

**RevGuard**

# **RevGuard User Manual**



**MULTI-MEDIA LOGGING SYSTEMS**



[WWW.REVCORD.COM](http://WWW.REVCORD.COM)



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## SUMMARY

### What Is RevGuard?

RevGuard is an integrated hardware and software monitoring application that has been handcrafted to monitor your Revcord Logging System components as well as many other items. RevGuard works hand-in-hand with RevWatch. RevWatch is a cloud-based application that manages the alerts and notifications pertaining to the health and status of all systems running RevGuard. In addition, RevGuard's sister software RevWatch can operate on an internal network.

At Revcord, we know security is a leading factor in many IT Departments' decision making. RevGuard was designed and built with keeping Security as a priority. RevGuard does not require any listener sockets or TCP/UDP ports to be created. That means RevGuard is "closed off" to the outside world. In the event of a trigger or alert, an outgoing encrypted signal will be sent via SSL to RevWatch via a User defined outbound port only for base situations. For remote access and support, there are also security protocols in place.

### How Does RevGuard Work?

RevGuard uses its built-in monitoring system to detect problems before they happen, and to alert on system-critical issues that may have gone unnoticed by the Network Administrator. RevGuard uses fully configurable triggers. A trigger will initiate an alert to RevWatch.

### What Does RevGuard Monitor?

The software keeps a constant connection and monitors the following:

- CPU Usage (Shows 2 CPUs for the Dual Core System)
- Memory Usage (Both the Physical Memory and the Page file)
- Hard Drives (Total space, Available Space, and Usage)
- Network Connections (Traffic)
- File Deletion Configuration (Watchdog)

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## **Revcord Software Applications:**

The Cascading Database Application: DBSplitter.exe

The Backup Manager Application: VMBackupServer.exe

The Live Monitoring Application: VsRealTimeServerEx.exe

The Main Recording Application: VSCTiMgr.exe and VsRecorderEx2.exe

The Call Streaming Application: RevWSServer.exe and VsVodSvr.exe

Channels – Channel Inactivity Alarm, Channel Range Inactivity Alarm

## **RevGuard Default monitoring applications:**

The software keeps a constant connection and monitors the following applications by default. The users can configure the other applications as well. The default processes are,

- The Main Recording Application: VSCTiMgr.exe and VsRecorderEx2.exe
- The Call Streaming Application: RevWSServer.exe

## **RevGuard Default Monitoring Services:**

The software keeps a constant connection and monitors the following services by Default. Users can configure other services as well. The default services are,

- VSRMS Agent
- MSSQL\$REVCORD

## **What Types Of Notifications/Alerts Does RevGuard Offer?**

RevGuard notifications/alerts are configured locally and are fully customizable. There are many ways in which an alert can be manifested: Email notifications, automatic ticket creation in the Revcord Ticketing System, Remote Assistance Requests, or Taskbar Icon/Balloon messages.



## Are All Of My Recorders Monitored By RevWatch?

The RevWatch monitoring system benefits all customers whose Revcord Voice Logging Systems are currently protected by RevShield packages that offer Monitoring: RSPLUS, RSPLUS-24, and RSPLUS-4. For Revcord users that don't want Revcord to monitor their system, RSSTD provides for access to RevWatch and RevGuard but it will not be monitored by Revcord. Configuration is the responsibility of the Dealer or End User.

## How Does Remote Support Work?

Revcord provides for two modes of remote capability again keeping in mind security as our primary priority: On Demand Mode and Host Mode. On Demand Mode allows for an interactive session to be initiated directly with Support by clicking on an Icon on the Revcord Server or even a User's Workstation. In addition, a User can be sent a link via email or Instant Messaging. Once a remote support session is requested, a Revcord Customer Support Agent or Dealer Technician will be able to connect to the system using a SHA-256 encrypted SSL connection. All Revcord Dealers will have the abilities of RevGuard, RevWatch, and remote support for sites on RevShield.

In Host Mode, sessions can be automatically requested as part of an alert, by clicking a link within the Web User Interface, or by double-clicking the Request Remote Support icon on the desktop. For "Host Mode", RevWatch maintains a list of devices and their remote connection credentials securely stored in its database. Please note that none of the above mentioned methods require any listener sockets or TCP/UDP ports to be created.

## RevGuard Types

Revcord provides two different types of RevGuard.

- RevGuard with SQL Management studio.
- RevGuard with SQLite.

## RevGuard with SQL Management Studio

RevGuard with SQL Management studio works with SQL Management Studio. By default, this RevGuard software suite with management studio was preconfigured to the monitor/receive alerts for Revcord applications. The RevGuard default monitoring processes are VsCTIMGR, VsRecorder and RevWSServer. And the default services are NewVSRMSAgent\VSRMSAgent and MSSQL\$REVCORD. Users can add other processes/services as well. Apart from that RevGuard can be installed on the server with the following options.

1. RevGuard with RevWatch
2. RevGuard without RevWatch
3. RevGuard with/without Teamviewer

**Note: RevGuard with/without RevWatch depends on Requirements and Network, firewall and ports restrictions.**

## RevGuard with RevWatch

RevWatch is a cloud-based application that manages the alerts and notifications pertaining to the health and status of all systems running RevGuard. In addition, RevGuard's sister software RevWatch can operate on an internal network. With RevWatch integration, the user can monitor and receive alerts from RevGuard servers.

## RevGuard without RevWatch

Users can use RevGuard without RevWatch; In this case the RevGuard will monitor the server and will send email alerts from RevGuard. The user needs to configure the SMTP settings in RevGuard and to assign email address to receive the alerts from RevGuard.

## RevGuard with/without Team Viewer

While installing the RevGuard the user can integrate TeamViewer along with the RevGuard or the user can skip the TeamViewer integration. By integrating the Team Viewer the users



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can take remote connection from the RevWatch portal. Users can integrate TV anytime after RevGuard installation.

## **RevGuard with SQLite**

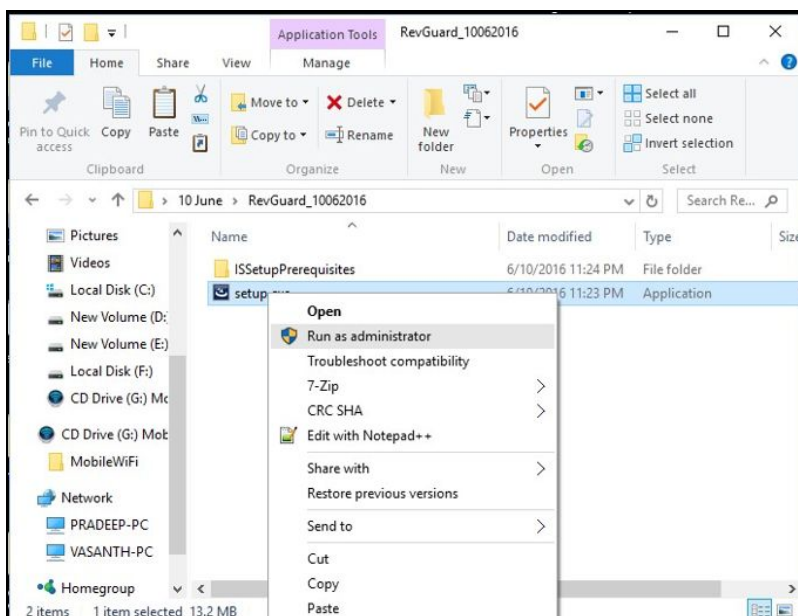
RevGuard SQLite version will come as a different version. This is a standalone version and it comes with RevGuard without the default Revcord application integrations. The user can install the RevGuard SQLite version with the following options.

## INSTALLATION PROCESS

**Step 1:** Run the Setup file as Run as Administrator from the server.

**Step 2:** Once complete, a desktop shortcut will be created as 'RevGuard.exe'. Run the application to begin the configuration of RevWatch. If the application is not in Desktop please go to "C:\Windows".

**Step 3:** Please find the Desktop icon 'RevGuard' and right click the icon and go to 'Properties' and set the program as 'Run this program as an Administrator'.



**Step 4:** After setting the administrator privileges, double click the RevGuard desktop icon and run as an Administrator.

**Step 5:** Installation will start, and it will prompt the user to accept the license agreement. Please hit 'Next'.

**Step 6:** After completing the installation select 'Finish' to exit the wizard.

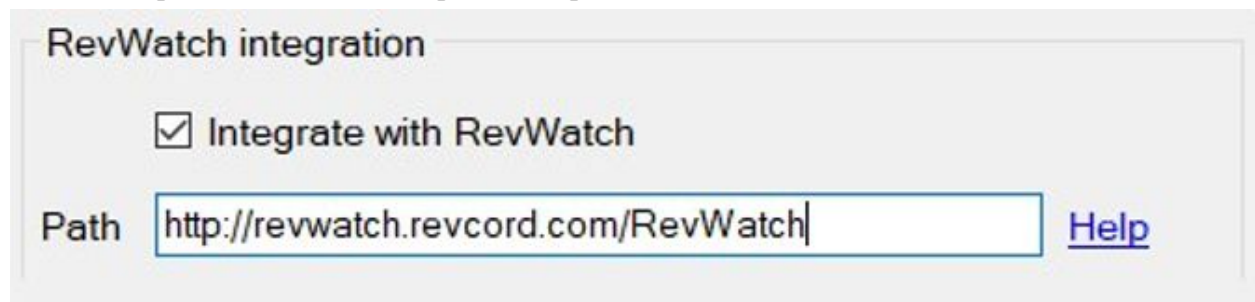
**Step 7:** After completing the installation double click the RevGuard desktop icon.

**Note:** Installing RevGuard patches and updating new versions can also be done from the RevWatch.

## DATABASE CONFIGURATION

### RevWatch Integration

- Users can choose RevWatch Integration during RevGuard Installation. If the user wants to continue RevGuard Installation with RevWatch then they need to select the 'Integrate to RevWatch' checkbox.
- If the user doesn't need the RevWatch integration, then they can skip the RevWatch Integration by unchecking the 'Integrate to RevWatch' checkbox




The screenshot shows a window titled "RevWatch integration". Inside the window, there is a checkbox labeled "Integrate with RevWatch" which is checked. Below this, there is a text field labeled "Path" containing the URL "http://revwatch.revcord.com/RevWatch". To the right of the text field is a blue underlined link labeled "Help".

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## Verifying and Setting Up Your RevWatch Path

Default RevWatch Path

IP Address or DNS Name



The screenshot shows a window titled "RevWatch integration". Inside, there is a checkbox labeled "Integrate with RevWatch" which is checked. Below this is a text field labeled "Path" containing the URL "http://revwatch.revcard.com/RevWatch". To the right of the text field is a blue link labeled "Help".

If the user is using a local server, then that Server address should be used in the same format as above.

## Verifying And Setting Up Your RevGuard Database Settings

Default RevGuard Database Settings

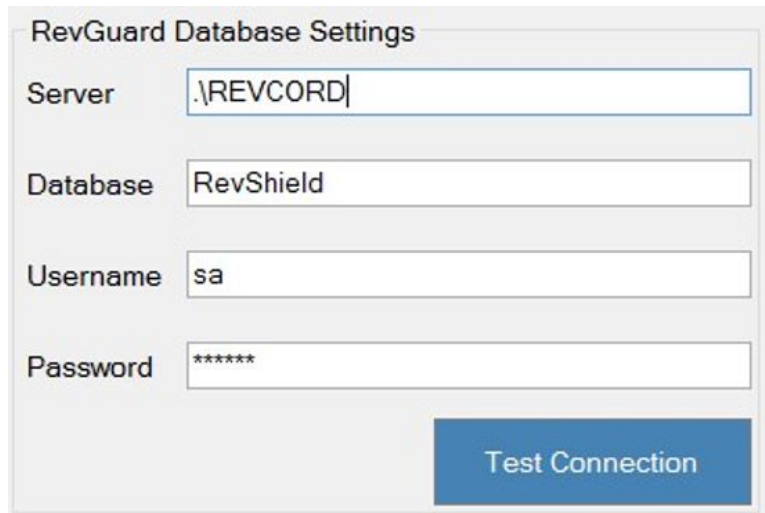
**Server:** .\REVCORD

**Database:** RevShield (By Default)

**Username:** sa

**Password:** \*\*\*\*\*

Please hit the "Test Connection" to verify a connection.



