

# **RevWatch User Manual**

MMS Version 12.1 Revision 4.2023

**MULTI-MEDIA LOGGING SYSTEMS** 





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**MULTI-MEDIA LOGGING SYSTEMS** 





# **REVWATCH GETTING STARTED**

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

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



# **LOGGING INTO THE REVWATCH PORTAL:**

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

€ Email ► Email ► Password Late Passeed CP Reserve Pa	evWatch	Providing The Future
Version 1.0 Copyright © 2016 REVCORD, All Right	Login	Today! Optimal Resolution is 1600 x 1024

**OTP** validation

- OTP validation is added to the RevWatch.
- OTP will be sent either via SMS or via email.
- Once OTP is added then only you can login.

	COP Corp Der Gel 019 9 <u>React OT</u> Verifikation sign again 7 <u>Leon Fast</u> Validate OTP	Providing The Future Today!
Version 1.0 Copyright © 201	6 REVCORD, All Rights Reserved	Optimal Resolution is 1600 x 1024



### **AUTO LOGIN FUNCTION**

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

#### **FORGOT PASSWORD:**

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

Lost Password Or Recover Password Click Here	
Lost Password Or Recover Password Click Here	
	Providing
Enable Auto Login Forget Password	Clo
Email support@revcord.c	com

# **GENERAL FEATURES**

## LogOut

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

	L Super Admin 👻
	Edit Profile Change Password
	Logout
[	Auto Login



#### **DISABLE AUTO LOGIN**

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

💄 <mark>Super Admin 👻</mark>
Edit Profile
Logout
🗹 Auto Login

#### **CHANGE PASSWORD**

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



The change password page will come up; from here the user can update their new password.

Change Password			
Email			
support@revcord	.com		
Current Password			
New Password			
Re-Enter Password			



#### **EDIT PROFILE**

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



The following Edit Profile page will come up after clicking on Edit Profile. The user can then update the new profile information from here.

Email		First Name *	
prashant@revcord.com		Prashant	
Role *		Last Name *	
Super Admin		Chauhan Rajput	
Company		Comments	
Revcord			
Mobile Number	Receive SMS Two-Factor		
+919456848087	Authentication		



## **SMS Two-Factor Authentication**

- Logged-In users can enable/disable this SMS Two-Factor Authentication through the Edit Profile feature on Right top corner.
- If it is Turned ON "Receive SMS Two-Factor Authentication" then it will send SMS instead of email.



- OTP will be sent either via SMS or via email.
- If you want to receive via SMS, then enter a valid number enabled Receive SMS Two-Factor Authentication. Else use email option.

# **OVERVIEW OF THE MAIN MENU**

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





# **DASHBOARD TAB**

The Main Dashboard provides for an overview of your servers and alerts. The Server Dashboard has the following overview about the server:

- 1. Alert Summary
- 2. RevGuard Servers
- 3. Critical Alerts
- 4. Users.
- 5. Servers and Groups.





#### ALERT SUMMARY:

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



#### **RevGuard Servers:**

The 'RevGuard Servers' pie chart shows the information/list of Offline and Online RevGuard servers.

Users can click on the pie chart 🚺 color region to view the list of online servers.

RevVVatch	Dashboard Problem List Online	Servers (502) ×	L Super Admin 👻
Carrier Communications (Communications (Commun	540 Total Registered RevG 1 1 1 1 1 1 1 1 1 1 1 1 1	University of Mam PD - CV33252014-4 20150721M - Chardon 201508721 - Statining PD 201508721 - Statining PD 201508261 - Functed PD 201508261 - Functed PD 201508261 - Function S familt 2017041401 - Deventing Comm 2015017141 - Versatile - USD PD 2015082762 - Statining PD 20150821621 - Weakington County Consolidated ARX - ATSG (MeVARX) - 2016091402 AlterrupmapePD, 20160727M - FRIMARY AlterrupmapePD, 2016077M - FRIMARY AlterrupmapePD, 20160727M - FRIMARY AlterrupmapePD, 2016077M - FRIMARY AlterrupmapePD, 201607M - FRIMARY Alte	All 713 Alert On 2016-01-16 22 33 01 2016-01-16 22 33 01 2016-01-16 22 32 03 2016-01-16 22 32 02
First Line Business 5 Integrated Communications 1		4 INDEPENDENCE COUNTY AR 911 08:40 54 (CDT). Duration: 6 Days 2 Hours 20 Minutes	2019-01-16 22:31:02
Loffler 15	📕 Online: 502 📕 Offline: 38	5 Emergency Ambulance [Periodical Alert] Emergency Ambulance goes offline on 2019-01-10 08:41:23 (CDT).	2019-01-16 22:31:02



Users can click on the pie chart **c**olor area to see the list of Offline servers.



#### **CRITICAL ALERTS:**

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

Tat	ni : 1273186								Back to	DashBoard
	Serve	e: [	All Servers			~	Search :			۹
	Server			Name	AlarmType	Measage		Alert On	Arch	ivə
1	DPSREVCORD AIS 1			Intel(R) Xeon(R) CPU E5-2450 0 @ 2.10GHz	Notice	CPU usage > 90 % for 4 mins.		5/28/2017 8:40:45 PM		e
2	DPSREVCORD AIS 1			Intel(R) Xeon(R) CPU E5-2450 0 @ 2.10GHz	Notice	CPU usage > 90 % for 4 mins.		5/28/2017 8:32:05 PM		e
3	DPSREVCORD AIS 1			Intel(R) Xeon(R) CPU E5-2450 0 @ 2.10GHz	Notice	CPU usage > 90 % for 4 mins.		5/28/2017 8:14:32 PM		e
4	DPSREVCORD AIS 1			Intel(R) Xeon(R) CPU E5-2450 0 @ 2.10GHz	Notice	CPU usage > 90 % for 4 mins.		5/28/2017 8:05:06 PM		e
5	DPSREVCORD AIS 1			Intel(R) Xeon(R) CPU E5-2450 0 @ 2.10GHz	Notice	CPU usage > 90 % for 4 mins.		5/28/2017 7:30:42 PM		8
6	West Memphis Police			varecorderex2	Notice	varecorderes2 Started		5/28/2017 7:28:20 PM		e
7	West Memphis Police			VaCtiMgr	Notice	VsCtiMgr Started		5/28/2017 7:28:05 PM		8
8	Watauga, NC 911 (Backup Site)			vsrecorderes2	Notice	vsrecorderes2 Started		5/28/2017 7:27:57 PM		8
9	West Memphis Police			VSRMSAgent	Notice	VSRMSAgent Started		5/28/2017 7:27:48 PM		8
10	Watauga, NC 911 [Backup Site]			VsCtiMgr	Notice	VsCtiMgr Started		5/28/2017 7:27:46 PM		8
11	Watauga, NC 911 [Backup Site]			VSRMSAgent	Notice	VSRMSAgent Started		5/28/2017 7:27:24 PM		8
12	West Memphis Police			vsrecorderex2	Notice	vsrecorderex2 Stopped		5/28/2017 7:26:17 PM		8
13	West Memphis Police			VsCtiMgr	Notice	VsCtiMgr Stopped		5/28/2017 7:26:10 PM		e
14	West Memphis Police			VSRMSAgent	Notice	VSRMSAgent Stopped		5/28/2017 7:26:00 PM		8
15	Watauga, NC 911 (Backup Site)			vsrecorderex2	Notice	vsrecorderex2 Stopped		5/28/2017 7:22:48 PM		e
16	Watauga, NC 911 (Backup Site)			VSRMSAgent	Notice	VSRMSAgent Stopped		5/28/2017 7:22:47 PM		8
17	Watauga, NC 911 (Backup Site)			VaCtiMgr	Notice	VsCtiMgr Stopped		5/28/2017 7:22:46 PM		e
18	MATA - ID: 51107			VaCtiMgr	Notice	VsCtiMgr Started		5/28/2017 7:16:20 PM		8
19	DPSREVCORD AIS 1			Intel(R) Xeon(R) CPU E5-2450 0 (8 2.10GHz	Notice	CPU usage > 90 % for 4 mins.		5/28/2017 7:16:23 PM		e
20	MATA - ID: 51107			varecorderex2	Notice	varecorderes2 Started		5/28/2017 7:16:01 PM		8
21	MATA - ID: 51107			VsCtiMgr	Notice	VsCtiMgr Stopped		5/28/2017 7:15:26 PM		8
22	MATA - ID: 51107			vsrecorderex2	Notice	vsrecorderes2 Stopped		5/28/2017 7:12:02 PM		8
23	Watauga, NC 911 [Backup Site]			vsrecorderex2	Notice	vsrecorderex2 Started		5/28/2017 7:04:34 PM		8



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

Page 1 of 12732	Pest Prev Neet Last

#### **USERS:**

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

- User types.
- List of users.
- User Details.



