously hide all Panels, and zoom Wisenet WAVE to fill the screen. Press **F11** again to show all Panels. (Note that the product window remains maximized.)

You can also use [Fullscreen Mode](#) to simultaneously hide all four sliding panels and expand the display of a single Item to fill the entire layout.

Searching in Wisenet WAVE




Search engine behavior throughout Wisenet WAVE is similar for list dialogs with a search or filter field, such as Select Camera, Add Device, or Select Users.

Type any characters into the search field to activate a search. Search results appear in the search panel immediately as characters are entered. If the search returns a large number of results, only the first 64 results will be displayed.

Note that Camera ID fields are only searched if a query is 4 symbols or longer. This is because Camera ID strings are so long and contain so many characters they could flood search results without this limitation.

Navigation Panel

The **Navigation Panel** provides access to the most important System tools and features, as well as the layout tabs. Like all panels, it can be shown and hidden. The Navigation Panel contains the following controls:

-  [Main Menu](#) – use to configure fundamental behavior such as [System Administration](#), [Users and User Roles](#), Local Settings, etc.
- [Layout Tabs](#) – all open tabs are displayed and can be navigated through
-  [Cloud Connect Button](#) – connects to WAVE Sync. This button indicates the current WAVE Sync connection status and allows you to connect/disconnect to WAVE Sync and open the WAVE Sync Portal.
-  [Help Button](#) – invokes the help system
- Standard window sizing buttons – Minimize, Maximize, Exit

Resource Panel

The **Resource Panel** contains the **Resource Tree**, which displays all servers, cameras and devices, layouts, [Showreels](#), [Video Walls](#), web pages, users and [User Roles](#), local files and other Systems available to the current user. What is shown in the Resource Tree depends on the user's permission level.


Resource Tree display





Levels can be expanded to show additional information. For example, Servers at the top-level expands to show each server in the System, and expanding a server shows all of the devices connected to it. Expanding Users shows both User Roles and individuals, each of which expands to show the devices and layouts that person or role has access to, and all layouts expand to show which devices and web pages they contain. Use the control arrows or shortcut keys + and - to expand/collapse tree display.

 **Note:** It is possible to share cameras between users via drag-and-drop in the Resource Tree.






Resources that are placed in the active layout are bolded in the Resource Tree list. The currently selected resource is shown in blue in the Resource Tree. Display of server and device IP addresses can be toggled on or off in the [Look and Feel](#) dialog.

Each resource and resource type has a related context menu. You can highlight the name and click **F2** as a shortcut to rename a resource.





 – **Servers:** Lists the servers registered in the System. A server may have several network interfaces, so it is possible for different IP addresses to be displayed for the same server. Server icons indicate the following statuses:

-  Client is connected to this server
-  Server is offline
-  Server version is incompatible with other Servers in the System (see "[Updating Wisenet WAVE](#)")
-  Server is unauthorized. In this very rare situation, the password for the user Admin does not coincide with other servers so this server is not able connect to the System. To fix this issue, open the *Server Web Page*, click on *Restore factory defaults*, and then reconnect to the System (see "[Using a Server's Web Interface](#)")



Devices (various icons): Each server shows a list of the attached devices. When a mouse cursor hovers over a device icon in the Resource Tree, a thumbnail of a frame taken by that device will open. Devices attached to a server can include:


-  Cameras
-  Virtual Cameras
-  I/O Modules
-  Multi-Channel Cameras
-  Recorders


Device icons indicate the following statuses:


-  or  – Device is offline (see "[Diagnosing Offline Devices](#)")
-  or  – Device is unauthorized (see "[Configuring Device's Authentication](#)")

Icons to the left of a device name indicate the following:


-  – Device is currently in recording mode
-  – Device is configured for recording but is not recording at the moment
- ! – Device is experiencing network issues (see "[Device Disconnection/Malfunction](#)" or "[Working Around Device Issues \(Expert Settings\)](#)")

 – **Layouts:** Contains resources (devices and local files). Owned by users and displayed under each user


 Shared Layouts are layouts created by an administrator and made available to a User Role or other set of users


 Locked Layouts are layouts that cannot be changed (see "[Locking Layouts](#)")


 – **Showreels:** Cycle display through a sequence of layouts (see "[Showreel \(Tour Cycle\)](#)")

 – **Web Pages:** Show the viewing cells containing a web page (see "[Adding a Web Page as an Item](#)")

 – **Users:** Lists [Users and User Roles](#)

 – **Video Walls:** Control multiple displays remotely (see "[Video Wall Management](#)")

 – **Other Systems:** Shows servers in local network that belong to different Systems, and the available Cloud Systems (see "[Configuring Multi-Server Environment](#)")


 – **Local Files:** Displays the following file types:

- Local Video files (see "[Playing Local Video Files in Wisenet WAVE](#)")
- Exported Video Files (see "[Exporting Video](#)")
- Exported Multi-Video Files (see "[Multi-Video Export](#)")
- Screen Recordings (see "[Screen Recording](#)")
- Images
- Screenshots (see "[Taking Screenshots](#)")

Searching in the Resource Panel

The Resource Tree display can be filtered in two ways, by type and by text, and these two filters can be applied separately or together. Note that server and device IP addresses are always displayed in search results. By using this function, the following items can be searched for: Servers, Devices (I/O modules, cameras, etc.), Layouts, Showreels, Video Walls, Web Pages, Users, and Local Files.

Filtering by resource type

Only one resource type can be selected at a time. The type filter can be applied by clicking on the magnifying glass () in the Search field to open a dropdown menu. When a type filter is applied, the tree structure changes – all elements become grouped by type, and are displayed without nested elements of a different type (for example, cameras under layouts under users).

You can select a group from the search results (**Shift + Click**) or select multiple items sequentially (**Ctrl + Click**). You can add items from the search results to the existing layout (**Enter**) or open all selected items into a new layout (**Right-click > Open in New Tab**). Note that the cursor must be in the search field for these add-to-layout functions to be available.

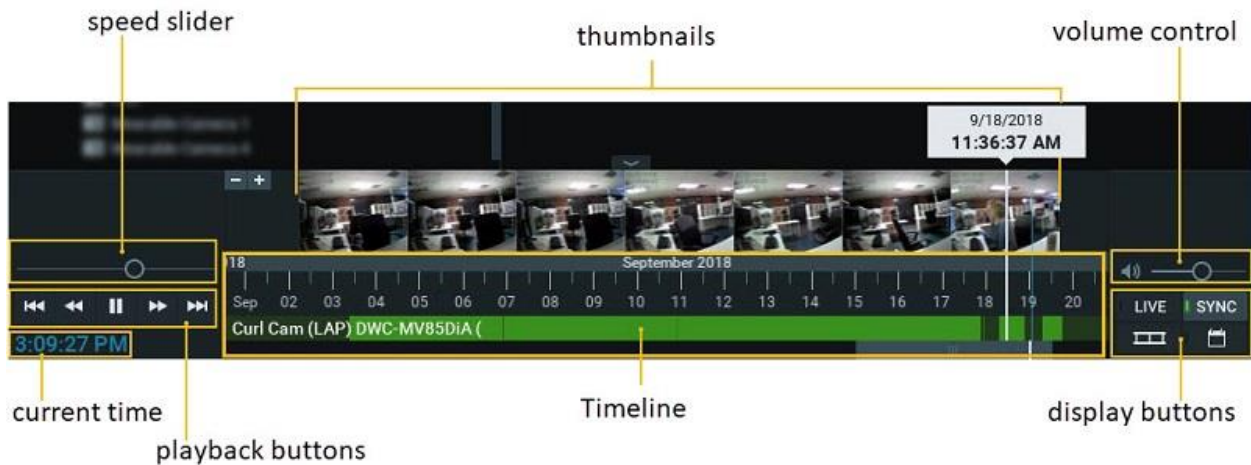
Filtering by text



Any text entered in the Search field filters the existing resource display. Search behavior is as described in "[Searching in Wisenet WAVE](#)".

Multiple keywords are treated as a Boolean "AND". For example entering **abc def** returns only resources which have **abc** and **def**.

Playback Panel

The **Playback Panel** provides archive and local file playback controls, extensive search capabilities, and seamless transition from live to archived footage.

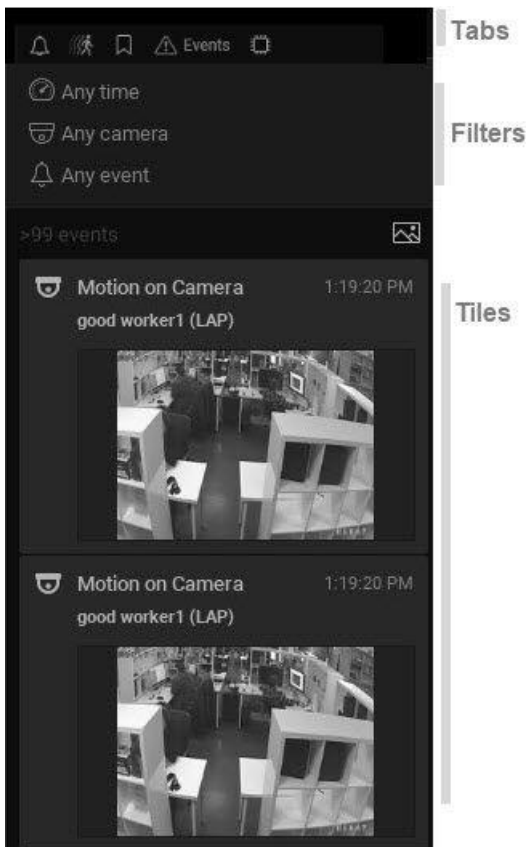


- **Current time** – displays the current time from your computer.
- **Playback buttons** – use to start, stop, and control playback speed.
- **Speed Slider** – alternate control for playback speed.
- **Timeline** – controls navigation through archive footage. See "[Using the Timeline](#)".
- **Thumbnails** – drag the upper edge of the Timeline upward to display preview thumbnails. See "[Using Thumbnails](#)".
- **Display buttons:**
 - **LIVE** – switches selected camera(s) to live playback mode. See "[Parts of the Timeline](#)".
 - **SYNC** – performs time synchronization of all cameras displayed on the current layout. See "[Synchronizing Playback](#)".
 -  – use to show/hide thumbnails above the Timeline.
 -  – use to show/hide calendar for navigating through archives. See "[Using the Calendar](#)".
- **Volume control** – adjusts audio volume of the client application. See "[Adjusting Volume](#)".

Notification Panel

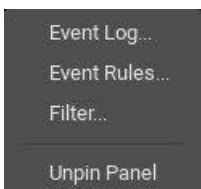
The Notification Panel provides centralized access to system information, with separate tabs for **Notifications**, **Motion Detection**, **Bookmarks**, **Events** and Analytics **Objects**. Having these information elements together lets you search, filter and control responses to detected events without leaving playback mode and without having to open another window that might interfere with the layout display.

The Notification Panel has three main sections: tabs, filters, and display tiles.



Panel behavior

The Notification Panel can be pinned or hidden and scaled to a regular or wide width. Right clicking on the background in any tab opens a generic context menu:



Tab behavior

Only one tab can be active at a time. Each tab can be searched and filtered independently by time period, camera, or other parameters as applicable to the given tab. Tab visibility depends on the state of the system and user permissions. For example, the Motion tab is only available if the user has permission to view archive; the Objects tab is only visible if there is an analytics plugin on the system which can detect objects, or if there is a database of detected objects from a previously attached plugin.

Filters

The filter section has a set of controls which will differ by tab. The state of filter controls is independent and persistent for each tab, with the exception of a time period selected on the Timeline, which will be applied to all tabs. The filter options to choose from are – time and camera, area for motion detection, event type for events, object type, and area selector for objects.

Click on a filter control to open a menu of options. When a filter is applied it will be highlighted. **Some filters can also be added by selecting an item outside of the Notification Panel, such as clicking on a camera tile or selecting an area on a camera tile to filter motion detection.** Click on the **X** to clear a filter.

Time selector options are *Last day*, *Last 7 days*, *Last 30 days* and *Any time* (default). Note that if a segment is selected on the Timeline, that segment becomes the time filter and it is applied to all tabs.

Camera selector options are *Current camera* (the one selected in layout), *Cameras on layout*, or *Any camera*.


Area selector is available to the **Objects and Motion tabs only**, with the prompt to "Select area on the video to filter results" if an area is not selected, or in filtered state "In selected area". In the Motion and Objects tab, selecting an area simultaneously selects the related camera.

Event selector is available for the Events tab only and has a two-level menu where the second level menu options are dependent on the top-level selection. Available events are:

- Any event
- Motion on Camera
- Input Signal on Camera
- Soft trigger
- Plugin Diagnostic Event
- Generic Event
- Analytics Event
- Camera Issues
- Server events

Object selector is only available while in the Objects tab. Its options depend entirely on the third-party products integrated with your Wisenet WAVE System.

Event counter

The event counter shows the number of events displayed in the tiles section and has an image button () that toggles thumbnail display on and off.

Tile behavior

Tiles display is always ordered with the most recent tile on top. If the source camera is not in the current layout, double-click to add it or open it in a new layout tab (Right-click). If the source camera is open in the active layout and SYNC mode is turned on, the archive playback for all items in the layout will be synchronized to that camera's Timeline. Clicking on a tile opens the related archive and moves the Timeline marker to the start of the Bookmark.

All tiles have one of four priority types, as indicated with color:

- Default
- Success
- Alert
- Critical

The Notifications and Event tabs handle tiles a little differently depending on the event type. A notification tile may open because of an event and then close, or may open and only close when the triggering event ends or the triggering System state changes. However, notifications with the "[Force Acknowledgment](#)" setting cannot be closed until the required action is complete. Event tiles appear after the triggering event and do not close until relevant event information is stored in the system database.

Search Field

When there is a search field, text input filters all results so only the tiles that meet the search criteria are displayed.

Responding to a Notification

While in the Notifications tab, hovering the cursor over a notification displays additional information according to the notification type.

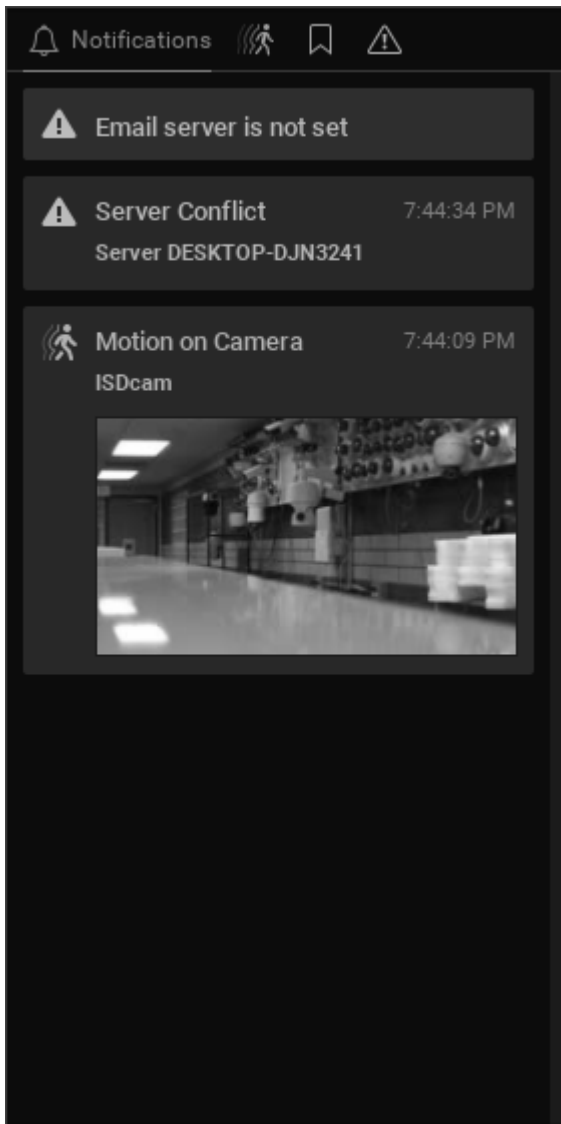
Clicking or double-clicking on a notification displays additional information and triggers a corresponding action. For example, clicking on a "network issue on device notification" displays the last frame received from that device and opens the *Device Settings* dialog. Clicking on an email address issue opens the *Email Server Settings* or the *User* dialog.

Notifications Tab

Notifications in this tab fall into two categories, informers and notifications. **Informers** are pinned to the top of the tile section and display a current System state, for example "Device IP Conflict", "Storage Issue", or "Email is not set for <username>". Clicking on a tile will launch the appropriate dialog where related settings can be modified, for example, the Server settings dialog for a storage issue notification.

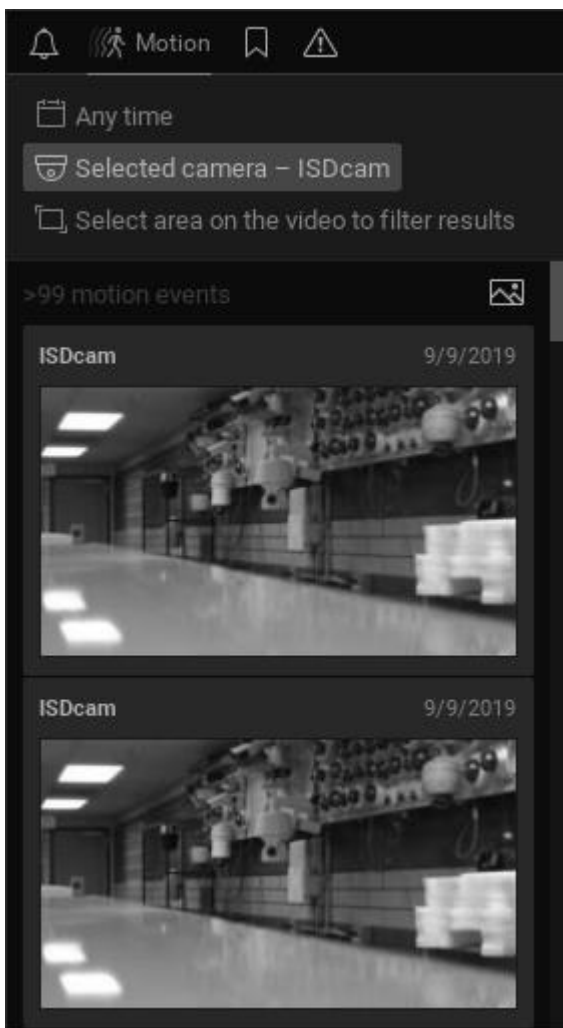
They may also show an updates status bar or a prompt for how to resolve the issue ("Enter your email address to receive system notifications").

Notifications are displayed at the moment the triggering event occurs, usually as a result of an event rule. Examples are "Motion on Camera" or "License Issue". Notifications can be shown for a group of events if the triggering rule is set to aggregate the action ("Connection to streams on 5 cameras has been lost" with a list of the camera names).



Motion Tab

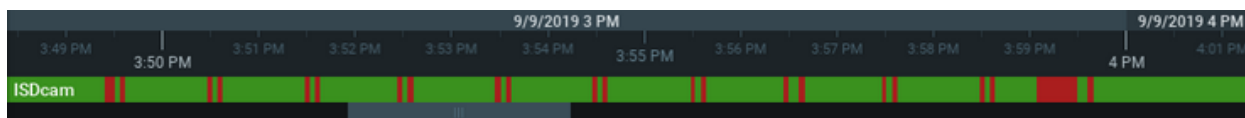
When the Motion Tab is active, the Client enters **Motion Search** mode. Conversely, any other method of entering Motion Search mode will launch the Motion Tab. In this mode, items in the active layout are overlaid with a semi-transparent Motion Smart Search grid. The default filter display is any time and the currently selected camera.




When you click-and-drag on an item display, a red rectangular area is created in which motion will be detected for that camera. Multiple search areas can be created by holding down the Ctrl button while drawing. Selecting a detection area also sets the filters to the states "Selected Camera" and "Selected Area".



Archive segments on the Timeline that have motion in the selected area are highlighted in red. It is possible to have a motion detection area in as many layout items as you like. When you shift focus to a different camera, the motion search display switches accordingly.

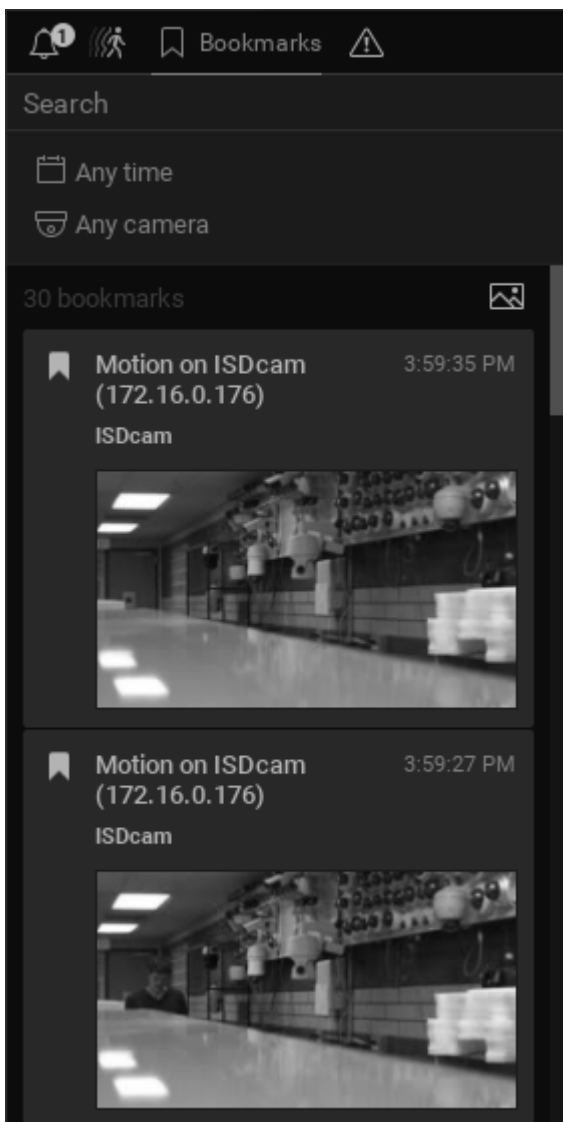


To enter Motion Search mode from layout:

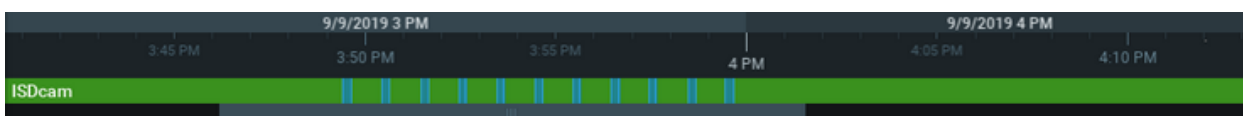
- right-click on the item and choose **Show Motion/Smart Search** option from the context menu
- click the Smart Motion Search button () in the top right of the item tile.
- tap the Motion Tab shortcut on your keyboard, the letter *m*.

Bookmarks Tab

The Bookmarks tab in the Notification Panel provides a visual interface for searching and viewing Bookmarks. All information from the Bookmark dialog is displayed with a thumbnail image for approximately the middle of the Bookmark video. **When a camera tile is selected, Bookmarks in the archive will be shown in descending order by archive timestamp. Clicking on a Bookmark will move the Timeline marker to the start of the Bookmark.** Default filter display is any time and any camera. The Search field can search through the Bookmark Name, Description, and Tags.

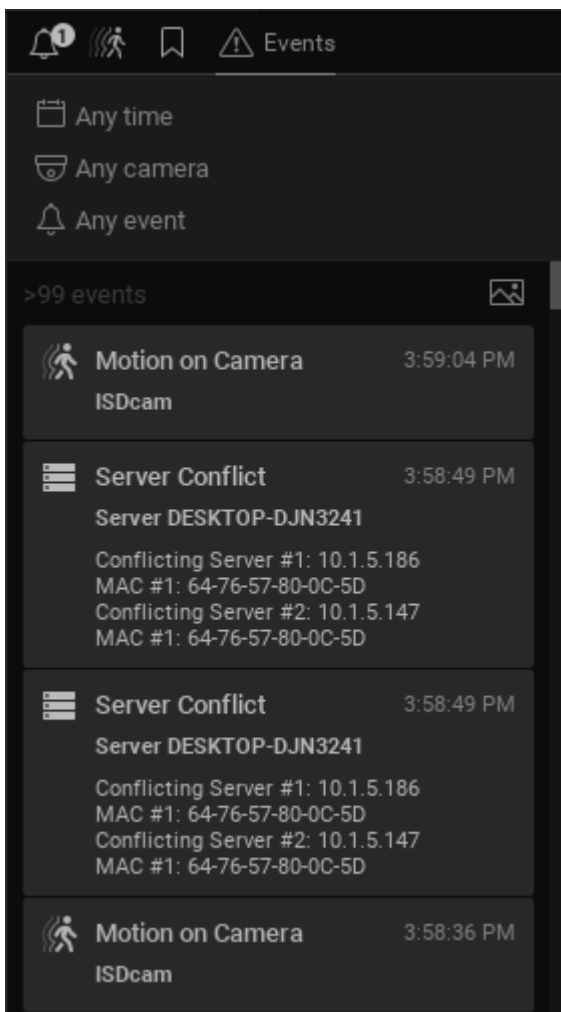


When the Bookmarks Tab is active, blue bookmark segments will display in the Timeline.



Events Tab

The Event Tab is only available to users who have permission to view the Event Log. It provides a visual display of the Events Log content (see "[Viewing the Event Log](#)"). Default filter display is any time, any camera, and any type of event.

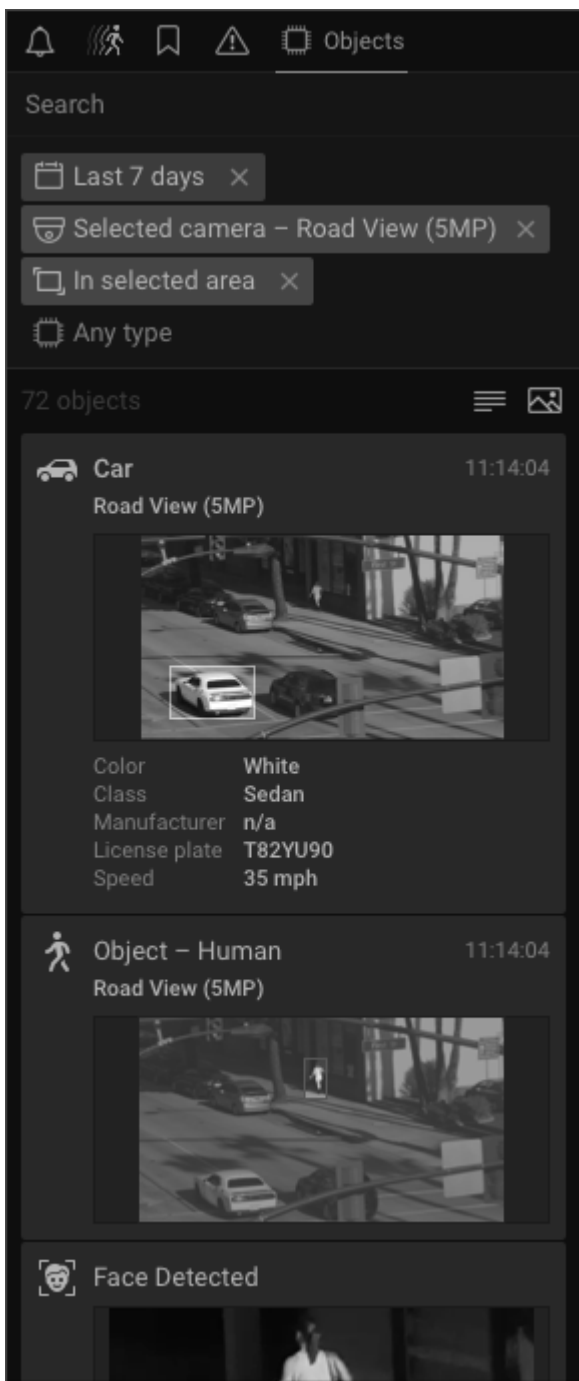



Objects Tab

Visibility of the Objects tab depends on the existence and type of analytics in the System and the user's permission level. If there is an analytics plugin in the System that can detect objects or there is a database of previously detected objects, they will be displayed as tiles in this tab. The detected objects are inside bounding boxes.

The object filter can be used to filter for a specific object type, but by default it is on "Any type". Depending on the analytics plugin being used, **different selectable object types (e.g., car, human, bicycle, etc.) may be available to you.**

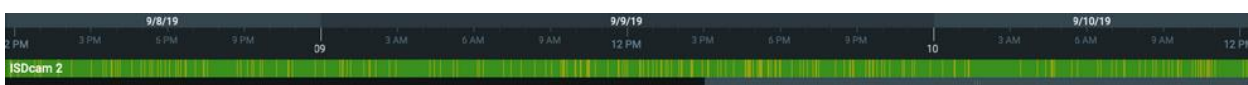
The **Search** field can search through **object types and object text attributes (e.g., color, make, travel speed, etc.).**



 **Note:** Fields from an "Analytics Event" can be used to automatically fill in certain parameters when creating an HTTP Request is made. (See "[Do HTTP Request](#)" for more information.)

Default filter display is any time and the cameras on layout. The area selector filter is always available and has the default state "Select area" when filtering is not applied. Click and drag over any device to create an area and enter filtering state "In selected area" for the selected camera.

Detected objects are indicated with yellow segments in the Timeline.



Working with Multiple Wisenet WAVE Windows

It is possible to open multiple Wisenet WAVE windows in a multi-monitor environment.

To open a new window, click on **Main Menu > New > Window (Ctrl+N)**. You can select Items from the Resource Tree or Viewing Grid and drag them to the new window (only **Administrators** can add Items to a predefined Layout).

You can also select an item and open it directly in a new window:

1. Select desired Items in the Resource Tree or on the Viewing Grid
2. Select **Open in New Window** from the context menu

The Video Wall feature provides further control of multiple displays and broadcast capability (see "[Video Wall Management](#)").

Getting Context Help

Wisenet WAVE includes a context-sensitive help system.

To launch the help system, click on the **Help** button "?" in the Navigation Panel, then click on the desired interface element. This manual will open in a web browser to the topic most relevant to the element you clicked on.

You can also use the **F1** button to open the *About Wisenet WAVE* dialog, which displays important System and network configuration information (see "[Collecting Additional Information](#)").

Keyboard Shortcuts

These keyboard shortcuts are for Windows and Ubuntu Linux, but most will also work for Mac OS by replacing "Ctrl" with "Command" key. Keyboard shortcuts only affect the active item.

Action	Windows Shortcut	Mac OS X Shortcut
About	F1	F1
Alarm/Event Rules	Ctrl + E	Cmd + E
Archive selection end]]
Archive selection start	[[
Bookmark Log	Ctrl + B	Cmd + B
Exit item's fullscreen mode	Esc	Esc
Check File Watermark	Alt + C	Option + C
Close layout	Ctrl + W	Cmd + W
Connect to another Server	Ctrl + Shift + C	Cmd + Shi
Create new Layout	Ctrl + T	Cmd + T
Device List	Ctrl + M	Cmd + M
Disconnect from Server	Ctrl + Shift + D	Cmd + Shi
Duplicate item on layout	Ctrl + drag-and-drop	Cmd +

Action	Windows Shortcut	Mac OS X Shortcut
		drag-and-
Enable Smart Search	Shift + Left click + drag	Shift + Left
Enable/disable Image Enhancement	Alt + J	Option + J
Event Log	Ctrl + L	Cmd + L
Exit Desktop client	Alt + F4	Option + F4
Fishey dewarping (toggle)	D	D
Hide all panels and switch to Fullscreen Mode	F11	F11
Information on Item (toggle)	I	I
Maximize/minimize item	Enter	Enter
Move entire scene	Alt + arrows	Option + a
Mute	U	U
Next layout in tour	→, ↓, PgDn, Space, or Enter	
Next recorded chunk	X	X
Open Bookmarks tab (from Notification Panel)	B	B
Open Events tab	E	E
Open local file	Ctrl + O	Cmd + O
Open Motion tab (from Notification Panel) / Smart Search Toggle	M	M
Open new window	Ctrl + N	Cmd + N
Open Notifications tab (from Notification Panel)	N	N
Open Objects tab (from Notification Panel)	O	O
Play/Pause video	Space	Space
Playback slow down (on play) / previous frame (on pause)	Ctrl + ←	Cmd + ←
Playback speed up (on play) / next frame (on pause)	Ctrl + →	Cmd + →
Previous layout in tour	←, ↑, PgUp, Backspace	
Previous recorded chunk	Z	Z
PTZ (toggle)	P	P
Remove item from layout	Delete	Delete
Rename Resource	F2	F2
Rotate item	Alt + Click-and-drag	Option + Click-and-
Rotate with 15-degree step	Ctrl + Alt + Click-and-drag	Cmd + Op Click-and-
Save layout	Ctrl + S	Cmd + S
Save layout as	Ctrl + Shift + S	Cmd + Shi

Action	Windows Shortcut	Mac OS X Shortcut
Toggle Screen Recording (toggle)	Alt + R	Option + F
Screenshot from selected item	Alt + S	Option + S
Show info on Item	I	I
Start tour on layout	Alt + T	Option + T
Switch Layout	Ctrl + Tab	Cmd + Tab
Switch to LIVE	L	L
SYNC on/off	S	S
System Administration	Ctrl + Alt + A	Cmd + Op
Volume down	Ctrl + ↓	Cmd + ↓
Volume up	Ctrl + ↑	Cmd + ↑
Windowed mode/Fullscreen	Alt + Enter	Option + E
Zoom in/out on layout	[+]/[-]	[+]/[-]
Zoom window (create)	W	W

Wisenet WAVE Licenses

Video from any camera in Wisenet WAVE can be viewed live without a license, and there are no device count restrictions. However, a license is required to record video from a device. One license provides one **channel**, which is the ability to record an IP video stream from an IP camera, an RTSP stream, or an HTTP link. Therefore you need one recording channel per camera.

Several types of licenses are available, including professional, edge (for ARM servers), encoder, and the others discussed below.

A **trial license** is a "time license" which expires after a certain length of time.

I/O Modules require a specific type of license; see "[Setting Up I/O Modules](#)".

A specific type of license is also required for Video Walls. Each license allows you to control a Video Wall from a single computer (one session) or to extend the Video Wall to 2 displays. For instance, 4 licenses allow for control from 4 clients concurrently and Video Wall display on 8 monitors; see "[Video Wall Management](#)".

A specific "**Embedded Recorder**" license may be required to view video streams from **NVRs**. See "[Working with NVRs](#)".

Licenses and Hardware ID

Every Wisenet WAVE license, when activated, is locked to the **hardware ID** of the computing device upon which it is installed. The hardware ID is a unique 34-digit identifier generated when the server is installed on a Windows, Ubuntu Linux, or ARM device. The hardware ID is based on the following:


- Motherboard

- MAC Address

After installing Wisenet WAVE on a server, any modification in the components above will result in a change to the hardware ID and invalidation of licenses attached to that device (see "[Expired and Invalid License Keys](#)").

To determine hardware ID

1. In the Wisenet WAVE Desktop client, open **Main Menu > System Administration (Ctrl+Alt+A)**.
2. Go to the **License** tab.
3. Select a license attached to the server for which you want to see the hardware ID.
4. Click the **Details** button.
5. The *License Details* dialog that opens will display the *License Type*, *License Key*, *Hardware ID*, and the number of archived streams allowed on that device.
6. To copy the license information press the **Copy to Clipboard** button.


 **Note:** Mobile and server web clients do not have the ability to locate licensing information.

The following sections describe how to obtain, activate, and deactivate licenses:

- [Obtaining and Activating Licenses](#)
- [Expired and Invalid License Keys](#)

Obtaining and Activating Licenses

Wisenet WAVE comes with four trial licenses. A trial license is active for 30 days.

 **IMPORTANT:** Multi-Server System licenses are activated on the server to which the client is currently connected. If this server is offline, those licenses will be invalid until the server is back online. Note that licenses that are activated on different servers will be combined if the servers are merged into a single System.


To activate a trial license

1. Open **Main Menu > System Administration (Ctrl+Alt+A)** and go to the **Licenses** tab.
2. Click **Activate Trial License**.

 **Note:** You will be warned when a trial license is about to expire.

To get additional licenses, contact your local Wisenet WAVE reseller or Hanwha customer service.

To activate a license over the Internet

1. Note server the client is connected to (as indicated by the current server  icon in the Resource Tree), as the license key will be bound to it. If it is necessary to activate the license key on a different server, disconnect and connect to a desired one.
2. Select the **Licenses** tab in **System Administration**.
3. Go to the **Internet Activation** tab.
4. Enter or paste in the *License Key* value and click **Activate License**.

If Wisenet WAVE is not connected to the Internet, then licenses can be activated offline.

To activate a license (trial or commercial) offline



In situations where an Wisenet WAVE System is installed on a device that does not have Internet access, users will be required to perform an Offline (or Manual) license activation. Launch the Wisenet WAVE Client and connect to the server on which you wish to do an Offline (manual) Activation. The Wisenet WAVE Desktop Client is required – mobile or web clients do not have the ability to located licensing information.

1. Go to **Licenses** tab in **System Administration**.
2. Go to **Manual Activation** tab.
3. Press the **Copy to Clipboard** button to copy the hardware ID.
4. Email Hanwha customer service to request an activation key, with the **Hardware ID** and **License Key** you received included.
5. As soon as you receive the activation key, import it to the target computer using the *Browse* button.

To export a list of license keys

It is possible to export a list of license keys to a CSV or HTML format file. It may be necessary, for instance, if re-activation is needed. To do so, click on *Export* (near the upper right corner) and select the target file.

Wisenet WAVE allows for license deactivation as well. See "[Expired and Invalid License Keys](#)".

 **Note:** When recording is enabled for a device, the license is considered in use even if the device is not currently recording (as indicated by the empty circle  icon to the left of device in the Resource Tree).

Insufficient licenses available

In an insufficient number of licenses is available to allow for a given camera to be recorded, the following warning will appear:

"License limit exceeded, recording will not be enabled."

Expired and Invalid License Keys

Under some circumstances, a license may become invalid. For instance, when a server is removed from the System or goes offline, the licenses tied to the hardware ID of that server will become invalid. When the server is back online or reconnected to the System, the licenses will be active again without configuration.

However, if a server change results in a hardware ID update, all licenses tied to the previous hardware ID will become invalid and can only be activated on the new hardware ID by contacting support. If a hardware change is planned, the best approach is to contact support prior to the update so licenses can be intentionally deactivated before the hardware change, while they are still active and valid, and reactivated once the new hardware ID is established.

 **Note:** A trial license cannot be deactivated nor reactivated once it expires.

Under certain conditions, such as when a recording license is invalidated, or when a server fails in a failover-enabled system (see [Configuring Failover](#)), a 30-day grace period is granted to prevent gaps in recording and allow you enough time to resolve the server or license issue. Once the original server comes back online, or the license issue has been resolved, the recording will continue normally with the original license(s).

Similar functionality exists for Video Wall licenses, where a seven day grace period is granted to prevent any interruptions in the Video Wall and allow you enough time to resolve the license issue (see [Video Wall Mode](#)).

To deactivate a license

Users can deactivate and move a license a maximum of 3 times. The operation must be performed from the Desktop Client and requires an active Internet connection in order to execute. Trial licenses cannot be deactivated.

1. Go to **Licenses** tab in **System Administration**.
2. Select a license, click **Deactivate** and confirm the action in the dialog that opens.
3. Enter your name, email address, and select the reason for deactivation from drop-down list to confirm and explain the action.

It will now be possible to activate this license key on another computer.

To remove a license

If you are absolutely certain a license is no longer needed, it is possible to remove it. Only invalid (red) licenses can be removed.

1. Go to **Licenses** tab in **System Administration**.
2. Select the license you want to remove and click the **Remove** button.

Main Menu

The **Main Menu** is where fundamental Wisenet WAVE client behavior is configured, such as server connections, display characteristics, and the permissions granted to categories of users.

Click on the Main Menu button  in the upper left corner of the Navigation Panel to access the following:

Connect to (Another) Server (Ctrl+Shift+C) – see "[Connecting to System from the Welcome Screen](#)".

Disconnect from Server (Ctrl+Shift+D)

New

Tab – creates a new empty tab in the Tab Navigator (see "[Layout Tabs](#)").

Window – opens a new window of Wisenet WAVE (see "[Working with Multiple Wisenet WAVE Windows](#)").

User – creates a new user (see "[Users and User Roles](#)").

Video Wall – creates new Video Wall (see "[Video Wall Management](#)").

Web Page – creates a new layout item for a web page (see "[Adding a Web Page as an Item](#)").

Showreel – creates a new tab containing a Showreel layout (see "[Showreel \(Tour Cycle\)](#)")

Virtual Camera – creates a new Virtual Camera device (see "[Setting Up a Virtual Camera](#)")

Open

File(s) and *Folder* commands open and play back selected local video files or all video files in a folder, respectively (see "[Playing Local Video Files in Wisenet WAVE](#)")

Web Client – opens a web browser to an Wisenet WAVE Web Client login dialog (see "[Opening Wisenet WAVE Web Client](#)")

Start/Stop Screen Recording (Alt+R) – toggles screen recording of an entire window (see "[Screen Recording \(Windows Only\)](#)")

System Administration (Ctrl+Alt+A) – opens a tabbed dialog for System-related settings (see "[System-Wide Configurations](#)")

User Management – opens a dialog for managing individual users and defining roles for user groups (see "[User and Role Management](#)")

Local Settings – opens a dialog for local client settings (see "[Customizing Look and Feel of Wisenet WAVE](#)")

Audit Trail – opens a log that displays all user sessions, actions, and device activity (see "[Audit Trail of User Actions](#)")

Bookmark Log (Ctrl+B) – opens a log where you can view, search and manage Bookmarks (see "[Searching Bookmarks](#)")

Add Device – opens the dialog where you can specify or search for a connected device, by server (see "[Adding Devices Manually](#)")

Merge Systems – allows for merging of multi-server Systems (see "[Configuring Multi-Server Environment](#)")

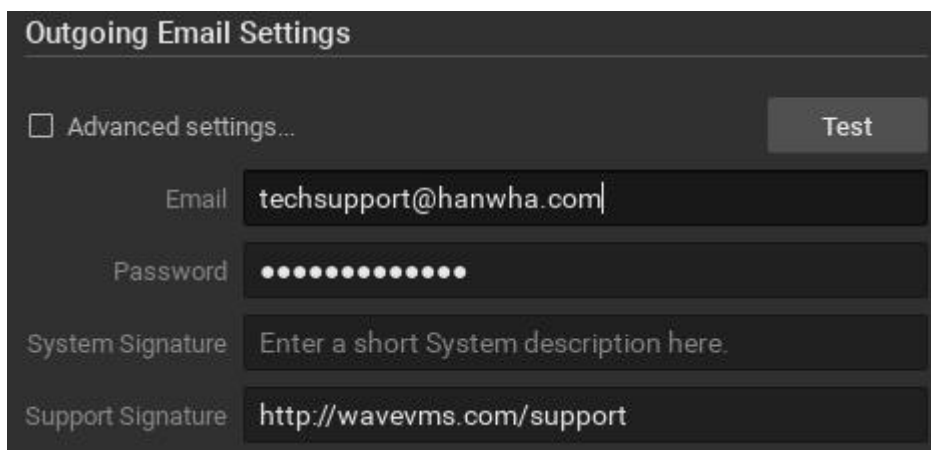
About (F1) – displays product version, hardware, and driver information (see "[Collecting Additional Information](#)")

Exit (Alt+F4) – closes Wisenet WAVE client session

Configuring the Email Server

An email server must be configured for the System to be able to send emails (see "[Mail Notifications](#)"). Wisenet WAVE can automatically provide server settings for certain email carriers, in which case you can enter just basic information using the simple entry form. If your email carrier is not recognized (warning message "*No preset found. Use 'Advanced' option*"), you will need to enter the required settings manually using the Advanced entry form.

Simple Outgoing Email Settings




1. Open **Main Menu** > **System Administration (Ctrl+Alt+A)** > **Email** tab.
2. Enter the following:
 - **Email** – Email address to use for outgoing mail.
 - **Password** – Password for the outgoing email account.
 - **System Signature** – User defined System description that will identify the System in outbound emails.

- **Support Signature** – Support website for the Wisenet WAVE installation.
3. Click the **Test** button to confirm all settings are valid. If the test fails, use the Advanced form to configure the server manually (see below). Possible failure results:
 - "Cannot test such parameters" – the domain name is not supported
 - "No preset found" – email and/or password is invalid
 4. If the test is successful, press *OK* or *Apply* to accept or *Cancel* to discard entries. If the test is not successful you, you may have to make some changes in **Advanced Settings** (see below).

Advanced Outgoing Email Settings

1. Check **Advanced settings** in **Main Menu > System Administration (Ctrl+Alt+A) > Email** tab.
2. Enter the following:
 - **Email** – Email address to use for outgoing mail
 - **SMTP Server** – Email server address
 - **User** – Email or login for authentication to the SMTP server
 - **Password** – Password for user email account
 - **System Signature** – User defined System description that will identify the System in outbound emails
 - **Support Signature** – Support website for the Wisenet WAVE installation
 - **Port** – SMTP port. Choose *Auto*, *25*, *465*, or *587*
 - **Connection type** – Choose *Secure connection using TLS*, *Secure connection using SSL*, or *Unsecure connection*
3. Click the **Test** button to confirm all settings are valid. If the test fails:
 - Try a different connection type
 - Try a different SMTP port
5. If the test is successful, press *OK* or *Apply* to accept or *Cancel* to discard entries.

 **Note:** Even when Advanced settings are properly configured and emails are working as desired, the simple entry form may display an error.

System-Wide Configurations

The **System Administration** dialog (**Ctrl+Alt+A**) is where you create the events Wisenet WAVE will track, and monitor current user, device and licenses status. The dialog contains the following tabs and sections:

General Tab

[Event Rules](#) – opens the dialog when events and corresponding actions can be configured.

[Event Log](#) – opens the list of events that occurred.

[Device List](#) – opens the list of devices in the System.

[Audit Trail](#) – opens the list of users' actions. Can be enabled and disabled.

[Bookmarks](#) – opens the Bookmark log.

System Settings:

- [Enable cameras and servers auto discovery](#)
- [Send anonymous usage and crash statistics to software developers](#)
- [Allow System to optimize camera settings](#)

Security:

- [Enable audit trail](#)
- [Allow only secure connections](#)
- [Encrypt video traffic](#)
- [Display watermark with username over video](#)
- [Limit session length](#)

Backup and Restore:

- [Creates or restores](#) a backup database of the System configuration (server and camera settings, users, event rules, etc.).

[Licenses](#) – use this tab to manage licenses and activation.

[Email](#) – use this tab to configure an outgoing email server.

[Updates](#) – tools to manage versions and updates.

[Users](#) – shows all users and roles defined on the System.

[Routing Management](#) – shows System servers and their IP addresses.

[Time Synchronization](#) – lets you choose or synchronize server time.

[WAVE Sync](#) – use this tab to create or connect to a Cloud account.

Analytics – this tab lists the analytics plugins discovered on a System, in alphabetical order by device manufacturer.

Configuring Server Settings

In addition to the settings that are entered during initial configuration, Administrators can also view and edit these other server parameters.

Secure Connections

- To encrypt connections and video traffic encryption, see "[Configuring Secure Connections](#)".

See the following topics for advanced information concerning Wisenet WAVE storage behavior:

- [Background: Archive Distribution and Retention](#)
- [Background: Archive Indexing](#)
- [Background: Archive Backup](#)

To configure server parameters, select the desired server in the Resource Tree, open its context menu, and choose **Server Settings**.

In the *General* tab

- *Name* – server can be renamed here or in the Resource Tree.
- *IP Address* – cannot be changed (IP address display in the Resource Tree can be turned on or off using the [Show additional info in tree](#) flag).
- *Port* – this value is display only but can be changed from the web client.
- *Ping* – initiates a server status check. If server is not responding, this can help check availability of the computer on which the server is hosted.
- *Failover* – setup and turn failover on or off (see "[Configuring Failover](#)"). At least 2 servers are required.
- *Server Web Page* – provides a convenient link to the server web page.

In the *Storage Management* tab

- *Storage Locations* – add and configure main, external and backup storage locations. See "[Configuring Server and NAS Storage](#)".
- *Backup Archive* – see "[Configuring Backup and Redundant Storage](#)".
- *Reindex Archive* or *Reindex Backup* – restores recorded footage if it is moved. See "[Reindexing Archives](#)".

In the *Storage Analytics* tab

- To view detailed storage statistics, see "[Analyzing and Predicting Storage Usage](#)".

Background: Archive Distribution and Retention

Video from a camera is always written to the server to which the camera is connected. Cameras can be moved between servers but the recorded video stays where it was and never moves with the camera. New video is written on the new server. Recorded video is called **archive**.

If a server has multiple drives, video archive is divided between them in order to improve reliability and balance the load on each drive. Nevertheless, even when different parts of the archive are stored on different drives or on different servers, video playback is seamless.

Other data is storage space occupied by data that isn't from the VMS, this storage space is never recorded on. In addition, a certain amount of the total capacity is **reserved space** that will not be used for recording. Numbers vary depending on the software version, server configuration; typically 10-30 GB is reserved for local storage and 50-100 GB is reserved for external storage.

Available Space

The remaining disk storage is considered **available space** – whether it is currently recorded on or is currently free space. Archive is recorded according to available space.

If there is no available space on a given storage device, the system will automatically delete outdated recordings in order to free space for new archive. By default the oldest archive is deleted first. However, there are two special properties a given camera can be granted that affect archive retention. One prevents archive from being deleted before a certain number of days has elapsed. The other requires that archive be deleted after a certain number of days has elapsed. These are the only cases in which the system will actively determine storage deletion.

Schematically, storage life cycle can be illustrated like this:

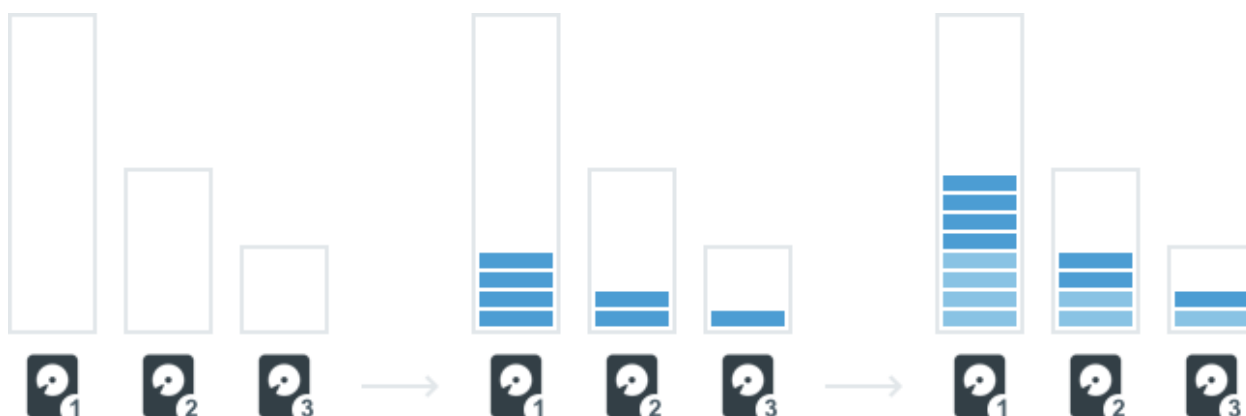


Storing archive on multiple drives

Servers can have any number of storage devices. Recording to some can be disabled manually, or automatically when they are too small or are the main OS partition. USB drives are disabled by default, but can be enabled manually (though for ARM devices they can be enabled by default).

