REVWATCH

RevWatch User Manual

Version 3.1

REVCORD

MULTI-MEDIA LOGGING SYSTEMS

WWW.REVCORD.COM 281-404-7040

REVWATCH

TABLE OF CONTENTS

REVWATCH GETTING STARTED **4**
LOGGING INTO THE REVWATCH PORTAL 5
AUTO LOGIN FUNCTION 5
FORGOT PASSWORD 6
GENERAL FEATURES 7
LOGOUT 7
DISABLE AUTO LOGIN 8
CHANGE PASSWORD 9
EDIT PROFILE 10

MAIN MENU OVERVIEW **11**
DASHBOARD 11
ALERT SUMMARY 12
REVGUARD SERVERS 12
CRITICAL ALERTS 13
USERS 14
SERVERS AND GROUPS 15
PROBLEM LIST 16
MANAGE USERS 17
CREATE A NEW USER 18
INVITE A NEW USER 19
EDIT A SINGLE USER 20
DELETE A SINGLE USER 20
RECOVER DELETED USER 20
MANAGING USERS 20
Update 20
Delete 20
Detail 20
Associate Servers 21
EXPORT USER LIST 21
GROUPS 21

Group Manager 22
Create New Group 24
Export to Excel 26
RevGuard Auto Upgrade 26
Allow All the Servers for Auto Update 26
Allow All the Servers for Auto Update Not in A Group 27
Managing a Group 27
Update 27
Delete 27
Detail 27
Assign Email Address 27
MANAGE SERVERS 28
VIEW ALARMS 29
Remote Connection 30
Heartbeat 30
Alerts 31
Recent Alerts 33
CONNECT 34
ENABLE/DISABLE REVGUARD 34
MANAGING A SERVER 34
View Server Information 34
View Server Details 35
Edit Server Details 35
Offline Duration in Minutes 36
Assign Email Address 36
Delete Server Detail 37
CONFIGURATIONS 37
EMAIL RECIPIENT SETTING PAGE (SMTP) 37
Settings 38
DATABASE CONFIGURATION 38
Change Database Settings 39
REVWATCH URL CONNECTION SETTINGS 39

Teamviewer Account Settings 39
IP BLACK LIST 39
OUTGOING EMAIL 40
Edit Outgoing Email 40
INACTIVITY SCHEDULE 41
Create New Inactivity Schedule 42
Apply Schedule to Groups 43
Export To Excel 45
Follow Inactivity Schedule 45
Follow All Inactivity Schedule 46
Managing an Inactivity Schedule 46
Update 46
Delete 46
Detail 46
REPORTS 47
RECORDER SYSTEM INFORMATION 47
SELECTING DEALERS 48
EXPORT REPORT 48

REVWATCH GETTING STARTED

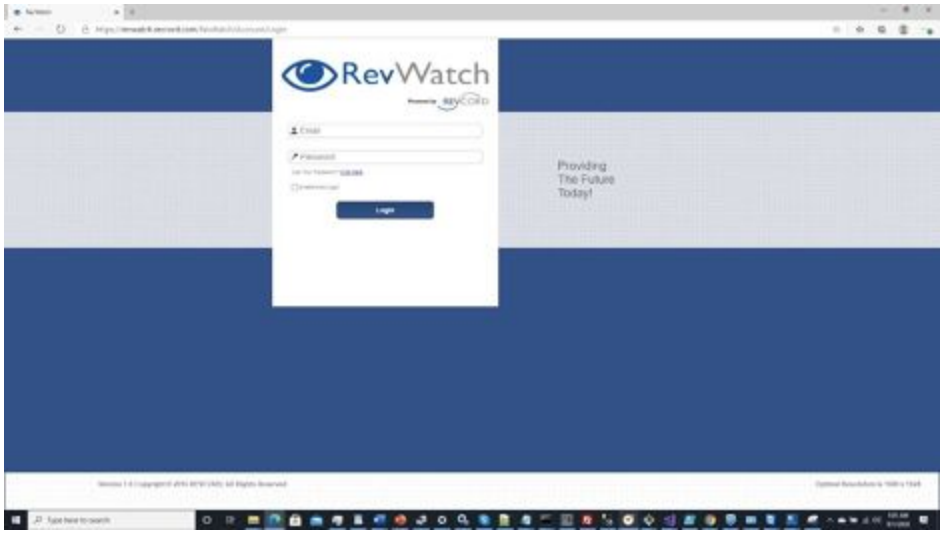
RevWatch is a client web application; it works hand in hand with the RevShield/RevGuard software. The RevGuard software is a Revcord server monitoring service; it will monitor the server and send alerts to client RevWatch. RevWatch can manage one to multiple recorders and will monitor all systems

1. RevWatch can receive alerts from multiple Revcord servers

2. RevWatch has User roles
    - Super Admin – The Super Admin is the prime User and can create other Users like a Super Admin, Admin, Dealer Admin, or End User. Each User will be assigned rights to one or more Revcord servers to view the alerts and status of the server. The Super Admin is the only User with the rights to access and change the Database and Team Viewer Settings.
    - Admin User – The Admin User can create a Dealer Admin and End User profiles. It can allocate servers to the Users from the server list under Admin profile. The Admin User has no rights to access the Database Configuration or Team Viewer settings.
    - Dealer Admin – The Dealer Admin can create another Dealer Admin and End Users. The Dealer Admin can allocate servers to the Users from the server list under its account.
    - End User – The End User can view and monitor the servers under its account.

LOGGING INTO THE REVWATCH PORTAL

Users can login to RevWatch portal from all Windows supported browsers and from Safari. After entering http://revwatch.revcord.com/RevWatch/Account/Login the below screen will appear:



AUTO LOGIN FUNCTION

When this is enabled, the User is automatically logged in and the User Name and Password are bypassed. This can be disabled in the main bar under the username drop down.

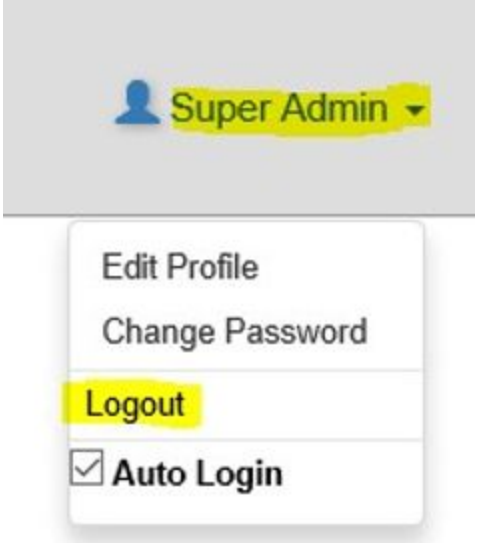
FORGOT PASSWORD

From the login page the user can access and receive the forgotten password to the respective email ID.

GENERAL FEATURES

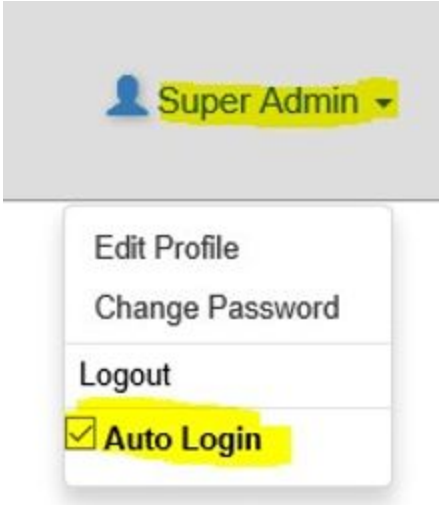
LOGOUT

To logout from web user interface, go to logged in user drop down, a popup will appear. Click on logout.



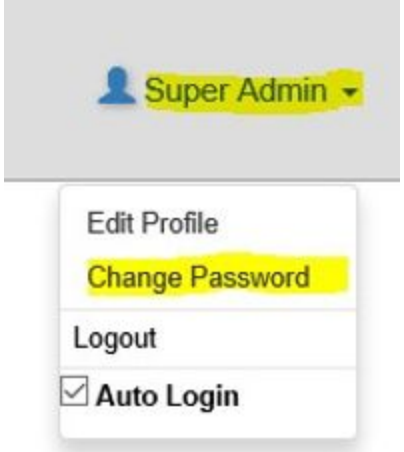
DISABLE AUTO LOGIN

If “Auto Login " has been enabled from the login page, an auto login checkbox will appear under logged in user drop down. To disable auto login, uncheck the “Auto Login” check box.



CHANGE PASSWORD

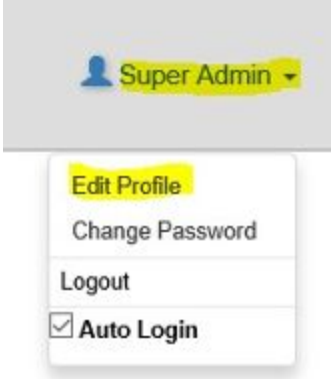
The User can change the login password anytime from the portal by accessing the logged in users drop down. Click the 'change password'.



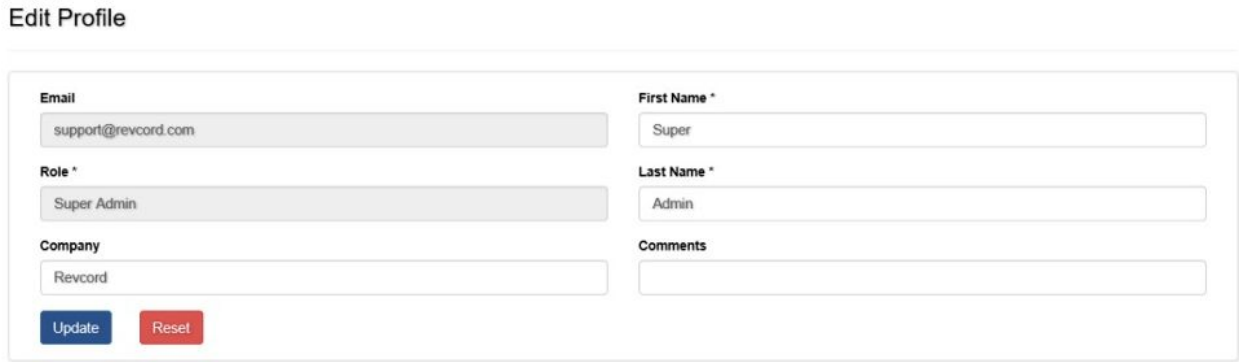
The change password page will come up, from here the user can input their new password.

EDIT PROFILE

Users can edit the profile by clicking the Edit profiles from the logged in users drop down. Click the 'Edit Profile'.

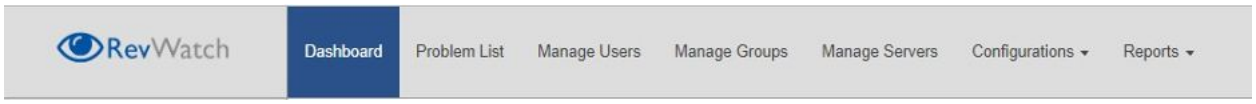


The following Edit Profile page will come up after we hit the Edit Profile, the user can update the new profile info from here.



MAIN MENU OVERVIEW

Revcord's entire business philosophy is about simplicity. You will see by the below RevWatch portal menu that we have developed a user interface that provides for ease of use. Below is a brief explanation of the menus of the software.

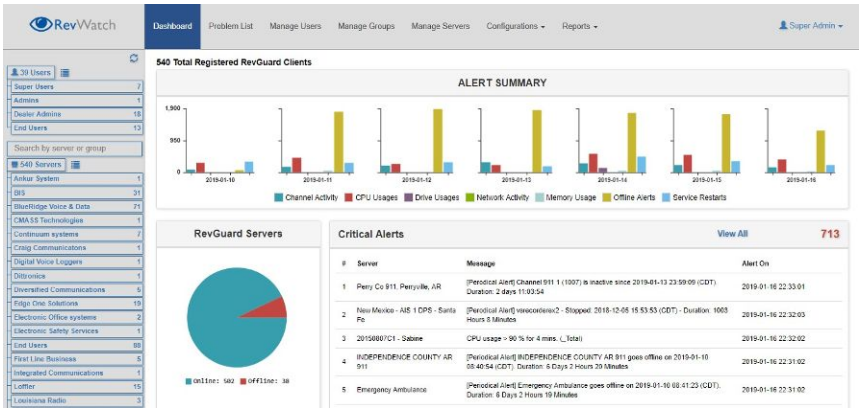


- Dashboard
- Problem List
- Manage Users
- Manage Groups
- Manage Servers
- Configurations

DASHBOARD

The main dashboard provides for an overview of your servers and alerts. The server dashboard has the following overview items:

- Alert Summary
- RevGuard Servers
- Critical Alerts
- Users
- Servers and Groups



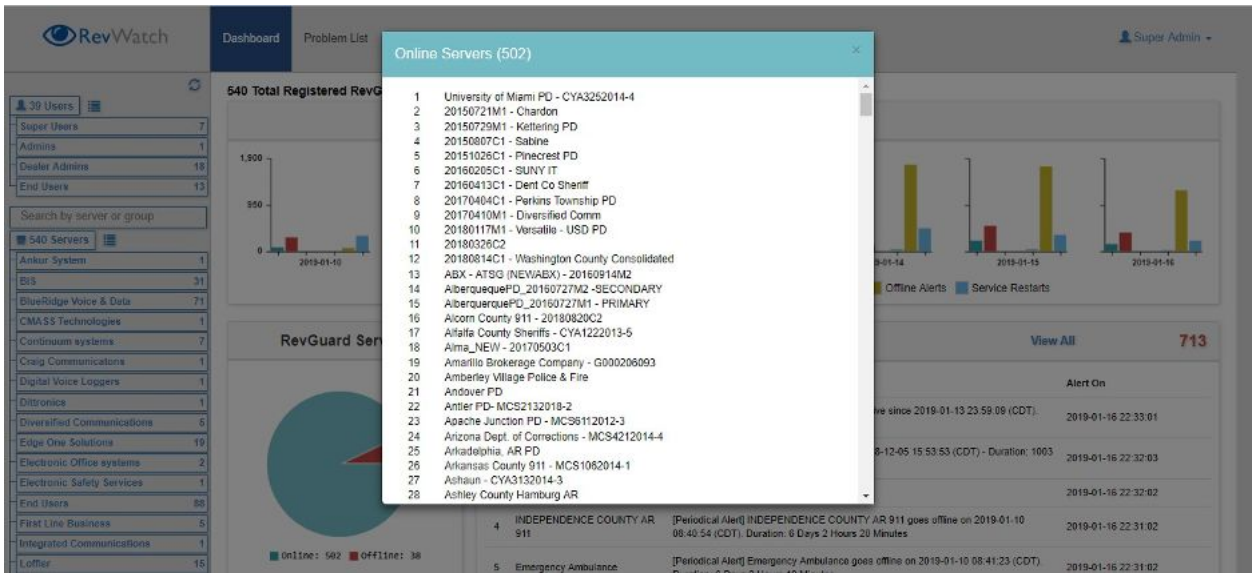
ALERT SUMMARY

It has the total server alerts summary for seven days in bar chart graph. The following color in the bar chart indicates the type of alerts.

