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Eagle Eye

Updated 16 August 2026

Introduction

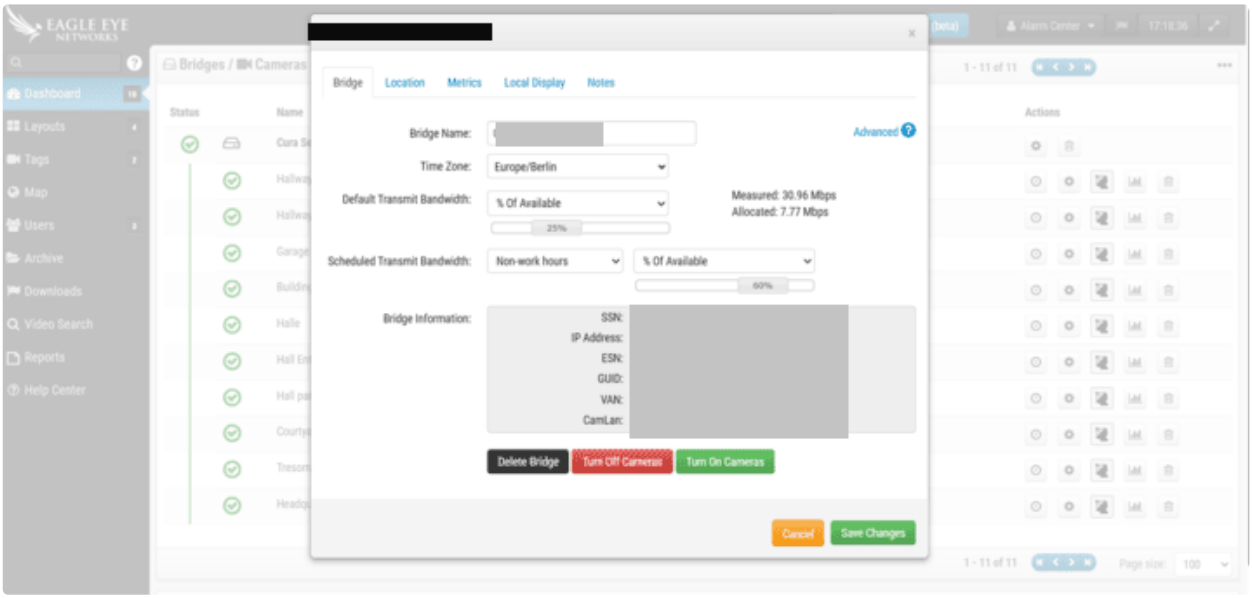
This guide describes the required client-side configuration and GCXONE-side onboarding steps to integrate Eagle Eye Networks with the GCXONE platform. The integration uses Eagle Eye Bridge identifiers to discover securely and register devices in GCXONE.

Eagle Eye Configuration

Bridge Settings

This section provides hardware, network, and identification details of the selected Eagle Eye Bridge. These parameters are required for validation and onboarding in GCXONE.

PARAMETER	DESCRIPTION
SSN (System Serial Number)	Unique serial number assigned to the Eagle Eye Bridge hardware.
IP Address	Local IP address assigned to the bridge within the internal (LAN) network.
ESN (Equipment Serial Number)	Mandatory identifier required to add the device into GCXONE.
GUID (Global Unique Identifier)	Cloud-level unique identifier used by Eagle Eye to identify the device globally.
WAN	1000 Mb/s – Uplink interface supporting Gigabit Ethernet connectivity.
CamLAN	1000 Mb/s – Camera LAN interface supporting high-throughput camera traffic.
CamLAN+	Confirms support for up to 1000 Mb/s; enabling multiple high-resolution camera streams without congestion.



Eagle Eye

> Important: Ensure the bridge has stable WAN connectivity and is successfully registered in the Eagle Eye Cloud before proceeding with GCXONE onboarding.

