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# RevWatch User Manual

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MMS Version 12.1  
Revision 4.2023

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## REWATCH 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 <http://revwatch.revcord.com/RevWatch/Account/Login> and below login screen will appear:

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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.

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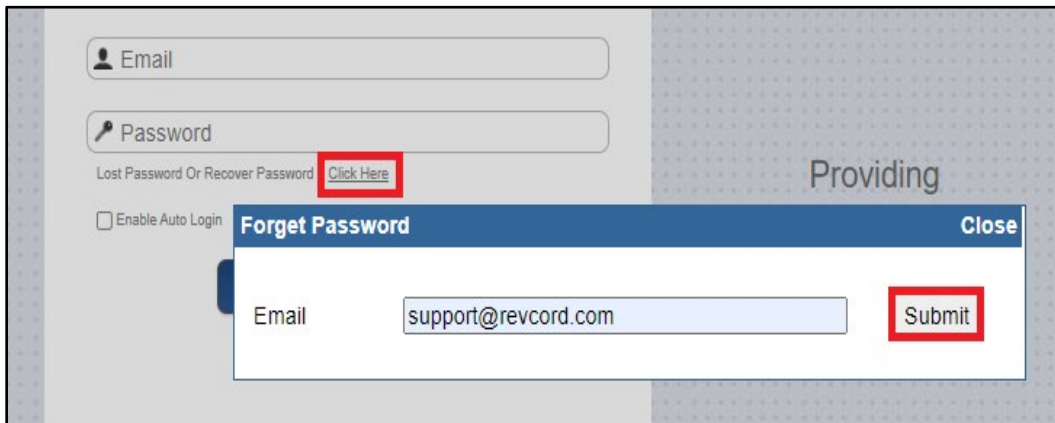
Optimal Resolution is 1600 x 1024

## 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:

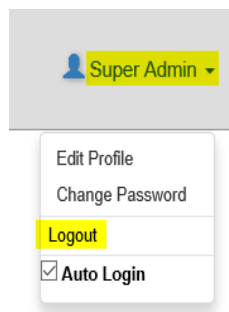
From the login page the user can access and receive the forgotten password to the respective email ID.



## GENERAL FEATURES

### LOGOUT

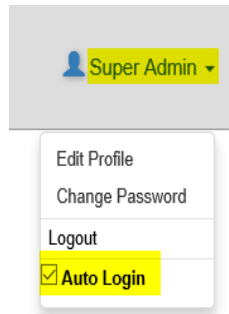
To logout from the web user interface, go to the logged in user drop down, a popup will appear. Click on logout.





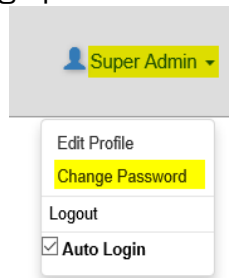
## DISABLE AUTO LOGIN

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.



## 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

Change Password

Email  
support@revcord.com

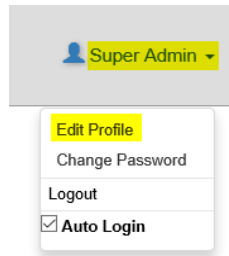
Current Password  
[Input Field]

New Password  
[Input Field]

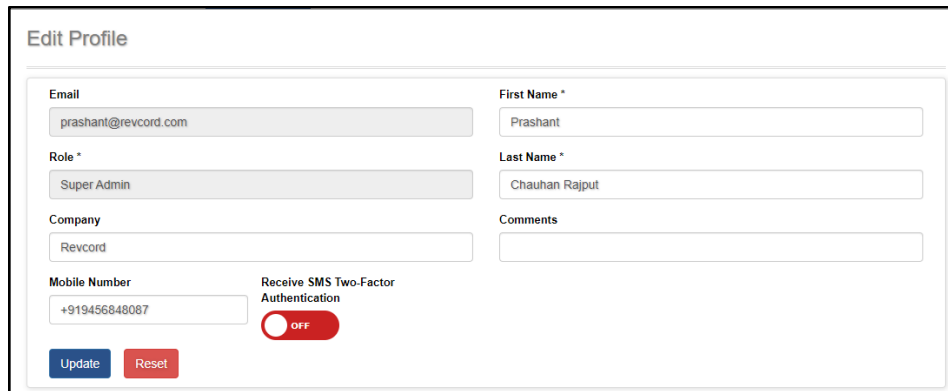
Re-Enter Password  
[Input Field]

## EDIT PROFILE

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

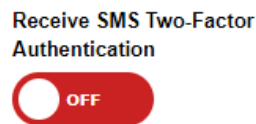


The following Edit Profile page will come up after clicking on Edit Profile. The user can then update the new profile information from here.

A screenshot of the "Edit Profile" form. The form is titled "Edit Profile" and contains several input fields and a toggle switch. The fields are: "Email" (prashant@revcord.com), "First Name \*" (Prashant), "Role \*" (Super Admin), "Last Name \*" (Chauhan Rajput), "Company" (Revcord), and "Comments". There is also a "Mobile Number" field with the value "+919456848087" and a "Receive SMS Two-Factor Authentication" toggle switch currently set to "OFF". At the bottom, there are "Update" and "Reset" buttons.

## SMS Two-Factor Authentication

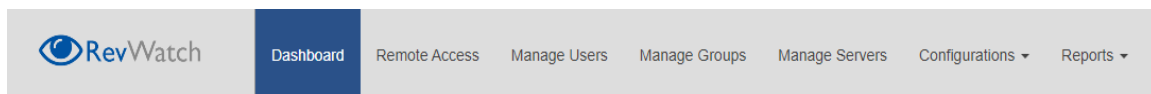
- Logged-In users can enable/disable this SMS Two-Factor Authentication through the Edit Profile feature on Right top corner.
- If it is Turned ON "Receive SMS Two-Factor Authentication" then it will send SMS instead of email.



- 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.

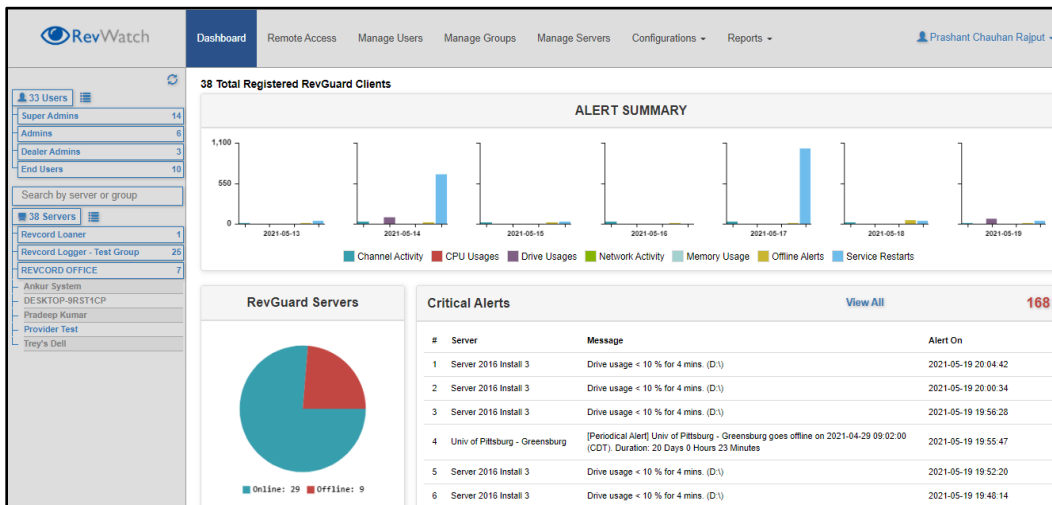


- Dashboard
- Remote Access
- Manage Users
- Manage Groups
- Manage Servers
- Configurations
- Reports

# DASHBOARD TAB

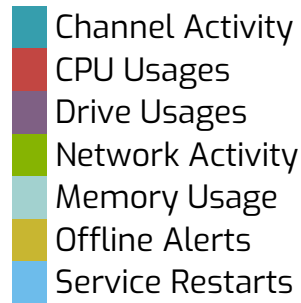
The Main Dashboard provides for an overview of your servers and alerts. The Server Dashboard has the following overview about the server:

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.

The screenshot shows the RevWatch dashboard with a 'Problem List' tab selected. A modal window titled 'Online Servers (502)' is open, displaying a list of servers. The list includes:

1	University of Miami PD - CYA3252014-4
2	20150721M1 - Chardon
3	20150729M1 - Kittering PD
4	20150607C1 - Sabine
5	20151026C1 - Pinecrest PD
6	20160205C1 - SUNY IT
7	20160413C1 - Dent Co Sheriff
8	20170404C1 - Perkins Township PD
9	20170410M1 - Diversified Comm
10	20180117M1 - Versatile - USD PD
11	20180326C2
12	20180814C1 - Washington County Consolidated
13	ABX - ATSG (NEVAEX) - 20160914M2
14	AlbuquerquePD_20160727M1 - PRIMARY
15	AlbuquerquePD_20160727M2 - SECONDARY
16	Alcorn County 911 - 20180820C2
17	Alfalfa County Sheriffs - CYA1222013-5
18	Alma_NEW - 20170503C1
19	Amarillo Brokerage Company - G00020603
20	Amberley Village Police & Fire
21	Andover PD
22	Antler PD - MCS212019-2
23	Apache Junction PD - MCS8112012-3
24	Arizona Dept. of Corrections - MCS4212014-4
25	Arkadelphia, AR PD
26	Arkansas County 911 - MCS1062014-1
27	Ashburn - CYA3132014-3
28	Ashley County Hamburg AR

The dashboard also shows a bar chart for '540 Total Registered RevGuard Servers' and a pie chart for 'RevGuard Servers' with 502 online and 38 offline servers. An alert list on the right shows details for 'INDEPENDENCE COUNTY AR 911' and 'Emergency Ambulance'.

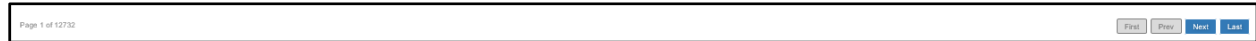
Users can click on the pie chart  color area to see the list of Offline servers.

