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VIGIL VCM 13.0
User Guide

NVR Central Management Software

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1 INTRODUCTION

VIGIL Central Management is a scalable network monitoring utility designed to meet the stringent requirements of both multi-site, enterprise-class networks as well as smaller business environments with simplified network architecture (and all networks in-between). VIGIL VCM provides the tools to effectively manage multiple VIGIL Servers connected over IP networks. VIGIL VCM can monitor and report on each VIGIL Server's health remotely and independently for information such as cameras online, recording status, disk usage and many other points of interest and alerts.

This user guide is current as of VIGIL VCM 13.00.0000

Disclaimer: *This application has been optimized for use Windows 7, Windows 8.1, Windows 10, Windows Server 2003 and Windows Server 2008. 3xLOGIC does not actively support other operating systems for this application. Installing this application on operating systems other than the those mentioned above may have undesirable consequences.

1.1 Features

Feature	Description
Health Monitor	Instantly monitor all of your VIGIL Server Sites from a central location and get notification of any potential problems before they impact your system. These notifications can be via local alarm, email or even text messaging (dependant on cellular provider support for SMTP gateway texting).
Access Control	Easily change the access rights of one or more users across hundreds of sites instantly.
Updates	Push an update to a Single VIGIL Server or schedule mass software updates easily and effectively. Set a rolling schedule to manage bandwidth or to fit the update in during off hours.
VCM Security	VCM *User* and *Group* controls can be used to restrict access to groups of VIGIL Servers based on which User logs in to VCM or connects to VCM with VIGIL Client.
Settings Snapshots	Take a *Snapshot* of a VIGIL Server's Settings. In the event a VIGIL Server fails, the settings can be quickly re-applied to a replacement VIGIL Server. This process can be automated to update the snapshot when the VIGIL Server's Settings change.
Centralized Analytics Database	Copies the *Analytics Data* from configured VIGIL Server's to a *Centralized Database* to simplify Analytics Reporting. **Note:** The Target Central SQL Database requires Central Video Analytics Setup Scripts to be run on the system.
Third-Party DVR Monitoring	Please contact your 3xLOGIC sales representative for more information.

1.2 VCM Server and Client Overview

VCM Client connects to the VCM Server and is used to configure VCM Server and monitor and interact with VIGIL Server.

VCM Client 1

VCM Client 2

VCM Server

The VCM Server connects to the VIGIL Server systems.

Multiple VCM Clients can connect to the VCM Server without increased load on the monitored VIGIL Servers.
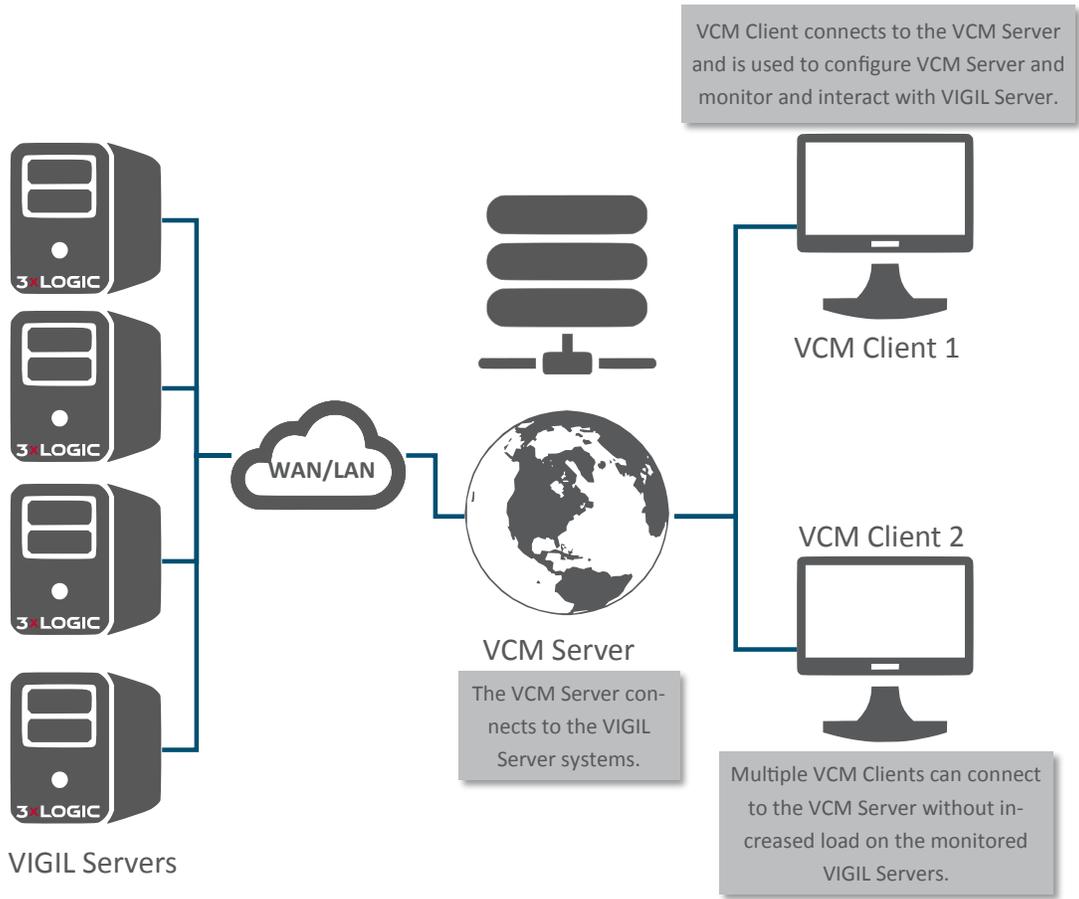
VIGIL Servers

Figure 1-1:VCM Server and Client Network Topology

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2 VCM SYSTEM REQUIREMENTS

Tier 1 (Small Networks: 1-500 VIGIL Servers)

PC Feature	Recommended
Operating System	Windows 7, Windows 8.1, Windows 10, Windows Server 2019, Windows Server 2022
CPU	4th Generation Intel® Core™ i3 Processor
RAM	4 GB (2GB minimum)
HDD	SATA (Minimum 500MB required for install)
Database **(Optional; For Use with Central Analytics)**	Microsoft SQL2014 Express (or other SQL2014 variant)

Tier 2 (Mid-Range Networks: 500-1000 VIGIL Servers)

PC Feature	Recommended
Operating System	Windows 7, Windows 8.1, Windows 10, Windows Server 2019, Windows Server 2022
CPU	4th Generation Intel® Core™ i5 Processor
RAM	8 GB
HDD	SATA (Minimum 500MB required for install)
Database **(Optional; For Use with Central Analytics)**	Microsoft SQL2014 Express (or other SQL2014 variant)

Tier 3 (Large-Scale Networks: 1000+ VIGIL Servers)

PC Feature	Recommended
Operating System	Windows 7, Windows 8.1, Windows 10, Windows Server 2019, Windows Server 2022
CPU	4th Generation Intel® Core™ i7 Processor
RAM	16 GB
HDD	SATA (Minimum 500MB required for install)
Database **(Optional; For Use with Central Analytics)**	Microsoft SQL2014 Express (or other SQL2014 variant)

3 VCM CLIENT LOGIN

When the VCM Client is launched, the *Login* window will display. This window is used to connect to the VCM Server Service.
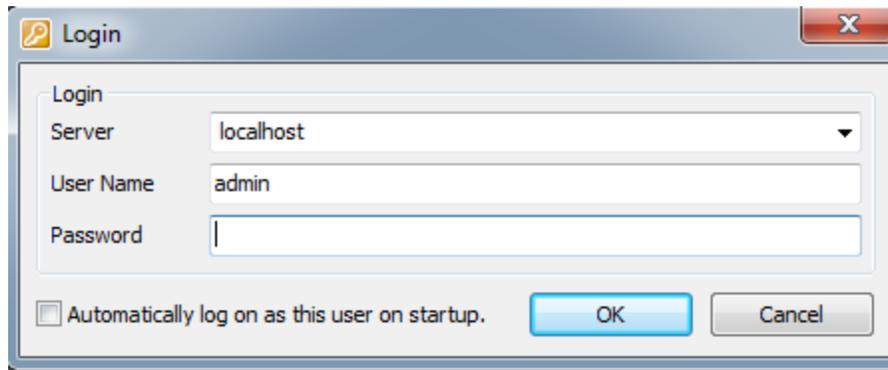
Figure 3-1:VCM Login Window

Field	Description
Server	The IP address or DNS name of the system running the *VCM Server Service*. If the *Server Service* is installed on the same system as the VCM Client, use the IP address "localhost". If the VCM Server Service is using a different port the format would be IP:Port. Clicking on the drop-down arrow will present a list of all VCM servers that have been successfully logged in. **Warning:** Some features of VCM Server 9.00 may be incompatible with older versions of VCM Client. Depending on their VCM Client version, the user will be notified on login of potential feature incompatibility. Contact 3xLOGIC Support for more information.
User Name / Password	The *Username* and *Password* to login to the VCM Client. **Note:**The default Administrative user name and password for the VCM Service is 'Admin' and '123'. It is recommended to change this user name on first run.
Automatically log on as this user on start up	When enabled, this feature will automatically log on as the specified user when *VCM Client* is launched.

Note: It is recommended to restart *VIGIL VCM Server* and *VCM Client* monthly

Note: *VCM Client* uses Port 10507 to connect to the *VCM Server Service*. This can be changed by modifying the following registry key:

- **32 Bit / x86 OS** - HKLM\Software\CSI Tech\VCM\Port
- **64 Bit / x64 OS** - HKLM\Software\Wow6432Node\CSI Tech\VCM\Port"

4 VIGIL SERVER GROUPS SIDEBAR

The *VIGIL Server Groups Sidebar* allows for VIGIL Servers to be grouped into logical groupings. There are two options available for these logical groupings; *Folders* and *Groups*. These groups are also used to set the *ACL(Access Control List)*for administrative level users to determine which VIGIL Servers each *VCM User* has access to. At least one *VIGIL Server Group* must be configured to add VIGIL Servers to VCM.

> **Note:** The sidebar will auto-hide when interaction is not required, but otherwise, it is always visible. The bar may be re-sized using standard click-and-drag controls.
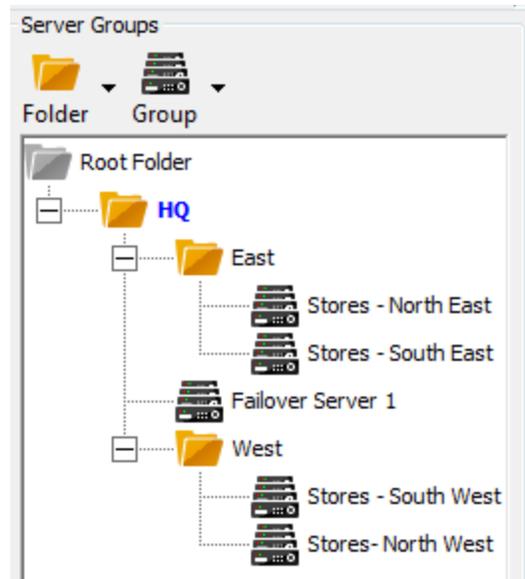
Figure 4-1:VCM - VIGIL Server Groups Sidebar

Folders	*Folders* are used to organize *VIGIL Server Groups* in logical groups. *Folders* and *Groups* can be added to *Folders*. Individual VIGIL Servers cannot be added to *Folders*.
Groups	*Groups* are containers for VIGIL Servers. *Groups* can only be added to *Folders*, they cannot be added to other *Groups*.
Add / Edit	Click ▼ and then select *Add* to add a *Folder* or *Group*, or select *Edit* to edit the currently selected *Folder* or *Group*. **Figure 4-2:**Add a Folder When adding a folder, input the folder name and select OK. When editing a folder, e-mail recipients can also be added to the specific folder and a list of any inherited recipients from parent folders will be present.
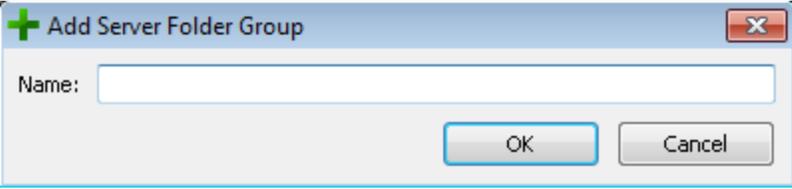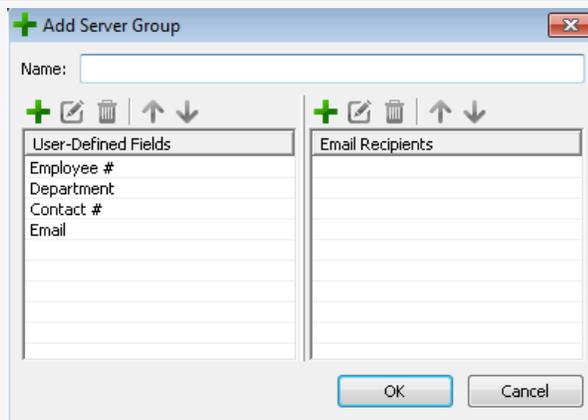
Figure 4-3: Add a Server Group

When adding a VIGIL Server Group, user defined fields and e-mail recipients can also be added. When Editing a Server Group, a list of any email recipient inherited from parent folders will be present.

Clicking the ✚ *Add User-Defined Fields* button will allow the user to enter custom details and notes to the *User-Defined Fields* column.

Delete	Click ▼ and then select *Delete* to delete the currently selected *Folder* or *Group*. **Note:** This will delete all sub-folders, groups and VIGIL Servers that are below the currently selected *Folder* or *Group* in the tree. This action cannot be undone.

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4.1 Adding E-Mail Recipients

Clicking the **+** *AddEmail Recipient* button on the Add / Edit Folder / Server Group windows will deploy the Add / Edit Recipient form.

Figure 4-4: Add \ Edit Recipient Form

Add / Edit	Email Address	Enter the email address for the recipient.
	Name	Enter the name of the recipient.
	Scheduled Email Alerts	Check this option for email alerts to be sent during scheduled times only. Check off desired days and to and from times.
Delete		Delete the selected email address. Due to the list being shared by the entire *VIGIL Server Group*, deleting an email address will remove it from all VIGIL Servers in that group.

Note: E-mail recipients are controlled and distributed hierarchically and can be added individually to Groups and Folders. However, an individual Server's notification settings are edited in it's *Manage Health* settings. See "Manage Health Settings" on page 18

4.2 VIGIL Server Groups Right–Click Menu

When right-clicking a VIGIL Server / All-in-One Camera, a folder or a group in the sidebar, the following options will be listed (availability depends on selected entity):

Add Server	Add a VIGIL Server. This will launch the Add / Edit Server window. See "Add / Edit VIGIL Servers" on page 1 for more information.
Add Folder	Add a folder.
Delete Folder	Delete a folder.
Add Server Group	Add a Server Group. This will launch the Add / Edit Server Group window. See the *Add / Edit a Server Group* entrySee "VIGIL Server Groups Sidebar" on page 5
Edit Server Group	Edit a Server Group. This will launch the Add / Edit Server Group window for the selected Server Group. See the *Add / Edit a Server Group* entrySee "VIGIL Server Groups Sidebar" on page 5
Delete Server Group	Delete the selected Server Group.
Check VIGIL Camera Software Update (Selected Server or Group)	If the selected item is a VISIX All-in-One Camera, select the option to search for updates.

Send Software Update (Selected Server or Group)	Launches the *Updates Manager*. Open the manage, select desired updates and clikc Apply Update to update the selected VIGIL Server / Server Group. If a folder was selected when launching the update manager, the package will be applied to all VIGIL Server contained within the folder.
Software Update History (Selected Server or Group)	Launch the software update history for the selected VIGIL Server / Server Group. If a folder was selected, update history for all VIGIL Server's contained within the folder will be listed.

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5 VCM CLIENT MAIN WINDOW

This is the main view of *VIGIL VCM Client*. The *Health Monitor* will be open by default.
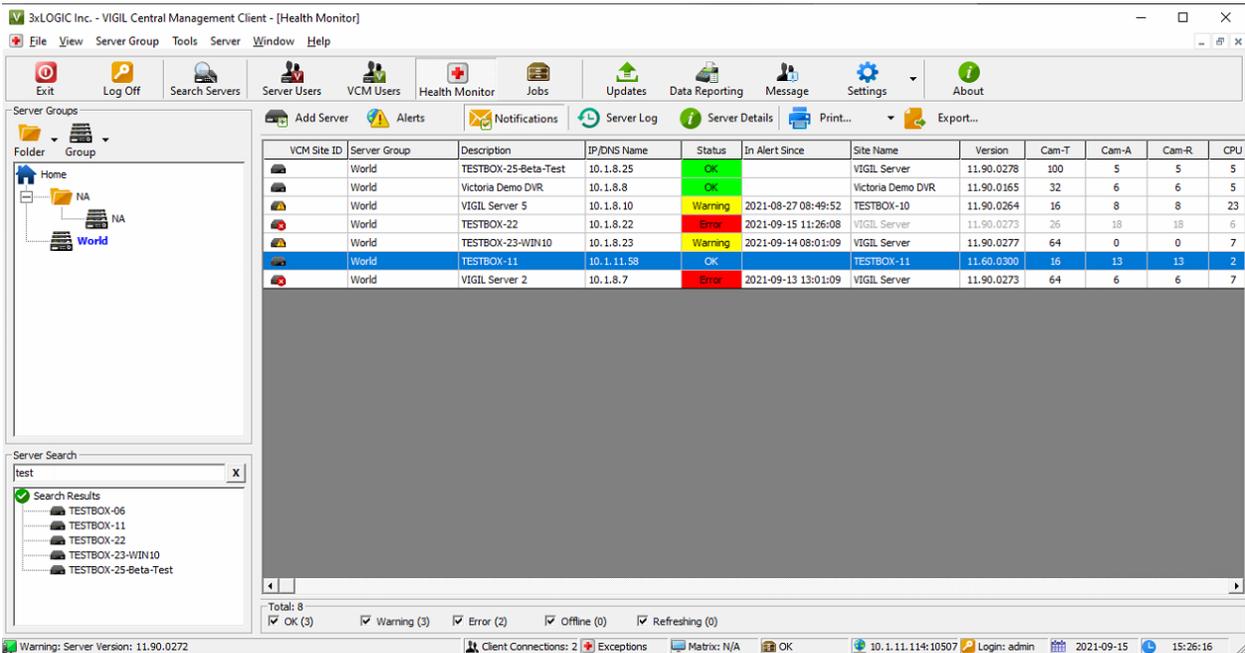
Figure 5-1:VCM Client - Main Screen

5.1 Icon Toolbar:

This table is a quick listing of the main toolbar buttons and their usage. Detail of each corresponding window is outlined in later sections.

	Exits the VIGIL *VCM Client* program. An exit confirmation window will appear.
	Logs off the current user. The *VCM Server Service* will continue to monitor configured VIGIL Servers and send out alerts.
	Opens the *VIGIL Servers Window*. This window will list all VIGIL Servers that the active *User* has access to. The list can be narrowed with *Filters*.
	Opens the *VIGIL Server Users Window*. In this window, VIGIL Servers that have *Manage Access Control* enabled will appear. The *Users* and *Groups* on the VIGIL Servers can be managed from this window.
	Opens the *VCM Users Window*. In this window, *VCM Users* are created and their access to VCM and *VIGIL Server Groups* is defined.

Health Monitor	Opens the *Health Monitor* window. This window provides at a glance and detailed health information about configured VIGIL Servers. When one or more montiored Servers are in an error state, this icon will flash.
Jobs	Opens the *Jobs* window. This lists tasks that still need to be completed. This allows for unresponsive VIGIL Servers to still have the changes applied when the VIGIL Server becomes responsive. A warning marker may appear over this icon when unacknowledged issues with a job exist.
Updates	Opens the *Updates Window*. This window provides the ability to remotely configure the *Update Services* running on each VIGIL Server.
Data Reporting	Opens the Data Reporting Profiles window. This window allows a user to configure Data Reporting profile (settings templates for V-POS, Shift Analysis and Employee Exceptions) which can be pushed to a VIGIL Server to configure its data reporting settings.
Message	Opens the Messaging feature. From this window, a user can send a message to all VCM Clients currently connected to the VCM Server.
Settings	Opens the *Settings* window. This is the main configuration page for VIGIL VCM.
Refresh	Requests the latest VIGIL Server information from the VCM Server Service.

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5.2 Status Bar:

The *Status Bar* is located at the bottom of the VIGIL VCM Client Window.

| Connected | Client Connections: 1 | Exceptions | Matrix: N/A | Exceptions | 10.1.11.82:10507 | Login: admin | 9/17/2019 | 6:18:54 PM |

Figure 5-2:VCM Bottom Status Bar

Warning: Server Version: 7.00.0475	States the version number of the currently connected VCM Server. The green monitor indicator will flash red if the VCM Client and VCM Server are different versions. Click to open the VCM *About* window.
Client Connections: 1	Lists the amount of VCM Clients currently connected to the VCM Server Double-click this indicator to open a window that features details for every connected Client. Details include *VCM User, Remote Host IP, Remote Port, VCM Client Version* and *Connected Since* values..
Exceptions (No Notifications)	Shows *Health Monitor* Status. Click to open the Health Monitor window and the Error Alerts window.
Matrix: N/A	Displays the status of the connection to the matrix controller (if attached).
OK	Shows *Jobs* status. Click to open the Jobs window.
10.1.11.44:10507	Displays the VIGIL VCM Server that the VCM Client is currently connected to.
Login: admin	Displays the currently logged in user. Click to log off.
9/13/2013	Displays the current date. Click to open the *Windows Date and Time Properties* control.
2:44:17 PM	Displays the current time. Click to open the *Windows Date and Time Properties* control.

5.3 Auto Detect VIGIL Servers

In the *File* menu item, select *Auto Detect VIGIL Servers*. Find all VIGIL Servers on the same network that have the option *Allow Auto Detect* enabled.
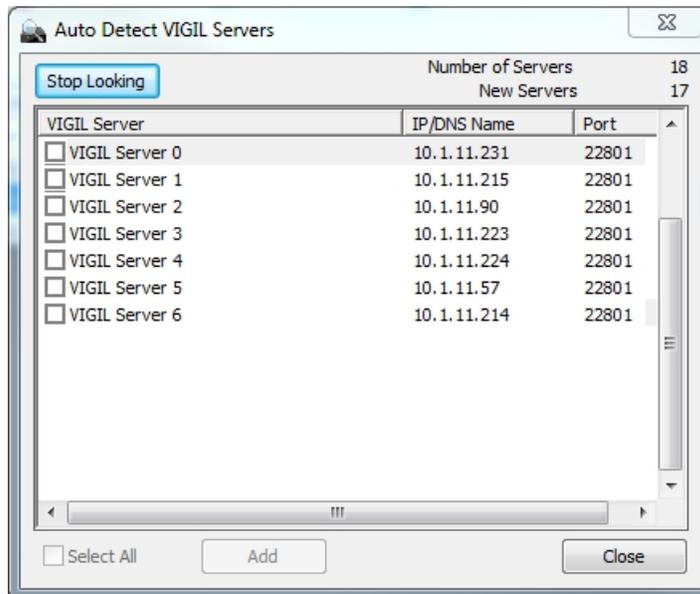
Figure 5-3:VCM - Auto Detect VIGIL Servers Window

Start / Stop Looking	Click *Start Looking* to search for VIGIL Servers, and then click *Stop Looking* once all VIGIL Server's have appeared in the list.
Number of VIGIL Servers Found	The number of VIGIL Servers detected.
New VIGIL Servers	The number of VIGIL Servers detected that are not already configured in *VIGIL VCM Server*.
Add	Select the VIGIL Servers in the list to be added to *VCM Server* and click *Add*. If multiple servers are selected, settings can be configured for all VIGIL Servers.

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5.4 VCM Audit Log

Monitor activities in VCM via the *Audit Log*, which is located under the *View* menu bar item. Specific activities performed by VCM will be listed here along with their corresponding date / time and VIGIL Servers.

Figure 5-4:VCM Audit Log

6 ADD / EDIT VIGIL SERVERS

Add Server	Opens the *Add VIGIL Server* window. This window can also be accessed from the Main Toolbar *Server Group* menu. At least one VIGIL Server Group must exist to add a VIGIL Server to VCM. The VIGIL *Server Group* will default to the currently selected *VIGIL Server Group*.

Figure 6-1: VCM - Add/ Edit VIGIL Servers Window

Server Group (Left-side Menu)	Select a *VIGIL Server Group* to add the VIGIL Server to. To select, simply click on the desired Server Group. If a *VIGIL Server Group* is currently selected in the *VIGIL Server Groups Sidebar,* that group will be selected by default when adding a new VIGIL Server.
Server Type	By default, Server Type will always be set to VIGIL Server.
Description	A descriptive name for the VIGIL Server.
Current Server Group	This field will display the Server Group the selected Server belonged to when the form was opened. If you have chosen a new Server Group for this Server, this field will continue to display the old group until the new settings have been saved and the Add / Edit Server form has been reopened.
Encrypt Connection	Encrypt data in transit between the VIGIL Server and VCM. This option is enabled by default and is highly recommended. If disabling this feature, the user will receive a warning that data in-transit may be vulnerable. Disabling encryption may be required for inter-operability with some legacy systems.

Use VIGIL Connect	Toggle this checkbox if you wish to connect to the VIGIL Server using a VIGIL Connect Alias or the system's serial number. If this box is enabled, the *IP Address* field will switch to *Serial No./Alias.*
VIGIL Camera	Toggle this checkbox to indicate to VCM that this Server is a VISIX All-in-One Camera.
IP Address	The IP Address or DNS Name of the VIGIL Server. If *Use VIGIL Connect* is enabled, this field will no longer be visible and will be replaced with the Serial No./ Alias field.
Serial No./Alias	The Serial Number or VIGIL Connect Alias of the VIGIL Server. If *Use VIGIL Connect* is disabled, this field will no longer be visible and will be replaced with the *IP Address* field.
Test VIGIL Connect	Click this button to test connectivity to the VIGIL Server using VIGIL Connect. If *Use VIGIL Connect* is disabled, this button will not be visible.
Port	The Data port for the VIGIL Server.
Administrator Login / Password	This is the login of an administrative account on the VIGIL Server. Valid administrative username and password login credentials for the VIGIL Server are required to add a VIGIL Server to VCM. Click on the 👓 icon to view the password.
Dial-up Entry	If the VIGIL Server is across a Dial-up connection, select which Dial-up connection to use.
Health Monitor	Click the *Settings...* button to configure the *Health Monitor Settings* for the VIGIL Server.
Manage Server Users	Enable VIGIL Server User Management. When this option is enabled, the *VIGIL Servers Access Control Database* will be synchronized with the VCM Server. All existing *User* and *Group* settings on the Server will be overwritten. See "Active Directory Tab" on page 84
Enable Automatic Updates	Enable *Update* configuration management. When this option is enabled, the *VIGIL Servers Update Service* settings will be synchronized with the update files configured in the *Update File Window*.
Extract Still Images on Schedule	Enable this option to extract still images from the Server's cameras on a scheduled basis. Click the ... to configure schedule settings(pictured below). **Figure 6-2:**Extract Still Images - Schedule Settings
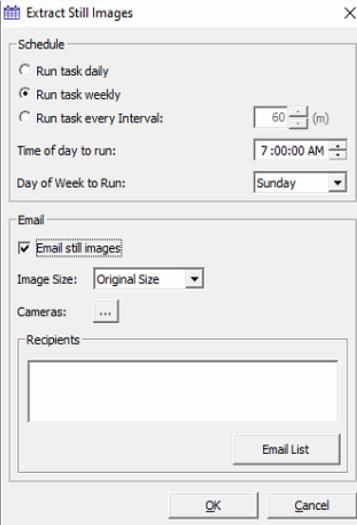
Schedule	
Run Task Daily	Enable this to run the task on daily intervals.

