

Safe Fleet

Depot Manager Version 3.0

User Guide

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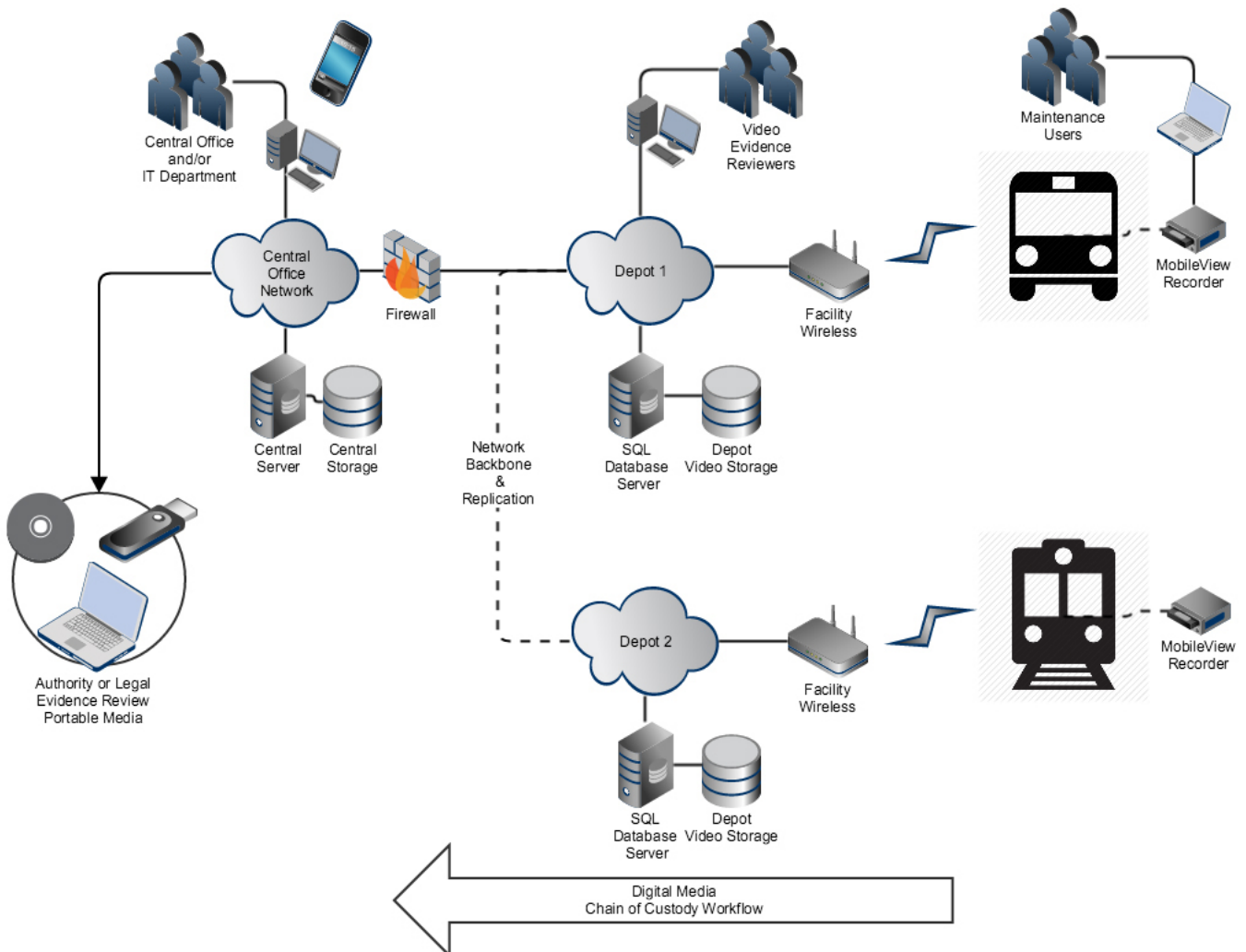
Introduction

MobileView Depot Manager (DM) is a secure web-based device management system that runs from a central server on a network. Using a standard web browser, Depot Manager allows users to easily and remotely manage automated tasks across multiple depots and multiple recorders that are installed on transit vehicles. Video files can be managed, played, and saved through Depot Manager, and they can be downloaded and archived as evidence. Depot Manager software tracks installation and upgrade programs to ensure that they run safely.

Depot Manager System Overview

Your system will include many but not all of the following elements.

System Diagram



Requirements for Logging On

Logging on to DM requires access to a supported browser and a license. DM includes a license that allows users to monitor and manage devices. A license key is required for downloading video. See "[Licensing](#)" on page 11.

Supported Browsers

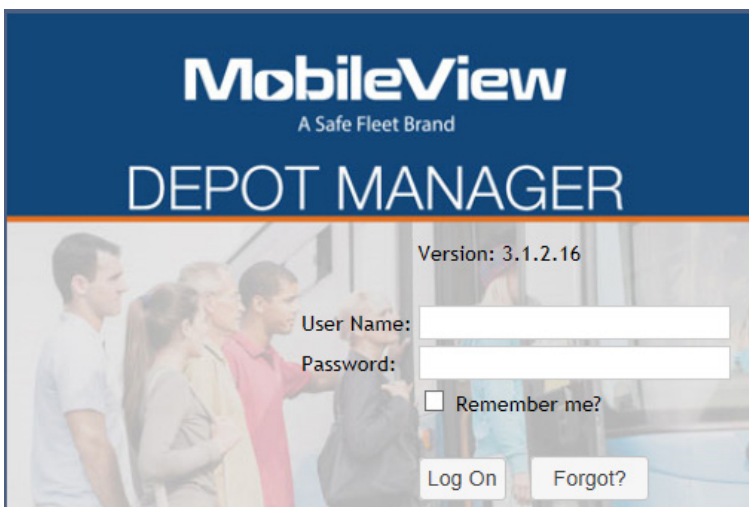
- Depot Manager is supported by:
- Microsoft Internet Explorer 9, 10, 11
- Google Chrome 34+

Logging on to the System

1. Double-click the **Depot Manager** icon on the server. The logon window opens.

i NOTE: The Depot Manager shortcut

The shortcut to the DM icon is created manually when DM is installed on your server. See the Network Server Setup Administration Guide for more information.

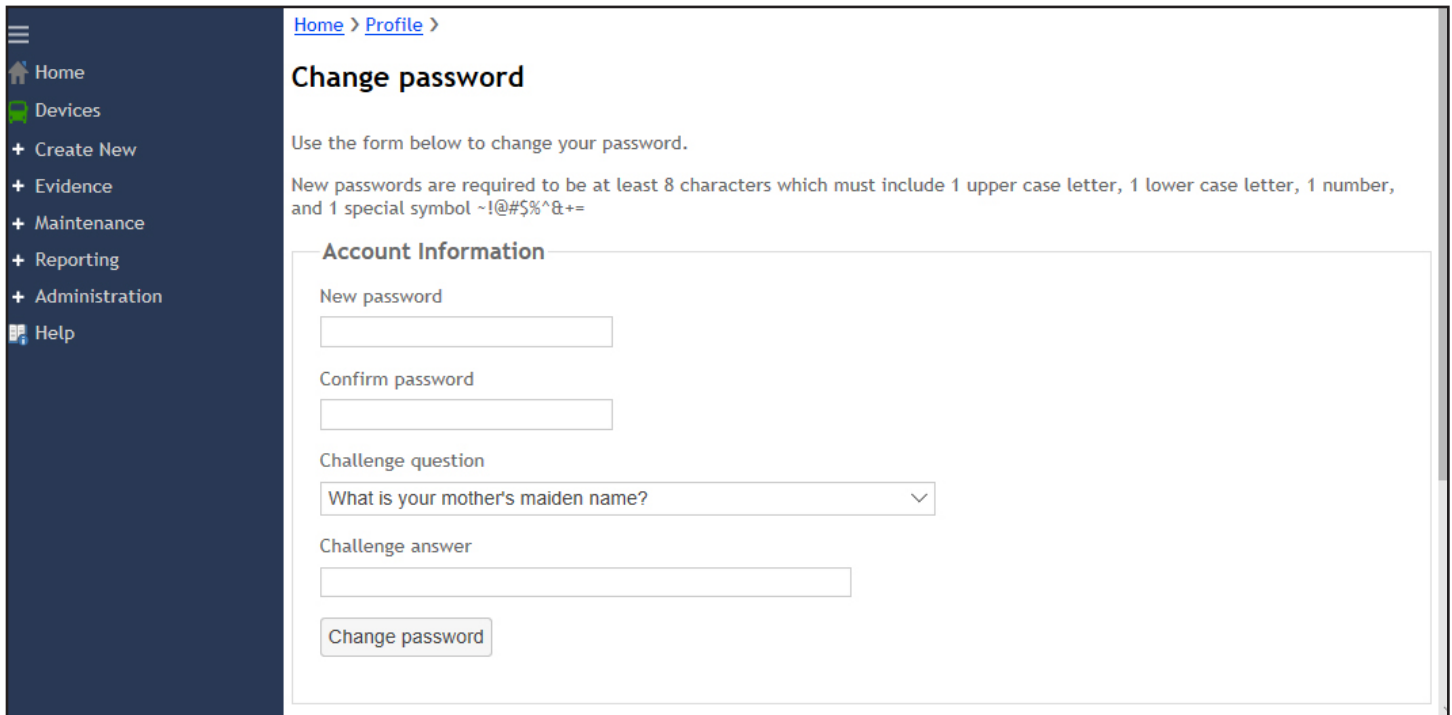


Default user name: **Admin**
Default password: **admin123**

i NOTE: Change the default password

After logging on for the first time, you will be prompted to change the default password to a unique password.

2. Enter the default **User Name** (Admin) and **Password** (admin123), then click **Log On**. The **Change password** window appears.



The screenshot shows the 'Change password' form in the Depot Manager application. On the left is a dark blue sidebar with navigation links: Home, Devices, Create New, Evidence, Maintenance, Reporting, Administration, and Help. The main content area has a breadcrumb trail 'Home > Profile >' and the title 'Change password'. Below the title is a instruction: 'Use the form below to change your password.' A note specifies password requirements: 'New passwords are required to be at least 8 characters which must include 1 upper case letter, 1 lower case letter, 1 number, and 1 special symbol ~!@#%\$%^&+='. The form is titled 'Account Information' and contains the following fields: 'New password' (text input), 'Confirm password' (text input), 'Challenge question' (a dropdown menu with the selected option 'What is your mother's maiden name?'), and 'Challenge answer' (text input). A 'Change password' button is located at the bottom of the form.

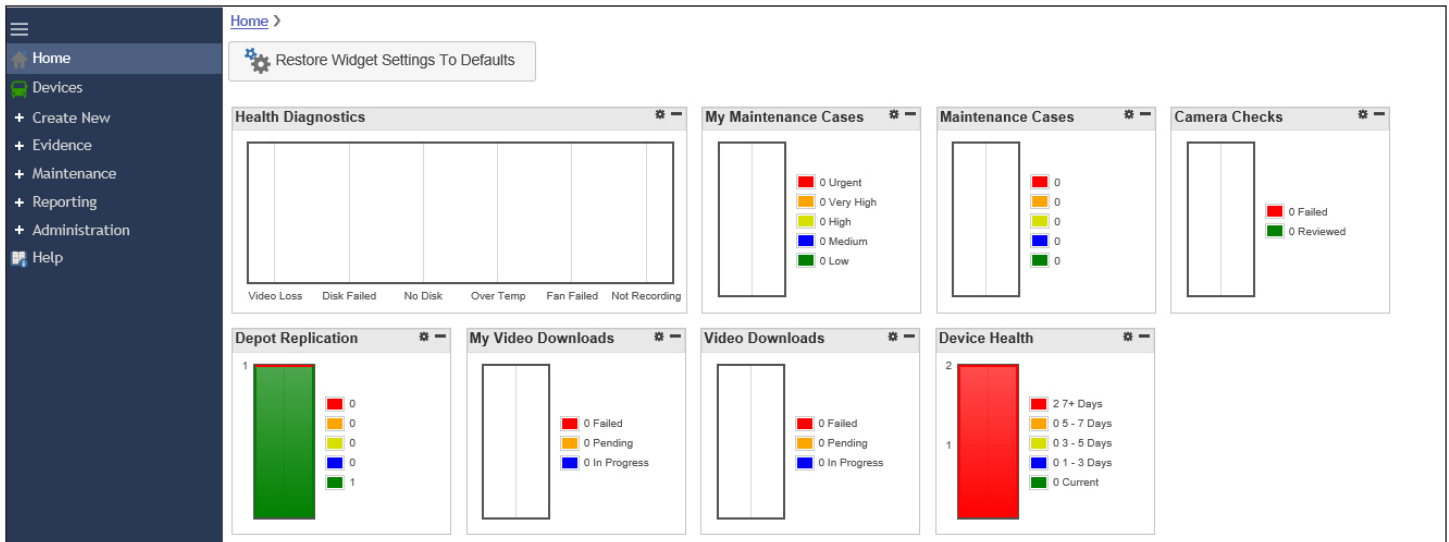
3. Enter a new unique password, then enter it again to confirm it. The new password must have 8 characters, including at least 1 upper case letter, 1 number, and 1 special symbol.
4. Select a **Challenge question** from the drop-down menu, then enter the appropriate answer.
5. Click **Change password** to save the new settings. DM opens the **Dashboard/Home** window.

i NOTE: Changing a password with Active Directory

The change password option is only available for internally controlled (within DM) users accounts. It is not available for Active Directory users. Active Directory users can use their standard change password option within Active Directory.

Dashboard/Home

The DM web page opens to the **Home/Dashboard** page. The **Home** window displays general system diagnostics. User permissions, assigned by the System Administrator, determine what diagnostics are displayed. Users can move the modules around in the window to suit their preferences.



Licensing

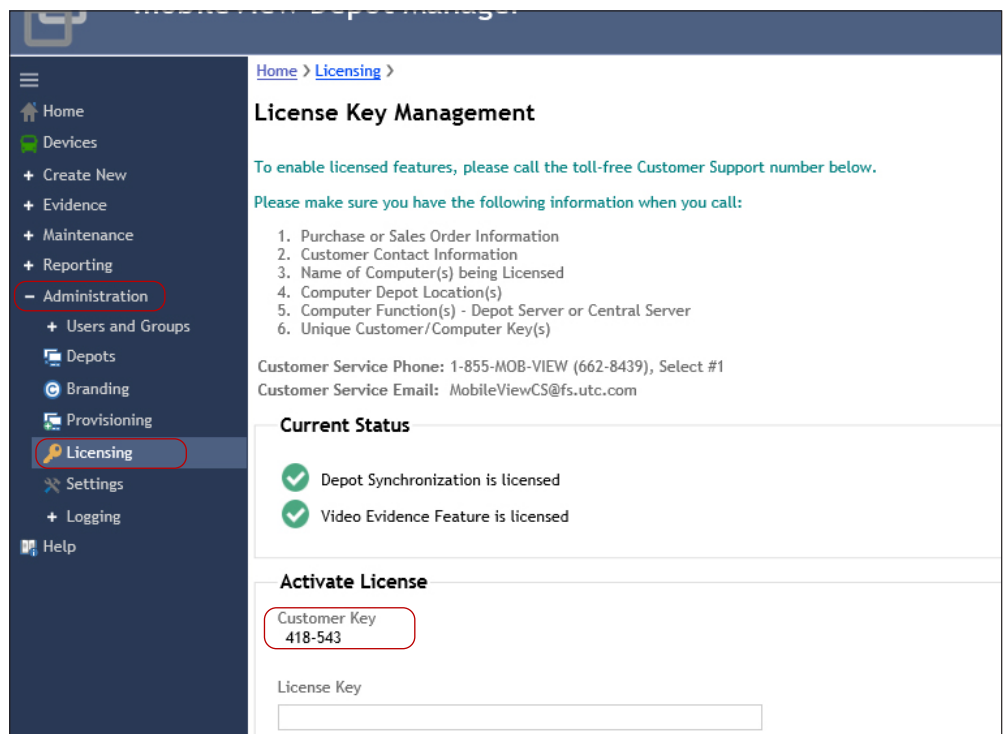
DM includes a license that allows users to monitor and manage all devices. A license key is required to download video.

There are three types of licenses available for purchase:

- **Global:** A license for the master server. This license controls the replication.
- **Depot Synchronization:** A license for the central server that allows data to be synchronized between the central server and any remote depots. Customers with more than one server require a synchronization license key.
- **Maintenance Cases:** A license for controlling maintenance cases.

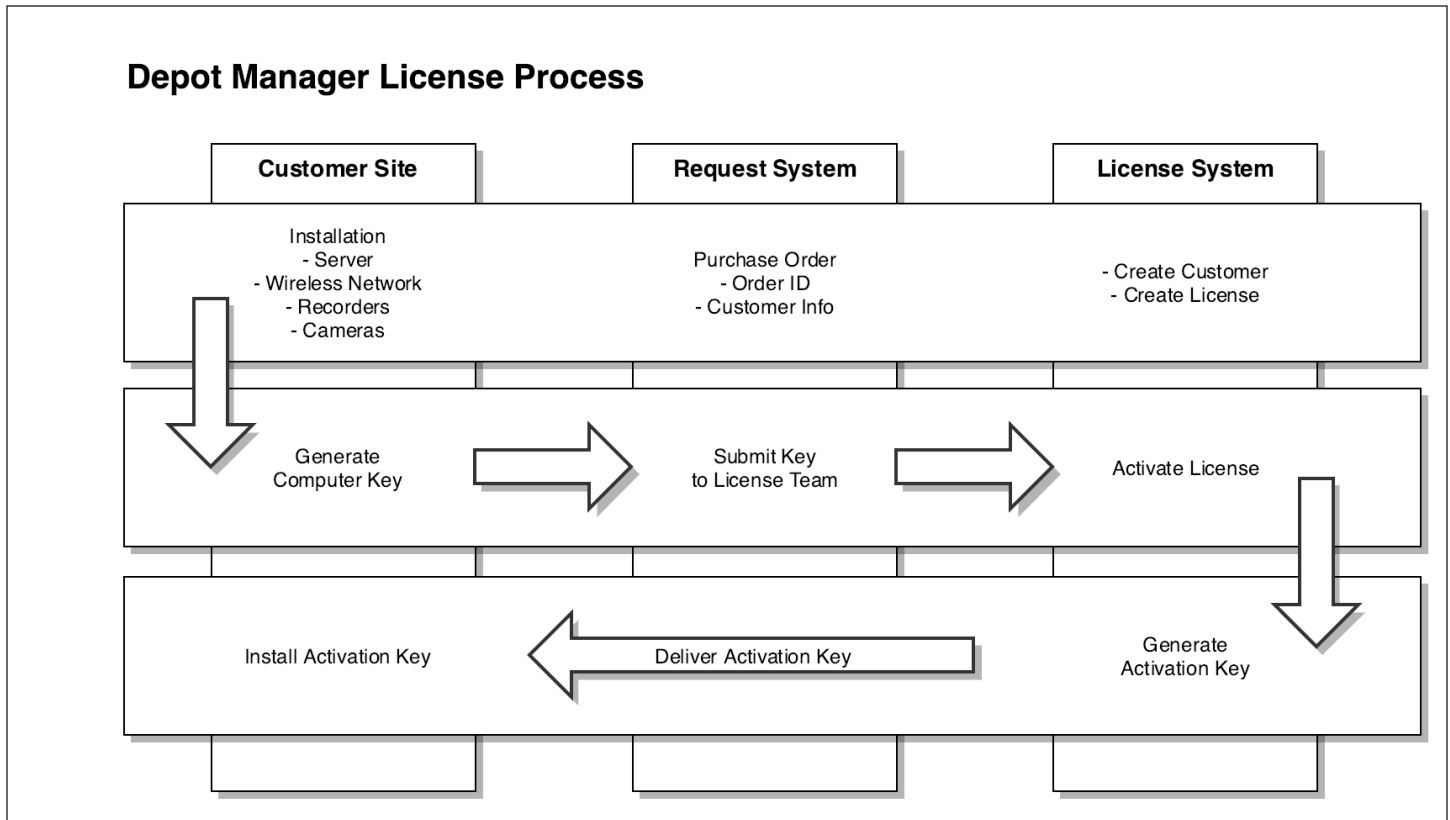
Buying a License

1. Click **Administration > Licensing**. The **License Key Management** window opens. Find the **Customer Key** under **Activate License** near the bottom of the main screen area, in the lower left.



- Contact your sales representative or customer service to purchase license keys. You will need to provide the Customer Key with your request.

Please follow the diagram below for the licensing process.



Navigating the Dashboard/Home Window

The Dashboard/Home Window displays general system information. The layout and content varies depending on the currently logged in user's permissions, which are assigned by the System Administrator. The modules display only the information that is assigned to the currently logged-in user. Users can configure the module layout to suit their needs.



Overview of the Modules

The following list describes the main modules that appear on the **Home** page. Configuration of these elements, such as health diagnostics and devices, is done elsewhere. Please see this guide's table of contents.

Health Diagnostics: Shows statistics for depots assigned to the logged-in user. Includes video loss, failed and no disks, (server) over temperature, failed fan, and devices not recording.

My Maintenance Cases: Shows maintenance cases assigned only to this user.

Maintenance Cases: Shows maintenance cases for the depot(s) assigned to the logged-in user.

Camera Checks: Shows camera checks for all cameras connected to the depot(s) assigned to the logged-in user.

Depot Replication: Replicates servers and server settings if running multiple depot servers.

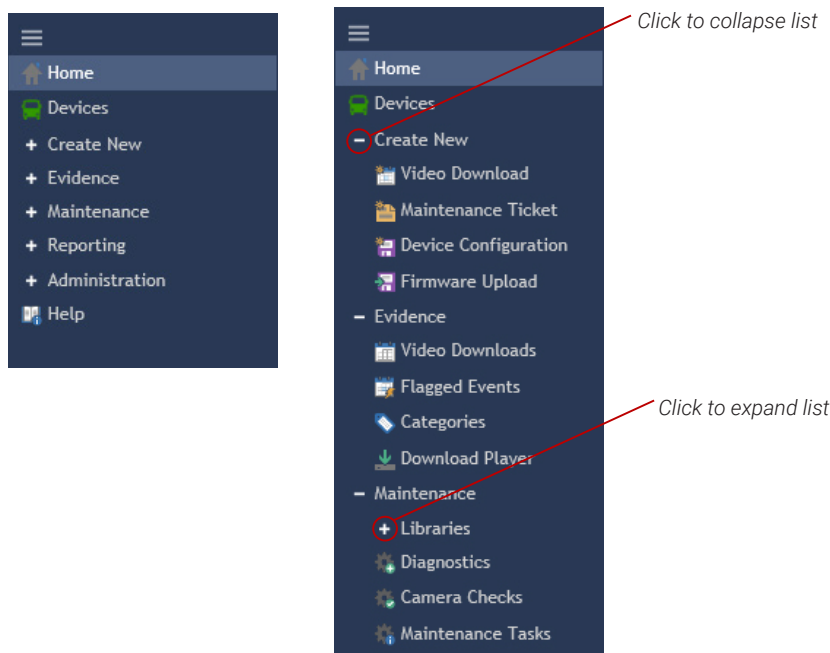
My Video Downloads: Shows video downloads assigned only to the logged-in user.

Video Downloads: Shows videos downloaded from devices associated with the depot(s) assigned to the logged-in user.

Device Health: Shows health statistics for all devices connected to the server.

NOTE: Shortcut for Opening Windows

Click the red areas on the bar graphs to open the appropriate maintenance/diagnostic windows.



Main Menu

Home: See the latest performance metrics for the overall system, including health diagnostics, camera checks, and video downloads.

Devices: Discover, configure, and connect to devices (recorders). Install and upgrade device firmware. See ["Accessing/Activating Devices" on page 16.](#)

Create New: Access windows that allow you to create video download schedules, maintenance tickets, device configuration templates, and firmware upload templates.

- **Video Download:** Schedule a time and date when video is downloaded from a device. See ["Creating/Scheduling a Video Download" on page 62.](#)
- **Maintenance Ticket:** Create maintenance tickets to report an incident or a need for repair. See ["Creating New Maintenance Cases \(then adding Diagnostics\)" on page 73;](#) ["Creating New Maintenance Cases from a Diagnostic Search" on page 74.](#)
- **Device Configuration:** Create a device configuration template so you can quickly and simultaneously configure multiple devices. See ["Exporting a Device Configuration Template" on page 24.](#)
- **Firmware Upload:** Create a firmware template to select the correct firmware for uploading to specific devices. See ["Bulk Firmware Uploads to Multiple Devices" on page 31.](#)

Evidence: Access windows that allow you to download videos, tag events, categorize evidence, and download a video player.

- **Video Downloads:** Select filters for searching for video.
- **Flagged Events:** See the flagged events that are waiting for a user confirmation before downloading begins. Flagged events might be waiting to be uploaded if the automatic download option is not selected for a device. See ["Downloading Flagged Events" on page 64.](#)

- **Categories:** Add to the list of evidence categories. See ["Creating Evidence Categories" on page 65.](#)
- **Download Player:** Download a video player to your local computer. See ["Installing the Video Player Application" on page 56.](#)

Maintenance: Access windows that allow you to access the configuration and firmware libraries, and windows for diagnostics, camera checks, maintenance tasks, vehicle groups, and maintenance cases.

- **Libraries:** Access and add configuration templates on the **Configuration Library** window. Access and add and schedule firmware templates on the **Firmware Library** window.
- **Diagnostics:** Configure and create maintenance cases. The diagnostics page is similar to the device list. However, it lists vehicles plus all diagnostic information for those vehicles which can typically be used for diagnosing maintenance issues.
- **Camera Checks:** View the current and reference images for all cameras.
- **Maintenance Tasks:** Log maintenance tasks for the devices or the system, and track the progress of maintenance tasks. Tasks include device configuration, uploading firmware, resetting factory defaults, rebooting devices, and configuring devices.
- **Vehicle Groups:** Add and edit vehicle groups.
- **Maintenance Cases:** Create maintenance cases and track their progress. Maintenance cases address an incident or a need for repair.

Reporting: Access windows that allow you to create maintenance and evidence reports, and create email subscriptions.

- **Maintenance Report:** Create diagnostics charts, and reports for video loss, failed disks, no disks, temperature spikes, failed fans, absences of check ins, and failures to record.
- **Evidence Report:** Create video download charts and reports for video download requests, as well as scheduled and non-scheduled automatic video downloads.
- **Subscriptions:** Configure email subscriptions for who automatically receives daily/weekly/monthly emails of maintenance and/or evidence reports.

Administration: Access windows that allow you to add and edit users, user groups, and active directories (central user management).

- **Users and Groups:** Add and configure users, including assigning permissions and entering contact information. Configure user group permissions and add/remove users to groups.
- **Depots:** Add and edit depots. Replicate depots. Configure depot settings such as the number of camera check retention days, video file default name, and email notifications.
- **Branding:** Upload an image to brand your devices.
- **Provisioning:** Download the provisioning software to a machine to make it a depot.
- **Licensing:** Activate a license. Contact information for activating a license.
- **Settings:** Configure general system settings, including administration, SMTP, cellular, and audit settings.
- **Logging:** Access windows that allow you to view audit and systems logs.

Help: Access the DM help.

Accessing/Activating Devices

Devices are digital video recorders installed on fleet vehicles. They are not permanently connected to one depot. Once connected, Depot Manager (DM) can do the following for devices:

- Manage and update devices
- Remotely configure networked devices, configure firmware, and update devices

Device updates rely on the connection availability of DM.

Before anything can be done with Devices, they must first be activated/made available.

Discovering/Adding Devices

Devices on the network are usually automatically discovered by DM when the server starts. If they are not automatically discovered, usually because of network limitations, they must be manually added. All devices must be configured to be added to the active/available list. Only the administrator can add devices to the active list.

Automatically Discovering Devices

When the services are running, DM automatically discovers devices on the network. Devices automatically connect to the server when they have been configured with a discovery address, usually a unicast, a multicast, or a broadcast address.

When devices are first discovered, they are added to the **Unknown Device** list. The administrator then must add the device to the **Active** list for the devices to synchronize with the server.

When devices are active, DM can then communicate with them so that the DM service server can automatically or manually download videos from the recorder, perform camera checks, and free up disk space by deleting overdue data, for example.

TIP: A Summary of the Auto Discovery Process

Device is automatically discovered and added to the **Unknown Device** list > User manually moves the unknown device to the known list to activate the device > the device appears in the **Active/Available** list.

NOTE: New Devices' Automatic Discovery Settings

When they appear online, new devices that have not been added to the **Active/Available** list should have the same automatic discovery settings in the firmware web user interface and in DM.

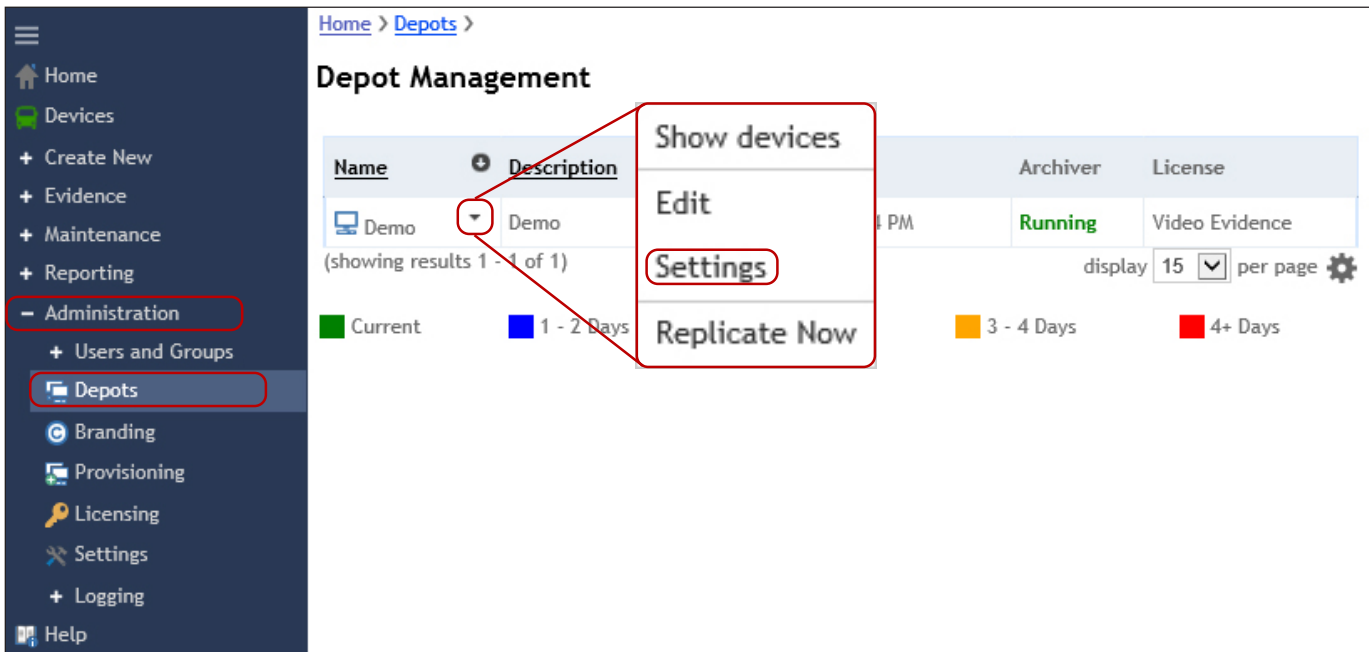
NOTE: Supported Devices

Supported devices appear in the unknown devices list. If a particular device does not display, it is either not a supported device or it has not been configured with the correct discovery address. Online devices have a green vehicle icon, offline non-connected devices have a gray vehicle icon.

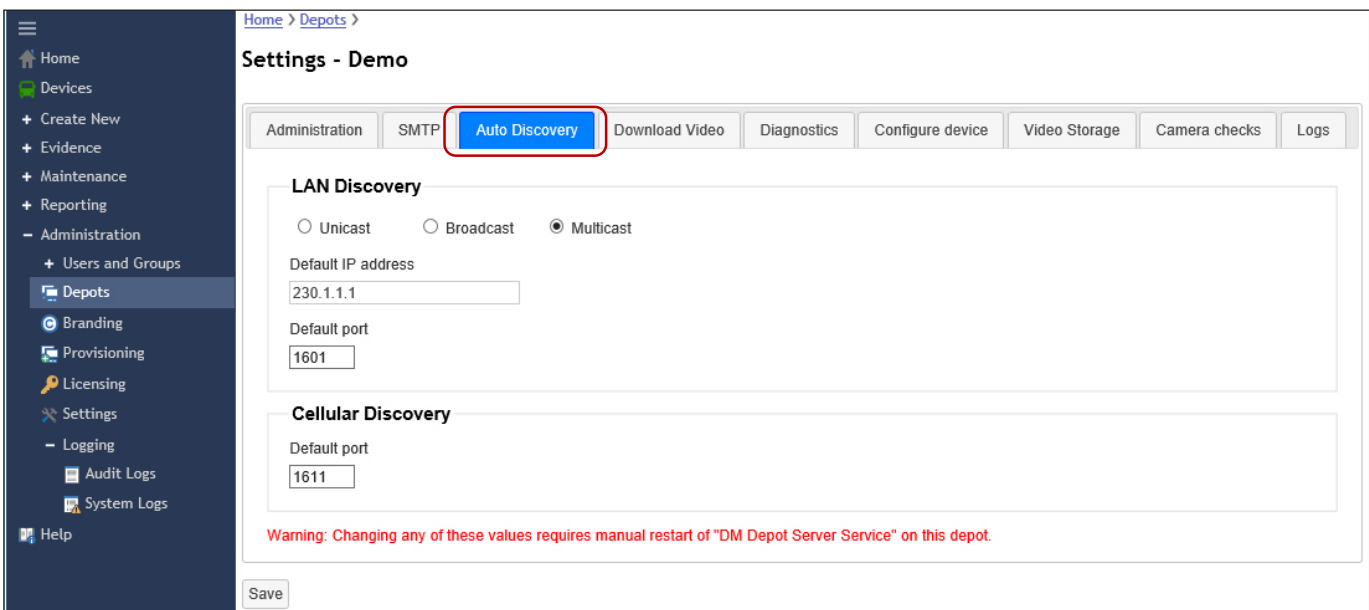
Configuring Auto Discovery Settings

These settings determine how devices are automatically discovered on the Internet/in the depot.

1. Click **Administration > Depots** to open the **Depot Management** window.
2. Select **Settings** from the drop-down menu next to the desired depot to open the **Settings - [depot name]** window.



3. Click the **Auto Discovery** tab.



4. Select one of the following **Auto Discovery** settings for automatically finding IP devices in the depot.

Multicast: Can only be used on flat networks where the server and devices share the same subnet, with no routers in between. Multicast is group communication where data transmission is simultaneously addressed to a group of destination computers. Multicast can be one-to-many or many-to-many distribution.

Unicast: Typically used when multiple networks are used with a router between the devices and the server. A unicast system involves one sender and one receiver, each with its own IP/network address. It is a one-to-one transmission from one point in the network to another point.

Broadcast: Broadcasting is the simultaneous transmission of a data packet to multiple network devices. Each network device receives all the signals sent by the transmitters. Security issues may arise during broadcasting and lead to data loss if a network is attacked by intruders. Used for smaller networks that do not support multicast or unicast.

| Multicast | Unicast | Broadcast |
|--|---|---|
| To configure the system to discover devices, ensure that all devices are configured to the same multicast address. | To configure the system to use unicast, configure all devices and this value to match the server's assigned IP address. | The broadcast address is 255.255.255.255. |
| The valid multicast range is: 224.0.0 to 239.255.255.255. | Any port is valid as long as it is not being used on the network. | |
| MobileView recorders are configured to use 230.1.1.1 port 1601 by default. | Find the IP address in the server network settings. | |

- Click **Save**.
- (Optional if the depot settings have changed.) Restart DM manager services via the Windows Server service control panel. See the **Network and Server Setup Administration Guide**.

Discovering Safe Fleet H-Series (TH/DH/NH) Recorders

Although these recorders can be automatically discovered by DM, they must be configured before DM can detect them.

- Connect a portable video monitor to **VIDEO OUT** on the recorder front panel.
- Plug a USB mouse in a USB socket on the front of the recorder.
- Power up the recorder.