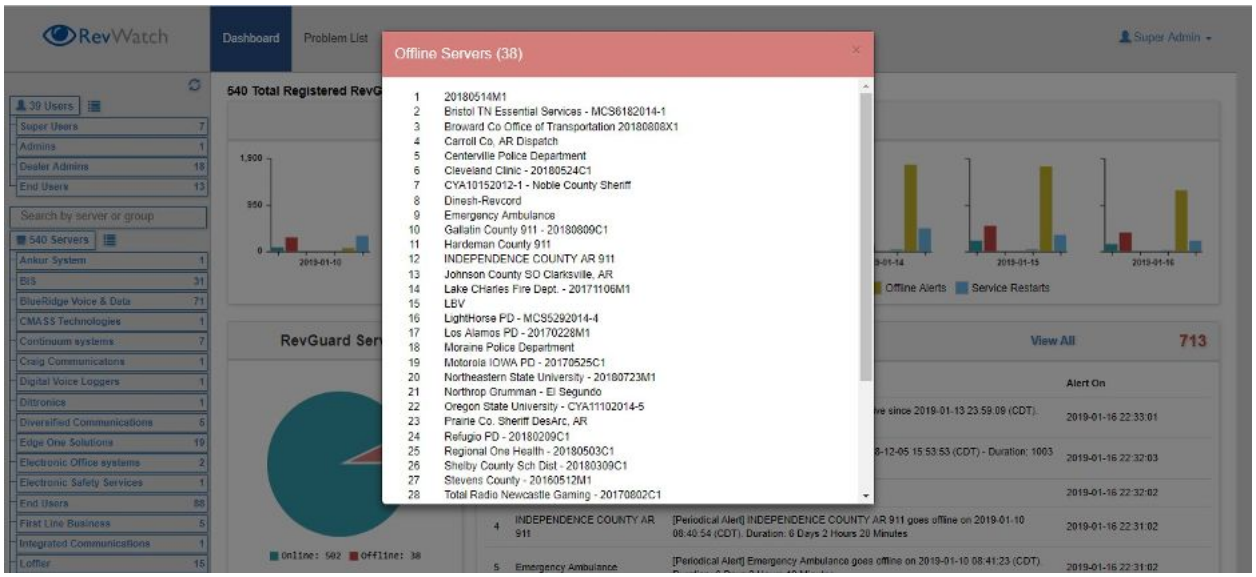
- Channel Activity
- CPU Usages
- Drive Usages
- Network Activity
- Memory Usage
- Offline Alerts
- Service Restarts

REVGUARD SERVERS

The 'RevGuard Servers' pie chart shows the information/list of offline and online RevGuard servers. Users can click on the pie chart color region to view the list of online servers.

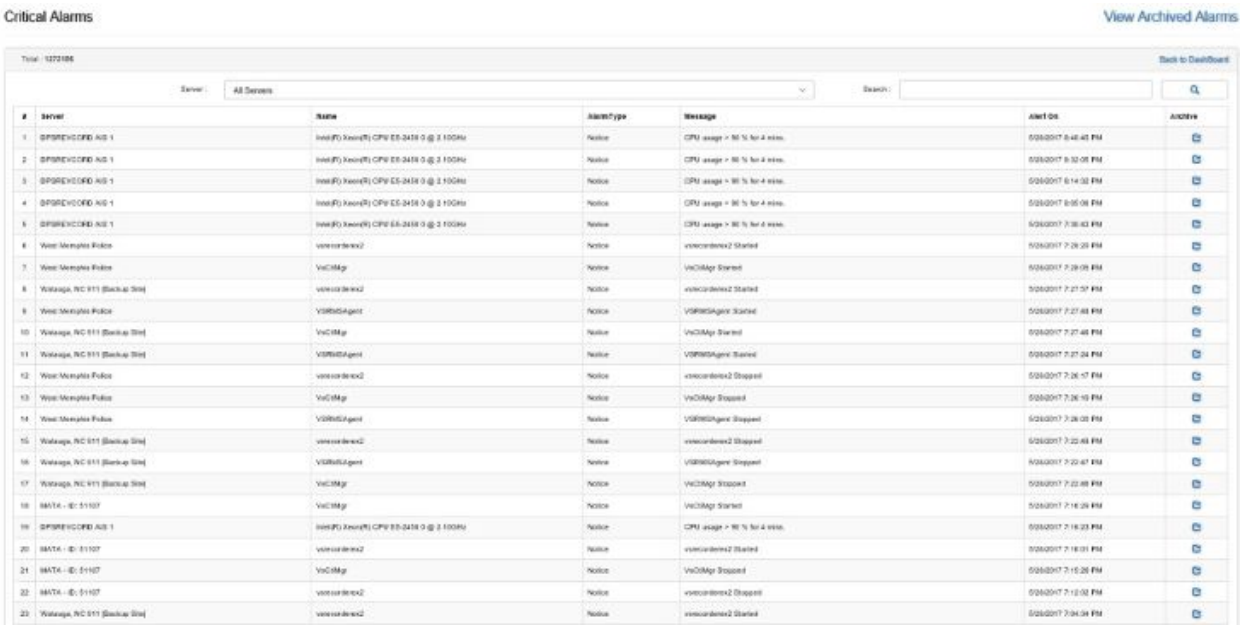


Users can click on the pie chart color area to see the list of offline servers.



CRITICAL ALERTS

Critical alerts in the dashboard page will show the most recent 10 alerts. Users can check all the critical alerts by clicking the 'View All 'from the critical alerts page. By accessing the View All it will display all the critical alerts. The user can also view the Archived alerts by clicking the 'View Archived Alarms' on the top right corner from the page.



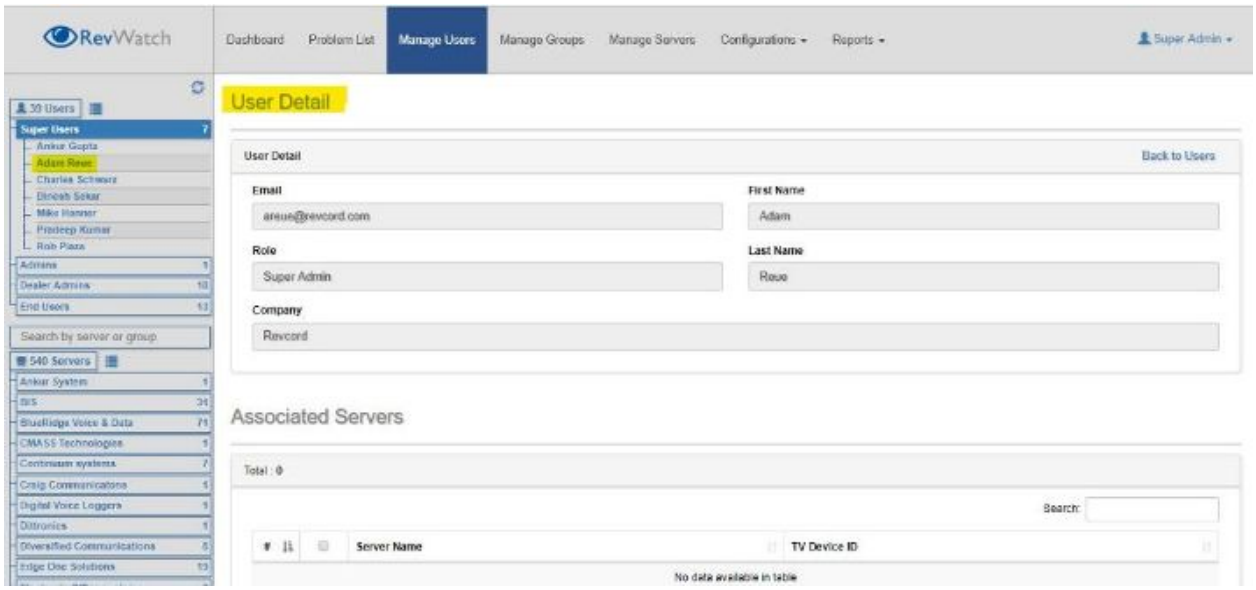
This page will show 100 records per page, users can move to the next, last, first, previous page by clicking the respective icon from the bottom right corner of the page.

USERS

In the dashboard page, the users list is present on the left hand side as a tree view. It will have the following details:

- User types
- List of users
- User details

The Super Admin can view the list of all users and they can view the user detail.



SERVERS AND GROUPS

In the dashboard from the left hand side tree view, the user can view the groups and servers.

From the Servers and Groups list, you can search/view the following items:

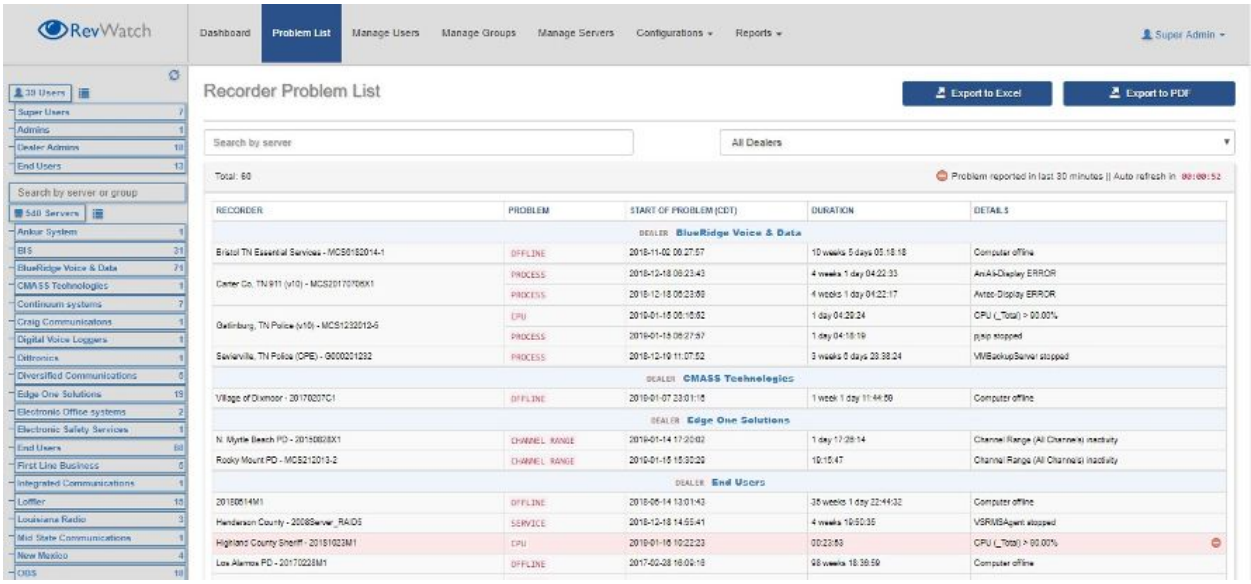
- Search a server or a particular group
- Groups
- Associated servers in the group
- View a server details by selecting a server from the tree view

PROBLEM LIST

The Problem List provides a list of all Recorders which currently have problems. The Problem List has the following features:

- Only one entry for Offline Recorders
- Multiple entries for Recorder having more than one problem (one entry per problem)
- All Servers grouped and sorted Dealer-wise
- Export Functionality - Export to Excel, Export to PDF

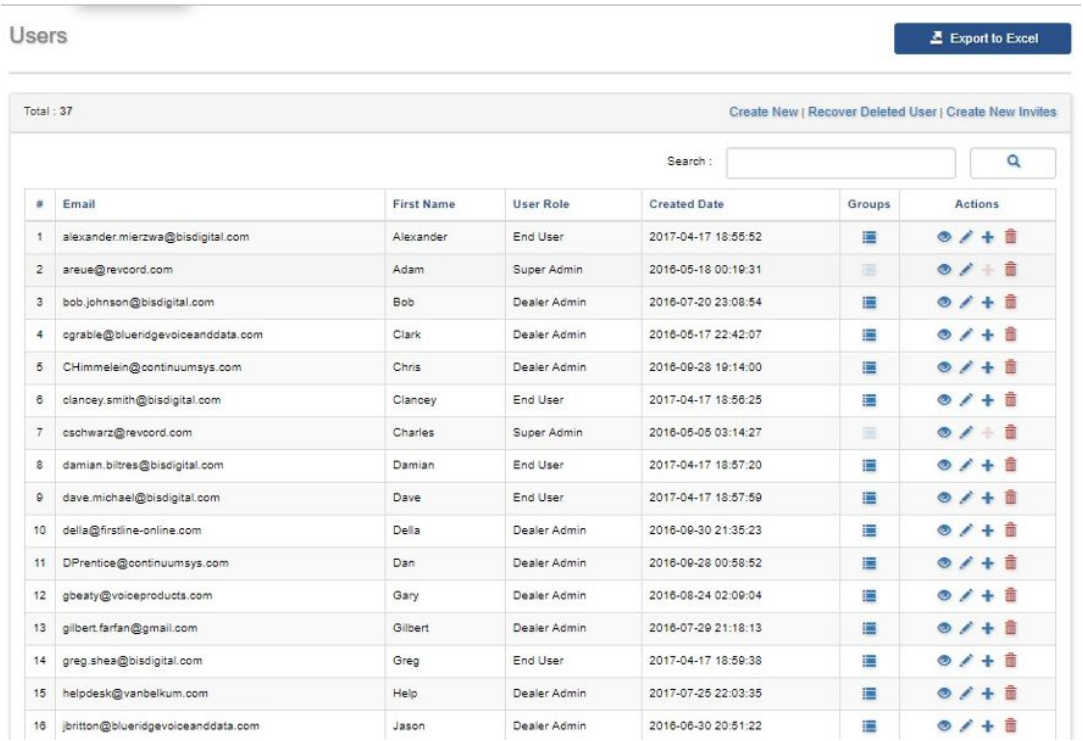
- Search by Server Name
- List Recorders only of Selected Dealers