## 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.

Critical Alarms							<a href="#">View Archived Alarms</a>
Total: 1273182							<a href="#">Back to Dashboard</a>
#	Server	Name	AlertType	Message	Alert On	Archive	
1	DPSREVCORD AIS 1	lwa(R) Xeon(R) CPU E5-2450 0 @ 2.10GHz	Notice	CPU usage > 90 % for 4 mins.	5/28/2017 8:40:45 PM		
2	DPSREVCORD AIS 1	lwa(R) Xeon(R) CPU E5-2450 0 @ 2.10GHz	Notice	CPU usage > 90 % for 4 mins.	5/28/2017 8:32:05 PM		
3	DPSREVCORD AIS 1	lwa(R) Xeon(R) CPU E5-2450 0 @ 2.10GHz	Notice	CPU usage > 90 % for 4 mins.	5/28/2017 8:14:32 PM		
4	DPSREVCORD AIS 1	lwa(R) Xeon(R) CPU E5-2450 0 @ 2.10GHz	Notice	CPU usage > 90 % for 4 mins.	5/28/2017 8:05:06 PM		
5	DPSREVCORD AIS 1	lwa(R) Xeon(R) CPU E5-2450 0 @ 2.10GHz	Notice	CPU usage > 90 % for 4 mins.	5/28/2017 7:30:42 PM		
6	West Memphis Police	vmccorems2	Notice	vmccorems2 Started	5/28/2017 7:28:20 PM		
7	West Memphis Police	VacMgr	Notice	VacMgr Started	5/28/2017 7:28:05 PM		
8	Watauga, NC 911 (Backup Site)	vmccorems2	Notice	vmccorems2 Started	5/28/2017 7:27:57 PM		
9	West Memphis Police	VSRMSAgent	Notice	VSRMSAgent Started	5/28/2017 7:27:48 PM		
10	Watauga, NC 911 (Backup Site)	VacMgr	Notice	VacMgr Started	5/28/2017 7:27:46 PM		
11	Watauga, NC 911 (Backup Site)	VSRMSAgent	Notice	VSRMSAgent Started	5/28/2017 7:27:24 PM		
12	West Memphis Police	vmccorems2	Notice	vmccorems2 Stopped	5/28/2017 7:26:17 PM		
13	West Memphis Police	VacMgr	Notice	VacMgr Stopped	5/28/2017 7:26:10 PM		
14	West Memphis Police	VSRMSAgent	Notice	VSRMSAgent Stopped	5/28/2017 7:26:00 PM		
15	Watauga, NC 911 (Backup Site)	vmccorems2	Notice	vmccorems2 Stopped	5/28/2017 7:22:48 PM		
16	Watauga, NC 911 (Backup Site)	VSRMSAgent	Notice	VSRMSAgent Stopped	5/28/2017 7:22:47 PM		
17	Watauga, NC 911 (Backup Site)	VacMgr	Notice	VacMgr Stopped	5/28/2017 7:22:46 PM		
18	MATA - ID: 51107	VacMgr	Notice	VacMgr Started	5/28/2017 7:16:29 PM		
19	DPSREVCORD AIS 1	lwa(R) Xeon(R) CPU E5-2450 0 @ 2.10GHz	Notice	CPU usage > 90 % for 4 mins.	5/28/2017 7:16:23 PM		
20	MATA - ID: 51107	vmccorems2	Notice	vmccorems2 Started	5/28/2017 7:16:01 PM		
21	MATA - ID: 51107	VacMgr	Notice	VacMgr Stopped	5/28/2017 7:15:26 PM		
22	MATA - ID: 51107	vmccorems2	Notice	vmccorems2 Stopped	5/28/2017 7:12:02 PM		
23	Watauga, NC 911 (Backup Site)	vmccorems2	Notice	vmccorems2 Started	5/28/2017 7:04:14 PM		

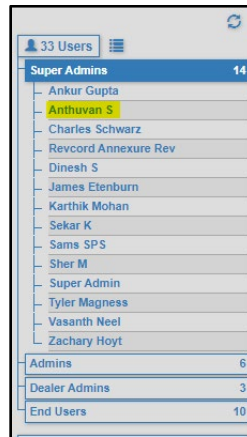
This page will show 100 records per page. Users can move to the next, last, first, or previous page by clicking on the respective icon on the bottom right corner of the page.



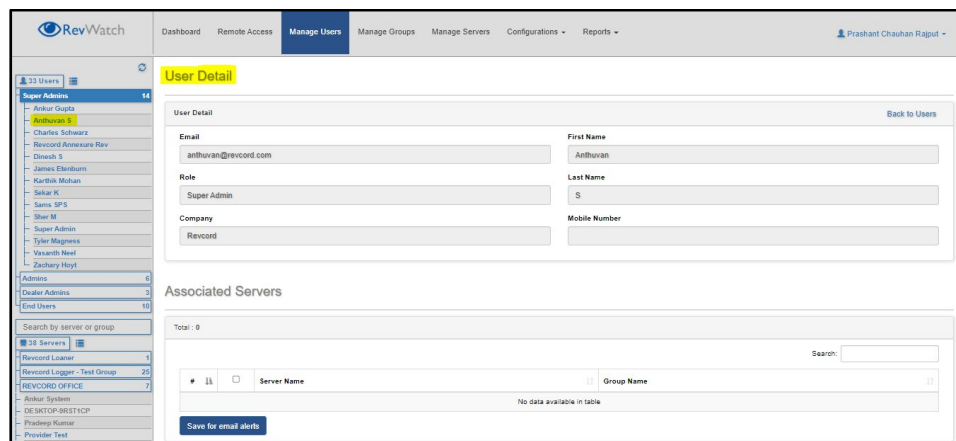
## USERS:

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.



## 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.

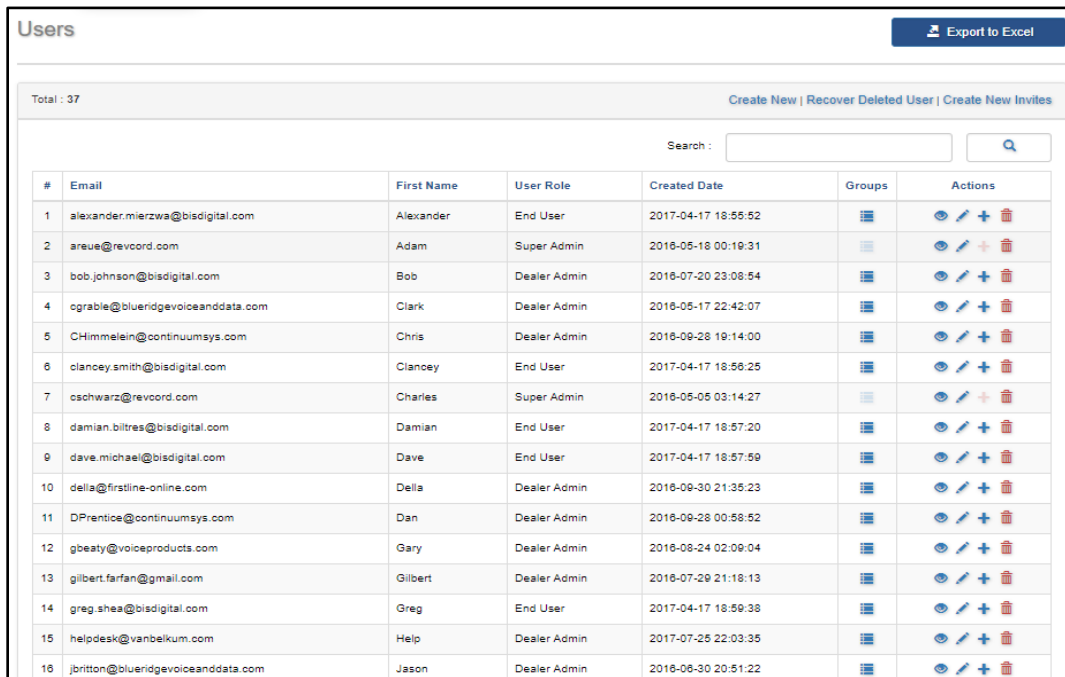
- Search a server or a particular group.
- Groups.
- Associated servers on the group.
- View a server detail by selecting a server from the tree view.



# 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.



#	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@revcoord.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	2016-05-17 22:42:07		
5	CHimmelein@continuumsys.com	Chris	Dealer Admin	2016-09-28 19:14:00		
6	clancey.smith@bisdigital.com	Clancey	End User	2017-04-17 18:56:25		
7	cschwarz@revcoord.com	Charles	Super Admin	2016-05-06 03:14:27		
8	damian.bitres@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	2016-09-30 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	2016-06-30 20:51:22		

## CREATE A NEW USER

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

The screenshot shows a web form titled "Create New User". At the top right of the form area is a link that says "Back to Users". The form is divided into two columns. The left column contains: "Email \*", "Password \*", "Confirm Password \*", and "Company". The right column contains: "Role \*" (a dropdown menu with "Super Admin" selected), "First Name \*", "Last Name \*", and "Mobile Number". Below the "Mobile Number" field is a toggle switch labeled "Receive SMS Two-Factor Authentication" which is currently in the "OFF" position. At the bottom left of the form are two buttons: "Save" and "Reset".

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.

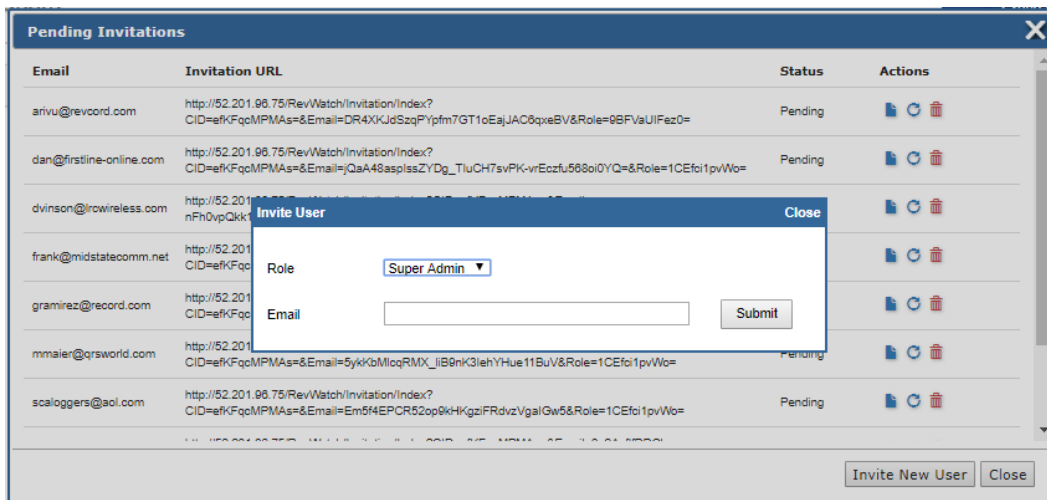
Here, you can configure **Connections Allowed** per day and **Session Duration** for a site.

