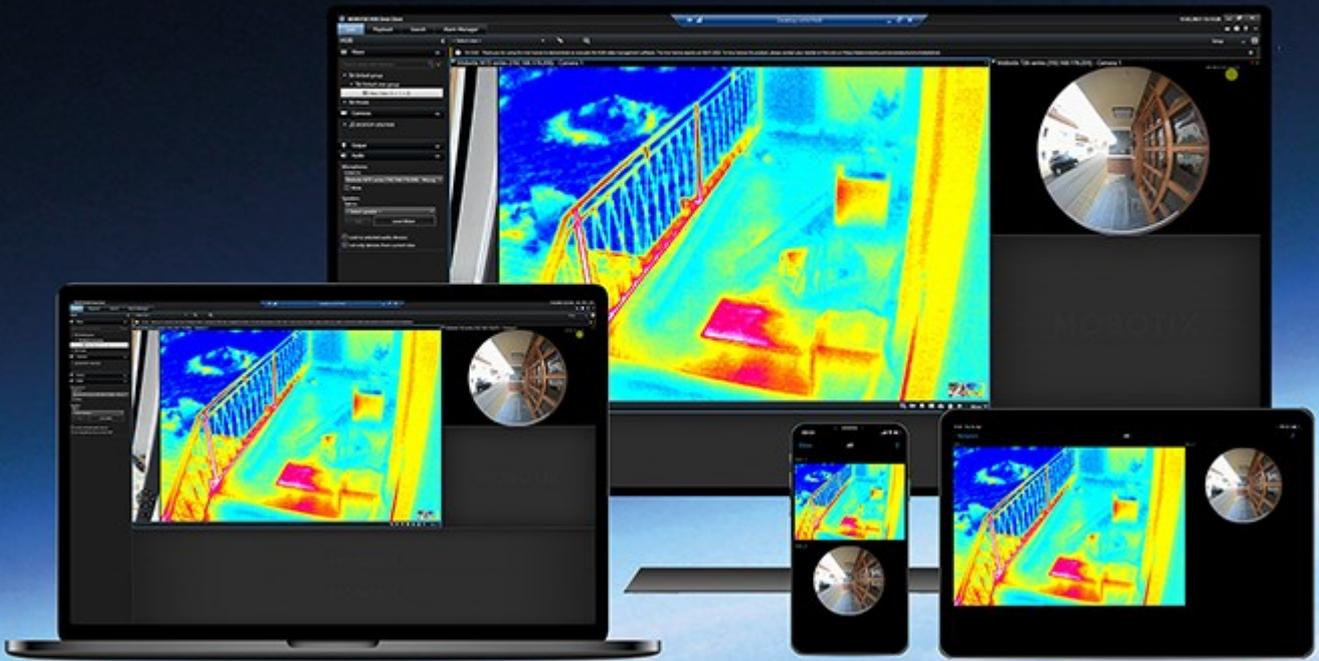


# Deploying and logging in

## MOBOTIX HUB Desk Client 2024 R1

© 2024 MOBOTIX AG



# Contents

<b>Copyright</b> .....	<b>4</b>
<b>Introduction</b> .....	<b>5</b>
What's new? .....	5
MOBOTIX HUB Desk Client 2024 R1 .....	5
<b>Licensing and system requirements</b> .....	<b>6</b>
Minimum system requirements .....	6
Maximum number of displays .....	6
Licensing .....	6
<b>Installing and upgrading</b> .....	<b>7</b>
Install MOBOTIX HUB Desk Client .....	7
Install the MOBOTIX HUB Desk Client user assistance .....	7
Upgrading MOBOTIX HUB Desk Client .....	7
Verify the current version of MOBOTIX HUB Desk Client .....	8
Troubleshooting: installation attempts .....	8
<b>Logging in and out</b> .....	<b>10</b>
Log in .....	10
Possible additional login options .....	11
Restore windows and tabs when logging in .....	11
Log in with authorization .....	11
Log into access control systems .....	11
Allow HTTP connections .....	11
Troubleshooting: login attempts .....	12
Log out .....	13
Change password (basic authentication only) .....	14
<b>Customizing your MOBOTIX HUB Desk Client installation</b> .....	<b>15</b>
Defined values of MOBOTIX HUB Desk Client settings .....	15
Change the language of MOBOTIX HUB Desk Client .....	15
Define to restore windows and tabs when logging in .....	16
No longer allow HTTP connections .....	16

