GETTING STARTED

System requirements

The Windows PC, processor, memory and network CrowdSense Desktop needs, and how many feeds a computer can carry.

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The computer

CrowdSense Desktop runs on a Windows PC that sits on the same network as your cameras. The video is analysed on that computer, so its processor and memory decide how many cameras it can watch at once.

- Windows 10, 11 and Server, 64-bit. The installer is x64.
- A processor with AVX2 support for the AI profiles. Most Intel Core and AMD Ryzen processors made since 2015 have it.
- A graphics card is optional. It helps at the top of the range because it can take over video decoding.
- Enough disk space for the app and for any local recordings you switch on. Analytics alone needs very little.

> Not sure about AVX2? Search the processor model (Settings › System › About shows it) and check the maker's spec page for "AVX2" under instruction set extensions.

How many feeds one computer carries

A feed is one camera stream analysed by the app. As a guide for 1080p streams:

- Intel i9, 64 GB RAM, GeForce RTX: 30+ feeds on the AI profiles, 40–80 feeds on basic motion
- Intel i7, 32 GB RAM: 7–15 feeds on the AI profiles, 25–35 feeds on basic motion
- Intel i5, 16 GB RAM: 5–10 feeds on the AI profiles, 17–25 feeds on basic motion
- Intel i3, 8 GB RAM: 3–6 feeds on the AI profiles, 10–20 feeds on basic motion

- Intel Celeron / Atom, 4 GB RAM: Not supported on the AI profiles, 3–7 feeds on basic motion

Smaller frames are lighter. Most counting works well at around 360p, as long as neither side of the picture is under 256 pixels. The faces profile is the exception: run those cameras at 720p or 1080p.

Network and internet

The PC needs to reach each camera's video stream on the local network, and an internet connection to send results to your portal.

- Only the results travel: counts, line crossings and zone events as small text messages. A 4G modem is plenty for dozens of cameras.
- If the internet drops, the app keeps counting and catches the portal up when the link returns.
- Your portal is at **cloud.crowdsense.events**. If your firewall only allows named destinations, see **Location offline: power, sleep and firewall** (crowdsense.events/knowledge-base/desktop/location-offline).

Cameras

Any IP camera that streams RTSP or HTTP, any USB webcam, and the streams from most NVRs. ONVIF helps the app find cameras on the network but is not required. See **Add a camera** (crowdsense.events/knowledge-base/desktop/add-a-camera).

Still stuck?

Email **support@crowdsense.events** with your account reference (it starts CS-D-), the computer's name and a screenshot of what you see. For sales questions, **contact us** (crowdsense.events/contact).