## 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.



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**

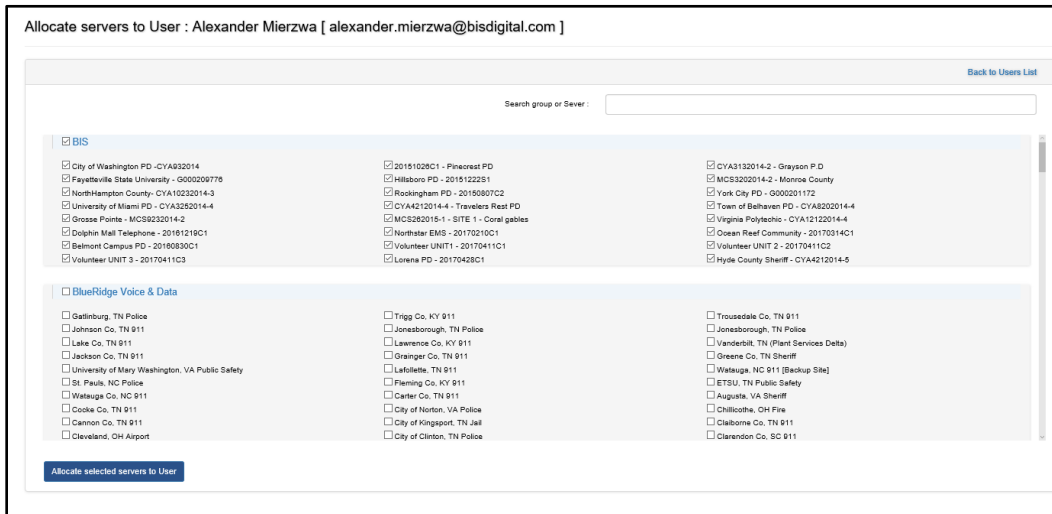
This is where you delete a User

### **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



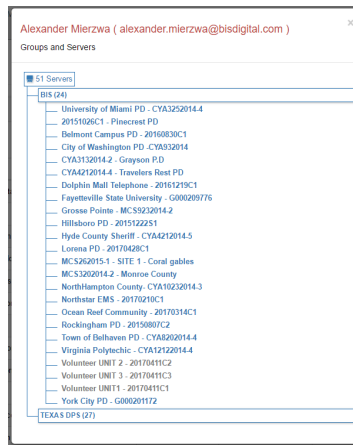
## EXPORT USER LIST

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.



## 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

A screenshot of the 'Groups' management interface. At the top right, it says 'Allocate servers to Groups'. Below that, there are buttons for 'Create New Group' and 'Export to Excel'. A search bar is present. There are two filter buttons: 'Allow all the servers for Auto Update RevGuard suite' (checked) and 'Allow all the servers for Auto Upgrade Revcord Software' (checked). Below the filters is a table with the following data:

#	Group Name	Group Description	Total Servers	Auto Update RevGuard	Auto Upgrade Revcord Software	Actions
1	Ankur System	Ankur's test systems	3	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
2	BIS	Dealer	0	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
3	Digital Voice Loggers	Dealers	0	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
4	IK 11.3.1 Update Test	Automatic Upgrade Push Test	0	<input type="checkbox"/>	<input type="checkbox"/>	
5	Quasar	Test	0	<input type="checkbox"/>	<input type="checkbox"/>	
6	Rev Pidt	Server Maintenance	0	<input type="checkbox"/>	<input type="checkbox"/>	
7	Revcord Demo servers	Revcord Demo servers - V10, I03, MD	0	<input type="checkbox"/>	<input type="checkbox"/>	

By accessing the group Manager, the user is able to view the above 'Groups' 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 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

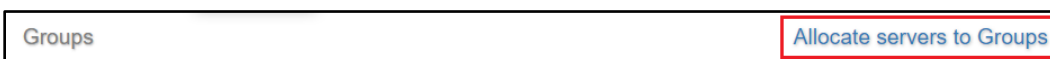
The Super Admin can create a new group by using this 'Create New Group' Option.



The screenshot shows a web form titled "Create New Group". At the top right of the form area is a link labeled "Back to Groups". Below this is a section titled "Group Detail". Inside this section, there is a "Group Name" field with a red asterisk, containing the text "Engineering.". Below that is a "Group Description" field. At the bottom left of the form are two buttons: "Save" (blue) and "Reset" (red).

## ALLOCATE SERVERS TO GROUPS

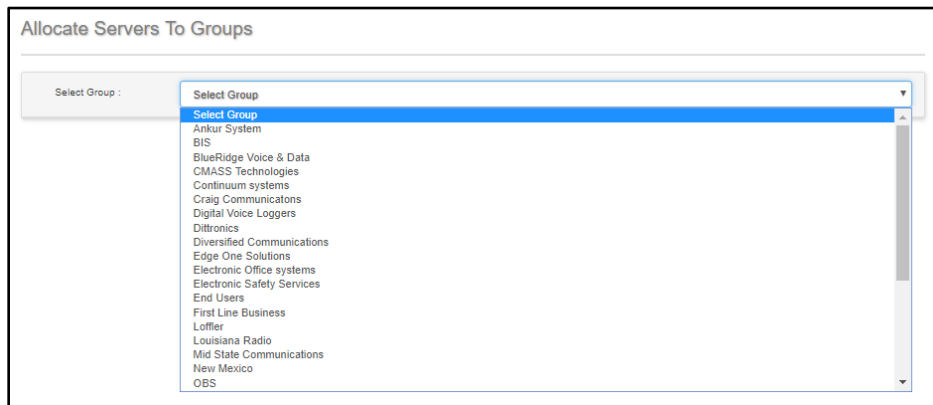
After creating the group, the user can allocate servers to the groups by accessing the 'Allocate servers to Groups.'



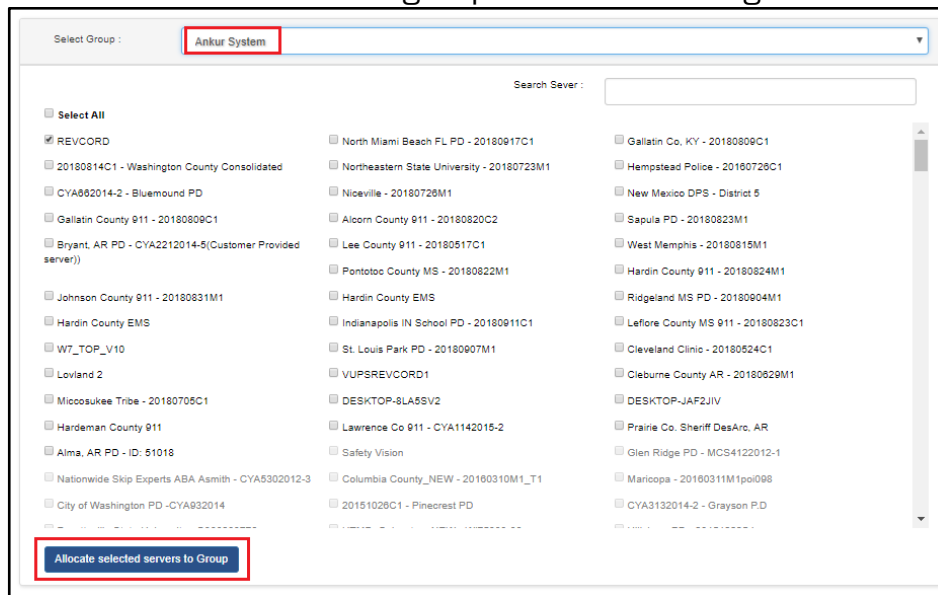
The screenshot shows a horizontal navigation bar. On the left is a link labeled "Groups". On the right is a link labeled "Allocate servers to Groups", which is enclosed in a red rectangular box.



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.



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.

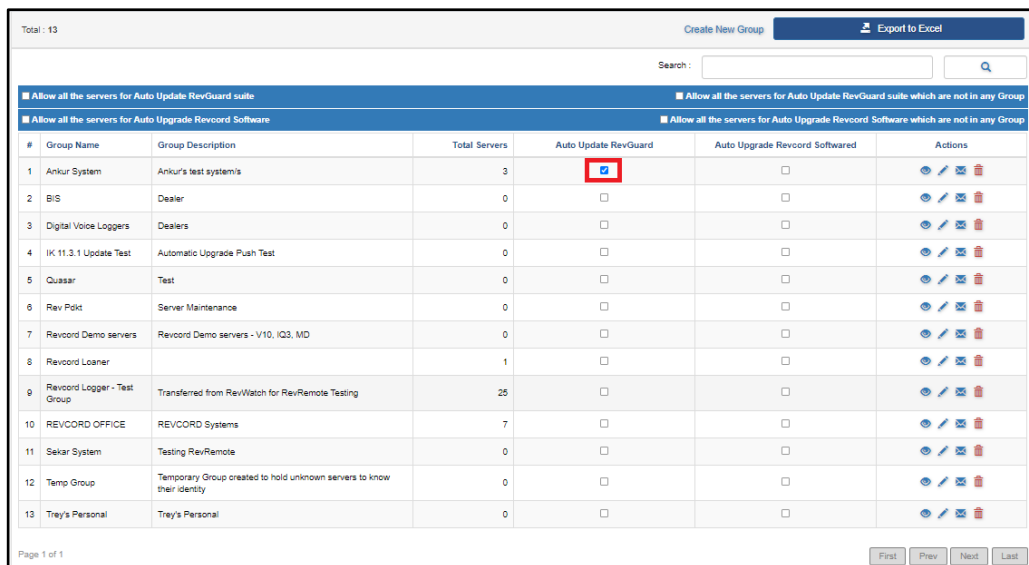
1	Ankur System	Ankur's test system for manuals	1		
---	--------------	---------------------------------	---	---	---

## 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

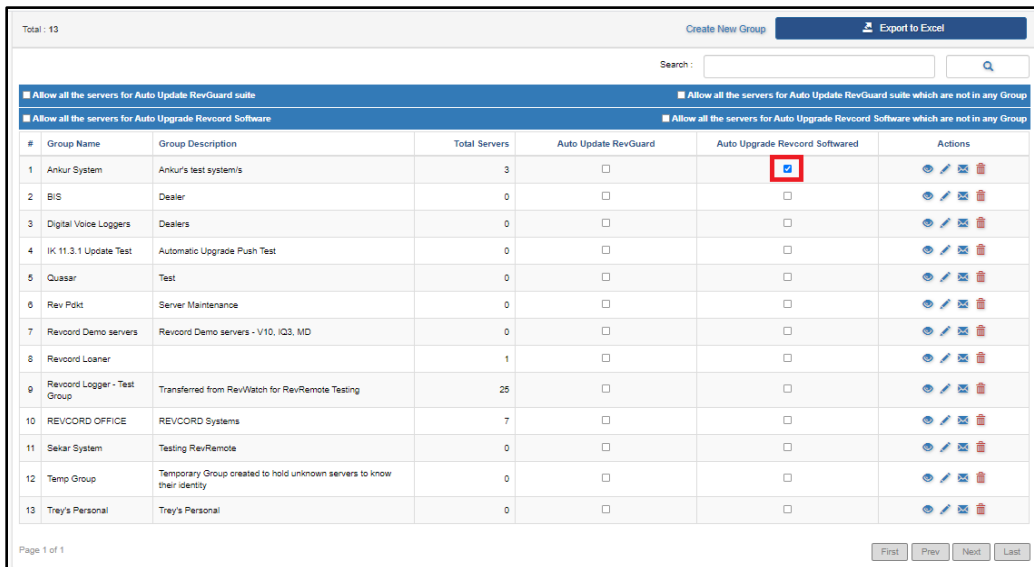
The user can upgrade RevGuard from RevWatch by enabling the 'Auto Upgrade RevGuard' from the group page. If Auto Upgrade is enabled for a group, then the servers present on the group will be upgraded to the most recent RevGuard version. If the check box is disabled for a group, then the servers present 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.



