

Technical Support FAQs

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CORTROL Versions

Q What versions of CORTROL are available?

A **CORTROL Prime** is a non-licensed version of CORTROL.
Allowing the use of up to 16 IP cameras; 16x CBC Cameras or 8x CBC + 8x Other Brands.
Limitations are;

- Max 16 IP video channels
- Max resolution supported of 1080p
- One instance of client connection (Desktop, Web, and or Mobile)
- No Capture board support
- No advanced Events & Actions support
- No E-maps support
- No Digital I/O support
- No Multicast support
- No VCA, LPR, or Facial Recognition support
- No User buttons support
- No USB Joystick support
- No shared Layouts support

This version of CORTROL is meant as a way of getting familiar with the CORTROL interface, and confirming compatibility with preexisting equipment, without an initial investment in CORTROL.

A **CORTROL Premier** is a licensed single server version of CORTROL.
Allowing the use of up to 96 video channels of analog, IP, or a mix of analog, and IP.
Licenses are prepackaged in 24, 48, and 96 video channel offerings.
Strengths are;

- Max 96 video channels (Analog, IP, or mixed)
- Max resolution supported 4k
- Unlimited instances of client connection (Desktop, Web, and or Mobile)
- Capture board supported
- Advanced Events & Actions supported
- E-maps supported
- Digital I/O's supported
- Multicast supported
- VCA, LPR, and Facial Recognition supported
- User buttons supported
- USB Joystick supported
- Shared Layouts supported

This version of CORTROL is meant for installations were a standalone server, requiring no more than a maximum of 96 video channel support will suffice. Multiple stand along servers may be accessed by way of client/web/mobile, but administration is done on a one to one server basis. System lacks support for centralized administration, and management.

A **CORTROL Global** is a Central Managed Enterprise level version of CORTROL.
Offering unlimited video channel support of analog, IP, or a mix of analog, and IP.
Licenses are prepackaged in 50, 100, 500, 1000, and 5000 video channel offerings.
Contract based licensing is also available.
Strengths are;

- Technically unlimited video channels (Analog, IP, or mixed)

- Max resolution supported 4k
- Unlimited instances of client connection (Desktop, Web, and or Mobile)
- Capture board supported
- Advanced Events & Actions supported
- E-maps supported
- Digital I/O's supported
- Multicast supported
- VCA, LPR, and Facial Recognition supported
- User buttons supported
- USB Joystick supported
- Shared Layouts supported
- Recording Server failover supported
- Archive replication/backup with in multiple servers supported
- Organizational hierarchy supported
- Active directory & LDAP supported
- Edge Recording supported

CORTROL prerequisites

Q What are the prerequisites for CORTROL?

- A
- There is a number of requirements for the CBC AMERICAS, Corp. software host system:
- Microsoft Windows operating system (7 SP1, 8, 8.1, 10, Server 2008 R2, Server 2012 R2)
 - Both .NET Framework 3.5 SP1 and 4.5 installed
 - Defragmentation should be turned OFF for storage locations
 - Ports for remote connections should be allowed through firewall (default ports are 60554 for Ganz CORTROL Client and 8080 for streaming server)
 - Installation and recording directories should be added to antivirus exception list so that they are not scanned or interfered with in any other manner
 - For software analytics requirements, see corresponding section of the VCA manual
 - For Ganz CORTROL Client application, DirectX 10+ is required along with the latest stable graphics card Drivers

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| <ul style="list-style-type: none"> • Virtualized environment is not supported for software modules that require license activation. However, virtual machines can be used as host systems for recording servers. |
| <ul style="list-style-type: none"> • Enabled antivirus scanning for CBC AMERICAS, Corp. files may result in dramatically decreased write speed, recording disturbances and, occasionally, database corruption. |
| <ul style="list-style-type: none"> • CBC AMERICAS, Corp. is not responsible for software failures and/or footage loss caused by underlying OS and/or hardware issues. It is systems administrator's duty to configure the server and provide maintenance, unless agreed otherwise (e.g., in case server hardware has been shipped by CBC AMERICAS, Corp.). |

CORTROL required hardware

Q How do I install CORTROL Prime?

