Operator's Guide

Operator's Guide. Introduction

On the page:

Purpose of ATM Intellect

ATM-Intellect automates the actions of staff at banks and service companies involved in operation of *Axxon Intellect-Enterprise* based video surveillance systems. Use of *ATM-Intellect* a llows obtaining even greater results and efficiency from such video surveillance systems.

Purpose of the document

This Guide is designed for the Operators working with the *ATM-Intellect* software.

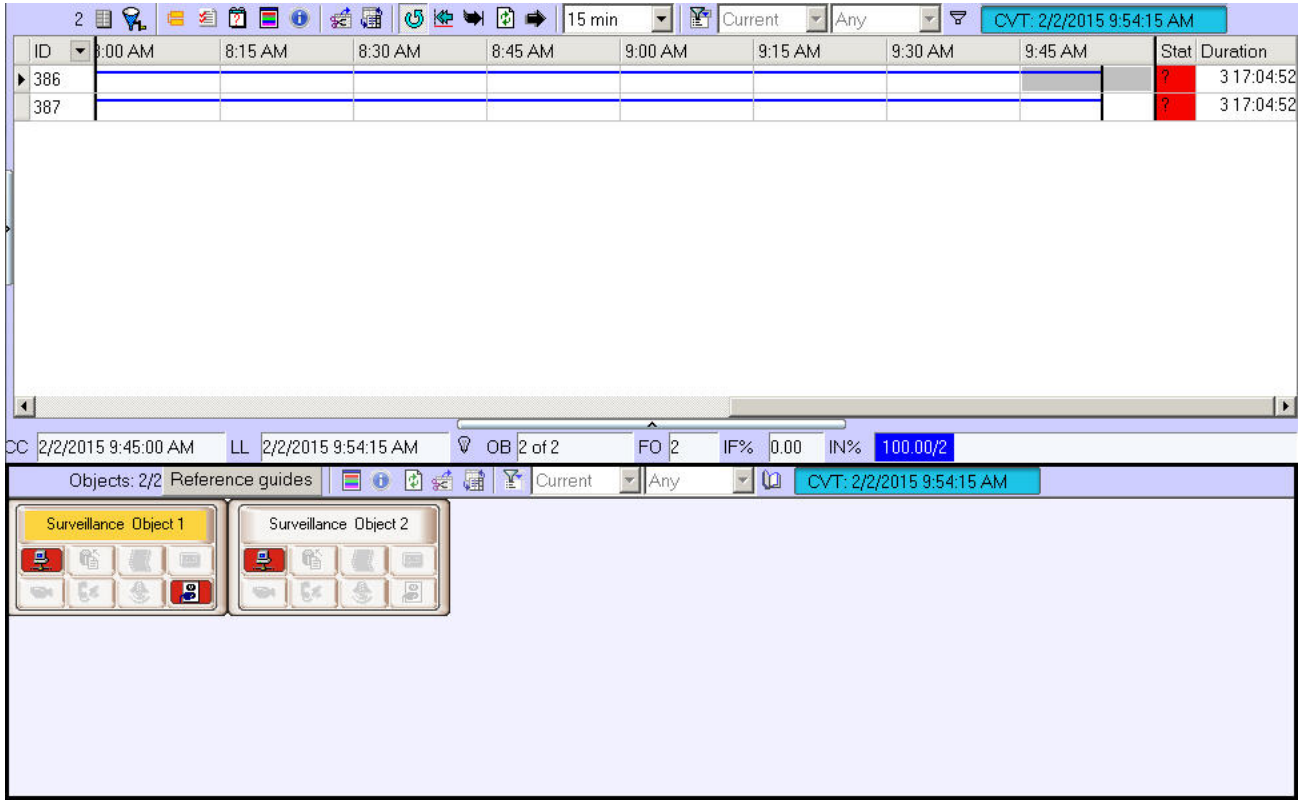
This Guide provides description of main *ATM-Intellect* software interface objects operation.

Control panel

Control panel interface

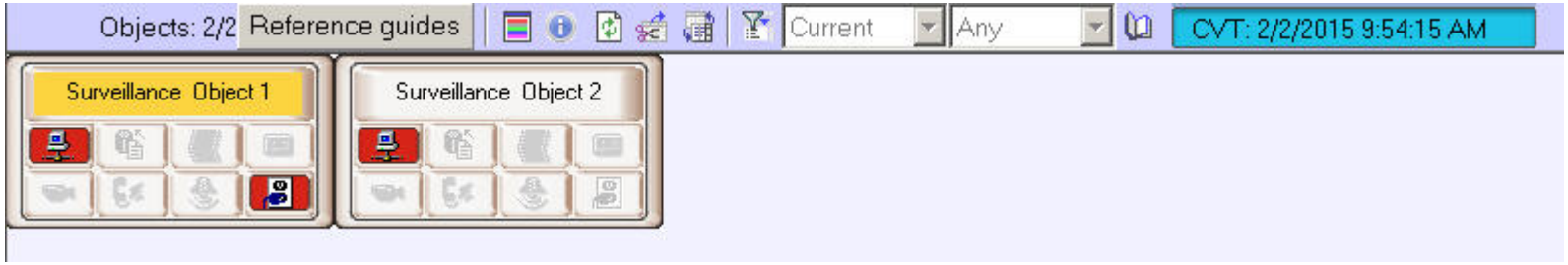
The Control panel is a part on **ATM Monitoring** interface window. This window configuration is performed on the setting panel of the **ATM Monitoring** interface object and is described in the ATM-Intellect. Administrator’s guide.

Control panel general view is shown in the figure.



Control panel purpose

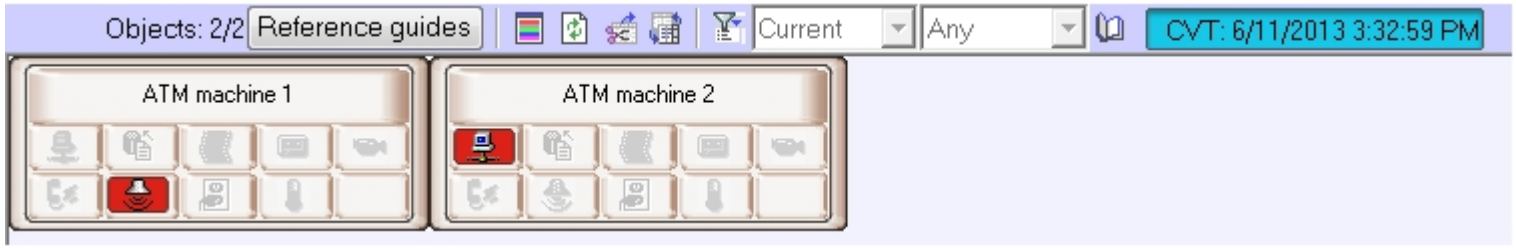
The control panel allows evaluating the current status of video surveillance components at a glance.



Each object corresponds to a rectangle that contains an object ID area (in the upper part) and a customizable number of clickable alarm indicator badges, which are grouped based on source type:

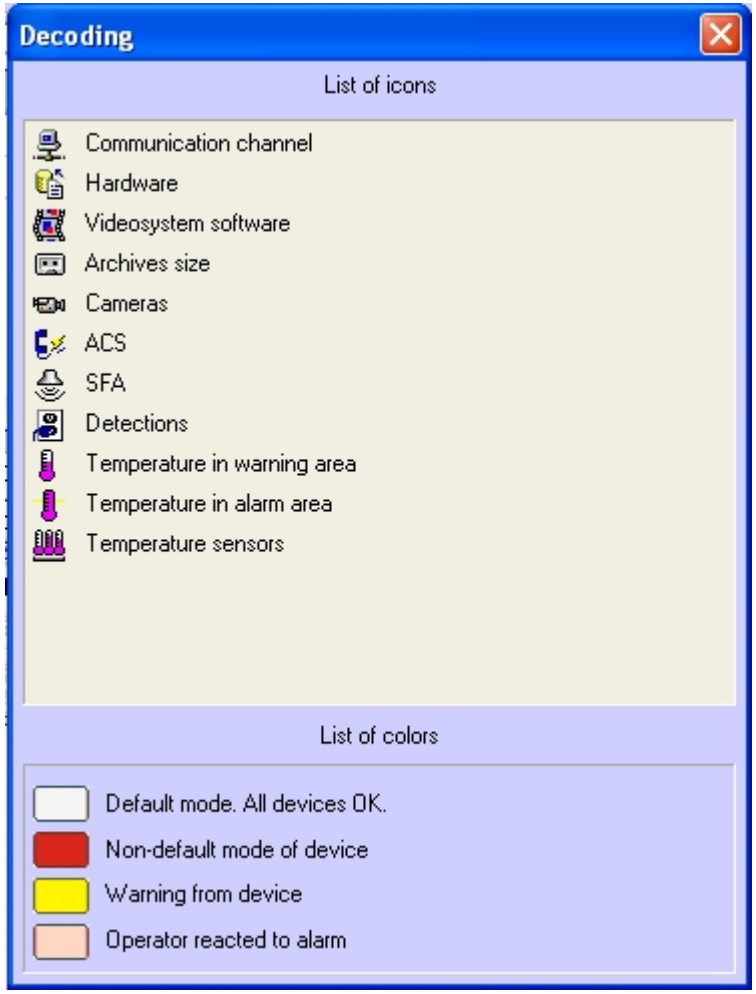
1. Communications channel
2. Device
3. Video management software
4. Storage size
5. Cameras
6. Access control systems
7. Fire and security alarms
8. Detectors
9. Thermal sensors

Depending on the configuration of the **ATM Monitoring** object in the **Interfaces** tab, the number of alarm groups shown can be changed to between 4 and 9.



Configuring of the **ATM Monitoring** interface object is described in the ATM-Intellect. Administrator's guide.

For information on what an icon means, click the button  (**Symbol Meanings**). A dialog box with information opens.



Changing default icons for alarm groups

If you want to change the default icons, you can assign your own icons for each alarm group. To do so, you must replace the corresponding graphics files that are provided by default. These files are in the Bmp subfolder in the Monitoring installation folder. By default, this is C:\Program Files\Intellect\VHost\Bmp. Therefore, in order to replace the icon for the Communication channel group, you must replace two files:

- Bmp\Active\01_net_active.bmp
- Bmp\InActive\01_net_inactive.bmp

Active icons measure 16x16 pixels. Inactive icons measure 17x17 pixels. Graphics files of other sizes will be rescaled to match. For active icons, use the clFuchsia color (RGB=255,0,255) as the mask for transparent areas. After replacing the graphics files, quit and start Intellect again. If one or more files are missing in the Bmp folder, or a file is in an invalid format, the default icons are used.

Current View Time

Information on the control panel is updated every time data is loaded from the database. The time of the most recent update (CVT) is shown in the upper-right corner of the window.

Data is loaded from the database with different periods for particular alarm types – see Appendix 1. Data update periods summary.

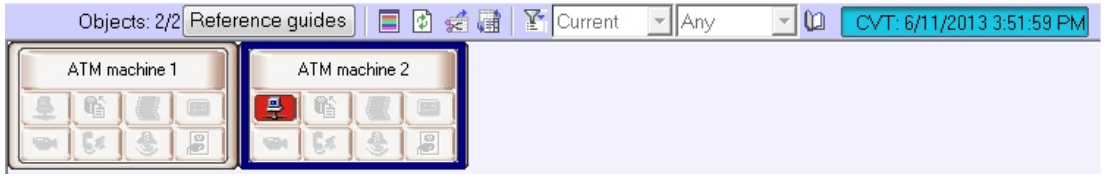
To get the most recent information, you can click the  button (**Refresh data**). This forces an update of the data. Any new data is then displayed.

Ignoring objects

Objects (i.e. their corresponding objects in the software) that do not currently require monitoring can be put in the "ignore list". These can include objects that are in the system but have not been made operational yet or are under maintenance.

Objects in the ignore list are not visualized on the control panel or the Log panel. These objects are ignored in system reports.

To add an object to the ignore list, hold the Shift key and left-click one or more objects. The objects are outlined in dark blue.



Then click the  button ("Ignore/Analyze").

To view the ignore list, click the  button ("Show ignored objects"). To remove objects from the ignore list, use the same technique.

Processing alarms

Accepting an alarm

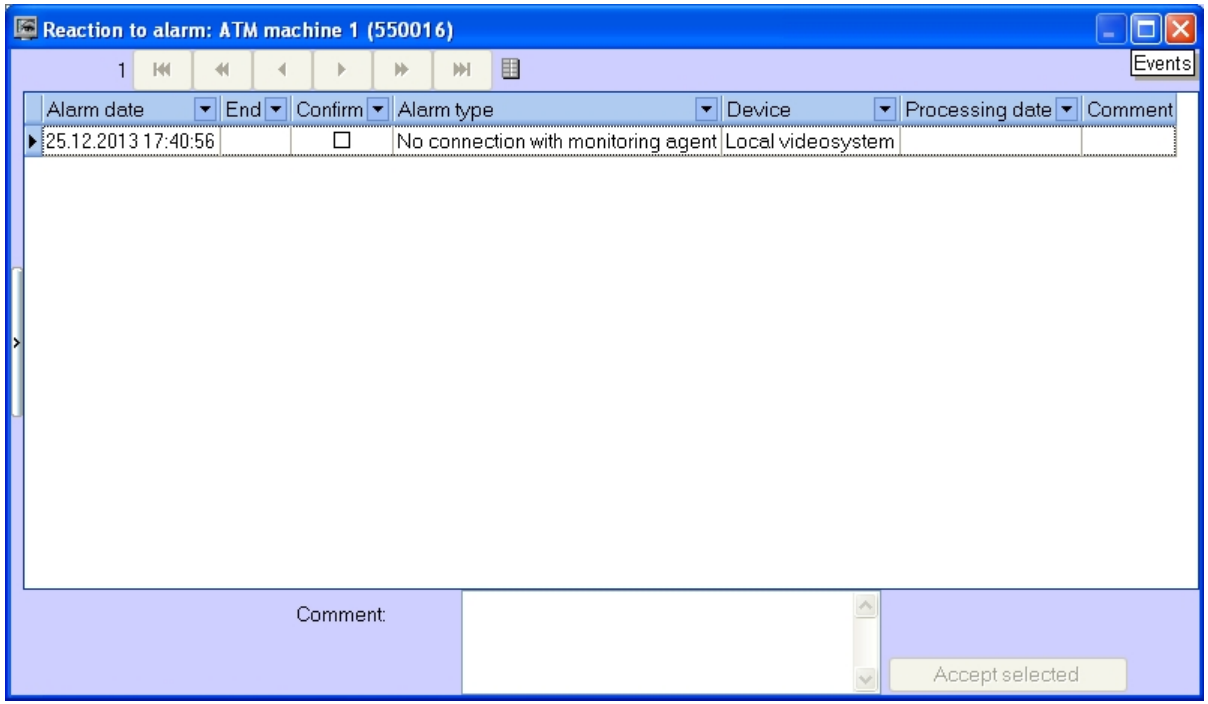
Alarm indicator badges both indicate information and allow performing actions.

1. Information: If an alarm occurs, the badge becomes red; if confirmed by the operator, it becomes pink, and when the alarm ends, the badge becomes inactive again.
2. Actions: The operator can click the badge to get details on the device or event.

If a camera at an object becomes inoperative, the indicator badge for the Cameras alarm group becomes red.

To get detailed information about an alarm, click the corresponding graphic indicator. The **Reaction to alarm** window opens.

The title bar of the window contains the name of the object and its ID number. The **Alarm type** field contains the name of the alarm situation. The **Device** field details the device or event.



