



Using Cisco Physical Security Operations Manager

Version 5.1

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GLOSSARY

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Preface

Overview

This manual provides information about using Cisco Physical Security Operations Manager (PSOM).

Organization

This manual is organized as follows:

Chapter 1, “Getting Started”	Provides an introduction to various PSOM features and capabilities
Chapter 2, “Monitoring Activity”	Introduces the PSOM Operation Console and explains how to use it to monitor your environment
Chapter 3, “Responding to Alerts”	Explains how to use PSOM to investigate and respond to alerts
Chapter 4, “Viewing Video and Taking Snapshots”	Provide detailed information about viewing video and taking snapshots of video
Chapter 5, “Following Suspects with EZ-Track”	Describes how to use EZ-Track to follow suspects and perform related activities
Chapter 6, “Acknowledging, Closing and Auditing Alerts”	Describes how to manage and audit alerts
Chapter 7, “Creating Alert and Administrative Reports”	Describes how to generate an alert report for incidence response and how to generate an administrative report
Chapter 8, “Advanced Tasks”	Describes how to use various advanced features of PSOM
Glossary	Defines various terms

Obtaining Documentation and Submitting a Service Request

For information about obtaining documentation, submitting a service request, and gathering additional information, see the monthly *What’s New in Cisco Product Documentation*. That document also lists new and revised Cisco technical documentation. It is available at:

<http://www.cisco.com/en/US/docs/general/whatsnew/whatsnew.html>

Subscribe to the *What's New in Cisco Product Documentation* as a Really Simple Syndication (RSS) feed and set content to be delivered directly to your desktop using a reader application. The RSS feeds are a free service. Cisco currently supports RSS Version 2.0.



CHAPTER 1

Getting Started

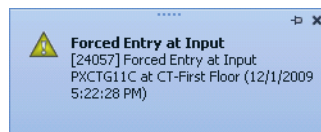
Welcome to Cisco Physical Security Operations Manager (PSOM). This chapter provides an introduction to various PSOM features and capabilities. It includes these topics:

- [Walk-Through using PSOM, page 1-1](#)
- [What You can Find Out with PSOM, page 1-10](#)

Walk-Through using PSOM

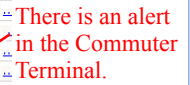
To help you get up and running quickly, follow the story in this section to see how PSOM notifies you of suspicious activity, and allows you to act fast to address any security breaches.

Our security guard—let’s call him Mike—sits down at the security console at Skyway Airport. Not a minute later, an alert message appears on his screen.



The information in the alert tells Mike that the alert is a warning risk (the alert icon is yellow, and the alert rating is “Medium”); someone has forced open a door, bypassing authentication by the access control system.

To get more details, Mike looks on the map of the airport, which is in the center window of the Operation Console.



The zoom-in map shows the location of the alert in the Commuter Terminal.

Using Cisco Physical Security Operations Manager

Event [24045]: Forced Entry at Input: PXCTG11C

Type: Forced Entry at Input % **Severity:** Medium **Open**

Occur Time: 11/6/2009 5:02:54 PM **Location:** CT First Floor (PXT1G11C)

Assigned To: Administrator (Escalated-Viewed) **Response:** 65%

Assigned By: Administrator (11/6/2009 5:03:04 PM)

HirschVelocity Event

Property	Value
Event Descri...	Forced Entry at Inp...
AlarmName	Forced Entry at Inp...
AlarmID	57378
EventID	5001
DoorName	PXT1G11C
Address	\\01.01.30.001.01....
Name	
User_Image	
LastDoorAccess	11/6/2009 5:02:44 PM

Access Attempts Table:

Referen...	Referen...	Access...	Badge I...	Access...	Access...	Organiz...
57378	Forced E...	11/6/200...	0	5001	Alarm Act...	
674815	Access G...	11/6/200...	1002441	2000	Washingt...	Proximex ...

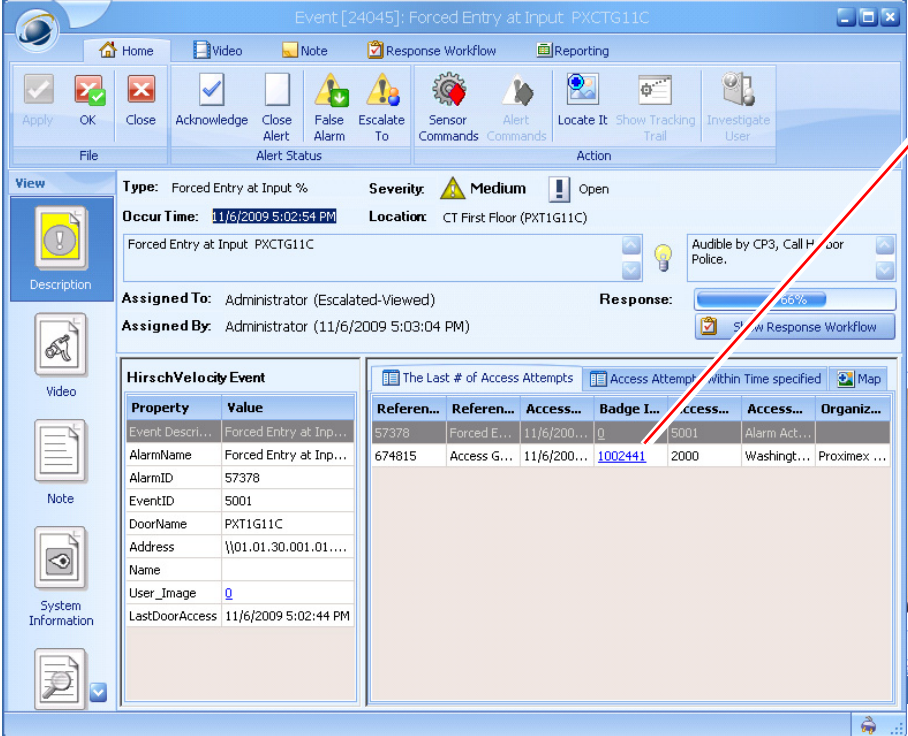
Annotations:

- Where the alert occurred. (Points to Location: CT First Floor (PXT1G11C))
- The last access attempts at this door. (Points to the Access Attempts table)
- The alarm triggered by the access control system. (Points to the HirschVelocity Event table)

The Alert Details window tells Mike:

- The exact location of the incident
- The last access attempts for that door (people passing through the door, or alerts generated by the access control) including the timestamp of the access, and the associated badge ID, name, and company for the access
- What exact alarm was triggered by the access control system of the door; in this case, the alarm is a Tailgate

Looking at the information, Mike is concerned that the last authorized person through the door passed just seconds before the alarm was triggered. He clicks the badge ID number listed for that last access.



Event [24045]: Forced Entry at Input: PXCTG11C

View

Type: Forced Entry at Input % **Severity:** Medium **Open**

Occur Time: 11/6/2009 5:02:54 PM **Location:** CT First Floor (PXT1G11C)

Forced Entry at Input: PXCTG11C

Assigned To: Administrator (Escalated-Viewed) **Response:** 63%

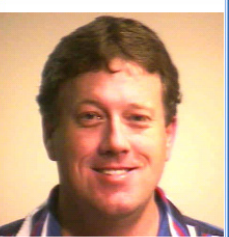
Assigned By: Administrator (11/6/2009 5:03:04 PM)

HirschVelocity Event

Property	Value
Event Description	Forced Entry at Input...
AlarmName	Forced Entry at Input...
AlarmID	57378
EventID	5001
DoorName	PXT1G11C
Address	\\01.01.30.001.01....
Name	
User_Image	Q
LastDoorAccess	11/6/2009 5:02:44 PM

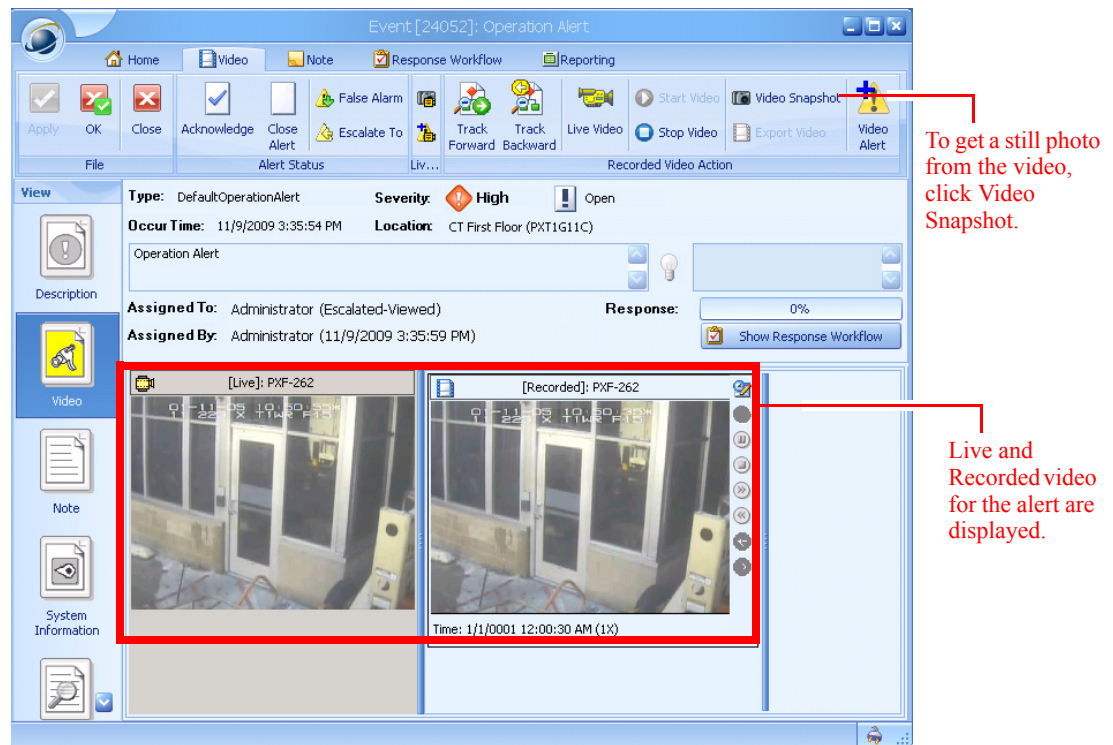
Referen...	Referen...	Access...	Badge I...	Access...	Access...	Organiz...
57378	Forced E...	11/6/200...	Q	5001	Alarm Act...	
674815	Access G...	11/6/200...	1002441	2000	Washingt...	Proximex ...

Clicking the number in the Badge ID column displays the picture from the user's badge ID.

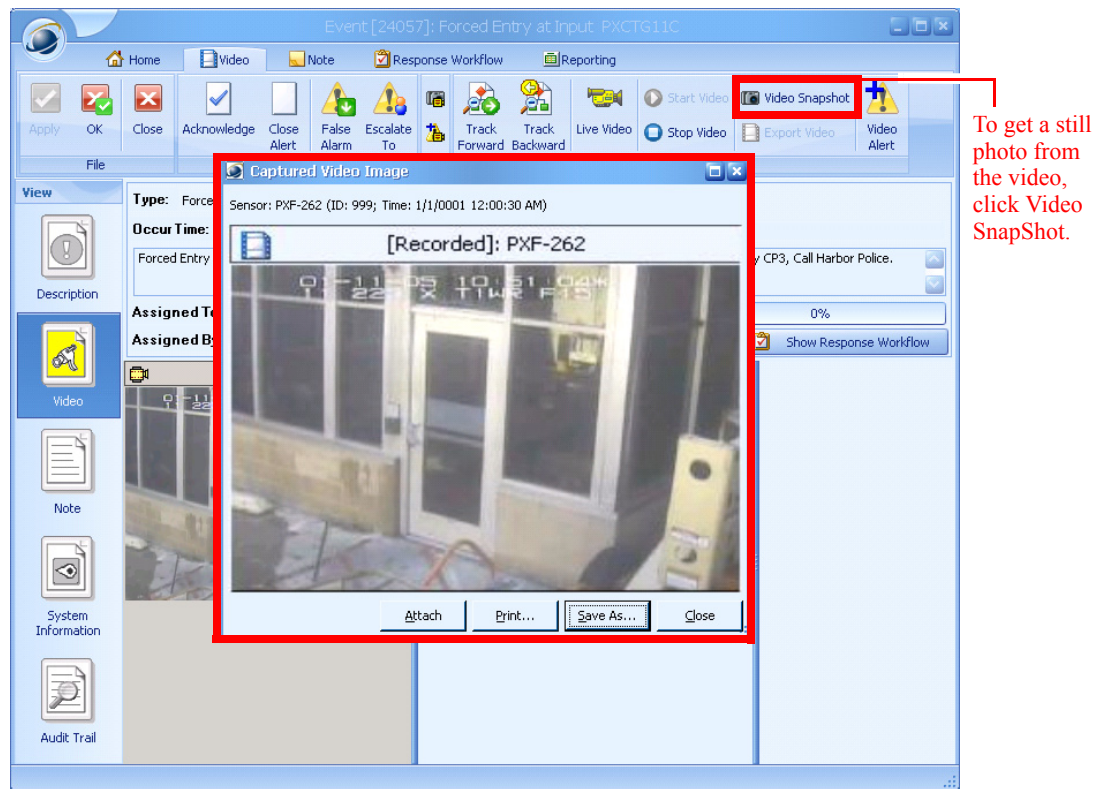


OK Cancel

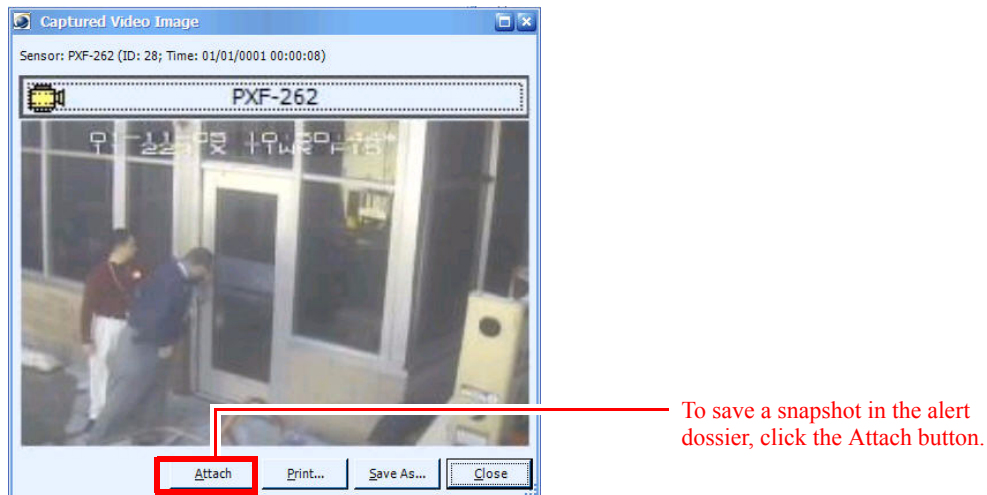
Now that Mike knows what the last authorized person looks like, he can view the video of the incident to see if this person inadvertently caused the alarm to the door, or if there is a different perpetrator. To see the live and recorded video for this alert, Mike clicks the Video icon along the left side of the window to show the video panes.



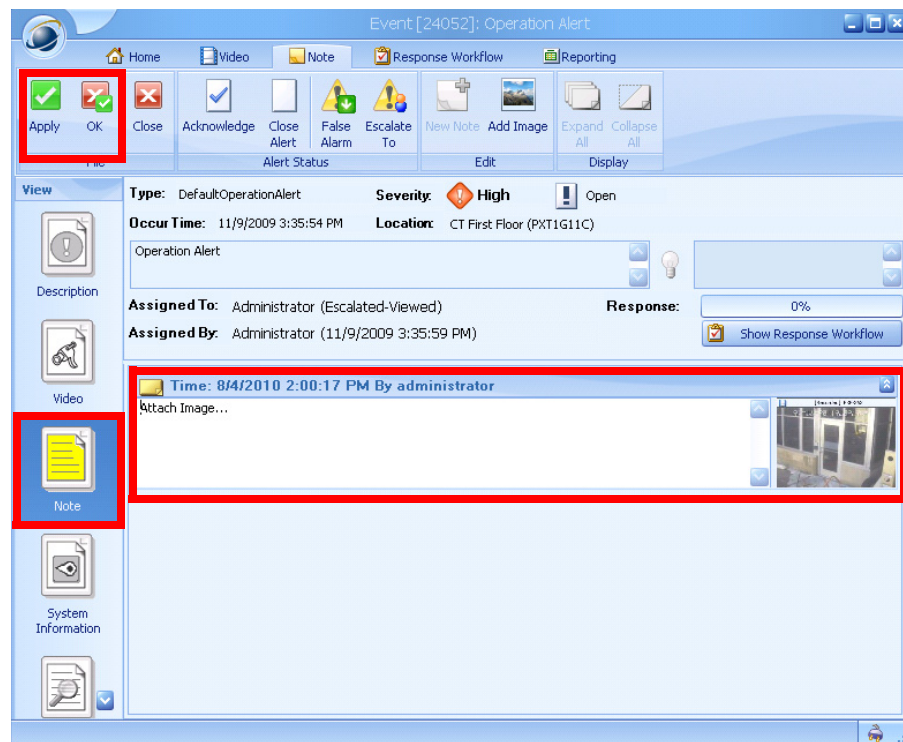
Comparing the faces of the men in the video to the badge ID photo of the last authorized access, Mike can see the men are different. He decides to take a photo of the perpetrators and include it with other details about the alert. When the video shows a good look at the suspects, Mike clicks **Video Snapshot** in the toolbar at the top of the window.



Now that he has a snapshot of the perpetrators, he can attach it to the collection of information about the alert—the *alert dossier*.



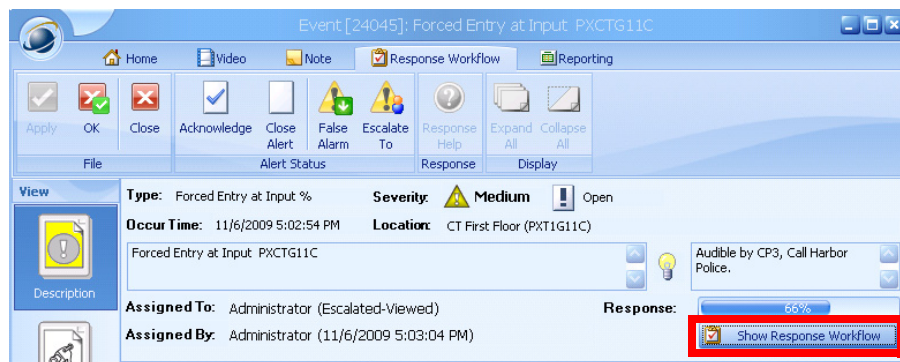
To attach the alert to the dossier, Mike clicks the **Attach** button. The snapshot image is added to the alert dossier, and Mike must click **Apply** or **OK** to actually save the snapshot.



The snapshot now appears in a note on the **Note** tab of the Alert Details window.

Now that Mike has all the information he needs for the alert dossier, he needs to respond to the alert. On the **Description** pane of the Alert Details window is the **Show Response Workflow** bar. The **Response** bar only appears if there are response tasks associated with the alert.

Mike clicks the **Show Response Workflow** bar to show response tasks for the alert.



The response tasks are displayed on the **Description** tab of the **Alert Details** window.

Event [24045]: Forced Entry at Input: PXCTG11C

View: Type: Forced Entry at Input % Severity: **Medium** Open

Occur Time: 11/6/2009 5:02:54 PM Location: CT First Floor (PXT1G11C)

Forced Entry at Input: PXCTG11C

Assigned To: Administrator (Escalated-Viewed) Response: 66%
Assigned By: Administrator (11/6/2009 5:03:04 PM) Hide Response Workflow

Task Item	Complete	Update Time
Review Incident	Yes	11/6/2009 5:03:21 PM
Locate alarm on map and details of alarm	Yes	11/6/2009 5:03:52 PM
Review recorded video	Yes	11/6/2009 5:03:52 PM
Review live video	Yes	11/6/2009 5:03:52 PM
Analyze Situation	Yes	11/6/2009 5:03:52 PM

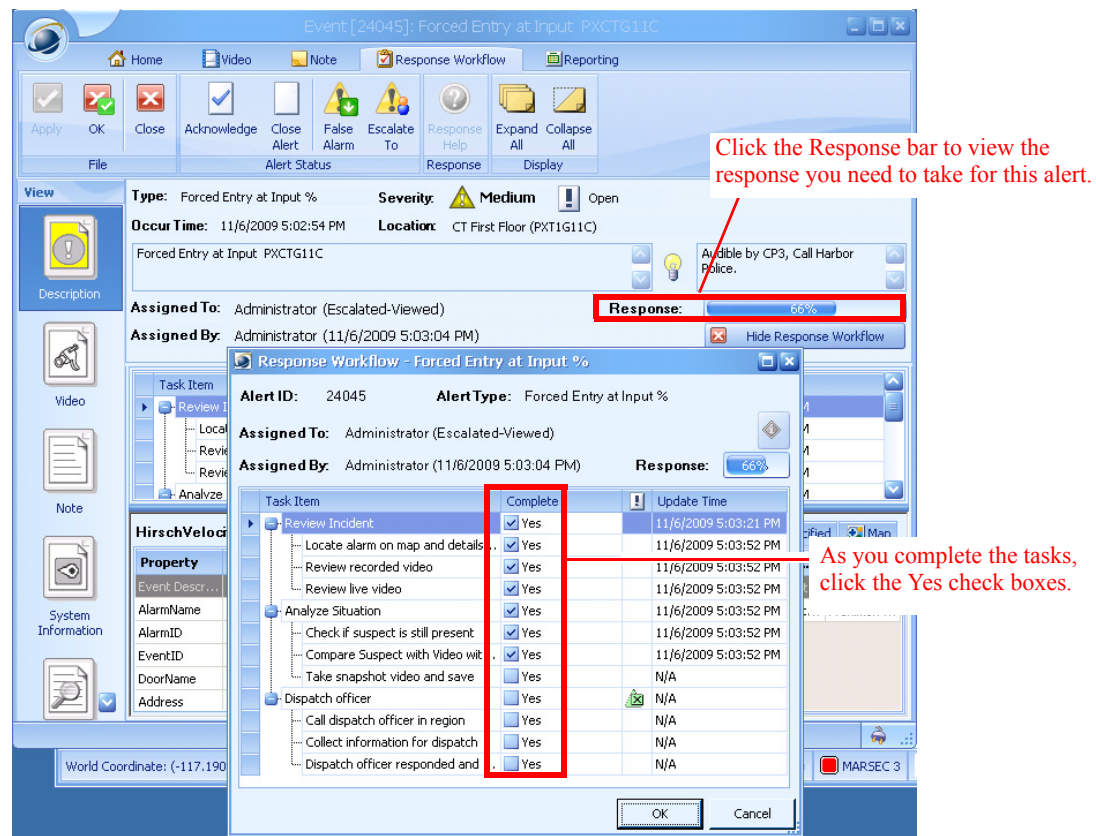
HirschVelocity Event

Property	Value
Event Descr...	Forced Entry at In...
AlarmName	Forced Entry at In...
AlarmID	57378
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DoorName	PXT1G11C
Address	\\01.01.30.001.0...

Referen...	Referen...	Access...	Badge I...	Access...	Access...	Organiz...
57378	Forced E...	11/6/200...	0	5001	Alarm Act...	
674815	Access G...	11/6/200...	1002441	2000	Washingt...	Proximex ...

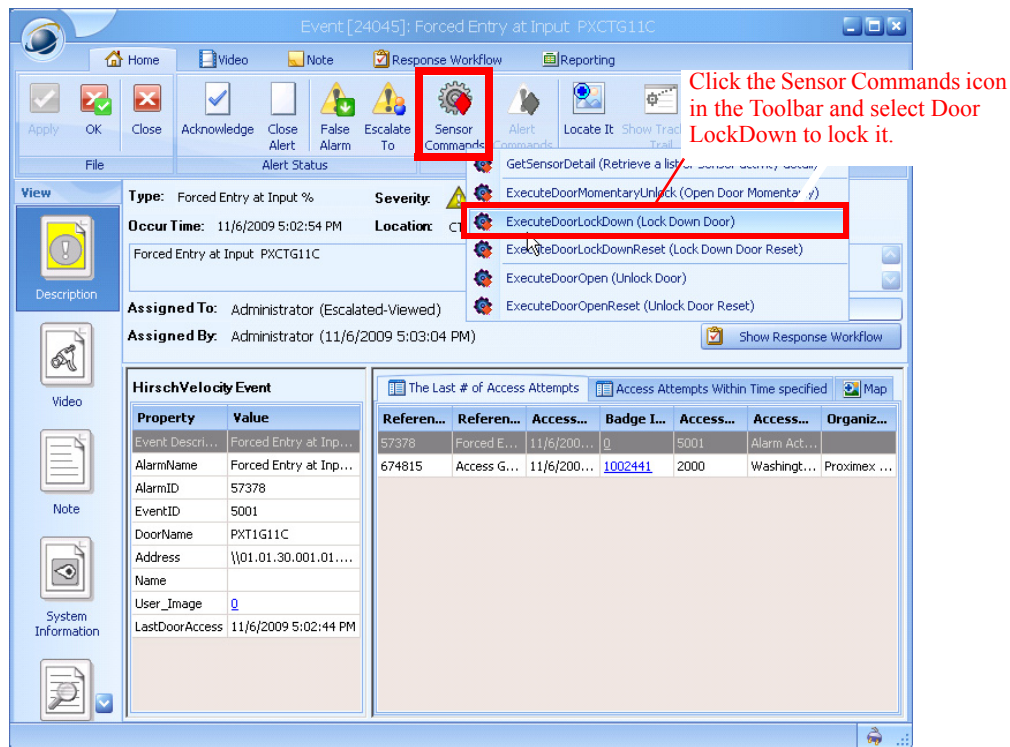
Tasks to be done.

To update the response tasks, Mike clicks the **Response** bar that appears above the **Hide Response Workflow** button. Instructions for handling this type of alert condition appear in the **Response Workflow** window.

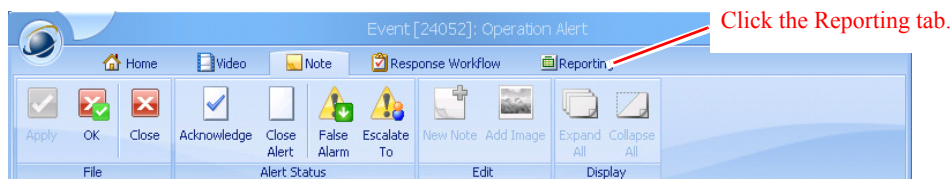


The **Response Workflow** window instructs Mike to perform several actions including identify the object, view recorded video, compare the suspect in the video with badge photos, enter speed and direction, and export an incident report. As he completes each item, he checks the **Yes** box to indicate that the task is complete.

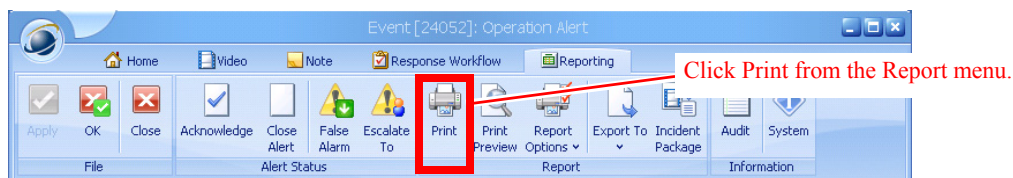
1. Mike collects information for dispatch, then calls the dispatch officer with a description of the incident and the perpetrators of the alarm.
2. Then Mike locks the door:
 - a. He clicks the **Sensor Commands** icon  at the top of the Alert Details window.
 - b. He selects **ExecuteDoorLockDown** from the menu that appears.



3. Then Mike prints a copy of the incident report for the office records: he clicks the **Reporting** tab at the top of the **Alert Details** window...



...and then selects **Print** from the **Reporting** tab.



Another hard day of work done, Mike sits back and waits for the next alert to be triggered.

What You can Find Out with PSOM

PSOM lets you discover in seconds what it used to take tens of minutes to find out. If you read the [“Walk-Through using PSOM” section on page 1-1](#), you have a basic idea of what you can do to detect and respond to alerts using PSOM.

At a high level, PSOM tells you:

- *Where* an incident took place
- *What* happened
- *Who* might be involved
- *When* the incident occurred and actions were taken

Table 1-1 lists some of the details you can obtain for each of these information points.

Table 1-1 **Details that You can Discover with PSOM**

Where	What	Who	When
• The high-level and building maps show where the alert occurred down to the video camera or access control that detected the alert. • Camera and Access Control devices on the map list their sensor ID numbers clearly for easy retrieval. • A written description of the location is shown in the Alert Details window. • A mini-map of the location is available from the Alert Details window.	• The color of the alert icon tells you the severity of the incident: red is a critical alert, yellow is a medium alert, and so forth. • The timestamp of the alert is shown in the Alert Details window. • The alarm within the access control or video device that triggered the alert is shown in the Alert Details window. For example, a “forced entry” alarm from an access control device.	• The names and badge ID information for the last 10 access attempts is automatically displayed in the Alert Details window. • Badge ID photos can be displayed quickly from the Alert Details window. • Video captured by related sensors is automatically stored in the Alert Details window. • Live video can be viewed as well to determine if suspects are still in the area. • Snapshots of video can be quickly taken and stored within the alert dossier.	• The exact timestamp for when the alert was triggered. • The time and date when actions were taken to resolve the alert. • The time and date when the alert was acknowledged and closed.

Using PSOM Operation Console, you can:

- Instantly detect and investigate alerts to find out the who, what, where and when details.
- Immediately access recorded video of incidents and compare with badge ID photos to identify suspects.
- Quickly determine the right course of action, and notify first-responders with complete information about the alert.

- Maintain awareness over the environment by viewing live video feeds. You can view a matrix of video feeds using the Video Management Console.
- Easily review recorded video and export video, take video snapshots, and export video files.
- Control the movement of Pan Tilt Zoom (PTZ) cameras. (Note: This feature may not be available for some vendors or implementations.)
- Send commands to access control devices to lock down, open, or temporarily “pop” open doors. (Note: Available commands vary by vendors.)
- Easily manage alert status in PSOM to acknowledge, close, and delete alerts.
- Track the movements of resources (people, vehicles, assets) in your environment.
- Produce comprehensive alert reports for management in a number of formats—with the click of a button.



CHAPTER 2

Monitoring Activity

This chapter introduces the PSOM Operation Console and explains how to use it to monitor your environment, including how to:

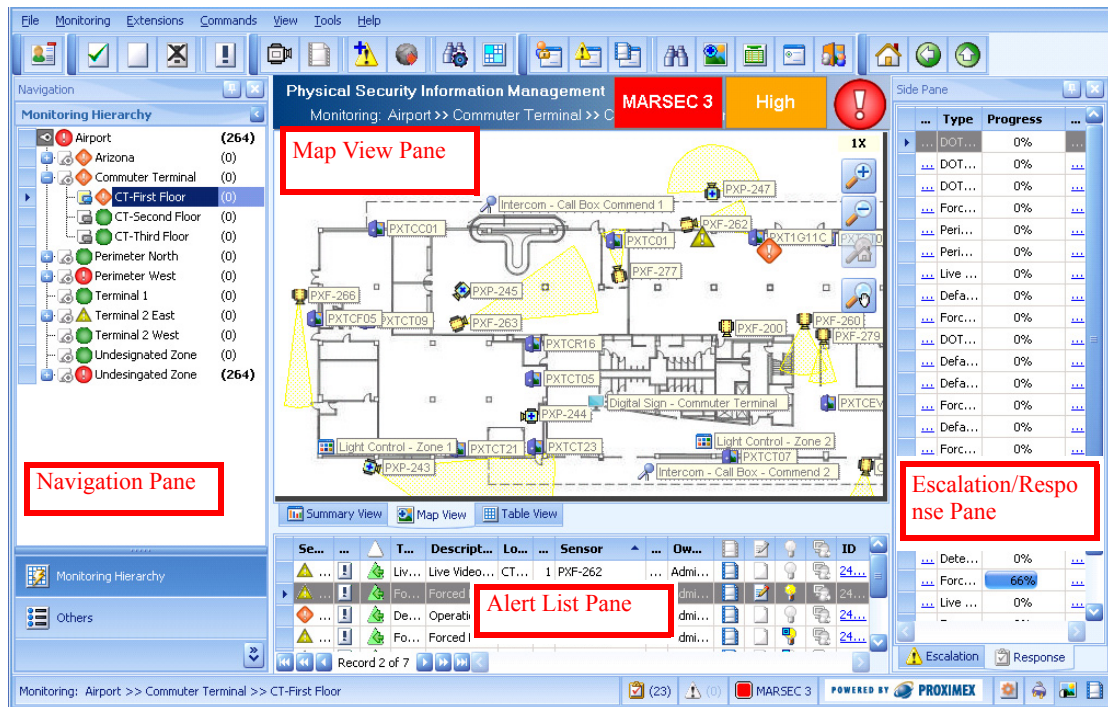
- Navigate a hierarchical list of monitoring zones
- Drill down from aerial maps to building floor plans
- Detect alerts and where they occurred
- Find sensor types and ID numbers
- Find security resources in your environment
- View tracking objects in your environment
- View the current MARSEC or Homeland Security levels

This chapter includes these topics:

- [Getting Familiar with the Operation Console, page 2-1](#)
- [Quickly Traversing Across Monitoring Zones with the Navigation Pane, page 2-4](#)
- [Visually Assessing Security Events with the Map View Pane, page 2-5](#)
- [Tracking Alert Conditions with the Alert List Pane, page 2-17](#)
- [Ensuring Timely Response with the Escalation Pane, page 2-19](#)
- [Taking Action with the Response Workflow Pane, page 2-20](#)
- [Locating Security Resources, page 2-22](#)
- [Tracking Users by Badge Activity, page 2-25](#)
- [Viewing Tracking Objects, page 2-30](#)
- [Creating User Alerts, page 2-33](#)
- [Additional Navigation, page 2-34](#)
- [Refreshing Your View of Alerts, page 2-35](#)
- [Viewing External Alerts \(Such as RSS Feeds\), page 2-35](#)
- [Viewing Current MARSEC or Homeland Security levels, page 2-35](#)

Getting Familiar with the Operation Console

When you launch PSOM, you see the Operation Console as shown next.



There are four panes in the Operation Console: Navigation, Map View, Alert List and Escalation/Response. The following sections describe how you can use these panes. You can resize the entire Operation Console window, as well as any pane within it to suit your needs.

The Operation Console toolbar also gives you quick access to important tasks, as described in [Table 2-1](#).

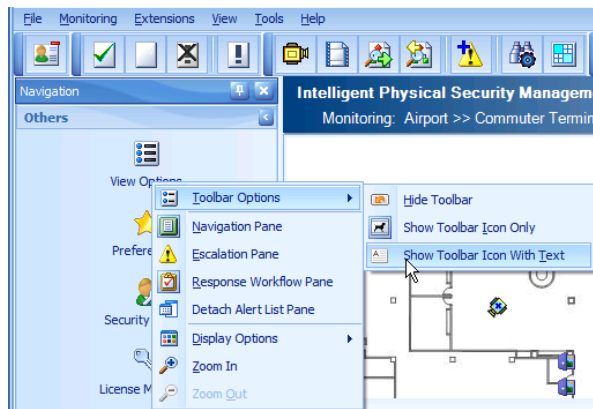
Table 2-1 Alert Toolbar

Icon	What it does...
	Logs off or logs on to Operation Console. See the “Logging On or Off” section on page 8-6.
	Acknowledges the alert(s) selected in the Alert List Pane. See the “Acknowledging Open Alerts” section on page 6-2.
	Closes the alert(s) selected in the Alert List Pane. See the “Closing Alerts” section on page 6-5.
	Deletes the alert(s) selected in the Alert List Pane. See the “Deleting Alerts” section on page 6-7.
	Displays the Alert Details window for the alert selected in the Alert List Pane. See the “Accessing Alert Details” section on page 3-6.
	Displays the Live Video Viewer for the camera sensor selected in the Map View Pane. See the “Viewing Live Video in a Standalone Window” section on page 4-4.
	Displays the Recorded Video Viewer for the camera sensor selected in the Map View Pane. See the “Viewing Recorded Video” section on page 4-2.
	Displays the EZ Track window for the camera sensor selected in the Map View Pane. See the “Launching EZ-Track” section on page 5-4.

Table 2-1 Alert Toolbar (continued)

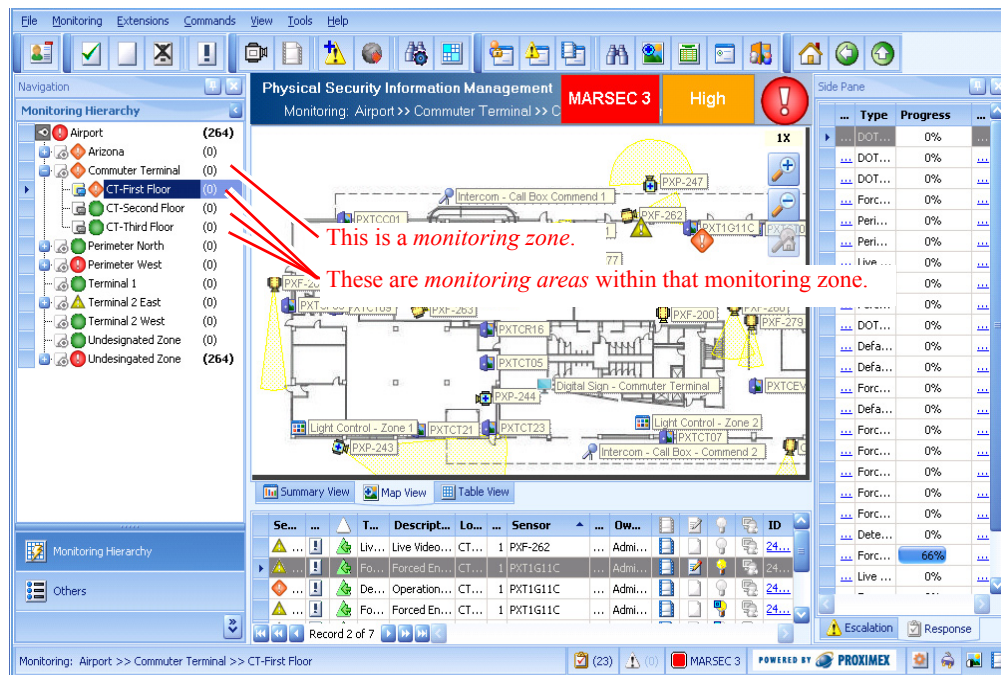
Icon	What it does...
	Displays the Create User Alert window. See the “Creating User Alerts” section on page 2-33 .
	Displays external commands that have been configured specifically for your environment to execute functionality in third-party systems across the entire PSOM environment.
	
	Displays the Find Sensors window. See the “Searching for a Sensor in the Current Monitoring Area” section on page 2-11 .
	Displays a video matrix view in the Video Management Console for the monitoring area that is currently displayed in the Map View Pane. See the “Using the Video Management Console” section on page 4-18 .
	Launches the Administration Console. See the <i>Administering Cisco Physical Security Operations Manager</i> guide.
	Launches the Alert Manager. See the “Viewing all Alerts in the PSOM Alert Manager Window” section on page 6-9 .
	Launches the Video Management Console. See the “Using the Video Management Console” section on page 4-18 .
	Displays the Search Wizard window. See the “Searching for a Sensor, Monitoring Area, Monitoring Zone, or Alert ID Across PSOM” section on page 2-12 .
	Displays the Find and Track Resources window. See the “Locating Security Resources” section on page 2-22 .
	Displays the Report Wizard window. See Chapter 7, “Creating Alert and Administrative Reports.”
	Displays the EZ Track Report Manager window. See the “Managing Composite Video Tracking Records with the Track Report Manager” section on page 5-14 .
	Displays the Badge User Trace Manager window. See the “Tracking Users by Badge Activity” section on page 2-25 .
	Returns you to the very top level of the security hierarchy; in other words, to the global view. See the “Additional Navigation” section on page 2-34 .
	Returns you to the map you were previously viewing. See the “Additional Navigation” section on page 2-34 .
	Displays the parent level of the current view. See the “Additional Navigation” section on page 2-34 .

You can customize your view of the toolbar using the **View Options**. Click **Other** in the Navigation Pane, then click **View Options > Toolbar Options**, and make a selection.



Quickly Traversing Across Monitoring Zones with the Navigation Pane

The Navigation Pane shows a hierarchical view of the *monitoring zones* and *monitoring areas* within your surveillance environment. You can quickly traverse this hierarchy to get from the highest level aerial view down to a specific room within a building by simply clicking the names to expand the tree and drill down.



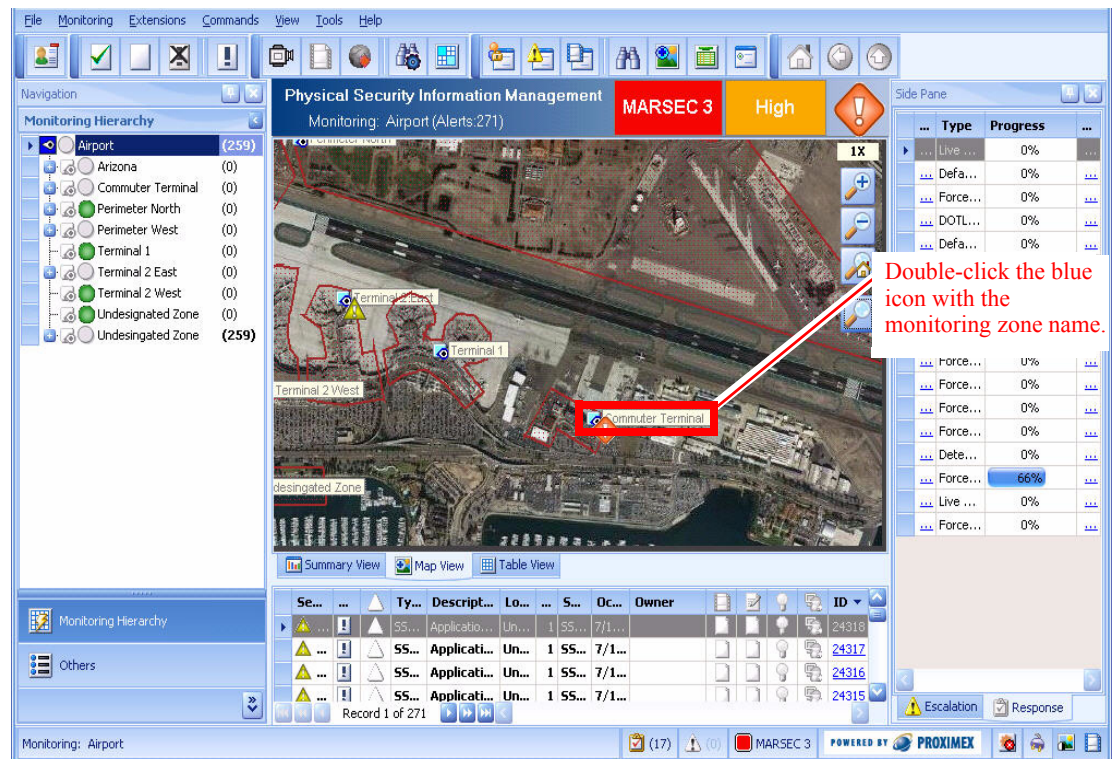
Monitoring zones can be actual buildings within your surveillance environment, or they can be campuses with many buildings. *Monitoring areas* are groups of sensors used to monitor specific locations within a monitoring zone. For example, at the Skyport Airport the monitoring zones are the different terminals, and the monitoring areas are specific gates, ticket counters, or security points within those terminals.

When a green icon  is displayed for a monitoring zone or monitoring area in the hierarchy, it means there is currently no suspicious activity. When the icon changes to blue , yellow , orange , or red , it means there is an alert condition in that area.

To allow more room for viewing the maps in the Map View Pane, you can *undock* the Navigation Pane so it is only visible when your cursor moves to the left edge of the Operation Console window. To undock the pane, select the pin-shaped icon at the top right corner of the pane. If you want to view the Navigation Pane at all times, you can dock it by re-selecting the pin-shaped icon at the top right corner of the pane.

Visually Assessing Security Events with the Map View Pane

When you start PSOM, the Map View Pane shows the highest aerial view of your total surveillance boundary. In the case of Skyport Airport, this would be an aerial view of the entire airport. On top of this view are areas outlined in red that show the boundaries of monitoring zones.



Double-click the blue icon with the monitoring zone name.

Se...	Ty...	Descript...	Lo...	S...	Oc...	Owner	ID
...	SS...	Applicatio...	Un...	1	SS...	7/1...	24318
...	SS...	Applicati...	Un...	1	SS...	7/1...	24317
...	SS...	Applicati...	Un...	1	SS...	7/1...	24316
...	SS...	Applicati...	Un...	1	SS...	7/1...	24315

When you double-click the blue monitoring zone icon in the Map View Pane, or click the name of a monitoring zone in the Navigation Pane, a lower-level map image appears. When you click a monitoring area within a monitoring zone, a building layout appears. In the window shown next, the building layout of the CT First Floor monitoring area within the Commuter Terminal monitoring zone is displayed.

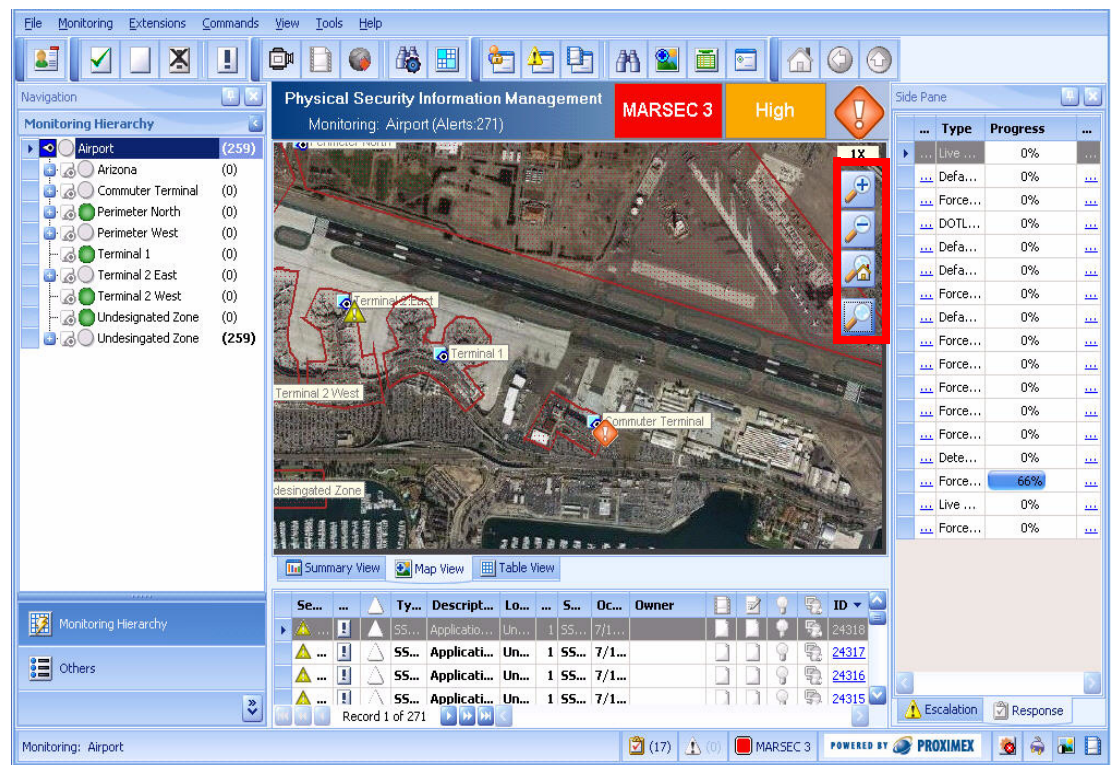
Visually Assessing Security Events with the Map View Pane

The highlighted monitoring area is what is displayed in the Map View Pane.

Se...	Ty...	Descript...	Lo...	S...	Oc...	Owner	ID
...	Live...	Live Video...	CT...	1 PX...	1/1...	Administrator	24059
...	Forced En...	CT...	1 PX...	12/...	Administrator	24057	24057
...	Operation...	CT...	1 PX...	11/...	Administrator	24052	24052
...	Forced En...	CT...	1 PX...	11/...	Administrator	24047	24047

Monitoring: Airport >> Commuter Terminal >> CT-First Floor

You can zoom in or out in the Map View Pane using the icons at the top right corner. You can also click the Pan icon  and move the map to display a different area of the map in the Map View Pane.



Sensors Displayed in the Map View Pane

From a building plan view, you can see the locations and types of sensors in your environment. In the diagram above, you can see several icons. These are explained in the [Table 2-2](#).

Table 2-2 *Icons Displayed in the Map View Pane*

Icon	What the icon means...
	This is a monitoring zone.
	This is a monitoring area.
	This is a video camera that is connected to a DVR.
	This is a video camera icon that is offline; it is not connected to a DVR.
	This is a PTZ camera that is connected to a DVR.
	This is a PTZ camera that is offline; it is not connected to a DVR.
	This is an access control device icon; for example, a fire door.
	This is a hazard detector.
	This is a radar device that is used to detect, range (determine the distance of), and map various types of targets.
	This is a sonar device that is used for acoustic location.
	This is an intercom system, such as a Public Announcement (PA) system.

Table 2-2 *Icons Displayed in the Map View Pane (continued)*

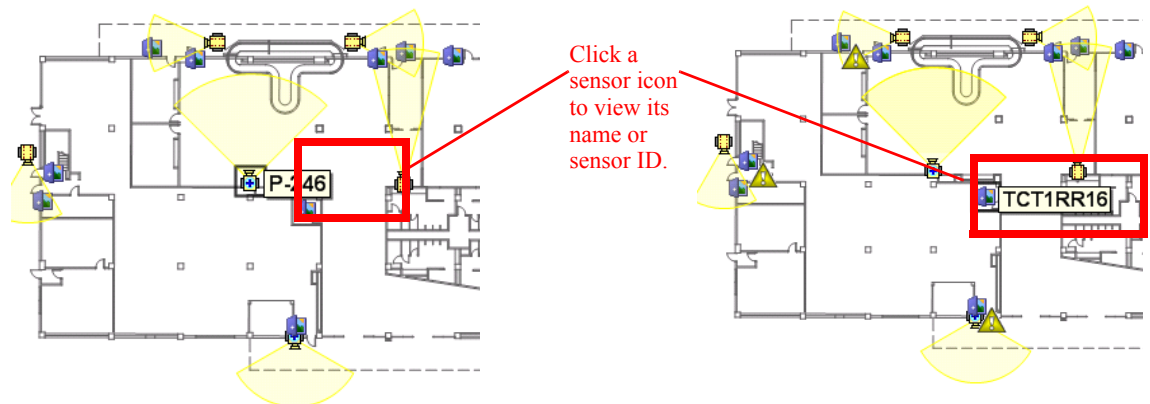
Icon	What the icon means...
	This is a digital signage system, such as an electronic display installed in a public space.
	This is a fire detector that detects smoke and issue alarms.
	This is a reconfigurable microwave network; for example, reconfigurable wireless communication, wireless network, and reconfigurable phase array antenna.
	This is an electronic fence security system.
	This is an intrusion detector designed to detect unwanted attempts at accessing, manipulating, and/or disabling computer systems, mainly through a network, such as the Internet.
	This is an emergency duress system such as a panic alarm.
	This is an automated external heart defibrillator (AED).
	This is a computer on the network.
	This is an intelligent video system such as Agent VI or Verint Nextiva.
	This is an IP device such as those that provide information and notification via Windows Management Instrumentation (WMI).
	This is an HVAC device such as heating, ventilating and air conditioning systems.
	This is a Basic Access Control (BAC) systems used to read passports.
	This is a glass break detector which detects a break in a pane of glass, alerting a burglar alarm.
	This is a seismic detector which detects seismic activity.
	This is a UPS device which integrates with Universal Power Supply (UPS) systems.
	This is a gas detector, which detects the presence of various gases within an area, usually as part of a system to warn about gases which might be harmful to humans or animals.
	This is computer aided dispatch such as systems that dispatch taxicabs, couriers, field service technicians, or emergency services assisted by computer.
	This is a carbon monoxide detector which detects the presence of carbon monoxide within an area.
	This is a motion detector system which quantifies motion that can be either integrated with or connected to other devices that alert the user of the presence of a moving object within the field of view.
	This is a critical risk alert icon.
	This is a high risk alert icon.
	This is a medium risk alert icon.

Table 2-2 Icons Displayed in the Map View Pane (continued)

Icon	What the icon means...
	This is a low risk alert icon.
 Go Up  Go Up-Right  Go Right  Go Down-Right  Go Down  Go Down-Left  Go Left  Go Up-Left	These are directional link icons that you can click to move to a different area from the Map View Pane.

Viewing Sensor ID and Sensor Name on a Map

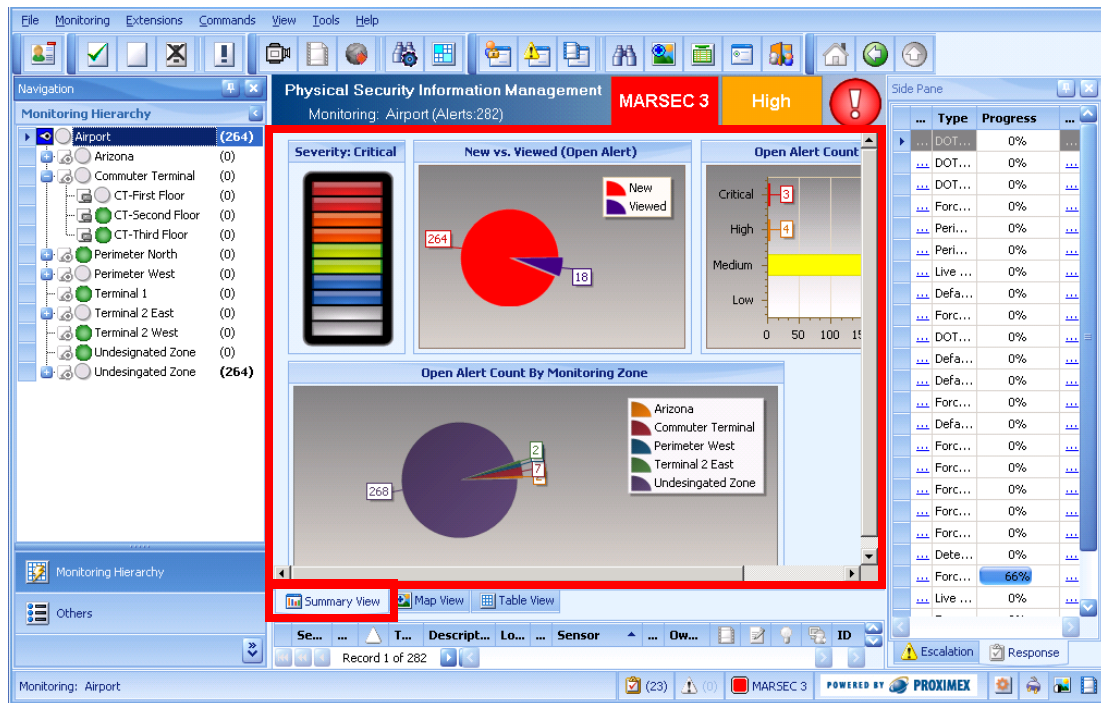
You can click any sensor icon to view its sensor ID and sensor name—this saves you the difficult task of memorizing all camera and access control door IDs.



When you see an alert icon on a map, you can double-click it to view details about the alert. How to interpret the information in an alert window is covered in [Chapter 3, “Responding to Alerts.”](#)

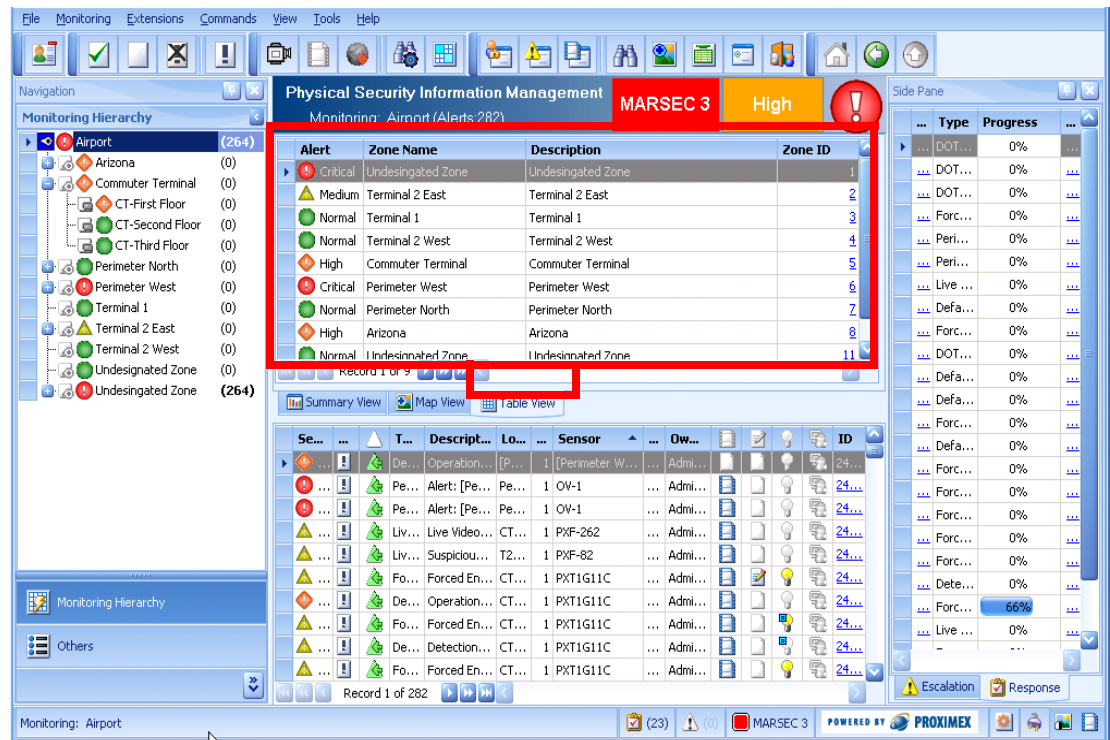
Displaying a Summary View or Tabular View of Alerts

For each monitoring zone and monitoring area, you can view a summary of activity by clicking the **Summary View** tab at the bottom of the Map View pane.



Several charts summarize the alerts for the selected monitoring zone or area including: severity level, new versus open alerts, open alert count by severity, and open alert count by monitoring area or zone.

You can also view a tabular representation of the alerts in the selected monitoring zone or area by clicking the **Table View** tab.

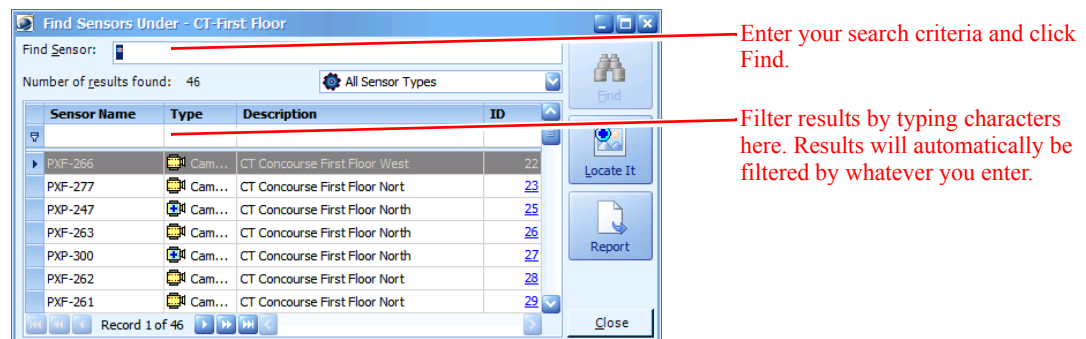


You can set preferences that determine which of these views is presented when you view the global zone, monitoring zones or monitoring areas. See the [“Changing the Default Display in the Map View Pane”](#) section on page 8-4 for details.

Searching for a Sensor in the Current Monitoring Area

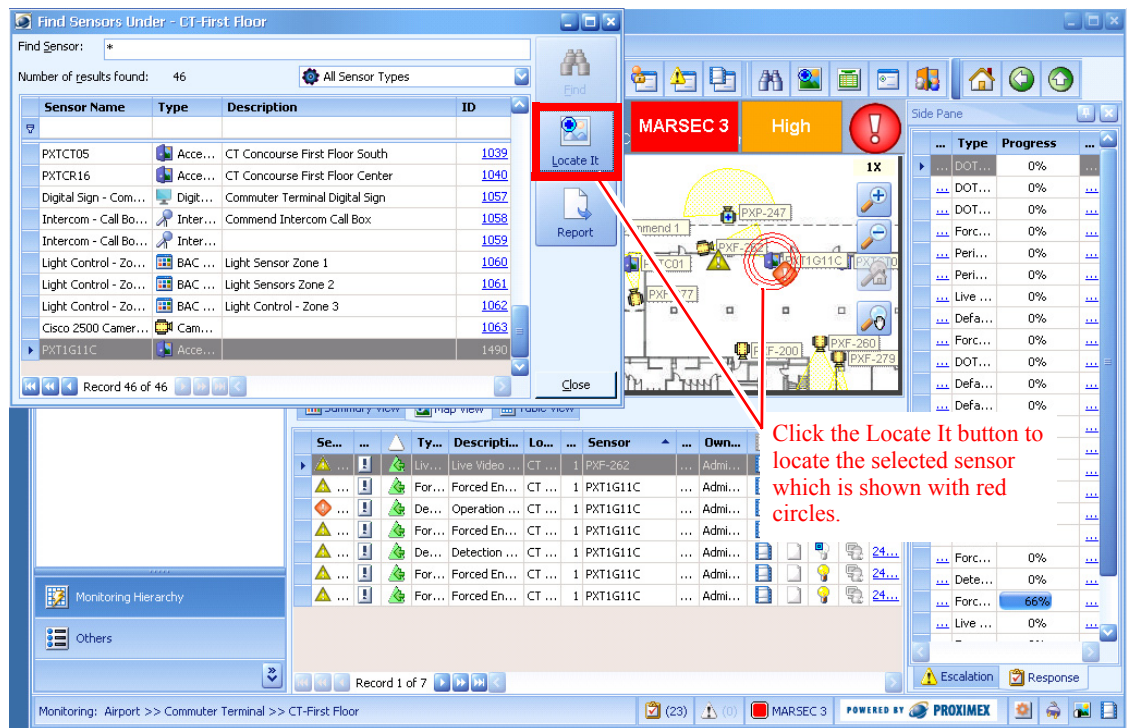
You can find a sensor within the monitoring area that is currently displayed in the Map View Pane by clicking the **Find Sensor** icon  in the Operation Console toolbar.

