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Setting Up Sites

Updated 23 September 2026

New to adding cameras? Start with [Add a device](#) for a side-by-side comparison of all four methods and quick-start steps. This page covers the full details for each one.

Covers: The Sites & Devices screen, Guided setup (Public IP, Private/VPN, Edge), Manual add, Spreadsheet import, Universal device support, Added Sites table, Site Statuses, Site Naming Conventions. Before your team can start processing alarms in GC Surge, your cameras need to be connected. This page follows the Sites & devices screen exactly — every section below matches what you see in the UI, in the same order.

The Sites & Devices Screen

Open Configuration from the left sidebar. The screen has two tabs:

- **ADDED SITES & DEVICES** — your main view. Shows all sites and devices, their connection status, site keys, and actions.
- **IMPORT STATUS** — tracks the progress of any spreadsheet import in progress. Shows row-by-row results and any validation errors.

At the top of the screen, four summary cards at the top show a live count of your sites, devices, deployment modes, and site statuses. For a full breakdown of each metric, see [Configuration](#).

Click Add sites & devices (top right) to open the dropdown and choose one of four ways to add sites or cameras. To create a named site immediately without adding a device, click + Add Site inside the Added Sites section — enter a site name and click Add Site . Devices can be added to it afterward from the site's ⋮ Actions menu.

Before You Start

Have the following ready for each site:

- Device brand, IP address, protocol, port, username, and password.
- A site name — review Site Naming Conventions below before you start. Names cannot be changed easily after activation.
- For Private/VPN or Edge sites: under WHO INSTALLS THE LOCAL AGENT? select I am on-site if you are physically present (no contact info needed), or Delegate installation to send the site key and steps to someone on-site.

I. Guided setup

We pick your fastest path — answers a short set of questions about your camera type and network, then routes you to the correct setup automatically. Use this for first-time onboarding or when you are unsure which mode applies.

Which Mode Will Guided setup Choose?

YOUR SITUATION	MODE
Camera has a public IP or forwarded ports reachable from the internet	Mode 1 — Public IP
Camera is on a private LAN or behind a firewall / VPN	Mode 2 — Private/VPN
Camera streams video only and cannot send alarms (RTSP only)	Mode 3 — Edge
Camera can send alarms (API	FTP or SMTP) but is not a supported brand

Mode 1 — Public IP

For cameras with a publicly reachable IP. GC Surge connects directly and configures alarm forwarding automatically — no on-site work required.

1. Click Add sites & devices → Guided setup .

2. Guided setup opens with What would you like to do? — four options: Add a site and device — Set up a new location and connect its first device. Enter a name in the What should we call this site? field and click Continue. Add a device to an existing site — Pick one of your existing sites and add a device to it. Add multiple sites and devices — Import several sites and devices at once with flash bulk import. Add demo cameras — Load sample cameras instantly so you can explore GC Surge without setting up hardware. To add a single site or device, select Add a site and device or Add a device to an existing site .
3. What device do you want to add? — three options appear: A brand from our list — We set the device up for you — no manual steps needed. Supported brands: AXIS, Dahua, Hikvision, NX Witness. (Hanwha and SpykeBox cameras — select NX Witness.) My device can send alarms (API, FTP or SMTP) — Not on the list, but it can push alarms — we give you a few details to copy into the device's settings. Use GC Edge — works with any device — GC Edge runs on site and supports any device — it reads the video stream and creates the alarms for you. Ideal when the device only streams video. For this path, select A brand from our list and choose your device brand.
4. Fill in: Device IP or hostname, Device brand (auto-detected from IP), HTTP/S port, HTTPS (secure) toggle, Username, Password.
5. Click Add site & device .

GC Surge connects directly and configures your device automatically. A confirmation appears: *"Your device is connected and GC Surge is configuring it. Head to the Alarm Center — your first alarm appears there automatically once it's triggered."* Click Go to Alarm center or Add another site .

