



Comprehensive Video Analytics Solutions

innoVi – Immix Integration Guide

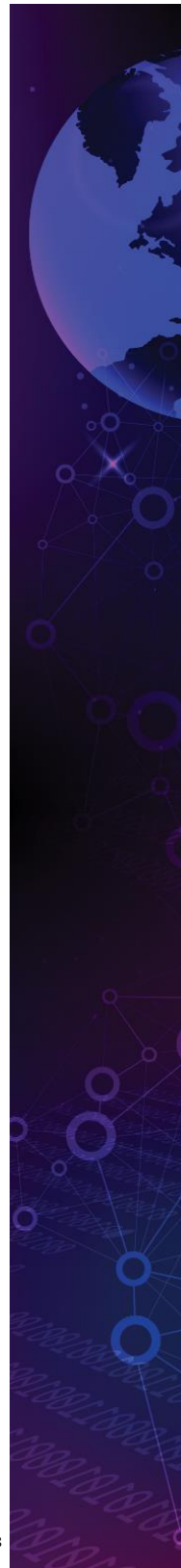


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1. Overview

This guide explains the required definitions to be made in both innoVi and Immix to enable a successful integration.

2. Immix Setup – Whitelisting innoVi IP Addresses

innoVi sends its alarms to Immix using the following two active IP addresses, that MUST be whitelisted in Immix:

- 52.31.73.162
- 52.49.148.7
- 54.171.219.174
- 34.248.224.202

A recommended method for whitelisting innoVi’s IP addresses is to create, in Immix, a fake site with 4 innoVi devices, each with one of innoVi’s IP addresses. Then, for each real customer site, an innoVi device (even with no other details) must be created to have an Immix ‘S’ number that will be used by innoVi.

The following screenshot shows innoVi’s ‘fake’ site devices:

The screenshot shows the Immix interface for editing devices. The title is "EDIT DEVICES FOR: INNOVI DEVICES - DO NOT DELETE!!!". The breadcrumb trail is "Devices > Cameras > Splits > Audios > Alarms > Summary". Below the breadcrumb is a "CURRENT DEVICES" section with a "NEXT" button. A table lists the devices:

DEVICE NAME	DEVICE TYPE	IP/HOST	PORT	
InnoVi	InnoVi	52.49.148.7	25	
InnoVi	InnoVi	54.171.219.174	25	
InnoVi	InnoVi	34.248.224.202	25	
innovi2	InnoVi	52.31.73.162	25	

Below the table is an "Add a Device" button with a green plus icon. A "NEXT" button is at the bottom right.

The following screenshot shows a ‘real’ customer site’s device:

The screenshot shows the Immix interface for editing devices. The title is "EDIT DEVICES FOR: FRONT DOCKING AREA". The breadcrumb trail is "Devices > Cameras > Multiviews > Splits > Tours > Audios > Relays > Alarms > Summary". Below the breadcrumb is a "CURRENT DEVICES" section with a "NEXT" button. A table lists the devices:

DEVICE NAME	DEVICE TYPE	IP/HOST	PORT	
InnoVi	InnoVi		0	

Below the table is an "Add a Device" button with a green plus icon. A "NEXT" button is at the bottom right.



3. innoVi Setup

3.1. Account level setup

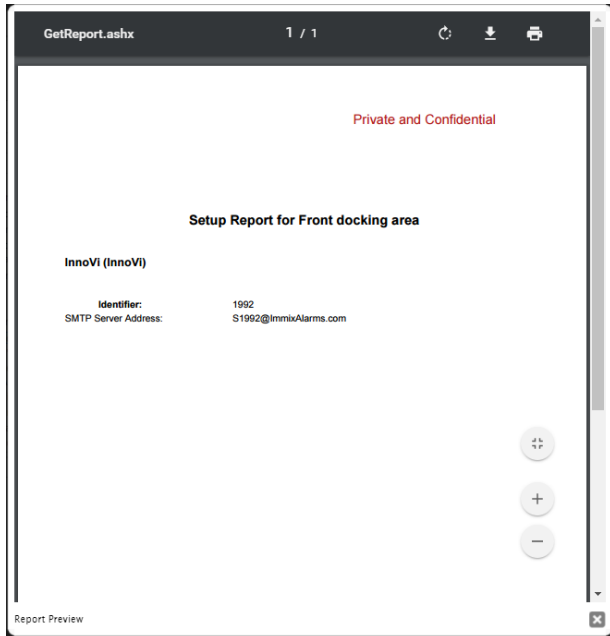
1. In innoVi, select the account level in the hierarchy tree and open the 'Settings' tab. The following window is displayed:

