

Viewing video exported in the MOBOTIX HUB Desk Client - Player 2025 R3

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This documentation

MOBOTIX HUB Desk Client - Player: Viewing video exported in the MOBOTIX HUB format

This guide is for people who have received video exported in the MOBOTIX HUB format.

You can find other documents explaining how to solve operator, investigator, or supervisor tasks in MOBOTIX HUB Desk Client.



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

What's new?

In MOBOTIX HUB Desk Client – Player 2023 R3

New descriptions about how to:

- [Open an old export project in an adaptive view on page 10](#)
- [Combine video from multiple export projects on page 14](#)
- [Re-export video on page 13](#)

In MOBOTIX HUB Desk Client – Player 2023 R2

A new type of view optimized for viewing exported video from many cameras. See:

- [Default views and adaptive views on page 8](#)
- [View exported video in an adaptive view on page 9](#)
- First version of this document.

Introduction

MOBOTIX HUB Desk Client - Player

MOBOTIX HUB Desk Client – Player is a light version of MOBOTIX HUB Desk Client that is included with video and data exported in the MOBOTIX HUB format.

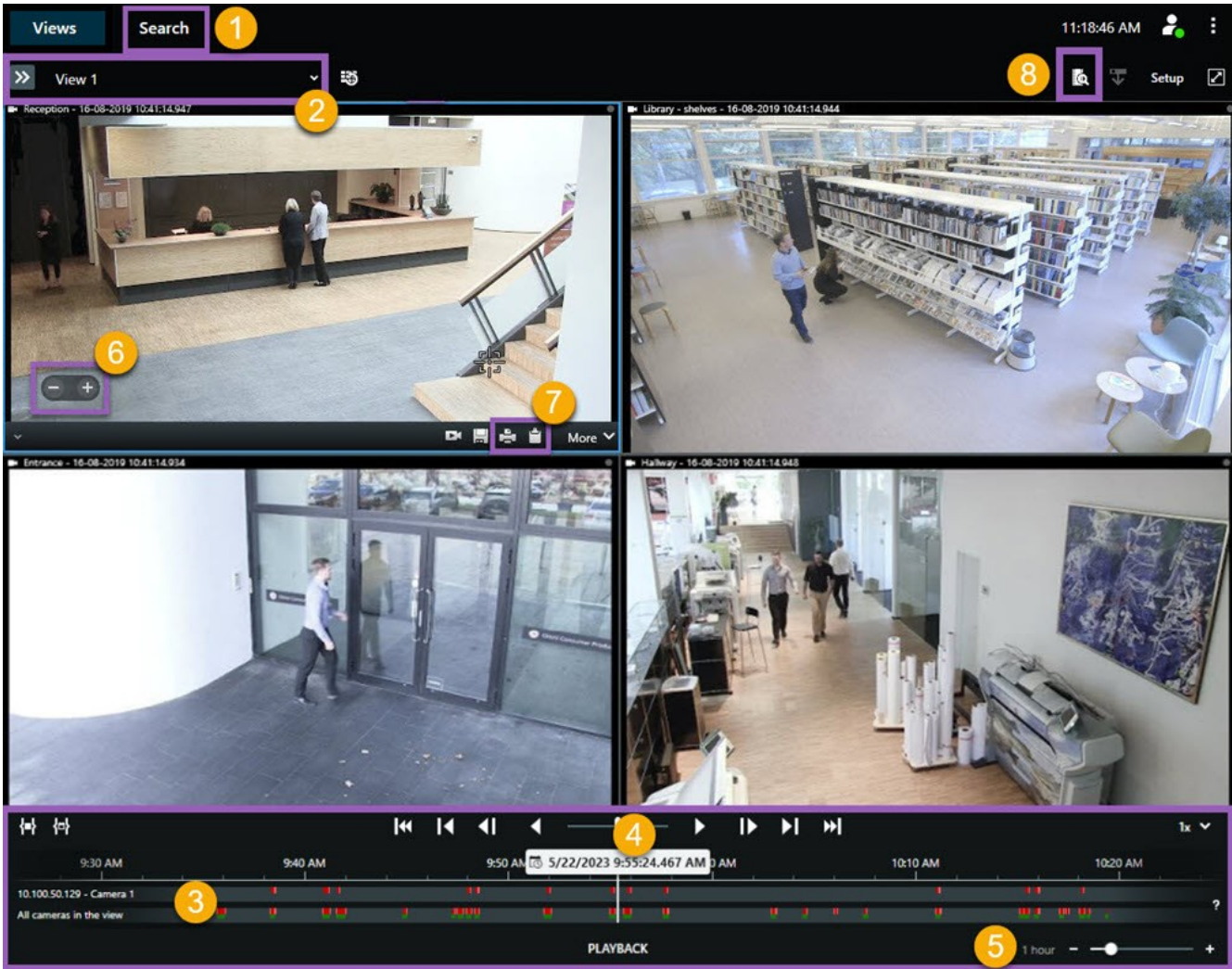
With MOBOTIX HUB Desk Client – Player you can view exported files without having surveillance software installed.