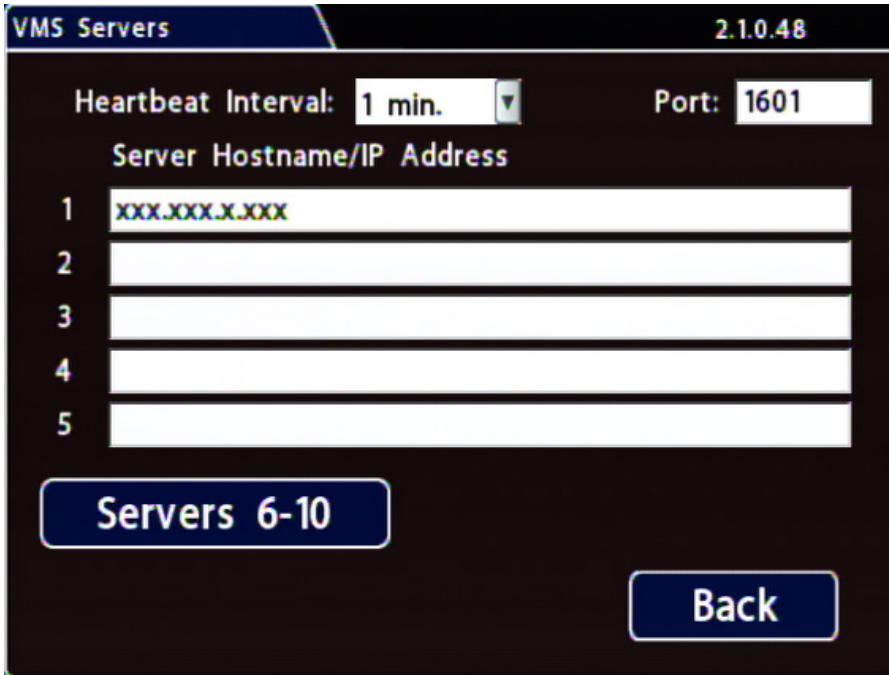
The splash screen appears briefly; then the system displays live camera feeds.

- Right-click anywhere to display the **Main Menu**.
- Select **Configuration > Network > Advanced > VMS Servers**.

The **VMS Servers** window appears.

- In the **VMS Servers** window, click data fields and use the onscreen keyboard to enter the following information:
 - Server Hostname/IP Address** - the IP Address of the computer running Depot Manager
 - Port** - enter the value configured under **Auto Discovery > LAN Discovery > Default Port**

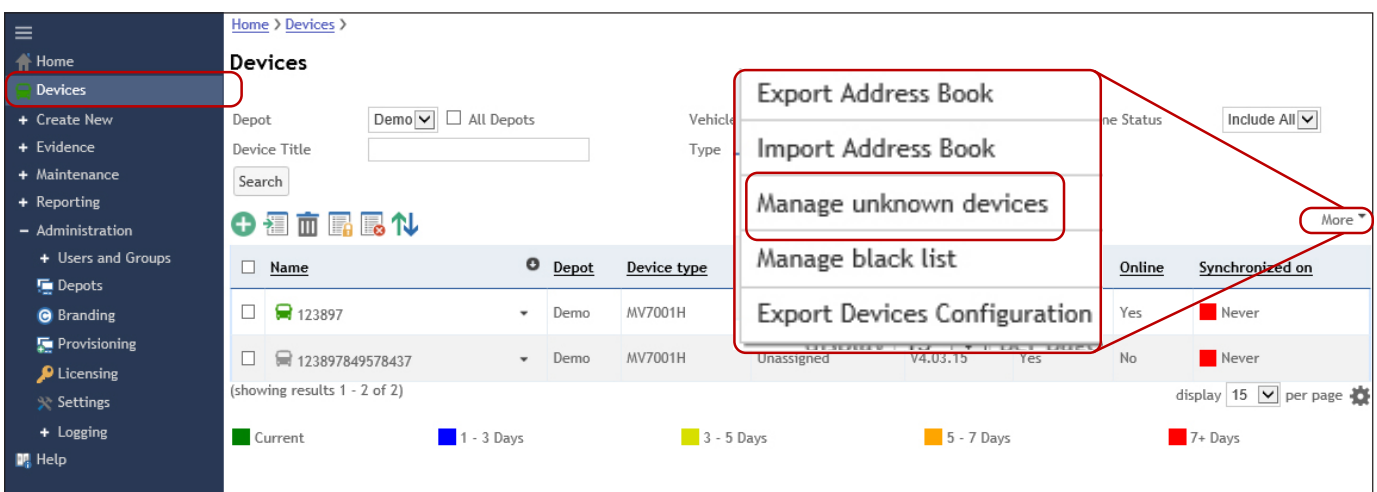
- c. Select **1 min.** from the **Heartbeat Interval** drop-down menu. The Heartbeat Interval is how often the recorder sends status messages to DM. DM uses those status messages to discover the recorder.



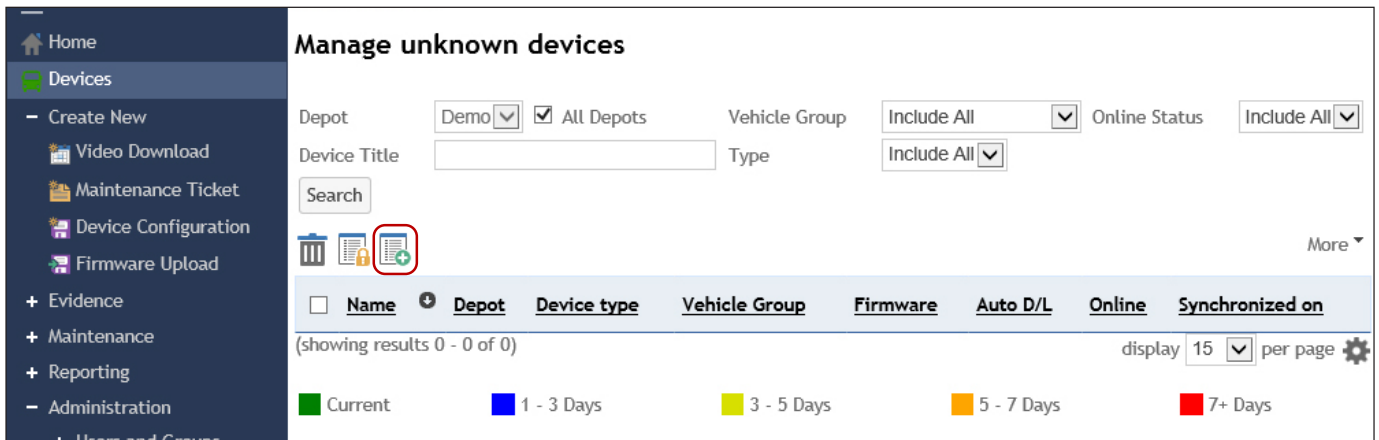
- 7. Click **Back** 4 times, then select **Exit** to close recorder configuration menus.
DM should now be able to automatically discover the H-Series recording device.

Managing Unknown Devices

- 1. Click **Devices** on the main menu to open the **Devices** window.



- 2. Click **More**, then select **Manage unknown devices** to open the **Manage unknown devices** window.




3. Click the corresponding check boxes to select devices, then click  to add the devices to the active list, then click **OK**.

TIP: Identifying Online Devices

Online devices have a green vehicle icon, offline non-connected devices have a gray vehicle icon.

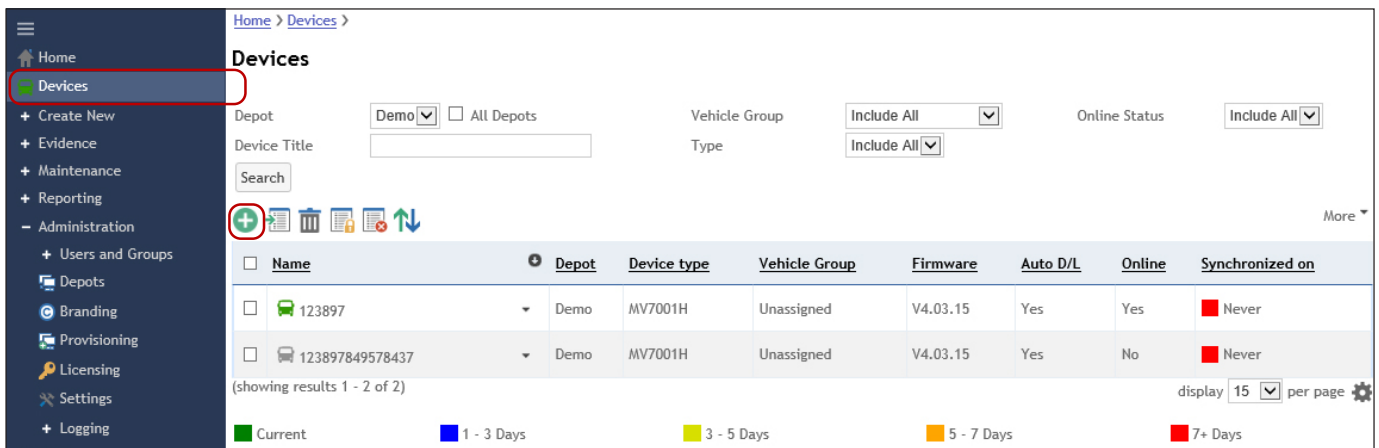
Manually Adding Devices

If devices are not automatically discovered, you must manually add them to the server. When you manually add devices, they appear in the **Active/Available** list.

1. Click **Devices** to open the **Devices** window.
2. Click the **Add device**  icon. The **Add Device** window opens.

TIP: A Summary of the Process to Manually Add Devices

Open the **Add Device** window > Enter the correct device information > The device appears in **Active/Available** list.



3. Select a depot, a vehicle group, and a device type from the drop-down menus.

The screenshot shows the 'Add device' form in the Depot Manager application. The left sidebar contains navigation options: Home, Devices, Create New, Evidence, Maintenance, Reporting, Administration, and Help. The main content area is titled 'Add device' and includes the following fields and sections:

- Depot:** A dropdown menu with 'Demo' selected.
- Vehicle Group:** A dropdown menu with 'Unassigned' selected.
- Type:** A dropdown menu with 'MV3008' selected.
- Serial number:** An empty text input field.
- Name:** An empty text input field.
- LAN Address:** A section with radio buttons for 'IP' (selected) and 'Host name'. Below are four input fields for the IP address (1, 0, 0, 0) and a 'Ping Device' button. A 'Port' input field contains '80'.
- Cellular Address:** A section with radio buttons for 'IP' (selected) and 'Host name'. Below are four input fields for the IP address (1, 0, 0, 0) and a 'Ping Device' button. A 'Port' input field contains '80'.
- Streaming type:** A dropdown menu with 'TCP' selected.
- Save:** A button at the bottom of the form.

NOTE: Creating vehicle groups

DM contains a default list of vehicle types. You can create your own through **Maintenance > Vehicle Groups**. See ["Creating a New Vehicle Type" on page 22](#).

NOTE: Cellular address configuration

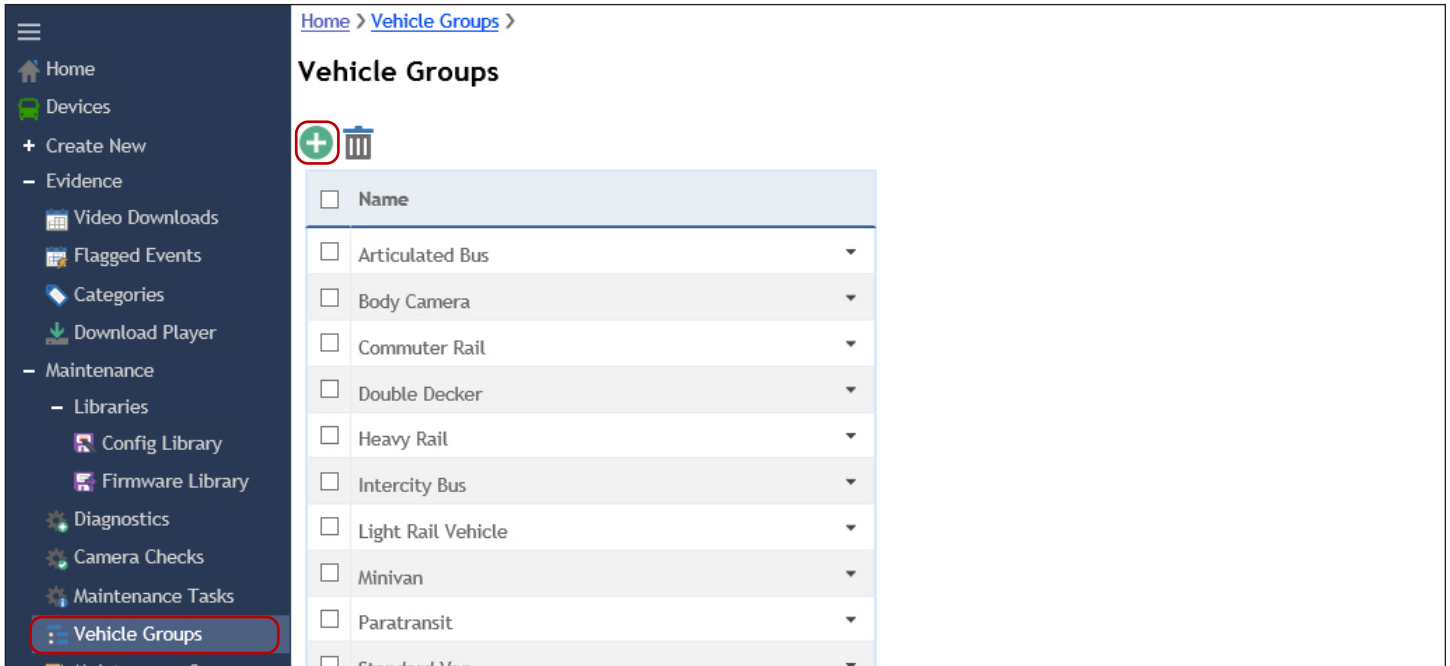
Cellular address configuration fields are only available if the device supports it. New devices must check in for the first time for DM to detect if the device supports cellular connections.

4. Enter a serial number and a name.
5. Select the **LAN** address connection method, either an IP address or a Host name, and then enter the appropriate information.
 - a. Enter an IP address and Port or enter a Host name and port.
 - b. Ping the address/host name to ensure the connection.
6. Select the **Cellular Address** connection method, either a LAN address or a Host name, and then enter the appropriate information.
 - a. Enter a LAN address and Port OR enter a Host name and port.
 - b. Ping the address/host name to ensure the connection.
7. Select the streaming type from the drop-down menu.
8. Click **Save**. The added device appears in the active list.

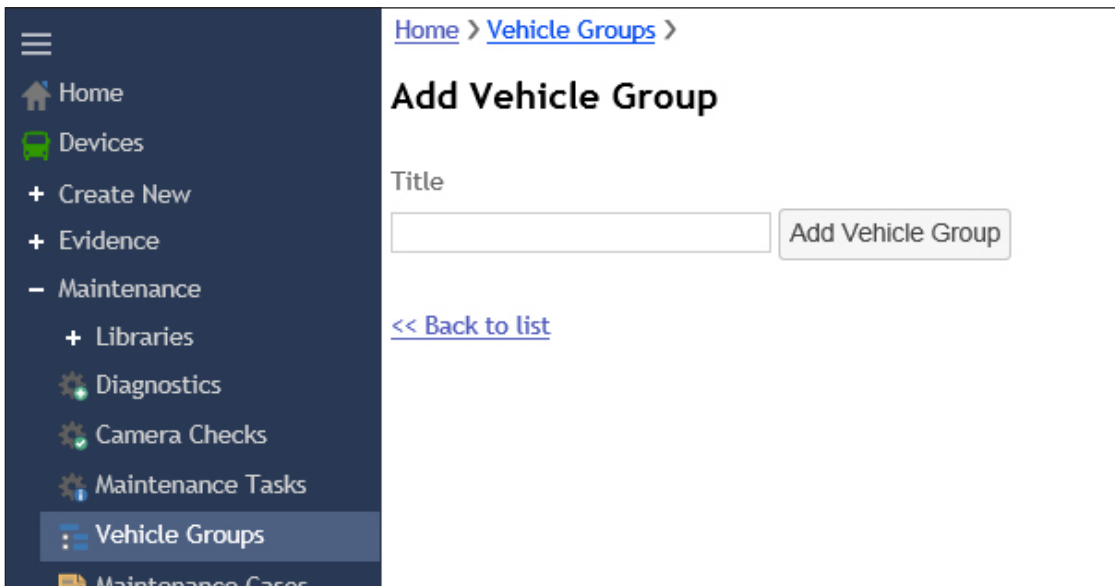
Creating a New Vehicle Type

Vehicle groups are important for diagnostics. You can create a diagnostic search based on the vehicle type, for instance, if a certain type of vehicle has a certain problem or component.

1. Click **Maintenance > Vehicle Groups** to open the **Vehicle Groups** window.



2. Click  to open the **Add Vehicle Group** window.



3. Enter a vehicle group name, then click **Add Vehicle Group**.

Managing Devices

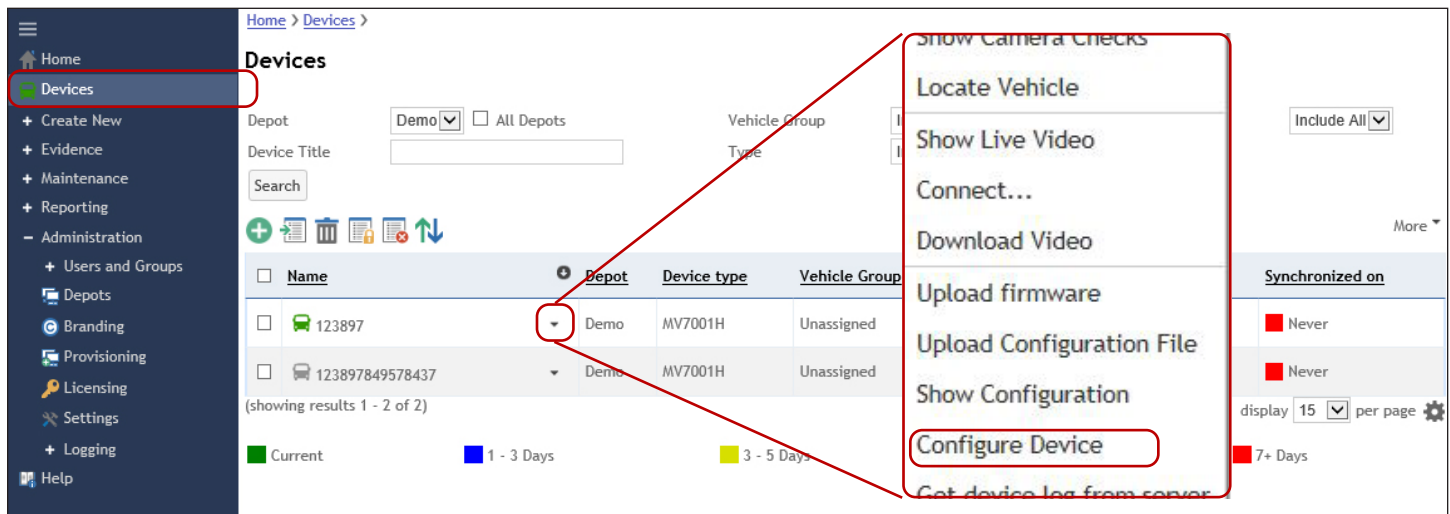
After devices appear in the **Active/Available** list, you can:

- Check devices for health diagnostics, view camera check images, and locate devices/vehicles
- View live video (via DM and MobileView Navigator) and download video (via MobileView Navigator)
- Configure devices, including updating firmware
- Reboot or migrate devices
- See device properties, including device connection and contact information, and device capabilities

Configuring Devices

These steps open the web page for the device itself. You must have the login credentials for this device to access its settings.

1. Click **Devices** on the main menu to open the **Devices** window.
2. Click the arrow to the right of the desired device name to open the drop-down menu, and select **Configure Device**.



3. A web page opens for the device. You must use the log-in credentials for that particular device to open this page and make changes to the device.

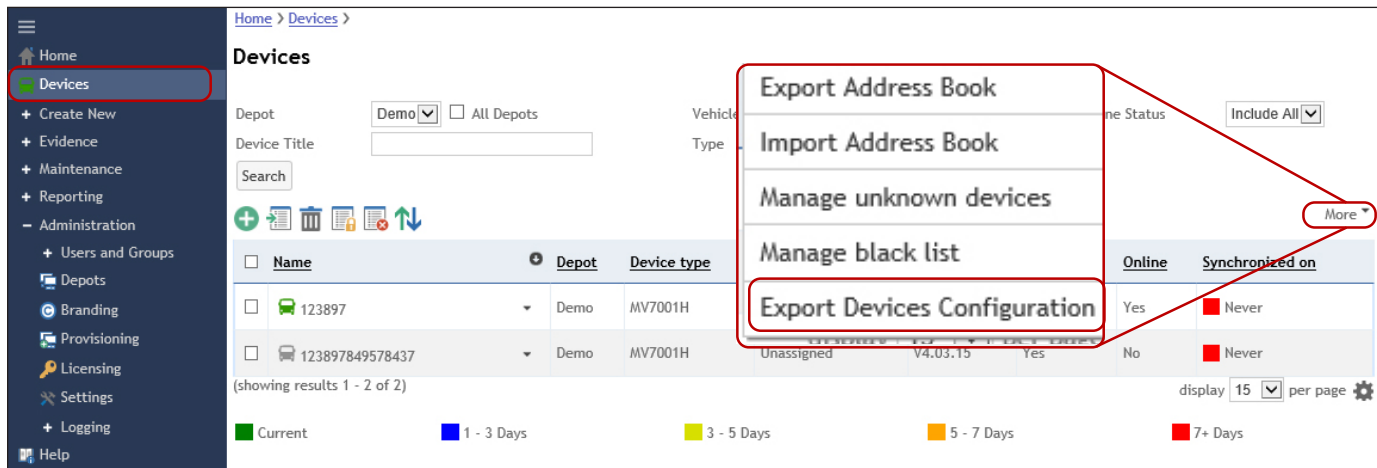
i NOTE: Configure Devices Window

The Configure device window varies, depending on the device.

Exporting a Device Configuration Template

If you have a device configuration that could be applied to multiple devices, you can save that configuration as a template, then apply it to other devices.


1. Click **Devices** on the main menu.

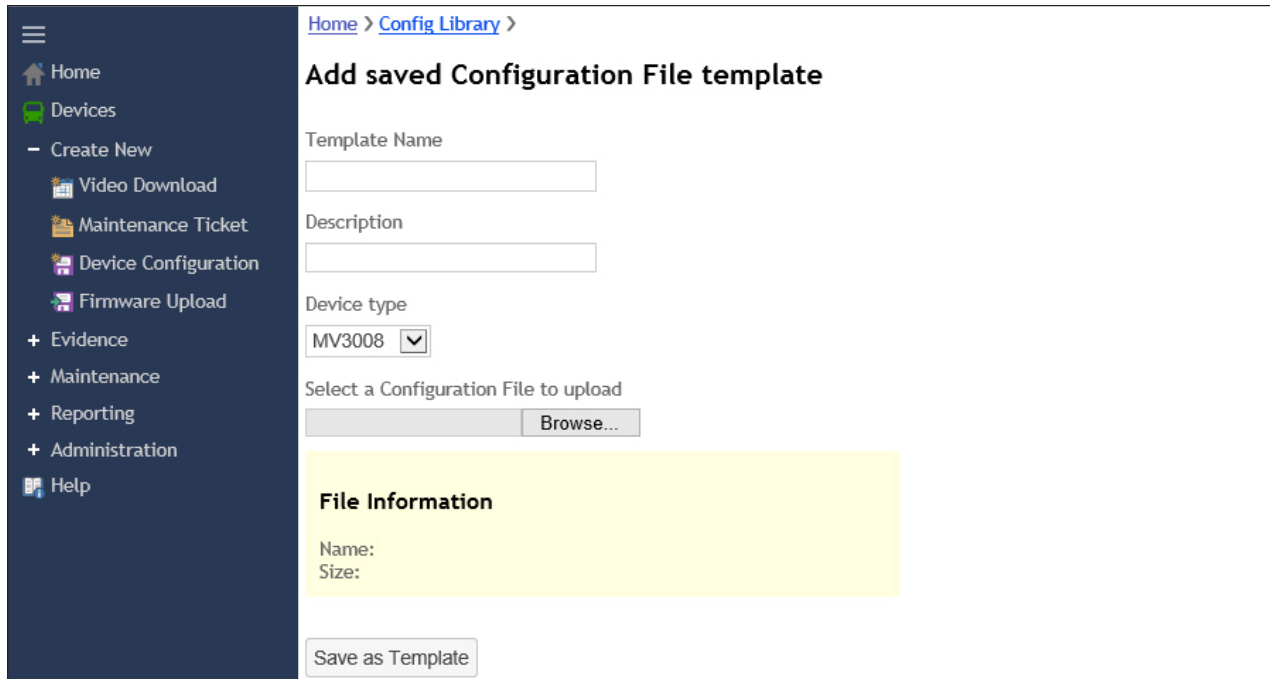


2. Click to select the device, then click **More > Export Devices Configuration**. A window opens asking if you want to open or save the device configuration file (in .csv format) to the localhost.
3. Click to **Save, Save As, or Save and Open**. You can choose where to save the configuration file.

Uploading a Configuration File Template to the Configuration Library

Configuration file templates must be uploaded to the Configuration Library before they can be applied to multiple devices. You can apply a configuration file directly to a single device. Also, the Configuration Library is a good place to store known configurations for sharing with others.

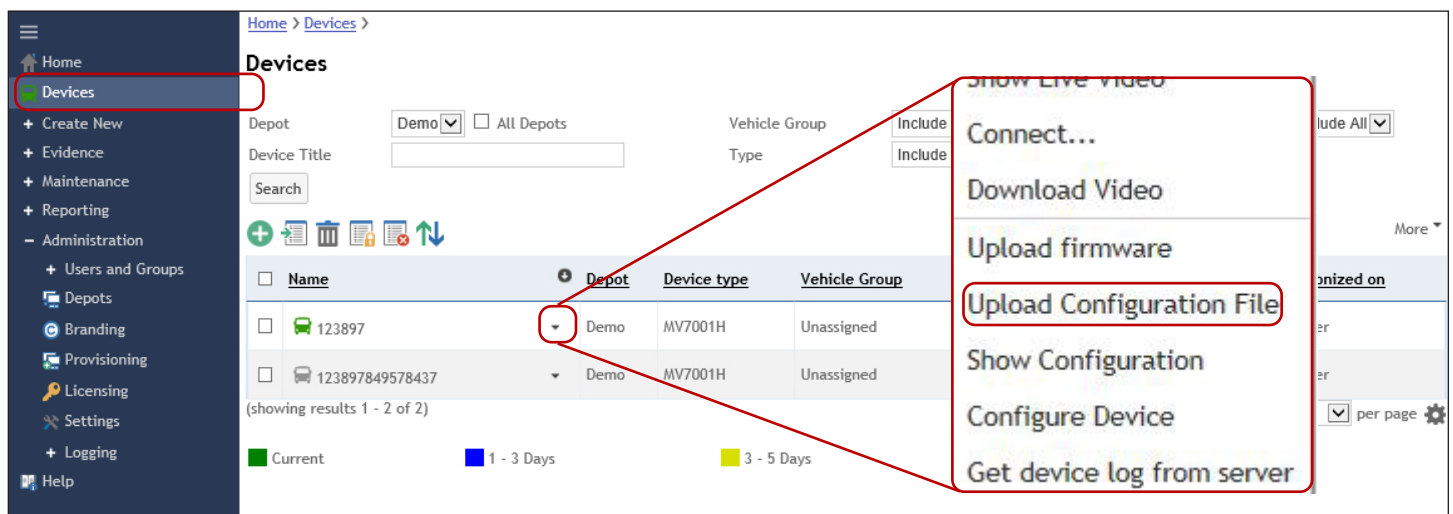
1. Open the **Add saved Configuration file template** window by either:
 - Clicking **Create New > Device Configuration**
 - or
 - Clicking **Maintenance > Config Library > **



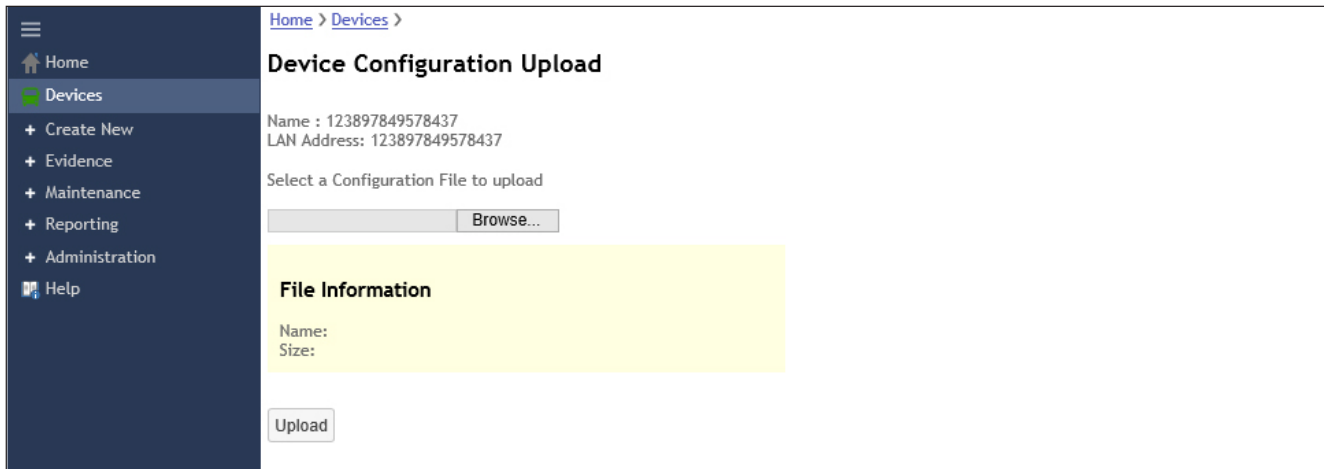
2. Enter a template name and description.
3. Select a device type from the drop-down menu.
4. Click **Browse** to navigate to the configuration file you want to upload.
5. Click **Save as Template**. The saved template appears in the **Config Library**.

Uploading a Configuration File to a Single Device

1. Click **Devices** on the main menu.



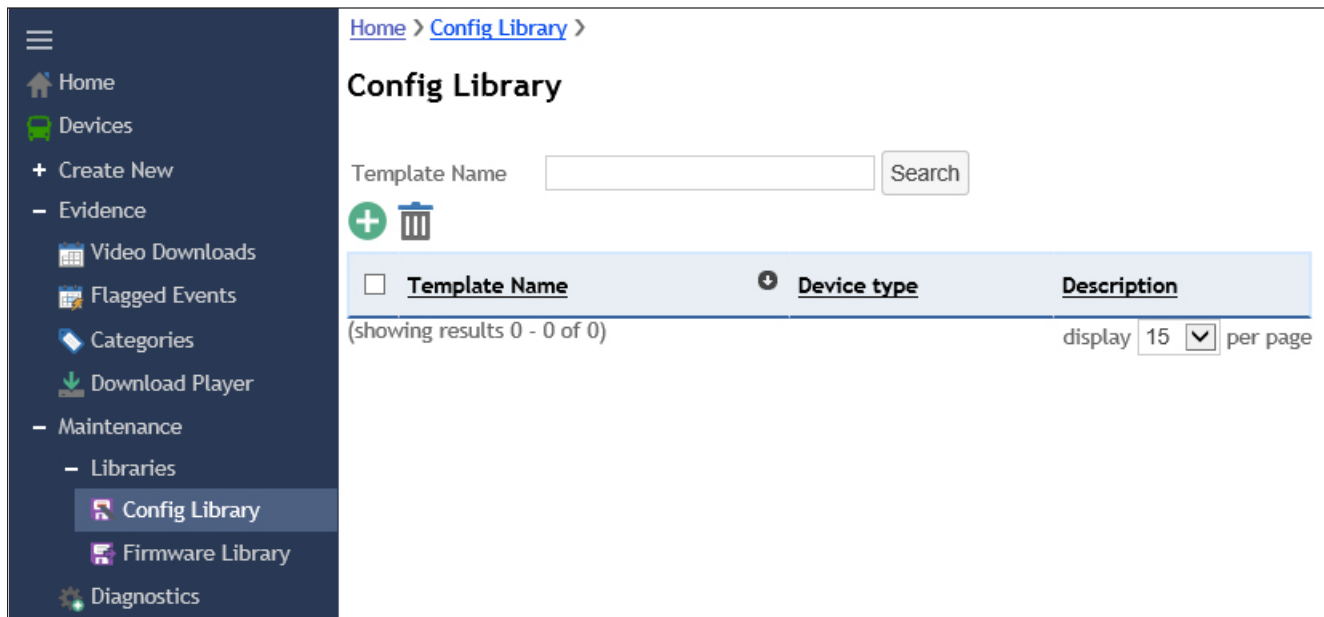
2. Click the arrow to the right of the desired device name to open the drop-down menu, and select **Upload Configuration File**. The **Device Configuration Upload** window opens.



3. Click **Browse** to navigate to the configuration file you want to upload, then click **Upload**.

Applying a Configuration Template to Multiple Devices (Bulk Configuration)

1. Click **Maintenance > Libraries > Config Library** to open the **Config Library**.



2. Enter a **Template Name**, then click **Search** to generate a list of templates.
3. Click the drop-down menu next to the configuration template, then select **Schedule**. The **Bulk Configuration** window opens.
4. Select multiple devices. The configuration will be scheduled and uploaded to the devices.

NOTE: Device types for bulk downloads

When selecting multiple devices for bulk configuration, they all must be the same device type.

Viewing Device Configuration

1. Click **Devices** on the main menu.
2. Click **Show Configuration** to open the **Configure device** window.

Setting Up Bulk Configuration Email Alerts

You can set up email alerts that let users know if a bulk device configuration has failed or successfully completed.

1. Click **Administration > Depots** to open the **Settings - [Depot name]** window.

The screenshot shows the 'Settings - Demo' window. The left sidebar has a navigation menu with 'Administration' and 'Depots' highlighted. The main content area has tabs for 'Administration', 'SMTP', 'Auto Discovery', 'Download Video', 'Diagnostics', 'Configure device', 'Video Storage', 'Camera checks', and 'Logs'. The 'Configure device' tab is active and contains the following settings:

- Retry attempts when failure occurs: 5
- Retry delay when failure occurs (seconds): 90
- Device Bulk Configuration**
 - Email address list (comma-delimited) *
 - On completion: [Text area]
 - On fail: [Text area]
- Firmware Upgrade**
 - Email address list (comma-delimited) *
 - On completion: [Text area]
 - On fail: [Text area]

*The user who submitted the job will get an e-mail notification by default.

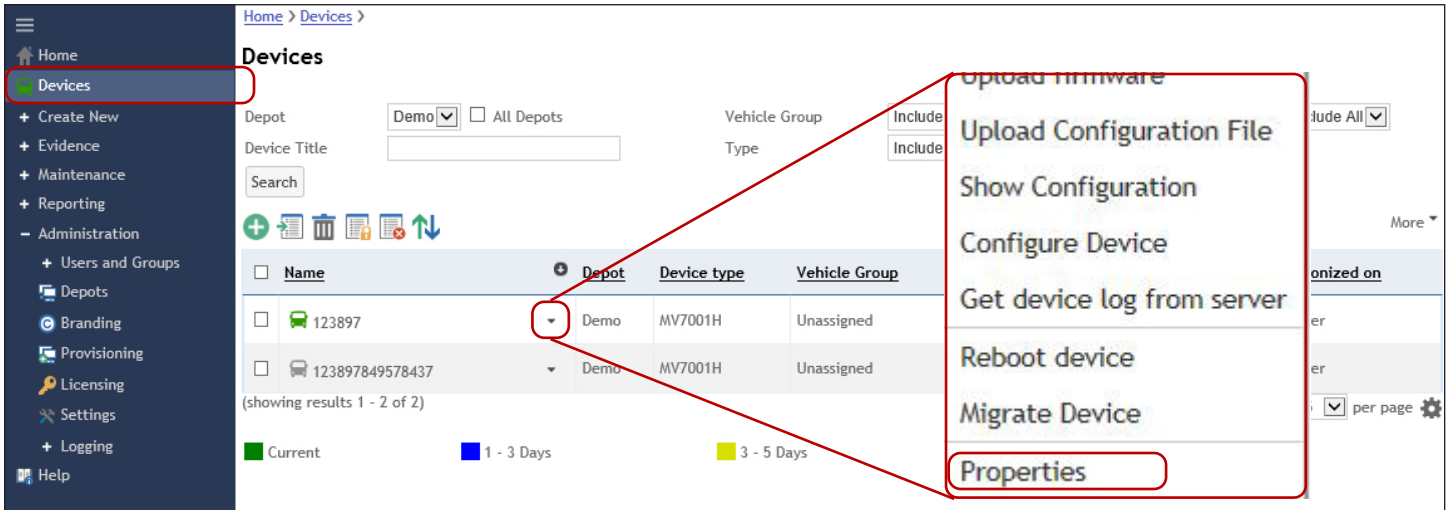
Save

2. Click **Configure device** to open the **Configure device** tab.
3. Enter in **Retry attempts when failure occurs** how many times DM should retry device bulk configurations or firmware upgrades if they fail.
4. Enter in **Retry delay when failure occurs (seconds)** how long DM delays retry attempts after device bulk configurations or firmware upgrades fail.
5. Enter under **Device Bulk Configuration** the email addresses, separated by commas, for the people who should receive email alerts when device bulk configurations fail and/or succeed.
6. Click **Save**.