A The table below contains minimum recommended hardware sets for CBC AMERICAS, Corp. software. Please note that specific processor models are given for reference and are not compulsory: you can use different CPU provided

that it has the same amount of threads and analogous performance.

Calculations are given for two major configuration examples: all streams in D1 or Full HD resolution; understandably, there may exist intermediate and mixed cases. Please contact CBC AMERICAS, Corp. representatives in case you require help with hardware choice.

HARDWARE RECOMMENDATION TABLE					
Installation specifications			Recommended hardware per usage scenario.		
Video Stream	Number of cameras	Motion Detector	Server only	Monitor*** only	Server + Monitor***
D1 30fps	Up to 9	None or camera-side*	CPU: Intel G1840; RAM 4GB	CPU: Intel G4500; RAM 4GB	CPU: Intel i3-6300; RAM 8GB
		Software HP**			
		Software HA**	CPU: Intel G4500; RAM 4GB		
	Up to 16	None or camera-side*			
		Software HP**			
		Software HA**	CPU: Intel i3-6300; RAM 8GB		
FullHD 30fps	Up to 9	None or camera-side*	CPU: Intel G1840; RAM 4GB	CPU: Intel i5-6600; RAM 8GB	
		Software HP**	CPU: Intel G4500; RAM 4GB		
		Software HA**	CPU: Intel i5-6600; RAM 8GB		
	Up to 16	None or camera-side*	CPU: Intel G4500; RAM 4GB	CPU: Intel i7-6700; RAM 8GB	
		Software HP**	CPU: Intel i3-6300; RAM 8GB		CPU: Intel i7-6700; RAM 16GB
		Software HA**	CPU: Intel i7-6700; RAM 8GB		

Notes:

DDR4 RAM is strongly recommended

Please refer to the CBC AMERICAS, Corp. supported camera list for camera-side motion detector support

High Performance/High Accuracy mode

System must provide:

- DirectX 10 support
- Graphics card with at least 256MB memory
- Latest graphics driver version

CORTROL Installation

Q **How do I install CORTROL Prime/Premier?**

A CORTROL Prime, and CORTROL Premier use the same installation program. During the installation process, if a CORTROL Premier license has been purchased, enter it during the installation process.
From your browser, go to GanzSecurity.com / Support / Resource Center / Software.
Please scroll down looking for GANZ CORTROL Prime 32bit (Current x.x)
If the 64bit version is required, please look for GANZ CORTROL Prime 64bit (Current x.x)
Select the link and download the file to your local PC, noting the location where the file will be downloaded to.
Once the download is complete, navigate to the downloaded location, and double click on the "Ganz CORTROL Server" icon.
Upon launch, select language, select next.
Accept terms agreement, select next.
Confirm installation location, select next.
Confirm components installation, select next, select finish.
Please refer to Ganz CORTROL Server management manual, and or [CORTROL Installation](#) video for setup

Q **How do I install CORTROL Global?**

A From your browser, go to GanzSecurity.com / Support / Resource Center / Software.
Please scroll down looking for GANZ CORTROL Global 32bit (Current x.x)
If the 64bit version is required, please look for GANZ CORTROL Global 64bit (Current x.x)
Select the link and download the file to your local PC, noting the location where the file will be downloaded to.
Once the download is complete, navigate to the downloaded location, and double click on the "Ganz CORTROL Server" icon.
Upon launch, select language, select next.
Accept terms agreement, select next.
Confirm installation location, select next.
Confirm components installation, select next, select finish.
Please refer to Ganz CORTROL Server management manual, and or [CORTROL Installation](#) video for setup

CORTROL Supported hardware devices

Q **What cameras are supported by CORTROL?**

A CORTROL is a leading VMS in the number of hardware devices supported: **3000+ models** of network cameras and network video servers from over **100+ manufacturers** — the most comprehensive choice available in the market.
Please refer to the CORTROL product page, and select from the resources options the [CORTROL Supported IP Cameras](#) link.

