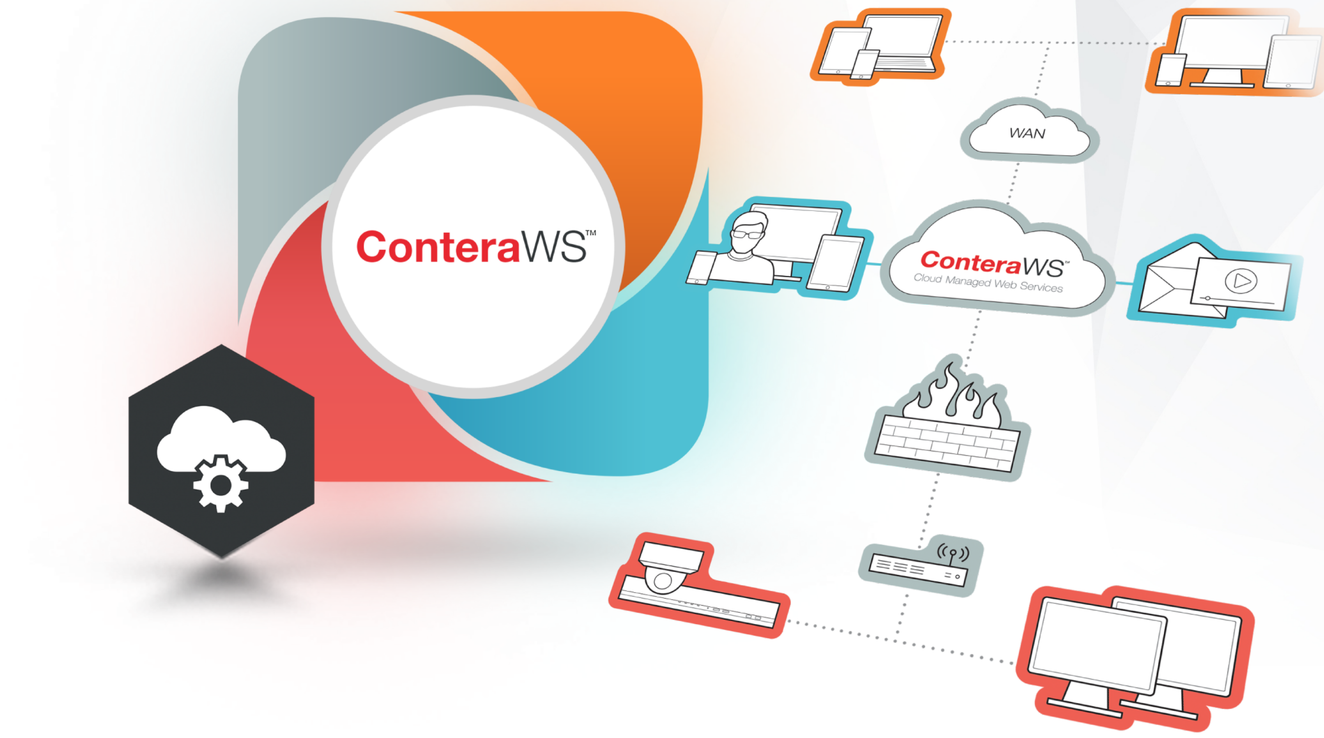
ConteraWS™

ConteraWS™ Cloud Managed Web Services



Channel Partner Web Services User Manual

Arecont Vision®
A COSTAR COMPANY

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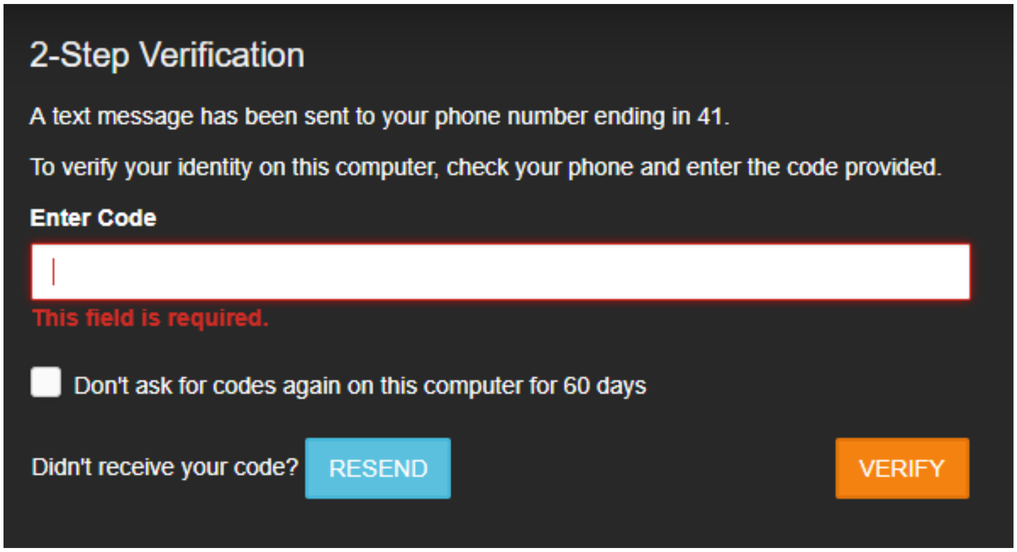
Logging in to ConteraWS™ (Web Services)

Using a web browser, navigate to arecontvision-ws.com and login with your Arecont Vision ConteraWS™ Web Services account credentials to access the full suite of ConteraWS features.

2-Step Verification

If 2-Step Verification is enabled, ConteraWS will prompt the user to enter a code sent via text message to the user's registered phone number before log in. If a text message is not received, clicking RESEND will attempt to send the code again using an alternative service.



Customer Accounts

Once logged in to ConteraWS, you will see your **Management Portal**. Your Management Portal contains Customer Accounts you control, as well as the option to manage **Alerts** and **Reports** cross all your accounts.

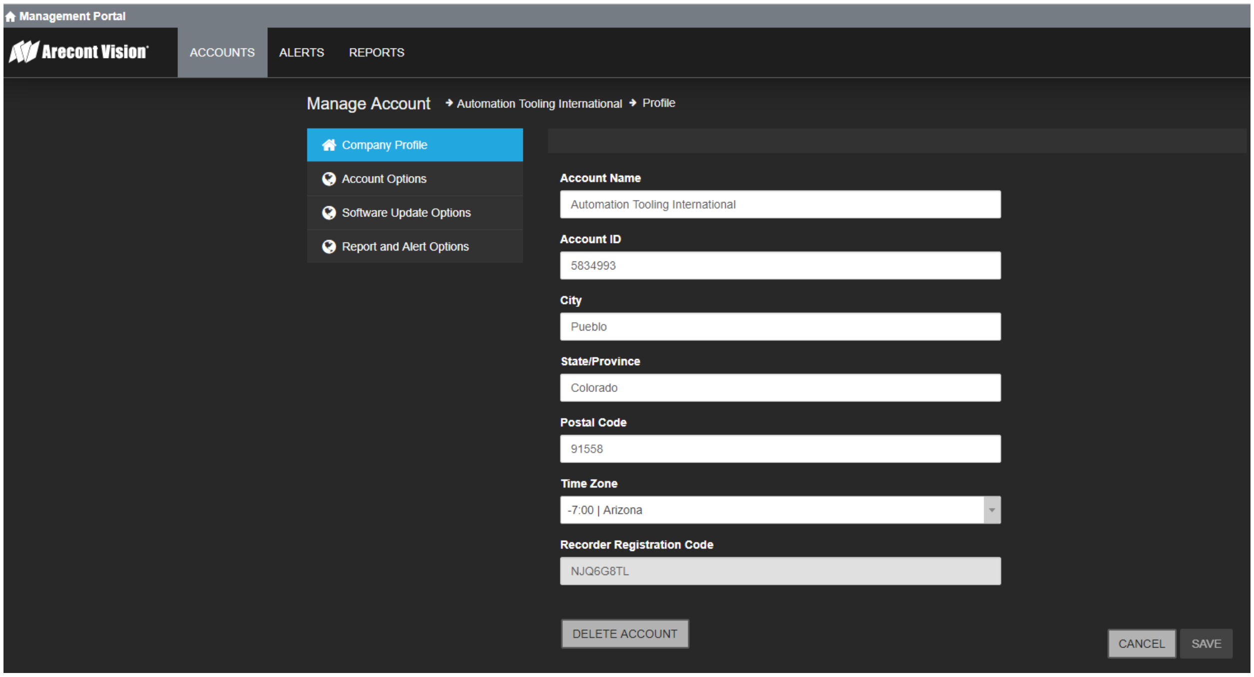
Click SELECT to access the customer account, click MANAGE to change **Account Options**, or click ADD NEW ACCOUNT to create a new one.

