



Addendum to Cisco Physical Security Operations Manager Documentation, Release 6.1

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CHAPTER 1

Introducing PSOM Version 6.1

This Addendum introduces the new features of Cisco Physical Security Operations Manager (PSOM) version 6.1. It is a supplemental document to the existing *Using PSOM* and *Administering PSOM* guides.

PSOM version 6.1 includes these new features, which are explained in more detail in the sections that are referenced:

- Remote Video Console—PSOM live and alert video can now be displayed on a video wall using a Remote Video Console configuration. See [Chapter 2, “Displaying on a Video Wall via Remote Video Console.”](#)
- Response Tasks Notification—Operators can now receive notification of outstanding response tasks for alerts. See [Chapter 3, “Receiving Response Task Notifications.”](#)
- Location Sensor Members—Administrators can now manage members of Locations when adding or editing Locations in the Administration Console. See the [“Managing Members of Locations” section on page 1-2.](#)
- Incident Package Link in Alert Details—A new server preference can be set so that any time an Incident Package is generated for an alert, a link to that package folder is placed in the Notes area of the Alert Details window. See the [“Linking to Incident Packages from Alert Details” section on page 1-2.](#)
- Automatic Alert Details Window by Severity—A new server preference can be set so that when alerts of designated severity occur (for example, Critical alerts), the Alert Details window automatically opens. See the [“Automatically Opening the Alert Details Window by Severity” section on page 1-2.](#)
- Manual Cache Management for PSOM Consoles. See the [“Clearing Cached Data” section on page 1-3.](#)
- Recorded Video Access from EZ-Track Report. See the [“Accessing Exported Video from EZ-Track Track Link Report” section on page 1-3.](#)
- Language Control for the Operation Console—If language support is available, the Operation Console can be launched with a designated language. See the [“Selecting a Language During Logon to the Operation Console” section on page 1-3.](#)
- List Order Control for Members of a Monitoring Zone—You can now change the order that members of a Monitoring Zone are presented in the Monitoring Hierarchy. See the [“Reordering the Members of a Monitoring Zone” section on page 1-3.](#)
- Initial Map Zoom—You can now control the initial zoom level for PSOM maps. See the [“Controlling Initial Map Zoom” section on page 1-4.](#)

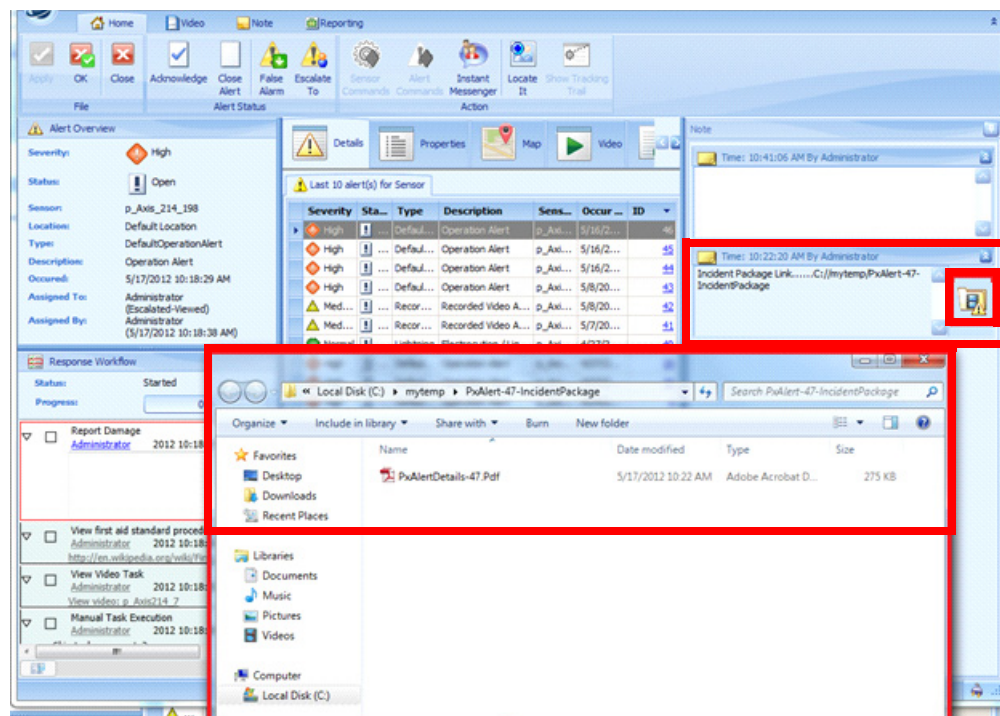
Managing Members of Locations

When adding or editing Locations in the Administration Console, you can now add sensors as members to a Location. For example, click the **Members** tab in the Edit Location window.

From the **Members** tab you can click **Add** to add a new sensor to this Location. The Select Sensors window appears where you can select sensors and click **OK**.

Linking to Incident Packages from Alert Details

A new server preference can be set so that any time an Incident Package is generated for an alert, a link to that package folder is placed in the Notes area of the Alert Details window, as shown next.



To access this preference, open the Preferences dialog and select **Server > All Consoles**. Select the **Add Incident Package** location link as a note in Alert Details window option under **Incident Package**.

Automatically Opening the Alert Details Window by Severity

If you want to automatically open the Alert Details window when an alert occurs in PSOM, you can set the Automatically show recent Alert Details window preference to **Yes**. For this release, you can further customize this preference by selecting the alert statuses to which this preference applies from the **Show recent Alert Details window for Severity** field.

Clearing Cached Data

PSOM Consoles cache a variety of information in a set of folders under the Console's cache directory:

These cache folders can be cleared by selecting **Tools > Clear User Cache Data** from any PSOM Console.

The Clear User Cache Data dialog appears.

Select the options for the cache data you want to clear.

Table 1-1 **Cache Clearing Options**

Option	Description
Clear table control settings inside console windows	Removes the contents of the Console folder in the cache directory for the PSOM Console.
Clear console window's size and location settings	Removes the contents of the WindowLayouts folder, and then removes the WindowLayouts folder itself.
Clear Business Logic policies, Rules, Zone and Area cache	Removes the following folders (and their contents) from the cache directory: Area, Rule, Workflow, and Zone.
Completely clear user cache	Clears all cache data. Checking this option disables all the other options.