#	Group Name	Group Description	Total Servers	Auto Update RevGuard	Auto Upgrade Revcord Software	Actions
1	Ankur System	Ankur's test system/s	3	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
2	BIS	Dealer	0	<input type="checkbox"/>	<input type="checkbox"/>	
3	Digital Voice Loggers	Dealers	0	<input type="checkbox"/>	<input type="checkbox"/>	
4	IK 11.3.1 Update Test	Automatic Upgrade Push Test	0	<input type="checkbox"/>	<input type="checkbox"/>	
5	Quasar	Test	0	<input type="checkbox"/>	<input type="checkbox"/>	
6	Rev Pkct	Server Maintenance	0	<input type="checkbox"/>	<input type="checkbox"/>	
7	Revcord Demo servers	Revcord Demo servers - V10, IQ3, MD	0	<input type="checkbox"/>	<input type="checkbox"/>	
8	Revcord Loaner		1	<input type="checkbox"/>	<input type="checkbox"/>	
9	Revcord Logger - Test Group	Transferred from RevWatch for RevRemote Testing	25	<input type="checkbox"/>	<input type="checkbox"/>	
10	REVCORD OFFICE	REVCORD Systems	7	<input type="checkbox"/>	<input type="checkbox"/>	
11	Sekar System	Testing RevRemote	0	<input type="checkbox"/>	<input type="checkbox"/>	
12	Temp Group	Temporary Group created to hold unknown servers to know their identity	0	<input type="checkbox"/>	<input type="checkbox"/>	
13	Trey's Personal	Trey's Personal	0	<input type="checkbox"/>	<input type="checkbox"/>	

# AUTO UPGRADE REVCORD SOFTWARE FROM REVWATCH

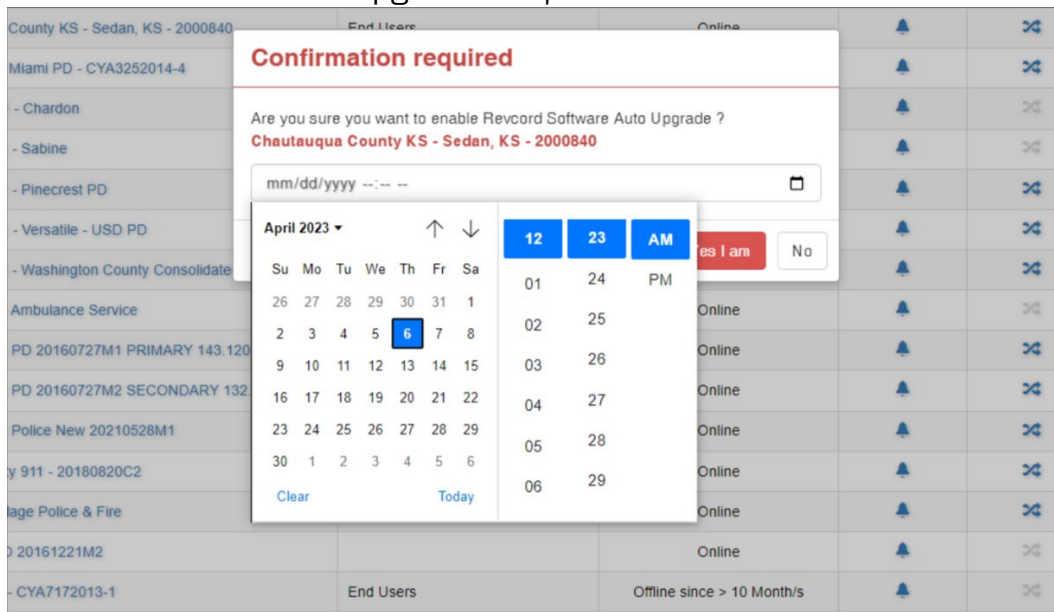
The user can upgrade the Revcord Software from RevWatch by enabling the 'Auto Upgrade Revcord Software' from the group page. If Auto Upgrade is enabled for a group, then the servers present on the group will be upgraded to the most recent Revcord Software version. If the check box is disabled for a group, 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.



#	Group Name	Group Description	Total Servers	Auto Update RevGuard	Auto Upgrade Revcord Software	Actions
1	Ankur System	Ankur's test system's	3	<input type="checkbox"/>	<input checked="" type="checkbox"/>	
2	BIS	Dealer	0	<input type="checkbox"/>	<input type="checkbox"/>	
3	Digital Voice Loggers	Dealers	0	<input type="checkbox"/>	<input type="checkbox"/>	
4	IK 11.3.1 Update Test	Automatic Upgrade Push Test	0	<input type="checkbox"/>	<input type="checkbox"/>	
5	Quasar	Test	0	<input type="checkbox"/>	<input type="checkbox"/>	
6	Rev Pkt	Server Maintenance	0	<input type="checkbox"/>	<input type="checkbox"/>	
7	Revcord Demo servers	Revcord Demo servers - V10, IQ3, MD	0	<input type="checkbox"/>	<input type="checkbox"/>	
8	Revcord Loaner		1	<input type="checkbox"/>	<input type="checkbox"/>	
9	Revcord Logger - Test Group	Transferred from RevWatch for RevRemote Testing	25	<input type="checkbox"/>	<input type="checkbox"/>	
10	REVCORD OFFICE	REVCORD Systems	7	<input type="checkbox"/>	<input type="checkbox"/>	
11	Sekar System	Testing RevRemote	0	<input type="checkbox"/>	<input type="checkbox"/>	
12	Temp Group	Temporary Group created to hold unknown servers to know their identity	0	<input type="checkbox"/>	<input type="checkbox"/>	
13	Trey's Personal	Trey's Personal	0	<input type="checkbox"/>	<input type="checkbox"/>	

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.



## 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 Message

---

0

Update Latest Message

Type Message here Reason Version Save Reset

Old Messages List

Total :

Show 10 entries Search:

#	Message	Reason	Version	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

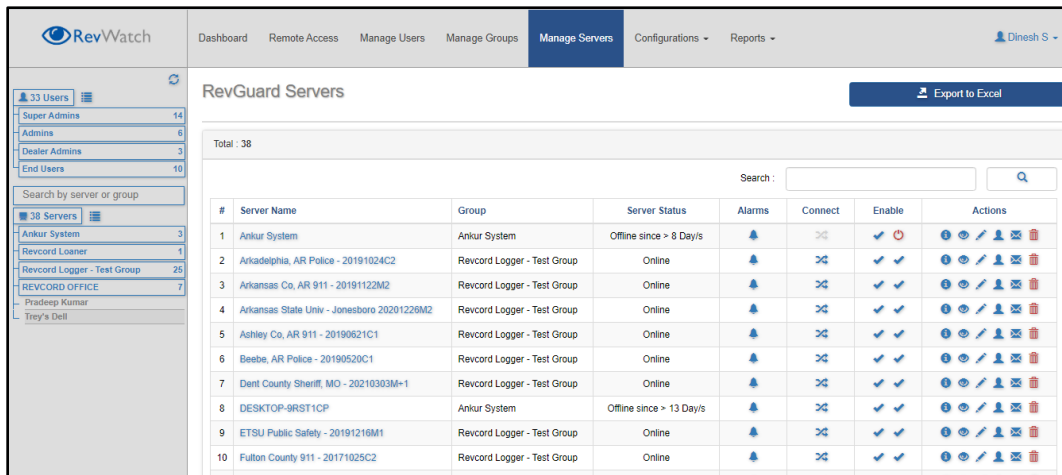
Users can assign email addresses to receive RevWatch alerts from the Assign email address page, Users need to save their email address to receive the email alerts.

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 be 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



#	Server Name	Group	Server Status	Alarms	Connect	Enable	Actions
1	Ankur System	Ankur System	Offline since > 8 Day/s				
2	Arkadelphia, AR Police - 20191024C2	Revcard Logger - Test Group	Online				
3	Arkansas Co, AR 911 - 20191122M2	Revcard Logger - Test Group	Online				
4	Arkansas State Univ - Jonesboro 20201226M2	Revcard Logger - Test Group	Online				
5	Ashley Co, AR 911 - 20190621C1	Revcard Logger - Test Group	Online				
6	Beebe, AR Police - 20190520C1	Revcard Logger - Test Group	Online				
7	Dent County Sheriff, MO - 20210303M+1	Revcard Logger - Test Group	Online				
8	DESKTOP-9RST1CP	Ankur System	Offline since > 13 Day/s				
9	ETSU Public Safety - 20191216M1	Revcard Logger - Test Group	Online				
10	Fulton County 911 - 20171025C2	Revcard Logger - Test Group	Online				

## 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:

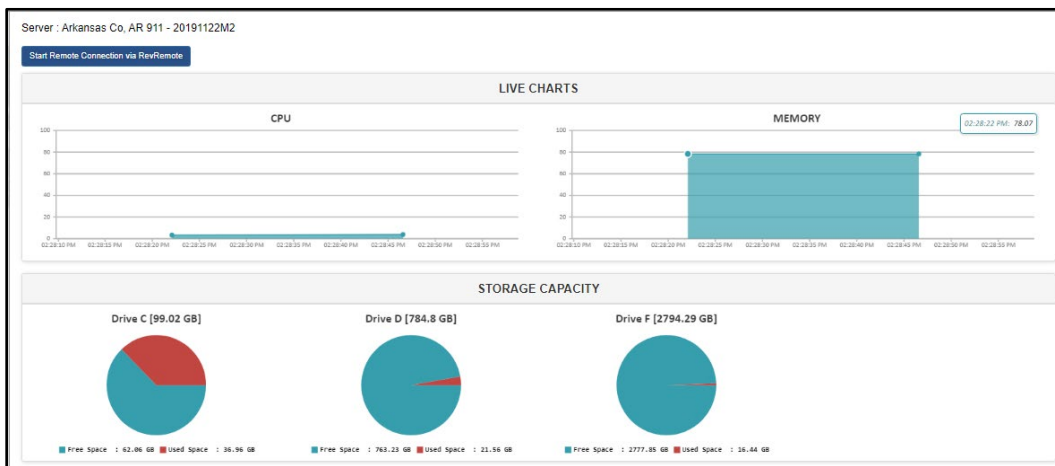
1. Remote Connection
2. Heart Beat (Live Chart)
3. Alerts - Server Alerts Details with Categories
4. Recent Alerts - Last 5 Alarms for the selected server

## 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.

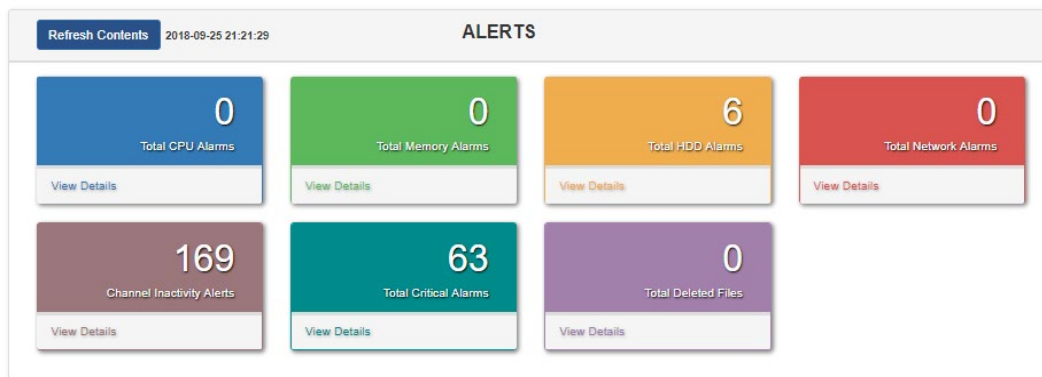




## SERVER

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



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:

**Server Critical Alarms**  
 Server : University of Miami PD - CYA3252014-4 [Export to Excel](#)

Total : 1460 [Back to Server Dashboard](#)

Search :

#	Name	Message	Type	Alert On
1	vsrecorderx2	vsrecorderx2 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 06:47:46 (CDT)	Process	2018-08-20 17:18:00
4	vsrecorderx2	[Periodical Alert] vsrecorderx2 - Stopped: 2018-08-18 20:05:06 (CDT) - Duration: 34 Hours 4 Minutes	Process	2018-08-20 16:40:15
5	vsrecorderx2	[Periodical Alert] vsrecorderx2 - Stopped: 2018-08-18 20:05:06 (CDT) - Duration: 33 Hours 5 Minutes	Process	2018-08-20 15:40:20
6	vsrecorderx2	[Periodical Alert] vsrecorderx2 - Stopped: 2018-08-18 20:05:06 (CDT) - Duration: 32 Hours 5 Minutes	Process	2018-08-20 14:40:26
7	vsrecorderx2	[Periodical Alert] vsrecorderx2 - Stopped: 2018-08-18 20:05:06 (CDT) - Duration: 31 Hours 4 Minutes	Process	2018-08-20 13:40:18
8	vsrecorderx2	[Periodical Alert] vsrecorderx2 - Stopped: 2018-08-18 20:05:06 (CDT) - Duration: 30 Hours 4 Minutes	Process	2018-08-20 12:40:20
9	vsrecorderx2	[Periodical Alert] vsrecorderx2 - Stopped: 2018-08-18 20:05:06 (CDT) - Duration: 29 Hours 5 Minutes	Process	2018-08-20 11:40:23
10	vsrecorderx2	[Periodical Alert] vsrecorderx2 - Stopped: 2018-08-18 20:05:06 (CDT) - Duration: 28 Hours 4 Minutes	Process	2018-08-20 10:40:15
11	vsrecorderx2	[Periodical Alert] vsrecorderx2 - Stopped: 2018-08-18 20:05:06 (CDT) - Duration: 27 Hours 5 Minutes	Process	2018-08-20 09:40:21
12	vsrecorderx2	[Periodical Alert] vsrecorderx2 - 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.

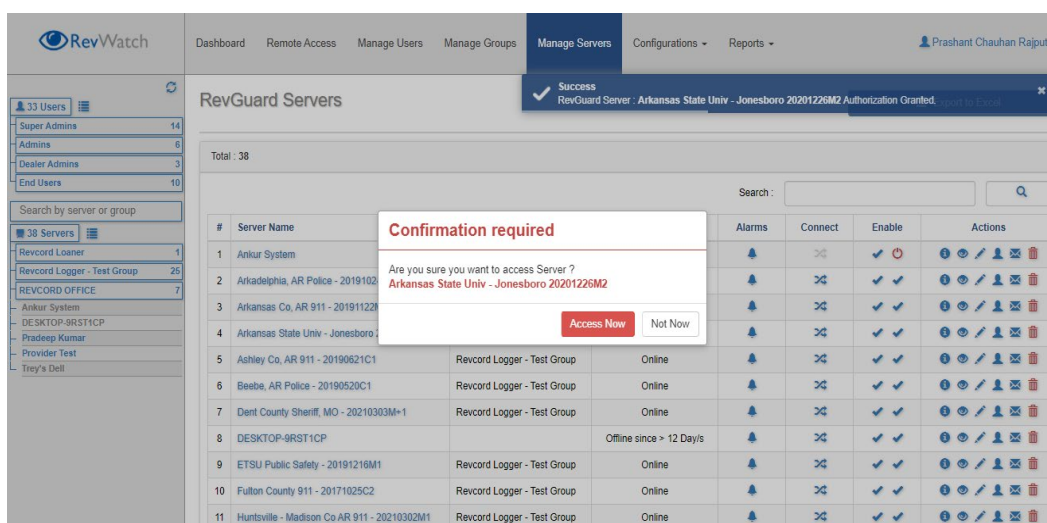
RECENT ALERTS			
<b>Last 5 Critical Alarms</b>			
Name	Message	Alert On	
vsrecorderx2	vsrecorderx2 started on 2018-08-20 08:48:03 (CDT)	2018-08-20 17:18:23	
VsCtiMgr	VsCtiMgr started on 2018-08-20 06:47:53 (CDT)	2018-08-20 17:18:12	
VsCtiMgr	VsCtiMgr stopped on 2018-08-20 06:47:46 (CDT)	2018-08-20 17:18:00	
vsrecorderx2	[Periodical Alert] vsrecorderx2 - Stopped: 2018-08-18 20:05:06 (CDT) - Duration: 34 Hours 4 Minutes	2018-08-20 16:40:15	
vsrecorderx2	[Periodical Alert] vsrecorderx2 - Stopped: 2018-08-18 20:05:06 (CDT) - Duration: 33 Hours 5 Minutes	2018-08-20 15:40:20	
<b>Last 5 Alarms for Channel Inactivity</b>			
Message	Alert On		
911 Con 1 (1002) is inactive since last 480.01 Mins	2018-09-25 19:37:43		
911 Pos 2 (1010) is inactive since last 840.07 Mins	2018-09-25 18:00:44		
[Periodical Alert] Channel COM 1 (1026) is inactive since 2018-09-24 23:14:59 (CDT), Duration: 08:00:23	2018-09-25 17:45:23		
IP P COMM 1 322 5991 (1032) is inactive since last 360.03 Mins	2018-09-25 17:26:48		
[Periodical Alert] Channel COM 1 (1026) is inactive since 2018-09-24 23:14:59 (CDT), Duration: 07:00:16	2018-09-25 16:45:16		
<b>Last 5 Alarms for Hard-Disk</b>			
Name	Message	Alert On	
C:\	Drive usage < 10 % for 4 mins.	2018-03-17 01:17:59	
C:\	Drive usage < 10 % for 4 mins.	2018-03-17 01:13:50	
C:\	Drive usage < 10 % for 4 mins.	2018-03-17 01:09:42	
C:\	Drive usage < 10 % for 4 mins.	2018-03-17 01:05:32	
C:\	Drive usage < 10 % for 4 mins.	2018-03-17 01:01:23	
<b>Last 5 Alarms for Memory</b>			
Message	Alert On		
No record found			
<b>Last 5 Alarms for CPU</b>			
Name	CoreName	Message	Alert On
No record found			
<b>Last 5 Alarms for Network</b>			
Name	Message	Alert On	
No record found			

# REVGUARD REMOTE VIEWER SERVICE AGENT (RevRemote)

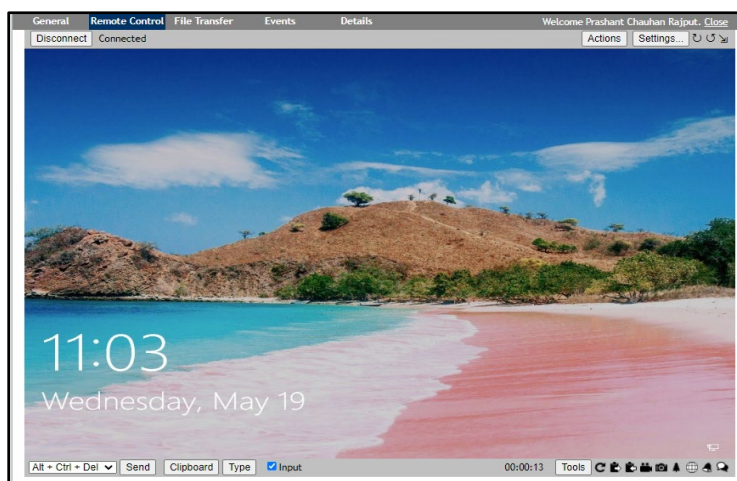
- Service that allows the server to be controlled via RevGuard Remote Viewer Service Agent (RevRemote).
- 100% Web-based Remote Access System specifically for Revcord onsite Recorders.
- File Transfer feature.
- Whitelist Devices Feature.
- Auditable Logs for Remote Accessed Systems like who connected, 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.

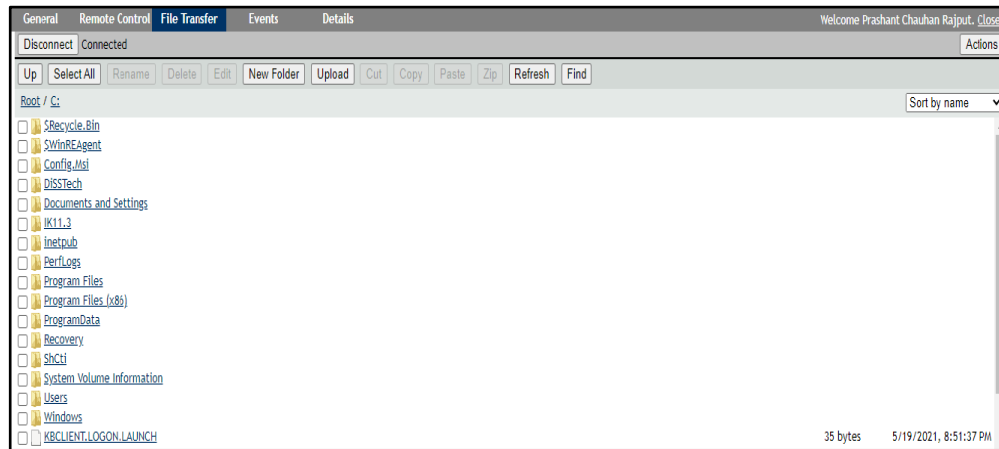


After clicking on **Access Now**, the following page is opened, and the remote session starts automatically.