MANAGE USERS

The Manage Users option will take you to the RevWatch Users list page. This lists all registered Users that you have the right to view. The User can perform the following operations from the User list:

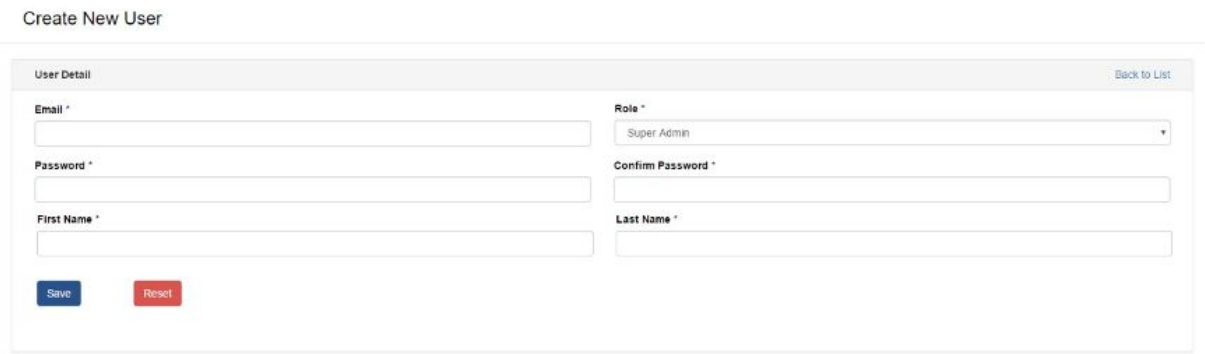
1. Create New Users
2. Invite A New User
3. Edit A User
4. Delete A User
5. Recover Deleted Users
6. View A User
7. Allocate Servers to a User
8. Groups (This feature will be available only for Super Admin Users)
9. Reports - Export to Excel



#	Email	First Name	User Role	Created Date	Groups	Actions
1	alexander.mierzwa@bisdigital.com	Alexander	End User	2017-04-17 18:55:52		
2	areue@revcord.com	Adam	Super Admin	2016-05-18 00:19:31		
3	bob.johnson@bisdigital.com	Bob	Dealer Admin	2016-07-20 23:08:54		
4	cgrable@blueridgevoiceanddata.com	Clark	Dealer Admin	2016-05-17 22:42:07		
5	CHimmelein@continuumsys.com	Chris	Dealer Admin	2016-09-28 19:14:00		
6	clancey.smith@bisdigital.com	Clancey	End User	2017-04-17 18:56:25		
7	cschwarz@revcord.com	Charles	Super Admin	2016-05-05 03:14:27		
8	damian.biltres@bisdigital.com	Damian	End User	2017-04-17 18:57:20		
9	dave.michael@bisdigital.com	Dave	End User	2017-04-17 18:57:59		
10	della@firstline-online.com	Della	Dealer Admin	2016-09-30 21:35:23		
11	DPrentice@continuumsys.com	Dan	Dealer Admin	2016-09-28 00:58:52		
12	gbeaty@voiceproducts.com	Gary	Dealer Admin	2016-08-24 02:09:04		
13	gilbert.farfan@gmail.com	Gilbert	Dealer Admin	2016-07-29 21:18:13		
14	greg.shea@bisdigital.com	Greg	End User	2017-04-17 18:59:38		
15	helpdesk@vanbelkum.com	Help	Dealer Admin	2017-07-25 22:03:35		
16	jbritton@blueridgevoiceanddata.com	Jason	Dealer Admin	2016-06-30 20:51:22		

CREATE A NEW USER

Click on the 'Create New' option under "Manage Users". Fill in the "Create New User" form.



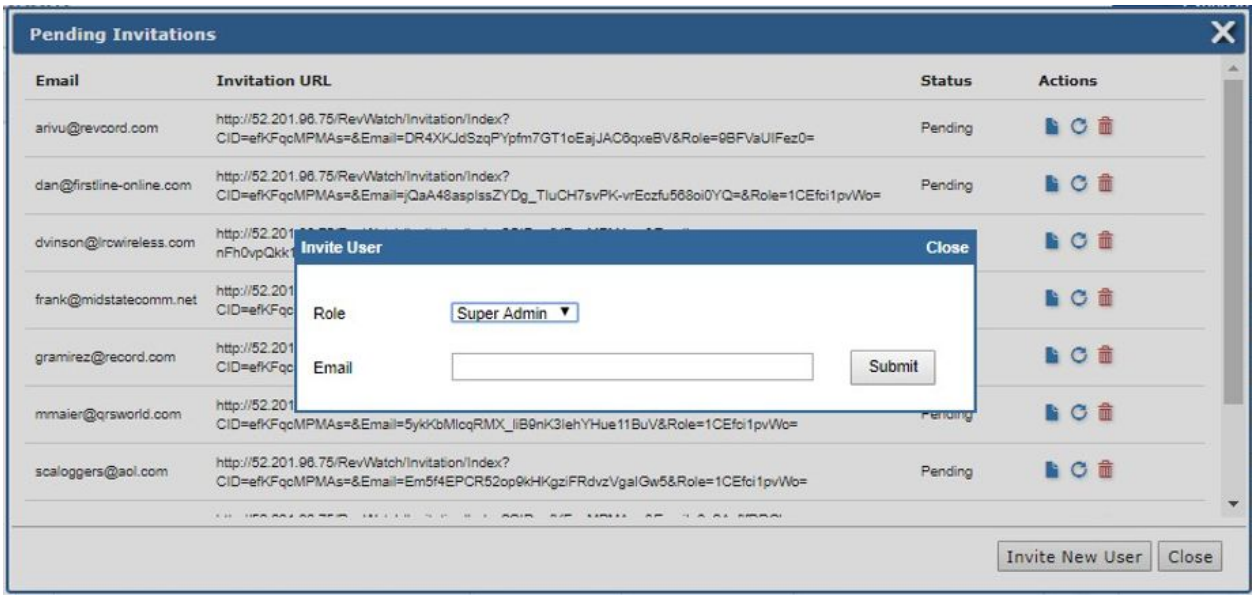
The User can select the User Role by clicking the "Role" drop down. Each Role can create a sister role as well as lower level roles. A Super Admin has the ability to create the following Roles:

1. Super Admin User
2. Admin User
3. Dealer Admin User
4. End User

INVITE A NEW USER

You can also simply invite a User via email and have the User register. We can invite a new User by sending an invitation by clicking the 'Invites'. By clicking "Invite New User", you can invite other Users. It is a three steps process:

1. Select the User 'Role' before invite
2. Enter the person's Email ID you want to invite
3. Click 'Submit' to send the invitation



Once completed there will be the ability to:
1. See the pending invitations and status.
2. Ability to copy the invite email address to clipboard by clicking the icon from Actions panel.
3. Ability to resend the invitation by clicking the icon from the Actions panel.
4. Ability to delete the pending invitation by clicking the icon from the Actions panel.

EDIT A SINGLE USER

The User can edit Registered Users by selecting a single User from User list and editing from the Actions column.

DELETE A SINGLE USER

The User can delete Registered Users by selecting a single User and clicking the delete icon.

RECOVER DELETED USER

Once deleted there is the possibility to recover a Deleted User. You can recover a deleted User by clicking the 'Recovered Deleted Users' option.

MANAGING USERS

The User can view another User by selecting the required action next to the User by clicking the icon under actions column. There are four options:

Update

This is where the User name, role, and company can be updated.

Delete

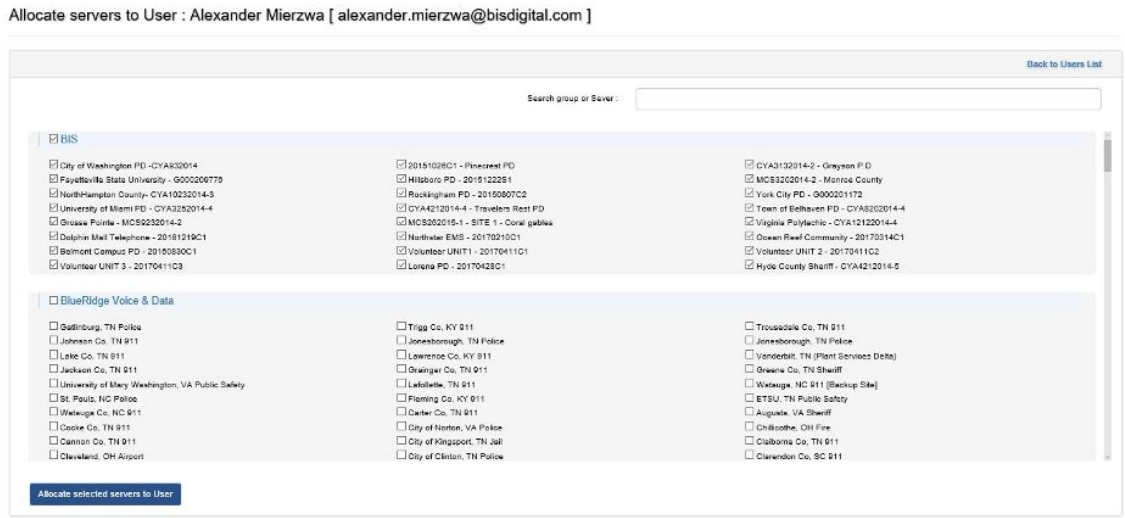
This is where you delete a User

Detail

This provides the User details and lets you enable or disable alerts as it relates to specific servers.

Associate Servers

1. The User can allocate any server they have rights to for any created User by clicking the “add” icon under the “Actions” panel.
2. The New User can add/remove the server from Revcord Server List at any time.
3. After completing with the server selection, the User must “Save” the changes by clicks the Allocate selected servers to User

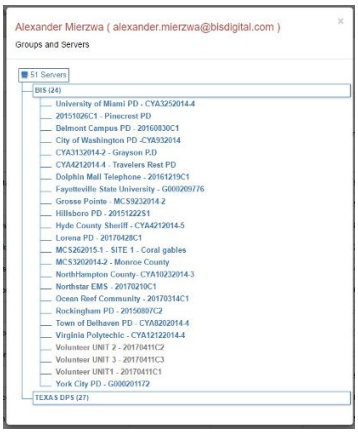


EXPORT USER LIST

The user can generate the list of user reports by exporting the user details to Excel format by accessing the Export to Excel option.

GROUPS

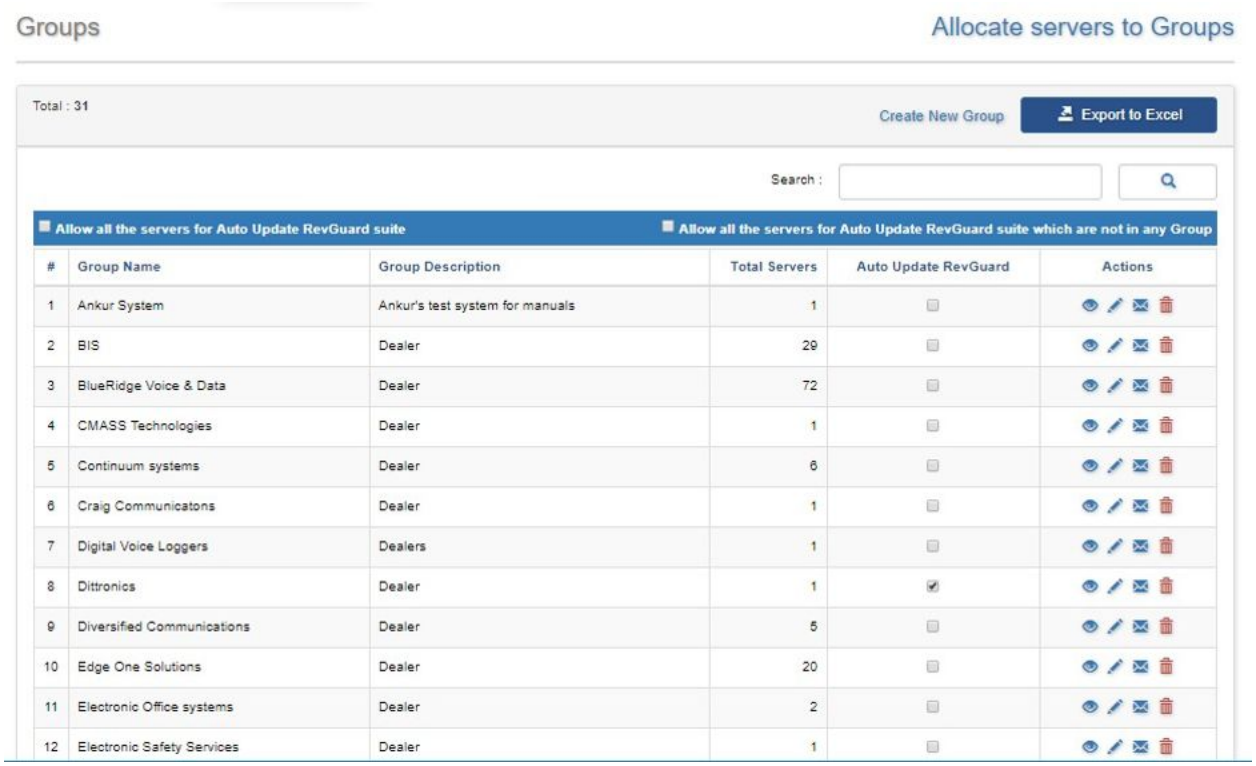
The super Admin can use this groups option from the Manage Users page, from here the user can view the list of groups and the servers assigned to that user.