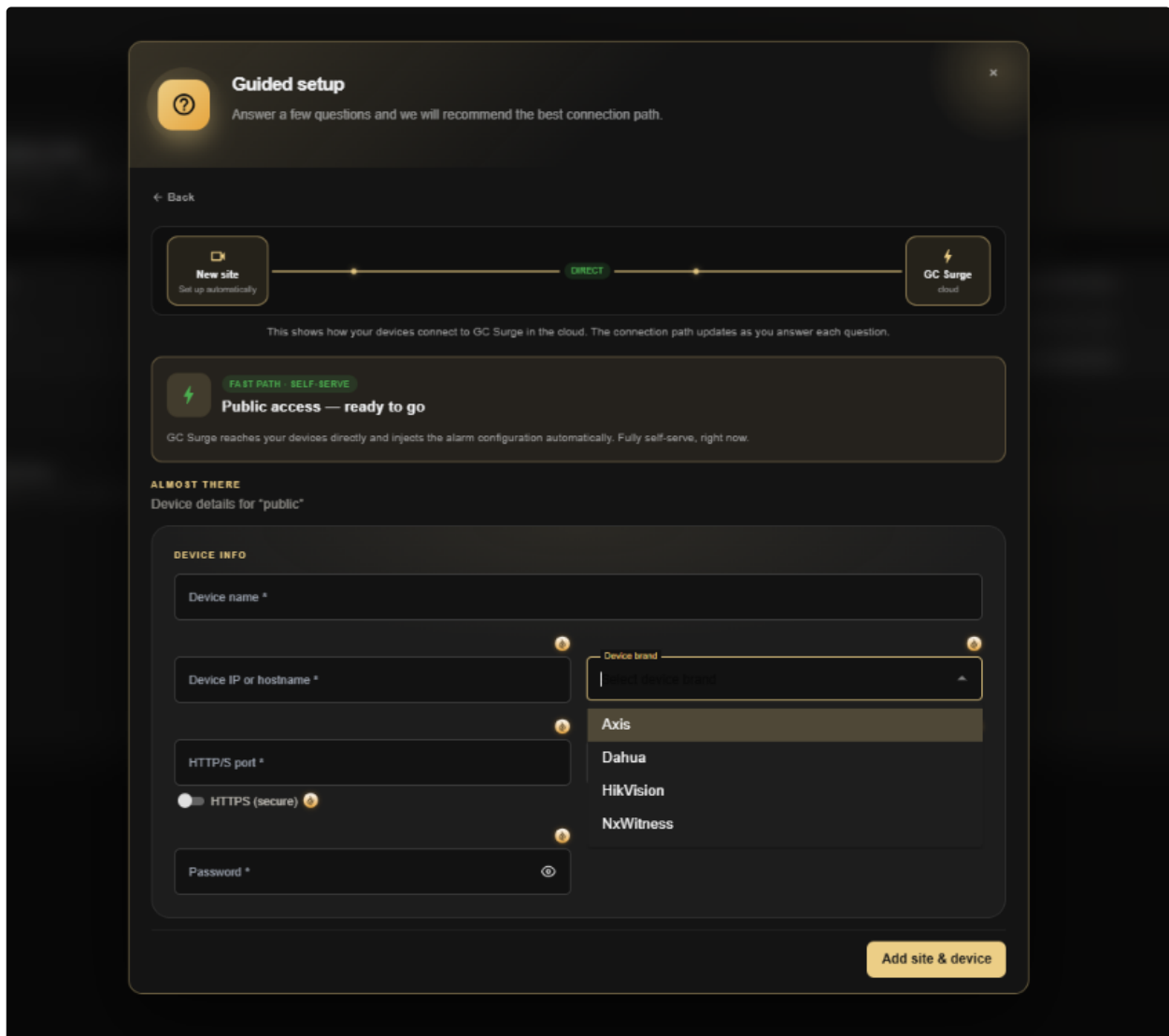


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Mode 2 — Private/VPN

For cameras on a private network. GC Surge uses a local agent to discover cameras and configure alarm forwarding from inside the network. After setup, field activation is completed on-site using the Local Agent — by you if you are at the site, or by your delegate.

1. Open Configuration from the left sidebar. Click Add sites & devices → Guided setup .

2. Guided setup opens with What would you like to do? — four options: Add a site and device — Set up a new location and connect its first device. Enter a name in the What should we call this site? field and click Continue. Add a device to an existing site — Pick one of your existing sites and add a device to it. Add multiple sites and devices — Import several sites and devices at once with flash bulk import. Add demo cameras — Load sample cameras instantly so you can explore GC Surge without setting up hardware. To add a single site or device, select Add a site and device or Add a device to an existing site .
3. What device do you want to add? — three options appear: A brand from our list — We set the device up for you — no manual steps needed. Supported brands: AXIS, Dahua, Hikvision, NX Witness. (Hanwha and SpykeBox cameras — select NX Witness.) My device can send alarms (API, FTP or SMTP) — Not on the list, but it can push alarms — we give you a few details to copy into the device's settings. Use GC Edge — works with any device — GC Edge runs on site and supports any device — it reads the video stream and creates the alarms for you. Ideal when the device only streams video. For this path, select A brand from our list and choose your device brand.
4. Select No — private network only .
5. Fill in camera details: Device IP or hostname, Device brand, HTTP/S port, HTTPS toggle, Username, Password.

