

Unity Video™ System Integration Guide

Video and Event Viewer for OnGuard® 7.2, 7.3, 7.4, 7.5, 7.6,
8.0, 8.1, 8.2 and 8.3 Access Control Systems

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Introduction

The Unity Video and Event Viewer integration with the OnGuard software allows users to use the OnGuard interface to access Unity Video software features. Specifically, users can view live and recorded video, export video, view video events and analytics, and control PTZ devices from the Unity Video system through the OnGuard software.

Requirements

Vendor	Requirements
Avigilon	ACC Server software 6.0 and later or ACC Server software 7.0.0.30 and later or Unity Video 8
Avigilon	ACC Client software 6.0 and later or ACC Client software 7.0.0.30 and later or Unity Video 8
Avigilon	Avigilon Media gateway version 8
Avigilon	OnGuard integration NVR license: ACC6-LENL-ONGRD If you are also using the Alarm Gateway integration, this one license will work for both integrations.
Avigilon	Avigilon integration executable file: OnGuard_Avigilon_Accessory_Add-On.msi
LenelS2	OnGuard version 7.2, 7.3, 7.4, 7.5, 7.6, 8.0, 8.1, 8.2 and 8.3. To connect to an older version of the OnGuard software, contact Avigilon Technical Support for compatible versions of the integration software.
LenelS2	Maximum number of OAAP/LDVR camera channels: DV-CH-xxx
LenelS2	OnGuard Video Web Services require additional licenses. For further information, please contact LenelS2 Support.

For More Information

For more information about the procedures outlined in this guide, refer to the following specific software documentation:

- *Unity Video Client User Guide*
- *Unity Video Client Server Guide*

- *OnGuard Alarm Monitoring User Guide*
- *OnGuard VideoViewer User Guide*
- *OnGuard Installation Manual*

What's New

- Added compatibility with OnGuard's web based applications (Surveillance and Monitor)
- Bugfix: OnGuard timezone fails to synchronise after timezone update on Unity server
- Provided compatibility with OnGuard 8.3
- Performed technical maintenance on the integration software

Installation

Installing on the OnGuard Server Machine

Follow these steps to install the integration on the machine hosting the OnGuard server software.

Preparing and Licensing

- **License Requirement:** Add the OnGuard Integration NVR license (ACC6-LENL-ONGRD) to a Unity Video Server within the site.

Note: The integration accesses all cameras in the site connected to the licensed server.

- Navigate to the Avigilon Access Control Integrations page.
- Scroll to the OnGuard Video & Event Viewer section.
- Download the .zip file that corresponds to your OnGuard Server version.
- Unzip the downloaded file.

Installing Prerequisites

- Navigate to the **Prerequisites** folder within the unzipped directory.
- Install the Avigilon SDK Redistributable.
- Install the DirectX component. This step is only necessary if the DirectX component is missing on the machine.

Executing the Installation

CAUTION – Close all running OnGuard client applications (e.g., **System Administration**, **Alarm Monitoring**, etc.) before you start the installation.

- Start the **setup.exe** file.
- Follow the prompts in the installation wizard to complete the installation.

Installing on the OnGuard Client Machine

You must install the video integration component on machines where only the OnGuard Client is installed to enable video integration functionality.

Installation Procedure

The installation steps for the client machine are identical to the steps performed on the server machine:

1. Download and unzip the .zip file corresponding to the OnGuard Server version.
2. Install the Avigilon SDK Redistributable from the Prerequisites folder.
3. Install the DirectX component from the **Prerequisites** folder (if missing).
CAUTION – Close all running OnGuard client applications (e.g., **System Administration**, **Alarm Monitoring**, etc.) before you start the installation.
4. Start the **setup.exe** file and complete the installation process.

Upgrade

General

Upgrading the Avigilon Video Integration component is not mandatory following an upgrade of the core OnGuard system (both server and client components). All previously configured functionality remains operational.

However, we recommend upgrading the integration. New versions of the OnGuard system are typically followed by new versions of the Video Integration, which offer:

- **Improved compatibility** with the current OnGuard version.
- **Support for new features** and functionality.

Upgrading the Integration

Follow these steps to upgrade the Video Integration on the OnGuard Server and OnGuard Client machines where it was previously installed.


1. Download the .zip file corresponding to the new version of your OnGuard Server and unzip it.

Note: Close all running OnGuard client applications (e.g., System Administration, Alarm Monitoring, etc.) before you start the upgrade.

2. Start the **setup.exe** file and complete the installation. The installer automatically detects the previous version and performs the upgrade.
3. Restart the OnGuard machine (server or client) after the upgrade is complete.

Check the Avigilon License

Check that the Avigilon license was applied correctly after you have installed all the required software.