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

<b>ORev</b> Watch	Dashboard Remote Access Manage Usors Manage Groups Manage Servers Configurations -	Reports - 🔔 Prashant Chauhan Rajsut -
233 Users 🗃	User Detail	
Super Admins 14 - Ankur Gupta - Anthuran S	User Detail	Back to Users
- Charles Schwarz - Revcord Annexure Rev	Email	st Name
- Dinesh S - James Etenburn - Karthik Mohan	anthuvan@revcord.com //	Anthuvan st Name
- Sekar K - Sams SPS	Super Admin :	\$
- Sher M - Super Admin Tuke Manager	Company Mc Revcord	bbile Number
- Vasanth Neel Zachary Hoyt		
Admins 6 Dealer Admins 3	Associated Servers	
4 End Users 10 Search by server or group	Total: 0	
38 Servers     Revcord Loaner     1		Search:
Revcord Logger - Test Group 25 REVCORD OFFICE 7	+ II O Server Name	IT Group Name
Ankur System     DE SKTOP-9RST1CP     Prarteen Kommar	No data available	in table
- Provider Test	Save for email alerts	



## SERVERS AND GROUPS

In the Dashboard on the left-hand side tree view the user can view the groups and servers.

Search by server or group	
554 Servers	
Ankur System	1
BIS	29
BlueRidge Voice & Data	72
CMASS Technologies	1
Continuum systems	6
- Craig Communicatons	1
Digital Voice Loggers	1
Dittronics	1
Diversified Communications	5
Edge One Solutions	20

From the Servers and Groups list, the user can search/view the following.

- Search a server or a particular group.
- Groups.
- Associated servers on the group.
- View a server detail by selecting a server from the tree view.



# **MANAGE USERS**

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

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

Use	rs					Export to Excel
Tota	1:37			Create Nev	v   Recover Deleted U	Jser   Create New Invites
				Search :		٩
#	Email	First Name	User Role	Created Date	Groups	Actions
1	alexander.mierzwa@bisdigital.com	Alexander	End User	2017-04-17 18:55:52		
2	areue@revcord.com	Adam	Super Admin	2016-05-18 00:19:31		👁 🖍 + 🏛
3	bob.johnson@bisdigital.com	Bob	Dealer Admin	2016-07-20 23:08:54		👁 🖍 🕇 🏛
4	cgrable@blueridgevoiceanddata.com	Clark	Dealer Admin	2018-05-17 22:42:07		👁 🖍 🕇 🏛
5	CHimmelein@continuumsys.com	Chris	Dealer Admin	2018-09-28 19:14:00		◎ 🖍 🕂 🏛
6	clancey.smith@bisdigital.com	Clancey	End User	2017-04-17 18:56:25		👁 🖍 🕂 🏛
7	cschwarz@revcord.com	Charles	Super Admin	2018-05-05 03:14:27		👁 🖍 🕂 🏛
8	damian.biltres@bisdigital.com	Damian	End User	2017-04-17 18:57:20		
9	dave.michael@bisdigital.com	Dave	End User	2017-04-17 18:57:59		👁 🖍 🕇 🏛
10	della@firstline-online.com	Della	Dealer Admin	2018-09-30 21:35:23		👁 🖍 🕇 🏛
11	DPrentice@continuumsys.com	Dan	Dealer Admin	2016-09-28 00:58:52		⊚ 🖍 🕂 🏛
12	gbeaty@voiceproducts.com	Gary	Dealer Admin	2016-08-24 02:09:04		👁 🖍 🕂 🏛
13	gilbert.farfan@gmail.com	Gilbert	Dealer Admin	2016-07-29 21:18:13		👁 🖍 🕇 🏛
14	greg.shea@bisdigital.com	Greg	End User	2017-04-17 18:59:38		👁 🖍 🕇 🏛
15	helpdesk@vanbelkum.com	Help	Dealer Admin	2017-07-25 22:03:35		⊚ 🖌 🕇 🏛
16	jbritton@blueridgevoiceanddata.com	Jason	Dealer Admin	2018-08-30 20:51:22		👁 🖍 🕂 🏛



## **CREATE A NEW USER**

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

er Detail		Back to Use
mail *	Role *	
	Super Admin	
assword *	First Name *	
onfirm Password *	Last Name *	
ompany	Mobile Number	Receive SMS Two-Factor Authentication

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

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

**Super Admin** - Has access to all sites, configurations and can create any user profile (another Super Admin, Admin, Dealer Admin, End User).

**Admin** - Has access to sites assigned to it by Super Admin, can create Dealer Admin and End User.

**Dealer Admin** - Has access to sites assigned to it, can create End User only.

**End User** - Has access to the sites that are assigned to them. The End User can be assigned the Role of 'Have All Access Rights' as well.



<b>@Rev</b> Watch	Dashboard Remote Access	Manage Users	Manage Groups	Manage Servers	Con	figurations +	Reports +	🌋 Prashant Chauhan Rajput 👻
Current Admine	Edit User							
Admins 6 Dealer Admins 3	User Detail							Back to Users
End Users 10	Email				Fi	irst Name *		
Search by server or group	guest@revcord.com					Guest		
🚆 38 Servers 🔚	Role *				La	ast Name *		
Revcord Loaner 1 Revcord Loager - Test Group 25	End User			~		User		
REVCORD OFFICE 7	Company				м	lobile Number		Receive SMS Two-Factor Authentication
Ankur System DESKTOP-9RST1CP	Revcord							OFF
- Pradeep Kumar								
Trey's Dell	Have All Access Rights	?						
	Max. Remote Session D	uration	No. Of Remote Conne	ctions Per Day				
	00:10	٩	3					
	Update							

lax. Remote Session	n Duration	No. Of Remote Connections Per Day
00:10	٩	3

Here, you can configure **Connections Allowed** per day and **Session Duration** for a site.



## **INVITE A NEW USER**

You can also simply invite a User via email and have the User register. We can invite a new User by sending an invitation by clicking on 'Invites'.

By clicking "Invite New User", the User can invite other Users. It is a three-step process:

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

Email	Invitation URL	Status	Actions	
arivu@revcord.com	http://52.201.98.75/Rev/Match/Invitation/Index? CID=efKFqcMPMAs=&Email=DR4XKJdSzqPYpfm7GT1oEajJAC8qxeBV&Role=9BFVaUIFez0=	Pending	L C 🟛	
dan@firstline-online.com	http://52.201.98.75/RevWatch/Invitation/Index? CID=eft/FqcMPMAs=&Email=jQaA48aspIssZYDg_TluCH7svPK-vrEczfu588oi0YQ=&Role=1CEfoi1pvW	Pending	<b>₽</b> C <b>±</b>	
dvinson@lrcwireless.com	http://52.201 nFh0vpOkkt Invite User	Close	L C 💼	
frank@midstatecomm.net	http://52.201 CID=eff/Fqc Role Super Admin •		L C 💼	
gramirez@record.com	http://52.201 CID=eft/Fgc Email	Submit	L C 💼	
mmaier@qrsworld.com	http://52.201 CID=eft/FqcMPMAs=&Email=5ykKbMloqRMX_liB9nK3lehYHue11BuV&Role=1CEfoi1pvWo=	Fending	l C 💼	
scaloggers@aol.com	http://52.201.96.75/RevWatch/Invitation/Index? CID=eft/FqoMPMAs=&Email=Em5f4EPCR52op8kHKgziFRdvzVgalGw5&Role=1CEfci1pvWo=	Pending	L C 💼	

Once completed there will be the ability to:

- 1. See the pending invitations and status.
- 2. Ability to copy the invite email address to clipboard by clicking the icon from the Actions panel.
- 3. Ability to resend the invitation by clicking the icon from the Actions panel.
- 4. Ability to delete the pending invitation by clicking the icon from the Actions panel.