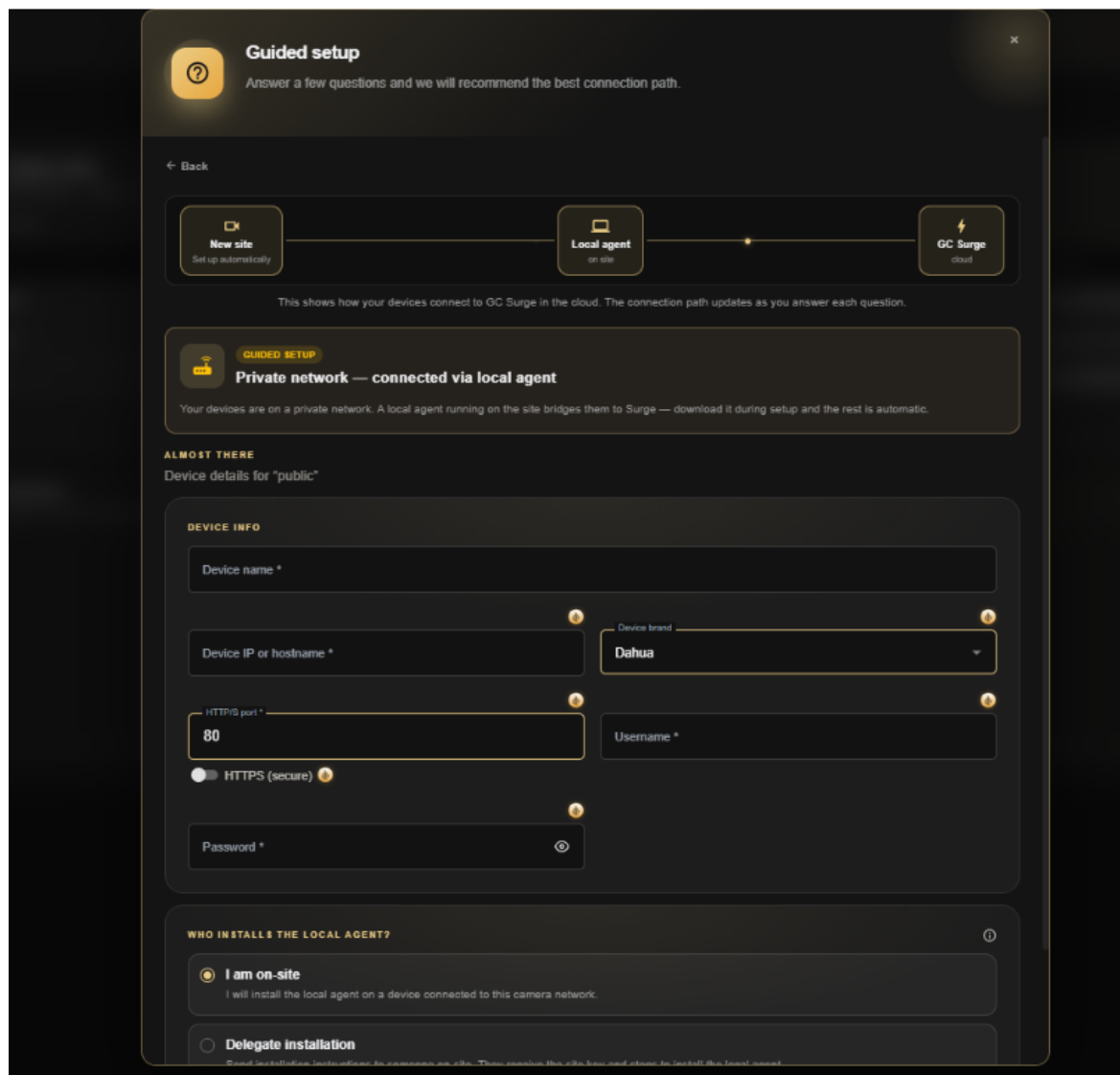


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1. Under WHO INSTALLS THE LOCAL AGENT? , choose one option — the rest of the flow differs by choice:

Option A — I am on-site (you install the Local Agent yourself):

Click Add site & device . A Confirm Before Proceeding dialog appears — “One or more sites aren’t publicly reachable (e.g., behind a VPN). Connecting them may require setting up a secure outbound connection (such as a local agent). Please make sure you have permission to proceed.” — with Cancel and Proceed . Choose Proceed. GC Surge checks the port, marks the site as Private/VPN , and creates it.