## Contents

---

<b>Learning how to use MOBOTIX HUB Desk Client .....</b>	<b>17</b>
Access to user assistance .....	17
Additional help resources .....	17

## Copyright

MOBOTIX AG • Kaiserstrasse • D-67722 Langmeil • Tel.: +49 6302 9816 0 • sales@mobotix.com • www.mobotix.com

MOBOTIX is a trademark of MOBOTIX AG registered in the European Union, the U.S.A., and in other countries. Subject to change without notice. MOBOTIX do not assume any liability for technical or editorial errors or omissions contained herein. All rights reserved. © MOBOTIX AG 2024

# Introduction

## What's new?

### MOBOTIX HUB Desk Client 2024 R1

Previously, when you installed MOBOTIX HUB Desk Client, the user assistance was also installed and available after running the installer. With this update, the user assistance is no longer part of the software installation, but you can install the user assistance separately.

- [Install the MOBOTIX HUB Desk Client user assistance on page 7](#)

This is the first version of this document. Much of the content has, however, existed for years.

# Licensing and system requirements

## Minimum system requirements

For information about the system requirements for the various VMS applications and system components, go to the MOBOTIX website (<https://www.mobotix.com/en/media/4821>).

### Verify if your computer meets the requirements

View information about your system, for example the version of the operating system and DirectX, and the devices and drivers installed:

1. Open the **Start** menu and type **dxdiag**.
2. Select the **dxdiag** text to open the **DirectX Diagnostic Tool** window.



3. On the **System** tab, view the system information.

## Maximum number of displays

In the MOBOTIX HUB Desk Client, there is no limitation to how many displays you can attach to your computer.

The maximum number depends on your hardware (display adapters, etc.) and your Windows version.

## Licensing

If your organization has a license for an MOBOTIX HUB VMS product and perhaps MOBOTIX HUB extensions, you do not need any additional licenses to install and use MOBOTIX HUB Desk Client.

When your system administrators install the MOBOTIX HUB VMS, they activate the licenses for your organization's MOBOTIX HUB VMS products and MOBOTIX HUB extensions.

# Installing and upgrading

## Install MOBOTIX HUB Desk Client

You download MOBOTIX HUB Desk Client from the web page on the management server of your MOBOTIX HUB VMS system and install it on your computer.



To ensure that you have access to all the new features and functions included in your MOBOTIX HUB VMS system, use the version of MOBOTIX HUB Desk Client that matches your MOBOTIX HUB VMS version. You can also use a newer version of MOBOTIX HUB Desk Client. It might offer some performance improvements. Ask your system administrator for advice.

1. Open your browser and enter the URL or IP address of the management server:
  - To install MOBOTIX HUB Desk Client on the management server: (*http://localhost/installation*)
  - To install MOBOTIX HUB Desk Client on a different computer than the one running the management server: (*http://[IP\_address]/installation*)
2. Optionally, change the language of the web page.
3. On the web page, find the MOBOTIX HUB Desk Client installer and select **All Languages**.
4. Run the downloaded MOBOTIX HUB Desk Client installer and follow the installation instructions.
5. If you want access to the MOBOTIX HUB Desk Client user assistance, you can download and install it. See [Install the MOBOTIX HUB Desk Client user assistance on page 7](#).

## Install the MOBOTIX HUB Desk Client user assistance

If you want access to the MOBOTIX HUB Desk Client user assistance, you can download and install the MOBOTIX HUB Desk Client user assistance in various languages. Each language has its own language package, which you install separately. The user assistance also explains how to use MOBOTIX HUB Desk Client functionality from any MOBOTIX HUB extensions your organization might have.

If you haven't installed the user assistance, pressing **F1** displays a window with information about where to find and download the user assistance.

- Contact your reseller for a zip file with the user assistance files and guidance on installing them.

## Upgrading MOBOTIX HUB Desk Client

In most cases, the process of upgrading MOBOTIX HUB Desk Client is similar to how you initially installed the software and user assistance.