Accessing Exported Video from EZ-Track Track Link Report

You can now access exported video from the EZ-Track Track Link PDF report. The report is generated before the video files are exported; therefore if the recorded video is not exported successfully, the Exported Video File link still appears in the report.

Selecting a Language During Logon to the Operation Console

You can now select a language from the **Language** field when logging in to the Operation Console.

Once you have logged in to the Operation Console with a designated language, the Console opens with that language the next time it is launched.

Reordering the Members of a Monitoring Zone

From the Administration Console, you can now reorder the members of a Monitoring Zone. View the Properties for the Monitoring Zone and click the **Member** tab.

Select the member you want to move and click **Up** or **Down**. Click **OK** when done reordering the members.

Controlling Initial Map Zoom

You can control the initial zoom level at which all PSOM maps are displayed using the new Console preference **Initial Map View Zoom %**. To center the map to an alert's location, select the **Center map by alert location when click [Locate It] button** option.



CHAPTER 2

Displaying on a Video Wall via Remote Video Console

If your security environment includes a third-party video wall (or collection of video monitors that can display video individually or collectively), you can feed live and alert video from PSOM onto that video wall using Remote Video Console functionality.

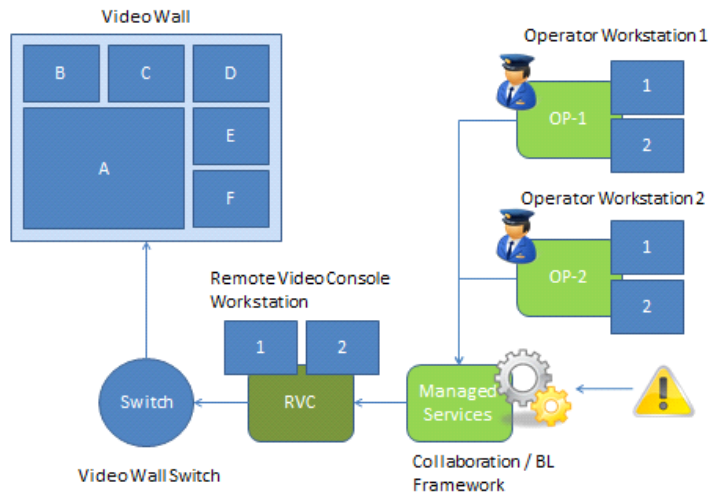
This chapter includes these topics:

- [Overview, page 2-1](#)
- [Configuring the Remote Video Console Machine, page 2-3](#)
- [Enabling Remote Video Console from PSOM Console Machines, page 2-4](#)
- [Displaying Video Remotely via Remote Video Console Control, page 2-5](#)
- [Displaying Video on a Video Tile in the Remote Video Console, page 2-9](#)
- [Permissions, page 2-13](#)
- [Auditing, page 2-14](#)

Overview

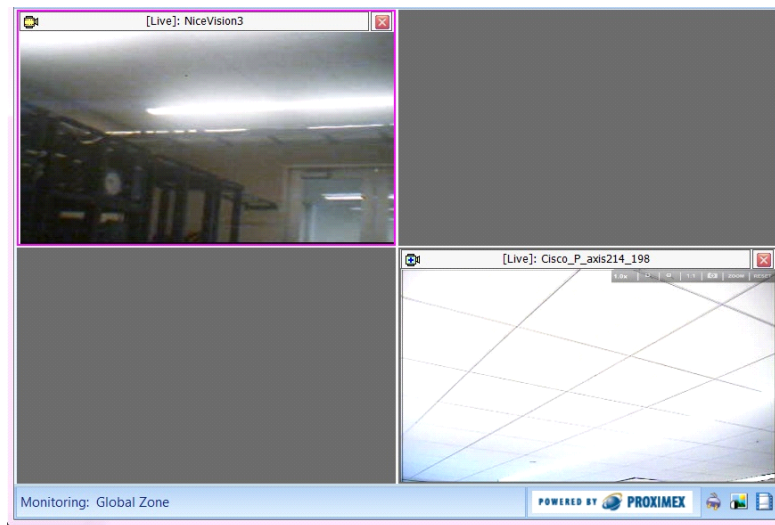
PSOM video can be displayed on the video wall interactively by operators on-demand, as well as programmatically (such as when an alarm occurs).

The workstation running the Remote Video Console is a dedicated PSOM workstation. RVC manages the display of PSOM video on the video wall using a third-party video wall switch (for example, Aventura). DVI connections between the Remote Video Console and the video switch are mapped statically so as to control the display of video to a single video monitor (1:1 video display), a collection of video monitors, or a series of video matrix displays.



As shown in the architecture diagram, the Operator Workstation is a machine that hosts PSOM Console(s) with the capability to control Remote Video Console. Operators can display live video, and remove existing video from a tile, using the Remote Video Console Control. Other functions cannot be performed remotely, such as controlling playback for recorded video.

The Remote Video Console workstation can be configured to display the desired alert or live video view in the Video Management Console (such as 2x2 or 3x3 matrix) with the relevant video feeds. Operators can push the customized video view to the video wall using the RVC. When the Remote Video Console is launched, the toolbar and header that normally appear in the Video Management Console are hidden.

**Note**

Alert video can only be displayed as a video matrix. Live video can be displayed as a video matrix or guard tour. Live video and alert video cannot be combined within the same video matrix view in this release.

Configuring the Remote Video Console Machine

Install PSOM Video Management Console on the machine that will serve as the Remote Video Console. Then configure public video views in the Video Management Console. These video views will be the options presented to the operator in the Remote Video Console Control on the remote Operator Workstation.

One instance of Remote Video Console must be launched to display live video (as a video matrix or guard tour), and a separate instance of Remote Video Console must be launched to display alert video (as a video matrix). To allow operators to switch between alert video and live video, both instances of the Remote Video Console must be running.



Note

Launch the Remote Video Console as an administrator to be sure it is working properly.

For example:

- [Video window - Main] serves as a live video matrix view and guard tour. It can be configured by default with a 3x3 matrix style.
- [Video window - 1] serves as a display for alert video posted by operators from PSOM Consoles. It can be configured by default with a 2x2 matrix style.

