OpenEye® web services

HEALTH MONITORING ALERTS AND REPORTS

QUICK START GUIDE

Creating an Alert Rule

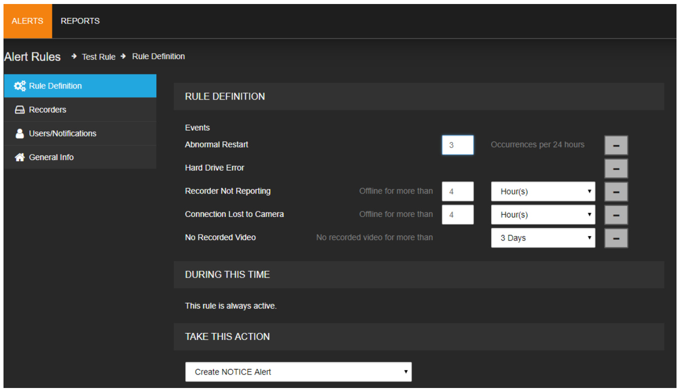
1. Log in to **OpenEye Web Services (OWS)** at https://ows.openeye.net/login.
2. From **Alerts** on the main navigation bar, select **Rules** from the dropdown menu.
3. Click **Add New Rule.**
4. Select your **Alert Type** from the dropdown menu.
   - **Health Alerts** are sent when something affects the ability of your hardware to capture or record video. The four types of health alerts are:
     a. **Abnormal Restart**
     b. **Hard Drive Error (SMART related errors)**
     c. **Recorder Not Reporting**
     d. **Connection Lost to Camera**
     e. **No Recorded Video**
   - **Storage Retention Alerts** are sent when your camera is failing to retain more than a specified number of day's worth of video.
   - **Motion Alerts** are sent when movement is detected by your camera at specified times.
   - **Sensor Alerts** are sent whenever a sensor is triggered at specified times.
6. **Name** your alert and give it a **Description** as desired.
7. Click **Add**.

Completing Your Rule

Health Alerts

Defining Your Alert Rule

1. Enter the **number of restarts** that must occur in 24 hours before sending an alert.
2. Enter the **time a recorder should be offline** before sending an alert.
   - Select **Hours** or **Minutes** using the dropdown menu.
3. Enter the **time a camera should be offline** before sending an alert.
   - Select **Hours** or **Minutes** using the dropdown menu.
4. Enter the **duration of no recorded video detected** before sending an alert.
   - Select a time period using the dropdown menu.
5. Under **TAKE THIS ACTION,** use the dropdown menu to select **Create NOTICE Alert** or **Create CRITICAL alert.**



NOTE To remove a **Health Event**, click the **–** next to the undesired event.

6. Click **Save**.

Adding Recorders and Users to Your Alert Rule

1. Click **Recorders** on the navigation sidebar.
2. Click **Add Recorder**.

NOTE If you want to apply the rule to every **Recorder**, check the box next to **Automatically include all recorders in this Alert Rule**.

3. Check the box next to each **Recorder** or **Recorder Group** you want to receive this alert.
4. Click **Add** when finished.

Adding Users to Your Alert Rule

NOTE When creating alert rules for End Users, it is possible to create and add recorder groups to the rule.

1. Click **Users/Notifications** on the navigation sidebar.
2. Click **Add User** or **Add Group**.

3. Check the box next to each **User** or **Group** you want to receive this alert.

> ***NOTE*** Users must be included in a User Group with permission to access the recorders added to the alert rule before they can view or receive alerts generated by the rule.

4. Click **Add** when finished.

Updating, Disabling, or Deleting Your Alert Rule

1. Click **General Info** on the navigation sidebar.
    - Edit the **Name** and **Description** as desired.
    - Click **Disable Rule** to turn the Alert Rule off without deleting it.
    - Click **Delete Rule** to permanently remove the Alert Rule.

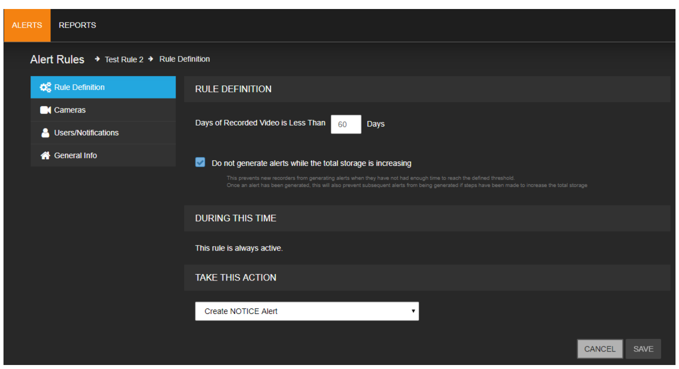
> ***NOTE*** Deleting this Alert Rule will delete the rule and all alerts associated to this rule. If you want to keep the alerts, choose the DISABLE option instead.