CORTROL Camera Installation

Q How do I install/add cameras to CORTROL?

A Please refer to Ganz CORTROL Server management manual, and or [CORTROL Installation](#) video for camera installation/addition.

CORTROL Playback menu

Q How do I navigate CORTROL Playback?

A Please refer to Ganz CORTROL Client manual, and or [CORTROL Playback](#) video for camera installation/addition.

CORTROL Recording Setup

Q How do I setup basic recording in CORTROL?

A Please refer to Ganz CORTROL server management manual, and or [CORTROL Recording Setup](#) video for camera installation/addition.

CORTROL Watermark

Q Does CORTROL support watermarking on exported video?

A Watermarking is available in Prime, Premier and Global.

- Watermarking will be available for all Editions (including Prime).
- Watermarking will sign recorded data under CORTROL archive and all exported video data.
- JPEGs and AVI files will be signed automatically during export operations.

CORTROL Date & Time Stamp

Q Does CORTROL support Date & Time Stamp on exported video?

A Date & Time Stamp is available in Prime, Premier and Global.

- Date & Time Stamp will be available for all Editions (including Prime).
- Date& Time Stamp will be recorded data under CORTROL archive and all exported video data.

CORTROL E-maps

Q Does CORTROL support E-maps?

A E-maps is available in Premier and Global.

- Premier: E-maps is available within each Premier Stand-alone server.
- Global: E-maps is available centrally with in Global, but can be pushed to connected clients.

CORTROL email Notifications

Q Does CORTROL support email notifications?

A Email notifications is available in Prime, Premier and Global.

One or multiple different outgoing SMTP servers can be configured in order to send alert notifications emails

through them. You can use/set up your own SMTP server, if your organization already has one and/or it is affordable for your organization; alternatively, free Internet services can be used for this purpose.

SMTP servers provided by popular free services and/or ISPs usually have limitations on the number/frequency of emails going through them daily. Make sure you check with SMTP service provider to learn about this.

To access mail server setup via Ganz CORTROL Console, open the Events & Actions section and select Mail servers from the menu on the left. Click the + New mail server button on the upper panel or double-click an existing mail server from the item list to open the configuration dialog box. Note that there are not any default (pre-configured) mail servers in Ganz CORTROL Console.

CORTROL SMS Notifications

Q Does CORTROL support SMS notifications?

A SMS notifications are not directly available in CORTROL Prime, Premier, or Global. As an indirect way of getting an SMS notifications, please try the following;

To send SMS by way of an email, address email to cell#@ISP. "Cell#" should be the cellular number you wish to send the SMS to, and "ISP", should be your cellular provider. Example: 2223436565@txt.att.net, or 222343656@vtext.com.

Please see below for most ISP addressing.

- AT&T – cellnumber@txt.att.net
- Verizon – cellnumber@vtext.com
- T-Mobile – cellnumber@tmomail.net
- Sprint PCS - cellnumber@messaging.sprintpcs.com

- Virgin Mobile – cellnumber@vmobl.com
- US Cellular – cellnumber@email.uscc.net
- Nextel - cellnumber@messaging.nextel.com
- Boost - cellnumber@myboostmobile.com
- Alltel – cellnumber@message.alltel.com

CORTROL Camera connection issues

Q

What do I do if I'm having issues connecting with cameras?

A

When there is a connection issue to a camera, or cameras, the source will prove to be either camera side, or on CORTROLS side.

