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Local Mode

Updated 14 September 2026

What Local Mode Does

Local Mode allows the operator workstation to establish a direct peer-to-peer (P2P) connection to the NVR or device, bypassing the central GCXONE cloud streaming gateway for high-bandwidth functions.

Why It Matters

Cloud streaming works well for remote access, but on-site operators benefit from a faster, more direct connection. Local Mode eliminates the cloud relay for supported functions, giving operators lower latency, higher quality video, and access to features that are only available through a direct device connection.

How It Works

When Local Mode is active, the operator workstation connects directly to the NVR or device on the local network using the device's native SDK. If local access fails, the video viewer automatically switches to cloud streaming — allowing operators to continue monitoring without manual intervention during local network interruptions.

Key Capabilities

When fully supported by a device, Local Mode enables the following features directly on the operator workstation:

- P2P Streaming — Fast, direct video streaming access with minimal latency
- Live Video — Real-time video monitoring over the local network
- Playback — Review of archived footage directly from the device

- Local SDK Audio — Two-way audio and audio announcements through the device SDK
- Encrypted Streams — Handling of encrypted communication streams from the device
- Local PTZ — Pan-Tilt-Zoom control directly over the local connection
- Local IO — Input/Output operations locally
- Timeline — Chronological navigation and viewing of recorded events

Cloud-only devices stay on the cloud streaming path instead of attempting local streaming controls. IO controls reset when switching between devices. Local IO controls appear only when the selected device is eligible for local IO.

Devices Where Local Mode Is Not Applicable

Local Mode is not supported or required for the following device types:

- Hanwha — All features are not supported in Local Mode
- Genesis Audio (SIP/Twilio) — Not required; designed for cloud integration
- Senstar — Local Mode operations are not supported

Real-World Use Cases

- An on-site operator switches to Local Mode — video latency drops immediately and two-way audio quality improves without any cloud relay.
- A remote workstation loses local network access — GCXONE automatically falls back to cloud streaming without any operator intervention.
- An operator needs to review archived footage directly from the NVR — Local Mode enables Playback without routing through the cloud.

Best Practices

- Install Local Mode on every operator workstation at the start of deployment — do not wait until it is needed during an active incident.
- Always use v.2.9.7 or later of the Genesis Installer to ensure full feature compatibility.
- Use Local Mode for on-site workstations whenever possible — lower latency and better audio quality improve operator response time.
- Do not attempt to configure Local Mode for Hanwha, Genesis Audio, or Senstar devices — these are not supported.

Installation & Setup

Local Mode components must be installed on every operator workstation. The current installer is v.2.9.7 or later.

There are two ways to install it: Approach 1 walks through the installer's graphical wizard, and Approach 2 runs the installer silently from the command line. Both install the same components — use whichever fits your workflow.

Before you begin:

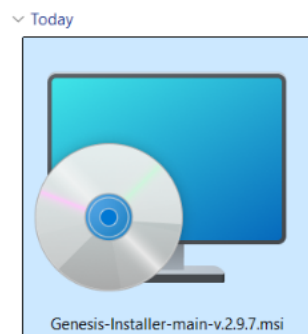
- You must be logged in as an administrator, or have access to administrator credentials, to install the latest Local Mode version.
- The first time you install Local Mode on a workstation, open the Windows Security app (search for it in the Start menu) and on the Home screen ("Security at a glance"), confirm that Firewall & network protection and App & browser control both show a green checkmark with "No action needed." Local Mode depends on both being turned on, and the installer may fail or the app may be blocked from connecting if either is off.

- If Local Mode is already installed on the workstation, stop the Genesis Local Mode services and uninstall the existing version before installing the new one.

Approach 1: Guided Installer

STEP 1: Download the installer — Go to

<https://sharebinary.s3.eu-central-1.amazonaws.com/Genesis-Installer-main-v.2.9.7.msi> and download the latest version.

