

Administrator manual

MOBOTIX HUB Access 2025 R3

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Contents

Copyright **Copyright on page 3**

Overview **Overview on page 4**

 MOBOTIX HUB Access for administrators MOBOTIX HUB Access for administrators on page 4

 Compatibility Compatibility on page 4

Licensing **Licensing on page 5**

 MOBOTIX HUB Access licenses MOBOTIX HUB Access licenses on page 5

Installation **Installation on page 6**

 Install MOBOTIX HUB Access Install MOBOTIX HUB Access on page 6

Configuration **Configuration on page 7**

 Configuring an integrated access control system Configuring an integrated access control system on page 7

 The access control system integration wizard The access control system integration wizard on page 7

 Associating cameras with the access control system integration Associating cameras with the access control system integration on page 8

 Configure access requests Configure access requests on page 8

 Configure email notifications for access control-related events Configure email notifications for access control-related events on page 9

 Access control unit groups Access control unit groups on page 10

 Add an access control unit group Add an access control unit group on page 10

 Add access control units to a group Add access control units to a group on page 10

 Manage group permissions Manage group permissions on page 10

Reference **Reference on page 12**

 Access control properties Access control properties on page 12

 General Settings tab General Settings tab on page 12

 Doors and Associated Cameras tab Doors and Associated Cameras tab on page 13

 GPS coordinates tab GPS coordinates tab on page 14

 Access Control Events tab Access Control Events tab on page 14

 Access Request Notification tab Access Request Notification tab on page 15

 Cardholders tab Cardholders tab on page 16

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Overview

MOBOTIX HUB Access for administrators

MOBOTIX HUB Access is an extension of MOBOTIX HUB. If a dedicated MOBOTIX HUB plug-in exists for that access control system, it enables organizations to integrate their access control systems with MOBOTIX HUB.

To use this extension, you must purchase:

- 1 (one) base license for each MOBOTIX HUB system you want to use with MOBOTIX HUB Access.
- 1 (one) door license for each door you want to control through MOBOTIX HUB.

MOBOTIX HUB Access includes:

- A shared user interface for access control systems in MOBOTIX HUB Desk Client.
- Powerful integration of access control systems.
- Live monitoring of events at access points.
- Operator-assisted access requests.
- Integrations with maps.
- Alarm definitions for access control events.
- Investigation of events at access points.
- Centralized overview and control of door states.
- Cardholder information and management.

Whenever a user in MOBOTIX HUB Desk Client takes any access-related action, such as opening a door or denying entry, the system records it in the **Audit log**.

Compatibility

MOBOTIX HUB Access is compatible with:

- MOBOTIX HUB L2
- MOBOTIX HUB L3
- MOBOTIX HUB L4
- MOBOTIX HUB L5

Licensing

MOBOTIX HUB Access licenses

You must purchase the following access control-related licenses to use MOBOTIX HUB Access:

- One (1) base license per instance of MOBOTIX HUB Access. The license covers an unrestricted number of access servers.
- One (1) access control door license for each door you want to integrate and control in MOBOTIX HUB Access. A door with two entry points requires only one (1) door license.

The purchase is a one-time fee, with no maintenance or annual charges after the initial purchase.

To purchase more MOBOTIX HUB Access base or door licenses, contact your vendor.

After you activate your MOBOTIX HUB Access licenses, all your purchased door licenses will be ready to be associated with your access control doors. To enable the door licenses, you must associate the included door licenses with the doors you want to use. You can only enable the same number of doors as you have door licenses for.

Examples:

- If you want to add ten (10) doors, but only have five (5) access control door licenses, you can only add those five doors. If you want to add the remaining five doors, you must either remove some of your existing doors or purchase another five (5) door licenses.
- You have one (1) door with two (2) access points. Even though two readers are present, you only need one (1) access control door license.

License information

In MOBOTIX HUB Management Client, you can see the following license information:

- The number of available licenses and licenses in use. Available in the **License information** sub-node under the **Basics** node.
- The doors and associated licenses. To see this license information, go to the **Systems** sub-node under the **Access Control** node. Click your access control system and select **Doors and Associated Cameras**.

Installation

Install MOBOTIX HUB Access

MOBOTIX HUB Access is included in your MOBOTIX HUB VMS system, and no installation is required. You activate MOBOTIX HUB Access by adding the MOBOTIX HUB Access licenses to the MOBOTIX HUB VMS.

Configuration

Configuring an integrated access control system

Requirements

- You've purchased the required MOBOTIX HUB Access base licenses and door licenses.
- You've installed a plug-in for your access control system to integrate it with MOBOTIX HUB Access.