The application has many of the features of MOBOTIX HUB Desk Client and looks similar. However, MOBOTIX HUB Desk Client – Player is only for viewing video exported in the MOBOTIX HUB format.



Do never attempt to open a live database or live archive with MOBOTIX HUB Desk Client – Player, as this may damage the indexing of your recordings, and as a result, they become unavailable.

The user interface of MOBOTIX HUB Desk Client - Player



| Number | Description |
|--------|---|
| 1 | Investigate the exported recordings in playback mode, and run searches on the Search tab. |
| 2 | Select the view that contains the cameras that you're interested in. |
| 3 | In the main timeline, drag the timeline tracks back and forth to browse the recorded video. |
| 4 | Use the timeline controls in the main timeline to play back video or jump to a specific moment in time. |

| Number | Description |
|--------|---|
| 5 | Change the time span of the timeline track. The range is five minutes to four weeks. |
| 6 | Change the speed of the playback. |
| 7 | Copy a still image ¹ to the clipboard, so you can paste it into, for example, a document, or print a surveillance report with a still image and related information. |
| 8 | Start search in a new search window with the cameras in the current view preselected. |

¹A single still image.

Viewing exported video

Default views and adaptive views

With the MOBOTIX HUB VMS release 2023 R2, the possibility to see exported video in an adaptive view was introduced. Compared with the default view, the adaptive view is optimized for viewing exported video from many cameras.

Viewing exported video in default views

When you open exported video, the video is, by default, opened in a default view with a maximum of 25 view items. Exported video from 1-25 cameras is in a default view shown in at least as many view items as the number of cameras. However, if you have received exported video from more than 25 cameras, the exported video is displayed in several default views. For example, exported video from 100 cameras is shown in four default views.

When you play back the exported video in default views, most view items are empty at different times because even if you have received 10 minutes of video, there are, for example, only 2 minutes of video from each camera, leaving each view item empty for 8 minutes.

If the export project has video from many cameras, seeing all details in the video is difficult because each view item has limited space. Also, if the video is shown in several views, it is challenging to gain an overview.

Viewing exported video in adaptive views

An adaptive view adapts its number of view items to the number of cameras with concurrent video feeds and can display exported video from up to 100 cameras. The exported video is played back in chronological order. This behavior makes it easier to see all details in the exported video and have an overview of everything happening in the video.



Exported video from more than 100 cameras can only be shown in default views.

Examples of how an adaptive view adapts its number of view items:

Example 1: Only one video feed at a time


You have received 10 minutes of video from 10 cameras, and each camera only has 1 minute of video with no overlap. In this case, the adaptive view has one view item that shows the video from one of the 10 cameras at a time and in chronological order.

Example 2: Concurrent video from more cameras

If there are concurrent video feeds from more cameras in the export, the adaptive view adapts the number of view items to the number of cameras with video at any given time.

