

March Networks
Command 2.17 Transportation
USER GUIDE



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Chapter 1

Welcome to Command Transportation

March Networks Command™ Transportation allows you to collect and store video and other data from mobile recorders located in vehicles. The collected information is then available for the Command Solution to process.

For more information on the Command Solution, see the user guides and documentation available for download from the March Networks Partner Portal website.

This chapter describes how to install the Command Transportation components.

It contains the following topics:

- “Command Transportation Overview” on page 6
- “Additional Documentation” on page 7
- “CES Communication with Mobile Recorders” on page 8
- “Network Communication” on page 8
- “Adding the Transportation Application Component” on page 12
- “Adding the License for Transportation” on page 14
- “Upgrading the Transportation Application Component” on page 15
- “Installing the Command Media Archiver” on page 17
- “Adding the Command Media Archiver to Command” on page 20
- “Backing up and Restoring the Command Media Archiver” on page 22
- “Upgrading the Command Media Archiver” on page 24
- “Adding the Transportation Application Rights to the User Profile” on page 25
- “Defining Available Resources for a User” on page 29
- “Settings for Transportation Configuration” on page 31
- “Preferences for Transportation Features” on page 33

Command Transportation Overview

The Command Transportation solution combines mobile surveillance with fixed facility management. This enterprise solution provides comprehensive transportation video management. Real-time, secure clients provide system status, alarms, and recorded video/data archives. This enables the ultimate flexibility and access to video and audio evidence, along with synchronized vehicle data, including interactive GPS maps.

Command Transportation allows users to:

- Extract video, GPS, and audio information from mobile recorders, from a date and time that the user defines. GPS maps show the vehicle route and the user can click a point on the route to see the corresponding video and audio.
- Search the video and data from the RideSafe Series recorders in all your vehicles to look for specific incidents. Search parameters include the time period, one or more vehicles, a user-defined area on the map, a specific event (such as an impact alarm), and the speed of the vehicle. View one or more search results on a map to see exactly where and when the incidents occurred.
- Automatically download video, GPS, and audio information when certain alarms are triggered.
- Display live GPS maps with vehicle current location, route / speed / position, and associated video.
- Export video, GPS, and audio information to external files for evidence.

Supported Recorders

The following mobile recorders support all of the Command Transportation features:

- RideSafe XT Series IP NVR (all models)
- RideSafe GT Series Hybrid Transit NVR (all models)
- RideSafe MT Series IP Recorder (all models)
- RideSafe RT Series IP Recorder (all models)

The XT Series recorders are configurable using the Command Config software application. For more information, see the *RideSafe XT Series IP Recorder Configuration Guide*, available from the March Networks Partner Portal website. The Command Config application is part of the Command software suite.

The GT, MT and RT Series recorders are configurable using the Administrator Console application. For more information, see the *Administrator Console User Manual (for Transit Recorders)*, available from the March Networks Partner Portal website. The Administrator Console is part of the Visual Intelligence (R5) software solution.

You can view and manage video from the RideSafe series recorders (all models) when Command Client is connected to Command Enterprise (supports multiple recorder connections) or when Command Client is connected directly to a single RideSafe recorder.

All the RideSafe Series mobile recorders can be registered to the Command Enterprise Software (CES) using Command Client.

For the XT Series recorder, you can alternatively use Command Config to register it to the CES, see the *RideSafe XT Series IP Recorder Configuration Guide*.

For the GT, MT and RT Series recorders, you can alternatively use the **setces** command in the provisioning interface to register them to the CES. For more information on the **setces** command, see the *Provisioning Interface Technical Instructions*.

Password Note for RideSafe GT, MT, and RT Recorders

All RideSafe GT, MT, and RT recorders manufactured or repaired after January 1, 2020 are shipped with the default recorder password set to the **unit serial number**. The recorder's serial number is found on either the March part label on the side of the unit or under the QR code on the front of the unit. The user name remains unchanged (admin).

It is strongly recommended that you change the default password by accessing the recorder's provisioning interface and using the **setsecure** command (not setpass). The setsecure command changes the local access password for clients that require authentication, such as the Administrator Console and Command Client. The setpass command changes the password for SSH clients (such as PuTTY).

For more information on the provisioning interface commands, see the *Provisioning Interface Technical Instructions*.

Additional Documentation

The following table describes where to find more information on the interface that you are interested in. All the user guides are available for download from the March Networks Partner Portal website.

Interface	Purpose and Applicable Mobile Recorders	User Guide
Command Enterprise	You access Command Enterprise using the Command Client interface. When Command Client is connected to Enterprise, you can view live and archive video, manage, and export video from multiple RideSafe Series recorders. When Command Client is connected to a single RideSafe Series recorder, you can view live and archive video, manage, and export video from that recorder only.	<i>Command Enterprise and Client User Guide</i> <i>Command Enterprise Installation Guide</i>
Command Player	View exported video, snapshots, and notes from the RideSafe Series recorders.	<i>Command Player User Guide</i>
Command Config	Configure the RideSafe XT Series recorders.	<i>RideSafe XT Series IP Recorder Configuration Guide</i>
Administrator Console	Configure the RideSafe GT, MT and RT Series recorders.	<i>Administrator Console User Manual for Transit Recorders</i>

CES Communication with Mobile Recorders

Mobile recorders are constantly moving between networks as the vehicles they are installed on are changing location. This means that a recorder acquires different IP addresses at different points in time. The IP address used to register the recorder may not be available to reach the recorder at a later point, so the Command Enterprise Software (CES) dynamically updates the recorder address as it needs to communicate with the recorder.

The process is as follows:

- 1 A mobile recorder managed by Command Enterprise notifies CES that it has an event of interest.
- 2 CES captures the remote IP address contained in the notification.
- 3 Before fetching the event, CES checks whether the remote IP address is different from the one currently stored on the database for that recorder.

If the remote IP address is not different, CES continues to fetch the event.

If the remote IP address is different, CES attempts to communicate with the recorder at the remote IP address.

- If CES can communicate using the remote IP address, the IP address in the database is updated to the new remote address and CES fetches the event using the new address.

If CES cannot communicate using the remote IP address, a health alert is raised to indicate that CES cannot communicate with the recorder.

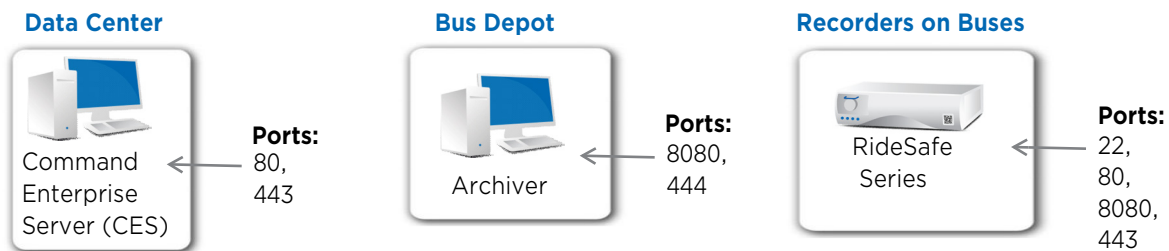
Network Communication

This section outlines the default ports used in a standard installation. If other ports are required, some of the defaults ports can be changed.

For more information on network communication and default ports, see the *Command Enterprise and Client User Guide*.

Basic Inbound Ports

The following diagram shows the default inbound ports required for Data Center, Bus Depot, and bus recorder communication.



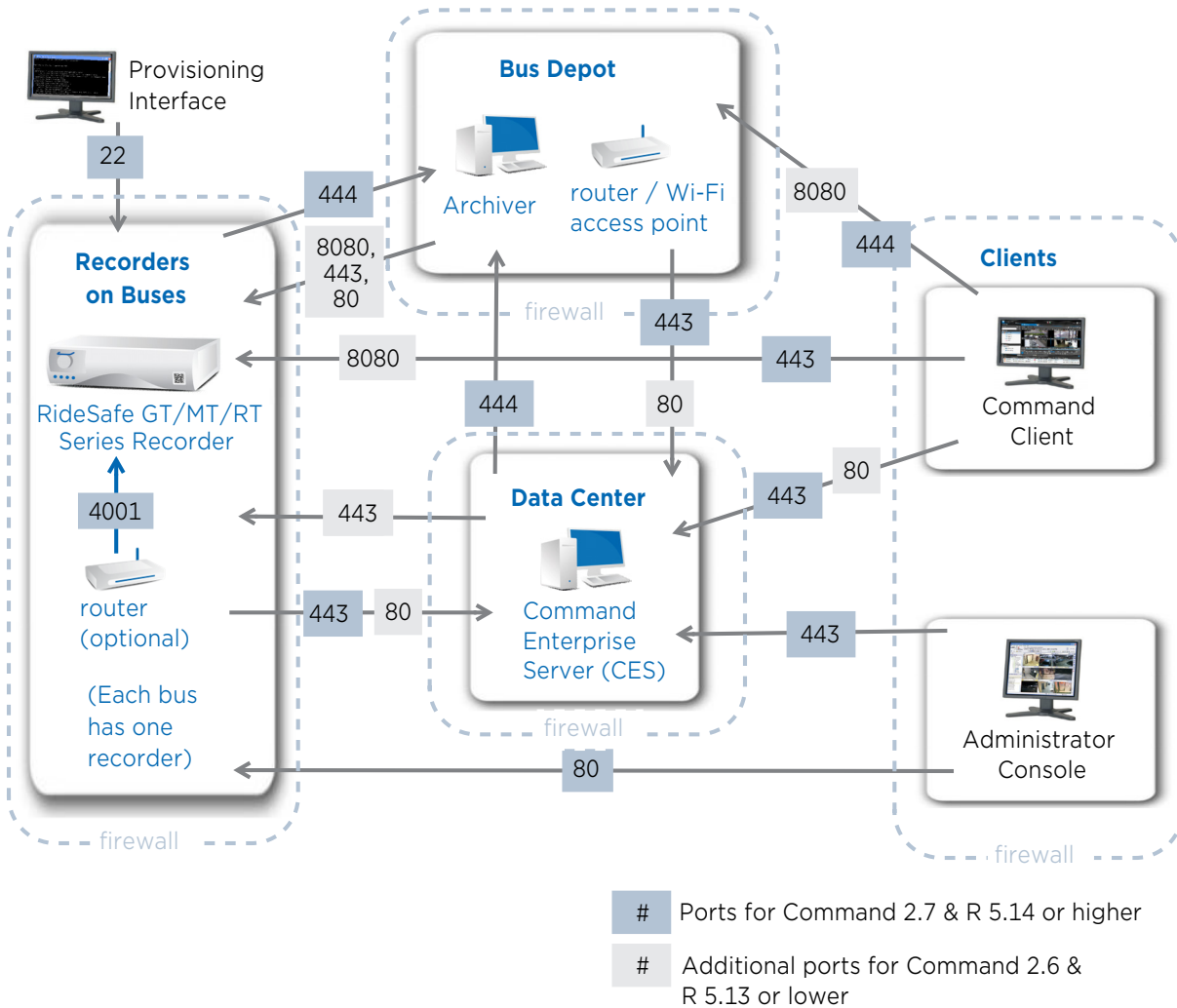
Note: If you are only using RideSafe XT Series recorders, or your system is completely upgraded to Command release 2.7 or higher and Visual Intelligence (R5) release 5.14 or higher, you may not require all these inbound ports. See the following diagrams (“Default Ports for RideSafe GT, MT, or RT Series Recorders” on page 9 and “Default Ports for RideSafe XT Series Recorders” on page 10 for more information.

Network Diagrams: Default Transportation System Ports

The following diagrams show the default transportation ports for a system with RideSafe GT, MT, or RT recorders, a system with RideSafe XT recorders, and a system using NAT Traversal.

Default Ports for RideSafe GT, MT, or RT Series Recorders

The following diagram shows the default network ports for a transportation system with a CES, Command Client, Administrator Console, an Archiver, and RideSafe GT, MT, or RT Series recorders. The arrows show the direction of initial connection between the network elements

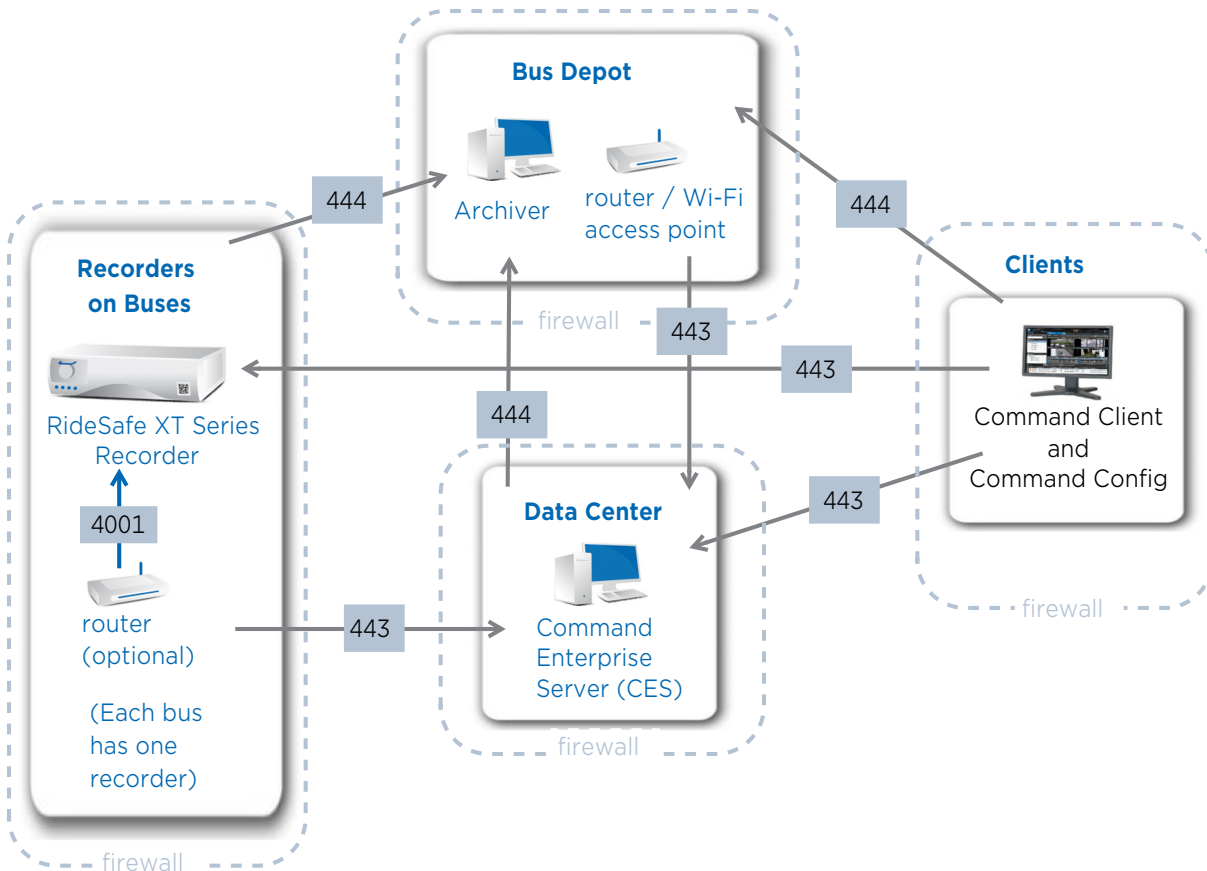


Note: If your system is completely upgraded to Command release 2.7 or higher and Visual Intelligence (R5) release 5.14 or higher, you only require the blue colored ports #. If some of your components are at a lower release, the gray colored ports # are required until you upgrade all components.

Default Ports for RideSafe XT Series Recorders

The following diagram shows the default network ports for a transportation system with a CES, Command Client, Command Config, an Archiver, and RideSafe XT Series recorders.

The arrows show the direction of initial connection between the network elements



Note: The RideSafe XT Series recorders require Command release 2.15 or higher. RideSafe XT Series recorders are configured using Command Config release 6.4 or higher.

Default Ports for NAT Traversal

The following diagram shows the default network ports for a system with a CES, Command Client, Administrator Console, an Archiver, and recorders. This example is using a STUN and/or TURN server for NAT traversal.

Note: For more information on using STUN and/or TURN servers with Command, see the *Command Enterprise Installation Guide*.

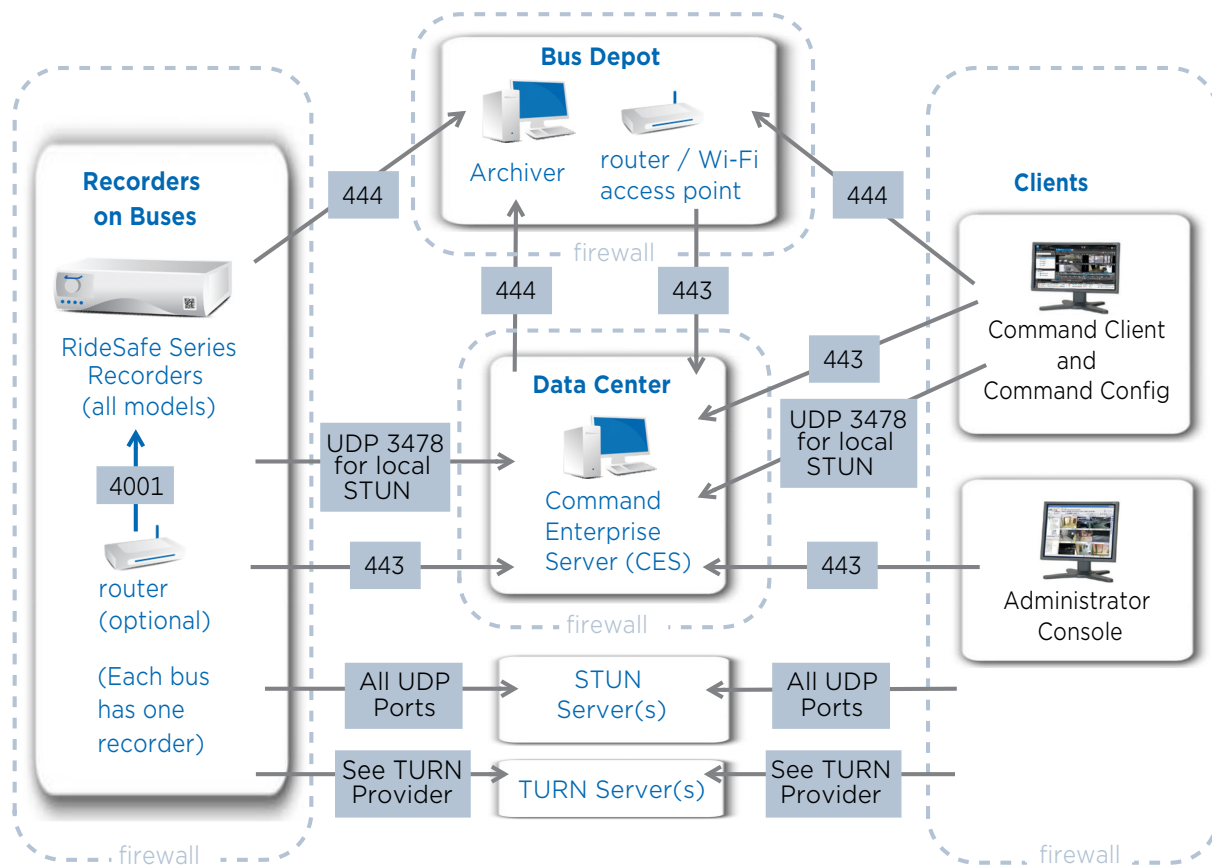
NAT traversal is supported on components are at Command release 2.7 or higher and Visual Intelligence release 5.14 or higher.

If you are using the local STUN server provided with CES, the default port number is 3478. The STUN port is a UDP port, not a TCP port.

If you are using an external STUN server, all UDP ports must be available.

If you are using a TURN server, the provider of that TURN server determines the port numbers.

The arrows show the direction of initial connection between the network elements.



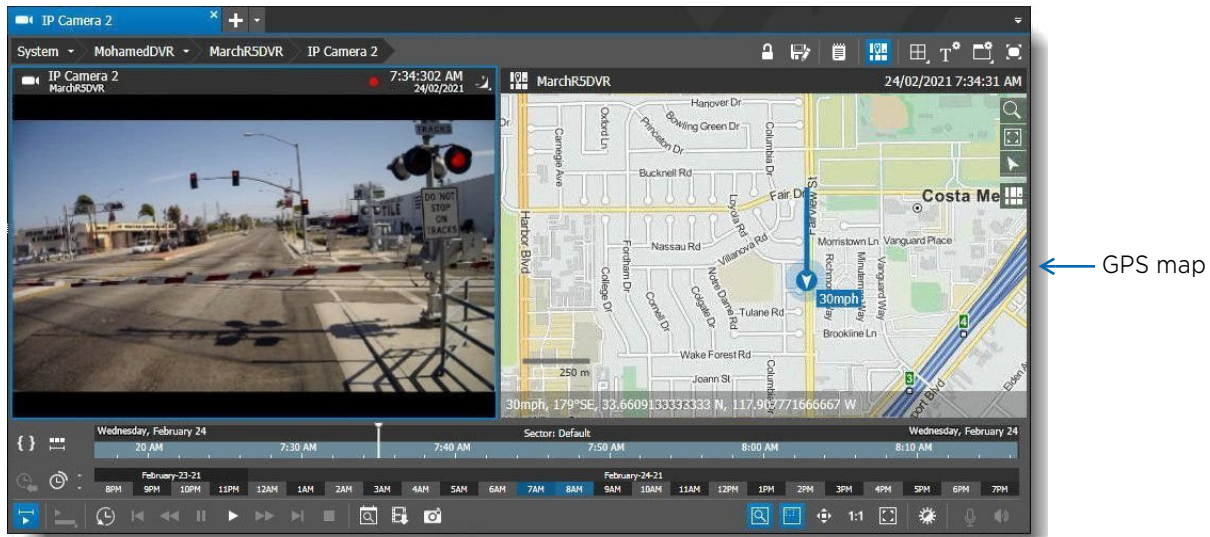
Note: The NAT Traversal feature uses UDP to communicate between the client and recorder. When using only a STUN server, if your network uses outbound filtering you must permit UDP traffic (to any port number) between the client and recorder so that NAT Traversal can connect to the dynamically allocated ports on the NAT devices.

If this is not possible, you may need to configure a TURN server.

If you require more information, contact March Networks Technical Support.

Access to GPS Maps

To allow the Command Client interface to load the default GPS maps, you must ensure that any computer where the Command Client is installed can reach the **api.maptiler.com** domain over HTTPS (on standard port 443).



Adding the Transportation Application Component

You can add the Transportation application component to Command Enterprise.

The Transportation component adds the Incident Archive tab and GPS mapping capability to the Command Client interface. The Incident Archive tab allows you to extract video evidence from mobile recorders. GPS maps display route information from the vehicle where the mobile recorder is located.

You must have the **Additional Component Management** user right in your Command user profile to perform this task.

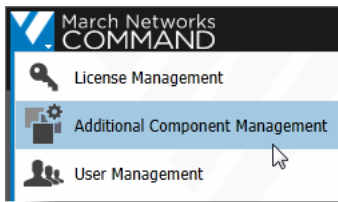
Note: If your organization must be compliant with the General Data Protection Regulation, note that data recording (for example, video, text, audio) is only initiated when an analog camera is physically connected to a recording device or an IP channel is added using the software. Adding the Transportation Application component does not initiate data recording. The Transportation Application does not process media (video and audio), processing occurs on the recorders and the Command Media Archiver.

For more information on recording policies and how the March Networks products work with the General Data Protection Regulation, see the *March Networks Solution Data Protection and Privacy Application Note*, available from the March Networks Partner Portal website.

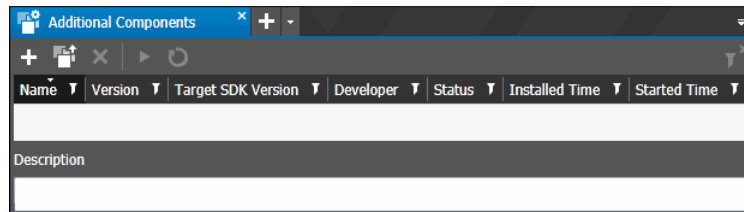
To add the Transportation application component to Command Enterprise

- 1 Click the button at the upper-left of Command to display the main menu. 

- 2 Select **Additional Component Management**.



The **Additional Components** tab opens.

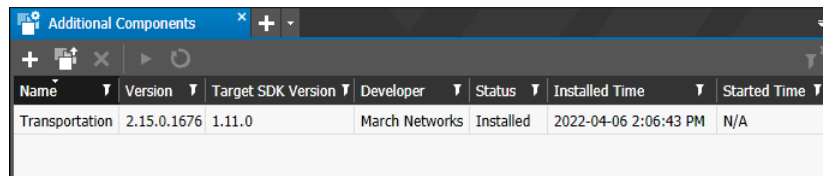



- 3 Click the **Load Application**  button.

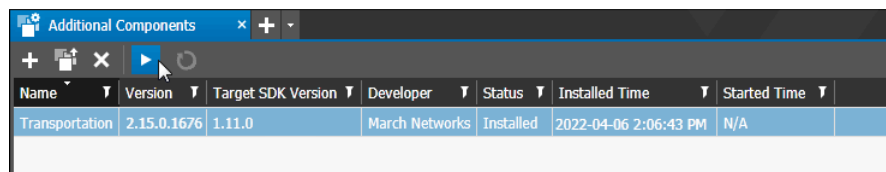
A new window opens, where you can locate the Transportation zip file.

- 4 Select the Transportation application zip file (CommandTransportation<version>.zip) and click **Open**.

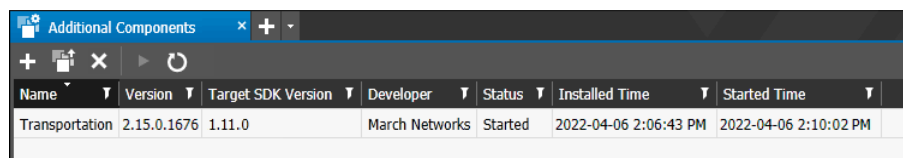
The application appears in the list of the Additional Components tab.





- 5 In the list, select the component named Transportation and click **Start Application** .



- 6 The **Status** changes to “Started” and the date and time appears in the **Started Time** column.



Notes:

- You can remove the application by selecting it in the list and clicking the **Uninstall Application**  button.
- You can restart the application by selecting it in the list and clicking the **Restart Application**  button.


Adding the License for Transportation

The transportation component requires a license to run it. In Command Enterprise, the **Additional Components** subtab of the **Licensing** tab allows you to add licenses for custom applications added to Command.

Note: You cannot add the transportation license to Command until you have added the transportation component, as described in “Adding the Transportation Application Component” on page 12.

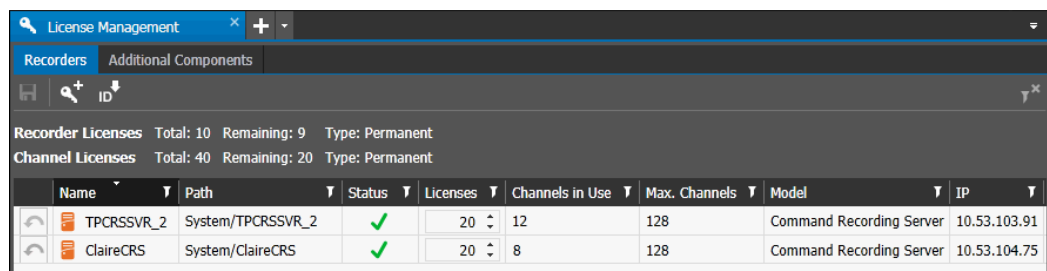
You can acquire your Command Transportation license (an .xml file) from your March Networks representative or Customer Support.

To add the Transportation license to Command

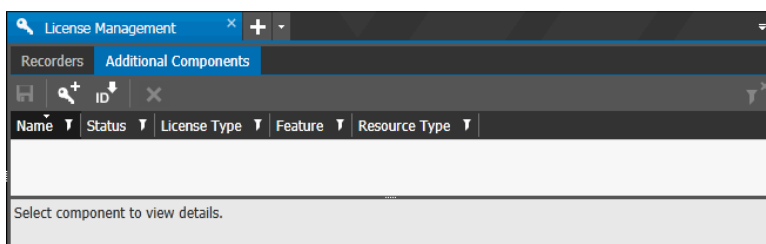
- 1 Click the main menu  and select **License Management**.




The **License Management** tab opens.



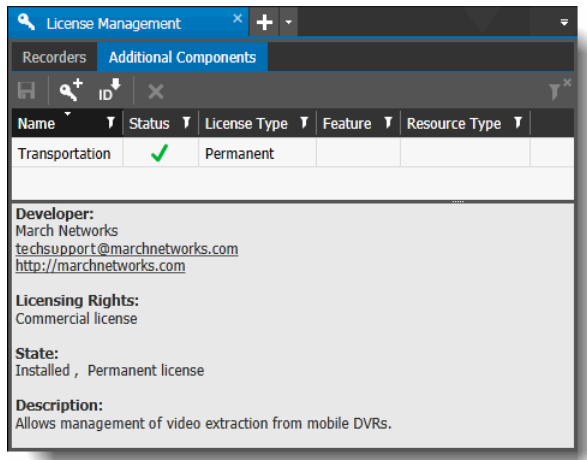
- 2 Click the **Additional Components** subtab.
The **Additional Components** subtab opens.



- 3 To import/enable the new license, click the **Add License**  button.

- 4 Locate and select the license.xml file and click **Open**.

The **License Added** dialog box appears, indicating the license is applied to Command, and the details of the license are added to the list.



Note: If the license failed to import, an error message appears, indicating the reason for the failure.

Upgrading the Transportation Application Component

You can upgrade the transportation application component if a new version is available to you.

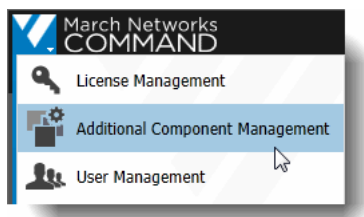
Note: You must have the **Additional Component Management** user right in your Command user profile to perform this task.

Important:

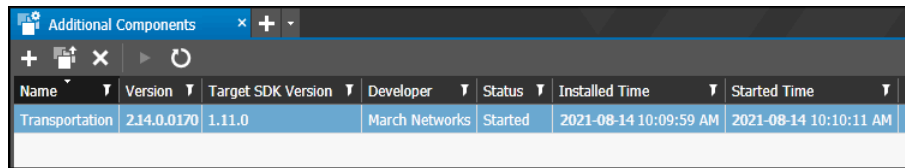
After a Command Enterprise software upgrade, the Transportation application may no longer be compatible with Command Enterprise. If this occurs, the Transportation application is automatically stopped and an **Upgrade Required** notification appears in the **Additional Components** tab. You must upgrade the Transportation application and manually start it again.

To upgrade the Transportation application component

- 1 Click the main menu  and select **Additional Component Management**.



The **Additional Components** tab opens. The current release of the transportation application is displayed in the list.



Name	Version	Target SDK Version	Developer	Status	Installed Time	Started Time
Transportation	2.14.0.0170	1.11.0	March Networks	Started	2021-08-14 10:09:59 AM	2021-08-14 10:10:11 AM

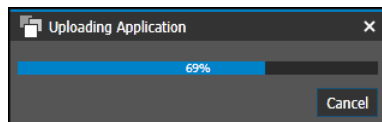
Note: You can upgrade when the transportation application is in either Started or Installed status.

- Click the **Upgrade Application**  button.

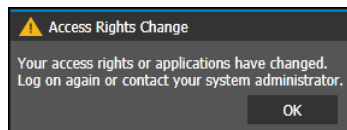
A new window opens, where you can locate the Transportation zip file for the new version of the application.

- Select the new version of the Transportation application zip file (CommandTransportation<version>.zip) and click **Open**.

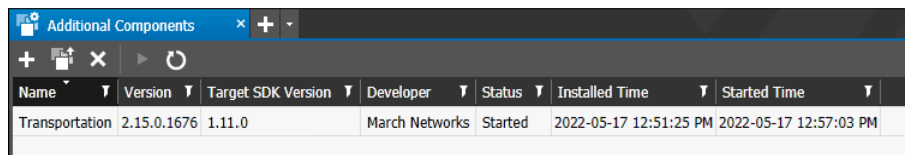
The Uploading Application dialog appears. This dialog displays the progress of the upgrade.



When the application finishes uploading, the **Access Rights Change** dialog appears to indicate that there has been a change in an application.



- Click **OK**.
Command Enterprise automatically logs you out.
- Enter your user name and password to log in and open the Additional Components tab again.
The **Version** column displays the new release that you just upgraded to.



Name	Version	Target SDK Version	Developer	Status	Installed Time	Started Time
Transportation	2.15.0.1676	1.11.0	March Networks	Started	2022-05-17 12:51:25 PM	2022-05-17 12:57:03 PM

Installing the Command Media Archiver

In order to extract information from your mobile recorders, you must install a Command Media Archiver.

Important: For Command Transportation, you must install the Command Media Archiver on a separate server from the server where the CES is installed.

The Command Media Archiver collects and stores video and other data from recording devices. For example, the Archiver can be used to collect incident video from mobile recorders located in vehicles. The collected information is then available for the Command Solution to process.

For Command Media Archiver system requirements, see the Command 2.17 Release Notes available in PDF format from the March Networks Partner Portal website.

Note: Retention limits on the Command Media Archiver are not the same as on recorders. You can change the default retention period on the Command Media Archiver if necessary (see “Changing the Default Purge Time Period” on page 84) and you can manually delete incidents or selected video from the Command Media Archiver using the Incident Archive tab (see “Deleting an Incident” on page 78 and “Deleting Selected Video from an Incident” on page 80).

To install the Command Media Archiver

- 1 Find the **CommandMediaArchiver_<version number>.exe** file in the software installation package and double-click to open the file.

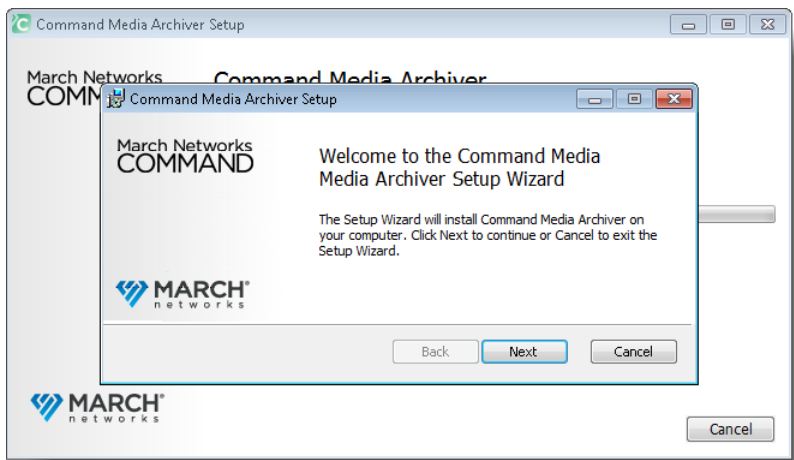
The **Command Media Archiver** Setup wizard appears, with the License agreement for you to read.