Enabled drives can be one of two types – **main** or **backup** type. Main storage is used to record archive, backup is used to store extra copies of some recordings. At any given moment, a drive can be assigned only one type, but because it is possible to change a drive's type, it is therefore possible to have different types of recording (main and backup) on one drive.

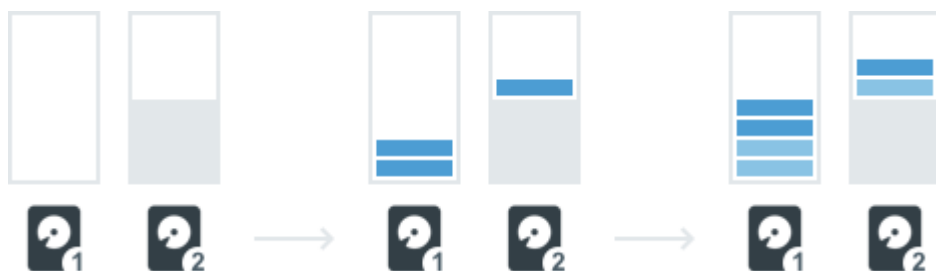
If there are multiple storage locations of the same type (main or backup) on a server, recorded archive will be split between them in proportion to their available space, as shown below:



Note that when there are multiple storage locations of the same type on a server, recorded archive is distributed separately by type in proportion to the available space for each type.

Write **bitrate** (the amount of data that is processed per unit of time) will correlate with the amount of free space – in the illustration above disk 1 will have a higher bitrate than the others.

Remember that the distribution of recorded data is dependent on the amount of available space, not free space. If you have two similar drives, but part of drive #2 is occupied by some other data, recording speed will be higher for the drive #1 because the amount of available space for this drive is higher. Also, because archive recorded by the System does not reduce the amount of available space, recording speed doesn't depend on how much available space is currently used.



For example, you have two similar drives, and both are already full. You add a third drive with the same amount of available space as the first two but completely empty. Distribution of recorded data is dependent on the amount of available space, so new recordings will be distributed evenly between all three drives. Even though there is plenty of free space on the third drive, outdated footage on the first two drives will be deleted to free up space for new recordings – archive must to be split evenly between all three drives because they have the same amount of the available space.



This is done to balance drive usage and to avoid a situation where all cameras are being written to one drive, which might not have enough speed to record such an amount of data.

Servers sharing the same drive

It is possible to set up recording from multiple servers to the same drive. However, it is very important to split the drive into different partitions and attach separate partitions to each server so that archive written by one server cannot be deleted by another.

If you add one partition to multiple servers, they both will treat free space on that drive as available and will use it for recording. Data recorded by one server will be considered “other data” by the other server, and will reduce the amount of available space but will not be overwritten. However, if multiple servers use the same folder and the archive for any one of them is reindexed (see "[Reindexing Archive](#)") archive footage from the other servers can be deleted.

If different servers have different recording speeds, it will lead to a situation where storage is divided unequally. After storage is filled with archive, each server will manage only the space that is occupied by its own data, as shown in the diagram below.



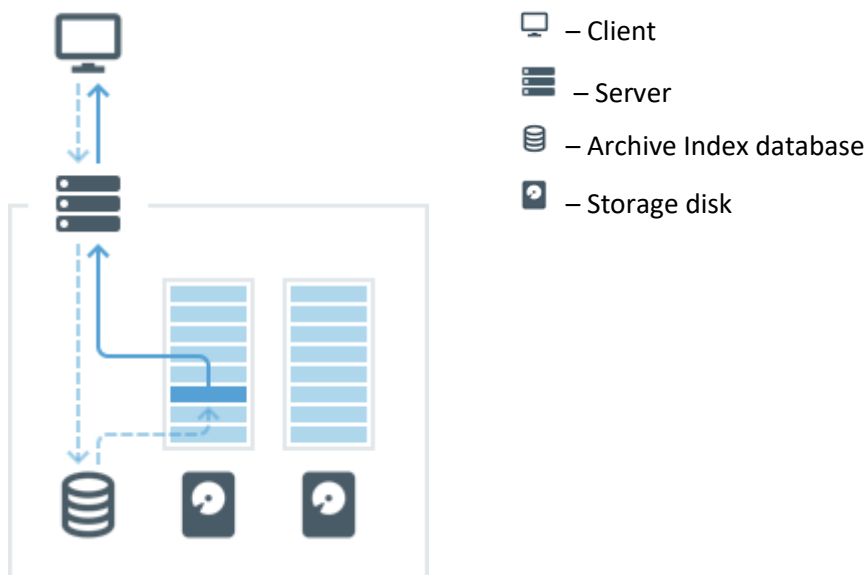
[– Available space for server 1

] – Available space for server 2

Background: Archive Indexing

The **archive index** is a special database that stores mapping information for video archive. This database includes which cameras are archived, for which times, and in which chunks exactly the archive is stored. **Chunks** are the building blocks of video storage, see "[To find archive on a storage device](#)".

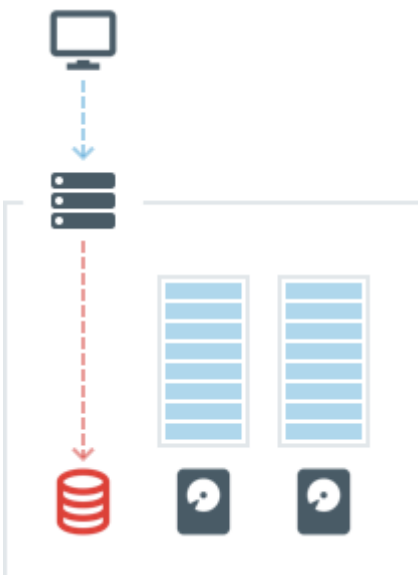
The client application pulls storage chunks to the Timeline based on the information in the archive index database. When you click on the Timeline to play a given recorded segment, the client sends the server a request for that video. The server checks the archive index to determine where video for that particular moment is stored – on which drive and in which exact chunks. The server reads that particular video and sends it to the client to display.



There can be situations when information in the archive index doesn't reflect the actual video archive. For example, if archive has been deleted or manually relocated, the information about that archive will still be in the index database, but the server will not be able to read such archive because it is no longer where the archive index last found it.




Similarly, sometimes there is no information in the archive index about archive that does exist in storage. This can happen if the index database file is corrupted or deleted, or when archive video is added to a storage location manually.



These problem can be fixed by **archive reindexing**. During this process, the server will scan all recordings on all drives and update the archive index database with the current information. Archive reindexing is initiated from the Storage Management dialog for each server, and can be performed for main or backup storage locations (see "[Reindexing Archives](#)").

Background: Archive Backup

Some disks on a server can be designated as **backup storage**. They will store a copy of the archives recorded to the main storage on the same server.

 **Note:** Only archives from main storage of a given server will be backed up. If there is archive on some other server you want to backup, you should configure backup storage for that server as well.

Backup can be set up in two ways – **on demand** or **real-time**. On demand backup is activated either by command or according to a schedule, and will copy all existing archive from main storage to backup.



Because large amounts of data are being copied during backup, it is possible to set bandwidth limitations or to schedule regular backups at specific times, to minimize the negative impact of loading the network. On demand backup continues until all data on the main storage is backed up, and may take significant time, especially if many cameras are being recorded to the main storage.

If on demand backup fails at some point or is canceled, the archive already backed up remains on the backup storage. Just the remaining part of the archive will be backed if the backup process is restarted.

With realtime backup, only live streams that are being received from active cameras will be recorded to the backup storage. Archive that already exists on the main storage will not be backed up.



Outdated archive is deleted from backup drives in the same way as from main ones, but independently of the main storage. In other words, if the backup storage has higher capacity, the maximum archive age on it will also be greater.



The opposite is also true – if backup storage is smaller, archive age will be less.



In order to save storage space, a System can be configured to backup only archive from certain cameras or only certain streams. Camera recording is backed up only if the camera is selected in backup settings and backup storage is configured on the server that camera is currently connected to.

Reindexing Archives

Wisenet WAVE creates a database that stores an **index** which maps the relationship between archive filenames and the physical location of the archive on disk. When a storage device is moved, renamed, or deleted, or when an archive file is removed, renamed, has an incorrect timestamp, or is otherwise corrupted, this index will be broken.

Reindexing restores the relationship between the database and storage device(s).

Similarly, if a camera is deleted, its archive remains – but access to its footage is lost. To make such footage available again, the archive must be reindexed. After the archive index is restored, the deleted camera will be displayed in the Resource Tree as an offline device so that it is possible to navigate through its archive.

When an archive is damaged, users with owner or administrator access will receive a notification when attempting to view that archive. The notification indicates the storage path where the problem was detected.

To reindex an archive

1. Right-click on a server in the Resource Tree, choose **Server Settings** and go to the **Storage Management** tab.
2. Click on **Reindex Archive** to restore the index for all Main storage locations. Click **Reindex Backup** to restore the index for all Backup storage locations.
3. A message will open with the warning "**Hard disk load will increase significantly**". Depending on the size of the archive, reindexing can take up to several hours. The System will continue recording while the archive is being reindexed but performance may be affected.
4. Click *OK* to continue. When the window closes, reindexing will to run in background. A progress bar will indicate status, and you will see a message when reindexing is either complete or has been canceled.



Note: Reindexing can be canceled at any point, which will trigger the "[Reindexing Archive Canceled](#)" event. However, an incompletely indexed archive may be partially or entirely inaccessible. **It is strongly recommended that the archive reindex process be completed.**

5. When reindexing is complete, a "[Reindexing Archive Complete](#)" event is triggered.


(To protect against the possibility of complete loss or removal, archives can be saved to one or more backup storage locations. See "[Configuring Backup and Redundant Storage](#)".)

Configuring Server and NAS Storage

Each server can use an unlimited number of local and network storage paths. If more than one storage location is used, the Media Server will automatically balance space consumption across drives (see "[Background: Archive Distribution and Retention](#)"). Each local hard disk partition is considered a storage location. Network attached storage (**NAS**) and USB storage, if enabled, are also supported. Usage intensity is directly related to storage availability.

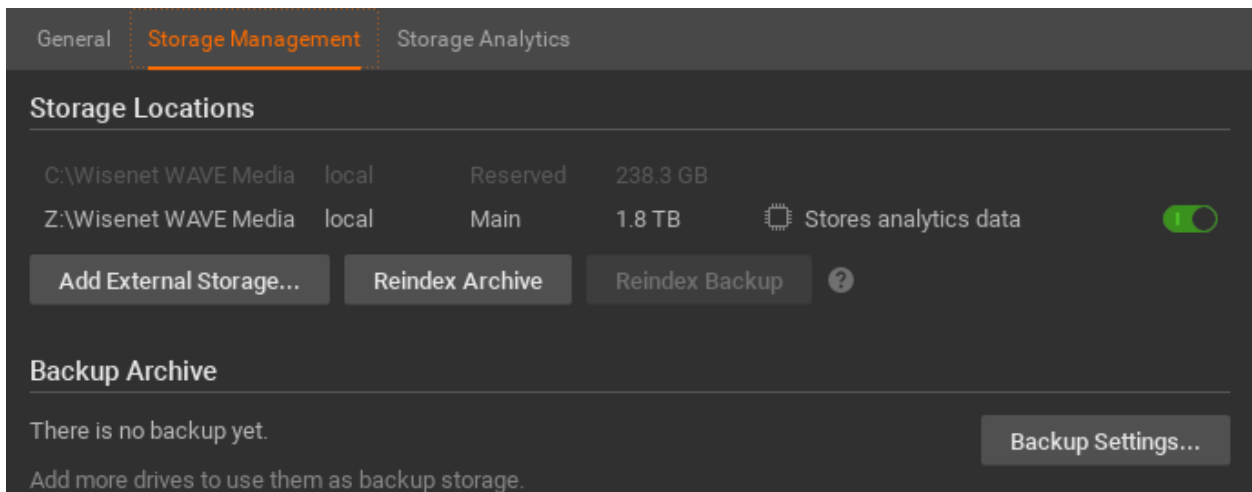
IMPORTANT: 10-30 GB of free space is always preserved on each storage location. For NAS storage, this amount may vary between 50 and 100 GB depending on storage capacity. If only one system partition (where OS is installed) is present, then Wisenet WAVE will use this partition for recording. If any other disk is added and an extended partition is created with 5 times the storage capacity than the system storage or if the total sum of available (non-system) storage capacity is 5 times that of the system storage, the system partition will be disabled for recording and Wisenet WAVE will record data to the extended partition(s).

To configure server storage

 **Note:** USB storage is not enabled by default. Wisenet WAVE will show a warning when a user is attempting to record to a removable drive (USB).


1. Open the server context menu and go to **Server Settings > Storage Management** tab.
2. Wisenet WAVE discovers and displays local storage resources.

In the example shown below, the computer has 3 partitions. Disk E is the main storage partition and disk D is configured as backup. Disk C is not used because it is a system partition (a partition where the operating system is installed) and there are two other storage locations in the list. The system disk drive will only be used if it is the only storage location on a server.




Path	Type	Role	Capacity	Analytics
C:\Wisenet WAVE Media	local	Reserved	238.3 GB	
Z:\Wisenet WAVE Media	local	Main	1.8 TB	<input checked="" type="checkbox"/>


3. Click on a storage location and use the button at the end of the row to toggle it on or off. There must always be at least one **Main** storage location. Once a main storage location is enabled, any other storage location can be set as **Main** or **Backup**, as needed.

 **Note:** At least one drive must be defined as Backup for archive backup to be possible.

4. Wisenet WAVE will check all storage locations for validity and confirm the ability to write to each. If a drive is not available or has insufficient space, a warning will display.
5. To enable storage backup, see "[Configuring Backup and Redundant Storage](#)".

 **Note:** Because some cameras record directly to their own internal storage, Wisenet WAVE must periodically download archive from the camera's internal storage to Wisenet WAVE System servers. See "[Remote Archive Synchronization](#)".

To add external storage

 **IMPORTANT:** Make sure NAS is available and accessible through the network on which the computer server is installed.

1. Open the server's context menu and go to **Server Settings > Storage Management** tab.
2. Click **Add External Storage**
3. Choose the desired option from the **Protocol** menu, and enter the storage path (**URL**), **Login**, and **Password** for the external storage device.
4. Click OK to accept the entries and add the new device to the list of storage locations.
5. Use the button at the end of the row to toggle it on or off.

To find archive on a storage device

The storage structure on a partition is as follows:

```
<drive>/Wisenet WAVE Media/$Resolution/$ID/$YYYY/$MM/$DD/$HH
```

where:

- \$Resolution:
 - hi_quality – high resolution streams
 - lo_quality – low resolution streams
- \$ID – if reported, the MAC address of the recorded device, otherwise the Camera ID
- \$YYYY – year recorded
- \$MM – month recorded
- \$DD – day recorded
- \$HH – hour recorded

Configuring Backup and Redundant Storage

Storage backup duplicates the footage in archive and saves it to other available locations, which can be local HDDs, SSDs, NAS, IPSAN, DAS, or even off-site cloud-based locations such as FTP sites. Note that each server only backs up recordings from its own storage archives. In a multi-server environment, a backup storage location should be specified for every server in the System in order to back up footage from all cameras.

- Backups can be executed in real-time, when explicitly requested, or as scheduled.
- Backups can be configured to copy captured high-resolution streams, low-resolution streams, or all streams.
- Backups can be configured for specific cameras.

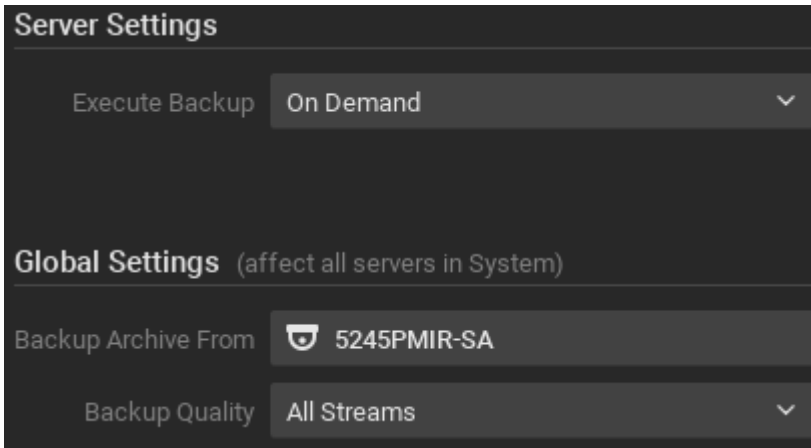
Once a backup has been executed, backup archives can still be directly played and accessed via the Client. For example, you might have local storage for 7 days of footage and backup storage for 30 days. If you backup your local storage once per week, you can still play back video from all backed up video.

IMPORTANT: To configure either backup or redundant storage it is necessary to define at least one main and one backup storage location as described in "[Configuring Server and NAS Storage](#)".

To configure storage backup

Make sure you have added your storage location to the server. Backup settings can be saved even if a backup storage location is not defined or is not currently attached. A small alert displays under the *Backup Archive* section of **Server Settings > Storage Management** if there is no backup storage drive or if no cameras have been selected.

1. Right-click on a server in the Resource Panel and choose **Server Settings**.
2. In the **Storage Management** tab, click on the **Backup Settings** button to open the *Backup Settings* dialog.



2. Click **Backup Archive From** to select the cameras to backup. In the *Select Device to Backup* list that opens, check **Backup newly added devices** to discover and include devices that are be added to the System later.
3. Use the **Backup Quality** menu to select the backup quality (*Hi-Res, Lo-Res, or All*) based on your available bandwidth.
4. Use **Execute Backup** to choose a backup type:
 - **On Demand** (manual) – backup occurs only when **Start Backup Now** button in **Server Settings > Storage Management** tab is pressed, and continues until all data is backed up or the operation is canceled. Only previous data is backed up.
 - **Real-Time** (redundant) – footage is written to main and backup location(s) immediately and simultaneously. When selected, the following warning is displayed: "Only further recording will be backed up. Backup process will ignore existing footage."
 - **By Schedule** – backup is performed on specific days of week, between specific start and finish hours, or *Until finished*. **Only previous data is backed up in this case**. Note that the footage will be backed up since the last time backup was completed. If network bandwidth is insufficient, the backup may not be fully completed within the specified time frame. In this case the date and time of the footage that was backed up will be clearly indicated (*Archive backup complete until...*). There is an option to **Limit Bandwidth** to a certain Mbit/s. Note, however, that too tight a bandwidth constraint can cause the entire backup to fail.

When archive backup is complete a corresponding notification event is triggered. See "[Archive Backup Finished](#)". There is also an internal archive integrity check so that if archive files are changed or removed, users who are actively viewing that archive will be notified. See "[Archive Integrity Check Failure](#)".


To configure redundant storage

With this structure, each server will back up footage to all other servers in the System. This will reduce the overall amount of stored footage but provides healthy redundancy. Note that each server backs up the archive for selected cameras, but if a camera is moved to a different server, backup will include only the portion archived before the camera was moved.

1. Make sure each server is available and accessible through the network.
2. On each server, create a shared folder on a separate HDD to prevent System malfunction.
3. Make `\\server\shared` accessible through the network.
4. Go to **Server Settings** and add all shared folders as NAS devices.
5. Set to **Backup** for each one added.
6. Repeat the above steps on all servers.
7. Configure backup parameters as described above. It is best that servers perform their backup at different times, otherwise recording speed may be too low. When many servers use the same drive for recording it can lead to I/O errors or insufficient write speed.

Analyzing and Predicting Storage Usage

Due to differing stream bitrates, different cameras may require different amounts of storage space to save data for the same time interval. Wisenet WAVE uses special algorithms to balance storage needs so that cameras with high storage needs do not prevent archive from other cameras from being recorded. Wisenet WAVE storage analytics are available in the Desktop Client to help users estimate and predict storage usage.

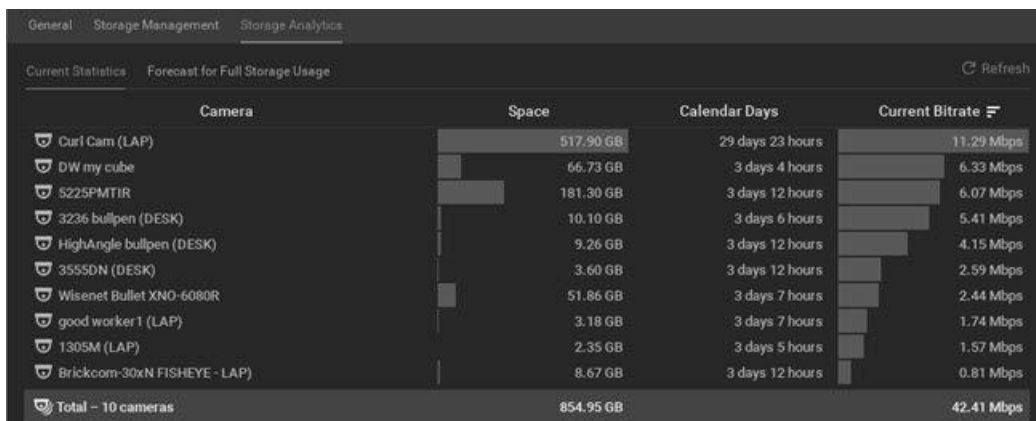
 **Note:** For any given camera, Administrators have the option of setting a minimum or maximum number of days that data is archived (see "[Configuring Minimum and Maximum Archive Storage](#)").

Some common ways storage analysis can be used:

- Identify camera(s) that stream at extremely high bitrates
- Estimate the amount of time a server can store data from a given device in days and hours
- Assess the storage space that each camera consumes
- Predict the amount of time a server can store recordings if additional storage is added

To view storage statistics for a server

1. Open **Server Settings** from the server context menu and go to the **Storage Analytics** tab. The *Current Statistics* tab shows the total number of cameras, total space used for archive and total streaming rate at the bottom of the list, and there is a link to open the server web page on the lower left corner of the page.



Camera	Space	Calendar Days	Current Bitrate
Cur1 Cam (LAP)	517.90 GB	29 days 23 hours	11.29 Mbps
DW my cube	66.73 GB	3 days 4 hours	6.33 Mbps
5225PMTIR	181.30 GB	3 days 12 hours	6.07 Mbps
3236 bullpen (DESK)	10.10 GB	3 days 6 hours	5.41 Mbps
HighAngle bullpen (DESK)	9.26 GB	3 days 12 hours	4.15 Mbps
3555DN (DESK)	3.60 GB	3 days 12 hours	2.59 Mbps
Wisenet Bullet XNO-6080R	51.86 GB	3 days 7 hours	2.44 Mbps
good worker1 (LAP)	3.18 GB	3 days 7 hours	1.74 Mbps
1305M (LAP)	2.35 GB	3 days 5 hours	1.57 Mbps
Brickcom-30xN FISHEYE - LAP)	8.67 GB	3 days 12 hours	0.81 Mbps
Total - 10 cameras	854.95 GB		42.41 Mbps

Each of the columns can be sorted in ascending or descending order:

Camera – Camera name

Space – the amount of storage currently consumed by recordings from a given camera

Calendar Days – the amount of time recorded data is available for this camera.

Current Bitrate – the current bitrate at which the camera is streaming.

To predict storage needed for a server

Note that forecast is only available for cameras with recording enabled.

1. Click on the **Forecast for Full Storage Usage** tab in **Server Settings > Storage Analytics**. The total number of cameras and total space required for archive is shown at the bottom of the list.

Each of the columns can be sorted in ascending or descending order:

Camera – Camera name

Space – the amount of storage that will be required

Calendar Days – the amount of time for which there will be storage capacity

2. In the **Base forecast on data recorded during** field, set the window of past history that will be used to calculate future storage needs from the options **Last 5 minutes**, **Last 60 minutes**, **Last 24 hours**, or **Longest period available**.
3. Use the **Additional Storage** field or slider to select an amount of storage that would be added, in Tbs.

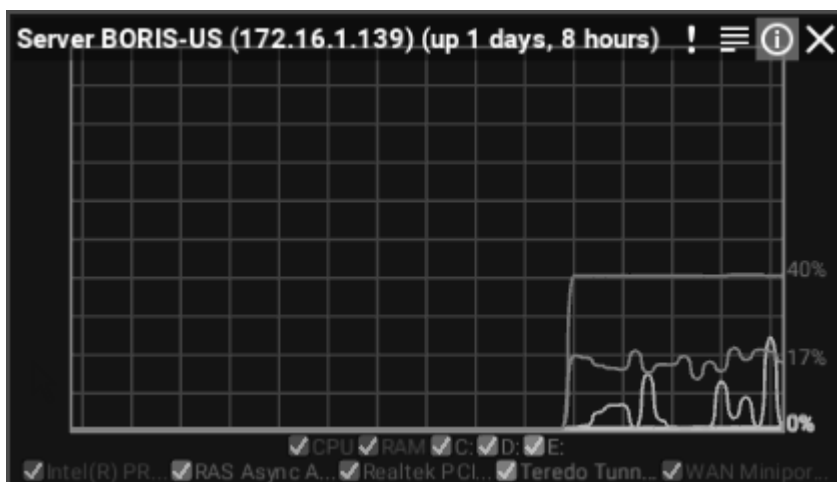
The amount of space and archive duration will update as values in the two settings change.

Monitoring Servers

Wisenet WAVE lets you view server processing usage in real-time, as a standard item that can be moved, resized, duplicated, etc.

To monitor server performance

- Click-and-drag the server from the Resource Tree into a new or existing layout, or
- Open the server context menu and choose *Monitor*, *Monitor in New Tab*, or *Monitor in New Window* to open the chart shown below:



Only traces are displayed unless the cursor is hovered over the graph, which toggles display of the following:

- Server name and elapsed time since the server was last started
- CPU load
- RAM memory usage
- Hard disk partition usage (for example, *C:* and *D:*)
- Network interfaces usage
- Percentage of capability being used (on the right side)

Display can be controlled from the legend at the bottom. A trace can be enabled or disabled by checking the box next to its name, and when the mouse cursor is hovered over a name, the corresponding trace will be highlighted while all other traces will be grayed out.

Multiple servers can be monitored simultaneously. To view the health of all available servers in a single layout, use Ctrl + Click to highlight multiple servers and Click-and-drag them from the Resource Tree into a layout. Alternatively, use Ctrl + Click to highlight multiple servers, then open the context menu to select **Monitor**.

The server monitor item provides a visual indicator if an aspect of server functions reaches a critical level.

More detailed information about the system performance and health is available in "[Health Monitoring](#)".

Using a Server's Web Interface

Wisenet WAVE provides a simple and convenient way to control servers remotely through the server's web interface.

To access a server's web interface from a browser, see "[Opening Wisenet WAVE Web Client](#)".



Note: A server web page may be inaccessible because it is located on a different network than the server.

To access a server's web interface from the Wisenet WAVE client

1. Right-click on a server and choose **Server Settings** from the context menu.
2. Click on the **Server Web Page** link on the bottom left of the dialog.

You can also choose **Server Web Page** directly from the server's context menu.

The web interface provides the following

Settings – Server

- Reset server to default configuration; detach or restart server; change port or admin password.

Settings – System

- Rename System; merge two Systems; connect to WAVE Sync.

View

- See all connected servers and devices.

Monitoring – Graphs

- Server usage. (See [Monitoring Servers](#) for more information).

Monitoring – Storage

- Storage locations.

Monitoring – Log

- Logging data.

Information

- View Health Monitoring information and download a report. (See [Health Monitoring](#) for more information).

For Developers

- Send feedback; run the Generic Events Generator (see "[Generic Event](#)"); use the APIs and SDK documentation.

Help

- Contact product support; run the storage and network requirement calculator.

Configuring Multi-Server Environment

Wisenet WAVE allows many servers to work together, in one or more Systems, for complete scalability.

Servers are identified and merged according to a localSystemId value that is assigned to a server during initial configuration in the Setup Wizard. If "Setup New System" is selected in the Setup Wizard, a new localSystemId is generated. If "Add to Existing System" is selected, the localSystemId is taken from the remote System.

If servers are in different subnets, it is necessary to specify the other server's IP to allow them to merge in separate networks (behind NAT or over the Internet).

When servers are merged, they constantly synchronize all data so it doesn't matter which server the client is connected to. If a video is requested from a remote server, the one the client is connected to will be proxying the video traffic. Licenses are combined as well: if 4 licenses were activated on server A and 10 licenses were activated on server B, the System will have 14 licenses total after the servers are merged.


The maximum recommended scale of a single System, based on lab testing results, is approximately 100 servers and 1000 users, but can vary significantly based on specific environment variables. If you are approaching the recommended System size please consult with Support for scalability planning.

This section describes how to manage multi-server environments to maintain maximum System reliability and performance:


- [Moving One Server to a Different System](#)
- [Merging Systems](#)
- [Detaching a Server](#)
- [Configuring Failover](#)
- [Configuring Routing in a Multi-Server Environment](#)
- [Configuring Time Synchronization in a Multi-Server Environment](#)

Moving One Server to a Different System

Use this action to move a single server to a different System in the same local network.


 **Note:** If it is necessary to join several servers in a different System to the current one, this method is not an option. Also, this method won't work if the server that should be connected is outside the local network. For these cases use "[Merging Systems](#)".

Using the Client to join a Server

1. Expand  *Other Systems* in the Resource Tree and locate the destination System.
2. Expand the desired System and locate the server to connect to the current System.
3. Open the context menu of the server you want to move and choose **Merge to Currently Connected System**.
4. Enter the admin password of the destination System.

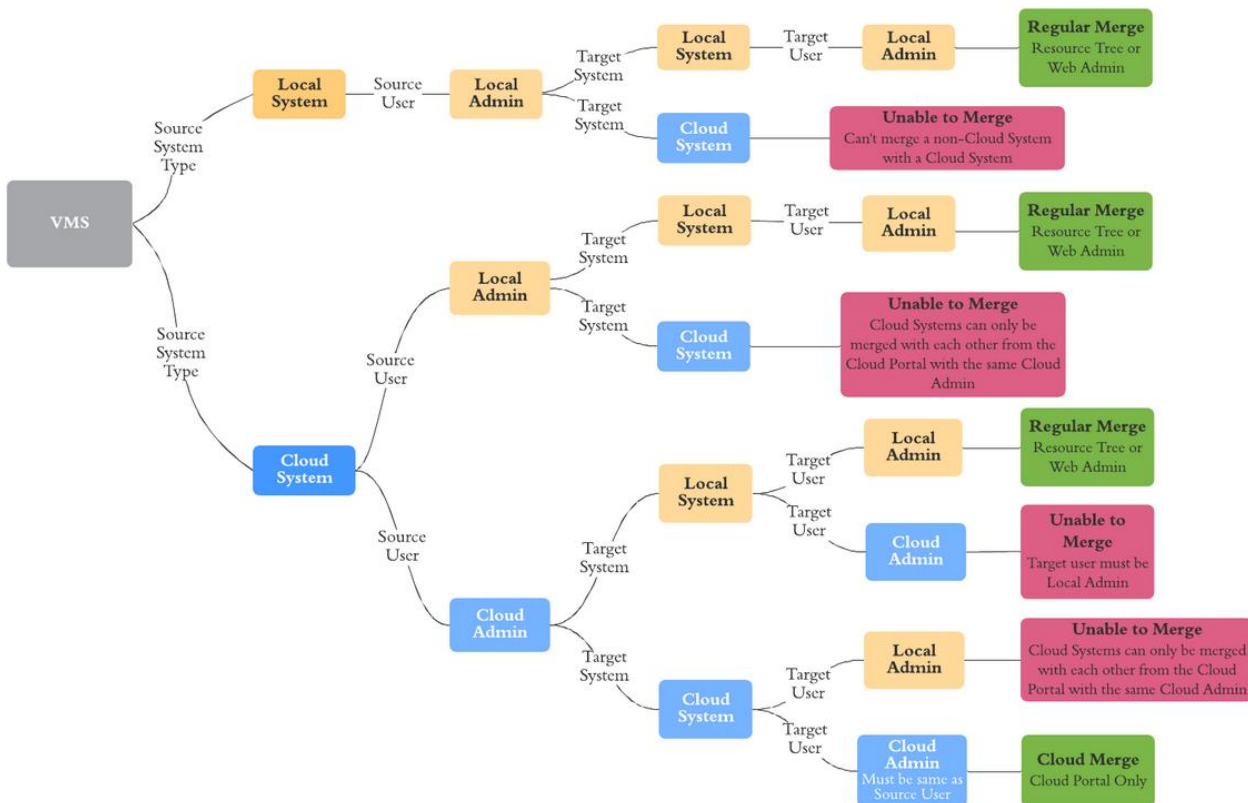
Merging Systems

It is possible to merge two Systems of the same type or to merge a Local System to a Cloud System. This is useful, for example, if System A contains several servers and you want to join all of them to System B, or when you want to join remote server(s) to a current System. Systems that have one or more servers with the same server ID in common cannot be merged. This happens when Wisenet WAVE System files are copied over to another server without removing the unique identifiers from the original System.

 **IMPORTANT:** This is a directional operation – you can merge servers from a local System to a Cloud System, but not vice versa.

Cloud connected Systems can be merged together as long as the same user has the Owner role on both Systems. You cannot initiate a merge for Cloud-connected Systems from the Client, it can only be initiated from the Cloud Portal while logged into the Cloud Administrator (Owner) account.

See the diagram below for a visual representation of your options when trying to merge two Systems.



To merge Local Systems


Resource Tree

1. Launch Wisenet WAVE Client and connect to any server in System A.

2. Right-click on the System name in the Resource Tree and choose **Merge Systems** from the context menu.
3. In the *Merge Systems* dialog, enter the URL of the server you want to merge (any server in System B or a remote server) in the **Server URL** field. You can use the drop-down menu to find Systems in the local network. For a remote server, type `http://<ip>:<port>`, where:
 - **<ip>** – IP address of server (the current computer should be able to connect to this server)
 - **<port>** – network port of server (default 7001).
4. Enter the **Password** to System B (or the remote server) and click **Check**.
5. Select the system that the others will merge into:
 - System A – System B will be merged to System A
 - System B – System A will be merged to System B
6. Click **Merge with <System Name>**.

Web Admin

1. Open a web browser and enter the following address: **Error! Hyperlink reference not valid.**
 - **<ip>** – IP address of server (the current computer should be able to connect to this server)
 - **<port>** – network port of server (default 7001).
2. Log in to the Nx Web Client with your username and password.
3. Go to the **System** tab and click Merge Systems.
4. Choose a System from the drop down or enter the target System's information and click **Find System**.
 - Other System URL (<server_ip>:<server_port>)
 - Other System Login
 - Other System Password
5. Fill in the Current Password (for this System) field.
6. Select which System's name and administrator password will be kept.
7. Click **Merge with <System Name>**.

 **IMPORTANT:** Wisenet WAVE creates a System database backup automatically before merging Systems. See ["Backing up and Restoring the System Database"](#).

To merge Cloud Systems

Cloud Portal

1. Open WAVE Sync
2. Click on the System you want to start the merge with. You will be taken to that System's page.
3. Click on **Merge with Another System**.
4. Choose the System you want to merge with from the drop down menu or manually enter the server information and click **Next**.
5. Select which System's name and settings will be kept and click **Next**.
6. Enter the Cloud account password and click **Merge Systems**.

Resource Tree

The instructions can be found above, under the section "To merge Local Systems".

Web Admin

The instructions can be found above, under the section "To merge Local Systems".

Backing up and Restoring the System Database

You can create a backup of the database of System settings, user rights and settings, and device configurations, which can be restored in case of failure. If a user creates the backup in the Client, the file is saved as a ***.db** file. Wisenet WAVE creates a database backup automatically every 7 days, whenever the product version is updated, and when Systems are merged (see "[Merging Systems](#)"). If the backup is created automatically, the file is saved as a ***.backup** file. More details about backups can be found on the Support Portal.

The System database does not include archives, server data, or local settings.

The default database backup location is

C:\Windows\System32\config\systemprofile\AppData\Local\Hanwha\Hanwha Media Server on Windows and /opt/hanwha/mediaserver/var on Linux.

 **IMPORTANT:** It is best to backup and restore the database on the same computer.

To back up Wisenet WAVE database

1. Go to **Main Menu > System Administration > General**
2. In the *Backup and Restore* section, click **Create Backup**.
3. In the dialog that opens, choose a location on the local file system, enter a file name for the backup, then click **Save**.

To restore Wisenet WAVE settings from backup

1. Go to **Main Menu > System Administration > General**
2. In the *Backup and Restore* section, click **Restore from Backup**.
3. In the dialog that opens, find the desired database backup file (*.db), then click **Open**.
4. Click **OK** in the confirmation dialog to restore the database.


Servers will restart automatically when the System is restored from backup.

 **IMPORTANT:** It may be necessary to restart Wisenet WAVE clients after restoring a database.

Deleting a Server

In some instances, it may be necessary to delete a server from the System.


A server can only be deleted when it is offline. To delete a server, locate it in the Resource Tree, **right-click** to open the context menu and select **Delete**.

 **IMPORTANT:** All devices that are hosted on a deleted server will be deleted as well. Recorded data will remain in the server's storage.

A server will automatically discover all devices and start operating once it is back online, and archives from previously attached cameras will remain available. However, storage settings and device configurations are not saved and will have to be re-entered.


Detaching a Server

This action can be useful if it is necessary to isolate a server from the current System. This operation is rarely performed.

 **Note:** If licenses have previously been activated on the server being detached, it will be disabled with the error "Server not found."

To Detach Server from the System Using Server's Web Interface

1. Log in to the web interface of the server that should be detached from the current System.
2. Open the **Settings** tab and click **Detach from the system**.
3. Enter the server password and confirm the action.

 **IMPORTANT:** All WAVE Sync users including the Cloud System owner will be deleted when a server is unlinked from the Cloud System. **Only the local Owner and local users will remain.**

It is also possible to detach a server from a System by restoring the server's factory defaults:

1. Log in to web interface of the server to be detached.
2. Go to the **Settings** tab and click **Restore Factory Defaults**.
3. Enter the Server password and confirm the action.

Configuring Failover

Automatic **failover** allows a server to automatically discover and attach cameras from a failed server. The failed and the functional server(s) must be within the same System and both must have failover enabled. When a server power, networking failure, or failure to the last remaining storage drives occurs, devices are transferred to the first available failover-enabled server, and the Client is automatically reconnected. A 30-day grace period is granted to the failover-enabled server to allow the cameras to continue recording seamlessly (see [Expired and Invalid License Keys](#)).

Failover requires that at least two servers be enabled. However, to adequately protect a System, all servers should be failover-enabled. This is to protect any given server and because failover success depends on the device capacity of the individual servers.

For example, in a System with three servers, server A has maximum capacity of 128 cameras and is actively recording 80 cameras, server B has a maximum capacity of 128 cameras and is actively recording 64 cameras, and server C has a maximum capacity of 128 cameras and is actively recording 88 cameras. Therefore server A has a failover capacity of 48 devices (128 - 80), server B has a failover capacity of 64 devices (128 - 64), and server C has a failover capacity of 40 devices (128 - 88).

If any one of these servers were to fail, both the other servers would be required to capture all of the disconnected devices. For example, a failure of server A would require space for 80 devices. Server B has failover capacity for 64 devices and server C has failover capacity for 40 devices, so neither alone would be sufficient ($64 + 40 \geq 80$). Similarly, A (48) plus C (40) are needed for the 64 cameras on B if it were to fail, and A + B are needed for the 88 devices on C ($48 + 64 \geq 88$).

Failover takes approximately 1 minute in the instance of a network or power failure. Archive playback from the failed server will not function until it is back online.

To configure failover on a server

The failover priority setting is local for every server, it is not a system-wide option. When failover is enabled, if the last remaining main storage location is invalid or failed, failover is triggered automatically.

1. Right click on the desired server in the Resource Panel and choose *Server Settings*.
2. In the *General* tab of the *Server Settings* dialog, enable **Failover**.
3. Enter the maximum number of cameras that can be attached to the server (128 maximum on Core i3 or above CPUs, 12 maximum on ARM CPUs).
4. Click *Apply* or *OK*.
5. Repeat steps 1 – 4 to enable additional failover servers.

It is also possible to establish a **failover priority** for individual cameras, so that the most important streams will be transferred first, lower priority cameras after that, and inessential devices can be set to not transfer at all.

To configure failover priority for a specific camera

By default all cameras in a System are set to "Medium" failover priority. To turn off the failover feature for a given cameras, set it to "Never".

1. In the *General* tab of the *Server Settings* dialog, click **Failover Priority**.
2. Expand each server to list the attached cameras and reveal the Failover Priority checkbox. The default setting is medium.
3. Check the desired camera and click one of the buttons – **Never, Low, Medium, or High** – at the bottom to set the desired priority.
4. Repeat steps 2 – 3 for all cameras that should be given a failover priority.
5. Click *OK* to apply changes in the Failover Priority dialog.
6. Click *OK* or *Apply* in the Server Setting dialog.

Configuring Routing in a Multi-Server Environment

Wisenet WAVE provides a built-in automatic routing mechanism that enables users to seamlessly work with large sites as a single cluster.

Initially Wisenet WAVE tries to discover all available IP addresses of servers, including public ones. However discovery is not always possible in some network environments. There may be custom network configurations that require custom routing settings. Sometimes servers have several IP addresses (public and private) and it may be necessary to allow or restrict traffic flow for some of them. For instance, a server can have a public IP address connected to the Internet via 100 Mbit network and a local NIC with local IP address (1Gbit). If it is not necessary to provide public access to this server, it may be useful to restrict traffic flow through the public IP.

To add, enable, and disable routing, open **Main Menu > System Administration (Ctrl+Alt+A)** and go to the **Routing Management** tab.

The left panel displays a list of all connected servers. Click on a server in this list to show all available interfaces on the right side of the dialog.

- To add an address manually, click the **Add** button and enter a URL using the format `http://<ip>:<port>`:
 - **<ip>** – the desired IP address or DNS name of server

- **<port>** – network port server is listening on (default 7001)
- To allow/deny traffic via a specific network interface, click the toggle button for that connection.

Time Synchronization in a Multi-Server Environment

Wisenet WAVE can be set to adopt time either from the Internet or from a given server to which all other servers will synchronize.

To control time synchronization

1. Open **Main Menu > System Administration**.
2. Go to the **Time Synchronization** tab. The current VMS time is displayed at the top.
 - To synchronize VMS time with the Internet, enable the **Sync time with the Internet** selector.
 - To synchronize VMS time with local time on the operating a given server, disable the **Sync time with the Internet** selector and click on the name of the desired server. VMS time will be synchronized with Server OS time on the selected server.
 - To allow each server to use its own local time, choose the **Do not sync time among servers** option.
3. Click *Apply, Cancel, or OK*.

Note that if there is no internet connection or if the time server is offline, VMS time cannot be synchronized.

For Systems where time is not synchronized, offsets display for both server and vms times, relative to the server over which the cursor is hovered. For Systems where time is synchronized with the local server, offsets are shown for server OS time only, relative to the server OS time on the selected server.


Note that some period of archive may become unavailable for Systems where the VMS time difference between servers is greater than 10 seconds.

See also Time mode in "[Customizing Look and Feel of Wisenet WAVE](#)".

Device Management

The following types of devices are supported in Wisenet WAVE:

- Cameras
- Encoders and DVRs
- I/O Modules
- NVRs
- Virtual Cameras

 **IMPORTANT:** Most device parameters can only be configured by a user with Administrator or higher permission level. See "[Users and User Roles](#)".

The following settings are required for a device to be able to record:

- **Recording schedule** See "[Recording Modes](#)".
- **Authentication** (if the default password has been changed for the device). See "[Configuring Device Authentication](#)".

This section describes the following functions related to devices:

- [Viewing Full Device List](#)
- [Adding Devices](#)
- [Diagnosing Offline Devices](#)
- [Working with NVRs](#)
- [Moving a Device to a New Server](#)
- [Deleting a Device](#)
- [Setting Up Cameras and Devices](#)

Viewing Full Device List

The **Cameras List** (i.e., **Devices List**) lets you view and manage all devices registered in the Wisenet WAVE System.

To Open the Device List

Open the **System Administration** dialog and select **Camera List (Ctrl+M)**.

Recording	Name	Vendor	Model	Firmware	IP/Name	MAC address	ID	Server
Continuous	Brickcom-30xN	G-version	Brickcom-30xN	v3.2.3.5.6	192.168.0.168	98-3B-16-4B-AB-F0		Server DESKTOP-DJN3241 (192.168.0.160)
Continuous	IPcameraadmin	IPcamera	admin	V1.04.01-140606	192.168.0.115	00-2A-2A-30-44-7B		Server DESKTOP-DJN3241 (192.168.0.160)
Motion + Low-Res	LR01IPC	LR01	IPC	V0.1.51_H	192.168.0.72	00-B0-FF-C3-92-4F		Server DESKTOP-DJN3241 (192.168.0.160)
Continuous	LR01IPC	LR01	IPC	V0.1.51_H	192.168.0.156	00-86-3D-2D-93-08		Server DESKTOP-DJN3241 (192.168.0.160)
Continuous	IS-DM220	Sentry	IS-DM220	sr20121213NSA	192.168.0.140	00-50-C2-0E-C3-63		Server DESKTOP-DJN3241 (192.168.0.160)
Continuous	AXISM3007	Axis	AXISM3007	lfp-15.30.2	192.168.0.178	AC-CC-8E-19-FB-60		Server DESKTOP-DJN3241 (192.168.0.160)
Motion only	VIVOTEKFD8161	VIVOTEK	FD8161	FD8161-VVTK-0105b	192.168.0.133	00-02-D1-2D-DB-51		Server DESKTOP-DJN3241 (192.168.0.160)

- **Recording** – current recording state of the device (Not recording, Continuous, Motion only, Motion + Lo-Res). See "[Recording Modes](#)".
- **Name** – Device name
- **Vendor** – Device manufacturer/maker. When interacting with a 3rd party device via ONVIF protocol, *Onvif Device* is displayed.
- **Model** – Model of the device
- **Firmware** – The current firmware version
- **IP/Name** – Device IP address
- **MAC Address** – Device MAC address. If it is not possible to determine the MAC address, a unique identifier is shown (i.e. `urn:uuid:207f19b2-d5a6-407f-8fec-6265a311058b`)
- **ID** – 1 to 3 digit Logical ID (see "[Working With Expert Device Settings](#)").
- **Server** – Server hosting the device

The following controls are available:

- **Sort data** – Data in each of the columns can be sorted in ascending or descending order by clicking on the header.
- **Filter data** – Text entered in the *Search* field applies to all data in the list. Results refresh as characters are entered. To disable filtering, clear the field.
- **Select data** – To select multiple rows use Ctrl+Click or Shift+Click. Use Ctrl+A to select all devices.

The following tools are available from the Camera List context menu:

- **Open** – Choose *Open*, *Open in New Tab*, or *Open in New Window*.
- **Delete** – Disconnects the selected device(s) for the server host.
- **Rename** – Select a single device, opens the *Rename* dialog.
- **Check Camera Issues** – Opens the "[Event Log](#)" for the selected device.
- **Camera Rules** – Opens the "[Event Rules List](#)" for the selected device
- **Camera Settings** – Opens the Camera Settings dialog for the chosen device. If multiple cameras are selected before clicking this setting, the dialog that opens will be feature restricted.
- **Select All** – Selects all the cameras in the list
- **Export Selection to File** – Opens the *Export* dialog. Enter a file name and select a format (HTML or CSV text file).
- **Copy Selection to Clipboard** – Copies the column data for each selected camera to clipboard, from which it can be pasted into a text editor or spreadsheet application.

Adding Devices

This section provides information on how to add various devices (cameras, encoders, I/O Modules) to the Wisenet WAVE resource list.

Choose one of the following methods:


- [Automatic Device Discovery](#)
- [Disabling Automatic Discovery](#)
- [Adding Devices Manually](#)
- [Adding Multicast, RTSP or HTTP Streams as Cameras](#)

See also:

- [Setting Up a Virtual Camera](#)
- [Setting Up an I/O Module](#)
- [Setting Up an Analog Camera](#)

Automatic Device Discovery

As soon as a server is started and connected to a System, it automatically performs device discovery in its network for devices that are accessible via broadcast. Once a device is discovered, it is displayed in the Resource Tree.


 **Note:** For Axis cameras only — if the "People Counter" function is enabled, automatic discovery will not work in Wisenet WAVE software.

If a device does not transmit media data, it is marked as offline. If a server is offline, all devices the server is hosting are automatically switched to the offline status.

Some devices require that a password be created or entered upon the first attempted access. They will be displayed in the Resource Tree but an error message will be displayed when an attempt is made to view streams from such devices.

If a device was deleted and connected again, it will be re-discovered. See "[Deleting a Device](#)" for details.

Automatic device discovery can be disabled, see "[Disabling Automatic Discovery](#)".


 **Note:** Once a device is discovered, Wisenet WAVE adjusts the manufacturer's preset image quality settings and streaming configuration for optimal performance in the Wisenet WAVE System. See "[Preventing Wisenet WAVE from Changing Manufacturer Settings](#)" to disable these changes.

Disabling Automatic Discovery

Once a device is discovered, the only way to delete it is to disconnect it from the network (see "[Deleting a Device](#)"). If the device is plugged back in, it will be re-discovered.


To disable automatic device discovery

1. Open **Main Menu > System Administration (Ctrl+Alt+A) > General** tab
2. Uncheck **Enable devices and servers auto discovery** in the *System Settings* section
3. When finished, press *OK* to apply or *Cancel* to discard changes

 **IMPORTANT:** Once auto-discovery is disabled, new devices and servers will no longer be auto-discovered, they will have to be added manually.

Adding Devices Manually

If a device is not accessible via broadcast, for instance if is located in a different network or can only be accessed via internet, it will not be discovered automatically. In this case Wisenet WAVE provides an ability to add a device manually. It is also possible to add several devices simultaneously by scanning a range of IP addresses. You can also specify a device by IP Address, Host Name, or generic RTSP/HTTP/UDP link (see "[Adding Multicast, RTSP or HTTP Streams as Cameras](#)").

