



## **Genetec Clearance™ Plugin Guide 3.0**

Click [here](#) for the most recent version of this document.

Document last updated: March 11, 2020

# Legal notices

---

©2020 Genetec Inc. All rights reserved.

Genetec Inc. distributes this document with software that includes an end-user license agreement and is furnished under license and may be used only in accordance with the terms of the license agreement. The contents of this document are protected under copyright law.

The contents of this guide are furnished for informational use only and are subject to change without notice. Genetec Inc. assumes no responsibility or liability for any errors or inaccuracies that may appear in the informational content contained in this guide.

This publication may not be copied, modified, or reproduced in any form or for any purpose, nor can any derivative works be created therefrom without Genetec Inc.'s prior written consent.

Genetec Inc. reserves the right to revise and improve its products as it sees fit. This document describes the state of a product at the time of document's last revision, and may not reflect the product at all times in the future.

In no event shall Genetec Inc. be liable to any person or entity with respect to any loss or damage that is incidental to or consequential upon the instructions found in this document or the computer software and hardware products described herein.

Genetec™, AutoVu™, Citywise™, Community Connect™, Genetec Citigraf™, Federation™, Flexreader™, Genetec Clearance™, Genetec Retail Sense™, Genetec Traffic Sense™, Genetec Airport Sense™, Genetec Motoscan™, Genetec Mission Control™, Genetec ClearID™, Genetec Patroller™, Omnicast™, Stratocast™, Streamvault™, Synergis™, their respective logos, as well as the Mobius Strip Logo are trademarks of Genetec Inc., and may be registered or pending registration in several jurisdictions.

KiwiSecurity™, KiwiVision™, Privacy Protector™ and their respective logos are trademarks of KiwiSecurity Software GmbH, and may be registered or pending registration in several jurisdictions.

Other trademarks used in this document may be trademarks of the manufacturers or vendors of the respective products.

Patent pending. Genetec™ Security Center, Omnicast™, AutoVu™, Stratocast™, Citigraf™, Genetec Clearance™, and other Genetec™ products are the subject of pending patent applications, and may be the subject of issued patents, in the United States and in other jurisdictions worldwide.

All specifications are subject to change without notice.

## Document information

Document title: Genetec Clearance™ Plugin Guide 3.0

Original document number:

Document number: EN.550.056-V3.0.B(3)

Document update date: March 11, 2020

You can send your comments, corrections, and suggestions about this guide to [documentation@genetec.com](mailto:documentation@genetec.com).

# About this guide

---

This guide describes how to install and configure the Genetec Clearance™ plugin in Security Center so that your organization can use Security Center to upload content directly to Genetec Clearance™.

This guide supplements the documentation provided with Security Center. It assumes that you are a certified user of Security Center, Synergis™, and Omnicast™, and that you are familiar with the configuration and use of the following:

- Security Center 5.5, 5.6, 5.7, and 5.8 systems
- Genetec Clearance™

For specific information regarding third-party hardware, software, and systems, refer to their manufacturer's documentation and website.

To get your certification, refer to our list of Security Center courses at <https://www.genetec.com/support/training/certification-courses>.

## Notes and notices

The following notes and notices might appear in this guide:

- **Tip:** Suggests how to apply the information in a topic or step.
- **Note:** Explains a special case or expands on an important point.
- **Important:** Points out critical information concerning a topic or step.
- **Caution:** Indicates that an action or step can cause loss of data, security problems, or performance issues.
- **Warning:** Indicates that an action or step can result in physical harm, or cause damage to hardware.

**IMPORTANT:** Content in this guide that references information found on third-party websites was accurate at the time of publication, however, this information is subject to change without prior notice from Genetec Inc.

# Contents

---

## Preface

Legal notices . . . . .	ii
About this guide . . . . .	iii

## Chapter 1: Introduction to the Genetec Clearance™ plugin

What is the Genetec Clearance™ plugin? . . . . .	2
How the Genetec Clearance™ plugin works with Security Center . . . . .	3
Supported features for a Genetec Clearance™ integration . . . . .	4
Integration overview for the Genetec Clearance™ plugin . . . . .	5

## Chapter 2: Release notes

What's new in the Genetec Clearance™ plugin 3.0 . . . . .	8
Resolved issues in the Genetec Clearance™ plugin 3.0 . . . . .	8
About the documentation for the Genetec Clearance™ plugin 3.0 . . . . .	8
Known issues in the Genetec Clearance™ plugin 3.0 . . . . .	9
Limitations in the Genetec Clearance™ plugin 3.0 . . . . .	10
Product compatibility for the Genetec Clearance™ plugin 3.0 . . . . .	11
System requirements for the Genetec Clearance™ plugin 3.0 . . . . .	12
License options for a Genetec Clearance™ plugin integration . . . . .	13

## Chapter 3: Deploying the Genetec Clearance™ plugin

Downloading and installing the plugin . . . . .	15
Creating the plugin role . . . . .	16
Creating and downloading account connection settings . . . . .	17
Connecting the role to a Genetec Clearance™ account . . . . .	18
Granting user privileges . . . . .	19

## Chapter 4: Using the Genetec Clearance™ Plugin

Exporting video to Genetec Clearance™ . . . . .	21
---	----

## Chapter 5: Maintenance and troubleshooting common issues

Plugin installed, but missing from Security Desk and Config Tool . . . . .	28
--	----

Where to find product information . . . . .	29
---	----

Technical support . . . . .	30
-----------------------------	----

# Introduction to the Genetec Clearance™ plugin

This section includes the following topics:

- ["What is the Genetec Clearance™ plugin?"](#) on page 2
- ["How the Genetec Clearance™ plugin works with Security Center"](#) on page 3
- ["Supported features for a Genetec Clearance™ integration"](#) on page 4
- ["Integration overview for the Genetec Clearance™ plugin"](#) on page 5

## What is the Genetec Clearance™ plugin?

---

Genetec Clearance™ is a plugin you can use to export Security Center video as evidence to an account in the Genetec Clearance™ system.

