Release Notes
March Networks Searchlight Cloud 1.1

August 2023

Introduction

Searchlight Cloud our new data analytics and video-based Business Intelligence platform. It is a true Cloud solution, and is offered as a monthly service to our customers. While it is Cloud-based, it can be connected with a premise-based CES to offer our customers the data analytics capability without moving their CES to the Cloud.

This release includes a new and improved version of the transaction reports and summaries that are in the current Searchlight product. It works in conjunction with the existing Searchlight and Searchlight as a Service (SLaaS) to offer the 4 remaining functions (business analytics, business rules, security audit, and operations audit). Over time, these remaining functions will be incorporated into Searchlight Cloud and users will have a completely integrated experience in a single pane of glass.

In the Searchlight Cloud menu, users can choose from a multitude of pre-defined report templates, and run their own reports based on transaction type, date, time, and many other data sets. The variety of reports and dashboards in Searchlight Cloud is much greater than anything we have offered previously, and will expand and improve the overall user experience as well as the loss prevention capabilities of the Searchlight platform.

Most notable features of Searchlight Cloud:

- Simple and easy-to-use User Interface.

- Rich reports and dashboards that easily highlight what is happening within a customer's business.

- Complete customization and capability for customers to create and edit reports that are relevant to their business and specific to functional groups, roles, and permissions. This includes the look, feel, and color of the reports.

- Access anytime, anywhere, on any device with a common look, feel, and usability.

- Report cards – this is our term for reports that are designed to fit individually on the screen of a mobile device, then scale up by showing multiple report cards on larger screens. It is a key element of our usability and consistency across device types.

Included with Searchlight Cloud 1.1

What's new

- Filtering amongst dependent data on grid drill-down (list with transactions)
- Loss Prevention Metrics (LPMs) reports, also known as Mix Data Cards (with new calculation formulas)
- Transaction relative search – if user wants to dive deeper into an anomaly they found
- Ability to record a new incident and add it to an existing case in CES evidence
- Download a CME file locally from SLC level in Web Client (only)
- New video grid layout next to transaction receipt, making it easier to investigate multi-angle footage related to a specific transaction
- New features within Report Cards:
  - New chart type added: stacked charts
  - Chart DATA TARGET line indicators – to find anomalies faster
  - Chart legend editor – adding flexibility to optimize the way the chart legends are displayed
  - New Report Card templates:
    - 3xKPILong+Chart
    - 3xKPILong+List
- Usability enhancements:
  - Drill-down grid filters can now be removed easily
  - Additional navigation buttons: Refresh, Filters, Show Dashboard, Show Cards
- Minor fixes and changes

General

- Ability to work with CES on-prem
- Automatic data and topology mapping between CES/Archiver and Searchlight Cloud database
- Searchlight Cloud uses the same UI/UX while running in PC applications, web applications, and mobile applications.

Previously Released Features

- Sign on with CES / Searchlight account
- Data / video access based on CES profiles
- Predefined Report Cards
- Predefined Dashboard Cards (wide-card)
- Mix-value Report Cards to compare data, for example, % of voids in all transactions
- Ability to add goal-driven thresholds
- Create New Reports
  - Use metrics and values to initiate a report
  - Use an existing report to initiate a new report
  - Share your reports (with the ability to read-only or read and edit)
  - Use multiple filters to adjust reports to narrow your view
  - Drill-down to granular data, to view transaction detail (receipt) and associated video

- Flexible Data Grid
    - Column management and endless scroll capability
    - Filter and search
    - Drill-down to receipt and video
    - Export to a CVS file
    - Save the view
    - Receipt & video exploration
    - Play associated video or multiple video channels
    - Relative transaction drill-down
- Relative Transaction Search – click button at the receipt level and display list +/- transactions
    - By Terminal, by Operator, by Site
- One-way audio associated with the video stream
- Ability to search cameras by name from all sites accessible to the user
- Clear search on Card Viewer

Accessibility

For more information see our *Searchlight Cloud User Guide*, available from the March Networks Partner Portal website: https://partners.marchnetworks.com/

Command Client

You can access Searchlight Cloud using the Command Client interface. All your Command Enterprise features and Searchlight features are also available, including the Searchlight Operations Audit, Security Audit, and Business Rules. Searchlight Cloud offers a single sign-on through Command Client.

For more information on using Command Client see the *Command Enterprise and Client User Guide*, available from the March Networks Partner Portal website.

To access Searchlight Cloud via Command Client application on your local Windows PC, open the Command Client application, add/input the Server Address, and type your User Name and Password. Click/tap the LOGIN button. From the main menu select Searchlight Cloud.

Command Mobile Plus

You can access Searchlight Cloud using the Command Mobile Plus smartphone app (iOS and Android). Searchlight Cloud is supported on March Networks Command Mobile Plus application release 4.3 and higher, available from the App Store or Google Play.