 **Note:** For Axis cameras only — if the "People Counter" function is enabled, neither automatic or manual discovery will work in Wisenet WAVE software.

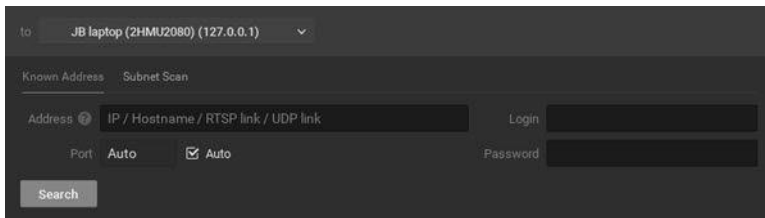
To add one or more devices

1. Open **Add Device** dialog:
 - **Right-click** on the desired server in Resource Tree to open its context menu, or
 - Open Main Menu and select **Add Device**
2. Select the desired server in the **To** field.
3. If the device requires, specify authentication parameters in the **Login** and **Password** fields. Once a device is added you can use the **Edit Credentials** button in **Camera Settings > General** to change this password.
 - Some devices may be discovered without specifying credentials, but often it is necessary to specify at least the default login and password.
 - Other devices may not require credentials for discovery but will require credentials when they are accessed for the first time. In this case, they will be displayed in the Resource Tree, but you will be prompted to enter credentials in order to view streams from these devices.
4. If needed, specify a discovery **Port**. The default **Auto** setting is recommended. Most devices are discovered on port 80.

5. Choose one of the following:

- To add a single device, select the *Known Address* tab:

Enter either the IP address, Host Name the device can be resolved on, or an RTSP, HTTP, or UDP link for the device in the **Address** field. Click on the tooltip (?) to see some syntax examples.

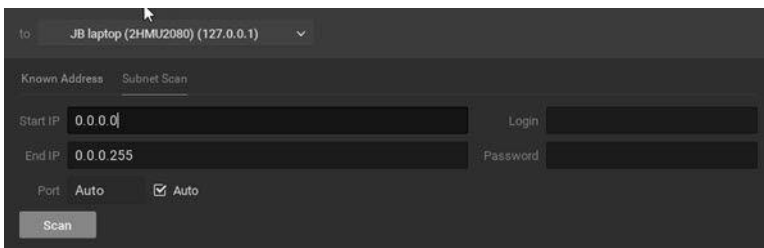


- To add several devices at once, select the *Subnet Scan* tab:

Enter the desired **Start IP** and **End IP** values. (By default, addresses 0-255 of the same subnet are suggested so that the entire network will be scanned.)

Press **Scan** to initiate the search. This can take some time, especially when an IP range is being scanned.

If devices are located they will be displayed in IP address order, showing the brand, model and IP address. If a device is already registered it will display in the list as *Added*. Previously added devices may be re-added. If devices are not located, you can click **New Scan** to return to the *Add devices* dialog. The total number of devices being added will display in a banner at the top of the window.



6. Select the desired devices and click **Add selected**, or click on **Add all devices** to add devices to the Resource Tree.

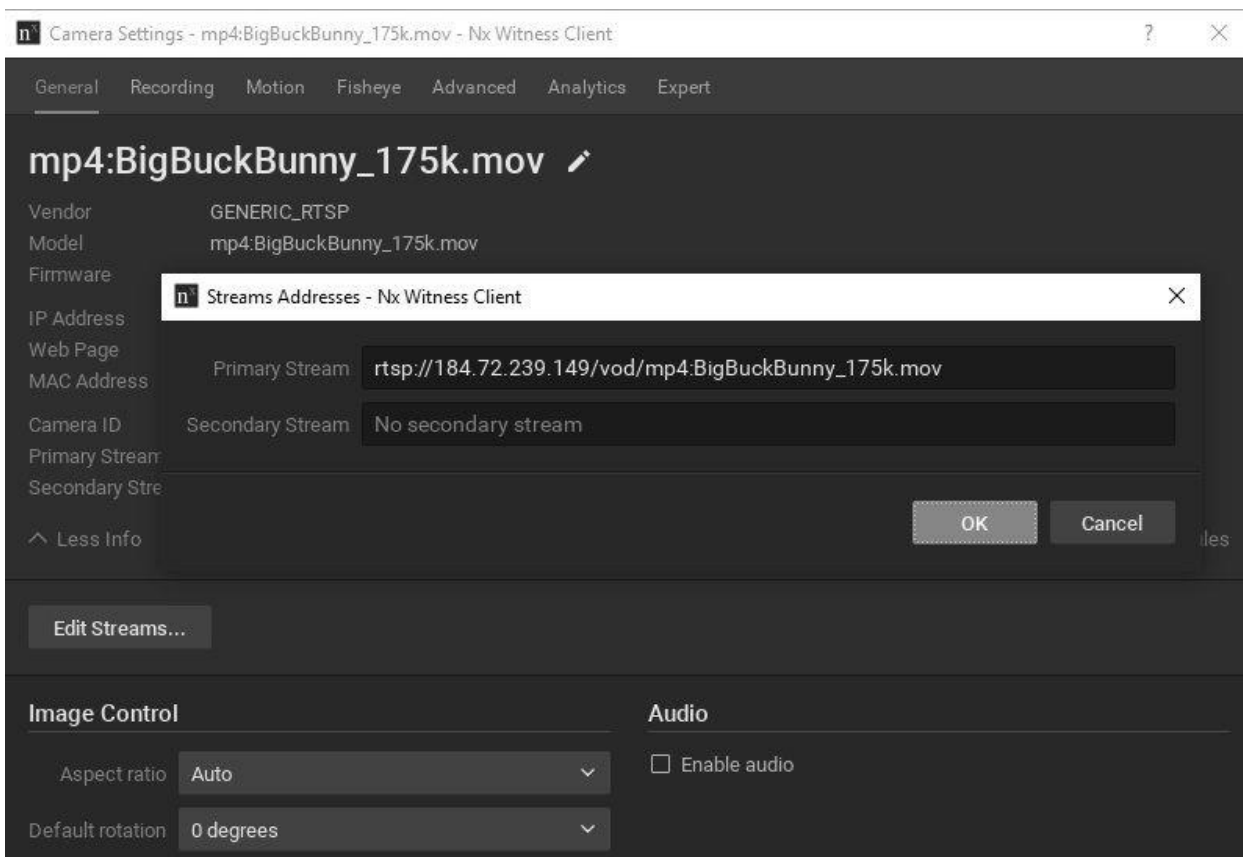
Adding RTSP, HTTP, or Multicast Streams as Cameras


Occasionally a camera cannot be automatically discovered, or will not work properly in Wisenet WAVE because it is not fully compatible with ONVIF. These devices can instead be added using their RTSP, HTTP, or UDP multicast URL stream address. Once added, such a camera can be successfully viewed and recorded in Wisenet WAVE, including audio output over RTSP for devices that record audio.

It is possible to add two streams when creating an RTSP/HTTP camera, which enables dual streaming and adaptive scaling (see "[Dual Stream Processing](#)"). When a secondary stream is added, the primary stream also becomes modifiable. Dual-stream cameras from RTSP, HTTP, or UDP streams allow for the integration of third party legacy IP Cameras, DVRs, and NVRs with full Wisenet WAVE adaptive scaling capabilities for reduced CPU and network usage.

IMPORTANT: You must know the exact RTSP/HTTP/UDP URL of the stream. This information can be found in the camera manual, on the camera web page, or by contacting the manufacturer.

Follow the steps described in "[Adding Devices Manually](#)" for a single device to add the desired stream value in the **Address** field. Once added, the camera will be displayed in the Resource Tree as a "GENERIC_stream_type_stream name". You can then use **Edit Streams** in **Camera Settings** > **General** to add or edit either stream value. Note that not all RTSP devices will be compatible with the quality and fps selection capability in the Client.



 **Note:** If the lowest resolution is greater than 1024x768p, software motion detection will not be available.

Adding a Webcam or Raspberry Pi Camera


Non-IP cameras such as built-in or USB webcams and Raspberry Pi cameras are supported on Windows, Ubuntu Linux, and Raspbian operating systems with dual-streaming and audio support. These cameras will be detected automatically, added as a Wisenet WAVE resource, and available for live and recorded viewing

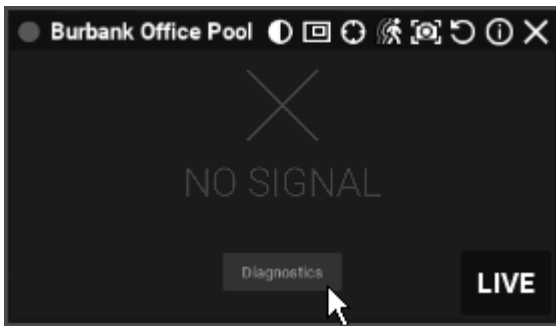
When the Wisenet WAVE System is installed on a Raspberry Pi machine, with the addition of a Raspberry Pi camera module it will function as a server with a smart IP camera, capable of operating as a stand-alone System for demos, operator response recording, and more, or as part of a larger system.

 **Note:** Audio is not supported for the Raspberry Pi camera.

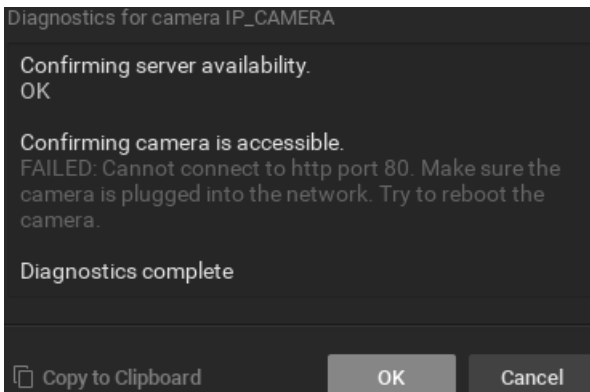
Diagnosing Offline Devices

Wisenet WAVE can perform basic diagnostics to determine why a camera is offline. If you cannot fix the problem yourself, it is important to run a diagnostic test prior to contacting support, and provide them with the results.

A camera that is offline will be have an offline icon () in the Resource Tree and will display **NO SIGNAL** in layout. Diagnostics can be invoked by pressing the **Diagnostics** button on the item:



Once diagnosis is complete, the analysis and recommended actions will be displayed:



Follow the instructions to resolve the issue. If unsuccessful, contact support (see "[Contacting Support](#)").

IMPORTANT: Make sure to click *Copy to Clipboard* and paste the data into your message prior to sending it to support.

Working with NVRs

Wisenet WAVE can work with a wide number of network video recorders (**NVRs**), however there are some special requirements:


- NVR requires a specific Embedded Recorder License to work (however a professional license will work as well). Each Embedded Recorder License allows viewing one channel from the NVR.
- NVR cannot be detected automatically and must be added manually (see "[Adding Devices Manually](#)").
- Cameras should be connected to NVR and properly configured to display in Wisenet WAVE.

After an NVR is configured and added, its channels become visible and it is possible to navigate through its live and archive streams. Some restrictions apply:

- NVRs do not support asynchronous playback, so the SYNC button on the Timeline has no effect.
- Only three simultaneous connections per channel are supported for archive playback. This means only three Wisenet WAVE Client applications may request video from a certain channel. If an additional client tries to view archive from this channel, it will not be accessible.

Moving a Device to a Different Server


You can use the Resource Tree to move a device from one server to another. When a device is moved from one server to another, all predefined parameters are retained and archive will be combined seamlessly.

However, the device must be on the same local network to remain online, in which case recording will restart automatically and you will be able to view the live stream. If the servers are not attached to the same network, moving a device will take it offline. In this case you will be given the option to **Move** it anyway, **Skip** (the specific camera, if more than one is selected), or **Cancel** the operation. Note that an offline camera (icon ) still uses a license, even though the device is not recording at the moment.

Moving a device is helpful when too many devices are used on the network and you need to add an additional server for load balancing and redundancy purposes, as it allows for load-balancing to be performed manually.

To move device(s) to different server

1. Select the desired device(s) in the Resource Tree.
2. **Drag-and-drop** the selected devices over the name of the desired server.


 **Note:** Devices can also be automatically moved in the event of a server failure; see "[Configuring Failover](#)".

Deleting a Device

To delete a device:

1. Expand the server hosting the desired device in *Resource Tree*.
2. Find and select the device
3. **Right-click** for the context menu and choose **Delete** (or the **Del** button on a keyboard).
4. Click Yes to confirm.


If a camera is disconnected, its archived footage becomes unavailable. However, it can be restored (see "[Viewing Archive from Deleted Cameras](#)").

 **Note:** If a device is online it will be auto-discovered again unless it was added manually. To avoid auto discovery, either unplug the device or disable [automatic device discovery](#).

If the device is back online, it will start working immediately and its recorded archive will be available. However, a user will need to reconfigure **Device** as its settings have been erased.

Setting Up Cameras and Devices

The **Camera Settings > General** dialog has shortcuts that let you open the device in layout, open the device's [Event Log](#), and open the device's [Event Rules List](#).

 **Note:** It is possible to configure image controls, recording schedule, authentication credentials, etc. – for several devices simultaneously. See "[Applying Parameters to Multiple Devices](#)".

Obtaining Basic Device Information


For all cameras, the **Camera Settings > General** tab displays the unique camera ID, RTSP URLs for primary and secondary streams, and a link to the device web page. For ONVIF-compliant cameras editable fields for streams, image quality, and related parameters as also available.

- Camera name – this field is editable

- Vendor
- Model
- Firmware
- IP address – press the **Ping** button to test device accessibility.
- Web Page – this link launches the device web page in a browser, where you can view and edit all device parameters. Depending on the device make and model, the device web page can also be launched and edited from within the Wisenet WAVE client (see "[Configuring Device Using Wisenet WAVE Client](#)").
- MAC address
- Camera ID - a UUID that the system assigns to each camera, usually in the format similar to f93369eb-e530-27b7-78ba-16978cbd3061. It is also used for devices such as virtual cameras
- Primary stream URL
- Secondary stream URL.

Device Authentication

All devices come with a predefined login and password combination. During the discovery process, Wisenet WAVE attempts to use the manufacturer's default credentials to access a device and acquire media streams. However, default login and passwords can vary between models or product lines, or may have already been changed.

If Wisenet WAVE cannot access a device using the default authentication, the device is shown as **Unauthorized** () in the Resource Tree and the following message will appear when a user attempts to view a live stream: "UNAUTHORIZED Please check authentication information."

Some devices require that a non-default password be created if they are discovered using default credentials. In this case, the device is displayed within the Resource Tree but an "unauthorized" message will be displayed when attempts are made to view streams from such devices.

To enter authorization parameters

1. Open **Camera Settings > General**.
2. Click on the **Edit Credentials** button.
3. Enter **Login** and **Password** in the *Authentication* section and click *Apply* or *OK*. To discard changes, click *Cancel*.

Renaming a Device

When a device is discovered automatically, it is displayed in the Resource Tree as either "model" or "manufacturer + model". As a result, all cameras with the same make and model will have the same name – only the IP address will differ. Display of the IP address is optional (see "[Show additional info in tree](#)").


A device can be renamed for easier identification or any other reason.

In the Resource Tree right-click on the device and use the context menu option **Rename (F2)**, or from **Camera Settings > General** click on the pencil icon in the camera name field to make it editable.

Setting Camera Orientation

Setting Camera Orientation

Wisenet WAVE can adjust to proper orientation for devices that have been mounted upside down or rotated by 90 degrees.

 **Note:** This correction will require transcoding of videos exported from a camera.


To specify device orientation

1. Open **Camera Settings** and go to the **General** tab.
2. In the **Image Control** section, select the desired rotation adjustment from the **Default rotation** options: *0 degrees, 90 degrees, 180 degrees, 270 degrees*.
3. Click on *Apply* or *OK* to save the setting.

Setting Camera Aspect Ratio


Setting Camera Aspect Ratio

Occasionally, cameras will report an incorrect aspect ratio. If Wisenet WAVE cannot make an automatic correction you can do so manually.

 **Note:** This correction will require transcoding of videos that are exported from the camera.

To specify an aspect ratio

1. Open **Camera Settings** and go to the **General** tab.
2. In the **Image Control** section, click in the **Aspect Ratio** field to open the pulldown menu.
3. Select the desired aspect ratio from the available options: **16:9**, **1:1**, or **4:3**. Select *Auto* for Wisenet WAVE to determine the aspect ratio.
4. Click *Apply* or *OK* to save the setting.

 **Note:** If the aspect ratio is set to **Auto** in the Camera Settings dialog, the aspect ratio of the secondary stream will be modified to match the aspect ratio of the primary stream.

Applying Parameters to Multiple Devices

To simplify the configuration process, you can apply the same parameters to multiple devices at once.

1. Select the desired devices from the Resource Tree or layout.
2. Open the device context menu and go to **Device Settings**. The following settings can be configured when multiple devices are selected:
 - Authentication credentials
 - Aspect Ratio
 - Default rotation

- Audio (enabled or not)
 - License Activation (Recording on or off)
 - Recording Schedule
 - All **Expert** tab settings except **Logical ID** (see "[Working With Expert Device Settings](#)").
3. Enter the desired parameters.
 4. Click *Apply* to accept, *OK* to save and close the dialog, or *Cancel* to discard changes.

Image Controls

Item windows display basic device information and provide icons for powerful built-in functions. Information and icons shown depends on whether the item is showing live or recorded video.

Upper Left

The upper left corner displays the camera name for live streams, or the file name for recorded video, and an icon for the current [Recording Mode](#).








- – **Constant Recording** (green circle)
- – **Motion Recording** (red circle)
- – **Low Resolution** always/**High Resolution** for motion (red circle with green diagonal stripe)
- – **Not Recording** (grey circle)



Upper Right


The upper right corner contains the following buttons:

-  – [Image Enhancement](#)
-  – [Creating a Zoom Window](#)

-  – [Motion Smart Search](#)
-  – [Screenshot](#)
-  – [Rotate](#)
-  – [Dewarping](#) – for fish-eye cameras
-  – [Pan, Tilt, and Zoom \(PTZ\)](#) – for live streams, if supported by the device
-  – [Information](#) – displays additional information about the device settings
-  – Close – removes the item from the current layout

Bottom Right

The bottom right corner indicates **LIVE** for live streams, or displays the date and running time for archive or local files. If supported by the device you may also see:


 – [Using 2-Way Audio](#) button

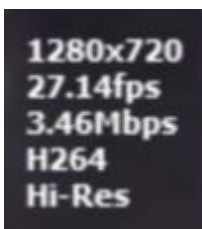
Custom [Soft Triggers](#)

Additionally, these messages may appear for camera items:

- **NO SIGNAL** – Camera is offline (see "[Diagnosing Offline Devices](#)")
- **NO DATA** – No recording was performed, no data is available
- **Loading** – Awaiting data from server
- **Unauthorized** – Incorrect/missing login or password

Bottom Left

Click on the Information icon  or right-click on any selected item to open the context menu, and choose **Show Info (Alt+I)** to display the following item information:

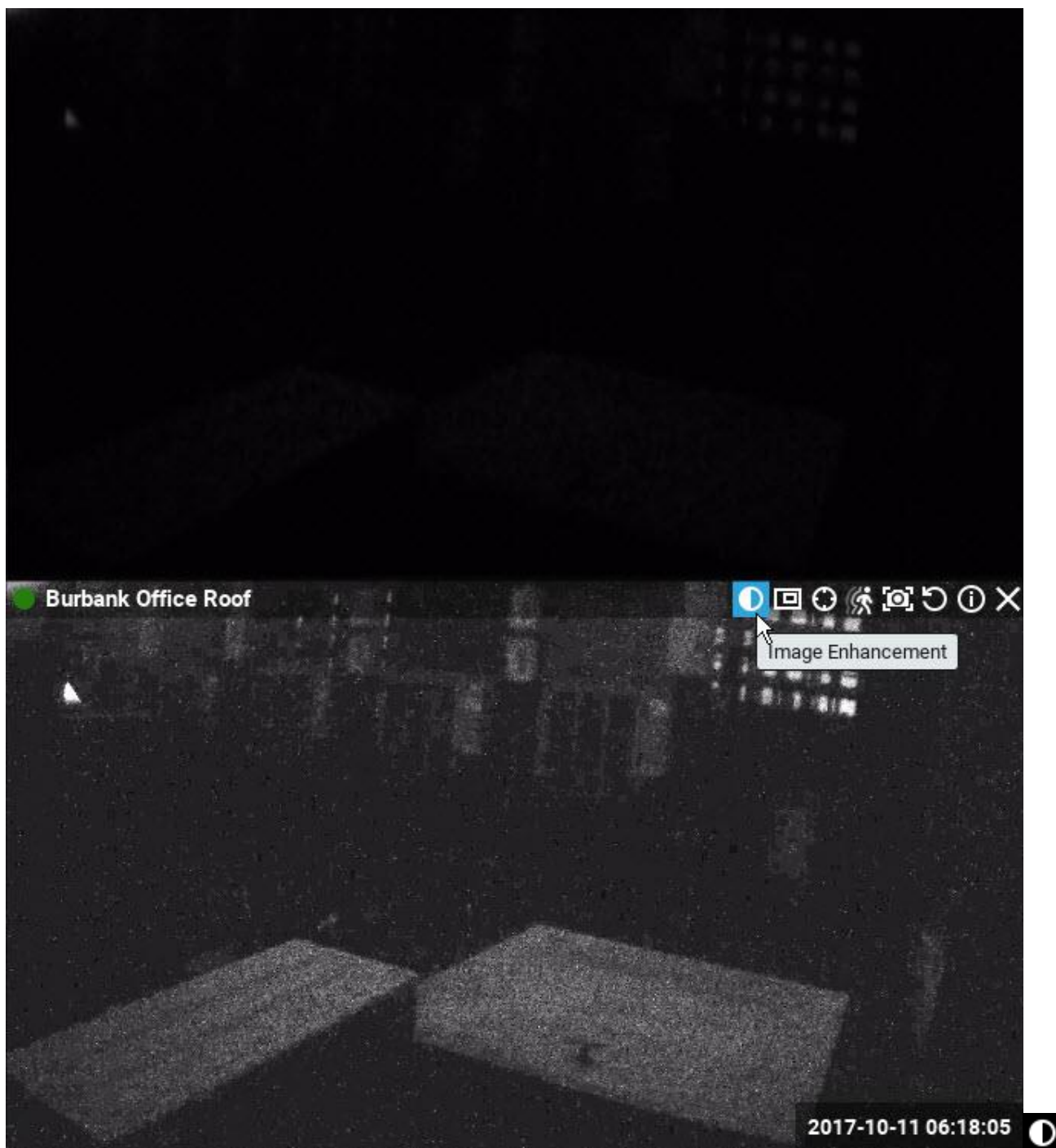


- **Resolution** of the stream in pixels
- **Frames per second (FPS)** of the stream
- **Bitrate** of the stream. **The letter after the bitrate value is the video traffic delivery method indicator – Direct Connect, NAT traversal (N) and Proxy (P).**
- **Codec** (e.g., **H.265**, **H.264**, or **MJPEG**)
- **Stream in use** – **Hi-Res** or **Lo-Res**
- **Video traffic** delivery method indicator – Direct Connect, NAT traversal (N) and Proxy (P).

Image Enhancement

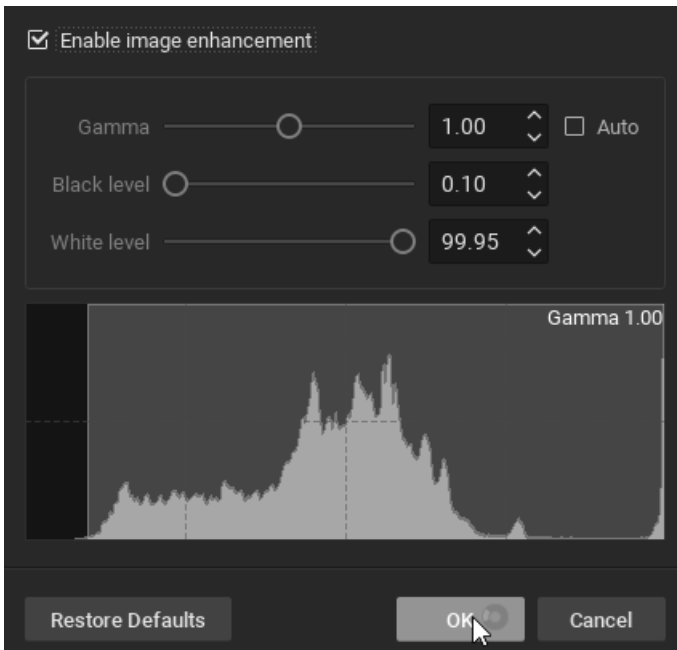
Image enhancement applies a set of adjustments to improve overall image quality.

Each camera and local video item has a button that toggles image enhancements **on** (🔘) and **off** (🔘). You can use the default adjustment parameters that Wisenet WAVE calculates (using a standard gamma correction algorithm), or you can set the parameters manually. In most cases, the default settings are adequate.




To set image enhancement parameters manually

1. Right-click on the desired image and select **Image Enhancement (Alt+J)** in the context menu.





2. In the *Image Enhancement* dialog that opens, click the **Enable image enhancement** checkbox to turn image enhancement on. This will allow you to see the effect of your changes as they are made. Note that this setting is persistent – if it is active in the *Image Enhancement* dialog, it will be active for the selected item in layout.
3. Set the following parameters:
 - **Gamma** - use the slider to adjust this value, where the lower the value the lighter the image will be. Check **Auto** to allow the gamma value to change to an optimal level as the other settings change.
 - **Black level** and **White level** – use the sliders to adjust these values, noting the impact on the histogram section. It is best to cover as much of the histogram area possible. If too much of the histogram is clipped on the left or right sides, important graphic information will be lost.
3. You can click **Restore Defaults** at any point to restore the default enhancement settings.
4. Click *OK* to save your changes or *Cancel* to discard them.


 **Note:** The current state of image enhancement is always applied to screenshots, and optionally to exported video (it can be turned off in the export settings).

Configuring Dewarp and Pan, Tilt, and Zoom (PTZ)

Fish-eye lens capture a very large viewing area but also create a highly distorted image. Wisenet WAVE provides a powerful dewarping algorithm that can be applied to make a fish-eye image much easier to view.

 **IMPORTANT:** This algorithm must also be applied for PTZ controls to be applied to a fish-eye camera.

Dewarping requires some initial configuration. Once configured, you can simply click on the dewarping icon  when the camera is in layout to activate dewarp mode (see "[Dewarping Fish-Eye Cameras](#)").

 **Note:** Keep the camera open in layout so you can see how its image changes as the dewarp settings are adjusted.


1. Select the desired camera and open **Camera Settings** from the context menu.

2. In the **Fisheye** tab, click on the **Fisheye Dewarping** button to enable (green) the distortion correction parameters.




3. Indicate the mounting position of the camera – **Ceiling Mount**, **Wall Mount**, or **Floor/Table Mount** – to apply the proper dewarping algorithm for the camera's orientation. Note that a Wall Mount setting allows for only a 180 degree panoramic view. The other 2 settings allow for a 360 degree panoramic view.
4. **Mount Angle Correction** – if needed, you can adjust the mounting angle by -30.0 to +30.0 degrees.
5. If necessary, position the blue calibration circle over the camera's field of view as accurately as possible. Click-and-drag to move the circle and use the mouse wheel to resize it.

6. Click **Auto Calibration** to apply the dewarping algorithm.
7. If needed, you can manually adjust the settings:
 - Use the **Size** slider to change the size of the blue circle. You can also use the mouse scroll button to resize it.
 - Use the **X Offset** and **Y Offset** sliders to change the position of the circle horizontally or vertically. You can also click-and-drag it to the desired position.
 - Use the **Ellipticity** slider to adjust the shape of the lens (panamorph lens support).
8. Click *Apply* or *OK* when finished. To discard changes, click *Cancel*.

The dewarping  icon will now display on the camera item in layout to indicate that it is configured for dewarping mode and PTZ controls.

Dewarping Fish-Eye Cameras

Once dewarp is configured, as indicated by the presence of the dewarping  icon in layout, a fish-eye camera image can be dewarped and will also have PTZ controls available.


Zoom windows created from a fish-eye image are dewarped automatically. The current dewarping state is always applied to screenshots, and it is possible to apply dewarping to a screenshot after it is captured. The option to apply dewarping to exported video can be turned on or off in the Export Video dialog using **Apply Filters**.

 **Note:** Dewarping a fish-eye camera will set its resolution to high.

To apply dewarping

1. Click the dewarping  icon to activate dewarping mode:



2. Click the **Change Dewarping Mode** button in layout to show the image as a **90**, **180**, or **360** degree panoramic view, as indicated by the button. Note that 360 degree panoramic mode is not available to cameras that are configured as wall mounted.
3. Use PTZ controls as desired. See "[Controlling Pan, Tilt, and Zoom \(PTZ\)](#)".
4. Click  again to hide controls and disable dewarping.

To dewarp a fish-eye screenshot or local video file


1. Right-click on the file to open the context menu and select **File Settings**.

2. Click on the **Fisheye Dewarping** button to enable (green) the distortion correction parameters.
3. Configure dewarping as described in "[Configuring Fish-Eye Cameras](#)".

Controlling Pan, Tilt, and Zoom (PTZ)

To the extent supported by the particular ONVIF camera, pan, tilt, and zoom (PTZ) controls are available when a camera is in Live mode. **PTZ controls are also available on archived footage for fish-eye cameras.** These control and also for archived footage. Note that PTZ must be configured first (see "[Configuring Dewarp and Pan, Tilt, and Zoom \(PTZ\)](#)".) For the most commonly-used cameras that support ONVIF Absolute Move, the following features are also available:


- [Saving and Restoring PTZ Positions](#)
- [Setting Up PTZ Tours](#)
- Relative PTZ

When PTZ requirements are met and enabled, the PTZ icon  will display on the corresponding camera item.

Manufacturer "native" PTZ settings

Native PTZ camera presets – those provided in-camera – for a specific camera can be maintained by checking **Use camera native presets** in **Camera Settings > Expert**. To ignore manufacturer settings in favor of Wisenet WAVE settings, check **Use system presets** instead.

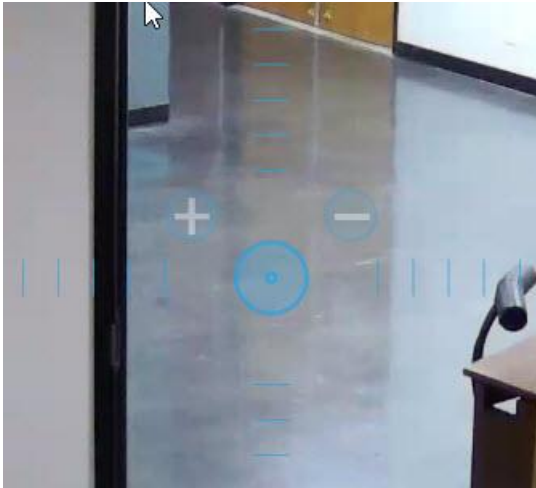
Available PTZ controls

Depending on the camera model, one of the following modes is available when you click on the PTZ icon .

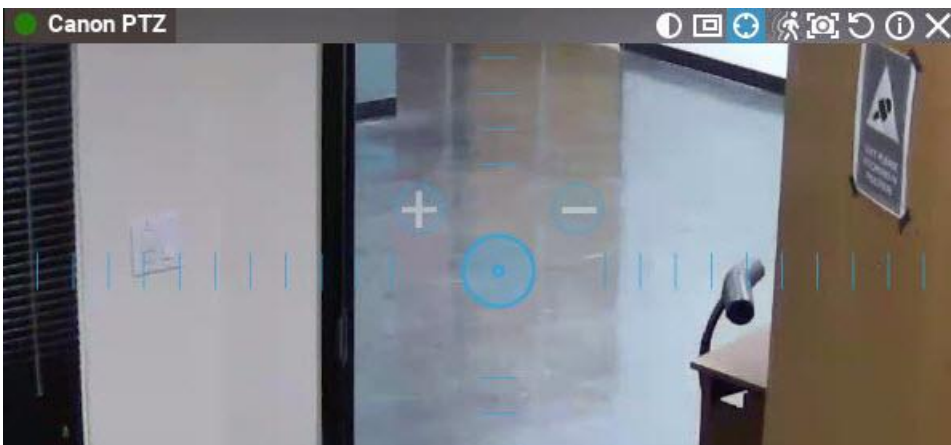
Simple (Zoom only) – As shown in the image below, only the + and - buttons are available to zoom in and out.



Regular (Zoom and Point) – Use the + and - buttons to zoom in and out. When there is a center circle as shown below, you can use it to click-and-drag the center of the image to the desired position.



Extended (Zoom, Point and additional features) – Requires ONVIF Absolute Move support by the camera and custom product integration. Allows zooming, repositioning, and the following additional controls:



- **Click** anywhere in the field of view to re-center at that position.
- **Left-click-and-drag** and draw a zoom rectangle that can be positioned until the mouse button is released.
- **Double-click** to zoom out all the way.


Once a PTZ position is set, press  again to hide PTZ controls.

Saving and Restoring PTZ Positions

It is possible to establish predefined PTZ positions that can be restored in just a few clicks or with a keyboard shortcut.

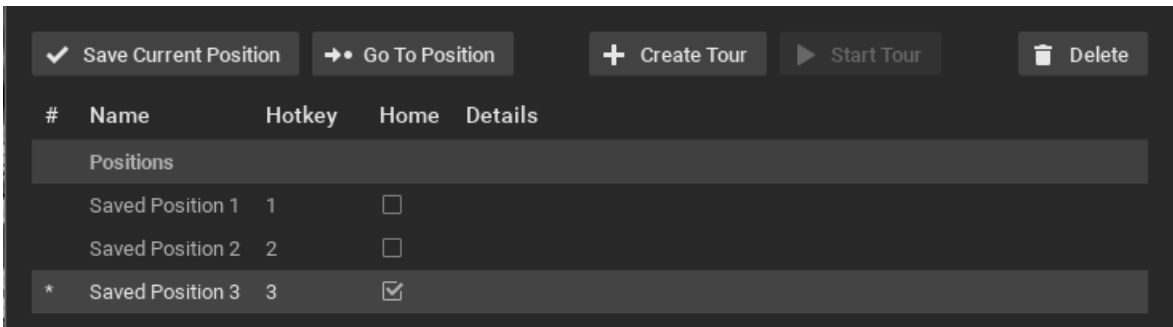
Once defined, a preset PTZ position can serve as the home position for a device, or several presets can be sequenced to create a PTZ tour (see "[Setting Up PTZ Tours](#)"). There is also an "[Execute PTZ Preset](#)" action for event rules.


To save a PTZ position

1. Click on the PTZ icon  in layout and go to the desired position.
2. From the camera item in layout, open the context menu and select **PTZ > Save Current Position**.
3. Enter a name or accept the default name.
4. Optionally, select a hot key for the position (**0-9**).

To edit a saved PTZ position

1. From the camera item in layout, open the context menu and select **PTZ > Manage**. It is a good idea to move the *Manage PTZ* dialog so the camera item is clearly visible in layout.
2. The **Name** and **Hotkey** fields in the *Manage PTZ* list are editable fields.




3. If desired, click the **Home** checkbox to select the position the camera will return when the PTZ position is not changed for 2 minutes. (You can use the **Go To Position** button to preview a preset position.)
4. It is possible to add a new preset by clicking on the PTZ icon  in layout and clicking **Save Current Position** in the *Manage PTZ* dialog.
5. Click *Apply* or *OK* when finished. To discard changes, click *Cancel*.

To restore a PTZ position

Open the camera context menu and choose **PTZ > <position name>** or press the related hot key (**0-9**). The active position will be indicated in the PTZ context menu.

To delete a PTZ position

1. Open the camera context menu and select **PTZ > Manage**.
2. Select a desired preset and click **Delete**.

 **Note:** If a preset position is included in a PTZ tour, deleting it will make the tour invalid. The tour will remain in the list in the *Manage PTZ* dialog but will not be available from the PTZ context menu.

3. Click *Apply* or *OK* when finished. To discard changes, click *Cancel*.

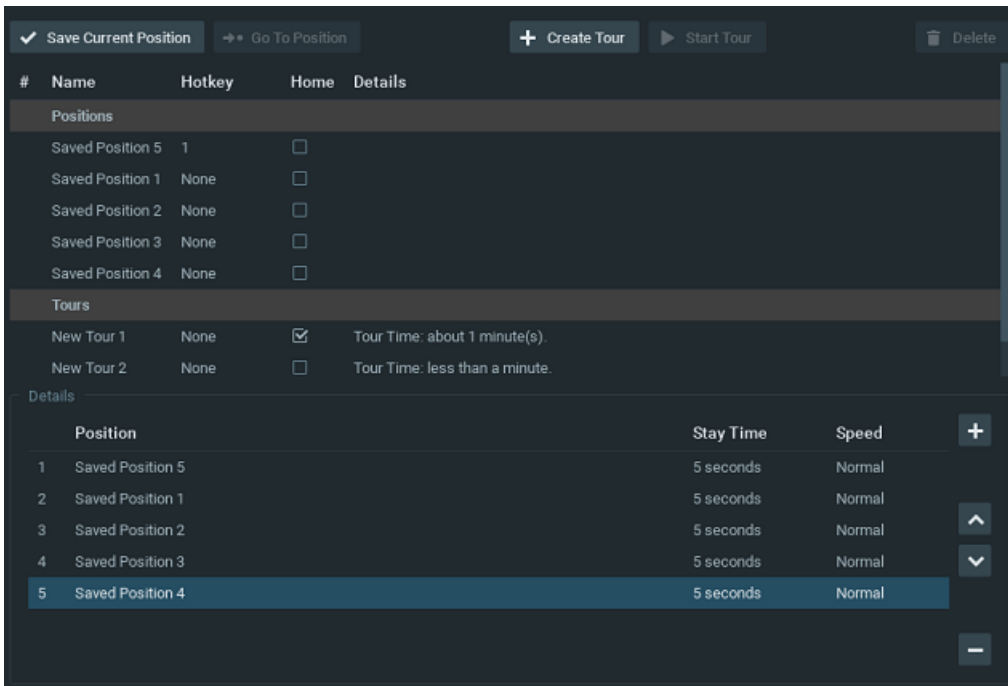
Setting Up PTZ Tours

A **PTZ tour** is a sequence of saved PTZ positions. PTZ tours are useful for observing a broad field of coverage with a single camera. The following requirements apply:

- Can only be applied to a PTZ or fish-eye camera
- Must contain at least two positions
- The same position should not be used consecutively or as both the first and last position. A warning will appear if a tour contains multiple instances of the same position. Instead, define and use slightly different or overlapping PTZ presets.

To create a PTZ tour

1. Right-click on the camera item in layout and select **PTZ > Manage** from the context menu.



2. Make sure at least two positions are saved.
3. Click the **Create Tour** button. A *Tours* section will open at the end of the position list, with a default name *New Tour <#>*.
4. In the *Details* form, click the + button to add the first position to the tour. Continue to click + until you have added all desired positions.
5. Each tour position can be edited as follows:
 - Click on the **Stay Time** field to select the display duration for a position
 - Click on the **Speed** field to set the speed of the move from one position to the next (menu)
 - Click on the **Position** field to select a different position (menu)
 - Use the up and down arrows at the right to change the order of a position in the tour
 - Click the + button to add a position
 - Click the - button to delete a position
4. Click *Apply* to save the tour then click the **Start Tour** button to test it.
5. Optionally, rename the tour using the list **Name** field or assign it a **Hotkey**.
6. Optionally, check the **Home** box. The home tour will be activated on a camera automatically if there is no active PTZ tour.
7. Click *Apply* or *OK* when finished. To discard changes, click *Cancel*.

To start a PTZ tour

1. From the camera item in layout, open the context menu and select **PTZ**.
2. Select the desired tour from the list of saved tours (which is below the list of saved positions).
3. Alternately, open the context menu, select **PTZ > Manage**, highlight the desired tour in the list and click on **Start Tour**.

To stop a PTZ tour

A PTZ tour cannot be toggled on and off, it must be replaced with a static PTZ position. Either enable PTZ controls on the camera item and choose a PTZ position manually or choose a saved PTZ position (select one from the context menu or use a hotkey).


Configuring Audio on a Device

Wisenet WAVE allows for audio recording from devices that are audio-enabled and have a microphone connected.


Open the Camera Settings for the device and in the **General** tab, check the **Enable Audio** checkbox. Click *Apply* or *OK* to accept the change.

Setting Up a Virtual Camera

It is possible to import offline video files (from wearable cameras, action cams, drones, etc.) into Wisenet WAVE archive and associate that footage with a **virtual camera** which can be viewed and processed like any other camera in the System. (However, the FPS and bitrate recording options are inactive.)

 **Note:** To be processed as a virtual camera, a device must produce video file types that have timestamp data.


As with any other camera, virtual cameras can be opened, deleted, and renamed. Virtual camera images can be rotated 0, 90, 180, or 270 degrees, can be dewarped to correct fish-eye distortion, and can be analyzed and searched to detect motion. Like camera streams recorded by Wisenet WAVE, videos uploaded using the virtual camera feature remain in archive even if the camera is removed from a server.

 **IMPORTANT:** Motion detection for virtual camera footage must be enabled during upload or it will not be available subsequently.

Once storage blocks for a given time period are filled with virtual camera content, they cannot be overwritten. For example, if file "A" was recorded from 11:32 to 11:37, and file "B" was recorded from 11:35 to 11:38 on the same day, if one of the two has already been uploaded, the other file will not be, as they occupy some of the same storage blocks in archive. If the selected file covers a period for which video is already uploaded, you can upload it to a different virtual camera instead.

To Add a Virtual Camera

1. Open the **Main Menu** and select **New > Virtual Camera**.
2. In the dialog that opens, select a server from the pulldown menu.

 **IMPORTANT:** Make sure the server you select has enough storage space for the files being uploaded (see "[Analyzing and Predicting Storage Usage](#)"). If there is not enough available storage, the oldest existing archive may be deleted. Or, if the virtual camera footage is older than anything in archive, it can be uploaded but instantly deleted.

3. Enter a name for the virtual camera in the *Name* field. (If you do not enter a name, the default name "Virtual Camera" will automatically be appended with an integer that increments by 1.)

 **Note:**

4. Click *OK* to save or *Cancel* to exit without saving.
5. In the *Camera Settings* dialog that opens, you can proceed to upload files immediately or at a later point.

To Upload Files to a Virtual Camera

Once added, the virtual camera will be displayed in the server Resource Tree, and files can be uploaded.

! **IMPORTANT:** . Once uploaded, virtual camera files cannot be overwritten.

1. From the camera's context menu choose **Camera Settings**.

! **IMPORTANT:** In the Camera Settings dialog, make sure to enable all upload setting first. Upload begins as soon as a file or folder is selected and you will not be able to enter settings such as motion detection or fixed archive length at that point.

2. If desired, use the **Default rotation** option to rotate the virtual camera footage by *90, 180 or 270 degrees*.

3. If desired, use the **Ignore timezone in uploaded files** option to make the uploaded file use the Desktop Client's local time instead of the time information found in the file.

4. Check **Enable audio** to include any audio tracks in the original footage.

5. Use the **Fixed Archive Length** fields to assign high or low priority to the virtual camera (see "[Configuring Minimum and Maximum Archive Storage](#)").

- If there is not enough room in server storage, setting a **Min Days** value will cause archived content with lower priority to be deleted in order to successfully upload files from the higher priority virtual camera. This setting can be crucial for a virtual camera, since oldest footage is deleted first and the virtual camera footage may be much older than material already in archive.

- **Max. Days** sets an archive duration after which records will not be saved for the virtual camera.

6. If desired, check **Detect motion in uploaded video**, which will parse motion detection during file upload. Note that this option adds significant processing time.

- If motion detection is checked, you have the option to also adjust the **Sensitivity** setting (see "[Setting up Motion Detection](#)").

7. Select **Upload File** to select a single file or **Upload Folder** to select all video files in a given directory.

- If there is limited storage space on the server, you will get a warning message with a prompt to continue or cancel. There is also an option to cancel upload from *Camera Settings* once upload is launched. If upload is canceled, any files that have already been uploaded will remain in storage.

- Upload will begin as soon as the file or folder is selected, and runs in background so you can perform other tasks simultaneously. An upload progress bar displays at the top of the *Camera Settings* dialog, and progress percentage is also shown in the Resource Tree.

8. Once upload is complete, the video will launch and play automatically.

- If only virtual cameras are open in the layout, the Timeline will scale to show only the time interval spanning archive from those cameras. This is especially helpful when virtual camera footage is old and would be difficult to locate with the Timeline fully expanded to the present.

- If an audio track exists but is not audible, make sure **Enable Audio** in **Camera Settings > General** is checked.

Setting Up an I/O Module

Wisenet WAVE handles I/O devices as it does cameras, with some specific functionality adaptations. Like all other devices, I/O modules are discovered automatically or with the user's help and then displayed in the Resource Tree.

However, to start working with an I/O Module it is necessary to obtain and configure an **I/O Module License** (otherwise the "Module is disabled" message will be displayed). After the license is activated, the module will be displayed with the available inputs and outputs.

Only Owners, Administrators, and custom users with "Edit camera settings" permission can configure I/O Modules. Owners, Administrators, Advanced Viewers, and custom users with "User Input" permission can view IO Module input and outputs in layout.

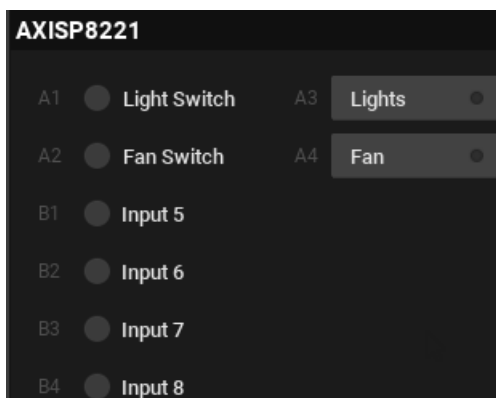
I/O modules require the following setup steps

1. Right-click on the device in the Resource Tree and go to **I/O Module Settings**.
2. Go to the *I/O ports* tab and enter the following parameters:

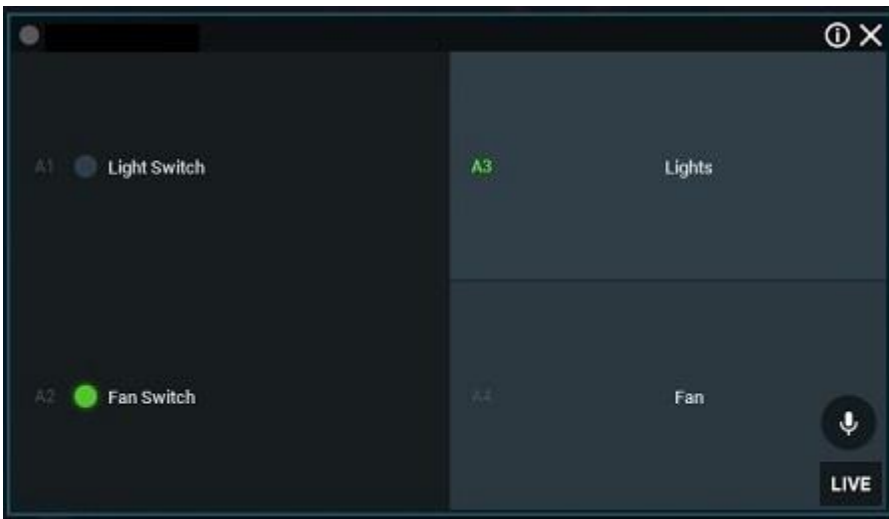
#	Id	Type	Default state	Name	On click	Duration
1	A1	Input	Open circuit	Light Switch		
2	A2	Input	Open circuit	Fan Switch		
3	A3	Output	Open circuit	Lights	Toggle state	
4	A4	Output	Open circuit	Fan	Toggle state	
5	B1	Input	Open circuit	Input 5		
6	B2	Input	Open circuit	Input 6		
7	B3	Input	Open circuit	Input 7		
8	B4	Input	Open circuit	Input 8		

- **Type** – *Input or Output*
- **Default State** – *Open circuit or Grounded* (depending on I/O Module)
- **Name** of the port.
- **On click (output only)** – Select the desired action to occur on button click.
 - **Impulse** (requires Duration) – The length of time the signal will be generated (in milliseconds). Clicking the button changes the port state to Duration time.
 - **Toggle state** – Clicking the button changes the port state until clicking the button again.
- **Duration** – Time in milliseconds.

After the I/O module is configured, you will see Input ports on the left and Output ports on the right. The state of each port can be seen. The I/O module will be displayed as shown below:



If you are using multiple Inputs and Outputs from the device we recommend checking the "Enable tile interface" in the lower left hand corner of the dialog. This will generate a responsive tiled interface for the I/O in the Viewing Grid that will allow you to see the state of the ports and trigger them.



The following actions can be performed with an I/O Module:

- **Record Audio from I/O Module** – (only if a microphone is connected). See "[Recording Modes](#)" for details.
- **Playback Audio Archive Recorded from I/O Module** (only if a microphone was connected during recording). This is similar to viewing archive from cameras (see "[Navigating through Archive and Live](#)").
- **View Inputs State** – Information regarding the inputs state of the device depending on the settings you configured. For example, when the circuit is grounded, the appropriate sensor turns green. Alternatively, you can also set the sensor to turn green when the circuit is open.
- **Trigger Output** – For this purpose click the corresponding button (A3 and A4 in the image above). The output signal is sent for the amount of time specified in the *Pulse Time* setting unless the output is manually turned on/off.
- **Create Rules** – using the device's input and output ports as described in [Input Signal on Device](#) and [Device Output](#).

Setting Up an Analog Camera

Typically, analog cameras are connected via analog recorders. Each recorder has a number of channels that indicates the number of analog cameras it can handle. If a recorder is plugged into the network, it can either be discovered automatically or added manually.

The following types of analog cameras are supported:

- Analog cameras plugged into an encoder. These cameras behave like any other camera in the System. It is possible to have a [Recording Schedule](#) and [Motion Detection](#) configured for Encoder analog cameras.
- Analog cameras plugged into a recorder (DVR). These cameras are recorded somewhere else so Wisenet WAVE only pulls the desired stream from the recorder. It is not possible to configure a recording schedule or motion detection for recorder analog cameras.

Recording

Video archiving begins once you enable recording, set image quality parameters, and specify a weekly recording schedule.



 **IMPORTANT:** FPS and quality settings in the recording schedule dictate live stream settings.

Audio can be recorded as well as image if the device has or is connected to a microphone, and the "Enable Audio" checkbox in **Device Settings > General > Audio** is checked. It is possible set a recording schedule for an I/O module as well (see "[Setting Up I/O Modules](#)").

