



PATROLEYES

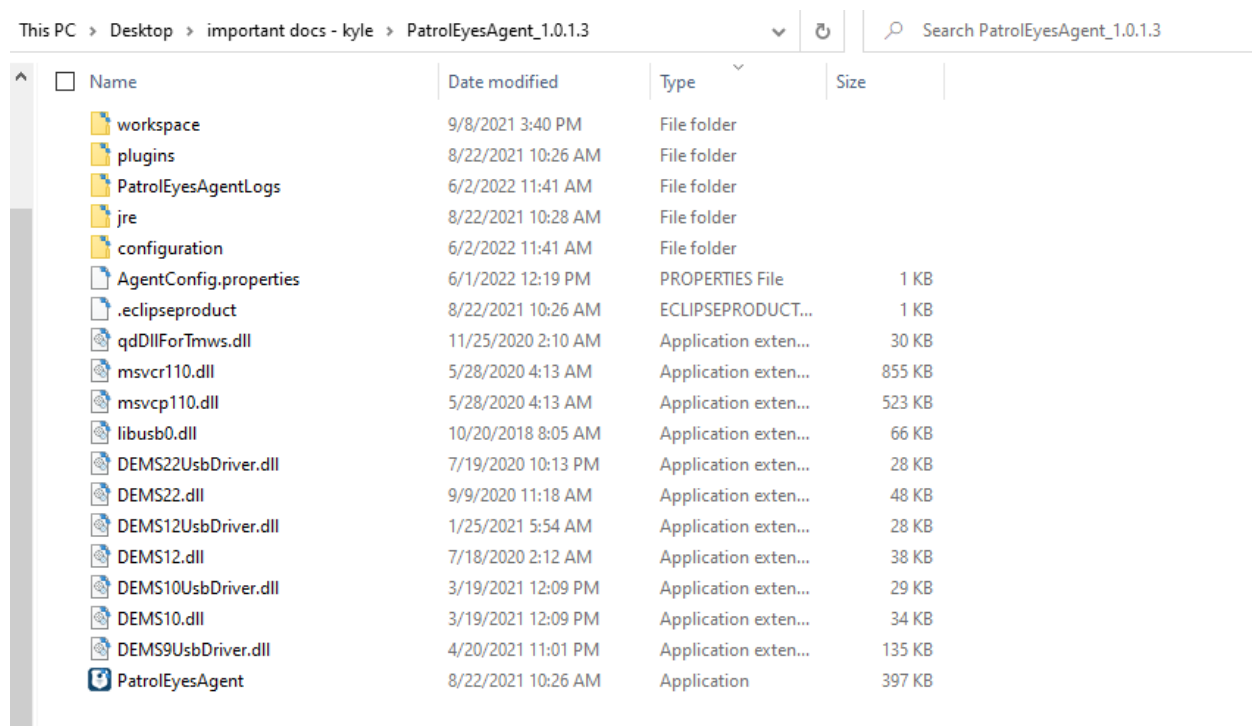
Enterprise Agent Quick Guide

1. Download the Agent from the following link.

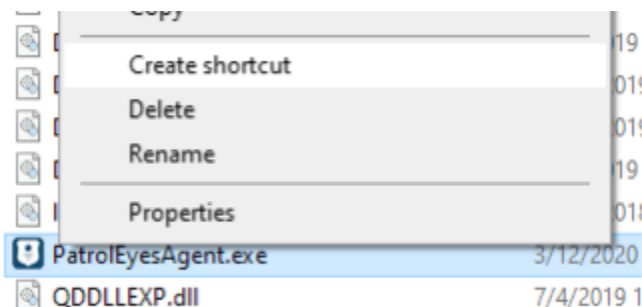
[Agent Download](#)

2. Once downloaded, right-click on the folder and select “Extract All”

3. Once extracted, move the whole folder to the C drive of the computer you will be uploading data from



4. Right-click on “PatrolEyesAgent.exe” and create a shortcut. Drag and drop the shortcut to your desktop



Note: If there is no “.exe” file listed, it will just be PatrolEyesAgent and it will say “application” on the right side.

5. Double click the shortcut you just created to launch the Agent.

Note: If a security window pops up, please select More Info, then Run anyway to launch the Agent.

6. Once the program is open, go to the “Settings” tab and click on “Agent Setting” and enter a name for this Agent, up to 10 characters. Example: MainOffice or FrontOffice.

7. Click back on the “Settings” tab and click on “Connect Platform” and enter the IP address of the server. This will be a local IP. Ex: 192.168.1.140

8. Click back on the “Settings” tab and click on “Adjust Port”.

Warning: Clicking “Adjust Port” will clear all previous port settings. To avoid having to redo all the ports you previously did, do all ports at the same time.

