Using Cisco Physical Security Operations Manager, Release 6.1

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CHAPTER 1

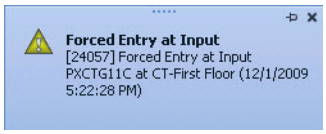
Getting Started

Welcome to Cisco Physical Security Operations Manager (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.

This chapter includes these topics:

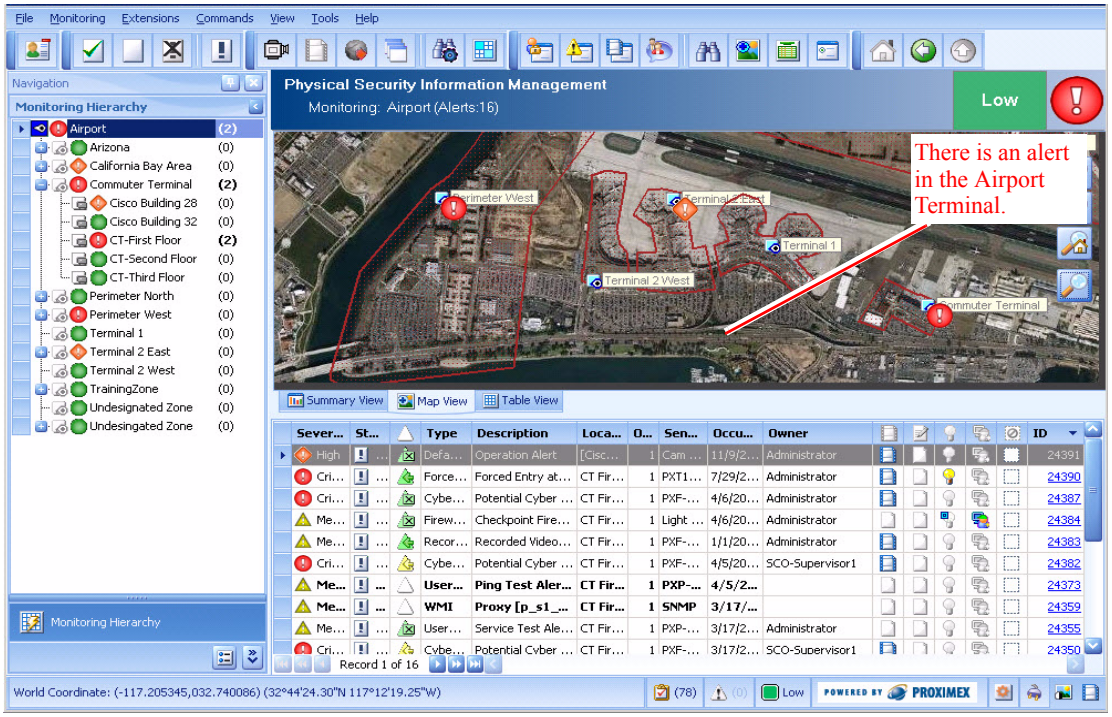
Walk-Through using PSOM

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.

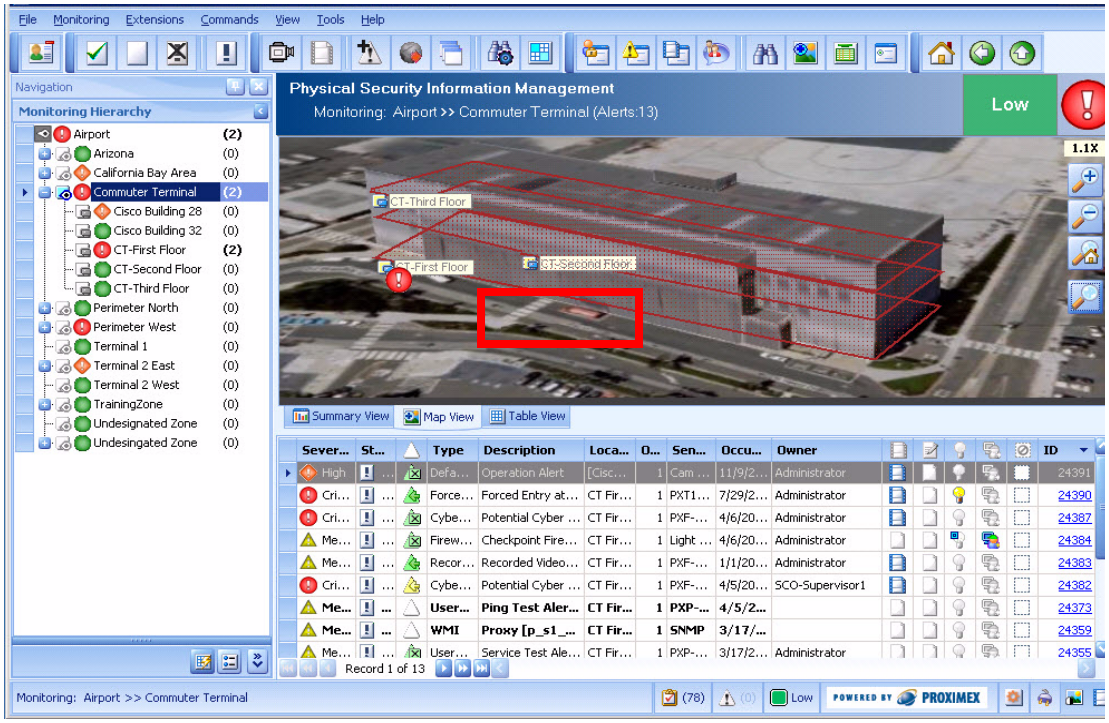


The information in the alert tells Mike that the alert is a warning risk (the alert icon is yellow, and the alert rating is "Medium"); someone has forced open a door, bypassing authentication by the access control system.

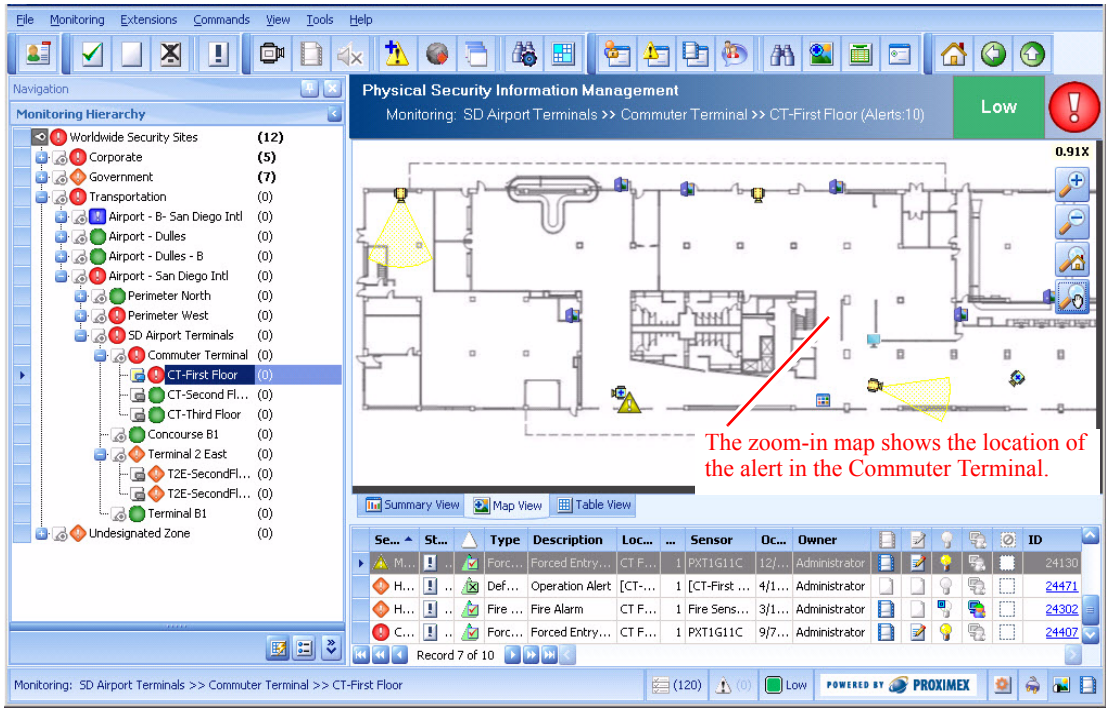
To get more details, Mike looks on the map of the airport which is in the center window of the Operation Console.



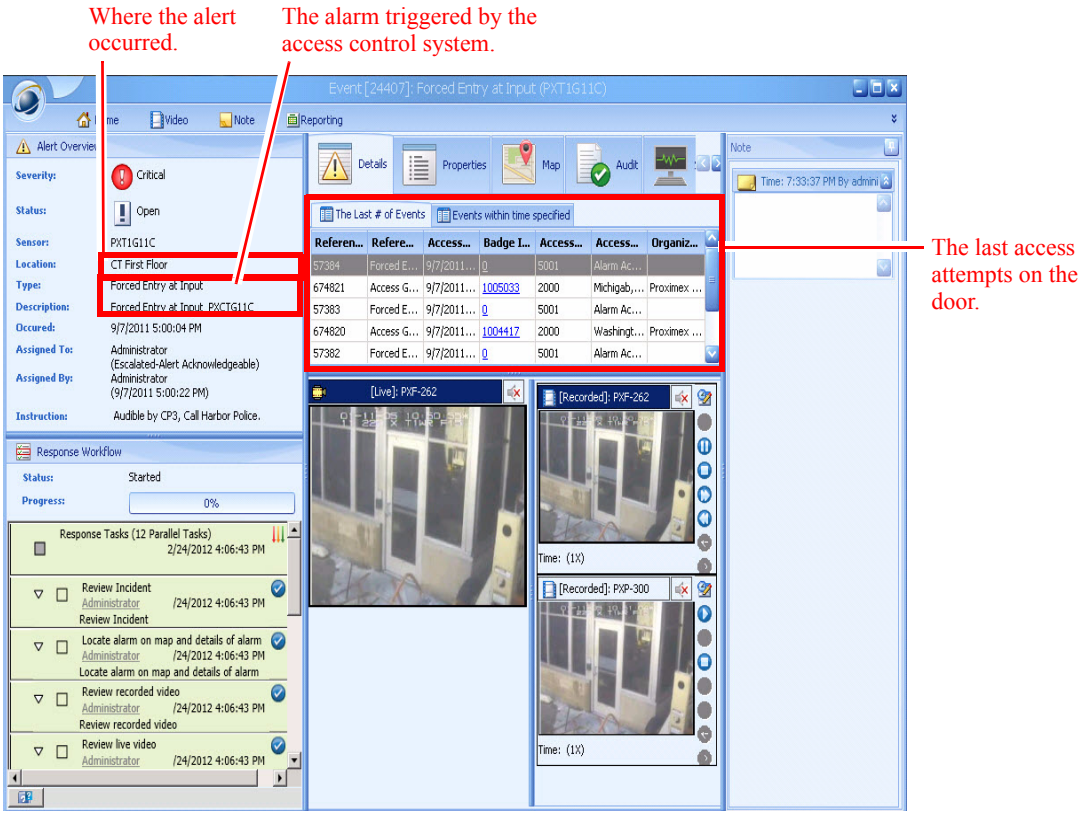
Mike sees the alert icon in the Airport Terminal area of the airport, to the lower part of the overall airport map. He double-clicks the red alert icon on the map, or anywhere within the boundary in which the alert icon is blinking, to zoom in for a more detailed map of the Airport Terminal security zone, and drills down further to the Commuter Terminal security zone.



He sees that the alert is in the CT First Floor area and double-clicks again for a detailed map of that monitoring area.



Now Mike can actually see where the alert occurred within the Commuter Terminal building. When he double-clicks one of the alerts, detailed information appears about the situation that triggered the alert.

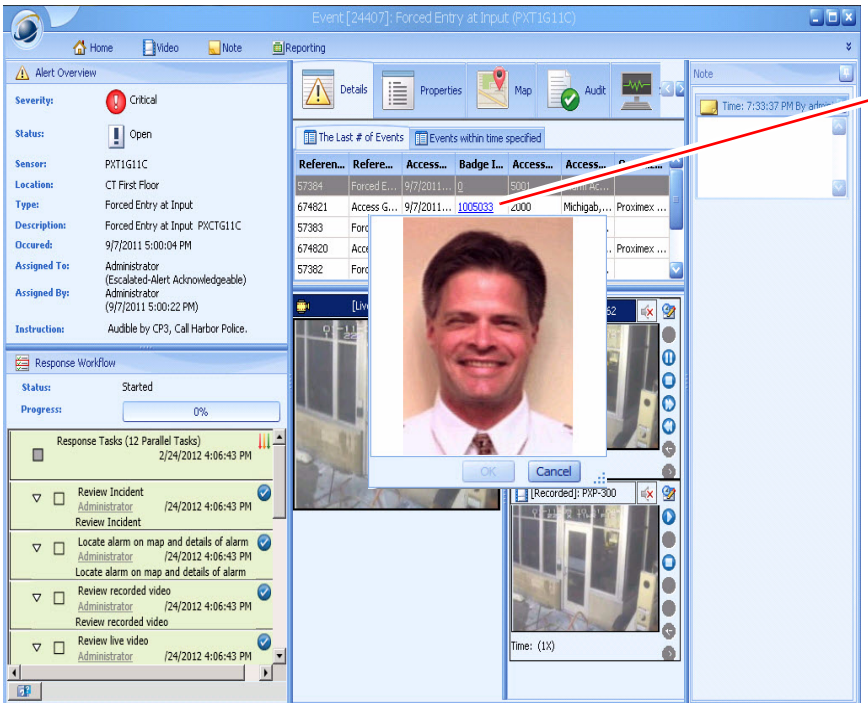


Note If Mike does not own this alert, he may be prompted to take ownership of it. If you do not assume ownership, you will not be able to acknowledge or close the alert.

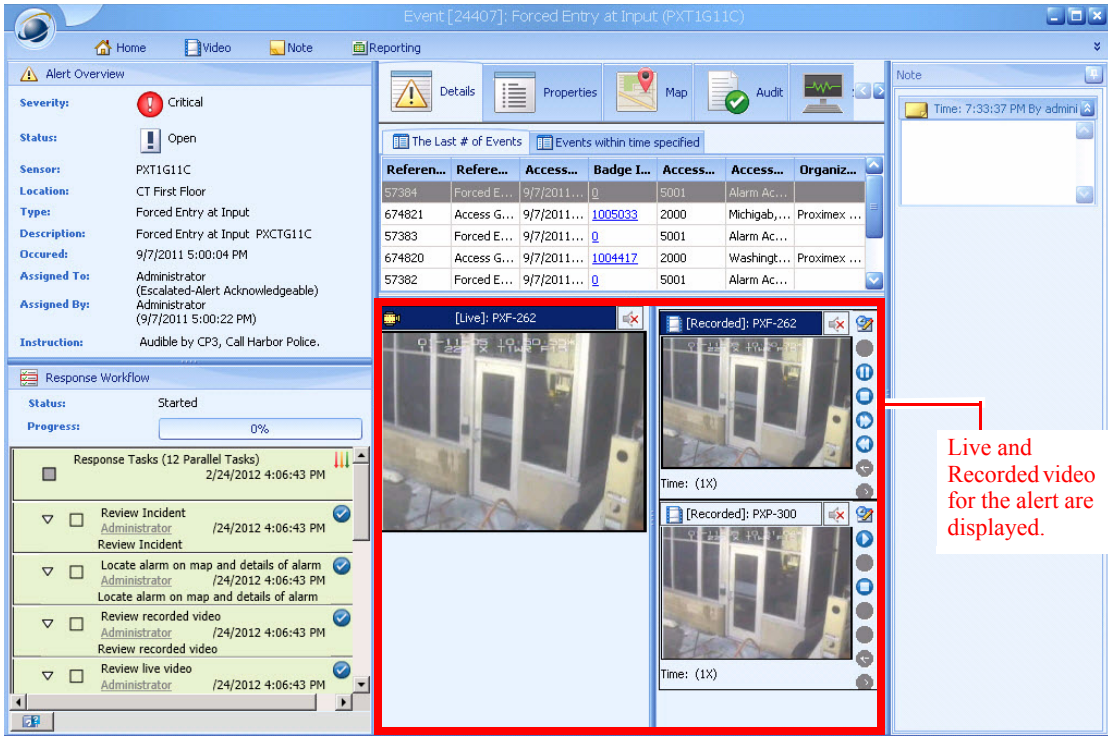
The Alert Details window tells Mike:

- 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 door's access control system; in this case, the alarm is a Tailgate.

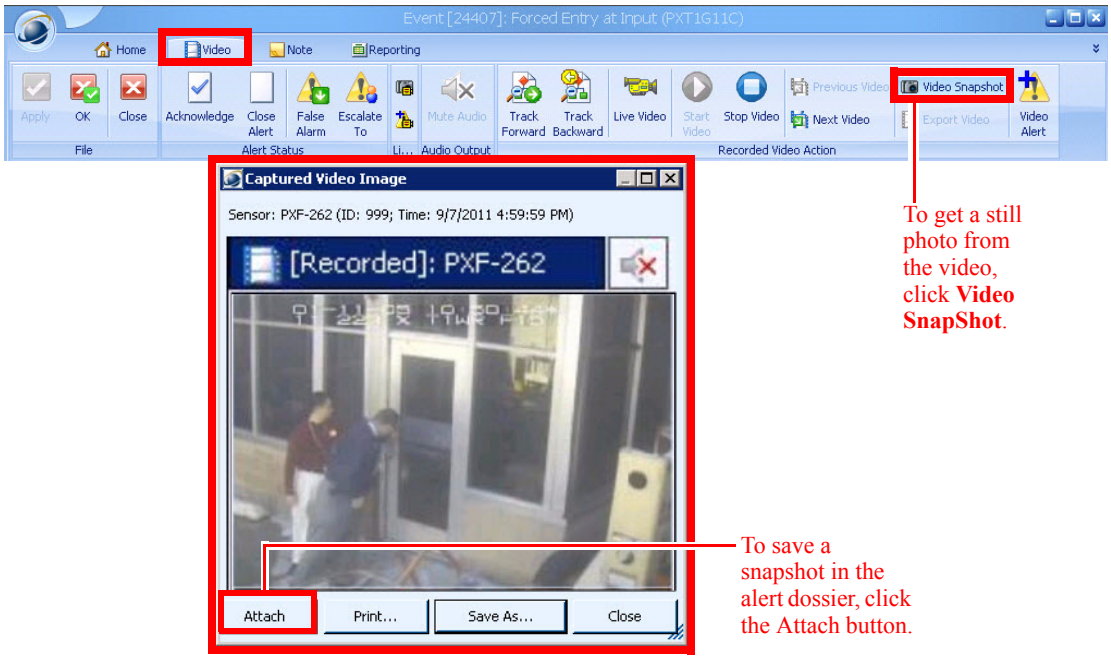
Looking at the information, Mike is concerned that the last authorized person through the door passed just seconds before the alarm was triggered. He clicks the badge ID number listed for that last access.



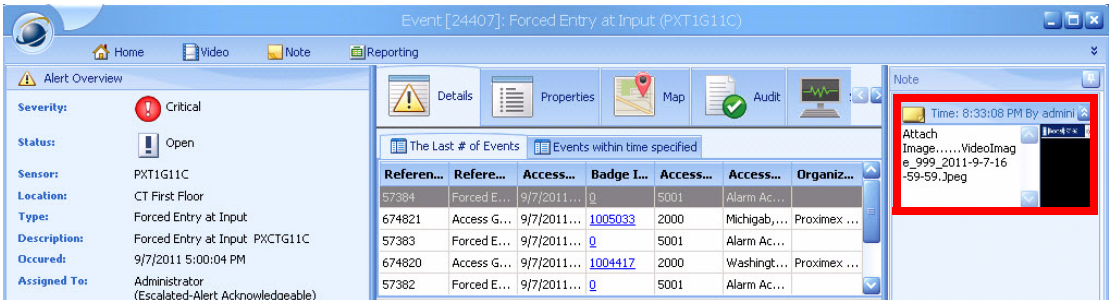
Now that Mike knows what the last authorized person looks like, he can view the video of the incident to see if this person inadvertently caused the alarm to the door, or if there is a different perpetrator. Live and recorded video for this alert is presented along the bottom center part of the Alert Details window by default.



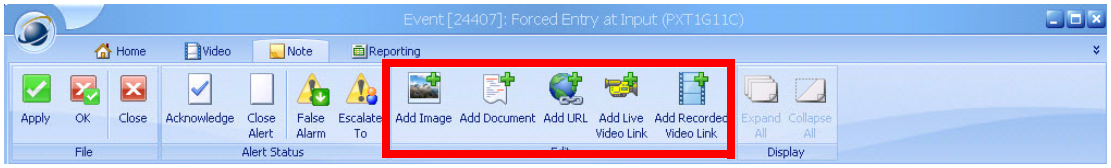
Comparing the faces of the men in the video to the badge ID photo of the last authorized access, Mike can see the men are different. He decides to take a photo of the perpetrators and include it with other details about the alert. When the video shows a good look at the suspects, Mike clicks the **Video**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



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 in the Notes area to the right of the Alert Details window.

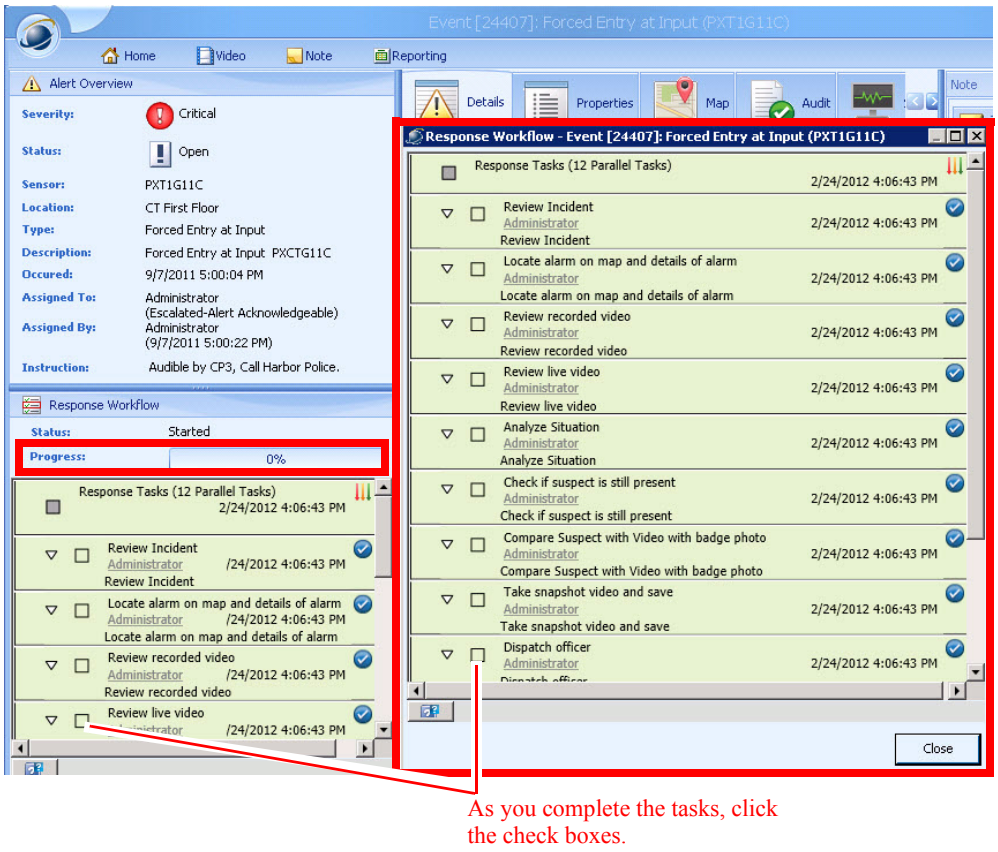


You can also attach a Microsoft Word document, PDF or Excel spreadsheet by clicking the **Note** tab and clicking **Add Document**, attach a URL by clicking **Add URL**, attach a link to a live or recorded video by clicking **Add Live Video Link** or **Add Recorded Video Link**.



You can attach many kinds of documents including: Microsoft Word (.docx or .doc), Adobe PDF document, Microsoft Excel spreadsheet (.xls or .xlsx), text, Web Page (HTML), Single File Web Page (MHT), or Rich Text Format (RTF). Files must be less than 20 MB.

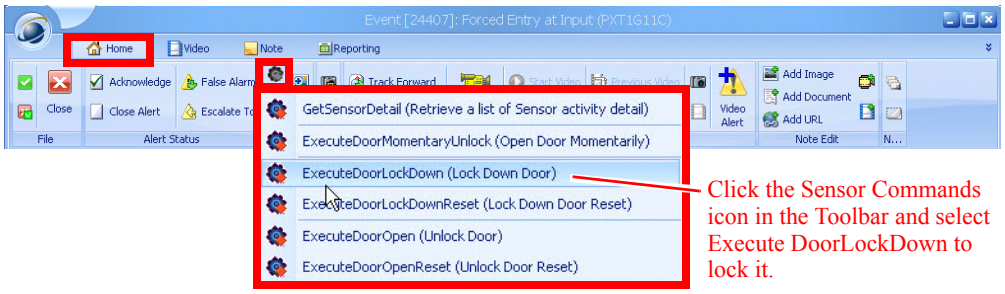
Now that Mike has all the information he needs for the alert dossier, he needs to respond to the alert. On the left side of the Alert Details window is the Response Workflow area which only appears if there are response tasks for the alert.



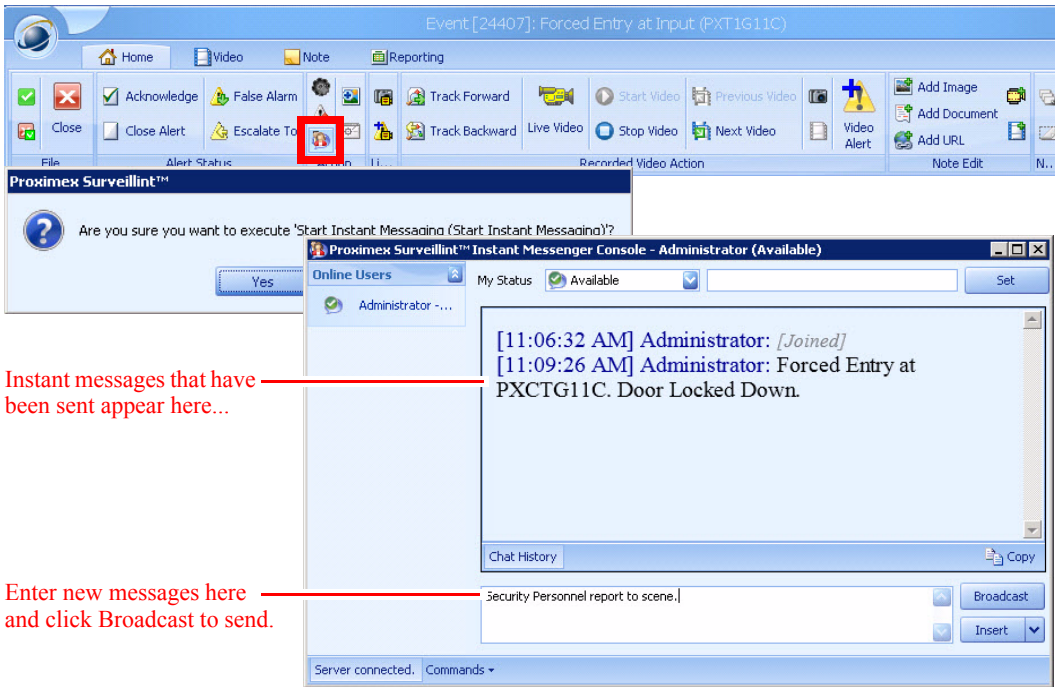
To update the response tasks, Mike clicks the check boxes for each response task as he completes it. Mike can also click the Progress bar to display all the response tasks in a separate window.

The Response Workflow area/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.

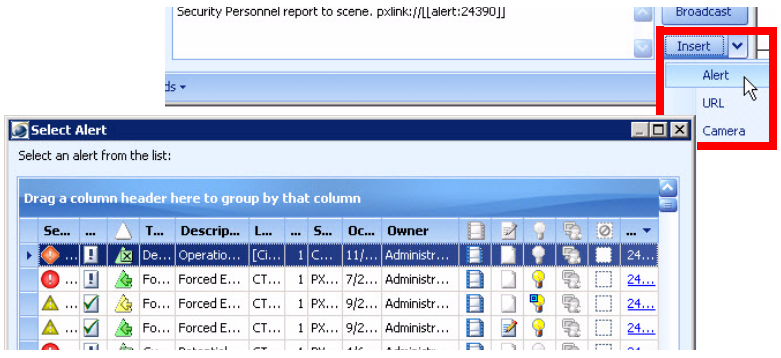
1. Mike collects information for dispatch, then calls the dispatch officer with a description of the incident and the perpetrators of the alarm.
2. Then Mike locks the door.
   a. He clicks the Home tab and clicks the **Sensor Commands** icon at the top of the Alert Details window.
   b. He selects **ExecuteDoorLockDown**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



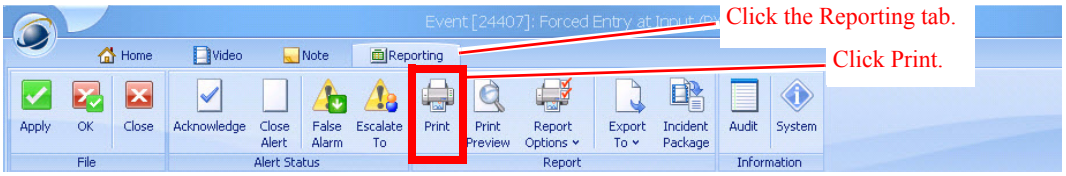
3. Then Mike clicks **Home** and clicks the **Instant Messenger** icon. When prompted, he clicks **Yes**. In the Instant Messenger window, he sends a message about the alert to security.



Insert a link to the alert, relevant security camera, or URL for more information in the instant message for reference by clicking the **Insert** button at the lower right. In this case, Mike inserts a link to the relevant alert.



4. 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's 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.

Table 1-1 Details 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

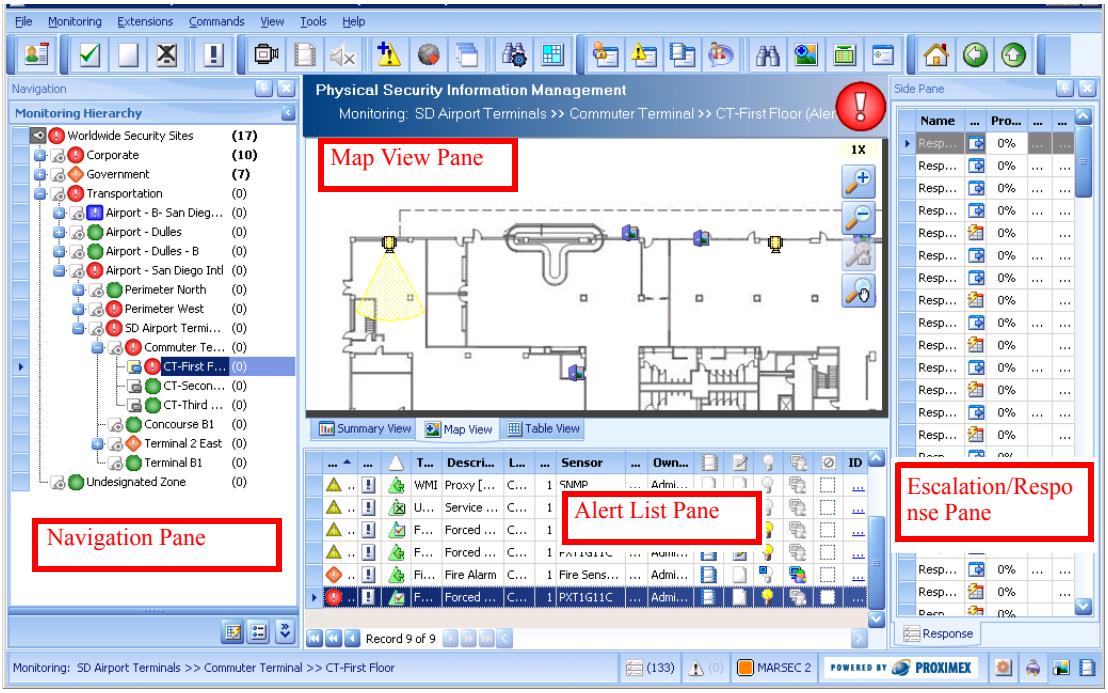
his chapter introduces the PSOM Operation Console and explains how to use it to monitor your environment, including how to:

- 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

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 9-8.
	Acknowledges the alert(s) selected in the Alert List Pane. See the "Acknowledging Open Alerts" section on page 7-2.
	Closes the alert(s) selected in the Alert List Pane. See the "Closing Alerts" section on page 7-4.
	Deletes the alert(s) selected in the Alert List Pane. Seethe "Deleting Alerts" section on page 7-6.
	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 4-3.
	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.
	Turns off sounds generated by the Operation Console.
	Displays the Create User Alert window. See the "Creating User Alerts" section on page 2-34.

Table 2-1 Alert Toolbar (continued)

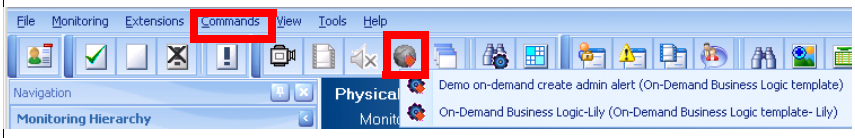
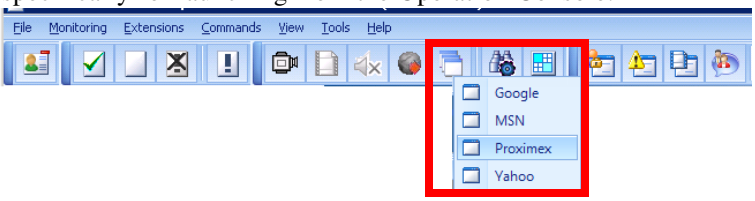
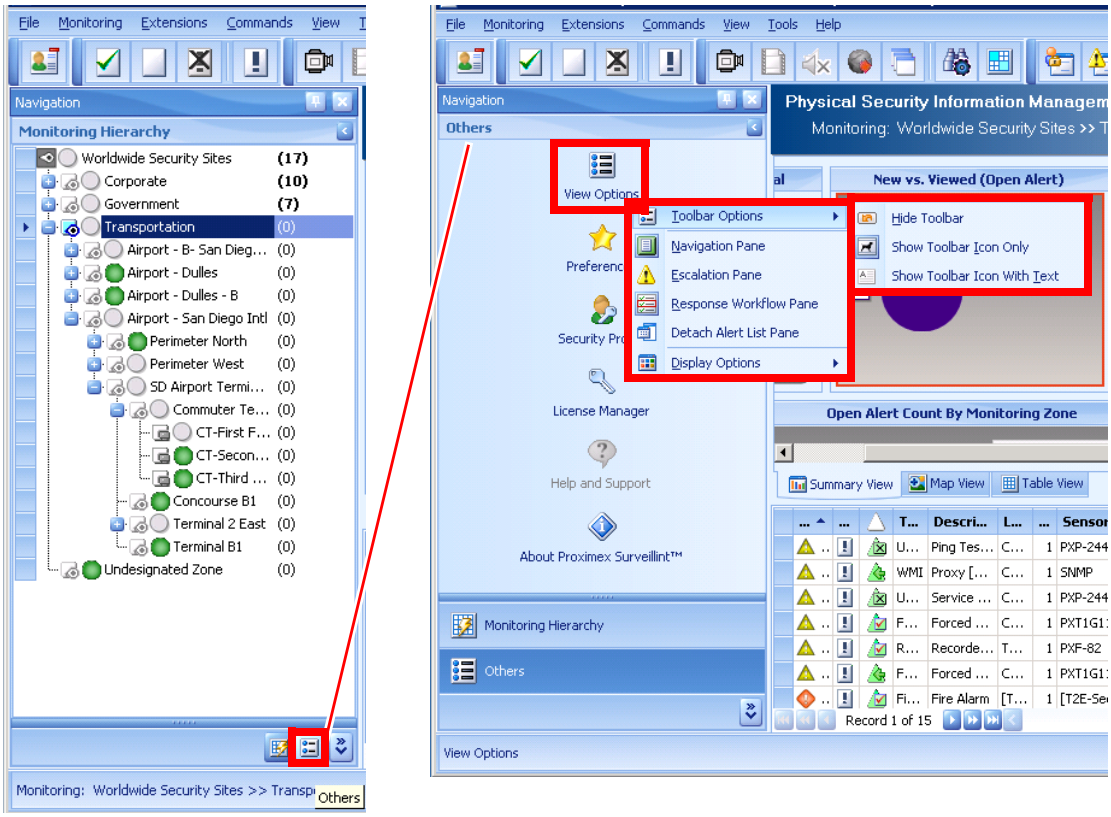
Icon	What it Does...
	Displays external commands that have been configured specifically for your environment to execute functionality in third-party systems across the entire PSOM environment. 
	Displays links to external websites or web applications that have been configured specifically for launching from the Operation Console. 
	Displays the Find Sensors window. See the "Searching for a Sensor in the Current Monitoring Area" section on page 2-12.
	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 4-14.
	Launches the Administration Console. See *Administering PSOM*.
	Launches the Alert Manager. See the "Viewing all Alerts in the PSOM Alert Manager Window" section on page 7-8.
	Launches the Video Management Console. See the "Using the Video Management Console" section on page 4-14.
	Launches the Instant Messenger for communicating with security personnel via text messaging. See the "Updating Security Personnel with Instant Messaging" section on page 3-37.
	Displays the Search Wizard window. See the "Searching for a Sensor, Monitoring Area, Monitoring Zone, or Alert ID Across PSOM" section on page 2-13.
	Displays the Find and Track Resources window. See the "Locating Security Resources" section on page 2-22.
	Displays the Report Wizard window. See the Chapter 8, "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 2-26.
	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 2-35.
	Returns you to the map you were previously viewing. See the "Additional Navigation" section on page 2-35.

Table 2-1 Alert Toolbar (continued)

Icon	What it Does...
	Displays the parent level of the current view. See the "Additional Navigation" section on page 2-35.

You can customize your view of the toolbar using the View Options. Click the **Others** button below the Monitoring Hierarchy in the Navigation Pane. Then click **View Options > Toolbar Options**, and make a selection.



Quickly Traversing Across Monitoring Zones with the Monitoring Hierarchy

The Monitoring Hierarchy 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.

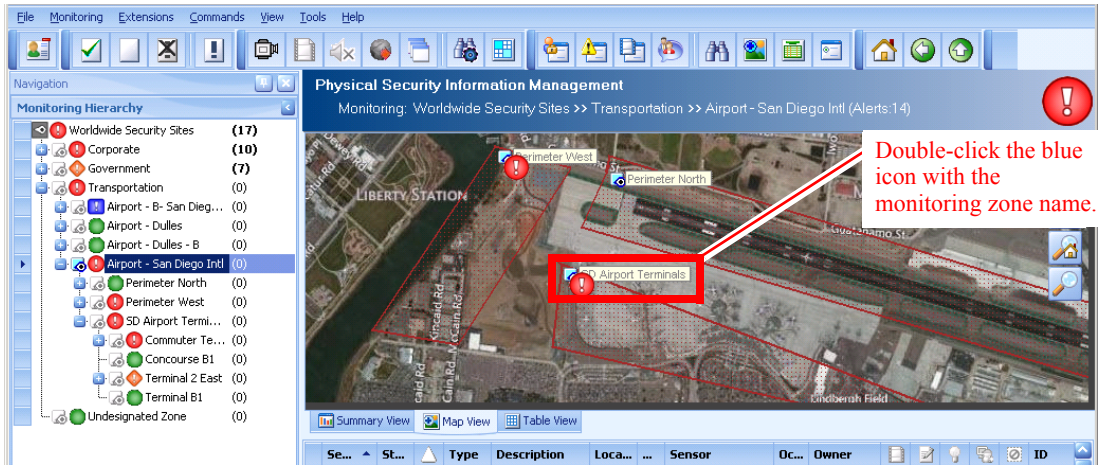
Monitoring zones can be actual buildings within your surveillance environment, or they can be campuses with many buildings. *Monitoring areas* are groups of sensors used to monitor specific locations within a monitoring zone. For example, at an airport the monitoring zones are the different terminals, 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.

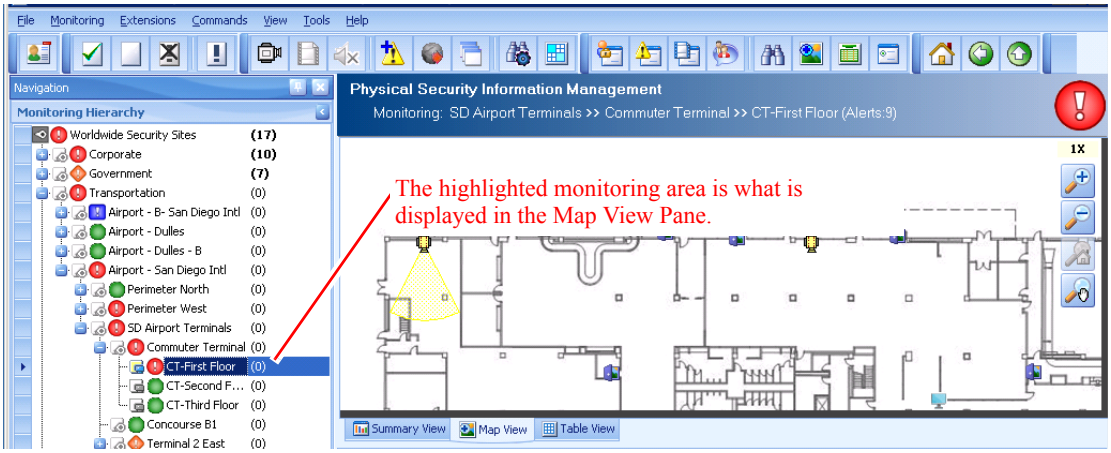
To allow more room for viewing the maps in the Map View Pane, you can undock the Navigation Pane so it is only visible when your cursor moves to the left edge of the Operation Console window. To undock the pane, select the pin-shaped icon at the top right corner of the pane. If you want to view the Navigation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



When you double-click the blue monitoring zone icon (or anywhere within the boundaries of the monitoring zone) in the Map View Pane, or click the name of a monitoring zone in the Monitoring Hierarchy, 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.



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 Table 2-2.

Table 2-2 Icons displayed in the Map View Pane

Icon	What the Icon Means...
	Monitoring zone.
	Monitoring area.
	Critical risk alert icon.
	High risk alert icon.
	Medium risk alert icon.
	Low risk alert icon.
Go Up Go Up-Right Go Right Go Down-Right Go Down Go Down-Left Go Left Go Up-Left	Directional link icons that you can click to move to a different area from the Map View Pane.
	Access control system.
	Air traffic controller system (ACS).
	Automated external heart defibrillator (AED).
	Automatic identification system base station (AIS).
	Application. Sends an alert if a PSOM Integration Module encounters systematic problems with a third-party sensor, such as loss of connection or initialization problems. Use of the Application sensor is specific to the Integration Module and covered in the relevant documentation.
	Aspiring smoke detector that detects the presence of smoke particles suspended in air by detecting the light scattered by them in the chamber.
	Device sensors that connect with a system's auxiliary input.

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

Icon	What the Icon Means...
	Device sensors that connect with a system's auxiliary output.
	Basic access control (BAC) system used to read passports.
	Infrared optical beam smoke detector.
	Building sensor.
	Thermographic (infrared) camera.
	Any other kind of camera.
	Pan-tilt-zoom (PTZ) camera.
	Stationary camera.
	Carbon monoxide detector that detects the presence of carbon monoxide within an area.
	Security control card reader sensor connected to an access control.
	Computer on the network.
	Computer aided dispatch that dispatches taxicabs, couriers, field service technicians, or emergency services assisted by computer.
	Digital clock that keeps time.
	Electronic displays (digital signs) that are installed in public spaces.
	Electronic displays powered by Cisco Digital Media Player.
	Door sensor.
	Magnetic alarm contact sensor on a door (door contact).
	Door interface unit that provides operational power to door locks/holders and local power for the card reader.
	Duct Fire Detector or duct-mounted fire detector.
	Digital Video Recorder (DVR) or Network Video Recorder (NVR) system.
	Elevator sensor.
	Emergency communication systems such as panic alarms.
	Electronic fence security systems.
	Fiber controller.
	Fire Detector that detects smoke and issues alarms.
	Fire Panel that detects smoke and issues alarms.
	Computer-based firewall designed for internet security.
	Gas Detector that 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.
	Gate Barrier such as a security access arm.
	Glass Break Detector that detects a break in a pane of glass, alerting a burglar alarm.
	GPS antenna that provides location details.
	Hazard detection systems.
	Heat detection system.

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

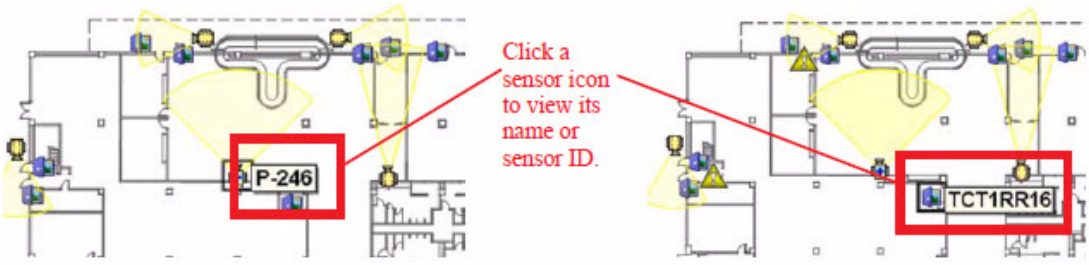
Icon	What the Icon Means...
	Help Point for a transit communication system.
	Heating, ventilating and air conditioning (HVAC) systems.
	Intercom or Public Announcement (PA) systems such as Intercom-Commend.
	Intrusion Detector that detects unwanted attempts at accessing, manipulating, and/or disabling of computer systems, mainly through a network, such as the Internet.
	IP Devices or instrumented components such as those that provide information and notification via Windows Management Instrumentation (WMI).
	Infrared flame (IR) detector.
	License Plate Recognition or automated number plate recognition system.
	Magnetic Lock or electromagnetic lock.
	Manual Call Point such as a fire alarm pull station.
	Master control system (MCS) module.
	Meteorological Radio Modem, or radio modem that disseminates meteorological information.
	Reconfigurable microwave networks; for example, reconfigurable wireless communication, wireless network, and reconfigurable phase array antenna.
	Microwave Transmitter such as an electronic device that transmits microwave signals.
	Monitoring area (rather than a sensor).
	Motion detector that 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.
	Network Router, a device that forwards data packets between computer networks.
	Network Switch, a device that connects network segments or devices.
	Public address amplification system (PA).
	PA Network Controller that connects a public address system to a network.
	Panel sensor.
	Panel Input or device sensors connected to a panel's input jack.
	Panel Output or device sensors connected to a panel's output jack.
	PLC Chassis, an enclosure with slots in it that is used to connect multiple parts of a PLC.
	PLC RIO, a larger type of PLC that is a collection of I/O cards that are linked together and stored in a rack. A rack I/O can handle thousands of inputs and outputs.
	Radar devices that are used to detect, range (determine the distance of), and map various types of targets.
	Receiver alarm sensor.
	RFID Reader, a device that can read radio-frequency identification on a tag.
	Road Blocker or wedge barrier that prevents vehicle penetration across a roadway.
	Room sensor.

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

Icon	What the Icon Means...
	Seismic Detector that detects seismic activity.
	Hardware servers on a network.
	Smoke Detector that detects smoke.
	Social Network. For this version, Twitter is supported.
	Sonar devices that are used for acoustic location.
	RFID tags.
	Tag Reader, a device that reads RFID tags.
	Telephone system.
	TTR Enhancer, an enhancing device for a touch tone receiver.
	Universal Power Supply (UPS) systems.
	VHF Controller, a controller for a very high frequency radio system, such a maritime radio systems.
	VHF DSC Station, a digital selective calling station that is VHF.
	VHF Station, a very high frequency radio station, such as a maritime radio system.
	Video Analytics Server, a dedicated server that pulls video, analyzes it, and issues alerts or analysis results.
	Video Encoder, a system that performs video encoding.
	Intelligent video systems.
	Wireless Access Point for networking.
	Wireless Transmitter, a device that transmits a wireless signal.

Viewing Sensor ID and Sensor Name on a Map

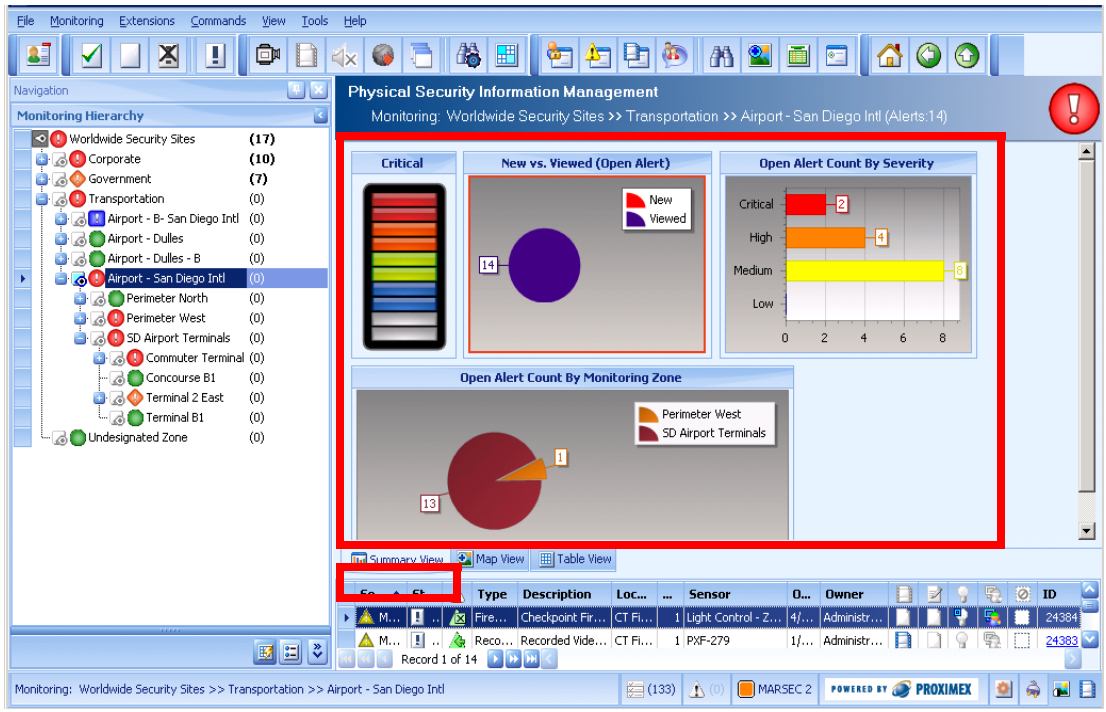
You can click any sensor icon to view its sensor ID and sensor name—this saves you the difficult task of memorizing all camera and access control door IDs.



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.”.

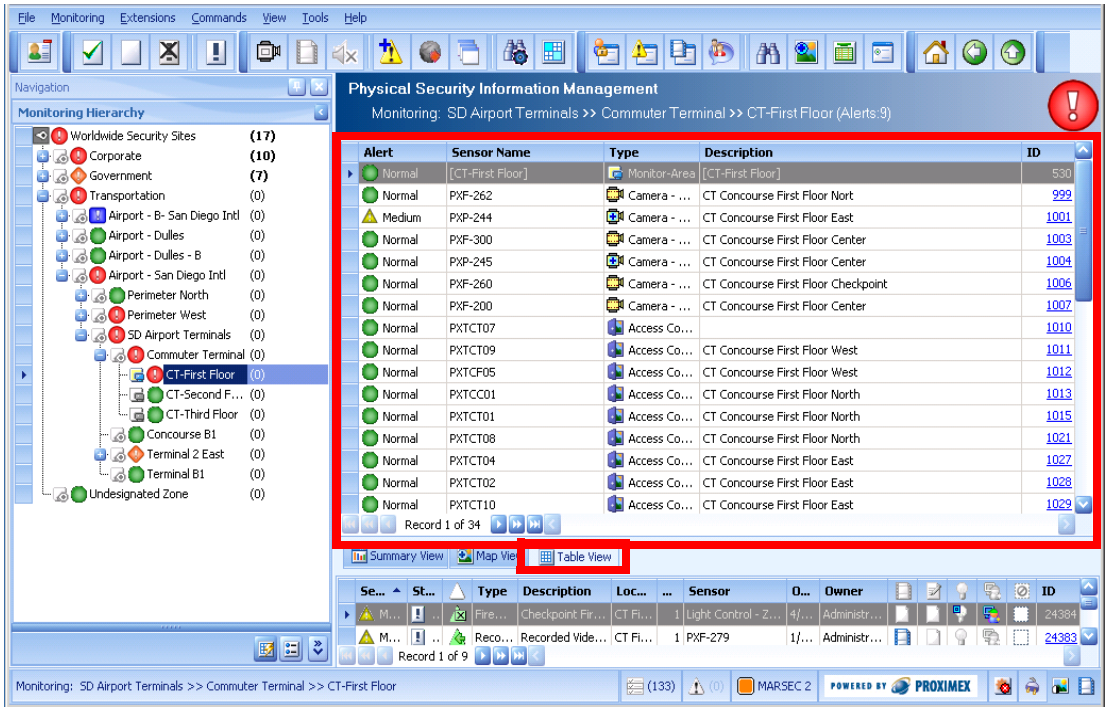
Displaying a Summary View or Tabular View of Alerts

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.

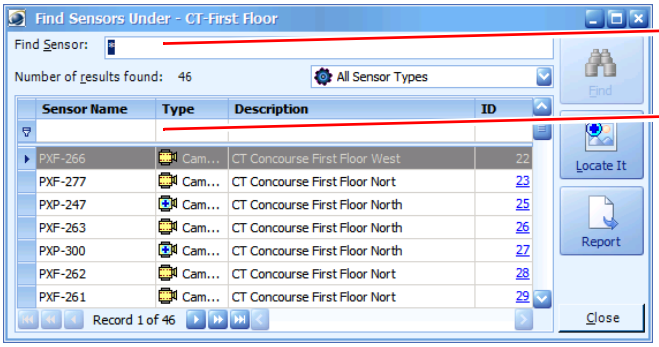


You can set preferences that determine which of these views is presented when you view the global zone, monitoring zones or monitoring areas. See the "Changing the Default Display in the Map View Pane" section on page 9-4 for details.

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.

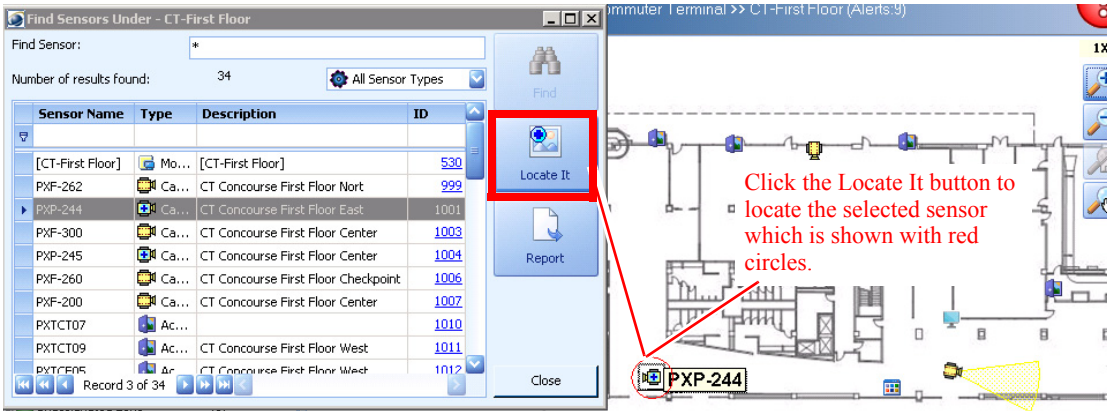
The Find Sensor window appears.



Enter your search criteria and click Find.

Filter results by typing characters here. Results will automatically be filtered by whatever you enter.

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.



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

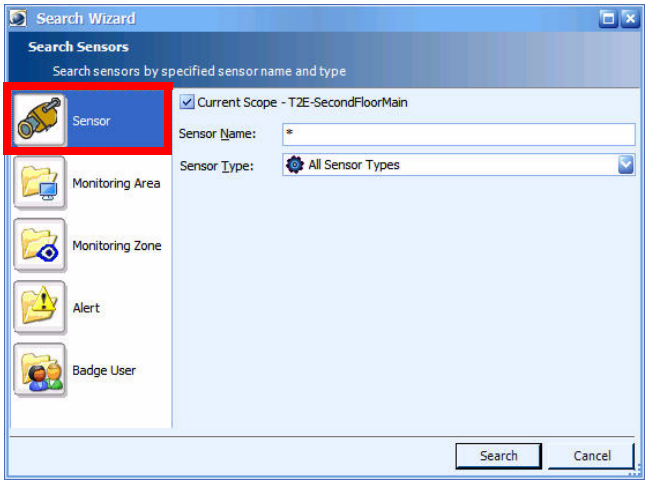
If you know at least the first few characters of the name of a sensor, monitoring area, monitoring zone, or alert ID and want to quickly find it, you can use **Search Wizard**.

To use Search Wizard, follow these steps:

Procedure

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

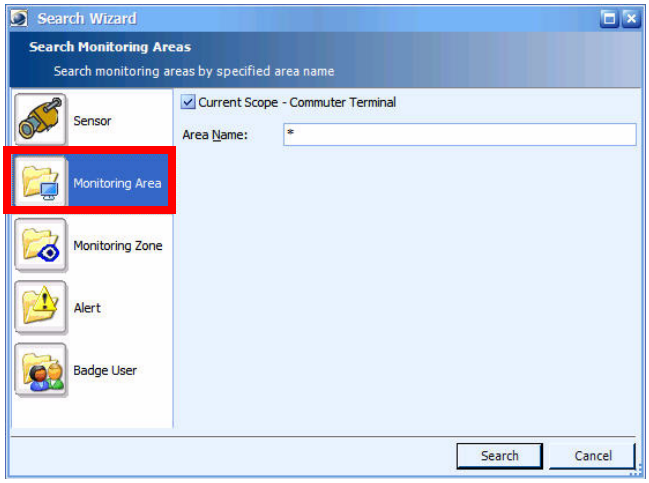
The Search Wizard window opens.



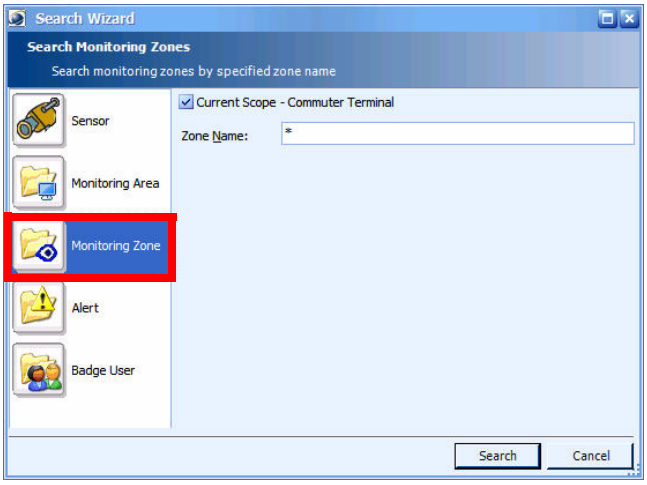
Step 2 To find a sensor, click **Sensor** and type in the name of the sensor you want to find in the **Sensor Name** field. You can limit your search to a type of sensor by making a choice from the **Sensor Type** field. You can search only the monitoring area or zone that is currently displayed by clicking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

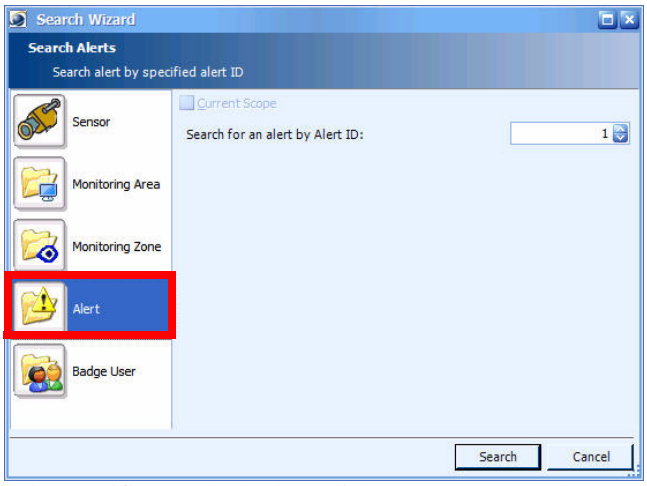
Step 3 To find a monitoring area, click Monitoring Area and enter the name of the area you want to find in the **Area Name** field. You can limit your search to the monitoring area or zone that is currently displayed by clicking the **Current Scope** option.



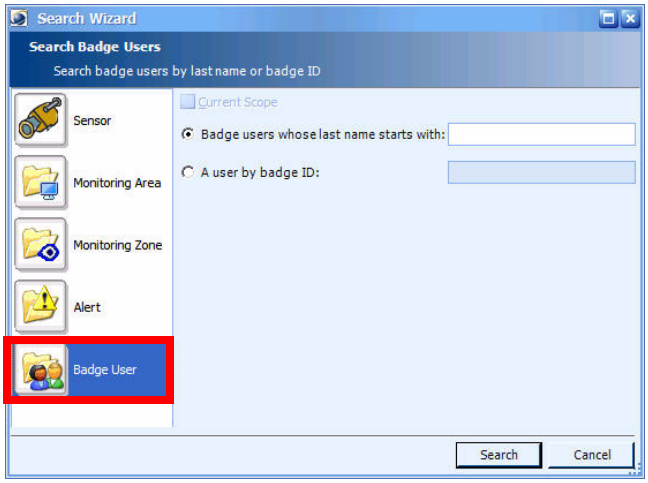
To find a monitoring zone, click **Monitoring Zone** and enter the name of the zone you want to find in the **Zone Name** field. You can limit your search to the monitoring area or zone that is currently displayed by clicking the **Current Scope** option.



Step 4 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.

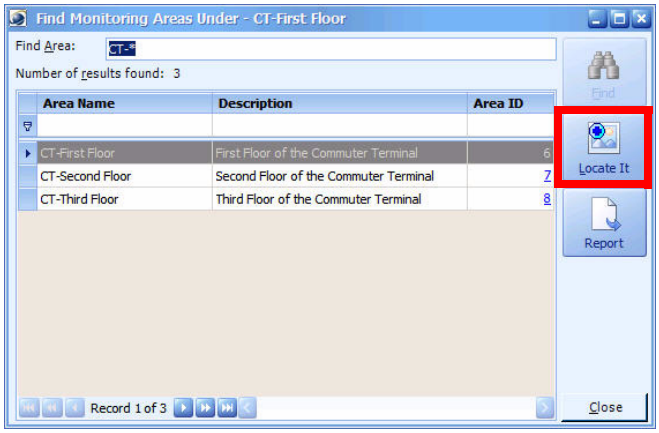


Step 5 To find a specific user by badge, click **Badge User** and enter the first few characters of the badge user's last name that you want to find in the **Badge users whose last name starts with** field. Alternatively, you can enter the ID number for the badge user in the **A user by badge ID** field.



Step 6 Click **Search**.

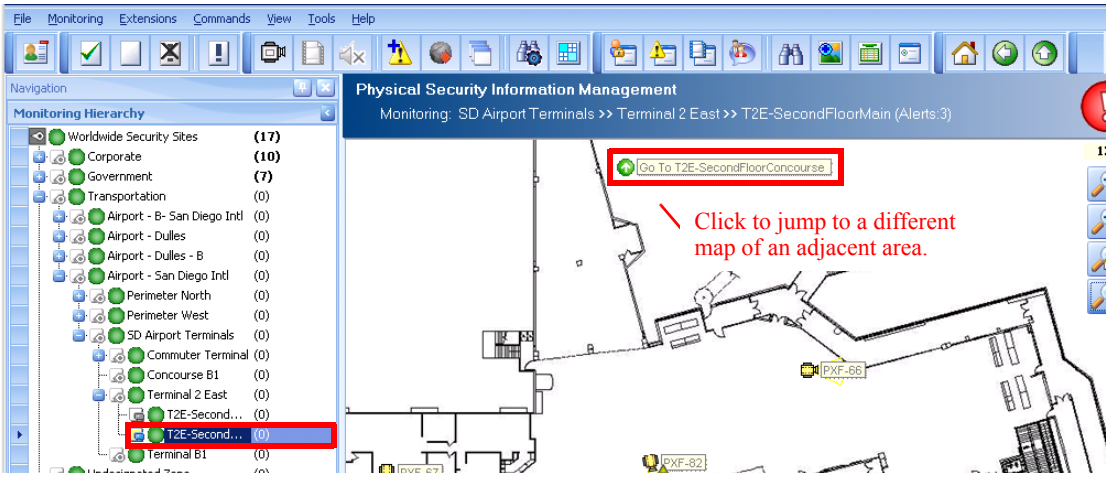
Results appear in a new window. For example, if you search on all monitoring areas that begin with "CT-", results appear as shown next.



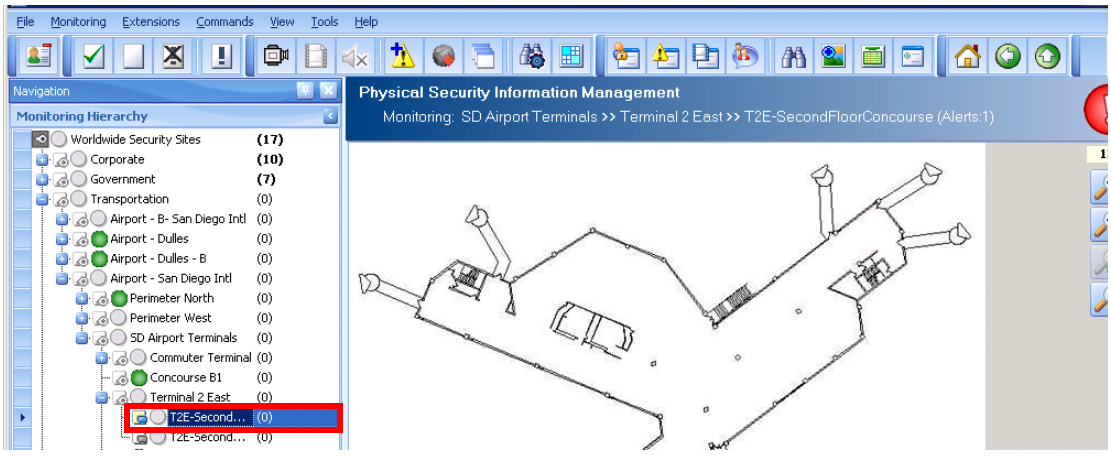
The Find Results area of the window lists the monitoring areas whose names match your entry in the **Find Area** field. Select an area from the list and click the **Locate It** button. The Map View Pane brings up the appropriate map.

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.



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.

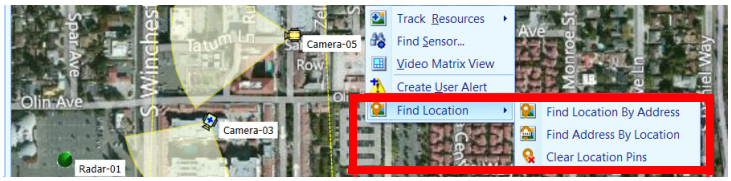


Manually Controlling Access Doors

You can manually control access doors from the Map View Pane as well. See the "Manually Controlling Access" section on page 3-45 for more information.

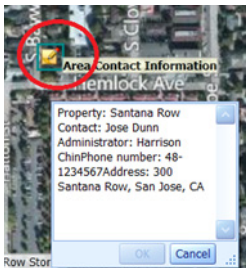
Finding a Location on the Map

If your security map is a Bing map, you have a few additional options in the right-click menu with **Find Location**, as shown next.