When recording is enabled, Wisenet WAVE automatically seeks an available license. If one is available, the stream from device will be recorded. If not, you will be warned that the license limit is exceeded. Although you can still configure a recording schedule and modes, the device will not be recorded.

Recording indicators in the Resource Tree

When recording is enabled, the device is marked with a small red circle to the left of its name in the Resource Tree:

-  – indicates camera is recording
-  – indicates a recording schedule is established but the camera is not recording at the moment. Note that a license is still being used even though the device is not currently recording.


Setting a motion detection region

You can control the image regions that will trigger motion detection, and how sensitive to motion those regions will be (see "[Setting up Motion Detection](#)").


Setting a Recording Schedule

The **recording schedule** is where you define when and at what quality a device will be recorded, using a weekly calendar divided into 1 hour blocks.

The recording schedule is always based on VMS time. When **Motion Detection** is enabled, you can set regions of the image that will register motion, and how sensitive to motion those regions will be (see "[Setting up Motion Detection](#)").

 **Note:** If recording is *not* enabled, motion detection will only be active when the camera is being viewed in a layout.

Remember that image quality settings in the recording schedule dictate image quality in live playback as well.

 **IMPORTANT:** If no license is available, the recording schedule and settings will be saved, but recording will be disabled.

To set a Recording Schedule

1. Select the desired camera(s) in the Resource Tree or in layout.
2. Choose **Camera Settings** in the context menu and go to the **Recording** tab.
3. Click the **Recording** button at the upper-left to enable recording.

Note that the total number of licenses available and the number of licenses in use is displayed below this button. If the number of available licenses is insufficient, you can click the **Activate License** button and proceed with activation.

4. If desired, set the frames-per-second (**FPS**) rate and **Quality** (*Low, Medium, High, or Best*) that will apply to the device(s). When available for the selected device, you can also adjust the **Bitrate** by clicking on *More Settings*.

IMPORTANT: If changes to streamed settings are prohibited at the system level (see "[Preventing Wisenet WAVE from Changing Manufacturer Settings](#)"), image quality settings in the recording schedule are ignored.

5. If desired, check the **Show Quality** and **Show FPS** boxes to display those respective values in the recording schedule calendar.

6. If desired, adjust the length of time that will be added to the recording before (**Pre-Recording**) and after (**Post-Recording**) motion is detected.

7. If desired, use the *Fixed Archive Length* fields to assign high or low priority to the camera's archive.

IMPORTANT: It is best to leave **Min. Days** and **Max. Days** set to **Auto** unless you have specific related requirements (see "[Configuring Minimum and Maximum Archive Storage](#)").

8. Select the desired Recording Mode – **Record Always**, **Motion Only**, **Motion + Lo-Res**, or **Do Not Record** (see "[Recording Modes](#)"). A blue outline around the button indicates the active recording mode.

9. Once the above parameters are set, click hour blocks in the calendar to apply a recording mode:

- Click-and-drag to select multiple time blocks
- Click on an hour number to select that block of time for an entire week
- Click on a day name to select an entire day
- Click **All** to select the entire week

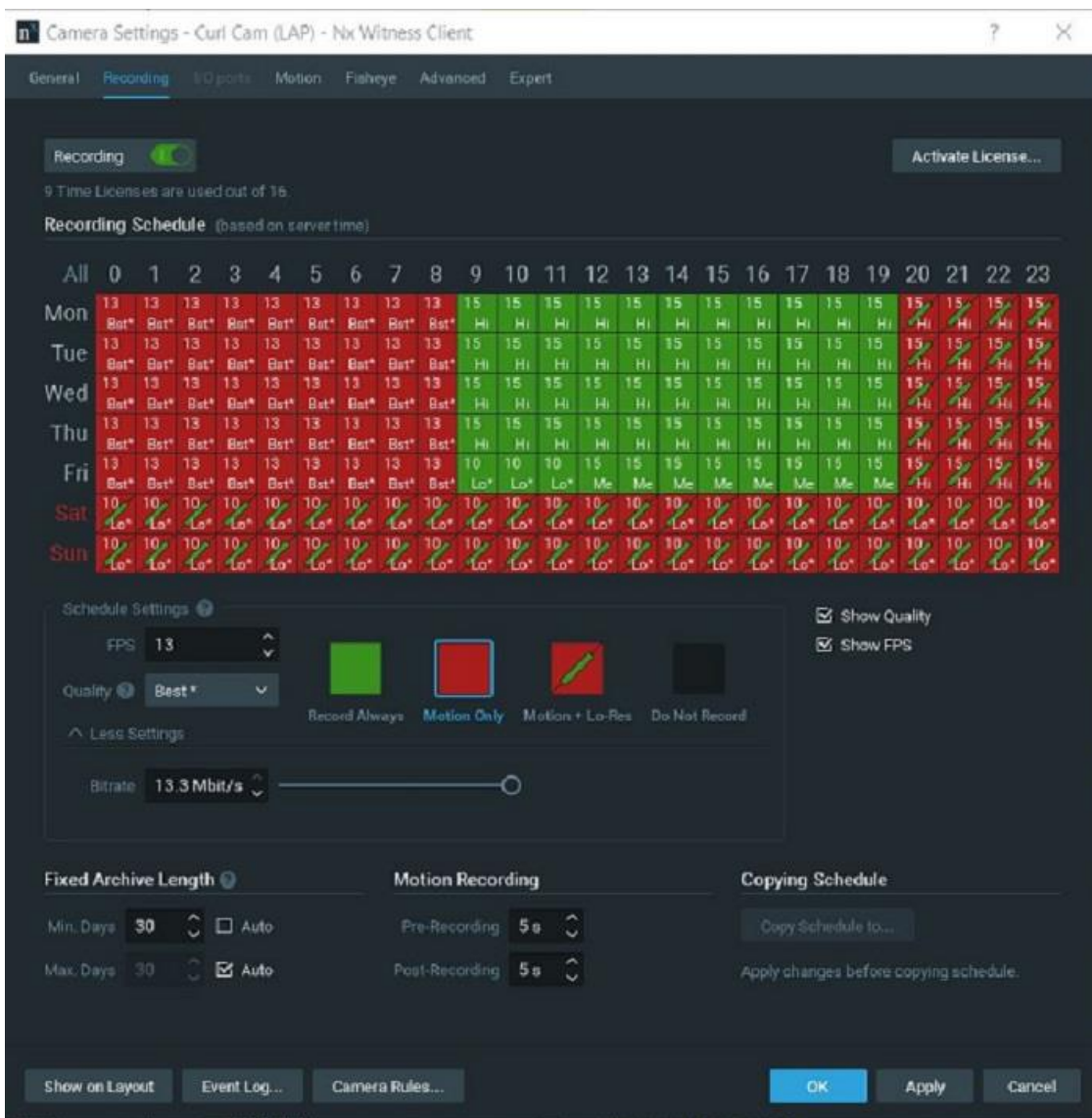
You can use **Alt+click** to copy the recording mode in a given block so it can be applied to a different block.

IMPORTANT: First choose FPS, Quality and bitrate values and then apply them to the calendar. Stream setting values are not in effect until time block(s) are selected.

10. Repeat the above steps as desired to schedule other recording modes. Note that quality settings are independent of the recording mode. (This is illustrated in the example below, where some Motion + Lo-Res blocks are at 15 FPS/High quality and others are at 10 FPS/Low quality.)

11. Click *Apply* or *OK* when finished, or *Cancel* to discard changes.

Example



This example uses the following settings:

- Mon – Fri, 9:00 AM-7:59 PM – Record Always, 15 FPS, High quality
- Mon – Fri, 8:00 PM-11:59 PM – Motion + Lo-Res, 15 FPS, High quality
- Sat & Sun, 24 hours – Motion + Lo-Res, 10 FPS, Low quality
- Mon – Fri, 12:00 AM-8:59 AM – Motion Only, 13 FPS, Best quality

Recording Modes

The recording schedule provides the following modes, which can be applied in 1 hour blocks:

- **Record Always** – Always records.
- **Motion Only** – Recording will start if motion occurs. Requires that the camera support hardware or software motion detection.
- **Motion + Lo-Res** – Records at low resolution unless motion occurs, at which point it automatically switches to recording at high resolution. The camera must support dual-streaming to be able to use this Motion + Lo-Res

mode. If it does not, the following warning will be displayed: "*Dual-Streaming and Motion Detection is not available for this camera.*" (see "[Dual Stream Processing](#)")

- **Do Not Record** – Never records.

Remember, image quality settings in the recording schedule dictate image quality in live playback.

For example, if the recording quality in the schedule is set to 4 frames per second and Low Quality, Wisenet WAVE will stream the live image at those settings – even if the camera is capable of higher quality playback. However, when recording is turned off in the schedule, Wisenet WAVE will stream live at the maximum possible quality and frames per second settings for the device.

Setting Up Motion Detection

The Wisenet WAVE server **is able to perform software motion detection**. Motion detection on the software side allows for adaptive scaling, which is dynamic resolution switching that yields bandwidth savings and optimizes the processor load. By default, the secondary stream will only be used for motion detection if its resolution is less than 1024x728. If the secondary stream resolution is higher than this, the primary stream will be checked and used if its resolution is 1024x728 or less. If the primary stream's resolution is higher, then no motion detection will be enabled.

- ⚠ **IMPORTANT:** If the secondary stream is high-resolution, motion decoding may consume most or all of the server CPU. See "[Forcing Motion Detection to a Specific Stream](#)" to adjust for this issue.

Software-side detection also makes it possible to define regions in which motion detection is performed, with a range of sensitivity levels that include complete **motion masking**, where motion detection is blocked. For cameras that perform in-device motion detection, Wisenet WAVE does not implement software motion detection. With such **hardware motion detection**, a motion mask can be applied, but no other sensitivity levels are available. In some cases it may be possible to use the **Camera Settings > General** tab to instead configure device parameters (see "[Configuring Device Using Wisenet WAVE Client](#)").

- 📌 **Note:** Arecont Vision devices are set to hardware detection mode automatically.

Motion detection indicators

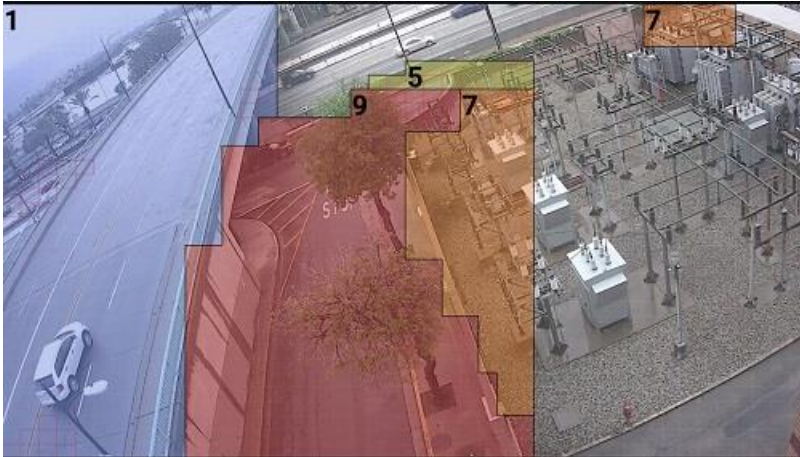
Wisenet WAVE provides motion detection indicators in the form of a temporary red outline on grid cells when motion is detected. This feature is especially useful for highlighting motion that is easily detected by cameras but often filtered out by humans – for example, trees moving in the wind, the motion of shadows, sudden changes in light level, etc.

To configure motion detection

1. Open **Camera Settings** and go to the **Motion** tab.
 - ⚠ **IMPORTANT:** Cells in the motion detection grid are briefly highlighted in red when motion is detected. The brighter these red indicators, the higher the level of motion.
2. Click the **Motion Detection** button to enable detection (green) for the device.
3. Click on a number in the **Sensitivity** section, where **0** is no sensitivity to motion (**motion mask**), **1** is minimal sensitivity, and **9** is maximum sensitivity.
4. The motion detection grid is 42 x 32 cells. Use the following actions to apply the selected sensitivity to cells:
 - **Click and Drag** to select a rectangular area

- **Click** on a cell (the entire area that the cell is associated with will be filled, not just the individual cell)
5. The sensitivity level remains active until a new one is selected. Continue to select and apply sensitivity levels as desired. If necessary, you can use **Reset** to return the entire field to the default level of 5.
 6. Click *Apply* or *OK* when finished. To discard changes, click *Cancel*.

For example



The above image contains the following motion detection regions:

- Grey (un-numbered) is motion mask
- Blue (1) has very low sensitivity to motion
- Green (5) will capture motion with moderate sensitivity (5 is the default setting)
- Orange (7) will be highly sensitive to motion, red (9) offers the maximum sensitivity

You can also see some of the red motion indicators on the left side of the image.

Configuring Minimum and Maximum Archive Storage

Wisenet WAVE provides the ability to set a maximum and minimum storage duration for the archive of any given camera, measured in the number of days from the current date going backwards in time.

Before you use a **Fixed Archive Length** setting, it is important to understand the impact it will have. The default **Auto** setting means that archived footage for a given camera is treated according to the standard algorithm – the oldest data is deleted first. No controls are placed on when or which archived footage is deleted.


The **Min. Days** and **Max. Days** fields assign priority to a given camera – high priority for Min. Days, low priority for Max. Days. If more than one camera is assigned high or low priority, storage results may not be predictable. Typically the *Min. Days* setting is used for environments with limited storage capacity and a few high-importance cameras, or when a regulation requires that certain footage be stored for a minimum number of days. **Max. Days** is typically used for environments where storage is limited and there is no need to store records beyond a certain age from certain cameras.

It is not possible to enter a Max. Days value less than the Min. Days value, and vice versa, it is not possible to set a Min. Days value that is greater than the Max. Days value.

Min. Days

Min. Days sets a minimum archive length, in number of days from the current date, for which Wisenet WAVE gives highest priority to retention of records from a given camera over retention of records from any camera that has the default (*Auto*) archive setting.

For example, a **Min. Days** value of 120 for a given camera means Wisenet WAVE will attempt to preserve the past 120 days of records from that camera.

 **IMPORTANT: Be careful when setting a minimum days value.** If more than one camera is assigned a **Min. Days** value, those cameras will have the same priority level – in which case storage results cannot be entirely guaranteed for any of them. If there is insufficient storage space, in order to retain footage as specified with **Min. Days**, Wisenet WAVE will first delete records from cameras that do not have a minimum archive length set, and then will stop recording incoming signals from low and average priority cameras. If storage space is at capacity, no other camera streams will be recorded.

Max. Days


Max. Days sets an archive duration after which records will not be saved for a given camera.

To configure minimum and maximum storage duration

1. Go to the camera's context menu from the Resource Tree or layout and open **Camera Settings > Recording** tab (or for [Virtual Cameras](#), the **General** tab).
2. In the *Fixed Archive Length* section, uncheck the **Auto** checkbox.
3. In **Min. Days**, enter the number of days for which archive should be retained.
4. In **Max. Days**, enter the number of days after which archive will be automatically deleted from storage.
5. Click *Apply* to accept, *OK* to save and close the dialog, or *Cancel* to discard changes.

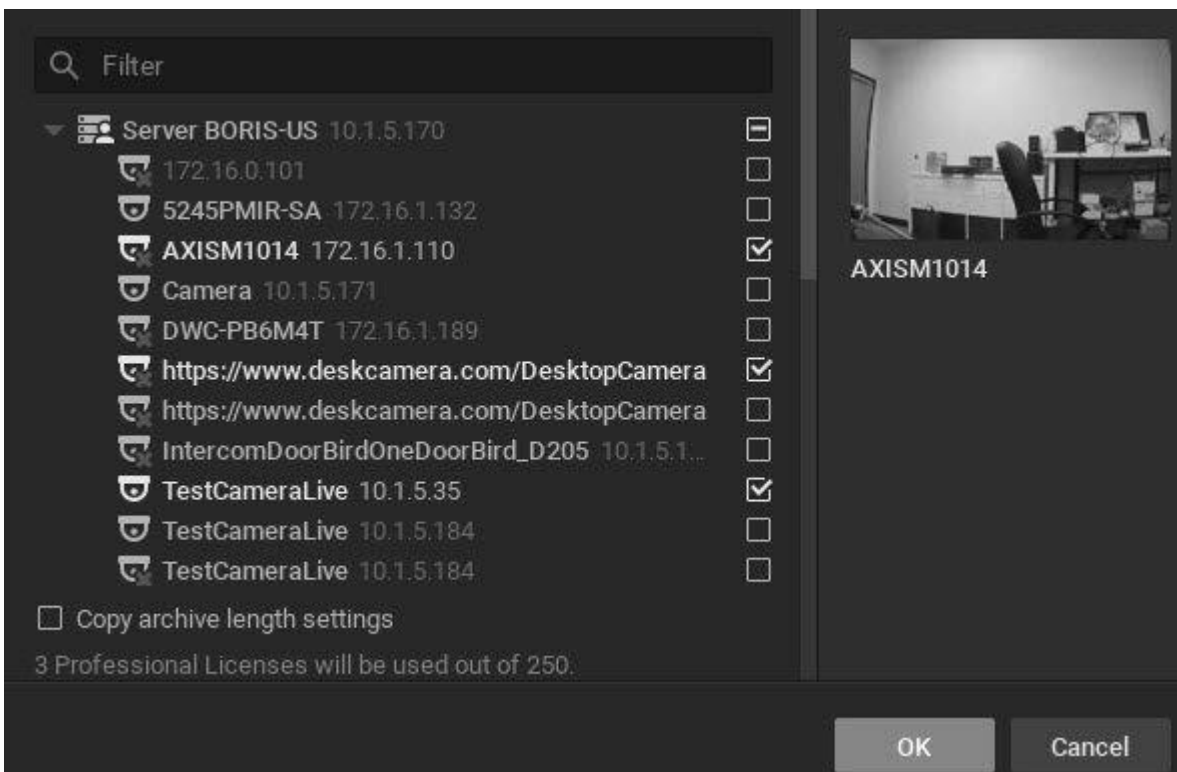
Copying a Recording Schedule

Once a recording schedule is configured for one device the settings can be copied to other devices.

 **Note:** A license is required for each device to which the recording schedule is copied. As you select devices, a dynamic message will indicate how many licenses are in use and how many are available.

To copy a Recording Schedule

1. Open the context menu for the camera where the desired schedule is defined and select **Camera Settings**.
2. In the **Recording** tab, click the **Copy Schedule to** button.



3. In the *Select Cameras* dialog that opens, check the camera(s) to copy the schedule to, or check a server to copy the schedule to all cameras on that server.

Use the *Filter* box to filter the device search (see "[Searching in Wisenet WAVE](#)"). Hover the mouse cursor over a camera name to see a thumbnail of the camera's image.

4. If desired, check **Copy archive length settings** (see "[Configuring Minimum and Maximum Archive Storage](#)").

5. Click *OK* to accept or *Cancel* to discard selection.

Advanced Device Settings

Wisenet WAVE provides advanced controls so you can view and configure manufacturer parameters such as video stream configuration, image or audio settings, or network configurations either from within the Desktop Client or by opening the manufacturer's device web page.

This section describes the following features:

- [Configuring Device Using Wisenet WAVE Client](#)
- [Configuring Device Using Web Page](#)
- [Resetting or Rebooting a Camera](#)


Configuring Device Using Wisenet WAVE Client

To edit basic proprietary settings

1. Open **Camera Settings** and go to the **Advanced** tab.
2. Available controls are determined by the specific camera model. Settings are grouped by **Category**:
 - **Video Streams Configuration** – Use to control **Codec** and **Resolution** for the primary stream and in addition **Bitrate** and **FPS** for the secondary stream. These values can be separately **Reset to Defaults** for each stream.


- **Imaging** – Use to adjust **Exposure** and **Extra Settings** (such as line frequency), if available for the camera.
- **Audio** – Typically includes audio-in sensitivity and audio-out volume.
- **Maintenance** – Use to perform various levels of camera reboot. See "[Resetting Camera](#)" for details.

In addition, for the most commonly-used cameras, Wisenet WAVE also provides a **Web Page** tab in the **Camera Settings** dialog. This tab launches the device's web page, where you can configure additional proprietary device parameters such as in-camera events, security controls, and network settings – see "[Configuring Device Using Web Page](#)".

 **Note:** If no device settings are displayed, the camera is not ONVIF-compliant and cannot support custom configuration.


Configuring Device Using Web Page

For all camera vendors, Wisenet WAVE provides direct access to a camera's web page where users can configure the camera's settings without leaving the Desktop Client. Even cameras from outside the network can be accessed, this is possible due to the server application acting like an HTTP(S) proxy for the connection between the camera and Desktop Client.

 **Note:** Only camera web-pages that work in Chrome are supported.

From the General tab

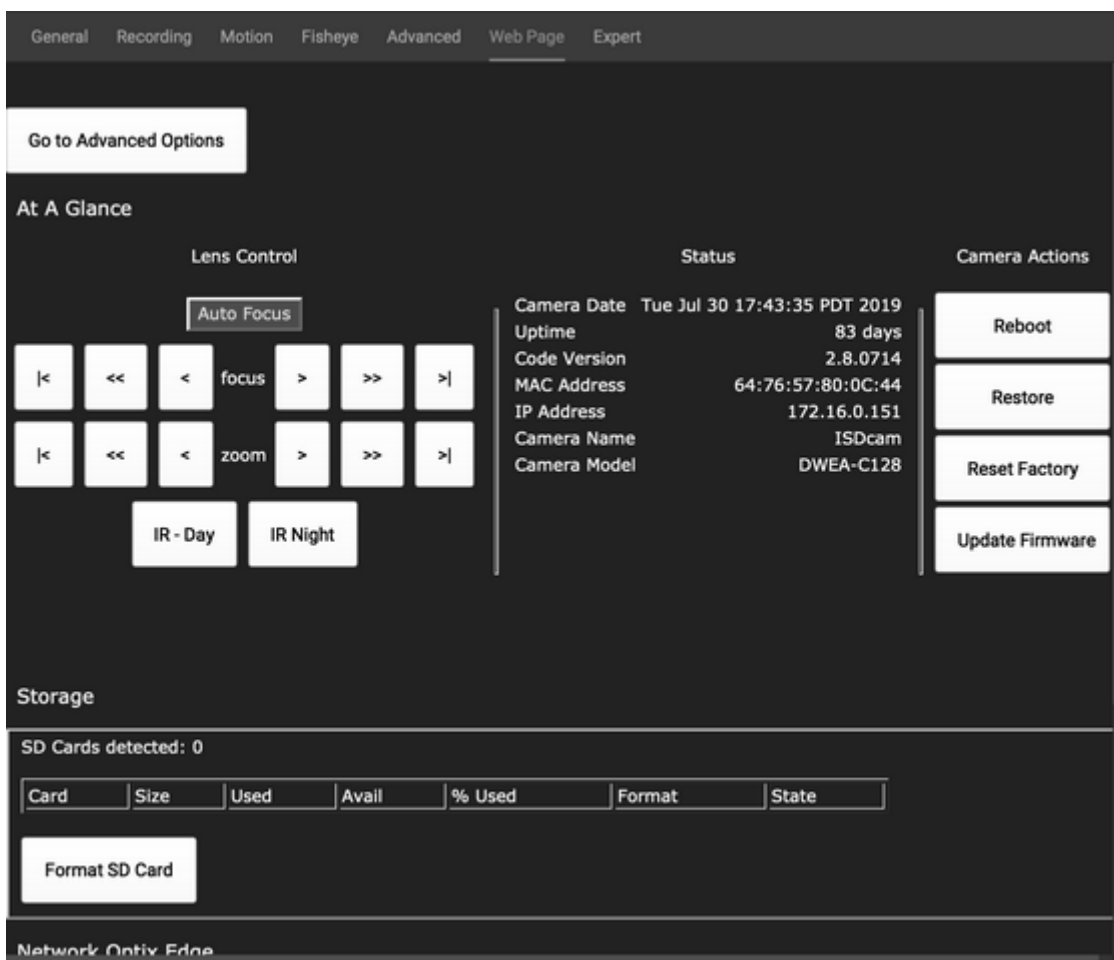
1. Select a camera and open the **Camera Settings > General** tab.
2. If the device requires authentication, enter camera credentials in the **Authentication** section (see "[Configuring Device Authentication](#)"). You must have "Edit camera settings" permission to perform this function.
3. Click on the **Web Page** link. The browser will open the device's web page. From here you can control settings such as display size, JPEG refresh rate, PTZ and focus speed, etc.

 **Note:** To check device accessibility, press the **Ping** button prior to opening the web page.

From the Web Page tab

1. Select a camera and open the **Camera Settings > Web Page** tab
2. The device's web page will open within that tab.
3. Enter authentication parameters if required.

In some cases, if a custom integration with a camera has been implemented, Wisenet WAVE pulls proprietary device parameters such as authorization, network settings, and displays controls into the Desktop Client where they can be configured directly. See the below image for one example of such a web page (can vary depending on the manufacturer).



Resetting or Rebooting a Camera

ONVIF-compliant cameras can be reset to manufacturer defaults.

IMPORTANT: Reboot is performed instantly once selected.

1. Open **Camera Settings** and select **Advanced**.
2. Click on **Maintenance** under **Category**. (If the Category list is empty, the camera is not ONVIF-compliant.)
3. Click on one of the following:
 - **System Reboot** – reboots the camera but saves current settings.
 - **Soft Factory Reset** – reboots the camera and restores all settings related to the image but not the IP address.
 - **Hard Factory Reset** – reboots the camera and restores all settings (Network, Authorization, IP address, etc).

It is also possible to reboot a camera from its web page. See "[Configuring Device Using Web Page](#)".

Working With Expert Device Settings

Wisenet WAVE provides expert settings that can resolve some issues on the device side.

IMPORTANT: Do not change these settings unless you are absolutely sure of their potential impact on your System performance. **Improper configuration may lead to serious System malfunction!**

- [Dual Stream Processing](#)

- [Preventing Wisenet WAVE from Changing Manufacturer Settings](#)
- [Setting Camera Transport Protocol](#)
- [Adjusting Average Bitrate](#)
- [Forcing Motion Detection to a Specific Stream](#)
- [Disabling Recording of a Specific Stream](#)
- [Disabling a Secondary Stream](#)
- [Assigning Logical ID](#)

Dual Stream Processing

Most IP cameras can provide multiple data streams, each at a different resolution and frame rate. Wisenet WAVE requests two data streams, one high resolution and one low resolution, and switches between them for the best image quality with the least impact on processing and network efficiency. This **adaptive scaling** is one of the most valued features of the Wisenet WAVE VMS.

- **Primary (High-Resolution)** streams provide better quality image display, but require significant CPU capacity and network bandwidth to view.
- **Secondary (Low-Resolution)** streams require far less computing power than typical high-resolution streams, but provide much lower image resolution at a slower frame rate.

When a camera supports dual-streaming, the System tries to configure the low-resolution stream at or near 640x360 resolution at 7fps (though some cameras may set secondary stream resolution at up to 720p). The secondary stream is used for constant recording, for motion detection (as long as the resolution is less than 1024x728), and to save bandwidth and CPU during playback.

However, if the secondary stream resolution is more than 1024x728, the media server will check the primary stream resolution. If the primary stream is less than 1024x728, it will be used for motion. If it's higher than 1024x728, motion detection will be disabled unless **Force motion detection for the stream** is enabled in **Camera Settings > Expert** tab.

Default Wisenet WAVE dual stream settings work well with most cameras. If not, a set of individual controls can be used to manually control stream processing. It is important to understand how these settings behave individually and together, as adjusting them can seriously affect server and display performance.

- **IMPORTANT:** Do not change image or stream quality settings unless you are absolutely sure of the likely impact on System performance.

Dual Streaming on the Server

The Server uses the low-resolution stream whenever possible for software motion detection and records both streams to archive unless a different behavior is specified. However, some cameras may not or cannot comply with default System behavior, usually for one of these reasons:

- Requested settings are not available from the camera
- The lowest resolution stream is higher than 640x360p
- A secondary or low-resolution stream is not provided at all
- A low-resolution stream is provided as Primary and a high-resolution stream as Secondary

Dual Streaming on the Client

On the Client, stream resolution for viewing live or archive video is selected automatically according to these metrics:

- When network bandwidth and CPU load are within normal range, the client displays high-resolution
- When an item is pulled into Fullscreen display, high-resolution is always displayed
- If network bandwidth between client and server is insufficient, the client switches to low-resolution
- When image quality is of limited importance – items smaller than 172 pixels, during fast forward or fast rewind playback, the client switches to low-resolution
- When high resolution processing compromises display quality or raises CPU usage to a high level (frames are delayed or dropped during decoding, too many streams are open in a given layout), the client switches to low-resolution

Settings that affect motion detection

Motion detection is performed on the lowest resolution stream detected, to a threshold of $\leq 1024 \times 768$ p. Above that motion detection will not be performed.

Motion Detection (Camera Settings > Motion)

Toggles motion detection on and off for a given camera (see "[Setting a Recording Schedule](#)").

Disable secondary stream (Camera Settings > Expert)

If enabled, motion detection will not be performed for the camera, and the secondary stream will not be archived (see "[Disabling a Secondary Stream](#)").

Force motion detection for stream (Camera Settings > Expert)

Occasionally, a camera will report its configuration incorrectly and swap the primary and secondary streams. If the secondary stream is high-resolution, motion detection processing will create a very high CPU load. To correct this you can force motion detection to a specific stream (see "[Forcing Motion Detection to a Specific Stream](#)").

Settings that affect recording and playback

When certain settings are applied, the server may or may not archive high-resolution or low-resolution streams.

Motion + Lo-Res (Camera Settings > Recording)

Archives the high-resolution stream when motion is detected and the low-resolution stream when there is no motion, so high-resolution will not always be available for playback.

Disable secondary stream (Camera Settings > Expert)

If checked, motion detection won't be performed for the camera, and the secondary stream won't be archived (see "[Disabling a Secondary Stream](#)").

Do not archive primary stream / Do not archive secondary stream (Camera Settings > Expert)

Use to completely disable archiving of one or both streams (see "[Disabling Recording of a Specific Stream](#)").

Video Streams Configuration (Camera Settings > Advanced or Camera Settings > Web Page tab)

Depending on the camera, camera stream settings may be configured in the either of these tabs. If you choose to control stream settings from one of these tabs you must do either of the following

Either:

- enable "**Keep camera stream and profile settings**" (Camera Settings > Expert). Enabling this flag prevents the internal optimization performed by Wisenet WAVE, and causes FPS and image quality settings in the Recording Schedule to be ignored. See "[Preventing Wisenet WAVE from Changing Manufacturer Settings](#)".

Or:

- disable "**Allow System to optimize device settings**" (System Administration > General)

Refer to "[Configuring Device Using Wisenet WAVE Client](#)" and "[Configuring Device Using Web Page](#)" for how to use **Restore to Defaults** to discard manual adjustments and return to native presets.

If performance has dropped significantly after a given layout was opened and some cameras on layout have a fixed high resolution setting, the message "*Set layout resolution to "Auto" to increase performance*" will display across that layout so you can improve streaming quality yourself.

Preventing Wisenet WAVE from Changing Manufacturer Settings

When Wisenet WAVE discovers a camera, it captures the manufacturer's preset image quality settings and streaming configuration, then adjusts these settings to optimize the device for the Wisenet WAVE System. Manufacturer settings can also be adjusted manually, for example FPS, quality, and bitrate when a recording schedule is defined, or stream settings for a variety of reasons (see "[Dual Stream Processing](#)").

However, in some cases, it may be preferable to keep the native settings. For instance, you may want to maintain pre-existing FPS, bitrate, and resolution settings when connecting Wisenet WAVE to another VMS system. Or, on occasion the ONVIF implementation for a given camera diverges from standard ONVIF enough to make it preferable, or even necessary, to keep the manufacturer settings.

It is possible to prevent the automatic optimization that Wisenet WAVE performs and use native stream and profile settings instead.

To disable automatic optimization for a single camera

1. Open **Camera Settings** and go to the **Expert** tab.
2. Check **Keep camera stream and profile settings**.
3. Click *Apply* or *OK* when finished. To discard changes, click *Cancel*.

 **IMPORTANT: Enabling this flag means FPS and image quality settings in the recording schedule will be ignored.**


To disable automatic optimization for all cameras

1. Open **Main Menu** and go to **System Administration > General** tab.
2. Uncheck the **Allow System to optimize device settings** flag.
3. Click *Apply* or *OK* when finished. To discard changes, click *Cancel*.
4. For each camera in your System, use the web page to set desired image settings.

Setting Camera Transport Protocol

By default, Wisenet WAVE automatically determines which RTP media streaming protocol to use for a camera: **UDP** (faster, but less reliable) or **TCP** (more reliable, but slower). However, sometimes a camera may have issues streaming via the automatically selected protocol. If that is the case, you can manually set the RTP protocol as follows.

1. Use the camera's context menu to open **Camera Settings > Expert > Media Streaming**.
2. In the **RTP Transport** menu select **Auto, TCP, or UDP**.
3. Click *Apply* or *OK* when finished. To discard changes, click *Cancel*.

 **IMPORTANT: Do not change these settings unless you are absolutely sure of their potential impact on your system performance.**

Media Port

You have the option to change the port used for a particular stream by checking the option Custom Media Port.

Timestamp

This option will make the server trust timestamps coming from the camera, as long as the time difference between the server and camera is less than 10 seconds. In this mode, network delay doesn't affect the timestamp. To enable it check the option Trust camera timestamp.


Adjusting Average Bitrate

Some camera models do not yield the best setting when Wisenet WAVE tries to configure a target bitrate, resulting in poor image quality. If this is the case you can adjust the bitrate calculation for the device manually.

 **IMPORTANT! This setting will significantly increase bitrate. Use only if the picture quality is noticeably poor.**

To adjust bitrate

1. Open the **Camera Settings > Expert** tab.
2. Check **Calculate bitrate per GOP instead of bitrate per second**.
3. Click *Apply* or *OK* when finished. To discard changes, click *Cancel*.

 **Note:** This setting is ignored when "**Keep camera streams and profiles settings**" is checked. See "[Preventing Wisenet WAVE from Changing Manufacturer Settings](#)".

Forcing Motion Detection to a Specific Stream

Wisenet WAVE performs motion detection on the server side by analyzing and decoding the secondary stream from a camera, which is usually a low resolution stream. Occasionally, a camera will report its configuration incorrectly and swap the primary and secondary streams. If this occurs and the secondary stream is high-resolution, motion detection processing will create a very high CPU load.

To correct this, you can force motion detection onto a specific stream.

1. Open the **Camera Settings > Expert** tab.
2. Check **Force motion detection for stream** and select **Primary** or **Secondary**.
3. Click *Apply* or *OK* when finished. To discard changes, click *Cancel*.

 **IMPORTANT:** Adjusting these settings can seriously affect server performance! See "[Dual Stream Processing](#)" for details.

Disabling Recording of a Specific Stream

In some circumstances you may want to disable recording of the primary or secondary stream.


For instance, it may make sense to disable recording of the primary stream to save storage space and instead set the recording type to "Motion Only" and "Low" quality. Or, if the secondary stream bitrate is too high, it may make sense to disable recording so that the Wisenet WAVE server still performs motion detection but it does not record it.

To disable recording of a specific stream

1. Open the **Camera Settings > Expert** tab.
2. Check **Do not archive primary stream** or **Do not archive secondary stream**.
3. Click *Apply* or *OK* when finished. To discard changes, click *Cancel*.

Disabling a Secondary Stream

It is possible to disable the secondary stream entirely. This may be necessary, for example, for very old cameras where the secondary stream has motion detection but does not support H.264 or H.265 Codec. In this case it is helpful to reduce the demand on storage space by disabling the secondary stream so it is not recorded.

 **Note:** If the resolution of the primary stream is more than 1024x768, software motion detection will be disabled. If the primary stream resolution is less than 1024 x 768, motion detection can be performed there.

To completely disable a secondary stream

1. Open the **Camera Settings > Expert** tab.
2. Check **Disable secondary stream**.
3. Click *Apply* or *OK* when finished. To discard changes, click *Cancel*.

 **IMPORTANT:** This setting is ignored when "**Keep camera stream and profile settings**" is checked. See "[Dual Stream Processing](#)".

Assigning Logical ID

The Wisenet WAVE server API provides a mapping that lets you assign a 1 to 3 digit **Logical ID** that can be used instead of the much longer Camera ID. The Logical ID simplifies device identification when integrating with third-party systems, and is necessary in environments with input devices that are not capable of entering the full camera ID. The Logical ID can be used in API calls (including getting RTSP streams etc) to address cameras. If one is assigned, the Logical ID is displayed on the *General* tab of *Camera Settings*.

To assign a Logical ID

1. Open the context menu for a camera and go to **Camera Settings > Expert**.
2. Enter a number in the **Logical ID** field.

If you are integrating with a system that is already using 1 to 3 digit identifiers, use the **Generate** button to discover and display the smallest number that is not already in use.

To remove a Logical ID

Press the **Reset** button. This sets the Logical ID to zero, which the API equates to having no Logical ID.



Note: It is also possible to assign a Logical ID to a layout, see "[Configuring Layouts](#)".

Analytics: Region of Interest (ROI)

Region of Interest is a feature found in cameras with built-in video analytics or 3rd party software products. A ROI allows you to specify special regions on cameras that are used to optimize resources for processing and analyzing video or enable line crossing or perimeter intrusion.

This includes drawing lines, boxes, polygons, and setting the minimum and maximum size of detected objects. You will no longer need to go to the 3rd party software settings or camera's web page to make such changes.

Usually, the initial set-up and any changes in ROI configuration would have to be made by visiting the [camera's dedicated web page](#) or the 3rd party software settings.



Note: Currently, this feature is only supported on Hanwha AI cameras using firmware version 1.41.xx or higher.

ROI in the Desktop Client

To access the ROI configuration settings in the Desktop client, open the context menu on a camera > **Camera Settings** > **Plugins** > **Analytics**. A preview of the selected camera will be available to draw any necessary lines, polygons, or boxes to represent the ROI.

The following options may be available to you depending on the type of analytics provided by the camera or 3rd party software:

General

Performance

- *CPU Cores* – Number of CPU cores the plugin can use.

Object Detection

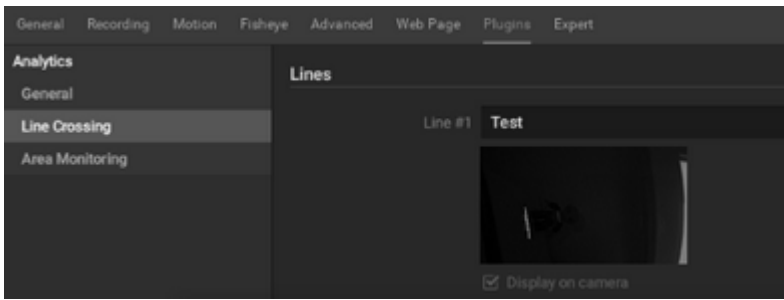
- *Person Confidence (%)* – Confidence level for how accurate the detection of an object should be. A lower number will be less accurate but provide more detections, while a higher number will be more accurate but provide less detections.
- *Detection Frequency* – Frequency at which the object will be detected.

Object Tracking

- *Track Reset Timeout (s)* – Amount of time an object will tracked on the feed before it is considered a new object.

Line Crossing

- *Line* – Create a line that will be used to detect and record how many times people cross it.
- *Display on camera* – Check this box to overlay the line on the camera feed.



Area Monitoring

- *Area* – Create an area that will be used to detect and record people entering the area.
- *Display on camera* – Check this box to overlay the selected area on the camera feed.
- *Detections* – Check the box next to an option to activate it: *Entrance, Appearance, Loitering, Exit, Disappearance, and Crossing.*
- *Detection sensitivity (%)* – Camera's sensitivity to motion.
- *Loitering duration (s)* – Minimum amount of time that the needs to pass.

Motion Detection

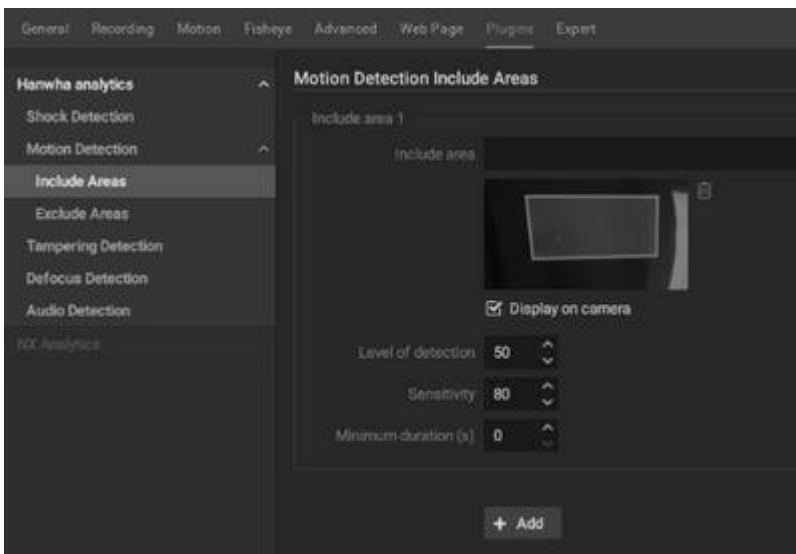
Define the size of the object that will be tracked for motion detection.

- *Object size* – Set the maximum size of an object with the red box and minimum size with the blue box.

Include Areas

Define the area that will be analyzed for motion detection. Click **+Add** to create more than one area to be analyzed.

- *Include area* – Set the maximum size of an object with the red box and minimum size with the blue box.
- *Display on camera* – Check this box to overlay the selected area on the camera feed.
- *Level of detection* – Threshold that needs to be passed for changes to be considered motion.
- *Sensitivity* – Camera's sensitivity to motion.
- *Minimum duration(s)* – Minimum amount of time that the needs to pass.



Exclude Areas

Define the area that will not be analyzed for motion detection. Click **+Add** to create more than one area to be ignored.

- *Exclude area* – Set the maximum size of an object with the red box and minimum size with the blue box.
- *Display on camera* – Check this box to overlay the selected area on the camera feed.

Tampering Detection

Detect changes to the camera feed due to a physical obstruction or device tampering. Click **Enable** to activate this option.

- *Level of detection* – Threshold that needs to be passed for the camera to be considered tampered with.
- *Sensitivity* – Camera's sensitivity to tampering.
- *Minimum duration(s)* – Minimum amount of time the detection needs to continue before being notified of the detection.
- *Except dark images* – Check this box to ignore the limit set for "Minimum duration(s)" when the camera feed is not bright enough.

Defocus Detection


Detect if the camera becomes unfocused. Click **Enable** to activate this option.

- *Level of detection* – Threshold that needs to be passed for the camera to be considered out of focus.
- *Sensitivity* – Camera's sensitivity to loss of focus.
- *Minimum duration(s)* – Minimum amount of time that the needs to pass.

Audio Detection

Detect if the camera's audio level goes above a specified dB. Click **Enable** to activate this option.

- *Level of detection* – Minimum dB that needs to be passed.

 **Note:** Some plugins may allow you to choose the primary or secondary stream to be used for analytics.

Event Rules

An **Event Rule** is an **Event-Action** pair – when an **Event** is detected, the related **Action** is triggered.

An event rule is a one-to-one definition: a given event can have just one action. However, you create as many event rules as you need. For example, you can define an event that detects motion on a camera with the action "send an email", and a second event that detects motion on a camera with the action "create a bookmark".

User events are custom defined for a wide variety of conditions, using the available events and actions.

System-generated events exist for notification of critical storage and connection issues; a user cannot configure them or delete them.

Default Events are preconfigured events that run in background whenever Wisenet WAVE is open. Default events are triggered by System-level circumstances such as storage issue, license issues, device disconnection, etc.

Default Events

Default events are effective as soon as Wisenet WAVE is installed, and are automatically written to the [Event log](#). With the exceptions noted below, all default events trigger both global notifications and an email:

- [Show Notifications](#) to all users, every 30 seconds until issue is resolved.
- [Send Email](#) to System Owner.

(The exceptions are [Archive Backup Finished](#) and [Generic Event](#), which send notifications only, and [Server Started](#), which sends email only.)

Event Indicators in Layout

Due to their importance, or simply to make an event noticeable in a dense layout, certain events provide built-in visual indication when triggered. For critical events – storage issue or storage not configured, server failure or conflict, device disconnected, etc. – the indicator is a set of red outlines that radiate from the perimeter of the related item in layout. For other less critical events – motion on camera, input signal on device – a set of green outlines will radiate from the perimeter of the related item. The server monitor also provides a similar visual indicator when a server issue is detected.

Event Logging

Events are automatically recorded in the System Event Log (see "[Viewing Events Log](#)"). The "[Write to Log](#)" action can be used for an event to be written to the log without needing to perform an external action such as playing a sound, sending an email, setting a bookmark, etc.

Turning Rules On or Off

Using the Event Rule List – Once a rule is defined, it can be turned on or off using a checkbox in the Event Rules list. Turning a rule off means the event will not be detected and the corresponding action will not be performed.

Using the Schedule – For any rule, detection of the event can be turned on or off in increments of one hour using a weekly calendar (see "[Event Scheduling](#)").

Using Global Notification – Notification of a rule occurrence can be turned on or off System-wide (see "[Global Notification Settings](#)"). The rule is still on, but notifications are not sent when it triggers.

Resetting All Rules to Default

Rule configurations can be returned to their default settings. From **Main Menu > System Administration (Ctrl+Alt+A) > Event Rules**, click on **Restore all Rules to Default** then click **Reset** to accept changes.

 **IMPORTANT: All user-defined rules are discarded when you restore rules to default.**

To Create a Rule

See "[Using the Event Rules List](#)" and "[Using the Event Rules Form](#)".

To Delete a Rule

Right-click on a single rule in the list and choose **Delete** from the context menu, or use the **Delete** button at the top of the dialog.

 **IMPORTANT: There is no confirmation prompt before a rule is deleted!**

Supported Events and Actions

The following events and actions are supported:

Events

User Events

- [Analytics Event](#)
- [Generic Event](#)
- [Input Signal on Device](#)
- [Motion on Cameras](#)

Actions:

- [Bookmark](#)
- [Device Output](#)
- [Device Recording](#)
- [Do HTTP Request](#)
- [Execute PTZ Preset](#)

Events

- [Plugin Diagnostic Event](#)
- [Soft Trigger](#)

Default Events

- [Archive Backup Finished](#)
- [Devices Disconnected](#)
- [Devices IP Conflict](#)
- [License Issue](#)
- [Network Issue](#)
- [Server Conflict](#)
- [Server Failure](#)
- [Server Started](#)
- [Storage Issue](#)

System-Generated Events

- [Archive Integrity Check Failure](#)
- [Email Address Not Set](#)
- [Email Not Set for Users](#)
- [Email Server Not Configured](#)
- [Error while Sending Email](#)
- [Licenses not Configured](#)
- [Reindexing Archive Canceled](#)
- [Reindexing Archive Complete](#)
- [Remote Archive Synchronization](#)
- [Storage not Configured](#)
- [System in Safe Mode](#)
- [Time Synchronization Issue](#)

Actions:

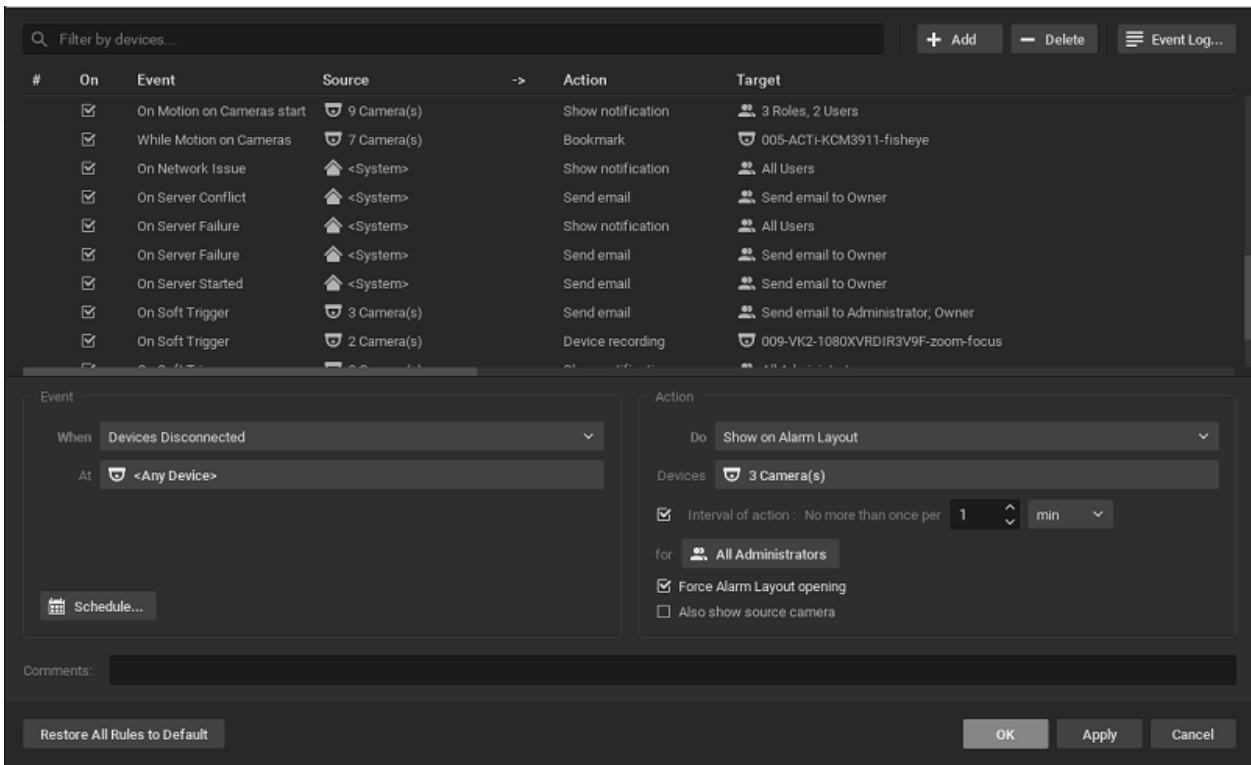
- [Exit Fullscreen](#)
- [Open Layout](#)
- [Panic Recording](#)
- [Play Sound](#)
- [Repeat Sound](#)
- [Send Email](#)
- [Send Mobile Notification](#)
- [Set to Fullscreen](#)
- [Show Desktop Notification](#)
- [Show on Alarm Layout](#)
- [Show Text Overlay](#)
- [Speak](#)
- [Write to Log](#)

Using the Event Rules List

There are several ways to open the **Event Rules** dialog:

- Open the context menu from the Notifications panel and choose **Event rules...**
- Open System Administration (**Ctrl+Alt+A**) > **General** tab and click the **Event Rules** button
- Use the device context menu and select **Camera Rules** (i.e., **Device Rules**) to list just the rules that apply to that specific device
- Click on the **Camera Rules** button in the **Camera Settings** (i.e., **Device Settings**) dialog

Each row in the *Event Rules* list is a rule. A small dot in the left-most # column indicates that an event has unsaved changes.