For more information on Command Mobile Plus, see the *Command Mobile Plus User Guide*, available from the March Networks Partner Portal website.

Command Web Client

You can access Searchlight Cloud using the browser-based Web Client.

Note: Searchlight's Operations Audit, Business Rules, and Security Audit features are not available through the Web Client. To access these features, use either the Command Client or Mobile Plus interfaces.

For more information on using the Web Client, see the *Web Client User Guide*, available from the March Networks Partner Portal website.

Available in Command Client	Available in Command Mobile +	Available in Command Web
– New UI/UX	– New UI/UX	– New UI/UX
– Customizable Dashboards	– Customizable Dashboards	– Customizable Dashboards
– Unlimited Custom Reports	– Unlimited Custom Reports	– Unlimited Custom Reports
– Transactions Report	– Transactions Report	– Transactions Report
– Operations Audit	– Operations Audit	– Operations Audit
– Business Rules	– Business Rules	– Video Alarms & Alerts
– Security Audit	– Security Audit	– Business Analytics
– Business Analytics	– Business Analytics	
– Video Alarms & Alerts	– Video Alarms & Alerts	

Compatibility

Supported Codecs

- H.264
- H.265 (requires CES version 2.16. or higher, on web requires Chrome browser)

ACT – Alert Communication Tool

To receive push notifications from CES alarms your system requires:

- ACT v. 1.5.0 Premium or higher
- CES — software version 2.13.1 or higher

Supported Enterprise Management Services

Command Enterprise Software — software version 2.16.0 and higher (for Web Client CES 2.17.0 or higher required)

Note:

- To access all Searchlight Cloud features, upgrade your CES to version 2.17.0 or higher

Supported Mobile Devices

- iPhone/iPad (iOS 14 and higher)
- Smartphones and Tablets (Android)

Supported Recorders

- Command Recording Server — software version 2.10.0 and higher
- 8000 Series Hybrid NVR — software version 5.8.5 and higher
- 8724 V Tribrid NVR — software version 5.10.0 and higher
- 9000 Series IP recorder — software version 5.9.0 and higher
- RideSafe GT Series Hybrid NVR — software version 5.8.5 and higher
- RideSafe MT Series IP recorder — software version 5.11.0 and higher
- RideSafe RT Series IP recorder — software version 5.11.0 and higher
- X-Series Hybrid NVR — software version 5.18.0 and higher

Not supported

- 6700 Series Hybrid NVR
- MJPG video streaming (In Searchlight Cloud Video Panel)
- H.265 codec in Safari, Firefox and Edge web browsers (In Searchlight Cloud Video Panel)

Known issues

Searchlight Cloud Release 1.1

Issue Description	Workaround / Notes
Features blocked on Command Client and Command Mobile Plus: No ability to download grid export, thumbnail and video file using Command Client and CMP.	Use our recently released Web Client **6.7.0 (CES 2.17.0 or higher)** **Note:** R&D mobile team and Command Client team are aware and working on addressing this issue in the next available release.
Localization: Only two languages available: English, Polish.	More languages are scheduled to be available in Q3, Q4, 2023.
Command Client: The Searchlight Cloud option disappears from the menu after a user logs off.	Scheduled to be fixed in Q4, 2023. **Workaround:** Use our recently released Web Client **6.7.0 (CES 2.17.0 or higher)**
Command Client: After resizing a window, the horizontal scrollbar is missing, making navigation of the page impossible.	**Workaround:** Use our recently released Web Client **6.7.0 (CES 2.17.0 or higher)**
When there is no data in the database, the chart column is not displayed (it should be empty).	Enhancement scheduled to be added in Q4, 2023.
Filters - Data search, no time search.	Enhancement scheduled to be added in Q4, 2023.

Recommended System Requirements

Web Client System Requirements

Web Client release 6.7.0 or higher (with CES release 2.17.0 or higher)

To access the Web Client, the Command Enterprise Software must be at software version 2.16 or higher.

The recorders registered to the Command Enterprise Software must be at the following software versions:

- R5 recorders — software version 5.20 or higher. Includes 9000 Series IP recorders, 8000 Series Hybrid NVRs, and RideSafe Series recorders.
- Command Recording Software and X-Series R6 recorders - release 6.1 or higher.

Google Chrome is the preferred web browser for the Web Client. The currently supported version is 102.0.5005.115. Mozilla Firefox and Microsoft Edge are alternative browsers but are not officially supported.

Command Media Archiver

The latest version of the Command Media Archiver is required for all on-prem and cloud hybrid systems.

For more information see our *Command Media Archiver Datasheet*, available from the March Networks Partner Portal website at https://partners.marchnetworks.com/, or contact March Networks technical support.