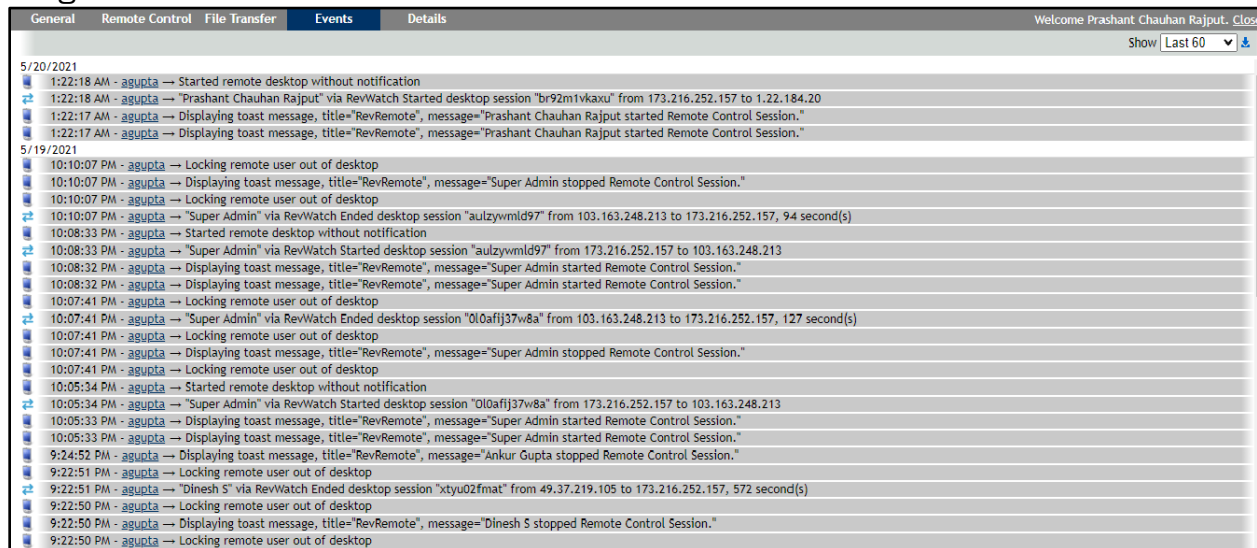
## FILE TRANSFER

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.



## EVENTS

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



## 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.

RevGuard Servers Export to Excel

Total : 38

Search :

#	Server Name	Group	Server Status	Alarms	Connect	Enable	Actions
1	Ankur System	Ankur System	Offline since > 7 Day/s				
2	Arkadelphia, AR Police - 20191024C2	Revcord Logger - Test Group	Online			<input checked="" type="checkbox"/>	
3	Arkansas Co, AR 911 - 20191122M2	Revcord Logger - Test Group	Online			<input checked="" type="checkbox"/>	
4	Arkansas State Univ - Jonesboro 20201226M2	Revcord Logger - Test Group	Online			<input checked="" type="checkbox"/>	
5	Ashley Co, AR 911 - 20190621C1	Revcord Logger - Test Group	Online			<input checked="" type="checkbox"/>	
6	Beebe, AR Police - 20190520C1	Revcord Logger - Test Group	Online			<input checked="" type="checkbox"/>	

*Note: A tooltip "Click to disable RevGuard" is visible over the second checkbox in the 'Enable' column of row 2.*

## 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).

RevGuard Servers								Export to Excel
Total : 38								
Search : <input type="text"/>								
#	Server Name	Group	Server Status	Alarms	Connect	Enable	Actions	
1	Ankur System	Ankur System	Offline since > 7 Day/s					
2	Arkadelphia, AR Police - 20191024C2	Revcord Logger - Test Group	Online			<input checked="" type="checkbox"/>		
3	Arkansas Co, AR 911 - 20191122M2	Revcord Logger - Test Group	Online					

## 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 ⓘ Symbol under the Action column.

**Server Information** ✕

---

Server: Bald Knob Police - 20180307C1  
 Dealer: Rhodes Lauck & Associates

**Revcord**

---

Serial Number: 20180307C1  
 Version: 10.1  
 License Expire: PERMANENT

**Resources**

---

Operating system: Microsoft Windows 10 Pro (64)  
 CPU: 4 Cores  
 Memory: 8 GB

**Windows Updates**

---

Enabled: Yes  
 Last installation success: 2018-09-25 08:58:51 (CDT)  
 Reboot required: Yes

## VIEW SERVER DETAILS

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

**RevGuard Server Detail**

---


RevGuard Server Detail [Back to Servers](#)

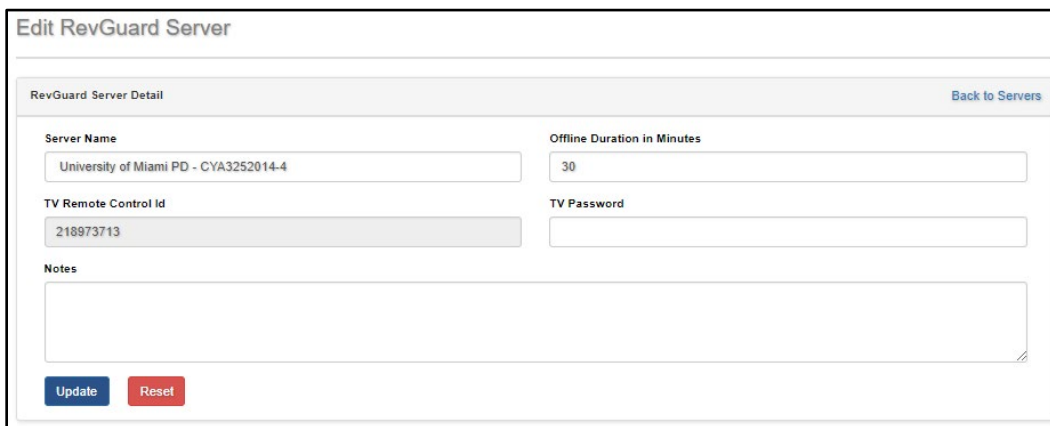
Server Name

TV Remote Control Id TV Device Id

Notes

## 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’.



**Edit RevGuard Server**

RevGuard Server Detail [Back to Servers](#)

Server Name: University of Miami PD - CYA3252014-4

Offline Duration in Minutes: 30

TV Remote Control Id: 218973713

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.

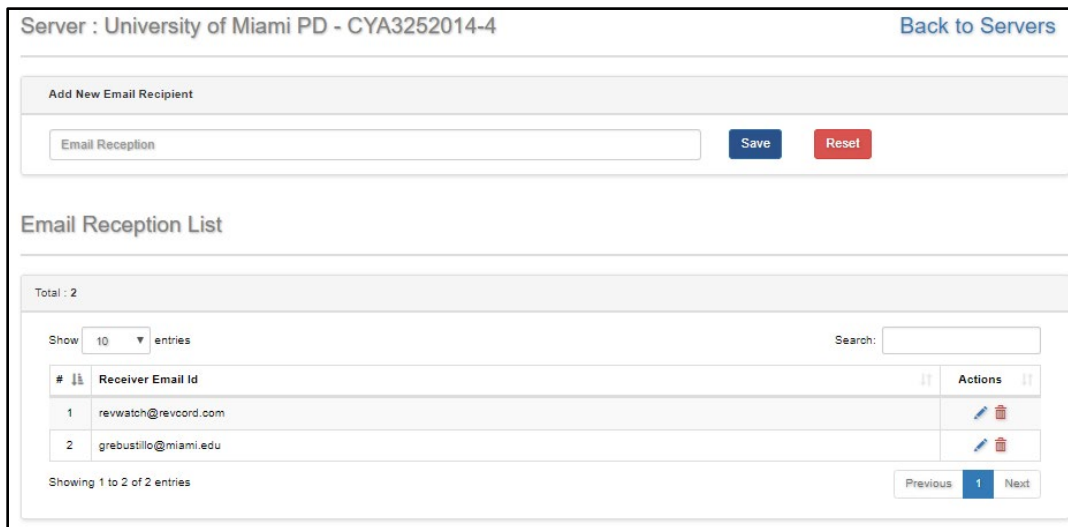


Offline Duration in Minutes

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.



Server : University of Miami PD - CYA3252014-4 [Back to Servers](#)

Add New Email Recipient

Email Reception

Email Reception List

Total : 2

Show 10 entries Search:

#	Receiver Email Id	Actions
1	revwatch@revcord.com	
2	grebustillo@miami.edu	

Showing 1 to 2 of 2 entries

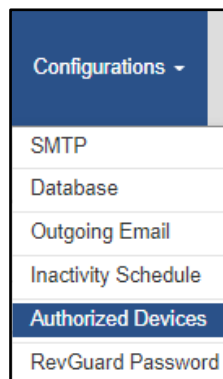
## DELETE SERVER DETAIL

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

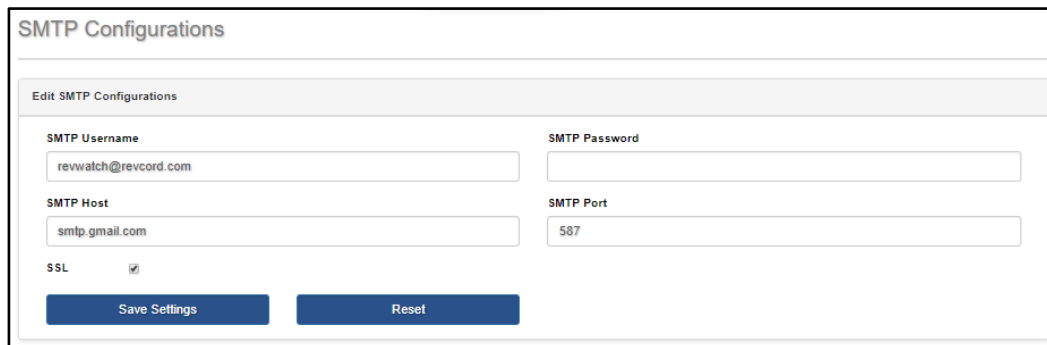
From the configurations dropdown the user can access the following settings:

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



## 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.



The screenshot shows the 'SMTP Configurations' page. At the top, it says 'SMTP Configurations' and 'Edit SMTP Configurations'. Below this, there are four input fields: 'SMTP Username' with the value 'revwatch@revcord.com', 'SMTP Password' (empty), 'SMTP Host' with the value 'smtp.gmail.com', and 'SMTP Port' with the value '587'. There is also a checkbox for 'SSL' which is checked. At the bottom, there are two buttons: 'Save Settings' and 'Reset'.

