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Site & Device Management

Updated 8 October 2026

experience — not included in the PDF

What Site & Device Management Does

GCXONE organizes all managed objects in a five-level hierarchy. Every configuration, access control, and alarm routing decision operates within this structure.

- Service Provider (Tenant) — Root logic: global fleet operations, macro SLA reporting, multi-site roles.
- Customer (Organization) — Discrete client groups with segmented dashboards and billing.
- Site (Physical Location) — Tangible geo-fences with incident mapping and local operators.
- Device (NVR / Bridge / AI Box) — Connectivity boundary with streaming config and device health.
- Sensor (Camera / Detector) — Finest data granularity — individual rule application vector.

TIP — Cascading Subscriptions: Subscribe the parent Customer to HealthCheck, and every subsequently onboarded Site/Device automatically subscribes downward — no admin intervention needed for new hardware.

Why It Matters

Site & Device Management is the foundation of everything in GCXONE. Without correctly structured sites and devices, alarm routing, access control, and health monitoring cannot function.

How It Works

Service Provider Settings

Navigate to Settings → General.

- Organization Name & Logo — Appears in reports and customer-facing views.

- Regional Locale & Timezone — Default for all Customers unless overridden.
- SOC Contact Variables — Email/phone injected into automated alert templates.
- Alarm Receiver Configuration — Primary DC09 or Talos connection (applies tenant-wide).

Managing Customers

Navigate to Configuration → Customers.

Creating a Customer:

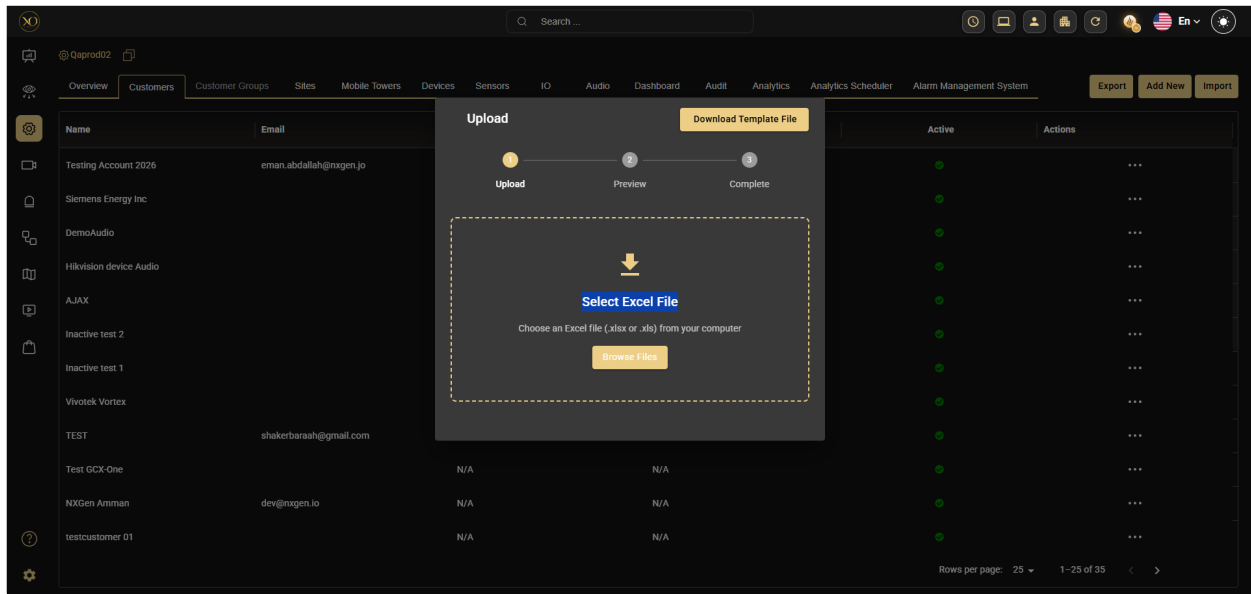
1. Click + Add Customer.
2. Enter the customer's name, region, and contact details.
3. Assign a default timezone.
4. Enable HealthCheck at this level to cascade to all sites automatically.
5. Save.

BulkImport Customers

For 100+ entities, use the BulkImport Marketplace feature (Excel-based upload).

Navigation: Configuration → Customers → Import → Download Template Required columns:

customer_name, region, timezone.



Customer matrix import

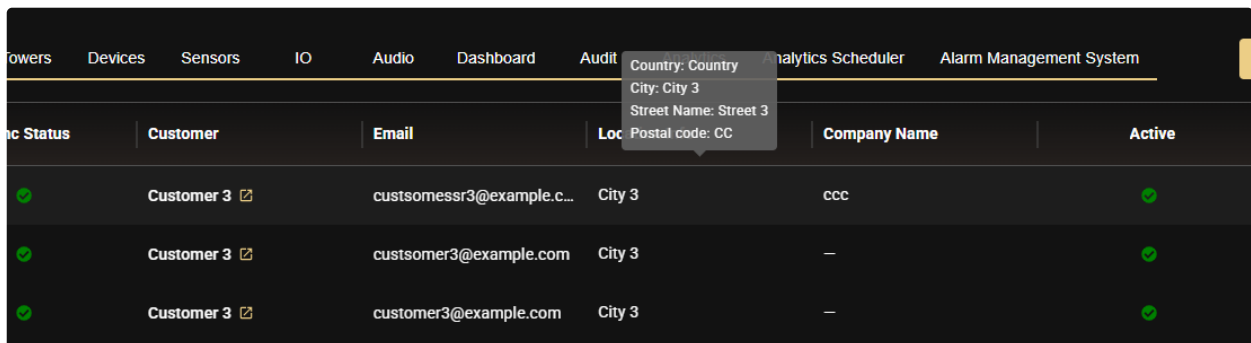
Customer matrix import detailing required vs. optional fields.