The setup screen that follows has three sections:

1. Install the local agent to connect this site — the Local Agent Not Connected panel shows two

sub-steps:1 · DOWNLOAD THE LOCAL AGENT — click Windows Installer. Install and run it on a PC.

<https://docs.nxgen.cloud/gc-surge/setup-deployment/setting-up-sites>

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on the same network as the cameras2 · AFTER THE AGENT IS RUNNING — click Retry Connection .

2. Configure SMTP on the camera — if automatic setup did not complete, this section shows the SMTP credentials to enter manually in the camera's alarm or email settings. Each value has a copy button:
SITE — your site name
DEVICE ID — unique identifier for this camera
HOST — smtp.zeptomail.eu
PORT — 587
USERNAME — generated per device
PASSWORD — generated per device
ENCRYPTION — tls
TO EMAIL — generated per device (ingest-...@events.dev.nxgen.io)
FROM EMAIL — alerts@nxgen.io
Below the credentials, three action buttons are available: Apply via local agent, Manual Configuration, and Refresh status. The current status badge shows Pending — waiting for on-site setup.
3. Site Key — your site key (GCSK-XXXX-XXXX format) is shown with a QR code. The SETUP PROGRESS tracker shows:
Site key activated in Surge
Click Refresh status to confirm the device is connected.
Status badges show the current state (e.g. Pending — waiting for on-site setup). Click Refresh status to update.

At the bottom of the screen: Go to Alarm center to monitor incoming alarms, or Add another site to set up the next site.

Option B — Delegate installation (someone on-site installs it for you):

Guided setup
×

Answer a few questions and we will recommend the best connection path.

ALMOST THERE

Device details for "public"

DEVICE INFO

Device name *

Device IP or hostname *

Device brand

Dahua

HTTPS port *

80

Username *

☐
 HTTPS (secure)

Password *

WHO INSTALLS THE LOCAL AGENT?

☐
I am on-site
 I will install the local agent on a device connected to this camera network.

☒
Delegate installation
 Send installation instructions to someone on-site. They receive the site key and steps to install the local agent.

We will send the site key and installation steps to this person.

Contact person *

Contact email *

Contact phone (optional)

+962

Add device

image-20260722-060710.png

- Enter the delegate's details: Contact person , Contact email , country code, and Contact phone .

- Click Add site & device . The site is created and the setup screen shows three sections: Local Agent mobile app download — App Store and Google Play download links are shown. The delegate uses these to install the Local Agent on their phone. A QR code lets them scan directly from the screen. - Configure SMTP on the camera — shows the SMTP credentials to enter manually if auto-config did not complete: SITE, DEVICE ID, HOST (smtp.zeptomail.eu), PORT (587), USERNAME, PASSWORD, ENCRYPTION (tls), TO EMAIL, FROM EMAIL (alerts@nxgen.io). Buttons: Manual Configuration and Refresh status . Site Key — the GCSK key and QR code are shown. SETUP PROGRESS tracks four steps: Site key activated in Surge Instructions sent to [contact email] Waiting for on-site contact to finish setup Refresh status when they're done Buttons: Refresh status and Resend instructions (to re-send to the delegate if needed).
- At the bottom: Go to Alarm center or Add another site .

Field activation is required to start receiving alarms — see [Local Agent - Field Activation](#).

Mode 3 — Edge

For cameras that only stream video (RTSP) and cannot send alarms on their own. GC Edge software runs on a PC at the site, connects to the RTSP stream, and triggers alarms from it. NOVA99x runs locally inside GC Edge on the site machine.

1. Click Add sites & devices → Guided setup .
2. Guided setup opens with What would you like to do? — four options: Add a site and device — Set up a new location and connect its first device. Enter a name in the What should we call this site? field and click Continue . Add a device to an existing site — Pick one of your existing sites and add a device to it. Add multiple sites and devices — Import several sites and devices at once with flash bulk import. Add demo cameras — Load sample cameras instantly so you can explore GC Surge without setting up hardware. To add a single site or device, select Add a site and device or Add a device to an existing site .