Creating a New Customer Account

The following steps will allow you to create a new Customer Account.

1. From the **Customer Accounts** page, click ADD NEW ACCOUNT.
2. Enter an **Account Name**, **Account ID**, **City**, **State/Province**, and **Time Zone**.
3. Click ADD CUSTOMER ACCOUNT.

Company Profile



After creating a Customer Account, click MANAGE to access the **Company Profile**.
The Company Profile page contains the following elements:

Account Name
The name of the customer account.

Account ID
A manually assigned ID for internal organization.

City, State/Province, Postal Code
Address for the customer account.

Time Zone
Select a time zone.

Recorder Registration Code
This automatically generated code is used to register recorders to the account.

Click SAVE when finished making changes.
To delete a Customer Account, it is necessary to remove all recorders from the account first.

Account Options

The Account Options page allows you to Drop Administrative Access, Disable the account, Use Global Defaults, and Enable Video Archive.

Drop Administrative Access
The Company Account will have full administrative access to this end user's account. This allows The Company Account to manage the end user's recorders, users, video archive, and all other functions of the site. If this level of access is not required, dropping Administrator permissions from the Company Account is recommended.

Disable Account
Disabling an account will prevent users on that account from logging into it.

Use Global Defaults
This option will enable the Global Defaults set by the Company Account.

Enable Video Archive
This option will allow the user to see the Video Archive pages and upload videos.

Software Update Options

The Software Update Options page will allow you to adjust update notifications sent to the Customer Account.

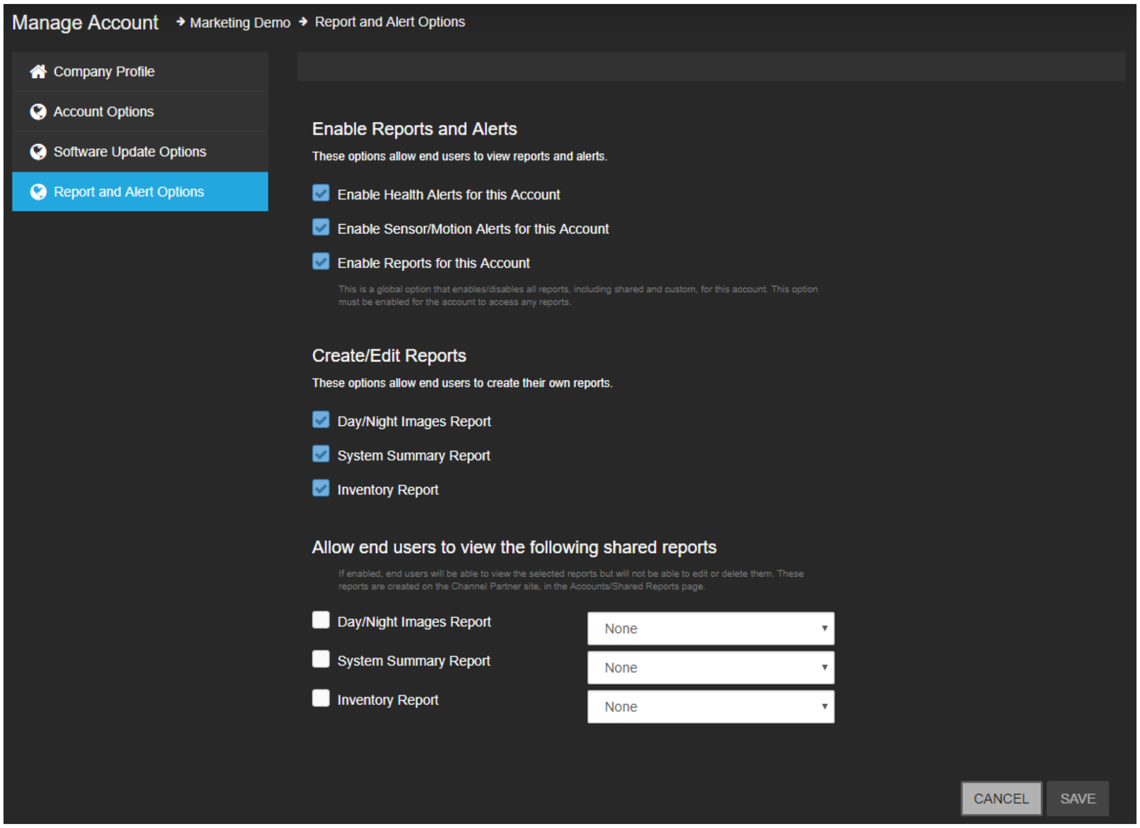
Hide Server Software Updates from User

This option will hide all server software update notices from the user. This option applies to recorders only and does not affect remote applications.

Hide ConteraVMS™ Updates from User

This option will hide ConteraVMS update notices from the user.

Report and Alert Options



Enable Reports and Alerts

These options allow end users to view reports and alerts:

- Health Alerts
- Enable Sensor/Motion Alerts
- Enable Reports

NOTE: *This is a global option that enables/disables all reports, including shared and custom, for this account. This option must be enabled for the account to access any reports.*

Create/Edit Reports

These options allow end users to create their own reports.

- Day/Night Images Report
- System Summary Report
- Inventory Report

View Shared Reports

If enabled, end users will be able to view the selected reports but will not be able to edit or delete them. These reports are created on the Channel Partner site, in the **Accounts/Shared Reports** page.

- Day/Night Images Report
- System Summary Report
- Inventory Report

Use the dropdown menu to select which shared reports are accessible to the **Customer Account**.

Global Defaults (Applies Setting to All Accounts at Once)

Use **Global Defaults** to apply settings to all your accounts at once. These settings will apply to any account that has the USE GLOBAL DEFAULTS option enabled. You can enable/disable this option for each account by selecting MANAGE on the **Customer Accounts** page and then selecting the **Account Options** page from the left menu.

Report and Alert Defaults (Same as Individual Account)

See Customer Account Report and Alert Options for details about these options.

Software Update Defaults

Hide Server Station Updates from User

This option will hide all software update notices from the user. This option applies to recorders only and does not affect remote applications.

Hide ConteraVMS Updates from User

This option will hide ConteraVMS update notices from the user.

Account Options

Enable Video Archive

This option will allow the user to see the Video Archive pages and upload videos.

Shared Reports

The Shared Reports options allow you to create a predefined report for your customers. These reports cannot be deleted by your customers and can only be edited to include users able to view them.

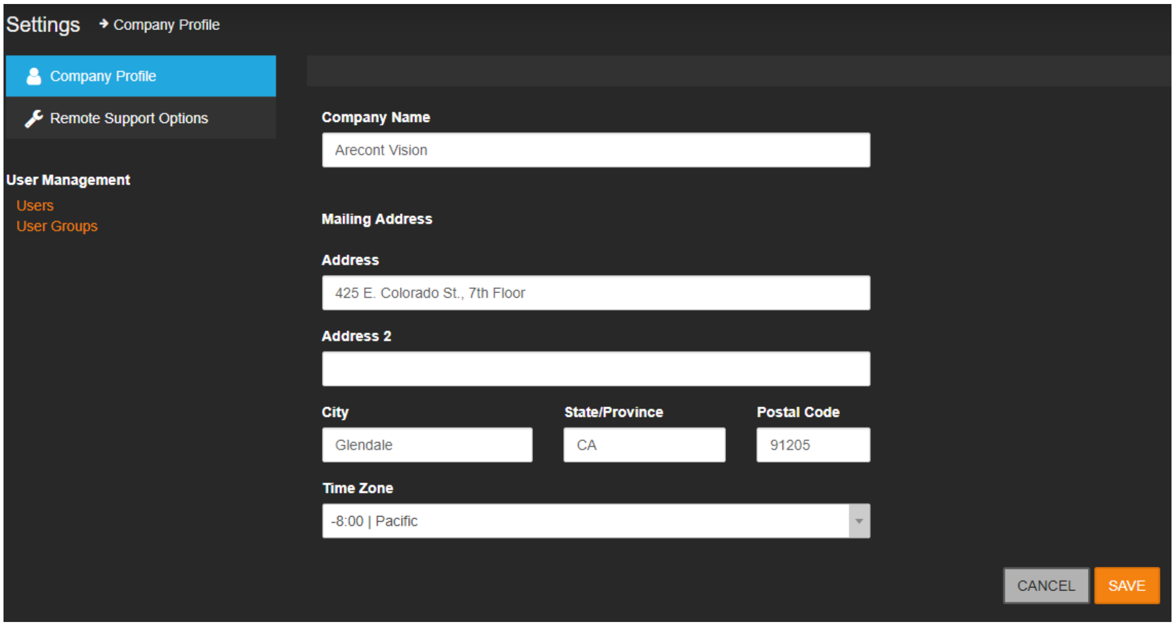
Refer to the **Reports** section for more information about creating and managing reports.