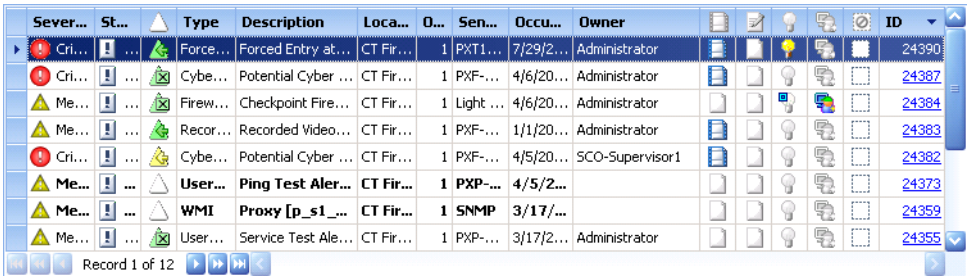
Viewing Notes on the Map

Your security map might also display notes, such as contact information. Click to view the expanded note on the map.



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.



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.

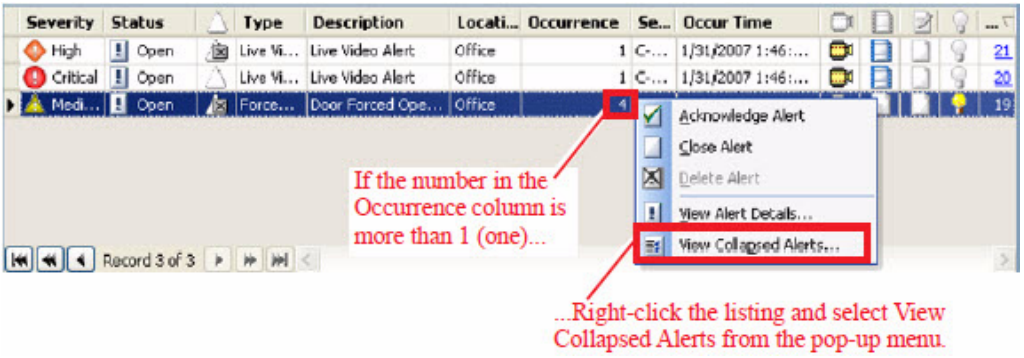


Table 2-3 explains the information you can get from the Alert List pane.

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 7, "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. • —The alert has been escalated. • —The alert has been escalated. • —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.

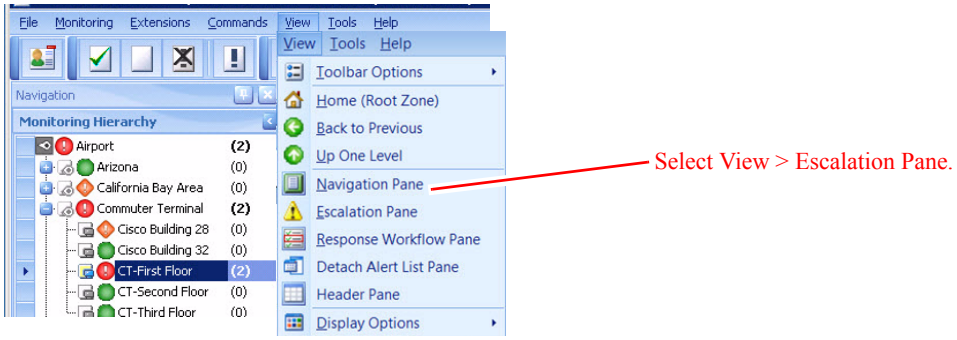
Table 2-3 Information shown in the Alert List Pane (continued)

Column	What this Tells You...
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.
  	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.
	If the icon in this column is not greyed-out, this alert has been dispatched. 
	If the icon in this column is not greyed-out, there is a disallowed action in the alert.
ID	The unique PSOM-generated alert ID for identification and reporting.

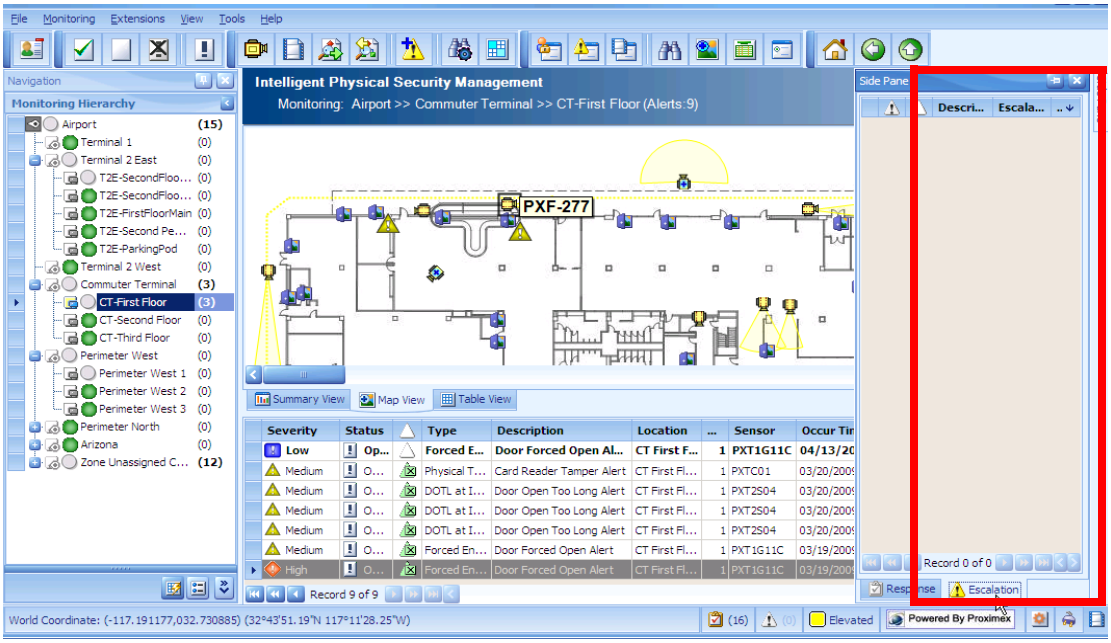
By default, the Alert List Pane only shows open alerts; you can configure it to show acknowledged and open alerts. See the "Viewing Acknowledged Alerts" section on page 7-11.

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.



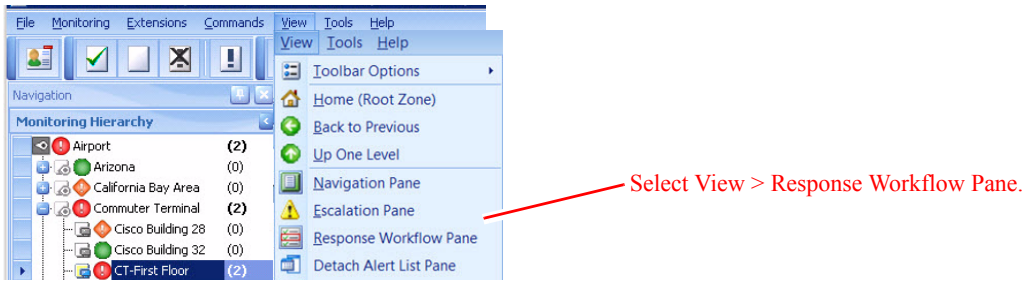
The Escalation Pane only shows alerts that the system has escalated to you for attention, or that other users have escalated to you. For each alert, the Escalation Pane shows the severity (Critical, High, Medium, Low), escalation status (Not Viewed, Viewed but Not Acknowledged, Viewed but Not Closed),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

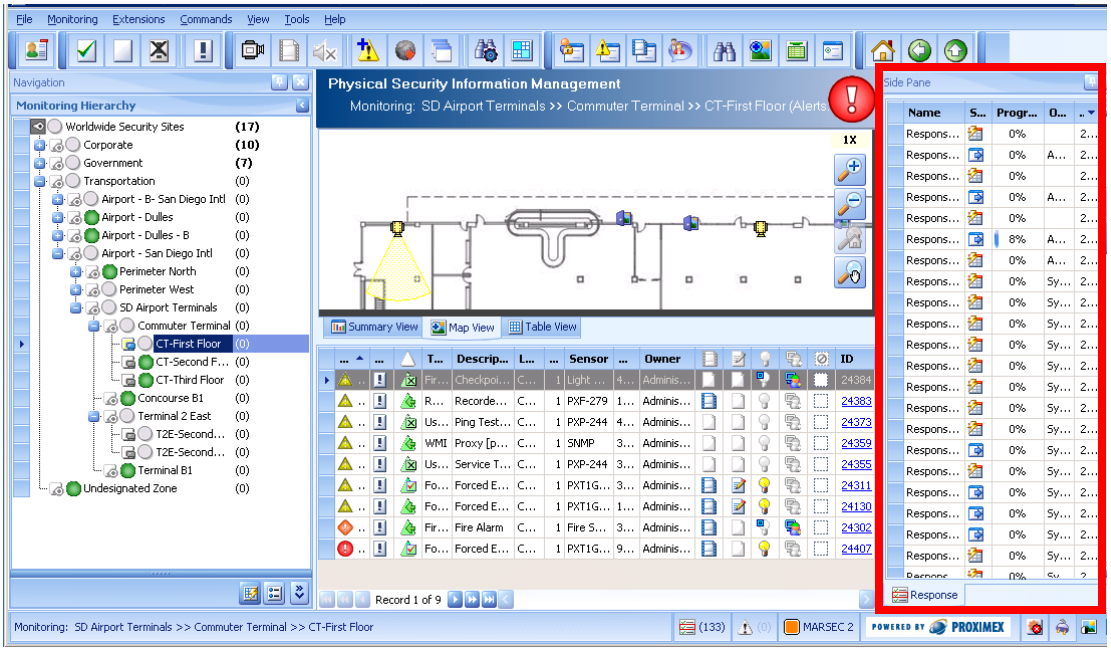
Taking Action with the Response Workflow Pane

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**.



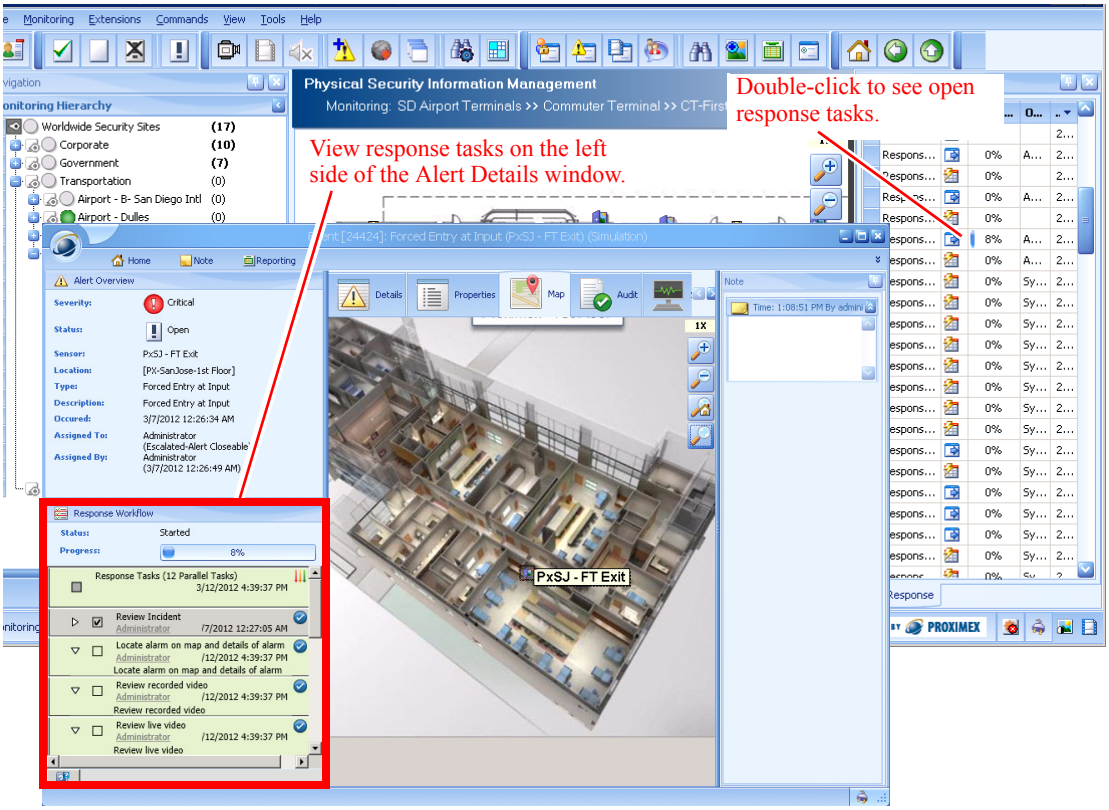
The Response Workflow pane appears in place of the Escalation Pane as shown next.



For each alert, the Response Workflow Pane shows the alert ID, the type of alert, a progress indicator for completion of alert response tasks, and a response ID.

You can also view a summary of the outstanding response workflows at the bottom of the Operation Console.

To find out what response tasks are remaining for an alert, double-click the alert's progress indicator in the Response Workflow Pane. The Alert Details window opens and shows outstanding tasks in the Response Workflow area.



Locating Security Resources

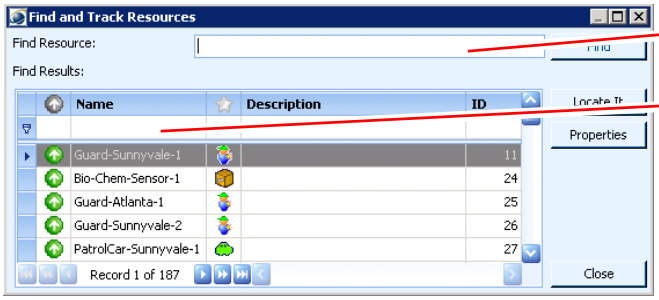
Security resources are the people (mobile officers, paramedics, etc.), vehicles (e.g., patrol cars), boats, airplanes, and valuable assets within your environment whose location you need to track from the Operation Console.

To search your entire environment for a resource, follow these steps:

Procedure

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

The Find and Track Resources window appears.



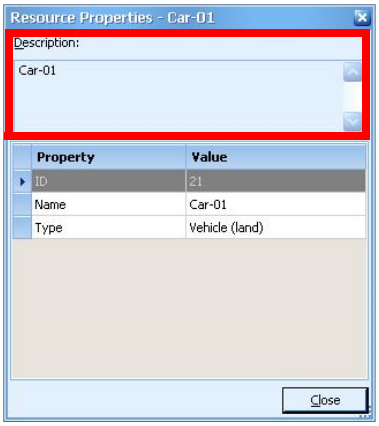
Step 2 You can either select a resource from the list, or enter the resource's name in the **Find Resource** field and click **Find**. To view details about a resource, select it and click **Properties**.

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.

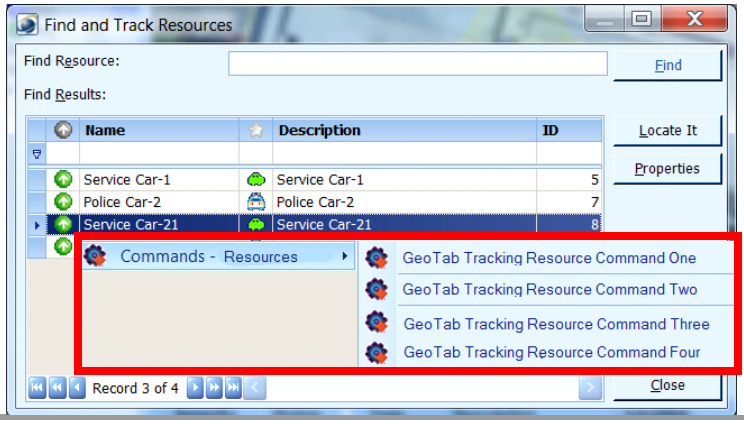
Step 4 Select a resource from the list and click the **Locate It** button.

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.



Step 5 If there are any external commands that can be executed on a resource, they will appear when you right-click the resource in the Find and Track Resources window.



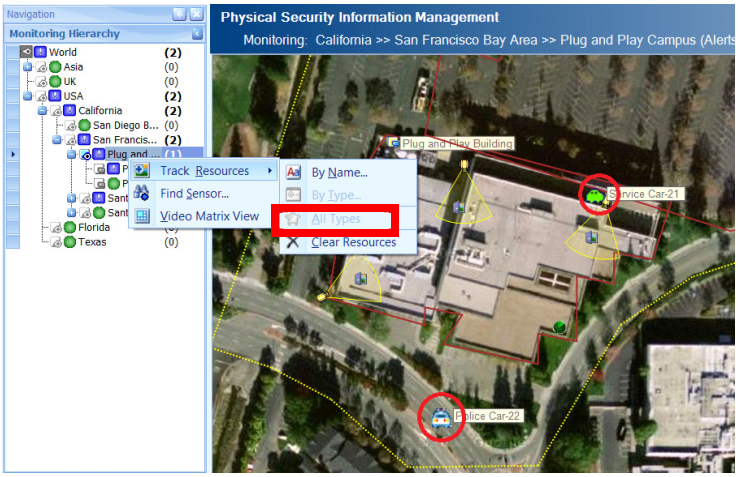
To find a resource in a specific monitoring zone or area, follow these steps:

Procedure

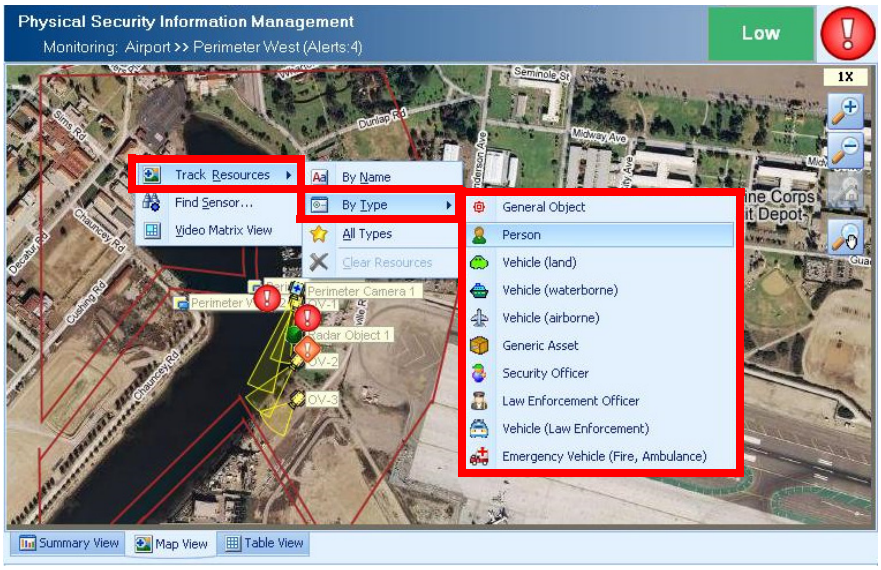
Step 1 Right-click the monitoring zone or area in the Navigation Pane.

Step 2 Select the resources to display:

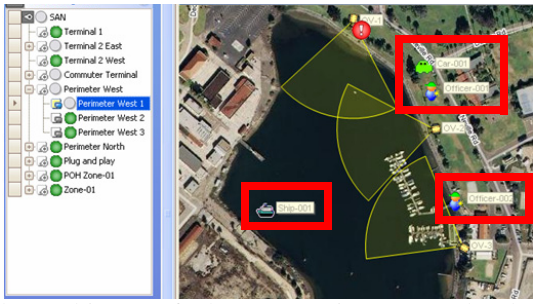
- To find resources by name, select **Track Resources > By Name**. Enter the name in the Find and Track Resources window and click **Find**.
- To find all types, select **Track Resources > All Types**.



- To find the resources by type, select **Track Resources > By Type**, and then select a type.

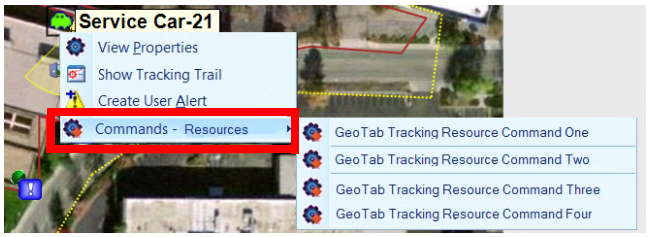


Step 3 The map updates to show the resources in that zone or area.



Step 4 To show a history of where a certain resource has been (a tracking trail), right-click the resource on the map and select **Show Tracking Trail**.

Step 5 To execute an external command (if available) on a resource, right-click the resource on the map and select **Commands - Resources** to display available commands.

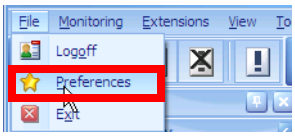


To clear resource tracking from the Map View Pane, right-click the monitoring zone or node in the Navigation Pane and select **Track Resources > Clear Resources**.

To configure the number of tracking points to display when tracking a resource, follow these steps:

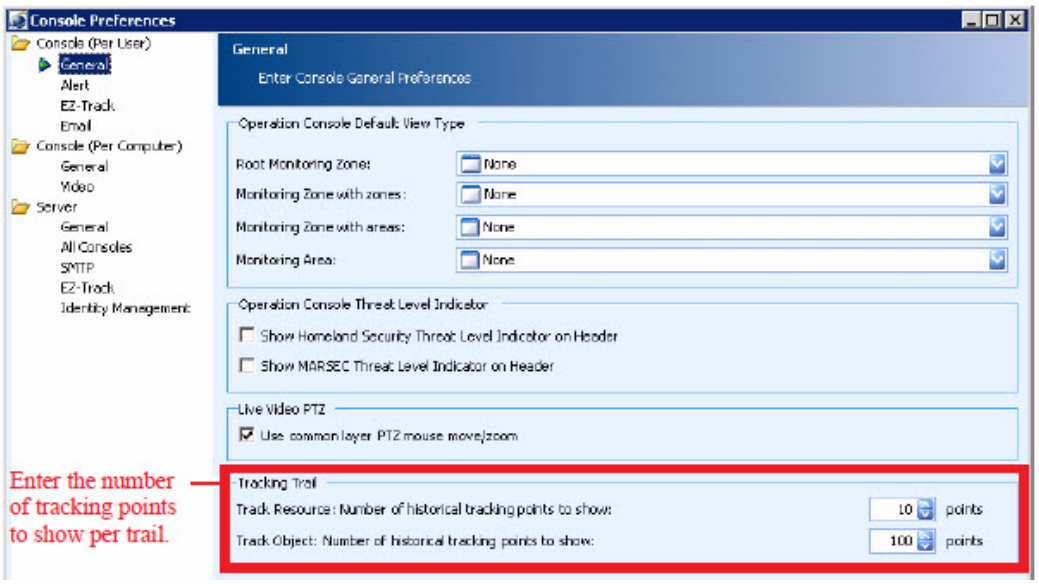
Procedure

Step 1 Select **File > Preferences**.



The Console Preferences window appears.

Step 2 Click **General** under Console in the left pane.



Step 3 Enter the number of tracking points to show on the map per resource tracking trail in the **Track Resource: Number of historical tracking points to show** field.

Step 4 Enter the number of tracking points to show on the map per object tracking trail in the **Track Object: Number of historical tracking points to show** field.

Step 5 Click **OK**.

Tracking Users by Badge Activity

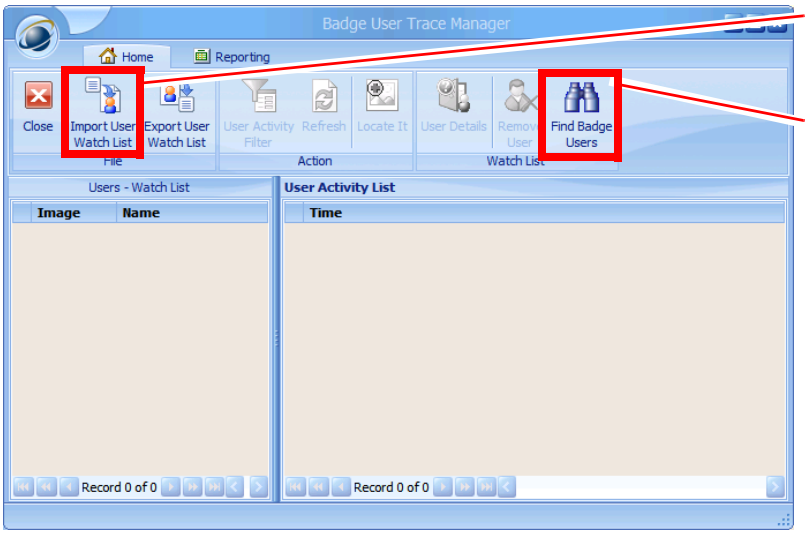
If your access control system supports this functionality, PSOM can display activity for a badge from the Badge User Trace Manager. You can set up a badge user on a watch list and manually refresh the results on demand to see at what sensors the badge is using. The user watch list you create in Badge 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, follow these steps:

Procedure

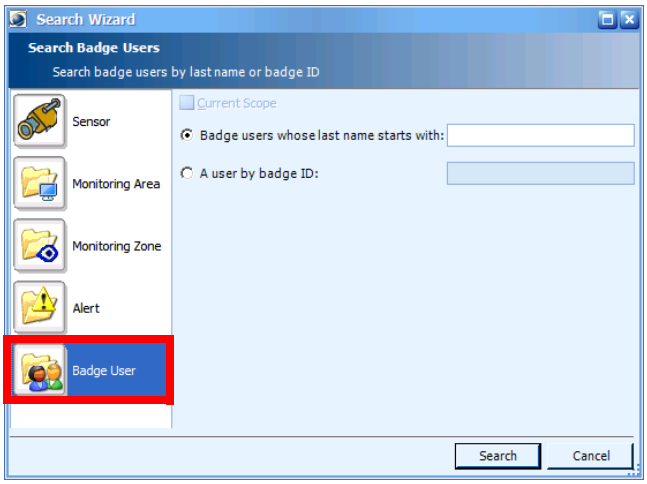
Step 1 Click **Badge User Trace** in the toolbar for the Operation Console.

The Badge User Trace Manager window appears.



Step 2 Click **Find Badge Users**.

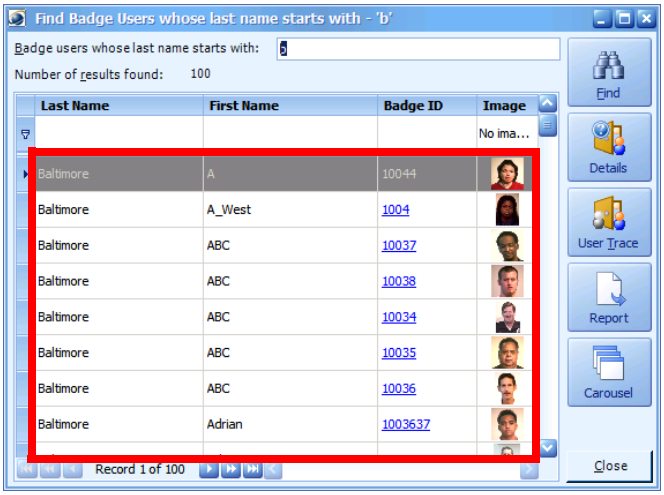
The Search Wizard appears.



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.

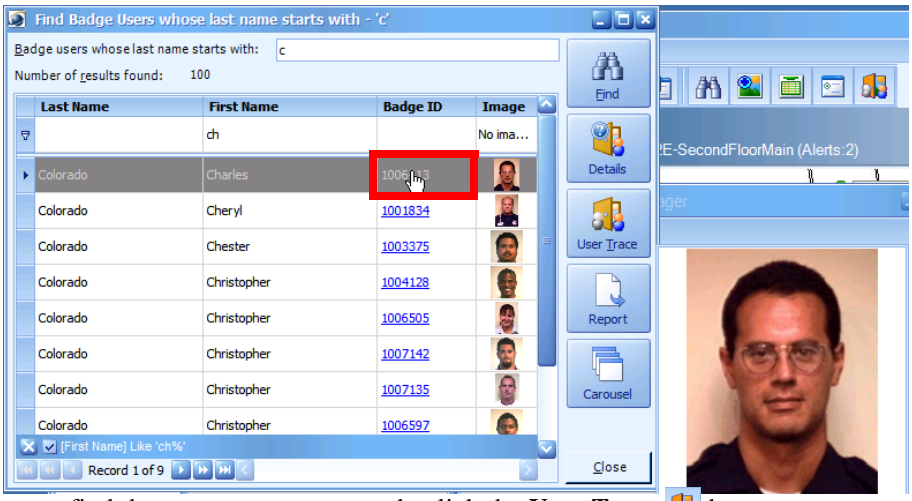
Step 4 Click the **Search** button.

The Find Badge Users window appears with results.



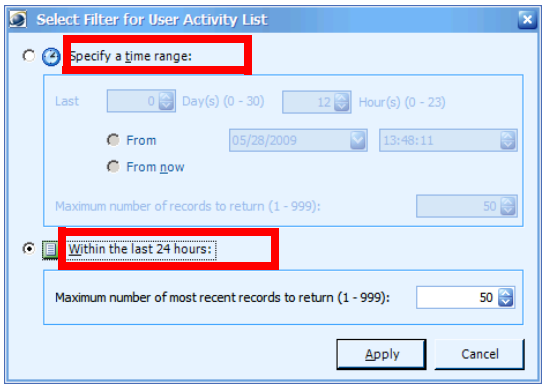
You can filter the list by entering characters in the top row fields.

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.

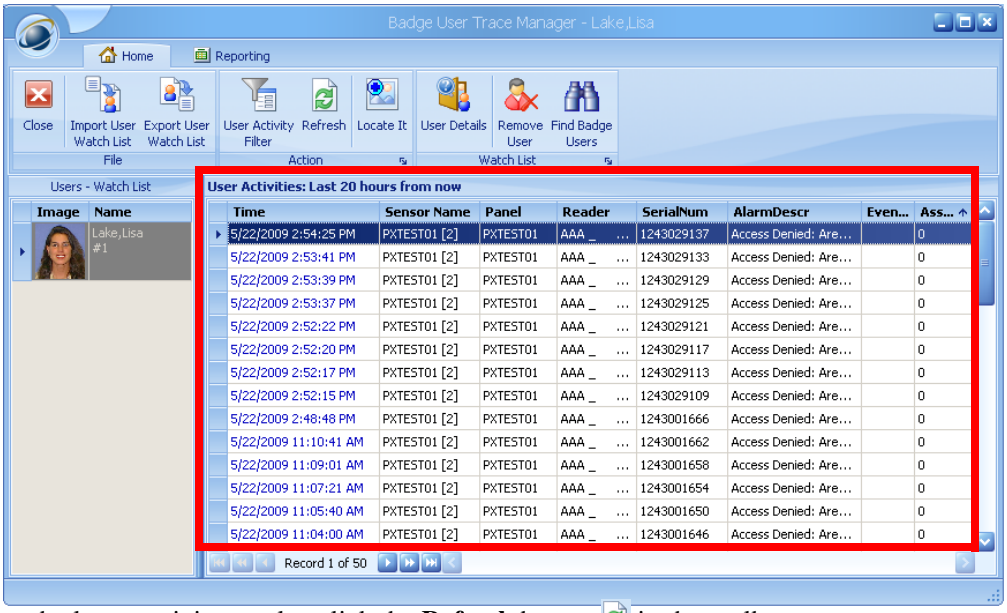
The Select Filter for User Activity List window appears.



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**.

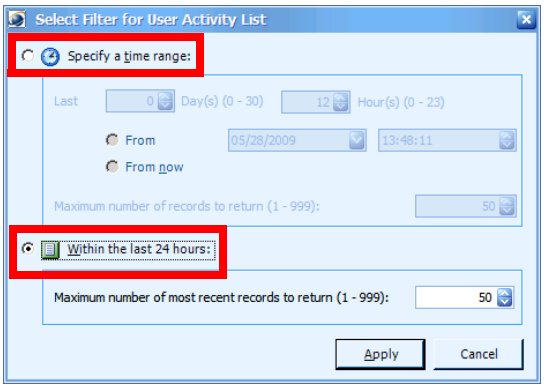
The Badge User Trace Manager reappears with results displayed for that user.



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.

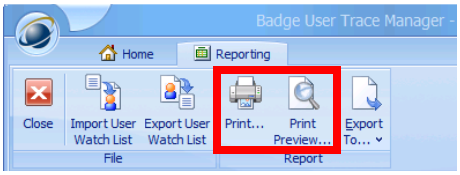
The Select Filter for User Activity List window appears.



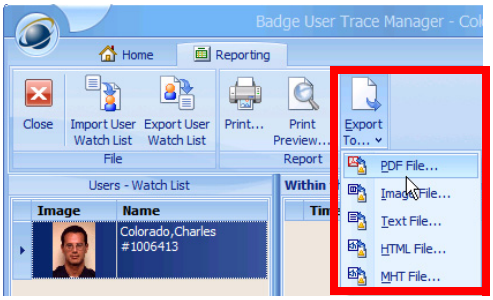
Step 10 If the selected activity has valid sensor information, you can click the **Locate It** button to view the sensor location on the map in the Operation Console.

Step 11 To remove a user from the watch list, select the user and click the **Remove User** button in the toolbar.

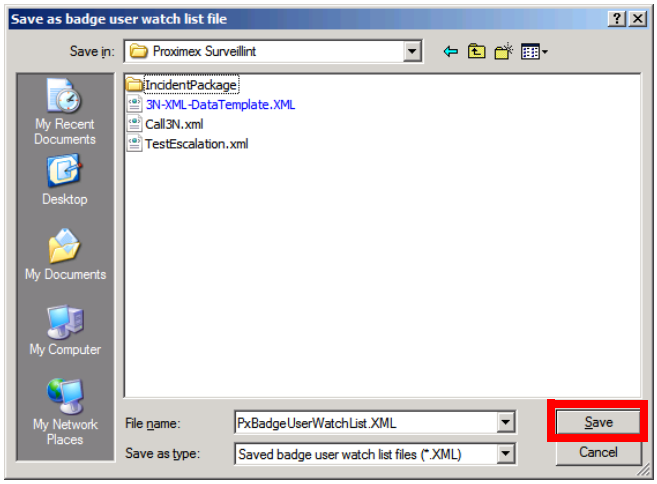
Step 12 To print a report of the watch list, click the **Reporting** tab and then click the **Print** button or **Print Preview** button.



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

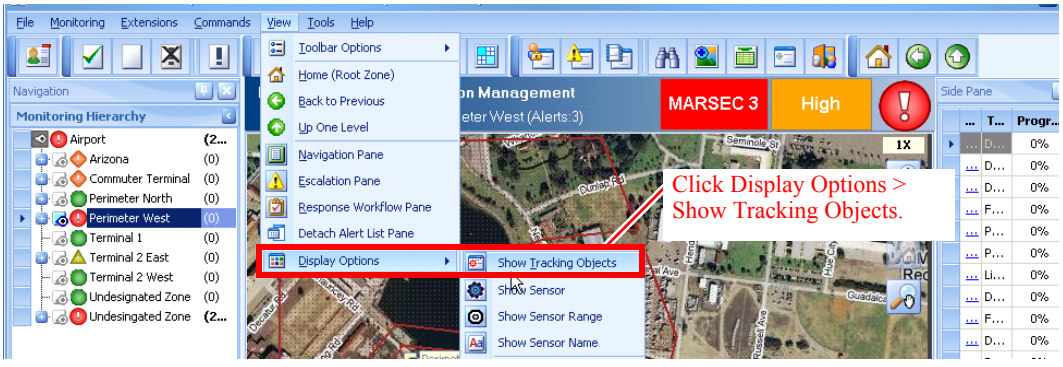
Tracking objects are unknown objects that are being tracked by sonar, radar, RFID, or intelligent video systems integrated with PSOM. When you view these tracking objects in PSOM, you can see their geolocation on the maps for monitoring zones or areas as well as a tracking trail for their recent positions.

To view tracking objects on a map, follow these steps:

Procedure

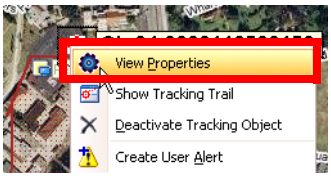
Step 1 Select the monitoring zone or area for which you want to view tracking objects.

Step 2 Click **View > Display Options**.

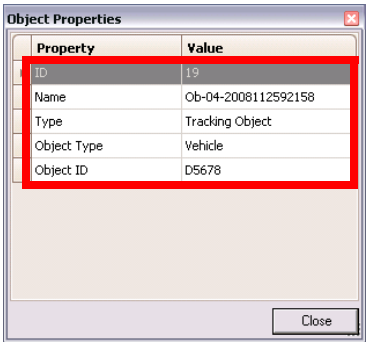


Any tracking objects present in the selected map area appear.

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.

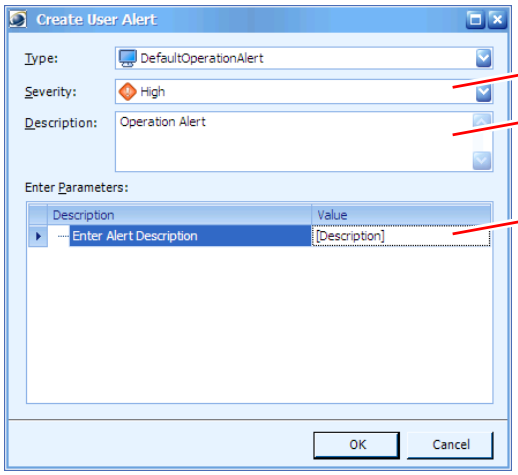
The tracking trail appears as a red dotted line. You can only show the tracking trail for one tracking object at a time.

The tracking trail appears as a dotted line on the map.

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.



Select a severity to assign to the alert.

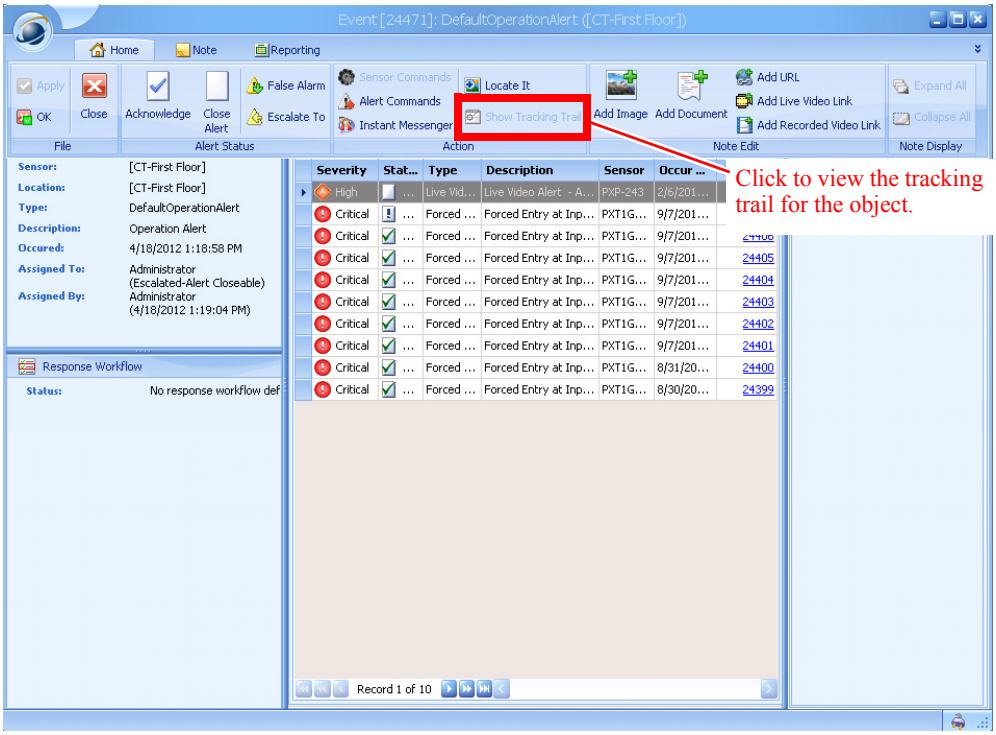
Enter a description for the alert.

Enter the alert message.

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.



Step 6 To execute an external command (if available) on a tracking object, right-click the object on the map and select **Commands - Resources** to display available commands.

Creating User Alerts

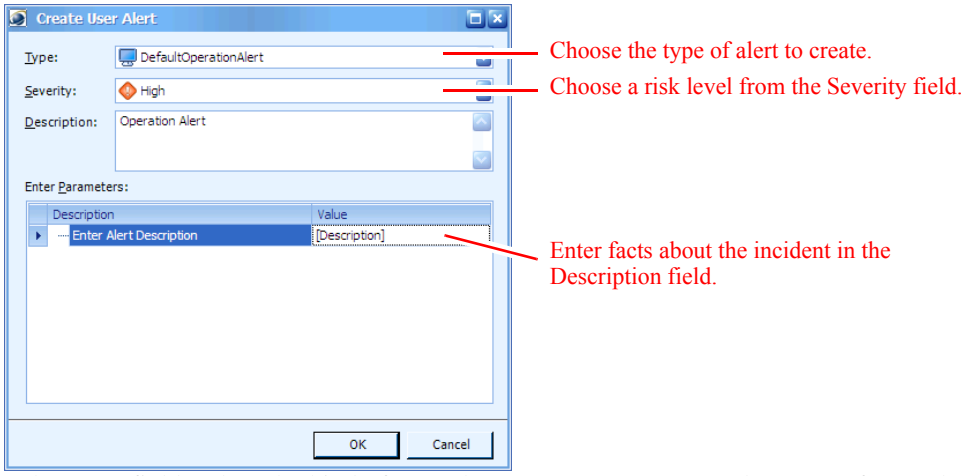
If you see suspicious activity or want to record an important event within PSOM, you can create an alert with a description of the incident or problem.

To create a user alert, follow these steps:

Procedure

Step 1 Click the **Create Alert** button in the Operation Console toolbar.

The Create User Alert window opens.



Step 2 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 3 From the **Severity** field, choose the risk level: Low, Medium, High, or Critical.

Step 4 In the **Description** field under Enter Parameters, 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.

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.

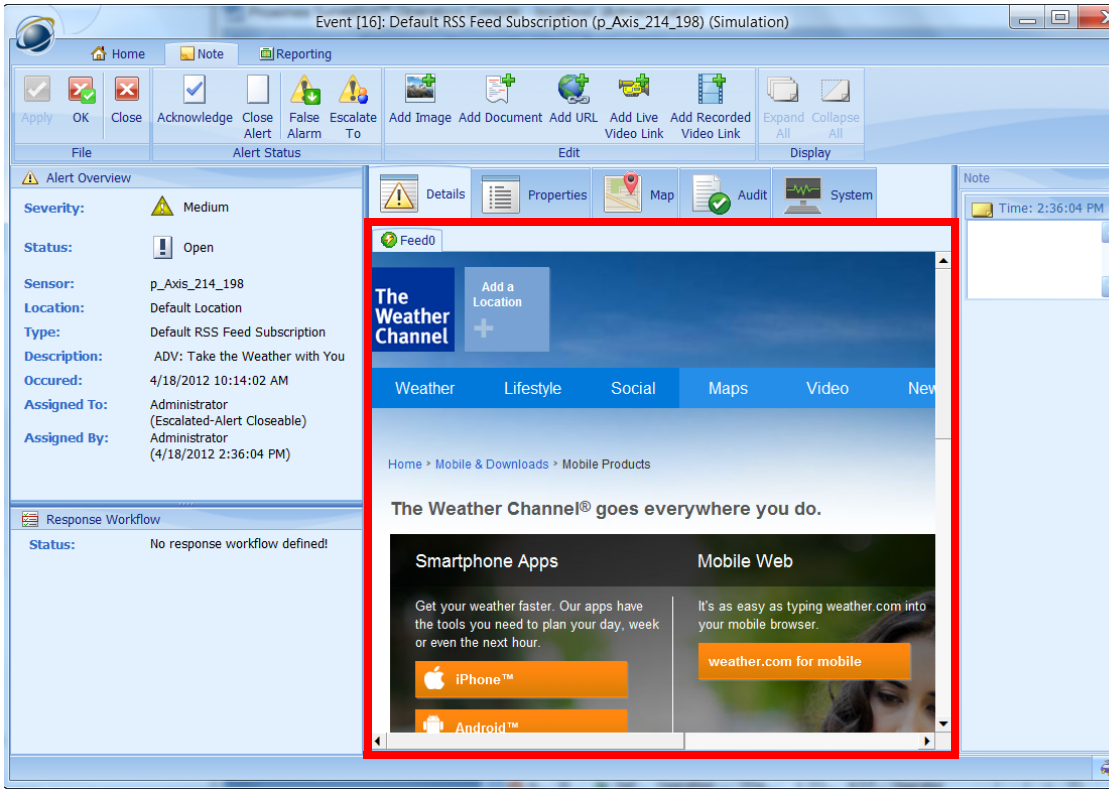
When you click the **Left Arrow** button, you return to the map you were previously viewing.

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.

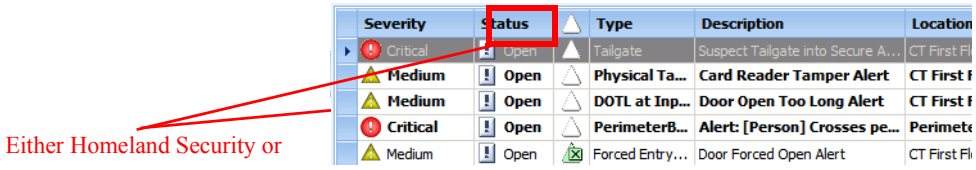
Viewing External Alerts (Such as RSS Feeds)

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 "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.

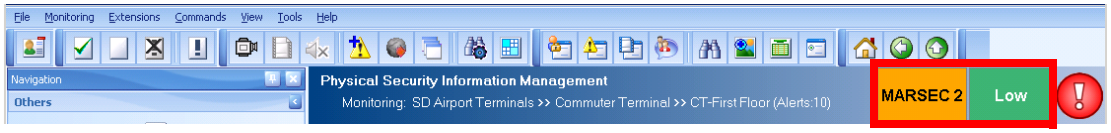


This level is set manually by your system administrator.

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.

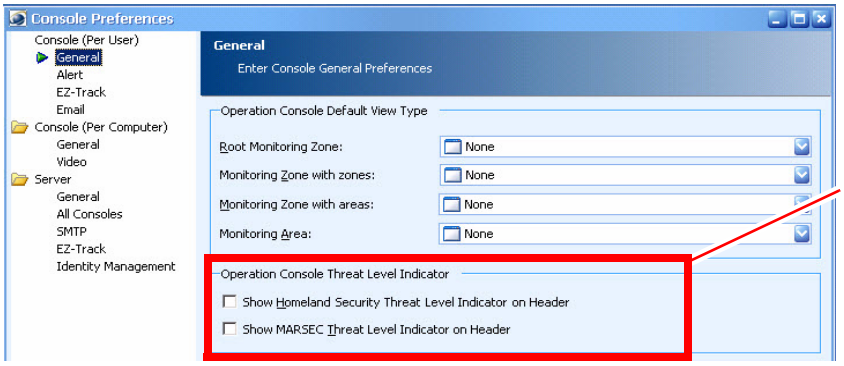


To display MARSEC or Homeland Security indicators at the top of the Operation Console window, follow these steps:

Procedure

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 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.

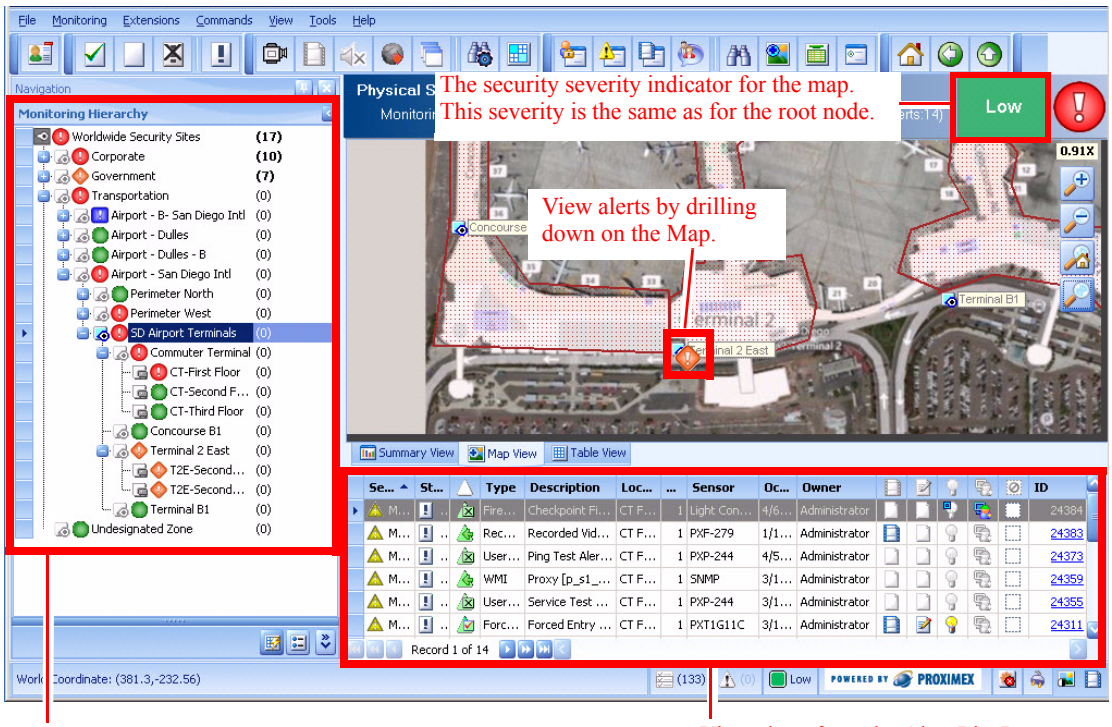
This chapter includes these topics:

How You can View Alerts

When an alert occurs, PSOM notifies you of it in several different ways. First, the alert appears in a pop up window just as it occurs. It stays open for a few seconds just above the Windows task bar along the bottom of the screen.

This alert window may, or may not, be accompanied by a beep; this depends on your preferences settings with regards to alert beeps. See the "Turning Alert Beeps Off or On" section on page 9-2 for details.

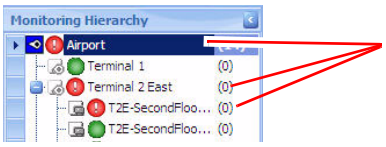
After the initial warning, alerts appear in the Monitoring Hierarchy, the Map View Pane, and the Alert List Pane of the Operation Console. The next sections explain navigation of alerts within these different areas.



Viewing Alerts in the Monitoring Hierarchy

When a sensor detects an *alarm event* and causes an *alert* to be raised within PSOM, the alert icon appears within the Monitoring Hierarchy. 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.

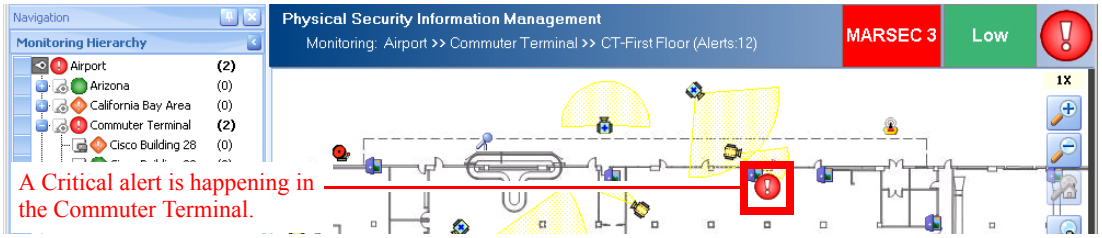


If there are multiple alerts in a security zone, the alert icon will take on the appearance of the highest priority alert; for example, if there are both Medium and Critical risk alerts, the alert icon will turn red to signify that a Critical risk alert is present. When you select an alert icon in the Monitoring Hierarchy, 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 Critical severity alert (red circle icon) occurring in the Commuter Terminal zone.



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 Monitoring Hierarchy. For example, if "Commuter Terminal" is highlighted in the Monitoring Hierarchy, then the alerts shown in the Alert List Pane are all those that are open and occurring within the Commuter Terminal.

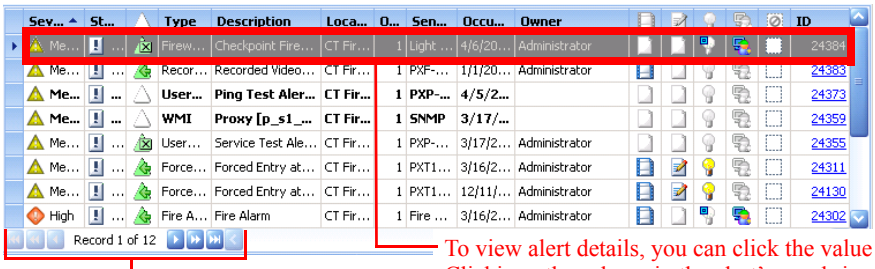


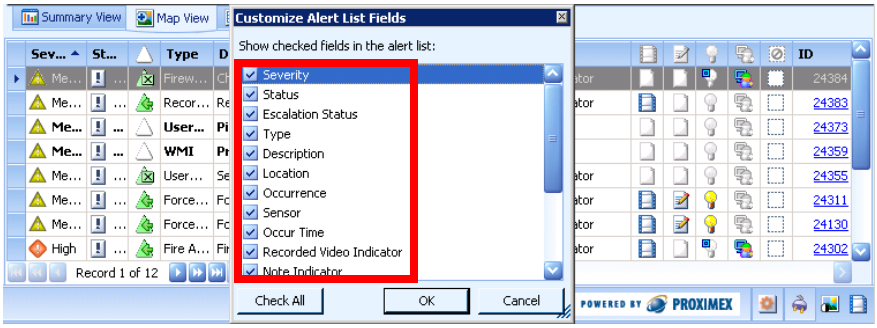
Table 3-1 Alert information you can get from the Alert List Pane

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.

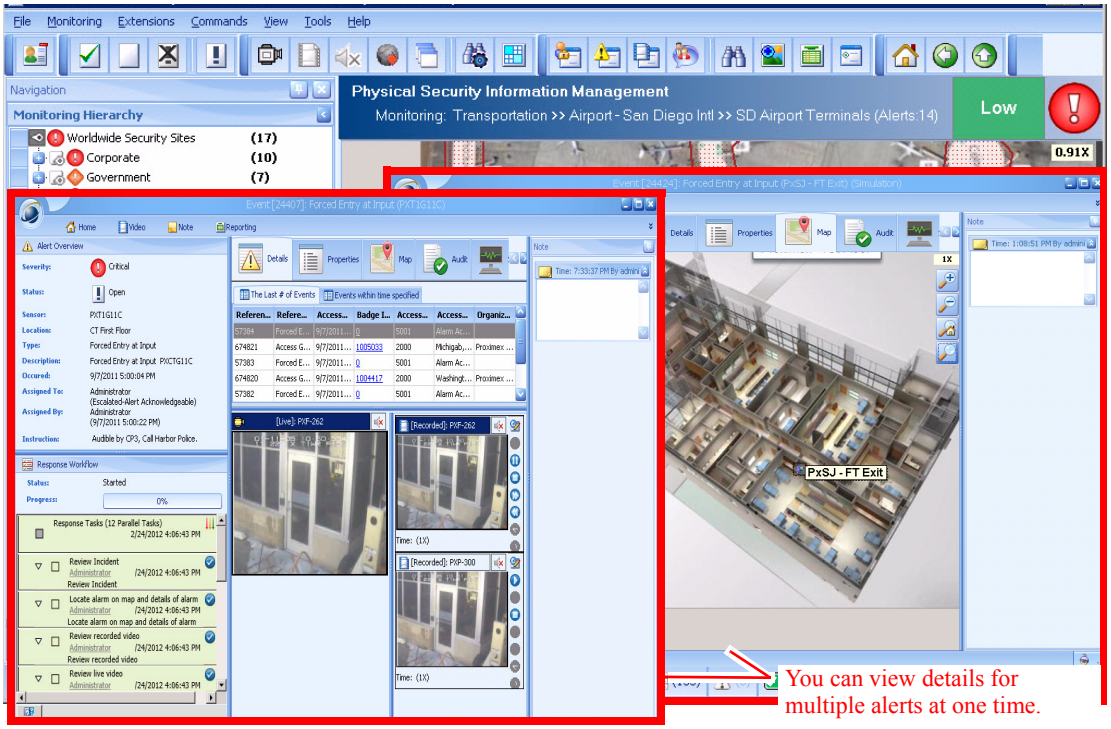
The Alert List Pane only shows open alerts; you can configure it to show acknowledged and open alerts. See the end of the "Tracking Alert Conditions with the Alert List Pane" section on page 2-17 section for instructions.

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 7-9.

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.

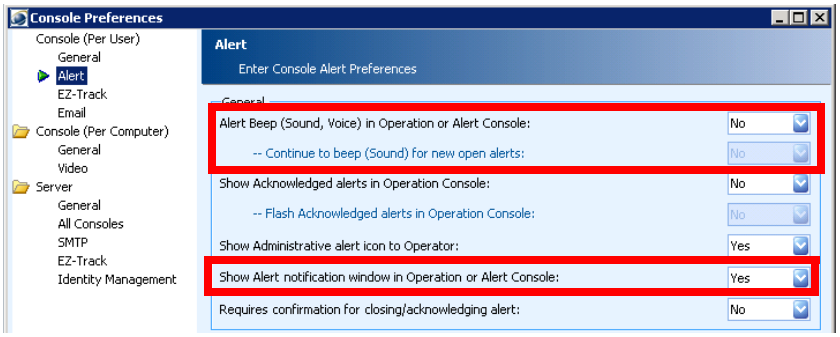


You can view alert details for multiple alerts at the same time. Each Alert Details window can be placed anywhere on the screen and assessed separately. See the "Accessing Alert Details" section on page 3-6 to find out more about the information shown in the Alert Details window.



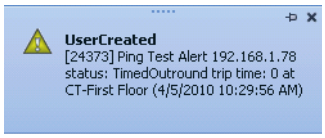
Alert Notifications

New alerts could trigger beeping or pre-configured sounds or notification popups in the Operation Console if so configured in the Console Preferences window.



The **Alert Beep** option can be set to **Yes** to enable sound, and you can continue the alert beep for new open alerts by selecting **Yes** from the **Continue to beep** field.

The **Show Alert notification window** option can be set to **Yes** to show a notification popup when alerts are created.

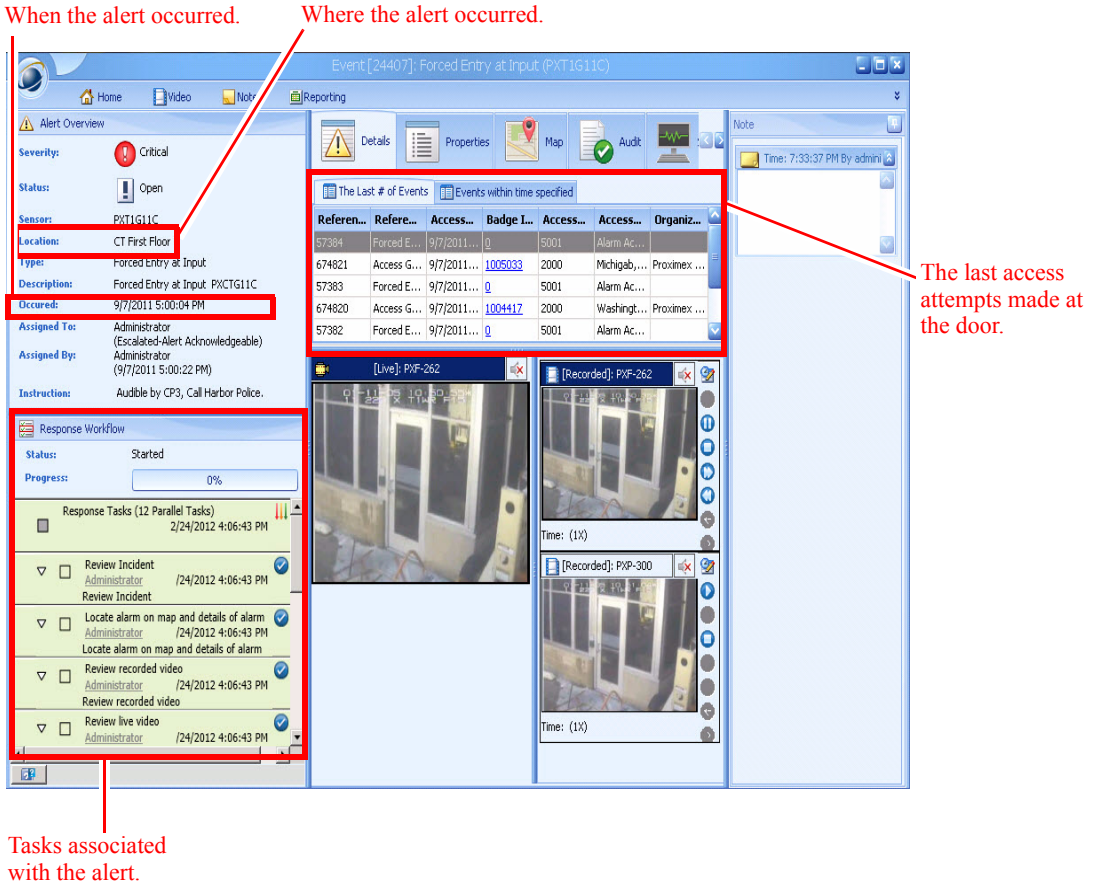


Accessing Alert Details

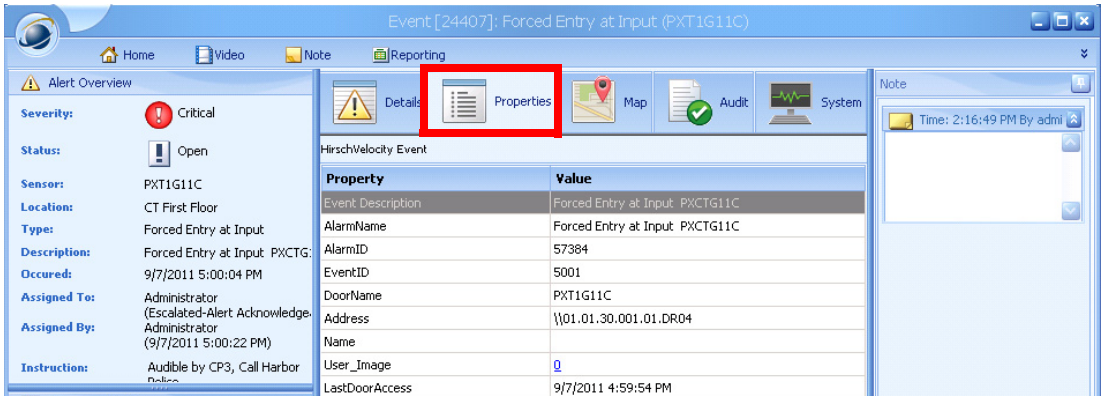
As a quick refresh, you can view details for an alert in these ways:

- 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 7, “Acknowledging, Closing and Auditing Alerts,” to learn about using the Alert Manager window.

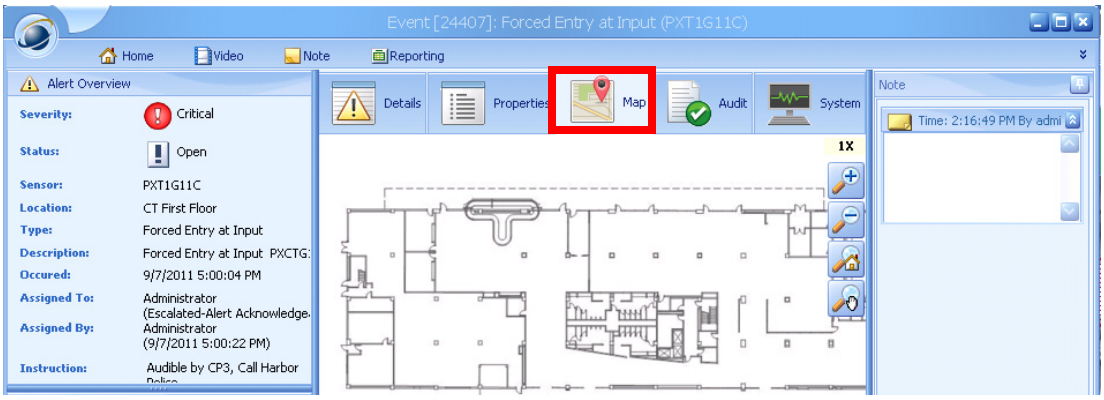
When you access details for an alert, the Alert Details window appears.



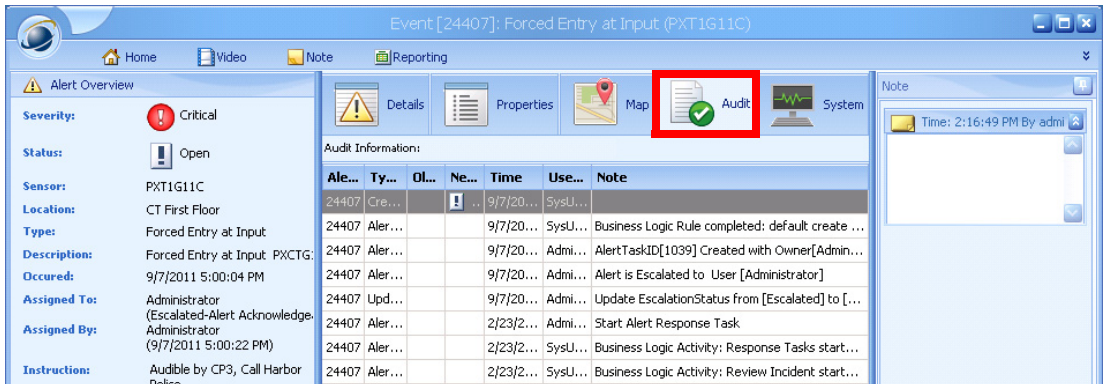
Click **Properties** to view more information about the event that triggered the alert.



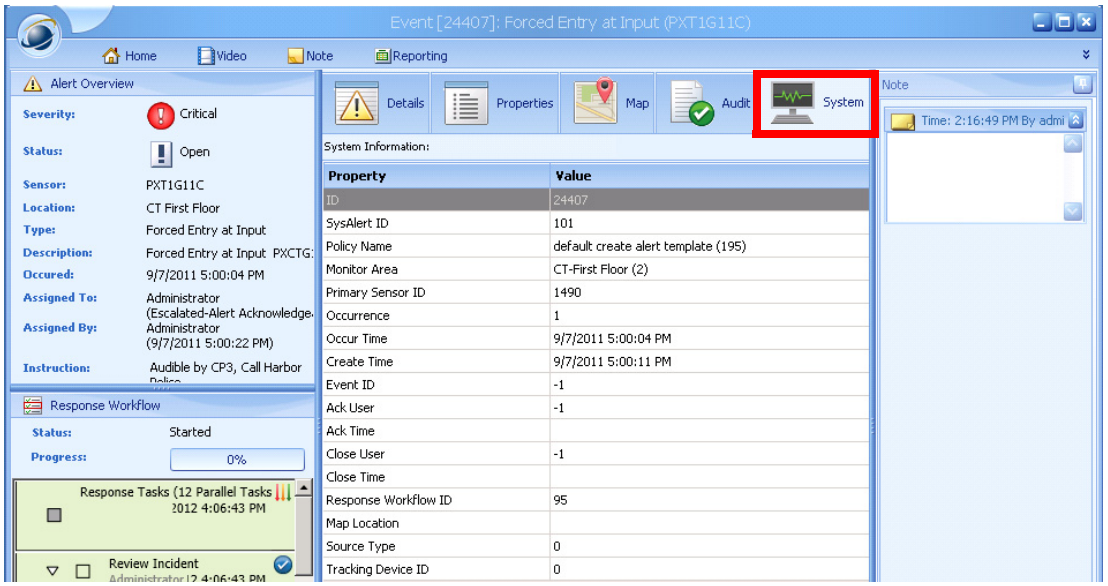
Click **Map** to view the location of the alert.



Click **Audit** to view activities that have occurred for this alert.



Click **System** to view more details about the alert.



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 3-14.

- The location of the alert. See the "Finding the Location of an Alert" section on page 3-16.
- 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 3-33.

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 3-26.
- Respond to the alert. See the "Following Alert Response Procedures" section on page 3-32.
- Add notes to the alert dossier. See the "Documenting Alert Response" section on page 3-47.
- Acknowledge or close the alert, or mark it as a false alert. See Chapter 7, "Acknowledging, Closing and Auditing Alerts.".