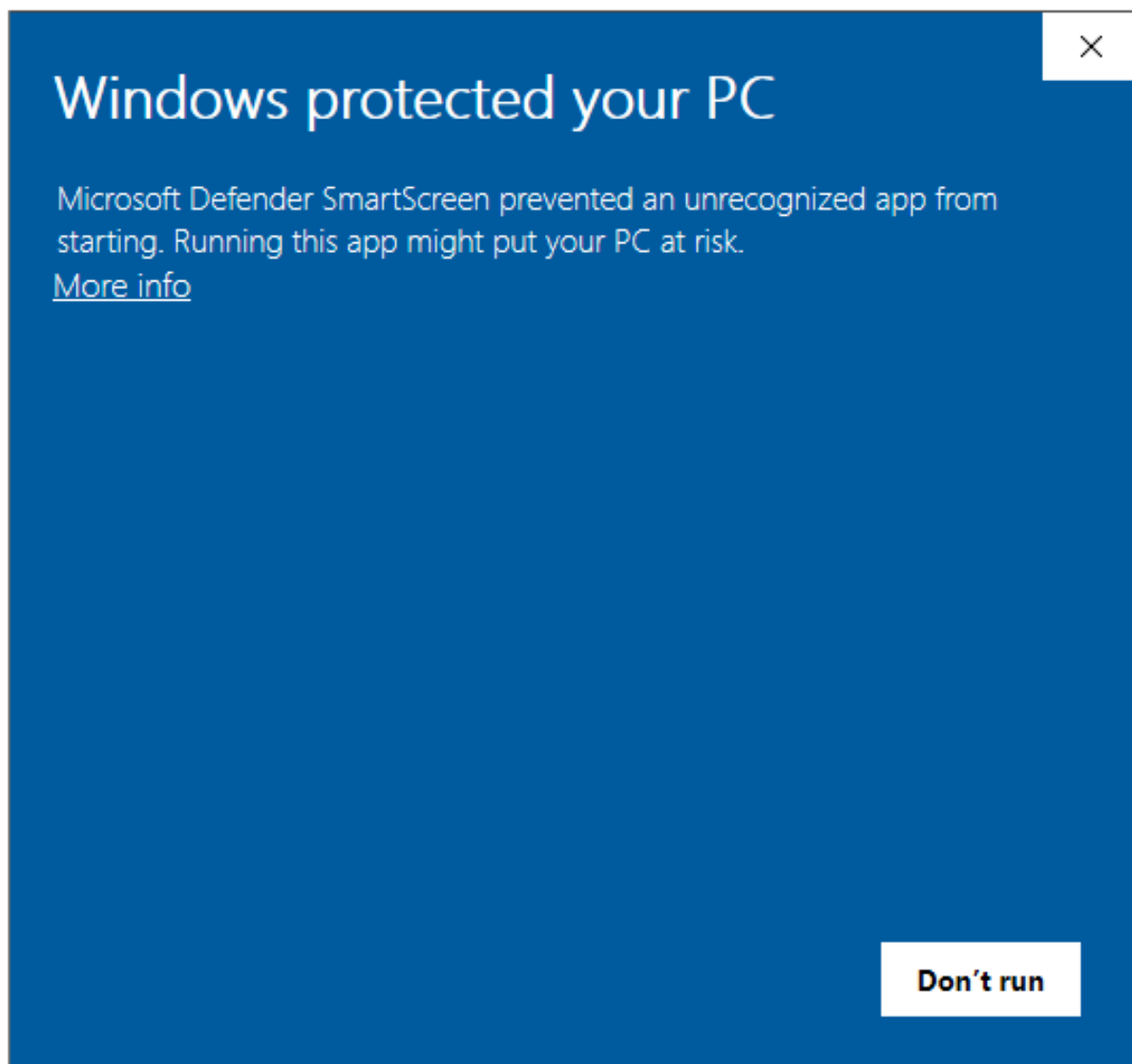


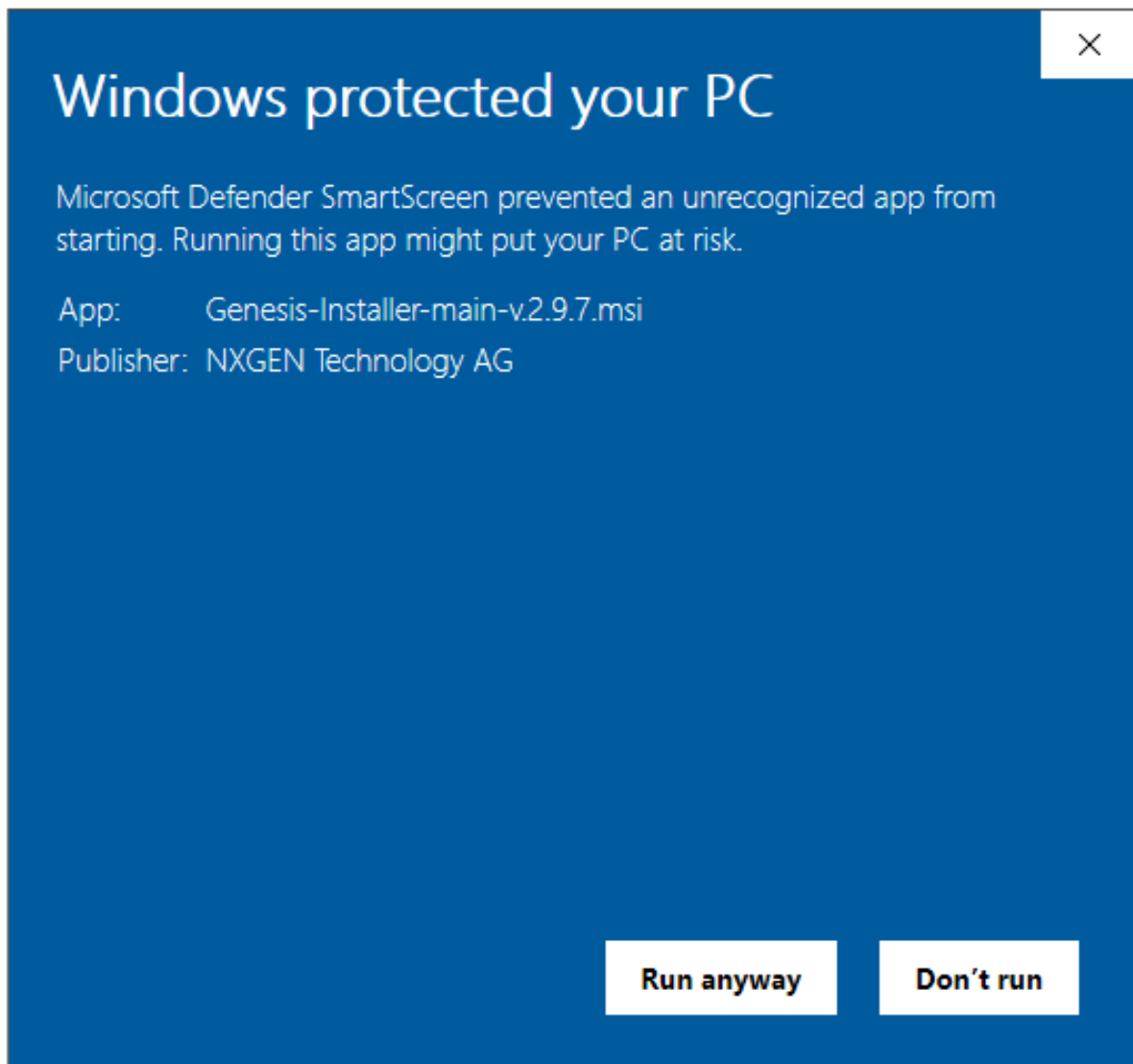
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STEP 2: Locate the installer — Open File Explorer and navigate to the folder the installer downloaded to (for example, your Downloads folder).

