Depot Manager

This document

This document is a PDF version of the Depot Manager 3.0 Help file. This document does not contain a table of contents or index. These features are available in the Help file within the Depot Manager software when selecting Help.

Depot Manager Introduction

MobileView Depot Manager is a web based software solution running from a central server on the network. Client computers can access the web page from the network using common web browsers to remotely manage vehicles and video evidence.

Depot Manager software runs securely allowing installation, upgrading and monitoring devices. Device video files can be managed, played, saved, downloaded and archived. Depot Manager allows users to easily manage automated tasks across multiple depots and multiple video recorders installed on transit vehicles.

RELATED LINKS:

    Devices

    User permissions and groups

    System settings

    Video

    Maintenance

Overview

Menu options as they appear in the Depot Manager software:

- **Home**: Displays latest performance indicators for the overall system. Refer to Depot Manager home window.

- **Devices**: Manage devices and display device synchronization status. Refer to Devices.

- **Create New:**

  - **Video Download**: Create new video download request. Refer to Schedule a video download.

  - **Maintenance Ticket**: Opens a new maintenance ticket form. Refer to Create a maintenance case.

  - **Device Configuration**: Opens a new configuration template. Refer to Configuration.

  - **Firmware Upload**: Identify a firmware file to upload and add attributes from this saved file. Refer to Install firmware to a single device.

- **Evidence:**

  - **Video Download**: A list of downloaded video evidence tasks. Maintenance tasks do not display. Refer to Search for downloaded video.

  - **Flagged Events**: System flagged downloads that require confirmation before the transfer starts.Refer to Download evidence video.

  - **Categories**: Define and assign rules for group categorization for each video. Refer to Add a new evidence category.

  - **Download Player**: Save Video Player to your computer. Refer to Download the video player.

- **Maintenance:**

  - **Configuration Library**: Manage device configuration profiles. Refer to Configuration library.

  - **Firmware Library**: Manage the firmware file repository. Refer to Firmware library.

  - **Diagnostics**: Lists diagnostic information for the fleet. Refer to View diagnostic data.

  - **Camera Checks**: Display the current and reference picture for all cameras. Refer to Use Camera checks.

  - **Maintenance Tasks**: Search all maintenance related tasks. Refer to Search maintenance tasks.

  - **Vehicle Groups**: Vehicle grouping helps easily identify similar types of vehicles. Refer to Add a vehicle group.

- **Maintenance Cases**: A built in ticketing system to track device and system maintenance. Refer to Create a maintenance case.

- **Reporting:**

    - **Maintenance Report:** A report displaying the current status of vehicle maintenance including the ability to search, view history, and email. Refer to Create a maintenance report.

    - **Evidence Report:** A report displaying the current status of video evidence downloads including the ability to search, view history, and email. Refer to Create an evidence report.

    - **Subscriptions**: Regularly emailed reports. Refer to Manage Email subscriptions for reports.

- **Administration:**

    - **Users**: Create, delete, and edit users permissions. Refer to Users.

    - **User Groups**: Create, delete, and edit user groups assign permissions. Refer to User groups.

    - **Security Mode:** Setup an active directory configuration. Refer to Set up Active Directory and Security Mode.

    - **Depots**: Manage depot server properties and display the status of the depot servers. Refer to Depots.

    - **Branding**: Add a company name and logo. Refer to Add branding.

    - **Provisioning**: Deploy a remote server installation. Refer to Install Depot Server (Provisioning).

    - **Download Player**: Install the MobileView Navigator software to view recorded video and create evidence files. Refer to Download the video player.

    - **Audit Log**: View or export the user audit and activity log. Refer to Audit logs.

    - **System Logs**: Download error, warnings, or all messages for technical support. Refer to System log.

    - **License Keys**: License activation information displays here. Use the provided support number to enable additional license keys. Refer to Update a license.

    - **Settings**: Configure the global parameters of the system Refer to Configure system settings.

Supported browsers

- Microsoft Internet Explorer 9, 10, 11

- Google Chrome 34+

Depot Manager home window

The home window is the default page for all users. It displays system diagnostics in a dashboard view and varies depending on user permissions. Users can move the modules in the window by clicking and dragging based on their personal preference. each individual diagnostic displays the depots chosen from the settings icon in the top right corner of each box. Turn the legends on or off with the check-box in settings.

Click **Home** to view dashboard.

Health only installation

Using Depot Manager without license keys displays the software in health-only mode. Health-only mode only allows users to keep up the system maintenance. A license key is required to use the video evidence features. Running Depot

Manager in maintenance mode provides health only information and device management.

Licensing

Two types of licenses are used with the Depot Manager.

The software is licensed per server.

- **Video Evidence**: Controls the video download features.

The initial license will allow for all maintenance or fleet health synchronization. Downloading evidence requires a license key.