Managing Sites

Site List — Address & Company Details

The Site List displays additional context for each site at a glance:

- Address column — hover over it to reveal Country, City, Street Name, and Postal Code in a compact tooltip.
- Company Name — displayed as a dedicated column, making it easier to scan and identify sites by the owning company.

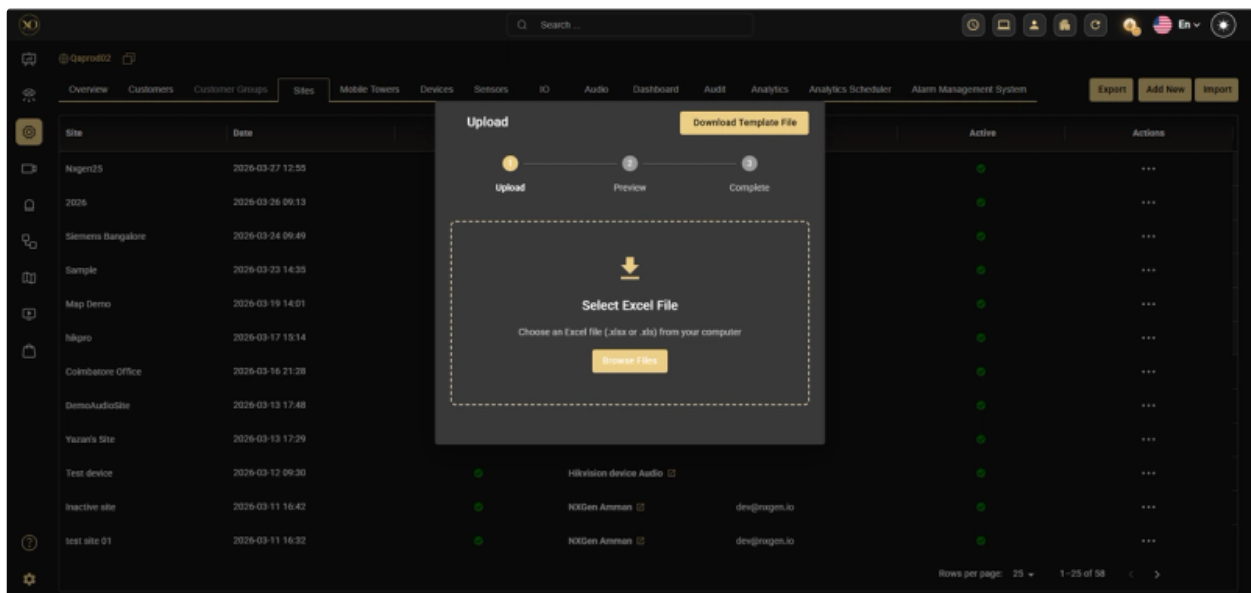


Site List with Address column tooltip and Company Name column

Creating a Site:

1. Click + Add Site.
2. Assign to the correct Customer.
3. Enter the site Name and Address — the address is geocoded for map display.
4. Set the DC09 Account ID if using DC-09 alarm routing.
5. Optionally assign the site to a map overlay (floor plan or satellite).
6. Save.

BulkImport Sites



BulkImport Sites upload dialog with Select Excel File step

Deleting a Site

Go to Configuration → Sites, open the Actions menu (•••) for the site, and select Delete . This action is permanent and cannot be undone. If a site has schedules attached, deletion includes a confirmation step for the related schedule cleanup. If the site cannot be deleted, GXONE displays a message describing why.

Moving a Site to Another Customer

GCXONE supports moving a site from one customer to another. Devices and sensors remain connected to the site after the move.

Map Overlays

- **Satellite View** — Uses the site's geocoordinates. Camera pins are placed on the satellite map.

Operators can click a pin to open the camera stream directly.

- **Floor Plan Overlay** — Upload a custom floor plan image. Drag and drop sensor pins onto the floor plan. Useful for large indoor sites.

Navigation: Configuration → [Site] → Map Tab

Managing Devices

Navigate to Configuration → Devices.

Registering a Device:

1. Click + Add Device.
2. Select Device Type (Hikvision NVR, Dahua NVR, Cloud VMS, AI Box, etc.).
3. Enter connection credentials: for on-premise NVRs enter IP address, RTSP port, admin username/password; for cloud VMS follow the OAuth or API token flow.
4. Assign to the correct Site.
5. Save — GCXONE initiates connection. Status updates to Online within 60 seconds if connectivity is successful.