Group Manager

The Group Module has been added for Super Admin. Super Admin users can create/edit/delete groups and Super Admin can put single/multiple servers in the group and can allocate entire groups to the following users, also Super Admin can add email recipients to groups (to get emails from all servers inside that group).

- Dealer Admin
- Admin User
- End Users



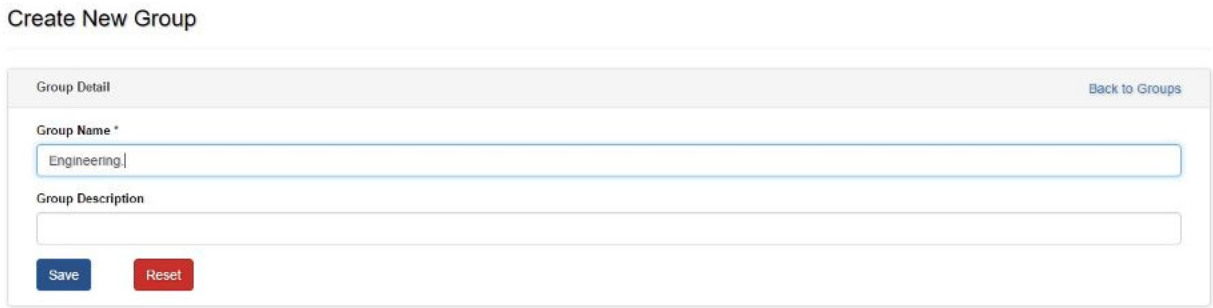
#	Group Name	Group Description	Total Servers	Auto Update RevGuard	Actions
1	Ankur System	Ankur's test system for manuals	1	☐	
2	BIS	Dealer	29	☐	
3	BlueRidge Voice & Data	Dealer	72	☐	
4	CMASS Technologies	Dealer	1	☐	
5	Continuum systems	Dealer	6	☐	
6	Craig Communicatons	Dealer	1	☐	
7	Digital Voice Loggers	Dealers	1	☐	
8	Dittronics	Dealer	1	☑	
9	Diversified Communications	Dealer	5	☐	
10	Edge One Solutions	Dealer	20	☐	
11	Electronic Office systems	Dealer	2	☐	
12	Electronic Safety Services	Dealer	1	☐	

By accessing the Group Manager, the user is able to view the above 'Groups' page. The page will list 20records per page, User can navigate to the next/last/previous/first page from the options present on the left corner of the page. From the Group Manager page, the Super Admin can perform the following:

- Create New Group
- Allocate servers to the group
- Export to Excel
- RevGuard Auto Upgrade feature from RevWatch
- Group Details
- Update Record – Edit
- Assign Email address for the group
- Delete a group
- Allow all the servers for Auto Update RevGuard Suite
- Allow all the servers for Auto Update RevGuard Suite which are not in any group

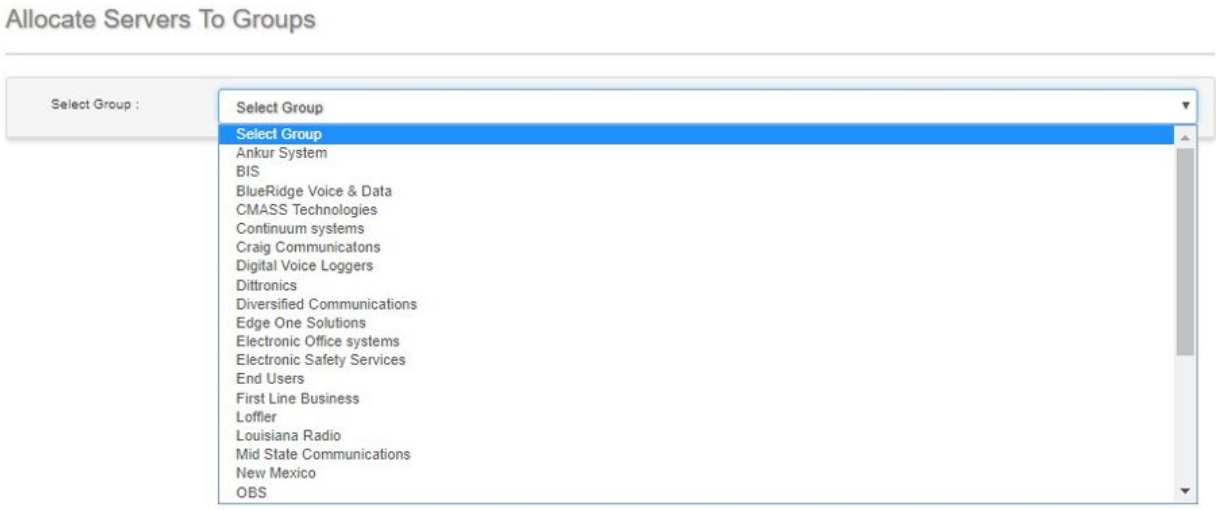
Create New Group

The Super Admin can create a new group by using this 'Create New Group' Option.

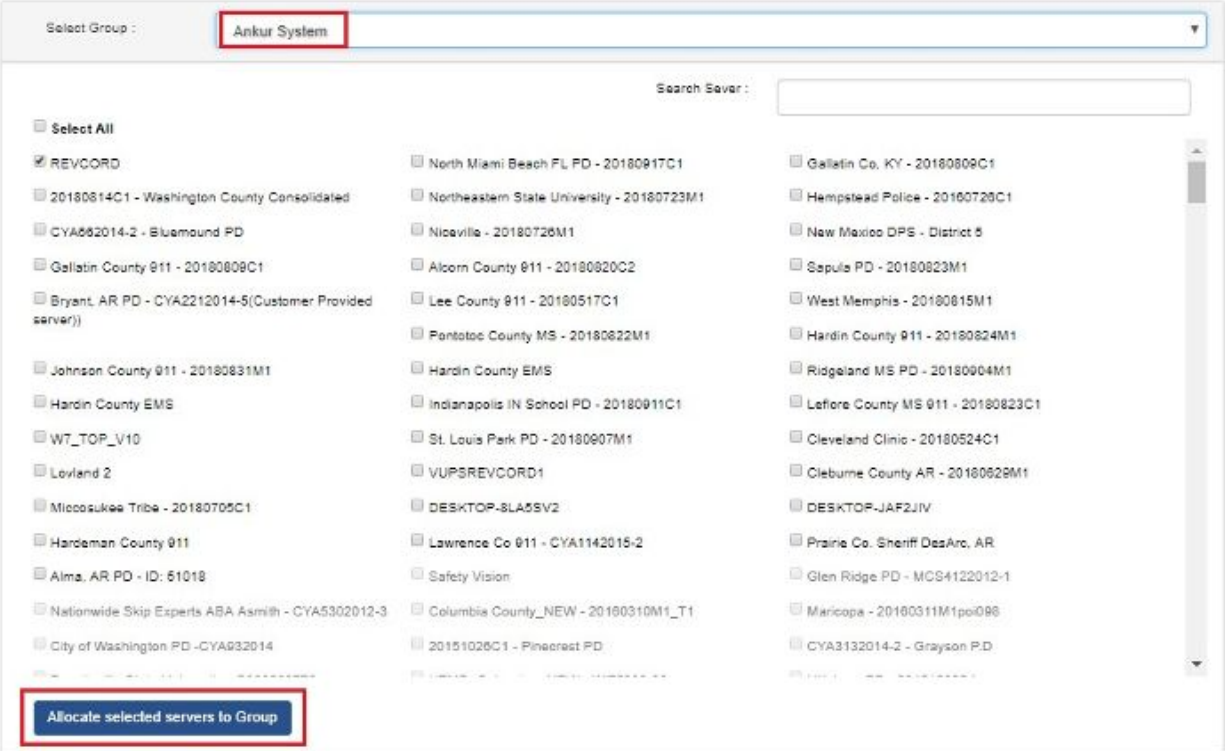


Allocate Servers to Groups After created the group the user can allocate servers to the groups by accessing the 'Allocate servers to Groups'.

By clicking the 'Allocate Server' the following will come up.



The user needs to select the group name from the select group dropdown. After selecting the group, a list of RevGuard servers will be shown. The user can select the servers that need to be added to the group. Refer to the image below.



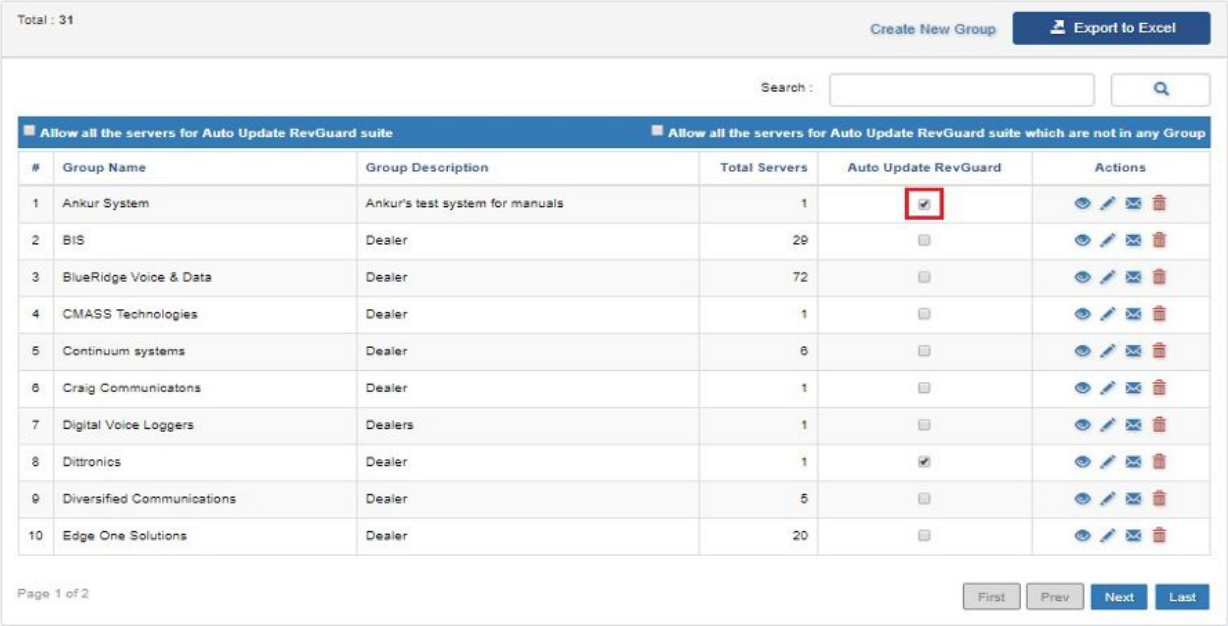
After selecting the group, the Super Admin can search and select the servers which need to be added into that group and then select the 'Allocate Selected Servers to Group' (check the highlighted from the image). For ex: I selected the group 'Ankur System' and added PC to the group.

Export to Excel

The Super Admin can create reports/they can export the group details in Excel format by accessing the Export to Excel feature from the Groups page.

RevGuard Auto Upgrade

The user can upgrade the RevGuard from RevWatch by enabling the 'Auto Upgrade RevGuard' from the group page. If Auto Upgrade is enabled for a group, then the servers present on the group will upgrade to the most recent RevGuard version. If the check box is disabled for a group, then the servers present on the group will not get upgraded automatically. So, adding patches or adding the latest version can be handled easily from RevWatch, instead of manual installation on the server.



#	Group Name	Group Description	Total Servers	Auto Update RevGuard	Actions
1	Ankur System	Ankur's test system for manuals	1	☑	
2	BIS	Dealer	29	☐	
3	BlueRidge Voice & Data	Dealer	72	☐	
4	CMASS Technologies	Dealer	1	☐	
5	Continuum systems	Dealer	6	☐	
6	Craig Communicatons	Dealer	1	☐	
7	Digital Voice Loggers	Dealers	1	☐	
8	Dittronics	Dealer	1	☑	
9	Diversified Communications	Dealer	5	☐	
10	Edge One Solutions	Dealer	20	☐	

Allow All the Servers for Auto Update

The Super Admin User can see the following checkbox, 'Allow all the servers for Auto update RevGuard suite'. If the checkbox is enabled then all the servers will be updated to the latest RevGuard automatically.

Allow All the Servers for Auto Update Not in A Group

If this checkbox is enabled, then the servers which are not added to any groups will be updated to the latest RevGuard suite.

Managing a Group

The User can view a group by selecting the required action next to the User by clicking the icon under actions column. There are four options:

Update

This is where the group name can be updated.

Delete

This is where you delete a Group.

Detail

This provides the Group details.