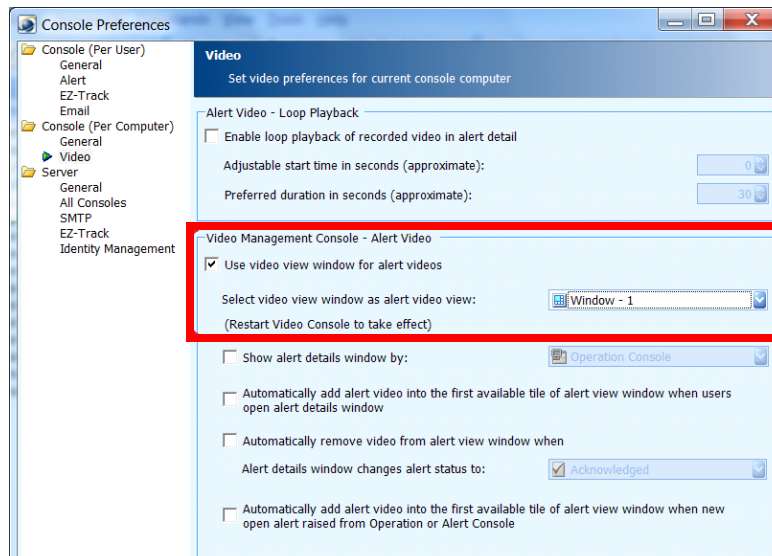
To set up the alert video view, follow these steps:

Procedure

From the Video Management Console of the Remote Video Console machine:

Step 1 Select **File > Preferences**.

Step 2 Select **Console (Per Computer) > Video**.



Step 3 Select **Use video view window for alert videos** from the Video Management Console – Alert Video area.

- Step 4** From the **Select video view window as alert video view** field, choose the video view window to display in the Remote Video Console when it launches due to an alert occurrence.
- Step 5** Click **OK**.
- Step 6** Restart the Video Management Console.

There are additional settings for automated alert video updates that work only locally on the Remote Video Console machine. These settings allow you to:

- Automatically add alert video into the first available tile of the alert view window in the Remote Video Console when operators view the Alert Details window of the Operation Console.
- Automatically remove video from the alert view window in the Remote Video Console when an alert's status changes from the Alert Details window of the Operation Console.
- Automatically add alert video into the first available tile of the alert view window in the Remote Video Console when a new alert is raised in the Operation Console.

Enabling Remote Video Console from PSOM Console Machines

To enable Remote Video Console, use a server preference for PSOM Consoles that designates which Video Management Consoles are allowed to show video loaded from other PSOM Consoles (Operation Console, Alert Console, or Video Management Console). Operators must have sufficient privileges to set this preference. PSOM supports multiple Remote Video Consoles.



Note

A Remote Video Console cannot display video remotely to another Remote Video Console.

To enable Remote Video Console, follow these steps:

Procedure

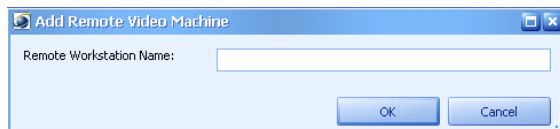
- Step 1** Select **File > Preferences** in the PSOM Console.
- Step 2** Select **Server > Video** in the left pane.
- Step 3** Select the **Enable remote video control of the following workstations** option.



Note

If this option is unchecked, remote video control is not supported.

- Step 4** Click **Add**.



- Step 5** Enter the hostname or IP address for the remote workstation that has the Remote Video Console in the **Remote Workstation Name** field.

**Note**

IP addresses are automatically converted into machine names.

Once configured in the PSOM environment, other operators will automatically have access to this Remote Video Console after the next login.

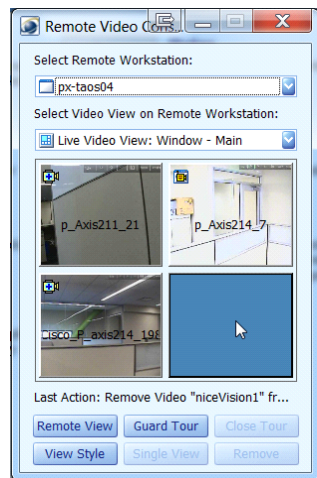
Displaying Video Remotely via Remote Video Console Control

When the Operation Console is launched from an Operator Workstation, the Remote Video Console Control dialog appears.

**Note**

You must first follow the procedures in the [“Enabling Remote Video Console from PSOM Console Machines” section on page 2-4](#), and a controllable Remote Video Console must be available.

A Remote Video Console Control dialog opens when an Operation Console, Video Management Console, or Alert Console opens. However, only one Remote Video Console Control dialog opens if multiple Consoles launch at the same time.

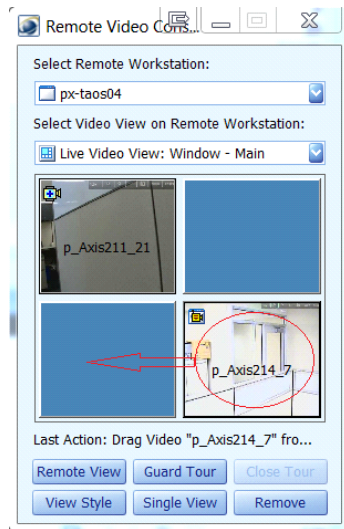


Select the Remote Video Console to access from the **Select Remote Workstation** field. Then select the video view you want to get access to on the Remote Video Console from the **Select Video View on Remote Workstation** field. The choices in this second field depend on the video views configured on the Remote Video Console, as described in the [“Configuring the Remote Video Console Machine” section on page 2-3](#).

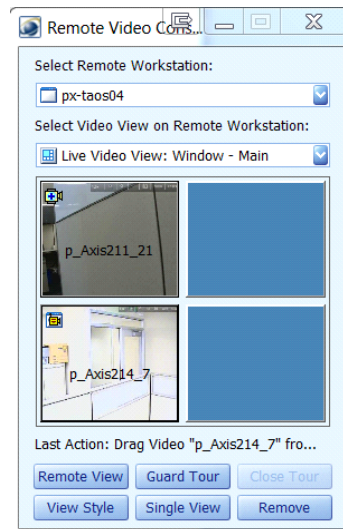
The selected matrix video view appears as it has been configured in the Remote Video Console (e.g., 1x1, 2x2, 3x3 or 4x4). If a tile appears purple, there is a video sensor without a snapshot associated with the video tile. If a tile has an image, it is a snapshot from the associated video sensor. If a tile appears blue, there is no associated video sensor or snapshot.