9. The software will now prompt you “Connect Device” in the first slot of the Agent program. Take one of your cameras, power it off, and connect the camera to your docking station. When you see “Success”, remove that camera and plug in another camera to the next port on the docking station. Once you have all cameras synced, press the “Finalize” button on the right side of the program.

10. Disconnect all cameras

11. Login to the web portal using your username and password and proceed to the Configuration tab

12. Click the Agent tab on the left side and then click “Add Agent”

13. Enter the Agent ID you entered earlier in the Agent (up to 10 characters) and then an Agent Name and press “Add”

The image shows a screenshot of a web application dialog box titled "Add Agent". The dialog has a close button (X) in the top right corner. It contains three input fields:

- * Agent ID: BackOffice
- * Agent Name: Back Office
- Location: Location

At the bottom right of the dialog, there are two buttons: "Add" and "Cancel".

14. Close the Agent if it is still open, then run the Agent. This time you will notice that the gray circle in the right corner is now green. This means the Agent is connected to the server and the server is ready to upload data.

Troubleshooting:

It is taking forever to upload data from the server when multiple cameras are connected.

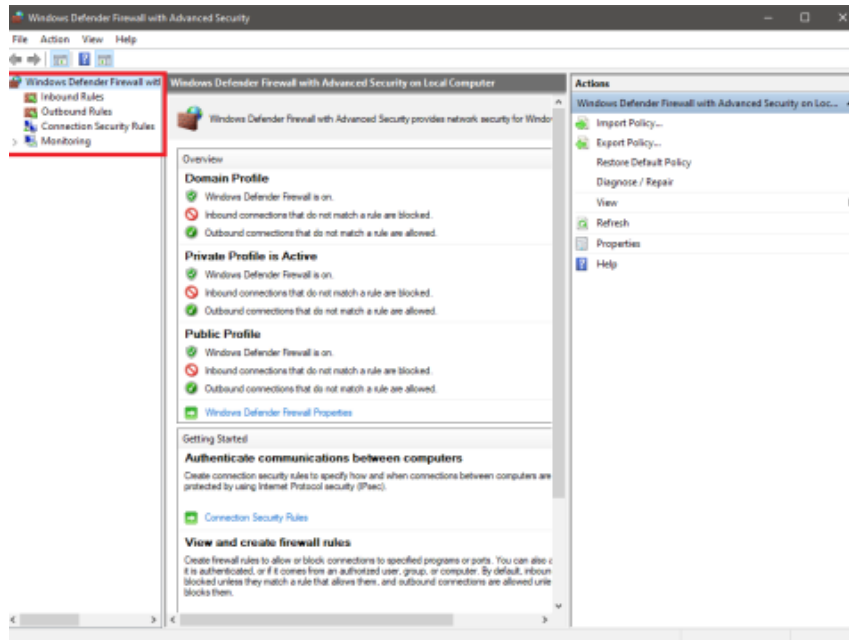
- If it is taking much longer than you think it should upload data to the server, select “Do not upload data to server when there is data transferring from the camera.” This will first remove all data from the cameras, and then proceed to upload the data to the server.

I followed every step but the gray circle has not turned green.

- Your firewall is blocking the necessary port for the agent to talk to the server. You need to create an “Outbound rule” for the Agent. Follow the steps below.
1. In the windows desktop search bar type “Firewall” and you should see an app called “Windows Defender Firewall with Advanced Security.” Double click on the application.



2. On the window that pops up, select “Outbound Rules” on the left side of the window.



3. Click “New Rule” on the right side of the window under the Actions header
4. On the window that pops up select “Port”
5. Make sure “TCP” is ticked and that “Specific remote ports” is also ticked. Enter port 9753 and then click Next
6. Select “Allow the connection” on the new window and press Next
7. On the new window keep all options checked (Domain, Private, Public)
8. On the new page give the rule a name, i.e. PatrolEyes Agent, and then press finish
9. Close the Agent and re-open the program, you should now see a green circle.

FAQs

- ❖ I do not see a green circle in the top right, it is still gray.
 - Make sure you have entered the correct IP address for the server. (Step 7)
 - Make sure the Agent ID is the same as the Agent ID on the web app.
 - If you have more than one window open with the web app, close one of them out, and restart the agent software.
 - Try restarting the server if you have done all the above and you still do not see a green circle.
- ❖ I added all my users, but no cameras will upload.
 - Make sure you have adjusted the USB ports, and the directions found in this manual in steps 8 & 9.
- ❖ When I try to “**Adjust Port**” and connect my cameras, it never says “**Success.**”
 - Make sure that the cameras are powered on and not recording when you plug them in. Also, make sure you are not using a USB hub (other than our 8 or 10-port docking station) when connecting the cameras.

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