



**MN010548A01-B
CommandCentral
Edge Appliance**



MOTOROLA SOLUTIONS MN010548A01-B CommandCentral Edge Appliance Installation Guide

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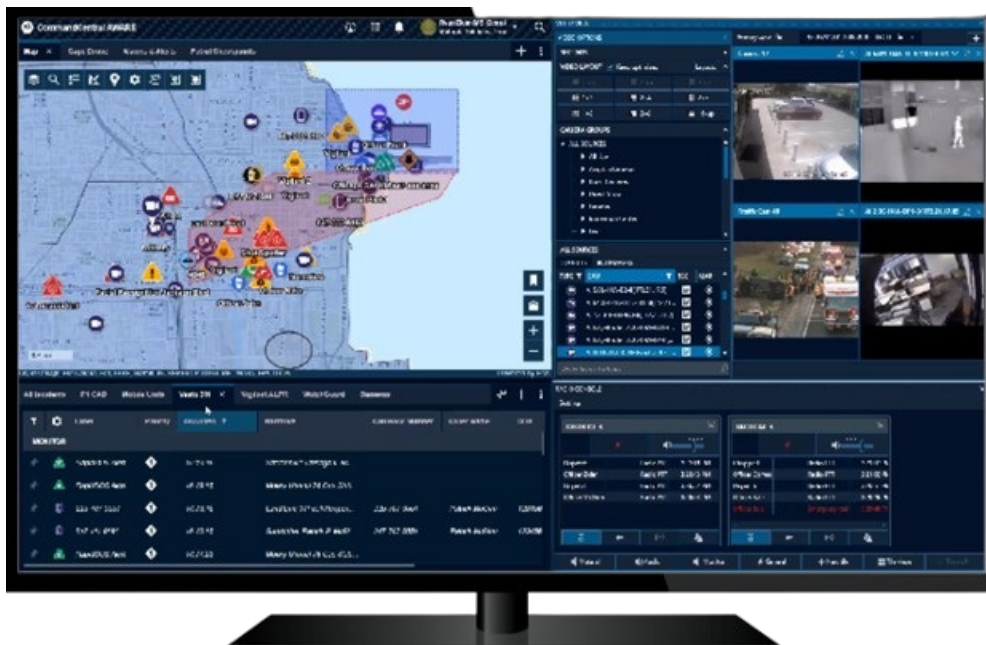
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MOTOROLA SOLUTIONS

MOTOROLA SOLUTIONS MN010548A01-B CommandCentral Edge Appliance



Product Information

Specifications

- Product Name: CommandCentral Edge Appliance
- Model Number: MN010548A01-B
- Release Date: February 2024
- Manufacturer: Motorola Solutions

Product Usage Instructions

Prerequisites

Before installing and connecting your edge appliance to your network, ensure the following:

- Your network supports dynamic IP address assignment and has Internet access.
- Check if your security cameras are ONVIF-conformant products. Refer to the ONVIF Conformant Cameras database.

Security Camera Requirements

Your security cameras must support the following specifications:

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

Note: Some camera manufacturers may require manual entry of a multicast address for camera discovery.

Configuring Multicast Address for Camera Discovery:

1. Access camera network settings.
2. Enter multicast IP address: 239.255.255.250.
3. Select the “Enable Multicast Discovery” check box.

Frequently Asked Questions

- **Q: What should I do if my security cameras do not meet the specified requirements?**
 - A: If your security cameras do not meet the specified requirements, contact the manufacturer for further assistance or consider upgrading to compatible cameras.
- **Q: How can I troubleshoot connectivity issues with the edge appliance?**
 - A: Check network configurations, ensure proper cable connections, and refer to the troubleshooting section of the usermanual for detailed steps.