The **Find Sensor** window appears.



The **Find Results** area of the window lists the sensors whose names match your entry in the **Find Sensor** field. Select a sensor from the list and click the **Locate It** button. The Map View Pane brings up the appropriate map with the sensor highlighted by concentric red circles.

Visually Assessing Security Events with the Map View Pane



Searching for a Sensor, Monitoring Area, Monitoring Zone, or Alert ID Across PSOM

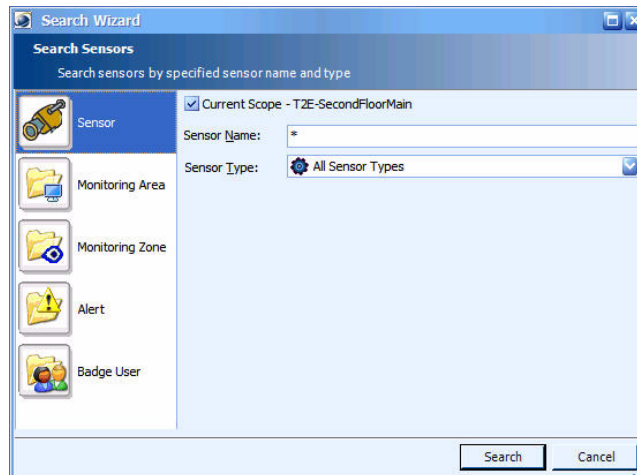
If you know at least the first few characters of the name of a sensor, monitoring area, monitoring zone, or alert ID and want to quickly find it, you can use **Search Wizard**.

To use **Search Wizard**:

Step 1 Click **Search Wizard** at the top of the Operation Console window.



The **Search Wizard** window opens.

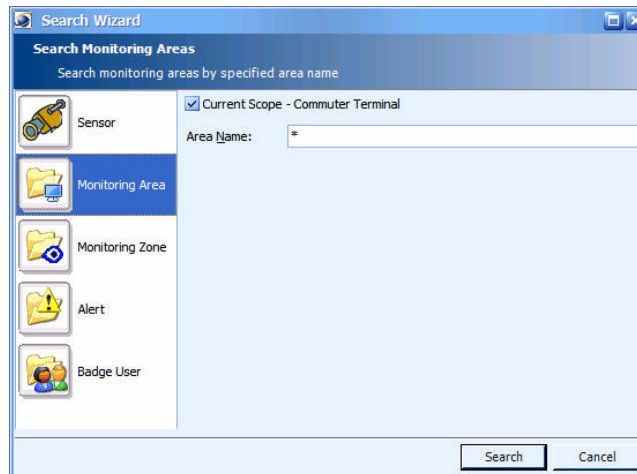


- Step 2** To find a sensor, click **Sensor** and type in the name of the sensor you want to find in the **Sensor Name** field. You can limit your search to a type of sensor by making a choice from the **Sensor Type** field. You can search only the monitoring area or zone that is currently displayed by clicking the **Current Scope** option.

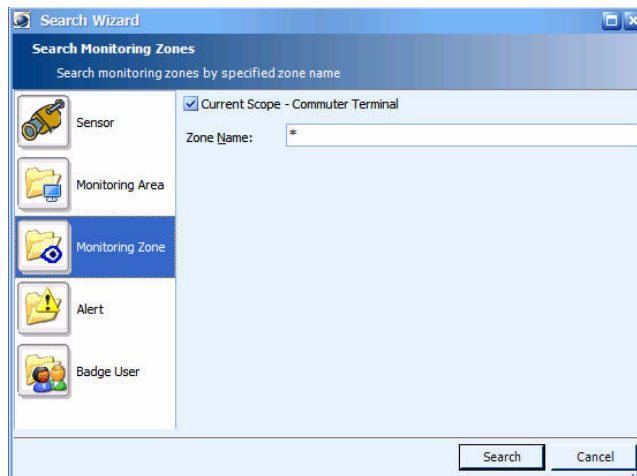


Note You can enter a wildcard character if you do not know the entire sensor name for which you're searching. For example, "TC*" returns all camera sensors that start with "TC".

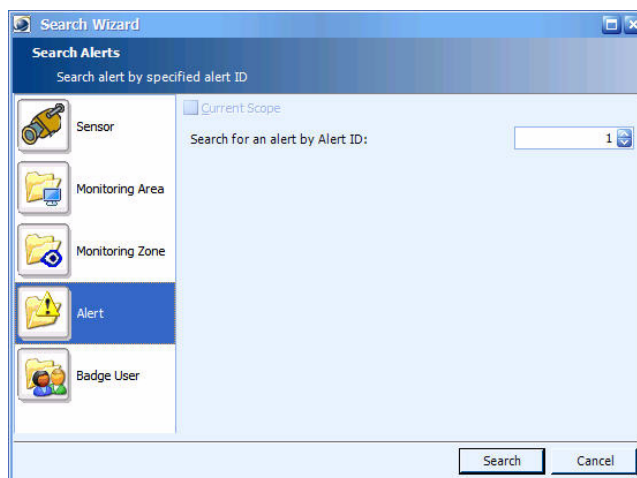
- Step 3** To find a monitoring area, click **Monitoring Area** and enter the name of the area you want to find in the **Area Name** field. You can limit your search to the monitoring area or zone that is currently displayed by clicking the **Current Scope** option.



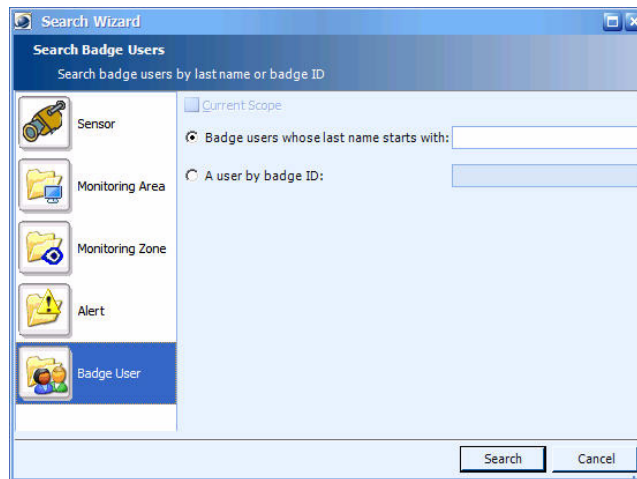
- Step 4** To find a monitoring zone, click **Monitoring Zone** and enter the name of the zone you want to find in the **Zone Name** field. You can limit your search to the monitoring area or zone that is currently displayed by clicking the **Current Scope** option.



Step 5 To find a specific alert, click **Alert** and enter the ID for the alert you want to find in the **Search for alert by Alert ID** field.

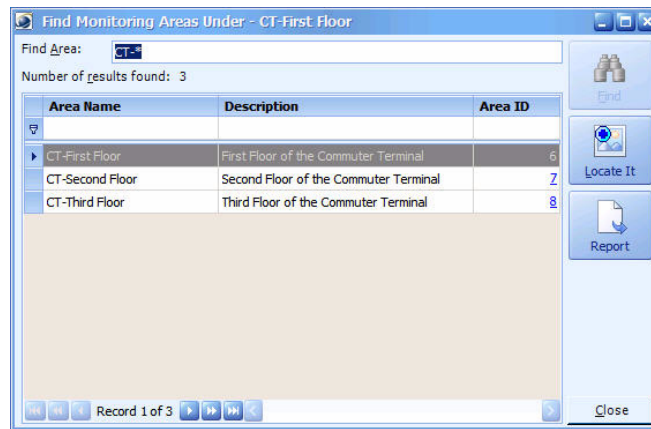


Step 6 To find a specific user by badge, click **Badge User** and enter the first few characters of the badge user's last name that you want to find in the **Badge users whose last name starts with** field. Alternatively, you can enter the ID number for the badge user in the **A user by badge ID** field.



Step 7 Click **Search**.

Results appear in a new window. For example, if you search on all monitoring areas that begin with “CT-”, results appear as shown next.

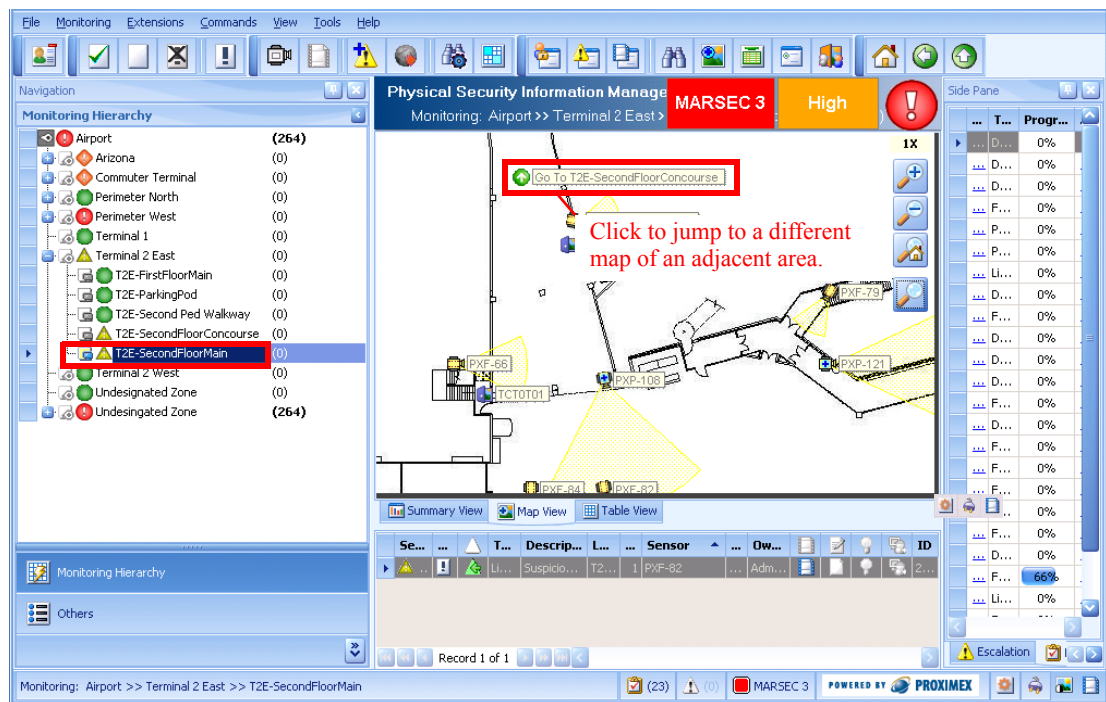


The **Find Results** area of the window lists the monitoring areas whose names match your entry in the **Find Area** field. Select an area from the list and click the **Locate It** button. The Map View Pane brings up the appropriate map.

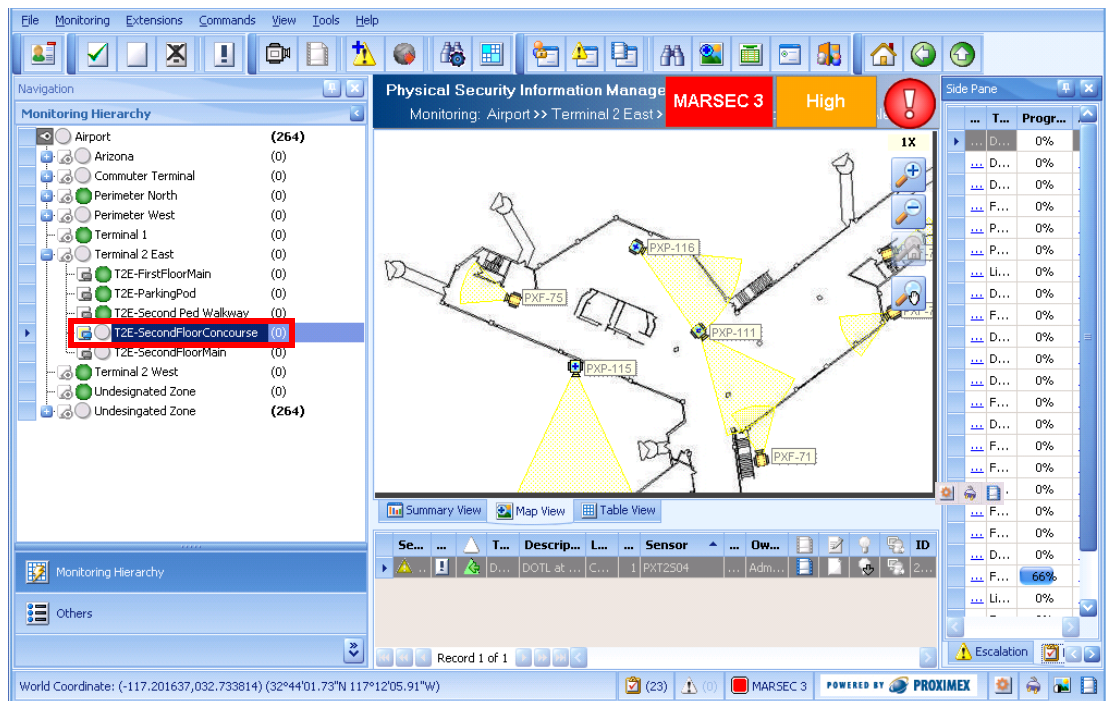
Traversing Across Maps with Directional Icons

When you see a green circle with an arrow on a map, it means you can travel in the indicated direction to an adjacent area in the building. For example, the Map View Pane in the next example shows the “T2E-SecondFloor” of Terminal 2 East.

Visually Assessing Security Events with the Map View Pane



Double-click this green icon and the map for the indicated area is displayed; in this case, the map for the T2E-SecondFloorConcourse is shown.



Manually Controlling Access Doors

You can manually control access doors from the Map View Pane as well. See the “[Manually Controlling Access](#)” section on page 3-33 for more information.

Tracking Alert Conditions with the Alert List Pane

Every alert that is triggered within PSOM appears in the **Alert List Pane**. At a glance, you can see all open (and potentially *acknowledged*) alerts for the security zone you are currently viewing. For example, if the “Commuter Terminal” is highlighted in the **Navigation Pane**, the **Alert List Pane** shows all open alerts within the Commuter Terminal security zone.

Sev...	S...	Type	Description	Loc...	Sensor	Owner	ID
High	Open	Live...	Live Video Al...	CT ...	1 PXF-262	1... Admini...	24...
High	Open	For...	Forced Entr...	CT ...	1 PXT1G11C	1... Admini...	24...
Critical	Open	Def...	Operation Al...	CT ...	1 PXT1G11C	1... Admini...	24...
High	Open	For...	Forced Entr...	CT ...	1 PXT1G11C	1... Admini...	24...

Sometimes there are multiple alerts collapsed under one listing. The **Occurrence** column will show a number greater than 1 (one) in this case. To expand these listings, right-click the top-level listing and select **View Collapsed Alerts** from the menu.

Severity	Status	Type	Description	Locati...	Occurrence	Se...	Occur Time
High	Open	Live Vi...	Live Video Alert	Office	1	C...	1/31/2007 1:46:...
Critical	Open	Live Vi...	Live Video Alert	Office	1	C...	1/31/2007 1:46:...
Medi...	Open	Force...	Door Forced Ope...	Office	4	C...	1/31/2007 1:46:...

If the number in the Occurrence column is more than 1 (one)...

...Right-click the listing and select View Collapsed Alerts from the pop-up menu.

Table 2-3 explains the information you can get from the **Alert List Pane**.

Table 2-3 Information shown in the Alert List Pane

Column	What this tells you...
Severity	The risk level of the alert. A yellow icon means it is a medium risk alert; a red icon means it is a critical risk alert. Double-click the icon to view the Alert Details window; see Chapter 3, “Responding to Alerts,” for more information.
Status	The current condition of the alert. Open—The alert still needs to be investigated and appropriate actions taken. Acked—The alert has been acknowledged, and an operator is probably taking actions to resolve it. Closed—Appropriate actions have been taken to close the alert. Note In the Alert List Pane, only those alerts that are “Open” are shown. You can see all alerts using the Alert Management. See Chapter 6, “Acknowledging, Closing and Auditing Alerts,” for information.
Escalation	The response status for the alert; such as whether it has been viewed, escalated, acknowledged or closed. —The alert is new and has not been viewed. —The alert has been escalated but not yet viewed. —The alert has been escalated and viewed, but not acknowledged. —The alert has been escalated and can be acknowledged. —The alert has been escalated and can be closed. To prevent an alert from being escalated, you must view, acknowledge, or close the alert within the time frame specified by the escalation rule.
Type	The type of alarm that was raised by the sensor. The types of alarms that can be triggered are dependent upon the system that controls the sensors; the system with which PSOM integrates.
Description	A brief description of the alarm type.
Location	The location property of the sensor that triggered the alarm.
Occurrence	The number of alerts that have been collapsed into this alert listing.
Sensor	The name assigned to the sensor where the alert occurred.
Occur Time	The date and time when the alarm was triggered.
Owner	The owner of the alert.
	If the icon in this column is not greyed-out, there is recorded video camera footage available of the events that triggered the alert. Clicking the icon in this column displays the recorded video for the alert.
	If the icon in this column is not greyed-out, there are notes that provide more information about the alert and any actions that have been taken to resolve it.

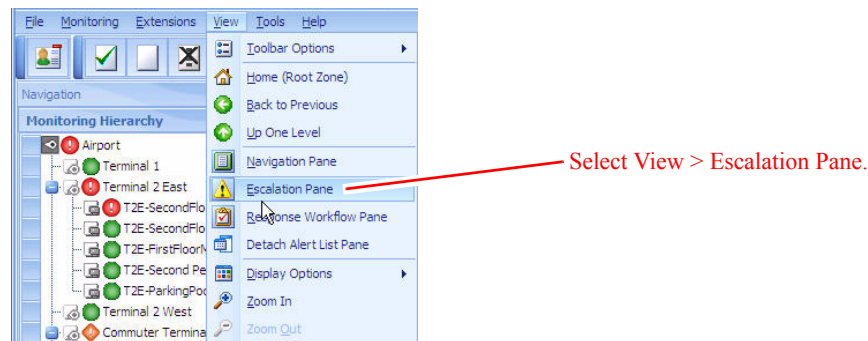
Table 2-3 Information shown in the Alert List Pane (continued)

Column	What this tells you...
	If the icon in this column is not greyed-out, there is information about what actions you need to take to resolve this type of alert.
	If this icon appears with a blue rectangle, it is a simulated alert; perhaps an administrator is testing new business logic with PSOM. There are four types of simulated alerts: simulated alert that is a false alarm but has instructions, simulated alert that is a false alarm and does not have instructions, simulated alert with instructions and simulated alert without instructions.
	If this icon appears with a green down arrow, it is a false alert.
ID	The unique PSOM-generated alert ID for identification and reporting.

By default, the Alert List Pane only shows open alerts; you can configure it to show acknowledged and open alerts. See the [“Viewing Acknowledged Alerts”](#) section on page 6-11.

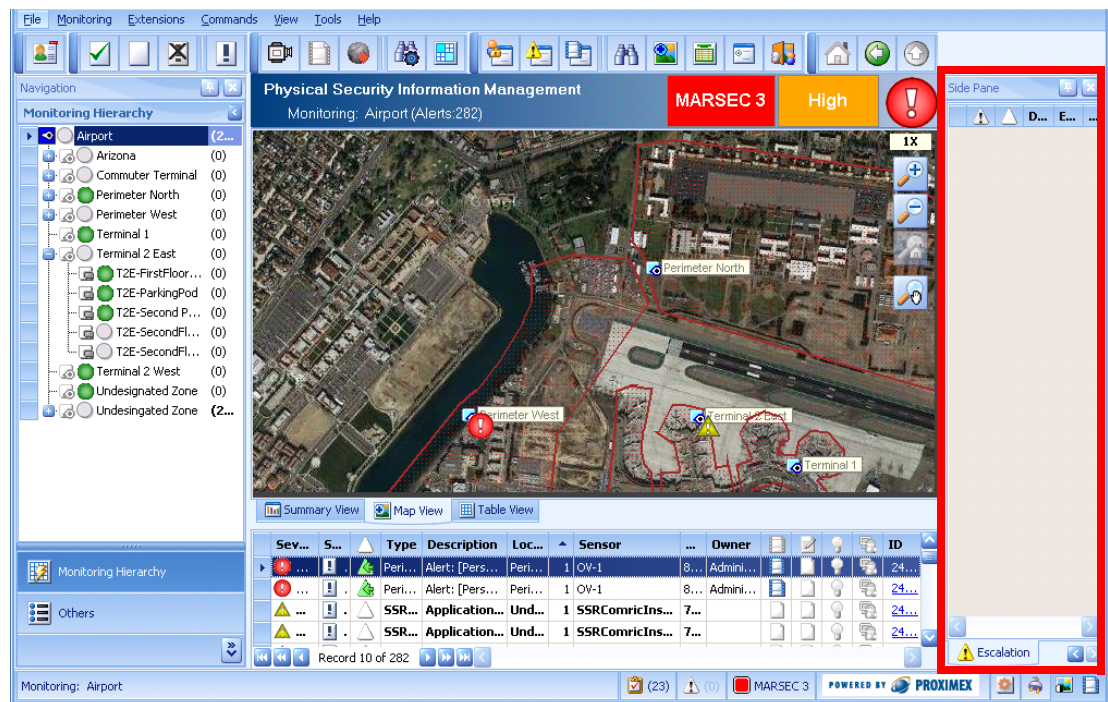
Ensuring Timely Response with the Escalation Pane

You can track all alerts that have been escalated to you in the **Escalation Pane**. To open the Escalation Pane, select **View > Escalation Pane**.



The **Escalation Pane** appears as shown next.

Taking Action with the Response Workflow Pane



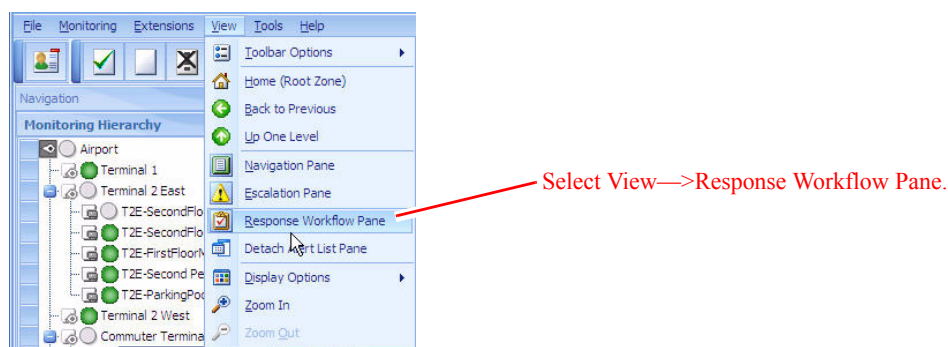
The Escalation Pane only shows alerts that the system has escalated to you for attention, or that other users have escalated to you. For each alert, the Escalation Pane shows the severity (Critical, High, Medium, Low), escalation status (Not Viewed, Viewed but Not Acknowledged, Viewed but Not Closed), alert description, timestamp when the alert occurred, and alert ID.

To prevent an alert from being escalated, you must view, acknowledge, or close the alert within the time frame specified by the escalation rule.

Taking Action with the Response Workflow Pane

The **Response Workflow Pane** helps ensure that you take appropriate action when an alert occurs, as defined by the security experts at your company. It shows the progress towards fulfilling your responsibilities for the various alerts under your responsibility.

To open the Response Pane, select **View > Response Workflow Pane**.

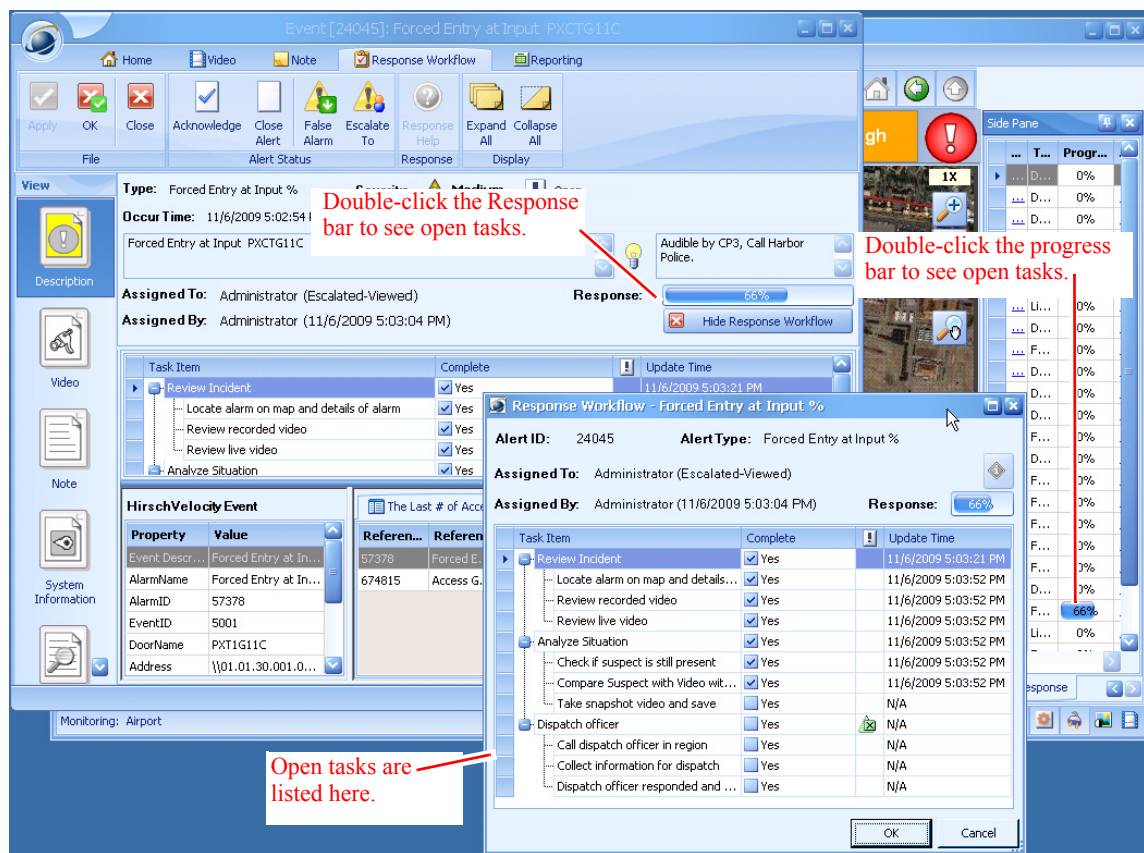


The screenshot displays the Physical Security Information Management (PSIM) software interface. The top menu bar includes File, Monitoring, Extensions, Commands, View, Tools, and Help. The left sidebar shows the Monitoring Hierarchy, with the Airport structure expanded. The central map view shows an aerial view of an airport with red boundary lines and labels for Perimeter North, Perimeter West, Terminal 2 East, and Terminal 1. The bottom table view shows sensor data with columns for Sev, S, Type, Description, Loc, Sensor, Owner, and ID. The right sidebar shows the Side Pane with a list of sensors and their status. The status bar at the bottom indicates Monitoring: Airport and Record 10 of 282.

Sev	S	Type	Description	Loc	Sensor	Owner	ID
...	...	Peri...	Alert: [Pers...	Peri...	1 OV-1	8... Admini...	24...
...	...	Peri...	Alert: [Pers...	Peri...	1 OV-1	8... Admini...	24...
...	...	SSR...	Application...	Und...	1 SSRComricIns...	7...	24...
...	...	SSR...	Application...	Und...	1 SSRComricIns...	7...	24...

Using Cisco Physical Security Operations Manager

Locating Security Resources

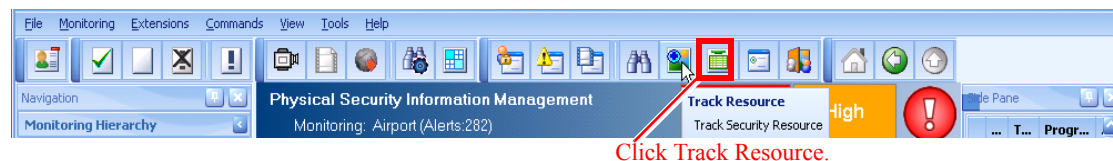


Locating Security Resources

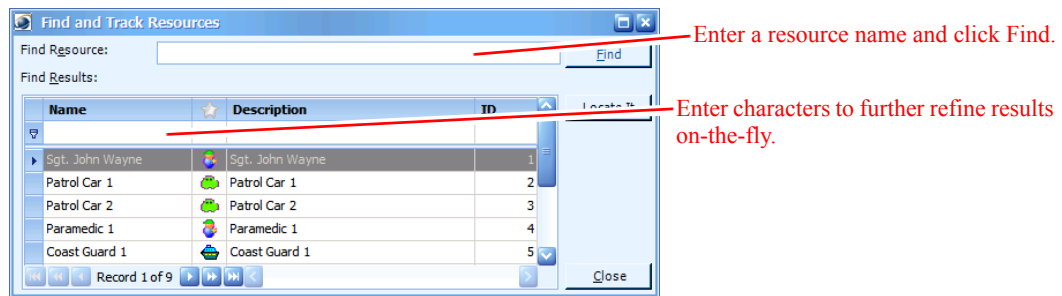
Security resources are the people (for example, mobile officers, paramedics), vehicles (for example, patrol cars), boats, airplanes, and valuable assets within your environment whose location you need to track from the Operation Console.

To search your entire environment for a resource:

Step 1 Click **Track Resource** under **Operations** in the Navigation Pane.

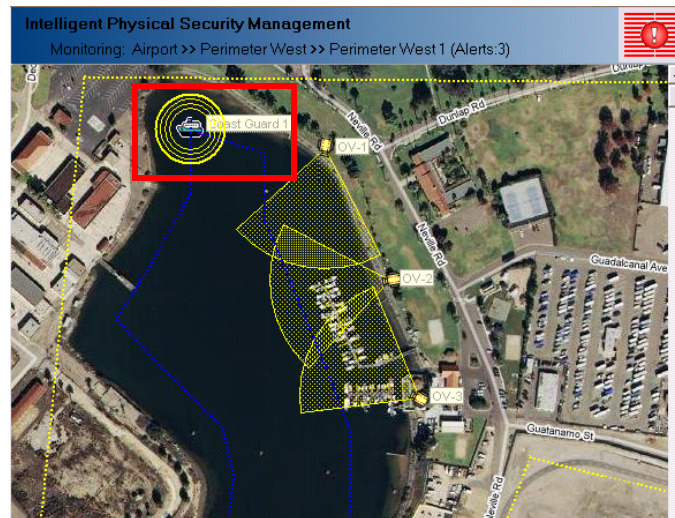


The **Find and Track Resources** window appears.

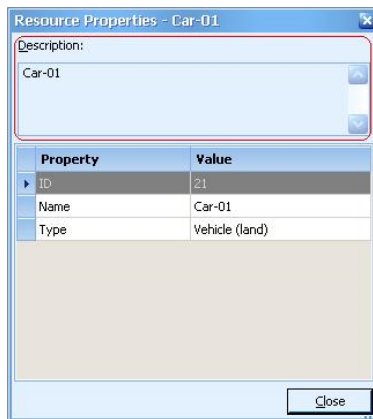


- Step 2** You can either select a resource from the list, or enter the resource's name in the **Find Resource** field and click **Find**.
- Step 3** You can further refine results by entering characters in the first row of the Find Results area. Results are filtered based on what you enter in this row.
- Step 4** Select a resource from the list and click the **Locate It** button.

The Map View Pane displays the map where the resource is located, using a blue dotted line to show the resource's historical tracking trail. A red dotted trail shows the resource's current movements for real-time tracking.



Double-click a resource on the map to show its **Resource Properties** window.

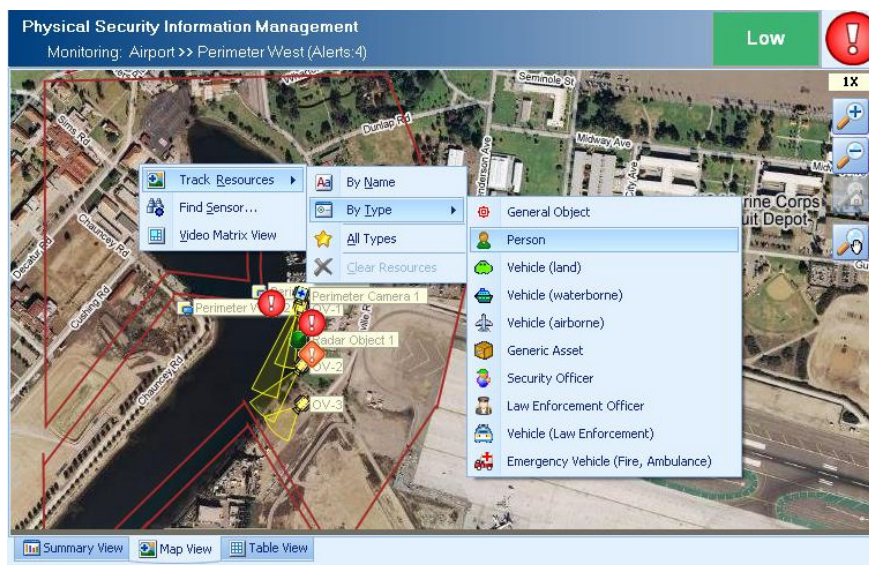


To find a resource in a specific monitoring zone or area:

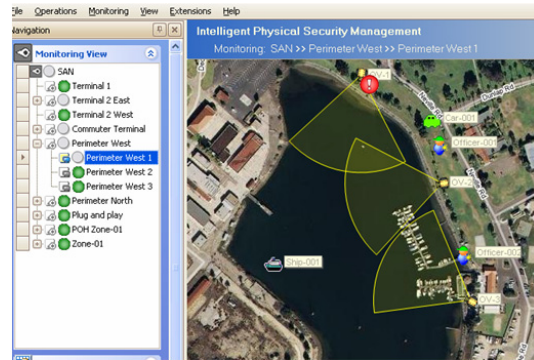
Step 1 Right-click the monitoring zone or area in the Navigation Pane.

Step 2 Select the resources to display:

- To find resources by name, select **Track Resources > By Name**. Enter the name in the **Find and Track Resources** window and click **Find**.
- To find all types, select **Track Resources > All Types**.
- To find the resources by type, select **Track Resources > By Type**, and then select a type.



The map updates to show the resources in that zone or area.



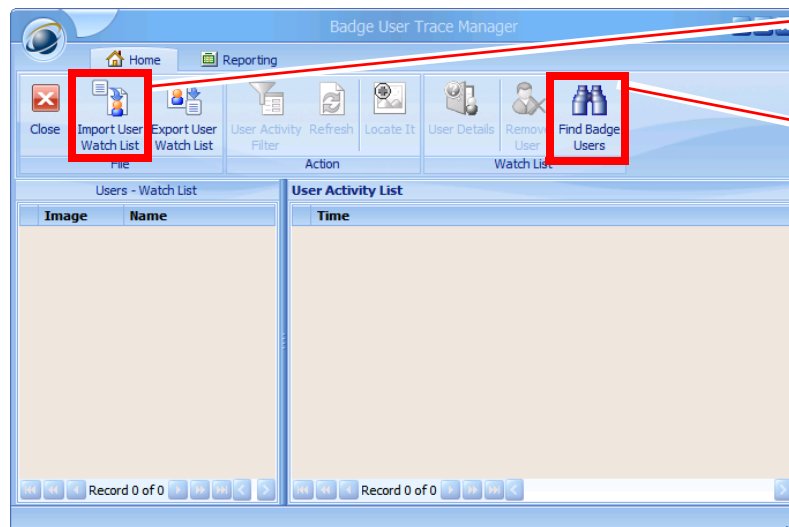
To clear resource tracking from the Map View Pane, right-click the monitoring zone or node in the Navigation Pane and select **Track Resources > Clear Resources**.

Tracking Users by Badge Activity

If your access control system supports this functionality, PSOM can display activity for a badge from the Badge User Trace Manager. You can set up a badge user on a watch list and manually refresh the results on demand to see at what sensors the badge is using. The user watch list you create in Badge User Trace Manager is not stored to the PSOM database, but you can export the list to an XML file before logging out of PSOM Operation Console, and then re-import the watch list when you want to use it the next time.

To track a user by badge activity:

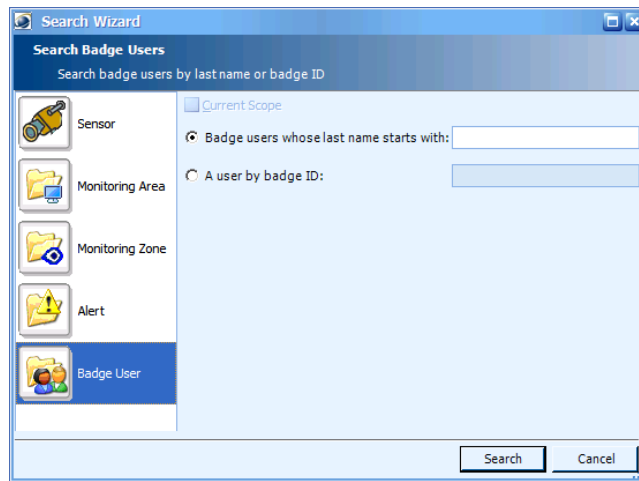
- Step 1** Click **Badge User Trace**  in the toolbar for the Operation Console.
The **Badge User Trace Manager** window appears.



If you have a watch list, click **Import User Watch List**.

Otherwise, click **Find Badge Users** to search the list of badges.

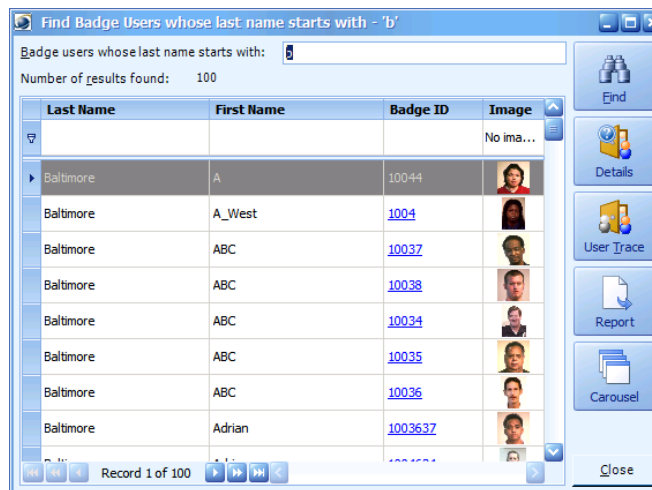
- Step 2** Click **Find Badge Users**.
The **Search Wizard** appears.



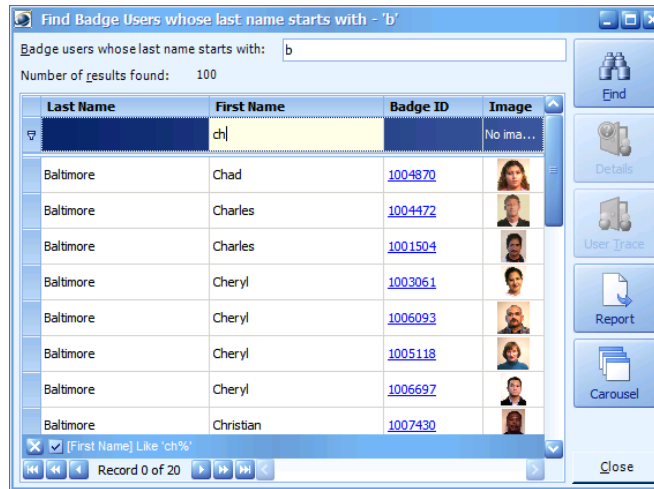
Step 3 Enter the first few characters of the badge user's last name that you want to find in the **Badge users whose last name starts with** field. Alternatively, you can enter the ID number for the badge user in the **A user by badge ID** field.

Step 4 Click the **Search** button.

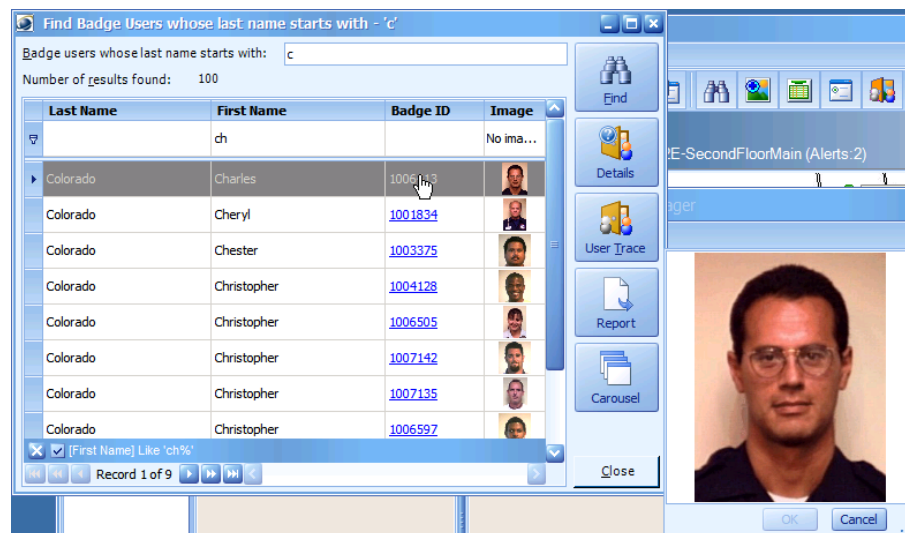
The **Find Badge Users** window appears with results.



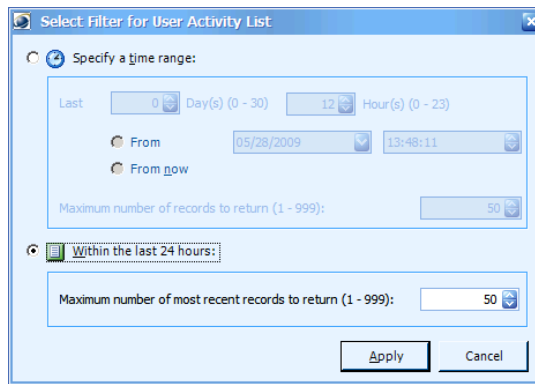
You can filter the list by entering characters in the top row fields.



You can view the badge photo for the user by clicking the link in the Badge ID column.



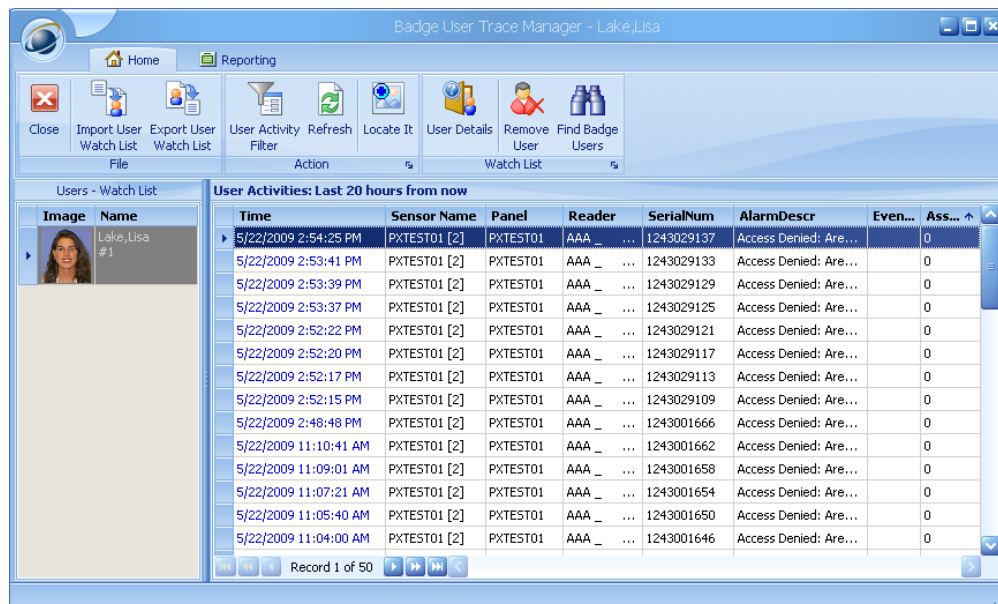
- Step 5** Once you find the user you want to track, click the **User Trace** button. The **Select Filter for User Activity List** window appears.



Step 6 Decide whether you want to view activity during a specific time period (select **Specify a time range**) or just for the past day (select **Within the last 24 hours**). If you view activity for the past 24 hours, you can limit the number of records to return in the **Maximum number of most recent records to return** field.

Step 7 Click **Apply**.

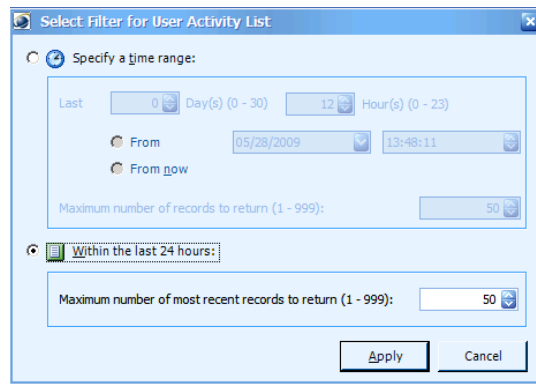
The **Badge User Trace Manager** reappears with results displayed for that user.



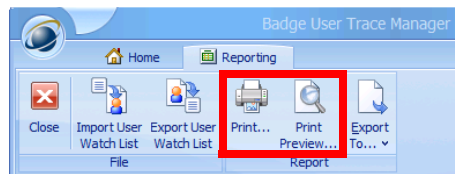
Step 8 To get the latest activity results, click the **Refresh** button  in the toolbar.

Step 9 To change the time period for which you're viewing activity, or alter the number of records you return for each badge user, click the **User Activity Filter** button  in the toolbar.

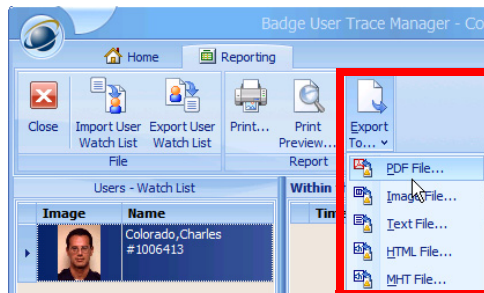
The **Select Filter for User Activity List** window appears.



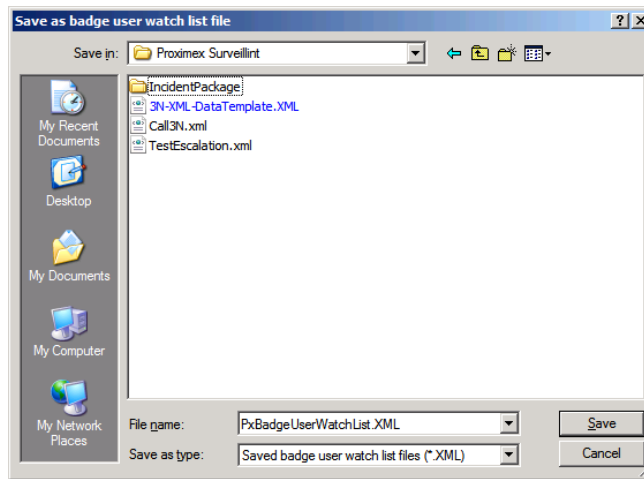
- Step 10** If the selected activity has valid sensor information, you can click the **Locate It**  button to view the sensor location on the map in the Operation Console.
- Step 11** To remove a user from the watch list, select the user and click the **Remove User** button  in the toolbar.
- Step 12** To print a report of the watch list, click the **Reporting** tab and then click the **Print** button or **Print Preview** button.



- Step 13** To export a report of the watch list, click the **Reporting** tab, click the **Export To** button, and select the type of report you want to produce.



- Step 14** To export your user watch list, click the **Export User Watch List** button  in the toolbar. The **Save as badge user watch list file** window appears so you can save your watch list to an XML file for the operators in the next shift.



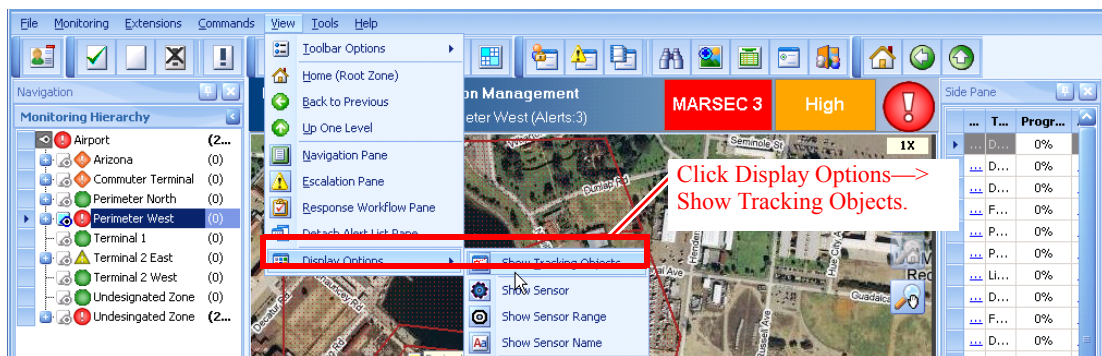
The watch list file can be reimported to PSOM later by clicking the **Import User Watch List** button .

Viewing Tracking Objects

Tracking objects are unknown objects that are being tracked by sonar, radar, RFID, or intelligent video systems integrated with PSOM. When you view these tracking objects in PSOM, you can see their geolocation on the maps for monitoring zones or areas as well as a tracking trail for their recent positions.

To view tracking objects on a map:

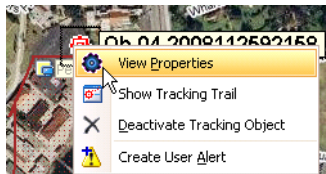
- Step 1** Select the monitoring zone or area for which you want to view tracking objects.
- Step 2** Click **View > Display Options**.



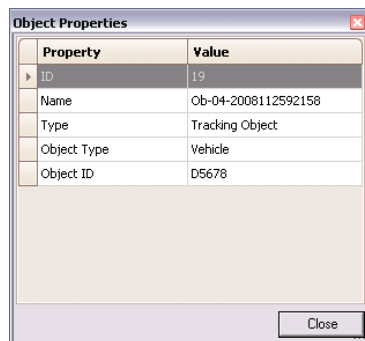
Any tracking objects present in the selected map area appear.



Step 3 To view properties for a tracking object, right-click the icon and select **View Properties** from the right-click menu.



The **Object Properties** window appears.



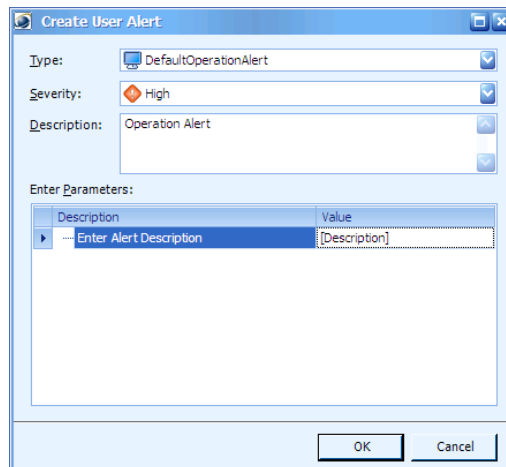
Step 4 To show a tracking trail of where the tracking object has traversed in this map area, right-click the tracking object and select **Show Tracking Trail** from the right-click menu.

The tracking trail appears as a red dotted line. You can only show the tracking trail for one tracking object at a time.

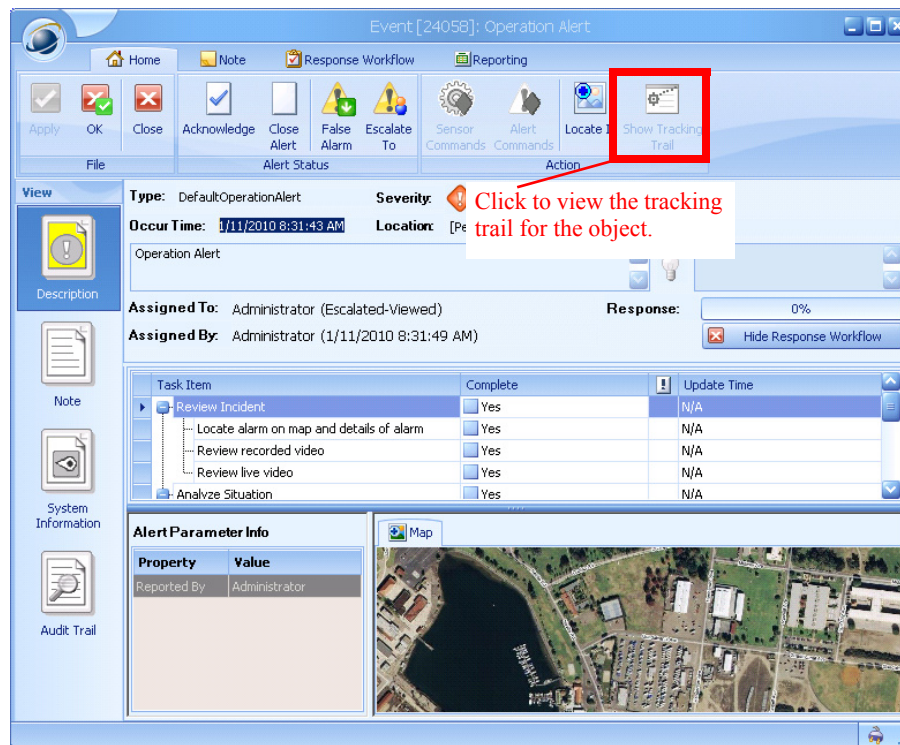


Step 5 To create a user alert based on this tracking object:

- a. Right-click the tracking object and select **Create User Alert** from the right-click menu.
The **Create User Alert** window appears.



- b. Select a severity level for this alert from the **Severity** field.
- c. Enter a description of this alert by replacing the **[Description]** text next to **Enter Alert Description**.
- d. Click **OK**. The Alert Details window for this kind of alert appear as follows.

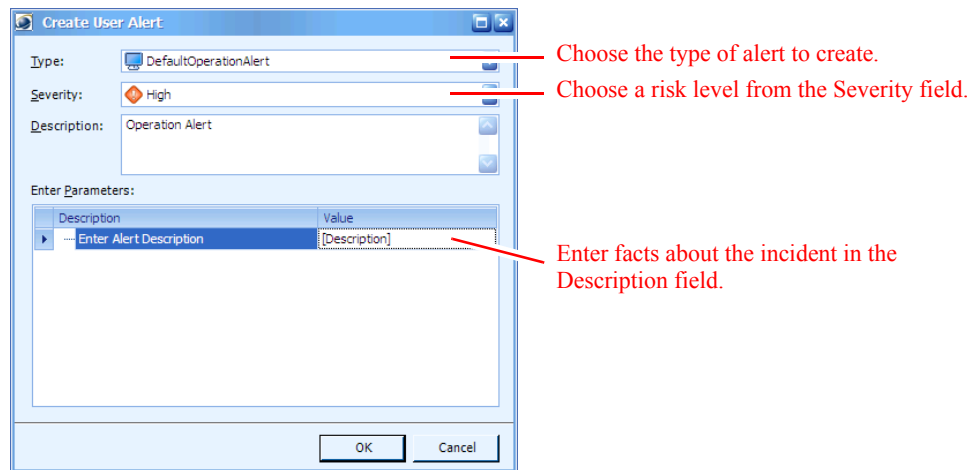


Creating User Alerts

If you see suspicious activity or want to record an important event within PSOM, you can create an alert with a description of the incident or problem.

To create a user alert:

- Step 1** Click the **Create Alert** button  in the Operation Console toolbar.
- Step 2** The **Create User Alert** window opens.



Step 3 From the **Type** field, select the kind of user alert you want to create. The types of user alerts are configured by your administrator.

Step 4 From the **Severity** field, choose the risk level: Low, Medium, High, or Critical.

Step 5 In the **Description** field under **Enter Parameters**, enter facts about the incident.

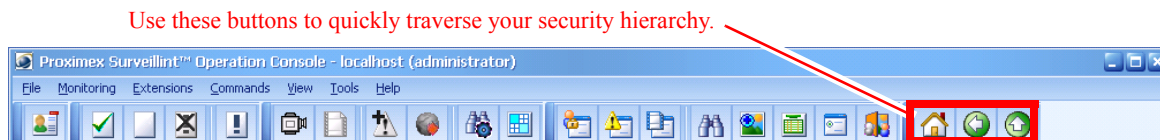
Step 6 Click **OK**.

The newly created alert immediately appears up in the Alert List Pane, and an alert message opens.

Step 7 To see details for this alert, double-click its entry in the Alert List Pane.

Additional Navigation

When you want to traverse monitoring zones and monitoring areas in either the **Map View Pane** or **Navigation Pane**, you can also use three little buttons that appear in the top right corner of the Operation Console.



Clicking the **Home** button returns you to the very top level of the security hierarchy; in other words, to the global view.

When you click the **Up Arrow** button, the parent level of the current view is displayed; for example, if you're currently displaying the "Restricted Area" monitoring area of the "Commuter Terminal" security zone, you will see the "Commuter Terminal" security zone upon clicking the up button.

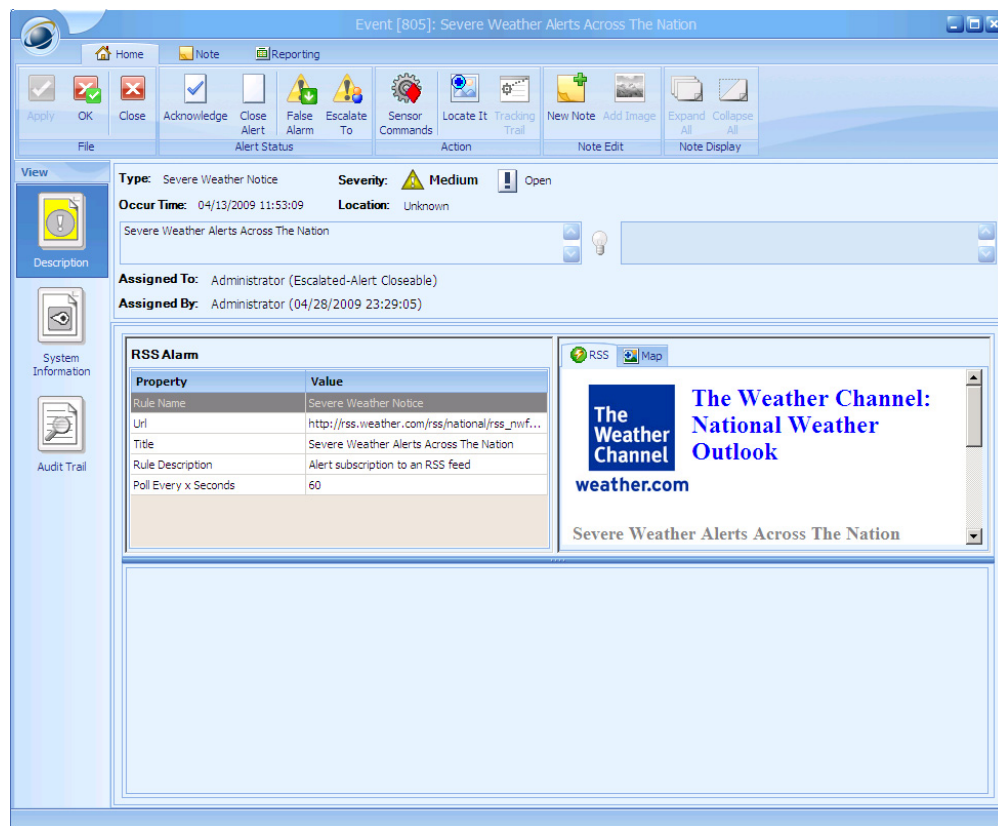
When you click the **Left Arrow** button, you return to the map you were previously viewing.

Refreshing Your View of Alerts

Press F5 to instantly refresh the Operation Console with the most up-to-date alert information. The Map View Pane and Alert List Pane will be refreshed with the latest sensor data from sensor control systems, and the focus will be reset on the Navigation Pane.

Viewing External Alerts (Such as RSS Feeds)

Some alerts are generated by sources external to your security environment; for example, RSS feeds can be configured in PSOM to trigger alerts that display in the Operation Console. You can access details for an external alert the same way you do for typical alerts; for example, see the [“Tracking Alert Conditions with the Alert List Pane”](#) section on page 2-17. An Alert Details window for an RSS feed from the The Weather Channel appears as shown next.



Viewing Current MARSEC or Homeland Security levels

The Operation Console displays the current Homeland Security or MARSEC level at the bottom right corner of the window.