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	Runs Task Weekly	Enable this setting to run the task on weekly intervals.
	Run Task Every Interval	Enable this settings to run the task on a custom configured interval, measured in minutes.
	Time of Day to Run	The time of day to run for Daily or Weekly Intervals.
	Day of Week to Run	The day of the week to run for Weekly intervals.
	Email	
	Email Still Images	Enable scheduled emailing of extracted still images to customized recipients.
	Image Size	Select the Image Size for the still images to be attached to the email notification. Available sizes include *Thumbnail, Small, Medium* and *Large*.
	Cameras	Clicking the ... button located next to the Cameras field will allow you to customize which camera still shots will be sent to the recipient(s). This allows irrelevant still shots to be excluded, greatly reducing email data size.
	Email List	A list of recipients. Click the *Email List* button to add recipients.
	Unscheduled still image extraction can be performed on a Server at anytime by right-clicking the Server in the VCM Health Monitor and selecting *Extract Still Images.*	
	Still images captured from a specific Server can be viewed by selecting the desired VIGIL Server in the VCM Health Monitor window, right-clicking and selecting *Browse Still Images.*	
Manage Analytics	Enable the copy of *Video Analytics* data from the VIGIL Server to the *Central Data Database* configured in the *VCM Server Settings.* When this option is enabled, rules which were configured in VIGIL Server using the VIGIL Analytics Bridge with *Collected Data is Private* selected as an option will not have their data copied over. Rules configured directly within older VIGIL Server versions with *Allow data from this rule to sync to Central Analytics* disabled will not have their data copied over.	
Manage Audit Data	Enable the copy of *User Audit* data from the VIGIL Server to the *Central Data Database* configured in the *VCM Server Settings.*	
	Summary Data Only	Enabling this option will permit the DB to manage an overall summary of Audit data only, as opposed to all associated user audit data records. This is typically used for environment-specific VIGIL Trends applications. This option will only function successfully on VIGIL Server 9.00.0000 or newer systems, or VIGIL 8.5.1 or older systems where the VIGIL Data Manager System has been installed.
Manage POS/ATM Data	Enable the copy of POS/ATM data from the VIGIL Server to the *Central Data Database* configured in the *VCM Server Settings.*	
Manage Other Data	Enable the copy of remaining data(can vary on a site-to-site basis) from the VIGIL Server to the *Central Data Database* configured in the *VCM Server Settings.*	
Sync Time with VCM Server	Enable this option to sync the VIGIL Servers time with that of the VCM Server. When this option is enabled the VIGIL Servers time will be synchronized once per day at the time spe-	

Automatically Adjust Clock for DST	cified in the VCM Settings. Toggle this checkbox to have VCM automatically adjust the VIGIL Server's clock to account for Daylight Savings Time.
Server Time Zone	Set the Time Zone in which the VIGIL Server is located. When the VCM Server synchronizes the time, it will also ensure that the time zone is correct. Select *Automatically Adjust Clock for DST* to automatically adjust the clock to account for daylight savings time changes.
Maximum Time Difference	The maximum allowed time difference between the VCM Server clock and the VIGIL Server Clock. If the time difference rises above the defined value, the VIGIL Server will enter a error state.
Save as Default (located bottom left)	Enable *Save as Default* to save the current configuration as the default for future VIGIL Servers.

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6.1 Manage Health Settings

When adding a VIGIL Server and choosing to *Manage Health,* click the *Settings* button to open the configuration window where you can configure the *Health Monitor* settings, *Email Notification* settings and configure *Failover* Servers.

6.1.1 Site Configuration Tab

The type of VIGIL Server, what settings are monitored and the site contact information is configured on this tab.

Figure 6-3: VCM - Manage Health Settings - Site Configuration Tab

General Settings	
Update Frequency	Set how often the VCM Server will poll the VIGIL Server for new information.
Monitored Values	
Monitor Active Cameras	*Active Cameras* are cameras that are configured and actively connected to the VIGIL Server. Enable the check box and configure the expected number of *Active Cameras* by selecting a number and using the inequality statement drop-down. If the number of *Active Cameras* varies from the allowed amount, the VIGIL Server will be placed into *Warning* status. Leave this value blank to have VCM use the licensed camera count for the

	selected Server.
Monitor Recording Cameras	Because some *Active Cameras* can be set to not record, the number of *Recording Cameras* can be different then the number of *Active Cameras*. Enable the check box and configure the expected number of *Recording Cameras* by selecting a number and using the inequality statement drop-down. If the number of *Recording Cameras* varies from the allowed amount, the VIGIL Server will be placed into *Warning* status. Leave this value blank to have VCM use the licensed camera count for the selected Server. ■ **Trigger Warning After** - Set the trigger warning threshold for recording cameras. The VIGIL Server will enter warning state when recording cameras have stopped recording for the defined time period. The threshold can be set in either *Polls* or *Minutes*. ⚠️ **Warning:** When using *Minutes* to configure the trigger warning threshold, if the Server's *Update Frequency* value is greater than the Minute *value* you've assigned, VCM will not warn users that cameras have failed to record until the Server is polled as per the *Update Frequency* value.
Monitor Days of Storage	*Days of Footage Storage* are measured by the oldest footage on the VIGIL Server. Enable the check box and configure the expected *Days of Footage Storage*. If the VIGIL Server is not meeting this number, the VIGIL Server will show as in *Warning* status.
Monitor Days of Audio Storage	*Days of Audio Storage* are measured by the oldest footage (congaing audio) on the VIGIL Server. Enable the check box and configure the associated *Days of Footage Storage* value. If the VIGIL Server is not meeting this number, the VIGIL Server will show as in *Warning* status.
Monitor Newest Footage	Enable the check box and configure the number of hours. If the Newest Footage on the VIGIL Server is greater than the configured number of hours older than the current time, the VIGIL Server will show as in *Warning* status. ✏️ **Note:** If a VIGIL Server database has been scripted, but footage on its storage drives have not been reinserted (via DB rebuild), new footage may be scavenged immediately by VIGIL Server depending on available storage, leaving little or no new footage available for playback. However, because new footage is technically being recorded (before being instantly scavenged), the *Monitor Newest Footage* setting will not trigger a *Warning* state in VCM Health Monitor for the affected VIGIL Server. Be sure the VIGIL Server's database has been rebuilt to ensure the oldest footage on the drive is available to VIGIL for scavenging. This will ensure the Monitor Newest Footage health monitor setting triggers a Warning status correctly.
Monitor Newest POS/ATM Data	Enable the check-box and configure the number of hours. If the Newest POS/ATM Data on the VIGIL Server is greater than the configured number of hours older than the current time, the VIGIL Server will show as in *Warn-*

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	ing status.
Monitor Newest Audio Footage	Enable the check-box and configure the number of hours. If the Newest Audio Footage on the VIGIL Server is greater than the configured number of hours older than the current time, the VIGIL Server will show as in *Warning* status.
Monitor Newest V-POS Data	Enable the check-box and configure the number of hours. If the Newest V-POS Data on the VIGIL Server is greater than the configured number of hours older than the current time, the VIGIL Server will show as in *Warning* status.
Monitor VIGIL Server Time	Enable this check-box to monitor the time on the VIGIL Server. If the time is different from the time on the VCM Station based on the *Time Difference Threshold* the VIGIL Server will show as in *Warning* status.
Monitor Acknowledgeable Errors	Enable this check-box to monitor the VIGIL Server for *Acknowledgeable Errors*. If there are *Acknowledgeable Errors* that have not been *Acknowledged*, the VIGIL Server will show in Warning status.
Monitor VIGIL Server Version	Enable this check-box and configure the *Version* number. If the version of the VIGIL Server does not match the configured version number, the VIGIL Server will show in a *Warning* status.
Monitor Server Time	Enable this check-box to monitor the VIGIL Server's time. If the VIGIL Servers time falls out-of-sync (more than 30 seconds) with the VCM Server's time, the VIGIL Server will show a *Warning* status in Health Monitor.
Monitor Analytics / Audit Data Copy	Enable this check-box to monitor the VIGIL Server for errors copying analytics / audit data. If more than the acceptable number of errors are displayed, the VIGIL Server will show a *Warning* status in Health Monitor.
Monitor Newest Copied Data (Analytics, User Audit, POS/ATM, Other)	Enable this check-box to monitor whether or not data has been copied from the VIGIL Server to VCM in a defined amount of time. ⚠ **Warning to Analytics / User Audit / POS Data:** The VIGIL Server will go into error mode if more than the selected time-slot has passed without any data being copied. Also, if the system is set to gather *Analytics / User Audit / POS Data*, and none of these have been copied over in the specified time-frame, then the system will go to warning.
Monitor Hard Drive Count	Enable this check-box and configure the amount of expected hard drives on the VIGIL Server system. If VCM fails to detect the expected number of drives, the VIGIL Server will show a *Warning* status in Health Monitor.
Monitor OS Drive Free Space	Enable this check-box to monitor free space on the VIGIL Server's operating system drive. Minimum Free Space (GB) must be configured. If VCM detects less than the configured amount of space, the VIGIL Server will show a *Warning* status in Health Monitor.
Monitor Media Server	Enable this check-box to monitor the status of Media Server on the VIGIL Server. If VCM detects Media Server is stopped or not running, the VIGIL Server will show a *Warning* status in Health Monitor.
Monitor Serial Number	Enable this check-box to monitor the serial number of the VIGIL Server. The expected serial number must be entered in the available field. If VCM detects a different serial number when polling the VIGIL Server, it will show a warning status in Health Monitor.

Monitor Ungraceful Shutdowns	Enable this check-box to monitor logged ungraceful shutdowns on the VIGIL Server. If desired, enable *Ignore if incident older than* and configure a time range (in days) using the available selector.
Monitor VCAEdge Running Status	Enable this checkbox to monitor a VISIX Gen III All-in-One / edge device's software running status.
Monitor VCAEdge Version	Enable this checkbox to monitor a VISIX Gen III All-in-One / edge device's software version.
Monitor VCAEdge-AI Running Status	Enable this checkbox to monitor a deep learning (-X model) VISIX Gen III All-in-One / edge device's software running status.
Monitor VCAEdge-AI Version	Enable this checkbox to monitor a deep learning (-X model) VISIX Gen III All-in-One / edge device's software version.
Threshold Values	

Figure 6-4:VCM - Manage Health Settings - Site Configuration Tab - Threshold Values

Reconnect Attempts Before Failure	The number of timeout reconnection attempts that must occur before the connection to the VIGIL Server is considered to be lost. If this occurs the VIGIL Server will show in an Error status.
Connection Timeout	The length of time in seconds before a timeout occurs between the VIGIL Server and the *VCM Server Service*.
Stalled thread error threshold	The *VCM Server Service* monitors the state of stalled threads (this relates to analog capture cards). If a stalled thread is detected for the configured number of connection attempts (via the *Update Frequency* setting), the VIGIL Server will show in a *Warning* status. **Note:** If you have no analog cameras configured, this setting is irrelevant and may be left in its default state.
CPU Critical Threshold	The *VCM Server Service* monitors the CPU utilization on the VIGIL Server. If the CPU utilization exceeds the configured percentage, the VIGIL Server will show in a *Warning* status.
Hard Drive Temperature Threshold	The *VCM Server Service* monitors the hard drive temperatures on the VIGIL Server. If a hard drive on the VIGIL Server exceeds the configured temperature, the VIGIL Server will show in a *Warning* status. The hard drive details can be seen on the *VIGIL Server Details tab.*
Recorder Memory Usage Threshold	The *VCM Server Service* monitors the memory usage of the *Main Process* on the VIGIL Server. If the memory usage exceeds the configured percentage, the VIGIL Server will show in a *Warning* status.
Site Contact Details	
Site Contact Info	Configure the *Name, Email Address, Physical Address* and *Phone Number* for the VIGIL Server *Site*. This information will be included in all email notifications sent from the VCM Server regarding this VIGIL Server.

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6.1.2 Email Notification Tab

Email Addresses and what *Warning / Error* conditions will trigger an *Email Alert* are configured on this tab. An email will be sent to each recipient in the list and / or the custom alert will be executed when any of the enabled criteria are satisfied. Not all criteria may be available depending on the monitored information in the *Site Configuration* tab.
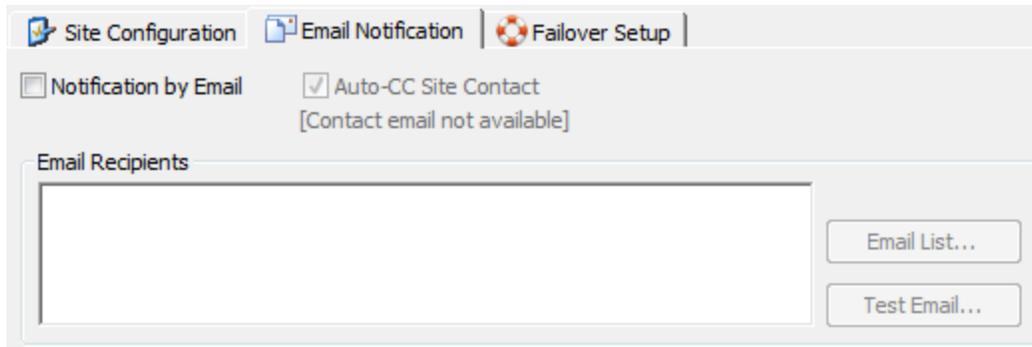
Figure 6-5:VCM - Manage Health Settings - Email Notification Tab

Notification by Email	Check to enable *Email Notification* for this VIGIL Server. An SMTP Server must be configured in the VCM Settings for emails to be sent.
Auto-CC Site Contact	Check to always CC the email address configured in the *Site Contact* section of the *Site Configuration Tab*. The email address of the site contact is listed to the right of this option.
Email Recipients	The list of email addresses that Notifications will be sent to.
Email List	Opens the *Email List* where *Email Recipients* inherited from parent *Server Groups* and *Folders* can be selected to receive notifications regarding this Server. **Note:** E-mail recipients are controlled and distributed hierarchically and can be added individually to Groups and Folders. See "VIGIL Server Groups Sidebar" on page 5
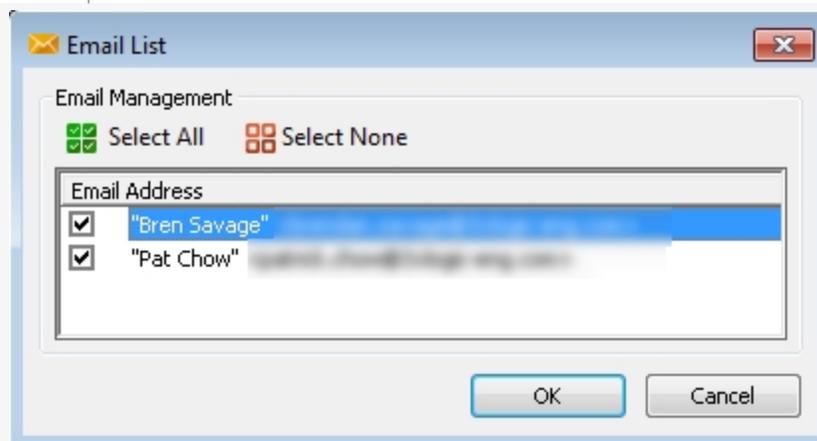
Figure 6-6:Email Management List

Select All / None	Select all or none of the email addresses in the list.

Figure 6-7:Custom Alert Command

Custom Alert Com-mand	When enabled, allows for an alternative means of notification to be used. This application would need to be customer written for the purpose. The first box is for the application path and the second box is for any parameters. This function does not support any applications that utilize a GUI.

Notification Settings

Figure 6-8: VCM - Manage Health Settings - Email Notification Tab - Notification Settings

Email alert if no VIGIL Server response after	Configure the number of failed connection attempts before a notification email will be sent. This setting attempts to communicate with the VIGIL.exe process.
Attempt response verification using Smart Search ser-vice	Check this option to add a secondary check to the VIGIL Server response option. This setting will attempt to communicate with the *Smart Search* service. If the VCM Server cannot communicate with the VIGIL.exe and *Smart Search* processes, this could indic-ate a network problem between the VCM Server and VIGIL Server. If the *VCM Server* cannot communicate with the VIGIL.exe process, but can communicate with the *Smart Search* service, this could indicate that the VIGIL Server has experienced a problem, but the computer and network are still functioning.
Email alert if cam-era number changed after	Configure the number of consecutive connections reporting an incorrect number of active or recording cameras. Once this is reached a notification email will be sent.
Email alert if CPU above critical threshold after	Configure the number of consecutive connections reporting the VIGIL Server CPU above the percentage configured on the *Site Configuration* tab. Once this is reached a notification email will be sent.
Email alert if recorder memory usage above critical threshold after	Configure the number of consecutive connections reporting the memory usage of the main VIGIL Server process above the percentage configured on the *Site Configuration* tab. Once this is reached a notification email will be sent.
Alert if monitored camera count changes	Enable this option to send an email notification if the monitored camera count (as con-figured in *Edit Server> Health Monitor Settings> Site Configuration*) changes.
Alert if data drives	Enable this option to send an email notification if any of the VIGIL Servers configured

are offline	*Data Drives* are offline.
Alert if recording on backup drives	Enable this option to send an email notification if the VIGIL Server is recording to the *Backup Drive.*
Alert if not record- ing expected days of storage	Enable this option to send an email notification if the Days of Storage on the VIGIL Server are not meeting the *Days of Footage Storage* value configured on the *Site Con- figuration* tab.
Alert if not record- ing expected days of audio storage	Enable this option to send an email notification if the Days of Audio Storage on the VIGIL Server are not meeting the *Days of Audio Footage Storage* value configured on the *Site Configuration* tab.
Alert if novideo foot- age in the past xx hour(s)	Enable this option to send an email notification if the VIGIL Server has not recorded any new footage for the amount of hours set on the *Site Configuration tab.* 24 hours is the default value.
Alert if noaudio footage in the past xx hour(s)	Enable this option to send an email notification if the VIGIL Server has not recorded any new footage for the amount of hours set on the *Site Configuration tab.* 24 hours is the default value.
Alert if no POS/ATM data in the past xx hour(s)	Enable this option to send an email notification if the VIGIL Server has not recorded any new footage for the amount of hours set on the *Site Configuration tab.* 24 hours is the default value.
Alert if noV-POS data in the past xx hour(s)	Enable this option to send an email notification if the VIGIL Server has not recorded any new footage for the amount of hours set on the *Site Configuration tab.* 24 hours is the default value.
Alert if there are Acknowledgeable Errors on the VIGIL Server	Enable this option to send an email notification if there are acknowledgeable errors on the VIGIL Server.
Alert if matrix fail- over triggered	Enable this option to send an email notification if a matrix failover event has occurred and completed successfully. This option requires that *Failover* be enabled. *Failover* requires analog cameras and a matrix switch.
Alert if matrix fail- over failed	Enable this option to send an email notification if a matrix failover event has occurred and failed. This option requires that *Failover* be enabled. *Failover* requires analog cam- eras and a matrix switch.
Alert if VIGIL Server version out of sync	Enable this option to send an email notification if the version of the VIGIL Server is dif- ferent from the version configured on the *Site Configuration* tab.
Alert if Hard Drive temperature has failed	Enable this option to send an email notification if a hard drive on the VIGIL Server has exceeded the temperature configured on the *Site Configuration* tab.
Alert if VIGIL Server time out of sync	Enable this option and configure the amount of seconds that the time on the VIGIL Server can be different from the *VCM Server* before an email notification will be sent.
Alert if Analytics / Audit data copy failed	Enabling this option will send an email notification if *Video Analytics / Audit* data fails to properly copy from the VIGIL Server to VCM's database.
Alert if no [xx] data copied	Enable this option to send an email notification if VCM has not copied any data from the VIGIL Server for the amount of *Monitor Newest Copied Data* hours set on the *Site Configuration tab.* Available data types include *Analytics*, *User Audit*, *POS/ATM* and *Other*.
Alert if NVR Fail- over triggered	Enable this option to send an email notification if the VIGIL Server has failed over to its configured failover NVR.
Alert if authen-	Enable this option to send an email notification if the VIGIL Server experiences user

tication fails	authentication failure.
Alert if hard drive count becomes unexpected	Enable this option to send an email notification if the VIGIL Server's data drive count is different than the expected value as configured in the *Site Configuration* tab.
Alert if newly recorded data is being scavenged	Enable this option to send an email notification if newly recorded data is being scavenged.
Alert if OS Drive becomes low on free space	Enable this option to send an email notification when low space is detected on the VIGIL Server's OS Drive. Expected space can be configured when enabling this monitoring crieria on the *Site Configuration* tab.
Alert if Media Server is in error	Enable this option to send an email notification when the VIGIL Server's *Media Server* is in an error state.
Alert if serial number changes	Enable this option to send an email notification when the serial number of the VIGIL Server changes. The *Expected Serial Number* can be configured whe enabling this monitoring criteria on the *Site Configuration* tab.

6.1.3 Failover Setup Tab

Failover is a redundancy operation that will automatically switch analog or IP camera recording from a *Primary* VIGIL Server to a *Redundant VIGIL Server* via a Matrix Switch. When the failover is executed, VCM Server executes a command on the *Matrix Switch* that will switch the specified logical matrix inputs to the specified monitor outputs and then sets the *Redundant VIGIL Servers* recording state to on.
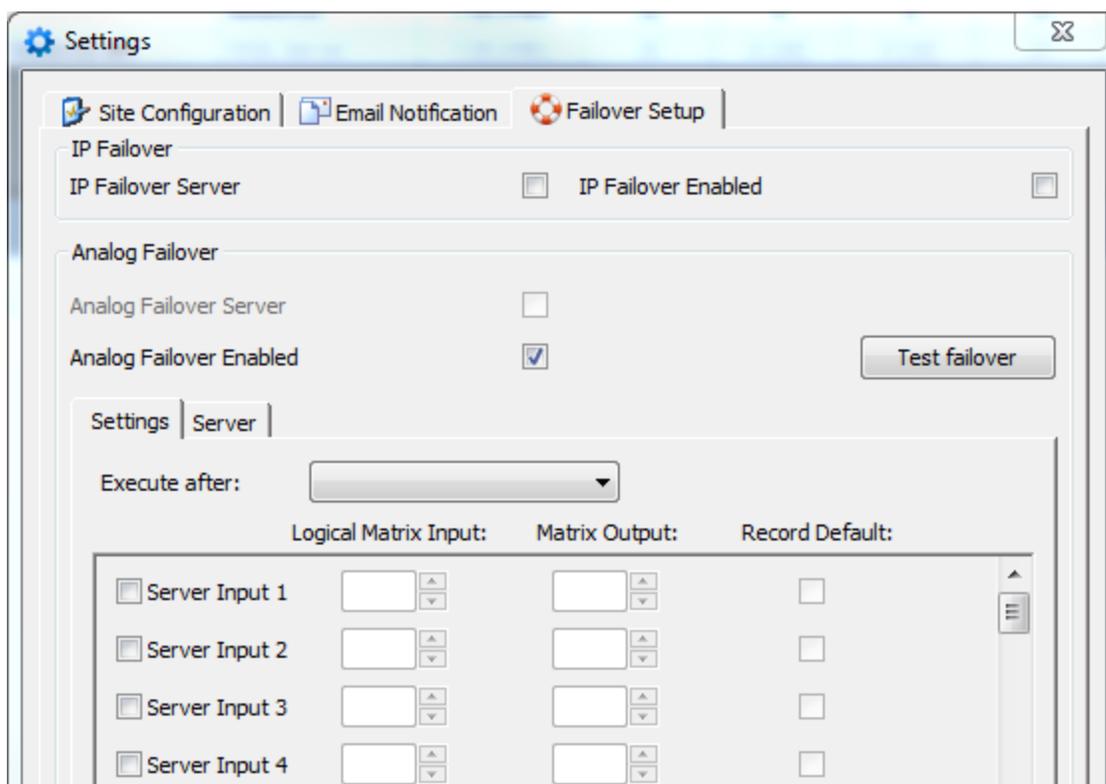
Figure 6-9: VCM - Manage Health Settings - Failover Setup Tab - Settings Tab

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IP Failover VIGIL Server	Enable this option to indicate that this VIGIL Server is used solely for the purposes of IP camera failover. If not being used to fail over data from another VIGIL Server, it will not record any footage.
IP Failover Enabled	Enable this option to enable the *Failover* feature for this VIGIL Server for *IP* cameras only.
Test Failover	This will execute a failover for 30 seconds and then resume normal recording.
Analog Failover VIGIL Server	Enable this option to indicate that this VIGIL Server is used solely for the purposes of *Analog* camera failover. If not being used to fail over data from another VIGIL Server, it will not record any footage.
Analog Failover Enabled	Enable this option to enable the *Failover* feature for this VIGIL Server for *Analog* cameras only.
Execute After	Set the number of consecutive failures before a *Failover* will be executed. This can be set between 1 and 30 failures.
VIGIL Server Input #	The VIGIL Server *Input Number* (*Camera #*) on the *Redundant VIGIL Server* that will be recording the video footage from the *Matrix Output*.
Logical Matrix Input	The *Input* number on the Matrix Switch that connects to the *Primary* VIGIL Server.
Matrix Output	The *Output* number on the Matrix Switch that connects to the *Redundant* VIGIL Server.
Record Default	If the *Redundant* VIGIL Server is normally recording another camera on the selected input, enable the *Record Default* option on. While the *Primary* VIGIL Server is in *Failover* mode to the *Redundant* VIGIL Server, the normally recorded inputs on the *Redundant* VIGIL Server will not be recorded.

Figure 6-10:VCM - Manage Health Settings - Failover Setup Tab - Server Tab		
	IP / DNS Name	Enter the IP Address or DNS Name for the *Redundant* VIGIL Server.
	User Name and Password	Enter the Username and Password on the *Redundant* VIGIL Server.
	Data Port	Enter the *Data Port* of the *Redundant* VIGIL Server.

6.1.4 VIGIL Server Health Settings – ServiceNow Tab

When ServiceNow integration has been enabled in VCM Settings (See "VCM Settings - ServiceNow Tab" on page 90 for more info), the user may enable ServiceNow incident reporting for an individual VIGIL Server from this form.
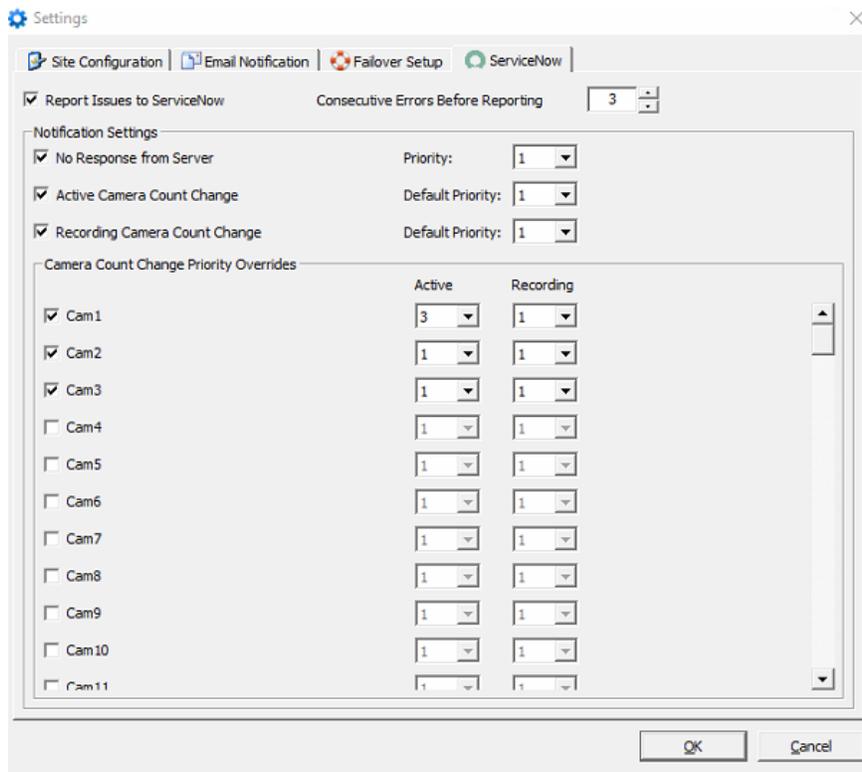
Figure 6-11: Manage Health Settings - ServiceNow Tab

Report Issues to Service Now	Check this box to enable ServiceNow reporting for the selected VIGIL Server.
Consecutive Errors Before Reporting	The amount of consecutive errors the VIGIL Server must experience before VCM will report to ServiceNow as an incident. This settings can help to prevent false reports by accounting for scheduled reboots and maintenance, etc...
Notification Settings	
No Response from Server	Toggle this option on to report to ServiceNow when *a No Response from Server* error is experienced. Set the ServiceNow priority to the desired level for this incident using the available drop-down.
Active Camera Count Change	Toggle this option on to report to ServiceNow when a VIGIL Server's active camera count changes. Set the *Default Priority* to the desired level for this incident using the available drop-down. Default priority overrides can be configured at-bottom of the form on a per-camera basis. The overall priority that is sent to ServiceNow will be highest of the priorities of the cameras involved in the issue (P1 is highest)
Recording Camera Count Change	Toggle this option on to report to ServiceNow when a VIGIL Server's recording camera count changes. Set the *Default Priority* to the desired level for this incident using the available drop-down.Default priority overrides can be configured at-bottom of the form on a per-camera basis. The overall priority that is sent to ServiceNow will be highest of the priorities of the cameras involved in the issue (P1 is highest)

Note: Camera count related notifications will not be available unless the server is configured to have these states monitored. If, for example, *Active Camera Count Change* cannot be enabled here, navigate back to the *Site Configuration* tab in this same window and enable the equivalent *Monitor Active Cameras* setting first.