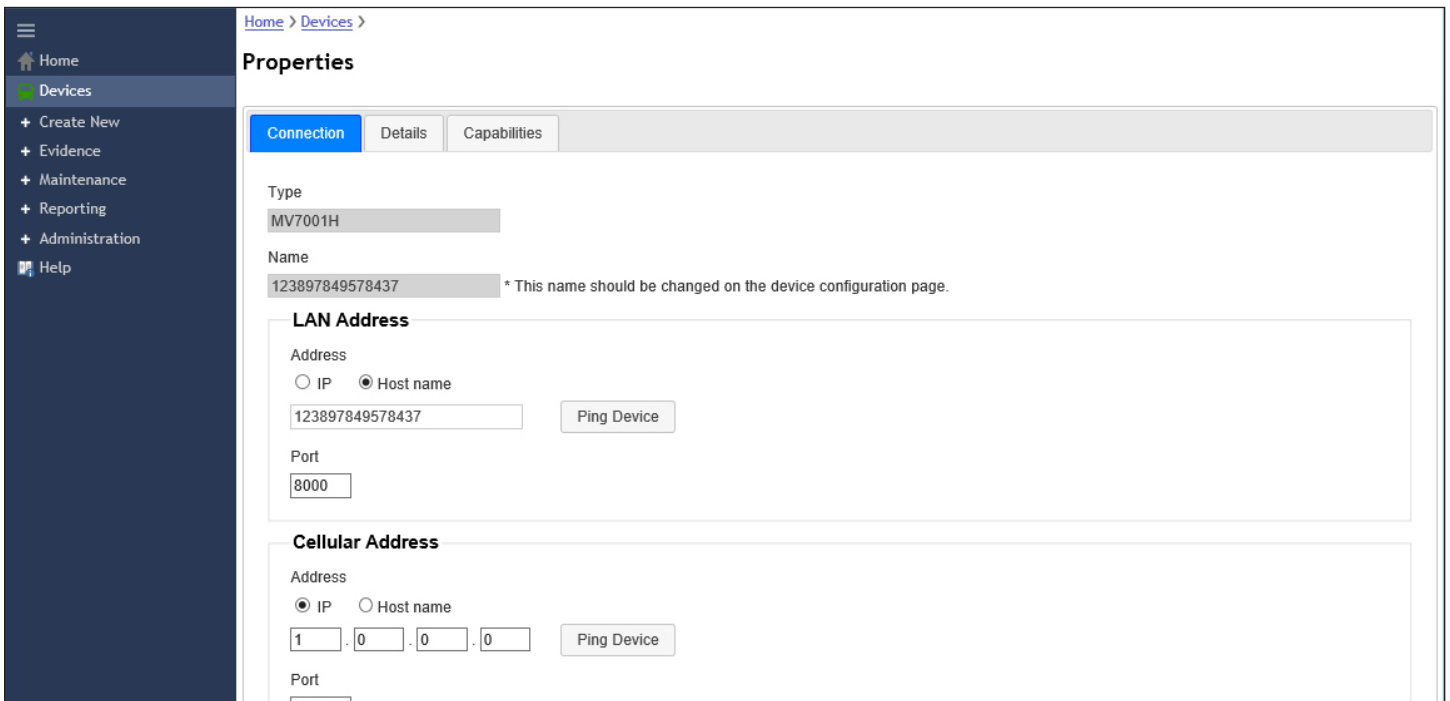
Configuring Device Properties

These settings affect the attributes that DM uses to connect to the devices. See ["Automatically Discovering Devices" on page 16.](#)

1. Click **Devices** on the main menu.



2. Click the arrow to the right of the desired device name to open the drop-down menu, and select **Properties**. A **Properties** window appears.



Tabs in the **Properties** window:

Connection tab - See the current server-level communication for the device.

Details tab - Assign the device to a vehicle group, and add contact information.

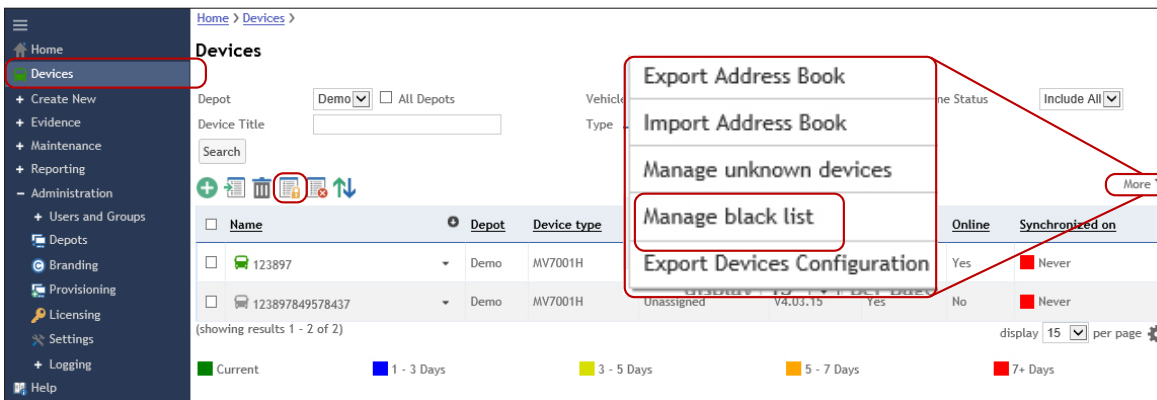
Capabilities tab - View the device's capabilities, including video control, device control, connection types, and other (audio inputs).

Ignoring Devices

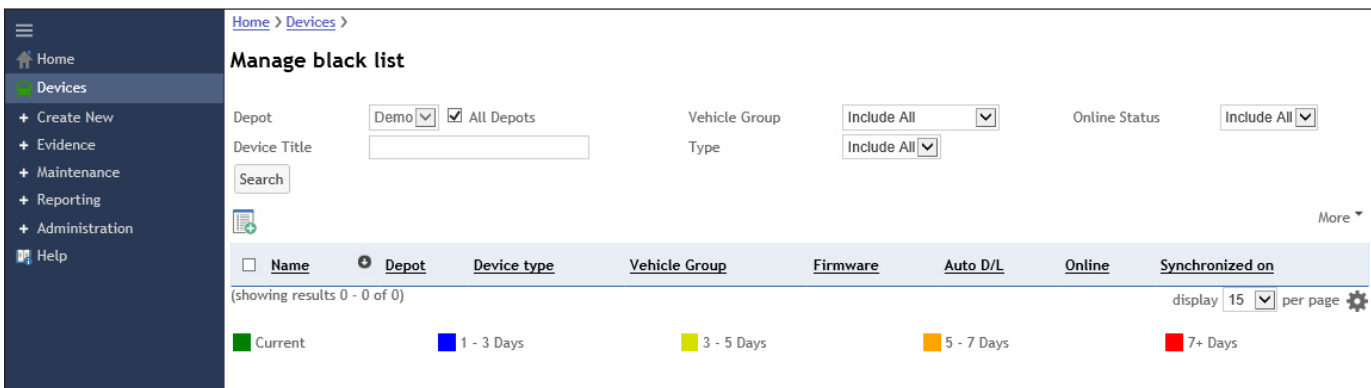
Ignoring devices is useful when using multiple depots operated by separate administrators or if certain devices need to be assigned to certain servers. To ignore devices, you assign them to the blacklist. There are two ways to ignore devices/add devices to the blacklist.


Adding Known/Active Devices to a Blacklist

1. Click **Devices** on the main menu to open the **(Known) Devices** window.



2. Either:
 - a. Click to select a device on the **(Known) Devices** window.
 OR
 - a. Click **More**, then select **Manage black list** to open the **Manage black list** window. Then click to select a device.

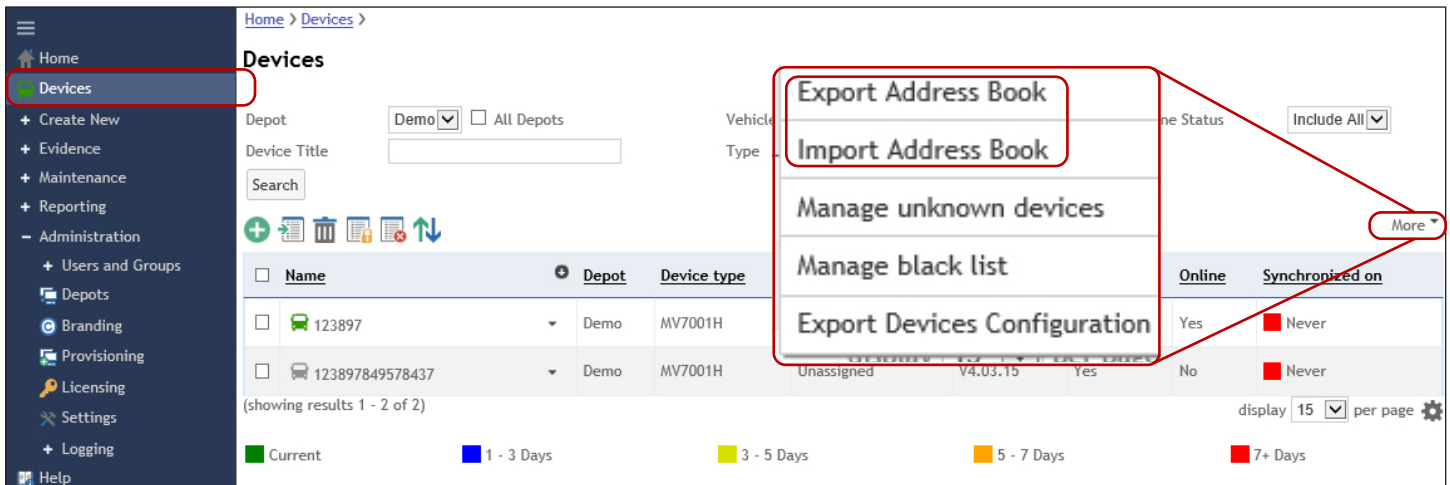


- b. Click  to add the device to the blacklist. The **Devices - Black list** window opens.
- c. Select a depot from the Add to blacklist for depot drop-down menu, then click **Ok**.

Importing/Exporting the IP Address Book

This address book lists the devices and their IP addresses. You can export the list from one server and import it to another server.

1. Click **Devices** on the main menu to open the **Devices** window.



2. Click **More**, then select either **Export Address Book** or **Import Address Book**.
 - When you select **Export**, you are saving the current address book as a .csv file.
 - When you select **Import**, you are importing device and IP addresses from a saved list. Locate and open the .csv file.

Installing Firmware

Firmware can be uploaded to DM and installed on a single device or multiple devices. Upgrades can be performed on a single device or in bulk to many similar devices at the same time. Bulk uploads can be scheduled for a future time and date.

NOTE : Firmware upgrade files

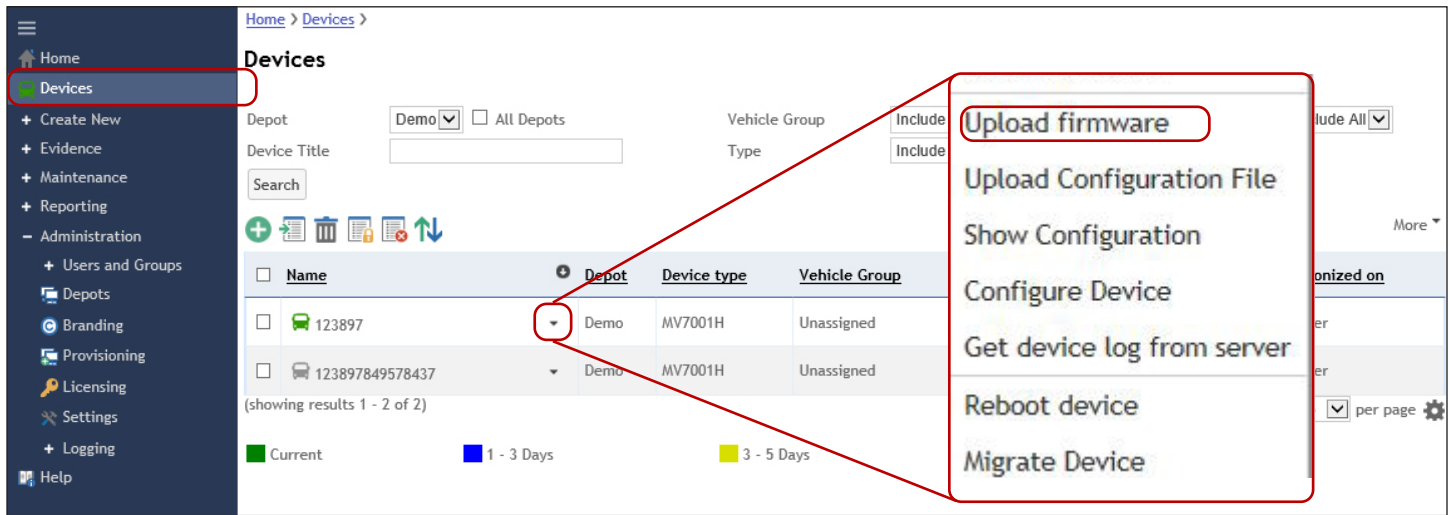
Firmware upgrade files can be obtained either from a field engineer or from the Safe Fleet technical support website.

NOTE : Uploading firmware

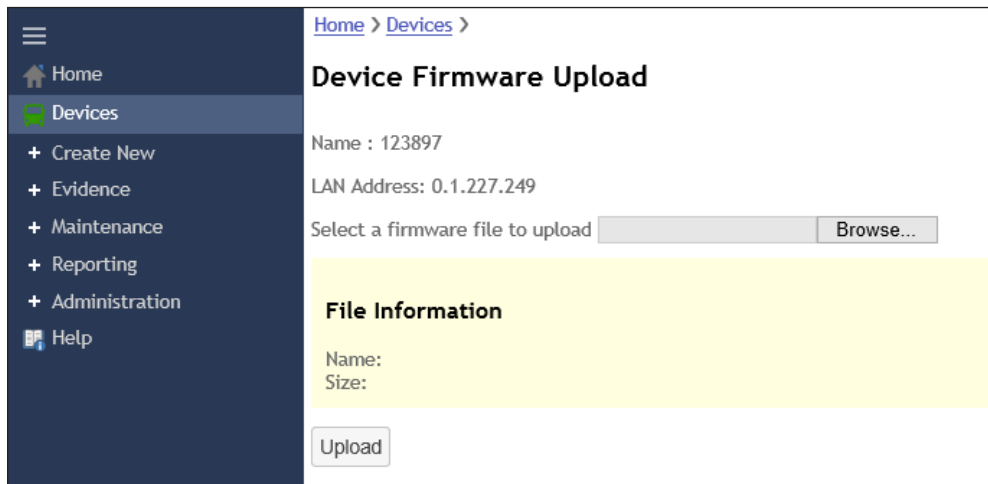
Before you can install firmware, you must save it to your local device.

Installing Firmware to a Single Device

1. Click **Devices** on the main menu.



2. Click the arrow to the right of the desired device name to open the drop-down menu.
3. Click **Upload firmware** to open the **Device Firmware Upload** window.



4. Click **Browse** to locate the firmware which you have saved on your local PC, then click **Upload**. The firmware installs on the device.

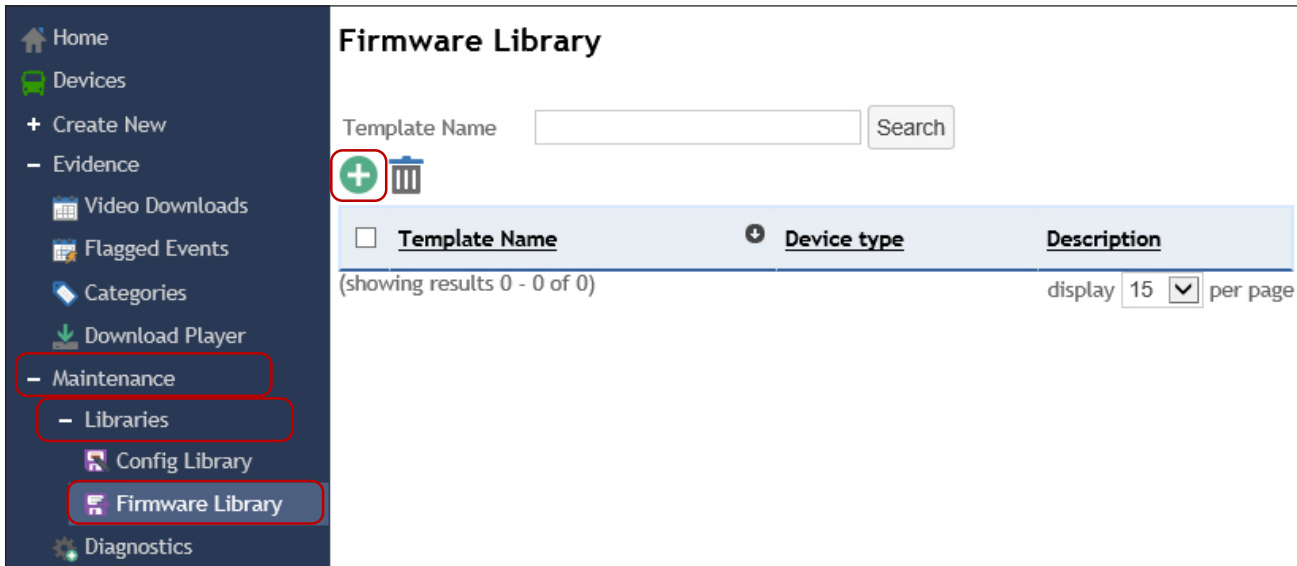
Bulk Firmware Uploads to Multiple Devices


To upload firmware to multiple devices, you must upload the firmware to the firmware library, create a firmware template, and then schedule to upload that firmware template. You can then observe the scheduled bulk firmware upload via the **Maintenance** tab.

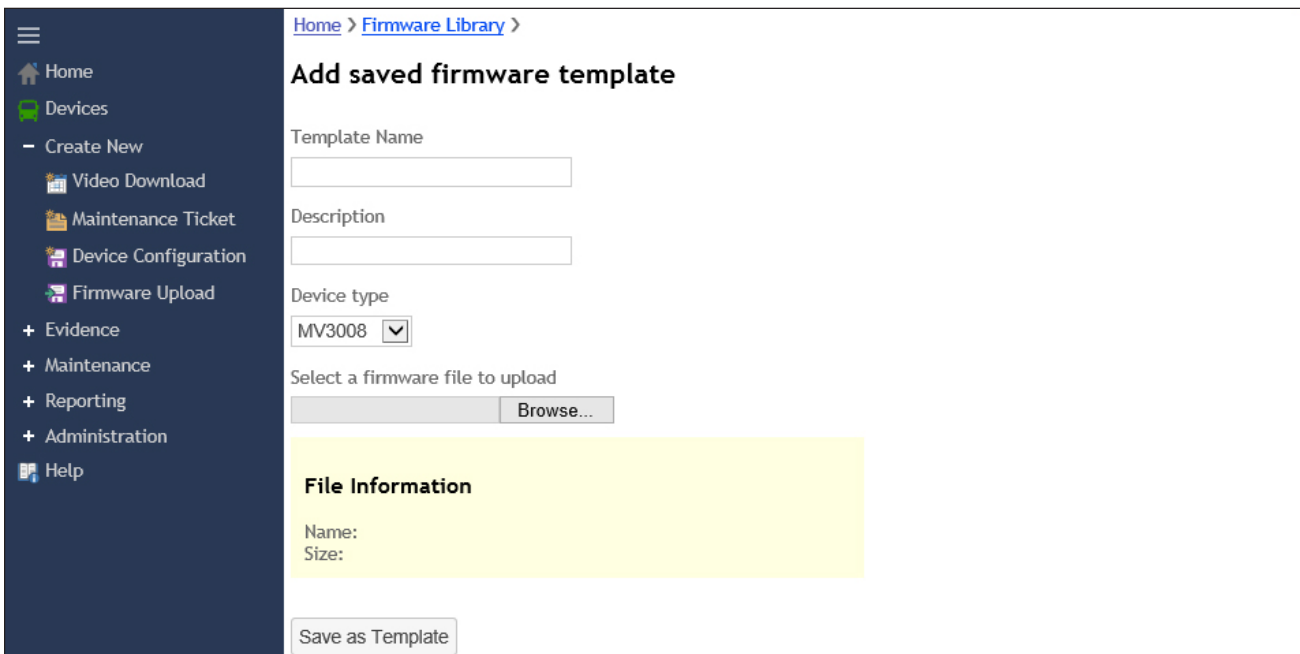
NOTE: Firmware library

You must upload the firmware to the firmware library before you can upload the firmware to devices.

1. Create a firmware template.
 - a. Either navigate to **Create New > Firmware Upload** or to **Maintenance > Libraries > Firmware Library**.

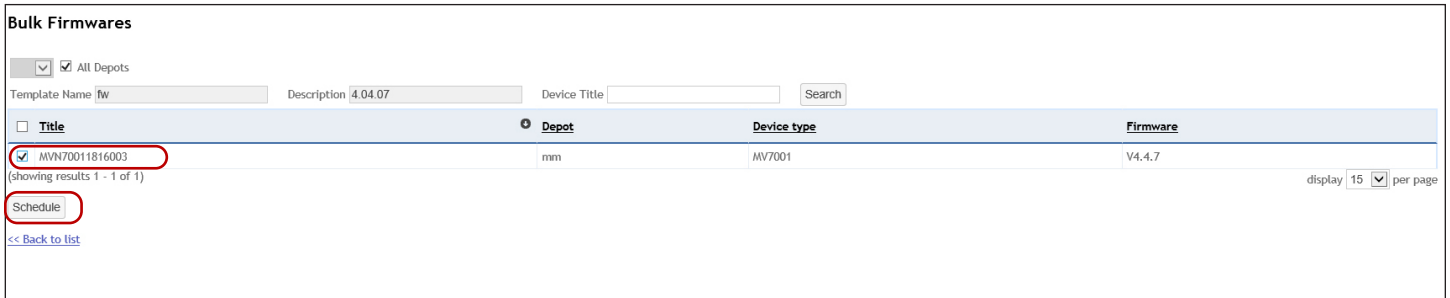


- b. Click  to open the **Add saved firmware template** window.

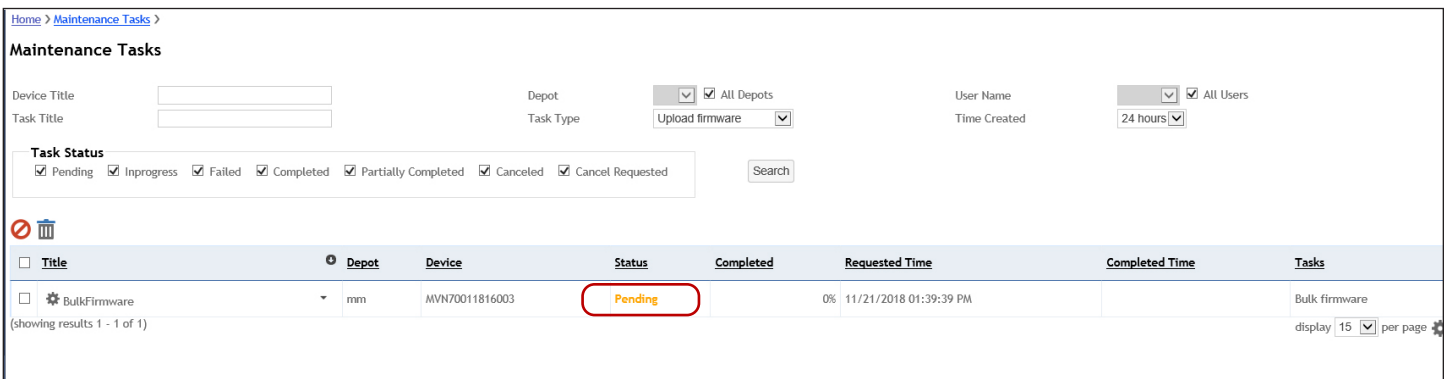


- c. Enter a template name and a description.
 - d. Select a device type from the drop-down menu.
 - e. Click **Browse...** to navigate to the firmware upgrade file. The firmware file uploads.
 - f. Click **Save as Template**. The template is saved to the firmware library on the server.

2. Find the desired firmware template in the firmware library.
 - a. Click **Maintenance > Libraries > Firmware Library** on the main menu to open the **Firmware Library** window.
 - b. Click to select a template from the firmware library.
3. Schedule the bulk firmware installation.
 - a. Select **Schedule** from the drop-down menu for the selected desired firmware template. The **Bulk Firmwares** window appears.



- b. Click to select the device's name in the **Bulk Firmwares** window, then click **Schedule**. A pop-up message appears asking for you to confirm the creation of the **Bulk Firmware Task**.
- c. Click **OK**. The bulk firmware upload is now scheduled.
- d. Navigate to **Maintenance > Maintenance Tasks** to see the bulk firmware upload task in the list of maintenance tasks.



Setting Up Firmware Upgrade Email Alerts

You can set up email alerts that let users know if a bulk device configuration has failed or successfully completed.

1. Click **Administration > Depots** to open the **Settings - [Depot name]** window.

The screenshot shows the 'Settings - Demo' interface. The left sidebar contains a navigation menu with 'Administration' and 'Depots' highlighted. The main content area has a tabbed interface with 'Configure device' selected. Below the tabs, there are two sections: 'Device Bulk Configuration' and 'Firmware Upgrade'. Each section has an 'Email address list (comma-delimited) *' field and two text areas for 'On completion' and 'On fail'. A 'Save' button is located at the bottom left of the main content area.

2. Click **Configure device** to open the **Configure device** tab.
3. Enter in **Retry attempts when failure occurs** how many times DM should retry device bulk configurations or firmware upgrades if they fail.
4. Enter in **Retry delay when failure occurs (seconds)** how long DM delays retry attempts after device bulk configurations or firmware upgrades fail.
5. Enter under **Firmware Upgrade** the email addresses, separated by commas, for the people who should receive email alerts when device bulk configurations fail and/or succeed.
6. Click **Save**.

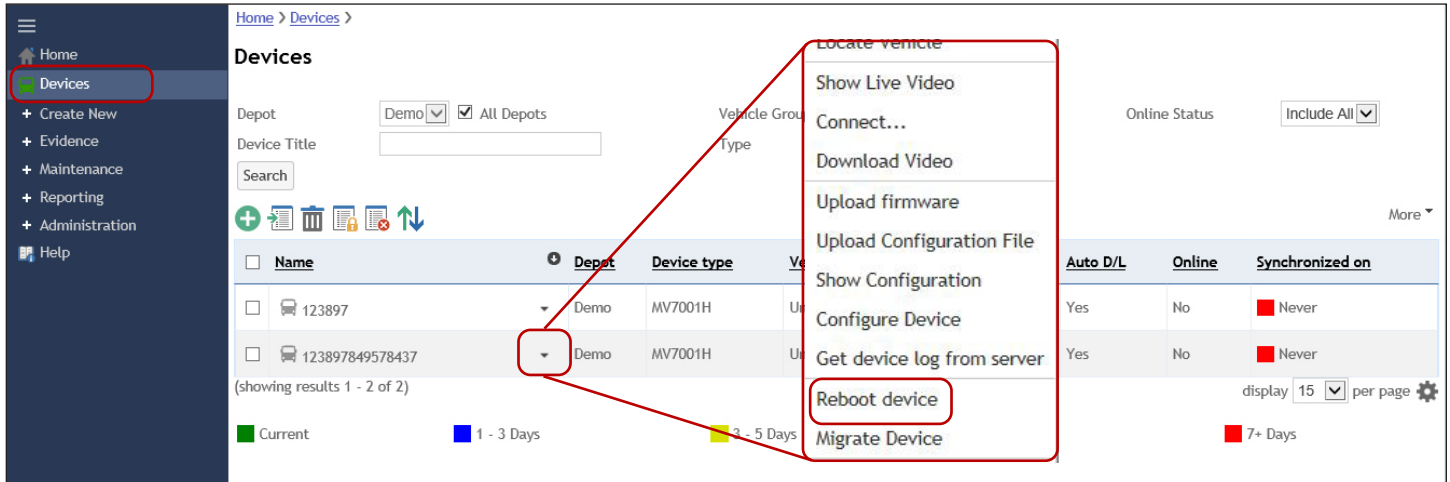
Remotely Installing Firmware

When new firmware is obtained, devices can be remotely updated. Upload the firmware file to DM, and then use the Schedule option. Scheduling the firmware update sends the file to the server queue. It will then upload the firmware the next time the vehicle returns to the depot.

Rebooting a Device

If you upload a new configuration or firmware, you should reboot the device to ensure the settings are correct.

1. Click **Devices** on the main menu.

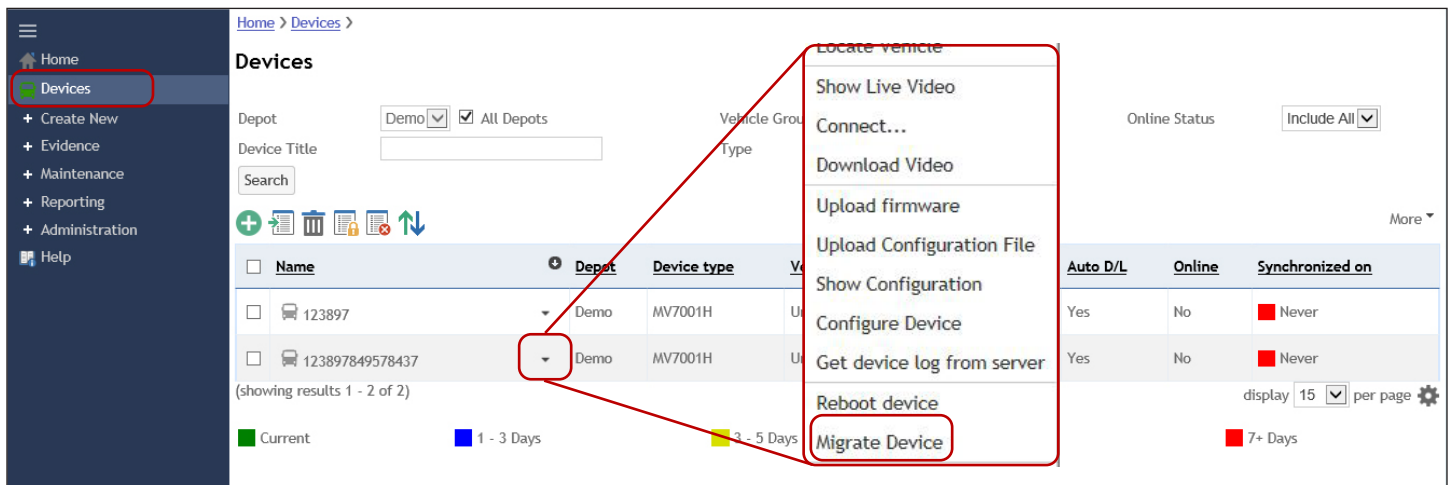


2. Click the arrow to the right of the desired device name to open the drop-down menu, and select **Reboot device**. A message appears asking for confirmation to reboot the device.
3. Click to confirm.

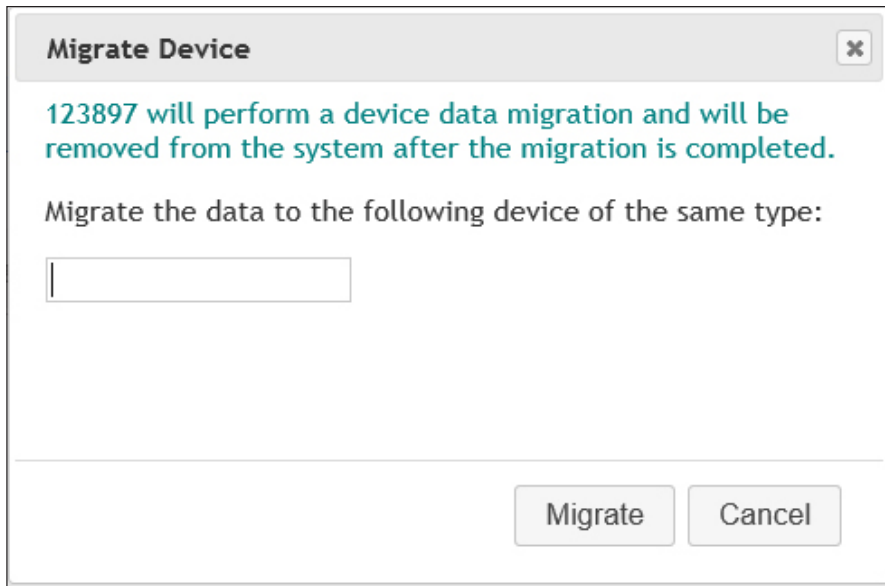
Migrating a Device

You can migrate data between similar devices when you have a recorder failure or defect which requires you to install a replacement recorder. Migrating the device data assigns all videos, diagnostics, tasks, and configurations from the failed device to the newly installed device.

1. Click **Devices** on the main menu.




2. Click the arrow to the right of the desired device name to open the drop-down menu, and select **Migrate device**. A **Migrate Device** window appears.



3. Enter a device name in the field, then click **Migrate**.

Deleting Devices From the System

1. Select a device in the **Devices** window that you want to delete.
2. Click  to delete the device. A message appears asking for confirmation.
3. Click **OK**.

Getting a Device Log from a Server

This downloads the latest device logs from the server. Every day the device will upload its logs to the storage system and these logs can be viewed with this option.

Device logs chronicle events that occur on the device, including user data and hardware data.

1. Click **Devices** on the main menu. The **Devices** window displays available devices.
2. Select **Get device log from server** from the drop-down menu next to the desired device. The device log for that selected device opens.

User Permissions and Groups

Security credentials are used to log into Depot Manager (DM), and provide users access to information appropriate for their roles. Users can also be identified, categorized, and given permissions based on user groups. All permissions are defined by the System Administrator. DM displays the name of the currently logged-in user in the upper right corner. This is also where users log out.

Users

The System Administrator creates users, and can assign users to user groups. Permission levels give users the ability to access and configure the system. Administrators have the ability to add, edit, delete, deactivate, and reset users in the system.


Adding Users

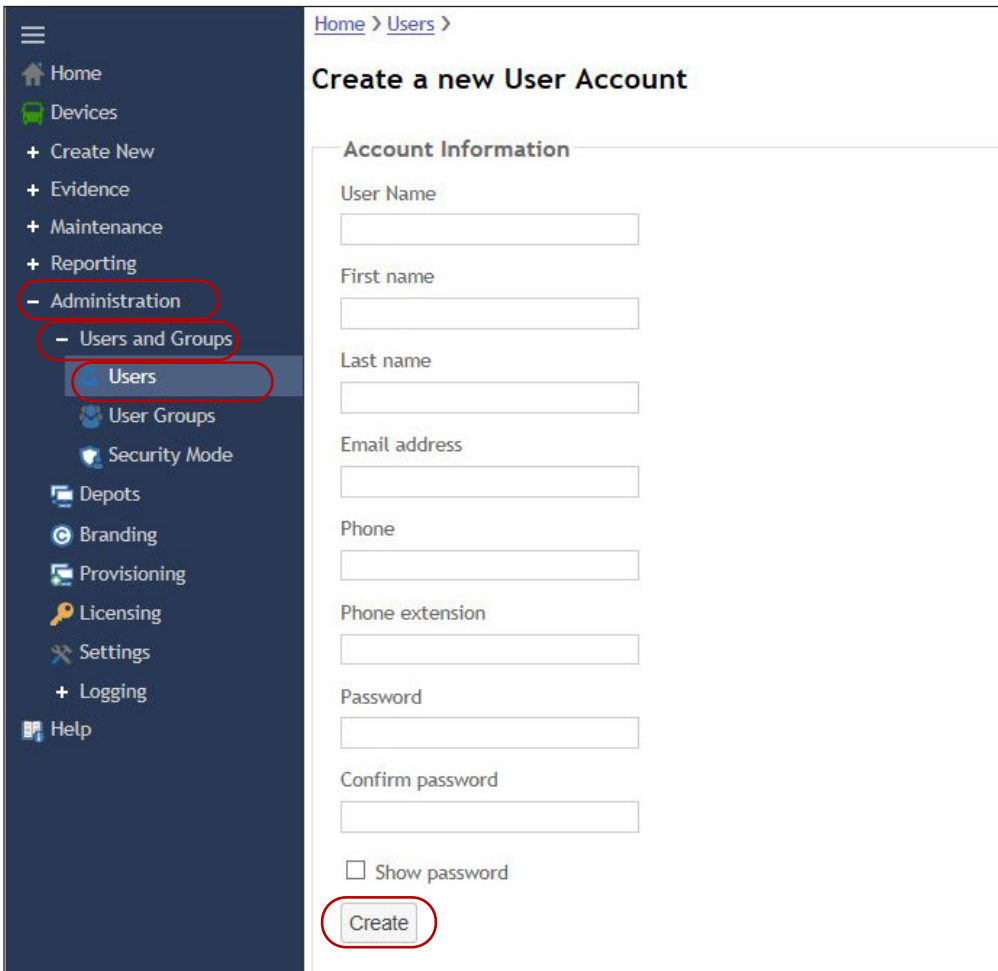
1. Click **Administration > Users and Groups > Users** to open the **User Management** window.