Viewing Current MARSEC or Homeland Security levels

Severity	Status	Type	Description	Location	O...	Sensor	Occur Time	ID
Critical	Open	Tailgate	Suspect Tailgate into Secure A...	CT First Floor	1	TCT0T01	3/25/2009 9:35:57 AM	806
Medium	Open	Physical Ta...	Card Reader Tamper Alert	CT First Floor	1	PXTC01	3/25/2009 9:35:48 AM	805
Medium	Open	DOTL at Inp...	Door Open Too Long Alert	CT First Floor	1	PXT2S04	3/25/2009 9:35:41 AM	804
Critical	Open	PerimeterB...	Alert: [Person] Crosses pe...	Perimeter ...	1	OV-1	3/25/2009 9:35:24 AM	803
Medium	Open	Forced Entry...	Door Forced Open Alert	CT First Floor	1	PXT1G11C	3/25/2009 9:35:19 AM	802
Medium	Open	Physical Tam...	Card Reader Tamper Alert	CT First Floor	1	PXTC01	3/20/2009 1:42:56 PM	801
Medium	Open	DOTL at Inpu...	Door Open Too Long Alert	CT First Floor	1	PXT2S04	3/20/2009 10:47:32 AM	800
Medium	Open	DOTL at Inpu...	Door Open Too Long Alert	CT First Floor	1	PXT2S04	3/20/2009 10:47:22 AM	799
Medium	Open	DOTL at Inpu...	Door Open Too Long Alert	CT First Floor	1	PXT2S04	3/20/2009 10:47:12 AM	798
Critical	Open	Tailgate	Suspect Tailgate into Secure A...	CT First Floor	1	TCT0T01	3/20/2009 10:42:50 AM	793

Either Homeland Security or MARSEC levels are displayed.

This level is set manually by your system administrator.

**Note**

For MARSEC, the levels roughly correlate to Homeland Security in this way:

- **MARSEC 1**—Routine maritime operations; this level aligns with Green, Blue and Yellow Homeland Security levels.
- **MARSEC 2**—Heightened security awareness; this level aligns with the Orange Homeland Security level.
- **MARSEC 3**—Imminent threats to security; this level aligns with the Red Homeland Security level.

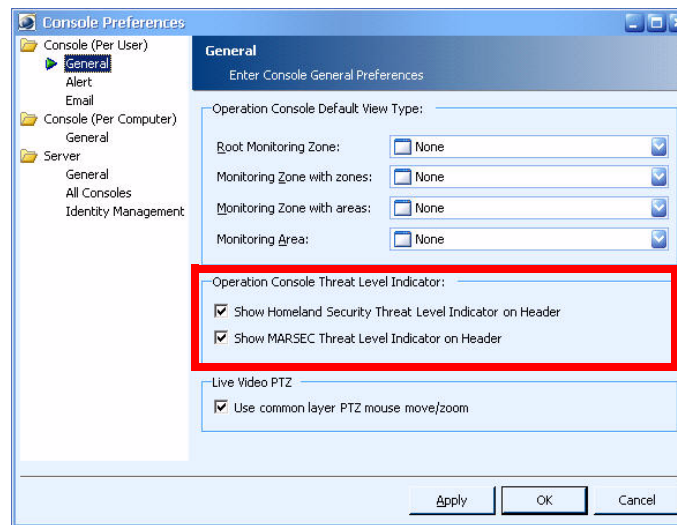
You can choose to view the current MARSEC or Homeland Security settings at the top of the Operation Console window.



To display MARSEC or Homeland Security indicators at the top of the Operation Console window:

Step 1 Select **File > Preferences**.

The Console Preferences window appears.



Select these options to display MARSEC and Homeland Security threat level indicators at the top of the Operation Console window.

- Step 2** On the **Console > General** tab, make a selection from each field under **Operation Console Threat Level Indicator** to determine whether to display MARSEC and Homeland Security threat levels in the header of the Operation Console.
- Step 3** Click **OK**.
-



CHAPTER 3

Responding to Alerts

The most important part of your job is investigating and responding to alerts. This chapter explains how to use PSOM to do that job quickly and efficiently.

In this chapter, you'll learn:

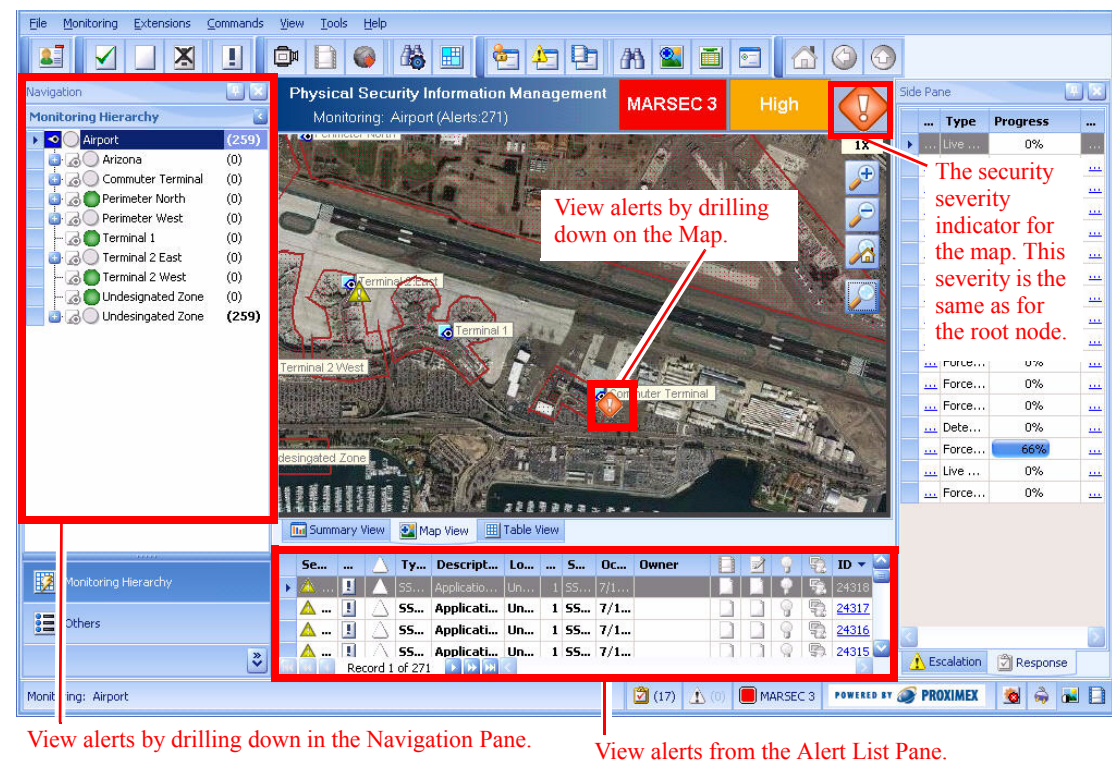
- Ways to locate and open an alert to find out the details.
- How to find badge ID photos and recorded video of suspects.
- How to identify the location where the alert was triggered.
- The types of alerts that can be triggered.
- How to respond to an alert appropriately.

This chapter includes these topics:

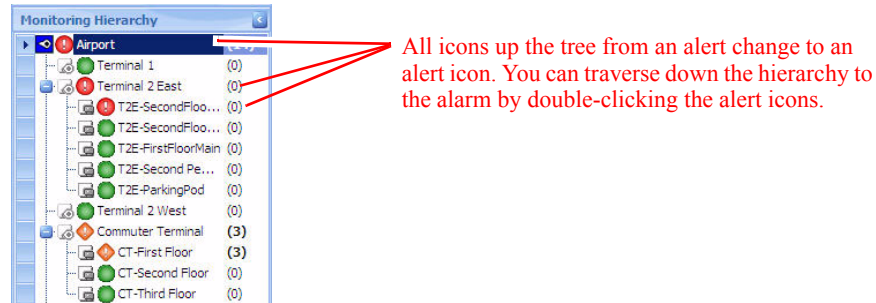
- [How You can View Alerts, page 3-2](#)
- [Accessing Alert Details, page 3-6](#)
- [Enabling One-Click Access to Alert Details, page 3-11](#)
- [Determining the Time, Date and Description of the Alert, page 3-13](#)
- [Finding the Location of an Alert, page 3-17](#)
- [Viewing Badge Information and Photos from Last Access Attempts, page 3-18](#)
- [Finding a User in PSOM, page 3-20](#)
- [Understanding the Alarm that was Triggered, page 3-22](#)
- [Viewing Video Related to an Incident, page 3-23](#)
- [Adding a Snapshot to the Alert, page 3-27](#)
- [Following Alert Response Procedures, page 3-30](#)
- [Escalating an Alert, page 3-33](#)
- [Manually Controlling Access, page 3-33](#)
- [Issuing External Commands During Alert Response, page 3-35](#)
- [Documenting Alert Response, page 3-36](#)
- [Notifying Dispatch about an Alert, page 3-37](#)

Viewing Alerts in the Navigation Pane

When a sensor detects an *alarm event* and causes an *alert* to be raised within PSOM, the alert icon appears within the hierarchical view of the Navigation Pane. The location of the alert tells you where it occurred. For example, in the window shown next, an alert icon appears in the “T2E-SecondFloorMain” area of the “Terminal 2 East” monitoring zone.



Notice that all the icons up the tree from the “T2E-SecondFloorMain” area have changed to red alert icons—including the “Commuter Terminal” and “Airport” icons. This ensures you will see the alert no matter what area of the surveillance boundary you’re currently viewing.



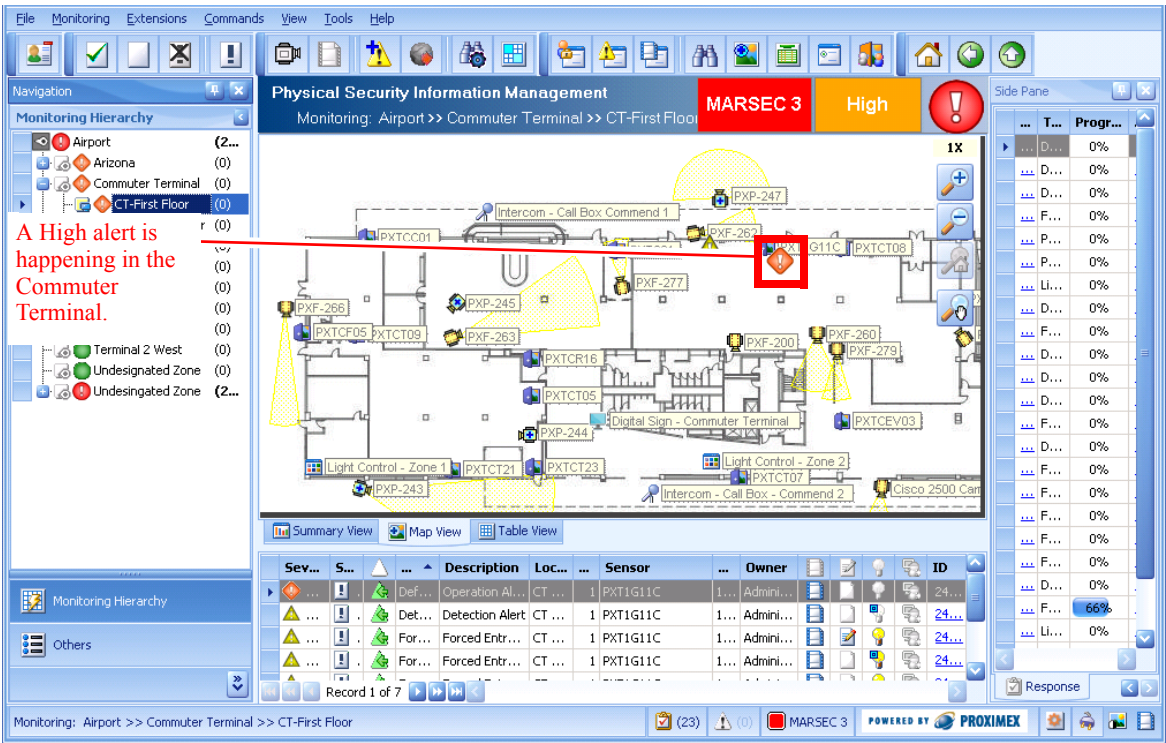
If there are multiple alerts in a security zone, the alert icon will take on the appearance of the highest priority alert; for example, if there are both Medium and Critical risk alerts, the alert icon will turn red to signify that a Critical risk alert is present. When you select an alert icon in the Navigation Pane, the Map View Pane will change to show you the view for that alert icon.

Viewing Alerts in the Map View Pane

Flashing icons in the **Map View Pane** represent alerts. The color and shape of the alert icon changes based on the severity level of the alert: blue square icons  are for **Low** risk alerts, yellow triangle icons  are for **Medium** risk alerts, orange diamond icons  are for **High** risk alerts, red circle icons  are for **Critical** risk alerts.

In the window shown next, there is a **High** severity alert (orange diamond icon) occurring in the Commuter Terminal zone.

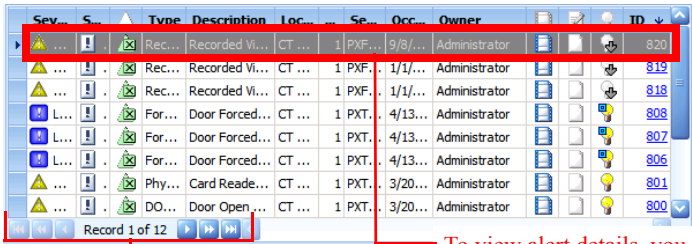
How You can View Alerts



The alert icon is positioned on the map near the sensor that triggered the alarm. To view details about the alert including recorded video from the time of the alarm, you can double-click the alert icon. To quickly see live camera footage from the scene, you can double-click the camera icon that is closest to the alert icon.

Viewing Alerts in the Alert List Pane

The **Alert List Pane** shows all alerts that are currently open for the monitoring area selected from the Navigation Pane. For example, if “Commuter Terminal” is highlighted in the Navigation Pane, then the alerts shown in the Alert List Pane are all those that are open and occurring within the Commuter Terminal.



Use these buttons to move between different “pages” of alerts.

To view alert details, you can click the value in the ID column. Clicking other places in the alert’s row brings up more information.

Table 3-1 describes the alert information that you can get in the Alert List Pane.

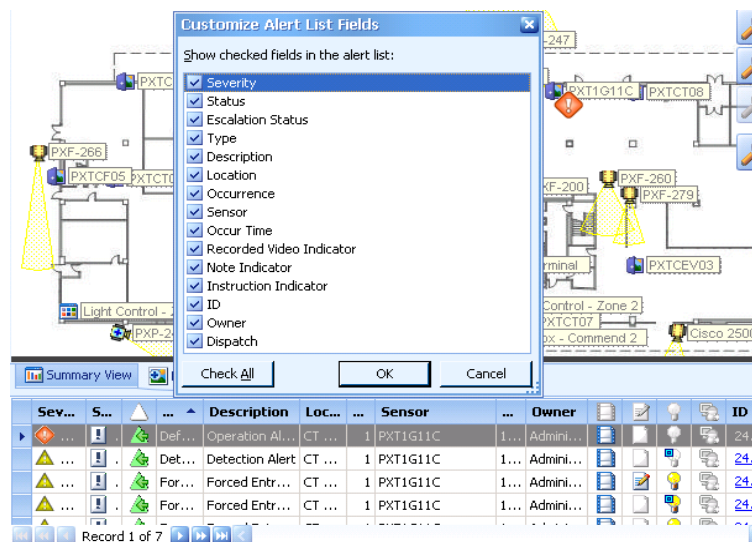
Table 3-1 Alert Information you can Get from the Alert List Pane

To view...	Do this...
To view the location of an alert on the map in the Map View Pane...	Click the name in the Location column for the alert. The relevant alert icon will pulsate in the Map View Pane.
To view the details for an alert...	Double-click its Description or click the value in the ID column.
To view recorded camera footage for the alert...	Click in the column with the blue film strip; if the icon is not greyed-out, there is recorded video footage available.
To view notes and actions for the alert...	Click in the column with the note icon; if the icon is not greyed-out, there are notes about the alert.
To view the actions you should take to resolve the alert...	Click in the column with the light bulb icon; if the icon is not greyed-out, there are instructions for responding to the alert.
To view similar alerts that have been collapsed under this alert...	Right-click the Occurrence column and select View Collapsed Alerts from the pop-up menu.

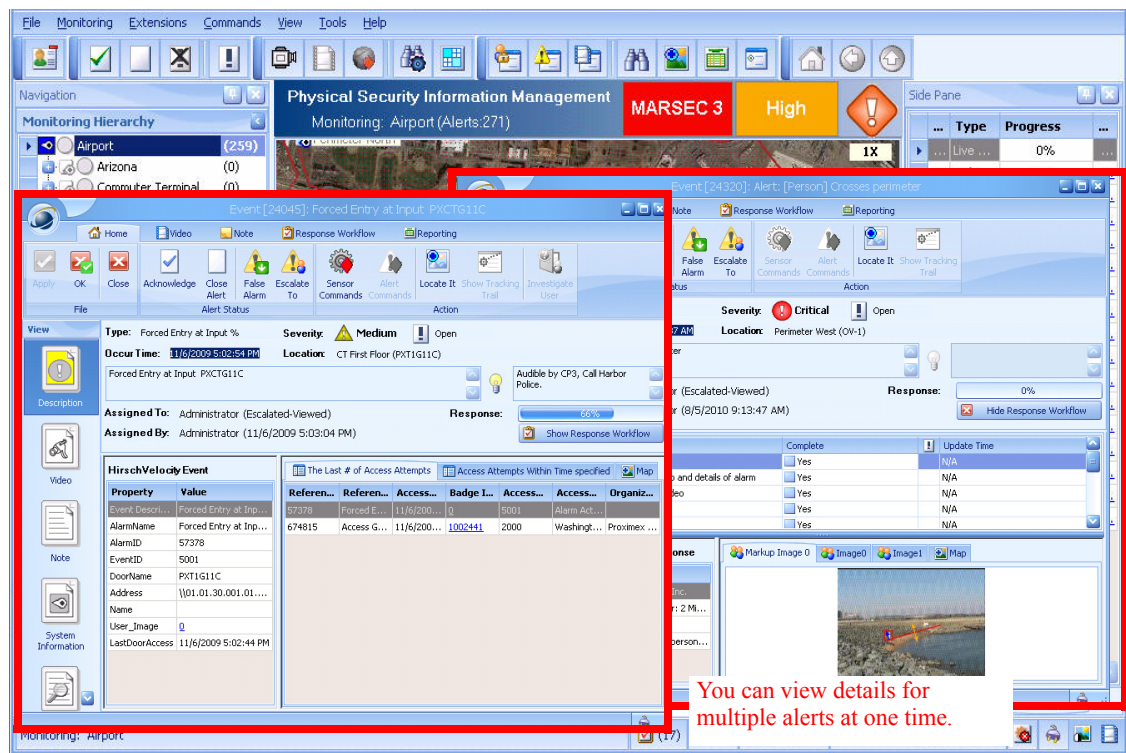
The Alert List Pane only shows open alerts; you can configure it to show acknowledged and open alerts. See the end of the [“Tracking Alert Conditions with the Alert List Pane”](#) section on page 2-17 section for instructions.

You can control the number of alerts displayed per page in the **Alert List Pane**; see the [“Changing the Number of Alerts Per Page”](#) section on page 6-9.

The information contained in the Alert List Pane table is described in the [“Tracking Alert Conditions with the Alert List Pane”](#) section on page 2-17. If you want to customize the columns of information shown in the Alert List Pane, right-click the header of the Alert List Pane and check the columns that should appear, uncheck columns to hide.



You can view alert details for multiple alerts at the same time. Each Alert Details window can be placed anywhere on the screen and assessed separately. See the [“Accessing Alert Details”](#) section on page 3-6 to find out more about the information shown in the Alert Details window.



You can view details for multiple alerts at one time.

Accessing Alert Details

As a quick refresh, you can view details for an alert in these ways:

- From the **Alert List Pane**:
 - Double-click an alert Description or click the value in the ID column to view the **Alert Details** window.
 - Click the yellow camera for the alert to view live video if the icon is not greyed-out, there is live video footage available.
 - Click the blue filmstrip for the alert to view recorded video if the icon is not greyed-out, there is recorded video footage available.
 - Click the notes icon for the alert to view notes if the icon is not greyed-out, there are notes about the alert.
 - Click the light bulb icon for the alert to view instructions for resolving the alert if the icon is not greyed-out, there are instructions.

Select an alert in the **Alert List Pane** and select **Monitoring > View Alert Details** from the menu at the top of the window.

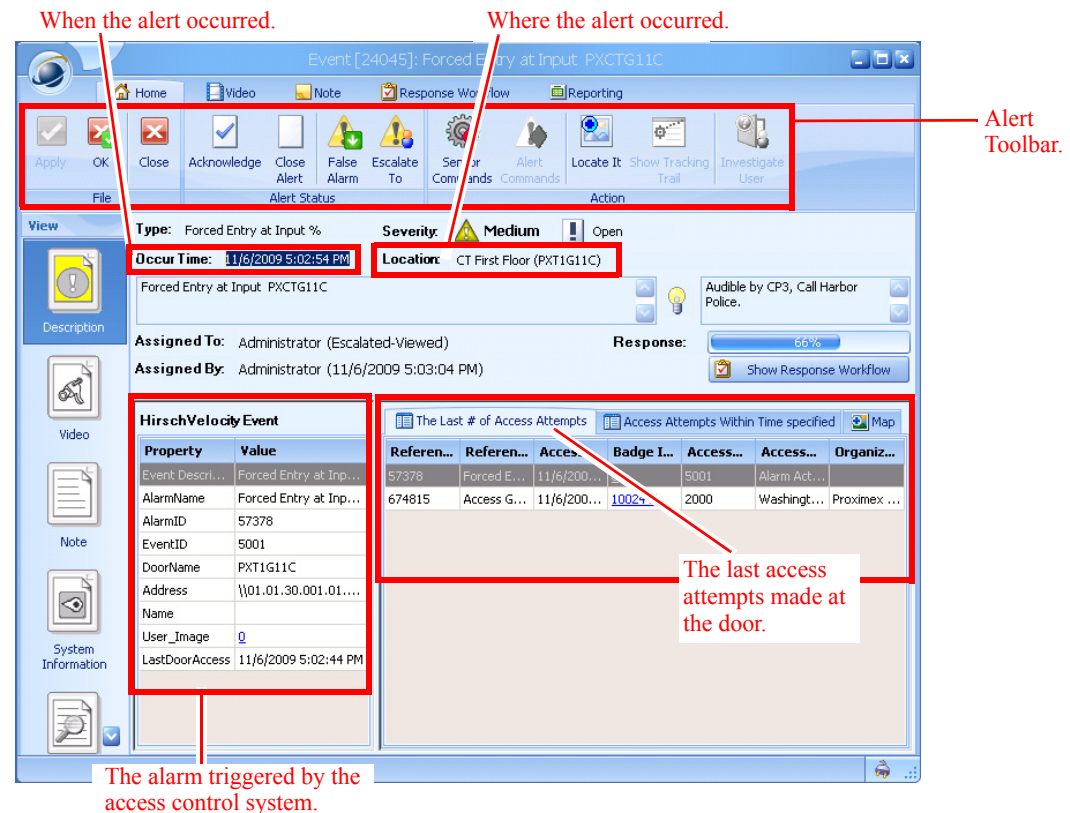
Select an alert in the **Alert List Pane** and click the **View Details** icon .

Click the system tray popup in the lower right corner of your computer screen.

Double-click the alert icon on the map in the **Map View Pane**. Note that if you are not at the lowest level of maps, you will continue to drill down to more specific maps until you finally will view the **Alert Details** window.

Click **Alert Manager** under **Operations** in the **Navigation Pane**. See [Chapter 6, “Acknowledging, Closing and Auditing Alerts,”](#) to learn about using the Alert Manager window.

When you access details for an alert, the **Alert Details** window appears.



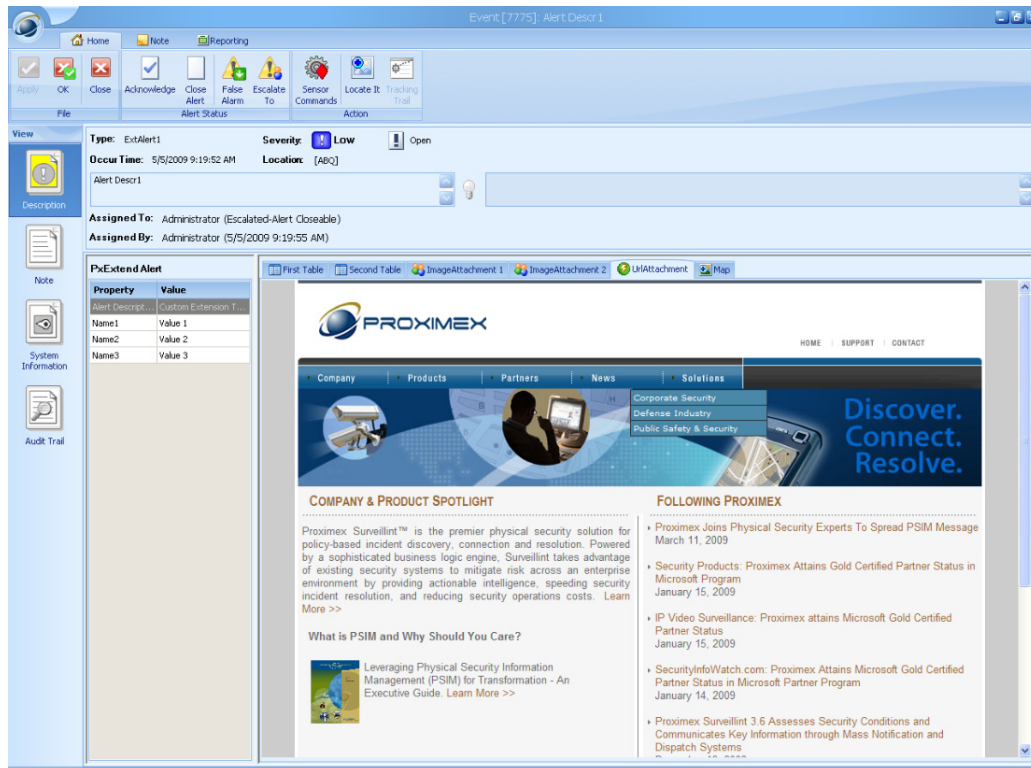
- From the **Alert Details** window, you can find out:
- The date and time that the alert happened. See the [“Determining the Time, Date and Description of the Alert”](#) section on page 3-13.
- The location of the alert. See the [“Finding the Location of an Alert”](#) section on page 3-17.
- Who has been accessing the sensor device. See the [“Viewing Badge Information and Photos from Last Access Attempts”](#) section on page 3-18.
- The type of alarm that triggered the alert. See the [“Understanding the Alarm that was Triggered”](#) section on page 3-22.
- What percentage of tasks has been completed towards closing this alert. See the [“Viewing and Updating a Response Workflow”](#) section on page 3-31.

You can also:

- Access recorded video related to the alert. See the [“Viewing Video Related to an Incident”](#) section on page 3-23.
- Take a snapshot photo from the video. See the [“Adding a Snapshot to the Alert”](#) section on page 3-27.

- Respond to the alert. See the “[Following Alert Response Procedures](#)” section on page 3-30.
- Add notes to the alert dossier. See the “[Documenting Alert Response](#)” section on page 3-36.
- Acknowledge or close the alert, or mark it as a false alert. See [Chapter 6, “Acknowledging, Closing and Auditing Alerts.”](#)

Additionally, some alerts include URL or image attachments on the **Description** tab, as shown in the following Alert Details window. Note that only one URL attachment will be displayed in the Alert Details window, even if the alert has multiple URL attachments.



You can also use the Alert Toolbar to perform tasks as described in [Table 3-2](#).

Table 3-2 **Alert Toolbar**

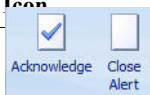
Icon	What it does...
	Acknowledge or close the alert. See Chapter 6, “Acknowledging, Closing and Auditing Alerts.”
	Click False Alarm to indicate that this alert can be ignored. See the “ Marking an Alert as a False Alert ” section on page 6-7. Click Escalate To if you want to transfer handling of the alert to another person. See the “ Escalating an Alert ” section on page 3-33.
	Displays a list of actions you can perform on the sensor. For example, see the “ Manually Controlling Access ” section on page 3-33 for actions you can perform on an access control device.
	Displays a list of external commands that can be executed for this alert.

Table 3-2 Alert Toolbar (continued)

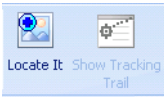
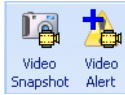
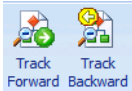
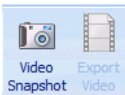
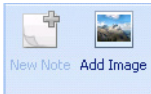
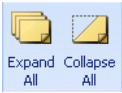
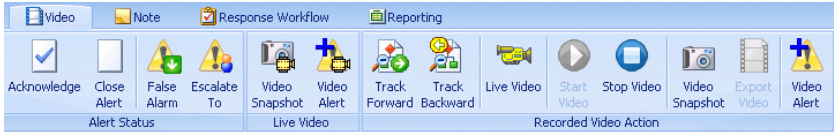
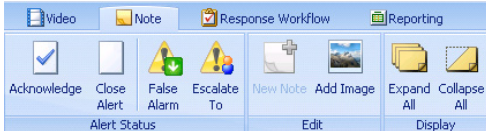
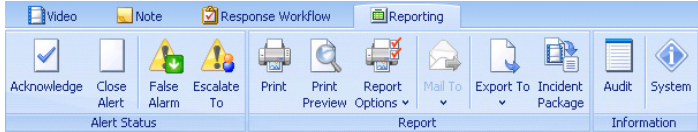
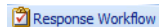
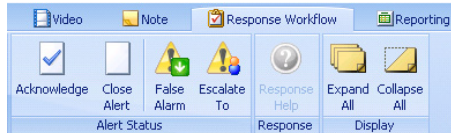
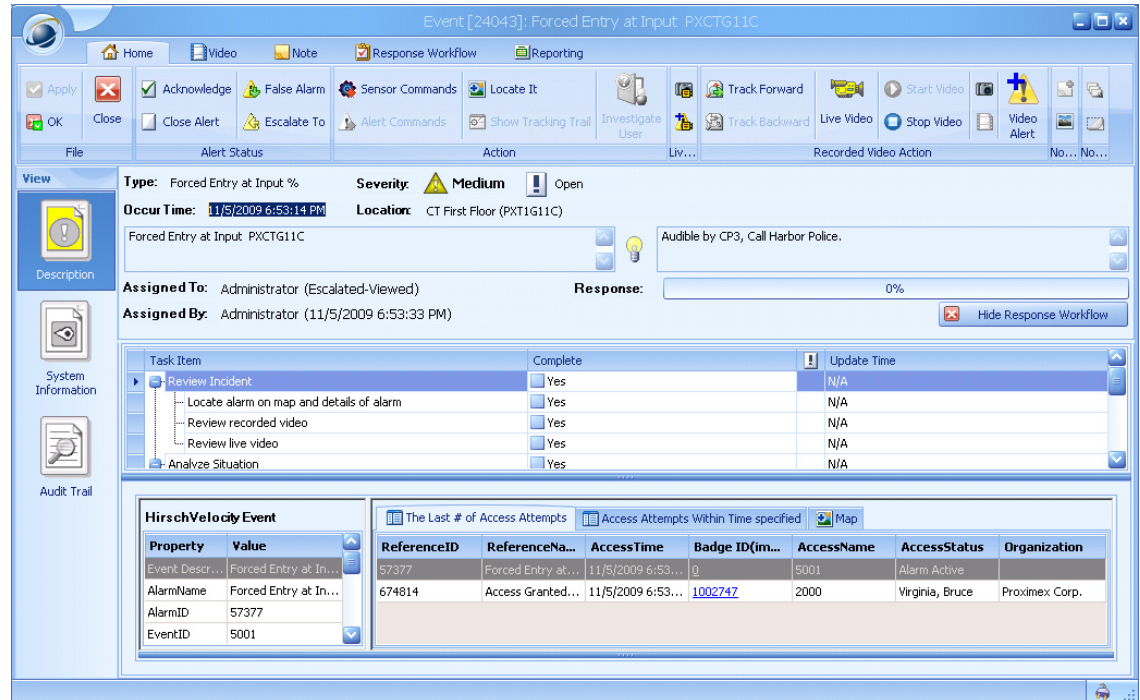
Icon	What it does...
	Brings you to the Map View Pane so you can see the alert's location. See the “Finding the Location of an Alert” section on page 3-17. If there is a tracking object associated with the alert, you can click the Tracking Trail button to display a tracking trail (red dotted line) for a tracking object in the Map Pane. A tracking object is an unknown object that has been identified by sonar, radar, RFID or intelligent video. Closing the Alert Details window automatically hides the tracking trail, but does not deactivate it. See the “Viewing Tracking Objects” section on page 2-30 for details.
	Click Live Video Snapshot to take a still photo from the live video associated with the alert. See the “Adding a Snapshot to the Alert” section on page 3-27. Click Live Video Alert to create a new alert based on the live video shown in this alert. See the “Manually Creating an Alert from Recorded or Live Video” section on page 4-15. Click PTZ Control to manipulate the PTZ camera associated with the alert to change the view in the live video. This icon only appears if the alert is associated with a PTZ camera. See the “Controlling PTZ Cameras” section on page 4-11.
	Click Track Forward to launch EZ-Track or Track Backward to launch EZ-Track Backwards for tracking suspects backwards through recorded video of the incident. See Chapter 5, “Following Suspects with EZ-Track.”
	Opens the Live Video Viewer window to display the current video from the related sensor. See the “Viewing Video Related to an Incident” section on page 3-23.
	Starts or stops the recorded video associated with the alert. See the “Viewing Video Related to an Incident” section on page 3-23.
	If there are multiple cameras associated with this alert, you can click Previous Video and Next Video to move between them.
	Click Video Snapshot to take a still photo from the recorded video associated with the alert. See the “Adding a Snapshot to the Alert” section on page 3-27. Click Export Video to save the recorded video to your computer. See the “Exporting Video to a File” section on page 4-13.
	Click Video Alert to create a new alert based on the recorded video for this alert. See the “Manually Creating an Alert from Recorded or Live Video” section on page 4-15.
	Click the New Note button to add a note to the alert where you can enter any actions you took, or attach photographs to the alert dossier. Click the Add Image button to attach an image to the alert.

Table 3-2 **Alert Toolbar (continued)**

Icon	What it does...
	Click the Expand All button to expand all notes for this alert. Click the Collapse All button to collapse all notes for this alert.
	Click the Investigate User button to gather identity information for particular badge holders. This may include information about the badge holder's organization, personnel information and access permissions. Note This button does not appear if this capability has not been enabled by the PSOM Integration Module that you have purchased.
	Click the Dispatch button to send alarm and alarm related information to third-party dispatch systems. Note This button does not appear if this capability has not been enabled by the PSOM Integration Module that you have purchased.
	Click the Video button to display only video-related buttons in the toolbar. 
	Click the Note button to display only notes-related buttons in the toolbar. 
	Click the Reporting button to display only reporting-related buttons in the toolbar. 
	Click the Response Workflow button to display only buttons related to response workflows in the toolbar. 

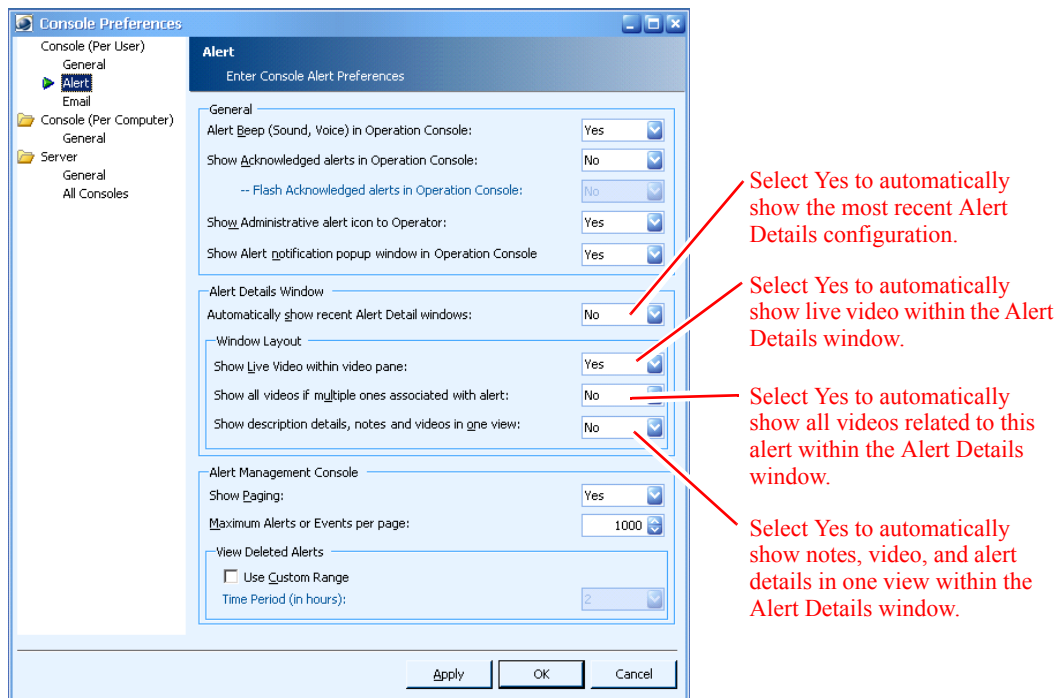
Enabling One-Click Access to Alert Details

You can configure PSOM to automatically open the live and recorded video, instructions, notes and response tasks for an alert when you open the Alert Details window.



To enable one-click access for alert details:

- Step 1** Select **File > Preferences** from the Console's menu bar.
- Step 2** The **Console Preferences** window appears.
- Step 3** Click **Alert** under **Console (Per User)**.



Step 4 If you want to automatically preserve the layout and sizing of the Alert Details window as you've customized it during use of the Operation Console, select **Yes** from the **Automatically show recent Alert Detail windows** field.

Step 5 Under the **Window Layout** section:

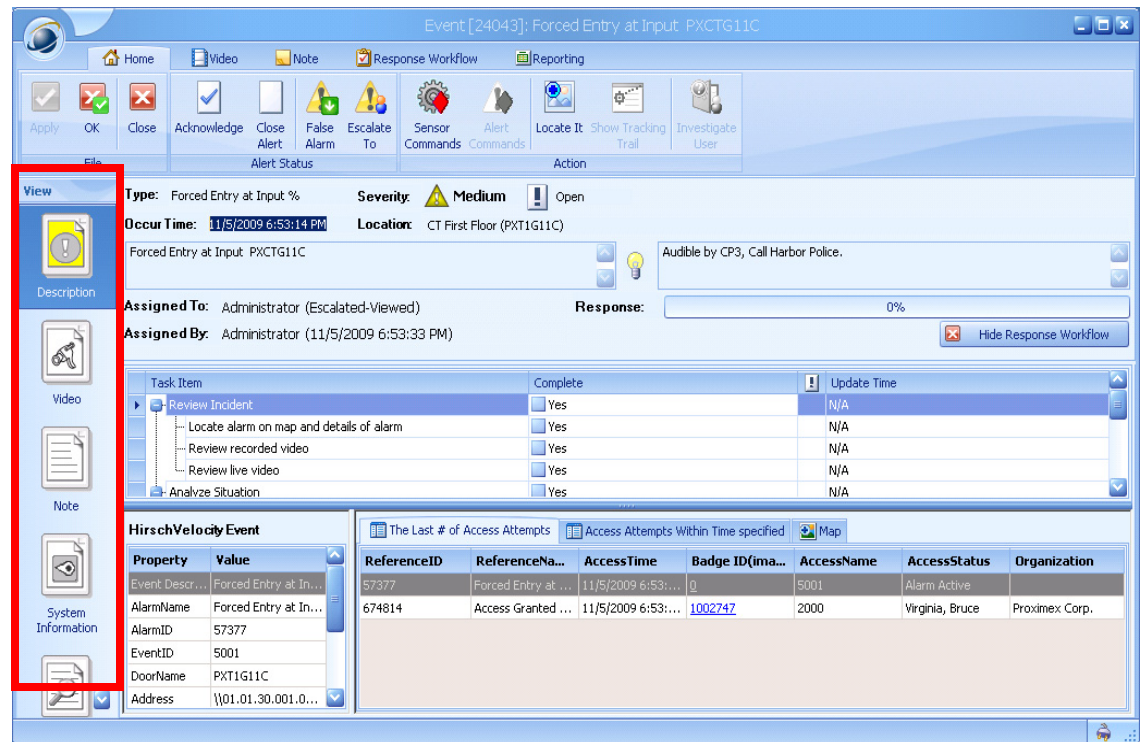
- Select **Yes** from the **Show Live Video within video pane** field if you want to automatically display live video for the alert in the Alert Details window.
- If you want to show all related recorded video for this alert in the Alert Details window, select **Yes** from the **Show all videos if multiple ones associated with alert** field.
- If you want to automatically display notes, videos and description details in the same tab of the Alert Details window, select **Yes** from the **Show description details, notes and videos in one view** field.

Step 6 Click **Apply** and **OK**.



Note

If you select **No** from the **Show description details, notes and videos in one view** field, the Alert Details window separates the content into different tabs you can access by clicking icons along the left side of the window.



Determining the Time, Date and Description of the Alert

When you first open the Alert Details window, the Description window is shown.

The date and time the alarm occurred (following the Regional setting of the Console machine).

The type of alarm that was generated.

Whether the alert is Low, Medium, High or Critical risk.

The status of the alert: Open, Acknowledged, or Closed.

The location of the sensor where the alarm was triggered, and the name of the sensor in parenthesis.

A short description of the alarm.

Event [24045]: Forced Entry at Input: PXT1G11C

Alert Status: Apply OK Close Acknowledge Close Alert False Alarm Escalate To Sensor Commands Alert Commands Locate It Show Tracking Trail Investigate

Type: Forced Entry at Input % Severity: Medium Status: Open

Occur Time: 11/6/2009 5:02:54 PM Location: CT First Floor (PXT1G11C)

Forced Entry at Input: PXT1G11C

Assig... d-Viewed) Re... Show Response Workflow

HirschVelocity Event

Property	Value
Event Descri...	Forced Entry at Inp...
AlarmName	Forced Entry at Inp...
AlarmID	57378
EventID	5001
DoorName	PXT1G11C
Address	\\01.01.30.001.01....
Name	
User_Image	
LastDoorAccess	11/6/2009 5:02:44 PM

Referen...	Referen...	Access...	Badge I...	Access...	Access...	Organiz...
57378	Forced E...	11/6/200...	0	5001	Alarm Act...	
674815	Access G...	11/6/200...	1002441	2000	Washingt...	Proximex ...

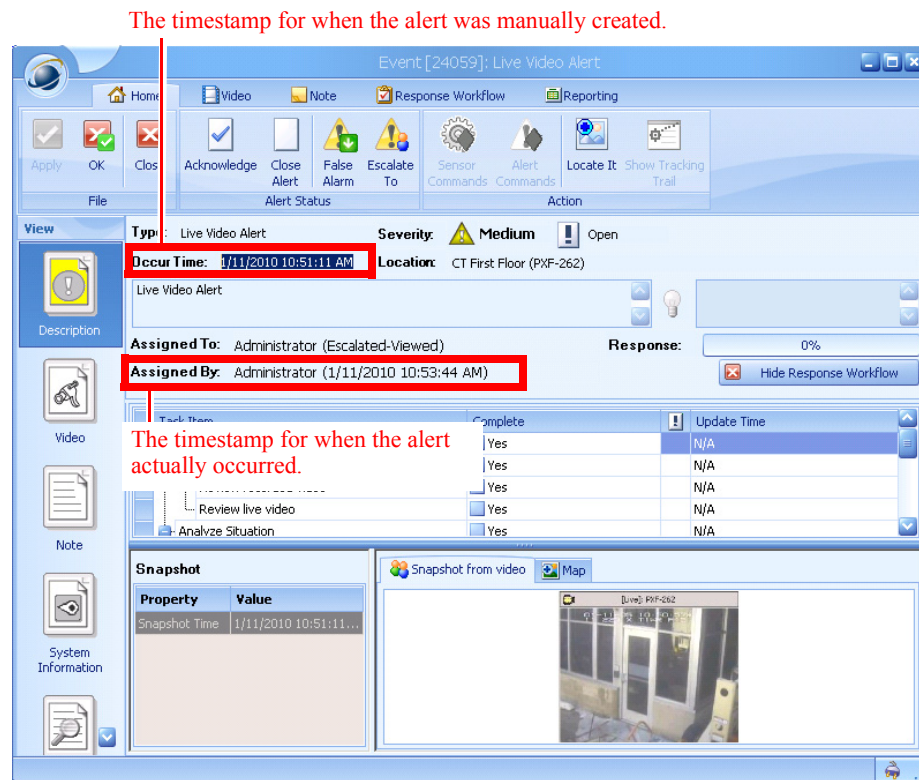
The top area of the Description window shows you:

- **Type**—The type of alarm that was triggered at the sensor device.
- **Severity**—The level of risk attributed to the alert (e.g., Medium or Critical).
- **Status**—The status of the alert: Open, Acknowledged, Closed or Deleted.
- **Occur Time**—The date and time the alarm occurred; the format follows the Regional setting on the Console machine.
- **Location**—A description of the location of the sensor that triggered the alarm, and the name of the sensor in parenthesis.
- **Alarm Description**—A short description of the alarm that was triggered.



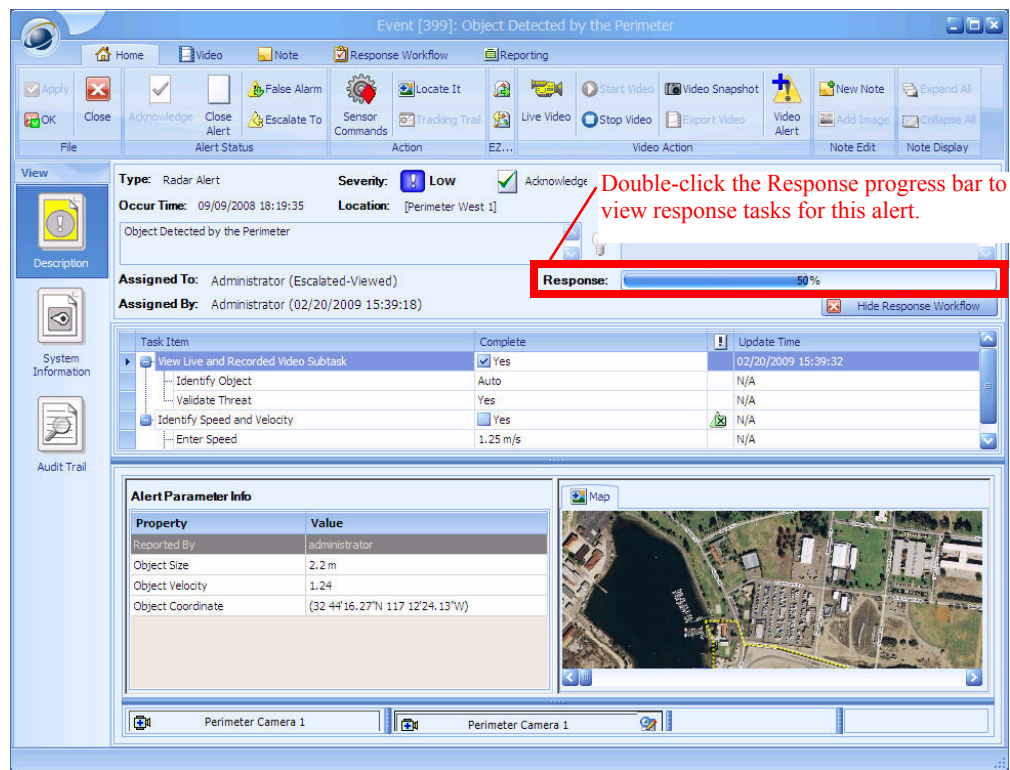
Note

If the alert was created manually from the Recorded Video window, this timestamp is the time the alert was *created* by the operator, not the time the alert actually occurred. The time the alert actually occurred is displayed at the bottom of the Recorded Video window.

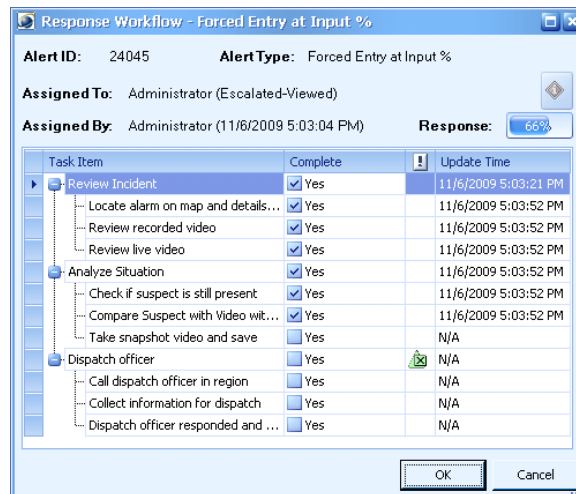


If the alert has a response workflow pre-configured for it, a **Response** bar also appears on the Description window. The **Response** bar shows the percentage of the response workflow that have been completed for this alert.

Determining the Time, Date and Description of the Alert

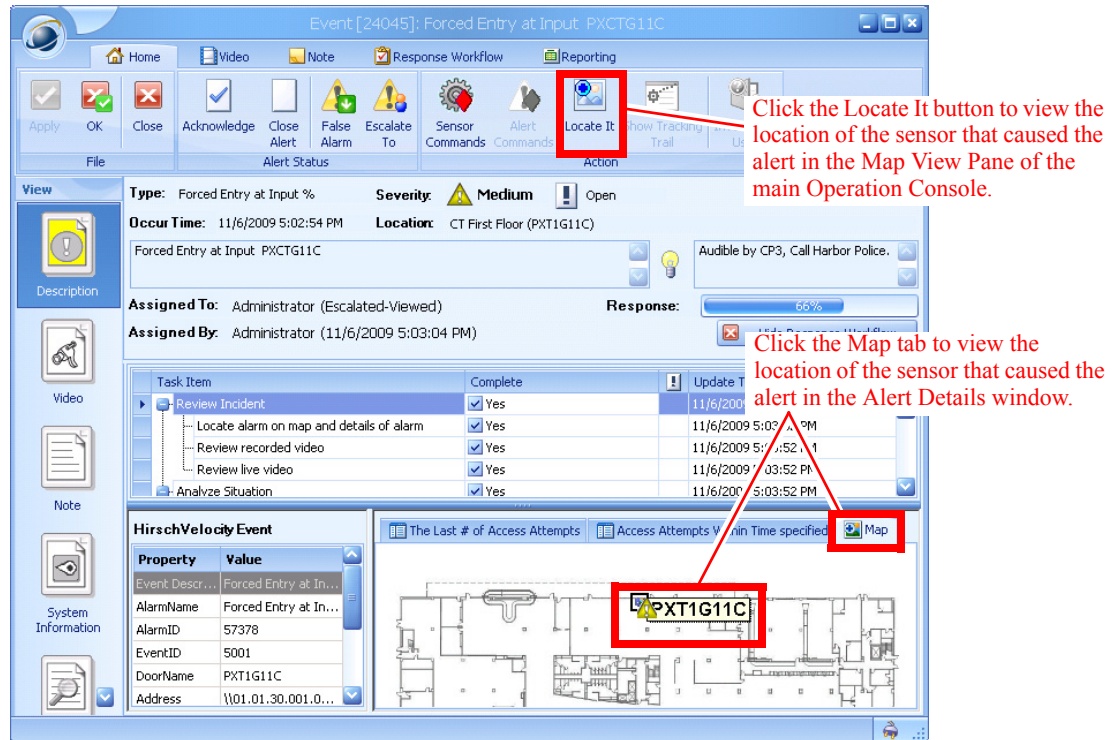


Double-click the **Response** bar to view outstanding response workflow tasks that must be completed before this alert can be acknowledged and closed. The **Response Workflow** window appears with a checklist of tasks to be completed.



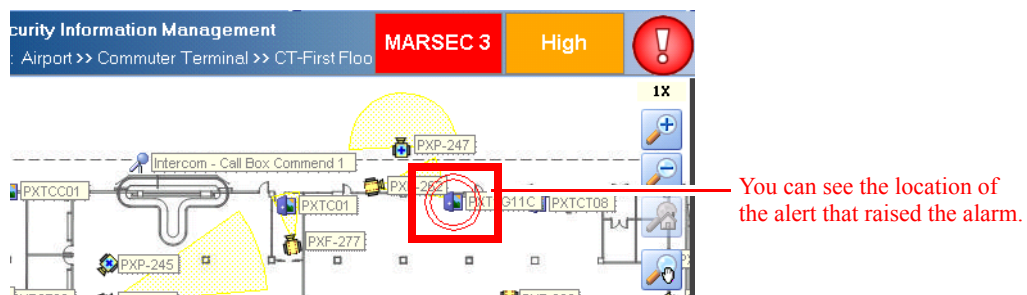
Finding the Location of an Alert

You can quickly view the location of the alert from within the **Alert Details** window. To do so, click the **Map** tab on the Description window and then click the **Locate It** button.



The **Map** tab displays a mini-map representation of the location of the sensor that raised the alarm. The map only shows the sensor in question, enabling you to view its location with the distraction of seeing all other sensors normally present in that area.

If you click **Locate It**, the Map View Pane in the main Operation Console shows the sensor that caused the alert with concentric circles around it.



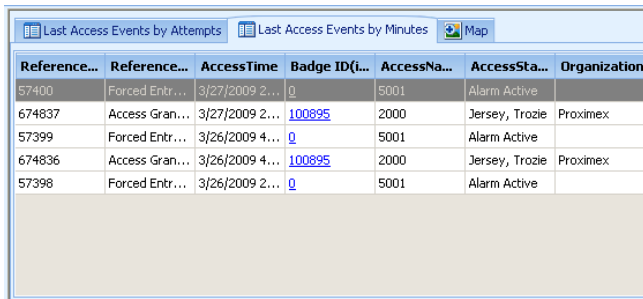
Viewing Badge Information and Photos from Last Access Attempts

Using the Alert Details window, you can quickly determine who has been accessing the sensor device that caused the alert.

You can find out badge information for:

- The last access attempts for that door (people passing through the door, or alerts generated by the access control). Click the **Last Access Events by Attempts** tab to view this information.
- The access attempts that occurred within the last *X* minutes. Click the **Last Access Events by Minutes** tab to view this information.

The tab for the **Last Access Events by Minutes** is shown next.



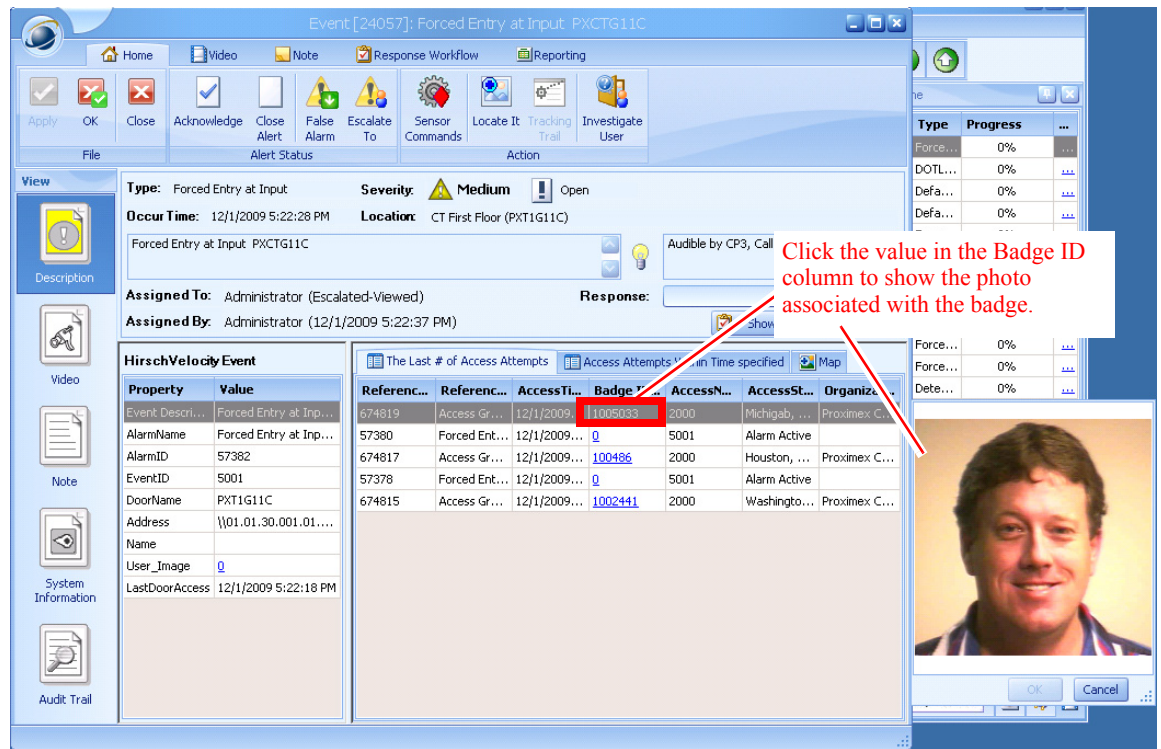
Reference...	Reference...	AccessTime	Badge ID(i...	AccessNa...	AccessSta...	Organization
57400	Forced Entr...	3/27/2009 2...		5001	Alarm Active	
674837	Access Gran...	3/27/2009 2...	100895	2000	Jersey, Trozle	Proximex
57399	Forced Entr...	3/26/2009 4...		5001	Alarm Active	
674836	Access Gran...	3/26/2009 4...	100895	2000	Jersey, Trozle	Proximex
57398	Forced Entr...	3/26/2009 2...		5001	Alarm Active	

Table 3-3 describes the information you can discover about the people who have attempted to access the sensor control device.

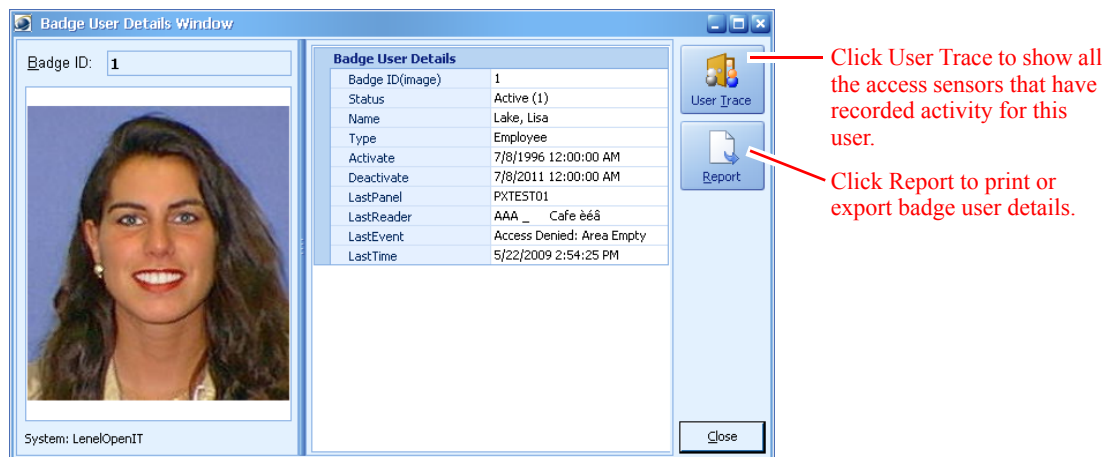
Table 3-3 Information Presented for Access Attempt

Information	Description
Reference ID	The alarm or event ID generated by the external access control system.
Reference Name	A description of the alarm generated by the external access control system.
Access Time	The precise date and time the access attempt occurred; the date/time format is determined by the Regional setting on the Console machine.
Badge ID	The badge ID number for the card scanned at the access control device.
Access Name	The name of the person to which the badge ID number is assigned.
Access Status	The status code assigned to the access attempt by the security control system. For example, code 2000 in Hirsch Velocity systems means that the person was allowed access.
Organization	The department or company with which the badge ID is associated.

You can also view the photo associated with the badge ID by clicking the value shown in the Badge ID column.



If enabled by the PSOM Integration Module that you have purchased, you can click the **Investigate User** button  in the toolbar to display further badge details about a person. The Badge User Details Window appears.



Click **Report** to print or export badge user details.

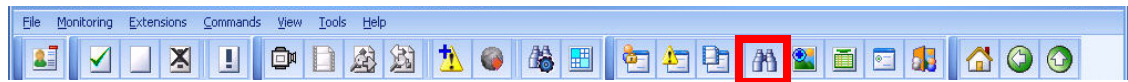
Click **User Trace** to show all the access sensors that have recorded activity for this user. This feature is only available if your PSOM Integration Module supports it. See the [“Tracking Users by Badge Activity” section on page 2-25](#) for information.

Finding a User in PSOM

You can search to find a user by their badge ID/name in PSOM using the Search Wizard.

To use **Search Wizard**:

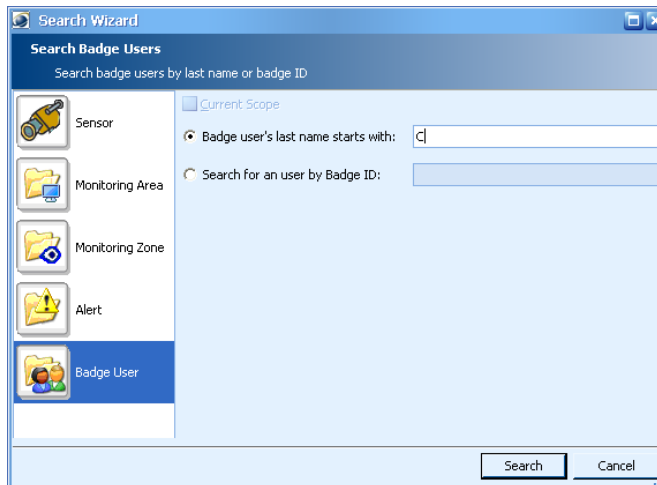
Step 1 Click **Search Wizard** at the top of the Operation Console window.



