

MARCH NETWORKS - INSIGHT MONITORING AND REPORTING GUIDE

The March Networks Insight Monitoring and Report Guide contains the monitored CES health alerts as well as the asset data, from supported products, being imported into Insight.

The product versions covered under this Insight guide:

X-Series Recorders	version: 6.0.x to 6.7.x
8000/9000/RideSafe Series Recorders	version: 5.8.x to 5.25.x
6700 Series Recorders	version: 2.x to 2.6
Command Recording Software	version: 2.x and 6.x
Command Enterprise	version: 2.7.x to 2.17.x
EDGE OS Devices	version: 1.10.X - 1.11.x
EDGE OS II Devices	version: 2.4.x - 2.5.x
ME/SE/VA Series Cameras	version: 1.0.x - 1.2.x



Monitoring

The Network Operation Center (NOC) monitors the following CES alerts and will create necessary Insight cases (tickets) based on the "Default" severity and thresholds shown. Customer is to enter their own threshold values if they wish to change modes in regards to their business requirements and provide the updated document to the NOC.

				Sensitive Mode		NOC Default Mode		Relaxed Mode	
Alert	Alert Description	Severity	Always Reported	Duration	or Frequency	Duration	or Frequency	Duration	or Frequency
Camera Disconnected	The device is unable to connect to a specific camera.	Minor	No			3 hrs	100 instances a day		
Disk Error	The device has detected a disk error. The disk may be read-only, unusable, missing, in a repair failed or repair required state.	Major	Yes			Immediate	Immediate		
Fan Failed	The device has a fan that is not operational. This may lead to overheating of the hard drives and future data loss.	Minor	No			8 hrs			
Battery Failed	The device has a backup battery that is not operational. This may lead to data loss during power outages	Minor	No			8 hrs			
Key Switch	The recorder was switched off.	Minor	No				3 instances a day		
Power Off	The recorder has lost its main power and is running on internal battery.	Minor	No			4 hrs	3 instances a day		
Recording Failed	The device has detected a problem with recording. Configured storage is not available or working improperly.	Critical	No			1 hr			

Retention Warning	The device has insufficient storage to meet configured retention.	Major	No			8 hrs			
Device Disconnected	The recording device cannot connect to the server.	Major	No			8 hrs			
Temperature Warning	The recorder's temperature is outside of the acceptable range.	Minor	No			4 hrs			

NOTE: The above health alert thresholds should be discussed and agreed upon between March Networks, CSP and the End User. Thresholds may be tweaked, for customers on their own dedicated CES Server, as per business requirements. Settings are global and affect every registered NVR/CRS on a CES. NOC Default mode values may change without notice.

Reporting	The following asset fields are being scanned, their respected values extracted from each device, and the data is imported within the Insight Web Portal for reporting and dashboarding purposes.									
Fields	Available from CES version	All X-Series - from version		8000 Series - from version	9000 Series - from version	RideSafe - from version		Command Recording Software - from version	6700 Series - from version	
Recorder Organization Path	2.7	6.0		5.8	5.8	5.8		2.7	2.5	
Recorder Name	2.7	6.0		5.8	5.8	5.8		2.7	2.5	
Recorder Model	2.7	6.0		5.8	5.8	5.8		2.7	2.5	
Recorder Family	2.7	6.0		5.8	5.8	5.8		2.7	2.5	
Recorder Serial Number	2.7	6.0		5.8	5.8	5.8		n/a	2.5	
Recorder Software Version	2.7	6.0		5.8	5.8	5.8		2.7	2.5	
Recorder IP Address	2.7	6.0		5.8	5.8	5.8		2.7	2.5	
Recorder MAC Address	2.7	6.0		5.8	5.8	5.8		2.7	2.5	
Recorder Health Status	2.7	6.0		5.8	5.8	5.8		2.7	2.5	
Recorder Station ID	2.7	6.0		5.8	5.8	5.8		2.7	2.5	
Recorder Warranty End Date ¹	2.7	6.0		5.8	5.8	5.8		2.7	2.5	
Recorder Age	2.13	n/a		5.21	5.21	5.21		n/a	n/a	
Recorder Retention CRB	2.13	n/a		5.21	5.21	5.21		n/a	n/a	
Recorder Retention Long	2.13	n/a		5.21	5.21	5.21		n/a	n/a	
Recorder Retention Extended	2.13	n/a		5.21	5.21	5.21		n/a	n/a	
Recorder Retention Sector X	2.13	6.2		n/a	n/a	n/a		n/a	n/a	
Recorder Retention days	2.13	6.2		5.21	5.21	5.21		6.3	n/a	
Recorder TimeZone	2.7	6.0		5.8	5.8	5.8		2.7	2.5	
Hard Drive Serial Number	2.7	6.0		5.8	5.8	5.8		n/a	n/a	
Hard Drive Position	2.7	6.0		5.8	5.8	5.8		n/a	n/a	

Hard Drive Capacity	2.7	6.0		5.8	5.8	5.8		n/a	n/a	
Hard Drive Warranty End Date ¹	2.7	6.0		5.8	5.8	5.8		n/a	2.5	
Hard Drive Age	2.13	6.2		5.21	5.21	5.21		6.3	n/a	
Hard Drive Health Status Date	2.7	6.0		5.8	5.8	5.8		n/a	2.5	
Camera Name	2.7	6.0		5.8	5.8	5.8		2.7	2.5	
Camera Type	2.7	6.0		5.8	5.8	5.8		2.7	2.5	
Camera Status	2.7	6.0		5.8	5.8	5.8		2.7	2.5	
Camera IP Address	2.7	6.0		5.8	5.8	5.8		2.7	2.5	
Camera MAC Address	2.7	6.0		5.8	5.8	5.8		2.7	2.5	
Camera Manufacturer	2.7	6.0		5.8	5.8	5.8		2.7	2.5	
Camera Model	2.7	6.0		5.8	5.8	5.8		2.7	2.5	
Camera Codec	2.7	6.0		5.8	5.8	5.8		2.7	2.5	
Camera Bandwidth	2.7	6.0		5.8	5.8	5.8		2.7	2.5	
Camera Min. Bandwidth	2.7	6.0		5.8	5.8	5.8		2.7	2.5	
Camera Max. Bandwidth	2.7	6.0		5.8	5.8	5.8		2.7	2.5	
Camera Software Version	2.7	6.0		5.8	5.8	5.8		2.7	2.5	
Camera Serial Number	2.7	6.0		5.8	5.8	5.8		2.7	2.5	
Camera Warranty End Date ¹	2.7	6.0		5.8	5.8	5.8		2.7	2.5	
Camera Age	2.13	6.8		5.21	5.21	5.21		6.8		
Camera Actual FPS	2.13	6.8		5.21	5.21	5.21		6.8		
Camera Configured FPS	2.13	6.8		5.21	5.21	5.21		6.8		
Camera Live Bitrate	2.13	6.8		5.21	5.21	5.21		6.8		
Camera Configured Bitrate	2.13	6.8		5.21	5.21	5.21		6.8		
Camera Configured Resolution	2.13	6.8		5.21	5.21	5.21		6.8		
Camera Quality	2.13	6.8		5.21	5.21	5.21		6.8		

Note: The above scanned data may change without notice. Some data may not be available in Insight for devices using NAT Traversal connection to a March Networks hosted CES. Some camera data fields may not be populated depending on brand, model, and firmware version.

¹ Warranty information only provided for products resold by March Networks.