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LUMINYS

LumiCloud

Frequently Asked Questions

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1. How do LumiCloud licenses work? How Do I buy a License?

A dealer purchases the appropriate LumiCloud license (most are annual licenses) via an authorized distributor. The dealer re-sells the license as part of the total customer solution; the licenses provide the dealer with subscription-based RMR opportunity. Please note that you must be a Luminys MVP Partner in order to purchase LumiCloud licenses. Joining the Luminys MVP Partner program is free, register at https://mvpprogram.luminyscorp.com/

2. What is turn-around time to purchase a license?

A LumiCloud license is purchased from an authorized Luminys distributor. As this is not a physical product, it will take up to 48 hours in some cases to get the license from your distributor. This depends on factors outside Luminys control, so allow a few days to receive the license. Make sure you use the email address that is registered with the Luminys MVP Program, licenses will appear in your LumiCloud Partner Account associated with your email address.

3. Do I still have access to video or cameras when the License expires?

When the license expires, you can still access cameras and NVRs for video and storage, just not through the cloud. You will have two (2) weeks to access your data after the license expires.

4. What devices does LumiCloud support?

LumiCloud supports LumiGuardian, Luminys Cloud Managed Switches, Luminys Access Control, and Luminys NVRs. In addition, any camera supported by and connected to the Luminys NVR (edge analytics with third-party cameras may be limited). Coming soon, LumiCloud will support select Luminys camera models directly.

5. Does LumiCloud support Health Monitoring?

Yes, LumiCloud offers a device health monitoring feature. This can often be a key feature for a Security Dealer/Integrator to use for RMR services.

6. Where is the data hosted in the cloud?

LumiCloud data is hosted in North America using your IP address to determine USA or Canada to direct data to the appropriate datacenter.

7. Which Web browsers are supported?

LumiCloud requires web browsers that support HTML-5, however, Google® Chrome® offers the best user experience. Other browsers that support LumiCloud include Edge®, Safari®, and Firefox®.

8. Is there a Smartphone App?

Yes, there are two apps, one for end-users and one for Luminys Partners. Both apps are available for iOS and Android devices: **LumiCloud** app is designed for end-user accounts. **LumiPartner** app (coming soon) is designed for Luminys dealer / partners accounts. There is no specific app for tablets at this time, however, you may use the smart phone app on a tablet or use a web-browser on these devices.

9. What are the LumiCloud portal URLs?

You may access LumiCloud via the Luminys website at www.luminyscorp.com and select the drop down menu on the top right called "Sign In", you many choose either LumiCloud User or LumiCloud Partner along with the "Register Now for the Luminys MVP Program.

Bookmark these LumiCloud portal URLs:

LumiCloud End-user Portal: Already assigned LumiCloud login credential:

https://webapp.lumicloud.com

LumiCloud Partner Portal: Already enrolled in the Luminys MVP Program:

https://partner.lumicloud.com

10. What type of end-to-end security does LumiCloud offer? Specifically related to network switches?

Lumicloud employs multiple security measures for switches, including traffic encryption, DDoS protection, SSL/TLS transport encryption, network isolation (VLAN), physical security with firmware signing, and 802.1x authentication.

11. Is LumiCloud data encrypted between clients and cloud, devices and cloud?

LumiCloud is fully committed to protecting user data. For live streaming, SSL/TLS protocols are used to prevent interception or tampering of video streams and metadata during transmission. Security is further enhanced through frame-by-frame encryption using dynamic keys that are decrypted by our player SDK, complemented by robust anti-hotlinking measures to block unauthorized content redistribution.

Additionally, for cloud storage end-to-end encryption (AES-256) is used: all video data stored in the cloud is encrypted using the Advanced Encryption Standard (AES-256), making it impossible to decrypt even if the data is illegally obtained. LumiCloud uses a distributed key management through a Key Management System (KMS) that physically separates encryption keys from data storage locations, significantly reducing the risk of key compromise. For local recordings, encrypted storage is enforced and decryption can only be performed through the LumiCloud player SDK for playback.

12. Are usernames and passwords encrypted?

Yes, user passwords are hashed using SHA-256 encryption, and multi-factor authentication (MFA) is enforced—requiring a combination of passwords, dynamic tokens, or device network authentication during login to prevent unauthorized access.

Additionally, fine-grained access control is implemented: permissions are assigned based on user roles. For example, only security personnel can access live video feeds, while auditors are restricted to viewing historical records.

LumiCloud also employs comprehensive activity auditing and logging, tracking all user access behavior. Coupled with anomaly detection mechanisms, this ensures prompt identification of suspicious activities, such as unauthorized viewing or downloads.

13. Can a dealer control, manage or turn off network switch ports via the Partner Portal?

In the LumiCloud Partner Portal, security dealers can remotely restart or update firmware network switch ports. However, dealers cannot manage or turn off network switch ports through the Partner Portal.

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