Using Genetec Clearance™, users can access their cases and organizations can efficiently send and receive evidence with internal departments and authorized external parties, including law enforcement and judicial offices.

From Security Desk you can do the following:

- Create a case and upload recordings.
- Upload recordings to an existing case in Genetec Clearance™.
- Skip case assignment and upload unassociated files.
- Add case metadata, including the incident number, record number, incident time, and description.

### Example

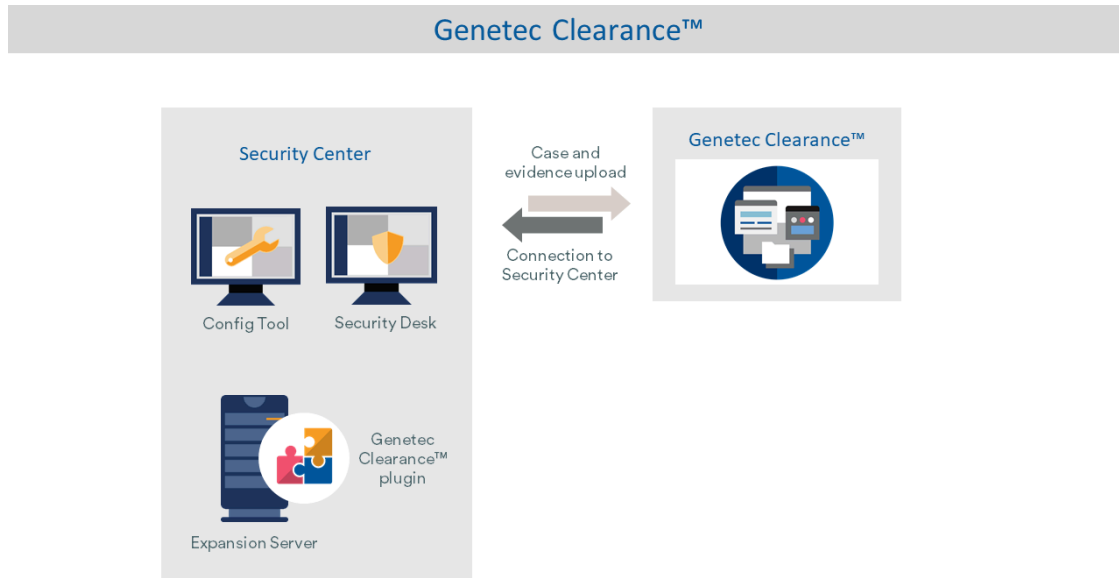
Watch this video to learn more. Click the **Captions** icon (**CC**) to turn on video captions in one of the available languages. If using Internet Explorer, the video might not display. To fix this, open the **Compatibility View Settings** and clear **Display intranet sites in Compatibility View**.

### Related Topics

[Integration overview for the Genetec Clearance™ plugin](#) on page 5

# How the Genetec Clearance™ plugin works with Security Center

When the Genetec Clearance™ plugin is installed, you can export video recordings from a Security Center system to a Genetec Clearance™ account. The plugin uploads selected video exports over the Internet. All uploaded data remains encrypted in transit and at rest.



## Components

The following components are required for a Genetec Clearance™ plugin integration:

- **Expansion Server:** An expansion server is any server machine in a Security Center system that does not host the Directory role. The purpose of the expansion server is to add to the processing power of the system. The Genetec Clearance™ plugin is run on a Security Center expansion server to avoid affecting the performance of the Directory.
- **Genetec Clearance™ plugin:** Genetec Clearance™ is a plugin you can use to export Security Center video as evidence to an account in the Genetec Clearance™ system.

The Genetec Clearance™ role manages video exports to a Genetec Clearance™ account. This role also handles communications between Security Center and the Genetec Clearance™ web application.

In Security Center, the Genetec Clearance™ plugin must be installed and the Genetec Clearance™ role must be active to ensure that video can be exported to Genetec Clearance™.

- **Genetec Clearance™:** is a collaborative investigation management system that you can use to help accelerate investigations by securely collecting, managing, and sharing evidence from different sources. A Genetec Clearance™ account is required. An account administrator must download a configuration file from the appropriate Genetec Clearance™ account to associate it with their Security Center system.

## Related Topics

[Integration overview for the Genetec Clearance™ plugin](#) on page 5

## Supported features for a Genetec Clearance™ integration

The following table lists the features in Security Center that are available through the Genetec Clearance™ plugin.