Click Search Wizard to locate a sensor, monitoring area, zone, alert or badge user.

The **Search Wizard** window opens.

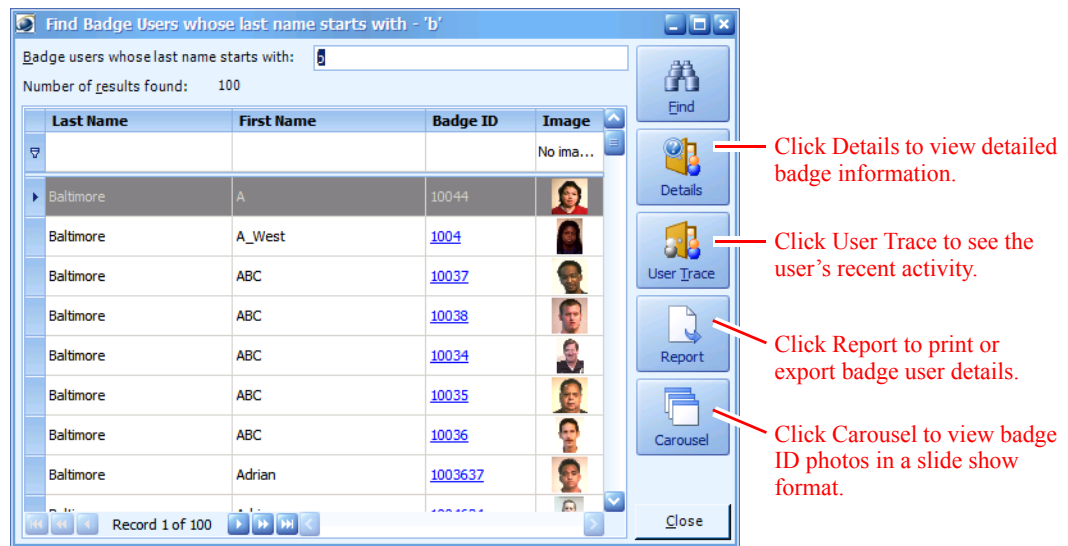
Step 2 Click **Badge User**.



Step 3 You can search by:

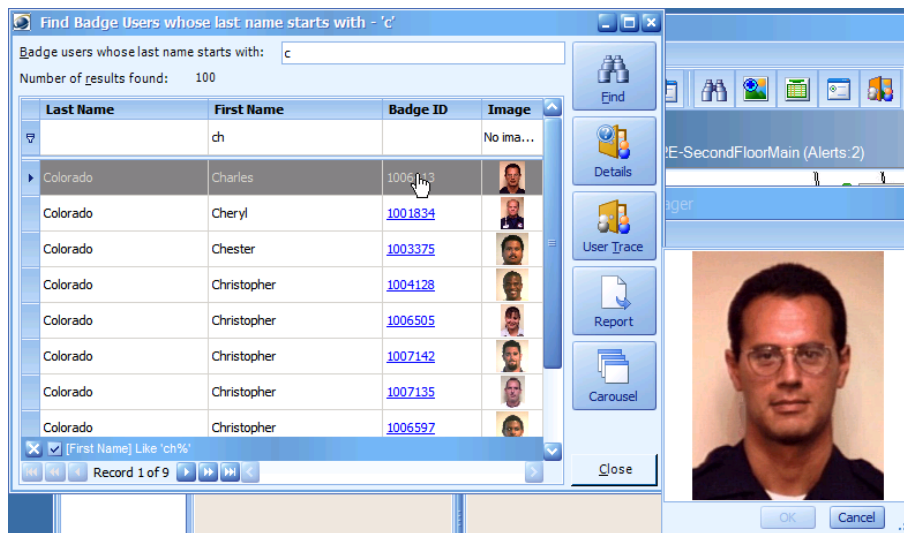
- **Last name**—Type in the last name of the user in the **Badge user's last name starts with** field.
- **Badge ID**—Enter the user's badge ID in the **Search for an user by badge ID** field.

Step 4 Click **Search**. Results appear similar to the following.



Step 5 You can refine results by entering characters in the top row of the results.

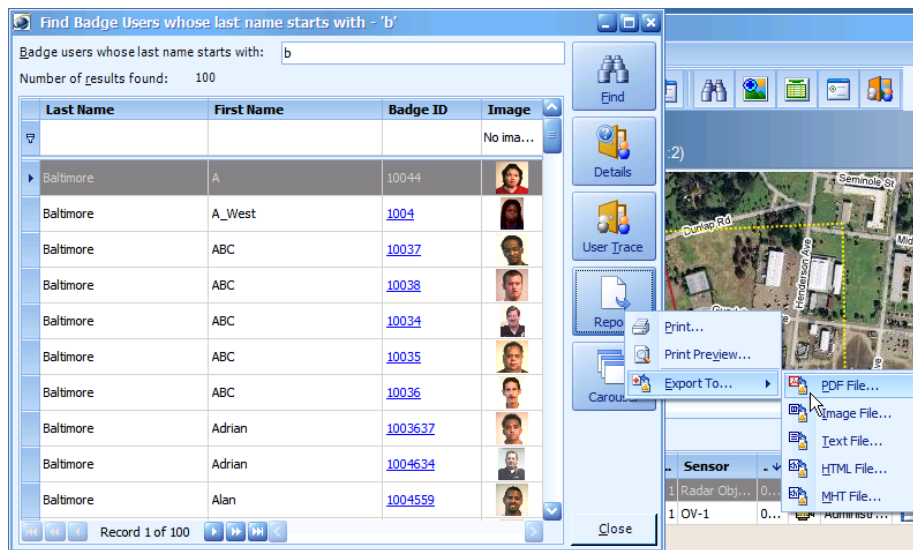
Step 6 Click a link in the **Badge ID** column or **Image** column to view a popup image of the badge ID photo.



Step 7 Click the **User Trace** button to view the user's most recent activity. See the “Tracking Users by Badge Activity” section on page 2-25 for information.

Step 8 Click the **Report** button to print results from the **Find Badge Users** window or export it to your chosen format.

Understanding the Alarm that was Triggered



Step 9 Click the **Carousel** button to browse the badge ID photos (or click CTRL-V). You can scroll through the badges with your mouse wheel or the horizontal scroll bar.



Click Table to return to a tabular view of the badges.

Understanding the Alarm that was Triggered

PSOM works with many different intrusion detection systems, and each of these systems has its own *alarms* that can be raised under specific conditions. When an intrusion detection system raises an *alarm event* (the alarm triggered by the sensor control), it causes an *alert* within PSOM.

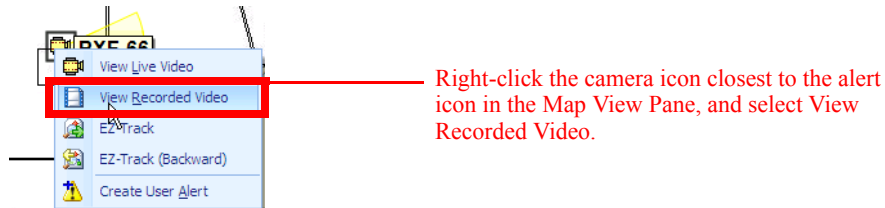
The severity of these alarms within PSOM depends entirely upon your configuration and the significance that you place on the alarms. Alarms can be assigned Low, Medium, High or Critical risk values.

Viewing Video Related to an Incident

PSOM automatically captures video within a sensor's monitoring area when an alarm condition occurs.

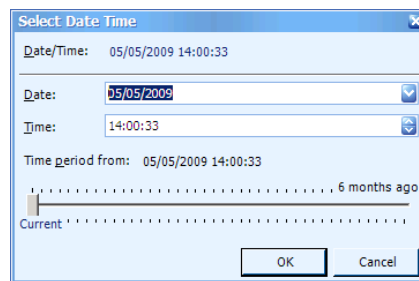
You can access recorded video for an alert from these places:

- From the **Map View Pane**, locate the video camera icon closest to the alert icon. Right-click the camera icon and select **View Recorded Video**.



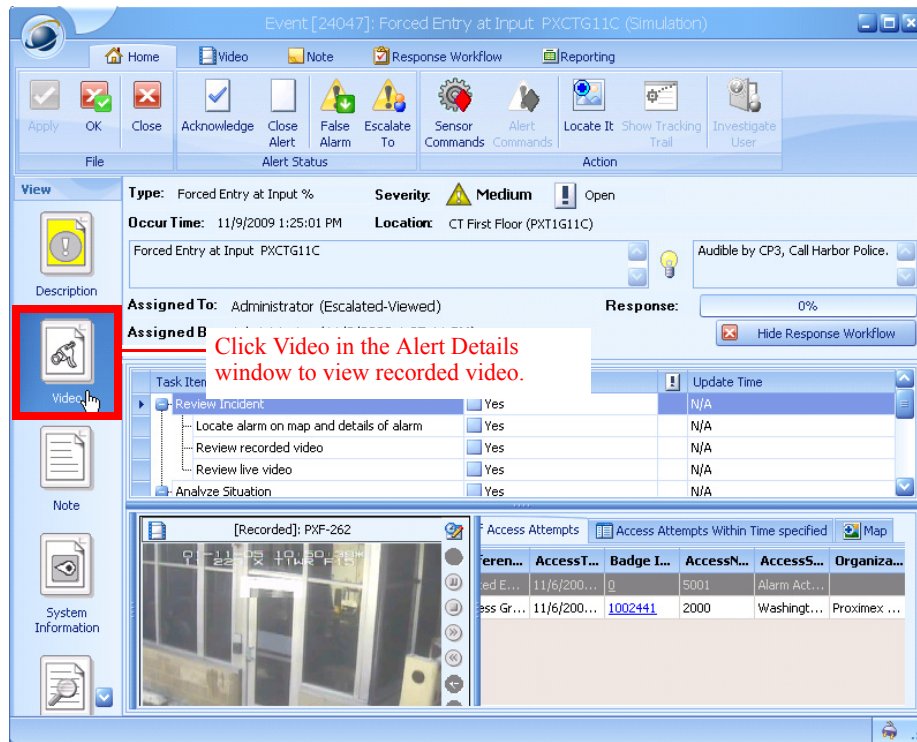
Right-click the camera icon closest to the alert icon in the Map View Pane, and select View Recorded Video.

The **Select Date Time** window appears.



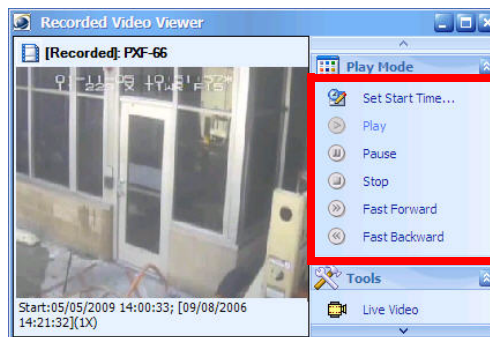
Select the date and time from which you want to view recorded video and click **OK**. The **Recorded Video Viewer** window appears.

- From the **Alert Details** window, click the **Video** icon on the left side of the window.

**Note**

The video may appear integrated with the Description tab of the Alert Details window if preferences are set appropriately. See the [“Enabling One-Click Access to Alert Details”](#) section on page 3-11.

The video either appears in a standalone window (if accessed from the **Map View Pane**) or in the **Video** window (if accessed from the **Alert Details** window). If the video is in a standalone window, it may be sized and placed anywhere on the desktop.



Use these buttons to control video playback.

The recorded video will play from the most recent time, but the video can be rewound, fast-forwarded, paused, or set to start at a certain time. The following table explains how to view the video.

Table 3-4 **How to Play Video**

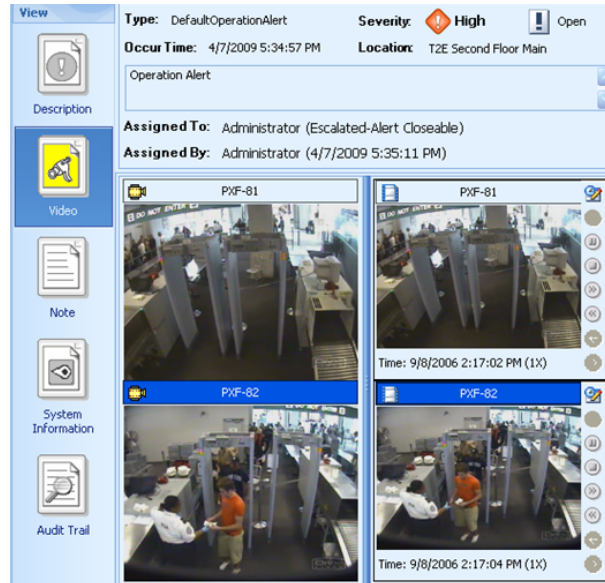
To do this...	Click this...	
Play the video.		Click the Play button under Play Mode at the top right of the Video window.
Pause the video.		Click the Pause button under Play Mode.
Stop the video.		Click the Stop button under Play Mode.
Fast forward the video.		Click the Fast Forward button under Play Mode.
Rewind the video.		Click the Fast Backward button under Play Mode.
Play the video from a specific time forward.		Click the Set Start Time button under Play Mode and enter the time from which you want to start the video playback.

**Note**

A limitation with Vicon currently prevents the video from being paused.

Viewing Multiple Cameras from the Video Window

If there are multiple cameras associated with an access control, the Alert Details window may look similar to the following.



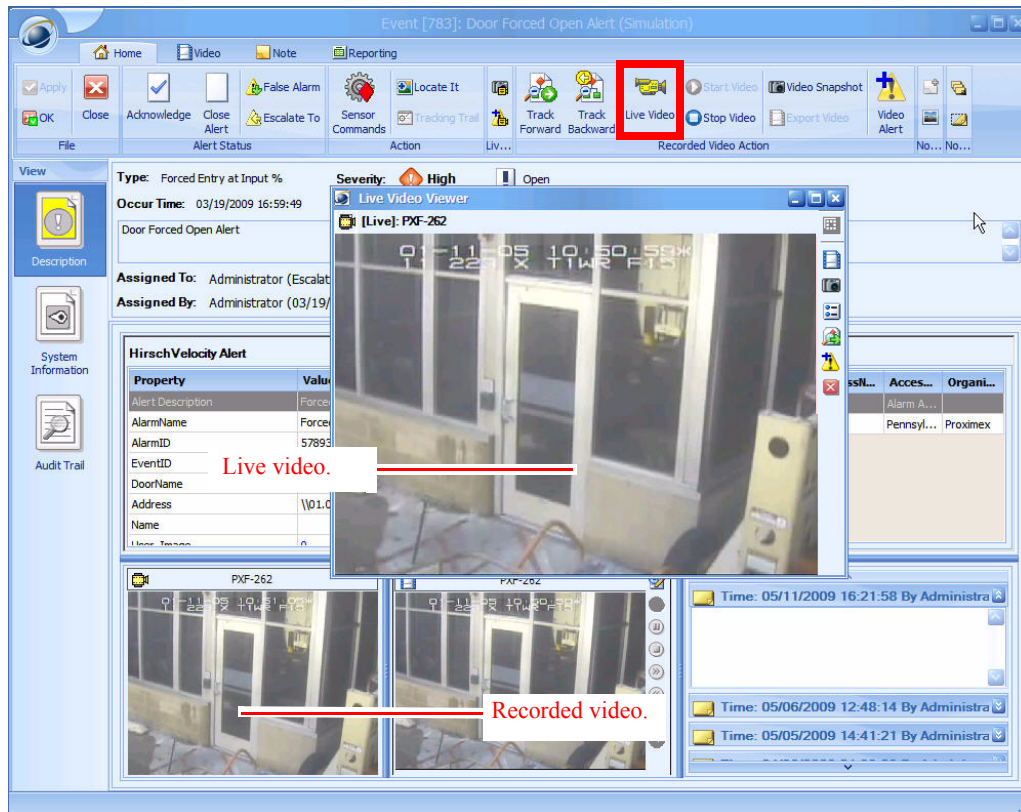
You can shift control to different video windows by clicking **Next Camera** or **Previous Camera** in the toolbar.

Viewing Live and Recorded Video Simultaneously

You can view both recorded video and live video at the same time, from the same workstation. This allows you to check current conditions at a sensor location against prior conditions recorded at the time of the alert.

To view live video, click **Live Video** in the toolbar.

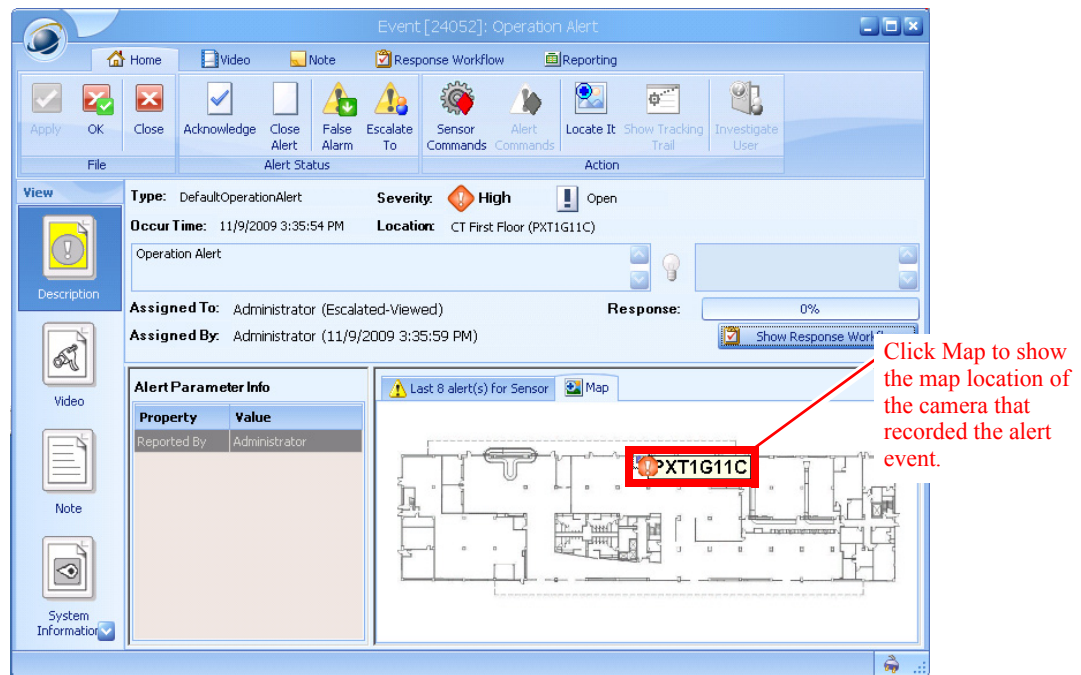
Another video window opens showing the current live video feed from the same sensor that captured the recorded video shown in the Video window.



Showing a Mini-Map in Context with the Video

To help you see the exact location of the alert as you're viewing the recorded video, you can display a mini-map to show context.

To display a mini-map beside the recorded video, click **Map** on the **Description** window.



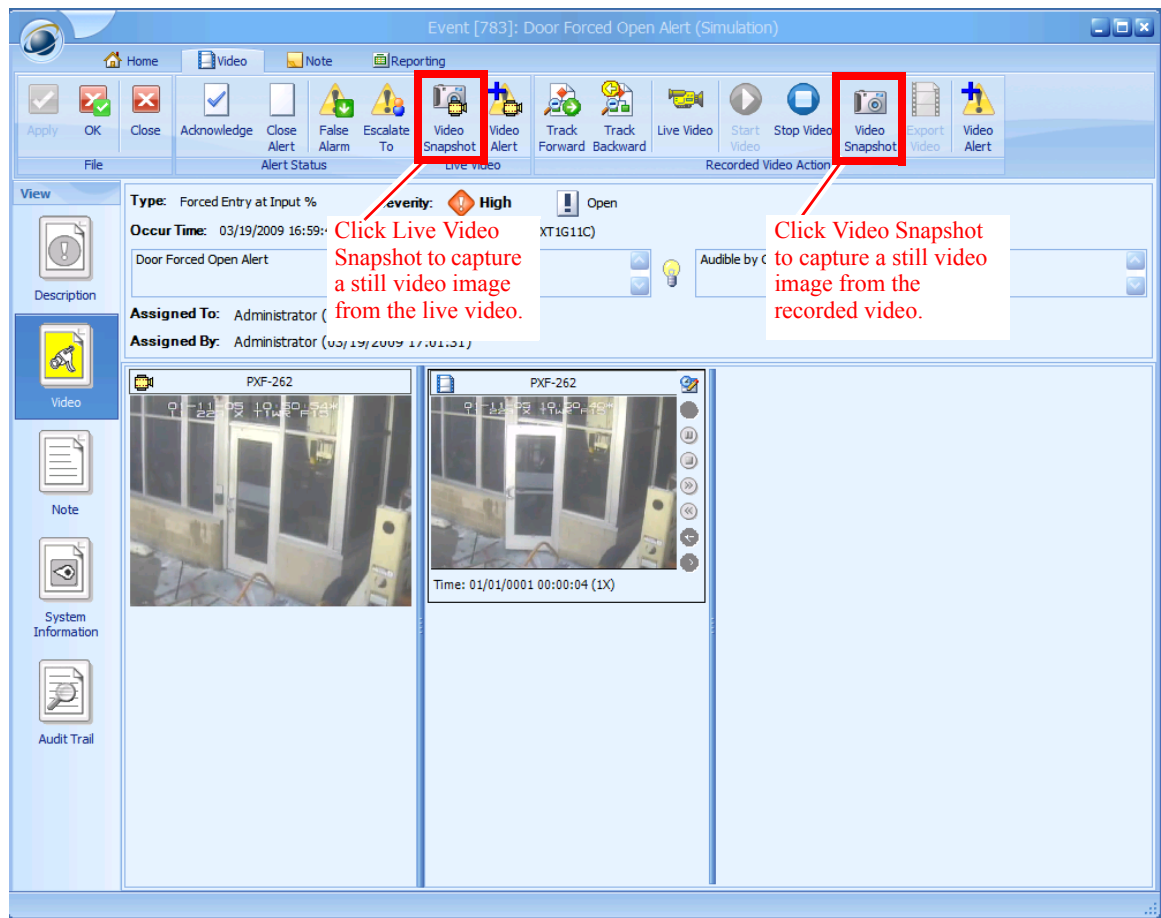
Adding a Snapshot to the Alert

From the recorded or live video panes, you can take a *snapshot*, a still frame from the video. You can then add the photo to the alert dossier, print it, or save it to a file.

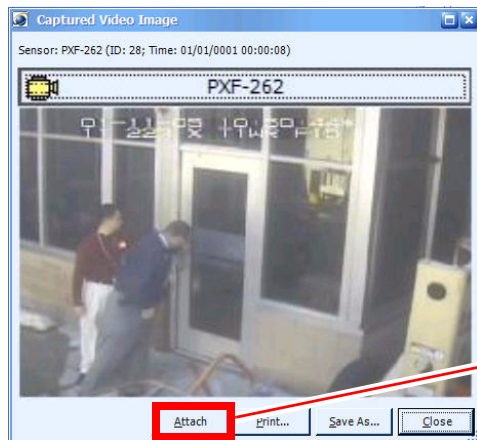
To add a snapshot to the alert dossier:

Step 1 Click **Video Snapshot** in the toolbar.

Adding a Snapshot to the Alert

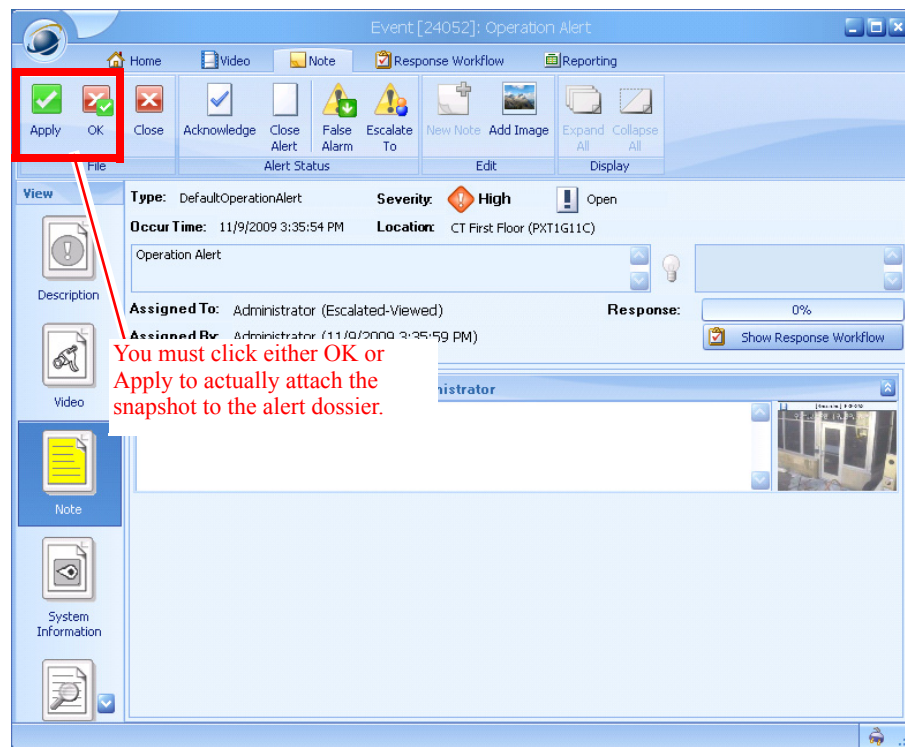


A new window appears with your captured video image.



Step 2 Click the **Attach** button to add the image to the alert.

The **Notes** window of the **Alert Details** window appears. An entry on the **Notes** window shows the snapshot that was just taken.



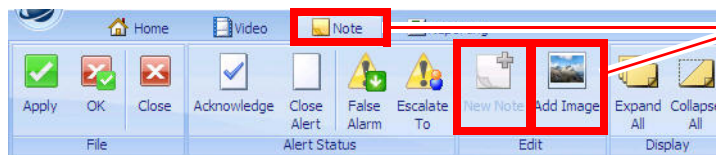
Step 3 You must click the **Apply** or **OK** buttons to save the snapshot to the alert dossier.

Attaching an Image from Your Computer to the Alert

You might have a snapshot or other image stored on your computer that you want to attach to the alert dossier.

To add an image from your computer to the alert:

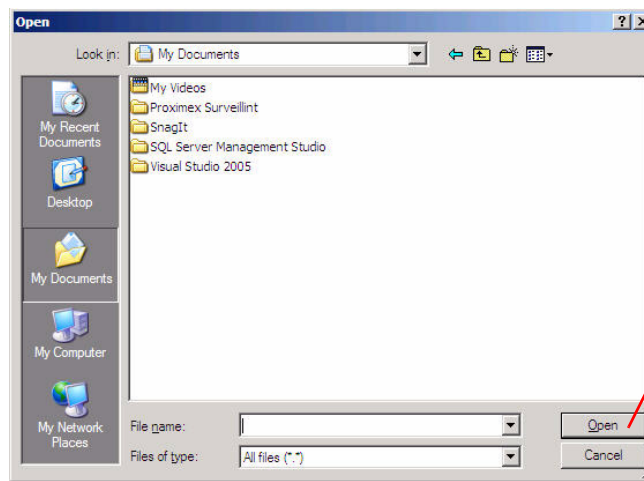
- Step 1** Open the **Alert Details** window for the alert.
- Step 2** Click the **Note** icon above the toolbar. The toolbar refreshes.
- Step 3** Click the **New Note** button in the toolbar.
- Step 4** Click the **Add Image** button in the toolbar.



Click the **Note** button and then the **Add Image** button to attach an image from your computer to the alert dossier.

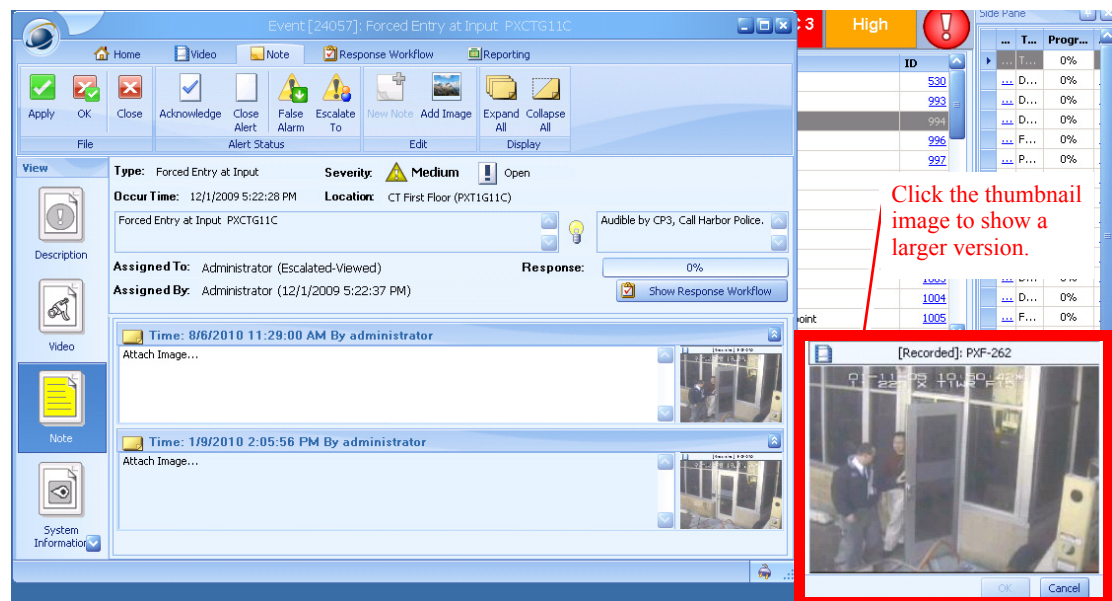
Step 5 Navigate to and select the image file from the **Open** dialog box that appears. Then click the **Open** button.

Following Alert Response Procedures



Locate and select the image file and click Open.

Step 6 A new entry appears in the **Note** window. It displays a thumbnail version of the image. To view the image larger, click the thumbnail image in the **Note** entry.



Click the thumbnail image to show a larger version.

Following Alert Response Procedures

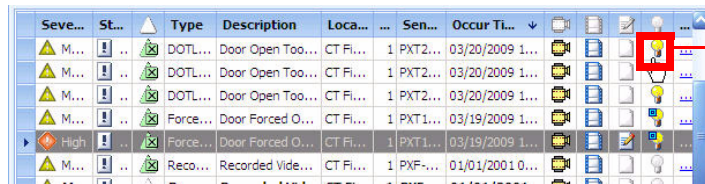
Once you have determined the nature of the alert, and collected all relevant details, you must figure out what actions to take. PSOM offers two types of alert response information:

- **Instructions**—These are simple text-based directions for handling the alert that appear in a pop-up window.
- **Response Tasks**—These are checklist items that must be completed before an alert can be acknowledged or closed.

Viewing Instructions

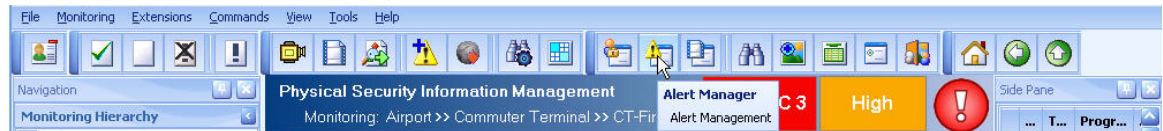
If there are instructions for the type of alert you are handling, you can find them in two different ways:

- From the **Alert List Pane**, click the **Instruction** icon.



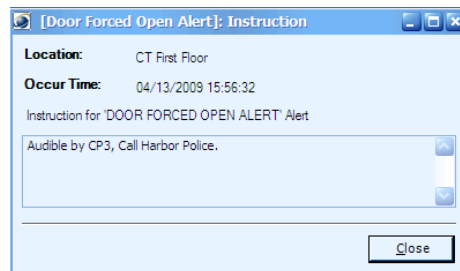
Click the Instruction icon to view the response you need to take for this alert.

- From the Operation Console:
 - Click the **Alert Manager** button in the Operation Console toolbar.



- The **Alert Manager** window appears.
- Click the yellow light bulb in the entry for the alert you are handling.

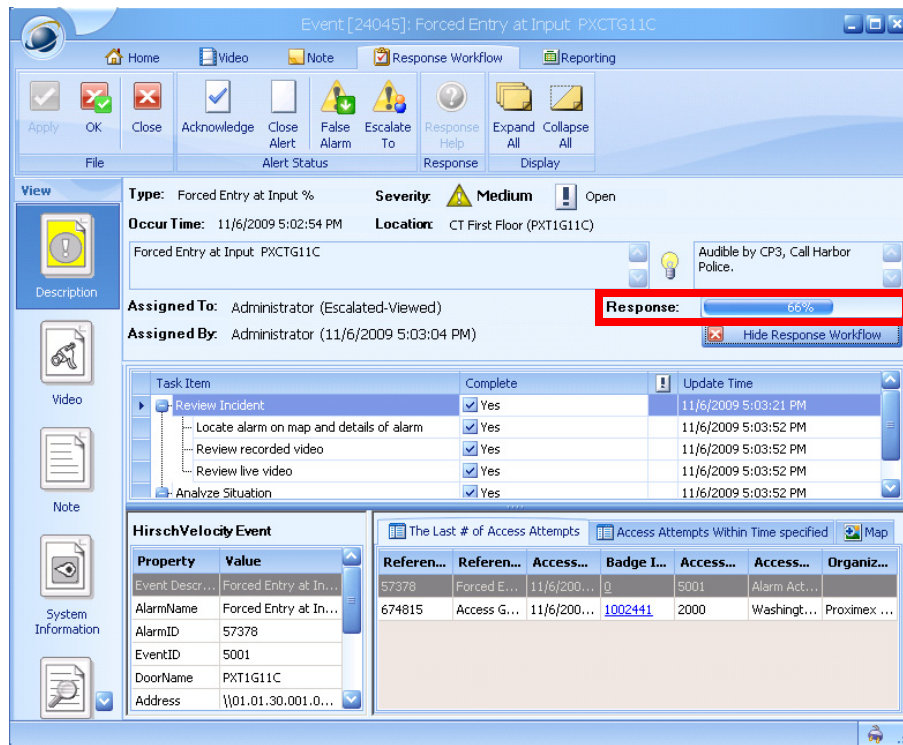
Whichever method you use, the **Instructions** dialog box appears and specifies how this type of alert should be handled.



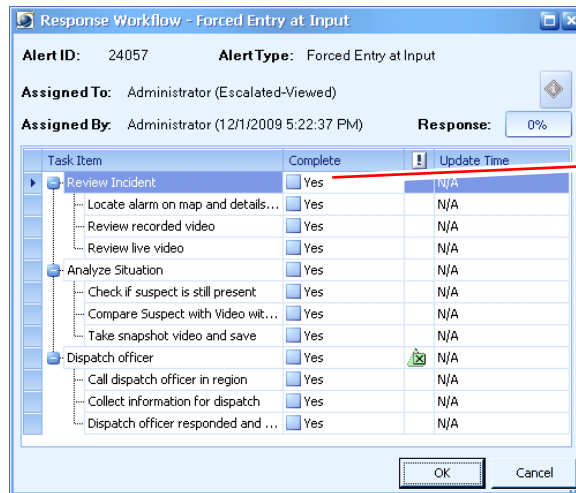
Viewing and Updating a Response Workflow

If there is a Response Workflow defined for this type of alert, you will see a Response progress bar in the Description window of the Alert Details window. The list of outstanding tasks is also shown on the Description window.

Following Alert Response Procedures



Click the **Response** progress bar to update the outstanding tasks.



Click the **Complete** checkbox for every task that has been done.

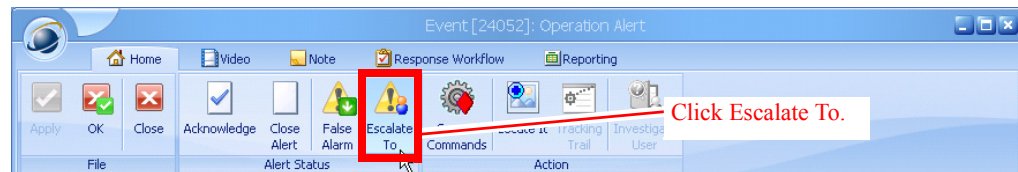
Click the **Yes** check box next to each task as you complete it, and then click **OK**. When you see the  icon next to a task, that means you must complete this task before you can acknowledge the alert. When you see the  icon next to a task, that means you must complete this task before closing the alert.

Escalating an Alert

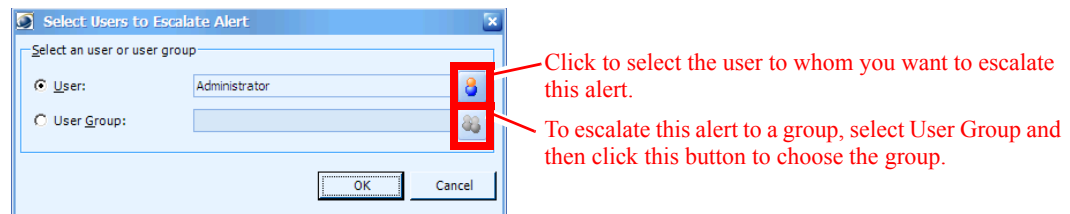
If you want to transition an alert to a different user or group—for example, to the Supervisor group—you can do so directly from the Alert Details window.

To escalate an alert:

- Step 1** Click **Escalate To** in the toolbar.



A new window appears.



- Step 2** To escalate this alert to a specific user, select **User** and click the button to choose the user.
- Step 3** To escalate this alert to a group of users, select **User Group** and click the button to choose the group.
- Step 4** Click **OK**.

Manually Controlling Access

There are times you might need to manually control a secure doorway as part of your response to an alert. From the Operation Console you can take door command such as unlock and re-lock the door, provide momentary access, lock down a door, lock an open door, and so on.

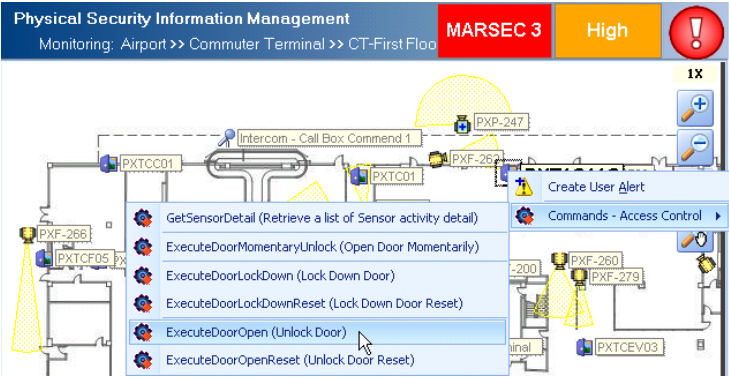
You can issue door commands from the **Map View Pane** or from the **Alert Details** window.

To control an access door from the Map View Pane:

- Step 1** Locate the access control icon for the door in the **Map View Pane**.
- Step 2** Right-click the access control icon. A list of options appears in the menu.



Note These commands differ depending on the access control system.



To control an access door from the Alert Details window, Click the **Sensor Activity** icon  in the **Alert Details** window. A list of options appears in the menu. (These commands will differ depending on the commands available from the access control system.)

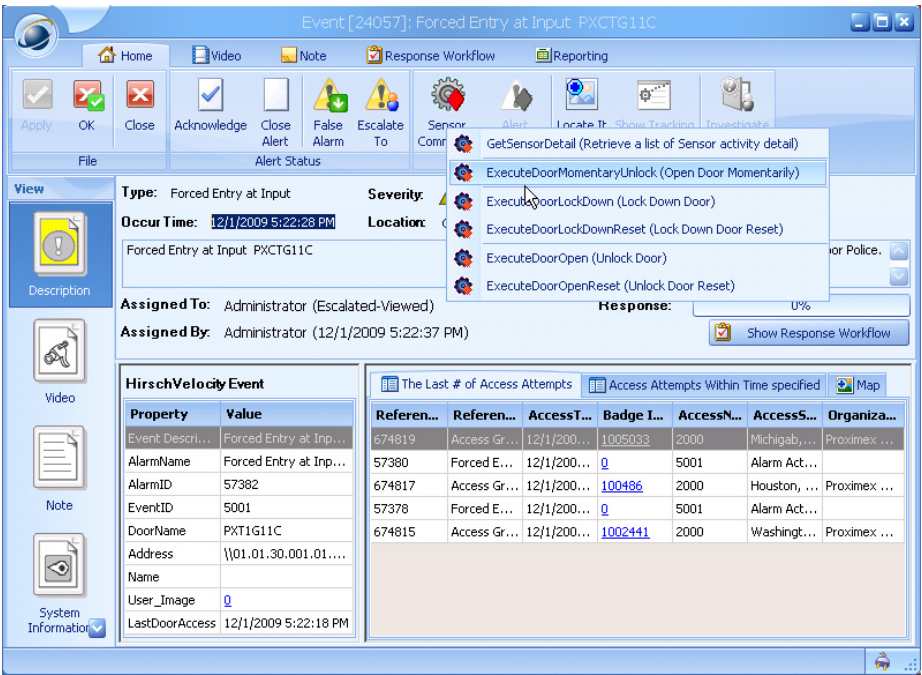


Table 3-5 explains the manual control provided by different commands.

Table 3-5 Ways You can Manually Control an Access Door (Access Control System Specific)

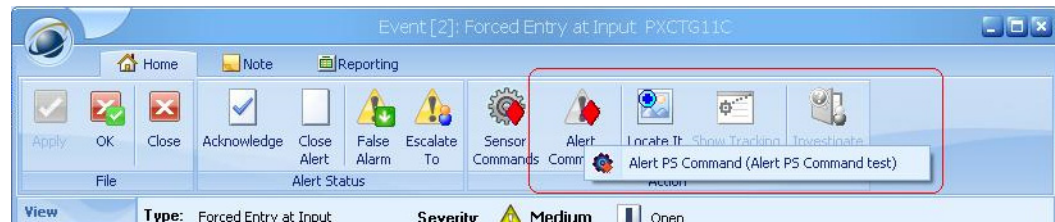
If you want to...	You can select this...
View details about the sensor...	GetSensorDetail
Unlock a secured door momentarily...	ExecuteDoorMomentaryUnlock

Table 3-5 Ways You can Manually Control an Access Door (Access Control System Specific)

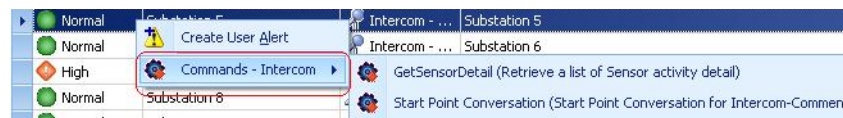
If you want to...	You can select this...
Disable all relays and outputs associated with a door so that no one will be able to gain access to it...	ExecuteDoorLockDown
Restore all relays and outputs associated with a door that was previously locked down...	ExecuteDoorLockDownReset
Actuate all relays associated with a door...	ExecuteDoorOpen
Release a door from the Lock Open Door status...	ExecuteDoorOpenReset

Issuing External Commands During Alert Response

If configured, you can issue external commands as part of alert response procedure from the Alert Details window. For example, you might be able to send a command to an intercom system related to the sensor that triggered the alert. Any commands that appear in the Alert Commands menu have been configured for your environment by an administrator.



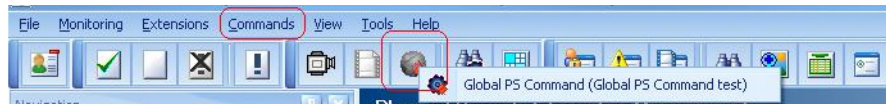
You can issue external commands for a sensor by right-clicking the sensor in the Map View Pane or the table view of alerts.



You can issue external commands for a monitoring area by right-clicking the monitoring area in the Monitoring Hierarchy.



You can issue external commands across the entire PSOM environment using the **Commands** icon in the Operation Console toolbar or the Commands menu.

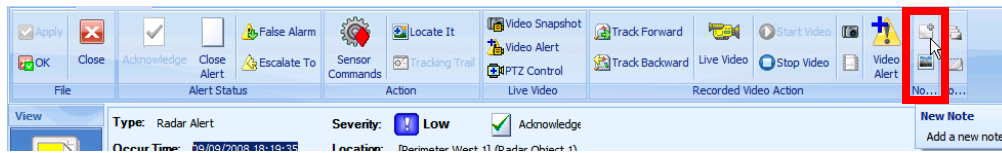


Documenting Alert Response

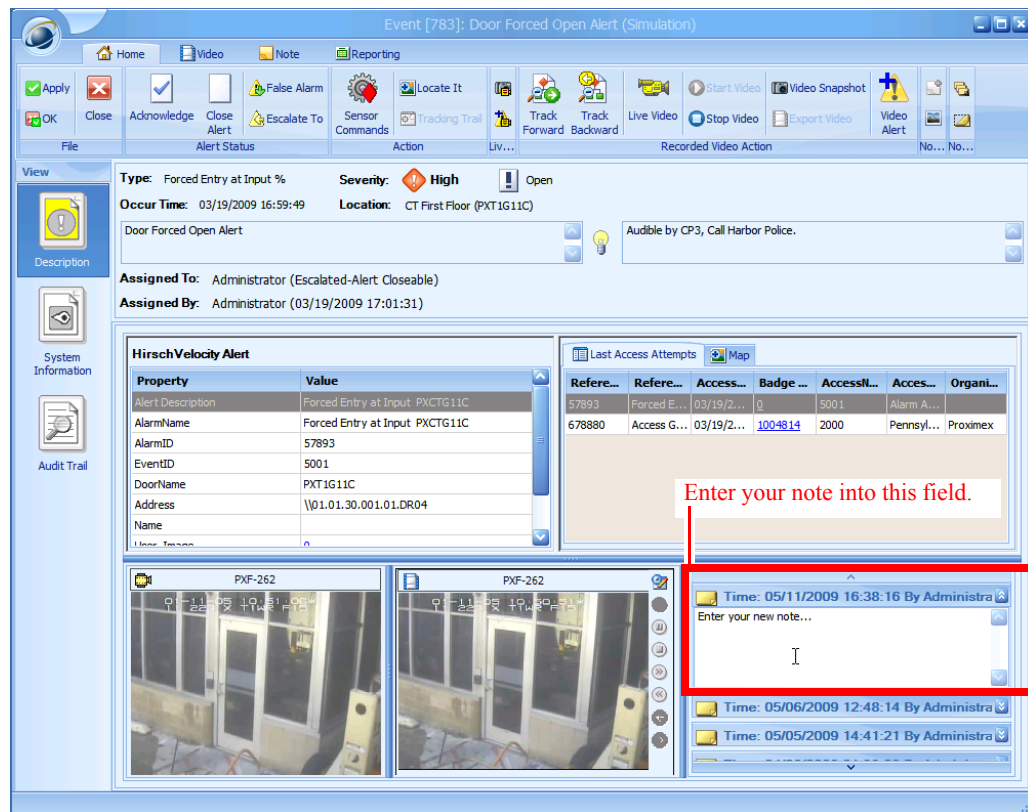
After you take appropriate actions to respond to an alert, you may want to document your actions in a Note attached to the alert's details. This information is stored with the alert in the PSOM database. A timestamp is automatically applied to the note as well as the name of the operator that enters the note.

To add a note to the alert dossier:

-
- Step 1** Open the **Alert Details** window.
 - Step 2** Click the **New Note** icon in the toolbar.



A new note field appears at the bottom right corner of the Alert Details window where you can type additional notes regarding the alert.



Step 3 Click **OK** or **Apply** at the top of the window to save the note.

Notifying Dispatch about an Alert

If your PSOM Integration Module enables the functionality, you can send alarm and alarm-related information to third-party dispatch systems. Click the **Dispatch** button





CHAPTER 4

Viewing Video and Taking Snapshots

This chapter puts all the video details in one place so you can easily find out how to:

- Access recorded video footage for alerts
- View live video
- Take snapshot images from recorded or live video
- Add snapshots or other images to your alert dossier
- Manipulate PTZ cameras to change your view of live camera feeds
- Export video to a file
- Manage video using the Video Management Console

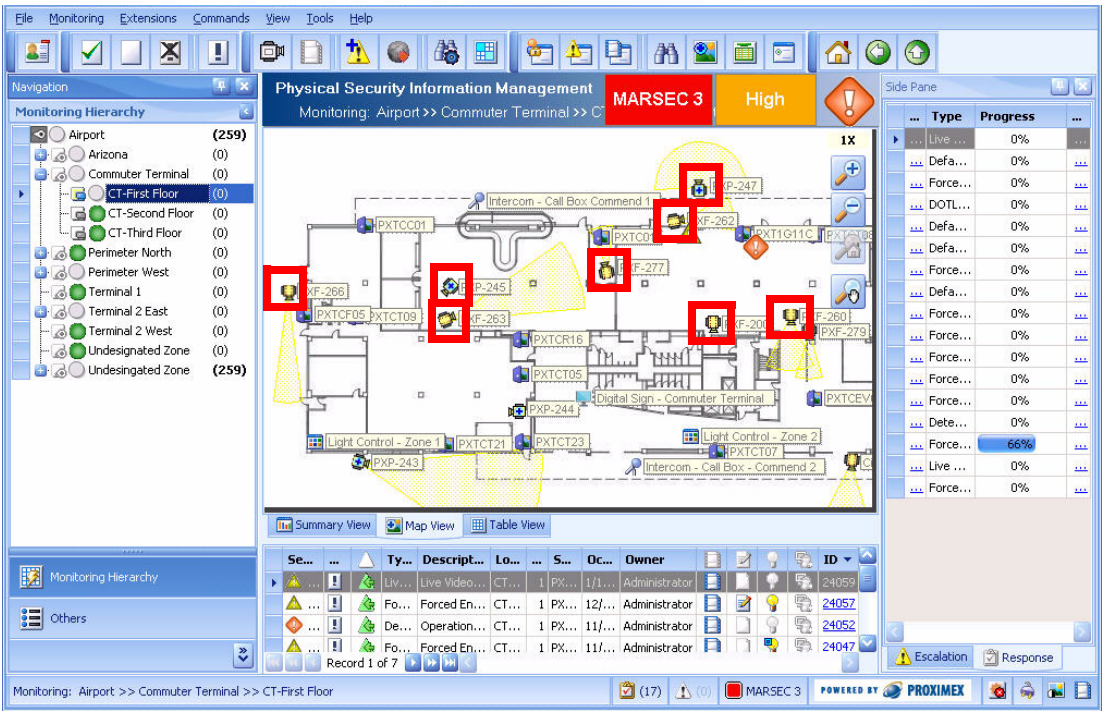
See [Chapter 5, “Following Suspects with EZ-Track,”](#) for details on how to use EZ-Track to follow suspects across multiple camera views.

This chapter includes these topics:

- [Locating Video Sensors on the Map, page 4-1](#)
- [Viewing Video from a Video Camera Sensor, page 4-2](#)
- [Launching Recorded and Live Video from an Alert, page 4-5](#)
- [Taking a Snapshot of Video, page 4-7](#)
- [Controlling PTZ Cameras, page 4-11](#)
- [Exporting Video to a File, page 4-13](#)
- [Manually Creating an Alert from Recorded or Live Video, page 4-15](#)
- [Using the Video Management Console, page 4-18](#)

Locating Video Sensors on the Map

A quick way to locate a video sensor is to drill down to the appropriate map view using the **Navigation Pane**. For example, to view the first floor of Commuter Terminal, you would select “CT First Floor” under “Commuter Terminal” in the **Navigation Pane**. The map in the **Map View Pane** would appear as shown next.



In the **Map View Pane**, you can see the locations of the video camera sensors active —the video camera icons on the map mark the locations.

There are several different icons representing video cameras that appear on maps in the **Map View Pane**. These are explained in [Table 4-1](#).

Table 4-1 Video Camera Icons Displayed in the Map View Pane

Icon	What the icon means...
	This is a video camera that is connected to a DVR.
	This is a video camera icon that is offline; it is not connected to a DVR.
	This is a PTZ camera that is connected to a DVR.
	This is a PTZ camera that is offline; it is not connected to a DVR.

Viewing Video from a Video Camera Sensor

After finding the appropriate video camera sensor in the **Map View Pane**, you can view the recorded video for an alert incident. You can also view live video feed from the same video camera icon.

Viewing Recorded Video

To view recorded video:

- Step 1
- Right-click the video camera icon.



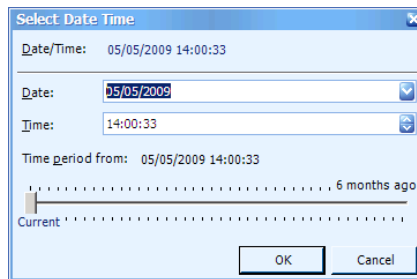
Step 2 Select **View Recorded Video** from the menu.



Note

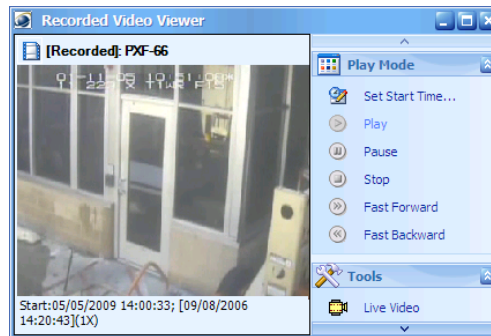
You can also select the video camera in the Map View Pane and click the **Recorded Video** icon in the Operation Console toolbar.

The **Select Date Time** window appears.



Step 3 Select the date and time at which you want to begin viewing recorded video from this video camera sensor. Click **OK**.

The recorded video is displayed in the **Recorded Video Viewer** window which can be sized and placed anywhere on the desktop.

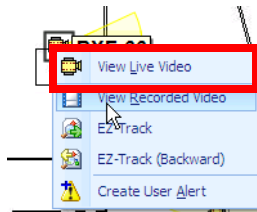


The recorded video will play from the most recent time, but the video can be rewound, fast-forwarded, paused, or set to start at a certain time.

Viewing Live Video in a Standalone Window

To view live video in a standalone window:

Step 1 Right-click the video camera icon.



Select **View Live Video** to see current footage from this video camera sensor.

Step 2 Select **View Live Video** from the menu.

The **Live Video Viewer** window appears and displays the live video feed from the selected camera sensor icon.

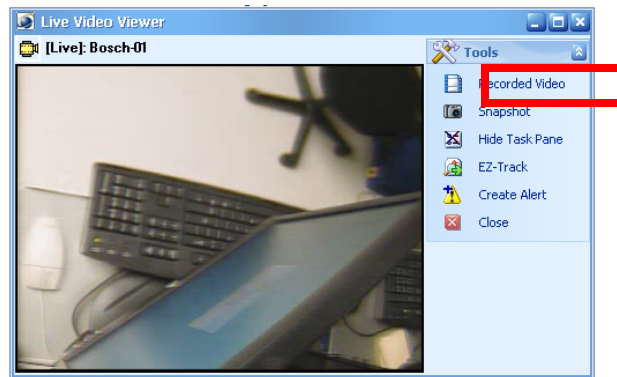


Note You can also select the video camera in the Map View Pane and click the **Live Video** icon  in the Operation Console toolbar.

If you want to hide the **Tools** menu and expand the video view, you can click the **Hide Task Pane** icon . To display the **Tools** menu again after hiding it, you click the **Show Task Pane** icon .

If you are viewing video from a PTZ (pan-tilt-zoom) camera, additional controls are displayed as described in the [“Controlling PTZ Cameras”](#) section on page 4-11.

To view recorded video from the Live Video Viewer, click **Recorded Video**



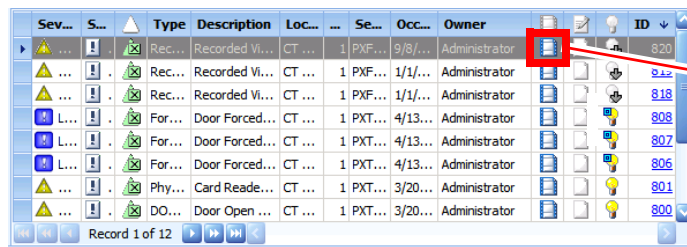
Launching Recorded and Live Video from an Alert

You can launch recorded and live video associated with an alert in two places:

- The **Alert List Pane** in the Operation Console.
- The **Alert Details** window.

Launching Video from the Alert List Pane

At the bottom of the Operation Console is the **Alert List Pane** where all current alerts for the selected monitoring area are shown.



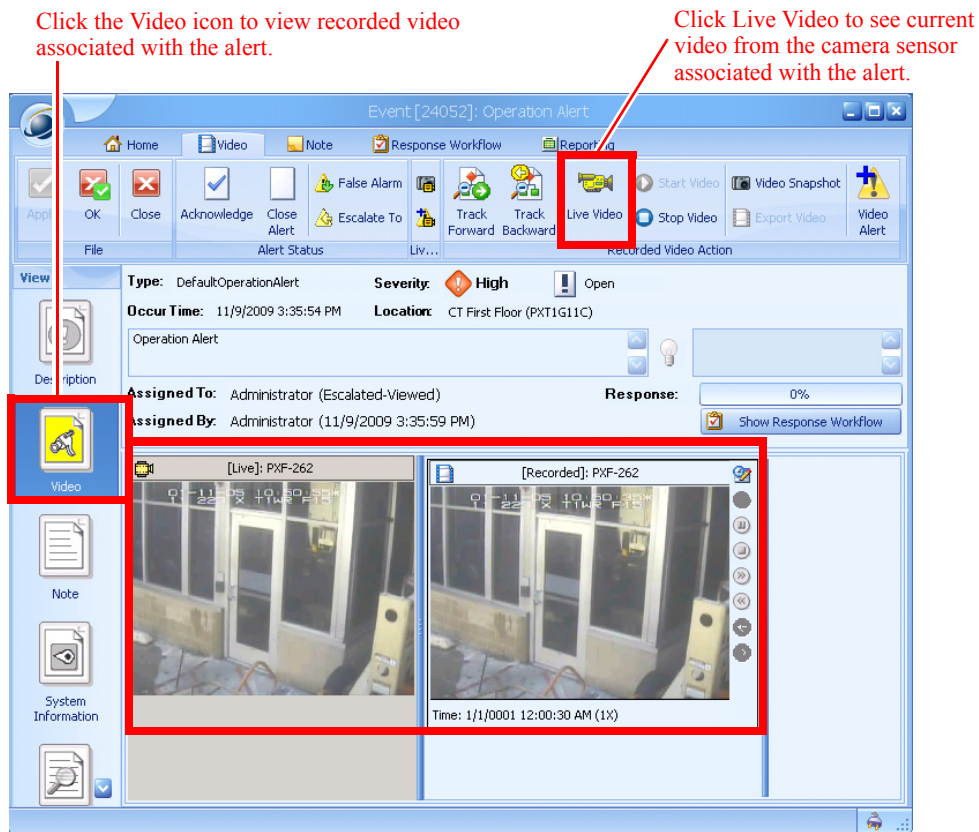
Click the blue film strip icon to launch recorded video.

To launch recorded video associated with an alert, click the blue film strip icon in the row for the alert.

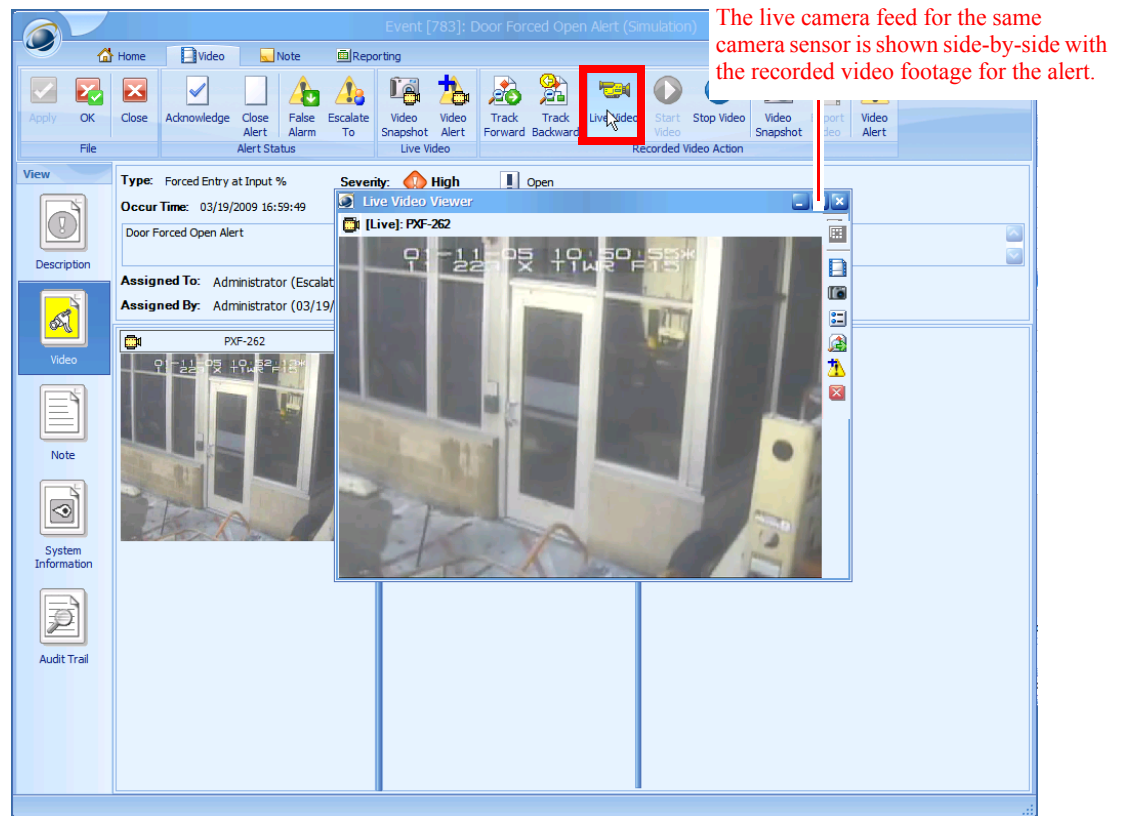
Launching Video from the Alert Details Window

If the Alert Details window is not configured to show video on the Description tab, you can click the **Video** icon on the left side of the window. The **Video** window appears.