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A VIGIL Server in a problem state in VCM will list associated ServiceNow incidents in the Health Monitor/Server Details panel.
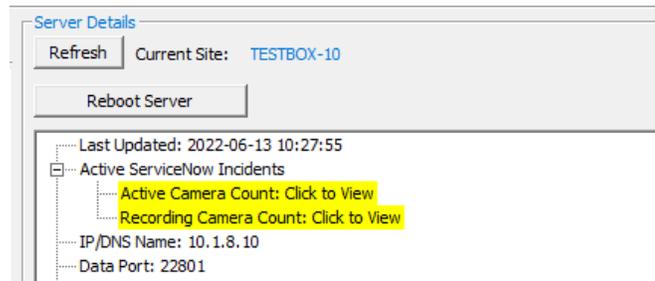
Figure 6-12: ServiceNow Error Reports in VIGIL Server Details

Clicking the highlighted item details list opens the ServiceNow incident report in the system's default web browser. A valid ServiceNow login is required.

7 HEALTH MONITOR

The Health Monitor window provides "at a glance" information about all configured VIGIL Servers. This is the primary window for managing the VIGIL Servers that are monitored by the *VCM Server*.

Figure 7-1: VCM - Health Monitor Window

7.1 Health Monitor Toolbars

Add Server	Opens the *Add VIGIL Server* window. This window can also be accessed from the Main Toolbar *Server Groups* menu. At least one VIGIL Server *Group* must exist to add a VIGIL Server to VCM. The VIGIL Server *Group* will default to the currently selected VIGIL Server *Group*.
Alerts	Click to open the *Health Monitor Error Alert* window. This window displays all VIGIL Servers in a *Warning* or *Error* status.
Notifications	Toggles email notification for error events On or Off. When notifications are toggled off, a prompt will appear to confirm and then the *Suppress Email Notification* window is opened. **Figure 7-2:** Suppress Email Notification Settings Select how long the suppression of email notifications will last. To make the term indefinite, check *Never Expires*.
Server Log	Toggles the VIGIL Server *Log* side window. This window contains the *Event Log* for the selected VIGIL Server.
Server Details	Toggles the VIGIL Server *Details* side window for the selected VIGIL Server.
Print...	Print VIGIL Server *Site Information* for the currently selected view. Click the ▾ button to print VIGIL Server details for the currently selected VIGIL Server.

Export...	Export *VIGIL Server Site Information* for the currently selected view. Can be exported as HTML, Text File or as a *Comma Separated File*.
All Server Groups	Click this button to select the *Root Folder* which will display all in the *Health Monitor Window*.
# of Healthy Server	This option has two functions, the (#) indicates the current number of VIGIL Servers that are in an OK status, this is a global number. When the option is toggled on, VIGIL Servers that are in an OK Status will display in the *Health Monitor* window. When this option is toggled off, VIGIL Servers that are in an OK Status will not display in the *Health Monitor* window.
# of Server Warnings	This option has two functions, the (#) indicates the current number of VIGIL Servers that are in a *Warning* status, this is a global number. When the option is toggled on, VIGIL Servers that are in a Warning Status will display in the *Health Monitor* window. When this option is toggled off, VIGIL Servers that are in a Warning Status will not display in the *Health Monitor* window.
# of Server Errors	This option has two functions, the (#) indicates the current number of VIGIL Servers that are in an *Error Status*, this is a global number. When the option is toggled on, VIGIL Servers that are in an Error Status will display in the *Health Monitor* window. When this option is toggled off, VIGIL Servers that are in an Error Status will not display in the Health Monitor window.
Offline (1)	This option has two functions, the (#) indicates the current number of VIGIL Servers that are currently offline, this is a global number. When the option is toggled on, VIGIL Servers that are offline will display in the *Health Monitor* window. When this option is toggled off, VIGIL Servers that are in an offline state will not display in the Health Monitor window.
Refreshing (0)	This option has two functions, the (#) indicates the current number of VIGIL Servers that are currently *Refreshing* data, this is a global number. When the option is toggled on, VIGIL Servers that are currently Refreshing will display in the *Health Monitor* window. When this option is toggled off, VIGIL Servers that are Refreshing will not display in the Health Monitor window.
Total: 8	Display the total number of VIGIL Servers configured in the *VCM Server.*

Figure 7-3: Server Export Fields

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7.2 Health Monitor Status Display

This table displays "at a glance" information for each VIGIL Server that is currently being monitored. This list can be sorted by any of the available columns. Health Monitor columns can be re-ordered in *Settings>Health Monitor* and can be re-sized directly in the health monitor via click and drag. . Column size and ordering is user persistent so each individual VCM users column preferences are remembered on log-in.

	VCM Site ID	Server Group	Description	IP/DNS Name	Status	In Alert Since	Site Name	Version	Cam-T	Cam-A	Cam-R	CPU
🖥		World	TESTBOX-25-Beta-Test	10.1.8.25	OK		VIGIL Server	11.90.0278	100	5	5	4
⚠		World	VIGIL Server 5	10.1.8.10	Warning	2021-08-27 08:49:52	TESTBOX-10	11.90.0264	16	8	8	23
❌		World	TESTBOX-22	10.1.8.22	Error	2021-09-15 11:26:08	VIGIL Server	11.90.0273	26	18	18	6
⚠		World	TESTBOX-23-WIN10	10.1.8.23	Warning	2021-09-14 08:01:09	VIGIL Server	11.90.0277	64	0	0	7
🖥		World	TESTBOX-11	10.1.11.58	OK		TESTBOX-11	11.60.0300	16	13	13	2
❌		World	VIGIL Server 2	10.1.8.7	Error	2021-09-13 13:01:09	VIGIL Server	11.90.0273	64	6	6	7
🖥		World	Victoria Demo DVR	10.1.8.8	OK		Victoria Demo DVR	11.90.0165	32	6	6	5

Figure 7-4:VCM - Health Monitor - Server Status Display

In Alert Since *e.g.*	Displays the Time and Date that the VIGIL Server entered a *Warning* or *Error* state. This date will not reset until VIGIL Server has re-entered OK status. **Example:** If the VIGIL Server enters a problem state (*Error* or *Warning* status) on January 1st 2016, **is not** restored to OK status, then encounters another issue which would warrant a problem state on January 3rd, 2016, the *In Alert Since* column will display the original date on which the VIGIL Server entered error or warning status. The date of the newest issue which would warrant a problem state will not be displayed as the VIGIL Server has officially been in alert since January 1st, 2016 and was never restored to OK status before the second issue was encountered.
Status	**OK** — Shows when the VIGIL Server is Online and not experiencing any errors. **Warning** — The VIGIL Server will show as *Warning* when a non critical error state exists on the VIGIL Server, such as *Camera Number Mismatch* or *CPU Usage*. **Warning** — The VIGIL Server is in a *Warning* state, but the error has been acknowledged. **Error** — The VIGIL Server will show as *Error* when a critical error state exists, such as *No Cameras Recording* or the *VCM Server Service* cannot connect to the VIGIL Server. **Error** — The VIGIL Server is in an *Error* state, but the error has been acknowledged. **Offline** — The VIGIL Server has not been successfully connected to by VCM.
VCM Site ID	Lists the VIGIL Server's VCM Site ID, as configured in VIGIL VCM.
VIGIL Server Group	The *VIGIL Server Group* that the VIGIL Server is a member of.
Description	The descriptive Name of the VIGIL Server.
IP / DNS Name	The IP Address or DNS Name of the VIGIL Server.
Last Update	The Date / Time of the last time the *VCM Server Service* polled the VIGIL Server.

Site Name	The *Site Name* listed in the VIGIL Server Settings.
Version	The *Version* of the VIGIL Server software.
Cam-T	The total possible number of camera inputs on the VIGIL Server.
Cam-A	The total number of active camera inputs on the VIGIL Server.
Cam-R	The total number of currently recording cameras on the VIGIL Server.
IP Cameras	Lists the number of IP cameras interfaced with the monitored VIGIL Server.
Analog Cameras	Lists the number of analog cameras interfaced with the monitored VIGIL Server.
CPU	The current CPU usage on the VIGIL Server.
Memory	The current memory usage on the VIGIL Server. Listed as committed / total available.
Recorder Memory	The current memory usage of the VIGIL.exe process on the VIGIL Server. Listed as committed / total allowed.
Disk	The current disk usage on the VIGIL Server. Listed as used / total available.
Connections	The current / total available connections on the VIGIL Server.
Days of Storage	The current / expected days of video footage stored on the VIGIL Server.
Oldest Footage	The Date / Time of the oldest video footage stored on the VIGIL Server.
Oldest Alarm Footage	The *Date / Time* of the oldest alarm video footage stored in an *Alarm Reserved* portion of a video storage drive on the VIGIL Server.
Serial Number	The serial number of the VIGIL Server.
Kiosk Mode	Indicates if the VIGIL Server is currently using Kiosk Mode.
ID	The VIGIL Server IDX number within the Health Monitor table. This value does not concern the VIGIL Server's health status.
Days of Audio Storage	The current / expected days of audio storage on the VIGIL Server.
Notes	Additional notes added via the Health Monitor - VIGIL Server right-click menu.
Server Type	The *Server Type* of the selected device.
POS/ATM Connection	The *POS Connection Type (*Radiant, Verifone, etc...) utilized by the VIGIL Server, if applicable.
Last Alert Email	The timestamp of the last alert email sent related to the VIGIL Server.
VIGIL Connect Alias	The Server's VIGIL Connect Alias.
Notes 2	A second section for additional notes
Locked Video	The amount of locked video on the Server's media drive. The full available amount of space will also be listed.
Firmeware Version	Lists the firmware version of the monitored edge device.
SD Card Format	Lists the format of an edge device's SD card.
Computer Name	The Windows OS name for the computer VIGIL Server is installed on.
Production ID	The production ID of the VIGIL Server.
Newest	Lists the date and time of the newest POS/ATM record in the VIGIL Server's database.

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POS/ATM Record	
Issue Codes	This columns displays a number of issue codes pertaining to several problems on a Sercer that can cause an error state. Code definitions are as follows: ■ **1** - Hard Drive - disk full error - drive temperature too high - data drive issues ■ **2** - CPU - CPU usage too high error ■ **3** - OS Drive - OS drive free space issue ■ **4** - Video - video days of storage check fail, newest video check fail ■ **5** - Audio - audio days of storage check fail - newest audio check fail ■ **6** - POS - newest POS data check fail - newest VPOS data check fail ■ **7** - Media Server - Media Server check fail ■ **8** - Total Number of Cameras - Active Cameras count check fail - Recording Cameras count check fail ■ **9** - Database Issues - database connectivity errors - database table integrity errors - central data copy errors ■ **10** - Server Problems - server connection error - stalled thread error - memory usage error - acknowledgeable errors present - fan error - software version mismatch issues - offsite backup failure - time out of sync error - scavenger issues - scheduled archive export error - serial number check error - ungraceful shutdown detected
Email Alerts (VCM and Server)	Indicates whether the VIGIL Server or VCM Server itnerfaced with the VIGIL Server has been configured for email alerts.
Notes 3	A third section for additional notes

7.3 Health Monitor Error Alerts

The *Health Monitor Error Alerts* window displays all VIGIL Servers that are currently in a *Warning* or *Error* status.

Server Group	Description	IP/DNS Name	Status	In Alert Since	Site Name	Version	Cam-T
victoria	Testbox27	testbox-27	Warning	9/9/2013 9:09:06 AM	VIGIL Server	7.00.0482	32
victoria	testbox-11	10.1.11.211	Warning	9/12/2013 8:27:03 AM	testbox-11	7.00.0482	32
victoria	testbox20	10.1.11.206	OK		testbox20	7.00.0482	32
victoria	testbox30	10.1.11.205	Error	9/11/2013 11:21:02 AM	testbox20	7.00.0482	32

Figure 7-5:VCM - Health Monitor - Server Error Alerts

Delete / All	Delete the selected (all) *Warning* / *Alert*.
Acknowledge / All	Acknowledge the selected (all) *Warning* / *Alert.*
VIGIL Server Group	The VIGIL Server *Group* that the VIGIL Server is a member of.
Description	The descriptive name of the VIGIL Server.
IP / DNS Name	The IP Address or DNS Name of the VIGIL Server.
Status	The *Error Status* of the VIGIL Server.
In Alert Since	The Date / Time that the *Warning* / *Alert* occurred.
Failover Attempts	When a VIGIL Server configured for *Failoverr* enters an *Error* state, the *Health Monitor* waits for the specified number failures before executing the *Failover*. This is displayed as: <number of failures> / <number of failures before Failover>, for example: 2/3. To execute an immediate failover, right click *Failover Attempts* and select *Execute Failover*. To stop the *Failover* from occurring, right click *Failover Attempts* and select *Ignore Failover*. To re-enable, right click *Failover Attempts* and select Re-Enable Failover. When the *Failover* is successful, *Executed* is displayed. This means that the *Failover* command has been executed on the Matrix Controller and turned on recording on the *Redundant VIGIL Server*. If the *Failover* is not successful, *Failed* will display. Right click on *Executed* to display a detailed *Failover* report.

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7.4 Health Monitor Right-Click Menu

The Health Monitor's right-click menu is a context sensitive list of options. There are two different context menus, depending on whether a VIGIL Server is selected or not.

No VIGIL Server Selected:

These options can be accessed by right-clicking within the blank portions of the Health Monitor's Server list or on the Health Monitor's Server list column headers.

Add Server	Opens the *Add Server* form. See "Add / Edit VIGIL Servers" on page 14
Print	This menu gives the user the ability to print information as pertains to the following three options: ■ **All Server Site Information** - Print Site Information for all VIGIL Servers in the Health Monitor list. A list of eligible criteria will deploy. Select the monitored criteria you wish to print.

With VIGIL Server Selected:

These options can be accessed by right-clicking on a VIGIL Server in the *Health Monitor's* Server list .
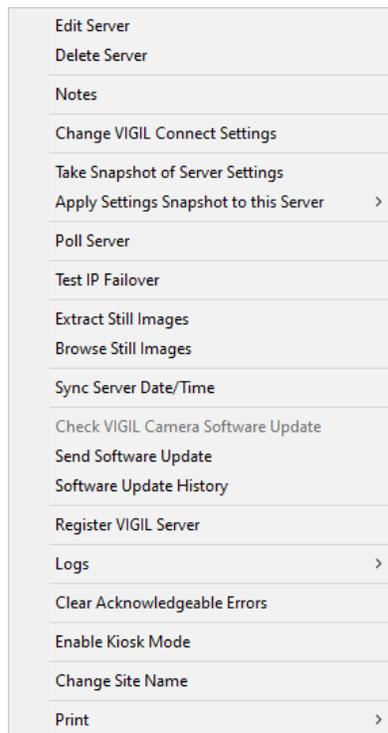
Figure 7-6: Health Monitor - Right Click Menu w/ VIGIL Server Selected

Edit VIGIL Server	Open the *Add VIGIL Server* window or the *Edit VIGIL Server* window for the currently selected VIGIL Server.
Delete VIGIL Server	*Delete* the currently selected VIGIL Server. This will delete all associated data collected (*Analytics, User Audit*, etc), *Settings Snapshots* and *Still Images*. A confirmation dialogue box will appear to confirm the deletion.

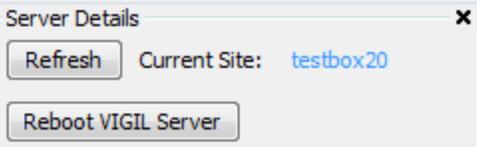|	
Notes	Opens a window where the user can add additional notes regarding the selected Server. The notes will be displayed in the VIGIL Server's corresponding row in the Health Monitor table. Up to three note fields (e.g one for each department or per manager, etc...) can be enabled via Settings > Health Monitor.
Take Snapshot of VIGIL Server Settings	Create a backup of the VIGIL Server settings. Up to 10 *Snapshots* of the VIGIL Server settings can be stored to create a history of changes.
Change VIGIL Connect Settings	Opens a window where the user can enable VIGIL Connect for the selected Server and also configure and test a VIGL Connect alias. **Figure 7-7:**Change VIGIL Connect Settings
Apply Settings Snapshot to this VIGIL Server	Select a VIGIL Server *Settings Snapshot* from the cascading sub menu. This will apply the Settings to the VIGIL Server. When the settings have applied, the VIGIL Server will reboot to complete the changes.
Poll VIGIL Server	Refresh the current status of the selected VIGIL Server.
Test IP Failover	Tests the *IP Failover* configuration. The system doing the test will either send or receive images from a *Failover* VIGIL Server that is attached to VCM. This menu option is only available when an IP Failover is configured. **Figure 7-8:**Test IP Failover - Thumbnails
Extract Still Images	Copy an up-to-date still image of each camera enabled on the VIGIL Server and stores them in: C:\Program Files\VIGIL\VCM\StillImages\[Health Monitor ID #]\[Date (YYYYMMDDHHMMSS)]" **e.g.** **Example:** If a set of still images were extracted on September 29th, 2016 at 9:36:53am, the images will be stored in the following location: ■ "C:\Program Files\VIGIL\VCM\StillImages\1\20160929093653\" Alternatively, *Still Image Extracts* can be scheduled (and emailed to customized recipients, if configured to do so) from the *Add / Edit Server* window of a VIGIL Server.
Browse Still Images/ Still Image	Opens the *Still Image Browser* containing all still images taken from configured VIGIL Servers in Health Monitor. Within the browser you can *Extract Still Images* to a loc-

Viewer	ation on your computer or network, *Reload Image Set* to load a fresh set of still images, or *Lock Image Set* to lock the current set of images, preventing them from being overwritten. Double click on a still to open the *Still Image Viewer.* Drag your cursor over the bottom of the image displayed in the still image viewer to bring up the *Previous* and *Next* arrows to browse through your stills in the image viewer. Select the size of the previews from the Image Size drop-down in the top-right porton of the window. *Thumbnail, Small, Medium* and *Large* sizes can be selected. **Figure 7-9:**VCM - Health Monitor - Still Image Thumbnail Browser
Sync VIGIL Server Date / Time	Opens the Set VIGIL Server *Date / Time Window* for the selected VIGIL Server. Select the correct *Time Zone* that the VIGIL Server is in to update the time and date on the VIGIL Server. **Figure 7-10:**VCM - Health Monitor - Sync Server Date and Time Window
Check VIGIL Camera Software Update	If the selected server is a VIGIL All-in-One Camera, select this option to check for available updates.
Send Software Update	Select this option and browse to the desired update (.vgl) file or update package for the VIGIL Server. The update file will be transferred to the VIGIL Server and then executed. The VIGIL Server will reboot twice during this update process. See ″Updates″ on page 55 for more information on the Update Manager window. **Note:** When the Update Manager is launched via the health monitor right-click menu (as opposed to the *Updates* menu icon), the *Update History* button will be available to launch the Update history viewer for the selected VIGIL Server.
Software Update History	Select this option to launch the Software Update History window. See ″Software Update History″ on page 57 for more information.
Register VIGIL	Launches the *Registration* window for the VIGIL Server in question, allowing for the
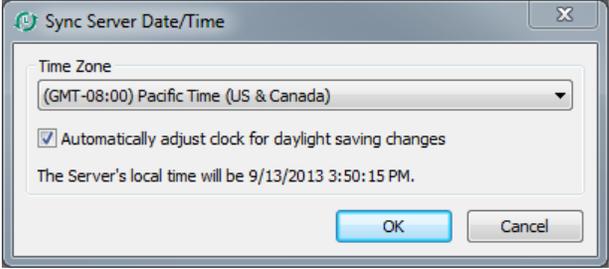
Server	remote registration of that system. See *Section 21 - Registration* of the VIGIL Server User Guide for more information on operating the VIGL Server Registration Utility.
Logs	Mouse-over this menu item to expand a menu of available logs a user can utilize to monitor or troubleshoot a VIGIL Server system. Available options include: ■ **View Server Audit Log** - Launches the *Audit Log Viewer*. See VIGIL Server user's guide and Tech Tip 160017 Audit Log Legend for more information on the correct usage and interpretation of the audit log. ■ **View Application Event Log** - Launches the Windows Application Event Log. ■ **View System Event Log** - Launches the Windows System Event Log. ■ **View VIGIL Update Log** - Launches the VIGIL Update log which lists a simple text file containing update and installation information from the target system Criteria includes: *Install / Update Time, Title, Version* and as well as update progress notes and errors. ■ **View Update Scan Report** - Launches the VIGIL Update Scan Report. A pre-update scan is performed before every update to ensure the system will run the update without issue. This viewer proides details from these reports.
Clear Acknow-ledgeable Errors	Clears all acknowledgeable errors in the queue.
Suppress / Resume VCM Email Noti-fications	Suppress / Resume email notifications for the selected Server.
Enable / Disable Server Email Noti-fications	Enable / disable Server Email Notifications. This will enable / disable email noti-fications sent directly from the VIGIL Server. Notifcations must be configured on the VIGIL Server.
Enable / Disable Kiosk Mode	Enable / Disable Kiosk mode for the selected Server. Kiosk mode hides the Windows shell program so that the Windows desktop, taskbar, Start button and other Windows shell features are not available on the VIGIL Server's UI.
Change Site Name	Select this option to change the VIGIL Server's *Site Name.*
Print	This menu gives the user the ability to print information as pertains to the following three options: ■ **All Server Site Information** - Print Site Information for all VIGIL Servers in the Health Monitor list. A list of eligible criteria will deploy. Select the monitored cri-teria you wish to print. ■ **Selected Server Site Information** - Print Site Information for the currently Selec-ted VIGIL Server. A list of eligible criteria will deploy. Select the monitored criteria you wish to print. ■ **Server Details** - Print Server Details for the Selected Server.

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7.5 VIGIL Server Details

The VIGIL Server *Details* sidebar contains information about the selected VIGIL Server.

Figure 7-11: Server Details - Current Server

Refresh	Click *Refresh* to force an update of the *VIGIL Server Details Log*.
Current Site	The descriptive name of the selected VIGIL Server.
Reboot VIGIL Server	Click this button to *Reboot* the Selected VIGIL Server.

Click *Refresh* to force an update of the *VIGIL Server Details Log*.
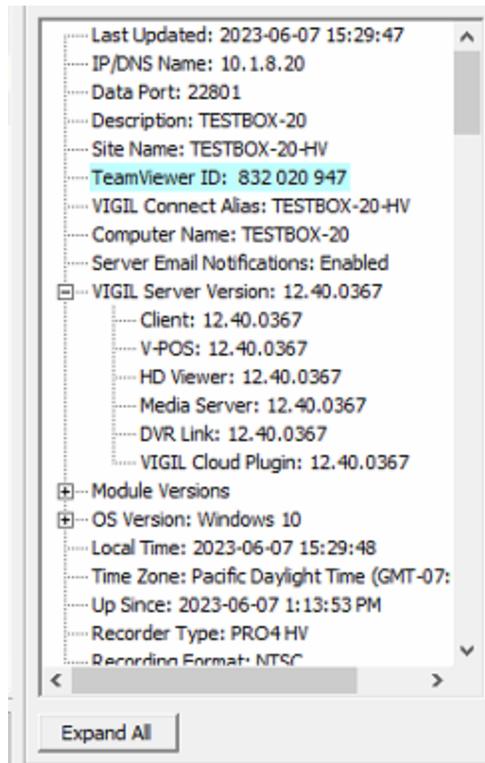
Figure 7-12:VIGIL Server Details Log

Last Updated	The last time the *VCM Server Service* refreshed this VIGIL Servers status.
IP / DNS Name	The IP Address or DNS Name of the VIGIL Server.
Data Port	List the data port of the VIGIL Server.
Description	The descriptive name of the VIGIL Server.
Site Name	The *Site Name* listed in the VIGIL Server Settings.
TeamViewer ID	Lists a systems TVID, if applicable. Double-click the number to initate a remote viewing connection to the system using the provided number.
VIGIL Connect Alias	Lists the alias of the VIGIL Server if VIGIL Connect is configured.
Computer Name	Lists the computer's name, as configured in Windows.
VIGIL Server Version	Lists the *Version* of the VIGIL Server software. Version numbers are also provided for common VIGIL Server companion utilities (VIGIL Client, VPOS, Analytics

	Bridge, Media Server, DVR Link, Data Manager Service, VIGIL Remote Updater, VIGIL Analog Settings Utility).
Module Version	Displays the version information for the displayed module DLL files.
OS Version	List the Windows OS *Version* and *Product* type.
Local Time	Lists the local time of the VIGIL Server .
Time Zone	The time zone the VIGIL Server is in.
Up Since	The last time the VIGIL Server was restarted.
Recorder Type	The VIGIL Server *Recorder* type. Shows the type of capture card installed in the VIGIL Server. Displays *NVR* when no capture card is installed in the VIGIL Server.
Recording Format	The video recording format being recorded, *NTSC* or *PAL*.
Kiosk Mode	Indicates whether or not the Server is currently using Kiosk Mode.
Media Server Status	Lists the current status of the VIGIL Server's Media Server.
Oldest Footage	The Date / Time of the oldest video footage stored on the VIGIL Server.
Days of Footage Stor-age	The current / expected days of video footage stored on the VIGIL Server.
Newest Footage	The Date / Time of the newest video footage stored on the VIGIL Server.

Note: There maybe be Acknowledgeable Errors on a VIGIL Server. These only appear if the option is checked to monitor this on the VIGIL Server in question (Settings>Server Settings Tab>General Tab> Enable Show Acknowledgeable Errors)

Oldest Audio Footage	The Date / Time of the oldest audio data stored on the VIGIL Server.
Days of Audio Storage	The current / expected days of audio stored on the VIGIL Server
Newest POS/ATM Record	Lists a timestamp for the newest POS/ATM Record in the VIGIL Server's database.
Last Deleted Folders	The last audio and video storage folders deleted (scavenged) on the VIGIL Server.
Connected Users	A consolidated count of current / total available connections on the VIGIL Server. For VIGIL Server v12.0 and later systems, connected user activity counts will be broken down further into granular categories.. *Live*, *Playback* and *Other* indivdual counts are available forsystems of these v12 or newer systems.
Serial Number	The *Serial Number* of the VIGIL Server.
Production ID	Lists the production ID of the VIGIL Server.
Using Active Directory	Indicates whether or not the VIGIL Server system is utilizing *Active Directory* for its user accounts.
Logical CPU Count	Lists the VIGIL Server's logical CPU count.
CPU Usage	The current CPU usage on the VIGIL Server.
Memory Usage	The current memory usage on the VIGIL Server. Listed as committed / total avail-able.
Recorder Memory Usage	The current memory usage of the VIGIL.exe process. Listed as committed / total available.
SSD Wear Info	Lists SSD hardware wear info including *NAND Writes* and *Media Wearout* per-centage.
Hard Drives	The number of Hard Drives in the VIGIL Server. Click the + to display details for each Hard Drive, Temperature, Model, Serial number and Firmware version.
Operating System Drive	Gives the letter and disk usage details of the system's operating system drive. .