Configuration

1. Add the integrated access control system to your MOBOTIX HUB system. A wizard takes you through the most basic steps of the integration. See [The access control system integration wizard on page 7](#).
2. Specify more properties for the access control system integration. In particular, the access control events might require you to map events from the access control system to event categories that MOBOTIX HUB recognizes. See [Access control properties on page 12](#).
3. Create a role with permissions to use access control features in MOBOTIX HUB Desk Client.
4. Associate this role with a Desk Client profile.
5. Add and modify [access request notification tab](#). MOBOTIX HUB Access includes a default rule to display your access request notifications in MOBOTIX HUB Desk Client when access is denied.

You can create additional rules based on actions and events from the integrated access control system.

6. Optionally, change the overall access control settings in **Options > Access Control Settings**.

The access control system integration wizard

This wizard provides a step-by-step configuration of the initial integration with an access control system. It enables you to complete the most basic configuration tasks and configure more in detail later.

Before you run the access control integration wizard, make sure you have installed the access control system's integration plug-in on the event server.

You might need to specify more settings for the connection details, but the settings typically include adding the network address of the access control system server and an administrator's user name and password. MOBOTIX HUB uses these credentials to log in to the access control system and retrieve the complete configuration.

The integration plug-in might also define additional settings not listed in the wizard. If needed, you can adjust these settings later in **General Settings** after you've set up the integration. Any default values for the settings come from the plug-in or the access control system itself.

1. In MOBOTIX HUB Management Client, on the **Access Control** node, right-click **Systems** and select **Create new....**
2. In the **Create access control system integration** wizard, give it a name, then specify the connection details for the access control system you want to add.

When the plug-in has integrated the access control system and there have been no errors in the process, you'll see a summary of the configuration retrieved from the access control system. Review the summary to make sure everything has been integrated before proceeding the next step.

Associating cameras with the access control system integration

After you have integrated your access control system with the MOBOTIX HUB VMS, you can associate cameras from MOBOTIX HUB Management Client.

You must link access points in the access control system with cameras in the MOBOTIX HUB system to show the related video for events from the doors.

You can map several cameras to one access point. When MOBOTIX HUB Desk Client operators investigate events, they can view video from all the cameras associated with that access point. The operator can also add one of the cameras if they configure view items for the **Access monitor**.

Doors associated with an access control door license are enabled by default. You can clear the check box to disable a door and free an access control door license if you need to.

Operators must log in to MOBOTIX HUB Desk Client again to see and use the new access control system.

You can change the configuration at any time.


Configure access requests


You can use several types of access control events, such as **Access denied** and **Access granted**. To enable access request notifications, you must associate the type of event with the event category **Access request**. By default, the type of event **Access denied** is associated with event category **Access request**. Until you change it, access request notifications are sent only when someone is denied access. To change this setting, follow the steps listed below.

Requirements

You must enable notifications for the role(s) that operators belong to. On the role, click the **Overall Security** tab, select **Access Control**, and then select the **Receive notifications** check box.

Configuration

1. In the **Site Navigation** pane, select **Access Control**, then **Systems**. Then, click the access control system you want to configure.
2. On the **Access Control Events** tab, in the **Access Control Event** column, locate the event type that you want to edit.
3. To disable access requests for an event type, in the **Event Category** column, click , then clear the **Access request** check box.

4. To enable access requests for an additional event type, in the **Event Category** column, click  and select the **Access request** check box.
5. Save the changes.

Configure email notifications for access control-related events

MOBOTIX HUB Access enables you to send email notifications from your MOBOTIX HUB VMS when access control-related events are triggered:

1. In the Management Client, go to **Tools > Options** and [make sure that your email settings are set up correctly](#).
2. In the left-hand pane of the Management Client, go to **Notifications profile** and add a new notification profile. Give the notification profile a name, then click **Next**.
3. In the **Add notification profile** window:
 - Specify the email address of the recipient.
 - Enter the text you want to include in the subject of the email notification.
 - Enter the text you want to include in the **Message text**.
4. Below the **Message text** field, you can add various types of system information, such as **Access control unit name**, to the **Subject** or **Message text** fields.

Adding this system information to the email provides the recipient with exact system name that was given to the access control unit that triggered the event.

5. Optionally:
 - To send a test email notification to the specified recipients, click **Test E-mail**.
 - To include pre-alarm still images, select **Include images**, then specify the number of images, the time between images, and if you want to embed images in emails.
 - To include AVI video clips, select **Include AVI**, and specify the time before and after the event and frame rate.
6. Create a new rule to trigger email notifications based on specific access control-related events, such as door power failure.
7. Set the rule to trigger on the relevant event from the integrated access control system.
8. Set the action to send notifications using the created email profile, then select **Finish**.