For exceptions and explanations, see the following information:

### Message: New version available

When you log in and a message informs you that a new version of the MOBOTIX HUB Desk Client is available, your system administrator has updated the MOBOTIX HUB VMS system. Download and install the new version to ensure you have access to the new features and functions.

### Suggested installation path in the installer

When you upgrade, use the suggested installation path in the installer to keep your user settings. If you want to use another path, you have to remove the current installation of MOBOTIX HUB Desk Client and then install the newer version.

### Upgrading to a newer MOBOTIX HUB Desk Client version than the MOBOTIX HUB VMS version

You can install a version of MOBOTIX HUB Desk Client that is newer than the version of the MOBOTIX HUB VMS system, but the features and functions available to you will match those available on the MOBOTIX HUB VMS system. See [Verify the current version of MOBOTIX HUB Desk Client on page 8](#) and contact your supervisor or system administrator for advice.

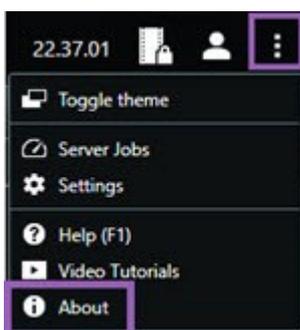
## Verify the current version of MOBOTIX HUB Desk Client

Knowing the version of your MOBOTIX HUB Desk Client and MOBOTIX HUB Desk Client plug-ins is important if you want to:

- Upgrade
- Verify the version is compatible with your MOBOTIX HUB VMS version
- Contact support

Steps:

1. On the global toolbar, select the **Settings and more** menu.
2. Select **About**.



## Troubleshooting: installation attempts

Here are error messages that might be shown when you try to install MOBOTIX HUB Desk Client.

**You cannot install MOBOTIX HUB Desk Client on this operating system. The OS is not supported.**

## Installing and upgrading

---

You have tried to install MOBOTIX HUB Desk Client on a computer that has a Windows operating system that is not supported by MOBOTIX HUB Desk Client. Upgrade your operating system and try again.

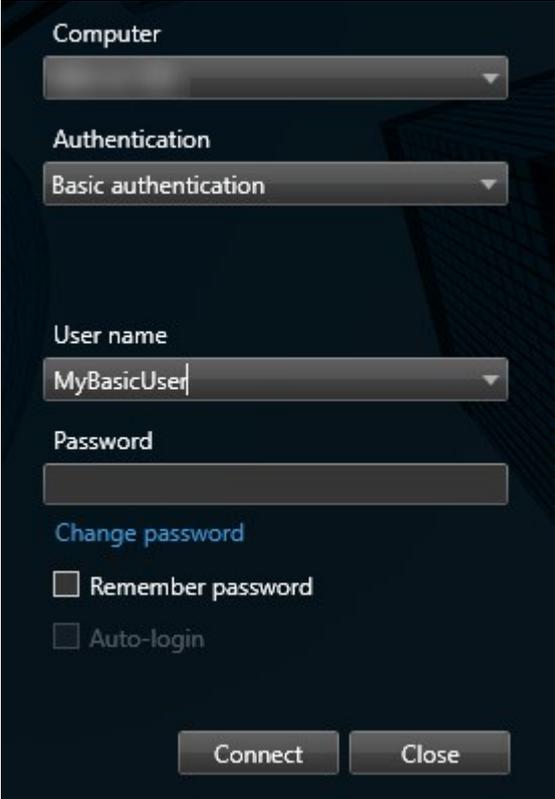
**A system error has occurred. This product can only be installed on 64-bit Windows installations.**

You have tried to install MOBOTIX HUB Desk Client on a computer with a Windows operating system that is not 64-bit. Upgrade your operating system and try again.

## Logging in and out

### Log in

1. Start MOBOTIX HUB Desk Client. The login window is displayed.



2. Specify the name or address of the management server that you want to connect to.
3. Select one of these authentication methods:
  - **Windows authentication (current user)**—log in using the Windows user credentials that match your current login.
  - **Windows authentication**—log in with Windows user credentials that are different from your currently used Windows user credentials.
  - **Basic authentication**—log in as a basic user. Your system administrator defines basic users in MOBOTIX HUB Management Client.
  - [Name of [external IDP](#)<sup>1</sup>]**]**—select this option to log in with an external IDP.
4. Select **Connect**.