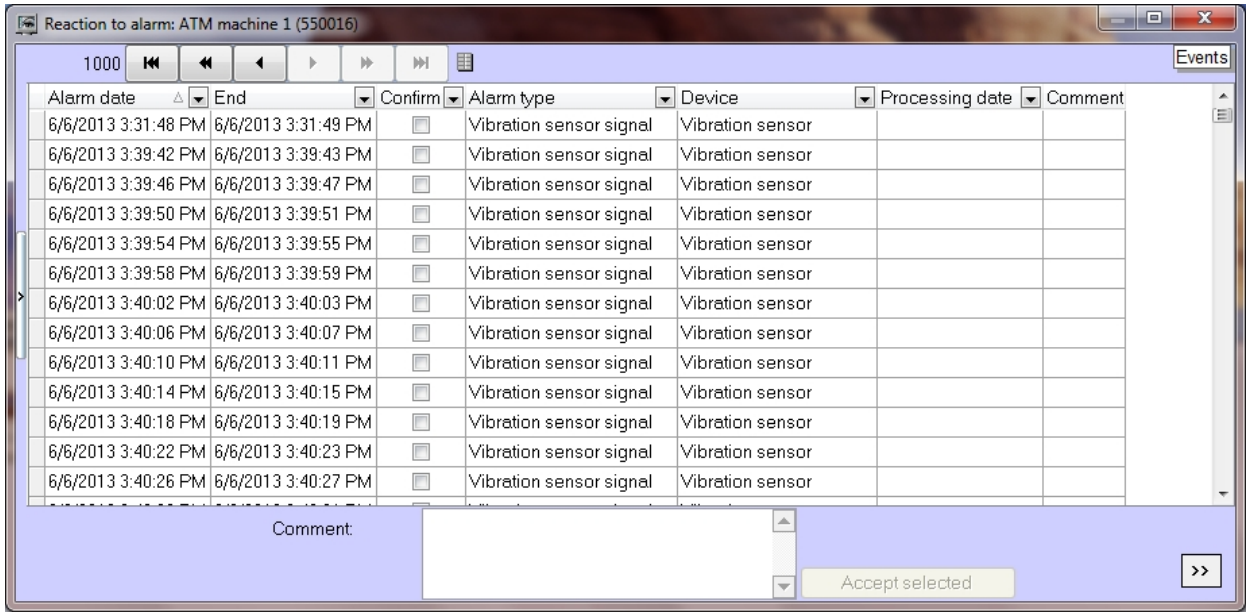
In the **Alarm date** field there is the time when *ATM-Intellect Workstation* (*ATM-Intellect Workstation TC*) had recorded the alarm from *ATM-Intellect Pro* into the database. This is not the time when the alarm appeared on the *ATM-Intellect Pro*. More info see on data transmission as given in section Appendix 1. Data update periods summary

If you select the **Confirm** check box in the **Reaction to alarm** window, the background of the indicator on the control panel changes from red to orange and a value is automatically added to the **Processing date** column.

The time is not the current system time on the computer, but the current display time (see Current View Time) stored in the database. This behavior ensures that operators cannot "reverse" time and confirm an alarm at a fictitious time.

If the **Non-empty Comment field** option is enabled in the settings of the **ATM Monitoring** object, an alarm situation is not closed until the operator leaves a comment on the alarm situation and/or the operator's actions. The alarm is automatically closed if the alarm cause goes away, such as if the connection was disrupted and then restored.

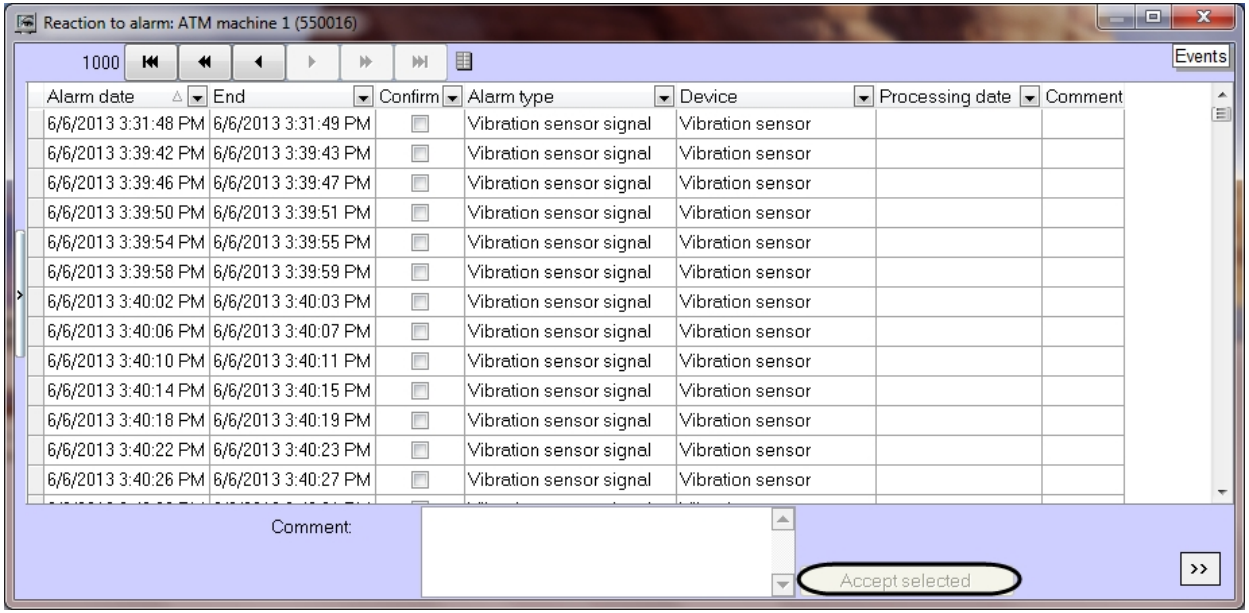
If there are many alarms, the Alarm Reaction displays only up to 1,000. To view the remaining events, use the navigation buttons in the upper-right corner.



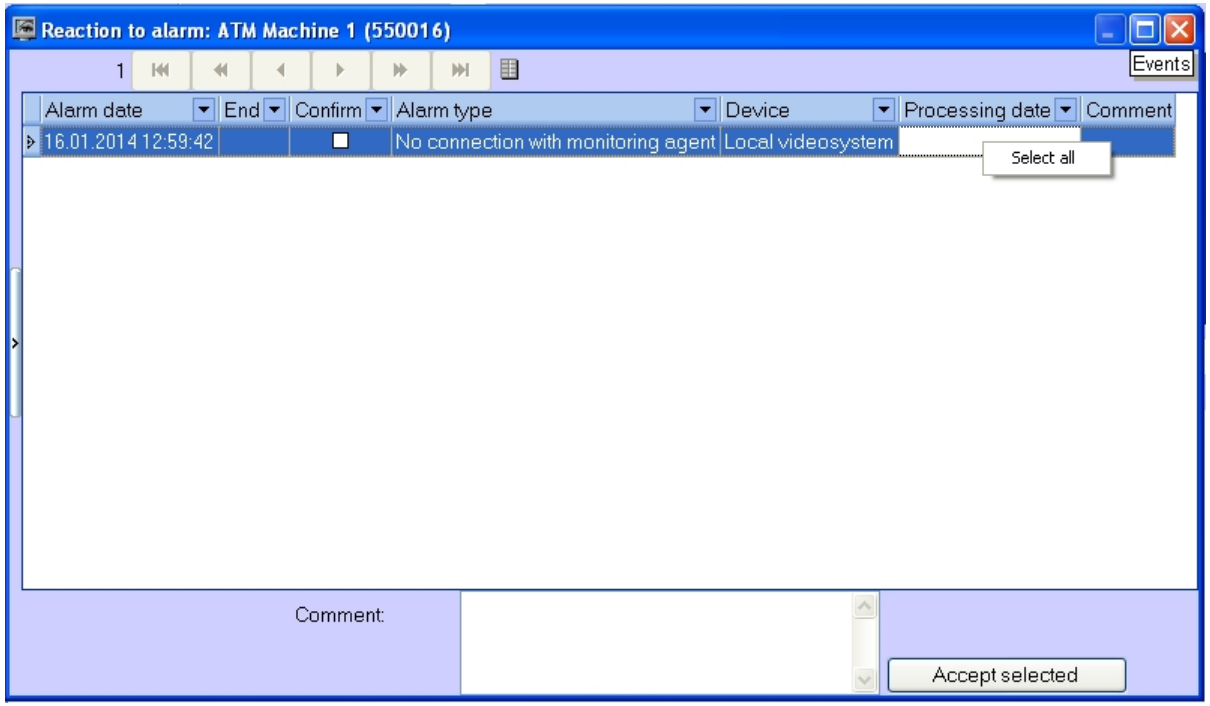
Accepting several similar alarms

To receive several similar alarms simultaneously, do the following:

1. Click the corresponding graphic indicator. The **Reaction to alarm** window opens.



2. Select several alarms from the list in one of the following ways:
    a. Select certain alarms by clicking the left mouse button and “Ctrl” or “Shift” buttons.
    b. Select all alarms by right-clicking on the list and in the opened menu click the **Select all** option.



3. Fill in the **Comment** field if it is required
4. Click the **Accept selected** button

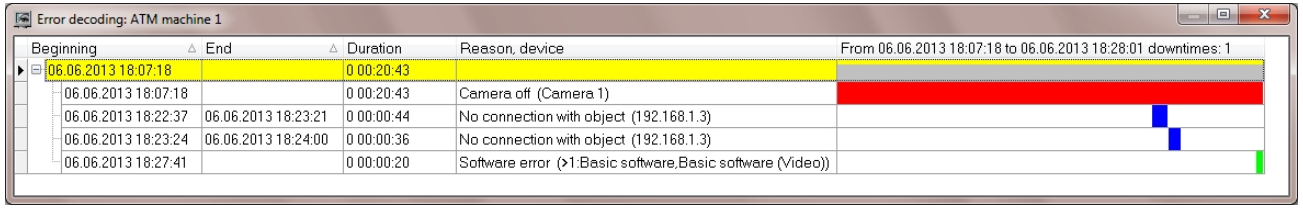
> **Note.**
> If comment is required but the **Comment** field is empty, the **Accept selected** button is inactive.

Accepting several alarms is completed.

Additional information on alarms

For more information on current alarms for an object, left-click the object name.

The **Error decoding** window opens.



Alarms that occur for different reasons can overlap and form overall alarm periods at the object. They are shown in the table in gray. If the alarm is still ongoing, the **End** column is empty.

If there are many alarms, the **Error decoding** window displays up to 200 alarm situations. To view the remaining events, use the navigation elements and **View events after** option in the lower-right corner.

Types of alarms

The table lists all types of alarms that are registered by the monitoring system by default. For the **Communication channel** alarm group, if *ATM Intellect Pro* connects to *ATM Intellect Workstation* over TCP/IP and has connected at least once, the **Device** field displays the IP address of the object. For *ATM Intellect Workstation TC* in this case, the IP address of *ATM Intellect Workstation* is displayed.

Alarm group	Alarm type	Device	Comments
Communication channel	No connection with object	Communication channel	*ATM Intellect Pro* connects to *ATM Intellect Workstation* in client mode.
	No connection with monitoring agent	Local video system	*ATM Intellect Pro* connects to *ATM Intellect Workstation* in server mode.
Device	Disk failure	101: Disk name	The *Intellect* settings specify the disks to which the video archive is written. This alarm occurs when one of these disks does not exist or has an invalid type. Valid disk types include internal and external disks, removable disks, and network disks.
		102: Disk size	Error calculating free disk space.
		103: VIDEO folder	No VIDEO folder.
		104: Number of disks=0	There are no disks selected in the *Intellect* settings for video archive recording.
		105: Disk error	An unknown disk error from *ATM Intellect Pro*.

	UPS signal	1000: PowerChute started 1001: PowerChute stopped 1002: Connection restored 1003: Power restored 1004: Self-test passed 1005: Administrative shutdown 1006: Shutdown cancelled 1007: Battery discharged 1009: Battery replaced 1013: Allowable restart 1014: RTC started 1015: RTC finished 1016: Shutdown in progress 1102: Normal temperature 2000: Power turned off 2001: Shutdown completed 2002: Low power 2003: Low battery 2004: RTC aborted 2007: High power 3000: Connection lost 3001: Restart 3002: Self-test failed 3003: Battery discharged 3004: Battery connection lost 3016: Replace battery 3107: High temperature	
Video system software	Software error	Basic software	intellect.exe process terminated.
		Basic software (Video)	video.run process terminated or frozen.
		Registry	Registry does not have data required for *ATM Intellect Pro* to function.

		Database	Error connecting to *Intellect* database.
Archive size	Archive size too small	Archive 1 … Archive 32	Storage capacity requirements are not met for camera number 1 ... 32. If there are more than 32 cameras at the object, create an additional **Surveillance Object** in *ATM Intellect Pro*.
Cameras	Camera off	Camera 1 … Camera 32	Camera number 1 ... 32 is not working. If there are more than 32 cameras at the object, create an additional **Surveillance Object** in *ATM Intellect Pro*.
Fire and security alarms	Vibration sensor signal	Vibration sensor	Four sensors (relays), whose names cannot be changed in *ATM Intellect Pro*: they should be used in accordance with their names ("Vibration Sensor", "Lock", etc.)
	Signal from sensor Lock	Lock	
	Signal from overheat sensor	Overheat sensor	
	Signal from additional sensor	Additional sensor	
	Signal from additional sensor	EXP. SENSOR. SENSOR	12 sensors (relays), whose names can and should be customized in *ATM Intellect Pro*, since this name is displayed in the **Device** c olumn. By default, the string "EXP. SENSOR" is displayed in this column.
	Scheduled computer restart	Computer	Windows was properly exited before computer restart.
	Unscheduled computer restart	Computer	Windows was not properly exited before the computer was restarted (power was interrupted).
Temperature sensors	Temperature sensors off	Temperature sensor set	Adapter for processing information from thermal sensors (DS2480B) is not working.
	Temp.: warning	Temperature sensor set	The thermal sensor (DS18S20) is approaching the temperature alarm zone. The indicator button becomes yellow.
	Temp.: alarm	Temperature sensor set	The thermal sensor (DS18S20) is in the temperature alarm zone.

Note.
Periods of information updating in the interfaces can vary for particular alarm types – see Appendix 1. Data update periods summary.

For the **Access Control** and **Detectors alarm** groups, no data is sent from *ATM Intellect Pro*.

There are two types of alarms that are tracked by the monitoring system by default:

1. **Long;**
2. **Short.**

Long alarms have a beginning and an end: "Camera off"/"Camera on", "No connection with object"/"Connected to object".

Short alarms do not have a duration. They only inform about an event, for example, "Vibration sensor triggered" or "Scheduled computer restart", and are not included in the quality measurements for the system.

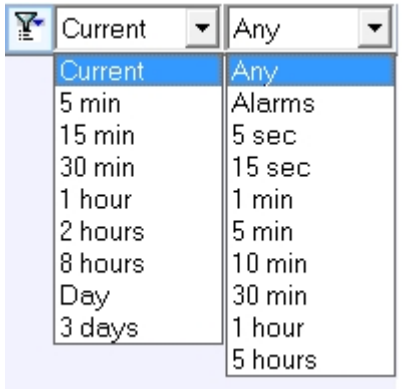
For short alarms, the **End** field is immediately filled with the time of the alarm plus one second. Confirmed short alarms are displayed on the control panel for ten minutes.

The following types of alarms are **long**:

1. No connection with object.
2. No connection with monitoring agent.
3. Disk failure.
4. Software error.
5. Archive size too small.
6. Camera off.
7. Thermal sensors off.

The number of alarms displayed

The number of objects displayed on the Control Panel is determined by the current filter if it is activated by clicking the filtering button  ("Enable/disable filter"). The first combo box sets the value for "Show only objects that have errors in the last..."; the second combo box sets the value "Only objects with errors lasting longer than...".



The upper-left corner contains information about the number of objects, out of the total number, that are displayed on the Control Panel after clicking the filtering button .

Viewing video data on alarms

Indication of video data presence

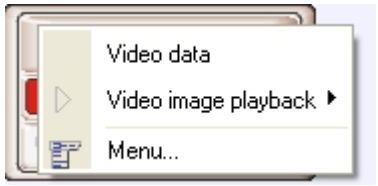
In *ATM-Intellect* software, the alarms from sensors can be followed by video data, such as video clips and video frames.

If there are video data loaded, but not viewed yet, the name of the object on the Control panel is colored in orange.

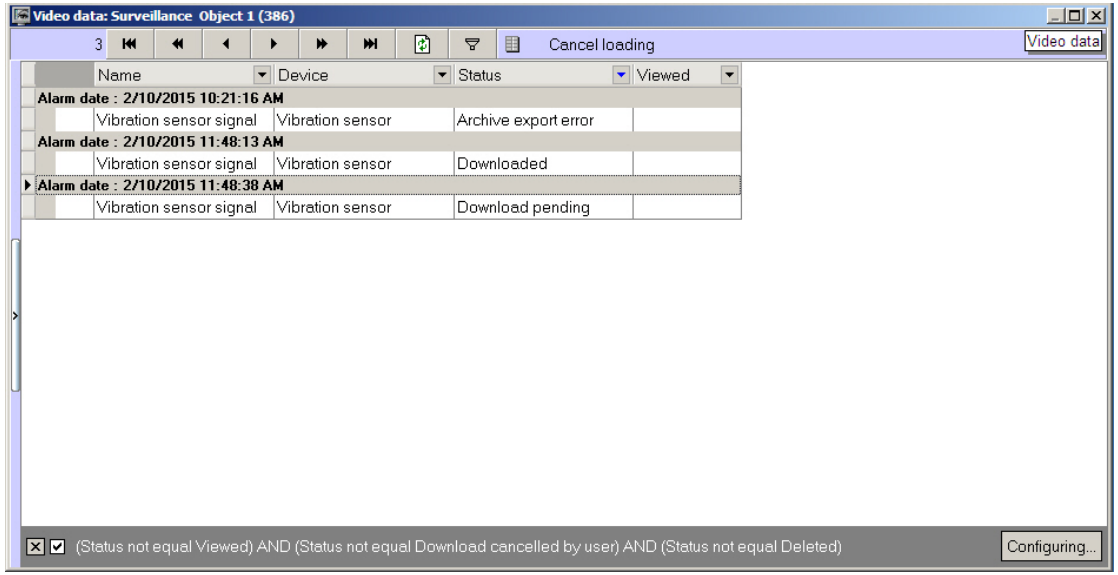
Viewing video data

To view all received video data, select the **Video data** item in the object context menu.

