
RevGuard User Manual

MMS Version 12.1
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SUMMARY

WHAT IS REVGUARD?

RevGuard is an integrated hardware and software monitoring application that has been handcrafted to monitor your Revcord Logging System components as well as many other items. RevGuard works hand-in-hand with RevWatch. RevWatch is a cloud-based application that manages the alerts and notifications pertaining to the health and status of all systems running RevGuard. In addition, RevGuard's sister software RevWatch can operate on an internal network.

At Revcord, we know security is a leading factor in many IT Departments' decision making. RevGuard was designed and built with keeping Security as a priority. RevGuard does not require any listener sockets or TCP/UDP ports to be created. Which means that RevGuard is "closed off" to the outside world. In the event of a trigger or alert, an outgoing encrypted signal will be sent via SSL to RevWatch via a User defined outbound port used only for base situations. For remote access and support, there are also security protocols in place.

HOW DOES REVGUARD WORK?

RevGuard uses its built-in monitoring system to detect problems before they happen, and to alert on system-critical issues that may have gone unnoticed by the Network Administrator. RevGuard uses fully configurable triggers. A trigger will initiate an alert to RevWatch.

WHAT DOES REVGUARD MONITOR?

The software keeps a constant connection and monitors the following:

- CPU Usage (Shows 4 CPUs for a Quad-Core System).
- Memory Usage (Both the Physical Memory and the Page file).
- Hard Drives (Total space, Available Space, and Usage).
- Network Connections (Traffic).
- File Deletion Configuration (Watchdog).

Revcord Software Applications:

The Cascading Database Application: DBSplitter.exe

The Backup Manager Application: VMBackupServer.exe

The Live Monitoring Application: VsRealTimeServerEx.exe

The Main Recording Application: VSCtiMgr.exe and VsRecorderEx2.exe

The Call Streaming Application: RevWSServer.exe and VsVodSvr.exe

Channels – Channel Inactivity Alarm, Channel Range Inactivity Alarm

RevGuard Default Monitoring Applications:

The software keeps a constant connection and monitors the following applications by default.

The users can configure the other applications as well. The default processes are,

- The Main Recording Application: VSCtiMgr.exe and VsRecorderEx2.exe
- The Call Streaming Application: RevWSServer.exe

RevGuard Default Monitoring Services:

The software keeps a constant connection and monitors the following services by Default.

Users can configure other services as well. These default services are,

- VSRMS Agent
- MSSQL\$REVCORD

WHAT TYPES OF NOTIFICATIONS/ALERTS DOES REVGUARD OFFER?

RevGuard notifications/alerts are configured locally and are fully customizable. There are many ways in which an alert can be manifested: Email notifications, automatic ticket creation in the Revcord Ticketing System, Remote Assistance Requests, or Taskbar Icon/Balloon messages.

ARE ALL OF MY RECORDERS MONITORED BY REVWATCH?

The RevWatch monitoring system benefits all customers whose Revcord Voice Logging Systems are currently protected by RevShield packages that offer Monitoring: RSPLUS and RSPLUSONSITE.

HOW DOES REMOTE SUPPORT WORK?

Revcord provides two modes of remote capability. On Demand Mode and Host Mode. The On Demand Mode allows for an interactive session to be initiated directly with Support by clicking on an Icon on the Revcord Server or a User's Workstation. In addition, a User can be sent a link via email or Instant Messaging. Once a remote support session is requested, a Revcord Customer Support Agent or Dealer Technician will be able to connect to the system using a SHA-256 encrypted SSL connection. All Revcord Dealers will have the abilities of RevGuard, RevWatch, and remote support for sites on RevShield.

In Host Mode, sessions can be automatically requested as part of an alert, by clicking a link within the Web User Interface, or by double-clicking on the Request Remote Support icon on the desktop. For "Host Mode", RevWatch maintains a list of devices and their remote connection credentials securely stored in its database. Please note that none of the above-mentioned methods require any listener sockets or TCP/UDP ports to be created.

REVGUARD TYPES

Revcord provides two different types of RevGuard.

- RevGuard with SQL Management studio.
- RevGuard with SQL Express.

RevGuard with SQL Management Studio

RevGuard with SQL Management Studio works with SQL Management Studio. By default, this RevGuard software suite with management studio was preconfigured to monitor/receive alerts for Revcord applications. The RevGuard default monitoring processes are VsCTIMGR, VsRecorder and RevWSServer. And the default services are NewVSRMSAgent\VSRMSAgent and MSSQL\$REVCORD. Users can add other processes/services as well. Apart from that RevGuard can be installed on the server with the following options.

1. RevGuard with RevWatch
2. RevGuard without RevWatch

Note: RevGuard with/without RevWatch depends on Requirements and Network, firewall and ports restrictions.

RevGuard with RevWatch

RevWatch is a cloud-based application that manages the alerts and notifications pertaining to the health and status of all systems running RevGuard. In addition, RevGuard's sister software RevWatch can operate on an internal network. With RevWatch integration, the user can monitor and receive alerts from RevGuard servers.

RevGuard without RevWatch

Users can use RevGuard without RevWatch; In this case the RevGuard will monitor the server and will send email alerts from RevGuard. The user needs to configure the SMTP settings in RevGuard and assign an email address to receive the alerts from RevGuard.

RevGuard with SQL Express

The RevGuard with SQLite version will come as a different version. This is a standalone version, and it comes with RevGuard without the default Revcord application integrations.

INSTALLATION PROCESS

Step 1: Run the Setup file as 'Run as Administrator' from the server.

Step 2: Once complete, a desktop shortcut will be created named 'RevGuard.exe'. Run the application to begin the configuration of RevWatch. If the application is not on the Desktop, please go to "C:\Windows".

Step 3: Find the Desktop icon for 'RevGuard' and right click the icon and go to 'Properties' and set the program as 'Run this program as an Administrator'.

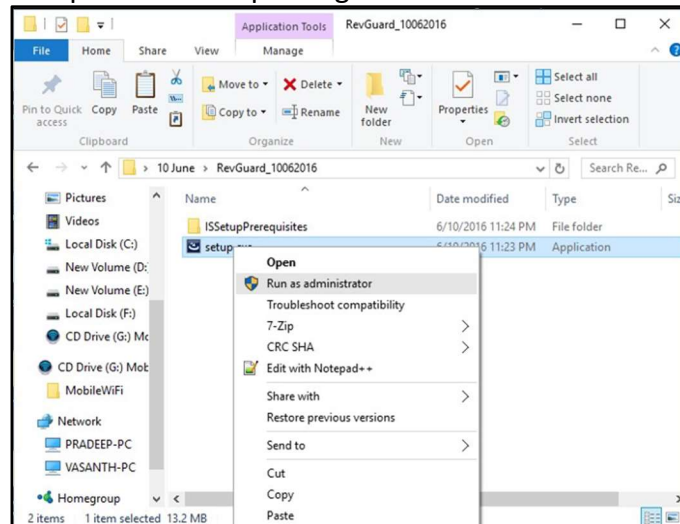
Step 4: After setting the administrator privileges, double click on the RevGuard desktop icon and run as an Administrator.

Step 5: Installation will begin. It will prompt the user to accept the license agreement. Please click on 'Next'.

Step 6: After completing the installation select 'Finish' to exit the wizard.

Step 7: After completing the installation double click the RevGuard desktop icon.

Note: Installing RevGuard patches and updating new versions can also be done from RevWatch.



DATABASE CONFIGURATION

RevWatch Integration

- Users can choose RevWatch Integration during RevGuard Installation. If the user wants to continue RevGuard Installation with RevWatch then they need to select the 'Integrate to RevWatch' checkbox.
- If the user doesn't need the RevWatch integration, then they can skip the RevWatch Integration by unchecking the 'Integrate to RevWatch' checkbox.



RevWatch integration

Integrate with RevWatch

Path [Help](#)

Verifying and Setting Up Your RevWatch Path

Default RevWatch Path

IP Address or DNS Name



RevWatch integration

Integrate with RevWatch

Path [Help](#)

If the user is using a local server, then that Server address should be entered in the same format as above.

Verifying And Setting Up Your Revguard Database Settings

Default RevGuard Database Settings

Server: .\REVCORD

Database: RevShield (By Default)

Username: sa

Password: *****

Please hit the “Test Connection” to verify a connection.

RevGuard Database Settings

Server

Database

Username

Password

Verifying And Setting Up Your Local Recorder Database Settings

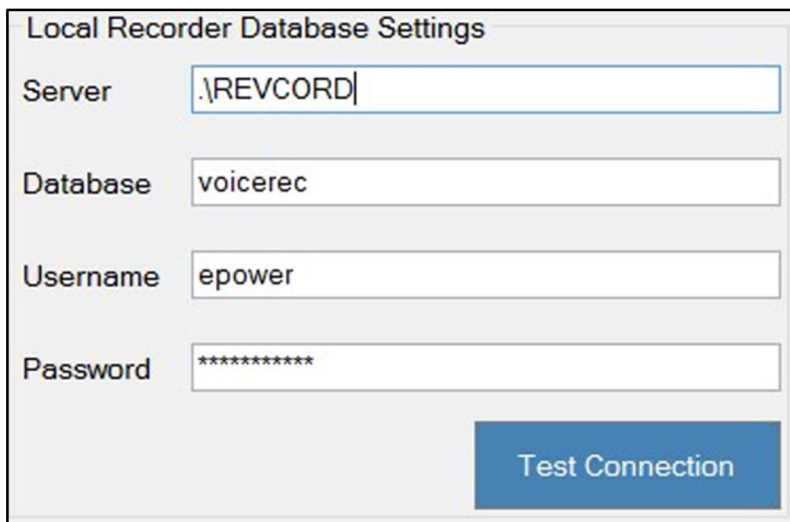
Default RevGuard Database Settings

Server: .\REVCORD

Database: VoiceRec

Username: epower

Password: *****



The screenshot shows a dialog box titled "Local Recorder Database Settings". It contains four input fields: "Server" with the text ".\REVCORD", "Database" with "voicerec", "Username" with "epower", and "Password" with "*****". A blue button labeled "Test Connection" is located at the bottom right of the dialog box.

Please click “Test Connection” to verify that there is a connection.

Once complete, the user will need to click the ‘Save Settings’ to save all details.

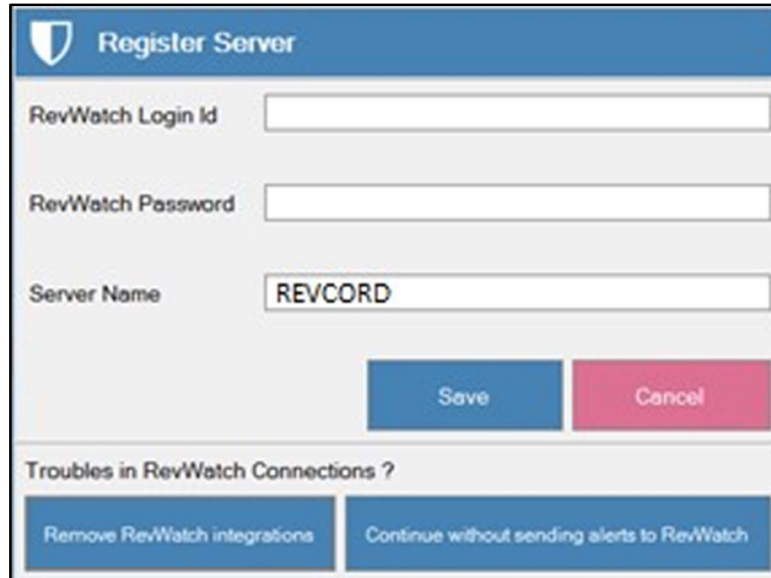
Sample Screen Shot

The screenshot shows a configuration window titled "Database and RevWatch integration configurations". It is divided into three main sections:

- RevGuard database configuration:** Includes fields for Server (.\REVCORD), Database (RevShield), Username (sa), and Password (masked with asterisks). A blue "Test connection" button is located below these fields.
- Local recorder database configuration:** Includes fields for Server (.\REVCORD), Database (voicerec), Username (sa), and Password (masked with asterisks). A blue "Test connection" button is located below these fields.
- RevWatch integration:** Features a checked checkbox labeled "Integrate with RevWatch" and a text field for the Path containing "http://revwatch.revcard.com/RevWatch". A blue "Save settings" button and a red "Cancel" button are positioned to the right of the path field. A small "Help" link is also present next to the path field.