Update a license

TASK

1. Click **Administration**.

2. Call customer support to enable new license keys, or if you have a new key, enter it in the **License Key** field.

3. Click **Licensing**.

4. Click **OK**.

RESULT:

For licensing assistance, contact: 1-855-MOB-VIEW (662-8439) or email at MobileViewCS@fs.utc.com. Provide your customer key when contacting customer service.

Health diagnostics

Each time a device connects to a depot, health diagnostics download from the device made available for viewing. This happens automatically the first time the device connects within a 24 hour per day time period. Configure additional health checks throughout the day in the depot configuration settings.

Run diagnostics on demand

This option is only available if the device is online and creates an up to date diagnostic list. Use this to view the latest diagnostics for a device.

TASK

1. Click **Devices**.

2. Click the drop-down menu for the desired device.

3. Click **Run health diagnostics**.

View device diagnostics

TASK

1. Click **Maintenance.**

2. Click **Diagnostics**.

3. Click the check box for the desired device.

4. Click the pull-down menu and select **Details** for the device.

View system diagnostics

TASK

1. Click **Maintenance.**

2. Click **Diagnostics**.

3. Select a depot, all depots, device name, date, and or vehicle group to narrow your search results.

4. Search for specific alarms. From the top right corner of the Diagnostics window, click the check box for the desired alarms:
    - Inputs Active
    - Fan Failed
    - No Disk
    - Not Recording
    - Cameras in video loss
    - Disk Failed
    - Disk Over Temperature

5. Click **Search**.

Diagnostic time stamps

Health diagnostics run the first time the device and system connect or when the device comes online. The last time diagnostics ran for a device displays on the Diagnostics main window. Next to each device name, a date and time of the last checked diagnostics displays.

Download diagnostic details

You can download the device diagnostics to a Microsoft Excel spreadsheet. Use this feature to generate reports.

TASK

1. View system diagnostics.

2. Click the **Export** icon.

Open a log file

TASK

1. Click **Devices**.

2. Locate the desired device and open the drop-down menu.

3. Click **Get device log from server**. The log file downloads from the device. This information is important for maintenance personnel.

Devices

Manage and update devices using an available depot in Depot Manager. Use Depot Manager to configure firmware, and updates. Device updates rely on the connection availability of Depot Manager. Devices are digital video recorders installed on a vehicle fleet. Devices on vehicles do not permanently connect to only one depot but they can synchronize with multiple depots.

Add unknown device using auto discovery

Devices on the network are automatically discovered when the server starts. Any newly discovered devices show up in the unknown device list and must be configured before adding to the active list. Only the Administrator can add devices.

TASK

1. Click **Devices**.

2. Click **More**.

3. Click **Manage unknown devices.**

4. A list of unknown devices display. Click the device and click **Add to active list**.

    ADDITIONAL INFORMATION: Supported devices add to the unknown devices list. If a particular device does not display, it is not a supported device. Online devices have a green vehicle icon, offline non-connected devices have a gray vehicle icon.

5. Once the device is added, you can use the More option to choose any of the remaining options if needed. All options include:

- **Delete device**: This option deletes the device from the system.

- **Add to black list**: The system ignores the device.

- **Add to active list**: The device sets to active and is usable.

- **Toggle automatic download**: Allows automatic downloading of unknown devices.

Add device manually

If a device is not discovered with auto discovery, it can be added manually to the system. To do this, know the device name, IP address, and network port setting. Verify these attributes with the system administrator.

TASK

1. Click **Devices**.

2. Click the **Add device** (plus) icon.

3. Enter information for the device. Refer to the documentation for your device to include configuration specifics.

4. Click **Save**.

Locate a device

Identify the current device location while performing diagnostics.

TASK

1. Click **Devices**.

2. Click the drop-down menu for the desired device.

3. Click **Locate Vehicle**. Only devices with an active GPS signal display their location on the map.

View an online device

You can only view online devices directly. However, you can upload configuration files to offline devices that are connected to the system.

TASK

1.   Click **Devices**.

2.   Click the drop-down menu for the desired device.

3.   Click **Connect**.

STEP RESULT: MobileView Navigator opens and the device videos display.

Reboot a device

Changes to a device or depot need a reboot. If there is a current active connection, the device reboots instantly, otherwise it reboots during the next check-in at a depot. If for any other reason a reboot is necessary, a forced a reboot can be made.

TASK

1.   Click **Devices**.

2.   Click the drop-down menu for the desired device.

3.   Click **Reboot device**.

RESULT:

The device reboots.

Migrate device data

Use this option when you have a recorder failure or defect which requires you install a replacement recorder. Migrating the recorder (device) data will assign all videos, diagnostics, tasks and configuration from the failed device to the newly installed device.

TASK

1.   Click **Devices**.

2.   Click the drop-down menu for the first installed device.

3.   Click **Migrate Device**.

4.   Enter the device name of the newly installed device.

5.   Click **Migrate**.

Create a black list

Use a black list to exclude certain automatically discovered devices. This is useful when using multiple depots operated by separate administrators or if devices assigned to certain servers use the same discovery port.

