

Current Alerts Tab

Main Menu - File Actions Tools Settings Help

Alerts List - lists current alerts

Currently Selected Alert - appears in the alert details area

Snapshots - digital pictures of an event

Alert Details Area - displays the currently selected alert

ObjectVideo Server Status Message - reports connection status

Event	Date	Time	Sensor	Message	Snapshot 1	Snapshot 2
0	4/5/2004	11:47:21 AM	Camera 508 monitors north hallway	Area 508 Event		
1	4/5/2004	11:47:38 AM	Camera 508 monitors north hallway	Area 508 Event		

Search Alerts Tab

Main Menu - File Actions Tools Settings Help

Search Area - Find alerts from: [4/4/2004 03:19 PM] to [4/5/2004 12:19 PM] on Sensors: ALL

Currently Selected Alert - appears in the alert details area

Alerts List - displays search results

Alert Details Area - displays the currently selected alert

ObjectVideo Server Status Message - reports connection status

Event	Date	Time	Sensor	Message	Snapshot 1	Snapshot 2
0	4/5/2004	11:35:38 AM	Camera 508 monitors north hallway	Area 508 Event		
1	4/5/2004	11:35:50 AM	Camera 508 monitors north hallway	Area 508 Event		

Common Tasks for the Current and Search Alerts Tabs

- ✔ **To start the Alert Console:** In Windows XP, select Start > All Programs > ObjectVideo > Alert Console. In Windows 2000, select Start > Programs > ObjectVideo > Alert Console.
- ✔ **To view previous alerts on the Current Alerts tab:** On the Settings menu, uncheck Auto Update Details, and then click the alert you want to view.
- ✔ **To print an individual alert:** Right-click the alert from the alerts list, and then select Print Alert from the menu that appears. From the Print dialog, select printer options and click Print.
- ✔ **To save the currently displayed alerts to a file:** Select Actions > Export Alerts, and then save the file.
- ✔ **To clear an individual alert:** Right-click the alert from the alerts list, and then select Clear Alert from the menu that appears. Alerts are still stored in a database and you can search for them later.
- ✔ **To clear the alerts from the tab:** Select Actions > Clear All Alerts. Alerts are still stored in a database and you can search for them later.
- ✔ **To zoom in on an alert:** Double-click a snapshot of the alert in the alert details area.
- ✔ **To view a full-screen version of the snapshot in the Zoom Window:** Double-click the snapshot in the Zoom Window.
- ✔ **To automatically update the Zoom Window with the currently selected snapshot:** Minimize the Alert Console window. On the Zoom Window, select Actions > Update Snapshot or press Ctrl+U. Selecting Update Snapshot and Auto Update Details makes the Zoom Window always show the latest alert.
- ✔ **To increase the size of the snapshot in the Zoom Window:** Select the desired size from the Size menu.
- ✔ **To remove the window frame from the snapshot in the Zoom Window:** On the Zoom Window, select Actions > Window Frame or press the F11 key.
- ✔ **To see if your computer can play an audible alert:** Select Tools > Test Alert Sound.
- ✔ **To show or hide the markup on snapshots:** Select Settings > Show Snapshot Markup.
- ✔ **To limit the number of alerts, zoom to full screen by default, or modify markup settings:** Select Settings > Properties.
- ✔ **To close the Alert Console:** Select File > Exit or press Ctrl + X.

More Tips for Searching Alerts

- ✔ At the top of the **Search Alerts** tab, you have the option of selecting the date and time *from* when the search should begin to when the search should end. Any alerts that were generated during this date and time range will be displayed in the alerts list.
- ✔ Enter the date, time, and AM/PM designation using your keyboard, or click the arrow to open a calendar.
- ✔ To change the date, time, or AM/PM field using your keyboard, select the field you want to change and use the UP ARROW and DOWN ARROW or PLUS SIGN and MINUS SIGN keys to change the field.
- ✔ In the field following **on Sensors**, select **ALL** to search for alerts from all sensors or select a specific sensor name.
- ✔ Click **Find Now** to display all alerts from the sensor(s), in the designated date and time range, in the alerts list.
- ✔ Click the **Cancel** button to stop a search that is in progress. Only those alerts that were retrieved before you clicked the **Cancel** button are shown.
- ✔ After you have performed a search, you can select **Actions > Clear All Alerts** to remove all alerts from the **Search Alerts** tab. These alerts are still logged in the ObjectVideo database and can be displayed through a new search.
- ✔ When you select an alert from the alerts list, details about the alert and larger versions of the snapshots displayed in the alerts list appear in the alert details area at the bottom of the **Search Alerts** tab.
- ✔ The area in the bottom of the **Search Alerts** tab indicates the status of the current search. For example, it may list the number of alerts that have appeared in the search. You will also be notified if no alerts are found that match your search.
- ✔ If the search has generated a large number of alerts, a message may appear notifying you that considerable time and system resources will be necessary to complete the search. Make your search as specific as possible to limit the number of alerts.