STEP 3: Start the installation — Double-click the installer file, or right-click it and select Open.

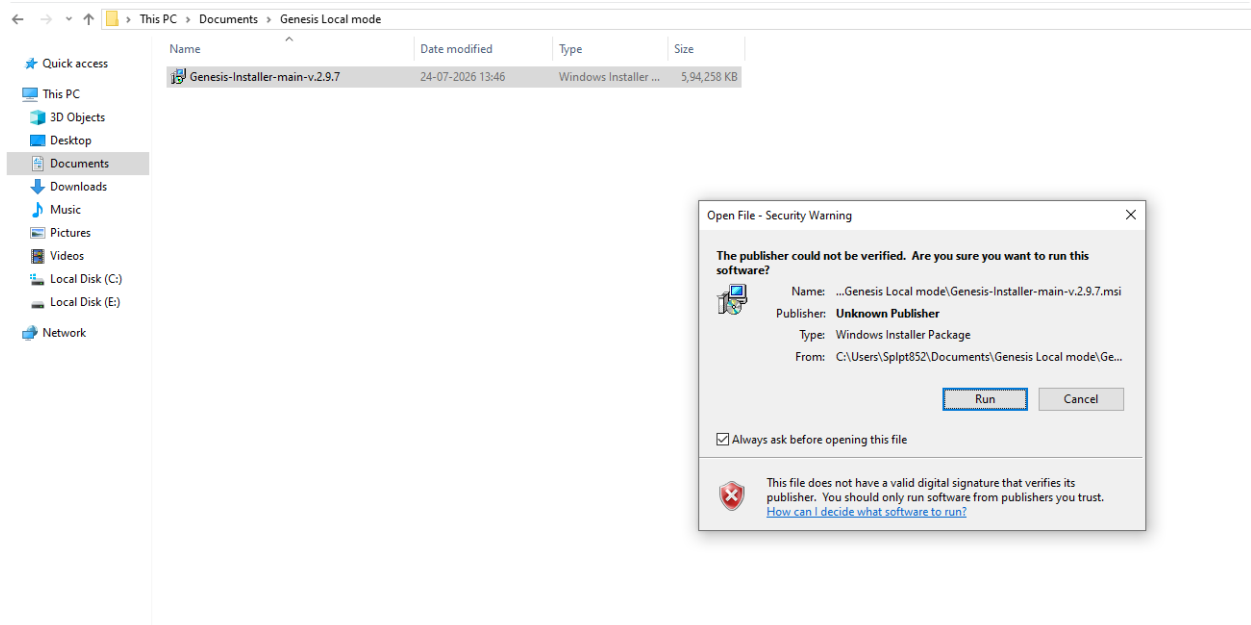
STEP 4: Allow the installer to run — If Windows shows a "Windows protected your PC" (SmartScreen) warning, click More info, then select Run anyway.