TASK

1.   Click **Devices**.

2.   Click the **More** drop-down menu.

3.   Click **Manage black list**.

4.   If no devices display in the list, search for devices.

5.   Click the check-box for the desired device.

6.   Click the **Add to active list** icon.

7.   Click **OK**.

Import and export address book

An address book is a list of devices and IP addresses. You can export it from one server and import it in another server using the import and export address book features.

TASK

1.   Click **Devices**.

2. Click the **More** drop-down menu.
   - Click **Export Address Book** to save the current address book. The address book is saved as a .csv file.
   - Click **Import Address Book** to pull in device and IP addresses from a saved list. Locate the .csv file and open.

View device properties

TASK

1. Click **Devices**.

2. Click the drop-down menu for the desired device.

3. Click **Properties**.

   STEP RESULT: The Connection, Details, and Capabilities properties of the device display.

Save the cellular address

Information such as address and device name is used to identify and connect the device. The Device Connection Properties window is where this information saves.

TASK

1. Click **Devices**.

2. Click the drop-down menu for the desired device.

3. Click **Properties**.

4. Click the **Connection** tab.

5. If the device has a cellular connection, add the Cellular IP address in the **Cellular Address** field. This allows communication with the cellular modem.

6. Click **Save**.

Save contact information for a device

Device details display the number of cameras attached to the device, the vehicle type, and contact information for the specified device.

TASK

1. Click **Devices**.

2. Click the drop-down menu for the desired device.

3. Click **Properties**.

4. Click the **Details** tab.

5. Enter the name, street, city, state, and country in the **Contact info** section.

6. Click **Save**.

View device capabilities

Device capabilities displays the options available on the device and if they are activated.

TASK

1. Click **Devices**.

2. Click the drop-down menu for the desired device.

3. Click **Properties**.

4. Click the **Capabilities** tab.

5. Click **Back to list**.

Configuration

Use a configuration file to set camera, video, and recording settings.

Configure a device

Connect the device using a wireless router before configuring a device.

TASK

1. Click **Devices**.

2. Locate the desired device and open the drop-down menu.

   ADDITIONAL INFORMATION: Only online devices can be configured.

3. Click **Configure Device**.

4. The web browser opens the device web page.

5. Configure the device as required.

6. Click **Save**.

   ADDITIONAL INFORMATION: Save the configuration file to your local hard drive to use as a template when uploading bulk devices with the same configuration.

Configuration library

Use the configuration templates to assign and quickly configure multiple devices using a saved configuration file. Use a template from the device configuration library for a single device, or apply to multiple devices. All configuration files are stored in the configuration library.

Create a configuration template

TASK

1. Click **Create New**.

2. Click **Device Configuration**.

3. On the Add saved Configuration File template window, enter a name and description for the configuration template.

4. Choose a configuration file.

5. Click **Save as Template**.

   ADDITIONAL INFORMATION: This saves the file to the device configuration library. From there, it can still be edited or scheduled for a device or multiple devices. When scheduled, the configuration automatically uploads when the device appears online.

   RELATED LINKS:

   Configure a device

Upload the configuration file

Create a device configuration template to assign and quickly configure multiple devices.

TASK

1. Click **Devices**.
2. Click the drop-down menu for the desired device.
3. Click **Upload Configuration File**.
4. Configure the device options.
5. Click **Upload**.

Apply a configuration to multiple devices

TASK

1. Click **Maintenance**.
2. Click **Libraries**.
3. Click **Config Library**.
4. Enter the template name or search to find the template.
5. Click **Schedule** from the drop-down menu. The Bulk Configuration window appears.
6. Click multiple devices. The configuration schedules and uploads the template to all of the devices.

RELATED LINKS:
Upload the configuration file

User permissions and groups

Security credentials control who can log into Depot Manager and give the proper access based on the system user rights. Users can also be identified and

given permissions based on user groups. The system administrator defines all permissions. The logged in user name displays on the main window of Depot Manager and the option to logout is next to the user name.

Users

The system administrator creates users. Users can utilize and configure the system based on permission levels. An administrator can add, edit, delete, deactivate, and reset users in the system.

Add a user

TASK

1. Click **Administration**.

2. Click **Users and Groups**.

3. Click **Users**.

4. Click the **Add User** (plus) icon.

5. Enter the account information for the new user account. Account information includes user name, password, email address, and phone number.

6. Click **Create**.

    STEP RESULT: The Edit page appears.

7. Use the **Edit** pull-down menu to edit user permissions.

8. Click**Save**.

Applying permissions

Global permissions apply to all depots and devices. When global permissions are set, the clear star icon next to the word "Global" appears filled in. When no global permissions are set, the star remains clear.

Specific permissions set on a depot or device override global permissions. Available depots and devices are listed under the "Name". Clicking the radio button in front of a device name turns on permissions for the device.