REGISTERING YOUR REVCORD SERVER

This gives Revcord the Username and Server/Site Name for the RevWatch portal.



The screenshot shows a web interface titled "Register Server". It contains three input fields: "RevWatch Login Id", "RevWatch Password", and "Server Name". The "Server Name" field is populated with the text "REVCORD". Below the input fields are two buttons: "Save" (blue) and "Cancel" (pink). At the bottom of the form, there is a section titled "Troubles in RevWatch Connections ?" with two buttons: "Remove RevWatch integrations" (blue) and "Continue without sending alerts to RevWatch" (blue).

This information will be used to segregate and identify your Revcord logger. If you have multiple loggers associated with one Username, they will be associated in one area. The User will have the right via RevWatch to invite other Users to view the RevWatch portal for these sites.

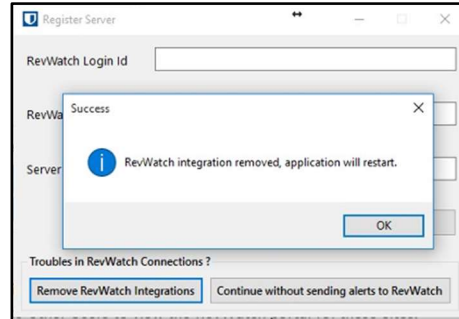
Troubles With Your RevWatch Connection?

This may happen when the entered RevWatch URL is wrong or RevGuard is unable to reach the RevWatch server.

In that case, the user can select the option **Remove RevWatch Integrations/Continue without sending alerts to RevWatch** as shown in the below (See next page) screenshot.

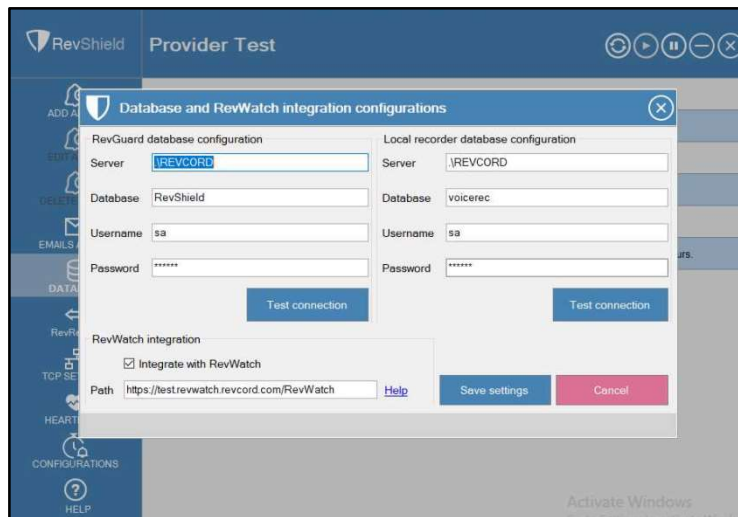
Remove RevWatch Integrations

This option will remove the RevWatch Integrations and then the Installed application will restart. After that RevGuard [without RevWatch] will start running.



Continue Without Sending Alerts to RevWatch

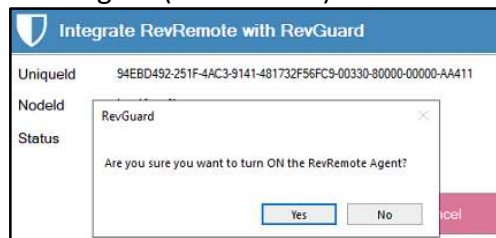
Users can skip the RevWatch integration by clicking Continue without sending alerts to RevWatch. The user can integrate RevWatch anytime to RevGuard by accessing the **RevGuard UI** → **Settings Database** → **Integrate RevWatch** with the correct url and hit the save button.



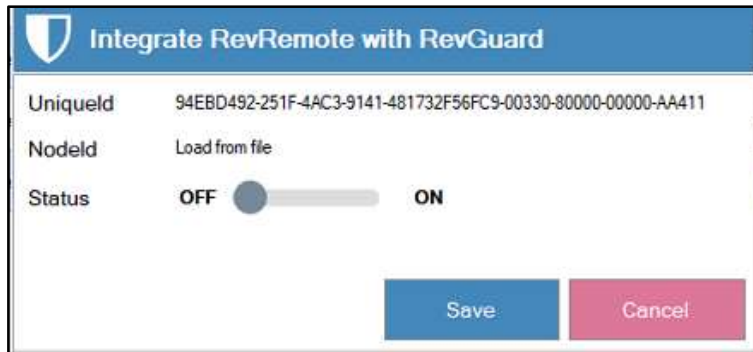
REVGUARD REMOTE VIEWER SERVICE AGENT (REVREMOTE)

- Service that allows the server to be controlled via.
- 100% Web-based Remote Access System specifically for Revcord onsite Recorders.
- File Transfer feature.
- Auditable Logs for Remote Accessed Systems like who connected, at what time, for how long etc.
- The 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 RevGuard Remote Viewer Service Agent (RevRemote) has almost no UI and is distributed by embedded in an existing product RevGuard as a patch.

Once you have Registered your Server/Site, the next screen gives you the option of registering RevGuard Remote Viewer Service Agent (RevRemote).



If you choose to integrate with RevGuard Remote Viewer Service Agent (RevRemote), then click “Yes”.



The dialog box titled "Integrate RevRemote with RevGuard" contains the following fields and controls:

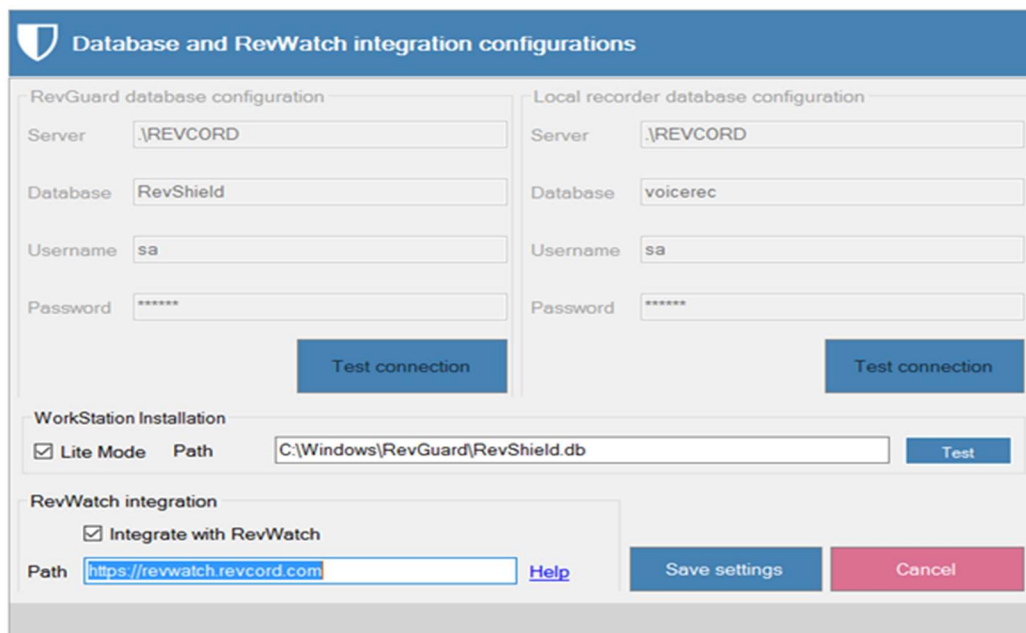
- Uniqueld:** 94EBD492-251F-4AC3-9141-481732F56FCS-00330-80000-00000-AA411
- Nodeld:** Load from file
- Status:** A toggle switch currently set to **OFF**, with **ON** as the alternative position.
- Buttons:** "Save" (blue) and "Cancel" (pink).

UniquelD: This is the RevWatch unique ID.

Once you have registered your RevGuard Remote Viewer Service Agent (RevRemote), you have now finished your installation.

WORKSTATION SPECIFIC

Please check **Lite Mode** in the Database Configuration, it will install that in Workstation Mode and SQL is not required.



The dialog box titled "Database and RevWatch integration configurations" is divided into several sections:

- RevGuard database configuration:** Server (.\REVCORD), Database (RevShield), Username (sa), Password (masked).
- Local recorder database configuration:** Server (.\REVCORD), Database (voicerec), Username (sa), Password (masked).
- WorkStation Installation:** Lite Mode, Path (C:\Windows\RevGuard\RevShield.db), Test button.
- RevWatch integration:** Integrate with RevWatch, Path (https://revwatch.revcorp.com), Help link, Save settings button, Cancel button.

GETTING STARTED

Revguard Authentication

Currently, anyone can configure RevGuard by just accessing it from an onsite logger. For security reasons we now have restricted the RevGuard configuration for Revcord personnel only.



The screenshot shows a web-based login form for RevGuard. The form has a blue header with a shield icon and the text 'Login to RevGuard'. Below the header, there are two input fields: 'User Name' and 'Password'. At the bottom of the form, there are two buttons: 'Login' (blue) and 'Cancel' (red).

Basically, this is about RevGuard protection. The RevGuard application now has authentication in place. It will first verify the username and password before opening. If the username/password is valid, then they can access the main application interface.

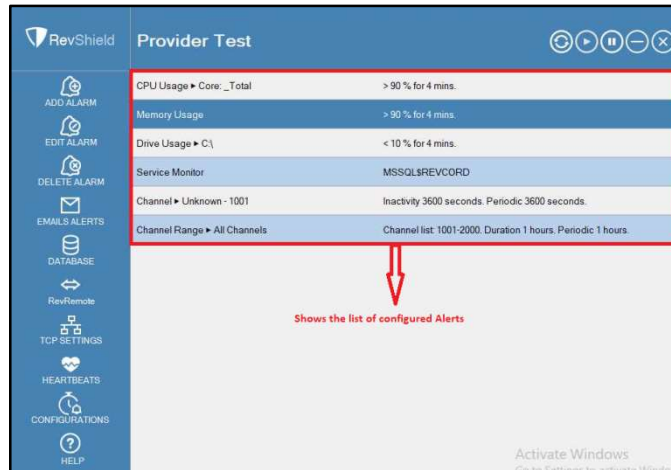
Main Menu:

1. Configured Alerts
2. General features - Refresh, Start, Stop, Minimize, Close
3. Add Alarm
4. Edit Alarm
5. Delete Alarm
6. Email Setup
7. Database Setup
8. Team Viewer
9. TCP Settings
10. Heart Beat
11. Configurations
12. Help



Configured Alerts

This page will display the list of configured alerts.