Invalid Rules

If a rule is not configured correctly, it will have a red background indicating it is invalid:



Filtering and Sorting the Event Rule List

You can click on each of the column headers to sort rules in ascending or descending order by the values in that column. The **Filter** field applies to devices (**Source** column) only. Filter results refresh as characters are entered, and will include rules that apply to multiple devices if any one of the devices matches the criteria. Rules that apply to *<Any Device>* will never be filtered out. To disable filtering, clear the field.

Editing Rules from the List

The Event Rules list provides basic editing functions. A click on any parameter in the list opens a pull-down menu where you can edit the parameter value for the selected rule. A right-click on any parameter opens a context menu where you can add a **New** rule, **Delete** the selected rule, or set a **Schedule** for the selected rule.

Editing Rules from the Advanced Settings Form

You can also configure rule parameters using the **advanced settings form** on the lower half of the dialog (see "[Using the Event Rules Form](#)").

Using the Event Rules Form

The form opens in the lower half of the *Event Rules* dialog when you select a rule in the list or when you click the **Add** button. Often it includes parameters that are not available in the *Event Rules* list.

Adding an Event Rule from the Form

1. Click the **Add** button (or **right-click** on an existing rule in the list and click **New** in the context menu). The form will open and a new line for the rule is added to the list.
2. Select the **Event** to be monitored and the **Action** to execute when that event occurs. Each requires one or more of these parameters:

For Events

- **When** – Click on this field in the form (or the **Event** field in the list) to select from the menu of events.
- **Starts or Stops** – See below.
- **Device(s)** – Click on the **At** field in the form (or double-click on the **Source** field in the list) to select one or more devices.


For Actions

- **Do** – Click on this field in the form (or the **Action** field in the list) to select from a menu of actions.
- **Device(s)** – Click on the **At** field in the form (or the **Target** field in the list) to select one or more devices that will execute the action. At least one device must be selected for a rule to be valid.
- **User(s)** – Click on the **To** field in the form (or the **Target** field in the list) to select one or more user roles as recipient of the action. At least one user must be selected for a rule to be valid.
- **Schedule** – Click on this button to open a calendar for "[Setting up Schedule for Tracking Events](#)".
- **Comments** – Enter any desired remarks.
- **Interval of action and Fixed duration** – See below.

3. Click *OK* to apply changes and close the form.

Click *Apply* to accept changes and keep the dialog open.


Click *Cancel* to close the dialog. A confirmation dialog will prompt you to either *Apply* or *Discard* changes, or you can click *Cancel* to return to the Event Rules dialog.

 **Note:** If one or more rules are not correctly defined, you will get the error message "Some rules are not valid. Disable them?"

Click *Yes* to disable the invalid rules. Invalid rules will remain in the list but their *On* checkbox will not be checked.

Click *No* to allow invalid rules to be active (*On* checkbox will be checked and rule will be highlighted in red.)

4. In the Event Rule list, set or clear the **On** checkbox to enable or disable the rule.

 **IMPORTANT:** Make sure notification for the event type is turned on in [Global Notifications](#).

[Using Selection Lists in Event Rules](#)

Event rules use selection lists to choose devices and users. Selection and filtering behavior, described in the next topic, is consistent in both.

Continuous or Instant Events

Some events may be continuous, some can only be instant, and some may be either (generic or analytics events).

Continuous – Events that can occur continuously, such as an motion on a camera, require a state definition of either **Starts** or **Stops**.

Instant – Events that occur instantly, without duration, such as a device being disconnected or a server starting. For generic and analytics events, instant events are labeled **Occurs**.

Instant, Interval or Fixed Duration Actions

The following parameters are available for most actions, depending on their intended behavior.

Interval of Action – Check this box to limit the frequency with which an action will occur in response to an event. Enter an integer value (1 – 999) in the **No more than once per** field, and select a corresponding time increment (*sec, min, hrs, days*). This feature is useful, for instance, with an action like show notification where the triggering event may be continuous but it is only necessary to be notified periodically.

Instant – Uncheck this option so the action will execute every time the event occurs.

Fixed Duration – Check this option to specify how long an action will last, typically in response to a continuous event. Enter the duration, in seconds. Zero is not a valid entry, and depending on the action there may be an upper limit to the duration.

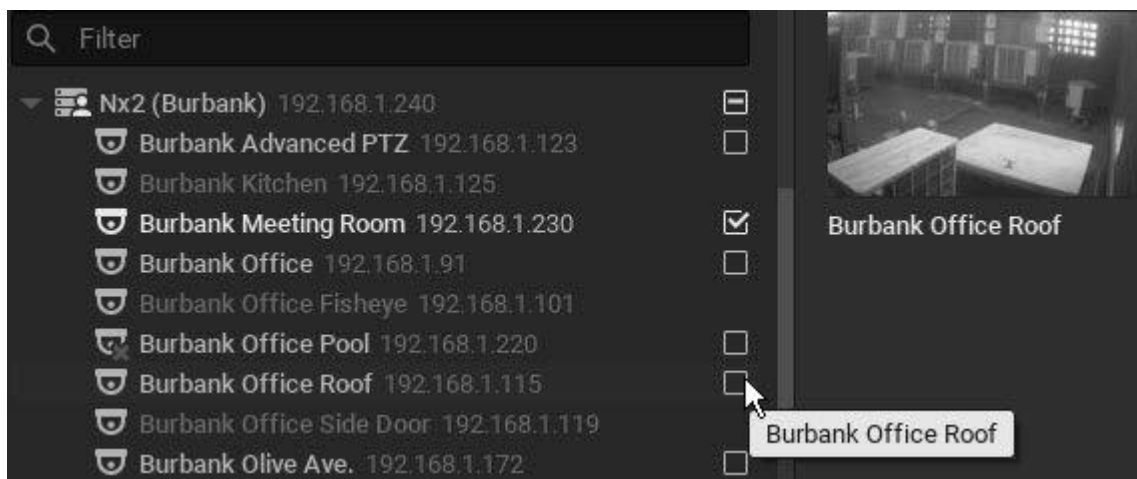
Selection Lists in Event Rules

To Select Devices

For Events, choose the device(s) that will trigger the rule. If no devices are selected (shown as *<Any Device>*), the rule will apply to all devices.

For Actions, choose the device(s) that will respond to the event. At least one device must be selected for a rule to be valid.

- Drag-and-drop devices from the Resource Tree into the **At** field.
- Alternately, use the *Select Devices* dialog which lists all servers in the System, and all devices attached to them:



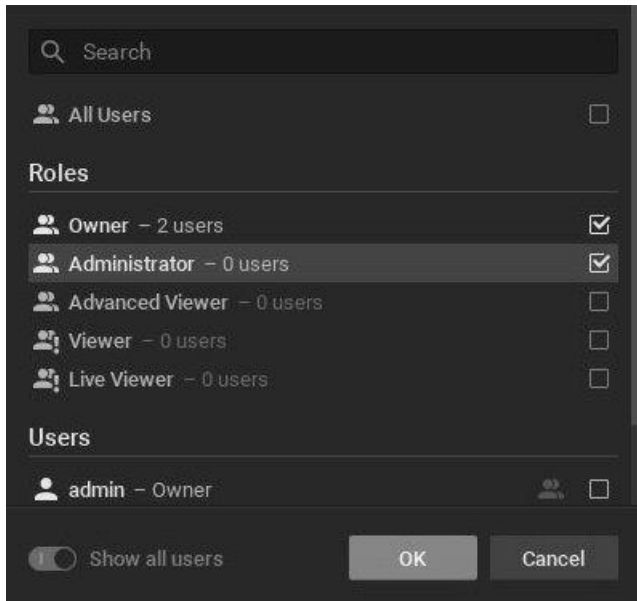
1. Click on the **At** field in the advanced settings form to open the *Select Devices* dialog.
2. Check the desired individual devices, or click a server's check box to select all devices on that server.
3. Optionally, use the **Filter** field to [search](#) for specific devices. All device parameter values (name, firmware, vendor, etc.) are searched. The results update immediately as characters are entered in the field.
4. Click *OK* to accept or *Cancel* to discard the selection.

To Select Users

For Events, choose the user(s) the event will be available to. At least one user must be selected for a rule to be valid.

For Actions, choose the user(s) who will be recipients of the action. At least one user must be selected for a rule to be valid.

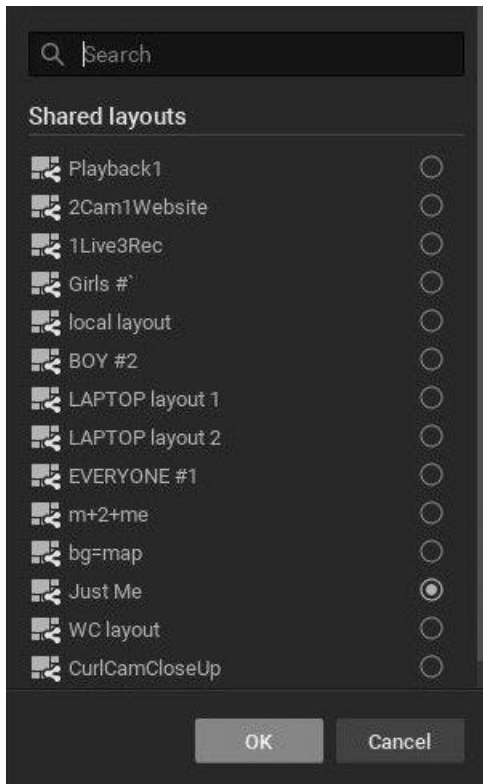
- Use the *Select Users* dialog to select one or more users:



1. Click on the **To** field (alternately labeled *For*, *Available to*, *Play to users*, or *Speak to users*) in the advanced settings form to open the *Select Users* dialog.
2. Check one or more User Roles, or check **All users** to open a list of all individuals active in the System.
3. To see individual user names, enable **Show all users** (green) and check the desired individuals.
4. Use the [Search](#) field to locate user names or roles that contain the characters entered. Filter results refresh as characters are entered.

To Select Layouts

For Actions, choose the layout that will open in response to the event. The "Open layout" action allows only one layout to be selected. The "Set to fullscreen" and "Exit fullscreen" actions allow more than one layout to be selected, but the action will only take effect in the layout that is open at the time of the event being triggered.



Event Scheduling

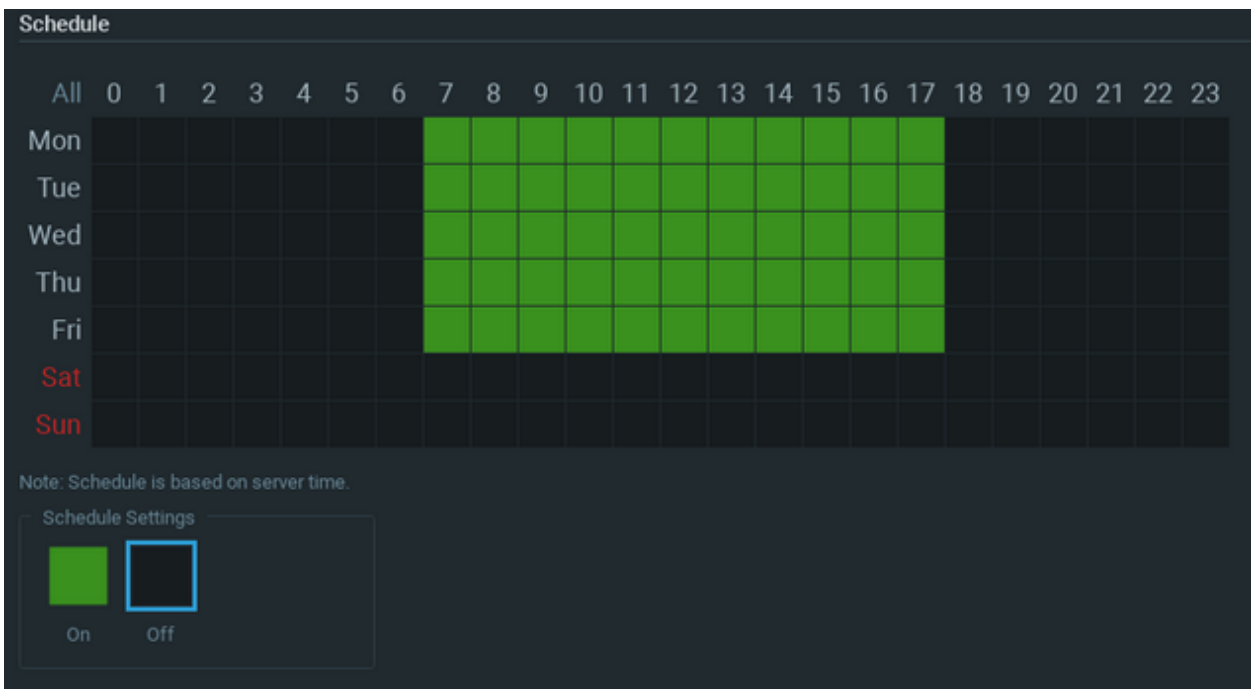
By default, event monitoring is active 24 hours a day, 7 days a week. If you only want to monitor for an event at certain times, you can assign it a schedule. Note that System-generated events cannot be placed on a schedule since they should always be on.



Note: It is possible to disable a rule entirely by unchecking the **On** box in the Event Rules list.

To set a schedule for an event

1. When a event is editable (because it is new or it is selected in the Event Rules list), click on the **Schedule** button to open the dialog shown below.



2. Click the **On** or **Off** button to determine monitoring behavior in specific 1-hour cells. The 0 column in this 24-hour calendar represents midnight – 1:00AM.
3. Click in a cell to apply the selected schedule setting to cells, or use these shortcuts to apply to multiple cells:
 - **Click-and-drag** to select multiple cells
 - Click the hour heading to select an entire column
 - Click the day of the week to select an entire row
 - Click **All** to select all cells

The above example shows an event that will be tracked on Monday – Friday 7AM to 6PM.
4. Click **OK** to accept or **Cancel** to discard changes.

Global Notifications

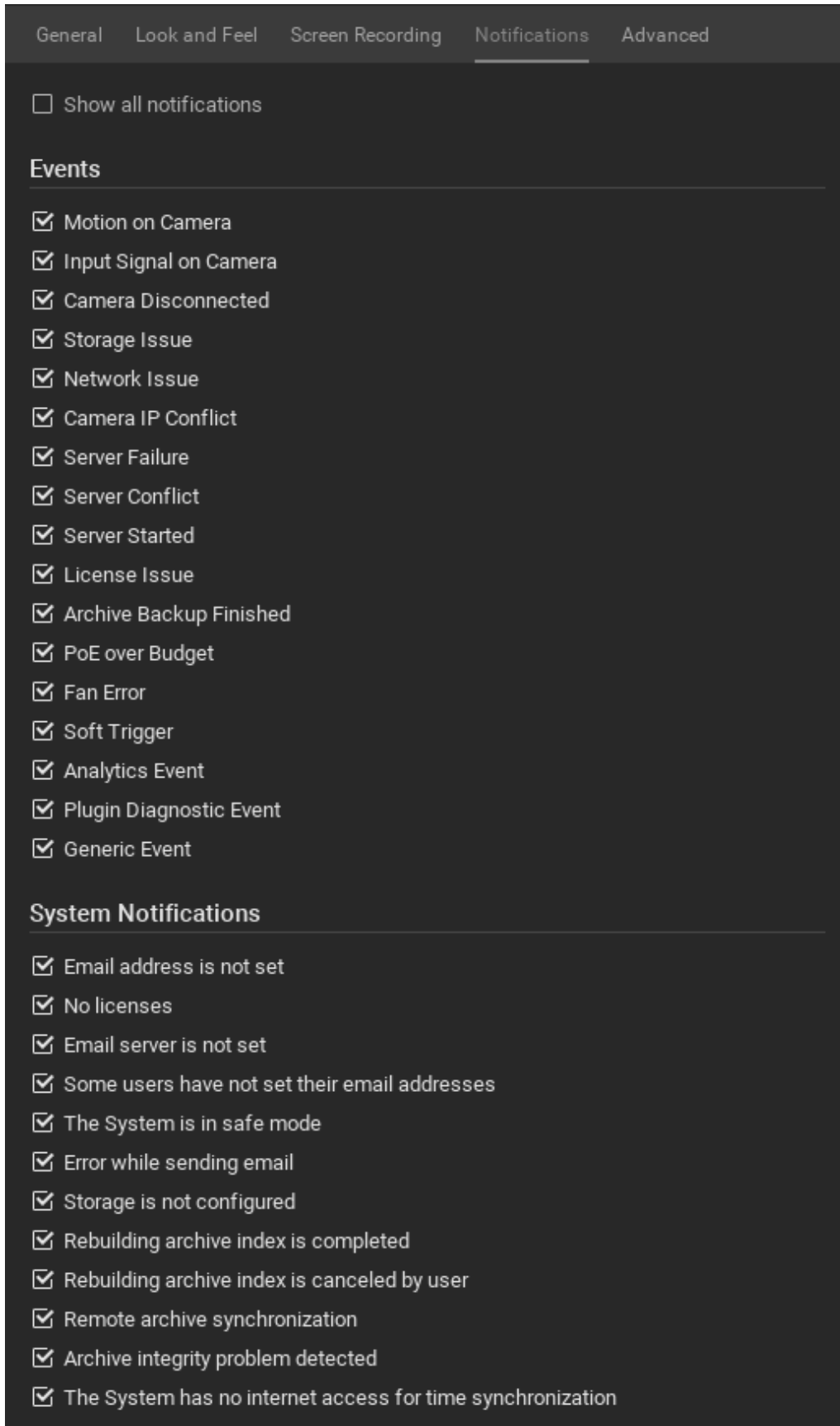
Notification of a particular event type or System alert can be turned on or off globally. The notification setting does not affect event detection or action execution, only whether or not notifications are sent to the Notification Panel.

! **IMPORTANT:** Make sure to expand this window so that the entire contents are visible.

To show or hide notifications of a particular type

1. Click on **Main Menu** and go to **Local Settings > Notifications** or *right-click* any open space in the Notifications panel and select **Filter...**
2. Check **Show all notifications** so that all events will display in the Notification panel, or uncheck it to select individual notification types to display

3. Click *Apply* to accept, *OK* to save and close the dialog, or *Cancel* to discard changes.



Viewing the Event Log

Each event that occurs in Wisenet WAVE is stored in the **Event Log** and displayed in the "[Events Tab](#)". The Event Log make it easy to navigate through past activity and diagnose device or server issues.

To View the Event Log

- Open **Main Menu > System Administration (Ctrl+Alt+A) > General** tab and click on the **Event Log** button
- Open the context menu by right-clicking anywhere on the Notification Panel, then choose **Event Log...**
- Use the **Ctrl+L** shortcut.

To search the Event Log

The search box found at the top right of the Event Log will allow you to search the descriptions of all logged events for your desired keyword(s).

To sort the Event Log

Events are displayed in the following columns. You can click on any column header to sort the log in ascending or descending order:

- *Date/Time* – Date and time the event occurred.
- *Event* – The type of event.
- *Source* – The resource that initiates the event: device (motion detection, input signal, etc) or server (storage issue, server failure, etc).
- *Action* – The action that is performed when the event occurs.
- *Target* – The Users or Devices that are recipient of the action.
- *Description* – Any additional information. For motion detection events, the description includes a hyperlink that will open the device in a new layout and start playback of the event.

To Filter the Event Log using the Header Menus

- **Start date** and **End date** – Select a day in each of these calendar fields to show only events that occurred during a particular time period. Default display is the current day. Dates are shown in dd/mm/yyyy format.
- **Event** type – From the pulldown menu, select an event category (*Any Event, Any Device Issue, Any Server Issue, Analytics Event, Generic Event*), or specific type of event within those categories.
- **Device** type – Display events occurring on a particular device only (applies to Motion, Input and Device Issues).
- **Action** – Display only the events caused by a particular action.

Click the **Clear Filter** button to remove all filter conditions. Click the **Refresh** button to apply additional filter criteria to list that is already filtered.

To Filter the Event Log using Event Fields

You can also use the context menu of a log field to filter the display according to that field's value. For example, if you **right-click** in the *Source* field of a specific event and choose **Filter Similar Rows**, only the events occurring on the same source will be displayed. To clear all existing filters, click **Clear Filter** at the top right or open the context menu for the desired field (*Date/Time, Event, Source*, etc.) and choose **Clear Filter**.

To View the Event Log for a Specific Device or Server

- Device – Open the device context menu and select **Check {device type} Issues**
- Server – Open the server context menu and select **Server Diagnostics**.

Other Event Log Functionality

Context menus in the Event Log provide different options, depending on the field (event, source, action, etc.) from which they are opened. The following options are available from the context menu for all fields:

- **Select All (Ctrl+A)** – Selects all entries in the log
- **Export Selection to File** – Save the selected data to an HTML or CSV text file.
- **Copy Selection to clipboard.**

Context menus in the *Source* field provide several additional functions, depending on the device.

You can drag the mouse or use **Ctrl+Click** or **Shift+Click** to select multiple and apply the desired option to multiple events.

Tracked Events

The trigger for an action is an **Event**. Each event has its own parameters. Most events can be defined with "[Event Scheduling](#)" to control the days and times event detection is enabled.


Refer to the particular event description for more information:

- [Analytics Event](#)
- [Archive Backup Finished \(default\)](#)
- [Archive Integrity Check Failure \(system\)](#)
- [Devices Disconnected \(default\)](#)
- [Devices IP Conflict \(default\)](#)
- [Email Address Not Set \(system\)](#)
- [Email Not Set for Users \(system\)](#)
- [Email Server Not Configured \(system\)](#)
- [Error While Sending Email \(system\)](#)
- [Generic Event \(default\)](#)
- [Input Signal on Device](#)
- [Licenses Not Configured \(system\)](#)
- [License Issue \(default\)](#)
- [Motion on Camera](#)
- [Network Issue \(default\)](#)
- [Plugin Diagnostic Event](#)
- [Reindexing Archive Canceled \(system\)](#)
- [Reindexing Archive Complete \(system\)](#)
- [Remote Archive Synchronization \(system\)](#)
- [Server Conflict \(default\)](#)

- [Server Failure \(default\)](#)
- [Server Started \(default\)](#)
- [Soft Trigger](#)
- [Storage Issue \(default\)](#)
- [Storage Not Configured \(system\)](#)
- [System in Safe Mode \(system\)](#)
- [Time Synchronization Issue \(system\)](#)

Analytics Event

Occurs when Wisenet WAVE server receives a special HTTP request from a device with built-in video analytics. If a camera has analytics enabled, Wisenet WAVE can render visual displays in layout for the various types of analytics data received. Event metadata is also captured, and can be searched, filtered, and further analyzed.


 **IMPORTANT:** Analytics must be configured in the camera first in order to be detected by Wisenet WAVE.

For example, video analytics can detect when a vehicle has entered a certain area, zoom in on the license plate, and then perform license plate recognition. The corresponding event in Wisenet WAVE could render a bounding box of one color around the car, a bounding box of another color around the license plate, and trigger an email alert to security personnel.


Any number of video analytics devices can be connected the System, and for each device any number of video analytic types can be enabled. Visualizations are captured and displayed as a bounding box in a user-specified color for each event or as a point for objects with a coordinate but no size. Once defined, an analytics event can be searched and filtered by entity type (notifications, Bookmarks, events, motion, detected objects), by area as with motion search, by class or by attribute using unified text search of the Caption and Description fields, or by date interval. A counter shows the number of results that match the search criteria.

To configure an Analytics Event

1. Use the camera web page to confirm that analytics detection is properly configured and enabled in the device(s) you plan to use.
2. Open **Event Rules** and click the **Add** button to create a new rule.
3. Select **Analytics Event** from the **When** field.
4. Click on the **At** field to select the device(s) that will be generating the third party analytics for the rule. In the *Select Devices* list, cameras that do not support analytics are highlighted in red.

 **Note:** Analytics integration works with certain camera models only, and event types differ from camera to camera. A warning notification will open if one or more of the selected cameras does not support analytics.

5. Choose the **Event Type** that will trigger the rule.

 **Note:** Each device will have a different set of available triggers depending on the analytic capabilities provided by the manufacturer. Only those available for the selected devices will be listed.

6. Optionally, use the *Caption* and *Description* fields to enter or filter attributes or metadata provided by the analytics device. Entries in these fields should match the corresponding fields in the HTTP request and are case sensitive. If the field is empty, it will always be considered a match.

- **Caption** – Optional class value used to identify object type.

- **Description** – Optional attribute value used to distinguish objects within a class.

Advanced Parameters

[Event Scheduling](#)

Why Event may work incorrectly

Request is filtered out. Edit or clear the *Caption* and *Description* fields and trigger the event again.

[Global notification](#) for this event is disabled.

Archive Backup Finished (default)

Occurs when archive backup is complete. Does not occur if archive backup is set to perform in real time. See "[Configuring Backup and Redundant Storage](#)" for details. This is a default event.

Advanced Parameters

[Event Scheduling](#)

Why Event may work incorrectly

Backup is set to "real time".

There has been an [Archive Integrity Check Failure](#)

[Global notification](#) for this event is disabled.

Archive Integrity Check Failure (system)

Occurs when archive files are removed, renamed, or otherwise manually changed, when a file has an incorrect timestamp, or if archive backup does not complete successfully. If you hover over the notification, the storage path where the problem was detected displays. This is a System-generated event.

An archive Integrity check failure notification is triggered automatically when archive backup does not complete successfully.


Users with Owner or Administrator privileges will also receive a notification when attempting to view an altered archive for the specific camera affected. If you hover over the notification, the storage path where the problem was detected will be displayed. You can obtain more information (ex. the exact file name) from the server log files (see "[Collecting Logs](#)").

Why Event may work incorrectly

[Global notification](#) for this event is disabled.

Devices Disconnected (default)

Occurs if a device is disconnected for whatever reason (network issue, device malfunction, etc.). This is a default event.

Devices are considered disconnected if no data is received for 10 seconds. If a device is experiencing network issues for over a minute, then  appears next to it in the Resource Tree. Once data is received from the device, the status is automatically changed back to Online.

Additional related events may occur that can help to investigate the issue:

- [Network Issue](#) – indicates the network is unable to transfer data between the device and server, potentially the reason a device goes offline.
- [Server Failure](#) – if a server is down, all hosted devices will appear offline.
- [Camera IP Conflict](#) – if another camera with the same IP address enters the network, one of these two cameras will go offline.
- [Server Conflict](#) – if different servers on the same network access and pull data from the same cameras. Some cameras may drop offline because they are not able to provide several streams simultaneously.

Basic Parameters

At – click in this field to [select devices](#) to monitor, or use *<Any Device>* to monitor all devices.

Advanced Parameters

[Event Scheduling](#)

Why Event may work incorrectly

Too many devices are monitored, triggering too many events.

Devices being monitored are offline.

Action is not configured properly.

[Global notification](#) for this event is disabled.

Devices IP Conflict (default)

Occurs if another device with the same IP address has entered the network, resulting in one of the two devices going offline. A [Devices Disconnected](#) event is then generated. This is a default event.

Advanced Parameters

[Event Scheduling](#)

Why Event may work incorrectly

[Global notification](#) for this event is disabled.

Email Address Not Set (system)

Occurs when a logged-in user does not have an email address configured in the System and is therefore unable to receive [mail notifications](#). This is a System-generated event.

- **Viewer** is notified that their email address is not configured.
- **Administrator** is notified that a user does not have an email address specified.

If you click on the notification, the user's email settings dialog will open (see "[Changing User Settings](#)"). This notification will close automatically once the email address is set.

Email notifications cannot work if an [Email Server is not configured](#). In this case, an [Error while Sending Email](#) notification will display.

Why Event may work incorrectly

[Global notification](#) for this event is disabled.

Email Not Set for Users (system)

Occurs to notify the Administrator when one or more users do not have an email address specified and are therefore unable to receive [mail notifications](#). This is a System-generated event.

When an Administrator receives notification that a particular user does not have an email address specified, they can click on the notification to open the [User Settings](#) dialog for that user. Once email for the user is set by an Administrator, the related notification will stop.

Why Event may work incorrectly

[Global notification](#) for this event is disabled.

Email Server Not Configured (system)

Occurs if an email server is not configured. Displays a notification. This is a System-generated event.

If you click on the notification, the *System Administration* dialog opens to the *Email* tab where you can configure *Outgoing Email Settings*. See "[Configuring the Email Server](#)".

This notification will hide automatically once the email server is configured.

Why Event may work incorrectly

[Global notification](#) for this event is disabled.

Error While Sending Email (system)

Occurs when email notification fails. This is a System-generated event.

If you click on the notification, the *Mail Server* settings dialog will open (see "[Send Email](#)" for details).

This notification will hide automatically once email is configured.


Why Event may work incorrectly

[Global notification](#) for this event is disabled.

Generic Event (default)

Occurs when the server receives an HTTP request from an external system such as an alarm system, access control device, or monitoring system. This is a default event.

Wisenet WAVE allows third-party systems and devices to send an HTTP string known as a "createEvent" API call. The CreateEvent request must follow the proper format in order to be read by the server, and the event fields in the rule must match the corresponding fields in the HTTP request to be acted upon. Full server API documentation can be accessed on any installed server from <http://<serveripaddress>:<servernetworkport>/static/api.xml>. See "[Using a Server's Web Interface](#)".

 **Note:** Values in the event field are case-sensitive, and an empty string functions as a wildcard, where any value is considered a match.


Basic Parameters

Each request contains the following fields:


- **Source**
- **Caption**
- **Description**
- **Metadata** – Used to pass a device identifier that will specify devices the event is limited to (cameras, I/O modules, etc). To obtain the device identifier:

Open the device context menu and click **Device Settings**. In the **General** tab, the device identifier will be displayed as **Camera/Device ID**. The device identifier should be passed in the following format:

{ "cameraRefs" : ["<id>"] }. In HTML encoding it will look like this:
{ %22cameraRefs%22 : [%22<id>%22] } .

 **IMPORTANT:** It is necessary to specify a device if the generic event is linked to a notification, and the "Force Acknowledgment" option is required. In this case once the notification is acknowledged, a Bookmark will be created and linked to the specified device. See "[Show Notifications](#)" for details.

- **Occurs/Starts/Stops** – This is an optional field for the "State". If there is no "State" field in the HTTP request, the event is considered **instant**. If specified, the event is considered **continuous** and the rule requires a State=**Active** (Start) or State=**Inactive** (Stop) attribute. If a Generic Event containing State=Active is received, the resulting action will continue until the server receives a Generic Event with the same parameters that contains State=Inactive.

 **Note:** If a continuous action such as "device recording" or "repeat sound" is bound to an instant Generic Event (one without a State field), the rule will not work. (See "[Configuring Event Rules](#)" for more information about continuous and instant events.)

Example

http://127.0.0.1:7001/api/createEvent?source=%22Door%22&caption=%22Knock%20Knock%22&description=%22Visitor!%22&metadata={%22cameraRefs%22:[%22066fbf9c-2e11-a501-6e15-dfb0fb97c7cb%22]} This HTTP request:

- Sends data to a server at IP Address 127.0.0.1 and Port 7001,
- Source – "Door"
- Caption – "Knock Knock"
- Description – "Visitor!"
- State – Not used, so instant
- Device Identifier – 066fbf9c-2e11-a501-6e15-dfb0fb97c7cb.

Remember, fields in the Generic Event must match the corresponding HTTP request and are case-sensitive. For instance, for an event configured as Source "*foo*", Caption "*bar*", and Description "" (empty):

An HTTP request with the following data WILL trigger a Generic Event:

Source – "foo12345" (contains "foo")

Caption – "bartender" (contains "bar")

An HTTP request with the following data will NOT trigger a Generic Event:

Source – "Foo12345" (contains "Foo" instead of "foo")

Caption – "batender" (does not contain "bar")

Description – (empty string means all values match)

Description – "Lorem ipsum dolor sit amet" (em

Advanced Parameters

Omit Logging – When checked, the generic event will not be added to the Event log. This option allows an action that is trigger in rapid succession or with a very high frequency to be performed without a database call or database storage that would cause undesirable "spamming" of the Event Log. (Note that even if the "Omit logging" checkbox is enabled, a Generic event with a "Write to log" Action will still appear in the Event Log).

[Event Scheduling](#)

Why Event may work incorrectly

HTTP request is not correctly written. Refer to the server API.

Request is filtered out. Try clearing all fields (Source, Caption, Description) and trigger the HTTP request again.

HTTP request is bound to a continuous type of action but does not contain the "State" field.

A device is not specified yet the event is linked to a notification and the "Force Acknowledgment" option is set.

[Global notification](#) for this event is disabled.

Input Signal on Device

Occurs if input signal is detected on one or more device(s). Wisenet WAVE can detect input signals on the following devices:

- ONVIF-compliant (input support via ONVIF may vary from device to device)
- Axis cameras



IMPORTANT: To detect input signals, input must be supported on the device.

Basic Parameters

When – a signal can be continuous, so the event must be defined as occurring when input "**Starts**" or "**Stops**".

At – device(s) the input signal is detected on. To specify devices see [Selection Lists in Event Rules](#). Choose <Any Device> to detect input signals on all devices supporting that input.



Note: A warning notification will open if one or more of the selected cameras does not support this event. These cameras will be highlighted in red.

Advanced Parameters

Input ID – the I/O Module port to take signal from (see [Setting Up I/O Modules](#))

[Event Scheduling](#)

Why Event may work incorrectly

Too many devices are being monitored, causing too many events to occur.

Devices that are being monitored are offline.

Action is not configured properly.

[Global notification](#) for this event is disabled.

Licenses Not Configured (system)

Occurs if no licenses are activated. Displays a notification. This is a System-generated event.

If licenses are not configured it is not possible to record cameras or view analog cameras.

Click on the notification to open the license dialog. See "[Wisenet WAVE Licenses](#)".

The notification will hide automatically once at least one license is activated.

Why Event may work incorrectly

[Global notification](#) for this event is disabled.

License Issue (default)

Occurs when a trial license expires, or when the Server on which licenses are activated goes offline. This is a default event.

When there is a license issue, it is not possible to record camera streams or to view analog cameras. Once recording has stopped a License Issue event generates a notification. The notification will list the cameras that are not being recorded. If you click on the notification, the license dialog will automatically open (see "[Wisenet WAVE Licenses](#)").


When a Server goes offline, there is a 30-day failover period for the licenses that were in use, during which recording can continue. The Server must be restored or a new license must be activated during this grace period, or recording will stop on as many cameras as there are missing licenses.

Why Event may work incorrectly

[Global notification](#) for this event is disabled.

Motion on Camera

Occurs if motion is detected on camera(s).

 **IMPORTANT:** recording must be enabled on the selected cameras for this rule to be functional. See "[Setting a Recording Schedule](#)" for instructions on enabling and configuring recording.

Basic Parameters

When – motion can be continuous so the event must be defined as occurring when motion "**Starts**" or "**Stops**". If no motion occurs for 3 seconds, the current motion event is considered stopped. When motion occurs again, a new motion event is generated.

At – device(s) on which motion detection will be enabled. To specify devices see [Selection Lists in Event Rules](#). Choose <Any Device> to detect motion on all devices.



Note: A warning notification will open if one or more of the selected cameras does not support motion detection. These cameras will be highlighted in red.

Advanced Parameters

[Event Scheduling](#)

Why Event may not work correctly

Recording is disabled for camera(s) that are being monitored.

Motion Mask is not set properly. See "[Setting up Motion Detection](#)".

Too many cameras are monitored, triggering too many events to process.

Cameras that are monitored are offline.

Action is not configured properly.

[Global notification](#) for this event is disabled.

Network Issue (default)

Occurs if network is unable to transfer data between device and server and packet loss is detected. That may cause for frame rate to drop on device(s). If no frames are received from device for 10 seconds, device is considered offline. [Device Disconnection/Malfunction](#) event is then generated in this particular case. This is a default event.

Advanced Parameters

[Event Scheduling](#)

Why Event may work incorrectly

[Global notification](#) for this event is disabled.

Plugin Diagnostic Event

Occurs when Wisenet WAVE server receives a event from a plugin device attached to the System. Event metadata is captured, and can be searched, filtered, and further analyzed.

Basic Parameters

Source – Select the triggering device.

Caption contains – Optional class value used to identify object type.

Description contains – Optional attribute value used to distinguish objects within a class.

Level – Select one or more from the options *ERROR*, *WARNING*, or *INFO*.

Advanced Parameters

[Event Scheduling](#)

Reindexing Archive Canceled (system)

Occurs if the archive reindexing operation is canceled before it completes. This is a System-generated event.

When a storage device or archive file is moved, renamed, or deleted, it is possible to restore access to the archive by rebuilding the index that maps physical storage locations for the System (see "[Reindexing Archives](#)").

If such reindexing is cancelled, the System automatically generates the warning notification "*Rebuilding archive index is canceled by user*". It is highly recommended that archive reindexing be restarted and allowed to complete, otherwise you may not be able to access some or all of your archived files.

Why Event may work incorrectly

[Global notification](#) for this event is disabled.

Reindexing Archive Complete (system)

Occurs when the archive reindexing operation completes successfully. This is a System-generated event.

When a storage device or archive file is moved, renamed, or deleted, it is possible to restore access to the archive by rebuilding the index that maps physical storage locations for the System (see "[Reindexing Archives](#)").

When reindexing is complete, the System generates the notification "*Rebuilding archive index is complete*".

Why Event may work incorrectly

[Global notification](#) for this event is disabled.

Remote Archive Synchronization (system)

Occurs when remote archive synchronization from internal storage begins and when it is complete. Used for certain cameras that record directly to their own internal storage, in which case the camera's internal storage must be periodically downloaded to the Wisenet WAVE System servers. This is a System-generated event.

Why Event may work incorrectly

[Global notification](#) for this event is disabled.

Server Conflict (default)

Occurs if different servers on the same network access and pull data from the same devices. In this case, some devices may drop offline because they do not provide several streams simultaneously. This results in a [Device Disconnection/Malfunction](#) event. The notification message contains a list of the specific devices that are used by both servers. This is a default event.

Advanced Parameters

[Event Scheduling](#)

Why Event may work incorrectly

[Global notification](#) for this event is disabled.

Server Failure (default)

Occurs if a Server is down. Can be triggered by a hardware or software issue, or by manual or emergency shutdown. When a Server fails, all devices hosted that Server will go offline. This is a default event.

Advanced Parameters

[Event Scheduling](#)

Why Event may work incorrectly

[Global notification](#) for this event is disabled.

Server Started (default)

Occurs when any server registered in the System has started. This is a default event.

Advanced Parameters

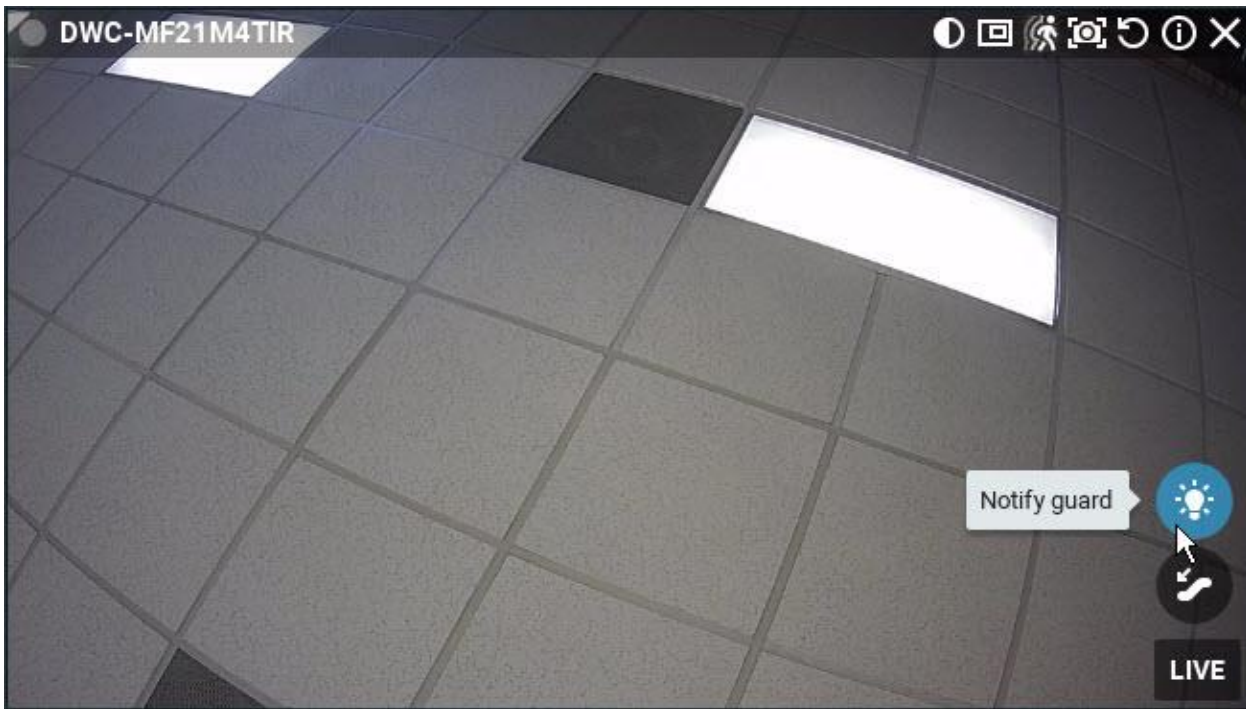
[Event Scheduling](#)

Why Event may work incorrectly

[Global notification](#) for this event is disabled.

Soft Trigger

This event type adds a button to one or more devices in layout. When a user clicks on a soft trigger button, the associated action is triggered. The event can be instant (triggers when the button is clicked), or continuous (triggers as long as the button is held). Soft trigger buttons appear as a circular overlay in the lower-right region of an item, and will display the contents of the **Name** field when the mouse cursor is hovered over it.



For example, you can create soft trigger button to start and stop a Bookmark recording when an operator sees suspicious activity. Or, it could be a panic button that starts a siren when an emergency situation is detected.

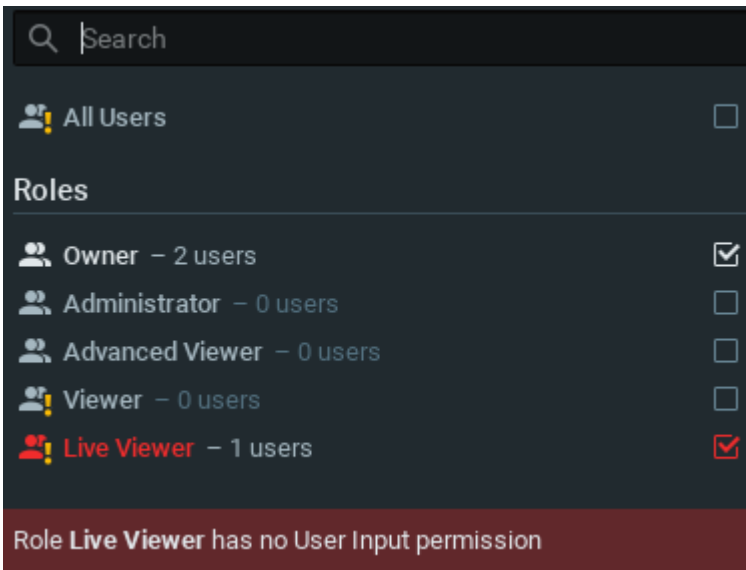
In addition to making it possible for a user to initiate an action from layout, a soft trigger that has a "[Perform HTTP Request](#)" action makes it possible to integrate third-party systems and devices, and to bundle multiple actions within an event. For example, you can create a soft trigger with an HTTP request to a 3rd party device that initiates one or more of the actions the device is capable of, such as "if temperature that exceeds 110°F is detected, close door."

Basic Parameters

At – Click in this field to select the device(s) that will have the soft trigger button. Note that if you choose *<Any Device>*, the button will be placed on offline devices as well.

Available to – Click in this field to select the users or User Roles that are allowed to use the trigger.

IMPORTANT: To be able to trigger an event on a device, the user or user role must have input permission on the device. If they do not, the following warning appears:



Name – Enter a brief description of the event that will triggered. Contents of this field are displayed on layout when the mouse cursor hovers over the button.

Icon – Select from the menu of available icons.

Advanced Parameters

[Event Scheduling](#)

Why Event may work incorrectly

Action is not configured properly.

[Global notification](#) for this event is disabled.

Storage Issue (default)

Occurs if the Server is unable to write data onto one or more storage device. This is a default event.

Storage issue may be caused by any of the following:

- **Hard disk malfunction**
- **Insufficient rights** – The permission to write on disk or recorded folder may be restricted by the computer Administrator.
- **Hard disk is too slow** – Too many cameras are attempting to record simultaneously and the hard disk cannot respond quickly enough. It may be useful to add another hard disk drive.
- **Disk is full** – There is a required reserved space of approximately 10-30GB for local storage or 50-100GB for NAS devices. When available disk space reaches that threshold, the oldest data will be overwritten by new data. If available storage drops below this threshold, the server will write data to the disk but instantly erase it.
- **System Drive is Full** – Occurs when the partition on which the operating system is installed has less than the required amount of free space (5GB for PCs or 1GB for ARM devices). It is highly recommended that space be made available as soon as possible to avoid loss of data and system instability.

Advanced Parameters

[Event Scheduling](#)

Why Event may work incorrectly

[Global notification](#) for this event is disabled.

Storage Not Configured (system)

Occurs if storage is not configured, or no storage device is selected (the recording flag may have been removed accidentally), so it is not possible to record. This is a System-generated event.

This event triggers a "Storage is not configured" notification. When you click on the notification, the storage configuration dialog will open. See "[Configuring Server and NAS Storage](#)" for details.

Advanced Parameters

[Event Scheduling](#)

Why Event may not work correctly

[Global notification](#) for this event is disabled.

System in Safe Mode (system)

Occurs when a System is in Safe Mode, in which case changes cannot be saved. The only available option is to activate a license. This is a System-generated event.

Why Event may work incorrectly

[Global notification](#) for this event is disabled.

Time Synchronization Issue (system)

Occurs when the server loses Internet access. A notification with the message "No server has internet access for time synchronization." is displayed. This is a System-generated event.

If you click on the notification, the Time Synchronization tab in System Administration will open (see [Time Synchronization in a Multi-Server Environment](#)). This notification will close automatically once Internet access has been restored.

Why Event may work incorrectly

[Global notification](#) for this event is disabled.

Available Actions

The reaction to an event is an **Action**. Each action has its own parameters.


The common parameters **interval of action/instant** and **fixed duration** are described in "[Interval of Action](#)".

Refer to the particular action description for more information:

- [Bookmark](#)
- [Device Output](#)
- [Device Recording](#)
- [Do HTTP Request](#)
- [Execute PTZ Preset](#)
- [Exit Fullscreen](#)
- [Open Layout](#)
- [Panic Recording](#)
- [Play Sound](#)
- [Repeat Sound](#)
- [Send Email](#)
- [Send Mobile Notification](#)
- [Set to Fullscreen](#)
- [Show Desktop Notification](#)
- [Show on Alarm Layout](#)
- [Show Text Overlay](#)
- [Speak](#)
- [Write to Log](#)

Bookmark

Creates a Bookmark in the archive of one or more cameras when an event occurs.

 **Note:** Recording must be enabled on the selected cameras for Bookmarks to be saved.

A Bookmark is automatically named with the syntax **<Event> on <Device>**.

Basic Parameters

At – Camera(s) for which Bookmarks will be recorded. To specify cameras see "[Selection Lists in Event Rules](#)". At least one device must be selected.

Advanced Parameters

Fixed Duration – The duration of the Bookmark. It applies to continuous events only, such as those with the Starts or Stops attribute set (e.g., motion on camera, input signal on device, etc.). If unchecked, the Bookmark will continue until the event ends.

Pre-Recording – If checked, use to specify an amount of time to include in the Bookmark before the event occurs.

Post-Recording – If checked, use to specify an amount of time to include in the Bookmark after the event occurs.

Tags – Optional descriptors that can be added to help identify and search for Bookmarks.

May be caused by

All Events

[Notifications](#) with *Force Acknowledgment* enabled will create the Bookmark once acknowledgment is complete).

Why Action may work incorrectly

Recording is not enabled on a selected camera (see "[Setting a Recording Schedule](#)").
Event is not configured properly.


Device Output

Generates output on a device when an event occurs, starts, or stops.

! **IMPORTANT:** Output must be supported on the selected devices.

Basic Parameters

At – Device(s) on which output will be triggered. To specify devices see [Selection Lists in Event Rules](#). At least one device must be selected.

 **Note:** A warning notification will open if one or more of the selected devices does not have an output relay. These devices will be highlighted in red.

Advanced Parameters

Output ID – The I/O Module port ID to route signal to (see "[Setting Up I/O Modules](#)".)

May be caused by

Any Event

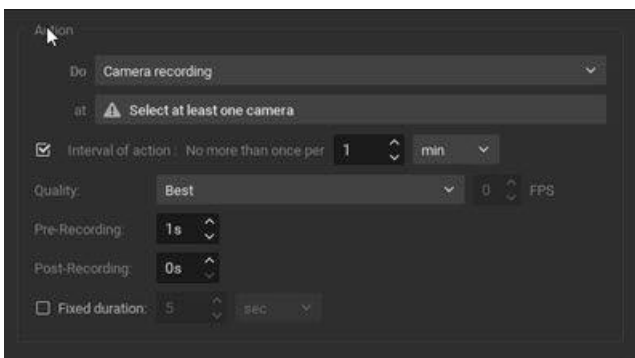
[Motion on Camera](#), [Generic Event](#), [Analytics Event](#), [Soft Trigger](#), and [Input Signal on Device](#) – synchronous output.
Output stops when motion or input stops.

Why Action may work incorrectly

Output is not supported on some devices.
Event is not configured properly.

Device Recording

Starts recording on selected cameras when event occurs.




Basic Parameters

At – Devices to record. At least one device must be selected. To specify cameras see [Selection Lists in Event Rules](#).

1. Click on the **at** field to open the *Select Devices* dialog.
2. Optionally, use the filter field to locate cameras (see "[Searching in Wisenet WAVE](#)".)
3. Check specific cameras to record or select all cameras on a server by checking the corresponding box. (It is also possible to drag-and-drop the selected cameras from the Resource Tree into this field.)

4. Click *OK* to accept or *Cancel* to discard changes.

 **IMPORTANT:** At least one camera must be selected, and recording must be enabled on the selected cameras for this rule to be functional (see "[Setting a Recording Schedule](#)").

Interval of action – Check to repeat no more than once per a given amount of time (to reduce the number of events), or uncheck for the action to be instant.