---

<sup>1</sup>An external entity that can be associated with the MOBOTIX HUB VMS to manage user identity information and provide user authentication services to the VMS.

---

## Logging in and out

---

A few additional steps and questions might appear depending on the configuration of your MOBOTIX HUB VMS system and product extensions. See also:

- [Restore windows and tabs when logging in on page 11](#)
- [Log in with authorization on page 11](#)
- [Log into access control systems on page 11](#)
- [Allow HTTP connections on page 11](#)

If a problem occurs during login, you receive an error message. See [Troubleshooting: login attempts on page 12](#).

## Possible additional login options

### Restore windows and tabs when logging in

To quickly get started with your tasks, you can restore all the windows and tabs left open when you last logged out of MOBOTIX HUB Desk Client.

- When logging in and the **Restore windows and tabs** window opens, select if you want to restore.

Perhaps your MOBOTIX HUB VMS system administrator has already configured that you are asked if you want to restore, but you can also define it yourself. See [Define to restore windows and tabs when logging in on page 16](#).

### Log in with authorization

When you log into the MOBOTIX HUB Desk Client, you might be asked for additional authorization for your login.

- In the login window, both you and your supervisor must enter your login credentials.

If in doubt about who can authorize you, contact your supervisor or system administrator.

### Log into access control systems

If your organization has an access control system, you can be asked for additional login credentials when you log into MOBOTIX HUB Desk Client.

- In the log in window for your access control system, enter your login credentials.

If you don't know your login credentials for your access control system, contact your supervisor or system administrator.

### Allow HTTP connections

If your MOBOTIX HUB VMS system doesn't have a certificate installed, you can't connect with the newest available security model in MOBOTIX HUB. The security model is based on the HTTPS network protocol.

- To allow HTTP connections, select **Remember my choice. Do not show this message again**.



If your MOBOTIX HUB Desk Client is connected to a MOBOTIX HUB VMS system or a federated site using the older security model (HTTP), a **Not secure** information message is shown to the left of the global toolbar.

See also [No longer allow HTTP connections](#) on page 16.

## Troubleshooting: login attempts

You might see the following messages and warnings when you log in to MOBOTIX HUB Desk Client.

**Your user permissions do not allow you to log in at this point in time. User permissions can vary depending on time of day, day of week, etc.**

You have tried to log in at a time when your user permissions don't allow you to log in.

How to fix: Wait until you are permitted to log in. Contact your system administrator if in doubt about your user permissions.

**You do not have access to any part of the application. Contact the system administrator.**

You currently have no access permissions to any part of the MOBOTIX HUB Desk Client.

How to fix: Contact your system administrator, who can change your access permissions if required.

**Application is not able to start, because two (or more) cameras are using the same name or ID...**

This error message only appears in a rare scenario where someone uses a backed-up, unchanged configuration from one MOBOTIX HUB VMS system on another MOBOTIX HUB VMS system. Result: different cameras try to use the same identity, and MOBOTIX HUB Desk Client users can't access the MOBOTIX HUB VMS system.

How to fix: Contact your system administrator.

**Authorization failed: You cannot authorize yourself.**

You have entered your own credentials in the **Authorized by** field.

How to fix: Contact a person with authorization permissions. This could be your supervisor or your system administrator. The person must enter their credentials to authorize your login.

**Authorization failed: You do not have permission to authorize.**

You have tried authorizing a user, but you don't have the user permission to do so.

How to fix: Ask your system administrator to check that you have the necessary permissions to authorize other users or ask someone with sufficient user permissions to authorize the user.

**Failed to connect. Check the server address.**

The management server of the MOBOTIX HUB VMS system is not at the specified server address.

How to fix: Verify that you have entered the correct server address. The *http://* or *https://* prefix and port number are required as part of the server address (example: *https://123.123.123.123:80*, where *:80* indicates the port number). Contact your system administrator if in doubt.