Available permissions display as groupings of types of permissions and are turned on and off clicking the check box in front of each permission.

Create user permissions

TASK

1. Click **Administration**.

2. Click **Users and Groups**.

3. Click **Users**.

4. Click the drop-down menu for the desired user.

5. Click **Edit**.

6. Click the **Permission** tab.

7. Choose global, depot, and device permissions for the user. This allows the user to have privileges to everything (global), the entire depot, or per device.

8. Choose permissions by adding and removing them from the applicable options. Options checked are added, options left unchecked are turned off.

9. Click **Save**.

Delete data permission

Selecting a **specific device** and choosing the delete data option allows the selected user to delete devices, video tasks, flagged events, maintenance tasks, and maintenance cases.

Selecting to delete data with the **Global** option selected allows the user to delete all of those items as well as categories, config library, firmware library, vehicle groups, users, and user groups.

1) Click **Administration**.

2) Click **Users and Groups**.

3) Click **Users**.

4) Click the drop-down menu for the desired user.

5) Click **Edit**.

6) Click the **Permission** tab.

7) Click either **Global** or click a specific **Device**.

8) In the device section, click **Delete Data**.

User groups

The system administrator assigns the same permissions to multiple users using by assigning them to user groups. These groups have their own set security permissions. Any user within a group assumes the permissions assigned to the group.

NOTE: *A user can only belong to one group.*

User group types

Three default user groups.

- **Admin**: System Administrator

  This is typically assigned to someone responsible for administering the system, assigning users, and managing the server.

- **Maintain**: Vehicle Maintenance Personnel

  These users maintain the video surveillance system and perform device updates and camera servicing.

- **Investigate**: Video investigation Staff

  These users download video evidence looking for incidents, and provide information to legal claims.

Create a user group

1. Click **Administration**.

2. Click **Users and Groups**.

3. Click **User Groups**.

4. Click the **Add Group** (plus) icon.

5. Enter a name and description for the user group.

6. Click **Create**.

7. Add the users to the group:

    a   Click the users from the **Users Available** window.

    b   Click **Add**. User names display in the Users Group window.

8. Choose permissions to apply. Permissions apply globally, for a specific depot, or by device.

9. Choose the global, depot, and device permissions for the user group.

10. Click **Save**.

Permissions by user group

Permission	Admin	Investigate	Maintain
Manage Disk Burning	Yes	Yes	No
Manage Users and Groups	Yes	No	No
View File Playback	Yes	Yes	No
Manage Depot	Yes	No	No
Upload Configuration	Yes	No	Yes
Reboot Device	Yes	No	Yes
Request Video Downloads	Yes	Yes	No
Device Management List	Yes	No	Yes
Maintenance Ticket List	Yes	Yes	Yes
Maintenance Task List	Yes	Yes	Yes

Permission	Admin	Investigate	Maintain
Video Download List	Yes	Yes	No
Limit Download List to Self	Yes	Yes	Yes
Upload Firmware	Yes	No	Yes
Access Camera Checks	Yes	Yes	Yes
Validate Camera Checks	Yes	Yes	Yes
Set Camera Reference Images	Yes	Yes	Yes
Health Diagnostics	Yes	Yes	Yes
Watch Live Video	Yes	Yes	Yes
Watch Recorded Video	Yes	Yes	No
View GPS Map	Yes	Yes	No
Manage Categories	Yes	Yes	Yes
Manage Vehicle Groups	Yes	Yes	Yes

Active directory

Depot Manager has the capability to integrate with the active directory security mode. Users logging into Depot Manager with their Active Directory username and password can be assigned permissions inside Depot Manager using the group permissions feature. After Active Directory is configured, the system will disable all local Depot Manager user accounts.

- User accounts are disabled and 120 days of no login.

- Active Directory cannot be used until enabled.

- Group names in the Active Directory must match exactly to the group names in Depot Manager including spaces, capital letters, and special characters.

Set up Active Directory and Security Mode

Depot Manager can integrate with Active Directory. Users logging in with their Active Directory username and password are assigned permissions in Depot Manager using the group permissions field. After configuring, all Depot Manager accounts will disable. The account administrator can disable this feature if necessary.

TASK

1. In order to use this feature, all of the following steps must be followed.

In Active Directory:

2. Create group names matching the group names in Depot Manager.

3. Assign users to the groups according to their job role.

4. Ensure at least one user is in the Depot Manager Administrators group.

In Depot Manager:

5. Click **Administration > Users and Groups > Security Mode**. Configure Depot Manager administrator settings to connect to the Active Directory domain using security settings.