## EDIT A SINGLE USER

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

#### **DELETE A SINGLE USER**

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

#### **RECOVER DELETED USER**

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

#### **MANAGING A USER**

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

#### Update

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

#### Delete

This is where you delete a User

#### Detail

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



#### **ASSOCIATE SERVERS**

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

			Back to Use
	Search group or Sever :		
BIS			
City of Washington PD - CYA932014 Sity of Washington PD - CYA932014 Sity of Washington CO00020776 City of Washington Co00020176 City of Washington Co00020114 City of Washington Co00020114 City of Washington Co00020114 City of Washington Co00020114 City of Washington Co0002011 City of Washington Co0002011 City of Washington Co0002011 City of Washington Co000201 Ci	201510301 - Pinorest PD Pillation PD - 201512251 Pinorest PD - 201512251 Pinorest PD - 201512251 Pinorest PD - 2015080702 Pinorest PD - 2017021001 Pinorest PD - 2017021001 Pinorest PD - 201704101	CrX3132014-2 - Grayson P D     CrX3132014-2 - Monree County     Grow of Behaven PD - CrX8230214-4     Grown of Behaven PD - CrX8230214-4     Grown for Behaven PD - CrX8123014-4     Grown Reef Community - 20170314C1     Grown Reef Community - 2017041C2     Grown Reef Com	
BlueRidge Voice & Data			
Settinburg, TN Police Schröding, TN Police Lake Co, TN 911 Lake Co, TN 911 Setting Co, TN 911 Setting Co, TN 911 Setting Co, TN 911 Setting Co, TN 911 Conversite Co	Trigg Co. Kr 0 11 Consubstructure, TN Police Conserver Co. Kr V 011 Grainger Co. TN 011 Conserver Co. Kr V 011 Conserver Co. TN 011 Co	Trousdaie Co. TN 911     Gonsaborough, TN Poice     Gonsaborough, Ch 11 (Backup Site)     Gonsaborough, Ch 12 (Backup Site)     Gonsaborough, Ch File     Gonsaborough, Ch File     Gonsaborough, Ch 71 911     Gonsaborough, Ch 71 911     Gonsaborough, Ch 71 911	

#### **EXPORT USER LIST**

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





#### **GROUPS:**

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

onandor morzna ( alonandormorzna@brodignanoom )	
oups and Servers	
51 Servers	
— BIS (24)	
University of Miami PD - CYA3252014-4	
20151026C1 - Pinecrest PD	
Belmont Campus PD - 20160830C1	
City of Washington PD -CYA932014	
CYA3132014-2 - Grayson P.D	
CYA4212014-4 - Travelers Rest PD	
Dolphin Mall Telephone - 20161219C1	
Fayetteville State University - G000209776	
Grosse Pointe - MCS9232014-2	
Hillsboro PD - 20151222S1	
Hyde County Sheriff - CYA4212014-5	
Lorena PD - 20170428C1	
MCS262015-1 - SITE 1 - Coral gables	
MCS3202014-2 - Monroe County	
NorthHampton County- CYA10232014-3	
Northstar EMS - 20170210C1	
Ocean Reef Community - 20170314C1	
Rockingham PD - 20150807C2	
Town of Belhaven PD - CYA8202014-4	
Virginia Polytechic - CYA12122014-4	
Volunteer UNIT 2 - 20170411C2	
Volunteer UNIT 3 - 20170411C3	
Volunteer UNIT1 - 20170411C1	
York City PD - G000201172	
TEXAS DPS (27)	

# **MANAGE GROUPS**

The Group Module has been added for Super Admin.

Super admin users can create/edit/delete groups and super admin can put single/multiple servers in the group and can allocate an entire group to the following users, also Super Admin can add email recipients to groups (to get emails from all servers inside that group).

- Dealer Admin
- Admin User
- End Users

iro	adr				Allocate	Allocate servers to Grou	
Tota	I : 13			Create	a New Group 🖉 🖻	xport to Excel	
				Search :		٩	
	llow all the servers I	or Auto Update RevGuard suite		Allow all the serve	ers for Auto Update RevGuard suite	which are not in any Gro	
•	llow all the servers 1	or Auto Upgrade Revcord Software		Allow all the servers f	or Auto Upgrade Revcord Software	which are not in any Gre	
#	Group Name	Group Description	Total Servers	Auto Update RevGuard	Auto Upgrade Revcord Softwared	Actions	
1	Ankur System	Ankur's test system/s	3		0	o 🖌 🔤 🃋	
2	BIS	Dealer	0		0	۵ 🖌 👁	
3	Digital Voice Loggers	Dealers	0		0	o / 🗠 📋	
4	IK 11.3.1 Update Test	Automatic Upgrade Push Test	0	0	0	● / ⊠ 🕯	
5	Quasar	Test	0	0	0	۵ 🗡 👁 🕯	
6	Rev Pdkt	Server Maintenance	0	0	0	۵ 🖌 👁 📋	
	Revcord Demo						



By accessing the group Manager, the user is able to view the above 'Groups' page. The page will list 20records per page. Users can navigate to the next/last/previous/first page from the options present on the left corner of the page.

From the Group Manager page, the Super Admin perform the following:

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

#### **CREATE NEW GROUP**

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

reate New Group	
Group Detail	Back to Groups
Group Name *	
Engineering.	
Group Description	
Save	

### **ALLOCATE SERVERS TO GROUPS**

After creating the group, the user can allocate servers to the groups by accessing the 'Allocate servers to Groups.'

Groups Allocate servers to Groups
Groups Allocate servers to Group



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



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

Select Group : Ankur System		v
	Search Sever :	
Select All		
REVCORD	North Miami Beach FL PD - 20180917C1	Gallatin Co, KY - 20180809C1
20180814C1 - Washington County Consolidated	Northeastern State University - 20180723M1	Hempstead Police - 20180728C1
CYA662014-2 - Bluemound PD	Niceville - 20180726M1	New Mexico DPS - District 5
Gallatin County 911 - 20180809C1	Alcorn County 911 - 20180820C2	Sapula PD - 20180823M1
Bryant, AR PD - CYA2212014-5(Customer Provided	Ee County 911 - 20180517C1	Ust Memphis - 20180815M1
server))	Pontotoc County MS - 20180822M1	Hardin County 911 - 20180824M1
Johnson County 911 - 20180831M1	Hardin County EMS	Ridgeland MS PD - 20180904M1
Hardin County EMS	Indianapolis IN School PD - 20180911C1	Leflore County MS 911 - 20180823C1
W7_TOP_V10	St. Louis Park PD - 20180907M1	Cleveland Clinic - 20180524C1
Lovland 2	UPSREVCORD1	Cleburne County AR - 20180629M1
Miccosukee Tribe - 20180705C1	DESKTOP-8LA5SV2	DESKTOP-JAF2JIV
Hardeman County 911	Lawrence Co 911 - CYA1142015-2	Prairie Co. Sheriff DesAro, AR
Alma, AR PD - ID: 51018	Safety Vision	Glen Ridge PD - MCS4122012-1
Nationwide Skip Experts ABA Asmith - CYA5302012-3	Columbia County_NEW - 20160310M1_T1	Maricopa - 20160311M1poi098
City of Washington PD -CYA932014	20151026C1 - Pinecrest PD	CYA3132014-2 - Grayson P.D
	□	······
Allocate selected servers to Group		

After selecting the group, the Super Admin can search and select the servers that are added into that group and are needed by clicking on the 'Allocate Selected Servers to Group' (check the highlighted from the image).

For Ex: I selected the group 'Ankur System' and added PC to the group.

1	Ankur System	Ankur's test system for manuals	1		۵ 🖍 👁
---	--------------	---------------------------------	---	--	-------



## **EXPORT TO EXCEL**

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

# REVGUARD AUTO UPGRADE FEATURE FROM REVWATCH

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

Tota	1:13			Q	reate New Group	Export to Excel
				Search :		٩
	llow all the servers for Au	to Update RevGuard suite		∎ A	llow all the servers for Auto Update RevGua	rd suite which are not in any Group
	llow all the servers for Aut	to Upgrade Revcord Software		Allow	all the servers for Auto Upgrade Revcord S	Software which are not in any Group
#	Group Name	Group Description	Total Servers	Auto Update RevGuard	Auto Upgrade Revcord Softwared	Actions
1	Ankur System	Ankur's test system/s	3			o 🖍 🖾 📋
2	BIS	Dealer	0		0	o 🖍 🖾 🧰
з	Digital Voice Loggers	Dealers	0			o 🖍 🖾 🧰
4	IK 11.3.1 Update Test	Automatic Upgrade Push Test	0			o 🖍 🖾 💼
5	Quasar	Test	0		0	o 🖍 🖾 💼
6	Rev Pdkt	Server Maintenance	0		0	o 🖍 🖾 🧰
7	Revcord Demo servers	Revcord Demo servers - V10, IQ3, MD	0		0	o 🖍 🖾 🧰
8	Revcord Loaner		1			o 🖍 🖾 📋
9	Revoord Logger - Test Group	Transferred from RevWatch for RevRemote Testing	25			● / ☎ 🕯
10	REVCORD OFFICE	REVCORD Systems	7			o 🖍 🖾 🧰
11	Sekar System	Testing RevRemote	0			o 🖍 🖾 📋
12	Temp Group	Temporary Group created to hold unknown servers to know their identity	0		0	o / 🗠 🕯
13	Trey's Personal	Trey's Personal	0		0	o 🖍 🖾 📋
Page	1 of 1				[	First Prev Next Last