The screenshot shows the Depot Manager interface. On the left, a navigation sidebar has 'Administration' expanded to 'Users and Groups', with 'Users' highlighted. The main content area is titled 'User Management' and includes a form for adding or editing users with fields for 'User name', 'First name', and 'Last name', along with a 'Search' button. Below the form is a table of existing users.

| User Name | First name | Last name | Last login date | Locked | Active |
|---------------|------------|-----------|------------------------|--------|--------|
| admin | admin | admin | 10/25/2018 9:03:38 AM | No | Yes |
| bill.durno | Bill | Durno | 5/8/2018 3:29:59 PM | No | Yes |
| diane | Diane | Welton | 10/24/2018 7:43:22 AM | No | Yes |
| eshe | Eshe | Wilson | None | No | Yes |
| harpreet | Harpreet | Sidhu | 10/24/2018 7:46:56 AM | No | Yes |
| jasonro | Jason | Rosell | 6/29/2018 2:02:12 PM | No | Yes |
| jay.ying | Jay | Ying | 8/13/2018 10:16:08 AM | No | Yes |
| kenneth | Kenneth | Small | 9/12/2018 2:37:37 PM | No | Yes |
| louis | Louis | Robinson | 4/20/2018 9:36:27 AM | No | Yes |
| naidra | Naidra | Hemingway | None | No | Yes |
| neil.duyme | Neil | Duyme | 9/11/2018 2:26:42 PM | No | Yes |
| philia.joo | Philia | Joo | 6/29/2018 11:55:57 AM | No | Yes |
| rob.klettke | Rob | Klettke | 10/26/2018 3:14:11 PM | No | Yes |
| shaun | Shaun | Kelly | 10/26/2018 11:02:38 AM | No | Yes |
| terence.huynh | Terence | Huynh | 10/24/2018 8:32:28 AM | No | Yes |

At the bottom of the table, there is a pagination control showing '1 | 2 | Next >>' and '(showing results 1 - 15 of 16)'. In the bottom right corner, there is a 'display 15 per page' control.

- Click  to open the **Create a New User Account** window.



Home > Users >

Create a new User Account

Account Information

User Name

First name

Last name

Email address

Phone

Phone extension

Password

Confirm password

Show password

- Enter account information for the new user account, including user name, password, email address, and phone number.

NOTE: User group permissions and individual user permissions i

If you assign a user to a user group, then that user is restricted to the permissions that are assigned to that user group. Individually selected user permissions no longer apply.

- Click **Create**. The **Edit_[username]** window appears to allow for Permissions configuration.

The screenshot shows the 'Edit Test_User' window. The sidebar on the left contains a menu with items: Home, Devices, + Create New, + Evidence, + Maintenance, + Reporting, - Administration, - Users and Groups, Users (selected), User Groups, Security Mode, Depots, Branding, Provisioning, Licensing, Settings, + Logging, and Help. The main content area has a breadcrumb 'Home > Users >' and the title 'Edit Test_User'. Below the title are two tabs: 'Detail' (selected) and 'Permission'. The 'Detail' tab contains the following fields: 'First name' with the value 'Test', 'Last name' with the value 'User', 'Email address' with the value 'test.user@seon.com', 'Phone', and 'Phone extension'. There is a 'Reset Password' button below the phone fields. At the bottom left of the form is a 'Save' button.

Creating User Permissions

Permissions can be applied globally, by specific depot, or by device. The permissions that are available vary depending if they are being globally applied, by specific depot, or by device.

- Click the drop-down arrow next to the user's name, then select **Edit**. The **Edit_[username]** window appears.
- Click to select the **Permissions** tab.
- Click to select permissions, then click **Save**.

User Groups

By assigning users to User Groups, the System Administrator assigns the same permissions to multiple users. Groups also have their own security permissions. Users assigned to a group assume the permissions assigned to that group.

DM contains the following default user groups. You can add your own customized user groups to the list.

Default User Groups

MV_Admin: The MobileView Depot Manager System Administrator - This is typically assigned to someone responsible for administering the system, assigning users, and managing the server.

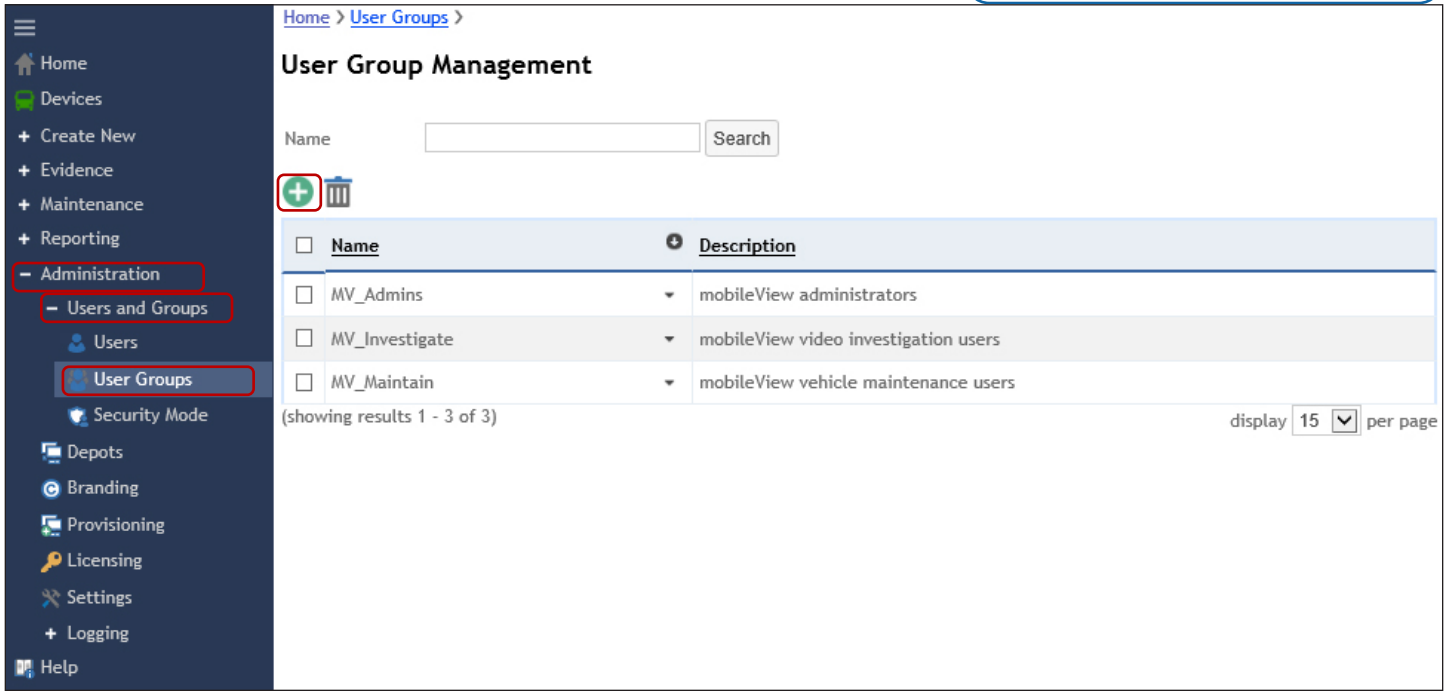
MV_Investigate: Video Investigation Personnel - These users are typically responsible for downloading video evidence, looking for incidents, and providing information for legal claims.

MV_Maintain: Vehicle Maintenance Personnel - These users are typically responsible for maintaining the video surveillance system, device updates, and managing the server.

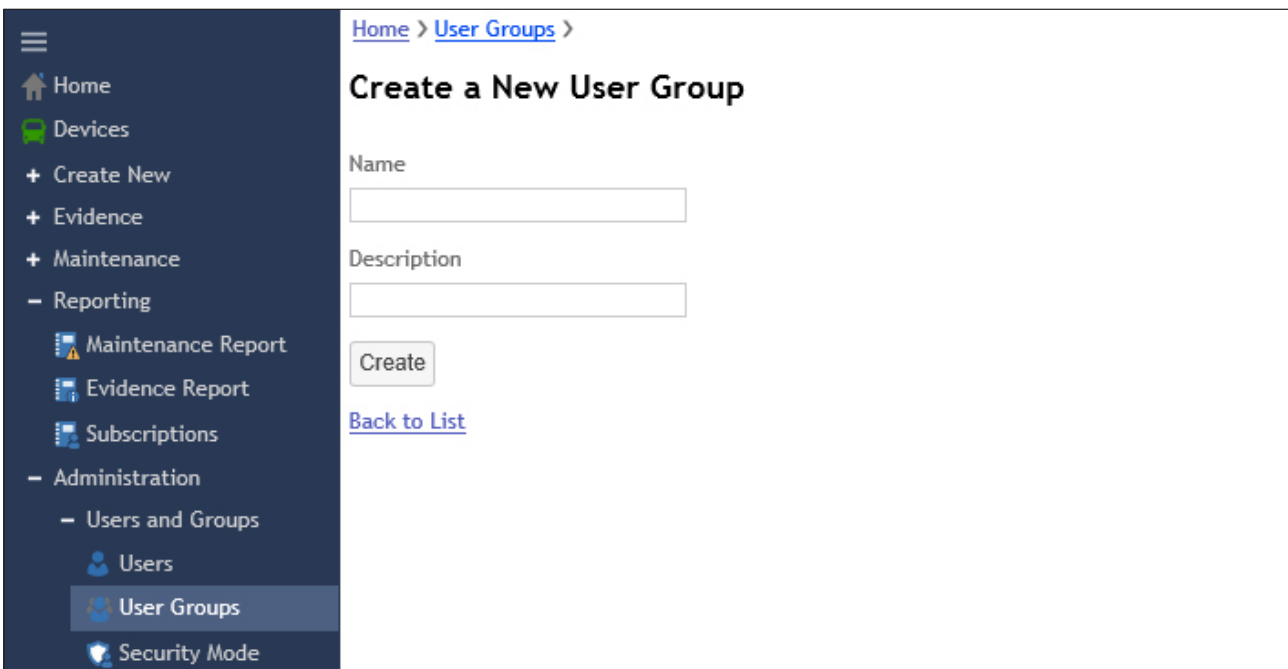
Creating User Groups

NOTE: User Group Restriction
Users can belong to only one group.

1. Click **Administration > Users and Groups > User Groups** to open the **User Group Management** window.



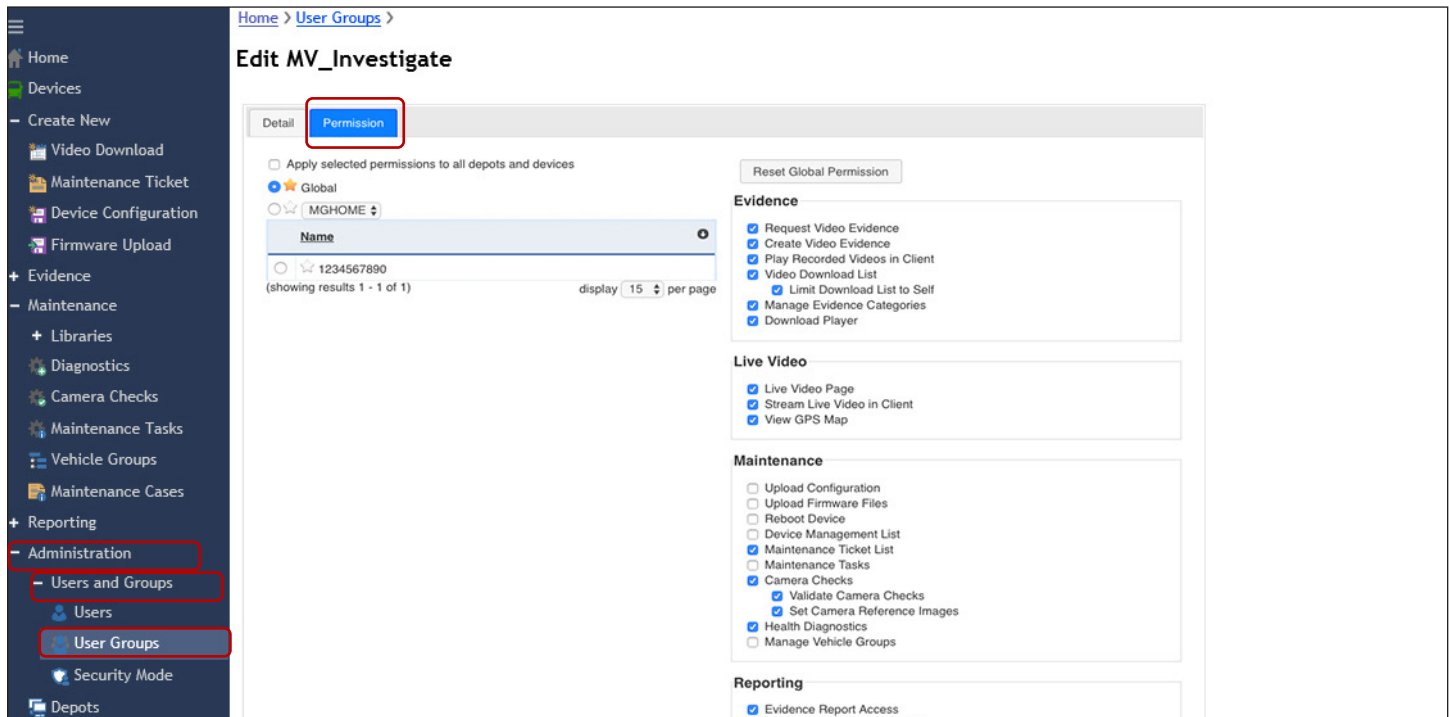
2. Click to open the **Create a New User Group** window.



3. Enter a name and description for the group, then click **Save**.

Configuring User Group Permissions

1. Select **Edit** from the drop-down menu next to the group name in the **User Group Management** window. The **Edit_[groupname]** window appears.
2. Click the **Permission** tab.



3. Select permissions for the group, then click **Save**. Permissions can be applied globally, by specific depot, or by device. The permissions available vary depending if they are being globally applied, by specific depot, or by device.

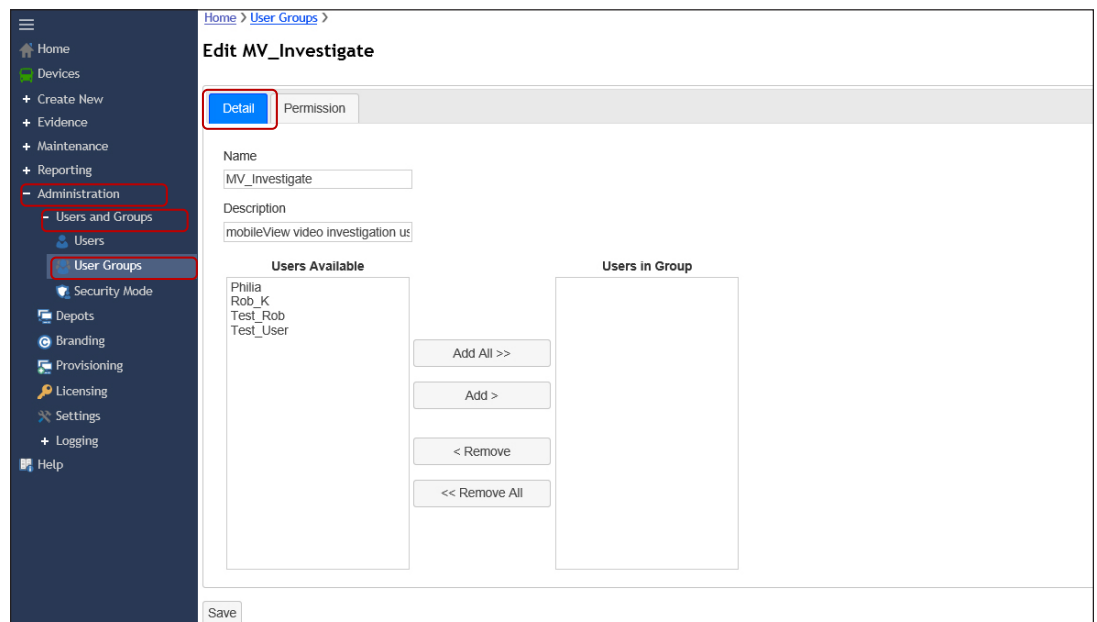
Permissions for the Default User Groups

| Permission | Admin | Investigate | Maintain |
|--------------------------------|-------|-------------|----------|
| Request Video Evidence | Y | Y | |
| Create Video Evidence | Y | Y | |
| Play Recorded Videos in Client | Y | Y | |
| Video Download List | Y | Y | |
| Limit Download List to Self | Y | Y | |
| Manage Evidence Categories | Y | Y | |
| Download Player | Y | Y | |
| Live Video Page | Y | Y | Y |
| Stream Live Video in Client | Y | Y | |
| View GPS Map | Y | Y | Y |

| Permission | Admin | Investigate | Maintain |
|-----------------------------|-------|-------------|----------|
| Upload Configuration | Y | | Y |
| Upload Firmware Files | Y | | Y |
| Reboot Device | Y | | Y |
| Device Management List | Y | | Y |
| Maintenance Ticket List | Y | Y | Y |
| Maintenance Tasks | Y | | Y |
| Camera Checks | Y | Y | Y |
| Validate Camera Checks | Y | Y | Y |
| Set Camera Reference Images | Y | Y | Y |
| Health Diagnostics | Y | Y | Y |
| Manage Vehicle Groups | Y | | |
| Evidence Report Access | Y | Y | |
| Maintenance Report Access | Y | | Y |
| Subscriptions | Y | Y | Y |
| Manage Users and/or Groups | Y | | |
| Manage Depots | Y | | |
| Delete Data | Y | | |
| Provision a Remote Depot | Y | | |
| Access Web API | Y | | |

Adding Users to or Removing Users from Groups

1. Select **Edit** from the drop-down menu next to the group name in the **User Group Management** window. The **Edit_[groupname]** window appears.
2. Select the **Detail** tab if it is not already selected.



3. Either select **Add All/Remove All** or select specific users to add to/remove from the selected group, then click **Save**.

Integrating Active Directory Users/Groups into DM

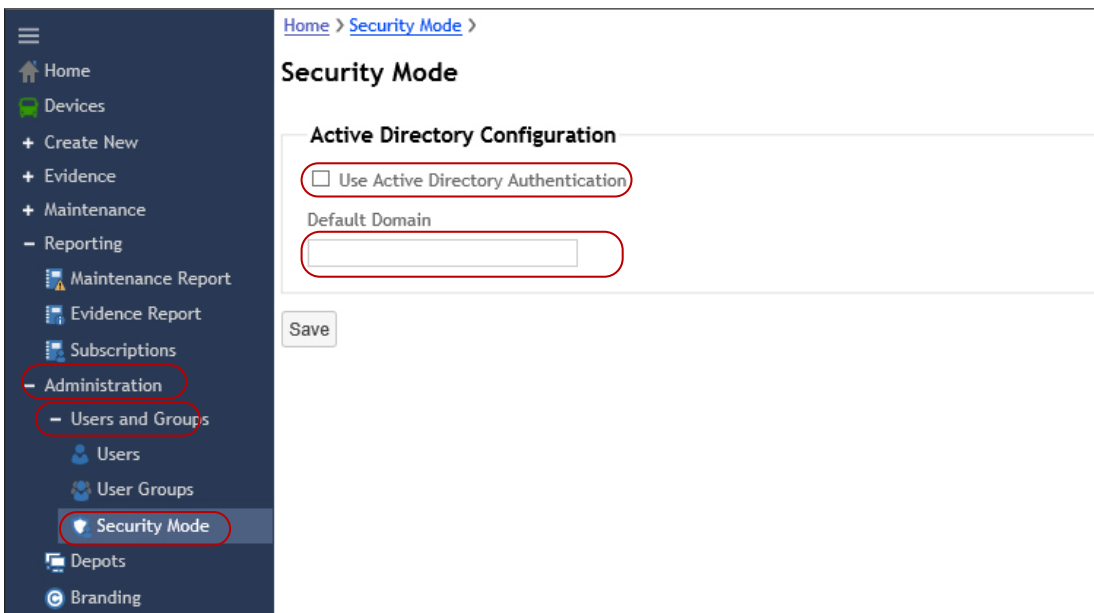
DM can integrate Active Directory security mode users and user groups. Users who log into DM with their Active Directory username and password can be assigned permissions inside DM using group permissions. After enabling Active Directory, the system disables all local DM user accounts. Users who need to use the system will need to be added to the appropriate group in Active Directory.

1. Configure the Active Directory settings to ensure the connection with DM.
 - a. Create group names that exactly match the group names in DM.

i NOTES: Active Directory

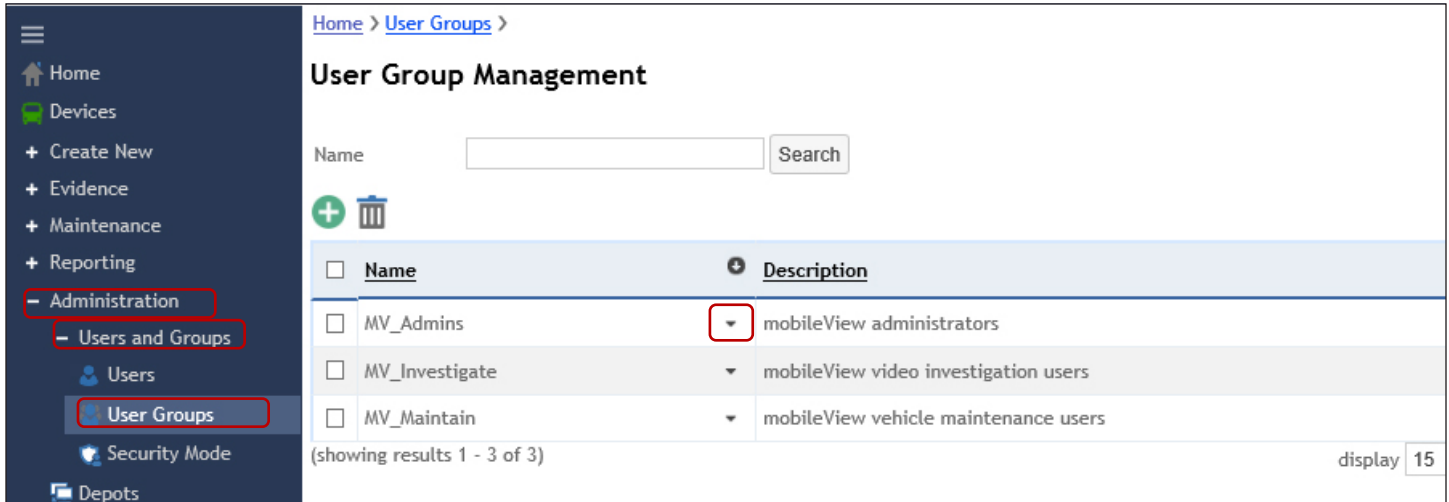
- User accounts are disabled after 120 days of not logging in.
- Active Directory cannot be used until it is enabled.
- Group names in the Active Directory must exactly match the group names in Depot Manager, including spaces, capital letters, and special characters.

- b. Assign users to groups in Active Directory according to their job roles.
 - c. Ensure that at least one user is in the DM Administrators group.
2. Configure the DM administration settings to connect with the Active Directory domain.
 - a. Click **Administration > Users and Groups > Security Mode**. The **Security Mode** window opens.
 - b. Select **Use Active Directory Authentication**, then enter the **Default Domain**.



- c. Click **Save**.

3. Log out and log in again. Use a domain account with administrator rights for DM.
4. Assign group permissions as required.
 - a. Click **Administration > Users and Groups > User Groups**. The **User Group Management** window opens.



- b. Select **Edit** from the drop-down menu next to the desired group name in the **User Group Management** window. The **Edit_[groupname]** window appears.
- c. Select permissions for the group, then click **Save**. See ["Permissions for the Default User Groups" on page 41](#).

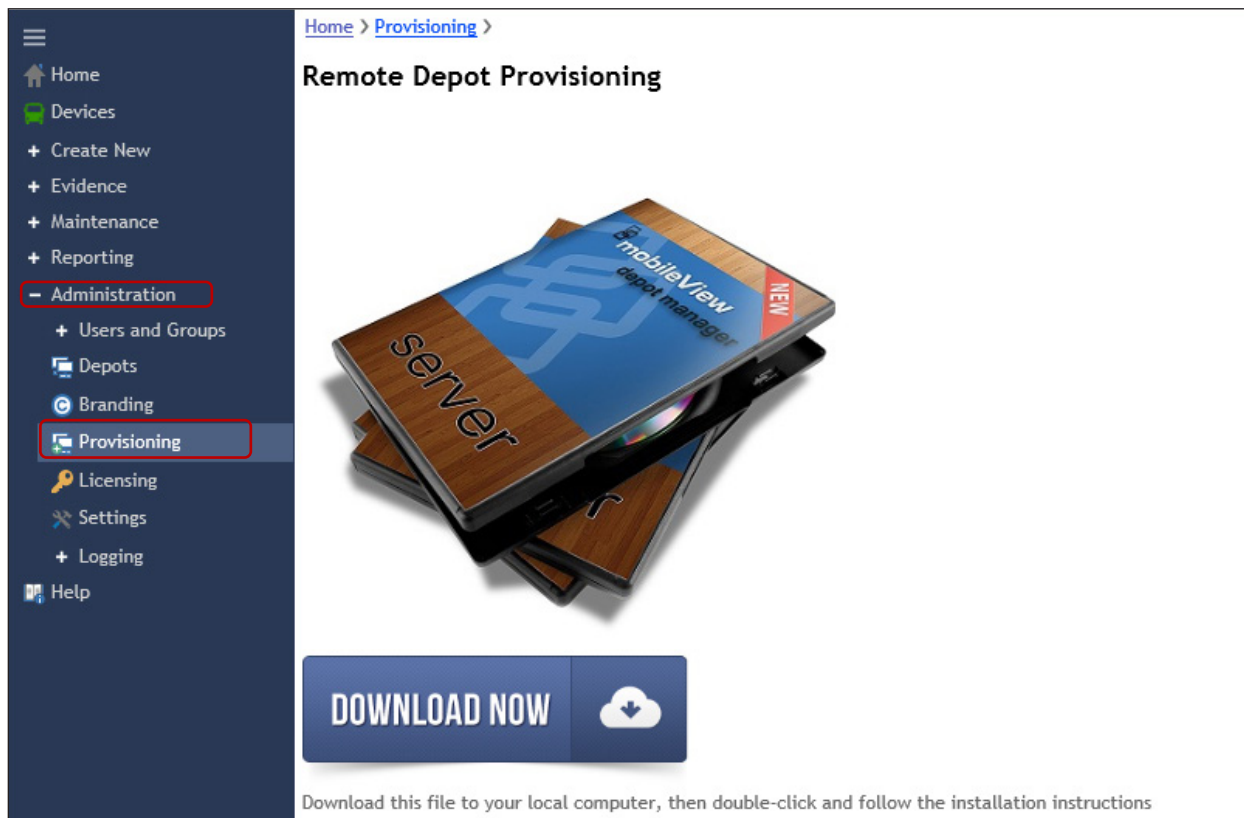
System Settings

System settings are configured during the installation of Depot Manager (DM), but can be modified when the user is logged in as the System Administrator. Permissions granted through customizable user accounts ensure that system settings and video downloads are secured and protected against unauthorized access.

Adding a Depot

Adding a depot is known as depot provisioning. Using the Provisioning tab under Administration, you can install the software package onto the remote server. After the software is installed, the depot automatically appears in the depot list. This is especially important when multiple depots are going to replicate back to this system and/or when you are provisioning multiple servers at different locations. Do not use this option unless remote matching is going to act as a depot server *and* a license key is available.

1. Click **Administration > Provisioning** to open the **Remote Depot Provisioning** window.



Home > Provisioning >

Remote Depot Provisioning

DOWNLOAD NOW

Download this file to your local computer, then double-click and follow the installation instructions

2. Click **Download Now**, and then follow the prompts to save the installer to your local hard drive, then run the server installation file on the new server.

i NOTE: Permissions for managing system settings

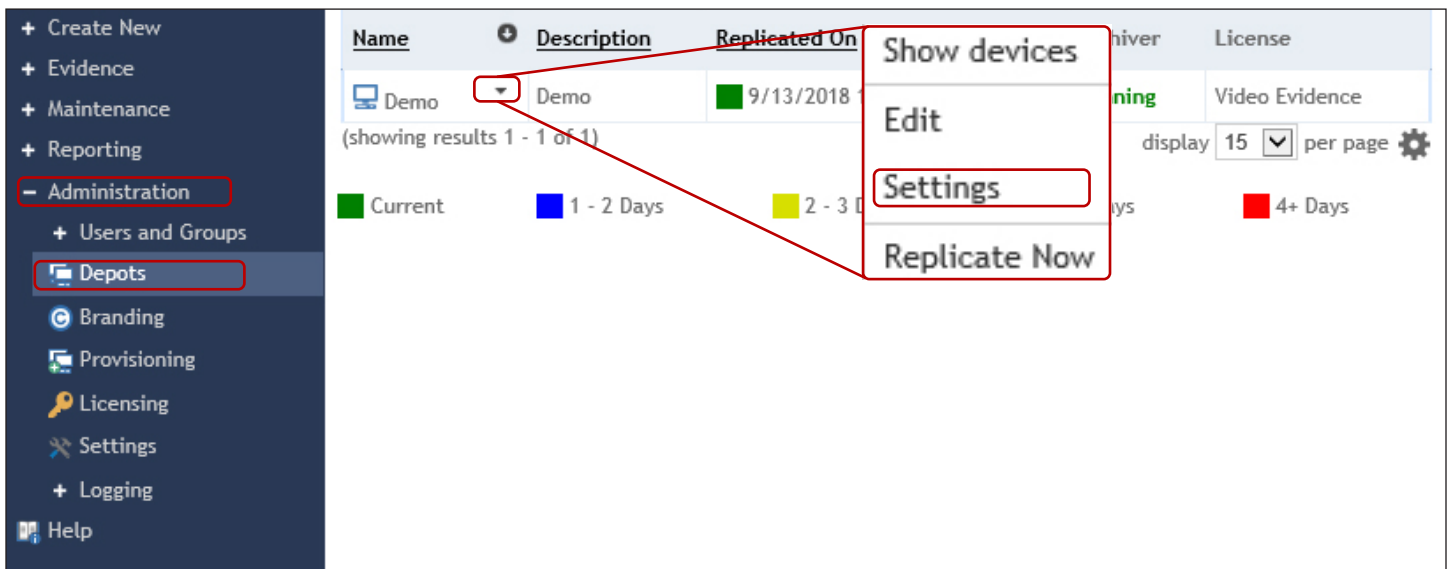
Users must have permission to manage system settings for a single or multiple depots. See "[Creating User Permissions](#)" on page 39 or "[Creating User Groups](#)" on page 40 for configuring permissions.

Configuring Depot Settings

Use depot settings to configure the following for the depots:

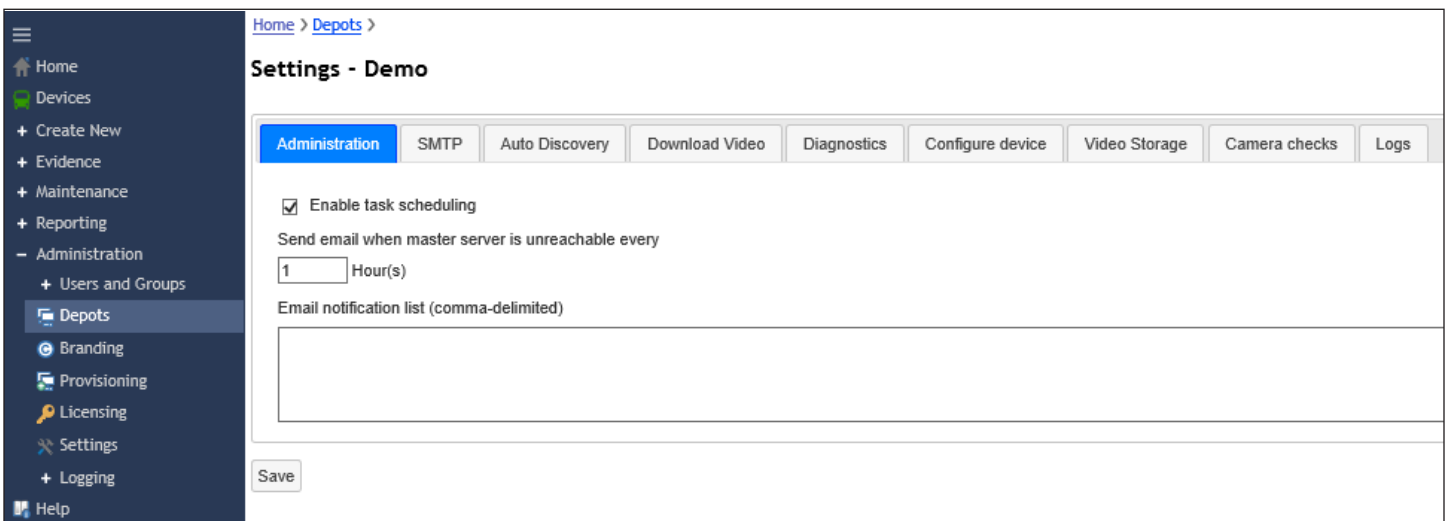
- Set up the system's email account for sending emails
- Configure discovery settings for finding online IP devices
- Configure recording and storage settings.

1. Click **Administration > Depots** in the main menu to open the **Depot Management** window.



2. Click the drop-down menu arrow next to the device you want to configure, then select **Settings**.

The **Settings - [depotname]** window opens.



The following table describes the settings tabs in the **Depot > Settings** window.

| SETTINGS TAB | DESCRIPTION |
|-------------------------|--|
| Administration | Use to configure task scheduling, and what triggers the system to send email notifications when the master server is unreachable. |
| SMTP | Use to specify the SMTP server for single or multiple depots, and to send a test email. See "Configuring Email Settings" on page 49 . |
| Auto Discovery | Use to configure LAN and Cellular discovery settings for automatically finding IP devices in the depot. Default IP addresses can be multicast, broadcast, or unicast. |
| Download Video | Use to configure rules for downloading video. See "Downloading Video" on page 59 for playing/viewing downloaded video. |
| Diagnostics | Use to configure the number of days that diagnostic data is kept in the system. See "Downloading Health Diagnostics" on page 70 . |
| Configure Device | Use to configure the email addresses that receive messages upon both successful and failed device bulk configurations and firmware upgrades. See "Installing Firmware" on page 30 . |
| Video Storage | Use to determine the disk storage threshold at which notifications are automatically sent, data is automatically sent to a secondary storage device, and/or when data is deleted. |
| Camera Checks | Use to capture daily reference images to ensure that in-vehicle cameras are properly operating. Use the tab to manually verify that the cameras have not moved or been vandalized. Use to manually approve or disapprove the image generated by a scheduled camera check. Camera check diagnostics also attach to maintenance cases. See "Creating New Maintenance Cases (then adding Diagnostics)" on page 73 . |
| Logs | Use for maintenance and to configure how long device log files are saved. |

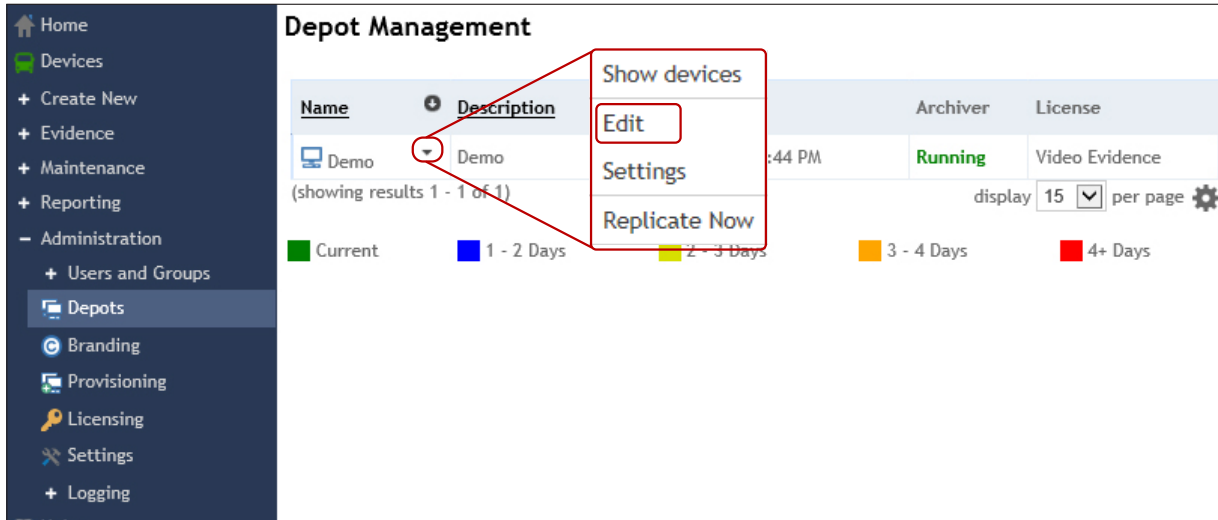
Depot Properties

The **Depot Management** window allows you to select the primary and secondary storage paths for video downloaded from the recording devices.

