



Security Center SaaS

Devices compatibility guidelines and
Supported Devices List

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Supported Device List (SDL) - Scope

Genetec Security Center SaaS (abbreviated “**Security Center SaaS**”) supports a wide range of industry-leading security and operation related edge devices (sensors). Use the different elements in the searchable list below to find devices that are supported.

This list serves as a reference document and identifies devices that have been certified by Genetec Inc to be compatible with **Security Center SaaS** or it defines guidelines for devices that should be compatible by design.

Any unit missing from this document should be formally tested prior to design or procurement decisions. Genetec certification experts can help clarify the compatibility of proposed units. Please contact your Genetec Sales representative or [Genetec Technical Assistance Center](#) for more information.

IMPORTANT NOTICE: The information in the generated list below is provided by Genetec for general reference, absolutely without warranty and at the user’s own risk. Users are strongly encouraged to validate their final edge device choice with the manufacturer and with a Genetec representative, prior to any procurement activity. In particular, the compatibility of certain devices may have been tested only by their manufacturer and not by Genetec. Genetec assumes no liability with respect to the user’s purchase or use of any device listed below, unless agreed differently by contract.

Supported Devices

The devices listed herein as supported or appearing in the Supported Devices List (table), manufactured by Genetec technology partners, are supported with Security Center SaaS.

This means they are:

1. Supported by design
2. Certified by our trusted partner
3. Certified by Genetec

see the [Definition section](#) for details.

This list expands continuously as more devices become available or are tested and certified.

Pay attention to specific supported features or existing limitations that may be indicated in the Supported Devices table or in the next sections.

VIDEO UNITS – General guidelines

Managed appliances

Axis devices supported by design

Generally, Axis cameras equipped with firmware version 6.50 and up are supported by design.

ONVIF devices supported by design

Generally, [ONVIF Profile S](#) cameras are supported by design, if they have the following pre-requisites:

- Support the DIGEST authentication protocol.
- Support the H.264 codec

Direct to cloud

Axis devices supported by design

On top of the Supported Devices table, generally, Axis cameras equipped with firmware version 9.80 and up are supported by design.

Forensic task report (in Operations)

Managed appliances or Direct to cloud devices supported by design

Minimum requirements for ALL cameras:

- ONVIF profile M compliant
- Connected via managed appliances or via direct to cloud (per rules above)

Pre-requisites for specific brands:

AXIS

Models shall have an ARTPEC-8 processor and have Firmware 11.9+ installed

Exceptions: series Q19, Q21*, P37*, P47**

i-PRO

Models shall be S-series and X-series and support latest Wisenet AI firmware. Each model requires a manual configuration of their AI “Vehicle detection” from the camera webpage prior to enrollment in Security Center SaaS.

Exceptions: Fisheye cameras

Hanwha

Models to be defined.

Supported Video Camera configuration settings (Security Center SaaS)

Camera configuration items currently supported in product GUI:

- Frame rate
- resolution
- image rotation
 - Supported for compatible cameras, see also the Known Limitations section herein:
- max bit rate
- camera events

NOTE: All features

- listed in this section or not present in the product UI
- not listed in the Supported Devices List (table)
- listed under the Limitations section herein are currently not supported.
(e.g. PTZ, audio, I/Os, edge recording, multi-stream per encoder/camera, etc.)

Access control units

General support guidelines for Access Control Devices and Axis Powered by Genetec

It is required that Synergis™ Cloud Link firmware version is Softwire 11.50 or higher. See also: <https://techdocs.genetec.com/r/en-US/SynergisTM-Softwire-Integration-Guide-11.4.3/Integration-through-Synergis-Softwire>

Known Limitations

The following limitations apply as indicated: generally or specifically for some manufacturers, types, or models. This is valid for any supported devices, even the ones certified by Genetec.

VIDEO UNITS - General

Local network configuration page

Settings configurable in the Security Center SaaS GUI

Any setting changes in the local webpage could be overwritten by the Security Center SaaS GUI settings.

Settings not configurable in the Security Center SaaS GUI

Settings relating to optical settings/corrections, firmware updates, cybersecurity (user and password management), are supported, even if they are not configurable in the Security Center SaaS GUI.

Settings relating to changes of visual field (image masking, watermarking, etc.) are not supported

Digital Encoders (NVR, DVR)

Digital Encoders connected cameras are not supported.

Multi-sensor cameras support

Multi-sensor cameras are not supported at the moment.

Fisheye device support

Dewarping of streams from fisheye cameras is not supported at the moment.

Video codec support

Only H.264 is supported at the moment.

Edge Recording

Edge recording on camera SD cards is not supported at the moment.

VIDEO UNITS - Specific manufacturers

Hanwha Techwin

Image rotation

Rotation is currently unavailable for Hanwha devices, configuration of the rotation is possible via the device web page, please refer to the Hanwha Techwin documentation.

Bosch

Image rotation

Rotation 0° is not working on some devices. Configuration of the rotation is possible via the device web page, please refer to the Bosch documentation.

Vivotek

Support for digest authentication

If your Vivotek camera is secured by password and was released before March 2020 (prior to 9xxx series with firmware 012x or 022x), you need to configure it from its webpage by selecting "digest mode" instead of "basic mode", prior to enrolling your device in the Genetec product.

To do so, go to the camera configuration page (local webpage) and select "**Digest**" **authentication method** under:

[Network] => [Streaming Protocols] => [HTTP] and [RTTP] menus

Access control units – General

There are currently no limitations to mention herein.

Definitions & Acronyms

- **Integration:** Protocol used to communicate with the device or integration method for devices to connect into the Genetec platform
 - **Direct to cloud (D2C):** Devices that can directly connect into Genetec cloud services with no other equipment
 - **Genetec Managed appliances (GMA):** Devices connecting into Genetec cloud services via managed appliances equipment (low maintenance hardware unit managed from Genetec cloud services)
- **Manufacturer:** Equipment manufacturer or brand.
- **Minimum Firmware:** Certified minimum firmware version.
- **Model:** Commercial model number.
- **Proprietary:** Protocol developed and unique to the manufacturer identified
- **Support level**
 - **Genetec Certified:** Fully tested by Genetec Inc. and supported using an ONVIF or native driver integration with full functionality, unless indicated otherwise herein.
 - **Partner Certified:** Fully tested by Genetec trusted partners within our platform and supported using an ONVIF or native driver integration with full functionality, unless indicated otherwise herein.
 - **Supported by design:**
 - Not certified but deemed supported by design as they meet applicable technical compatibility criteria*.
 - May not have all the features of a Certified model.
 - Not tested by Genetec or trusted partners.
 - Support can be provided by Genetec, but the resolution of issues, if found, will depend on factors such as the compliance of the manufacturer with their device stated supported protocol(s).
 - To request certification of specific models, contact Genetec.
- * expected to work based on the following factors:
 - Standard protocol usage
 - Driver capabilities
 - Previous testing experience with brand, model, or family of models
- **Supported Since:** Date of listing or certification by the Partner or Genetec
- **Type:** Type or categorization of device or sensor listed (e.g. camera, camera, controller, door lock, etc.)

END OF DOCUMENT