Additionally, some alerts include URL or image attachments on the **Details** tab,. 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

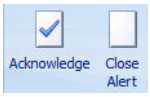
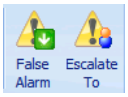
Icon	What it Does...
	Acknowledge or close the alert. See Chapter 7, "Acknowledging, Closing and Auditing Alerts.".
	Click **False Alarm** to indicate that this alert can be ignored. See the "Marking an Alert as a False Alert" section on page 7-6. Click **Escalate To** if you want to transfer handling of the alert to another person. See the "Escalating an Alert" section on page 3-36.
	Displays a list of actions you can perform on the sensor. For example, see the "Manually Controlling Access" section on page 3-45 for actions you can perform on an access control device.
	Displays a list of external commands that can be executed for this alert.
	Launches the Instant Messenger for communicating with security personnel via text messaging. See the "Updating Security Personnel with Instant Messaging" section on page 3-37.

Table 3-2 Alert Toolbar (continued)

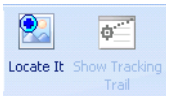
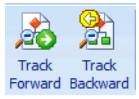
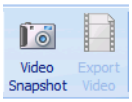
Icon	What it Does...
	Brings you to the **Map View Pane** so you can see the alert's location. See the "Finding the Location of an Alert" section on page 3-16. If there is a tracking object associated with the alert, you can click the **Tracking Trail** button to display a tracking trail (red dotted 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 2-31 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 3-26. 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 4-12. 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 4-9.
	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 3-26. Click **Export Video** to save the recorded video to your computer. See the "Exporting Video to a File" section on page 4-11.
	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 4-12.

Table 3-2 Alert Toolbar (continued)

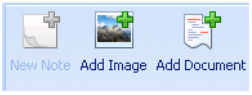
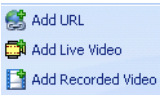
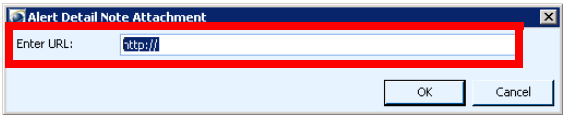
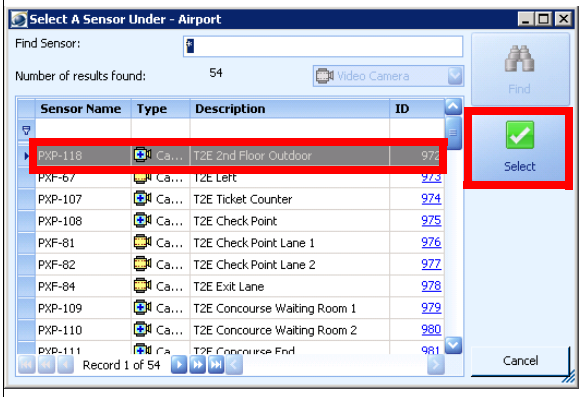
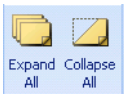
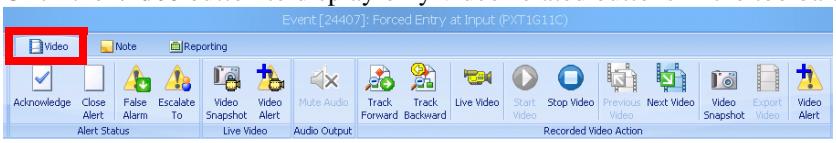
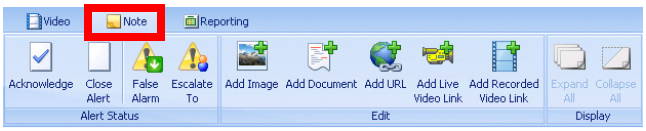
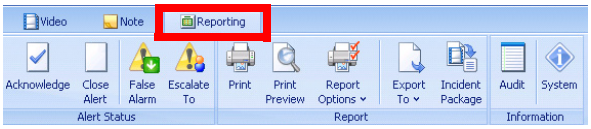
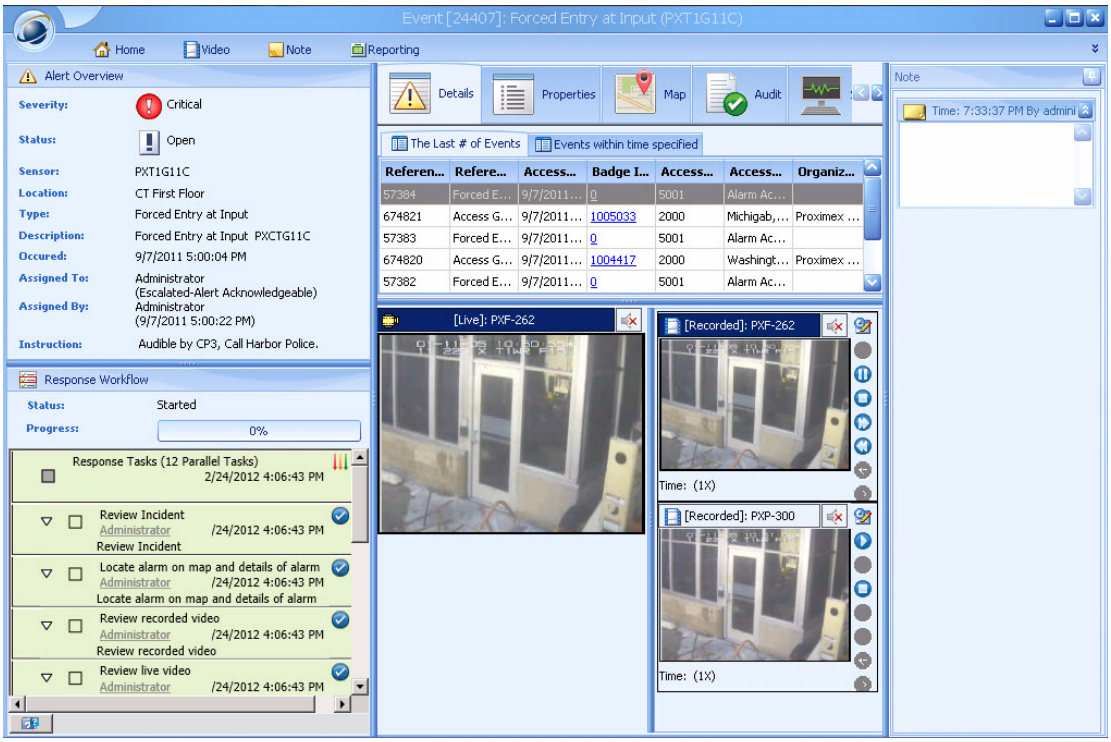
Icon	What it Does...
	Click the **New Note** button to add a note to the alert where you can enter any actions you took, or attach photographs to the alert dossier. Click the **Add Image** button to attach an image to the alert. Click the **Add Document** button to attach a document to the alert. You can attach many kinds of documents including: Microsoft Word (.docx or .doc), Adobe PDF document, Microsoft Excel spreadsheet (.xls or .xlsx), text, Web Page (HTML), Single File Web Page (MHT), or Rich Text Format (RTF). Files must be less than 20 MB.
	Click **Add URL** to attach a URL to this alert. The URL might contain further information about the alert, or reference a set of instructions.  Click **Add Live Video Link** or **Add Recorded Video Link** to attach video to this alert. You will be prompted to select the video camera that has the relevant video. 
	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.

Table 3-2 Alert Toolbar (continued)

Icon	What it Does...
Video	Click the **Video** button to display only video-related buttons in the toolbar. 
Note	Click the **Note** button to display only notes-related buttons in the toolbar. 
Reporting	Click the **Reporting** button to display only reporting-related buttons in the toolbar. 

Enabling One-Click Access to Alert Details

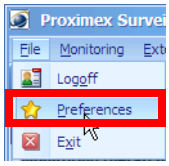
You can configure PSOM to automatically open the live and recorded video, instructions, notes and response tasks for an alert when you open the Alert Details window.



To enable one-click access for alert details, follow these steps:

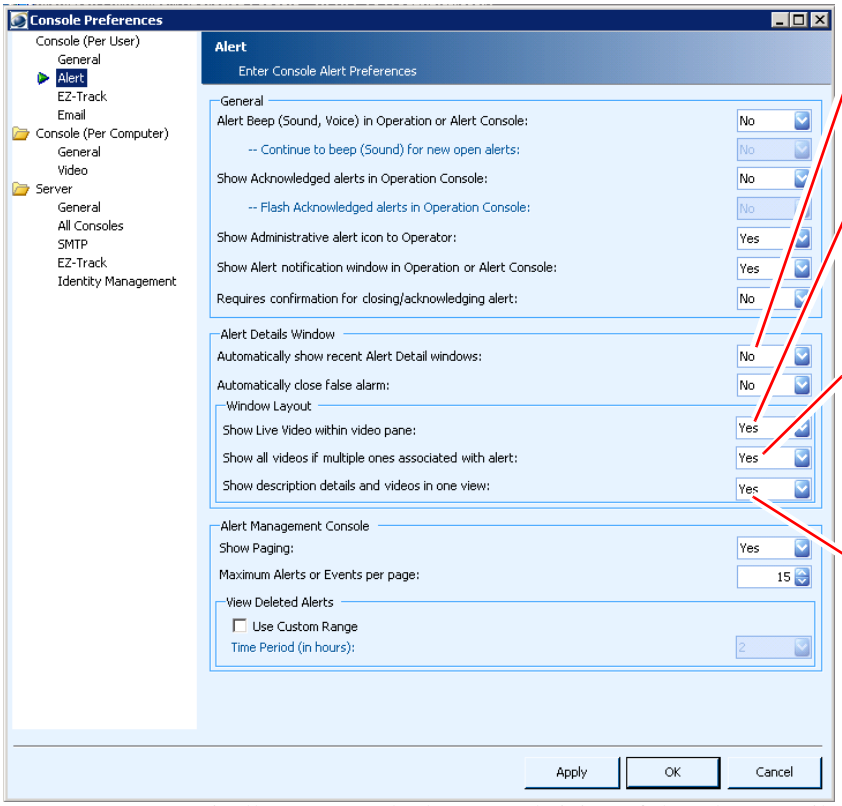
Procedure

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).



Select Yes to automatically show the most recent Alert Details configuration.

Select Yes to automatically show live video in the Alert Details window.

Select Yes to automatically show all videos related to this alert within the Alert Details window.

Select Yes to automatically show notes, video, and alert details in one view within the Alert Details window.

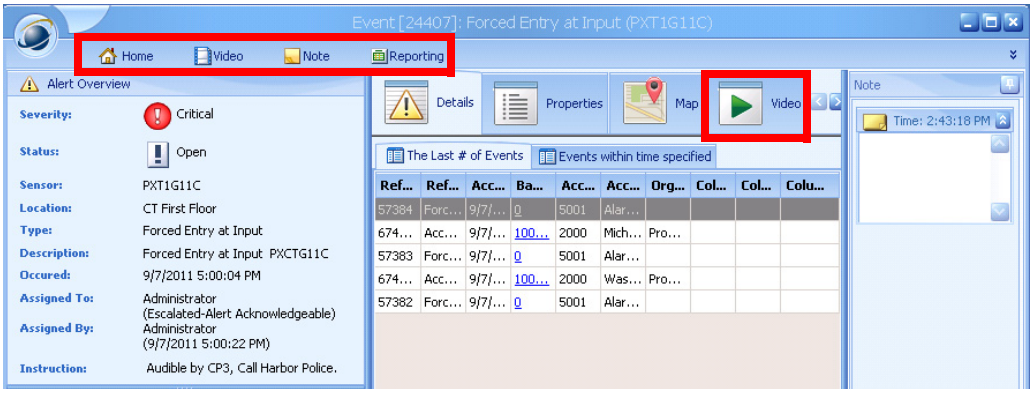
Step 4 If you want to automatically preserve the layout and sizing of the Alert Details window as you've customized it during use of the Operation Console, select **Yes** from the Automatically show recent Alert Detail windows field.

Step 5 Under the Window Layout section:

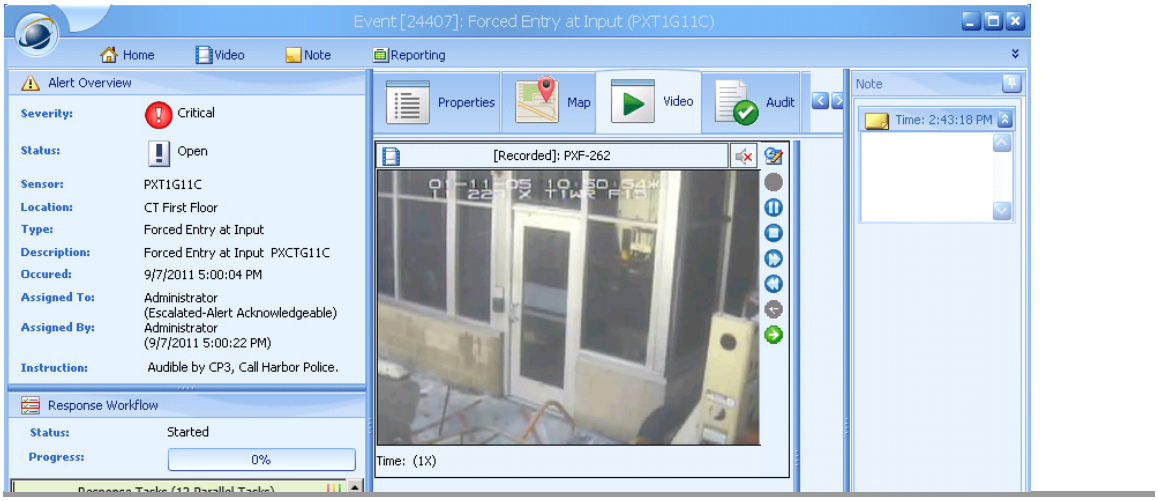
- Select **Yes** from the **Show Live Video within video pane** field if you want to automatically display live video for the alert in the Alert Details window.
- If you want to show all related recorded video for this alert in the Alert Details window, select **Yes** from the **Show all videos if multiple 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 tabs along the top of the window, or clicking icons in the middle of the window.

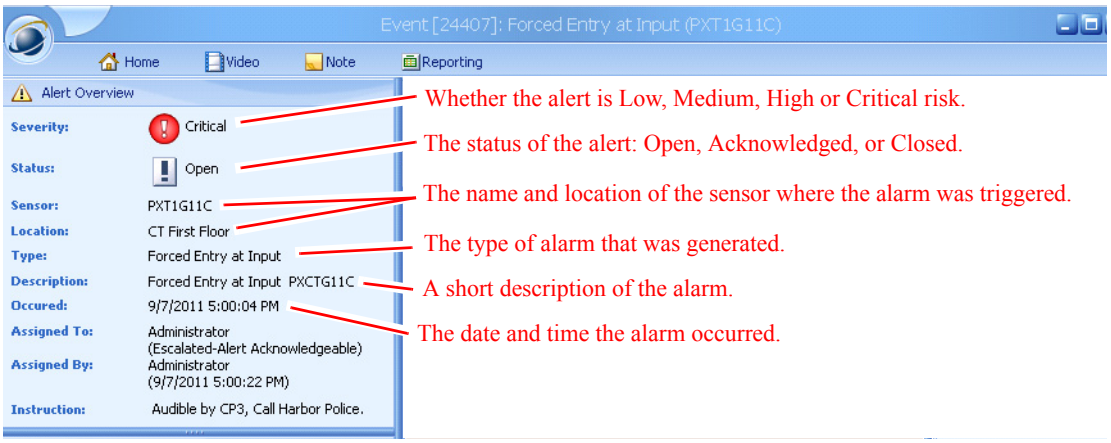


For example, click the **Video** icon to display the video in the window.



Determining the Time, Date, and Description of the alert

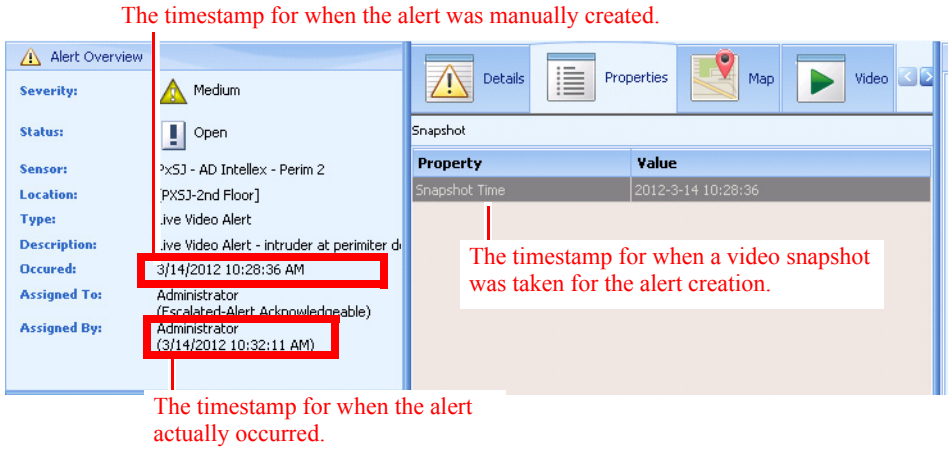
The Alert Overview area of the Alert Details window provides basic alert details.



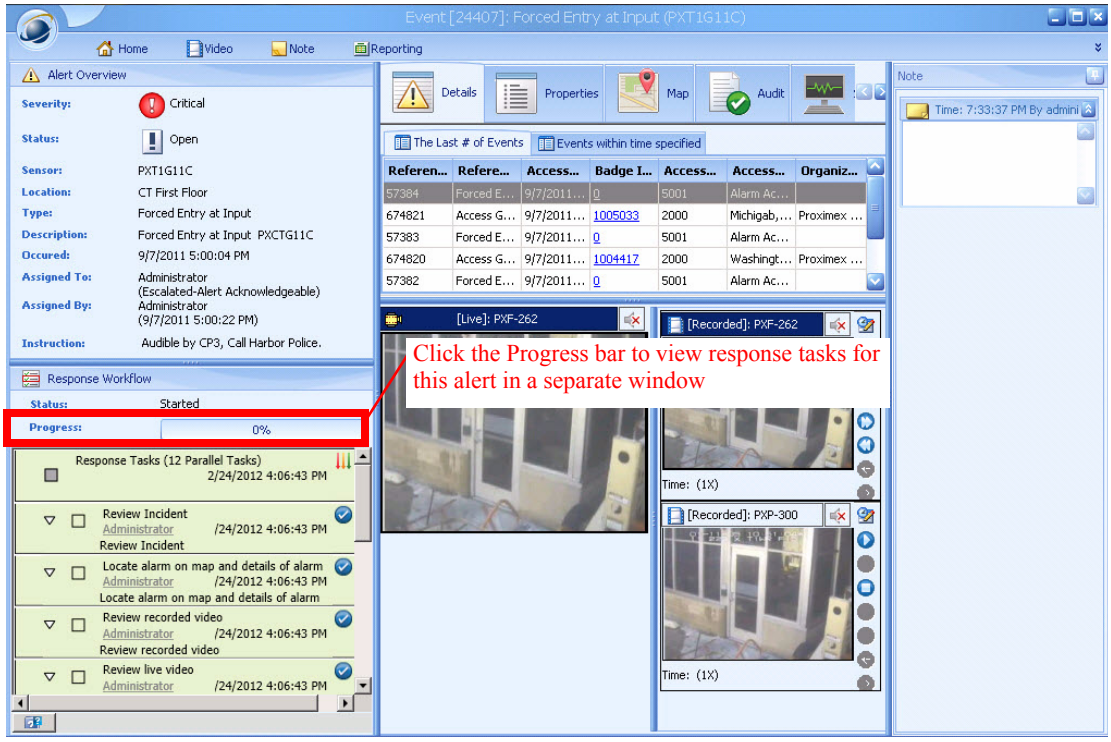
The Alert Overview area shows you:

- 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.
- Location—A description of the location of the sensor that triggered the alarm, and the name of the sensor in parenthesis.
- Type—The type of alarm that was triggered at the sensor device.
- Alarm Description—A short description of the alarm that was triggered.
- Occur Time—The date and time the alarm occurred; the format follows the Regional setting on the Console machine.

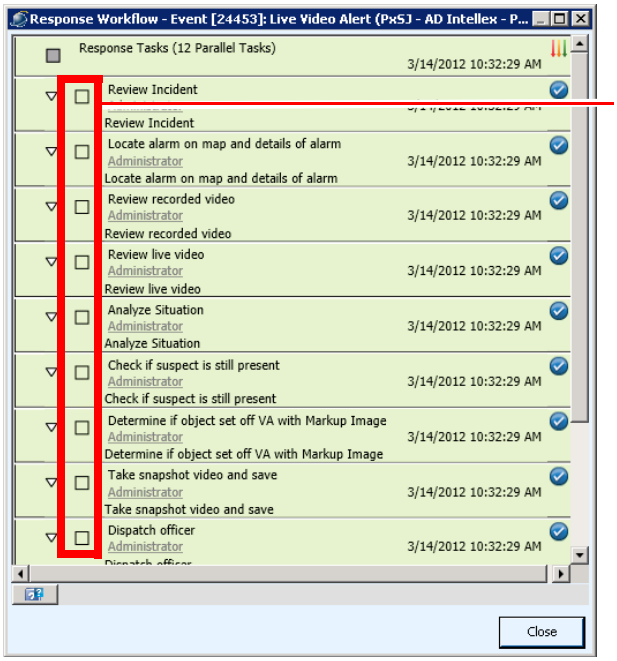
If the alert was created manually from the Recorded Video window, this timestamp is the time the alert was created by the operator, not the time the alert actually occurred. The time the alert actually occurred is displayed at the bottom of the Recorded Video window.



If the alert has a response workflow preconfigured for it, a Response Workflow area appears and shows the percentage of the response workflow that has been completed for this alert, as well as the tasks that must be completed.



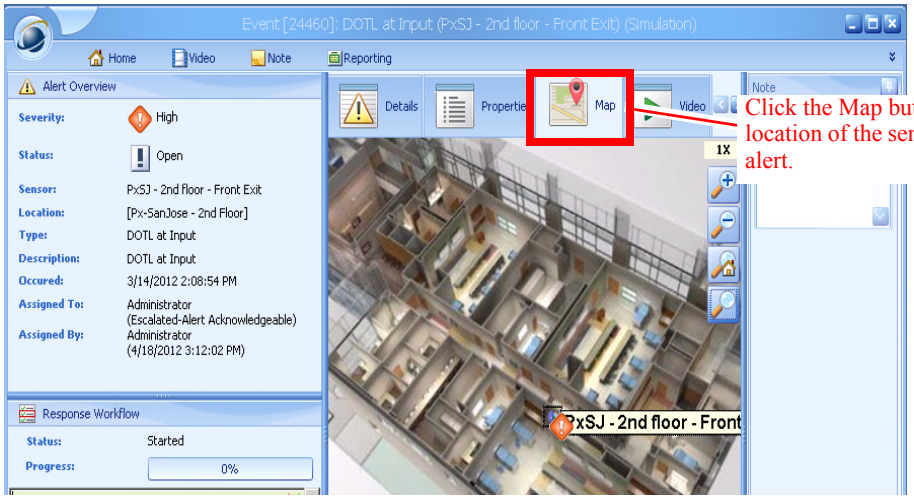
Click the Progress bar to view these response tasks in a separate window. The Response Workflow window appears with a checklist of tasks to be completed.



Finding the Location of an Alert

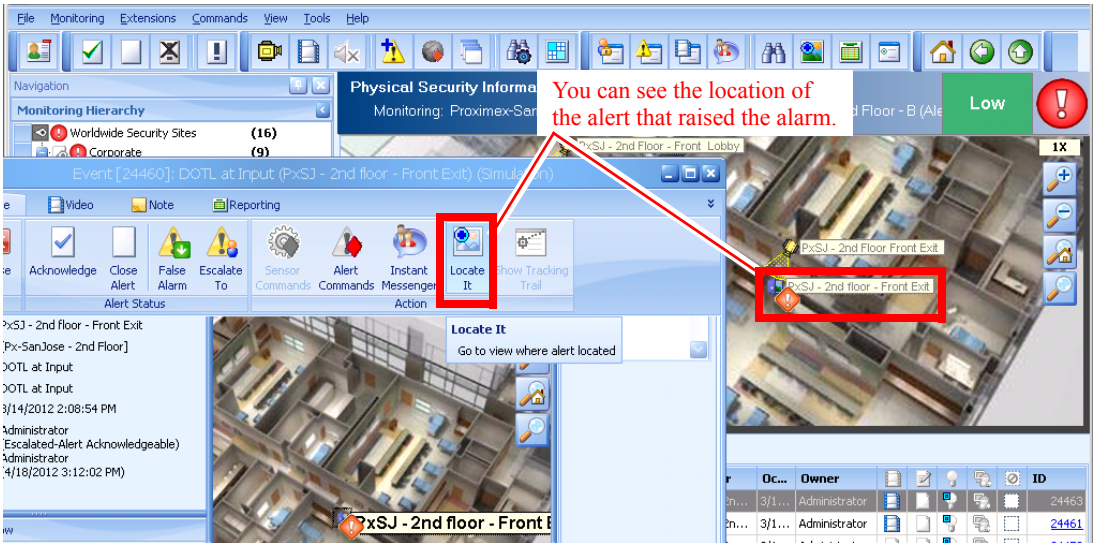
You can quickly view the location of the alert from within the Alert Details window.

Click the **Map** tab and then move the map to find it using the icon.



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.



Display the toolbar with the **Locate It** icon by clicking **Home**.

If you want the Map View Pane in the Operation Console to automatically center on the location of the alert when the **Locate It** icon is clicked, you can set a preference. See the "Centering the Map View Pane on an Alert During Locate It" section on page 9-6.

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 # of Access Attempts** tab to view this information.
- The access attempts that occurred within the last *X* minutes. Click the **Access Attempts Within Time Specified** tab to view this information.

The tab for the Access Attempts Within Time Specified is shown next.

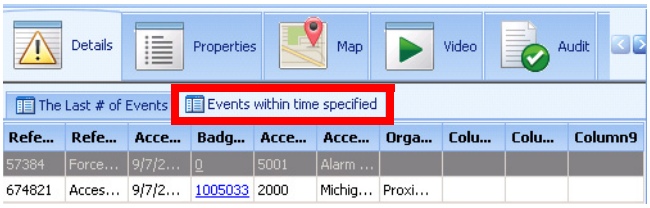
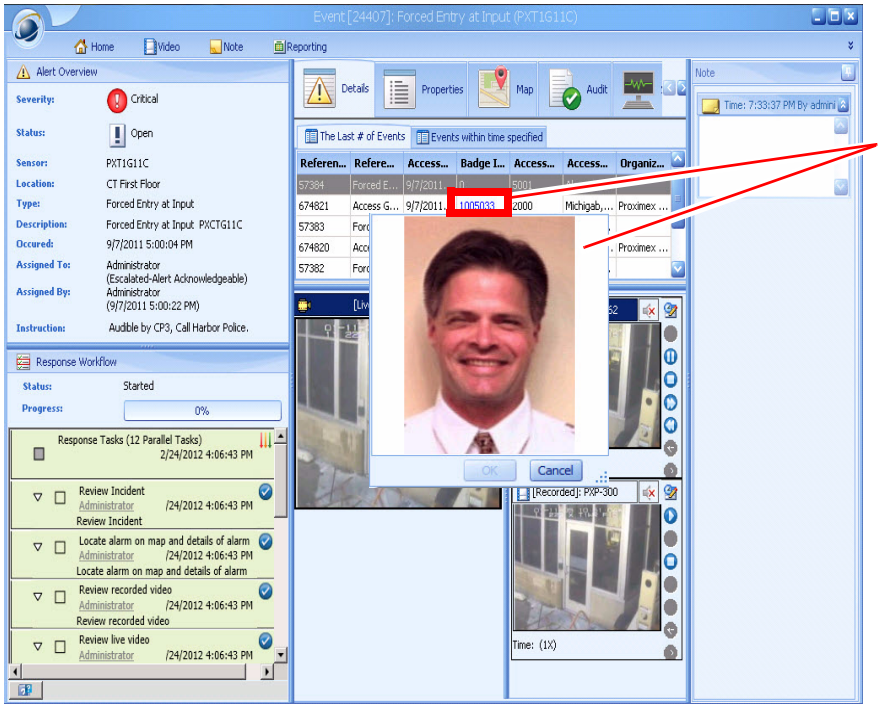


Table 3-3 describes the information you can discover about the people who have attempted to access the sensor control device.

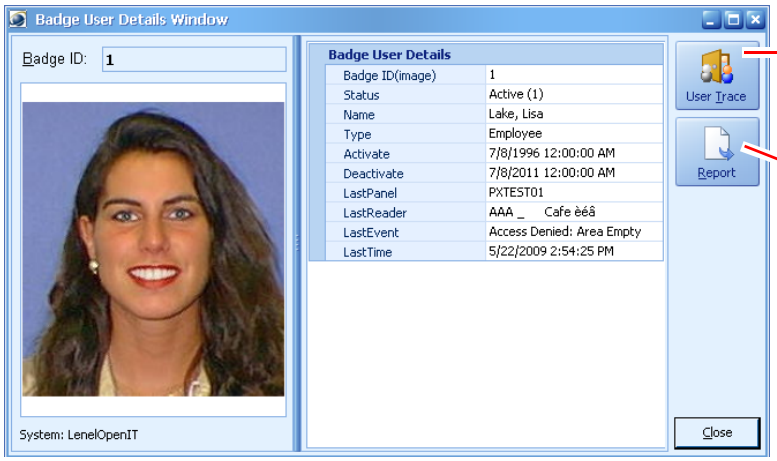
Table 3-3 Information Presented for Access Attempts

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 2-26 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.

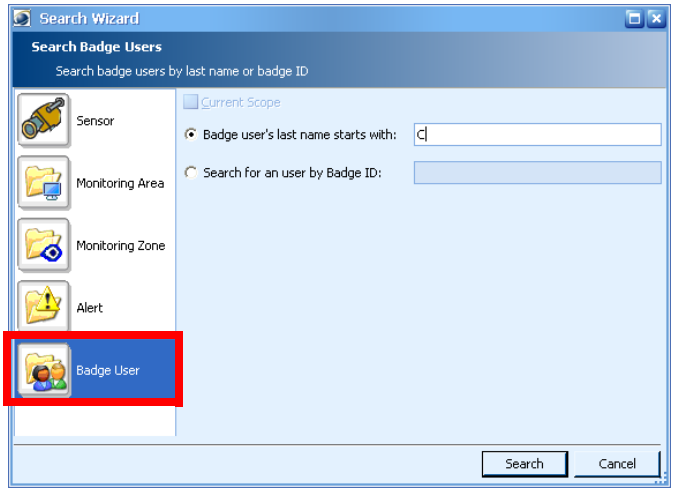
To use Search Wizard, follow these steps:

Procedure

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

The Search Wizard window opens.

Step 2 Click **Badge User**.



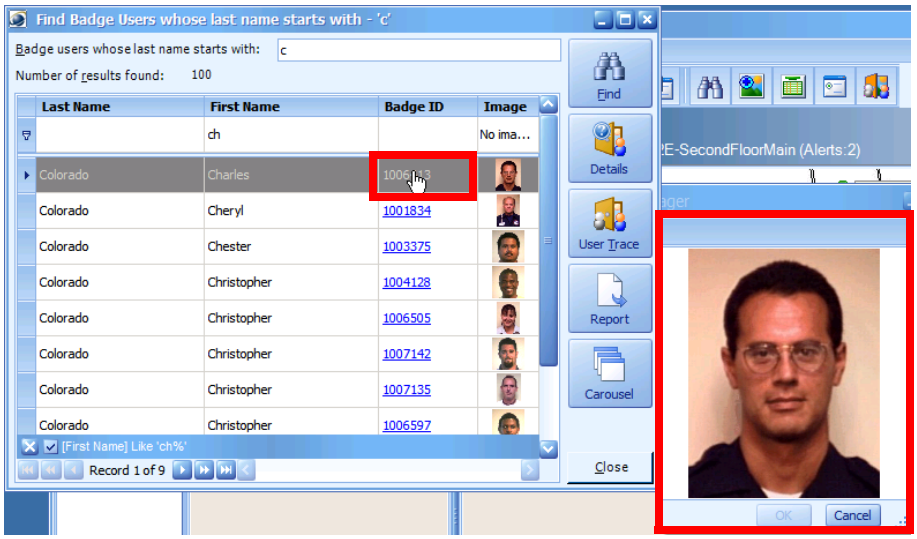
Step 3 You can search by:

- 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.

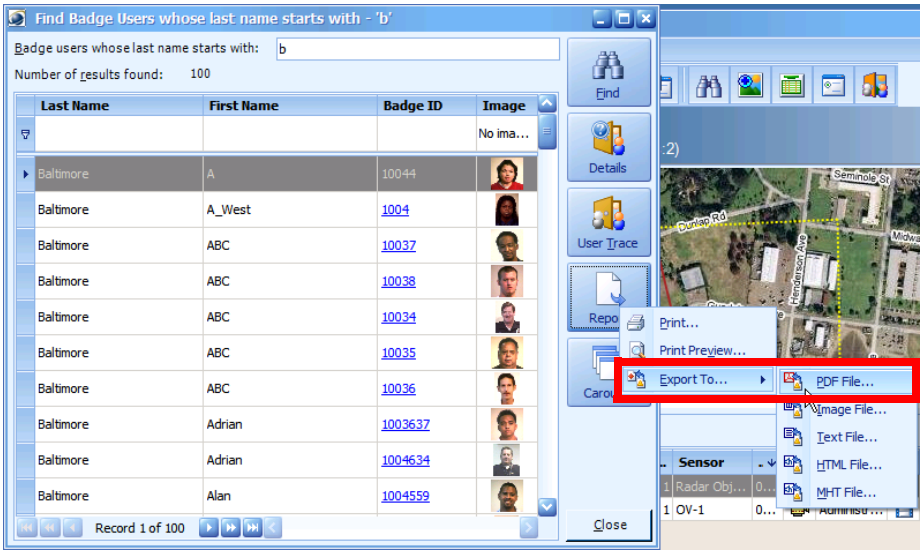
Step 5 You can refine results by entering characters in the top row of the results.

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 2-26 for information.

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



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.

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.

PSOM receives alarms from other security systems. Table 3-4 shows a list of sample alarms that can be generated. Please contact your security administrator for a full list of alarms that will appear in your alarm systems.

Table 3-4 Alarms Received from Hirsch Velocity Systems

Hirsch Velocity Alarm	Description
Card Swipe Denied Access	A person attempted to gain access to a secure door using an access card that did not have appropriate privileges, or a card that was void. For example, the card might be active, but the security code is invalid.
Card Reader Tampered	A person attempted to tamper with a secure door's access control device.
Door Forced Entry	A person forced open a door that is guarded by an access control system, without validation from the access control system.
Door Open Too Long	A secure door was open for longer than the normal amount of time; this may suggest a tailgater passed through the door just after a valid card swipe, or the door did not close properly after the last access.
Expansion Input	Covers automated external defibrillators. If the case that holds an external defibrillator is opened, Hirsch Velocity generates an alarm that PSOM receives.
Remainder	All other alarms that might be generated by Hirsch Velocity.

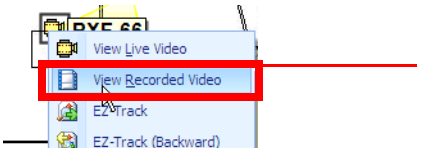
The severity of these alarms within PSOM depends entirely upon your configuration and the significance that you place on the alarms. Alarms can be assigned Low, Medium, High or Critical risk values.

Viewing Video Related to an Incident

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

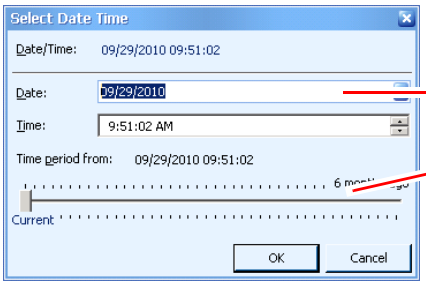
You can access recorded video for an alert from these places:

- 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.

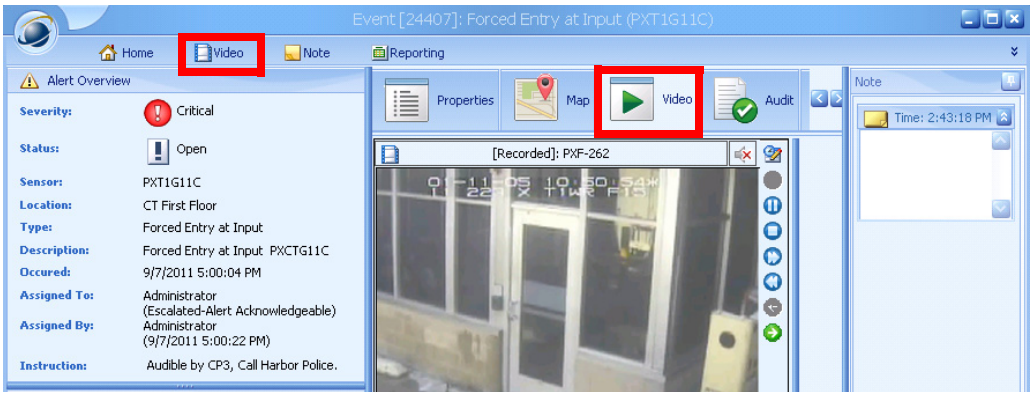


Select the date and time when the recorded video should play...

or slide this bar to the desired timeframe.

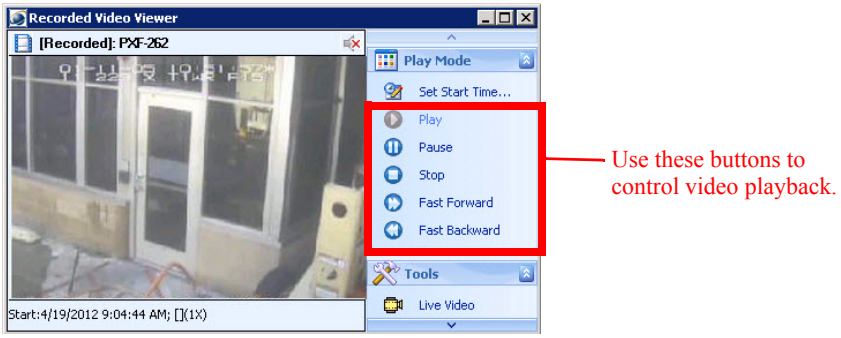
Select the date and time from which you want to view recorded video and click **OK**. The Recorded Video Viewer window appears.

- If video doesn't appear in the Alert Details window, click the **Video** tab and click the **Video** icon in the center 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 3-12.

The video either appears in a standalone window (if accessed from the Map View pane) or in the Video widow (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.



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. Table 3-5 explains how to view the video.

Table 3-5 How to Play Video

To do This...	Click This...	
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.
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.

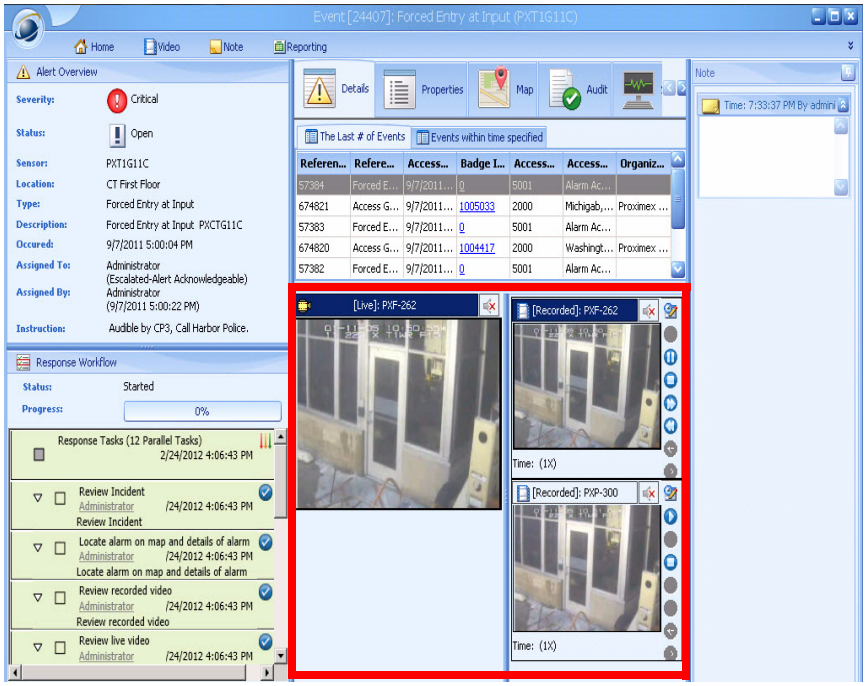
Table 3-5 How to Play Video (continued)

To do This...	Click This...	
Fast forward the video.		Click the **Fast Forward** button under Play Mode.
Rewind the video.		Click the **Fast Backward** button under Play Mode.

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.

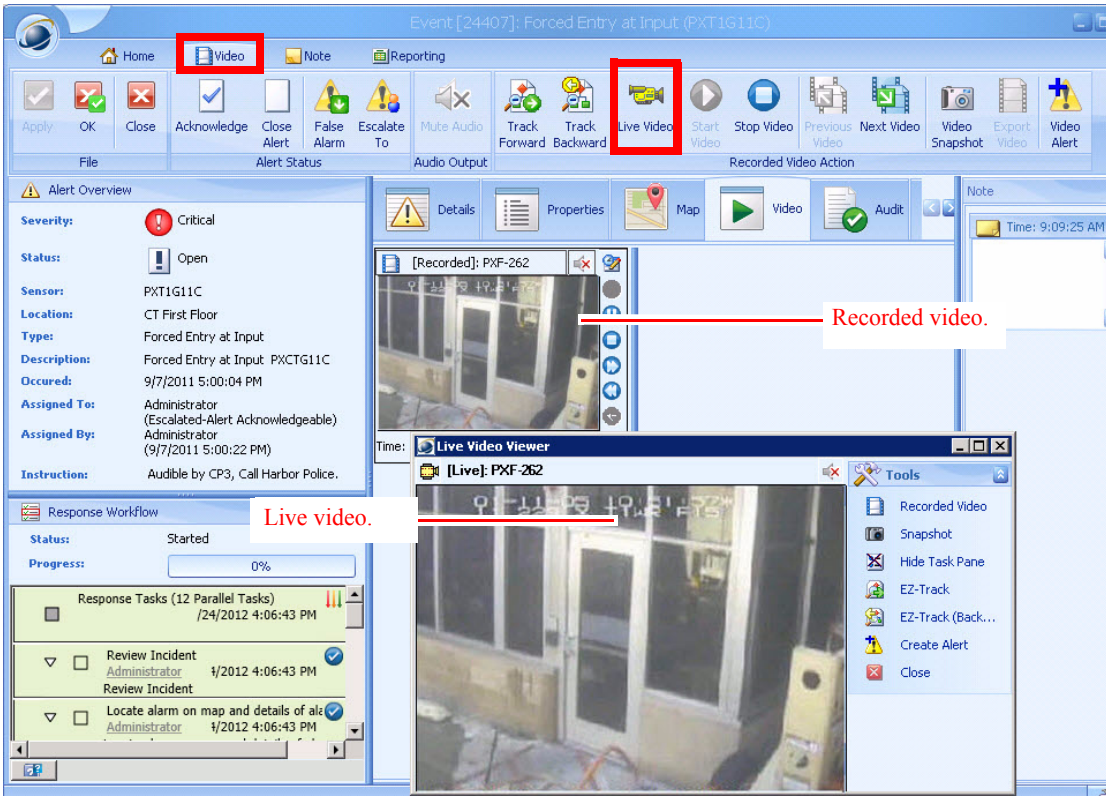
Viewing Live and Recorded Video Simultaneously

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 **Video** in the toolbar and then click the **Live Video** icon.

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



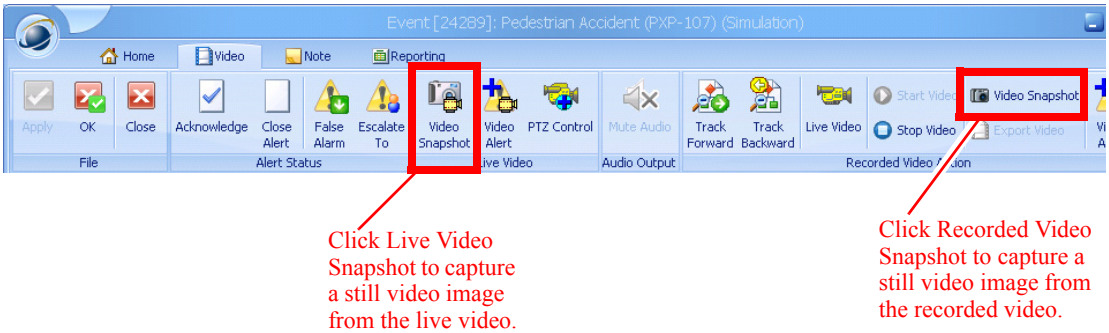
Adding a Snapshot to the Alert

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, follow these steps:

Procedure

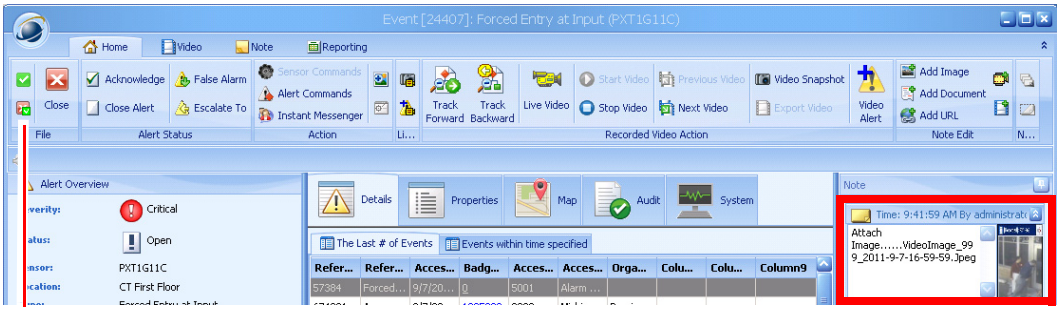
Step 1 Click **Video Snapshot** in the toolbar.



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.



You must click either OK or Apply to actually attach the snapshot to the alert dossier.

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.

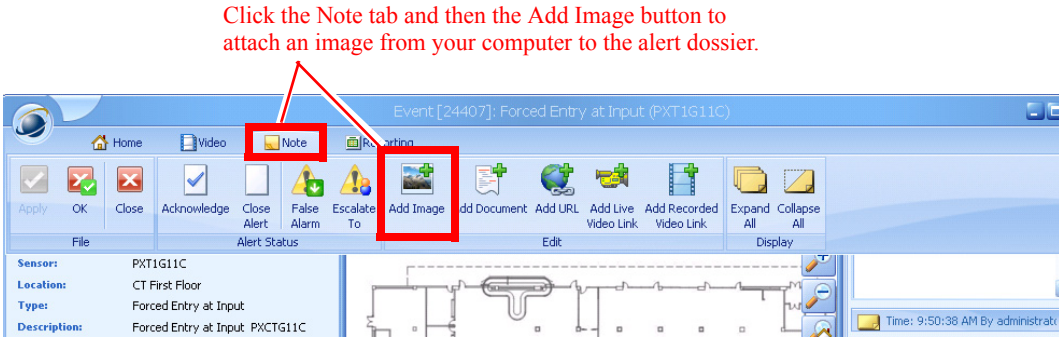
To add an image from your computer to the alert, follow these steps:

Procedure

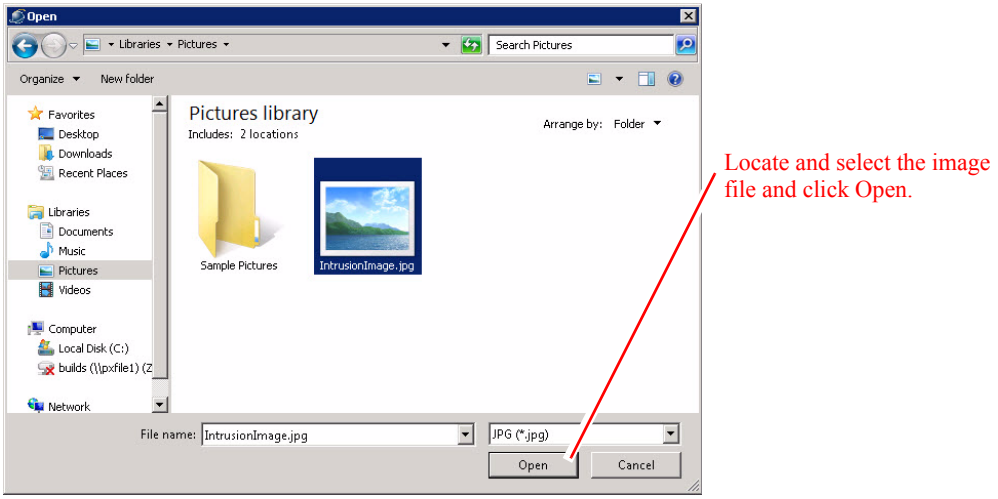
Step 1 Open the Alert Details window for the alert.

Step 2 Click the **Note** tab in the toolbar. The toolbar refreshes.

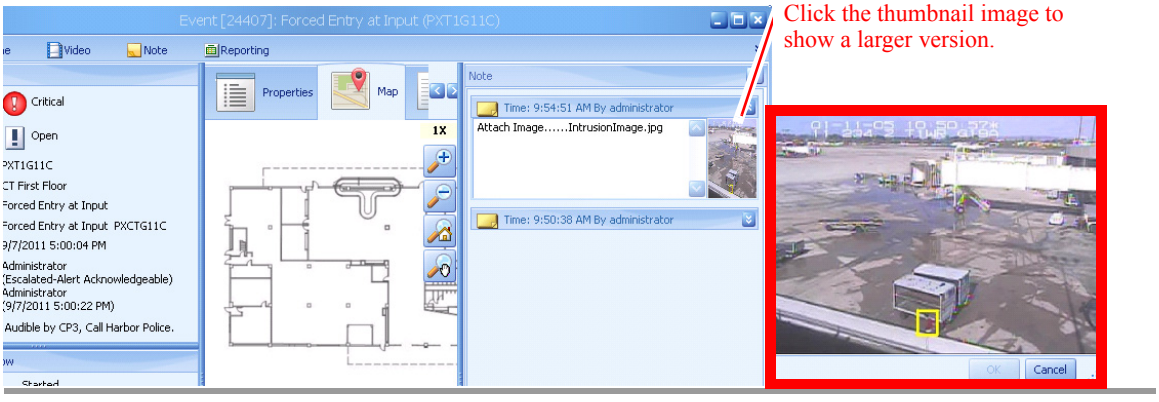
Step 3 Click the **Add Image** button in the toolbar.



Step 4 Navigate to and select the image file from the Open dialog box that appears. Then click the **Open** button.



Step 5 A new entry appears in the Note area. It displays a thumbnail version of the image. To view the image larger, click the thumbnail image in the Note entry.



Adding a Document to the Alert

You might have a document that you want to attach to the alert dossier such as Microsoft Word (.docx or .doc), Adobe PDF document, Microsoft Excel spreadsheet (.xls or .xlsx), text, Web Page (HTML), Single File Web Page (MHT), or Rich Text Format (RTF). Files must be less than 20 MB.

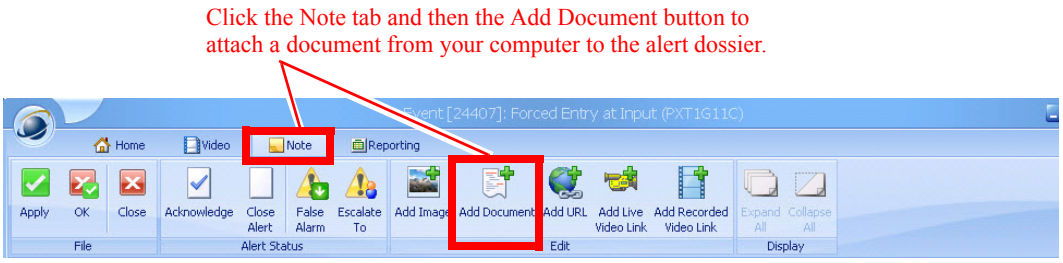
To add a document from your computer to the alert, follow these steps:

Procedure

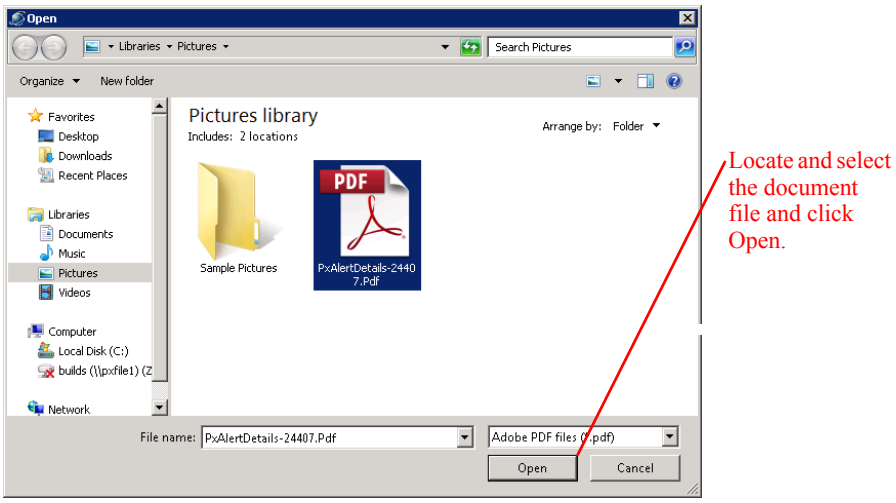
Step 1 Open the Alert Details window for the alert.

Step 2 Click the **Note** tab. The toolbar refreshes.

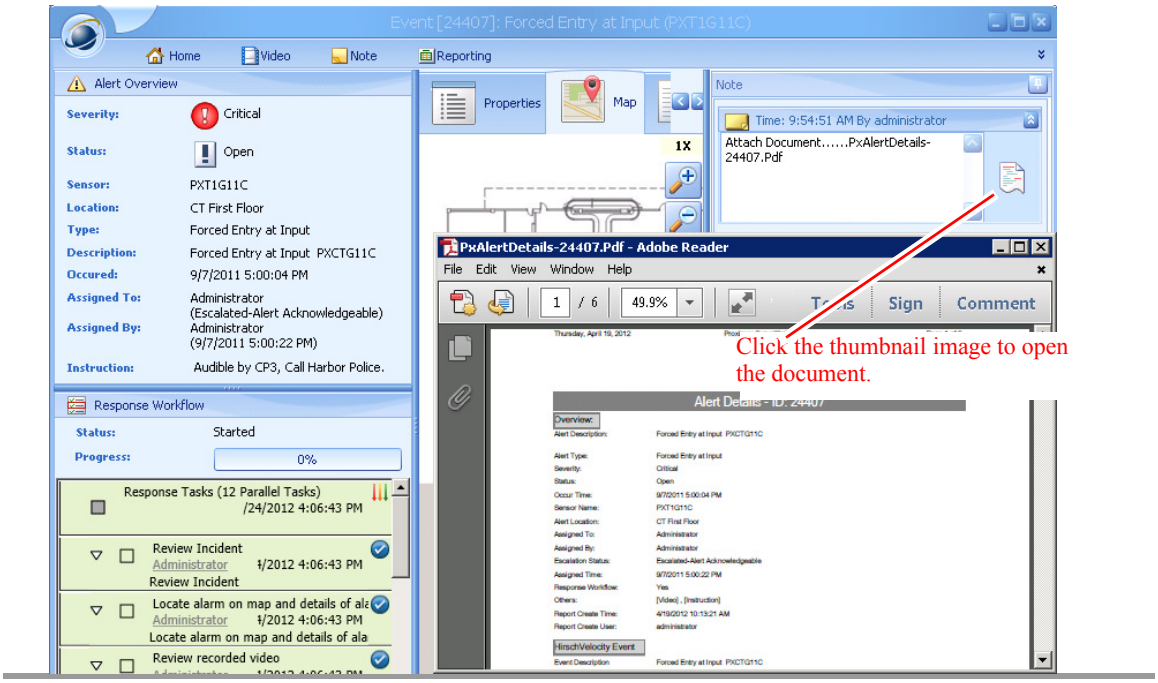
Step 3 Click the **Add Document** button in the toolbar.



Step 4 Navigate to and select the document file from the Open dialog box that appears. Then click the **Open** button.



Step 5 A new entry appears in the Note area. It displays a thumbnail version of the document. To view the document, click the thumbnail image in the Note entry.



Adding a URL to the Alert

You might have a website with more information that you want to add to the alert dossier.

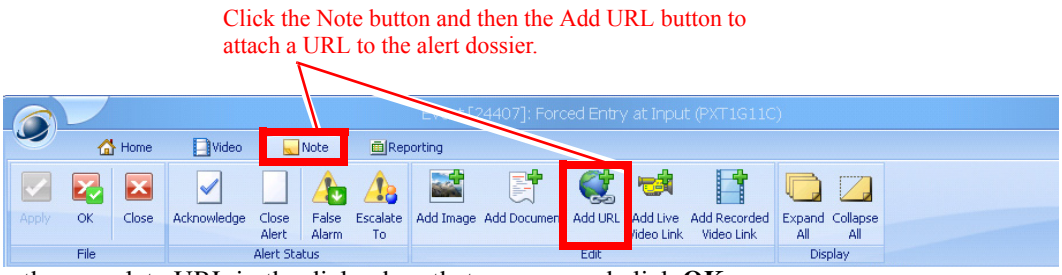
To add a URL to the alert, follow these steps:

Procedure

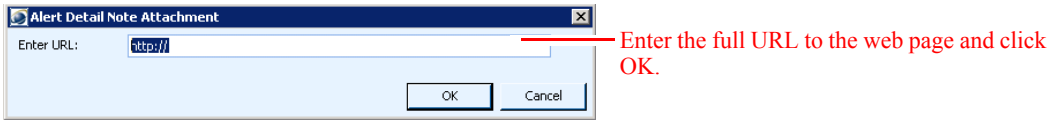
Step 1 Open the Alert Details window for the alert.

Step 2 Click the **Note** tab in the toolbar. The toolbar refreshes.

Step 3 Click the **Add URL** button in the toolbar.



Step 4 Enter the complete URL in the dialog box that appears and click **OK**.



Step 5 A new entry appears in the Note area. It displays the URL as well as an icon that you can click to launch a web browser and open the URL.

Adding Live or Recorded Video to the Alert

You can attach live or recorded video from a camera sensor to the alert dossier.

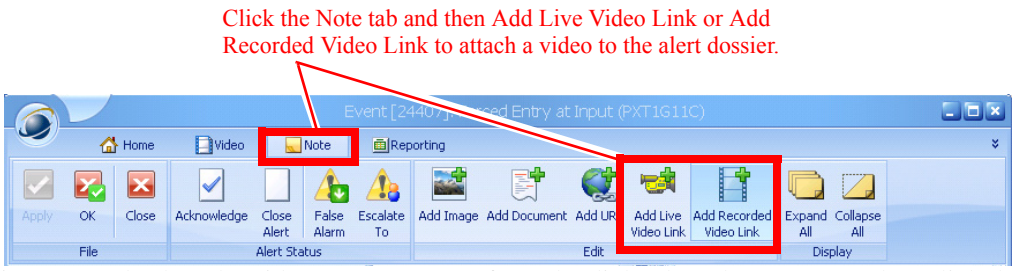
To add live or recorded video from a camera sensor to the alert, follow these steps:

Procedure

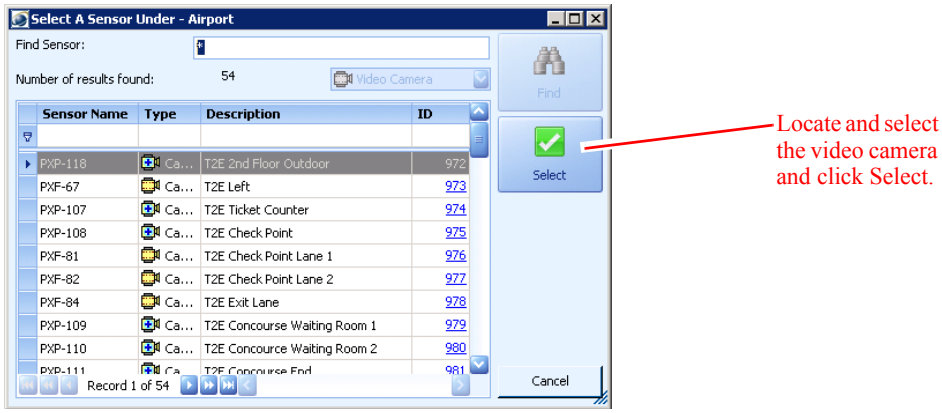
Open the Alert Details window for the alert.

Step 1 Click the **Note** tab in the toolbar. The toolbar refreshes.

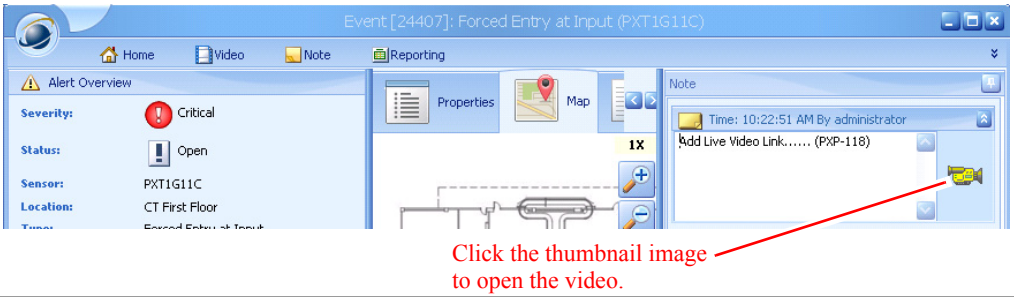
Step 2 Click **Add Live Video Link** or **Add Recorded Video Link** in the toolbar.



Step 3 Navigate to and select the video camera sensor from the dialog box that appears. Then click the **Select** button.



Step 4 A new entry appears in the Note area. It displays a thumbnail version of the video. To view the video, click the thumbnail image in the Note entry. The Recorded Video Viewer or Live Video Viewer will be launched in a separate window to display the video.



Following Alert Response Procedures

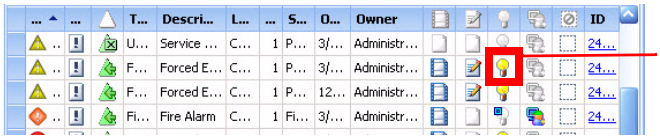
Once you have determined the nature of the alert, and collected all relevant details, you must figure out what actions to take. PSOM offers two types of alert response information:

- 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.

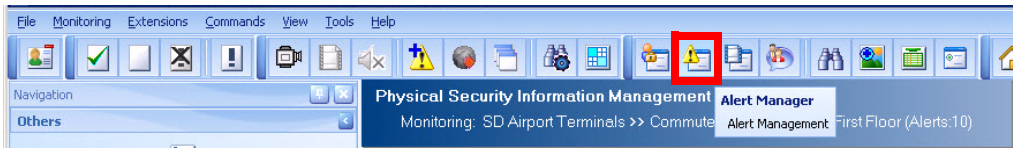
Viewing Instructions

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.

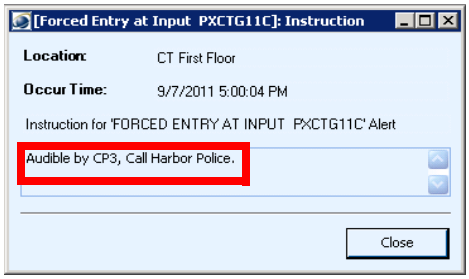


- From the Operation Console:
  1. Click the **Alert Manager** button in the Operation Console toolbar.



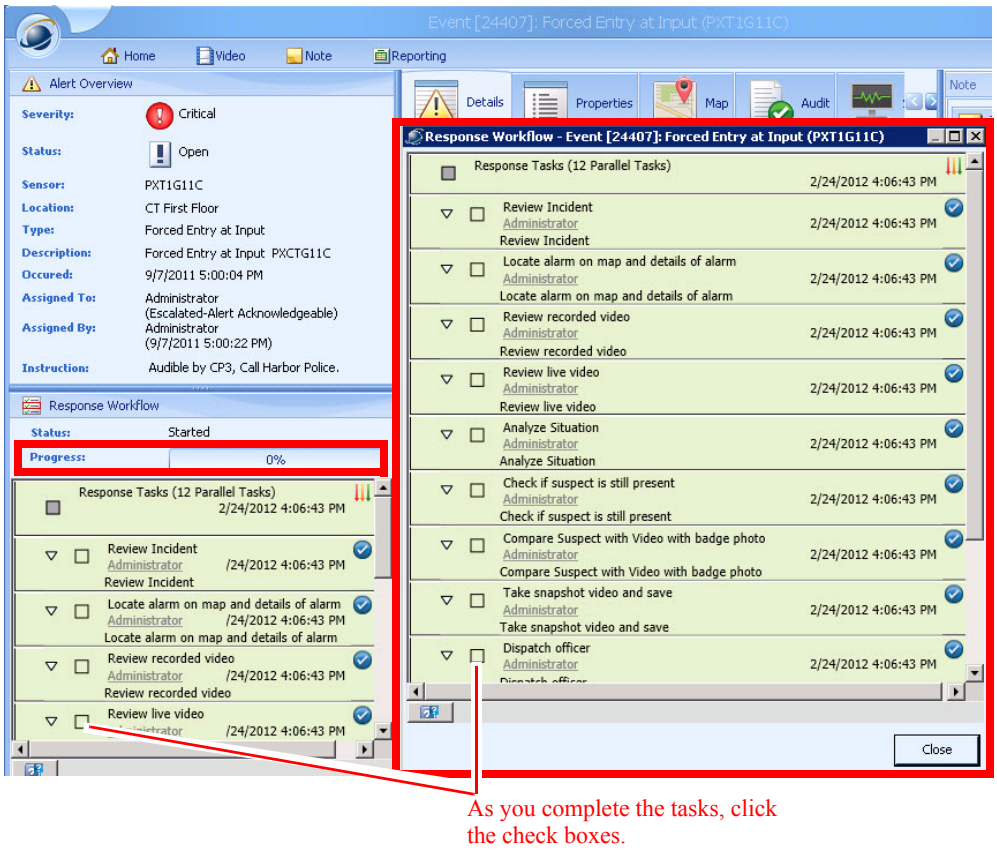
  2. The Alert Manager window appears.
  3. Click the yellow light bulb in the entry for the alert you are handling.

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

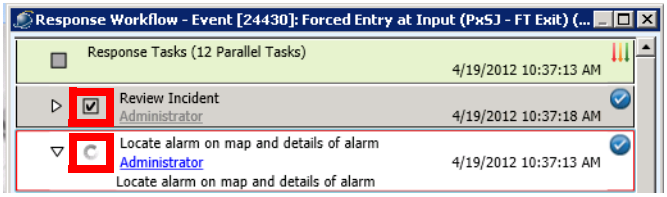


Viewing and Updating a Response Workflow

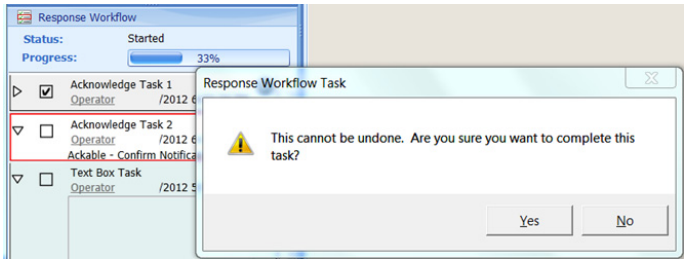
If there is a Response Workflow defined for this type of alert, you will see a Response Workflow area in the Alert Details window. The list of outstanding tasks is shown in the Response Workflow area, or you can click the Progress bar to view the outstanding tasks in a separate window.



As you complete tasks, click the check boxes. Below is shown a task completed, and a task in the process of being marked as completed.



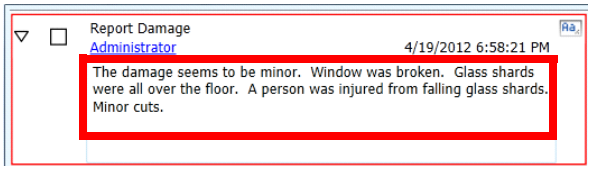
You may be prompted to confirm that you want to complete a task once you check the box to complete it.