Feature	Supported	Additional information
Export options		
Create new case	Yes	
Upload to existing case	Yes	
Upload unassociated file	Yes	
Add case metadata	Yes	Case incident number, record number, incident time, and description can be created from Security Desk.
Security		
AES-256 encryption	Yes	All video and files imported in the system are automatically encrypted using AES-256.
Communication encryption	Yes	Communication with Genetec Clearance™ is secured using HTTPS protocol and TLS certificates.
Digital signature	Yes	A SHA-256 signature is generated to detect any attempts to modify data and to ensure the integrity of files.
Restrict export privilege	Yes	Control which Security Desk operators can export video to Genetec Clearance™.

### Related Topics

[Integration overview for the Genetec Clearance™ plugin](#) on page 5



# Integration overview for the Genetec Clearance™ plugin

Integrating the Genetec Clearance™ plugin in Security Center consists of a series of steps that must be followed in sequence.

The following table lists the tasks required to integrate the Genetec Clearance™ plugin in Security Center, and then how to verify that the integration was successful.

Step	Task	Where to find more information
<b>Understand prerequisites and key issues before deploying</b>		
1	Before installing the plugin, read the release notes to learn about new features, and to understand the requirements and known issues.	<ul style="list-style-type: none"> <li>• <a href="#">What's new.</a></li> <li>• <a href="#">Known issues.</a></li> <li>• <a href="#">Limitations.</a></li> </ul>
2	Learn how the different components connect together.	<ul style="list-style-type: none"> <li>• <a href="#">Product compatibility for the plugin.</a></li> <li>• <a href="#">How the plugin works with Security Center.</a></li> </ul>
3	Learn which features are included with the plugin.	<ul style="list-style-type: none"> <li>• <a href="#">Supported features.</a></li> </ul>
<b>Prepare Security Center</b>		
4	Ensure that the expansion server where the plugin is installed meets the recommended system requirements and is running a compatible version of Security Center.	<ul style="list-style-type: none"> <li>• <a href="#">System requirements.</a></li> <li>• <a href="#">Product compatibility for the plugin.</a></li> </ul>
5	If you have video surveillance cameras, ensure that the Omnicast™ features are enabled, and that all cameras are added to Security Center and function as required.	<p>Refer to the following topics in the <i>Security Center Administrator Guide</i>:</p> <ul style="list-style-type: none"> <li>• <a href="#">Turning features on and off.</a></li> <li>• <a href="#">Preparing to deploy your video surveillance system.</a></li> </ul>
6	Verify that the Security Center license has a valid certificate for the plugin: on the Config Tool home page, click <b>About &gt; Certificates</b> , and confirm that the plugin is in the list.	<ul style="list-style-type: none"> <li>• The license number is included in the product release email sent by Genetec Inc. This email also includes links to the plugin download package and other license information.</li> <li>• If you need to acquire a license, see <a href="#">License options for a Genetec Clearance™ plugin integration</a> on page 13.</li> </ul>
<b>Install and configure the plugin</b>		
7	On the Security Center expansion server, download the plugin and install it.	<ul style="list-style-type: none"> <li>• <a href="#">Downloading and installing the plugin</a> on page 15.</li> </ul>
8	In Config Tool, create the Genetec Clearance™ role.	<ul style="list-style-type: none"> <li>• <a href="#">Creating the plugin role</a> on page 16.</li> </ul>

Step	Task	Where to find more information
9	In Genetec Clearance™, create and download the account connection settings.	<ul style="list-style-type: none"> <li>• <a href="#">Creating and downloading account connection settings</a> on page 17.</li> </ul>
10	In Config Tool, connect the role to the Genetec Clearance™ account.	<ul style="list-style-type: none"> <li>• <a href="#">Connecting the role to a Genetec Clearance™ account</a> on page 18.</li> </ul>
11	In Config Tool, grant user privileges for the plugin.	<ul style="list-style-type: none"> <li>• <a href="#">Granting user privileges</a> on page 19.</li> </ul>
<b>Confirm that the integration works as expected</b>		
12	In the <i>Monitoring</i> task of Security Desk, export video to Genetec Clearance™.	<ul style="list-style-type: none"> <li>• <a href="#">Exporting video to Genetec Clearance™</a> on page 21.</li> </ul>
13	In Genetec Clearance™, confirm that you can play the exported video.	<p>Refer to the following topics in the <i>Genetec Clearance™ User Guide</i>:</p> <ul style="list-style-type: none"> <li>• <a href="#">Reviewing media.</a></li> </ul>

# Release notes

This section includes the following topics:

- ["What's new in the Genetec Clearance™ plugin 3.0"](#) on page 8
- ["Known issues in the Genetec Clearance™ plugin 3.0"](#) on page 9
- ["Limitations in the Genetec Clearance™ plugin 3.0"](#) on page 10
- ["Product compatibility for the Genetec Clearance™ plugin 3.0"](#) on page 11
- ["System requirements for the Genetec Clearance™ plugin 3.0"](#) on page 12
- ["License options for a Genetec Clearance™ plugin integration"](#) on page 13

# What's new in the Genetec Clearance™ plugin 3.0

---

With each release, new features, enhancements, or resolved issues are added to the product.

The Genetec Clearance™ plugin 3.0 is a new integration for Security Center.