2. Click **Save** when finished.

Storage Retention Alerts

Defining Your Rule

1. Enter the **minimum number of days a camera should retain recorded video**. An alert will be sent if the camera falls below it.
2. Under **TAKE THIS ACTION**, use the dropdown menu to select **Create NOTICE Alert** or **Create CRITICAL alert**.



> ***NOTE*** Check the box below the entry field to prevent the system from generating alerts as long as total camera storage is increasing.

3. Click **Save**.

Adding Cameras to Your Alert Rule

1. Click **Cameras** on the navigation sidebar.
2. Click **Add Camera**.
3. Check the box next to each **Camera** you want to add to this Alert Rule.
4. Click **Add** when finished.

Adding Users to Your Alert Rule

1. Click **Users/Notifications** on the navigation sidebar.
2. Click **Add User** or **Add Group**.
3. Check the box next to each **User** or **Group** you want to receive this alert.
4. Click **Add** when finished.

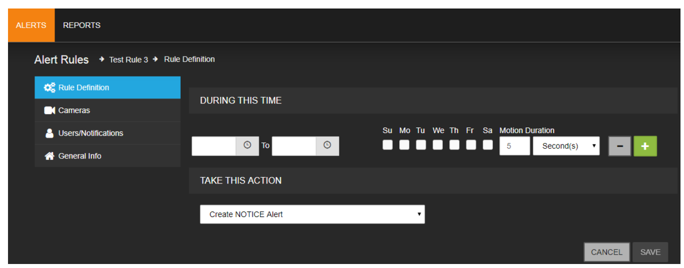
Updating, Disabling, or Deleting Your Alert Rule

1. Click **General Info** on the navigation sidebar.
    - Edit the **Name** and **Description** as desired.
    - Click **Disable Rule** to turn the Alert Rule off without deleting it.
    - Click **Delete Rule** to permanently remove the Alert Rule.
2. Click **Save** when finished.

Motion and Sensor Alerts

Defining Your Alert Rule

1. Enter the **Time of Day** range that this rule should be active for.
2. Check the boxes beneath the **Days of the Week** on which the rule should be active.
3. Select the minimum **Motion Duration** or **Sensor Duration** necessary before sending an alert.
    - Select **Seconds**, **Minutes**, or **Hours** using the dropdown menu.
4. Under **TAKE THIS ACTION**, use the dropdown menu to select **Create NOTICE Alert** or **Create CRITICAL alert**.



5. Click **Save**.

Adding Cameras or Sensors to Your Alert Rule

1. Click **Cameras** or **Sensors** on the navigation sidebar.
2. Click **Add Camera** or **Add Sensor**.
3. Check the box next to each **Camera** or **Sensor** you want to receive this alert.
4. Click **Add** when finished.

Adding Users to Your Alert Rule

1. Click **Users/Notifications** on the navigation sidebar.
2. Click **Add User** or **Add Group**.
3. Check the box next to each **User** or **Group** you want to receive this alert.
4. Click **Add** when finished.

Updating, Disabling, or Deleting Your Alert Rule

1. Click **General Info** on the navigation sidebar.
    - Edit the **Name** and **Description** as desired.
    - Click **Disable Rule** to turn the Alert Rule off without deleting it.
    - Click **Delete Rule** to permanently remove the Alert Rule.
2. Click **Save** when finished.

Creating a Report

1. Log in to **OpenEye Web Services (OWS)** at https://ows.openeye.net/login.

> **NOTE** Three default reports are automatically generated and can be modified or deleted as desired.

2. Click **Reports** on the main navigation bar.
3. Click **Add New Report**.
4. Click the **Report Type** you would like to use.
5. Enter a **Report Name** and **Report Description**.
6. Click **Create** when finished.