> **Note.**
> Depending on the *ATM-Intellect* software settings (see ATM-Intellect. Administrator's guide) the received video frames and video clips can be opened immediately after they are received.

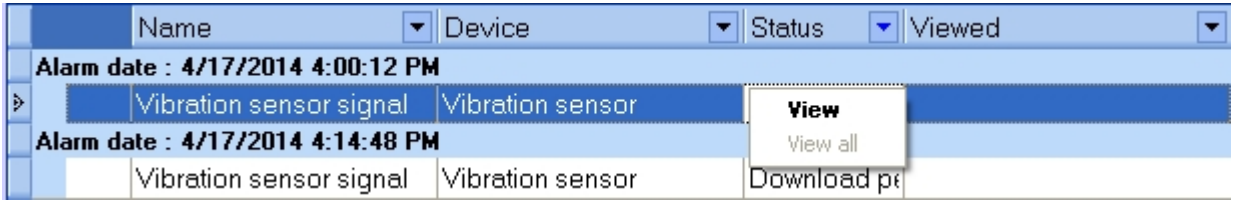


The **Video data** dialog box opens. The information on video data is displayed in this dialog box. This dialog box also provides function to cancel data downloading, if it is has not been completed yet, using he **Cancel loading** button.



To force an update of the information in the **Video data** dialog box, click the .

To open the loaded video data right-click in the row corresponding to required data and select the **View** item. If the data download is not completed, this item is unactive.

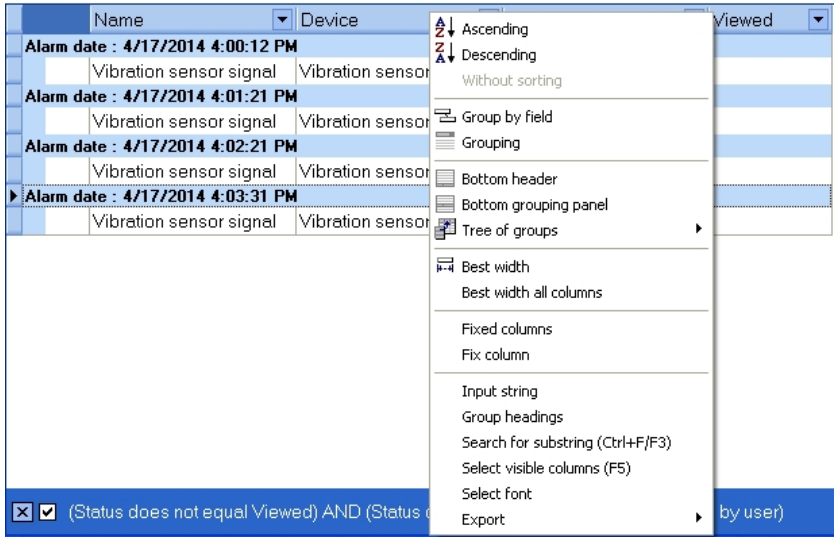


When the **View** item is selected, a video frame is opened with utility selected at the *ATM-Intellect* setup and a video clip is opened with Axxon Player utility. Video data status changes to "Data viewed" and in the **Viewed** column the date of viewing is displayed.

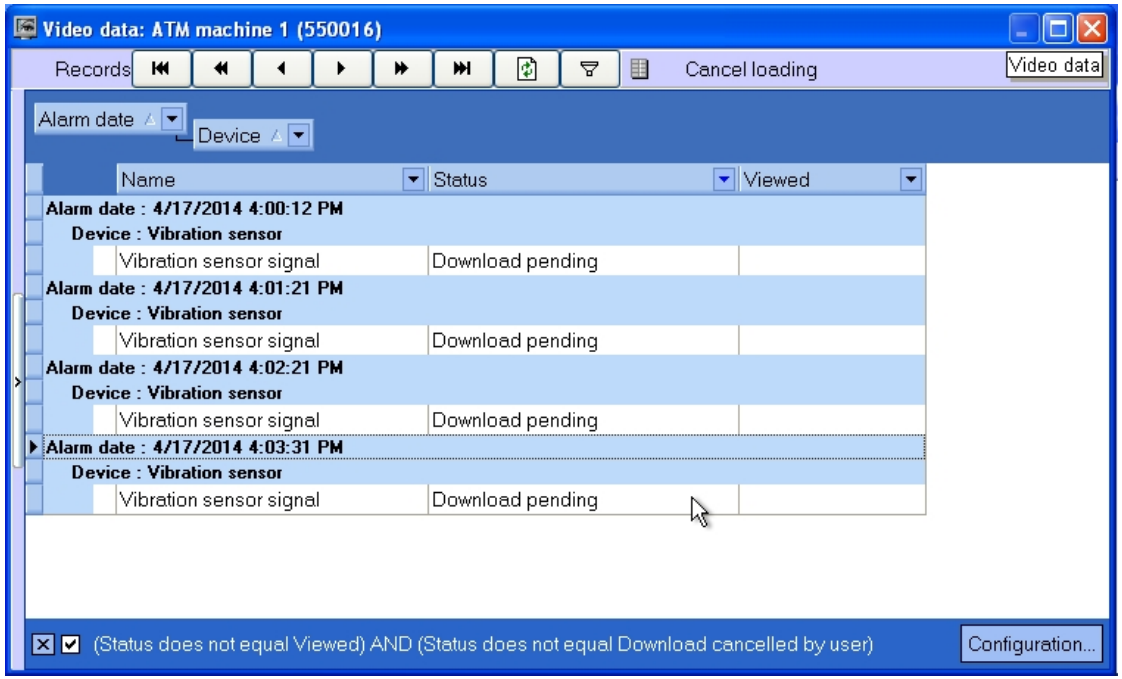
If video data export fails, then there is the **Archive export error** message in the **Status** column.

Video data grouping setup

By default, video data are grouped by alarm time. If necessary, it is possible to set video data grouping by other parameters. To do so, in the context menu of a column, by which one need to group the data, select **Group by field**.



Data will be grouped by selected field. In the upper part of the dialog box the fields by which the video data are grouped are displayed - a grouping area. To view this area one can also select the **Grouping** item in a column context menu.

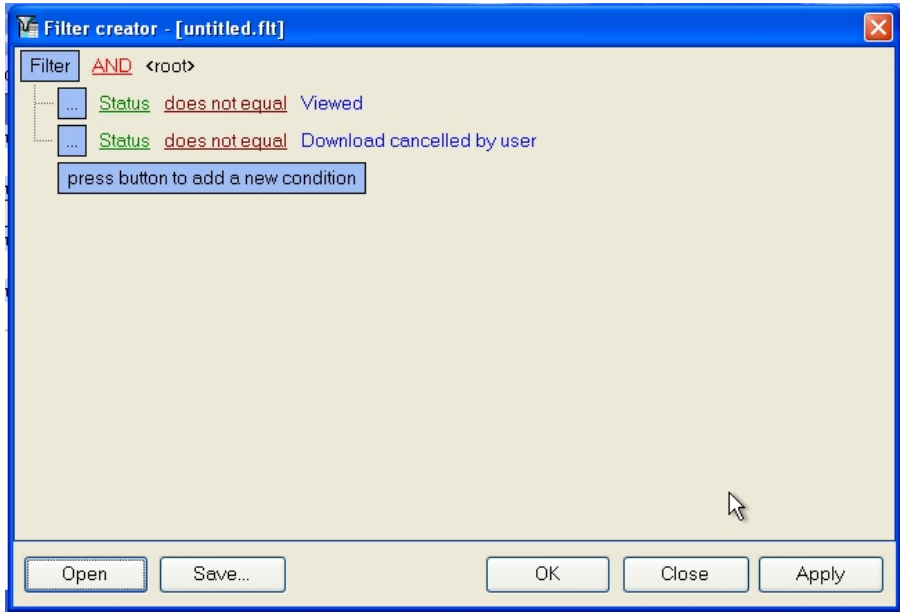


To cancel grouping by a field, right-click on it and select **Remove from grouping**.

Setting up video data list filter

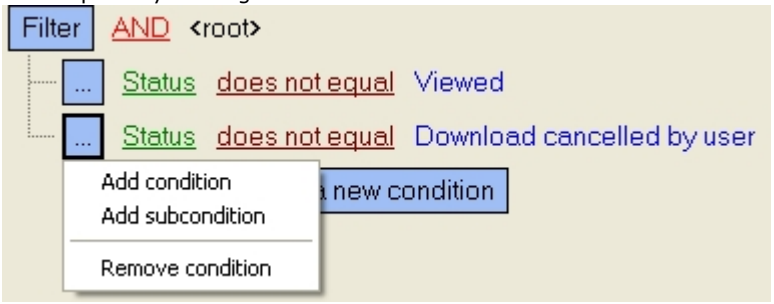
By default, in the **Video data** dialog box the data are not displayed, which has been viewed or for which downloading has been canceled by a user. To display all the video data, unset the checkbox in the lower left corner of the **Video data** window.

It is also possible to setup the filter for video data displaying. To open the filter setup dialog box, in the **Video data** dialog box click **Configuration...** or . The filter creator dialog box opens.

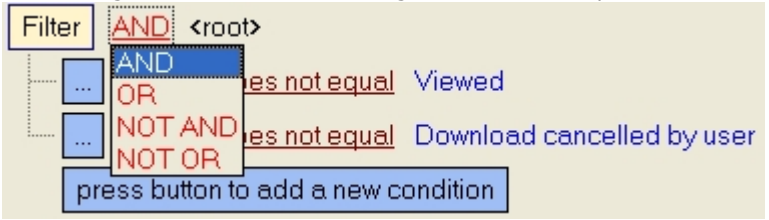


When configuring the filter, one may need to perform the following operations:

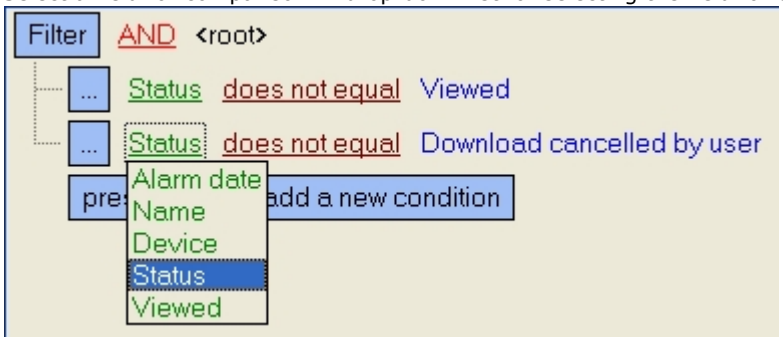
1. Add a condition or subcondition. To add a condition click the **press button to add a new condition** button or in the filter menu click the corresponding item. The condition menu opens by clicking the **...** or **Filter**.



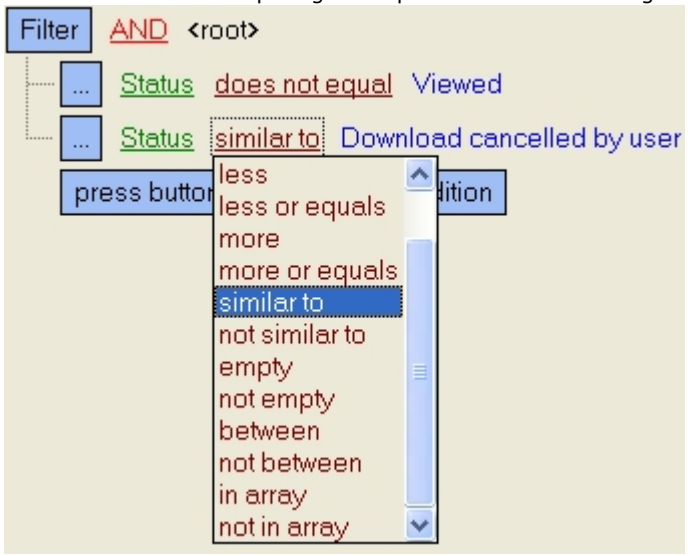
2. Remove a condition. To remove a condition, click the corresponding item in the condition menu.
3. Select a logical function for combining conditions. A drop-down list for selecting the logical function opens on the left-click on the logical function.



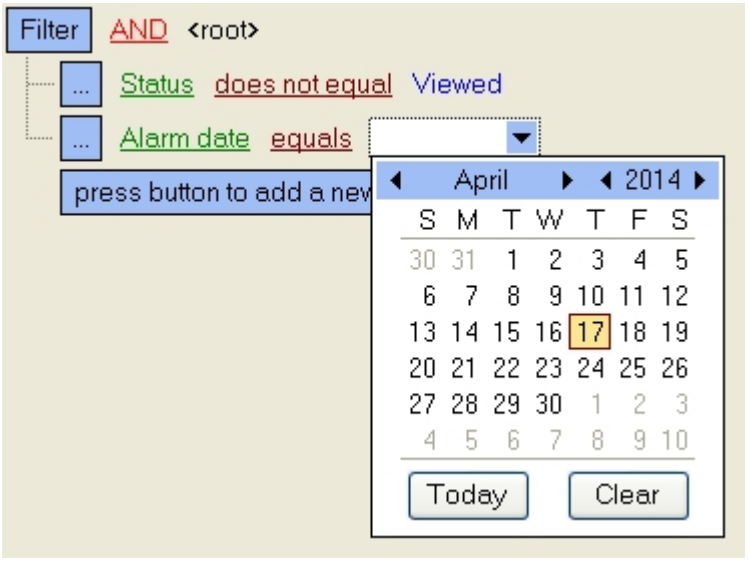
4. Select a field for comparison. A drop-down list for selecting the field for comparison opens on the left-click on the field name.

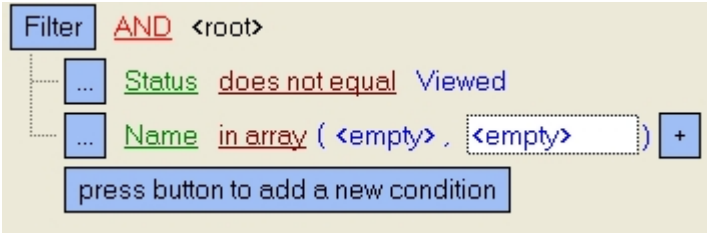


5. Select a method of comparing. A drop-down list for selecting the method of comparing opens on the left-click on the method name.



6. Select a value for comparing with. A way to select the value depends on the field type. For example, a date can be set using a calendar, a name can be entered in a field, etc.