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Disk Usage	The total *Disk Space* configured on the VIGIL Server. Listed as *Current Used / Total*. Click the + to display details for each partition: *Drive Letter / Path, % Used, Free Space / Total*.
Locked Video Disk sSage	The amount of disk space used by Locked or Restricted videoon the VIGIL Server.
Offsite Backup Destination	If an *Offsite Backup Destination* is configured on the VIGIL Server, the destination path and amount of space remaining is listed.
Cameras	The total number of registered camera inputs on the VIGIL Server. Click + to display the number of *Active* and *Recording Cameras*. For each camera input, the following information is listed: **Type** - The type of camera connected. *Analog* or *Network.* Network Cameras can be expanded further to list the *IP Address,MAC Address, Camera Type, Model, Firmware* and *Serial Number*. If the Network Camera is displaying a filestream, only *File Stream* will be listed. ■ **Enabled** - If recording is currently enabled. ■ **Active** - If the camera input is currently receiving a signal. ■ **Recording** - If the camera is currently recording. ■ **Recording Mode** - The recording mode for the camera input: *Motion, Constant, Alarm, Schedule*. ■ **Recording Speed** - The *FPS* currently being recorded. ■ **Compression** - The *Compression* settings for the camera input. Displays as *N/A* for network camera types. ■ **Resolution** - The *Resolution* of the camera input.
Audio Channels	The total amount of Audio Channels on the Server. For each channel, active status (off or on) is indicated.
POS/ATM Connection	The total amount of POS Connections on the Server. For each status, the type and name oft he connection are listed.
VIGIL Archive Scheduled Exports	If VIGIL Archive Scheduled Exports are configured on the VIGIL Server, this metric will list if the configured amount of retention days are being met, as well as the last successful export date and the date of the next scheduled export.

To expand all nodes within the list, click the **Expand All** button at the bottom-left, under the Server Detaisl list.

7.6 VIGIL Server Log

The *VIGIL Server Log* details any jobs that the *VCM Server* runs on the VIGIL Server as well as any time the VCM Server detects the VIGIL Server varying from the configured *Health Monitor Settings*.

Figure 7-13:VCM - Health Monitor - VIGIL Server Log

The *VIGIL Server Log* details any jobs that the *VCM Server* runs on the VIGIL Server as well as any time the VCM Use the Search function to quickly find events of interest. Utilize the filter buttons (*User IP, VCM User, Info*) to search by column.

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7.7 Server Search

When managing large, enterprise-level lists of VIGIL Servers, the Server Search functionality can be used to quickly locate a VIGIL Server.
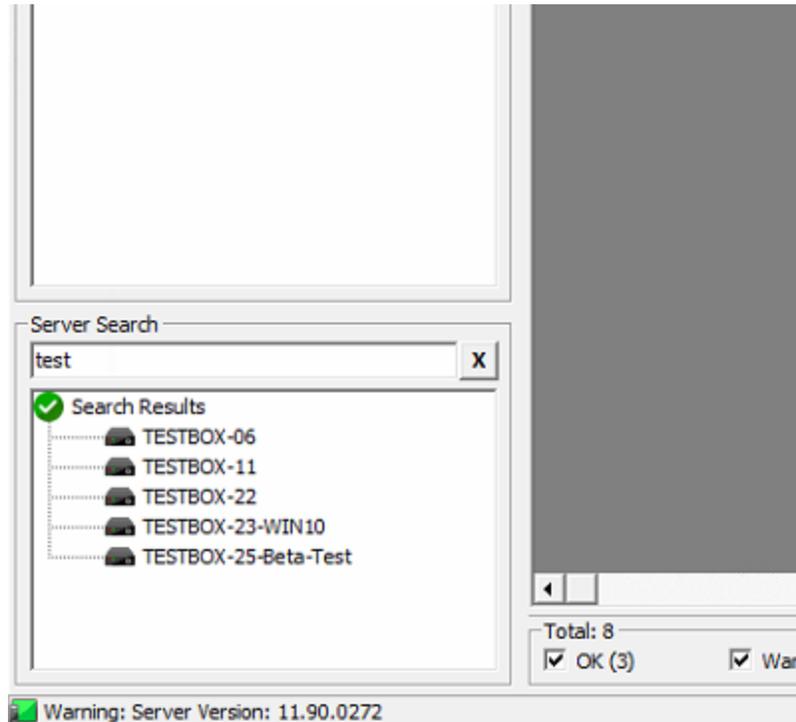

Figure 7-14: Health Monitor - Server Search

To use the search, simply enter a search terms. Search results will be returned under the *Search Results* node, as pictured above. Double-click a result to open the selected Server in the Health Monitor.

7.8 Edit Mode

When a user is making any changes to monitored VIGIL Servers or other components of the Health Monitor, VCM will prompt the user to enter *Edit Mode.* Edit Mode allows a user to make several changes to HM components and monitored Servers before changes are saved as opposed to saving in between every change which can be time intensive on lists with hundred or thousands of VIGIL Servers.

After making an initial change within Health Monitor, the user will receive the below prompt:
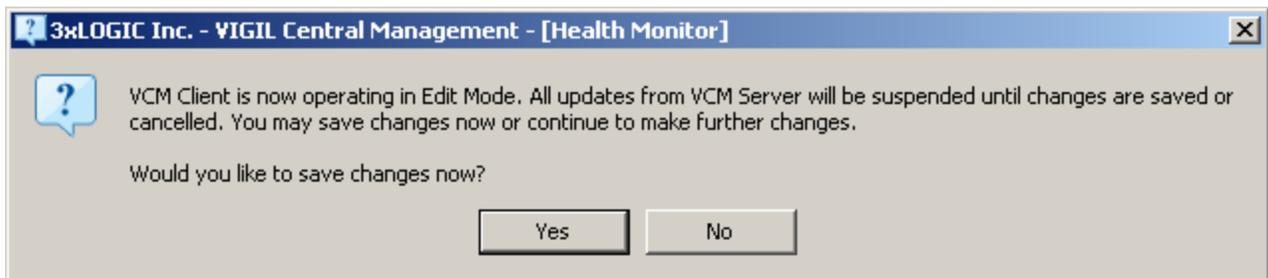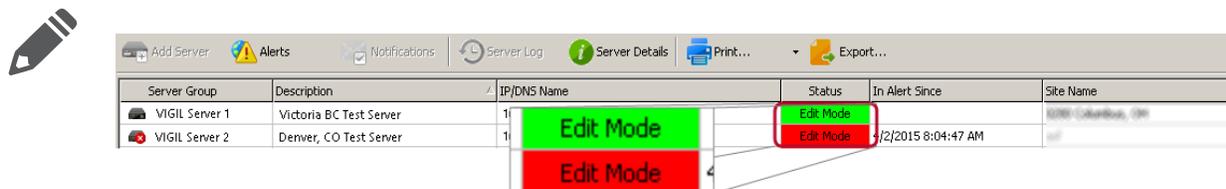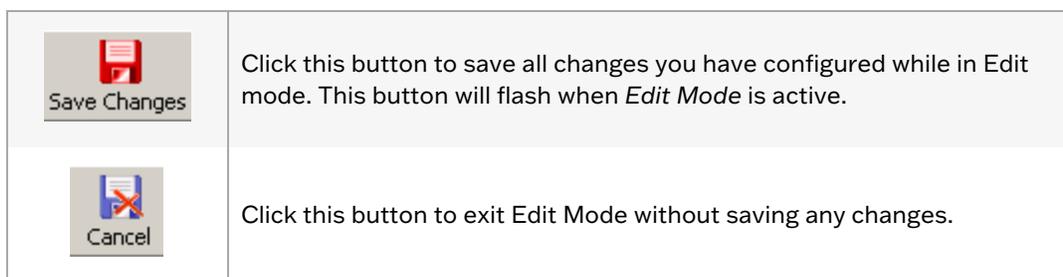

Figure 7-15: Edit Mode Initialization Prompt

- Selecting *Yes* will save the changes and return the user to the Health Monitor.
- Selecting *No* will enter VCM into *Edit Mode.*

   Note: In Edit Mode, VCM does not actively poll monitored VIGIL Server's for information. All displayed information is the last known value before Edit Mode was initiated and VIGIL Server Status indicators display as *Edit Mode*.

When *Edit Mode* is active, the VCM toolbar will feature the below icons:

Save Changes	Click this button to save all changes you have configured while in Edit mode. This button will flash when *Edit Mode* is active.
Cancel	Click this button to exit Edit Mode without saving any changes.

If two VCM users enter Edit Mode simultaneously, the last user to exit Edit Mode will receive the following prompt if the other user saved changes before exiting.
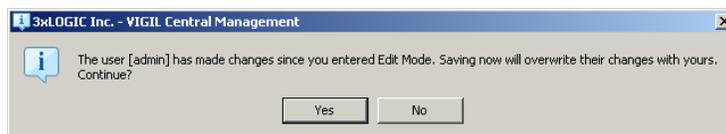
Figure 7-16: Dual User Settings Change Overwrite Warning

- Select *Yes* to overwrite the other user's changes.
- Select *No* to cancel the changes you have made.

If Edit Mode has been active for 2 or more minutes and no activity has been recorded on the system, the user will receive the below warning:

Figure 7-17: Edit Mode Idle Prompt

- Selecting *Yes* will save the changes and return the user to the Health Monitor.
- Selecting *No* will leave the VCM in Edit Mode.

As VCM does not actively poll / monitor VIGIL Servers while in Edit Mode, it is highly recommended to make necessary changes and avoid idling in Edit Mode.

8 VIGIL SERVER USERS AND GROUPS

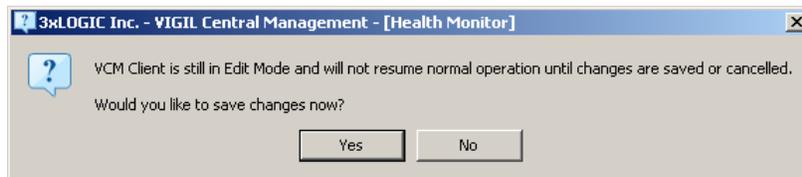VIGIL Server *Users* and VIGIL Server *User Groups* are managed using a folder style hierarchy beginning with *Server Groups* or *Server Group Folders*.

 VCM Server allows the VIGIL Server *Users* and VIGIL Server *User Groups* to be configured on the *VCM Server* system. These users and user groups can then be pushed to VIGIL Servers which have been configured to have their users managed by VCM (this setting can be enabled on a Server's *Add / Edit Server* form) individually or simultaneously.
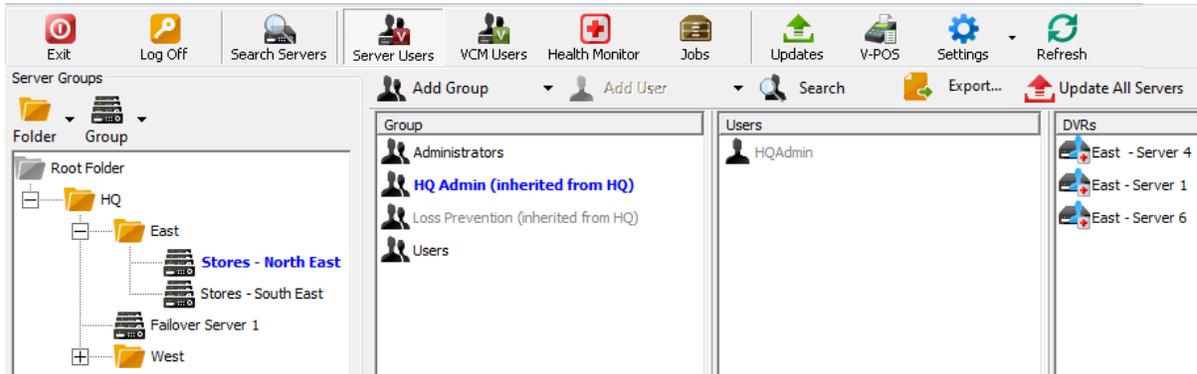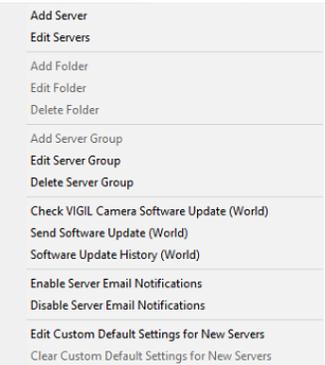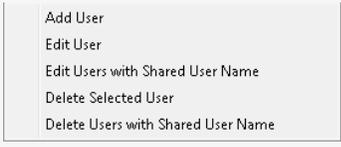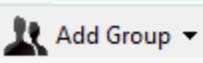

Figure 8-1:VCM - VIGIL Server Users Tab

VIGIL Server Groups Sidebar	VIGIL Server *Users* and *Groups* are unique to each VCM VIGIL Server Group or Server Group Folder. When you open the VIGIL Server Users window, the *Server Groups Sidebar* will also appear on the left-hand side. Select a VIGIL Server *Group* (*or Folder*) to see the associated VIGIL Server *User Groups* and *Users* as well as a list of any applicable *VIGIL Server's*. To Quickly apply a grouping to multiple folder, simply drag the group to the treeview and drop it on the desired folder node.	
VIGIL Server Group Right Click Menu		■ **Add Server** - Add a Server to the selected Server Group. ■ **Add / Edit / Delete Folder** - Add, Edit or Delete a Server Group Folder. These can be useful for organizing user hierarchies and dividing Server Groups. ■ **Add / Edit / Delete Server Group** - Add, Edit or Delete a Server Group. ■ **Send Software Update(Currently Selected Server Group)** - Opens the *Send Software Update* window. See "Updates" on page 55 for more information. ■ **Edit Server** - Edit Server settings for all Server within the group. This option also exists for folders. ■ **Check VIGIL Camera Software Update** - Checks for VIGIL Camera software updates. ■ **Manage Update Files** - Opens the Updates tab with the selected group active. ■ **Send Software Update** - Send available software updates to the VIGIL Server group. ■ **Software Update History** - Opens the Software Update History window with results for the selected group returned.

		■ **Enable / Disable Server Email Notifications** - Enable / Disable email notifications for VIGIL Servers in the selected group. Email notifications must be configured for the VIGIL Server for notifcations to successfully be sent. ■ **Edit / Clear Custom Default Settings for New VIGIL Servers** - Opens (or clears the current) *Custom Default Settings for New VIGIL Servers* form for the selected group. See "Custom Default Server Settings" on page 50
VIGIL Server User Right-Click Menu	Add User Edit User Edit Users with Shared User Name Delete Selected User Delete Users with Shared User Name	■ **Add User** - Add a *User* to the currently selected user group. ■ **Edit User** - Edit an existing user. ■ **Edit User with Shared User Name** - If multiple instances of a user with the same name exist across two or more Server Groups, select this option to edit them all simultaneously. ■ **Delete Selected User** - Delete the selected user from the user group. ■ **Delete Users with Shared User Name** - If multiple instances of a user with the same name exist across two or more Server Groups, select the option to delete them from all groups.

Adding a Server User Group

Add Group ▼	Opens the *Add Group* window. Click the ▾ button to edit or delete the currently selected group. In VIGIL Server, permissions are applied to *Groups*. *Users* gain permissions by being members of groups.
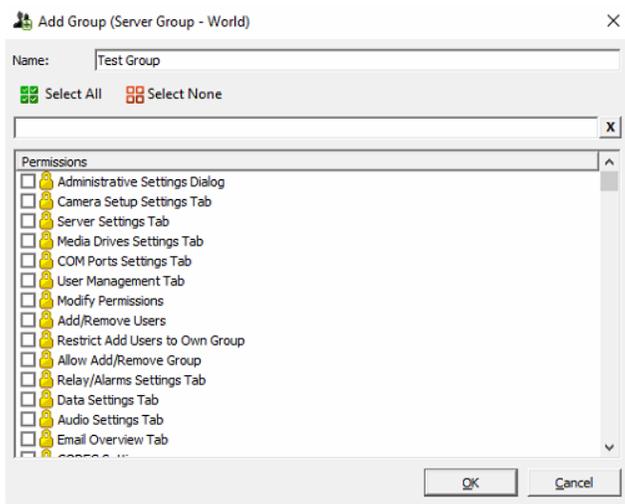
Figure 8-2:VCM - Add VIGIL Server User Group Window

Name	A descriptive name for the VIGIL Server *User Group*.
Permissions	Select which permissions will be applied to this VIGIL Server *User Group*. Use the available Search bar to help filter down the list of permissions quickly locate items of interest.

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Adding a User to a Server User Group

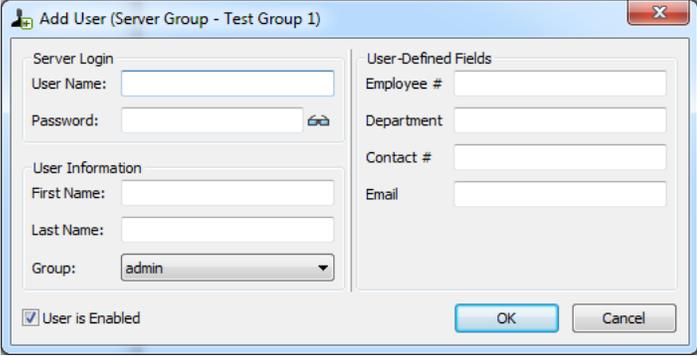|	
👤 Add User	Opens the *Add User* window. Click the ▾ button to edit or delete the currently selected user. In VIGIL Server, users gain permissions by being members of groups.

Figure 8-3: Add / Edit VIGIL Server Users Window

User Name	The login name for the new user.
Password	The password for the new user. A complex password (a mix of uppercase and lower case letters, numbers and special characters) is highly recommended as a precaution to best safeguard your systems. VCM will prompt the user regarding complex password reinforcement.
👓	Toggle this button to hide / view the password.
First / Last Name	The new users *Full Name.*
Group	Select the *User Group* that the *User* will be a member of from the drop down list.
User-Defined Fields	These fields are configured in the *Add / Edit Fleet* window. This information is only used as meta data for ease of organization.
User is Enabled	If this option is unchecked (disabled), the user will not be included when pushing Server Users to a VIGIL Server, nor will the user be able to pull Server lists from VCM in other client utilities (VIGIL Client, View Lite II, etc...)

Updating Servers with New Users and User Groups

After making all desired changes to Users and User Groups, changes can be pushed to Servers via two separate methods.
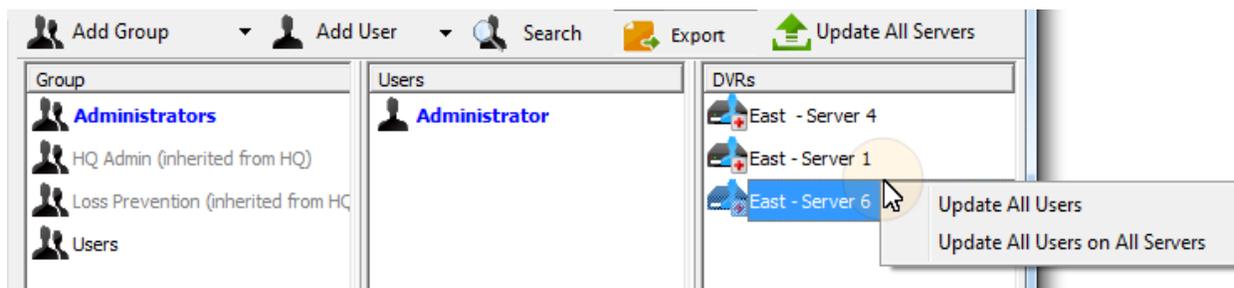
Figure 8-4: VCM - VIGIL Servers Users Tab - Pushing New User Groups and Users to a VIGIL Server

To update an individual Server with new User Groups and Users:

- Right-click on a Server in the Servers list located at the left of the VIGIL Server Users window and select the *Update All Users* option.

To Update all Servers with new User Groups and Users, choose one of the following methods:

- Right-click on a Server in the Servers list located at the left of the VIGIL Server Users window and select the Update *All Users on All Servers* option

- Click the button.

Exporting Server User List

Click the button to export the user list to your local system as a .csv file.

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8.1 Search VIGIL Server Users / VIGIL Server User Groups

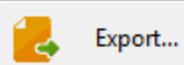|	
Search	Opens the *Search Users* window.

Users can be searched based on VIGIL Server *Group* or on any combination of criteria from the *Add Users* window. Search results can also be printed to the default windows printer, or exported to *HTML, Tab Separated* or *Comma Separated* files.

Users may be deleted by selecting the user in the search results list and clicking the *Delete* button. You will be prompted to confirm the deletion.

Figure 8-5: VCM - Users - Search Users Form

8.2 Custom Default Server Settings

When a Server Group is right-clicked and the **Edit Custom Default Settings for New Servers** option is selected, the *Default Server Settings for New Servers Form* for the selected group will deploy.

Figure 8-6: Custom Default Server Settings for Server Groups

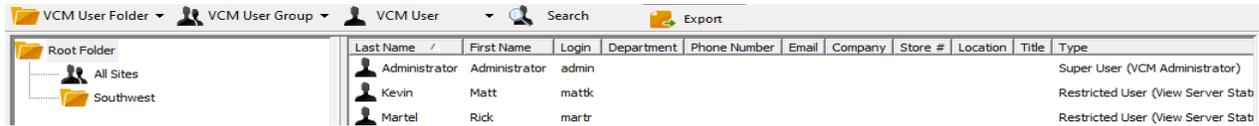This form essentially mimics the Add / Edit Server form but contains only settings that can be edited for defaults See "Add / Edit VIGIL Servers" on page 14 for more information on these settings.

Click **OK** to save the settings. These custom settings will be assigned to any Server newly added to the Server Group.

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9 VCM USERS AND GROUPS

VCM *Users* regulate access to VCM, VIGIL Server *Groups* and what VIGIL Server's are available in VIGIL Client when using the *Managed by VCM* feature to populate its list of VIGIL Servers.
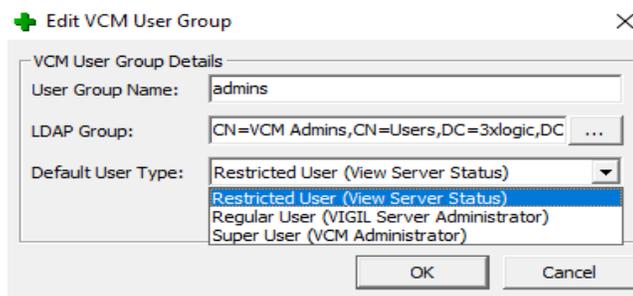

Figure 9-1:VCM Users Configuration Window

VCM User Folder	*Folders* are used to organize VCM Users in logical groups. *Folders* and VCM *User Groups* can be added to *Folders*. Individual VCM *Users* cannot be directly added to *Folders*.
VCM User Group	*VCM User Groups* are where the access to different VIGIL Server Groups is controlled. At least one *VCM User Group* must exist to add VCM Users. At least one *VCM User Group* must exist to add VCM Users.
VCM User	VCM *Users* regulate access to VCM, VIGIL Server *Groups* and what VIGIL Server's are available in VIGIL Client when using the *Managed by VCM* feature to populate its list of VIGIL Servers. To add a VCM User, click the **VCM User Button**. See "Add a VCM User" on the next page for more information.
Search	Deploys the Search VCM Users form will allows the user to quickly filter down large lists of users by entering a search term. See "Search VIGIL Server Users / VIGIL Server User Groups" on page 49 for more information on operating these search modules.

Exporting VCM User List

Click the button to export the user list to your local system as a .csv file.

9.1 Add a VCM User Group

Figure 9-2: Add VCM User Group Window

User Group Name	Enter a descriptive name for the *VCM User Group*.
LDAP Group	If using Active Directory to manage VCM Users, associate an LDAP group with the VCM user group.
Default User Type	Set the User Type, which will dictate permissions for the user. See "VCM Users and Groups" above for more information.
Edit VCM User Group	Open the View *VCM User Group VIGIL Server ACL* window (see below). In this window the VIGIL Server *Groups* which this *VCM User Group* will have access to are configured.

Server ACL	
VCM User Group Name	The *VCM User Group* that this ACL is for.
VIGIL Server Groups Window	Check which VIGIL Server Groups and Folders this *VCM User Group* will be able to access.
VCM User Group Name	The *VCM User Group* that this ACL is for.
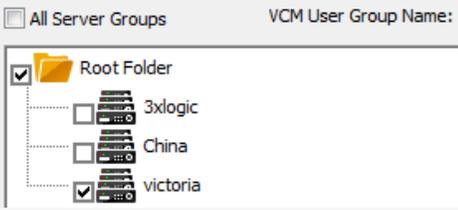
Figure 9-3:VIGIL Server ACL Window

Note: If any *Folders* or VIGIL Server *Groups* are added after a new VCM *User Group* is created, a *VCM Administrator* must manually configure access to these new Folders and Groups for the new VCM User Group, if required.

9.2 Add a VCM User

Figure 9-4: Add a VCM User Form

Last / First Name	The VCM User's Last and First name.
Login	The VCM User Name

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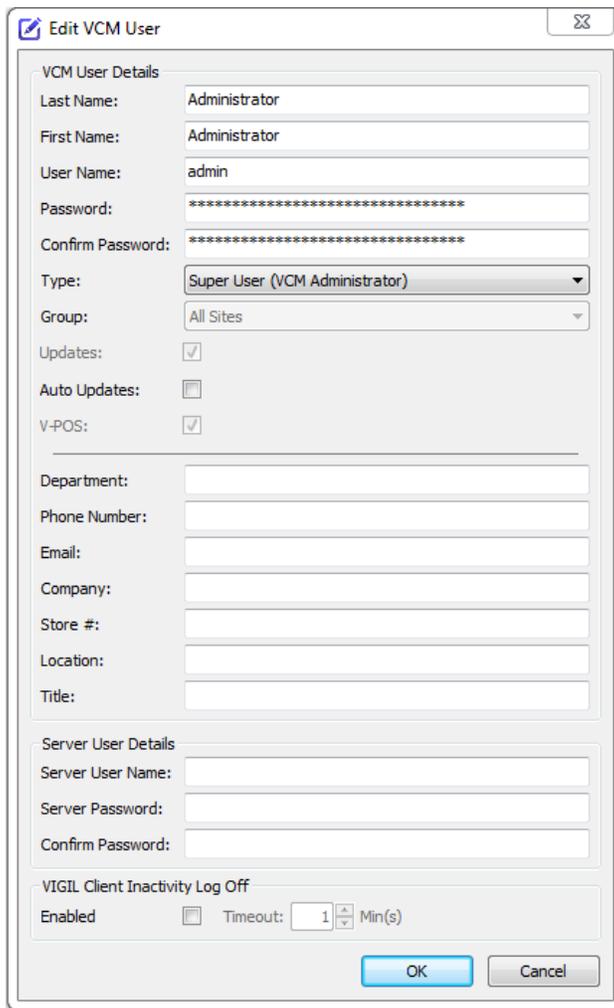|	
Password	Enter and Confirm the User password. A complex password (a mix of uppercase and lower case letters, numbers and special characters) is highly recommended as a precaution to best safeguard your systems. VCM will prompt the user regarding complex password reinforcement.
Type	Select the VCM Permission Level for the user. See "VCM User Type" below
Group	Select the VCM User Group this VCM User will be a member of. The currently selected VCM User Group will be auto selected.
Updates	Enable VCM user access to VIGIL Server Update settings. **Note:** This option will be enabled by default for *Super Users* and can be enabled for *Regular Users*, however, this option is not available to restricted users.
Auto Updates	Enable Auto-Updates.
V-POS	Enable VCM user access to VIGIL Server V-POS settings. **Note:** This option will be enabled by default for *Super Users* and can be enabled for *Regular Users*, however, this option is not available to restricted users.
Information Above This Point is Mandatory	
Optional User Information	Department, Phone Number, Email, Company, Store #, Location and title are all optional.
Server Login	If VIGIL Client is *Managed by VCM,* enter a Server Username to be used when logging in a VIGIL Client to a VCM's list of Servers.
Server Password	If VIGIL Client is *Managed by VCM,* enter a Server Password to be used when logging in a VIGIL Client to a VCM's list of Servers.
VIGIL Client Inactivity Log Off	When enabled, If VIGIL Client is *Managed by VCM,* the Client user will be automatically logged off if inactive for the amount of time indicated in the *Timeout* field.