1. Open the Unity Video Client.
2. Click  and select Site Setup.
3. Click **License Management**. The License Management dialog box appears.
The dialog box must show *Integration Support > Yes* or the software was not properly licensed.

Avigilon Configuration

After the required license and software have been installed, configure the Avigilon cameras for use in the OnGuard software.

All Avigilon camera settings are configured in the Unity Video Client software. See the *Unity Video Client User Guide* for more information.

Assigning Logical IDs to Cameras

In the Control Center Client software, assign a logical ID to each camera. The integration software only allows you to access cameras with a logical ID. By default, cameras do not have a logical ID.

1. In the Control Center Client software, right-click a camera in the System Explorer and select **Setup**.
2. In the camera Setup tab, click **General**.
3. In the General dialog box, enter a Logical ID: for the camera. The logical ID must be unique number.

Adding an Integration User in the Unity Video Software


To protect the security of the Unity Video software, add a user in the Unity Video Client software specifically for connecting the integration. The user you add will be used to connect the Unity Video system to the Avigilon integration software. See the *Unity Video Client User Guide* for more details.

To use all the integration features, the user must be added to a group with the following permissions:

- View live images
 - Use PTZ controls
 - Lock PTZ controls
- View recorded images

In the Unity Video Client software, complete the following steps:



1. In the Setup tab, select the site then click .
2. In the Groups tab, click **Add Group**.
3. In the following dialog box, select to copy the **Standard Users** group permissions.
4. In the Edit Group dialog box, give the new group a name then select the recommended permissions for the integration.
Make sure only the required permissions are selected.
5. Click **OK** to save the new group.
6. Select the Users tab then click **Add User**.
7. In the Add/Edit User dialog box, enter a **Username**:

8. In the Password area, complete the following fields:
 - **Password:** enter a password for the user.
 - **Confirm Password:** re-enter the password.
 - **Password never expires:** you may want to select this check box so that you do not need to update the Unity Video software password for the integration.
9. Select the Member Of tab and select the check box beside the group you created earlier in this procedure.

The other two columns display the permissions linked to the selected group.
10. Click **OK**. The user is added to the system.

OnGuard Configuration

After the Avigilon cameras have been configured for use in the OnGuard software, configure OnGuard to interact with the Unity Video servers and add the Avigilon cameras into the OnGuard software.

Adding Avigilon Servers

1. Open the OnGuard System Administration software.
2. Select **Video > Digital Video**.
3. Select the **Video Recorder** tab.

The screenshot shows the OnGuard System Administration software interface. The top menu bar includes tabs for 'Video Recorder', 'Camera', 'Camera Inputs', 'Camera Outputs', 'Remote Monitor', 'Device - Camera Links', 'Alarm-Video Configuration', 'Video Event Text', 'Auxiliary Services', and 'Archiv'. The left sidebar shows a tree view with 'Source' and 'Workstation' folders, and a sub-entry for 'Avigilon NVR' with 'Dwidmann-1' listed below it. The main configuration area is titled 'Video Recorder' and contains the following fields and controls:

- Name:** A text field containing 'Avigilon NVR' and a checked 'Online' checkbox.
- Video Recorder Type:** A dropdown menu set to 'Avigilon Control Center', with 'Detect' and 'Update Capabilities' buttons.
- Connection:** A sub-section with a 'Notes' tab and the following fields:
 - Workstation:** A text field containing 'Dwidmann-1' and a 'Browse...' button.
 - Use Computer Name of Video Recorder:** A radio button with a 'Browse...' button.
 - Use IP Address of Video Recorder:** A radio button with a text field containing '192 . 168 . 1 . 1'.
 - User Name:** A text field containing 'administrator'.
 - Password:** A text field with masked characters '*****'.
 - Port:** An empty text field.
 - World Time Zone:** A dropdown menu set to '(GMT-08:00) Pacific Time (US & Canada)'.

4. Select **Add** to configure a new server.
5. In the **Name** field, enter a name for the server.
6. In the **Video Recorder Type** drop-down list, select Unity Video.
7. In the **Workstation** field, enter the name (host name) of the OnGuard server running the communications server.
8. In the **Use IP Address of Video Recorder** field, enter the Avigilon server IP address.
Make sure you enter the IP address of the Unity Video Server that the integration license is installed on or the integration will not work.
9. In the Port field, enter the Avigilon server port number.
The Port field can be left blank if you are using the default Avigilon port number (38880).

Note: Port Configuration for OnGuard Web-Based Application

When configuring the OnGuard web-based application, ensure the port is set to 38880. You

may simply leave the port field blank to apply this default value. Please note that using a different port will disable web-based functionality.