- 2 Select the check box to agree to the license terms and conditions.

You must select this check box to continue.

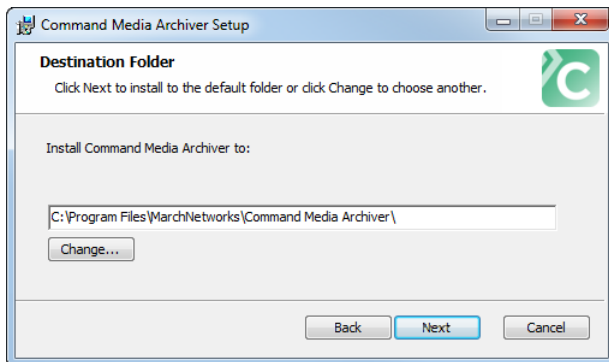
- 3 Click **Install**.

The **Setup Progress** page appears, with a progress bar, and initiates the appearance of the **Welcome** page. Note that the Welcome page appears on top of the Setup Progress page.



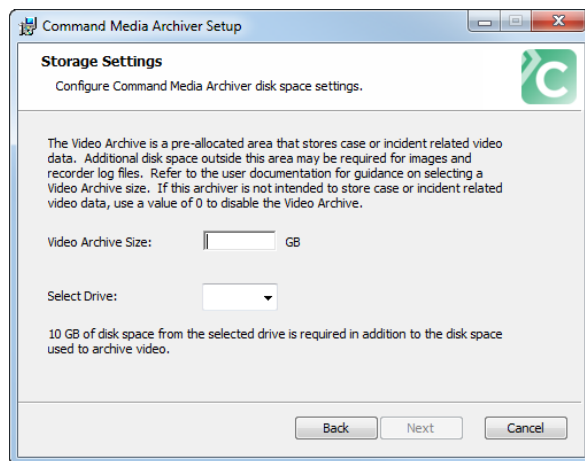
- 4 Click **Next**.

The **Destination Folder** page appears.



- 5 In the **Destination Folder** page, you can click **Next** to accept the default installation path. (Optional) If you want to select a different installation path, click **Change**. A new page opens, titled **Change Destination Folder**. Browse to select the new installation folder and click **OK**.

The **Storage Settings** page appears.



- 6 In the **Video Archive Size** field, enter the amount of space you want to allocate for media storage.

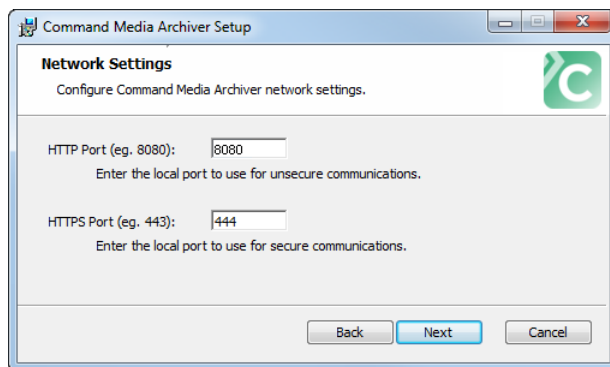
The amount of space you require for the Archiver Video Archive depends on various factors, including what you are using the Archiver for (Transportation video, Case Management), the length of time you want to retain video on the Archiver, the number of recorders and cameras in your system, and the frequency of incidents. Daily recurring incident extraction increases the space requirements exponentially.

If you are using the Archiver for Case Management as well as Transportation data, see the *Command Enterprise and Client User Guide* for more information about storage requirements for case management.

- 7 Choose a drive from the **Select Drive** drop-down list.

- 8 Click **Next**.

The **Network Settings** page appears.



- 9 Enter a port number in the **HTTP Port** box.

The Media Archiver uses this port for non-secure communications.

- 10 Enter a port number in the **HTTPS Port** box.

The Media Archiver uses this port for secure communications. The default port for transportation is port 444.

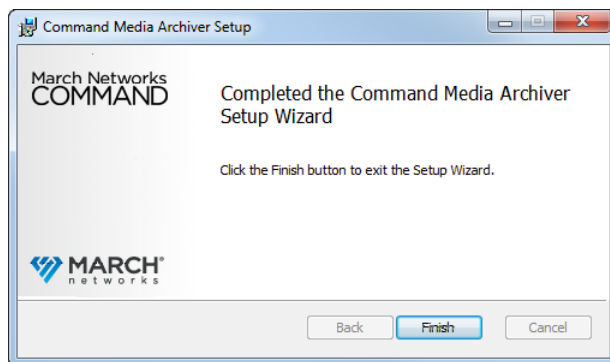
Note: The installation process opens exceptions for the HTTP and HTTPS ports in the Windows Firewall, if it is running. If you are using a different firewall, you must configure the port access yourself.

- 11 Click **Next**.

The **Ready to Install** page appears.

- 12 Click **Install**.

When the installation is complete, the **Completed** page appears.



- 13 Click **Finish**.

The previous Setup Progress page shows **Setup Successful**.


- 14 Click **Close** to exit the Setup wizard.

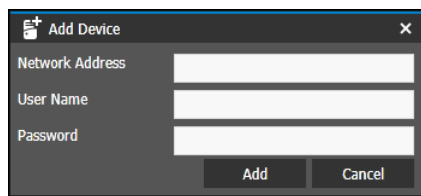
Adding the Command Media Archiver to Command

After installing the Command Media Archiver application on the computer, you must register the Archiver to Command Enterprise.

Note: You can register more than one Archiver to Command, but if you have multiple archivers, you must assign recorders to an archiver by dragging and dropping mobile recorders from the Navigation tree to the desired Archiver. (When only one Archiver is registered to Command, recorders are automatically assigned to it.)

To add the Command Media Archiver to Command Enterprise

- 1 In the **System** tree, navigate to a folder element.
- 2 On the Navigation toolbar, click the **Add Resource**  button and click **Device**.
The **Add Device** dialog box appears.



The Add Device dialog box contains the following fields and buttons:

- Network Address:** A text input field.
- User Name:** A text input field.
- Password:** A text input field.
- Add:** A button to register the device.
- Cancel:** A button to close the dialog.

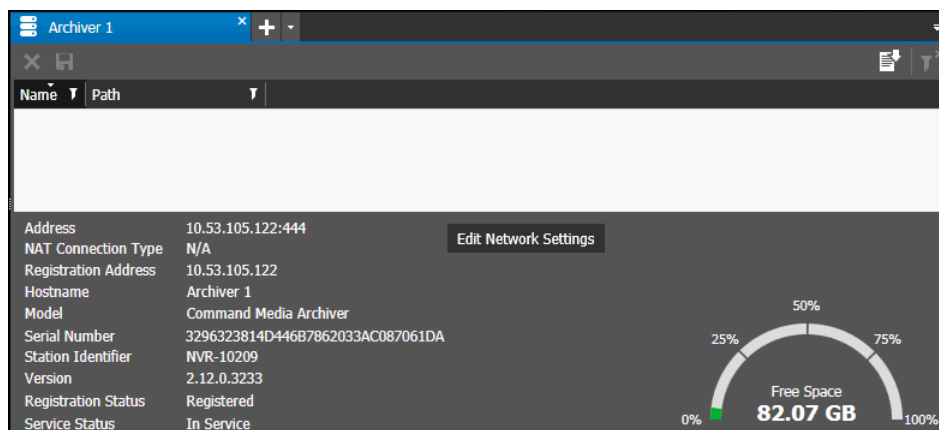
Tip: You can also right-click a folder and click **Add > Device**.

- 3 In the **Network Address** box, enter a valid IP address or server name.
For the **Command Media Archiver**, you also require a port, in the format <IP address>:<port>. The default port for the Media Archiver is 444.
- 4 In the **User Name** and **Password** box, enter the default credentials: user name **admin**, no password.
Note: Once the Archiver is registered, it is secured and the admin account is no longer available.
- 5 Click **Add** to register the device.

The device is added to the **System** tree and indicates a status of **Registration in Progress**.

When the registration is successful, a device tab with the host name of the Media Archiver opens in the workspace. You can view information about the archiver in this tab.

If you only have one archiver, you do not need to assign recorders to it - they are automatically associated with the only archiver present.



The Archiver 1 workspace tab displays the following information:

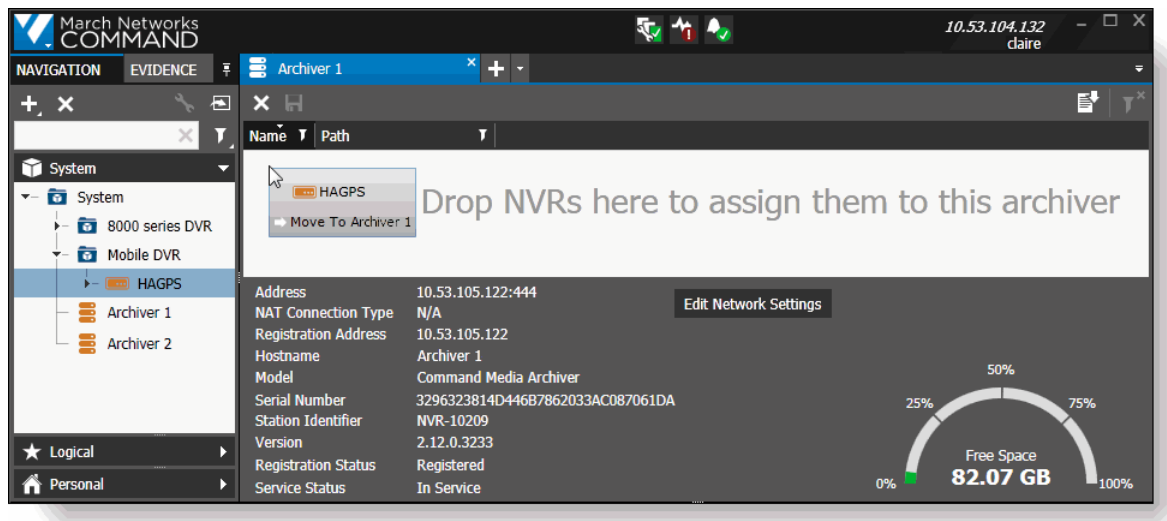
Address	10.53.105.122:444	Edit Network Settings
NAT Connection Type	N/A	
Registration Address	10.53.105.122	
Hostname	Archiver 1	
Model	Command Media Archiver	
Serial Number	3296323814D446B7862033AC087061DA	
Station Identifier	NVR-10209	
Version	2.12.0.3233	
Registration Status	Registered	
Service Status	In Service	

Free Space: 82.07 GB (0% to 100% gauge)

6 You can add multiple Media Archivers to Command Enterprise.

If you have multiple Media Archivers, you must assign recorders to an archiver by dragging and dropping mobile recorders from the Navigation tree to the archiver. You can assign and re-assign (move) recorders from one archiver to another.

Important: When there are multiple Archivers, you must ensure that every mobile recorder is assigned to an archiver. A mobile recorder must be assigned to an archiver to enable features such as automated incident extraction (see “Automatic Incident Creation” on page 76) and automated log collection.



Deleting an Archiver or Recorder assigned to an Archiver

If you delete a recorder that is assigned to an Archiver, or delete the Archiver itself (delete from Command Enterprise so that the device no longer appears in the Navigation tree), the incidents associated with that recorder or that Archiver are visible, but can no longer be viewed (see “Incident Archive Tab: Recorder or Media Archiver Removed” on page 63).

- If you delete only a Media Archiver, you can automatically restore the incidents by adding the same Media Archiver back to Command. You can then view the restored incidents as normal.
- If you delete a recorder, you CANNOT restore the incidents by adding the recorder back. Once a recorder is deleted, the incidents associated with it are no longer accessible.

Backing up and Restoring the Command Media Archiver

March Networks recommends that you back up your Command Media Archiver at regular intervals. Always back up your Command Media Archiver before you uninstall or upgrade your Command Enterprise software.

Important: Backing up your files is a precautionary measure to safeguard your information. Backup files are only required when you want to restore the Command Media Archiver.

Backing up the Command Media Archiver

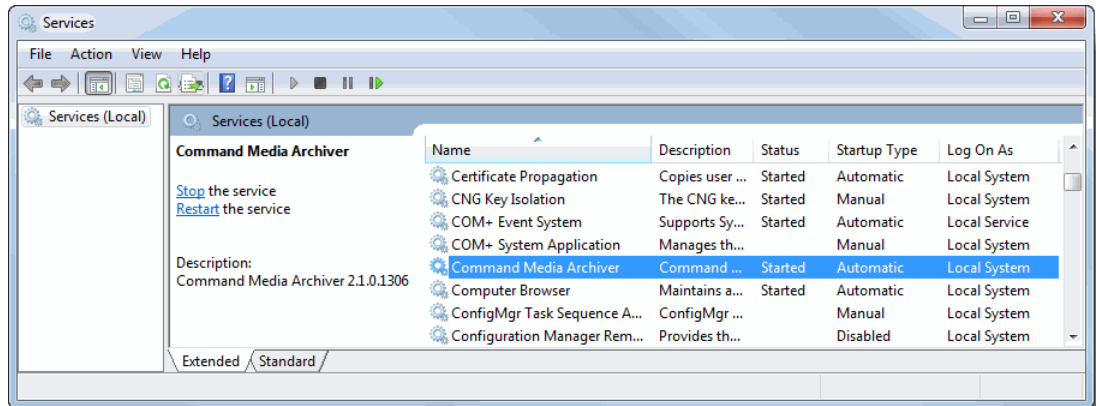
The following procedure describes how to back up the files in your Media Archiver. March Networks recommends that you perform this procedure at regular intervals to safeguard your information.

To back up the Command Media Archiver

- 1 In the Windows Control Panel, go to **System and Security -> Administrative Tools -> Services**.

Note: You can alternatively type “services” in the Search field of the Windows Start menu.

The **Services** window appears.



- 2 Stop the **Command Media Archiver** service.
- 3 Back up the files in the following location:

<Install Drive>\Command Media Archive

where *<Install Drive>* is the drive where the Command Media Archiver was installed (see “Installing the Command Media Archiver” on page 17).

Your backup must include the **config.json** and **state.json** files and all subfolders. The logs folder is not required.

- 4 Ensure that you back up the files in the folder locations that are designated for transaction, media, and/or image storage.

You can open the config.json file in a text editor to view the configured paths.

Note: For the media storage, you must add a STORAGE folder to the location in the config.json file.

- For transactions, back up all the files in the “transaction” path in the config.json. For example:

<Storage Drive>\Command Media Archive\Transactions\Ready

- For media, back up all the files in the “archiver” path in the config.json, adding a “STORAGE” subfolder after the path. For example:

<Storage Drive>\Command Media Archive\STORAGE

- For images, back up all the files in the “images” path in the config.json. For example:

<Storage Drive>\Command Media Archive\Images

where **<Storage Drive>** is the location selected for the Video Archive during Archiver installation.

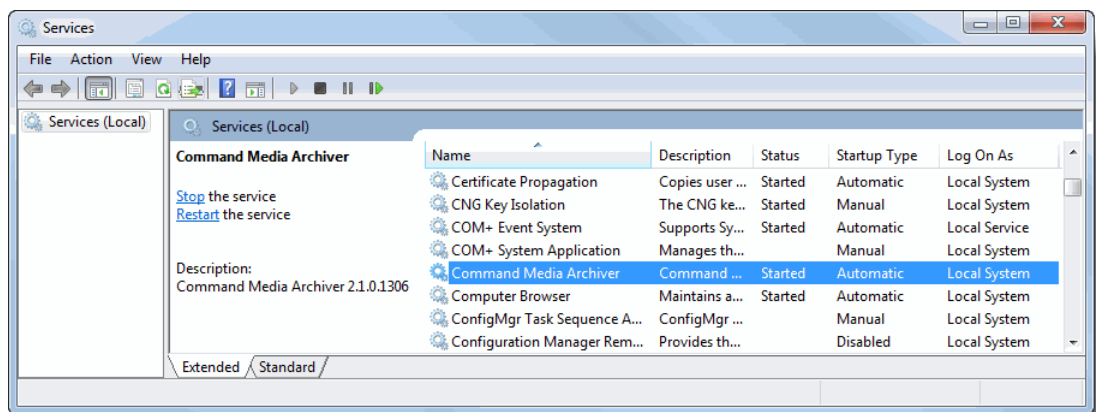
- Restart the **Command Media Archiver** service.

Restoring the Command Media Archiver

The following procedure describes how to restore the Command Media Archiver on a new system.

To restore the Command Media Archiver

- Install a new version of the Command Media Archiver. See “Installing the Command Media Archiver” on page 17.
- In the Windows Control Panel, go to **System and Security -> Administrative Tools -> Services**.
Note: You can alternatively type “services” in the Search field of the Windows Start menu. The **Services** window appears.



- Stop the **Command Media Archiver** service.
Important: Ensure that the previous instance of the Command Media Archiver is stopped and that the old program is uninstalled or disabled.
- Find the install path for the new version of the Command Media Archiver that you installed in step 1 of this restore procedure, for example:
<New Install Drive>\Command Media Archive
- Replace the files in the new install path of the new version of Command Media Archiver with the backup files that you saved in step 3 of the backup procedure.
See “Backing up the Command Media Archiver” on page 22.
- Replace the new files in the transaction, media and/or image paths with the backup files you saved in step 4 of the backup procedure.
- If necessary, edit the **config.json** file (found in **<New Install Drive>\Command Media Archive**) so that the transaction, media and/or image paths lead to the locations configured for the new version of the Command Media Archiver.
- Restart the **Command Media Archiver** service.
The Command Enterprise Software updates the Media Archiver entry with the latest IP address and hostname.

Upgrading the Command Media Archiver

You can upgrade your Archiver if a new version is available to you.

To upgrade the Command Media Archiver

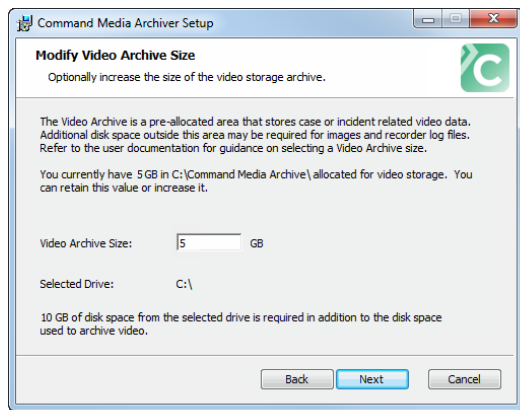
- 1 Open the new upgrade version of the **CommandMediaArchiver_<version number>.exe** file.
The **Command Media Archiver** Setup wizard appears, with the License agreement for you to read.
- 2 Select the check box to agree to the license terms and conditions.
You must select this check box to continue.

- 3 Click **Install**.

The **Setup Progress** page appears, with a progress bar, and initiates the appearance of the **Welcome** page. Note that the Welcome page appears on top of the Setup Progress page.

- 4 Click **Next**.

The **Modify Video Archive Size** page appears.



- 5 If you want to modify the size of the file storage archive, enter the new number (in GB) for the size of the archive in the **Video Archive Size** box.

Important: You can increase the size of the archive or maintain it at the same size, but you cannot reduce the size.

The amount of space you require for the Archiver Video Archive depends on various factors, including what you are using the Archiver for (Transportation video, Case Management), the length of time you want to retain video on the Archiver, the number of recorders and cameras in your system, and the frequency of incidents.

If you are using the Archiver for Case Management as well as Transportation data, see the *Command Enterprise and Client User Guide* for more information about storage requirements for case management.

- 6 Click **Next** to show the **Ready to install** page.
- 7 Click **Install** to show the **Installing** page.
When the upgrade is complete, the **Completed** page appears.
- 8 Click **Finish** to show the previous **Setup Progress** page with a **Setup Successful** message, and click **Close** to exit the Setup wizard.

Adding the Transportation Application Rights to the User Profile

After you have added the Transportation component to Command Enterprise, you must allow users the right to view and use the transportation features. Do this by adding the Transportation Application rights to the appropriate user profile.

Note: User rights in Command (including PTZ camera rights) are managed through the User Profiles defined in Command Enterprise. For more information on Command User Profiles, see the *Command Enterprise and Client User Guide*.

Any user whose profile includes user management rights can modify the name, description, and set of rights associated with a profile.

When you make changes to a profile, all affected users are automatically logged out of the system and will have to log back in.

Note: The steps to add the Transportation Application rights to the user profile are slightly different if you are creating a new user profile instead of adding the rights to an existing profile. For a new profile, the additional transportation rights (Create Incidents and Delete/Pause Incidents) do not appear until you save the new profile with the main Transportation right selected. See either:

- “Adding the Transportation Application Rights to an Existing User Profile” on page 25
- “Adding the Transportation Application Rights to a New User Profile” on page 26

Adding the Transportation Application Rights to an Existing User Profile

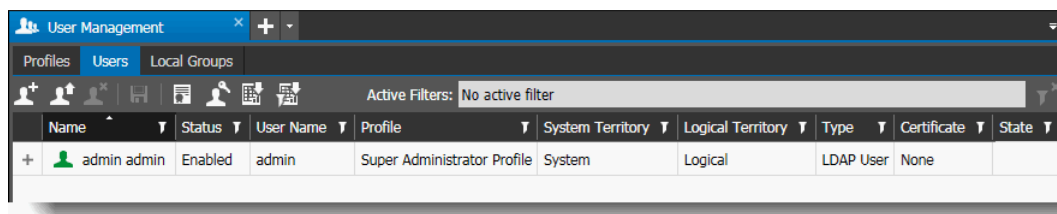
The following procedure describes how to add the transportation application rights to an **existing** user profile.

For a new user profile, see “Adding the Transportation Application Rights to a New User Profile” on page 26.

To add the transportation application rights to an existing user profile

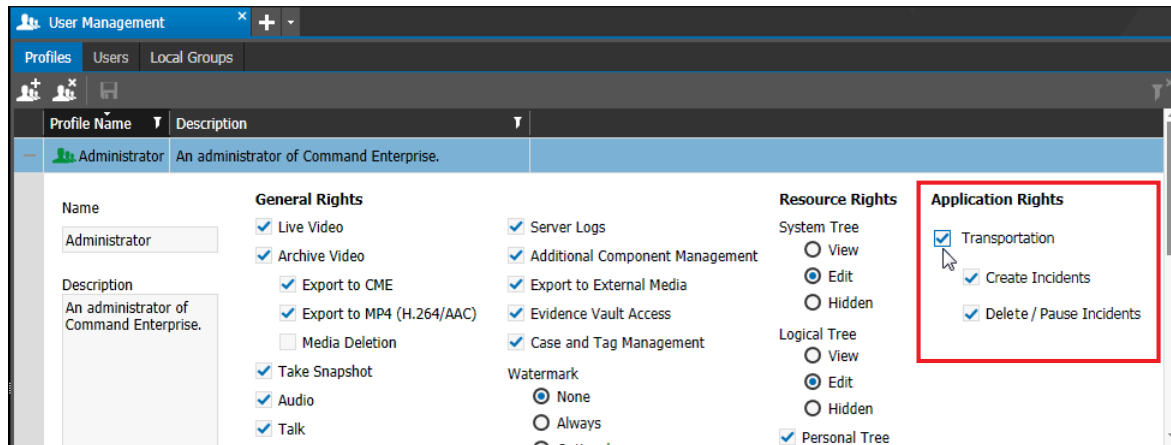
- 1 Click the main menu  and select **User Management**.

The User Management tab opens with the Users subtab open by default.



- 2 Click the **Profiles** subtab.


- 3 Click the expand button to the left of the **Profile Name** of an existing profile.
The selected **Profile** page appears.



- 4 Under **Application Rights**, select the **Transportation** check box to allow users to view the Transportation tabs (Incident Archive and Incident Search).
You can further customize the transportation user rights with the additional rights that appear under the main Transportation right:
- Select the **Create Incidents** check box to allow users to create new incidents (see “Creating an Incident from the Incident Archive Tab” on page 52 and “Creating an Incident from the Incident Search Tab” on page 95).
 - Select the **Delete/Pause Incidents** check box to allow users to:
 - Delete an existing incident stored in the Incident Archive tab.
 - Pause the download of an incident (scheduled extraction) or continue the download of an incident in a paused state.

See “Incident Archive Tab User Interface” on page 39.

Note: When you make any changes, the **Profile Name** box is highlighted in orange.

- 5 On the **Profiles** subtab toolbar, click the **Save All**  button.
The **Profiles** subtab refreshes to show the changes. All users affected by the changes to that profile are automatically logged out of the system. When they log back in, they have the right to access the Command transportation features.

Adding the Transportation Application Rights to a New User Profile

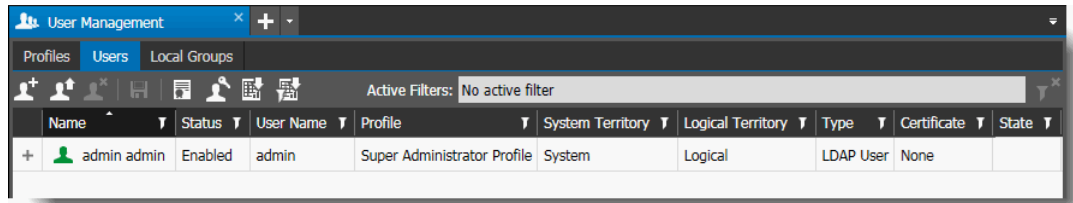
The following procedure describes how to add the transportation application rights to a **new** user profile.

For an existing user profile, see “Adding the Transportation Application Rights to an Existing User Profile” on page 25.

To add the transportation application right to a new user profile

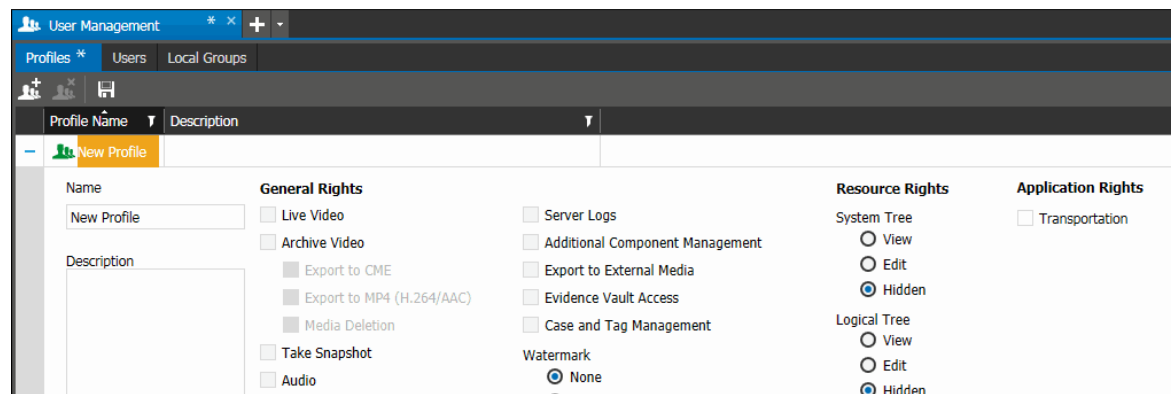
- 1 Click the main menu  and select **User Management**.

The User Management tab opens with the Users subtab open by default.



- 2 Click the **Profiles** subtab.
- 3 Click the **Add a Profile**  button on the **Profiles** subtab toolbar.

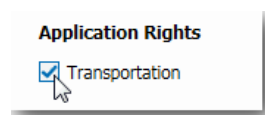
The new profile appears in a modified state (highlighted in orange) on the **Profiles** subtab.




- 4 Enter a new name for the profile in the **Name** box.
- 5 Select the **General** rights, the **Resource** rights, and the **Layout** you want to assign to the new profile.

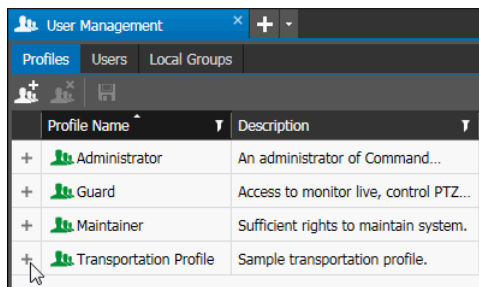
For more information on the General, Resource, and Layout rights, see the *Command Enterprise and Client User Guide*.

- 6 In the **Description** box, type a description of the new profile.
- 7 Under **Application Rights**, select the **Transportation** check box to allow users to view the Transportation tabs (Incident Archive and Incident Search).



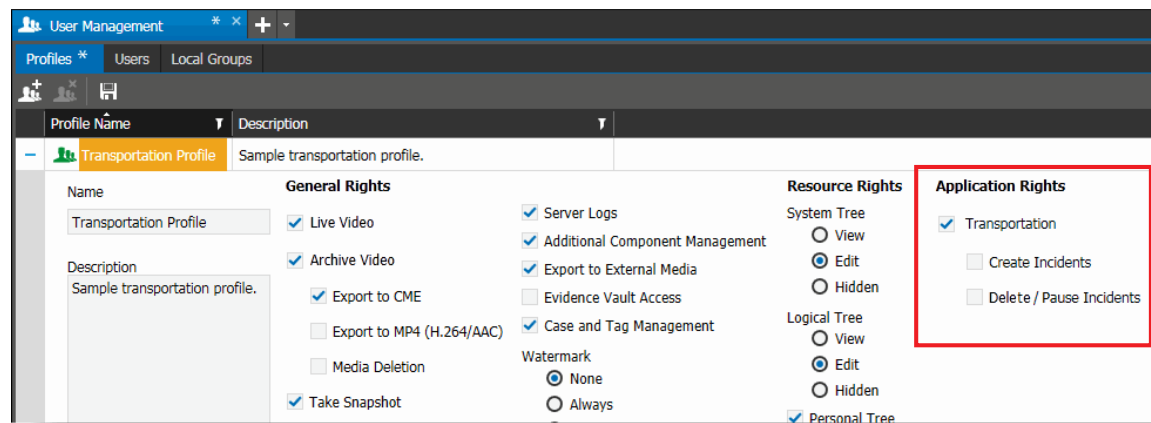
- 8 On the **Profiles** subtab toolbar, click the **Save All**  button.

The new profile appears in the **Profile Name** column (**Profiles** subtab).



- 9 Click the expand button to the left of the new **Profile Name**.

The new **Profile** page appears. Under the main **Transportation** right, there are now two additional rights: **Create Incidents** and **Delete/Pause Incidents**.



You can further customize the transportation user rights with these additional rights:

- Select the **Create Incidents** check box to allow users to create new incidents (see “Creating an Incident from the Incident Archive Tab” on page 52 and “Creating an Incident from the Incident Search Tab” on page 95).
- Select the **Delete/Pause Incidents** check box to allow users to:
 - Delete an existing incident stored in the Incident Archive tab.
 - Pause the download of an incident (scheduled extraction) or continue the download of an incident in a paused state.

See “Incident Archive Tab User Interface” on page 39.

Note: When you make any changes, the **Profile Name** box is highlighted in orange.

- 10 On the **Profiles** subtab toolbar, click the **Save All**  button.

The **Profiles** subtab refreshes to show the changes.

Defining Available Resources for a User



To use all the Transportation features, users require access rights to one or more recorders in the System tree (available resources in the System Territory). Users can only see recorders they have access rights to.

If users have Logical tree access only, they only have access to the Incident Archive tab: the Incident Search tab is not accessible or visible. The Logical tree contains cameras not recorders, so users only have access to the cameras assigned to them in the Logical tree.


For more information on creating users and defining resources in Command, see the *Command Enterprise and Client User Guide*.

Note: User activity audit logs and device (recorder) audit logs are available to view and save from Command Enterprise. For more information, see the *Command Enterprise and Client User Guide*.

To define available system and logical resources for a user

- 1 Click the main menu  and select **User Management**.
The **User Management** tab opens with the **Users** subtab open by default.
- 2 On the **Users** subtab, click the expand  button to the left of a selected user.
The **User Information** page appears.
- 3 To define the user resources, click a folder (containing one or more mobile recorders) that you want the user to have access to in the **Navigation** panel, then drag and drop that folder to the **System** or **Logical** box in the **Available Resources** section of the **User Information** page.

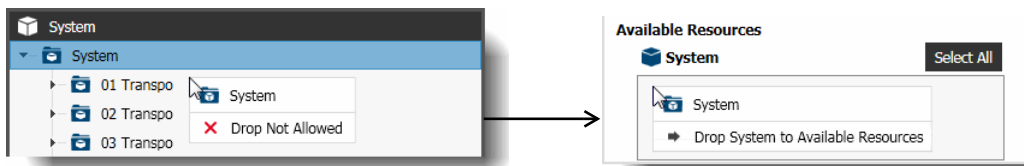
If you do not want a user to have access to the entire System and/or Logical tree, you can assign one or more subfolders from the System and/or Logical tree to a user or group's available resources. This allows you to customize user access. For example, if your recorders are divided into four different subfolders, you can assign two subfolders to User A, and the other two subfolders to User B. Four lower level users are assigned one subfolder each.

Note: For full Transportation access, users must have access to one or more recorders  in the System tree. Users with only Logical tree access (no System tree resources) can access the Incident Archive tab (for assigned cameras), but not the Incident Search tab.

Top-level users are assigned full root level access to both the System tree and the Logical tree. This grants top-level users access to Transportation settings and recurring incidents that lower-level users cannot access.

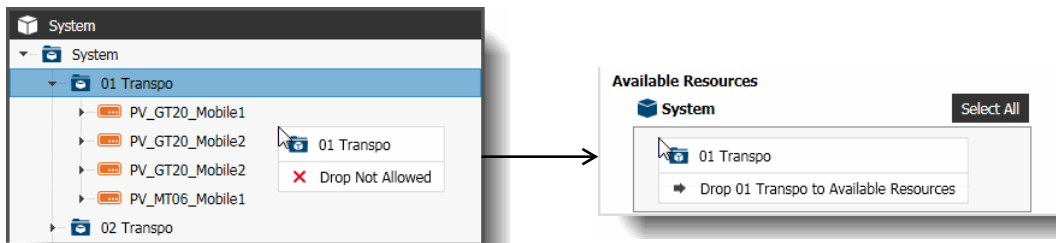
For example:

- To grant full access to all recorders, click and drag the root System folder to the **System** box (under **Available Resources**) on the selected **User Information** page, and release the mouse button to drop it in the box.