9.3 VCM User Type

Restricted User	A Restricted User is a 'View Only' User. This Permission allows the VCM User to View the status of any VIGIL Servers they have access to, but are unable to edit or change any settings.
Regular User	A Regular User is a 'VIGIL Server Group Administrator' User. This Permission allows the VCM User to View the status, edit the settings and add new VIGIL Servers and VIGIL Server Users, for any VIGIL Server Group they have access to.
Super User	The Super User is a 'VCM Administrator' User. This Permission allows full control of the VCM Server. This user type is the only User that can create VCM Users, modify Access Control Lists, or change VCM Server Settings.
VIGIL Client Only	The VIGIL Client Only user type denies access to VCM Client for the user, but still allows them to login to a VIGIL Client and manage it using their VCMClient login credentials.

9.4 VCM User Search

Search	Opens the *Search Users* window. Users can be searched based on VIGIL Server *Group* or on any combination of criteria from the *Add Users* window.

VCM User Details

Last Name:		Company:	
First Name:		Store #:	
Login:		Location:	
Department:		Title:	
Phone Number:		Type:	▼
Email:		Group:	▼

VCM Users

✚ Add ✎ Edit 🗑 Delete

Last Name	First Name	Login	Department	Phone Number	Email	Company	Store #	Location	Title	Type	VCM User G
👤 Administrator	Administrator	admin								Super User (VCM Administrator)	All Sites
👤 Kevin	Matt	mattk								Restricted User (View Server Status)	All Sites
👤 Martel	Rick	martr								Restricted User (View Server Status)	All Sites
👤 Runzer	Glen	grunzer								Regular User (VIGIL Server Administrator)	All Sites

Reset   Close

Figure 9-5: VCM - Search VCM Users Window

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10 UPDATES

VCM Server allows update files to be transferred to the *Update File Manager*, pictured below. Update files added to the manager are used to remotely update other VIGIL products. Updates can also be combined to form update packages, allowing a user to remotely update several VIGIL components on a system simultaneously.
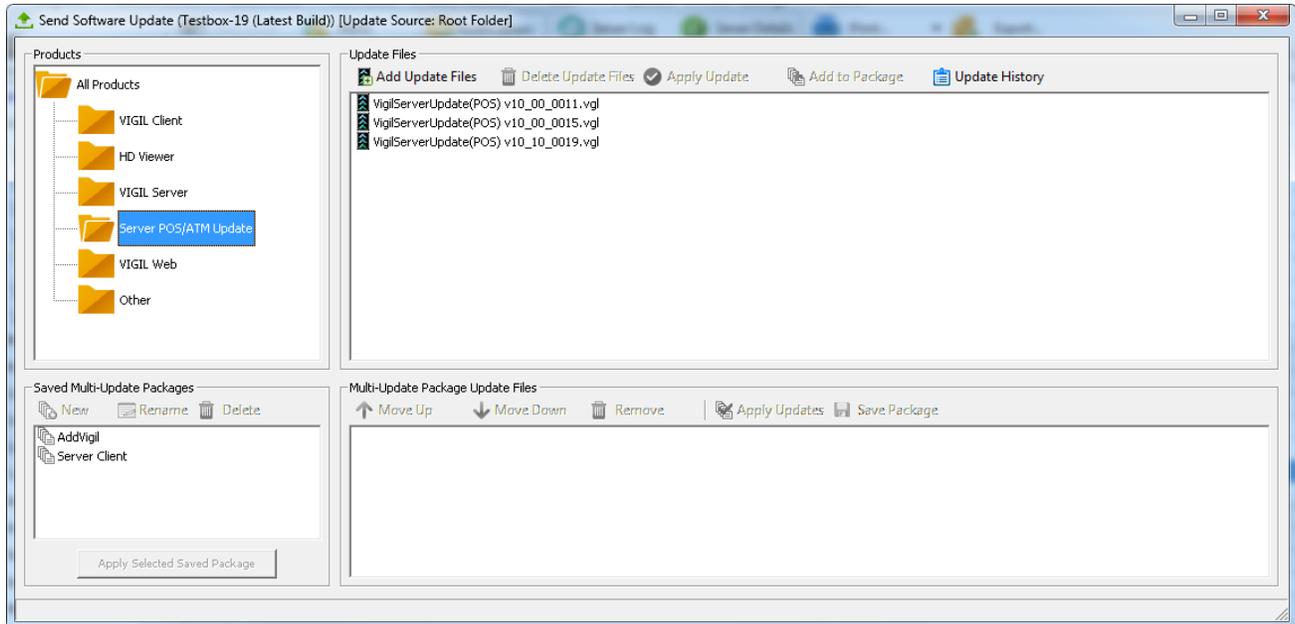

Figure 10-1: VCM - Manage Update Files Window

	Products
Product Name	Use the Products folders window to sort available updates by product. Select the folder representing the desired product to filter the Update files list. If Manage File Folder Updates Manually is toggled on in the VCM Settings - Updates Tab, the user can right click to *Create*, *Rename* or *Delete* folders to create update groups as desired.
	Update Files
Add Update Files	Opens a windows file browser. Locate the desired update file and press *Open* to place the file into the *Manage Update Files* window. To enable automatic updates using the selected update file, toggle the checkbox next to the file name.
Delete Update Files	Removes the selected update file from the *Manage Update Files* window.
Add to Package	Adds the update file to the currently open Multi-Update Package.
Apply Update	Click this button to apply all of the listed updates to the selected VIGIL Server / Server Group. Update/ folder. Update progress can be checked via the *Jobs* window. This option is only available when the Update Manager is launched via the health-monitor or sidebar right-click menu. If a folder was selected when launching the update manager, the package will be applied to all VIGIL Server contained within the folder.
Automatic Updates	Launches the *VCM Settings - Update* tab where the user can schedule automatic updates and configure related settings. See "Updates Tab" on page 83 for more information.

To apply an update:

1. Add the update file.
2. Select the file from the list.
3. Click **Apply Update**. Update progress will be listed in the *Jobs* window.

> **Note:** The *Apply Update* button will only be visible when the Update MAnager was launched via the Server Group sidebar or the Health Monitor. If a group / folder was selected, the update will be applied to all servers contained within the group / folder.

The bottom portion of the Update Manager features multi-update package settings. From this interface, a user can create multi-update packages that include several update files, allowing the user to update several components of a VIGIL System simultaneously.

> **Note:** Regardless of the number of files included in a package, updating a Server using a package will result in only a single job listing in VCM

Multi-update package settings are described below:

Saved Multi-Update Packages	
New	Adds a new multi-update package. Assign a name to the new update package.
Rename	Rename the selected update package.
Delete	Delete the selected update package.
Apply Selected Saved Package	Apply the selected update package to the currently selected VIGIL Server / Server Group. If a folder was selected when launching the update manager, the package will be applied to all VIGIL Servers contained within the folder.
Multi-Update Package Update Files	
Move Up / Move Down	Move an update file up or down in the package list. VIGIL components will be updated according to this order.
Remove	Remove an update file from the package.
Apply Updates	Click the context arrow next to this button to reveal the *Apply to Selected Servers* and Appl yo Search Results options. Select **Apply to Selected Servers** to apply all of the listed updates to the selected VIGIL Server. Update progress can be checked via the *Jobs* window. This option is only available when the Update Manager is launched via the health-monitor or sidebar right-click menu. If a folder was selected when launching the update manager, the package will be applied to all VIGIL Servers contained within the folder. Select **Apply to Search Results** to open the Search Results window. Search for Server as necessary and click OK to apply udates to all Servers in the results. The user will be notified and ask ed for confirmation before proceeding.
Save Package	Save the multi-update package featuring the files listed under *Multi-Update Package Update Files.*

To create and apply a multi-update package:

1. Click **New** under the *Saved Multi Update Packages* section and name the package as desired.

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2. Drag files from the *Update Files* list to the *Multi-Update Package Update Files* list to add an update file to a package. Alternatively, select a file from the top list and click **Add to Package** to add it to the bottom multi-update package list.

3. Repeat as necessary for all files you wish to add to the package.

4. Order the file updates as desired using the **Move Up** and **Move Down** arrows. VIGIL components oon the system will be updated in this order.

5. Click **Save Package** to the save the Multi-Update package.

6. If the Update Handler was launched via the *Server Group* sidebar or the *Health Monitor,* select **Apply Updates** or **Apply Selected Saved Package** to update the selected entity with the package.

10.1 Software Update History

If *Software Update History* is selected from the health monitor right-click menu, the below window will deploy:
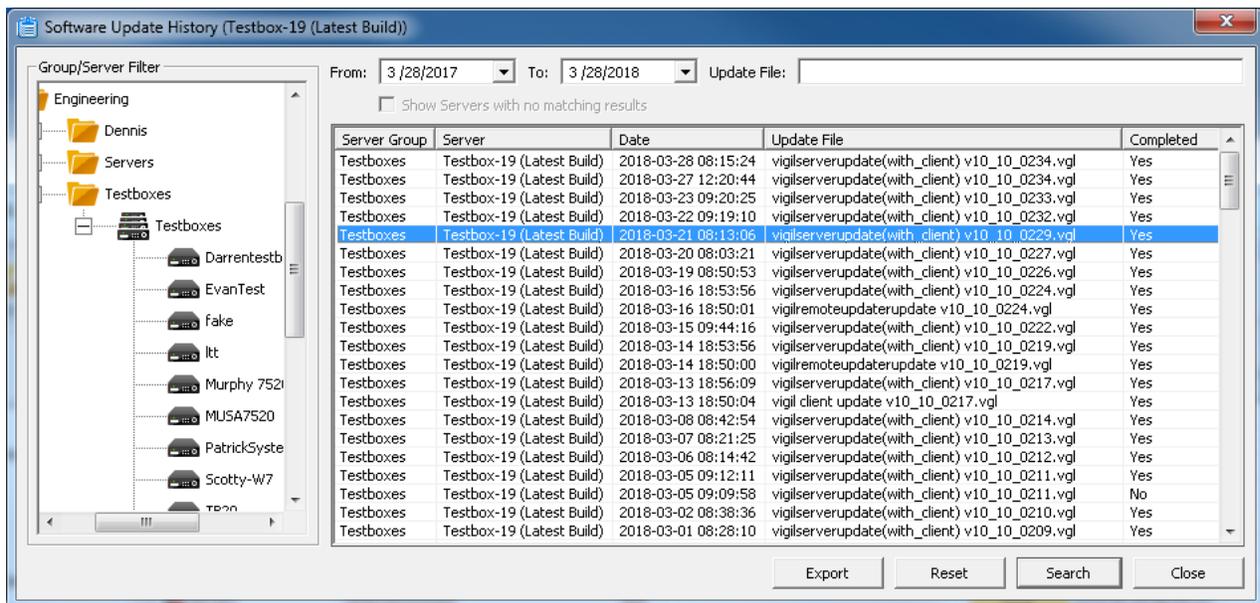

Figure 10-2:VCM - Software Update History Window

To search the software update history for a VIGIL Server or a VIGIL Server Group, select the VIGIL Server or group folder from the left-side *Server / Group Filter*. search will be performed automatically and the update history for the VIGIL Server or all VIGIL Servers belonging to the group or folder that has been selected will be listed.

Use the *From* and *To* filter options as well as the *Update File* filter to narrow down results.

Click the *Export* button to export a an update history list to a location of your choosing.

11 DATA REPORTING

Clicking the [button icon] button opens the Data Reporting Profiles window. A Data Reporting Profile is essentially a V-POS Settings and Shift analysis settings template that may be pushed to a remote VIGIL Server to change, adjust or add V-PO and Shift Analysis Settings on the target Server.
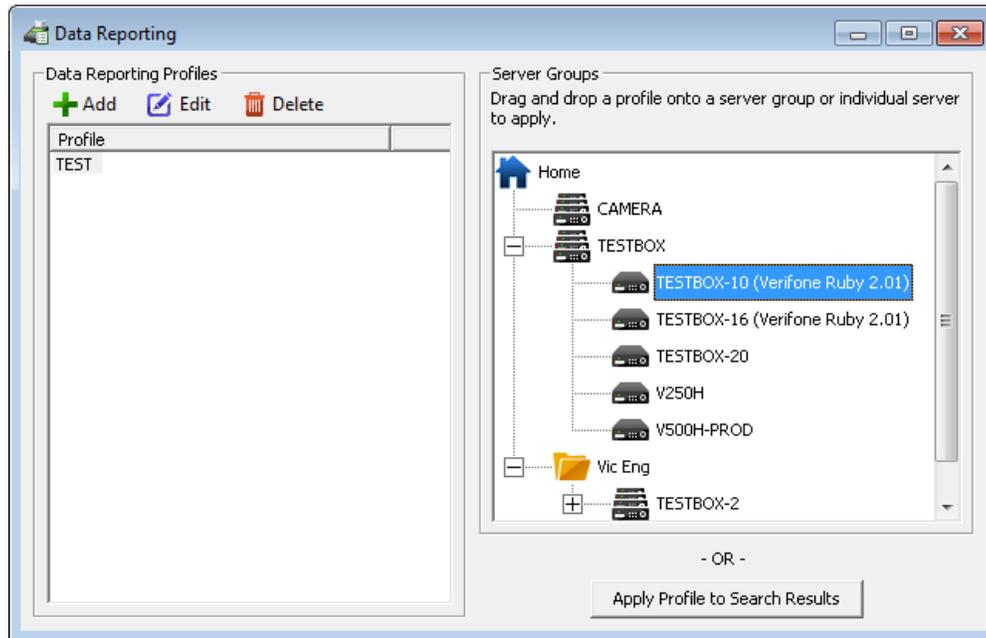

Figure 11-1:VCM - V-POS Window

From this window, a user may *Add, Edit* or *Delete* a Data Reporting profile.

After configuring a profile, simply drag it from the Profiles list (left side of the window) to the desired Server or Server Group in the right-hand Server Groups list. Connected VIGIL Server's will display their current V-POS profile in parantheses next to their name. The below window will deploy, allowing you to choose which settings categories are to be pushed to the VIGIL Server:
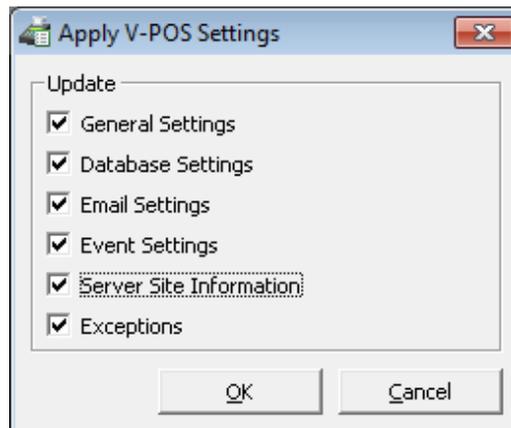

Figure 11-2: Pushing V-POS Profile to Server - Selecting V-POS Settings Categories

Click *OK* to apply the V-POS Profile's settings from the chosen categories to the VIGIL Server.

11.1 Adding a Data Reporting Profile

When choosing to *Add* or *Edit* a Data Reporting Profile, the *Add / Edit Data Reporting Profile* window will deploy.

Figure 11-3:VCM - Add Data Reporting Profile Window

Fill out the *Name* field to give the profile a name.

This window also consists 2 tabs, each with several sub tabs, where the remaining profile settings can be configured. These tabs are described in the following sections.

11.1.1 General Tab

From the *General Tab* of the *V-POS* tab the user can enter basic information regarding the profile.

Figure 11-4:V-POS - Add a V-POS Profile Window - General Tab

Limit HTML Reports to x Records	Enter the maximum number of records to load into a report. **Note:** Although possible, exceeding 10,000 records will seriously affect system response times when trying to load a report.
Pre / Post Event Buffer	When you Playback an Exception Event, this setting determines how much footage to display pre and post the record that triggered the Exception Event.
Limit Max Thumb-nails to	Limit the maximum amount thumbnails to be stored in the *Thumbnail Browser*.

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11.1.2 Database Settings Tab

From the *Database Settings Tab* of the *V-POS Tab* window, the user can enter general database settings for the data reporting profile.
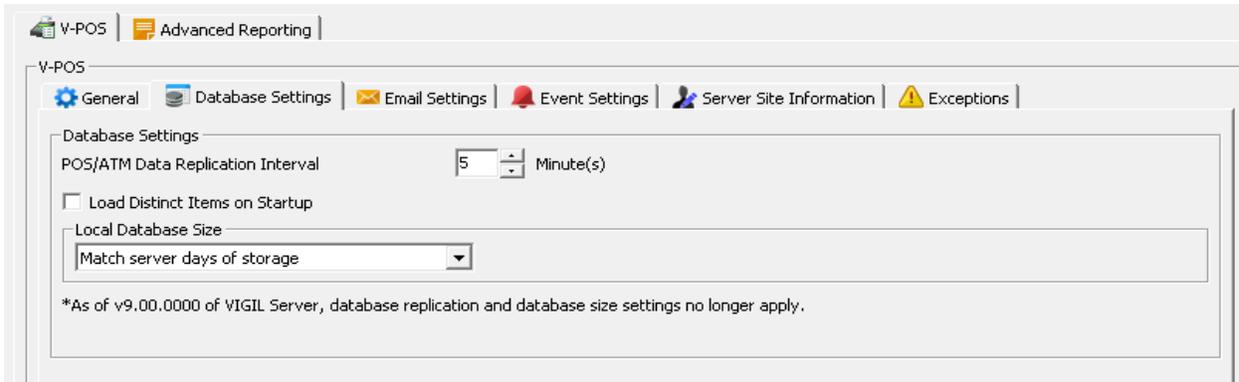

Figure 11-5:V-POS - Add a Data Reporting Profile Window - Database Settings Tab

POS/ATM Data Replication Interval	Configure the time in Minutes between database replications from the VIGIL Server database to the V-POS database.	
Load Distinct Items on Startup	When enabled, V-POS will search for unique item descriptions from the database on startup. This list of items will be available from the Item drop down menu in the Exceptions and Reports forms. **Note:**Using this feature when there are a large number of distinct item descriptions can cause system performance issues when starting V-POS.	
Local Database Size	**Limit by Number of records**	Limit the size of the V-POS replicated Database by number of records.
	Limit by number of days	Limit the size of the V-POS replicated Database by number of days.
	Match server days of storage	Limit the size of the V-POS replicated Database by matching the days of footage on the VIGIL Server. This is the recommended setting.

Note: As of VIGIL 9.00.0000 (SQL2014), *Database Size* and *Database Replication* settings are no longer required due to improvements in SQL2014(adopted in v9), and will not be applied to applicable VIGIL Servers.

11.1.3 E-Mail Settings Tab

From the *E-Mail Settings Tab* of the *V-POS* tab, the user can enter e-mail connection settings for use with V-POS Email Notifications.

Note: As of VIGIL 9.00.0000, SMTP Settings defined in VCM will be ignored and instead, the SMTP Settings as configured locally on the VIGIL Server will be used.

Figure 11-6: V-POS - Add a V-POS Profile Window - E-Mail Settings Tab

SMTP Server Location	The SMTP Server location (i.e. *smtp.google.com*).
SMTP Port	The port number of the desired SMTP Server.
From (Name)	The From *Name* that will be affixed emails sent from VIGIL Server's associated with this V-POS profile.
From (Address)	The From *Address* that will be affixed to emails sent from VIGIL Server's associated with this V-POS profile.
Requires SSL	Enable this option if an SSL certification is required by the desired SMTP Server.
Requires Authentication	Enable this option if the desired SMTP Server requires authentication. After enabling, enter a valid email / username and password for the SMTP Server.
Attachment Images Quality	Select whether to send attached images at Reduced (CIF) or Full Resolution.

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11.1.4 Event Settings Tab

From the *Event Settings Tab* of the *VPOS* tab, the user can configure event color flags as well as basic VPOS event settings for VIGIL Servers utilizing this data reporting profile.
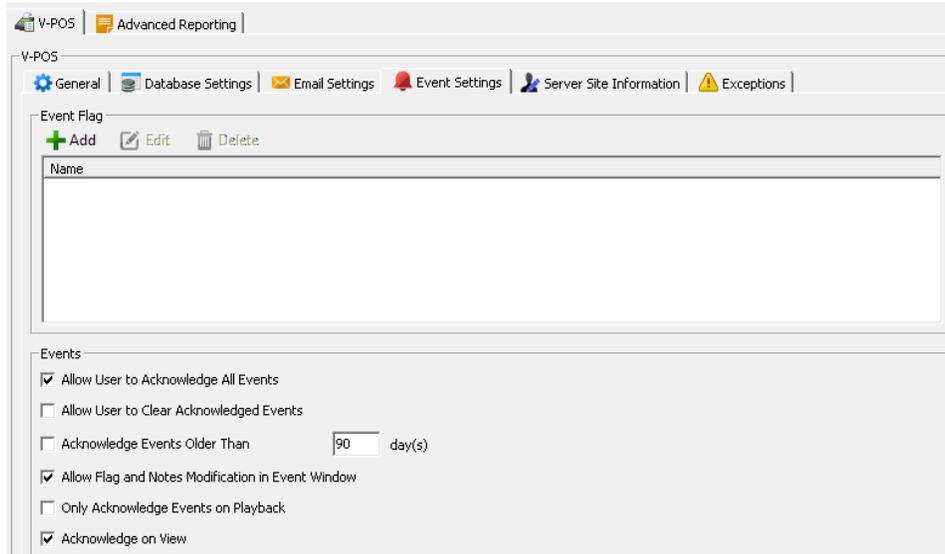

Figure 11-7: V-POS - Add a V-POS Profile Window - Event Settings Tab

Custom *Flags* can be created to mark *Exception Events* in the VIGIL Client VPOS Events window. Flags can be assigned a color so they can be easily located in the VPOS Exceptions windows.
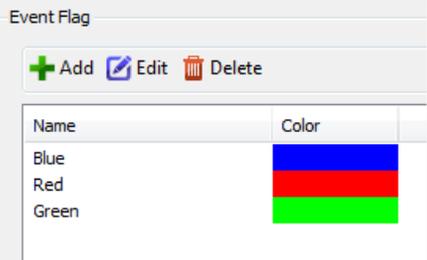
Add / Edit	Opens the *Add / Edit Event Flag* window. From this window, a user can enter a *Name* for the flag and select a custom flag color. **Figure 11-8:** V-POS - Add a V-POS Profile Window - Event Settings Tab - Add/Edit Event Flags
Delete	Click to delete the selected Flag.

Basic VPOS event settings can also be configured:

Allow User to Acknowledge all Events	Enable this option to allow access to the *Acknowledge All* button on the VIGIL Client V-POS Events window, as well as be able to select multiple Events and acknowledge them with the *Acknowledge* button.
Allow User to Clear Acknowledged Events	Enable this option to enable the Clear and Clear all buttons in the VIGIL Client VPOS Exception Events window.
Acknowledge events older than xx day (s)	Enable this options and set a number of days. This will automatically acknowledge any Exception Events older than the specified number of days.

	Note: Cleared Events are not removed from the database, and can be seen by clicking the *Show All* button in the VIGIL Client *VPOS Events* window.
Allow flag and notes modification in event window	Enable this option to add the ability to Add / Edit Notes and set the Event Flag when right click on an Event in the VIGIL Client VPOS Events window. When disabled, you will only be able to Add /Edit notes and Set the Event Flag from the *Event Playback* window in VIGIL Client.
Only acknowledge events on playback	When this option is enabled, the option to *Acknowledge the Exception Event* will only be available after the footage has been played. The Exception Event can then be acknowledged using the *Acknowledge* button on the VIGIL Client Playback Window.
Acknowledge on View	Events are automatically acknowledged when they are viewed by a VIGIL Client User.

11.1.5 Server Site Information Tab

From the *Server Site Information Tab* of the *VPOS* tab, the user can configure basic site contact info to be associated with this V-POS profile.
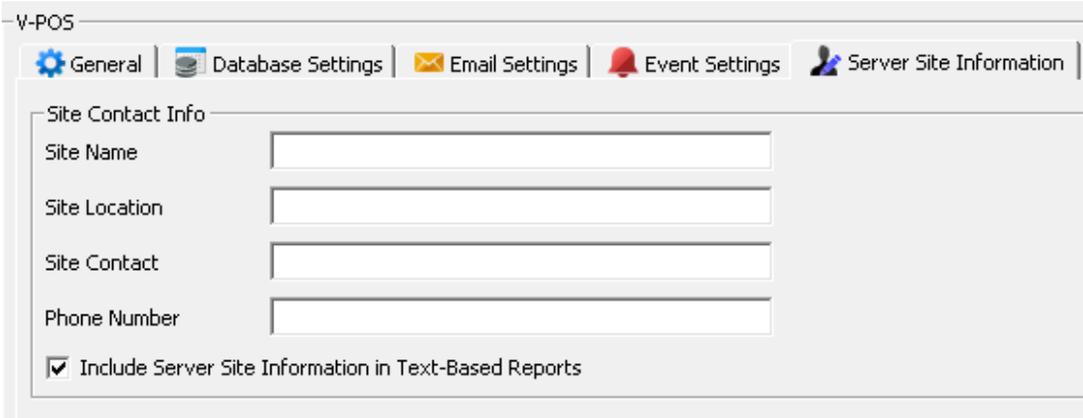

Figure 11-9:V-POS - Add a V-POS Profile Window - Server Site Information Tab

Basic configurable site info includes *Site Name, Site Location, Site Contact Name* and *Phone Number*.

Toggle the *Include Server Site Information in Text-Based Reports* option to include site contact information in text-based V-POS reports for VIGIL Server's using this V-POS profile.

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11.1.6 Exceptions Tab

From the *Exceptions Tab* of the *V-POS* tab, the user can Add, Edit or Delete a V-POS Exception. Existing Exception settings can also be exported to or imported from an .xml exceptions settings file on the local system.
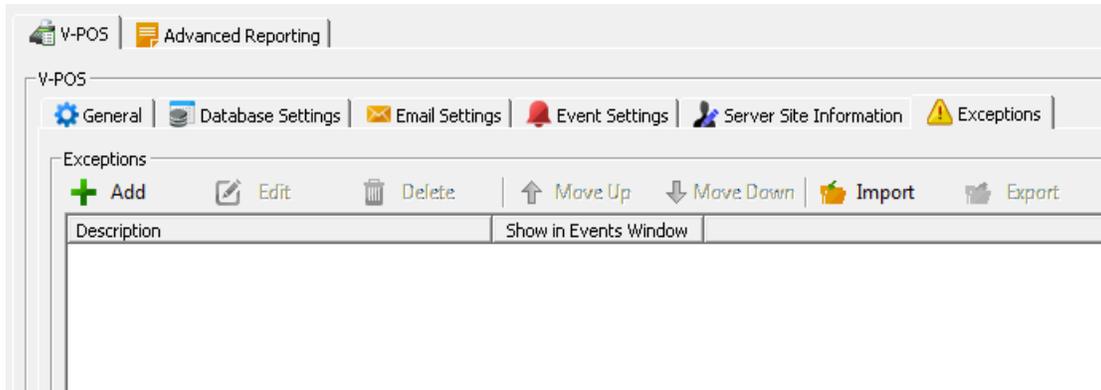

Figure 11-10:V-POS - Add a V-POS Profile Window - Event Settings Tab

➕ Add ✏ Edit	*Add* or *Edit* a VPOS Exception. See "V-POS - Exceptions Tab - Adding an Exception" below
🗑 Delete	Delete an existing exception.
Move Up / Move Down	Order the exceptions using the Move Up and Move Down buttons. Exceptions will reoprted in the configured order.
📁 Import 📁 Export	▪ **Import** - Import Exception settings from an .xml exception settings file stored on the local system. ▪ **Export** - Export current exception settings in the form of an .xml exception settings file stored. This file can than be imported by other VCM systems to quickly configure exceptions for a VPOS profile.