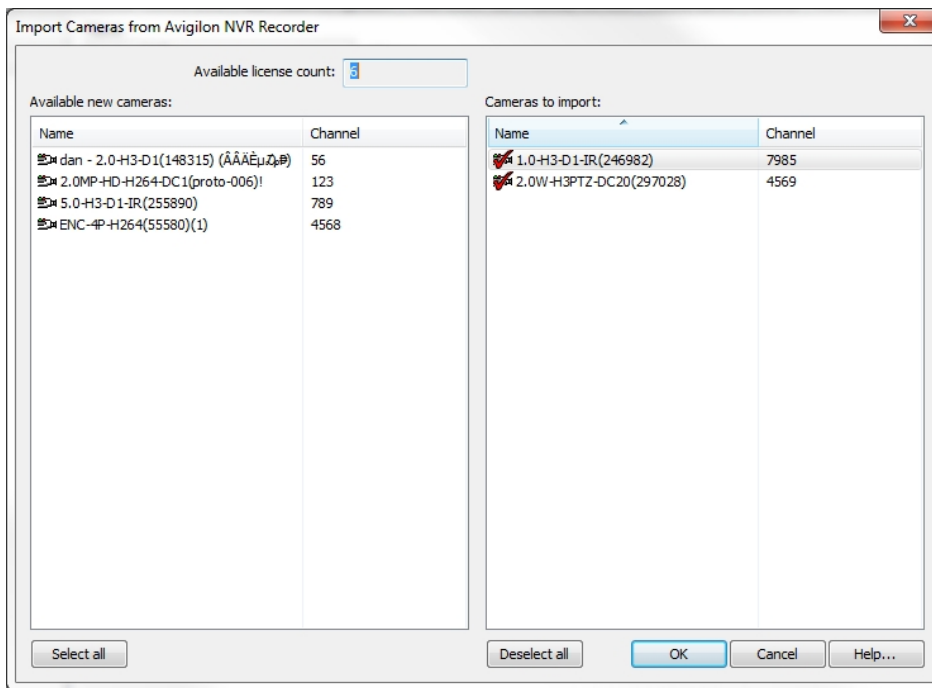
10. Enter the server's User Name and Password. Use the Avigilon username and password you created for the integration. For more information, see *Adding an Integration User in the Unity Video Software* on page 6.
11. In the World Time Zone drop-down list, select a time zone.
12. Click **OK** to save the settings.
13. When the Full Download dialog box appears, click **OK**.
14. Right-click the added Avigilon video recorder and select **Download** from the pop-up menu.
15. When the Monitor Zone Assignment dialog box appears, assign the server to a zone and click **OK**.
16. Repeat this procedure for each Avigilon server in your installation.

Note: When adding servers from a site that has two or more servers, only one server from the site should be added.

Adding All Cameras on a Server

1. In the **Video Recorder** tab, right-click the connected Avigilon server and select **Import From Recorder**.
2. In the following dialog box, select all the cameras you want to import.

Note: Only cameras with logical IDs are listed. For more information, see *Assigning Logical IDs to Cameras* on page 6.



- Click a camera on the Available list to add it to the Import list.
 - Or, click **Select all** to add all available cameras to the Import list.
 - Click **Deselect all** to empty the Import list.
3. When you've added all the cameras you want to the Import list, click **OK**. You will see a confirmation dialog box when all the cameras have imported successfully.

The **Camera** tab now displays all the imported cameras. If you are importing a PTZ camera, the camera's configured presets are included with the import.

Adding Individual Cameras

1. In the OnGuard System Administration software, select **Video > Digital Video** then select the **Camera** tab.
2. Click **Add**.
3. Enter a **Name** for the camera and select the server it will use from the **Recorder** drop down list.
4. In the **Channel** field, enter the logical ID you assigned to the camera in the Unity Video Client software. For more information, see *Assigning Logical IDs to Cameras* on page 6.
5. If you want motion alarm events to be displayed, select the **Display Motion Detection Alarms** check box.
6. Leave the **PTZ controlled by Matrix Switches** field empty.
If you have a PTZ camera, the PTZ controls are automatically enabled in the OnGuard software.
7. Click **OK**.
8. Repeat this procedure for each Avigilon camera.

Testing the Connection

After the cameras and software have been configured to support the Avigilon OnGuard integration, test the connection to confirm that the integration was successful.

1. In the OnGuard System Administration software, select **Video > Digital Video > Camera** tab.
2. Select an Avigilon camera then select the **Display Video** check box.

If the camera is configured correctly, the live video from the camera is displayed.

If the video from the selected camera does not display, see *Troubleshooting* on page 20.