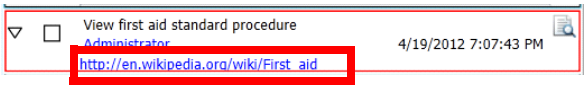
Response workflow tasks need to be executed sequentially. However, depending on how the response workflow was designed, there may be multiple branches you can choose. In this case, your choice dynamically changes the response workflow. Sometimes the response workflow has parallel paths that you can execute in any order.

Note If the **Don't enforce task completion by alert status configuration** option is checked, then the response workflow completion will not be required. See *Administering PSOM* for details.

You may need to enter text to complete the task, as shown next.



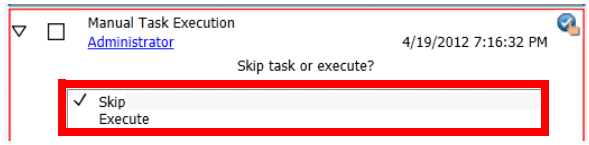
You may need to click a link to view a document before you can complete the task. The link may be a URL to a web site (launches automatically in a web browser) or a document on a local computer (launches in an application that can display that document).



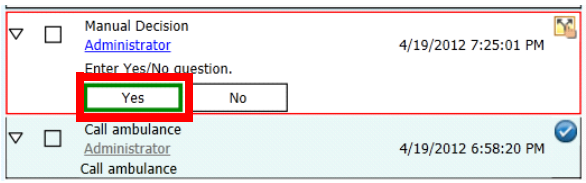
You may need to click a link and view a video. The video will open in a new window.

You may need to make a choice to complete a task; for example, choose whether or not to lock a door. If the task is set to auto, it will automatically perform the action.

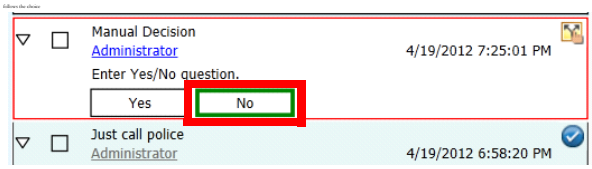
If the task is set to manual, you can decide to **Skip** or **Execute** the action.



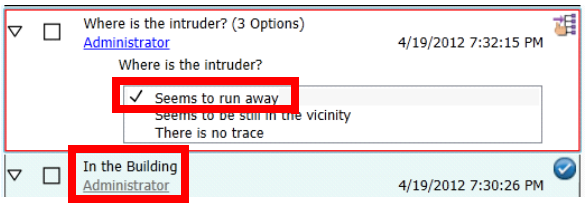
Sometimes your answer to a response task changes the rest of the tasks in the response workflow. For example, choosing **Yes** makes the next task to Call ambulance....

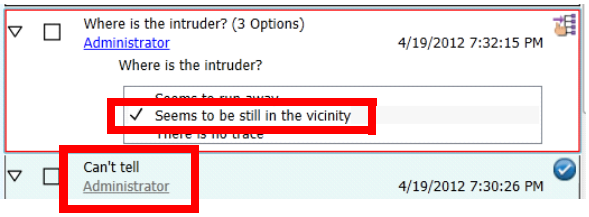


...and selecting **No** makes the next task to Just call police.



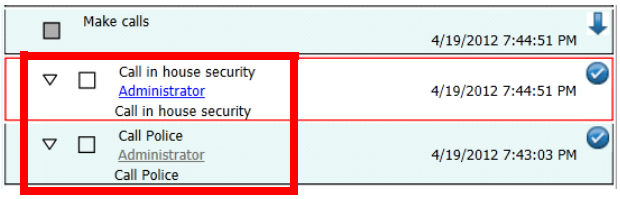
Your choice can also dynamically change the entire task that follows the choice. The following screens show how the choice in the "Where is the intruder" task changes the task that follows it.





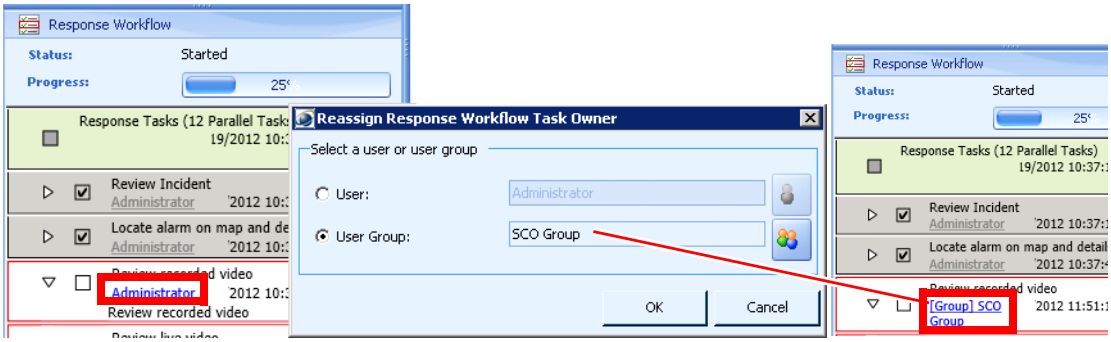
Sometimes you will encounter a parallel task that you can execute any of the subtasks in any order.

You may also see a task that has several subtasks that must be executed in order. Containing a workflow as a subtask can be very convenient for consolidating related tasks. For example, a number of calls may be need to be made when a break-in happens: call house security people, call local police, and so on.



If you want to reassign a particular task to a different user, click the link that defines the task's owner, and the Reassign Response Workflow Task Owner dialog appears where you can choose a different owner. The new owner for the task appears.

Note Only users who have administrator privileges can reassign tasks unless the response workflow has been configured to enable the alert owner to reassign the task.



Note Once a response workflow task has been reassigned, the new owner of the task does not change even if the alert is escalated to new user or group. Only an administrator or the current owner of the task can reassign the task.

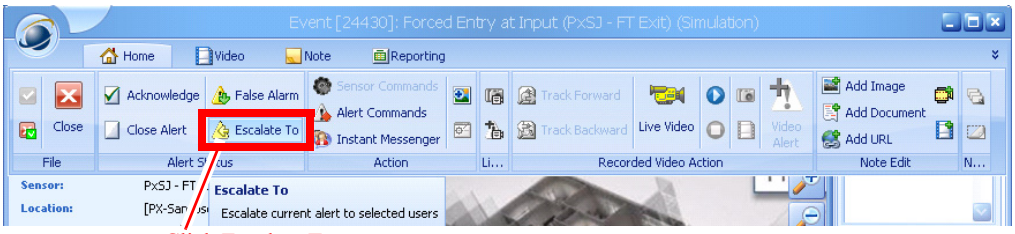
Escalating an Alert

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.

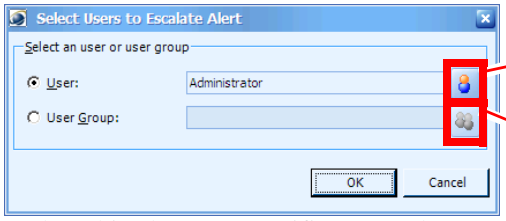
To escalate an alert, follow these steps:

Procedure

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**.

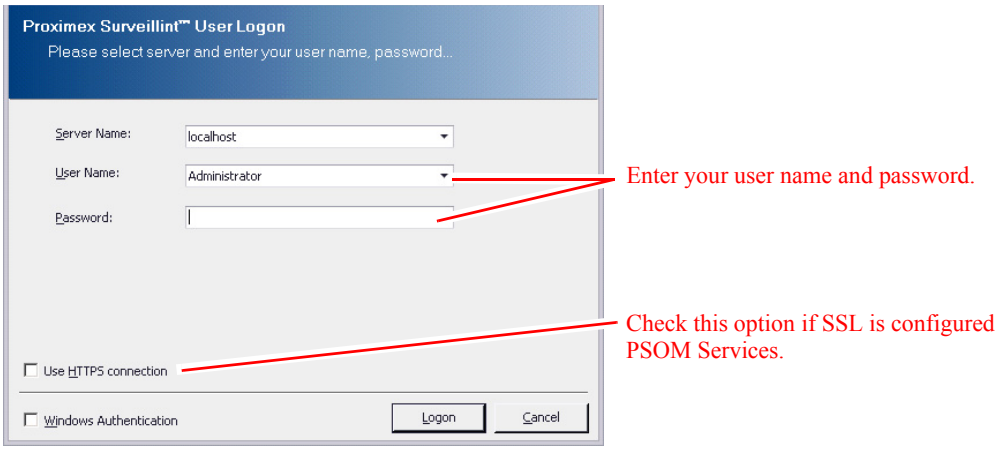
Updating Security Personnel with Instant Messaging

The Instant Messenger Console allows security personnel to communicate instantly over the network via text messaging. It can be launched as a standalone application from the Start menu or from inside PSOM Consoles (such as Operation Console or Alert Console). As part of alert response, you can send an instant message by launching the Instant Messenger Console from the Alert Details window.

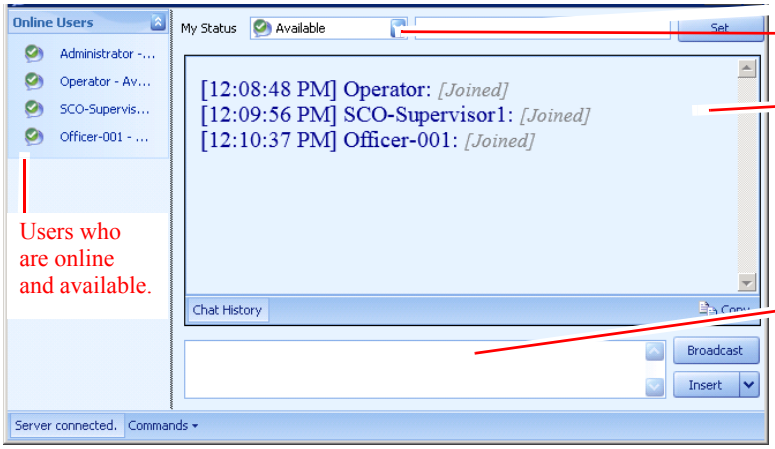
To send an instant message from the Alert Details window, follow these steps:

Procedure

Step 1 You need to have the Instant Messenger Console running before you can start sending instant messages from within an alert context. Launch Instant Messenger by selecting **Start > All Programs > Cisco Physical Security Operations Manager 6.1> Instant Messenger Console**.



Step 2 Enter your login name and password and click **Logon**. The Instant Messenger Console window appears.

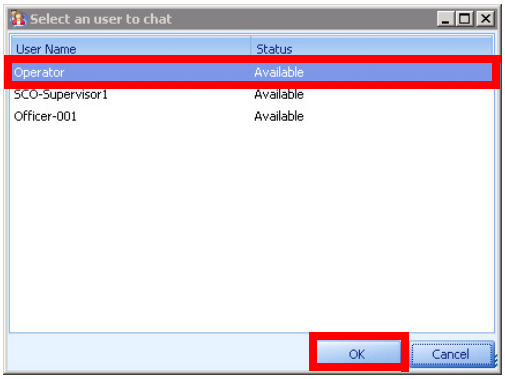


Step 3 Minimize the Instant Messenger Console and return to the Alert Details window.

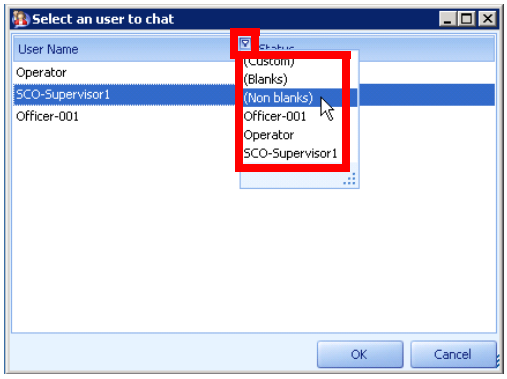
Step 4 Click the **Home** tab and click the **Instant Messenger** button in the toolbar.

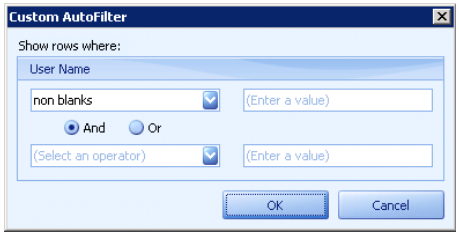
Step 5 When prompted to confirm that you want to start instant messaging, click **Yes**.

Step 6 In the window that appears, select the user with whom you want to instant message. All users who are currently logged in to the PSOM Instant Messenger appear in the list.

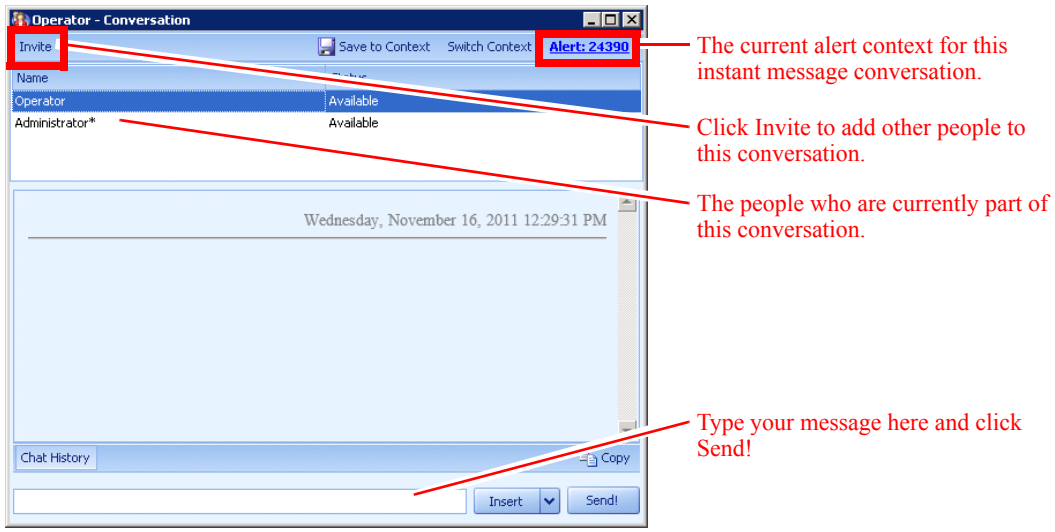


Step 7 You can sort the information in the list by clicking the icon at the top right of the User Name heading and making a selection from the list that appears. If you choose Custom, a dialog appears where you can specify a search filter.

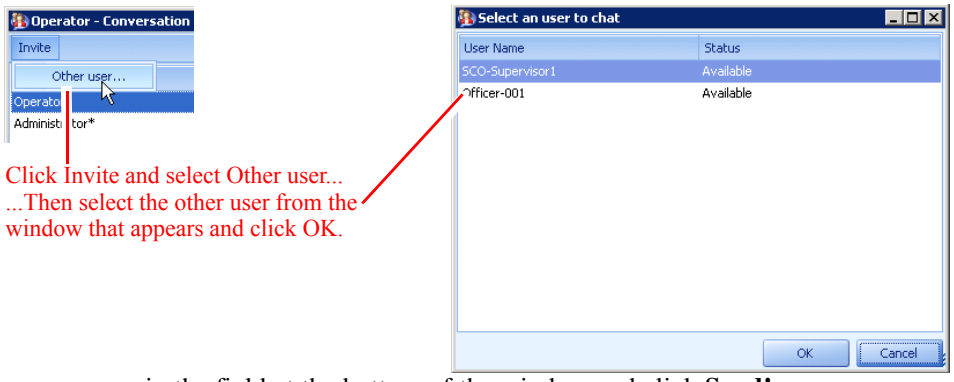




Step 8 A conversation window appears with the current context set to the alert from which instant messaging was initiated.

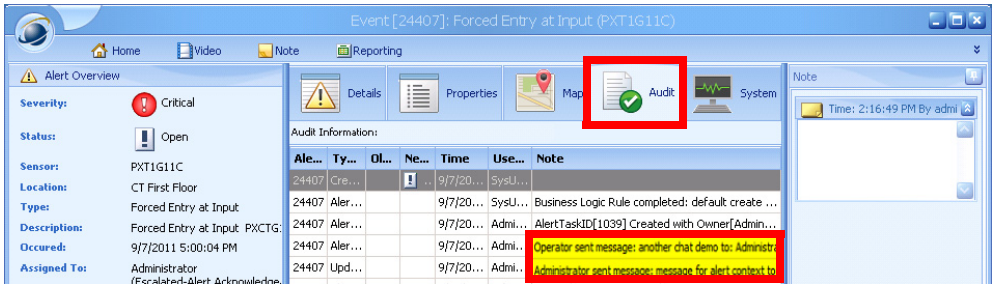


Step 9 You can add people to the conversation by clicking **Invite** at the top left and selecting **Other users...** Then select the user to add in the dialog that appears and click **OK**.

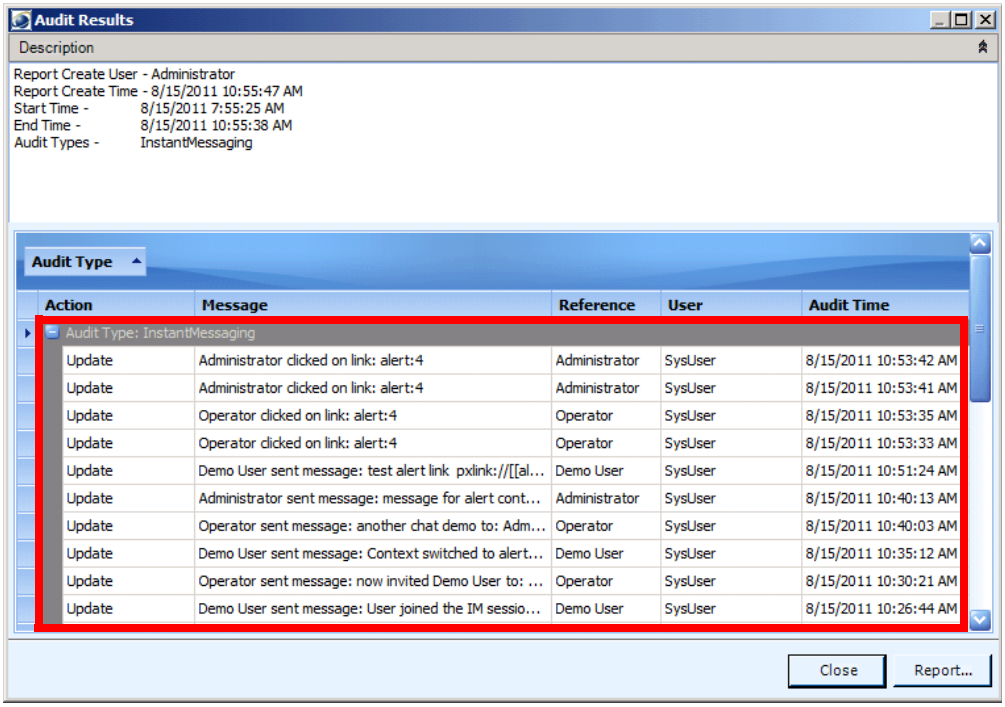


Step 10 Enter a message in the field at the bottom of the window and click **Send!**

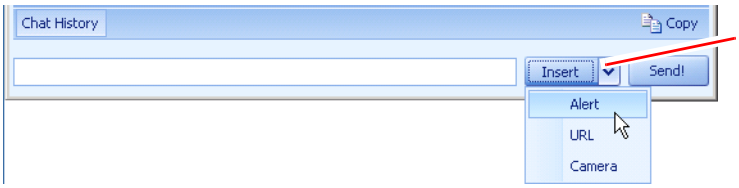
All chat messages are logged into the alert audit trail and appear on the **Audit** tab of the Alert Details window.



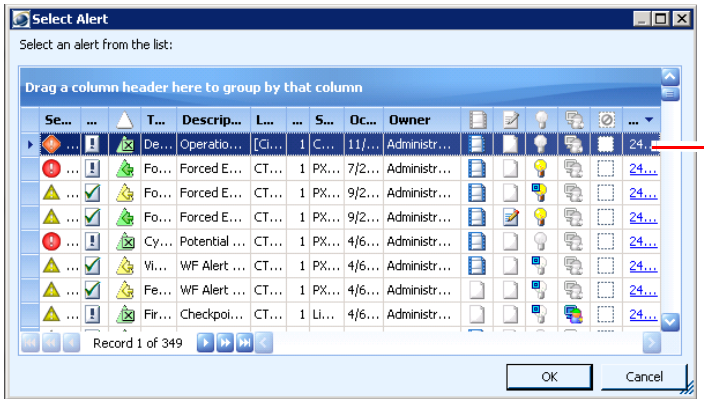
The general audit captures all instant messages, user status changes, and user active link clicks in the "Instant Messenger" category of Audit Results.



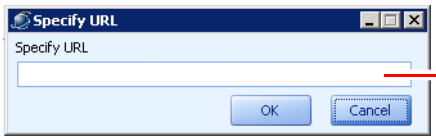
Step 11 You can add the alert context, a link to a URL, or a link to view video camera footage to the instant message. Click the **Insert** button and select **Alert**, **URL**, or **Camera**.



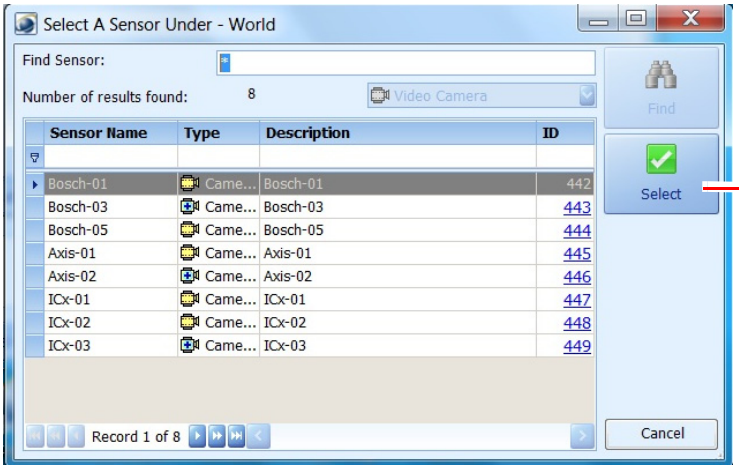
When you select **Alert**, the **Select Alert** window appears where you can choose the alert you want to include in this instant message. Perhaps you want to include an alert you believe is related to the current alert context.



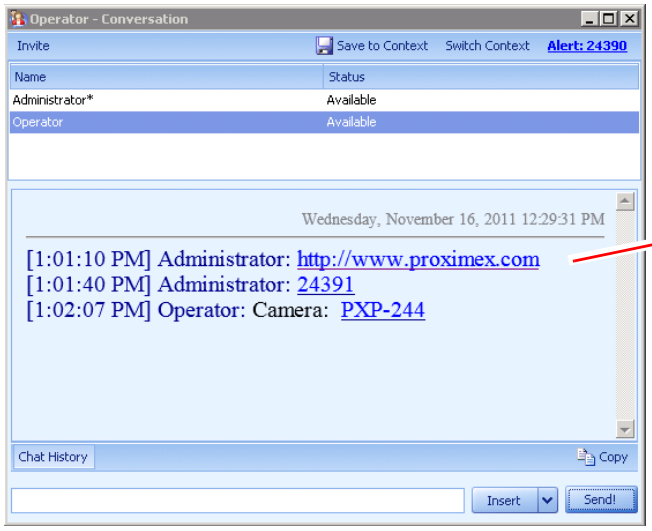
When you select **URL**, the Specify URL dialog appears where you can enter the URL you want to include in the instant message.



When you select **Camera**, the Sensor Mapping dialog appears where you can select the video camera to which you want to include a link.



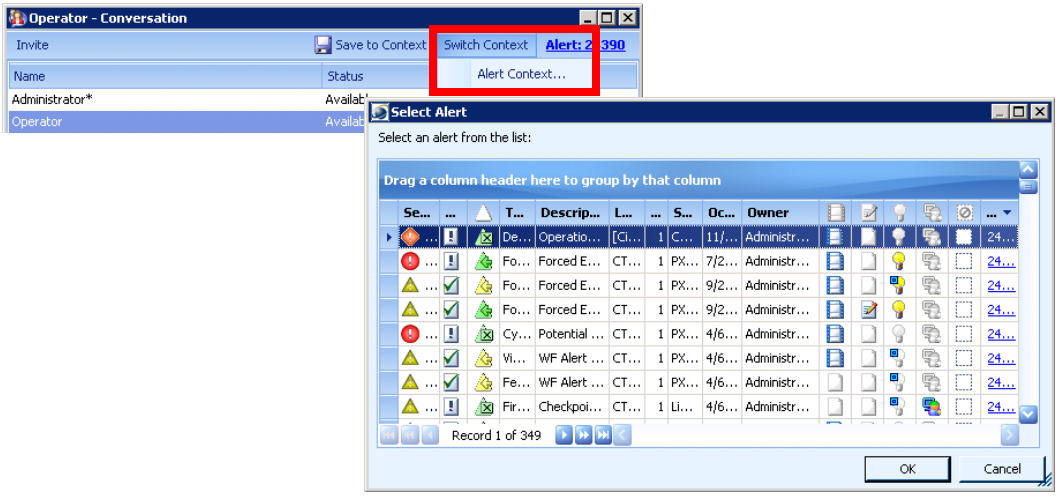
The link appears as part of the instant message and can be clicked to view the alert, camera, or URL that was specified.



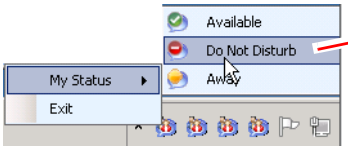
Links to URLs, alerts, or camera sensors appear as shown in the instant message.

Step 12 You can save the instant message conversation to the alert context by clicking **Save to Context** at the top of the window.

Step 13 You can switch to a different instant message conversation by clicking **Switch Context** and selecting **Alert Context** at the top of the window. Select the alert from the Select Alert window and click **OK**.

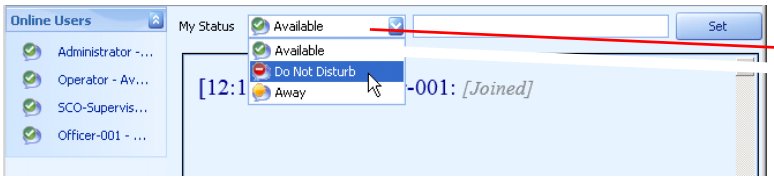


If you need to indicate to others that you are unavailable for instant messaging, you can change your status to **Away** or **Do Not Disturb**. Locate the Instant Messenger Console icon in the application tray in Windows and right-click to display the My Status menu.



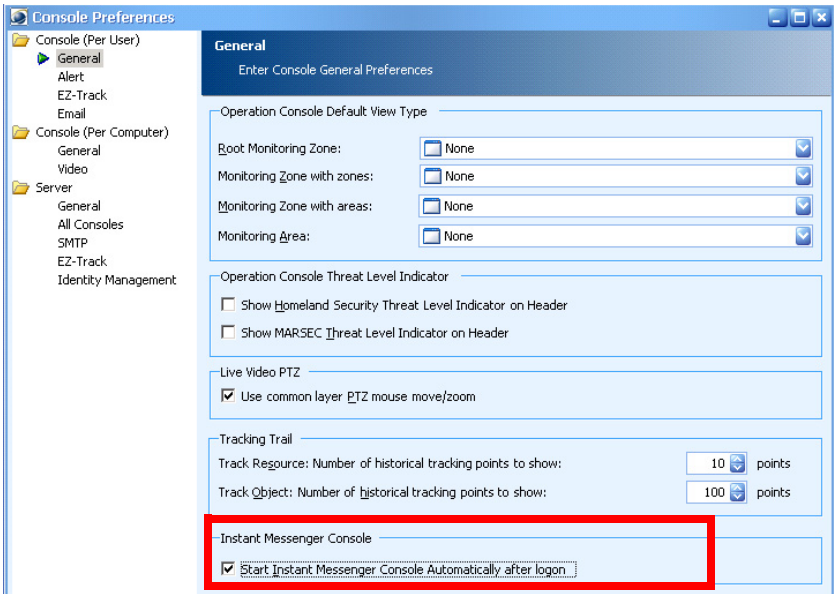
Right-click the Instant Messenger Console icon in the application tray in Windows and select My Status to view statuses you can select.

You can also change your status from the **My Status** field at the top of the Instant Messenger Console.

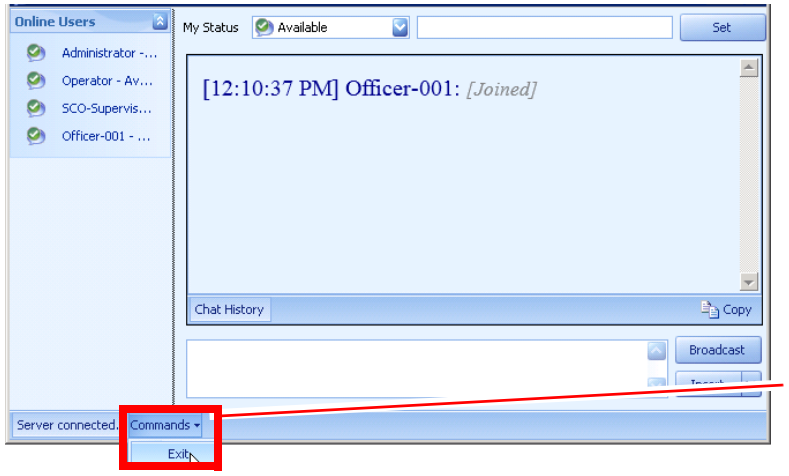


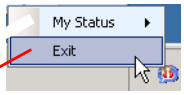
Change your status using the My Status field in the Instant Messenger Console. Enter an optional explanation of your status in the field provided.

If you want the Instant Messenger Console to automatically start when you log in to PSOM, select **File > Preferences**, click **General** under Console, and check the **Start Instant Messenger Console Automatically after logon** option.



To exit the Instant Messenger Console, click **Commands** at the bottom of the window and select **Exit**, or right-click the Instant Messenger Console icon in the application tray in Windows and select **Exit**.





Right-click the Instant Messenger Console icon in the application tray in Windows and select Exit to close the Instant Messenger.

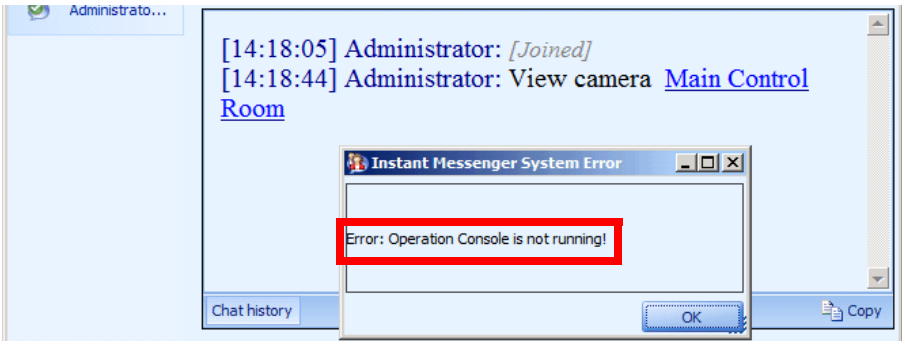
Select Commands > Exit to exit the Instant Messenger.

If you are unable to send instant messages through the Instant Messenger Console, the PSOM Collaboration Services may be offline or unreachable. In this case, the status bar at the bottom of the window will display “Server Disconnected”.

You need to wait for PSOM Collaboration Services to become online or reachable again before you can continue to send instant messages.

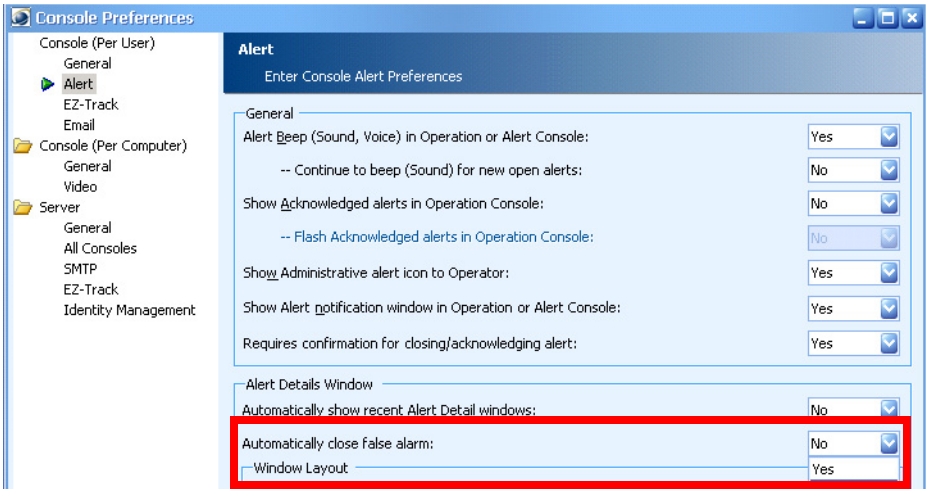
Note You don’t have to exit and re-launch Instant Messenger Console in order to get reconnected. The Instant Messenger will automatically detect the service when it becomes available and reenable instant messages.

The Operation Console must be running for you to click a link to view an alert or video camera from an instant message. Otherwise, an error message appears when you click on these types of links.



Handling False Alarms

You can automatically change the status of alerts to Closed when they are marked as false alarms. In the Console Preferences window, select **Console (Per User) > Alert** and select **Yes** from the **Automatically close false alarm** field.



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.

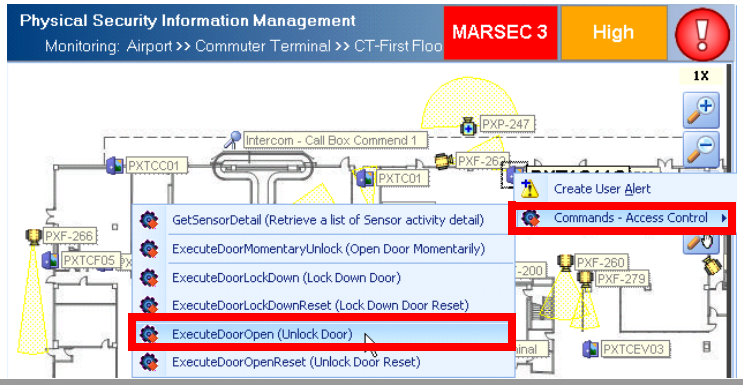
To control an access door from the Map View Pane, follow these steps:

Procedure

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.)

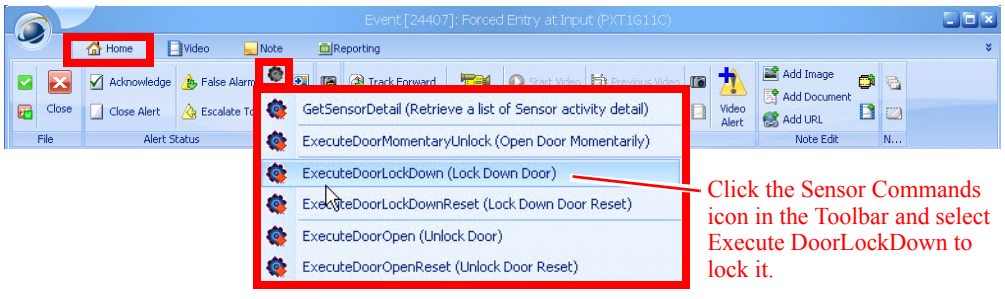


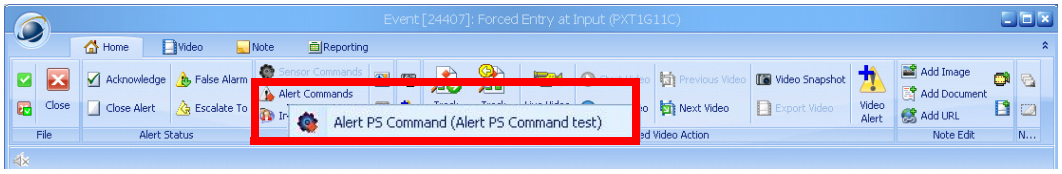
Table 3-6 explains the manual control provided by different commands.

Table 3-6 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
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

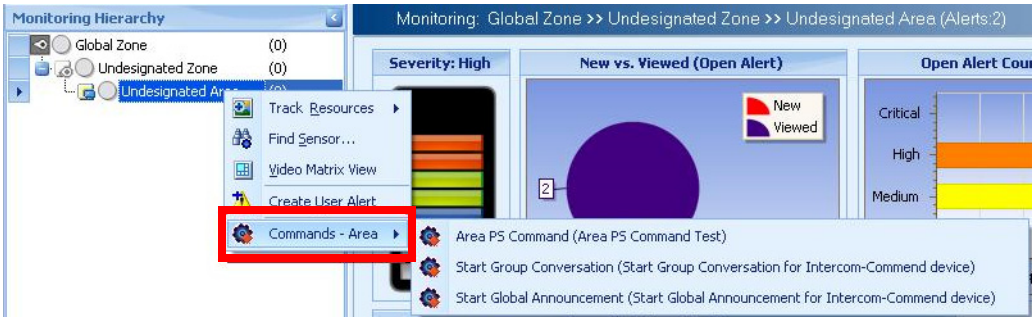
Issuing External Commands During Alert Response

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.

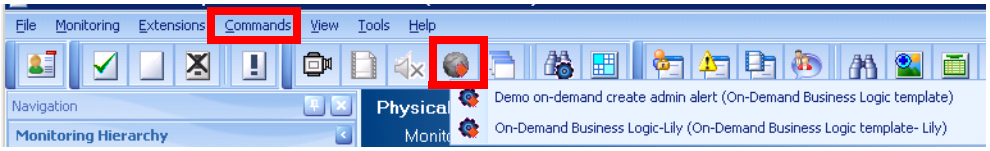


You can issue external commands for a sensor by right-clicking the sensor in the Map View Pane or the table view of alerts.

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

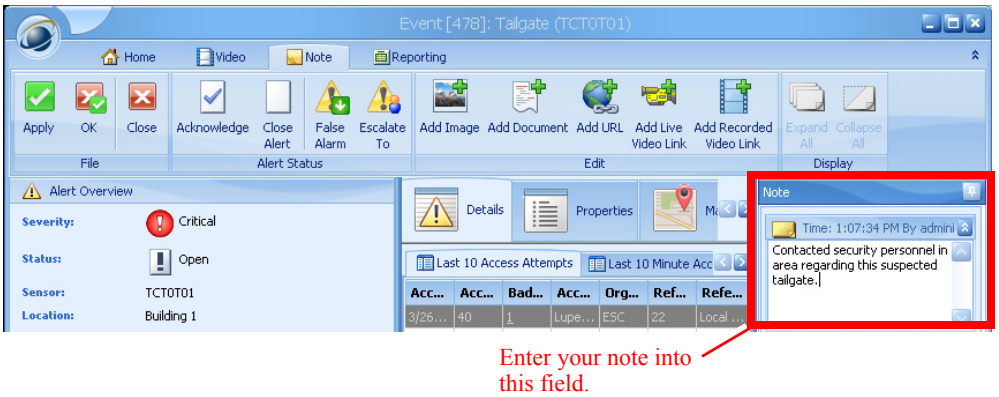
After you take appropriate actions to respond to an alert, you may want to document your actions in a Note attached to the alert's details. This information is stored with the alert in the PSOM database. A timestamp is automatically applied to the note as well as the name of the operator that enters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

To add a note to the alert dossier, follow these steps:

Procedure

Step 1 Open the Alert Details window.

Step 2 Click in the note area at the right of the window and start typing additional notes regarding the alert.



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

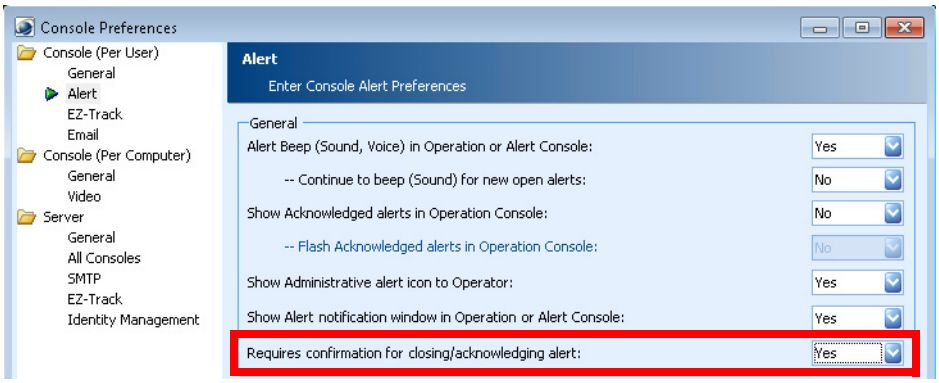
Notifying Dispatch about an Alert

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 

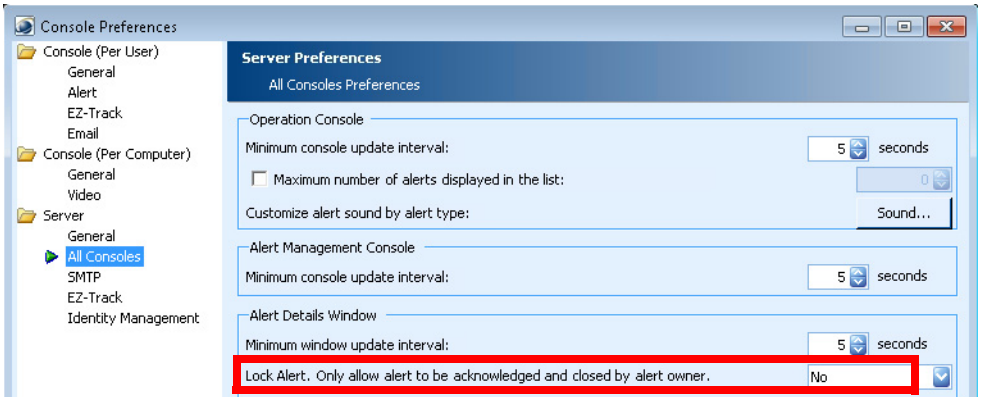
in the toolbar.

Acknowledging or Closing an Alert

By default, when you acknowledge or close an alert a confirmation dialog box appears where you must click **Yes** to proceed. You can now disable the confirmation from the Console Preferences window by clicking **Console (Per User) > Alert** and selecting **No** from the **Requires confirmation for closing/acknowledging alert** field.



You can also enforce that an alert can only be acknowledged by the alert owner. Click **Server > All Consoles** and selecting **Yes** from the **Lock Alert. Only allow alert to be acknowledged and closed by alert owner** option.



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:

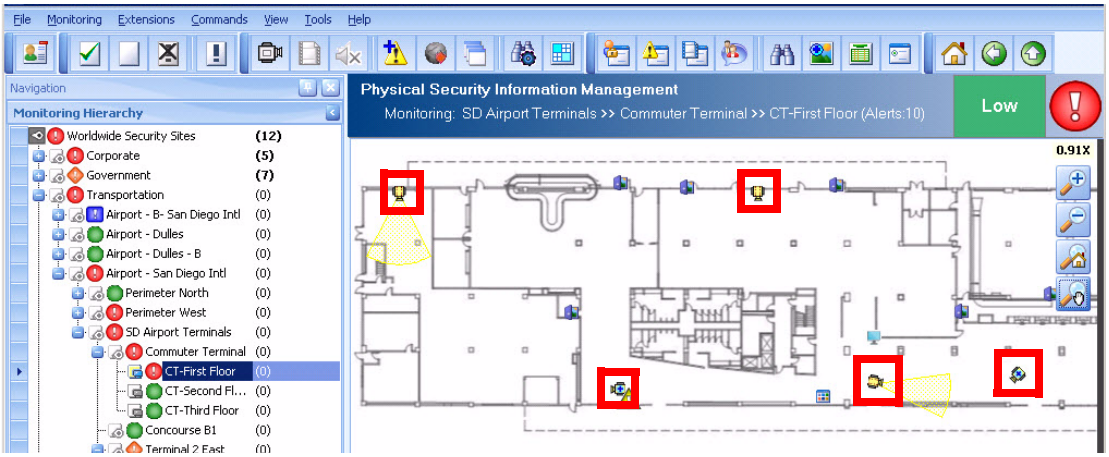
- Access recorded video footage for alerts
- View live video
- Take snapshot images from recorded or live video
- Add snapshots or other images to your alert dossier
- Manipulate PTZ cameras to change your view of live camera feeds
- Export video to a file
- Manage video using the Video Management Console

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

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

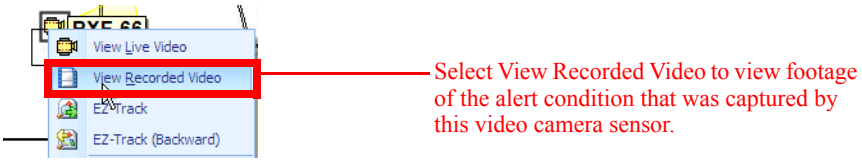
After finding the appropriate video camera sensor in the Map View pane, you can view the recorded video for an alert incident. You can also view live video feed from the same video camera icon.

Viewing Recorded Video

To view recorded video, follow these steps:

Procedure

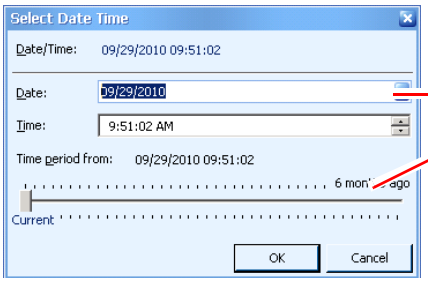
Step 1 Right-click the video camera icon.



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

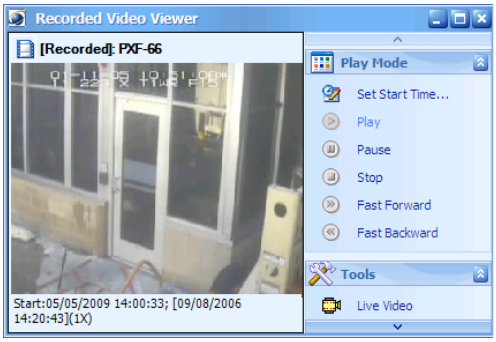
Note You can also select the video camera in the Map View Pane and click the **Recorded Video** icon in the Operation Console toolbar.

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.



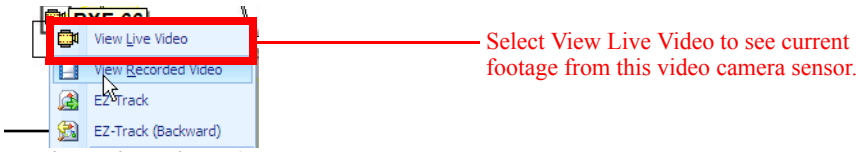
The recorded video will play from the most recent time, but the video can be rewound, fast-forwarded, paused, or set to start at a certain time.

Viewing Live Video in a Standalone Window

To view live video in a standalone window, follow these steps:

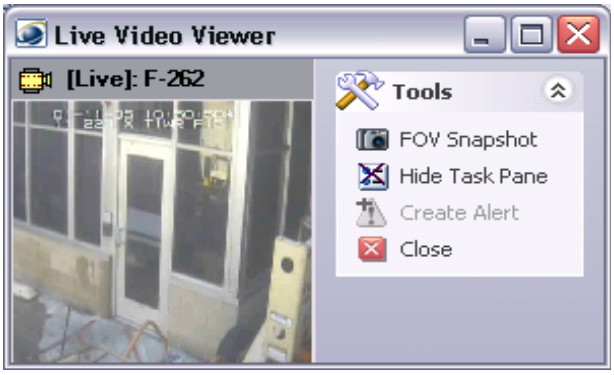
Procedure

Step 1 Right-click the video camera icon.



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.

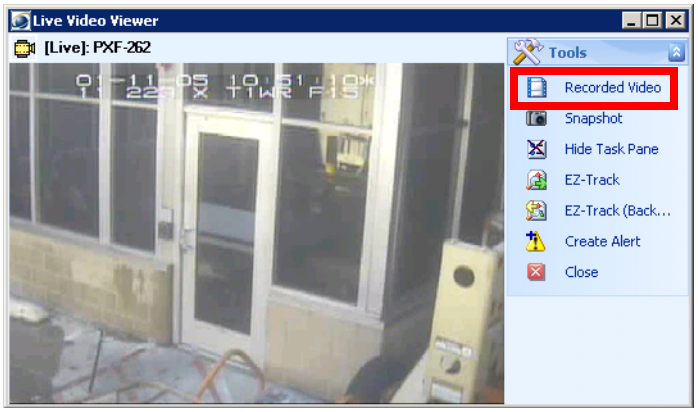


Note You can also select the video camera in the Map View Pane and click the **Live Video** icon in the Operation Console toolbar.

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 4-9.

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



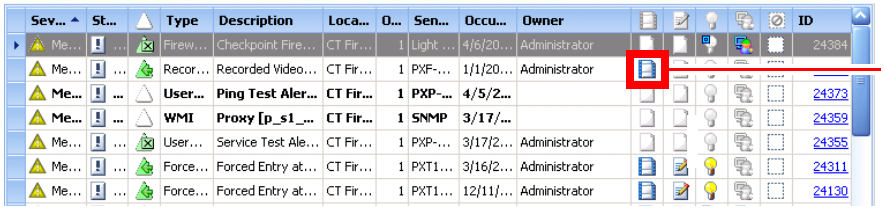
Launching Recorded and Live Video from an Alert

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

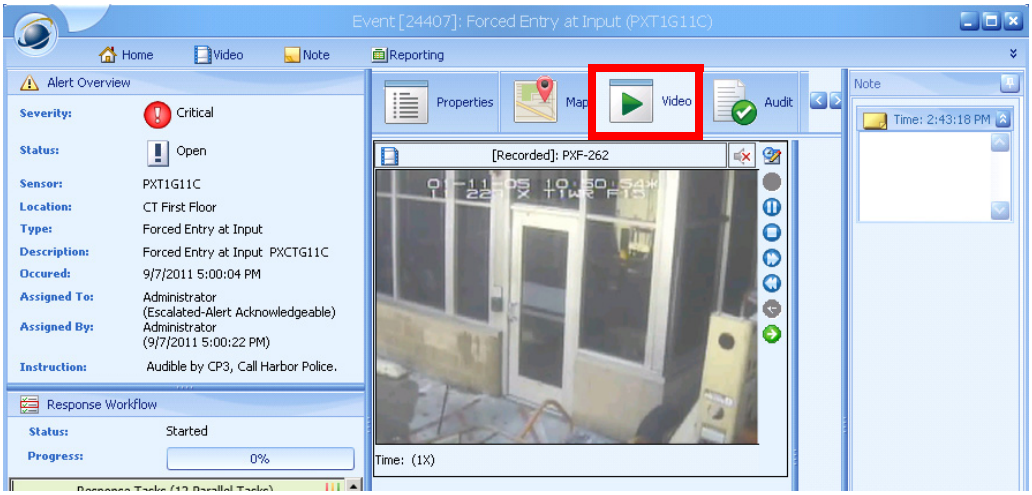
At the bottom of the Operation Console is the Alert List pane where all current alerts for the selected monitoring area are shown.



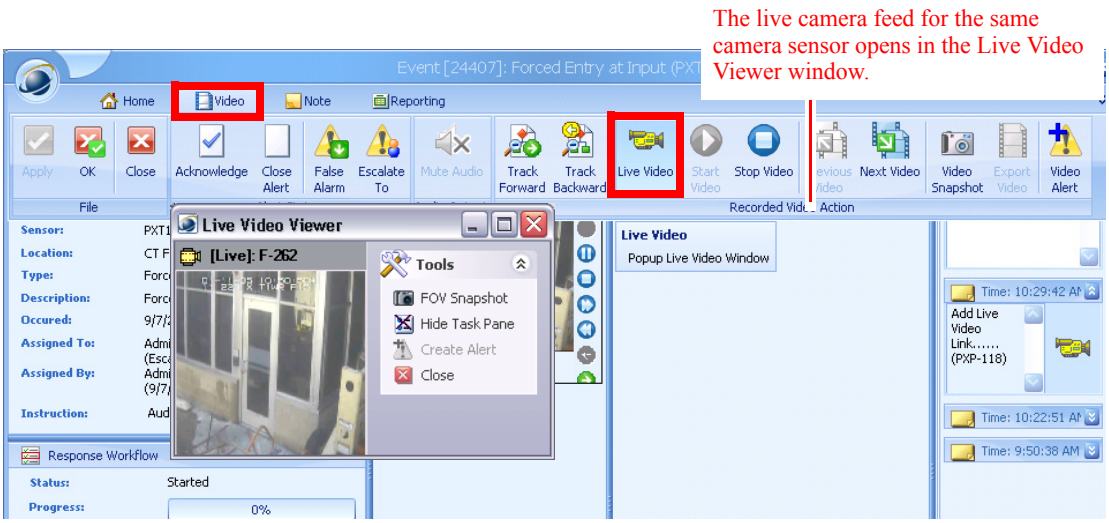
To launch recorded video associated with an alert, click the blue film strip icon in the row for the alert.

Launching Video from the Alert Details Window

If the Alert Details window is not configured to show video on the Detail tab, you can click the **Video** tab.



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.

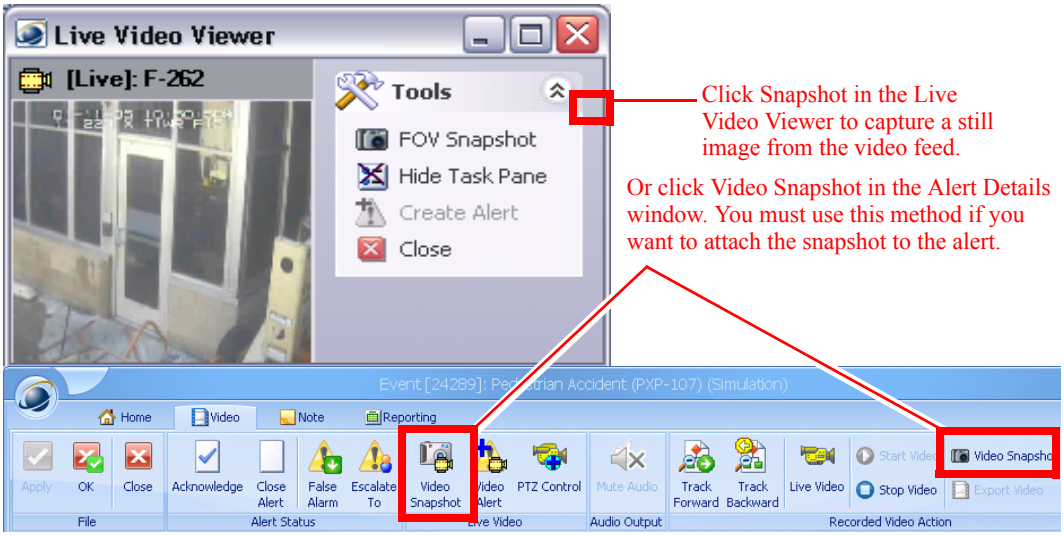


Taking a Snapshot of Video

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:

- 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.
- 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 4-7.
- 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

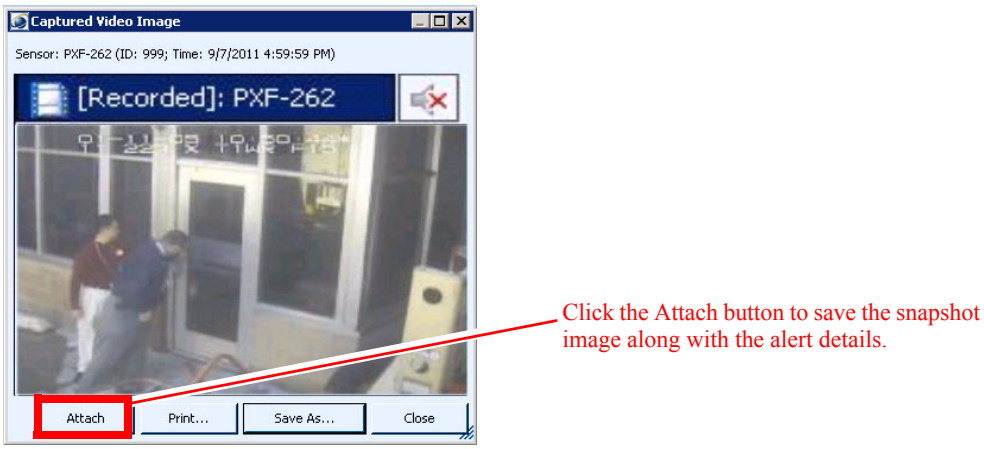
You can attach a snapshot of video to the alert dossier to provide more information for others reviewing the alert.

To attach the snapshot to the alert, follow these steps:

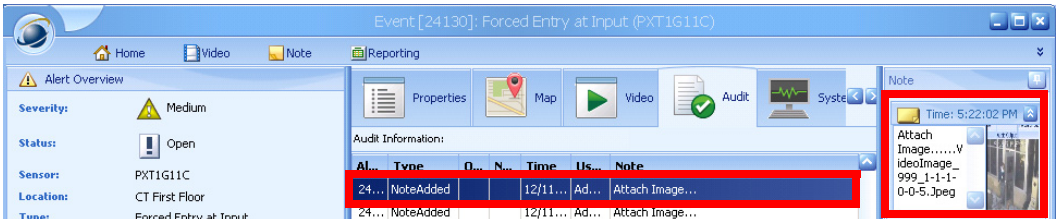
Procedure

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.

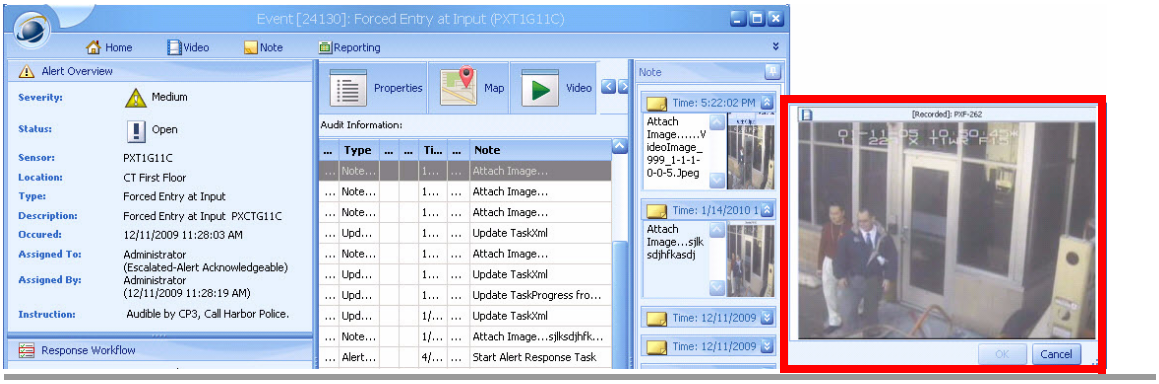


The Alert Details window shows a record of the snapshot being attached to the alert in the **Audit** tab.



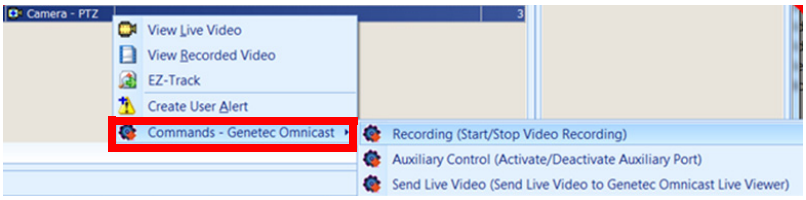
Step 3 You must click the **Apply** or **OK** buttons to save the snapshot to the alert dossier.

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.



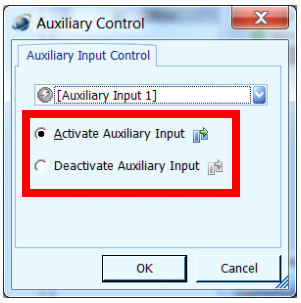
Controlling Cameras

For some video cameras, you can control the camera operation by executing a command to start or stop recording, activate/deactivate the auxiliary camera, or send live video. Access these commands from the right-click menu.



When you choose to start/stop video recording, the following screen appears. Select **Start Recording** or **Stop Recording** and click **OK**.

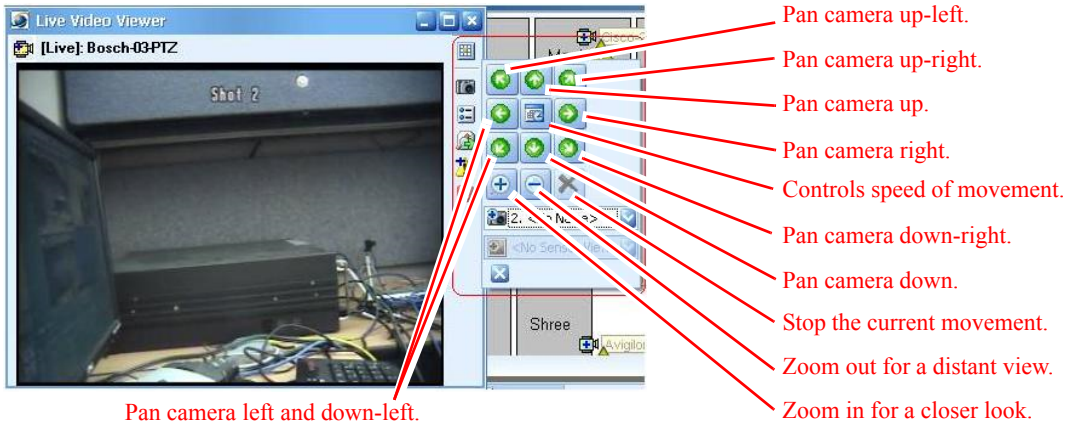
When you choose to activate/deactivate an auxiliary port for the camera, the following screen appears. Select **Activate Auxiliary Input** or **Deactivate Auxiliary Input** and click **OK**.



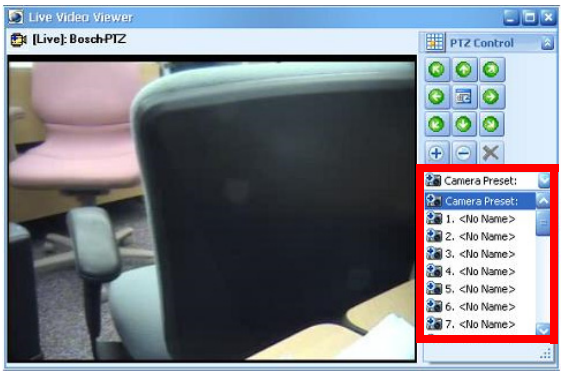
Controlling PTZ Cameras

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:

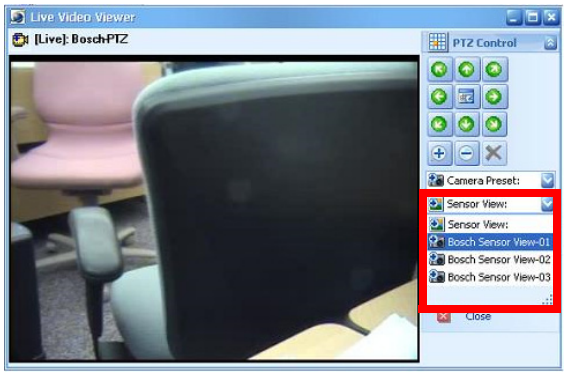
Once you have opened a live video feed (see the "Viewing Live Video in a Standalone Window" section on page 4-3) you can use the PTZ controls shown in the next window.



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.

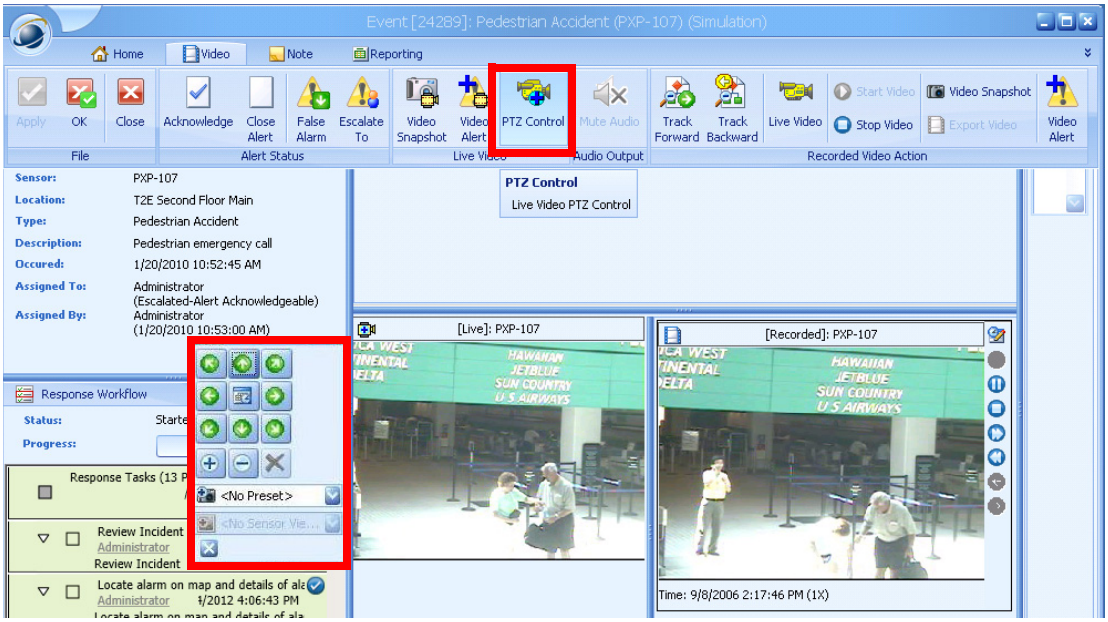


Table 4-2 explains the actions you can take with the controls. When you a button, the camera moves by the amount set in the PTZ camera configuration. Press and hold a button to keep moving in a direction.

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.	
Control the speed at which the camera will move when you click left/right/up/down.	

Table 4-2 Using PTZ Controls (continued)

To do this...	Click this Control Button...
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

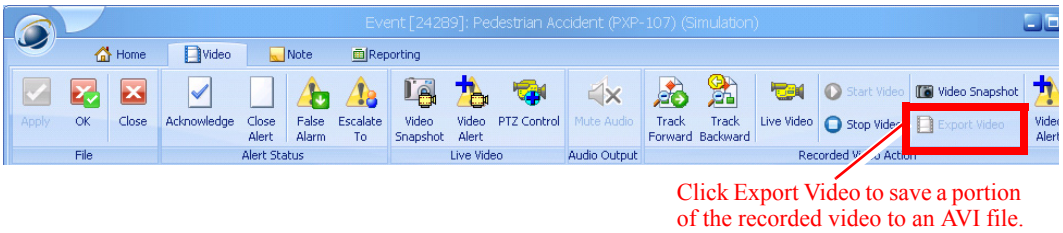
You can export recorded video to an AVI file, and then send this valuable footage to first responders, third-party tenants, the management team or other agencies.

When video is exported, the length of exported video can be anywhere from 0 minutes to 60 minutes long, depending on the capabilities of the underlying video adaptor.

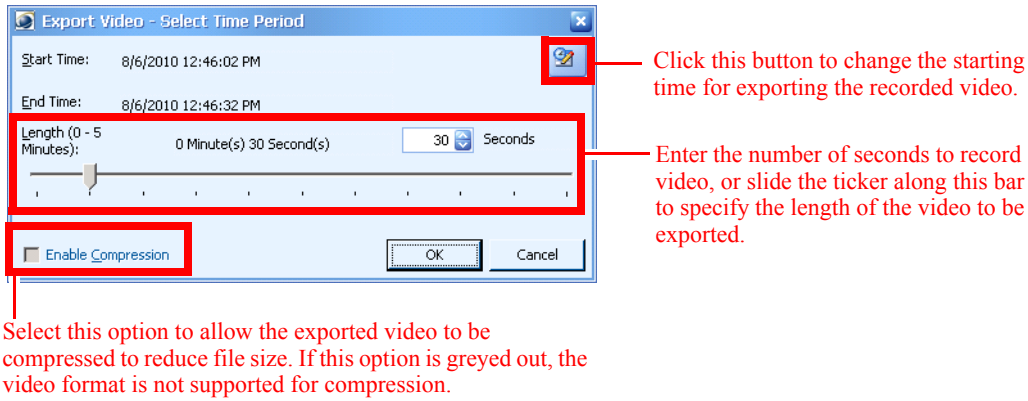
To export recorded video, follow these steps:

Procedure

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

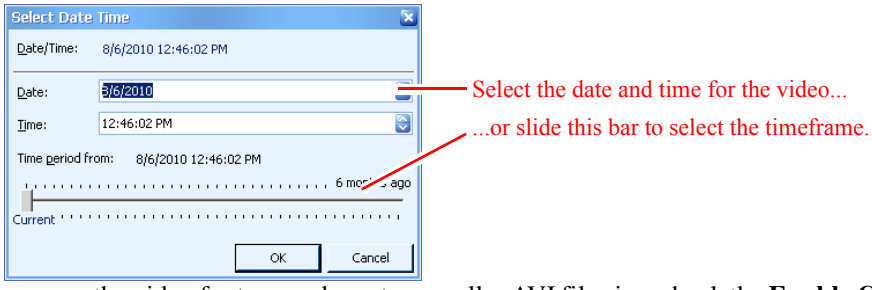


The Export Video window appears.