## Related Topics

[Integration overview for the Genetec Clearance™ plugin](#) on page 5

## Resolved issues in the Genetec Clearance™ plugin 3.0

Resolved issues are software issues from previous releases that have been fixed in the current release.

There are no resolved issues in the Genetec Clearance™ plugin 3.0.

## About the documentation for the Genetec Clearance™ plugin 3.0

The documentation provided with a product is subject to change. With each product release, new documents might be added, current ones updated, and older ones replaced. For the latest version of the documentation, see the [Genetec™ TechDoc Hub](#).

### Documents updated

The following documents were updated in this release:

- *Supported plugins in Security Center*

### Documents added

The following document is new in this release:

- *Genetec Clearance™ Plugin Guide 3.0*

### Documents removed

No documents were removed in this release.

### Documentation languages

For the Genetec Clearance™ plugin 3.0 , documentation is available in the following languages:

- *Genetec Clearance™ Plugin Guide 3.0* (English)
- *Supported plugins in Security Center* (English)

## Known issues in the Genetec Clearance™ plugin 3.0

---

Known issues are software issues that have been discovered in the current release or a previous release, and have not yet been resolved.

The Genetec Clearance™ plugin 3.0 includes the following known issues.

Issue	Description
1961309	Security Desk: You cannot cancel an export or upload request.
1962471	Security Desk: Error messages displayed during the export process and the upload process are in English only.
1962472	Config Tool: Failover is not currently supported for the Genetec Clearance™ role.

### Related Topics

[Integration overview for the Genetec Clearance™ plugin](#) on page 5

## Limitations in the Genetec Clearance™ plugin 3.0

---

Limitations are software or hardware issues that cannot be fixed. For certain limitations, workarounds are documented.

The Genetec Clearance™ plugin 3.0 includes the following limitations.

Issue	Description
1961301	<p>When uploading large files there is no feedback provided to the user while the files are being encrypted. Depending on the size of your file, encryption can make the export or upload seem unresponsive.</p> <p>In Security Center, the maximum video that you can export is 24hrs. If you try an export larger than 24hrs an error message is displayed.</p>

---

### Related Topics

[Integration overview for the Genetec Clearance™ plugin](#) on page 5

# Product compatibility for the Genetec Clearance™ plugin 3.0

---

A compatible product supports specific versions of other products.

To be eligible for technical support, you must install the Security Center and third-party software versions that are listed as certified or supported by design in the following table.

Plugin	Third-party version	Certified Security Center version
Genetec Clearance™	Not applicable	5.5, 5.6, 5.7, and 5.8

Product compatibility indicates that the product supports and can run with specific versions of other products. A product is compatible when it meets one of the following certification levels:

- **Certified:** Genetec Inc. has tested and validated the product.
- **Supported by design:** The product has similar characteristics or is a newer version of a certified version, but Genetec Inc. has not tested or validated the product.

**NOTE:** Minor versions of a major release are supported by design. For example, if 5.8.1.0 is listed, then subsequent 5.8.n.0 are supported by design. If a major release is not listed, then it is not supported.

## Related Topics

[Integration overview for the Genetec Clearance™ plugin](#) on page 5

# System requirements for the Genetec Clearance™ plugin 3.0

---

System requirements are the recommended hardware and software components that are required for your product and system to run optimally.

## Hardware

The Genetec Clearance™ plugin 3.0 must be installed on a server and on client workstations that meet the recommended specifications, as described in the [Security Center system requirements](#).

## Networking

The server the plugin is installed on requires Internet access to upload evidence to Genetec Clearance™. All communications use port 443.

**IMPORTANT:** All data uploaded to the Genetec Clearance™ web application remains encrypted in transit and at rest.

## Related Topics

[Integration overview for the Genetec Clearance™ plugin](#) on page 5



# License options for a Genetec Clearance™ plugin integration

---

Before installing the , you must update your Security Center license to include a certificate for the . To update your license, contact us and provide the part numbers listed in this topic.

Part Number	Description	Requirements
GSC-CLEARANCE-PLUGIN	This package provides one license per Security Center system so that Security Desk operators can send video directly to the Genetec Clearance™ web application using this plugin.	<ul style="list-style-type: none"> <li>• Genetec Clearance™ subscription</li> <li>• Omnicast™ package</li> </ul>

## Does your Security Center license include all the options you need?

In addition to a certificate for your , ensure that your Security Center license includes all the options you expect to use in Security Center. For example, if you integrated a system that has visitors, you need the Visitors option in Security Center. If an option is missing, an error message is displayed when the server tries to create or modify the entity related to that option.

For a list of available license options, see "License options" in the *Security Center Administrator Guide*.

### Related Topics

[Integration overview for the Genetec Clearance™ plugin](#) on page 5

# Deploying the Genetec Clearance™ plugin

This section includes the following topics:

- ["Downloading and installing the plugin"](#) on page 15
- ["Creating the plugin role"](#) on page 16
- ["Creating and downloading account connection settings"](#) on page 17
- ["Connecting the role to a Genetec Clearance™ account"](#) on page 18
- ["Granting user privileges"](#) on page 19

# Downloading and installing the plugin

---

To integrate the Genetec Clearance™ plugin into Security Center, you must install the Genetec Clearance™ plugin on a Security Center expansion server and on all client workstations from which you want to export video.