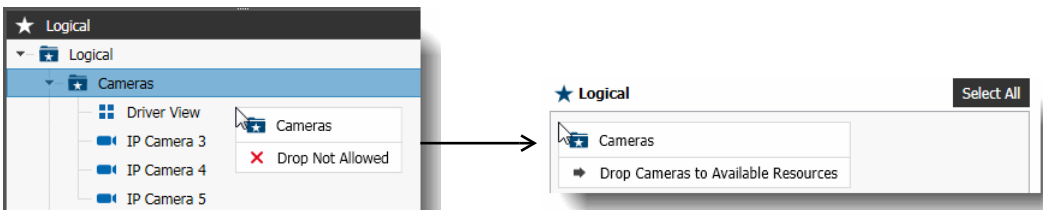


Note: While you are dragging the resource, the interface informs you that a drop is not allowed until you move over the correct **Available Resources** box.

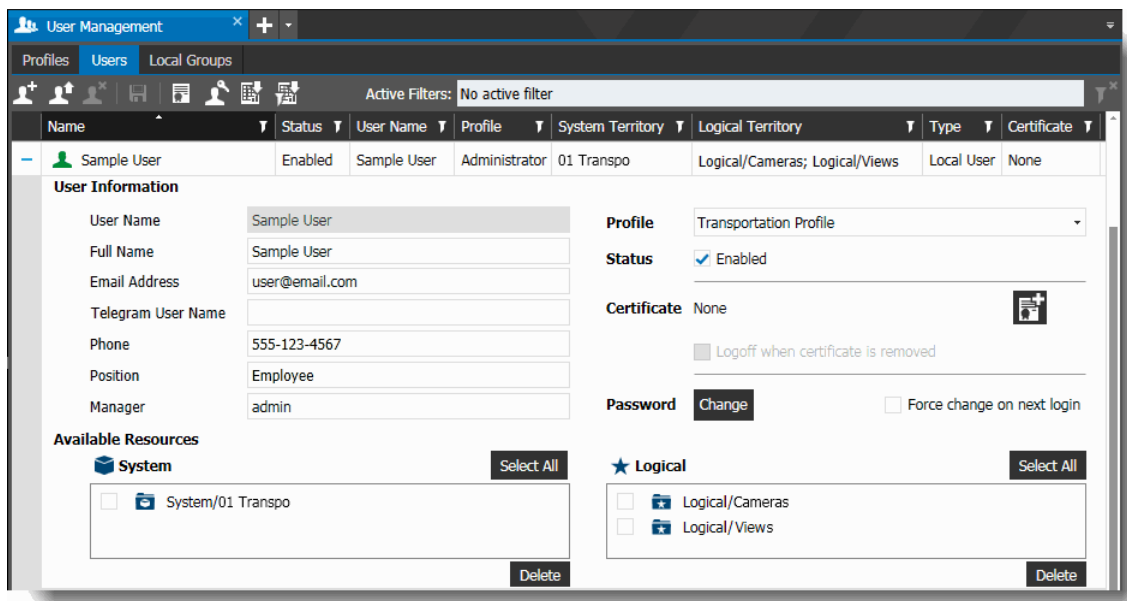
- To grant partial access to a recorder or group of recorders in a folder, in the **System** tree, click a subfolder that contains one or more recorders, and drag it to the **System** box. You can add more than one System subfolder to the available resources of a user.



- To grant full access to the cameras and views (grid of multiple cameras) in the **Logical** tree, click and drag the root Logical folder to the **Logical** box (under **Available Resources**) on the selected **User Information** page, and release the mouse button to drop it in the box.
- To grant partial access to a camera, group of cameras, or view (grid display of multiple cameras) in a folder: in the **Logical** tree, click a folder that contains one or more cameras and/or views, and drag it to the **Logical** box. You can add more than one Logical subfolder.



The folder and path names appear in the **System** and/or **Logical** box, and the folder name appears in the **System Territory** and/or **Logical Territory** columns. When multiple folders are added, the complete path for each folder is displayed in the column, separated by semicolons.



- On the **Users** subtab toolbar, click the **Save All** button.
The selected user can access only those resources within the defined folders.

Settings for Transportation Configuration

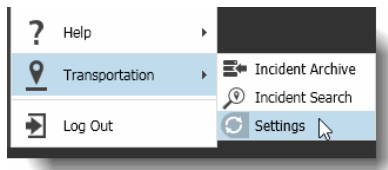
In the Command Client, a user with top-level access can configure the general settings for Transportation, such as the timeout period for incident upload, and data retention periods.

Note: The Transportation settings are only available to top-level users with full access to the root System folder and the root Logical folder (see “Defining Available Resources for a User” on page 29). The **Transportation > Settings** menu option is not available if you are not a top-level user.

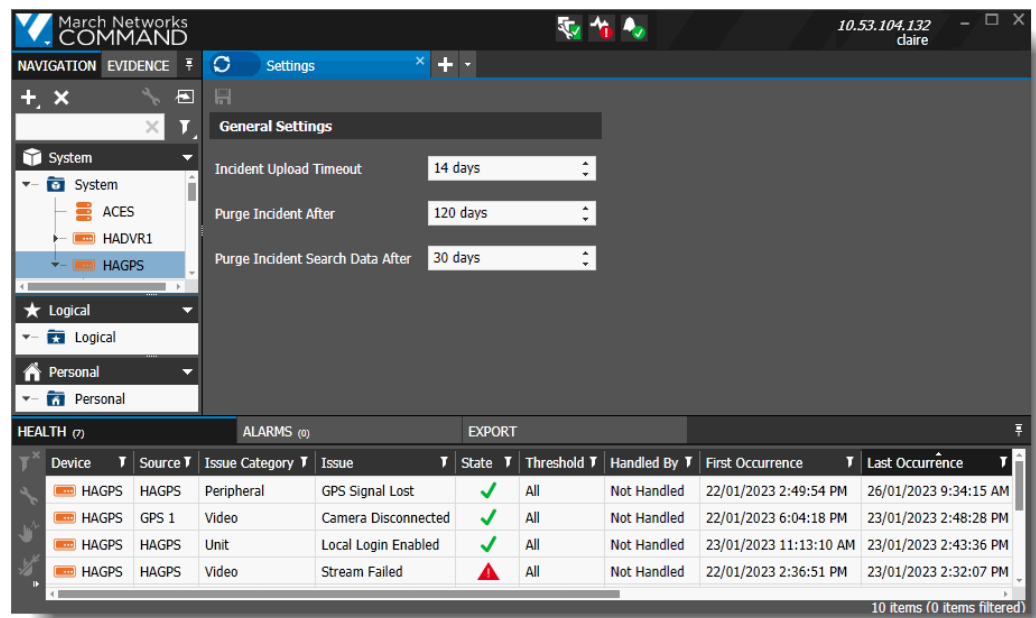
To configure the Transportation settings

- 1 Click the main menu  and select **Transportation -> Settings**.

Note: This option is only available to top-level users (full root System and Logical folder access).



The **Settings** tab opens.



- 2 Alter the general settings to suit your needs. The following table describes each setting.

Setting	Description
Incident Upload Timeout	<p>The amount of time that the Media Archiver waits to receive video from an incident extraction before it times out and the incident fails.</p> <p>For example, when an incident is created, video is downloaded from a transit recorder and saved to the Media Archiver. If this is set to 14 days, the system waits 14 days before the incident fails because it cannot download the video from the recorder.</p> <p>This timeout must allow for the fact that transit recorders are located on vehicles that are not always available for video download.</p>

Setting	Description
Purge Incident After	<p>This is the retention period for Incidents — the period of time that the Media Archiver stores incidents and displays them in the Incident Archive page before deleting them.</p> <p>After an incident is purged, you can no longer access it.</p> <p>For more information on incidents, see “Using the Incident Archive” on page 51.</p>
Purge Incident Search Data After	<p>This is the retention period for search data — the period of time that the system stores data used in the Incident Search page before deleting it.</p> <p>For example, if this value is set to 30 days, you can use the Incident Search page to find results during the last 30 days. Searching in an older time period (greater than 30 days) will not produce any results.</p> <p>For more information on the Incident Search, see “Using the Incident Search” on page 86.</p>

Note: The upper limits of these settings are controlled by custom properties in the Advanced tab of the Enterprise Console. See the *Command Enterprise Installation Guide* for more information.

- 3 Select the **Save**  button.

Preferences for Transportation Features

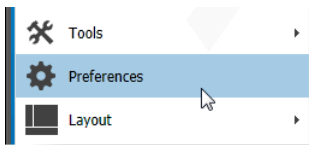
After you install the Transportation component, additional preferences are added to Command Enterprise, to allow you to configure the extra features for mobile recorders. You can adjust the additional preferences using the following procedure.

A user must have the Transportation rights to view these preferences (see “Adding the Transportation Application Rights to the User Profile” on page 25).

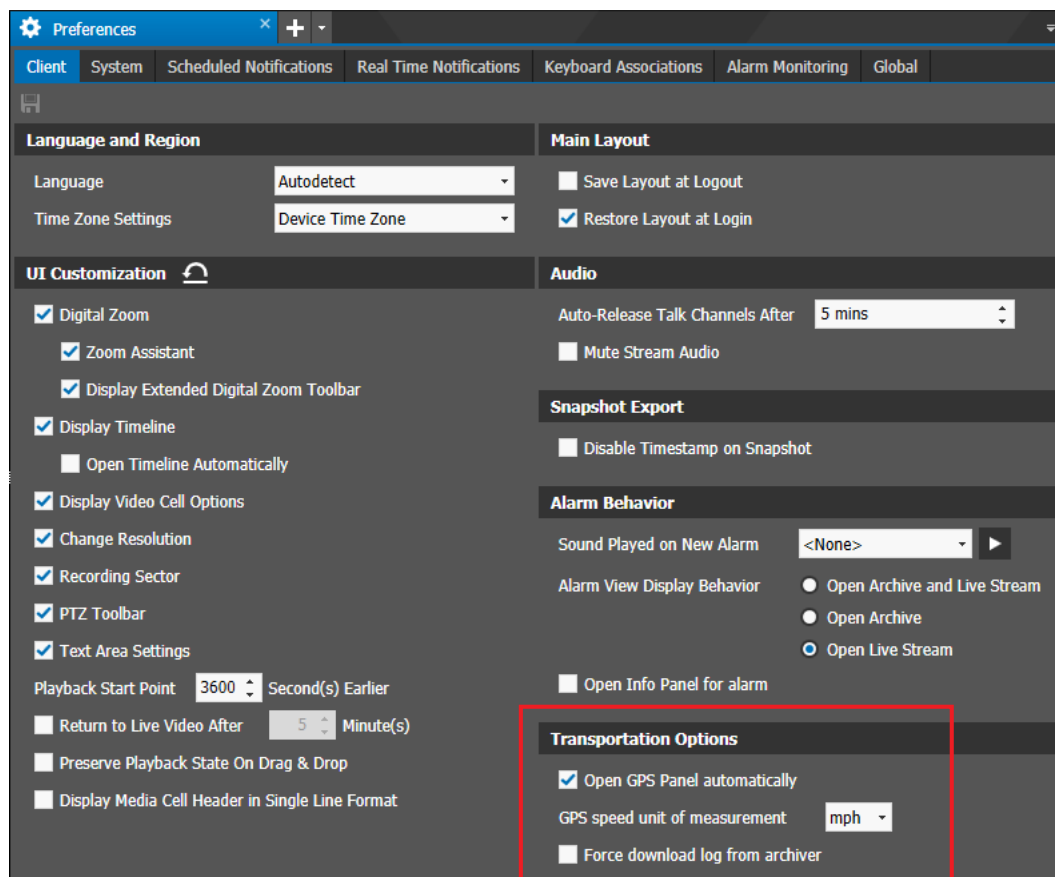
Note: These additional preferences are also available in Command Client when connected to a single RideSafe series recorder through the Command Client interface.

To change the transportation related preferences

- 1 Click the main menu  and select **Preferences**.




The **Preferences** tab opens.



- 2 All the default Command Enterprise preferences remain the same, and are described in the *Command Enterprise User Guide* (available from the March Networks Partner Portal website, or from the Help menu item in Command Enterprise).


For Transportation, the **Transportation Options** section is added, with three new preferences:

- **Open GPS Panel automatically** — If you select the check box, when you open a video media cell, a view, or an incident tab, the GPS map panel is shown by default.

If this check box is not selected, you must click the **Show GPS Information**  button to display the GPS map.

Note: If there is no associated GPS information, the map panel is blank.

- **GPS speed unit of measurement** — Select from the list to show the GPS speed in miles per hour (mph) or kilometers per hour (km/h). The GPS speed of the vehicle is displayed on the GPS panel.
- **Force download log from archiver** — This check box controls the system behavior when a recorder log file is requested from Command Client (right-click a recorder in the System tree and save the device logs).
 - If you select the check box, the log file is always downloaded from the Archiver rather than directly from the recorder. By avoiding downloads directly from the recorder, you avoid data transfer through cellular or wireless networks.
 - If this check box is not selected, Command Client downloads the logs from the recorder if it is available (mobile recorder is near the wireless access point), or from the Archiver when the recorder is not available (mobile recorder is out of reach).

- 3 Click the **Save All**  button in the upper left corner of the Preferences tab to save your changes.

Time Format

The time format (24-hour format or 12-hour AM/PM format) displayed in the Command Transportation Incident Archive tab is determined by the settings of the computer where your Command Client user interface is installed. If the computer's operating system is set to display the time in the 24-hour format, the Incident Archive tab displays the incident times in the 24-hour format. If the computer is set to the 12-hour AM/PM format, the incident times display in the 12-hour AM/PM format.

If you change the time format while the Command Client user interface is open, you must close the application and open it again to reflect the time format change in the Incident Archive tab.

Chapter 2

Understanding the User Interface

This chapter gives an overview of the Transportation interface in Command Enterprise, including the Incident Archive tab, Incident Search tab, and the GPS maps.

Important: The transportation component (including the Command Media Archiver, the Incident Archive tab, and the Incident Search tab), is an application added to the Command Enterprise client, and appears as a menu option / tabs in the Command Enterprise client. For complete instructions on how to use the Command Enterprise client, see the *Command Enterprise and Client User Guide*, available from the March Networks Partner Portal website, or from the Help menu item in Command Enterprise.

This chapter contains the following topics:

- “Overview” on page 36
- “Incident Archive Tab User Interface” on page 39
- “Incident Search Interface” on page 43
- “GPS Map User Interface” on page 46
- “Incident Video and GPS Data Media Controls” on page 48

Overview

The Command Transportation component consists of two main tabs within the Command Client user interface (when connected to Enterprise): the Incident Archive tab and the Incident Search tab. In addition, you can open an incident tab to view video from an individual incident.

The Incident Archive tab contains a list of all the incidents that are automatically and manually downloaded. An incident is automatically created by alarms configured on the vehicle, for example, when a bus stops suddenly (measured by an accelerometer), this can automatically trigger the system to create an incident, so that you can view the video and data from that time, and find out why and where the vehicle braked suddenly. You can also manually create an incident from the Incident Archive tab, allowing you to choose the recorder, cameras, and time period that you want to download video and data from.

The Incident Search tab allows you to search the video and data from the RideSafe Series recorders in all your vehicles to look for specific incidents.

The incident tab displays when you open an incident from the list in the Incident Archive tab, and displays the video and GPS map (if available) from the time of the incident.

When you add the transportation application to Command Client, the GPS map functionality is also available for live mobile video streams (if GPS equipped). When you open a live camera stream that has GPS information, a GPS map is available, and the vehicle route, speed, and position are shown on the map.

Command Enterprise Client with the three Transportation tabs:

Command Navigation panel **Transportation tabs**

The screenshot displays the Command Enterprise Client interface. The top navigation bar shows 'Incident Archive' as the active tab. The main area contains a table of incidents with columns: ID, Incident Created, Username, Vehicle ID, Incident Name, Incident Start, Incident End, Duration, Extr, Progress, Purge, Complet, Type, and Path. The bottom section is divided into three tabs: 'HEALTH', 'ALARMS', and 'EXPORT'. The 'HEALTH' tab is currently selected, showing a table of device health with columns: Device, Source, Issue Category, Issue, State, Threshold, Handled By, First Occurrence, Last Occurrence, Count, and Description.

ID	Incident Created	Username	Vehicle ID	Incident Name	Incident Start	Incident End	Duration	Extr	Progress	Purge	Complet	Type	Path
7609	28/02/2023 9:03:37 AM		Sav-GTDVR	Impact Alarm	28/02/2023 8:00:00:30	28/02/2023 8:00:00:30	00:00:30	✓	100%		28/02/21	Auto	System/R5 Mobile
7608	28/02/2023 9:02:28 AM		Sav-GTDVR	Impact Alarm	28/02/2023 8:00:00:30	28/02/2023 8:00:00:30	00:00:30	✓	100%		28/02/21	Auto	System/R5 Mobile
7607	28/02/2023 9:00:20 AM		Sav-GTDVR	Hard brake	28/02/2023 8:00:00:30	28/02/2023 8:00:00:30	00:00:30	✓	100%		28/02/21	Auto	System/R5 Mobile
7606	28/02/2023 8:58:18 AM		Sav-GTDVR	Impact Alarm	28/02/2023 8:00:00:30	28/02/2023 8:00:00:30	00:00:30	✓	100%		28/02/21	Auto	System/R5 Mobile
7605	28/02/2023 8:56:15 AM		Sav-GTDVR	Operator Alarm	28/02/2023 8:00:00:30	28/02/2023 8:00:00:30	00:00:30	✓	100%		28/02/21	Auto	System/R5 Mobile
7604	28/02/2023 8:54:00 AM		Sav-GTDVR	Hard brake	28/02/2023 8:00:00:30	28/02/2023 8:00:00:30	00:00:30	✓	100%		28/02/21	Auto	System/R5 Mobile
7603	28/02/2023 8:50:30 AM		Sav-GTDVR	Impact Alarm	28/02/2023 8:00:00:30	28/02/2023 8:00:00:30	00:00:30	✓	100%		28/02/21	Auto	System/R5 Mobile
7602	28/02/2023 8:48:29 AM		Sav-GTDVR	Operator Alarm	28/02/2023 8:00:00:30	28/02/2023 8:00:00:30	00:00:30	✓	100%		28/02/21	Auto	System/R5 Mobile
7601	28/02/2023 8:47:42 AM		Sav-GTDVR	Rear Door	28/02/2023 8:00:00:30	28/02/2023 8:00:00:30	00:00:30	✓	100%		28/02/21	Auto	System/R5 Mobile
7600	28/02/2023 8:46:11 AM		Sav-GTDVR	Hard brake	28/02/2023 8:00:00:30	28/02/2023 8:00:00:30	00:00:30	✓	100%		28/02/21	Auto	System/R5 Mobile
7599	28/02/2023 8:42:21 AM		Sav-GTDVR	Impact Alarm	28/02/2023 8:00:00:30	28/02/2023 8:00:00:30	00:00:30	✓	100%		28/02/21	Auto	System/R5 Mobile
7598	28/02/2023 8:41:35 AM		Sav-GTDVR	Operator Alarm	28/02/2023 8:00:00:30	28/02/2023 8:00:00:30	00:00:30	✓	100%		28/02/21	Auto	System/R5 Mobile

Device	Source	Issue Category	Issue	State	Threshold	Handled By	First Occurrence	Last Occurrence	Count	Description
HAGPS	HAGPS	Peripheral	GPS Signal Lost	✓	All	Not Handled	22/01/2023 2:49:54 PM	26/01/2023 9:34:15 AM	78	GPS Signal Lost.
HAGPS	GPS 1	Video	Camera Disconnected	✓	All	Not Handled	22/01/2023 6:04:18 PM	23/01/2023 2:48:28 PM	11	Audio connection failed.
HAGPS	HAGPS	Unit	Local Login Enabled	✓	All	Not Handled	23/01/2023 11:13:10 AM	23/01/2023 2:43:36 PM	6	This device has local user login enabled.
HAGPS	HAGPS	Video	Stream Failed	✓	All	Not Handled	22/01/2023 2:36:51 PM	23/01/2023 2:32:07 PM	9	There is at least one stream that is not working.
HAGPS	Camera 5	Video	Camera Disconnected	⚠	All	Not Handled	23/01/2023 8:26:49 AM	23/01/2023 2:31:43 PM	9	Camera connection failed.

5 items (0 items filtered)

Command Dashboard (Health, Alarm, and Export information)

The Incident Archive tab:

Extraction buttons **List of incidents extracted from recorders**

Page buttons

ID	Incident Created	Username	Vehicle ID	Incident Name	Incident Start	Incident End	Duration	Extr	Progress	Purge	Complet	Type	Path
7609	28/02/2023 9:03:37 AM		GTDVR	Tag Alarm	28/02/2023 8:	28/02/2023 8:	00:00:30	✓	100%		28/02/2023	Auto	System/R5 Mobile
7608	28/02/2023 9:02:28 AM		GTDVR	Impact Alarm	28/02/2023 8:	28/02/2023 8:	00:00:30	✓	100%		28/02/2023	Auto	System/R5 Mobile
7607	28/02/2023 9:00:20 AM		GTDVR	Hard brake	28/02/2023 8:	28/02/2023 8:	00:00:30	✓	100%		28/02/2023	Auto	System/R5 Mobile
7606	28/02/2023 8:58:18 AM		GTDVR	Tag Alarm	28/02/2023 8:	28/02/2023 8:	00:00:30	✓	100%		28/02/2023	Auto	System/R5 Mobile
7605	28/02/2023 8:56:15 AM		GTDVR	Operator Alarm	28/02/2023 8:	28/02/2023 8:	00:00:30	✓	100%		28/02/2023	Auto	System/R5 Mobile
7604	28/02/2023 8:54:00 AM		GTDVR	Hard brake	28/02/2023 8:	28/02/2023 8:	00:00:30	✓	100%		28/02/2023	Auto	System/R5 Mobile
7603	28/02/2023 8:50:30 AM		GTDVR	Impact Alarm	28/02/2023 8:	28/02/2023 8:	00:00:30	✓	100%		28/02/2023	Auto	System/R5 Mobile
7602	28/02/2023 8:48:29 AM		GTDVR	Operator Alarm	28/02/2023 8:	28/02/2023 8:	00:00:30	✓	100%		28/02/2023	Auto	System/R5 Mobile

The Incident Search tab:

Map, showing vehicle routes from the search results

Configurable search parameters

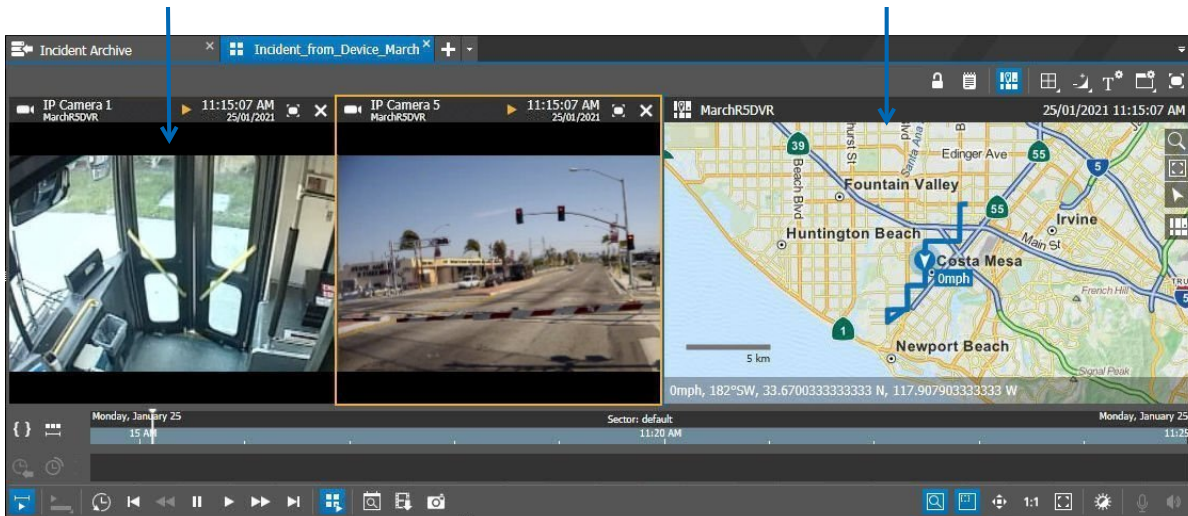
Search Result list

Color	Vehicle Id	Start Time	End Time	Max Speed	Event Count	Above Speed Count
	GT20_Mobile_1	23/02/2023 12:34:40 PM	23/02/2023 11:59:26 PM	52.82 mph	N/A	N/A
	GT20_Mobile_3	23/02/2023 9:13:30 AM	23/02/2023 11:59:06 PM	65.68 mph	N/A	N/A
	GT20_Mobile_4	23/02/2023 12:00:22 AM	23/02/2023 8:28:56 AM	68.10 mph	N/A	N/A

An Incident tab:

Views from cameras on the vehicle during the time of the incident

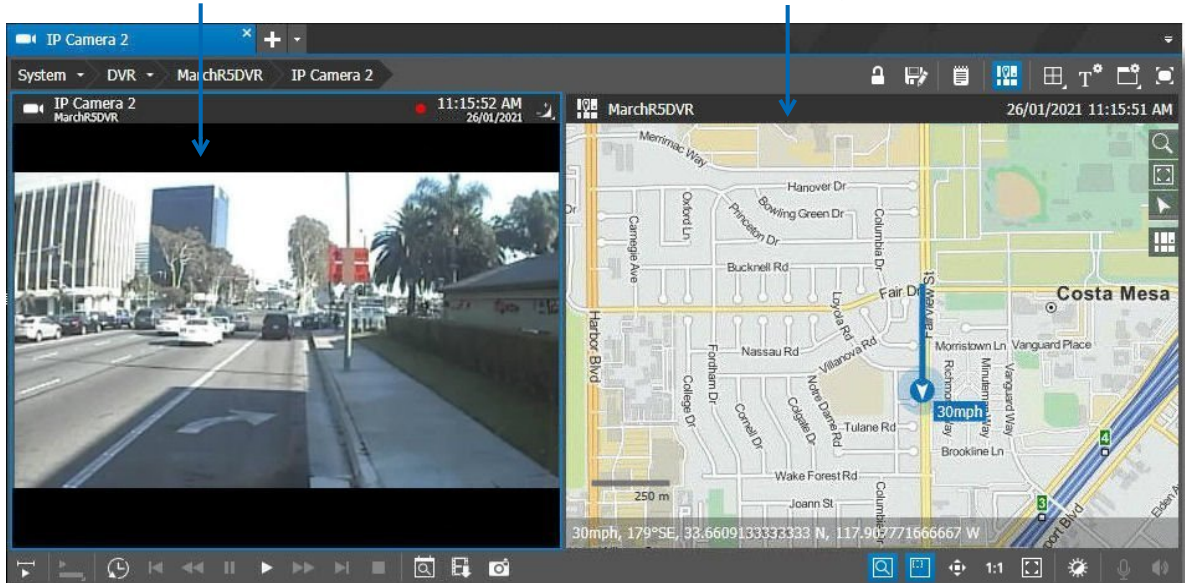
GPS map, showing the route during the time of the incident



A live camera tab with GPS map:

Live view from camera on the vehicle

GPS map, showing vehicle route



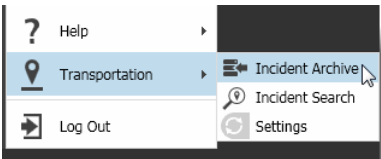
Incident Archive Tab User Interface

The Incident Archive tab displays a list of incidents: automatic, recurring, and scheduled incident extractions from transit recorders. It allows you to extract an incident (video, audio, and GPS data) from a transit recorder. The incidents you extract are added to a list in this tab. You can pause the download of an incident during extraction, and delete an incident from the list when you no longer need it.

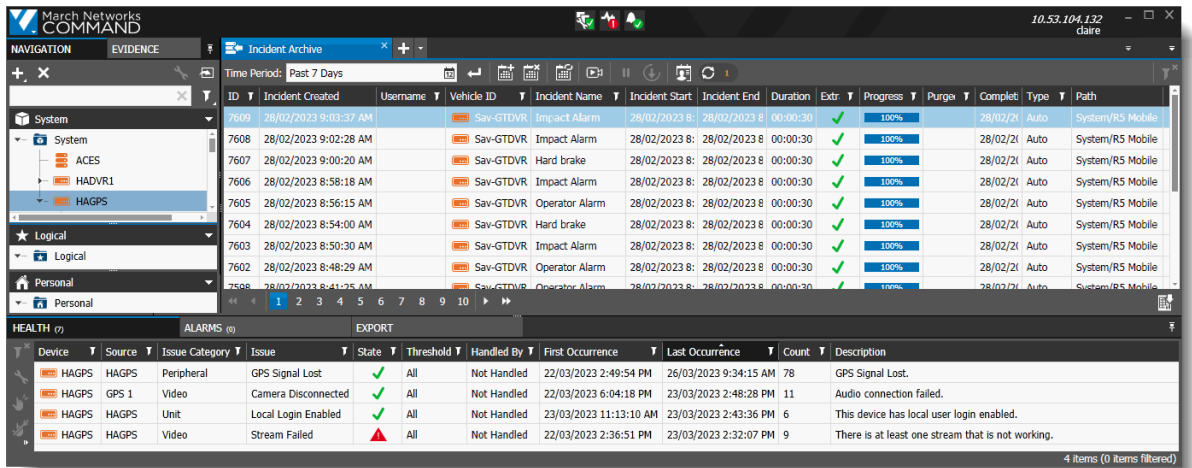
Note: To access the Incident Archive tab, a user must have the **Transportation** application right in their user profile (see “Adding the Transportation Application Rights to the User Profile” on page 25). For more information on user profiles and user rights, see the *Command Enterprise and Client User Guide*, available from the March Networks Partner Portal website, or from the Help menu item in Command Enterprise.

To access the Incident Archive tab

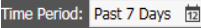

- 1 Click the main menu  and select **Transportation -> Incident Archive**.

















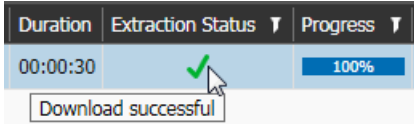
The **Incident Archive** tab opens.




The following table describes the buttons and table columns available on the Incident Archive tab.

Button/Column	Description
	Time Period Select a time period from the list provided, or choose Select Range to open a calendar and set you own time period.
	Search Click to search for incidents filtered by the time period selected.

Button/Column	Description
	<p>Create Incident</p> <p>Click to open the Add Scheduled Incident Extraction dialog, which allows you to create an incident by specifying a name for the incident, selecting a mobile recorder to download from, selecting the cameras you want video from, and the date and time period of the incident.</p> <p>A user must have the Create Incidents user right in order to create a new incident (see “Adding the Transportation Application Rights to the User Profile” on page 25).</p>
	<p>Delete Incident(s)</p> <p>After selecting an incident (scheduled extraction) from the list, click to delete the incident.</p> <p>A user must have the Delete / Pause Incidents user right to delete an incident (see “Adding the Transportation Application Rights to the User Profile” on page 25).</p>
	<p>Recurring Incidents</p> <p>Manage (add, edit, delete) recurring incident extractions.</p> <p>A recurring incident is an automatic extraction that occurs at a specified time each day, for the specified recorders. You can create multiple recurring incidents, at different times and applicable to different recorders.</p> <p>You can enable/disable each scheduled recurring incident.</p> <p>Users require the Create Incidents user right in order to create a new recurring incident (see “Adding the Transportation Application Rights to the User Profile” on page 25). Users also require top-level access: full access to the root System folder and the root Logical folder (see “Defining Available Resources for a User” on page 29).</p>
	<p>Play Incident</p> <p>After selecting an incident (scheduled extraction) from the list, click to play the video from the incident.</p>
	<p>Pause Incident</p> <p>After selecting an incident (scheduled extraction) from the list, click to pause the download of the incident.</p> <p>Also use this button to continue a download that is paused. A user must have the Delete / Pause Incidents user right to pause an incident (see “Adding the Transportation Application Rights to the User Profile” on page 25).</p> <p>Note: You can only pause an incident that is in the progress of downloading (progress bar shows less than 100%).</p>
	<p>Retry Incident</p> <p>If the creation of an incident fails, this button becomes available and you can retry the download of the video and related information to successfully create the incident.</p>
	<p>My Incidents</p> <p>Click to view only incidents created by you.</p> <p>Your user name appears in the User name column for the incident.</p>

Button/Column	Description
	Refresh Incident List When a new incident is created, this button becomes available and displays the number of new incidents that have been created but not added to the list. Click this button to refresh the list and display the latest incidents.
	Page buttons By default, 30 incidents are displayed on a page in the Incident Archive. If there are multiple pages you can navigate to the other pages using these buttons.
ID	An identification number for the incident.
Incident Created	The date and time that the incident was created.
Username	The name of the user that created the incident.
Vehicle ID	The ID name/number of the vehicle where the incident data was downloaded from.
Incident Name	The name of the incident.
Incident Start	The date and time that the incident starts.
Incident End	The date and time that the incident ends.
Duration	The duration of the data in the incident.
Extraction Status	Extraction Status. The download status of the incident extraction. <div>  Waiting — Waiting for the Incident creation to begin.  Active — The Incident is in the process of creation.  Paused — The creation of the Incident is paused.  Pending — The Incident is created but not yet handled by the Archiver.  Success — The Incident is successfully created and saved in the Archiver.  Alert — There is a problem with the Incident creation. </div> <p>Tip: You can hover your mouse over the icon to see additional information about the status. For more details, see “Troubleshooting an Incident Extraction” on page 54.</p> 
Progress	A progress bar to track the download of the incident data.

Button/Column	Description
Purged	<p>Tracks the retention of incidents.</p> <p>After 120 days (default), incidents are purged to allow room for new incidents. The column displays Purged and the incident becomes unavailable: you can no longer open it.</p> <p>You can delete purged incidents to remove them from the Incident Archive tab.</p>
Completion Time	The date and time that the system completes extracting the incident (all video and related data) to the Media Archiver.
Type	<p>The type of incident, one of the following:</p> <ul style="list-style-type: none"> • Scheduled — An incident that is manually requested by a user by selecting the Create Incident button in the Incident Archive tab. See “Creating an Incident from the Incident Archive Tab” on page 52. • Automatic — An incident that is automatically created by an alarm (for example, the Tag Alarm). When a physical alarm (such as a physical button that the vehicle driver presses) is triggered, the system automatically downloads video and data related to that alarm. See “Automatic Incident Creation” on page 76. • Recurring — An incident that is manually requested by a user and automatically reoccurs every day at the same time. Recurring incidents are created and managed by selecting the Recurring Incidents button in the Incident Archive tab. See “Creating and Managing Recurring Incidents” on page 55.
Path	The path of the recorder in the Command Enterprise System tree (see the System tree in the Navigation panel).
	<p>Export Incident</p> <p>Note: Button is under the incident list, at the bottom right.</p> <p>Export the status data from all the incident extractions in the Incident Archiver page to a CSV file.</p> <p>See “Exporting Incident Data to a CSV File” on page 85.</p>

Incident Search Interface

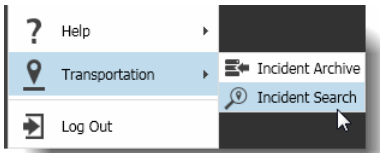
The Incident Search tab allows you to use relevant parameters to search the RideSafe Series recorders in all your vehicles for specific incidents.