Advanced Parameters


- **Quality** – Select the desired recording parameter for these options: *Lowest, Low, Medium, High, Best*.
- **FPS** – Enter a frames per second value of up to 30. The camera's maximum FPS will be used if the FPS value entered exceeds the camera's capability.

Select one of the following:

- **Pre-Recording** – For continuous events (those with *Starts* and *Stops* attributes), you can enter the number of seconds that archive will begin prior to the triggering event.
- **Post-Recording** – For continuous events (those with *Starts* and *Stops* attributes), you can enter the number of seconds that recording will continue after the triggering event.

or

- **Fixed duration** – Records for a specified amount of time in seconds when the event occurs.

 **Note:** Fixed duration must be unchecked to use Pre-Recording and Post-Recording. They will only work when used with a Generic Event and an HTTP-request with the appropriate parameters enabled. Please visit our Support Portal to learn more about recording using Nx Witness Generic Event.

May be caused by

[Analytics Event](#)

[Generic Event](#)

[Input Signal on Device](#)

[Motion on Camera](#)

[Soft Trigger](#)

Why Action may work incorrectly

Recording is not enabled on camera.

Event is not configured properly.

Do HTTP Request

Sends an HTTP/HTTPS request to a targeted external device or system (floodlight switch, access control trigger, alarm system) which can then be used in those devices or systems to trigger additional actions. The request must follow the proper format in order to be read by the receiving device. HTTPS URLs are supported.

This action generates an HTTP GET, POST, PUT, or DELETE request in response to any event triggered in Wisenet WAVE. Together with the "[Generic Event](#)", which can receive an HTTP request as an event, you can create bidirectional API communication between Wisenet WAVE and other software systems.

For example, a manufacturer has a restricted area with an ACS card reader at the entry point and cameras that monitor the area surrounding the entry point. Wisenet WAVE has a standard rule to send a notification when abnormal duration motion is detected in the entry area. If someone tampers with the card reader in an unauthorized attempt to enter the restricted area, Wisenet WAVE triggers one action to notify the surveillance center that motion is detected in the area, and a second HTTP request action to the manufacturer's call center server, which in turn runs a security procedure to activate an alarm and generate a phone call to factory floor security personnel.

Example

`http://123.12.8.1:7001/api.clickandcall.com/http/sendmsg?user=WitnessVMS&password=123456&api_id=3612726$MO=1&from-13234567890&to=18184493546$text=Visitor+is+outside+front+door.`

This example sends an API request to the clickandcall system to send an SMS message to the phone number you specify. It could be coupled, for example, with a generic event that can trigger a 3rd party device to unlock the front door.

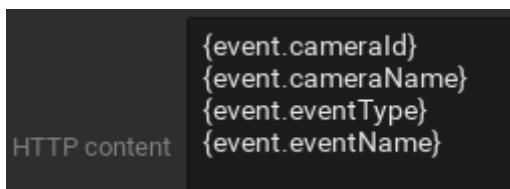
- `sendmsg` – Sends data to a server at IP Address 123.12.8.1 port 7001
- `user` and `password` – credentials required by the receiver to allow the request access to their system.
- `api_id` – required account number with receiving entity.
- `from` – phone number from which the message will be sent.
- `to` – phone number to which the message is sent.
- `text` – the message text, in this case "Visitor is outside front door".

Basic Parameters

- **Interval of action** – Check this box to aggregate the number of times the action will be triggered. Enter an integer and select a time interval from the menu (**seconds, minutes, hours, or days**). Uncheck to trigger the action every time the event occurs.
- **HTTP URL** – The HTTP link to the external system that will receive the request. Can also contain the request itself.
- **HTTP Content** – The body of the HTTP request, if needed. The following paramaters can be used to automatically be replaced by the appropriate fields:

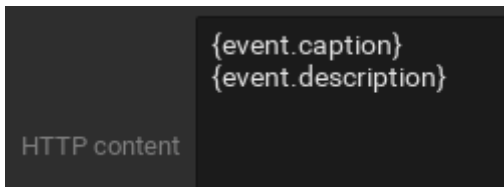
For an [Analytics Event](#)

- `{event.cameraId}` – Replaced with "At" selected camera's Camera ID in an Analytics Event.
- `{event.cameraName}` – Replaced with "At" selected camera's name in an Analytics Event.
- `{event.eventType}` – Replaced with "Event Type" in an Analytics Event.
- `{event.eventName}` – Replaced with an object or line name in an Analytics Event.



For a [Generic Event](#)

- `{event.caption}` – Replaced with "Caption contains" in a Generic Event.
- `{event.description}` – Replaced with "Description contains" in Generic Event.



- **Login and Password** – If required by the external system, enter credentials for authentication.
- **Content type** – Enter the body of the request. Select from **Auto**, **text/plain**, **text/html**, **application/html**, **application/json**, or **application/xml** format according to the requirements of the receiving system. Auto selects the best format based on your entry.
- **Authentication type** – Level of authentication required (**Auto** or **Basic**).
- **Request type** – Type of request (**Auto**, **GET**, **POST**, **PUT** or **DELETE**).

Why Action may work incorrectly

Event is not configured properly.

HTTP request syntax is incorrect or does not meet receiver requirements.

External system requires authorization and no or incorrect credentials were specified.

Execute PTZ Preset

Activates a **PTZ Preset** on a specific camera (see "[Saving and Restoring PTZ Positions](#)"). PTZ Tours cannot be activated by an event.

! **IMPORTANT:** At least one PTZ position must be defined on the selected camera for this action to be valid.

Basic Parameters

At – Select one camera on which to activate preset.

Advanced Parameters

Interval of action – Check to limit the number of occurrences in a given amount of time, or uncheck for a single, instant action.

PTZ Preset – Choose from the PTZ presets defined for the selected camera. If no presets are configured, the menu will be empty.

May be caused by

All events.

Why Action may work incorrectly

Event is not configured properly.

Interval of action is too long, try "instant".

Exit Fullscreen

Exits Fullscreen mode when an event occurs.

Basic Parameters

On Layout – Click to select the layout(s) in which the Fullscreen mode will exit.

May be caused by

All events.

Why Action may work incorrectly

Event is not configured properly.

Open Layout

Opens a given layout when an event occurs. For example, a shared layout can open for a single or group of users, or a local layout can be opened for the user who owns it.

Basic Parameters

Interval of action – Check to repeat no more than once per a given amount of time (to reduce the number of events), or uncheck for the action to be triggered instantly each time it occurs.

Advanced Parameters

Layout – Click to select the layout that will open when the the action is triggered. Only one layout can be selected. A local layout can only be shown to the user who owns it.

- If no user is selected, only shared layouts will be displayed in the *Select Layout* dialog
- If exactly one user is selected, their local and all shared layouts will be displayed in the *Select Layout* dialog
- If a local layout is selected that doesn't belong to the selected user(s), a message will indicate that
- If a local layout is selected when more than one user is selected, a message will indicate that

Show To – Select at least one user or User Role for whom the layout will open (see "[Select Users dialog](#)").

- If some selected users don't have access to the selected layout, a message will indicate that
- If no selected users have access to the selected layout, a message will indicate that

May be caused by


All events.

Why Action may work incorrectly

Event is not configured properly.

Panic Recording

Triggers **Panic Recording mode** when event occurs. Panic Recording switches recording settings for all cameras to maximum FPS and highest possible quality.

 **Note:** If recording is not enabled for a camera, Panic Recording cannot be activated. See "[Setting a Recording Schedule](#)" for instructions on enabling and configuring recording.

Basic Parameters

Interval of action – Check to repeat no more than once per a given amount of time (to reduce the number of events), or uncheck for the action to be instant.

Advanced Parameters

None

Why Action may work incorrectly

Event is not configured properly. See event description for details.

Play Sound

Plays a sound when event occurs.

Basic Parameters

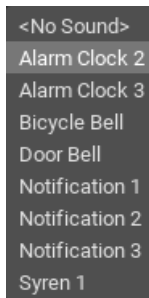
At – Device to play the sound on. (The device should support 2-way audio, see "[Using 2-Way Audio](#)".)

Interval of action – Check to repeat no more than once per a given amount of time (to reduce the number of events), or uncheck for the action to be instant.

Play to users – If checked, the sound will be played in the client application of the selected users.

! **IMPORTANT:** Either *Play to user* or a camera for 2-way audio ("*at*") must be enabled for this rule to be valid.

(drop down menu) – select a sound from the available options:



Advanced Parameters

Volume – Drag the slider to increase or decrease volume of selected sound.

Test – Preview the selected sound and volume level.

Manage – Click to open the *Notification Sounds* dialog where you can customize the library of available sounds by adding, renaming or deleting sounds.

- To **add** a sound:
 1. Click **Add** and select the desired audio file. WAV, MP3, OGG, and WMA formats are supported.
 2. Use Clip sound up to to set the duration in seconds the audio file will be played.
 3. Choose Custom Title to name the selected sound. If not specified, the file name will be used by default.
 4. Click *OK* to add the sound or *Cancel* to discard changes.
- To **rename** the selected sound, click *Rename* and enter a new title.
- To **test** the chosen sample, click *Play*.
- To **delete** the selected sample, click *Delete*.

May be caused by

All events.

Why Action may work incorrectly

Event is not configured properly.

Sound is muted. Open any item in layout and check if the sound is muted. Volume settings are applied globally. See "[Adjusting Volume](#)"

Too long interval of action is set. Try "instant".

Neither *Play to user* or camera for 2-way audio is checked.

Repeat Sound

Plays a sound repeatedly when event occurs.

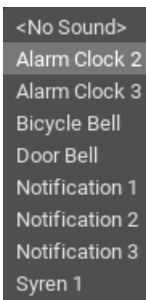
Basic Parameters

At – Device to play the sound on. (The device should support 2-way audio, see "[Using 2-Way Audio](#)".)

Interval of action – Check to repeat no more than once per a given amount of time (to reduce the number of events), or uncheck for the action to be instant.

Play to users – If checked, the sound will be played in the client application of the selected users. Those users are sent a special notification in the Notification Panel. Note that if the user closes the notification, the sound will stop playing even if event continues.

(drop down menu) – select a sound from the available options:



! **IMPORTANT:** Either *Play to user* or a camera for 2-way audio ("at") must be enabled for this rule to be valid.

Advanced Parameters

Volume – Drag the slider to increase or decrease the volume of the selected sound.

Test – Preview the selected sound and volume level.

Manage – Click to open the *Notification Sounds* dialog where you can customize the library of available sounds by adding, renaming or deleting sounds.

- To **add** a sound:
 1. Click Add... and select the desired audio file. WAV, MP3, OGG, and WMA formats are supported.
 2. Use Clip sound up to to set the duration in seconds the audio file will be played.
 3. Choose Custom Title to name the selected sound. If not specified, the file name will be used by default.
 4. Click *OK* to add the sound or *Cancel* to discard changes.
- To **rename** the selected sound, click *Rename* and enter a new title.
- To **test** the chosen sample, click *Play*.
- To **delete** the selected sample, click *Delete*.

May be caused by

[Analytics Event](#)

[Generic Event](#)

[Input Signal on Device](#)

[Motion on Camera](#)

[Soft Trigger](#)

Why Action may work incorrectly

Event is not configured properly.

Sound is muted. Open any item in layout and check if the sound is muted. Volume settings are applied globally.

See "[Adjusting Volume](#)"

Too long interval of action is set. Try "instant".

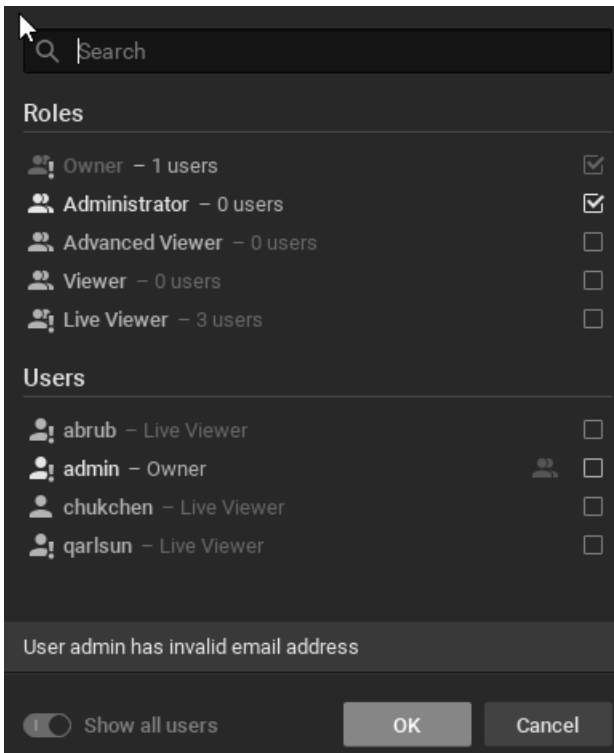
Neither *Play to user* or camera for 2-way audio is checked.

Send Email

Sends an email to one or more users, or to additional addresses, when an event occurs. An **email server** must be configured for Wisenet WAVE to send emails (see "[Configuring the Email Server](#)") and the users must have a valid email address in the Wisenet WAVE System (see "[Changing User Settings](#)").

Basic Parameters

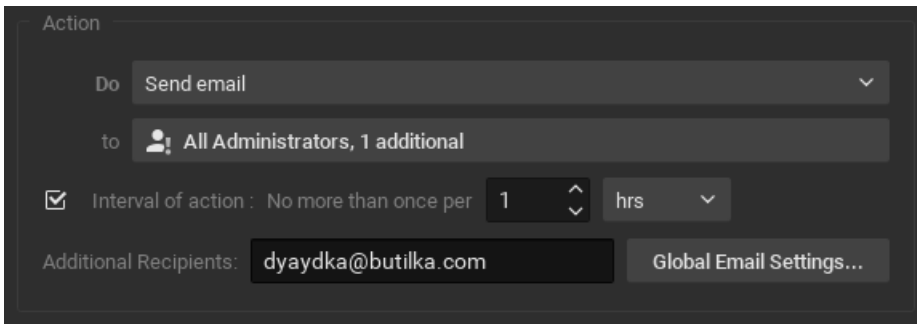
Users the email should be sent to:



Use the [Search](#) field to filter names.

Advanced Parameters

Additional Recipients – Additional email addresses to send notifications to. Separate multiple addresses with a semicolon (;) no spaces.



Interval of action – No more than once per a given amount of time, or instant.

Global Email Settings – Click to configure Email Server parameters.

May be caused by

All events.

Why Action may work incorrectly

[Email Server is not Configured](#) – A notification is generated in this case. See "[Configuring the Email Server](#)" for more details.

[Email is not Set for Users](#) – A notification is generated in this case.

Event is not configured properly.

Too long an interval of action is set.

Send Mobile Notification

Sends a push notification to a mobile device.

In order to receive push notifications, users must be logged in to the **Cloud** through their mobile applications (requires mobile client v20.1 or later). Users can receive push notifications from multiple systems and turn on/off notifications for specific systems.

Basic Parameters

Users the push notification should be sent to. Use the [Search](#) field to filter names.

Advanced Parameters

Interval of action – No more than once per a given amount of time, or instant.

Custom notification content – Enter your own notification **Header** and **Body** text to replace the default one generated by the push notification.

- **Add source device name in body** – Checked by default. Uncheck to prevent the source device name from being put in the notification body.

May be caused by

All events


Why Action may work incorrectly

Event is not configured properly

Interval of action is too long, try "instant" instead

Set to Fullscreen

Opens the selected camera to Fullscreen mode in the selected layout when an event occurs.

 **IMPORTANT!**: This action works only if the layout selected in the rule is already open when the event occurs, and when the selected camera is on the selected layout.

Basic Parameters

Source camera – Check to choose the camera selected in the event to open to Fullscreen mode.

Camera – Select the camera that will open to Fullscreen mode.

On Layout – Click to select the layout in which the Fullscreen mode will launch.

May be caused by

All events.

Why Action may work incorrectly

Event is not configured properly.

Show Desktop Notification

Sends a notification to the selected user(s). See "[Notification Panel](#)".

Basic Parameters

Users – Select users who will see the notification

Advanced Parameters

Interval of action – Check this box to aggregate notifications to a given per a certain amount of time, to reduce the number of events. Uncheck so the action is instant and will occur whenever the event is triggered.

Force Acknowledgment – Prompts the recipient to acknowledge the notification.

When "Force Acknowledgment" is checked, a notification will remain in the Notification Panel until the recipient responds by clicking the **Acknowledge** button. Hovering over the Acknowledge button opens a thumbnail that showing the device name and timestamp of the event. Clicking the Acknowledge button opens a Bookmark form.

- The **Name** field is pre-populated with an event description but may be edited. A **Description** is required, **Tags** are optional.
- Click **OK** to close the notification and create the Bookmark.

May be caused by

All events

Why Action may work incorrectly

Some notifications are disabled.

Event is not configured properly.

Interval of action is too long. Reduce length or try instant.

[Global notification](#) for this event is disabled.

Show on Alarm Layout

Launches the specified cameras in a special **Alarm Layout** tab with an "Alarm" title and icon, when a specific event occurs. For example, a rule can be configured so that if motion occurs on camera 1, cameras 1, 2 and 3 will launch in an Alarm Layout. If several events are configured to show different cameras on an alarm layout for the same user, the corresponding cameras will be added upon the Event occurrence. If several Events are configured to show different cameras on the Alarm Layout for different users, each user will see a separate Alarm Layout.



Basic Parameters

Cameras to show on Alarm Layout.

1. Right click on the camera (in the Resource Panel or Viewing Grid) and select Camera Rules to open the Event Rules Dialog.
2. Under the Event section (on the left side of the rule dialog) next to **When**, choose your target System Event (e.g. Motion, Soft Trigger, etc).
3. Next to **At** is the *Cameras* field, select at least one camera, then click *OK* (or *Cancel* to discard changes).
4. In the Action section of the rule (on the right side of the rule dialog) in the Do field select Show on Alarm Layout.

To select all cameras on a specific server, check the box corresponding the server in the Cameras field dialog. If desired, use the *Filter* box as described in the "[Searching in Wisenet WAVE](#)". It is also possible to drag-and-drop cameras from the Resource Tree into *Cameras* field of this action.

Advanced Parameters

Interval of action – Check to trigger the action no more than once in a given amount of time.

for – Click to show the Alarm Layout to only certain users or User Roles.

Force Alarm Layout opening – Check this box to open the Alarm Layout as the active layout tab, regardless of what the users are currently viewing. If unchecked, the Alarm Layout will open as a new tab with the alarm title and icon, but it will not be the active tab.

Also show source camera – If the event is triggered by a camera, check this option to always include that camera in the Alarm Layout.

May be caused by

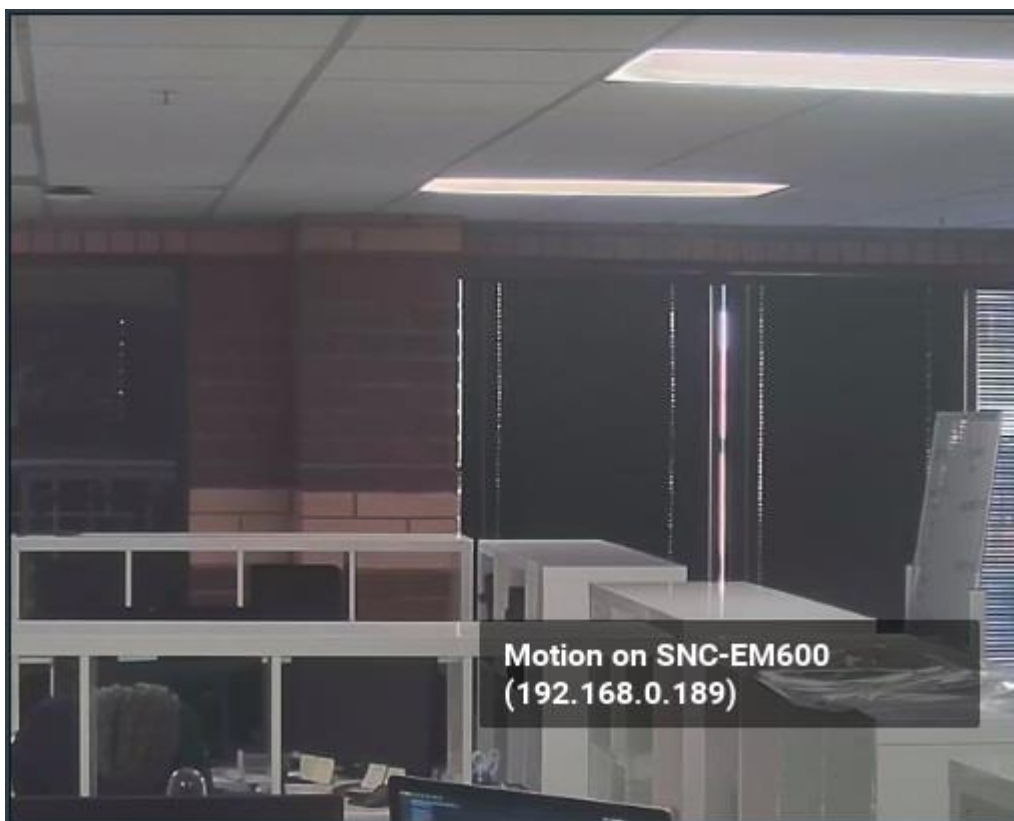
All events.

Why Action may work incorrectly

Alarm Layout is not available to a certain user/User Role

Show Text Overlay

Displays text overlay on specific cameras when an event occurs, as shown below:



Basic Parameters

Camera(s) to display text overlay on. To specify:

1. Click on *Select at least one camera* in the desired row on the Alarm/Event Rules form (see "[Event Rules](#)").
2. Check the cameras to display, then click *OK* (*Cancel* will discard changes).

To select all cameras on a specific **server**, check the corresponding box. To filter search, use the *Filter* box. Filter criteria is the same as [search](#) criteria. It is possible to **Drag-and-drop** the selected cameras from Resource Tree onto the **Action's** advanced settings form.

Advanced Parameters

Also show on source camera – Available only if the event is bound to cameras. If checked, when event occurs text will be displayed on the source camera too. For instance, if Rule is set up to show Cameras 2 and 3 and event occurs on Camera 1, text will display on all 3 cameras. If unchecked, it will display only on cameras 2 and 3.

Display text for ... Seconds – If checked, the text will be visible for the specified amount of time. Can be unchecked for the following continuous events: [Motion on Camera](#), [Input Signal on Device](#), [Generic Event](#). If unchecked, text will be displayed until the event stops. For instance, text will be displayed while the motion is going on on a specific camera.

Use custom text – If not specified, the event description will be used as a text.

May be caused by

All Events.

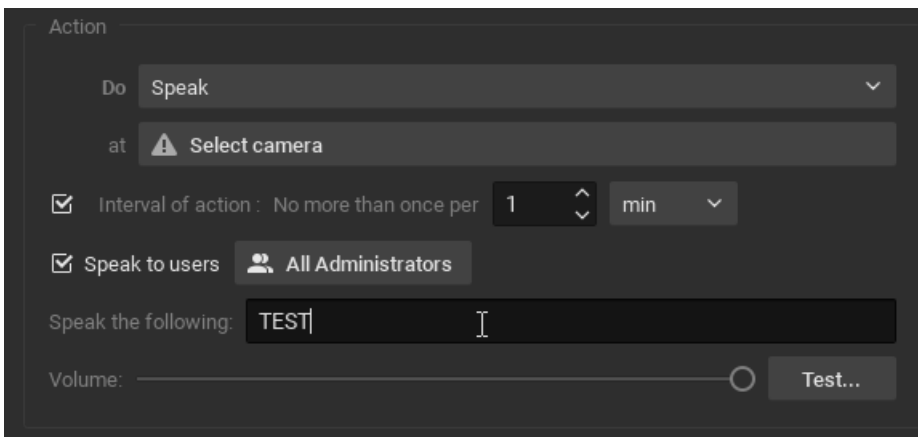
Why Action may work incorrectly

Event is not configured properly. See the **Event** description for details.

Speak

Pronounces specific text when an event occurs.

Basic Parameters



The screenshot shows a configuration window for the 'Speak' action. It includes a 'Do' dropdown menu set to 'Speak', an 'at' field with a warning icon and the text 'Select camera', a checked 'Interval of action' field set to 'No more than once per 1 min', a checked 'Speak to users' field set to 'All Administrators', a 'Speak the following' text input field containing 'TEST', and a volume slider with a 'Test...' button.

Speak the following – Text to pronounce.

At – Camera to pronounce the text on. Camera should support [2-Way Audio](#).

Speak to users– If checked, the text will be pronounced to the selected users in the Client application.

IMPORTANT: Either *Speak to users* should be checked or at least one camera should be selected for 2-way audio, otherwise the rule will be invalid.

Advanced Parameters

Interval of action: no more than once per certain amount of time (to reduce the amount of events), or instant.

May be caused by

All Events.

Why Action may work incorrectly

Event is not configured properly. See event description for details.

Sound is muted. Open any item in layout and check if the sound is muted. Volume settings are applied globally. See "[Adjusting Volume](#)"

Too long interval of action is set. Try "instant".

Either *Play to user* should be checked or camera for 2-way audio should be selected.

Write to Log

Writes a record to the event log when an event occurs.

By default, all events mentioned in rules are written to the log. However, if all notifications are turned off, you can use this **Write to Log** action for a specific event.

Basic Parameters

None

Advanced Parameters

Interval of action: no more than once per certain amount of time (to reduce the number of events), or instant.

May be caused by

All events

Why Action may work incorrectly

Event is not configured properly

Interval of action is too long, try "instant" instead

Users and User Roles

This section describes how to create, modify, disable or delete users, and how to work with User Roles.

Wisenet WAVE provides certain predefined **User Roles** that have preset permissions: **Owner, Administrator, Viewer, Advanced Viewers, and Live Viewer**, as described in "[Predefined User Roles](#)". You can also create custom user roles and assign individual users a custom set of permission, as described in "[Roles Management](#)".

To simplify user and User Roles management it is possible to import users from a preexisting corporate network directory ("LDAP"). After the import users will be able to login to Wisenet WAVE using their existing corporate domain user name and password. See "[Adding Users from LDAP Server](#)" for details.


Finally, it is possible to track the actions that users perform in the System. See "[Audit Trail of User Actions](#)" for details.

Creating a New User


1. Use one of the following methods to open the **New User** dialog for local users:

- Open **Main Menu** and choose **New > User**
- Open **Main Menu**, click on **User Management**, then click the **New User** button
- **Right-click** on **Users** in the Resource Tree and choose **New User**
- From **System Administration**, go to the **Users** tab then click the **New User** button

2. In the *New User* dialog, enter the following user information:

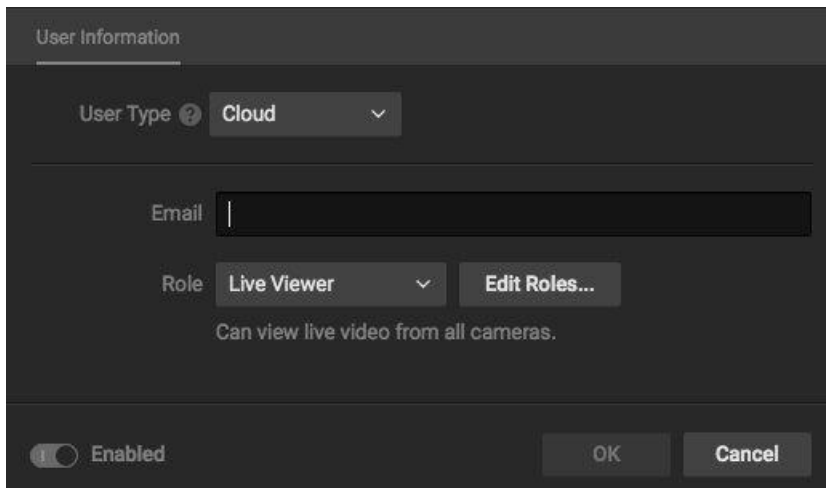
- **Login** – Enter a log in ID for the user.
- **Password** and **Confirm Password** – enter a password for the user
 **IMPORTANT:** Login and password are case sensitive.
- **Name** – Enter the user's name.
- **Email** – Enter the address that will be used for Email notifications. If this is not set, the user will not be able to receive "[Mail Notifications](#)" from the System.
- **Role** – Select a User Role from the menu. Predefined and custom roles will be included. To assign special permissions, click the Edit Roles button (see "[Roles Management](#)").

3. Click *OK* to complete creation of the new user or *Cancel* to exit without saving.

 **Note:** All users can reset their own password.

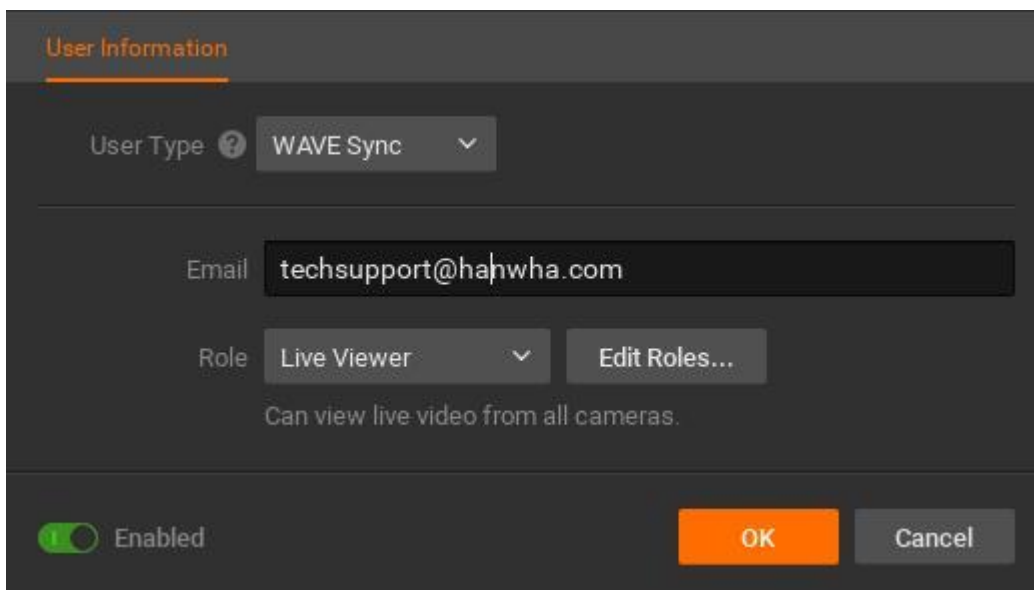
New Cloud Users

If the System is connected to WAVE Sync, the new user dialog for a "Cloud" user looks like this:



The screenshot shows a dark-themed dialog box titled "User Information". At the top, "User Type" is set to "Cloud" in a dropdown menu. Below that is an empty "Email" input field. The "Role" is set to "Live Viewer" with a dropdown arrow and an "Edit Roles..." button. Below the role, it says "Can view live video from all cameras." At the bottom left, there is an "Enabled" toggle switch that is currently turned on. At the bottom right, there are "OK" and "Cancel" buttons.

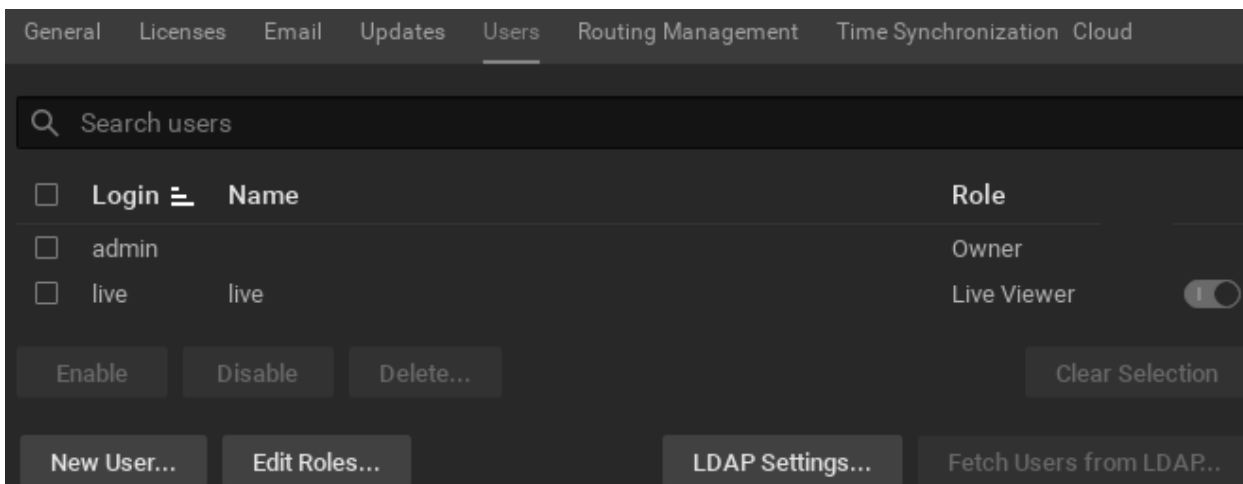
- Enter the user's email address and click *OK*. The System will send the user an email.
- If the user is not registered, they will get email notification that they have been granted access to the System and a registration link. If the user has already registered on the Cloud Portal, they will get an email letting them know that the System has been shared with them.
- As long as new user is not registered on the Cloud Portal, a warning will be shown in their User Settings:



The screenshot shows a dark-themed dialog box titled "User Information". At the top, "User Type" is set to "WAVE Sync" in a dropdown menu. Below that, the "Email" field is filled with "techsupport@hahwha.com". The "Role" is set to "Live Viewer" with a dropdown arrow and an "Edit Roles..." button. Below the role, it says "Can view live video from all cameras." At the bottom left, there is an "Enabled" toggle switch that is currently turned on. At the bottom right, there are "OK" and "Cancel" buttons.

User Management

The *Users* tab in **System Administration** lists all users defined on a System and indicates whether or not they are enabled.



The following information is displayed for each user:

- *Login*
- *Name*
- *Role*
- *LDAP* – Indicates if user was imported from LDAP (see "[Adding Users from LDAP Server](#)").
- *Enabled* – Indicates if user is currently enabled.

The following operations available:

- **Sort users** – Each of the columns can be sorted in ascending or descending alphabetical order.
- **Filter users** – Type characters in the *Search users* field to display only those users having the entered characters in one of their column fields.

Predefined User Roles

There are five predefined user roles in Wisenet WAVE:

- **Owner** (uses "admin" login). This user has unlimited System privileges and cannot be deleted. Can create and modify Administrators, and can merge Systems and link or unlink to WAVE Sync accounts.
- **Administrator**. In addition to Advanced Viewer permissions, this user has full control of System configuration, but cannot change any Owner settings, cannot delete or change their own role, and cannot create or edit other Administrators. Only an Owner or Administrator can define a shared layout.
- **Advanced Viewer**. In addition to Viewer permissions, can also see and run PTZ positions and PTZ Tours, use 2-way audio, operate I/O Module buttons, create and edit Bookmarks, and view the Event Log.
- **Viewer**. In addition to Live Viewer permissions, can view and export archive and Bookmarks, and trigger a screen recording.
- **Live Viewer**. These users can view live videos in specific layouts to which they have been assigned access. They can also view all I/O Modules, view all web pages, and monitor the health status of all servers.
- All users can change their own password and by default have access to all cameras.

	Owner	Administrator	Advanced Viewer	Vi
Cannot be deleted	✓			

	Owner	Administrator	Advanced Viewer	Vi
Connect / Disconnect a System from WAVE Sync	✓			
Create / Modify Admins	✓			
Create / Modify Users, Share Layouts	✓	✓		
Manage Servers	✓	✓		
Add / Edit Video Walls	✓	✓		
Adjust Device Settings	✓	✓		
Access PTZ, 2-Way Audio, Event Log, etc	✓	✓	✓	
Screen Recording	✓	✓	✓	
View / Export Archive	✓	✓	✓	
View / Export Bookmarks	✓	✓	✓	
View Live Video	✓	✓	✓	

Typically, the Owner or Administrator creates and configures layouts for the various viewer levels. Viewers log into Wisenet WAVE and can only work with the layouts and devices they have been assigned.

It is also possible to create **Custom Roles** so that specific permissions can be assigned to an individual or a group of user. See "[Roles Management](#)" for details.

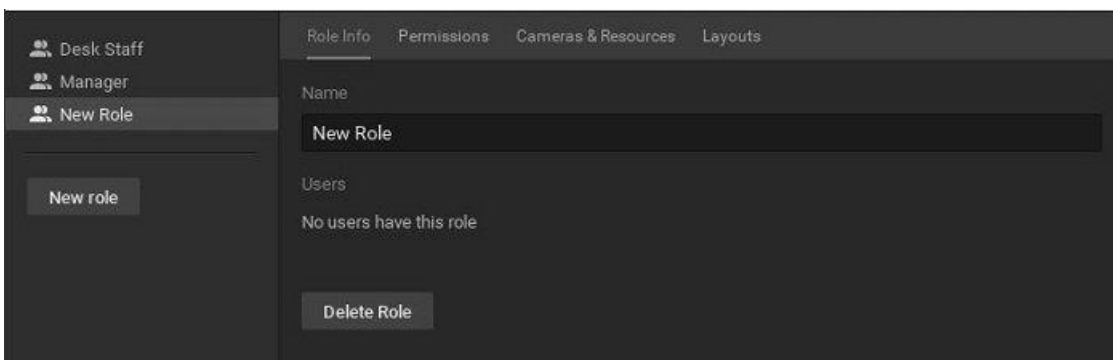
IMPORTANT: Because permission assignments are so flexible, any given action or resource may not be available to a given user or User Role. Many of the features and functions described in this manual will only be available to users with the appropriate permission level.

Roles Management


Once defined, a Role may be assigned to any number of users.

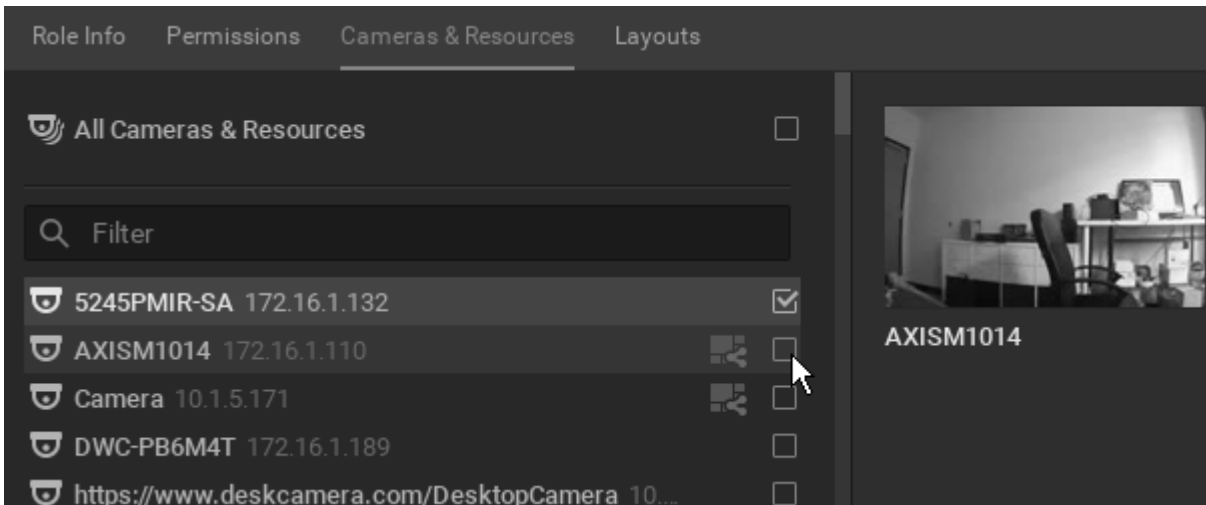
To create a new User Role

1. Open the **User Roles** dialog using one of these methods:
 - Open **Main Menu**, click on **User Management**, then click the **Edit Roles** button
 - **Right-click** on **Users** in the Resource Tree and choose **User Roles**
 - **Right-click** on a specific user in the Resource Tree and choose **User Settings**, then click the **Edit Roles** button




2. In the **Role Info** tab, click the **New role** button and enter a **Role Name**.
3. In the **Permissions** tab, check the actions the Role will be permitted to perform.

4. In the **Cameras & Resources** tab, select devices, web pages, tasks, etc. that will be available to users with this Role. Devices that have this icon  are available to a Role by default because layouts that contain these devices are accessible to this Role.



5. In the **Layouts** tab, select the layouts that will be available for Users with this Role. Note that giving access to a layout will give the Role access to all current and future devices used in that layout.
6. Click *Apply* to save changes and continue, *OK* to save changes and close the dialog or *Cancel* to reject changes.

To edit a User Role

1. Open the **User Roles** dialog as described above.
2. Select the desired User Role in the left-hand list.
3. In the **Permissions** tab, check the actions the Role will be permitted to perform.
4. In the **Cameras & Resources** tab, select the devices, web pages, tasks, etc. that will be available for users with this Role. Devices that have this icon  are available to a Role by default because layouts that contain these devices are accessible to this Role.
5. In the **Layouts** tab, select the layouts that will be available to users with this Role. Note that giving access to a layout will give the Role access to all current and future devices used in that layout.
6. Click *Apply* to save changes and continue, *OK* to save changes and close the dialog or *Cancel* to reject changes.

To delete a User Role

1. Open the **User Roles** dialog as described above.
2. Select the desired User Role in the left-hand list and click the Delete Role button.


Changing User Settings


The following user settings can be modified, usually only by an Administrator or the System Owner:

- **Enabled** – A quick toggle for any user except Owner. A user cannot disable himself. See "[Disabling/Enabling Users](#)".
- **Login** – Can be changed for all users except Owner. Viewers cannot change their own login.
- **Name** – Can be changed for any user.
- **Email** – Can be entered or changed for any user.

- **Password** – Can be changed for any user except Owner. Any user can change their own password.
- **Role** (Admin only) – Access rights can be changed for any user except Owner. A user cannot change their own Role.

To change user settings and Role

1. Open the **User Settings** dialog using one of these methods:
 - Open **Main Menu**, click on **User Management**, then click on a specific user name in the *Users* tab
 - Open **Main Menu**, click on **User Management**, then hover over a specific user name in the *Users* tab and click the edit icon 
 - **Right-click** on a user in the Resource Tree and choose **User Settings**
2. Change the desired fields and click *OK* or *Cancel* to close the form.

 **IMPORTANT:** Login and password are **case sensitive**.

Disabling or Enabling a User


To prevent access to Wisenet WAVE it is possible to disable a user. Unlike deleting a user, this method preserves the user information in the database and can therefore be reversed. Also, the log of a disabled user's actions is retained (see "[Audit Trail of User Actions](#)").

To disable a user

1. Open the **Users** tab using one of these methods:
 - Open **System Administration** and go to the **Users** tab.
 - Open **Main Menu** and click on **User Management** to open *System Administration* on the **Users** tab
2. Hover over a user and click on the **Enable** button. Green indicates active, gray indicates disabled. (There is also a **Enabled** button in the User Settings dialog.)
3. To change the status of multiple users at once, check the box next to the desired users and use the **Enable** or **Disable** button below the user list.

Deleting a User

Deleting a user removes them from the Wisenet WAVE database. Any user can be deleted except the Owner. A user cannot delete their own profile. Any layouts that are assigned only to a user being deleted will also be deleted.

 **IMPORTANT:** If "*Do not show this message again*" was checked in a previous instance of the Client, you will not be prompted to confirm a user deletion, and the action will be instant and permanent. To re-enable confirmations use the **Reset All Warnings** button in **Local Settings > Advanced**.

To delete a user

1. Open **System Administration > Users** tab.
2. Select the desired user(s) and click **Delete**. Alternately, select the desired user(s) in the Resource Tree, right-click to open the context menu, and choose **Delete**.

Adding Users from LDAP Server

LDAP integration allows a Wisenet WAVE Administrator to link a pre-existing user database to the System, keeping existing LDAP domain usernames and passwords, and providing the option to assign specific User Roles and access rights during import. For security reasons, the VMS does not keep LDAP passwords. The following LDAP servers are available:

- Microsoft Active Directory
- Open LDAP Server
- JumpCloud


After an LDAP user is enabled in Wisenet WAVE they will be able to log in to Wisenet WAVE using their LDAP domain username and password. However, user permission levels are not imported – you will need to define and assign the desired authority structure in Wisenet WAVE for all LDAP users. Once a Wisenet WAVE Administrator is defined they will be able to fetch other LDAP users and configure their LDAP settings. (Note that it is not possible to import an LDAP user into an Owner role.)

The Wisenet WAVE Media Server attempts to synchronize with the LDAP/AD server once every 10 minutes so that changes there are reflected in the VMS System.

 **IMPORTANT:** If the LDAP server is not available, LDAP users will not be able to log in.

Setting Up LDAP Integration

To be able to import users and allow them to connect to Wisenet WAVE, it is necessary to establish a connection between Wisenet WAVE and the corporate LDAP server. The LDAP server does not have to be a part of the LAN the Media Server is on, but it must be available for the Media Server either on LAN or via WAN. This integration should be performed by, or in cooperation with, the Network (Domain) Administrator. To use LDAP over SSL most likely you will be required to change certificates or to install certificates to both the LDAP Server and the Media Server.

 **Note:** When configuring LDAP integration, you cannot specify the domain's base distinguished name (DN) as a search base, but you can specify the organizational units (OU's) underneath the base DN because it is not possible to filter on OU membership, but you can filter on group membership. To retrieve all users that are members of a specified group, filter on the `memberOf` attribute. For example: `memberOf=CN=SecurityUsers,CN=Users,DC=DOMAIN,DC=LOCAL`.

1. From **System Administration**, go to the **Users** tab and click **LDAP Settings**.
2. Enter the following information (consult with your Network or Domain Administrator if needed): **Server URL** or IP address, **Admin DN or CN**, **Password**, **Search Base**, (optional) **Search Filter** (optional), and **Search Timeout**. An LDAP port can also be required if it is not the default, for example `ldap://ldapServerUrl:Port` or `ldap://IP:Port`. The search filter is optional and is used to filter users on the server side (special LDAP syntax is needed). The example below illustrates the most simple filter.

Server URL	ldap://ad.corp.hdw.mx
Admin DN or CN	\administrator,CN=Users,DC=corp,CD=hdw,CD=mx
Password	●●●●●●●●
Search Base	CN=Users,DC=corp,CD=hdw,CD=mx
Search Filter	Optional
Search Timeout (s)	30

IMPORTANT: If using a server URL, it should be a fully qualified domain name (FQDN), sometimes also referred to as an absolute domain name. See https://en.wikipedia.org/wiki/Fully_qualified_domain_name for details.

3. Click *Test*. If the test is successful, the server will return the number of LDAP users found (*Search Filter* will be pre-applied).

Importing Users from LDAP Server

After LDAP integration is complete it is possible to import LDAP users into Wisenet WAVE. If available, name and email address information will be imported.

1. Open **System Administration** > **Users** tab and click **Fetch Users from LDAP**. The list of LDAP users found on the server will be displayed.
2. Select user(s) to be imported, using the *Search* filter if desired.
3. If needed, enable or disable LDAP users (see "[Disabling/Enabling Users](#)") and assign the appropriate User Roles (see "[Changing User Settings](#)").

 **Note:** LDAP users must successfully log into the Desktop Client one time to be able to login to the Web Client.

Audit Trail of User Actions

Wisenet WAVE tracks all user actions and records them to a log called the **Audit Trail**. To view this log, open **System Administration (Ctrl+Alt+A)** > **General** tab and click the **Audit Trail** button. The top panel provides filters and a search tool. Initial display is with all sessions and cameras selected.

Audit Trail filtering and searching

Sort – data can be sorted in ascending or descending order by clicking on any column header.

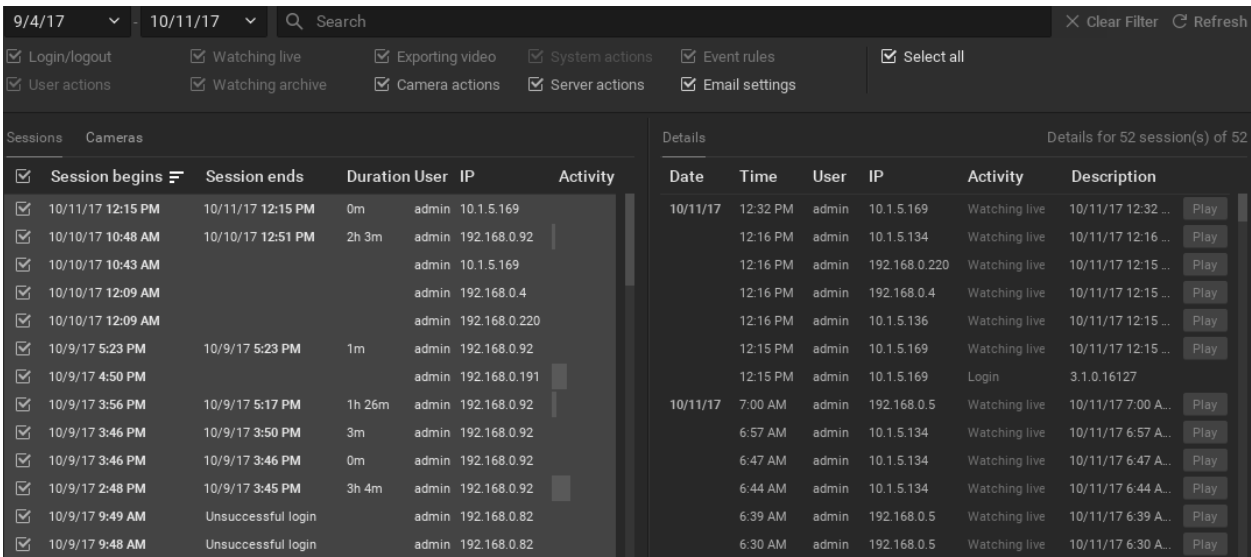
Filter – type a filter criteria in the *Search* field on the top. Select a desired time period using the From and To calendar fields.

Show/Hide actions by type – use the checkboxes at the top to toggle display of specific action types.

Update data – data may have changed since the log was opened. Use the **Refresh** to update the display.

Export – to export the log file, select the desired records and open the context menu to choose one of the following:

- **Copy Selection to Clipboard** – so data can be pasted to another program (ex. Microsoft Excel or Google Docs).
- **Export Selection to File** – exports data as an **html** or **csv** file. Click on one or more individual checkboxes to filter the display.



There are two summary panels, **Sessions** and **Cameras**, with a related **Details** panel to the right. Columns in these tabs can be sorted in ascending or descending order. Use the checkboxes to select certain sessions or cameras, or check the box in the header to select all logged activities.

Sessions tab

Provides a summary of activities during a user session, where a session is defined as the period between a user's log in and log out:

- **Session begins** and **Session ends** date and time
- **Duration** of session
- **User ID**
- **IP** address of Client the user logged in from
- **Activity** bar graph depicting the number of actions performed during a session. Hover the cursor over this graph to see the precise count of actions.