General Features

Users can check the access to the general features from the top right corner of the page. It will show the following:

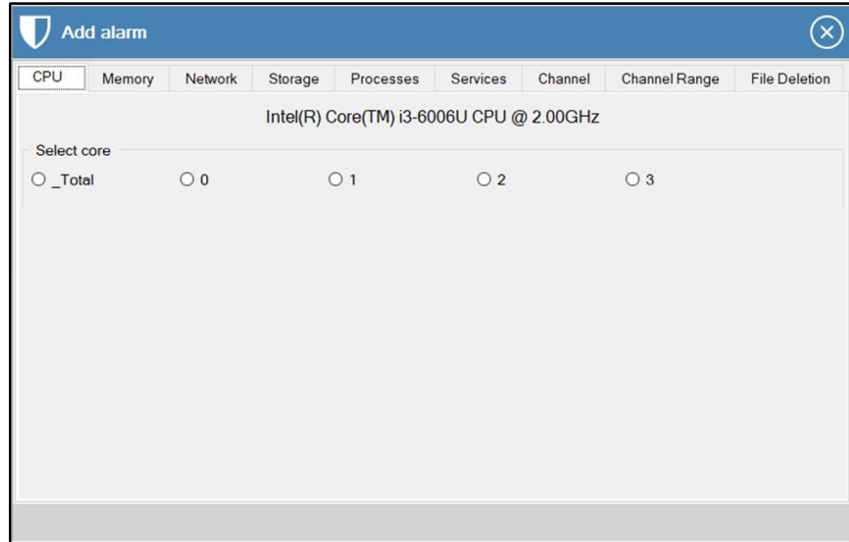


- Refresh
- Start
- Stop
- Minimize
- Close

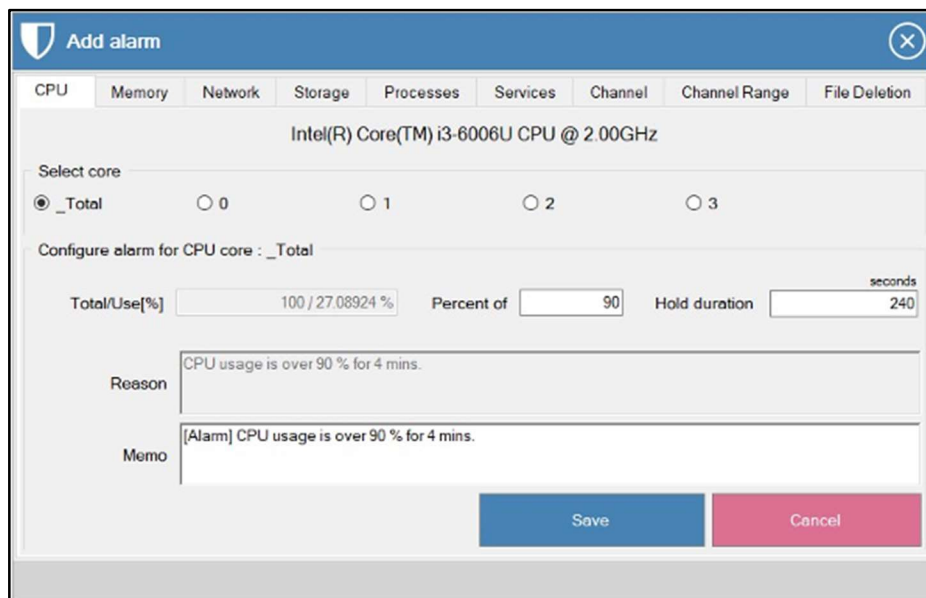
Add Alarm

By clicking 'Add Alarm', the user can access the 'Add Alarm' page. From here the user can set up the following alerts.

- CPU Alarm
- Memory Alarm
- Network Alarm
- Storage
- Process
- Services
- Channel
- Channel Range
- File Deletion



Adding a CPU Alarm



RevGuard will detect and display the available CPU core on the server, users can then select core by accessing the Radio button under the 'Select Core'.

Configuring Alarms for CPU core:

Total/Use[%] – It will display the selected CPU core CPU usage in 100%.

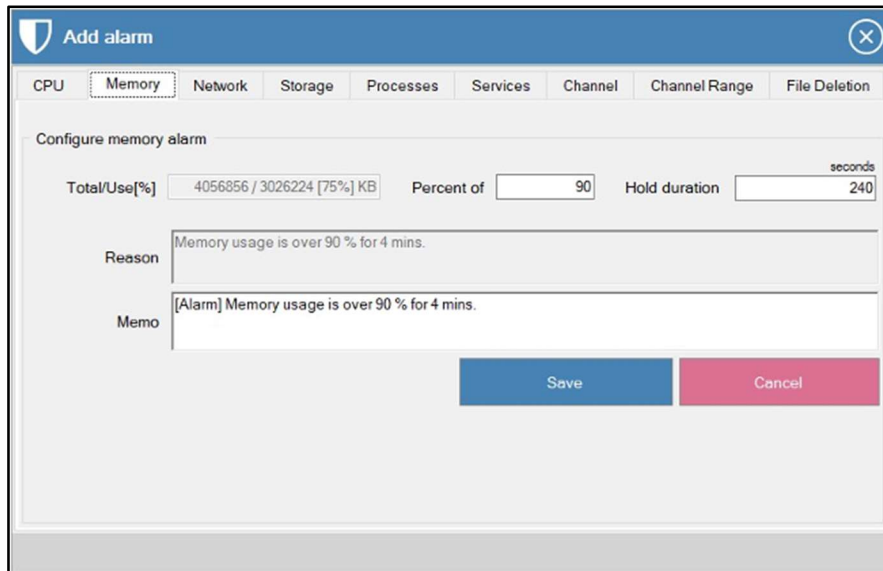
Percent of – We can set percentage here, for ex: I set 90% there, then the RevGuard will fire alert if the CPU core usage went 90% (for the given hold duration).

Hold Duration (Seconds) – This is where we set the hold duration time. I set the hold duration for 240 seconds, so the RevGuard will fire the alert if the CPU core consumes 90% for 240 seconds.

After finishing your configuration, click on the 'Save' button.

Adding Memory Alarm

After accessing the Add Alarm page, navigate to the Memory tab to add the Memory Alarm.



The screenshot shows the 'Add alarm' dialog box with the 'Memory' tab selected. The configuration is as follows:

Field	Value
Total/Use[%]	4056856 / 3026224 [75%] KB
Percent of	90
Hold duration	240 seconds
Reason	Memory usage is over 90 % for 4 mins.
Memo	[Alarm] Memory usage is over 90 % for 4 mins.

Buttons: Save, Cancel

Configuring Alarm for Memory

Total/Use[%] – It displays the current memory usage for 100%.

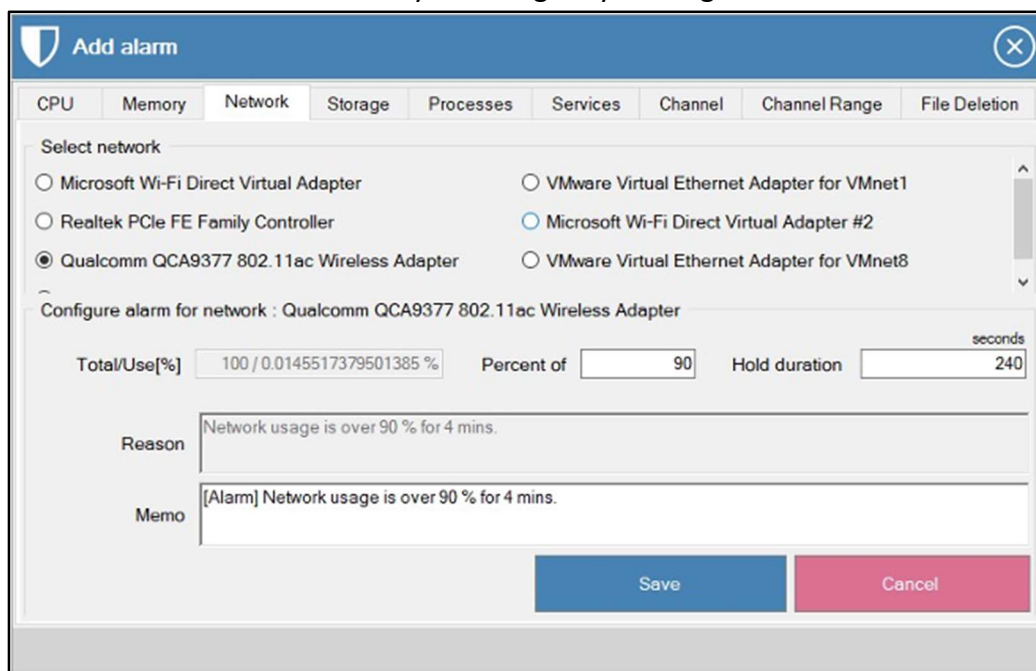
Percent Of – The user can set the percentage here (I set the percentage as 90), if it reaches or exceeds 90% for the hold duration seconds then the RevGuard will fire the alarm.

Hold Duration – This is where the user can set the hold duration time.

After completing your configurations, click on the 'Save' button.

Adding Network Alarm:

After accessing the Add Alarm page, navigate to the Network Tab to set the Network Alarm. We can set an alarm for the interface by selecting it by clicking on the radio button.



Configuring Alarm for Network

Total/Use[%] – It displays the current network usage for 100%.

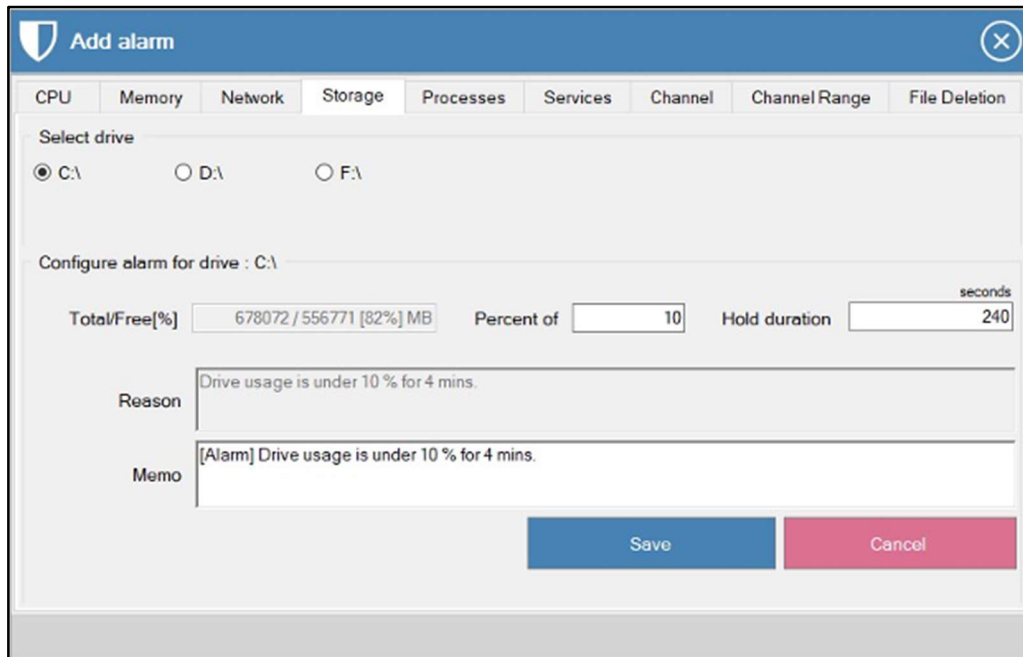
Percent Of – The user can set the percentage here (I set the percentage as 90), if it reaches or exceeds 90% for the hold duration seconds then the RevGuard will fire the alarm as Network Usage is over 90% for 4 mins.

Hold Duration – This is where the user can set the hold duration time.

After completing your configurations, click on the ‘Save’ button.

Adding Storage Alarm

After accessing the Add Alarm page, navigate to Storage Tab to set the Storage Alarm. We can set an alarm by selecting the drive and clicking on the radio button.



Configuring Alarm for Storage

Total/Use[%] – Displays the current storage usage for the selected drive in 100%.

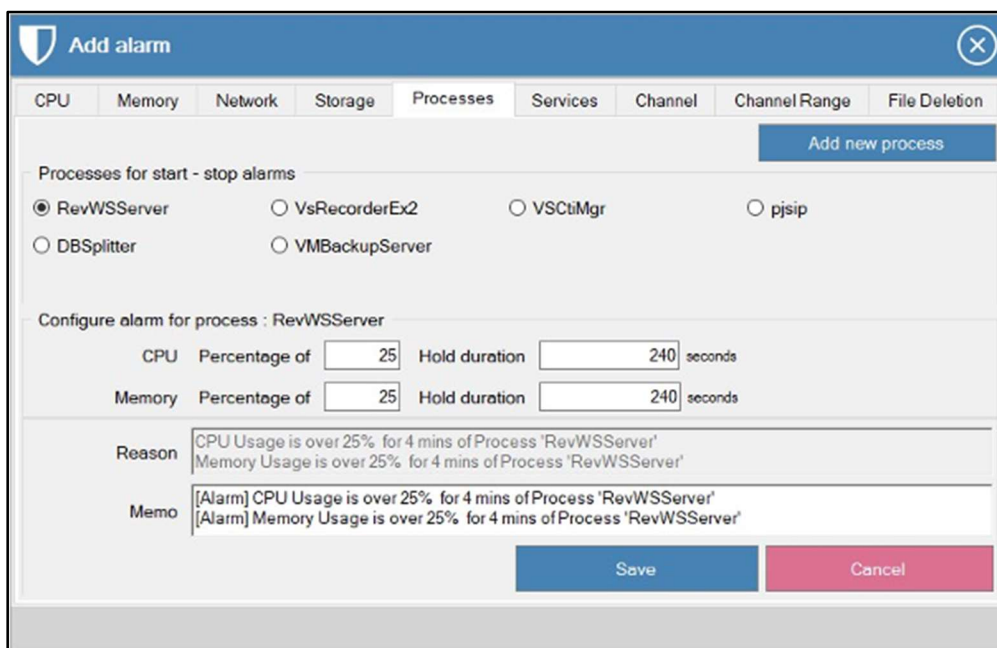
Percent Of – The user can set the percentage here (I set the percentage as 90), if it reaches or exceeds 90% for the hold duration seconds then the RevGuard will fire the alarm as Drive Usage is under 10% for 4 mins.