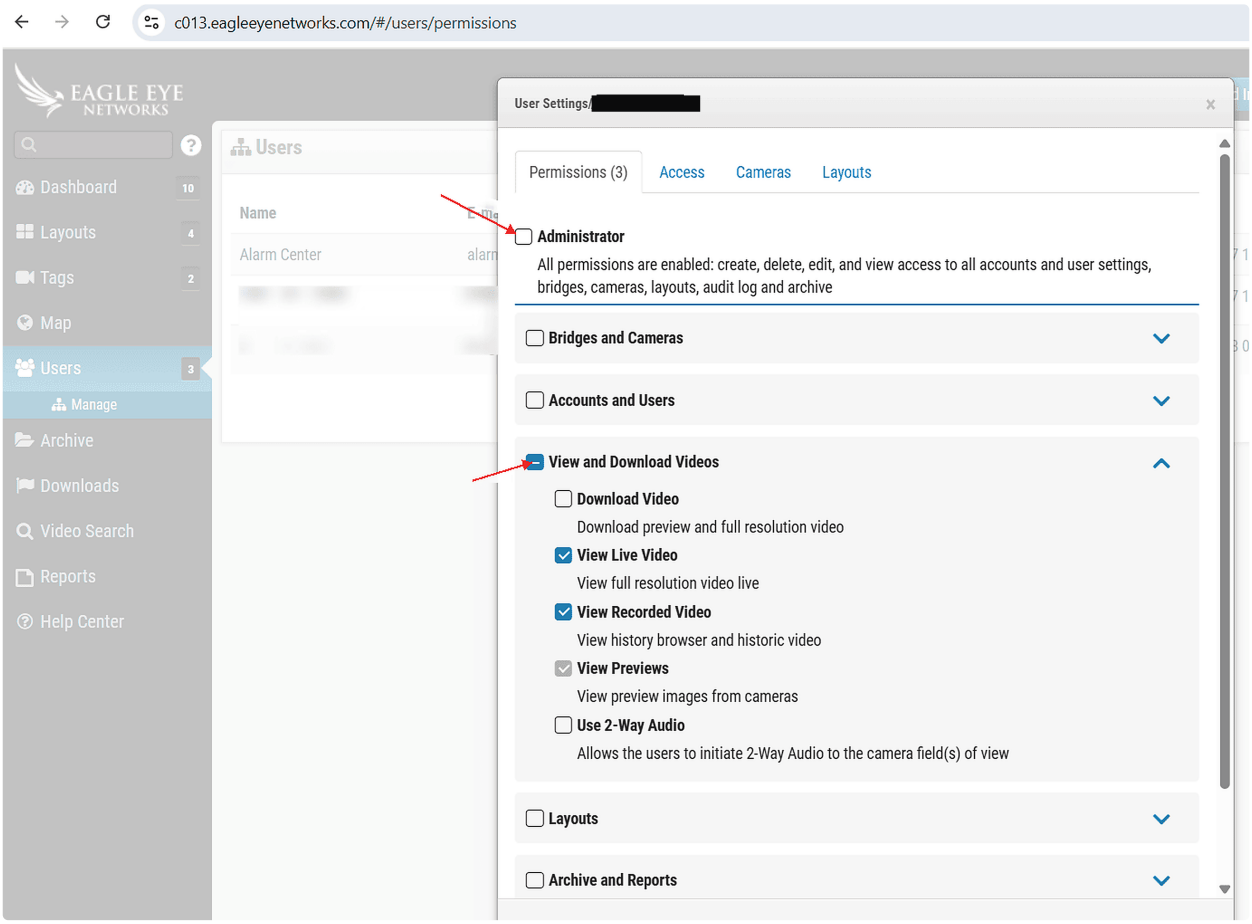
Prerequisites

The following user-level settings must be validated before integration:

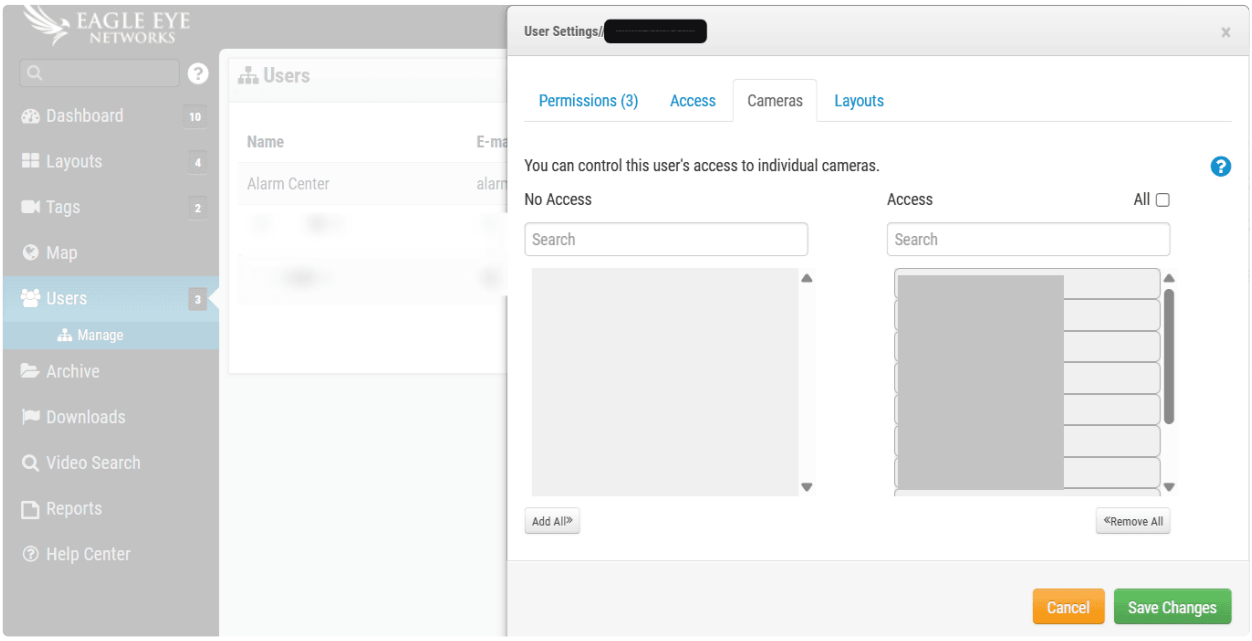
- A valid Eagle Eye Cloud user account with administrative privileges at the reseller level or customer level.
- Permission to:

1. View bridge details (ESN, GUID).
2. Manage devices and camera assignments.

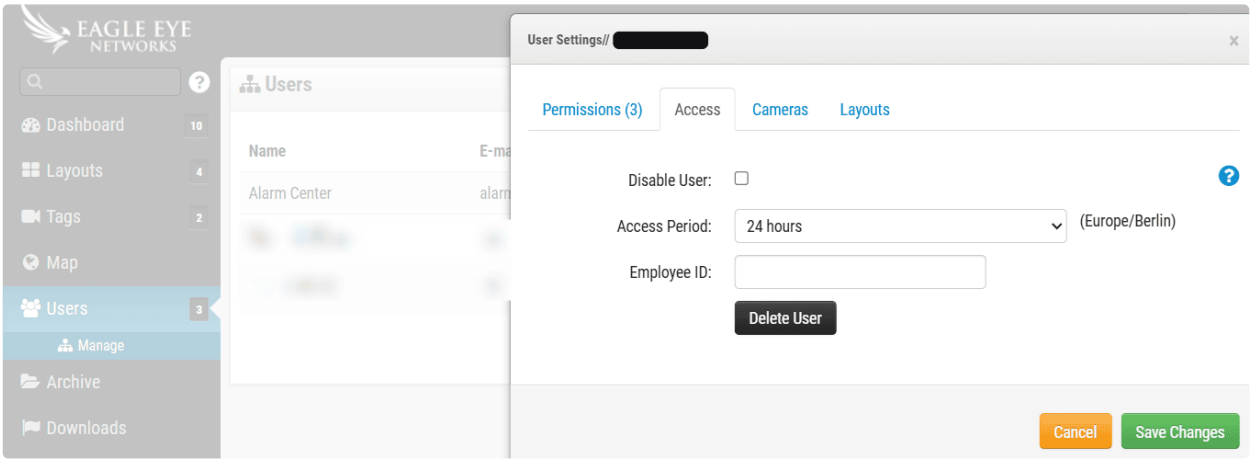
- The bridge must be in an Online / Connected state.
- Time synchronization (NTP recommended) must be enabled on the bridge.