Note: To access the Incident Search tab, a user must have the Transportation application right in their user profile (see “Adding the Transportation Application Rights to the User Profile” on page 25). Users also require access rights to one or more RideSafe series recorders in the System tree (available resources in the System Territory). Users only see results from the recorders they have access rights to (see “Defining Available Resources for a User” on page 29).

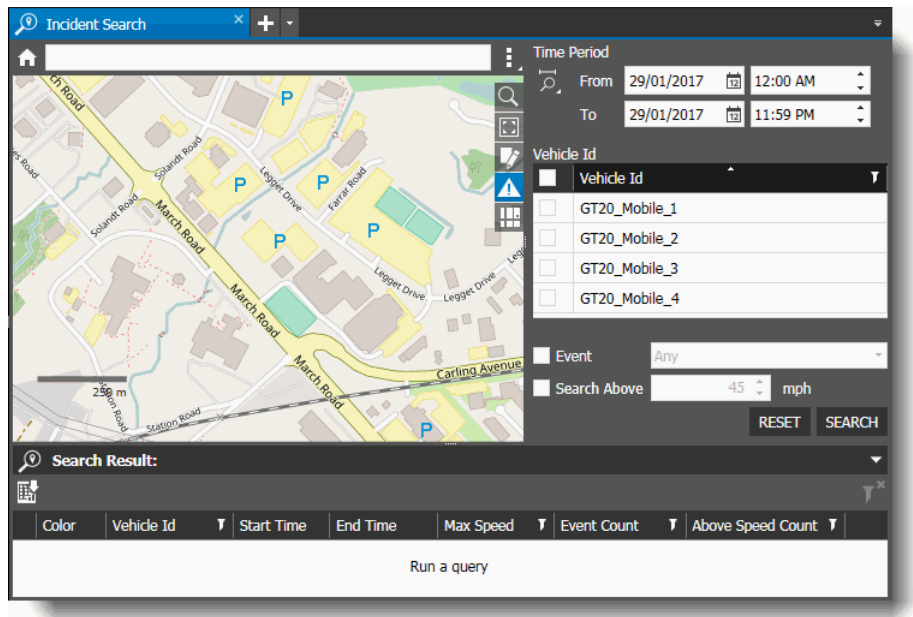
For more information on user profiles and user rights, see the *Command Enterprise and Client User Guide*, available from the March Networks Partner Portal website, or from the Help menu item in Command Enterprise.

To access the Incident Search tab


- 1 Click the main menu  and select **Transportation -> Incident Search**.

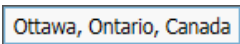
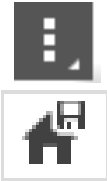









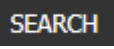


The **Incident Search** tab opens.



The following table describes the buttons and table headings on the Incident Search tab.

Tab Button	Description
	Home Location Click to return the map view to the location that you have set as your home location.

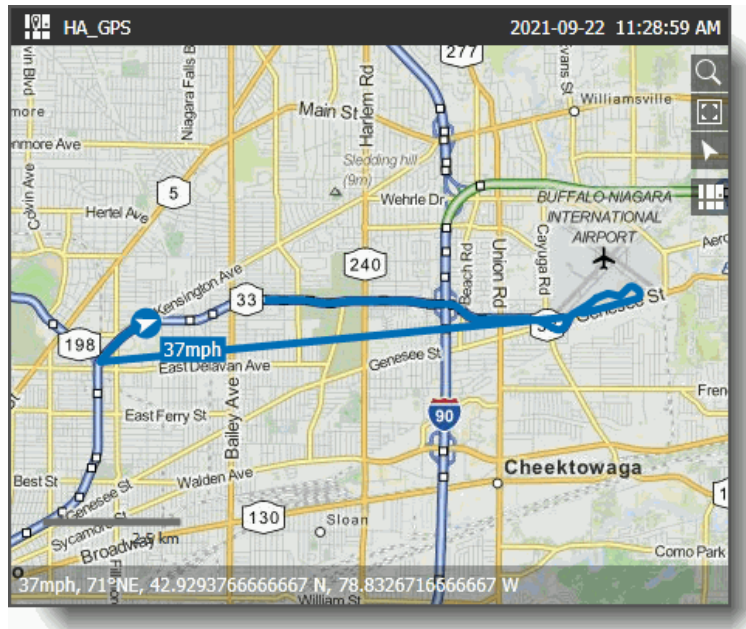
Tab Button	Description
	Search Type in the name of a location (city, town, street name, other location details) and click Enter. The search bar offers suggestions as you type.
	Set as Home Location After you find the location on the incident search map that you want to designate as your home location, click the menu button at the top right of the map and select Set as Home Location from the menu. You can now click the Home Location button to quickly and easily return to your designated map home location.
	Map Zoom Click to open a scale allowing you to zoom in and out of the map. Note: You can also use the scroll button on your mouse to zoom in and out.
	Zoom to Fit Click to fit the map size to the GPS route it is displaying.
	Show Geofence Click to draw a dashed-line frame box that encloses an area of interest on the map. You can click and drag any of the four corners of the frame to change its size and the area of the map that it covers.
	Show Events Click to show the events that you search for as icons on the map. Note: Events are only shown on the map after a search successfully finds a result including one or more events.
	Use Default Map / Use Custom Map Click to toggle between the default map and the custom map. Note: This button is only available if your Client Map Policy is configured to allow both default and custom maps. For more information on setting the Client Map Policy, see the <i>Command Enterprise Installation Guide</i> .
	Time Interval Presets Select from pre-configured time frames (past hour, today).
Time Period	Either click the Time Period button (described above), or customize the dates and times in the From and To boxes to configure your own time period.
Vehicle ID	Click the check box of the vehicle ID that you want to search for, or click the check box at the top to select all the vehicles in the list.
Event	To search for an event, click the check box and select an event from the list. You can select Any to search for all existing events.
Search Above	Click the check box and type in a vehicle speed. The search looks for any vehicle that is recorded as traveling above the speed that you enter. Note: The speed measurement (miles per hour or kilometers per hour) is set to local parameters when the Transportation application is installed, but you can change this in the Command Preferences (see “Preferences for Transportation Features” on page 33).

Tab Button	Description
	Reset the parameters for the incident search.
	Perform a search using the current parameters.
	Export Results Export the search results to a CSV file.
Search Results Table	
	<p>Create Incident</p> <p>Click to open the Add Scheduled Extraction dialog.</p> <p>When you open the Add Scheduled Extraction dialog from the Search results in the Incident Search tab, the dialog is pre-configured with the parameters of the selected result.</p> <p>You can edit the incident download by selecting a different mobile recorder, selecting the cameras you want video from, and changing the date and time period of the incident.</p> <p>The maximum duration for an incident download is 2 hours.</p> <p>A user must have the Create Incidents user right in order to create a new incident (see “Adding the Transportation Application Rights to the User Profile” on page 25).</p>
Color	<p>When you select a result in the Search Results list, this column shows the color of the vehicle route when it is displayed in on the map.</p> <p>For example, if the color column shows a green square, the vehicle route is shown in green on the map.</p>
Vehicle ID	The ID of the vehicle found in the search result.
Start Time	The time of the first appearance of the vehicle in the search result.
End Time	The time of the last appearance of the vehicle in the search result.
Max Speed	The maximum speed of the vehicle in the search result.
Event Count	<p>The number of events found in the search result.</p> <p>Note: If the Event check box is not selected in the search parameters, this column is not applicable.</p>
Above Speed Count	<p>The number of times the vehicle exceeded the defined speed (in the Search Above field) in the search result.</p> <p>Note: If the Search Above check box is not selected in the search parameters, this column is not applicable.</p>






GPS Map User Interface

If GPS data has been included in your incident extraction, an interactive map with vehicle route, speed, and position information is available in the incident tab.

The GPS map can appear in incident tabs (only available when Command Client is connected to Command Enterprise), and in camera tabs, view tabs, and alarm view tabs (available when Command Client is connected to Command Enterprise and/or when Command Client is connected to a single RideSafe series recorder).

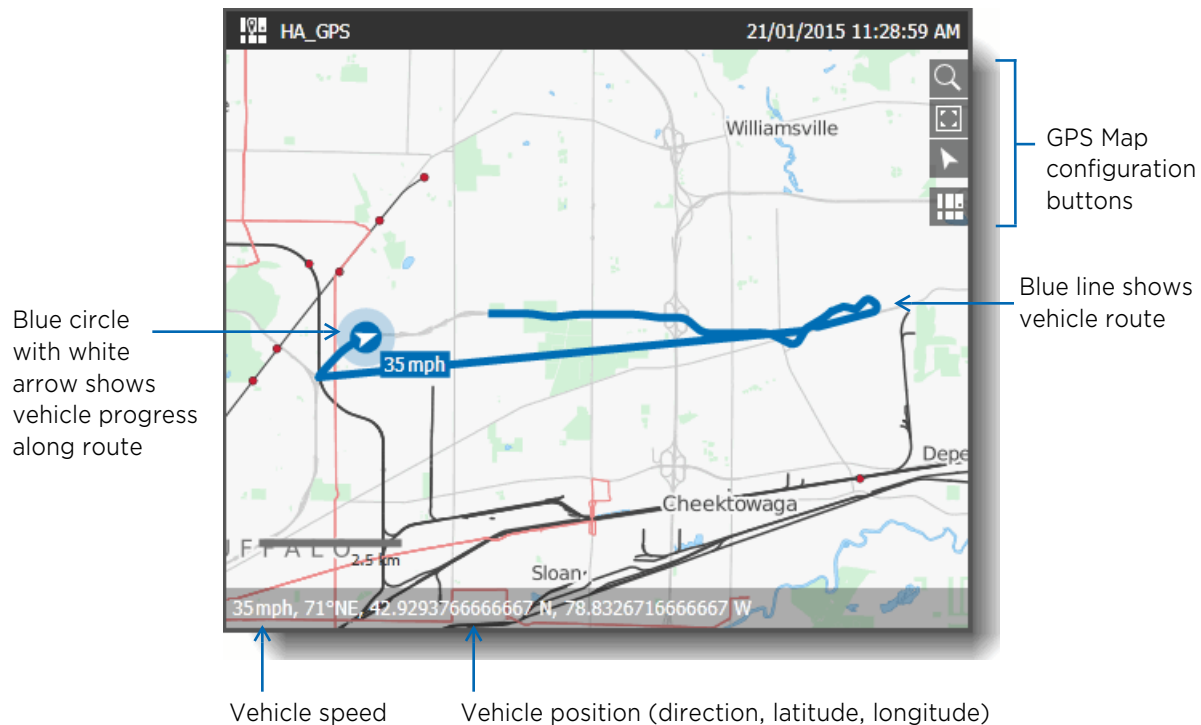


The following table describes the buttons available on the GPS map, which allow you to configure the appearance of the map.

Map Button	Description
	Show/Hide GPS Map Panel Click to show/hide the GPS map. When the map is hidden, the incident shows the video only.
	Map Zoom Click to open a scale allowing you to zoom in and out of the map. Note: You can also use the scroll button on your mouse to zoom in and out.
	Zoom to Fit Click to fit the map size to the GPS route it is displaying.
	Lock to Center This centers the map on the current position of the vehicle as it moves along the route mapped by GPS.
	Use Default Map / Use Custom Map Click to toggle between the default map and the custom map. Note: This button is only available if your Client Map Policy is configured to allow both default and custom maps. For more information on setting the Client Map Policy, see the <i>Command Enterprise Installation Guide</i> .

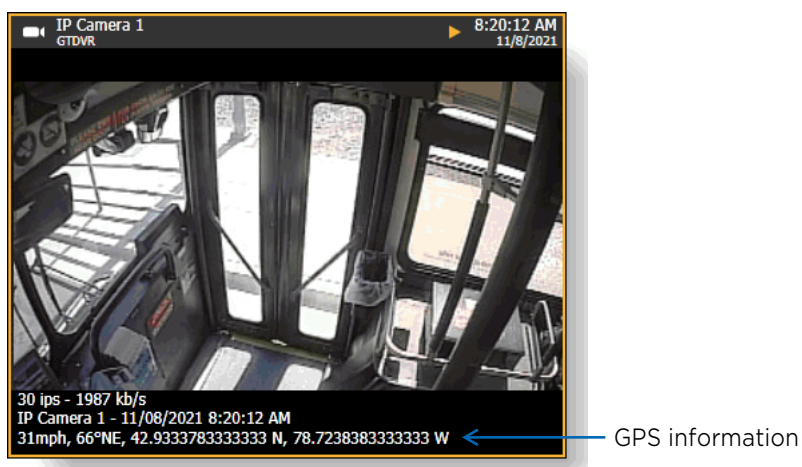
Features of the GPS map

The following graphic displays some of the features of the GPS map.



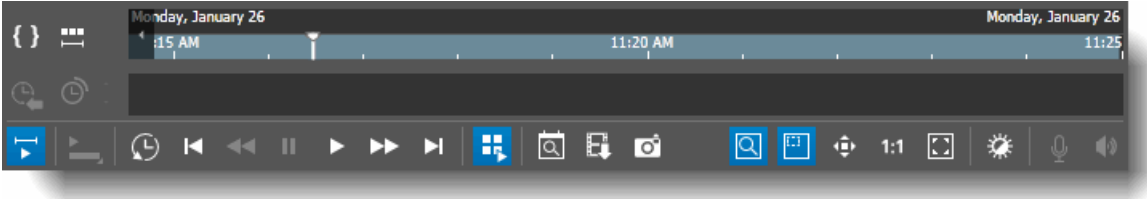
Other features included with GPS:

- You can click and drag on the map to navigate to a different part of the map.
- Double-clicking on the map zooms in.
- If you click the **Video Options** button and select **Show Video Information** from the menu, the GPS data is displayed in each video cell.



Incident Video and GPS Data Media Controls

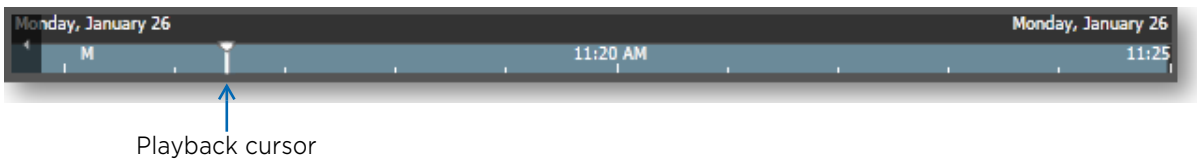
The **Media Controls** area is where you manage the available media using the timeline and the media toolbar buttons.



Note: For more information on the media controls, see the *Command Enterprise and Client User Guide*, available from the March Partner Portal website, or from the Help menu item in Command Enterprise.

Timeline

The Timeline is above the media toolbar. You can use the timeline, the playback cursor, and the associated media buttons to control the video.





Note: The Visual Finder (a bar below the timeline that shows the current time period) is not available when viewing video in an Incident tab.












Media Toolbar













The media toolbar contains buttons that allow you to control the video and GPS data.



The following table describes the buttons in the media toolbar.

Button	Tooltip	Description
	Show/Hide Timeline	Shows or hides the timeline.
	Sector	Selects the recording sector (if applicable).

Button	Tooltip	Description
	Jump Back 10 Seconds	Activates instant replay. This button allows you to jump 10 seconds back in the video, whether you are in live or playback mode. In live mode the button also enables playback mode. You can also use the Instant Replay menu options (right-click on the video image) to jump back 20 seconds, one minute, or five minutes.
	Go To Start	In an Incident tab, shows the camera views, audio, and GPS data from the beginning of the incident route.
	Play Backwards	Note: Only available when you are in x2 or greater playback mode (after clicking the Play Forward button). When you click the Play Backwards button, the speed of the fast forward is decreased one level (for example, from x4 speed to x2 speed).
	Pause	Pauses video, audio, and GPS data playback.
	Play	Plays the video, audio, and GPS data.
	Play Forward	Fast forwards the video, audio, and GPS data. Note: Click multiple times to increase the speed. When the playback is paused, jumps to the following frame (frame-by-frame mode).
	Go to End	In an Incident tab, shows the camera views and GPS data from the end of the incident route.
	Go to Live	Returns the video to live mode. Note: Not available when viewing archive video from an extracted incident.
	Synchronize Grid	Allows you to synchronize the video from multiple video streams.
	Timeline Find	Opens the date/time search panel. See the <i>Command Enterprise and Client User Guide</i> for more details.
	Export Video	Exports the selected video evidence. See the <i>Command Enterprise and Client User Guide</i> for more details.

Button	Tooltip	Description
	Delete Media	Deletes the selected video evidence (and related media). Note: If you do not have the Media Deletion user right, this button does not appear in the interface at all. If you do have the Media Deletion right, the button appears, but is only available when there is video selected in the timeline.
	Take Snapshot	Takes a snapshot of the current image. See the <i>Command Enterprise and Client User Guide</i> for more details.
	Digital Zoom	Selects the area you want to zoom in. See the <i>Command Enterprise and Client User Guide</i> for more details.
	Select Area To Zoom	Moves the zoom area. (Pan zoom.) See the <i>Command Enterprise and Client User Guide</i> for more details.
	Move Zoom Area	Fits the image to the current size of the display area. See the <i>Command Enterprise and Client User Guide</i> for more details.
	Real Image Size	Refreshes the image to show the original image size.
	Fit To Window	Fits the image to the window size.
	Video Enhancements	Allows you to adjust the sharpness, brightness, and contrast of the video picture. See the <i>Command Enterprise and Client User Guide</i> for more details.
	Talk Channel	Allows you to view a list of all the available talk channels, select the one you want to use and turn it on to talk (and off when finished talking).
	Adjust Volume	Controls the audio volume, if applicable. If the video file contains audio, you can modify the audio volume or mute the channel by clicking the Adjust Volume  button on the timeline toolbar. You can use the Audio slider to modify the volume or click the Adjust Volume button below the slider to mute the channel.  Audio Slider

Chapter 3

Using the Incident Archive

The Incident Archive tab allows you to download video and data from your recorders, and lists the video and data as incidents.

It contains the following topics:

- “Creating an Incident from the Incident Archive Tab” on page 52
- “Creating and Managing Recurring Incidents” on page 55
- “Viewing My Incidents” on page 58
- “Searching for an Archived Incident” on page 59
- “Playing an Incident” on page 61
- “Using the GPS Map” on page 63
- “Viewing Text Overlay” on page 66
- “Exporting an Incident” on page 70
- “Automatic Incident Creation” on page 76
- “Navigating Multiple Pages and Blocks of Incidents” on page 78
- “Refreshing the Incident List” on page 78
- “Deleting an Incident” on page 78
- “Deleting Selected Video from an Incident” on page 80
- “Viewing Available Space on the Archiver” on page 83
- “Ensuring the Archiver has Enough Space” on page 84
- “Exporting Incident Data to a CSV File” on page 85

Note: Video and data listed in the Incident Archive tab is stored in the Command Media Archiver, not on recorders. Retention limits on the Command Media Archiver are not the same as on recorders. You can change the default retention period on the Command Media Archiver if necessary (see “Changing the Default Purge Time Period” on page 84) and you can manually delete incidents or selected video from the Command Media Archiver using the Incident Archive tab (see “Deleting an Incident” on page 78 and “Deleting Selected Video from an Incident” on page 80).

Creating an Incident from the Incident Archive Tab

The Incident Archive tab allows you to extract video evidence from mobile recorders. You can do this by creating an incident, which consists of video, audio, and GPS data from a certain time period of your choosing, downloaded from a mobile recorder on a vehicle. You create an incident in order to extract and save video from a selected recorder and camera(s) at a selected time.

If a camera is associated with audio, audio is also automatically downloaded.

If the device has GPS data available for the selected time period, GPS data is automatically downloaded.

Note: You can also create an incident from the Incident Search tab. For more information, see “Creating an Incident from the Incident Search Tab” on page 95.

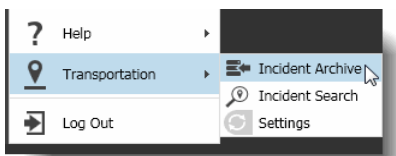
Required User Rights

To access the Command Media Archiver and view the Incident Archive tab, a user must have the **Transportation** application right in their user profile. To create a new incident, a user must have the **Create Incidents** user right. See “Adding the Transportation Application Rights to the User Profile” on page 25.

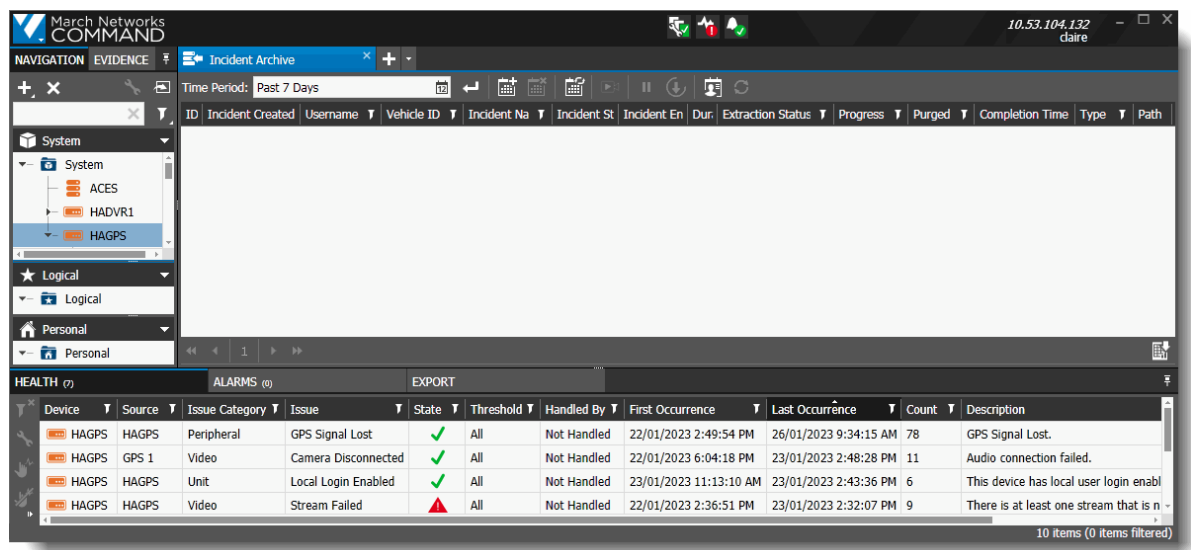
For more information on user profiles and user rights, see the *Command Enterprise and Client User Guide*, available from the March Networks Partner Portal website, or from the Help menu item in Command Enterprise.

To create an Incident from the Incident Archive tab

- 1 Click the main menu  and select **Transportation -> Incident Archive**.

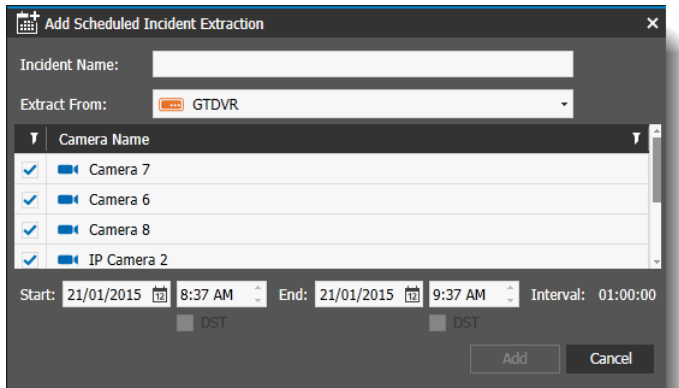


The **Incident Archive** tab opens.



- Click the **Create Incident**  button.

The **Add Scheduled Incident Extraction** dialog appears.



The dialog box titled "Add Scheduled Incident Extraction" contains the following fields:

- Incident Name:** A text input field.
- Extract From:** A dropdown menu showing "GTDVR".
- Camera Name:** A list box with four items: "Camera 7", "Camera 6", "Camera 8", and "IP Camera 2". Each item has a checked checkbox to its left.
- Start:** A date and time picker showing "21/01/2015" at "8:37 AM".
- End:** A date and time picker showing "21/01/2015" at "9:37 AM".
- Interval:** A text field showing "01:00:00".
- DST:** Two checkboxes, one for each date field, both currently unchecked.
- Buttons:** "Add" and "Cancel" buttons at the bottom right.

- In the **Incident Name** box, type a descriptive name for the incident.

- Select a mobile recorder in the **Extract From** list box.

This is the recorder installed in the vehicle where the incident occurred.

- Select the check box for one or more cameras in the **Camera** list.

These are the cameras in the vehicle where the incident occurred.

- Modify the **Start** and **End** date and time, as required.

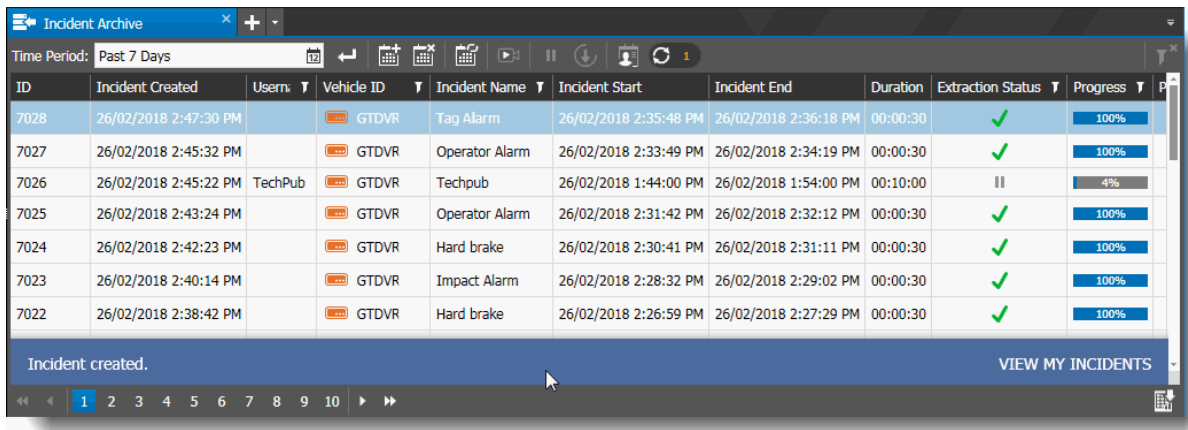
This is the start and end time of the video and other data you are extracting. When you export from multiple cameras, all the videos have the same start and end time. The Interval field shows the length of the video with the selected start and end times.

The maximum duration for a scheduled extraction is 2 hours.

Note: If the selected timeline occurs during the Daylight Saving Time shift, a DST check box is enabled. When selected, the DST period is included in the extraction.

- Click **Add**.


A pop-up notification appears at the bottom of the incident list, indicating that the incident has been created. You can click this notification to filter the list so that it only displays your incidents (only incidents with your user name).



The Incident Archive table displays the following data:


ID	Incident Created	User	Vehicle ID	Incident Name	Incident Start	Incident End	Duration	Extraction Status	Progress
7028	26/02/2018 2:47:30 PM		GTDVR	Tag Alarm	26/02/2018 2:35:48 PM	26/02/2018 2:36:18 PM	00:00:30	✓	100%
7027	26/02/2018 2:45:32 PM		GTDVR	Operator Alarm	26/02/2018 2:33:49 PM	26/02/2018 2:34:19 PM	00:00:30	✓	100%
7026	26/02/2018 2:45:22 PM	TechPub	GTDVR	Techpub	26/02/2018 1:44:00 PM	26/02/2018 1:54:00 PM	00:10:00		4%
7025	26/02/2018 2:43:24 PM		GTDVR	Operator Alarm	26/02/2018 2:31:42 PM	26/02/2018 2:32:12 PM	00:00:30	✓	100%
7024	26/02/2018 2:42:23 PM		GTDVR	Hard brake	26/02/2018 2:30:41 PM	26/02/2018 2:31:11 PM	00:00:30	✓	100%
7023	26/02/2018 2:40:14 PM		GTDVR	Impact Alarm	26/02/2018 2:28:32 PM	26/02/2018 2:29:02 PM	00:00:30	✓	100%
7022	26/02/2018 2:38:42 PM		GTDVR	Hard brake	26/02/2018 2:26:59 PM	26/02/2018 2:27:29 PM	00:00:30	✓	100%

At the bottom of the table, a notification bar states: "Incident created." with a "VIEW MY INCIDENTS" button.


- 8 You can also click the **Refresh**  button to view all the newest incidents, including the one you just created, or the **My Incidents** button (see “Viewing My Incidents” on page 58).
- 9 Depending on factors such as the length of the video you are extracting, the availability of the recorder you are extracting from (CES may have to wait for a bus to return to the Depot to contact the mobile recorder), the incident extraction may take some time.


The **Extraction Status** column displays icons that help you track the progress of your incident download. These icons and their meanings are listed in the “Incident Archive Tab User Interface” on page 39 (see the table).

You can hover your mouse over the icon to see additional information about the status.

Incident End	Duration	Extraction Status ▾	Progress ▾	Purged ▾
03/05/2019 1:23:00 PM	00:02:00		0%	

Waiting for recorder connection


When your incident extraction is successfully completed, the Extraction Status column displays the Success icon , indicating that the Incident is successfully created and saved in the Archiver.

Incident End	Duration	Extraction Status ▾	Progress ▾	Purged ▾
03/05/2019 2:09:10 PM	00:00:30		100%	

Download successful

Troubleshooting an Incident Extraction

If your incident fails to download and shows the red Alert icon, you can hover your mouse over the icon to see additional information about why the download failed.

Incident End	Duration	Extraction Status ▾	Progress ▾	Purged ▾
03/05/2019 1:23:00 PM	00:02:00		0%	

Download failed: Timeout contacting recorder

Reasons for the download failure and alert messages include:

- Timeout contacting recorder
- No data found
- Unknown problem (Check Media Archiver and/or recorder health)


If your incident extraction fails to download and the hover text does not help you solve the issue, you can contact March Networks Customer Support for assistance.

Creating and Managing Recurring Incidents

In addition to creating a single incident, you can also create a recurring incident, which extracts and saves video from all the available cameras on a selected recorder every day at a selected time each day (or all day).

You can enable or disable the recurring incident, if you need to pause the recurrence.

You can edit or delete recurring incidents.

Note: To create a recurring incident you must be a top-level user with full access to the root System folder and the root Logical folder (see “Defining Available Resources for a User” on page 29). The **Recurring Incidents**  button is not available if you are not a top-level user.

Important: Incident video and data is stored on the Command Media Archiver. Before setting up recurring incidents, you must ensure that you have enough disk space assigned to the Media Archiver, since daily recurring incident extraction increases the space requirements exponentially. The Video Archive Size is allocated when you install or upgrade the Media Archiver (see “Installing the Command Media Archiver” on page 17 and/or “Upgrading the Command Media Archiver” on page 24).

Calculate disk space based on the number of active channels, resolution, bit rate, and frame rate. For more information or assistance with Media Archiver storage calculations, contact your March Networks Technical Support representative.

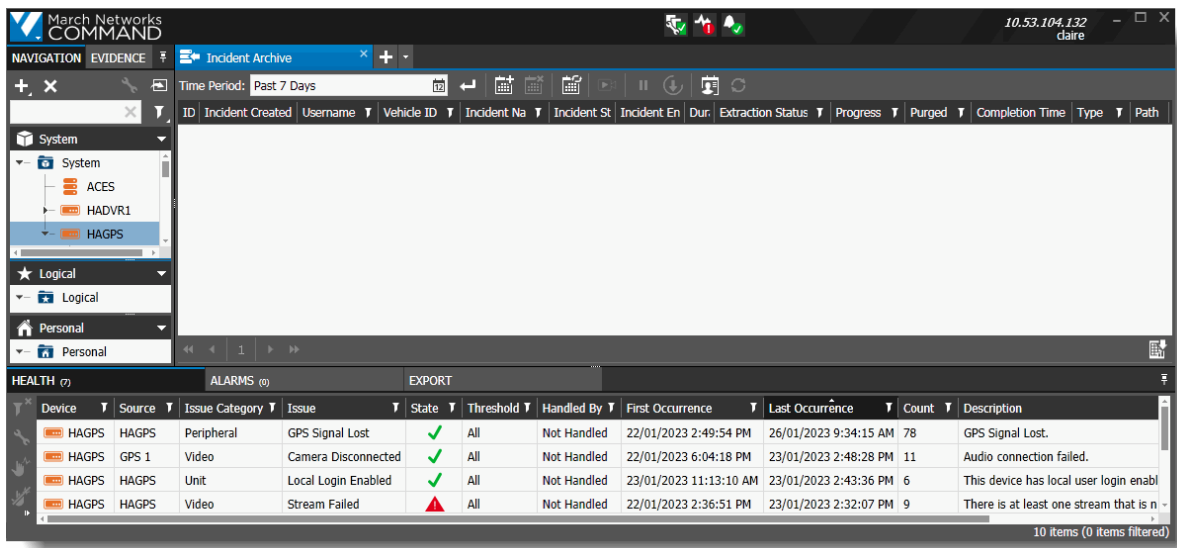
Creating Recurring Incidents

A recurring incident occurs every day at a specified time. The minimum time interval is one hour, the maximum is all day.

To create a recurring Incident

- 1 Click the main menu  and select **Transportation -> Incident Archive**.

The **Incident Archive** tab opens.