V-POS - Exceptions Tab - Adding an Exception

Click the *Add* or *Edit* button on the *Exceptions Tab* to add / edit an exception. The *Add / Edit Exception* window will deploy.

Exception Criteria

The *Exception Criteria Tab* (pictured below) will be open by default when the *Add / Edit Exception* window deploys. From this tab, a user can configure the required criteria for a POS event to qualify as an exception.
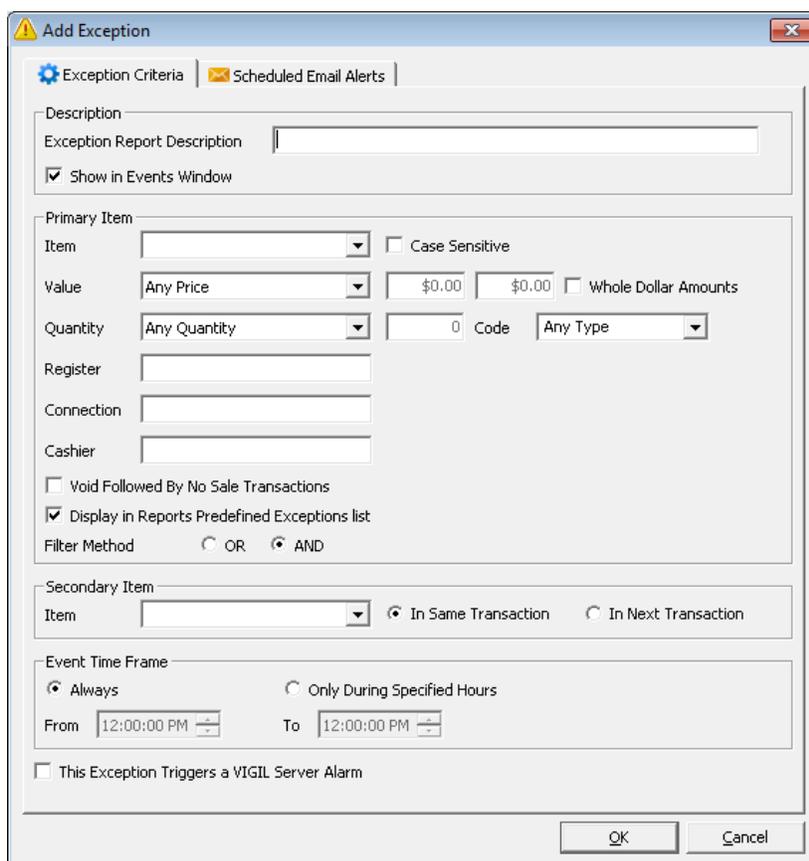
Figure 11-11:V-POS - Add a V-POS Profile Window - Exceptions Tab- Adding Exceptions - Criteria Tab

Exception Report Description	Enter the description for the Exception. This will show in the Description column in the following VIGIL Client VPOS Events window, the VIGIL Client VPOS Search *Pre-defined Exception Query* drop down and the Subject line of emailed VPOS reports.
Item	Enter a full or partial item name to search for. To search for multiple items, insert a comma between each item. To exclude an item, insert the term *[NOT]* before the item name. If the *Load Distinct Items on Startup* setting is enabled (VPOS Settings - Data-base Settings Tab), a list of valid items will be available from the drop down menu. ■ **Case Sensitive** - Enable this option to make the item field Case Sensitive. When enabled, only items matching the case used in the item field will be reported by the exception.
Value	Matches results in the *Amount* column. By default, *Any Price* is selected. If you want to match a certain value, select an operator and input a value. Results will include entries that fall between the listed prices. The available operators are; *Greater Than, Greater Than or Equal To, Equal To, Less Than or Equal To and Less Than*and *Between*. The blank dollar amount boxes are available when the *Between* operator is selected.
Whole Dollar Amounts	Enable this option to only include whole dollar amounts in the Exception Report.
Quantity	Matches results in the Quantity column. By default, Any Quantity is selected. If you want to match a certain value, select an operator and input a value. The available oper-ators are; *Greater Than, Greater Than or Equal To, Equal To, Less Than or Equal To*

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	and *Less Than.*
Code	Matches results in the Code column. You can manually type in a code to search for, or select *NS* (No Sale) or *VX* (Void) from the drop down menu. Register / Connection Matches results in the *Register* or *Connection* column.
Register / Con-nection	Matches results in the *Register* or *Connection* column. Click on the *Lookup Register* button to display a list of *Register to Priority Camera* mappings configured on the VIGIL Server, double click a *Register* in the list to auto fill the *Register* field. The *Register* field is used for matching up the records to the appropriate video footage.
Cashier	Matches results in the *Cashier* column. Enter a *Cashier Name* or *Number* to search for.
Void Followed by No Sale Transactions	Enable this option to configure the exception report to search for transactions that contain a *Void* followed by a *No Sale*.
Display in Reports Predefined Excep-tions List	Enable this option to have this Exception included in the *Predefined Exceptions* drop down menu in the *Reports* window.
Filter Method OR / AND	Logical operators that will assist in searching with multiple criteria. By default, this is the *AND* operator, which will only produce results that match all of the used Data cri-teria fields. Alternatively, the *OR* operator will match results from any of the used Data criteria fields.
Event Time Frame	Select the time frame in which VPOS will actively monitor and report on this excep-tion. ■ **Always** - This is the default. This Exception report will always be in effect. ■ **Only During Specified Hours** - Enable this option to specify a time range for this Exception report to be in effect. Create the time range using the provided From and to fields.
This Exception Trig-gers a VIGIL Server Alarm	Toggle this option trigger an alarm in the VIGIL Server whenever the exception event occirs

Scheduled Email Alerts

From the *Scheduled Email Alerts Tab* a user can configure settings related to e-mail notifications for an Exception Event.
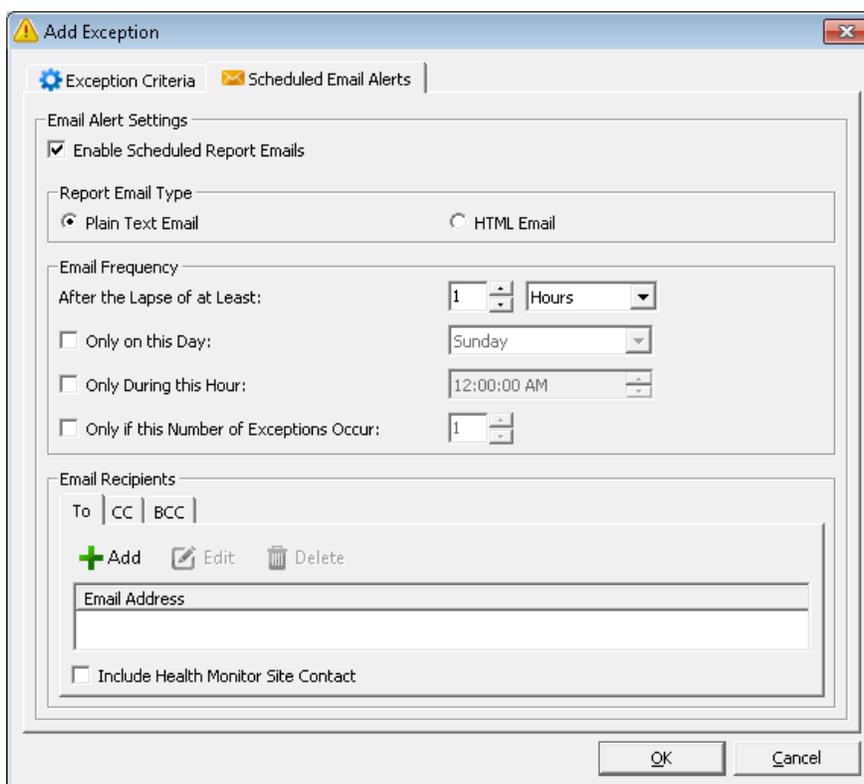
Figure 11-12: V-POS - Add a V-POS Profile Window - Exceptions Tab- Adding Exceptions - Scheduled Email Alerts Tab

Enable Scheduled Report Emails	Enable this option to enable Scheduled Report emails. By default this option is disabled.
Plain Text / HTML Email	Choose Plain Text or HTML format emails. Plain Text is the default. The HTML report contains the Exception details, a screenshot of the priority camera, and the entire receipt containing the transaction that triggered the exception report. A still image is not included in Plain Text emails.
After the Lapse of at Least	Sends an Email alert when the specified amount of time has elapsed since the previous Email alert. Editing the Email settings will reset this timer. Available options are Minutes, Hours, Days and Weeks.
Emails can be further restricted using the following criteria:	
Only on This Day	Sends Email alerts only on the specified day of the week.
Only During This Hour	Sends Email alerts only during the specified hour.
Only if this number of exceptions occur	Sends Email alerts only when the specified number of Exceptions have occurred.
Email Recipients (To, CC, BCC) can be added using the following controls:	
Add / Edit / Delete	■ Click *Add* or *Edit* to configure an Email Address / Recipient to send exception notifications to. ■ Select *Delete* to remove the currently selected address.

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	■ *CC* and *BCC* recipients can also be added / edited / deleted by selecting the appropriate tab and performing the desired action.
	■ In the E-mail Address list, use the checkbox next to each recipient to enable or disable the recipient. Disabled recipients will not receive email notifications for VPOS exceptions.
Misc.	
Include Health Monitor Site Contact	Select this option to include the *Site Contact*(configured in a VIGIL Server's Health Monitor Settings) as an email notification recipient for the configured exception If the exception's parent V-POS profile is applied to multiple VIGIL Server's, each VIGIL Server's Site Contact will be emailed. When this option is enabled, any manually entered email recipients will also be pushed to VIGIL Servers using the related V-POS profile, along with the Site Contact email recipient.

11.1.7 Shift Analysis

From the Advanced Reporting tab's *Shift Analysis* tab, a user can configure Shift Analysis report rules. These rules can than be pushed to VIGIL Server so that shift analysis reports can be generated from a VIGIL Client connected to the server.
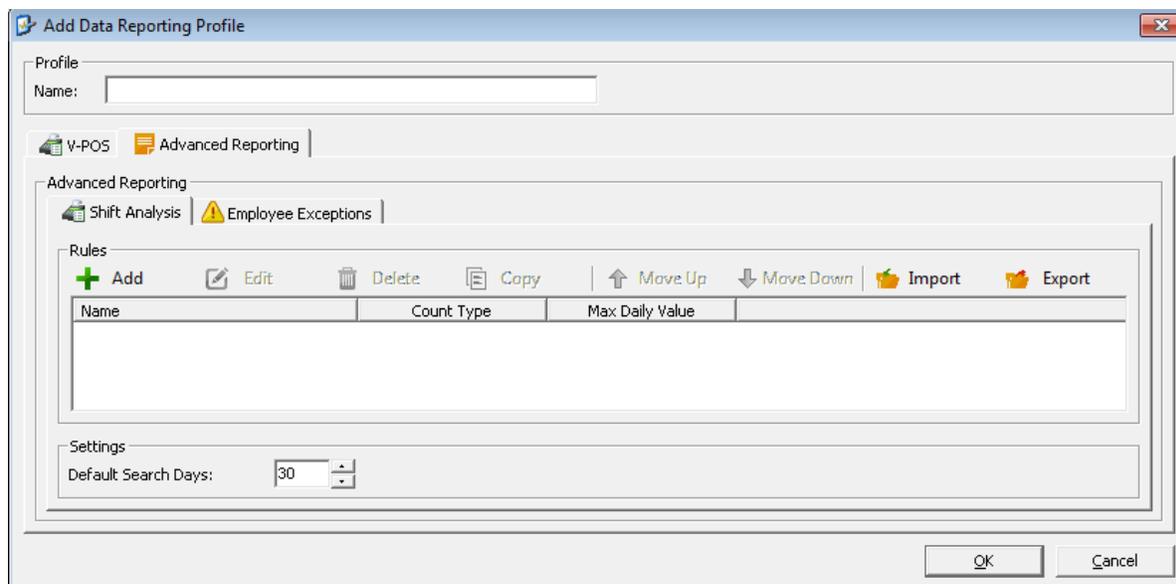

Figure 11-13: Data Reporting Profile - Advanced Reporting - Shift Analysis

Shift Analysis allows a user to configure analysis rules to collect data using VPOS exceptions or a manually configured rule. These rules and data are then used to generate Shift Analysis reports (in VIGIL Client) that can highlight transactions or events (referred to as *Tags*) falling outside of the acceptable thresholds, for each configured cashier / register.

From this window, a user can *Add*, *Edit* or *Delete* a rule. Select *Move Up* or *Move Down* to order the list as desired. Rules will be displayed in the report based on this order.

Shift analysis settings can also be exported or imported as .csv using the *Export* or *Import* buttons.

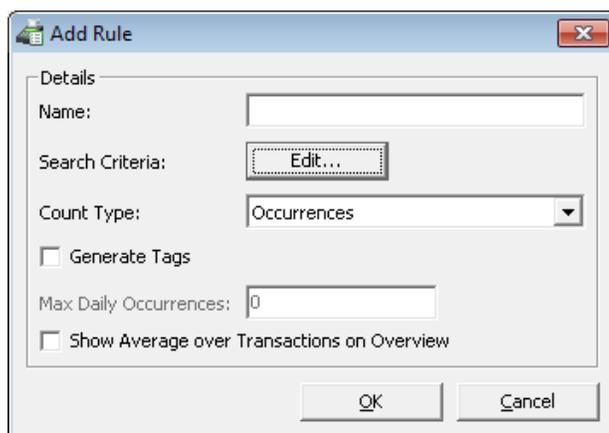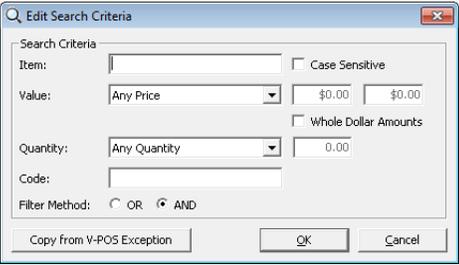When **Add** or **Edit** is clicked, the *Add / Edit Rule* window will deploy.

Figure 11-14: Shift Analysis - Report Settings - Add Rule

Field	Description

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Name	Name the rule.
Search Crtieria	Click Edit... to configure Search Criteria. Search Criteria can be configured manually or can be copied from a V-POS Exception. Click **Copy from V-POS Exception** to launch a list of available exceptions. For details on the available VPOS exception criteria,sSee "Exceptions Tab" on page 64.
Count Type	Select the count type. Available types include: *Occurrences*, *Total Value* $ and *Average Value* $.
Generate Tags	Select this option to tag specific exceptions. These will be highlighted in the report.
Max Daily Value / Occurrences	Configure the tagged exception criteria.
Show Average Over Transactions on Overview	Toggle this option to display the dollar averages above listed transaction values in reports (displayed on the A Shift Analysis Overview window).

e.g.

Example: A user creates a rule based off the *>50* exception. This exception is for any transactions over $50. The user sets the *Count Type* to *Occurrence* and chooses to *Generate Tags*. To configure the tag criteria, the user sets *Max Daily Occurrences* as *3*. When a Shift Analysis Report is run, cashiers will be tagged for every day they experience three or more *>50* exceptions.

11.1.8 Advanced Reporting – Employee Exceptions

From the Advanced Reporting tab's *Employee Exceptions* window, the user can select the *Default Column Order* of exception reports from the VIGIL Server. Options include By Totals o*r* by Exception Order (as ordered in the Exceptions settings in VIGIL Server, VCM or VIGIL Client).
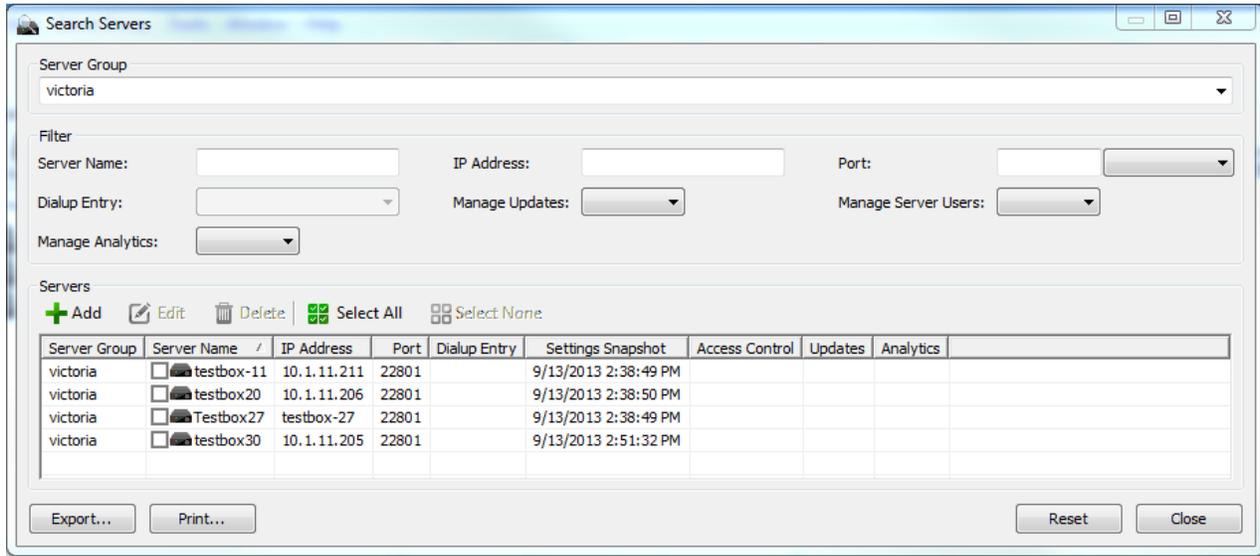
12 SEARCH VIGIL SERVERS

Figure 12-1:VCM - Search VIGIL Servers Window

VIGIL Server Group	Select a VIGIL Server Group to Filter the Search Results by.
Filters	Use the Filters section to narrow the search results.
☑	The Edit and Delete buttons as well as the right click context menu will be enabled for the VIGIL Server. This will apply to multiple VIGIL Servers if selected.
Add	Opens the Add VIGIL Server window.
Edit	Opens the Edit VIGIL Server window for the selected VIGIL Server(s).
Delete	Delete the currently selected VIGIL Server. This will delete all associated data collected (Analytics, User Audit etc), settings snapshots and still images. A confirmation dialogue box will appear to confirm the deletion.
Select All / None	Select or Deselect all currently listed VIGIL Servers.
Export	Export the current VIGIL Server list to an HTML, CSV or Tab separated file.
Print	Print the current VIGIL Server list to the default printer.

13 JOBS

The *Jobs* window displays a listing of *Access Control* and *Update Profile* jobs that have not yet been applied to the target VIGIL Servers or have failed to apply to the target VIGIL Server.

Figure 13-1:VCM -Jobs Window

Retry	Restart a *Job* that has reached 0 attempts remaining.
Delete	Delete the currently selected *Job*.
Acknowledge	If the currently selected job is in *Error*, *Acknowledge* the error. This stops alerts from being sent, it does not stop the *Job*.
Acknowledge All	*Acknowledge Errors* for all currently listed Jobs.
Suspend	*Suspends* a job. This feature should be used when a job is failing. Suspend a job to allow for diagnosis of an issue.Detected issues s will be listed in the *Status* column.
Resume	After suspending a job and troubleshooting the cause of the job failure, click *Resume* to resume the job.
Job #	The unique identifier of the *Job.*
Attempts Remaining / Total	The number of attempts remaining and the maximum number of attempts before a *Job* will become inactive.
Created	The date / time the *Job* was created.
Last Run	The last date / time the *Job* was attempted to be run.
Next Scheduled Run	The date / time of the next attempt at running the *Job*.
Status	Lists the current status of the *Job.* Issues related to job failure will be listed here.

At the bottom of the page, click the Completed Jobs tab to expand a list of completed jobs. *Date, Server Group, Server, Job* and *Parameters* are listed for each job.

Figure 13-2:VCM - Jobs Window - Completed Jobs

14 MESSAGE

To open the Messaging feature, click the Message icon in the Icon Menu Toolbar. This feature allows a user to send a message to all VCM Clients currently connected to the VCM Server.

To send a message, enter the desired text into the *Message* field and click **OK** to send.
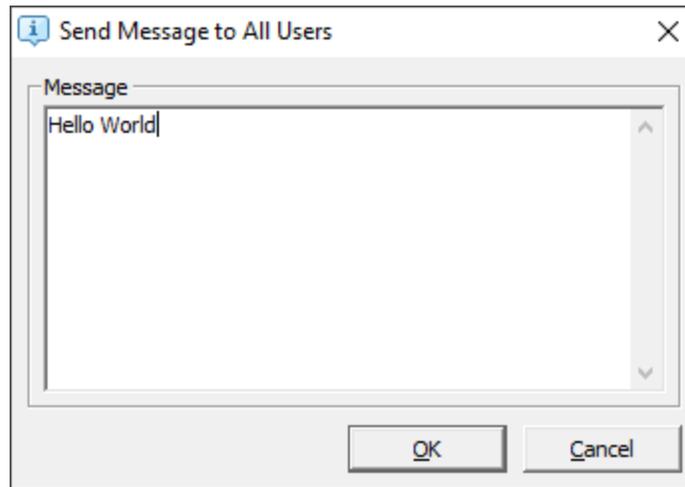

Figure 14-1: Sending a Message

When a message is received, all VCM Clients connected to the current VCM Server will receive a text notification, as pictured below. Additional details such as *From* (sender), *Timestamp* and *Sender IP* are also provided.
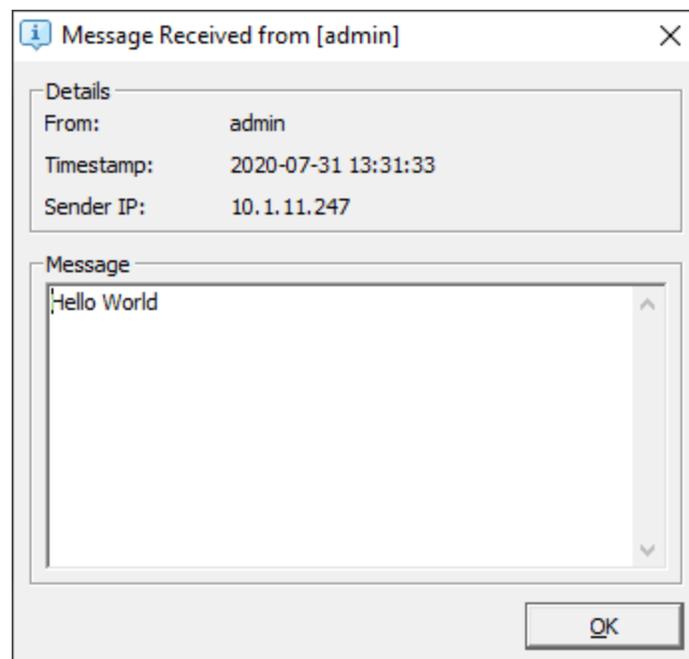

Figure 14-2: Receiving a Message

15 SETTINGS

The *VCM Settings* can only be accessed by VCM *Users* with the *Super User* access level.
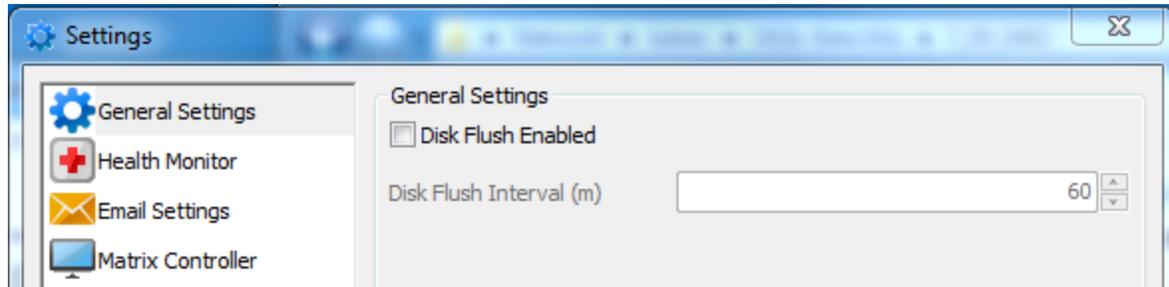
15.1 General Settings Tab

Figure 15-1:VCM - Settings - General Settings Tab

Disk Flush Enabled	When enabled, the *VCM Server Service* saves the VIGIL Server *List*, *Groups* and *Jobs* List at the set Interval. This protects against data loss if the *VCM Server Service* goes offline.
Disk Flush Interval	If disk flush is enabled, the disk flush will occur at regular intervals according to the configured value.

15.2 Health Monitor Tab

Select and re-order the *Columns* that appear in the *Health Monitor Status Window*. Column ordering is user persistent and will be remembered on login. Column headings can also be renamed. Changes to column headers will be visible to all users.
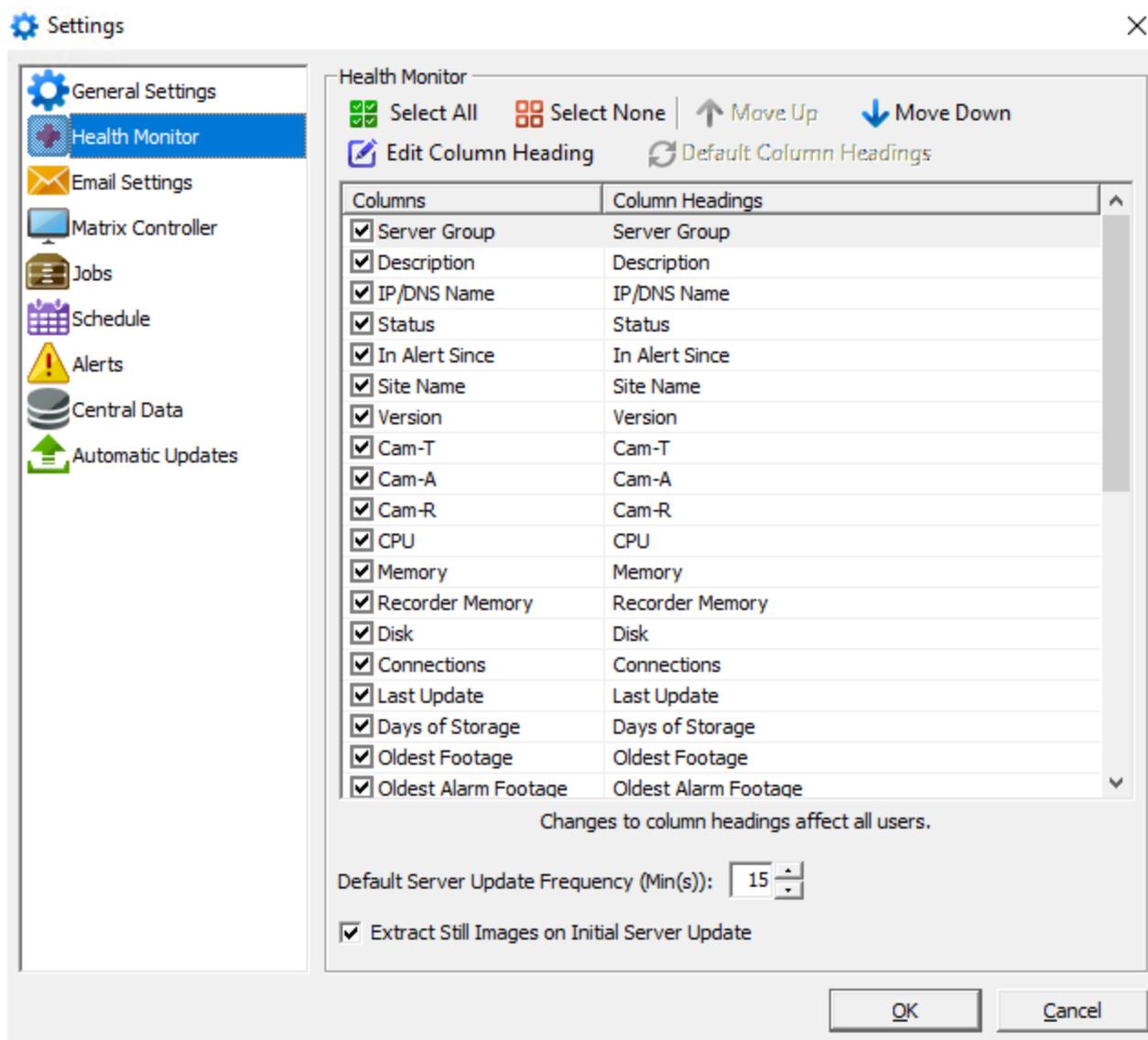
Figure 15-2:VCM - Settings - Health Monitor Tab

Select All / None	Select or deselect all columns to display in the *Health Monitor Status Window*.
Move Up / Down	Move the currently selected column up or down in the list to adjust the order the columns will be displayed in the *Health Monitor Status Window*.
Edit Column Heading	Edit the *Column Header* text of the selected column. Column Heading changes are visible to all users.
Default Column Headings	If a user has previously edited column headings, click *Default Column Headings* to revert all headers to their default state.
Default Server Update Frequency	Set the Server poll interval. Health Monitor will poll the Server for changes at this interval. Lower intervals will improve real-time accuracy of the Health Monitor but constant polling can cause strain on less-powerful and older systems.