Eagle Eye Cloud user permissions dialog with Administrator and View and Download Videos permissions highlighted.



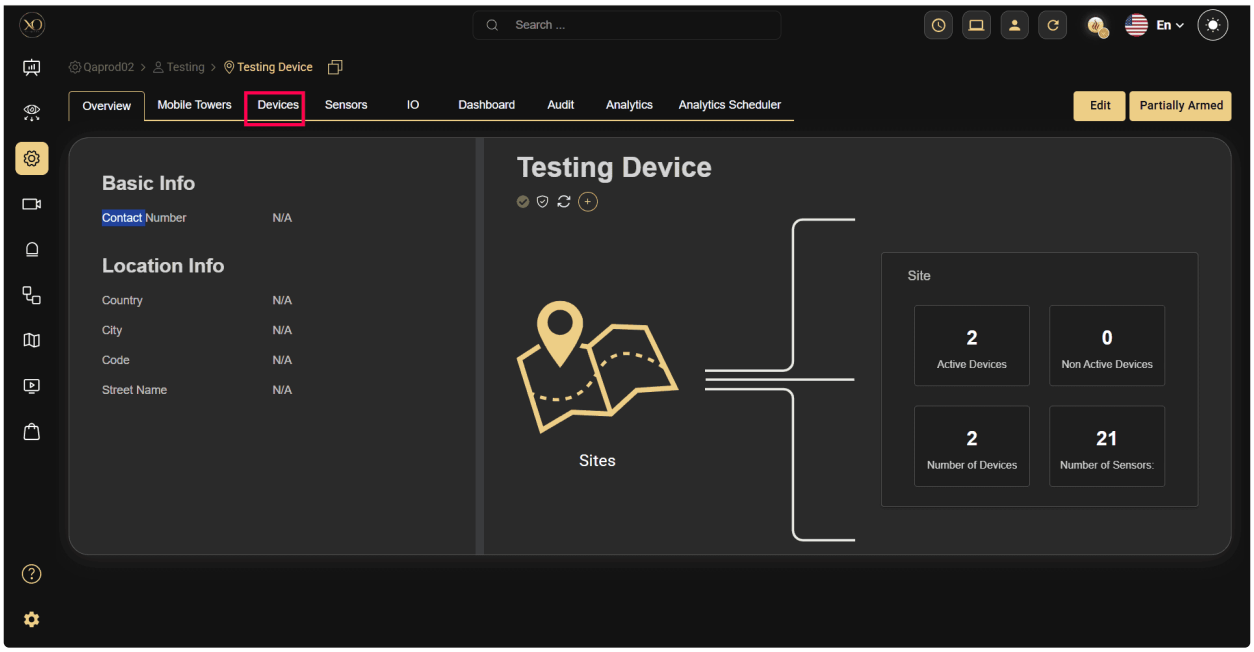
Eagle Eye