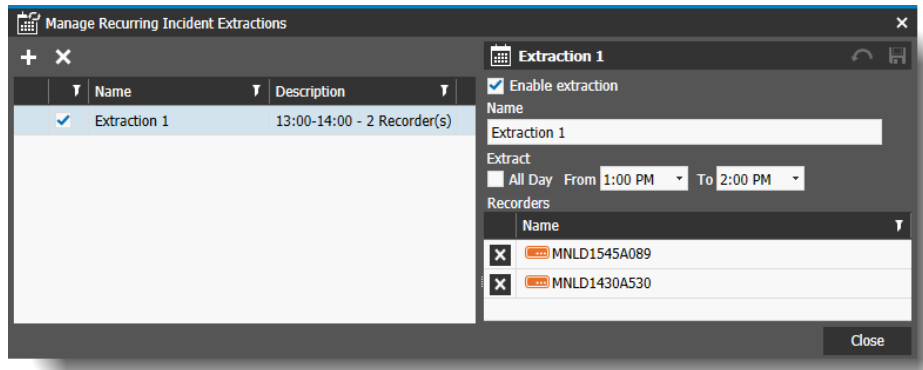
ID	Incident Created	Username	Vehicle ID	Incident Na	Incident St	Incident En	Dur	Extraction Status	Progress	Purged	Completion Time	Type	Path

Device	Source	Issue Category	Issue	State	Threshold	Handled By	First Occurrence	Last Occurrence	Count	Description
HAGPS	HAGPS	Peripheral	GPS Signal Lost	✓	All	Not Handled	22/01/2023 2:49:54 PM	26/01/2023 9:34:15 AM	78	GPS Signal Lost.
HAGPS	GPS 1	Video	Camera Disconnected	✓	All	Not Handled	22/01/2023 6:04:18 PM	23/01/2023 2:48:28 PM	11	Audio connection failed.
HAGPS	HAGPS	Unit	Local Login Enabled	✓	All	Not Handled	23/01/2023 11:13:10 AM	23/01/2023 2:43:36 PM	6	This device has local user login enabl
HAGPS	HAGPS	Video	Stream Failed	⚠	All	Not Handled	22/01/2023 2:36:51 PM	23/01/2023 2:32:07 PM	9	There is at least one stream that is n

10 items (0 items filtered)

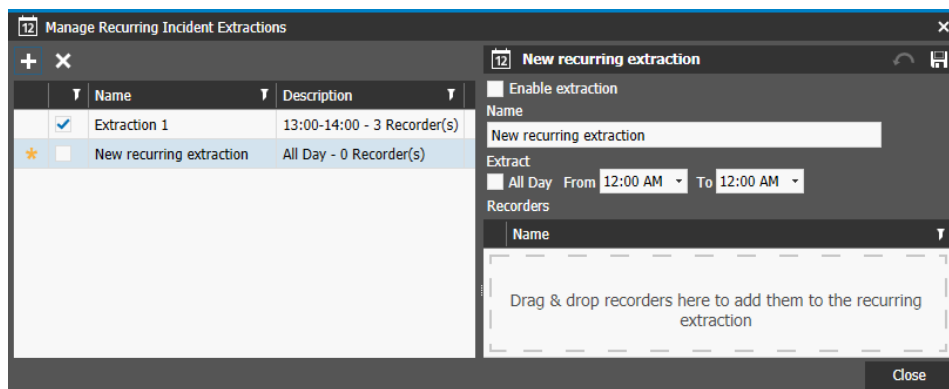
- 2 Select the **Recurring Incidents**  button.



Note: This button is only available to top-level users (full root System and Logical folder access). The **Manage Recurring Incident Extractions** dialog appears.



- 3 Select the **Add Recurring Extraction**  button.

A new recurring extraction is added to the list.




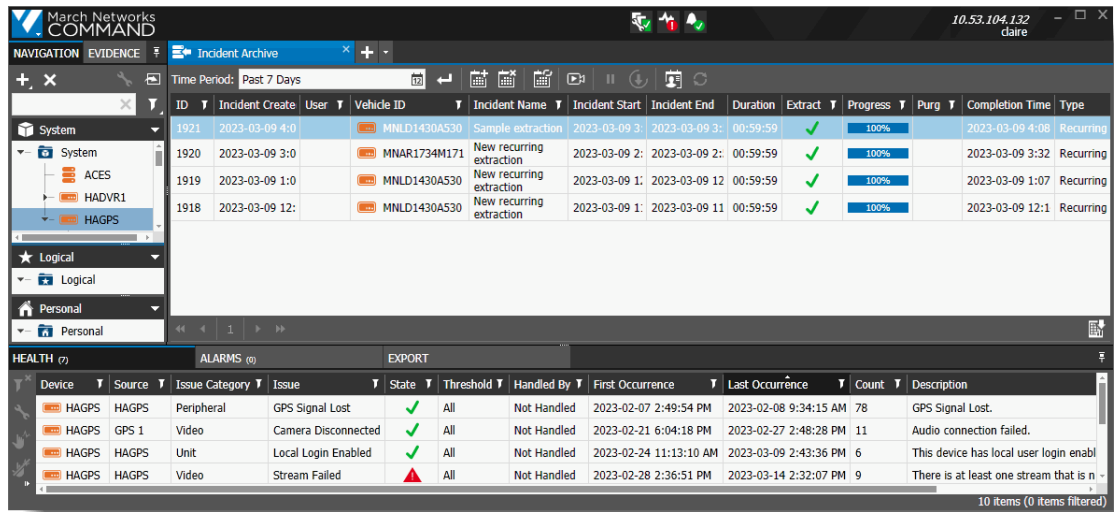
- 4 Select the **Enable extraction** check box (also selects the check box beside the name of the extraction in the list).
- Note:** You can leave this check box clear if you want to set up a recurring extraction but not activate it immediately.
- 5 Enter a **Name** for the new recurring extraction (required and cannot be the same as the name of an existing extraction).
- 6 Under **Extract**, select **All Day** if you want the extraction time interval to last all day.
- Note:** The **From** and **To** boxes become unavailable when you select **All day**.
- 7 Enter a time to start the extraction in **From**, and a time to end the extraction in **To**. The minimum selectable time interval is one hour.
- 8 From the **System** tree in the **Navigation** panel, drag and drop the recorders that you want to extract video from (at least one recorder is required).
- 9 Select the **Save**  button, then the **Close** button.
- Note:** The **Revert Changes**  button allows you to revert unwanted changes before you save. If the recurring incident is enabled, the extraction will start at the scheduled time. The incident **Type** in the Incident Archive list will be **Recurring**.

Editing or Deleting Recurring Incidents

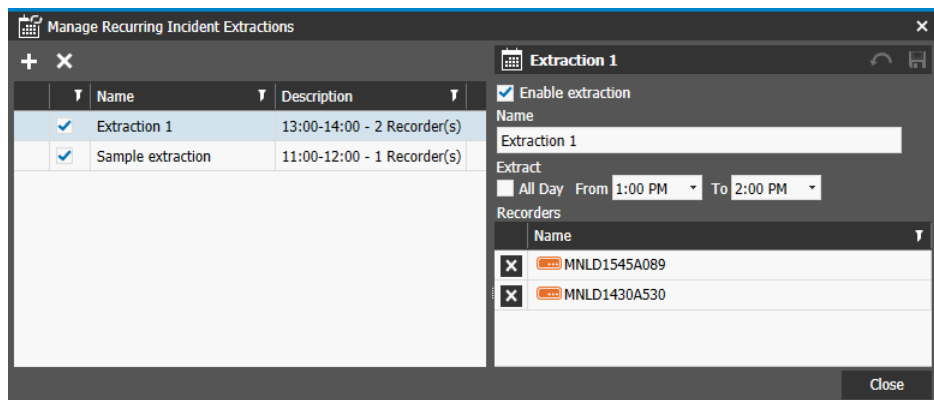
You can edit or delete recurring incidents.



To edit or delete a recurring Incident

- 1 Click the main menu  and select **Transportation -> Incident Archive**.
The **Incident Archive** tab opens.



- 2 Select the **Recurring Incidents**  button.
The **Manage Recurring Incident Extractions** dialog appears.



- 3 Select the recurring incident you want to edit and alter the details as desired.
You can enable or disable the extraction, change the name, change the time interval, and add/delete recorders.
- 4 You can also delete a recurring incident by selecting it in the list, then selecting the **Delete Recurring Extraction**  button.
- 5 Select the **Save**  button, then the **Close** button.

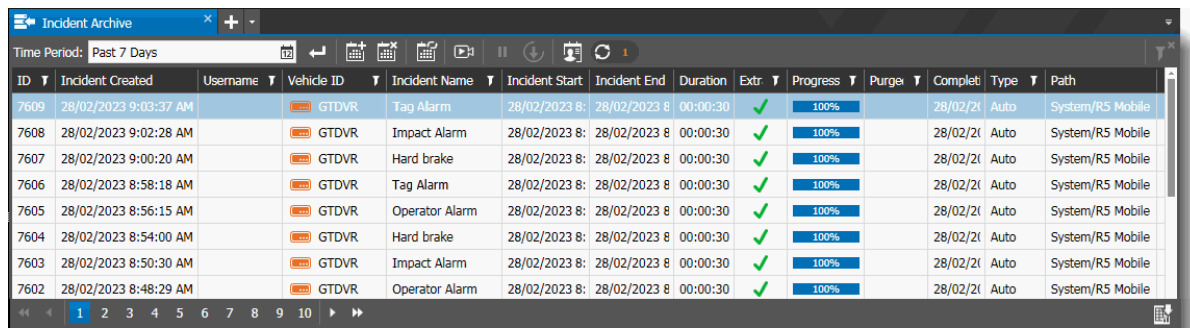
Viewing My Incidents

You can filter the list of incidents to display only your incidents: the incidents with the same user name as the one you are currently logged into Command Client with.

When you create an incident, it does not immediately appear in the list of incidents. You can use the pop-up notification at the bottom of the list to view your incidents, or you can use the **My Incidents** button.

To view incidents that match the current user (My Incidents)

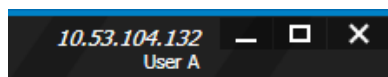
- 1 Open the **Incident Archive** tab.



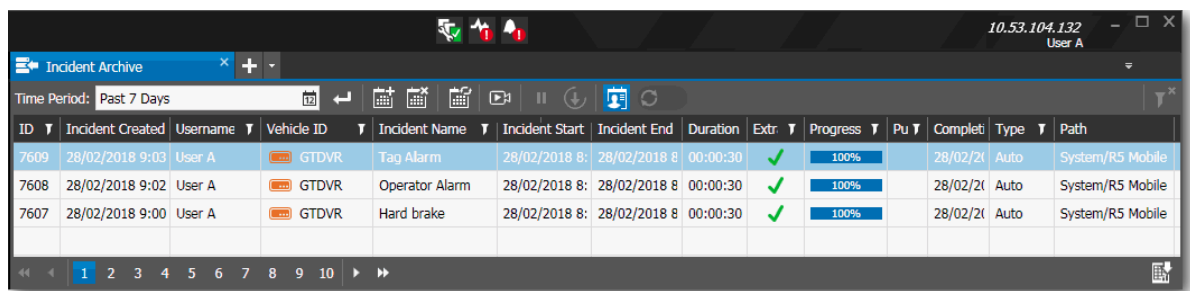
ID	Incident Created	Username	Vehicle ID	Incident Name	Incident Start	Incident End	Duration	Extr.	Progress	Purge	Comple	Type	Path
7609	28/02/2023 9:03:37 AM		GTDVR	Tag Alarm	28/02/2023 8:	28/02/2023 8:	00:00:30	✓	100%		28/02/2023	Auto	System/R5 Mobile
7608	28/02/2023 9:02:28 AM		GTDVR	Impact Alarm	28/02/2023 8:	28/02/2023 8:	00:00:30	✓	100%		28/02/2023	Auto	System/R5 Mobile
7607	28/02/2023 9:00:20 AM		GTDVR	Hard brake	28/02/2023 8:	28/02/2023 8:	00:00:30	✓	100%		28/02/2023	Auto	System/R5 Mobile
7606	28/02/2023 8:58:18 AM		GTDVR	Tag Alarm	28/02/2023 8:	28/02/2023 8:	00:00:30	✓	100%		28/02/2023	Auto	System/R5 Mobile
7605	28/02/2023 8:56:15 AM		GTDVR	Operator Alarm	28/02/2023 8:	28/02/2023 8:	00:00:30	✓	100%		28/02/2023	Auto	System/R5 Mobile
7604	28/02/2023 8:54:00 AM		GTDVR	Hard brake	28/02/2023 8:	28/02/2023 8:	00:00:30	✓	100%		28/02/2023	Auto	System/R5 Mobile
7603	28/02/2023 8:50:30 AM		GTDVR	Impact Alarm	28/02/2023 8:	28/02/2023 8:	00:00:30	✓	100%		28/02/2023	Auto	System/R5 Mobile
7602	28/02/2023 8:48:29 AM		GTDVR	Operator Alarm	28/02/2023 8:	28/02/2023 8:	00:00:30	✓	100%		28/02/2023	Auto	System/R5 Mobile

- 2 Click the **My Incidents** button.

The list refreshes to show only incidents with your (currently logged in) user name. The user name matches the user name shown at the top right of the Command Client interface.



The **My Incidents** button is displayed in blue when active.



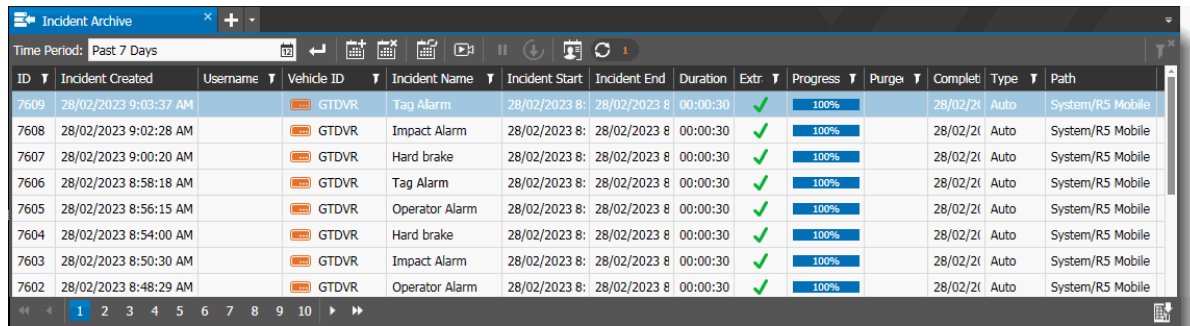
ID	Incident Created	Username	Vehicle ID	Incident Name	Incident Start	Incident End	Duration	Extr.	Progress	Pu	Comple	Type	Path
7609	28/02/2018 9:03	User A	GTDVR	Tag Alarm	28/02/2018 8:	28/02/2018 8:	00:00:30	✓	100%		28/02/2018	Auto	System/R5 Mobile
7608	28/02/2018 9:02	User A	GTDVR	Operator Alarm	28/02/2018 8:	28/02/2018 8:	00:00:30	✓	100%		28/02/2018	Auto	System/R5 Mobile
7607	28/02/2018 9:00	User A	GTDVR	Hard brake	28/02/2018 8:	28/02/2018 8:	00:00:30	✓	100%		28/02/2018	Auto	System/R5 Mobile

Searching for an Archived Incident

The Incident Archive list can potentially hold thousands of incidents, so if you have multiple pages of incidents, you can use the search functionality to find a specific incident or group of incidents. You can also sort and filter the columns in the list to help find an incident.

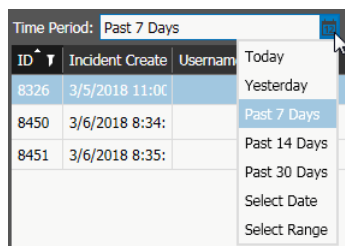
To search the Incident Archive list

- 1 Open the **Incident Archive** tab to view the list of incidents.



ID	Incident Created	Username	Vehicle ID	Incident Name	Incident Start	Incident End	Duration	Extra	Progress	Purge	Complete	Type	Path
7609	28/02/2023 9:03:37 AM		GTDVR	Tag Alarm	28/02/2023 8:	28/02/2023 8:	00:00:30	✓	100%		28/02/2023	Auto	System/R5 Mobile
7608	28/02/2023 9:02:28 AM		GTDVR	Impact Alarm	28/02/2023 8:	28/02/2023 8:	00:00:30	✓	100%		28/02/2023	Auto	System/R5 Mobile
7607	28/02/2023 9:00:20 AM		GTDVR	Hard brake	28/02/2023 8:	28/02/2023 8:	00:00:30	✓	100%		28/02/2023	Auto	System/R5 Mobile
7606	28/02/2023 8:58:18 AM		GTDVR	Tag Alarm	28/02/2023 8:	28/02/2023 8:	00:00:30	✓	100%		28/02/2023	Auto	System/R5 Mobile
7605	28/02/2023 8:56:15 AM		GTDVR	Operator Alarm	28/02/2023 8:	28/02/2023 8:	00:00:30	✓	100%		28/02/2023	Auto	System/R5 Mobile
7604	28/02/2023 8:54:00 AM		GTDVR	Hard brake	28/02/2023 8:	28/02/2023 8:	00:00:30	✓	100%		28/02/2023	Auto	System/R5 Mobile
7603	28/02/2023 8:50:30 AM		GTDVR	Impact Alarm	28/02/2023 8:	28/02/2023 8:	00:00:30	✓	100%		28/02/2023	Auto	System/R5 Mobile
7602	28/02/2023 8:48:29 AM		GTDVR	Operator Alarm	28/02/2023 8:	28/02/2023 8:	00:00:30	✓	100%		28/02/2023	Auto	System/R5 Mobile

- 2 Click the calendar icon in the **Time Period** box to choose a preselected time period, or choose **Select Range** to open a calendar and set your own time period.



- 3 Click **Search** .


The results of the search appear.

If the search results are on multiple pages, you can use the page numbers at the bottom of the tab to navigate to the other pages.



To sort the Incident Archive list

You can alphabetically or numerically sort a column list (depending on the content of the list).


- 1 To sort in a column, click on a column header to show the **Sort**  icon.
- 2 Click the **Sort** icon to automatically sort the elements in the column list in ascending or descending alphabetical or numerical order.



Note: Click on the **Sort** icon again to change the order from ascending to descending or from descending to ascending.

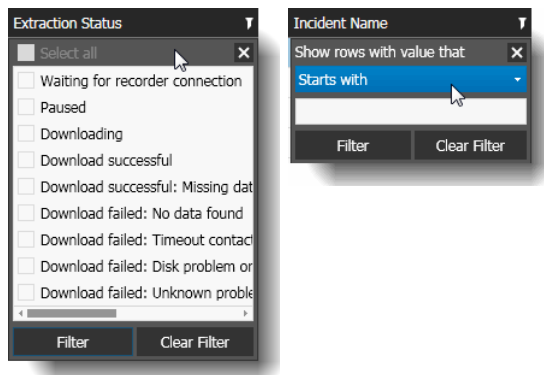
To filter the Incident Archive list

You can filter device data in a column list to show only specified list values.

- 1 To filter a column, select a column header and click the **Filter**  icon. (Not all columns offer the filter icon.)




The **Filter** dialog box appears. The filtering options depend upon the content of the column, for example, some columns offer check boxes, some offer a text box with a list.



- 2 To filter using the check boxes (if available), click one or more check boxes or click **Select all** to select all column elements.
As you select a check box, the column automatically refreshes with the selected criteria.
- 3 To configure a text filter, click the **Show rows with value that** drop-down list and select a filter expression.
- 4 If applicable, enter a filter criteria in the text box.
- 5 Click **Filter**.

The column list displays only those device details that match the specified filter criteria.

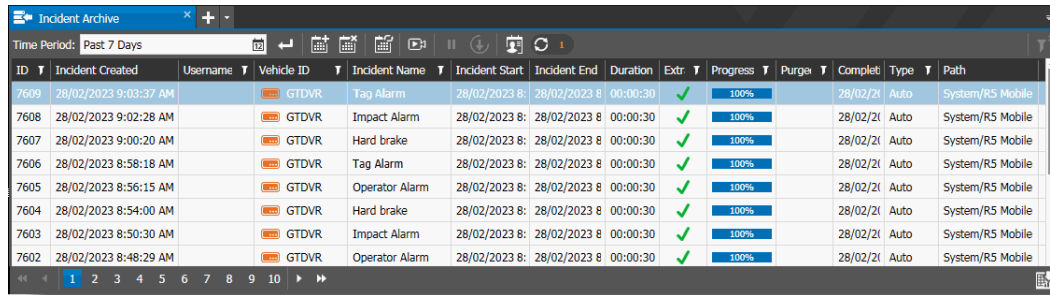
Note: To remove all existing filters from a selected list column, open the **Filter** dialog box and click **Clear Filter**, or click the **Remove Filter**  button on the tab toolbar.

Playing an Incident


After automatic and scheduled incidents have been extracted from the mobile recorder, you can use Command Client to play the video from these incidents.

To play an incident from the Incident Archive

- 1 Open the **Incident Archive** tab to view the list of incidents.



ID	Incident Created	Username	Vehicle ID	Incident Name	Incident Start	Incident End	Duration	Extr	Progress	Purge	Complete	Type	Path
7609	28/02/2023 9:03:37 AM		GTDVR	Tag Alarm	28/02/2023 8	28/02/2023 8	00:00:30	✓	100%		28/02/21	Auto	System/RS Mobile
7608	28/02/2023 9:02:28 AM		GTDVR	Impact Alarm	28/02/2023 8	28/02/2023 8	00:00:30	✓	100%		28/02/21	Auto	System/RS Mobile
7607	28/02/2023 9:00:20 AM		GTDVR	Hard brake	28/02/2023 8	28/02/2023 8	00:00:30	✓	100%		28/02/21	Auto	System/RS Mobile
7606	28/02/2023 8:58:18 AM		GTDVR	Tag Alarm	28/02/2023 8	28/02/2023 8	00:00:30	✓	100%		28/02/21	Auto	System/RS Mobile
7605	28/02/2023 8:56:15 AM		GTDVR	Operator Alarm	28/02/2023 8	28/02/2023 8	00:00:30	✓	100%		28/02/21	Auto	System/RS Mobile
7604	28/02/2023 8:54:00 AM		GTDVR	Hard brake	28/02/2023 8	28/02/2023 8	00:00:30	✓	100%		28/02/21	Auto	System/RS Mobile
7603	28/02/2023 8:50:30 AM		GTDVR	Impact Alarm	28/02/2023 8	28/02/2023 8	00:00:30	✓	100%		28/02/21	Auto	System/RS Mobile
7602	28/02/2023 8:48:29 AM		GTDVR	Operator Alarm	28/02/2023 8	28/02/2023 8	00:00:30	✓	100%		28/02/21	Auto	System/RS Mobile

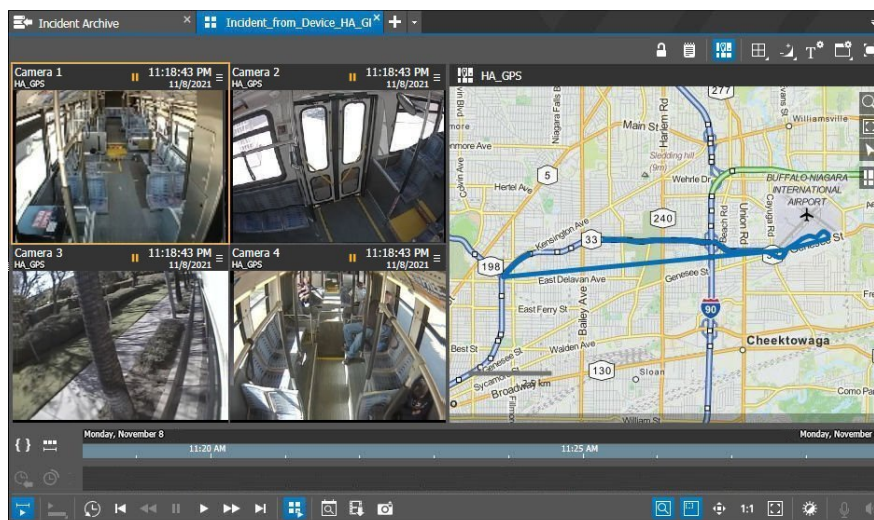
- 2 Select the incident that you want to view and click the **Play Incident**  button (or double-click the incident).

Note: You can only view an incident after it has finished downloading.

The incident opens in a new tab.

By default, the associated video is paused when you open the incident. If there are multiple cameras associated with the incident, they open in synchronized mode. If there is GPS information available for the incident, the GPS map panel is available to the right and the route of the vehicle is displayed on the map. An arrow indicates the vehicle's position on the route (click **Play** if you do not see the arrow immediately.)

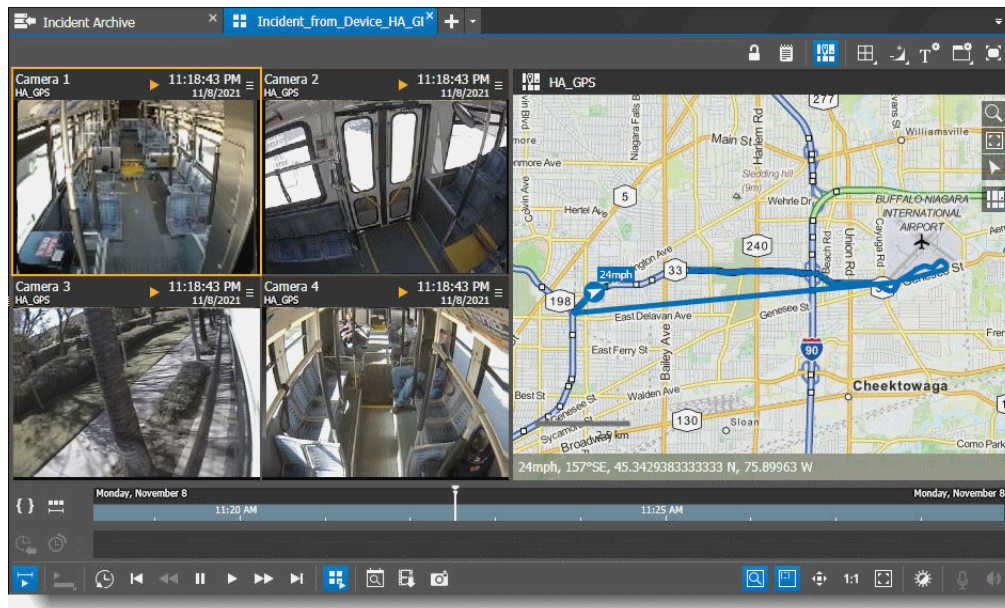
Note: The GPS map can be configured to open automatically or not (see “Preferences for Transportation Features” on page 33).



When you open the incident, you can:

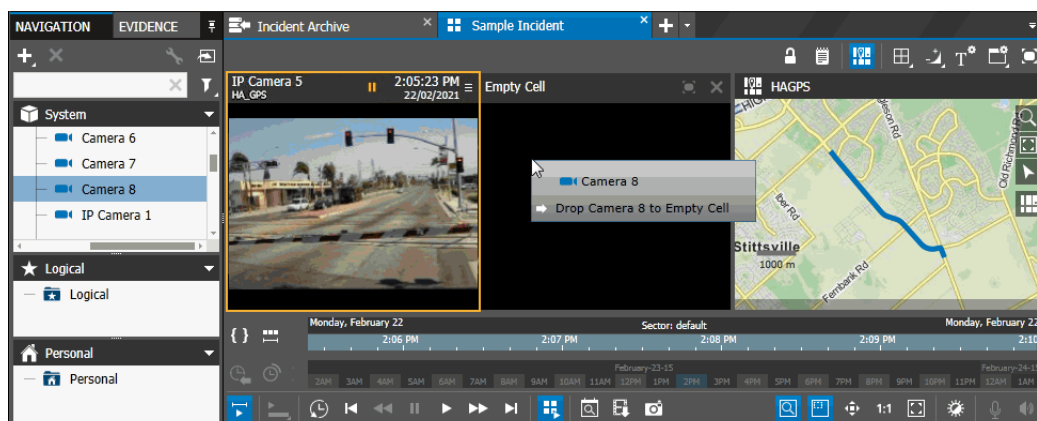
- View the video from the camera or cameras you included in the incident extraction
- View the GPS map, which includes the vehicle's route, speed, and position

- Click on the route in the GPS map to see the camera view from that time and place
 - Click on the timeline to see the position on the GPS map and the camera view from that time (timeline is restricted to duration of the incident)
 - Play and pause the video from the camera and the position of the vehicle on the GPS map
- 3 Click the **Play** button to play the video and show the position of the vehicle on the route map. The arrow on the route map moves to show the progress of the vehicle.



- 4 If you want to review the video from a camera not initially included in the incident, you can adjust the grid size to add an empty cell, then drag and drop a camera from the Navigation panel to the incident. Once the camera is added to the incident, you are able to view associated data from that camera (restricted to the time duration of the incident).

Note: You cannot save the added camera(s) to the incident - if you close the incident and open it again, only the camera(s) originally included in the incident are present.



Incident Archive Tab: Recorder or Media Archiver Removed

If the list in the Incident Archive tab contains incidents from a recorder or Media Archiver that has been removed from the Command interface (for example, by deleting the device from the Navigation tree), the incidents appear in dimmed text, as the recorder or Media Archiver they are associated to is no longer available.

You cannot view these incidents, but you can delete them from the archiver list (provided you have the Delete / Pause Incidents user right).

Deleted Media Archiver - Restore Incidents

If you delete a Media Archiver you can restore the incidents by adding the same Media Archiver back to Command (see “Adding the Command Media Archiver to Command” on page 20). When the Media Archiver is successfully re-registered to Command, the incidents associated with that archiver become available again in the Incident Archive tab.

Deleted Recorder - CANNOT Restore Incidents

Warning: If you remove a recorder, you cannot restore the incidents associated with that recorder by re-adding the missing device. The incidents remain in the list for historical purposes, but cannot be made available again by re-adding the missing device. In order to view the information from that incident again, you must re-add the device and create a new incident with the same parameters (recorder, start and end date/time).

ID	Incident Created	Username	Vehicle ID	Incident Name	Incident Start	Incident End	Duration	Extr. Status	Progress	Purge	Complet	Typ
1	13/02/2015 10:00:00	TechPub	HAGPS	Incident_from_Device_HAGPS_	13/02/2015 10:00:00 AM	13/02/2015 10:10:00 AM	00:10:00	✓	100%		13/02/20	Sch
2	13/02/2015 4:00:00	TechPub	Missing Device: CES Resource ID: (150)	Incident_from_Device_HADVR_	13/02/2015 4:00:00 PM (UTC)	13/02/2015 4:04:00 PM (L	00:04:00	✓	100%		13/02/20	Sch
3	17/02/2015 3:50:00	TechPub	HAGPS	Incident_from_Device_HAGPS_	17/02/2015 3:50:00 PM	17/02/2015 4:00:49 PM	00:10:49	✓	100%		17/02/20	Sch
4	18/02/2015 9:18:00	TechPub	HAGPS	Incident_from_Device_HAGPS_	18/02/2015 9:18:00 AM	18/02/2015 9:32:30 AM	00:14:30	✓	100%		18/02/20	Sch
5	18/02/2015 10:30:00	TechPub	HAGPS	Incident_from_Device_HAGPS_	18/02/2015 10:30:00 AM	18/02/2015 10:46:00 AM	00:16:00	...	25%			Sch

Using the GPS Map

The GPS map can appear in an incident tab, in a camera / view tab, or in an alarm view tab (GPS data must be supported by the recorder that the incident / camera / alarm video was extracted from).

For more information on working with camera/view tabs and alarm views, see the *Command Enterprise and Client User Guide*, available from the March Networks Partner Portal website, or from the Help menu item in Command Enterprise.

The GPS map works slightly differently when viewing an incident tab, or viewing a live camera/view tab.

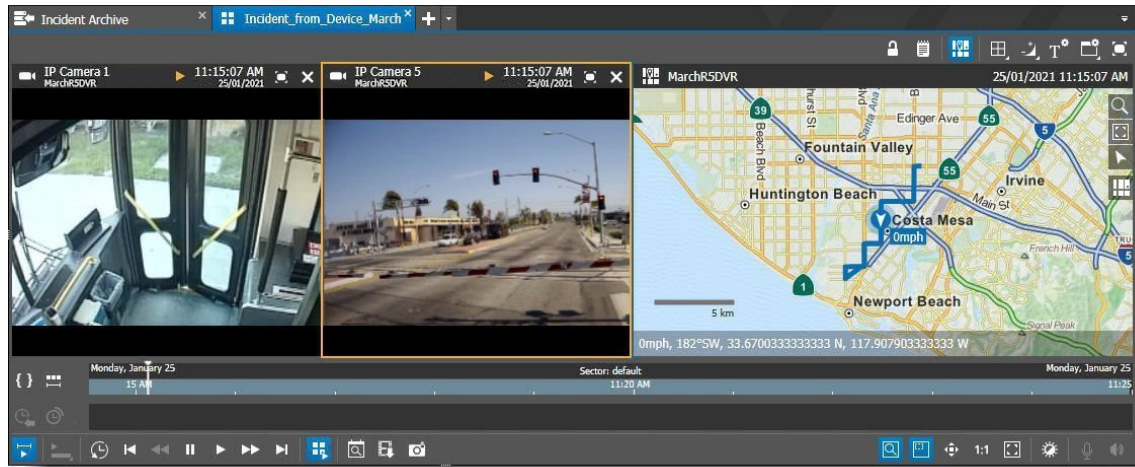
Note: GPS maps are also available in the Command Client interface when you are connected to a single RideSafe recorder, in a camera / view tab, or in an alarm view tab. Incident tabs are only available when the Comment Client is connected to Command Enterprise.

Using the GPS map in an Incident Tab

The Command Enterprise Incident tab is archive video only, from the time of the incident. You cannot view live video in an incident tab. The visual finder (a bar below the timeline that shows the current time period) is not available. You cannot view video from before the start of the incident or after the end of the incident - available video is limited to the duration of the incident.

To use the GPS map in an Incident tab

- 1 In the Incident Archive tab, double-click on the incident that you want to view video from. The Incident opens in a new tab.



The visual finder bar (below timeline) is not available in the incident tab and the timeline displays only the duration of the incident (from start date/time to end date/time). You cannot scroll on the timeline before or after the incident.

- 2 If there are multiple cameras included in the incident, click the camera that you want to view video from.

Note: When you open the incident, if there are multiple cameras in a view, they are automatically synchronized. You can click the **Synchronize Grid** button to un-synchronize or re-synchronize the video from the cameras in the grid.

The GPS map shows the route of the vehicle for the time of that incident.

- 3 On the GPS map, move the mouse pointer over the vehicle route.

The mouse pointer changes to indicate when you can click on the route for video from that point.



- 4 Click on the route at the point where you want to see video.

If multiple cameras are synchronized, all the video streams switch to show the picture from the new point on the GPS map. If multiple cameras are not synchronized or there is only one camera included in the incident, the selected single camera switches to show the picture from the new point on the GPS map.

Note: It is possible that not all points in the route have available GPS data - for example, if the vehicle goes into a tunnel where satellite information is unavailable, that part of the route does not have GPS data. (The route on the map shows the line drawn from the last known GPS point to the point where the GPS data is available again.)