# AUTO UPGRADE REVCORD SOFTWARE FROM REVWATCH

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

Total : 13 Create New Group 🕹 Export to Excel								
				Search :		٩		
A	low all the servers for Au	ito Update RevGuard suite		∎ A	llow all the servers for Auto Update RevGu	ard suite which are not in any Gro		
	low all the servers for Au	ito Upgrade Revcord Software		Allow	all the servers for Auto Upgrade Revcord	Software which are not in any Gro		
#	Group Name	Group Description	Total Servers	Auto Update RevGuard	Auto Upgrade Revcord Softwared	Actions		
1	Ankur System	Ankur's test system/s	3			۵ 🗡 🖾 📋		
2	BIS	Dealer	0			o 🖍 🖾 🧰		
3	Digital Voice Loggers	Dealers	0			o 🗸 🖾 📋		
4	IK 11.3.1 Update Test	Automatic Upgrade Push Test	0			o 🖍 🖾 📋		
5	Quasar	Test	0			o 🖍 🖾 📋		
6	Rev Pdkt	Server Maintenance	0			o 🗸 🖾 📋		
7	Revcord Demo servers	Revoord Demo servers - V10, IQ3, MD	0			o 🖍 🖾 📋		
8	Revcord Loaner		1			o 🖍 🖾 📋		
9	Revcord Logger - Test Group	Transferred from RevWatch for RevRemote Testing	25			⊚ ∕ ⊠ 🕯		
10	REVCORD OFFICE	REVCORD Systems	7			o 🖍 🖾 📋		
11	Sekar System	Testing RevRemote	0			o 🖍 🖾 📋		
12	Temp Group	Temporary Group created to hold unknown servers to know their identity	0			◎ / ⊠ 🕯		
13	Trey's Personal	Trey's Personal	0			o 🖍 🖾 📋		



Once Auto Upgrade enabled, a confirmation Schedule window will open with time selection option, If date and time mentioned then RevShield will install latest Revcord IK around the specified time.

The upgrade will start around the specified time within 10 minutes. It takes approx 30-40 minutes for the IK to download and start the upgrade, subject to available bandwidth.

County KS - Sedan, KS - 2000840			F	ind LL	eare	a					Online			24
Miami PD - CYA3252014-4	Cor	nfir	ma	atio	nı	req	uire	d						>\$
- Chardon	Are vo	ou su	re v	ou wa	ant t	o en	able R	evcord So	oftware A	uto Upa	rade ?			20
- Sabine	Chau	tauq	ua C	oun	ty K	s - s	edan,	KS - 200	0840					24
- Pinecrest PD	mm	/dd/	уууу	;										24
- Versatile - USD PD	Apri	2023	•			$\uparrow$	$\downarrow$	12	23	AM			٠	24
- Washington County Consolidate	Su	Mo	Tu	We	Th	Fr	Sa	01	24	PM	res I am	No		24
Ambulance Service	26	27	28	29	30	31	1	02	25		Online			24
PD 20160727M1 PRIMARY 143.120	2	3	4	5	6	7	8	02	26		Online			>4
PD 20160727M2 SECONDARY 132	16	10	18	12	20	21	22	03	27		Online			>4
Police New 20210528M1	23	24	25	26	27	28	29	04	28		Online			24
y 911 - 20180820C2	30	1	2	3	4	5	6	05	29		Online		٠	24
lage Police & Fire	Ck	ear				То	day	06	20		Online		٠	24
20161221M2											Online			24
- CYA7172013-1			E	nd U	sers					Offline	since > 10 Mor	nth/s		24



## **REVCORD SERVER MESSAGE**

This feature is for sending the Message to the specified version Loggers. This message will be visible on the MMS in the license details dialog. Once the message is typed, Click the "Save" button to save the message. The latest message added will precede all the previous messages and will be visible in MMS once synced.

Current Message : Test Me	essage			
0				
Update Latest Message				
Type Message here	Rea	ion	Version	Save
Old Messages List				
Total .				
Show 10 v entries				Search:
# 11 Message	Reason	Version	11 CreatedOn	
1 Test Message	V12.0.1		11/28/2022 5:09:11 PM	
Showing 1 to 1 of 1 entries				Previous 1 Next

#### Allow All The Servers For Auto Update RevGuard Suite

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

Allow all the servers for Auto Update RevGuard suite



#### Allow All The Servers For Auto Update RevGuard Suite Which Are Not In Any Group

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

✔ Allow all the servers for Auto Update RevGuard suite which are not in any Group

Allow all the servers for Auto Upgrade Revcord Software

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

Allow all the servers for Auto Upgrade Revcord Software

Allow all the servers for Auto Upgrade Revcord Software which are not in any Group If this checkbox is enabled, then the servers which are all not added to any groups will be updated to the latest Revcord Software.

✓ Allow all the servers for Auto Upgrade Revcord Software which are not in any Group

#### MANAGING A GROUP

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

#### Update

This is where the group name can be updated.

#### Delete

This is where you delete a Group.

#### Detail

This provides the Group details.

#### **Assign Email Address**

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



# **MANAGE SERVERS**

In the Server area, there will is a list of available servers for the profile/role. Users can do the following from the manage servers page.

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

<b>Rev</b> Watch	Dashbo	pard Remote Access	Manage Users	Manage Groups	Manage Serve	rs Configurations -	Reports -				💄 Dinesh S 👻
33 Users III Super Admins 14 Admins 6 Dealer Admins 3	Rev	Guard Servers						1	-	Export to Exc	el
End Users 10							Search :				Q
38 Servers	#	Server Name		Group		Server Status	Alarms	Connect	Enable	Actio	ns
Ankur System 3	1	Ankur System		Ankur System		Offline since > 8 Day/s	٠	24	🗸 🖒	0 o / .	L 🖾 🗊
Revcord Loaner 1 Pewcord Loaner Test Group 26	2	Arkadelphia, AR Police - 20	0191024C2	Revcord Logger -	Test Group	Online		>\$	11	0 • / .	1 🛛 🖞
REVCORD OFFICE 7	3	Arkansas Co, AR 911 - 201	191122M2	Revcord Logger -	Test Group	Online		>\$		0 o / .	L 🖾 🛍
Pradeep Kumar Trey's Dell	4	Arkansas State Univ - Jone	esboro 20201226M2	Revcord Logger -	Test Group	Online	٠	>\$		0 • / .	1 🖾 🏛
	5	Ashley Co, AR 911 - 20190	621C1	Revcord Logger -	Test Group	Online	٠	24	11	0 • / .	L 🖾 🏛
	6	Beebe, AR Police - 201905	520C1	Revcord Logger -	Test Group	Online		24	11	8 🛛 🖉	L 🖾 🛍
	7	Dent County Sheriff, MO -	20210303M+1	Revcord Logger -	Test Group	Online	٠	>\$	~ ~	0 • / .	1 🖾 🏛
	8	DESKTOP-9RST1CP		Ankur System		Offline since > 13 Day/s		24	11	8 .	L 🖾 🏛
	9	ETSU Public Safety - 2019	1216M1	Revcord Logger -	Test Group	Online	٠	24	11	0 • / .	L 🖾 🗊
	10	Fulton County 911 - 20171	025C2	Revcord Logger -	Test Group	Online		24		0 • / .	1 🛛 🕯



## **VIEW ALARMS**

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

- 1. Remote Connection
- 2. Heart Beat (Live Chart)
- 3. Alerts Server Alerts Details with Categories
- 4. Recent Alerts Last 5 Alarms for the selected server

## LIVE CHART (HEART BEAT)

The Heart Beat is used to monitor the following items:

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

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

	LIVE	CHARTS	
CP	U 	100 MEMORY	02.28.22 PM: 78.07
0 022820 MM 022825 MM 022820 MM 022820 MM 022820 MM 02	елейским ославия ми ославия ми ославия ми	גע אין אליבובים איז פליבנים איז פליבנים איז פליבנים איז פראינים איז פראינים איז פראינים איז פראינים איז פראינים סיבובים איז פראינים איז פראי	28%5 PM 02:2836 PM 02:2835 PM
מינובינים איז מניבילים איז מניביל מניבילים איז מניבילים	савія па асавію па асавія па асавія па асавія па	ອີງ ແລະໄປທີ່ແລະໄປທີ່ແລະໄປທີ່ແລະໄປທີ່ແລະໄປທີ່ແລະໄປທີ່ແລະໄປທີ່ແລະໄປທີ່ແລະ SE CAPACITY	28 ÅS PM 02.28 ÅS PM 02.28 ÅS PM
ແລກິນທະ ແລະນັນທະ ແລະນັນທະ ແລະນັນທະ ແ Drive C [99.02 GB]	casterie casterie casterie casterie STORA( Drive D (784.8 GB)	בישלימים בעליים בעלי בעליים בעליים ב	28Å3 MA 0228Å3 MA 0228Å3 MA



## SERVER

The server alerts are listed with the following categories.