View exported video

When you receive exported video in the MOBOTIX HUB format, you also receive a version of MOBOTIX HUB Desk Client – Player.

1. Open the folder that contains the exported video and run the DeskClient-Player.exe file.
2. If the exported video is password protected, enter the password.
3. Select **Connect**.
4. From the timeline, select how you want to playback the video. For example, select **Play forward** .

If you have received exported video from many cameras, consider to view the video in an adaptive view.

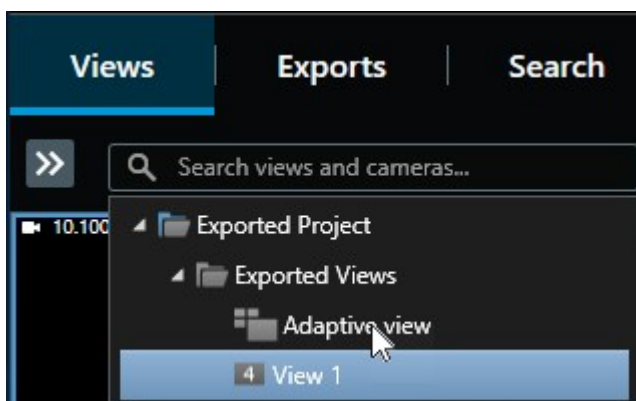
View exported video in an adaptive view


When you open exported video in MOBOTIX HUB Desk Client – Player, you can select to see the video in an adaptive view. Compared with the standard view, the adaptive view is optimized for viewing exported video from many cameras.

1. Open the folder that contains the exported video and run the DeskClient-Player.exe file.
2. If the exported video is password protected, enter the password.
3. Select **Connect**.
4. Next to the name of the current view, expand the list of available views.



5. Select **Adaptive view**.



6. From the timeline, select how you want to playback the video. For example, select **Play forward** .



Adaptive view was introduced in MOBOTIX HUB Desk Client – Player 2023 R2. If you have an older export project and want to see the exported video in an adaptive view, you can often open the older export project with MOBOTIX HUB Desk Client – Player 2023 R2 or later.

Open an old export project in an adaptive view

The adaptive view functionality was introduced with the MOBOTIX HUB 2023 R2 release, but in most cases, you can also open export projects made before this release in an adaptive view.

1. Find a new export project exported from MOBOTIX HUB 2023 R2 or later.
2. Open the folder that contains the exported video and run the DeskClient-Player.exe file.
3. If the exported video is password protected, enter the password.
4. Select **Connect**.
5. Select **Setup** and on the **Projects** tab, select **Open project** and select the old export project.



Do never attempt to open a live database or live archive with MOBOTIX HUB Desk Client – Player, as this may damage the indexing of your recordings, and as a result, they become unavailable.

6. When the export project is opened, select **Setup** again.
7. From the **Views** pane, select **Create new view** and create a view with the format **4:3** and with **1x1** view items.

This format and number of view items are most suited for an adaptive view. If wanted, you can select other formats and number of view items.
8. Now, from the **Overview** pane, select **Adaptive view** and drag **Adaptive view** into the new view.
9. To save your view as an adaptive view, select **Setup**.

You can now play back the video in the old export project in an adaptive view.

Managing views, searching and exporting

Managing views in MOBOTIX HUB Desk Client - Player

You create and manage views by selecting **Setup** on the MOBOTIX HUB Desk Client – Player toolbar. The panes on the left-hand side turn yellow.

The Project pane

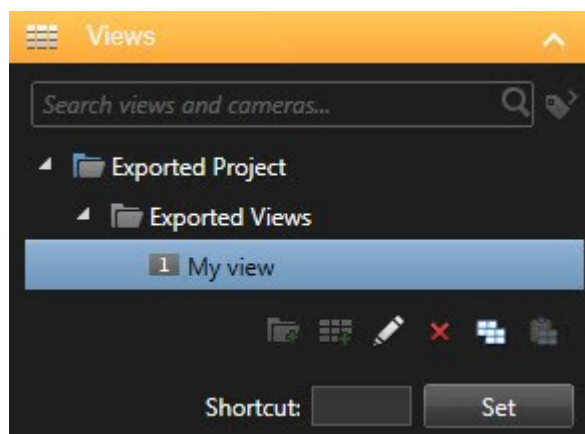
A project in MOBOTIX HUB Desk Client – Player is a collection of files that are created when video is exported in database format from MOBOTIX HUB Desk Client. Your user settings, including information about your views, are stored as part of a project.