Eagle Eye

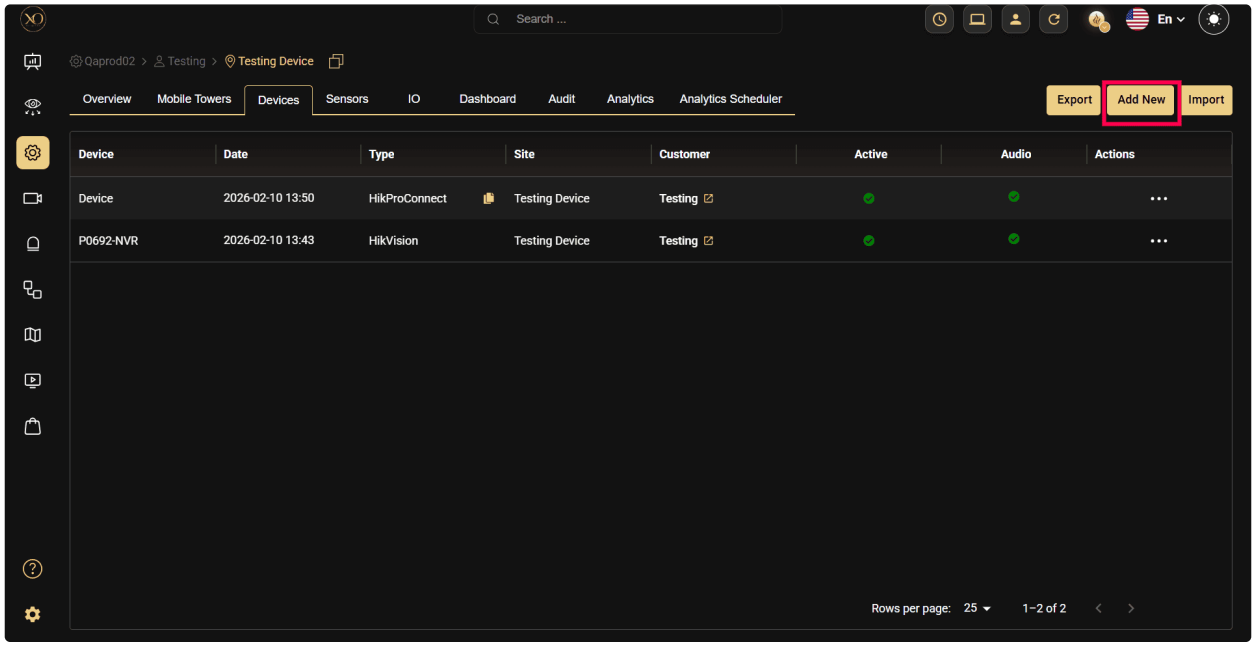
Eagle Eye Config Guide with GCXONE

Step 1: Navigate to the Devices tab.



Eagle Eye

Step 2: Click the Add New button.