Hold Duration – This is where the user can set the hold duration time.

After completing your configurations, click on the ‘Save’ button.

Adding Processes Alarm

After accessing the ‘Add Alarm’ page, navigate to the Processes tab to set up the Processes Alarm. RevGuard will send an alert when the process starts, stops, and crashes. In addition, the user can monitor the selected processes memory consumption and CPU utilization.



Add alarm

CPU Memory Network Storage **Processes** Services Channel Channel Range File Deletion

Add new process

Processes for start - stop alarms

RevWSServer
 VsRecorderEx2
 VSCtiMgr
 pjsip
 DBSplitter
 VMBackupServer

Configure alarm for process : RevWSServer

CPU Percentage of Hold duration seconds

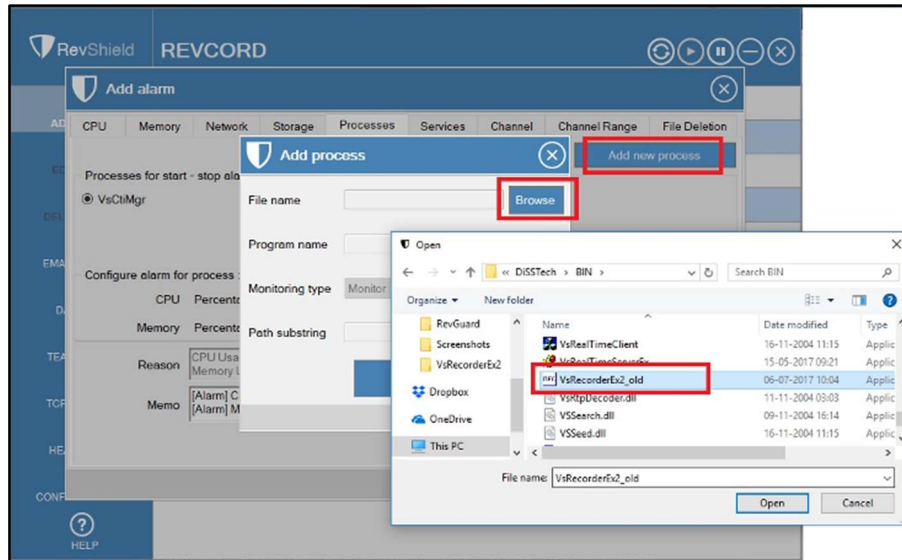
Memory Percentage of Hold duration seconds

Reason CPU Usage is over 25% for 4 mins of Process 'RevWSServer'
Memory Usage is over 25% for 4 mins of Process 'RevWSServer'

Memo [Alarm] CPU Usage is over 25% for 4 mins of Process 'RevWSServer'
[Alarm] Memory Usage is over 25% for 4 mins of Process 'RevWSServer'

Save Cancel

Configuring Process Alarms

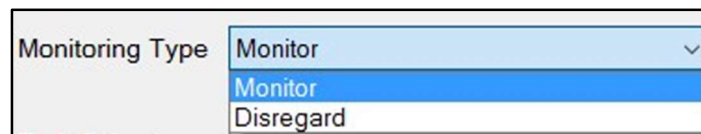


Follow these simple steps to configure process alarms:

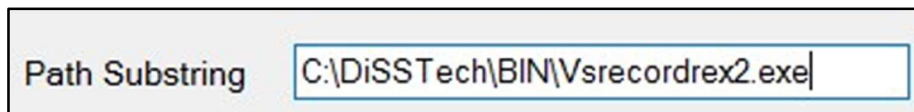
Step 1: Go to the 'Add Alarm' page and navigate to the processes tab, click on the 'Add Processes' button on the top right corner.

Step 2: File Name – Browse the process name to find then add by clicking on the browse button and selecting the process that you want to monitor and then click on Save.

Monitoring Type: Users can 'Monitor' the added process or they can disregard the alerts by selecting the 'Disregard' from the dropdown menu.

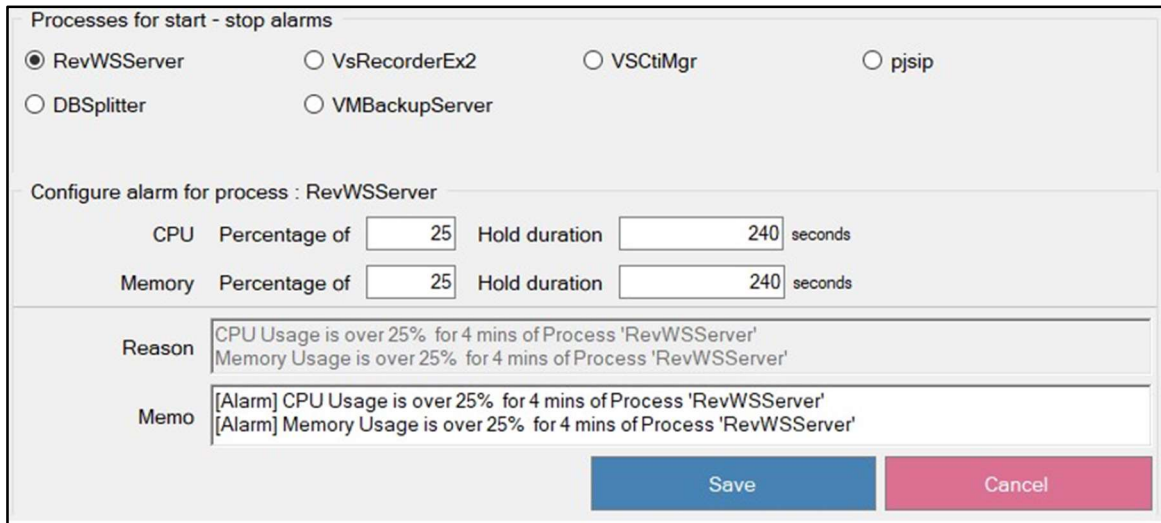


Path Substring: Users can add the process path and set the process to monitor.



Configuring CPU and Memory alarm for Processes.

The user can monitor CPU usage and memory consumption of the processes that they want to monitor.



Processes for start - stop alarms

RevWSServer
 VsRecorderEx2
 VSCtiMgr
 pjsip
 DBSplitter
 VMBackupServer

Configure alarm for process : RevWSServer

CPU Percentage of Hold duration seconds
 Memory Percentage of Hold duration seconds

Reason

Memo

Save Cancel

Select the process that you want to monitor the CPU and Memory usage of by clicking on the radio button. Then the user can view the Configure alarm for the process page.

CPU Percentage Of – Here the user can set the percentage with the hold duration.

Ex: I set the percentage as 25% and hold duration as 240 seconds.

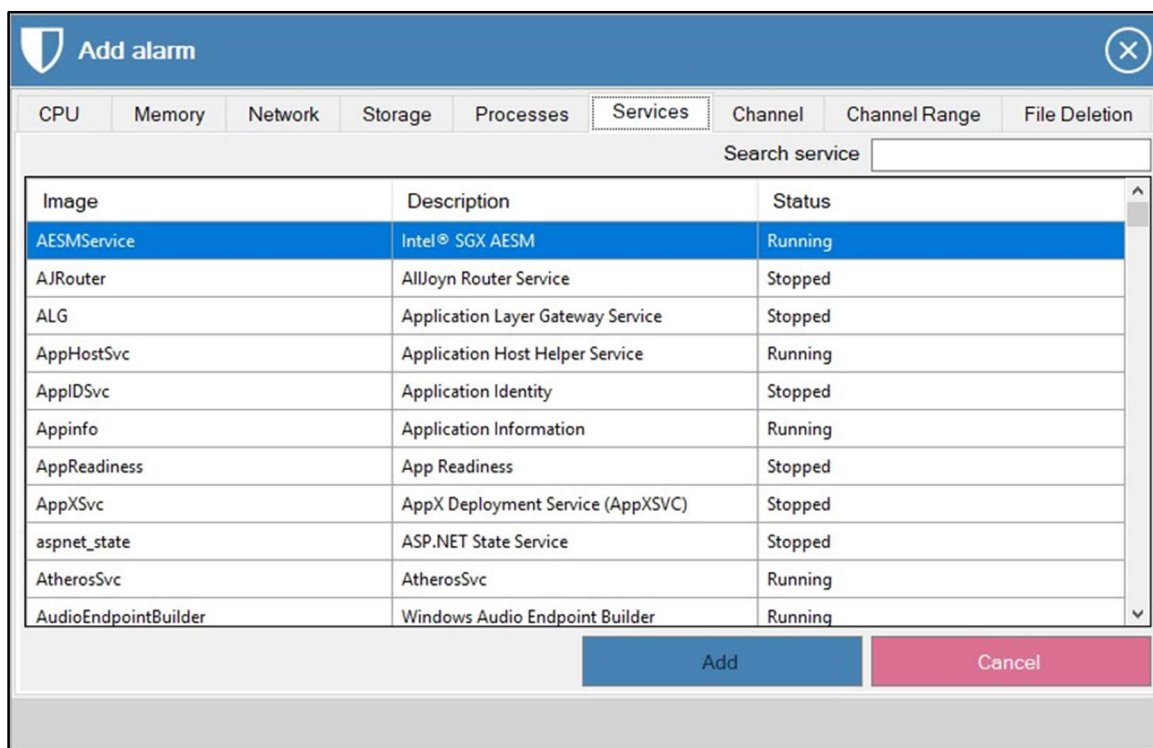
So, when the RevWSServer consumed more than 25% CPU then RevGuard will fire the alert ‘CPU usage is over 25% for 4 mins of Process ‘RevWSServer’

Memory Percentage Of – Here the user can set the percentage with the hold duration, For Ex: I set the percentage as 25% and hold duration as 240 seconds. So, when the RevWSServer consumed more than 25% Memory then RevGuard will fire the alert ‘Memory usage is over 25% for 4 mins of Process ‘RevWSServer’

Adding Service Alarm

The user can monitor service by adding it to the RevGuard monitor. RevGuard will send alerts for service Start/Stop/Restart.

Step 1: The user needs to go to the 'Add Alarm' page, then navigate to the Services tab. This will list all the services.

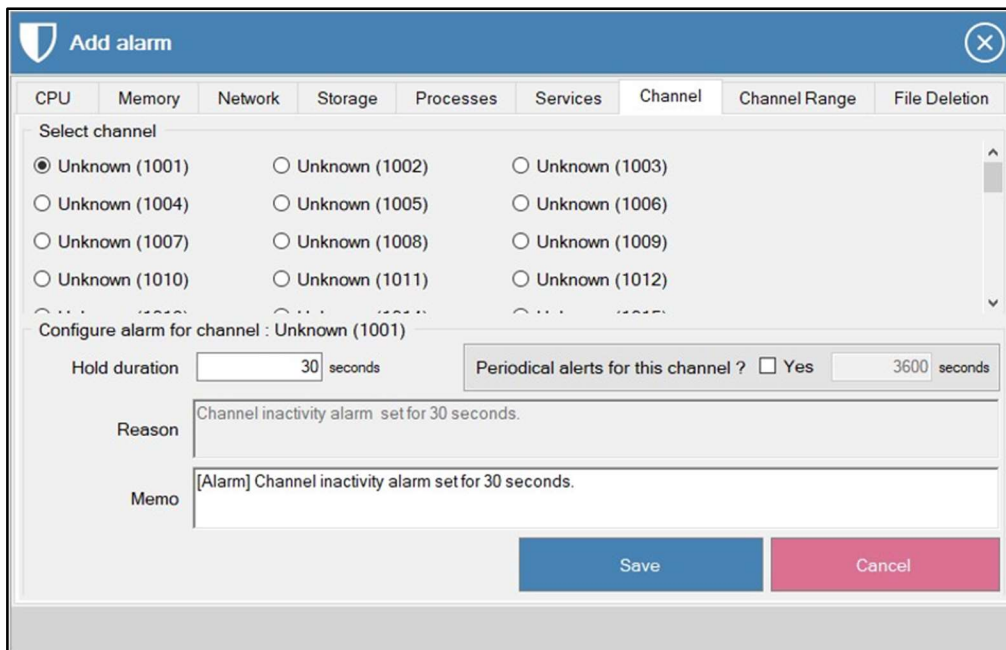


Step 2: The user can select the service that they want to configure. They also can search for the needed service by using the 'Search Service' search box.