Intellectual Property and Regulatory

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Contact Us

The Centralized Managed Support Operations (CMSO) is the primary contact for technical support included in your organization's service agreement with Motorola Solutions. To enable faster response time to customer issues, Motorola Solutions provides support from multiple countries around the world. Service agreement customers should be sure to call the CMSO in all situations listed under the Customer

Responsibilities in their agreement, such as:

- To confirm troubleshooting results and analysis before taking action

Your organization received support phone numbers and other contact information appropriate for your geographic region and service agreement. Use that contact information for the most efficient response. However, if needed, you can also find general support contact information on the Motorola Solutions website, by following these steps:

1. Enter motorolasolutions.com in your browser.
2. Ensure that your organization's country or region is displayed on the page. Clicking or tapping the name of the region provides a way to change it.
3. Select "Support" on the motorolasolutions.com page.

Comments

Send questions and comments regarding user documentation to documentation@motorolasolutions.com.

Provide the following information when reporting a documentation error:

- The document title and part number
- The page number or title of the section with the error
- A description of the error

Motorola Solutions offers various courses designed to assist in learning about the system. For information, go to <https://learning.motorolasolutions.com> to view the current course offerings and technology paths.

Document History

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

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](#).

Installation

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

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.

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.

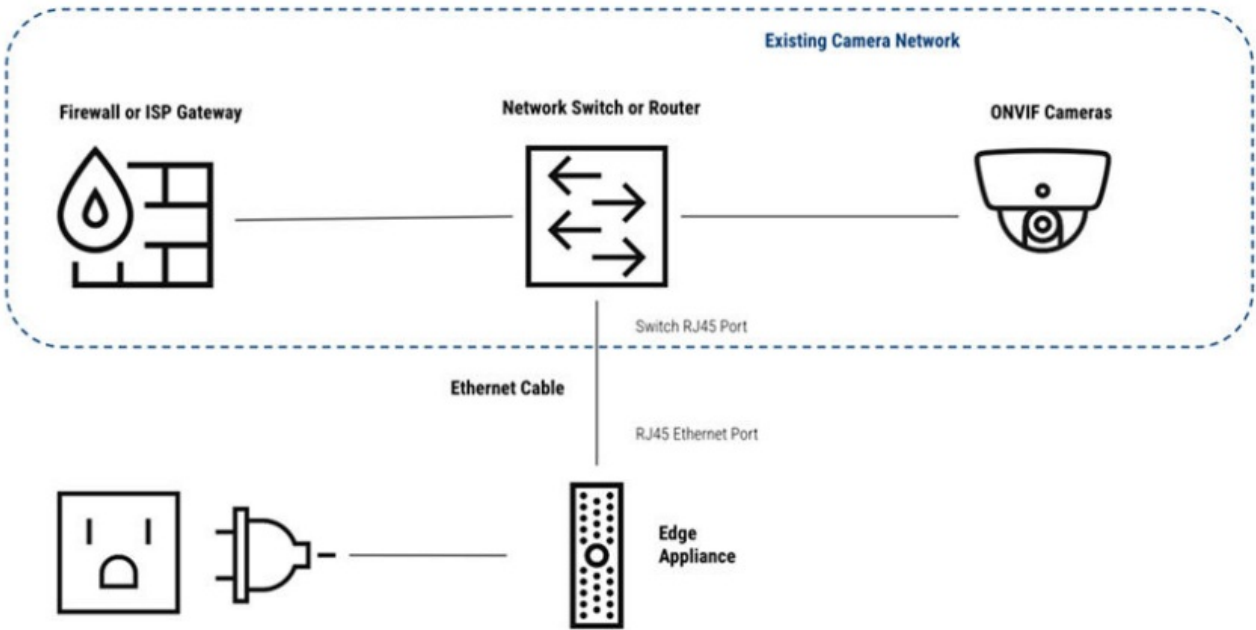
Table 1: Traffic Flow

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

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

Documents / Resources

	MOTOROLA SOLUTIONS MN010548A01-B CommandCentral Edge Appliance [pdf] Installation Guide MN010548A01-B, MN010548A01-B CommandCentral Edge Appliance, CommandCentral Edge Appliance, Edge Appliance, Appliance
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References

-  [Solving for safer - Motorola Solutions](#)
- [User Manual](#)

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