6. Click the check box for **Use Active Directory Authentication**.

7. Enter the domain for the Active Directory.

8. Click **Save**.

9. Log out and back into Depot Manager with a domain account and administrator rights to Depot Manager.

10. Click **Administration > Users and Groups > User Groups**.

11. Assign permissions to groups as required.

12. Click **Save**.

    ADDITIONAL INFORMATION: Users must login every 120 days, otherwise the account deletes. A default installation of Depot Manager does not use Active Directory until you enable it. The group names in Active Directory must match the group names in Depot Manager exactly including capital letters and special characters. The Active Directory configuration can only be disabled by an administrator.

Firmware

Firmware files load onto a device to improve functionality. Receive firmware files from our field engineering team or download from the MobileView support website. Depot Manager stores firmware files in a library and can be loaded to a single device or to multiple devices at one time.

Firmware library

Load firmware in the Depot Manager library to use at any time. Install the files on a single device or multiple devices using the bulk upload feature. Firmware files store in a library and load on a single device or multiple devices at the same time. Bulk upgrades performed to multiple similar devices at the same time can also be scheduled for a future date and time. Use the Firmware Library search option to locate a previously saved firmware template.

NOTE: The user is responsible for uploading the firmware before using with devices. This can be performed with the correct permissions set by the system administrator.

Install firmware to a single device

TASK

1. Click **Devices**.

2. Locate the desired device and open the drop-down menu.

3. Click **Upload firmware**.

4. Click **Choose File**, click the firmware filename to upload, and click **Open**.

5. Click **Upload**.

   STEP RESULT: The firmware is uploaded to the device. You can schedule uploads for any device, even those offline. The system creates a scheduled task in the maintenance system and automatically uploads when the recorder connects to wireless. Check the status of pending uploads in the maintenance task area.

Depots

Depots can have many devices connected at the same time. Many settings and tasks are performed on a single device or an entire depot.

Change Depot settings

Depot settings include configuration and edit settings for the depot.

TASK

1. Click **Administration**.
2. Click **Depots**.
3. Click the drop-down menu for the desired device.
4. Click **Settings**. Manage the system settings for a single depot or multiple depots by using the settings tabs.

    a   Administration

    b   SMTP

    c   Auto discovery settings

    d   Download video settings

    e   Diagnostics settings

    f   Configure a device

    g   Video storage settings

    h   Camera checks settings

    i   Logs

    j   Audit

Depot Administration settings

Administration allows connecting and enabling task scheduling. Identify how often notifications are sent when the server is unreachable. Enter email or emails to receive the notification.

Auto discovery settings

Automatic discovery configures the LAN and Cellular IP address for found devices in the depot. IP addresses are either multicast, broadcast, or unicast.

Multicast

To configure the system to discover devices using multicast:

- Ensure the server and all devices configured to the same multicast address.

- The valid multicast range is: 224.0.0. to 239.255.255.255.

- MobileView DVR's use 230.1.1.1 port 1601 by default.

Multicast can only be used on flat networks where the server and devices share the same subnet with no routers in between.

Unicast

To configure the system to use unicast:

- Configure all devices and this value to match the server's assigned IP address.

- Unicast is typically used when multiple networks have a router in between.

- Any port is valid as long as it is not being used on the network.

- The IP address is in the server network settings.

Broadcast

Network broadcast uses flat networks without routers. It replaces the older NetBEUI/NetBIOS protocol and functions like a printer discovery protocol. Broadcast is useful for small networks that do not allow or support the Unicast or Multicast protocol. However, there are some security concerns using this protocol. We recommend using Unicast/Multicast technology. The default broadcast address is 255.255.255.255.

Download video settings

Use the Download Video settings to configure rules for downloading video.

- Set the number of simultaneous downloads allowed.

- Set the number of times video will retry downloading when an interruption happens.

- She the amount of time in between each retry.

- Email notifications for the beginning, completion and failing of downloads.

- The use of primary or secondary video streams with auto downloads for events created on the DVR. The system administrator can save a 10 minute clip every time someone pushes the tag button. Primary downloads provide higher quality and are larger in size. The alternate stream is low quality and smaller is size.

Set email notifications for video downloads

Email notifications send when video downloads begin, complete and or fail.

TASK

1. Click **Create New**.

2. Click **Video Download**

3. In the **Email notification list**, enter an email address for any of the desired notifications. Enter multiple emails separated by a comma.

4. Select when notifications send by entering the email in the desired box. Click in **On start** or **On completion**.

5. Click **Save**.

Diagnostics settings

Use the Diagnostic tab to configure the number of days diagnostic data is kept in the system.

Configure e-mail notification rules for the diagnostic data. Set email notifications for:

- Cameras in video loss

- Inputs active

- Recording status

- Fan status

- Camera check

- Disk status

- Disk temperature

Configure device settings

Use the Configure device tab to identify:

- The number of times a depot will retry to configure a device when a failure occurs.

- The amount of seconds between retries when a failure occurs.

- Identify who will receive an email when a configuration completes. Enter emails separated by commas.

- Identify who will receive an email when a configuration fails. Enter emails separated by commas

- Identify who will receive an email when a firmware upgrade completes. Enter emails separated by commas.