Completing Your Report

Day/Night and Inventory Reports

Adding Recorders to Your Report

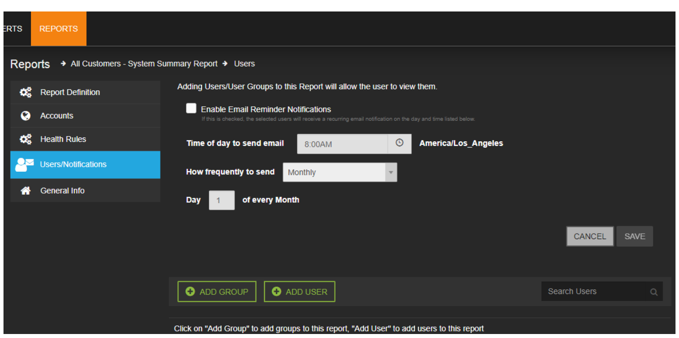
1. Click **Recorders** on the navigation sidebar.
2. Click **Add Recorder** or **Add Recorder Group**.

> **NOTE** If you want to apply the rule to every **Recorder**, check the box next to **Automatically include all recorders in this Report**.

3. Check the box next to each **Recorder** or **Recorder Group** you want to include in this report.
4. Click **Add** when finished.

Adding Users to Your Report

1. Click **Users/Notifications** on the navigation sidebar.
2. Check the box if you would like to **Enable Email Reminder Notifications**, then do the following:
   - Enter **Time of day to send** the email.
   - Select **How frequently to send** from the dropdown menu.
   - Enter the **Day of every Month** you would like to receive the email.



3. Click **Add User** or **Add Group**.
4. Check the box next to each **User** or **Group** you want to receive this report.

> **NOTE** Users must be included in a User Group with permission to access the recorders added to the alert rule before they can view or receive alerts generated by the rule.

5. Click **Add** when finished.

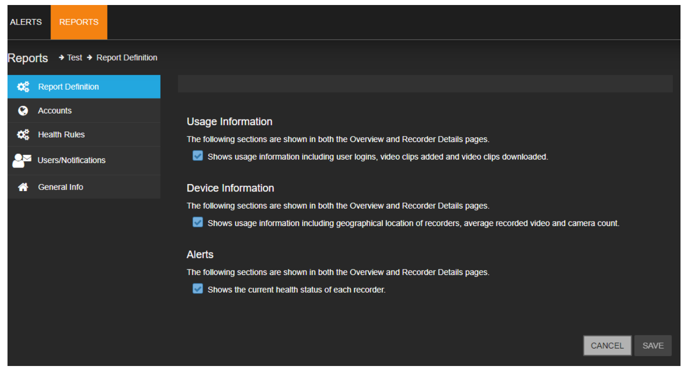
Updating, Disabling, or Deleting Your Report

1. Click **General Info** on the navigation sidebar.
   - Edit the **Name** and **Description** as desired.
   - Click **Delete Rule** to permanently remove the Report.
2. Click **Save** when finished.

System Summary Reports

Defining Your Report

1. Click **Report Definition** on the navigation sidebar.
2. Check the boxes next to each section you'd like included in your report.



3. Click **Save** when finished.

Adding Recorders to Your Report

1. Click **Recorders** on the navigation sidebar.
2. Click **Add Recorder** or **Add Recorder Group**.
3. Check the box next to each **Recorder** or **Recorder Group** you want to receive this alert.
4. Click **Add** when finished.

Adding Users to Your Report

1. Click **Users/Notifications** on the navigation sidebar.
2. Check the box if you would like to **Enable Email Reminder Notifications**, then do the following:
   - Enter **Time of day to send** the email.
   - Select **How frequently to send** from the dropdown menu.
   - Enter the **Day of every Month** you would like to receive the email.
3. Click **Add User** or **Add Group**.
4. Check the box next to each **User** or **Group** you want to receive this report.
5. Click **Add** when finished.

Updating, Disabling, or Deleting Your Report

1. Click **General Info** on the navigation sidebar.
   - Edit the **Name** and **Description** as desired.
   - Click **Delete Rule** to permanently remove the Report.
2. Click **Save** when finished.

Exporting Alert History

Filtering and Exporting Alerts

1. Log in to **OpenEye Web Services (OWS)** at https://ows.openeye.net/login.
2. Use the dropdown menu beneath **Alerts** on the main navigation bar to select **History**.
3. Click **Show Filters**.
4. Use the fields to specify which Alerts to show.

5. Click **Apply** when finished.

NOTE Exports are limited to the first 300k alerts

6. Click **Export**.
7. Click **Export** again.

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