Cameras tab

Provides a summary of devices used:

- **Camera name**
- **IP** address of the camera
- **Activity** bar graph depicting the number of actions performed with the camera(s) during the selected time period.

Details tab

For both sessions and cameras, shows:

- **Date** and **Time** of each action

- **User** who performed the operation
- **IP** address of Client the user logged in from
- **Activity** – the action performed. For example, watching archive, watching live, server updated, camera updated, exporting video, etc.
- **Description** – details of the action performed (start/end times, number of cameras affected, System version updates, etc.). There may also be a button for direct access to the activity performed. For example, watching activities can be expanded to show the camera(s) that were viewed and a *Play* button that launches the related archive. Similarly, for the "Camera updated" activity, the *Camera settings* button opens the settings dialog of the device modified by the user.

Disabling Audit Trail recording

The Audit Trail is enabled by default. To disable it, uncheck the **Enable audit trail** checkbox on the **System Administration (Ctrl+Alt+A) > General** tab.

Layout Management

A **layout** is an arrangement of camera **items** placed on the **Viewing Grid**. Up to 64 items can be contained in a layout. Each layout is displayed in a separate tab, so multiple layouts can be open at once.

A layout must be saved after it is created, otherwise it will only be available during the session in which it was created.

Typically layouts are created and configured by the System Owner or Administrator and then assigned to User Roles or individuals. Depending on their access rights, users can create their own layouts from the cameras available to them.

In a multi-server System, changes to a shared layout are propagated immediately to all machines and users who share that layout (see "[Opening and Closing a Layout](#)").

It is also possible to create an Alarm Layout, that opens as an action when a specific event occurs (see "[Showing Cameras on Alarm Layout](#)").

Viewing Grid

The **Viewing Grid** is the empty background of cells into which items are placed to create a layout. Each layout is displayed in a separate tab of the Viewing Grid. Tabs allow you to have multiple layouts open at once.

The cells of the Viewing Grid are only visible when you move or resize an object in layout. When an item is being moved, a green cell indicates where it can be placed, red cells indicate where it cannot be placed.

The Viewing Grid has a default cell aspect ratio of 16:9, currently the most common aspect ratio of cameras on the market, but will shift to the aspect ratio of the first item placed in a new layout. This is important to consider when designing your layout. Subsequent items added to layout retain their native aspect ratio regardless of the aspect ratio of the Viewing Grid. However, the default aspect ratio for a layout can be changed using **Cell Aspect Ratio** from the Viewing Grid context menu.

It is also possible to control the size of the Viewing Grid cells for specific layouts; see "[Configuring Layouts](#)".

The Viewing Grid has a setting for the space between cells (*None, Small, Medium, or Large*) which is useful when you need to make a layout more compact. Access this control from the Viewing Grid context menu by choosing **Change Cell Spacing**.

There is also a setting for the default display resolution (*Auto, Low, High*), which is controlled from the **Resolution** option in the Viewing Grid context menu (right-click on the camera tile).

Cell Spacing

This feature is used to change the spacing between items in layout so they can be closer together or further apart.

For example, four individual single-sensor cameras that together form a 180 degree panoramic view would best be displayed without any space between cells.

To adjust the distance between items, open the Viewing Grid context menu and select **Cell Spacing**, or use **Ctrl+Mouse Wheel** over the Viewing Grid. Options are *None, Small, Medium, or Large*.

Cell Aspect Ratio

Cameras provide video in a variety of aspect ratio formats. To populate layouts efficiently, Wisenet WAVE attempts to match the default aspect ratio of an Item window to the aspect ratio of its contents.

The Viewing Grid adjusts to the aspect ratio of the first item added. To change the aspect ratio of an entire layout, right-click anywhere on the Viewing Grid, and use **Cell Aspect Ratio** from the context menu to select from the available options (*4:3, 16:9, 1:1, 3:4, or 9:16*).

Layout Resolution

You can set the resolution for all items in a layout by right-clicking anywhere on the Viewing Grid, and using **Resolution** from the context menu to select from the available options (*Auto, High, or Low*). Auto allows each device to display at it's own default setting. Once resolution for an entire layout is set, you can still set the resolution of an individual item as desired, in which case the layout resolution will display *Custom* to indicate that not all items are using the same resolution setting.

Layout Tabs

The display on initial System launch is an empty Viewing Grid with tab name "New Layout*". An asterisk next to a layout name, both on tabs in the Navigation Panel and layout names in the Resource Tree, indicates that the layout has unsaved changes. If you do not enter a custom name, the new tab name automatically increments by 1 ("New Layout 2") until the user session ends.

A blank tab will always display when all layouts are closed. If too many tabs are open to display at once you can use the "<" and ">" arrows in the Navigation Panel to scroll left and right through the hidden tabs.

To open a new tab

- **Right-click** on any tab in the Navigation Panel and select **New Tab (Ctrl+T)** from the context menu
- Go to **Main Menu > New > Tab**

- Click on the **+** icon to the right of the last tab in the Navigation Panel

To close a tab

- Click on the **X** icon next to the tab name
- **Right-click** on a tab to open the context menu and select **Close (Ctrl+W)**

To close all but the active tab

To close all tabs but the active one, open the tab's context menu and select **Close All But This**

To reposition a tab

Click-and-drag a tab name in the Navigation Panel to change its position.


Opening and Closing a Layout

When a user logs into Wisenet WAVE, all saved layouts to which they have access are listed in the Resource Tree.

To open an existing layout

- Drag-and-drop the layout from *Layouts* in the Resource Tree onto the Viewing Grid
- **Right-click** on the layout in the Resource Tree and choose **Open Layout** (or press **Enter**) from the context menu
- **Right-click** on an existing layout in the Navigation Panel and select **Open Layout** from the context menu to open a list of all layouts available to the current session
- Click on the **V** icon to the right of the last tab in the Navigation Panel to open a list of all layouts available to the current session

If you select a layout that is currently open, focus will shift to that tab. If you select a layout that is not currently open, it will open in a new tab. You can use the first two steps to select and open multiple layouts. Each layout will open in a separate tab. (If a layout is already open it will not be reopened in a second tab.)

 **Note:** After Wisenet WAVE is closed, all saved layouts that are open will be restored when the user logs back in.

Creating and Assigning Layouts

Initially, no layouts are configured in the System. A new layout can be created locally just for the current session, saved for an entire System, saved for one or more specific users or User Roles, or for all users on a System. A new layout does not have to contain any items.

To create a new layout

1. Click on the **+** icon in the Navigation Panel
2. **Right-click** on the layout name and select **Save Layout** to save it with the default name or **Save Layout As** to create your own. (You can also right-click anywhere on the Viewing Grid to access these options.)

To assign a layout to a User Role

1. **Right-click** on a role name in Resource Tree and choose **Role Settings** in the context menu.
2. In the *User Roles* dialog, choose the *Layouts* tab.

3. Check the layouts you want that User Role to have access to.
 4. Click *OK*, *Apply* or *Cancel*.
- Alternately, in the Resource Tree, drag-and-drop a layout name from the Layouts section to the desired user or User Role.

The layout will display in the Shared Layout list under the user's name in the Resource Tree.

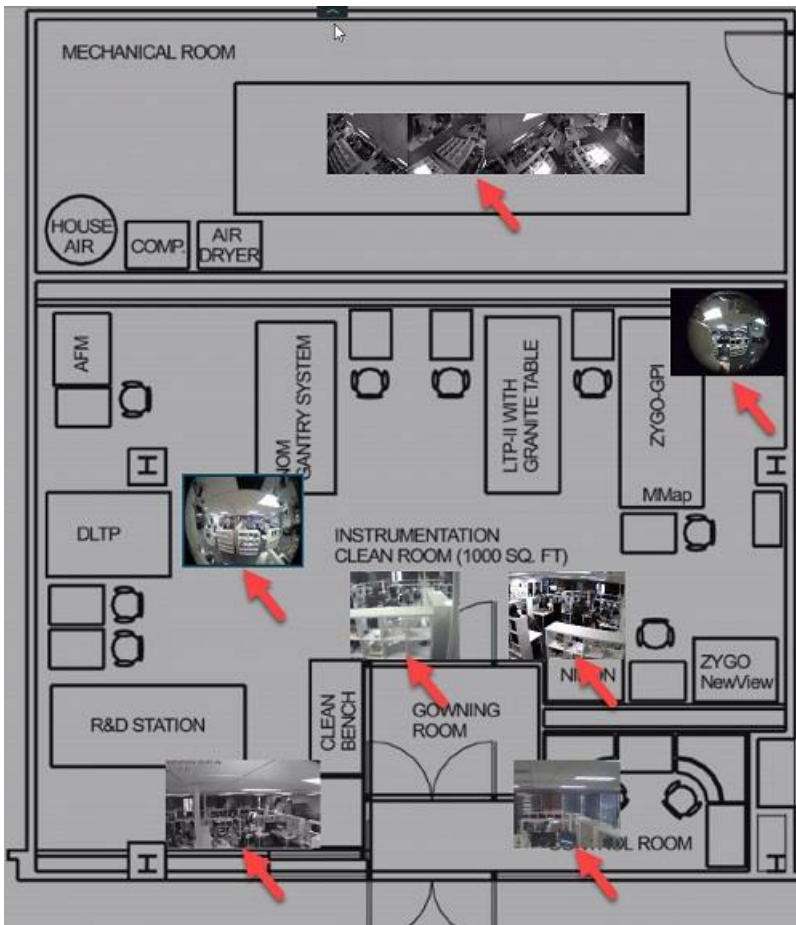
Configuring Layouts

Cell spacing, cell aspect ratio, and resolution can be set for universally for a layout. You can also use the Layout Settings dialog to control

1. **Right-click** on the Viewing Grid of the layout or on the desired layout in the *Resource Tree* to open the context menu.
2. Select **Layout Settings**
3. In the *General* tab, use the following settings.
 - **Locked** (see "[Locking Layouts](#)").
 - **Minimum Grid Size** – enable this parameter to control item size and placement more precisely. When an item is added to layout, it is always scaled to fit into one cell of the Viewing Grid. As more items are added to layout, the cell size is adaptively reduced so that all items can fit in the display. Cell size gets smaller with each item added, so item size gets smaller. When Minimum Grid Size is enabled, you can set an absolute Viewing Grid cell size, where the greater the value in the **Width** and **Height** fields, the more cells there are in the grid. The larger the number of cells in the grid, the smaller each cell is, and therefore the more flexibility you have in positioning items.
 - **Logical ID** – enter a custom number that will be assigned to the layout for quick API and integration identification and access.
4. Use the *Background* tab as described in "[Adding a Background to Layout](#)".

Adding a Background to Layout

You can add a background image of any kind to a layout. For example, you might use a map or floor plan on which device thumbnails can be positioned to indicate their physical location. Make sure to save the layout when you are done.



To add a background image

You can start with an empty layout or one that already has items. If you start with items in the layout, they will be reduced to thumbnail size they can be positioned as desired.

1. Open the desired picture in layout using **Main Menu > Open > File(s) (Ctrl + O)**.
2. Right-click on the image and choose **Set as Layout Background** in the context menu. The image will be added, scaled to fill the entire layout area.
3. Alternately, you can open **Layout Settings** from the Viewing Grid context menu for the layout, open the **Background** tab, then click on **<No picture>** to browse for a background image.

To edit a background image

1. Open the layout with the background you want to change.
2. Right-click anywhere on the background and choose **Layout Settings** in the context menu.
3. Select the **Background** tab.
 - Click **Browse** to select a new image file to set as background.
 - Click **Clear** to remove the background image from the layout.
 - Click **View** to open the background image in an editing application.
 - Check **Crop to monitor aspect ratio** to adjust the aspect ratio of the image according to the monitor aspect ratio. For instance, if monitor resolution is 1920x1080 (16:9) and image resolution is 1920x1200 (16:10), then the image will be cropped on both top and bottom.
 - Use **Width** and **Height** to control the exact number of Viewing Grid cells the background image will span.

- Use **Keep Aspect Ratio** to maintain the original aspect ratio of the background image while changing the width or height.
 - Use **Opacity** to control the translucence of the image (in percent).
5. Click *OK* to save changes or *Cancel* to discard changes.
 6. Make sure to save the layout when you are done.

Saving Layouts

A layout remains local and will only be available during the current session unless it is saved. Saving a layout saves the position and rotation of all items. Once a layout is saved, it is added to the Resource Tree under *Layouts* and also the names of the users who have access to it. Saved layouts that were open when a session closed will automatically reopen the next time a user logs in.

- Use **Save Current Layout (Ctrl+S)** to save the layout name with its current name (as shown in the tab header caption)
- Use **Save Current Layout As (Ctrl+Alt+S)** to enter a the name of your choice

To save a layout

- **Right-click** on the tab name in the Navigation Panel and select **Save Current Layout** or **Save Current Layout As** from the context menu
- **Right-click** on the Viewing Grid of the layout and select **Save Current Layout** or **Save Current Layout As** from the context menu
- Click on the desired layout in the *Resource Tree* and select **Save Current Layout As** to save it with a new name

Locking Layouts

A layout can be locked so that no changes at all are permitted unless and until it is unlocked. This includes item rotation, cell spacing, aspect ratio or window zooming.

To lock or unlock a layout

1. **Right-click** on the Viewing Grid of the layout you want to save and select **Layout Settings** in the context menu.
2. In the *General* tab, click the **Locked** toggle.
3. Click *OK* to accept or *Cancel* to discard changes.

Deleting Layouts

To delete a Layout from the Resource Tree

1. Find and select desired layout(s) in Resource Tree.
2. Invoke the context menu and choose **Delete** (or use the *Del* button on a keyboard).
3. If the layout is shared, click **Delete** again in the confirmation dialog.


The layout will be deleted from all Clients connected to the System.

 **Note:** [Locked Layouts](#) cannot be deleted!

Adding Items to Layout

Items (devices, virtual cameras, web pages, local files, etc.) are placed on the background of the **Viewing Grid** to create a **layout**. More than one item of any type can be added to a layout at a time. Wisenet WAVE allows a maximum of 64 items to be displayed in a layout.

Cell aspect ratio is adaptive-it depends on the aspect ratio of the first item opened in the Viewing Grid. The default aspect ratio of cell in the Viewing Grid is 16:9, but this can be changed (see "[Cell Aspect Ratio](#)").

 **IMPORTANT:** Viewers and User Roles with similar limitations on their authority cannot add items to a predefined layout. They can only open and add items to new tabs.

To add item(s) to layout, choose from one of the following:

- **Double-click** on the item in the Resource Tree
- **Right-click** in the Resource Tree to open the context menu and select **Open**
- **Drag-and-drop** a device, web page, local file, etc. from the Resource Tree into layout


Note that you can select and add multiple items in the Resource Tree using the **Ctrl** or **Shift** keys.

- Open **Local file(s)** or **Folder** – they will be added to the current layout.

New items will scale to occupy the available space in layout. Wisenet WAVE adjusts the aspect ratio of Viewing Grid cells according to the aspect ratio of the items in layout to maximize use of display space. See "[Cell Aspect Ratio](#)".

To open items directly into a new tab

- **Right-click** on the desired item(s) in the Resource Tree and select **Open in New Tab** in the context menu
- **Drag-and-drop** the selected item(s) from the Resource Tree and onto the Navigation Panel header


 **IMPORTANT:** It may be difficult to locate and add each device manually. You can use the search pane to help locate items (see "[Searching in Wisenet WAVE](#)").

To configure a layout using Search

1. Create a new layout (see "[Creating and Assigning New Layouts](#)".)
2. Enter keywords into the Search box. The search results will appear on the Viewing Grid automatically.
3. By adding or deleting keywords from the search box, the items on the Viewing Grid will vary.
4. Save the configured layout.


Removing Items from Layout

To remove an item from a layout

1. Open the desired layout.
2. Select the desired item in the layout.
3. Click the close icon  in the upper right-hand corner to remove a single Item.
4. To remove multiple items at once, use **Ctrl + click** to select the desired items then right-click on any item to open the context menu and select **Remove from Layout** (or use the **Del** button on a keyboard).

To remove an item from a layout using the Resource Tree

1. In the in Resource Tree, expand **Layouts** or **Users** and locate the desired layout.
2. Select the desired Item(s) under the specified layout.
3. Open the context menu and select **Remove from Layout** (shortcut **DEL**).
4. Confirm deletion by clicking **Yes**.

 **Note:** The size of all items will stay the same or change depending on the position or number of remaining items.

Selecting Items in Layout

Click on an item to select it. The selected Item will expand in the layout. To bring it back to normal, click again. Once an item is selected you can use the arrow keys to scroll selected through all items in a given layout. Items can also be selected from the Resource Tree.

You can also select multiple items. Multiple selected items do not expand, instead they are outlined and given a colored overlay.

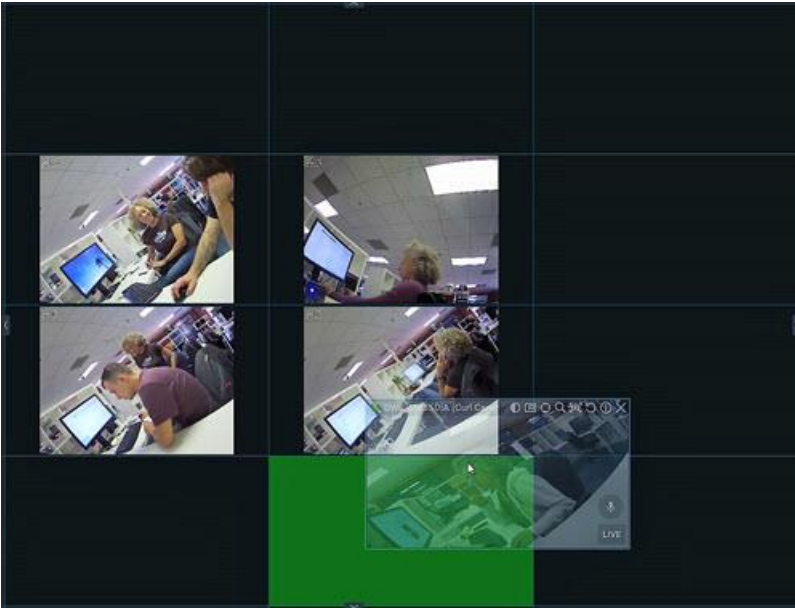
To select more than one Item

- **Click-and-drag** over items with a mouse to create a selection box.
- Use **Ctrl+Click** to toggle selection of successive items. **Click** on any one of multiple selected items to deselect all.
- Use **Ctrl+A** to select all items on a layout.



Moving and Rearranging Items

To move an Item, simply click on it and drag it to a new position. The grid cell borders will be visible while the item is in motion. The grid cell aspect ratio is adaptive and depends on aspect ratio of the first item opened.



If the desired cell position is already occupied, the items will be swapped. If swapping is not possible due to too great a difference in item sizes or aspect ratio, the target cell(s) will be marked red:



If a bigger Item is being replaced by a smaller one, they will swap sizes as well as positions.

You can also use a right-click to move all Items in the layout at once, including the background image if there is one.

Resizing Items

To resize an item, select an edge in layout and **click-and-drag** the mouse to resize it. If resizing is possible, the new cells are highlighted in green:



If resizing is not possible, the cells will appear red:



In this case the best practice is to move the entire Viewing Grid using a click-and-drag and then resize the Item to occupy the available space, or move the desired Item away from the other items then resize it to occupy the available space.


Expanding Items to Fullscreen Mode

Fullscreen mode simultaneously expands display of a single Item to fill the entire layout, and hides all four sliding panels. If you expand an item to Fullscreen mode, only recorded fragments related to the selected Item are visible on the Timeline. Use the **ESC** key to exit Fullscreen mode.

You have the option to pin the timeline while in fullscreen mode to prevent it from automatically hiding. If you exit fullscreen mode with the timeline still pinned, all other cameras will have the timeline automatically pinned when entering fullscreen mode.

To toggle Fullscreen mode on or off, use one of the following:

- **Double-click** or press **Enter** on an Item in layout
- Open an item's context menu and select **Maximize Item** to expand or **Restore Item** to return the full layout and panel display
- Create an event rule using the action "[Set to Fullscreen](#)"

 **Note:** You can use a [Tour](#) to loop through Fullscreen display of each item in the active layout.

Zooming an Item or Layout

Click anywhere on the layout background and use the "+" (in) and "-" (out) buttons to zoom the entire layout, or use the mouse wheel to zoom the layout in and out centered on the cursor location.

Fit in View

Fit In View scales the Viewing Grid so that all items in the layout are visible. It is a convenient way to restore a layout you have zoomed or moved.


Right-click on the layout background to open the context menu and select **Fit in View**.

Fit In View is performed automatically when you change to **Fullscreen Mode** (see "[Expanding Items to Fullscreen Mode](#)").

Rotating an Item

There are several ways to rotate an item in layout. A red directional arrow will indicate that the item is in rotation mode.




- Press **Alt + click-and-drag** over an item. Release when the item is at the desired angle. You can use **Alt + Ctrl + click-and-drag** to limit rotation to increments of 30 degrees.
- Click and hold the **Rotate** button () , then use the mouse to rotate the item. Release when finished. Press **Ctrl** while holding the **Rotate** button to limit rotation to increments of 30 degrees.

- It is also possible to use **Rotate to** in the item's context menu to choose from the options *0, 90, 180* or *270 degrees*.

Creating a Zoom Window


The **zoom window** feature lets you select a rectangular region in an item's display to instantly open that selected region as a new zoomed-in item on the current layout. You can create as many zoom regions as you like on a given item, and a zoom region can be moved from one camera to another in the same layout. Zoom windows are saved with the layout. Zoom windows can be especially helpful for viewing fish-eye camera output (see "[Dewarping Fish-Eye Cameras](#)").

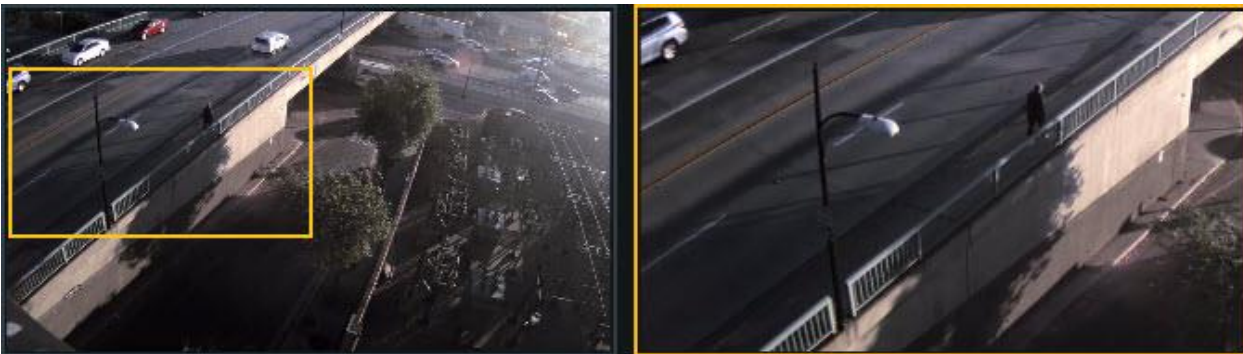
 **Note:** Zoom windows will set the camera's resolution to high.


Zoom regions on the source camera are editable. Click-and-drag inside a zoom region to reposition it, and click-and-drag on the zoom region outline to adjust its size. The related zoom window will adjust dynamically.

Closing a zoom window deletes the zoom region on the source item.

To configure a zoom window

1. Select a camera item.
2. Click on the **Create Zoom Window** icon () , then drag a rectangle over the desired area. A new zoom window item will open in the current layout.



 **Note:** If you need to disable the minimum zoom window size constraint, you can do so in the `desktop_client.ini` by changing the `ignoreZoomWindowConstraints` setting to **1**.

Adding a Web Page as an Item

Wisenet WAVE can be used to display web pages in the layout using the built-in Chromium browser. This can be useful, for instance, for modifying camera parameters on an external web page, or to open an external system such as Access Control or Analytics while also performing surveillance monitoring.

To add a new web page item

1. Go to **Main Menu** and choose **New > Web Page**, or right-click on the **Web Pages** icon in the Resource Tree and select **New Web Page**.
2. In the dialog that opens, enter a **Name** for the page, and the desired **URL** (e.g., weather.com).

The web page will open as a new item in the current layout and be added to the Web Pages section of the Resource Tree.

In a web page item, the *Show Info* option (**Alt + I**) toggles display of the URL as a transparent overlay in the bottom left corner of the cell. You can use **Edit** from the item's context menu to change the name or URL.

It is also possible to view video on a web page and download files via the built-in browser.

Video Wall Mode

Video Wall mode lets you use a session of the Wisenet WAVE Desktop Client to remotely control display on other monitors in your System via a LAN, WAN, or internet connection.

A special Video Wall License is required (see "[Wisenet WAVE Licenses](#)"). Each license allows Video Wall control from one Client session and Video Wall display on up to two monitors (so, for example, four licenses allow you to display Video Wall on eight monitors and control it from four Clients, concurrently). When a Video Wall license is invalidated, the **Video Wall Failover** feature kicks in and provides you with a 7-day grace period to prevent any interruptions in the Video Wall and allows you enough time to resolve the license issue (see [Expired and Invalid License Keys](#)). A countdown will be shown until your Video Wall license key has been restored or a new one is activated in its place. If no action is taken, the error message "Not enough licenses" will be shown, and your Video Wall will be disabled. Video Wall Failover is automatically enabled after Video Wall is configured.



Note: To be able to configure and control a video wall, a user must be assigned the related permission.

Layout and camera settings may be changed while editing video wall screen, and settings are saved on the server or on the machine where video wall is running.

The resolution of a camera when in video wall mode can be changed via the context menu, but to take effect, this must be done in the *Screen* under *Video Walls* in the Resource Tree, and not in the standard layout.

Video Walls do not display any overlays or performance alerts while a camera is in live mode and do not display the Timeline unless that option is enabled. However, the timestamp is always displayed when a Video Wall camera is in archive mode, and it is possible to add backgrounds to layouts and to assign a logical ID to a Video Wall layout.

Video Wall Architecture

A **Video Wall Server** is the computer that hosts the main database of a **Video Wall Cluster**. Video Wall displays can be connected to this server and it can act as the **Video Wall Processor** as well. All computers that are part of the Video Wall Cluster (clients and controllers) should be Cloud connected or able to connect to the Server.

The **Video Wall Processor** is the computer that Video Wall displays are connected to. Depending on its configuration it can handle one or several displays. There is not a limit to the number of Video Wall Processors that can be combined in a Video Wall Cluster.

A **Video Wall Controller** is any computer that can connect to a Video Wall and control it. It can even be a laptop; the only requirement is that the video adapter should support OpenGL > 2.0.

In order to operate Video Wall properly, Wisenet WAVE should be installed on every computer in the Video Wall Cluster:

- Video Wall Server: Full installation.
- Video Wall Processor(s): Client only installation.
- Video Wall Controller(s): Client only installation.

If all Video Wall components are installed on one computer, choose Full installation.

Initial Video Wall configuration is performed in several steps:

- [Configuring a Video Wall Display](#)
- [Switching to Video Wall Mode](#)
- [Controlling Video Wall Displays](#)

You can also [Delete a Video Wall or it's Elements](#), or [Push an Operator's Screen to a Video Wall](#).

The number of displays available to any single computer is limited by the number of video outputs it has. To extend Video Wall it is necessary to add additional computers and combine them with the Video Wall Cluster. See "[Configuring Video Wall on Several Computers](#)".

Configuring a Video Wall Display

Use the Desktop Client running on what will be the display computer to complete the following steps.

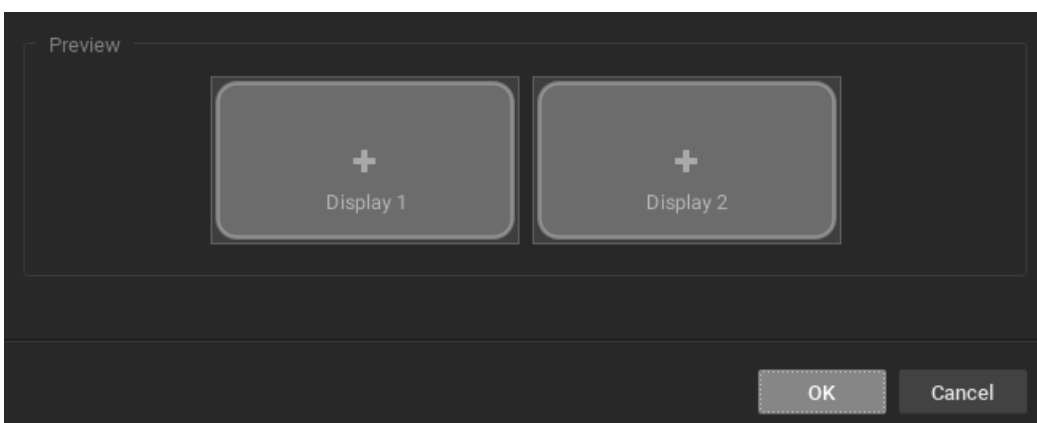
Create a new Video Wall

1. Open the **Main Menu** and choose **New > Video Wall**.
2. Enter a name for the Video Wall.
3. Click *OK* to save or *Cancel* to exit.
4. The newly created and named Video Wall will be added to the Resource Tree.

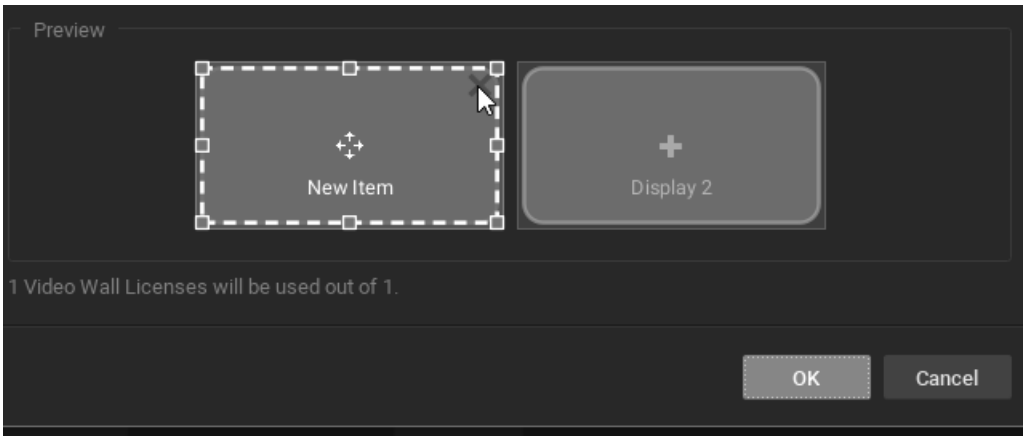
Configure Video Wall Layout

To make a computer display part of Video Wall it is necessary to perform the following settings **on that computer**:

1. Right-click on the Video Wall in the Resource Tree and choose **Attach to Video Wall**.
2. Wisenet WAVE automatically detects, numbers, and previews the displays connected to the computer.



3. Click on an item in the dialog (it will change color and be retitled "New Item"). In this state you can drag the edges to resize the item, click-and-drag in the center to reposition it, or click on the "X" in the upper-right corner to remove the screen.



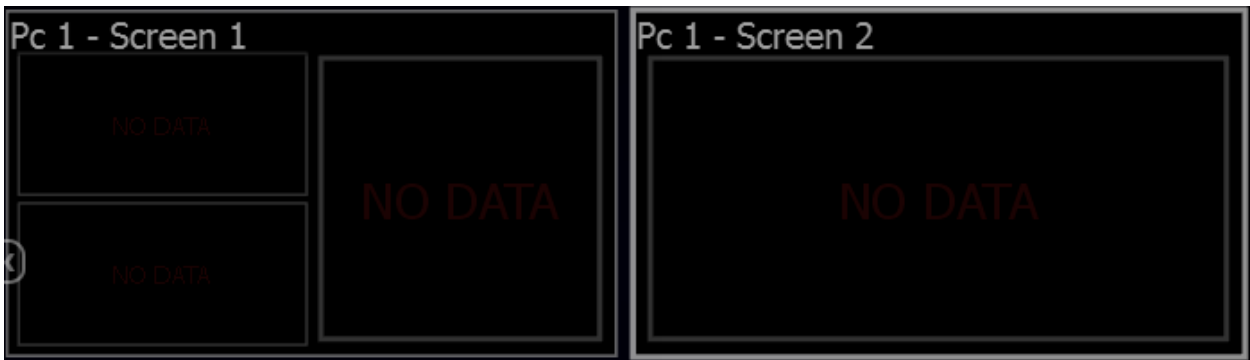
4. Typically, one Virtual screen represents one physical display. It is also possible to stretch one Virtual Screen across several physical displays:



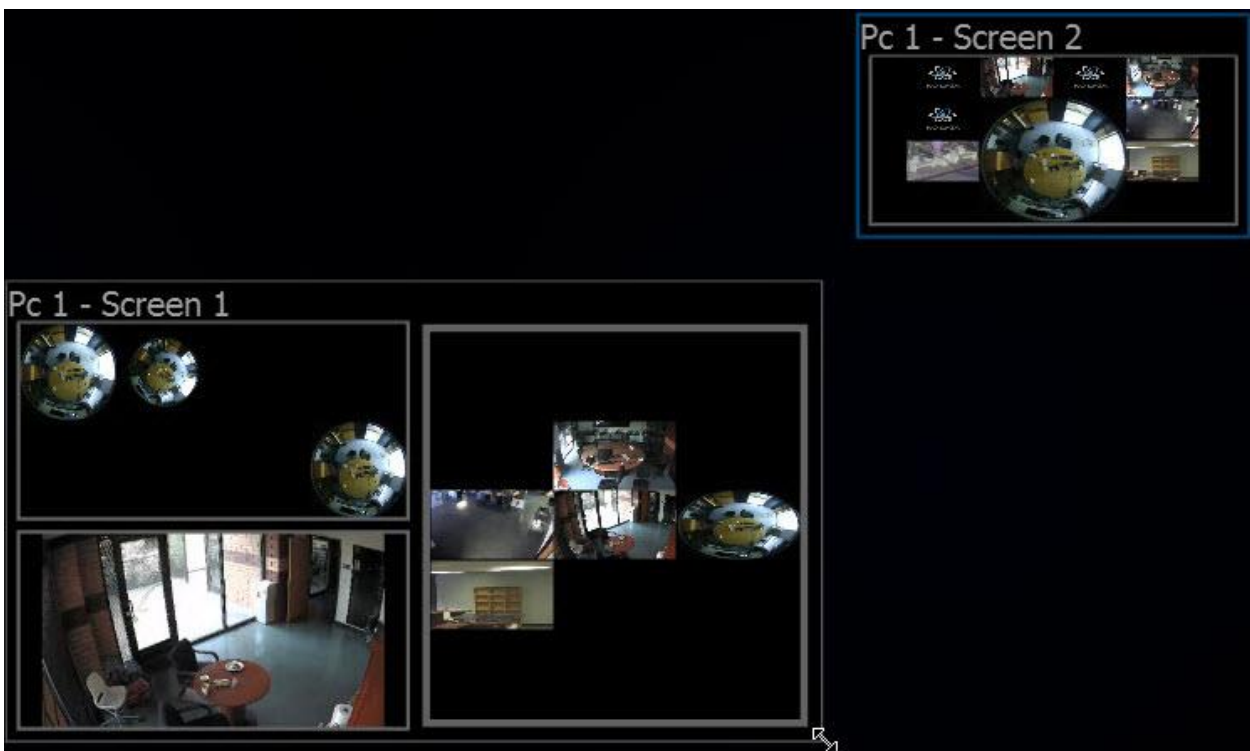
Or, you can design one physical display that contains multiple Virtual Screens, in various combinations:



5. Once the screens are arranged as desired, click OK to save the configuration.



6. At this point you can drag-and-drop resources (devices, web pages, local files, etc.) from the Resource Tree into the Video Wall layout. It is possible to place a single device or an entire Layout into each Virtual Screen.



- To remove a resource from a Virtual Screen, right-click on it in the Video Wall layout and choose *Clear Screen*.
 - To simplify the calibration process it is possible to add identification information of a resource the corresponding physical Display. To do so right-click on the desired Virtual Display and select *Identify*.
7. To save changes, right-click on the Video Wall in the Resource Tree and choose *Save Current Matrix*. The Matrix will be added to the Resource Tree under the current Video Wall, where you can right-click to rename it, load or delete it.
8. Right-click on the Video Wall in the Resource Tree and choose *Save Video Wall (Ctrl+S)*.

To finalize configuration it is necessary to [Switch Video Wall Processor to Video Wall Mode](#). After a Video Wall has been started on the Video Wall Processor, the current configuration can also be changed on the Video Wall Controller. To restore a Video Wall view, expand the Video Wall in Resource Tree, right-click on a saved Matrix and choose *Load Matrix*.

To open Video Wall on a Video Wall Controller

- Drag Video Wall onto the layout
- Right-click on the desired Video Wall in Resource Tree and choose *Open Video Wall*.

Switching to Video Wall Mode

To control a Video Wall it is necessary to switch the Video Wall Processor to Video Wall Mode. **This should be done on Video Wall Processor.**

Usually Video Walls are controlled from a Video Wall Controller, and the computers the displays are connected to are easily accessible. So it is recommended to set up automatic switching to Video Wall Mode. To do so:

1. Right-click on **Video Wall** in Resource Tree and choose **Video Wall Settings**.
2. Click on **Launch video wall when Windows starts** and click *OK*. (This option is available for Windows PCs only and is enabled by default.)

To switch to Video Wall Mode, right-click on **Video Wall** in the Resource Tree and choose *Switch to Video Wall Mode* and click *Close* on the dialog window.

Several instances of the Client will be launched. The Client will be switched to Video Wall mode and will become inoperable. At this point it is possible to change settings and control the Video Wall from the Video Wall Controller.

To switch back from Video Wall to standard mode it is necessary to close all Client instances (**Alt+F4**) and relaunch the Client once more. In this case, operator won't be able to control displays connected to this Video Wall Processor and the corresponding screens will be displayed in the Resource Tree as offline.

Configuring Video Wall on Several Computers

To increase the number of Video Wall displays you must to add additional Video Wall processors.

To add a Video Wall Processor

1. Run the Desktop Client on the PC that should be added to the current Video Wall. Physical displays should be connected to this machine.
2. Right-click on desired Video Wall in the Resource Tree and choose *Attach to Video Wall*.
3. Repeat all steps described in "[Configuring a Video Wall Display](#)".
4. Switch to Video Wall Mode (see "[Switching to Video Wall Mode](#)").
5. Repeat the steps above on each Video Wall Processor.

Video Wall mode will be extended and will include displays connected to the newly attached Video Wall Processors.

Deleting a Video Wall or Elements

To Delete a Video Wall, right-click on it in the Resource Tree and choose *Delete*, then click *Delete* in the confirmation dialog. This action will delete all Screens and configurations related to this Video Wall, and will stop the Video Wall on every single Video Wall Processor.

The following Video Wall elements can be deleted

- **Screen:** Right-click on a screen in the Resource Tree and choose *Delete*, then click *Delete* in the confirmation dialog. This results in stopping the Video Wall in the corresponding physical Display.
- **Matrix:** Right-click on a matrix in the Resource Tree and choose *Delete*, then click *Delete* in the confirmation dialog to delete a saved configuration.

Controlling Video Wall Displays

Users with sufficient rights can change the layouts that are placed on a Video Wall.


As soon as a Video Wall Display is opened on the Video Wall Controller, the user can control it like any other layout – it is possible to change the layout, navigate through archive, perform searches, etc. All changes made on the Video Wall Controller are immediately displayed on the Video Wall itself.

It is also possible to push the Video Wall Controller desktop view to Video Wall. See "[Pushing Operator's Screen on Video Wall](#)".

To control Video Wall

1. Use one of the following to open Video Wall on the Video Wall Controller:

- Drag Video Wall onto the layout
- Right-click on desired Video Wall in Resource Tree and choose *Open Video Wall(s)*.

 **Note:** It is not possible to open videos in this Layout.

2. Double-click on the desired Video Wall Screen to enter control mode. The layout of this screen will be opened and you will be able to perform any necessary operations:

- [Adding Items to a Layout](#)
- [Removing Items from a Layout](#)
- [Selecting Items in Layout](#)
- [Moving and Swapping Items in Layout](#)
- [Resizing Items](#)
- [Cell Spacing](#)
- [Cell Aspect Ratio](#)
- [Creating a Zoom Window](#)
- [Working with Multiple Wisenet WAVE Windows](#)
- [Navigating through Archive and Live](#)
- [Pushing Operator's Screen on Video Wall](#).

All changes will be reflected **immediately** on the corresponding Video Wall Display.

Pushing Operator's Screen on Video Wall

For Windows only, Wisenet WAVE provides the ability to push Operator's screen to Video Wall. This is done from the **Video Wall Controller** on a PC:

1. Open Video Wall on Video Wall Controller by dragging the desired Video Wall from the Resource Tree onto the layout, or by right-clicking on the desired Video Wall in the Resource Tree and choosing *Open Video Wall*.
2. Right-click on the desired Screen and choose *Push my Screen*. Everything displayed on the operator's desktop will be sent to the Video Wall screen, including sound.
3. To stop the broadcast, locate the desired Screen in the Resource Tree or on Video Wall Layout, right-click and choose *Detach Layout*.

Playback in Wisenet WAVE

Wisenet WAVE provides viewing and playback of the following content:

- **Cameras** – Live and archived footage
- **I/O Modules** – Sound can be recorded from an I/O module with a microphone connected and played live or from archive
- **Local files** – Saved video and image files

In addition to the internal dynamic resolution switching, you can use these manual adjustment features if you are experiencing image stuttering during live streaming, or if there is too much time between actual action and displayed action in Live view:

- [Setting Item Resolution](#)
- [Setting Layout Resolution](#)
- [Configuring Live Buffer Size](#)
- [Double Buffering](#)
- [Disabling Blur for Intel HD Graphics](#)

There are several tools that make archive search faster and easier -see:

- [Navigating and Searching Video](#)
- [Using Bookmarks](#)


This section also describes:

- [Playing Local Video Files](#)
- [Exporting Video](#)
- [Taking Screenshots](#)
- [Using 2-Way Audio](#)
- [Adjusting Volume](#)
- [Tours](#) – Cycles display through items in a single layout
- [Showreels \(Tour Cycle\)](#) – Cycles display through multiple entire layouts


Setting Item Resolution

It is possible to override the default image quality for a single item in layout. This is useful, for example, when you need to reduce client CPU usage (in which case you set playback to low-resolution), or to enhance image quality for a given item (in which case you set playback to high-resolution). Note that this setting is saved for each item individually, so it is possible to have the same device playing back at different resolution levels in different layouts.

The resolution setting for a single item overrides the resolution setting for an entire layout (see "[Setting Layout Resolution](#)") and is saved when the layout is saved. However, "[Fullscreen Mode](#)" and "[Dewarp Mode](#)" will always display an item using the highest possible image quality.

 **Note:** All image quality settings are dependent on the camera's primary/secondary stream settings in Wisenet WAVE and any inherent limitations the camera may have (see "[Dual Streaming](#)").

To specify item playback resolution

1. Right-click on the item in layout to open the context menu and choose **Resolution**.
2. The default is **Auto**. Select **High** or **Low**.
3. Click the information icon  or use the item context menu **Show Info (Alt+I)** to confirm the setting (see "[Image Display Controls](#)").

Setting Layout Resolution

Setting layout resolution manually

It is possible to set the resolution for all items in a layout at once. **Right-click** on the Viewing Grid, choose **Resolution** in the context menu, then select **Low** or **High**. The change is applied at once, but only for the current session. The default setting is **Auto**. The **Custom** setting indicates that one or more items in the layout are playing back at a different resolution than the others. This can occur when the resolution setting for a specific item has been set manually. See "[Setting Item Resolution](#)".

Auto pausing video playback

Wisenet WAVE also offers significant bandwidth savings with the option to automatically pause video playback due to inactivity after a certain period of time. To set this option, open **Main Menu**, go to **Local Settings > General** and check **Auto Pause Video**, then set the desired time interval (in minutes).

Configuring Live Buffer Size

On some cameras, live playback may stutter, or there may be a time significant delay between actual actions and the action shown on Live view. For a better viewing experience it may be helpful to adjust the live buffer size from the default of 600ms.

To do so, open **Main Menu**, choose **Local Settings > Advanced**, then adjust the **Maximum Live Buffer Length** to the smallest possible value that does not cause issues with live view on all cameras.

- Larger buffer makes playback smoother but increases the delay between real time and the live display
- Smaller buffer decreases the delay but can cause stutters on playback

See also "[Double Buffering](#)" and "[Disabling Blur for Intel HD Graphics](#)".

Double Buffering

On some graphic cards, drivers may have problems with OpenGL drawing, resulting in very high or even 100% CPU load. In this case, the issue may be resolved by disabling double buffering, which is enabled by default.

To disable double buffering, open **Main Menu**, choose **Local Settings** then in the **Advanced** tab uncheck the **Double Buffering** checkbox and restart the Wisenet WAVE client to apply the change.

Disabling Blur for Intel HD Graphics

In some situations the client application may work incorrectly on certain computers where an integrated Intel graphic chip (Intel HD Graphics) is installed. This may result in noticeable frames per second drop or incorrect video playback. In this case it may help to disable the blur effect in client settings.

To do so, choose **Local Settings (Advanced tab)**, then check **Disable blur**, and click *Apply* or *OK*. The Wisenet WAVE client must be restarted for this change to take effect.

 **IMPORTANT! Do not disable blur unless the graphic adapter is from Intel and you are experiencing graphic issues.**

Navigating and Searching Video

Since an archive may contain a significant volume of video data, the following search methods are available to minimize the time spent searching for a particular event or segment.

- **Timeline** – Speeds navigation through live and archived footage. See "[Parts of the Timeline](#)" and "[Using the Timeline](#)".
- **Calendar** – Zooms the Timeline to a selected date. See "[Using the Calendar](#)".
- **Motion Smart Search** – Selects a region on video, refines the archive, and highlight fragments that include motion. See "[Performing Motion Smart Search](#)".
- **Thumbnail Navigation** – Small previews are displayed on top of the Timeline to help locate a particular image or event. See "[Using Thumbnails](#)".
- **Preview Search** – Select a region and allow for the application to provide videos that represent a time period based on time stamps. See "[Preview Search](#)".
- **Bookmarks** – This feature lets you select a segment of footage from a single device, give it a name, description and tags, and instantly export the bookmark. See "[Using Bookmarks](#)".

Parts of the Timeline

The Timeline provides a convenient way to navigate through live or archive video and control display speed. Note that Timeline behavior is slightly different for archive and live footage.

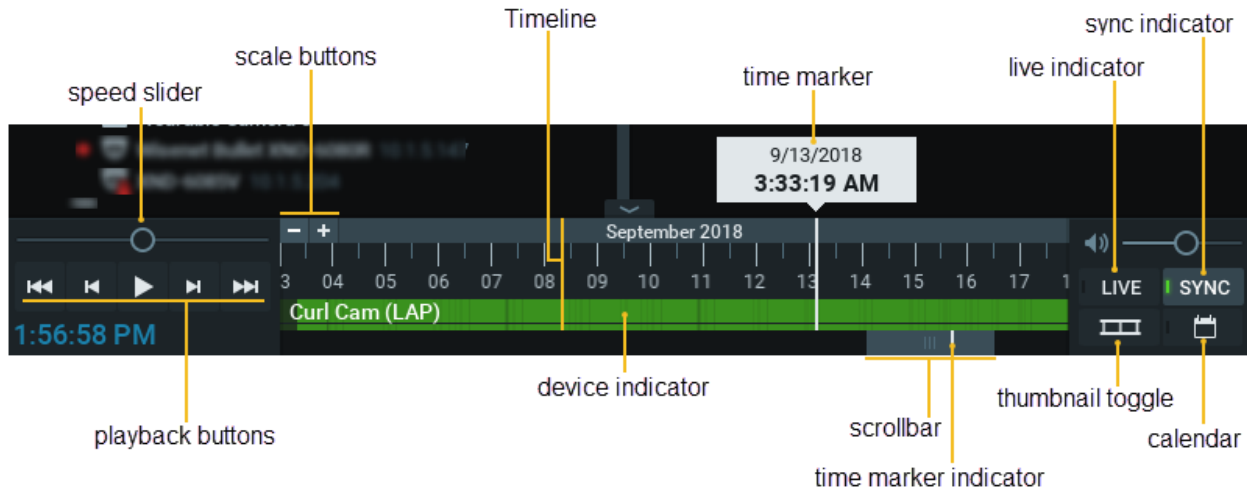
LIVE – Click to switch the selected camera(s) to live playback mode.

SYNC – Click to synchronize all items displayed in the current layout to the same date and time. When SYNC is enabled, the speed slider and LIVE button apply to all items in layout. When SYNC is off, the speed slider and LIVE button apply only to the selected item. See "[Synchronizing Playback](#)".

Thumbnails – Use to show/hide thumbnail images of the active device above the Timeline.

Calendar – Opens a calendar option for Timeline navigation. See "[Using the Calendar](#)".

Timeline for archive display



Timeline scale and position controls

Timeline – Controls navigation through archive footage.

Time marker – Indicates the current date and time of the selected video.

Scrollbar – Use to quickly move backwards and forwards along the Timeline. The scrollbar scales with the Timeline zoom level.

Time marker indicator – Indicates where you are on the Timeline relative to the time marker.

Scale buttons – Use to scale date/time display from increments of 100ms to 1 month.

Thumbnails – Click-and-drag the top of the Timeline to see a thumbnail view of the currently selected item (see "[Using Thumbnails](#)").

Device indicator – Displays the name of the currently selected device and also indicates archive status, where bright green indicates a recorded segment, gray indicates no recorded footage, blue indicates a Bookmark, and, if Motion Smart Search is active, red indicates regions where motion has been detected (see "[Performing Motion Smart Search](#)"). When a layout contains multiple devices, combined status for the unselected devices is shown in a very narrow bar beneath the larger bar.

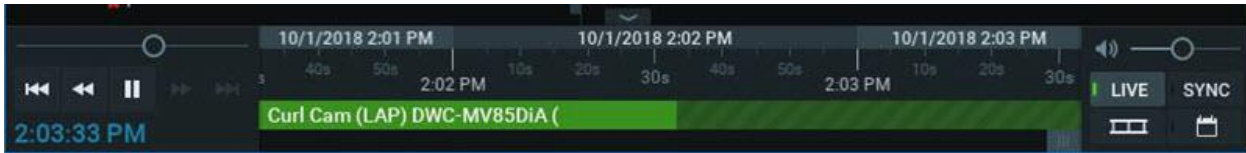
Timeline speed controls

Playback buttons – Use to start, stop, and control playback speed.