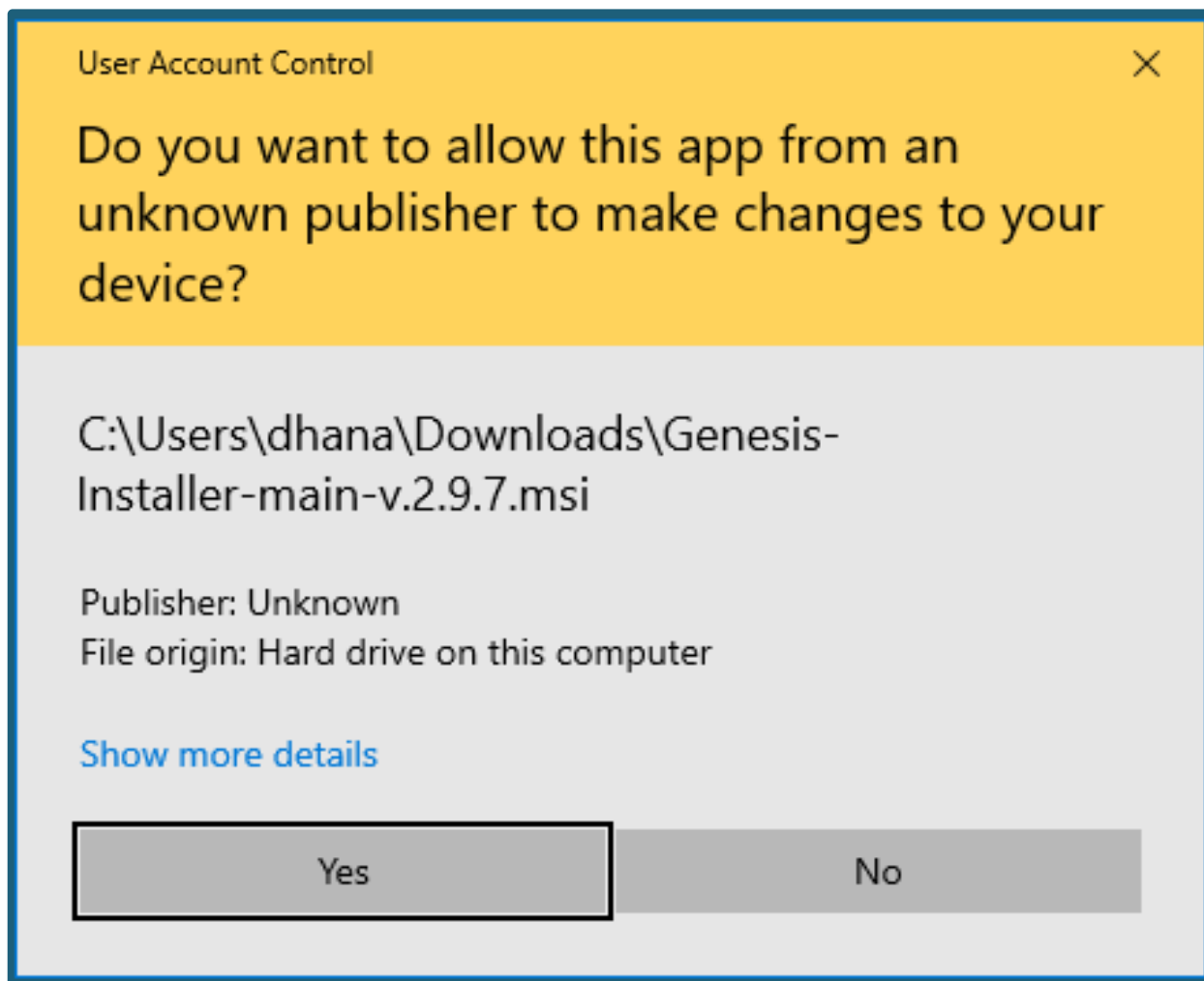
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STEP 5: Confirm the security warning — On the "Open File - Security Warning" prompt, click Run.



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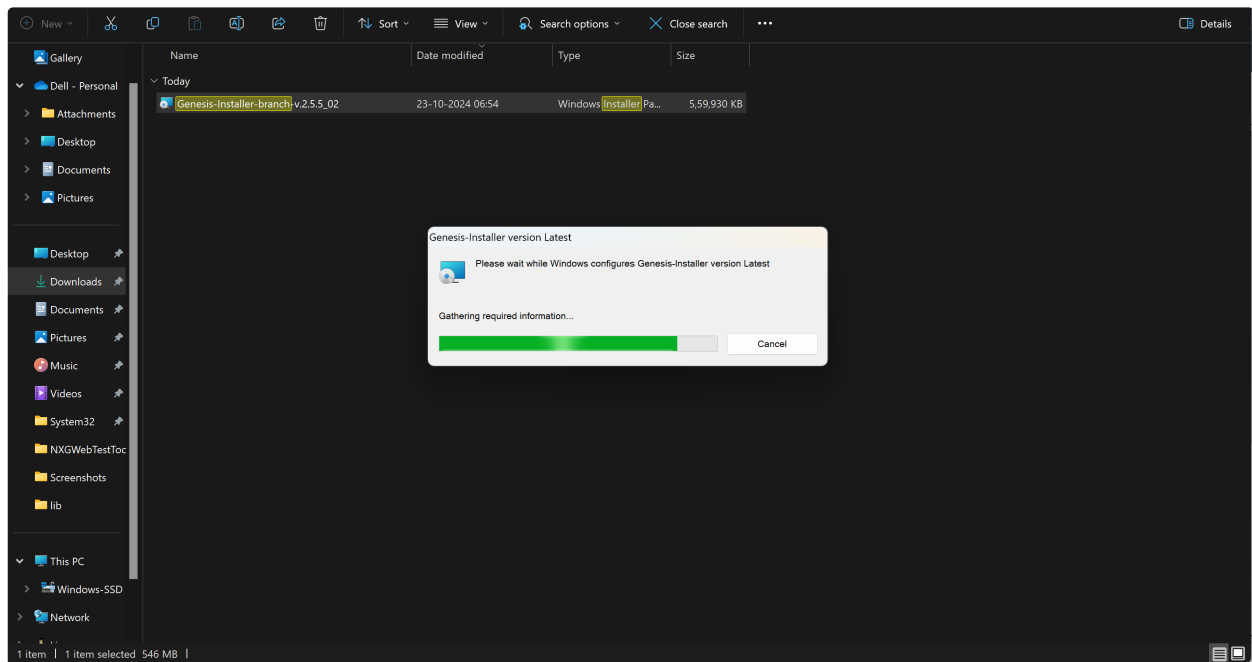
STEP 6: Approve system changes — When User Account Control (UAC) prompts to allow the app to make changes to your computer, click Yes.