The **Project** pane appears when you select **Setup**. In setup mode, you can:

- Change the name of the project.
- Create or open a project
- Assign passwords to projects - only people with permission can view a video. You can also assign passwords to devices when you export them. To avoid having to keep track of several database passwords, you can assign a single password to the overall project. If you do not assign an overall password and you have databases with passwords added to your project, you will be asked to enter a password for each database when you open the project. If you assign a password to a project, you cannot delete it. However, you can change the password or create a new identical project on the **Project** pane.


The Views pane

On the **Views** pane in MOBOTIX HUB Desk Client – Player, you can add, edit, and delete views. You can also search for views and cameras.



The Overview pane

The **Overview** pane in MOBOTIX HUB Desk Client – Player displays the cameras, microphones, speakers, webpages, images, and plug-ins assigned to the project. When you have selected a device, you can delete it and rename it. You can link speakers and microphones to cameras. Then associated audio is automatically selected when you view recorded video for a particular camera.

To open a database from an archive or previously exported material, select . The **Open database** wizard appears.

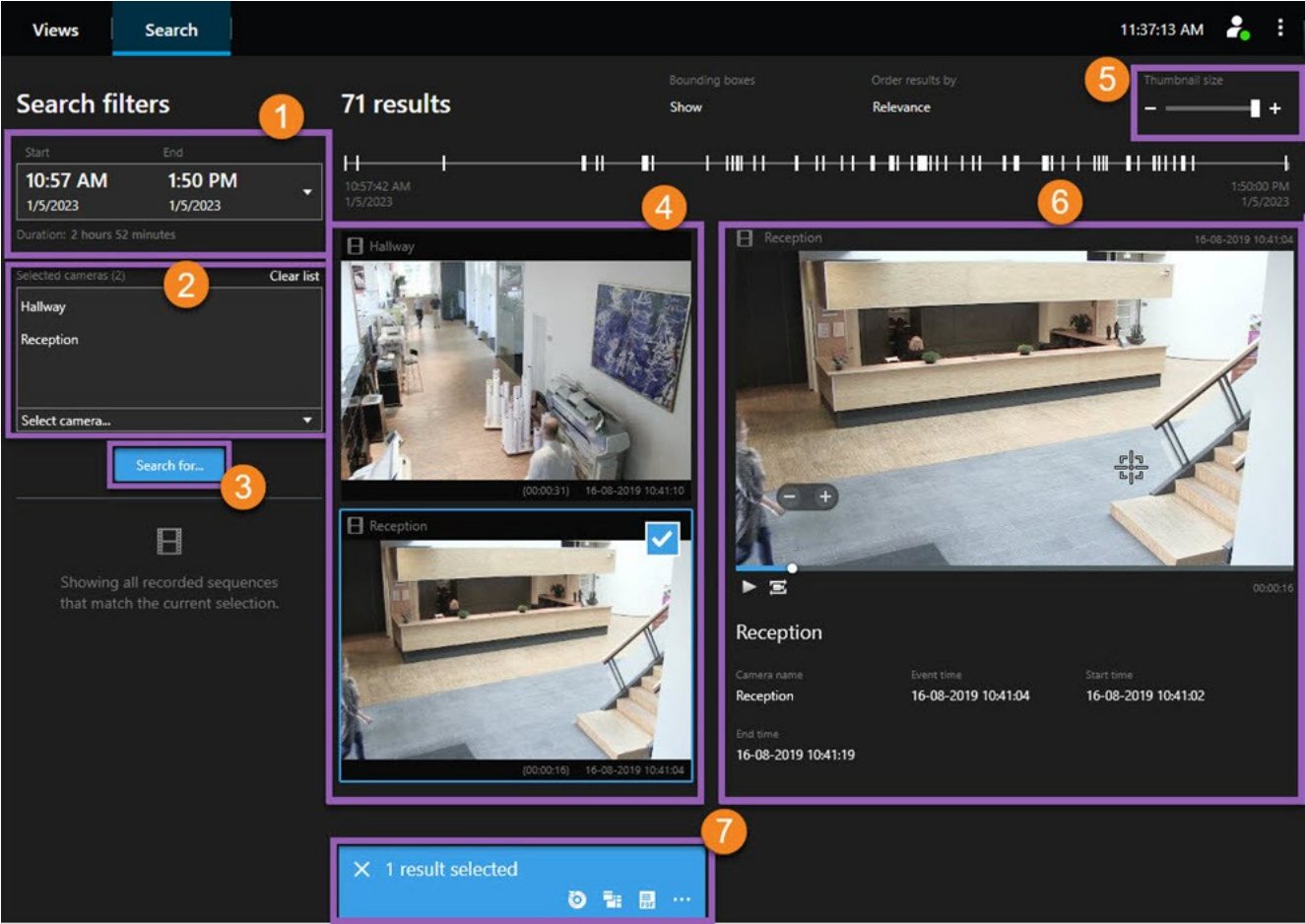


When you delete a device, you do not delete the actual database files associated with the device, you just remove them from the project.

Search in exported video

On the **Search** tab, you can search the recordings included in the export, for example if you want to search a subset of the cameras.

You can search for recordings, motion, and bookmarks.



| Number | Description |
|--------|---|
| 1 | The time span is set automatically based on the export time span. You can define your own time span, for example Custom interval . |

| Number | Description |
|--------|---|
| 2 | Add the cameras that you want to search. |
| 3 | Specify what to search for, for example Motion . You can combine search categories. |
| 4 | Review the list of search results. Scroll to view the next or previous search results. |