The screenshot shows a window titled "RevGuard Database Settings". It contains four text input fields: "Server" with ".\REVCORD", "Database" with "RevShield", "Username" with "sa", and "Password" with "\*\*\*\*\*". At the bottom right of the window is a blue button labeled "Test Connection".

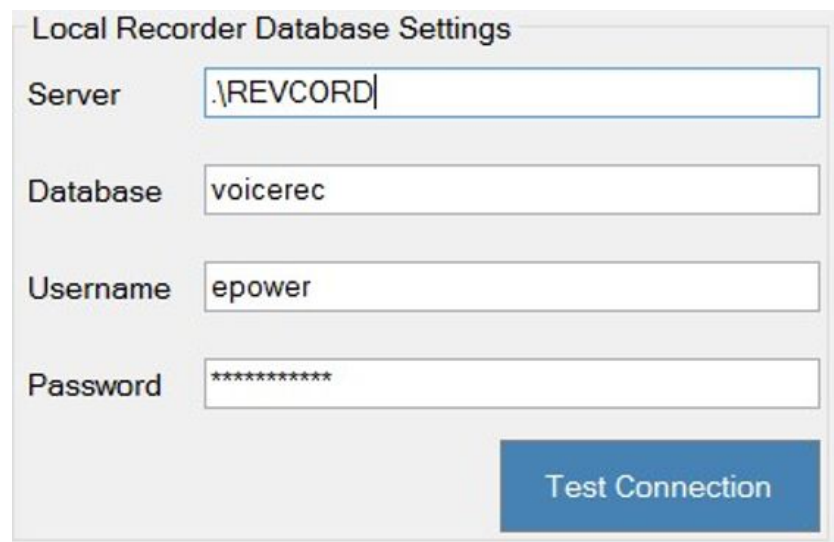
# RevGuard

## Verifying And Setting Up Your Local Recorder Database Settings

Default RevGuard Database Settings

**Server:** .\REVCORD  
**Database:** VoiceRec  
**Username:** sa  
**Password:** \*\*\*\*\*

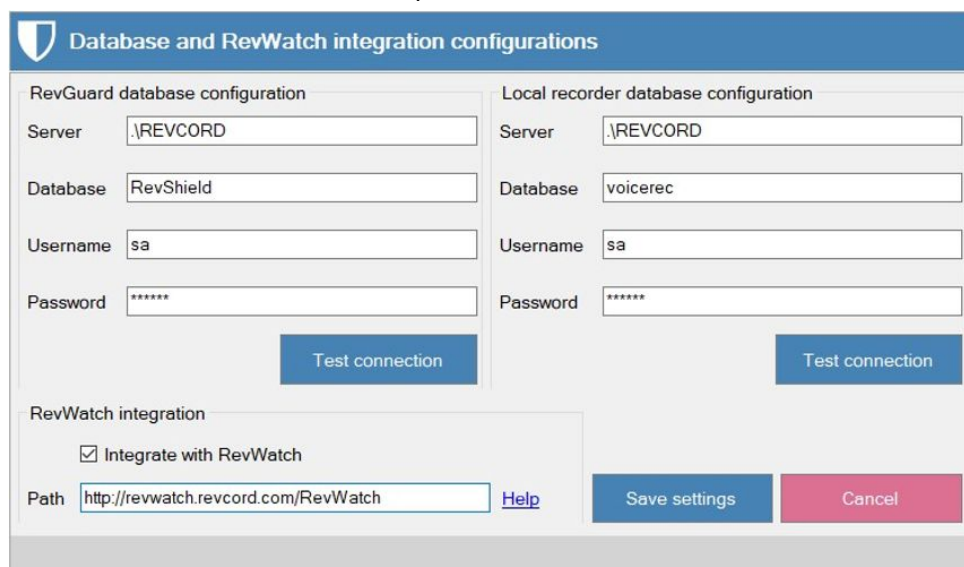
Please hit the "Test Connection" to verify a connection.



A dialog box titled "Local Recorder Database Settings" with four input fields: "Server" containing ".\REVCORD", "Database" containing "voicerec", "Username" containing "epower", and "Password" containing "\*\*\*\*\*". A blue "Test Connection" button is located at the bottom right.

Once complete, the user needs to click the 'Save Settings' to save all details.

### Sample Screen Shot



A window titled "Database and RevWatch integration configurations" with a shield icon. It contains three sections: "RevGuard database configuration" with fields for Server (.\REVCORD), Database (RevShield), Username (sa), and Password (\*\*\*\*\*); "Local recorder database configuration" with fields for Server (.\REVCORD), Database (voicerec), Username (sa), and Password (\*\*\*\*\*); and "RevWatch integration" with a checked checkbox "Integrate with RevWatch" and a Path field containing "http://revwatch.revcard.com/RevWatch". Each of the first two sections has a "Test connection" button. At the bottom are "Save settings" and "Cancel" buttons.



## REGISTERING YOUR REVCORD SERVER

This provides Revcord the User Name and Server/Site Name for the RevWatch portal.



The screenshot shows a web interface for registering a server. The title bar is blue with a shield icon and the text "Register Server". Below the title bar are three input fields: "RevWatch Login Id", "RevWatch Password", and "Server Name". The "Server Name" field contains the text "REVCORD". Below the input fields are two buttons: "Save" (blue) and "Cancel" (pink). Below these buttons is a section titled "Troubles in RevWatch Connections ?" which contains two buttons: "Remove RevWatch integrations" (blue) and "Continue without sending alerts to RevWatch" (blue).

This information will be used to segregate and identify your Revcord logger. If you have multiple loggers associated with one Username, they will be associated in one area. The User will have the right via RevWatch to invite other Users to view the RevWatch portal for these sites.

### Troubles in RevWatch connection?

This may happen when the entered RevWatch URL is wrong or RevGuard is unable to reach the RevWatch server.

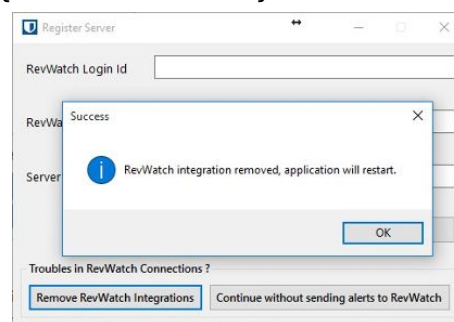
In that case, the user can select the option **Remove RevWatch Integrations/Continue without sending alerts to RevWatch** as shown in the above screenshot.



# RevGuard

## Remove RevWatch Integrations

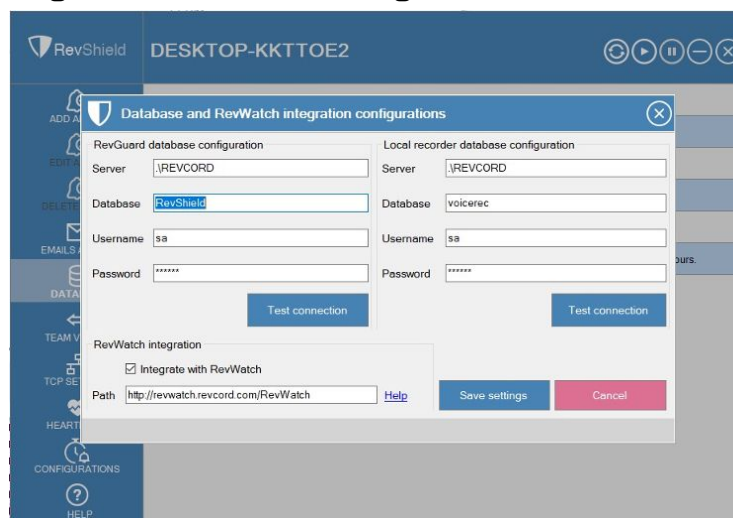
This option will remove the RevWatch Integrations and then the Installed application will restart. After that RevGuard [without RevWatch] will start running.



## Continue Without Sending Alerts to RevWatch

The users can skip the RevWatch integration by clicking Continue without sending alerts to RevWatch. The user can integrate RevWatch anytime to RevGuard by accessing the **RevGuard UI → Settings Database → Integrate RevWatch** with the correct url and hit the save button.

Note: The user can integrate RevWatch anytime to RevGuard by accessing the **RevGuard UI → Settings Database → and adding the correct RevWatch URL path**



## TEAMVIEWER INTEGRATION

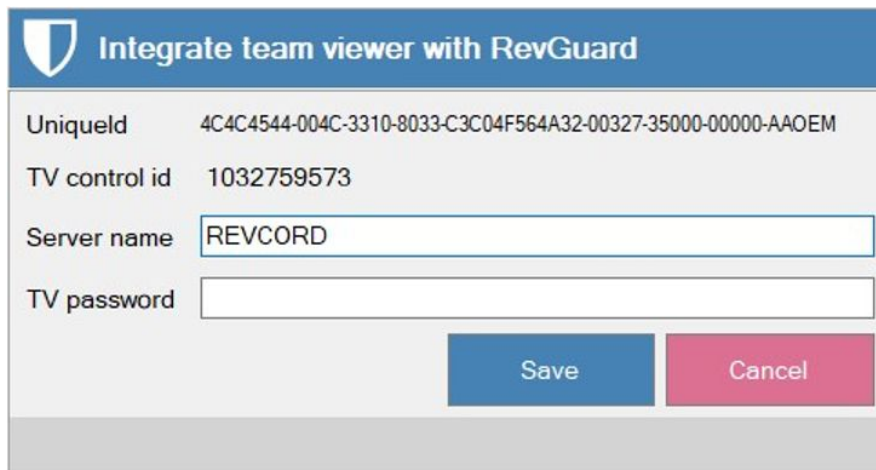
Once you have Registered your Server/Site, the next screen gives you the option of registering TeamViewer.



RevGuard has developed a full integration via the TeamViewer API that provides for remote access via the RevWatch portal. If you choose to integrate TeamViewer, you will be able to connect to the Server remotely from the RevWatch portal. You must buy your own TeamViewer Pro license of the latest TeamViewer version.

If you choose to integrate TeamViewer, then press "Yes". If TeamViewer is already installed it will automatically detect and show the below box. If it is not installed, you will be prompted to install it.

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Integrate team viewer with RevGuard	
Uniqueld	4C4C4544-004C-3310-8033-C3C04F564A32-00327-35000-00000-AAOEM
TV control id	1032759573
Server name	REVCORD
TV password	
<div>Save Cancel</div>	

- Uniqueld: This is the RevWatch unique ID
- TV Control ID: TeamViewer Control ID
- Server Name: Server/Site Name used when registering the Revcord Server
- TV Password: The User needs to enter the TV password that is being used on the Revcord system

Once you have registered your TeamViewer, you have now finished your installation.

## GETTING STARTED

### Main Menu:

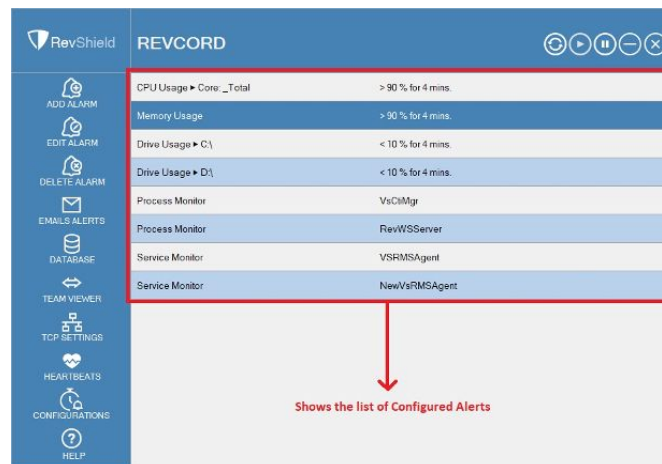
1. Configured Alerts
2. General features - Refresh, Start, Stop, Minimize, Close
3. Add Alarm
4. Edit Alarm
5. Delete Alarm
6. Email Setup
7. Database Setup
8. Team Viewer
9. TCP Settings
10. Heart Beat
11. Configurations
12. Help

RevShield	REVCORD		    
ADD ALARM	CPU Usage ▶ Core: _Total	> 90 % for 4 mins.	
EDIT ALARM	Memory Usage	> 90 % for 4 mins.	
DELETE ALARM	Drive Usage ▶ C:\	< 10 % for 4 mins.	
EMAILS ALERTS	Drive Usage ▶ D:\	< 10 % for 4 mins.	
DATABASE	Process Monitor	VsCtlMgr	
TEAM VIEWER	Process Monitor	RevWSServer	
TCP SETTINGS	Service Monitor	VSRMSAgent	
HEARTBEATS	Service Monitor	NewVsRMSAgent	
CONFIGURATIONS			
HELP			

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## Configured Alerts

This page will display the list of configured alerts.