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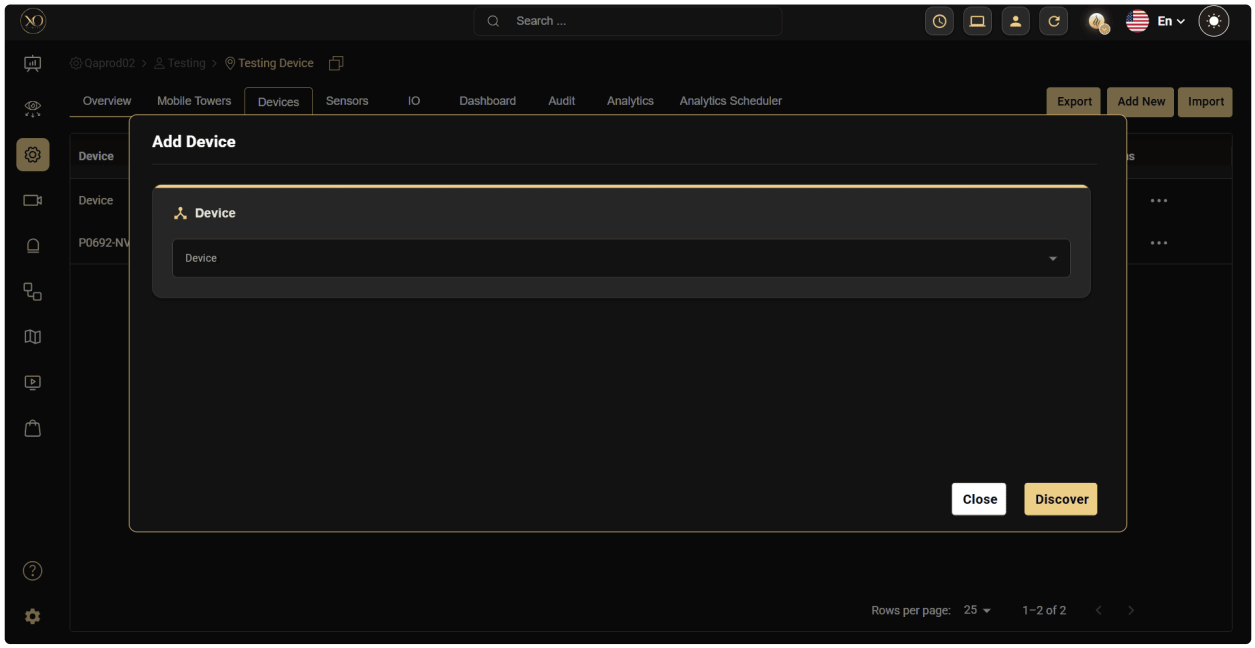
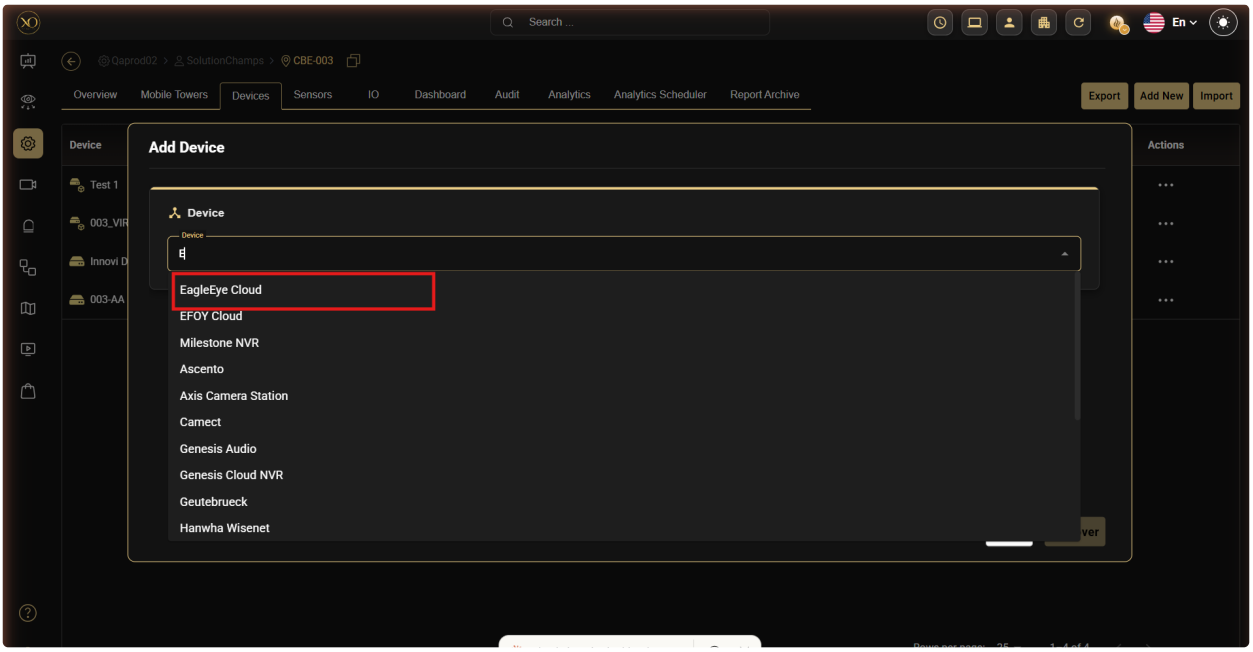
Step 3: The Add Device dialog will be displayed.