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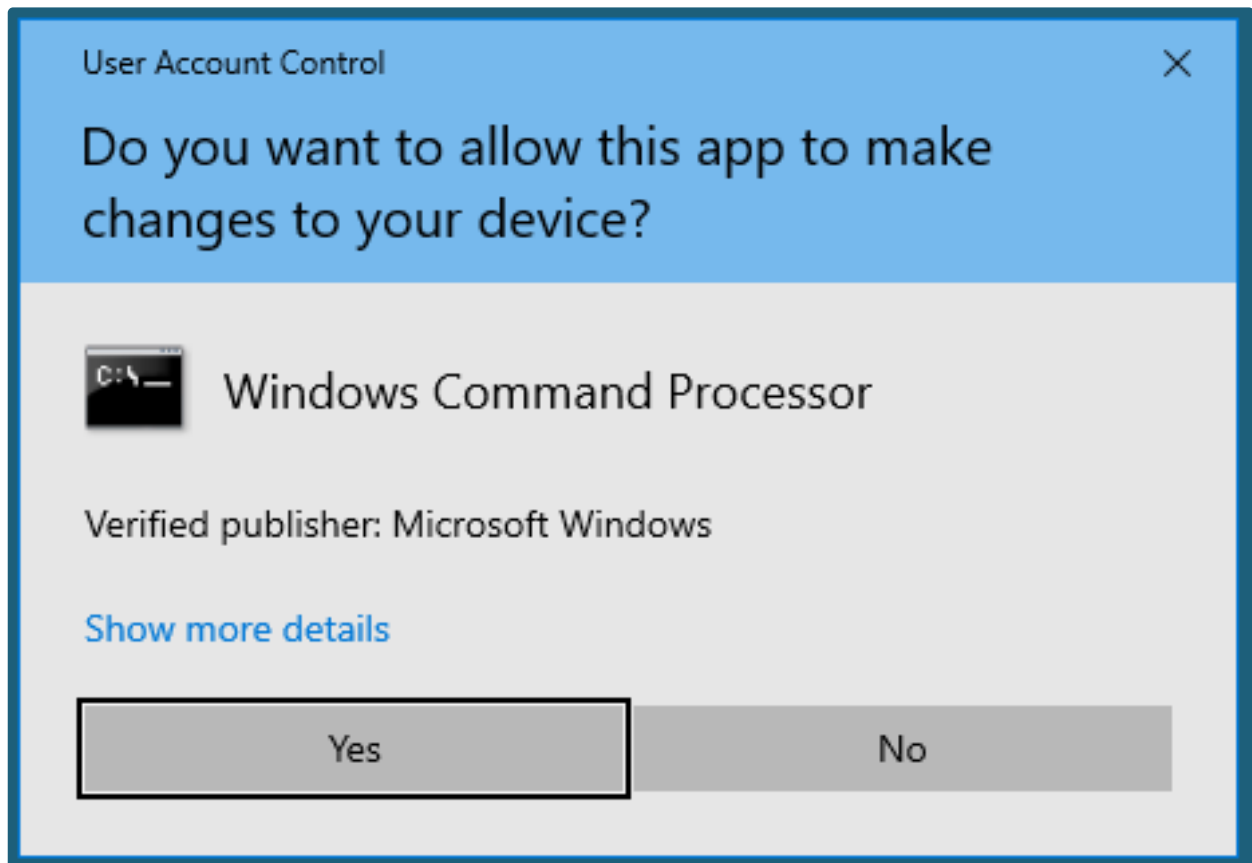
STEP 7: Wait for setup to finish — A progress window appears while Windows configures the installer.

Do not close the window until it completes.



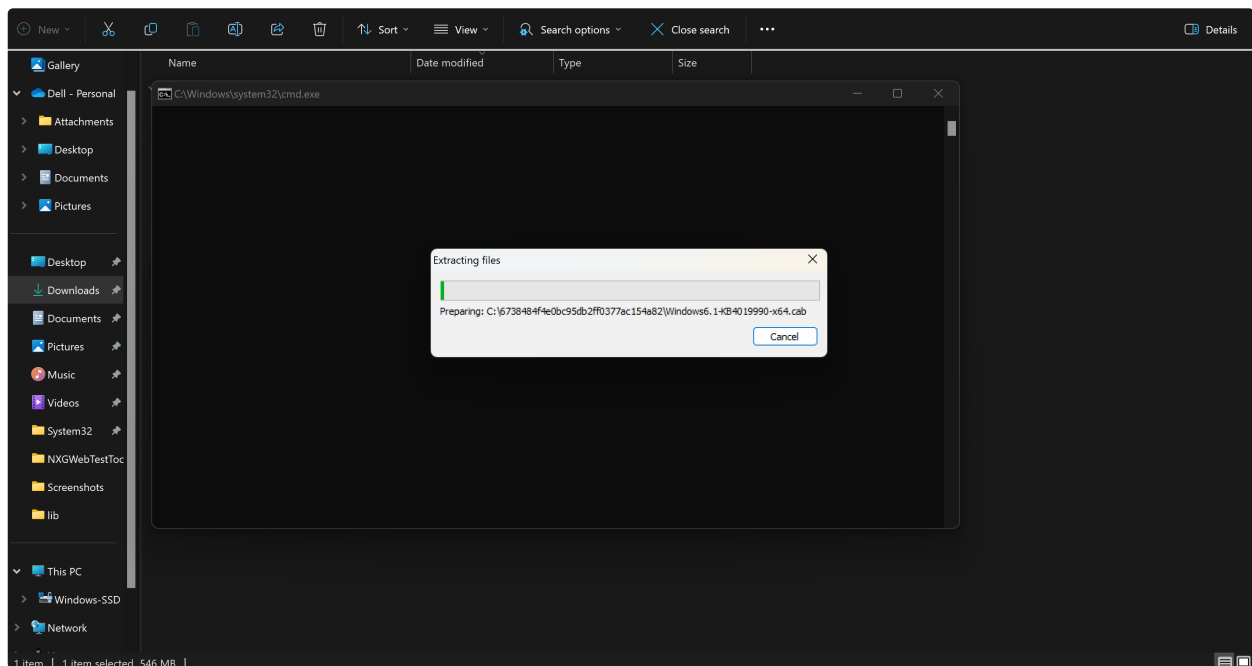
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STEP 8: Confirm the second security prompt — Windows may show a second User Account Control prompt, this time for Windows Command Processor (verified publisher: Microsoft Windows). Click Yes to continue.