## General Features

The users can check the access to the general features from the right-hand side top corner page. It will have the following:

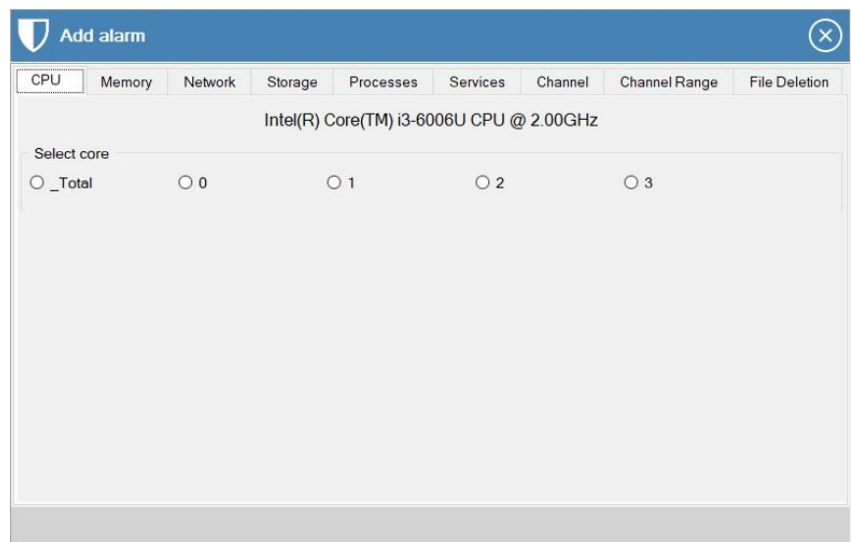
- Refresh
- Start
- Stop
- Minimize
- Close



## Add Alarm

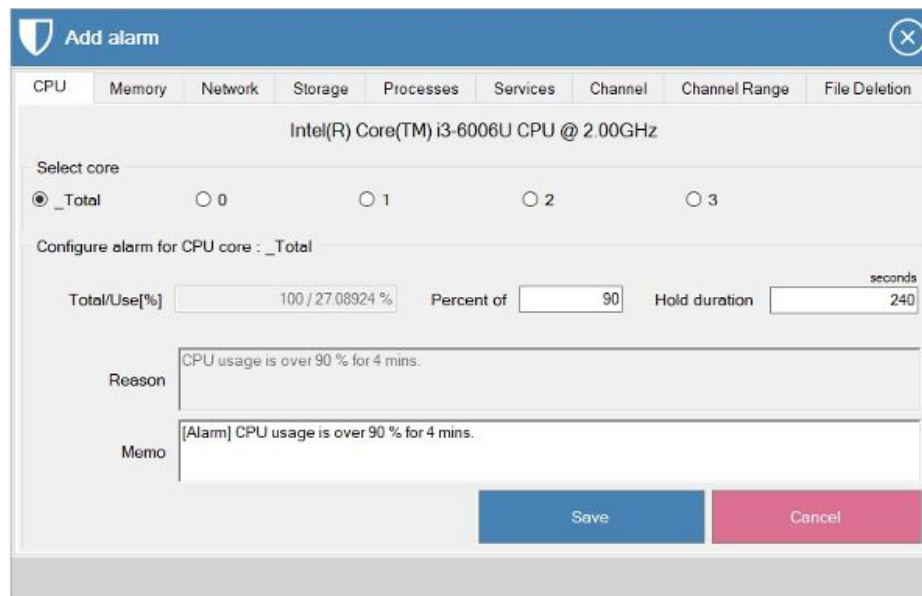
By clicking 'Add Alarm', the user can access the Add Alarm page. From here the user can set up the following alerts.

- CPU Alarm
- Memory Alarm
- Network Alarm
- Storage
- Process
- Services
- Channel
- Channel Range
- File Deletion





## Adding a CPU Alarm



The screenshot shows the 'Add alarm' dialog box in RevGuard. The 'CPU' tab is selected. The CPU information is 'Intel(R) Core(TM) i3-6006U CPU @ 2.00GHz'. Under 'Select core', the '\_Total' radio button is selected. The 'Configure alarm for CPU core : \_Total' section shows 'Total/Use[%]' as '100 / 27.08924 %', 'Percent of' as '90', and 'Hold duration' as '240' seconds. The 'Reason' field contains 'CPU usage is over 90 % for 4 mins.' and the 'Memo' field contains '[Alarm] CPU usage is over 90 % for 4 mins.'. There are 'Save' and 'Cancel' buttons at the bottom right.

RevGuard will detect and will display the available CPU core on the server, the users can select core by accessing the Radio button under the 'Select Core'.

### Configuring Alarms for CPU core:

**Total/Use[%]** – It will display the selected CPU core CPU usage in 100%.

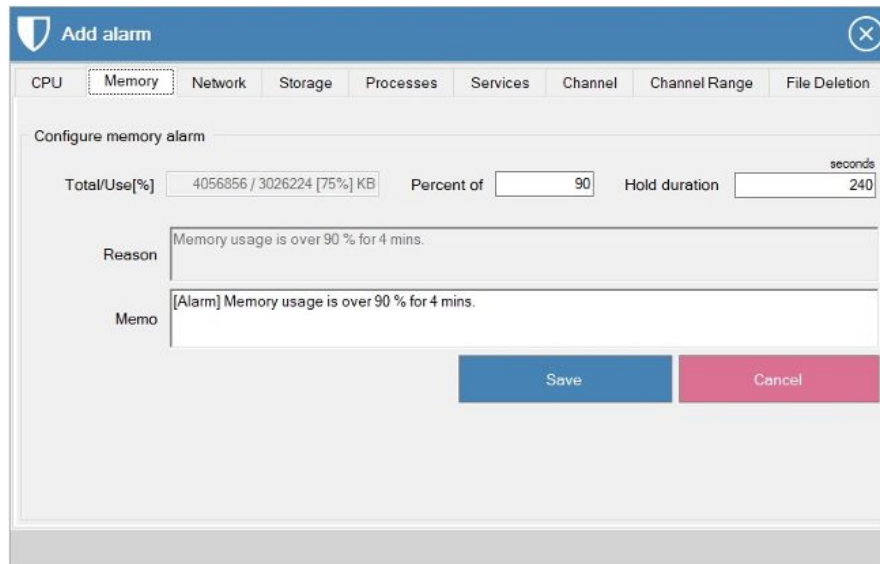
**Percent of** – We can set percentage here, for ex: I set 90% there, then the RevGuard will fire alert if the CPU core usage went 90% (for the given hold duration).

**Hold Duration (Seconds)** – This is where we set the hold duration time. I set the hold duration for 240 seconds, so the RevGuard will fire the alert if the CPU core consumes 90% for 240 seconds.

After finishing the configuration, hit the 'Save' button.

## Adding Memory Alarm

After accessing the Add Alarm page, navigate to the Memory tab to add the Memory Alarm.



The screenshot shows the 'Add alarm' dialog box with the 'Memory' tab selected. The dialog has a title bar with a shield icon and a close button. Below the title bar are tabs for CPU, Memory, Network, Storage, Processes, Services, Channel, Channel Range, and File Deletion. The 'Memory' tab is active, showing the 'Configure memory alarm' section. This section includes a 'Total/Use[%]' field displaying '4056856 / 3026224 [75%] KB', a 'Percent of' field set to '90', and a 'Hold duration' field set to '240' with a 'seconds' label. Below these fields are two text areas: 'Reason' containing 'Memory usage is over 90 % for 4 mins.' and 'Memo' containing '[Alarm] Memory usage is over 90 % for 4 mins.'. At the bottom right are 'Save' and 'Cancel' buttons.

## Configuring Alarm for Memory

**Total/Use[%]** – It displays the current memory usage for 100%.

**Percent Of** – The user can set the percentage here (I set the percentage as 90), if it reaches or exceeds 90% for the hold duration seconds then the RevGuard will fire the alarm.

**Hold Duration** – This is where the user can set the hold duration time. After done with configurations, hit the 'Save' button.

## Adding Network Alarm:

After accessing the Add Alarm page, navigate to Network Tab to set Network Alarm. We can set an alarm for the interface by selecting it by enabling the radio button.

The screenshot shows the 'Add alarm' dialog box with the 'Network' tab selected. The 'Select network' section lists several network adapters, with 'Qualcomm QCA9377 802.11ac Wireless Adapter' selected. The 'Configure alarm for network : Qualcomm QCA9377 802.11ac Wireless Adapter' section shows the 'Total/Use[%]' as '100 / 0.0145517379501385 %', 'Percent of' set to '90', and 'Hold duration' set to '240' seconds. The 'Reason' field contains 'Network usage is over 90 % for 4 mins.' and the 'Memo' field contains '[Alarm] Network usage is over 90 % for 4 mins.'. The 'Save' and 'Cancel' buttons are at the bottom right.

## Configuring Alarm for Network

**Total/Use[%]** – It displays the current network usage for 100%.

**Percent Of** – The user can set the percentage here (I set the percentage as 90), if it reaches or exceeds 90% for the hold duration seconds then the RevGuard will fire the alarm as Network Usage is over 90% for 4 mins.

**Hold Duration** – This is where the user can set the hold duration time. After done with configurations, hit the 'Save' button.

## Adding Storage Alarm

After accessing the Add Alarm page, navigate to Storage Tab to set Storage Alarm. We can set an alarm by selecting the drive and enabling the radio button.

The screenshot shows the 'Add alarm' dialog box with the 'Storage' tab selected. The 'Select drive' section has three radio buttons: C:\ (selected), D:\, and E:\. Below this, the 'Configure alarm for drive : C:\' section contains a 'Total/Free[%]' field showing '678072 / 556771 [82%] MB', a 'Percent of' field set to '10', and a 'Hold duration' field set to '240' seconds. The 'Reason' field contains the text 'Drive usage is under 10 % for 4 mins.' and the 'Memo' field contains '[Alarm] Drive usage is under 10 % for 4 mins.'. At the bottom right are 'Save' and 'Cancel' buttons.

## Configuring Alarm for Storage

**Total/Use[%]** – It displays the current storage usage for the selected drive in 100%.

**Percent Of** – The user can set the percentage here (I set the percentage as 90), if it reaches or exceeds 90% for the hold duration seconds then the RevGuard will fire the alarm as Drive Usage is under 10% for 4 mins.

**Hold Duration** – This is where the user can set the hold duration time. After done with configurations, hit the 'Save' button.

# RevGuard

## Adding Process Alarm

After accessing the Add Alarm page, navigate to the Processes tab to set Processes Alarm. The RevGuard will fire an alert when the process starts, stops and crashes. In addition, the user can monitor the selected processes memory consumption and CPU utilization.

The screenshot shows the 'Add alarm' dialog box with the 'Processes' tab selected. The dialog has a title bar with a shield icon and a close button. Below the title bar are tabs for CPU, Memory, Network, Storage, Processes, Services, Channel, Channel Range, and File Deletion. The 'Processes' tab is active, showing a list of processes for start-stop alarms: RevWSServer (selected), VsRecorderEx2, VSCtlMgr, pjsip, DBSplitter, and VMBackupServer. There is an 'Add new process' button. Below the list, the configuration for 'RevWSServer' is shown. It includes fields for CPU and Memory usage percentage (both set to 25) and hold duration (both set to 240 seconds). The 'Reason' field contains the text: 'CPU Usage is over 25% for 4 mins of Process 'RevWSServer'' and 'Memory Usage is over 25% for 4 mins of Process 'RevWSServer''. The 'Memo' field contains the text: '[Alarm] CPU Usage is over 25% for 4 mins of Process 'RevWSServer'' and '[Alarm] Memory Usage is over 25% for 4 mins of Process 'RevWSServer''. At the bottom are 'Save' and 'Cancel' buttons.