- Identify who will receive an email when a firmware upgrade fails. Enter emails separated by commas.

Always click **Save** when you make any changes.

Video storage settings

The Video Storage settings define where extra disk space retrieves from when it is below the default threshold. Notifications send to emails identified in this option when space reaches the noted capacity.

Camera checks settings

Use the Camera checks tab to identify how long images from previous camera checks should be saved. Enter this in days. Schedule regular depot camera checks by choosing start time, end time, how often and AM or PM. If notifications are to be sent using email, enter email addresses separated by a comma in the Email notification list. Always remember to check **Enable** and then click **Save** before leaving this tab when changes have been made.

Logs settings

The Logs settings define the amount of time logs are saved and who receives logs. Enter email addresses in the Automatic Email section using a comma to separate multiple emails.

Administration

Settings can be modified.

Administration settings include user and group settings, depot specific settings, branding, provisioning, licensing, system settings and logging.

RELATED LINKS:

User permissions and groups

Depots

Add branding

Install Depot Server (Provisioning)

Licensing

System settings

Logs

System settings

The system administrator manages the system settings.

Set system settings during the installation of Depot Manager and modify when users log in as the system administrator. System settings and video downloads secure and protect against unauthorized access using customizable user accounts.

- **Administration**: Including how to connect to devices and default domain.

- **SMTP**: Set the server port, user name and password here.

- **Cellular**: Identify the cellular connection features.

- **Audit**: Identify how long log files are saved.

Configure system settings

TASK

1. Click **Administration**.
2. Click **Settings**.
3. Click one of the tabs and make changes.
    - Administration
    - SMTP
    - Cellular
    - Audit
4. Click **Save**.

Administration

Devices are often connected by IP addresses. To allow connection by host name, click the check-box. Allow depot replication to occur when the server is not busy by entering an amount of time in minutes for how often replication will happen. To turn replication off, set this option to 0.

RELATED LINKS:

Configure system settings

SMTP

Use the SMTP tab to specify the SMTP server for all servers.

TASK

1. Click **Administration**.
2. Click **Settings**.
3. Click the **SMTP** tab.

4.   Enter the Administrator email along with other credentials, server, and port number.

5.   Click the **SSL** check box to acknowledge trust of SSL certification.

6.   To send a test email, enter the address in the Test Email field. and click **Test Email**.

7.   Click **Save**.

Cellular

Depot Manager detects if the device is discovered on local wireless or remote cellular networks and identifies options to configure these networks. When cellular enables, it allows for a configured second IP address for the depot. Identify the connection features the depot allows.Restrictions and other features are enabled when a device connects by cellular. A device connected over cellular can be restricted from downloading large video files, while it continues to transfer health and location information. When the device returns to the depot, and connects to the local wireless, it can continue downloading video files. This option is extremely useful when reducing cellular traffic and costs associated with large file transfers.

Enter the amount of seconds the cellular network will synchronize with devices. Enter 0 to turn this option off. All other options displayed can be turned on or off. When turned on, these features will synchronize with the cellular network and device.

RELATED LINKS:
Configure system settings

Audit

Use the Audit log for tracking and monitoring user activity in the system.The maximum number of days audit date saves is 365 days. Click **Save** if any changes are made.

RELATED LINKS:
Configure system settings

Add branding

Use Branding to add a company name and logo to Depot Manager.

TASK

1. Click **Administration**.

2. Click **Branding**.

3. Enter the Company name.

4. Upload the company image.

5. Click **Choose File**.

6. Click **Open**.

7. Click **Save**.

Install Depot Server (Provisioning)

Remote depot server provisioning allows customer to connect multiple servers to the same Depot Manager network. System administrators use the provisioning installer, network communications, ports, and other configuration settings to connect to the new server. To provision a new server on the network, do the following task from a web browser on the new server.

TASK

1. Click **Administration**.

2. Click **Provisioning**.

3. Click the **Download Now** link and save the file to your local hard drive.

    ADDITIONAL INFORMATION: Various prerequisites are required. If these features and files are not previously installed, the Depot Server installation will not complete.

4. Run the server installation file on the new server.

    ADDITIONAL INFORMATION: Adding new servers to the Depot Manager network requires an additional license key.

Audit logs

TASK

1.   Click **Administration**.

2.   Click **Logging**.

3.   Click **Audit Logs**. Available audit logs display.

4.   Enter search criteria to search for other audit data and click **Search**.

5.   Click the **Export** icon to save a copy of the audit log to your hard drive.

System log

TASK

1.   Click **Administration**.

2.   Click **Logging**.

3.   Click **System Logs**.

4.   Choose the location, text file, and message type from the drop-down menus.

5.   Click **Download Log**.

     STEP RESULT: The system log saves to the computer hard drive.