3. What device do you want to add? — three options appear: A brand from our list — We set the device up for you — no manual steps needed. Supported brands: AXIS, Dahua, Hikvision, NX Witness. (Hanwha and SpykeBox cameras — select NX Witness.) My device can send alarms (API, FTP or SMTP) — Not on the list, but it can push alarms — we give you a few details to copy into the device's settings. Use GC Edge — works with any device — GC Edge runs on site and supports any device — it reads the video stream and creates the alarms for you. Ideal when the device only streams video. For this path, select Use GC Edge — works with any device .
4. Fill in: Device IP or hostname (local network), HTTP/S port, RTSP port (default: 554), HTTPS toggle, Username, Password. Device brand is set to GC Edge automatically.
5. Under WHO WILL INSTALL GC EDGE? , choose one option — the rest of the flow differs by choice:

Option A — I am on-site (you install GC Edge yourself):

Screenshot 2026-06-17 092018.png

Click Add site & device . The site is created and the result screen appears with two sections:

- Connect this camera through GC Edge — your camera only streams video; GC Edge running on site reads the stream and creates the alarms for you. The **Install GC Edge** panel offers two download options: **CUDA (GPU)** — Download on Windows installer. Choose this if the site PC has an NVIDIA GPU. **CPU** — Download on Windows installer. Choose this otherwise. Three steps guide the installation:-
Download and install GC Edge on the site network. The site key below is activated automatically — enter it in the GC Edge software. GC Edge connects to the camera stream and triggers alarms into Surge.

- Site Key — the site key (GCSK-XXXX-XXXX format) and a QR code are shown. SETUP PROGRESS

tracks two steps: Site key activated in SurgeClick Refresh status to confirm the device is connected.-

Status badges: Pending — waiting for on-site setup and Activated — retry in X:XX . A Trouble getting an alarm? Get support link is also shown.

At the bottom: Go to Alarm center or Add another site .

Option B — Delegate installation (someone on-site installs GC Edge for you):

Screenshot 2026-06-17 091958.png

- Enter the delegate's details: Contact person , Contact email , country code, and Contact phone .

- Click **Add site & device** . The site is created and a confirmation screen appears. Instructions sent — the site key and mobile app setup guide were emailed to the on-site contact. The delegate's name and email are shown on screen. GC Surge notifies you: "We've sent the site key and setup instructions to [contact name] — they're at the site and will finish the setup from inside its network. You can track its status in the Configuration." At the bottom: **Go to Alarm center** or **Add another site** .

Field activation is required to start receiving alarms — see [Local Agent - Field Activation](#).

2. Add sites manually

Add a new site or devices to an existing one — fill in the connection details directly. No wizard, no guided questions. One camera at a time.

image-20260722-060821.png

To add multiple sites at once, use [Import from spreadsheet](#) below.

Step 1 — Site Info

FIELD	WHAT TO ENTER
Site name	Type a new name to create a site

Step 2 — Device Info

Fields change depending on whether the [GC Edge device](#) toggle is ON or OFF.

Default — Public IP

FIELD	WHAT TO ENTER
Device IP or hostname *	Static public IP or hostname of the device.
Device brand	Select your device manufacturer.
HTTPS port *	Default: 443 for most brands.
Use case	Detected automatically. No action needed.
HTTPS (secure)	Enable if the camera uses HTTPS. Recommended.
Username *	Device admin username.
Password *	Device admin password.

Connect a camera to a new or existing site

Type a new site name to create it, or pick one of your sites to add the camera there.

[← Back](#)

SITE INFORMATION

Site name

public

Existing site — this device will be added to "public".

DEVICE INFO

Public IP

GC Edge device

Alarms are triggered from the device's stream by GC Edge running on site — no brand configuration needed.

Device name *

test

Device IP or hostname *

46.185.208.133

Device brand

Axis

HTTPS port *

8000

Use case

Public IP

HTTPS (secure)

Auto-detected via IP accessibility check.

Username *

Password *

CONTACT INFORMATION

Contact person (optional)

Contact email (optional)

Contact phone (optional)

+962

Add device

image-20260722-061317.png

Private/VPN Site (auto-detected)

No toggle or selection needed. When you enter a private or locally unreachable IP address (e.g. 192.168.x.x),

GC Surge detects it automatically:

- The Use case field changes to Private/VPN Site with the note “Auto-detected from IP accessibility check.”
- A note appears below the port field: “Port unreachable — site will connect via Private/VPN.”
- The WHO INSTALLS THE LOCAL AGENT? section and Local Agent Not Connected panel appear automatically — see Step 3 below for options and steps.

GC Edge device (toggle ON)

Enable when GC Edge runs on a device at the site. No public IP or supported brand required.

Device brand locks to GCEdge and Use case locks to Edge Deployment automatically.