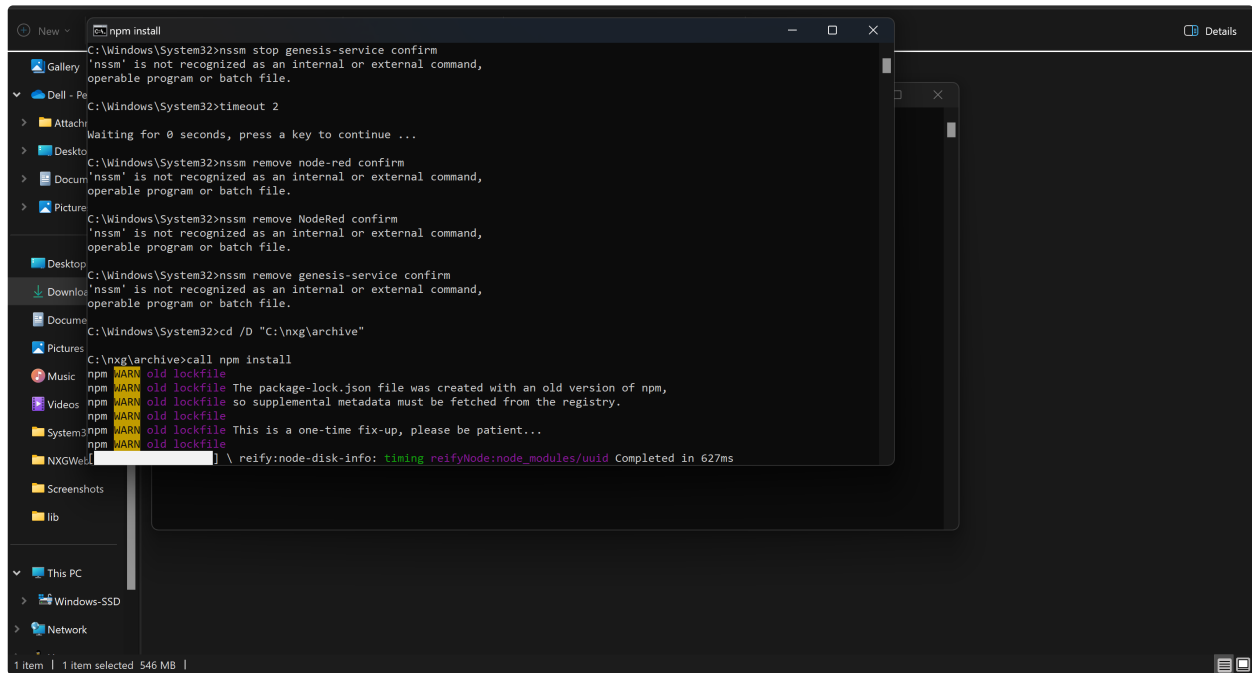
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STEP 9: File extraction — A command prompt opens and extracts the necessary files.



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STEP 10: Install dependencies — Another command prompt opens to install the required components.



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STEP 11: Installation complete — Once the command prompt window closes, Local Mode is installed successfully.

Approach 2: Command-Line Installation

STEP 1: Download the installer — Go to

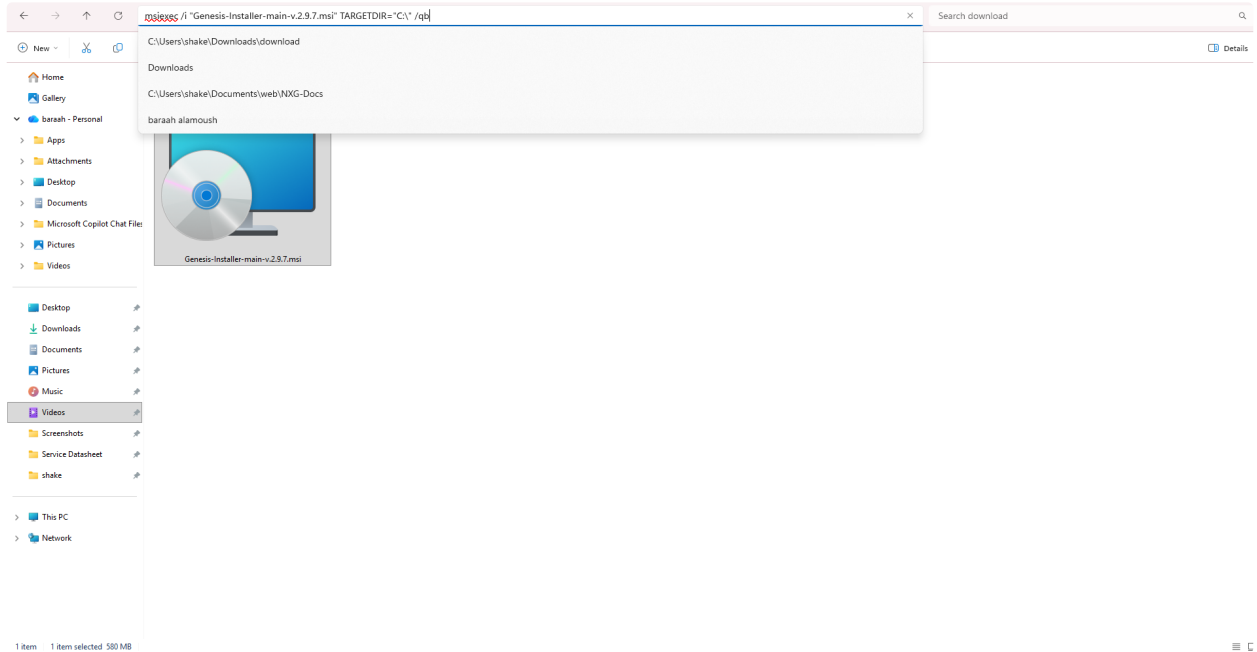
<https://sharebinary.s3.eu-central-1.amazonaws.com/Genesis-Installer-main-v.2.9.7.msi> and download the latest version. Note the folder it downloads to (for example, your Downloads folder).