Step 2 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.

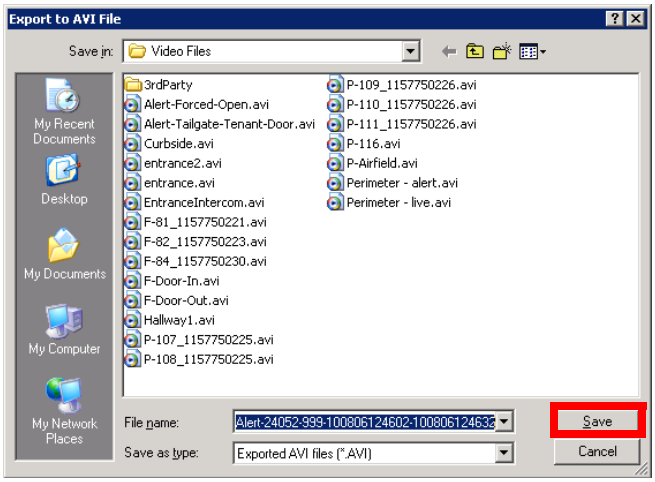
Step 3 To change the starting time for the exported video, click the icon at the top right corner of the dialog box. A new dialog box appears where you can specify the starting time for the video export. Enter the date and time you want to start the video in the fields provided.



Step 4 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 5 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 6 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.

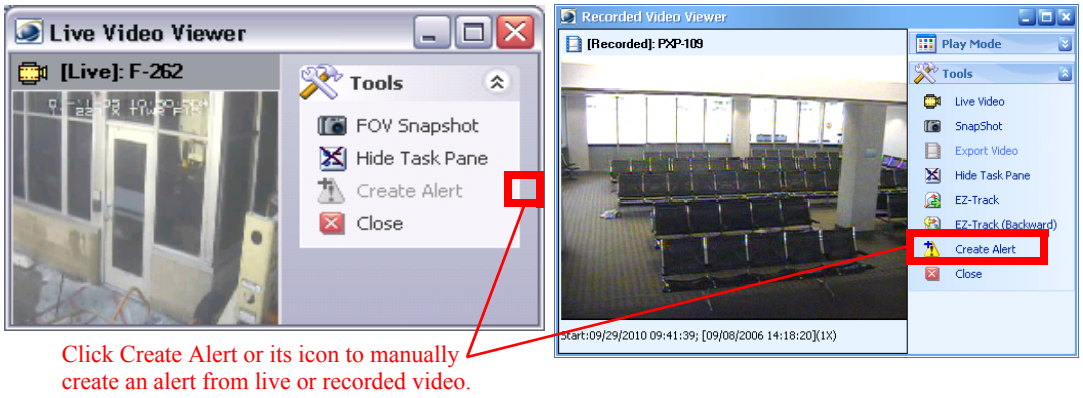
Manually Creating an Alert from Recorded or Live Video

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.

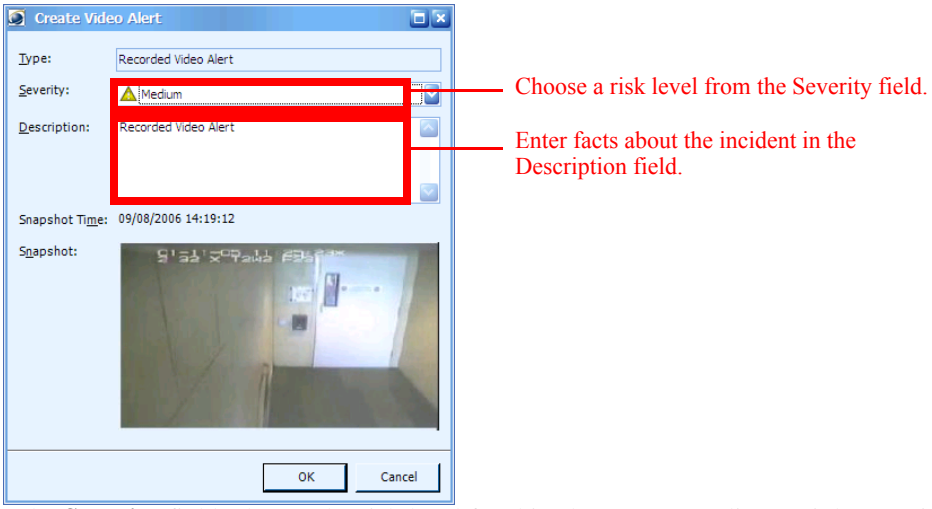
To create an alert from live or recorded video, follow these steps:

Procedure

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



The Create Video Alert window opens.



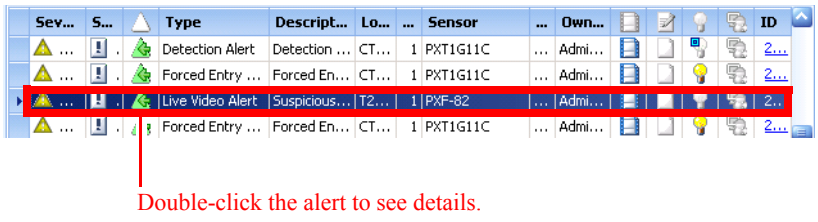
Step 2 From the **Severity** field, choose the risk level for this alert: Low, Medium, High, or Critical.

Step 3 In the **Description** field, enter facts about the incident.

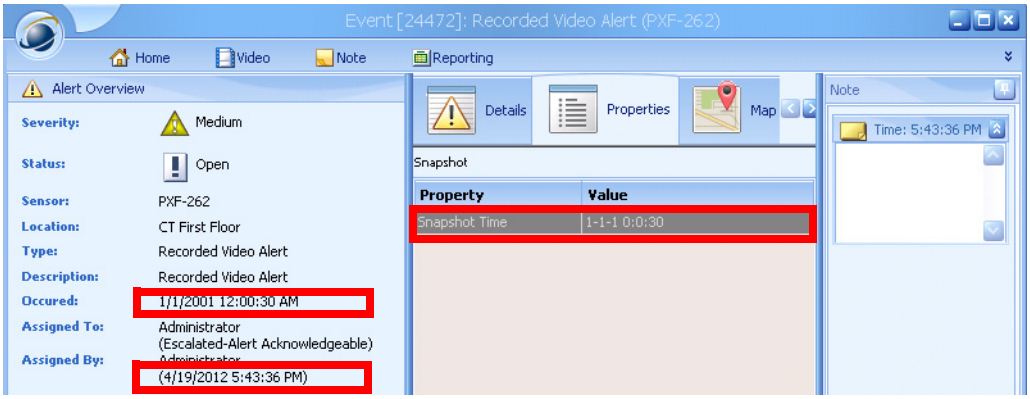
Step 4 Click **OK**.

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

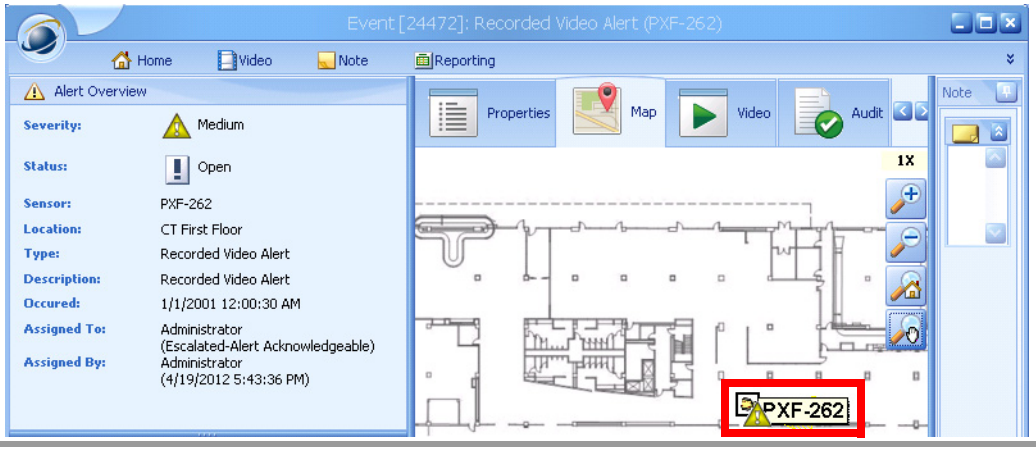
Step 5 To see details for this alert, double-click its entry in the Alert List Pane.



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. The Assigned By time is when the alert was assigned to the current owner.



Step 6 Click the **Map** tab to see the location of the camera.



Using the Video Management Console

Using the Video Management Console, you can:

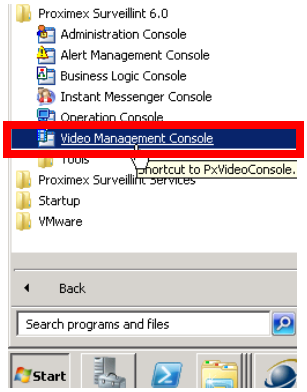
- View video streams side-by-side in a matrix format.
- Configure video guard tours that rotate camera views at pre-defined intervals.

Starting the Video Management Console

To start the Video Management Console, follow these steps:

Procedure

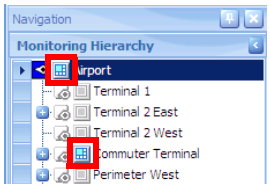
Step 1 From the Windows Start menu select **Start > All Programs > Cisco Physical Security Operations Manager 6.1 > Video Management Console**.



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 Monitoring Hierarchy, 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 4-28.
	Launches EZ-Track Backward for selected live video. See the "Launching EZ-Track from Live Video" section on page 4-28.
	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.

Table 4-3 Buttons in the Video Management Console Toolbar (continued)

Icon	What the Button Does...
	Displays recorded video in the videos within the matrix view.
	Turns off sounds generated by the Video Management Console.
	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.
	Launches the PSOM Instant Messenger Console.
	Finds a sensor for which to display video in the matrix view.

Viewing a Video Matrix for a Zone or Area

The Video Management Console shows views for all sub-nodes under the selected node in Video Matrix View. For example, when the "Terminal 2 East" zone is selected, views for that zone are displayed as well as views from the five monitoring areas under that zone (TSE-SecondFloorMain, etc.).

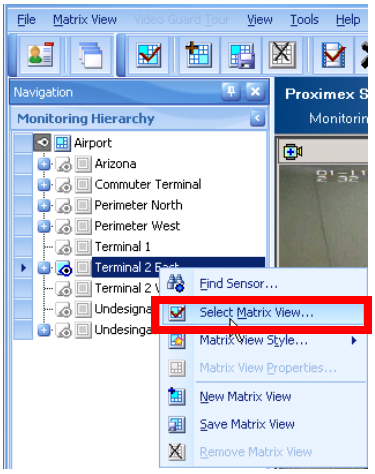
To view a video matrix for a zone or area, follow these steps:

Procedure

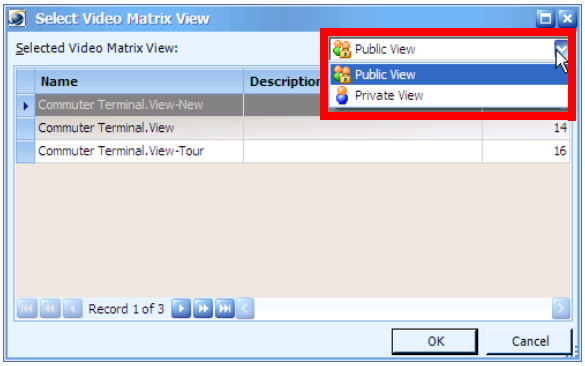
Step 1 Expand the Monitoring Hierarchy to find and select the zone or area for which you want to monitor video.

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 Monitoring Hierarchy and select **Select Matrix View** from the popup menu or click the  icon in the toolbar.

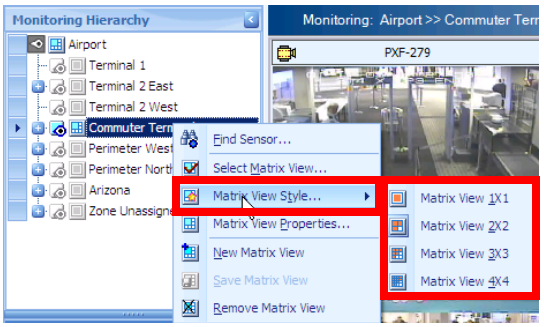


The Select Video Matrix View window appears.

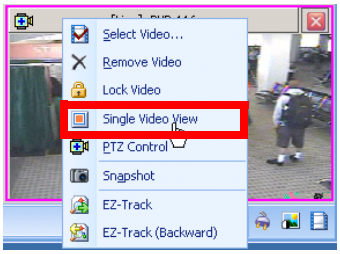


Select **Private View** from the drop-down menu, select the view you want to display, and click **OK**.

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.

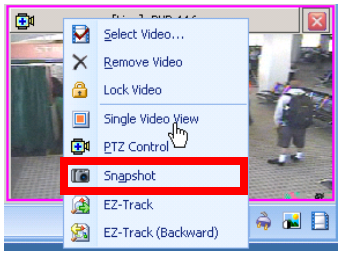


Step 4 If you want to view a certain video camera feed separately, right-click it and select **Single Video View** from the popup menu.

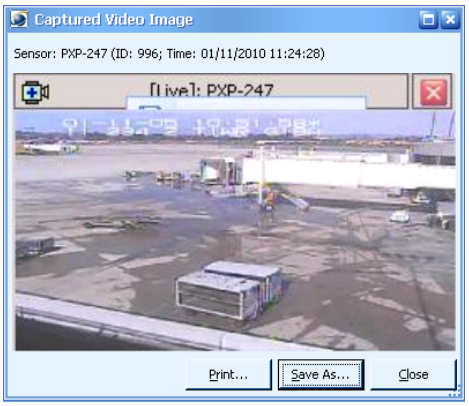


The selected video takes over the full space of the video matrix as a single 1x1 view. To return to the video matrix view, right-click the video and select **Back to Previous View** from the popup menu.

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

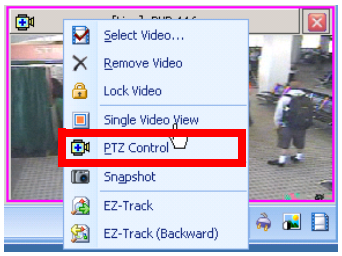


The Captured Video Image window appears.



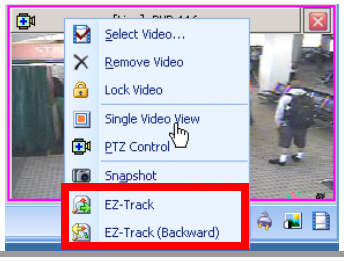
Click **Save As** to save the image.

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 4-9 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, follow these steps:

Procedure

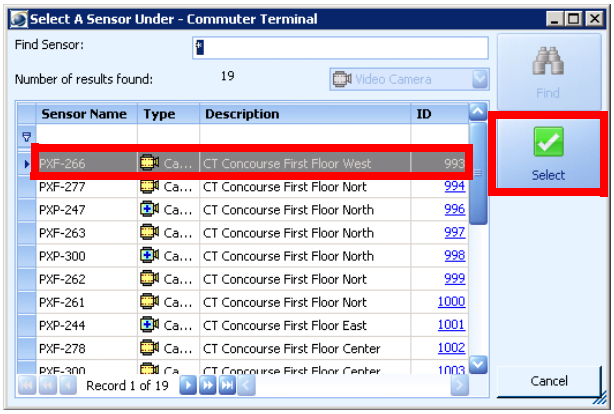
Step 1 Select the monitoring zone or area in the Navigation Pane for which you want to configure a matrix video view.

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.

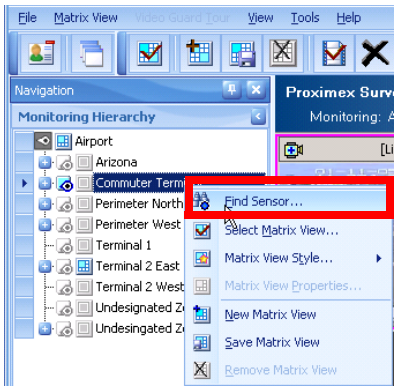
The Select A Sensor Under window appears and lists all available camera sensors for the selected monitoring zone or area.



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.

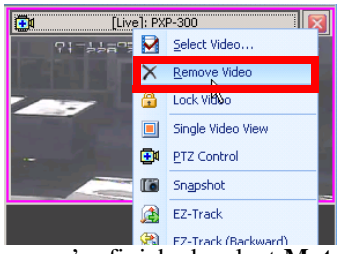
Another way to add a camera sensor is to right-click the monitoring zone or area and select **Find Sensor** from the popup menu, or click the  icon in the toolbar.



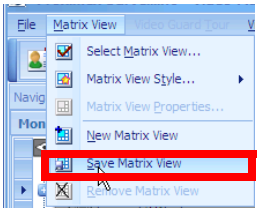
Then you can select a sensor from the Find Sensor window and drag and drop it onto the intended slot of the video matrix view.

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

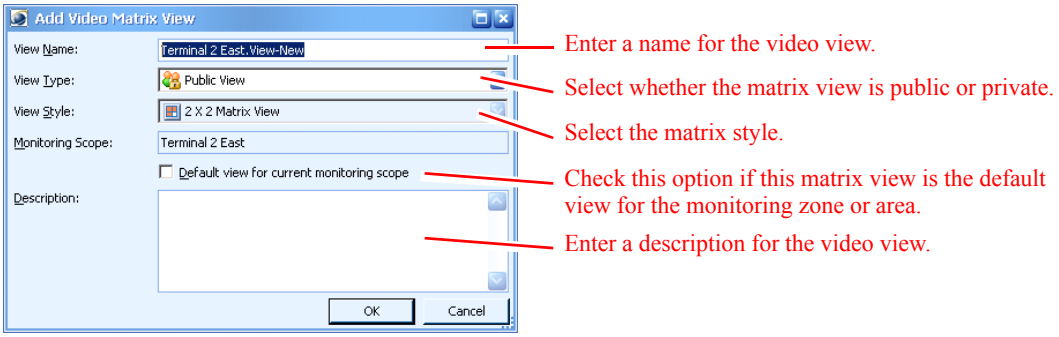
Note If you want to remove a video camera from the matrix view, right-click the existing video and select **Remove Video** from the popup menu or click the  icon in the toolbar.



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.

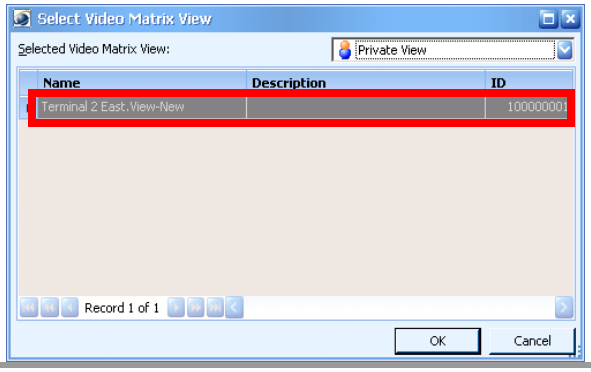
Step 9 Select the matrix style (e.g., 1x1, 2x2 or 3x3) from the **View Style** field.

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.

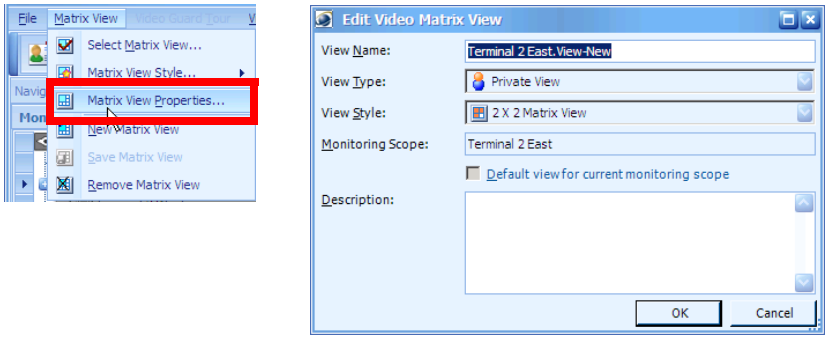
Step 12 Click **OK**.

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.

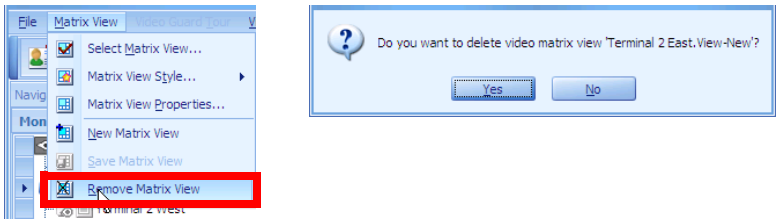


Editing or Removing a Video Matrix View

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

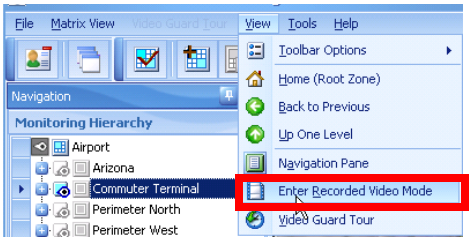
You can view recorded video from a video matrix view to review multiple camera views at once for a specific point in time.

To view recorded video in a video matrix view, follow these steps

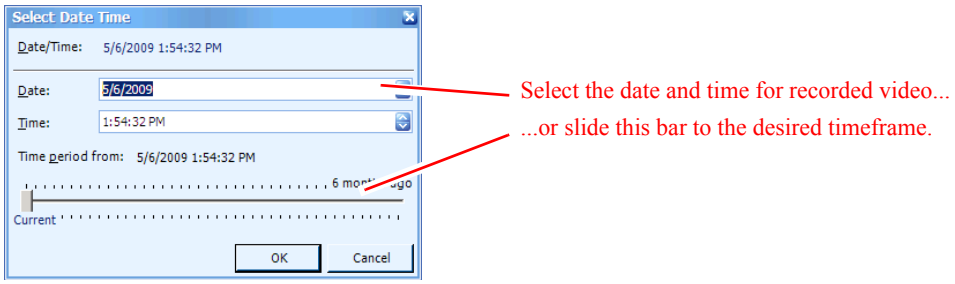
Procedure:

Step 1 Open the relevant video matrix view as shown in the "Viewing a Video Matrix for a Zone or Area" section on page 4-17.

Step 2 Select **View > Enter Recorded Video Mode** or click the  icon in the toolbar.

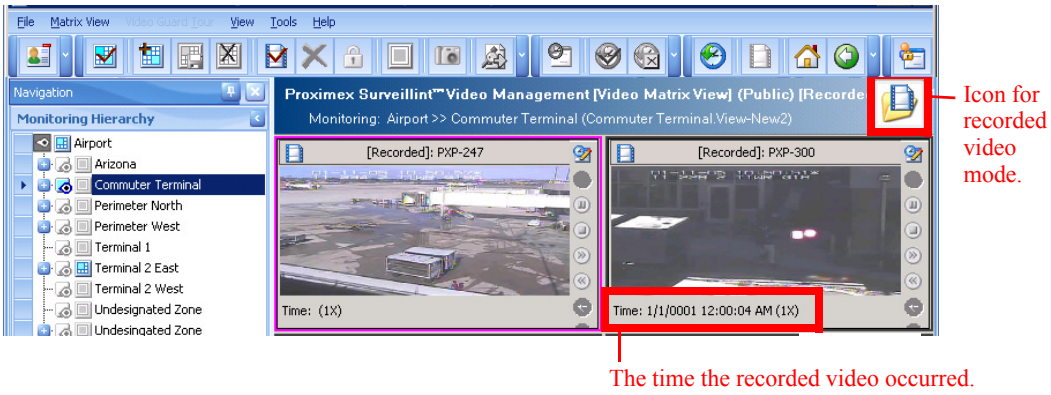


The Select Date Time window appears where you can select the time at which you want to start viewing recorded video.



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.

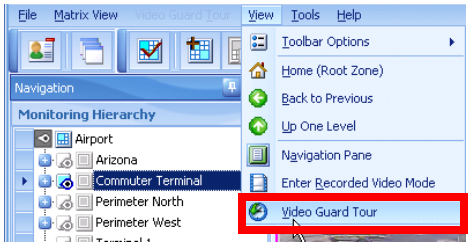
Viewing Video Guard Tours

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

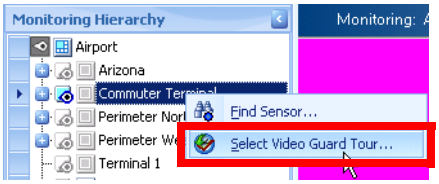
To view a video guard tour, follow these steps

Procedure:

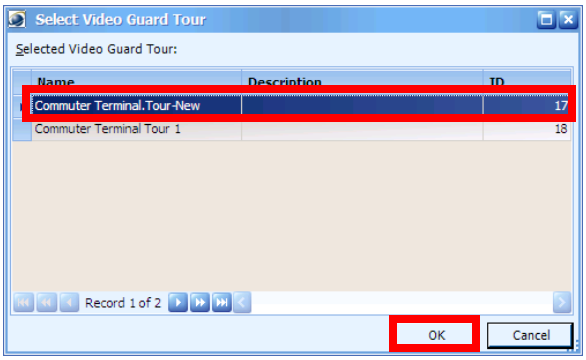
Step 1 Switch the Video Management Console to Video Guard Tour mode by selecting **View > Video Guard Tour** from the menu bar or clicking the button in the toolbar.



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.

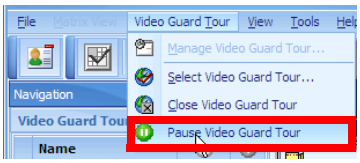


Step 3 Select the video guard tour you want to play and click **OK**.

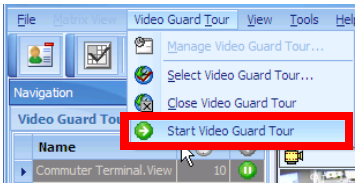
The main area of the Video Management Console refreshes with the first video matrix view in the video guard tour. The left side of the window now shows the list of video matrix views that will be displayed as part of the video guard tour. A green arrow next to a video matrix view indicates it is currently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



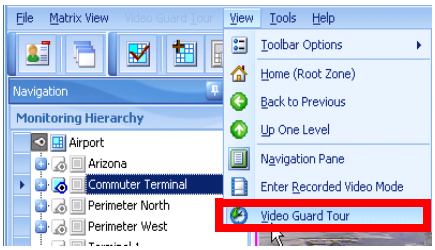
You can close a video guard tour by selecting **Video Guard Tour > Close Video Guard Tour** from the menu bar or clicking the  button in the toolbar.

Creating a New Video Guard Tour

To Create a New Video Guard Tour, follow these steps

Procedure:

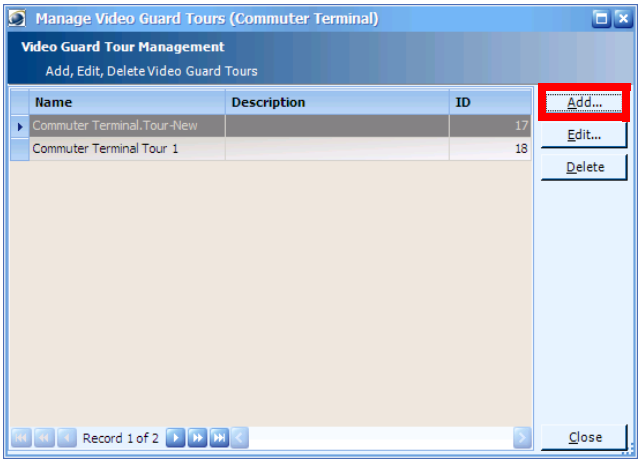
Step 1 Switch the Video Management Console to Video Guard Tour mode by selecting **View > Video Guard Tour** from the menu bar.



Step 2 Select a monitoring zone or area for which you want to create a video guard tour in the Navigation Pane.

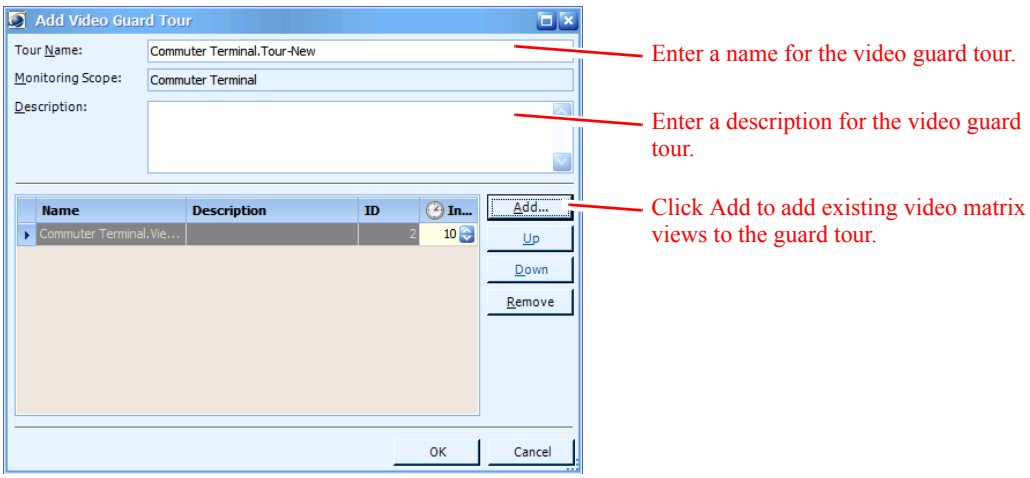
Step 3 Select **Video Guard Tour > Manage Video Guard Tour** from the menu bar or click the  button in the toolbar.

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.

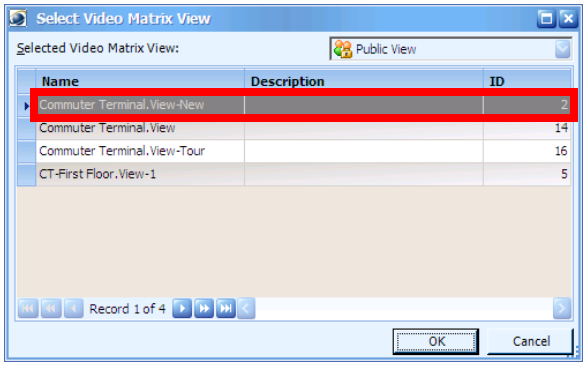


Step 5 Enter a name for the video guard tour in the **Tour Name** field.

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**.

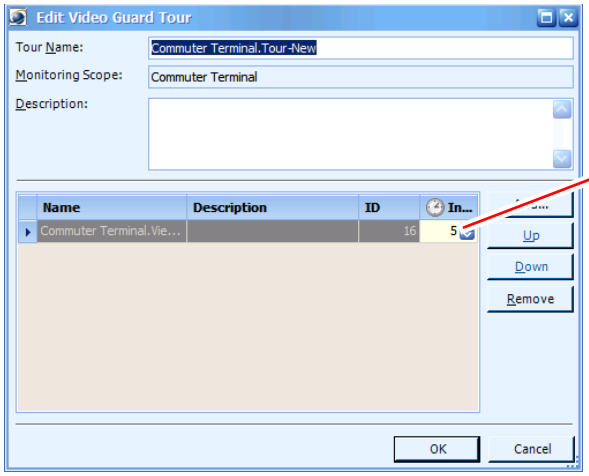
Step 9 Enter the number of seconds that should elapse before the video guard tour displays a new video matrix view in the **Interval** field.

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.

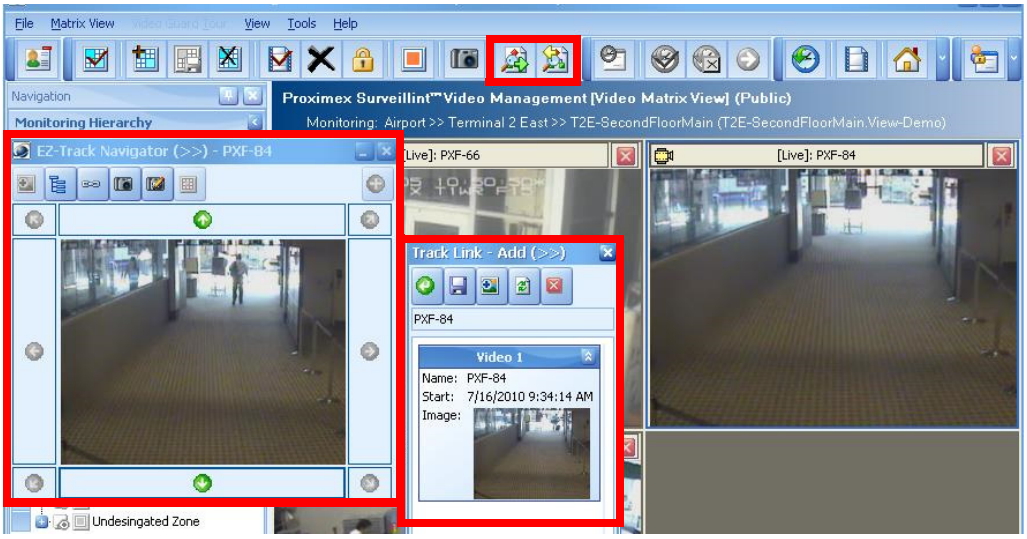
To edit a video guard tour, select it and click **Edit**.



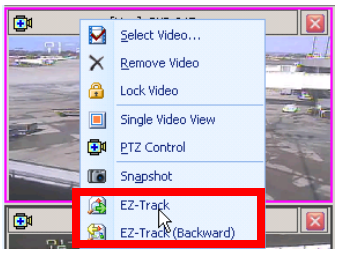
To remove a video guard tour, select it and click **Delete**.

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.

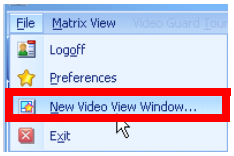


You can also right-click the pane for a video camera feed and select **EZ-Track** or **EZ-Track (Backward)**.



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.

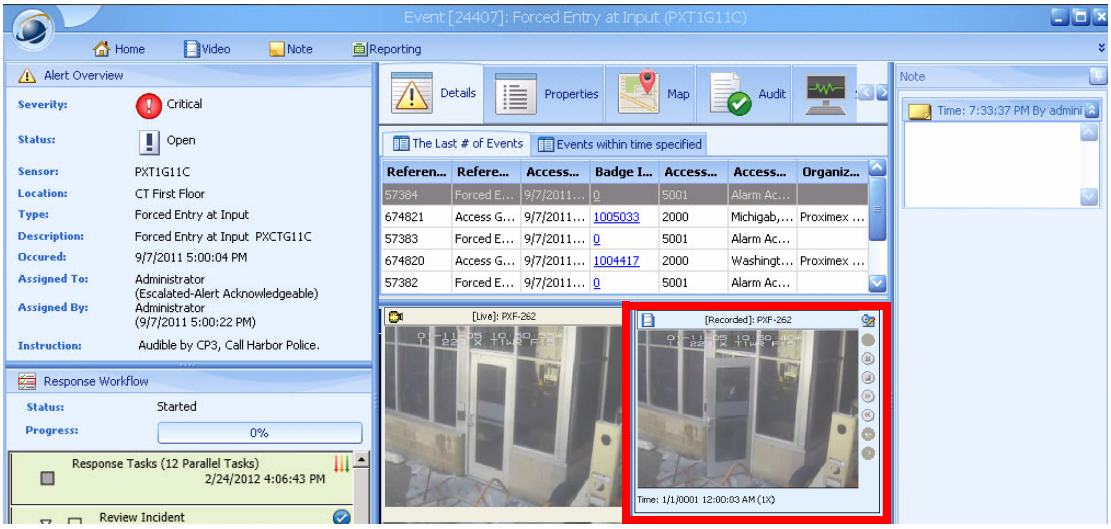


A new Video View Window appears that you can use to view any video matrix view or video guard tour.

You can access all Video View windows from the main Video Management Console's File menu.

Enabling Playback Looping of Alert Video in the Alert Details Window

You can now enable looping playback for alert-related recorded video in the Alert Details window. When configured, alert-related recorded videos in the Alert Details window will have looped playback for both the Operation Console and Alert Console.

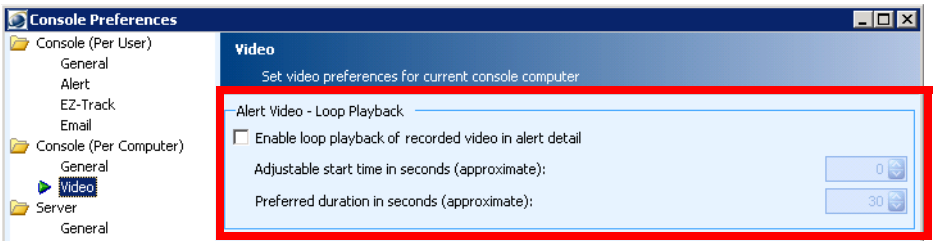


To enable playback looping of alert video in the Alert Details window, follow these steps

Procedure:

Step 1 Select **File > Preferences** from the PSOM Console.

Step 2 Click **Video** under Console (Per Computer) in the left navigation pane.



Step 3 Check the **Enable loop playback of recorded video in alert detail** option.

Step 4 Determine the amount of time before the original alert occurrence to start video playback in the **Adjustable start time in seconds** field. The default is 0 seconds if this option is enabled.

Step 5 Determine the duration of the video playback in the **Preferred duration in seconds** field by entering the number of seconds after the recorded video has started to continue playback. The default is 30 seconds if this option is enabled.

Step 6 Click **OK**.

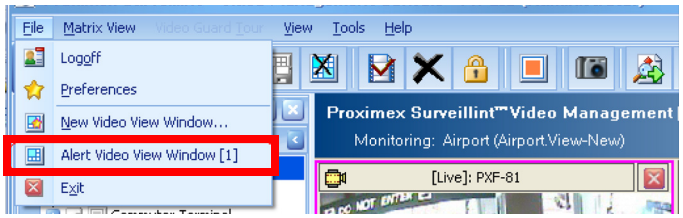
Viewing Alert Video in the Video Management Console

The Video Management Console can now be used to view video for alerts in video matrix view for the current computer, as long as the Operation Console is running as well. The Alert Video View hides the Monitoring Hierarchy pane in the Video Management, instead displaying video windows with alert video.

Note Virtual guard tour is not supported when in Alert Video View.

To enable alert video to be displayed in the Video Management Console, you must select the **Use video view window for alert videos** option in the Console Preferences window under **Console (Per Computer) > Video**.

Upon opening the Video Management Console, you will still see the matrix view or guard tour view, but can open a new window displaying the Alert Video View by selecting **Alert Video View Window** from the File menu.



The new window displays **(Alert Video)** and appears. The default video mode is Recorded Video. Alert videos can only be added to the Alert Video View from the Operation Console or Alert Console using the **Alert Video** button in the Alert Details window.

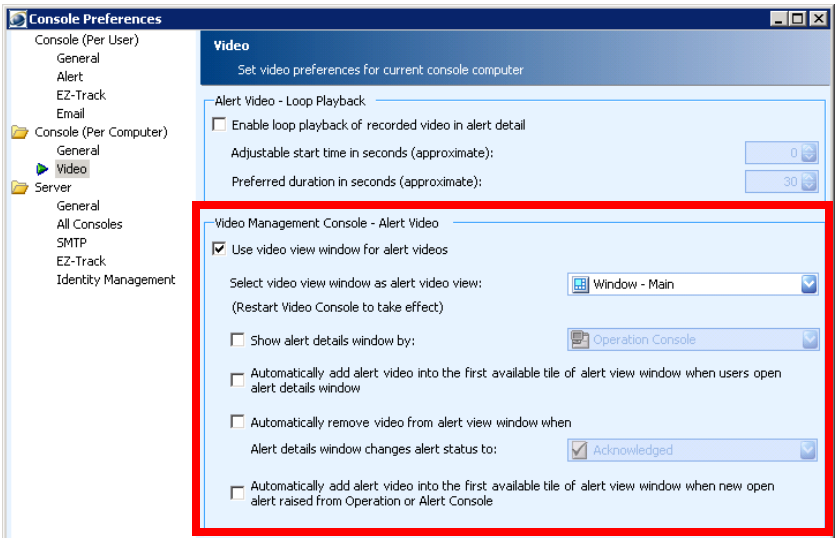
Note Video Guard Tour, Live Video Mode, and EZ-Track are not supported for Alert Video View. Cameras cannot be dragged and dropped onto video frames in Alert Video View, and multiple videos cannot be exported at once.

To display alert video in the Video Management Console, follow these steps

Procedure:

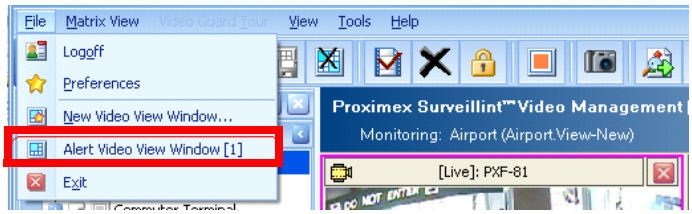
Step 1 Select **File > Preferences** from the PSOM Console.

Step 2 Click **Video** under Console (Per Computer) in the left navigation pane.



Step 3 Check the **Use video view window for alert videos** option.

Step 4 Select the video view in which alert video should appear from the **Select video view window as alert video view** field. Choices include **Windows Main** or **Window – 1** through **Window – 8**. This creates a new video view window that can be selected from the Video Management Console.



Step 5 From the **Show alert details window by** field, choose whether to launch the Alert Details window from the Video Management Console using the Alert Console or Operation Console. There is a right-click menu choice for viewing Alert Details from a video window.

Step 6 If you want alert video to automatically appear in the first available tile of the Video Management Console matrix when the Alert Details window is opened, check the **Automatically add alert video into the first available tile** option. If all 16 tiles are taken (4x4 style matrix), then any new alarm with video will take over the first tile. If this option is not selected, the user will have to click the Post Alert Video button in the Alert Details window to add the video to a frame in the Video Management Console matrix.

Note For this functionality to work, the Video Management Console and Operation Console need to be on the same machine.

If an alert has more than one video camera associated to it, when an alarm is generated, all the associated recorded video (not just one) will be displayed in the Alert Video matrix.

Step 7 To automatically remove alert video from the Video Management Console matrix when an alert's status changes to Acknowledged or Closed from the Alert Details window, check the **Automatically remove video from alert view window** option and select the alert status that triggers removal. If the alert's status changes in any other way, this functionality will not be performed.

Step 8 To automatically add alert video for new alerts to the first available tile in the video view, select the **Automatically add alert video into the first available tile of the alert view window when new open alert raised from the Operation or Alert Console** option.

Step 9 Click **OK**.

Setting the Sound Level for Video

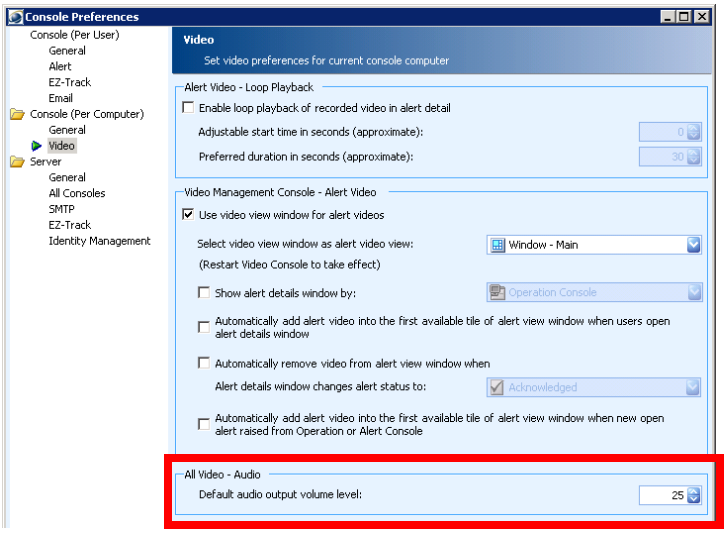
You can specify the volume output for all videos played in PSOM Consoles.

To specify the volume output for videos, follow these steps

Procedure:

Step 1 Select **File > Preferences** from the PSOM Console.

Step 2 Click **Video** under Console (Per Computer) in the left navigation pane.



Step 3 Set the volume for audio output in the **Default audio output volume level** field.

Step 4 Click **OK**.

CHAPTER 5

Following Suspects with EZ-Track

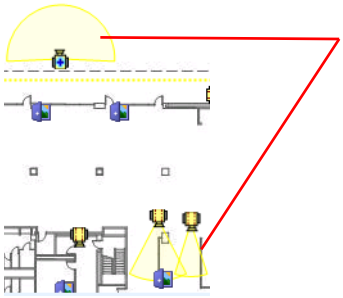
This chapter describes how to use EZ-Track to:

- 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

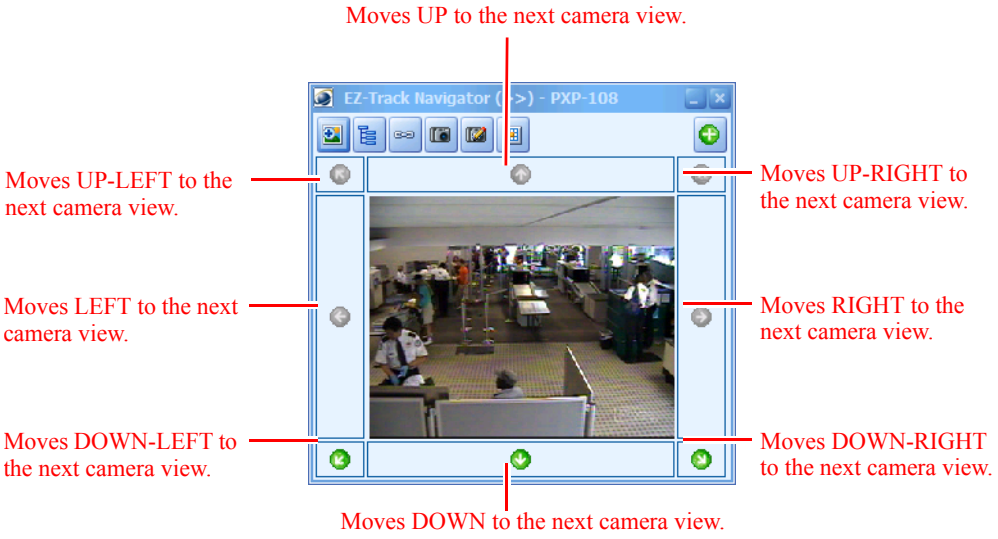
This chapter includes these topics:

Overview

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.

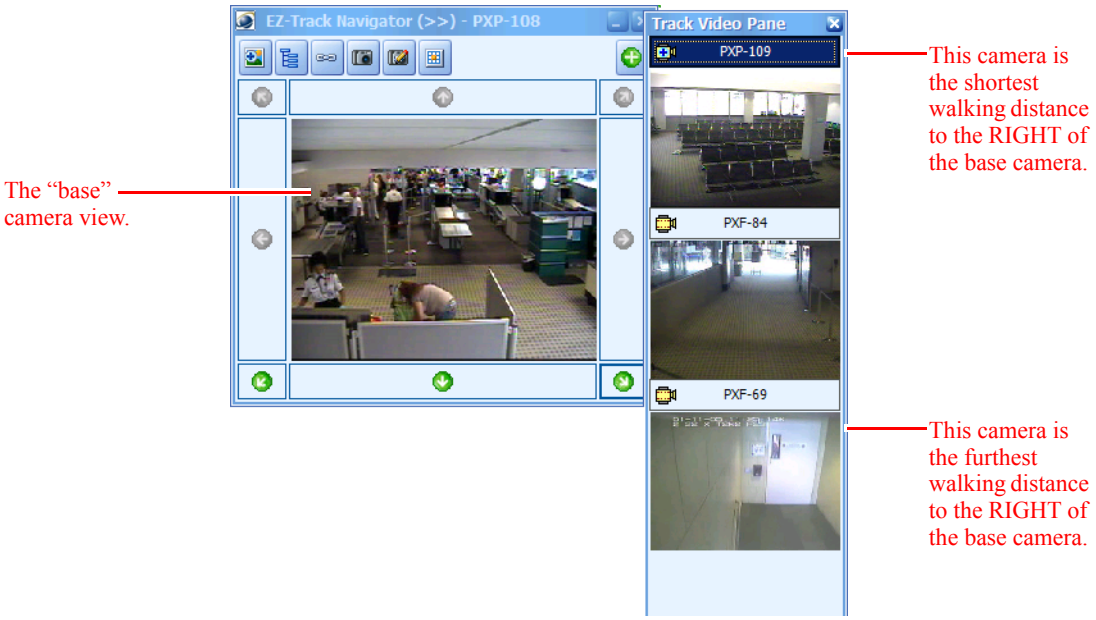


When PSOM is configured with this information, EZ-Track can locate adjacent camera views for any video camera, display them in a directional grid, and enable you to traverse between these views with simple point-and-click. You do not need to know any sensor names, or where camera sensors are geographically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

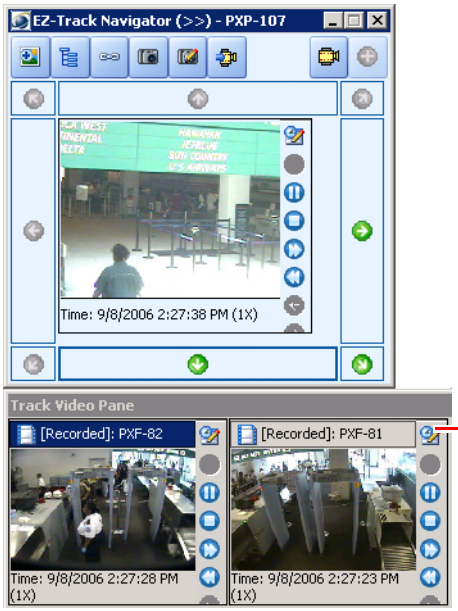


If there is not an available adjacent camera for a direction on the grid, that arrow icon is grey colored . Available camera views are indicated using green arrow icons .

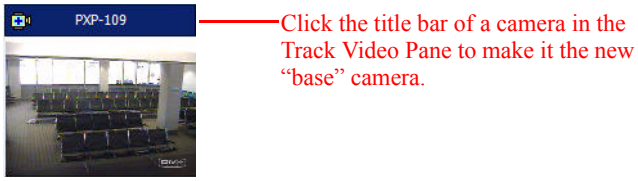
When you click on a green arrow in the direction grid, the Track Video pane appears showing potential camera views for that adjacent direction. The camera with the shortest walking distance from the base camera is displayed at the top, and the camera the furthest from the base camera is displayed at 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.



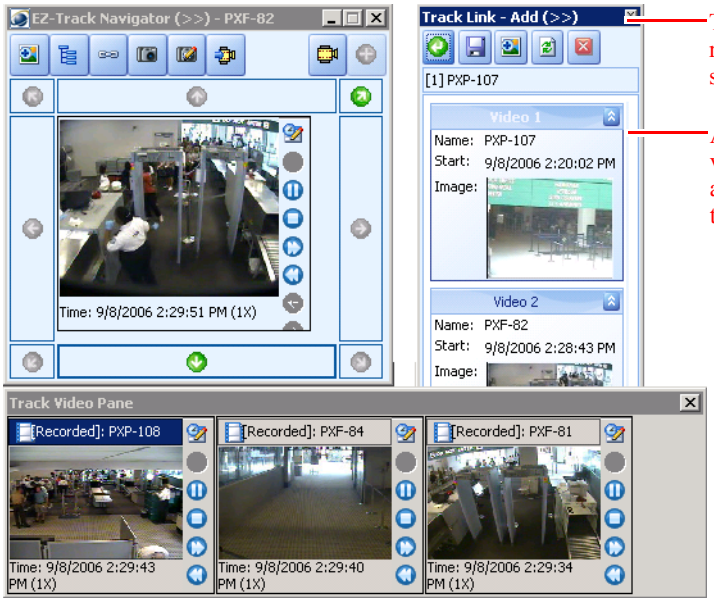
Now if the bottom arrow button is clicked, a new set of camera views appears in the Track Video Pane, and the pane moves to the bottom of the EZ-Track window.



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.



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.



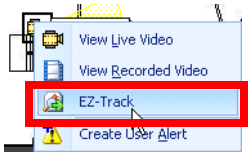
The Track Link Pane contains tracking records that capture the movements of a suspect across different camera views.

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

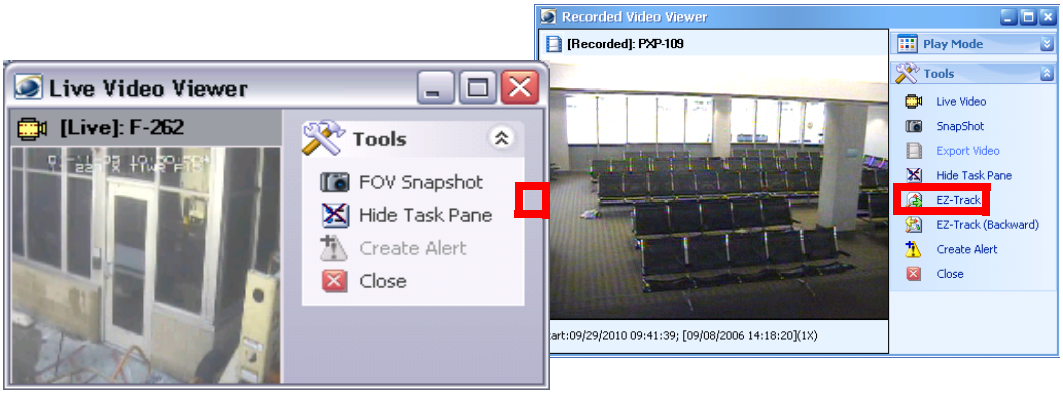
Launching EZ-Track

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 5-6.
	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.

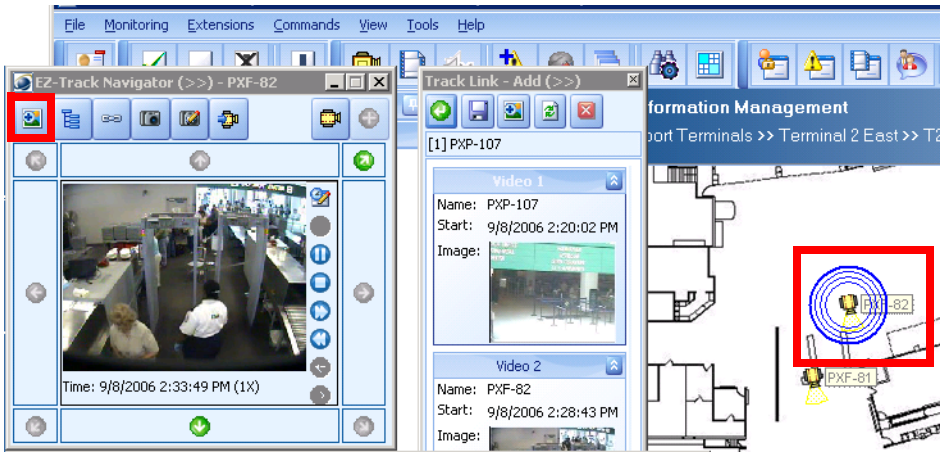
Table 5-1 Icons Displayed in the EZ-Track Window. (continued)

Icon	Click this Icon to...
	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 camera sensor pulses blue in the Map View Pane of the Operation Console window.



Browsing to Select a Camera Sensor

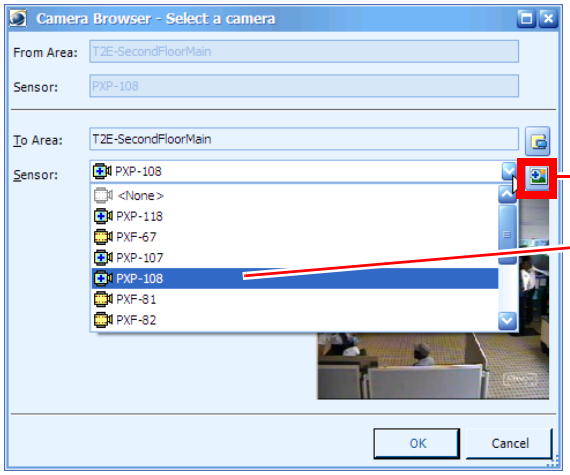
If you know the camera sensor whose video you want to view, but it does not appear automatically in EZ-Track, you can select it manually. This could happen if the current camera view has been moved by PTZ control which breaks the topology configured in PSOM.

To browse and select a camera sensor, follow these steps:

Procedure

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

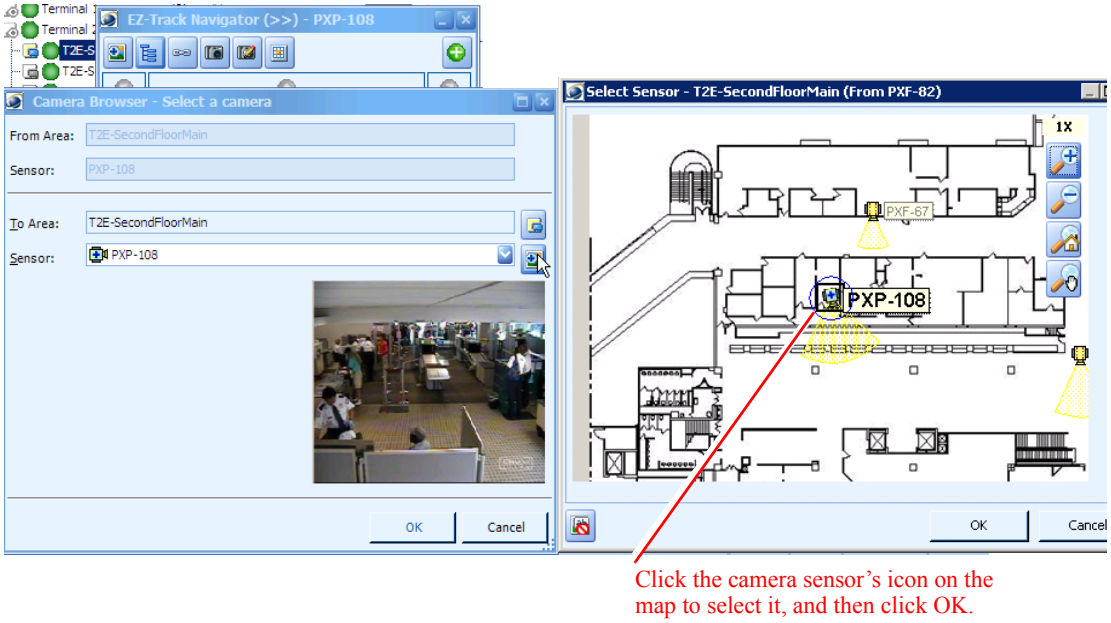
The Select a camera window appears.



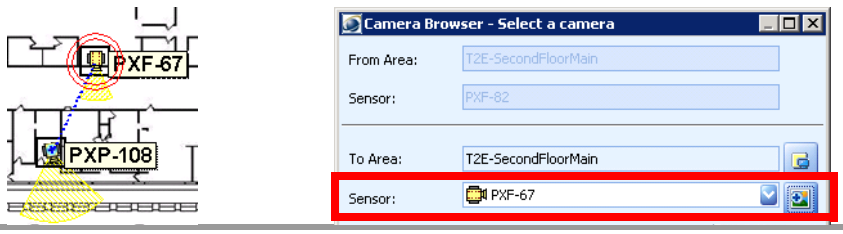
Step 2 Select the camera you want to view in one of these ways:

a. Select the sensor name from the Sensor pull-down menu. In this case, you can access a snapshot rather than full video.

b. Click the **Map** icon . A window opens displaying the PSOM map.



c. Select the camera sensor's icon you want to use. It will appear with concentric red circles. Click **OK**. The **Sensor** field in the Camera Browser has the new camera sensor selected.



Taking Snapshots of Video and Updating Tracking Records with New Snapshots

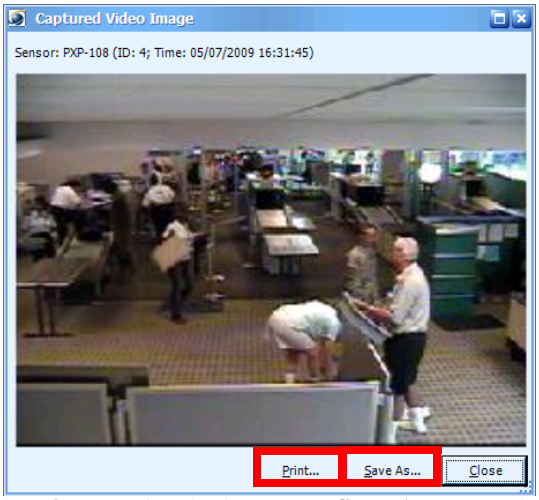
You can take a snapshot of video from the EZ-Track window and store it as an image file or print it. You can also update the snapshot in an existing tracking record, or use a snapshot to create a new tracking record in the Track Link Pane.

To take a snapshot of video from the EZ-Track window, follow these steps:

Procedure

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

The Captured Video Image window appears.



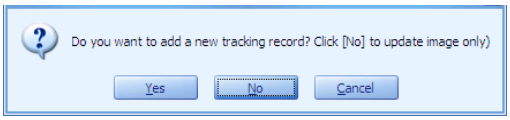
Step 2 Click **Print** to print the image, or **Save As** to save it as an image file.

To update a tracking record in the Track Link pane with another snapshot, follow these steps:

Procedure

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

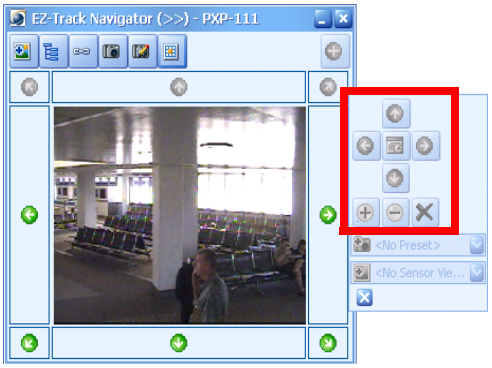
A prompt appears.



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.

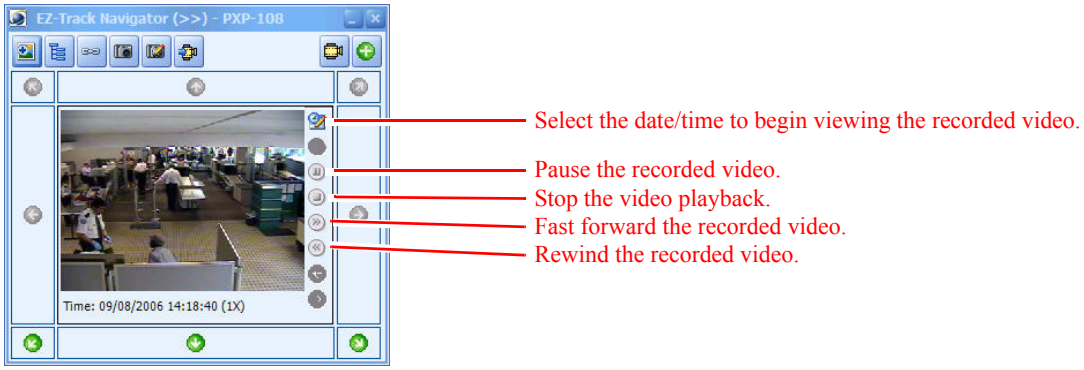


See the "Controlling PTZ Cameras" section on page 4-9 for information about using the PTZ Control window.

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.



When you click **Play**, the next record is automatically played when the time reaches the next record's start time; each forward record is played starting from its start time minus *N* seconds (3 seconds by default). The last record is played until its stop time which is configured as its start time plus *M* seconds (30 seconds by default).

Using Fast Forward or Fast Backward in 2X or 3X mode retains display speed when EZ-Track automatically shifts to the next record.

Clicking Fast Backward only works if the video vendor supports EZ-Track Backwards. When supported, Fast Backward shifts automatically to the previous record when the current record reaches its start time; the previous record's video is played from its start time plus *M* seconds (30 seconds by default). The final record will be played at its start time minus *N* seconds (3 seconds by default).

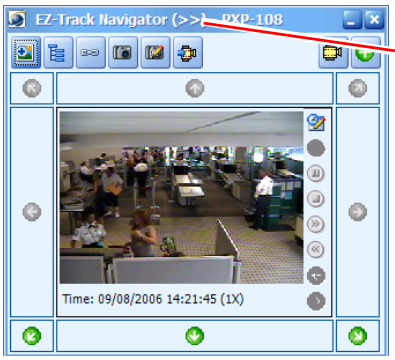
Clicking an individual record interrupts the automated Fast Forward and Fast Backward video playback, and jumps to the selected record for playback.

Tracking Suspects Backward with EZ-Track (Backward)

Using EZ-Track (Backward), you can play recorded videos backward, 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.

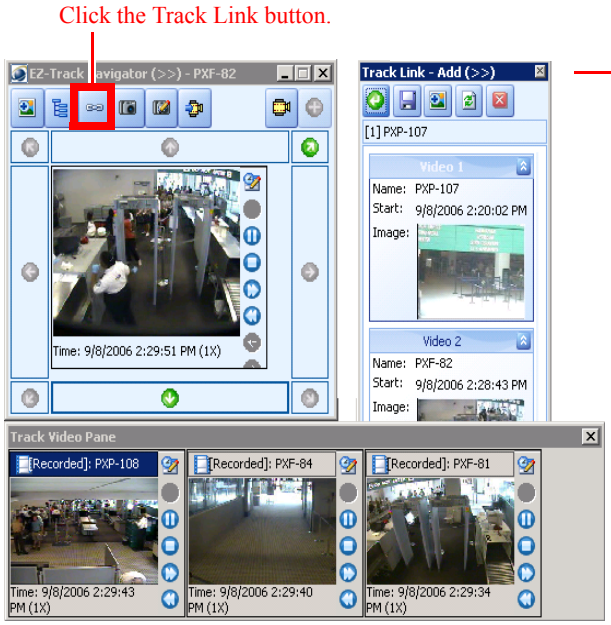


The << arrows in the title bar indicate that EZ-Track is in Backward mode.

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 *track link* 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.

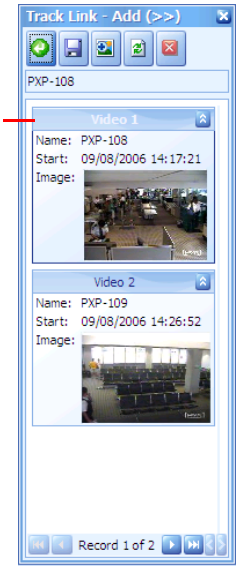
Restarting Tracking in the Track Link Pane

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 .

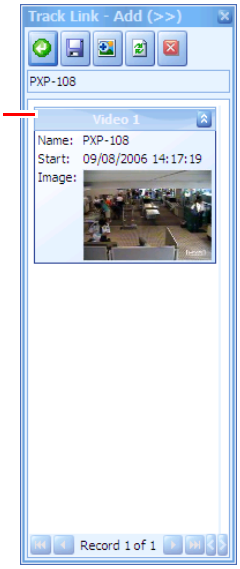
The EZ-Track window now displays video from the selected tracking record as its "base" camera view, and all records after the selected tracking record are removed from the Track Link Pane. As you retrace the suspect's steps, new tracking records are stored to the Track Link Pane to capture the revised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

The Track Link Pane initially shows two tracking records.