FIELD	WHAT TO ENTER
Device IP or hostname *	Local IP of the device on the site network.
HTTPS/S port *	HTTPS port on the local network.
RTSP port *	RTSP stream port. Default: 554.
Username *	Device admin username.
Password *	Device admin password.

Step 3 — Who Will Install the Local Agent? (Private/VPN and GC Edge)

OPTION	WHAT HAPPENS
I am on-site	You install GC Edge yourself. Site key shown to you directly. No contact info needed.
Delegate installation	Contact person receives site key and steps via WhatsApp or email. Contact person

I am on-site



Connect a camera to a new or existing site

Type a new site name to create it, or pick one of your sites to add the camera there.

SITE INFORMATION

Site name

public

Existing site — this device will be added to "public".

DEVICE INFO

GC Edge device

Alarms are triggered from the device's stream by GC Edge running on site — no brand configuration needed.

Device name *

test

Device IP or hostname *

46.185.208.133

Device brand

GCEdge

Unsupported brand — use case forced to Edge.

HTTPS port *

8000

RTSP port *

554

☐ HTTPS (secure)

Username *

Password *

WHO INSTALLS GC EDGE?

☒ I am on-site

I will install GC Edge on a device connected to this camera network.

☐ Delegate installation

Send installation instructions to someone on-site. They receive the site key and steps to install GC Edge.

Add device

image-20260722-061652.png

Delegate installation

 <https://docs.nxgen.cloud/gc-surge/setup-deployment/setting-up-sites>

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Connect a camera to a new or existing site

Type a new site name to create it, or pick one of your sites to add the camera there.

DEVICE INFO
Edge Deployment

☒ **GC Edge device**

Alarms are triggered from the device's stream by GC Edge running on site — no brand configuration needed.

Device name *

test

Device IP or hostname *

46.185.208.133

✓

Device brand *

GCEdge

▼

Unsupported brand — use case forced to Edge.

HTTP port *

8000

✓

RTSP port *

554

Port not reachable — site connects via private/VPN.

☐ **HTTPS (secure)**

Username *

Password *

WHO INSTALLS GC EDGE?

☐ **I am on-site**

I will install GC Edge on a device connected to this camera network.

☒ **Delegate installation**

Send installation instructions to someone on-site. They receive the site key and steps to install GC Edge.

We will send the site key and installation steps to this person.

Contact person *

Contact email *

Contact phone (optional)

+962

🇸🇩

Add device

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Step 4 — Contact Info (Public IP only)

All optional: Contact person, Contact email, Contact phone (select country code first).

Click Add Site

- Public IP: GC Surge connects to the camera immediately.
- Private/VPN — I am on-site: Click Add Site. The site is created and the setup screen shows the Local Agent download steps and manual SMTP credentials if automatic configuration did not complete.
- Private/VPN — Delegate: Site created. GC Surge sends the site key and installation steps to the contact via WhatsApp or email. The delegate completes the Local Agent setup on-site.

- GC Edge — I am on-site: Site created. Install GC Edge on a local device. Site key shown directly.
- GC Edge — Delegate: Site created. GC Surge sends site key and steps via WhatsApp or email.

3. Import from spreadsheet

Add multiple sites and devices in one upload — use the Excel template to add many sites at once. GC Surge validates the sheet before any site is created.

1. Click Add sites & devices → Import from spreadsheet .
2. Click Download Current As Template to get the correct column layout.
3. Fill in your sites (site name, camera IP, brand, port, credentials, contact).
4. Upload the completed sheet (.xlsx or .xls).
5. Optional: enable Auto-send site key to owners after import — delivers each site's key to the assigned contact via WhatsApp or email automatically. Leave off if you want to review the import first.
6. GC Surge validates the sheet and shows exactly what needs fixing before proceeding.

For bulk imports with private sites, a Bulk device configuration section appears after upload and applies settings to all private devices at once. See [Bulk Spreadsheet Import](#) for the full field reference.

4. Universal device support

Works with REST API, SMTP, or FTP-enabled devices — use when your camera will push alarms to GC Surge on its own. You pick the method the camera supports and copy the generated credentials into it.

See [Adding Devices — Universal Device Support](#) for the full step-by-step procedure.

