

EAN-Using-Videosoft

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Exports: [Export Summary Sheet](#)

EULA: [End User License Agreement](#)


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 **CAUTION:** Alerts to a potential hazard that may result in personal injury, or an unsafe practice that causes damage to the equipment if not avoided

 **IMPORTANT:** Identifies crucial information that is important to setup and configuration procedures.

 *Used to emphasize points or remind the user of something. Supplementary information aids in the use or understanding of the equipment or subject, which is not critical to system use.*



1 Overview

The document describes how to install and configure Videosoft gateway software on SightLine OEMs to receive video output from SightLine VideoTrack software, re-encode it to the desired bandwidth, and send it to the Central Control Server (CCS) over a network.

Videosoft is supported on the 1750-OEM, 4000-OEM, and 4100-OEM.

1.1 Additional Support Documentation

The Panel Plus User Guide provides a complete overview of settings and dialog windows. It can be accessed from the Help menu of the [Panel Plus](#) application.

The Interface Command and Control (IDD) describes the native communications protocol used by the SightLine Applications product line. It is also available as a PDF from the [Software Downloads](#) page.

Additional Engineering Application Notes (EANs) and ICDs are available on the [Documentation](#) page.

1.2 SightLine Software Requirements

IMPORTANT: The Panel Plus software version should match the firmware version running on the OEM. Firmware and Panel Plus software versions are available on the [Software Download](#) page.

Table 1: SightLine OEM Software Requirements

OEMs	Initial Software Release	Provisions
4100-OEM	3.7.x	
1750-OEM	3.6.x	Dual channel processing and Snap All Cams requires 3.7.x and above.
4000-OEM	3.00.xx	Blending requires 3.3.x and above.
Legacy OEMs are supported up to 3.5.x		
1500-OEM	2.20.xx	
3000-OEM	2.22.xx	REV C requires 2.24.xx and above.

1.3 Application Bit Requirements

The functions described in this EAN require Application Bits (app bits) purchased from SightLine. App bits are enabled with a license file provided by SightLine at initial unit purchase or during a license upgrade process. License files use a hardware ID that is applicable to a specific hardware serial number. For questions and upgrade support contact [Sales](#).

Table 2: Application Bits Requirement Table

Function	Initial Software Release	Required Application Bit(s) v7 License
Encoding	2.22.xx	Encoding (H.264) 0x0000 0004 Optional add for H.265 (4100/4000 only): Encoding (H.265) 0x0001 0004 HD bits as applicable for application

1.4 Third Party Software

Download the Videosoft software and documentation from the Videosoft website. Before continuing, install the Client Control Server (CCS), Client Control Server Admin (CCS Admin), and Client Viewer on the desired machines. Refer to the Videosoft documentation for detailed information and installation instructions.

A Videosoft account is required to access the software and documentation.



2 Installing the VS Gateway

The diagram in [Figure 1](#) shows a basic VS gateway CSS network configuration.

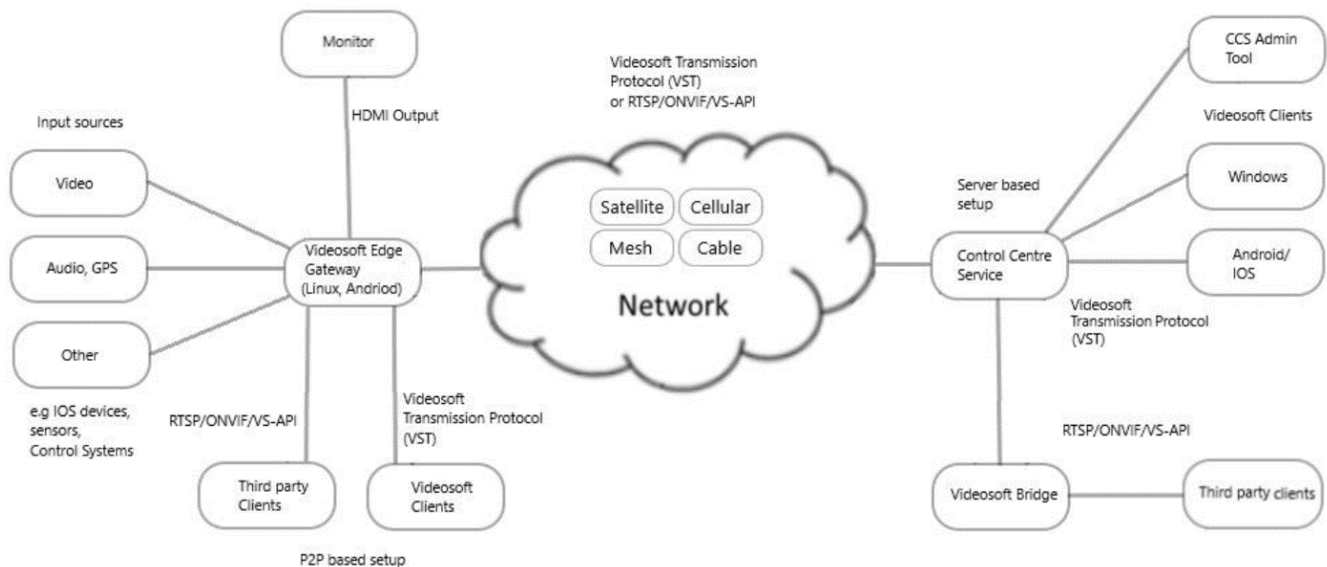


Figure 1: Videosoft Diagram

Use a direct serial connection or SSH client to connect to the OEM and upload the VS gateway software. See the [EAN-Ethernet-And-Serial-Communications](#) document for details on connecting to the board.