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

0	0	6	0
Total CPU Alarms	Total Memory Alarms	Total HDD Alarms	Total Network Alarms
View Details	View Details	View Details	View Details
169	63	0	

The user can view the list of alerts and they can view the total alerts by clicking the View Details.



After clicking on the 'View Details' button the user will see the following page:

Serv Serve	r : University of Miar	ns mi PD - CYA3252014-4		🛓 Exp	ort to Excel
Tot	tal : 1460			Back to Serv	ver DashBoard
		Search :			٩
#	Name	Message	Туре	Alert O	n
1	vsrecorderex2	vsrecorderex2 started on 2018-08-20 06:48:03 (CDT)	Process	2018-08	-20 17:18:23
2	VsCtiMgr	VsCtiMgr started on 2018-08-20 06:47:53 (CDT)	Process	2018-08	-20 17:18:12
3	VsCtiMgr	VsCtiMgr stopped on 2018-08-20 08:47:48 (CDT)	Process	2018-08	-20 17:18:00
4	vsrecorderex2	[Perodical Alert] vsrecorderex2 - Stopped: 2018-08-18 20:05:08 (CDT) - Duration: 34 Hours 4 Minutes	Process	2018-08	-20 16:40:15
5	vsrecorderex2	[Perodical Alert] vsrecorderex2 - Stopped: 2018-08-18 20:05:06 (CDT) - Duration: 33 Hours 5 Minutes	Process	2018-08	-20 15:40:20
6	vsrecorderex2	[Perodical Alert] vsrecorderex2 - Stopped: 2018-08-18 20:05:08 (CDT) - Duration: 32 Hours 5 Minutes	Process	2018-08	-20 14:40:26
7	vsrecorderex2	[Perodical Alert] vsrecorderex2 - Stopped: 2018-08-18 20:05:08 (CDT) - Duration: 31 Hours 4 Minutes	Process	2018-08	-20 13:40:18
8	vsrecorderex2	[Perodical Alert] vsrecorderex2 - Stopped: 2018-08-18 20:05:06 (CDT) - Duration: 30 Hours 4 Minutes	Process	2018-08	-20 12:40:20
9	vsrecorderex2	[Perodical Alert] vsrecorderex2 - Stopped: 2018-08-18 20:05:06 (CDT) - Duration: 29 Hours 5 Minutes	Process	2018-08	-20 11:40:23
10	vsrecorderex2	[Perodical Alert] vsrecorderex2 - Stopped: 2018-08-18 20:05:06 (CDT) - Duration: 28 Hours 4 Minutes	Process	2018-08	-20 10:40:15
11	vsrecorderex2	[Perodical Alert] vsrecorderex2 - Stopped: 2018-08-18 20:05:06 (CDT) - Duration: 27 Hours 5 Minutes	Process	2018-08	-20 09:40:21
12	vsrecorderex2	[Perodical Alert] vsrecorderex2 - Stopped: 2018-08-18 20:05:06 (CDT) - Duration: 26 Hours 4 Minutes	Process	2018-08	-20 08:40:17

It will list 100 records per page, users will need to click the next/before view the next page alerts and they can export the report of the alerts in Excel format by accessing the 'Export to Excel Option'.



## **RECENT ALERTS**

The recent alerts page will have all the details from the last five recent alerts from the server.

			RECI	NT ALERTS			
Last 5 Cr	ritical Alarms			Last 5 Alarms for	Channel Inactivity		
Name	Message		Alert On	Message			Alert On
vsrecorde	rex2 vsrecorderex2 starte	d on 2018-08-20 06:48:03	(CDT) 2018-08-2 17:18:23	0 911 Con 1 (1002) i	s Inactive since last 480.01 Min	5	2018-09-25 19:37:43
VsCtiMgr	VsCtiMgr started on	2018-08-20 06:47:53 (CDT	) 2018-08-2 ) 17:18:12	0 911 Pos 2 (1010) is	s Inactive since last 840.07 Min	5	2018-09-25 18:00:44
VsCtiMgr	VsCtiMgr stopped on	2018-08-20 06:47:46 (CD	T) 2018-08-2 17:18:00	0 [Perodical Alert] Cl 23:14:59 (CDT). D	nannel COM 1 (1026) is inactive uration: 08:00:23	e since 2018-09-24	2018-09-25 17:45:23
vsrecorde	rex2 [Perodical Alert] vsre 20:05:06 (CDT) - Du	corderex2 - Stopped: 2018 ation: 34 Hours 4 Minutes	-08-18 2018-08-2 16:40:15	0 IP P COMM 1 322	5991 (1032) is Inactive since la	st 360.03 Mins	2018-09-25 17:26:48
vsrecorde	rex2 [Perodical Alert] vsre 20:05:06 (CDT) - Du	corderex2 - Stopped: 2018 ation: 33 Hours 5 Minutes	3-08-18 2018-08-2 15:40:20	0 [Perodical Alert] Cl 23:14:59 (CDT). D	nannel COM 1 (1026) is inactive uration: 07:00:16	e since 2018-09-24	2018-09-25 16:45:16
Last 5 Al	arms for Hard-Disk			Last 5 Alarms for	Memory		
Name	Message	Ale	rt On	Message	A	lert On	
C:\	Drive usage < 10 % for 4	mins. 201	8-03-17 01:17:59		No record fo	ound	
C:\	Drive usage < 10 % for 4	mins. 201	8-03-17 01:13:50				
C:\	Drive usage < 10 % for 4	mins. 201	8-03-17 01:09:42				
C:\	Drive usage < 10 % for 4	mins. 201	8-03-17 01:05:32				
C:/	Drive usage < 10 % for 4	mins. 201	8-03-17 01:01:23				
Last 5 Al	arms for CPU			Last 5 Alarms for	Network		
Name	CoreName	Message	Alert On	Name	Message	Alert On	
		No record found			No record fo	ound	



# REVGUARD REMOTE VIEWER SERVICE AGENT (RevRemote)

- Service that allows the server to be controlled via RevGuard Remote Viewer Service Agent (RevRemote).
- 100% Web-based Remote Access System specifically for Revcord onsite Recorders.
- File Transfer feature.
- Whitelist Devices Feature.
- Auditable Logs for Remote Accessed Systems like who connected, at what time, for how long etc.
- RevGuard Remote Viewer Service Agent (RevRemote) can only be connected from RevWatch Server.
- Ability to start/stop RevGuard Remote Viewer Service Agent (RevRemote) remotely from RevWatch dashboard.
- This Remote Viewer Service Agent (RevRemote) has almost no UI and is distributed by and embedded in an existing product RevGuard as a patch.



## CONNECT VIA REVGUARD REMOTE VIEWER SERVICE AGENT (REVREMOTE)

The user clicks on the Start Remote Connection button available on RevWatch Dashboard to connect remote logger within the browser tab.

<b>ORev</b> Watch	Dashb	oard Remote Access Mana	age Users I	Manage Groups Manage Se	rvers Configurations +	Reports -			L Prashant	Chauhar	n Rajput •
2 33 Users	Rev	Guard Servers		✓ Succes RevGu	ss ard Server : Arkansas State U	Jniv - Jonesbord	20201226M2 AL	uthorization Gran	led. <sub>sport to</sub>		
Super Admins 1	4										
Admins	6										
Dealer Admins	3 Tota	al : 38									
End Users 1						Search :					Q
Search by server or group  38 Servers	#	Server Name	Confirm	ation required		Alarms	Connect	Enable	I	Actions	
Revcord Loaner	1 1	Ankur System						< ()	00	115	
Revcord Logger - Test Group 2	5 2	Arkadelphia AR Police - 2019102	Are you sure	you want to access Server ?	CH2		24			111	
REVCORD OFFICE	7	74144669114,7411 6466 2010102	Arkansas Si	ate Univ - Jonesboro 2020122	OWZ						
- Ankur System	3	Arkansas Co, AR 911 - 20191122					24	~ ~	0 0	11	
Pradeep Kumar	- 4	Arkansas State Univ - Jonesboro 2		Aco	ess Now Not Now		24	11	0 0	110	<b>X</b>
Provider Test     Trev's Dell	5	Ashley Co, AR 911 - 20190621C1		Revcord Logger - Test Group	Online		24		0 0	110	<b>X</b>
	6	Beebe, AR Police - 20190520C1		Revcord Logger - Test Group	Online		24	11	0 0	110	<b>X</b>
	7	Dent County Sheriff, MO - 202103	03M+1	Revcord Logger - Test Group	Online		>4		0 0	110	<b>X</b>
	8	DESKTOP-9RST1CP			Offline since > 12 Day/s		24	11	00	110	
	9	ETSU Public Safety - 20191216M	1	Revcord Logger - Test Group	Online		24	11	00	110	<b>X</b>
	10	Fulton County 911 - 20171025C2		Revcord Logger - Test Group	Online		24	11	0 0	110	<b>X</b>
	11	Huntsville - Madison Co AR 911 - 2	20210302M1	Revcord Logger - Test Group	Online		24	11	00	110	× î

After clicking on **Access Now**, the following page is opened, and the remote session starts automatically.