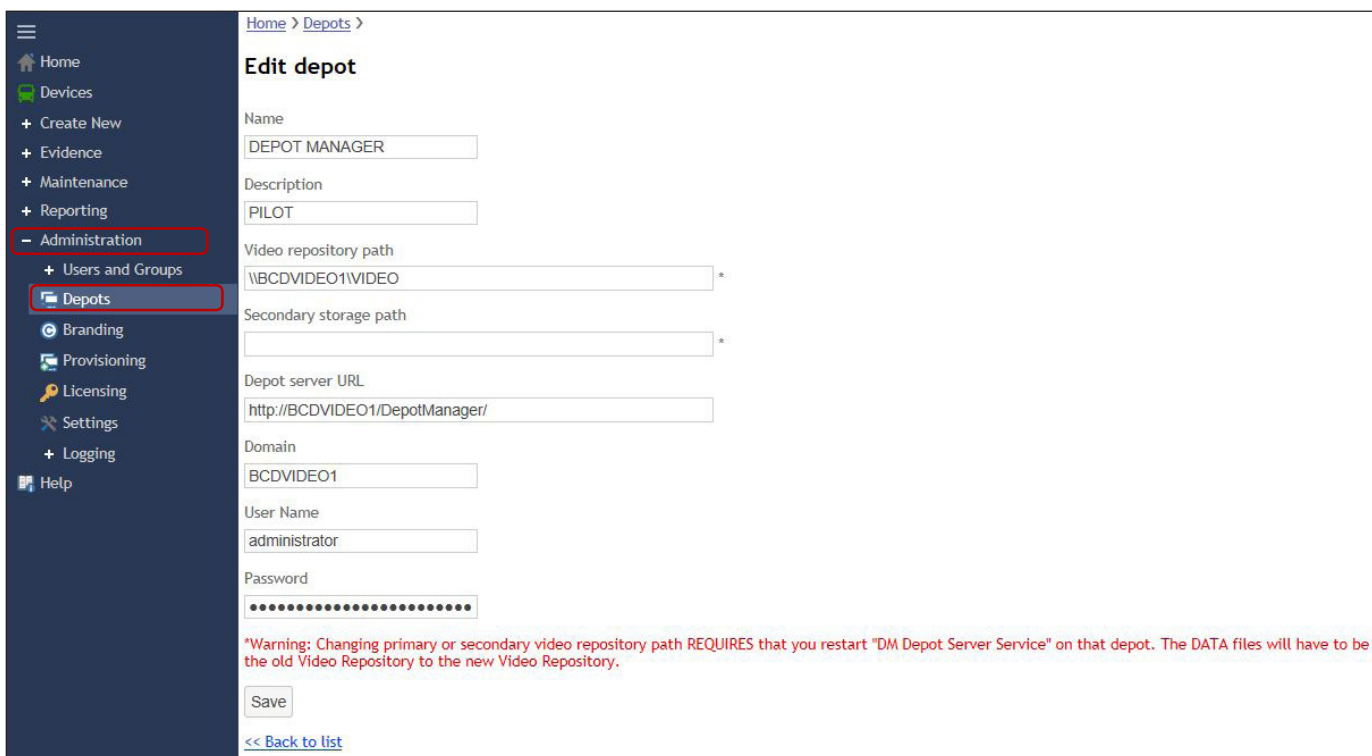
Editing Depot Properties

You can change the depot name, the connection information, and the video repository storage path.

1. Click **Administration > Depots** in the main menu to open the **Depot Management** window.



2. Click the drop-down menu arrow next to the device you want to configure, then select **Edit**. The **Edit depot** window opens.



3. Make your desired changes, then click **Save**.

⚠ WARNING: Changing the Video Repository Path

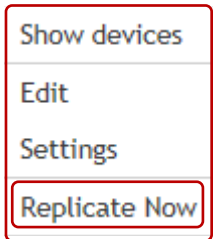
You must restart the DM Depot Server Service on depots for which you have changed the primary or secondary video repository path. The DATA files must be manually moved from the old Video Repository to the new Video Repository.

Replicating Depots

You can replicate servers and server settings if you are running multiple depot servers.

1. Click **Depots** to open the **Depot** window.
2. Click the drop-down menu arrow next to the device you want to replicate, then select **Replicate Now**.

A message appears confirming that the system has sent a request to begin the synchronization for replication.



Configuring Email Settings

Before DM can send emails, you must configure the SMTP (Simple Mail Transfer Protocol) settings. There are two places where you can configure these settings: for the central server, and for individual depots.

After you have configured the SMTP settings, the depot can automatically send emails as a result of triggers and report settings. Triggers can include the following:

- The master server is unreachable.
- Video download status (start, on completion, on failure)
- Diagnostic/system issues
- Video storage issues
- Camera checks (both regular camera checks and camera checks that indicate a problem)

For report settings, see ["Creating Maintenance Report Subscriptions" on page 74](#) and ["Creating Evidence Reports Subscriptions" on page 77](#).

Configuring General SMTP Settings for the System

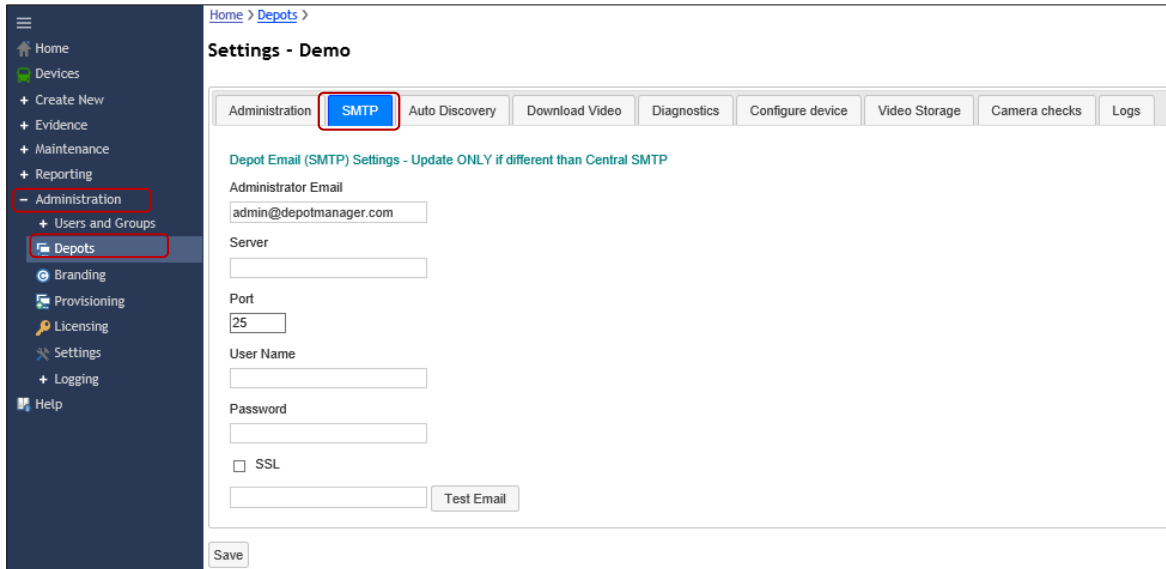
These settings are for the general email (SMTP) settings for all servers.

The screenshot shows the 'General System Settings' page in Depot Manager. The left sidebar contains a navigation menu with 'Administration' and 'Settings' highlighted. The main content area has tabs for 'Administration', 'SMTP', 'Cellular', and 'Audit', with 'SMTP' selected. Below the tabs, the heading reads 'Central Email (SMTP) Settings to be used by ALL Servers'. The form includes fields for 'Administrator Email' (pre-filled with 'admin@depotmanager.com'), 'Server', 'Port' (pre-filled with '25'), 'User Name', and 'Password'. There is an unchecked checkbox for 'SSL' and a 'Test Email' button. A 'Save' button is located at the bottom left of the form area.

1. Click **Administration** > **Settings** to open the **General System Settings** window.
2. Type an Administrator email address in the **Administrator Email** field. This is the email address that will be used to send emails.
3. Enter a **Server** name, a **Port** number, a **User Name**, and a **Password**.
4. Select the checkbox next to **SSL** to enable it. SSL provides a secure encrypted link between a web server and a browser.
5. Enter an email address, then click **Test Email** to test the email settings.
6. Click **Save** if the email test is successful, meaning that the settings are correct.

Configuring SMTP Settings for an Individual Depot

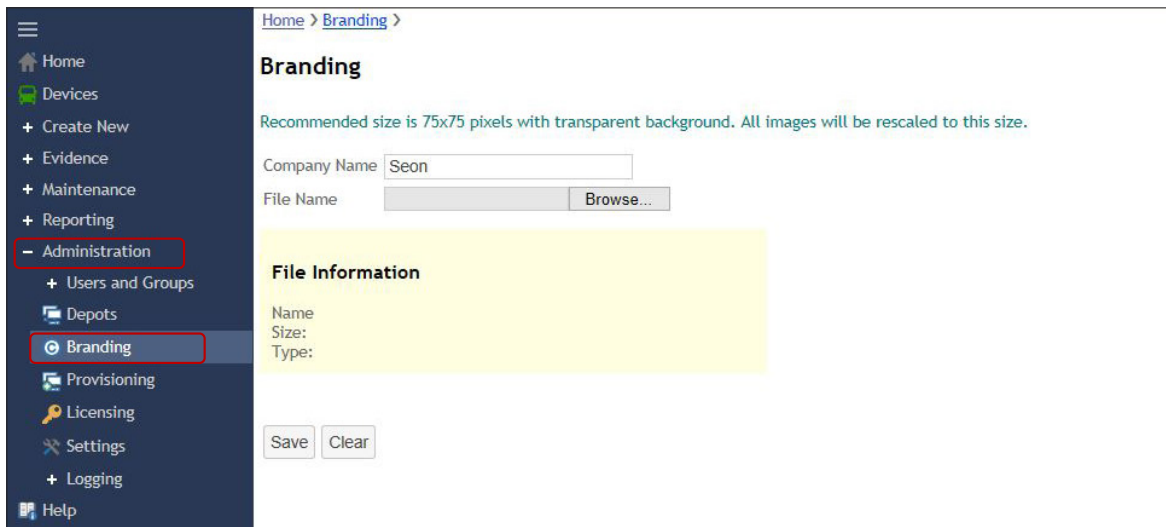
Configure these SMTP settings only if you require depot email settings are different than the General SMTP settings.



1. Click **Administration > Depots > SMTP** to open the **SMTP** tab.
2. Enter an administrator email address, a server name, a port number, a user name, and a password.
3. Select the checkbox next to **SSL** to enable it. SSL provides a secure encrypted link between a web server and a browser.
4. Enter an email address, then click **Test Email** to test the email settings.
5. Click **Save** if the email test is successful, meaning that the settings are correct.

Branding

You can add a company name and logo to DM. They appear on the window in the GUI. Both fields must be edited at the same time.



1. Click **Administration > Branding** to open the **Branding** window.

Configuring Storage Settings

The Video Storage settings for Depots allows you to configure behaviours for both the primary and secondary storage settings. These settings are important as they direct DM to automatically free up disk space when your disks are full. You can also configure email settings to alert people of changes in storage status.

1. Click **Administration > Depots** to open the **Depots** window.

The screenshot shows the 'Settings - Demo' window with the 'Video Storage' tab selected. The left sidebar contains navigation options like Home, Devices, Create New, Evidence, Maintenance, Reporting, Administration, Users and Groups, Depots, Branding, Provisioning, Licensing, Settings, Logging, and Help. The main content area has tabs for Administration, SMTP, Auto Discovery, Download Video, Diagnostics, Configure device, Video Storage, Camera checks, and Logs. The 'Video Storage' tab is active, showing three sections:

- Disk Space Notification**:
 - Notify when primary storage free space is less than: GB
 - Email notification list (comma-delimited):
 - Notify when secondary storage free space is less than: GB
 - Email notification list (comma-delimited):
- Move Data to Secondary Storage**:
 - When free space is less than: GB
 - Move up to: GB
 - Email notification list (comma-delimited):
- Delete Data**:
 - When free space is less than: GB
 - Stop when free space is greater than: GB
 - [Video data retention policies are managed in the Categories section.](#)
 - Email notification list (comma-delimited):

2. Configure **Disk Space Notification** settings. These settings allow you to add the email addresses for people who should be notified when a specified minimum amount of free disk space is reached.
 - a. For both the primary and secondary storage, enter the minimum disk space, in **GB**, that triggers an email notification.
 - b. Enter email addresses, separated by commas, in the **Email notification list** for the people who should receive a notification when the minimum disk space is reached for the primary and/or secondary storage.

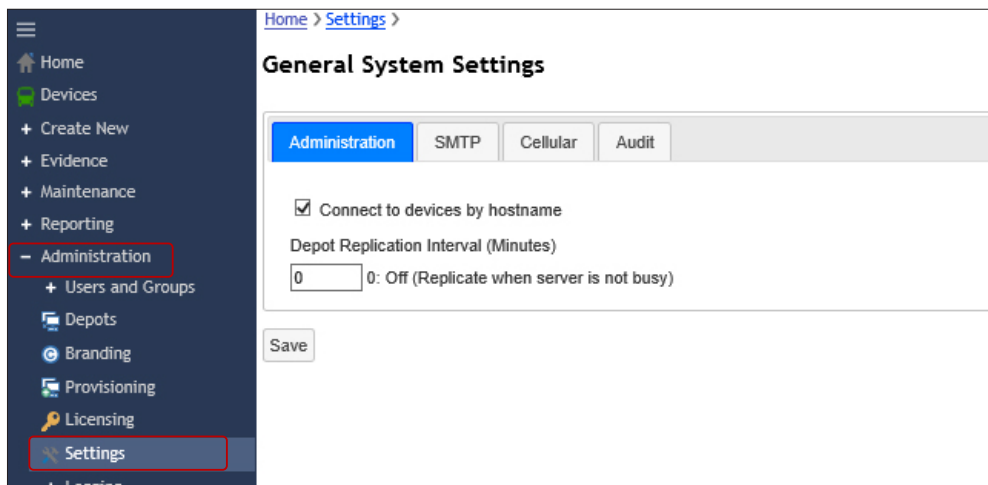
3. Configure the **Move to Secondary Storage** settings. With these settings, you can configure DM to automatically free up disk space when a minimum of free space remains on the primary storage disk. You can configure how little free space must remain on the disk when DM automatically starts transferring data, and how much data is automatically transferred to the secondary storage disk. You can also add email addresses of people who should be notified when data is being moved to secondary storage.
 - a. Enter under **When free disk space is less than** the minimum GB of free space left in primary storage that triggers DM to transfer data to the secondary storage disk.
 - b. Enter under **Move up to** the maximum amount of data, in GB, to be moved to secondary storage disk.
 - c. Enter email addresses, separated by commas, in the **Email notification list** for the people who should receive a notification when DM moves data to secondary storage.

4. Configure the **Delete Data** settings. With these settings, you can configure DM to automatically free up disk space when a minimum of free disk space remains on the primary storage disk. You can configure how little free space must remain on the disk when DM automatically starts deleting data, and how much free space must be achieved to stop DM from automatically deleting data.
 - a. Enter under **When free disk space is less than** the minimum GB of free space left in primary storage that triggers DM to delete data from the primary storage disk.
 - b. Enter under **Stop when free space is greater than** the minimum GB of recovered free space on the primary storage that triggers DM to stop deleting data.
 - c. Enter email addresses, separated by commas, in the **Email notification list** for the people who should receive a notification when DM the storage disk hits the specified threshold.

2. Enter a company name and upload an image file, then click **Save**.

Configuring General System Settings

General system settings affect options for the entire network of depot servers. For example, changing the SMTP values in the **General System Settings** window assures the settings are used for all corresponding servers.



1. Click **Administration > Settings** to open the **General System Settings** window.

There are four tabs in the **General System Settings** window that allow you to make the following configurations:

| Configurable System Setting | Description |
|-----------------------------|---|
| Administration | Select to use a host name to connect to devices. The depot replication interval is used to configure the timing interval and depot replication, and is set in minutes. |
| SMTP | Use to configure the server to enable email notifications. This is the central SMTP (Simple Mail Transfer Protocol) email address for all servers. See " Configuring Email Settings " on page 49. |
| Cellular | Use these settings to restrict device activity, resulting in reduced cellular traffic and costs. See " Configuring Cellular Settings " on page 55 |
| Audit | Configure how long audit data is saved, in days. Use this log for tracking and monitoring user activity in the system. The maximum number of days for saving audit data is 365. |

Configuring DM to use a Host Name to Connect to Devices

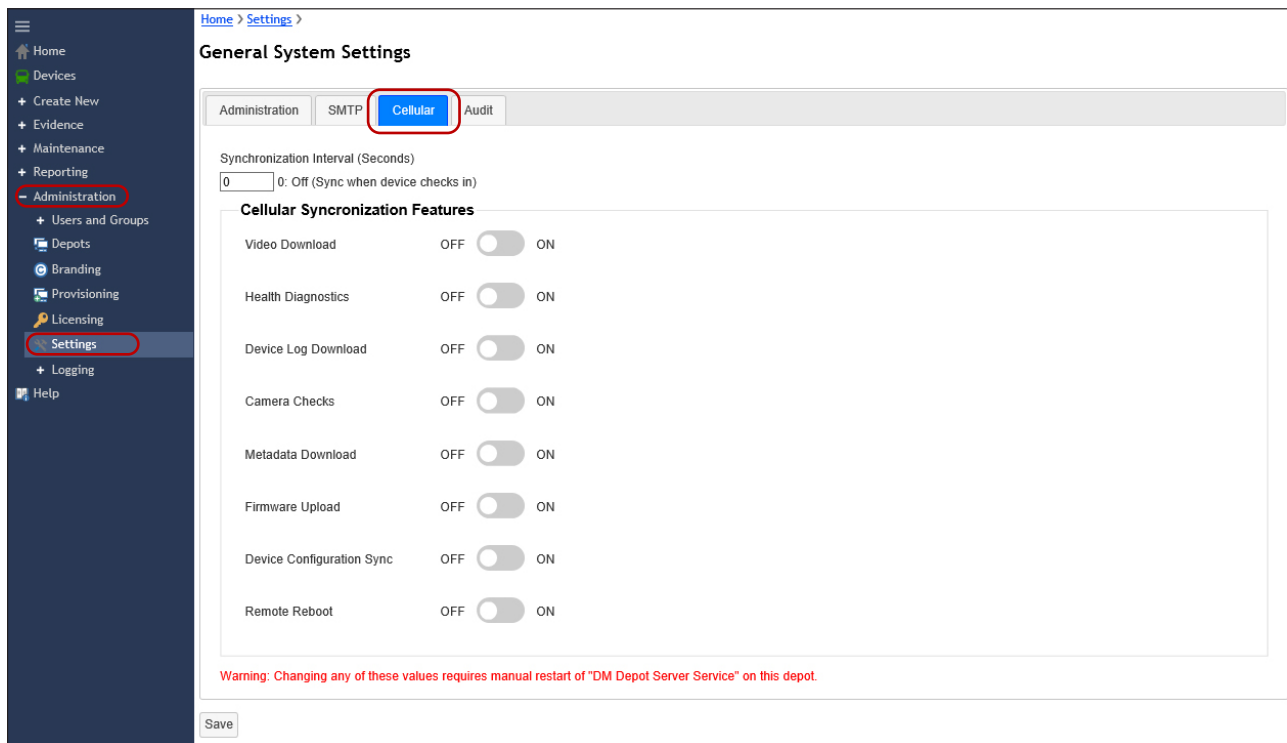
Devices are often connected by IP addresses. Do the following to allow connection by a host name.

1. Select the check box next to **Connect to devices by host name** on the **Administration** tab in the **General Systems Settings** window.

2. Enter a length of time (in minutes) in the **Depot Replication Interval** field to allow depot replication to occur when the server is not busy. Entering 0 for replication turns it off.
3. Click **Save**.

Configuring Cellular Settings

If DM discovers the devices through a remote cellular network, these settings restrict device activity, resulting in reduced



cellular traffic and costs. For example, while on a cellular network, DM can restrict the downloading of large video files while it continues to transfer health and location information. When the device returns to the depot, DM reconnects to the local wireless and then downloads the video files.

1. Click **Cellular** to open the **Cellular** tab on the **General System Settings** window.
2. Enter (in seconds) how often the device synchronizes when it checks in.
3. Click to activate/deactivate the Cellular Synchronization Features.

Turning a feature ON (activating it) means the associated operation is carried out over a cellular connection to remote devices; leaving a feature OFF means the operation will only be carried out when DM is connected to devices within local wireless range, which reduces cellular traffic and costs.

4. Click **Save**.

⚠ IMPORTANT! Rebooting after changing cellular settings

If you change any of the cellular settings, you must reboot the DM Remote Server Services for the changes to activate.

Video Evidence

Using MobileView Navigator, video can be viewed live by connecting to on-vehicle devices, or by viewing video evidence files that have been downloaded from on-vehicle devices to the central server.

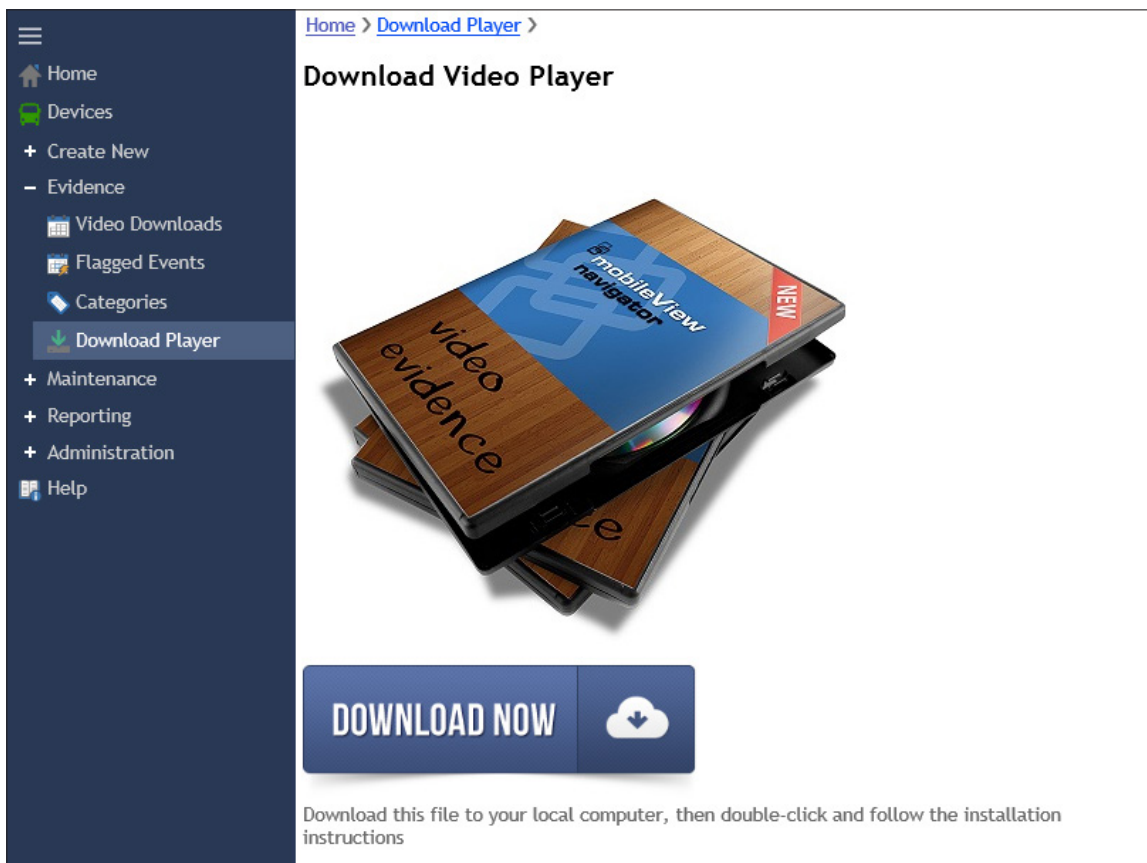
Viewing and Sharing Live Video

Viewing live video opens a viewer in Depot Manager (DM). From that window, you can email a link that contains a snapshot of the currently viewed video or view a link that can be copied and sent. This video cannot be manipulated (i.e. edited); it can only be viewed.

Installing the Video Player Application

Before you can view video, you must install the MobileView Navigator video player.

1. Click **Evidence > Download Player** to open the **Download Video Player** window. Here, you can download a video player to the local machine/computer.

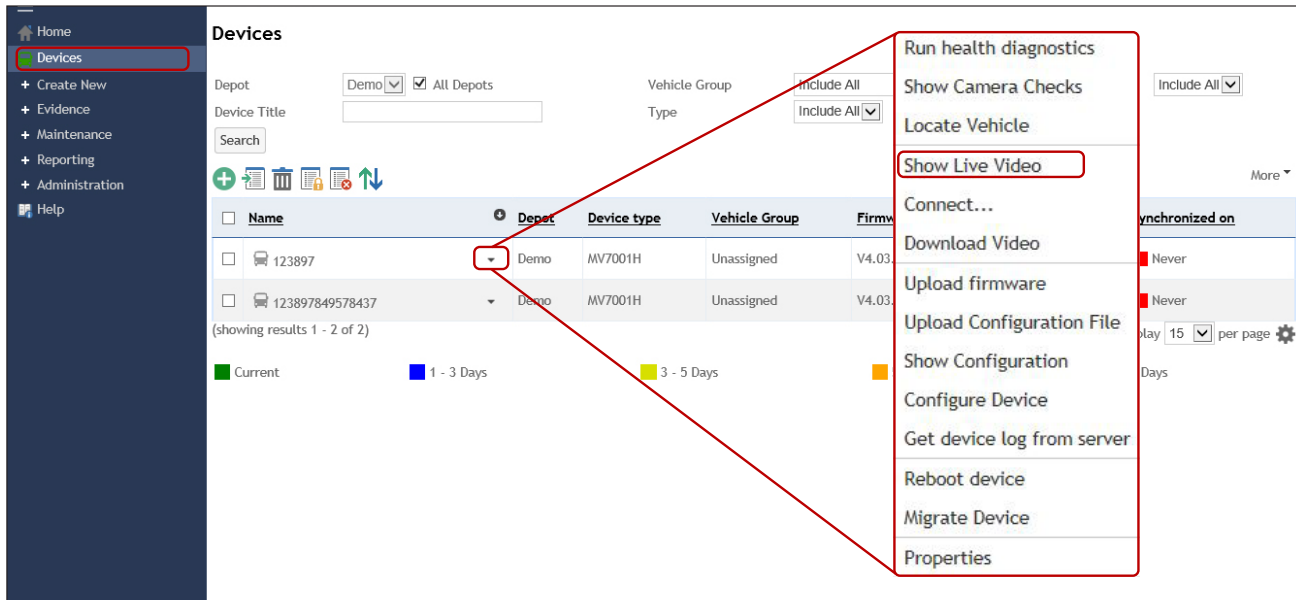


The screenshot shows the Depot Manager interface. On the left is a dark blue sidebar with a menu containing: Home, Devices, Create New, Evidence (expanded), Video Downloads, Flagged Events, Categories, Download Player (highlighted), Maintenance, Reporting, Administration, and Help. The main content area has a breadcrumb trail 'Home > Download Player >' and the title 'Download Video Player'. It displays a stack of three DVD-ROMs with a blue and white logo that says 'mobileView navigator' and 'video evidence' on the disc cover. A red 'NEW' sticker is on the top disc. Below the discs is a large blue button with the text 'DOWNLOAD NOW' and a white download icon. Underneath the button, the text reads: 'Download this file to your local computer, then double-click and follow the installation instructions'.

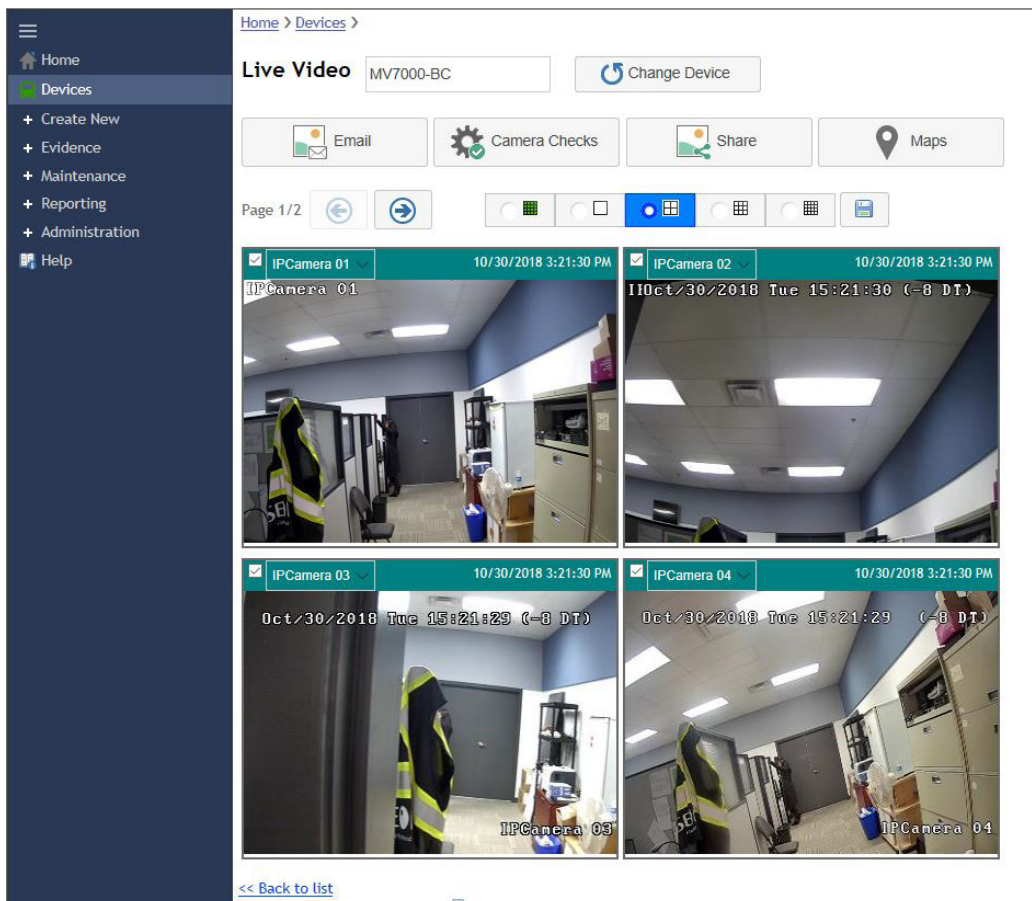
2. Click **Download Now** to download the player to your local computer.
3. Double-click to run the software, and then follow the prompts to complete the installation.

Opening Live Video

1. Click **Devices** on the main menu to open the **Devices** window.



2. Click the drop-down arrow next to the desired device, and then select **Show Live Video** to view live video.



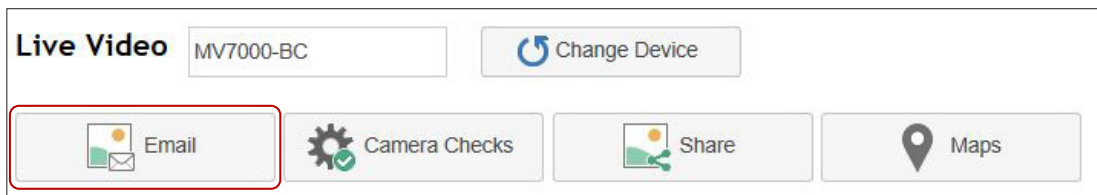
Live video plays in the viewing pane.

3. Click **Back to list** at the bottom of the window to return to the previous page.

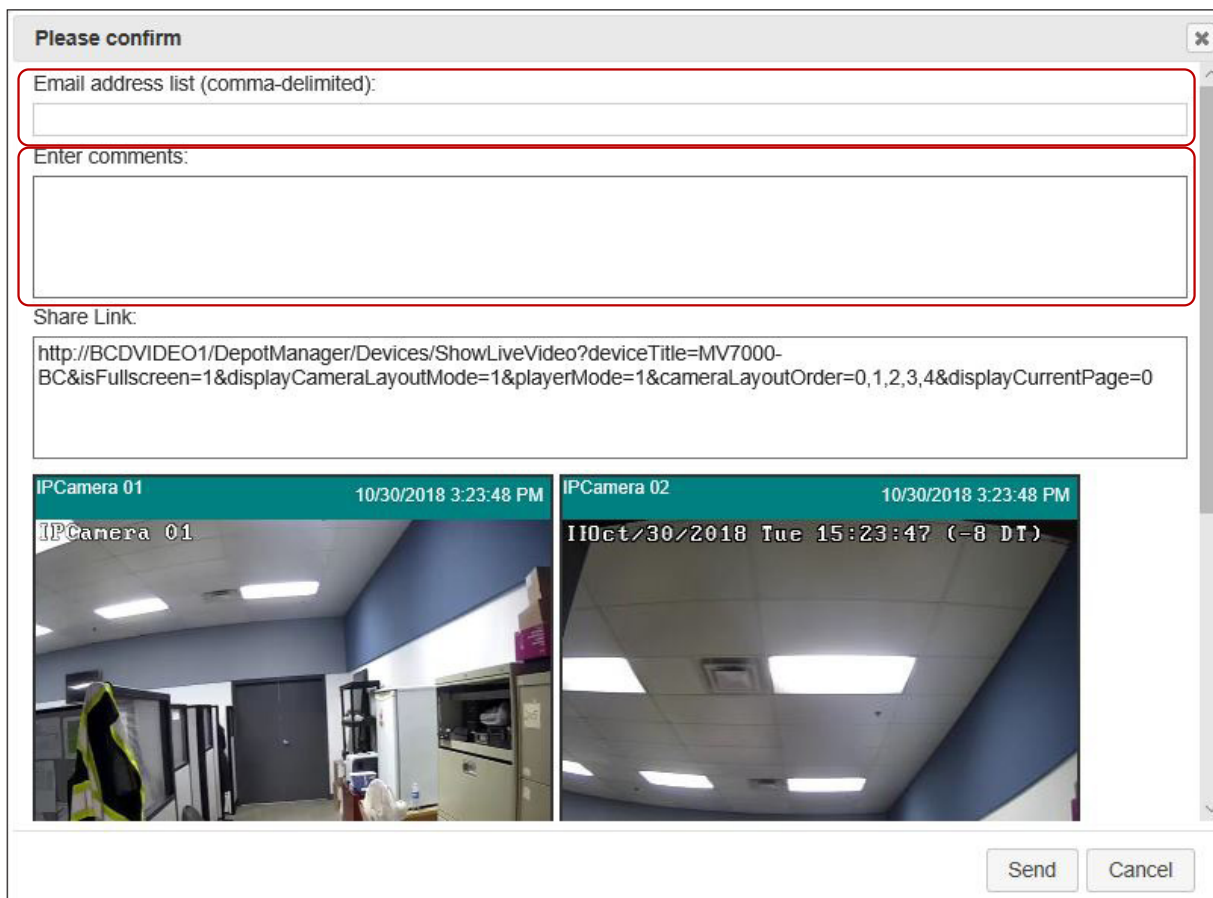
Sharing a Snapshot via Email

This method of sharing video evidence allows users the time-consuming effort of navigating through the menus and finding and opening the player. It is a fast way to share and view evidence.

It also allows users on external systems to access the video feed.



1. Click **Email** in the **Live View** window.

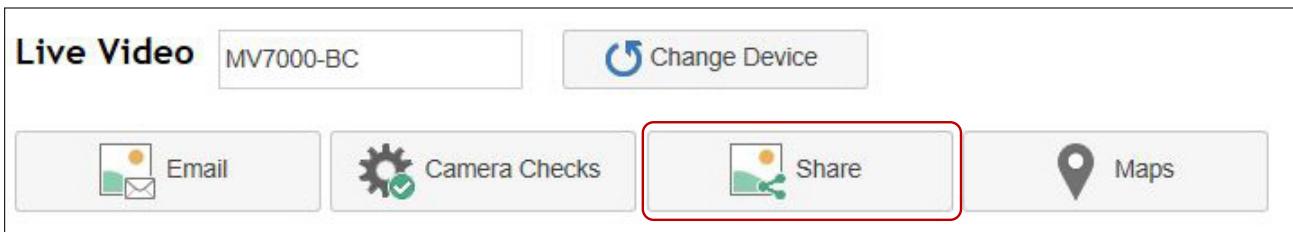


A **Please confirm** window opens.

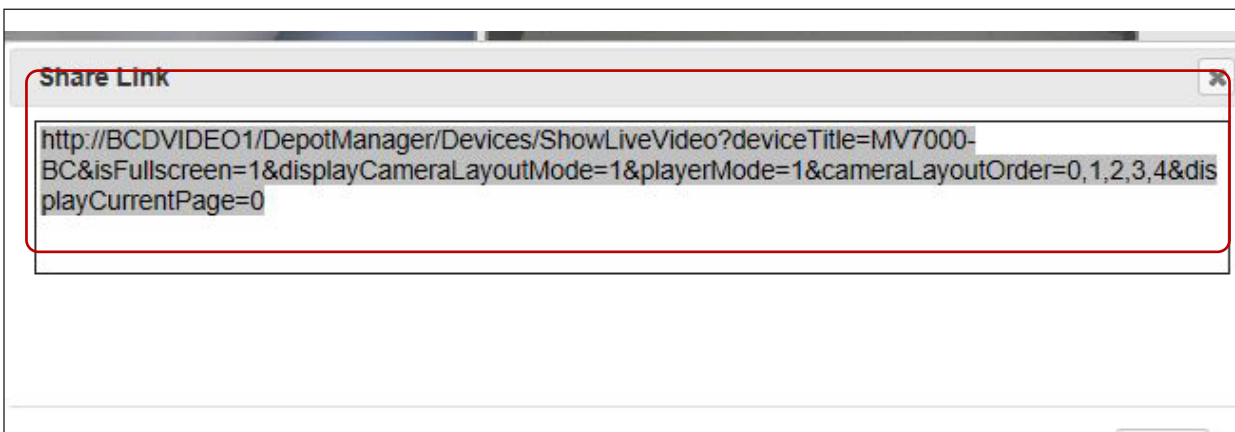
2. Enter email addresses and comments, as required, then click **Send**.