Once connected to the Sightline OEM, perform the following steps:

1. To download the installer, run this command from the home directory:

```
wget -O VSinstall.sh download.videosoft.live/VSinstall.sh --user=download --password=[pass]
```

Replace [pass] with the latest password. This can be obtained by emailing Videosoft [Support](#).

2. Change the permissions on the executable by running:

```
Sudo chmod -x VSinstall.sh
```

3. Install the appropriate VS gateway version:

```
sudo ./VSinstall.sh VSG-100
```

At the password prompt enter the last password that was obtained from Videosoft Support.

4. To connect to the VS gateway from a computer on the same network use a browser to open the IP of the board at port 8080 (ex: 192.168.200.53:8080). The password will be *videosoft* by default.

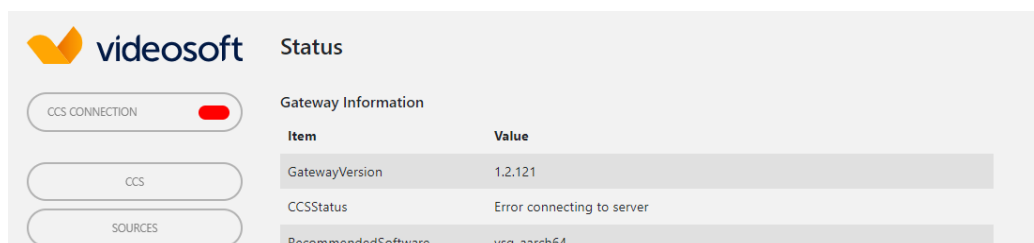


Figure 2: VS Gateway Configuration Webpage




3 Sending Video to the VS Gateway

1. Connect to the board using Panel Plus and set the board up to stream RTSP.
 - a. From the *Compress* tab set CODEC to one of the RTP protocols (e.g., RTP H.264)
 - b. Click *Stream RTSP URL*, and then *Start Streaming RTSP*.
 - c. Save the parameters to the board. Main menu » *Parameters* » *Save to Board*.
2. From the VS gateway webpage UI go to *Sources*. If no source exists add a new one.
 - a. Use the RTSP protocol.
 - b. Set the hostname to the IP of the board and leave the port set to 554.
 - c. Click *TEST SOURCE* and verify that a snapshot of the video appears below.
 - d. Click *Create/Save*.
3. Go to *Streams*. If no stream exists add a new one.
 - a. Set the current camera to the source that was set up in step 2.
 - b. Set the current profile to the desired resolution and FPS.
 - c. Click *Save*.

4 Connecting VS Gateway to Central Control Server (CSS)

1. From the VS gateway webpage UI go to *CSS* and set the gateway to stream to the CSS:
 - a. Set the hostname to the IP of the computer running the CSS.
 - b. Set the port to 7978.
 - c. Copy the gateway ID.
2. In the CSS admin tool go to *Gateways*. Add a new gateway:
 - a. Enter the gateway ID that was copied from the gateway webpage.
 - b. Enter a name.
 - c. Apply a license to the gateway.

 *To obtain a license available refer to the Central Control Server, Admin Tool Installation and Overview guide.*

- d. Enable the *Authorized* slider.
- e. Add the appropriate users to the *Users* list.
- f. Click *Apply*. The gateway icon should turn green.



Gateway ID

Gateway Name

Gateway License

License	Type	Streams	Cameras	Start Date	Expiry Date
<input type="text"/>	LinuxPC	4	-	-	11/25/2024

Authorized Audit Log

Configuration Software Upgrade File

API Key

Display Groups

Access Groups

Users (1) + Add ^

admin ⊖
--

Notification Rules

Data Routes + Add ▾

Figure 3 : CSS VS Gateway Configuration

5 Viewing the Video Stream on Windows Client

To view the video in the client open *Stream 1* of the VS gateway. A layout icon may need to be selected before starting the stream.

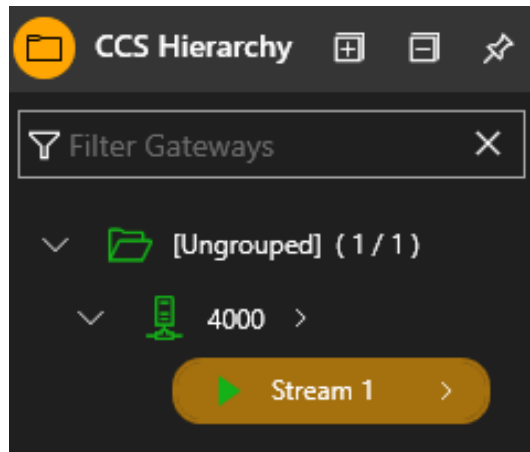


Figure 4: Videosoft Client Setup



6 Troubleshooting

Issue

Recommendation

CSS connection is red on VS gateway configuration webpage.

Check the following:

- CSS is running on the host computer.
- Hostname/IP Address in *CSS* tab of the VS gateway configuration webpage should match the IP of the CSS machine.
- The CSS server machine and SightLine board are on the same network.
- The firewall on CSS machine should allow a VS gateway connection.

VS gateway is not green on the CSS admin tool.

Check the following:

- The VS gateway is running on the SightLine board.
- The hostname/IP address in the *CSS* tab of VS gateway configuration webpage matches the IP of the CSS machine.
- The CSS server machine and SightLine board are on the same network.
- The firewall on CSS machine allows a VS gateway connection.

7 Questions and Additional Support

For questions and additional support, please contact [SightLine Support](#). Additional support documentation and Engineering Application Notes (EANs) can be found on the [Documentation](#) page of the SightLine Applications website.