Process	CPU Percentage	Memory Percentage	Hold duration (seconds)
RevWSServer	25	25	240

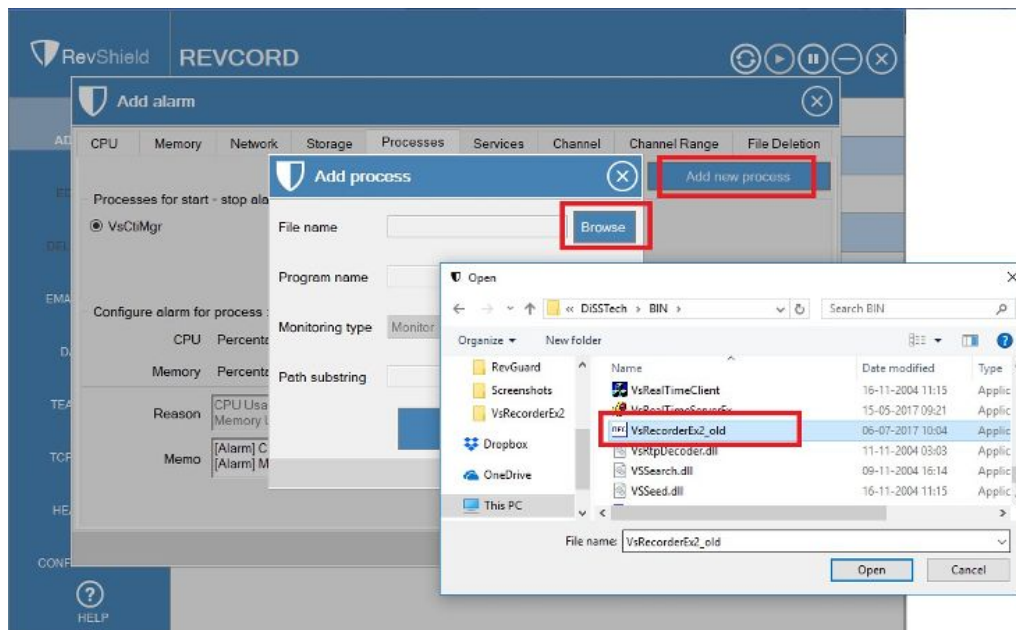
Reason: CPU Usage is over 25% for 4 mins of Process 'RevWSServer'  
Memory Usage is over 25% for 4 mins of Process 'RevWSServer'

Memo: [Alarm] CPU Usage is over 25% for 4 mins of Process 'RevWSServer'  
[Alarm] Memory Usage is over 25% for 4 mins of Process 'RevWSServer'



# RevGuard

## Configuring Process Alarms



Follow these simple steps to configure process alarms:

Step 1: Go to Add Alarm and page navigate to the processes tab, click the 'Add Processes' button on the top right corner page.

Step 2: File Name – Browse the process name to add by clicking the browse button and select the process which you want to monitor and then save.

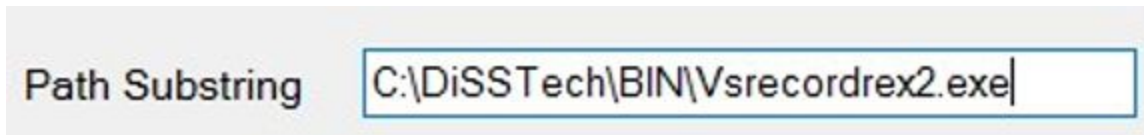
Monitoring Type: The user can 'Monitor' the added process or they can disregard the alerts by selecting the 'Disregard' from the dropdown.





# RevGuard

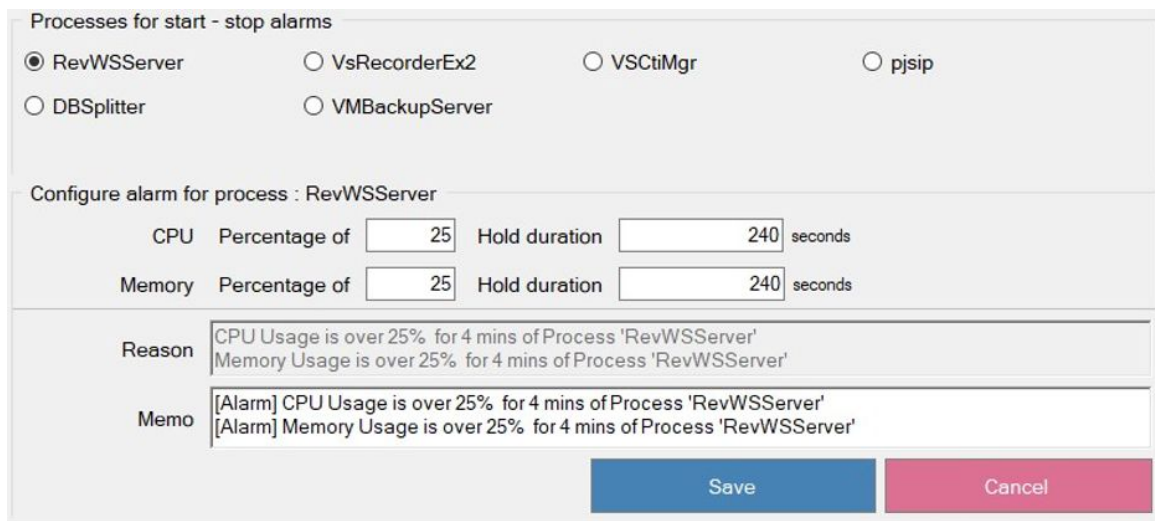
Path Substring: The user can add the process path and set the process to monitor.



Path Substring

## Configuring CPU and Memory alarm for Processes.

The user can monitor the CPU usage and memory consumption of the process which they want to monitor.



Processes for start - stop alarms

☒ RevWSServer    ☐ VsRecorderEx2    ☐ VSCtiMgr    ☐ pjsip  
☐ DBSplitter    ☐ VMBackupServer

Configure alarm for process : RevWSServer

CPU	Percentage of	<input type="text" value="25"/>	Hold duration	<input type="text" value="240"/>	seconds
Memory	Percentage of	<input type="text" value="25"/>	Hold duration	<input type="text" value="240"/>	seconds

Reason   
Memory Usage is over 25% for 4 mins of Process 'RevWSServer'"/>

Memo   
[Alarm] Memory Usage is over 25% for 4 mins of Process 'RevWSServer'"/>

Select the process which you want to monitor the CPU and Memory usage by enabling the radio button. Then the user is able to view the Configure alarm for the process page.

**CPU Percentage Of** – Here the user can set the percentage with the hold duration.

Ex: I set the percentage as 25% and hold duration as 240 seconds.

So, when the RevWSServer consumed more than 25% CPU then RevGuard will fire the alert 'CPU usage is over 25% for 4 mins of Process 'RevWSServer'

**Memory Percentage Of** – Here the user can set the percentage with the hold duration, For

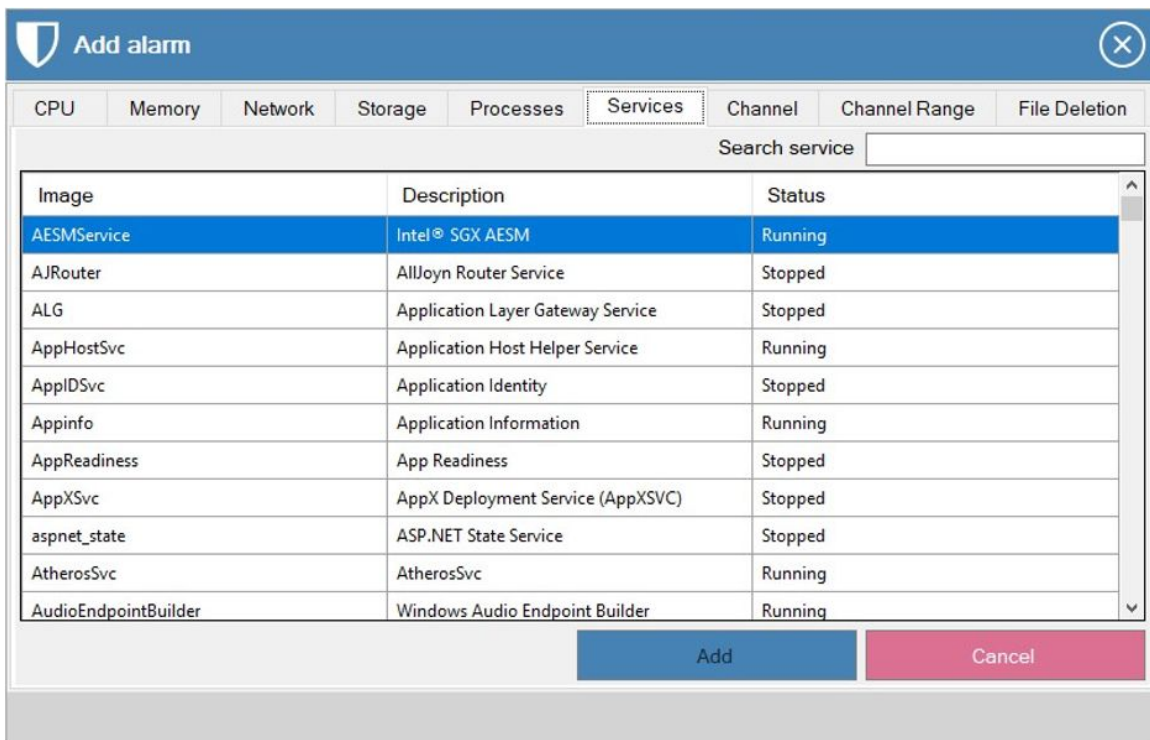
Ex: I set the percentage as 25% and hold duration as 240 seconds. So, when the RevWSServer consumed more than 25% Memory then RevGuard will fire the alert 'Memory usage is over 25% for 4 mins of Process 'RevWSServer'

# RevGuard

## Adding Service Alarm

The user can monitor service by adding it to RevGuard monitor. RevGuard will send alerts for service start/stop/Restart.

Step 1: The user needs to go to the Add Alarm page and they need to navigate to the Services tab. This will list all the services.



The screenshot shows the 'Add alarm' dialog box with the 'Services' tab selected. The dialog has a search bar and a table of services. The 'AESMSvc' service is highlighted in blue. At the bottom, there are 'Add' and 'Cancel' buttons.

Image	Description	Status
AESMSvc	Intel® SGX AESM	Running
AJRouter	AllJoyn Router Service	Stopped
ALG	Application Layer Gateway Service	Stopped
AppHostSvc	Application Host Helper Service	Running
AppIDSvc	Application Identity	Stopped
Appinfo	Application Information	Running
AppReadiness	App Readiness	Stopped
AppXSvc	AppX Deployment Service (AppXSVC)	Stopped
aspnet_state	ASP.NET State Service	Stopped
AtherosSvc	AtherosSvc	Running
AudioEndpointBuilder	Windows Audio Endpoint Builder	Running

Step 2: The user can select the service which they want to configure. They also can search the needed service by using the Search Service search box.

Step 3: After selecting the service the user needs to hit the 'Add' button.

## Adding Channel Inactivity Alarm

To set Channel Inactivity alert go to Add Alarm page and navigate to 'Channel' Tab

Select the Channel you want to configure by enabling the Radio button. The user can see the Configure Alarm for Channel page.

**Hold Duration** – The user can set the hold duration time in seconds.

Ex: I set the hold duration as 30 seconds, so RevGuard will fire alert as the channel is inactive if the Channel is inactive for 30seconds

The user needs to **save** after configuring the channel.

### Periodical alerts for this channel?

The user can activate the periodical alerts for the selected channel by checking **YES**. This will fire a periodical mail each time when the timer expires.

## Adding Channel Range Alarm

To set Channel Range alarm go to Add Alarm page and navigate to 'Channel Range' Tab

Enter the Range Name (must be unique)

Enter the port range. Must be in one of the given three formats e.g.

- 1001
- 1001-1016
- 1001-1015, 1016

Set the alert time and periodical time.

The Channel Range alarm will fire alert if any calls are not made in the given alert time on any channel of the channels (collectively) in the selected channel list. This will check the situation of each channel and make sure that at least one call has been made to any of the channels collectively within the configured time. If no calls have occurred, it will fire an alert mail. Periodical mails will also be fired.

