

**CommandCentral**

# Edge Appliance Installation Guide (Community Partners)

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# Document History

| Version       | Description                                                                            | Date          |
|---------------|----------------------------------------------------------------------------------------|---------------|
| MN010548A01-A | Initial release of the <i>Edge Appliance Installation Guide (Community Partners)</i> . | February 2024 |
| MN010548A01-B | Added <a href="#">Prerequisites on page 7</a> .                                        | February 2024 |

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# About This Manual

This manual contains concepts and procedures for installing and connecting your Motorola Solutions hardware edge appliance to your network. The edge appliance allows public safety agencies to securely access live video feeds from your security cameras in CommandCentral Aware.

CommandCentral Aware is a comprehensive cloud-based situational awareness solution for public safety agencies that unifies real-time data and video streams in an operational view.

**IMPORTANT:** Edge appliances only discover security cameras that are ONVIF Profile S conformant. Learn more about this requirement [here](#) and search for conformant cameras [here](#).

## Chapter 1

# Installation

This chapter provides information on installing an edge appliance to your network.

## 1.1

## Prerequisites

Before you can install and connect your edge appliance to your network, you must:

- Ensure that your network supports dynamic IP address assignment and has access to the internet.
- Check to see if the security cameras that you are discovering are ONVIF conformant products. You can determine this by searching the [ONVIF Conformant Cameras database](#).



**TIP:** Check the manufacturer documentation of your security camera on how to configure the camera as an ONVIF discoverable camera.

Your security cameras must also support the following:

- ONVIF profile S support
- Video format: h.264
- H.264 profile: main or baseline (suggested for bandwidth consideration)
- Audio format (if applicable): OPUS, AAC, or PCM
- Streaming protocol: RTSP
- Video Resolution: 720p or 1080p (suggested for bandwidth consideration)
- Frame Rate: 15fps-30fps (suggested for bandwidth consideration)



**NOTE:** Some camera manufacturers require the manual entry of a multicast address to allow for camera discovery. The multicast address configuration is typically found under the network settings. In your network settings, you can enter a multicast IP address of 239.255.255.250, and then select the **Enable Multicast Discovery** check box.

## 1.2

## Open Ports on the Firewall

Edge appliances use the following ports to communicate with the Motorola Solutions cloud services. In most cases, no changes need to be made to your network. However, some installations may have restricted the traffic that passes through the firewall.

The following table shows the traffic flow that is leaving your network.

**Table 1: Traffic Flow**

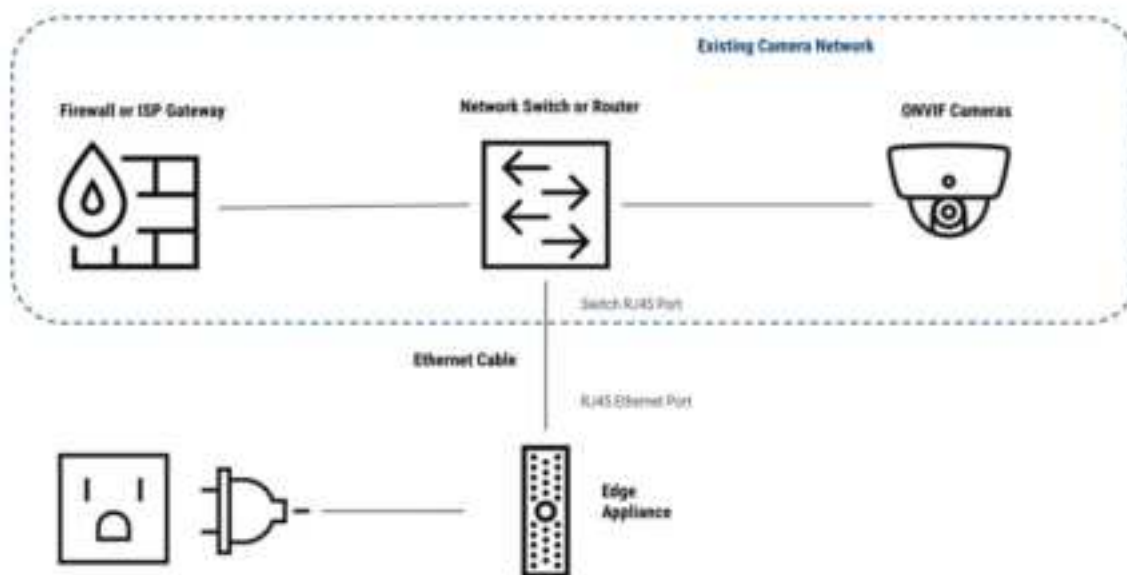
| Ports       | Network Layer 3 | Transport Layer 4 | Application Layer 7 |
|-------------|-----------------|-------------------|---------------------|
| 20000-39999 | Unicast         | UDP               | WebRTC              |
| 22          | Unicast         | TCP               | SSH                 |
| 9600        | Unicast         | TCP               | UPnP                |
| 123         | Multicast       | UDP               | NTP                 |

| Ports     | Network Layer 3 | Transport Layer 4 | Application Layer 7 |
|-----------|-----------------|-------------------|---------------------|
| 433, 8883 | Unicast         | TCP               | WSS                 |
| 3702      | Multicast       | UDP               | WSDiscovery         |

### 1.3

## Installing Edge Appliances

Figure 1: Edge Appliance Installation Diagram



#### Procedure:

1. Plug one end of your Ethernet cable into the network switch.
2. Plug the other end into the port marked `Ethernet` on the edge appliance.
3. Connect the power adapter to the edge appliance.
4. Plug the adapter into an AC power.