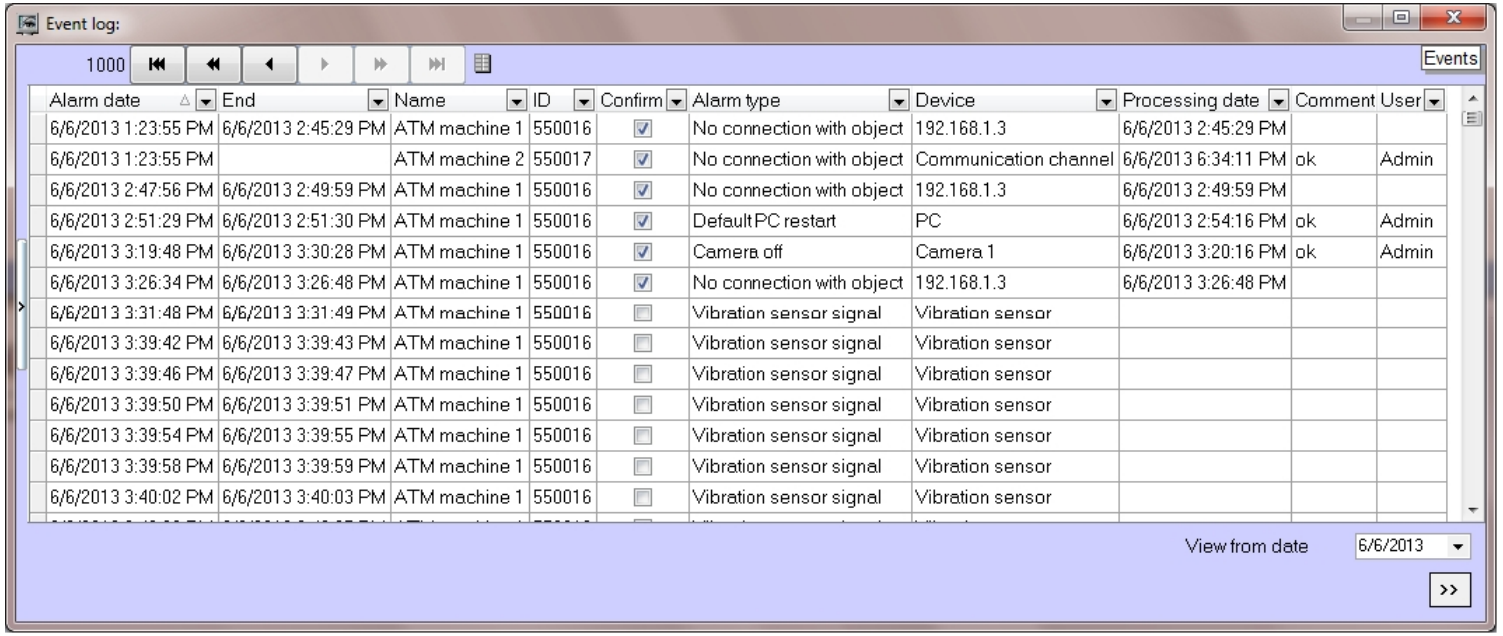




After completing settings, the filter can be saved to a file with the .flt extension by clicking the **Save...** button. This file can then be opened using the **Open** button.

Event log

To view all events recorded in *ATM-Intellect*, click the  button (**Event log**). The **Event log** window opens.

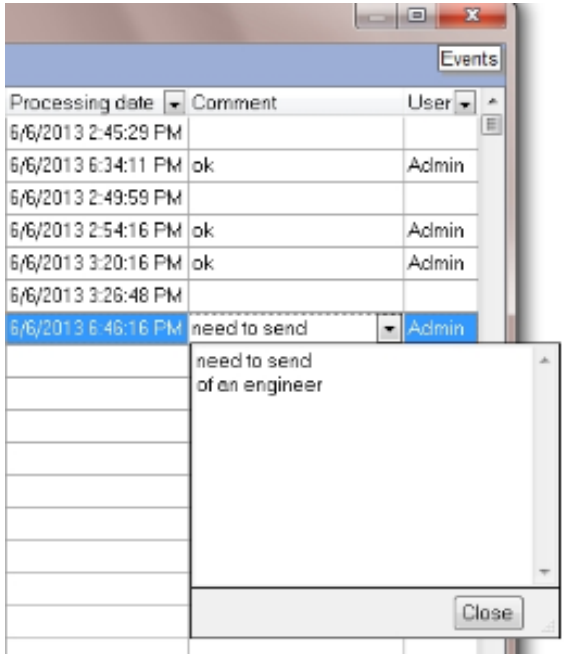


You can sort the table by any column or filter any column.

Viewing comments

If an operator left a multiline comment when closing an alarm, only the first line will be visible in the **Event log** window, in the **Comment** column.

To view the entire comment, left-click the corresponding cell of the table.

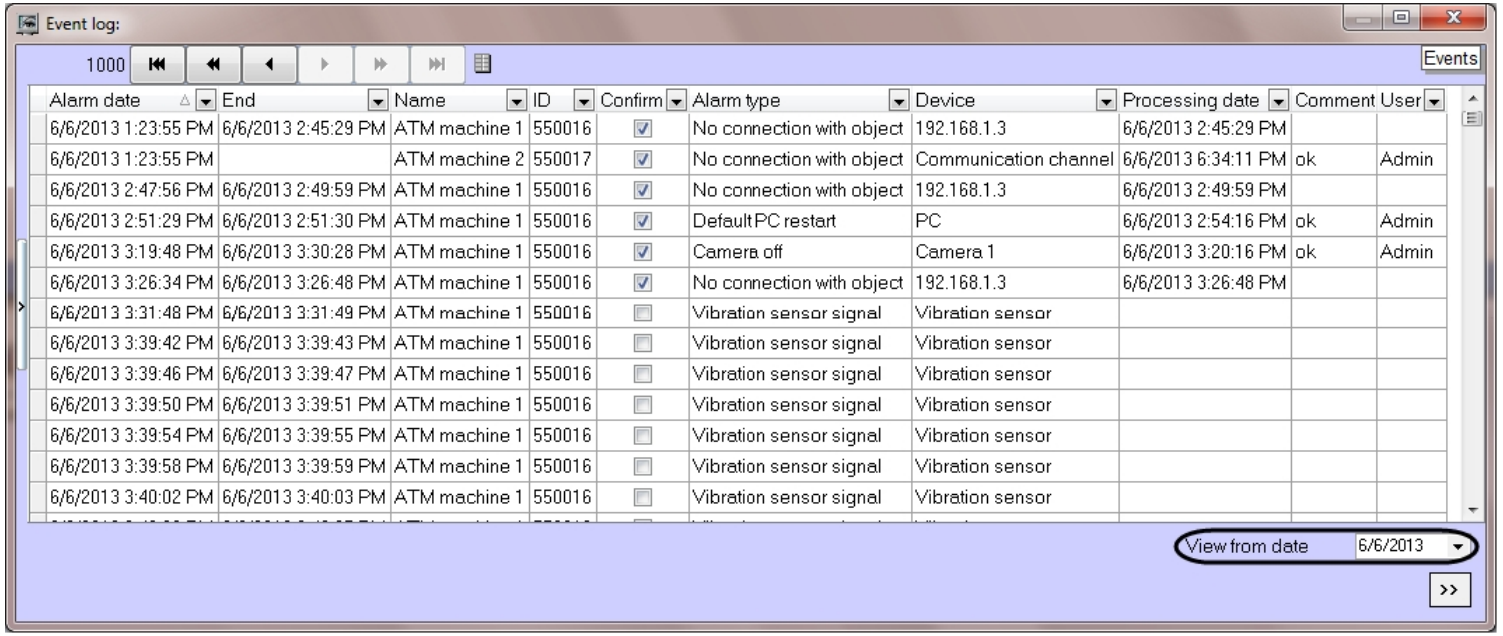


User who accepted alarm

By default, all alarms accepted by the operator are recorded under the Admin user. If there is a user created in the *Intellect* settings panel, in the **Users** tab, who has certain rights, when the operator starts *Intellect* under this user's account all confirmed alarms will be recorded under the user's name.

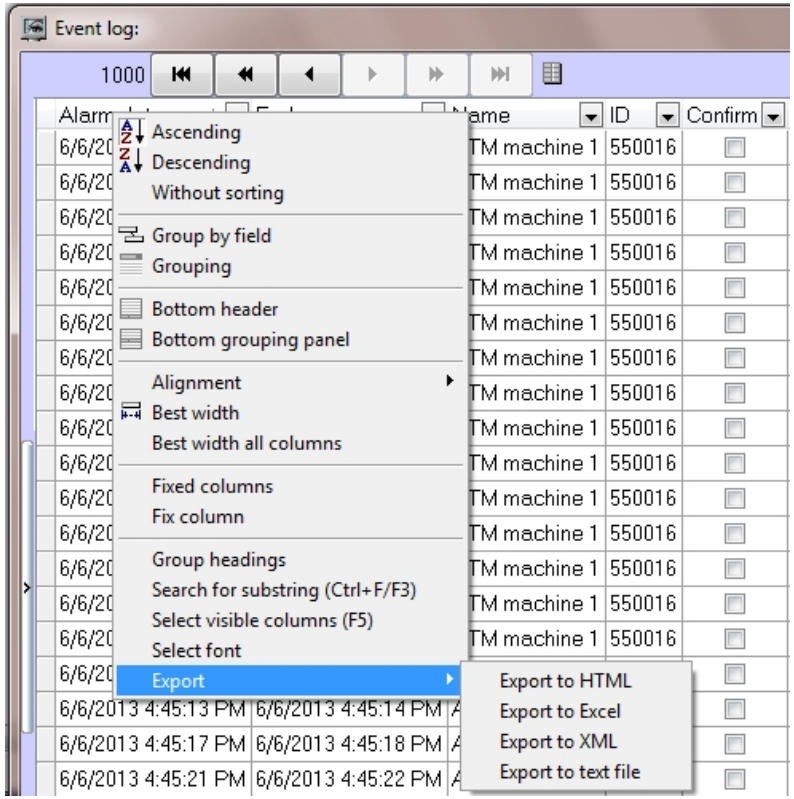
Period of events viewing

By default, alarm situations for the current day are displayed. To view previous events, use the **View from date** option. If there are more than 1,000 events, use the navigation buttons to view them.



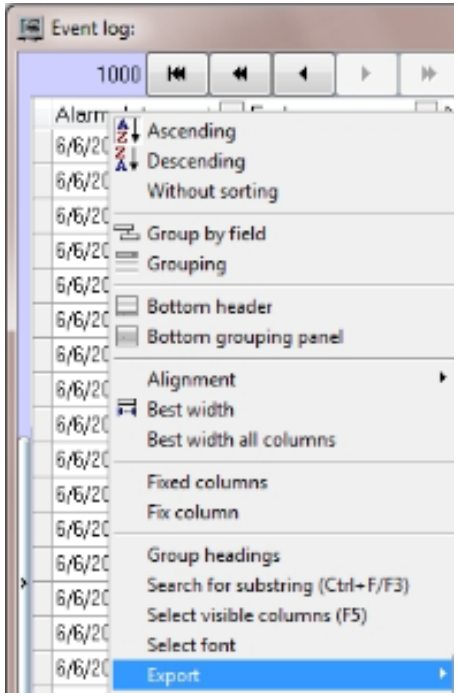
Event log export

To save the contents of the Event log to a file in a particular format, right-click the header of any column in the **Event log** window and select the corresponding item in a context menu.



Configuring the event log columns position

You can select the **Best width all columns** command in a context menu. When chosen, this command sets the width of all columns to the minimum necessary to display the longest entry in the column.



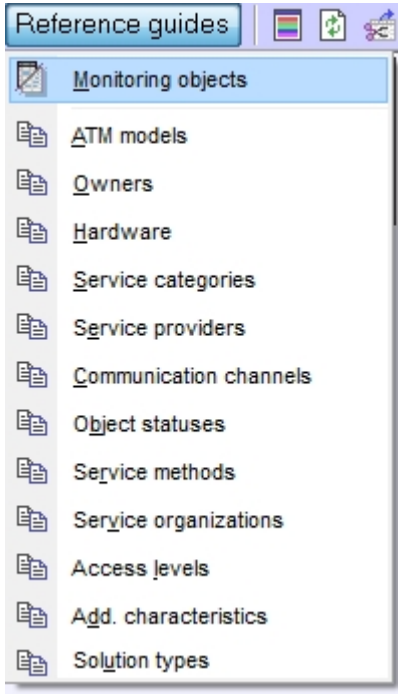
If not all columns fit in the visible area of the **Event log** window, a scrollbar becomes available. During scrolling, some columns that should always remain visible (such as alarm date and processing date) are shifted. To fix these columns, in the context menu, select **Fix column**.

The order of columns in the **Event log** can be changed as well. To do so, left-click the header of the column that you want to move and drag it to the new location.

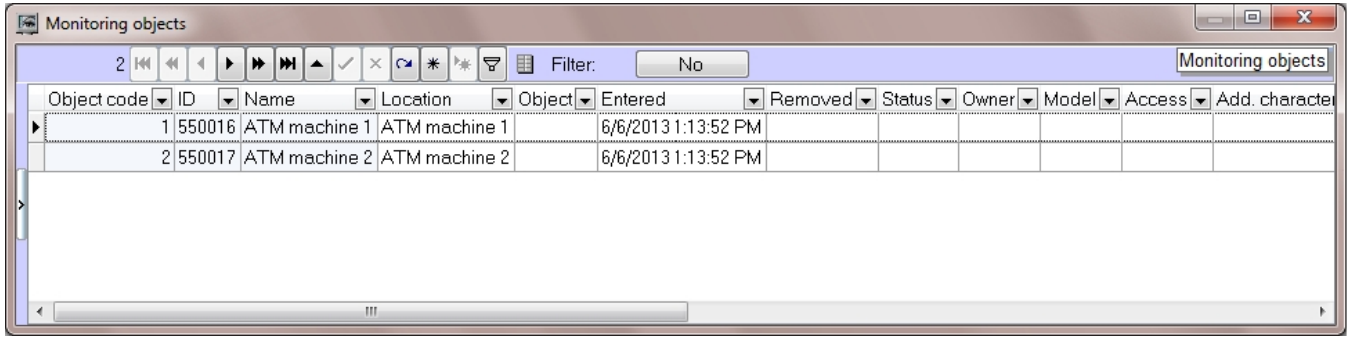
Reference information

Viewing reference information

ATM Intellect maintains reference information about all objects. To view this information, click the **Reference guides** button and select the **Monitoring objects** menu item.

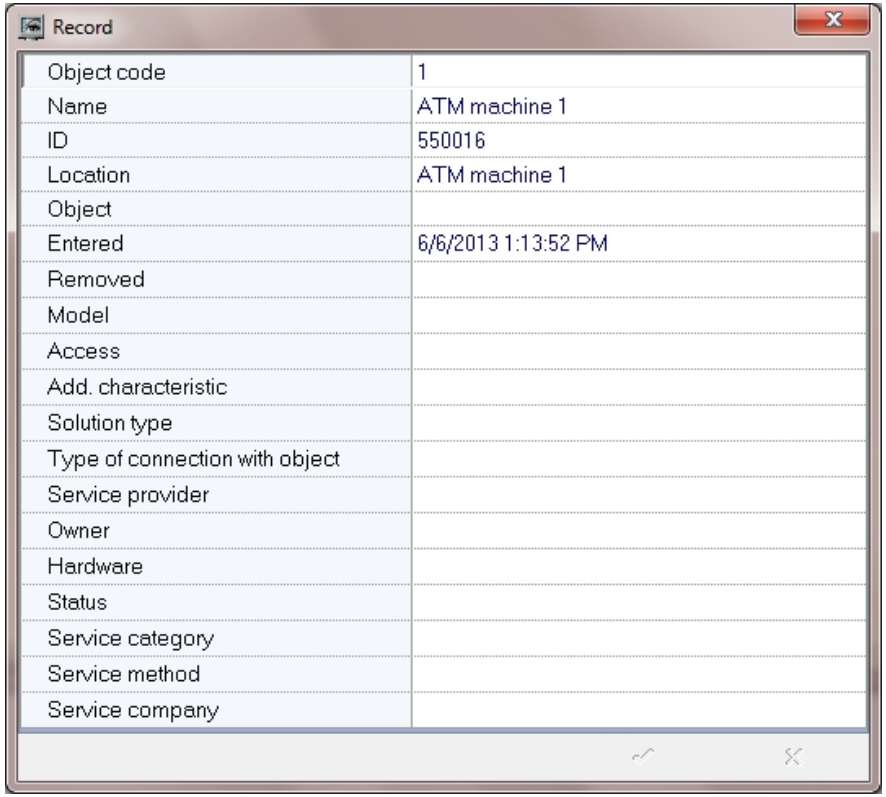


The **Monitoring objects** window opens, with a list of all objects in the system.

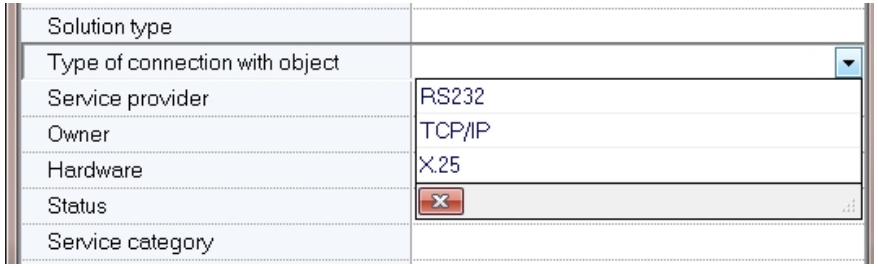


Editing reference information

Double-clicking an entry opens a **Record** dialog box, in which you can enter reference information for the object.