Settings (Under Gear Icon)

Use the options listed beneath the ⚙ to adjust the settings of your **Company Profile**.

Company Profile

Here you can adjust the **Company Name, Mailing Address**, and **Time Zone**.



Remote Support Options

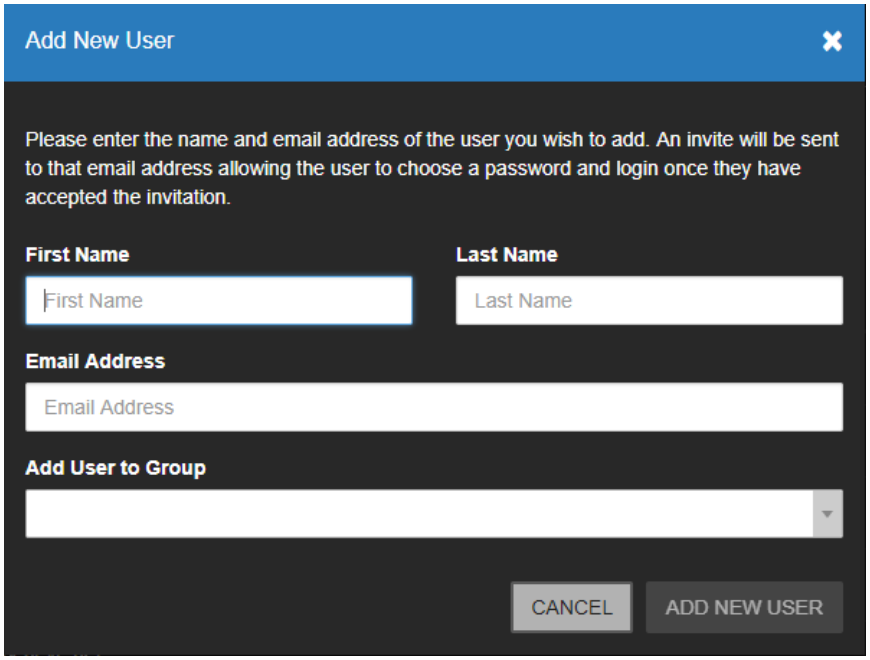
Checking the box labelled `Allow Arecont Vision to Manage and Support My Channel Partner Account` grants Arecont Vision the ability to assume administrative control over your **Channel Partner Account** and all end users associated with it.

Users

The **Users** page is used to add new users to your **Channel Partner Account** and to make edits to existing user accounts.

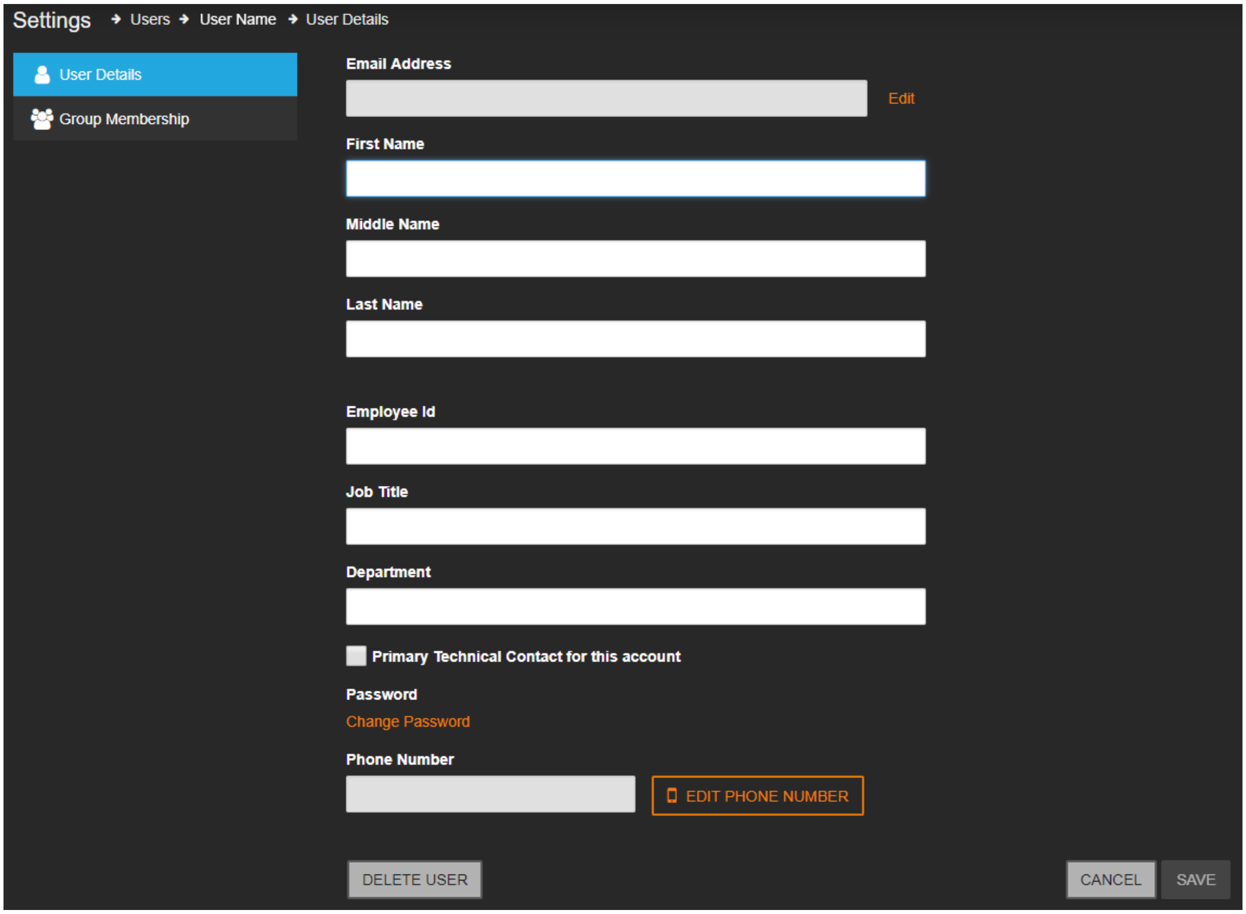
Adding and Modifying Users:

1. Click ADD NEW USER.
2. Enter **a First Name**, **Last Name**, and **Email Address**.
3. Use the **Add User to Group** dropdown menu to assign the new user a **User Group**.
4. Click ADD NEW USER



Click Edit next to a user's name to access and modify the following information pertaining to their **User Account**:

- Email
- Name
- Employee ID
- Job Title
- Department
- Password
- Phone Number



You also have the option to identify the user as a **Primary Technical Contact** for your **Channel Partner Account**.

To modify the user's **Group Membership**, click the Group Membership tab on the navigation sidebar. Click X to remove groups, or Add User to User Group to add more.

User Groups

User Groups are categories which grant users permissions to access various aspects of your Channel Partner account. They can also be used to organize users for recorder access and alert receipt.

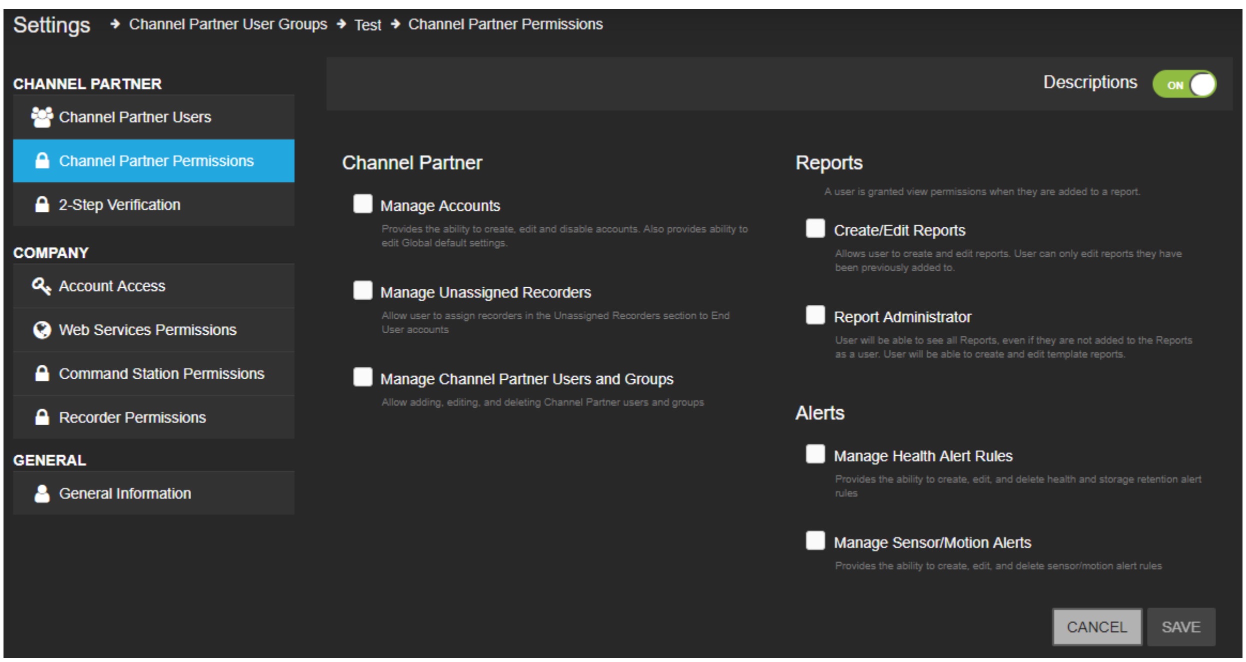
To Add a New User Group:

1. Click Add New User Group.
2. Enter a **User Group Name** and a **Description**.
3. Click Create when finished.

Add Users to your new group by clicking ADD USER and checking the box next to each name you'd like included. Remove users by clicking the next to their names. You can also check the box labelled **Automatically Include All Users in This User Group**.

Channel Partner Permissions

Use these options to adjust the permissions given to members of this User Group.
The available permissions are as followed:



Manage Accounts

Provides the ability to create, edit, and disable accounts. Also provides the ability to edit Global default settings.

Manage Unassigned Recorders

Allow user to assign recorders in the Unassigned Recorders section to End User accounts.

Manage Channel Partner Users and Groups

Allow adding, editing, and deleting Channel Partner users and groups.

NOTE: *A user is granted view permissions when they are added to a report.*

Create/Edit Reports

Allows user to create and edit reports. User can only edit reports they have been previously added to.

Report Administrator

User will be able to see all Reports, even if they are not added to the Reports as a user. User will be able to create and edit template reports.

Manage Health Alert Rules

Provides the ability to create, edit, and delete health and storage retention alert rules. You can also enable each permission individually.

Manage Sensor/Motion Alerts

Provides the ability to create, edit, and delete sensor/motion alert rules. You can also enable each permission individually.

Click SAVE when finished.

Channel Partner 2-Step Verification

Enable 2-Step Verification

Using 2-step verification will help prevent unauthorized users from accessing an account with just a stolen password. When users sign in using a new device, 2-step verification will require users to enter both their password and a unique code that they receive on their phone.

Once enabled, the user will be prompted to enter a phone number the next time they login. This phone number will be used to send verification codes whenever the user logs in on a new device.

2-step verification is highly recommended.

Check the box to **Enable 2-Step Verification**.

Force Disable 2-Step Verification Requirement

In some cases you may have users who are unable to use 2-Step Verification (users who don't have access to a phone, etc). When this happens, these users may need to be exempted from 2-Step Verification.

To Exempt Users from 2-Step Verification Follow These Steps:

1. Create a new user group (optionally called '**2-Step opt out'**) and add the users who should be exempted.
2. Enable the Disable 2-Step Verification Requirement option on this page.

It is not necessary to add additional permissions to this group if the users exist in other groups with permissions already configured.

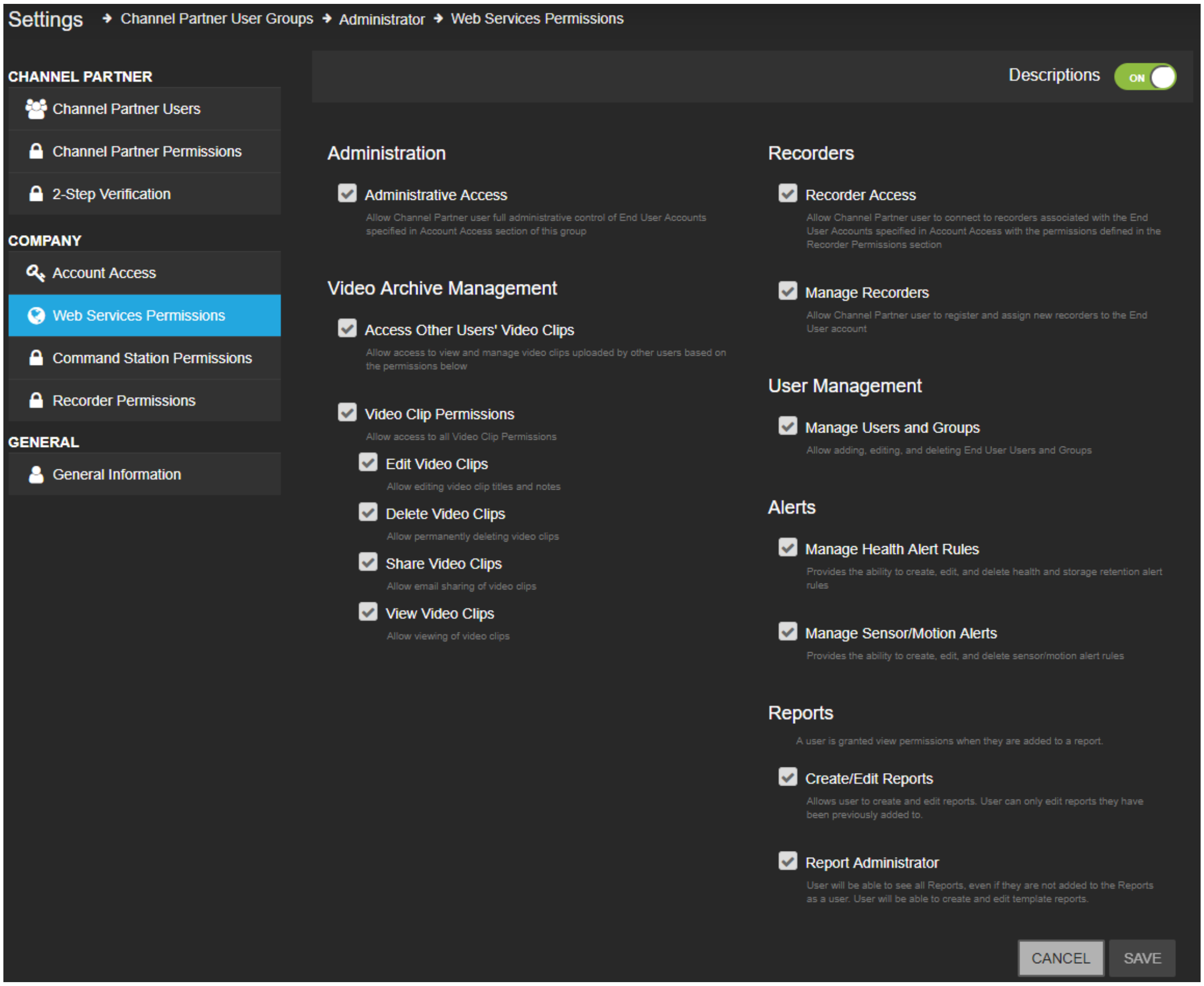
Company Account Access

Use This Page to Add or Remove Accounts to Your User Group:

1. Click Add Account.
2. Check the boxes next to each account you'd like included in your **User Group**.
   NOTE: *To include all accounts in the User Group, check the top-most box.*
3. Click Add when finished.

Company Web Services Permissions

Use this page to enable or disable User Group permissions pertaining to Web Services.



Administrative Access

Allow Channel Partner user full administrative control of End User Accounts specified in Account Access section of this group.

Access Other Users' Video Clips

Allow access to view and manage video clips uploaded by other users based on the permissions.

Video Clip Permissions

Allow access to all Video Clip Permissions. You can also enable each permission individually: Edit, Delete, Share, View.

Recorder Access
Allow Channel Partner user to connect to recorders associated with the End User Accounts specified in Account Access with the permissions defined in the Recorder Permissions section.

Manage Recorders
Allow Channel Partner user to register and assign new recorders to the End User account.

Manage Users and Groups
Allow adding, editing, and deleting End user Users and Groups.

Manage Health Alert Rules
Provides the ability to create, edit, and delete health and storage retention alert rules.

Manage Sensor/Motion Alerts
Provides the ability to create, edit, and delete sensor/motion alert rules.

Create/Edit Reports
Allows user to create and edit reports. User can only edit reports they have been previously added to.

Report Administrator
User will be able to see all Reports, even if they are not added to the Reports as a user. User will be able to create and edit template reports.

NOTE: *A user is granted view permissions when they are added to a report.*

ConteraVMS™ Permissions

Use this page to enable or disable User Group permissions pertaining to Web Services.