Filtering and Arranging Table Columns

Hover over a column header in the **Devices** table and click the menu icon (⋮) to open the column menu, which offers **Show Filters**, **Hide column**, and **Manage columns**.

Show Filters opens a filter with a Condition — Contains , Equal To , or Not Equal To — and a value field.

Click Apply to filter the table, or Cancel to close the filter.

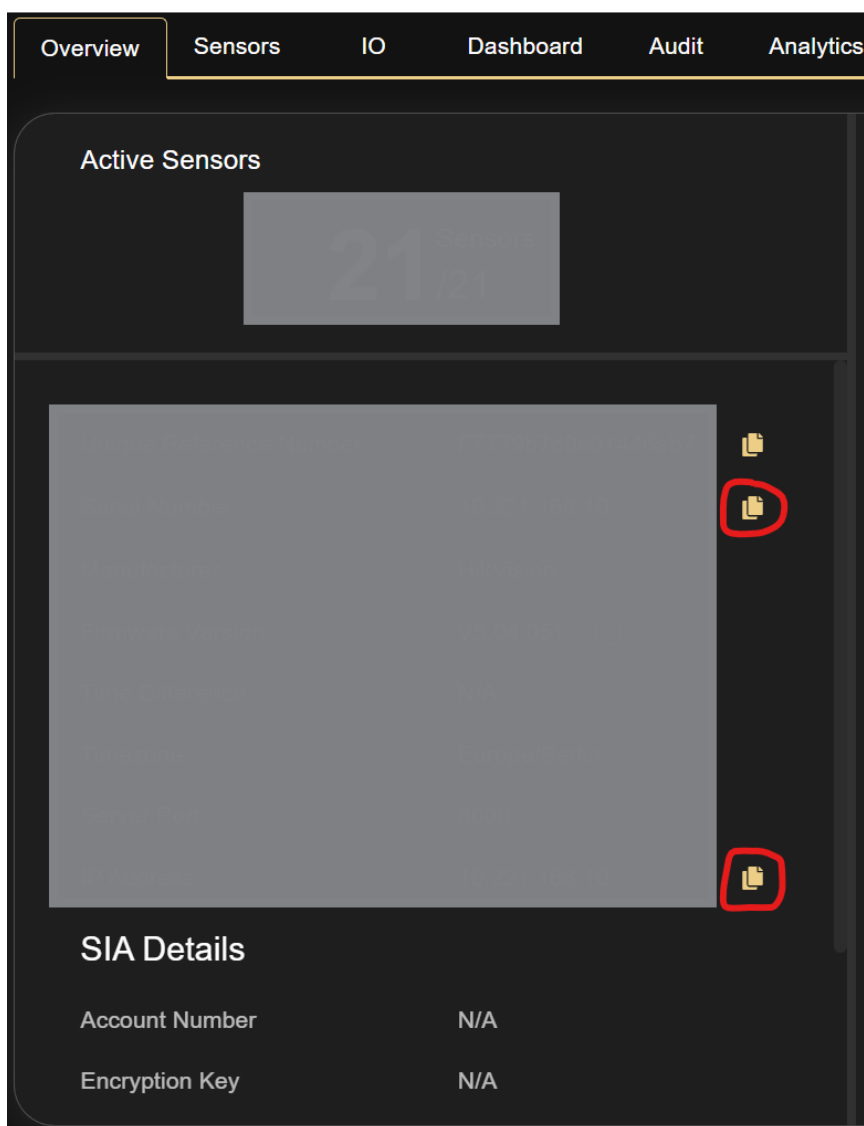
The Sensors and Mobile Towers tables have the same column menu.

Copying Device Identifiers

The device Overview page displays a Unique Reference Number , Serial Number , and IP Address . A

copy icon next to each field copies its value directly to the clipboard — useful for troubleshooting, support

requests, and network configuration.