STEP 2: Open the download folder — Open File Explorer and navigate to the folder containing the downloaded Genesis Local Mode MSI file.

STEP 3: Run the install command — Click into the address bar, type the following command, and press Enter :

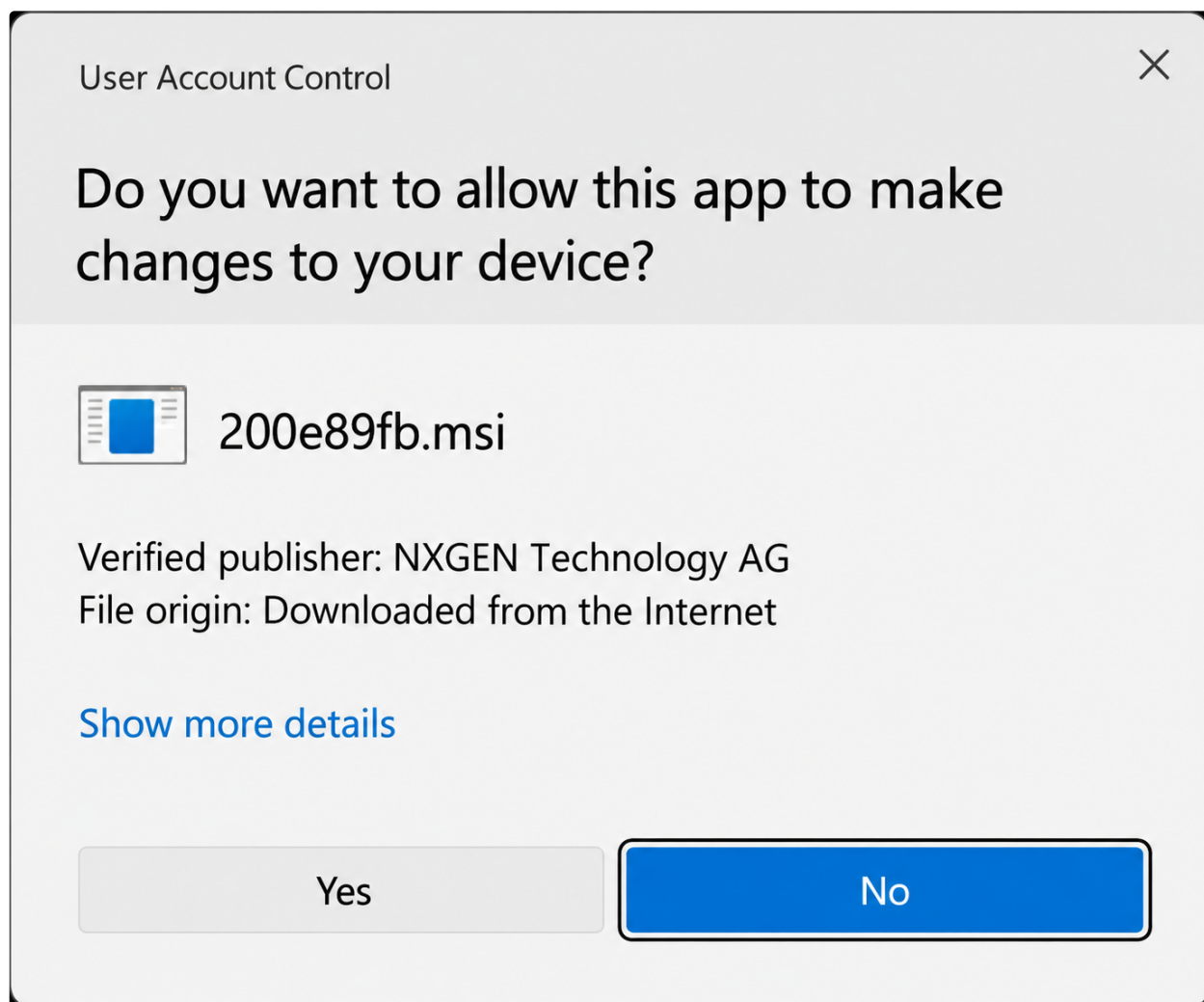
```
msiexec /i "Genesis-Installer-main-v.<version>.msi" TARGETDIR="C:\\" /qb
```

Replace <version> with the version number of the installer you downloaded (for example, 2.9.7).