■ Launching Recorded and Live Video from an Alert



To view live video from the same camera sensor, you can click **Live Video** in the toolbar at the top of the window. The Live Video Viewer window opens to show the live video feed from that camera.

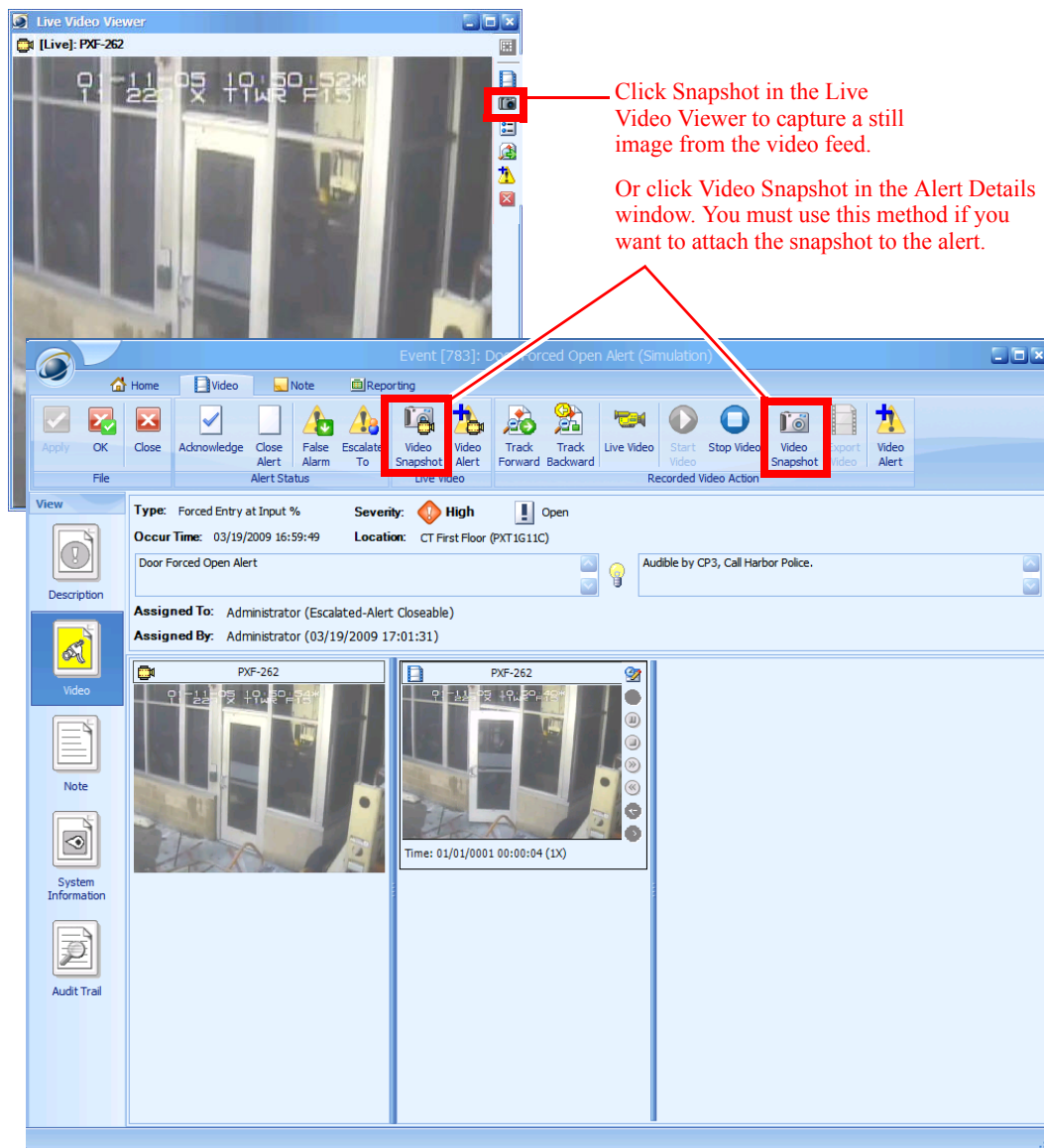


Taking a Snapshot of Video

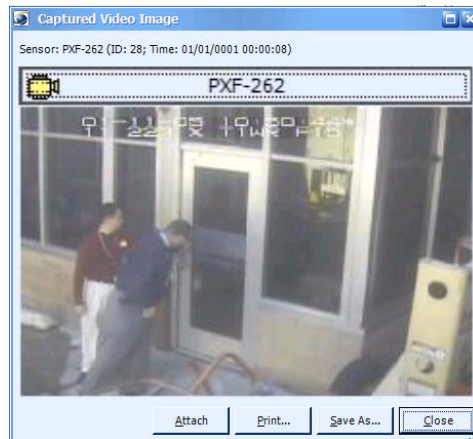
You can take a snapshot, or still photo image, from either recorded or live video. You can then print the image, attach it to the alert, or save it as a bmp image file locally.

To take a snapshot from video:

- Step 1** Select **Snapshot** in the Live Video Viewer window. You can either click the **Snapshot** icon, or select **Snapshot** under **Tools** in the **Live Video Viewer**, depending on whether the tools are displayed.
- Step 2** Click the **Video Snapshot** button in the toolbar for the Alert Details window. If you want to attach the snapshot to the alert, you need to use this method.



The snapshot appears in the **Captured Video Image** window.



From the **Captured Video Image** window you can:

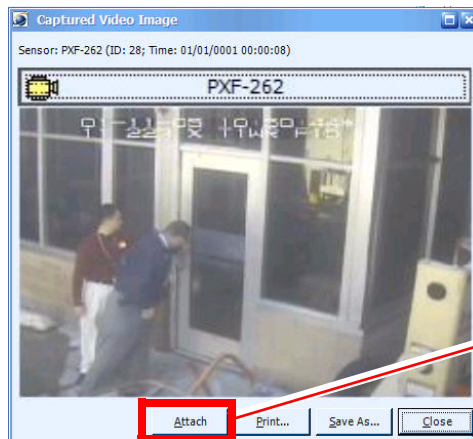
- Attach the image to the alert dossier. See the [“Attaching a Snapshot to the Alert Dossier”](#) section on page 4-9.
- Print the image. Click the **Print** button and select the printer.
- Save the image as a JPG file locally. Click the **Save As...** button. Choose the location for the snapshot image and enter a name. The image will be saved as a JPG.

Attaching a Snapshot to the Alert Dossier

You can attach a snapshot of video to the alert dossier to provide more information for others reviewing the alert.

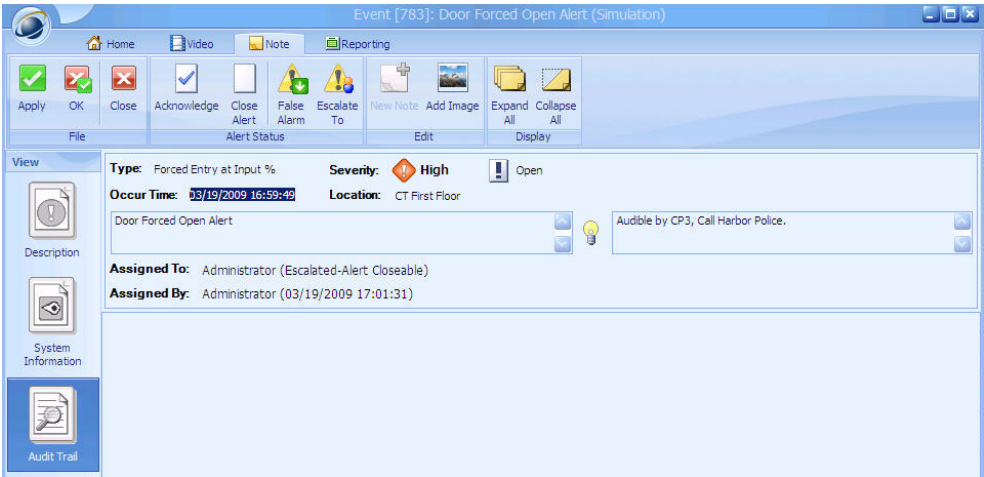
To attach the snapshot to the alert:

- Step 1** Click **Video Snapshot** in the toolbar of the Alert Details window.
- Step 2** Click the **Attach** button in the **Captured Video Image** window.



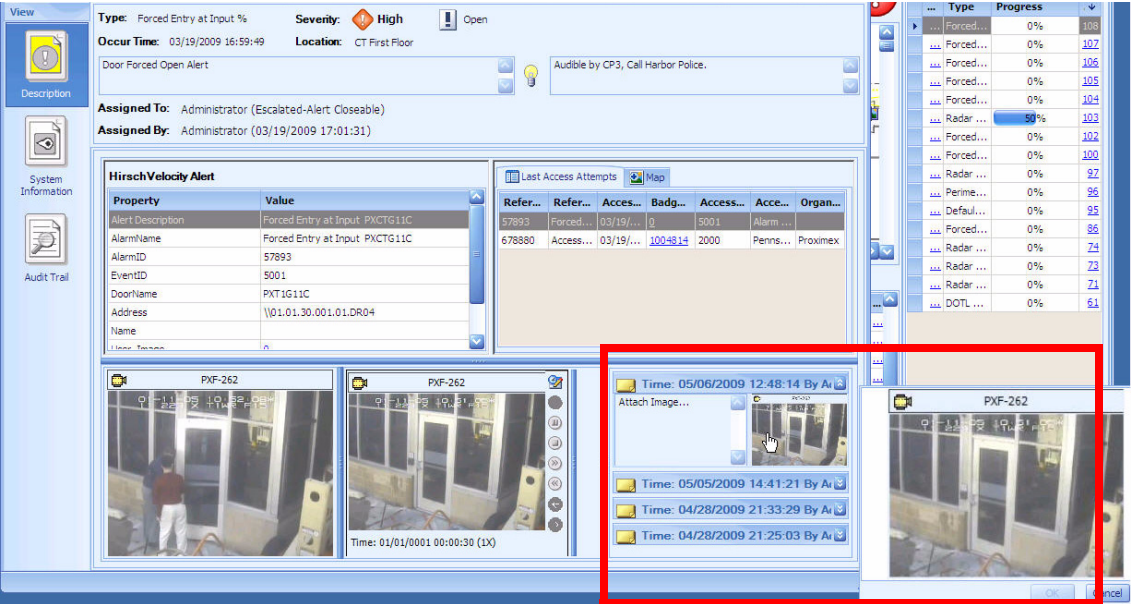
Click the **Attach** button to save the snapshot image along with the alert details.

The **Alert Details** window shows a record of the snapshot being attached to the alert in the Audit Trail tab.



Step 3 You must click the **Apply** or **OK** buttons to save the snapshot to the alert dossier.

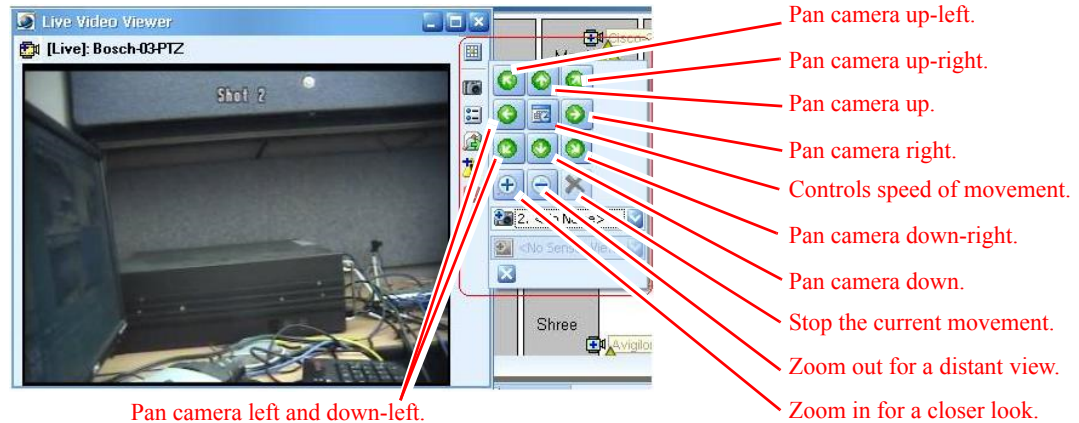
Once the snapshot has been added, you can view it larger at any time by clicking the thumbnail image of the snapshot in the **Note** entry.



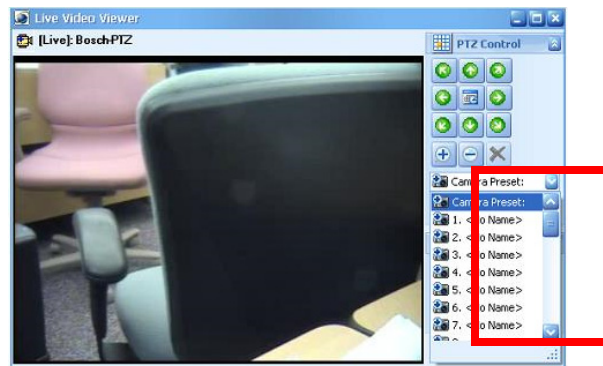
Controlling PTZ Cameras

You can control PTZ (pan-tilt-zoom) cameras with PSOM for monitoring live video feeds; using the PTZ controls, you can pan the camera in any direction, as well as zoom in on a particular location or suspect. In the **Map View Pane** of the Operation Console, the PTZ cameras are identified by a camera icon with a plus sign inside it: .

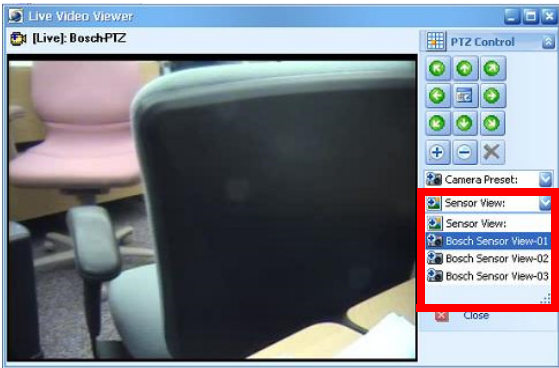
Once you have opened a live video feed (see the [“Viewing Live Video in a Standalone Window”](#) section on page 4-4) you can use the PTZ controls shown in the next window.



If predefined PTZ camera positions have been retrieved from the DVR/NVR system, you can select one from the **Camera Preset** menu under the directional controls.



If sensor views have been configured for this PTZ camera (by an administrator in the Administration Console), they will appear in the **Sensor View** menu.



PTZ controls also appear when you click the **PTZ Control** icon in the toolbar of the Alert Details window.

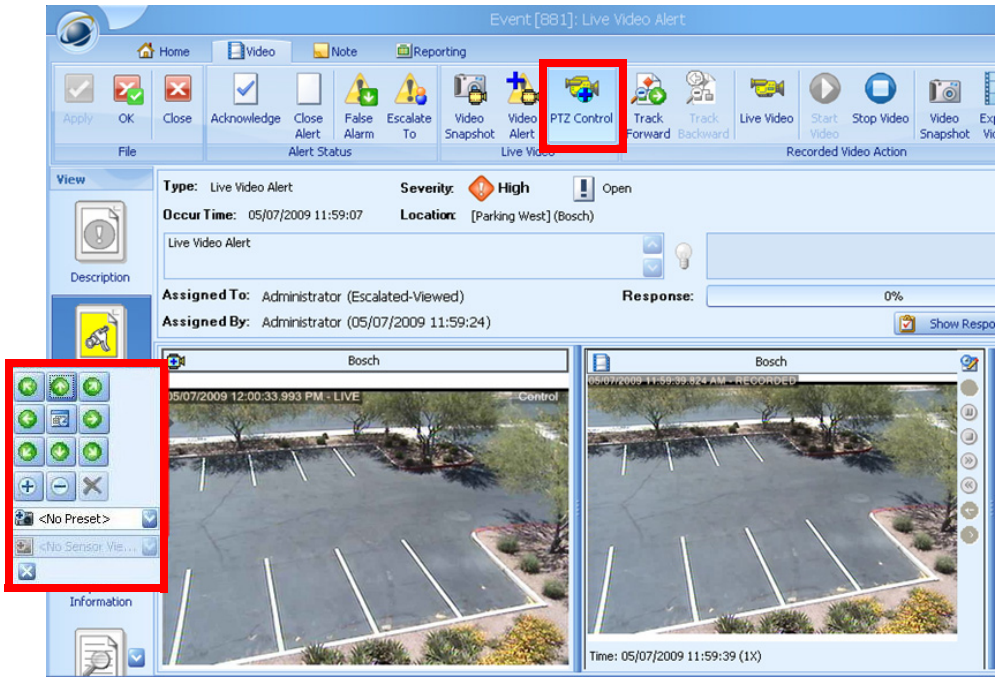


Table 4-2 explains the actions you can take with the controls. When you click a button, the camera moves by the amount set in the PTZ camera configuration. Press and hold a button to keep moving in a direction.

Table 4-2 Using PTZ Controls

To do this...	Click this control button...
Pan the camera left, up-left, down-left.	  
Pan the camera right.	  
Pan the camera up.	
Pan the camera down.	

Table 4-2 Using PTZ Controls (continued)

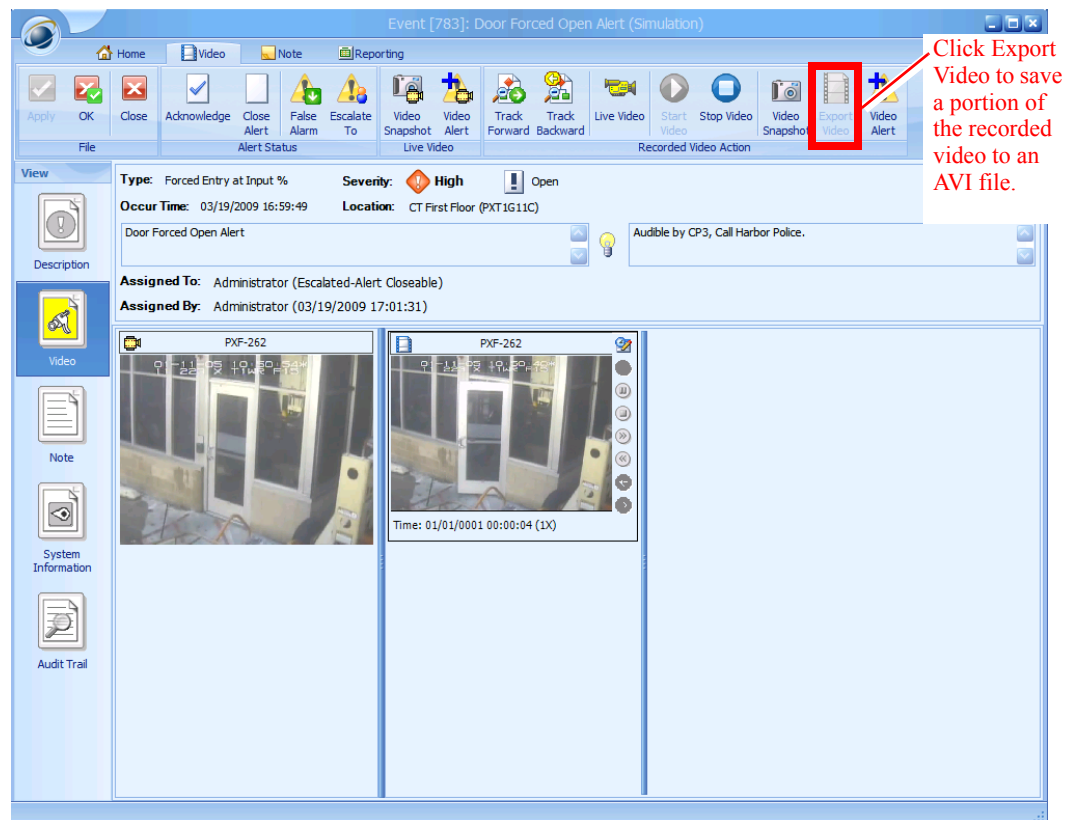
To do this...	Click this control button...
Control the speed at which the camera will move when you click left/right/up/down.	
Zoom in for a closer look.	
Zoom out for a more distant view.	
Stops the current movement of the PTZ camera.	

Exporting Video to a File

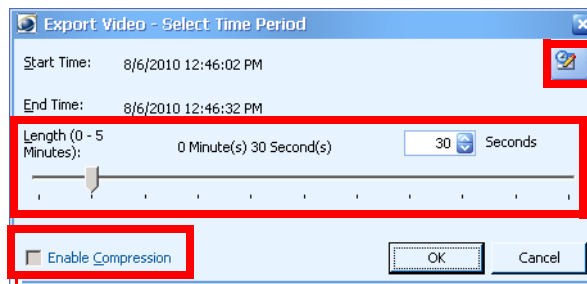
You can export recorded video to an AVI file, and then send this valuable footage to first responders, third-party tenants, the management team or other agencies.

To export recorded video:

- Step 1** Open the Alert Details window and click the **Export Video** button in the toolbar.



- Step 2** The Export Video window appears.

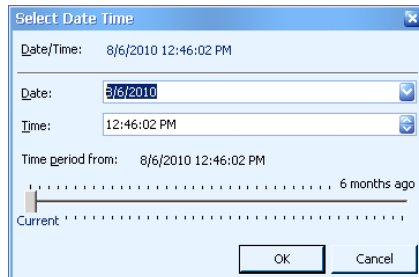


Click this button to change the starting time for exporting the recorded video.

Enter the number of seconds to record video, or slide the ticker along this bar to specify the length of the video to be exported.

Select this option to allow the exported video to be compressed to reduce file size. If this option is greyed out, the video format is not supported for compression.

- Step 3** To change the length of time for the exported video, either enter the number of seconds to record video in the field provided, or slide the ticker along the bar under **Length**. Each tick on the bar refers to 30 seconds; you can export up to 5 minutes of video in AVI format.
- Step 4** To change the starting time for the exported video, click the icon at the top right corner of the dialog box. A new dialog box appears where you can specify the starting time for the video export. Enter the date and time you want to start the video in the fields provided.

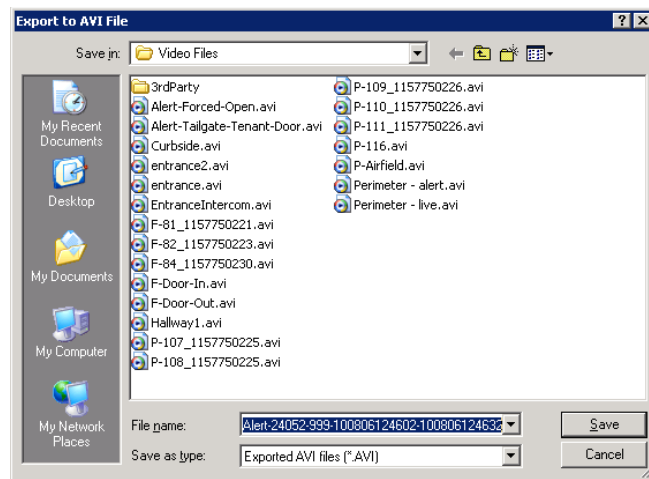


- Step 5** To compress the video footage and create a smaller AVI file size, check the **Enable Compression** option.



Note This option is greyed out for unsupported video formats.

- Step 6** When you are ready to export the selected video stream, click **OK**. A new dialog box prompts you for a location to save the AVI file.

**Note**

If you have enabled compression, you will be presented with another dialogue box to select the appropriate codec to export the video file.

- Step 7** Click **Save** to store the exported video to your AVI file.
A dialog box may appear to report the progress of saving the video to AVI.

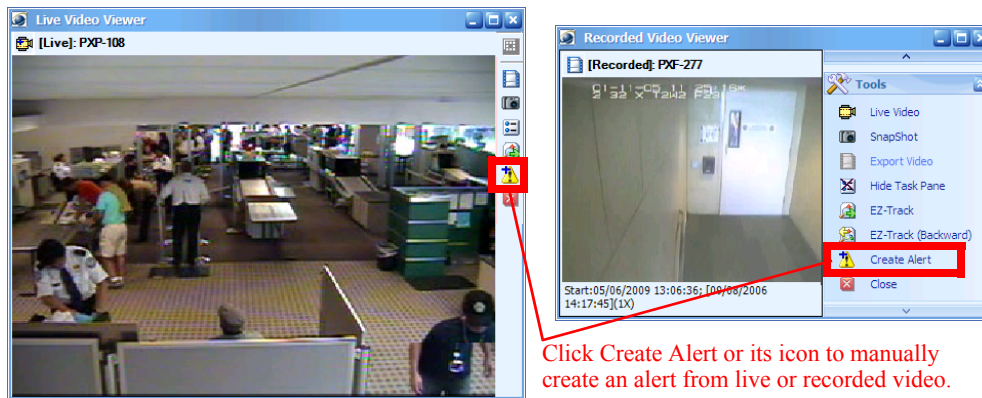
Manually Creating an Alert from Recorded or Live Video

When you are watching live or recorded video, and see a suspicious activity, you can create an alert manually. An alert type of **Live Video Alert** or **Recorded Video Alert** will be generated and displayed in the alert pane with additional information such as an image snapshot of the video, time and location of the camera and the description that you provided.

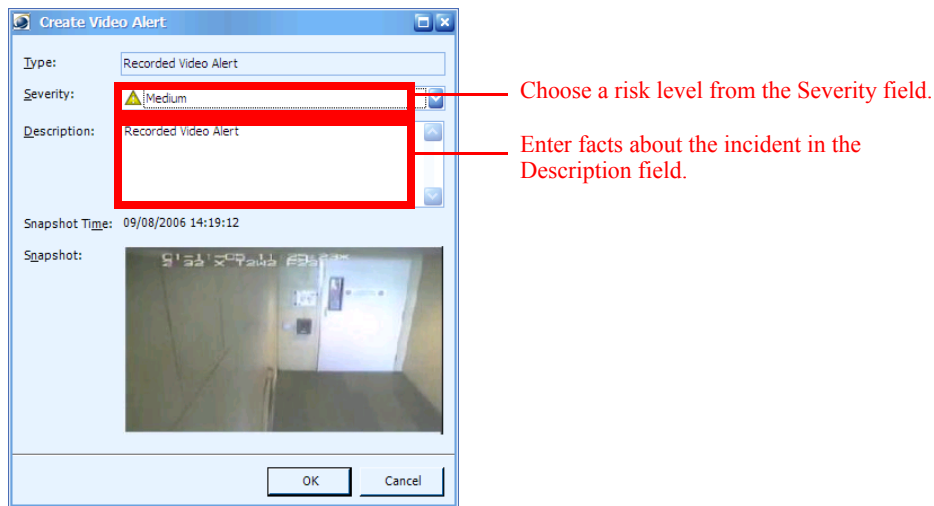
To create an alert from live or recorded video:

- Step 1** Click **Create Alert** or its button  in the Video Viewer window, or press CTRL-A.

Manually Creating an Alert from Recorded or Live Video



Step 2 The Create Video Alert window opens.



Step 3 From the **Severity** field, choose the risk level for this alert: Low, Medium, High, or Critical.

Step 4 In the **Description** field, enter facts about the incident.

Step 5 Click **OK**.

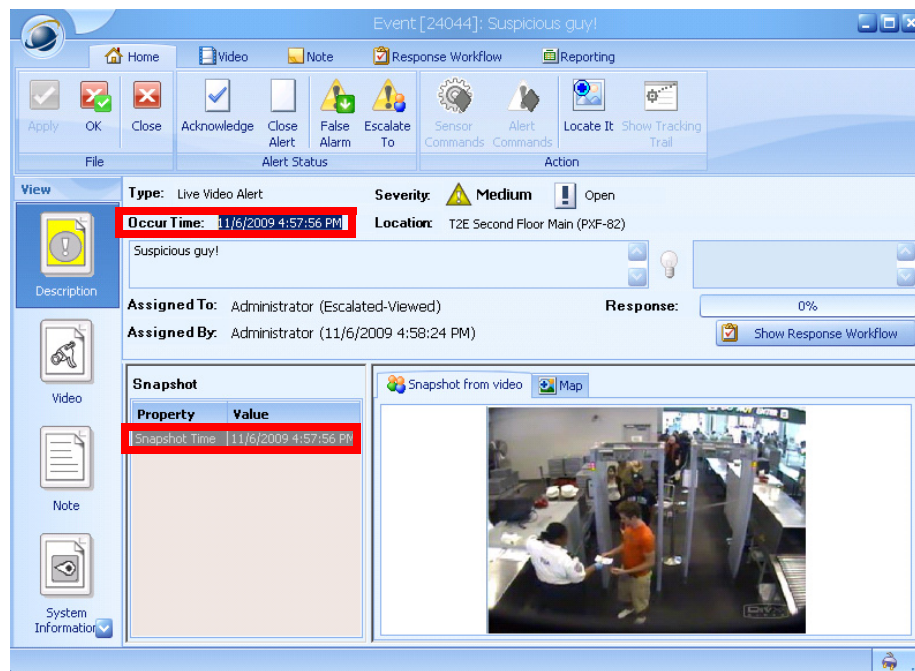
The newly created alert immediately appears up in the Alert List Pane, and an alert message opens.

Step 6 To see details for this alert, double-click its entry in the Alert List Pane.

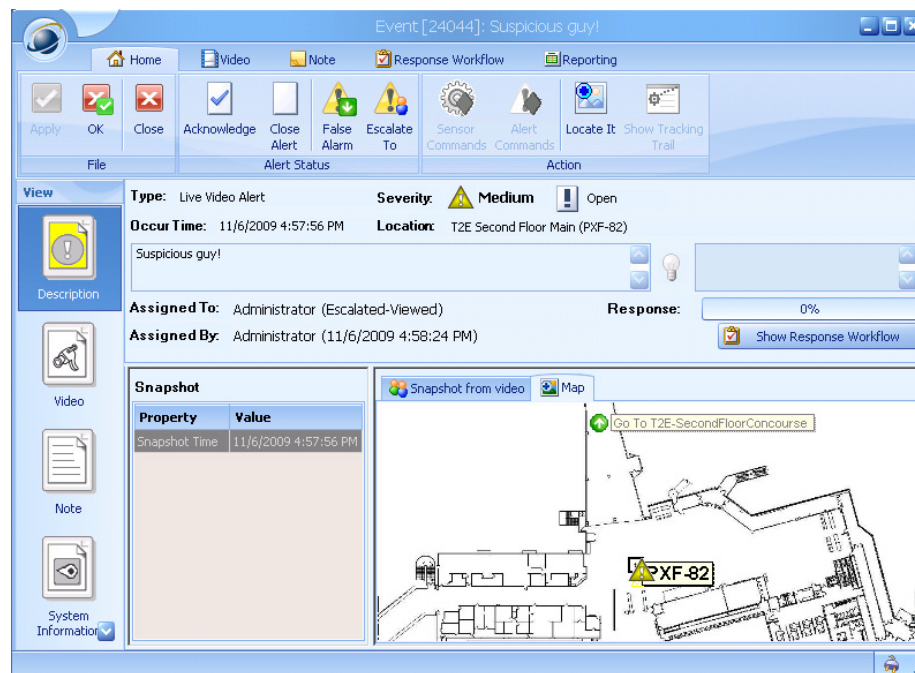
Sev...	S...	Type	Descript...	Lo...	Sensor	Own...	ID
...	...	Detection Alert	Detection ...	CT...	1 PXT1G11C	Admi...	2...
...	...	Forced Entry ...	Forced En...	CT...	1 PXT1G11C	Admi...	2...
...	...	Live Video Alert	Suspicious... T2...	1 PXF-82	Admi...	2...	2...
...	...	Forced Entry ...	Forced En...	CT...	1 PXT1G11C	Admi...	2...

Double-click the alert to see details.

Notice that the **Occur Time** is the moment that you manually created the alert, and the **Snapshot Time** is the timestamp when the incident was recorded by the DVR.



Step 7 Click the **Map** tab to see the location of the camera.



Using the Video Management Console

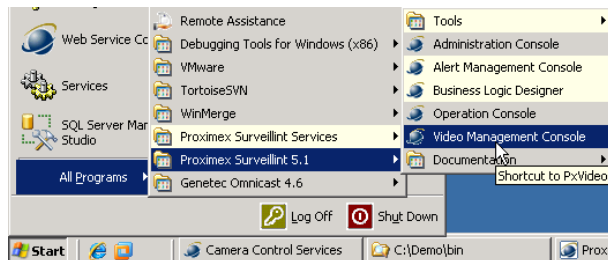
Using the Video Management Console, you can:

- View video streams side-by-side in a matrix format.
- Configure video guard tours that rotate camera views at pre-defined intervals.

Starting the Video Management Console

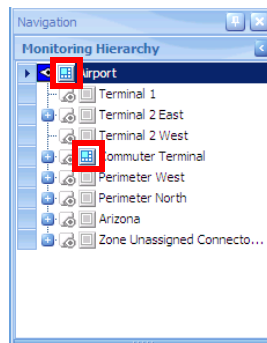
To start the Video Management Console:

- Step 1** From the Windows Start menu select **Start > All Programs > Cisco Physical Security Operations Manager 5.1 > Video Management Console**.



- Step 2** The Logon window appears. Enter your username and password and click OK.
The Video Management Console appears.

On the left side of the window is the Navigation Pane, similar to the Operation Console, which shows a tree-view of the monitoring hierarchy configured in PSOM. For nodes that have a default public video matrix view, a special icon appears as shown next.



The right side of the window shows the video matrix view which could have one of three different display styles: 1x1, 2x2 or 3x3.

The toolbar along the top of the window enables quick access to functionality. [Table 4-3](#) explains the buttons in the toolbar.



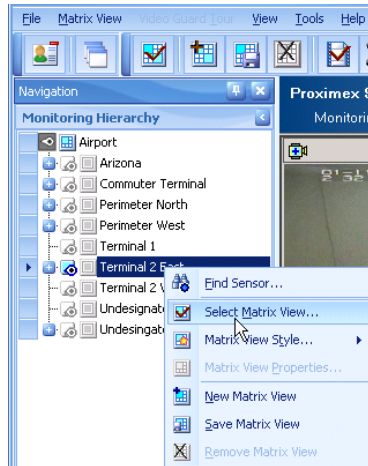
Table 4-3 Buttons in the Video Management Console Toolbar

Icon	What the button does...
	Logon or logoff the Video Management Console.
	Opens a new Video View window. You can open up to 8 Video View windows at a time.
	Select a matrix view to display in the Video Management Console.
	Add a new matrix view to the Video Management Console.
	Save changes to a matrix view.
	Removes a matrix view from the Video Management Console.
	Choose a video to display in the selected space in a matrix view.
	Remove the video from the selected space in a matrix view.
	Locks the video in the selected space in the matrix view.
	Displays the selected space in the matrix view as a single video that takes up the entire window.
	Takes a snapshot of video from the selected space in the matrix view.
	Launches EZ-Track for selected live video. See the “Launching EZ-Track from Live Video” section on page 4-31.
	Launches EZ-Track Backward for selected live video. See the “Launching EZ-Track from Live Video” section on page 4-31.
	Opens the Manage Video Guard Tours dialog for adding or modifying tours.
	Selects the video guard tour to display.
	Closes the video guard tour that is running in the Video Management Console.
	Pauses the video guard tour that is running in the Video Management Console.
	Starts the video guard tour that is displayed in the Video Management Console.
	Changes to video guard tour mode.
	Changes to video matrix mode.
	Displays recorded video in the videos within the matrix view.
	Shows the matrix view for the root node within the monitoring hierarchy.
	Displays the matrix view for the last selected node in the monitoring hierarchy.
	Displays the matrix view for the node in the hierarchy just above the current node.
	Launches the PSOM Administration Console.
	Launches the PSOM Alert Console.
	Finds a sensor for which to display video in the matrix view.

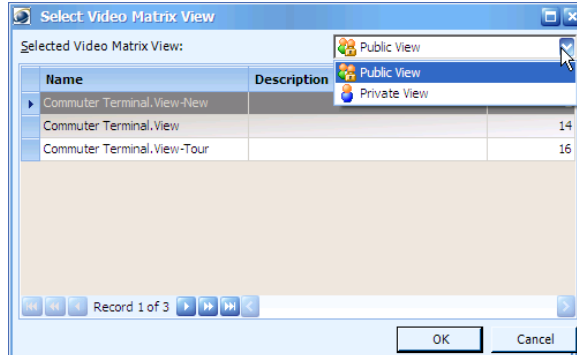
Viewing a Video Matrix for a Zone or Area

To view a video matrix for a zone or area:

- Step 1** Expand the Navigation Pane to find and select the zone or area for which you want to monitor video. The right side of the window refreshes to show the public video matrix view for the zone or area you selected.
- Step 2** If you want to view a video matrix that you configured, you can right-click the node in the Navigation Pane and select **Select Matrix View** from the popup menu or click the  icon in the toolbar.

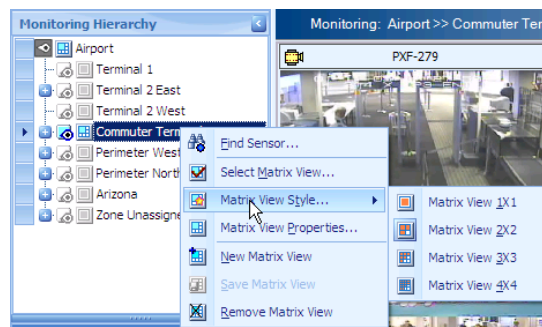


The Select Video Matrix View window appears.

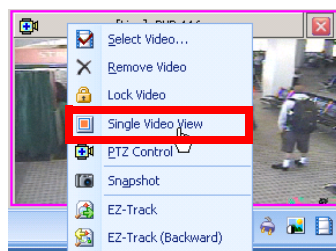


Select **Private View** from the drop-down menu, select the view you want to display, and click **OK**.

- Step 3** If you want to change how many videos are displayed in the matrix (e.g., 1x1, 2x2 or 3x3), you can right-click the node in the Navigation Pane and select **Matrix View Style** from the popup menu. A new popup menu appears where you can choose the matrix view style.



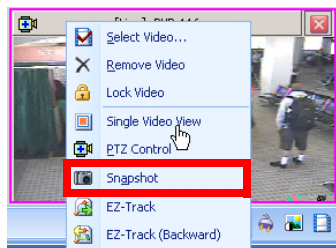
Step 4 If you want to view a certain video camera feed separately, right-click it and select **Single Video View** from the popup menu.



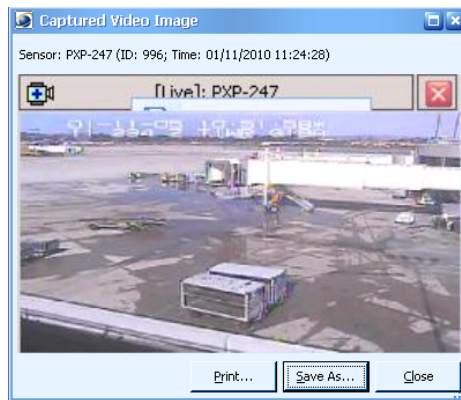
The selected video takes over the full space of the video matrix as a single 1x1 view. To return to the video matrix view, right-click the video and select **Back to Previous View** from the popup menu.



Step 5 If you want to take a snapshot of a certain video camera feed, right-click it and select **Snapshot**.

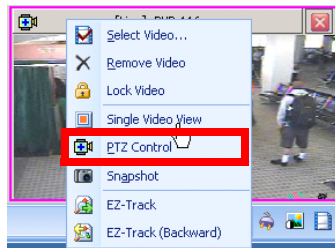


The Captured Video Image window appears.



Click **Save As** to save the image.

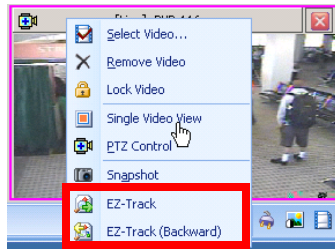
Step 6 If you want to view PTZ controls for a video camera feed, right-click it and select **PTZ Control**.



PTZ Controls appear next to the video camera feed so you can control the angle at which you are viewing the PTZ camera feed. See the [“Controlling PTZ Cameras”](#) section on page 4-11 for information about the various controls.



Step 7 If you want to launch EZ-Track for a video camera feed, right-click it and select **EZ-Track** or **EZ-Track (Backward)**. See [Chapter 5, “Following Suspects with EZ-Track,”](#) for information about EZ-Track.



Configuring a Matrix Video View

You can configure a matrix video view for a monitoring zone or area within the Video Management Console. If you have permissions, this matrix video view can be made public so that others can use it; otherwise, you can make it private for your use only.

To configure a matrix video view:

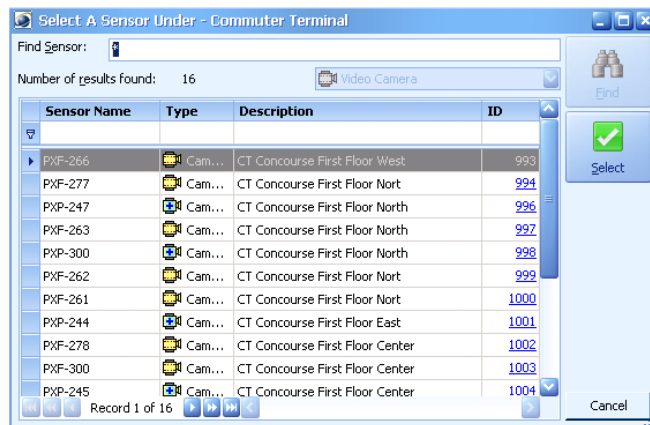
Step 1 Select the monitoring zone or area in the Navigation Pane for which you want to configure a matrix video view.

Step 2 Select **MatrixView > New Matrix** or click the  icon in the toolbar.

The window refreshes with blank video matrix squares. The top left square is active and colored pink.

Step 3 Right-click the active square and choose **Select Video** from the popup menu or click the  icon in the toolbar.

The Select A Sensor Under window appears and lists all available camera sensors for the selected monitoring zone or area.



Step 4 Select the camera sensor you want to add to this square in the video matrix and click the **Select** button. The video for the selected camera sensor appears in the active square of the video matrix.

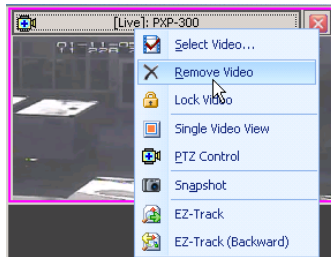
Another way to add a camera sensor is to right-click the monitoring zone or area and select **Find Sensor** from the popup menu, or click the  icon in the toolbar.

Then you can select a sensor from the Find Sensor window and drag and drop it onto the intended slot of the video matrix view.

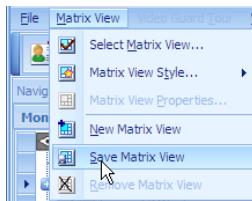
- Step 5** Select each square in the matrix view and repeat steps 3-4 to select video cameras for them.



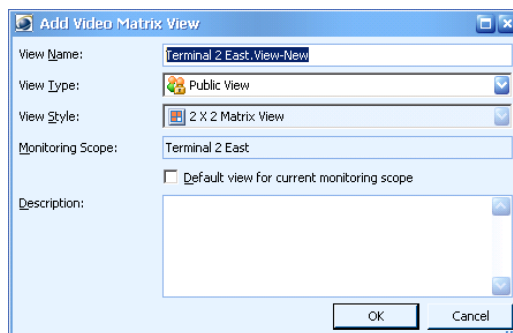
Note If you want to remove a video camera from the matrix view, right-click the existing video and select Remove Video from the popup menu or click the icon in the toolbar.



- Step 6** When you're finished, select **Matrix View > Save Matrix View** or click the button in the toolbar.

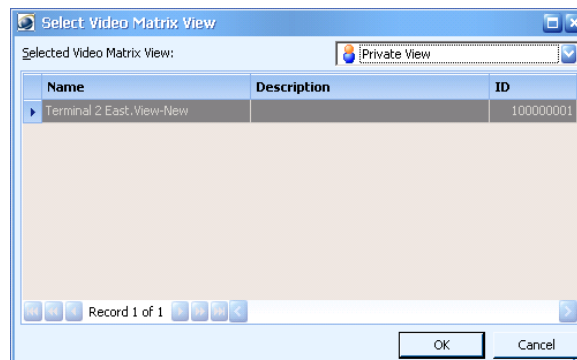


The Add Video Matrix View window appears.



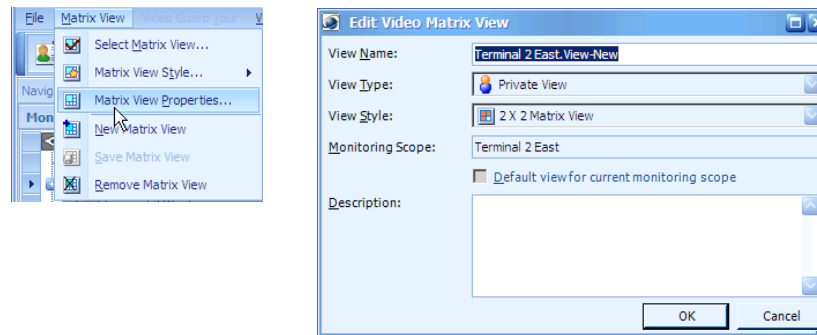
- Step 7** Enter a name to identify the camera views in the matrix video view in the **View Name** field.
- Step 8** Select whether the matrix video view is for public or private use from the **View Type** field.
- Step 9** Select the matrix style (e.g., 1x1, 2x2 or 3x3) from the **View Style** field.
- Step 10** If you want this matrix video view to be the default for the monitoring zone or area, select the **Default view for current monitoring scope** option.
- Step 11** Enter information about the matrix video view in the **Description** field.
- Step 12** Click **OK**.

Now your video matrix view appears in the Select Video Matrix View window when you want to change the video matrix displayed for this zone or area. If it is private, it only appears as a selection for you.

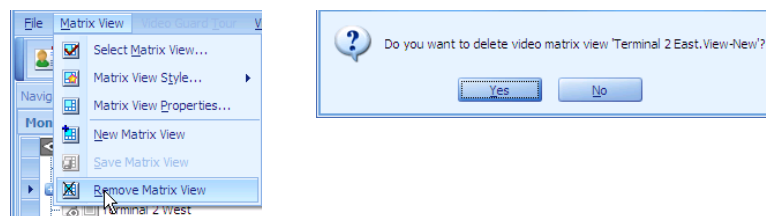


Editing or Removing a Video Matrix View

You can edit a video matrix view by viewing it, and then selecting **Matrix View > Matrix View Properties**.



You can remove a video matrix view by viewing it, and then selecting **Matrix View > Remove Matrix View**. Confirm the deletion when prompted.

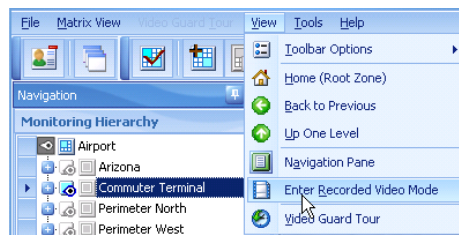


Viewing Recorded Video in a Video Matrix View

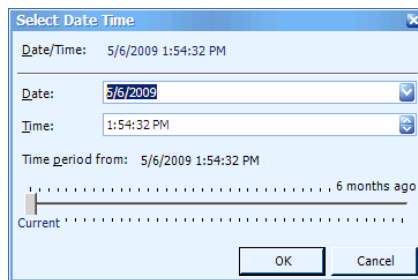
You can view recorded video from a video matrix view to review multiple camera views at once for a specific point in time.

To view recorded video in a video matrix view:

-
- Step 1** Open the relevant video matrix view as shown in the [“Viewing a Video Matrix for a Zone or Area”](#) section on page 4-19.
- Step 2** Select **View > Enter Recorded Video Mode** or click the  icon in the toolbar.



The Select Date Time window appears where you can select the time at which you want to start viewing recorded video.



- Step 3** Slide the bar to the position at which you want to view recorded video, or enter a specific date and time in the fields provided, then click **OK**.

The window refreshes to show recorded video in all panes of the video matrix view. Note that a special icon  appears in the upper right corner of the window indicating that you are viewing video in

recorded mode.

Using video guard tours

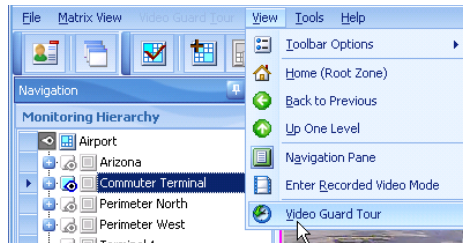
A video guard tour is a collection of video matrix views that are displayed in a certain order at a specified interval. The video guard tour can be viewed by users of any permission level, but they can only be managed by users with sufficient permissions.

Viewing Video Guard Tours

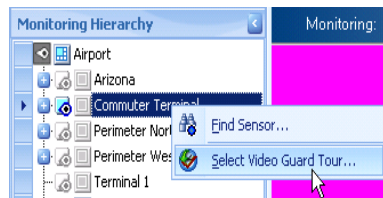
Any user can view a video guard tour in the Video Management Console.

To view a video guard tour:

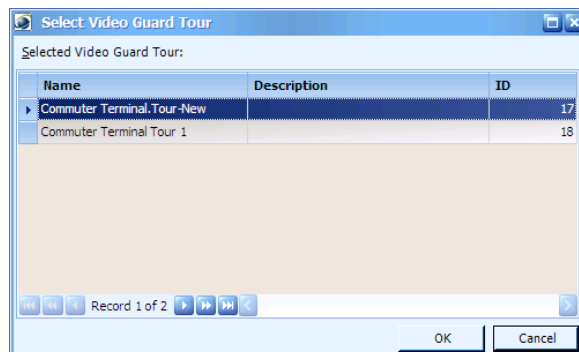
- Step 1** Switch the Video Management Console to Video Guard Tour mode by selecting **View > Video Guard Tour** from the menu bar or clicking the  button in the toolbar.



- Step 2** Right-click the monitoring zone or area for which you want to view the video guard tour, and choose **Select Video Guard Tour** from the popup menu or clicking the  button in the toolbar.



The **Select Video Guard Tour** window appears.



- Step 3** Select the video guard tour you want to play and click **OK**.

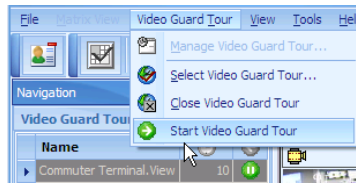
The main area of the Video Management Console refreshes with the first video matrix view in the video guard tour. The left side of the window now shows the list of video matrix views that will be displayed as part of the video guard tour. A green arrow next to a video matrix view indicates it is currently being viewed.

While a video guard tour is running, you can double-click any video view to switch to an individual view of that camera. The video guard tour will pause.

You can also pause a video guard tour by selecting **Video Guard Tour > Pause Video Guard Tour** from the menu bar or clicking the  button in the toolbar.



You can resume a video guard tour by selecting **Video Guard Tour > Start Video Guard Tour** from the menu bar or clicking the  button in the toolbar.



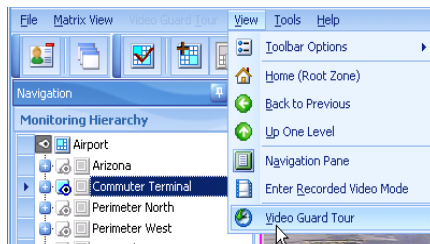
You can close a video guard tour by selecting **Video Guard Tour > Close Video Guard Tour** from the menu bar or clicking the  button in the toolbar.



Creating a New Video Guard Tour

To create a new video guard tour:

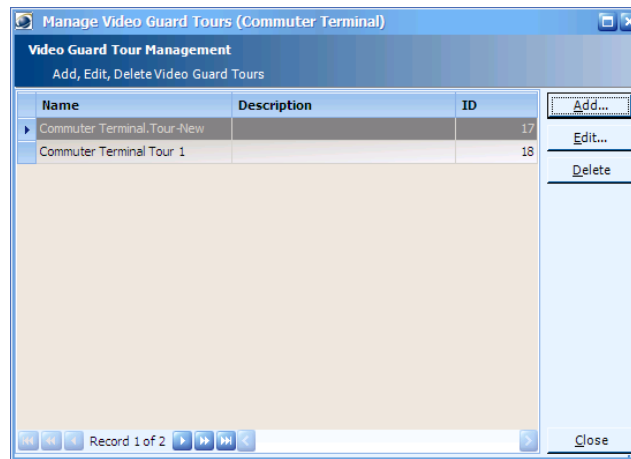
- Step 1** Switch the Video Management Console to Video Guard Tour mode by selecting **View > Video Guard Tour** from the menu bar.



- Step 2** Select a monitoring zone or area for which you want to create a video guard tour in the Navigation Pane.
- Step 3** Select **Video Guard Tour > Manage Video Guard Tour** from the menu bar or click the  button in the toolbar.

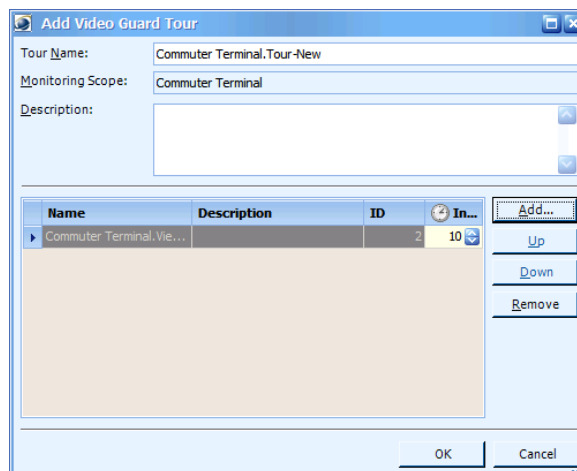


The **Manage Video Guard Tours** window appears.



Step 4 Click **Add** to create a new video guard tour.

The **Add Video Guard Tour** window appears.

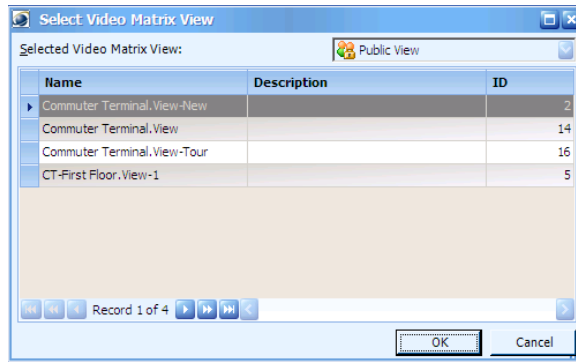


Step 5 Enter a name for the video guard tour in the **Tour Name** field.

Step 6 Enter information about the video guard tour in the **Description** field.

Step 7 Click **Add** to select existing video matrix views to add to the video guard tour.

The **Select Video Matrix View** window appears.



Step 8 Select the public video matrix views that should be part of this video guard tour and click **OK**.

The Add Video Guard Tour window reappears with your selected video matrix views.



Note You can move a video matrix view up or down in the video guard tour using the **Up** and **Down** buttons. You can remove a video matrix view from the tour by selecting it and clicking **Remove**.

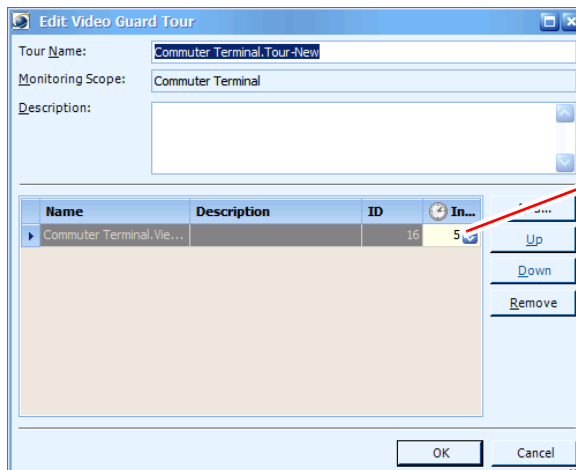
Step 9 Enter the number of seconds that should elapse before the video guard tour displays a new video matrix view in the **Interval** field.

Step 10 Click **OK** to save the video guard tour.

Editing or Removing a Video Guard Tour

You can edit or remove a video guard tour from the Manage Video Guard Tours window which is displayed when you select **Video Guard Tour > Manage Video Guard Tour** from the menu bar or click the  button in the toolbar.

To edit a video guard tour, select it and click **Edit**.



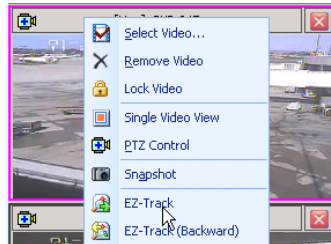
You can modify the interval at which the video changes during the tour.

To remove a video guard tour, select it and click **Delete**.

Launching EZ-Track from Live Video

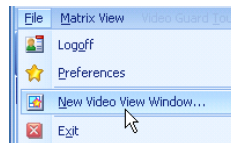
When viewing live video in the Video Management Console, you can click the EZ-Track icon in the toolbar to launch EZ-Track.

You can also right-click the pane for a video camera feed and select **EZ-Track** or **EZ-Track (Backward)**.



Viewing Video in Multiple Video View Windows

You can open up to eight different Video View Windows to show video matrix views or video guard tours. Select **File > New View Window** or click the  icon in the toolbar.



A new Video View window appears that you can use to view any video matrix view or video guard tour. You can access all Video View windows from the main Video Management Console's **File** menu.



CHAPTER 5

Following Suspects with EZ-Track

This chapter describes how to use EZ-Track to:

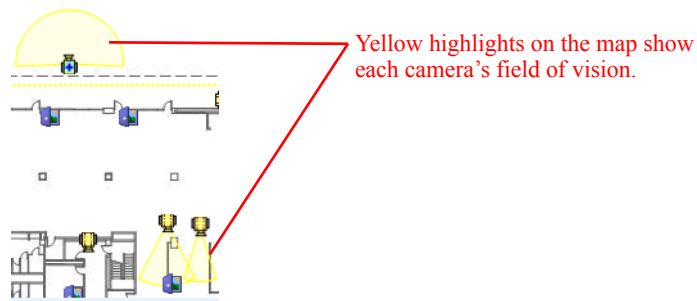
- Follow suspects between adjacent camera views
- View multiple live and recorded camera views simultaneously
- Stitch together video from different cameras to create a record of a suspect's movements
- Generate and print reports including comprehensive details for an EZ-Track pursuit

This chapter includes these topics:

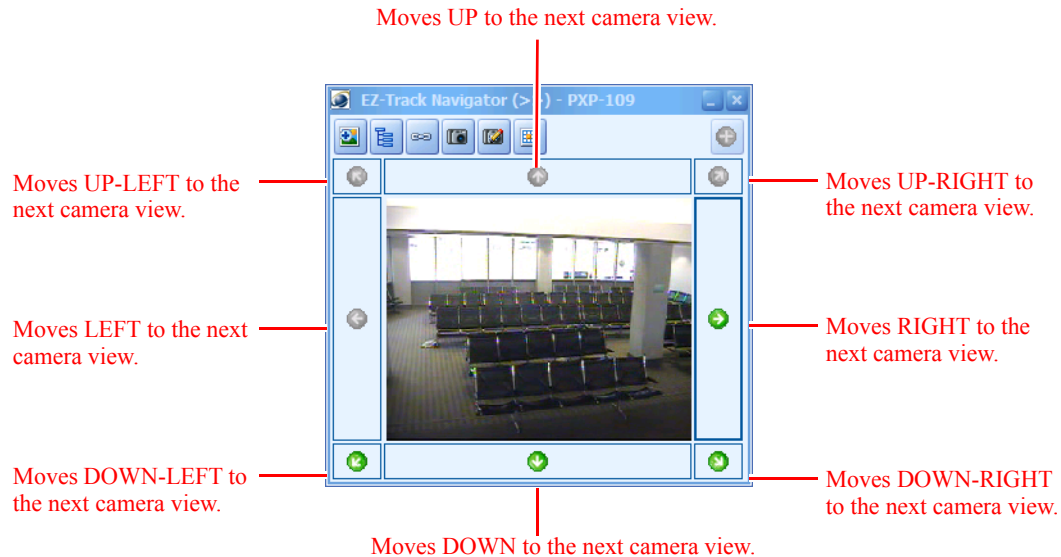
- [Overview, page 5-1](#)
- [Launching EZ-Track, page 5-4](#)
- [What You Can Do from the EZ-Track Window, page 5-6](#)
- [Tracking Suspects Backwards with EZ-Track \(Backward\), page 5-10](#)
- [Creating Composite Video Tracking Records with Track Link, page 5-10](#)
- [Restarting Tracking in the Track Link Pane, page 5-12](#)
- [Managing Composite Video Tracking Records with the Track Report Manager, page 5-14](#)
- [Playing Back Recorded Video for a Tracking Record, page 5-15](#)

Overview

Each camera in your physical security environment has a field of view based on the camera angle, how far it can capture images clearly, and its peripheral view. For example, the yellow highlights in the map view shown below indicate the field of view of the various cameras in the environment.