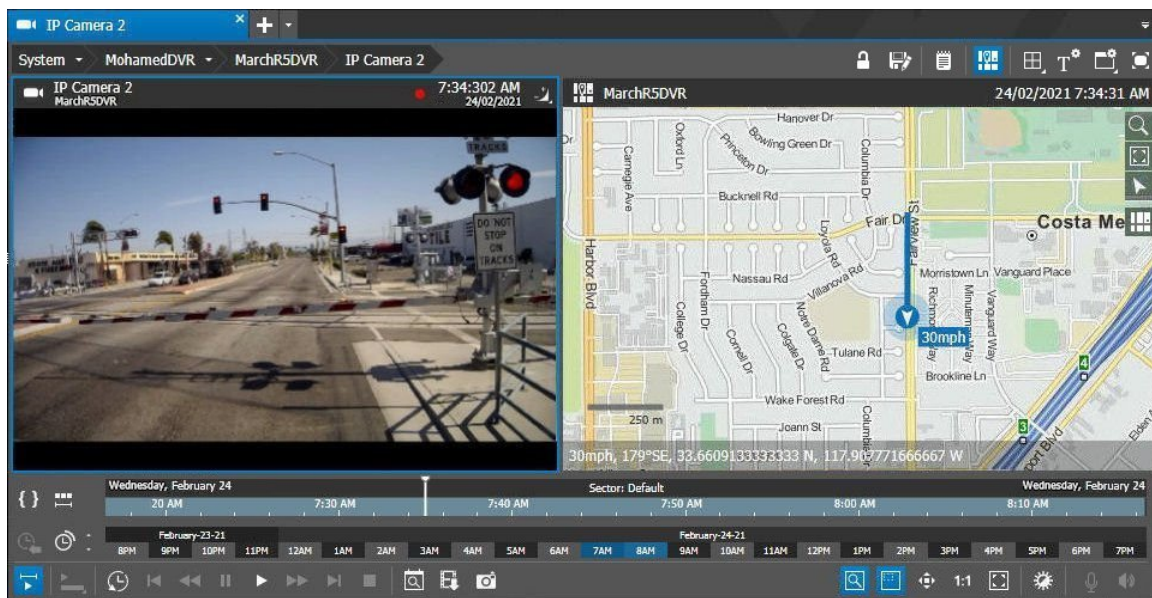
Using the GPS map in a Camera Tab or View Tab

The camera or view tab can show live or archive video - you can switch from one to the other. The visual finder (a bar below the timeline that shows the current time period) is available and you can change the time scale. You can scroll on the timeline to view different dates and times. For more information on camera and view tabs, see the *Command Enterprise and Client User Guide*, available from the March Networks Partner Portal website, or from the Help menu item in Command Enterprise.

Note: Camera or view tabs with GPS are also available in the Command Client interface when you are connected to a single RideSafe recorder.


To use the GPS map in a Camera tab or View tab

- 1 Open a single camera tab or a view tab with video from a device that supports GPS data.
The tab opens with the GPS map (the map can open automatically or not, depending on your preferences, see “Preferences for Transportation Features” on page 33).



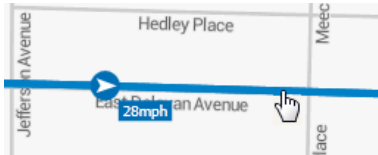
The visual finder bar (below timeline) is available in the camera or view tab. You can alter the timeline scale. You can scroll on the timeline to view different dates and times.

When you open a live video stream from a RideSafe series recorder, the GPS map shows the route of the vehicle for the last hour (assuming GPS data was available). When you go into archive playback mode, you see one hour before and one hour after the requested time position.

- 2 If you are working with a view, click on the camera that you want to view video from. You can click the **Synchronize Grid**  button to synchronize or un-synchronize the video from the cameras in the grid.

- 3 On the GPS map, move the mouse pointer over the vehicle route.

The mouse pointer changes to indicate when you can click on the route for video from that point.



- 4 Click on the route at the point where you want to see video.

If multiple cameras are synchronized, all the video streams switch to show the picture from the new point on the GPS map. If multiple cameras are not synchronized or there is only one camera, the selected single camera switches to show the picture from the new point on the GPS map.

Note: It is possible that not all points in the route have available GPS data - for example, if the vehicle goes into a tunnel where satellite information is unavailable, that part of the route does not have GPS data. (The route on the map shows the line drawn from the last known GPS point to the point where the GPS data is available again.)

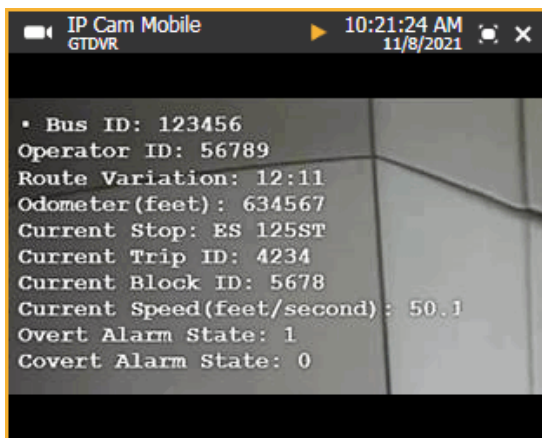
Viewing Text Overlay

You can use the Command Client's text overlay feature to display associated text in a media cell, over the picture that the camera displays. To display text in a media cell, the camera displaying the video must be linked to a device that is streaming text.

Note: For more information about linking text to a camera, see the *Administrator Console User Manual*.

If you have the access rights to view live and archive video, you can view associated text.

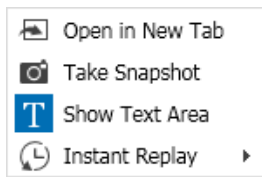
The text overlay is configurable to best suit your needs. You can change the size and placement of the text area, the font size, and how long the text stays in the media cell.



Note: By default, if text overlay is available, it appears. You can choose to hide it.

To show or hide text overlay

- 1 In a media cell with text overlay visible, right-click to display the shortcut menu.

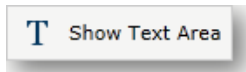


When the text overlay is set to show, the **Show Text Area** icon is selected.

- 2 Click **Show Text Area** to clear the selection of the text icon and hide the text.

The menu closes and the text overlay is hidden.

Note: To show the text again, right-click to display the shortcut menu. The **Show Text Area** icon is not selected.




Click **Show Text Area** to show the text overlay again.

Configuring Text Overlay

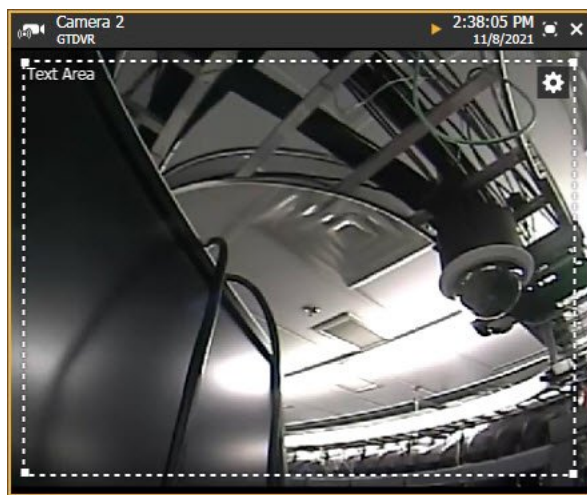
You can configure the way the text overlay is displayed on the media cell to best suit your needs.

You can change the size of the text area, change the position of the text area on the media cell, change the font size, dictate how long the text displays on the media cell, and apply the settings from one media cell to the entire grid.

To configure the display of text overlay

- 1 In a view tab or a single camera channel tab with text overlay available, click the **Text Area Settings**  button (on the tab toolbar above the media cell or cells).

The **Text Area** indicator appears on the media cell.



2 To resize the text area:

- Move your mouse over one of the corners of the text area square until the cursor changes to an arrow.

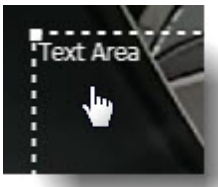


- Click and drag the text area rectangle until it is the size that you want.




3 To move the text area on the media cell:

- Move your mouse over the text area square until the cursor changes to a hand.

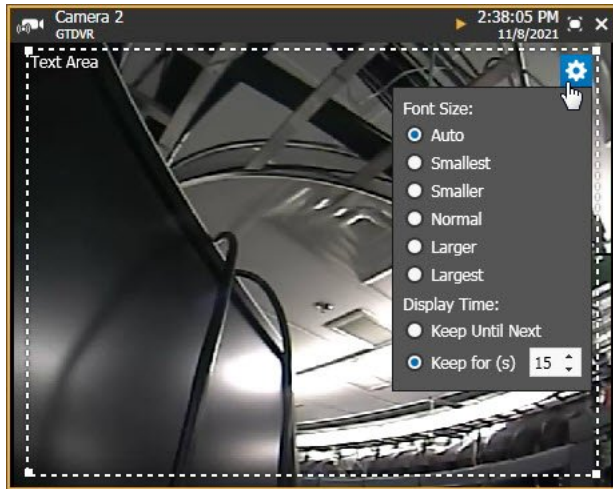





- Click and drag the text area rectangle to the position on the media cell that you want.



- 4 You can alter the size of the font:
 - In the upper right corner of the text area rectangle, click the **Text Overlay Options**  button.

The Text Overlay Options menu appears.




- Under **Font Size**, select the size that suits your needs.
The **Text Area** font in the upper left of the rectangle changes to show you the new size.
- 5 You can alter the amount of time the text overlay stays on the media cell:
 - Click the **Text Overlay Options**  button.
The Text Overlay Options menu appears.
 - Under **Display Time**, select either:
 - Keep Until Next** — This option displays the current text overlay until a new text overlay replaces it.
 - Keep for (s)** — This option displays the current text overlay for the amount of time you enter into the box provided (in seconds). If there is no new text after the time period expires, no text overlay is shown in the media cell.
 - 6 You can apply the settings from one media cell to the entire grid. This includes the size of the text area, its position, the font size, and the display time.
 - Click the **Text Overlay Options**  button.
The Text Overlay Options menu appears.
 - Click the **Apply to Grid** button. (This button is only present if you are viewing a camera grid. The button does not appear when viewing a single camera.)
A dialog box appears, asking if you want to apply the settings to the whole grid.
 - Click **Yes**.
 - 7 To close the **Text Area** indicator and view your new settings, click the **Text Area Settings**  button again.

After you make changes to the Text Overlay settings in a view tab, you must save the view to save the Text Overlay settings.

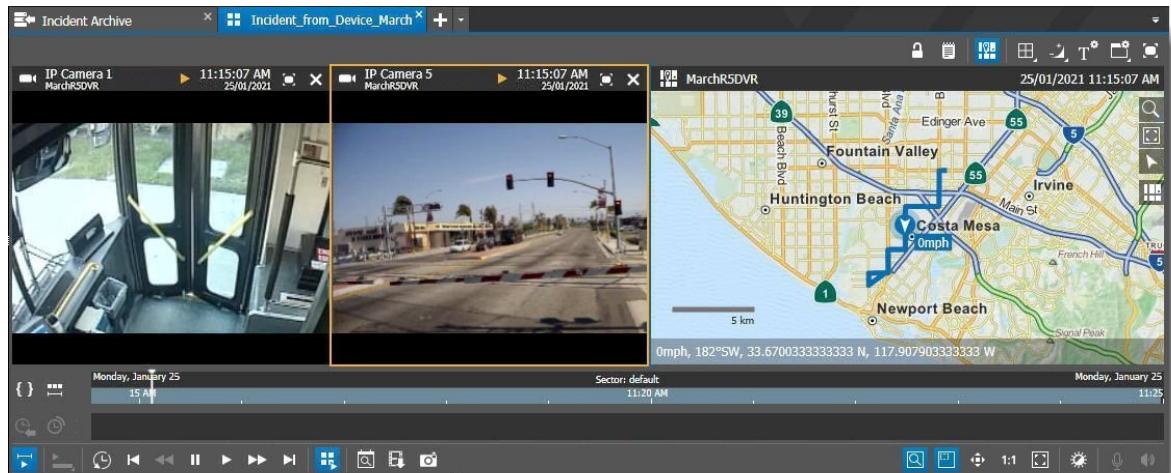
Exporting an Incident

In the Command Client connected to Enterprise, you can export the video, audio, and GPS data from an incident to a case file or directly to file.

To export incident data to a case or file

- 1 In the Incident Archive tab, select the incident that you want to export video from and click the **Play Incident**  button (or double-click the incident).

The Incident opens in a new tab.



- 2 On the Timeline toolbar, click the **Export Video**  button.

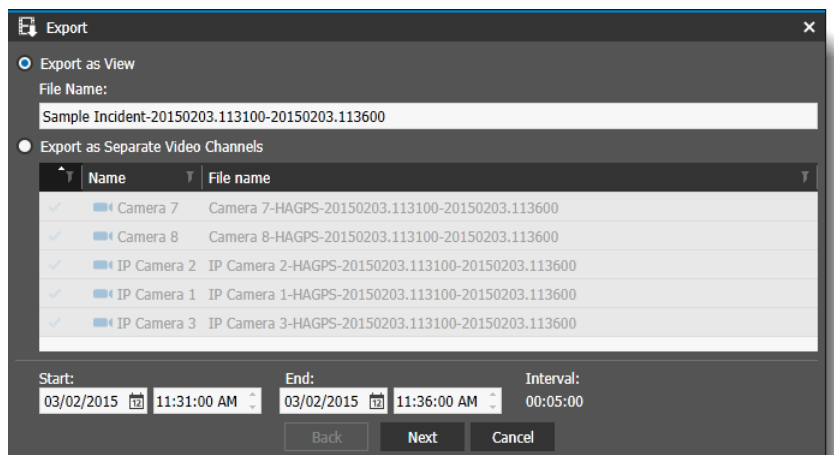
The **Export** dialog box appears.

- 3 Select from:

- **Export as View**

If you are exporting from a view tab, you can select to export the video as a view file, including all the cameras that are included in the view. If you are exporting from a single camera tab, the **Export as View** option is not available.

By default, the file name for an incident uses the following format: **Incident Name-Clip Start Date.Time-Clip End Date.Time**. You can click in the **File Name** box to type a new name.



- **Export as Separate Video Channels**

If you are exporting from a view tab, all the cameras in the view appear in the list, and you can select the ones you want to export video from. If you are exporting from a single tab, only one camera appears in the list.

Select the camera or cameras you want to export video from.

By default, the file name for a single camera uses the following format: **Camera Name-Recorder Name-Clip Start Date.Time-Clip End Date.Time**. You can click in the **File Name** row in the table to type a new name.

Note: If the selected timeline occurs during the Daylight Saving Time shift, a DST ☒ check box appears on the Export dialog box. When selected, the DST period is included in the export.

- 4 Modify the **Start** and **End** time, as required.

The screenshot shows three input fields: 'Start:', 'End:', and 'Interval:'. The 'Start' field contains '19/01/2015' and '1:12:09 PM'. The 'End' field contains '19/01/2015' and '2:12:09 PM'. The 'Interval' field contains '01:00:00'. Each date field has a calendar icon, and each time field has a dropdown arrow.

This is the start and end time of the video you are exporting.

Note: When you are exporting from an Incident tab, the start and end time must be within the time period of the incident. You cannot export video or associated data that is not included in the incident.

When you export from multiple cameras, all the videos have the same start and end time. The **Interval** field shows the length of the video with the selected start and end times.

- 5 Click **Next**.

The second page of the Export window appears.

The screenshot shows the 'Export' dialog box with the following settings:


- Visualization Mode:** Current
- ☐ Add Text Data to Exported Media
- ☐ Add Watermark to Exported Media
- Destination:** Local
- Path: C:\Users\clockie\Videos (with a 'Browse' button)
- Format:** CME (Native)
- Form factor:** Auto
- Bitrate (Kb/s):** Auto Detect
- Resolution:** Auto Detect
- ☐ Downscale video with resolution higher than full HD.
- Map Source:** Default Only
- Password:** (empty field)
- Re-enter Password:** (empty field)
- Split File:** None
- ☐ Include Command Player

 At the bottom are 'Back', 'Export', and 'Cancel' buttons.

- 6 Modify the values as described in the following table. For more information, see the *Command Enterprise and Client User Guide*, available from the March Networks Partner Portal website, or from the Help menu item in Command Enterprise.

Export Value	Description
Visualization Mode	<p>Select from:</p> <ul style="list-style-type: none"> • Default: If you set up a default level of zoom for the video channel, the video you export reflects that, regardless of the current zoom level in the media cell. If no default zoom level is set, this is the same as the original view. • Current: Retains the current zoom level and/or dewarping of the video channel in the tab or view. If the zoom level currently displayed in the workspace is 1.5x (for example), the video you export is also at zoom level 1.5x. If you have dewarped the video in the workspace (from a camera with an applicable lens), the video you export is also dewarped. • Original: This exports video with the full original image from the video channel, without any zoom and/or dewarping, regardless of what is currently set in the media cell.
Add text data...	<p>If you want to include text overlay with the exported video (if available), select the Add text data to exported media check box.</p>
Add Watermark...	<p>Note: This check box only appears if your user profile has the Watermark General Right set to Optional. Not available if you select the Case destination (you can add a watermark to a case file when you export the case.)</p> <p>If you want to apply a Watermark over the exported video, select the Add Watermark to Exported Media check box.</p> <p>The appearance of the watermark is configured on the Command Enterprise Software server. You cannot modify it in Command Client.</p>
Destination	<p>In the Destination section, select from:</p> <ul style="list-style-type: none"> • Local — The file path to the folder where you want to save your video (for example, C:\Users\<username>\Videos). Click the Browse button to select a different folder. You can browse to a local folder on the computer or a removable drive, for example, a USB stick. (You cannot export to removable media on a Mac OS X platform.) Note: To save to a CD or a DVD, select CD/DVD drive (described below). This allows Command to manage the CD/DVD burning procedure. Browsing to the CD or DVD drive is not recommended. • CD/DVD drive — If you have any available read/write CD and/or DVD drives, this enables a drop-down list of the drives. You can burn to a CD or DVD if you select an available RW Drive or connected burner. For the CD/DVD burning procedure, see the <i>Command Enterprise and Client User Guide</i>. • Case — Save the video to a case file. For more information on Case files, see the <i>Command Enterprise and Client User Guide</i>. <p>Note: The External Media Device option is not supported when exporting from an incident in the Incident Archive.</p>

Export Value	Description
Format	<p>Note: Not available if you select the Case destination.</p> <p>From the Format list, select a file format for your exported video.</p> <ul style="list-style-type: none"> • CME (Native): Command Multimedia Evidence. This is a March Networks proprietary video file format which can only be played using the Command Player. The fact that this file format can only be viewed using the Command Player ensures that sensitive video evidence cannot be easily shared over the Internet or posted for public view. • CME (Encrypted): Command Multimedia Evidence. This the same as the CME Native format, but it is in an encrypted format, so that a password is required to play the video. If you select this option, you must specify a password that the end user must enter to play the video after it is exported. • MP4 (H264/AAC): This is a universal format which can be played anywhere, but it is slower to export (the media is transcoded to H264/AAC, then copied to an MP4 container). Only available for single camera, video-only exports. Important: If you select the MP4 format, the GPS map data is not included in the exported file, only the video from the incident.
Form Factor	<p>Note: Only available if you select the MP4 (H264/AAC) format.</p> <p>From the Form Factor list, select the form for the video.</p> <ul style="list-style-type: none"> • The Auto option retains the aspect ratio and resolution of the original video channel. The Resolution field is set to Auto Detect and cannot be edited. • The Landscape option allows you to alter the Resolution field. A Resolution drop-down list appears with a list of aspect ratios in landscape format. • The Portrait option allows you to alter the Resolution field. A Resolution drop-down list appears with a list of aspect ratios in portrait format.
Bitrate	<p>Note: Only available if you select the MP4 (H264/AAC) format.</p> <p>From the Bitrate (Kb/s) list, select a bitrate for the video. This determines the size and quality of the video. A video with a higher bitrate (for example, 2048 Kb/s) is better quality than a lower bitrate video (for example, 256 Kb/s) but the higher bitrate video will be a much larger file.</p> <p>The bitrate is a target that assumes a frame rate of 30 ips (images per second). If the video was recorded at a lower frame rate, the bitrate of the exported video will also be lower.</p> <p>In extreme cases, when the bitrate you request is either much greater or much less than the bitrate of the video when it was recorded, the exported video may not be able to reach the target you set. For example, if the bitrate target you set is very high (8192 Kb/s), but the bitrate when the video was recorded was very low (64 Kb/s), there is not enough data in the recorded video for the system to produce exported video of the bitrate you requested. The video will be exported at the maximum bitrate that the system is able to produce under the circumstances.</p>
Resolution	<p>Note: Only available if you select the MP4 (H264/AAC) format and you do not select Auto from the Form Factor list.</p> <p>If you have selected the Landscape or Portrait option from the Form Factor list, select a Resolution from the list.</p> <p>Note: You must select a resolution in the same format (for example, 16x9 or 3x4) as the original camera to prevent the video from being stretched.</p>

Export Value	Description
Downscale video...	<p>Note: Only available if you select the MP4 (H264/AAC) format.</p> <p>(Optional) Select the Downscale video with resolution higher than full HD check box to automatically downscale the video resolution to a resolution equal to or lower than full HD, depending on the aspect ratio. This is useful to view the exported video on media players that are not able to play multi-megapixel videos.</p>
Map Source	<p>Note: Only available with CME format and if your Export Map Policy is configured to allow both default and custom maps. For more information on setting the Export Map Policy, see the <i>Command Enterprise Installation Guide</i>.</p> <p>Choose which GPS map you want to include with your exported video when the CME file is opened in the Command Player:</p> <ul style="list-style-type: none"> • Default Only - Only the default GPS map is displayed. • Custom Only - Only the custom GPS map is displayed. • Default and Custom - An additional button appears in the Command Player, allowing the user to toggle between the default or custom GPS maps. See “GPS Controls in the Command Player” on page 99.
Password	<p>Note: Only available if you select the CME (Encrypted) file format.</p> <p>If you selected the CME (Encrypted) file format, you must enter (and re-enter) a password for the exported video file. The exported video remains encrypted and the end user cannot view the video file until they enter the password that you specify here.</p> <p>Note: Click the eye  icon to display the characters of the password in the dialog instead of the password masking dots.</p>
Split File	<p>Note: Not available if you select the Case destination or if you select Export as View on the first page.</p> <p>The Split File list allows you to break up a large video file into smaller files so that you can export to a CD-ROM or a DVD, or any external media with limited space. To use this feature, select the external media that you want to export to (for example, DVD DL 8.5 GB). When you click Export, the file is divided into multiple files that fit onto the media you selected. If you select Custom from the list, a size box appears and you can select a custom size in MB.</p>
Include Command Player	<p>Note: Not available if you select the Case destination.</p> <p>If you want to include the executable file for the portable Command Player with the exported video file, select this check box. Command Player is a playback tool that allows others to view video in the proprietary CME format (including case files).</p>

7 Click **Export**.

- If the **Destination** you selected was a local folder on the computer or **CD/DVD drive**:



The video is saved in the file format you selected: CME or MP4.


The file is displayed in the **Export** panel in the **Dashboard**. The **Status** column shows the progress. If you are exporting video from multiple cameras, the progress of each file is shown.

HEALTH (5)ALARMS (3)EXPORT


#	Filename	Source Stream	Start	End	Interval	Status
3	PTZ Camera-TPCRSSVR_2_	PTZ Camera	25/09/2013 1:15:00 PM	25/09/2013 1:20:00 PM	00:05:00	<div><div>61%</div></div>
2	PTZ Camera-TPCRSSVR_2_	PTZ Camera	25/09/2013 1:10:00 PM	25/09/2013 1:11:00 PM	00:01:00	Export Successful

2 items (0 items filtered)

Tip: If you want to stop the export while it is still in progress, you can click the **Cancel Video Export**  button. The file in progress is deleted. Click the **Restart Video Export**  button that appears in the row to begin the export again.

HEALTH (6)			ALARMS (0)			EXPORT		
#	Filename	Source Stream	Start	End	Interval	Status		
3	Sample.mp4	Camera 1	07/10/2014 7:35:55 AM	07/10/2014 7:55:55 AM	00:20:00	Cancelled by User		

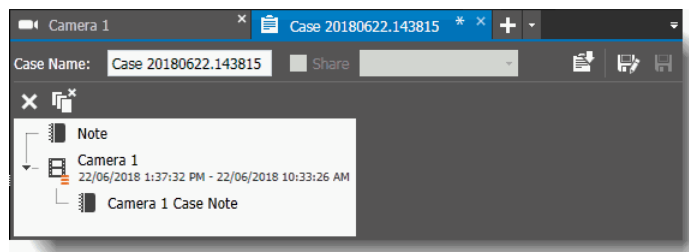
1 items (0 items filtered)

After the video clip is successfully exported, you can click the **Close Export Video**  button to remove the entry from the **Dashboard**.

Note: Entries in the **Export** panel are cleared when you log out of Command Client.

- If the **Destination** you selected was a **Case** file:

The **Case Management** tab opens, with the new video file added to the list of evidence files.

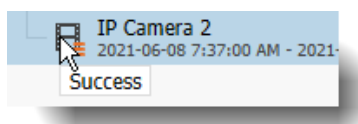




When a video file from an incident is added to a case, the video is saved on the Archiver. This ensures that the video is available to the case file even if the original incident is not available.




When a video file in a case is saved to the Archiver, a symbol appears on the video icon, to indicate the status of the save to the Archiver, as described in the following table.

Important: After exporting video to the case, you must save, close, and re-open the case tab to view the symbols on the video icon. The symbols do not appear until the case tab is re-opened from the Evidence panel.

Note: Tooltip text also appears when you move your mouse over the black part of the video icon.



Icon	Description
	Success The video file including all data is successfully saved to the Archiver.
	Success, missing some data The video file is saved to the Archiver, but there is some data missing, for example, the video is saved but the audio information is missing, or there are gaps in the video.

Icon	Description
	No data available The video file is saved to the Archiver, but there is no data.
	Failed, Failed (local storage), or Failed (timeout) The video file is not saved to the Archiver, the save has failed. If the tool tip indicates local storage, the operation to save the video to the Archiver failed because the storage on the archiver is full. See “Ensuring the Archiver has Enough Space” on page 84. If the tool tip indicates timeout, the operation to save the video to the Archiver timed out before it could be completed.
	No Archiver available The video file is saved to the case, but not to an Archiver. If you are saving to a case when connected to a single recorder (in which case an Archiver is not used), the video file icon does not show any additional symbols. In this situation, when playing back the video added to the case, the system retrieves the video file from the recorder instead of an Archiver.

For more information about the Case Management tab, see the *Command Enterprise and Client User Guide*.

Automatic Incident Creation

Depending on how your system is configured, when a physical alarm (such as a physical button that the vehicle driver presses) is triggered, the system automatically downloads video and data related to that alarm.

When this occurs, the incident appears in the Incident Archive tab and you can investigate the available evidence by viewing the incident.

The duration of the video and data downloaded depends on how your system is configured. Typically the incident provides a certain amount of video and data from before and after the time the alarm is triggered. For example, if the relevant alarm is triggered at 5:00 pm, the incident provides video and data from 4:58 pm to 5:03 pm (2 minutes duration before the alarm and 3 minutes duration after the alarm).

Configuring Automatic Incidents

Use the Administrator Console to configure automatic incident extraction per recorder. You can configure the duration of the incident data by setting how much data is saved before and after the incident is triggered. You do this by setting up a Tag Data Action on the recorder from which you want to extract incident data.

Note: You can set up the incident extraction for the Tag Data Action as automatic or not. See the *Administrator Console User Manual (Mobile Recorders)* for details on configuring actions.

Viewing Automatic Incidents

When a relevant alarm is triggered, the incident is automatically extracted and appears in the Incident Archive tab with the name of the alarm that triggered it, for example **Tag Alarm**.

The Type column shows **Automatic** for an automatic incident.

You can see the alarm that triggered the incident in the Alarms panel: the name is the same as the incident (for example **Tag Alarm**) and the Alarm Type is **Physical Input**.

ID	Incident Created	Username	Vehicle ID	Incident Name	Incident Start	Incident End	Duration	Extr	Progress	Purge	Complet	Type	Path
7609	28/02/2018 9:03:37 AM		GTDVR	Tag Alarm	28/02/2018 8:	28/02/2018 8:	00:00:30	✓	100%		28/02/2018	Auto	System/R5 Mobile
7608	28/02/2018 9:02:28 AM		GTDVR	Operator Alarm	28/02/2018 8:	28/02/2018 8:	00:00:30	✓	100%		28/02/2018	Auto	System/R5 Mobile
7607	28/02/2018 9:00:20 AM		GTDVR	Hard brake	28/02/2018 8:	28/02/2018 8:	00:00:30	✓	100%		28/02/2018	Auto	System/R5 Mobile

Name	Device	IP/Hostname	Handled By	First Occurrence	Last Occurrence	Alarm Count	Alarm Type
Tag Alarm	GTDVR	10.51.64.85	Not Handled	20/02/2015 3:40:39 PM	24/02/2015 11:35:26 AM	2	Physical Input

Incident in the Incident Archive tab:

ID	Incident Created	Username	Vehicle ID	Incident Name	Incident Start	Incident End	Duration	Extr	Progress	Purge	Complet	Type	Path
7609	28/02/2018 9:03:37 AM		GTDVR	Tag Alarm	28/02/2018 8:	28/02/2018 8:	00:00:30	✓	100%		28/02/2018	Auto	System/R5 Mobile

Physical alarm in the Alarms Panel:

Name	Device	IP/Hostname	Handled By	First Occurrence	Last Occurrence	Alarm Count	Alarm Type
Tag Alarm	GTDVR	10.51.64.85	Not Handled	20/02/2015 3:40:39 PM	24/02/2015 11:35:26 AM	2	Physical Input

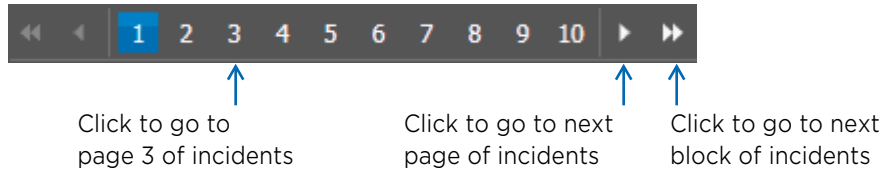
Tip: The **Extraction Status** column displays icons that help you track the progress of your incident download. Hover your mouse over the icon to see additional information about the status. For more information, see “Troubleshooting an Incident Extraction” on page 54.

Incident End	Duration	Extraction Status	Progress	Purged
03/05/2019 2:09:10 PM	00:00:30	✓	100%	

Download successful

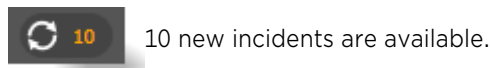
Navigating Multiple Pages and Blocks of Incidents

The Incident Archive list can potentially hold thousands of incidents, so the incident list may have multiple pages of incidents. By default each page in the list displays 30 incidents. The incidents are also divided into blocks, which is a group of 10 pages (each block has a default of 300 incidents). You can use the controls at the bottom of the list to move between pages, and if there are enough incidents, to move between blocks.



Refreshing the Incident List

When you or another user create a new incident, the incident is not displayed in the list immediately. Instead, the **Refresh** button becomes available, and the new incident count beside it increases.



After you click **Refresh** and the new incidents are retrieved, the background for the new incident row is a pale yellow.

ID	Incident Create	User	Vehicle ID	Incident Name	Incident Start	Incident End	Duration	Extr.	Progress	Pur	Comple	Type	Path
8469	3/6/2018 10:10		Sav-GTD	Lab Door (motion)	3/6/2018 9:58	3/6/2018 9:59	00:00:30	*	0%			Auto	System/R5...
8468	3/6/2018 10:09		Sav-GTD	Lab Door (motion)	3/6/2018 9:57	3/6/2018 9:58	00:00:30	*	0%			Auto	System/R5...
8467	3/6/2018 9:58		Sav-GTD	Lab Door (motion)	3/6/2018 9:46	3/6/2018 9:47	00:00:30	*	0%			Auto	System/R5...
8466	3/6/2018 9:52		Sav-GTD	Lab Door (motion)	3/6/2018 9:41	3/6/2018 9:41	00:00:30	*	0%			Auto	System/R5...
8465	3/6/2018 9:45		Sav-GTD	Lab Door (motion)	3/6/2018 9:33	3/6/2018 9:33	00:00:30	*	0%			Auto	System/R5...
8464	3/6/2018 9:37		Sav-GTD	Lab Door (motion)	3/6/2018 9:25	3/6/2018 9:26	00:00:30	*	0%			Auto	System/R5...

When you select a row, it changes to white, to indicate that it has been reviewed at least once.

Deleting an Incident

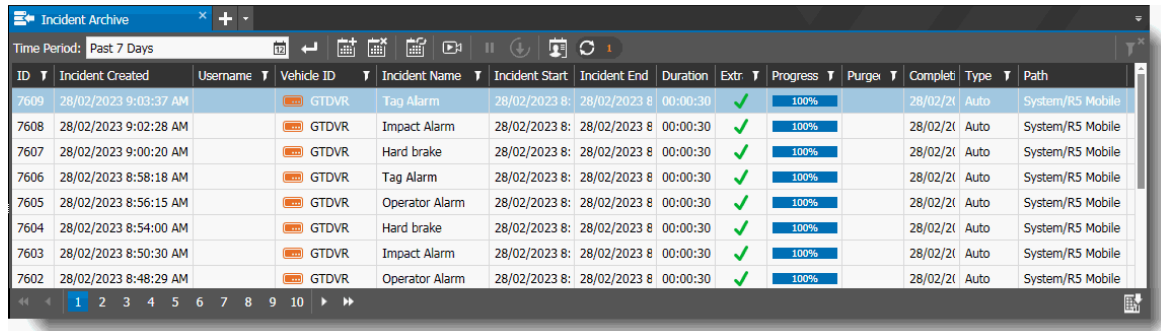
If the incident data is no longer required, you can delete incidents from the Archiver. All incidents are deleted after a certain retention period (default is 120 days) to allow room for new incidents. If your Archiver is becoming full or you simply want to remove unwanted incident data, you can use the Incident Archive tab to delete incidents.

Note: You require the **Delete/Pause Incidents** user right to delete an incident (see “Adding the Transportation Application Rights to the User Profile” on page 25).

To delete an incident


- 1 Click the main menu  and select **Transportation -> Incident Archive**.

The **Incident Archive** tab opens.

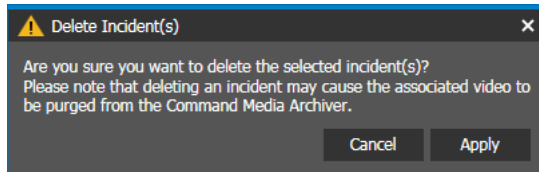


The screenshot shows the 'Incident Archive' window with a 'Time Period' of 'Past 7 Days'. The table below represents the data shown in the window.