Eagle Eye

Step 4: In the dialog, open the Device dropdown and select EagleEye Cloud .

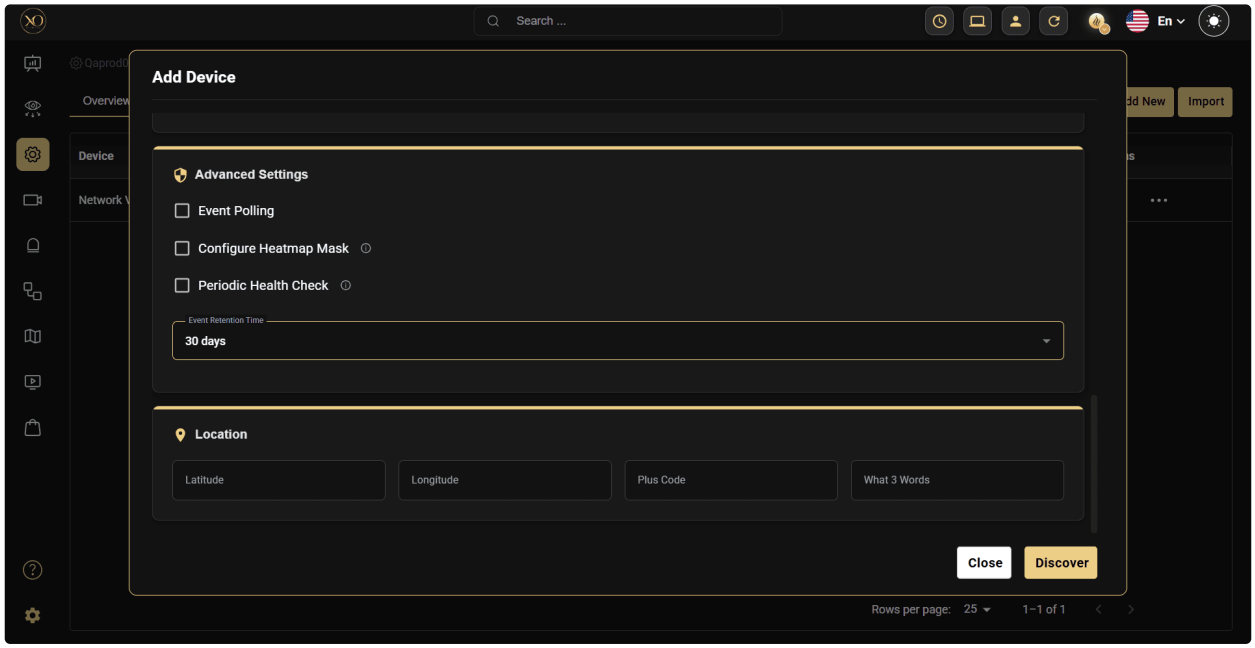


Eagle Eye

Step 5: Enter the required Eagle Eye identifiers: name, Serial No (ESN), user name / password.