You can alter the configured matrix video view on the Remote Video Console from the Remote Video Console Control dialog box on the Operator Workstation. Simply drag and drop video sensors from the Table View in the Operation Console into the desired tile in the video matrix. You can also drag video from one tile to another in the Remote Video Console Control dialog box.

BEFORE THE DRAG



AFTER THE DRAG

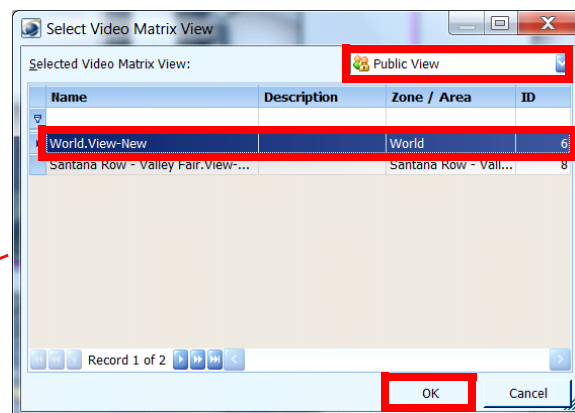
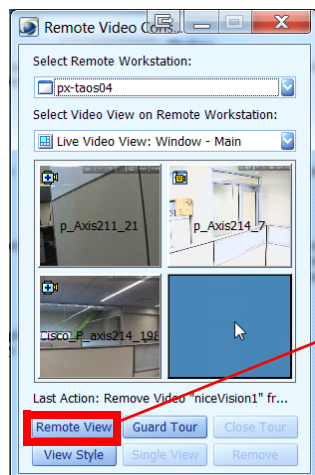


You can automatically switch the matrix view in the Remote Video Console by clicking **Remote View** in the Remote Video Console Control dialog. The Select Video Matrix View dialog appears where you can select a predefined Public View to load in the Remote Video Console. When you click **OK**, the view in the Remote Video Console will automatically switch to the Video Matrix View Mode.

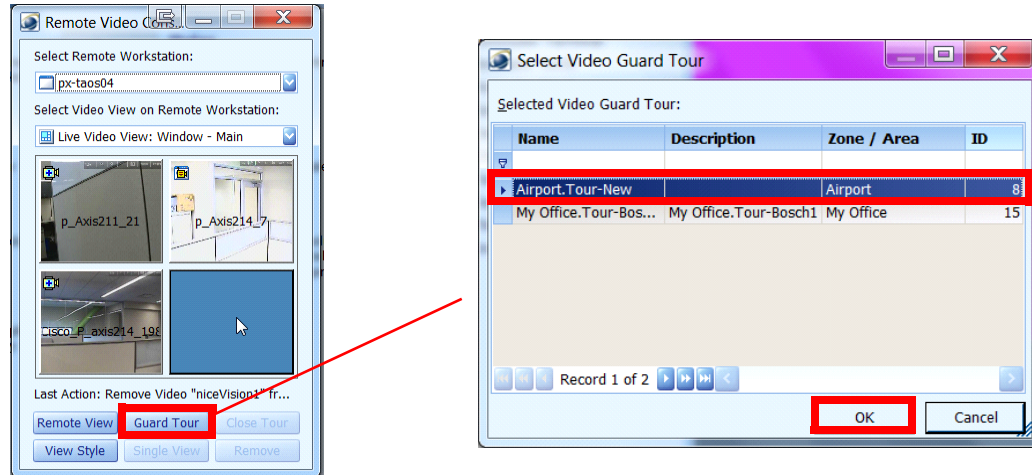


Note

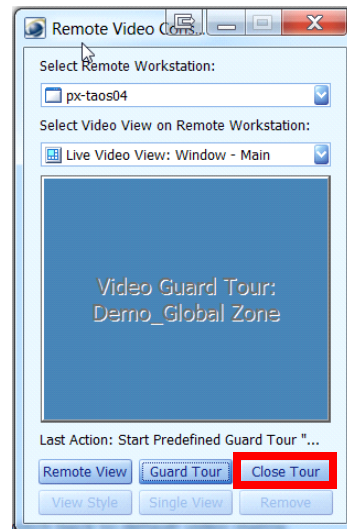
For this release, only Public Views can be loaded in the Remote Video Console.



You can automatically switch the Remote Video Console to display a predefined guard tour by clicking **Guard Tour** in the Remote Video Console Control dialog. The Select Video Guard Tour dialog appears where you can select a predefined guard tour to push to the Remote Video Console. When you click **OK**, the view in the Remote Video Console will automatically switch to the Video Guard Tour Mode.

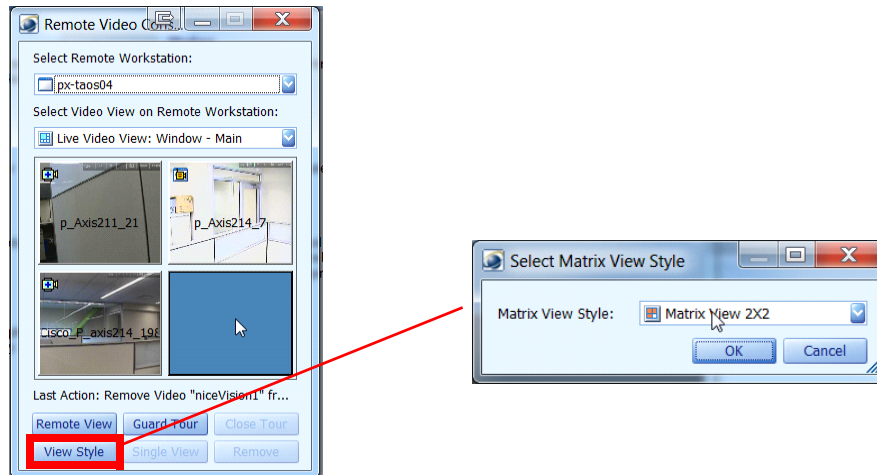


When you switch to video guard tour mode, the Remote Video Console Control dialog appears as shown next.