Sharing a Snapshot Link

1. Click **Share** in the **Live View** window.



The **Share Link** window opens.



2. Select and copy the link in the **Share Link** window, then click **OK** to close the **Share Link** window.

Downloading Video

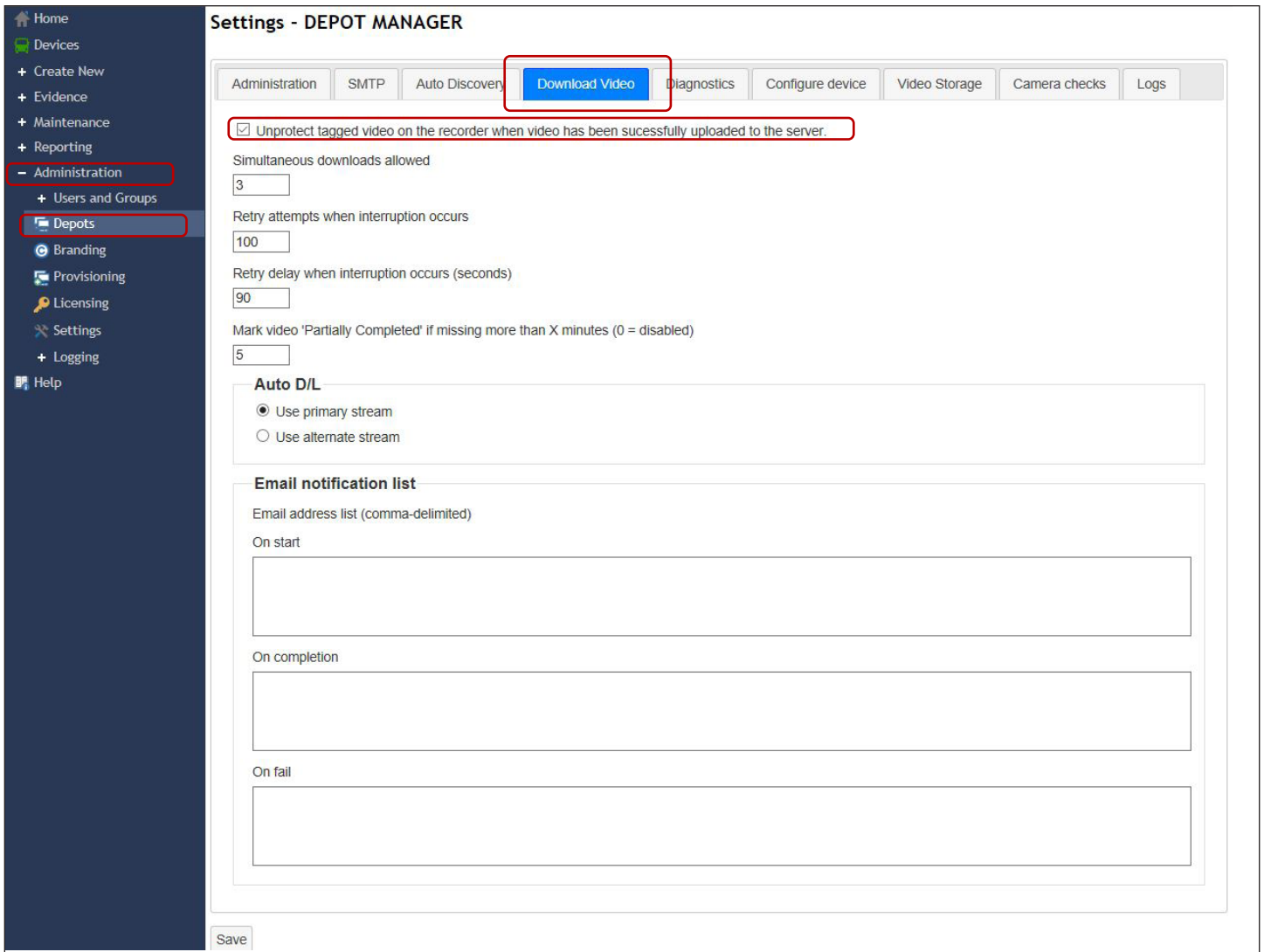
Video is stored on the in-vehicle devices, and can be quickly and easily downloaded and archived to the video download storage on the central server through a wireless network. Downloading can be either automatic or scheduled. Downloading events that contain evidence, without removing hard drives, improves fleet operation and reduces manpower.

Use DM Navigator to view, edit, and save the downloaded video.

Configuring Video Download Settings

Before downloading video to the video download storage on the central server, you should configure the following settings, which can affect the video download speed and quality. These settings include the number of simultaneous downloads allowed, the number of allowed retry attempts, email notifications for automatic downloads, and the use of primary stream (higher quality, larger files) or secondary streams (lower quality, smaller files).

1. Click **Administration > Depots** to open the **Depot Management** window.
2. Click the drop-down menu next to the desired device, then select **Settings**. The **Settings - [depot name]** window opens.
3. Click to select the **Download Video** tab.



4. Click the checkbox to protect/unprotect tagged video on the recorder when video has been successfully uploaded to the server.
5. Enter values for each of the following fields:
 - How many simultaneous downloads are allowed.
 - How many retry attempts are allowed when an interruption occurs.
 - The length of delay after an interruption occurs.
 - How many minutes have to be missing from a download for the video to be tagged "Partially Completed".

6. Click to select if primary or secondary video streams are used with auto downloads for events created on the recorder. For example, the System Administrator might want to save a 10-minute clip every time someone pushes the tag button.
 - Primary downloads are higher quality and larger in size.
 - The alternate stream is lower quality and smaller in size.
7. Enter the email addresses for people to get notifications when downloads start, end, and/or fail.
8. Click **Save**.

Configuring Automatic Download Settings

Ensure that these configurations are as described below to turn on automatic downloads. When automatic downloads are enabled, DM will automatically transfer tagged events from the recorders to the server. You can configure how often DM checks for tagged events. .

1. Go to **Devices**.
2. If Auto D/L is not enabled (set to **Yes**), then click to select the device and click the **Auto D/L** toggle.


The screenshot shows the 'Devices' management interface. The left sidebar contains a navigation menu with 'Devices' selected. The main area displays a table of devices with columns for Name, Depot, Device type, Vehicle Group, Firmware, Auto D/L, Online, and Synchronized on. The 'Auto D/L' column shows 'Yes' for both devices. A legend at the bottom indicates synchronization frequency options: Current (green), 1 - 3 Days (blue), 3 - 5 Days (yellow-green), 5 - 7 Days (orange), and 7+ Days (red).

| Name | Depot | Device type | Vehicle Group | Firmware | Auto D/L | Online | Synchronized on |
|-----------------|-------|-------------|---------------|----------|----------|--------|-----------------|
| 123897 | Demo | MV7001H | Unassigned | V4.03.15 | Yes | Yes | Never |
| 123897849578437 | Demo | MV7001H | Unassigned | V4.03.15 | Yes | No | Never |

Creating/Scheduling a Video Download

To download video to the central server, you must schedule a video download. You can schedule downloads from individual devices or from many devices, which is called a bulk download.

Scheduling Video Download Requests

1. Click **Create New > Video Download**, then click  to open the **Schedule Video Download** window.
2. Enter **Device Names**.

Note: Permissions

You must have the correct permissions to create video download requests.

3. Add a short description in the **Task Name** field.
4. Select a **Category** (See "[Creating Evidence Categories](#)" on page 65).
5. Enter a **Case ID**.
6. Use the **Start Time** and **End Time** fields to select the date and time for the requested video.
7. Select a **Priority**.
8. Select a **Video - Download Quality**. Use the **Alternate Stream** for faster downloading.
9. Enable **Audio** if audio is downloaded and is available on the vehicle. See note below.
10. Specify **Email notification list** settings.
11. Click **Save**.

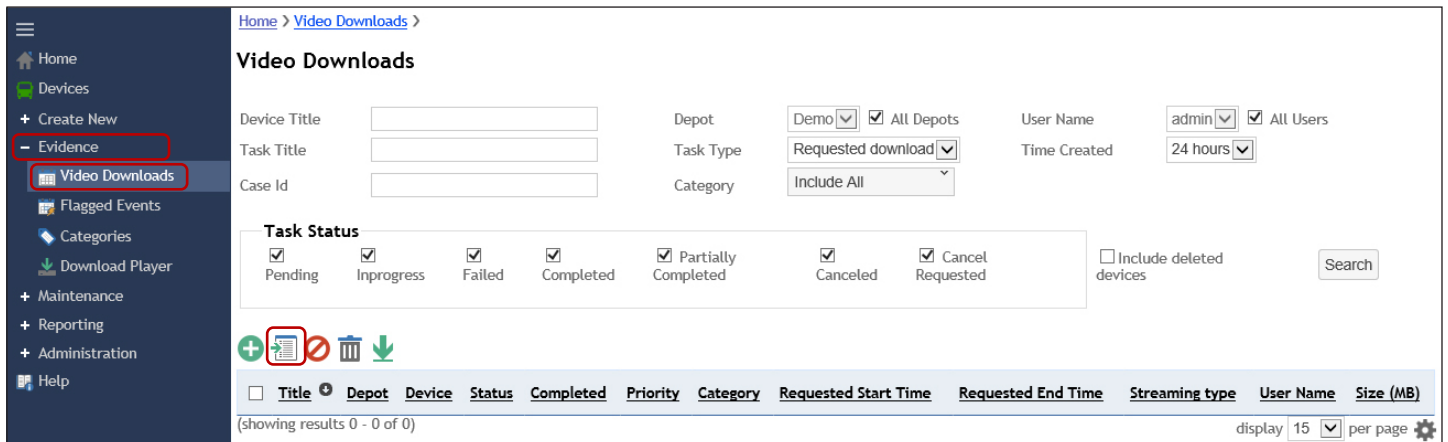
NOTE: Disabling Audio


Not all recorder models support the ability to disable audio.

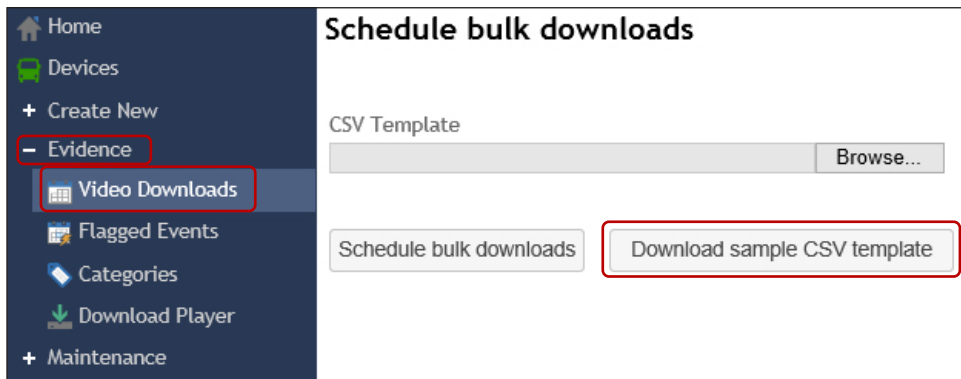
Scheduling Bulk Video Downloads


If you have multiple videos that you want to download, you can use the **Bulk Download** feature to schedule multiple downloads. This feature allows you to create video requests via an Excel file.

1. Click **Evidence > Video Downloads** to open the **Video Downloads** window.



2. Click  to open the **Schedule bulk downloads** window.



TIP: The best time for automatic downloads 

Schedule video to be automatically downloaded over night.

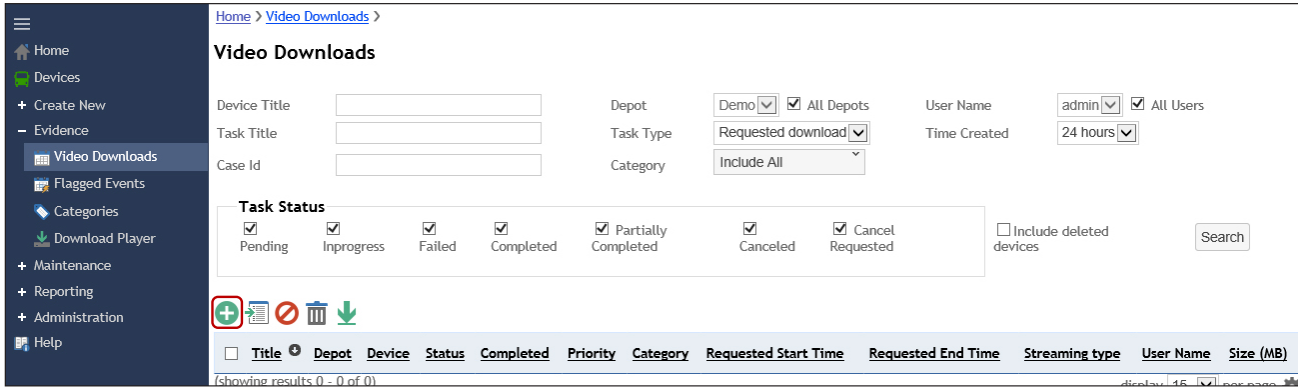
3. Click **Download sample .csv template**. A .csv template downloads to your local computer.
4. Open the template in Excel, and enter the required information. Save the template.
5. Go back to DM, and click **Evidence > Video Downloads**.
6. Click **Browse** and navigate to the .csv file, then click **Schedule bulk downloads**.

The list of video requests is entered, in bulk, into DM.

Synchronous Downloading

Synchronous downloading is useful for downloading video from all channels at the same time.

1. Click  above the results pane in the **Video Downloads** window to open the **Schedule Video Download** window.

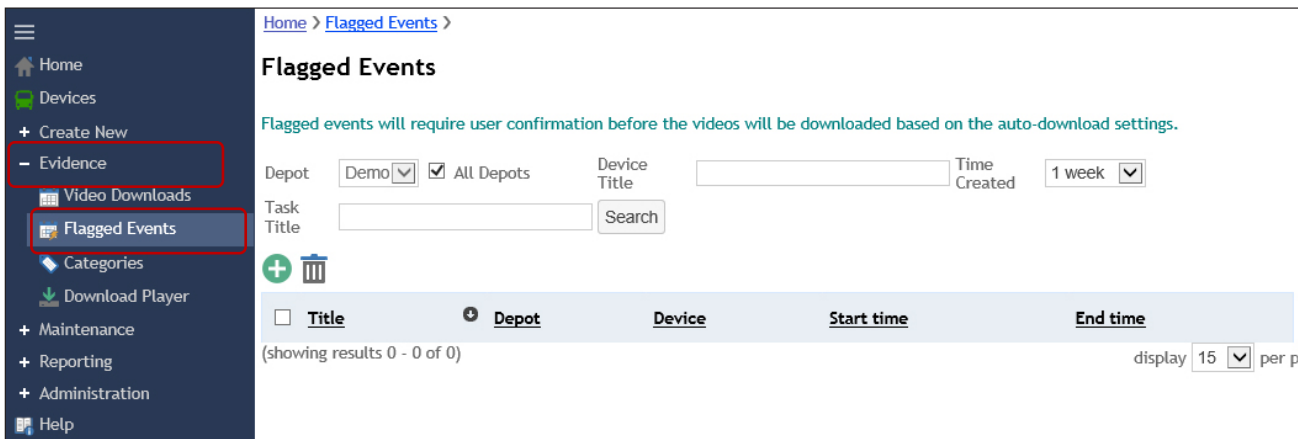



2. Enter a **Device Name**, a **Task Name**, and a **Case ID**, select a **Category**, **Start** and **End Times**, **Priority**, and **Audio Inclusion**.
3. Select a **Video - Download Quality**. Use the alternate stream for faster downloading.
4. Specify any other requirements.
5. Click **Save**.

Downloading Flagged Events

Flagged events are events on the recorder that are waiting to be downloaded. Events might be waiting to be downloaded if the automatic download option is not selected for a device. This page displays the events that are waiting for a user confirmation before the downloading begins.

1. Click **Evidence > Flagged Events** to open the **Flagged Events** window.

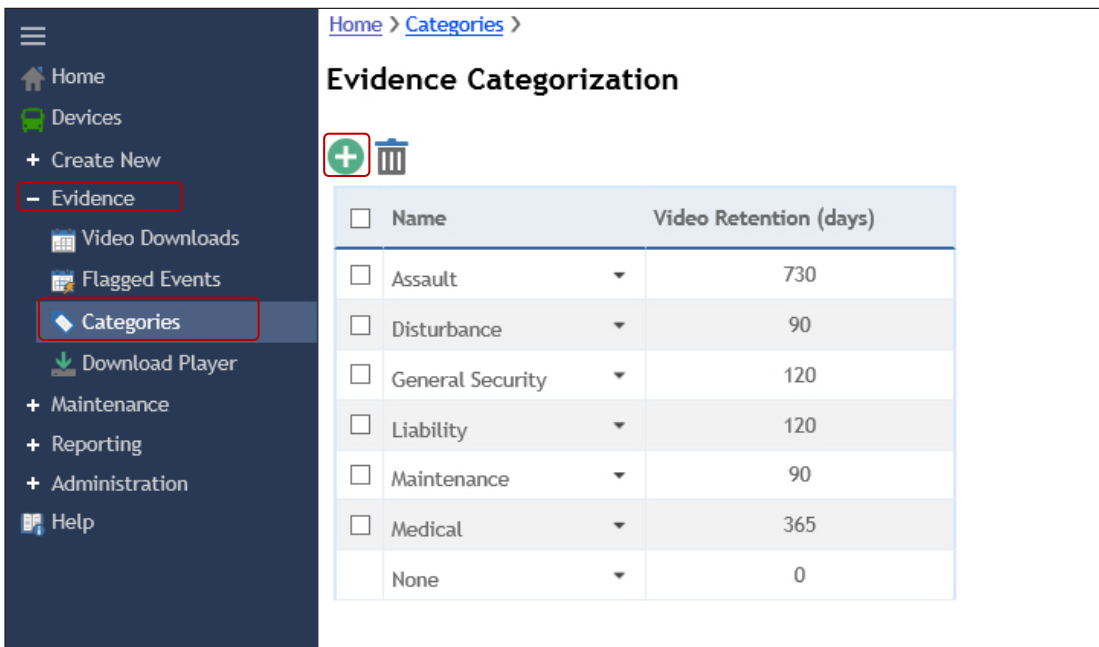



2. Select the depot from the depot drop-down menu.
3. Enter a device title.
4. Select a **Time Created** range from the drop-down menu.
5. Enter a task title, and then click **Search**. DM generates a list of flagged events that meet the search criteria.
6. Click to select a task title from the list of flagged events, then click  to schedule a video download. The **Schedule Video Download** window appears. Follow steps 2 to 10 of ["Scheduling Video Download Requests" on page 62.](#)

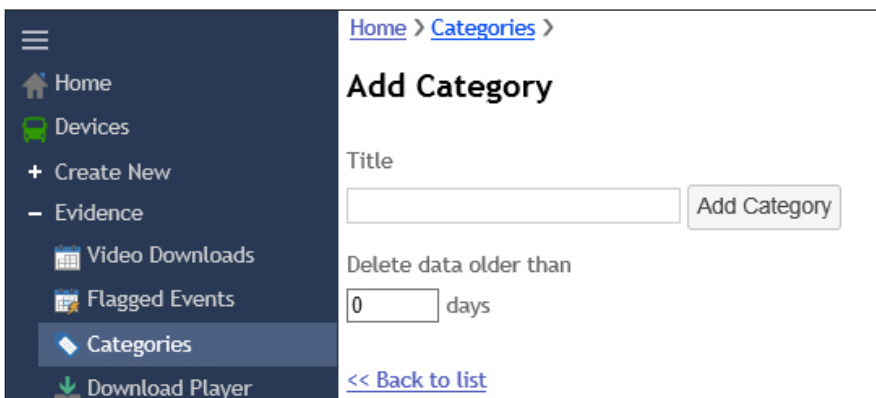
Creating Evidence Categories

DM uses evidence categories to sort and save evidence. Evidence categories determine for how long, in days, that DM saves certain categories of evidence. There are several default evidence categories from which to choose, such as Assault, Disturbance, General Security, Liability, Maintenance, Medical, None, and Test Demo. You can add your own categories as well as edit and delete existing categories.

1. Click **Evidence > Categories** to open the **Evidence Categorization** window.



2. Click  to open the **Add Category** window.



3. Enter a title.
4. (OPTIONAL) Enter the number of days data in this category is saved before it is deleted.
5. Click **Add Category**.

Editing Evidence Categories

Click the drop-down arrow next to the category, then select **Edit**.

Deleting Evidence Categories

Click to select the category, then click the **Delete** button.

Creating Evidence Report Subscriptions

Reporting allows you to create subscriptions that email reports to selected recipients at regular time intervals.

1. Click **Reporting > Subscriptions** to open the **Add Subscriptions** window.

The screenshot shows the 'Add Subscriptions' window. On the left is a dark blue sidebar with a navigation menu. The 'Reporting' section is expanded, and 'Subscriptions' is selected. The main content area is white and contains the following fields:

- Depot:** A dropdown menu showing 'Demo' and a checked checkbox for 'All Depots'.
- Report Type:** Two checkboxes: 'Maintenance Report' (unchecked) and 'Evidence Report' (checked).
- Description:** A text input field.
- Occurrence:** A dropdown menu showing 'Daily'.
- Occurrence Time:** A text input field with '1', radio buttons for 'AM' and 'PM' (PM is selected).
- File Type:** A dropdown menu showing 'CSV'.
- Include download for all users:** An unchecked checkbox.
- Email address list (comma-delimited):** A large text area with a vertical scrollbar.
- Save:** A button at the bottom left.

2. Select a **Depot** from the drop-down menu, or click the checkbox to select **All Depots**.
3. Click to select **Evidence Report**.
4. Enter a description for the report.
5. Select a frequency for the report from the **Occurrence** drop-down menu.
6. Enter a time for the report, selecting either AM or PM.

7. Select a file type from the drop-down menu. Select from GSV, PDF, or Both.
8. Click the checkbox to include a download for all users.
9. Enter email address for the report recipients.
10. Click **Save**.

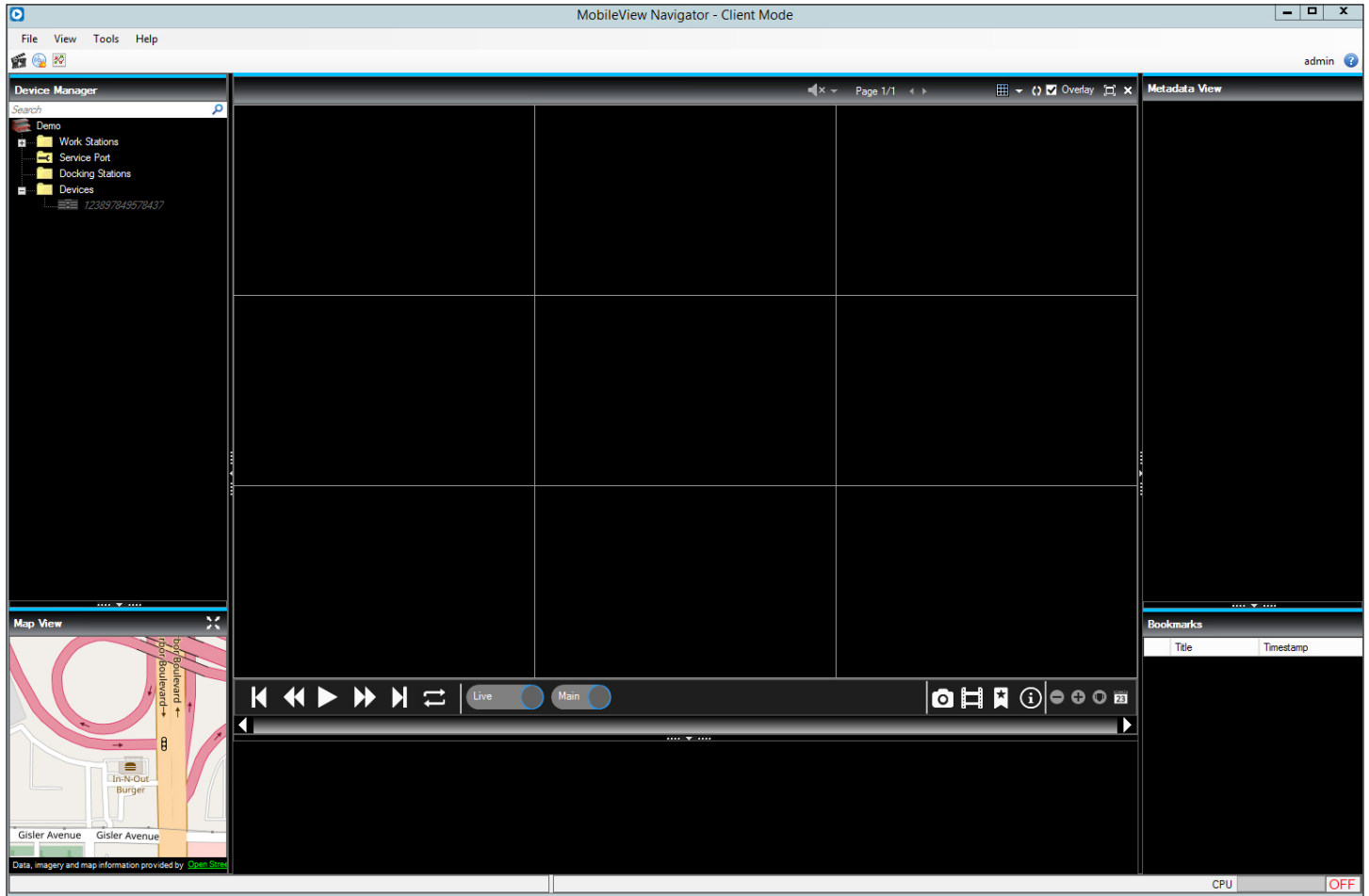
Playing Downloaded Video

Video Downloads under **Evidence** allows you to search for and select the downloaded videos that you want to view from the Video Downloads screen. You can view the selected videos and perform various tasks with them in MV Navigator. A bell icon next to the video indicates an automatic event or alarm.

Viewing Downloaded Video

1. Click **Evidence > Video Downloads** to open the **Video Downloads** window.

2. Enter video search parameters, as required, and then click **Search**.
3. Select **Open in Viewer** from the drop-down menu next to the desired video in the generated list. A window appears asking if you want to switch to the **MobileView Navigator** app.
4. Click **Yes**. A window appears asking if you want to allow this app to make changes to your computer.
5. Click **Yes**. The login window for **Navigator** opens.



NOTE: About MobileView Navigator

For more information about Navigator, refer to the **MobileView Navigator User Guide**.


6. Log in with your DM credentials, The **MobileView Navigator** viewer opens.

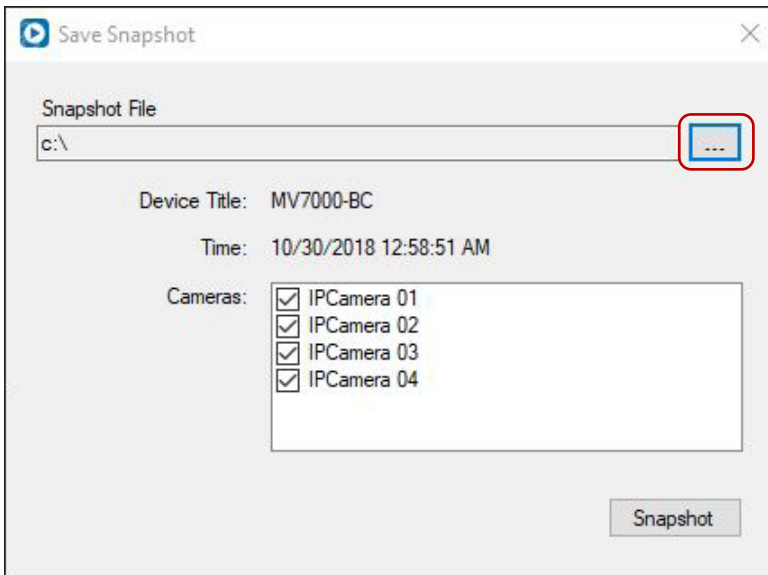
Viewing Video Details

Select **Details** from the drop-down menu next to the desired video in the generated list.

Saving a Snapshot

Through Navigator, you can save a snapshot to your local computer.

1. Select **Open in Viewer** from the drop-down menu next to the desired video in the generated list. The video opens in a viewer.
2. Click the photo icon  on the video toolbar. The **Save Snapshot** window appears.

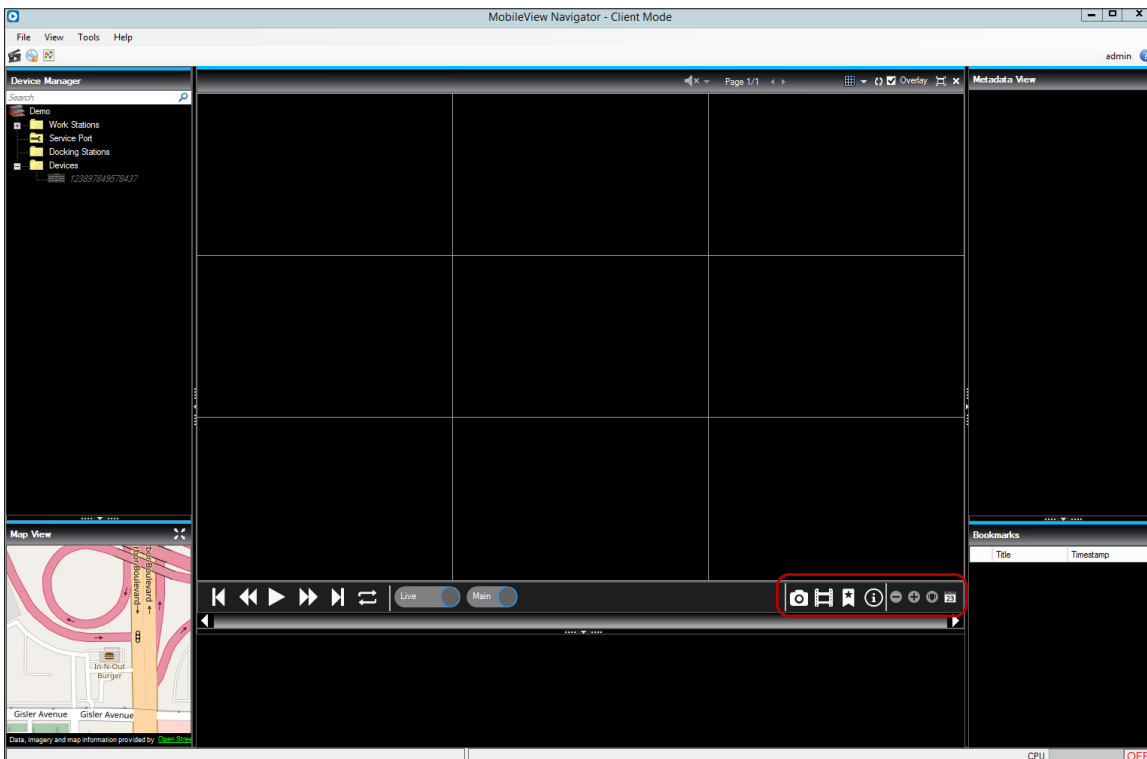



3. Click ... to select a save path and enter a file name.
4. Click **Snapshot**.

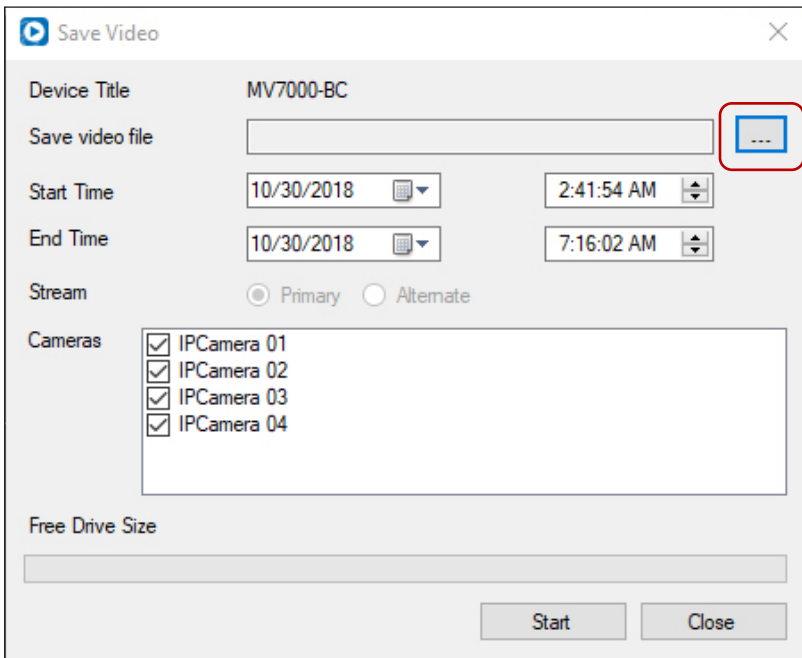
Saving a Video Clip

Through Navigator, you can save a video clip to your local computer.

1. Select **Open in Viewer** from the drop-down menu next to the desired video in the generated list. The video opens in a viewer.



- Click the **Save Video Clip** button  on the video toolbar. The **Save Video** window appears.

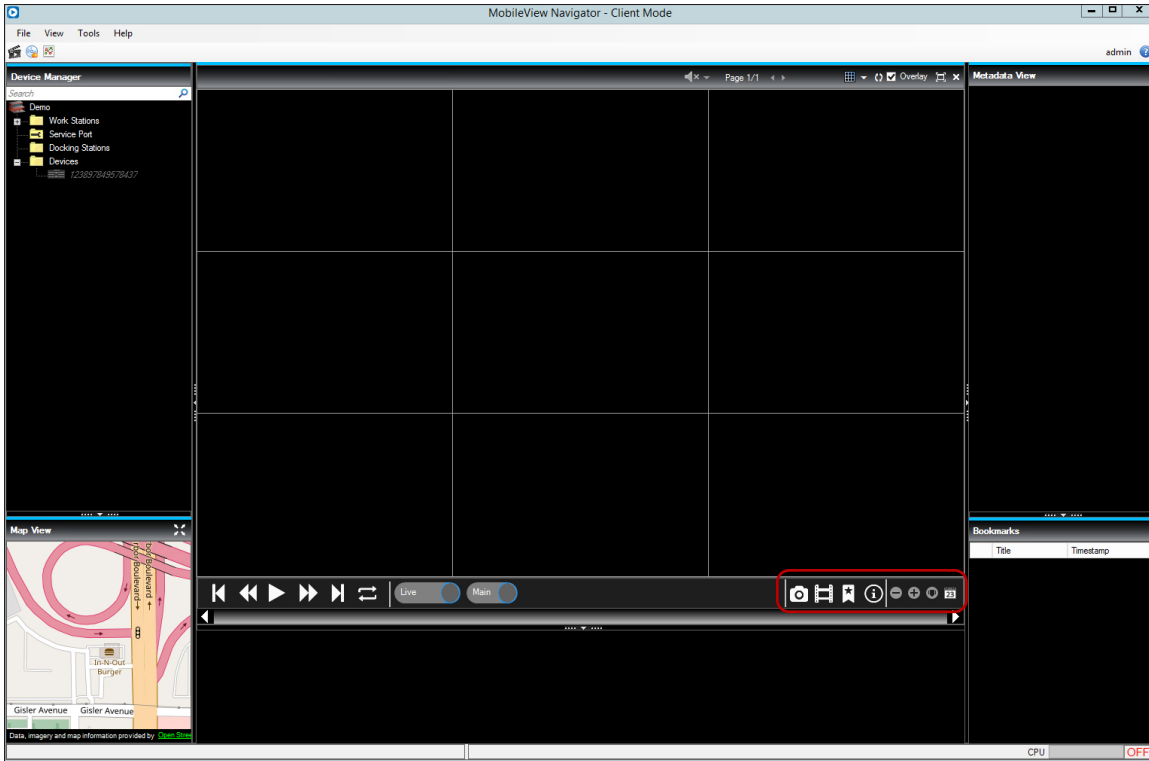



- Click ... to select a save path and enter a file name.
- Select start and end days and times.
- Select cameras, then click **Start**.