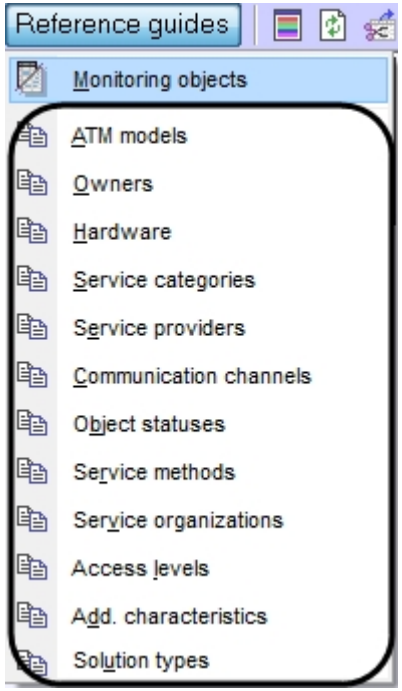


Values are offered for some of the fields but not for others. This means that the reference is empty and must be filled in (see Filling in reference information).



Filling in reference information

To fill in reference information, click the **Reference guides** button and, in the window that opens, select the corresponding reference: for example, **Owners**.

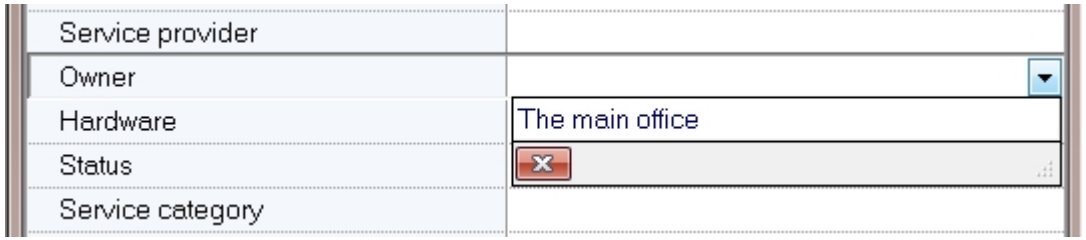


The window to edit the guide opens.

To add an entry, click the **Insert record** button and enter a value. Then click the **Save** button.

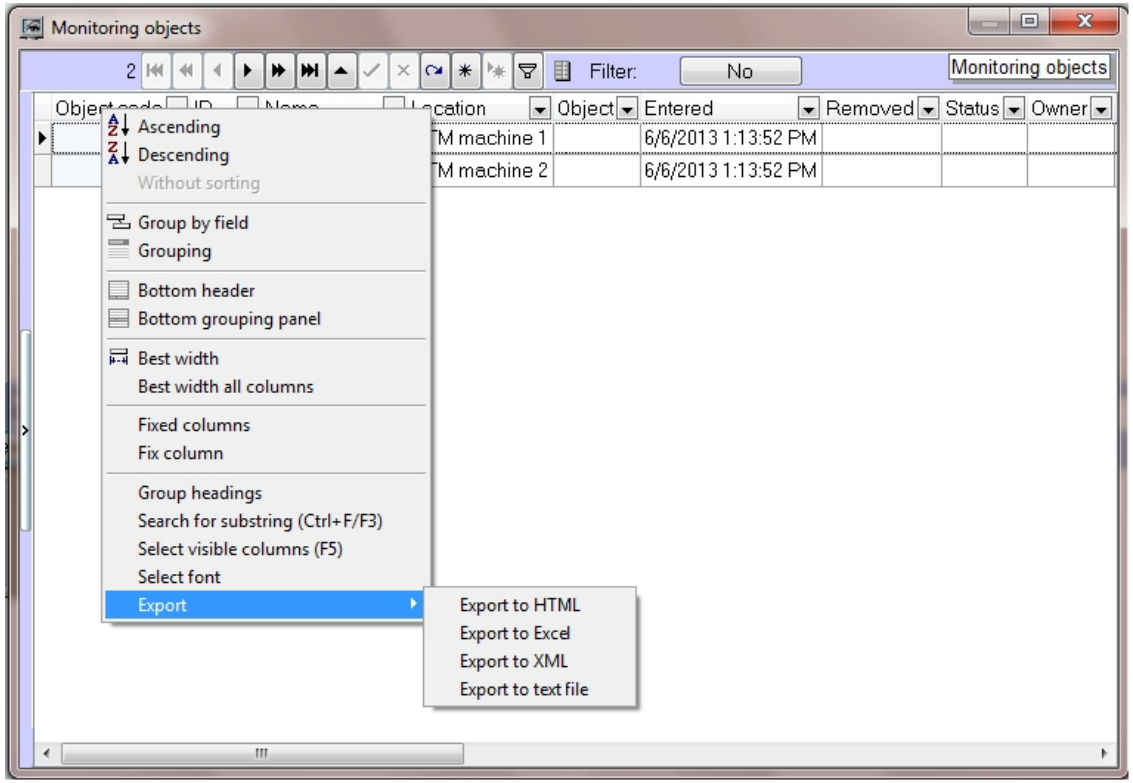
Any reference can be edited in a similar manner.

You can then fill in the corresponding field with new value.



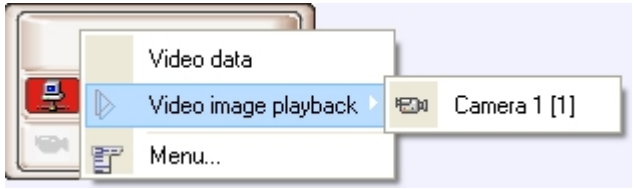
Column context menu in the Monitoring objects window

If you right-click the header of any column in the **Monitoring objects** window, a context menu appears, which allows performing various actions similar to the ones for the Event log (see Event log export and Configuring the event log columns position).



Viewing live and archive video from objects

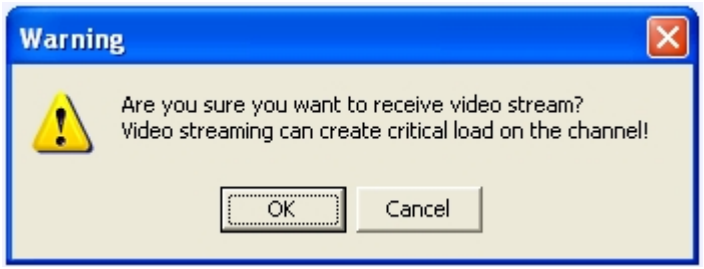
You can view live and previously recorded video from objects from the Control Panel. To do so, right-click the area with the object name. In the context menu that appears, select **Vide o image playback** and the relevant camera.



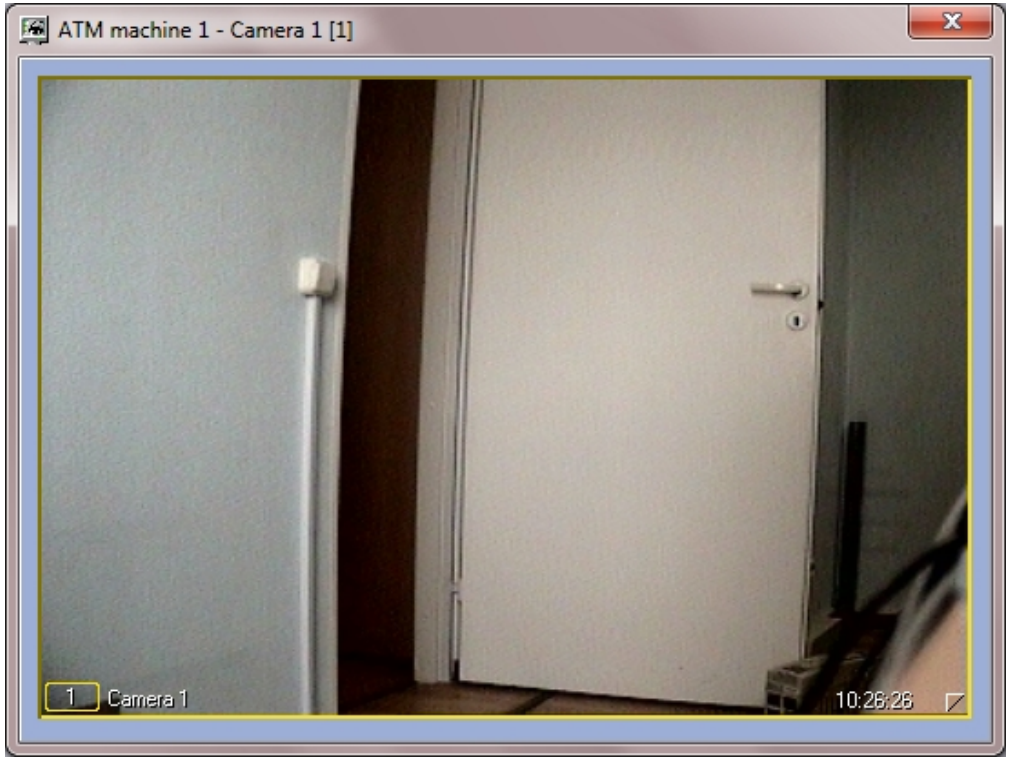
The list of cameras will match the list of cameras enabled in the settings for the object.

Note.
The **Video image playback** menu item is available only for objects that have connected to *ATM Intellect Workstation* at least once. This menu item is absent for objects that have not connected at least once and for *ATM Intellect Workstation TC*.

If the *ATM-Intellect Workstation* software have the corresponding setting, then when the camera is selected for viewing live video the warning will be displayed saying that transmission of video can create critical load on the channel. If it is really necessary to view live video, click **OK** in the **Warning** dialog box. To cancel viewing live video, click **Cancel**.



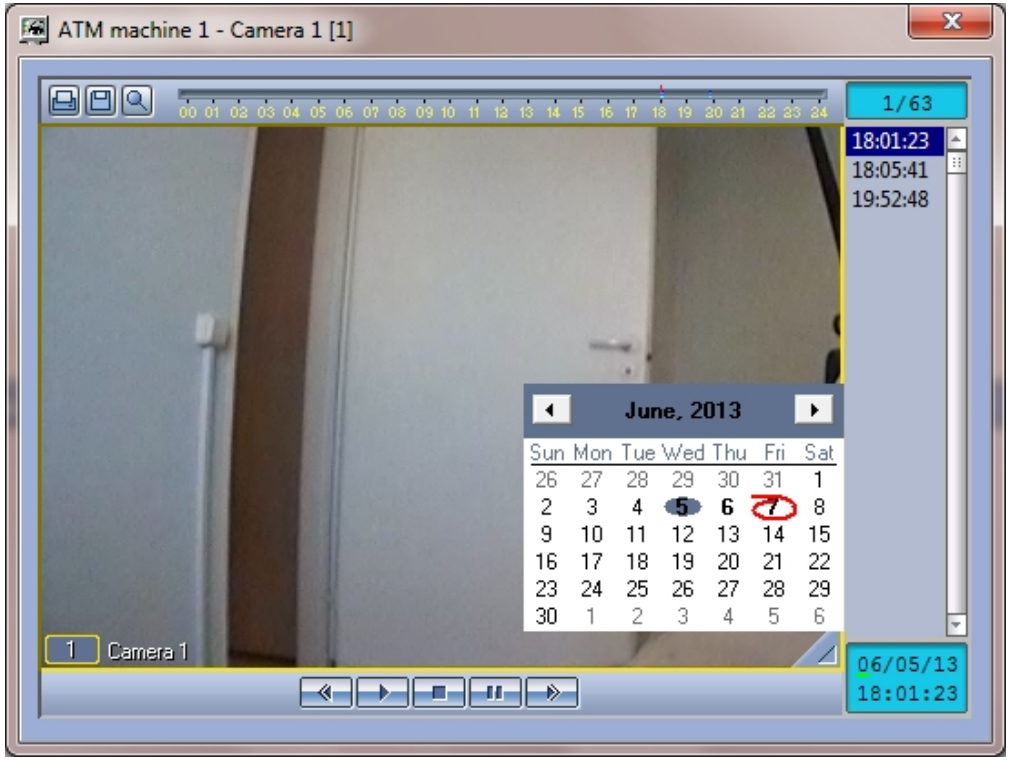
After you select a camera, a dialog box appears; video should appear in it after a few seconds.



The title bar displays a description of the object, camera number, and camera ID in brackets.

Note.
When viewing live video, frame rate may be limited by the **ATM Monitoring** interface object settings (the **Video stream speed** parameter) – see ATM Intellect. Administrator's Guide.

Archive access is available through the usual methods used in *Intellect*.



While viewing live video or archive from several cameras simultaneously, a separate dialog box opens for each camera.

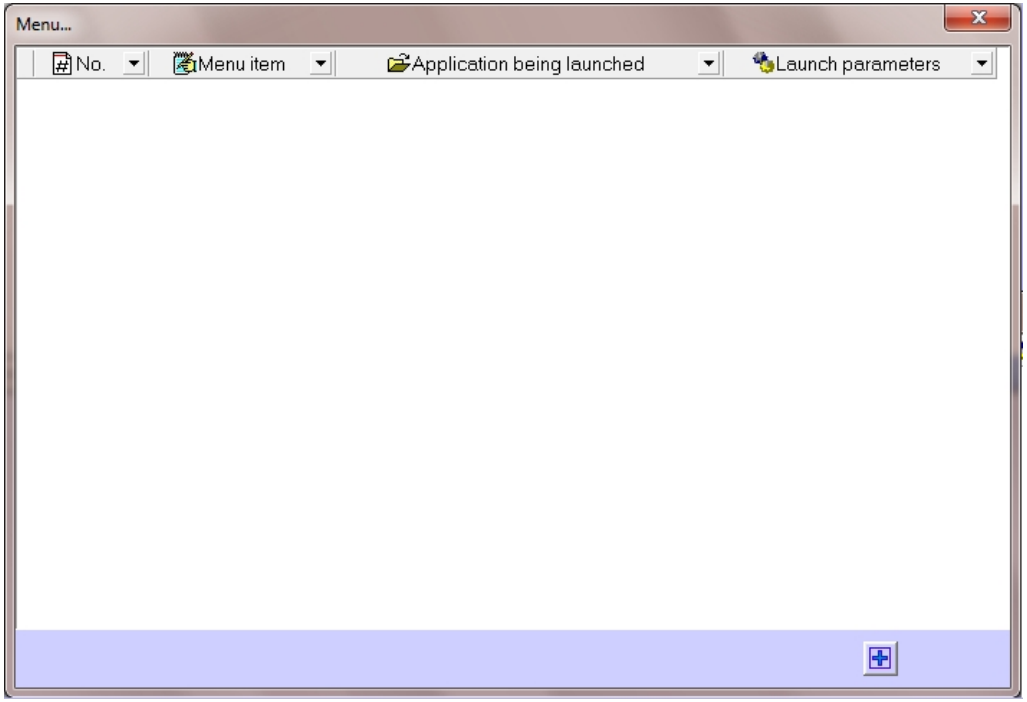
Running external applications from the Control Panel

By using the **Menu** context menu you can start external applications from the Control Panel.

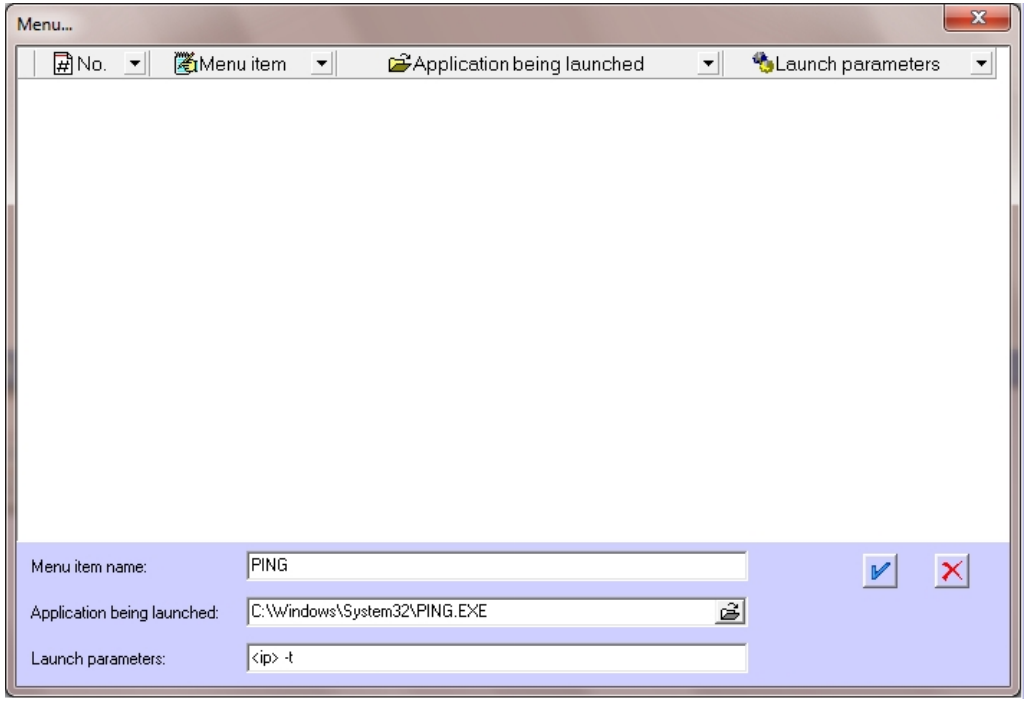
You can pass an object's IP address as a parameter when starting applications in this manner.