**Failed to connect. Check the user name and password.**

The MOBOTIX HUB VMS system can't recognize the specified user name and/or password.

How to fix: Verify your user name is correct and enter your password again. User names and passwords are case-sensitive. For example, there is a difference between **Amanda** and **amanda**.

### **Failed to connect. Maximum number of clients are already connected.**

The maximum number of clients allowed to connect to the MOBOTIX HUB VMS system simultaneously has been reached.

How to fix: Wait for a while before connecting again. If you urgently need access to the MOBOTIX HUB VMS system, contact your system administrator. Your system administrator can extend the number of simultaneously connected clients.

### **Connection using an old security model. You cannot connect to the web page using the newest security model.**

You try to log into MOBOTIX HUB VMS system that doesn't have a certificate installed.

How to fix: Contact your system administrator or select **Allow** to log in using HTTP. HTTP is a network protocol that operates without the use of a certificate.



If your MOBOTIX HUB Desk Client is connected to a MOBOTIX HUB VMS system or a federated site using the older security model (HTTP), a **Not secure** information message is shown to the left of the global toolbar.

### **You no longer have permission to do this**

Your time-dependent user permissions no longer allow you to use a feature or functionality. Your user permissions can vary depending on time of day, day of week, etc. Therefore, you can likely use the feature or functionality at a later stage.

How to fix: Wait til later or contact your system administrator.

### **Due to system settings, your MOBOTIX HUB Desk Client session will expire within the next [...]**

Your permissions to use MOBOTIX HUB Desk Client can depend on time of day, day of week, etc.

When that is the case, you will typically see this message a number of minutes or seconds before your session will be closed. Your system administrator defines when the message is sent.

How to fix: Wait til later or contact your system administrator.

### **No user activity detected recently, your MOBOTIX HUB Desk Client session will expire within the next [...]**

The MOBOTIX HUB Desk Client closes for security reasons if you haven't used the application for a while. Typically, this message appears some minutes or seconds before the session closes. Your system administrator defines when the message is sent.

## Log out

- On the global toolbar, select the **User menu** and then **Log out**.

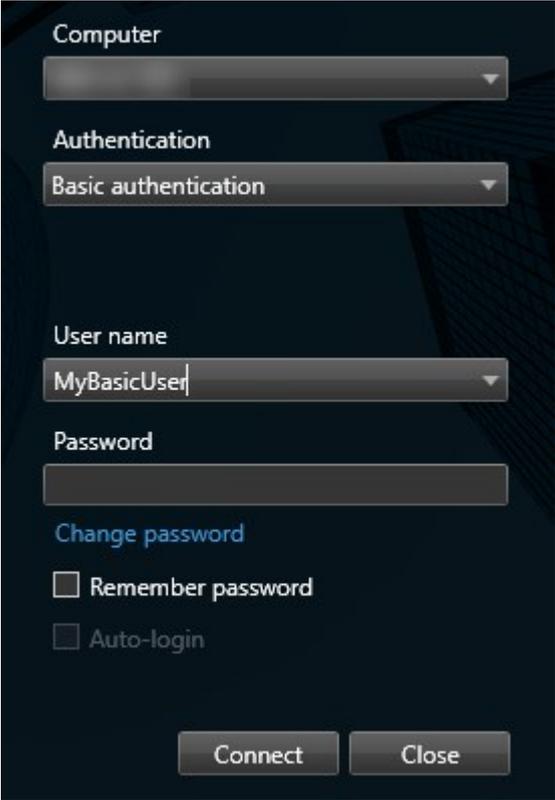
MOBOTIX HUB Desk Client restarts. The login window is shown so you can log in again.

### Change password (basic authentication only)

If you log in as a basic user (**Basic authentication**) and your MOBOTIX HUB VMS system uses version 2021 R1 or later, you can change your password.

If you choose a different authentication method, only your system administrator can change your password. Changing your password often increases the security of your MOBOTIX HUB VMS system.

1. Start MOBOTIX HUB Desk Client. The login window is displayed.
2. Specify your login information. In the **Authentication** list, select **Basic authentication**. A link with the text **Change password** appears.