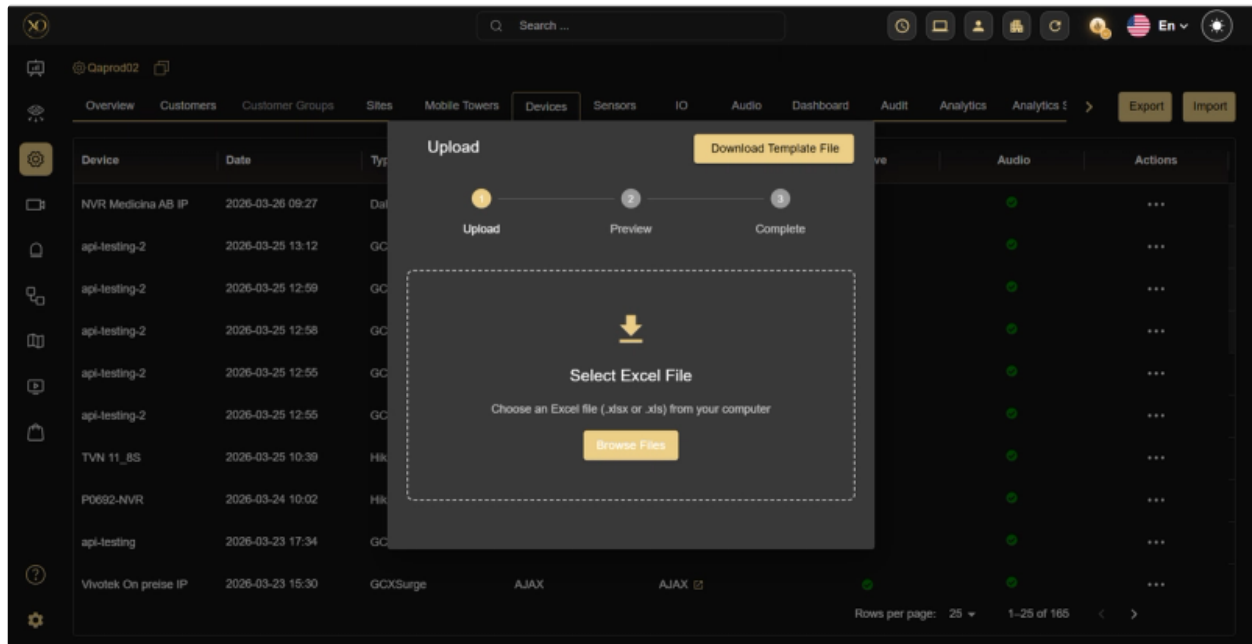


Device Overview page with copy icons next to Unique Reference Number, Serial Number, and IP Address

Moving a Device to Another Site

If a device has schedules attached, moving it to a different site includes a confirmation step for the related schedule cleanup.

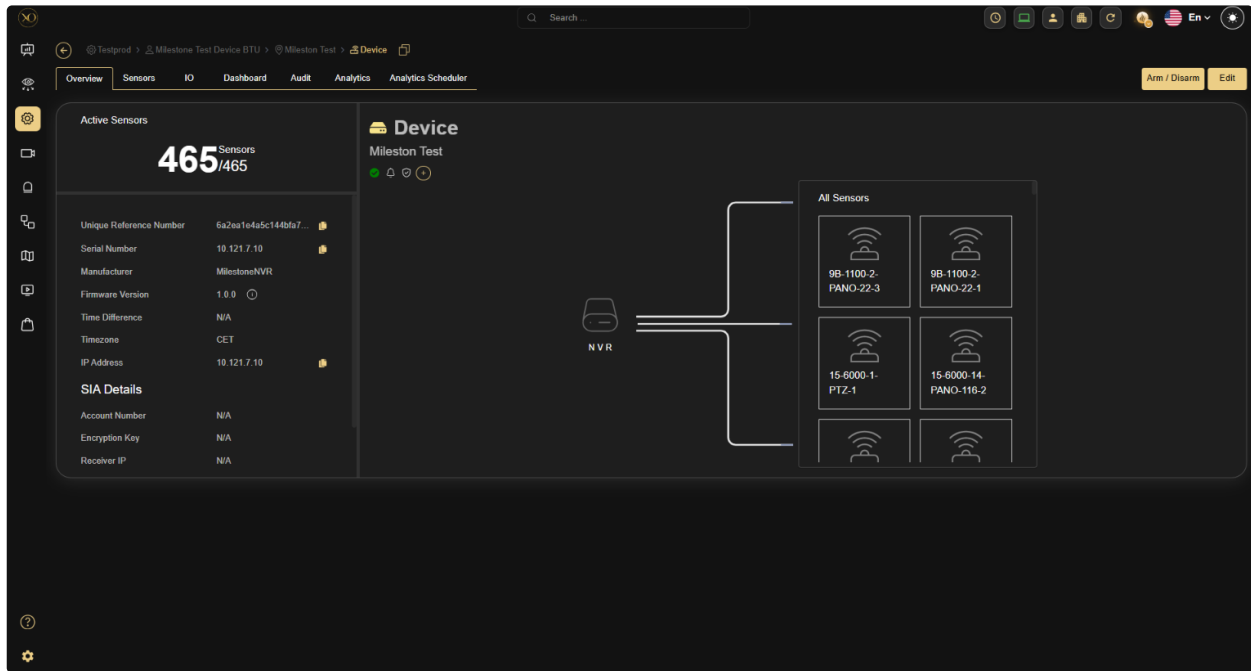
BulkImport Devices



BulkImport Devices upload dialog with Select Excel File step

Arranging a Device's Sensor Order

Step 1: Navigate to Configuration → Devices and select a device to open its Overview page.