Keyboard Shortcuts

The table below describes the keyboard shortcuts that enable you to quickly access common system commands in the Alert Console.

Shortcut	Function
Ctrl + E	Exports the alerts on the tab to an HTML file.
Ctrl + P	Prints the currently selected alert.
Ctrl + U	Selects and displays latest alert in the Zoom Window.
Ctrl + M	Turns on or off markup on snapshots.
Ctrl + Home	Selects the first alert in the alerts list.
Ctrl + End	Selects the last alert in the alerts list.
Ctrl + X	Closes the Alert Console.

ObjectVideo Server Status Messages

In order to display new alerts, the Alert Console has to be able to communicate with the ObjectVideo Server. The lower left corner of the Alert Console window (just below the alert details area) provides Server Status messages that tell you the status of the connection between the Alert Console and the ObjectVideo Server. The ObjectVideo Server is the center of communications. It routes information among the components and sends alerts from the sensors to the Alert Console.

Status Message	Meaning
 Server Status: Online since 6/9/2004 4:17:29 PM	The Alert Console is able to receive new alerts.
 Server Status: Lost Connection  Server Status: No Connection  Server Status: Offline since 6/10/2004 10:39:33 AM	The Alert Console is unable to receive new alerts. Refer to the Alert Console Help for instructions on how to return the Server Status to Online .

Watch for These Types of Alerts

If the following alerts appear unexpectedly, contact your system administrator for assistance, because an incident may have caused the system to stop monitoring the video feed:

- ✔ Look for a solid color or patterned snapshot. The system may have lost a video signal.
- ✔ Watch for scene change events. A scene change is an event that significantly changes the camera's field of view, such as a camera being moved, a camera zooming, a camera being jostled, a camera being turned off, a camera being covered up, or lights being turned on or off. Scene change rules are created in the Rule Management Tool. If the markup feature is activated, scene change snapshots in the alert details area are marked up with the text **Scene Changed** and additional markup that indicates which event caused the scene change. Scene change events may not be supported by every sensor.
- ✔ Occasionally, instead of displaying an event-related alert, the Alert Console may display a health monitor alert about how the system is operating. Health monitor alerts contain a single snapshot. When the system is experiencing a problem, the **System Problem** or **System Warning** snapshot appears. When a system problem is corrected, the **System Functioning Properly** snapshot appears. The **Message** area of the alert contains a detailed description of what caused the system problem, or indicates when the problem was resolved and that the system is functioning normally. Health monitor alerts only appear in known views. The table below lists the most common health monitor alerts that indicate system problems. **See the Alert Console Help for the solutions to these problems and a complete list of all the health monitor alerts.**

Alert Message	Meaning
Attention! The database is almost full and is about to be purged automatically. Contact customer support or your system administrator.	The alerts stored in the ObjectVideo database will soon be purged.
Lost communication with a sensor.	Communication was lost with a sensor in the system.
Restarting sensor due to error. The sensor was unable to acquire an authorization from the license server.	The sensor was unable to run because of a licensing issue.
Unknown view. The sensor may not be detecting some new events. The Forensics Store service may not be storing useful forensics data.	A sensor has left a known view (for VEW Standard, VEW HiRes, and ObjectVideo OnBoard sensors) or a sensor has a bad signal (for VEW FlowControl sensors).
Attention! The forensics system is running out of disk space.	You may be losing forensics data.
Attention! Lost communication with <host name or IP address>. The system may have stopped detecting new events. Contact customer support or your system administrator immediately.	The ObjectVideo Server cannot communicate with a computer on the system.
Attention! Lost communication with the following ISE: <host name or IP address>. If this is unexpected, contact customer support or your system administrator.	An ISE has lost communication with the ObjectVideo Server.