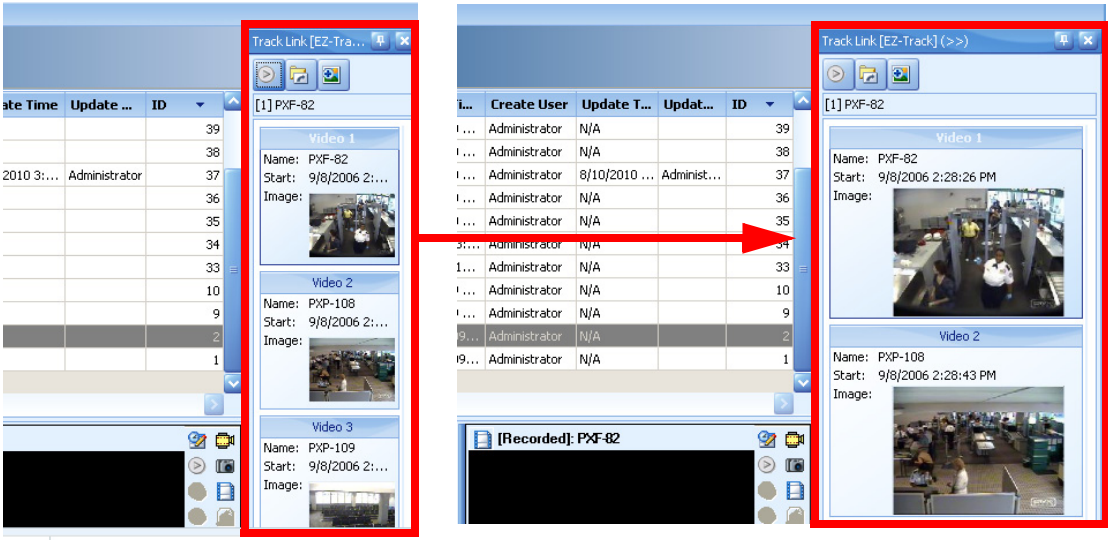
The first tracking record is selected, and the Restart Tracking icon is clicked...



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



You can resize the Track Link pane to view larger images for each video record.



Saving the Composite Video Tracking Record

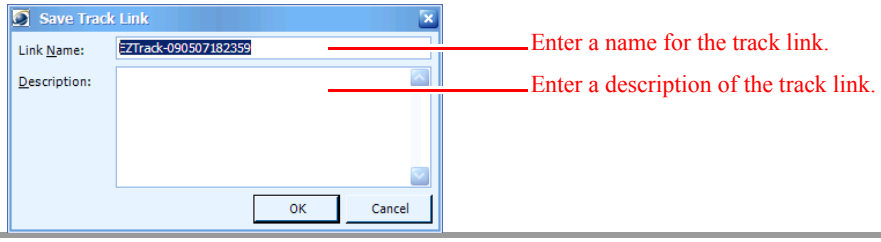
You can save the records in the Track Link pane as a *track link* in the PSOM database that can be reviewed later from the Track Report Manager.

To save a track link, follow these steps:

Procedure

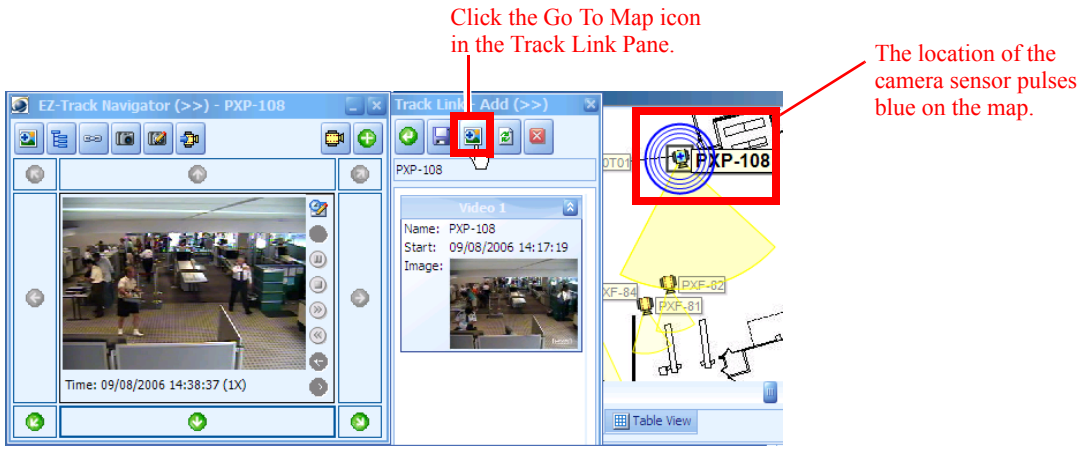
Step 1 Click the **Save** icon in the Track Link pane.

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 in the Map View Pane of the Operation Console. The camera sensor pulses blue.



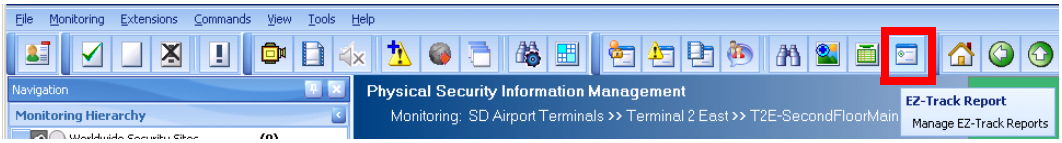
Refreshing the Track Link Pane

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.



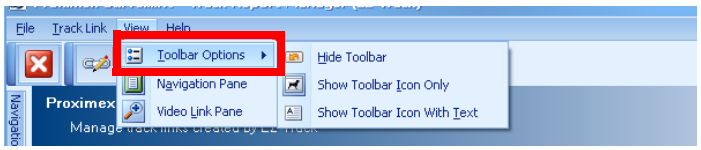
When Track Report Manager opens, it displays a list of track links. When a track link is selected from the list, a Track Link Pane appears along the right side of the window showing the saved tracking records.

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.
	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.

You can display the toolbar in the Track Report Manager by selecting **View > Toolbar Options > Show Toolbar**.



The toolbar has several options, which are described in Table 5-4.

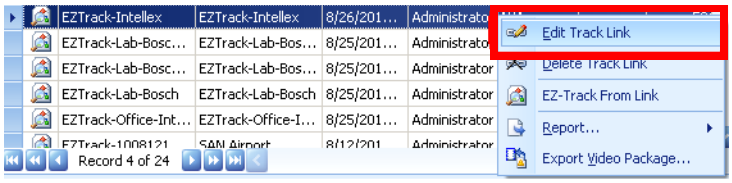
Table 5-4 Icons in the Track Link Pane of the Track Report Manager

Icon	Click this Icon to...
	Edit an existing track link that is selected in the Track Report Manager.

Table 5-4 Icons in the Track Link Pane of the Track Report Manager (continued)

Icon	Click this Icon to...
	Delete the track link that is selected in the Track Report Manager.
	Begin an EZ-Track session from the track link that is selected in the Track Report Manager.
	Generate a PDF report of the track link that is selected in the Track Report Manager.
	Export all video AVI clips for the track link that is selected in the Track Report Manager.

You can also right-click a track link in the list and select one of these options from the right-click menu.



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 the Table 5-5.

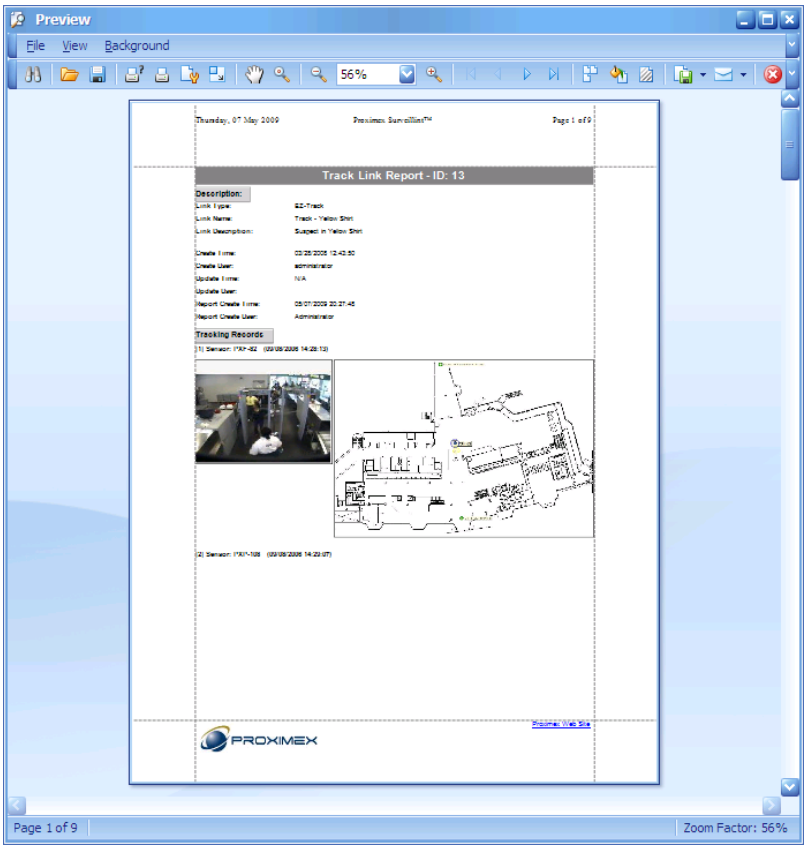
Table 5-5 Icons in the Recorded Video Pane of the Track Report Manager

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

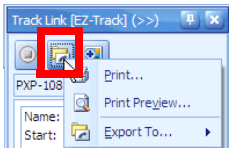
You can print or export the selected track link as a standard report. The printable report includes header information about the track link, as well as each tracking record's snapshot image, timestamp, sensor name, and mini-map.

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

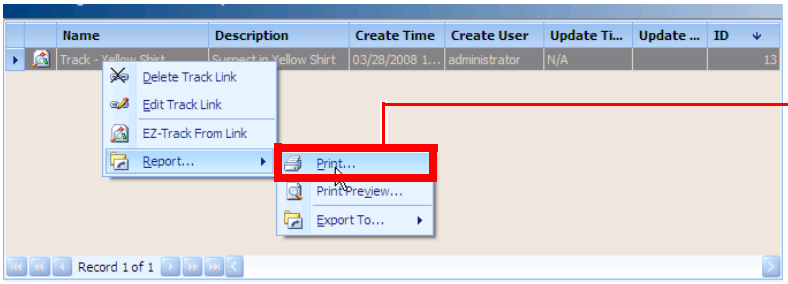


To print or export a report, use one of these methods:

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



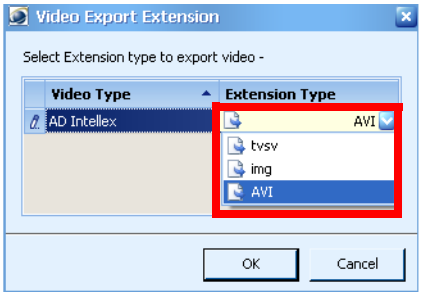
- Select the track link in the list, right-click and select **Report...** from the pop-up menu. This presents three more choices:
  - **Print**—Prints the report out
  - **Print Preview**—Shows a preview of the printed report in a separate window
  - **Export To...**—Exports the report information to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



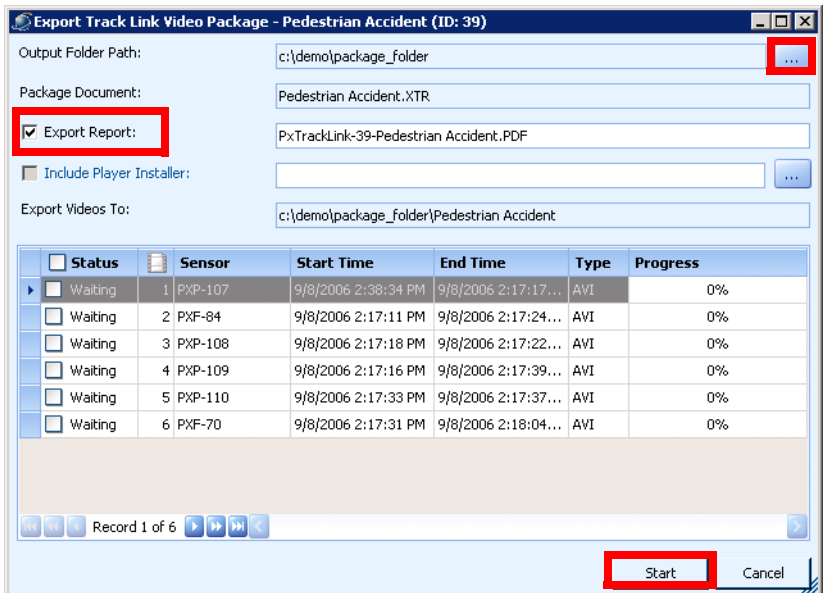
To print or export a report, select the track link, right-click and select Report... from the pop-up menu.

You can also click  in the Track Report Manager toolbar to export all AVI clips in the selected track link record. Exporting a track link generates an XML video package (.XTR extension) that describes the contents of the track link, and includes all associated AVI clips. You can open the exported video package in the Track Link Video Player to playback exported video files.

If the video vendor supports multiple formats, then a prompt asks you to select the video format to use for export; AVI format is selected by default.



Otherwise, the Export Track Link Video Package window appears.

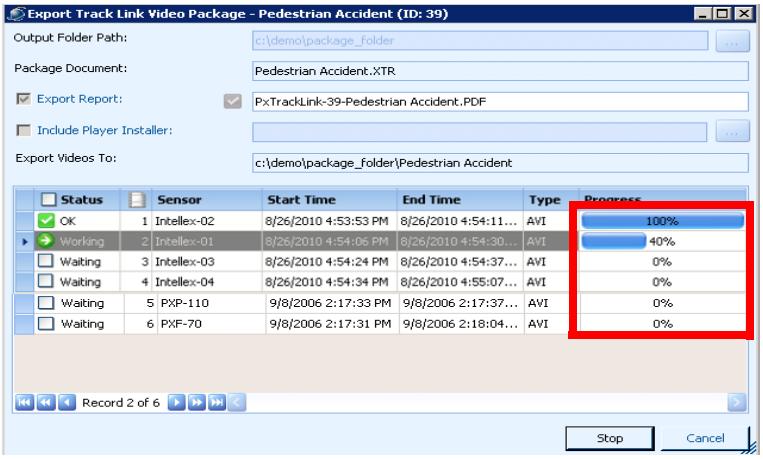


To specify a different output folder, click the  button and select a location in the dialog that appears.

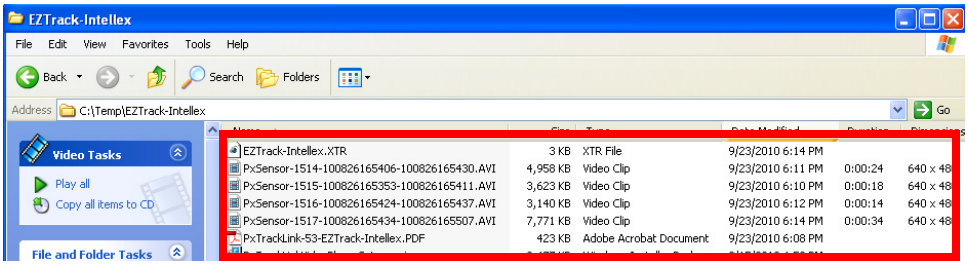
Click **Export Report** to also generate a PDF version of the track link contents. You can change the name of the PDF report that is generated.

If you want to include the installer for the Track Link Video Player with the exported package, check the **Include Player Installer** option and provide the path to the PxTrackLinkVideoPlayerSetup.msi file.

Click **Start** to begin exporting the track link report and then the video files. Progress bars show the status of the export process.



Files are copied to the designated location and appear similar to the following.

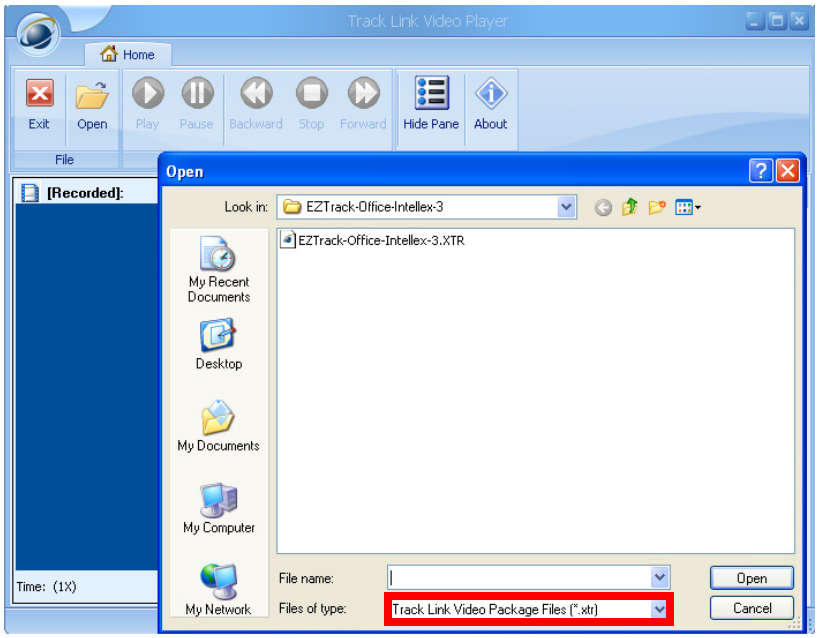


Playing Exported EZ-Track Video in the Distributable Track Link Video Player

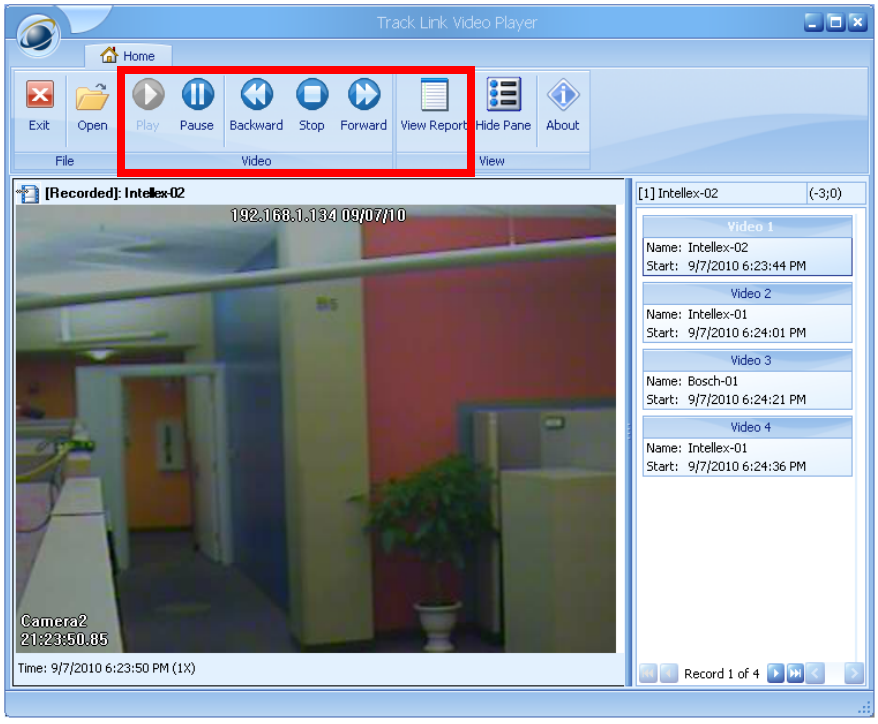
You can export EZ-Track video packages, distribute them to 3rd party investigators, and enable playback of these exported video packages with the distributable Track Link Video Player.

You can distribute the installer for the Track Link Video Player along with the exported video package by clicking the **Include Player Installer** option during the export process. To view exported EZ-Track video packages, the investigator must install the Track Link Video Player by double-clicking the PxTrackLinkVideoPlayer.exe file which installs the player in the Cisco PSOM\Physical Security Operations Manager\Bin directory. To run the player, .NET Framework 2.0 run-time is required. To view video, the system must support AVI files.

When you launch the Track Link Video Player, click **Open** in the toolbar to select the exported EZ-Track video package; the package will have an .XTR extension.



Once the exported EZ-Track video package is loaded, you can click **Play** to playback the video, **Forward** to fast-forward through the video, **Backward** to reverse the video, or **Stop** to pause playback. If a PDF report has been exported, click **View Report**.



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 that more clearly shows the information presented by the Map Pane.

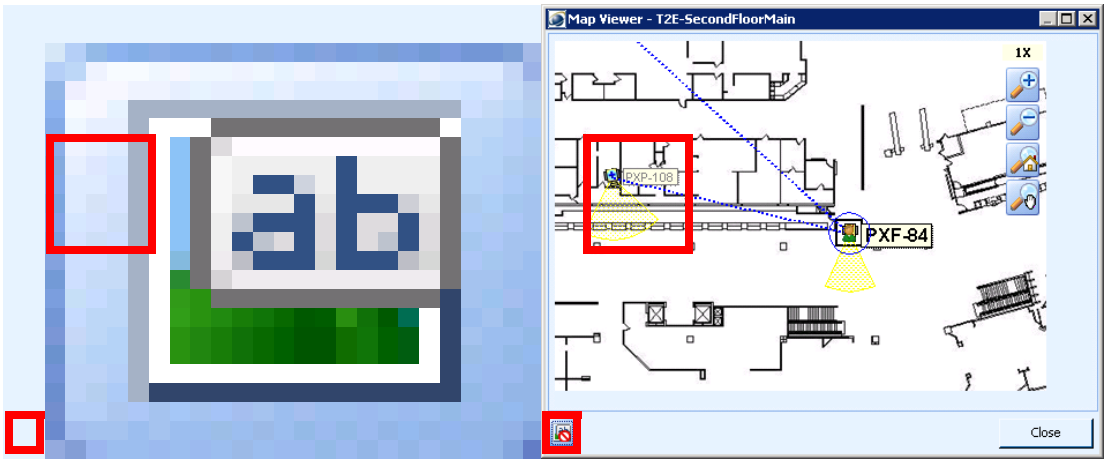
Displaying Camera Names on the EZ-Track Map

You can choose whether to display camera sensor names on the EZ-Track in the EZ-Track Camera View Topology Configuration window.

To display sensor names on the map, click the Show map sensor name icon until it appears as follows: To hide sensor names on the map, click the Show map sensor name icon until it appears as follows: Sensor names are always displayed for the camera that is currently selected.

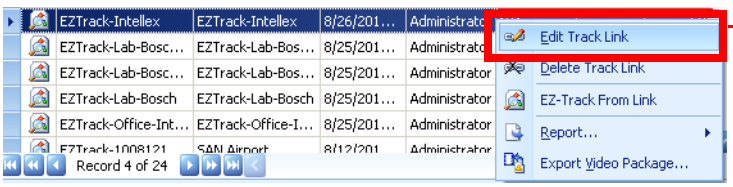
No sensor names displayed.

Sensor names are displayed.



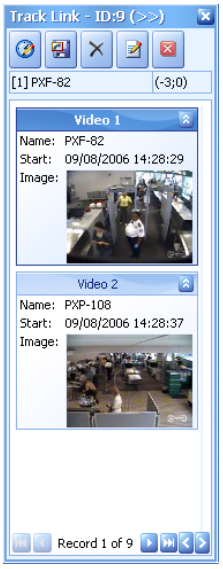
Editing Tracking Records in the Track Report Manager

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. The upper right corner shows the track link record's offset configuration as *(start-time-offset;end-time-offset)*; for example, (-3; 0).

Table 5-6 Icons in the "Edit" Track Link Pane of the Track Report Manager

Icon	Click this Icon to...
	Modify offset settings for the track link record.
	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.

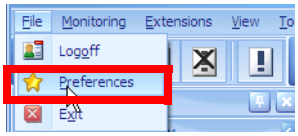
Modifying Video Offsets for Track Link Records in the Track Report Manager

You can modify how much video time to play before and after a track link record by editing video offsets. Video offsets can be modified globally for all track link records, and customized for specific track link records as well.

To modify global video offsets, follow these steps:

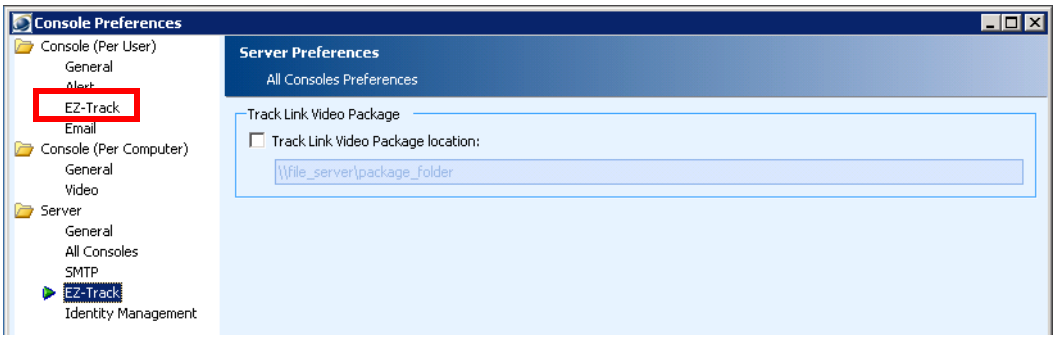
Procedure

Step 1 Select **File > Preferences**.



The Console Preferences window appears.

Step 2 Select **EZ-Track** under Console in the left pane.



Step 3 Enter the number of seconds before video start time that you want video playback to begin for EZ-Track records in the **Offset to start video before start time** field.

Step 4 Enter the number of seconds after video end time that you want to continue video playback for EZ-Track records in the **Offset to stop video after end time** field.

Step 5 Enter the number of seconds you want the last video tracking record to be by default in the **Length of last video tracking record** field.

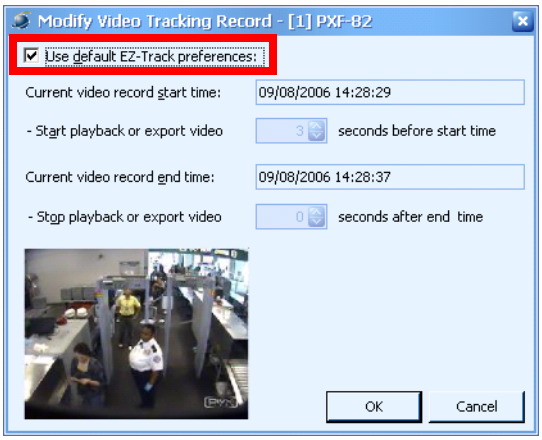
Step 6 Click **OK**.

To customize video offsets for specific track link records, follow these steps:

Procedure

Step 1 In the Track Report Manager, right-click the track link record in the list and choose **Edit Track Link** from the pop-up menu.

Step 2 From "edit" mode, click the icon. The Modify Tracking Record window appears.



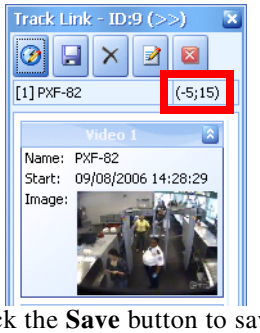
Step 3 Deselect the **Use default EZ-Track preferences** option.

Step 4 Enter the number of seconds before video start time that you want video playback to begin for this track link record in the **Start playback or export video** field.

Step 5 Enter the number of seconds after video end time that you want to continue video playback from this track link record in the **Stop playback or export video** field.

Step 6 Click **OK**.

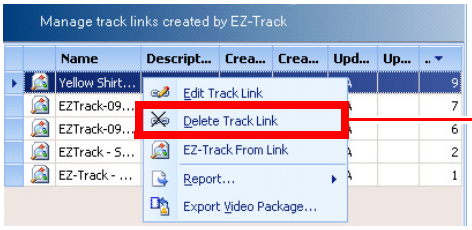
Notice that the video offset indication has changed in the upper right corner of the edit Track Link pane.



Step 7 Click the **Save** button to save your changes.

Deleting Tracking Records in the Track Report Manager

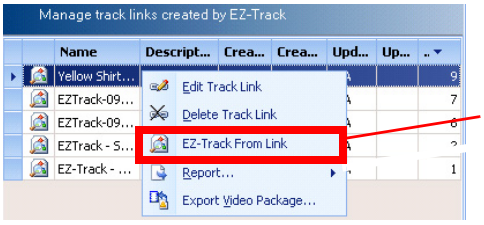
If you want to remove a track link from Track Report Manager, select it from the list, right-click and choose **Delete Track Link** from the pop-up menu. This will remove the entire EZ-Track pursuit.



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.

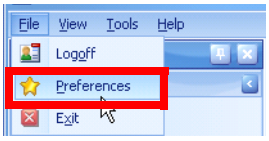
Setting the Location of Track Link Video Packages

If you want to set the location where track link video packages will be stored, you can set an option in the Preferences window.

To set the location of track link video packages, follow these steps:

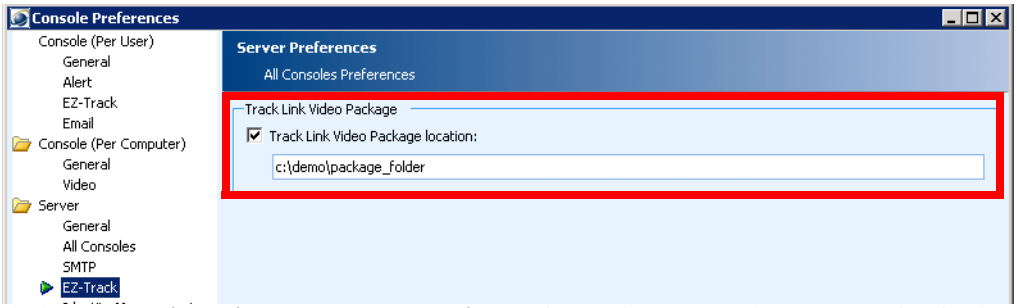
Procedure

Step 1 From the Administration Console, select **File > Preferences**.



Step 2 The Console Preferences window appears.

Step 3 Click **Server > EZ-Track**.



Step 4 Check the **Track Link Video Packages location** option and enter a path to the location in the field provided.

CHAPTER 6

Remote and Mobile Security with Web Access

This chapter describes how to use Web Access to:

- View lists of alerts and drill down into alert details
- Update an alert with a new status or notes; or assign a different owner to the alert
- View recorded and live video for an alert
- Locate the alert on a map of the environment

This chapter includes these topics:

Using Web Access

You can remotely access PSOM via a web browser using Web Access. Web Access offers a subset of the features found in the Operation Console including video playback of both live and recorded video, interactive maps, alert management, and sensor inspection.

Rather than launching an application installed on your computer, open a web browser and enter the web address (URL) where Web Access is running. It is recommended that you use Internet Explorer 9 (or newer) for the best experience. Internet Explorer 8 is also supported for Windows XP users. Other web browsers have not been fully tested with PSOM.

Enter your login credentials and click **Log On**. The server must be accessible from the network on which you are operating.

Note

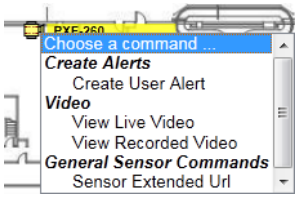
- If Single Sign-On (Active Directory authentication on Windows) is configured, the user name will be pre-populated based on your Windows user name, and you will not need to provide a password; your Windows credentials will be automatically used.
- If SSL is configured, the only way to connect to PSOM components is via HTTPS. Therefore, all links need to be updated. For example: Web Access URL—https://hostname/pxwebaccess

Understanding the Dashboard

After successful login, the browser displays the Dashboard for Web Access.

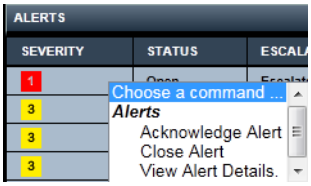
The Dashboard provides an overview of your physical security environment, allowing you to quickly drill down to see which alerts are occurring in different zones and areas.

- Monitoring Hierarchy—Displays a tree view of your environment divided into zones and areas. Flashing severity status icons indicate whether a monitoring zone or area has alerts. Severity is indicated by a number from 1–5, with 1 indicating the highest severity level and 5 indicating no severity. Unlike the Operation Console, alert counts are not provided, and there is no right-click menu in the hierarchy.
- Interactive Map—Shows the deployment of security cameras and assets across the environment, as well as where alerts are occurring represented by pulsing circles. You can right-click camera icons on the map to view live and recorded video from security cameras.



To expose commands, right-click map icons or click the **Command** button; for example, you can raise a user alert on a camera sensor, or execute a sensor or business logic command. Click anywhere on a monitoring area's map to raise a user alert tied to that location on the map rather than a sensor.

- Alert List—Lists the alerts that are occurring, and allows you to drill into the details of individual alerts. Alerts are filtered for the monitoring zone or area that is selected in the monitoring hierarchy, map, or table view. All alerts are displayed when the global (or root) zone is selected. Alerts can be filtered, grouped, and sorted by columns. Hide a column by right-clicking its header; restore hidden columns using the Preferences menu. Change an alert's status by right-clicking its line in the Alert List and selecting **Acknowledge Alert** or **Close Alert**. Display alert details by selecting **View Alert Details** from the right-click menu.

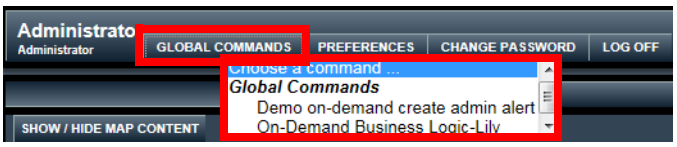


The Dashboard automatically refreshes the display as new alerts occur without having to refresh the browser. The refresh interval is controlled by an update interval setting on the web server; consult your system administrator.

Note

- EZ_Track, Video Matrix, Track Resources, and Find Sensor are not supported in the Web Access Console.
- Web Access supports a limited set of video adapters for this release including Cisco Video Surveillance Integrated Services Platform (Cisco VSMS), Genetec Omnicast, and Milestone XProtect Corporate. See the "Video Adapter-Specific Information" section on page 6-15 for requirements for each video adapter.

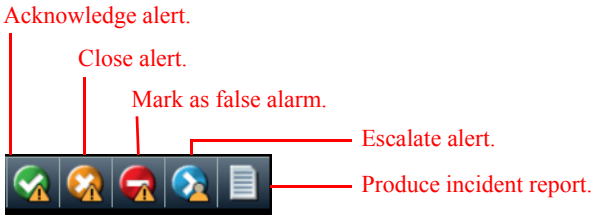
You can issue commands that have been configured for Web Access by clicking Commands at the top of the window and choosing the command to execute.



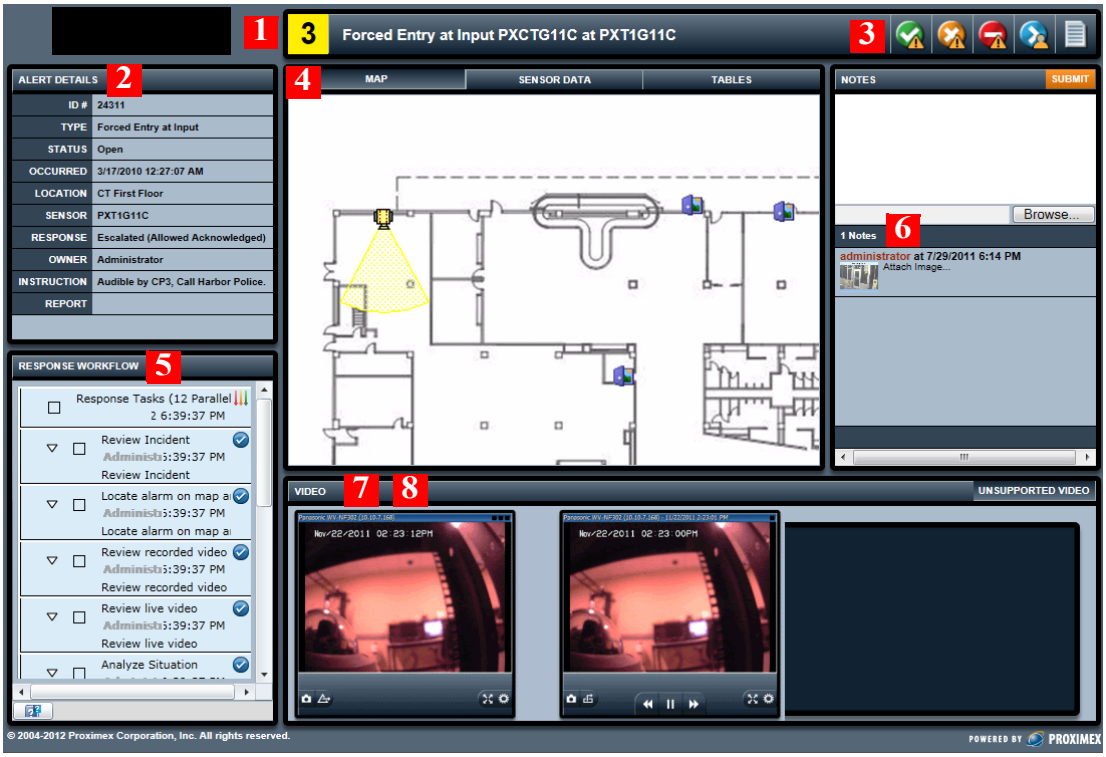
Viewing Alert Details

The Alert Details screen displays the details for an individual alert. The type of information that is available varies based on the type of alert. The following information is presented in the next figure:

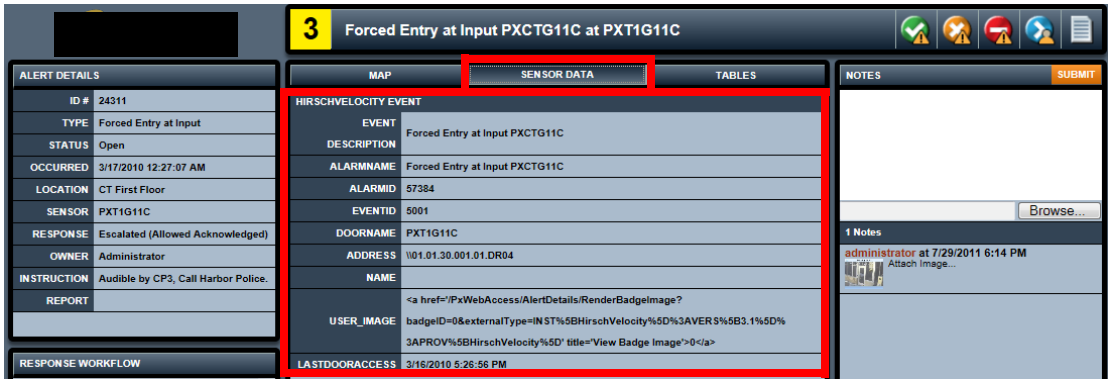
1. Alert severity.
2. Alert details.
3. Command buttons for acknowledging and closing the alert, managing false alarms, assigning ownership of the alert to another user (escalate to another user or group), and producing the incident report (PDF) for the alert.



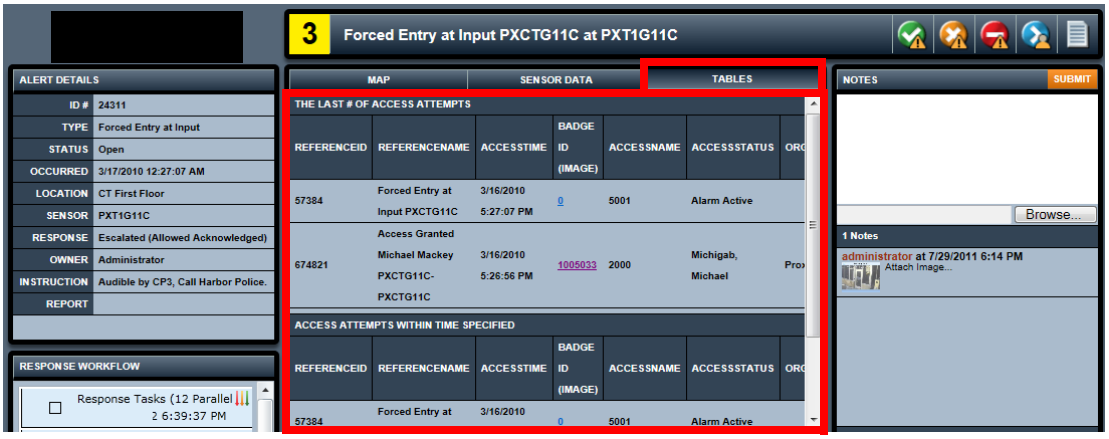
4. Detailed alert data presented on different tabs: tabular data, map showing where the alert occurred, sensor details, images generated by video analytics, and a list of web sites.
5. Response workflow tasks to be completed for this alert.
6. Notes about this alert.
7. Live video with camera controls (if applicable).
8. Recorded video with playback controls.



Click the **Sensor Data** tab to view information about the sensor that issued the alert.

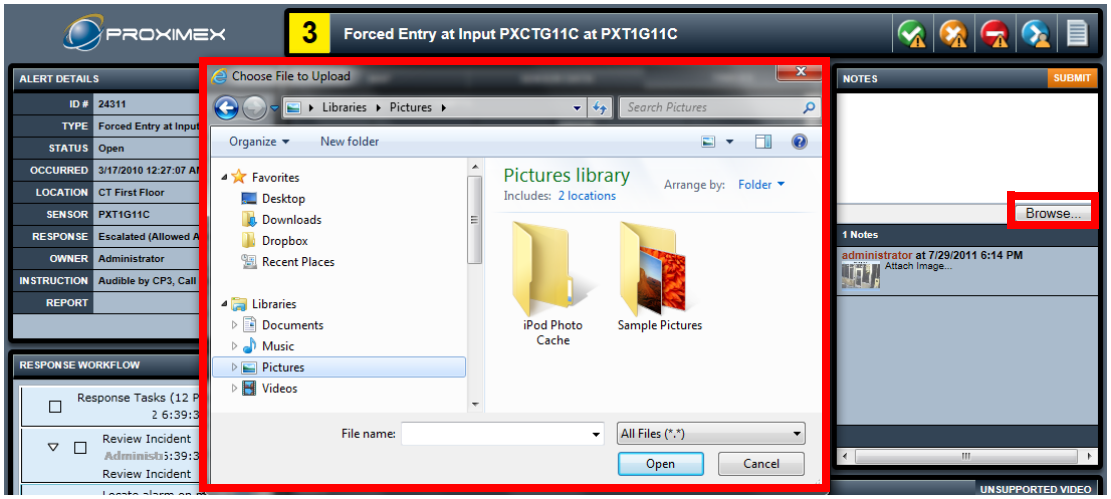


Click the **Tables** tab to view the last access attempts at the related access control.



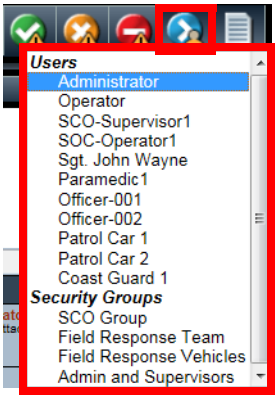
Adding a Note

To add a note, simply start typing in the Notes area. To attach an image or document to the alert, click **Browse** in the Notes area and select the file from the Open dialog. Supported file formats for attachments include JPEG, JPG, GIF, PNG, and BMP.



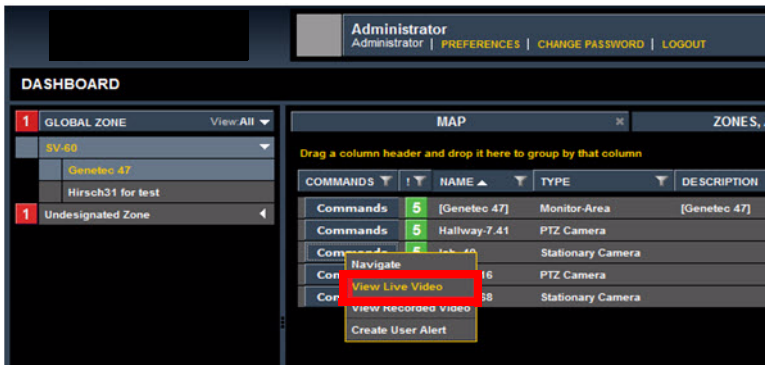
Escalating the Alert

To escalate the alert to a different user, click  at the top right of the window and select a user or group.

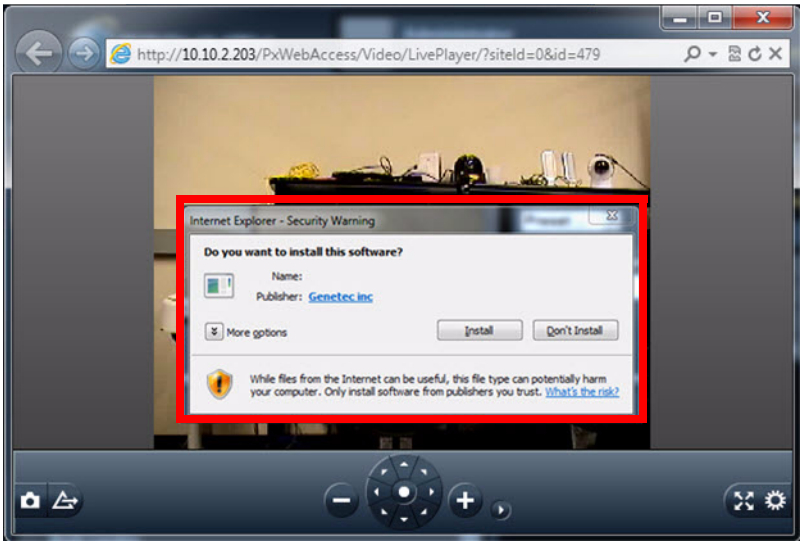


Viewing Live Video

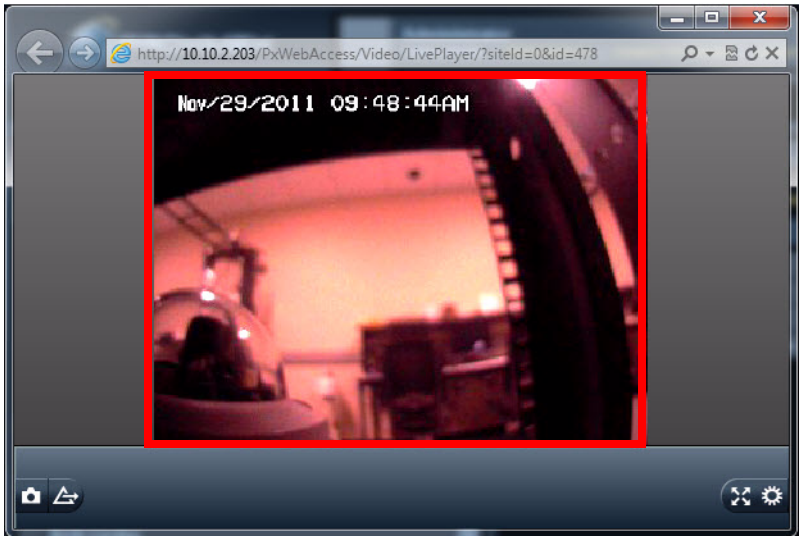
To view live video, click **Commands** for the sensor and select **View Live Video**.



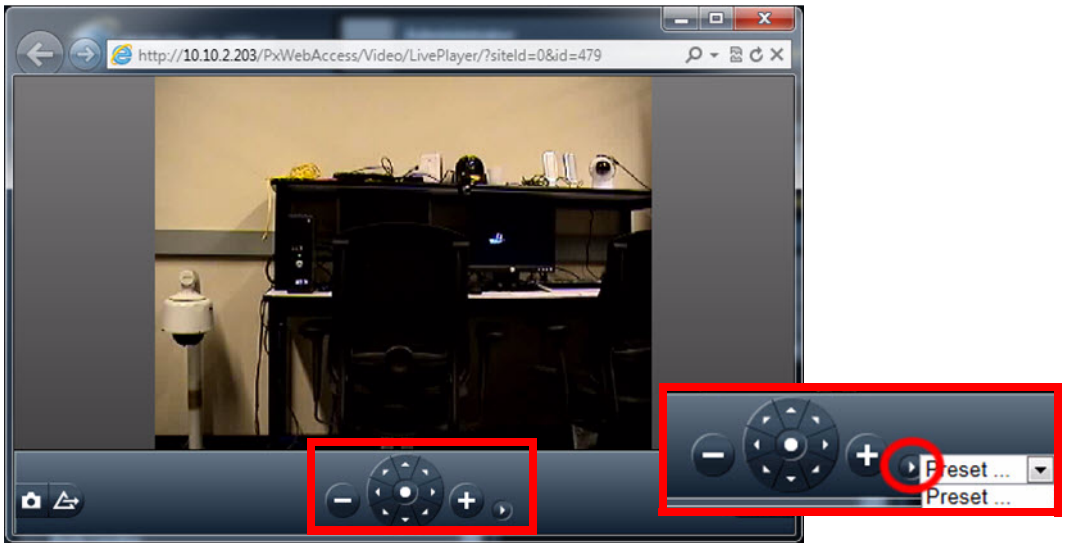
If this is the first time you are launching live video, you will be prompted to install the required software, as shown next.



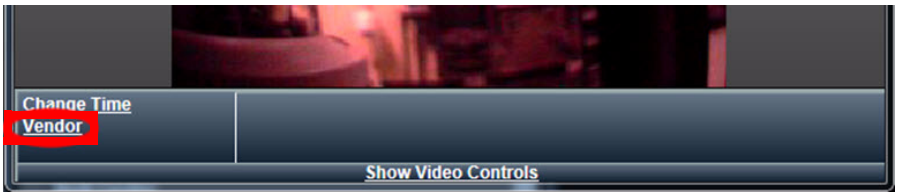
After the installation is complete, click **Refresh** or close the Live Video window and reopen it. Live video should now appear.



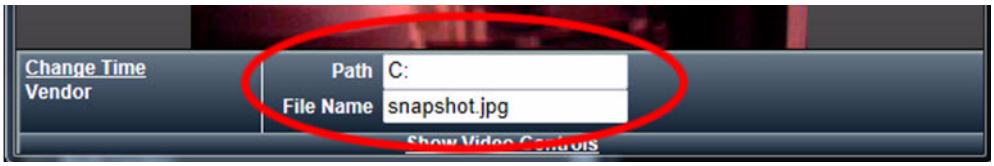
If the sensor supports PTZ video, then PTZ Controls will be available. Click + to zoom in and - to zoom out. The small right-facing arrow displays a list of present PTZ camera positions when clicked.



To enable snapshots, click the  icon. New links appear at the bottom left.

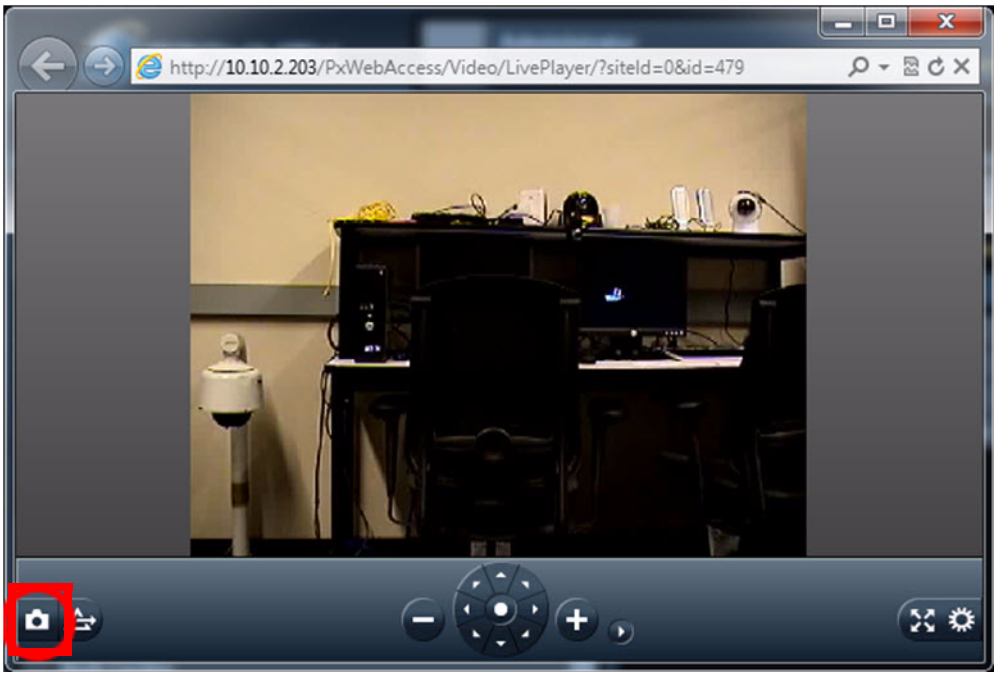


Click **Vendor**. New fields appear at the bottom of the window.



Enter the directory where you want to store snapshots in the **Path** field, and enter the snapshot file name in the **File Name** field. To return to the main video controls click **Show Video Controls**.

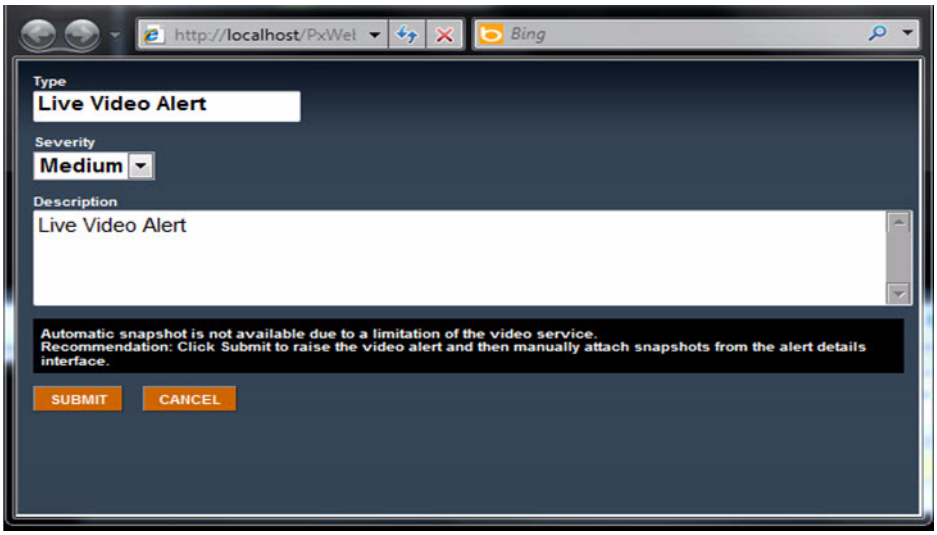
Note This functionality varies based on video adapter. See the "Video Adapter-Specific Information" section on page 6-15.



Now when you click the **Snapshot** icon, your video snapshot is stored in the specified directory.

Note Saving snapshots varies by video adapter. See the "Video Adapter-Specific Information" section on page 6-15.

To issue an alert based on this live video, click the  icon.



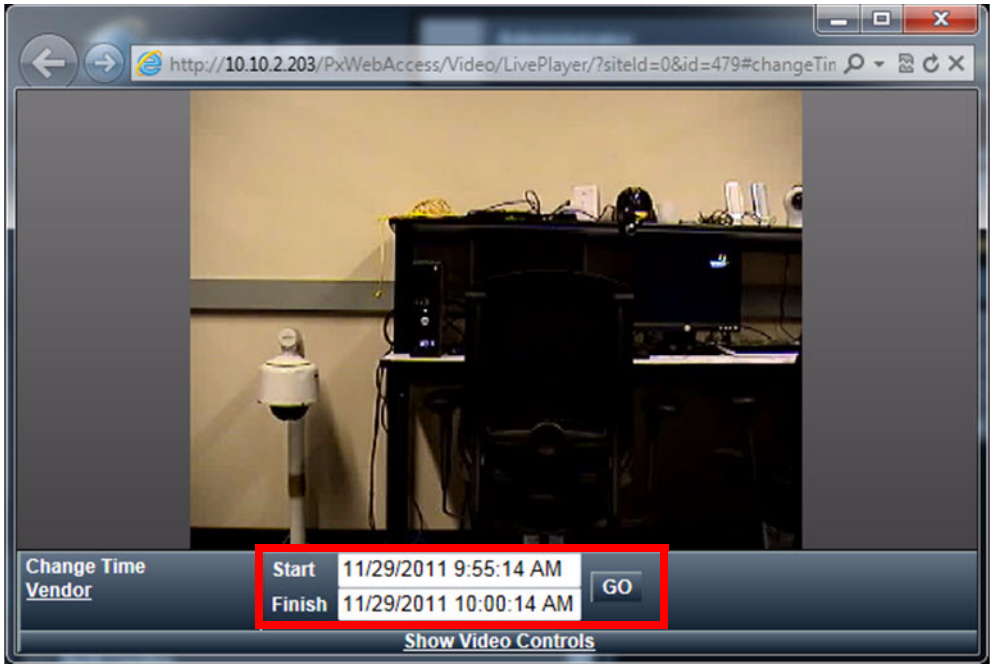
Select a severity for the alert and provide a description of the security concern. Click **Submit**.

Viewing Recorded Video

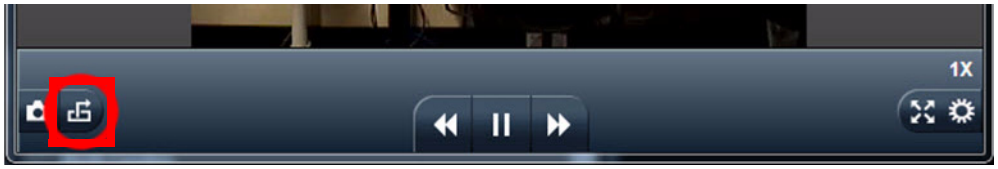
To view recorded video, click **Commands** for the sensor and select **View Recorded Video**.

Recorded video is opened by default to display video for the last five minutes. For example, if it is 12.59.16 am, video will start at 12.54.16 am and play until 12.59.16 am. To change the time frame for the recorded video, click **Manage Settings > Change Time**, specify desired time and click **GO**.

Note If you entered an invalid time range, video will not display.



Once viewing recorded video, you can export the video by clicking the  icon.

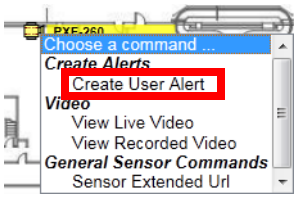


Creating a User Alert

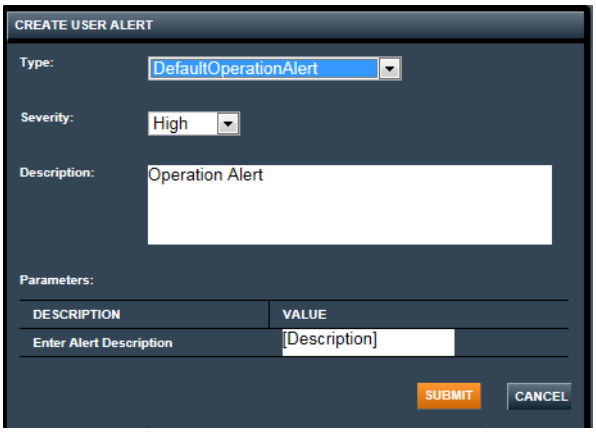
You can create a user alert for any sensor that is displayed in the Map area of the Web Access Console. To do so, follow these steps:

Procedure

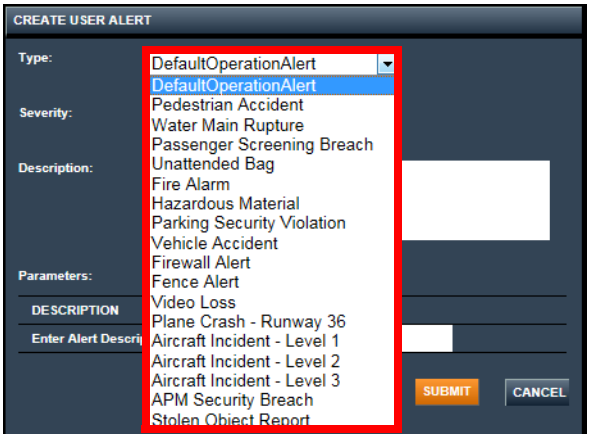
Step 1 Right-click the sensor icon and select **Create User Alert**.



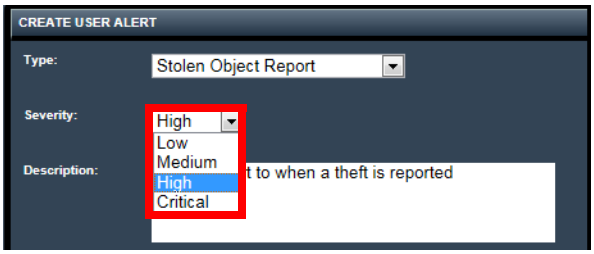
The Create User Alert window appears.



Step 2 Select the type of user alert you want to create from the **Type** field. There may be many different types of user alerts displayed, depending upon your company's configuration.

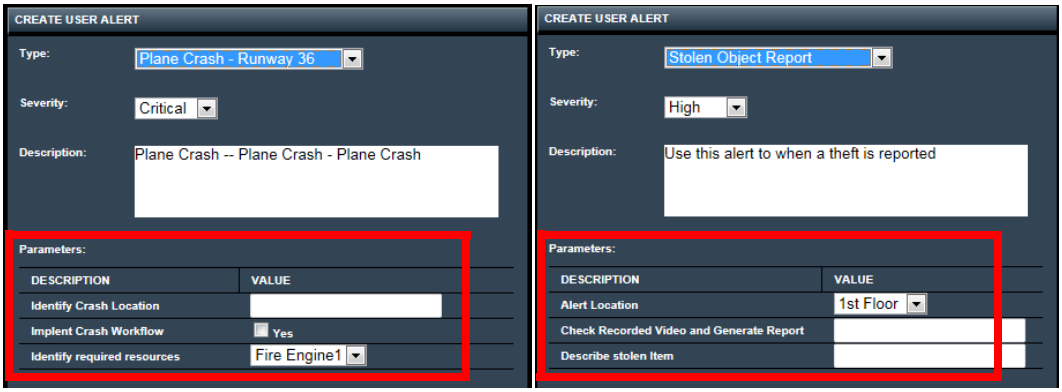


Step 3 Select the severity level you want to assign to the alert from the **Severity** field.



Step 4 Enter information about the alert in the **Description** field.

Step 5 Provide information for the alert in the Parameters area. Depending on your selection from the **Type** field, different parameters will appear that you need to configure for the specific type of alert.



Step 6 Click **Submit**.

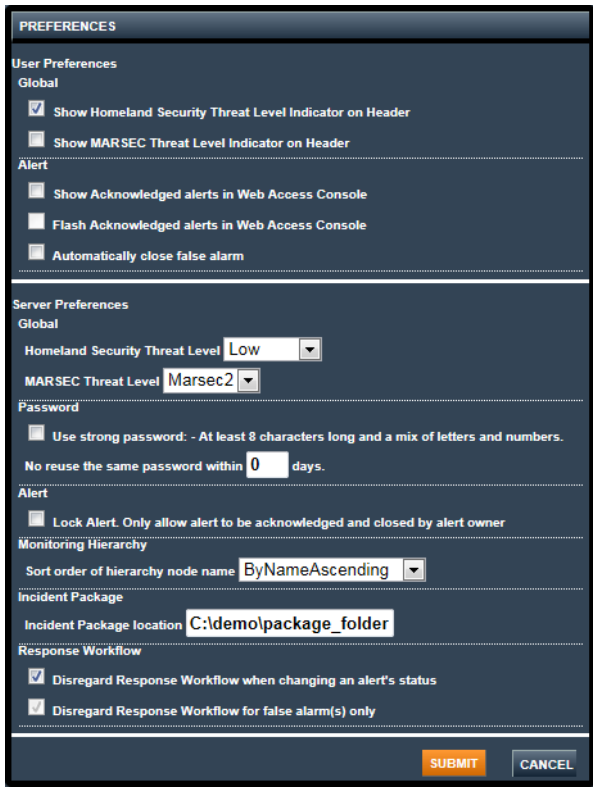
Setting preferences

You can set preferences for the Web Console. To do so, follow these steps:

Procedure

Step 1 Click **Preferences** at the top of the window.

The Preferences window appears.



Step 2 To display Homeland Security or MARSEC threat level indicators at the top of the Web Access Console, select the **Show Homeland Security Threat Level Indicator on Header** or **Show MARSEC Threat Level Indicator on Header** option. The Homeland Security indicator is shown in the following screen.

Step 3 To show alerts that have been acknowledged (but not closed), check the **Show Acknowledged alerts in Web Access Console** option.

Step 4 To flash alerts in the Web Access Console that have been acknowledged, check the **Flash Acknowledged alerts in Web Access Console** option.

Step 5 To close alerts once they have been designed as false alarms, check the **Automatically close false alarm** option.

Step 6 To set the threat level you want to display in the Web Access Console for Homeland Security, make a selection from the **Homeland Security Threat Level** field: **Low**, **Guarded**, **Elevated**, **High**, or **Severe**.

Step 7 To set the threat level you want to display in the Web Access Console for MARSEC, make a selection from the **MARSEC Threat Level** field: **MARSEC 1**, **MARSEC 2**, or **MARSEC 3**.

Step 8 You can require users to define strong passwords (at least 8 characters with a mix of letters and numbers) for accessing PSOM from the Web Access Console. You can also require users to update passwords at whatever frequency is desired for adequate security. To enforce strong passwords for the Web Access Console, check the **Use strong password** option.

Note If a user has a weak password before you perform the steps to enforce a strong password, they will be able to keep using that password unless you also specify a password expiration policy that requires users to change their passwords at certain intervals.

Step 9 To prevent users from using the same password within a certain amount of time, check **No reuse the same password within** and enter a number of days in the field provided.

Step 10 To enforce that an alert can only be acknowledged by the alert owner, select **Yes** from the **Lock Alert. Only allow alert to be acknowledged and closed by alert owner** option.

Step 11 To set the order in which node names appear in the Monitoring Hierarchy for the Web Access Console, make a selection from the **Sort order of hierarchy node name** field.

Step 12 To set a default directory where Incident Packages are stored when you click  from the Alert Details window, provide a path to a shared directory where incident packages will be stored in the **Incident Package location** field. The directory should be shared by Everyone, otherwise you may not be notified when the report is ready.

Step 13 Check the **Disregard Response Workflow when changing an alert's status** option if you do not want to require users to complete Alert Acknowledgeable and Alert Closeable response tasks for open alerts.

Step 14 Check the **Disregard Response Workflow for false alarm(s) only** option if you do not want to require users to complete response tasks for false alarms.

Step 15 Click **Submit**.

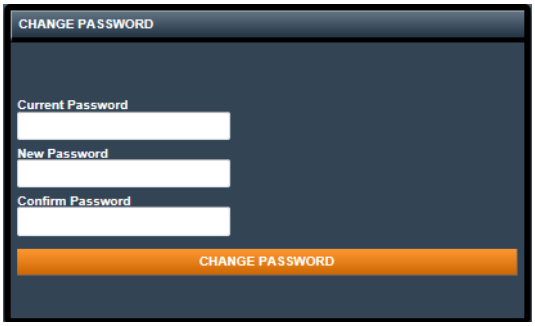
Changing Your Password

To change your password, follow these steps:

Procedure

Step 1 Click **Change Password** at the top of the console.

The Change Password window appears.



Step 2 Enter your current password in the **Current Password** field.

Step 3 Enter the new password in the **New Password** and **Confirm Password** fields.

Step 4 Click **Change Password**.

Video Adapter-Specific Information

Web Access supports a limited set of video adapters for this release including Cisco Video Surveillance Integrated Services Platform (Cisco VSMS), Genetec Omnicast, and Milestone XProtect Corporate. This section describes requirements for each video adapter.

All video adapters share these requirements:

- The video adapter must be already configured for the PSOM environment.
- PSOM must be connected to the respective video servers and sensors. If you have already configured the sensors you should see the video sensors listed in the Web Access Console.

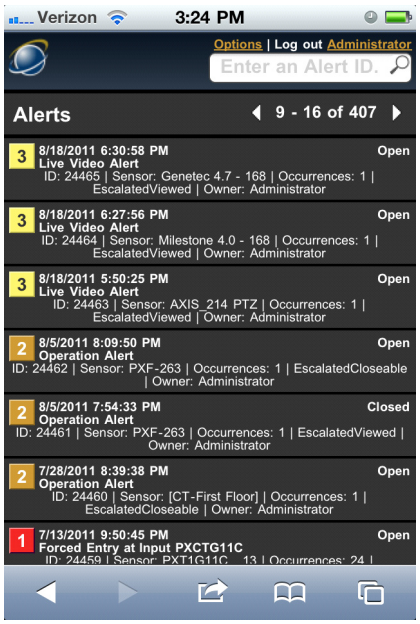
Table 6-1 describes requirements specific to different video adapters. The column for Required Files for Live Video shows all the necessary .cab files that must be installed when you try to view Live Video the first time.