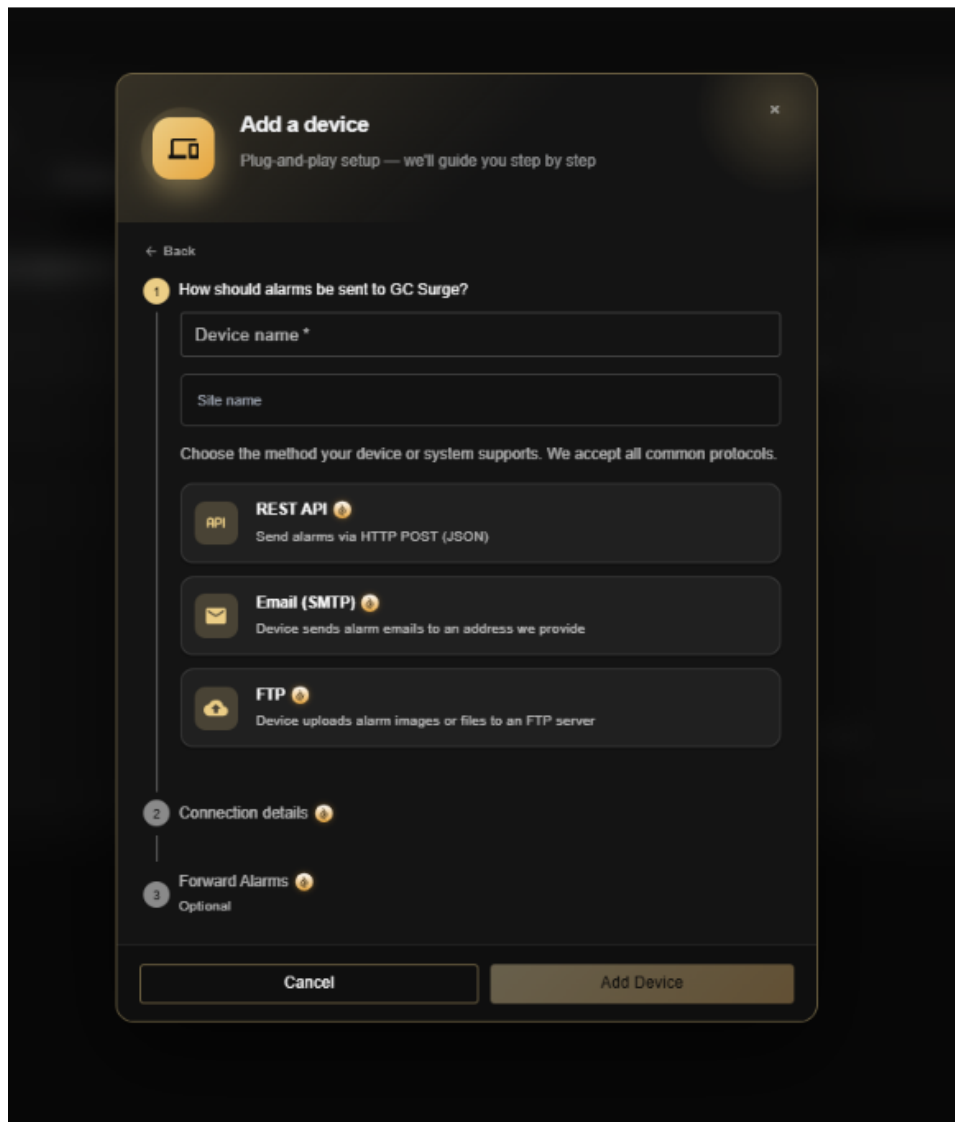


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The Added Sites Table

The table below the cards shows all your sites. Use [Search sites](#) or the [All statuses](#) filter to find specific sites.

COLUMN	WHAT IT SHOWS
Site	Site name. Click to open the site detail view.
Contact email	Email of the on-site contact assigned during setup.
Device count	Total cameras added to this site.
Connected devices	Devices actively sending alarms to GC Surge.

Disabled	Whether the site is currently disabled.
Site key	The activation key for this site (begins with GCSK-). Required for field activation.
Status	Current onboarding/connection status. See Site Statuses below.
Actions	⋮ menu — Add device

Click any site row to see its cameras in the Devices panel below. The panel header shows Devices · [site name] and the subtitle reads *Devices linked to the selected site*.