| 5 | Use the Thumbnail size slider to make the thumbnail images smaller or bigger. |
| 6 | Play back video from the search results. |
| 7 | Take further action based on your search results, for example create PDF reports to share or print evidence. The action bar appears when you select the blue check box inside the search results. |

Re-export video

You can only re-export video if the organization that shared the exported video with you has allowed it.

If you can re-export, you can export all or less video than you have received, for example, only 1 minute of the video and only the video from one of the cameras.

If the organization that shared the exported video has allowed it, you can also export it in media player format (AVI and MKV) and as still images.


1. In the **Export list**, select **Add item** to add the cameras with the video sequences you want to export.
2. If you want to export a shorter video duration than you have received, drag the time selection brackets for each camera to select a new start and end time for the export.
3. Select a format for the export.
4. Select **Create export** and select where to save the export.

Creating new projects with exported video

Create a new project


You create a new project by selecting **Setup** on the MOBOTIX HUB Desk Client – Player toolbar. The panes on the left-hand side turn yellow.

1. In **Projects**, select **New project**. You can save the existing project while creating a new one or create a new project only.

Select **Create a new project**, whereby an empty project opens in **View 1**, the default **2x2** view. Additionally, you will see the **Adaptive view**, which is auto-generated. Both views will be empty as the project does not yet contain cameras.
2. To add cameras, go to **Overview**, select **Cameras**, and select **Open database** .
3. Search to find the database you want to load with a camera and select **Load**. The camera is now loaded, and you can drag and drop it to **View 1**, while **Adaptive view** automatically shows the newly added camera. You can add as many cameras as you need.

Combine video from multiple export projects

If you have received more export projects and realize that the incidents they show are related, you can combine the video or other data from the projects into one view.