Step 3: After selecting the service the user needs to click on the 'Add' button.

Adding Channel Inactivity Alarm

To set a Channel Inactivity alert go to the 'Add Alarm' page and navigate to 'Channel' Tab.



Select the Channel you want to configure by clicking on the Radio button. The user can see the Configure Alarm for Channel page.

Hold Duration – The user can set the hold duration time in seconds.

Ex: I set the hold duration as 30 seconds, so RevGuard will send an alert if the channel is inactive for 30 seconds.

The user will then click on 'Save' after configuring the channel.

Periodical Alerts For This Channel?



The user can activate the periodical alerts for the selected channel by checking 'Yes'. This will send an email when the timer expires.

Adding Channel Range Alarm

To set a Channel Range alarm go to the 'Add Alarm' page and navigate to the 'Channel Range' Tab

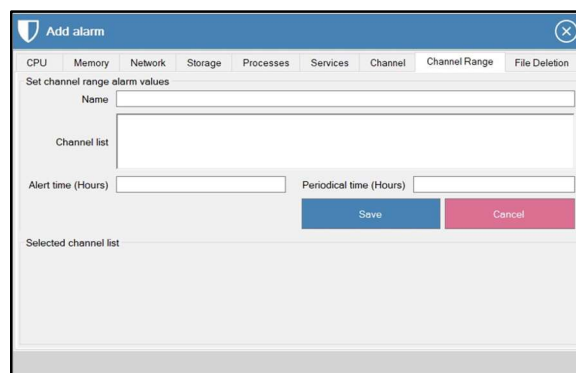
Enter the Range Name (must be unique)

Enter the port range. Must be in one of the given three formats e.g.

- 1001
- 1001-1016
- 1001-1015, 1016

Set the alert time and periodical time.

The Channel Range alarm will trigger an alert if any calls are not made in the given alert time on any of the channels (collectively) on the selected channel list. This will check the status of each channel and make sure that at least one call has been made to any of the channels within the configured time. If no calls have occurred, it will send an alert email. Periodical emails will also be sent.



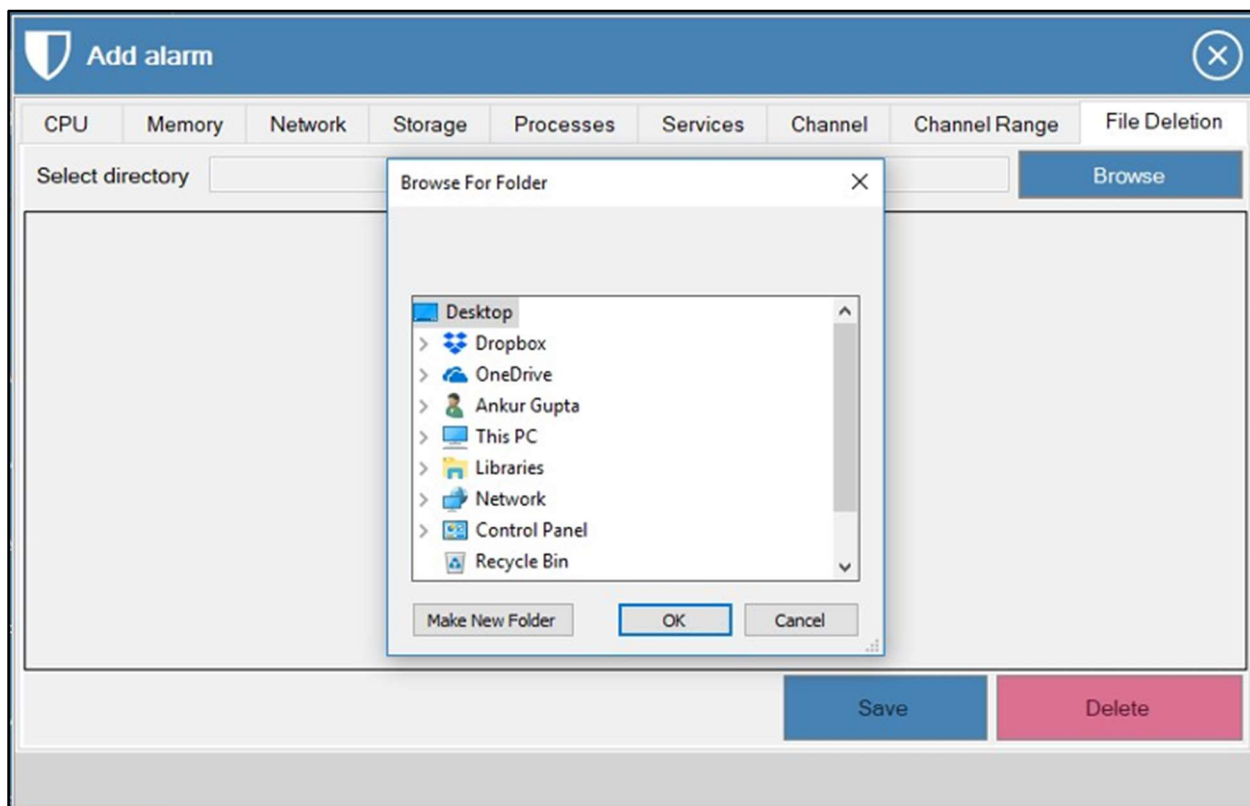
The screenshot shows a software window titled "Add alarm" with a close button in the top right corner. The window has a tabbed interface with the following tabs: CPU, Memory, Network, Storage, Processes, Services, Channel, Channel Range (selected), and File Deletion. The "Channel Range" tab is active and contains the following fields and controls:

- "Set channel range alarm values" section:
 - "Name": A text input field.
 - "Channel list": A text input field.
- "Alert time (Hours)": A text input field.
- "Periodical time (Hours)": A text input field.
- "Save": A blue button.
- "Cancel": A red button.
- "Selected channel list": A large empty text area at the bottom.

FILE DELETION ALARM

The File Deletion Configuration is used to monitor the folders and to send an alert if any of the files under the monitored folder are deleted. The user needs to go to the 'Add Alarm' page, and they will need to navigate to the 'File Deletion' Tab to set alerts.

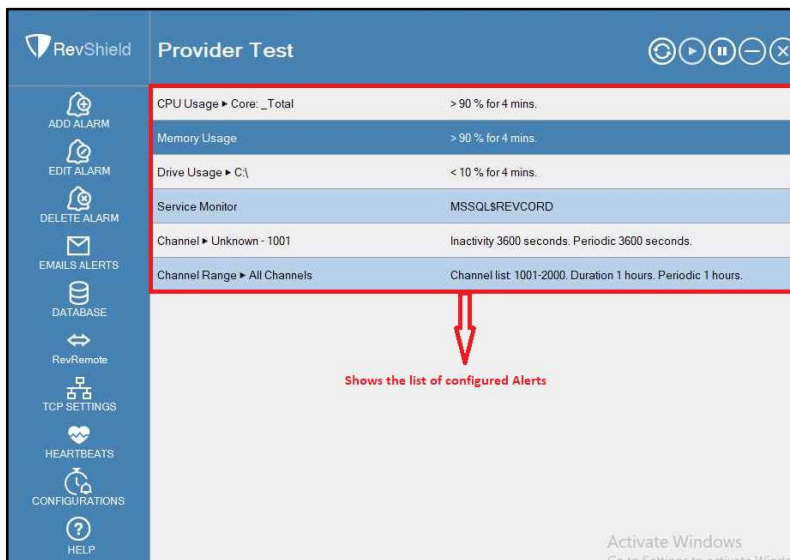
The user can select the folder (to monitor) via the Browse button and add the folder to the Monitor box.



After selecting the folder the user needs to click on the 'Save' button. RevGuard will then start monitoring the folder. It will send the alert if any of the files or the folders are deleted from the monitoring folder.

EDIT ALARM

Configured alerts will be displayed on the RevGuard UI. Please follow the steps to edit the configured alarms.



Step 1: Click on the alert(s) that you want to edit from the RevGuard UI/

CPU Usage [Core : _Total]	> 90 % for 4 mins.
MEMORY Usage	> 90 % for 4 mins.
Drive Usage [C:\]	< 10 % for 4 mins.
Drive Usage [D:\]	< 10 % for 4 mins.
Process Monitor	VsCtiMgr
Process Monitor	vsrecorderx2
Service Monitor	VSRMSAgent
Service Monitor	MSSQL\$REVCORD

Step 2: After selecting the alert the user will click on the 'Edit Alarm' button from the right-hand side of the RevGuard UI.

Step 3: The 'Modify Memory Alert' page will come up after we select an alarm and hit the 'Edit Alarm' page, from here the user can edit the selected alarm.

Modify Memory Alert

Total/Use[%] 8353640 / 3924556 [47%] KB

Percent Of 90

Hold Duration (seconds) 240

Reason
Memory usage is over 90 % for 4 mins.

Memo
[Alarm] Memory usage is over 90 % for 4 mins.

Save Cancel

Step 4: After configuring the changes, the user will click on the 'Save' button to update the records.

DELETE ALARM

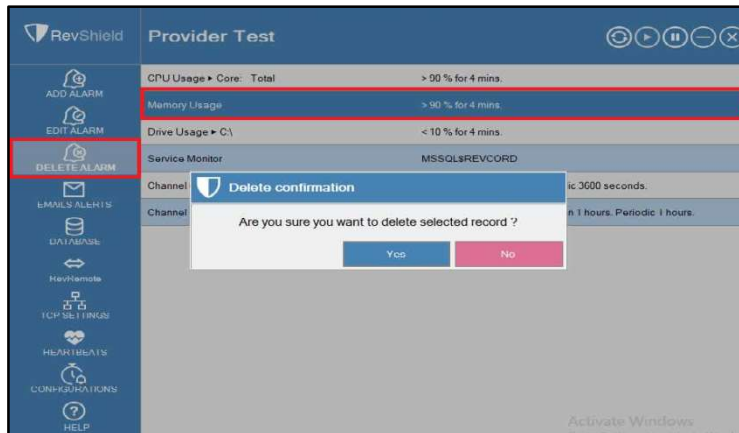
The user can delete the configured alerts. Follow these simple steps to delete a configured alert.

Step 1: Select the alert that you want to delete from the RevGuard UI.

Step 2: After selecting the alert, click on the 'Delete Alarm' button.

Step 3: A confirmation page will open.

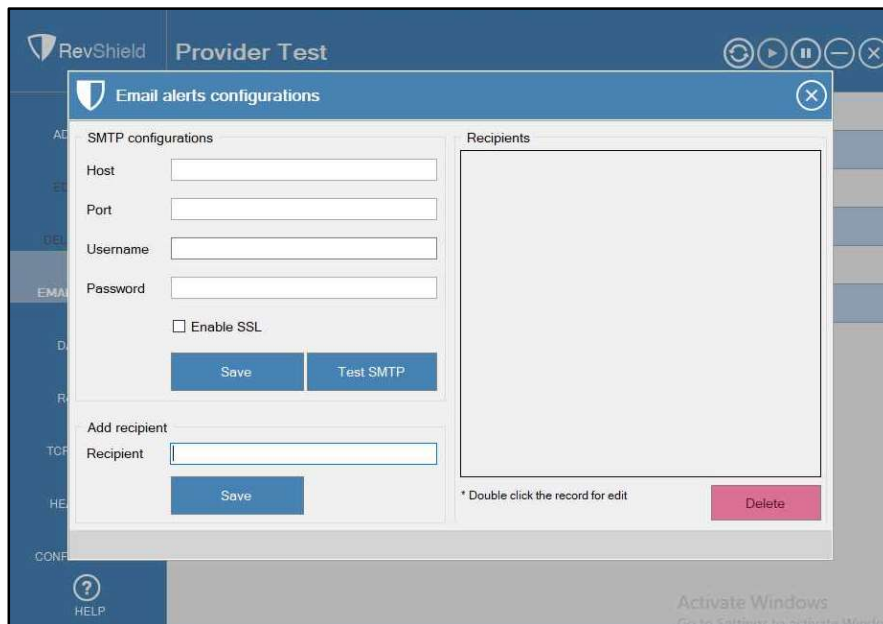
Step 4: Click 'Yes' to delete/remove the configured alarm.