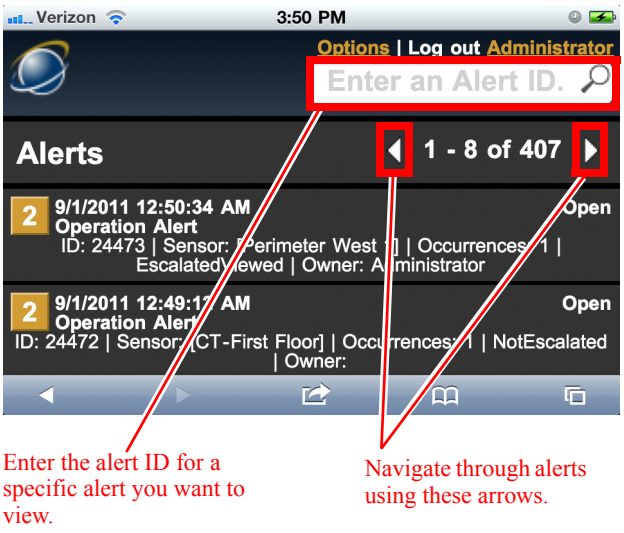
Table 6-1 Video adapter requirements for Web Access

Video Adapter	Prerequisites/Caveats	Required Files for Live Video
Genetec Omnicast 4.7	To play the exported Genetec Video, you need this software: • Genetec Archive Player • Omnicast Client **Note** The Stop button in the PTZ controls does not work for this adapter.	• GxUIProxyVB.cab • GxVideoLive.cab • GxVideoPlayBack.cab
Milestone XProtect Corporate 4.0	If you are using Internet Explorer 9, make sure the system has all the latest patches. Perform a Windows Update and then restart the Internet Explorer browser. You do not need to configure local storage when saving snapshots. Simply type in the path and snapshot name. **Note** The Stop button in the PTZ controls does not work for this adapter. **Note** Milestone SDK does not support taking a snapshot from live video.	• msxml4.cab • imageviewer.cab • enginemanager.cab • configManager.cab
Cisco VSMS 6.3	When saving snapshots, you must click **Configure Local Storage** and choose the folder where you want to save the snapshot.	

Viewing Alerts

Once you've logged in, you will see a list of alerts for the system. For each alert, you can see all of the basic details for each alert, listed in order of most recently modified. For easier viewing, turn the iPhone sideways to view pages in landscape mode.



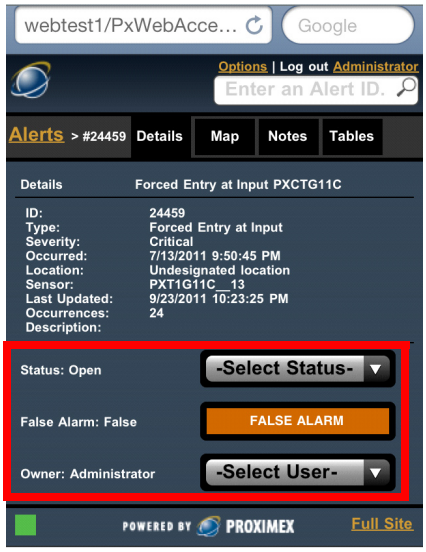


Note You will only receive alert notifications when your mobile device is connected to the network with an active connection to the PSOM server.

Display a specific alert's details by entering its alert id in the search field. Navigate alerts using the arrow buttons below the header.

Viewing Alert Details

Touching an alert will navigate to a detailed view for an alert. Alert details provide detailed information about the alert including the alert ID and type, severity, occurrence date/time, location, sensor ID, and last update. From the **Details** tab you can change the alert status (Open, Acknowledged, Closed), mark the alert as a false alarm, or assign an owner to the alert.



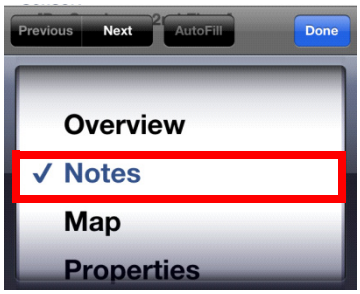
At the bottom of the screen, an icon indicates system status. If the icon is green, the connection to the server is live. If the icon is red, the connection to the server is down. Updates to the system status are indicated by a yellow icon with an exclamation mark; touch the icon to refresh the screen and update system status.

Viewing Alert Location

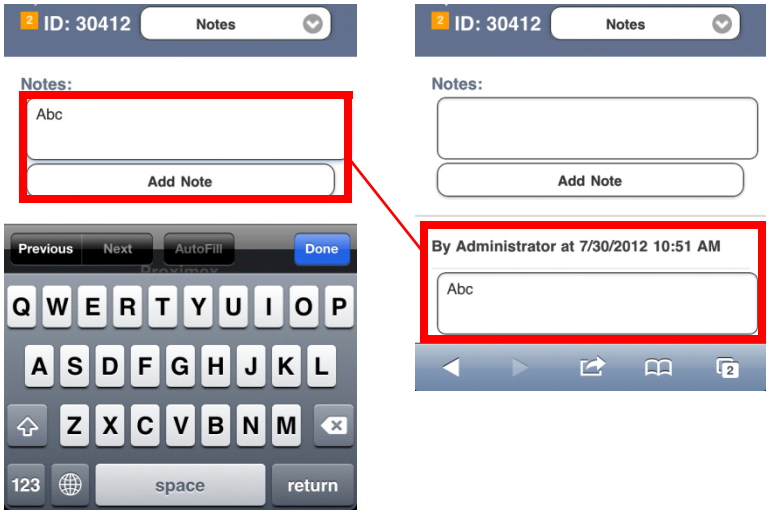
Click the **Map** tab to view a map of the alert location.

Adding Notes to the Alert

Select **Notes** to view or add notes to the alert. Click **Done**.



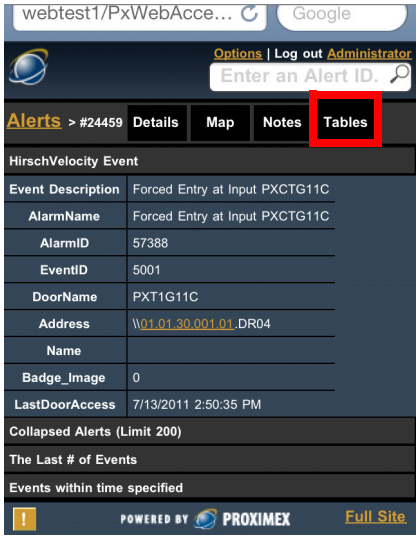
The Notes screen appears.



To add a note, touch the text box in the upper left area. A keyboard appears so you can type a message, and click **Add Note**. The note appears in the list below.

Viewing Detailed Alert Information

Click the **Tables** tab to view alert-specific information. Expand the table to view its contents by clicking the gray table header. Collapse the table clicking the header again.


webtest1/PxWebAcce...
Google
Options | Log out Administrator
Enter an Alert ID.
Alerts > #24459
Details
Map
Notes
Tables
HirschVelocity Event
Event Description
Forced Entry at Input PXCTG11C
AlarmName
Forced Entry at Input PXCTG11C
AlarmID
57388
EventID
5001
DoorName
PXT1G11C
Address
\\01.01.30.001.01_DR04
Name
Badge_Image
0
LastDoorAccess
7/13/2011 2:50:35 PM
Collapsed Alerts (Limit 200)
The Last # of Events
Events within time specified
POWERED BY PROXIMEX
Full Site

CHAPTER 7

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

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:

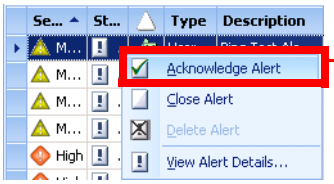
- Alert List pane
- Alert Details window
- PSOM Alert Manager window

To change an alert's status to acknowledged from the Alert List pane, follow these steps:

Procedure

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

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



Right-click the alert row and select Acknowledge Alert.

Step 3 If prompted for confirmation, 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.

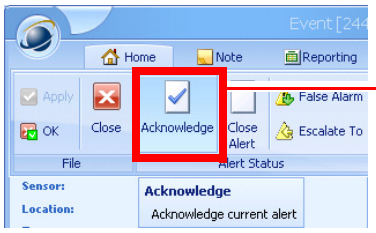
To change an alert's status to acknowledged from the Alert Details window, follow these steps:

Procedure

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 **Home** tab and 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, follow these steps:

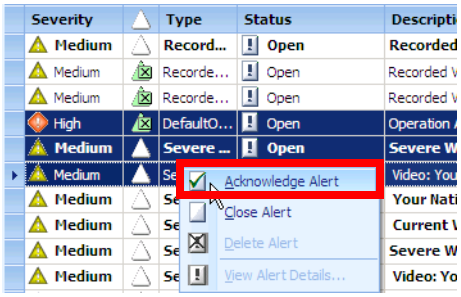
Procedure

Step 1 Click the **Alert Manager** button in the Operation Console toolbar. You can also click **Start > All Programs > Cisco Physical Security Operations Manager 6.1 > Alert Management Console**.

The PSOM Alert Manager window appears.

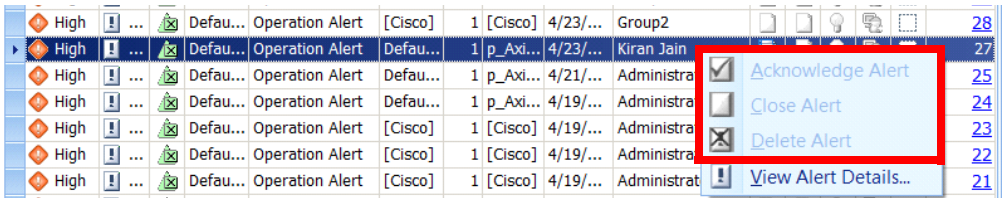
Step 2 Click the **Open** value in the **Status** column for the alert row and the status will automatically change to Acknowledged.

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.

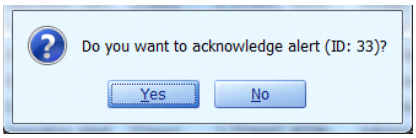


Acknowledging Alerts that You do not Own

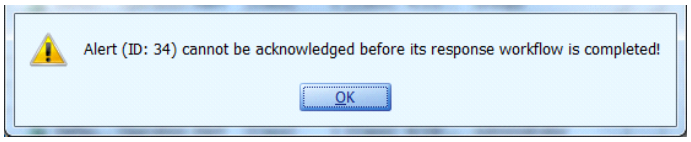
If alerts are locked so that they can only be acknowledged and closed by the alert's owner, you will not be able to acknowledge an alert because the right-click menu will disable these options.



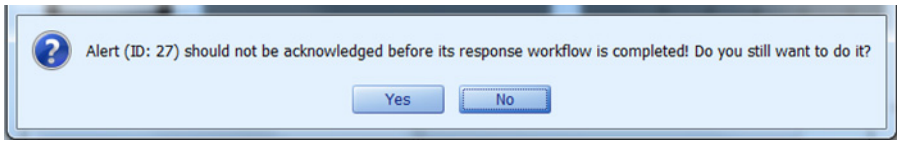
If alerts are not locked, and there are no outstanding tasks for a response workflow for the alert, the following message appears.



If alerts are not locked, but response workflows are enforced, and there are tasks that must first be completed for a response workflow, the following message appears.

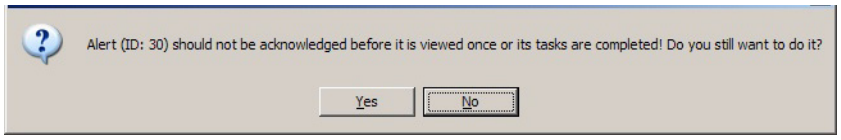


If alerts are not locked, and response workflows are not enforced, and there are remaining tasks associated with a response workflow, the following message appears.



Acknowledging Alerts that have not been Viewed

If you attempt to acknowledge an alert that has not yet been viewed you will see the following prompt.



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

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 7-3, the "Acknowledging Alerts that have not been Viewed" section on page 7-4, and the "Closing Alerts" section on page 7-4 for details.

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

- Alert List pane
- Alert Details window

- Alert Manager window

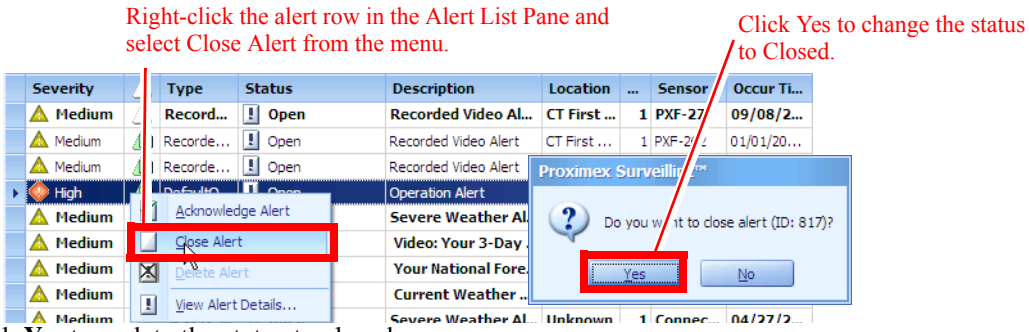
To change an alert's status to closed from the Alert List Pane, perform the following steps.

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

Procedure

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, follow these steps:

Procedure

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 **Home** tab and click the **Close Alert** 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 closed from the Alert Manager window, follow these steps:

Procedure

Step 1 Click the **Alert Manager** button in the Operation Console toolbar. You can also click **Start > All Programs > Cisco Physical Security Operations Manager 6.1 > 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 7-12 for information.

To delete an alert in the PSOM Alert Manager window, follow these steps:

Procedure

Step 1 Click the **Alert Manager** button in the Operation Console toolbar. You can also click **Start > All Programs > Cisco Physical Security Operations Manager 6.1 > 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.

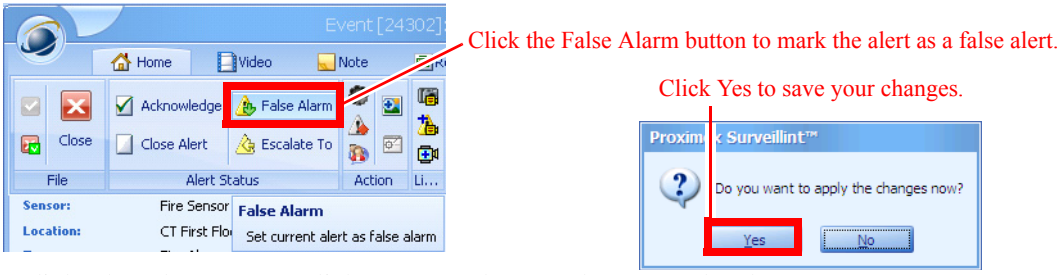
To mark an alert as a false alert in the Alert Details window, follow these steps:

Procedure

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

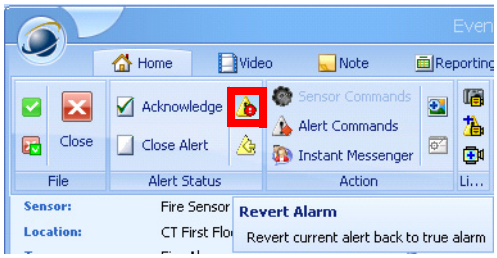
Step 2 Click the **False Alarm** button 

in the toolbar.



Step 3 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

PSOM not only receives all initial alerts from external security systems (such as Hirsch Velocity, Software House, Lenel)—it also receives any subsequent updates to the alerts that are sent.

When PSOM receives an update on an alert's status from an external 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 example that Table 7-1 shows.

Table 7-1 Synchronization Between PSOM and External Access Control Systems

This PSOM Status...	Maps to this Status in Hirsch Velocity...
Acknowledged (Acked)	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).

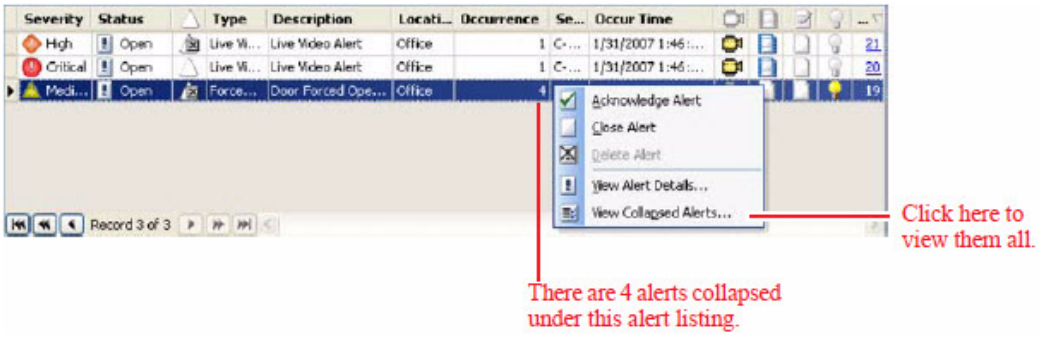
To view all alerts in the PSOM Alert Manager window, click the **Alert Manager** button  in the toolbar of the Operation Console.

You can also click **Start > All Programs > Cisco Physical Security Operations Manager 6.1 > Alert Management Console**.

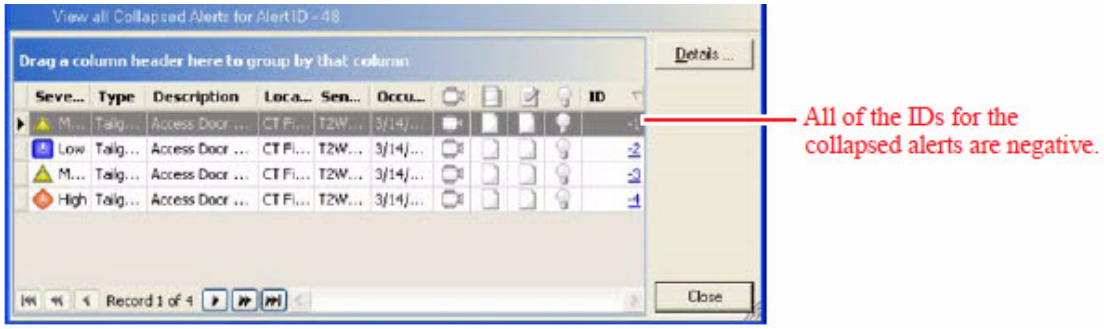
The PSOM Alert Manager window appears.

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 7-9 for details. You can also turn off paging for alert display; see the "Turning Paging On and Off for Alert Display" section on page 7-10.

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 Table 2-3 on page 2-18 for details.

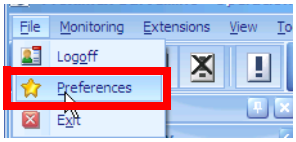
Changing the Number of Alerts per Page

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, follow these steps:

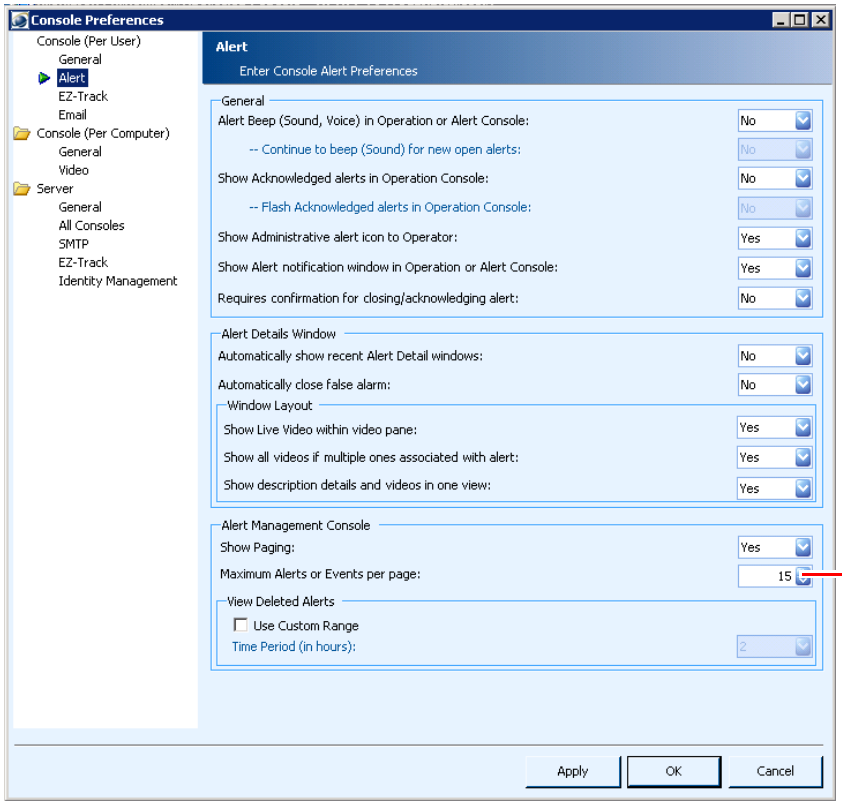
Procedure

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



The Console Preferences window appears.

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



Enter the number of alerts you want to display per page in the PSOM Alert Manager window.

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**.

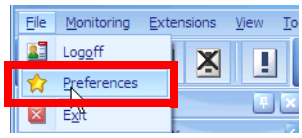
Turning Paging On and Off for Alert Display

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, follow these steps:

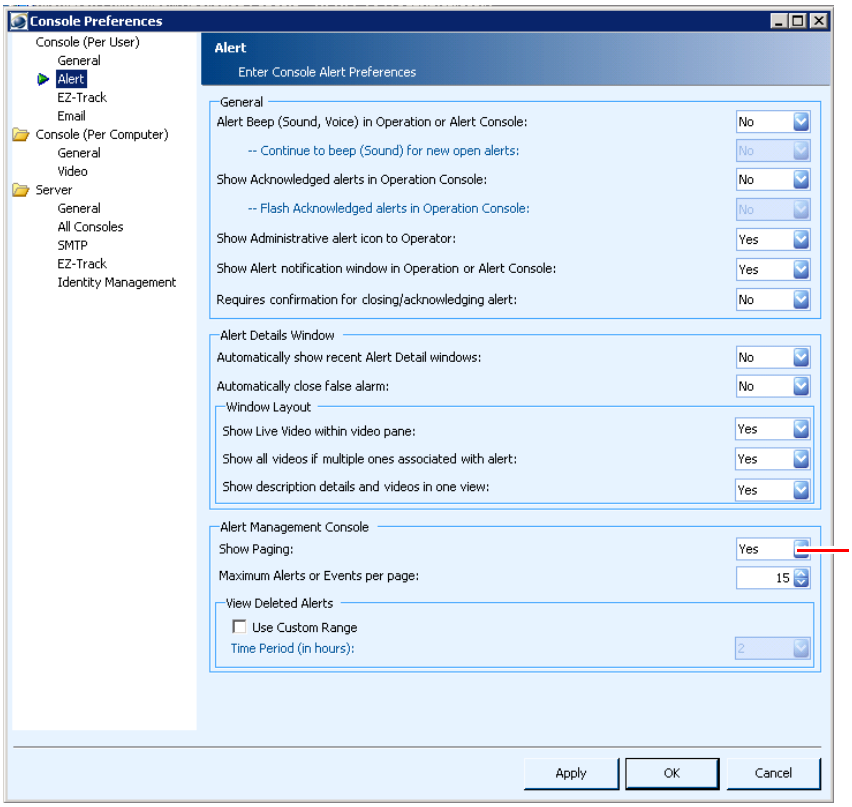
Procedure

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**.

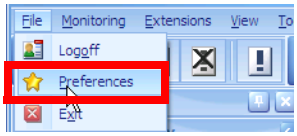
Viewing Acknowledged Alerts

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, follow these steps:

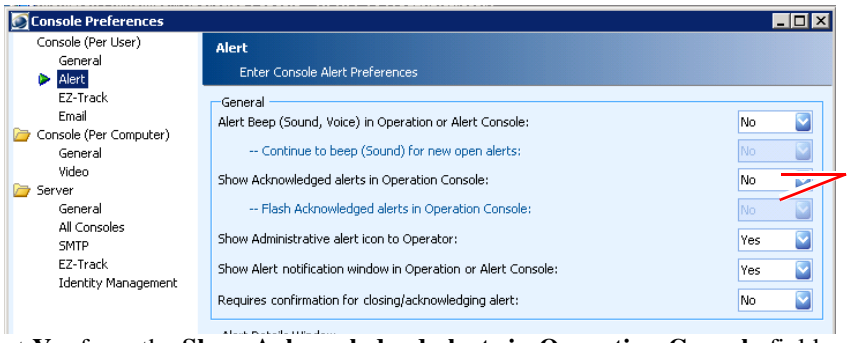
Procedure

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

Step 4 If you want acknowledged alerts to flash in the Operation Console, select **Yes** from the **Flash Acknowledged Alerts** field.

Step 5 Click **OK**.

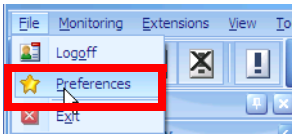
Viewing Popup Alert Notifications

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, follow these steps:

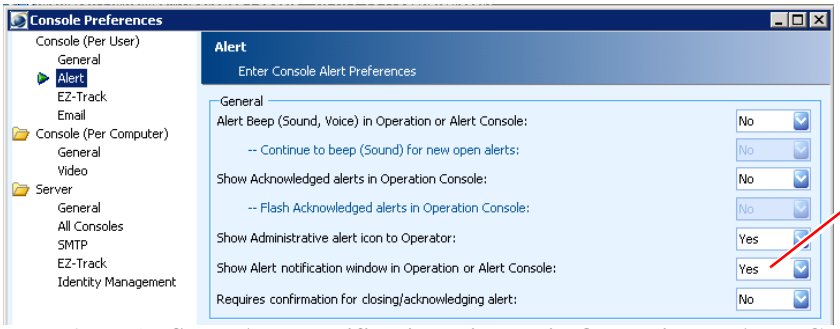
Procedure

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



The Console Preferences window appears.

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



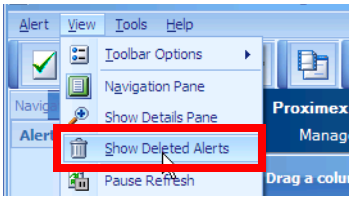
Step 3 Select **No** from the **Show Alert notification window in Operation or Alert Console** field if you do not want to see a popup window for each alert notification that occurs in the Operation Console.

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.

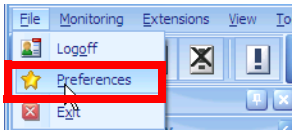
To view deleted alerts in the Alert Manager window, select **View > Show Deleted Alerts** from the Alert Manager menu bar.



To view deleted alerts in the Alert List Pane window, follow these steps:

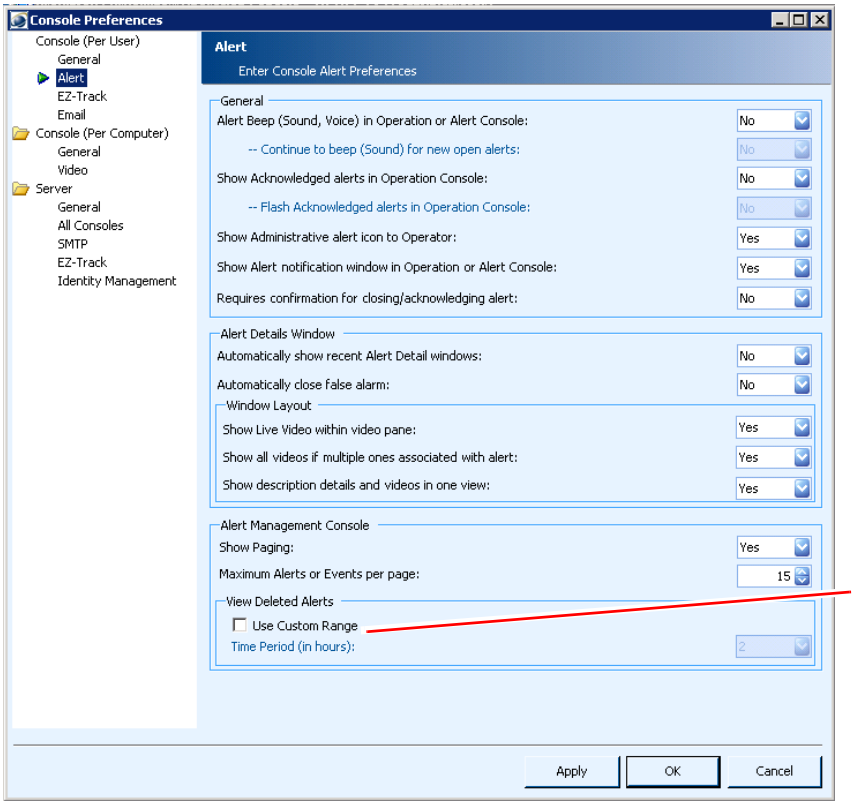
Procedure

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 Panes** 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.

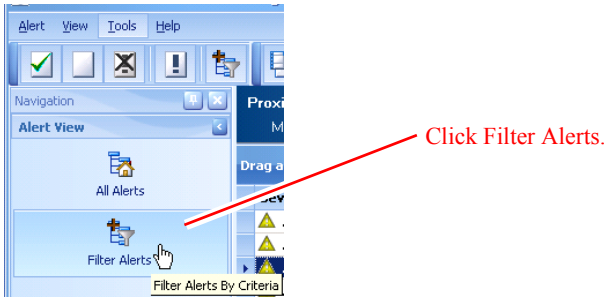
To filter your view of alerts in the PSOM Alert Manager window, follow these steps:

Procedure

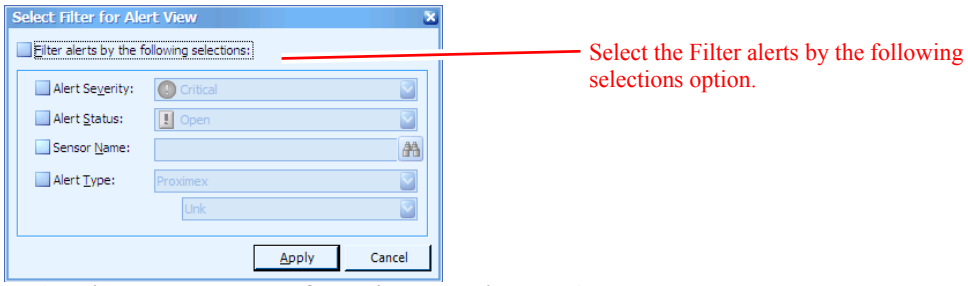
Step 1 Click the **Alert Manager** button in the Operation Console toolbar. You can also click **Start > All Programs > Cisco Physical Security Operations Manager 6.1 > Alert Management Console**.

The PSOM Alert Manager window appears.

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



The Select Filter for Alert View window appears.



Step 3 Select the **Filter alerts by the following selections** option.

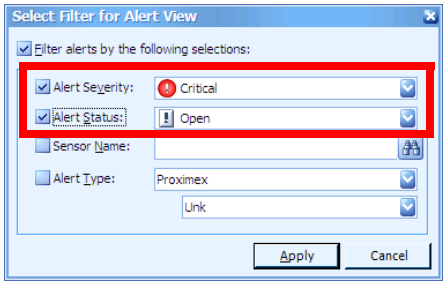
Step 4 To filter alerts by severity, select the **Alert Severity** option and select a severity from the pull-down menu.

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.

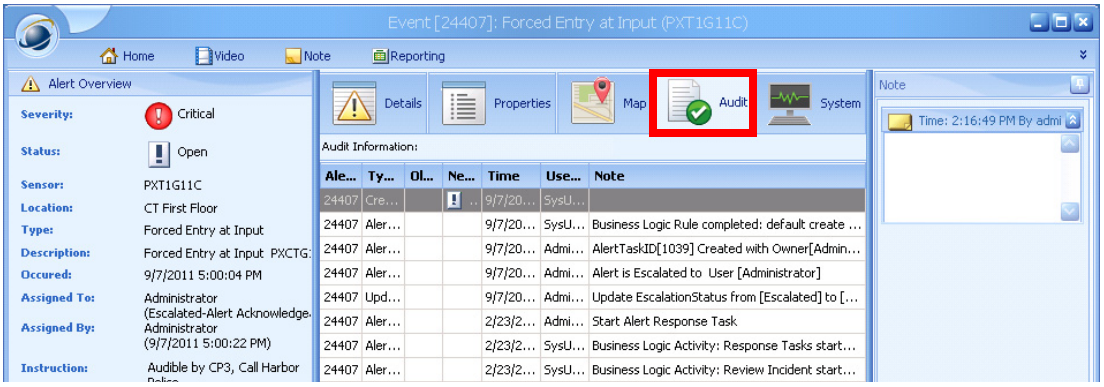
The PSOM Alert Manager window displays only the alerts that meet the filter criteria you specified.

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** tab.



The information provided by the Audit Trail window is explained in Table 7-2.

Table 7-2 Information Provided by an Alert's Audit Trail

This Column...	Tells You this...
Alert	The number assigned to the alert condition within PSOM.

Table 7-2 Information Provided by an Alert's Audit Trail (continued)

This Column...	Tells You this...
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.
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.
Note	The description of the action that was taken for this entry to the audit trail.

CHAPTER 8

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

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 9-15.
- 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.
- RTF—Exports to .rtf file which is a file in Rich Text Format.

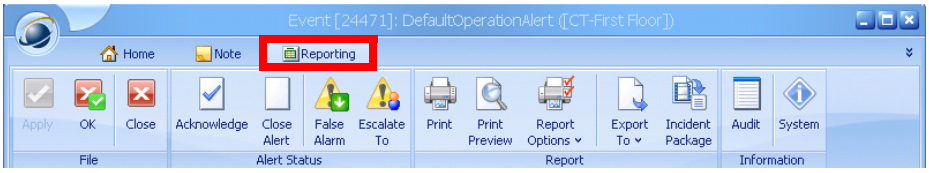
Producing an Alert Report (or Incident Package)

To produce an alert report, follow these steps:

Procedure

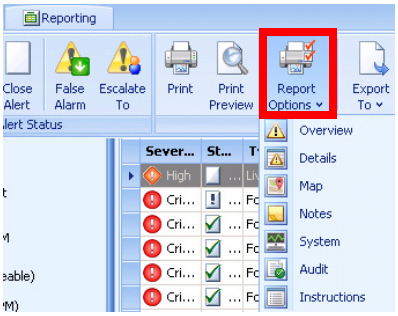
Step 1 Open the Alert Details window for the alert.

Step 2 Click the **Reporting** tab in the toolbar.



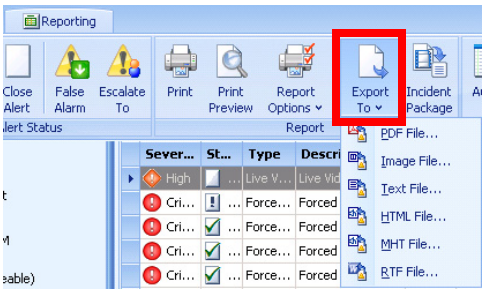
Step 3 Click the **Report Options** button 

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 8-1 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 appear at all if Microsoft Outlook is *not* installed on the Operation Console machine. See the "Adding Email Addresses to PSOM" section on page 9-6.

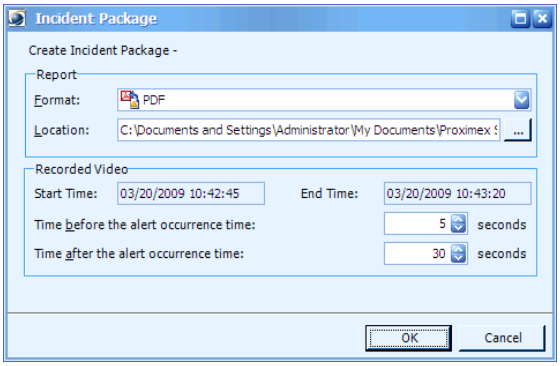
An email message appears with the alert details in the message body. The first badge ID photo found for the alert, and any map images are added as attachments to the email.

a. In the **To** field, enter the email address to which you want to send the report.

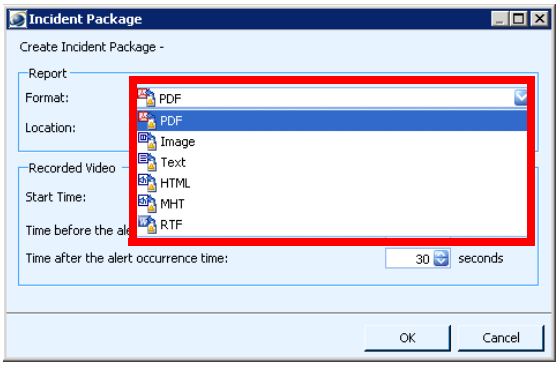
b. Click the **Send** button.

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.

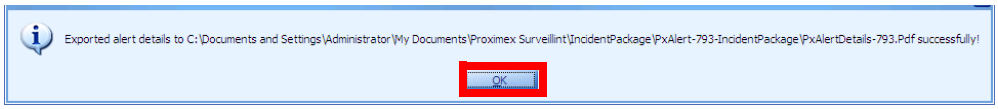


b. Choose where to save the report from the **Location** field.

c. Enter the amount of time before and after the alert that you want to attach recorded video.

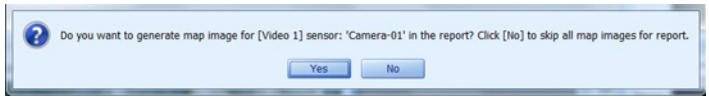
d. Click **OK**.

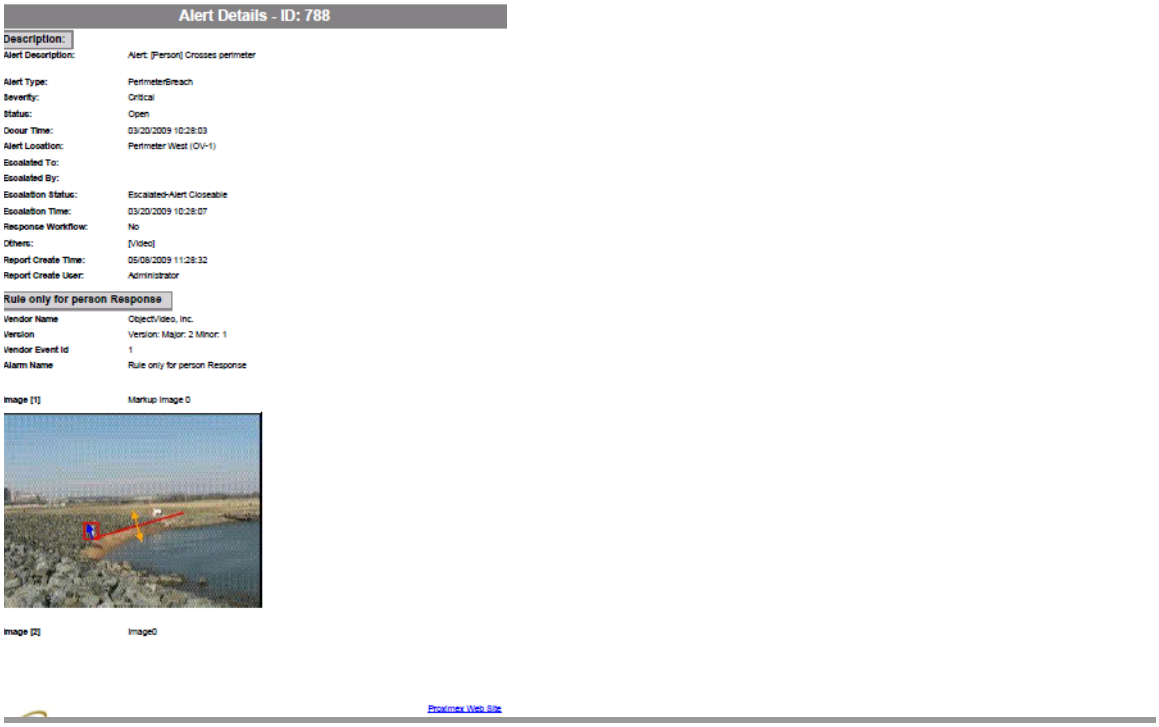
A message appears confirming that the incident package was created. Incident packages are stored in their own directories for better organization.



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

Note When generating an alert report that includes Microsoft Bing Maps, you'll be prompted to choose whether to save images for the report per video snapshot. Bing maps need to be loaded visibly before saving the image.





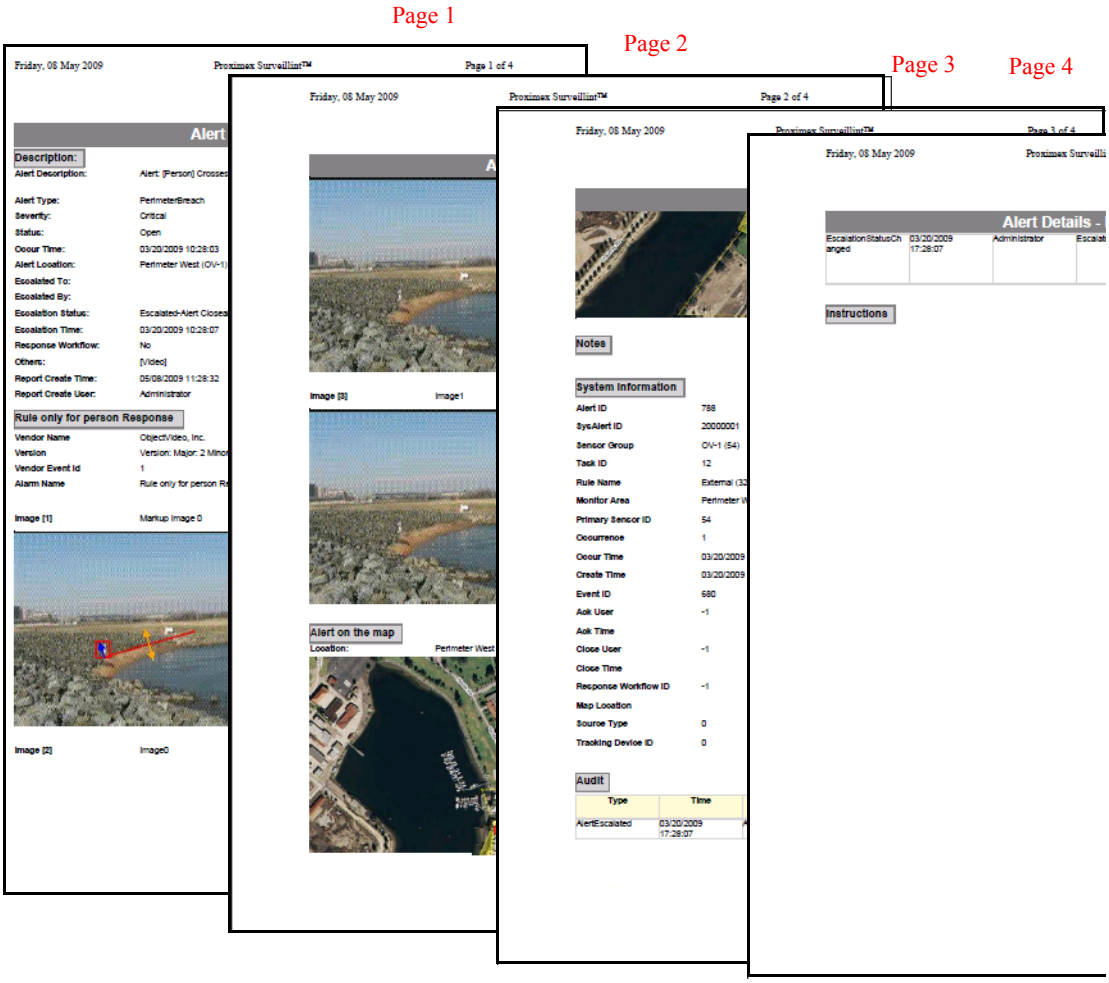
Sending Video with Your Report

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 4-11 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.

Note If the alert report includes a mini-map image that uses Bing Map as the source of the map image, you will not be able to generate the report (including the mini-map image) from the Reporting Service. You will need to generate an incident report manually from the Alert Details window to include the mini-map image in the report. See the "Producing an Alert Report (or Incident Package)" section on page 8-2.



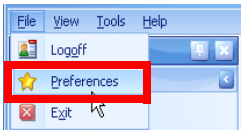
Setting a Default Directory for Incident Packages

You can set a default directory where Incident Packages are stored for all users when they export alert incident packages. Users won't be able to browse to their own folder under export incident package dialog box if this option is enabled.

To set a default directory for Incident Packages, follow these steps:

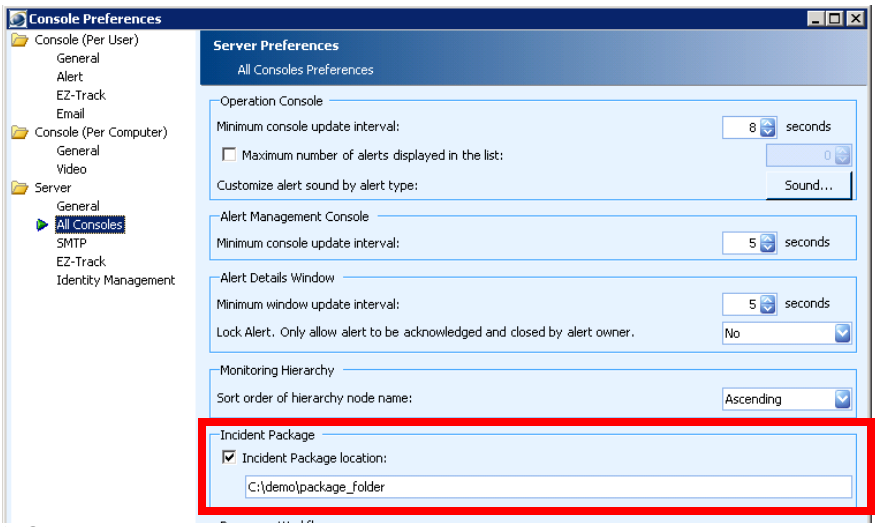
Procedure

Step 1 Select **File > Preferences**.



Step 2 Click **All Consoles** under **Server**.

Step 3 Check the **Incident Package location** option and provide a path to a shared directory where incident packages will be stored for all users.



Step 4 Click **OK**.

Creating Administrative Reports

You can generate a variety of administrative reports with the Report Wizard. Table 8-1 lists the types of reports you can generate out-of-the box with PSOM. Your company may also have defined custom reports.

Table 8-1 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 8-1 on page 8-13.
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 8-2 on page 8-14.
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 8-3 on page 8-15.
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 8-6 on page 8-18.

Table 8-1 Reports You can Generate with the Report Wizard (continued)

Report	What it Tells You...
Operator Alert Count Report	How many alerts each operator closed. See Figure 8-6 on page 8-18.
Operator Alert Response Time Report	How long it took for different operators to respond to alerts. See Figure 8-7 on page 8-19.
Operator End of Shift Report	How many alerts the operator handled during the specified time range for the shift. See Figure 8-8 on page 8-20.
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 8-9 on page 8-21.
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 8-10 on page 8-22.
Top X Alerts By Area Report	How many alerts occurred in each monitoring area. See Figure 8-11 on page 8-23.
Top X Alerts By Sensor Report	How many alerts were raised by each sensor. See Figure 8-12 on page 8-24.
Top X False Alerts By Sensor Report	How many false alerts were raised by each sensor. See Figure 8-13 on page 8-25.
Top X Simulated Alerts By Sensor Report	How many simulated alerts were raised by each sensor. See Figure 8-14 on page 8-26.
Dispatch Incident Report	Shows the time alerts occurred, were dispatched and closed. See Figure 8-5 on page 8-17

See the "Samples of Administrative Reports" section on page 8-12 for examples of each of these out-of-the-box administrative reports.

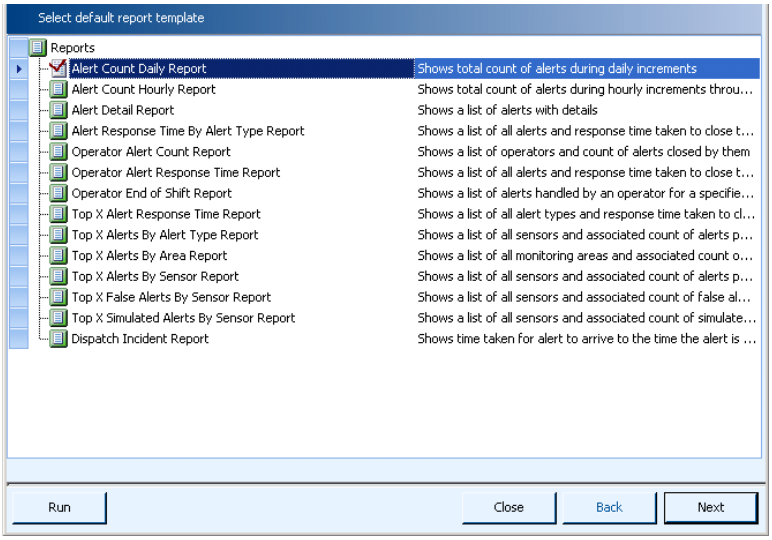
Producing an Administrative Report

To produce an administrative report, follow these steps:

Procedure

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.

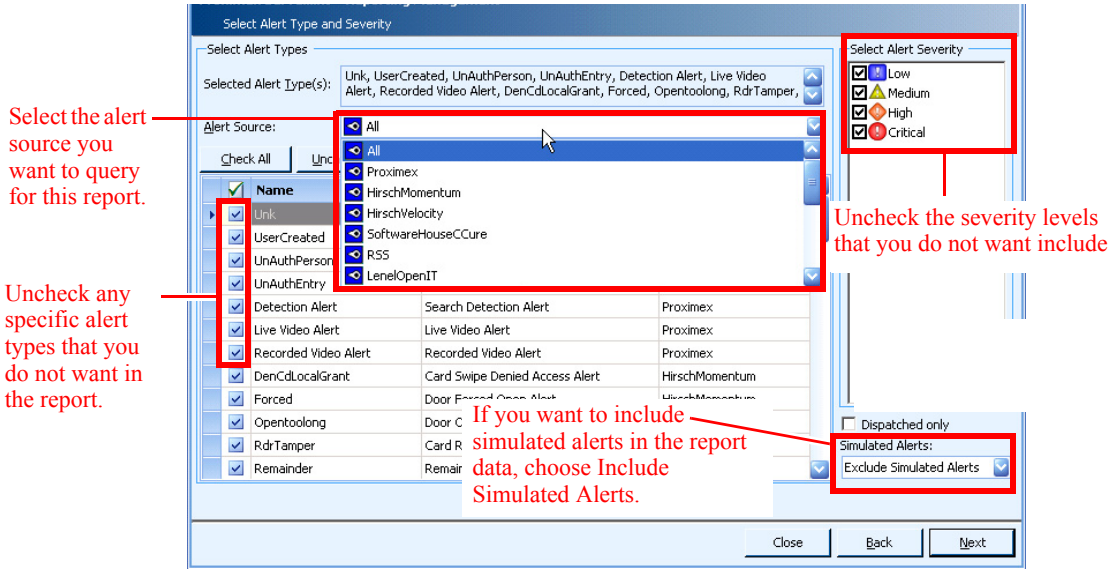
- If you want to just execute the out-of-the-box report for all alerts and areas without customizing it, click **Run**.
- If you want to customize any part of the report, continue with the next step.

See the "Samples of Administrative Reports" section on page 8-12 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.

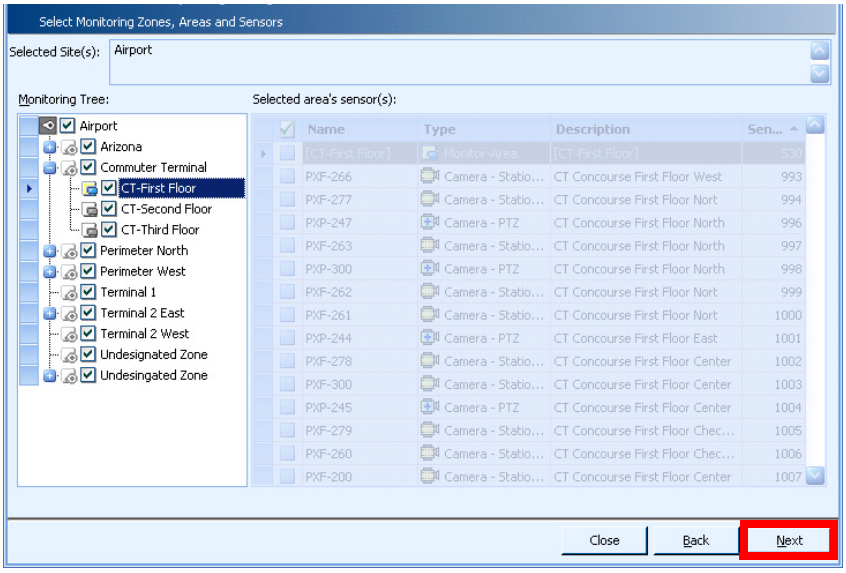


Step 4 Select the types of alerts, and alert severity, you want included in this report. You can either report on all alerts, or focus the selection of alerts for reporting. To focus your selection:

- You can select a source of alerts to include in the report from the **Alert Source** field.
- 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**.

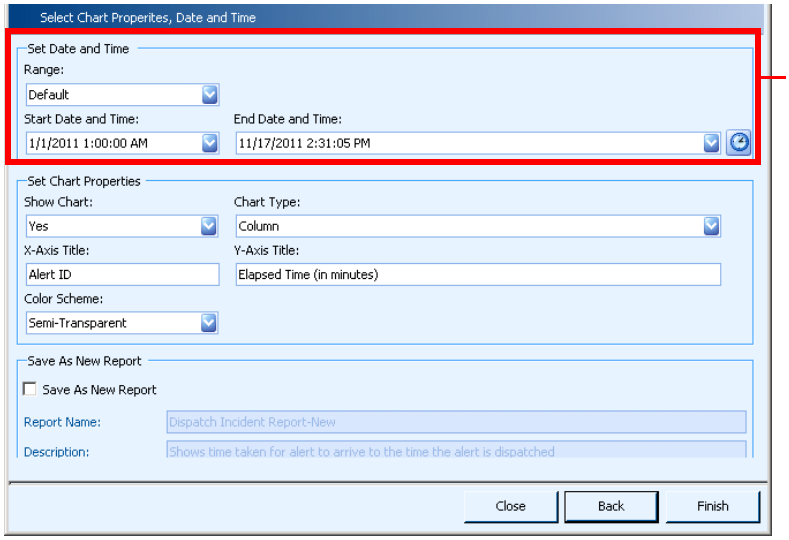
The Zone, Area and Sensors window appears.



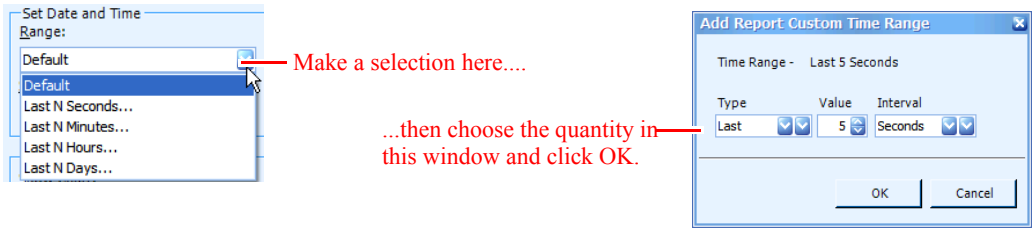
Step 6 Select the zones, areas, and sensors that you want to include in this report. Initially, everything is included in the report. To select specific items, deselect the check mark at the top-level of the Monitoring Tree. Then select specific zones and areas you want to include.

Step 7 Click **Next**.

The Chart Properties, Date and Time window appears.

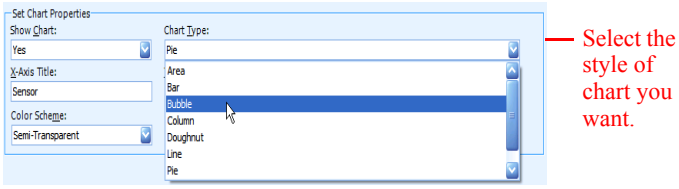


Step 8 Select the period for which you want to do reporting in the Set Date and Time area. You can specify a starting and ending point for reporting using the **Start Date and Time** and **End Date and Time** fields. Or you can make a different selection from the Range field, as shown next.



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.



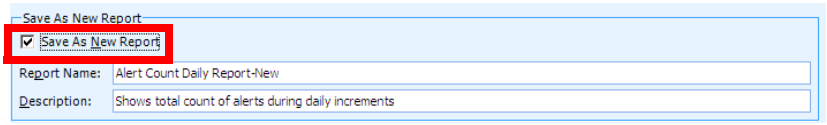
a. Choose whether to display a chart in the **Show Chart** field.

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.



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 8-1 Alert Count Daily Report