1. Find the export project with the bulk of the video you want to combine with video or other data from other export projects.
2. Open the folder that contains the exported video and run the DeskClient-Player.exe file.
3. If the exported video is password protected, enter the password.
4. Select **Connect**.
5. Select **Setup** and on the **Overview** pane, select **Open database** .
6. Select the folder with the other export project that contains the video or other data you want to add to your open export project.
7. Verify that you have selected the right video or other data by checking the device name next to the **Camera**, **Microphone**, or **Speaker** field.



If the system cannot identify a camera, all three device names are added as **Unknown** devices (even if they don't exist) with the database file name assigned. If there is no device, the field contains **N/A**.

8. Select **Next** to add the video or other data to your export project.

Creating new projects with exported video

After adding the database, you can see whether or not the database contains digital signatures and verify the authenticity of the recordings.

Proving the integrity of exported video

Digital signatures

The organization that shares video with you can assist you with digital signatures to verify the authenticity of the recorded video and prove that the video has not been modified after it was recorded or exported.



This feature is only available in certain MOBOTIX HUB VMS systems. For more information, see the product comparison chart: <https://www.mobotix.com/en/products/vms/mobotixhub>

You can use digital signatures to verify the authenticity of your recorded video. This is useful, for example if you want to demonstrate that the video has not been tampered with.

There are two stages of verification. You can verify:

- whether the video has been modified after it was recorded. The recording server creates a digital signature for the recording. Later when you view exported video in MOBOTIX HUB Desk Client – Player, you can compare the recording signature with the one that was originally created by the recording server.
- whether video that you export in MOBOTIX HUB Desk Client has been modified after it was exported. During the export process, MOBOTIX HUB Desk Client creates a signature for the export file. Later, when you review the exported evidence in MOBOTIX HUB Desk Client – Player, you can compare the export signature with the one that was created during the export.

If you find that there is a discrepancy, there is reason to question the reliability of the video evidence.

The original digital signatures are contained in the **PublicKey.xml** and **Public Key Certificate.xml** files in these locations:

- MOBOTIX HUB Desk Client - [export destination folder]\[export name]\Client Files\Data\Metadata\[camera name]\[camera name]\Export signatures
- MOBOTIX HUB Management Client - C:\Program Files\MOBOTIX\Management Server\Tools\CertificateIssuer

There are two scenarios where digital signatures are excluded during the export process:

- If there are areas with [privacy masks](#)¹, digital signatures for the recording server will be removed in the export.
- If the data you're exporting is very close to the current date and time, the digital signature for the recording server might not be included for the whole sequence. In this case, only part of the export will have digital signatures added.

The export process will complete, but when you verify the signatures, you will see that the digital signatures for the recording server have been removed or are only partially OK.

¹A blurred or solid color that covers an area of the video in the camera view. The defined areas are blurred or covered in live, playback, hotspot, carousel, smart map, smart search, and export modes in the clients.

Verify digital signatures

If you're reviewing video evidence in MOBOTIX HUB Desk Client – Player, and the exported material has digital signatures, you can verify that the recording has not been tampered with since it was recorded, or since the export was made, or both.



Digital signing does not work for MOBOTIX HUB Desk Client 2017 R1 or earlier that connects to MOBOTIX HUB VMS 2017 R2 or newer. The video export will not succeed.