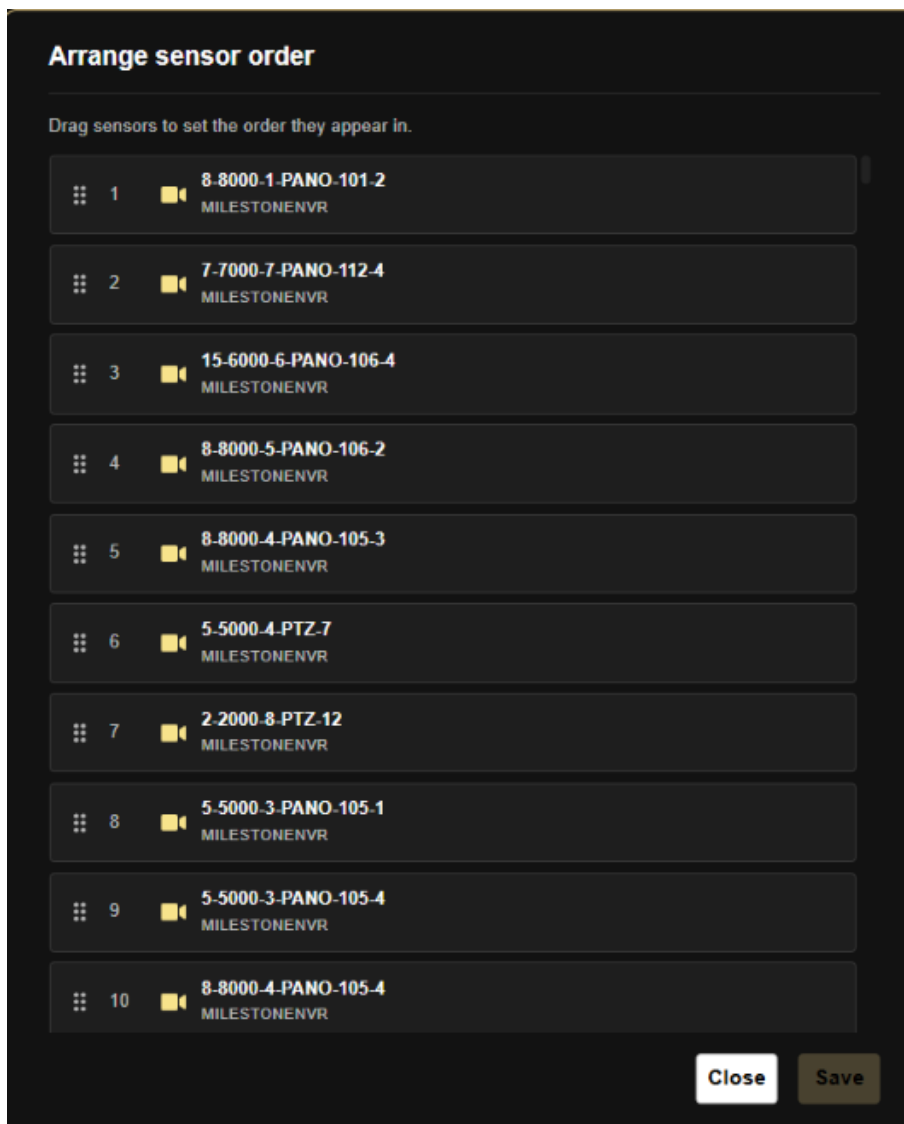
Device Overview page

Step 2: Click the device's Sensors tab. This is distinct from the tenant-wide Sensors table below — it lists only that device's own sensors, with Export , Add New , Import , and Arrange Order actions.

Sensor Reference Number	Sensor	Date	Device	Site	Device Type	Manufacturer	Zone	Audio	Active	Actions
cb1b04b3590e4b097...	8-8000-6-PANO-106-2	2026-08-25 08:22	Device	Mileston Test	camera	MILESTONENVR	N/A	●	●	...
f1d8b051880648a286...	5-5000-4-PTZ-7	2026-08-25 08:22	Device	Mileston Test	camera	MILESTONENVR	N/A	●	●	...
c0e3b175c2b49d8a...	7-7000-7-PANO-112-4	2026-08-25 08:22	Device	Mileston Test	camera	MILESTONENVR	N/A	●	●	...
556746d523a5469a8...	8-8000-4-PANO-105-3	2026-08-25 08:22	Device	Mileston Test	camera	MILESTONENVR	N/A	●	●	...
6e6798f100564c6abb...	8-8000-1-PANO-101-2	2026-08-25 08:22	Device	Mileston Test	camera	MILESTONENVR	N/A	●	●	...
0a209e95ec548ec81...	15-6000-6-PANO-106-4	2026-08-25 08:22	Device	Mileston Test	camera	MILESTONENVR	N/A	●	●	...
10bea102c484d57...	2-2000-8-PTZ-12	2026-08-25 08:22	Device	Mileston Test	camera	MILESTONENVR	N/A	●	●	...
b9022a18f7d466bc...	5-5000-3-PANO-105-1	2026-08-25 08:22	Device	Mileston Test	camera	MILESTONENVR	N/A	●	●	...
1a51d585083147a2a...	5-5000-3-PANO-105-4	2026-08-25 08:22	Device	Mileston Test	camera	MILESTONENVR	N/A	●	●	...
37e6f6343e941c397...	8-8000-4-PANO-105-4	2026-08-25 08:22	Device	Mileston Test	camera	MILESTONENVR	N/A	●	●	...
d311286b804ed7bd...	15-6000-6-PANO-106-2	2026-08-25 08:22	Device	Mileston Test	camera	MILESTONENVR	N/A	●	●	...
d0882648d5a445599...	5-5000-13-PTZ-17	2026-08-25 08:22	Device	Mileston Test	camera	MILESTONENVR	N/A	●	●	...
6d800500836545d99...	7-7000-10-PANO-115-3	2026-08-25 08:22	Device	Mileston Test	camera	MILESTONENVR	N/A	●	●	...
ea1650ee11e4766a1...	5-5000-12-PANO-116-1	2026-08-25 08:22	Device	Mileston Test	camera	MILESTONENVR	N/A	●	●	...
3e1d8fa504c38194...	7-7000-7-PANO-112-2	2026-08-25 08:22	Device	Mileston Test	camera	MILESTONENVR	N/A	●	●	...
d037408f14ce4c39a7...	7-7000-7-PANO-112-1	2026-08-25 08:22	Device	Mileston Test	camera	MILESTONENVR	N/A	●	●	...