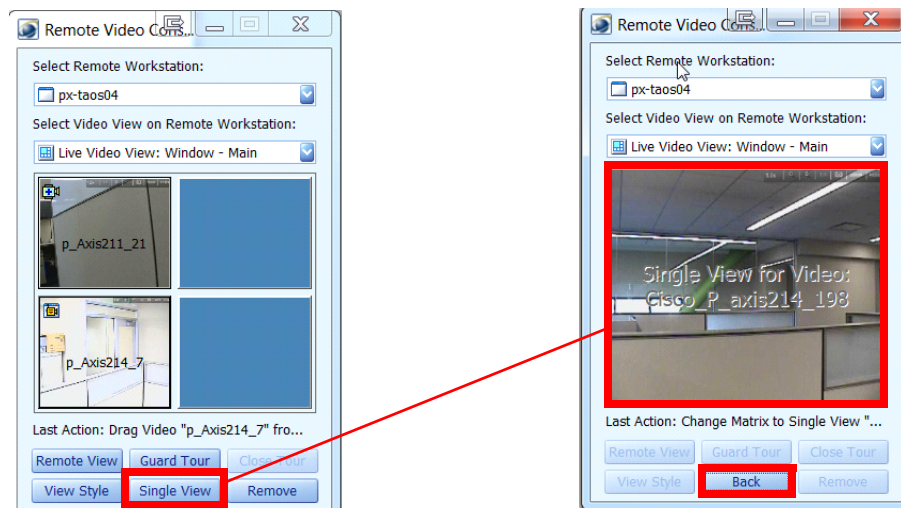


Click **Close Tour** to stop the current video guard tour and switch back to the previous video matrix view.

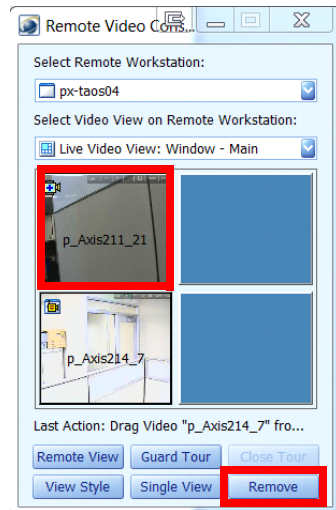
To change the display style of a matrix view in the Remote Video Console, click **View Style**. In the dialog that appears, choose the preferred view style from the **Matrix View Style** field. As long as you have adequate permissions, the matrix view style will be updated.



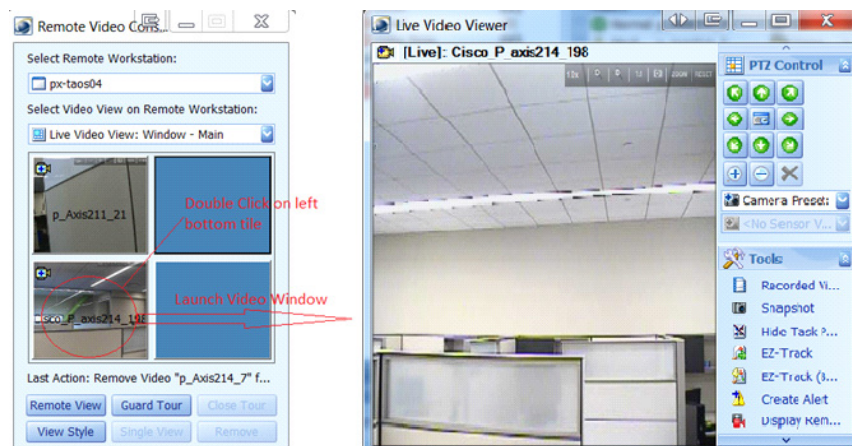
To zoom in and display a single video tile, click **Single View** in the Remote Video Console Control dialog. Click **Back** to return to the matrix video view.



If you want to remove a certain video tile from the video matrix view in the Remote Video Console, select it and click **Remove**.



To view video for a certain video tile in the Live Video Viewer or Recorded Video Viewer window, double-click the video tile in the Remote Video Console Control dialog. For alert video, the current time from the remote recorded video will automatically be displayed.



Multiple Operation Consoles can connect with the Remote Video Console and make changes to its display. These changes will be reflected in the Operation Console automatically. If the changes are not reflected in a timely manner, you can also manually refresh the connection between the Operation Console and Remote Video Console by pressing F5 while the Remote Video Console Control dialog is active.

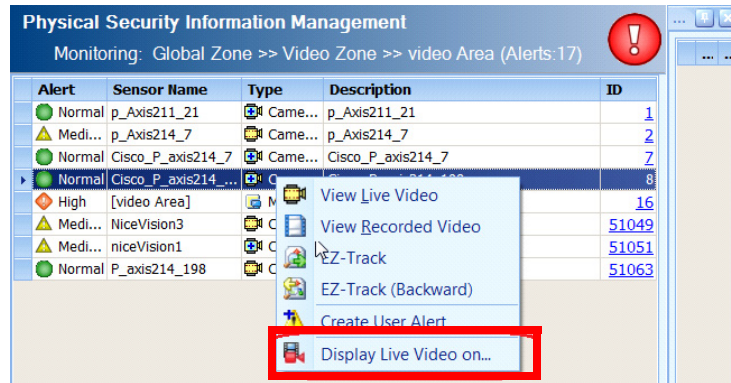
Displaying Video on a Video Tile in the Remote Video Console

There are several ways to add new video on a video tile in the Remote Video Console.

To display video on a video tile in the Remote Video Console, follow these steps:

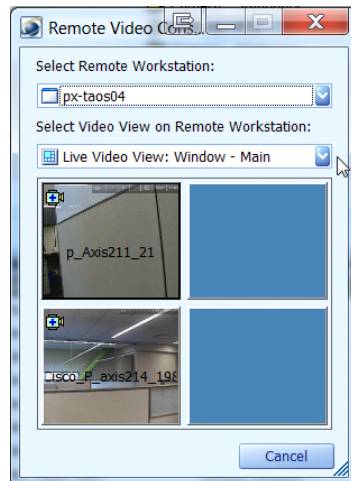
Procedure

- Step 1** From the Operation Console, right-click a camera sensor in the Map View or Table View and select **Display Live Video on**.