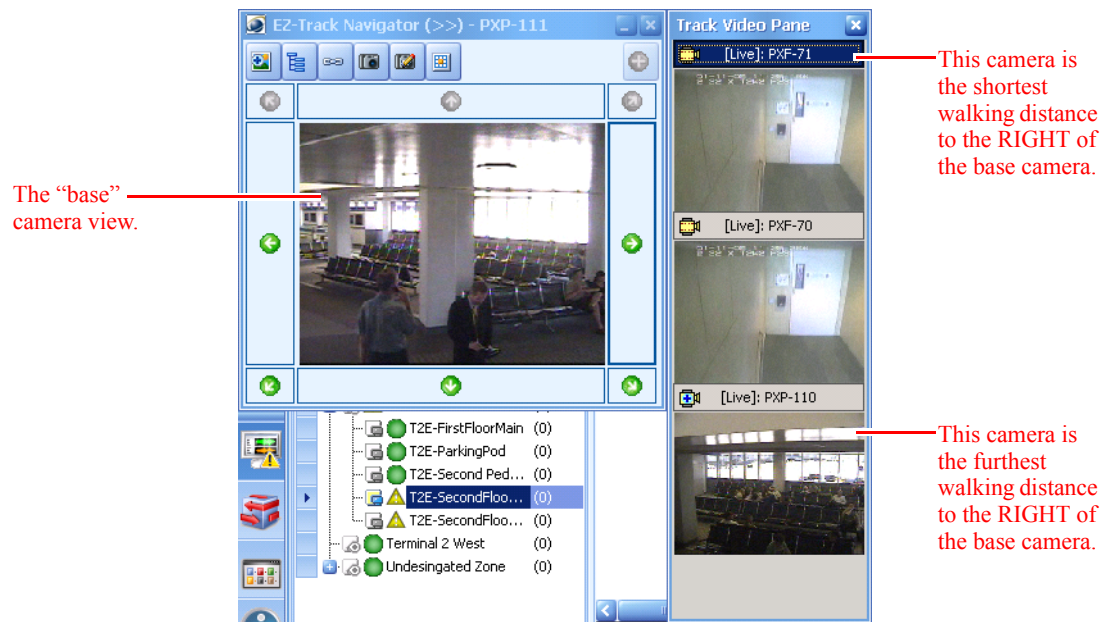


When PSOM is configured with this information, EZ-Track can locate adjacent camera views for any video camera, display them in a directional grid, and enable you to traverse between these views with simple point-and-click. You do not need to know any sensor names, or where camera sensors are geographically located—EZ-Track takes all the guesswork out of it.

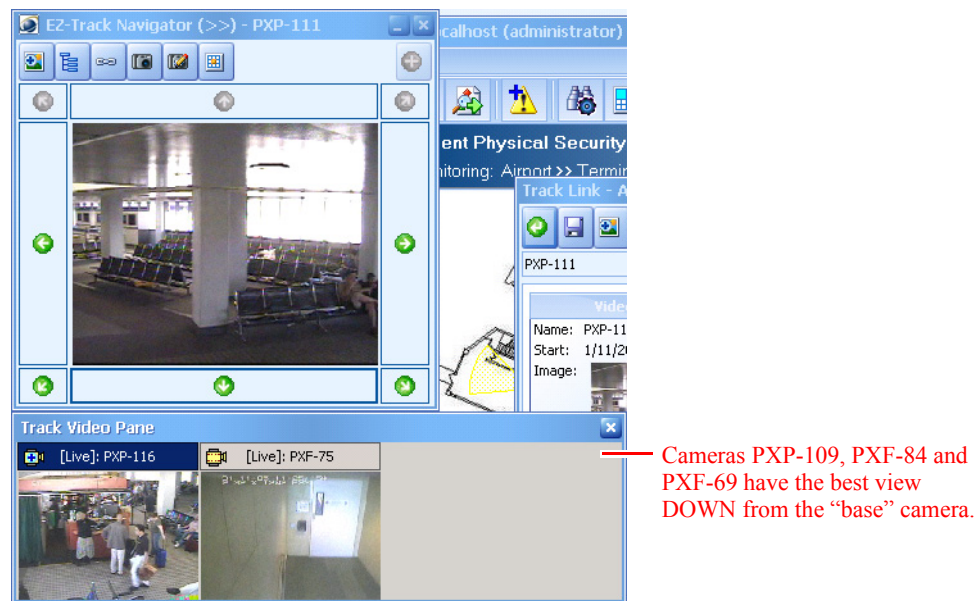


If there is not an available adjacent camera for a direction on the grid, that arrow icon is grey colored . Available camera views are indicated using green arrow icons .

When you click on a green arrow in the direction grid, the **Track Video Pane** appears showing potential camera views for that adjacent direction. The camera with the shortest walking distance from the base camera is displayed at the top, and the camera the furthest from the base camera is displayed at the bottom. The screen below shows what happened when the Right arrow button was clicked: three different camera views show the view to the right of the “base” camera view.



Now if the bottom arrow button is clicked, a new set of camera views appears in the Track Video Pane, and the pane moves to the bottom of the EZ-Track window.

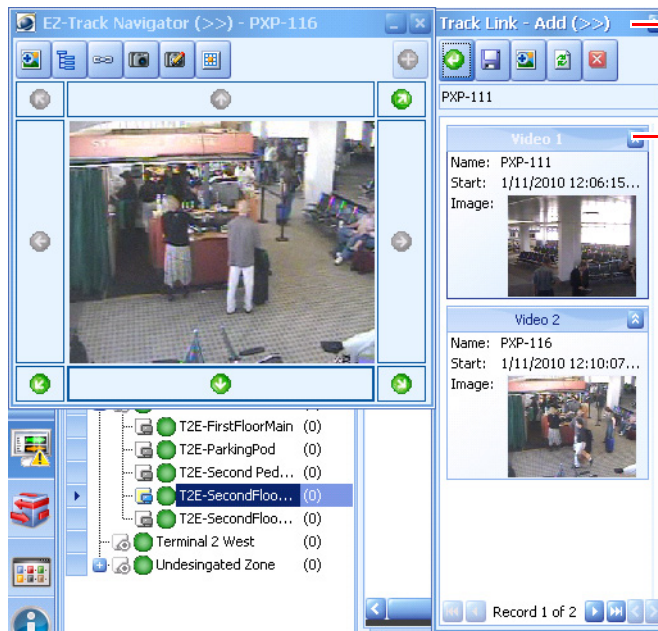


You can watch all videos in the Track Video Pane concurrently to see which one will catch the suspect's movements. When the suspect moves into an adjacent camera view, click the title bar for the adjacent camera in the Track Video Pane to make this camera the new "base" camera.



Click the title bar of a camera in the Track Video Pane to make it the new “base” camera.

The selected camera view becomes the “base” camera, and EZ-Track re-configures the directional grid to show adjacent cameras for the new “base” camera. A new tracking record will be taken automatically and added to the **Track Link Pane**. The Track Link Pane is used to create a *track link* or composite video tracking record of a suspect’s movements. A *tracking record* contains a snapshot of video with a timestamp and information about the camera sensor that recorded the video.



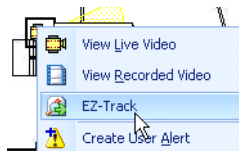
The Track Link Pane contains tracking records that capture the movements of a suspect across different camera views.

A tracking record has a snapshot of video, a timestamp, and information about the camera sensor that recorded the video.

Launching EZ-Track

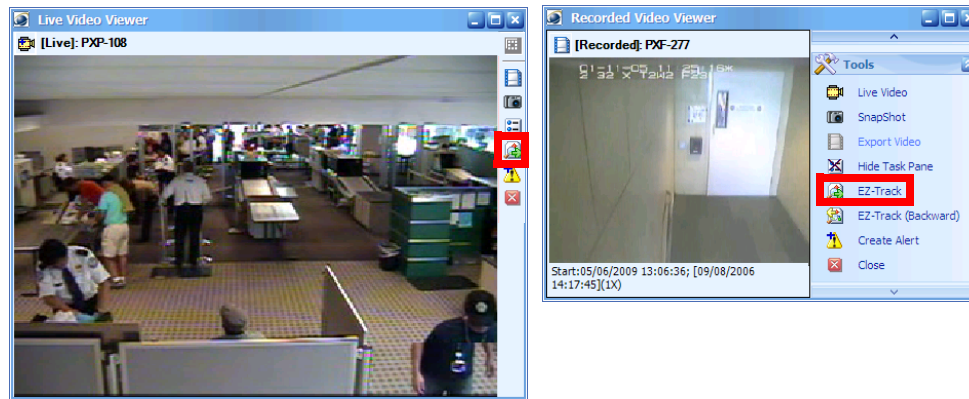
There are several ways to launch EZ-Track when you want to start tracking a suspect across multiple camera views:

- Right-click a camera icon on any PSOM map, and select **EZ-Track** from the pop-up menu.

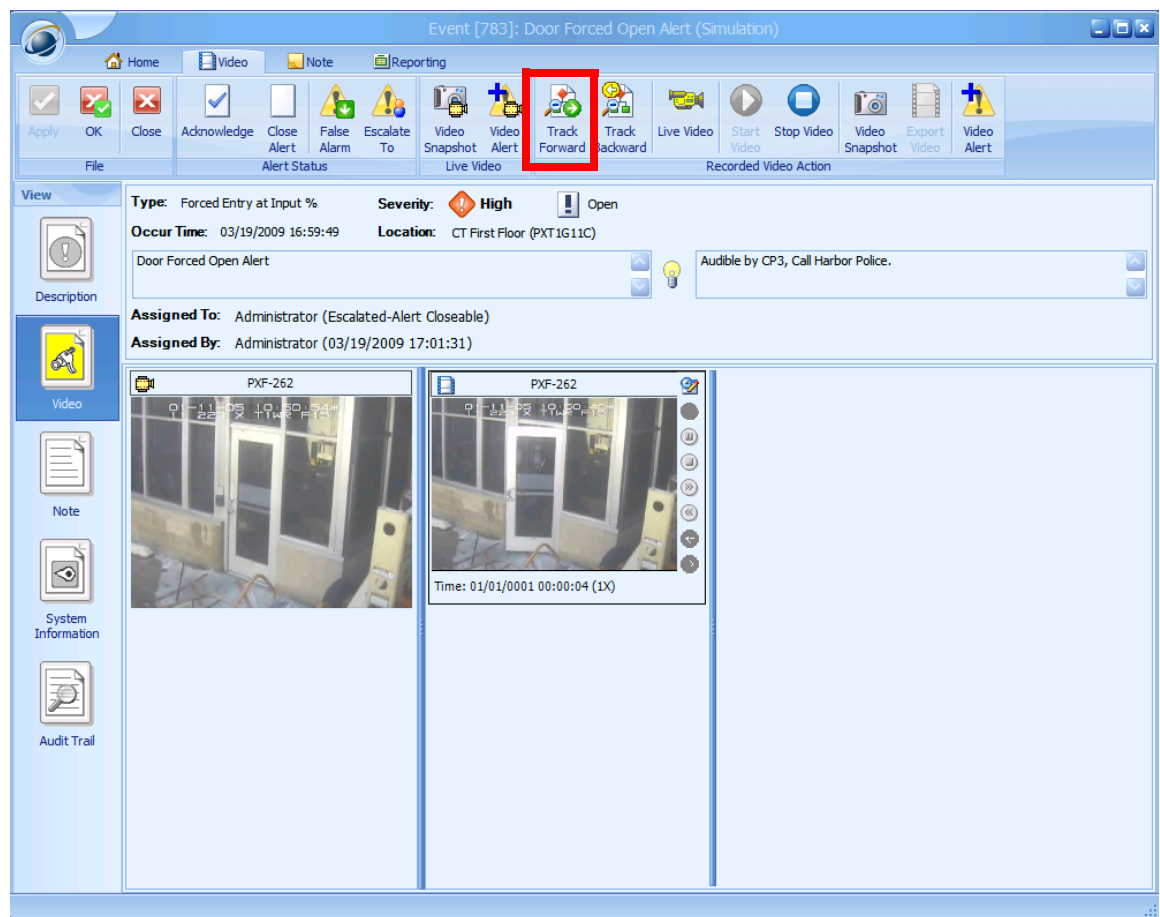


- Select a camera icon in the Map Pane and click the **EZ Track** icon  in the Operation Console toolbar.

- From the Live Video Viewer or Recorded Video Viewer windows, click the EZ-Track button . See the “Viewing Video from a Video Camera Sensor” section on page 4-2 to find out how to view live or recorded video.



- From the **Video** portion of an Alert Details window, click **Track Forward** in the toolbar.



What You Can Do from the EZ-Track Window

From the EZ-Track window, you can:

- Point-and-click to traverse adjacent camera views.
- Open the Track Link Pane to store tracking records for this pursuit.
- View the camera sensor's location on a PSOM map.
- Locate a camera sensor manually (for example, if it has been moved since PSOM was configured).
- Take a snapshot image from current live video and save it as an image file.
- Update a snapshot tracking record in the Track Link Pane with a better image.
- Control a PTZ camera to change its field of view.

Table 5-1 shows the icons in the EZ-Track window and explains their use.

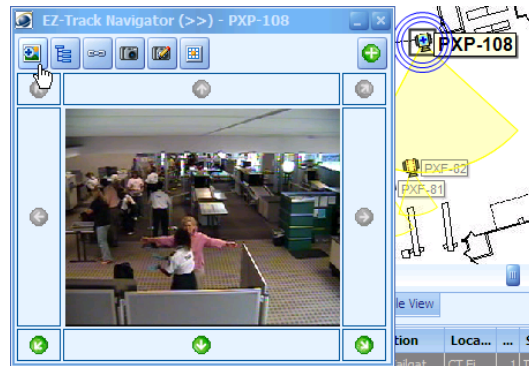
Table 5-1 *Icons Displayed in the EZ-Track Window*

Icon	Click this icon to...
	View the location of the camera sensor on the EZ-Track Map . The EZ-Track Map also shows the movements of the suspect with a blue line that mirrors the tracking records in the Track Link Pane. See the “Viewing the Location of a Camera Sensor on the Map” section on page 5-6.
	Manually select a camera sensor by browsing; for example, if a camera sensor has been moved and is not depicted correctly using EZ-Track's automated grid. See the “Browsing to Select a Camera Sensor” section on page 5-7.
	Open the Track Link window to begin storing tracking records for this EZ-Track pursuit. See the “Creating Composite Video Tracking Records with Track Link” section on page 5-10.
	Take a snapshot of the current video and save it as an image file or print it. See the “Taking Snapshots of Video and Updating Tracking Records with New Snapshots” section on page 5-8.
	Replace a tracking record in the Track Link pane with a new snapshot, or create a new tracking record with the snapshot. See the “Taking Snapshots of Video and Updating Tracking Records with New Snapshots” section on page 5-8.
	Control a PTZ camera to change its field of view. This option only appears when EZ-Track is displaying live video. It opens a PTZ control you can use to change the camera's focus. See the “Controlling PTZ Cameras from the EZ-Track Window” section on page 5-9.
	Switches the EZ-Track window to display a live video feed from the selected camera sensor without interruption. This option only appears when you are viewing recorded video with EZ-Track. This does not affect the Track Link Pane.
	Opens a Live Video window to display a live video feed from the selected camera sensor, while maintaining the recorded video mode in the EZ-Track window. This option only appears when you are viewing recorded video with EZ-Track.

Viewing the Location of a Camera Sensor on the Map

When monitoring a camera view from the EZ-Track window, you can click the **Map** icon  to view the camera sensor's location on the **EZ-Track Map**.

The map is displayed in a separate window, and the camera sensor pulses blue.



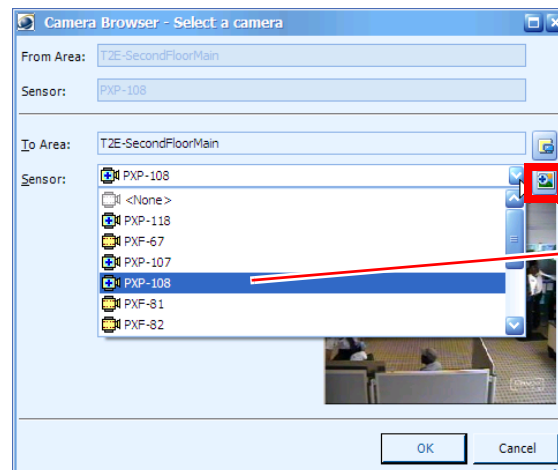
Browsing to Select a Camera Sensor

If you know the camera sensor whose video you want to view, but it does not appear automatically in EZ-Track, you can select it manually. This could happen if the current camera view has been moved by PTZ control which breaks the topology configured in PSOM.

To browse and select a camera sensor:

Step 1 Click the **Camera Browser** icon  in the EZ-Track window.

The Select a camera window appears.

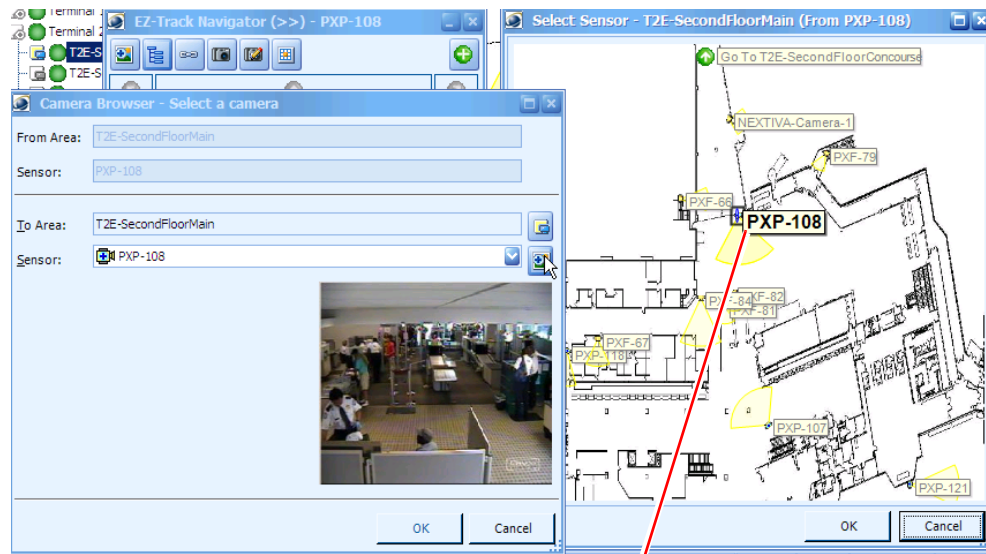


Click the Map icon to select the camera from the PSOM map...

...Or select the sensor name from the Sensor pull-down menu.

Step 2 Select the camera you want to view in one of these ways:

- Select the sensor name from the Sensor pull-down menu. In this case, you can access a snapshot rather than full video.
- Click the **Map** icon  and select the sensor from the map. If you choose this option, a window opens displaying the PSOM map. Select the camera sensor's icon on the map and click **OK**.



Click the camera sensor's icon on the map to select it, and then click OK.

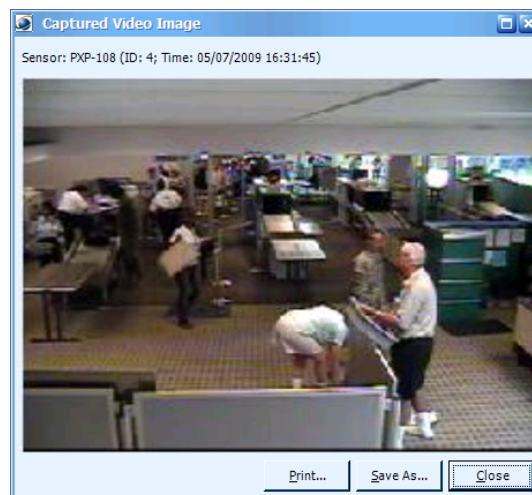
Taking Snapshots of Video and Updating Tracking Records with New Snapshots

You can take a snapshot of video from the EZ-Track window and store it as an image file or print it. You can also update the snapshot in an existing tracking record, or use a snapshot to create a new tracking record in the Track Link Pane.

To take a snapshot of video from the EZ-Track window:

Step 1 Click the **Snapshot** icon  in the EZ-Track window.

The Captured Video Image window appears.

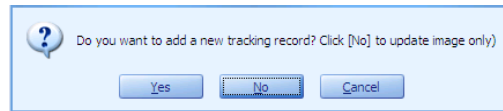


Step 2 Click **Print** to print the image, or **Save As** to save it as an image file.

To update a tracking record in the Track Link pane with another snapshot:

Step 1 Click the **Update Snapshot** icon  in the EZ-Track window.

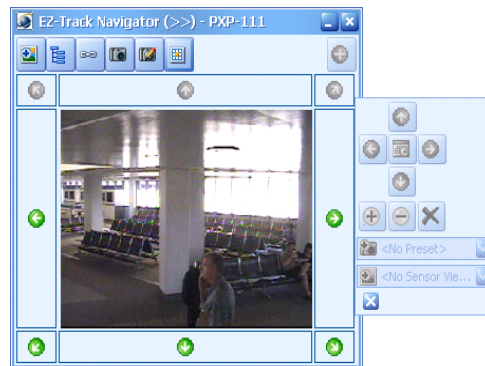
A prompt appears:



Step 2 Click **No** to replace the existing snapshot image in the selected tracking record. Click **Yes** to create a new tracking record in the Track Link Pane.

Controlling PTZ Cameras from the EZ-Track Window

When you're viewing a PTZ camera feed in the EZ-Track window and you want to adjust its field of vision, you can click the **PTZ Control** icon . A PTZ Control window appears.

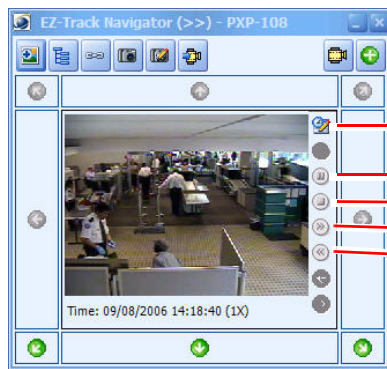


See the [“Controlling PTZ Cameras” section on page 4-11](#) for information about using the PTZ Control window.

If you change the angle/direction of the PTZ camera, EZ-Track will not be able to accurately display adjacent camera views. You will need to return it to its normal “home” position, or wait *N* seconds for EZ-Track to restore its camera angle to the default.

Controlling Playback for Recorded Video in EZ-Track

If you are viewing recorded video in EZ-Track, you have several options for controlling the video playback. Navigational controls for the video appear within the video frame to allow you to fast forward, rewind, pause, and stop the video.



Select the date/time to begin viewing the recorded video.

Pause the recorded video.

Stop the video playback.

Fast forward the recorded video.

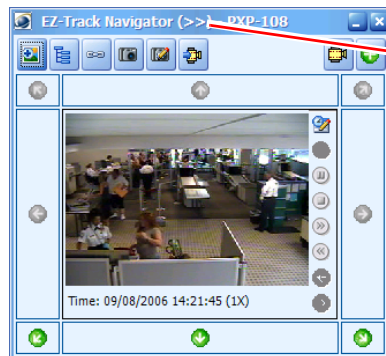
Rewind the recorded video.

Tracking Suspects Backwards with EZ-Track (Backward)

Using EZ-Track (Backward), you can play recorded videos backwards, even after navigating into other cameras.

You access EZ-Track (Backward) the same way as accessing EZ-Track except you click the EZ-Track (Backward) button ; see the “[Launching EZ-Track](#)” section on page 5-4.

EZ-Track (Backward) is distinguished by the << arrows that appear in the title bar of the EZ-Track Navigator and Track Link - Add windows.

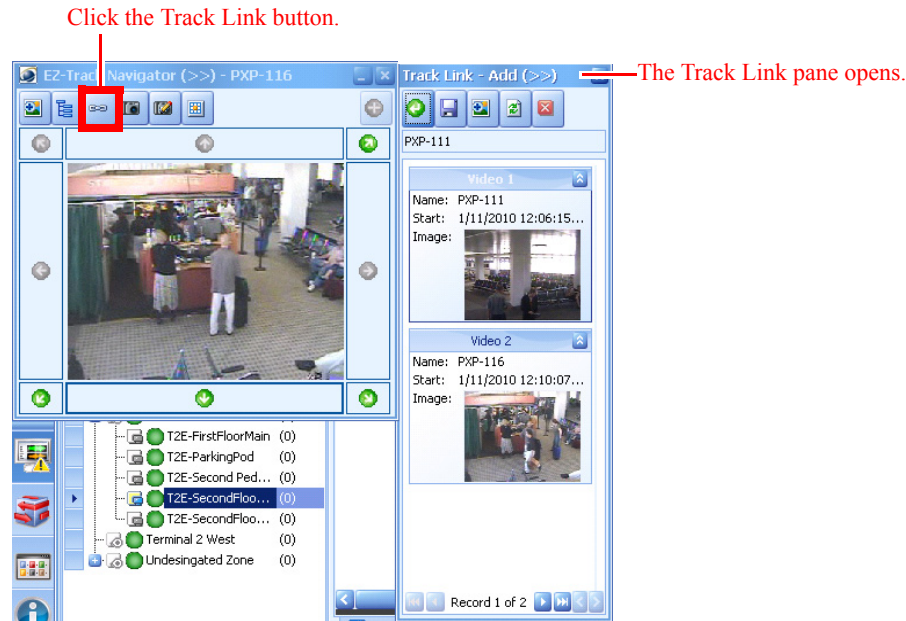


The << arrows in the title bar indicate that EZ-Track is in Backward mode.

Creating Composite Video Tracking Records with Track Link

You can stitch together video clips and snapshots from various cameras to create a composite video tracking record, or *track link*, that shows the movements of a suspect. You can play back recorded video that is actually taken from several different cameras. You can also generate a hardcopy report of a track link later for reporting purposes. Each time you change camera views in EZ-Track, a new tracking record is added to the Track Link Pane. A *tracking record* contains a snapshot of video with a timestamp and information about the camera sensor that recorded the video.

To use Track Link, open the Track Link Pane by clicking the **Track Link** icon  in the EZ-Track window. The Track Link Pane appears.



The Track Link Pane will open automatically if you change the base camera view to an adjacent camera; in this case, the original base camera view is added as a tracking record to the Track Link Pane. Additionally, if you launch EZ-Track from live video, the first video frame is automatically added as a tracking record to the Track Link Pane.

The bottom of the Track Link Pane shows how many tracking records are currently part of this EZ-Track pursuit, and lets you navigate between records using the forward and back buttons.

There are several icons in the Track Link Pane, and [Table 5-2](#) explains their purpose.

Table 5-2 Icons in the Track Link Pane

Icon	Click this icon to...
	Restart tracking from the selected video in the Track Link Pane. This is useful in cases where the suspect is lost; you can return to a previous video in the Track Link Pane where you last saw the suspect, and retrace his movements from there.
	Save the video and snapshots in the Track Link Pane as a <i>track link</i> that can be accessed later for review in the Track Report Manager. Once the report has been saved, this icon enables the tracking record to be Saved As a different file.
	Identify the map location of the camera sensor associated with the selected record in the Track Link Pane.
	Refresh the records in the Track Link Pane to display current information.
	Close the Track Link Pane.

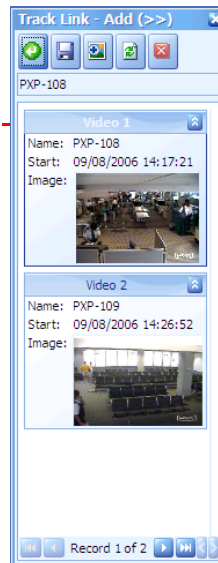
Restarting Tracking in the Track Link Pane

If you lose the suspect somehow during an EZ-Track pursuit, you can retrace your steps from the last known video record in the Track Link Pane. To do so, select the tracking record in the Track Link Pane where you last saw the suspect, and click the **Restart Tracking** icon .

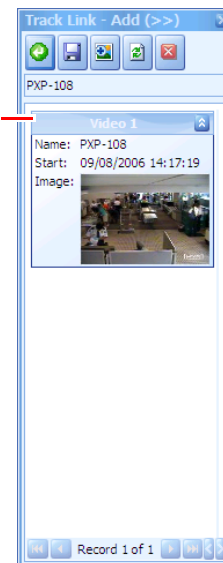
The EZ-Track window now displays video from the selected tracking record as its “base” camera view, and all records after the selected tracking record are removed from the Track Link Pane. As you retrace the suspect’s steps, new tracking records are stored to the Track Link Pane to capture the revised EZ-Track pursuit.

The Track Link Pane initially shows two tracking records.

The first tracking record is selected, and the Restart Tracking icon is clicked...



Now the Track Link Pane only shows tracking records up until the selected tracking record.

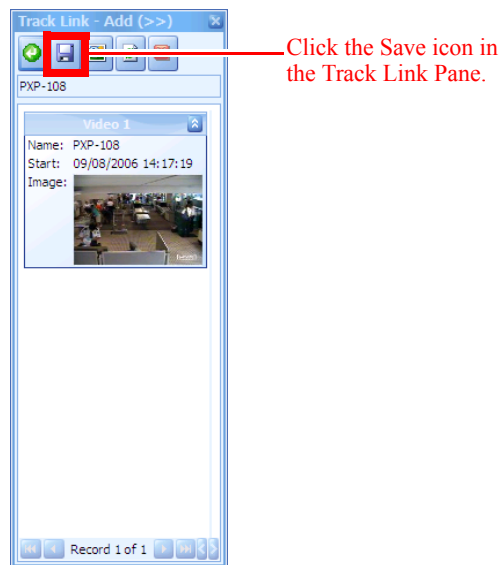


Saving the Composite Video Tracking Record

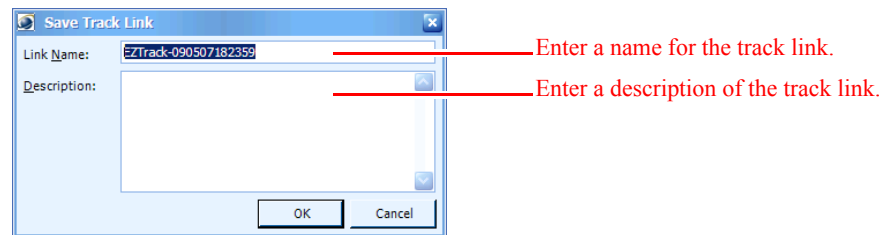
You can save the records in the Track Link Pane as a track link in the PSOM database that can be reviewed later from the Track Report Manager.

To save a track link:

-
- Step 1** Click the **Save** icon in the Track Link Pane.

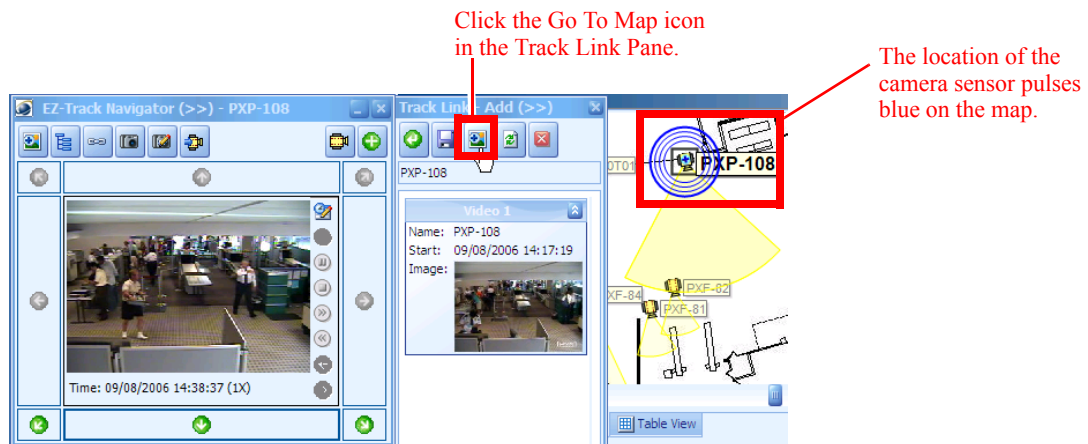


Step 2 In the Save Track Link window that appears, enter a name and description of the track link and click **OK**.



Viewing the Map Location for the Current Camera Sensor

When a tracking record is selected in the Track Link Pane, you can click the **Map** icon  to view the camera sensor's location on the **EZ-Track Map**. The map is displayed in a separate window, and the camera sensor pulses blue.



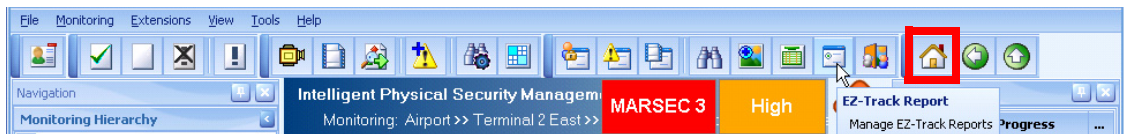
Refreshing the Track Link Pane

You can refresh the records in the Track Link Pane to display current information. To do so, click the **Refresh** icon .

Managing Composite Video Tracking Records with the Track Report Manager

The **Track Report Manager** lets you review and edit EZ-Track track links.

To open Track Report Manager, click the **EZ Track Report** icon  in the Operation Console toolbar.



When Track Report Manager opens, it displays a list of track links. When a track link is selected from the list, a Track Link Pane appears along the right side of the window showing the saved tracking records.

You can select a tracking record from the Track Link Pane, and then click one of the displayed icons to perform further action, as described in the [Table 5-3](#).

Table 5-3 *Icons in the Track Link Pane of the Track Report Manager*

Icon	Click this icon to...
	Playback recorded video for the selected tracking record using the video control located at the bottom of the Track Report Manager.

Table 5-3 *Icons in the Track Link Pane of the Track Report Manager (continued)*

Icon	Click this icon to...
	Print or export the selected track link as a standard report. The printable report includes header information about the track link, as well as each tracking record's snapshot image, timestamp, sensor name, and mini-map.
	Identify the map location of the camera sensor associated with the selected tracking record in the Track Report Manager.

Playing Back Recorded Video for a Tracking Record

For any tracking record in the Track Link Pane, you can play recorded video from the time frame that the snapshot was captured.

To display the recorded video, click the **Recorded Video** icon  in the Track Link Pane. The **Recorded Video Pane** displays the associated video for the selected tracking record.

Using the icons in the Recorded Video Pane, you can perform actions as described in [Table 5-4](#).

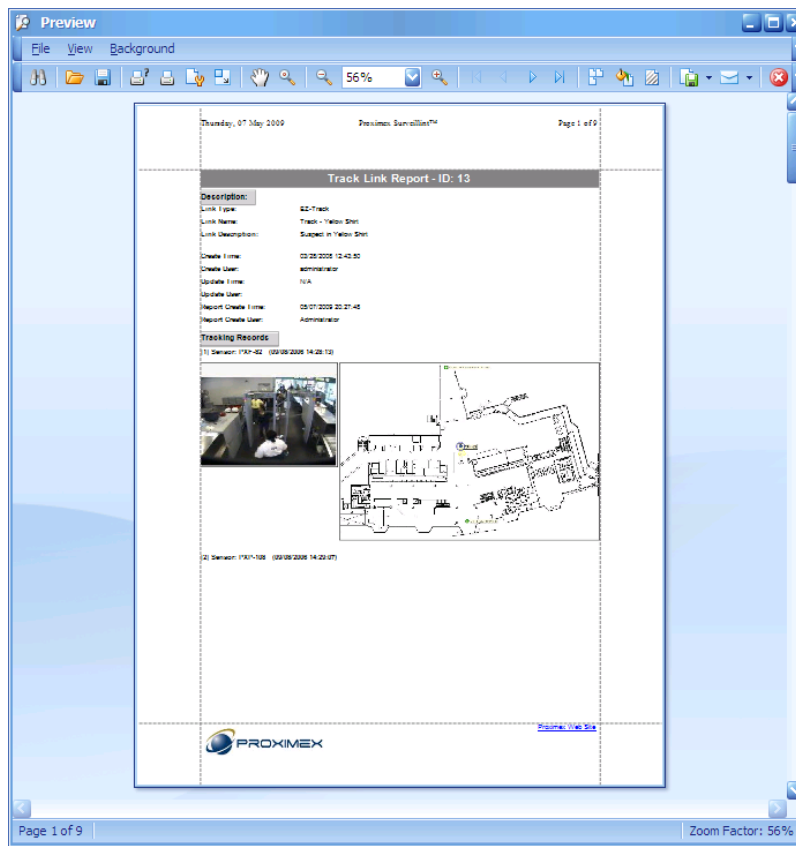
Table 5-4 *Icons in the Recorded Video Pane of the Track Report Manager*

Icon	Click this icon to...
	Select the start time at which to begin playing recorded video from this camera sensor.
	Play the recorded video.
	Pause the recorded video.
	Stop the recorded video.
	Fast forward the recorded video.
	Rewind the recorded video.
	Go to the next sensor.
	Go to the previous sensor.
	View a live video feed from this camera sensor in a separate window.
	Take a snapshot image from the recorded video to save as an image file or print.
	Export video.
	Launch EZ-Track to resume following a suspect across camera views.
	Launch EZ-Track (Backward).

Printing or Exporting a Composite Video Tracking Record

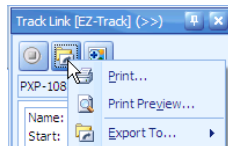
You can print or export the selected track link as a standard report. The printable report includes header information about the track link, as well as each tracking record's snapshot image, timestamp, sensor name, and mini-map.

The following sample shows a print preview window for a PSOM Track Link Report.



To print or export a report, use one of these methods:

- Click the **Print/Export** icon  in the Track Link Pane.



- Select the track link in the list, right-click and select **Report...** from the pop-up menu. This presents three more choices:
 - **Print**—Prints the report out.
 - **Print Preview**—Shows a preview of the printed report in a separate window.
 - **Export To...**—Exports the report information to a variety of formats, including PDF, Image, Text, HTML and MHT.

Identifying the Map Location of a Camera Sensor

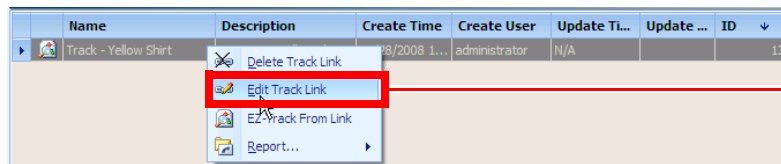
You can identify the map location of the camera sensor associated with the selected tracking record in the **Track Report Manager**. When you click the **Map** icon  in the Track Report Manager, you see the **Map Pane** at the bottom of the window which displays the map location of the associated camera sensor.

The Map Pane displays the location of the currently selected camera sensor, as well as other sensors that provide tracking records for the track link. A blue line connects all sensors together to show the suspect's path.

The **Map** icon  at the top right corner of the Map Pane launches a resizable map viewer which more clearly shows the information presented by the Map Pane.

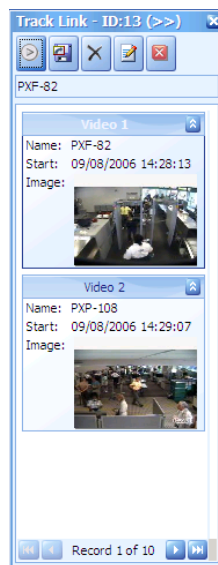
Editing Tracking Records in the Track Report Manager

If you want to modify the tracking records in the track link, you can select it from the list, right-click and choose **Edit Track Link** from the pop-up menu.



To edit a track link, select it in the list, right-click and select **Edit Track Link**.

This launches the **Track Link Pane** in “edit” mode.



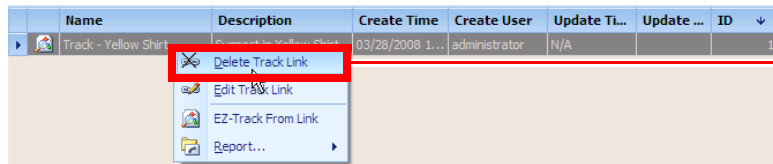
From the “edit” mode, you have some of the same functionality as the regular mode, but you can also delete tracking records and change the name of the track link.

Table 5-5 Icons in the “Edit” Track Link Pane of the Track Report Manager

Icon	Click this icon to...
	Playback recorded video for the selected tracking record using the video control located at the bottom of the Track Report Manager.
	Save the changes you’ve made to the track link.
	Delete a tracking record from the track link.
	Rename the track link in the Track Report Manager.
	Close the “Edit” Track Link Pane.

Deleting Tracking Records in the Track Report Manager

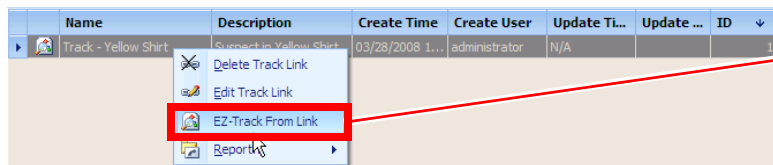
If you want to remove a track link from **Track Report Manager**, select it from the list, right-click and choose **Delete Track Link** from the pop-up menu. This will remove the entire EZ-Track pursuit.



To delete an entire EZ-Track pursuit, select it in the list, right-click and select **Delete Track Link**.

Continue Tracking a Track Link with EZ-Track

You can resume tracking a track link from the **Track Link Manager**. To do so, select the track link in the list, right-click and choose **EZ-Track From Link** from the pop-up menu.



To resume tracking a suspect with an existing track link, select it from the list, right-click and select **EZ-Track From Link**.

This launches EZ-Track with the track link’s tracking records available for continued EZ-Track pursuit.



CHAPTER 6

Acknowledging, Closing and Auditing Alerts

This chapter describes how to manage and audit alerts, including how to:

- Understand the different alert statuses
- Acknowledge and close alerts individually and in batches
- Mark an alert as a false alert
- Understand the impact to PSOM of changing or closing alerts in the external access control system
- Audit alerts to assess response quality and timeliness

This chapter includes these topics:

- [Understanding Alert Statuses, page 6-1](#)
- [Acknowledging Open Alerts, page 6-2](#)
- [Closing Alerts, page 6-5](#)
- [Deleting Alerts, page 6-7](#)
- [Marking an Alert as a False Alert, page 6-7](#)
- [How Alert Status is Affected by External Security Systems, page 6-8](#)
- [Viewing all Alerts in the PSOM Alert Manager Window, page 6-9](#)
- [Viewing Acknowledged Alerts, page 6-11](#)
- [Viewing Popup Alert Notifications, page 6-12](#)
- [Previewing Alert Details in the PSOM Alert Manager Window, page 6-15](#)
- [Auditing Alerts, page 6-16](#)

Understanding Alert Statuses

There are four different statuses that can be applied to alerts:

- Open—Applied by default when an alert is created, this status means the alert has not yet been reviewed or resolved.
- Acked—This status means that an operator or manager has reviewed the alert, and perhaps taken some action to resolve the alert.
- Closed—This status means that an alert has been resolved, and it no longer needs to be acted upon.
- Deleted—This status means the alert has been removed from PSOM.

Acknowledging Open Alerts

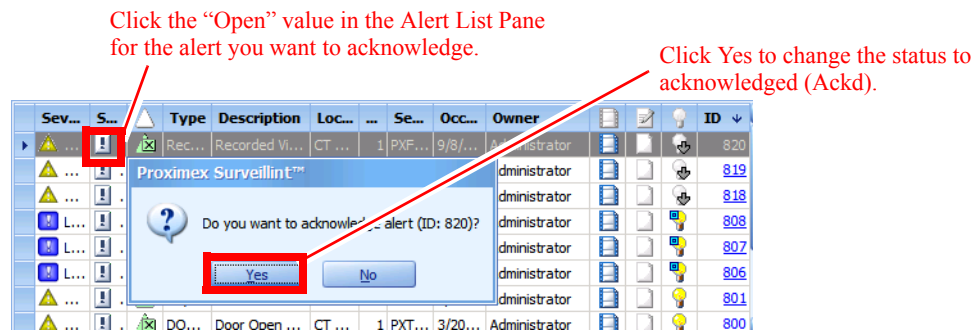
Once you have reviewed and investigated an open alert, you can change the alert's status to Acked (acknowledged). When the alert's status changes, it is no longer displayed in the list of active alerts within the Alert List Pane. This is because the Alert List Pane only displays open alerts for the monitoring area under review.

You can change an alert's status in these places:

- Alert List pane
- Alert Details window
- PSOM Alert Manager window

To change an alert's status to acknowledged from the Alert List Pane:

-
- Step 1** Locate the alert in the Alert List Pane of the Operation Console.
- Step 2** Click the “Open” value in the Status column for the alert row. A dialog box prompts you to confirm the change in status for the alert.



- Step 3** Click **Yes** to update the status to acknowledged.

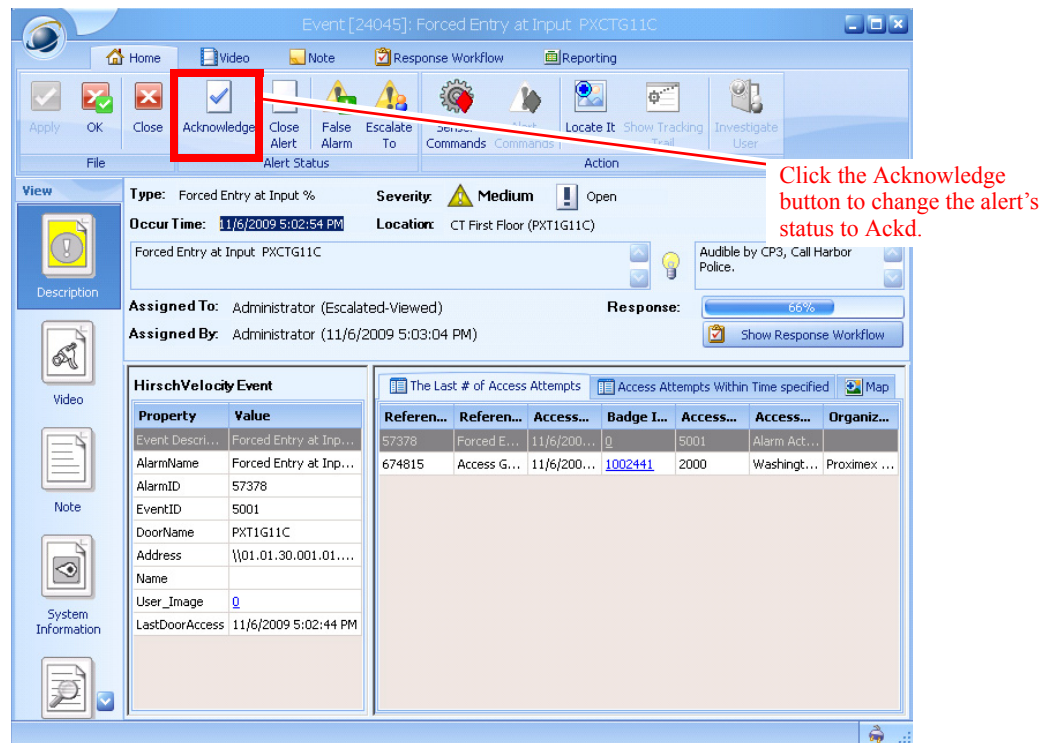


Note You can update multiple alerts at once by holding down the CTRL key to select additional alerts. You can also use the SHIFT key to select a range of alerts, and then right-click and select **Acknowledge Alert** from the right-click menu.

You can also select the alert(s) you want to acknowledge in the Alert List Pane, and then click the **Acknowledge** button  in the Operation Console toolbar.

To change an alert's status to acknowledged from the Alert Details window:

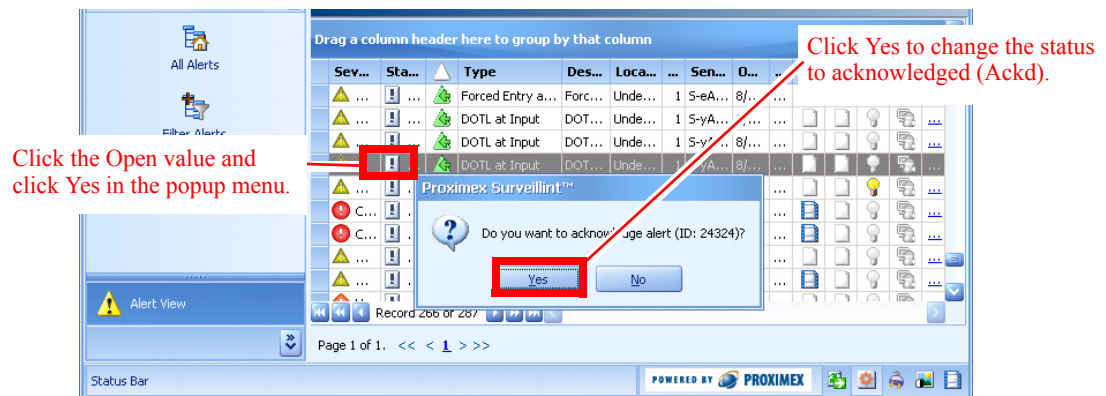
-
- Step 1** Locate the alert either in the **Map View Pane** or **Alert List Pane** and click to open the Alert Details window.
- Step 2** Click the **Acknowledge** button  in the toolbar.



Step 3 Click **OK** or **Apply** to save your changes to the alert's status.

To change an alert's status to acknowledged from the Alert Manager window:

- Step 1** Click the **Alert Manager** button  in the Operation Console toolbar. You can also click **Start > All Programs > Cisco Physical Security Operations Manager 5.1 > Alert Management Console**. The PSOM Alert Manager window appears.
- Step 2** Click the **Open** value in the **Status** column for the alert row. From the popup menu that appears, click **Yes**.



Step 3 Click **Yes** to update the alert's status to acknowledged.

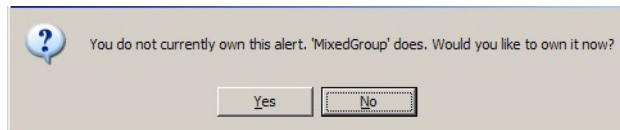
**Note**

You can update multiple alerts at once by holding down the CTRL key to select additional alerts. You can also use the SHIFT key to select a range of alerts, and then click the **Acknowledge** button  in the toolbar, or right-click and select **Acknowledge Alert** from the right-click menu.

Severity	Type	Status	Description
Medium	Record...	Open	Recorded
Medium	Record...	Open	Recorded
Medium	Record...	Open	Recorded
High	Default...	Open	Operation
Medium	Severe...	Open	Severe W
Medium	Se...		Video: Yo
Medium	Se...		Your Nati
Medium	Se...		Current V
Medium	Se...		Severe W
Medium	Se...		Video: Yo

Acknowledging Alerts that You do not Own

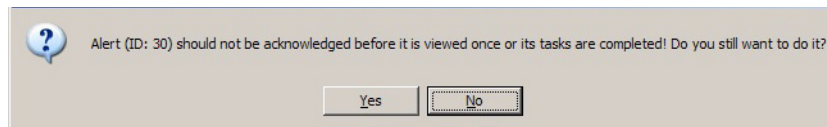
If you do not own an alert you are trying to acknowledge, this prompt appears.



Click **Yes** to assume ownership of this alert.

Acknowledging Alerts that Have not Been Viewed, or Have Outstanding Tasks

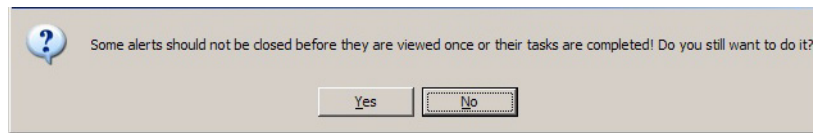
If you attempt to acknowledge an alert that has not yet been viewed, or that has tasks still to be completed, you will see the following prompt.



Click **Yes** if you still want to acknowledge this alert.

Acknowledging Multiple Alerts at a Time

If you attempt to acknowledge multiple alerts at a time, and one or more of those alerts has not been viewed, or has tasks still to be completed, you will see the following prompt.



Click **Yes** if you still want to acknowledge these alerts.

Closing Alerts

After you have taken appropriate actions to resolve an alert, you can change the alert's status to Closed.



Note

If you attempt to close alerts that have not been viewed or acknowledged, or still have outstanding tasks to be complete, you will receive warning prompts. See the [“Acknowledging Alerts that You do not Own” section on page 6-4](#), [“Acknowledging Alerts that Have not Been Viewed, or Have Outstanding Tasks” section on page 6-4](#), and [“Acknowledging Multiple Alerts at a Time” section on page 6-4](#).

You can change an alert's status in these places:

- Alert List pane
- Alert Details window
- Alert Manager window

To change an alert's status to closed from the Alert List Pane:

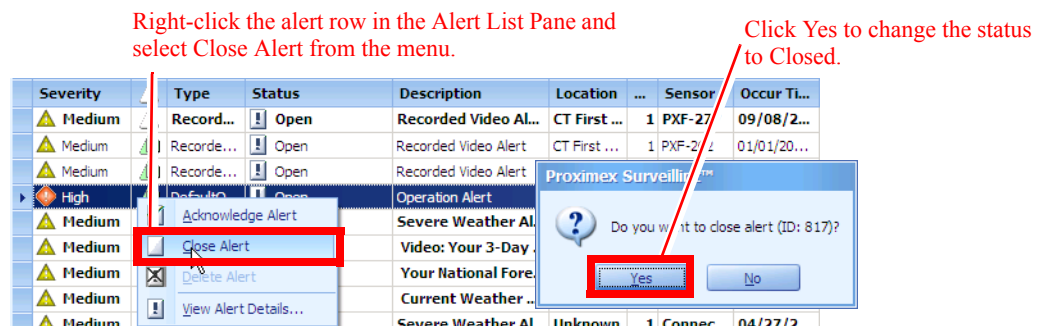


Note

Normally you will change the status of open alerts to acknowledged before they are closed.

Step 1 Locate the alert in the Alert List Pane of the Operation Console.

Step 2 Right-click the row for the alert and select **Close Alert**.



Step 3 Click **Yes** to update the status to closed.

**Note**

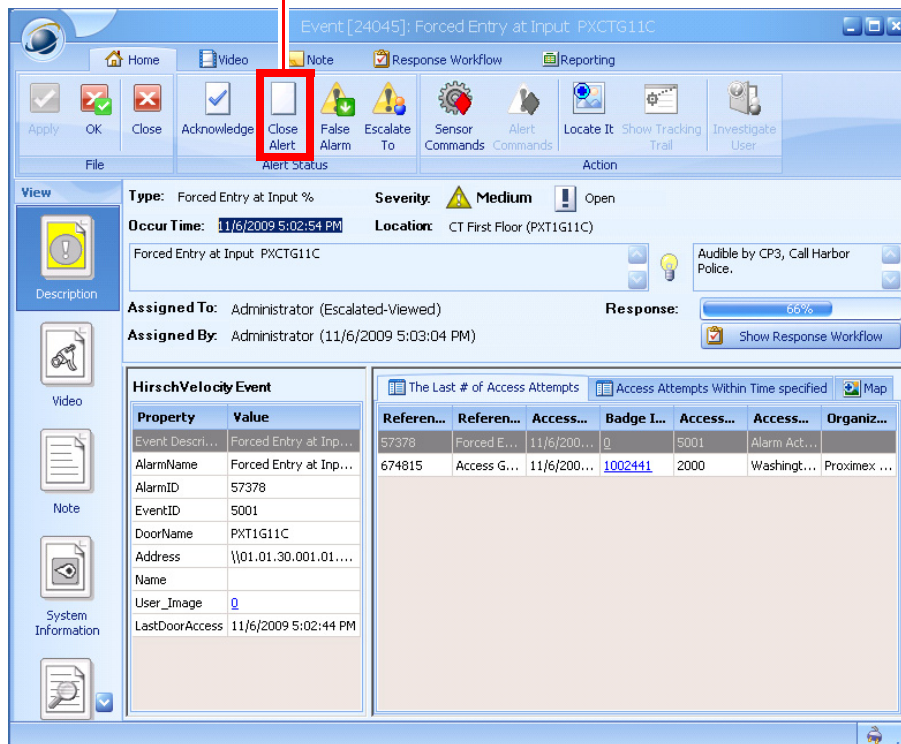
You can update multiple alerts at once by holding down the CTRL key to select additional alerts. You can also use the SHIFT key to select a range of alerts, and then click the **Close** button  in the toolbar or right-click and select **Close Alert** from the right-click menu.

To change an alert's status to closed from the Alert Details window:

Step 1 Locate the alert either in the Map View Pane or Alert List Pane and click to open the Alert Details window.

Step 2 Click the **Close Alert** button  in the toolbar.

Click the Close Alert button to change the alert's status to closed.



Step 3 Click **OK** or **Apply** to save your changes to the alert's status.

To change an alert's status to closed from the Alert Manager window:

Step 1 Click the **Alert Manager** button  in the Operation Console toolbar. You can also click **Start > All Programs > Cisco Physical Security Operations Manager 5.1 > Alert Management Console**.

The PSOM Alert Manager window appears.

Step 2 Right-click the row for the alert and select **Close Alert**. A dialog box prompts you to confirm the change in status for the alert.

Step 3 Click **Yes** to update the alert's status to closed.



Note

You can update multiple alerts at once by holding down the CTRL key to select additional alerts. You can also use the SHIFT key to select a range of alerts, and then click the **Close** button  in the toolbar or right-click and select **Close Alert** from the right-click menu.

Deleting Alerts

You can “delete” an alert so that it no longer appears in the Alert List Pane or Alert Manager windows. However, the alert is never truly deleted. See the [“Viewing Deleted Alerts” section on page 6-13](#) for information.

To delete an alert in the PSOM Alert Manager window:

Step 1 Click the **Alert Manager** button  in the Operation Console toolbar. You can also click **Start > All Programs > Cisco Physical Security Operations Manager 5.1 > Alert Management Console**.

The PSOM Alert Manager window appears.

Step 2 Right-click the row for the alert and select **Delete Alert**. A dialog box prompts you to confirm the change in status for the alert.

Step 3 Click **Yes** to delete the alert.



Note

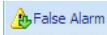
You can delete multiple alerts at once by holding down the CTRL key to select additional alerts. You can also use the SHIFT key to select a range of alerts, and then click the **Delete** button  in the toolbar or right-click and select **Delete Alert** from the right-click menu.

Marking an Alert as a False Alert

If you view an alert and determine that it was a false alert, you can mark it as such in the Alert Details window.

To mark an alert as a false alert in the Alert Details window:

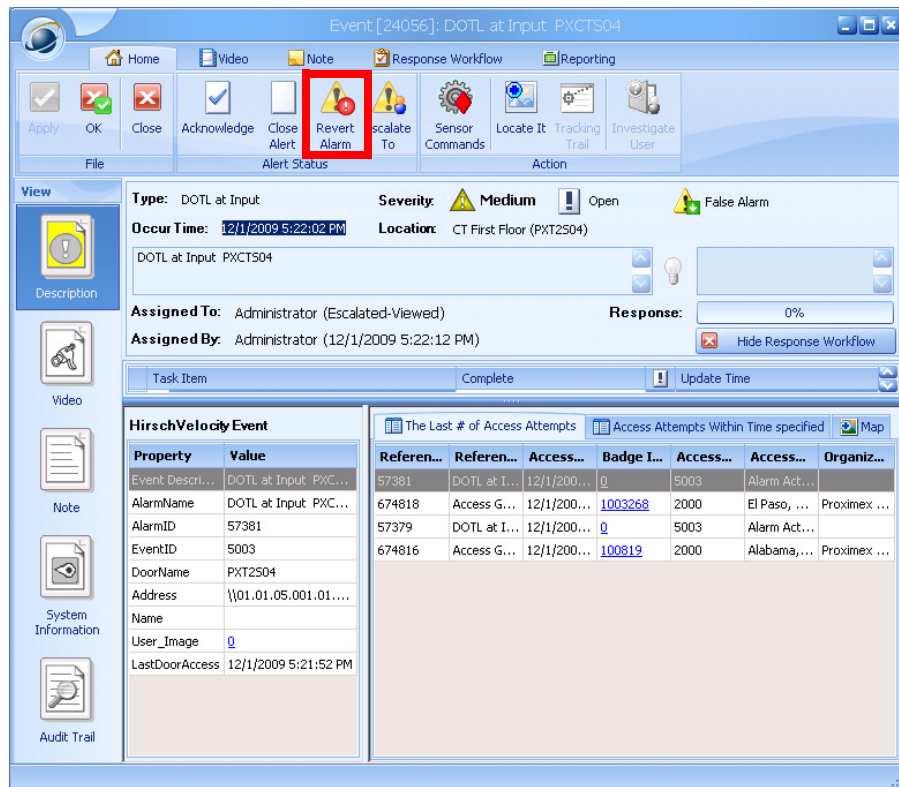
Step 1 Locate the alert either in the Map View Pane or Alert List Pane and click to open the Alert Details window.

Click the **False Alarm** button  in the toolbar.

Step 2 In the dialog box that appears, click **Yes** to apply your changes to the alert's status.

Once you've marked an alert as a false alert, you can reverse that designation by clicking **Revert Alarm** in the toolbar of the Alert Details window.

How Alert Status is Affected by External Security Systems



How Alert Status is Affected by External Security Systems

When PSOM receives an update on an alert's status from a Cisco access control system, it automatically updates the status of the corresponding alert in PSOM. And when PSOM changes the status of an alert, it also updates the status for the alert in the external access control system. Statuses are synchronized between systems as described in the following example.

Table 6-1 Synchronization between PSOM and External Access Control Systems

This PSOM status...	Maps to this status in Hirsch Velocity...
Acknowledged (Aked)	Closed
Closed	Closed
Deleted	Cleared



Note

Talk to your security administrator for specific alert mapping related to your security systems.

Viewing all Alerts in the PSOM Alert Manager Window

Since the Alert List Pane only shows “open” alerts, you need to use the PSOM Alert Manager window to view all alerts (open, acknowledged, closed and deleted).