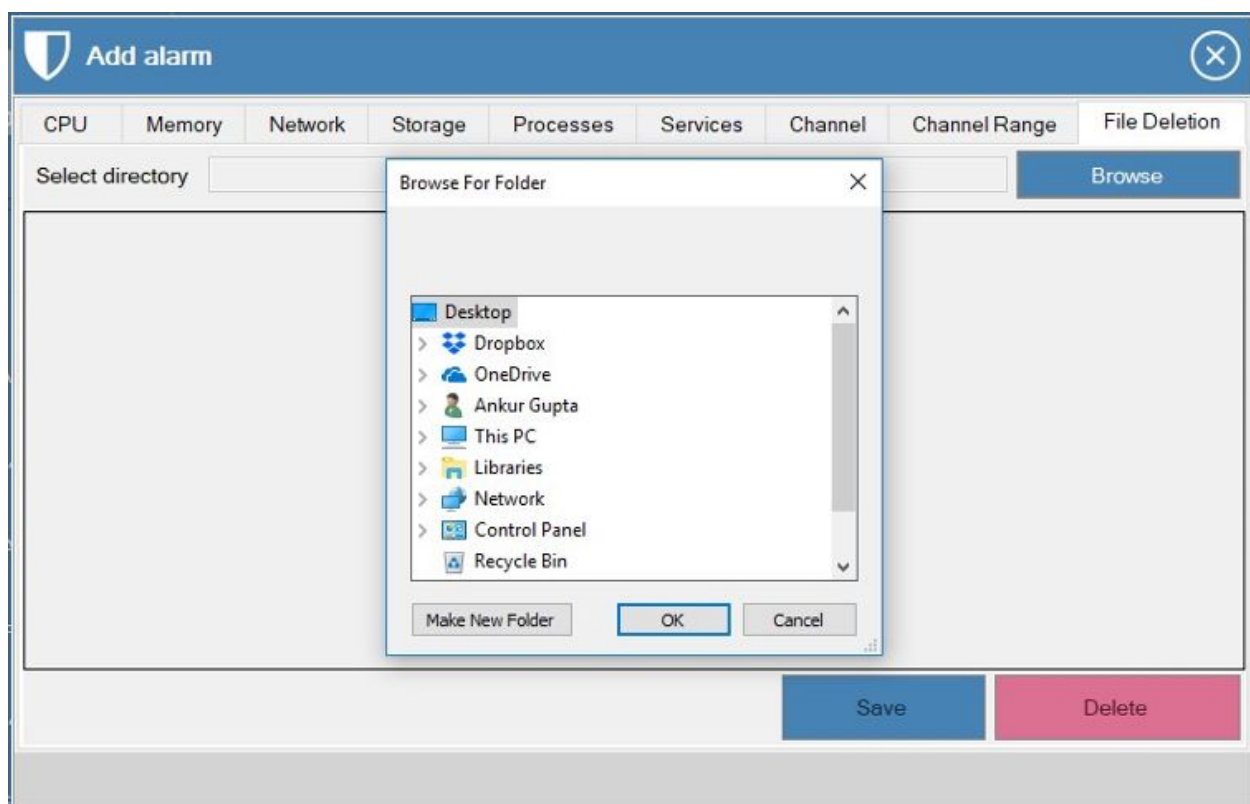
The screenshot shows a web-based 'Add alarm' dialog box with a blue header bar containing a shield icon and the title 'Add alarm'. Below the header is a tabbed interface with tabs for CPU, Memory, Network, Storage, Processes, Services, Channel, Channel Range (selected), and File Deletion. The 'Channel Range' tab is active, displaying a form titled 'Set channel range alarm values'. This form includes a 'Name' text input field, a 'Channel list' text area, an 'Alert time (Hours)' text input field, and a 'Periodical time (Hours)' text input field. At the bottom of the form are two buttons: 'Save' (blue) and 'Cancel' (pink). Below the form is a 'Selected channel list' section, which is currently empty.

# RevGuard

## File Deletion Alarm

The File Deletion Configuration is used to monitor the folders and to send an alert if any of the files under the monitored folder is deleted. The user needs to go to the Add Alarm page and they need to navigate to File Deletion Tab to set alerts.

The user can select the folder (to monitor) via the Browse button and add the folder to the Monitor box.

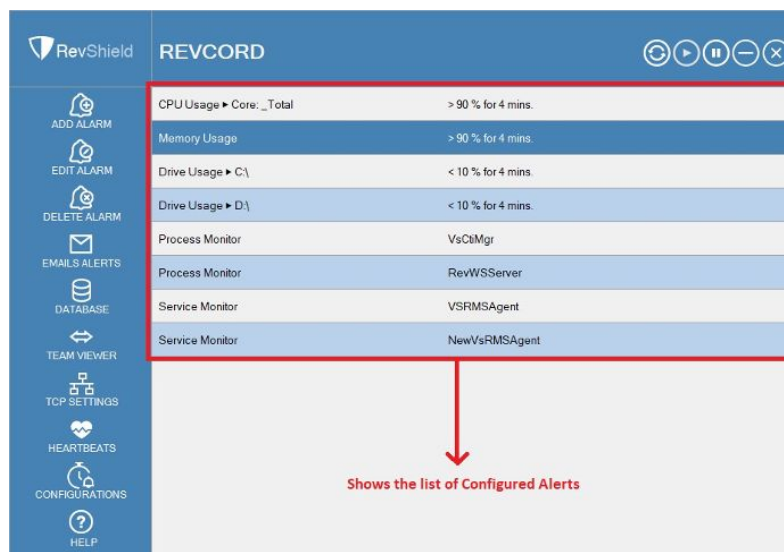


After selecting the folder the user needs to hit the 'Save' button. After that RevGuard will start monitoring the folder. It will fire the alert if any of the files or the folders deleted from the monitoring folder.



## EDIT ALARM

Configured alerts will be displayed on the RevGuard UI. Please follow the steps to edit the configured alarms.



Step 1: Click on the alerts which you want to edit from RevGuard UI/

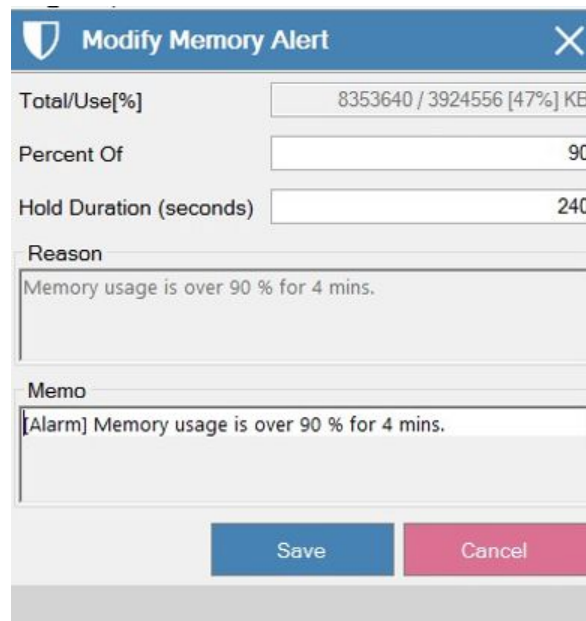
CPU Usage [ Core : _Total ]	> 90 % for 4 mins.
MEMORY Usage	> 90 % for 4 mins.
Drive Usage [ C:\ ]	< 10 % for 4 mins.
Drive Usage [ D:\ ]	< 10 % for 4 mins.
Process Monitor	VsCtlMgr
Process Monitor	vsrecorderx2
Service Monitor	VSRMSAgent
Service Monitor	MSSQL\$REVCORD

Step 2: After selecting the alert user needs to hit the Edit Alarm button from the right hand side of the RevGuard UI.



# RevGuard

Step 3: Modify alert page will come up after we select an alarm and hit the Edit Alarm page, From here the user can edit the selected alarm.



The screenshot shows a 'Modify Memory Alert' dialog box with a blue header bar containing a shield icon and a close button. The dialog contains several input fields and text areas. The 'Total/Use[%]' field shows '8353640 / 3924556 [47%] KB'. The 'Percent Of' field is set to '90'. The 'Hold Duration (seconds)' field is set to '240'. The 'Reason' text area contains the text 'Memory usage is over 90 % for 4 mins.'. The 'Memo' text area contains the text '[Alarm] Memory usage is over 90 % for 4 mins.'. At the bottom, there are two buttons: 'Save' (blue) and 'Cancel' (pink).

Field	Value
Total/Use[%]	8353640 / 3924556 [47%] KB
Percent Of	90
Hold Duration (seconds)	240
Reason	Memory usage is over 90 % for 4 mins.
Memo	[Alarm] Memory usage is over 90 % for 4 mins.

Step 4: After configuring the changes, the user needs to hit the 'Save' button to update the records.

## DELETE ALARM

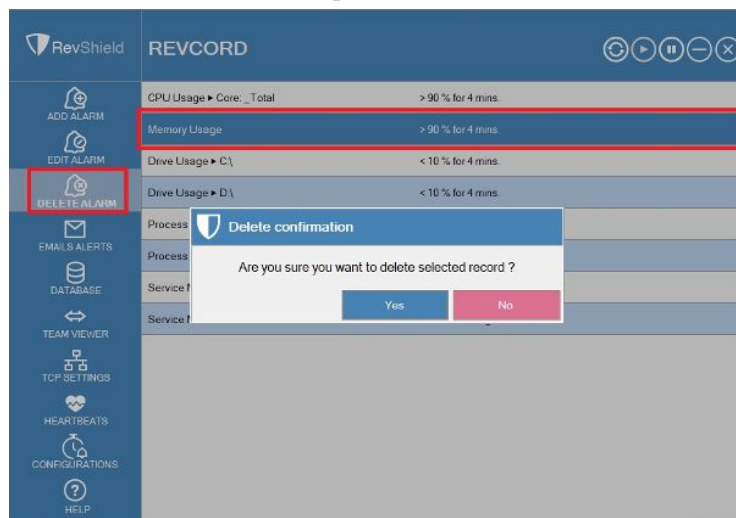
The user can delete the configured alerts. Follow the simple steps to delete a configured alert.

Step 1: Select the alert which you want to delete from the RevGuard UI.

Step 2: After selecting the alert, click the 'Delete Alarm' button.

Step 3: A confirmation page will open.

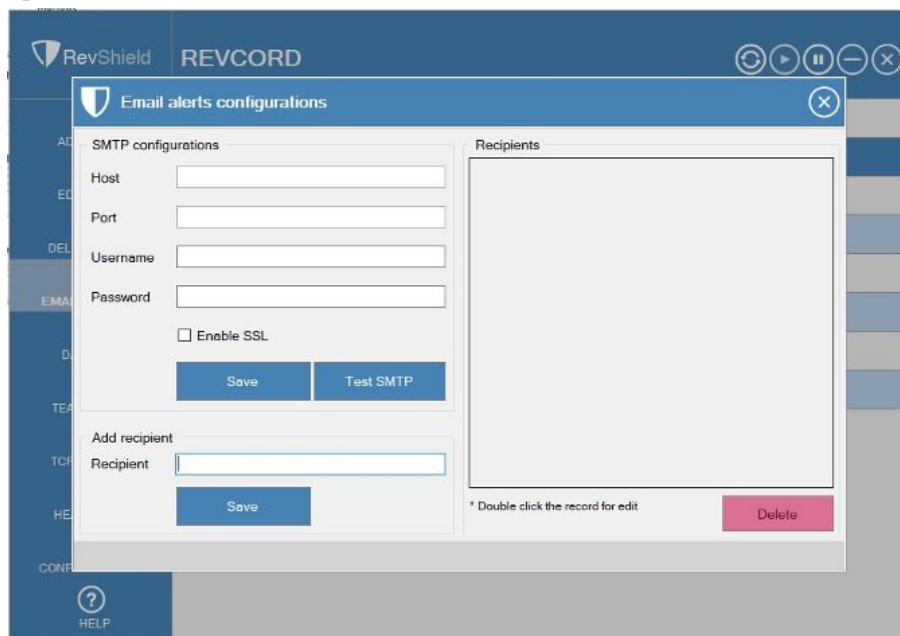
Step 4: Hit 'Yes' to delete/remove the configured alarm.



The selected alerts will be deleted after we hit the 'Yes' button.

## EMAIL SETUP

This is where the SMTP configurations are set up and the where the email recipients for alerts is configured.



## SMTP Configurations

**SMTP User Name:** Full email address  
**SMTP Host:** SMTP Server or DNS Name  
**Password:** SMTP User email Password  
**Port:** SSL or TLS Port  
**Security:** SSL

## Add Recipient

The user can add email recipients to receive alerts from the RevGuard application by adding email addresses and then clicking "Save".