Avigilon Unity Video Integration for OnGuard Web-Based Applications

Overview

This document provides instructions on enabling and configuring the integration between Avigilon Unity and OnGuard Web-Based Applications. This setup allows users to view live and recorded video directly within a web browser using OnGuard's Surveillance and Monitor apps.

Prerequisites

Avigilon Unity Requirements

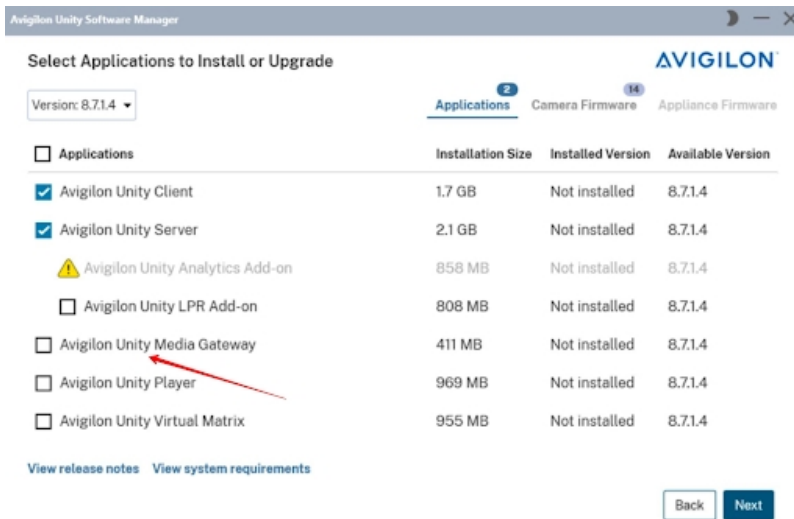
- Avigilon Media Gateway: Must be installed and configured. This component is essential for transcoding video streams for web compatibility.

Installing and Configuring Avigilon Media Gateway

To enable Avigilon - OnGuard Video integration within OnGuard web-based applications, the **Avigilon Media Gateway** component must be installed and configured on the Avigilon Unity server.

Installation

- Launch the common **Avigilon Unity Video** installer on the server.
- Proceed through the installation wizard until you reach the component selection screen.
- Select **Media Gateway** from the list of available components.



- Continue through the wizard instructions to complete the installation process.

Configuration

Once the installation is complete, you must configure the communication port:

- Navigate to the directory where the Media Gateway was installed.
- Open the file named Config.json using a text editor (e.g., Notepad).
- Locate the port configuration setting and change the existing value to 554.

- Example: "port": 554

Notice: Port parameter might be absent in the config file. It might be added in the way shown in the following example:

- ```
{
 "default": {
 "size": {
 "width": 640,
 "height": 480
 }
 },
 "port": 554
}
```

◦ }

- Save the changes and close the file.

## Service Restart

To apply the configuration changes:

1. Open the Windows Services management console.
2. Locate the Avigilon Media Gateway service in the list.
3. Right-click the service and select Restart.

The Media Gateway is now ready for the video integration connection.

OnGuard Requirements

- **License:** Ensure that the **Web-based Applications** feature is activated in your OnGuard license.
- **Software Package:** Install the OnGuard Video Web Services package on the designated server.

**Tip:** Refer to the OnGuard Installation Guide for specific OS compatibility and hardware requirements for the OnGuard Video Web Services.

# Configuration Steps

Phase A: Setting Up OnGuard Video Web Services

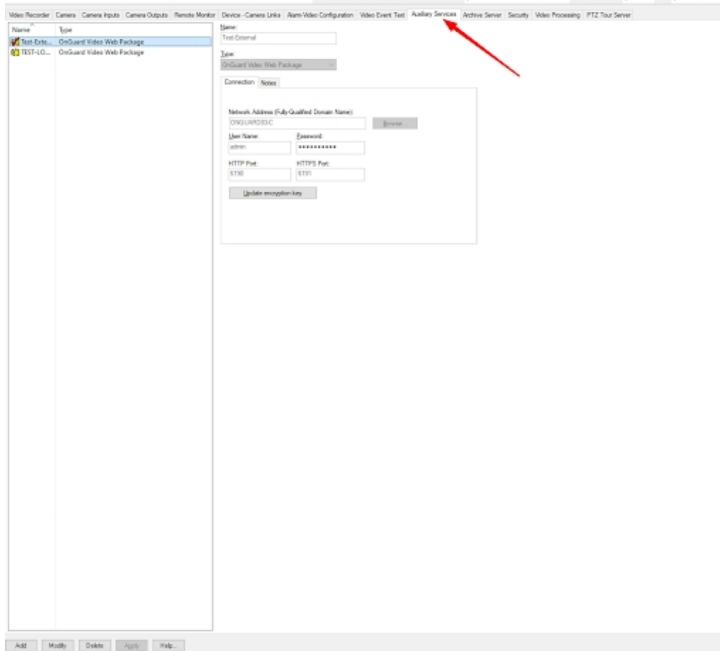
1. Launch OnGuard Video Web Services Administration from the Start menu.
2. Define the Credentials and Port for the service connection.
3. Apply the changes and restart the services.