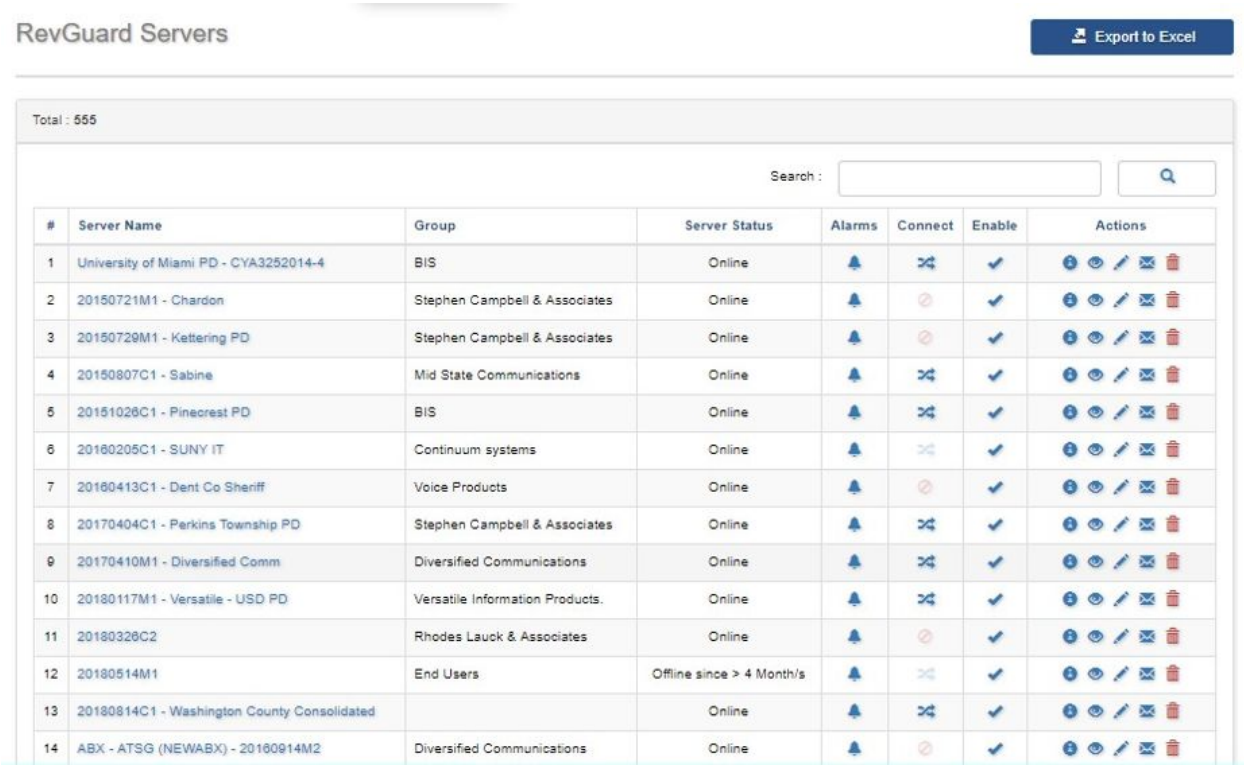
Assign Email Address

User can assign email address to receive RevWatch alerts from the Assign email address page, User needs to save their email address to receive the email alerts. After adding the email address the RevWatch will start to send the server alerts to the servers present on the group.

MANAGE SERVERS

Upon entering the Server area, there will be a list of available servers to the profile/role. Users can do the following from the manage servers page:

- Alarms
- Connect
- Enable/Disable RevGuard
- Actions
- Server Name
- Group Name of the server
- Server Offline/Online Status

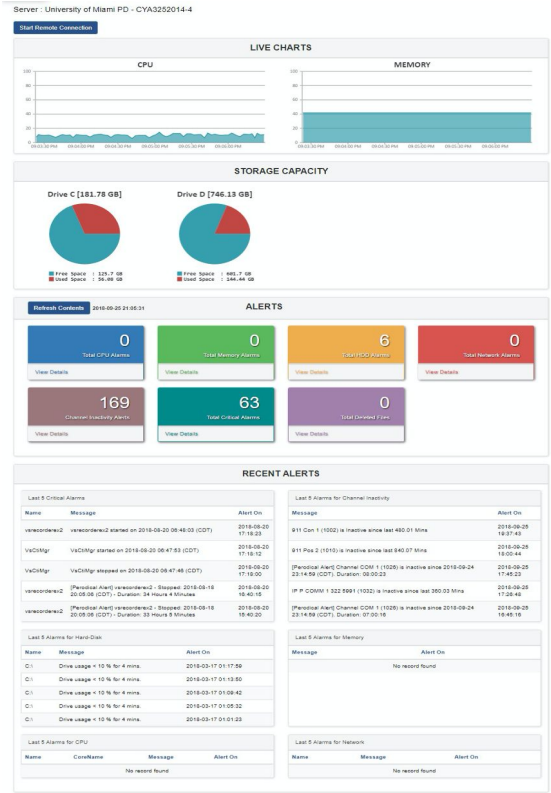


#	Server Name	Group	Server Status	Alarms	Connect	Enable	Actions
1	University of Miami PD - CYA3252014-4	BIS	Online				
2	20150721M1 - Chardon	Stephen Campbell & Associates	Online				
3	20150729M1 - Kettering PD	Stephen Campbell & Associates	Online				
4	20150807C1 - Sabine	Mid State Communications	Online				
5	20151026C1 - Pinecrest PD	BIS	Online				
6	20160205C1 - SUNY IT	Continuum systems	Online				
7	20160413C1 - Dent Co Sheriff	Voice Products	Online				
8	20170404C1 - Perkins Township PD	Stephen Campbell & Associates	Online				
9	20170410M1 - Diversified Comm	Diversified Communications	Online				
10	20180117M1 - Versatile - USD PD	Versatile Information Products.	Online				
11	20180326C2	Rhodes Lauck & Associates	Online				
12	20180514M1	End Users	Offline since > 4 Month/s				
13	20180814C1 - Washington County Consolidated		Online				
14	ABX - ATSG (NEWABX) - 20160914M2	Diversified Communications	Online				

VIEW ALARMS

By clicking on the Alarm Bell icon next to the desired server, you will bring up the Server Dashboard for that chosen server which reflects the following:

1. Remote Connection
2. Heartbeat (Live Chart)
3. Alerts - Server Alerts Details with Categories
4. Recent Alerts - Last five alarms for the selected server



Remote Connection

A remote support connection can be initiated in two ways: Host-Mode session or an On-Demand session.

With a Host-Mode session, the client PC is preloaded with our Remote Support software and is constantly checking for a connection from a support agent PC. On-Demand sessions are very similar, but the system only sends the initial request when prompted by the network administrator of the client RevGuard system. The "RevWatch encryption and authentication" diagram below will help you to gain a more in-depth understanding of this data flow.

When establishing a session, RevGuard Remote Support determines the optimal type of connection. After the handshake through our master servers, a direct connection via UDP or TCP is established in 70% of all cases (even behind standard gateways, NATs and firewalls). The rest of the connections are routed through our highly redundant router network via TCP or http-tunneling. Not even we, as the operators of the routing servers, can read the encrypted data traffic.

Heartbeat

The Heartbeat is used to monitor the following items:

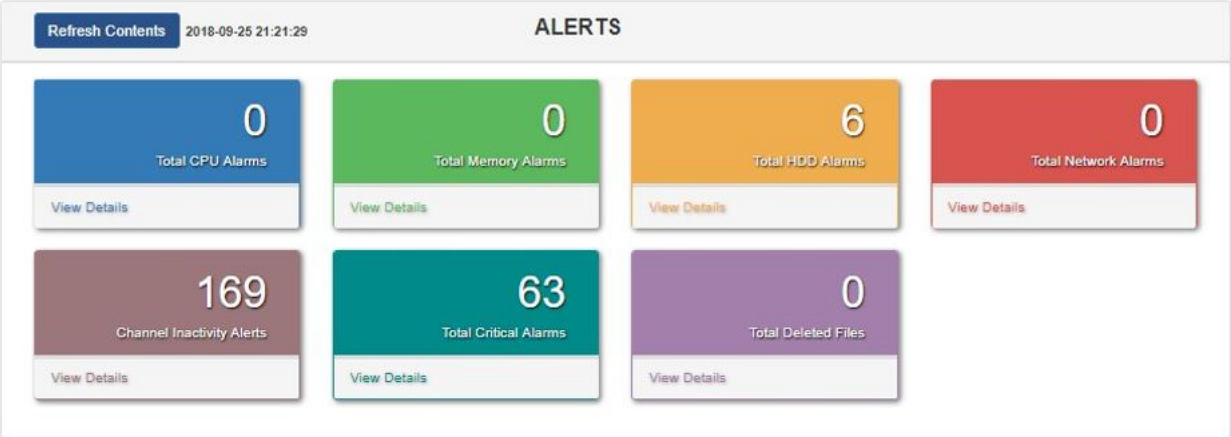
- CPU Usage graph view with values
- Memory usage Graph view values.
- Disk Usage

For the most current condition, use the Refresh contents button.

Alerts

The server alerts listed with the following categories.

- Total CPU Alarms
- Total Memory Alarms
- Total HDD Alarms
- Total Network Alarms
- Total Channel Inactivity Alerts
- Total Critical Alerts
- Total Deleted Files



The user can view the list of alerts and they can view the total alerts by clicking the View Details. After selecting 'View Details' the user can see the following page:

Server Critical Alarms

Server : University of Miami PD - CYA3252014-4

Export to Excel

Total : 1460

Back to Server DashBoard

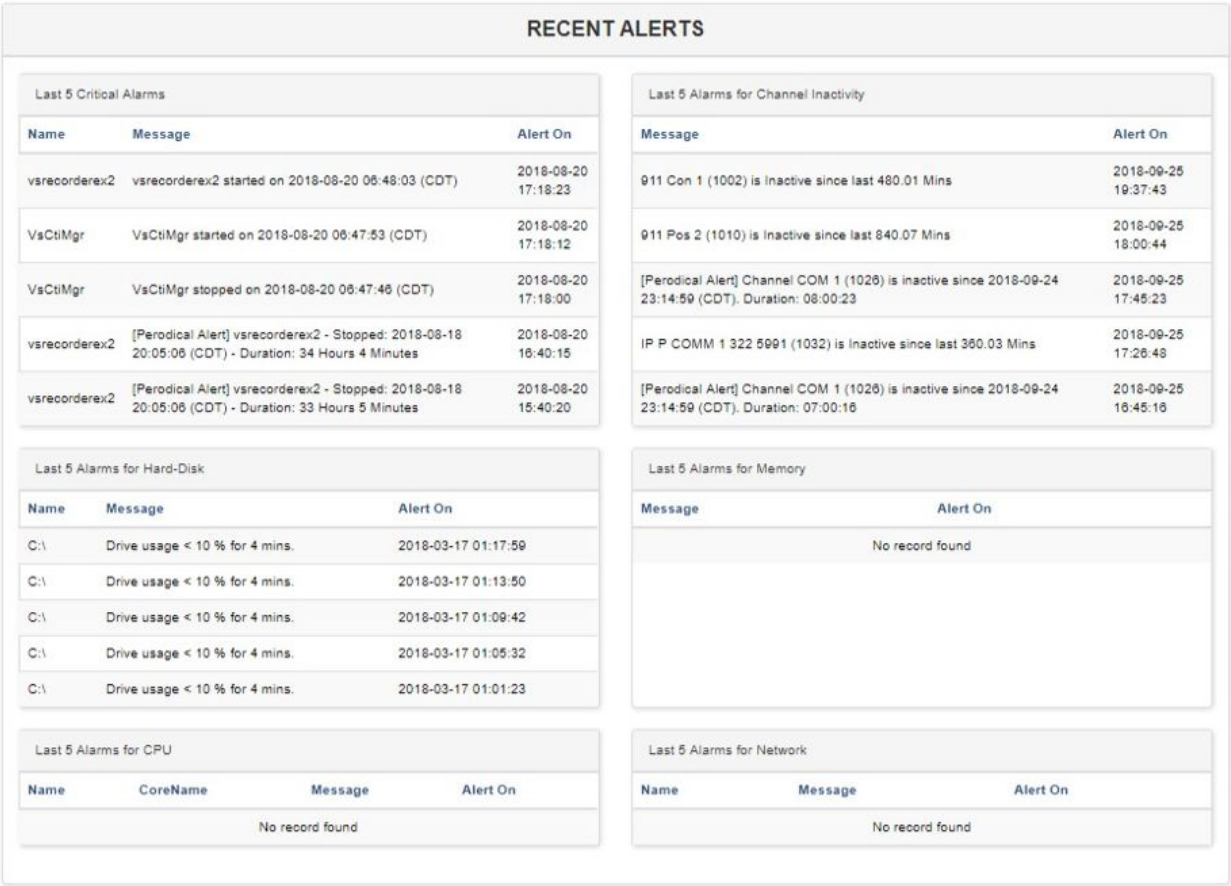
Search :

#	Name	Message	Type	Alert On
1	vsrecorderex2	vsrecorderex2 started on 2018-08-20 06:48:03 (CDT)	Process	2018-08-20 17:18:23
2	VsCtiMgr	VsCtiMgr started on 2018-08-20 06:47:53 (CDT)	Process	2018-08-20 17:18:12
3	VsCtiMgr	VsCtiMgr stopped on 2018-08-20 06:47:46 (CDT)	Process	2018-08-20 17:18:00
4	vsrecorderex2	[Perodical Alert] vsrecorderex2 - Stopped: 2018-08-18 20:05:06 (CDT) - Duration: 34 Hours 4 Minutes	Process	2018-08-20 16:40:15
5	vsrecorderex2	[Perodical Alert] vsrecorderex2 - Stopped: 2018-08-18 20:05:06 (CDT) - Duration: 33 Hours 5 Minutes	Process	2018-08-20 15:40:20
6	vsrecorderex2	[Perodical Alert] vsrecorderex2 - Stopped: 2018-08-18 20:05:06 (CDT) - Duration: 32 Hours 5 Minutes	Process	2018-08-20 14:40:26
7	vsrecorderex2	[Perodical Alert] vsrecorderex2 - Stopped: 2018-08-18 20:05:06 (CDT) - Duration: 31 Hours 4 Minutes	Process	2018-08-20 13:40:18
8	vsrecorderex2	[Perodical Alert] vsrecorderex2 - Stopped: 2018-08-18 20:05:06 (CDT) - Duration: 30 Hours 4 Minutes	Process	2018-08-20 12:40:20
9	vsrecorderex2	[Perodical Alert] vsrecorderex2 - Stopped: 2018-08-18 20:05:06 (CDT) - Duration: 29 Hours 5 Minutes	Process	2018-08-20 11:40:23
10	vsrecorderex2	[Perodical Alert] vsrecorderex2 - Stopped: 2018-08-18 20:05:06 (CDT) - Duration: 28 Hours 4 Minutes	Process	2018-08-20 10:40:15
11	vsrecorderex2	[Perodical Alert] vsrecorderex2 - Stopped: 2018-08-18 20:05:06 (CDT) - Duration: 27 Hours 5 Minutes	Process	2018-08-20 09:40:21
12	vsrecorderex2	[Perodical Alert] vsrecorderex2 - Stopped: 2018-08-18 20:05:06 (CDT) - Duration: 26 Hours 4 Minutes	Process	2018-08-20 08:40:17

This page will list 100 records per page, the user needs to click the next/previous to view the next page alerts and they can export the report of the alerts in Excel format by accessing the 'Export to Excel Option'.