For example, if you want to quickly ping an object, do the following:

1. Right-click the area with the object name and, in the context menu that appears, select **Menu...** .
2. The **Menu...** dialog box appears.

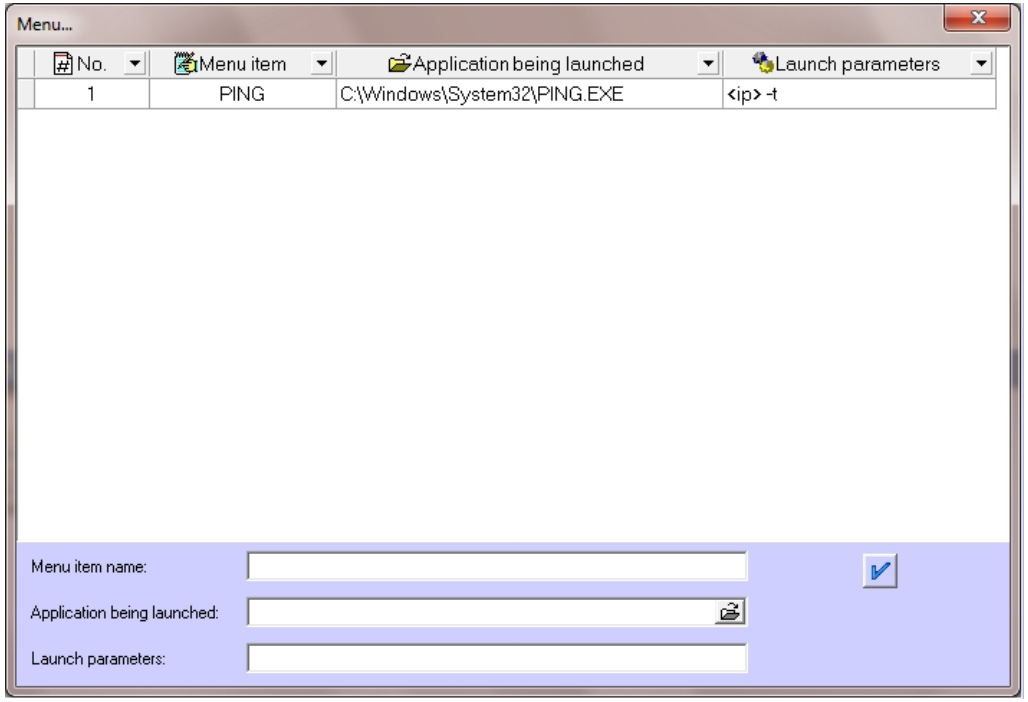


3. In the dialog box, click the **Add record...** button. In the fields that appear, enter the values as shown in the figure.

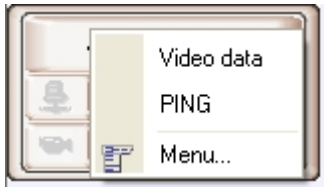


The string <ip> is a reserved expression: the real IP address of the object will be "swapped in" here when the application is called. This string must be entered in lower-case letters.

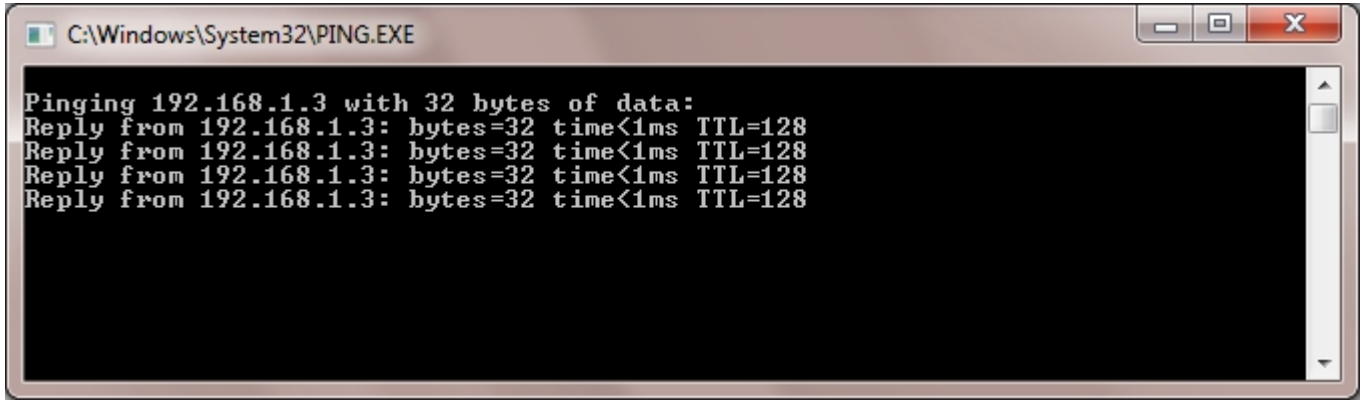
After you click the **Apply** button, a new entry appears, with a description of the new item in the context menu.



Now when you right-click the area with an object name, a context menu appears in which the previously created **PING** menu item is present.



When you select this menu item, the ping program is started in a separate window.



For objects connecting to *ATM-Intellect Workstation* via RS-232, as well as for objects that have never connected to *ATM-Intellect Workstation*, the value "127.0.0.1" is substituted for "<ip>".

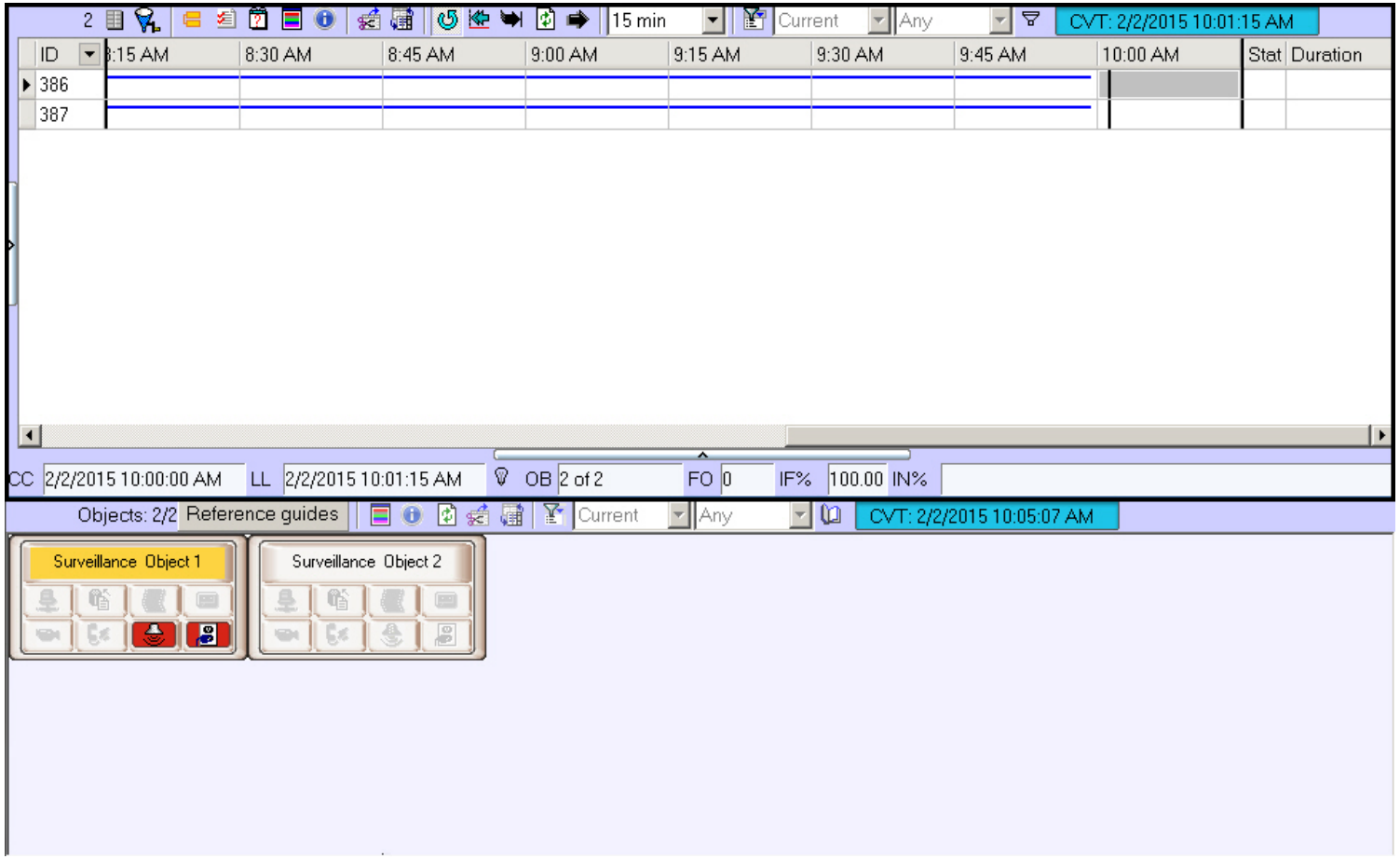
The same method can be used to start other external applications, such as Radmin, etc.

Log panel

Log panel interface

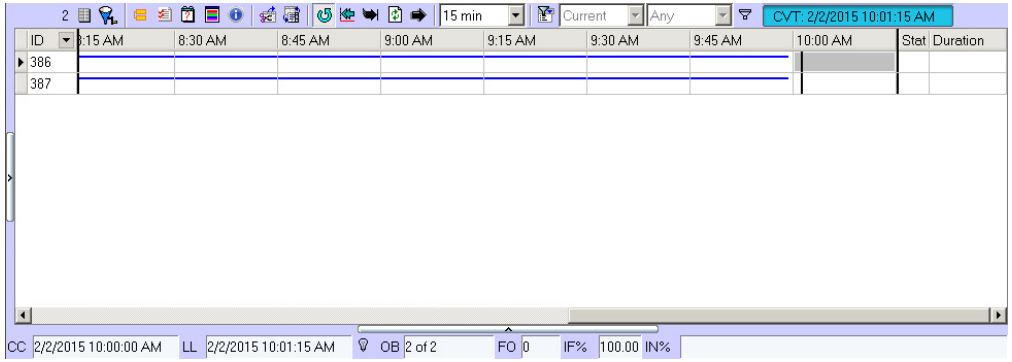
The Log panel is a part on **ATM Monitoring** interface window. This window configuration is performed on the setting panel of the **ATM Monitoring** interface object and is described in the ATM-Intellect. Administrator's guide.

Log panel general view is shown in the figure.



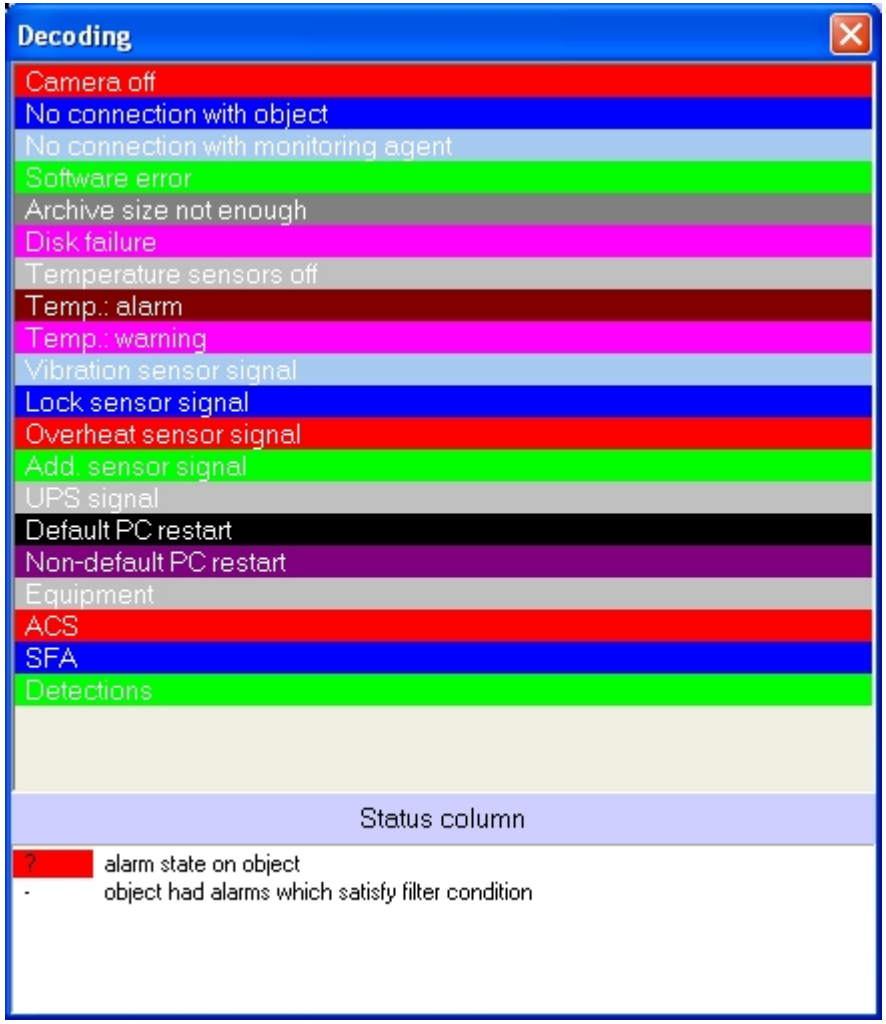
The Log panel consists of three main parts:

1. Navigation buttons panel.
2. Workspace.
3. Status panel.



Alarms color code

Alarm situations in the Log panel are shown in a table with colored rows. The color of each alarm corresponds to the alarm type. The color assignments can be viewed by clicking the  button (**Information about symbols**). The information window opens.



Vertical bars correspond to short alarms; horizontal bars correspond to long alarms (device operability).

> **Note.**
> Alarm types are described in the Types of alarms section.

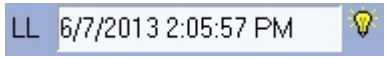
The length of bars is determined by the beginning and end (duration) of the alarm, in accordance with the selected scale. The scale is measured as the time interval for a single column.

Alarm list navigation

The column header always shows the beginning of the time period displayed by the column. Using the left and right keys and horizontal scrollbar, the user can go to any date within the data loaded. To quickly move to a date and time of interest, click the button (**Go to date**). To jump to the end of the data, click the button (**To end**). To jump to the date on which an error began, click the button (**To beginning of current error**).

Since data is loaded into the system continuously, it is necessary to automatically refresh the on-screen data display. The button serves this purpose (**Auto update**). Clicking this button checks for new alarm data in the database. If such data exist, the display is refreshed and jumps to the end of the displayed data. The date and time of the most recent update (CVT) are shown to the right of the filters.

If the **Auto update** button is not clicked, the displayed data may become out of date: data was last loaded after the CVT. If this happens, a lightbulb appears in the status panel. The lightbulb indicates that the current display is out of date and can be refreshed by clicking the button (**Update data**). A refresh is performed during jumps to the end, selection and application of filters, and many other actions.

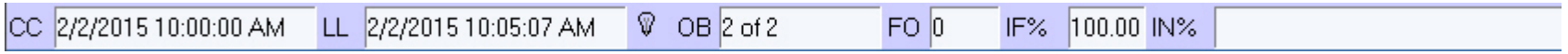


Ignoring objects

"Ignored" objects are never shown in the form on screen. Operations with ignored objects is described in the detail in the Ignoring objects section.

The status panel

The status panel shows the total number of non-ignored objects (OB) and number of objects with hardware problems (FO) that are currently displayed.



The status panel also shows the beginning of the time period for the column of the current cell (CC), time at which data was most recently loaded into the database (LL).

The status panel also shows the index of functionality (IF) for the system and index of non-functionality (IN) for each of the reasons.

The **IF** is calculated as follows:

(1-Nnfo/Nt)*100

- *Nnfo* – number of objects that are not fully operable
- *Nt* – total number of objects

Indexes of non-functionality for each reason are calculated as follows:

(1-Nnfor/Nt)*100

- *Nnfor* – number of objects that are not fully operable due to this reason
- *Nt* – total number of objects

Indexes are calculated for non-ignored objects only. Indexes are not calculated and filters are never used for ignored objects. Indexes of non-functionality equal to 0 are not shown on the status panel.