Phase B: Adding the Auxiliary Device

**Important:** Do not add the Avigilon Recorder to OnGuard before you complete this step.

1. Open **OnGuard System Administration**.
2. Navigate to **Video > Digital Video**.
3. Go to the **Auxiliary Services** tab and click **Add**.
4. Enter the following information:

- **Name:** Enter a name (e.g., "Avigilon Web Bridge").
  - **Hostname:** Enter the IP address or hostname where the OnGuard Video Web Services are installed.
  - **Credentials/Ports:** Enter the values configured in Phase A.
5. Click **Update Encryption Key** to verify the settings. Ensure the message “Encryption Key updated successfully” appears.



### Phase C: Recorder Integration

1. Go to the Video Recorder tab and add the Avigilon Unity Recorder.
2. Enter the connection details (IP, Username, Password).
3. Critical: In the "Auxiliary System" dropdown, select the device created in Phase B.
4. Import the cameras.

**Tip:** For issues with PTZ or specific stream settings, consult the OnGuard Video Interfaces User Guide.

### Phase D: Service Verification

1. Restart the following services:
2. Open a browser and navigate to: `http://<Hostname>:8080` (or `https://` if SSL is configured). Notice: If the certificate is self-signed or expired, the page won't open, and a warning message is displayed.
3. Log in and launch the Surveillance app to verify the video feed.

**Note:** Ensure that the system time on the machine hosting the Web-Based Applications matches the system time on the OnGuard machine. Even small differences (including minutes) can cause issues with the web applications.

# Using the Integration

After the Avigilon OnGuard integration has been successfully installed and configured, you can view, record and export video from Avigilon cameras in the OnGuard Alarm Monitoring software and the OnGuard VideoViewer software. The video integration features motion detection, camera loss and analytics event data [from the Unity Video software](#).

Additionally, live video streams, recorded video, and alarms can be viewed via a web browser, utilizing the OnGuard web applications and Avigilon - OnGuard Video integration.

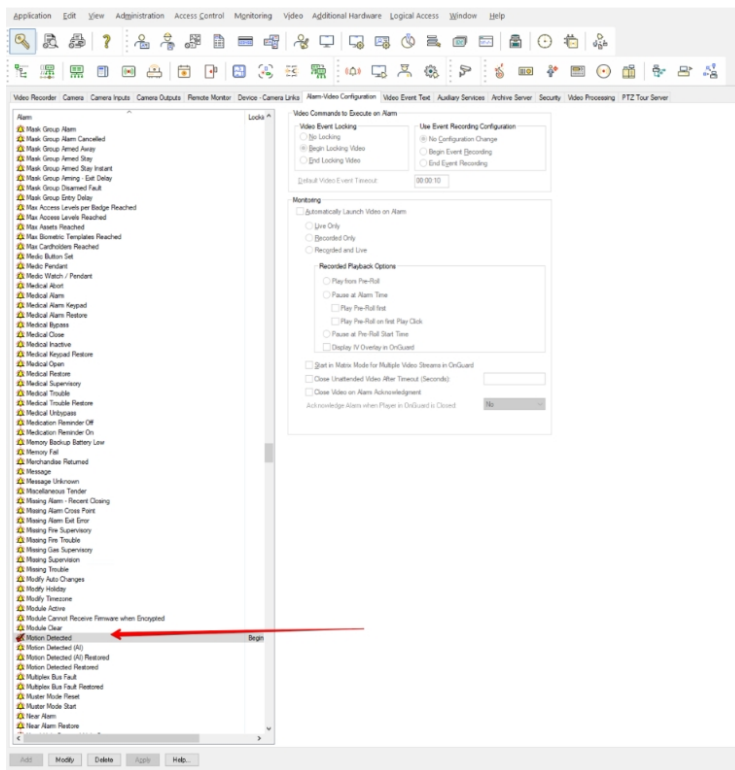
For more information, see the *OnGuard Alarm Monitoring User Guide* and the *OnGuard VideoViewer User Guide*.

## Launch Video when an alarm is triggered in the OnGuard System.

OnGuard's system can launch video from the camera (live or recorded) when an event is triggered. For example, If a motion event is detected, the corresponding video stream will be displayed on the OnGuard Alarm Monitor, The OnGuard VideoViewer will then launch, showing the camera's video stream where the motion detection was triggered.