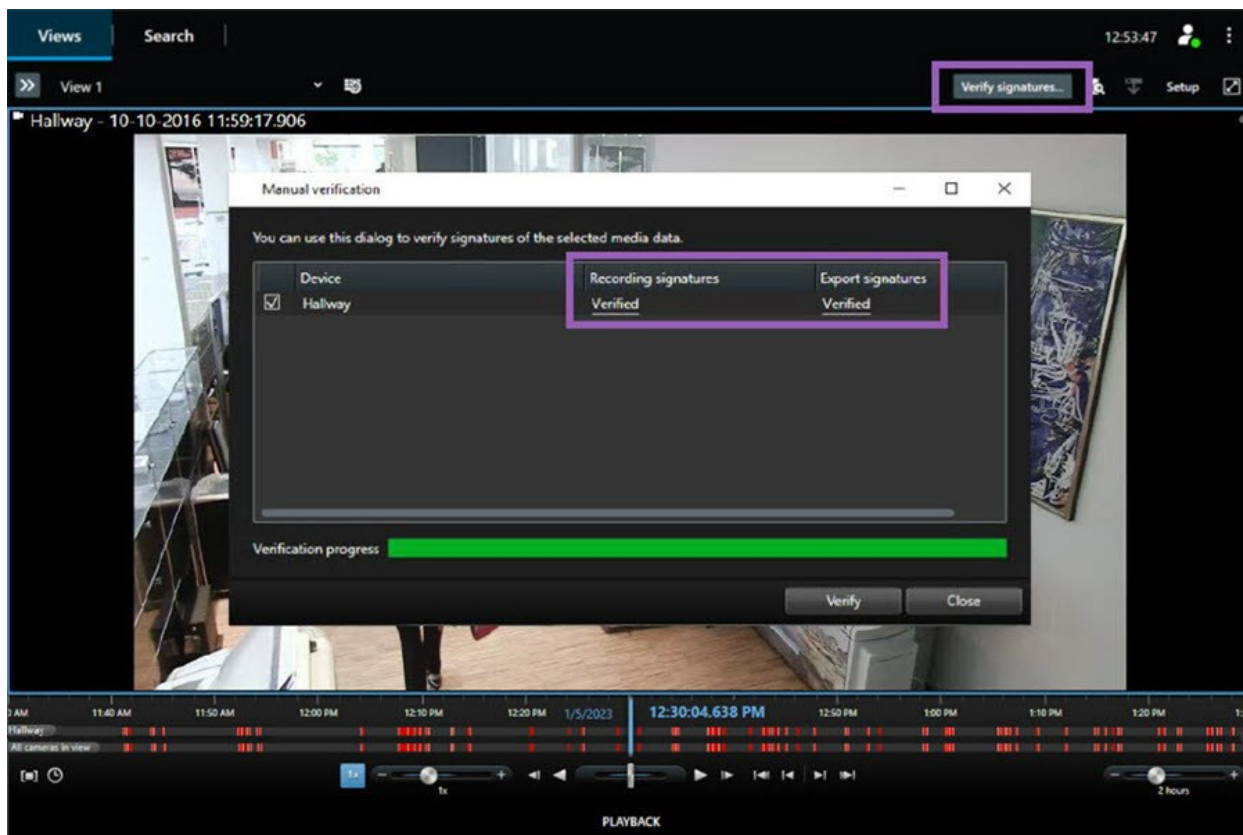
Requirements

- In MOBOTIX HUB Management Client, signing must be turned on for the recording server. This is done by your system administrator
- In MOBOTIX HUB Desk Client, during the export process, the **Export as MOBOTIX HUB format** and the **Include digital signature** check boxes must be selected

Steps:

Proving the integrity of exported video

1. On the toolbar, select **Verify signatures**. The **Manual verification** window appears. Here you can see the devices selected for the export.
2. Select **Verify** to start the verification process. The system checks the authenticity of the recording signature and the export signature.



3. To verify that you can rely on the verification of the recording signature:
 1. In the **Recording signatures** column, select the **Verified** link. The **Certificates** dialog appears.
 2. Compare the value of the **public_key** and **signature** with the corresponding values in the PublicKey.xml file (C:\Program Files\MOBOTIX\Management Server\Tools\CertificateIssuer). If the values differ, the recording has been modified.
4. To verify that you can rely on the verification of the export signature:
 1. In the **Export signatures** column, select the **Verified** link. The **Certificates** dialog appears.
 2. Compare the value of the **public_key** and **signature** with the corresponding values in the Public Key Certificate.xml file ([export destination folder]\[export name]\Client Files\Data\Mediadata\[camera name]\[camera name]\Export signatures). If the values differ, the export material has been modified.



A database can be verified, partially verified (if some of the files haven't had signatures attached), or not signed.