The selected alerts will be deleted after the 'Yes' button is clicked.

EMAIL SETUP

This is where the SMTP configurations are set up and where the email recipients for alerts are configured.



SMTP Configurations

SMTP User Name: Full email address
SMTP Host: SMTP Server or DNS Name
Password: SMTP User email Password
Port: SSL or TLS Port
Security: SSL

Add Recipient

Users can add email recipients to receive alerts from the RevGuard application by adding email addresses and then clicking on the “Save” button.

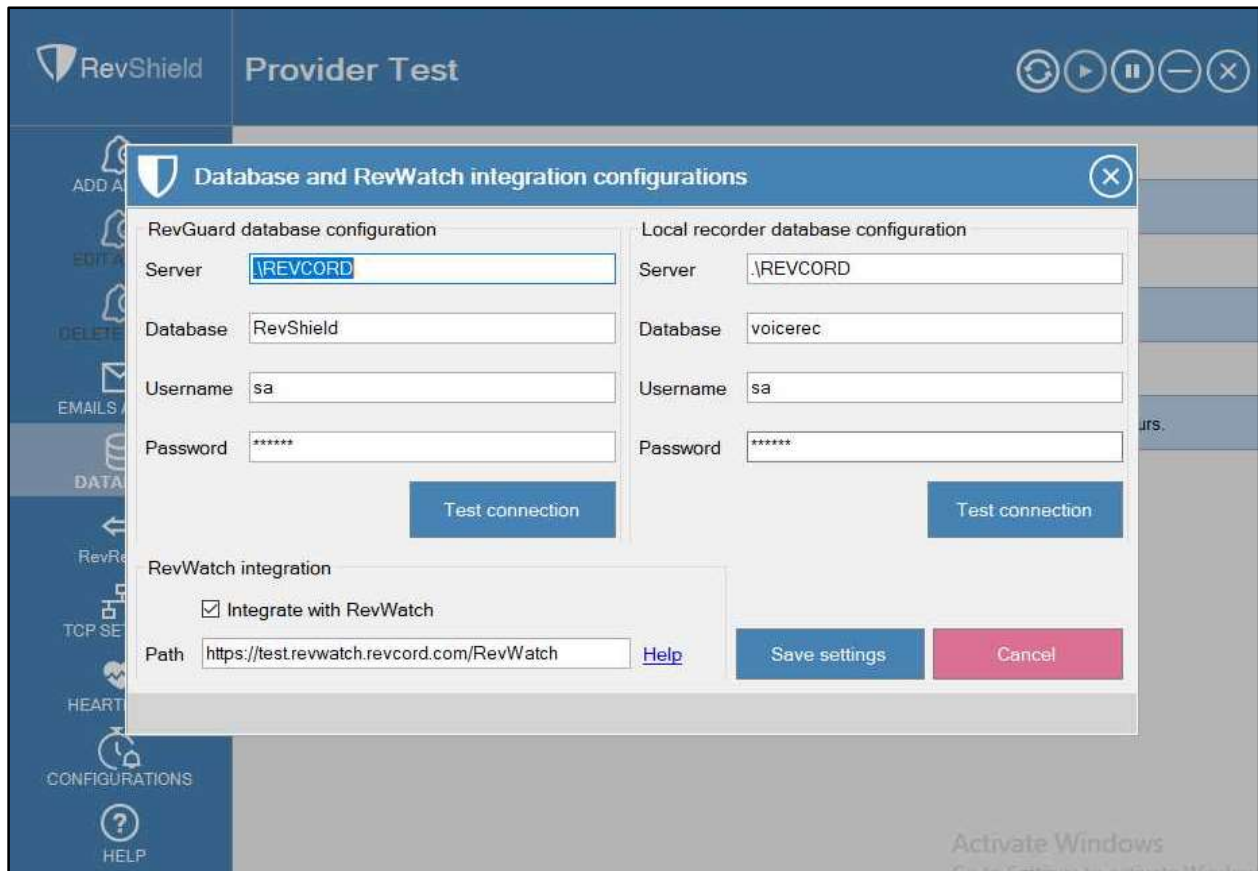
Recipient List

From the recipient list the user can see the list of registered users and their email IDs. The user can remove any email recipient from the Recipient List.

DATABASE SETUP

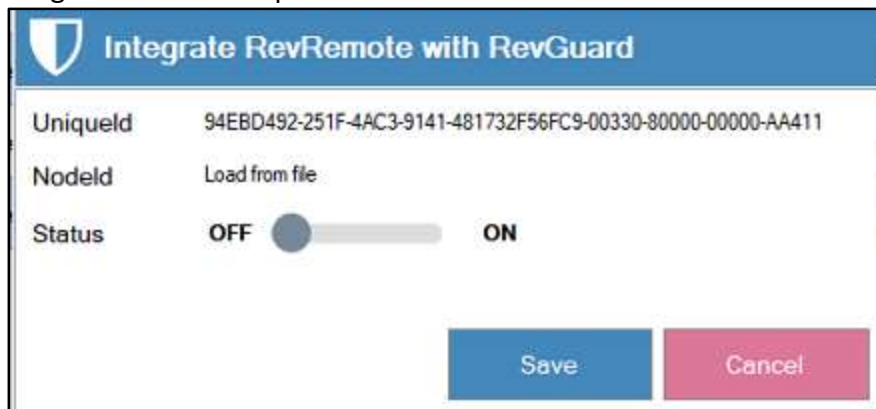
This is where you can edit the Database Configuration that was set up during the installation process.

Sample Screenshot



REVGUARD REMOTE VIEWER SERVICE AGENT (REVREMOTE)

This is where you can edit the RevGuard Remote Viewer Service Agent (RevRemote) details that were set up during the installation process.



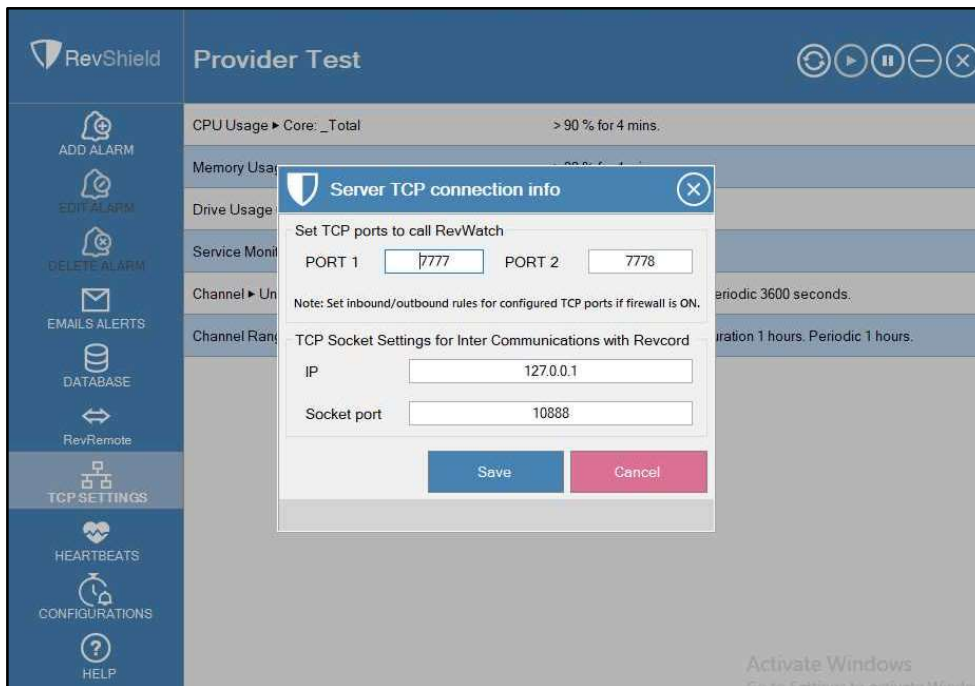
The screenshot shows a configuration window titled "Integrate RevRemote with RevGuard". It contains the following fields and controls:

Uniqueld	94EBD492-251F-4AC3-9141-481732F56FC9-00330-80000-00000-AA411
Nodeld	Load from file
Status	OFF <input type="checkbox"/> ON <input type="checkbox"/>

At the bottom right of the window are two buttons: "Save" (blue) and "Cancel" (pink).

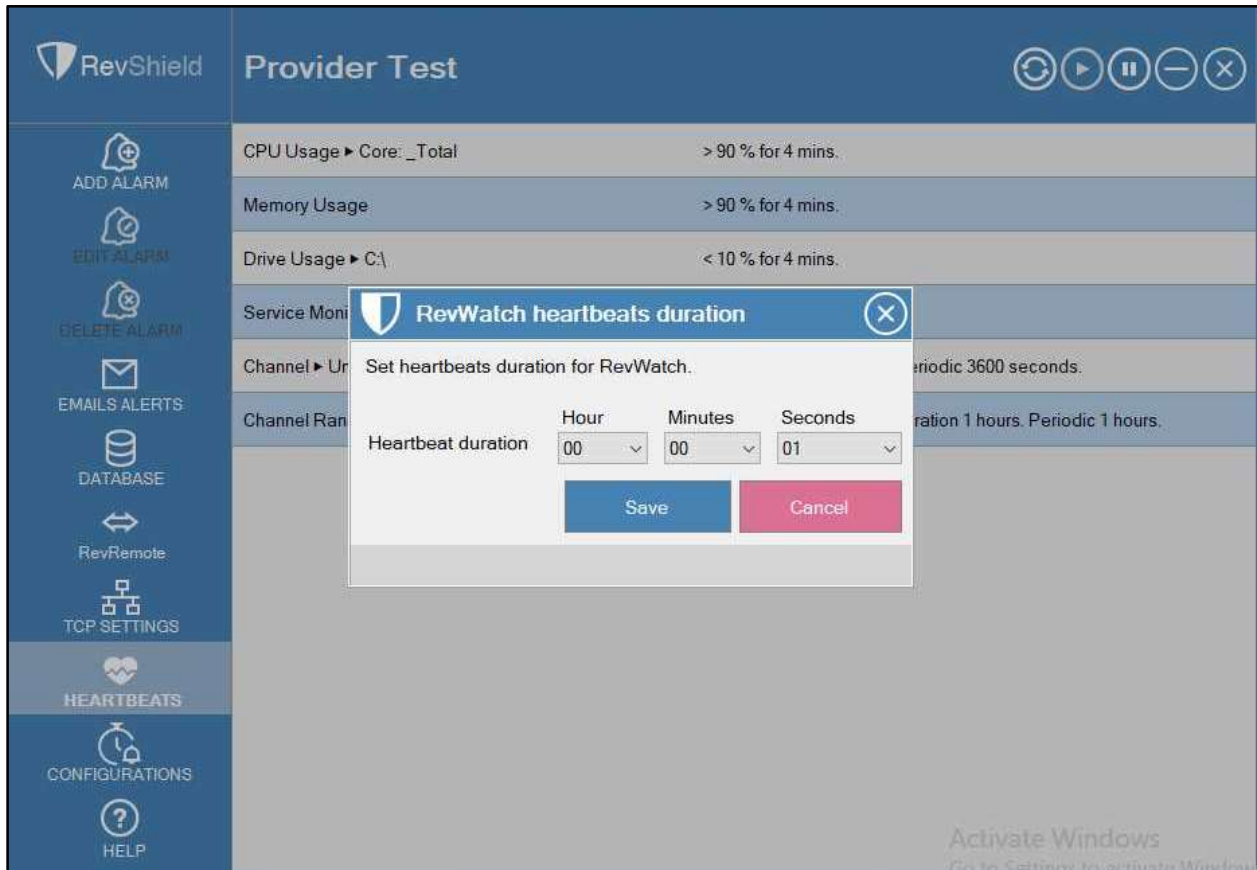
TCP SETTINGS

From here the user can set up the server's TCP connection information.