The screenshot shows the innoVi web interface. The left sidebar contains a hierarchy tree with 'innoVi Demo' selected. The main content area is titled 'innoVi Demo' and has tabs for 'Cameras', 'Events', 'Health', 'Rules', 'Users', 'Settings', and 'Audit Log'. The 'Settings' tab is active, showing 'Account Information' and 'Event Action' sections. The 'Account Information' section includes a checkbox for 'Enable Agent Vi customer support full access', an 'Account ID' field with the value '61776048-348F-4042-9207-0913564ba754', and a 'Time zone' dropdown set to 'EUTC+00:00 Etc/UTC'. The 'Event Action' section is highlighted with a red box and contains a checkbox for 'New event audio notification', a dropdown for 'Alarm Automation Software' set to 'Inmix', and fields for 'Host', 'Port' (set to 25), 'User', and 'Password'. Below these fields is a 'System number' field with a note: 'Please configure the Inmix System Number (S number) for each innoVi customer site within that site's "Settings" tab'. A 'Note' section states: 'Please configure inmix to receive incoming events from the following IP addresses: 52.48.148.7 and 52.31.73.162'. There is a 'Test Connection' button and an 'Enable' checkbox which is checked. At the bottom right of the form are 'Apply' and 'Cancel' buttons.

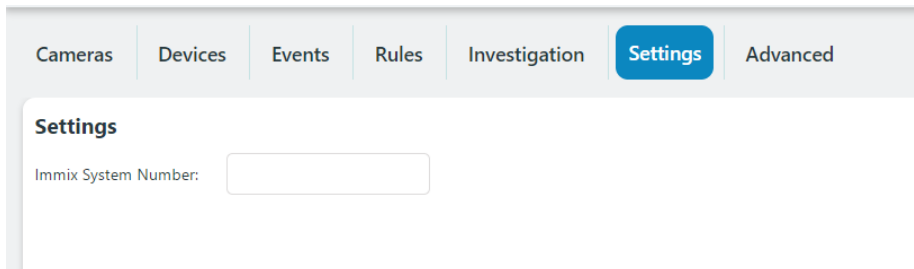
2. Enter the relevant Inmix details, matching your Inmix system. Mark the 'Enable' checkbox to enable events transmission from innoVi to Inmix and click 'Apply'.

3.2. Configuring Inmix's 'S' number in innoVi

1. In Inmix, select the relevant site and Click "View Summary". The following window opens with the device information:



2. Record the identifier shown (in this example: 1992). This is the Immix System Number to be entered in innoVi at the relevant Site ('Front docking area' in the example above):
3. In innoVi, select the relevant Site in the hierarchy tree and open the 'Settings' tab. The following window is displayed:



4. Enter the Immix System Number you recorded from section 3.2.2 above and click 'Apply'.



4. Contact Agent Vi Support

Review the innoVi Resources page at [agentvi.com/innoVi-resources](https://www.agentvi.com/innoVi-resources)

If you don't find the answer you are looking for, there are multiple ways to contact the Agent Vi Support Department:

- Use the "Contact Support" option from within innoVi (top right menu)
- Use the innoVi support form on Agent Vi's website:
<https://www.agentvi.com/support/innovi-request/>
- Email innovi-support@agentvi.com





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