1. Start by confirming if the camera is accessible from outside of the CORTROL software.
 - a. Try to connect to the camera, by way of a browser.
 - i. Confirm if you can connect to it.
 - ii. Confirm if you can view the video.
 - iii. Confirm if there have been any changes to the camera, like a new IP address.
 - b. Confirm the physical connections to the camera.
 - i. Is the camera getting power?
 - ii. Are all the cables connected?
 - iii. Are all the routers, and or switches working?
2. If everything on the camera side appears good, take a closer look at the server side.
 - a. Temporarily turn off any firewall software running on the server/pc.
 - b. Temporarily turn off any suite security suite software on the server/pc.
3. Confirm the configuration from the CORTROL side of things.
 - a. Is the camera correctly configured under CORTROL devices?
 - i. Details
 - ii. Membership
 - iii. Permissions
 - iv. Network
 - v. Channels
 - b. Is the camera correctly configured under Channels?
 - i. Details
 - ii. Motion detector
 - iii. Membership
 - iv. Permissions
 - v. Channel configuration
4. In a case were everything appears ok, but the camera is still not connecting.
 - a. Confirm any user ID's, and or passwords, related to camera requirement.
 - b. If everything looks ok, try completely removing the camera entries, and start over.
 - i. It's rare, but the camera entry may not have correctly entered into the device database.

CORTROL Camera motion recording

Q

How do I get a camera to record when motion is detected?

A

What type of motion detection do you wish to do, camera side, or server side?

1. Camera side motion detection; The camera detects motion, and then sends the event to the server, to start recording.
 - a. Camera side motion detection reduces CPU load.
 - b. Depending on the make and model of the camera, enter the cameras setup functions.
 - c. Within the cameras setup functions, enable motion detection.
 - d. Refer to that cameras documentation, on how to setup camera side motion detection.
2. Server side motion detection; Also called software detection, the server detects motion, and then starts recording.
 - a. Server side motion detection creates additional CPU load.
3. Sign into the CORTROL management console.
 - a. Select "Channels", then select/high light the camera of choice.
 - b. After selecting the camera of choice, select "Edit"
 - c. From the edit menu, select the "Motion detector" option.
 - d. From the drop down menu, select either Camera Motion Detection, or Software (High Performance)
 - e. Select OK, and return to the client.

CORTROL Mobile connection

Q

How do I add a CORTROL server to CORTROL mobile?

A

Determine if you have an Android based phone, or an iOS based phone.
Go to the corresponding app store, and download Ganz CORTROL Mobile.
Download the Ganz CORTROL Mobile manual at www.ganzsecurity.com

1. Launch the app, and tap on "Add Server"
2. Enter the CORTROL server information. (Refer to your server installation)
3. Select "Done"
4. Tap on CORTROL server now listed under servers.

CORTROL Web Server Port

Q

How do I change my web server ports?

A

Log into CORTROL Console Management, and select "Servers"
Highlight the server in question, and then select "Edit" from options above.
Go to "Connections" and select the HTTP Port.
Change the HTTP port to the required port.
The web server port is now changed.

CORTROL installed version

Q How do I figure out what version of CORTROL I'm using?

A From the CORTROL Client application, select the "Help" menu in the top right corner. Select the "About" option. When the "About Ganz CORTROL Client Application" window appears, look for the "Product version"

A From the CORTROL Console, select the three bar icon found to the right of the search option. Select the "About" option. When the "About Ganz CORTROL Console" window appears, look for the "Product version"

A Launch the CORTROL server by clicking on its icon. Look for the CORTROL server icon running in the taskbar, to the left of the clock/calendar in the lower right corner. Right mouse click on the CORTROL server icon. Select the "About" option. When the "About Ganz CORTROL Server" windows appear, look for the "Product version"

CORTROL can't connect to recording server

Q Why can't I connect to my CORTROL recording server?

A There are several reasons why a recording server may be reachable.

1. The server maybe offline - Confirm its status
2. Incorrect user credentials - Confirm ID/PW
3. Incorrect network address - Confirm recording server IP
4. A network firewall, or local firewall maybe preventing communications - Confirm firewall configuration
5. The local network maybe off line - Confirm the status of your local network
6. If connecting remotely;
 - a. The router at the recording server location maybe offline - Confirm its status
 - b. The router at the recording server location may not have port forwarding enabled/configured - Confirm its status

CORTROL multiple servers in CORTROL mobile

Q Can I add multiple CORTROL servers to CORTROL Mobile?

A Yes, but you can only connect to one server at a time.