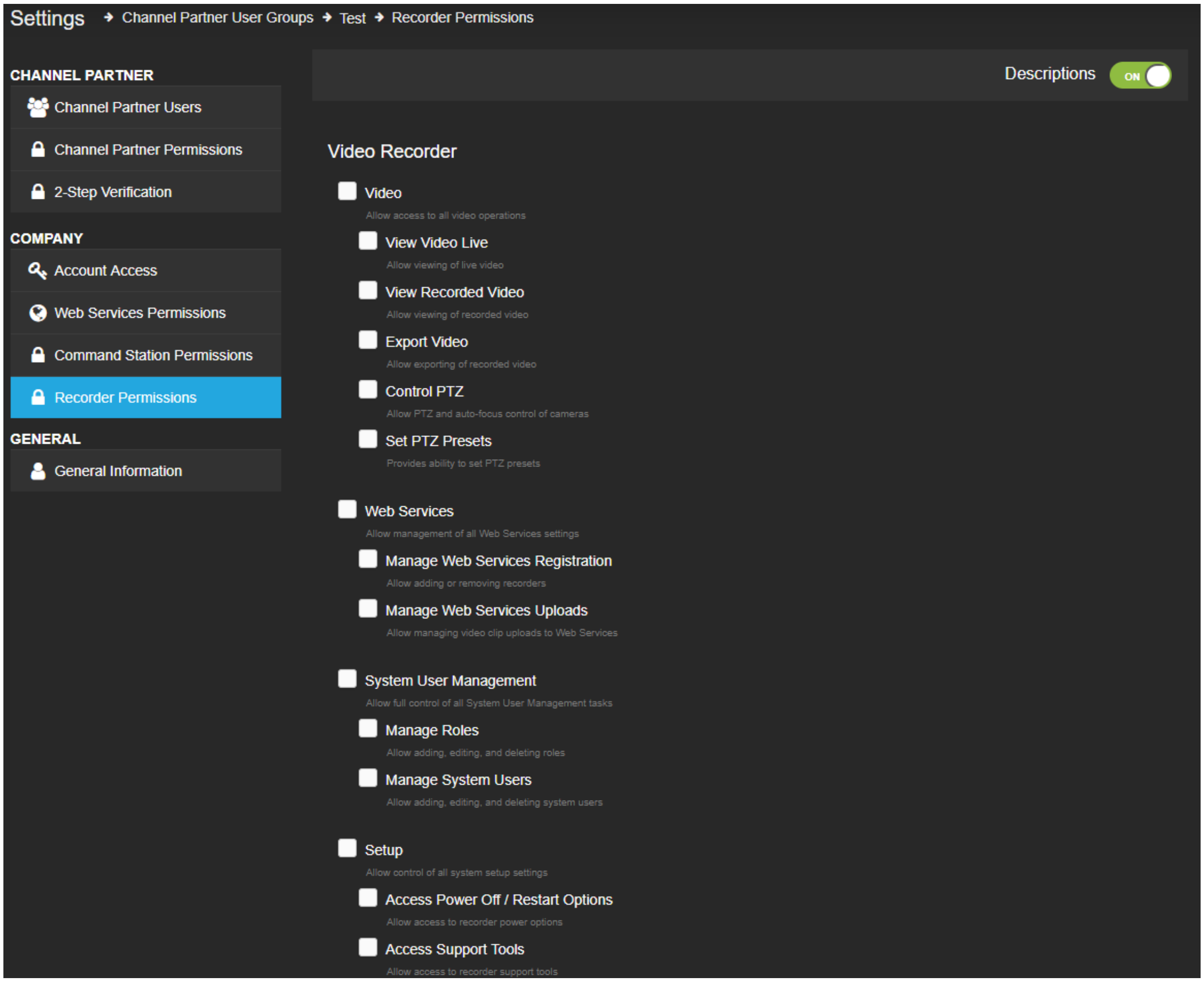
View Shared Camera Layouts
Allow viewing of shared camera layouts.

Manage Shared Camera Layouts
Allow editing of shared camera layouts.

Click Save when finished.

Recorder Permissions

Use this page to enable or disable User Group permissions pertaining to Recorders.



Video

Grant the User Group access to all video operations. You can also enable each permission individually: View Video Live, View Recorded Video, Export Video, Control PTZ, Set PTZ Presets.

Web Services

Grant the User Group management of all Web Services settings. You can also enable each permission individually: Web Services Registration, Web Services Uploads.

System User Management

Grant the User Group management of all System User Management settings. You can also enable each permission individually: Manage Roles, Manage System Users.

Setup

Grant the User Group management of all system setup settings. You can also enable each permission individually: Access Power Off/Restart Options, Access Support Tools, Manage Cameras, Manage Holidays, Manage Licensing, Manage Macros Settings, Manage Network Configuration, Manage Schedules, Manage Sensor/Relay Settings, Manage Software Upgrade, Manage Storage Settings, Manage System Settings, and Manage System Logs.

General Information

Use this page to edit the Name or Descriptions of the User Group, or to delete the group entirely. All users must be removed from the User Group before it can be deleted.

Alerts

ConteraWS Alerts and Reports grant insight into operational events at recorder locations, ensure your recorders are operating properly, and provide valuable business intelligence based on customer or employee activity. Alerts data can be viewed via interactive reports online or configured to notify you in real time via email or push notifications through the Arecont Vision ConteraMobile™ App.

Rules

ConteraWS Alerts work by defining **Rules** for system **Events**. Each time a recorder loses connection or a sensor is triggered, it is registered as an event in the server software. These events are transmitted to the cloud as part of their lightweight connection to ConteraWS. Then, they're run through the Alert rules defined by the user, and if they meet the conditions then an Alert is sent. As an example, a motion alert will not be sent unless the motion event lasts 5 seconds or longer.

Event

Some examples of events are: Recorder Restart, Hard Drive Full, Missing Video, Connection Lost, Motion Detected, and Sensor Activated.

Rule

A Rule is a set of user-defined parameters designed to filter out significant Events from insignificant ones. It is crucial to configure Rules correctly to avoid being flooded with unimportant Events

Alert

An Alert is sent when an Event or Events meet the parameters set in a Rule. If the Rule's parameters are properly configured, only important Events will be reported.

Alert Types

There are four types of ConteraWS Alerts: Health Alerts, Storage Retention Alerts, Motion Alerts, and Sensor Alerts.

Health and Storage Retention Alerts

Health and Storage Retention Alerts help identify when something is affecting the ability of your hardware to capture or record video. The four types of health alerts are: Abnormal Restart, Recorder Not Reporting, Connection Lost to Camera, and Hard Drive Error. Storage Retention is treated as a separate alert type, and is sent when your recorder is failing to retain a minimum number of days' worth of video from a camera.

Motion and Sensor Alerts

Motion Alerts are sent when movement is detected by a camera during a specified time period, and Sensor Alerts are sent when a sensor connected to a recorder is triggered. Sensor types can include, but are not limited to, door contact, temperature, pressure, and moisture.