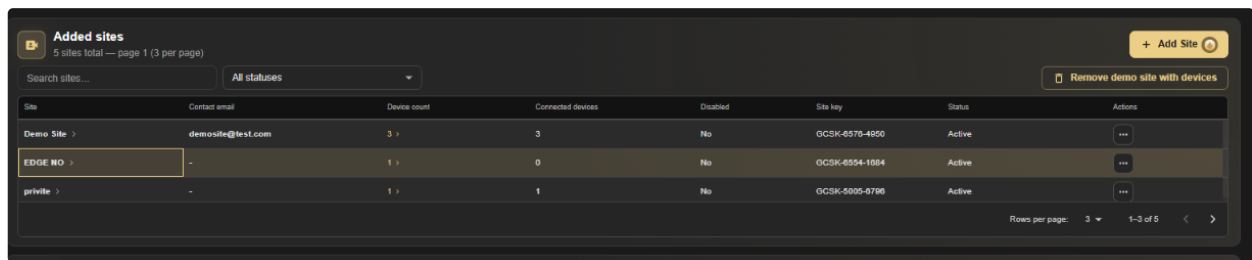


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The Devices Table

The Devices table appears when you select a site in Added Sites. Use the Search camera... field to filter by device name.

COLUMN	WHAT IT SHOWS
Device	Device name.
Device brand	Camera manufacturer (e.g. Dahua)
Connection type	How the device connects: public
Configuration status	Current setup state: configured
IP / Host	IP address or hostname entered during setup.
Date	Date and time the device was added.
Actions	... menu — device-level actions (View

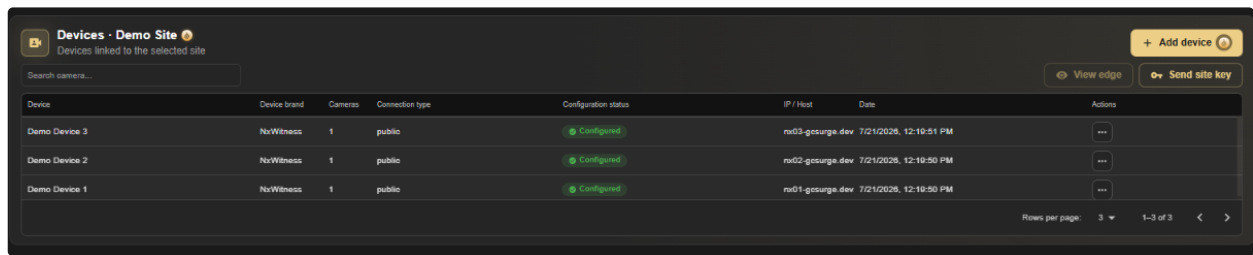


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Site Statuses

STATUS	MEANING	ACTION NEEDED
Active	Onboarding completed. Cameras are configured and sending alarms.	None.
Pending	Onboarding in progress. Configuration push not yet confirmed.	Wait a few minutes. Resolves automatically.
Error	A configuration step failed — unreachable IP	wrong credentials
Part. Pend.	Multi-camera site: some cameras Done	others still configuring.
Part. Err.	Multi-camera site: some cameras working	others failed.

If a site shows Error

Common causes: invalid credentials, blocked or incorrect port, unsupported firmware, or camera behind access controls the cloud cannot traverse. Fix the specific issue in the site detail view and clickRetry .

Manual configuration (fallback)

If a camera stays in Error after Retry, configure it by hand: take the SMTP/FTP details GC Surge generated, enter them in the camera's own alarm-forwarding settings through its web interface, then confirm in GC Surge. The device is marked *Manually configured* and sends alarms the same as any other device.

Validate Before Going Live

After adding a camera, confirm these before marking it operational:

1. In Configuration, confirm the camera appears under the correct site and device count has incremented.

2. In [Video Search](#), confirm events from the new camera are appearing. This verifies the full alarm pipeline.
3. In the [Home Dashboard](#), confirm KPI metrics reflect activity from the new site.
4. Do not mark the device as operational until the site status shows Active .

Site Naming Conventions

Site names appear across Video Search, Analytics, subscription filters, and Configuration. Consistent naming makes large deployments manageable.

- Use a consistent format mapping to your business structure: *City-BuildingType-Number* (e.g. Amman-Retail-01, Dubai-Warehouse-07).
- Site names cannot be changed easily after activation. Choose carefully before submission.
- Avoid special characters, spaces within identifiers, or inconsistent capitalisation — these cause issues in bulk imports and confuse search results.
- For bulk imports, run a small test batch of 5–10 rows first. Divide large imports into batches of 50–100 sites per upload.

Best Practices

- Plan site names before you start — they are permanent once a site is activated.
- Use Import from spreadsheet for large deployments — scales better than adding one at a time, and errors are caught before any site is submitted.
- Add a site contact for Private/VPN and Edge sites if someone else will handle on-site activation.
- Use Genie on each setup page — it adapts guidance to the site type you are working with.
- Check the Home Dashboard regularly after activation. Any status change from Active without a known cause needs immediate investigation.