#### **FILE TRANSFER**

Users can transfer files to and from the onsite recorder. The file can be of any type and can be transferred to any location. The file transfer logs are also auditable. After clicking on 'Access Now,' move to the Files tab.

General Remote Control File Transfer	Events Deta	is Welcome Prashant Chauhan Rajput. 🛾	ilose
Disconnect Connected		Activ	ons
Up Select All Rename Delete Edit	New Folder Uploa	Cut Copy Paste Zip Refresh Find	
Root / C:		Sort by name	۷
			۸ ۱
Users			
		35 bytes 5/19/2021, 8:51:37 P	w

#### **EVENTS**

Auditable Logs for Remote Accessed Systems like who connected, at what time, for how long etc.

General	Remote Control File Transfer	Events	Details	Welcome Prashant Chauhan Rajput. <u>Close</u>
				Show Last 60 🗸 📩
5/20/2021				
1:22:1	8 AM - agupta → Started remote des	ktop without notifi	cation	
₹ 1:22:1	8 AM - agupta → "Prashant Chauhan	Rajput" via RevWat	ch Started desktop session "br92m1vkaxu" from 173.216.252.157 to 1.22.184.20	
1:22:1	7 AM - agupta → Displaying toast me	ssage, title="RevRe	mote", message="Prashant Chauhan Rajput started Remote Control Session."	
1:22:1	7 AM - agupta → Displaying toast me	ssage, title="RevRe	mote", message="Prashant Chauhan Rajput started Remote Control Session."	
5/19/2021				
10:10:	07 PM - <u>agupta</u> → Locking remote us	er out of desktop		
10:10:	07 PM - agupta → Displaying toast m	essage, title="RevF	emote", message="Super Admin stopped Remote Control Session."	
10:10:	07 PM - <u>agupta</u> → Locking remote us	er out of desktop		
<b>2</b> 10:10:	07 PM - <u>agupta</u> → "Super Admin" via	RevWatch Ended d	esktop session "aulzywmld97" from 103.163.248.213 to 173.216.252.157, 94 second(s)	
10:08:	33 PM - <u>agupta</u> → Started remote de	sktop without noti	fication	
2 10:08	33 PM - <u>agupta</u> → "Super Admin" via	RevWatch Started	desktop session "aulzywmld97" from 173.216.252.157 to 103.163.248.213	
10:08:	32 PM - <u>agupta</u> → Displaying toast m	essage, title="RevF	emote", message="Super Admin started Remote Control Session."	
10:08:	32 PM - <u>agupta</u> → Displaying toast m	essage, title="RevF	emote", message="Super Admin started Remote Control Session."	
10:07:	41 PM - <u>agupta</u> → Locking remote us	er out of desktop		
₽ 10:07:	41 PM - <u>agupta</u> → "Super Admin" via	RevWatch Ended d	esktop session "0l0afij37w8a" from 103.163.248.213 to 173.216.252.157, 127 second(s)	
10:07:	41 PM - <u>agupta</u> → Locking remote us	er out of desktop		
10:07:	41 PM - <u>agupta</u> → Displaying toast m	essage, title="RevF	emote", message="Super Admin stopped Remote Control Session."	
10:07:	41 PM - <u>agupta</u> → Locking remote us	er out of desktop		
10:05:	34 PM - <u>agupta</u> → Started remote de	sktop without noti	fication	
<b>2</b> 10:05:	34 PM - <u>agupta</u> → "Super Admin" via	RevWatch Started	desktop session "Ol0afij37w8a" from 173.216.252.157 to 103.163.248.213	
10:05	33 PM - <u>agupta</u> → Displaying toast m	essage, title="RevF	emote", message="Super Admin started Remote Control Session."	
10:05	33 PM - <u>agupta</u> → Displaying toast m	essage, title="RevF	emote", message="Super Admin started Remote Control Session."	
9:24:5	2 PM - <u>agupta</u> → Displaying toast me	ssage, title="RevRe	mote", message="Ankur Gupta stopped Remote Control Session."	
9:22:5	1 PM - <u>agupta</u> → Locking remote use	r out of desktop		
₹ 9:22:5	1 PM - <u>agupta</u> → "Dinesh S" via RevW	atch Ended deskto	o session "xtyu02fmat" from 49.37.219.105 to 173.216.252.157, 572 second(s)	
9:22:5	0 PM - <u>agupta</u> → Locking remote use	r out of desktop		
9:22:5	0 PM - <u>agupta</u> → Displaying toast me	ssage, title="RevRe	mote", message="Dinesh S stopped Remote Control Session."	
9:22:5	0 PM - <u>agupta</u> → Locking remote use	r out of desktop		



## ENABLE/DISABLE REVGUARD

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

ev	Guard Servers				l	2	Export to Excel
Tota	1:38						
				Search :			٩
#	Server Name	Group	Server Status	Alarms	Connect	Enable	Actions
1	Ankur System	Ankur System	Offline since > 7 Day/s		2/\$	🗸 🕐	8 🛛 🖍 🛔 🖾 📋
2	Arkadelphia, AR Police - 20191024C2	Revcord Logger - Test Group	Online		24	<b>~ ~</b>	8 👁 🖍 🛓 🖾 💼
3	Arkansas Co, AR 911 - 20191122M2	Revcord Logger - Test Group	Online		24	Click to	o disable RevGuard
4	Arkansas State Univ - Jonesboro 20201226M2	Revcord Logger - Test Group	Online		24	11	0 • / 1 = 1
5	Ashley Co, AR 911 - 20190621C1	Revcord Logger - Test Group	Online		24		8 • / 1 🛚 🕯
6	Beebe, AR Police - 20190520C1	Revcord Logger - Test Group	Online		24	11	8 👁 🖍 上 🖄 📋



## ENABLE/DISABLE REVGUARD REMOTE VIEWER SERVICE AGENT (REVREMOTE)

When we disable RevGuard Remote Viewer Service Agent (RevRemote) from RevWatch, User will not be able to Connect remote user. The Connect button will disable upon disabling RevGuard Remote Viewer Service Agent (RevRemote).

Rev	Guard Servers				l		Export to Excel
Tota	1: 38						
				Search :			٩
#	Server Name	Group	Server Status	Alarms	Connect	Enable	Actions
1	Ankur System	Ankur System	Offline since > 7 Day/s		24	🗸 🕐	6 👁 🖍 上 🗷 💼
2	Arkadelphia, AR Police - 20191024C2	Revcord Logger - Test Group	Online		24	11	8 👁 🖍 🛓 🖄 💼
3	Arkansas Co, AR 911 - 20191122M2	Revcord Logger - Test Group	Online		24		Click to disable RevRemoteAgent

## MANAGING A SERVER

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

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



#### **VIEW SERVER INFORMATION**

The User can view the server Information by clicking on the Info <sup>3</sup> Symbol under the Action column.

Server Information	×
Server: Dealer:	Bald Knob Police - 20180307C1 Rhodes Lauck & Associates
Revcord	
Serial Number: Version:	20180307C1 10.1
License Expire:	PERMANENT
Resources	
Operating system:	Microsoft Windows 10 Pro (64)
CPU:	4 Cores
Memory:	8 GB
Windows Updates	
Enabled: Last installation success: Reboot required:	Yes 2018-09-25 08:58:51 (CDT) Yes

#### VIEW SERVER DETAILS

The User can view the server details by clicking on the Eye Symbol under the Action column.