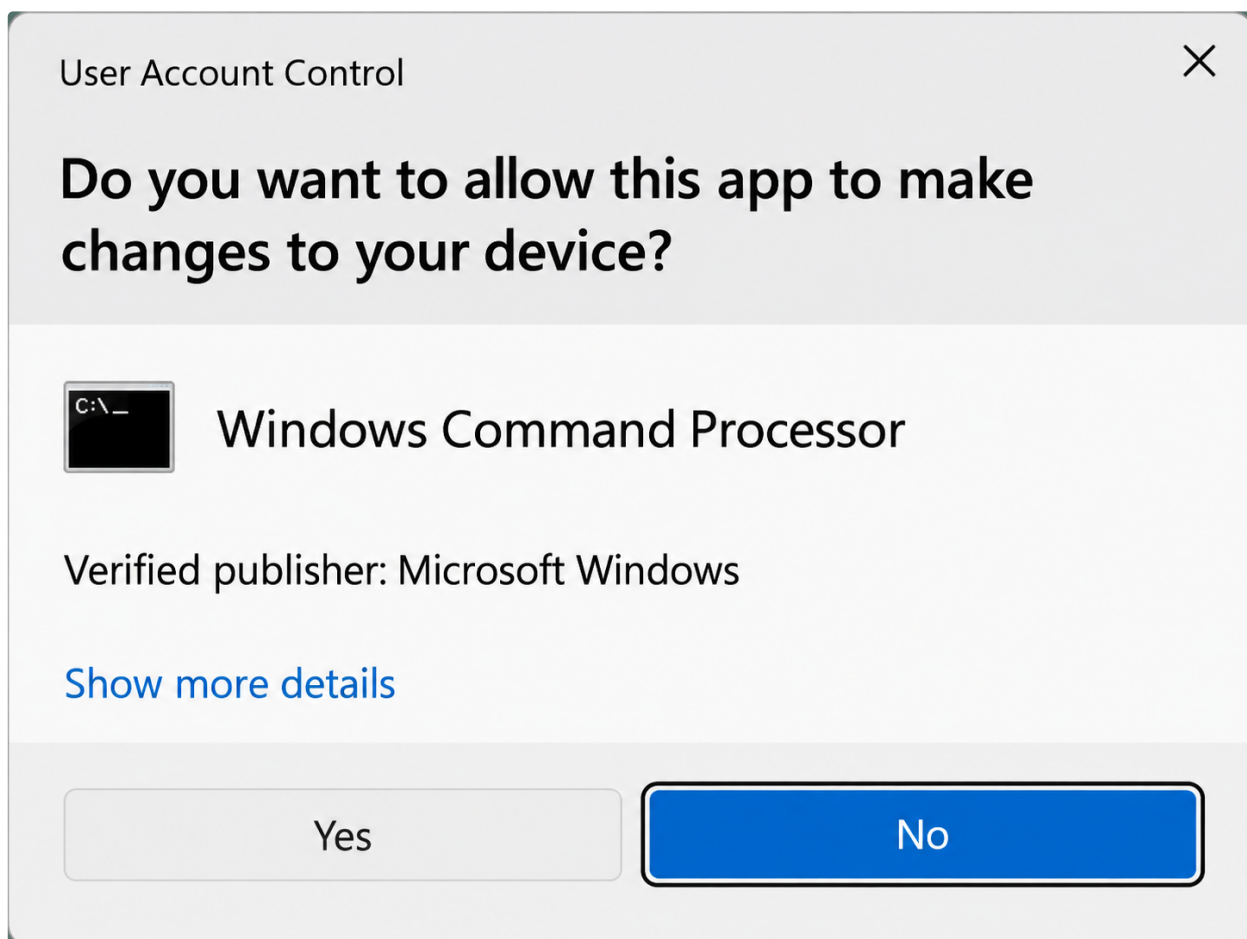


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STEP 4: Approve the UAC prompts — Because the command runs directly from File Explorer's address bar rather than an already-elevated window, Windows shows two User Account Control prompts in a row: one for Windows Command Processor (verified publisher: Microsoft Windows) and one for the installer itself, shown under a temporary filename such as `200e89fb.msi` (verified publisher: NXGEN Technology AG). Click Yes on both to let the installation proceed.



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STEP 5: Wait for setup to finish — A Genesis-Installer version Latest progress window appears while Windows configures the installer. No further input is required; the window closes automatically once installation completes.

STEP 6: Confirm installation — Local Mode is installed successfully once the progress window closes. To confirm the service is running, check the Local Mode tray icon status — it shows LocalMode: Active and Bridge: Active once installation succeeds.

Bridge	Active
LocalMode	Active
User	
Host	
NXG	
Adpro	
Dahua	
Hikvision	
Uniview	
FFMPEG	
Node	
NodeJS	
NPM	
.NET	

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Reinstalling or updating an existing installation: If Local Mode is already installed, stop the Genesis local mode services and uninstall the existing version first, then repeat Approach 2 using the new installer's version number in the command.

Troubleshooting: Local Mode Shows as Not Installed

If Local Mode is installed and running on the workstation — the tray icon shows LocalMode: Active and Bridge: Active — but the GCXONE dashboard still reports it as not installed, the browser is most likely blocking the site from detecting the local app.

- In Chrome, click the site info icon (the padlock/tune icon) to the left of the address bar while on the GCXONE dashboard.

- Make sure Apps on device is turned on for the site.
- If it is already on but the dashboard still doesn't detect Local Mode, click Reset permission , reload the page, and allow the prompt again when asked.

Once the permission is enabled, GCXONE detects the installed Local Mode app immediately — no reinstall is needed.