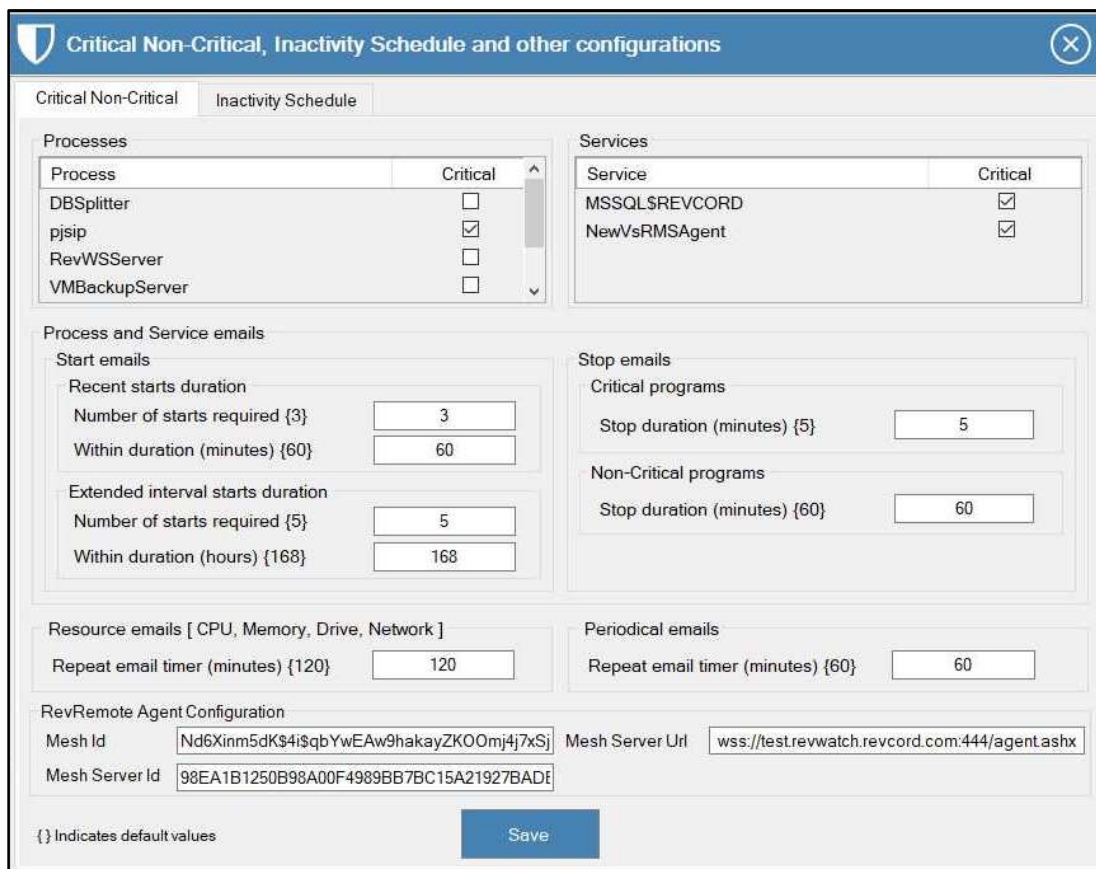
HEARTBEATS

The user can set heartbeat durations to RevWatch from here.



CONFIGURATIONS

This feature allows you to configure additional alerts in the form of start, stop emails for alarm configured processes as well as services, resource emails, and Inactivity Schedule.



Critical Non-Critical, Inactivity Schedule and other configurations

Critical Non-Critical Inactivity Schedule

Process	Critical
DBSplitter	<input type="checkbox"/>
pjsip	<input checked="" type="checkbox"/>
RevWSServer	<input type="checkbox"/>
VMBackupServer	<input type="checkbox"/>

Service	Critical
MSSQL\$REVCORD	<input checked="" type="checkbox"/>
NewVsRMSAgent	<input checked="" type="checkbox"/>

Process and Service emails

Start emails

Recent starts duration

Number of starts required {3}

Within duration (minutes) {60}

Extended interval starts duration

Number of starts required {5}

Within duration (hours) {168}

Stop emails

Critical programs

Stop duration (minutes) {5}

Non-Critical programs

Stop duration (minutes) {60}

Resource emails [CPU, Memory, Drive, Network]

Repeat email timer (minutes) {120}

Periodical emails

Repeat email timer (minutes) {60}

RevRemote Agent Configuration

Mesh Id Mesh Server Url

Mesh Server Id

{ } Indicates default values

Save

RevGuard UI is enhanced and now also provides the RevGuard Remote Viewer Service Agent (RevRemote) Configuration. The configuration values are as follows.

Server Location/ Server Url, Server Identifier/ Server Id, Mesh Id

The Configuration will be Read-Only and managed by RevGuard Remote Viewer Service Agent (RevRemote) within Patch only. If we need to move to a different server, then the next patch will update these automatically.

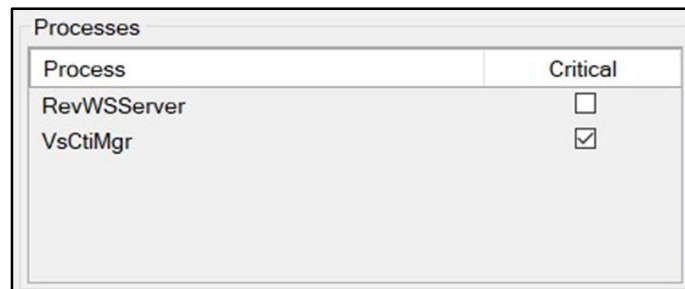
Critical Non-Critical and Other Configurations

Allows the user to configure the following processes:

- Critical Non-Critical Process
- Critical Non-Critical Services
- Process and Service Start/Stop Emails
- Resource Emails
- Periodical Emails

Processes List

From the 'Processes List' the user can select/deselect the Critical Processes and the non-selected Processes automatically configured as non-critical processes.



Process	Critical
RevWSServer	<input type="checkbox"/>
VsCtiMgr	<input checked="" type="checkbox"/>

Services List

From the 'Services' List the user can select/deselect the Critical Services and the non-selected Services automatically configured as non-critical services.

Services	
Service	Critical
NewVsRMSAgent	<input checked="" type="checkbox"/>
VSRMSAgent	<input checked="" type="checkbox"/>

Process and Service Emails Configuration

This allows the user to configure two types of email alerts:

1. Start emails
2. Stop emails

Start Emails

From here users can configure two types of start emails:

- Recent start duration: An email will be sent if there is more than one number of starts in the specified timeframe.
- Extended intervals start duration: An email will be sent if there is more than one start in the specified timeframe.

Start emails	
Recent starts duration	
Number of starts required {3}	<input type="text" value="3"/>
Within duration (minutes) {60}	<input type="text" value="60"/>
Extended interval starts duration	
Number of starts required {5}	<input type="text" value="5"/>
Within duration (hours) {168}	<input type="text" value="168"/>

Stop Emails

From here the user can configure a stop duration after which an alert email will be sent for Critical and Non-Critical Programs separately.

Stop emails

Critical programs

Stop duration (minutes) {5} 5

Non-Critical programs

Stop duration (minutes) {60} 60

- Critical Programs: An email will be sent if the stop duration of any critical programs exceeds the specified timeframe.
- Non-Critical Programs: An email will be sent if the stop duration of any non-critical programs exceeds the specified timeframe.

Resource Emails

The user can configure the timing of resource emails which are sent every time the timer runs out. The email contains the status of the following resources:

Resource emails [CPU, Memory, Drive, Network]

Repeat email timer (minutes) {120} 120

- CPU
- Memory
- Drive
- Network

Periodic Emails

The user can configure the timing of periodic emails sent when the timer runs out.

Periodical emails

Repeat email timer (minutes) {60}

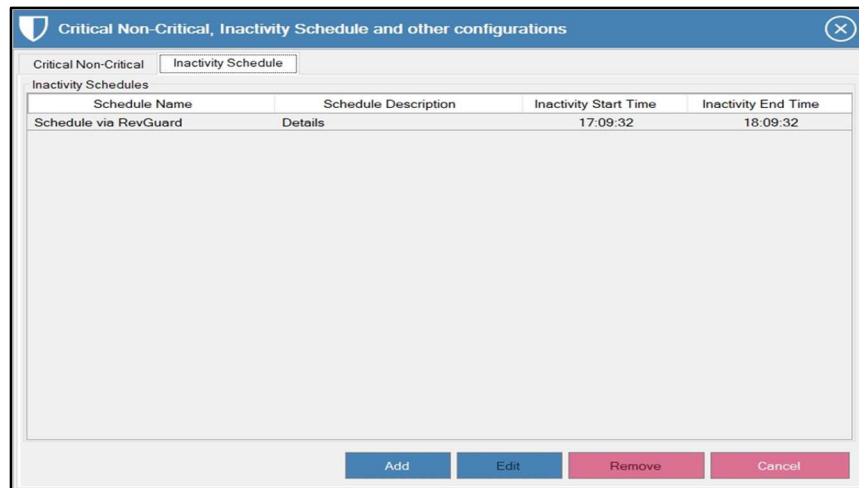
Note: {} indicates the minimum values. Values less than mentioned in {} will not generate email alerts.

Inactivity Schedule Configurations

Inactivity Schedule is a new feature implemented to prevent fake alerts during inactive times like nights and weekends. The user can create a personalized schedule for the Server according to the possible Inactive time. Then during the time for which Inactivity schedules are configured, inactivity alerts are not generated by RevGuard.

The following types of alerts will not be sent during configured Inactivity Time.

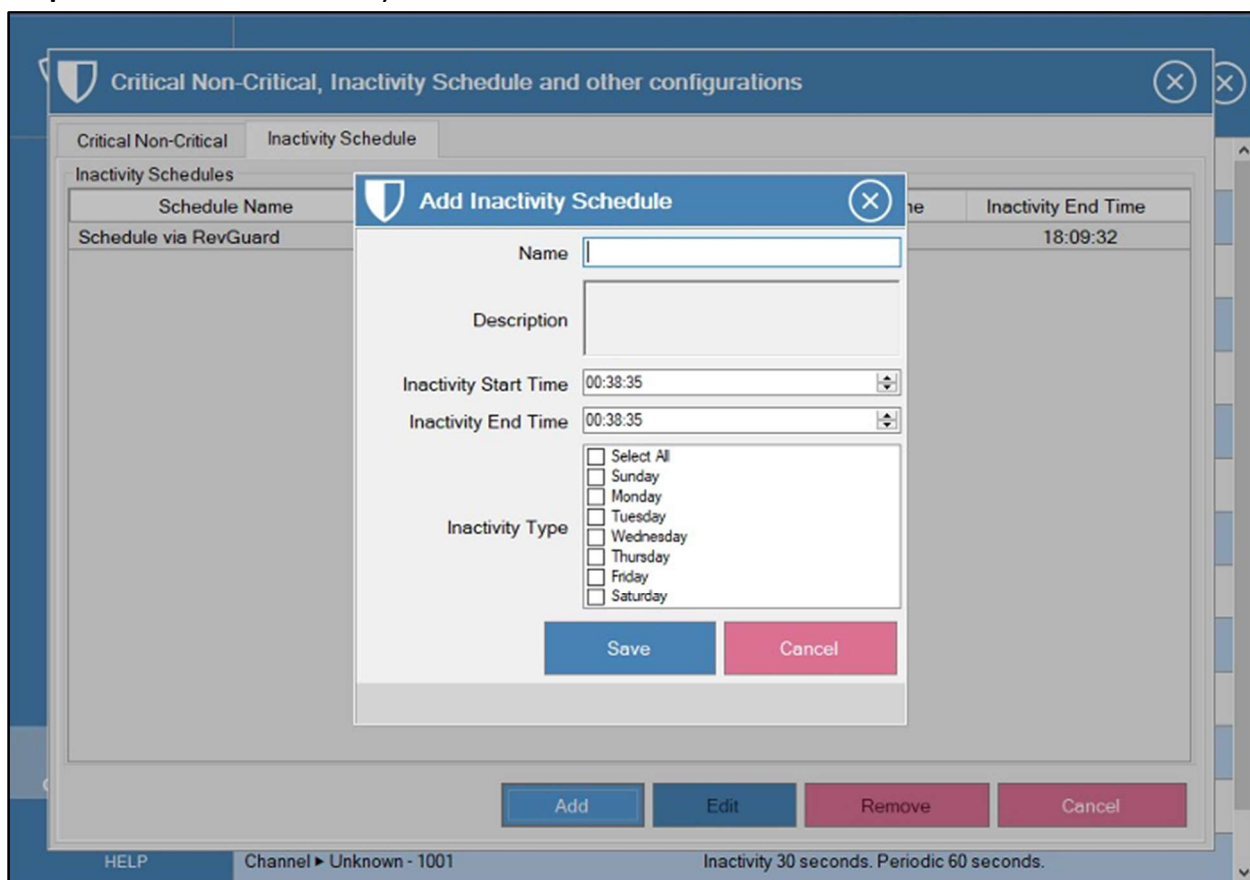
- Channel Inactivity Alerts
- Channel Range Inactivity Alerts