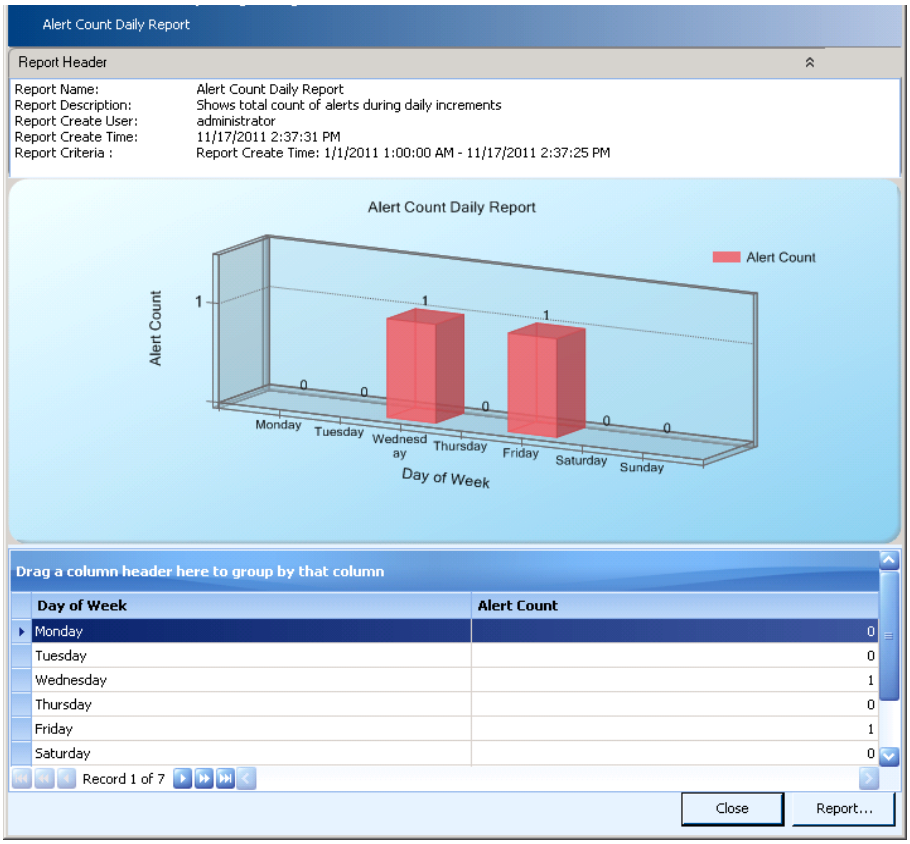


Figure 8-2 Alert Count Hourly Report

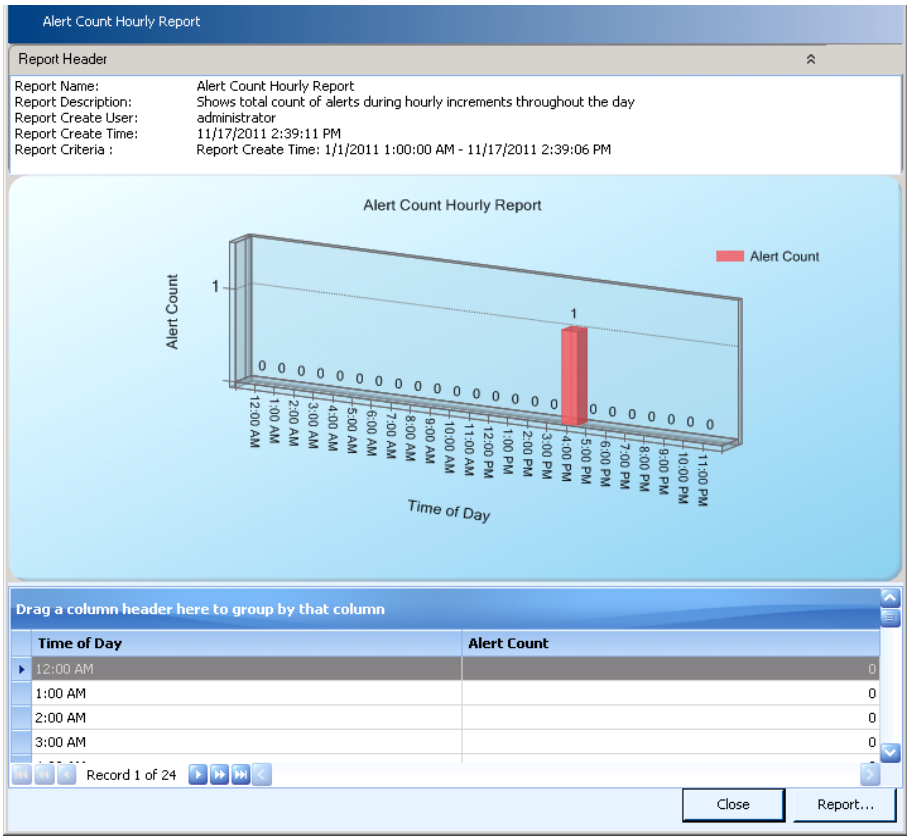


Figure 8-3 Alert Detail Report

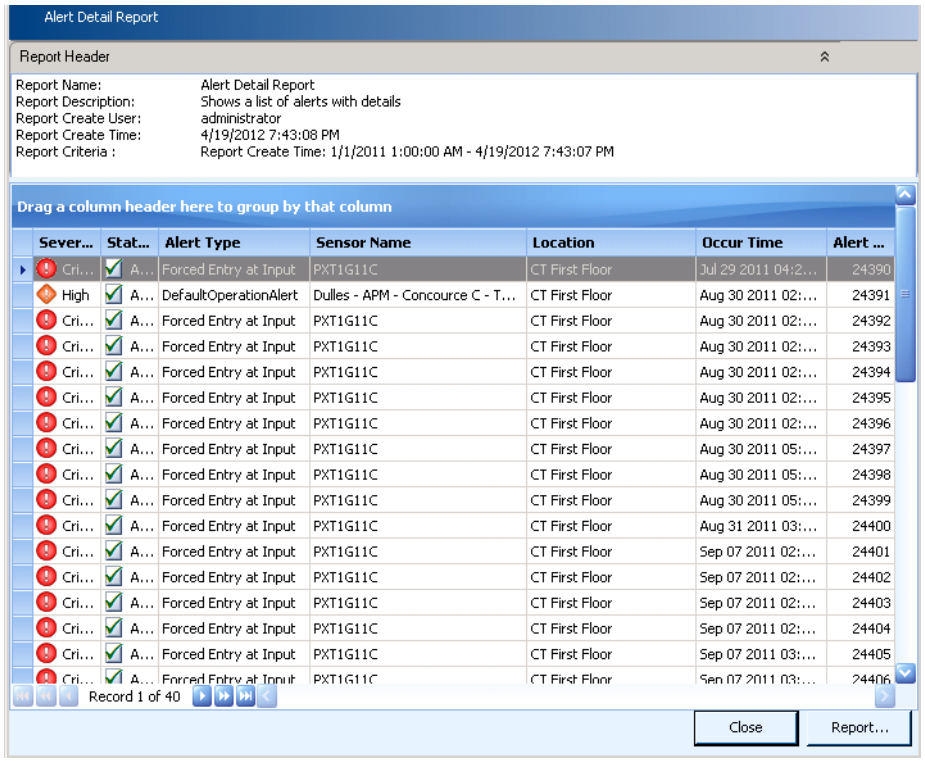


Figure 8-4 Alert Response Time By Alert Type Report

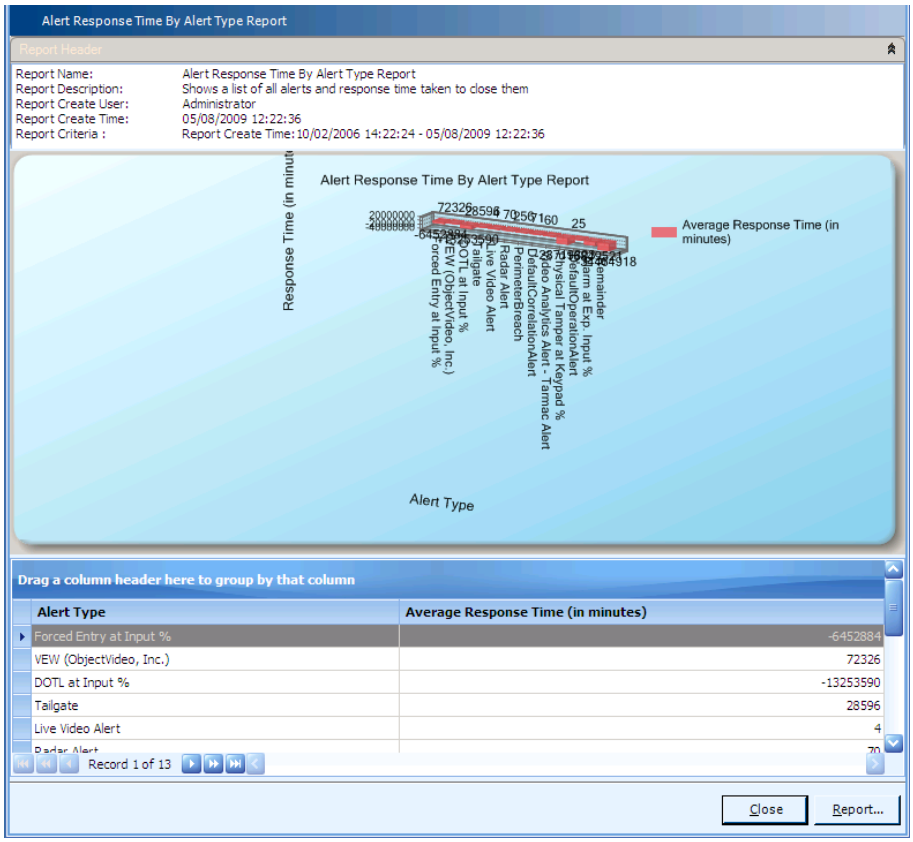


Figure 8-5 Dispatch Incident Report

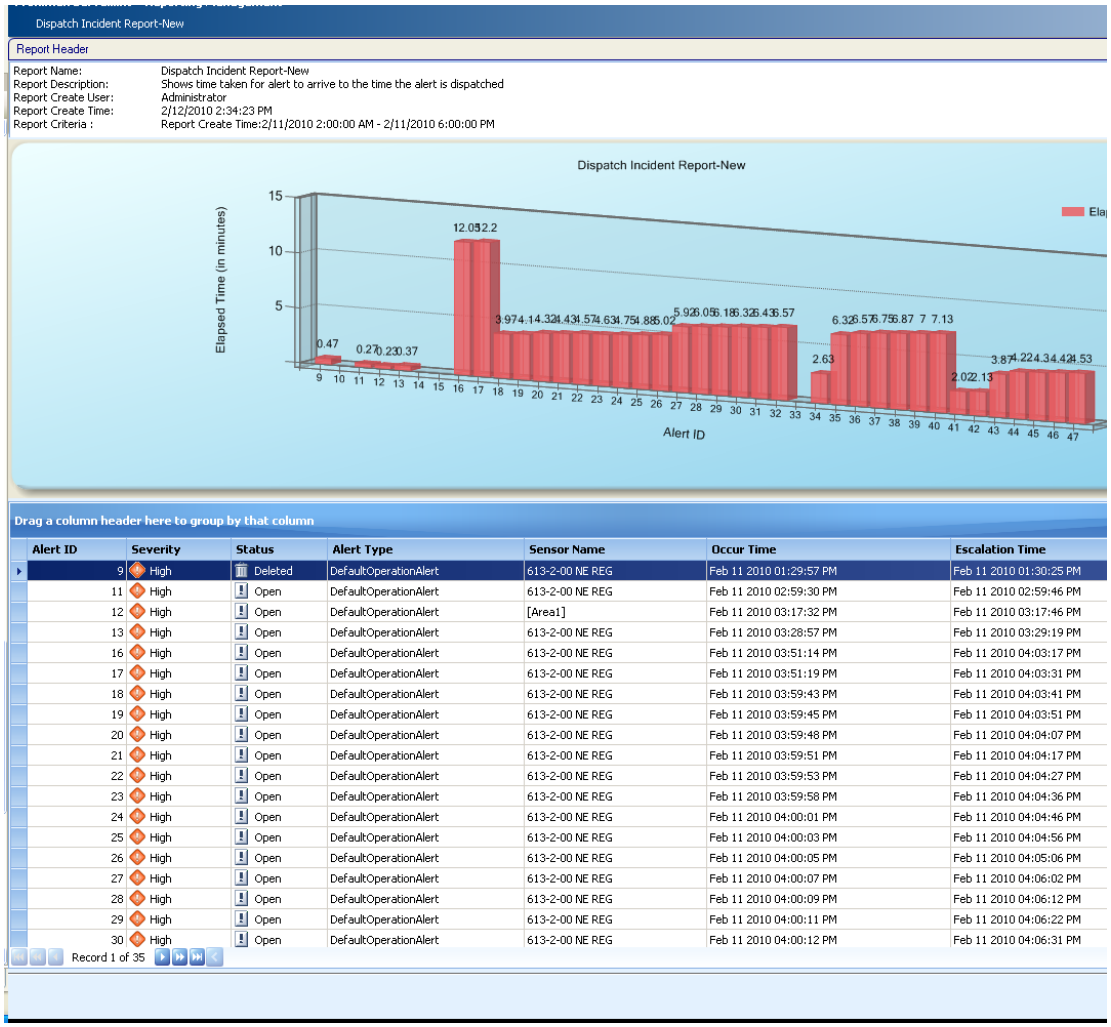


Figure 8-6 Operator Alert Count Report

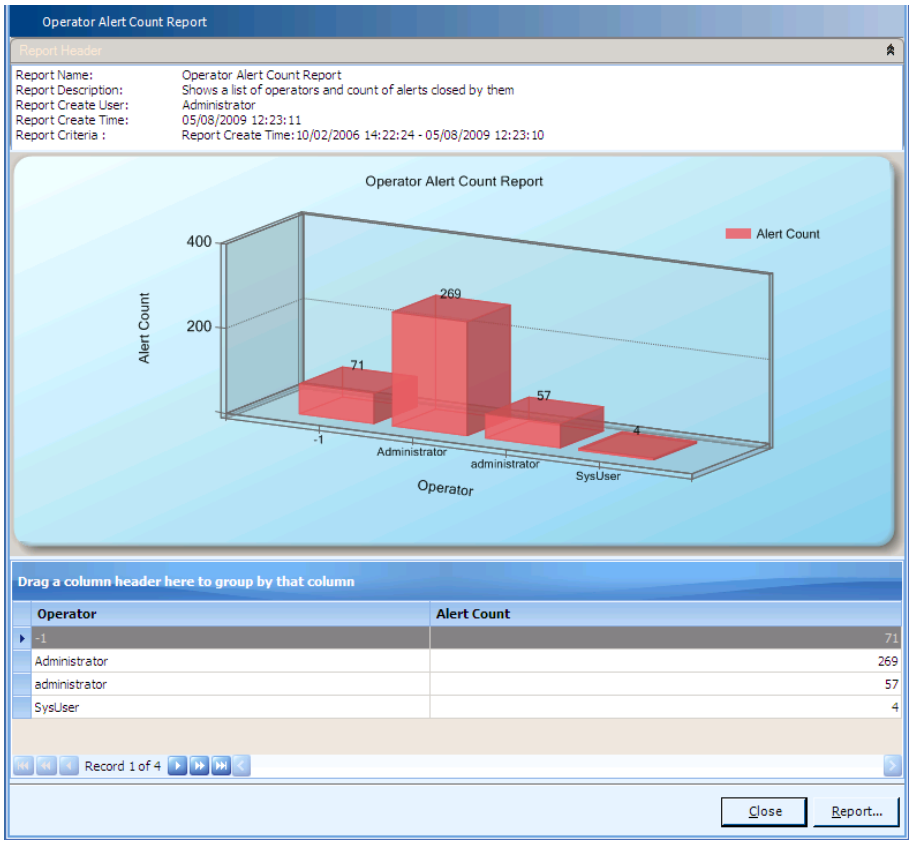


Figure 8-7 Operator Alert Response Time Report

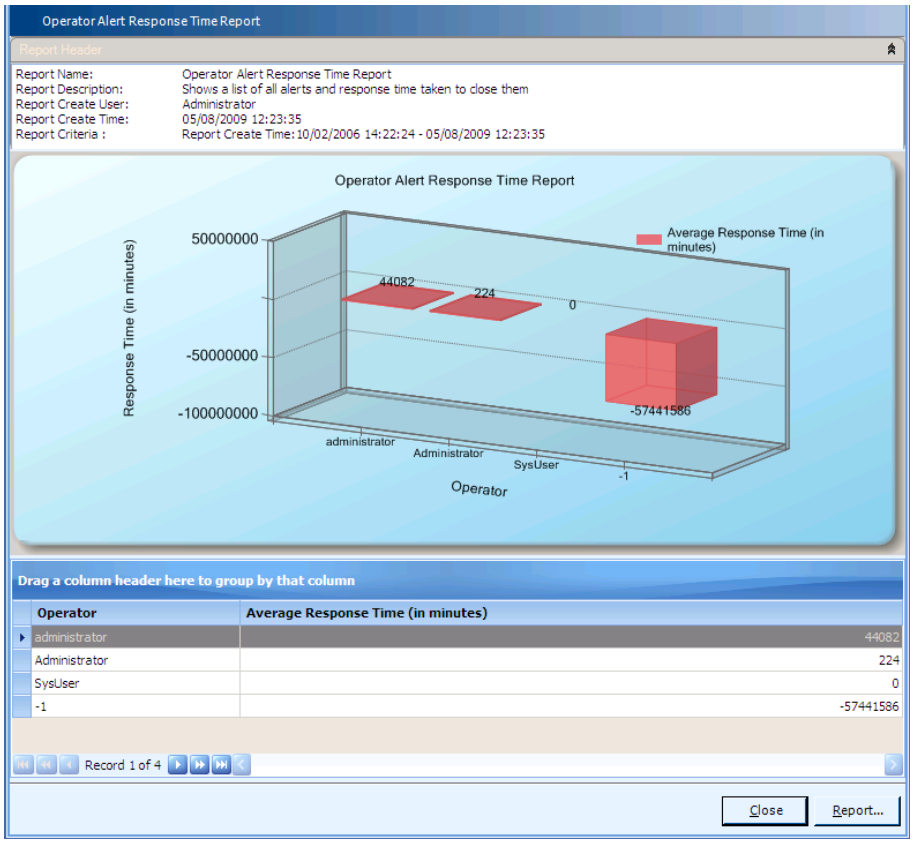


Figure 8-8 Operator End of Shift Report

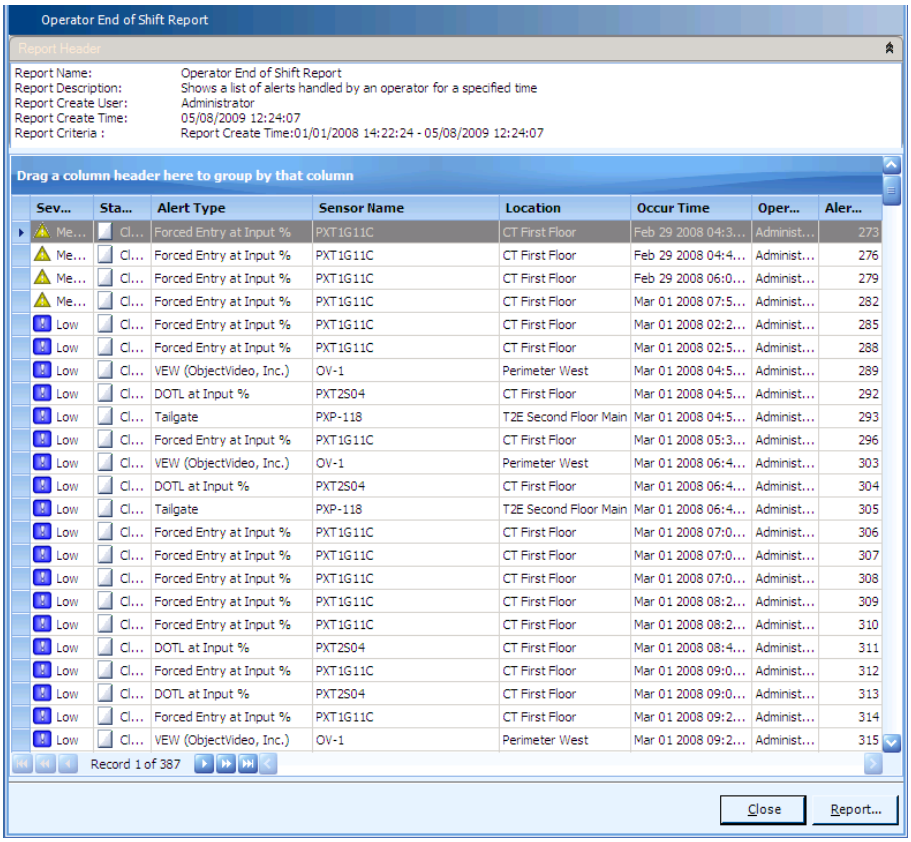


Figure 8-9 Top X Alert Response Time Report

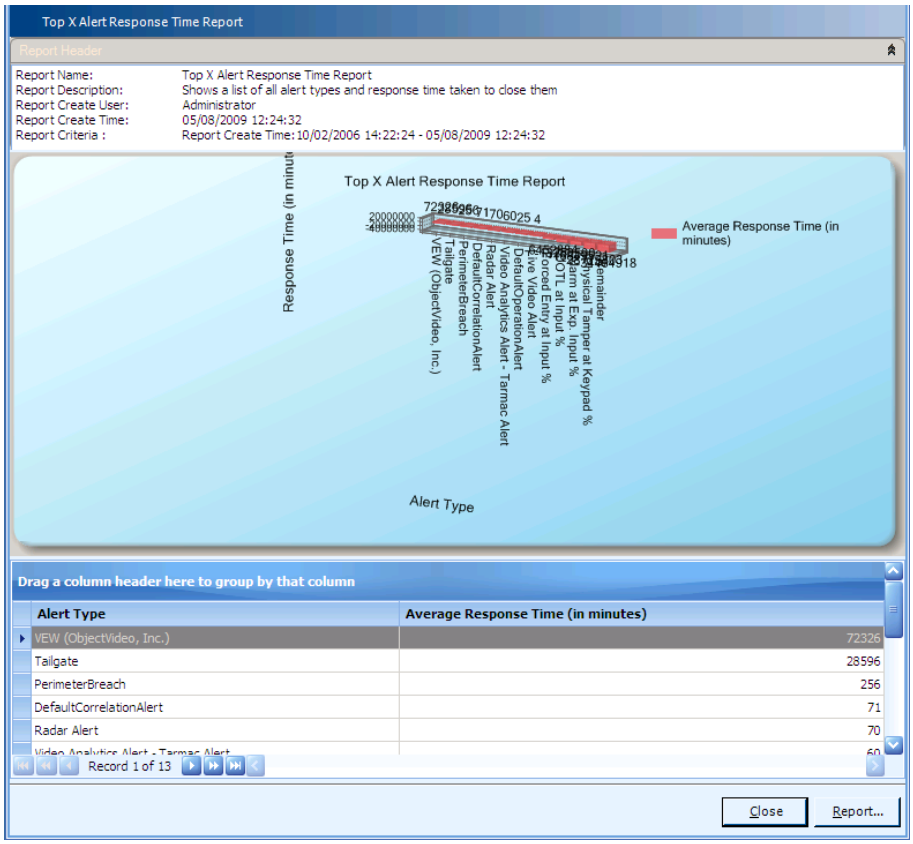


Figure 8-10 Top X Alerts By Alert Type Report

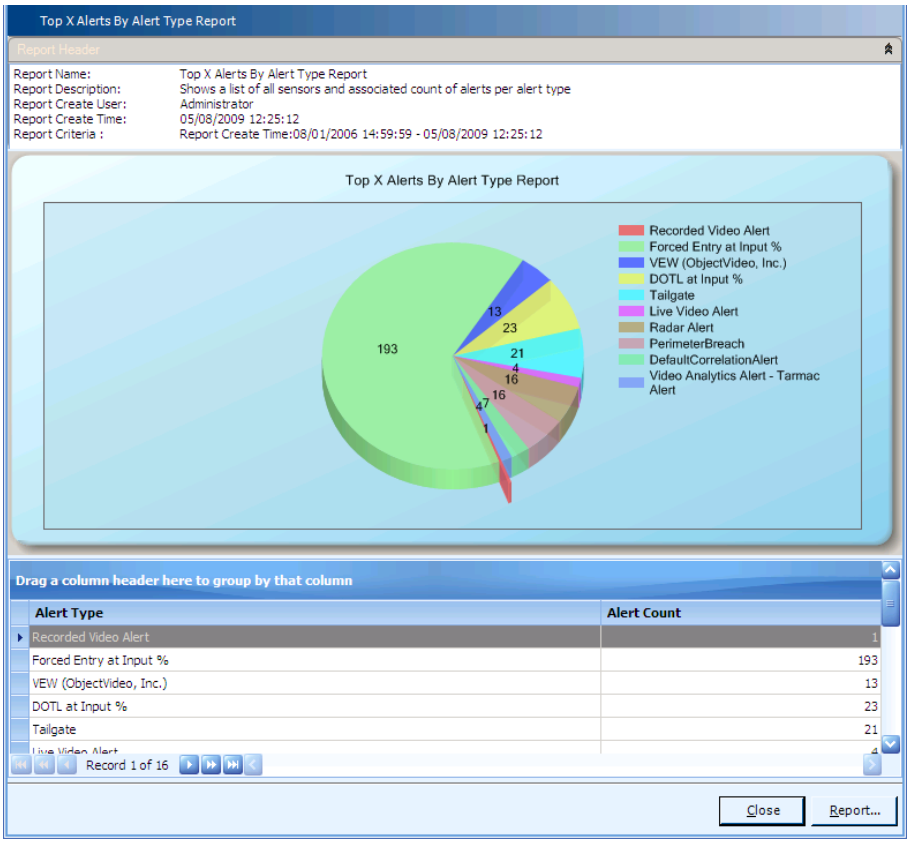


Figure 8-11 Top X Alerts By Area Report

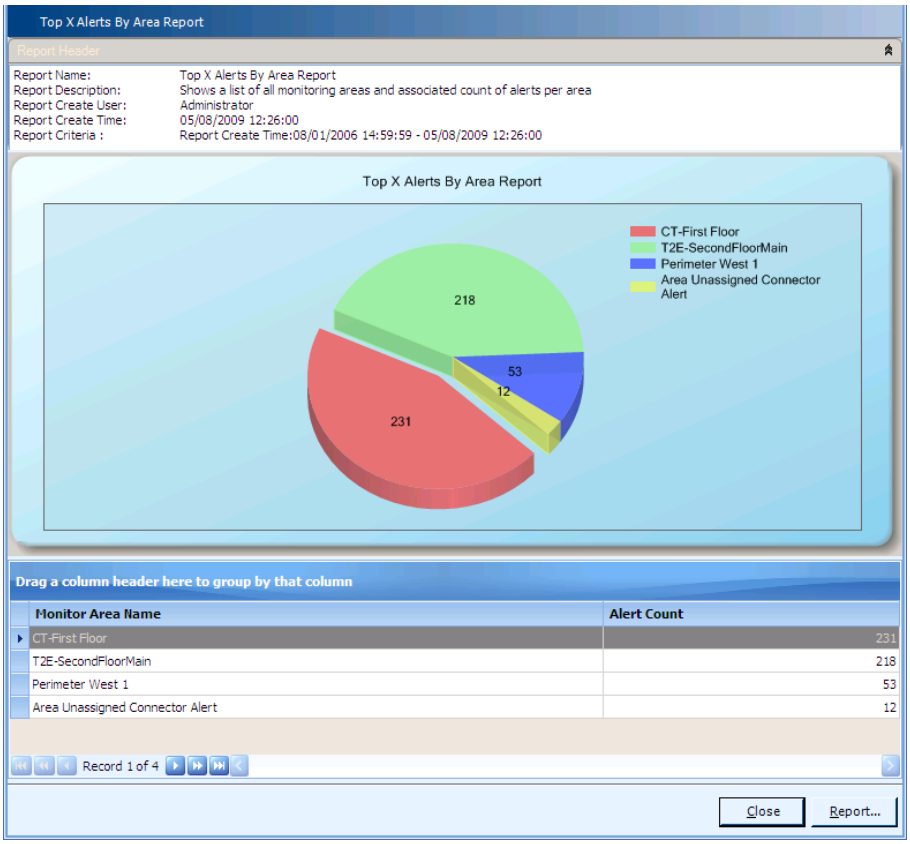


Figure 8-12 Top X Alerts By Sensor Report

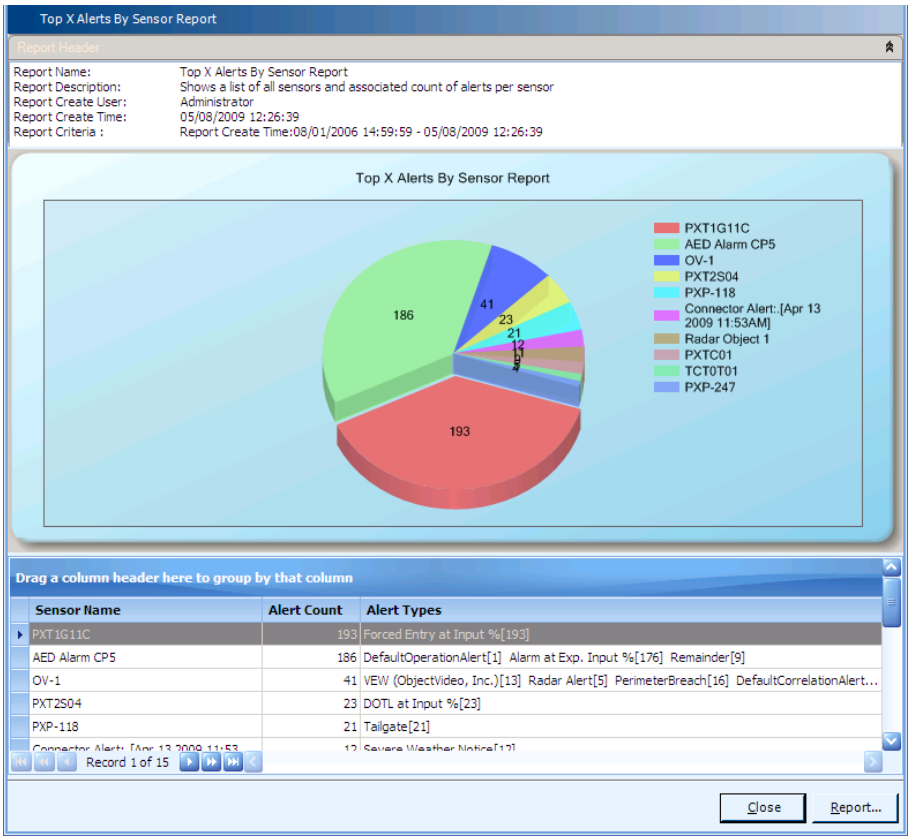


Figure 8-13 Top False Alerts By Sensor Report

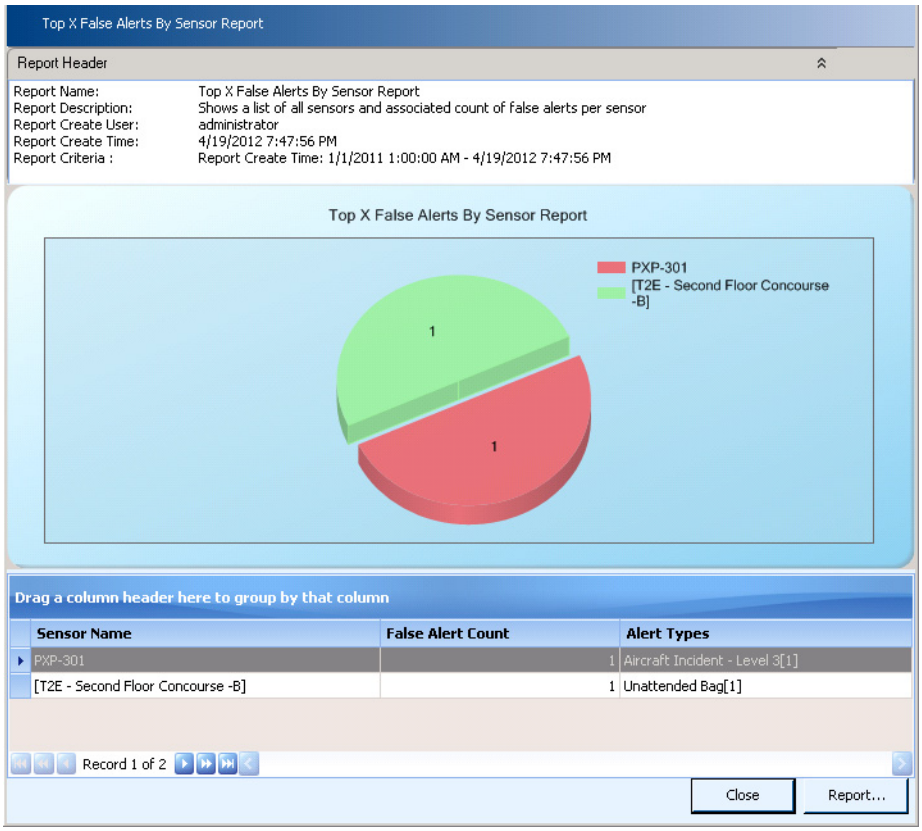
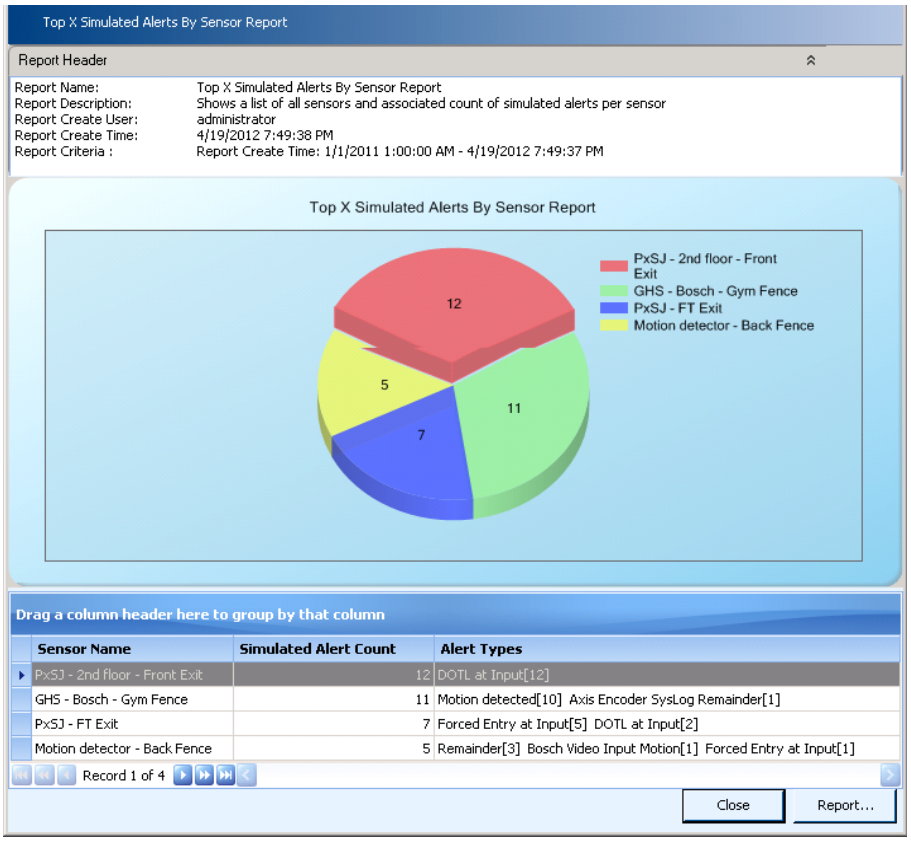


Figure 8-14 Top Simulated Alerts By Sensor Report



CHAPTER 9

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:

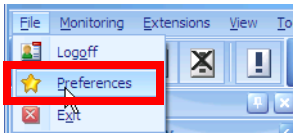
Turning Alert Beeps Off or On

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

To turn off beeps for alerts, follow these steps:

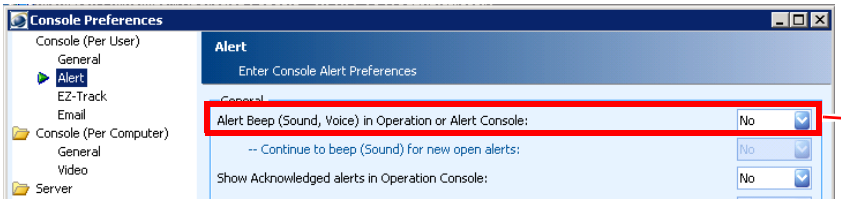
Procedure

Step 1 Select **File > Preferences**.



The Console Preferences window appears.

Step 2 Click **Alert** under **Console** in the left pane.



Select No from the Alert Beep field and click OK.

Step 3 Select **No** from the **Alert Beep** field.

Step 4 Click **OK**.

Turning off Video Integration Messages

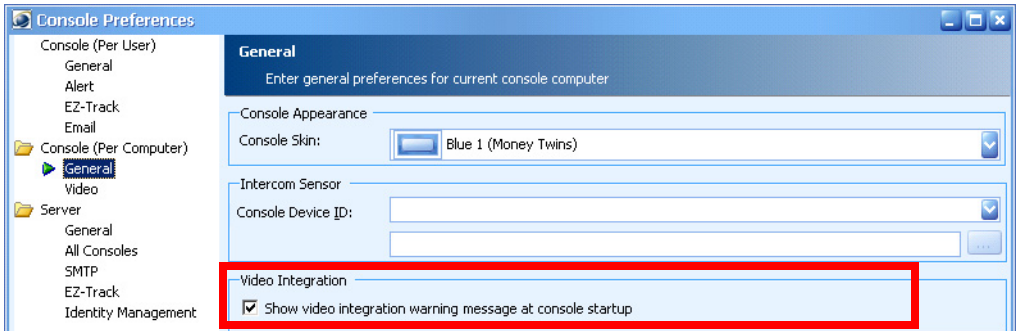
When you login to the Operation Console, you may receive video integration warning messages if the appropriate video adaptors are not installed on the current machine. If the Operation Console does not need to use video-related features, you can set an option to turn off video alert messages at startup.

To turn off video integration warning messages, follow these steps:

Procedure

Step 1 Select **File > Preferences**.

Step 2 Click **General** under **Console (Per Computer)**.



Step 3 Deselect the **Show video integration warning message at console startup** option.

Step 4 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.

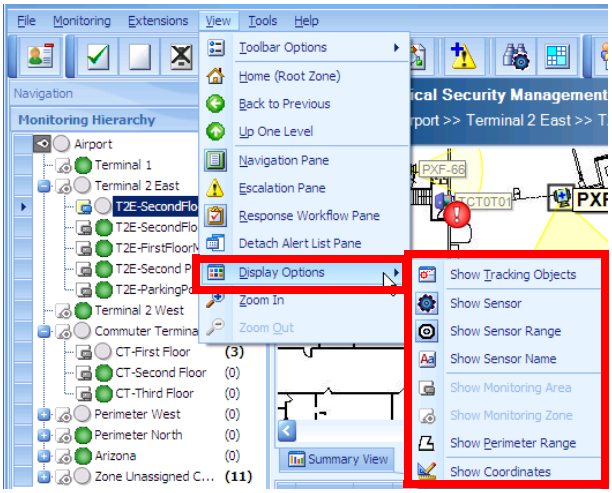
If you are viewing a monitoring zone, you can determine whether to display the boundaries for monitoring areas on that zone's map.

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, follow these steps:

Procedure

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

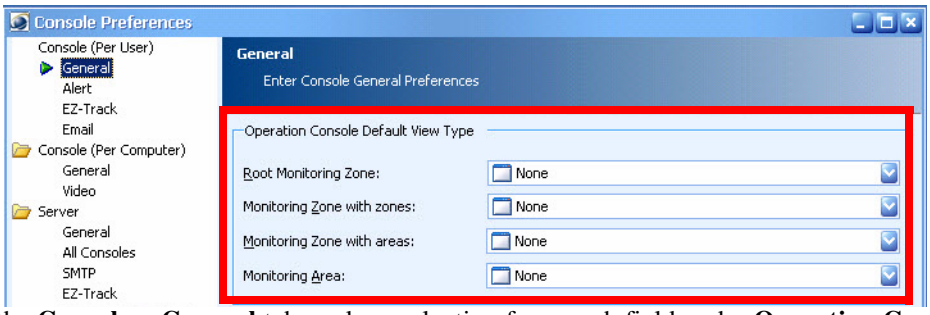
You can decide what information is displayed by default in the Map View Pane when you view the global zone, monitoring zones or monitoring areas: the Summary View, Map View, or Table View.

To change the default display in the Map View pane, follow these steps:

Procedure

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**.

Setting the Order of the Monitoring Hierarchy

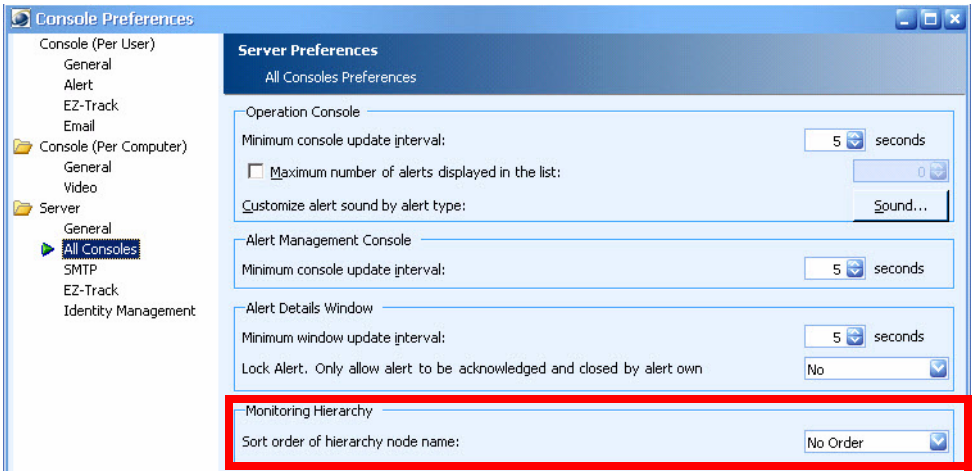
You can set the order in which node names appear in the Monitoring Hierarchy across all Consoles.

To set the order of the Monitoring Hierarchy, follow these steps:

Procedure

Step 1 Select **File > Preferences** from the Administration Console.

Step 2 Click **All Consoles** under **Server** in the left navigation pane.



Step 3 Select the order in which you want node names to appear in the Monitoring Hierarchy from the **Sort order of hierarchy node name** field.

Step 4 Click **OK**.

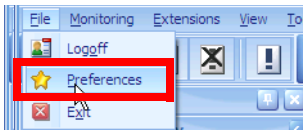
Centering the Map View Pane on an Alert During Locate It

When you click to Locate It for an alert from the Alert Details window, you can have the Map View Pane in the Operation Console automatically center on the location of the alert. (See the "Finding the Location of an Alert" section on page 3-16 for details on Locate It.)

To center the Map View Pane on the location of an alert for Locate It, follow these steps:

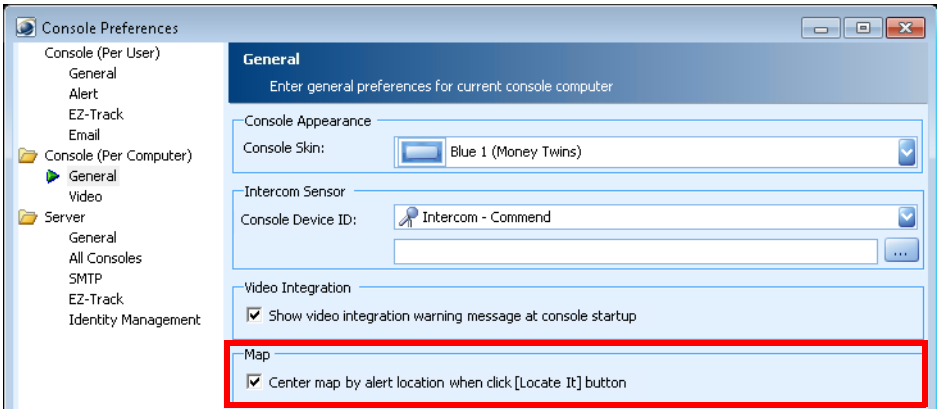
Procedure

Step 1 Select **File > Preferences**.



The Console Preferences window appears.

Step 2 Click **General** under **Console (Per Computer)** in the left pane.



Step 3 Check the **Center map by alert location when click Locate It button** option.

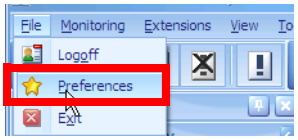
Step 4 Click **OK**.

Adding Email Addresses to PSOM

To add an email address to the Operation Console, follow these steps:

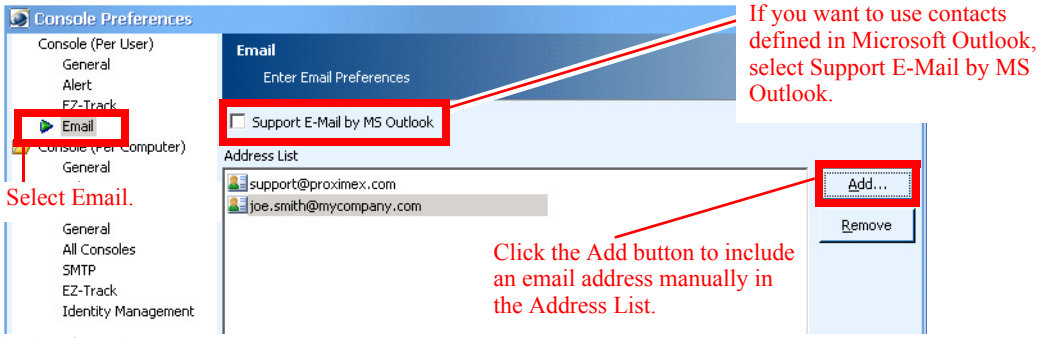
Procedure

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



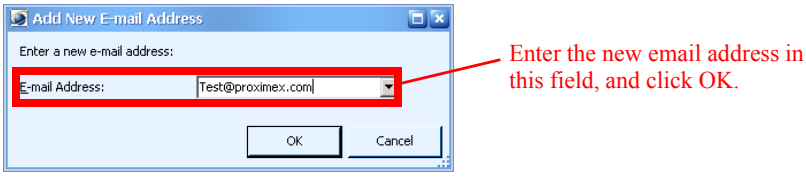
The Console Preferences window appears.

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



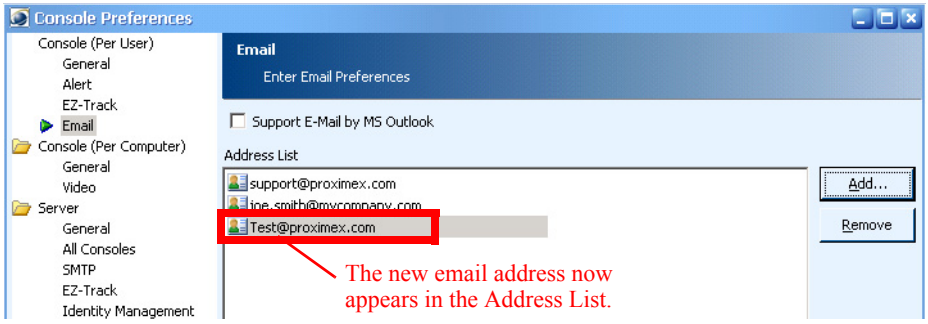
Step 3 Click the **Add** button.

The Add New E-mail Address dialog box opens.

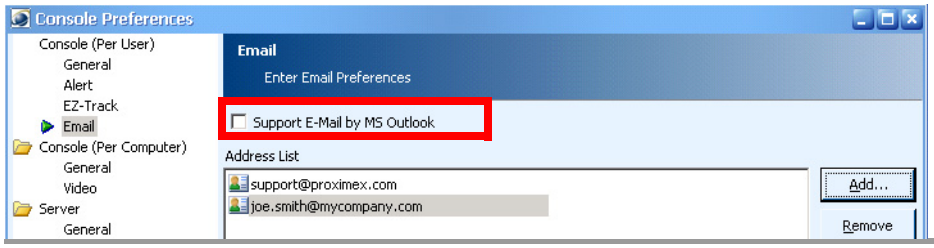


Step 4 Enter the email address in the field provided and click **OK**.

The new email address appears in the Console Preferences dialog box.



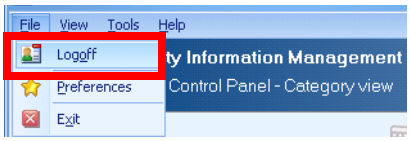
If you experience performance issues from Microsoft Outlook and PSOM emails, you can disable email notifications by unchecking the **Support E-Mail by MS Outlook** option in the Console Preferences dialog box.



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**.

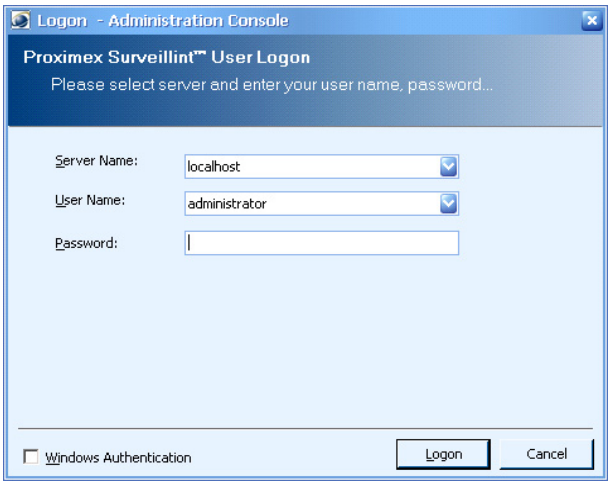


To log back on to the Operation Console, follow these steps:

Procedure

Step 1 Select **File > Logon**.

The Logon window appears.



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

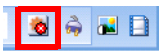
Step 3 Enter the corresponding password from the **Password** field.

Step 4 If a secure connection is enabled for PSOM, check the **Use HTTPS connection** option.

Step 5 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 administrative alerts:



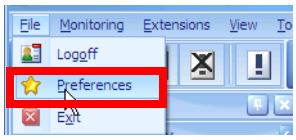
The PSOM Administrative Alert Management window appears.

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

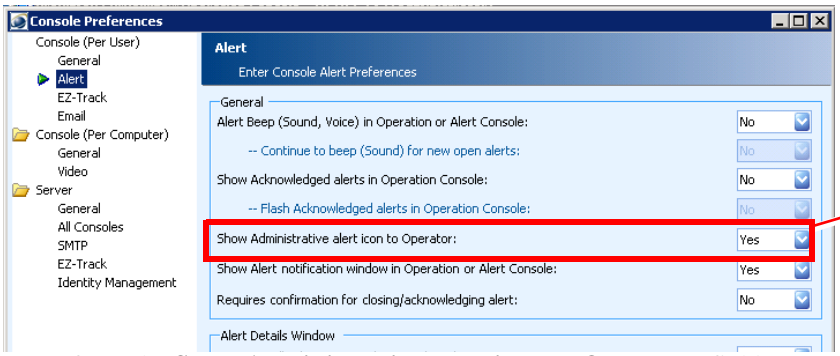
To hide access to administrative alerts, follow these steps:

Procedure

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**.

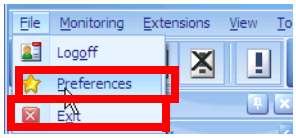
Viewing Deleted Alerts

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.

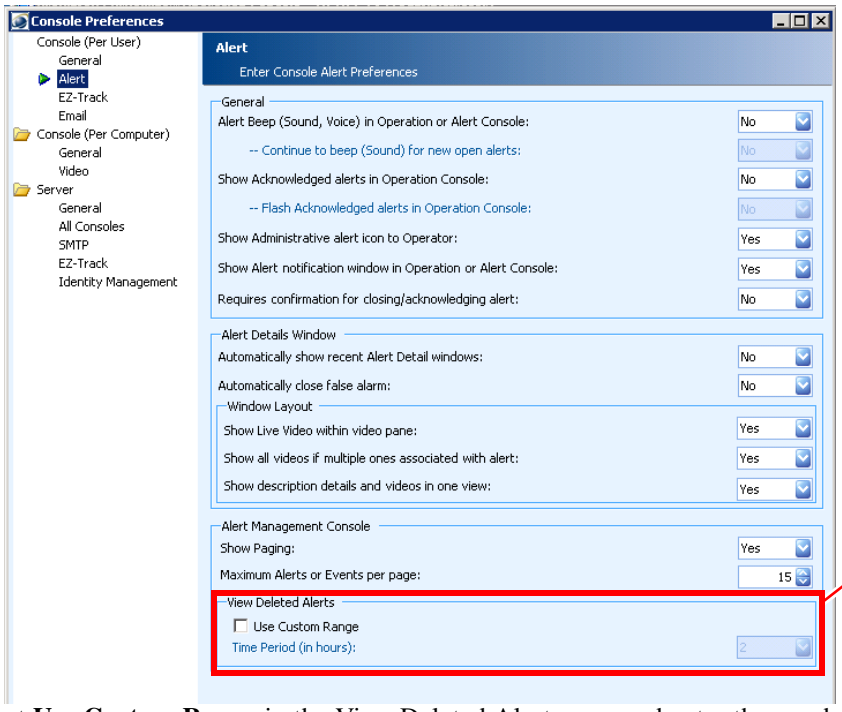
To view deleted alerts, follow these steps:

Procedure

Step 1 Select **File > Preferences**.



The Console Preferences window appears.



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 "PSOM SQL DB connection is down."

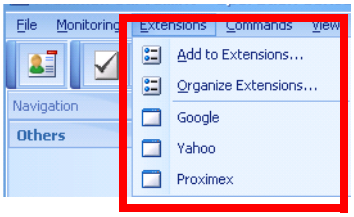
Opening the Administration Console

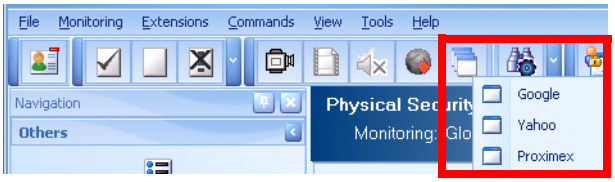
You can launch the Administration Console from the Operation Console window if you have appropriate permissions. Otherwise, the options described below do not appear in the Operation Console.

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

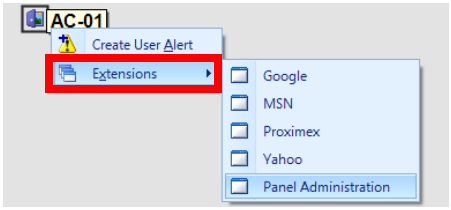
Accessing External Applications

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 or button at the top of the window.

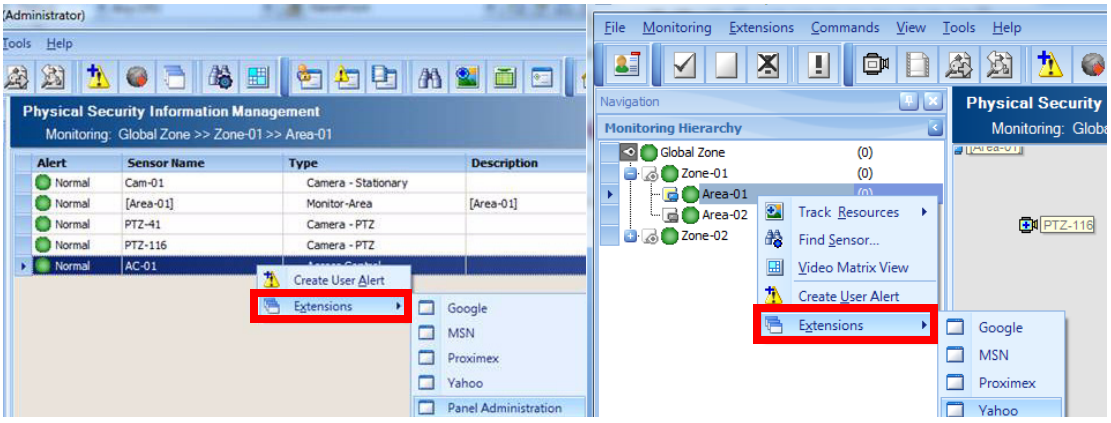




You can also right-click a sensor on the Map to access sensor-specific extensions.



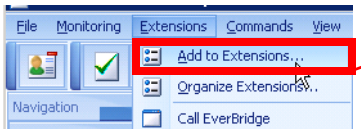
You can also right-click a sensor in the Table view, or from the Monitoring Hierarchy.



To add an external application to the Extensions menu, follow these steps:

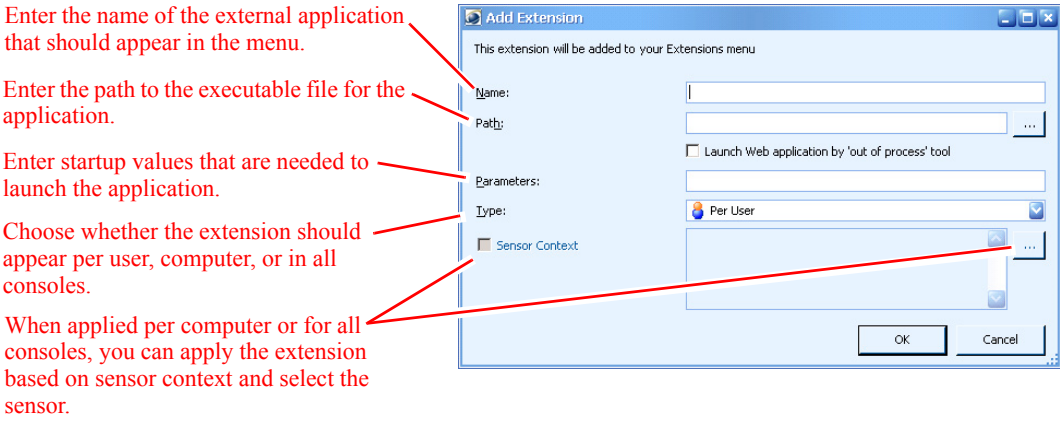
Procedure

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



Select Add to Extensions... from the Extensions menu.

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, or a URL beginning with http:// or https:// if you want a web application to be launched in the PSOM window. Otherwise, the default browser will be used to open the link.

Step 4 Check the **Launch web application by out of process control** option to launch a separate out of process Web Browser application.

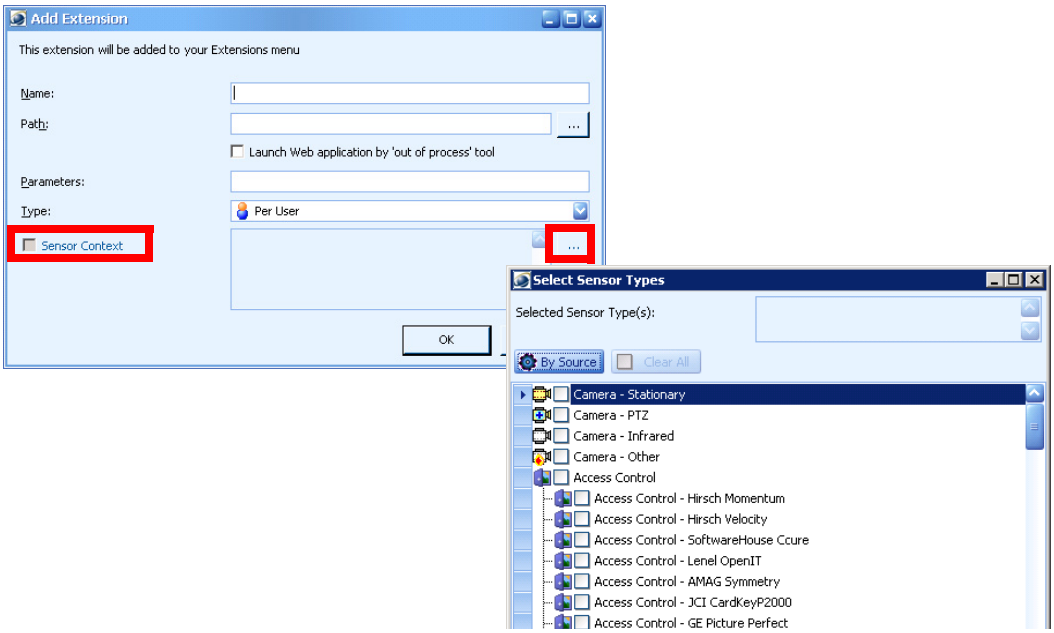
Step 5 Enter any startup values needed to launch the application in the **Parameters** field.

Step 6 From the **Type** field, make a selection:

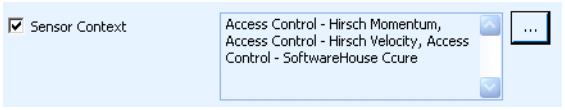
- **Per User**—Extension is created for a particular user only.
- **Per Computer**—Extension is created for all users on this computer.
- **All Consoles**—Extension is created for all users on all PSOM Consoles.

Note Only Administrator or Power User roles can select **Per Computer** or **All Consoles**.

Step 7 If an extension is being added for the computer or for all consoles, you can specify a sensor context by checking the **Sensor Context** option and click the ellipses to specify sensor types. If sensor context is specified for an extension, then this extension will not be shown in global extension menu list. This extension will only be shown in right click menu when sensor of that type is selected on the Map view or Table view in the Operation Console.



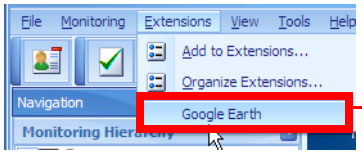
Step 8 Select the sensor types to which this extension applies and click **OK**.



Step 9 Click **OK**. The extension has now been created.

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.



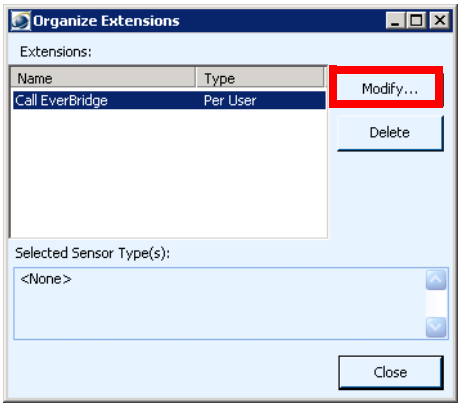
The application appears in the Extensions menu. Click its name to launch it.

To edit an existing extension's executable path, follow these steps:

Procedure

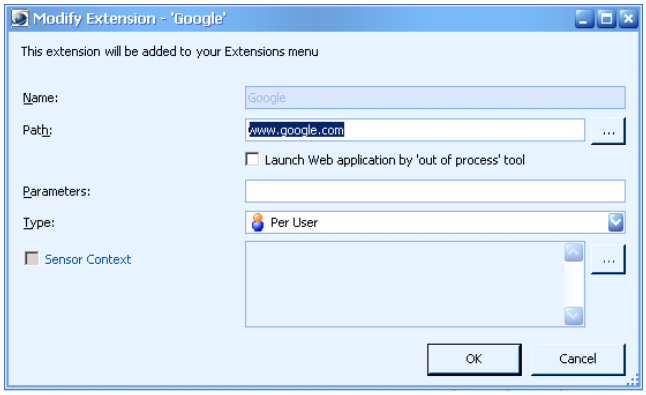
Step 1 Select **Extensions > Organize Extensions...** from the Operations Console.

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 Check the **Launch web application by out of process control** option to launch a separate out of process Web Browser application.

Step 5 In the **Parameters** field, enter any startup values needed to launch your application.

Step 6 From the **Type** field, choose whether the extension should apply for the user, this computer, or all consoles.

Step 7 When the extension appears for this computer or all consoles, check the **Sensor Context** option to apply this extension to the context of a selected sensor, and click the ellipses button to select the specific sensor(s) to which this extension applies.

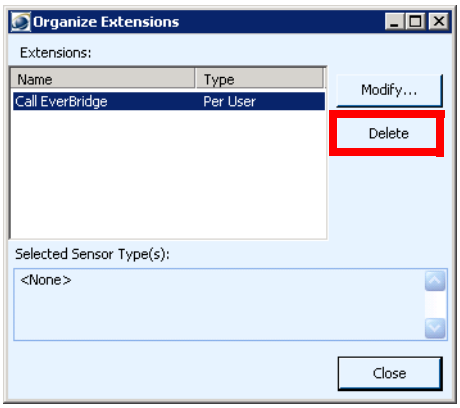
Step 8 Click **OK**.

To delete an existing extension, follow these steps:

Procedure

Step 1 Select **Extensions > Organize Extensions…**

The Organize Extensions window appears.



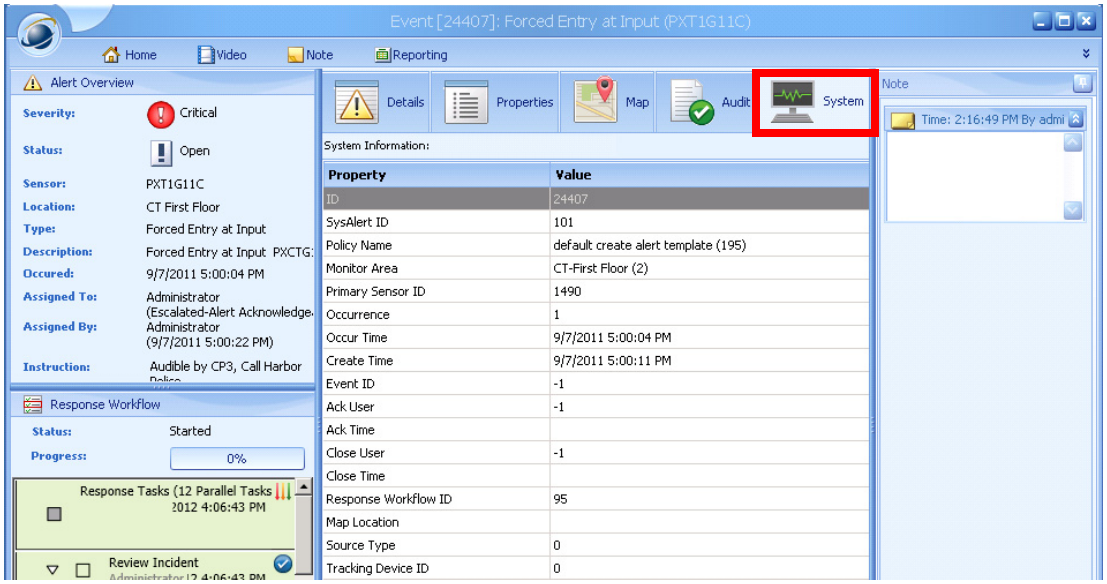
Step 2 Select the extension you want to delete from the Extensions list and click **Delete**.

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** tab 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.



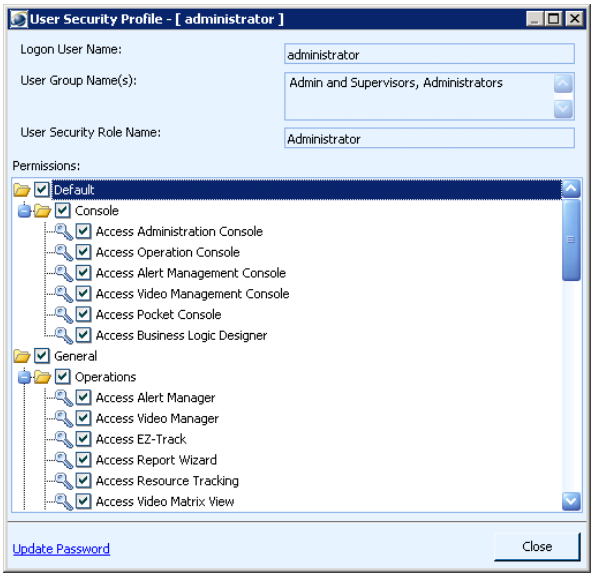
See *Administering PSOM* for information about these properties and their valid values.

If you want to check the current installed versions of PSOM software, select **Help > About Cisco Physical Security Operations 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.



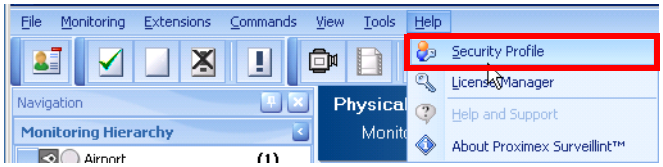
Changing Your Password

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

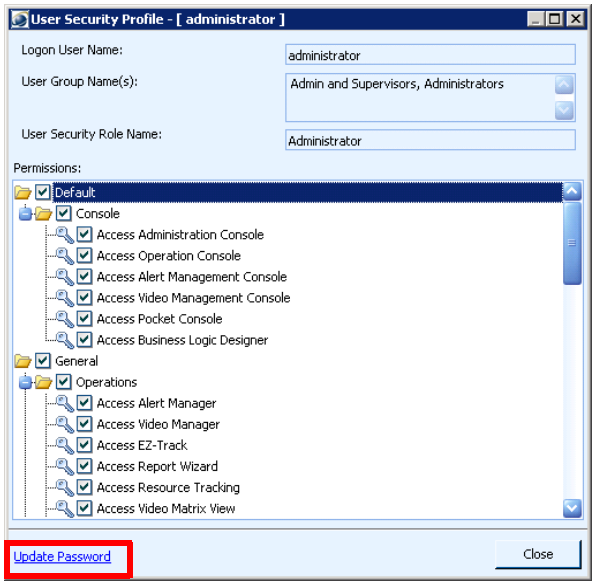
To change your password, follow these steps:

Procedure

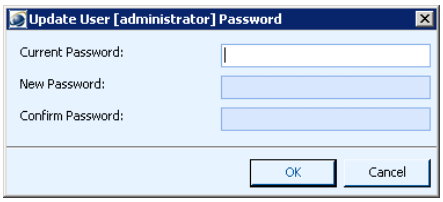
Step 1 Select **Help > Security Profile** from the menu bar in the Operation Console.



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.

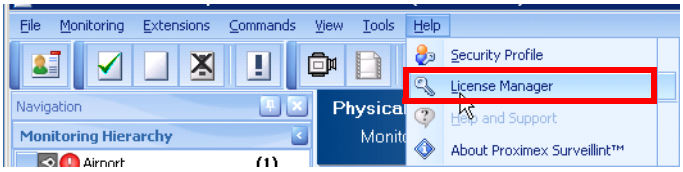
Updating Your License Key

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

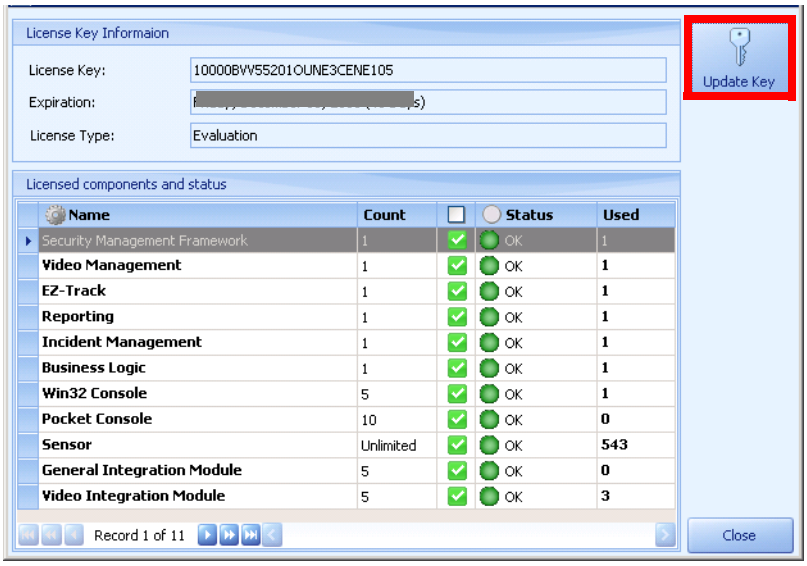
To update your license key, follow these steps:

Procedure

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**.

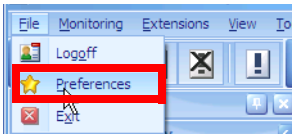
Refreshing Alert Details

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

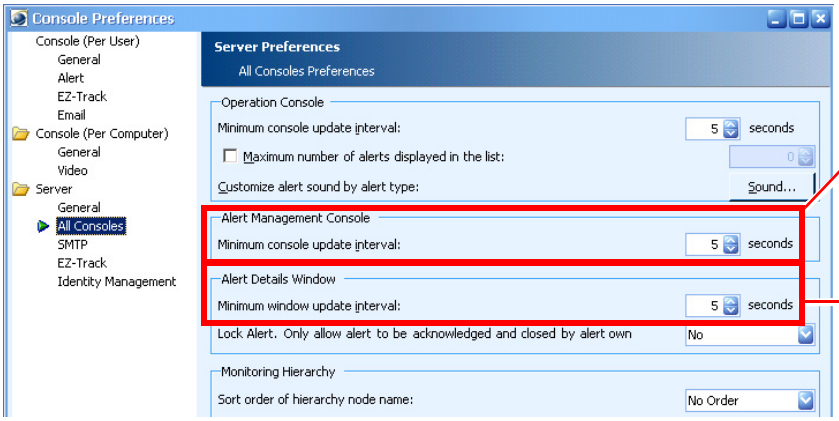
To modify the refresh interval for alerts, follow these steps:

Procedure

Step 1 Select **File > Preferences**.



The Console Preferences window appears.



Step 2 Enter the number of seconds for the refresh interval in the Alert Management Console in the **Minimum console 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 Enter the number of seconds for the refresh interval in the Alert Details window 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 4 Click **OK**.

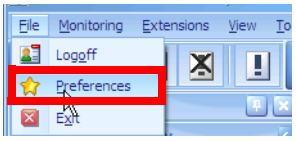
Turning off Video Integration Warnings

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.

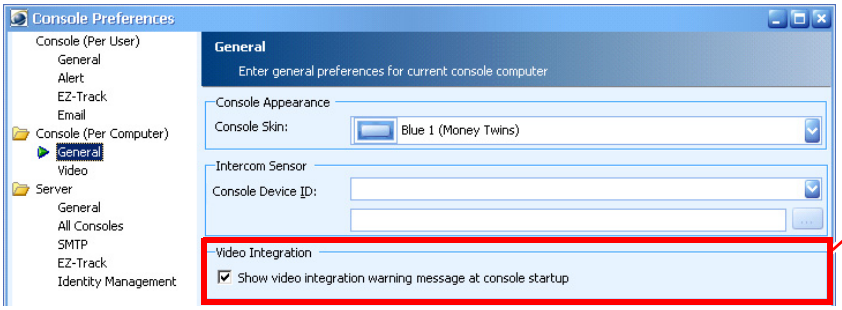
To turn off video integration warnings, follow these steps:

Procedure

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.

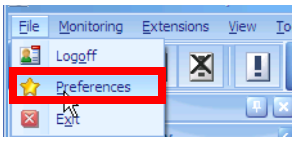
If you would like to disable this common PTZ motion control in favor of native PTZ motion control provided by external video software, then you must uncheck a preference option. When this option is unchecked, the video vendor's native PTZ movement solution will be used for camera move/zoom in video windows.

For example, with Cisco's 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, follow these steps:

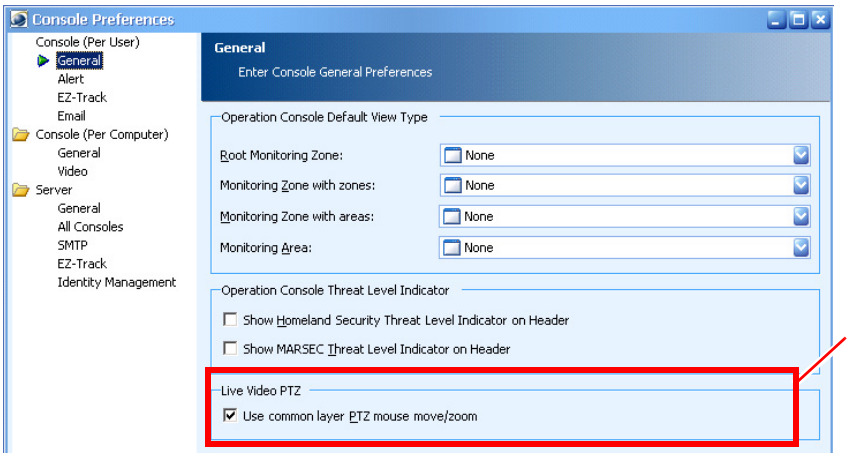
Procedure

Step 1 Select **File > Preferences**.



The Console Preferences window appears.

Step 2 Select **General** under **Console**.



Uncheck the **Use common layer PTZ mouse move/zoom** option.

Click **OK**.

Enforcing Task Completion in the Operation Console

By default, operators must complete tasks designated as Alert Acknowledgeable or Alert Closeable before being able to acknowledge or close an alert. For example, if an operator tries to close an alert for which there are open tasks, an error message will appear.

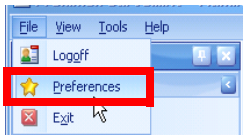
If you want to disable this behavior, and allow operators to close alerts even though critical tasks have not been completed, you can set a preference in the Administration Console.

You can also choose not to enforce task completion for false alarms by setting a server preference.

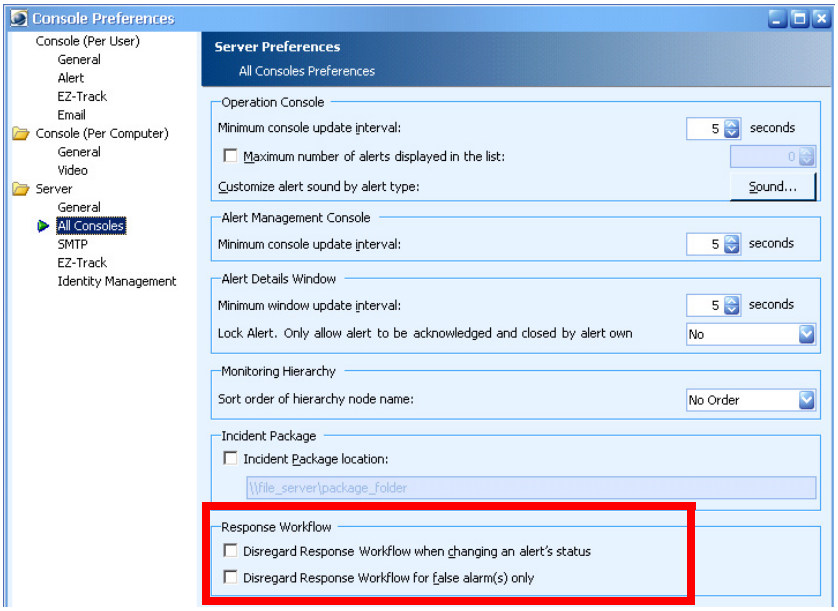
To change behavior for response task completion, follow these steps:

Procedure

Step 1 Select **File > Preferences**.



Step 2 Click **All Consoles** under **Server**.



Step 3 Check the **Disregard Response Workflow when changing an alert's status** option if you do not want to require users to complete Alert Acknowledgeable and Alert Closeable response tasks for open alerts.

Step 4 Check the **Disregard Response Workflow for false alarm(s) only** option if you do not want to require users to complete response tasks for false alarms.

Step 5 Click **OK**.

When the **Disregard Response Workflow when changing an alert's status** option is checked, the operator will receive a message when attempting to close an alert with outstanding response tasks. The operator will not, however, be prevented from closing the alert anyway.

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 *exporting* 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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