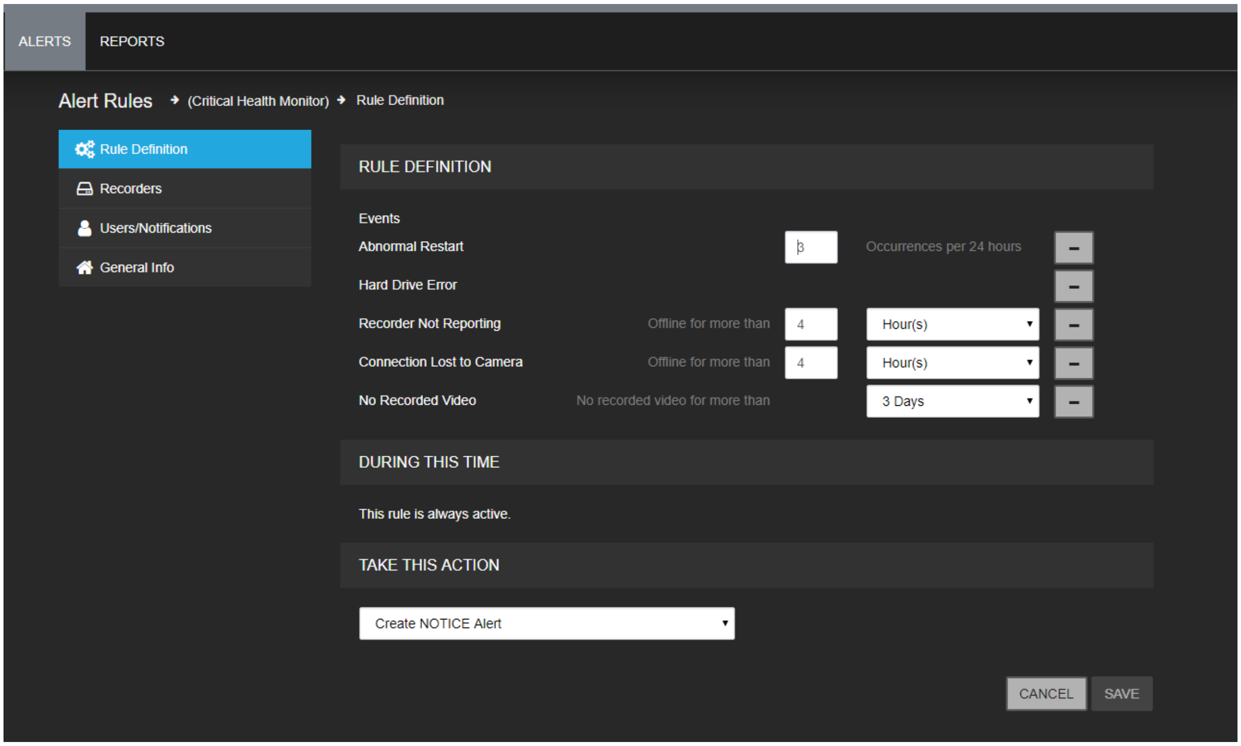
Adding New Alert Rules

Creating A New Alert:

1. From **Alerts** on the main navigation bar, select Rules from the dropdown menu.
2. Click Add New Rule.
3. Select your Alert Type from the dropdown menu.
4. **Name** your alert and give it a **Description** as desired.
5. Click Add.

Defining an Alert Rule: Health Alerts

1. Enter the **number of restarts** that must occur in 24 hours before sending an alert.
2. Enter the **time a recorder should be offline** before sending an alert. Select Hours or Minutes using the dropdown menu.
3. Enter the **time a camera should be offline** before sending an alert. Select Hours or Minutes using the dropdown menu.
4. Under **TAKE THIS ACTION**, use the dropdown menu to select Create NOTICE Alert or Create CRITICAL Alert.

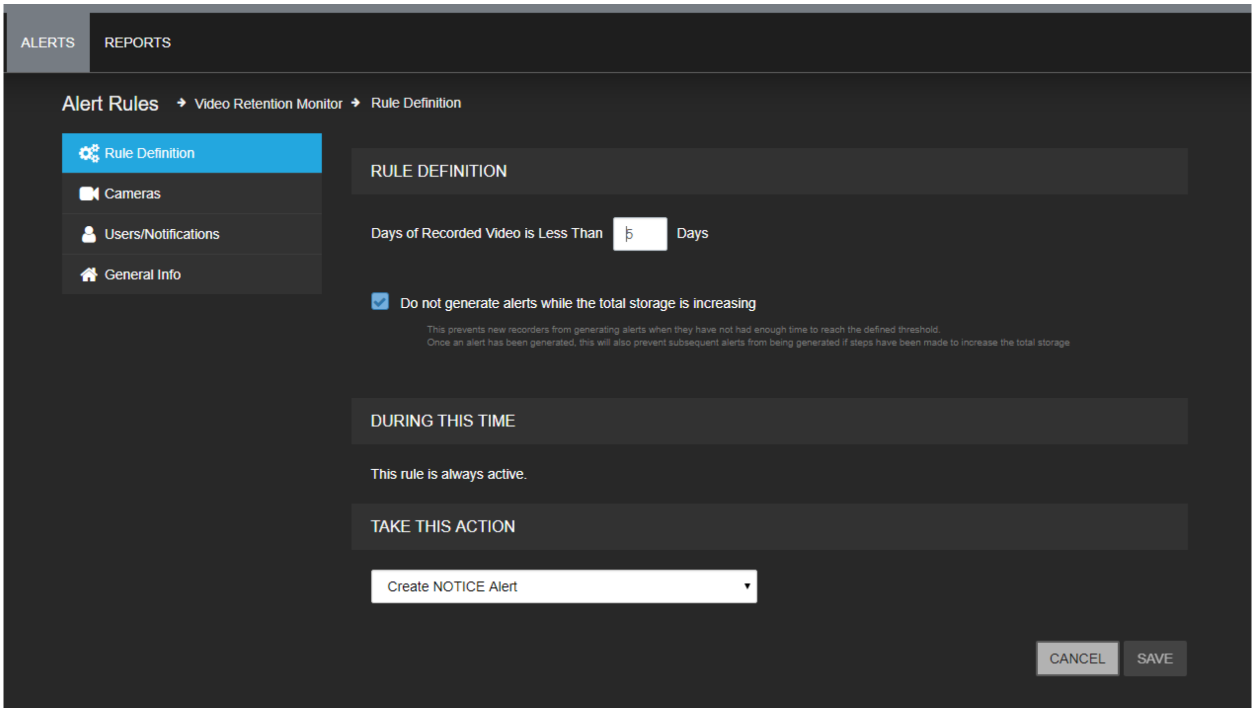


NOTE: *To remove a Health Event, click the − next to the undesired event.*

5. Click SAVE.

Defining an Alert Rule: Storage Retention Alerts

1. Enter the minimum number of days a camera should retain recorded video. An alert will be sent if the camera falls below it.

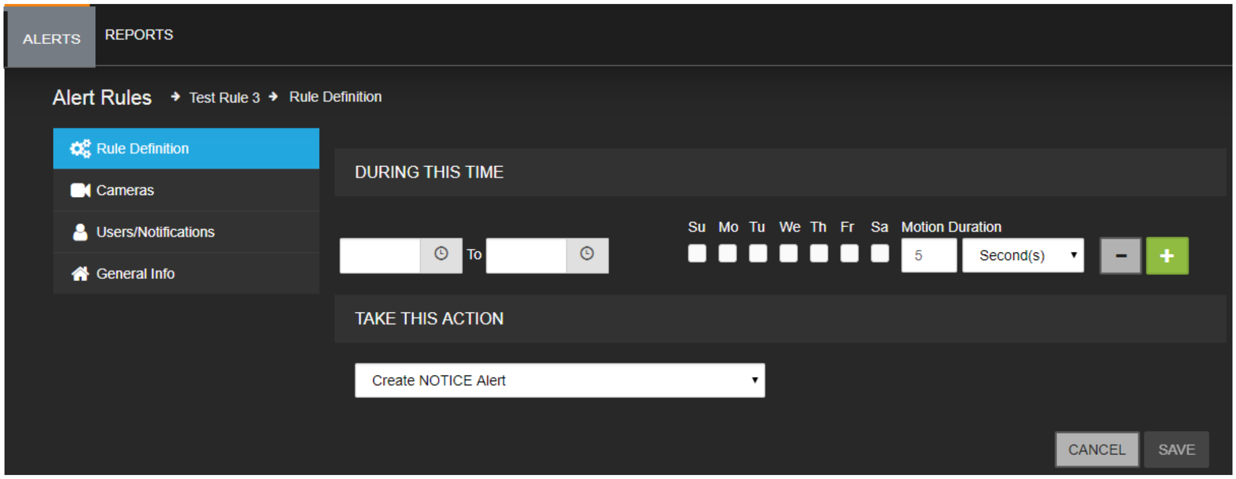


NOTE: *Check the box below the entry field to prevent the system from generating alerts as long as total camera storage is increasing.*

2. Under **TAKE THIS ACTION**, use the dropdown menu to select Create NOTICE Alert or Create CRITICAL Alert.
3. Click SAVE.

Defining an Alert Rule: Motion and Sensor Alerts

1. Enter the **Time of Day** range that this rule should be active for.
2. Check the boxes beneath the **Days of the Week** on which the rule should be active.
3. Select the minimum **Motion Duration** or **Sensor Duration** necessary before sending an alert.
    - Select Seconds, Minutes, or Hours using the dropdown menu.



4. Click SAVE.

Adding Recorders, Cameras, or Sensors to an Alert Rule

1. Click Recorders, Cameras, or Sensors on the navigation sidebar.
2. Click Add Recorder, Add Camera, or Add Sensor.
3. Check the box next to each **Recorder, Camera**, or **Sensor** you'd like to include in your Alert.

NOTE: *If you want to apply the rule to every* ***Recorder****, check the box next* ***to Automatically include all recorders in this Alert Rule****.*

4. Click Add when finished.

Adding Users to an Alert Rule

NOTE: Adding Users to a rule automatically grants them permission to view the Alerts and Reports.

1. Click Users/Notifications on the navigation sidebar.
2. Click Add User or Add Group.
3. Check the box next to each **User** or **User Group** you want to receive this alert.
4. Click Add when finished.