If filtering is used and you want to calculate percentages in the status panel for filtered objects only, click the  button ("Count indexes only in filtered table strings").

The number of alarms displayed at the Log panel

The number of objects shown on the Log panel and Control Panel is set by the current filter (see The number of alarms displayed), if activated. Time periods are shown in the list on the left. If an alarm is recorded at an object during the selected time period, the alarm is placed in the list. The right list shows the durations of alarms to which the filter will react.

For example, with "Current" and "1 minute" for filter settings, only objects that currently have been having an alarm for at least one minute are shown. If "Day" and "5 hours" are selected, only objects that have had alarms during the last 24 hours that lasted at least five hours are shown.

Object status

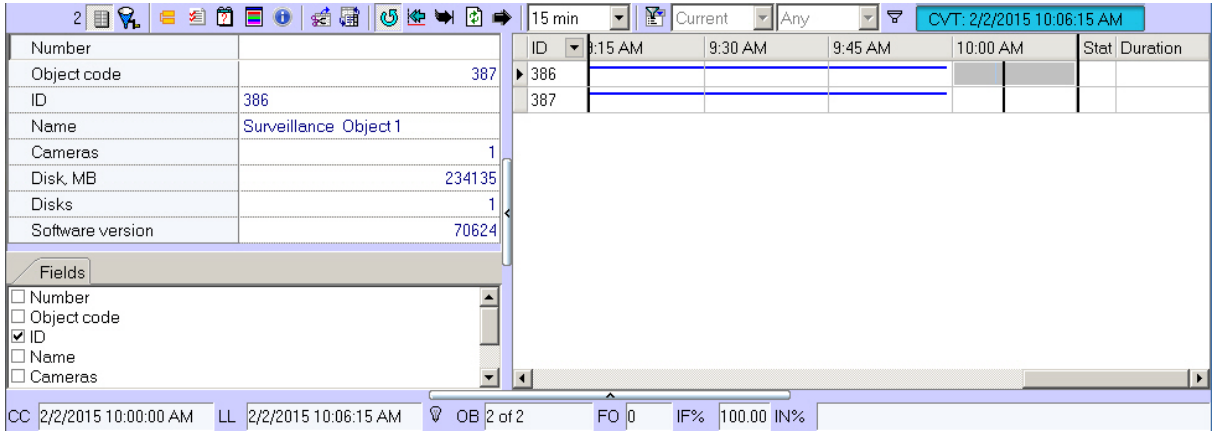
The object status is shown in the "Status" column. Its color and contents are explained in the Explanation Panel (see Alarms color code). Note that in the Log panel, the **Status** column is shown in red only if the subject has at least one long ongoing alarm.

Alarm duration

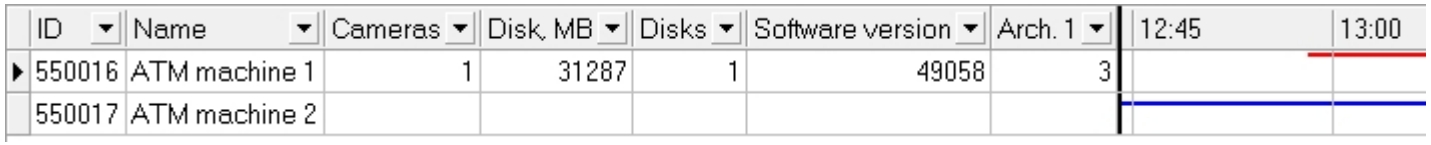
Duration, the last column of the table, shows the duration of the current alarm for the object, in the format "number of days hh:mm:ss".

Information on the object

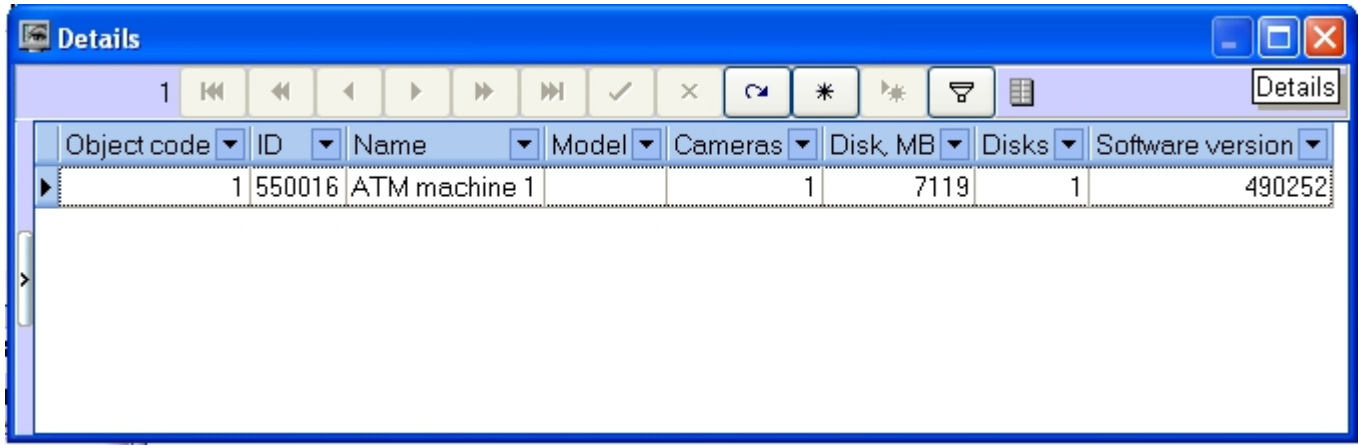
Click the  button (**Show Inspector Ctrl+I**) to view a special area; the upper part of it shows brief information about the currently selected object.



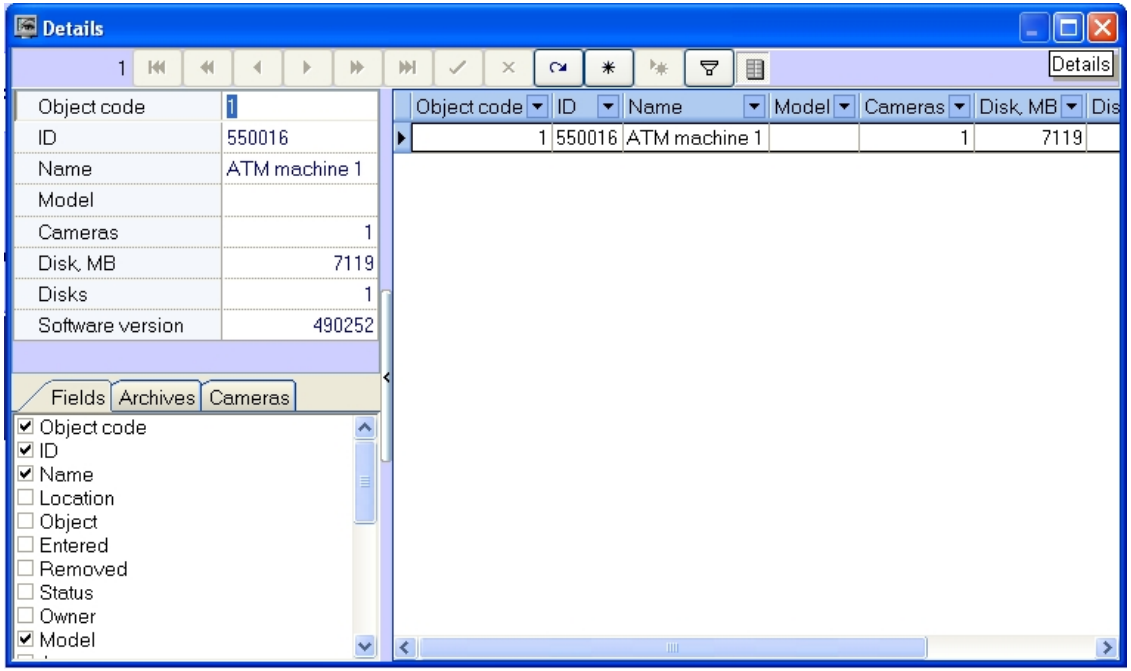
The lower part contains the **Fields** tab. Information on selected options is shown as columns in the main list of the Log panel workspace.



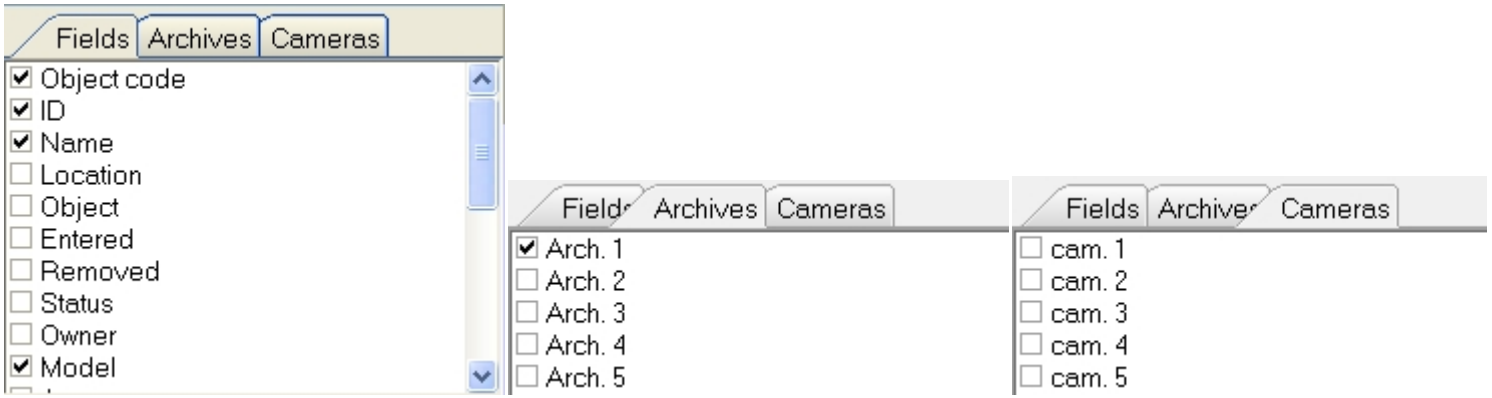
To receive detailed information about object click it in the **Log panel** and click the button (**Show detailed information**). The **Details** window will display.



Click the button (**Show inspector Ctrl+I**) in the **Details** window to display the special area in the top part of which the information about the current selected object is listed.



In the bottom part there are 3 tabs: **Fields**, **Archives** and **Cameras**.



Information on selected options will be displayed in view of columns in the main list of **Details** window.

Data in the **Cameras**, **Disk**, **MB**, **Disks**, **Version**, and all fields in the **Archives** and in **Columns** tabs, are filled in automatically when packets about technical status are received from objects. If these fields are not filled in for the object, a connection has never been established with the object.

The **Camera** field shows the number of video cameras at the object.

The **Disk**, **MB** field shows the maximum amount of free space on all logical disks to which archive video is recorded.

The **Disks** field shows the number of logical disks to which archive video is recorded.

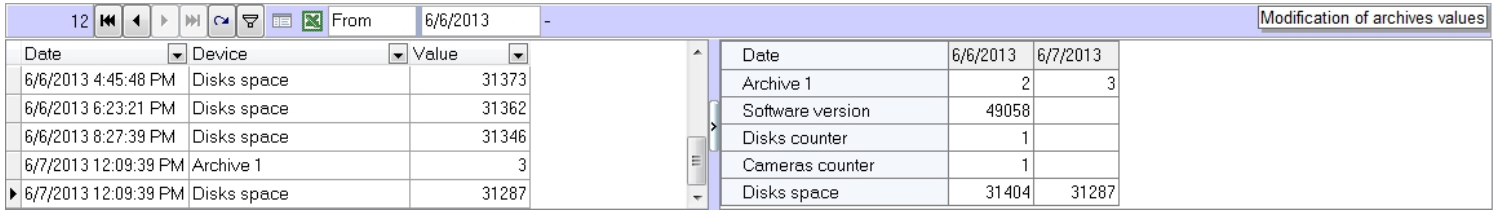
The **Version** field shows the version of *ATM Intellect Pro* installed at the object.

The fields in the **Archives** tab show the days of stored video for each camera.

The fields in the **Camera** tab show the current status of each camera (on/off).

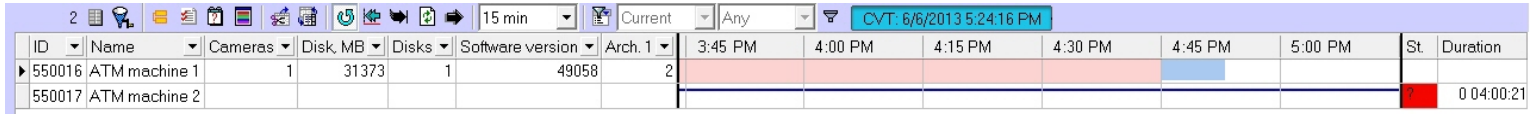
> **Note.**
> Size of video archive depth for each camera is defined on the *ATM-Intellect Pro* the following way:
>
> Calculate the real number of days in which the camera performed the data recording in the video archive.
>
> Example. The video surveillance system has been working for 3 days. The camera performed recording to the video archive at the first and third day. At the second day the camera was disabled. For this camera the archive depth is equal to two days.

Click the button (**Show characteristics of devices**) to view a special area that describes changes to the indicated fields over time (**Camera**, **Disk MB**, **Disks**, **Version**, etc.).



Exceeding the permissible number of failures

If there are more than 500 faults in the visible part of the timeline for the displayed object, alerts are not shown in detail for the object, and the background color becomes pink.

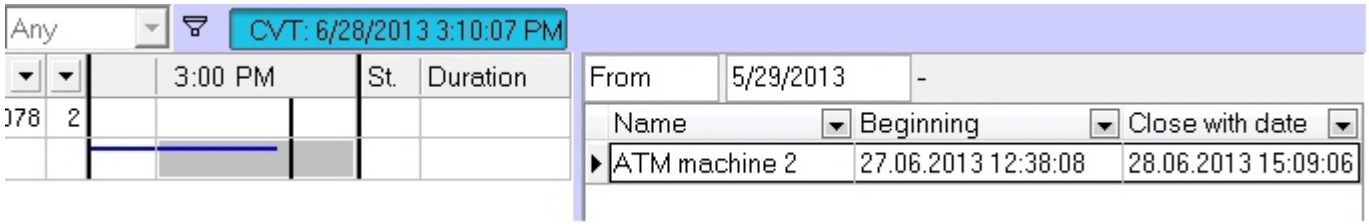


Faults are calculated for a range of intervals, not for each interval. In the case shown, they are counted for ten columns from 3:30 PM to 6:00 PM and for one column from 6:00 PM to 6:15 PM. Even if the maximum number of faults is exceeded only in three columns, all ten columns will become pink.