Recent Alerts

The recent alerts will have the details of the recent five recent alerts of the server.



RECENT ALERTS

Last 5 Critical Alarms

Name	Message	Alert On
vsrecorderex2	vsrecorderex2 started on 2018-08-20 06:48:03 (CDT)	2018-08-20 17:18:23
VsCtiMgr	VsCtiMgr started on 2018-08-20 06:47:53 (CDT)	2018-08-20 17:18:12
VsCtiMgr	VsCtiMgr stopped on 2018-08-20 06:47:46 (CDT)	2018-08-20 17:18:00
vsrecorderex2	[Perodical Alert] vsrecorderex2 - Stopped: 2018-08-18 20:05:06 (CDT) - Duration: 34 Hours 4 Minutes	2018-08-20 16:40:15
vsrecorderex2	[Perodical Alert] vsrecorderex2 - Stopped: 2018-08-18 20:05:06 (CDT) - Duration: 33 Hours 5 Minutes	2018-08-20 15:40:20

Last 5 Alarms for Channel Inactivity

Message	Alert On
911 Con 1 (1002) is Inactive since last 480.01 Mins	2018-09-25 19:37:43
911 Pos 2 (1010) is Inactive since last 840.07 Mins	2018-09-25 18:00:44
[Perodical Alert] Channel COM 1 (1026) is inactive since 2018-09-24 23:14:59 (CDT). Duration: 08:00:23	2018-09-25 17:45:23
IP P COMM 1 322 5991 (1032) is Inactive since last 360.03 Mins	2018-09-25 17:26:48
[Perodical Alert] Channel COM 1 (1026) is inactive since 2018-09-24 23:14:59 (CDT). Duration: 07:00:16	2018-09-25 16:45:16

Last 5 Alarms for Hard-Disk

Name	Message	Alert On
C:\	Drive usage < 10 % for 4 mins.	2018-03-17 01:17:59
C:\	Drive usage < 10 % for 4 mins.	2018-03-17 01:13:50
C:\	Drive usage < 10 % for 4 mins.	2018-03-17 01:09:42
C:\	Drive usage < 10 % for 4 mins.	2018-03-17 01:05:32
C:\	Drive usage < 10 % for 4 mins.	2018-03-17 01:01:23

Last 5 Alarms for Memory

Message	Alert On
No record found	

Last 5 Alarms for CPU

Name	CoreName	Message	Alert On
No record found			

Last 5 Alarms for Network

Name	Message	Alert On
No record found		

CONNECT

A remote support connection can be initiated in two ways: Host-Mode session or an On-Demand session.

By clicking the icon the user can access the server by remote connection, this connect icon will be visible/user can access only for the servers where the Team Viewer integrated along with the RevGuard.

ENABLE/DISABLE REVGUARD

When we disable RevGuard from RevWatch, User will not be able to open RevGuard UI and if the user tries to start service, it will stop automatically. RevGuard will be useless until enabled from RevWatch. Also, RevGuard will not auto update if it is disabled in RevWatch.

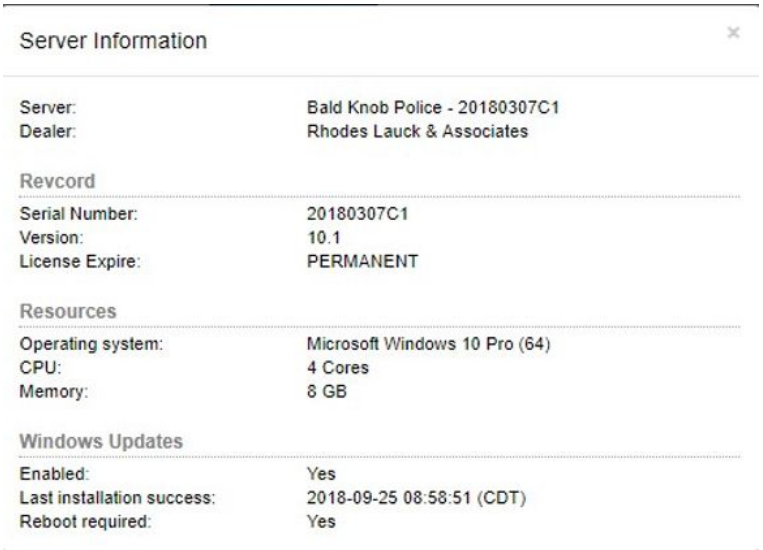
MANAGING A SERVER

The User can view a server by selecting the required action next to the User by clicking the icon under actions column. There are five options:

- View Server Information
- View Server Dashboard
- Edit Remote Settings
- Assign Email Address
- Delete Server

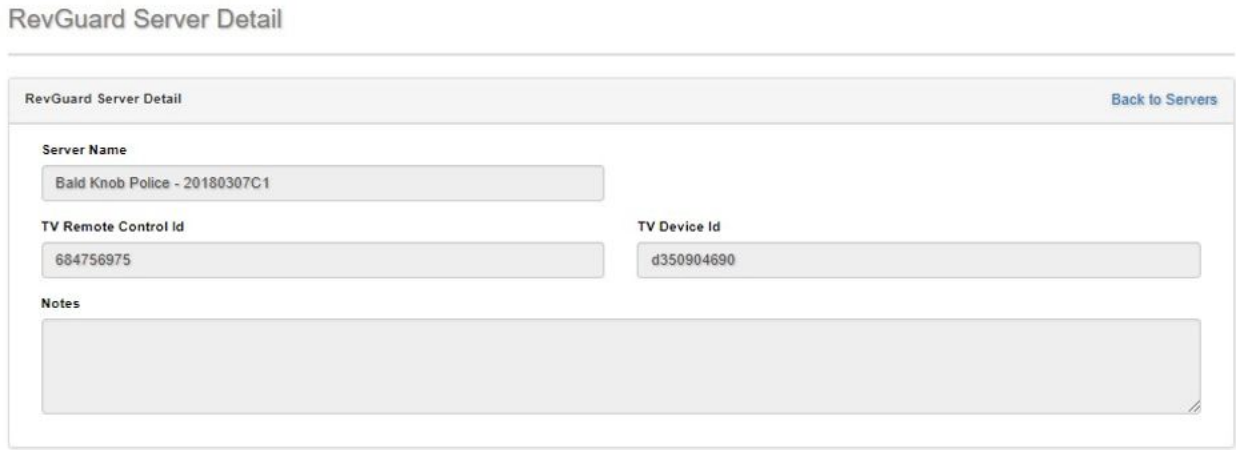
View Server Information

The User can view the server information by clicking on the Info icon under the Action column.



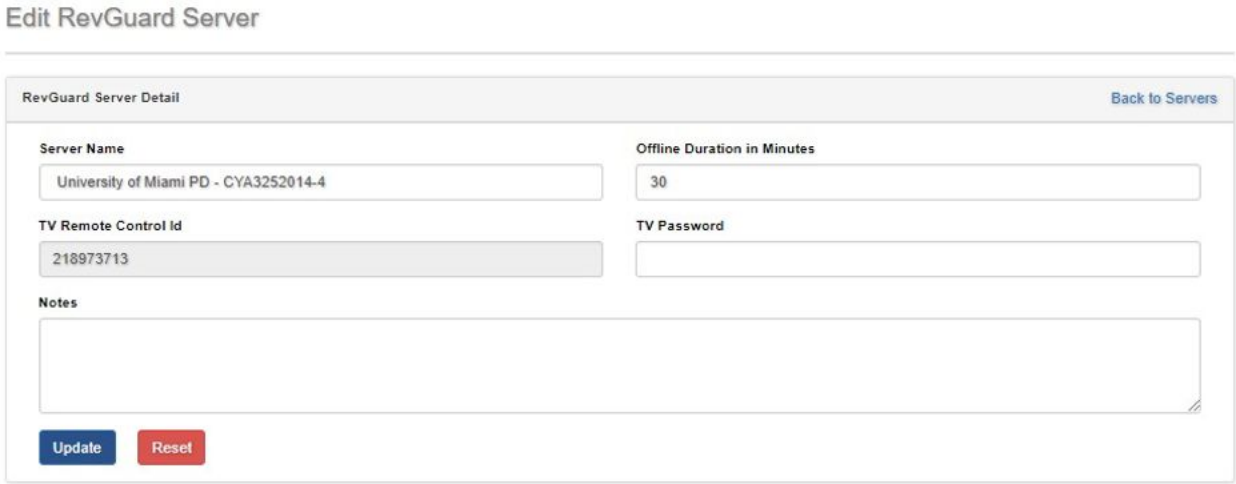
View Server Details

The User can view the server details by clicking on the “eye” icon under the Action column.



Edit Server Details

The User can edit and update the server connection details by clicking on the edit icon that looks like a pencil under the “Actions” panel. In addition, the user can set ‘Offline Duration in Minutes’.

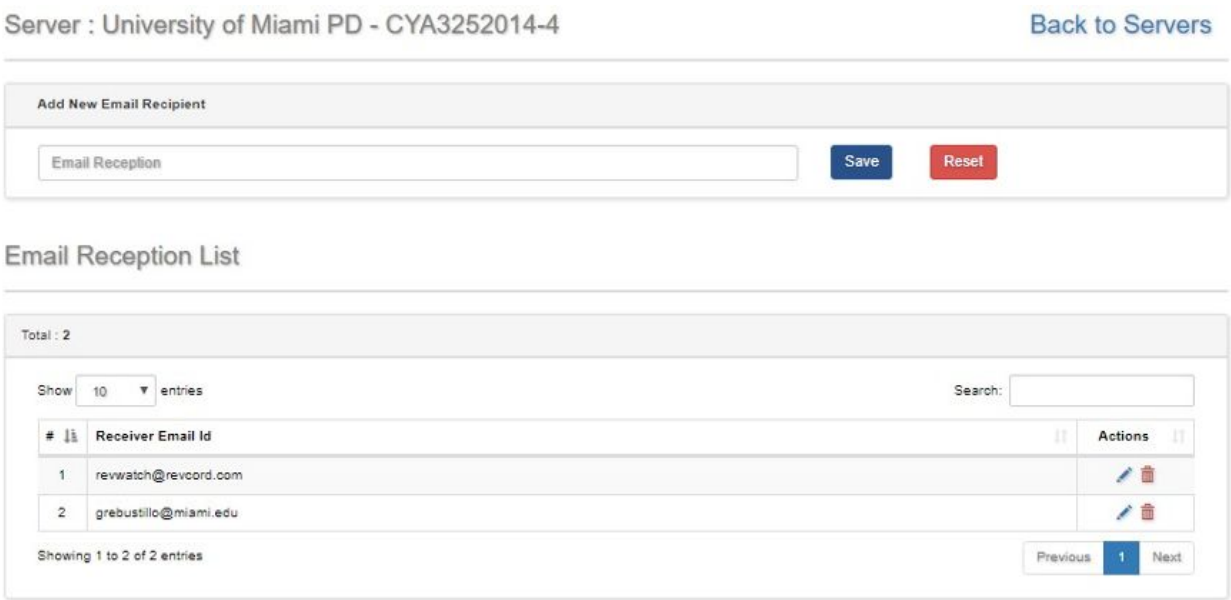


Offline Duration in Minutes

Users can set the Offline Time duration for the selected server from the Edit server page, if it is set to 20 and there is no heartbeat for 20 minutes from the RevGuard server then RevWatch will fire 'Server Offline' alerts for the server to the respective email ID.

Assign Email Address

By accessing the Assign Email address the user can add/assign email addresses for the selected server to receive RevWatch email alerts.



Delete Server Detail

The User can delete a server from the Revcord Server List. The User must select a User and click the delete icon to delete the server from the list.

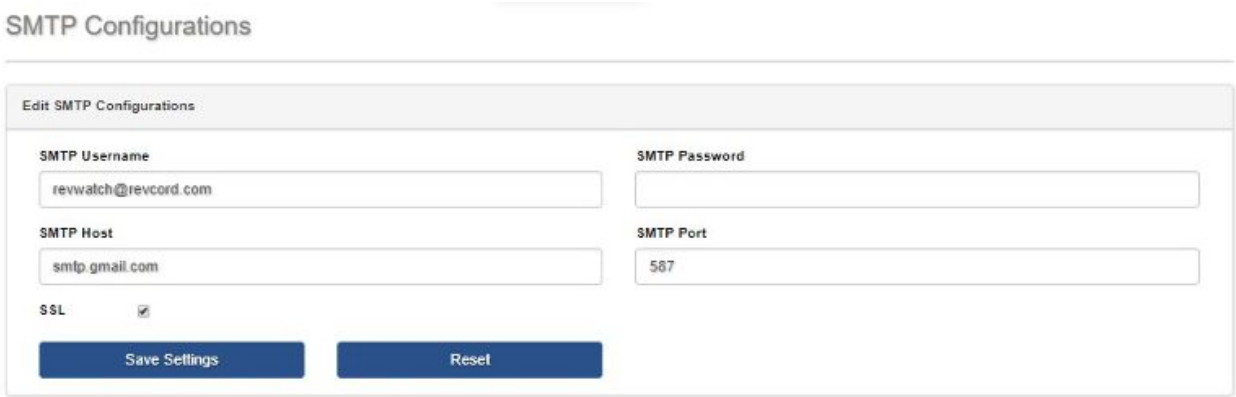
CONFIGURATIONS

From the configurations dropdown the user can access the following settings:

- SMTP
- Database
- IP Blacklist
- Outgoing Email
- Inactivity Schedule

EMAIL RECIPIENT SETTING PAGE (SMTP)

By clicking the mail icon, it will open you up to the Email Receiver Setting Page. Here the User can edit/delete email settings.