CORTROL Snapshot Images

Q Where are my snapshot images saved?

A CORTROL Snapshots can be found at C:\Users\"Your user ID"\Documents\Ganz CORTROL Client Application.

CORTROL Exported clips

Q Where are my exported video clips saved?

A CORTROL exported video clips can be found at C:\Users\"Your user ID"\Documents\Ganz CORTROL Client Application.

CORTROL view live and recorded video

Q Can I view live and recorded video at the same time?

A Yes, please refer to "Instant Playback" found in the CORTROL client manual. In the live view, select the camera of interest, and then click on the arrow icon in the bottom right of the selected video channel.

CORTROL How to create Layouts

Q How do I create Layouts?

A Custom layouts templates can be created and then used in any Ganz CORTROL Client applications connected to the target server.

To access layout templates via Ganz CORTROL Console, go to the Configuration section in the bottom left panel and select the Layout templates component in the menu on the left. Use the Search field in the upper-right-hand corner to filter existing items; press Refresh button to reload the item list.

Click the + New layout template button on the upper panel to bring up the configuration dialog box.

Enter the template name, choose grid size and then modify the grid, if desired: you can select multiple cells at once with your mouse and then use the Merge and Unmerge buttons below to create custom cell combinations. Note that you can only create rectangular regions, not just any polygonal areas. When you have finished, click the OK button; the newly created layout template will appear in the item list and it will also appear in any connected Ganz CORTROL Client applications after synchronization. Use the Edit button to alter any template at any time: modifications will immediately be synchronized with Ganz CORTROL Client after you save the changes and modified templates will be available for use. However, if the modified layout was already in use, its current output will not be altered, allowing you to save the old layout in Ganz CORTROL Client. Drag and drop the new layout template to the Ganz CORTROL Client live view display to load the updated template version.

CORTROL PTZ control

Q Can I control my pan-tilt-zoom (PTZ) cameras and use presets from CORTROL?

A To access the PTZ controls, left click on the video channel to which the PTZ has been assigned. This will highlight the video channel, exposing the function icons in the bottom right corner of the video channel. Left click on the PTZ function icon, to activate the overlay PTZ controls.

To pan and tilt the PTZ-capable cameras, use the overlay PTZ controls, which appear as a navigation circle onscreen. Left-click on a navigation arrow for the desired direction, and hold. By default, pan/tilt mode is enabled for PTZ cameras: notice the HUD label in the bottom-right-hand corner of live view. Selecting the HUD will cause the PTZ navigation circle to appear/disappear.

In order to zoom IN and OUT: Left click on the Zoom slider, found to the right of the PTZ navigation circle. Drag the zoom control up or down, in order to zoom in, or out.

If the PTZ camera supports it, a Focus slider will appear to the left of the PTZ navigation circle. Like the Zoom slider, left click on the Focus control, and dragging up or down to adjust the focus of the PTZ camera.

For some cameras, you may notice that the further you drag the cursor from the sphere center, the faster the camera goes: in this way, PTZ speed is controlled; however, for other cameras, only the constant speed is supported either by software or device itself, and the pan/tilt speed will remain constant no matter what position your mouse cursor is in.

CORTROL Navigating through recordings

Q How can I navigate through my recordings?

A Select Playback tab to switch to archive playback mode. Your current layout will be used and recorded video streams will be displayed for channels with enabled recording. Use the timeline and controls below to browse through recordings. For multiple camera layout, all channels will be played synchronously.

Right below the video stream, timeline is displayed:

- Time intervals show timeline scale; click and drag left/right to move the timeline
- The white horizontal line shows recorded video
- The cyan line (a little bit wider than the white one) indicates motion
- The vertical line denotes current playback position

The video footage outline is shown twice: the upper outline displays the contents of the currently selected stream, with the corresponding channel name shown on the left; the lower outline shows a content summary for all the channels currently present in the viewport layout.