Video

Use the Depot Manager Navigator to view video from a device or from a file downloaded to the server. Video evidence downloads and archives quickly and easily through a wireless network. Downloading the events containing evidence without removing hard drives improves fleet operation and reduces manpower.

Video download repository

The video repository is a database that stores video files by date range. The repository has a searching ability that allows you to find videos within a specified date range. You can search based on automatic downloads of events or on requested downloads. The video repository window lists the available video files. A bell icon next to the video indicates an automatic event or alarm.

Download the video player

T<small>ASK</small>

1. Click **Evidence**.
2. Click **Download Player**.
3. Click **Download Now**.
4. Open the **DmMvNavInstaller.exe** file.
5. Continue with the MobileView Navigator Install Wizard clicking **Next** and **Install**.
6. Click **Finish**.

Open live video

T<small>ASK</small>

1. Click **Devices**.
2. Click the drop-down menu for the desired device.
3. Click **Show Live Video** to view the current video.
4. The live video(s) play in the viewing pane.

5. Live video displays. While viewing you can:
   - Email snapshots
   - Force camera checks
   - Copy links
   - Open a GPS map to view the current device location.

6. To view live video from another device, click **Change Device**.

7. Click **Back to list** to return to the previous menu.

View recorded video

TASK

1. Click **Evidence**.

2. Click **Video Downloads** and enter as much known information about the video that is known.

3. Click **Search**.

4. Double-click the desired video to open the MobileView Navigator video viewer.

Restrict downloading video permissions

Use this option to make downloaded videos only viewable by you.

TASK

1. Click **Administration**.

2. Click**Users and Groups**.

3. Click **User Groups**.

4. On the User Group Management window, select the pull-down menu for the Administrator user group and click **Edit**.

5. Click **Permission**.

6. In the Device section, click **Video Download List**.

7. Click **Limit Video Download to Self**.

Download evidence video

TASK

1. Click **Evidence**.

2. Click **Flagged Events**.

3. Enter the device, length of time, and task title to search for alerts within those parameters.

4. Click **Search**. All alerts for the selections display

Add a new evidence category

Evidence categories display along with the number of retention days for each category. Evidence is saved to a category. Clicking the arrow next to a category opens the edit page to change the retention period.

TASK

1. Click **Evidence**.

2. Click **Categories**.

3. Click the **Add Category** (green plus) icon.

4. Enter the name of the new category.

5. Click **Add Category**.

Change evidence retention

Retention is the amount of time the evidence saves on the system.

TASK

1. Click **Evidence**.

2. Click **Categories**.

3. Choose a category name and click the drop-down menu.

4. Click **Edit**.

5. Enter the amount of days the evidence will save.

6. Click **Save**.

Schedule a video download

TASK

1. Click **Create New**.

2. Click **Video Download**.

3. Enter the **Device name** or names. Multiple devices may be listed, separated by a comma.

4. Add a short description in the **Task Name** for the download reason.

5. Choose a type of download from the **Category** drop-down menu.

6. Schedule the date and time of when the video will download. Use the **Start time** and **End time** fields and identify AM or PM.

7. Enter the case ID if known.

8. Identify the download **Priority**.

9. Click the video stream quality in the **Quality** field. Primary stream download is higher quality and larger in size while alternate stream is low quality and smaller is size and faster. The default is Alternate.

10. Click **Yes** of **No** to include audio with the downloaded video.

11. Click **Save**.

Search for downloaded video

Search for previously downloaded video using title, depot and the task status.

TASK

1. Click **Evidence**.

2. Click **Video Downloads**.

3. Enter information to find the video you are looking for.

4.   Select the correct task status of the video you are looking for.

- Pending

- In progress

- Failed

- Completed

- Partially completed

- Canceled

- Cancel requested

5.   Click **Search**.

Maintenance

Group, track, and schedule maintenance on vehicles while keeping track of repairs. 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 or when events have taken place.

View diagnostic data

TASK

1.   Click **Maintenance**.

2.   Click **Diagnostics**.

3.   To view specific diagnostic data, place a check mark next to the items to view in a diagnostic report.

- Inputs Active

- Fan Failed

- No Disk

- Cameras in video loss

- Disk failed

- Disk temperature > 60 Celsius

4.   Click **Search**.

5.   To view the full diagnostic report, click the arrow next to the desired device.

6.   Click **Details**.

Create a maintenance case

Maintenance cases let users track vehicle uptime and alert the user to problems that exit on the recorder. The system allows users to attach video, audio, GPS coordinates and vehicle diagnostics. Assign maintenance cases for improperly working devices to users.

TASK

1.   Click **Create New**.

2.   Click **Maintenance Ticket**.

3.   Configure the maintenance case information.

    a   Enter a title for the maintenance case.

    b   Assign the case to a user.

    c   Assign a priority.

    d   In the **Device Title** field, enter the name of the desired device for creating a maintenance case. Camera checks automatically assign to devices.

    e   Add any relevant notes.

    f   Attach diagnostics.

    g   Click **Save**.