#### EDIT A SERVER DETAILS

The User can edit and update the server connection details by clicking on the Edit 'Symbol that looks like a pencil under the "Actions" panel. In addition, the user can set 'Offline Duration in Minutes'.

vGuard Server Detail		Back to Serve
Server Name University of Miami PD - CYA3252014-4 TV Remote Control Id 218973713	Offline Duration in Minutes 30 TV Password	
Notes		

#### **OFFLINE DURATION IN MINUTES**

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

Offline Duration in Minutes	
30	



#### **ASSIGN EMAIL ADDRESS**

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

I	Back to Server
Save	
Search:	
	Actions
	Actions
	Save Reset

#### **DELETE SERVER DETAIL**

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

# **CONFIGURATIONS**

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

- SMTP
- Database
- Outgoing Email
- Inactivity Schedule
- Authorized Devices
- RevGuard Password

Configurations -
SMTP
Database
Outgoing Email
Inactivity Schedule
Authorized Devices
RevGuard Password



## **EMAIL RECIPIENT SETTING PAGE (SMTP):**

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

SMTP Configurations	
Edit SMTP Configurations	
SMTP Username	SMTP Password
revwatch@revcord.com	
SMTP Host	SMTP Port
smtp.gmail.com	587
SSL 🥑	
Save Settings Reset	1

#### <u>Settings</u>

- 1. SMTP Username: Full email address.
- 2. SMTP Host: smtp.gmail.com (For Gmail Users).
- 3. Password: SMTP User Email Password.
- 4. Port: 567
- 5. Security: SSL



## **DATABASE CONFIGURATION**

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

- 1. Database Settings
- 2. TeamViewer Account Settings
- 3. RevWatch URL

Change RevWatch Database settings	Change RevWatch URL settings
SQL Server	RevWatchUrl
(local)\Revcord	http://129.213.54.40/RevWatch/
Database	
Revwatch	Test Connection Save
Jsername	
RevDB	
assword	
ge Team Viewer Account Access Token	

#### **CHANGE DATABASE SETTINGS**

The Super Admin user can change the RevWatch Database connection settings anytime from the Database Configuration page. The user will have to fill in the form to change the settings.

- SQL Server RevWatch server database connection setting.
- Database RevWatch Database Name.
- Username RevWatch Database Connection Username.
- Password RevWatch Database connection password.



#### **RevWatch URL Connection Settings**

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

#### **OUTGOING EMAIL**

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

Outgoing Email					💆 Exp	oort to Excel
						Add Entry
Total : 0						
			Se	arch :		٩
# User Name	Host	Port	SSL	Quota Exceeded	Quota Exceeded On	Actions
Page 0 of 0					First Prev	Next Last

### EDIT OUTGOING EMAIL

Edits Outgoing Email details.

0	utgoing Email Configurations	Outgoing Email
E	dit Outgoing Email Configurations	
	SMTP Username	SMTP Password
	support@revcord.com	
	SMTP Host	SMTP Port
	1	
	SSL	
	Save Settings Reset	



## **INACTIVITY SCHEDULE**

This module is added for Super Admin User.

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

- Channel Inactivity Alert
- Channel Range Inactivity Alert

Ina	ctivity Schedules			Apply Schedu	ule to Group
Tot	al : 6		Create New	Inactivity Schedule	Export to Excel
			Search :		٩
	Allow all Inactivity Schedules to be Fo	ollowed			
#	Schedule Name	Schedule Description	Applied On Groups	Auto Follow Schedules	Actions
1	First Test Inactivity Schedule	First Test Inactivity Schedule Description	1	×	۵ 🖍 🕲
2	Schedule to be followed	Schedule Description to be followed	3		۵ 🖍 🕲
3	sdfa		0		۵ 🖍 🕲
4	Second Test Inactivity Schedule	Second Test Inactivity Schedule Description	1		۵ 🖍 🕲
5	Tasfda		0		۵ 🖍 🕲
6	Title Schedule needs to be synced to RevGuard	Description of Schedule needs to be synced by RevGuard Service	4	ø	۵ 🖍 🕲
Pag	e 1 of 1			First Prev	Next Last

By accessing the Inactivity Schedule Configuration, the user can view the above 'Inactivity Schedule' page.

The page will list 20 records per page. Users can navigate to the next/last/previous/first page from the options present on the left corner of the page.

From the Inactivity Schedule page, the Super Admin perform the following:

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



#### **CREATE NEW INACTIVITY SCHEDULE:**

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

activity Schedule Detail		Back to Inactivity Schedu
Inactivity Schedule Name *		
Schedule Description		
Inactivity Start Time *	Inactivity End Time *	
nacuvity start rime	madarity End Time	

#### **APPLY SCHEDULE TO GROUPS**

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

Inactivity Schedules Apply Schedule to Groups

By clicking the 'Apply Inactivity Schedule' the following will come up.

pply Inactivity Schedu	le To Groups	
Select Inactivity Schedule :	Select Inactivity Schedule	Ŧ
	Select Inactivity Schedule	
	First Test Inactivity Schedule	
	Schedule to be followed	
	sdfa	
	Second Test Inactivity Schedule	
	Tasfda	
	Title Schedule needs to be synced to RevGuard	

The user needs to select the Inactivity Schedule name from the select Inactivity Schedule dropdown.



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

Select Inactivity Schedule :	Second Test Inactivity Schedule				
	s	earch Group :			
Select All					
Loffler	Rhodes Lauck & Associates	End Users			
BIS	OBS	Word systems			
Voice Products	REVCORD OFFICE	Versatile Information Products.			
Mid State Communications	Test	we			
x	Diversified Communications	00			
RevCord Test Systems	Edge One Solutions	Stephen Campbell & Associates			
Trey's Personal	BlueRidge Voice & Data	Electronic Safety Services			
QRS	Continuum systems	Electronic Office systems			
First Line Business	Midstate Communications	Mobitel			
TEXAS DPS	CMASS Technologies	Dittronics			
Grabar	Craig Communicatons	Digital Voice Loggers			
New Mexico	Louisiana Radio	Engineering.			
uyuy	QRS	VanBelkum			
Revcord Demo servers	Warner Communications	Ankur System			
Integrated Communications					

After selecting the Inactivity Schedule, the super Admin can search and select the Groups on which Schedule need to be applied and need to hit the 'Apply Schedule to Selected Group' (check the highlighted from the image). For Ex: I selected the group 'Ankur System' and applied a Schedule to it.

4 Second Test Inactivity Schedule Second Test Inactivity Schedule Description	1	V	۵ 🖍 🕲
---	---	---	-------

## **EXPORT TO EXCEL**

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

### **FOLLOW INACTIVITY SCHEDULE**

The Super Admin user can make the schedule to be followed by All Servers of all groups to be applied by enabling the 'Follow Inactivity Schedule' from the Inactivity Schedules Page. If the Follow Inactivity Schedule is checked then all the Group Servers will follow the Inactivity Schedule. If the check box is disabled for an Inactivity Schedule, then all the



Group servers present will not follow that Schedule. So, the following Inactivity Schedule can be handled easily from RevWatch for Groups.

ctivity Schedules			Apply Schedu	ule to Grou
al : 6		Create New	Inactivity Schedule	Export to Excel
		Search :		٩
Allow all Inactivity Schedules to be Fo	llowed			
Schedule Name	Schedule Description	Applied On Groups	Auto Follow Schedules	Actions
First Test Inactivity Schedule	First Test Inactivity Schedule Description	1		۵ 🖍 💿
Schedule to be followed	Schedule Description to be followed	3	×	۵ 🖍 🕲
sdfa		0		۵ 🖍 🕲
Second Test Inactivity Schedule	Second Test Inactivity Schedule Description	1		۵ 🖍 🕲
Tasfda		0		۵ 🖍 💿
Title Schedule needs to be synced to RevGuard	Description of Schedule needs to be synced by RevGuard Service	4		۵ 🖍 🕲
	ctivity Schedules al : 6 Allow all Inactivity Schedules to be For Schedule Name First Test Inactivity Schedule Schedule to be followed sdfa Second Test Inactivity Schedule Tasfda Tatle Schedule needs to be synced to RevGuard	ctivity Schedules         al: 6         Allow all Inactivity Schedules to be Followed         Schedule Name       Schedule Description         First Test Inactivity Schedule       First Test Inactivity Schedule Description         Schedule to be followed       Schedule Description to be followed         schedule to be followed       Schedule Description to be followed         sdfa       Second Test Inactivity Schedule Description         Tastda       Description of Schedule needs to be synced to RevGuard Service	Create New         Image: Search End of the Search End of Search End	Apply Schedules         al 6       Create New Inactivity Schedule       2         al 6       Search ::       2         Schedule Name       Schedule Description       Applied On Groups       Auto Follow Schedules         First Test Inactivity Schedule       First Test Inactivity Schedule Description       1       2         Schedule to be followed       Schedule Description to be followed       3       2         schedule to be followed       Schedule Description to be followed       3       2         sefa       0       0       1       2         Tastda       Scond Test Inactivity Schedule Description       1       2       2         Tastda       Schedule needs to be synced to Rescription of Schedule needs to be synced by Rescription of Schedule needs to be synced by Rescription Schedule Needs to De Sc

#### Allow All Inactivity Schedule To Be Followed

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

Allow all Inactivity Schedules to be Followed

#### **MANAGING AN INACTIVITY SCHEDULE**

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

#### Update

This is where the Inactivity Schedule details can be updated.