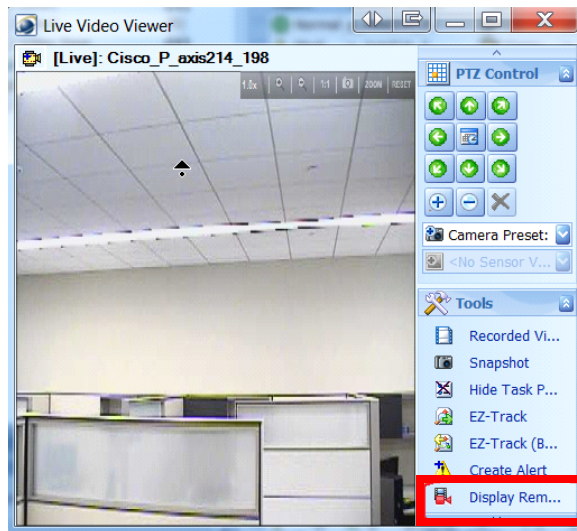
- Step 2** A Remote Video Console Control dialog opens.
- Step 3** Select the tile where you want to display the selected video.

The Remote Video Console will now display the video in the selected video tile of the video matrix view. The camera icon in the tile indicates whether the type of the camera is standard or pan-tilt-zoom (PTZ).

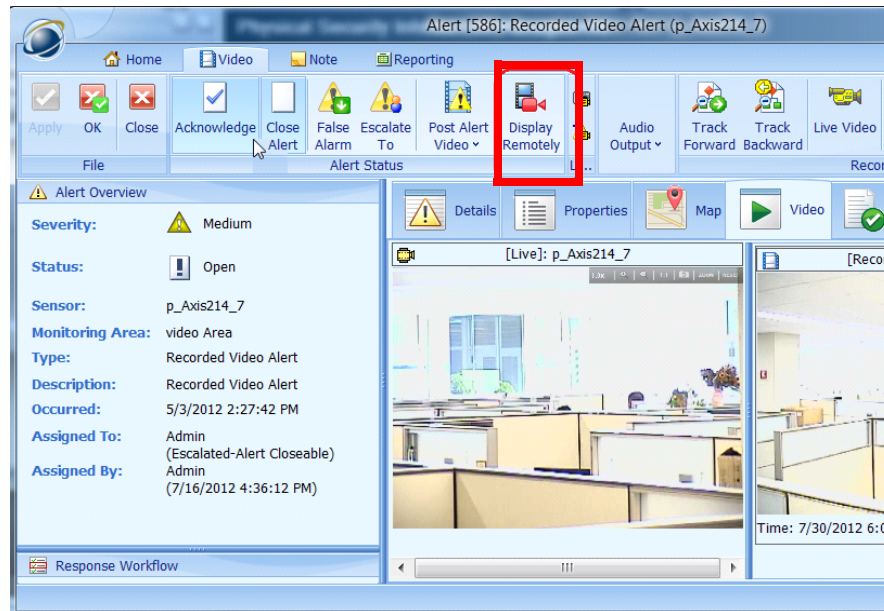


Alternatively, you can drag a video sensor from the Table View and drop it onto a tile in the Remote Video Console Control dialog.

From the Live Video Viewer, you can click **Display Remotely** to display the video in the Remote Video Console Control dialog.

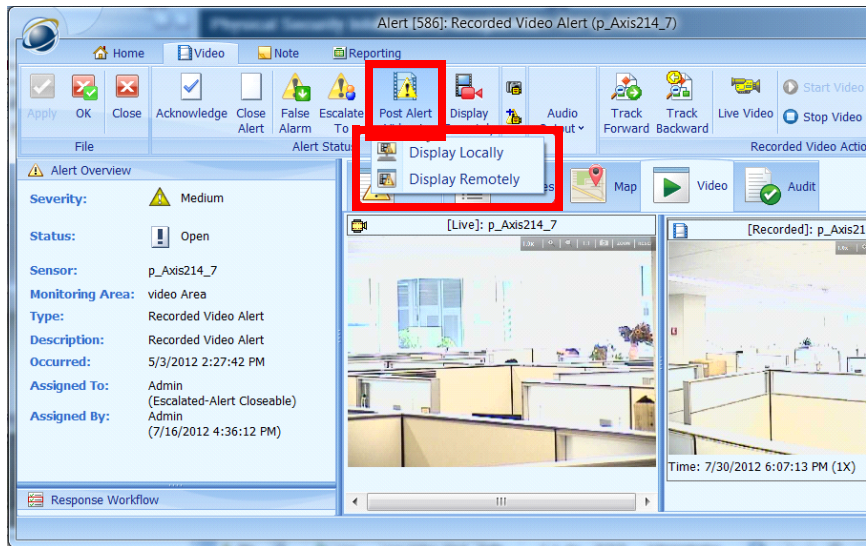


From the Alert Details window, click **Display Remotely** in the toolbar to display video associated with the alert in the Remote Video Console Control dialog.



From the Alert Details window, you can also click **Post Alert Video** in the toolbar, and then select **Display Remotely** to display the alert video in the Remote Video Console.

Displaying Video on a Video Tile in the Remote Video Console

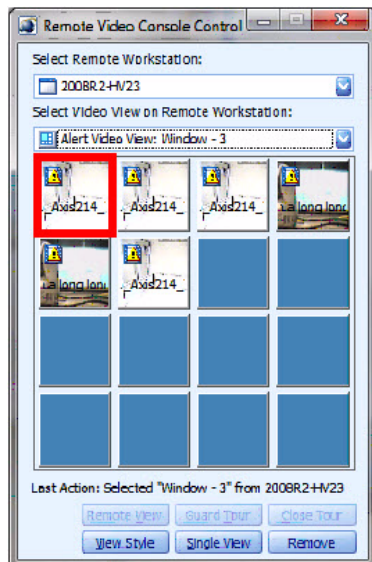


The Remote Video Console Control dialog will appear where you can add new alert video.