Updating, Disabling, or Deleting an Alert Rule

1. Click General Info on the navigation sidebar.
    - Edit the **Name** and **Description** as desired.
    - Click Disable Rule to turn the Alert Rule off without deleting it.
    - Click Delete Rule to permanently remove the Alert Rule.
2. Click SAVE when finished.

Alert History

Alert History can be accessed by clicking History in the Alerts dropdown menu on the main navigation bar. Alert History can also be exported as a Comma Separated Values (.csv) document.

Filtering and Exporting Alerts

1. Use the dropdown menu beneath **Alerts** on the main navigation bar to select History.
2. Click Show Filters.
3. Use the various fields to specify which Alerts should display.

4. Click APPLY when finished.

NOTE: *Exports are limited to the first 300k alerts.*

5. Click Export.
6. Click Export again.

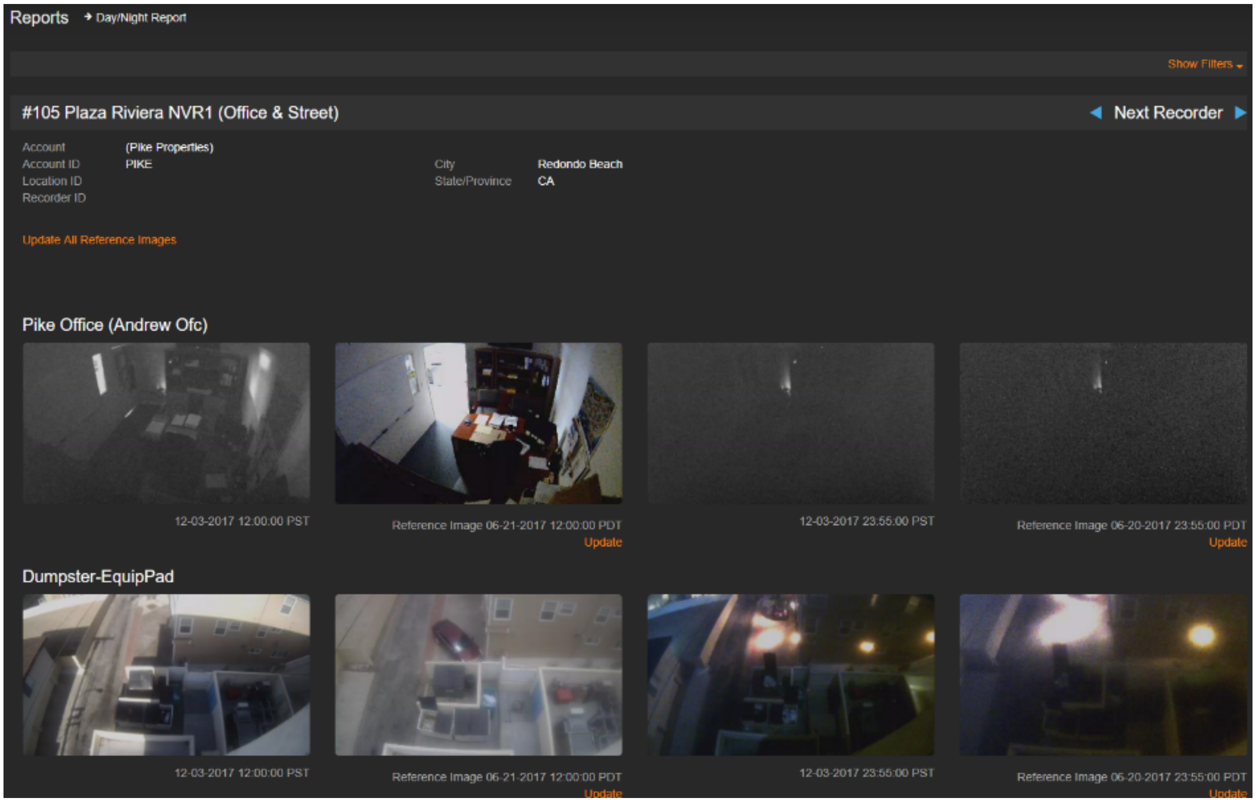
Reports

ConteraWS Reports are designed to help monitor the health of your system by displaying for the user crucial systems information at a glance. ConteraWS Reports includes three types of reports: **Day/Night Reports**, **Inventory Reports**, and **System Summary Reports**.

Day/Night and Inventory Reports

Day/Night Reports allow users to monitor the health of their cameras by comparing the current image with reference images to ensure the cameras aren't obstructed or facing the wrong direction. Inventory reports display lists of recorders and detailed information about each, allowing users to monitor their recorders and ensure they are up-to-date and functioning correctly.

Day/Night Report:



Inventory Report:

Reports ➔ Inventory Report

Search Recorders

Export

Status ▲	Serial Number	Recorder Name	Recorder ID	Account	Account ID	City	State/Province	Postal Code	Location ID	MAC Address	Software Version	Model Name	License	Channel Count	Last Connection Time (Recorder)	Last Connection Time (UTC)
Online	5158505	#111 504 Esplanade SeaView		(Pike Properties)	PIKE	Redondo Beach	CA	90277		0CC47A480BC4	1.3.1.3237				12-04-2017 11:48AM PST	12-04-2017 07:48PM
Online	16272TWELDHE	#116 2512 Artesia Blvd		(Pike Properties)	PIKE	Redondo Beach	CA	90277		FCAA1495DB69 FCAA1495DB6B	1.3.1.3237				12-04-2017 11:50AM PST	12-04-2017 07:50PM
Online	5131920	#105 Plaza Riviera NVR1 (Office & Street)		(Pike Properties)	PIKE	Redondo Beach	CA	90505		4C72B94388FD 90E2BA3EDA52	1.3.1.3237				12-04-2017 11:51AM PST	12-04-2017 07:51PM
Online	161923KG24HE	#105 Plaza Riviera NVR2 (Parking)		(Pike Properties)	PIKE		CA	90505			1.3.1.3237				12-04-2017 11:51AM PST	12-04-2017 07:51PM
Online	165249YK4HE	#158 2100 N Sepulveda Blvd		(Pike Properties)	PIKE		CA	90266		FCAA147E2477 FCAA147E2479 00D08912F807	1.3.1.3237				12-04-2017 11:52AM PST	12-04-2017 07:52PM
Online	5136071	#159 Stingaree Crystal Beach		(Pike Properties)	PIKE	Crytsal Beach	TX	77650		7054D21984FC 6805CA1BAB88	1.3.1.3237				12-04-2017 11:52AM PST	12-04-2017 07:52PM

Creating a New Day/Night or Inventory Report

1. Click REPORTS in the main navigation bar.
2. Click Add New Report.
3. Choose your **Report Type**.
4. Enter a **Report Name** and **Report Description**.
5. Click Create when finished.

Adding Recorders to Your Day/Night or Inventory Report

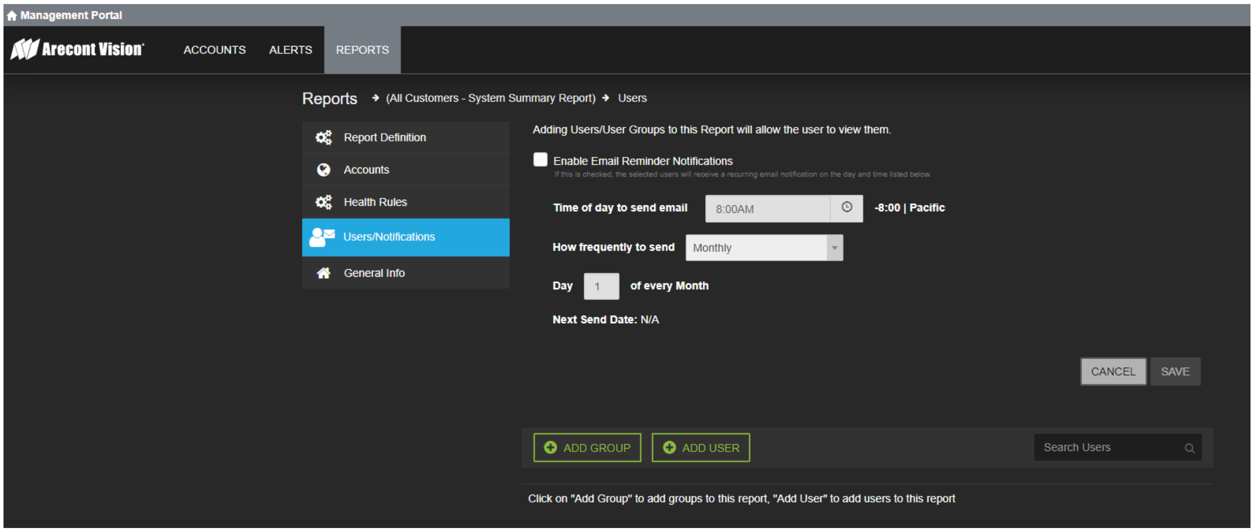
1. Click Recorders on the navigation sidebar.
2. Click Add Recorders or Add Recorder Group.

