Bell, Megan

From: Adam Senf <adam.senf@flocksafety.com>
Sent: Wednesday, August 5, 2026 11:18 AM
To: Eidson, David
Cc: Stacey, Jon;Adams, Michael;LaTonia Oyeniran
Subject: Re: FW: [EXTERNAL] Re: Avigilon endpoint API.

Great thank you, I see a commonality that may be the issue. The icon for the cameras that are down is a bullet icon so I am wondering if the cameras that are down are a common manufacturer. I also. know there is a setting in Avigilon on the camera side that restricts only 1 stream. I believe it is a setting that you may have to change to dual stream. I can help check these settings if you want to on a meeting today if you want to. Here is a support article from Avigilon if you want to check the camera named [redacted] as a test camera to see what make/model it is and if singel or Dual stream mode is set.

https://support.avigilon.com/s/article/How-to-Change-the-Max-Bit-Rate-of-a-Camera?language=en_US

On Wed, Aug 5, 2026 at 10:22 AM Eidson, David <deidson@johnsoncitytn.org> wrote:

> Jon checked a few and they are there and you should have access. Could it be a typo on your end?
>
> Thanks.

From: Stacey, Jon <JonRStacey@johnsoncitytn.org>
Sent: Wednesday, August 5, 2026 10:17 AM
To: Eidson, David <deidson@johnsoncitytn.org>
Subject: RE: [EXTERNAL] Re: Avigilon endpoint API.

There are no boxes unchecked for camera access:

Edit Group

Group | Members

Name:

Rank:

Min Password Streng

Two-Factor Authenti

Emergency Privilege

Group Privileges:

- [x] View live images
  - [ ] Use PTZ controls
  - [ ] Lock PTZ controls
  - [ ] Trigger manual recording
  - [x] Trigger digital outputs
  - [x] Broadcast to speakers
- [ ] Receive live events with identifying features
- [x] View high-resolution images
  - [x] Lift privacy masks
- [x] View recorded images
  - [ ] Export images
  - [x] View images recorded before login
  - [ ] Archive images
  - [ ] Create teach markers
  - [ ] Licensed search for identifying features
  - [ ] Add to face recognition lists from recorded video
- [ ] Manage saved views
- [ ] Create incidents
  - [ ] Manage incidents
- [ ] View maps
  - [ ] Manage maps
- [ ] Manage web pages
- [ ] Manage virtual matrix monitors
- [ ] Initiate collaboration sessions
- [ ] Manage user sessions
- [x] Listen to microphones
- [ ] Set up devices
  - [ ] Set up general settings
  - [ ] Set up network settings
  - [ ] Set up image and display settings
  - [ ] Set up compression and image rate settings

Jon Stacey

IT System Administrator

City of Johnson City, TN

Office: 423-434-2236

Mobile: 423-557-2406

From: Eidson, David <deidson@johnsoncitytn.org>
Sent: Tuesday, August 4, 2026 11:14 AM
To: Stacey, Jon <JonRStacey@johnsoncitytn.org>
Subject: Fw: [EXTERNAL] Re: Avigilon endpoint API.

Please correct.

Sent from my T-Mobile 5G Device
Get Outlook for Android

From: Adam Senf <adam.senf@flocksafety.com>
Sent: Tuesday, 04 August 2026 10:54:27
To: Eidson, David <deidson@johnsoncitytn.org>
Cc: Stacey, Jon <JonRStacey@johnsoncitytn.org>; Adams, Michael <madams@johnsoncitytn.org>
Subject: Re: [EXTERNAL] Re: Avigilon endpoint API.

Good morning David. Thank you for your assistance. I have created the network in Flock Safety for the PD and have estimated the gps location based on names and addresses. I am meeting the DC Adams next week. I see there are about 55 cameras that wont connect though. Could you team check to see if they are missing from the role the Flock user is set to in Avigilon please? I am hoping they are just not in the permission group. I have attached a csv with the camera names that are not connecting.