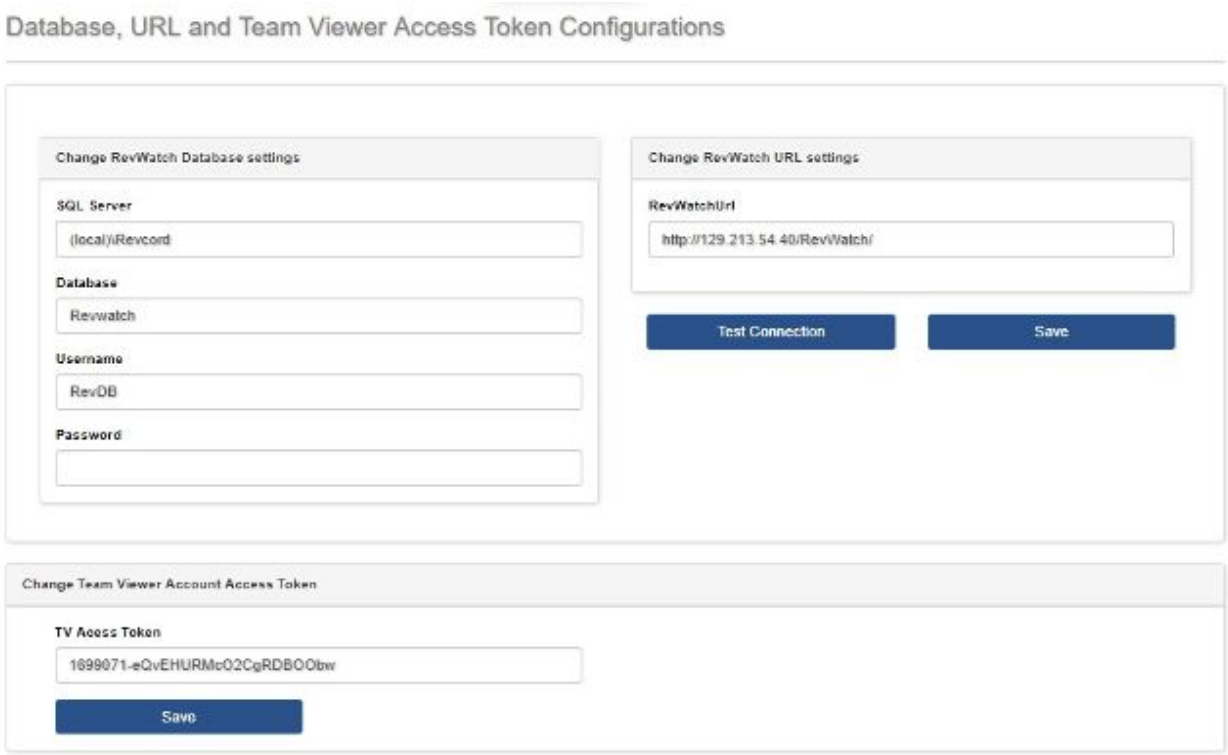
Settings

1. SMTP User Name: Full email address
2. SMTP Host: smtp.gmail.com (for Gmail users)
3. Password: SMTP User Email Password
4. Port: 567
5. Security: SSL

DATABASE CONFIGURATION

Here the Super Admin User can change the User configuration settings. The super Admin can change the following connection settings from this page.

1. Database Settings
2. Teamviewer Account Settings
3. RevWatch URL



Change Database Settings

The Super Admin User can change the RevWatch Database connection settings anytime from the Database Configuration page. He has to fill the form to change the settings.

- SQL Server – RevWatch server database connection setting
- Database – RevWatch Database Name
- User Name – RevWatch Database Connection User Name
- Password – RevWatch Database connection password

REVWATCH URL CONNECTION SETTINGS

From the RevWatch URL settings the Super Admin can see and edit the RevWatch connecting URL.

Teamviewer Account Settings

To connect with the client server, the User needs to create a access token from Team Viewer and he has to update the created token in

RevWatch → Database Configuration → Change Teamviewer Account Settings

Please go through the following steps to get and update the Teamviewer connection settings. If the User needs to create an access token from Teamviewer Account, please go to the following link to connect to the Team Viewer account.

https://login.teamviewer.com/LogOn

IP BLACK LIST

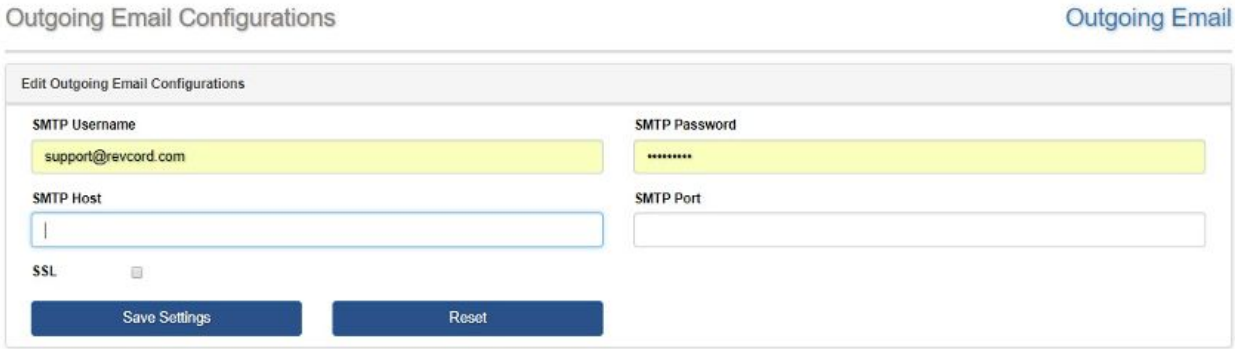
IP Blacklist module is to restrict IP addresses to reach RevWatch.

OUTGOING EMAIL

Outgoing Email module is used to configure email SMTP details to send alerts in case the pre-configured email quota is finished or an alert email can't be sent. The email configured in this module are common and can be used to send email alerts for all recorders.

Edit Outgoing Email

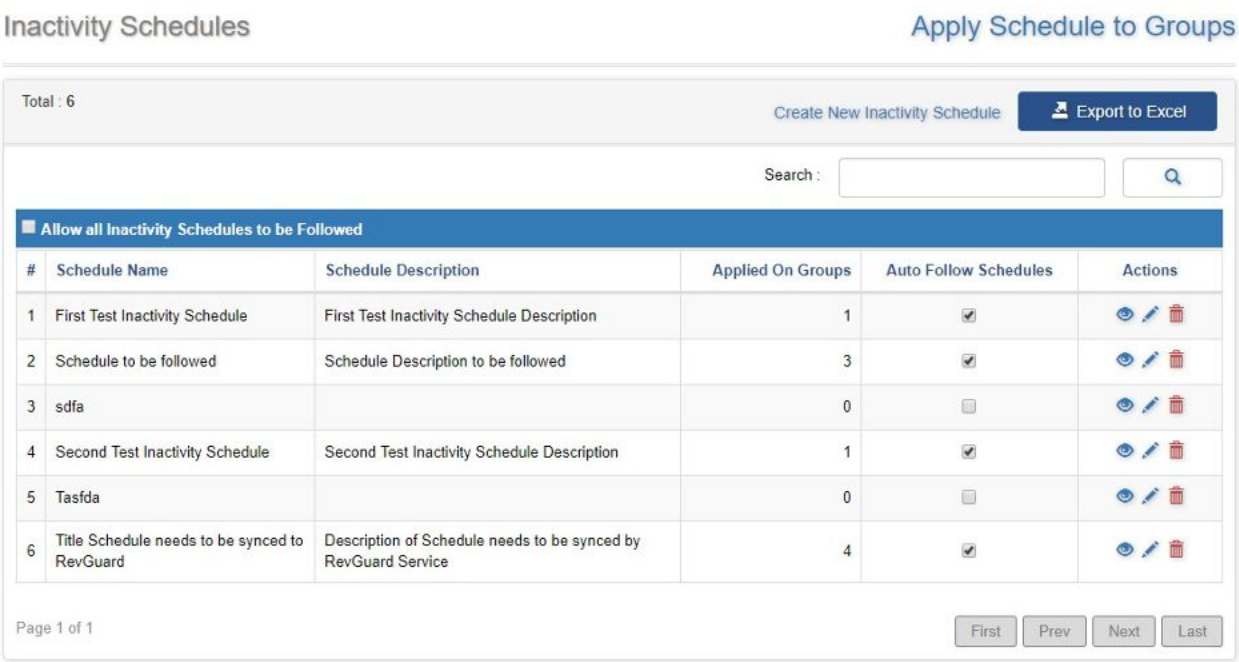
Here are the details you can edit for outgoing emails.



INACTIVITY SCHEDULE

This module is added for Super Admin User. The Super Admin User can configure Inactivity Schedule for Groups. Inactivity Schedule is added to avoid fake alerts generated during inactive times like nights and weekends. The following two types of alerts will affect the Inactivity Schedule:

- Channel Inactivity Alert
- Channel Range Inactivity Alert



#	Schedule Name	Schedule Description	Applied On Groups	Auto Follow Schedules	Actions
1	First Test Inactivity Schedule	First Test Inactivity Schedule Description	1	☑	
2	Schedule to be followed	Schedule Description to be followed	3	☑	
3	sdfa		0	☐	
4	Second Test Inactivity Schedule	Second Test Inactivity Schedule Description	1	☑	
5	Tasfda		0	☐	
6	Title Schedule needs to be synced to RevGuard	Description of Schedule needs to be synced by RevGuard Service	4	☑	

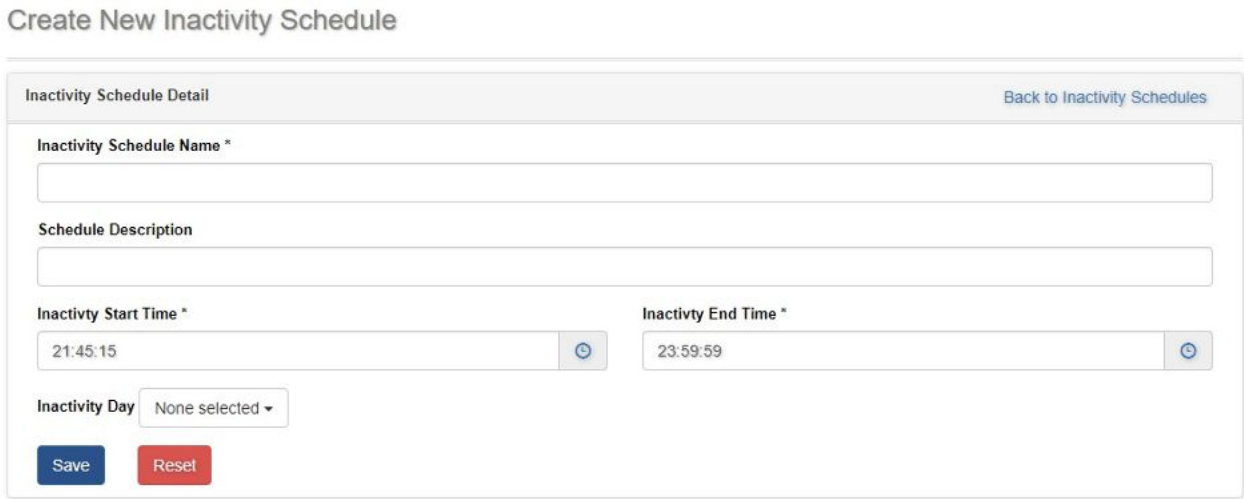
By accessing the Inactivity Schedule Configuration, the user is able to view the above 'Inactivity Schedule' page.

The page will list 20 records per page, User can navigate to the next/last/previous/first page from the options present on the left corner of the page. From the Inactivity Schedule page, the Super Admin can access the following:

- Create New Inactivity Schedule
- Allocate schedule to Group
- Export to Excel
- Follow Inactivity Schedule
- Inactivity Schedule Details
- Update Record – Edit
- Delete an Inactivity Schedule
- Allow all Inactivity Schedules to be followed

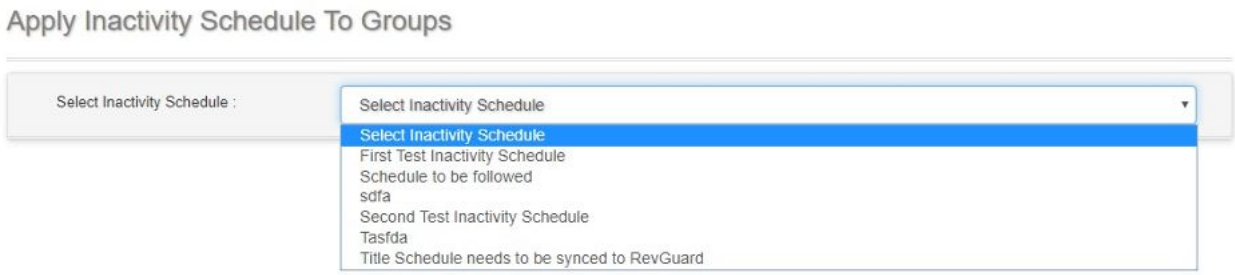
Create New Inactivity Schedule

The Super Admin can create a new group by using this 'Create New Inactivity Schedule' option.