To enable this functionality follow the next steps:

1. Navigate to OnGuard System Administration > Video > Digital Video > Alarm Video Configuration tab.
2. In the list of Alarms find the required Alarm (e.g "Motion Detection") and click to highlight it.



3. Click on the "Modify" button then check the box labeled "Automatically Launch Video on Alarm"

Monitoring

Automatically Launch Video on Alarm

Live Only

Recorded Only

Recorded and Live

Recorded Playback Options

Play from Pre-Roll

Pause at Alarm Time

Play Pre-Roll first

Play Pre-Roll on first Play Click

Pause at Pre-Roll Start Time

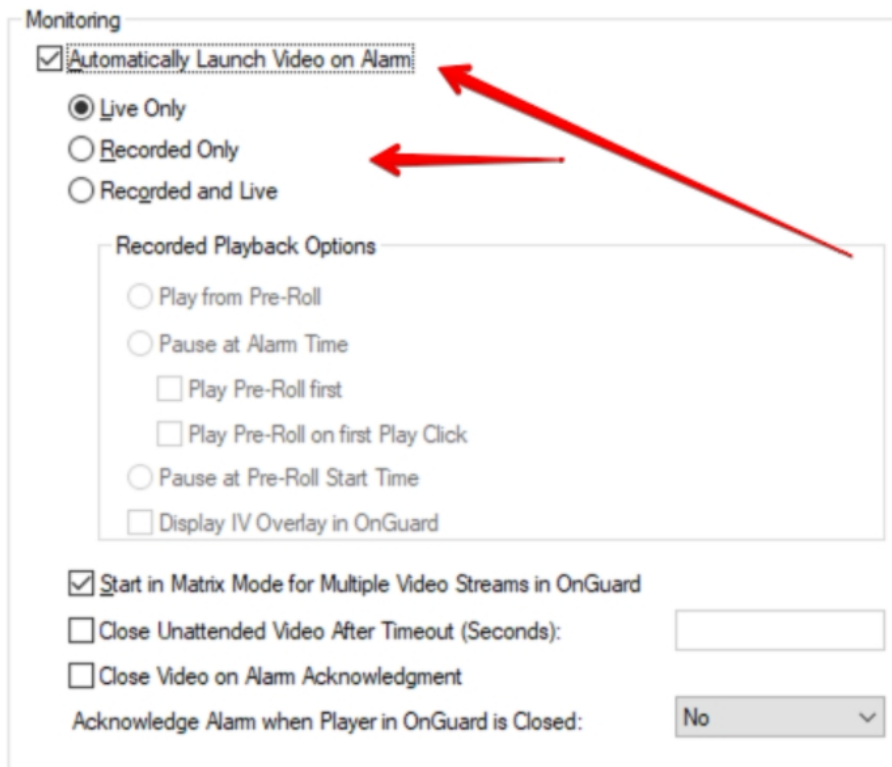
Display IV Overlay in OnGuard

Start in Matrix Mode for Multiple Video Streams in OnGuard

Close Unattended Video After Timeout (Seconds):

Close Video on Alarm Acknowledgment

Acknowledge Alarm when Player in OnGuard is Closed:



4. Select the type of video to launch (Live, Recorded, or Both)
5. Click "OK" to confirm your selection.
6. Open OnGuard Alarm Monitoring, trigger an alarm, and verify that the video launches successfully.

# Troubleshooting

Contact Avigilon Technical Support: [avigilon.com/support](https://www.avigilon.com/support) if the following troubleshooting solutions do not resolve the issue.

## Installation Fails

When you run the `OnGuard Avigilon Accessory Add-On.msi` executable file the first time, the installation fails.

- Run the `OnGuard Avigilon Accessory Add-On.msi` executable file again.

Installation succeeds the second time.

## No Video Display in the System Administration Software

When you test the Avigilon OnGuard connection in the OnGuard System Administration software, no video appears. The video display box remains blank.

The issue could be a connection problem between the camera and the Avigilon server, or it could be a connection problem between the Avigilon server and the OnGuard software.

To resolve a connection issue between the camera and the Avigilon server, perform the following:

- Check if the camera is turned on.
- Check that the camera is connected to the same network as the server.
- See the sections about connecting and disconnecting cameras in the *Unity Video Client User Guide* for other possible solutions.