Speed slider – Provides additional control for playback speed.

Timeline for live display

By default, all devices display a live image when first opened in layout. It is not possible to navigate through the last minute of archive because it is in the process of being recorded. This increment is represented by diagonal stripes on the Timeline.



Using the Timeline

The Timeline itself and the scrollbar respond to a broad set of mouse wheel, mouse click, and button commands.

Click on the desired date and time on the Timeline to select it. If archive exists at that point, the time marker is placed at that point. If not, the time marker jumps to the beginning of the next recorded segment. Playback will begin in real time if playback is active. If playback is paused, the time marker position and content remains static until you click elsewhere on the Timeline.

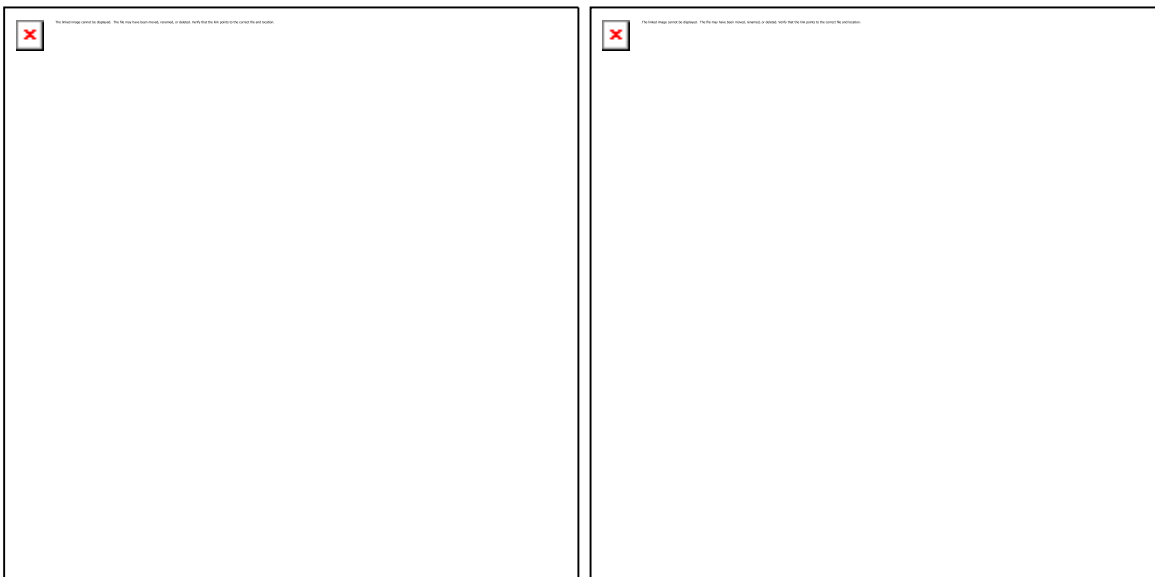
If the desired point in time is not currently visible there are several ways to locate it.

To scroll the Timeline

- Click-and-drag the scrollbar back or forth to the desired position.
- Use Ctrl+mouse wheel over the Timeline or scrollbar.

To scale the Timeline

Scaling is centered on the cursor unless the cursor is at the very end of the Timeline, in which case scaling is anchored to that end point. The scrollbar scales with the Timeline to indicate how much of the total Timeline is currently visible on screen. The white time marker indicator shows the location of the time marker in relation to the current Timeline display. For example, in the left illustration below, the scrollbar is small because only a small portion of the total Timeline is visible, and the scrollbar overlaps the time marker indicator because the time marker is currently visible. In the right illustration, the scrollbar is large because a large portion of the total Timeline is visible, and the scrollbar does *not* overlap the time marker indicator, because the time marker (which is still at 9/18/2018) is not currently visible.




- Use the mouse wheel over the Timeline or scrollbar to zoom in (smaller time increments) or out (larger time increments).

- Click on the scale buttons to zoom in (+) or out (-) by 10%. Double-click to zoom by 20%.
- Click and hold the scale buttons for rapid zoom.
- Click in the scrollbar background area to scroll "screen by screen" in increments the size of the current display. Double-click to scroll by two screens.
- Double-click on the scrollbar to zoom out to the maximum available view.


To control playback speed


Press **Space** to toggle between play and pause.


Press  to play at actual speed.

Press  to pause.

Press  or **Ctrl+Right Arrow** to fast forward. Available speeds are 2x, 4x, 8x, and 16x.


Press  or **Ctrl+Left Arrow** to rewind. Available speeds are -2x, -4x, -8x and -16x.


Press  or **X** to jump forward to the next recorded chunk.


Press  or **Z** to jump backwards to the previous recorded chunk.

When paused

Press  or **Ctrl+Right Arrow** to jump to the next frame.

Press  or **Ctrl+Left Arrow** to jump to the previous frame.

Press  or **X** to jump forward to the next recorded chunk

Press  or **Z** to jump backwards to the previous recorded chunk

If you press a rewind button while in Live mode, the mode will switch to archive playback. If you press a fast forward button while viewing archive, display will switch to Live mode if the current time is reached.

Use the **Speed Slider** to temporarily change playback speed. This is helpful for previewing images that bracket the current position. Drag-and-hold it to the right for fast forward or to the left for fast rewind, also in 2x, 4x, 8x, and 16x increments. Release to return to 1x speed (during playback) or 0x (when paused). If playback is on Pause the speed slider has increments 0.25x, 0.5x, 1x, 2x, and 4x.

Remember, when SYNC is enabled, the speed slider and LIVE button apply to all items in layout. When SYNC is off, the speed slider and LIVE button apply only to the selected device.


To select a time segment

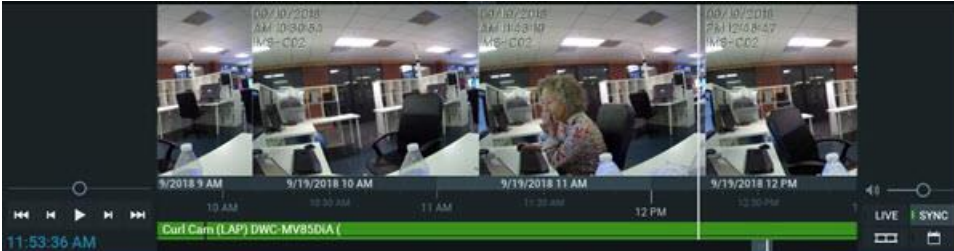
- Click-and-drag on the Timeline
- Right-click on the Timeline and choose **Mark Selection Start** (shortcut []). Right-click again and choose **Mark Selection End** (shortcut]).

The selection will be highlighted with blue shading. Once a segment is selected, you can click-and-drag the edges to adjust its length. You can also use the context menu to select *Clear Selection* or *Zoom to Selection*. If you click outside the selected segment the selection will be lost.

Using Thumbnails

Thumbnails are single snapshots taken from archived video footage. They provide a visual preview of footage to speed and simplify archive searches.


Select the desired device in layout then click-and-drag the upper edge of the Timeline to open the thumbnail panel, or click on the Thumbnail button () to show/hide thumbnails.




The higher you drag upwards, the larger the thumbnails will be.

A tiny white dot at the center of each thumbnail indicates the exact moment the snapshot was taken. You can click on a thumbnail to jump to the moment in archive when it was taken.

If no thumbnails are displayed, there is no archive available for the selected camera during the visible time period.

To close the thumbnails, click-and-drag the upper edge of the thumbnails panel down or click on the Thumbnail button ()

Synchronizing Playback

All cameras in a layout can be synchronized to the same date and time by enabling the SYNC button () . When SYNC is on, the speed slider, playback controls (ex. search, fast forward, rewind), and LIVE button apply to all items in layout. If no archive exists for a given camera when devices are synched, that item displays "no data".

When SYNC is off, the speed slider, playback controls, and LIVE button apply only to the selected item. It is possible to view each camera at a different point in time. Thin blue lines on the Timeline will indicate the current position of each camera that has archive. If no archive exists for a given camera, that device will jump to live display.

Using the Calendar

Use the calendar to quickly move the Timeline to a particular date and time.

- Click on the calendar icon to open the calendar.
- Click on a date to jump to the point in the Timeline.

Dates for which archive exists are highlighted in solid green. Shaded green indicates that the selected camera doesn't have archive for this date but another camera in the layout does. Black indicates that no archive exists for that day. Red numbers indicate weekend dates.

Selected dates and hours will be highlighted with a blue outline. The calendar updates appropriately if you select a different item in layout. You can click on the pushpin icon to pin the calendar so it stays open.




- When you click on a date, the scrollbar jumps to that date and a grid of one hour blocks opens. When you click on a time, the Timeline will jump to display the selected hour(s) only.
- Use **Ctrl + Click** to select multiple dates or time blocks. The timeline will automatically zoom to display the selected date(s) only.



Performing Motion Smart Search

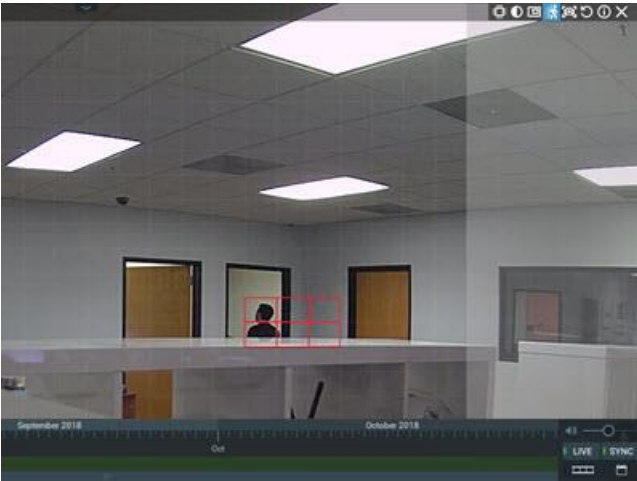
Motion Smart Search instantly searches archive to discover and highlight the segments that contain motion in a user-selected region of a video image. Simply select the desired region and Wisenet WAVE will display all segments that contain motion throughout the archive (scanning through a yearly archive only takes a few seconds).

Motion Smart Search requires that the selected camera supports motion detection, and that Wisenet WAVE motion detection be enabled. Note that motion smart search cannot be applied to Motion Mask regions, where motion detection has been blocked (see "[Setting up Motion Detection](#)"). However, if no area is selected, Wisenet WAVE returns results from the entire video region.

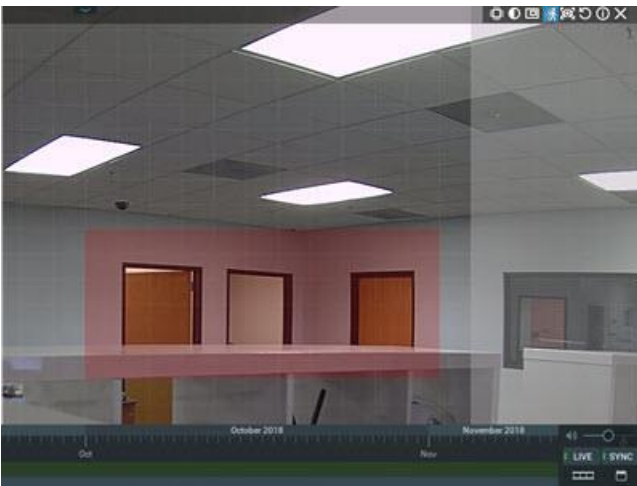
1. Open the camera's motion grid in one of the following ways:
 - use the  icon on the camera tile
 - open the camera's context menu and choose *Show Motion/Smart Search*
 - select the camera and use the shortcut **M**


- use **Shift+click-and-drag** to simultaneously enable Motion Smart Search and select the desired region.

The motion grid will display as a gray overlay. Red cell outlines indicate that motion is detected:



2. Use **Click-and-drag** to select the region where motion smart search should be applied or use **Ctrl+click-and-drag** to select multiple areas.



3. As soon as the region is selected, the Timeline will display red bars, each of which indicates an archive period that contains motion in the selected region.
4. Scroll through the Timeline to the red bars to quickly and easily locate motion in the archive.
5. To disable Motion Smart Search, clear all regions in the motion grid, toggle the  button, or use the context menu option **Hide Motion/Smart Search (M)**.

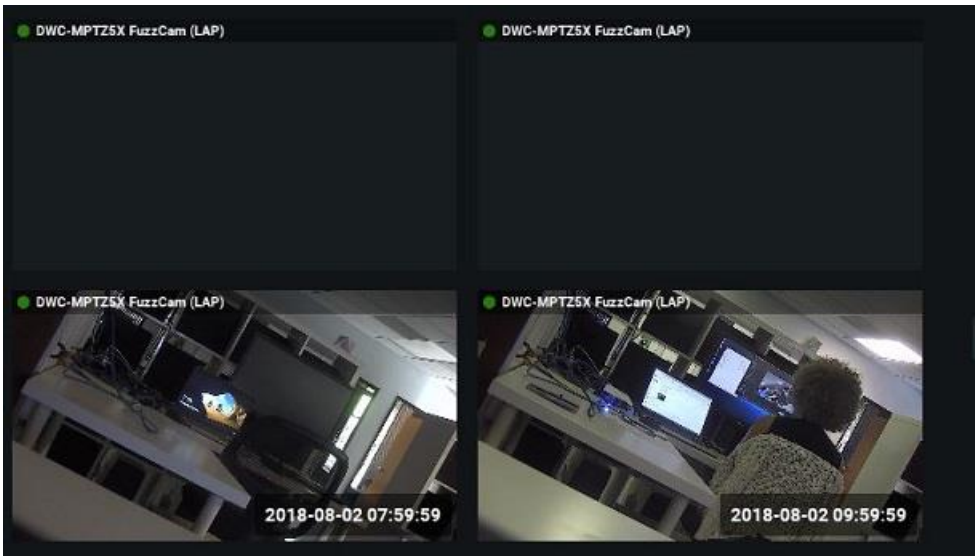
Preview Search

This feature helps to search through data by breaking a selected time range into smaller segments of equal length and displaying these segments as separate items in a new layout tab. Unrecorded time segments are displayed as an empty item. Preview search can be used iteratively until the desired event is located.

For instance, a one month period will be broken down into ten 3-day segments, the 3-day segments will be broken down into nine 8-hour periods, the 8-hour segments into eight 1-hour periods, and so on. It may therefore take three to five iterations to locate a given event within an initial period of several months.

To perform Preview Search

1. Select the desired camera in layout.
2. **Click-and-drag** on the Timeline to select a period to search.
3. **Right-click** on the selection and choose **Preview Search** in the context menu. A new tab will open with multiple items each showing a still of the start of a segment, in time order from upper left to lower right.



4. Click on an item to skip the Timeline to the starting point of the segment shown in the still. The segment will be selected when you click on the item.
5. Click the play button to view the selected segment in that item.
6. If desired, use the Timeline context menu to perform any of the available commands (clear or zoom to the selection, add a bookmark, export video, or perform another preview search).
7. Repeat the above steps as needed.

Viewing Archive from Deleted Cameras

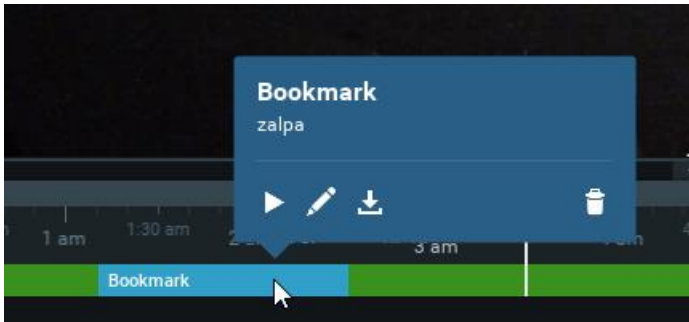
When a camera has been deleted from the System, access to its footage is lost. To make such footage available again the index that maps the System to physical storage locations must be restored – see "[Restoring Archives](#)".





After the archive is restored, the deleted camera will again be displayed in the Resource Tree. Though the device will be marked offline and is not available for live video, it is possible to navigate through its archive.

Using Bookmarks

A Bookmark is footage in archive that is marked and named to make it easy to find and review. When the "[Bookmarks Tab](#)" of the Notifications Panel is active, Bookmarks for the selected camera appear as blue segments on the Timeline. Only if the Bookmarks Tab is open and only if a camera actually has Bookmarks can they be displayed. When several items are open in a layout, the Timeline only displays Bookmarks for the selected camera.

Hovering the cursor over a Bookmark segment on the Timeline opens controls for that Bookmark.



-  – Plays the Bookmark from the beginning
-  – Opens the *Bookmark* dialog where the name, description and tags can be edited
-  – Opens the *Export Video* dialog.
-  – Deletes the Bookmark

Bookmarks can be created manually on the Timeline (see "[Creating Bookmarks Manually](#)"), or they can be created automatically as the action of an event rule (see "[Create Bookmark](#)"). The action of completing an acknowledgment in response to a notification also generates a Bookmark of the triggering event.

The name, description and tag properties of Bookmarks are searchable and editable (see "[Searching Bookmarks](#)"). Bookmarks are exported with the archive of cameras, and can be exported and saved separately (see "[Exporting Bookmarks](#)"). When archived footage is deleted, the associated Bookmarks are deleted as well. You can also manually delete Bookmarks (see "[Deleting Bookmarks](#)").

To play a Bookmark

- Hover over the Bookmark in Timeline and click the play icon (opens in the current layout)
- Double-click a single record in the Bookmark Log (opens in the current layout)
- Invoke the context menu in the Bookmark Log and choose **Open in New Tab** (opens in a new tab)

Creating Bookmarks Manually

To create a Bookmark manually

1. Open the desired camera (it must have recorded footage).
2. Select the time span of the Bookmark on the Timeline:
 - **Click-and-drag** the time indicator line to mark a segment, which will be highlighted with a blue overlay.
 - Or, **click** on the Timeline at the desired start point, right-click, and select **Mark Selection Start** (shortcut **[**), then click on the desired end point, open the context menu, and select **Mark Selection End** (shortcut **]**).
3. Once a time segment is defined, you can adjust it by clicking and dragging the edges of the blue block, or it can be removed entirely using **Clear Selection** in the Timeline context menu.
4. **Right-click** in the blue highlighted area and select **Add Bookmark**.
5. In the *Bookmark* dialog that opens, enter a **Name**, **Description** and if desired, one or more **Tags** separated by commas. (You can use a preexisting tag or create a new one. The most commonly used tags will be suggested.)
6. Click *OK* to accept or *Cancel* to close without saving.

Searching Bookmarks

You can use the **Bookmark Log** to search for and edit Bookmarks. The "[Bookmarks Tab](#)" also provides some search and filter operations.

To open the Bookmarks log

1. Open the **Main Menu** and select **Bookmark Log (Ctrl+B)**.

You can sort any of the headers (*Name, Camera, Start time*, etc.) in ascending or descending order. You can also filter the Bookmark Log as follows:

- **Date** – Click on the pulldown arrow to open a calendar popup for the start (left date field) and end (right date field) date filter.
- **Devices** – Click on **All Camera** to open the standard *Select Cameras* dialog where you can select from the available devices, grouped by server.
- **Search** – Text entered in this field yields any Bookmarks containing those characters their *Name, Description* and *Tags* fields. Returns up to 1000 results. Results can be cleared by clicking **Clear Filter**.

The *Bookmark Log* context menu lets you perform the following operations:

- **Open in New Tab**: opens a new layout tab and plays the highlighted Bookmark (**double-click**).
- **Edit Bookmark**: opens the *Bookmark* dialog where you can edit the *Name, Description* and *Tags* for the highlighted Bookmark.
- **Export Bookmark**: exports a video file containing the Bookmark(s). Available when multiple Bookmarks are selected (see "[Exporting Bookmarks](#)").
- **Remove Bookmark**: deletes the selected Bookmark(s). Available when multiple Bookmarks are selected.

Exporting Bookmarks

Bookmarks are saved to archive and can be exported like any other video. Use one of the following to locate a Bookmark and open the **Export Video** dialog. You can view and manipulate exported bookmarks in the same way as a exported layouts. Note that Bookmarks are included in exported video.

- Open **Main Menu**, choose **Bookmark Log**, right-click on the desired bookmark and select **Export Bookmark**.
- Use the Timeline to find the desired Bookmark (see "[Searching Bookmarks](#)"), hover over it and click on the **Export Bookmark** icon in the Bookmark dialog.

Use the Export Video dialog as described in "[Single Camera Export](#)".


To export multiple bookmarks

- Select the desired Bookmarks in the *Bookmark Log* by using **Ctrl+Left-click** (to select them one by one) or **Shift+Left-click** (to select all items in-between your clicks as well).
- Right-click on any of the selected items and choose **Export Bookmarks**.
- Use the *Multi-Video* tab of the *Export Video* dialog that opens, as described in "[Multi-Video Export](#)".
- Optionally you can apply filters as described in "[Single Camera Export](#)".

Deleting Bookmarks

Bookmarks can be deleted individually from the Timeline, or in multiples from the *Bookmark Log* dialog.

To delete a Bookmark using the Timeline

- Hover the mouse cursor over the Bookmark to open its control dialog and click .
- Right-click on the Bookmark and choose **Remove Bookmark**

To delete a Bookmark using the Bookmark Log

1. Open Main Menu and choose *Bookmark Log* (**Ctrl+B**)
2. Select the desired Bookmarks (use mouse drag or **Ctrl+Click** or **Ctrl+Shift** to select multiple rows), open the context menu, and choose **Remove bookmarks**.

Playing Local Video Files

You can play almost any video file on your local drive, with most major codecs and containers supported. You can also use Wisenet WAVE to browse local files from the Welcome Screen without launching a System.

Local files include:

- Files found in designated Wisenet WAVE Media Folders (see "[Configuring Media Folders](#)")
- Recently opened local files (see "[Configuring Media Folders](#)")
- Exported files (see "[Exporting Video](#)")
- Screen recordings (see "[Screen Recording](#)")
- Screenshots (see "[Taking Screenshots](#)")

The Local Files list updates when a source folder is changed or a file in the folder is removed or added.

To browse and view local files from the Wisenet WAVE Welcome Screen

1. Go to **Main Menu** on the Welcome Screen and select **Browse Local Files**.
2. The Wisenet WAVE interface opens to a blank new layout, with all local files found in the specified media folders listed in the Resource Tree.
3. You can add files, arrange items, add new layouts, and use the Timeline from this screen, but will not be able to save layouts.
4. To toggle back to the System connection page, go to **Main Menu** and select **Show Welcome Screen**.

To rename local files from the Resource Tree

1. Right-click on a local file to open the context menu.
2. Choose **Rename (F2)** to make the name editable.
3. Type the desired file name.
4. Press **Enter**.

5.1 sound stream playback (for local files only)

Video files that have a 5.1 sound stream require a special setting in order to play back on stereo speakers.

1. Go to **Main Menu > Local Settings > Advanced** tab and check **Downmix Audio from 5.1 to 2.1**.
2. Click *Apply* to save changes, *OK* to save changes and close the dialog, or *Cancel* to discard changes.
3. You will need to restart the Wisenet WAVE client for this change to take effect.

Configuring Local Media Folders

When Wisenet WAVE starts, it automatically indexes the designated local media folders and displays them under *Local Files* in the Resource Tree. The default media folders (customizable) are:

Windows: C:\Users\\Videos\Wisenet WAVE Media

Linux: /home/<username>/Videos/Wisenet WAVE Media

Mac OS X: /Users/<username>/Movies/Wisenet WAVE Media

To add or remove a Media Folder

1. Open **Main Menu > Local Settings > General** tab
2. In *Local Media Folders* section, click **Add** and choose the desired path.
3. To delete a media folder, *select* the folder from the list and click **Remove**.
4. Click *OK* when finished or *Cancel* to discard changes.
5. Wisenet WAVE must be restarted for media folder changes to be in effect.

When Wisenet WAVE restarts, files in the listed folders will display in the Resource Tree under *Local Files*.



To open local files that are outside the Media Folders

To view local files that are not shown in the Resource Tree, use one of the following:


- **Drag-and-drop** a video file(s) or a folder from Windows Explorer to copy it into the Wisenet WAVE Viewing Grid
- Go to **Main Menu** and select **Open > Files (Ctrl+O)** then select the file(s) to be opened
- Go to **Main Menu** and choose **Open > Folder** then select a folder to be opened
- **Right-click** anywhere on the Viewing Grid to open the context menu, select **Open > Folder** then choose a folder

Timeline Navigation for Local Files

Navigation through local files is very similar to navigation through recorded archive, with the following exceptions:


- Items are not synchronized, therefore **Sync** is always disabled
- Files are not live, therefore **Live** is always disabled
- The Timeline does not display colored markers for recorded or motion regions
-  and  buttons jump to the beginning or end of a file

All other operations (seek, play, pause, fast forward, rewind, etc.) are available as described in "[Navigating through Archive and Live](#)".

 **Note:** If a layout contains both live streams and local files, the cameras are played back synchronously, but the local files play back independently.

Exporting Video

Files from a single device, Bookmarks, and files from multiple devices that are synchronized for simultaneous playback can be exported from Wisenet WAVE. Export is performed in background, so it is possible to continue working with Wisenet WAVE until the export is completed. As soon as export is finished, the video will be available under Local Files in the Resource Tree. If they exist for a camera, Bookmarks are included in exported video.


 **IMPORTANT: Exported video will only be available as a Local file until the the current session ends!** To make it available permanently, the exported video must be saved to the Wisenet WAVE **Media Folder** (see "[Configuring Media Folders](#)"). Alternately, you can create and save a layout that contains the exported video(s). See "[Viewing Exported Video](#)" for more information.

Exported video can be protected with a password that will be required to be able to log in and view exported .nov or .exe files. Exported videos can also be exported in read-only mode to prevent modifications to layout and item settings during playback. This protects the chain of custody and authenticity of exported video during investigations.

If a long time segment is selected for export, the following warning message will appear: *You are about to export a long video. It may require over a gigabyte of HDD space and take several minutes to complete.*

The following file formats are supported

- **MKV** – Matroska (.mkv) is a more advanced format that may not be supported on some devices (ex: home media players). It does not restrict video and audio content. (Single camera only.)
- **AVI** – Audio video interleave (.avi) is more widely used, but the codec remains intact (H264). To view exported videos in other players may require additional codecs. If a codec is not allowed in the AVI format, a warning message will display. (Single camera only.)
- **MP4** – MPEG-4 Part 14 (.mp4) is another advanced format that may not be played back on some devices (ex: home media players). It does not restrict video and audio content. (Single camera only.)
- **NOV** – A proprietary Wisenet WAVE media file (.nov). Can be opened by the Wisenet WAVE Client only.
- **EXE** – A platform dependent executable bundle where the Wisenet WAVE Client application is exported with the video file. Used to distribute videos to users who do not have any codecs or media players installed. Can be opened without Wisenet WAVE installed on the computer, but video will be viewable only on the Windows architecture with which video was produced. When the executable is opened, the Client launches and plays the exported video. These files can be edited once exported. Motion detection and data processing in the recorded segments is retained in the export.


 **Note:** Export is only available to users with the appropriate permissions. Export archive permission is required for any export operation. See "[Introducing User Roles](#)" for details.

The following options are available



- [Adding a User Watermark](#) – Adds an overlay of the user login to video to identify the recording source.
- [Validating Exports](#) – Indicates if any modifications were performed to the footage being exported.
- Read-only – Multi-video files (.exe and .nov formats) can be exported with a read-only option.
- [Password Protected Export](#) – Multi-video files (.exe and .nov formats) can be exported with password protection.
- Other options (timestamp, logo, etc.) may be added to single-camera exports.

Single Camera Export

The following option and export overlays are available for **.mkv**, **.avi**, and **.mp4** export formats:

- **Export Settings** – Check this box to apply image filters (ex. rotation or dewarping) from the source recording to the exported video.
 - **Add Bookmark Info** – Check this box to apply your bookmark description to the exported video, you can change area width and font size.
 - **Add Timestamp** – Adds a timestamp in Long (day of week, date, month, and year, hour:minute:seconds and UTC differential) or Short (dd/mm/yyyy hh:mm), ISO8601, or RFC2822 format. Font size is also adjustable.
 - **Add Image** – Browse for an image (typically a logo) to add to the upper left corner. There are sliders for **Opacity** and **Size**.
 - **Add Text** – Adds the text of your choice. You can set the **Width** of the text field and the **Font Size**.
 - **Rapid Review** – Exports video at a higher playback speed than the original recording (see "[Rapid Review Export](#)"). Video must be at least 10 seconds long for this option to be available.
-  **IMPORTANT:** You may experience playback issues when exporting a video where the primary and secondary streams have different codecs. In such cases, the video should be exported using transcoding or as a multi-video (nov file/executable). See [Multi-Video Export](#) for details.

To export a video segment from a single camera

1. Select the desired item in the layout.
2. Use the Timeline to select the desired video segment. (See instructions for how to select a time segment in "[Timeline](#)".)
3. **Right-click** on the selected time segment to open the context menu and choose **Export Video**.
4. Select the *Single Camera* tab in the **Export Video** dialog.
5. Select a **Folder** where the file will be saved and enter a file **Name**.
6. Select a **file format** from the pull-down menu.
7. When available, you can optionally check **Apply Filters** or select from the export overlays described above. Note that overlays are inserted at the upper left corner but can be clicked-and-dragged to any other position.
 **Note:** Including filters or overlay options requires transcoding, which will increase CPU usage and export time significantly.
8. Click **Export**. A status dialog will display export progress as a percentage. Clicking **Stop Export** will cancel the operation so that no exported data is saved.
 **IMPORTANT:** An exported video will only be available as a Local File in the Resource Tree until the client restarts. To make it available there for subsequent sessions, save the exported video to the Wisenet WAVE Media Folder (see "[Configuring Media Folders](#)").

Multi-Video Export

With multi-video export it is possible to export video and audio from the archives of several cameras or Bookmarks simultaneously (for instance, the last 10 minutes of recorded video from five different cameras).

Note that it is not possible to playback local videos files in a multi-video export. If a layout includes both cameras and local files, the local files will not be shown in the *Export Video* dialog and will not be exported in the resulting file. Note that if the selection contains empty archive on a given camera, it will be exported and "no data" will be shown when viewing the exported clip.


The exported files are saved either in a proprietary format that can be played by Wisenet WAVE (.nov), or as an executable bundle that can be viewed on any Windows computer (.exe). The proprietary format has many benefits in comparison to single camera export. The exported multi-video layout can be navigated, manipulated, and searched like any other layout (see "[Navigating through several cameras synchronously](#)" and "[Motion Smart Search](#)"). It is even possible to perform multi-video export on a multi-video export.

! **IMPORTANT:** An exported video will only be available as a Local File in the Resource Tree until the client restarts. To make it available permanently, save the exported video to the Wisenet WAVE **Media Folder** (see "[Configuring Media Folders](#)").

To export multiple items as one file

1. Open the desired layout.
2. Use the Timeline to select the desired time segment.
3. **Right-click** on the selected time segment to open the context menu and choose **Export Video**.
4. Select the **Multi Video** tab.
5. Optionally, you can check **Make read-only** to prevent the exported video from being edited.
6. Optionally, you can check **Protect with password** to require a password to launch and view the exported file (see "[Password Protected Exports](#)" below).
7. Select Hanwha Media file (*.nov) or Executable Hanwha Media File (x64) (*.exe) format.
8. Select a **Folder** to export to and enter a file **Name**.
9. Click *Export* or *Cancel*.

Password Protected Exports

.exe and .nov files can be protected with a password during export, which will be required to open the exported layout. To apply a password, use the **Multi-Video** tab of the **Export Video** dialog and check **Protect with password**. Encrypted layouts are indicated in the Local Files list with a locked icon (.

Note that the layout remains unlocked until the user session ends unless you choose the **Forget Password** option in the context menu, which closes the layout so that the password will be required to reopen it.

Password protected layouts can be changed like any other layout, but to save changes the password must be re-entered, causing Wisenet WAVE to re-export and overwrite the existing file.

Rapid Review Export


The **Rapid Review** feature lets you export video at a higher playback speed than the original recording. (Sometimes this is called "timelapse" mode). When you specify either the export playback speed or length of the video, the corresponding value and the *Frames interval* will adjust accordingly. Note that the source video must be at least 10 seconds long for this option to be available.

To apply Rapid Review export

1. Select the desired device.
2. Select the time span you want to export and use the Timeline context menu to open the **Export Video** dialog (right-click on the newly selected area highlighted in blue).
3. In the **Single Camera** tab, click on the **Rapid Review** button. (It may be necessary to select a different output format to enable the button.)
4. The Rapid Review panel that opens to the right of the preview will show the **Initial video length** of the selected segment for reference. Set a value for each of the following:

Exported video length – Enter a desired duration in seconds, where the shorter the exported video, the faster the playback speed will be.

Speed – Use the slider to set the speed increase from **10x** to the maximum available value. (The maximum speed multiplier depends on the initial video length.)

 **Note:** The **Exported video length** and **Speed** values are related. The shorter the length, the faster the playback speed and the higher the frame interval. The slower the speed, the shorter the video and the lower the frame interval.

Viewing Exported Video

As soon as export is finished, the extracted video clip(s) will be available under **Local Files** on the Resource Tree. **AVI**, **MKV** and **MP4** files are shown as a single record. **EXE** and **NOV** files are contained in a folder and will display in a new tab. Single camera and Bookmark exports are displayed as a single item.

When an exported Multi-Video is opened, it behaves like a standard layout and normal actions (arranging items, smart motion search, exporting video) can be applied.

Adding a User Watermark

To deter unauthorized or unwanted distribution of video recordings, it is possible to add a watermark to video playback. The watermark consists of the user login as a semi-transparent overlay repeated across the entire image. When enabled, it is not possible to view and/or export video without the watermark for any user except an Administrator or Owner.

To enable watermark on exported video

1. Open **System Administration**.
2. In the **General** tab, enable the "**Display watermark with username over video**" checkbox.
3. Click on the **Watermark Preview** button to adjust the opacity (0 – 100%) and the number of times the username is overlaid (1x1 array – 6x10 array) on the image.
4. Click **OK** to accept or **Cancel**.

Note that video still can be exported without a watermark via API or the Web Client, for example. However, the Audit Trail can be used to trace the recording event and the responsible user.

Validating Exports

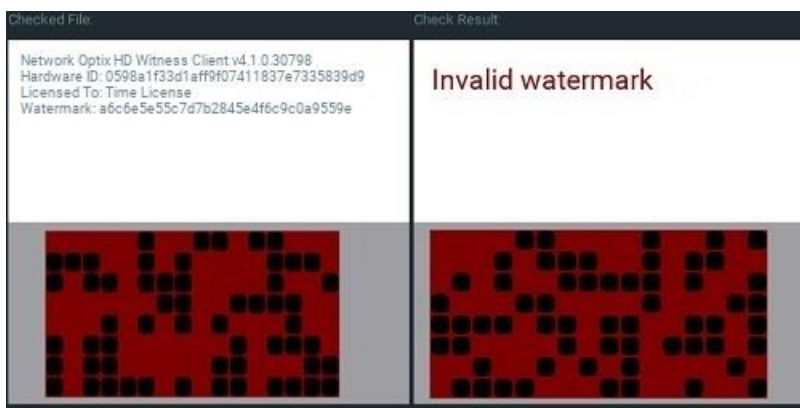
Export validation let you determine whether video exported from Wisenet WAVE been modified since being exported. An internal watermark is checked to verify the file is intact. Note that if you try to check the validity of a local file that was not exported, the watermark will be "not found".

To check the watermark on an exported video

1. Open the desired video in layout.
2. Open the item's context menu and select **Check File Watermark (Alt+C)**.
3. A progress dialog will display during the validation. If the file is in its original state, the check will succeed (Watermark Matched):



4. If any modifications took place, the check will fail (Invalid Watermark):




Taking Screenshots

Wisenet WAVE has a built-in **Screenshot** feature that simplifies still image capture of streaming device and local video files to PNG or JPG output formats. If image enhancement and/or dewarping were applied to the exported source, they will be retained in the screenshot.

To take a screenshot from a video

1. Select the desired item in layout.

2. Scroll in Timeline to the desired position (see "[Navigating through Archive and Live](#)").
3. Click the *Screenshot* button .
4. In the *Save As* dialog that opens:
 - Chose a directory location
 - Enter a *File name*, or use the default file name, which is the device name appended with a timestamp
 - Select a file type (JPEG or PNG) from the pulldown menu
 - To include the playback time, select a timestamp location from the pulldown menu, or select *No Timestamp*.
 - Click *Save* or *Cancel*.

Using 2-Way Audio

Two-way audio (transmitting audio to a camera or I/O device from the Wisenet WAVE client) is possible if you have a microphone connected to your PC. Currently this feature is supported on the following devices:

- ONVIF compliant devices
- Axis cameras with firmware 5.x or higher
- Sony SNC-CX600
- The entire Digital Watchdog camera line
- The entire Hanwha camera line


If a device supports 2-way audio, you will see a blue microphone button when the device is open in layout, as shown below.



To manually transmit audio to a device

Press and hold the microphone icon while speaking. You can use the spectrum analyzer to check the level while the button is depressed. Release the button to end the transmission.

You can also configure an event rule or soft trigger to play sound or speak text on a device; see the [Play Sound](#), [Repeat Sound](#), and [Speak](#) topics for more details.


 **Note:** Error will appear when attempting to manually transmit audio with incorrect audio input parameters.

Adjusting Volume

The volume level applies to the [Speak](#), [Play Sound](#), and [Repeat Sound](#) System actions.

To adjust playback volume, use one of the following:

- Click-and-drag the **Volume Slider** to the right of the Timeline
- Use a **Mouse Wheel** by clicking on the slider
- Use **Ctrl+Up** or **Ctrl+Down** over the slider

You can also click the speaker icon  to mute or unmute audio (keyboard shortcut: **U**).

Tours

If several Items are open in the Viewing Grid, you can create a **Tour** that loops through Fullscreen display of each item like a slide show.

To start a tour, open the Viewing Grid context menu and select **Start Tour (Alt+T)**. To stop a tour, press any key.

To set item display length in a Tour

1. Open **Main Menu** and select **Local Settings**.
2. In the **Look and Feel** tab, use **Tour Cycle** to specify the desired duration (in seconds).

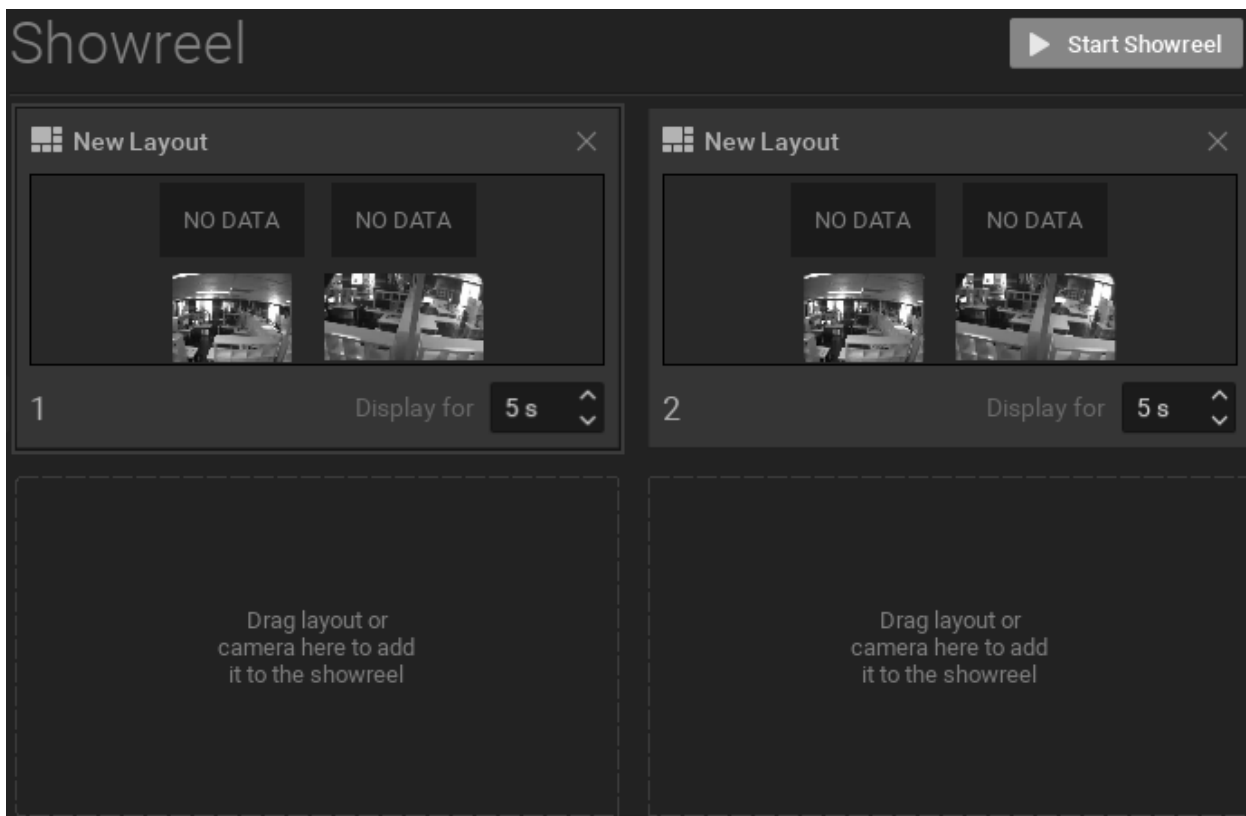
It is also possible to cycle through layout tabs – see "[Showreel \(Tour Cycle\)](#)".

Showreels (Tour Cycle)

In addition to [Tours](#), which cycle in Fullscreen mode through open items in a single layout, you can create a **Showreel** that cycles in Fullscreen mode through several entire layouts.

To configure a Showreel

1. Open Main Menu and select **New > Showreel**.




2. Drag any of the following resources into the Showreel cells:
 - Layout(s) from Resource Tree
 - Individual Resources (Cameras, Local Files, other Devices, Web Pages) from Resource Tree
 - Servers (monitoring item will be displayed) from Resource Tree
 - External video files, or folders containing video files – right-click in an empty cell to open the Showreel context menu and choose **Open > Files** or **Open > Folder**
3. Click-and-drag cells to set the display order by repositioning them in the layout. (Showreel order is left to right, top to bottom.) Click the **X** in the upper right corner to remove a cell.
4. Use the scrolling *Display for* field to set the display time, in seconds (1 to 99), for each cell.
5. If you do not want the Showreel to cycle automatically, open the context menu and check **Settings > Switch with Hotkeys**. Once the Showreel is started, it can be cycled manually using the right arrow key (>) to go forward and the left arrow key (<) to go backwards. For automatic continuous cycling, check **Settings > Switch on timer**.
6. Showreels are displayed in the Resource Tree and can be opened, deleted, renamed or started using their Resource Tree context menu.

To Display a Showreel

1. To start a Showreel, click the **Start Showreel** button in the upper-right corner of the showreel layout, or open the Showreel context menu from the Resource Tree and choose **Start Showreel** (shortcut **Alt+T**). To stop a Showreel, press **Esc**.
2. Once a Showreel is running, whether automatically or manually, you can use the right and left arrow keys to move through the cycle.


Screen Recording

This Windows-only feature records whatever is on screen, and includes sound if it is present. It is especially useful for presentations.


 **Note:** Screen recording is disabled for user roles that do not have export archive permission (see "[Introducing User Roles](#)").

Screen recordings can be saved in the following formats:

- Video: **MPEG4 Part 2**
- Audio: **MP3 LAME Audio Codec (Stereo)**
- Container: **AVI**

 **IMPORTANT:** It is necessary to have a powerful processor and video adapter to capture a screen recording.

Setting up Screen Recording

1. Open **Main Menu** and choose **Local Settings**.
2. Go to the *Screen Recording* tab to configure parameters:
 - **Temporary Folder** – The folder that stores temporary files. Files are stored during recording, then are copied to a specified folder to be saved.
 -  **IMPORTANT:** This folder must be accessible and writable.
 - **Screen** – If several monitors are installed, choose the desired one.
 - **Resolution** – Select screen resolution. The lower the resolution, the higher the performance.
 - **Recording Quality** – Select *Performance* for best performance. Select *Best* for best quality. Select *Average* to balance performance and quality.
 - **Disable Aero** – Select this option to turn off Windows Aero while screen recording is in progress. Selecting this option will enhance performance.
 - **Capture Cursor** – Select this checkbox to include the mouse cursor during recording.
4. Click *OK* when done or *Cancel* to discard changes.

To select an audio source

1. Go to the *General* tab in **Local Settings**.
2. Select **First Source** and **Second Source**. Audio will be mixed from both devices. The best practice is to select the sound card as primary and a microphone as secondary source. In this case, both sounds from Wisenet WAVE (i.e. video clips) and microphone will be recorded simultaneously.

To configure an audio source

1. Set up audio card parameters in Windows, check and select default recording devices.
2. Test sound record recording using the Windows Recorder.

Performing Screen Recording

1. To record the entire client screen, open **Main Menu** and select **Start Screen Recording (Alt+R)**.

2. Screen recording will begin in 3 seconds.



Note: See [Setting up Screen Recording](#) for instructions on setting up and testing an audio device.

3. To stop recording, open **Main Menu** and select **Stop Screen Recording (Alt+R)**.

4. Choose the desired file name and location and click *Save* (*Cancel* will close the dialog and data will not be saved). File and folder operations are performed in the same manner as in Windows Explorer. As soon as the file is saved, it will be available in local files.



IMPORTANT: The screen recording will only be available as a Local File until the client restarts. To make it available during subsequent sessions, save the exported video to Wisenet WAVE **Media Folder** or create and save a layout containing the video.

Contacting Support

Some issues can be resolved without support. For example:

- A camera that is not working properly can be diagnosed. See "[Diagnosing Offline Devices](#)".
- An archive that is lost can be restored. See "[Reindexing Archives](#)".

When posting an issue to support, describe the problem in as much detail as possible. At a minimum, please provide the version, hardware, and driver of your System from the About screen (see "[Collecting Basic Information](#)").

For a more in-depth look at the state your system is in, see "[Health Monitoring](#)". Health Monitoring will display system performance and error information. It will be helpful to include some of the information on that page when submitting a support request.

Support may request additional information such as log files, network configuration, etc. (see "[Collecting Logs](#)"), or ask that you provide Administrator login credentials as well.

To expedite investigation, it may be useful to [provide remote access](#). If it is not possible to provide remote access for security reasons, or if an issue is difficult to replicate, a supporting video clip can help the support team understand and investigate the issue. Use the [screen recording](#) function to create a video clip, and attach the video to your support ticket

If the issue is related to compatibility of a specific device, the support team might provide a specific build that can solve the particular issue. See "[Updating Wisenet WAVE](#)" for more information.

Collecting Basic Information

To display product version, hardware, and driver information, go to **Main Menu** and select **About (F1)**.

The *About Wisenet WAVE* dialog will display:

- Version and platform information
- A list of external libraries used
- Graphical Processing Unit (GPU) information
- System servers
- Wisenet WAVE components and driver versions
- Customer Support contact information

This data is required by the support team and should be provided in your support ticket in addition to other pertinent details. (Similar information can be acquired with standard Windows tools such as **ipconfig**, but *About Wisenet WAVE* is more direct and specific to the product.)

Collecting Logs

The following logs must be provided as part of a support ticket:

- System Logs
- Server Logs
- Client Logs (Note that Client logs are disabled by default. To enable them, you will need to change a config file parameter. Please contact support for assistance with this process.)

You can use **Local Settings > Advanced > Browse Logs** to open the directory where log files are saved.

To Obtain System Logs

1. Open the Event Log from **System Administration (Ctrl+Alt+A) > General**.
2. If desired, filter by event or camera.
3. Select the **<Write To Log>** action.
4. Open the context menu and choose **Select All (Ctrl+A)**.
5. Open the context menu and choose **Export Selection to File**.
6. Enter a file name, choose .html or .csv file type, and save the file.
7. If desired, attach to a support ticket.

To Obtain Server Logs

1. Right-click on the desired server in Resource Tree and choose **Server Logs** from the context menu. The log will open in a web browser.
2. Copy all text (**Ctrl+A**) and paste it into a new text file.
3. Repeat this for all servers (if necessary).
4. Save the file and attach to the support ticket.

To Obtain Client Logs

- **Windows:** C:\Users\<<Local User>\AppData\Local\Hanwha\Hanwha Wisenet WAVE Client\log\
- **Linux:** /home/<Local User>/local/share/Hanwha/Hanwha Wisenet WAVE Client/log
- **Mac OS X:** /Users/<Local User>/Library/Application Support/Hanwha/Hanwha Wisenet WAVE Client/log/

Providing Remote Access

The best possible way to help the support team investigate an issue is to provide remote access via one of the following applications:

- **Team Viewer** (<http://www.teamviewer.com>)
- **Citrix GoTo Meeting** (<https://www.citrix.com/products/gotomeeting/overview.html>)

- **VNC:** RealVNC (<https://www.realvnc.com/>), TightVNC (<http://www.tightvnc.com/>), UltraVNC (<http://www.uvnc.com/>)
- **RDP** (Windows Remote Desktop). (Requires Public IP.)

For Linux Mac it is possible to open SSH access. (Requires Public IP.)

Lastly, a Public IP is necessary for the following investigations:

- Ability to connect remotely to the System and debug issue on the client side (server should be accessible via Internet)
- Camera issues investigations. For this purpose the camera should be accessible via Internet by Public IP

Sending Anonymous Usage and Crash Statistics

Wisenet WAVE helps developers and support enhance the product by sending the following information anonymously:

- Events rules, with details on all settings
- Cameras with details like vendor, model, firmware, max fps, PTZ capabilities and so on
- Information about saved layouts and the cameras they contain
- License information (key, license type, camera count, expiration)
- Media server software information:
 - Version
 - Failover with max cameras
 - Status
 - SystemID
 - User access rights
- Features usage:
 - Button clicks for each camera widget button
 - Button clicks for each timeline button (sync, calendar, play/pause, etc)
 - Count of dialogs opened (per dialog) and opened tabs count
 - Preview search time and count
 - Percentage of time when the window is in fullscreen mode
 - Motion search time and count
 - Percentage of time when the window is active
- Total session time
- Internet network usage
- Client hardware information:
 - "OpenGLRenderer" (ex. GeForce GT 730/PCIe/SSE2)
 - "OpenGL vendor" (ex. NVIDIA Corporation)
 - "OpenGL version" (ex. 4.4.0 NVIDIA 331.113)

Statistics reports are sent once a month. This feature is enabled by default. To disable it:

1. Open System Administration and go to the **General** tab.
2. Clear the **Send anonymous usage and crash statistics to software developers** checkbox and click *OK*.

Your index page goes here...

In MS-Word, select INDEX AND CONTENTS from the INSERT menu.
Select INDEX and click OK.