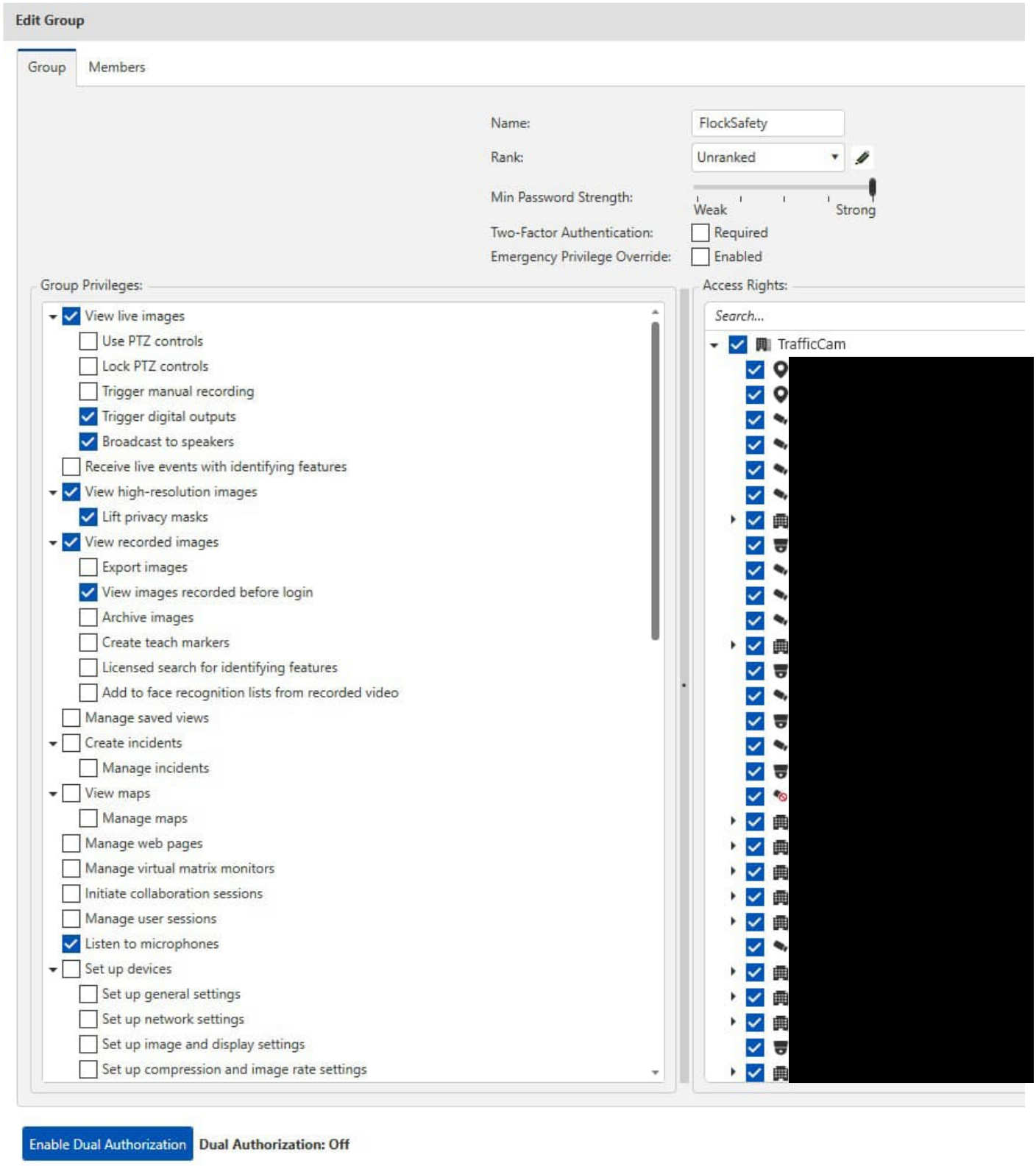
Thank you again for your help

On Fri, Jul 31, 2026 at 9:07 AM Eidson, David <deidson@johnsoncitytn.org> wrote:

> I don't know that we have more info. Jon?
>
> Thanks.
>
> ---
>
> **From:** Adam Senf <adam.senf@flocksafety.com>
> **Sent:** Friday, July 31, 2026 8:47 AM
> **To:** Eidson, David <deidson@johnsoncitytn.org>
> **Subject:** Re: [EXTERNAL] Re: Avigilon endpoint API.
>
> Good morning David. Thank you again for getting this connected. I have the camera list from your site. Quick question for you though. You mentioned your team had also pulled the list before. Does your list also have the site names for the cameras? Ours does not so they are not group in any organized form, just camera names. Would you be willing to send me your list if it has more information?
>
> On Wed, Jul 29, 2026 at 10:29 AM Eidson, David <deidson@johnsoncitytn.org> wrote:
>
> > Great!
> >
> > Thanks.
> >
> > ---
> >
> > **From:** Adam Senf <adam.senf@flocksafety.com>
> > **Sent:** Wednesday, July 29, 2026 6:00 AM
> > **To:** Eidson, David <deidson@johnsoncitytn.org>
> > **Cc:** LaTonia Oyeniran <latonia.oyeniran@flocksafety.com>; Adams, Michael <madams@johnsoncitytn.org>
> > **Subject:** Re: [EXTERNAL] Re: Avigilon endpoint API.
> >
> > Thank you; that worked.

On Tue, Jul 28, 2026 at 9:24 AM Eidson, David <deidson@johnsoncitytn.org> wrote:

We have adjusted the permissions to the below. Give it a try now.



Thanks.

From: Adam Senf <adam.senf@flocksafety.com>
Sent: Monday, July 27, 2026 6:04 PM
To: Eidson, David <deidson@johnsoncitytn.org>
Cc: LaTonia Oyeniran <latonia.oyeniran@flocksafety.com>; Adams, Michael <madams@johnsoncitytn.org>
Subject: [EXTERNAL] Re: Avigilon endpoint API.

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Thank you sir, I was able to connect and see the camera list. Thank you very much for that! I created a test stream and live video works well, but we are not able to get recorded video. Could you check to see if the user you created has access to recorded video, please?

On Mon, Jul 27, 2026 at 10:29 AM Eidson, David <deidson@johnsoncitytn.org> wrote:

> Pwd: [redacted]
>
> Thanks,
>
> David Eidson
>
> (m) 423-557-4579
>
> (o) 423-232-1789
>
> This email (including any attachments) is covered by the Electronic Communications Privacy Act, 18 USC Sections 2510-2521, as confidential and may be legally privileged. If you are not the intended recipient, you are hereby notified that any retention, dissemination, distribution, or copying of this communication is strictly prohibited. Receipt by anyone other than the intended recipient does not constitute waiver or loss of the confidential or privileged nature of the communication. Please reply to the sender that you received the message in error, then delete it. Thank you.

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Adam Senf

Integration Manager

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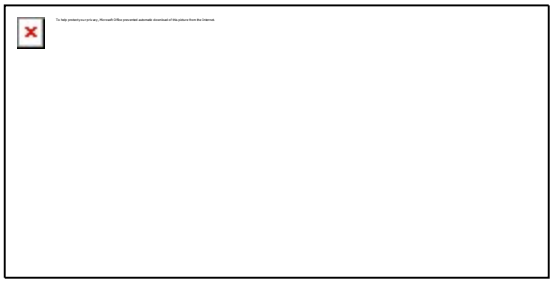
--

Adam Senf

Integration Manager



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