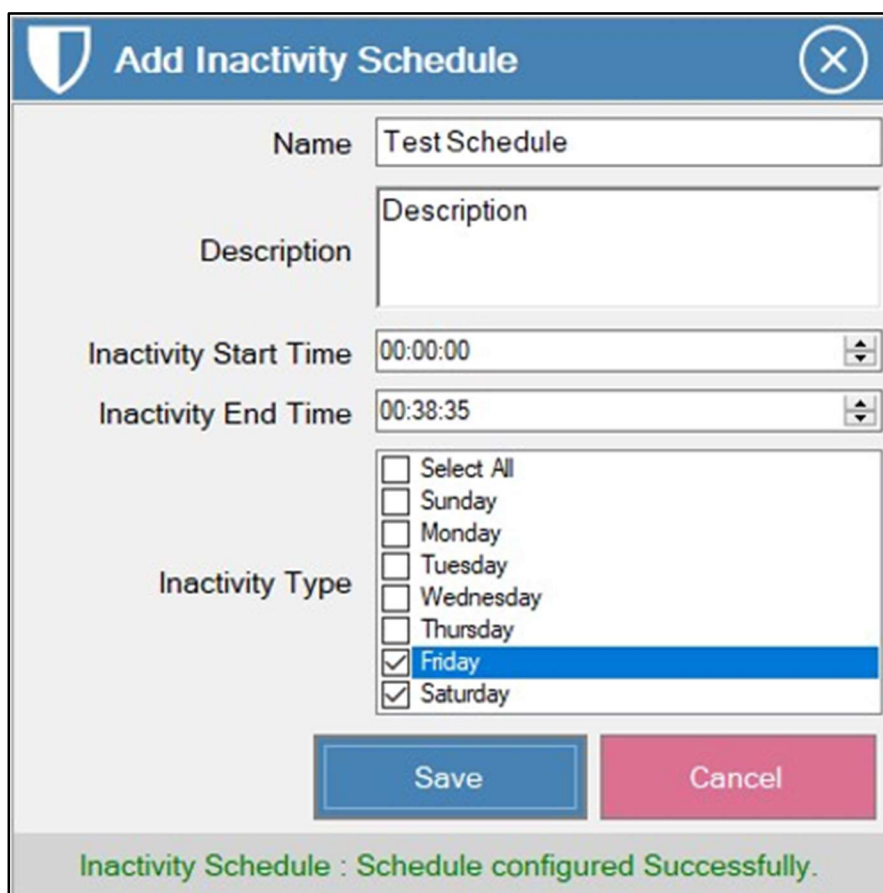
Add Inactivity Schedule

The configured Inactivity Schedule will be displayed on the screen. Please follow the steps to Add a new Inactivity Schedule.

Step 1: To create an Inactivity Schedule click on 'Add'.



Step 2: Enter all the required information, Schedule Name, Schedule Description, Inactivity Start Time, Inactivity End Time, and Select Inactivity Day.



Add Inactivity Schedule

Name: Test Schedule

Description:

Inactivity Start Time: 00:00:00

Inactivity End Time: 00:38:35

Inactivity Type:

- Select All
- Sunday
- Monday
- Tuesday
- Wednesday
- Thursday
- Friday
- Saturday

Save Cancel

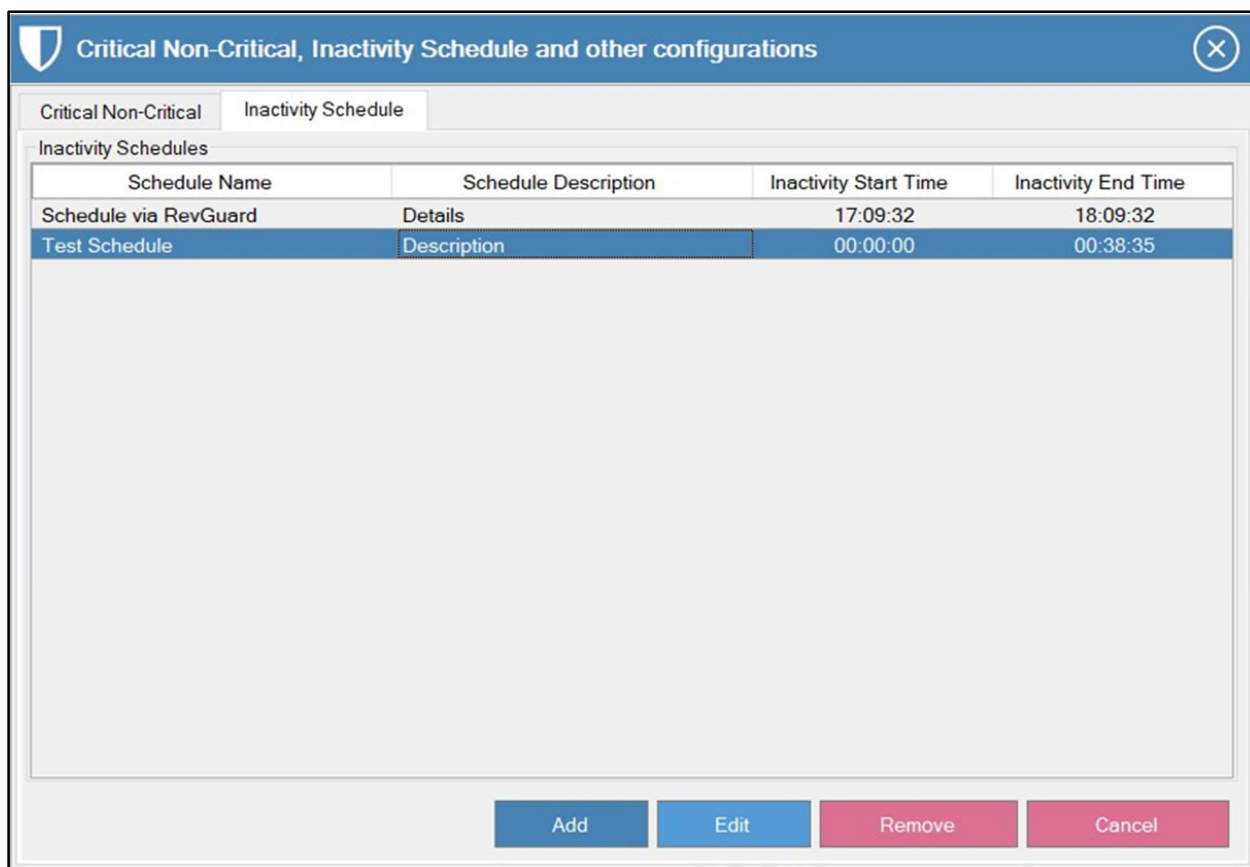
Inactivity Schedule : Schedule configured Successfully.

Step 3: Click on Save. Cancel will exit the screen.

Edit Inactivity Schedule

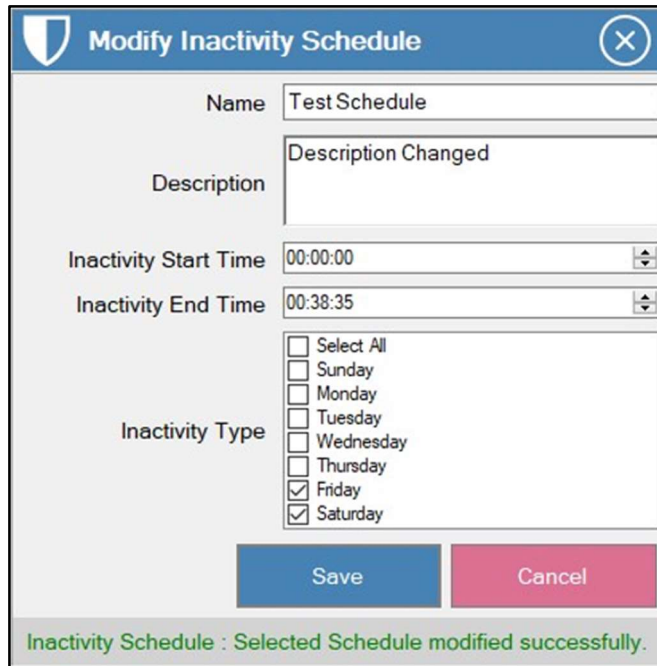
Users can edit the pre-configured Inactivity Schedule. Please follow the steps to Edit the Inactivity Schedule.

Step 1: Either Double Click on 'Select' or Select the Schedule and then click 'Edit'.



Schedule Name	Schedule Description	Inactivity Start Time	Inactivity End Time
Schedule via RevGuard	Details	17:09:32	18:09:32
Test Schedule	Description	00:00:00	00:38:35

Step 2: Make the changes you want to make to the Schedule Details.

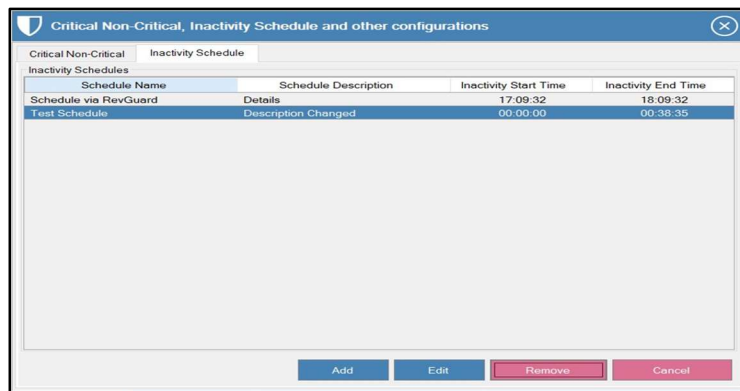


Step 3: Click on Save. Then Cancel to Exit.

Remove Inactivity Schedule

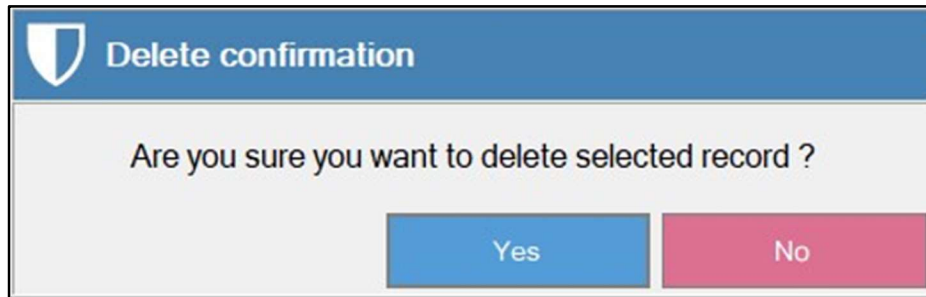
Users can also remove the Inactivity Schedule. Please follow the steps below to remove the Inactivity Schedule.

Step 1: Select the Schedule that you want to Remove.



Schedule Name	Schedule Description	Inactivity Start Time	Inactivity End Time
Schedule via RevGuard	Details	17:09:32	18:09:32
Test Schedule	Description Changed	00:00:00	00:38:35

Step 2: Click on Remove.



Step 3: Click on Yes.

HELP

Provide the version details of your RevGuard software to our support team at

support@record.com or visit

<https://support.revcord.com/portal/en/newticket> to submit a support request.