The playback mode controls are located at the bottom of the window:

- far right and far left of the timeline:
 - timeline start and stop timestamps
 - use the <> arrows and drag left to zoom out/drag right to zoom in the timeline
 - yellow arrow indicates the location of the nearest footage if it is not present on the timeline at the time (this can happen, e.g., after zooming the timeline)

- playback controls:
 - use the Play/Pause button to start playback
 - use the <> arrows near the Play button to go one frame back/forward
 - -/+ steps: click to go back/forward with a step of 5 seconds, 1 minute, 1 hour or 24 hours
 - |< >| arrows: go to the very beginning/very end of the recording
- playback speed:
 - during playback, drag the blob to adjust playback speed from +/-0.5x to +/-32x
 - the Pause button duplicates main pause control
 - when paused, set playback speed to start playing video (without pressing the Play button)
- additional controls:
 - clock button: go to a specific time
 - ribbon button: add a bookmark
 - camera button: take a snapshot
 - video button: export a piece of video

CORTROL adding additional users

Q

How do I add additional users to CORTROL?

A

User management is accessible via the Users component of the Configuration section. By default, the system already features a built-in global Administrator account and built-in Administrators group.

Note: The built-in Administrator user account and built-in Administrators group are root users with access to absolutely all the available resources. As a result, resources choice is unavailable for the Administrators group, and it is also impossible to add Administrator user to any other group. Any users added as members to the built-in Administrators group will have the same full authority as root users.

From the Console Management, select Configuration -> Users

Add Users: Click the + New user button on the upper panel to bring up the configuration dialog box. Select Details, and enter user login information here.

The table below details the available settings.

Setting	Description	Default Value
User login name	Alphanumeric user name for login, no spaces allowed	empty
User full name	User full name	empty, auto filled from login name
Email address	User email address used for notifications	empty
Set/new password	Check to enter a password - this is obligatory when creating new user	empty
Enable	Allow the user to log in via Ganz CORTROL Console and Ganz CORTROL Client: any users who have been disabled will not be able to use software	Enabled

Note: Deleting a user also removes all the settings related to that user; restoring these may be time-consuming. Use the "enable/disable users" feature to temporarily block access for selected users.

CORTROL Mobile App, Android vs iOS

Q Are there any differences between CORTROL Mobile for Android and for iOS?

A No, the GUI and functions are the same in both Android, and iOS versions.

CORTROL

Q Can I use CORTROL Mobile without a 3G/4G/LTE data plan?

A Yes, as long as you have access to a Wi-Fi network, or hot-spot

CORTROL User buttons

Q How do I create user buttons?

A User buttons are visual controls used in Ganz CORTROL Client for manual event triggering. Once you have created a user button, it will become available in the Event & Action Configurator and you will be able to assign actions to the User button clicked event.

To access user button management via Ganz CORTROL Console, select the Configuration section from the bottom left menu and then click User buttons in the menu on the left.

Click the + New user button on the upper panel to bring up the configuration dialog box. On the Details tab, enter a name for the resource and choose organization attachment.

Switch to the Membership tab to choose groups for this user button to become a member of: select groups by double-clicking items in both columns or by using the Add/Remove buttons below.

The Permissions tab allows you to choose which users and user groups will be privileged to have access to this resource. Select at least one permission to select the user/user group; deselect by unchecking manually or using the Clear button below.

When you are finished, click OK to save and close the dialog box. The newly created user button will appear in the item list. Use the buttons on the upper panels to perform item-specific actions: remove, edit and quickly assign user button group; filters on the bottom panel will help you switch between recently created/updated items and load user buttons/button groups only.

CORTROL Mobile Streaming

Q

How do I stream from my mobile device camera?

A

From CORTROL Management Console, Devices, click add "New device".

Enter a relevant device title, and then select "(Generic) External Source" as the model.

The code required to stream from the mobile device, will appear after model selection.

Select "Ok" to save the device before you enter the code into the mobile app.

The code (under console) will replaced the hardware ID after the deice is registered, and is unique per device creation and is required for each mobile device connected to CORTROL.

From the mobile application, click "Stream" and enter the code generated for the device in CORTROL.