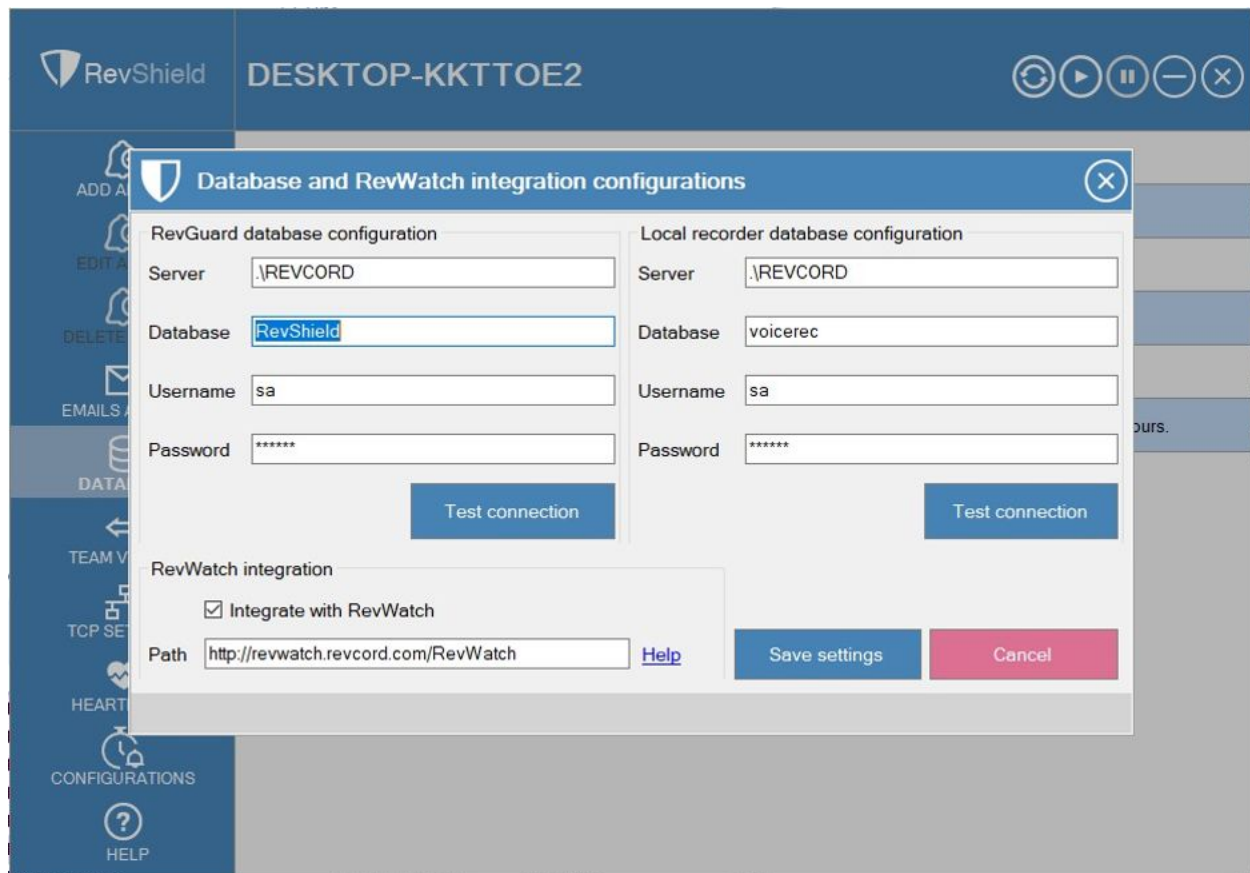
### **Recipient List**

From the recipient list the user can see the list of registered users and their email IDs. The user can remove any email recipient from the Recipient List.

## DATABASE SETUP

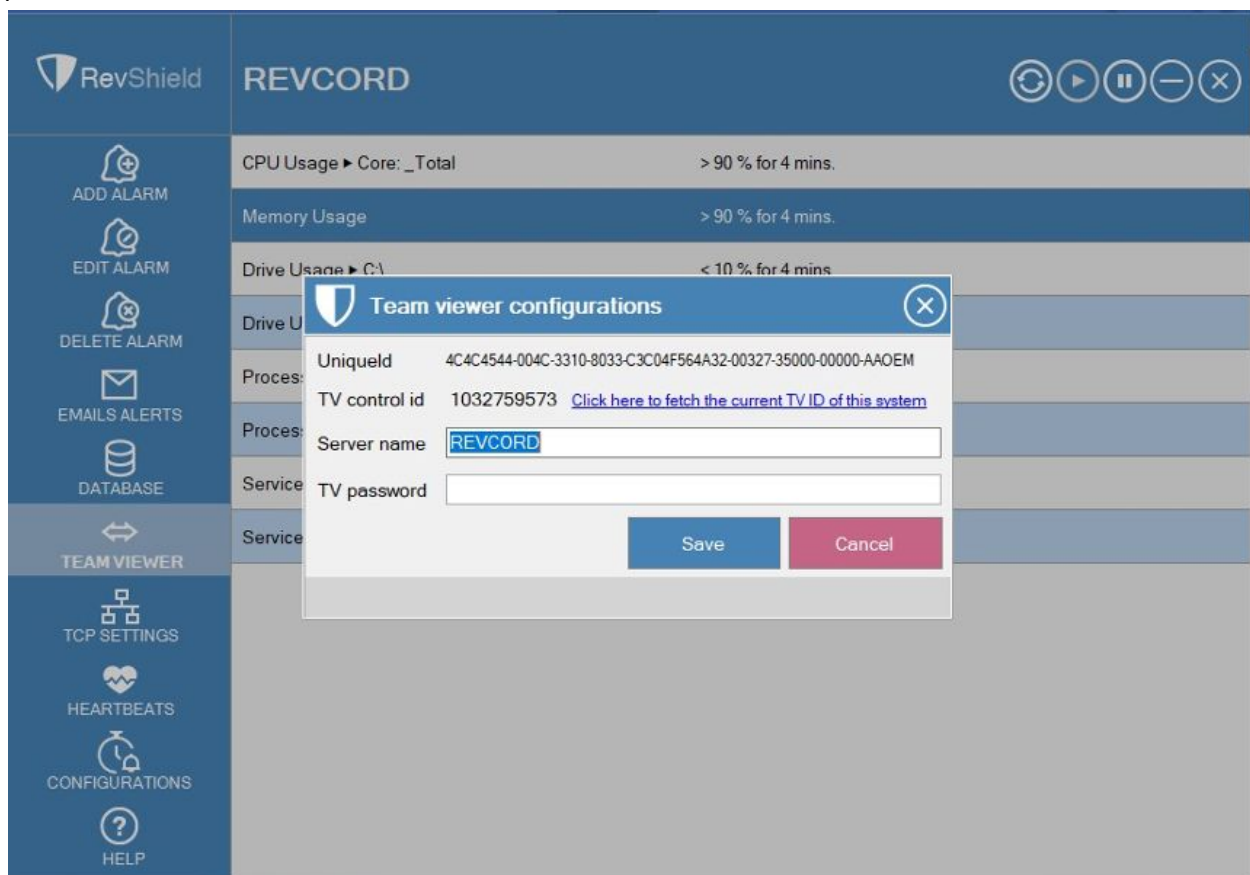
This is where you can edit the Database Configuration that was done during the installation process.

[Sample Screenshot](#)



## TEAMVIEWER

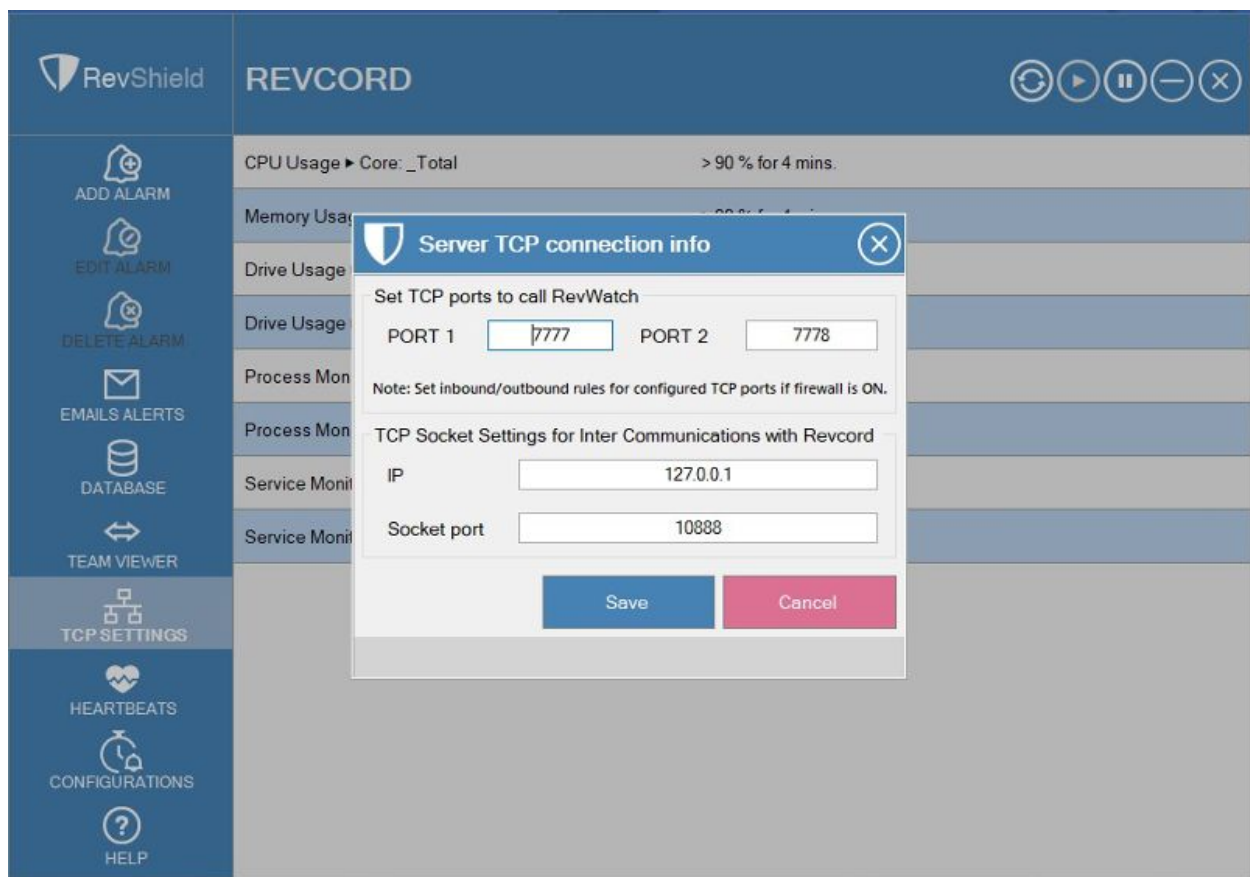
This is where you can edit the TeamViewer details that were done during the installation process.