## Before you begin

Make sure of the following:

- Your server meets the recommended [system requirements](#).
- A [compatible version](#) of Security Center is installed.

## What you should know

- **BEST PRACTICE:** Install the plugin on a expansion server to avoid affecting the performance of the Directory.
- If you want to make the plugin functionality available to all users, you must install the plugin on all of the Security Center client workstations.
- The server the plugin is installed on requires Internet access to upload evidence to Genetec Clearance™. All communications use port 443.

### To install the plugin:

- 1 Open the GTAP [Product Download](#) page.
- 2 Under **Download Finder**, select your version of Security Center.
- 3 From the *Genetec Plugins* section, download the package for your product.
- 4 Run the .exe file, and then unzip the file.  
By default, the file is unzipped to *C:\Genetec*.
- 5 Open the extracted folder, right-click the *setup.exe* file, and click **Run as administrator**.
- 6 Follow the installation instructions.
- 7 On the *Installation Wizard Completed* page, click **Finish**.

**IMPORTANT:** The **Restart Genetec™ Server** option is selected by default. You can clear this option if you do not want to restart the Genetec™ Server immediately. However, you must restart the Genetec™ Server to complete the installation.

- 8 Close, and then open, any instances of Config Tool and Security Desk.

## Related Topics

[What is the Genetec Clearance™ plugin?](#) on page 2

[Integration overview for the Genetec Clearance™ plugin](#) on page 5

## Creating the plugin role

---

You must create the plugin role in Config Tool so that you can configure and use the plugin.

### Before you begin

[Download and install the plugin.](#)

#### To create the plugin role:

- 1 From the Config Tool home page, open the *Plugins* task.
- 2 In the *Plugins* task, click **Add an entity** (+), and select **Plugin**.  
The plugin creation wizard opens.
- 3 On the *Specific info* page, select the server on which the plugin role is hosted, the plugin type, and the database for the plugin role, and then click **Next**.  
If you do not use expansion servers in your system, the **Server** option is not displayed.
- 4 On the *Basic information* page, specify the role information:
  - a) Enter the **Entity name**.
  - b) Enter the **Entity description**.
  - c) Select the **Partition** for the plugin role.  
If you do not use partitions in your system, the **Partition** option is not displayed. Partitions are logical groupings used to control the visibility of entities. Only users who are members of that partition can view or modify the role.
  - d) Click **Next**.
- 5 On the *Creation summary* page, review the information, and then click **Create**, or **Back** to make changes.  
After the plugin role is created, the following message is displayed: *The operation was successful.*
- 6 Click **Close**.

### After you finish

If this is not what you need, you can [change the plugin role configuration](#).

## Creating and downloading account connection settings

Before you can connect the Genetec Clearance™ plugin role to your Genetec Clearance™ account, you must create a service. This service is used to authenticate the communication between your Security Center system and the Genetec Clearance™ web application.

### Before you begin

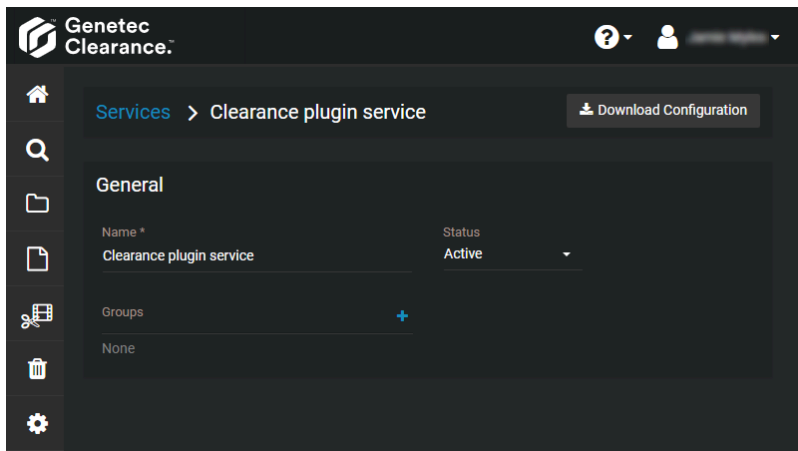
[Create the plugin role.](#)

### What you should know

You must be an account administrator to create a *service*.

#### To create the Genetec Clearance™ service:

- 1 In the Genetec Clearance™ web application, log on to your Genetec Clearance™ account.
- 2 Click **Configurations > Users > + > Service** .



- 3 Enter a name for the service.
- 4 (Optional) Add any groups that you require.  
The list of groups determines which users can access exported video if they are not associated with a case.
- 5 Click **Save**.
- 6 Click **Download Configuration** to save a copy of the *.json* configuration file.

### After you finish

Return to Config Tool, and [connect the Genetec Clearance™ plugin role to the Genetec Clearance™ account.](#)

#### Related Topics

[Integration overview for the Genetec Clearance™ plugin](#) on page 5


## Connecting the role to a Genetec Clearance™ account

To export video recordings from a Security Center system to a Genetec Clearance™ account, you must connect the Genetec Clearance™ plugin role to the Genetec Clearance™ account.