To resolve a connection issue between the Avigilon server and the OnGuard software, check the following:

- Ensure the client computer installation is complete. For more information, see *Installing on the OnGuard Server Machine* on page 3.
- Check that the Avigilon server is turned on.
- Check that the Avigilon server is on the same network as the OnGuard server.
- Check that you are connecting to an Avigilon server that is licensed for the integration.
- Check that the Avigilon server's IP address, username and password are entered correctly in the System Administration software.
- Check that the necessary RTP ports are opened on the client and server machine firewall.  
Open the Unity Video Admin Tool and go to **Settings > Network** to check which RTP ports need to be open on the firewall.

## No Video Display in the Alarm Monitoring Software

When you attempt to view video from an Avigilon camera in the Alarm Monitoring software, no video is

displayed. However, when you test the connection in the System Administration software, video successfully displays.

The OnGuard Communications Server may be down or closed.

- To resolve the issue, open the Communications Server. For more information, see the *OnGuard Alarm Monitoring User Guide*.

## Video in OnGuard Application is Incomplete or Discolored

Video displayed in the OnGuard applications appear clipped, incomplete or shows discoloration.

This issue typically occurs in complex network environments where UDP traffic between OnGuard and Avigilon server may be blocked.

To test if this is the issue, install the Unity Video Client software on one of the affected systems, then complete the following steps:

- a. In the Unity Video Client software, login to the site that manages the cameras used in the integration.
- b. Display the affected video.  
The video is clipped, incomplete or shows discoloration like in the OnGuard applications.
- c. Open the Client Settings dialog box, and select the **Site Networking** tab.
- d. Select the site that you are logged in to, and change the **Connection Type**: drop down list setting from LAN to **WAN (Secured)**.
- e. Check the displayed video again.  
Video displays correctly, without any of the previously noted issues.

If video displays correctly after you switch to the WAN setting, complete the following steps to resolve the issue:

1. Create a text file and name it `AvigilonLenelIntegrationConfig.cfg`.
2. Enter the following lines into the text file:

```
<?xml version="1.0" encoding="utf-8" standalone="no" ?>
<Root>
 <ConfigItem name="NetworkConnectionType" type="String"
value="WAN"/>
</Root>
```
3. Save and close the file.
4. Close the following OnGuard applications if they are open:
  - System Administration
  - Video Viewer
  - Alarm Monitoring
5. Open the Windows Services console.
  - In the Windows Start menu search bar, enter `services.msc`.
6. Locate the **LS Client Update** service.

7. Right-click the service and select **Stop**.

Wait for the service to stop.

8. Copy the `AvigilonLene1IntegrationConfig.cfg` file to the same directory as the integration software on each affected system.

The folder directory is typically `C:\Program Files (x86)\OnGuard`

9. In the Windows Services console, restart the LS Client Update service.

Video in the OnGuard applications should now display correctly without issue.

Information from Avigilon site on how to solve the problem on virtual machines:

[https://support.avigilon.com/s/article/Amag-Symmetry--the-video-is-not-showing-up-in-Amag-client?language=en\\_US](https://support.avigilon.com/s/article/Amag-Symmetry--the-video-is-not-showing-up-in-Amag-client?language=en_US)

## Enable/Disable Avigilon Events in the Alarm Monitoring Software

Avigilon events are enabled by default. If you want to turn off these events:

1. Create a text file and name it `AvigilonLene1IntegrationConfig.cfg` or check whether the file already exists in the directory where OnGuard software is installed in the system (the folder directory is typically `C:\Program Files (x86)\OnGuard`).
2. Enter the following lines into the text file if you are creating a new file otherwise just add the `ConfigItem` tags in the file if it already exists:

```
<?xml version="1.0" encoding="utf-8" standalone="no" ?>
<Root>
<ConfigItem name="EnableAvigilonEvents" type="Boolean"
value="1"/>
<ConfigItem name="EnableMotionEvents" type="Boolean"
value="1"/>
<ConfigItem name="EnableAnalyticsEvents" type="Boolean"
value="1"/>
<ConfigItem name="EnableDigitalInputEvents" type="Boolean"
value="1"/>
</Root>
```

3. To enable the events set the value as 1 otherwise set the value as 0 to disable the event.
4. If the `EnableAvigilonEvents` flag value is set to 0 then all the Avigilon Events will be disabled irrespective of the values of the `EnableMotionEvents`, `EnableAnalyticsEvents` and `EnableDigitalInputEvents` flag values.
5. If the `EnableAvigilonEvents` flag value is set to 1 then it depends on the `EnableMotionEvents`, `EnableAnalyticsEvents` and `EnableDigitalInputEvents` flag values whether these events will be enabled or disabled (enabled if set to 1, disabled if set to 0)
6. Save and close the file.

7. Close the following OnGuard applications if they are open:
  - a. System Administration
  - b. Video Viewer
  - c. Alarm Monitoring
8. Copy the `AvigilonLenelIntegrationConfig.cfg` file to the same directory as the integration software on each affected system. The folder directory is typically `C:\Program Files (x86)\OnGuard`.