Extract Still Images on Initial Server Update	Enable this option to extract still images from a VIGIL Server's cameras whenever a VIGIL Server is initially added to *Health Monitor.*

15.3 Email Settings Tab

Configure the *SMTP Server* settings for VCM. If nothing is configured here, VCM will not be able to send *Email Alerts*.
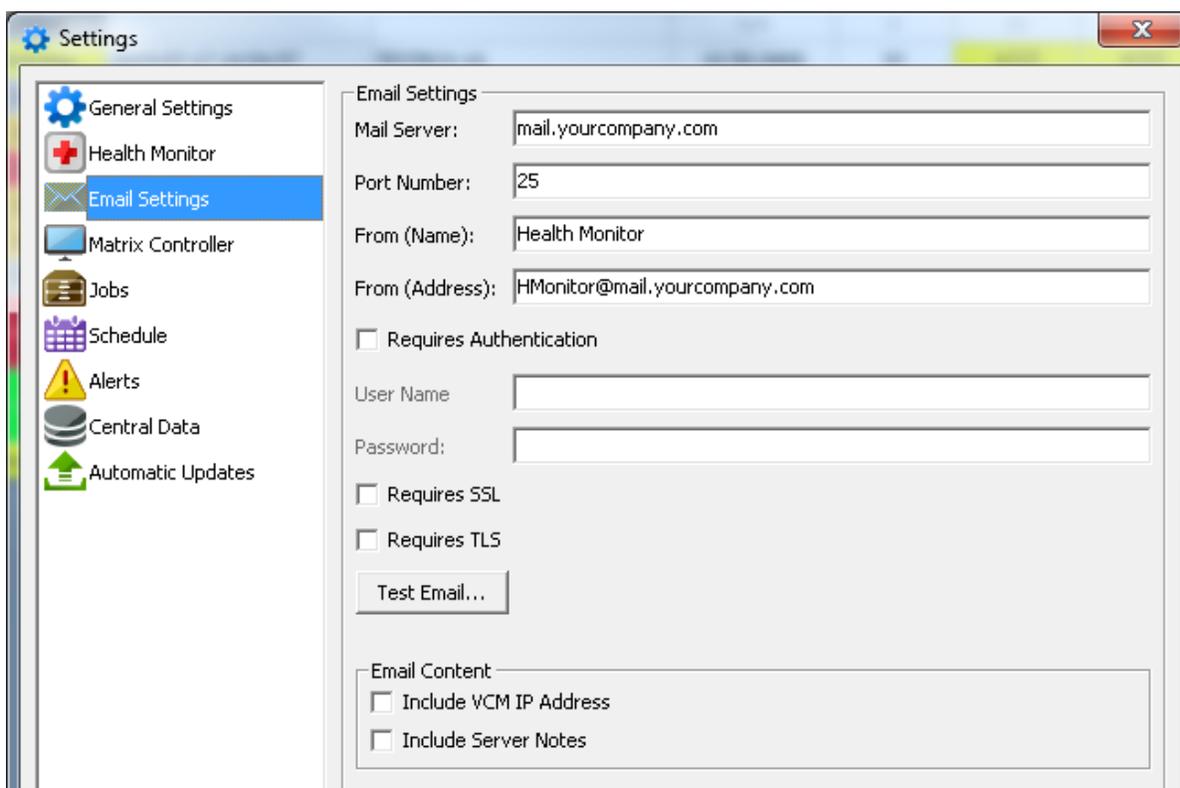

Figure 15-3:VCM - Settings - Email Settings

Mail Server / Port Number	Configure the *IP Address / DNS Name* and *Port* of the SMTP Server.
From Name / Address	Configure the *Name* and *Email Address* that will be displayed in the *Outgoing Emails*.
Include VCM IP Address	Enable this option to include the *IP Address* of the VCM Server in the *From* line of email messages sent from this VCM Server.
Requires Authentication	Enable this option if the *SMTP Server* requires authentication.
User Name / Password	Configure the *User Name* and *Password* for the *SMTP Server*.
Requires SSL	Enable this option if the *SMTP Server* requires SSL certification.
Requires SSL	Enable this option ff TLS certification is required.
Test Email	Send a test email to ensure the *SMTP Server* settings are correctly configured. A window will prompt for an email address to send the test message to.
Include VCM IP Address	Toggle this option to include the VCM's IP address in emails triggered by VCM.
Include Server Notes	Toggle this option to include Server Notes regarding the target Server, as configured in VCM's Server settings, when emails are triggered by VCM

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15.4 Matrix Controller Tab

An attached *Matrix Controller* is configured on this tab. A *Matrix Controller* is required for *Failover*. Currently only the CM9740 is supported.
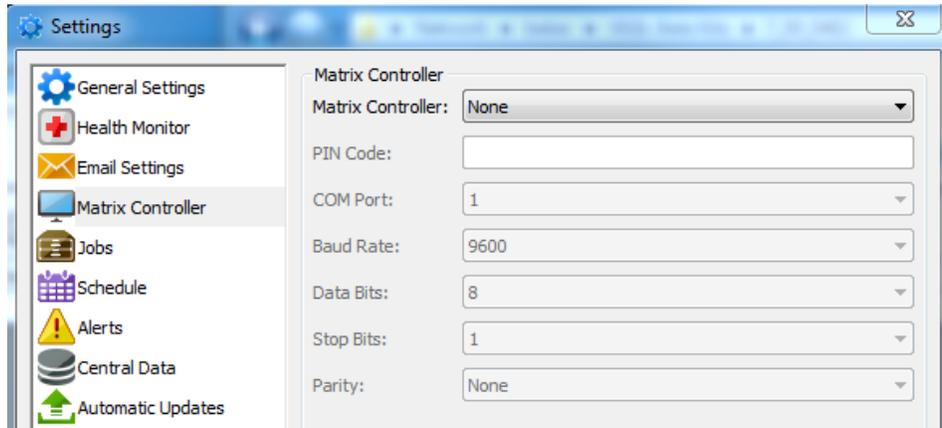

Figure 15-4:VCM - Settings - Matrix Controller Tab

Matrix Controller	Select the Type of *Matrix Controller* from the drop-down List. Currently only the CM9740 is supported.
PIN Code	The *PIN Code* required to log-on to the *Matrix Controller*. This is configured on the *Matrix Controller*; refer to your *Matrix Controller* user manual for more information.
COM Port Settings	The *COM Port* settings for the *Matrix Controller*. These are configured on the *Matrix Controller*; refer to your *Matrix Controller* user manual for more information.

15.5 Jobs Tab

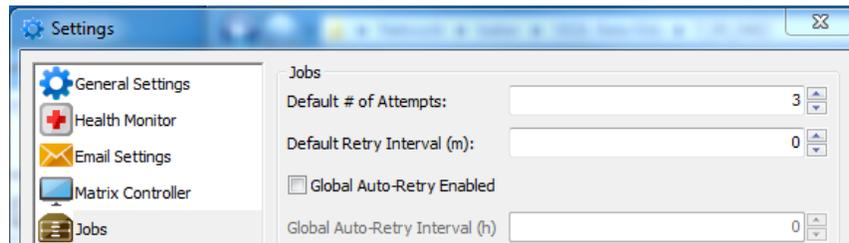Configure the default settings for the VCM Update and Access Control Jobs.

Figure 15-5:VCM - Settings - Jobs Tab

Default # of Attempts	The maximum number of times a job will be attempted.
Default Retry Interval	The time in minutes between *Retry Attempts*.
Global Auto Retry Enabled	When enabled, all pending *Jobs* will be retried automatically at a set interval.
Global Auto Retry Interval	The time in hours between *Global Retry Attempts.*

15.6 Schedule Tab

VCM Server can be configured to *Schedule* centralization of *Video Analytics Data*, *VIGIL Server Settings*, *User Audit Data* and *User Configurable Data.*
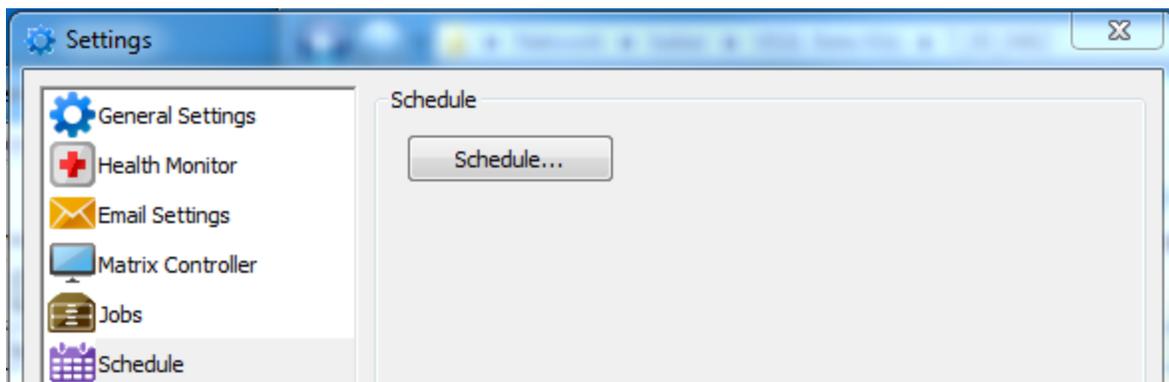

Figure 15-6:VCM - Settings - Schedule Tab

15.6.1 Analytics Update Schedule

VCM Server can be configured to copy *Video Analytics Data* from a VIGIL Server to a *Central Database.* This will copy any rule that has the *'Allow data from this rule to sync to central database'* option enabled.
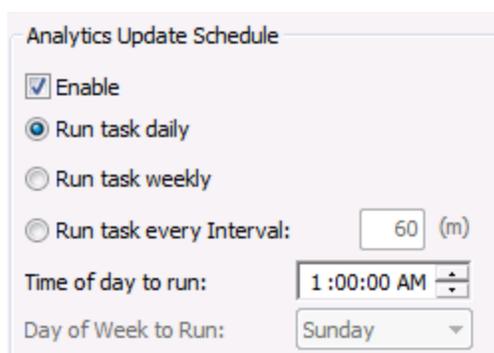

Figure 15-7:VCM - Settings - Schedule Tab - Analytics Update Schedule

Enable	Enable this option to configure the VCM Server to copy *Video Analytics Data* from all VIGIL Servers that have the *'Manage Analytics'* option enabled.
Run Task Daily/ Weekly/ Interval	Select whether the *Video Analytics* copy will run *Daily*, *Weekly* or at a set *Interval* (configured in minutes).
Time of Day to Run	For *Daily* or *Weekly*, configure the time of day the *Analytics Copy* will run.
Day of Week to Run	For *Weekly*, configure the day of the week the *Analytics Copy* will run.

15.6.2 VIGIL Server Backup Schedule

VCM Server can back up the *VIGIL Server Settings* called *'Settings Snapshots'.* These can be manually created in the *Health Monitor* window. The *Settings Snapshots* can also be automated. Up to 10 *Settings Snapshots* can be stored by VCM Server, with each new one being created if VCM Server detects that the VIGIL Servers settings have changed since the last *Settings Snapshot* was created.
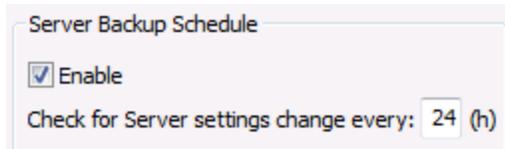
3xLOGIC

Figure 15-8:VCM - Settings - Schedule Tab - Server Backup Schedule

Enable this option to configure VCM Server to *Automate VIGIL Server Settings Snapshot* creation. Configure the interval in hours between each time VCM Server will check for changes to the VIGIL Servers settings.

15.6.3 User Audit Data Update Schedule

VCM Server can be configured to copy *User Audit Data* from a VIGIL Server to a *Central Database.*
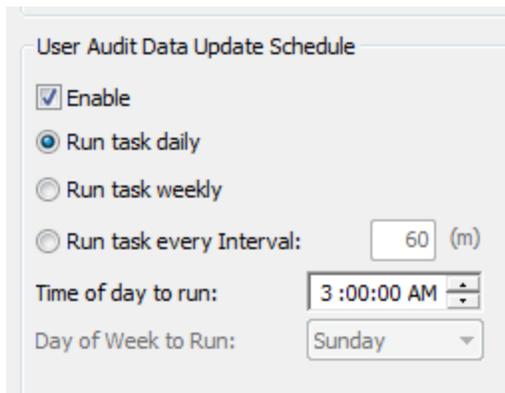

Figure 15-9:VCM - Settings - Schedule Tab - User Audit Data Update Schedule

Enable	Enable this option to configure the VCM Server to copy *User Audit Data* from all VIGIL Servers that have the *Manage User Audit Data* option enabled.
Run Task Daily / Weekly / Interval	Select whether the *User Audit Data* copy will run *Daily, Weekly* or at a set *Interval* (configured in minutes).
Time of Day to Run	For *Daily* or *Weekly*, configure the time of day the *User Audit Data Copy* will run.
Day of Week to Run	For *Weekly*, configure the day of the week the *User Audit Data Copy* will run.

15.6.4 User Variable Data Update Schedule

VCM Server can be configured to copy *Data* from a *Data* location to a *Central Database*. Currently supported locations are: *SQL Server, ODBC Connections, Excel Spreadsheets* and *CSV Files*. This is an advanced option that is configured via .ini files. For information on how to configure this option please consult your sales representative.
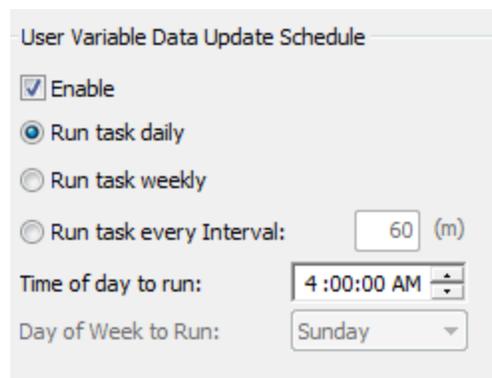
Figure 15-10:VCM - Settings - Schedule Tab - User Variable Data Update Schedule

Enable	Enable this option to configure the *VCM Server* to check the *DataSync* directory and process any .ini files found in that directory at the configured time or interval.
Run Task Daily/ Weekly/ Interval	Select whether the *User Variable Data Copy* will run *Daily, Weekly* or at a set *Interval* (configured in minutes).
Time of Day to Run	For *Daily* or *Weekly*, configure the time of day the *User Variable Data Copy* will run.
Day of Week to Run	For *Weekly*, configure the day of the week the *User Variable Data Copy* will run.

15.7 Alerts Tab

The Alerts tab controls how VCM handles alerts.
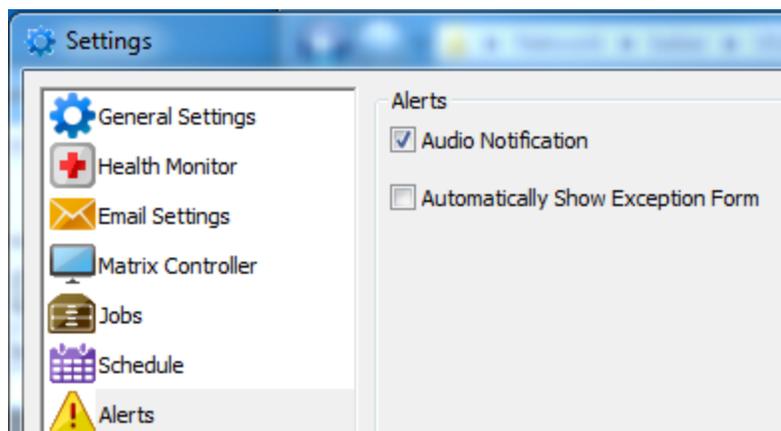

Figure 15-11:VCM - Settings - Alerts Tab

Audio Notification	Enable system beep for all alerts. The audio notification will continue until the alert has been acknowledged or fixed.
Automatically Show Exception Form	Automatically display the *Health Monitor Alert Window* when a VIGIL Server is in *Warning* or *Error* state.

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15.8 Central Data Tab

Configure the *Central Database Server* information that will be used by *VCM Server* for centralized data. This includes *Analytics, User Audit Data* and the *User Variable Data*. The *Central Database Server* requires a *Microsoft SQL Desktop Engine* and *Central Analytics Database Scripts* to be run.
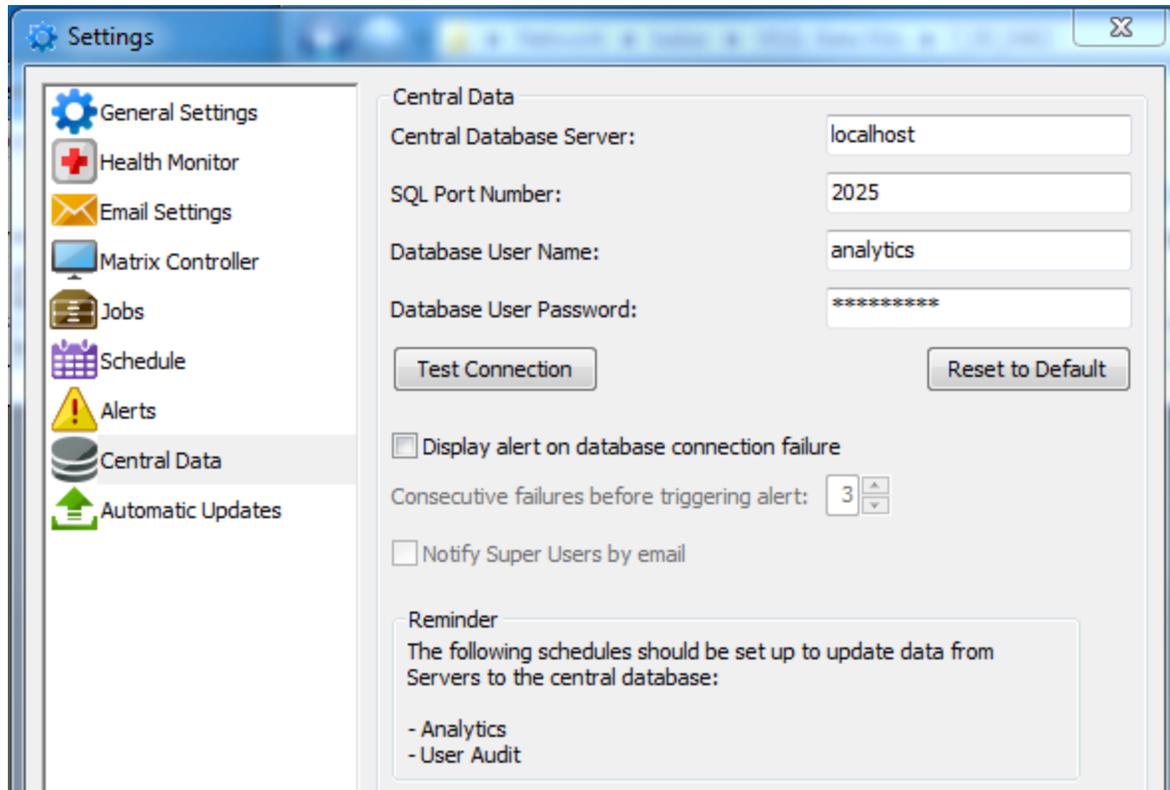

Figure 15-12:VCM - Settings - Central Data Tab

Central Data-base Server	The *IP Address* or *DNS Name* of the Central Database Server.
SQL Port Num-ber	The *SQL Port number*. The default port number is 2025.
Database User Name	The *SQL User Name* on the Central Database Server.
Database User Password	The *SQL Password* on the Central Database Server.
Test Connection	Test the settings to ensure a connection to the Central Database Server.
Reset to Default	Reset the fields to default settings.
Display alert on database con-nection failure	Select this option to display an alert on VCM Client whenever a database connection fails. ■ **Consecutive Failures before Triggering Alert** - Set the amount of consecutive data-base connection failures that must occur before issuing the alert. ■ **Notify Super Users by Email** - Select this option to notify super users via email when a database connection failure alert is issued.

15.9 Updates Tab

The *Update Tab* allows the configuration of a maximum number of update jobs at once, along with the ability to only update on a schedule.
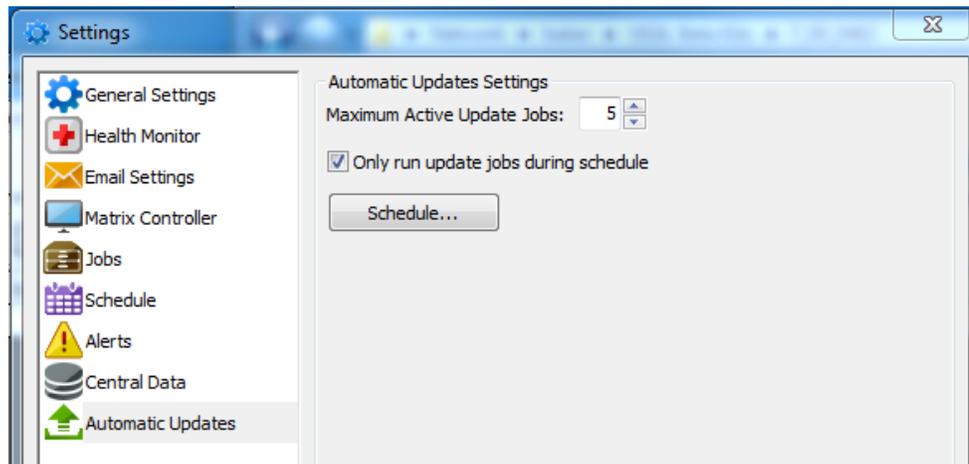

Figure 15-13: VCM - Settings - Automatic Updates Tab

|	
Maximum Active Update Jobs	Determines the maximum amount of update jobs executable by VCM at one time.
Only run update jobs during schedule	Selecting this option will only allow updates to be done during the selected schedule.
Schedule...	Click to open the *Automatic Updates Schedule* window, pictured below. Click on a start time and drag the coloured sections to cover the allowed times for a software update.
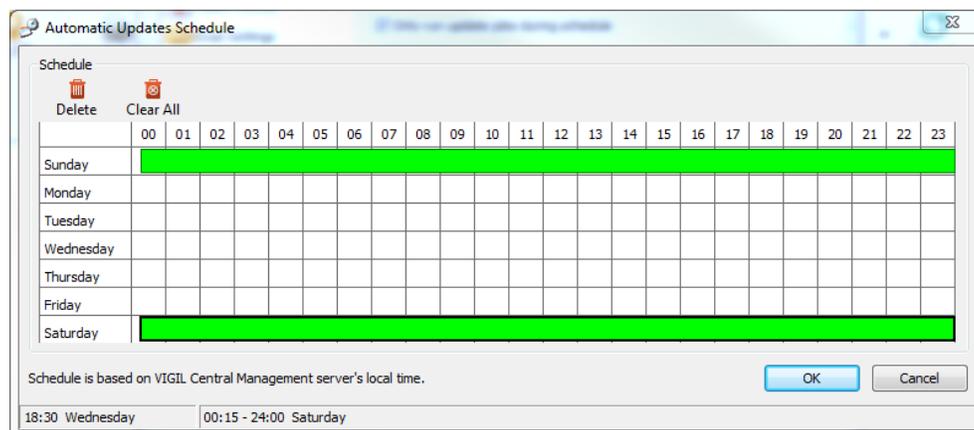
Figure 15-14: Automatic Updates Schedule

Delete	Deletes the currently selected segment.
Clear all	Deletes all segments.

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15.10 Active Directory Tab

The Active Directory Settings tab in VCM allows the user to configure settings related to the setup and usage of AD with VIGIL Central Management. For more information about the VCM AD settings form, see the table below.

15.10.1 Configuring Active Directory With VIGIL VCM

Active Directory (AD) integration in VCM allows VIGIL Central Management to use an AD server to manage VCM Users and/or VIGIL Server users. VCM can also be setup to act as a proxy AD Server for VIGIL Servers that cannot access an AD Server directly.

> **Note:** For individual configuration of AD integration on a VIGIL Server, the VIGIL Active Directory Manager is available and installed alongside VIGIL Server v9 or newer systems. See 150004 TT Using VIGIL Active Directory for more information. If using Active Directory with VIGIL VCM is desired, VIGIL v12 or newer is required.

Figure 15-15: Active Directory Settings

Domain Settings	
Domain	Enter the Active Directory server domain / IP.
Use SSL	Toggle this on if SSL / LDAPS (LDAP over SSL) authentication is required.
Username and Password	Enter Active Directory Server login details.
Test	Test that the given credential can successfully login to the Active Directory server. The user will be prompted with results when the test completes.
General Active Directory Settings	
Use Active Directory to Manage VIGIL Server Users	Toggle this option on to have Active Directory Manage VIGIL Server Users.
VIGIL Server Should Pass Active Directory Request	Select this option to allow VCM to act as an Active Directory proxy for managed VIGIL that are remote or do not exist on the same LAN as the AD server. This

Through VCM Server	feature can function over the internet and supports VIGIL Connect.
VCM Server Address	Enter the VCM Server address for the VCM Server you would like to act as the Active Directory proxy.
Use Active Directory to Manage VCM Users	Toggle this option on to allow the Active Directory server to manage VCM Users.
User Update Interval	VCM will poll the Active Directory Server for new users at the defined interval.

For instructions on managing both VIGIL Server Users and VIGIL VCM Users with AD via VCM, continue through the proceeding section.