Device-level Sensors tab with Arrange Order button

Step 3: Click **Arrange Order** to open the **Arrange sensor order** dialog, which lists every sensor with a drag handle. Drag a sensor by its handle to move it to a new position in the list, then click **Save**. This order also determines how the device's sensors appear in the Video Viewer's Device Explorer panel.



Arrange sensor order dialog

Managing Sensors

Navigate to Configuration → Sensors.

Sensor Reference Nu...	Sensor	Date	Device	Site	Device Type	Manufacturer	Zone	Audio	Active	Actions
11d996a1d21b452e99...	Camera 1	2026-09-14 07:30	Device	Cathexis-Site	camera	CATHEXIS	N/A	●	●	...
07573b94874aa862...	Bglr IP	2026-09-11 13:26	Bglr IP	Bglr	camera	DAHUACLOUDARC	N/A	●	●	...
08b45bfaec4423ad...	Work Area	2026-09-11 10:21	Bglr	Bglr	camera	DAHUACLOUDARC	N/A	●	●	...
dbd1fa3921c5490be...	Lift Lobby	2026-09-11 10:21	Bglr	Bglr	camera	DAHUACLOUDARC	N/A	●	●	...
4ae0846808d49599...	Creative Area	2026-09-11 10:21	Bglr	Bglr	camera	DAHUACLOUDARC	N/A	●	●	...
4c5115b5d44b6b85...	Waiting Area	2026-09-11 10:21	Bglr	Bglr	camera	DAHUACLOUDARC	N/A	●	●	...
9539617951c4658cb...	Camera 23 Container...	2026-09-10 16:12	Testing sensor order	SpykeSite	camera	EAGLEEYE	N/A	●	●	...
109566c09394b6b651...	Camera 24 Container...	2026-09-10 16:12	Testing sensor order	SpykeSite	camera	EAGLEEYE	N/A	●	●	...
1317edaf77cf4aa4b9c...	Camera 06 Weegbru...	2026-09-10 16:12	Testing sensor order	SpykeSite	camera	EAGLEEYE	N/A	●	●	...
059a956507e4702b0...	Camera 13 Zwembad	2026-09-10 16:12	Testing sensor order	SpykeSite	camera	EAGLEEYE	N/A	●	●	...
144b2391a52b4de791...	Camera 12 Toegangsp...	2026-09-10 16:12	Testing sensor order	SpykeSite	camera	EAGLEEYE	N/A	●	●	...
0845e6cc544748b8e...	Camera 22 Achter Kr...	2026-09-10 16:12	Testing sensor order	SpykeSite	camera	EAGLEEYE	N/A	●	●	...
00ab1371c25a4e7a8...	Camera 18 Persuimto	2026-09-10 16:12	Testing sensor order	SpykeSite	camera	EAGLEEYE	N/A	●	●	...
2842df68737f4ea7a1...	Camera 10 Weegbru...	2026-09-10 16:12	Testing sensor order	SpykeSite	camera	EAGLEEYE	N/A	●	●	...
12b69dc7122249969...	Camera 16 Loods Links	2026-09-10 16:12	Testing sensor order	SpykeSite	camera	EAGLEEYE	N/A	●	●	...
bba2b5704634265a...	Camera 09 Weegbru...	2026-09-10 16:12	Testing sensor order	SpykeSite	camera	EAGLEEYE	N/A	●	●	...

Tenant-wide Sensors table

The Sensors table lists every sensor across the tenant, with its reference number, device, site, device type, manufacturer, and audio/active status.

Editing a Sensor

Open the Actions menu (⋮) for a sensor and select Edit to open the Edit Sensor dialog, which has three tabs: Edit (name, type, coordinates, connection details), Properties , and Associate sensor .

When the sensor Type is camera , the Edit tab also shows the PTZ , Thermal , Audio , and 360 toggles.