NOTE: *If you want to apply the rule to every* ***Recorder****, check the box next to* ***Automatically include all recorders in this Alert Rule****.*

3. Check the box next to each **Recorder** or **Recorder Group** you want to include in this report..
4. Click ADD when finished.

Adding Users to Your Day/Night or Inventory Report

1. Click Users/Notifications on the navigation sidebar.
2. Check the box if you would like to **Enable Email Reminder Notifications**, then do the following:
    - Enter **Time of day to send** the email.
    - Select **How frequently to send** from the dropdown menu.
    - Enter the **Day of every Month** you would like to receive the email.



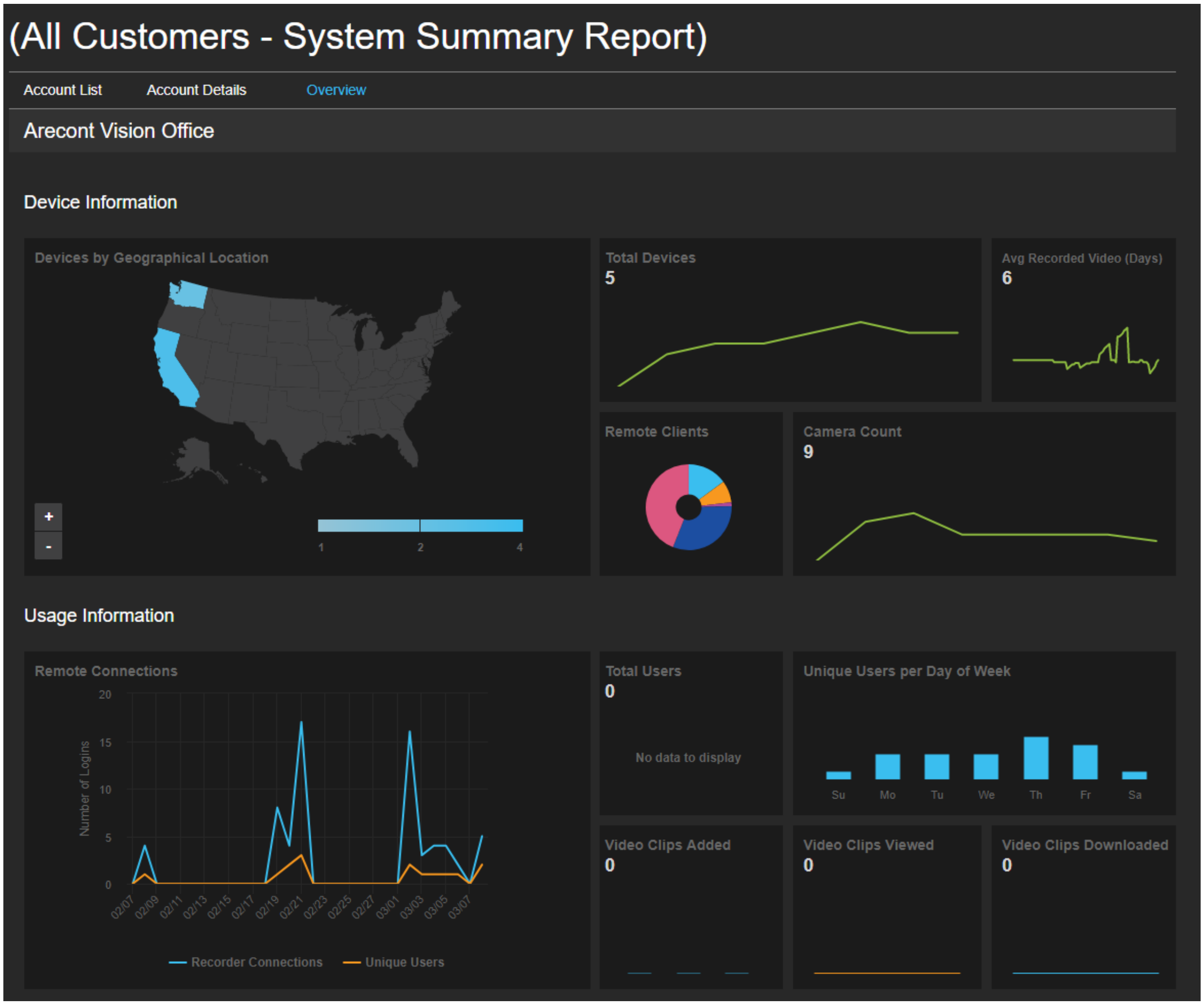
3. Click ADD USER or ADD GROUP.
4. Check the box next to each **User** or **Group** you want to receive this report.
5. Click ADD when finished.

Updating, Disabling, or Deleting Your Day/Night Report

1. Click General Info on the navigation sidebar.
    - Edit the **Name** and **Description** as desired.
    - Click **Delete Rule** to permanently remove the Report.
2. Click SAVE when finished.

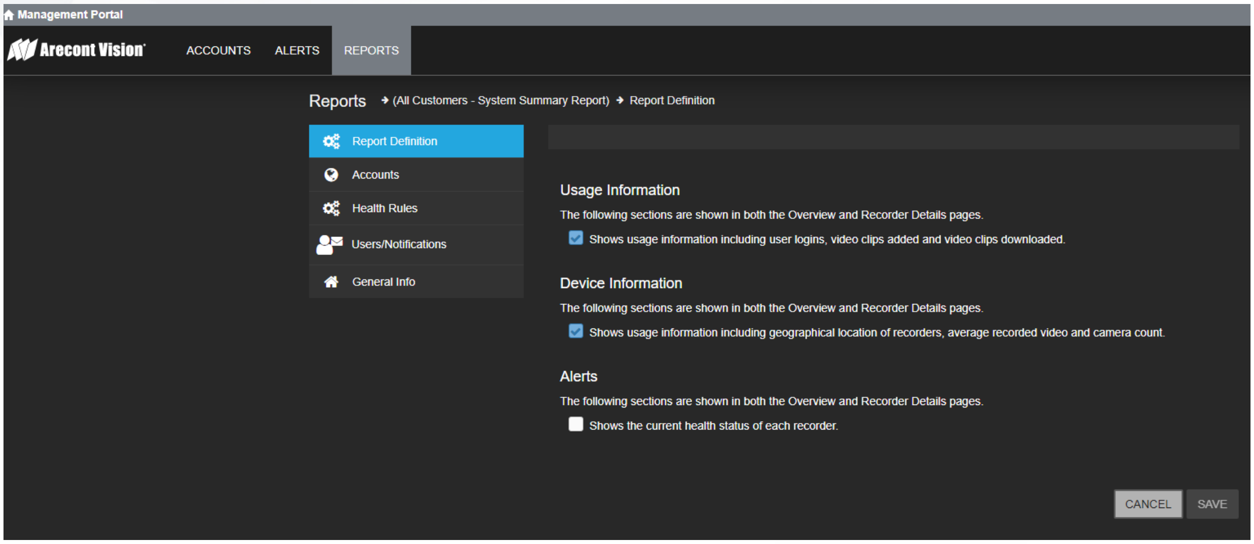
System Summary Report

System Summary Reports provide usage summaries for one or more recorders. These reports are useful for tracking vital information.



Defining Your System Summary Report

1. Click Report Definition on the navigation sidebar.
2. Check the boxes next to each section you'd like included in your report.



3. Click SAVE when finished.

Adding Recorders to Your System Summary Report

1. Click Recorders on the navigation sidebar.
2. Click Add Recorder or Add Recorder Group.
3. Check the box next to each **Recorder** or **Recorder Group** you want to receive this alert.
4. Click ADD when finished.

Adding Users to Your System Summary Report

1. Click Users/Notifications on the navigation sidebar.
2. Check the box if you would like to **Enable Email Reminder Notifications**, then do the following:
   - Enter **Time of day to send** the email.
   - Select **How frequently to send** from the dropdown menu.
   - Enter the **Day of every Month** you would like to receive the email.
3. Click ADD USER or ADD GROUP.
4. Check the box next to each **User** or **Group** you want to receive this report.
5. Click ADD when finished.

Updating, Disabling, or Deleting Your System Summary Report

1. Click General Info on the navigation sidebar.
   - Edit the **Name** and **Description** as desired.
   - Click **Delete Rule** to permanently remove the Report.
2. Click SAVE when finished.

For additional help with ConteraWS (web services), please email support@arecontvision.com.

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