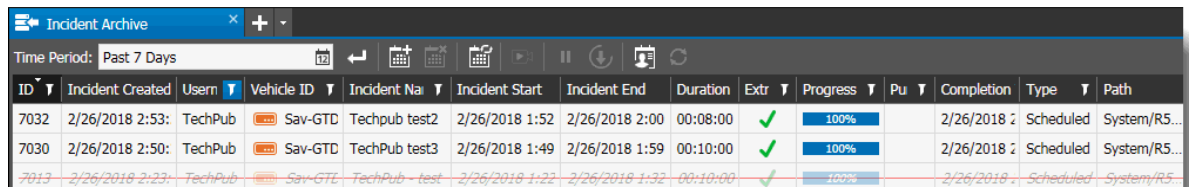
ID	Incident Created	Username	Vehicle ID	Incident Name	Incident Start	Incident End	Duration	Extr	Progress	Purge	Completi	Type	Path
7609	28/02/2023 9:03:37 AM		GTDVR	Tag Alarm	28/02/2023 8:	28/02/2023 8:	00:00:30	✓	100%		28/02/2023	Auto	System/R5 Mobile
7608	28/02/2023 9:02:28 AM		GTDVR	Impact Alarm	28/02/2023 8:	28/02/2023 8:	00:00:30	✓	100%		28/02/2023	Auto	System/R5 Mobile
7607	28/02/2023 9:00:20 AM		GTDVR	Hard brake	28/02/2023 8:	28/02/2023 8:	00:00:30	✓	100%		28/02/2023	Auto	System/R5 Mobile
7606	28/02/2023 8:58:18 AM		GTDVR	Tag Alarm	28/02/2023 8:	28/02/2023 8:	00:00:30	✓	100%		28/02/2023	Auto	System/R5 Mobile
7605	28/02/2023 8:56:15 AM		GTDVR	Operator Alarm	28/02/2023 8:	28/02/2023 8:	00:00:30	✓	100%		28/02/2023	Auto	System/R5 Mobile
7604	28/02/2023 8:54:00 AM		GTDVR	Hard brake	28/02/2023 8:	28/02/2023 8:	00:00:30	✓	100%		28/02/2023	Auto	System/R5 Mobile
7603	28/02/2023 8:50:30 AM		GTDVR	Impact Alarm	28/02/2023 8:	28/02/2023 8:	00:00:30	✓	100%		28/02/2023	Auto	System/R5 Mobile
7602	28/02/2023 8:48:29 AM		GTDVR	Operator Alarm	28/02/2023 8:	28/02/2023 8:	00:00:30	✓	100%		28/02/2023	Auto	System/R5 Mobile

- 2 Select the incident or incidents you want to delete.
Use the CTRL or SHIFT keys to select multiple incidents from the list.
- 3 Click the **Delete Incident(s)**  button.

The **Delete Incident(s)** warning dialog appears.



- 4 Click **Apply**.
A red line appears through the deleted incident.



The screenshot shows the 'Incident Archive' window with a 'Time Period' of 'Past 7 Days'. The table below represents the data shown in the window.

ID	Incident Created	User	Vehicle ID	Incident Name	Incident Start	Incident End	Duration	Extr	Progress	Pu	Completion	Type	Path
7032	2/26/2018 2:53:	TechPub	Sav-GTD	Techpub test2	2/26/2018 1:52	2/26/2018 2:00	00:08:00	✓	100%		2/26/2018 2:	Scheduled	System/R5...
7030	2/26/2018 2:50:	TechPub	Sav-GTD	TechPub test3	2/26/2018 1:49	2/26/2018 1:59	00:10:00	✓	100%		2/26/2018 2:	Scheduled	System/R5...
7013	2/26/2018 2:23:	TechPub	Sav-GTD	TechPub - test	2/26/2018 1:22	2/26/2018 1:32	00:10:00	✓	100%		2/26/2018 2:	Scheduled	System/R5...

A pop-up notification appears at the bottom of the Incident list, indicating the number of incidents that have been deleted.



Deleting Selected Video from an Incident

If you have the Media Deletion user right, you can delete recorded video from an incident saved on the Command Media Archiver (release 2.7 and higher). This allows you to remove selected sections of video. This is different from deleting the entire incident, as described in “Deleting an Incident” on page 78. Selective video deletion is useful if you want to delete only video where a particular person appears (for example, to comply with privacy laws). You keep the incident, but remove unwanted parts of the video from the incident. You can select the camera and the time period, and delete only a selected part of the video. When you play back the video afterward, the deleted section is omitted, and the playback smoothly jumps from the video before the deletion to the video after the deletion.

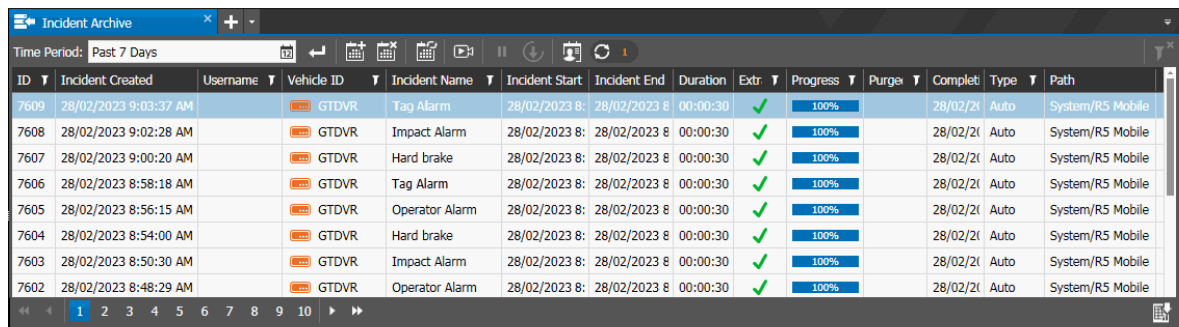
Note: If there is recorded audio associated with the video, it is also deleted.

Important: If video is deleted from an incident using this procedure, you cannot retrieve it. Ensure that you only delete video when necessary. With a video deletion request it is recommended that you examine the video to search for anything suspicious. If you find something suspicious, contact your security team or law enforcement. It is recommended that your privacy policy defines how to address this situation according to the data protection and privacy laws in your country.


Note: When you delete video from an incident, it is deleted from the Command Media Archiver, not the recorder. If you want to completely delete video from a certain time period, you must also check the recorder and ensure that the video is deleted from it as well. If you are using shared cases, ensure that video is deleted from the case files. For more information about deleting selected video from the recorder and from shared cases, see the *Command Enterprise and Client User Guide*.

To manually delete selected video from an incident

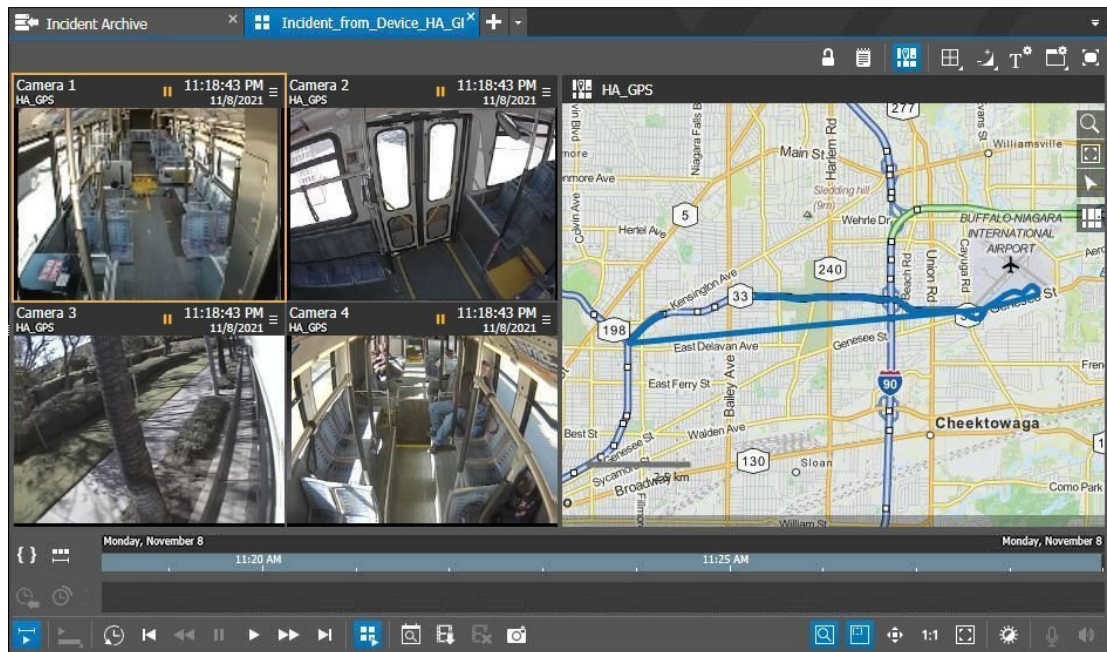
- 1 Open the **Incident Archive** tab to view the list of incidents.



ID	Incident Created	Username	Vehicle ID	Incident Name	Incident Start	Incident End	Duration	Extr	Progress	Purge	Complet	Type	Path
7609	28/02/2023 9:03:37 AM		GTDVR	Tag Alarm	28/02/2023 8:	28/02/2023 8:	00:00:30	✓	100%		28/02/21	Auto	System/R5 Mobile
7608	28/02/2023 9:02:28 AM		GTDVR	Impact Alarm	28/02/2023 8:	28/02/2023 8:	00:00:30	✓	100%		28/02/21	Auto	System/R5 Mobile
7607	28/02/2023 9:00:20 AM		GTDVR	Hard brake	28/02/2023 8:	28/02/2023 8:	00:00:30	✓	100%		28/02/21	Auto	System/R5 Mobile
7606	28/02/2023 8:58:18 AM		GTDVR	Tag Alarm	28/02/2023 8:	28/02/2023 8:	00:00:30	✓	100%		28/02/21	Auto	System/R5 Mobile
7605	28/02/2023 8:56:15 AM		GTDVR	Operator Alarm	28/02/2023 8:	28/02/2023 8:	00:00:30	✓	100%		28/02/21	Auto	System/R5 Mobile
7604	28/02/2023 8:54:00 AM		GTDVR	Hard brake	28/02/2023 8:	28/02/2023 8:	00:00:30	✓	100%		28/02/21	Auto	System/R5 Mobile
7603	28/02/2023 8:50:30 AM		GTDVR	Impact Alarm	28/02/2023 8:	28/02/2023 8:	00:00:30	✓	100%		28/02/21	Auto	System/R5 Mobile
7602	28/02/2023 8:48:29 AM		GTDVR	Operator Alarm	28/02/2023 8:	28/02/2023 8:	00:00:30	✓	100%		28/02/21	Auto	System/R5 Mobile

- 2 Select the incident with the video you want to delete and click the **Play Incident**  button (or double-click the incident).

Note: You can only view an incident after it has finished downloading (Progress at 100%). The incident opens in a new tab. By default, the associated video is paused when you open the incident and the **Delete Video** button is unavailable.



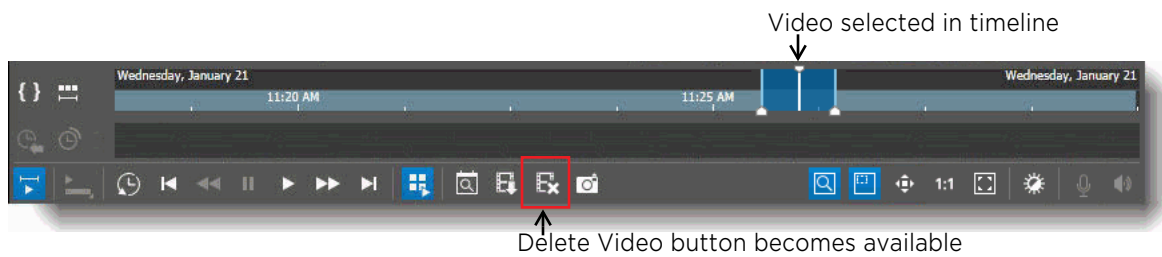
Delete Video button (unavailable)

- 3 The delete video option is only available when the following conditions are met:
 - The logged in user has the Media Deletion user right. For more information on the Media Deletion user right, see the *Command Enterprise and Client User Guide*.
 - The video in the incident was downloaded from a recorder running software version 5.14 or higher.
 - There is a section of video selected on the timeline, and the playback cursor is positioned within the selection.
- 4 To make a selection in the current time period, you can place your Playback cursor on the timeline at the beginning of the time period you are interested in and click the **Set Selection** **{ }** button to set the start and end points for the selection. The Set Selection cursor automatically sets the start point to 5 seconds before the position of the Playback cursor on the timeline. You can drag the ends of the selection left or right to refine the time period.
- 5 Click anywhere within the selected section of video so that the Playback cursor appears in the selection.

Playback cursor in selected section of video



After all conditions are met, the **Delete Video**  button becomes available. (You can also right-click on the timeline and select the Delete Video option that appears in the menu.)

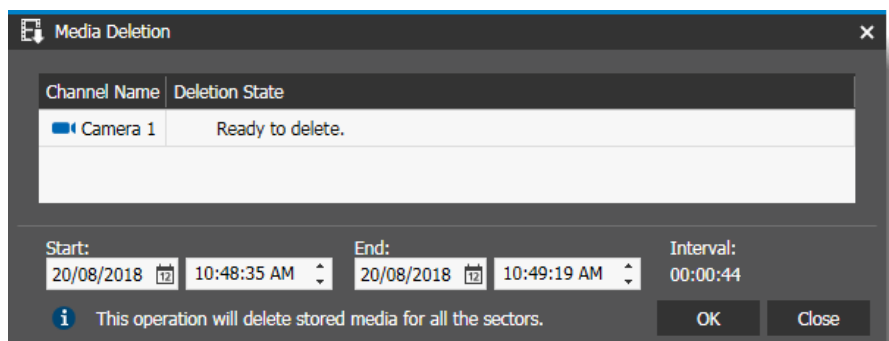


Important: If you do not have the **Media Deletion** user right, the **Delete Video** button is not displayed in the user interface at all. Recorders running software versions below 5.14 do not support this feature, and the button is also not displayed.

- 6 Click the **Delete Video**  button.

The **Media Deletion** dialog appears.

This dialog shows the camera channel where the selected video comes from, the state, and the start / end time of the selected video.

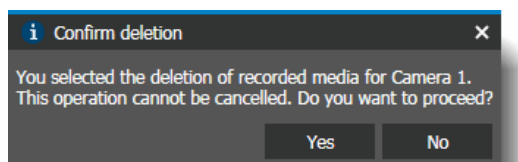


- 7 You can modify the **Start** and **End** time of the video for deletion as required, but the current position of the playback cursor must stay within the video selection. If the playback cursor is not inside the selection, the **Deletion State** field displays an error, and the delete operation is prevented.

The **Interval** field shows the length of the selected video with the selected start and end times.

- 8 Click **OK**.

The **Confirm Deletion** dialog appears.



- 9 Click **Yes**.

The **Deletion State** field in the Media Deletion dialog shows the progress of the deletion.

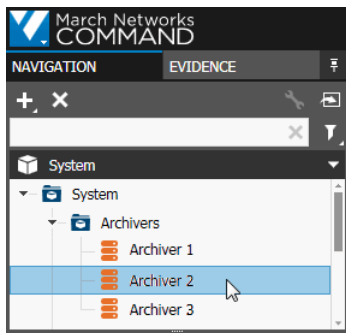
- 10 You can optionally click **Close** in the Media Deletion dialog before the operation is complete.

Viewing Available Space on the Archiver

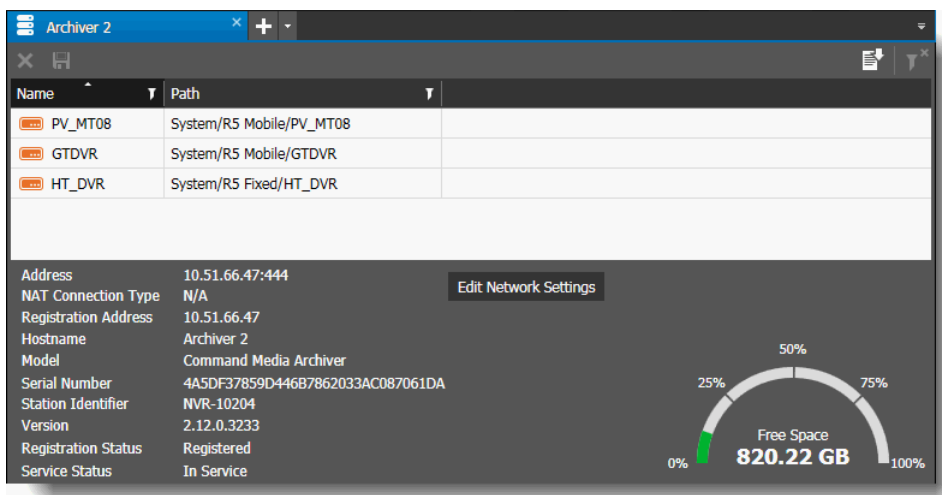
Incidents are saved on the Command Media Archiver. Incidents include video and other data, which are purged after a set amount of time (default 120 days) to allow room for new incidents. To ensure that your archiver always has enough space for new incidents, you can monitor the free space on the archiver by opening it in Command Client to view the exact amount of free space left remaining. This information tells you when to take action if the archiver is approaching capacity.

To view the available space in an archiver

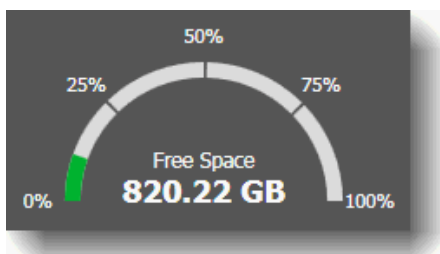
- 1 From the Navigation Panel's **System** tree, select the Archiver that you want to view.



- 2 On the Navigation toolbar, click the **Open in Tab** button, or right-click the archiver and select **Open**. The archiver tab opens in the workspace.



- 3 At the bottom right of the tab is the free space indicator, which shows both the percentage of space used and the amount of free space available, measured in GB.



Ensuring the Archiver has Enough Space

It is possible that despite old incidents being purged, your archiver may begin to fill up. It is important that you monitor the available space on the archiver, and take action if necessary. A health alert is generated when the archiver reaches 90% capacity, but we recommend that you take action before the archiver reaches this threshold.

If the archiver is approaching capacity, there are several actions you can take:

- Export important incidents that you want to save to case files
- Delete old or unneeded incidents using the Incident Archiver tab
- Increase the storage capacity of the archiver
- Alter the default incident retention period (default is 120 days)

Exporting Incidents to Case Files

When you export incidents, you save them to other locations, and can then remove them from the Archiver, freeing up space for new incidents.

For instructions on exporting incidents, see “Exporting an Incident” on page 70.

Deleting Old or Unneeded Incidents

Incidents are automatically deleted after a certain retention period (default is 120 days), but you can manually delete incidents before the retention period automatically deletes them, if desired.

You must use the Incident Archive tab in Command Client to manually remove old incidents. (Never delete files associated with the Archiver storage from Windows Explorer or using tools outside Command Client.)

Note: You require the Delete/Pause Incidents user right to delete incidents.

For instructions on deleting incidents, see “Deleting an Incident” on page 78.

Increasing the Storage Capacity of the Archiver

If you find that your Archiver is constantly filling up too quickly, you can increase the storage capacity of the drive where the Archiver saves the media files.

The drive where files are stored and the amount of storage designated to the Archiver is configured when you install the Archiver.

You can modify the Archiver to allocate more space to its storage location.

For instructions on modifying the Archiver, see “Upgrading the Command Media Archiver” on page 24.

Changing the Default Purge Time Period

The default retention period for files stored by the Archiver is 120 days. After this, incidents are automatically deleted.

A user with top-level access can change the length of this default time period in the Transportation Settings (see “Settings for Transportation Configuration” on page 31).


Exporting Incident Data to a CSV File

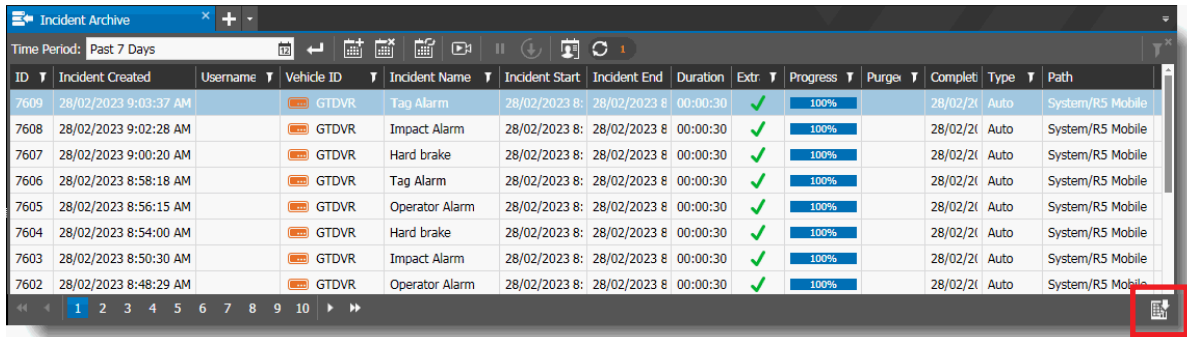
You can extract the status data from all the incident extractions in the Incident Archiver page and export the data to a CSV file.

This can help a system administrator get an overview of the system, for example, an administrator can view how many incident extractions are currently in progress, to determine if the network has capacity to perform all of the requests in a reasonable time period.

To export incident data to a CSV file

- 1 Open the **Incident Archive** tab to view the list of incidents.

The **Export Incident**  button is at the bottom right of the list of incidents.



The screenshot shows the 'Incident Archive' window with a table of incidents. The table has columns: ID, Incident Created, Username, Vehicle ID, Incident Name, Incident Start, Incident End, Duration, Extr, Progress, Purge, Complet, Type, and Path. The 'Extr' column contains green checkmarks, and the 'Progress' column contains blue progress bars labeled '100%'. The 'Export Incident' button, represented by a document icon with a download arrow, is located at the bottom right of the table and is highlighted with a red box.

ID	Incident Created	Username	Vehicle ID	Incident Name	Incident Start	Incident End	Duration	Extr	Progress	Purge	Complet	Type	Path
7609	28/02/2023 9:03:37 AM		GTDVR	Tag Alarm	28/02/2023 8:	28/02/2023 8:	00:00:30	✓	100%		28/02/21	Auto	System/R5 Mobile
7608	28/02/2023 9:02:28 AM		GTDVR	Impact Alarm	28/02/2023 8:	28/02/2023 8:	00:00:30	✓	100%		28/02/21	Auto	System/R5 Mobile
7607	28/02/2023 9:00:20 AM		GTDVR	Hard brake	28/02/2023 8:	28/02/2023 8:	00:00:30	✓	100%		28/02/21	Auto	System/R5 Mobile
7606	28/02/2023 8:58:18 AM		GTDVR	Tag Alarm	28/02/2023 8:	28/02/2023 8:	00:00:30	✓	100%		28/02/21	Auto	System/R5 Mobile
7605	28/02/2023 8:56:15 AM		GTDVR	Operator Alarm	28/02/2023 8:	28/02/2023 8:	00:00:30	✓	100%		28/02/21	Auto	System/R5 Mobile
7604	28/02/2023 8:54:00 AM		GTDVR	Hard brake	28/02/2023 8:	28/02/2023 8:	00:00:30	✓	100%		28/02/21	Auto	System/R5 Mobile
7603	28/02/2023 8:50:30 AM		GTDVR	Impact Alarm	28/02/2023 8:	28/02/2023 8:	00:00:30	✓	100%		28/02/21	Auto	System/R5 Mobile
7602	28/02/2023 8:48:29 AM		GTDVR	Operator Alarm	28/02/2023 8:	28/02/2023 8:	00:00:30	✓	100%		28/02/21	Auto	System/R5 Mobile

Export Incident button

- 2 Select the **Export Incident** button.
A **Save As** dialog box appears.
- 3 In the **Save As** dialog, type a file name and choose a location for the file.
Command saves the file so that it is available for analysis.

Chapter 4

Using the Incident Search

The Incident Search tab allows you to search the video and data from the RideSafe Series recorders in all your vehicles to look for specific incidents.

This chapter contains the following topics:

- “Incident Search Scenario” on page 87
- “Setting a Home Location on the Map” on page 87
- “Searching for Incidents” on page 89
- “Viewing the Incident Search Results” on page 92
- “Creating an Incident from the Incident Search Tab” on page 95
- “Exporting Search Results to a CSV File” on page 97

Incident Search Scenario

You can use the Incident Search tab to search the RideSafe Series recorders in all your vehicles for specific incidents. The tab provides search parameters including time period, one or more vehicles, a user-defined area on the map, a specific event (such as an impact alarm), and the speed of the vehicle. You can view one or more search results on a map to see exactly where and when the incidents occurred, then download the relevant video and data.

The following example provides a scenario where you would use this search feature.

Sample Scenario

A customer calls the Transportation agency and reports that a bus driver was using their phone while driving. The customer reports the bus stop where they exited the bus, which was about 10 minutes after the bus driver was using their phone. The customer is also able to report which direction the bus was traveling, and the approximate time within 15 minutes.

An investigator uses the map in the Command Incident Search page to draw a geofence around the bus stop. The investigator draws the area wide enough to include where the bus would have been 10 minutes prior to arriving at the stop. The investigator sets the time period so that it includes 15 minutes before and after the time that the customer indicated the driver was using his phone.

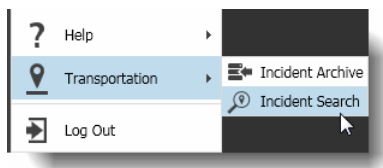
The investigator performs the search and four results are returned. She selects each entry and determines that only one of the results is near the point of the infraction at the time mentioned. The investigator requests the video associated with the result.

Setting a Home Location on the Map

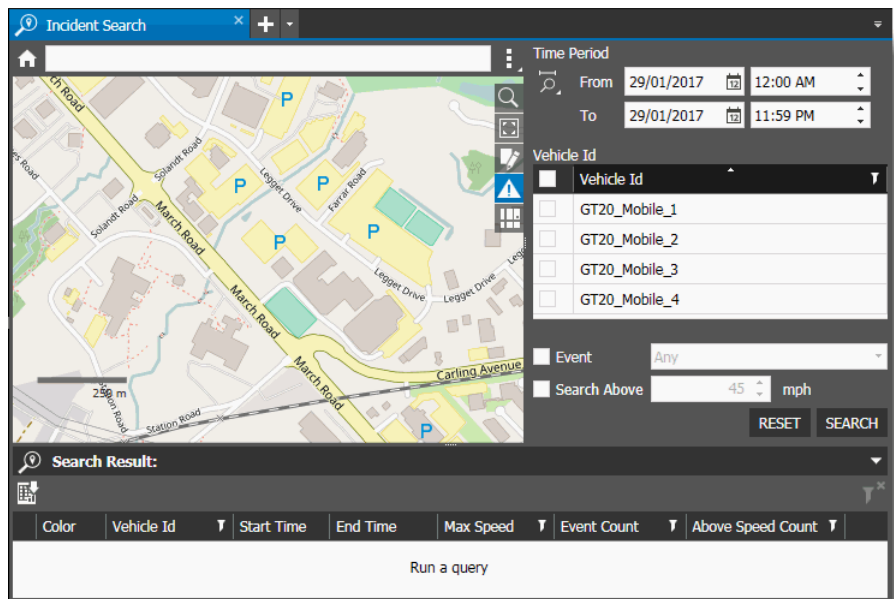
You can set a home location on the map so that you can quickly return to the map view where most of your searches originate, and to the zoom level most convenient to you. The home location is associated with the user who is currently logged in, so that each user can set their preferred home location and zoom level.

To set a home location

- 1 Click the main menu  and select **Transportation -> Incident Search**.






The **Incident Search** tab opens.



- 2 Set the map view so that it shows the area that you want to designate as your home location using one or more of the following methods:
 - Use the search bar at the top of the map to find a specific area on the map. Type the name of a location (city, town, street name, other location details). The search bar offers suggestions as you type and the map moves to a location when you press **Enter**.



- Use your mouse pointer to click and drag on the map to move it to a different view.
 - Use the Map Zoom  button to zoom out to a larger area or zoom in for more detail in a smaller area. You can also use the mouse scroll wheel to zoom. Scroll up to zoom in and scroll down to zoom out.
- 3 When you have set the map to the view (area and zoom level) that you want to designate as your home location, click the menu  button to the right of the Search bar at the top of the map.
Click **Set as Home Location**.
 - 4 The current map view, including the zoom level, is set as your home location. After changing the map view, click the **Home Location**  button to return to this view.

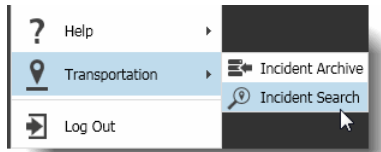
Searching for Incidents

You can use the Incident Search tab to search for specific incidents from RideSafe Series recorders.

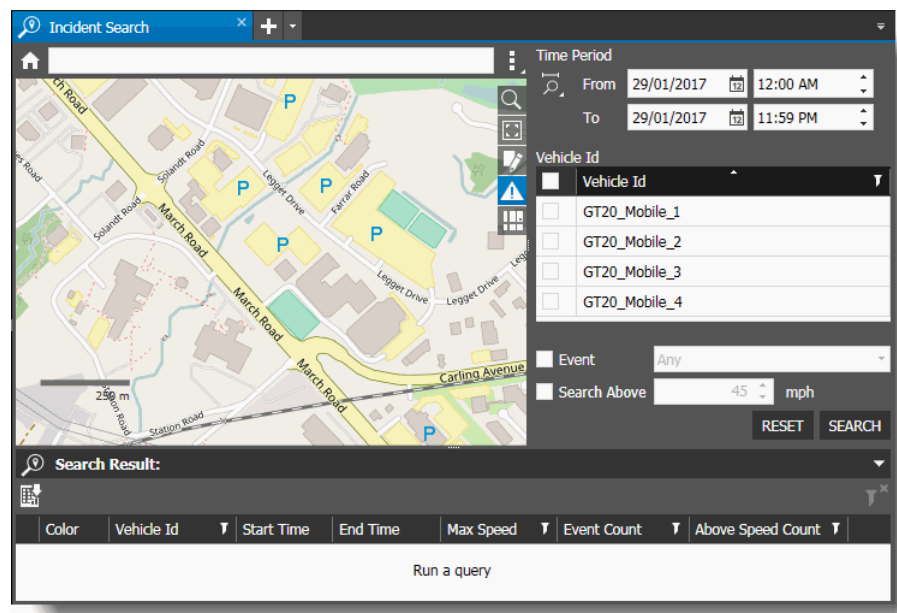
Note: A search result must satisfy all search parameters provided, except when your search includes both Event parameters and Search Above parameters. In this case the search can return results that include Events OR Search Above instances.


To search for incidents

- 1 Click the main menu  and select **Transportation -> Incident Search**.




The **Incident Search** tab opens.

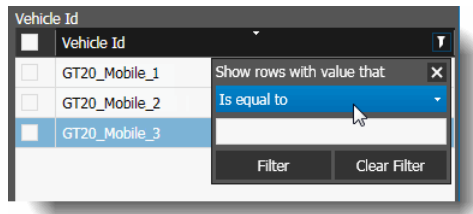


- 2 In the **Time Period** section, select the period of time during which you want to search for incidents. Either:
 - Select a pre-configured time frame using the **Time Period**  button.
 - Customize the dates and times in the **From** and **To** boxes to configure your own time period.
- 3 If you want to filter the search by vehicle, from the **Vehicle ID** list, select the check box for one or more vehicles to narrow the search.

Note: If no check boxes are selected, the search automatically includes all available vehicles.

Tip: If there is a long list of vehicles, you can use the **Filter**  button at the top of the Vehicle ID list to find the vehicles you are interested in. In the Filter dialog box, select a filter expression from the list, enter filter criteria in the text box (if applicable), and click **Filter**.

After you have filtered the list to the vehicles you are interested in, you can select all the filtered vehicles by selecting the check box at the top of the list.



- 4 To filter the search by events, select the **Event** check box, and select the name of the event you want to search for from the list.

The events in the list are alarm events specific to your system. Sample events are:

- Impact alarm, triggered when an impact with the vehicle is detected.
- Hard brake, triggered when a level of force greater than normal is applied to the vehicle's brakes.
- Panic alarm, manually triggered by the driver when an incident has occurred on the vehicle.

Note: The list of events is populated by the events currently in the database. If events are added or removed in the database, this list reflects the changes.

- 5 If you want to filter the search by speed of the vehicle, select the **Search Above** check box and enter a speed value in the box provided. The search finds any vehicles traveling above the speed value you enter. For example, if you enter 50 mph, the search results find any vehicles traveling faster than that.


Speed appears in mph or km/h, depending on what is set in your Command Preferences (see "Preferences for Transportation Features" on page 33).

Note: If your search includes both Event parameters and Search Above parameters, the search can return results that include only Events or only Search Above instances. Selecting both parameters in a search does not limit the search to results where both are present. The values in the Event Count and Above Speed Count columns show the details of the results.

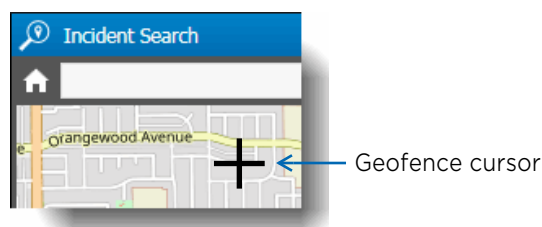
- 6 If you want to isolate a specific area of the map to search, you can use a geofence. The geofence isolates a portion of the map to search.

To find the location where you want to set the geofence, you can use the search bar at the top of the map to look for a specific area. Type the name of a location (city, town, street name, other location details). The search bar offers suggestions as you type and the map moves to a location when you press **Enter**. If you have set a home location that you want to search (see "Setting a Home Location on the Map" on page 87), you can click the **Home Location** button.