Edit Sensor

Edit

Properties

Associate sensor

Type

camera

Name

Bglr IP

Select Entity Group

Channel Id/ Stream Id

0

Plus Code

Latitude

11

Longitude

77

IP Address Or Host Name

User Name

Password

RTSP URL

What3Words

Zone

PTZ

Thermal

Audio

360

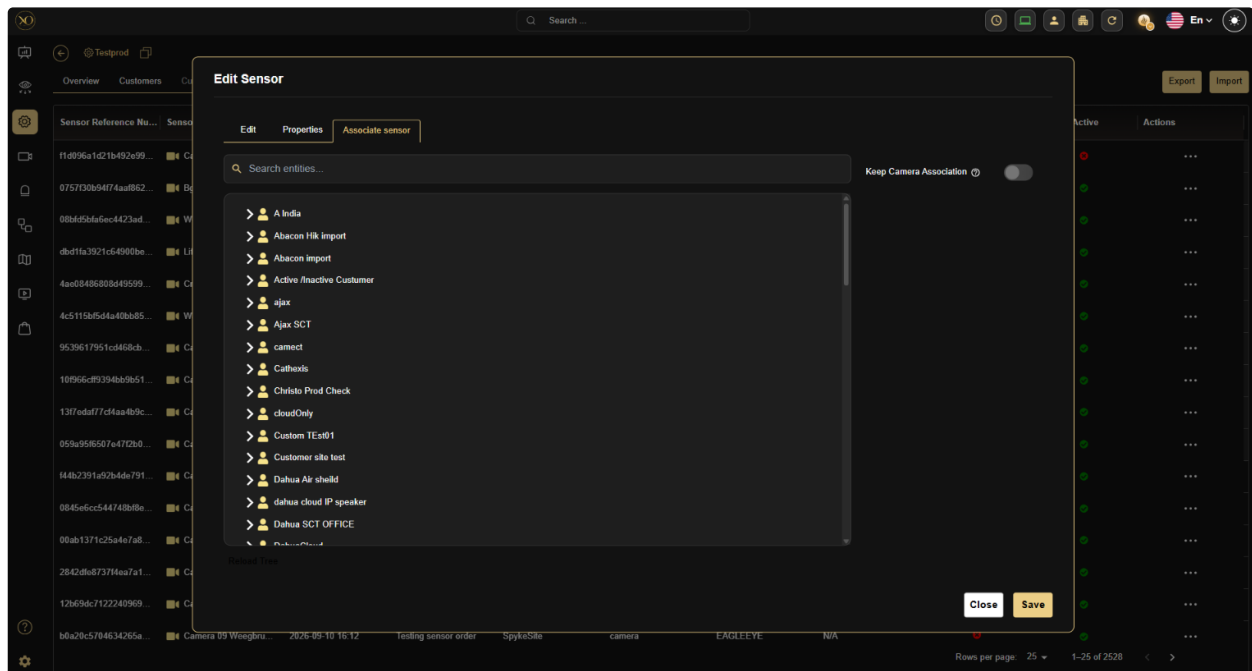
Close

Save

Edit Sensor dialog with Edit, Properties, and Associate sensor tabs

Associating a Sensor with Another Customer or Site

The Associate sensor tab lets you attach the same sensor to a different customer or site in the hierarchy tree, instead of duplicating it as a separate device — useful for a shared or virtual sensor that multiple customers need to see. A Keep Camera Association toggle controls whether the sensor's original association is preserved when you add the new one.



Associate sensor tab with customer/site hierarchy tree and Keep Camera Association toggle

Sensor Unique Reference Number (URN)

The sensor URN is now accessible directly in the UI and export.

- URN visible as a read-only field in the sensor detail view, with a one-click copy icon.
- URN available as an optional column in the sensor list (hidden by default, toggle via Manage columns in the column menu).
- URN included in all CSV and Excel exports as a "Unique Reference Number" column.

Sensor Reference Nu...	Sensor	Date	Device	Site	Device Type	Manufacturer	Zone
1f92d8a458c241aab...	Genesis Audio	2026-04-13 13:25	C1111-E	Ismaning	speaker	GENESISAUDIO	N/A
389d02050d3142db...	AXIS A9210 Network...	2026-03-26 15:39	AXIS A9210 Network...	Ismaning	IOT	AXIS	N/A
36ba30381b664c07...	AXIS M5075	2026-03-26 13:01	S2208	Ismaning	camera	AXISCAMERASTATL...	N/A
b534681ba5a14de5...	HoneywellThermal	2026-02-27 11:13	SC Office	SECURE CORNER G...	camera	ADPRO	N/A
7bdcae433739411d...	PTZ 4	2025-12-11 12:47	PTZ 4	AT01199 S2	camera	HIKVISION	N/A
a8c9377fe3a04289b...	PTZ 3	2025-12-11 12:47	PTZ 3	AT01199 S2	camera	HIKVISION	N/A
af83ac51880346219...	TURM	2025-12-10 20:21	TURM	AT01199 S2	camera	HIKVISION	N/A
1fe8da5e265341d59...	PTZ Turm-Eigenschu...	2025-12-09 18:15	Turm	AT01199 S2	2	HikVision	N/A
9edcd2059bfd41f0b...	Genesis Audio	2025-12-09 15:46	AT01199 S2 Speaker	AT01199 S2	audio	GENESISAUDIO	N/A
686141bd6cef4c458...	PTZ 2	2025-12-09 15:24	PTZ 2	AT01199 S2	camera	HIKVISION	N/A
9f3970f827bc4ce7a...	PTZ 1	2025-12-09 15:20	PTZ 1	AT01199 S2	camera	HIKVISION	N/A
a5d6620137354136...	Camera 32	2025-11-10 16:41	SC Office	SECURE CORNER G...	camera	ADPRO	N/A
bd3a56eac5b24f6c9...	Camera 19	2025-11-10 16:41	SC Office	SECURE CORNER G...	camera	ADPRO	N/A
8df388fc4fd448c698...	Camera 23	2025-11-10 16:41	SC Office	SECURE CORNER G...	camera	ADPRO	N/A