4.   Users can view their maintenance cases on the **Maintenance Cases** menu.

Search the firmware library

The Firmware Library is the storage for all saved firmware templates.

TASK

1.   Click **Maintenance**.

2.   Click **Libraries**.

3.   Click **Firmware Library**.

4. Enter the name, or partial name of the template being retrieved.

5. Click **Search**.

Open configuration library

The Configuration Library is the storage for all saved configuration templates.

TASK

1. Click **Maintenance**.

2. Click **Libraries**.

3. Click **Config Library**.

4. Enter the name, or partial name of the template being retrieved.

5. Click **Search**.

Search maintenance tasks

TASK

1. Click **Maintenance**.

2. Click **Maintenance Tasks**.

3. Enter the search parameters.

4. Click **Search**.

RESULT:

Tasks matching the search display with current status.

View maintenance cases

View, list, and search for maintenance cases by depot, status, device, assignment, or creator.

TASK

1.   Click **Maintenance**.

2.   Click **Maintenance Cases**.

3.   Enter search criteria to view maintenance cases.

4.   Click **Search**.

Use Camera checks

Camera checks capture daily reference images ensuring proper operation of vehicle cameras. All cameras residing on a vehicle display, allowing each complete vehicle camera system to be verified. Use Camera checks to manually verify the cameras have not moved or have been vandalized. Scheduled camera checks manually approve or disapprove the image on the camera checks menu. Camera check diagnostics can also be attached to maintenance cases.

RELATED LINKS:

    Create a maintenance case

Check depot cameras

TASK

1.   Click **Maintenance**.

2.   Click **Camera Checks**.

3.   Choose the desired vehicle in the Device column.

4.   Click each camera icon to view the reference and current image.

5.   After checking all cameras, either approve or fail the check under the Approval column. The status reflects the latest approval status.

Vehicle groups

Vehicle devices are categorized by vehicle groups to easier identification. Vehicle groups can be created, deleted, and edited.

Add a vehicle group

TASK

1. Click **Maintenance**.
2. Click **Vehicle Groups**.
3. Click the green plus sign.
4. Enter a name for the new Vehicle Group.
5. Click **Add Vehicle Group**.

Edit vehicle group name

TASK

1. Click **Maintenance**.
2. Click **Vehicle Group**.
3. Click the drop-down menu for the desired vehicle group.
4. Click **Edit**.
5. Enter the new vehicle group title.
6. Click **Save**.

Reporting

The Reporting option allows you to choose from the type of report, duration of time needed for the report, and the vehicles to include in the report. Reports are emailed on a regular basis using an email subscription. Subscribe to video download reports based on set conditions. Clicking the plus sign adds a subscription for maintenance or evidence.

Create a maintenance report

TASK

1.   Click **Reporting**.

2.   Click **Maintenance Report**.

3.   Click the desired depot or click the check box for all depots.

4.   Enter the dates you are requesting reports for.

5.   Click **Search**.

STEP RESULT: Maintenance reports display in each of the various tabs. Specific reports are available for:

- •   Diagnostic Charts
- •   Video Charts
- •   Disk Failed
- •   No Disk
- •   Over Temp
- •   Fan Failed
- •   No checks for 4 or more days
- •   Not Recording

6.   Click the desired output icon. Choose either to export the evidence as a **CSV** file or as a **PDF**.

Create an evidence report

TASK

1.   Click **Reporting**.

2.   Click **Evidence Report**.

3.   Click the desired depot or the check box for all depots.

4.   Enter desired dates.

5. Various evidence reports display and are found on the displayed tabs.
    Choose an evidence category:
    *   Video Download Charts

    *   Requested Video Downloads

    *   Automatic Video Downloads Scheduled

    *   Automatic Video Downloads Not Scheduled

6. Save the evidence report, click the desired output icon. Choose either
    to export the evidence as a **CSV** file or as a **PDF**.

Add Email for reports

Use this option to email evidence and maintenance reports for selected depots.

TASK

1. Click **Reporting**.

2. Click **Subscriptions**.

3. Click the **Add Subscription** (green plus) icon.

4. Click the desired depot or the check box for all depots.

5. Click the check box(s) for the desired report, **Maintenance Report** or
    Evidence Report.

Manage Email subscriptions for reports

TASK

1. Click **Reporting**.

2. Click **Subscriptions**.

3. Click the desired depot or the check box for all depots.

4. Enter the email address where notifications will send.

5. Click **Search**. All subscriptions associated with the entered email
    address display.

6. To change a subscription, click the desired subscription and click **Edit**.

7. Change the occurrence or delete the subscription.

Technical support

For technical product help and service questions, call the toll-free Tech Support number.

Tech Support Phone: `1-855-MOB-VIEW` `(662-8439)`, Select #2

Tech Support Email: MobileViewTS@fs.utc.com