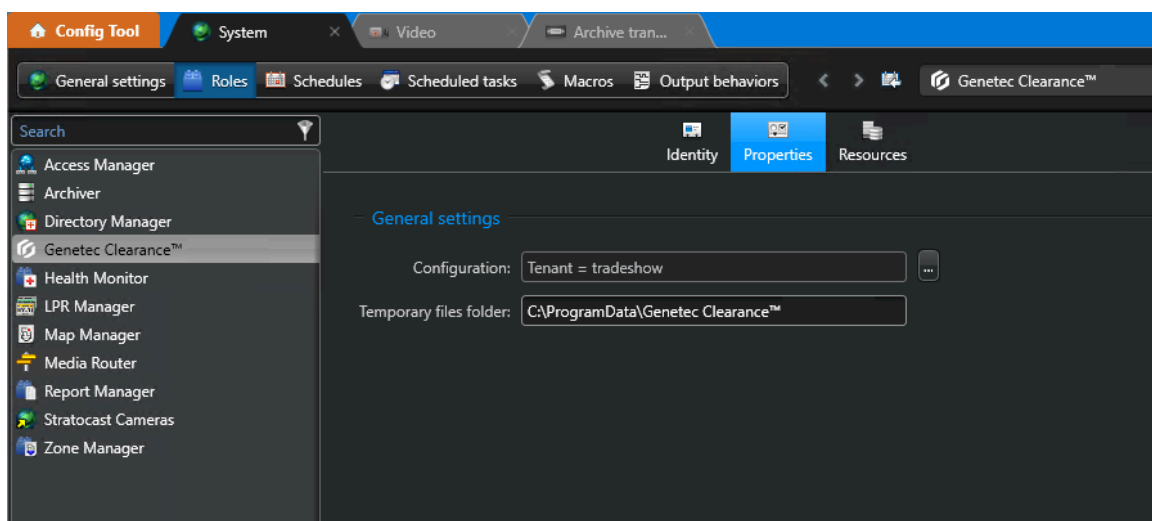
### Before you begin

[Creating and downloading account connection settings](#) on page 17.

#### To configure the Genetec Clearance™ plugin role:

- 1 From the Config Tool home page, open the *Plugins* task.
- 2 Select **Genetec Clearance™ plugin** from the entity browser, and click the **Properties** tab.
- 3 In the **Configuration** field, click  to navigate to and select an account configuration file.

This option specifies the Genetec Clearance™ account to associate with the Security Center system. When the connection is established, the Genetec Clearance™ plugin role turns white.



- 4 (Optional) Specify a folder location in the **Temporary files folder** field. This option specifies the temporary file folder location used to store exported videos.
- 5 Click **Apply**.

### After you finish

Security Desk operators can now [export video directly to the Genetec Clearance™ account](#).

#### Related Topics

[Creating and downloading account connection settings](#) on page 17

[Connecting the role to a Genetec Clearance™ account](#) on page 18

[Integration overview for the Genetec Clearance™ plugin](#) on page 5

[Integration overview for the Genetec Clearance™ plugin](#) on page 5

# Granting user privileges

---

To allow users to access the Genetec Clearance™ plugin features and tasks, you must grant them the correct user privileges in Security Center.

## What you should know

For administrators to install and configure the plugin in Config Tool, and for operators to export video from Security Desk, the correct user privileges must be granted to their user accounts.

This topic lists the minimum user privileges required.

**NOTE:** You might require more privileges, depending on the tasks you want to perform in Config Tool and Security Desk. For more information, see the [Security Center privileges](#) spreadsheet for your version.

### To grant user privileges:

- 1 From the Config Tool home page, open the *User management* task.
- 2 Select the relevant user, and click the **Privileges** tab.
- 3 Set the following privileges to **Allow**:
  - **Application privileges > Security Desk**
  - **Application privileges > Config Tool**
  - **Task privileges > Operation > Monitoring**
  - **Action privileges > Cameras > Send to Genetec Clearance™**
- 4 Click **Apply**.

### Related Topics

[Integration overview for the Genetec Clearance™ plugin](#) on page 5

# Using the Genetec Clearance™ Plugin

This section includes the following topics:

- ["Exporting video to Genetec Clearance™"](#) on page 21



# Exporting video to Genetec Clearance™

---

In Security Center, Security Desk operators can export video recordings from a Security Center system to a Genetec Clearance™ account.

## Before you begin

[Connecting the role to a Genetec Clearance™ account](#) on page 18.

## What you should know

You must have the *Send to Genetec Clearance™* privilege to export video from Security Desk to the Genetec Clearance™ plugin web application.

In Security Center, the maximum video that you can export is 24hrs. If you try an export larger than 24hrs the error message *Export range for g64 must be shorter than 1 days* is displayed.