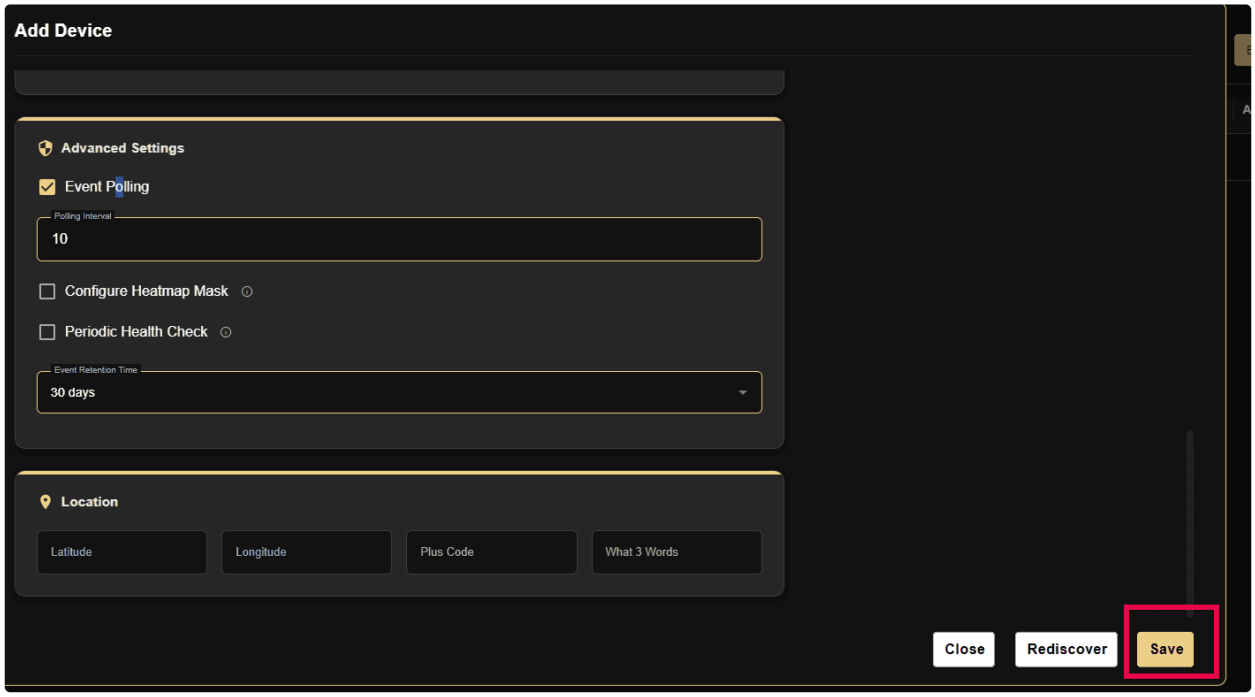
Step 6: Below the connection fields, the dialog also has a Select Entity Group dropdown, a required Timezone , an Enable Audio toggle, a Device Configuration section (Site Pulse Configuration), an Advanced Settings section (Event Polling, Configure Heatmap Mask, Periodic Health Check, Event Retention Time — 30 days by default), and an optional Location section (Latitude, Longitude, Plus Code, What3Words).

Step 7: Click Discover to initiate device validation and cloud handshake with Eagle Eye



Eagle Eye

Step 8: Once the device is successfully discovered, click Save.



Eagle Eye

Post-Integration Validation

After successful onboarding, verify the following in GCXONE:

- Device status shows Online

- Cameras are visible and correctly mapped
- Live stream is accessible
- Alarms are received properly (if the device is armed)

Discovery may fail if:

- The ESN is incorrect or not cloud-registered
- The Bridge is offline
- A firewall is blocking outbound connectivity

Additional Notes:

- A single Eagle Eye Bridge can support multiple cameras — ensure bandwidth is sized appropriately for your camera resolution and frame rate.
- Keeping camera names consistent between Eagle Eye and GCXONE is recommended for operational clarity.

Troubleshooting

If discovery or onboarding fails, work through the following steps:

1. Revalidate ESN and GUID in the Eagle Eye Cloud portal to confirm they are correct and active.
2. Confirm WAN connectivity from the Bridge to ensure it has a stable outbound internet connection.
3. Verify GCXONE user permissions to ensure the account has the necessary access to manage devices.
4. Contact platform support if the issue persists — provide the bridge identifiers and site details to expedite resolution.