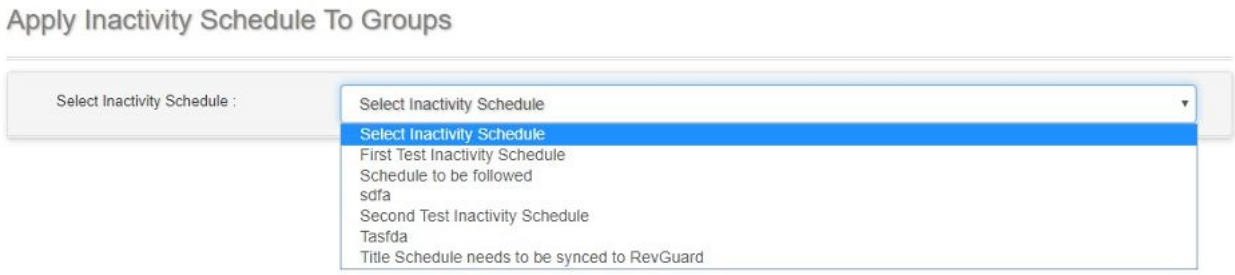


Apply Schedule to Groups

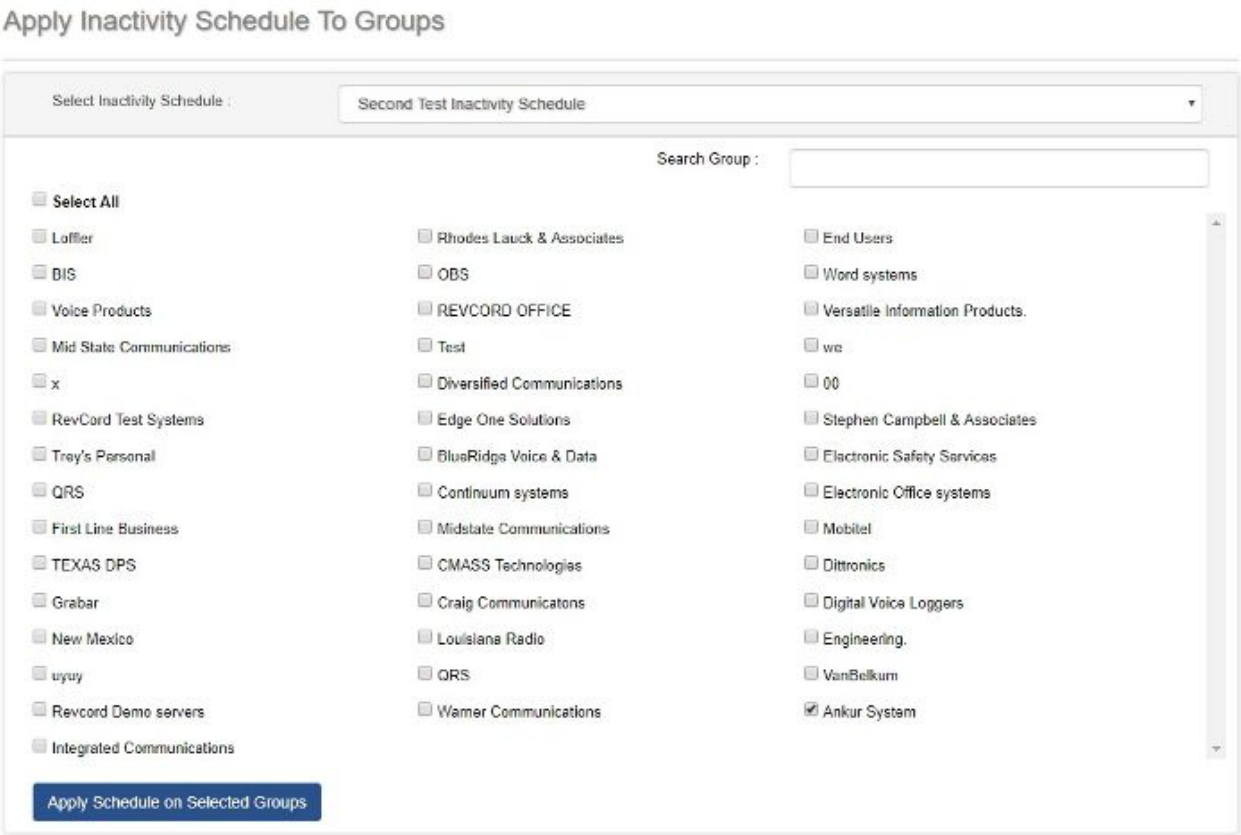
After creating the Inactivity Schedule the Super Admin user can apply schedule to the groups by accessing the 'Apply Schedule to Groups'.



By clicking the 'Apply Inactivity Schedule' the following will come up.
The user needs to select the Inactivity Schedule name from the select Inactivity Schedule dropdown.



After selecting the Inactivity Schedule, it will show the list of Groups. The user can select the needed Groups on which Inactivity Schedule needs to be applied. Refer to the image below.



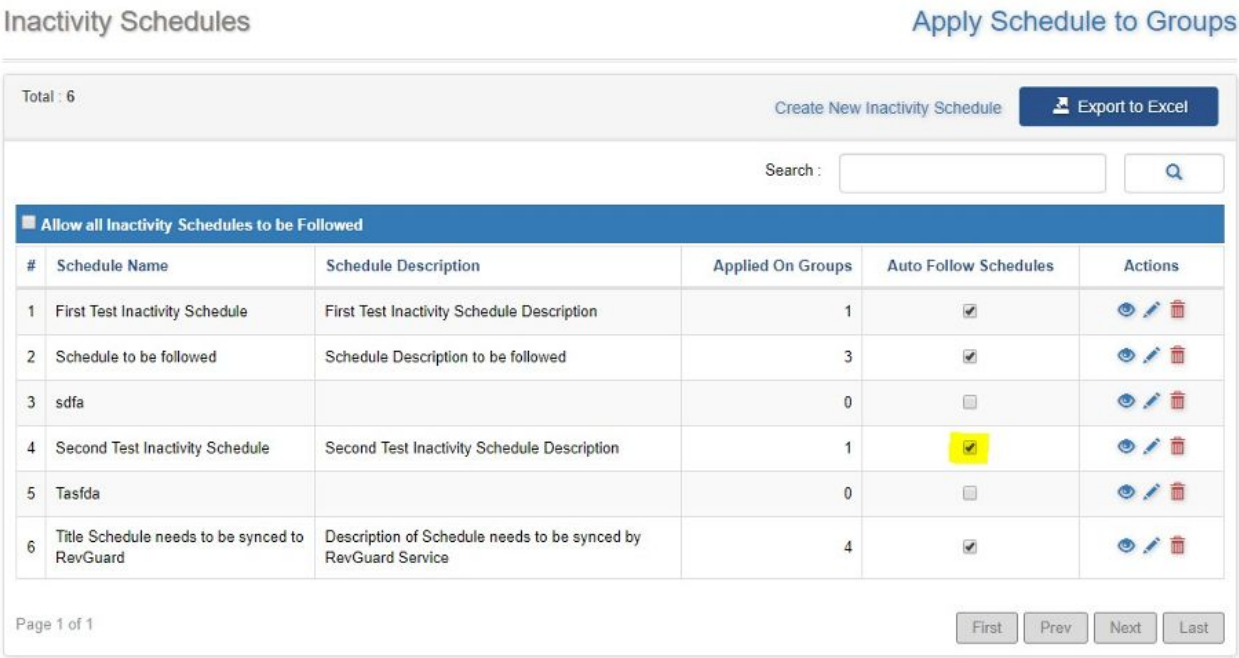
After selecting the Inactivity Schedule, the Super Admin can search and select the Groups on which Schedule need to be applied and need to hit the 'Apply Schedule to Selected Group'. (ex: I selected the group 'Ankur System' and applied the schedule to it.)

Export To Excel

The Super Admin user can create reports/they can export the Inactivity Schedule details in Excel format by accessing the Export to Excel feature from the Inactivity Schedules page.

Follow Inactivity Schedule

The Super Admin user can make the schedule to be followed by All Servers of all groups by enabling the 'Follow Inactivity Schedule' from the Inactivity Schedules Page. If the 'Follow Inactivity Schedule' is checked then all the Group Servers will follow the Inactivity Schedule. If the check box is disabled for an Inactivity Schedule, then all the Group servers present will not follow that Schedule. So, the following Inactivity Schedule can be handled easily from RevWatch for Groups.



#	Schedule Name	Schedule Description	Applied On Groups	Auto Follow Schedules	Actions
1	First Test Inactivity Schedule	First Test Inactivity Schedule Description	1	☑	
2	Schedule to be followed	Schedule Description to be followed	3	☑	
3	sdfa		0	☐	
4	Second Test Inactivity Schedule	Second Test Inactivity Schedule Description	1	☑	
5	Tasfda		0	☐	
6	Title Schedule needs to be synced to RevGuard	Description of Schedule needs to be synced by RevGuard Service	4	☑	

Follow All Inactivity Schedule

The Super Admin User can see the following checkbox, 'Allow all Inactivity Schedule to be Followed'. If the checkbox is enabled, then all the Schedules will be followed by the applied Group Servers.

Managing an Inactivity Schedule

The User can view an Inactivity Schedule details by selecting the required action next to the User by clicking the icon under the actions column. There are three options:

Update

This is where the Inactivity Schedule details can be updated.

Delete

This is where you delete an Inactivity Schedule.

Detail

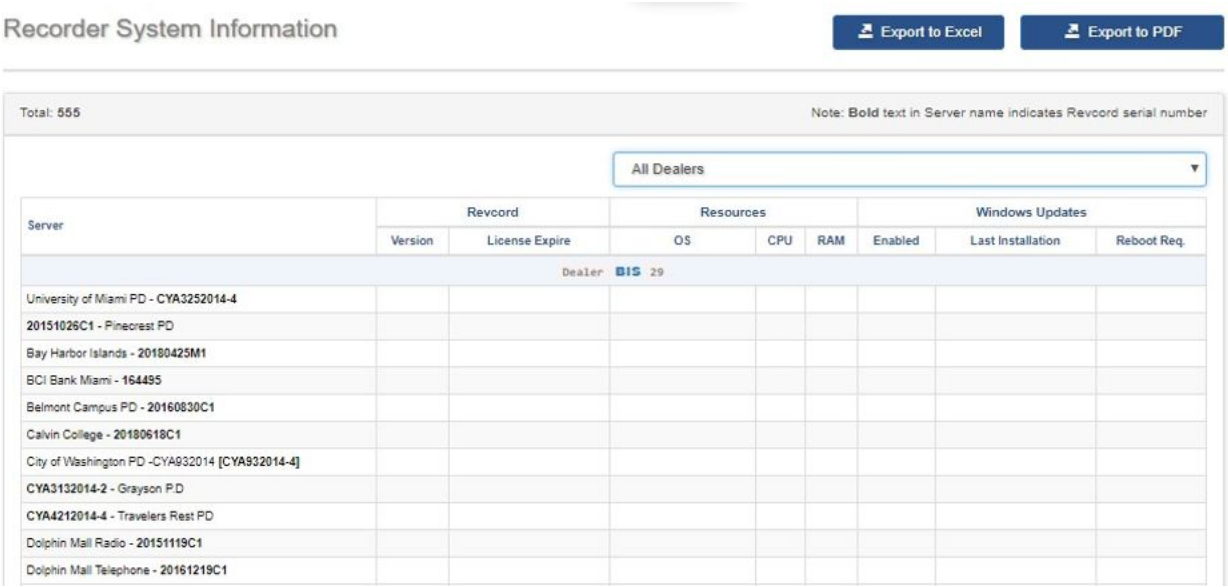
This provides the Inactivity Schedule details.

REPORTS

From the configurations dropdown the user can access the following settings:

RECORDER SYSTEM INFORMATION

This allows the user to view some additional information about the Revcord Server. The information is categorized into three sections as described below:

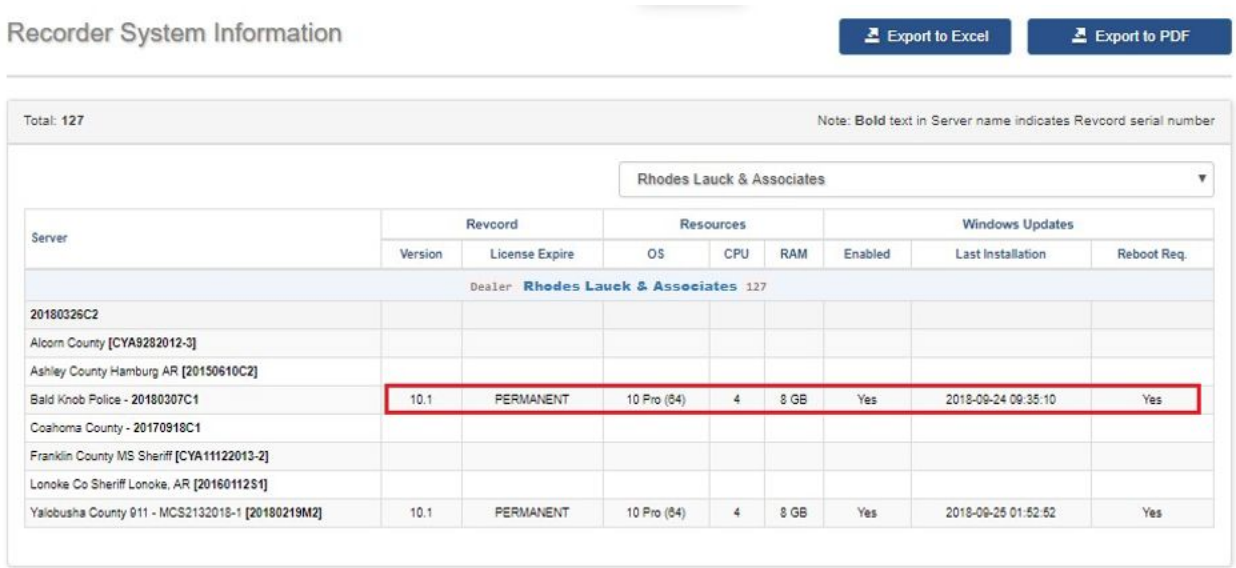


1. Revcord
    - Version
    - License Expire
2. Resources
    - OS
    - CPU
    - RAM

3. Windows Updates
    - Enable
    - Last Installation
    - Reboot Req

SELECTING DEALERS

The super admin can select the dealers from the List given under All Dealers.
As I have selected 'Rhodes Lauck & Associates', the following information can be viewed.



Server	Revcord		Resources			Windows Updates		
	Version	License Expire	OS	CPU	RAM	Enabled	Last Installation	Reboot Req.
Dealer **Rhodes Lauck & Associates** 127								
20180326C2								
Alcorn County **[CYA9282012-3]**								
Ashley County Hamburg AR **[20150610C2]**								
Bald Knob Police - **20180307C1**	10.1	PERMANENT	10 Pro (64)	4	8 GB	Yes	2018-09-24 09:35:10	Yes
Coahoma County - **20170918C1**								
Franklin County MS Sheriff **[CYA11122013-2]**								
Lonoke Co Sheriff Lonoke, AR **[20160112S1]**								
Yalobusha County 911 - MCS2132018-1 **[20180219M2]**	10.1	PERMANENT	10 Pro (64)	4	8 GB	Yes	2018-09-25 01:52:52	Yes

EXPORT REPORT

The reports can also be exported to Excel and PDF using the link provided.