Note

New alert video will be added to first available empty tile even if you click another tile.



Note

The **Post Alert Video** button is only displayed if server preferences are set.

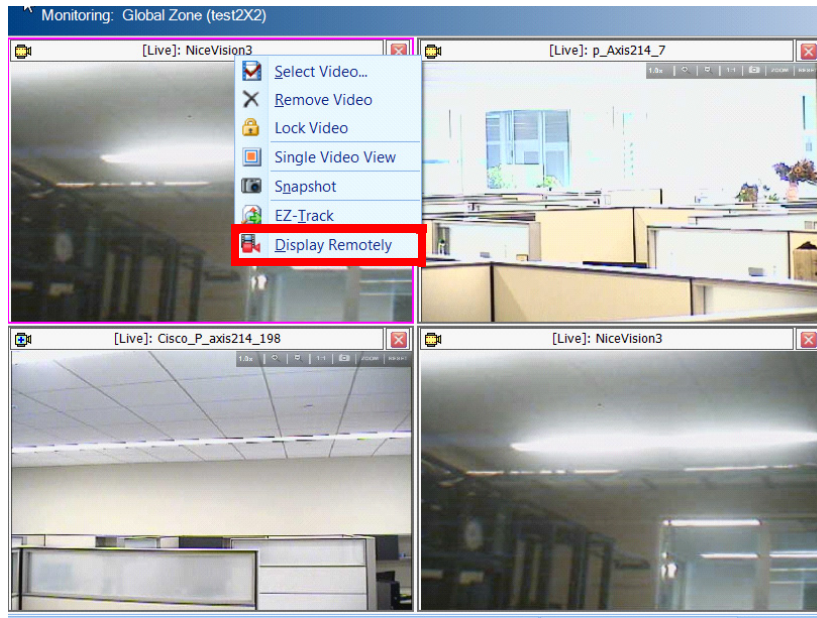
- The **Display Locally** option allows alert video to be displayed in a local Video Management Console; you must set server preferences as described in the [“Configuring the Remote Video Console Machine”](#) section on page 2-3.

- The **Display Remotely** option allows alert video to be displayed in the Remote Video Console; you must set server preferences as described in the [“Enabling Remote Video Console from PSOM Console Machines”](#) section on page 2-4.

From a local Video Management Console, you can right-click a video tile in the video matrix view and select **Display Remotely**.

**Note**

This option is available for live video only.

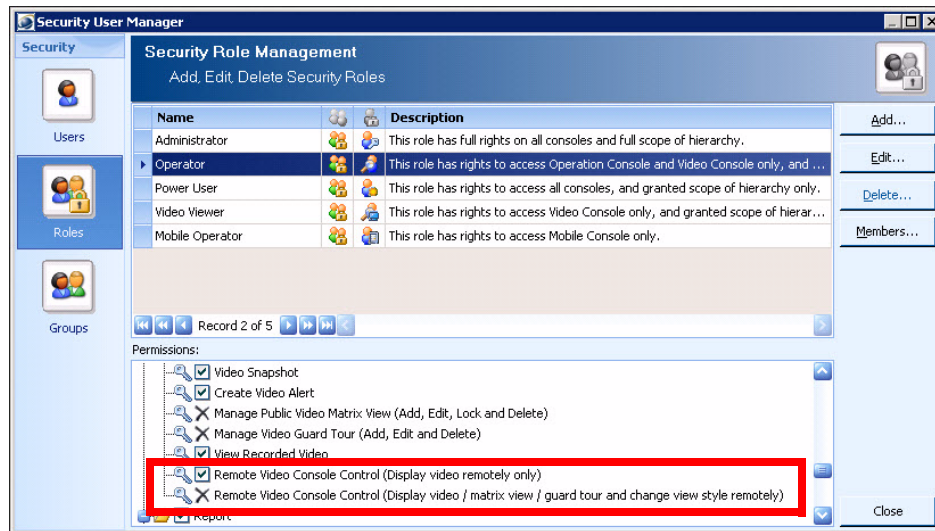


Permissions

To setup and configure Remote Video Console, the user must be granted administrative permissions. To make sure that Remote Video Console performs properly it should be launched by user with administrative permissions.

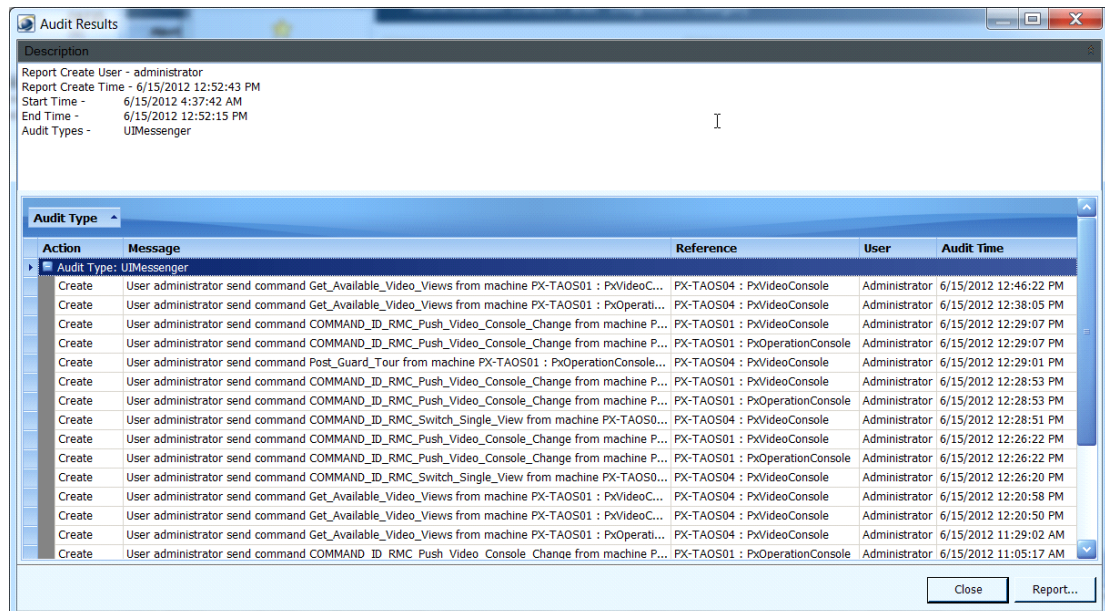
There are two Remote Video Console permissions which users must be granted to leverage Remote Video Console capabilities. Grant these permissions from the Security User Manager:

- Remote Video Console Control (Display video remotely only)
- Remote Video Console Control (Display video/matrix view/guard tour and change view style remotely)



Auditing

The Audit log for PSOM tracks all commands to a Remote Video Console using the audit type UI Messenger. To access Audit records from the Administration Console, click **Diagnostics** and then click **Audit**. In the Audit Manager window click the ellipses next to Audit Types and select **UIMessenger**. Click **OK** and results appear.





