

OpenEye Web Service Integration Guide



System Requirements

Server Requirements

There are no additional Server Requirements for OpenEye Web Service.

User Requirements

There are no additional User Requirements for OpenEye Web Service.

Port Configuration

Media Server to OWS

The following ports are used when the Media Server communicates with the OpenEye Web Service Cloud Platform:

- **TCP 443**

Media Server to Store

If using the option to connect to an OpenEye Device locally, then the following ports are used when the Media Server communicates with the Store's OpenEye device:

- **TCP 443**

Configuring Video Devices in 20/20

For OpenEye Web Service devices, there are 13 fields to be configured:

- **Name**
 - The name of the OpenEye Web Service device being configured.
- **Type**
 - A predefined dropdown list of the device types that 20/20 supports.
 - Choose "OpenEye Web Service."
- **IP Address**
 - The address for the OpenEye Web Service Platform where the OpenEye device was Activated.
 - Example: "gp4f.com"
- **Port**

- The port that will be used for connecting to the OpenEye Web Service Platform using HTTPS.
- Upon selection of a type, the default port for that type will populate in this line automatically.
 - The default port for OpenEye Web Service devices is “443.”
- **Username / Password**
 - The username / password combination that is used to authenticate with the OpenEye Web Service Platform.
- **Device Configuration – Device Id**
 - The Device Id assigned to the OpenEye Video Device after it has been activated on the OpenEye Web Service Platform.
- **Device Configuration – Playback Stream**
 - The quality level of the recorded stream to be used for viewing Video and Images.
- **Device Configuration – Export Stream**
 - The quality level of the recorded stream to be used for creating Incident Reports.
- **Device Configuration – Time Zone**
 - The time zone configured on the OpenEye Video Device.
- **Device Configuration – API Timeout**
 - The timeout period for web responses used when communicating with the OpenEye Web Service API. Video is requested in five second segments, so a segment should be able to download in this amount of time.
- **Device Configuration – Prefer Local Connection**
 - After authenticating with the OpenEye Web Service API, request video directly from the OpenEye Video Device. If a local connection cannot be established, or this option is disabled, all data will be relayed through the OpenEye Web Service API.
- **Device Configuration – (Unsafe) Disable Certificate Validation**
 - Enable this to disable Certificate Validation when accessing the OpenEye Web Service and OpenEye Video Devices.

Configuring Registers in 20/20

For registers using OpenEye Web Service, cameras will be configuring using the Camera’s Integration ID.

Additional Information

Technical Information

- The OpenEye Web Service API does not include a Content-Length with their response to a video request. To have a working progress bar in 20/20 for exports that advances as the video downloads, the Content-Length is approximated using the dimensions of the requested video.
 - When Content-Length is underestimated: Progress will cap at 98% of the approximated value until the download is completed.
 - When Content-Length is overestimated: Progress will jump to 100% when the download is completed. (Example: 65% -> 100%)
- Exports are written directly to the disk and are not stored in memory during the download from the API. Since there is currently no limit on exports, it is possible to request an export spanning multiple days that is so large it consumes all the remaining disk space.
- API Timeout behaves differently when doing an export. Instead it is the amount of time for the response headers to complete, which is when the export download begins.
- The account used for OpenEye Web Service authentication must be granted permission to View Recorded Video.

Limitations

- If the Camera Integration ID and Stream Name cannot be identified for the configured camera, then the player will show the “Camera Not Found” message.
- The OpenEye Web Service Device menu on the Camera Mapping page is rather large due to the additional options available. On smaller resolution displays, this dialog can appear with the Save Button off-screen.
 - Closing and reopening the Edit Device menu will move it back to the center of the browser window. Resizing the browser will also work.
 - Zooming out in the browser will make the dialog smaller, which will bring the Save Button back into view.

For more information, please contact:

Agilence, Inc.

1020 Briggs Road

Suite 110

Mount Laurel, NJ 08054

+1-856-366-1200

[*CustomerSuccess@agilenceinc.com*](mailto:CustomerSuccess@agilenceinc.com)

[*agilenceinc.com*](http://agilenceinc.com)

This document and all information herein is Copyright© 2009 - 2020 Agilence, Inc. All rights reserved. All information in this document is proprietary and confidential. This document is not to be distributed without prior written consent of Agilence, Inc.