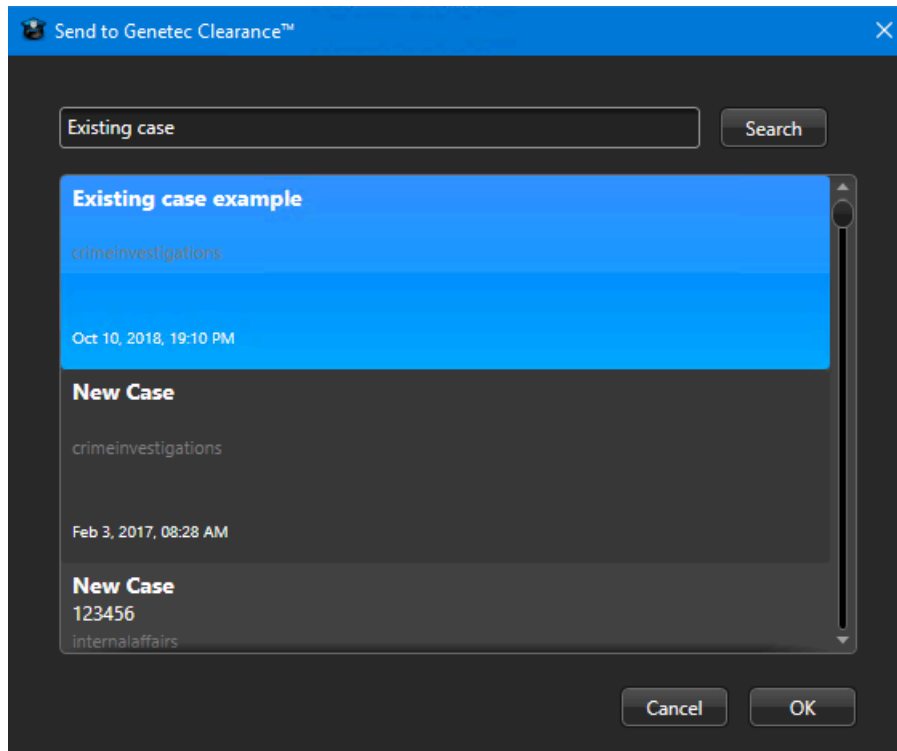
- By default the **Start time** and the **End time** fields are set to export a 2 minute video segment.
- You can perform a maximum of 5 export operations and 5 upload operations at the same time.

**NOTE:** During encryption there is no feedback on the encryption progress, this can cause some large files to seem unresponsive while they are being encrypted before the upload.

### To export video to the Genetec Clearance™ plugin web application:

- 1 In Security Desk, right-click a camera tile and click **Send to Genetec Clearance™ plugin....**
- 2 Choose one of the following:
  - **Select existing case**
  - **Create a new case**
  - **Skip and upload evidence**

- 3 If you clicked **Select existing case**, do the following:
  - a) Enter the case title, record number, or incident number in the search field and click **Search**.



- b) Select the case that you need and click **OK** to continue.
    - c) Enter file information in the appropriate fields.

**Send to Genetec Clearance™**

**Case**

Name: **Existing case example**

Incident number:

Record number:

**Add file information**

Camera: **Front Entrance**

Name: **Existing case example video**

Start time: 10 / 10 / 2018 03 : 01 : 08 PM

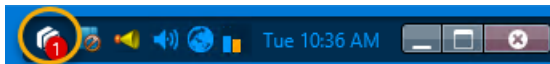
End time: 10 / 10 / 2018 03 : 03 : 08 PM

Description: Video for existing case example

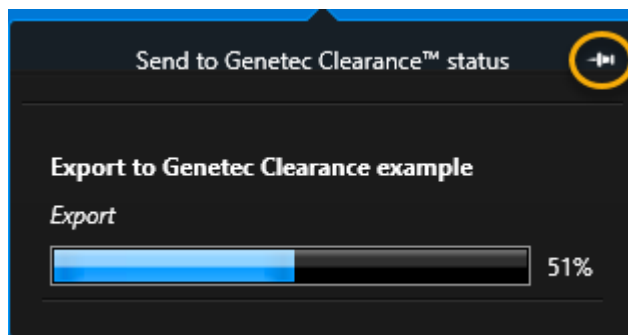
Cancel OK

d) Click **OK** to confirm the upload.

You can track the status of the export using the notifications in the toolbar. A blue icon indicates no errors, a red icon indicates an issue.



**TIP:** You can pin the status notifications to the sidebar, to see the status of all queued export or upload requests.



- 4 If you clicked **Create a new case**, do the following:
- Enter a name.
  - Select a department from the **Department** drop-down list.
  - Select a category from the **Category** drop-down list.
  - Enter case information in the appropriate fields.

**Send to Genetec Clearance™**

**Case**

Name:

Department:

Category:

**Add case information**

Incident start time:

Incident number:

Record number:

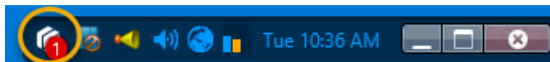
Description:

**Add file information**

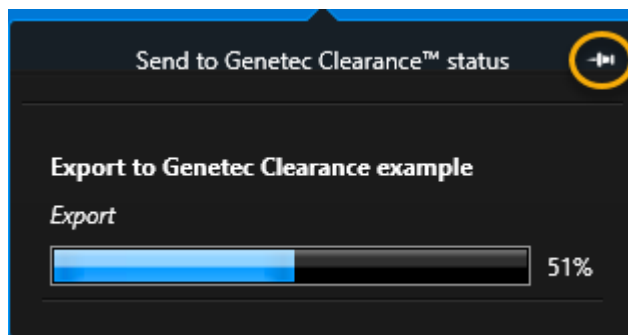
- Enter file information in the appropriate fields.

- f) Click **OK** to create the case and export the video.

You can track the status of the export using the notifications in the toolbar. A blue icon indicates no errors, a red icon indicates an issue.