Manage VIGIL Server Users with Active Directory via VIGIL VCM

If VCM and VIGIL Server reside on the same LAN, VCM can be easily configured to manage VIGIL Server's users with Active Directory. See the below example for more information:
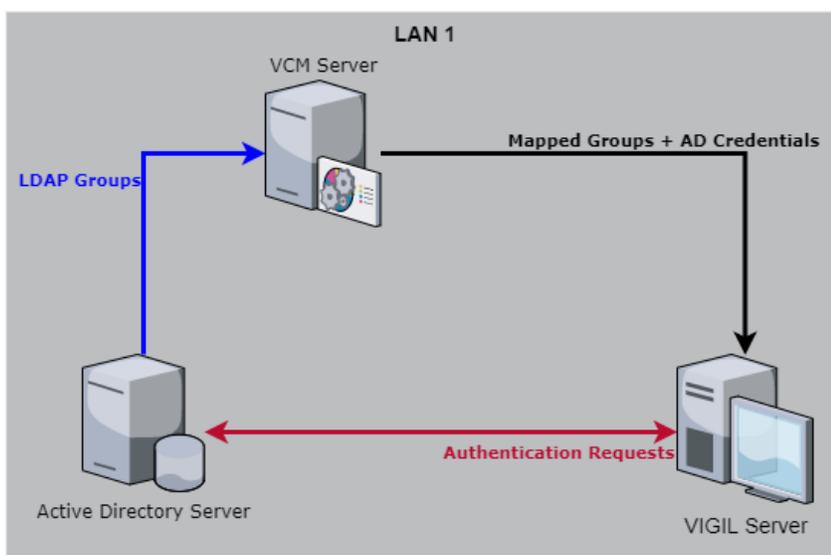

Figure 15-16: Manage VIGIL Server Users with Active Directory via VIGIL VCM

To utilize this setup, follow the below instructions:

1. Using VCM Client, login to the VIGIL VCM Server that is monitoring the desired VIGIL Server.

2. Open **Settings** and navigate to the Active Directory settings form.

3. Enter the domain credentials for the desired Active Directory server. Test that the given credential can successfully login to the Active Directory server using the **Test** button. The user will be prompted with results when the test completes.

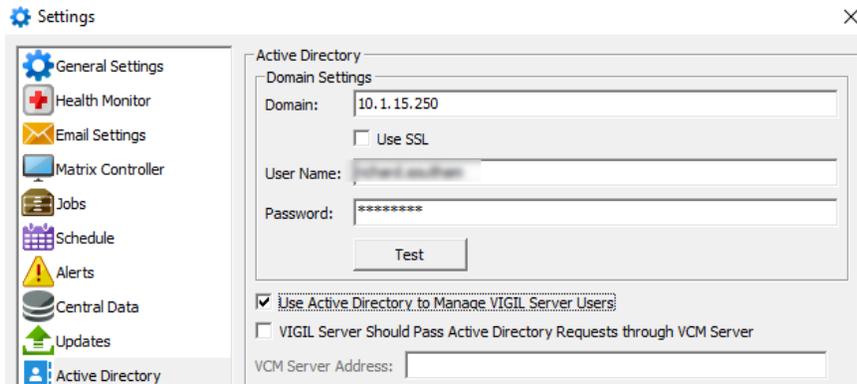4. Toggle the **Use Active Directory To Manage VIGIL Server Users** option on.

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Figure 15-17:VIGIL VCM – Manage VIGIL Server Users

5. Set an acceptable **User Update Interval**. The VIGIL Server user group you associate with an LDAP Group from the AD Server will be updated with changes to the LDAP group at the defined frequency.

6. Click **OK** to save VCM Settings.

7. Click the **VIGIL Server Users** button in the VCM icon toolbar.

8. Select the desired VIGIL Server group from the left-hand menu.

9. Click the **Active Director**y button to activate Active Directory User Management mode. Only users configured using AD will be displayed in the Users and Groups lists.
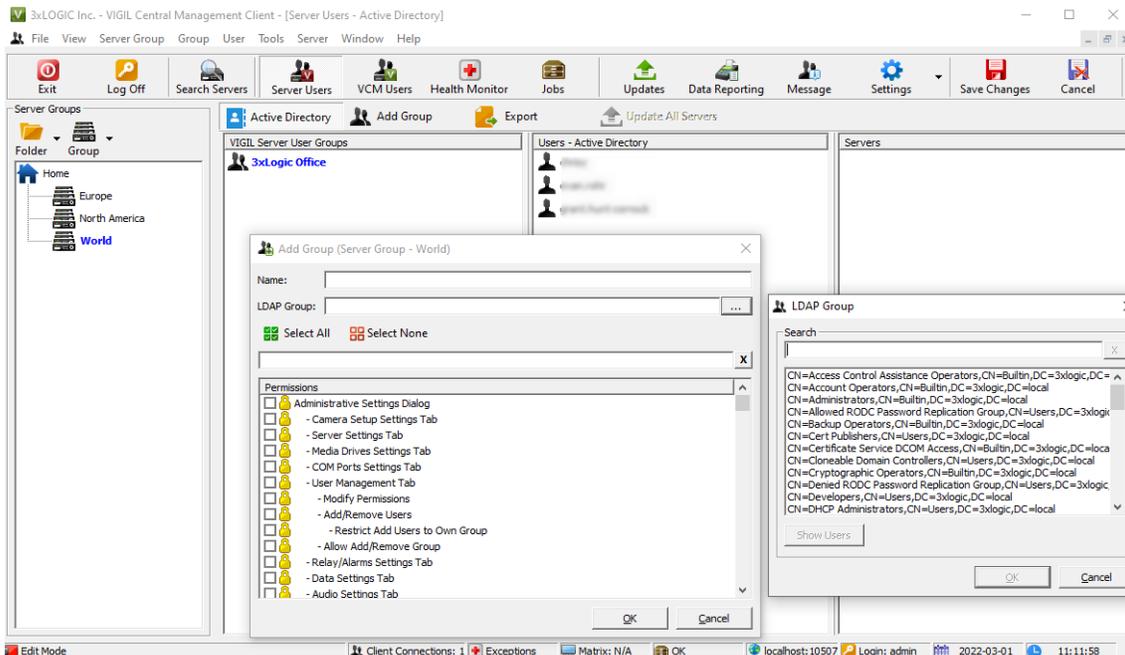
10. Click the **Add Group** button.

Figure 15-18:VIGIL VCM – Active Directory Integration – Associating LDAP Group with VIGIL Server User Group

11. Enter a **Name**. This will be used to refer to the Server group within VIGIL VCM.

12. Associate an **LDAP Group** from the Active Directory Server with the Server group. Click the … button to open LDAP Search to search the Active Directory for the desired LDAP group. An LDAP Group's users can be previewed by selecting the group and clicking the **Show Users** button. Select the desired group from the list of results and click **OK** to assign the group.

13. Apply the group's VIGIL permissions by checking-off the desired permissions.

14. Click **OK** on the Add Group window to save the new group. Users from the selected LDAP group will now be added to the VIGIL Server User Group and should now populate the Users – Active Directory list. The group will be updated from the AD Server at the set User Update Interval.

15. Click **Update All Servers** to update servers in the selected VIGIL Server group with the new user settings. For applying user settings to an individual VIGIL Server, a user can toggle between standard VCM User Management and Active Directory User management for a singular VIGIL Server from the Server's **Edit Site Info** form in VCM.

Users configured within the Active Directory LDAP groups should now be able to successfully login to applicable VIGIL Servers.

Use VIGIL VCM as Active Directory Proxy for VIGIL Server

In the case where a VIGIL Server cannot actively communicate with the active directory server due to the VIGIL Server being remote, or residing on a different LAN, the user can configure VIGIL VCM to act a proxy server for Active Directory requests for the VIGIL Server. See the below example for more information.
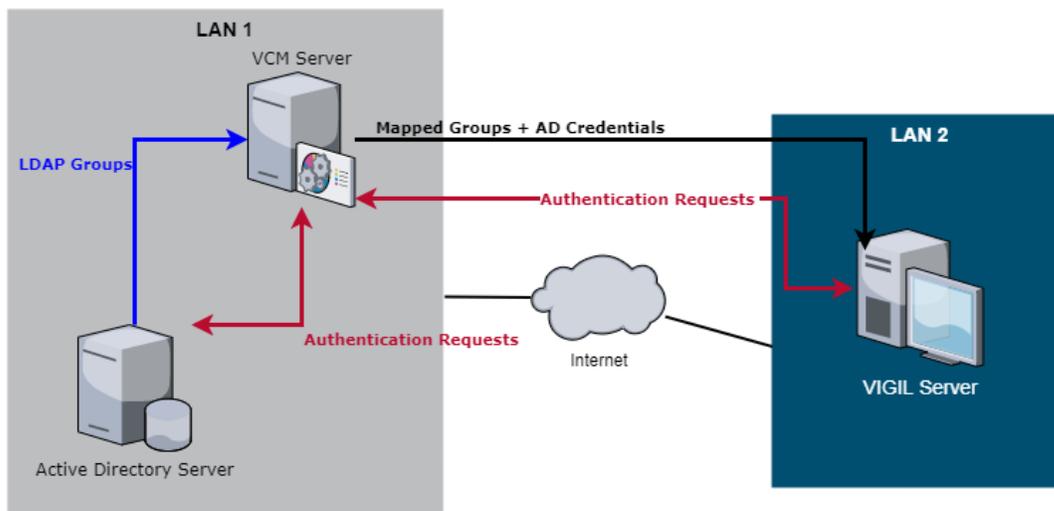

Figure 15-19:VIGIL VCM - Active Directory In tegration - Using VCM As Proxy - Network Diagram

To use this setup, follow steps 1-5 fromSee "Manage VIGIL Server Users with Active Directory via VIGIL VCM" on page 85and then proceed based on the following instructions:

1. With the *Use Active Directory to Manage VIGIL Server Users* option active, toggle the **VIGIL Server Should Pass Active Directory Requests Through VCM Server** option on.
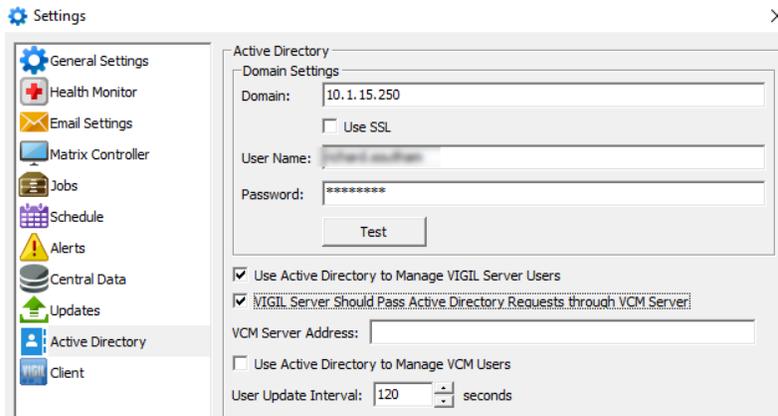
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Figure 15-20: VIGIL VCM – Active Directory Integration – Using VCM as Proxy

2. Enter a VCM Server Address. This should be the address of the VCM Server you wish to act as proxy.

3. Complete applicable configuration from Steps 6-15 fromSee "Manage VIGIL Server Users with Active Directory via VIGIL VCM" on page 85

The defined VIGIL VCM Server will now act as a proxy between the VIGIL Servers and the AD Server.

Warning: When using the VCM as proxy, if the VCM Server experiences downtime or internet connectivity issues, LDAP user logins for the applicable VIGIL Servers will be unavailable as no active directory authentication requests can be passed through an offline VCM Server.

Manage VCM Users with Active Directory via VCM

To manage VIGIL VCM's users with Active Directory:

1. Using VCM Client, login to the VIGIL VCM Server.

2. Open **Settings** and navigate to the *Active Directory* settings form.

3. Enter the domain credentials for the desired Active Directory server. Test that the given credential can successfully login to the Active Directory server using the **Test** button. The user will be prompted with results when the test completes.

4. Toggle the **Use Active Directory to Manage VCM Users** option on.

5. Click **OK** to save the VCM settings.

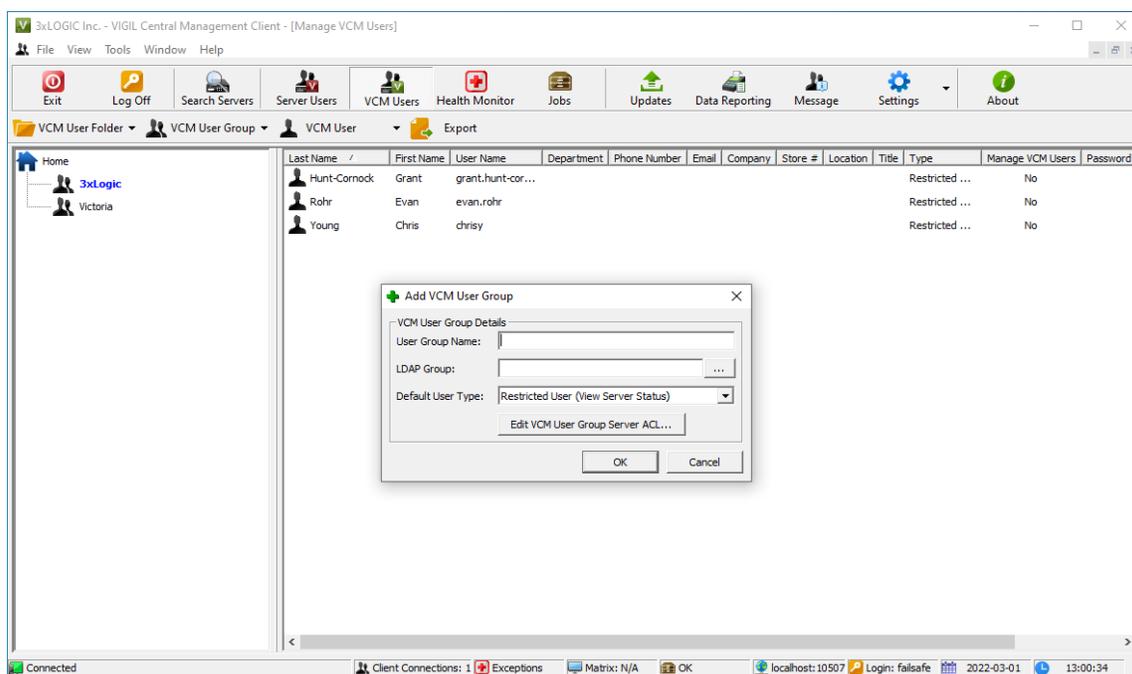6. Click the **VCM Users** button in the VCM icon toolbar.

Figure 15-21:VIGIL VCM – Active Directory Integration – Associating LDAP Group with VIGIL Server User Group

7. Add a *VCM User Grou*p.

8. Enter a **User Group Name**. This is the name that will be used to refer to this VCM User Group within VCM.

9. Associate an *LDAP Group* with the *VCM User Group*. Click the **…** button to open LDAP Search to search the Active Directory server for the desired LDAP group. An LDAP Group's users can be previewed by selecting the group and clicking the **Show Users** button. Select the desired group from the list of results and click **OK** to assign the LDAP group.

10. Select a **Default User Type** for users in this group. This will dictate which permissions the user has within VCM. See "VCM Users and Groups" on page 51 for more information on the available user types and their permissions.

11. Click **Edit VCM User Group Server ACL** to edit the VCM access control list and configure which VIGIL Server groups can be accessed by users belonging to this VCM User group.

12. Click **OK** to save settings.

The VCM Users list should now populate with users from the LDAP Group selected in Step 9 of this section.

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15.11 VCM Settings - ServiceNow Tab

As of 12.00.0300, VIGIL VCM features *ServiceNow* integration for server incident reporting and management via the *ServiceNow* platform.

The VIGIL VCM *ServiceNow* settings form is described below:

Figure 15-22:VCM Settings - Service Now tab

Setting	Description
VCM Server Source Name	The name of your VCM Server on ServiceNow. This will be used to refer to the VCM Server in ServiceNow incident reports and related data.
URL	Enter the URL for your ServiceNow API instance.
Username / Password	Enter login information for your ServiceNow instance.
Test	Test your ServiceNow API connection using the current URL and login credentials

To interface the VCM Server with ServiceNow, check the **Enabled** checkbox, fill in the form fields with the correct information and click the **Test** button. A pop-up will deploy with the test results. When successful, click **OK** to save the settings.

ServiceNow reporting must also be individually enabled for each VIGIL Server you wish to report on the ServiceNow platform. See " VIGIL Server Health Settings - ServiceNow Tab" on page 26

15.12 Client Tab

The *VCM Settings - Client Tab* allows the user to configure settings for managed VIGIL Clients.
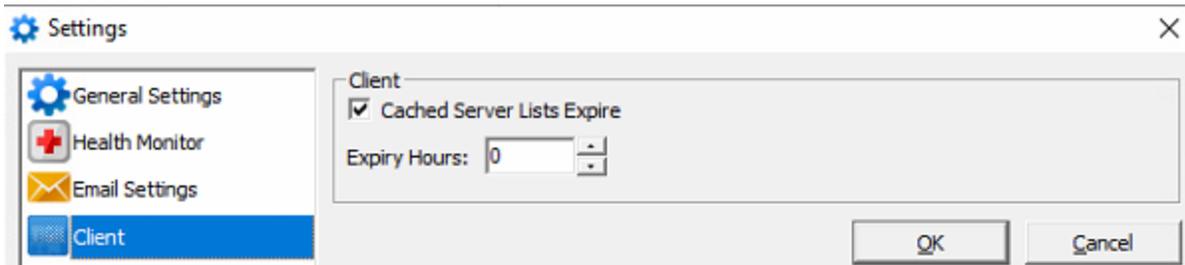

Figure 15-23:VCM Settings - Client Tab

Cached Server List Expires	Toggle this options on if you want managed VIGIL Clients cached Server lists received from a VCM to expire.
Expiry Hours	If *Cached Server List Expire* is toggled on, set expiration interval here, in hours.

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16 VCM SERVER DATA UTILITY

The *VCM Server Data Utility* is an application installed alongside VIGIL VCM Server to manage VCM-controlled VIGIL Server backups. It can be accessed through your Start Menu, through the VIGIL program folder.
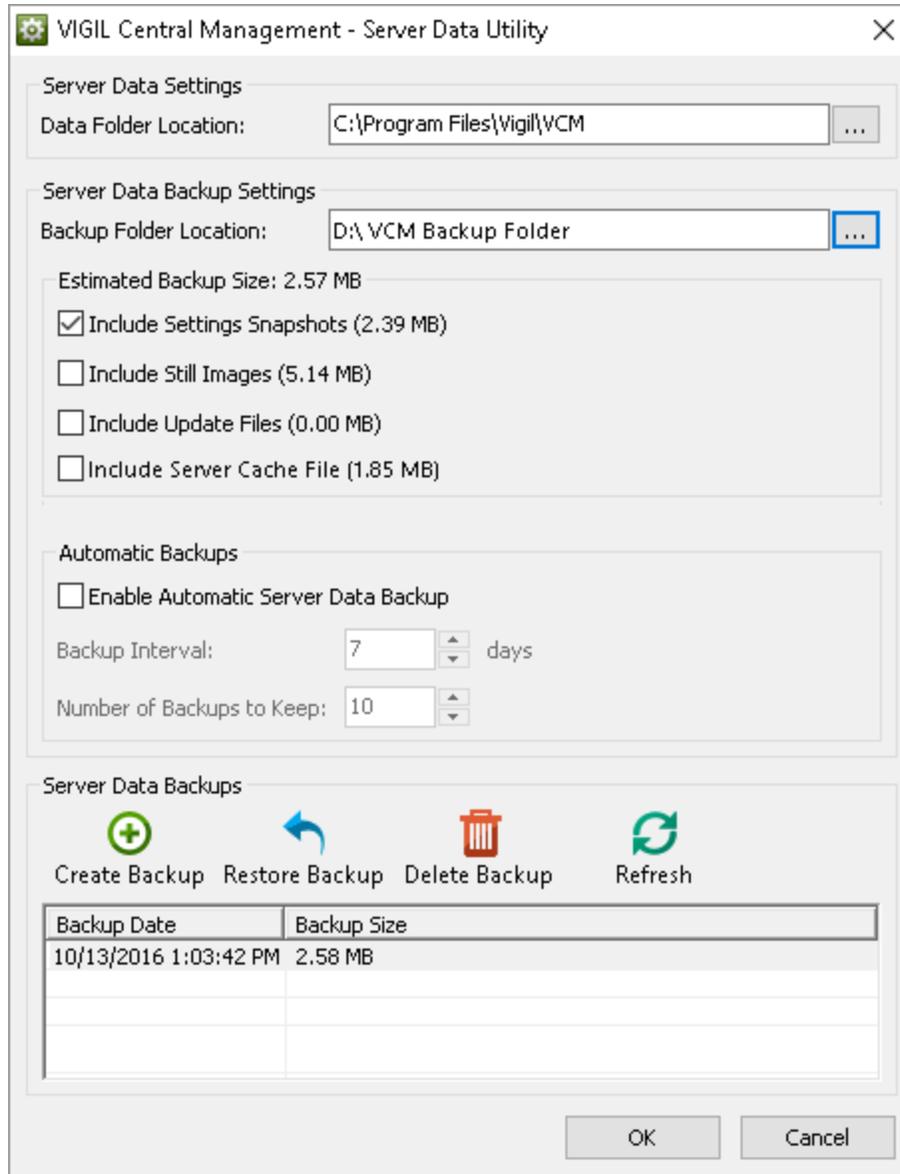

Figure 16-1:VCM Server Data Utility

Data Folder Location	Click the "…" button to select the location for exported data files.
Backup Folder Location	Click the "…" button to select the location for backup folders.
Include Settings Snapshots	Enable this option to include Settings Snapshots from each VIGIL Server in the backup folder.
Include Still Images	Enable this option to include still images from every camera on each VIGIL Server configured in VCM.

Include Update Files	Enable this option to include update files in the VCM backup folder.
Include Server Cache File	Enable this option to include the Server Cache file in the backup folder.
Enable Automatic Server Data Backup	Enable this option to allow VCM to automatically create backups at regular intervals. Manually enter the number of days between backups, along with the number of backups to keep at one time.
Create Backup	Clicking this button will create a backup folder on the local machine of all the current VCM settings.
Restore Backup	Clicking this button will apply the selected backup to VCM.
Delete Backup	Clicking this button will delete the currently selected backup
Refresh	Refreshes the list of stored VCM backups.

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17 VCM SERVICE TRAY APP

If VCM Server is installed on your system, a service tray app will be present in your Windows UI.

- ◼ indicates the VCM Server is online.

- ◼ indicates the VCM Server is offline.

Hover over the app for at-a-glance information regarding the VCM Server included a count of current VCM Client Connections and the individual IP info for each client connection.
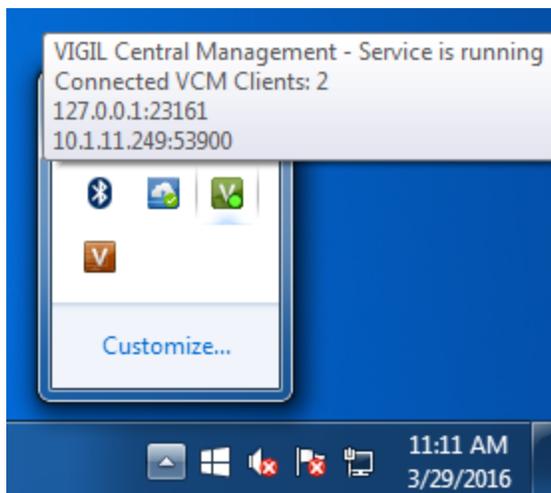

Figure 17-1:VCM Server Service Tray App - Hover-Over Prompt

Right -click the app for the following options.

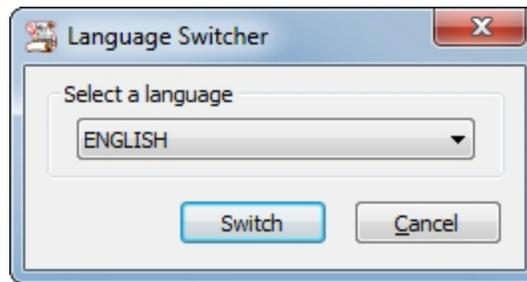|	
About	Opens the About window for VCM which will provide version, registration and copyright info.
Register	Register your VCM. This will open the VIGIL register Utility.
Launch Client	Launch VCM Client.
Exit	Close / shut down the VCM Server.

18 LANGUAGE SWITCHER

Figure 18-1:VIGIL Language Switcher

VIGIL VCM can be run in English, French, Spanish, Chinese and Hebrew. The *Language Switcher* can be run from the Windows Start menu.

To begin:

1. Select *Programs | VIGIL | Language Switcher*.
2. Select the desired language from the drop-down menu and click *Switch*.

A prompt will show informing that a system reboot is required to complete the language change. Choose the following:

- Click *Yes* to reboot immediately.
- Click *No* to have the update applied the next time the system is restarted.

Note: The prompt will display in the language that is being switched to.

19 ABOUT WINDOW

To launch the About window, mouse over the top *Help* menu and select *About* from the available drop-down. The below window will deploy.

Figure 19-1:VCM About Window

From the About window, the user can quickly ascertains version information regarding both VIGIL VCM Client and Server, as well as current device limits. Company Contact information and copyright info is also included.

A user may also register VCM Server licenses from the About window. Proceed to the next section for more information on VCM Server licensing.

19.1 Registering VCM Server Licenses

To register a *VIGIL Server Monitoring* license or a *Third-party Device Monitoring* from the VCM *About* window:

Note: For information on third-party DVR monitoring, contact your 3xLOGIC sales representative.

1. Click the *Register Server* button and select the type of license you would like to register. Please note, a free 30-day trial of VIGIL Server Monitoring is included with VCM Server.

A small window will now deploy that will display the serial number of the VIGIL VCM Server you are attempting to register a license for. This is the serial number you will have used to purchase the license. If you have not yet purchased a license, contact your 3xLOGIC Sales representative to acquire a registration key for your desired license.
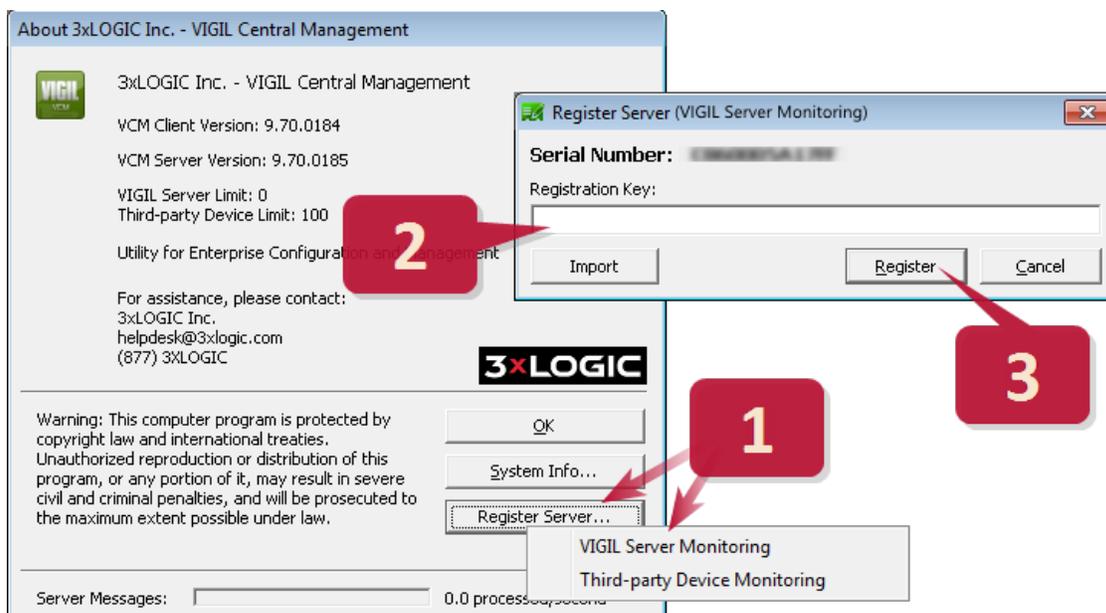

Figure 19-2: Registering VCM Server Licenses

2. Once you have acquired the license registration key, enter it into the available field.
3. Click *Register*. The license will be registered and your VCM Server will now be able to monitor the related devices.

20 CONTACT INFORMATION

3xLOGIC has offices in Victoria BC, Canada and in Fishers, Indiana, USA. Please visit our 3xLOGIC web site at www.3xlogic.com. Please contact us by e-mail at helpdesk@3xlogic.com (technical support), or using the following contact information:

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