## Black Screen and Incorrect Date/Time Appears

If black screen and incorrect date/time appears, follow the steps below:

1. Create a text file and name it `AvigilonLenelIntegrationConfig.cfg` or check whether the file already exists in the directory where OnGuard software is installed in the system (the folder directory is typically `C:\Program Files (x86)\OnGuard`).
2. Enter the following lines into the text file if you are creating a new file otherwise just add the `ConfigItem` tags in the file if it already exists:

```
<ConfigItem name="MaxRetriesToReadRecordedVideo" type="String" value="10"/>
```

3. Save and close the file.
4. Close the following OnGuard applications, if they are open:
  - a. System Administration
  - b. Video Viewer
  - c. Alarm Monitoring
5. Copy the `AvigilonLenelIntegrationConfig.cfg` file to the same directory as the integration software on each affected system. The folder directory is typically `C:\Program Files (x86)\OnGuard`.

## Black or incorrect video when launching Recorder Video for motion detection alarm

When launching recorded and live video on motion detection alarm, the recorded video may sometimes be incorrect or display black video. Configuring playback pre-roll and post-roll to be 60 seconds is recommended to help prevent this issue.

## Not able to export video from OnGuard Video Viewer

If you need to export video from OnGuard Video Viewer, please follow these steps:

1. Open OnGuard Video Viewer
2. Click Play - Recorded
3. Click View - As Player
4. Click Options - Set Start/End Date
5. Choose the desired time interval for video exporting
6. Verify the correctness of the chosen time interval
7. Click Options - Export Video
8. Choose the location where you want to save the exported video
9. Provide a name for the exported file
10. Click the Save button and wait until the exporting process is complete

## Managing Time Zone Synchronization for Recorded Video

In most integration scenarios, all servers operate within the same time zone. However, certain deployments require the Avigilon Unity server and the OnGuard server to reside in different time zones.

Use the following procedure if you need to modify the time zone on the Avigilon Unity side after you have integrated the recorder into OnGuard.

**Note:** If the time zone is correctly configured on both systems prior to integration, simply follow the standard recorder and camera setup process in **OnGuard System Administration**.

### *Adjusting Time Zones Post-Integration*

1. Access the **Windows Operating System** settings on the Avigilon Unity server and update the system time zone to the required location.
2. Open the **Avigilon Unity Server Admin Tool** and restart the Unity services. This ensures the new time zone offset is applied to the database and video metadata.
3. Navigate to the OnGuard server and verify that the communication link with the Avigilon Unity recorder is stable and **Online** within the **System Administration** or **Video Status** dashboard.
4. Open the **OnGuard Video Viewer** (or **Surveillance Web App**) and access the recorded video from the Unity recorder.
5. Confirm that the playback timeline reflects the time zone configured on the Unity server. Ensure that the recorded events align accurately with the visual timestamps on the video stream.

## Missing Analytic Events in OnGuard Alarm Monitoring

You may encounter a scenario where analytic events fail to appear within the OnGuard Alarm Monitoring interface. This behavior is a confirmed compatibility issue specific to certain versions of the Unity integration.

### *Affected Versions*

The issue persists in the following software versions:

- Unity v8.4 through v8.7 (inclusive).

### *Resolution and Workarounds*

To ensure consistent event reporting and visibility, implement one of the following solutions:

- **Upgrade (Recommended):** Update your system to **Unity v8.8** or higher. This version contains the official fix for event synchronization with OnGuard.
- **Downgrade:** If an upgrade is not feasible, revert to **Unity v8.3** or an earlier stable version to restore functionality.

## Known Issues for Web-Based Applications

The following behaviors were identified during the integration process and relate to stability issues within the OnGuard web-based applications:

- **Application Gateway Errors:** You may occasionally encounter a 502 Error within the **Monitor** application environment.
- **Camera Status Reporting:** In the **Surveillance** web client, the camera status (online/offline) may persistently show as **Loading** or **Error**. This is often a reporting lag; video streaming may still be fully functional despite the incorrect status display.
- **Recorded Video Playback:** If you are experiencing issues with recorded video playback, try to reconfigure your server setup. As a workaround, place the OnGuard server components and the OnGuard Video Web Services on the same machine.
- **PTZ Camera not moving:** If the PTZ camera does not respond, disable the PTZ functionality in the OnGuard desktop application. This will restore PTZ control in the web application.

**Note:** The OnGuard development team recognizes these issues. Check the OnGuard Release Notes for upcoming cumulative patches or hotfixes that address these specific error codes and behaviors.