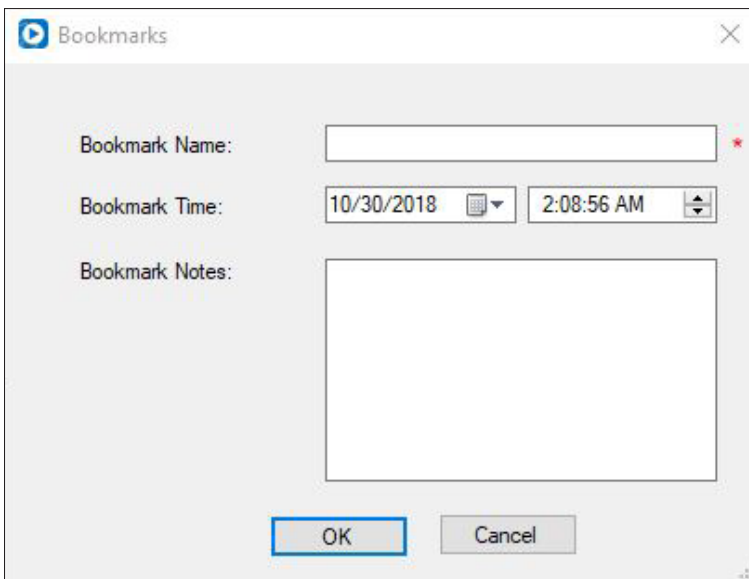
Bookmarking a Video

Through Navigator, you can save a bookmark to your local computer to save a clip for later review.

- Select **Open in Viewer** from the drop-down menu next to the desired video in the generated list. The video opens in a viewer.



2. Click the **Bookmark** button  on the video toolbar. The **Bookmarks** window appears.

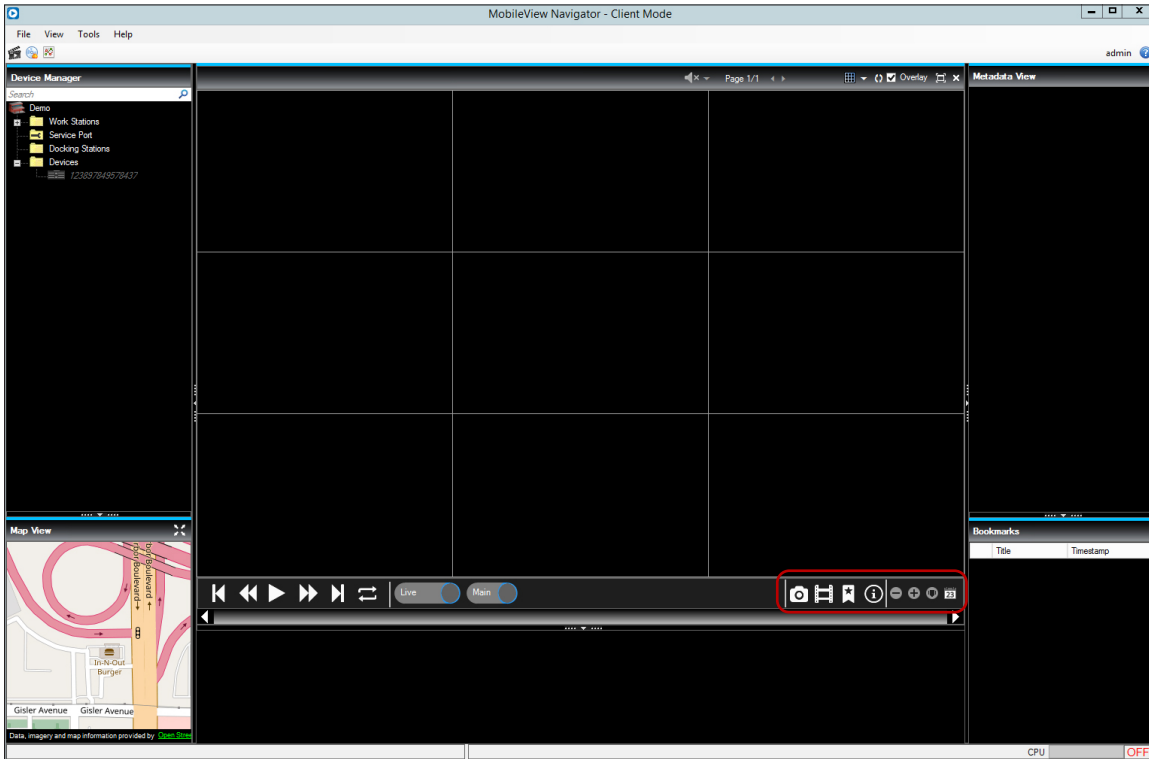



3. Enter a bookmark name.
4. Enter start and end days and times for the bookmark.
5. (OPTIONAL) Enter bookmark notes.
6. Click **OK**.

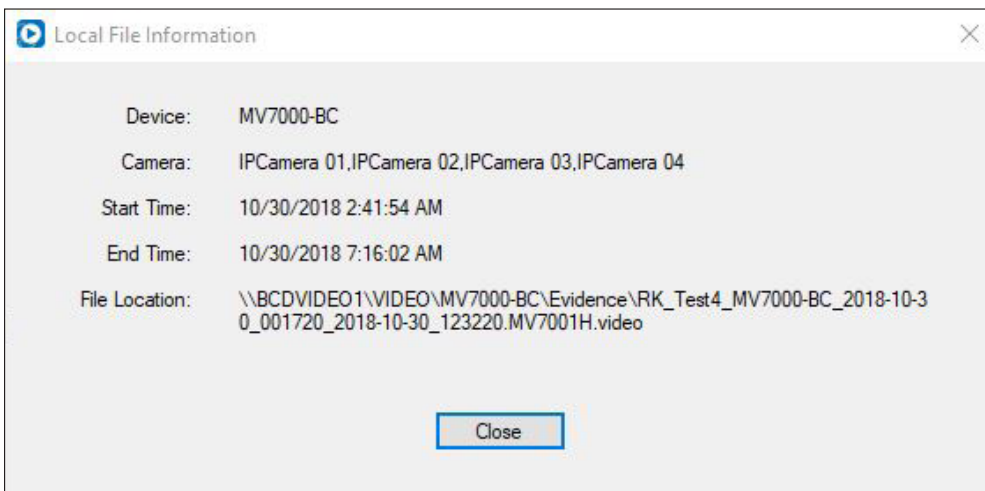
Viewing File Information

In Navigator, you can view information about the local file, such as the device name, the cameras, the start and end time and days, and the file location.

1. Select **Open in Viewer** from the drop-down menu next to the desired video in the generated list. The video opens in a viewer.



2. Click the **Information** button  on the video toolbar. The **Local File Information** window appears.



Reports

Depot Manager (DM) can create reports for two main categories of data: maintenance and evidence. Maintenance reports are used by maintenance and administrative personnel to observe and report fleet-wide device maintenance issues. Evidence reports are used by maintenance and administrative personnel to observe and report the fleet-wide download status of video evidence.

You can create reports for past events, and create report subscriptions to regularly receive emailed reports in the future. The report subjects are not configurable. For a report request, you can select the depot and enter start and end dates. For evidence reports, you can also filter devices/depots via a user name.

Creating Maintenance Reports

You can search for certain maintenance data for a specific time period, for specific depots, and then create reports. This is useful for tracking device activity such as a failed disk or vehicles with cameras with video loss. After creating the reports, you can download the .csv and/or .pdf files.

1. Click **Reports > Maintenance** to open the **Maintenance Report** window.

The screenshot displays the 'Maintenance Report' window. On the left is a dark sidebar with a navigation menu. The main area has a breadcrumb 'Home > Maintenance Report >' and a title 'Maintenance Report'. Below the title are search filters: 'Depot' (a dropdown menu set to 'Demo' and a checked 'All Depots' box), 'Start Date' (09/06/2018), 'End Date' (09/13/2018), and a 'Search' button. Below the filters are two tabs: 'Diagnostics Charts' (selected) and 'Video Loss'. Under 'Diagnostics Charts' are several sub-tabs: 'Video Loss', 'Disk Failed', 'No Disk', 'Over Temp', 'Fan Failed', 'No Check Ins For 7+ Days', and 'Not Recording'. The main content area contains two charts. The top chart, 'HEALTH DIAGNOSTICS', is a bar chart with categories on the x-axis: '0-Video Loss', '0-Disk Failed', '0-No Disk', '0-Over Temp', '0-Fan Failed', '2-No Check Ins For 7+ Days', and '0-Not Recording'. The y-axis ranges from 0 to 3. A single blue bar is present for '2-No Check Ins For 7+ Days' with a height of 2. The bottom chart, 'HEALTH DIAGNOSTICS - DATE WISE', is a line chart with a legend for 'Video Loss', 'Disk Failed', 'No Disk', 'Over Temp', 'Fan Failed', 'No Check Ins For 7+ Days', and 'Not Recording'. The y-axis ranges from 2.0 to 2.5. A single blue line is plotted at the 2.0 level across all dates.

2. Select a **Depot** from the drop-down menu, or click the selection box to select **All Depots**.



3. Click the **Start Date** and **End Date** fields to open a calendar for entering start and end dates, then click **Search**. DM displays the results in bar graphs. Maintenance search results include the following data :

- Health
- Health by Date
- Vehicles with Cameras in Video Loss
- Vehicles with Disk Failed
- Vehicles with No Disk
- Vehicles with Disk Over Temperature
- Vehicles with Fan Failed
- No Check Ins for 7+ Days
- Vehicles Not Recording

To see specific results, click the correlating tab. For example, click on the **Disk Failed** tab to see a list of devices that experienced failed disks during the specified period.

Downloading Report Results

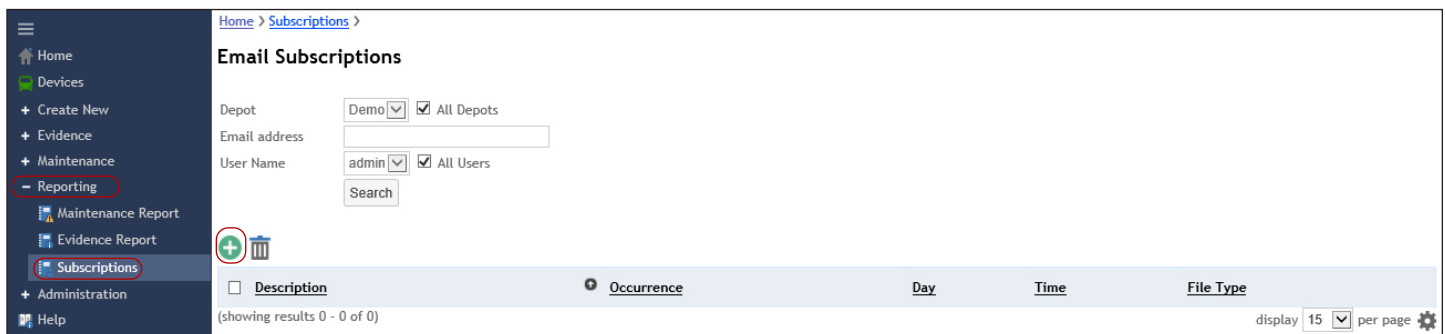
After creating a report, you can download the results in .csv and/or .pdf file formats.

- Click  to download a .csv file.
- Click  to download a .pdf file.

Creating Maintenance Report Subscriptions

You can also create email subscriptions so that users automatically receive regular emails of the maintenance reports.

1. Click **Reporting > Subscriptions** to open the **Email Subscriptions** window.



2. Click  to open the **Add Subscription** window.

Home > Subscriptions >

Add Subscription

Depot
Demo All Depots

Report Type
 Maintenance Report
 Evidence Report

Description

Occurrence
Daily

Occurrence Time
1 AM PM

File Type
CSV

Include download for all users

Email address list (comma-delimited)

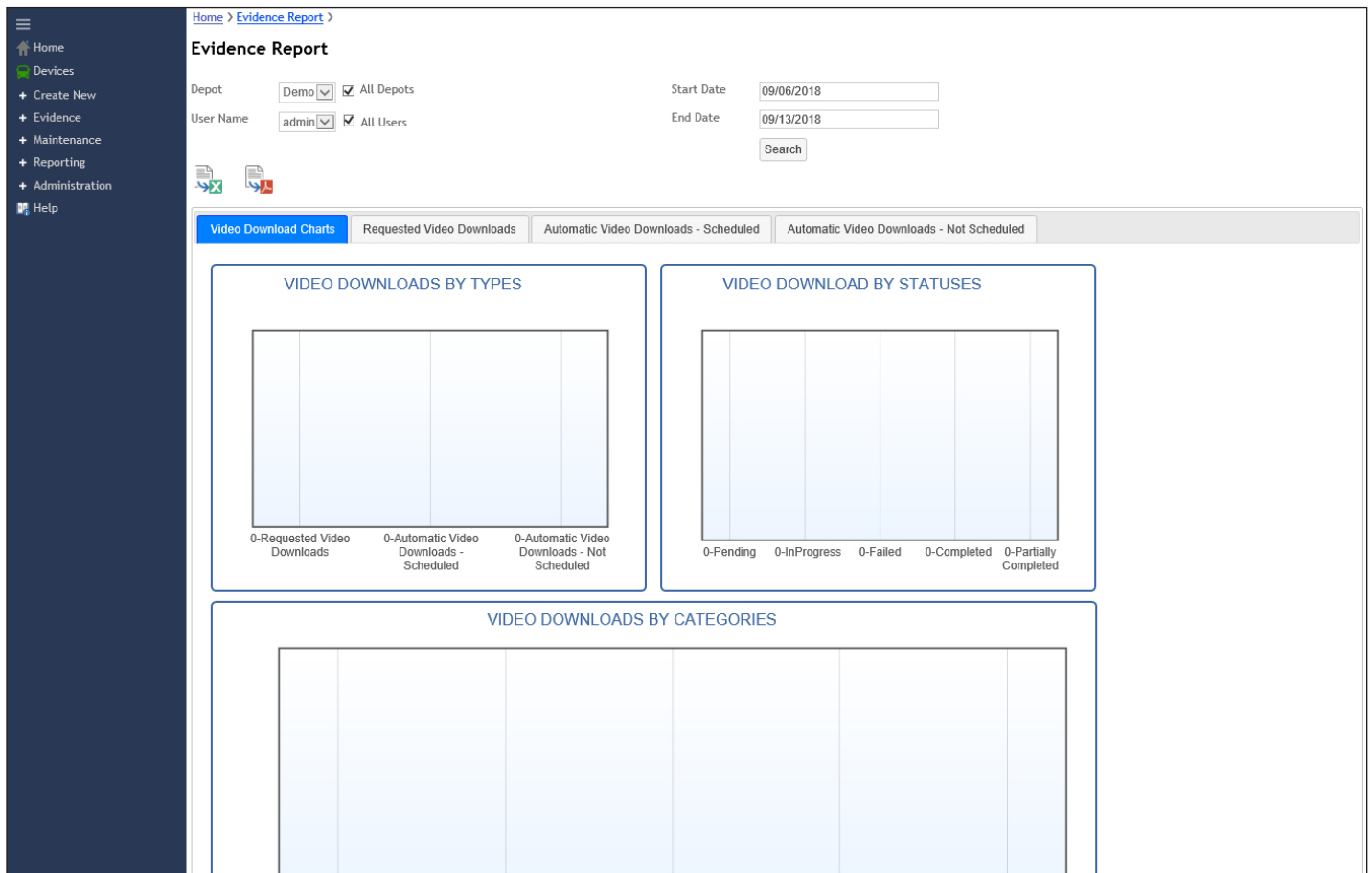
Save

3. Select a depot from the **Depot** drop-down menu, or click the selection box to select **All Depots**.
4. Click the selection box for **Maintenance Report**.
5. Enter a **Description**, if desired.
6. Click the **Occurrence** drop-down menu to select how often to send the reports. Select from **Daily**, **Weekly**, or **Monthly**.
7. Enter an **Occurrence Time**. This is the time when the report is generated, and then emailed to the selected recipients.
8. Select a **File Type** from the drop-down menu. Select from **.csv**, **.pdf**, or **Both**.
9. Click the selection box to **Include download for all users**, if desired.
10. Enter the email addresses in the **Email address list** for the desired recipients of the reports. Separate the email addresses with commas.
11. Click **Save**.

Creating Evidence Reports

You can search for video download data, such as video download progress, downloads by type, and downloads by categories, and then create reports based on that data. You can narrow that search to downloads by specific users and specific depots. After creating the reports, you can download the .csv and/or .pdf files.

1. Click **Reports > Maintenance** to open the **Maintenance Report** window.





2. Select a **Depot** from the drop-down menu, or click the selection box to select **All Depots**.
3. Select a user from the **User Name** drop-down menu, or click the selection box to select **All Users**.
4. Click the **Start Date** and **End Date** fields to open a calendar for entering start and end dates, then click **Search**. DM displays the results in graphs. Evidence search results include the following data:
 - Video Downloads by Type
 - Video Downloads by Status
 - Video Downloads by Categories
 - Video Downloads by Types - Date Wise
 - Video Downloads with Status Pending
 - Video Downloads Report with Status in Progress
 - Video Downloads with Status Partially Completed
 - Video Downloads with States Completed
 - Video Downloads with Status Failed

To see specific results, click on the correlating tab. For example, click on the **Video Downloads with Status In Progress** tab to see a list of downloads that are currently downloading.

Downloading Report Results

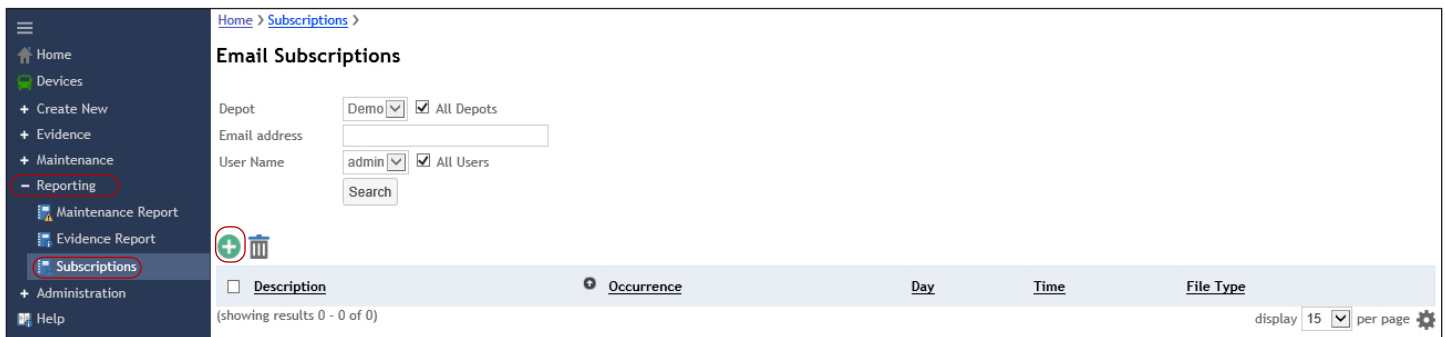
After creating a report, you can download the results in .csv and/or .pdf file formats.

- Click  to download a .csv file.
- Click  to download a .pdf file.

Creating Evidence Reports Subscriptions

You can also create email subscriptions so that users automatically receive regular emails of the evidence reports.

1. Click **Reporting > Subscriptions** to open the **Email Subscriptions** window.



2. Click  to open the **Add Subscription** window.



3. Select a depot from the **Depot** drop-down menu, or click the selection box to select **All Depots**.
4. Click the selection box for **Evidence Report**.
5. Enter a **Description**, if desired.
6. Select how often to send the reports from the **Occurrence** drop-down menu. Select from **Daily**, **Weekly**, or **Monthly**.
7. Enter an **Occurrence Time**. This is the time when the report is generated, and then emailed to the selected recipients.
8. Select a **File Type** from the drop-down menu. Select from **.csv**, **.pdf**, or **Both**.
9. Click the selection box to **Include download for all users**, if desired.
10. Enter the email addresses in the **Email address list** for the desired recipients of the reports. Separate the email addresses with commas.
11. Click **Save**.

Searching for Email Subscriptions

DM allows you to search by email address to see what email subscriptions are supposed to be sent to that address.

1. Click **Reporting > Subscriptions** to open the **Email Subscriptions** window.



The screenshot shows the 'Email Subscriptions' search interface. On the left is a dark navigation sidebar with 'Reporting' and 'Subscriptions' highlighted. The main content area has a breadcrumb 'Home > Subscriptions >' and a title 'Email Subscriptions'. Below the title are search filters: 'Depot' (set to 'Demo' with an 'All Depots' checkbox), 'Email address' (a text input field), 'User Name' (set to 'admin' with an 'All Users' checkbox), and a 'Search' button. Below the filters is a table with columns: 'Description', 'Occurrence', 'Day', 'Time', and 'File Type'. The table is currently empty, showing '(showing results 0 - 0 of 0)'. At the bottom right, there is a 'display 15 per page' setting with a gear icon.

2. Select a depot from the **Depot** drop-down menu, or click the selection box to select **All Depots**.
3. Enter an **Email address**.
4. Select a **User Name** from the drop-down menu, or click the **All Users** selection box to select all users.
5. Click **Search**. A list of email subscriptions that meet the search criteria are listed.

System Health and Maintenance

You can group, track, and schedule the maintenance of devices on vehicles to monitor repairs. Create a maintenance case to collect data about the repair or incident, and then use the Dashboard to track both open and closed cases. You can configure the system to send automatic email notifications to single or multiple depots when maintenance is needed or events have occurred.

Health Diagnostics

Each time a device connects to a depot, the device's health diagnostics download to the depot. A viewable log file also automatically downloads the first time the device is connected within a 24-hour per day time period.

Configuring Health Diagnostics

DM allows you to configure Diagnostic settings for each depot such as how long diagnostic data is kept and what disk temperature triggers an email.

To configure diagnostic settings:

1. Click **Administration > Depots**, then click the **Diagnostic** tab.

The screenshot displays the 'Settings - Demo' page for a depot, with the 'Diagnostics' tab selected. The left-hand navigation pane includes options like Home, Devices, Create New, Evidence, Maintenance, Reporting, Administration (highlighted), Users and Groups, Depots (highlighted), Branding, Provisioning, Licensing, Settings, Logging, Audit Logs, System Logs, and Help. The main content area features a breadcrumb trail 'Home > Depots >' and a series of tabs: Administration, SMTP, Auto Discovery, Download Video, Diagnostics (active), Configure device, Video Storage, and Camera checks. Below the tabs, the 'Logs' section is visible. The configuration settings include:

- Health Check Delay: 2 Minutes
- Repeat Interval: 0 Minutes
- Keep diagnostic data for: 90 days
- Disk Over Temperature: 50 °C (selected)
- Email Notification Info: A list of checkboxes for 'Cameras in video loss', 'Inputs Active', 'Recording Status', 'Disk Over Temperature', 'Fan Status', 'Camera check', and 'Disk Status'.
- Email notification list: A text input field for an email notification list (comma-delimited).

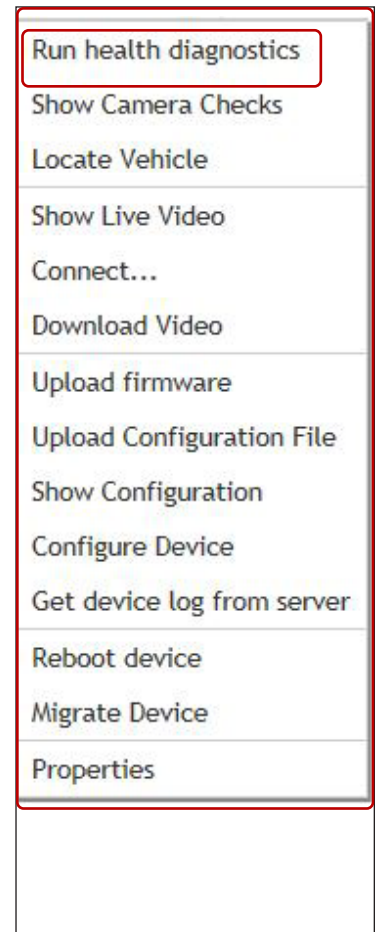
 A 'Save' button is located at the bottom left of the configuration area.

2. Configure the settings as required.
 - **Health Check Delay:** Enter, in minutes, how long the health check should be delayed in the event of a diagnostic trigger. **[Is this correct?]**
 - **Repeat Interval:** Enter, in minutes, how long DM should wait before repeating **[What?]**
 - **Keep diagnostic data for:** Enter, in days, how long DM should keep diagnostic data. This affects storage volume.
 - **Disk Over Temperature:** Enter, in either degrees Fahrenheit or Celsius, the maximum temperature the disk can reach before DM sends an email alert.
3. Select from the **Email Notification List** which diagnostic events trigger email alerts.
4. Enter email addresses in the **Email notification list** for the people you want to receive email alerts for diagnostic events.
5. Click **Save**.

Running Current Diagnostics on Demand

Run health diagnostics to retrieve and view the latest diagnostics for a device. When you run health diagnostics, Depot Manager (DM) pulls the most current information from the device.

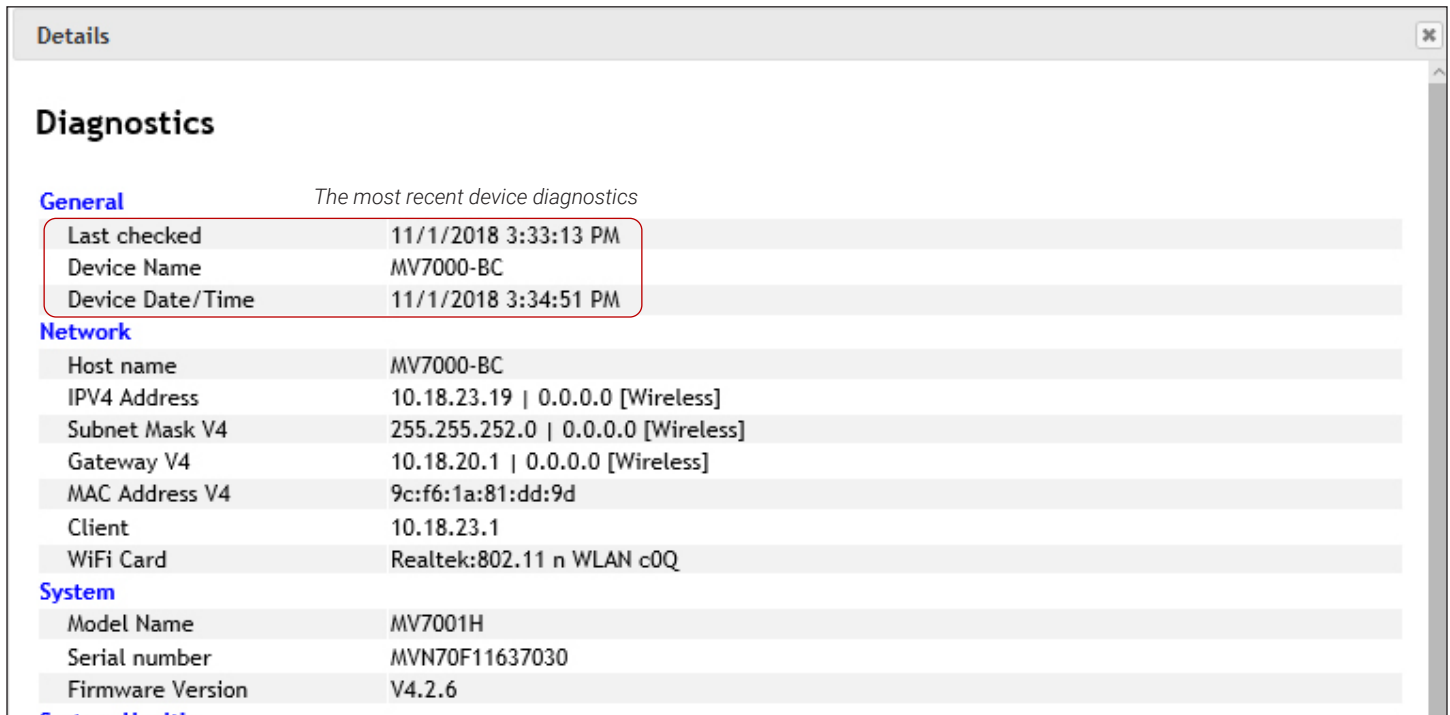
1. Click **Device** on the main menu to open the **Device** window.
2. Select **Run Health Diagnostics** from the drop-down menu next to the desired device.



NOTE: Option Availability ⓘ

This option is only available if the device is online. The result is an up-to-date diagnostic list.

A window opens displaying information about that device.



Viewing Device Diagnostics

These diagnostics show the device's health when the device was last synced with DM. For the most current device health diagnostics, see ["Running Current Diagnostics on Demand" on page 80.](#)

1. Click **Maintenance > Diagnostics** from the main menu to open the **Diagnostics** window.
2. Select **Details** from the drop-down menu next to the desired device.

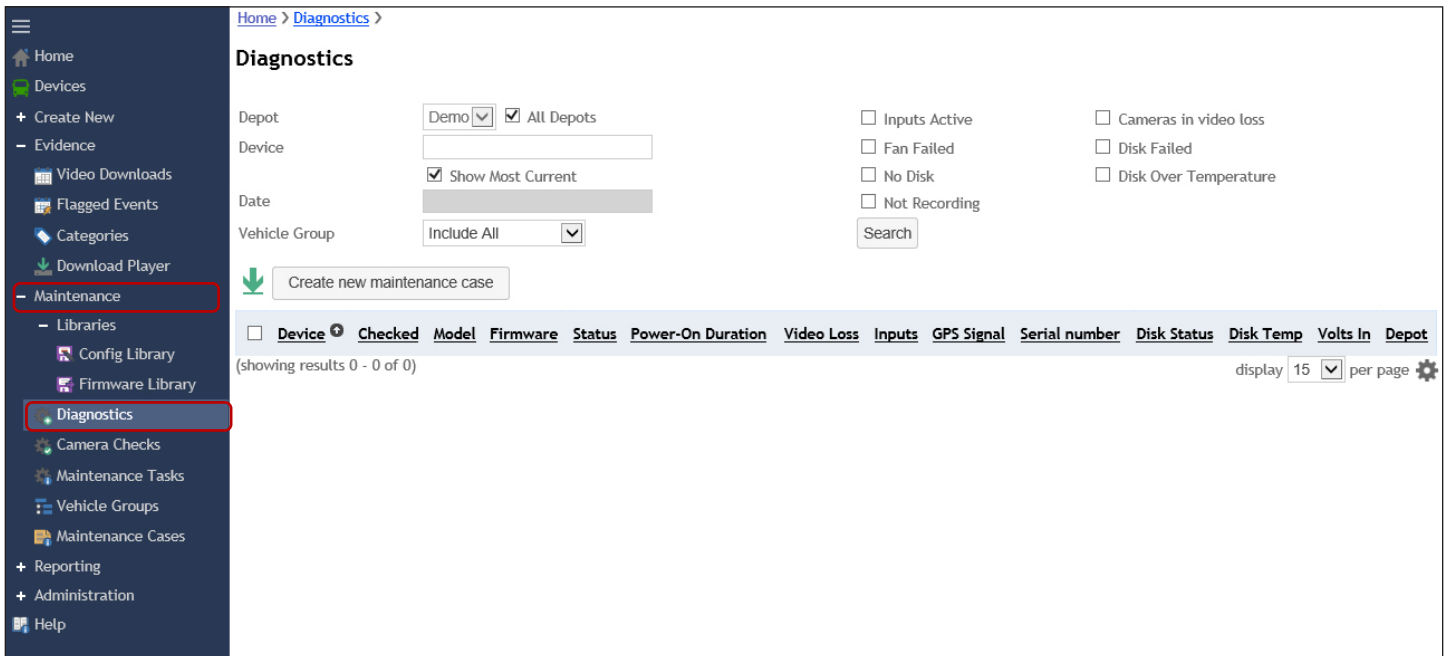
Identifying the Latest Diagnostics Time

Health Diagnostics run the first time that a device is connected or comes online. The last run device diagnostics are located on the Diagnostics main window. A date and time of the most currently checked diagnostics appear next to each device name. See the screenshot above.

Creating a List of Specific Health Issues


Through Diagnostics, you can search the devices connected to the depot for specific issues, such as failed fans, no disks, or video loss.

1. Select **Maintenance > Diagnostics** to open the **Diagnostics** window.



2. Select search parameters, and then click **Search**. DM creates a list of devices with the selected issues.
3. Click to select a device or devices from the generated list, then click **Create New Maintenance Case**. The **Create New Maintenance Case** window opens. See ["Maintenance Cases" on page 87.](#)

Downloading Health Diagnostics

1. Click **Maintenance > Diagnostics** from the main menu to open the **Diagnostics** window.
2. Select search parameters, and then click **Search**. DM creates a list of devices with the selected issues.
3. Click to select a device or devices from the generated list, then click the download button . DM exports a diagnostic table of contents in a .csv file format. You are given the choice of opening the log file or saving it to a local device.
4. Save the report or email the report, if needed. See ["Setting Up Email Notifications for Diagnostics" on page 82.](#)

Setting Up Email Notifications for Diagnostics

Configure these settings to send emails when a device issue occurs, such as camera video loss or disk over temperature. Before DM can automatically send emails, you must configure the SMTP settings. See ["Configuring Email Settings" on page 49.](#)

1. Click **Depots > Settings > Diagnostics** to open the **Depot Diagnostics** configuration tab.

The screenshot displays the 'mobileView Depot Manager' interface. The top navigation bar includes a home icon, the title 'mobileView Depot Manager', and a user profile 'admin [Log Out]'. A left sidebar menu lists various system functions like Home, Devices, Create New, Evidence, Maintenance, Reporting, Administration, Users and Groups, Depots (selected), Branding, Provisioning, Licensing, Settings, Logging, and Help. The main content area is titled 'Settings - Demo' and features a breadcrumb 'Home > Depots >'. A horizontal tab bar at the top of the settings area includes Administration, SMTP, Auto Discovery, Download Video, Diagnostics (active), Configure device, Video Storage, Camera checks, and Logs. The Diagnostics tab contains several configuration sections: 'Health Check Delay' (input: 2, unit: Minutes), 'Repeat Interval' (input: 0, unit: Minutes), 'Keep diagnostic data for' (input: 90, unit: days), and 'Disk Over Temperature' (input: 50, with radio buttons for °C and °F). The 'Email Notification Info' section contains two columns of checkboxes: Cameras in video loss, Inputs Active, Recording Status, and Disk Over Temperature in the first column; and Fan Status, Camera check, and Disk Status in the second column. Below this is the 'Email notification list' section, which includes a text area for entering a comma-delimited list of email addresses. A 'Save' button is positioned at the bottom left of the settings area. The footer of the page shows the version '3.0.1.15' and copyright '© 2017 mobileView'.

2. Click to select **Email Notification Info** options, which trigger email notifications.
3. Enter email addresses in the **Email** notification list field (separating addresses with commas), then click **Save**.

Log Files for Maintenance

Device log files are important for maintenance personnel as they show any problems with the device. Maintenance personnel can then use the log files to monitor the repair progress.

Creating a Log File for a Certain Device

1. Click **Devices** on the main menu to open the **Device** window.
2. Select **Get device log from server** from the drop-down menu next to the desired device. You are given the choice of opening the log file or saving it to a local device.

Creating an Audit Log


Audit logs show user activity.

1. Click **Administration > Logging > Audit Logs** to open the **Audit Logs** window.

By default, DM displays a list of all recent audit activities.

The screenshot shows the 'Audit Logs' page in Depot Manager. The left sidebar has 'Reporting' and 'Logging' highlighted. The main content area shows a table of audit logs with the following columns: User Name, Device Name, Actions, Date and Time, Computer Name, IP, Browser Used, Platform Used, and Description. The table contains 20 rows of log entries. At the top right, there are filters for Start Date, End Date, Audit Type, and Device Name, along with a search button. A download icon is visible above the table.

| User Name | Device Name | Actions | Date and Time | Computer Name | IP | Browser Used | Platform Used | Description |
|-----------|-------------|---------|-----------------------|---------------|-------------|------------------|---------------|----------------------|
| admin | | Log On | 11/13/2018 1:57:05 PM | UTC-DEMO | 192.168.1.2 | InternetExplorer | Windows 8.1 | User session started |
| admin | | Log On | 11/13/2018 1:57:05 PM | UTC-DEMO | 192.168.1.2 | InternetExplorer | Windows 8.1 | User entered passwor |
| admin | | Log Off | 11/9/2018 4:24:58 PM | UTC-DEMO | 192.168.1.2 | InternetExplorer | Windows 8.1 | |
| admin | | Log On | 11/9/2018 12:59:10 PM | UTC-DEMO | 192.168.1.2 | InternetExplorer | Windows 8.1 | User session started |
| admin | | Log On | 11/9/2018 12:59:10 PM | UTC-DEMO | 192.168.1.2 | InternetExplorer | Windows 8.1 | User entered passwor |
| admin | | Log Off | 11/8/2018 4:54:21 PM | UTC-DEMO | 192.168.1.2 | InternetExplorer | Windows 8.1 | |
| admin | | Log Off | 11/7/2018 4:17:45 PM | UTC-DEMO | 192.168.1.2 | InternetExplorer | Windows 8.1 | |
| admin | | Log Off | 11/6/2018 4:47:34 PM | UTC-DEMO | 192.168.1.2 | InternetExplorer | Windows 8.1 | |
| admin | | Log On | 11/6/2018 2:23:47 PM | UTC-DEMO | 192.168.1.2 | InternetExplorer | Windows 8.1 | User session started |
| admin | | Log On | 11/6/2018 2:23:47 PM | UTC-DEMO | 192.168.1.2 | InternetExplorer | Windows 8.1 | User session started |
| admin | | Log Off | 11/5/2018 4:48:36 PM | UTC-DEMO | 192.168.1.2 | InternetExplorer | Windows 8.1 | |
| admin | | Log On | 11/5/2018 9:23:58 AM | UTC-DEMO | 192.168.1.2 | InternetExplorer | Windows 8.1 | User session started |
| admin | | Log On | 11/5/2018 9:23:58 AM | UTC-DEMO | 192.168.1.2 | InternetExplorer | Windows 8.1 | User entered passwor |
| admin | | Log Off | 11/2/2018 4:42:03 PM | UTC-DEMO | 192.168.1.2 | InternetExplorer | Windows 8.1 | |
| admin | | Log On | 11/2/2018 4:42:03 PM | UTC-DEMO | 192.168.1.2 | InternetExplorer | Windows 8.1 | User session started |

2. Select Start and End dates/times, then select an audit type and click **Search** to filter the list for a specific type of audit activity.
3. Click  to download the audit file to your local computer.