Computer

Authentication

Basic authentication

User name

MyBasicUser

Password

[Change password](#)

Remember password

Auto-login

Connect Close

3. Select **Change password**.
4. Follow the instructions and save your changes.
5. Log in to MOBOTIX HUB Desk Client using your new password.

# Customizing your MOBOTIX HUB Desk Client installation

## Defined values of MOBOTIX HUB Desk Client settings

You can customize MOBOTIX HUB Desk Client in many ways.

Within the MOBOTIX HUB Desk Client settings, you can change parts of MOBOTIX HUB Desk Client's behavior and which functionality are available to you.

The system administrator might set default values for certain or all settings or delegate the configuration responsibility to you. You might have the right to modify the default values for specific settings, though in some cases, you are not allowed to make any changes.

You can change the settings anytime, but changing some settings may require you to restart MOBOTIX HUB Desk Client.

The settings you define are saved in your local user account on your computer.

Here are a few examples of MOBOTIX HUB Desk Client settings:

- Show/hide bounding boxes on video.
- Show/hide audio recordings on the timeline tracks in the main timeline.
- The default path for snapshots.
- Restore your views from last login.

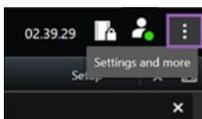
You can find all MOBOTIX HUB Desk Client settings here:

- On the global toolbar, select the **Settings and more** menu, and then select **Settings**.

## Change the language of MOBOTIX HUB Desk Client

MOBOTIX HUB Desk Client is available in several languages.

1. On the global toolbar, select the **Settings and more** button.



2. Select **Settings**.
3. On the **Language** tab, select the language you want to use.

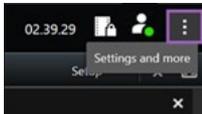
### Right-to-left languages

MOBOTIX HUB Desk Client supports certain right-to-left languages. If you use one of these languages, the user interface's layout also changes to right-to-left. Buttons, toolbars, and panes move to the opposite side of, for example, English. You can select to keep the layout left-to-right when you select to use a right-to-left language.

### Define to restore windows and tabs when logging in

You can define if you want to restore the windows and tabs left open when you last logged out of MOBOTIX HUB Desk Client. With everything restored when logging in, the workspace is arranged to your preferences.

1. On the global toolbar, select the **Settings and more** button.



2. Select **Settings**.
3. On the **Application** tab, open the dropdown menu for the **Restore windows and tabs** setting.
4. Select the option that suits you best:
  - **Last:** Always restore all windows and tabs you had open when you logged out of MOBOTIX HUB Desk Client.
  - **None:** Never restore the windows and tabs you had open when you logged out of MOBOTIX HUB Desk Client.
  - **Ask:** When logging in, you are asked if you want to restore your MOBOTIX HUB Desk Client windows and tabs from last session.

### No longer allow HTTP connections

You can clear the setting that allows you to log in to an MOBOTIX HUB VMS system using a network protocol with a connection that use an older security model (HTTP). See [Allow HTTP connections on page 11](#).

1. On the global toolbar, select **User menu**.
2. Select **Login information**.
3. Select **Clear**.
4. Select **OK**.

## Learning how to use MOBOTIX HUB Desk Client

### Access to user assistance

In the MOBOTIX HUB Desk Client interface, pressing **F1** takes you to the relevant topic in the MOBOTIX HUB Desk Client user assistance. The user assistance topics are tailored to assist you with the task you're currently working on.

From MOBOTIX HUB Desk Client 2024 R1, the user assistance is not installed with the software, but you can install it separately.

If you haven't installed the user assistance, pressing **F1** displays a window with information about where to find and download the user assistance.

### Additional help resources



If the MOBOTIX HUB Desk Client user assistance don't provide the information you need, contact your reseller.

# MOBOTIX

BeyondHumanVision

MOBOTIX AG • Kaiserstrasse • D-67722 Langmeil • Tel.: +49 6302 9816 0 • sales@mobotix.com • www.mobotix.com

MOBOTIX is a trademark of MOBOTIX AG registered in the European Union, the U.S.A., and in other countries. Subject to change without notice. MOBOTIX do not assume any liability for technical or editorial errors or omissions contained herein. All rights reserved. © MOBOTIX AG 2024