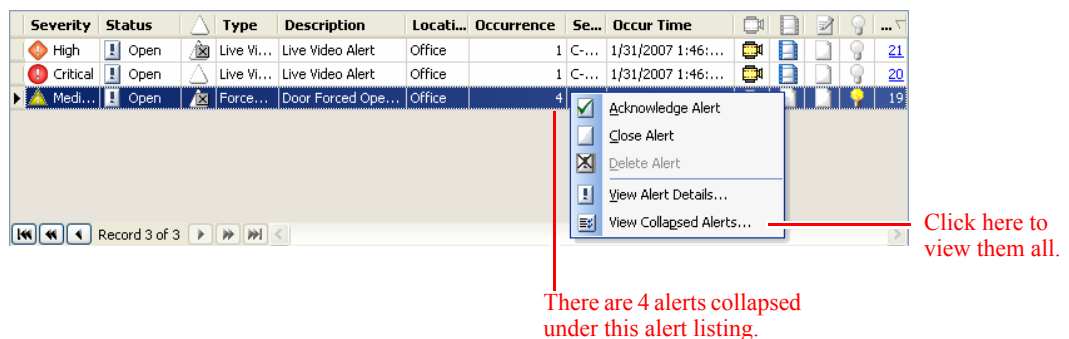
To view all alerts in the PSOM Alert Manager window, click the **Alert Manager** button  in the toolbar of the Operation Console.

You can also click **Start > All Programs > Cisco Physical Security Operations Manager 5.1 > Alert Management Console**.

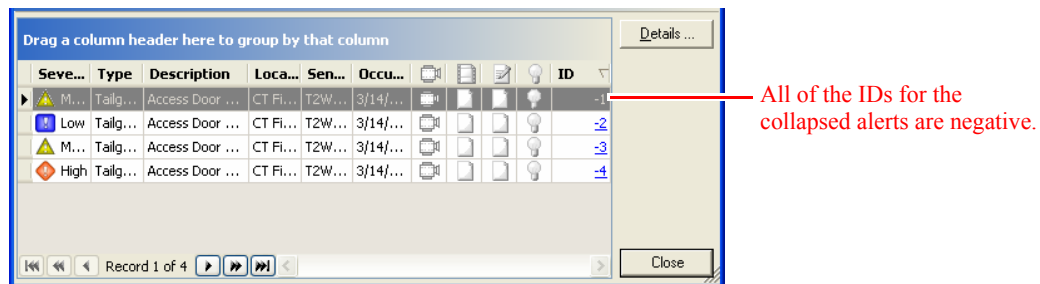
The PSOM Alert Manager window appears.

The PSOM Alert Manager window shows all alerts in the PSOM system. It displays a limited set of alerts per page; click the links at the bottom of the window to view different pages of alerts. You can change the number of alerts displayed per page; see the [“Changing the Number of Alerts Per Page”](#) section on page 6-9 for details. You can also turn off paging for alert display; see the [“Turning Paging On and Off for Alert Display”](#) section on page 6-10.

If there is more than one occurrence of an alert, the Occurrence column will display a number greater than 1. To view all alerts that have been collapsed under the displayed instance, right-click the alert listing and select **View Collapsed Alerts** from the right-click menu.



The collapsed alerts appear in a new window.



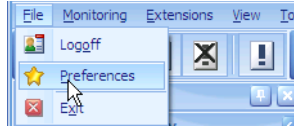
The information presented in the PSOM Alert Manager window is the same as displayed in the Alert List Pane. See [on page -29](#) for details.

Changing the Number of Alerts Per Page

You can change the number of alerts displayed per page in the PSOM Alert Manager and Alert List Pane.

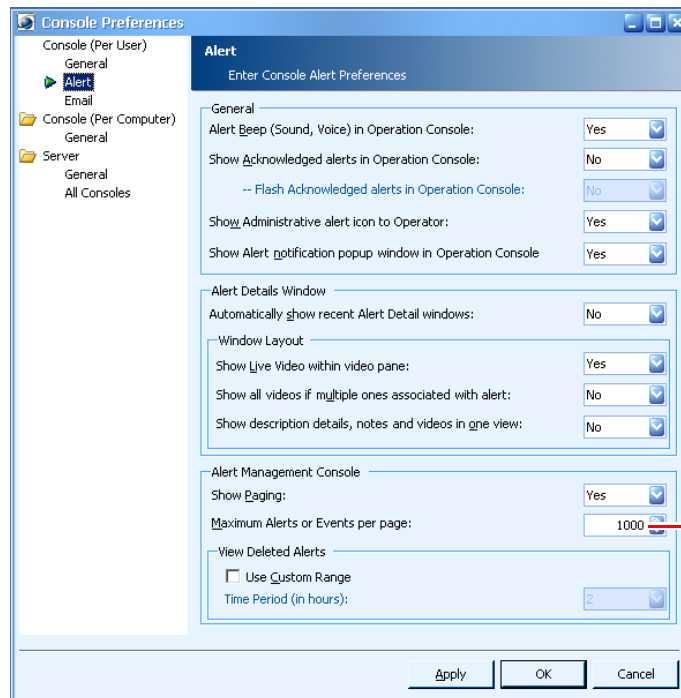
To change the number of alerts per page:

- Step 1** Select **File > Preferences** from the Console menu bar.



The Console Preferences window appears.

- Step 2** Click **Alert** under Console (Per User).



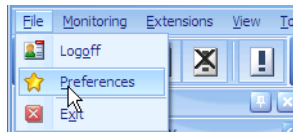
- Step 3** In the **Maximum Alerts or Events per page** field, enter the number of alerts you want to display per page.
- Step 4** Click **OK**.

Turning Paging On and Off for Alert Display

You can determine whether to divide alerts into pages when they are displayed in the PSOM Alert Manager window or Alert List Pane. If you do not want to display alerts in pages, turn *off* paging; if you do want to display alerts in pages, turn *on* paging.

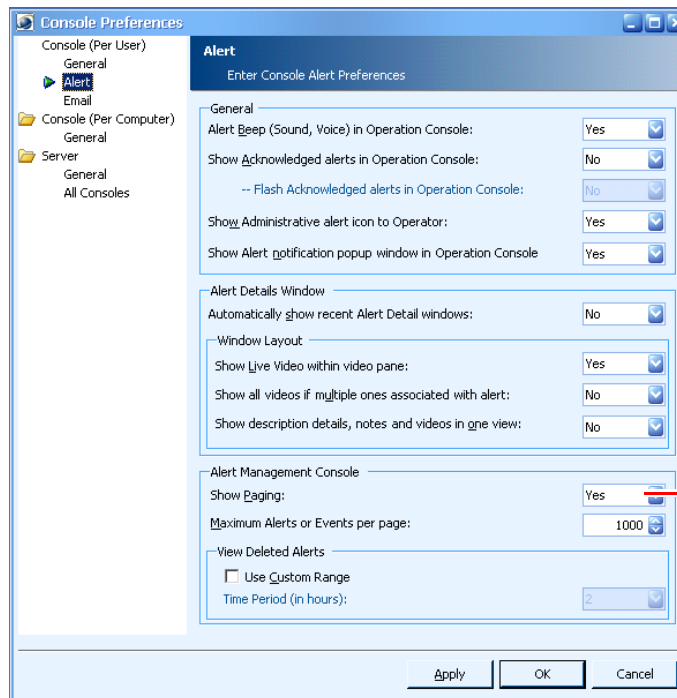
To turn off paging for alert display:

- Step 1** Select **File > Preferences** from the Console menu bar.



The Console Preferences window appears.

Step 2 Click **Alert** under Console (Per User).



Select No if you do not want to display alerts in pages.

Select Yes if you do want to display alerts in pages.

Step 3 From the **Show Paging** field:

- Select **No** if you do not want to display alerts in pages.
- Select **Yes** if you do want to display alerts in pages.

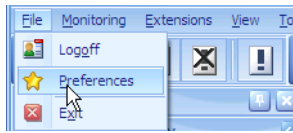
Step 4 Click **OK**.

Viewing Acknowledged Alerts

You can view alerts that have been acknowledged in the Alert List Pane by setting an option in the Preferences window.

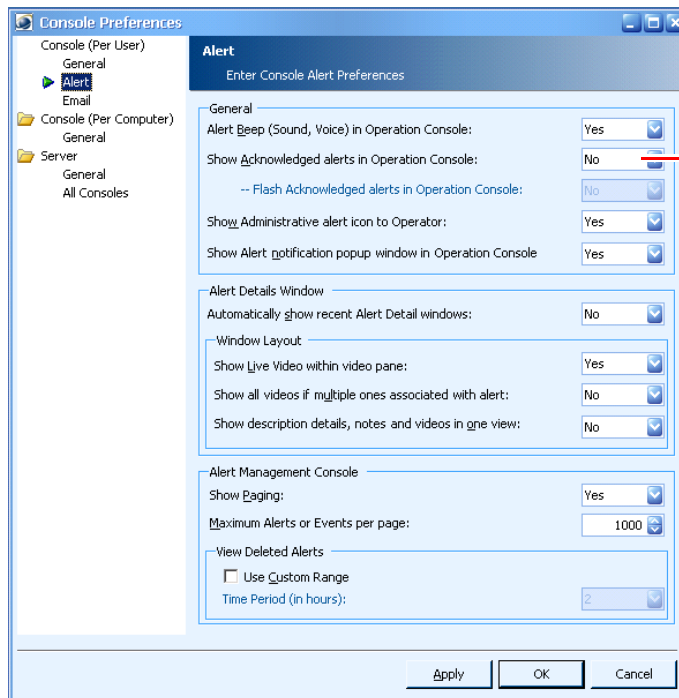
To view acknowledged alerts in the Alert List Pane:

Step 1 Select **File > Preferences** from the Console menu bar.



The **Console Preferences** window appears.

Step 2 Click **Alert** under Console (Per User).



Select **Yes** to display acknowledged alerts in the Alert List Pane of the Operation Console.

Step 3 Select **Yes** from the **Show Acknowledged alerts in Operation Console** field.

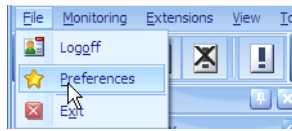
Step 4 Click **OK**.

Viewing Popup Alert Notifications

By default, PSOM Operation Console opens a popup window for each alert notification when it occurs. You can turn off this behavior in the Preferences window.

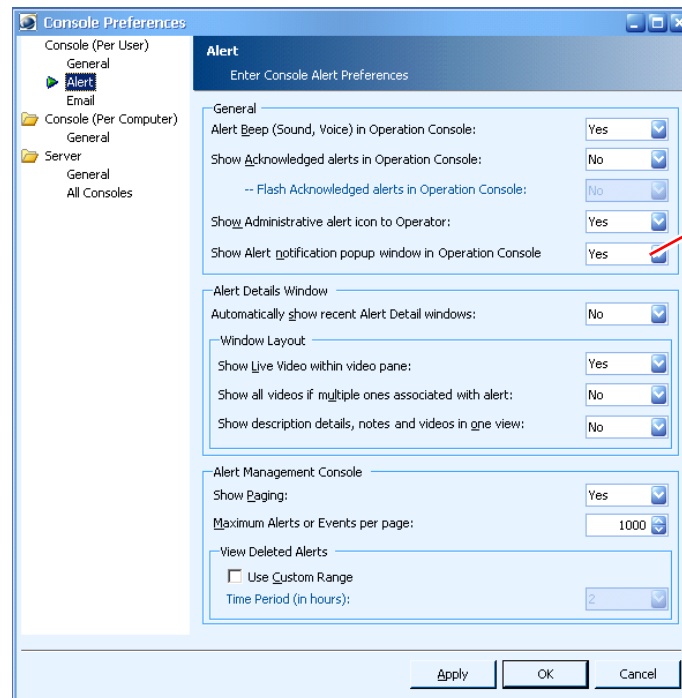
To turn off popup alert notifications:

Step 1 Select **File > Preferences** from the Console menu bar.



The **Console Preferences** window appears.

Step 2 Click **Alert** under Console (Per User).



Step 3 Select **No** from the **Show Alert notification popup window in Operation Console** field if you do not want to see a popup window for each alert notification that occurs in the Operation Console.

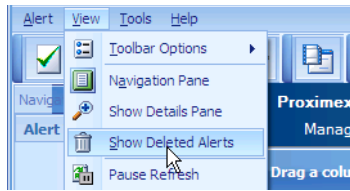
Step 4 Click **OK**.

Viewing Deleted Alerts

You can view alerts that have been “deleted” using the PSOM Alert Manager window at any time. If you want to view deleted alerts in the Alert List Pane, you can change your preferences to provide a timeframe for which you want to view alerts that have been deleted.

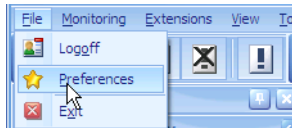
To view deleted alerts in the Alert Manager window, select **View > Show Deleted Alerts** from the Alert Manager menu bar.

Viewing Deleted Alerts



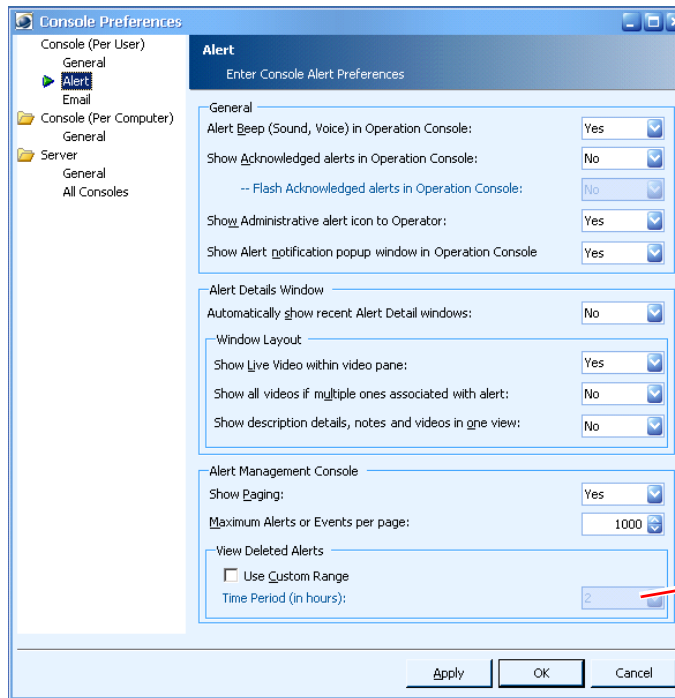
To view deleted alerts in the Alert List Pane window:

- Step 1** Select **File > Preferences** from the Console menu bar.



The **Console Preferences** window appears.

- Step 2** Click **Alert** under Console (Per User).



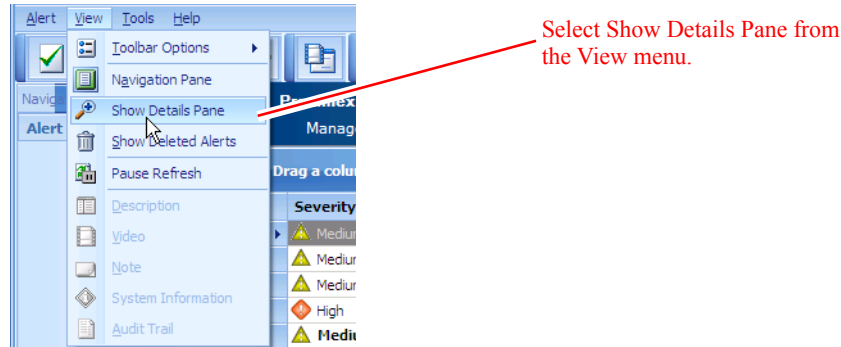
Check the **Use Custom Range** option and select a number of hours to display deleted alerts from the **Time Period** field.

- Step 3** In the **View Deleted Alerts** area, check the **Use Custom Range** option.
- Step 4** In the **Time Period (in hours)** field, select the number of hours for which you want to display an alert in the Alert List Pane once it has been deleted.
- Step 5** Click **Apply** or **OK** to save your changes.

Previewing Alert Details in the PSOM Alert Manager Window

You can preview alert details from the PSOM Alert Manager window (without clicking an alert in the list).

To preview alert details from the PSOM Alert Manager window, select **View > Show Details Pane** from the menu bar.



The alert details appear in the PSOM Alert Manager window.

As you select different rows in the PSOM Alert Manager window, the details portion of the window updates with the alert's dossier. You can switch between the various areas of the alert details by clicking options in the Alert Details pane to the left of the window.

Filtering Your View of Alerts

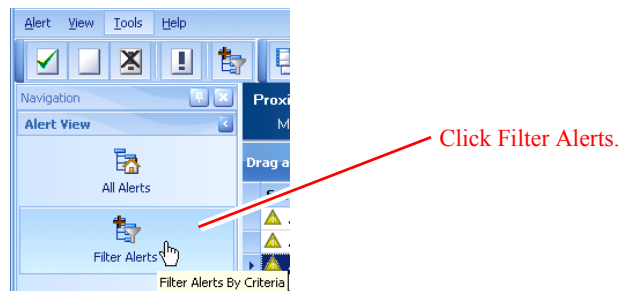
You can filter your view of alerts in the PSOM Alert Manager window so that only alerts of a certain severity, status, alert type are displayed, or so you only view alerts generated by a certain sensor.

To filter your view of alerts in the PSOM Alert Manager window:

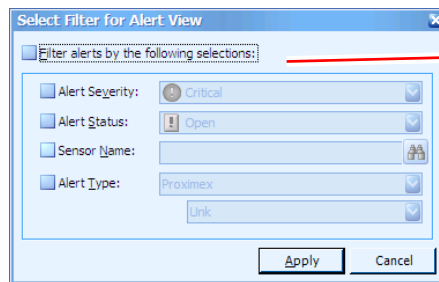
Step 1 Click the **Alert Manager** button  in the Operation Console toolbar. You can also click **Start > All Programs > Cisco Physical Security Operations Manager 5.1 > Alert Management Console**.

The PSOM Alert Manager window appears.

Step 2 Click **Filter Alerts** in the left navigation bar.



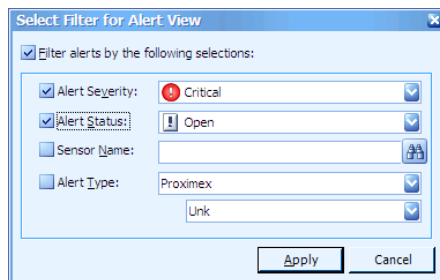
The Select Filter for Alert View window appears.



Select the Filter alerts by the following selections option.

- Step 3** Select the **Filter alerts by the following selections** option.
- Step 4** To filter alerts by severity, select the **Alert Severity** option and select a severity from the pull-down menu.
- Step 5** To filter alerts by status, select the **Alert Status** option and select a status from the pull-down menu.
- Step 6** To filter alerts by a particular sensor, select the **Sensor Name** option and enter the name of the sensor in the field provided. You can click the  icon to locate the sensor.
- Step 7** To filter alerts by type, select the **Alert Type** option and select a type of alert from the pull-down menu. You can further constrain results by selecting a specific alert from the pull-down menu; these alerts are specific to the type of alert you chose.

For example, the window shown next filters alerts so that only Critical and Open alerts are displayed.



- Step 8** Click **Apply**.



Note The **Select Filter for Alert View** window does not close when you click **Apply**.

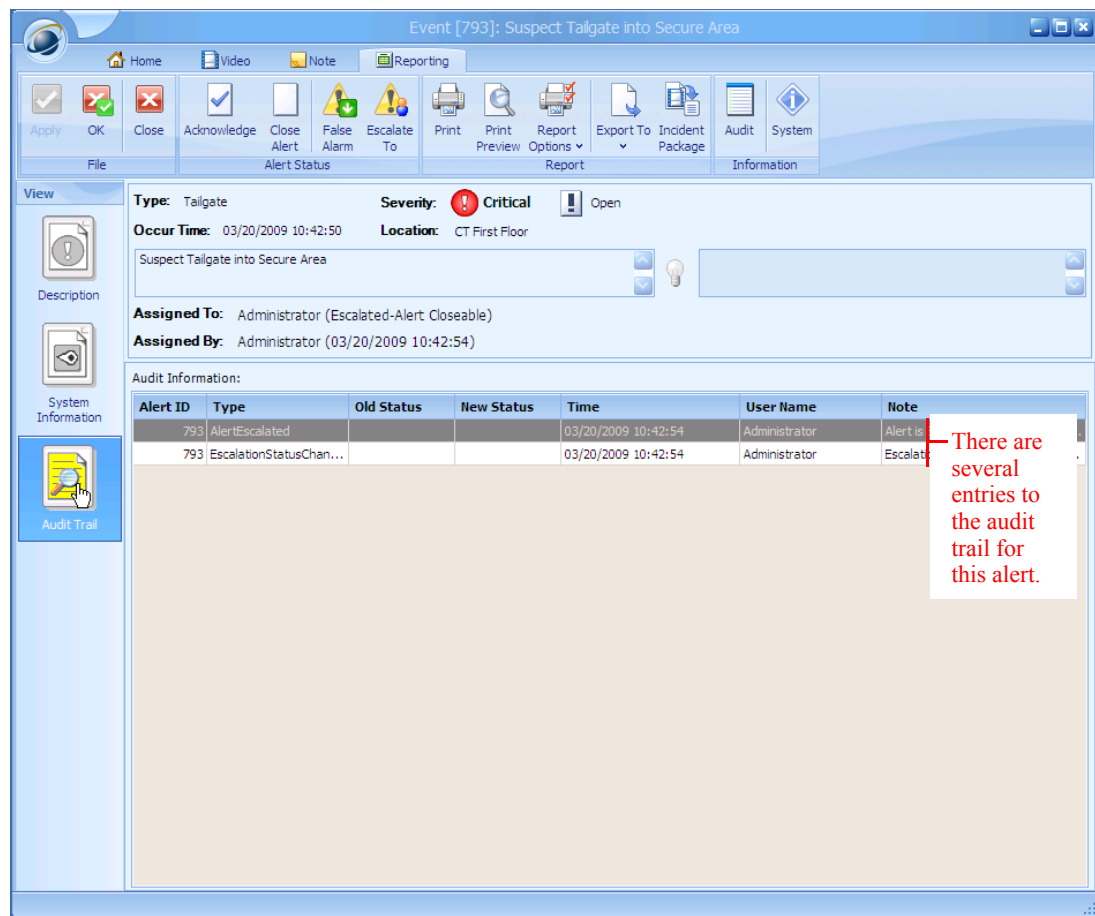
The PSOM Alert Manager window only displays the alerts that meet the filter criteria you specified.

Auditing Alerts

PSOM stores relevant information about alert response including when an alert was created, when notes were entered, and when an alert was acknowledged and closed. These details help the security manager or administrator to monitor response times and actions to ensure quality security operations.

An audit trail is generated for each alert and accessed using the Alert Details window.

To access the audit trail for an alert, open the Alert Details window and click the **Audit Trail** icon on the left side of the window. The **Audit Trail** window appears.



The information provided by the **Audit Trail** window is explained in [Table 6-2](#).

Table 6-2 Information provided by an alert's Audit Trail

This column...	Tells you this...
Alert	The number assigned to the alert condition within PSOM.
Type	The type of audit information presented in this entry to the audit trail. Possible values include: - Created—The alert was created. - NoteAdded—A note was added to the Note window of the Alert Details window. - AlertTaskCreated and AlertEscalated—The alert was escalated to another individual. - StatusChanged—The alert's status was changed to Acked or Closed.
Old Status	If the status of the alert has changed since the last entry in the audit trail, the previous status is displayed in this column.
New Status	The current status of the alert for this entry in the audit trail.

Table 6-2 *Information provided by an alert's Audit Trail (continued)*

This column...	Tells you this...
Time	The time that an action was taken for the alert, and also added to the audit trail.
User Name	The login name of the individual who took the action on the alert that caused an entry in the audit trail. When the value is "SysUser" it means that PSOM took automatic action; such as when PSOM creates a new alert.
Note	The description of the action that was taken for this entry to the audit trail.



CHAPTER 7

Creating Alert and Administrative Reports

At any point during the alert resolution process, you can quickly generate an alert report with all the information that has been collected. You can also use the Report Wizard to generate a variety of administrative reports out-of-the-box. This chapter covers:

- How to generate an alert report for incidence response
- How to generate an administrative report for a variety of purposes

This chapter includes these topics:

- [Creating Alert Reports, page 7-1](#)
- [Creating Administrative Reports, page 7-8](#)

Creating Alert Reports

There are reasons at every point in the alert resolution process that you might decide to generate an alert report. For example:

- You've just detected an alert and you want to send the information to first responders.
- You've acknowledged and closed an alert and want to create a report for the management team or other officiating agency.

This section describes the types of information you can include in an alert report, how to generate an alert report, and ways to export it.

Information You can Include in an Alert Report

Any information stored with the alert dossier, and shown in the Alert Details window, can be included in an alert report. This includes:

- Alert description (type, severity, timestamp, location).
- Badge information for the most recent access attempts, including any badge ID photos attached to the Note window.
- A mini-map of the location showing the position of the sensor that detected the alert.
- Any entries to the Note window including snapshots and written information about actions that were taken.
- System information. See the [“Troubleshooting System Information” section on page 8-11](#).

- Audit trail statistics such as when the alert was open, acknowledged and closed, and any actions that were taken to resolve the alert.
- Instructions for resolving the alert.

Ways You can Export an Alert Report

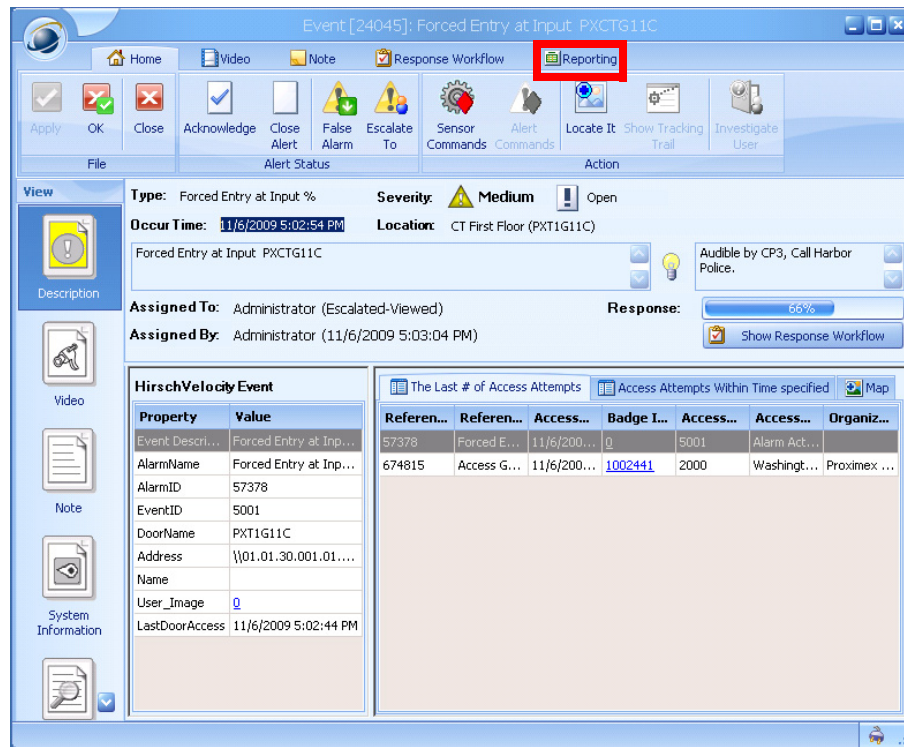
You can preview a print version of the alert report, print the report, or export the alert report to a variety of formats, including:

- PDF—Exports to Adobe Acrobat Reader format: portable document format (PDF).
- Image—Exports to a PNG file (.png).
- Text—Exports to a .txt file for easy integration with other word processing software.
- HTML—Exports to a .html file for web-based viewing.
- MHT—Exports to .mht file which is an archived web page (Multipurpose Mail Internet Mail Extension HTML). In this type of file, all relative links in the web page are remapped and the content is embedded in the .mht file. Absolute references and hyperlinks remain unchanged. These files can be viewed in web browsers such as Microsoft Internet Explorer.

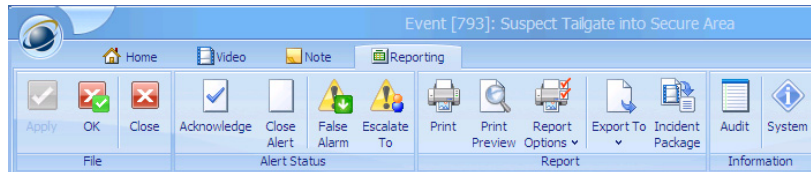
Producing an Alert Report (or Incident Package)

To produce an alert report:

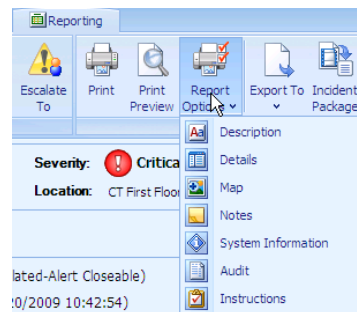
-
- Step 1** Open the Alert Details window for the alert.
- Step 2** Click the **Reporting** tab above the toolbar at the top of the window.



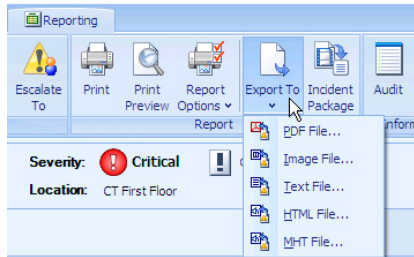
When you click the **Reporting** tab, the toolbar shows more choices.



Step 3 Click the **Report Options** button  to choose the content that should be part of this alert report. To do so, select the boxes directly under the **Report Options** button that appear when you click it. Content is included in the report if it appears with a blue box around it in the list. See the [“Information You can Include in an Alert Report”](#) section on page 7-1 for details.



Step 4 Click the **Export To** button  to export this alert report. Export options appear below the button as shown in the next screen.



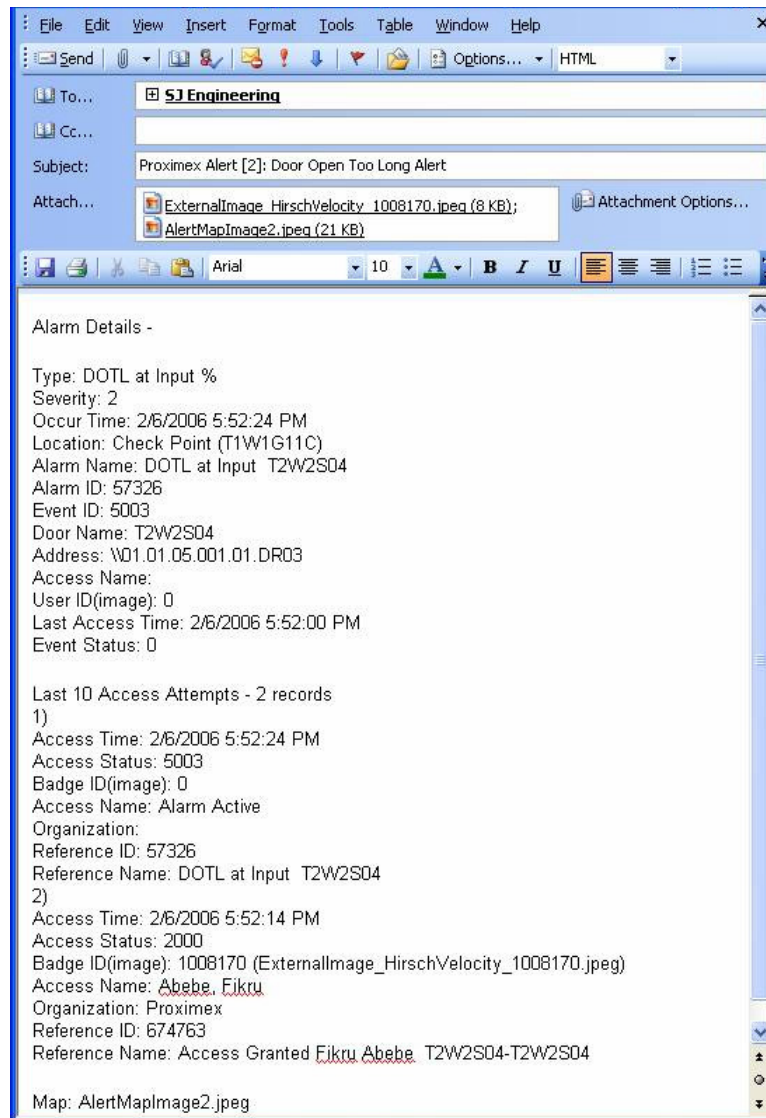
Step 5 Click the **Mail To** button  to email the alert report. You'll see email addresses down below when you click this button.



Note The **Mail To** button does not even appear out if Microsoft Outlook is *not* installed on the Operation Console machine.

See the [“Adding Email Addresses to PSOM”](#) section on page 8-4.

An email message appears with the alert details in the message body. The first badge ID photo found for the alert, and any map images are added as attachments to the email.

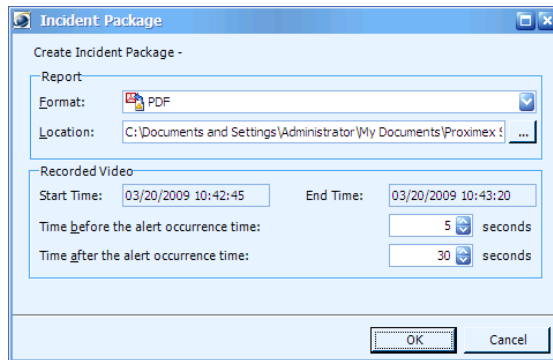


- a. In the To field, enter the email address to which you want to send the report.
- b. Click the **Send** button.

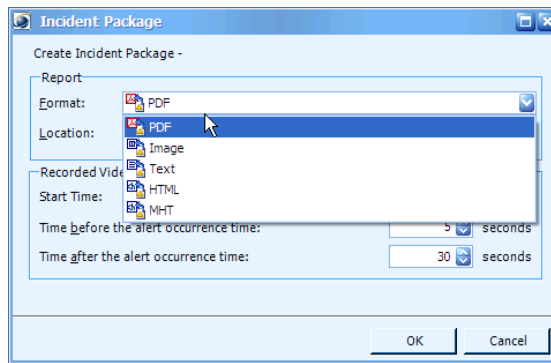
Step 6 Click the **Incident Package** button



to produce an incident package. The Incident Package window appears.



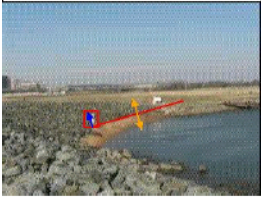
- a. Choose the output you would like to produce from the **Format** field; choices appear as shown next.



- b. Choose where to save the report from the **Location** field.
 c. Enter the amount of time before and after the alert that you want to attach recorded video.
 d. Click **OK**.

A message appears confirming that the incident package was created. Incident packages are stored in their own directories for better organization.

The alert report (incident package) appears as follows in PDF format.

Alert Details - ID: 788	
Description:	
Alert Description:	Alert: (Person) Crosses perimeter
Alert Type:	PerimeterBreach
Severity:	Critical
Status:	Open
Occur Time:	03/20/2009 10:28:03
Alert Location:	Perimeter West (OV-1)
Escalated To:	
Escalated By:	
Escalation Status:	Escalated-Alert Closeable
Escalation Time:	03/20/2009 10:28:07
Response Workflow:	No
Others:	[/Video]
Report Create Time:	05/08/2009 11:28:32
Report Create User:	Administrator
Rule only for person Response	
Vendor Name	ObjectVideo, Inc.
Version	Version: Major: 2 Minor: 1
Vendor Event Id	1
Alarm Name	Rule only for person Response
Image [1]	Markup: Image 0
	
Image [2]	Image0

[Proximax Web Site](#)

Sending Video with Your Report

You can export video footage to an AVI file, and then email that along with the alert report to your recipients. See the [“Exporting Video to a File”](#) section on page 4-13 for instructions.

Viewing a Sample Alert Report

This section shows you a sample alert report in Adobe Acrobat PDF (.pdf) that includes all possible information that can be stored with an alert.



7-8

Table 7-1 **Reports You can Generate with the Report Wizard**

Report	What it tells you...
Alert Count Daily Report	How many alerts occurred each day of the week for the specified time period. It includes information about the types and severity of alerts, as well as the locations of sensors that generated them. See Figure 7-1 on page 7-13 .
Alert Count Hourly Report	How many alerts occurred each hour of the day for the specified time period. It includes information about the types and severity of alerts, as well as the locations of sensors that generated them. See Figure 7-2 on page 7-14 .
Alert Detail Report	What alerts occurred during the specified time period. It includes details about the alerts including: severity, status, alert type, sensor, location, and occur time. See Figure 7-3 on page 7-15 .
Alert Response Time By Alert Type Report	How long it took, on average, to respond to alerts. It shows the average response time for different alert types, alert severities, and zones/areas/sensors. See Figure 7-5 on page 7-17 .
Operator Alert Count Report	How many alerts each operator closed. See Figure 7-6 on page 7-18 .
Operator Alert Response Time Report	How long it took for different operators to respond to alerts. See Figure 7-7 on page 7-19 .
Operator End of Shift Report	How many alerts the operator handled during the specified time range for the shift. See Figure 7-8 on page 7-20 .
Top X Alert Response Time Report	How long, on average, it took to respond to different alert types. Data is sorted by alert counts, in ascending order. See Figure 7-9 on page 7-21 .
Top X Alerts By Alert Type Report	How many alerts occurred, by alert type, including a list of all sensors that raised each alert type. See Figure 7-10 on page 7-22 .
Top X Alerts By Area Report	How many alerts occurred in each monitoring area. See Figure 7-11 on page 7-23 .
Top X Alerts By Sensor Report	How many alerts were raised by each sensor. See Figure 7-12 on page 7-24 .
Top X False Alerts By Sensor Report	How many false alerts were raised by each sensor. See Figure 7-13 on page 7-25 .

Table 7-1 Reports You can Generate with the Report Wizard (continued)

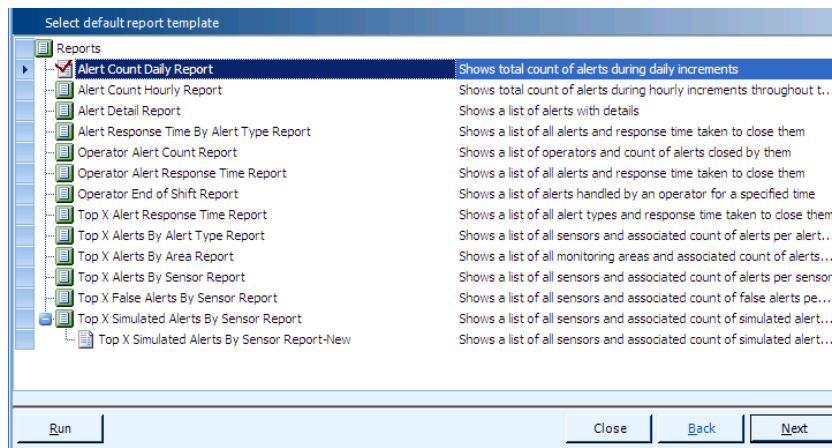
Report	What it tells you...
Top X Simulated Alerts By Sensor Report	How many simulated alerts were raised by each sensor. See Figure 7-14 on page 7-26 .
Dispatch Incident Report	Shows the time alerts occurred, were dispatched and closed. See Figure 7-4 on page 7-16

See the “[Samples of Administrative Reports](#)” section on [page 7-13](#) for examples of each of these out-of-the-box administrative reports.

Producing an Administrative Report

To produce an administrative report:

- Step 1** Click the **Report Wizard** button  in the toolbar of the Operation Console. The Report Wizard window appears.



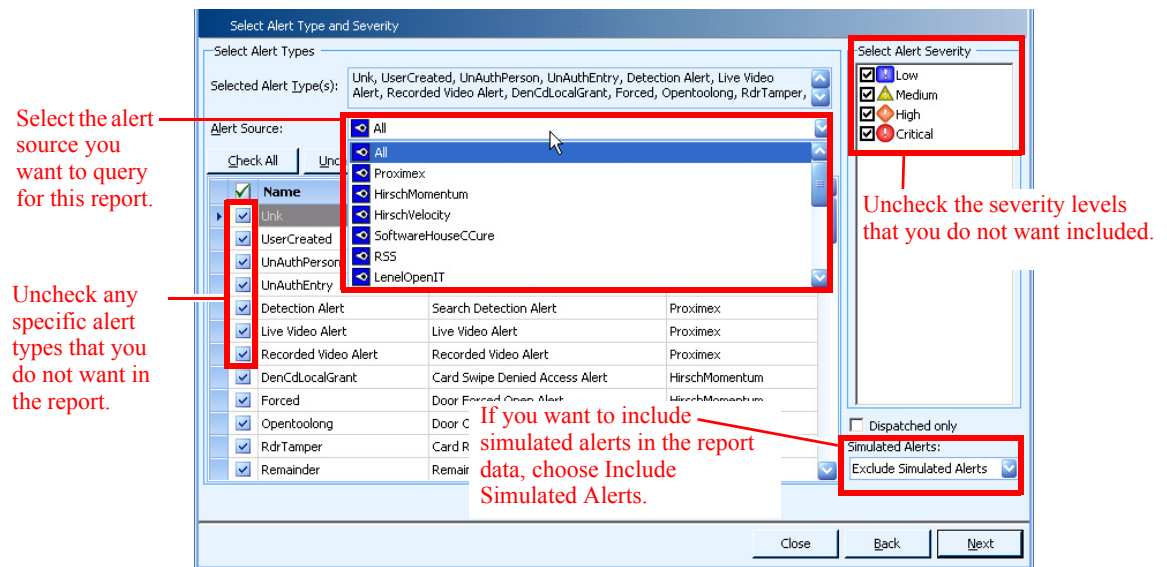
- Step 2** Select the type of report you want to produce.
- If you want to just execute the out-of-the-box report for all alerts and areas without customizing it, click **Run**.
 - If you want to customize any part of the report, continue with the next step.

See the “[Samples of Administrative Reports](#)” section on [page 7-13](#) to see examples of each type of report.



Note If your company has customized a report, it will appear as a sub-entry under the default out-of-the-box report in the listing.

- Step 3** Click **Next**.
The Alert Type and Severity window appears.

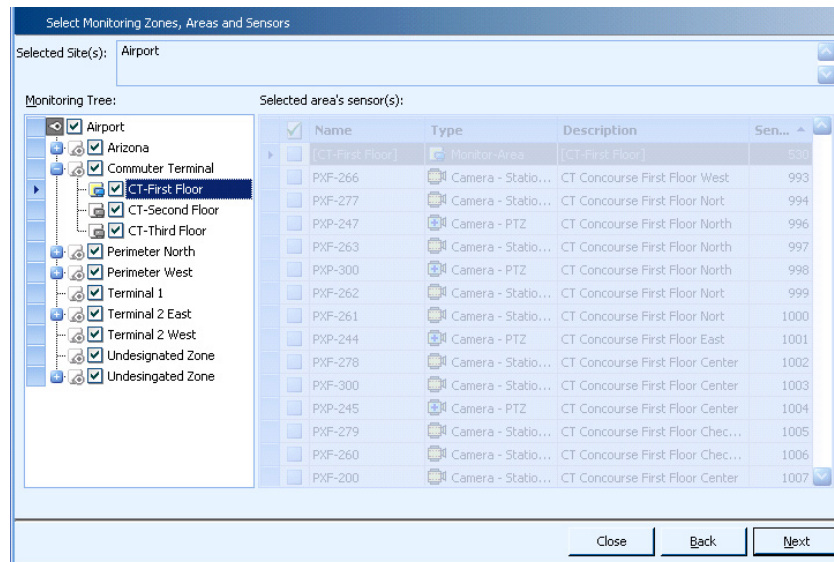


Step 4 Select the types of alerts, and alert severity, you want included in this report. You can either report on all alerts, or focus the selection of alerts for reporting. To focus your selection:

- You can select a source of alerts to include in the report from the **Alert Source** field; for example, select PSOM.
- You can uncheck alert types that you do not want to include in the list.
- You can uncheck alert severity levels you do not want to include in the list from the Select Alert Severity area.
- You can include simulated alerts in report data by choosing the Include Simulated Alerts option.

Step 5 Click **Next**.

The Zone, Area and Sensors window appears.



Step 6 Select the zones, areas, and sensors that you want to include in this report. Initially, everything is included in the report. To select specific items, deselect the check mark at the top-level of the Monitoring Tree. Then select specific zones and areas you want to include.

Step 7 Click **Next**.

The Chart Properties, Date and Time window appears.

The screenshot shows the 'Select Chart Properties, Date and Time' window. The 'Set Date and Time' section is highlighted with a red box. A red arrow points to the 'Range' dropdown menu with the text 'Select the date/time range for reporting.' The 'Set Chart Properties' section includes fields for 'Show Chart' (Yes), 'Chart Type' (Column), 'X-Axis Title' (Day of Week), 'Y-Axis Title' (Alert Count), and 'Color Scheme' (Semi-Transparent). The 'Save As New Report' section has a checkbox for 'Save As New Report' and fields for 'Report Name' (Alert Count Daily Report-New) and 'Description' (Shows total count of alerts during daily increments). The window has 'Close', 'Back', and 'Finish' buttons.

Step 8 Select the period for which you want to do reporting in the Set Date and Time area. You can specify a starting and ending point for reporting using the **Start Date and Time** and **End Date and Time** fields. Or you can make a different selection from the Range field, as shown next.

The first screenshot shows the 'Set Date and Time' window with the 'Range' dropdown menu open. A red arrow points to the 'Range' dropdown menu with the text 'Make a selection here....'. The second screenshot shows the 'Add Report Custom Time Range' dialog. A red arrow points to the 'Value' field with the text '...then choose the quantity in this window and click OK.' The dialog has fields for 'Time Range' (Last 5 Minutes), 'Type' (Last), 'Value' (5), and 'Interval' (Minutes). It has 'OK' and 'Cancel' buttons.

As shown, you can generate a report for the last *N* days, hours, minutes or seconds. When you make a selection from the Range field, a new window appears where you can specify the number of days, hours, minutes or seconds for reporting.

Step 9 Next specify the types of charts you want displayed in the report using fields in the **Set Chart Properties** field.

The screenshot shows the 'Set Chart Properties' window. A red arrow points to the 'Chart Type' dropdown menu with the text 'Select the style of chart you want.' The dropdown menu is open, showing options: Column, Area, Bar, Bubble, Column, Doughnut, Line, and Pie.

a. Choose whether to display a chart in the **Show Chart** field.

- b. If you choose to display a chart, select what kind of chart you want from the **Chart Type** field.
- c. Enter titles for the x-axis and y-axis in the **X-Axis Title** and **Y-Axis Title** fields.
- d. Choose a color scheme for the chart from the **Color Scheme** field.

Step 10 Name the new report and provide a description in the **Save as New Report** area.

Save As New Report

☒ Save As New Report

Report Name: Alert Count Daily Report-New

Description: Shows total count of alerts during daily increments

Step 11 Click **Finish**.

The report appears in a new window.

Samples of Administrative Reports

This section shows sample administrative reports for each type of out-of-the-box report you can generate with the Report Wizard.

Figure 7-1 Alert Count Daily Report

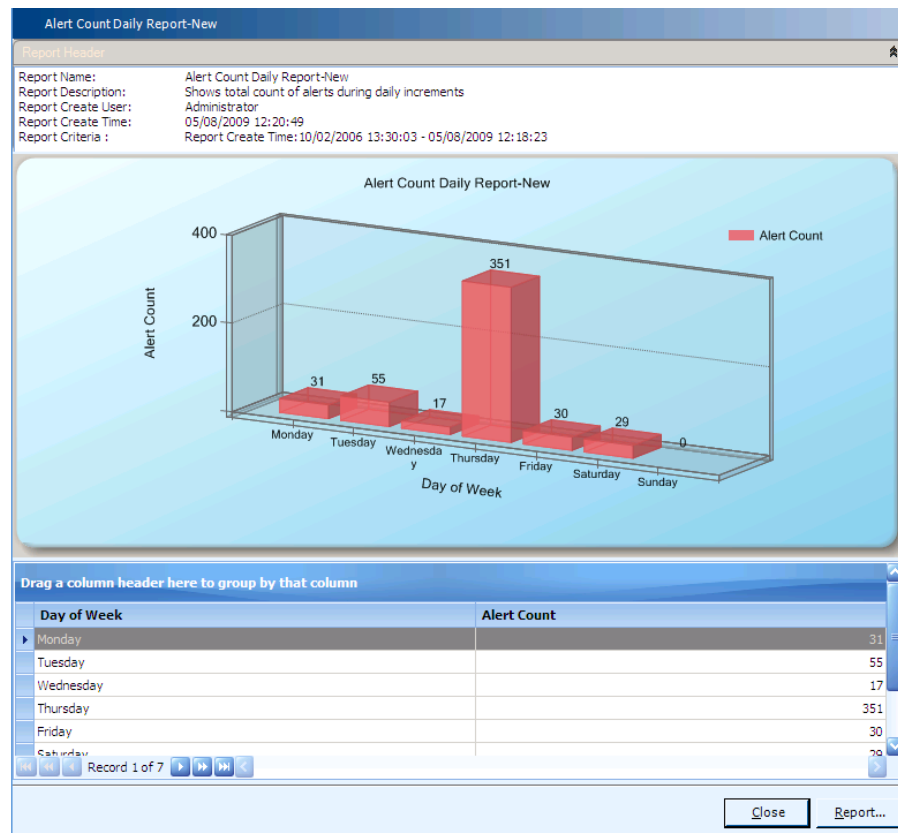


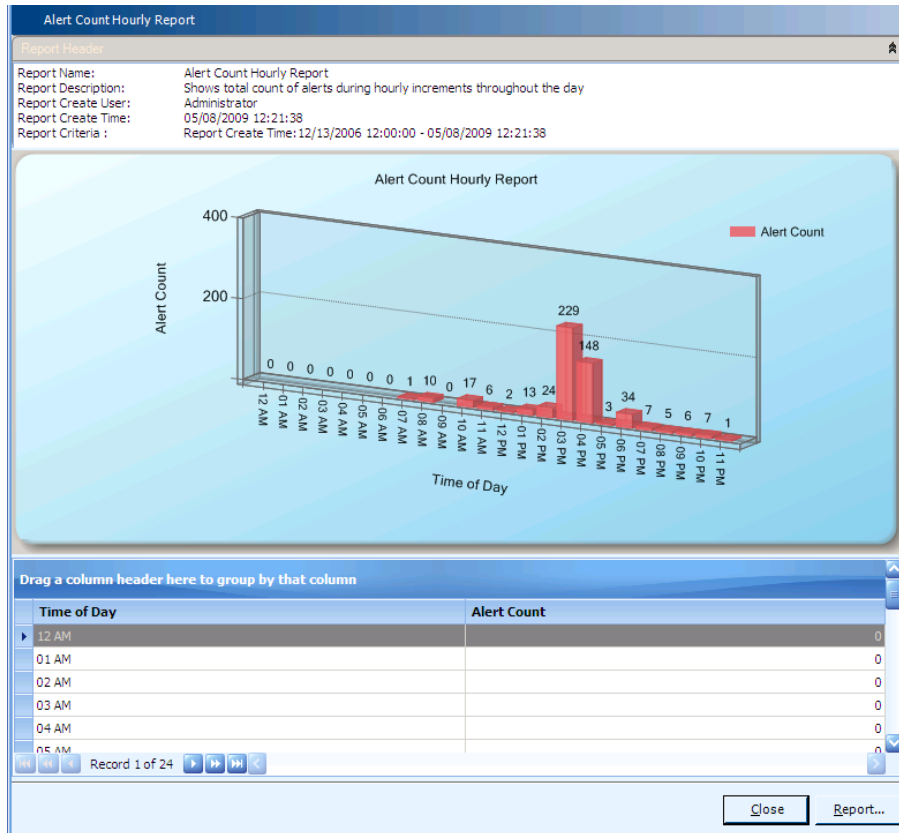
Figure 7-2 Alert Count Hourly Report

Figure 7-3 Alert Detail Report

Alert Detail Report

Report Header

Report Name: Alert Detail Report
Report Description: Shows a list of alerts with details
Report Create User: Administrator
Report Create Time: 05/08/2009 12:22:09
Report Criteria : Report Create Time:12/12/2006 14:22:24 - 05/08/2009 12:22:09

Drag a column header here to group by that column

Seve...	Stat...	Alert Type	Sensor Name	Location	Occur Time	Alert ...
Medi...	Clo...	Forced Entry at Input %	PXT1G11C	CT First Floor	Feb 29 2008 04:34:...	273
Medi...	Clo...	Forced Entry at Input %	PXT1G11C	CT First Floor	Feb 29 2008 04:40:...	276
Medi...	Clo...	Forced Entry at Input %	PXT1G11C	CT First Floor	Feb 29 2008 06:05:...	279
Medi...	Clo...	Forced Entry at Input %	PXT1G11C	CT First Floor	Mar 01 2008 07:53:...	282
Low	Clo...	Forced Entry at Input %	PXT1G11C	CT First Floor	Mar 01 2008 02:23:...	285
Low	Clo...	Forced Entry at Input %	PXT1G11C	CT First Floor	Mar 01 2008 02:52:...	288
Low	Clo...	VEW (ObjectVideo, Inc.)	OV-1	Perimeter West	Mar 01 2008 04:50:...	289
Low	Clo...	DOTL at Input %	PXT2S04	CT First Floor	Mar 01 2008 04:50:...	292
Low	Clo...	Tailgate	PXP-118	T2E Second Floor Main	Mar 01 2008 04:50:...	293
Low	Clo...	Forced Entry at Input %	PXT1G11C	CT First Floor	Mar 01 2008 05:34:...	296
Low	Clo...	VEW (ObjectVideo, Inc.)	OV-1	Perimeter West	Mar 01 2008 06:42:...	303
Low	Clo...	DOTL at Input %	PXT2S04	CT First Floor	Mar 01 2008 06:42:...	304
Low	Clo...	Tailgate	PXP-118	T2E Second Floor Main	Mar 01 2008 06:42:...	305
Low	Clo...	Forced Entry at Input %	PXT1G11C	CT First Floor	Mar 01 2008 07:00:...	306
Low	Clo...	Forced Entry at Input %	PXT1G11C	CT First Floor	Mar 01 2008 07:04:...	307
Low	Clo...	Forced Entry at Input %	PXT1G11C	CT First Floor	Mar 01 2008 07:07:...	308
Low	Clo...	Forced Entry at Input %	PXT1G11C	CT First Floor	Mar 01 2008 08:26:...	309
Low	Clo...	Forced Entry at Input %	PXT1G11C	CT First Floor	Mar 01 2008 08:28:...	310
Low	Clo...	DOTL at Input %	PXT2S04	CT First Floor	Mar 01 2008 08:46:...	311
Low	Clo...	Forced Entry at Input %	PXT1G11C	CT First Floor	Mar 01 2008 09:01:...	312
Low	Clo...	DOTL at Input %	PXT2S04	CT First Floor	Mar 01 2008 09:02:...	313
Low	Clo...	Forced Entry at Input %	PXT1G11C	CT First Floor	Mar 01 2008 09:20:...	314
Low	Clo...	VEW (ObjectVideo, Inc.)	OV-1	Perimeter West	Mar 01 2008 09:20:...	315

Record 1 of 513

Close

Report...