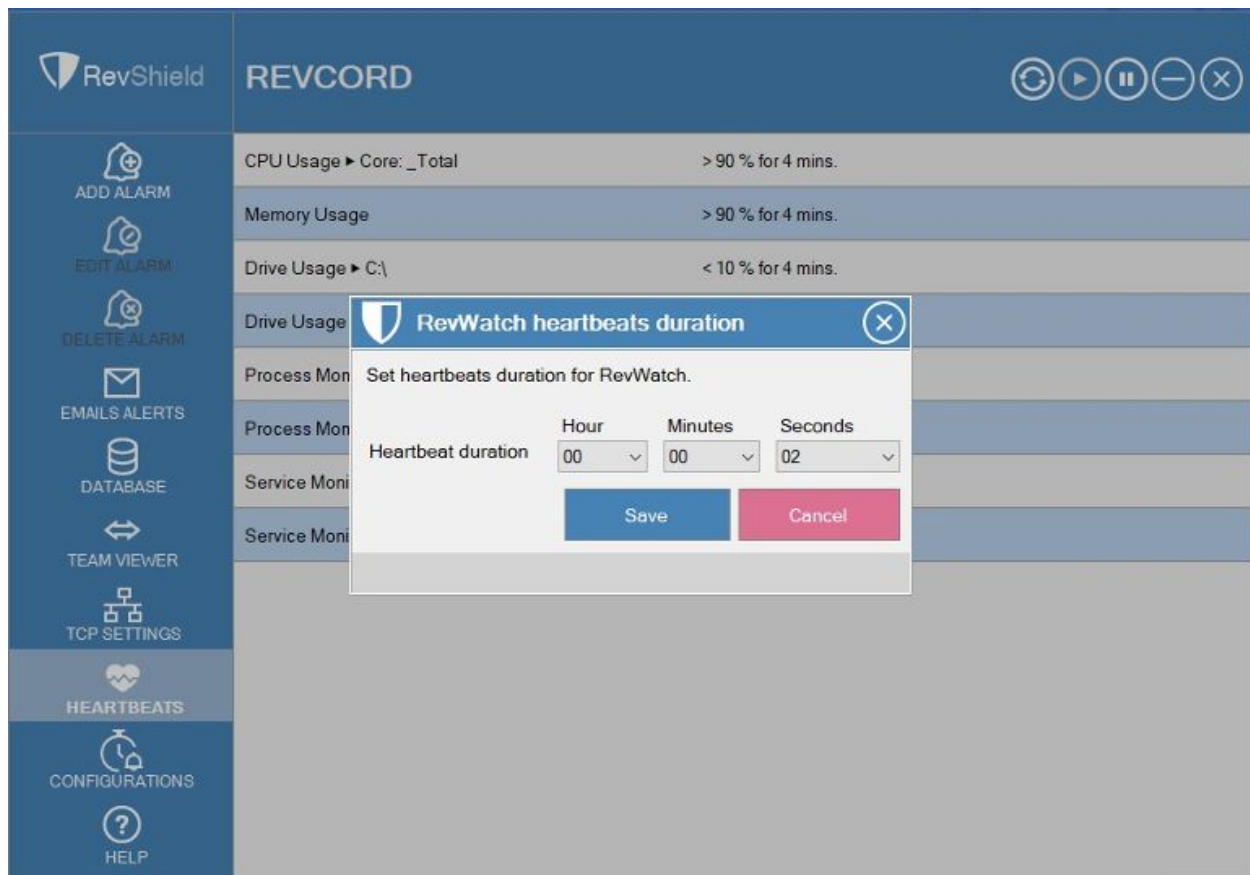
## TCP SETTINGS

From here the user can set the server TCP connection information.



## HEARTBEATS

The user can set heartbeat durations to RevWatch from here.



## CONFIGURATIONS

Allows you to configure some additional alerts in the form of start, stop emails for alarm configured processes as well as services, resource emails and Inactivity Schedule.

**Critical Non-Critical, Inactivity Schedule and other configurations**

**Critical Non-Critical** | Inactivity Schedule

**Processes**

Process	Critical
calc	<input checked="" type="checkbox"/>
notepad	<input checked="" type="checkbox"/>
PING	<input type="checkbox"/>
RevWSServer	<input type="checkbox"/>

**Services**

Service	Critical
NewVsRMSAgent	<input checked="" type="checkbox"/>
VSRMSAgent	<input type="checkbox"/>

**Process and Service emails**

**Start emails**

Recent starts duration

Number of starts required {3}

Within duration (minutes) {60}

Extended interval starts duration

Number of starts required {5}

Within duration (hours) {168}

**Stop emails**

**Critical programs**

Stop duration (minutes) {5}

**Non-Critical programs**

Stop duration (minutes) {60}

**Resource emails [ CPU, Memory, Drive, Network ]**

Repeat email timer (minutes) {120}

**Periodical emails**

Repeat email timer (minutes) {60}

{ } Indicates default values

**Save**

## Critical Non-Critical and other Configurations

Allows you to configure the following configuration:

- Critical Non-Critical Process
- Critical Non-Critical Services
- Process and Service Start/Stop Emails
- Resource Emails
- Periodical Emails

## Processes List

From the Processes List the user can select/deselect the Critical Processes and the non-selected Processes automatically configured as non-critical processes.

Processes	
Process	Critical
RevWSServer	<input type="checkbox"/>
VsCtiMgr	<input checked="" type="checkbox"/>

## Services List

From the Services List the user can select/deselect the Critical Services and the non-selected Services automatically configured as non-critical services.

Services	
Service	Critical
NewVsRMSAgent	<input checked="" type="checkbox"/>
VSRMSAgent	<input checked="" type="checkbox"/>

## Process and Service Emails Configuration

This allows the user to configure two types of email alerts:

1. Start emails
2. Stop emails

### Start Emails

From here user can configure two types of start emails:

- Recent start duration: An email will be fired if there is more than one number of starts in the specified hours.
- Extended interval start duration: An email will be fired if there is more than one number of starts in the specified hours.



**Start emails**

**Recent starts duration**

Number of starts required {3}3

Within duration (minutes) {60}60

**Extended interval starts duration**

Number of starts required {5}5

Within duration (hours) {168}168

## Stop emails

From here the user can configure stop duration after which an alert email is fired for Critical and Non-Critical Programs separately.

**Stop emails**

**Critical programs**

Stop duration (minutes) {5}5

**Non-Critical programs**

Stop duration (minutes) {60}60

- Critical Programs: An email will be fired if stop duration of any critical programs exceeds the specified duration.
- Non-Critical Programs: An email will be fired if the stop duration of any non-critical programs exceeds the specified duration.



## Resource Emails

The user can configure the timer of the resource emails fired every time when the timer expires. The email contains the status of the following resources:



Resource emails [ CPU, Memory, Drive, Network ]

Repeat email timer (minutes) {120}

- CPU
- Memory
- Drive
- Network

## Periodic Emails

The user can configure the timer of the periodic emails fired every time when the timer expires.



Periodical emails

Repeat email timer (minutes) {60}

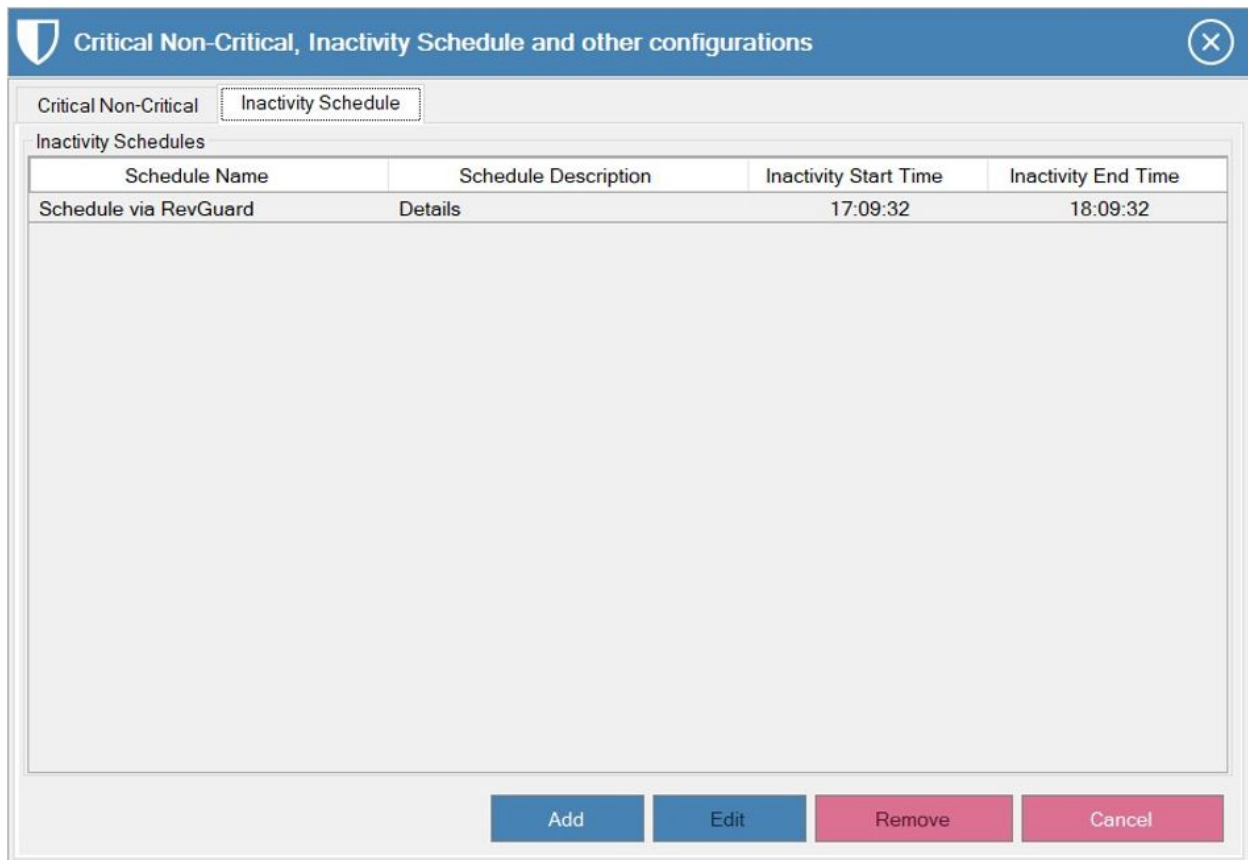
Note: {} indicates the minimum values. Values less than mentioned in {} will not generate email alerts.

## Inactivity Schedule Configurations

Inactivity Schedule is a new feature implemented to prevent fake alerts during inactivity time like nights and weekends. The user can create a personalized schedule for the Server according to the possible Inactive time. Then during the time for which Inactivity schedules are configured, the alerts aren't generated by the RevGuard.

The following two types of alerts that will not be sent during configured Inactivity Time.

- Channel Inactivity Alerts
- Channel Range Inactivity Alerts



The screenshot shows a software window titled "Critical Non-Critical, Inactivity Schedule and other configurations". It has a close button (X) in the top right corner. Below the title bar, there are two tabs: "Critical Non-Critical" and "Inactivity Schedule", with the latter being selected. The main area is labeled "Inactivity Schedules" and contains a table with the following data:

Schedule Name	Schedule Description	Inactivity Start Time	Inactivity End Time
Schedule via RevGuard	Details	17:09:32	18:09:32

Below the table, there are four buttons: "Add", "Edit", "Remove", and "Cancel".

## Add Inactivity Schedule

The configured Inactivity Schedule will be displayed on the screen. Please follow the steps to Add a new Inactivity Schedule.

Step 1: To create an Inactivity Schedule click on Add

The screenshot shows the 'Add Inactivity Schedule' dialog box within the RevGuard application. The dialog box has a title bar with a shield icon and the text 'Add Inactivity Schedule'. It contains the following fields and controls:

- Name:** A text input field.
- Description:** A text input field.
- Inactivity Start Time:** A time selection field showing '00:38:35'.
- Inactivity End Time:** A time selection field showing '00:38:35'.
- Inactivity Type:** A list of days with checkboxes:
  - ☐ Select All
  - ☐ Sunday
  - ☐ Monday
  - ☐ Tuesday
  - ☐ Wednesday
  - ☐ Thursday
  - ☐ Friday
  - ☐ Saturday
- Buttons:** 'Save' (blue) and 'Cancel' (pink) buttons at the bottom.

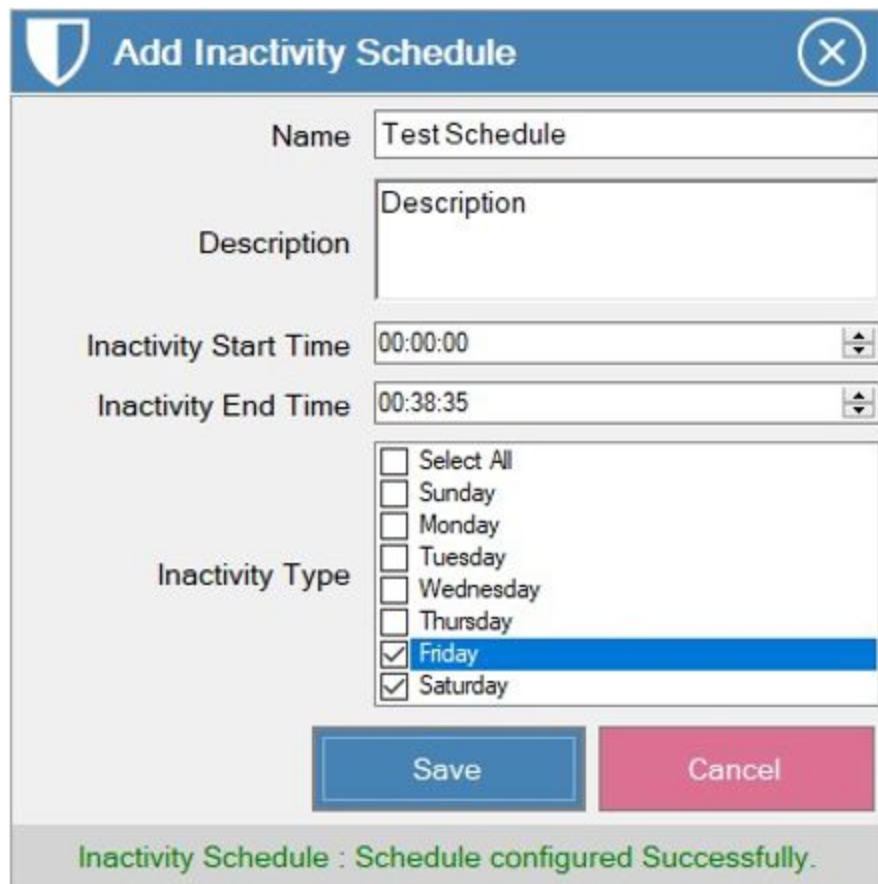
The background window, titled 'Critical Non-Critical, Inactivity Schedule and other configurations', shows a table with the following data:

Schedule Name	Inactivity End Time
Schedule via RevGuard	18:09:32

At the bottom of the background window, there are buttons for 'Add', 'Edit', 'Remove', and 'Cancel'. The status bar at the bottom of the application shows 'Channel ► Unknown - 1001' and 'Inactivity 30 seconds. Periodic 60 seconds.'