CHAPTER 3

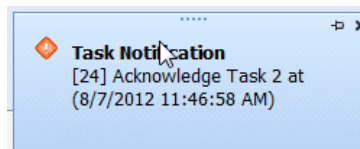
Receiving Response Task Notifications

When alerts are raised in PSOM, they often have associated response tasks, or checklist items that must be completed before an alert can be acknowledged or closed. Response tasks are described in “Viewing and updating a Response Workflow” in Chapter 3: “Responding to Alerts” in *Using PSOM*. The information in this chapter describes an enhancement to this feature for the 6.1 release.

When an alert is raised in the Operation Console, if it has response tasks that must be resolved, the Task Notification window appears with the outstanding response tasks. A Task Notification flash popup also appears with a beep.

Task Name	Notification Time	Alert ID
Text Box Task	2 minute(s) ago	29
Acknowledge Task 2	2 minute(s) ago	29
Text Box Task	3 minute(s) ago	28
Acknowledge Task 2	3 minute(s) ago	28
Acknowledge Task 1	4 minute(s) ago	28

Clear All Close



Clicking the link in the flash popup opens the Alert Details window and removes the task from the Task Notification window.

Double-clicking a response task in the Task Notification window opens the Alert Details window for the associated alert, and removes the response task from the Task Notification window. Note that double-clicking the task for alert 28 in the window above removes all tasks for alert 28 from the Task Notification window, shown next.

Task Name	Notification Time	Alert ID
Text Box Task	2 minute(s) ago	29
Acknowledge Task 2	2 minute(s) ago	29

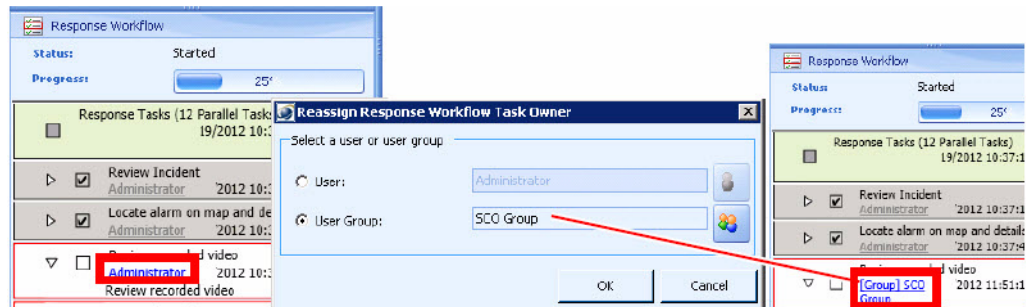
Clear All Close

**Note**

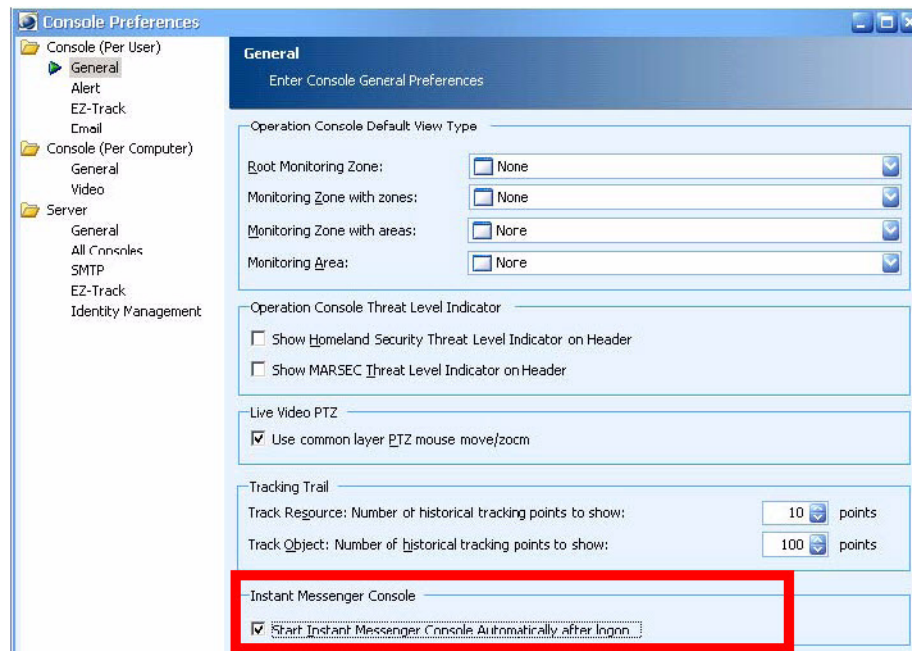
If the Alert Details window is already open, the associated response tasks will not be removed automatically from the Task Notification window. You must double-click a task in the Task Notification window to remove it from the list of outstanding tasks.

Click **Clear All** at the bottom of the Task Notification window to remove all tasks and close the Task Notification window.

If you reassign a task to a different user in the Response Workflow area of the Alert Details window, a Task Notification window opens on that user's Operation Console machine. Tasks are re-assigned by clicking the owner name for the task and choosing a different owner in the Reassign Response Workflow Task Owner window.



To enable the Task Notification window, the Instant Messenger and the Operation Console must both be running. You can automatically open the Instant Messenger when the Operation Console launches by setting the **Start Instant Messenger Console Automatically after login** preference, as shown next.



You can configure whether the Task Notification flash popup appears, and whether a beep is sounded when the Task Notification window opens, by setting preferences in the Operation Console, as shown next. By default, both options are set to **No**.