Figure 7-4 Dispatch Incident Report

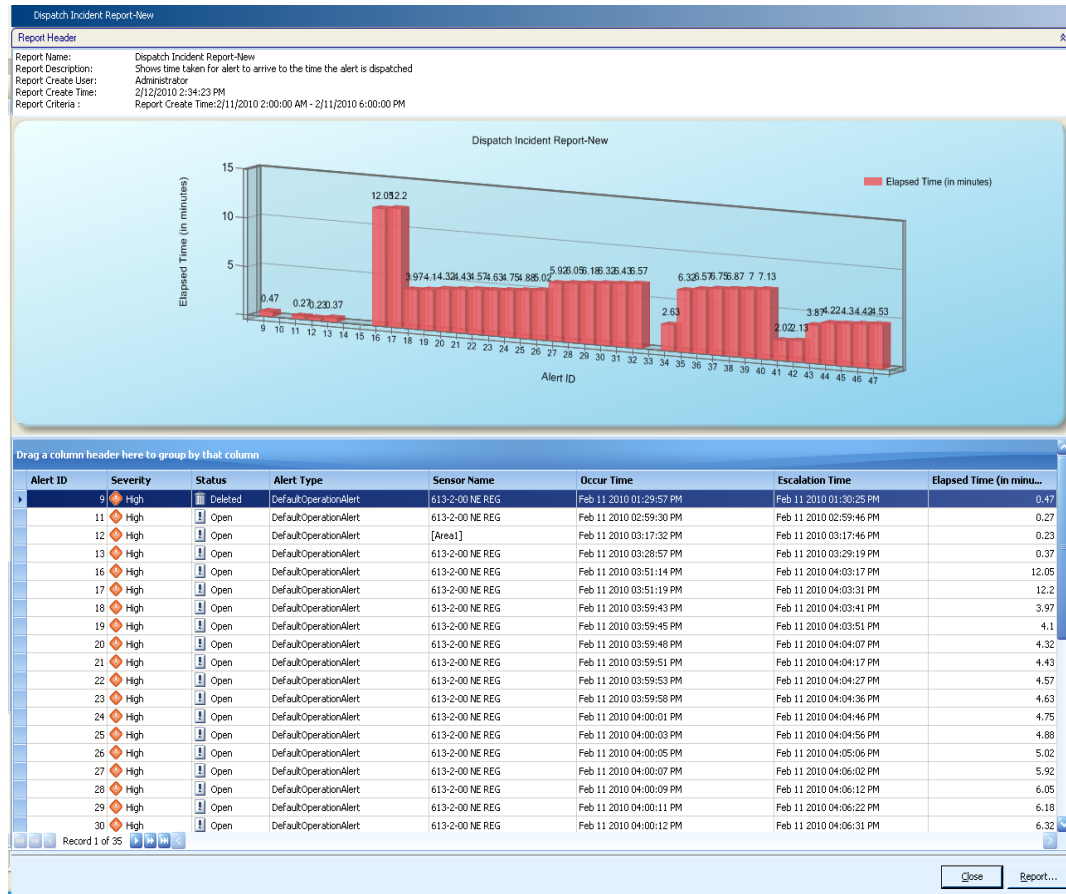


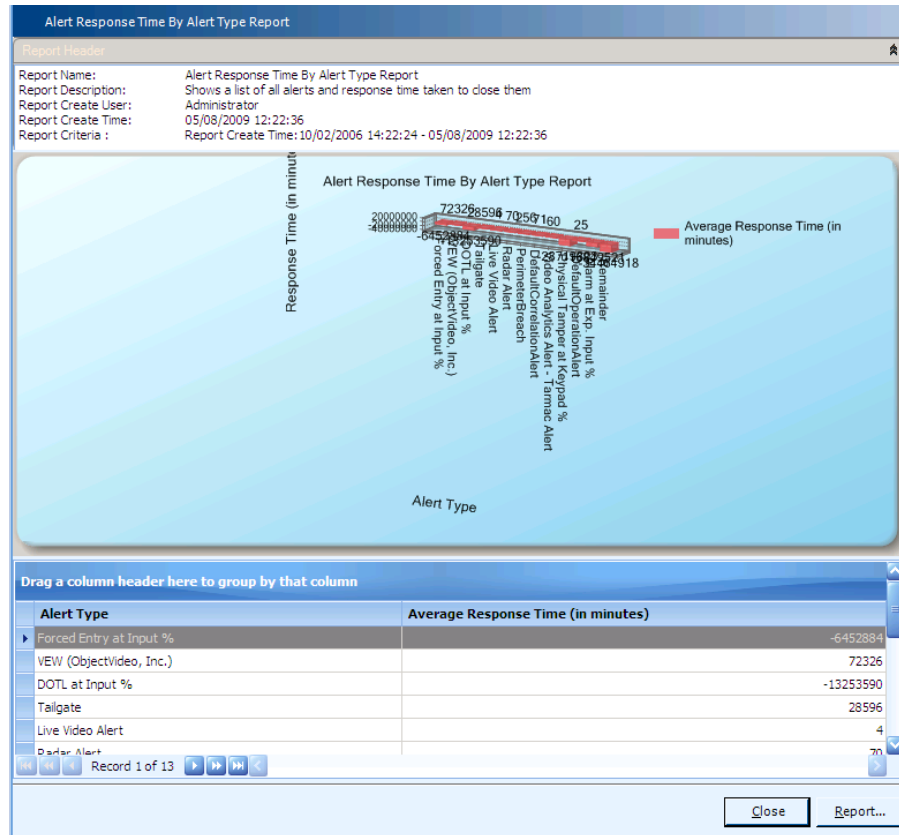
Figure 7-5 Alert Response Time By Alert Type Report

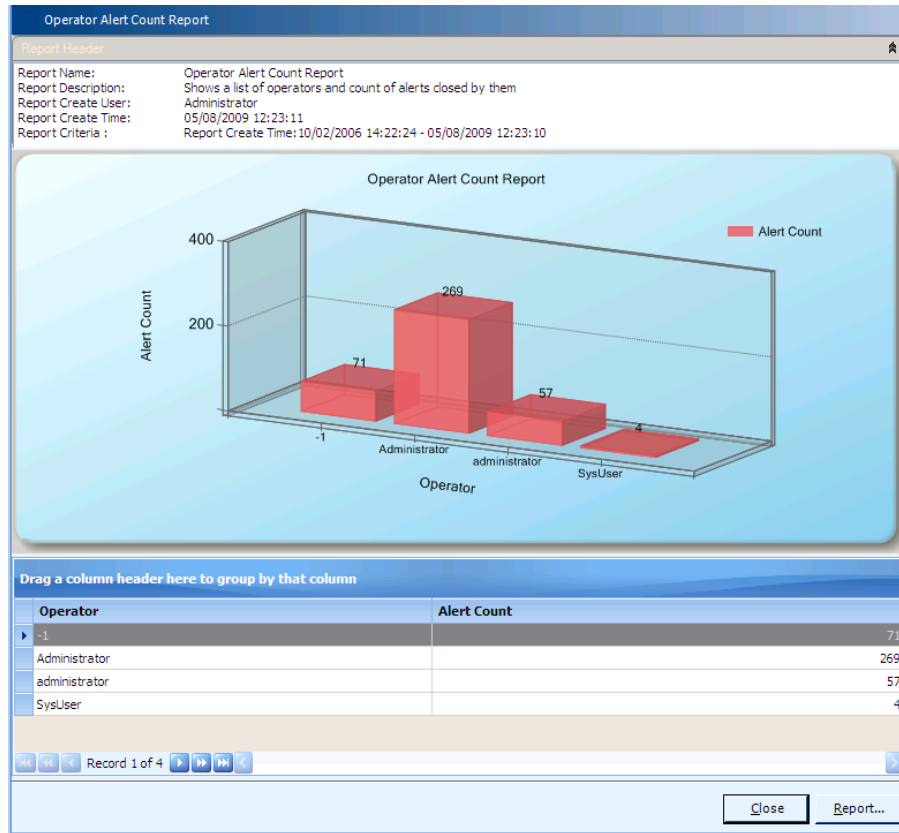
Figure 7-6 *Operator Alert Count Report*

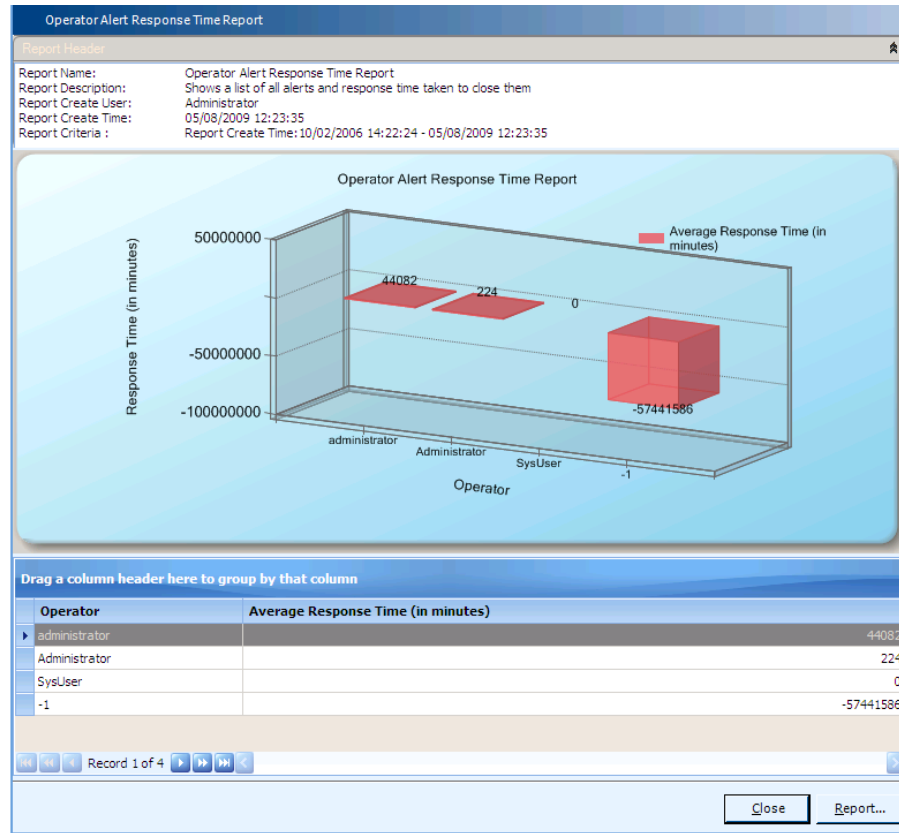
Figure 7-7 Operator Alert Response Time Report

Figure 7-8 *Operator End of Shift Report*

Operator End of Shift Report

Report Header

Report Name: Operator End of Shift Report
 Report Description: Shows a list of alerts handled by an operator for a specified time
 Report Create User: Administrator
 Report Create Time: 05/08/2009 12:24:07
 Report Criteria: Report Create Time:01/01/2008 14:22:24 - 05/08/2009 12:24:07

Drag a column header here to group by that column

Sev...	Sta...	Alert Type	Sensor Name	Location	Occur Time	Oper...	Aler...
Me...	Cl...	Forced Entry at Input %	PXT1G11C	CT First Floor	Feb 29 2008 04:3...	Administ...	273
Me...	Cl...	Forced Entry at Input %	PXT1G11C	CT First Floor	Feb 29 2008 04:4...	Administ...	276
Me...	Cl...	Forced Entry at Input %	PXT1G11C	CT First Floor	Feb 29 2008 06:0...	Administ...	279
Me...	Cl...	Forced Entry at Input %	PXT1G11C	CT First Floor	Mar 01 2008 07:5...	Administ...	282
Low	Cl...	Forced Entry at Input %	PXT1G11C	CT First Floor	Mar 01 2008 02:2...	Administ...	285
Low	Cl...	Forced Entry at Input %	PXT1G11C	CT First Floor	Mar 01 2008 02:5...	Administ...	288
Low	Cl...	VIEW (ObjectVideo, Inc.)	OV-1	Perimeter West	Mar 01 2008 04:5...	Administ...	289
Low	Cl...	DOTL at Input %	PXT2S04	CT First Floor	Mar 01 2008 04:5...	Administ...	292
Low	Cl...	Tailgate	PXP-118	T2E Second Floor Main	Mar 01 2008 04:5...	Administ...	293
Low	Cl...	Forced Entry at Input %	PXT1G11C	CT First Floor	Mar 01 2008 05:3...	Administ...	296
Low	Cl...	VIEW (ObjectVideo, Inc.)	OV-1	Perimeter West	Mar 01 2008 06:4...	Administ...	303
Low	Cl...	DOTL at Input %	PXT2S04	CT First Floor	Mar 01 2008 06:4...	Administ...	304
Low	Cl...	Tailgate	PXP-118	T2E Second Floor Main	Mar 01 2008 06:4...	Administ...	305
Low	Cl...	Forced Entry at Input %	PXT1G11C	CT First Floor	Mar 01 2008 07:0...	Administ...	306
Low	Cl...	Forced Entry at Input %	PXT1G11C	CT First Floor	Mar 01 2008 07:0...	Administ...	307
Low	Cl...	Forced Entry at Input %	PXT1G11C	CT First Floor	Mar 01 2008 07:0...	Administ...	308
Low	Cl...	Forced Entry at Input %	PXT1G11C	CT First Floor	Mar 01 2008 08:2...	Administ...	309
Low	Cl...	Forced Entry at Input %	PXT1G11C	CT First Floor	Mar 01 2008 08:2...	Administ...	310
Low	Cl...	DOTL at Input %	PXT2S04	CT First Floor	Mar 01 2008 08:4...	Administ...	311
Low	Cl...	Forced Entry at Input %	PXT1G11C	CT First Floor	Mar 01 2008 09:0...	Administ...	312
Low	Cl...	DOTL at Input %	PXT2S04	CT First Floor	Mar 01 2008 09:0...	Administ...	313
Low	Cl...	Forced Entry at Input %	PXT1G11C	CT First Floor	Mar 01 2008 09:2...	Administ...	314
Low	Cl...	VIEW (ObjectVideo, Inc.)	OV-1	Perimeter West	Mar 01 2008 09:2...	Administ...	315

Record 1 of 387

Close Report...

Figure 7-9 Top X Alert Response Time Report

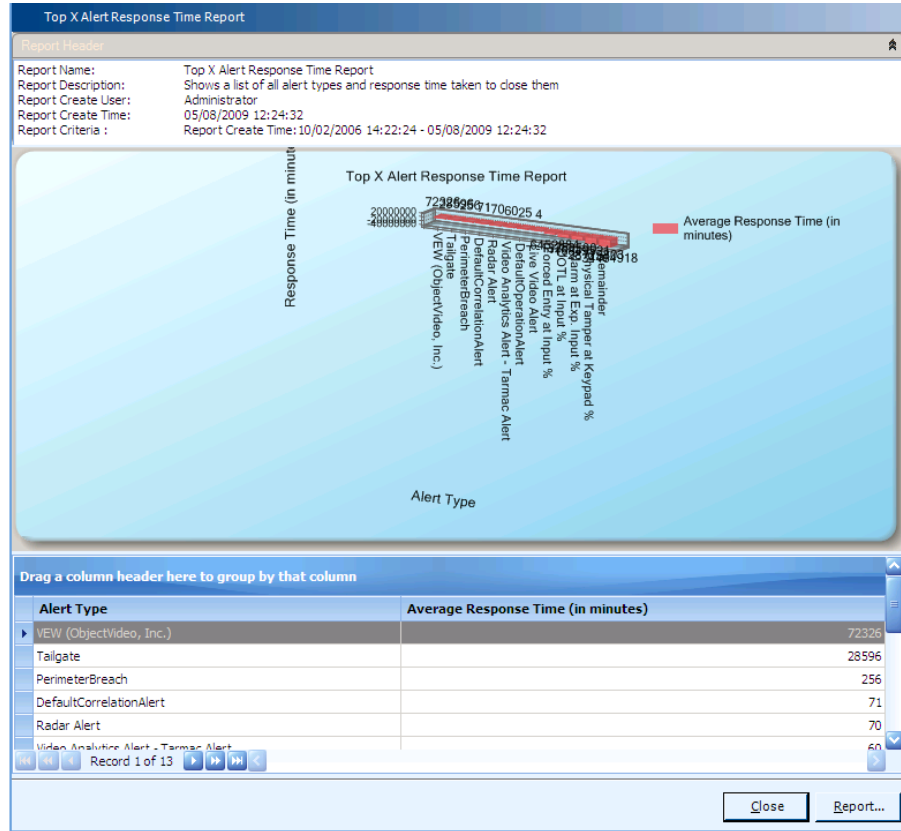


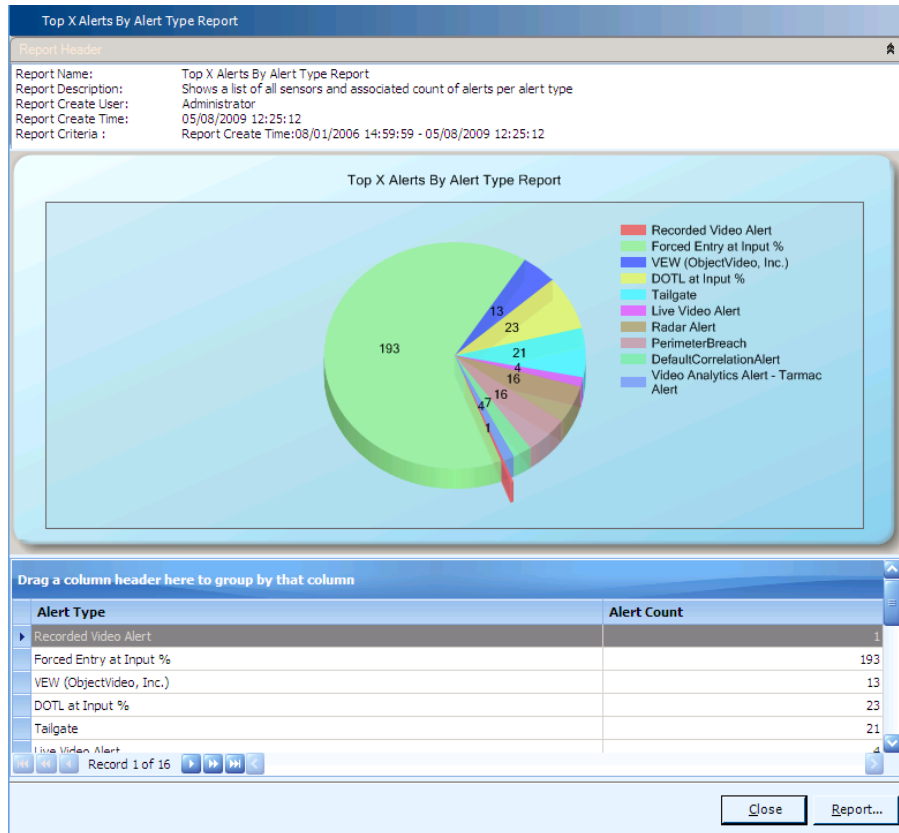
Figure 7-10 *Top X Alerts By Alert Type Report*

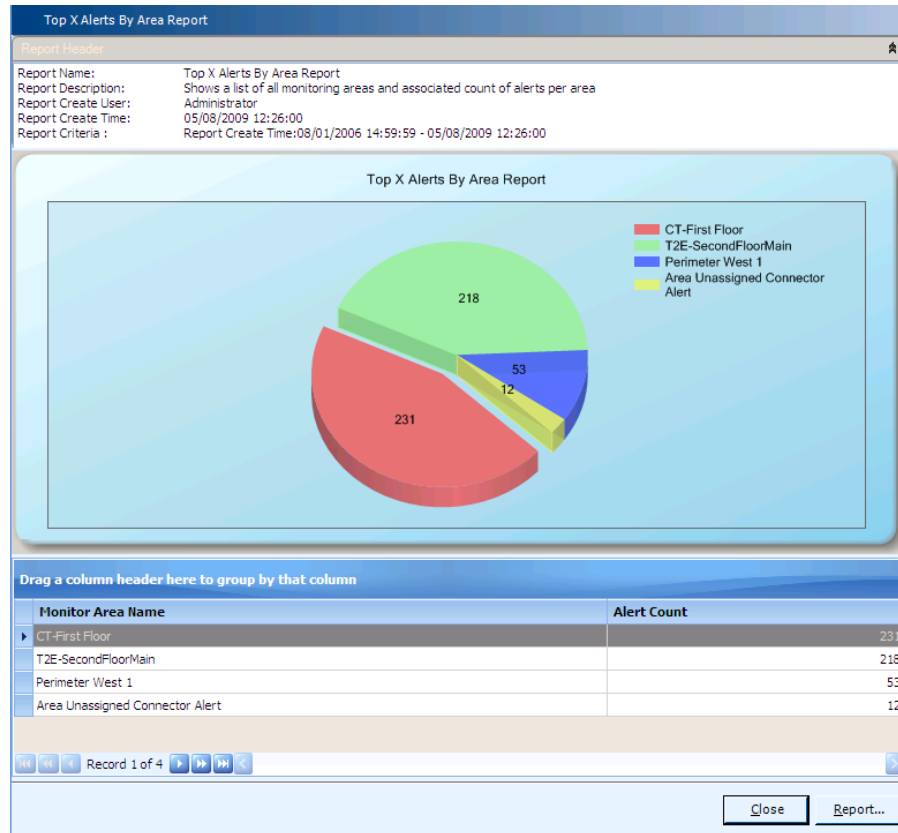
Figure 7-11 *Top X Alerts By Area Report*

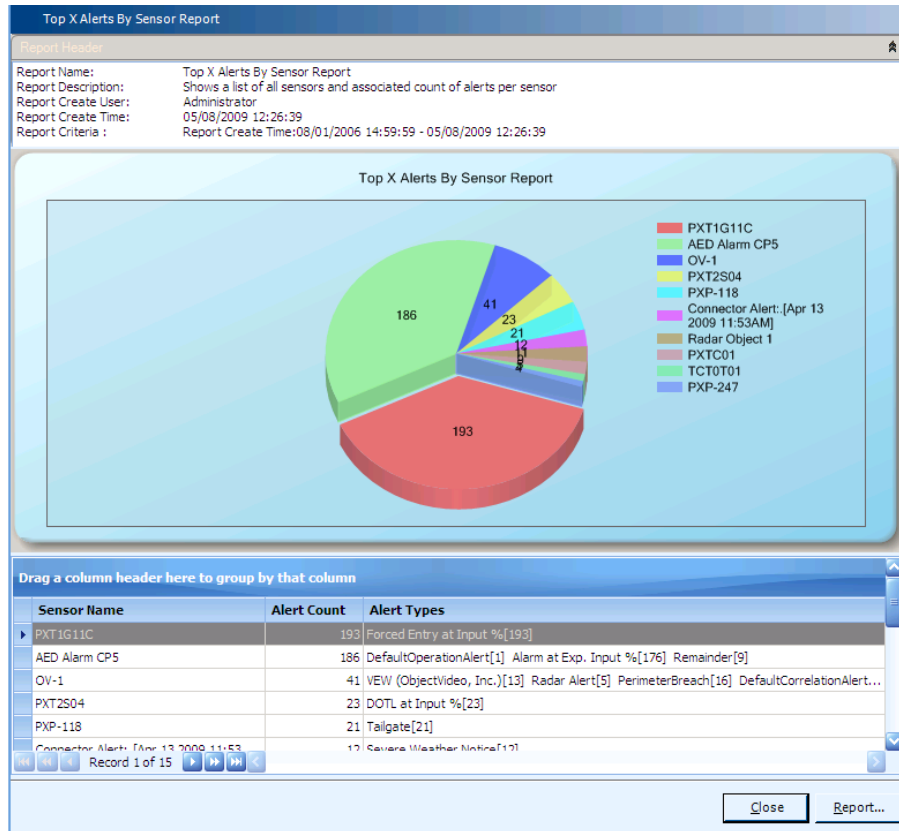
Figure 7-12 Top X Alerts By Sensor Report

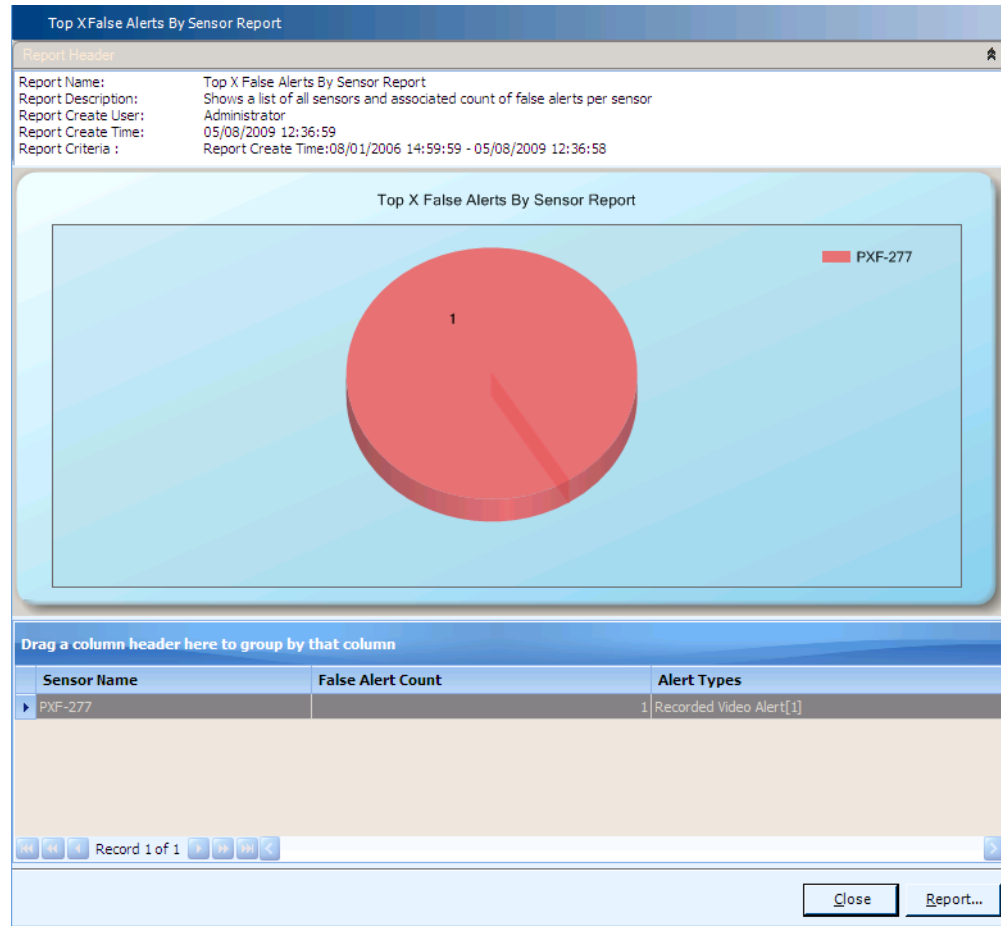
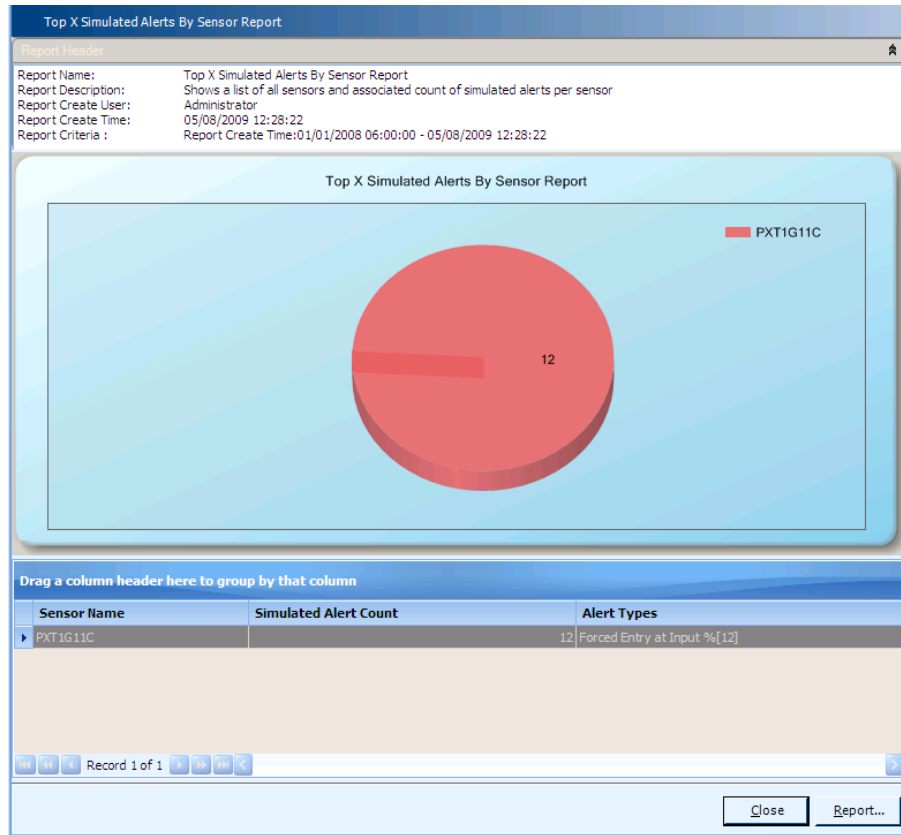
Figure 7-13 **Top False Alerts By Sensor Report**

Figure 7-14 *Top Simulated Alerts By Sensor Report*



CHAPTER 8

Advanced Tasks

This section describes how to use some advanced features such as:

- Turning alert beeps on or off
- Changing map display preferences
- Logging on or off PSOM Operation Console
- Viewing administrative alerts
- Viewing deleted alerts
- Checking connectivity to the PSOM Web Service
- Launching the Administration Console
- Quickly accessing external applications from the Operation Console
- Troubleshooting system information
- Viewing your security profile
- Changing your password
- Updating your license key
- Refreshing alert details

This chapter includes these topics:

- [Turning Alert Beeps Off or On, page 8-2](#)
- [Changing Map Display Preferences, page 8-3](#)
- [Changing the Default Display in the Map View Pane, page 8-4](#)
- [Adding Email Addresses to PSOM, page 8-4](#)
- [Logging On or Off, page 8-6](#)
- [Viewing Administrative Alerts, page 8-6](#)
- [Viewing Deleted Alerts, page 8-7](#)
- [Checking Connectivity to the PSOM Services, page 8-8](#)
- [Opening the Administration Console, page 8-9](#)
- [Accessing External Applications, page 8-9](#)
- [Troubleshooting System Information, page 8-11](#)
- [Viewing Your Security Profile, page 8-12](#)
- [Changing Your Password, page 8-13](#)

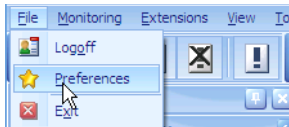
- [Updating Your License Key, page 8-14](#)
- [Refreshing Alert Details, page 8-15](#)
- [Turning Off Video Integration Warnings, page 8-16](#)
- [Using Native PTZ Motion, page 8-17](#)

Turning Alert Beeps Off or On

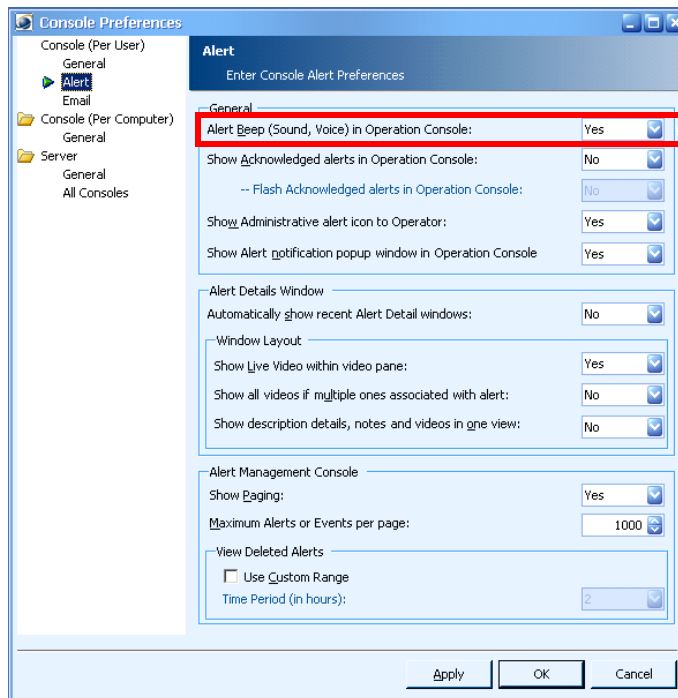
By default, a beep will sound when an alert is triggered.

To turn off beeps for alerts:

Step 1 Select **File > Preferences**.



The Console Preferences window appears.



Select No from the Alert Beep field and click OK.

Step 2 Select **No** from the **Alert Beep** field.

Step 3 Click **OK**.

Changing Map Display Preferences

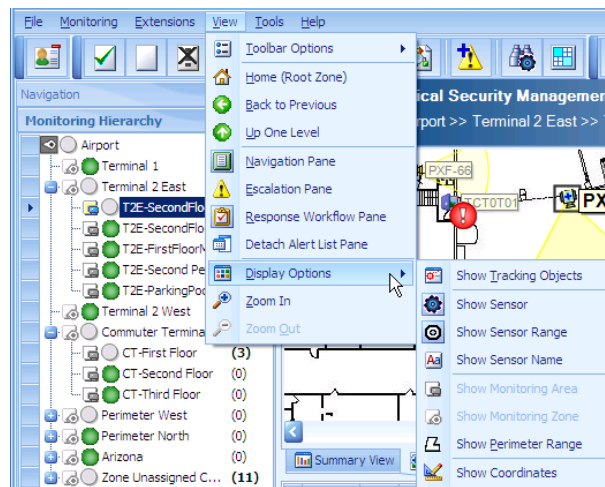
You can change the way maps are displayed in the Operation Console. For example, you can decide whether sensor icons are displayed with their names or ranges, or whether sensors are not displayed at all.

If you are viewing a monitoring zone, you can determine whether to display the boundaries for monitoring areas on that zone's map.

If you are viewing the global node, or a monitoring zone that has other zones nested within it, you can determine whether to display the boundaries for monitoring zones on that zone's map.

To change your display preferences:

Step 1 Click **View > Display Options**.



Step 2 Make a selection from the menu:

- To show or hide objects being tracked by radar, sonar or intelligent video, select **Show Tracking Objects**.
- To show or hide sensors on the map, select **Show Sensor**.
- To show or hide the boundaries for sensor ranges on the map, select **Show Sensor Range**.
- To show or hide sensor names on the map, select **Show Sensor Name**.
- To show or hide the boundaries for monitoring areas on the map, select **Show Monitoring Area**.
- To show or hide the boundaries for monitoring zones on the map, select **Show Monitoring Zone**.
- To show or hide the perimeter boundaries related to GPS coordinates, select **Show Perimeter Range**.
- To show or hide GPS coordinates defined for maps, select **Show Coordinates**. When you select this option, a grid overlays all maps with horizontal and vertical coordinates.

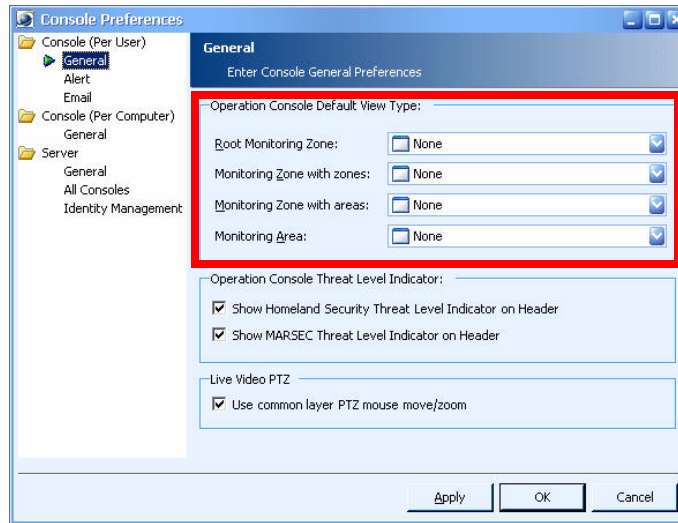
Changing the Default Display in the Map View Pane

You can decide what information is displayed by default in the Map View Pane when you view the global zone, monitoring zones or monitoring areas: the Summary View, Map View, or Table View.

To change the default display in the Map View Pane:

Step 1 Select **File > Preferences**.

The Console Preferences window appears.



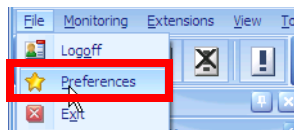
Step 2 On the **Console > General** tab, make a selection from each field under **Operation Console Default View Type** to determine what information is displayed by default in the Map View Pane. Choices include **None**, **Table View**, **Map View**, or **Summary View**. See the [“Visually Assessing Security Events with the Map View Pane”](#) section on page 2-5 for details.

Step 3 Click **OK**.

Adding Email Addresses to PSOM

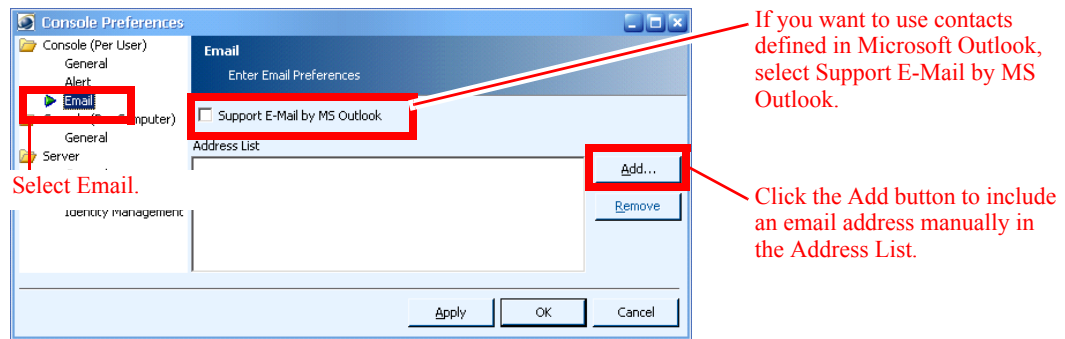
To add an email address to the Operation Console:

Step 1 Select **File > Preferences** from the menu bar at the top of the window.

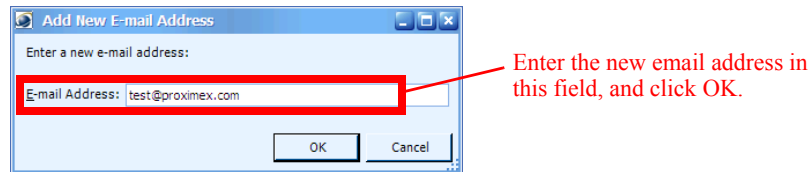


The Console Preferences window appears.

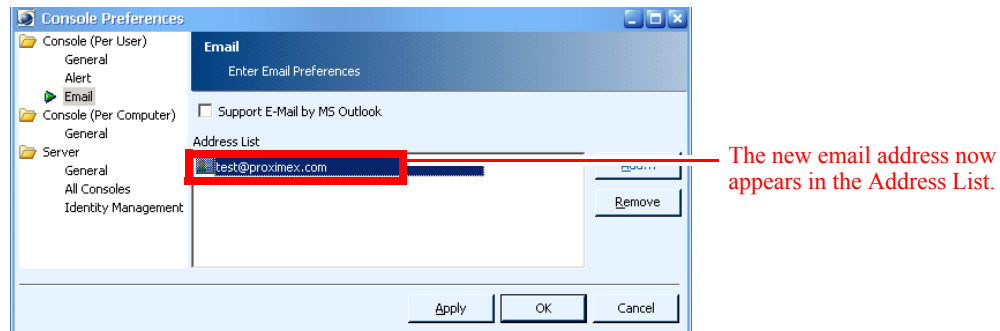
Step 2 Select **Email** from the menu at the left of the window.



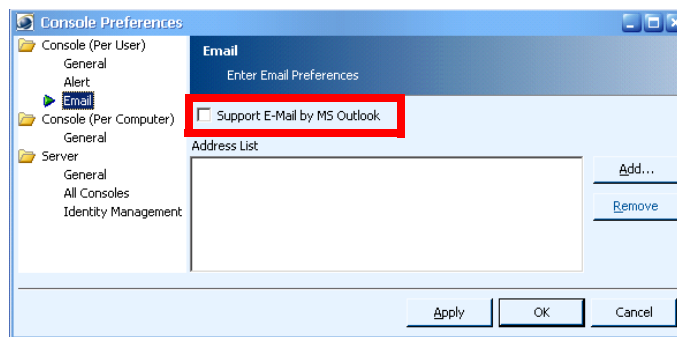
- Step 3** Click the **Add** button.
The **Add New E-mail Address** dialog box opens.



- Step 4** Enter the email address in the field provided and click **OK**.
The new email address appears in the **Console Preferences** dialog box.

**Note**

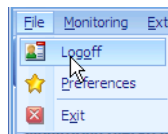
If you experience performance issues from Microsoft Outlook and PSOM emails, you can disable email notifications by un-checking the **Support E-Mail by MS Outlook** option in the **Console Preferences** dialog box.



Logging On or Off

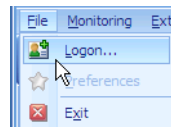
You can log off PSOM Operation Console, and then log back on as a different user, without exiting the Operation Console.

To log off the Operation Console, select **File > Logoff**.



To log back on to the Operation Console:

Step 1 Select **File > Logon**.



The Logon window appears.

Step 2 Select your login account from the **User Name** field.

Step 3 Enter the corresponding password from the **Password** field.

Step 4 Click **Logon**.

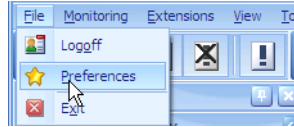
Viewing Administrative Alerts

By default, operators can click to view administrative alerts from the Operation Console. At the lower right corner of the window is an icon  that launches the PSOM Administrative Alert Management window

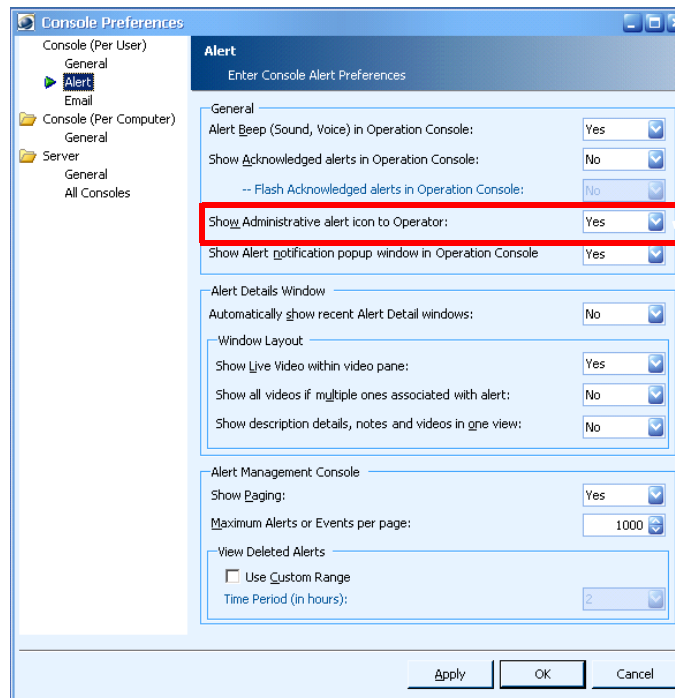
If this is distracting for operators, this icon can be hidden from view.

To hide access to administrative alerts:

Step 1 Select **File > Preferences**.



The **Console Preferences** window appears.



Select No from the Show Administrative alert icon to Operators field and click OK.

Step 2 Select **No** from the **Show Administrative alert icon to Operators** field.

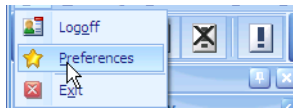
Step 3 Click **OK**.

Viewing Deleted Alerts

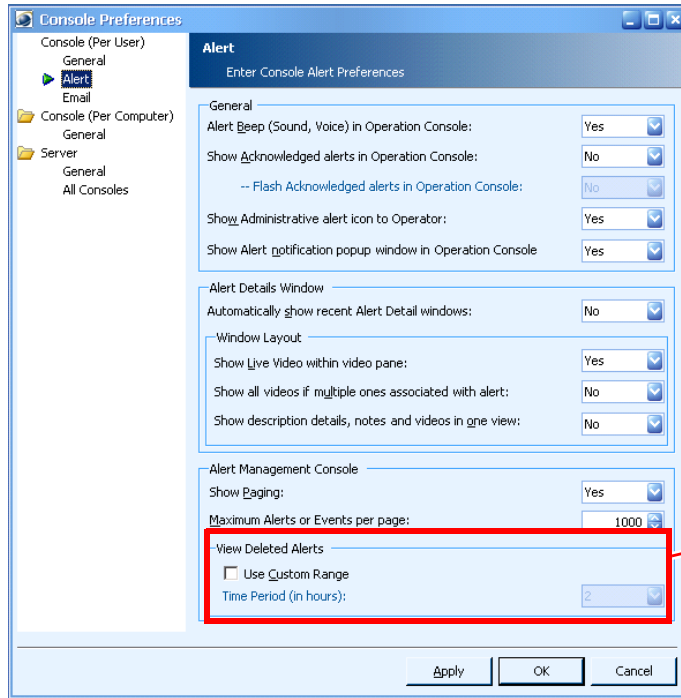
You can view alerts that have been deleted within a certain number of hours from the Operation Console. To do so, you set the View Deleted Alerts option in the Console Preferences.

To view deleted alerts:

Step 1 Select **File > Preferences**.



The Console Preferences window appears.



Check the Use Custom Range option and enter the number of hours in the field provided.

- Step 2** Select **Use Custom Range** in the **View Deleted Alerts** area and enter the number of hours passed for which you want to view alerts that have been deleted.
- Step 3** Click **OK**.

Checking Connectivity to the PSOM Services

From the Operation Console, it is readily apparent if there are connection problems with the PSOM Services. At the bottom of the window is a connectivity icon that appears with a red “x” when there is a connectivity issue.



There are no connectivity issues.



There is a problem connecting to the PSOM Services.

If the icon with the red “x” appears, more information will appear when the cursor passes over the icon. You might also see a message that the PSOM SQL DB connection is down.

Opening the Administration Console

You can launch the Administration Console from the Operation Console window if you have appropriate permissions. Otherwise, the options described below do not appear in the Operation Console.

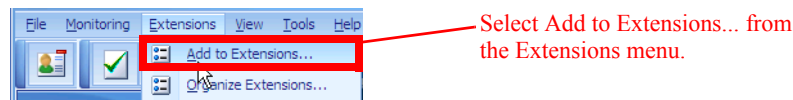
To open the Administration Console, click the **Administration Console** button  in the Operation Console toolbar.

Accessing External Applications

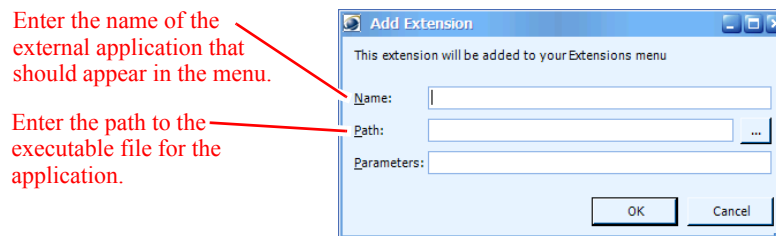
To streamline your operations activities, PSOM allows you to add links to external applications directly from the Operation Console. These links appear in the Extensions menu at the top of the window.

To add an external application to the Extensions menu:

-
- Step 1** Select **Extensions > Add to Extensions...** from the Operation Console.



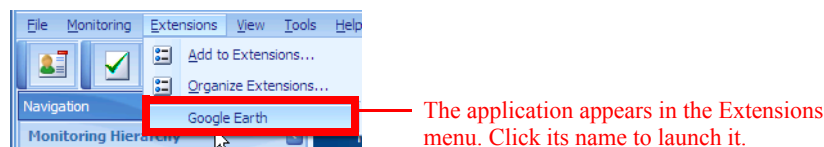
The Add Extension dialog box appears.



- Step 2** In the **Name** field, enter a name by which you'll recognize this external application when you see it in the **Extensions** menu.
- Step 3** In the **Path** field, enter the path to the application's executable file on your computer.
- Step 4** In the **Parameters** field, enter any startup values that are needed to launch the application.
- Step 5** Click **OK**.

A menu item with the extension name will be added to the **Extensions** menu.

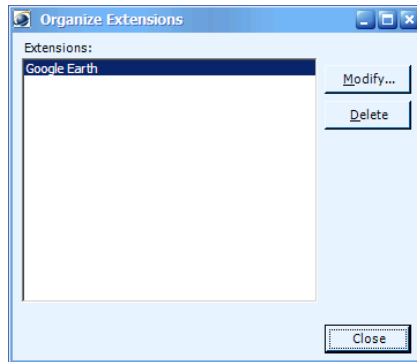
To launch the external application, return to the Extensions menu and select its entry.



To edit an existing extension's executable path:

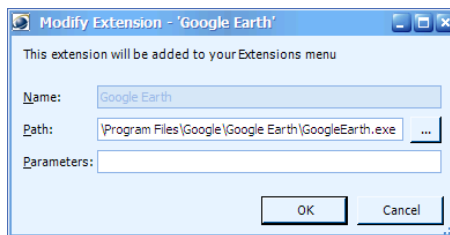
- Step 1** Select **Extensions > Organize Extensions...** from the Operations Console.

The **Organize Extensions** dialog box appears.



- Step 2** Click the **Modify** button.

The **Modify Extension** dialog box appears.



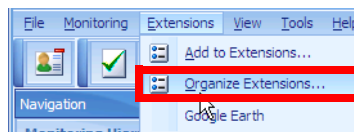
- Step 3** In the **Path** field, enter the *new* path to the application's executable file on your computer.

- Step 4** In the **Parameters** field, enter any startup values needed to launch your application.

- Step 5** Click **OK**.

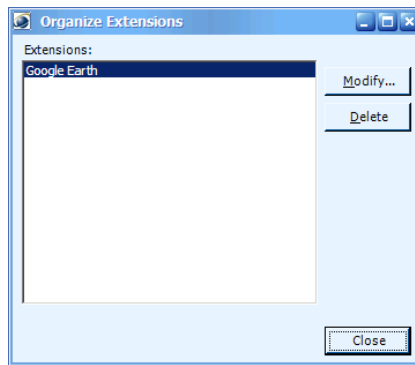
To delete an existing extension:

- Step 1** Select **Extensions > Organize Extensions...**



Select **Organize Extensions...** from the Extensions menu.

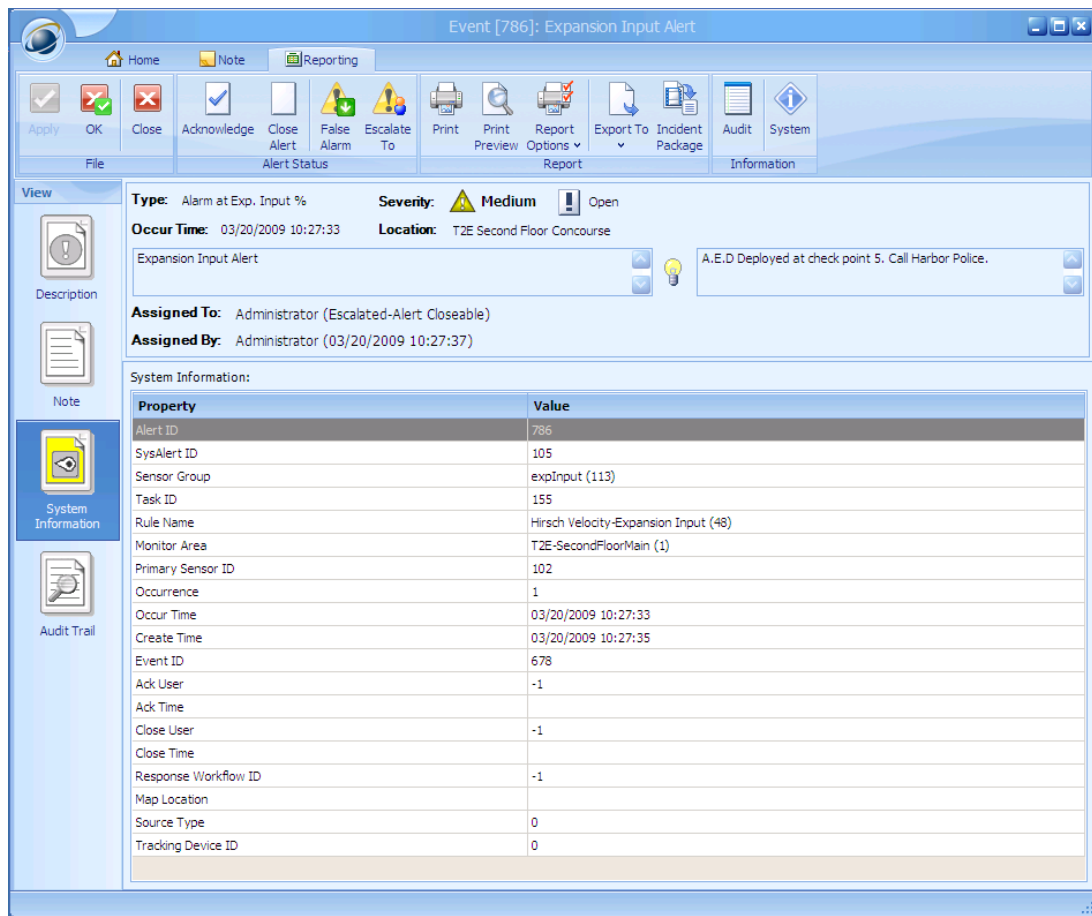
The **Organize Extensions** window appears.



- Step 2** Select the extension you want to delete from the **Extensions** list and click **Delete**.
The extension is removed from the list of extensions in the Organize Extensions window.
- Step 3** Click the **Close** button.
-

Troubleshooting System Information

You can troubleshoot any errors with an alert using the System Information window in the Alert Details window. For example, if the alert has been assigned to the wrong sensor group, you can change the group association by entering the correct group name in the **Sensor Group** field of the System Information window.



See the *Administering Cisco Physical Security Operations Manager* guide for information about these properties and their valid values.

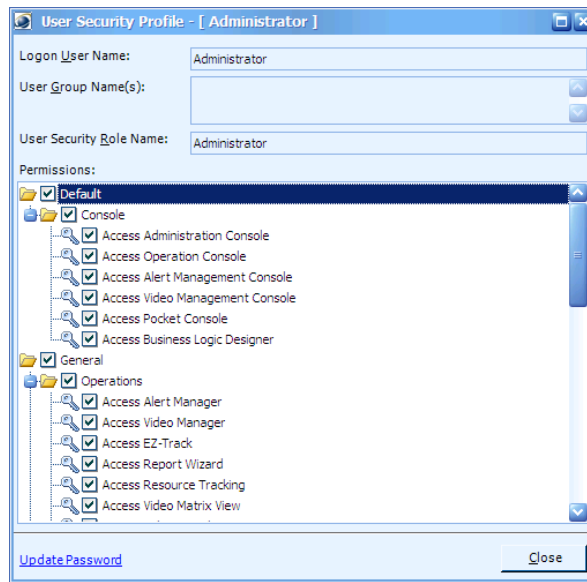
If you want to check the current installed versions of PSOM software, select **Help > About Cisco Physical Security Manager** from the menu bar in the Operation Console. The About dialog box appears and shows all currently installed versions of PSOM software.

Viewing Your Security Profile

Your security profile in PSOM determines your privileges to perform various actions, such as access the Administration Console. You can view your security profile by selecting **Help > Security Profile** from the menu bar in the Operation Console.



The User Security Profile window appears.



Changing Your Password

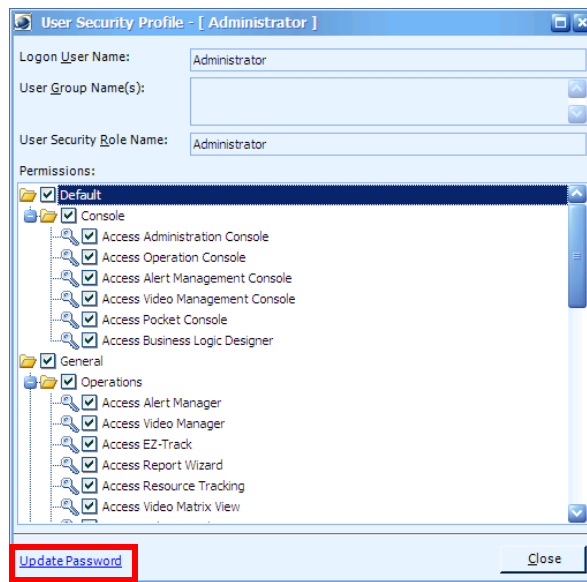
You can change your password from the User Security Profile window.

To change your password:

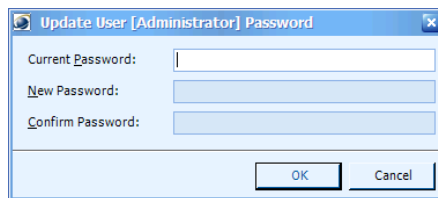
- Step 1** Select **Help > Security Profile** from the menu bar in the Operation Console.



- Step 2** Click the **Update Password** link at the bottom left of the User Security Profile window.



The Update User Password window appears.



- Step 3** Enter your current password in the **Current Password** field.
- Step 4** Enter your new password in the **New Password** and **Confirm Password** fields.
- Step 5** Click **OK** to save your changes.

Updating Your License Key

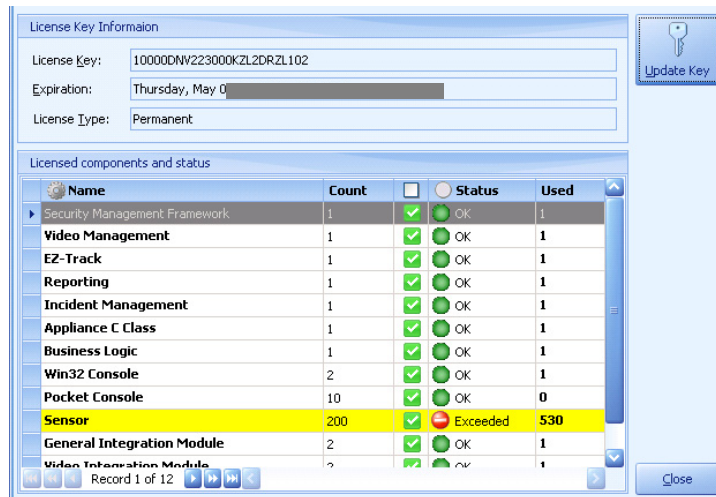
If your license key expires, you will need to update it to use the Operation Console.

To update your license key:

- Step 1** Select **Help > License Manager** from the menu bar in the Operation Console.

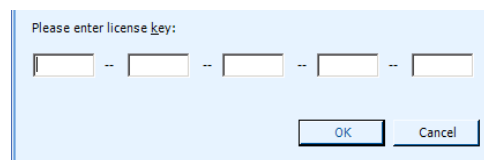


The PSOM License Manager window appears, displaying your current license information.



Step 2 Click the **Update Key** button.

The PSOM License Key window appears.



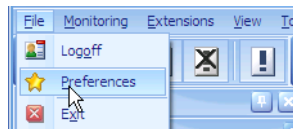
Step 3 Enter your license key in the fields provided, and click **OK**.

Refreshing Alert Details

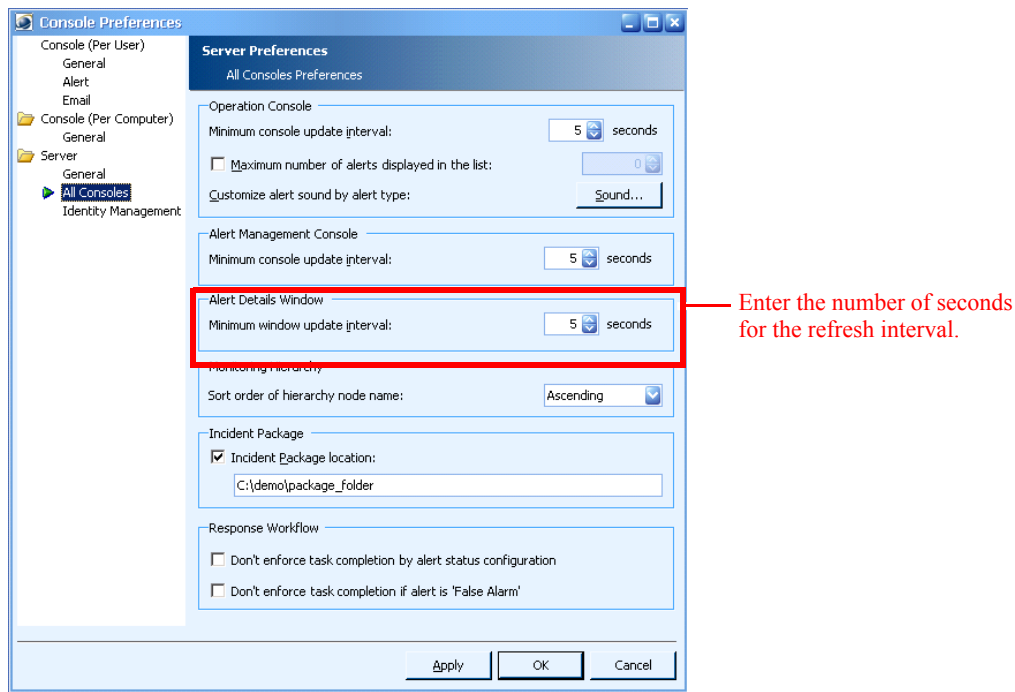
You can determine how often information in the Alert Details window is refreshed for synchronization of alert data with external security systems.

To modify the refresh interval for Alert Details:

Step 1 Select **File > Preferences**.



The Console Preferences window appears.



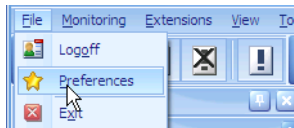
- Step 2** Enter the number of seconds for the refresh interval in the **Minimum window update interval** field. The default is 5 seconds, and the minimum is 3 seconds. If auto-refresh is not vital, increase the number of seconds to reduce performance impact.
- Step 3** Click **OK**.

Turning Off Video Integration Warnings

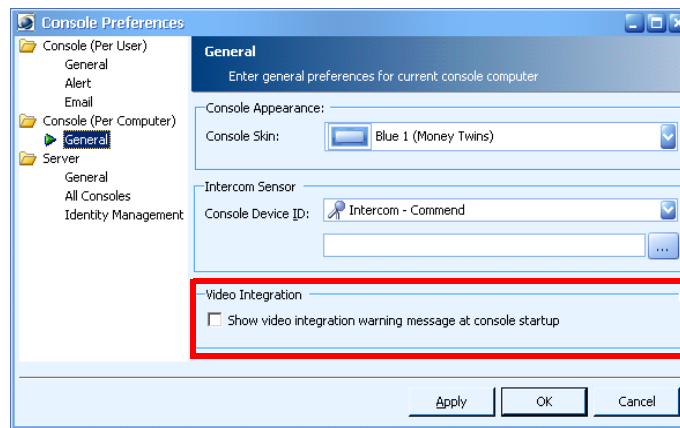
When launching the Operation Console, you may receive warning messages reminding you to install video adaptors. If you have installed the video adaptors that you need to use, and you do not want to see this message anymore, you can turn it off.

To turn off video integration warnings:

- Step 1** Select **File > Preferences**.



The **Console Preferences** window appears.



Step 2 Uncheck the **Show video integration warning message at console startup** option.

Step 3 Click **OK**.

Using Native PTZ Motion

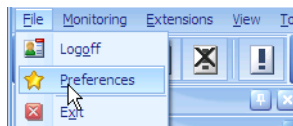
By default, PSOM uses a common PTZ motion control for all PTZ sensors so that PTZ controls are the same across all video vendors integrated with PSOM. This common PTZ camera handling shows a direction cursor when the mouse moves to a different region in a video window, it allows a left mouse click to initiate PTZ camera pans, and it enables using the mouse wheel for zooming in or out.

If you would like to disable this common PTZ motion control in favor of native PTZ motion control provided by external video software, then you must uncheck a preference option. When this option is unchecked, the video vendor's native PTZ movement solution will be used for camera move/zoom in video windows.

For example, with the Cisco native PTZ mouse move/zoom, you move the mouse on the camera window in the direction you want the camera to move and then right-click and hold while the camera pans. You release the mouse button to stop camera motion.

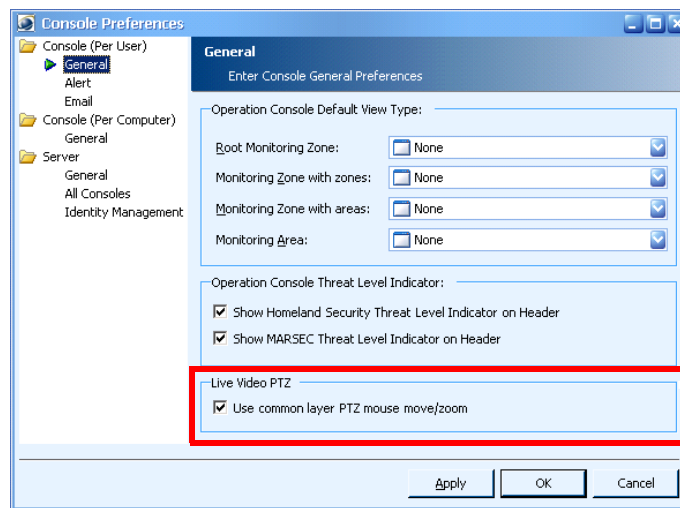
To disable the common PTZ motion control:

Step 1 Select **File > Preferences**.



The Console Preferences window appears.

Step 2 Select **General** under **Console**.



Uncheck this option to use native video software mechanisms for PTZ motion.

Step 3 Uncheck the **Use common layer PTZ mouse move/zoom** option.

Step 4 Click **OK**.



GLOSSARY

A

Access control device	A door that is secured with a card reader as part of an access control system.
Access control system	An intrusion detection system such as Hirsch Velocity that monitors sensors at access control devices (such as doors or elevators)
Alarm	The event raised by an intrusion detection system such as Hirsch Velocity which indicates an inappropriate behavior has occurred at a sensor device.
Alert	The event raised within PSOM when a coordinating intrusion detection system raises an alarm at a sensor.
Attach	To include an image as part of an alert description such that people viewing the alert will be able to see the image.
AVI file	Audio Video Interleave. An audio-video standard designed by Microsoft

C

Client	The PSOM client application is the part of PSOM that runs locally, on the computer that you have on your desk. It interacts with several PSOM servers, which run on other computers linked to yours over a network.
Compression	When a file is stored differently such that it has a smaller file size, and potentially transmits across the Internet more quickly.

D

Database	The database holds all the information on which PSOM operates, including alert details, recorded video, snapshots and notes.
Database server	The server-side application responsible for interactions between the PSOM client and the set of data from which it draws.
Docked window	A window that is integrated within the overall PSOM software windows.

Dossier	The set of information stored about an alert including its description, notes, recorded video, and snapshots.
DVR	Digital Video Recorder. Electronic equipment that captures video from video cameras and stores it to a database.
E	
Export	To take information and transform it so it can be viewed in other ways. For example, to change a Word document so it can be viewed within Adobe Acrobat Reader by <i>exporting</i> the document to PDF format.
F	
Footage	A stream of video captured by a video camera.
I	
Intrusion detection system	Computer software such as Hirsch Velocity that monitors sensors at access control devices (such as doors or elevators).
L	
live video	Video footage that is happening in real time; it has not been recorded at an earlier time.
M	
Monitoring area	A physical location in which a collection of sensors are used in tandem to observe activity.
P	
Pan	To move the angle of a video camera so that it displays a different view of a physical location.
Pane	A part of a window.
PTZ	Pan-tilt-zoom. A video camera for which users can remotely control the view using pan, tilt, and zoom operations.

R

Recorded video Video footage that has been saved to a DVR database.

S

Security zone A logical group of monitoring areas within your total security boundary.

Sensor An electronic device that responds to certain stimulus (as heat, light, sound, pressure, magnetism, or a particular motion) and transmits a resulting impulse. PSOM works with video camera sensors and access control sensors.

Snapshot A still frame captured from a video. A photograph.

Standalone window A window that is not integrated within the overall PSOM window.

T

Thumbnail A very small visual representation of a larger image.

U

Undocked window A window that has been removed from the overall PSOM window to become a standalone window.

V

Video feed The stream of visual images transmitted by a video camera.

Z

Zoom To make part of an image larger (zoom in) or smaller (zoom out).



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 - ID assigned to access [3-18](#)
 - name of person [3-18](#)
 - organization person belongs to [3-18](#)
 - status code for access [3-18](#)
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