When you have found the location that you want to search, either:

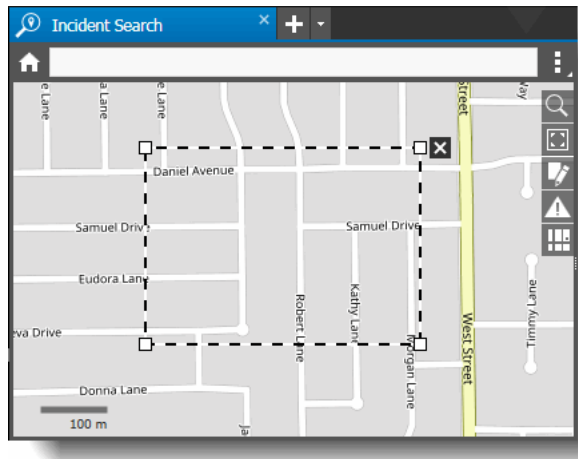
- Click the **Draw Geofence**  button.
- Press CTRL and move the mouse over the map.

The cursor changes to a cross to indicate that you can click and drag on the map to create a geofence.



A dashed-line box appears on the map: this is the geofence. You can alter the size of the geofence box by clicking and dragging on any of its four corners. The area contained within the box is the area that is included in the search. Any area outside the box is not included.

Note: You can remove the geofence by clicking the **X** at the top right corner of the box.



7 Click **Search**.

The results of the search are displayed in the table below the map.

Search Result: 23/01/2017 12:00 AM - 29/01/2017 11:59 PM (2)						
	Color	Vehicle Id	Start Time	End Time	Max Speed	Event Count
		GT20_Mobile_2	26/01/2017 12:48:24 PM	29/01/2017 11:59:41 PM	66.86 mph	197
		GT20_Mobile_2	25/01/2017 3:16:36 PM	26/01/2017 4:18:47 AM	66.49 mph	N/A

Notes:

- The number of search results returned is shown in brackets after the date and time at the top of the list.
- The maximum number of results shown in the table is 100.
- You can clear all the search parameters by clicking the **Reset** button.

Viewing the Incident Search Results

When you have completed a search, you can use the Search Result table and the map tab to view details about each result.

Note: You can alphabetically or numerically sort a column list using the **Sort** icon in the column header (depending on the content of the list). You can filter device data in a column list to show only specified list values using the **Filter** icon. For more information on sorting and filtering see the *Command Enterprise and Client User Guide*.

To view the search results

- Once you have search results, you can click on one or more rows in the **Search Result** table and view the vehicle routes on the map.

Important: If you do not see the route on the map when you click on the search result, click the **Zoom to Fit** button on the map. This relocates the map view to show the currently selected result.

Each result is assigned a color. When you select a result in the list, the color shows in the **Color** column of the Search Result table, and the route of the vehicle is displayed on a map using the assigned color.

Notes:

- Colors are assigned to routes dynamically, so the same search result may appear in different colors when found using different searches.
- Red is reserved for indicating where a vehicle has exceeded a Search Above search parameter.

The screenshot shows the Incident Search application interface. On the left, a map displays a route in orange. On the right, the search filters are set: Time Period from 23/01/2017 12:00 AM to 29/01/2017 11:59 PM, Vehicle Id (GT20_Mobile_2, GT20_Mobile_3), Event (Any), and Search Above (65 mph). Below the filters, the Search Result table is displayed:

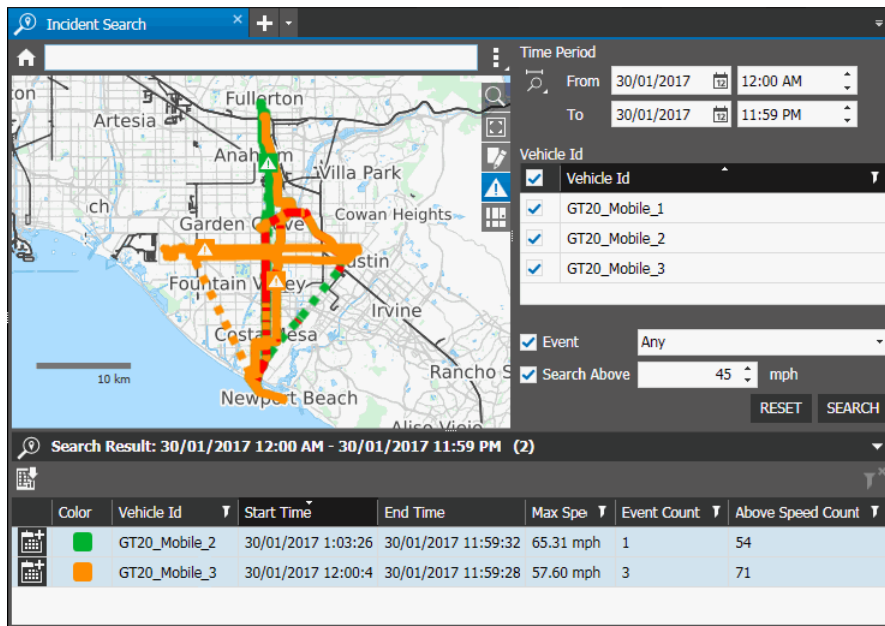
Color	Vehicle Id	Start Time	End Time	Max Speed	Event Count
	GT20_Mobile_2	26/01/2017 12:48:24 PM	29/01/2017 11:59:41 PM	66.86 mph	197
	GT20_Mobile_2	25/01/2017 3:16:36 PM	26/01/2017 4:18:47 AM	66.49 mph	N/A

When you move the mouse pointer over the route, an arrow appears to show which direction the vehicle was traveling, along with the date, time, and speed.

This close-up screenshot shows a tooltip appearing over a route on the map. The tooltip displays the date and time '16/02/2017 11:43:09 AM' and the speed '41.63 mph'.

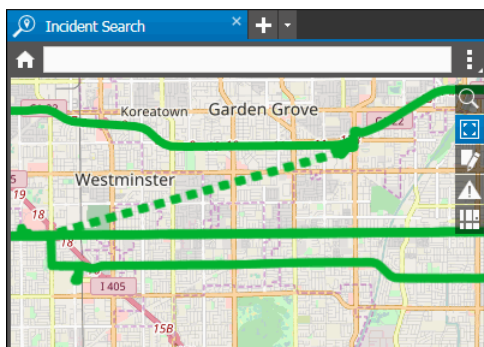
- You can view multiple results in the map simultaneously by pressing the CTRL or SHIFT key and clicking additional results in the Search Result list. You can select a maximum of five results to view at one time.

After you have selected the maximum of five results, you must clear at least one selection before you can select a different result.




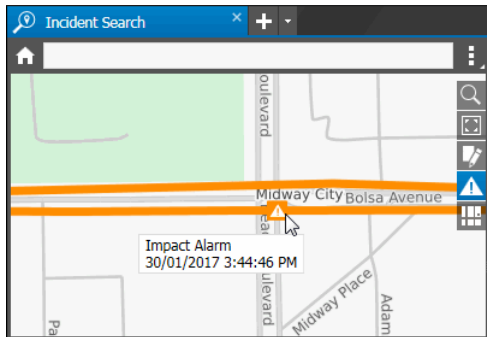
Note: If there is missing GPS information (for example, if the GPS satellite was temporarily unavailable due to tunnels, weather, or other obstacles), the route is shown as a dashed line from the point where the GPS information is lost to the point where it becomes available again.

Because the dashed line is merely a visual aid, it does not follow roads. It is a straight line between available GPS information points, and may travel across terrain that the vehicle clearly did not, such as over water or through buildings.



- If you filtered the search by **Event**, the number of events found in each search result are listed in the **Event Count** column of the Search Result table.

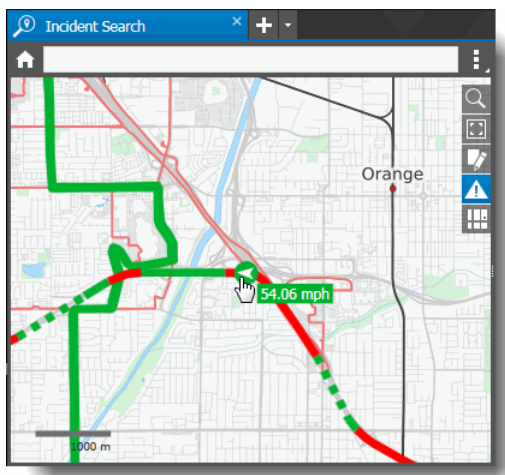
Click the **Show Event**  button on the map to display event icons on the vehicle route. You can move the mouse pointer over the icon to display details of the event. The name of the event and the date and time that it occurred show in the detail box.



- 4 If you filtered the search by **Search Above**, the number of instances where the speed exceeded the value entered in the search parameters for each search result is listed in the **Above Speed Count** column of the Search Result table.

The portions of the route where the vehicle exceeded the designated speed are shown in red. When you move the mouse pointer over the red portion of the route, the speed of the vehicle at that point on the route displays. As you move the mouse along the route, the variations in the speed show.

Note: The red route color is reserved for indicating that the vehicle has exceeded the designated speed in the search. Routes where this is not applicable never appear in red.



- 5 If you filtered the search using a **Geofence**, one result is displayed in the list for every incidence of the vehicle appearing inside the geofence.

For example, if a vehicle enters the geofence at 10:00 and exits at 10:30, then enters again at 14:00 and exits at 14:15, these are shown as two results. For the first result the start time is 10:00 and end time is 10:30, and for the second result the start time is 14:00 and the end time is 14:15.

- If the only portion of the route that is found inside the geofence is a dashed line, indicating that the GPS information was unavailable, the dashed line is still shown in the results.

- For a search with a geofence, the **Start Time** is when the vehicle enters the geofence area (or the earliest time, if the vehicle route starts within the area), and the **End Time** is when the vehicle leaves the geofence area (or the latest time, if the vehicle does not leave the area).
- If your search parameters include a geofence and additional parameters, the results returned must satisfy all parameters (Geofence, Time Period, Vehicle ID), except for the Event and Search Above parameters, where the result can include one or the other.

Creating an Incident from the Incident Search Tab

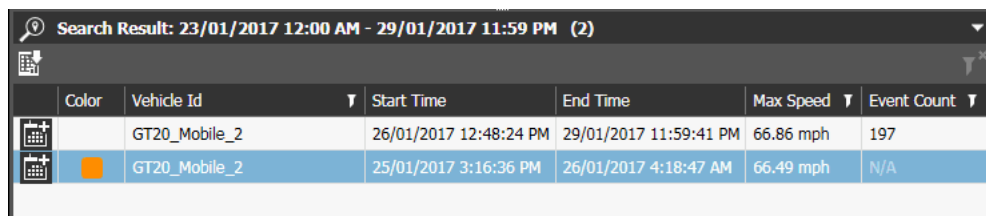
You can use the Add Scheduled Extraction dialog to configure the extraction of the video and data from one of your search results, to create an incident for download. You can view the incident in the Incident Archive tab.

Note: You can also create an incident from the Incident Archive tab. For more information, see “Creating an Incident from the Incident Archive Tab” on page 52.

To create an incident from a search result in the Incident Search tab

- Use the **Incident Search** tab to find the incident that you want to download video and data from, as described in “Searching for Incidents” on page 89.

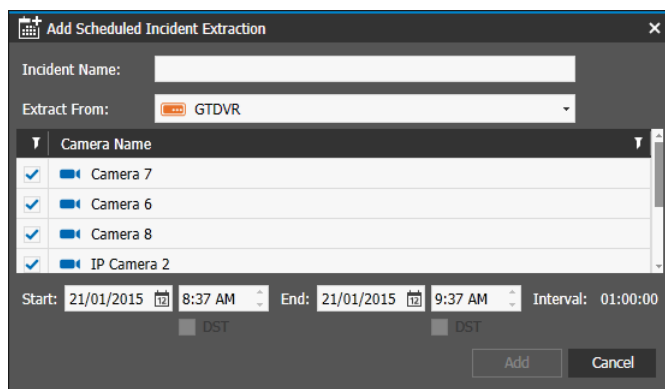
The results of the search are displayed in the table below the map.



	Color	Vehicle Id	Start Time	End Time	Max Speed	Event Count
		GT20_Mobile_2	26/01/2017 12:48:24 PM	29/01/2017 11:59:41 PM	66.86 mph	197
		GT20_Mobile_2	25/01/2017 3:16:36 PM	26/01/2017 4:18:47 AM	66.49 mph	N/A

- Select the result in the list and click the **Create Incident** button.

The **Add Scheduled Incident Extraction** dialog appears.



Add Scheduled Incident Extraction

Incident Name:

Extract From: GTDVR

Camera Name

- ☒ Camera 7
- ☒ Camera 6
- ☒ Camera 8
- ☒ IP Camera 2

Start: 21/01/2015 8:37 AM End: 21/01/2015 9:37 AM Interval: 01:00:00

☐ DST ☐ DST

- In the **Incident Name** box, type a descriptive name for the incident.
- Select a mobile recorder in the **Extract From** list box.

This is the recorder installed in the vehicle where the incident occurred.

Note: When you access the dialog from the Incident Search tab, the recorder is already set to the one from the search result.

- 5 Select the check box for one or more cameras in the **Camera** list.
These are the cameras in the vehicle where the incident occurred.

- 6 Modify the **Start** and **End** date and time, as required.


This is the start and end time of the video and other data you are extracting. When you export from multiple cameras, all the videos have the same start and end time. The Interval field shows the length of the video with the selected start and end times.

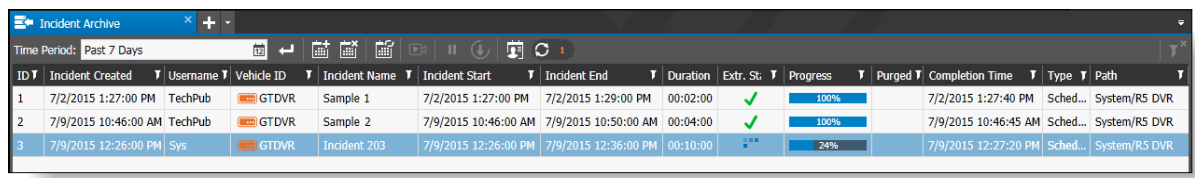
The maximum duration for a scheduled extraction is 2 hours.

Note: If the selected timeline occurs during the Daylight Saving Time shift, a DST check box is enabled. When selected, the DST period is included in the extraction.


- 7 Click **Add**.

Once created, the incident is added to the list in the **Incident Archive** tab.

When you open the Incident Archive tab, click the **Refresh**  button to view all the newest incidents, including the one you just created, or the **My Incidents** button (see “Viewing My Incidents” on page 58).



ID	Incident Created	Username	Vehicle ID	Incident Name	Incident Start	Incident End	Duration	Extr. St.	Progress	Purged	Completion Time	Type	Path
1	7/2/2015 1:27:00 PM	TechPub	GTDVR	Sample 1	7/2/2015 1:27:00 PM	7/2/2015 1:29:00 PM	00:02:00	✓	100%		7/2/2015 1:27:40 PM	Sched...	System/R5 DVR
2	7/9/2015 10:46:00 AM	TechPub	GTDVR	Sample 2	7/9/2015 10:46:00 AM	7/9/2015 10:50:00 AM	00:04:00	✓	100%		7/9/2015 10:46:45 AM	Sched...	System/R5 DVR
3	7/9/2015 12:26:00 PM	Sys	GTDVR	Incident 203	7/9/2015 12:26:00 PM	7/9/2015 12:36:00 PM	00:10:00	✗	24%		7/9/2015 12:27:20 PM	Sched...	System/R5 DVR


Note: If the incident fails to download, you can use the **Retry Incident**  button to restart the download and try again.

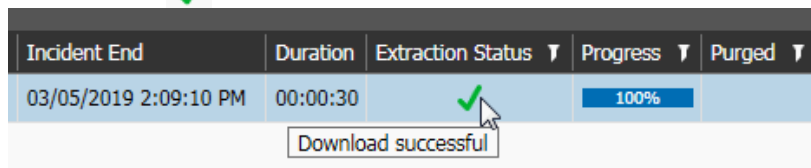
Use the functionality available from the Incident Archive tab to view the incident and export the video and data. See “Using the Incident Archive” on page 51 for more information.

- 8 Depending on factors such as the length of the video you are extracting, the availability of the recorder you are extracting from (CES may have to wait for a bus to return to the Depot to contact the mobile recorder), the incident extraction may take some time.

The **Extraction Status** column displays icons that help you track the progress of your incident download. These icons and their meanings are listed in the “Incident Archive Tab User Interface” on page 39 (see the table).

You can hover your mouse over the icon to see additional information about the status.

When your incident extraction is successfully completed, the Extraction Status column displays the Success icon , indicating that the Incident is successfully created and saved in the Archiver.



Incident End	Duration	Extraction Status	Progress	Purged
03/05/2019 2:09:10 PM	00:00:30	✓	100%	

Download successful

Note: If your incident fails to download and shows the red Alert icon, you can hover your mouse over the icon to see additional information about why the download failed. See “Troubleshooting an Incident Extraction” on page 54 for more details.

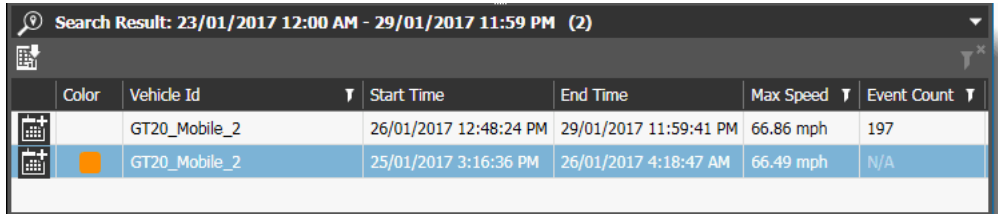
Exporting Search Results to a CSV File

You can export the information from the Search Results to a CSV (Comma Separated Values) file. All the results that appear in the Search Results list are exported to the file.


To export search results to a CSV file

- 1 Use the Incident Search tab to find the incident that you want to download video and data from, as described in “Searching for Incidents” on page 89.

The results of the search are displayed in the table below the map.



Color	Vehicle Id	Start Time	End Time	Max Speed	Event Count
	GT20_Mobile_2	26/01/2017 12:48:24 PM	29/01/2017 11:59:41 PM	66.86 mph	197
	GT20_Mobile_2	25/01/2017 3:16:36 PM	26/01/2017 4:18:47 AM	66.49 mph	N/A

- 2 Click the **Export to CSV**  button (above the list of results). A **Save As** dialog box appears.
- 3 In the **Save As** dialog, type a file name and choose a location for the file. Command saves the file so that it is available for analysis.

Chapter 5

Using the Command Player with Transportation

Command Player is a standalone software tool that allows you to view (and authenticate) video files exported from Command in the proprietary CME (Command Multimedia Evidence) file format. This proprietary file format ensures that sensitive video evidence cannot be easily shared over the Internet.

To learn how to use the Command Player's basic functionality, see the *Command Player User Guide*, available from the March Networks Partner Portal website, or from the Help menu item in Command Player.

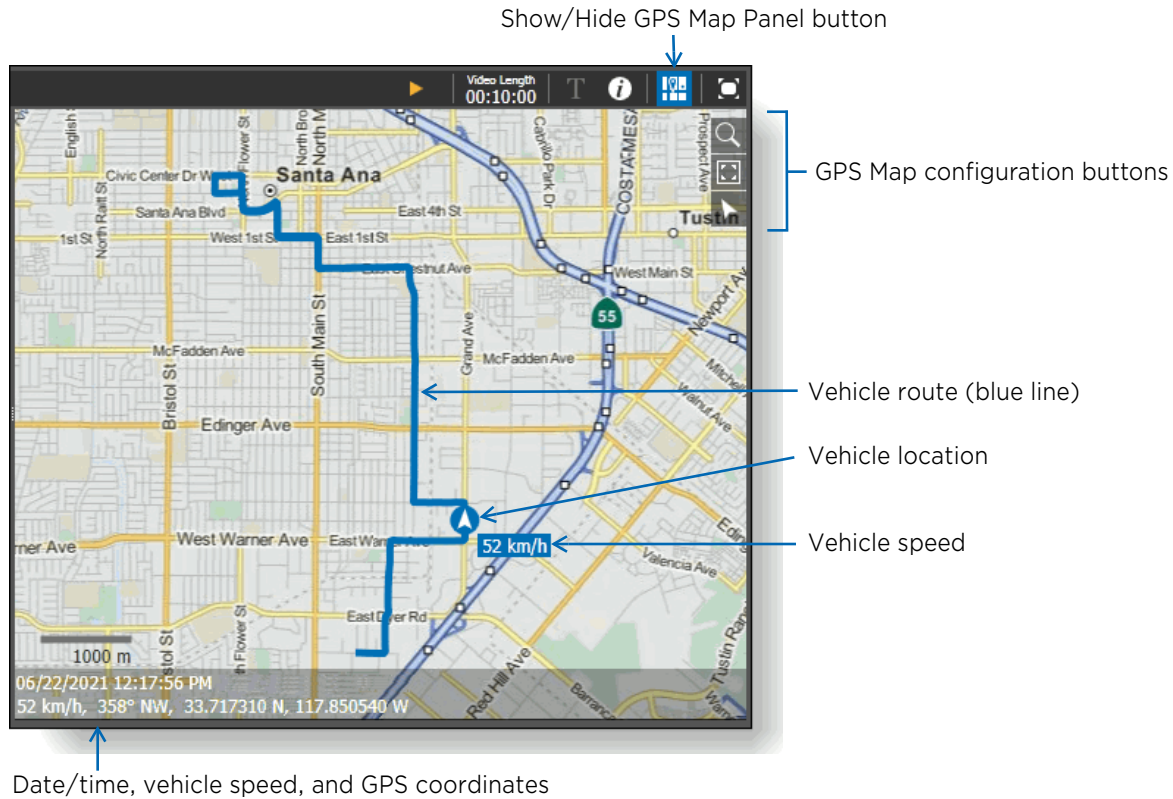
This chapter describes how to use the transportation features of the Command Player.

It contains the following topics:

- “GPS Controls in the Command Player” on page 99
- “Viewing a Video File with GPS Data in Command Player” on page 100

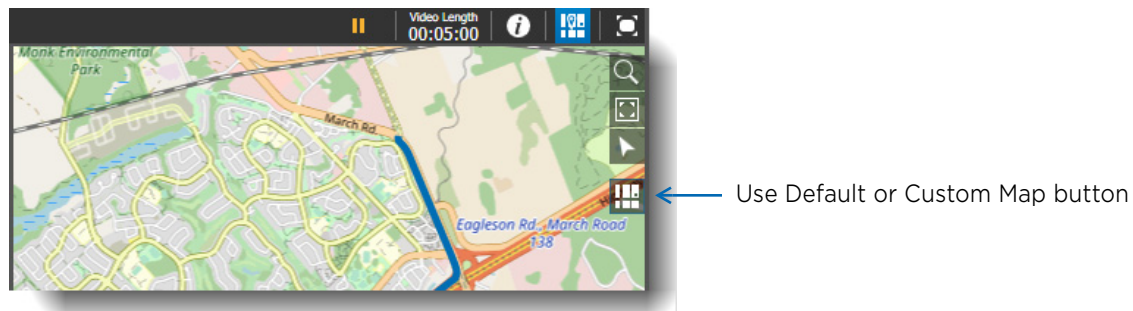
GPS Controls in the Command Player

In addition to the basic controls described in the *Command Player User Guide* (available from the March Networks Partner Portal website, or from the Help menu item in Command Player), the Player has tools available for when the video file has GPS map data.



The GPS map configuration buttons are exactly the same as the buttons that appear in the Command Enterprise Client application, as described in “GPS Map User Interface” on page 46.

If the video was exported with both default and custom maps, an additional button appears that allows you to toggle between the default GPS map and the custom map.



Viewing a Video File with GPS Data in Command Player

You can view a video evidence file with GPS data in the Command Player using the portable version or the installed version of Command Player.

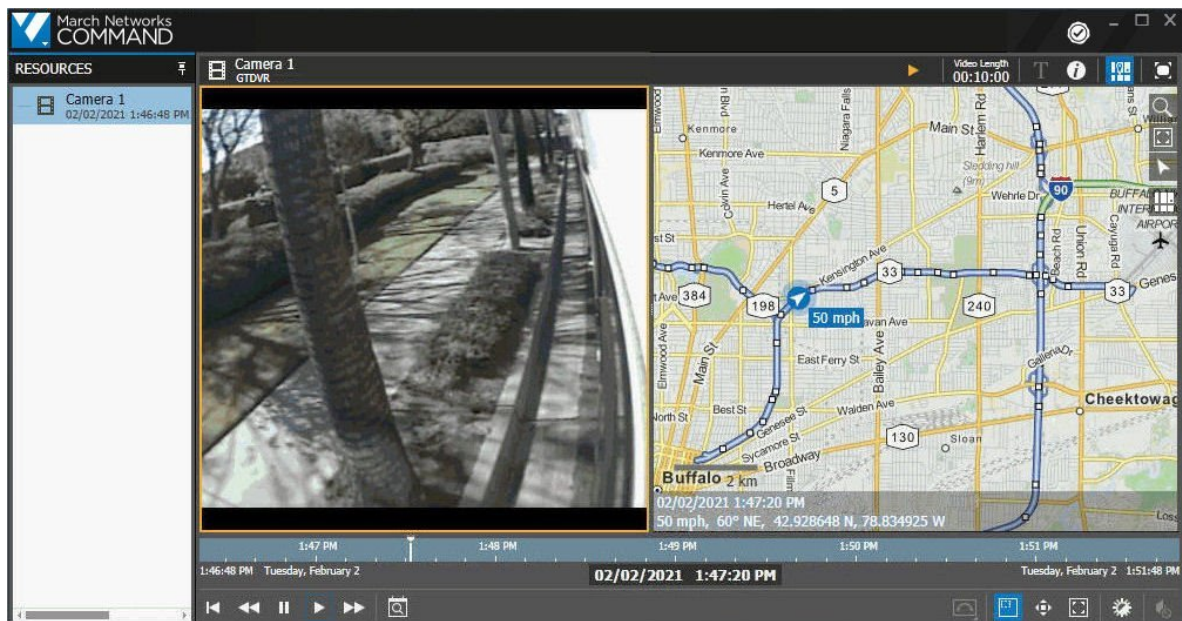
The Command Player displays the GPS map in the display area with the video, and provides tools to investigate the GPS data.

To view evidence files with GPS information in the Command Player

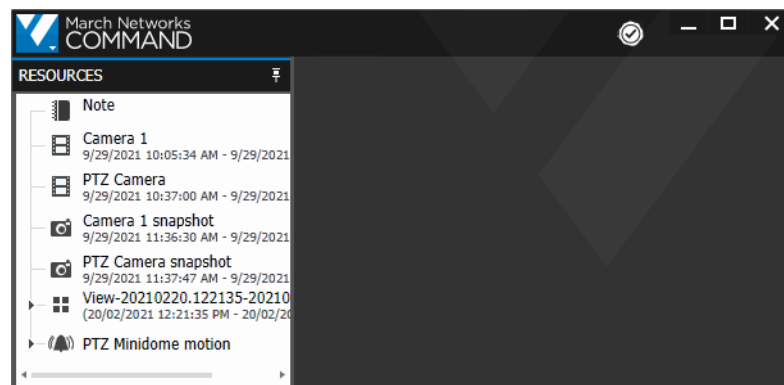
- 1 Open the CME video file with GPS data in the Command Player.

Note: If the video file is encrypted, a dialog appears and you must enter the password for the file before you can view the video.

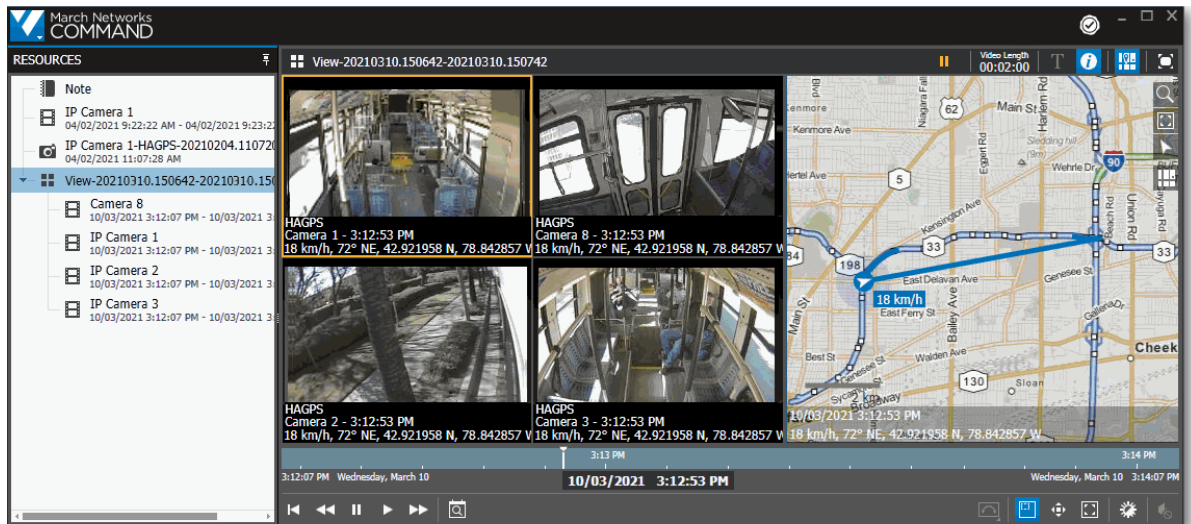
If it is a single video file, it automatically opens in the display area, with the GPS map panel displayed. The video opens in playback mode. The GPS map shows the progress of the vehicle along the route as the video shows the view from the camera.





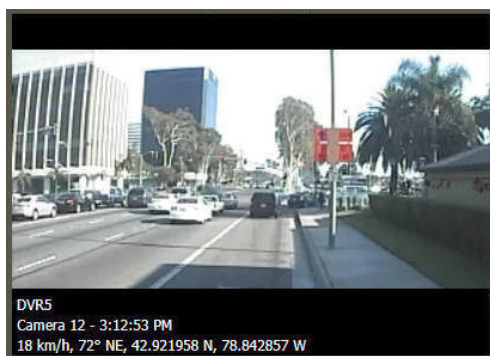
If it is a case file, it opens in the Resources section, and you must select the video file to open it in the display area with the GPS map.



If you select a view, multiple video streams open with the GPS map panel displayed. The videos play automatically, in synchronized mode. The GPS map shows the progress of the vehicle along the route as the videos show the views from the cameras.



- 2 You can click **Pause**  to stop the video and the progress of the vehicle on the GPS map at any point. You can click on the timeline to move the video and GPS map to a new point in time. You can use the other Command Player buttons as you would with any non-GPS video in the Player (for more information, see the *Command Player User Guide*, available from the March Networks Partner Portal website, or from the Help menu item in Command Player).
- 3 You can click on the route in the GPS map to move the vehicle information to a new location.
Note: It is possible that not all points in the route have available GPS data - for example, if the vehicle goes into a tunnel where satellite information is unavailable, that part of the route does not have GPS data.
- 4 You can click the **Show Video Information**  button to show the name of the recorder, the name of the camera, the time, the speed of the vehicle, and the GPS coordinates on each video.



- 5 You can click the **Show/Hide GPS Map Panel**  button to show and hide the map panel. When the map panel is hidden, only the video panel shows (if the Show Video Information button is selected, the video panel still shows the GPS coordinates on the video).

Glossary

Command Client

A software interface that allows users to review and export recorded video evidence, and to view video from cameras connected to recording devices. The Command Client is the source of the evidence files you view in Command Player (videos, images, and notes).

You can connect the Command Client interface to a Command Enterprise Server, which allows you to manage multiple recorders and access all the Command Transportation features.

You can alternatively connect the Command Client interface to a single recorder, and manage that single recorder only. Not all Command Transportation features are available when connected to a single recorder.

Command Media Archiver

The Command Media Archiver is software that collects and stores video and other data from recording devices. For example, the Archiver can be used to collect incident video from mobile recorders located in vehicles. The collected information is then available for the Command Solution to process.

Dewarping

Certain panoramic PTZ cameras with special lenses support 360° views. When you view the video or images from these cameras, they have a distorted appearance (often referred to as a *fisheye* view). To view the images without this distortion, you must use lens dewarping.

The dewarping options offered by Command Player include Virtual PTZ, Perimeter View, and Split Perimeter View.

Mobile Recorders

Also referred to as “transit” recorders. Recorders used in the transportation industry, that are installed in a moving vehicle, such as a bus. The term “mobile” (or “transit”) differentiates from “fixed” recorders, that are installed in a stationary environment such as a building.

Perimeter View and Split Perimeter View

Perimeter View is a dewarping feature that turns the original fisheye view into a single 360° view for a ground or ceiling mounted camera or into a single 180° view for a wall mounted camera.

The Perimeter Split View is a dewarping feature that turns the original fisheye view into two 180° views (the 360° view divided into two views) for a ground or ceiling mounted camera. This option is not available for a wall mounted camera.

Playback Cursor

A graphical tool on the video evidence timeline. You can move this tool back and forth on the timeline to quickly view different points in the video.

Resources Area

Located on the left of the Command Player interface, under the main menu button, the resources area lists the available evidence for you to view: the video, image, and note files.

Text Overlay

Text that has been superimposed over an image file or a video file.

Timeline

A visual representation of the time in a video evidence file. The timeline shows the date and time of a video from the beginning of the recording to the end. It includes a playback cursor, which you can move along the timeline to view different points in the video.

View

A grid with multiple video files displayed at the same time.

Virtual PTZ

Virtual Pan, Tilt, Zoom. A PTZ camera is a closed-circuit television camera with remote directional and zoom control. Virtual PTZ is a dewarping feature that emulates a PTZ camera view, and allows you to navigate in the image using the digital zoom controls.

Zoom

The zoom feature allows you to move to a close-up shot of an object in the video or image file, to move the view of the zoomed area, and to move back out of the close-up.

Company Overview

March Networks® helps organizations transform video into business intelligence through the integration of surveillance video, analytics, and data from business systems and IoT devices. Companies worldwide use our software solutions to improve efficiency and compliance, reduce losses and risk, enhance customer service and compete more successfully. With deep roots in video security and networking, March Networks is also recognized as the leader in scalable, enterprise-class video management and hosted services. We are proud to work with many of the world's largest financial institutions, retail brands, cannabis operators and transit authorities, and deliver our software and systems through an extensive distribution and partner network in more than 70 countries. Founded in 2000, March Networks is headquartered in Ottawa, Ontario, Canada. For more information, please visit www.marchnetworks.com.

Customer Support and Assistance

Certified partners can telephone our Technical Support team Monday to Friday during business hours or email at any time.

North America, South America, & Asia Pacific

Telephone – 1 613 591 1441
Toll Free (US & Canada) – 1 800 472 0116
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Telephone – +39 0362 17935 extension 3
Email – supporteurope@marchnetworks.com

If you have purchased a March Networks solution through one of our Certified Partners, please contact your representative directly for first level technical support and assistance with RMA services.