The example above focuses on specific access control-related information you can add to email notifications. To improve the level of information in the email notifications, you can also add the rule name and trigger name to the subject and message text fields.

Access control unit groups

With access control groups, you can manage all your access control units more granularly. You can use roles to assign permissions to specific groups and units, ensuring that users have access only to the access control units they need.

You can add an access control group from the **Access Control** node, and manage the group permissions from the **Security** node in MOBOTIX HUB Management Client.

Related topics:

- [Add an access control unit group on page 10](#)
- [Add access control units to a group on page 10](#)
- [Manage group permissions on page 10](#)

Add an access control unit group

To add a new group from the **Access Control** node:

1. Go to **Groups** and in the **Configuration** pane, right-click **Access control groups**.
2. Select **Add group**.
3. In the **Add group** dialog, specify a name and description of the new group.

The new group appears on the **Access control groups** pane. You can now add access control units to this group. See [Add access control units to a group on page 10](#).

Add access control units to a group

After you have added an access control unit group, you can add to it your access control units. You can include access control units from different access control systems within a single group; however, each access control unit can belong to only one group.

If you move an access control unit from one group to another, it will inherit the permissions of the new group.

To add a new group unit from the **Access Control** node:

1. Go to **Groups** and in the **Configuration** pane, right-click **Access control groups**.
2. Right-click your group and select **Edit group members**.
3. In the **Edit group members** dialog, select one of the tabs to locate your access control unit.
4. Select the access control units you want to include, and click **Add** or double-click the unit.

You can now assign group-specific permissions to roles. See [Manage group permissions on page 10](#).

Manage group permissions

You can set permissions for access control unit groups on role level. The users within a role can view and manage only the access control units you allow them to.

If a user holds multiple roles with conflicting permissions, they will be unable to use the access control unit.

If you set role permissions for an access point only (without the door it belongs to), the access point won't be visible in MOBOTIX HUB Desk Client. The role members will still receive notifications, events, and alarms related to the access point, but they won't see the access point itself.

To set group permissions for a role:

1. Go to **Roles** and select the role you want to manage the group permissions for.
2. Go to the **Overall Security** tab and click **Access Control**. Make sure the **Allow** checkbox for **Use access control** is unchecked.
3. Go to the **Access Control** tab and expand the **Access Control** tree. Select the access control group you want to set permissions for. To allow the users to see and manage the access control units in this group, select **Use access control unit**.

Reference

Access control properties

You can adjust the properties of your access control system integration using the tabs on the **Systems** node under **Access Control**.

General Settings tab

Name	Description
Enable	<p>Enable or disable the integrated access control system. If you disable this setting, your MOBOTIX HUB system will no longer receive access control events.</p> <p>Integrated access control systems are enabled and visible in MOBOTIX HUB Desk Client by default for users with sufficient permissions.</p> <p>Sometimes, you might need to disable access control events, such as during maintenance, to avoid generating unnecessary alarms.</p>
Name	Add or edit the name of the access control system integration shown in the Management Client and other clients.
Description	Add a description of the access control integration (optional).
Integration plug-in	Displays the type of access control system selected during the initial integration.
Last configuration refresh	Displays the date and time when the configuration was last imported from the access control system.
Refresh configuration	<p>Click this button when you have made configuration changes in the integrated access control system and want to reflect them in MOBOTIX HUB, such as adding or deleting a door.</p> <p>After you click the button, a summary of the configuration changes from the access control system is displayed. Review the list to ensure your access control system is correctly reflected before applying the new configuration.</p>
Operator login required	<p>If the access control system supports differentiated user permissions, enable an additional login for the client users. If you enable this setting, the access control system will not be available in MOBOTIX HUB Mobile client.</p> <p>This setting is only displayed if the integration plug-in supports differentiated user permissions.</p>

Potential settings

The following examples of settings might be displayed, depending on the access control system plug-in you're integrating with. The names of the settings and their content are imported from the plug-in.

Name	Description
Address	Enter the address of the server that hosts the integrated access control system.
Port	Specify the port number on the server the access control system is connected to.
User name	Enter the name of the user from the access control system who should be the administrator of the integrated access control system in MOBOTIX HUB.
Password	By default, the password field is hidden. Click the button to enter the administrator's password for the access control system to save. When you save, the password is verified.

Doors and Associated Cameras tab

Use this tab to link door access points with cameras, microphones, and speakers.

- You must assign cameras to door access points during the integration setup, but you can change them later.
- Microphones and speakers are automatically linked through their associated cameras.