Sensors list showing the Sensor Reference Number column

Basic Info		AXIS A9210 Network I/O Relay Module	
Unique Reference Number	389d02050d3142dbb6e37...		
Manufacturer	AXIS		
Model Number	Axis_Cam		
Site Parent	Ismaning		
Location Info			
Zone	N/A		

Sensor Overview page showing Unique Reference Number with copy icon

Device Status Reference

StatusMeaningOnlineDevice is connected and streaming. No action required.OfflineGCXONE cannot reach the device. Check network path; verify credentialsDegradedDevice connected but stream quality is poor. Check bandwidth; review NVR resource usageMaintenanceAdmin has set device to maintenance mode. Restore Active state when work is complete.

Events Log — Device Dashboard

An Events Log panel is available on the device dashboard, giving admins direct visibility into alarm activity on a per-device level.

The panel lists each event with the following fields: Time , Event Type (e.g. motion.event), Genesis Analysis (Real / Blocked classification), Zone, Camera Name , Index , Alarm/Restore , Device Type , Camera Type , and duration metrics — Images Duration , Analytics Duration , and Overall Duration .

Time	Event Type	Genesis Analysis	Zone	Camera Name	Index	Alarm/Restore	Device Type	Camera Type	Images Duration	Analytics Duration	Overall D
2026-04-21T11:40:09Z	motion.event	REAL	null	3		ALARM	HikVision	Optical	-1	-1	
2026-04-21T11:37:47Z	motion.event	BLOCKED	null	3			HikVision	Optical	-	-	
2026-04-21T11:37:43Z	motion.event	BLOCKED	null	3			HikVision	Optical	-	-	

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Events Log panel showing per-event alarm fields

Device Health History

A Device Health History panel is available on the device dashboard, showing time-series health metrics for each device. The panel displays:

- Time — timestamp for each recorded health check.
- State — the health state at that point in time.
- Active Cameras — number of active cameras at the time.
- Time Difference — time since last health check.
- Disk Free — available disk space on the device.

- Disk Count — total disk count.
- FW Version — firmware version running on the device.
- FW Last Update — date of last firmware update.
- Last Alarm Received — timestamp of the most recent alarm received.

Time ↓	State	Active Cameras	Time Difference	Disk Free	Disk Count	FW Version	FW Last Update	Last Alarm Received
7 hours ago	●	1	1 h	-	0	2.810.0000017.0.R	23-11-2020	13 hours ago
8 hours ago	●	1	1 h	-	0	2.810.0000017.0.R	23-11-2020	13 hours ago
10 hours ago	●	1	1 h	-	0	2.810.0000017.0.R	23-11-2020	13 hours ago
12 hours ago	●	1	1 h	-	0	2.810.0000017.0.R	23-11-2020	13 hours ago

Rows per page: 100 1-100 of 334 < >

Device Health History panel with time-series health metrics

Active vs. Report Events Controls

Each device has two toggles controlling its operational behavior:

- Active — When disabled, the device is excluded from all alarm processing. Events from an inactive device are not forwarded to the CMS. Use during planned maintenance to prevent false alarm flooding.
- Report Events — When disabled, the device stays connected and visible in dashboards but its events are not processed. More granular than Active — useful when you want health monitoring to continue but alarm generation to pause.

Key Capabilities

Supported Device Integrations

NVR (On-Premise):

- Hikvision
- Dahua
- Hanwha Vision
- SenStar

Cloud VMS:

- Hik-ProConnect
- Eagle Eye Networks
- Milestone XProtect
- Axis Camera Station
- Dahua Cloud ARC

AI Box:

- Camect AI Box

IoT & Perimeter:

- AJAX Security
- SenStar Perimeter

BulkImport Engine

Managing 500+ site conversions manually guarantees human error. BulkImport operates as a deterministic ingestion pipeline.

- **Payload Structuring** — Export the .xlsx template. Map internal databases to the rigid column expectations.
- **Pre-Flight Parsing** — Upload to initiate the data verification script. It isolates unmapped relational data instantly (e.g. Device referencing a non-existent Site).
- **Instantiation** — Commit the payload. The database recursively generates Sites, associates Devices, and spins up connection threads simultaneously.

Real-World Use Cases

- A service provider onboards a new customer with 50 sites using BulkImport — completing in minutes instead of days.
- An operator notices a device status has changed to Degraded and immediately contacts the site technician to check bandwidth.
- An admin sets Report Events = Off on a device before a scheduled firmware update, preventing false alarm flooding during the maintenance window.
- A guard role is assigned site-level access only — cascading inheritance ensures they cannot view devices outside their assigned site.

Best Practices

- Always enable HealthCheck at the Customer level so new sites inherit it automatically.
- Use BulkImport for any onboarding involving more than 10 entities to avoid human error.
- Before any physical maintenance on a device, set Report Events = Off rather than fully deactivating it — this keeps health monitoring running.
- Always assign the correct timezone at the Customer level before creating sites beneath it.
- Use Floor Plan Overlays for large indoor sites to make camera positioning immediately clear to operators.