# RevGuard

Step 2: Enter all the required details. Schedule Name, Schedule Description, Inactivity Start Time, Inactivity End Time, Select Inactivity Day.



**Add Inactivity Schedule**

Name: Test Schedule

Description:

Inactivity Start Time: 00:00:00

Inactivity End Time: 00:38:35

Inactivity Type:

- ☐ Select All
- ☐ Sunday
- ☐ Monday
- ☐ Tuesday
- ☐ Wednesday
- ☐ Thursday
- ☒ Friday
- ☒ Saturday

**Save** **Cancel**

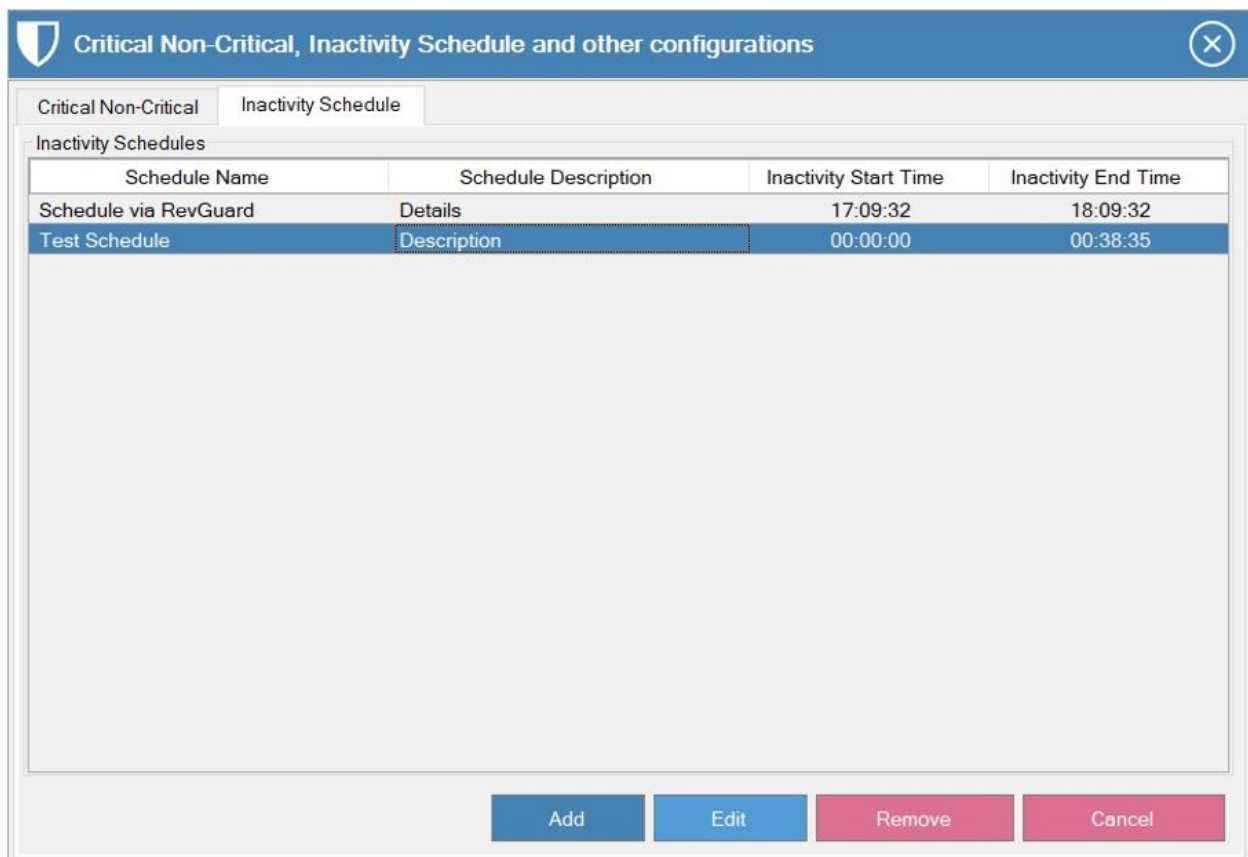
Inactivity Schedule : Schedule configured Successfully.

Step 3: Click on Save. Cancel will exit the screen.

## Edit Inactivity Schedule

The user can edit the pre-configured Inactivity Schedule. Please follow the steps to Edit Inactivity Schedule.

Step 1: Either Double Click on the Select or Select the Schedule and click Edit.

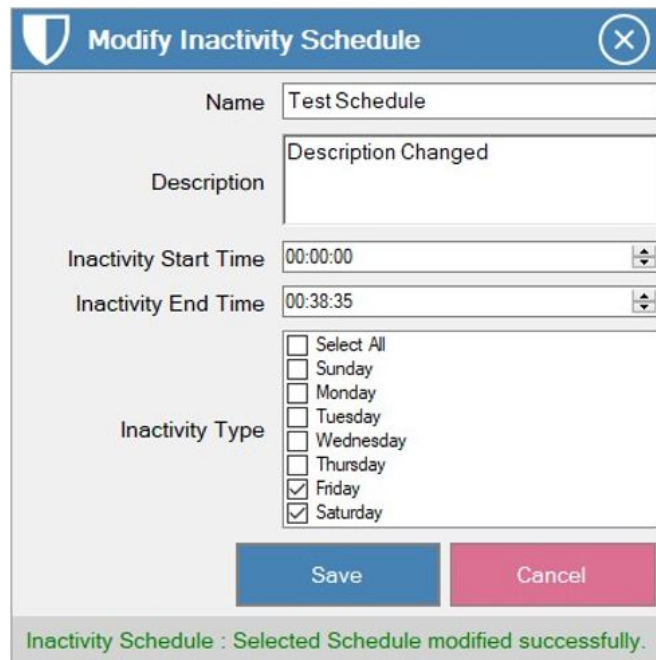


The screenshot shows a software window titled "Critical Non-Critical, Inactivity Schedule and other configurations". It has two tabs: "Critical Non-Critical" and "Inactivity Schedule", with the latter being selected. Below the tabs is a section labeled "Inactivity Schedules" containing a table with four columns: "Schedule Name", "Schedule Description", "Inactivity Start Time", and "Inactivity End Time". The table lists two schedules: "Schedule via RevGuard" with start time 17:09:32 and end time 18:09:32, and "Test Schedule" with start time 00:00:00 and end time 00:38:35. The "Test Schedule" row is highlighted in blue. Below the table is a large empty rectangular area. At the bottom of the window are four buttons: "Add", "Edit", "Remove", and "Cancel".

Schedule Name	Schedule Description	Inactivity Start Time	Inactivity End Time
Schedule via RevGuard	Details	17:09:32	18:09:32
Test Schedule	Description	00:00:00	00:38:35

# RevGuard

Step 2: Do the changes you want to do in the Schedule Details.



The screenshot shows a 'Modify Inactivity Schedule' dialog box with a blue header bar containing a shield icon and a close button. The dialog contains the following fields and controls:

- Name:** A text box containing 'Test Schedule'.
- Description:** A text box containing 'Description Changed'.
- Inactivity Start Time:** A time picker showing '00:00:00'.
- Inactivity End Time:** A time picker showing '00:38:35'.
- Inactivity Type:** A list of days with checkboxes:
  - ☐ Select All
  - ☐ Sunday
  - ☐ Monday
  - ☐ Tuesday
  - ☐ Wednesday
  - ☐ Thursday
  - ☒ Friday
  - ☒ Saturday
- Buttons:** 'Save' (blue) and 'Cancel' (pink) buttons.

A green status bar at the bottom of the dialog displays the message: 'Inactivity Schedule : Selected Schedule modified successfully.'

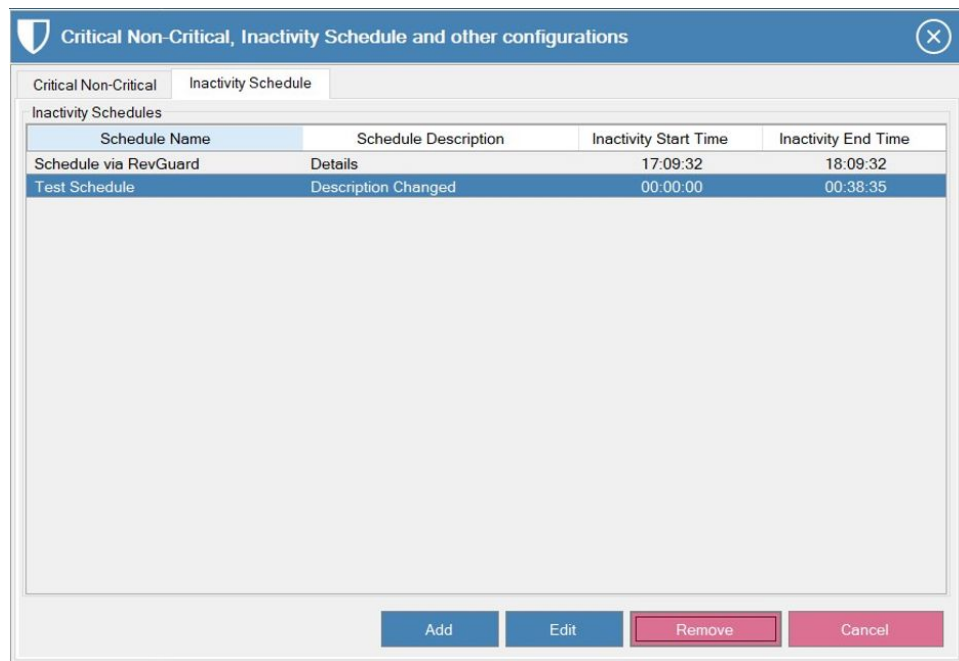
Step 3: Click on Save. Then Cancel to Exit.



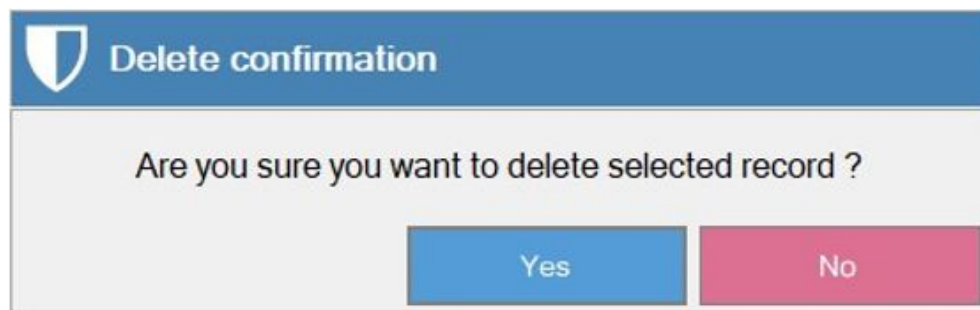
## Remove Inactivity Schedule

The user can also remove the Inactivity Schedule. Please follow the steps below to remove the Inactivity Schedule.

Step 1: Select the Schedule which you want to Remove.



Step 2: Click on Remove



Step 3: Click on Yes

## HELP

Provides the version details of your RevGuard software to our support team at [support@record.com](mailto:support@record.com) or visit [support page](#) to submit a support request.