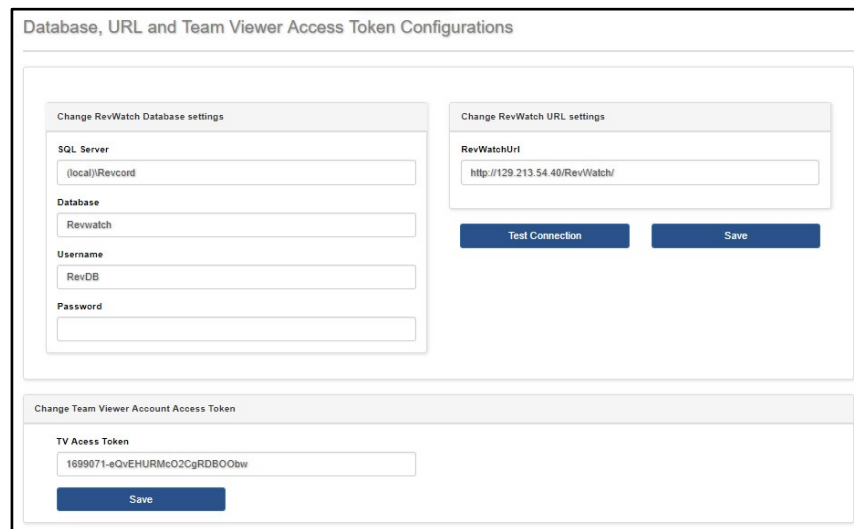
### Settings

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



Database, URL and Team Viewer Access Token Configurations

**Change RevWatch Database settings**

SQL Server: (local)\Revcord

Database: Revwatch

Username: RevDB

Password:

**Change RevWatch URL settings**

RevWatchUri: http://129.213.54.40/RevWatch/

Buttons: Test Connection, Save

**Change Team Viewer Account Access Token**

TV Access Token: 1699071-eQvEHURMc02CgRDBOObw

Button: Save

### 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.

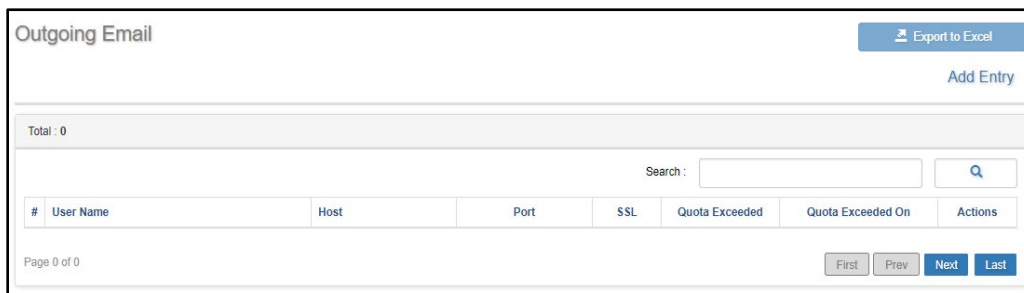
- SQL Server – RevWatch server database connection setting.
- Database – RevWatch Database Name.
- Username – RevWatch Database Connection Username.
- Password – RevWatch Database connection password.

## 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 pre-configured 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 Export to Excel

Add Entry

Total : 0

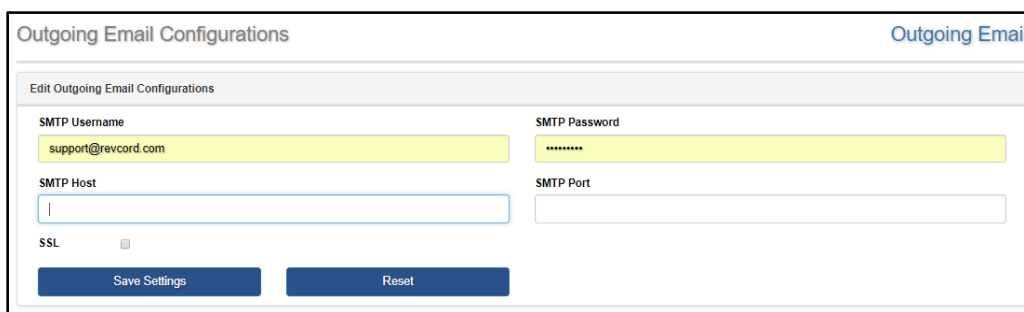
Search :  Q

#	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.



Outgoing Email Configurations Outgoing Email

Edit Outgoing Email Configurations

SMTP Username:

SMTP Password:

SMTP Host:

SMTP Port:

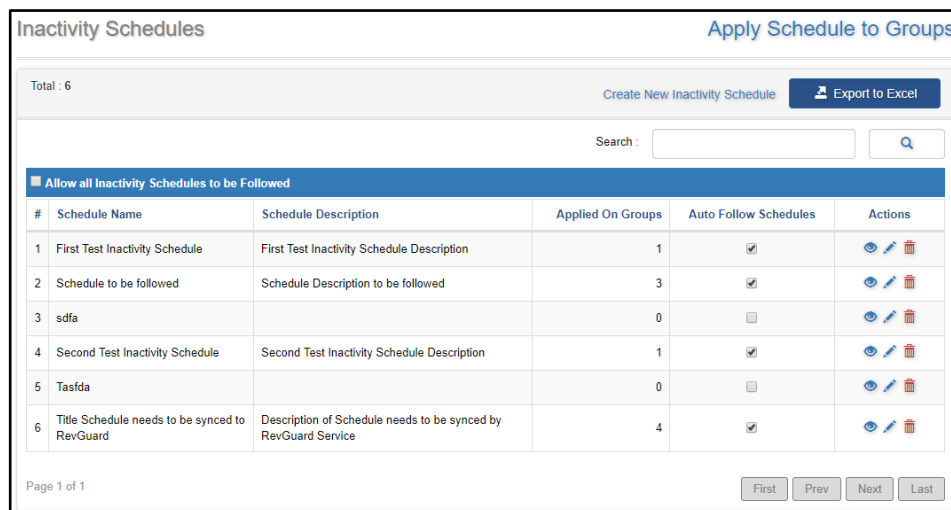
SSL:

## 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



#	Schedule Name	Schedule Description	Applied On Groups	Auto Follow Schedules	Actions
1	First Test Inactivity Schedule	First Test Inactivity Schedule Description	1	<input checked="" type="checkbox"/>	
2	Schedule to be followed	Schedule Description to be followed	3	<input checked="" type="checkbox"/>	
3	sdfa		0	<input type="checkbox"/>	
4	Second Test Inactivity Schedule	Second Test Inactivity Schedule Description	1	<input checked="" type="checkbox"/>	
5	Tasfda		0	<input type="checkbox"/>	
6	Title Schedule needs to be synced to RevGuard	Description of Schedule needs to be synced by RevGuard Service	4	<input checked="" type="checkbox"/>	

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

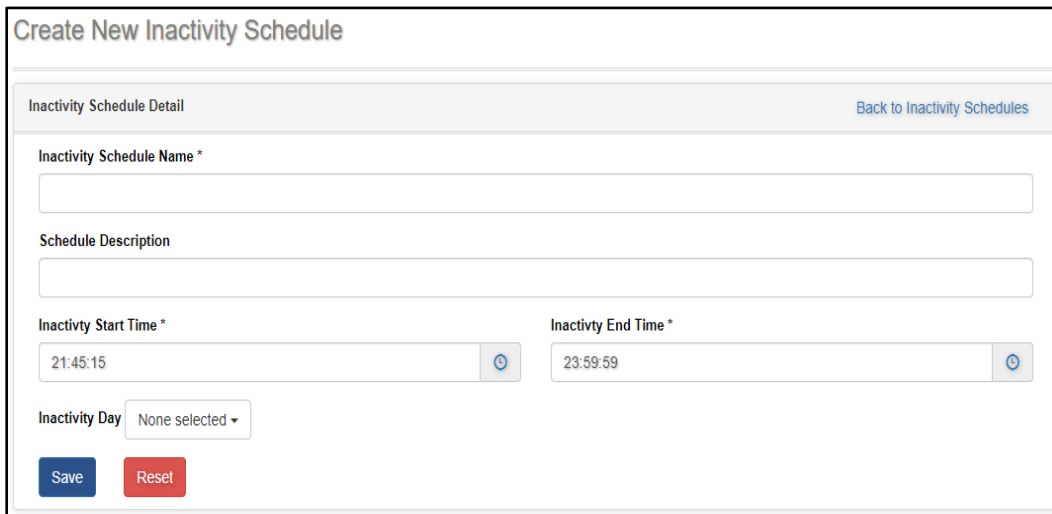
The page will list 20 records per page. Users can navigate to the next/last/previous/first page from the options present on the left corner of the page.

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.

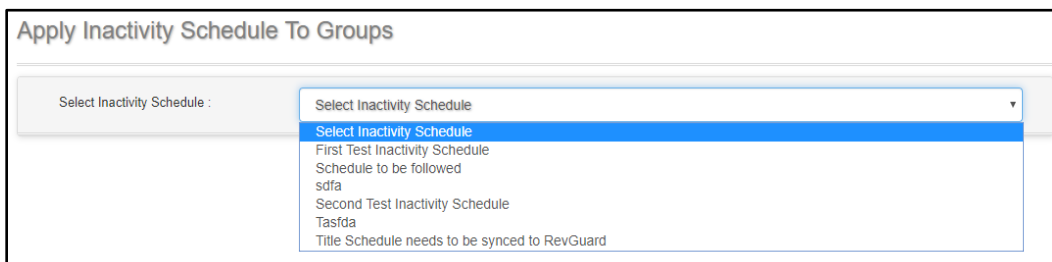


## APPLY SCHEDULE TO GROUPS

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



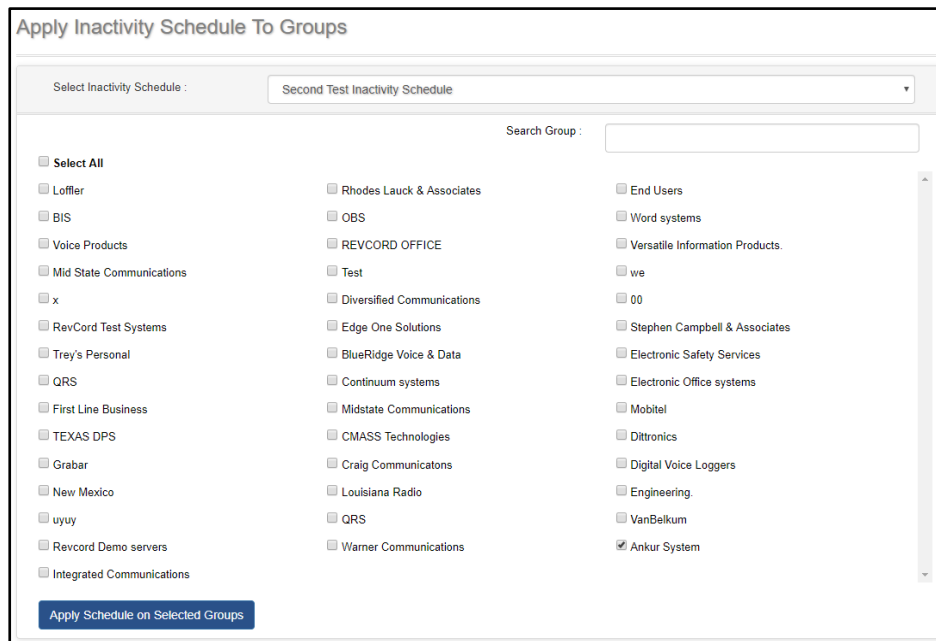
By clicking the 'Apply Inactivity Schedule' the following will come up.



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.



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	<input checked="" type="checkbox"/>	  
---	---------------------------------	---	---	-------------------------------------	---

## 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.

Inactivity Schedules Apply Schedule to Groups

Total : 6 Create New Inactivity Schedule [Export to Excel](#)

Search :

Allow all Inactivity Schedules to be Followed

#	Schedule Name	Schedule Description	Applied On Groups	Auto Follow Schedules	Actions
1	First Test Inactivity Schedule	First Test Inactivity Schedule Description	1	<input checked="" type="checkbox"/>	
2	Schedule to be followed	Schedule Description to be followed	3	<input checked="" type="checkbox"/>	
3	sdfa		0	<input type="checkbox"/>	
4	Second Test Inactivity Schedule	Second Test Inactivity Schedule Description	1	<input checked="" type="checkbox"/>	
5	Tasfda		0	<input type="checkbox"/>	
6	Title Schedule needs to be synced to RevGuard	Description of Schedule needs to be synced by RevGuard Service	4	<input checked="" type="checkbox"/>	

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## 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.