Name	Description
Doors	<p>Lists the available door access points defined in the access control system, grouped by door.</p> <p>For an easier navigation to the relevant doors, you can filter on the doors in your access control system with the dropdown list box at the top.</p> <p>Enabled: Licensed doors are enabled by default. You can disable a door to free up a license.</p> <p>License: Shows if a door is licensed or if the license has expired. The field is empty when the door is disabled.</p> <p>Remove: Click Remove to remove a camera from an access point. If you remove all cameras, the check box for associated cameras is automatically cleared.</p>
Cameras	<p>Lists the cameras configured in the MOBOTIX HUB system.</p> <p>Select a camera from the list and drag and drop it at the relevant access point to associate the access point with the camera.</p>

GPS coordinates tab


When you add the GPS coordinates for an access control unit, the unit automatically appears on the smart maps in MOBOTIX HUB Desk Client.

Name	Description
Access control units	Select the access control unit you want to add GPS coordinates for.
GPS coordinates	Enter the GPS coordinates of the access control unit in the format latitude, longitude. The value you enter determines the position of the access control unit icon on the smart map in MOBOTIX HUB Desk Client.

Access Control Events tab


Event categories organize events and influence access control behavior. For example, you can set one alarm to trigger for multiple event types.

Name	Description
Access Control Event	<p>Lists the access control events imported from the access control system. The integration plug-in controls default enabling and disabling of events. You can disable or enable events at any time after the integration.</p> <p>When an event is enabled, it is stored in the event database, and users can filter for it in the MOBOTIX HUB Desk Client.</p>
Source Type	Shows the access control unit that can trigger the access control event.
Event Category	<p>Assign event categories to the access control events. You can add multiple categories.</p> <p>The MOBOTIX HUB system automatically maps relevant event categories to the events during integration and creates a default setup. You can change the mapping at any time.</p> <p>Built-in event categories are:</p> <ul style="list-style-type: none">• Access denied• Access granted• Access request

Name	Description
	<ul style="list-style-type: none">• Alarm• Error• Warning. <p>The integration plug-in's own events and event categories might be displayed, and you can also define your own event categories.</p> <div> If you change the event categories in MOBOTIX HUB L5, ensure that the existing access control rules still work.</div>
User-defined Categories	<p>Allows you to create, modify, or delete user-defined event categories.</p> <p>You might want to create event categories when the built-in categories do not meet your requirements, such as when you define triggering events for access control actions.</p> <p>The categories apply to all integration systems added to the MOBOTIX HUB system. They enable you to set up cross-system handling, such as on alarm definitions.</p> <p>If you delete a user-defined event category, you will receive a warning if it is in use with any of your integrations. If you still delete it, all configurations made with this category, such as access control actions, will no longer work.</p>

Access Request Notification tab

You can customize how your access request notifications are displayed in MOBOTIX HUB Desk Client when a given event is triggered.

Name	Description
Name	Enter a name for the access request notification.
Add Access Request Notification	<p>Click to add and define access request notifications.</p> <p>To delete a notification, click X on the right-hand side.</p> <div> If you log into the parent site using MOBOTIX HUB Desk Client in a MOBOTIX Federated Architecture, you also see access request notifications from the child sites.</div>

Name	Description
Access request notification details	Specify the cameras, microphones, or speakers that are displayed in the access request notifications when a given event occurs. You can also specify the sound you want to use to alert the user when the notification is displayed.
Add command	<p>Select the commands to display as buttons in access request notification windows in MOBOTIX HUB Desk Client.</p> <ul style="list-style-type: none">• Related access request commands: enables all commands related to access request operations available on the source unit. For example Open door.• All related commands: enables all commands on the source unit.• Access control command: enables a selected access control command.• System command: Enables a command predefined in the MOBOTIX HUB system <p>To delete a command, click X on the right-hand side.</p>

Cardholders tab

Use the **Cardholders** tab to review available information about cardholders in the access control system.

Name	Description
Search cardholder	Type a cardholder's name. If the name exists in the system, it will appear in the list.
Name	Lists the names of the cardholders retrieved from the access control system.
Type	<p>Lists the type of cardholder, for example:</p> <ul style="list-style-type: none">• Employee• Guard• Guest.

If your access control system integration allows adding and deleting image files in MOBOTIX HUB, you can upload images to cardholder profiles. This functionality is useful if the access control system integration does not store any existing cardholder images already.

Not all access control systems support adding cardholder pictures through MOBOTIX HUB.

Name	Description
Select picture	<p>Specify a path to a file with an image of the cardholder. This button is hidden if the integrated access control system manages the images and does not allow image changes in MOBOTIX HUB.</p> <ul style="list-style-type: none">• You can use files in the .bmp, .png, and .jpg formats.• Images are resized to maximize the view.• MOBOTIX recommends that you use a square image.
Delete picture	<p>Click to delete the picture. If the cardholder also had a picture the integrated access control system, this picture will be shown instead.</p>