**TIP:** You can pin the status notifications to the sidebar, to see the status of all queued export or upload requests.



- g) Click **OK** again to confirm the upload.

- 5 If you clicked **Skip and upload evidence**, do the following:
  - a) Enter a name.
  - b) (optional) Enter a description.

Send to Genetec Clearance™

Camera: **Front Entrance**

Name: **Skip and upload example**

Start time: 10 / 10 / 2018 03 : 20 : 08 PM

End time: 10 / 10 / 2018 03 : 24 : 00 PM

Description: Video file with no case association for skip and upload example

Cancel OK

- c) Click **OK** to export the video.
- d) Click **OK** again to confirm the upload.

The video is uploaded immediately without any case assignment.

The Genetec Clearance™ plugin role is now configured and available for use.

## After you finish

Verify that your evidence is now available in the Genetec Clearance™ plugin web application.

### Related Topics

[Integration overview for the Genetec Clearance™ plugin](#) on page 5

# Maintenance and troubleshooting common issues

This section includes the following topics:

- ["Plugin installed, but missing from Security Desk and Config Tool"](#) on page 28

# Plugin installed, but missing from Security Desk and Config Tool

---

If the **Properties** tab for the plugin is missing, or the plugin's reports are missing, or events and alerts are not being reported, then the plugin is not installed on your local machine. The plugin must be installed on a Genetec™ Server (main or expansion) and on all client workstations that are used to monitor incidents.

To help you troubleshoot this issue, refer to the possible causes and their respective solutions below.

## Possible symptoms:

- In Config Tool, you see the plugin in the **Plugins** task, and you can add a new plugin role, but the new role is missing the **Properties** tab.
- In Security Desk, the plugin does not appear on the *Options* page.

**Description of cause:** The plugin is not installed on the local computer, the license (certificate) is invalid, or you are missing required user privileges.

**Solution 1:** Install the plugin on your local computer.

**Solution 2:** Make sure that a Genetec™ Server has the plugin installed, the role created, and is configured correctly.

**Solution 3:** Confirm that the plugin is installed on your Security Center computer: from the home page in Security Desk or Config Tool, click **About > Installed components** and look in the list for the entry *Genetec.Clearance.Module*.

**Solution 4:** Confirm that your system has a license (certificate) for the plugin: from the home page in Security Desk or Config Tool, click **About > Certificates**, look in the list for the name of the plugin, and make sure that your access permissions are set to **Unlimited**.



# Where to find product information

You can find our product documentation in the following locations:

- **Genetec™ TechDoc Hub:** The latest documentation is available on the TechDoc Hub. To access the TechDoc Hub, log on to [Genetec™ Portal](#) and click [TechDoc Hub](#). Can't find what you're looking for? Contact [documentation@genetec.com](mailto:documentation@genetec.com).
- **Installation package:** The Installation Guide and Release Notes are available in the Documentation folder of the installation package. These documents also have a direct download link to the latest version of the document.
- **Help:** Security Center client and web-based applications include help, which explains how the product works and provide instructions on how to use the product features. To access the help, click **Help**, press F1, or tap the ? (question mark) in the different client applications.

# Technical support

Genetec™ Technical Assistance Center (GTAC) is committed to providing its worldwide clientele with the best technical support services available. As a customer of Genetec Inc., you have access to TechDoc Hub, where you can find information and search for answers to your product questions.

- **Genetec™ TechDoc Hub:** Find articles, manuals, and videos that answer your questions or help you solve technical issues.

Before contacting GTAC or opening a support case, it is recommended to search TechDoc Hub for potential fixes, workarounds, or known issues.

To access the TechDoc Hub, log on to [Genetec™ Portal](#) and click [TechDoc Hub](#). Can't find what you're looking for? Contact [documentation@genetec.com](mailto:documentation@genetec.com).

- **Genetec™ Technical Assistance Center (GTAC):** Contacting GTAC is described in the Genetec™ Lifecycle Management (GLM) documents: [Genetec™ Assurance Description](#) and [Genetec™ Advantage Description](#).

## Additional resources

If you require additional resources other than the Genetec™ Technical Assistance Center, the following is available to you:

- **Forum:** The Forum is an easy-to-use message board that allows clients and employees of Genetec Inc. to communicate with each other and discuss many topics, ranging from technical questions to technology tips. You can log on or sign up at <https://gtapforum.genetec.com>.
- **Technical training:** In a professional classroom environment or from the convenience of your own office, our qualified trainers can guide you through system design, installation, operation, and troubleshooting. Technical training services are offered for all products and for customers with a varied level of technical experience, and can be customized to meet your specific needs and objectives. For more information, go to <http://www.genetec.com/support/training/training-calendar>.

## Licensing

- For license activations or resets, please contact GTAC at <https://gtap.genetec.com>.
- For issues with license content or part numbers, or concerns about an order, please contact Genetec™ Customer Service at [customerservice@genetec.com](mailto:customerservice@genetec.com), or call 1-866-684-8006 (option #3).
- If you require a demo license or have questions regarding pricing, please contact Genetec™ Sales at [sales@genetec.com](mailto:sales@genetec.com), or call 1-866-684-8006 (option #2).

## Hardware product issues and defects

Please contact GTAC at <https://gtap.genetec.com> to address any issue regarding Genetec™ appliances or any hardware purchased through Genetec Inc.