Eagle Eye Application Note - AN057

How to Add Camera Direct Cameras to the Eagle Eye Cloud VMS

2024-06-28   Revision 2.0

Target Audience

This Application Note is intended for installers and technicians who perform on-site installations of the Eagle Eye Camera Direct solution for the Eagle Eye Cloud VMS, as well as for Resellers or Account Administrators who need to understand the difference between a traditional Eagle Eye Cloud VMS-based system (which requires a Bridge or CMVR), and our Camera Direct solution, which is direct-to-cloud and requires no Bridge or CMVR.

Introduction

Using Eagle Eye Camera Direct, you can directly add your cameras to the Eagle Eye Cloud VMS without the need for a Bridge or CMVR. Just connect your camera to a network with internet access and link it to the VMS using its MAC address, and it will be ready to stream. Please note that Camera Direct cameras do have some limitations compared to a Bridge/CMVR-connected camera. For example, Basic Analytics (Line Crossing, Tampering, People Counting, etc. as well as 2-Way Audio) are not supported with Camera Direct as of the writing of this application note. Please contact your sales rep to learn more.

Background

Eagle Eye Camera Direct is ideal for small locations with a few cameras (six or fewer), where the quality of the VMS is important, but the cost or installation complications of a Bridge or CMVR could price out the end user and make them decide not to use the Eagle Eye Cloud VMS. Customers with adequate bandwidth and who are looking to reduce CapEx spending now have the perfect fit. Additionally, small or remote unmanned locations like dumpsters or parking lots — where it is often difficult to install a Bridge — are excellent applications for Camera Direct.

Cameras Supported by Camera Direct

Camera Direct currently supports all 4MP fixed-lens Eagle Eye Networks cameras. Below is a current list of supported models:

Camera	SKU	Description
	EN-CDUB-010a	Eagle Eye Camera DB10 Outdoor Bullet 4Mpix, H.265, IR, IP66, 2.8mm, WDR, PoE
	EN-CDUB-011	Eagle Eye Camera DB11 Outdoor Mini Bullet 4Mpix, H.265, IR, IP66, 2.7-13.5 Lens, WDR, PoE
	EN-CDUM-008a	Eagle Eye Camera DM08 Outdoor Mini Dome 4Mpix, H.265, IR, IP66, 3.6mm Lens, Microphone, PoE
	EN-CDUD-007a	Eagle Eye Camera DD07 Outdoor Vandal Dome 4Mpix, H.265, IR, IP67, IK10, DarkSight, 2.8mm Lens, PoE
	EN-CDUD-008a	Eagle Eye Camera DD08 Outdoor Vandal Dome 4Mpix, H.265, IR, IP66, IK10, DarkSight, 2.7mm-13.5m Moto Lens, PoE
	EN-CDUD-009a	Eagle Eye Camera DD09 Outdoor Vandal Dome 4Mpix, No Pigtail, H.265, IR, IP67, IK10, 2.7mm-13.5m Moto Lens, PoE
	EN-CDUT-001a	Eagle Eye Camera DT01 Outdoor Turret 4Mpix, H.265, IR, IP66, 2.8mm Lens, PoE
	EN-CDUT-002a	Eagle Eye Camera DT02 Outdoor Turret 4Mpix, H.265, IR, IP66, 2.7-13.4mm Lens, PoE

Adding a Camera Direct Camera

How to add a Camera Direct camera to the Eagle Eye Cloud VMS:

1. Connect the camera to the internet (it should always be connected).
2. Go to the Eagle Eye Cloud VMS and log in with your account credentials.

3. Click on the three-dots menu in the top right, and click on "Add Camera Direct."
4. Fill in the details (Camera Name, MAC Address) in the "Add a Device" pop-up, and click on "Add Camera." Note that mobile users can scan the QR Code on the back of the camera to auto-populate the MAC Address and save time.

5. The Camera Direct camera will be added to your Eagle Eye Cloud VMS account. Initially it will be listed as offline, but within two minutes it will be marked with a green checkmark.

Note: To access a Camera Direct camera's web interface, you need to be on the same local network as the camera, and connect using the camera's Web UI. To do this, you'll need the IP address and the credentials of the camera, which are available in the Camera Settings tab.

Firewall Rules and Required TCP Ports

All connections are outbound-only, which means that connections never accept inbound connections (so you do not need to set up NAT rules as a general rule). Camera Direct uses the following TCP ports:

TCP 80: Used to discover video termination endpoints in the cloud
TCP 443: Used to discover video termination endpoints in the cloud
TCP 8181: Used to transfer video to the cloud

Eagle Eye Camera Direct Subnets:
1. dispatch1v1.cameramanager.com
2. dispatch1v1.eagleeyenetworks.com
3. dispatch2v1.cameramanager.com
4. dispatch2v1.eagleeyenetworks.com
5. 192.40.4.124
6. 192.40.5.26

For additional information regarding firewall configuration for secure networks, please refer to the Knowledge Base article on this topic at the following hyperlink;
https://support.een.com/portal/en/kb/articles/firewall-configuration-for-secure-networks.

Cloud VMS Limitations on Camera Direct

License Plate Recognition/Vehicle Surveillance Package (LPR/VSP) for the Classic Web Interface, 2-Way Audio, Analytics (Line Crossing, People Counting, etc.), and Camera Tunneling are not supported at present. However, Motion Detection and AI-driven functionalities like Smart Video Search and Smart Layouts, along with Brivo Access integration, all function as expected with Camera Direct. LPR/VSP within the Enhanced Web Interface is supported.