Creating a System Log

System logs show download errors, warnings, and all messages important for technical support and maintenance.

1. Click **Administration > Logging > System Logs** to open the **System Logs** window.

Home > System Logs >

System Logs

Demo DM_Log 2018-11-13_1.bt Errors

[Download Log](#)

| Timestamp | Source | Log Type | Message |
|-------------------------|--------------|----------|---|
| 2018-11-13 13:57:22.560 | DepotManager | Error | The anti-forgery cookie token and form field token do not match. Expand stack trace |
| 2018-11-13 13:57:22.576 | DepotManager | Error | The anti-forgery cookie token and form field token do not match. Expand stack trace |
| 2018-11-13 13:57:22.576 | DepotManager | Error | http://localhost/DepotManager/Devices/GetLastActivityStatus Expand stack trace |
| 2018-11-13 13:57:23.076 | DepotManager | Error | The anti-forgery cookie token and form field token do not match. Expand stack trace |
| 2018-11-13 13:57:23.076 | DepotManager | Error | The anti-forgery cookie token and form field token do not match. Expand stack trace |
| 2018-11-13 13:57:23.076 | DepotManager | Error | http://localhost/DepotManager/Devices/GetLastActivityStatus Expand stack trace |
| 2018-11-13 13:57:42.054 | DepotManager | Error | The anti-forgery cookie token and form field token do not match. Expand stack trace |
| 2018-11-13 13:57:42.054 | DepotManager | Error | The anti-forgery cookie token and form field token do not match. Expand stack trace |
| 2018-11-13 13:57:42.054 | DepotManager | Error | http://localhost/DepotManager/Devices/GetLastActivityStatus Expand stack trace |

2. Select a depot from the drop-down menu.
3. Select a log from the drop-down menu.
4. Select from the drop-down menu to filter messages.
5. Click **Download Log** to save or open a text file of the log.

Configuring Log Settings

You can configure how long DM retains log files before deleting them. Deleting unnecessary log files will increase storage space.

1. Click **Depots > Settings > Logs** to open the **Logs** configuration tab.

Home > Depots >

Settings - Demo

Administration SMTP Auto Discovery Download Video Diagnostics Configure device Video Storage Camera checks **Logs**

Keep device logs for days

Automatic Email

Email address list (comma-delimited)

Save

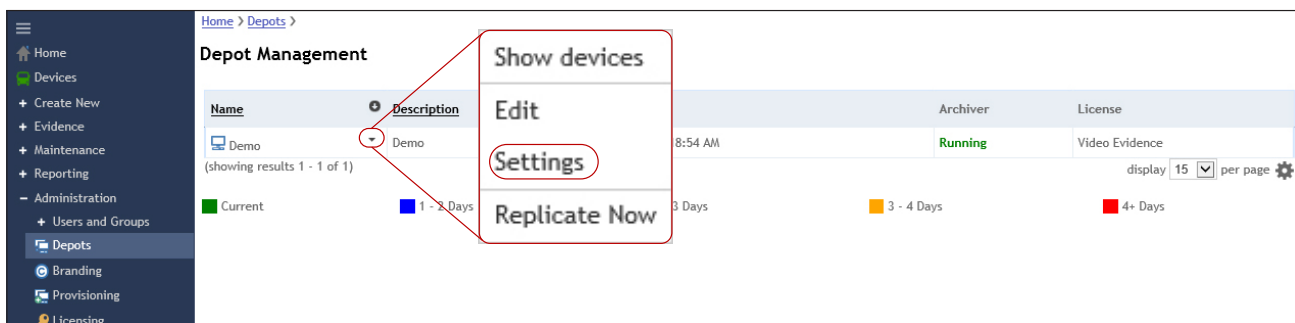
2. Enter in **Keep device logs for**, in days, how many days DM should keep logs before automatically deleting them.
3. Enter under **Automatic Email** the email addresses, separated by commas, for the people who should receive email alerts when DM is going to delete log files. **[Is that correct? Or is it when log files are deleted?]**

Camera Checks

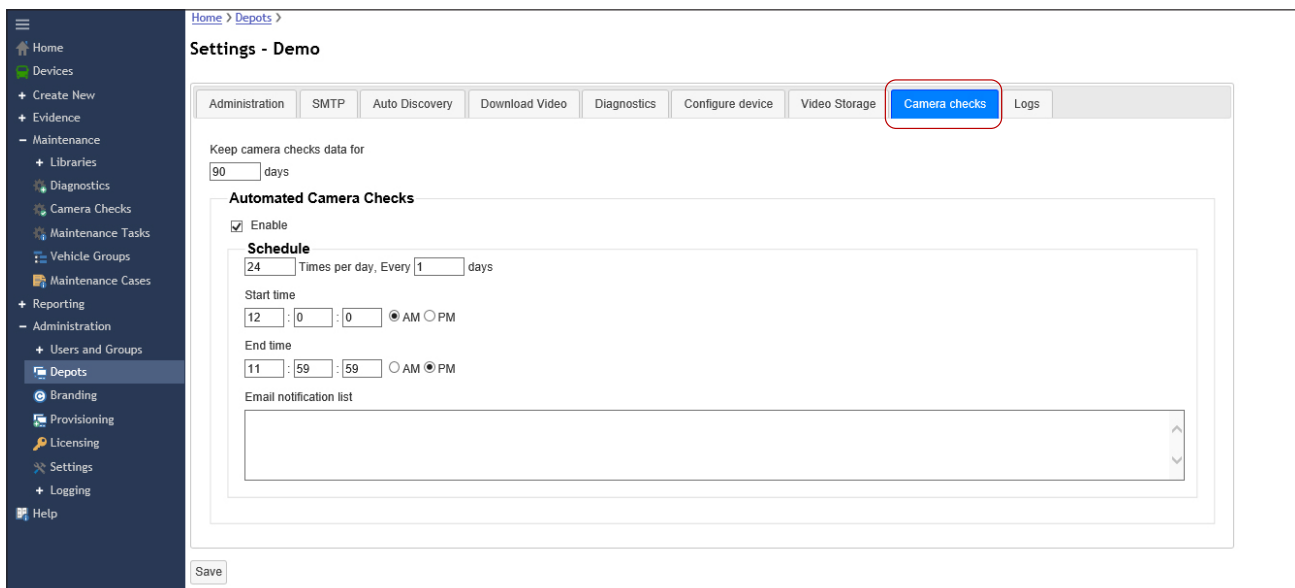
When devices/cameras are first connected, DM takes reference "camera check" images of the camera's field of view. These images are then used in the future for confirming that the camera has not been tampered with or moved accidentally. If a problem is detected, maintenance personnel can create a maintenance case to address it. You can also configure DM to create camera checks at regular times to ensure the camera's operations. You can also configure DM to email those camera checks to specified users.

Scheduling Automatic Camera Checks

1. Click **Administration > Depots** then select **Settings** from the drop-down menu next to the desired device to open the **Settings - [depot name]** window.
2. Click the **Camera Checks** tab on the **Settings - [depot name]** to open the **Camera Checks** window.
3. Under **Keep camera checks data for**, enter how many days DM keeps camera check data. This affects storage space.



4. Click the checkbox next to **Enable** to enable **Automated Camera Checks**.



5. Configure the **Schedule**.
 - a. Enter how many **Times per day** camera checks should be done, and how often, in days.
 - b. Enter a **Start Time** and an **End Time**, in hours:minutes:seconds.
 - c. Enter email addresses, separated by commas, in the **Email notification list** for the people who should receive email alerts for these camera checks.
 - d. Click **Save**.

Viewing Camera Checks

In the Camera Checks window, users can review all camera checks and note, with a negative rating, the ones that fail. They can then create a maintenance case to assign those failed cameras to maintenance to address. See ["Maintenance Cases" on page 87](#).

1. Click **Maintenance > Camera Checks** to open the **Camera Checks** window.
2. Select a depot from the **Depot** drop-down menu, or click the selection box to select **All Depots**.
3. Enter a device name in the **Device Title** field.



4. Click in the **Date** taken field to open a calendar. Select a date from the calendar.
5. Click the **Status** checkboxes to include camera checks that **Failed** and/or were **Reviewed**.
6. Click **Search**. DM generates a list of devices that meet the search criteria.
7. Compare the camera images, then either approve or disapprove. You can approve/disapprove by entire vehicle or by individual camera.

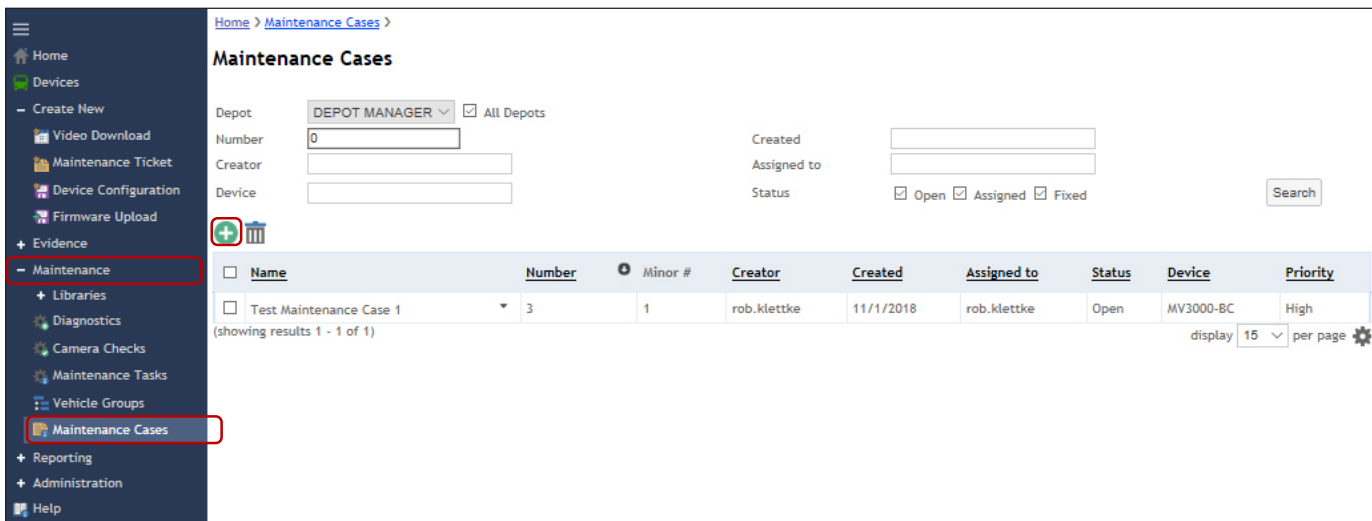
Maintenance Cases

Maintenance cases allow users to track vehicle uptime. Group, track, and schedule vehicle maintenance while keeping track of repairs. You can attach video, audio, GPS coordinates, and vehicle health diagnostics to maintenance cases. Use a maintenance case to collect the repair and incident data tracks on the dashboard. Set automatic email notifications to single or multiple depots for maintenance.

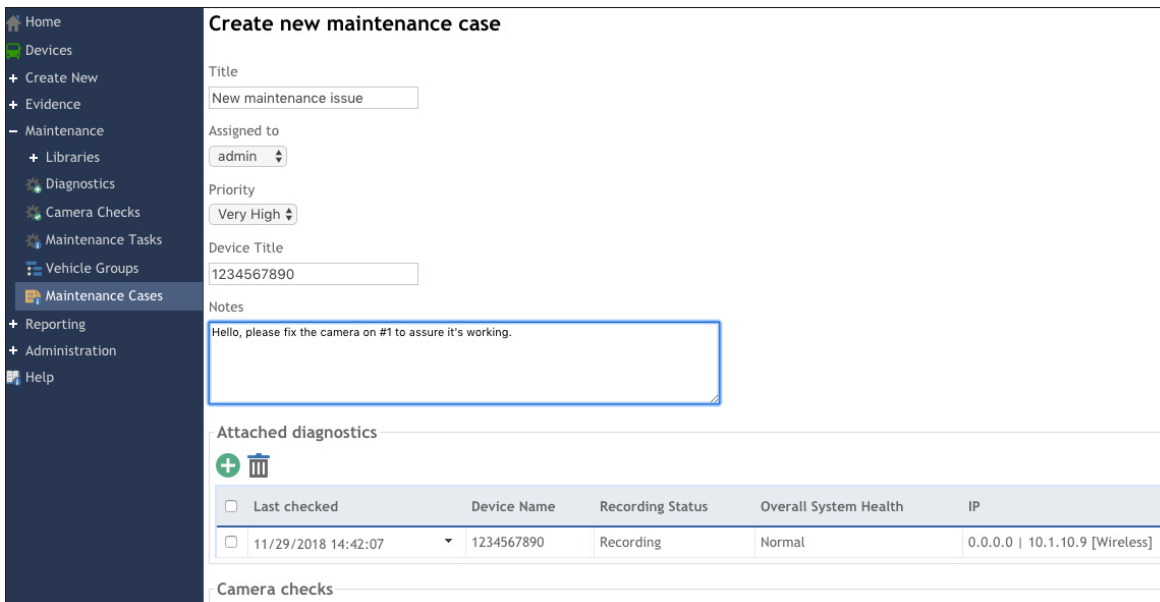
There are two ways to create a new maintenance case. You can create a new maintenance case in Maintenance Cases, or you can create a maintenance case after searching diagnostics for an issue.


Creating New Maintenance Cases (then adding Diagnostics)

1. Click **Maintenance > Maintenance Cases** on the main menu to open the **Maintenance Cases** window.



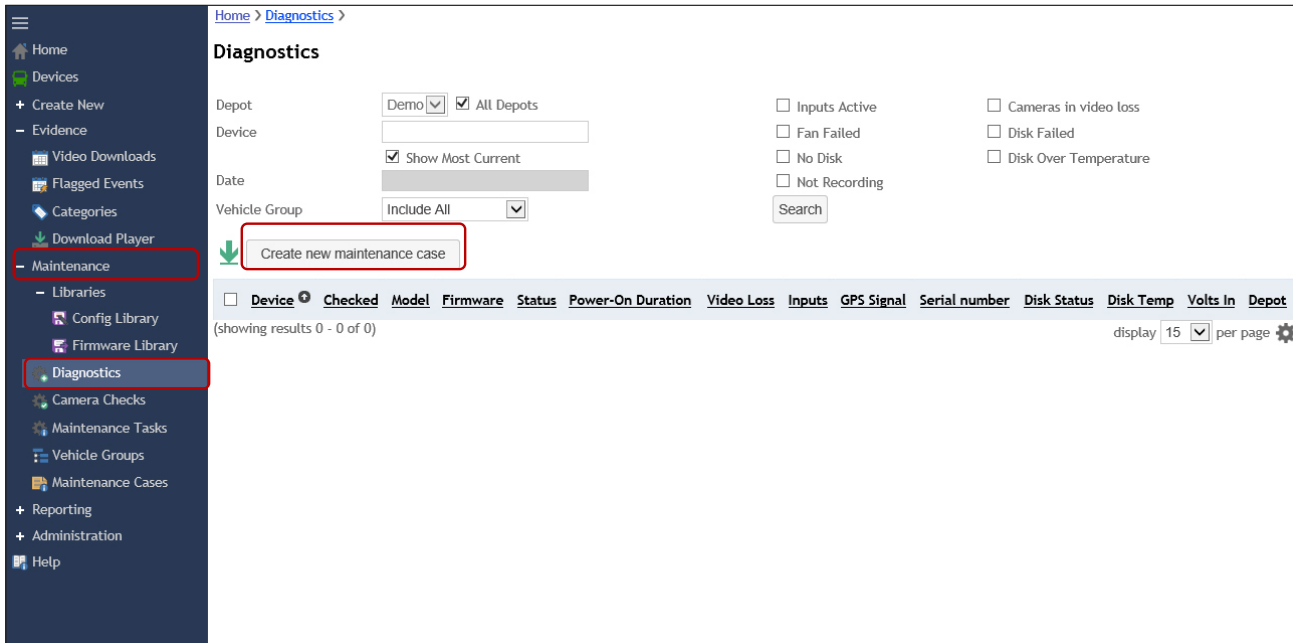
2. Click  to open the **Create New Maintenance Case** window.



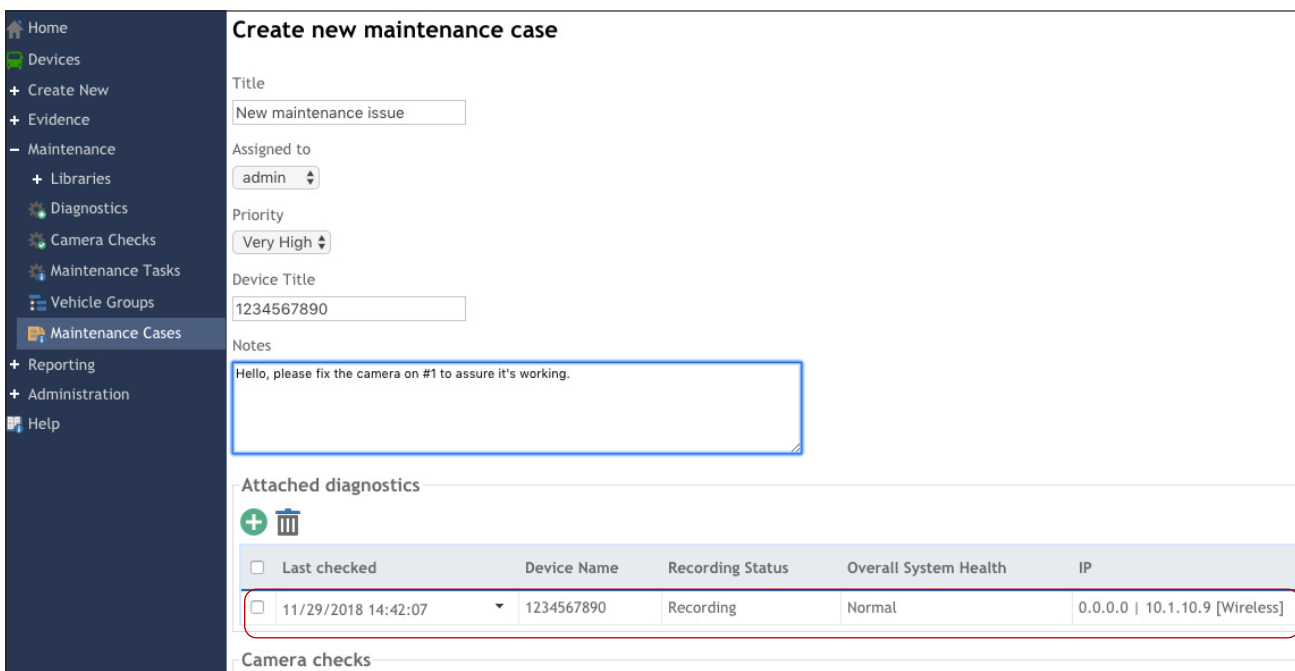
3. Enter a **Title**, assign the case, select the **Priority**, and enter a **Device Title**.
4. Enter **Notes** to describe the issue.
5. Click  to attach diagnostics.
6. Click **Save**. The new maintenance case appears in the maintenance case list.

Creating New Maintenance Cases from a Diagnostic Search

1. Click **Maintenance > Diagnostics** from the main menu to open the **Diagnostics** window.
2. Click to select a device or devices from the drop-down menu, then click **Create new maintenance case** to open the **Create New Maintenance Case** window.



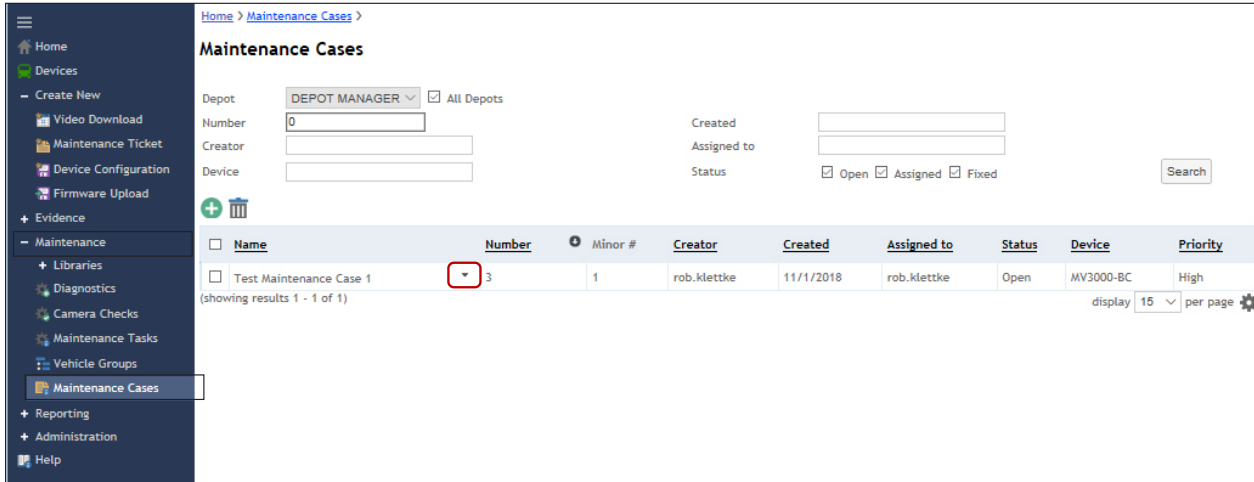
3. Enter a **Title**, assign the case, select the **Priority**, and enter a **Device Title**.
4. Enter **Notes** to describe the issue.
5. Click **Save**. The new maintenance case appears in the maintenance case list.



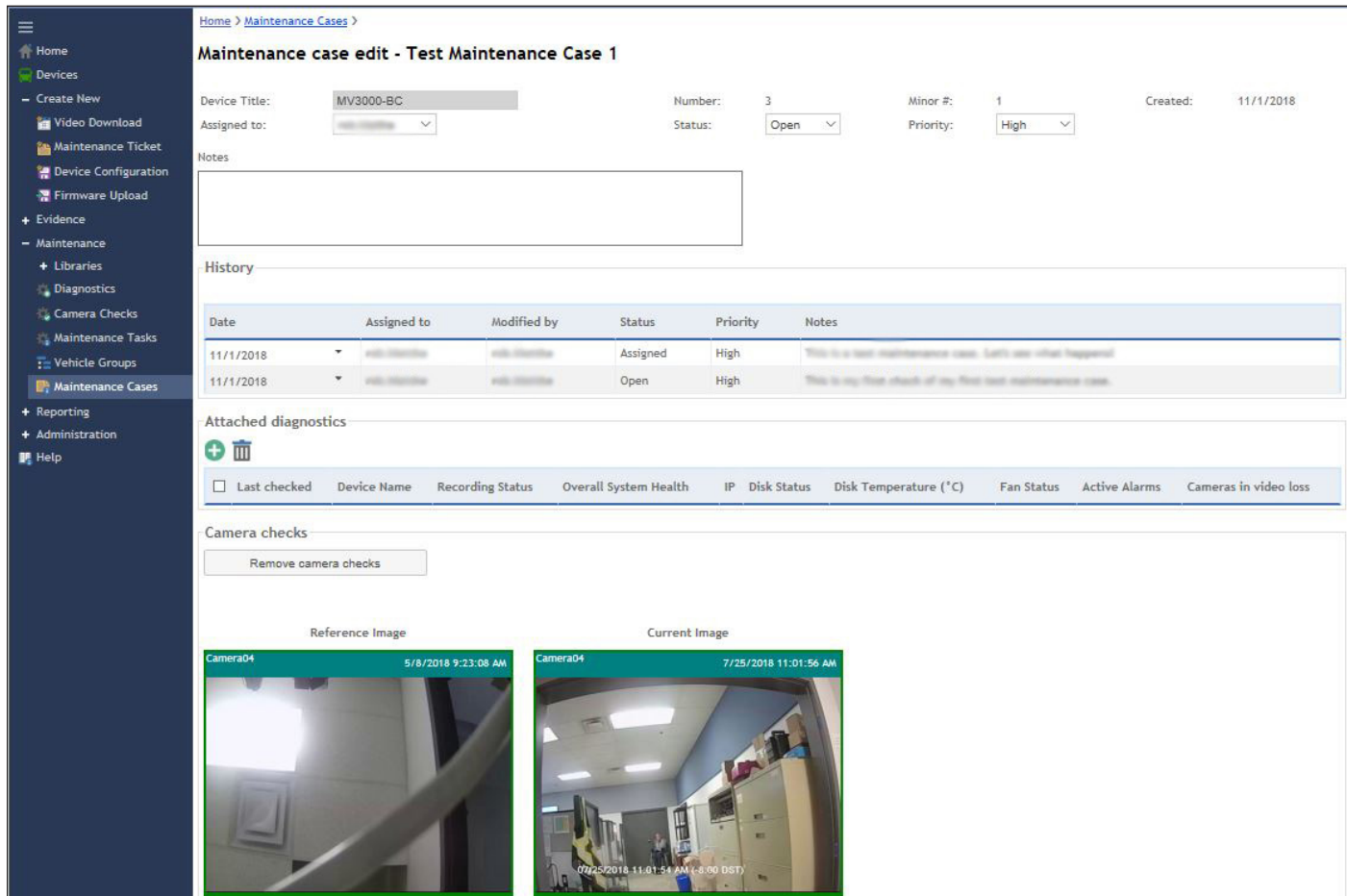
Opening and Updating Maintenance Cases

Open **Maintenance Cases** to review and edit the maintenance case as issues are addressed.

1. Click **Maintenance > Maintenance Cases** on the main menu to open the **Maintenance Cases** window.



2. Select **Edit** from the drop-down menu next to the desired device. The **Maintenance case edit - [case name]** window opens.



Here, you can make changes to the maintenance case. You can:

- Reassign the case by selecting someone from the drop-down menu.
- Update the case by selecting **Open**, **Assigned**, or **Fixed** from the **Status** drop-down menu.
- Change the priority.
- Add/remove notes and/or diagnostics to the maintenance case.
- Remove camera checks.

3. Click **Save** to update the maintenance case.

Maintenance Tasks

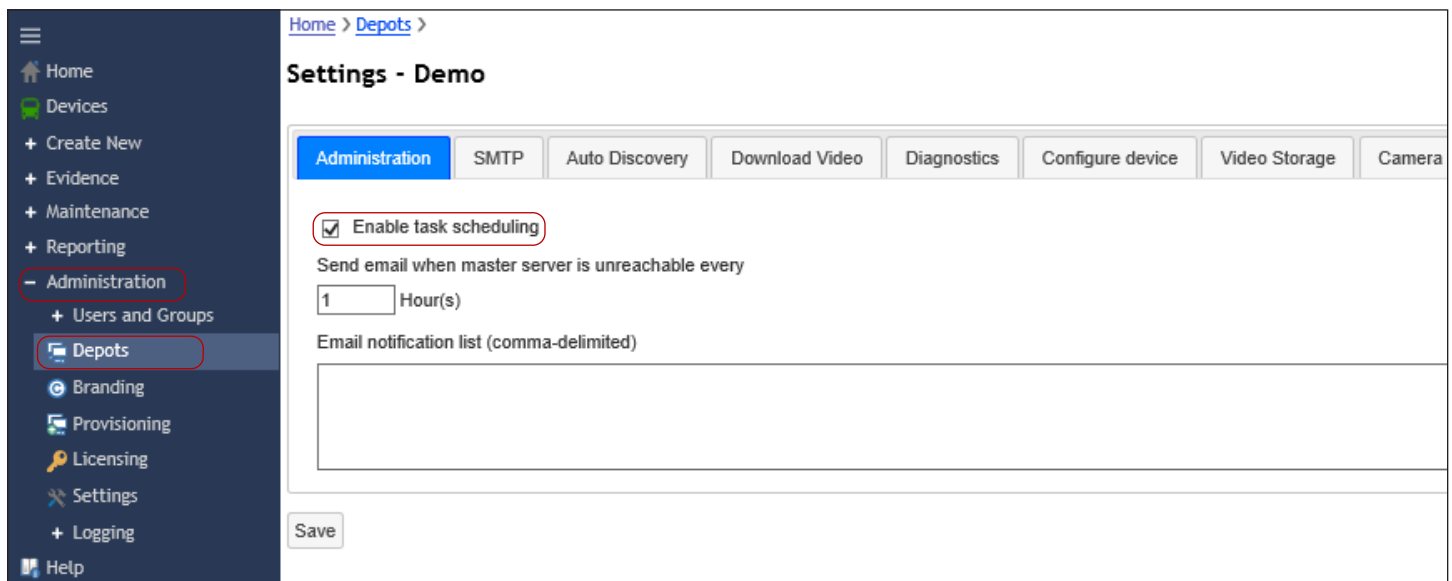
Maintenance Tasks include the following: configuring a device, uploading firmware, rebooting a device, uploading a configuration file, and configuring multiple devices (bulk device configuration).

When you schedule a task, it appears in the list on the Maintenance Tasks page. You can search the Maintenance Tasks page for task progress. Before you can schedule a maintenance task, you must enable task scheduling.

Enabling Task Scheduling

Each device must be configured for task scheduling before you can schedule tasks.

1. Click **Administration > Depot**, and select **Administration** to open the **Administration** tab, if it is not already selected.



The screenshot shows the 'Settings - Demo' page in the Depot Manager. The left sidebar contains a navigation menu with 'Administration' selected. The main content area has tabs for 'Administration', 'SMTP', 'Auto Discovery', 'Download Video', 'Diagnostics', 'Configure device', 'Video Storage', and 'Camera'. The 'Administration' tab is active, showing a checkbox for 'Enable task scheduling' which is checked. Below it, there is a field for 'Send email when master server is unreachable every' set to '1 Hour(s)'. There is also a text area for 'Email notification list (comma-delimited)'. A 'Save' button is located at the bottom left of the settings area.

2. Click the checkbox next to **Enable task scheduling** to enable it.

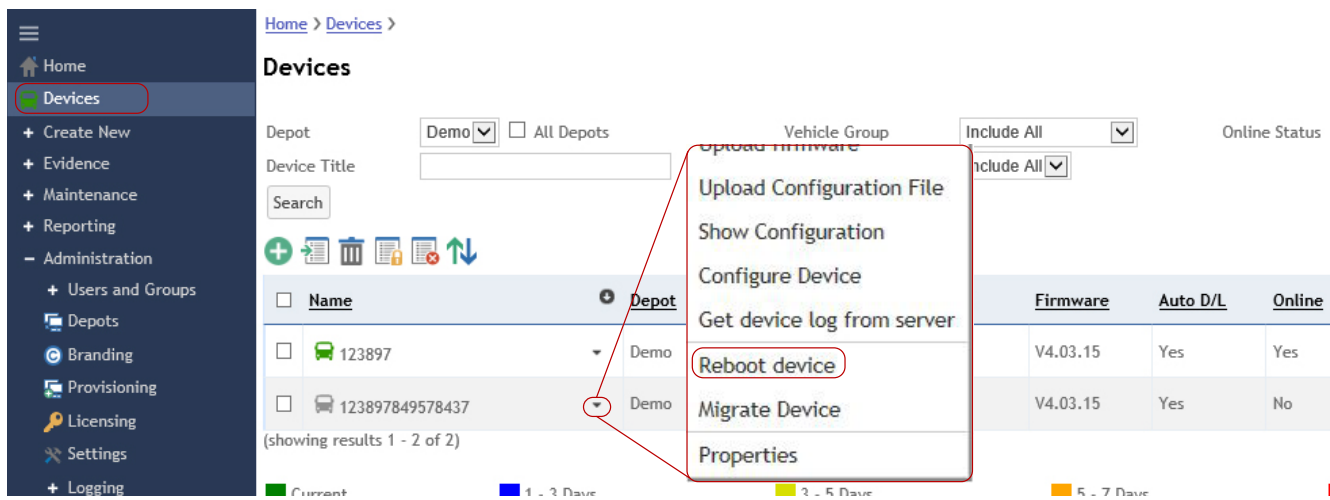
3. Click **Save**.

Scheduling a Task

The procedures for scheduling tasks is different for each type of task. But the result is the same. When successfully scheduled, the task appears in the task list on the Maintenance Tasks page.

To schedule a Device Reboot

1. Click **Devices** to open the **Devices** window.

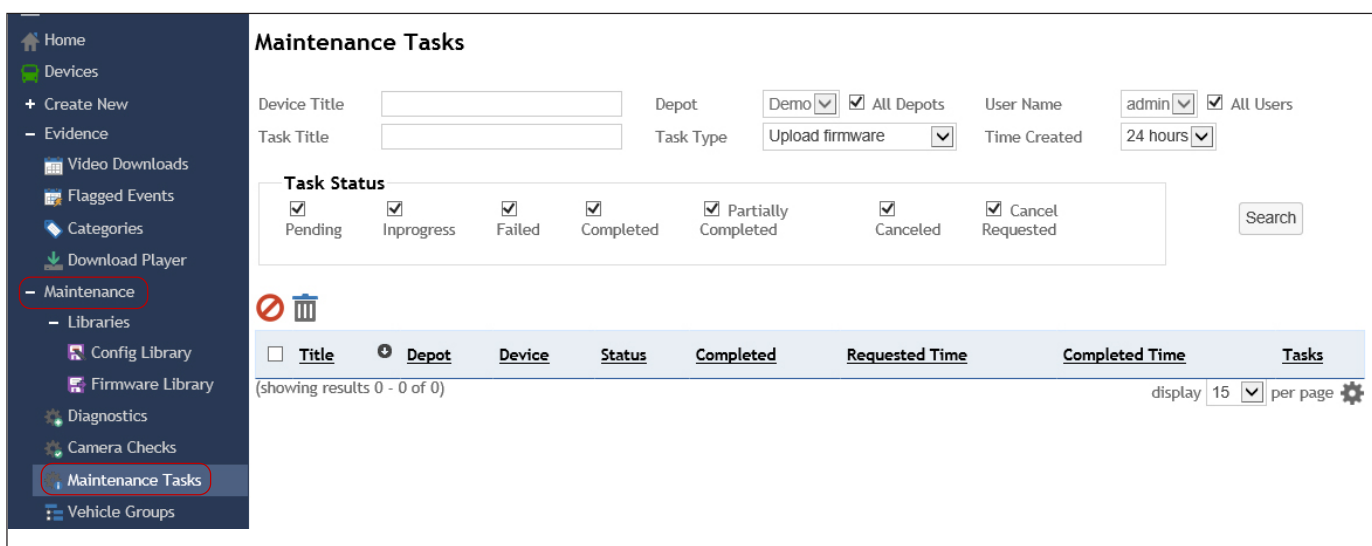


2. Click the drop-down menu arrow next to the device you want to reboot, then select **Reboot device**. A window appears asking you to confirm that you want to reboot the selected device.
3. Click **Yes**. A message appears advising that the task has been scheduled.

Finding a Task in the Maintenance Tasks Window

If you have successfully scheduled a maintenance task, you will be able to search for and find it in the Maintenance Tasks window.

1. Click **Maintenance > Maintenance Tasks** to open the **Maintenance Tasks** window.



2. Enter the **Device Title**.
3. Select a **Depot** from the drop-down menu, or click the checkbox to select **All Depots**.
4. Select a **User Name** from the drop-down menu, or click the checkbox to select **All Users**.
5. Enter a **Task Title**, if applicable.
6. Select a **Task Type** from the drop-down menu.
7. Select a **Time Created** from the drop-down menu.
8. Click to select as many **Task Statuses** that apply.
9. Click **Search**. DM creates a list of tasks that match the search criteria.

Except for scheduling, tasks are automatic. Therefore, the Status is automatically generated by DM.

Home > Maintenance Tasks >

Maintenance Tasks

Device Title: Depot: All Depots User Name: All Users

Task Title: Task Type: Time Created:

Task Status

Pending Inprogress Failed Completed Partially Completed Canceled Cancel Requested

| <input type="checkbox"/> | Title | Depot | Device | Status | Completed | Requested Time | Completed Time | Tasks |
|--------------------------|---------------|-------|-----------------|---------|-----------|----------------------|----------------|---------------|
| <input type="checkbox"/> | Device reboot | Demo | 123897849578437 | Pending | 0% | 1/18/2019 8:49:58 AM | | Device reboot |

(showing results 1 - 1 of 1) display 15 per page