#### Delete

This is where you delete an Inactivity Schedule.

#### Detail

This provides the Inactivity Schedule details.



#### **AUTHORIZE DEVICES**

This new feature is managed from RevWatch UI. Only users/customers having their Device ID pre-verified by their own can reach RevWatch portal. We only allow Agent incoming connections from Authorized Device IDs only.

When a user/customer login from a new device it will send verification mail to the entered mail id.



Then the user/customer needs to click the link received on mail to request access to the RevWatch Customer Portal via a new Device.



Once the Device Email verification got over, it will be reflecting in the Authorize Devices list and the user can manage (Delete) the authorized devices by Action **Delete**.

**Note:** Every user/customer can see only his authorized devices.



		Search :	C
#	Device Details	Device Authorized On	Actions
1	c167dce10e749713801c4679044ea29a	5/20/2021 8:15:30 AM	<b></b>
2	aa2a82ce5aba571630d840cb22d9811a	5/20/2021 6:11:07 AM	â

## **RevGuard Password**

From the configuration dropdown list, Change RevGuard password globally from RevWatch portal.

<b>()</b> RevWatch	Dashboard	Remote Access	Manage Users Manage Groups	Manage Servers	Configurations +	Reports -	💄 Dinesh S 👻
Ø	~				SMTP		
💄 34 Users 🗮	Curren	t Password :	support123		Database		
Super Admins 14					Outgoing Email		
Admins 6	Updat	e Latest Password			Inactivity Schedule		
Dealer Admins 4					Authorized Devices		
End Users 10	Туре	Password here	Reason		RoyCuard Pacewor	4	Save Reset
Search by server or group					Revolution Fasswor	•	
38 Servers							
Ankur System 2	Old Pa	asswords List					
Revcord Loaner 1							
Revcord Logger - Test Group 25	Total :						
REVCORD OFFICE 8							
Pradeep Kumar     Trey's Dell	Show	10 v entries				Search:	
	# 11	Password		Reason		CreatedOn	11
	1	support123		test		4/9/2021 4:48:22 AM	
	2	TestPass@12345		test		4/8/2021 5:51:49 AM	
	3	TestPass@1234		test		4/8/2021 5:39:18 AM	
	4	TestPass@123		test		4/8/2021 5:32:47 AM	
	5	TestPass@24		Test		4/6/2021 10:25:39 PM	
https://test.revwatch.revcord.com/RevWat	tch/SuperUser/E	DashBoard i entries					Previous 1 Next



# REPORTS

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



- Recorder System Information
- Problem List

#### **RECORDER SYSTEM INFORMATION:**

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

ecorder System Information						🛓 Export to	o Excel 🖉	Export to PDF	
Total: 555					Note: B	old text in S	erver name indicates Rev	rcord serial numb	
			All Dealers						
	Revcord		Resources			Windows Updates			
server	Version	License Expire	OS	CPU	RAM	Enabled	Last Installation	Reboot Req.	
		Dealer	BIS 29						
University of Miami PD - CYA3252014-4									
20151026C1 - Pinecrest PD									
Bay Harbor Islands - 20180425M1									
BCI Bank Miami - 164495									
Belmont Campus PD - 20160830C1									
Calvin College - 20180618C1									
City of Washington PD -CYA932014 [CYA932014-4]									
CYA3132014-2 - Grayson P.D									
CYA4212014-4 - Travelers Rest PD									
Dolphin Mall Radio - 20151119C1									
Dolphin Mall Telephone - 20161219C1									

- Revcord
  - Version
  - License Expire
- Resources
  - 0S
  - CPU
  - RAM
- Windows Updates
  - Enable
  - Last Installation
  - Reboot Req.



#### **SELECTING DEALERS**

The super admin can select the dealers from the List given under All Dealers.

Recorder System Information			Z Export to Excel Z Export to PDF								
Total: 555			Note: Bold text in Server name indicates Revco	rd serial number							
			All Dealers All Dealers	▼ ▲							
Server		Revcord	Ankur System								
	Version	License Expire	DIS BlueDidge Voice & Data								
		Dealer	CMASS Technologies								
University of Miami PD - CYA3252014-4			Continuum systems								
20151026C1 - Pinecrest PD			Digital Voice Loggers								
Bay Harbor Islands - 20180425M1			Dittronics								
BCI Bank Miami - 164495			Edge One Solutions								
Belmont Campus PD - 20160830C1			Electronic Office systems								
Calvin College - 20180618C1			Electronic Safety Services End Users								
City of Washinoton PD -CYA932014 (CYA932014-4)			First Line Business								
CYA3132014-2 - Grayson P.D			Loffler Louisiana Radio								
CYA4212014-4 - Travelers Rest PD			Nd State Communications New Mexico OBS								
Dolphin Mall Radio - 20151119C1											
Dolphin Mall Telephone - 20161219C1											
Favetteville State University - G000209776											

As I have selected 'Rhodes Lauck & Associates', the following information can be viewed.

ecorder System Information				🛓 Exp	ort to Excel	Export to PDF				
Total: 127					N	lote: Bold text	in Server name indicates R	evcord serial nur		
			Rhodes L	auck & As	ssociates	1				
		Revcord	Res	Resources			Windows Updates			
Server	Version License Expire		OS	CPU	RAM	Enabled	Last Installation	Reboot Req.		
		Dealer Rhodes La	uck & Associ	ates 127	7					
20180326C2										
Alcorn County [CYA9282012-3]										
Ashley County Hamburg AR [20150610C2]										
Bald Knob Police - 20180307C1	10.1	PERMANENT	10 Pro (64)	4	8 GB	Yes	2018-09-24 09:35:10	Yes		
Coahoma County - 20170918C1										
Franklin County MS Sheriff [CYA11122013-2]										
Lonoke Co Sheriff Lonoke, AR [20160112S1]										
Yalobusha County 911 - MCS2132018-1 [20180219M2]	10.1	PERMANENT	10 Pro (64)	4	8 GB	Yes	2018-09-25 01:52:52	Yes		

### **EXPORT REPORT**

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

A Export to Excel

Export to PDF



# **PROBLEM LIST**

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

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



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

<b>Rev</b> Watch		Dashboard Remote Access	Manage Users	Manage Groups	Manag	je Servers	Configurations -	Reports -			L Prashant Chauhan Raj	iput <del>-</del>	
G	3							Recorder Sy	stem Informatio	n			
💄 33 Users 🗮		Recorder Problem List						Problem List Excel			Export to PDF		
Super Admins 1	14							-					
Admins	6	Coursels by annual										~	
Dealer Admins	3	Search by server All Systems							•				
End Users 1	10	Total: 29 Problem reported in last 30 minutes    Auto refresh in 00:00:37											
Search by server or group												_	
🚍 38 Servers 🔚		RECORDER PROBLEM START OF PROBLEM (CDT)					DURATION DETAILS						
Revcord Loaner	1	DEALER Revcord Logger - Test Group											
Revcord Logger - Test Group 2	25	Napoleon PD - 20181119C1	PD - 20181119C1 PROCESS 20			2021-04-28 17:18:11		2 weeks 6 days 17	:28:20	VsCtiMgr.exe cra	ash		
REVCORD OFFICE	7	Stephen Campbell Buffalo State - 20200603M1 PROCESS		2	2021-05-08 22:47:12		1 week 3 days 11:59:19 Avtec-Process		Avtec-Process G	to-Process GOOD OPERATION			
- Ankur System	-	DEALER REVCORD OFFICE											
– DESKTOP-9RST1CP		Revoord Internal Logger Windows		PROCESS	PROCESS 2021-04-10 03:02:13		3	5 weeks 4 days 07:44:18		VsRecorderEx2.exe crash			
- Pradeep Kumar				PROCESS	2	2021-04-13 08:19:45		5 weeks 1 day 02:28:48		VsCtiMgr.exe crash			
Trev's Dell				PROCESS	2	2021-05-13 08:45:03		6 days 02:01:28		VsCtiMor.exe crash		_	
	-			PROCESS	2	021-05-14 08:00:4	•	5 days 02:45:42		VsRecorderEx2	exe crash	_	
				pposses	-	001.05.14.00.50.0	-	5 days 01/59/07			annad	_	
				PROCESS	2	021400414 08:00:2	-	0 Gays 01:00:07		varecorderex2 st	oppeo		
				PROCESS	2	021-05-14 08:55:3	3	5 days 01:50:58		VsCtiMgr stoppe	d		
				SERVICE	2	021-05-14 09:04:3	4	5 days 01:41:57		NewVsRMSAger	nt stopped		