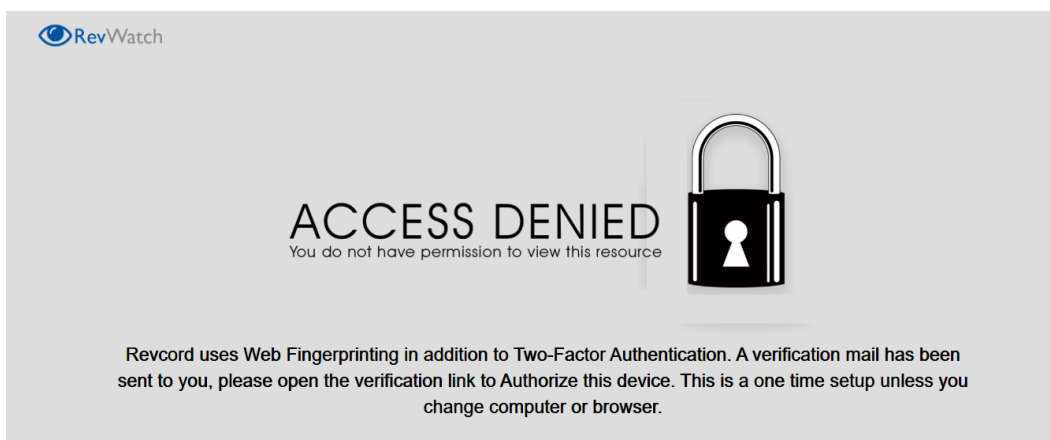
### Detail

This provides the Inactivity Schedule details.

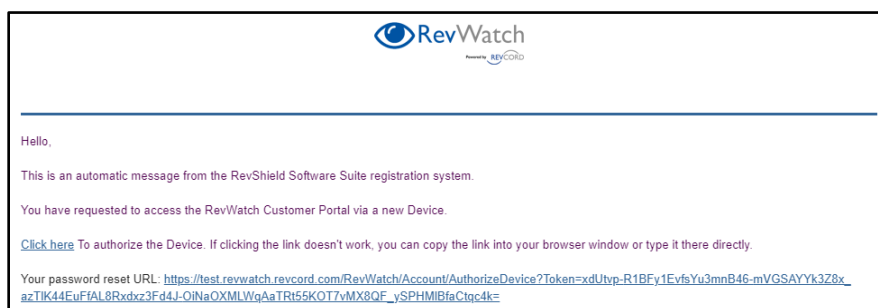
## AUTHORIZE DEVICES


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.

Total : 2

Search :

#	Device Details	Device Authorized On	Actions
1	c167dce10e749713801c4679044ea29a	5/20/2021 8:15:30 AM	
2	aa2a82ce5aba571630d840cb22d9811a	5/20/2021 6:11:07 AM	

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## REVGUARD PASSWORD

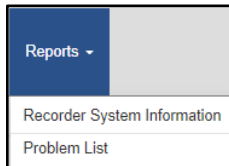
From the configuration dropdown list, Change RevGuard password globally from RevWatch portal.

The screenshot shows the RevWatch web interface. The 'Configurations' dropdown menu is open, highlighting 'RevGuard Password'. The main content area shows the 'Current Password : support123' and an 'Update Latest Password' form with fields for 'Type Password here' and 'Reason'. Below this is the 'Old Passwords List' table.

#	Password	Reason	CreatedOn
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

# REPORTS

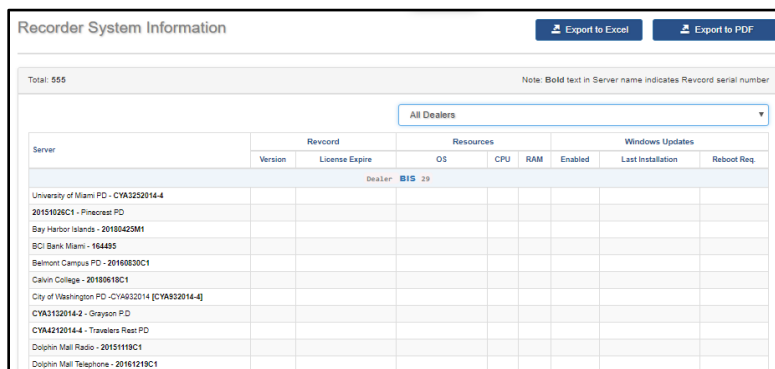
From the configurations dropdown the user can access the following settings:



- 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:



Server	Rvcord		Resources			Windows Updates		
	Version	License Expire	OS	CPU	RAM	Enabled	Last Installation	Reboot Req.
Total: 555								
Note: Bold text in Server name indicates Revcord serial number								
Dealer: <b>BIS</b> 29								
University of Miami PD - <b>CYA3252014-4</b>								
20151026C1 - Pinecrest PD								
Bay Harbor Islands - 20180425M1								
BCI Bank Miami - 164435								
Belmont Campus PD - 20160830C1								
Calvin College - 20180618C1								
City of Washington PD - <b>CYA632014</b> (CYA832014-4)								
CYA312014-2 - Grayson PD								
CYA412014-4 - Travalers Rest PD								
Dolphin Mall Radio - 20151118C1								
Dolphin Mall Telephone - 20161218C1								

- Recorder
  - Version
  - License Expire
- Resources
  - OS
  - 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

Total: 555

Note: Bold text in Server name indicates Revcord serial number

Server	Rvcord		dealer
	Version	License Expire	
University of Miami PD - <b>CYA322014-4</b>			
20151026C1 - Pinecrest PD			
Bay Harbor Islands - 20180425M1			
BCI Bank Miami - 194485			
Belmont Campus PD - 20160830C1			
Calvin College - 20180619C1			
City of Washington PD - <b>CYA932014</b> [CYA932014-4]			
CYA3132014-2 - Grayson PD			
CYA4212014-4 - Travelers Rest PD			
Dolphin Mall Radio - 20151119C1			
Dolphin Mall Telephone - 20161219C1			
Fayetteville State University - G000209776			

All Dealers

- All Dealers
- Ankur System
- BIS
- BlueRidge Voice & Data
- CMASS Technologies
- Continuum systems
- Craig Communications
- Digital Voice Loggers
- Ditronics
- Diversified Communications
- Edge One Solutions
- Electronic Office systems
- Electronic Safety Services
- End Users
- First Line Business
- Loffler
- Louisiana Radio
- Mid State Communications
- New Mexico
- OBS

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

Recorder System Information

Total: 127

Note: Bold text in Server name indicates Revcord serial number

Rhodes Lauck & Associates

Server	Rvcord		Resources			Windows Updates		
	Version	License Expire	OS	CPU	RAM	Enabled	Last Installation	Reboot Req.
Dealer: <b>Rhodes Lauck &amp; Associates</b> 127								
20180326C2								
Alcorn County [CYA8282012-3]								
Ashley County Hamburg AR [20150610C2]								
Bald Knob Police - 20180307C1	10.1	PERMANENT	10 Pro (64)	4	8 GB	Yes	2018-09-24 09:55:10	Yes
Coahoma County - 20170919C1								
Franklin County MS Sheriff [CYA1122013-2]								
Lonoke Co Sheriff Lonoke, AR [20180112S1]								
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.

[Export to Excel](#)
[Export to PDF](#)

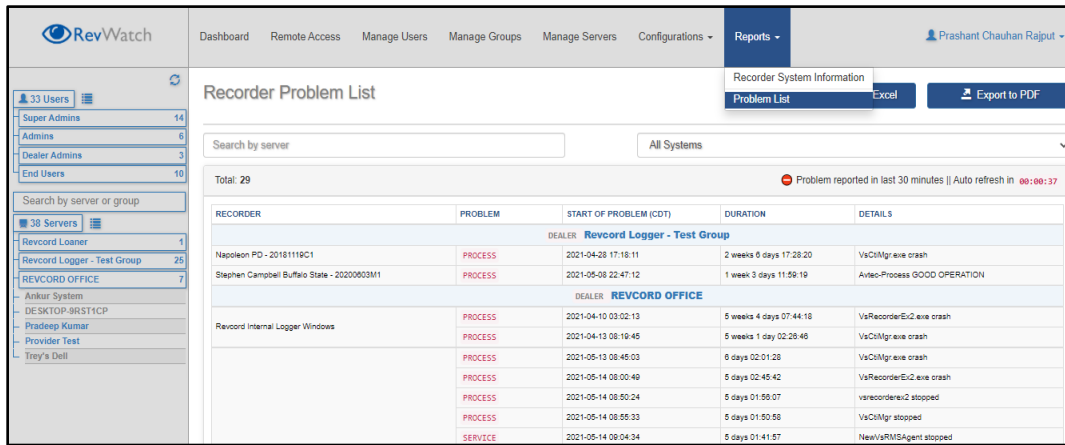
# PROBLEM LIST

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



The screenshot shows the RevWatch interface with the 'Recorder Problem List' tab selected. The interface includes a navigation menu on the left with '33 Users' and '38 Servers' sections. The main content area displays a table of recorder problems, grouped by dealer. The table has columns for RECORDER, PROBLEM, START OF PROBLEM (CDT), DURATION, and DETAILS. A search bar and a dropdown menu for 'All Systems' are visible above the table. A notification indicates 'Total: 29' and 'Problem reported in last 30 minutes | Auto refresh in 00:00:37'.

RECORDER	PROBLEM	START OF PROBLEM (CDT)	DURATION	DETAILS
<b>DEALER: Revcord Logger - Test Group</b>				
Napoleon PD - 20101119C1	PROCESS	2021-04-28 17:18:11	2 weeks 6 days 17:29:20	VisCimMgr.exe crash
Stephen Campbell Buffalo State - 20200603M1	PROCESS	2021-05-08 22:47:12	1 week 3 days 11:59:19	Avitec-Process GOOD OPERATION
<b>DEALER: REVCORD OFFICE</b>				
Revcord Internal Logger Windows	PROCESS	2021-04-10 03:02:13	5 weeks 4 days 07:44:18	VisRecorder/Ei2.exe crash
	PROCESS	2021-04-13 08:19:45	5 weeks 1 day 02:28:46	VisCimMgr.exe crash
	PROCESS	2021-05-13 08:45:03	6 days 02:01:20	VisCimMgr.exe crash
	PROCESS	2021-05-14 08:00:49	5 days 02:45:42	VisRecorder/Ei2.exe crash
	PROCESS	2021-05-14 08:50:24	5 days 01:58:07	visrecordere2 stopped
	PROCESS	2021-05-14 08:55:33	5 days 01:50:58	VisCimMgr stopped
	SERVICE	2021-05-14 09:04:34	5 days 01:41:57	NewVisRMSAgent stopped