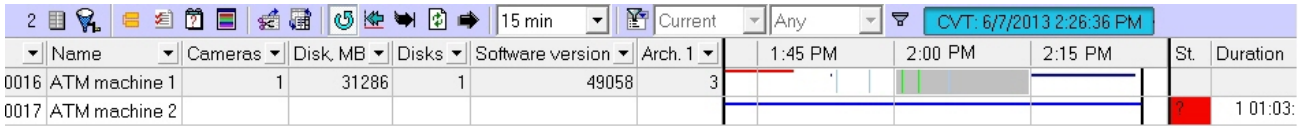
Forcibly closing alarm

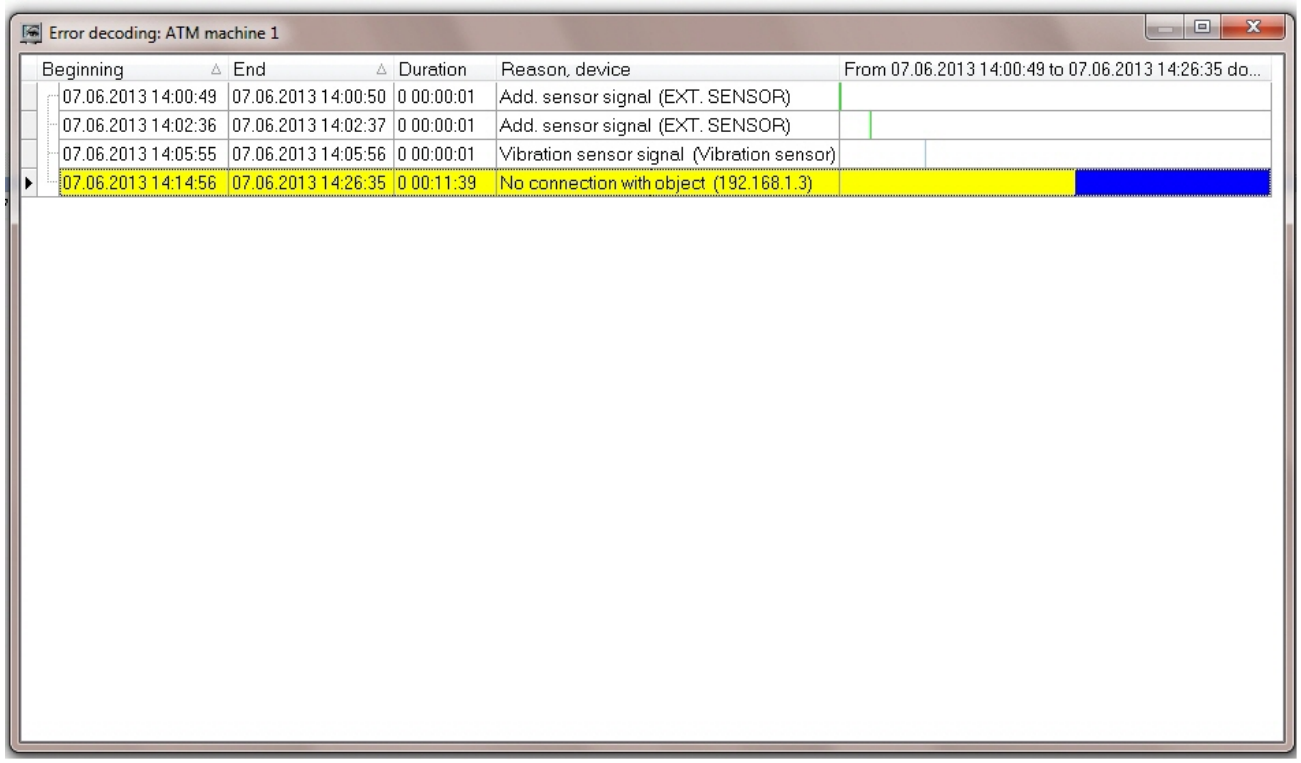
A situation may rarely (or even never) happen when an alarm does not need to be classified as such. This could happen if the "temperature sensors set" option is accidentally enabled for an object. **ATM Monitoring** displays an alarm "Temperature sensors off", indicating that the device does not work. After the "temperature sensors set" option is disabled for the object, the alarm in **ATM Monitoring** does not end.

This discrepancy can be fixed by clicking the button (**Close error forcibly**). A list of the errors closed in this way can be seen by clicking the button (**Show closed errors**). An additional table is shown on the right.

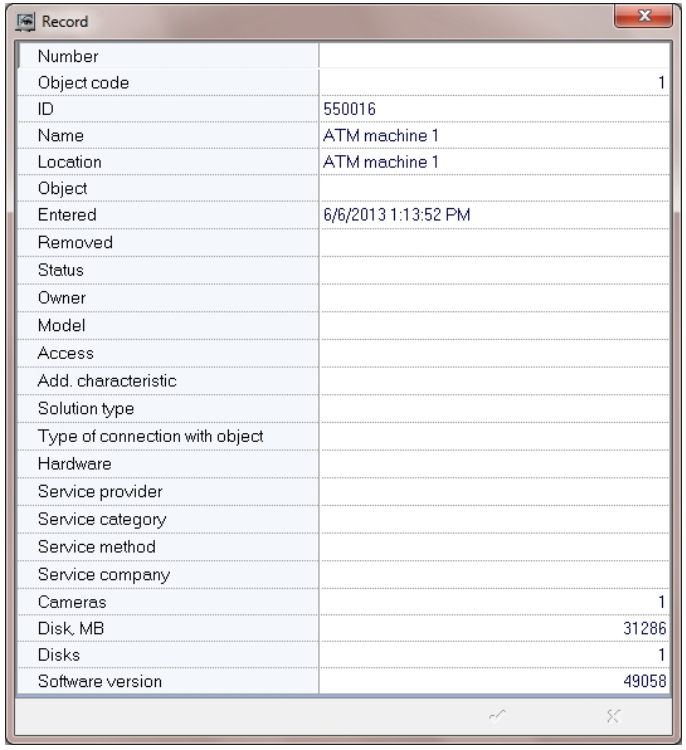


Left-clicking an entry in the alarm situation display area twice opens a dialog box, which explains the errors in the period of time described by the cell.





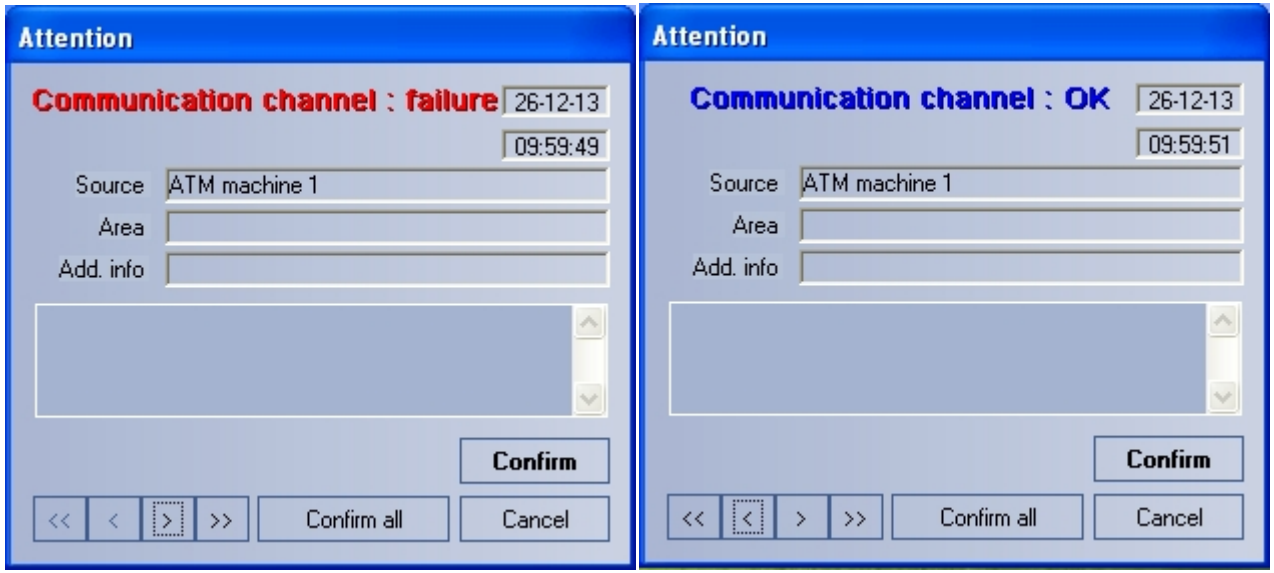
Left-clicking an entry in the reference information area twice opens a dialog box, which contains a full description of object properties.



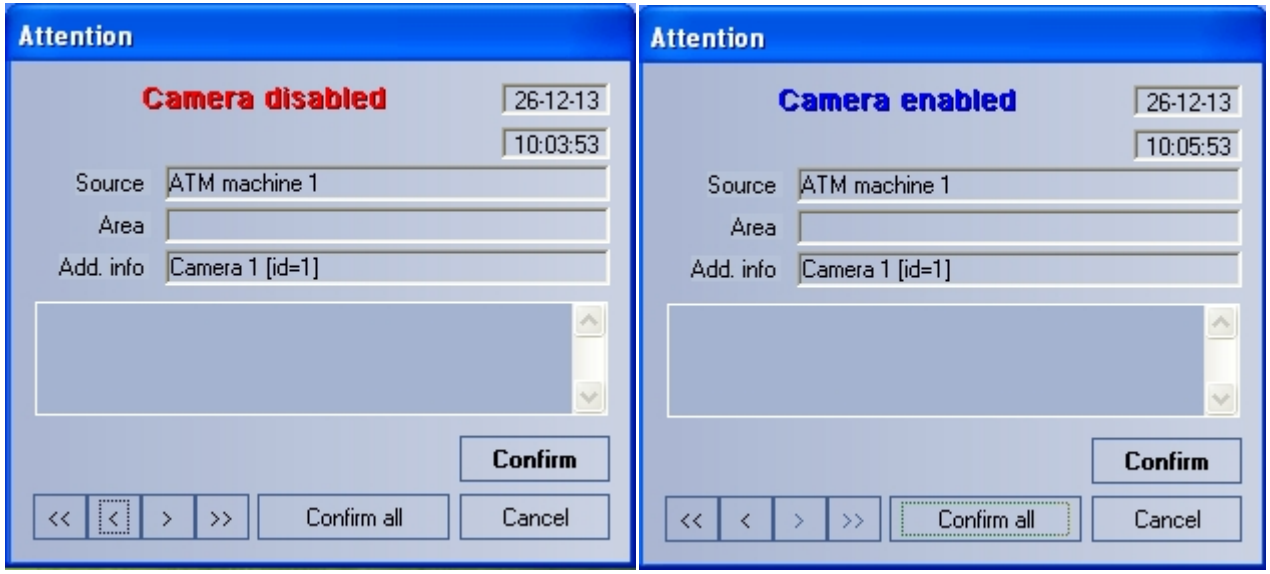
Alarm message window

To attract the extra attention to alarm situations use the **Alarm messages window** object.

If there is the **Alarm messages window** object in the settings tree of *Intellect* software, the alarm situations will be displayed in the **Control panel** and **Log panel** interface objects and in the separate pop-up window. Examples of such pop-up windows are displayed in figures.



Alarm messages for Communication channel



Alarm messages for camera enabling and disabling

Search in archive

Search in archive purpose

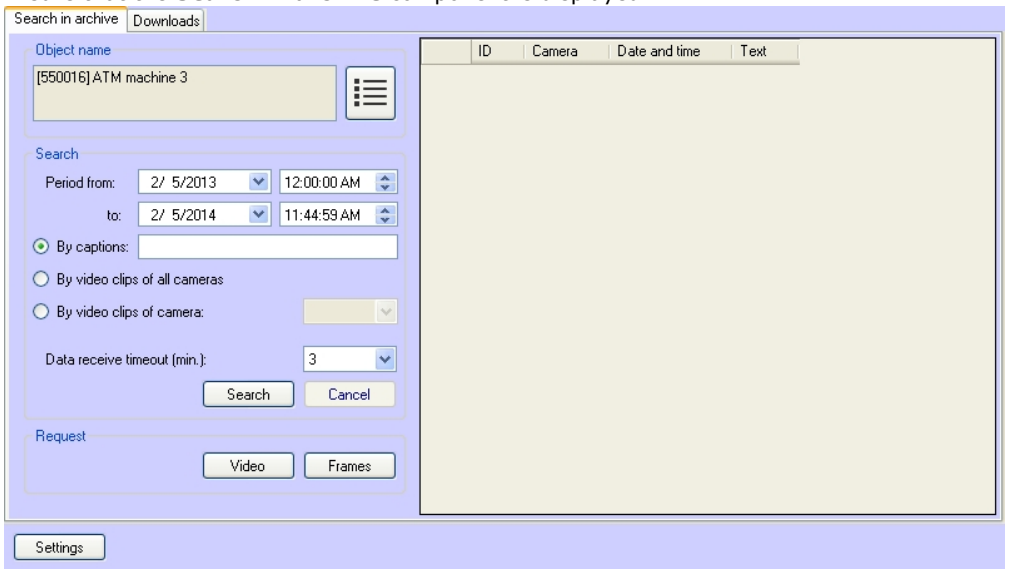
The Search in archive component does the following:

1. Generates and sends search queries for captioned videos, and receives video info search results.
2. Generates and sends search queries for video frames, both captioned or uncaptioned, and receives video info search results.
3. Generates and sends search queries (based on video info search) to the video archive for an object, and receives and visualizes the search results (frames or fragments).
4. Views and prints search results (frames or fragments).

Video archive search request for captions

To create and send a video archive search request (**By captions** mode), you must do the following:

1. Ensure that the **Search in archive** component is displayed.

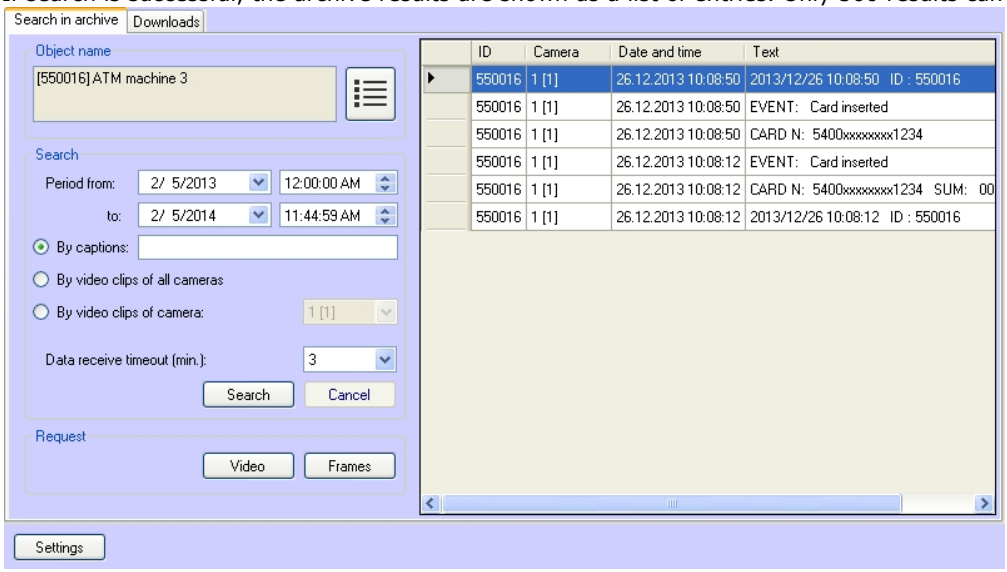


2. Search timeout is specified in the **Data receive timeout (min)** list.
3. Create a search query for the archive, using the following parameters:
    a. Set date and time of search period beginning in the **Period from:** field.
    b. Set date and time of search period ending in the **to:** field.
    c. Set the switch into **By captions** position.
    d. Specify any keyword (available only in **By captions** mode).
4. Select an object in the object description list and click the **Search** button.

> **Note.**

You can stop searching at any time, by clicking the **Cancel** button.

5. If search is successful, the archive results are shown as a list of entries. Only 500 results can be displayed.

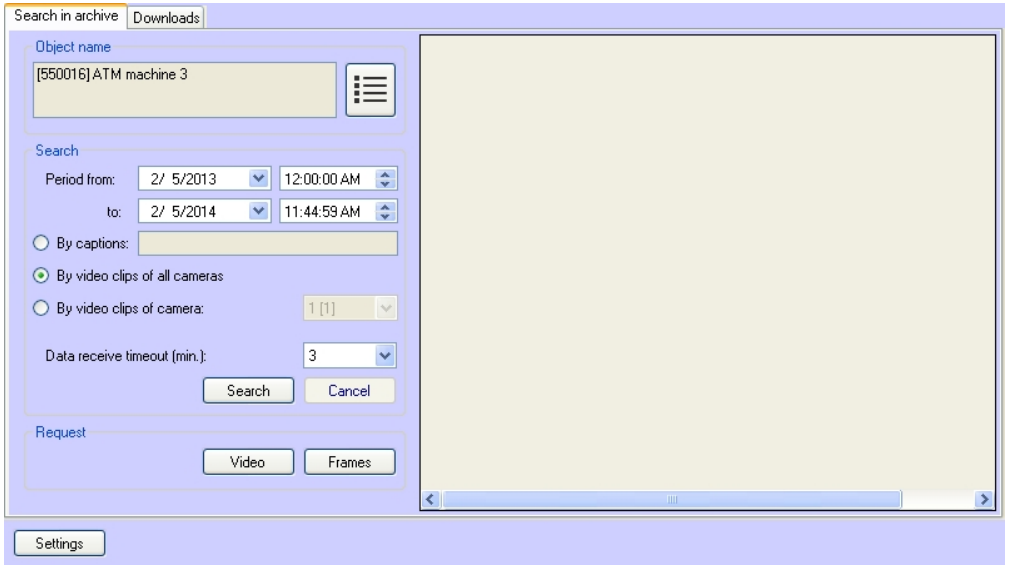


Attention!
These data are taken from the *Intellect* database at the object. Data retention time is configured in the **Programming** tab, in the **Security zone** object settings panel, under the **Events archive length** option (measured in days).

Video archive search request for video fragments

To create and send a request to the video archive (**By video clips of all cameras** mode), you must do the following:

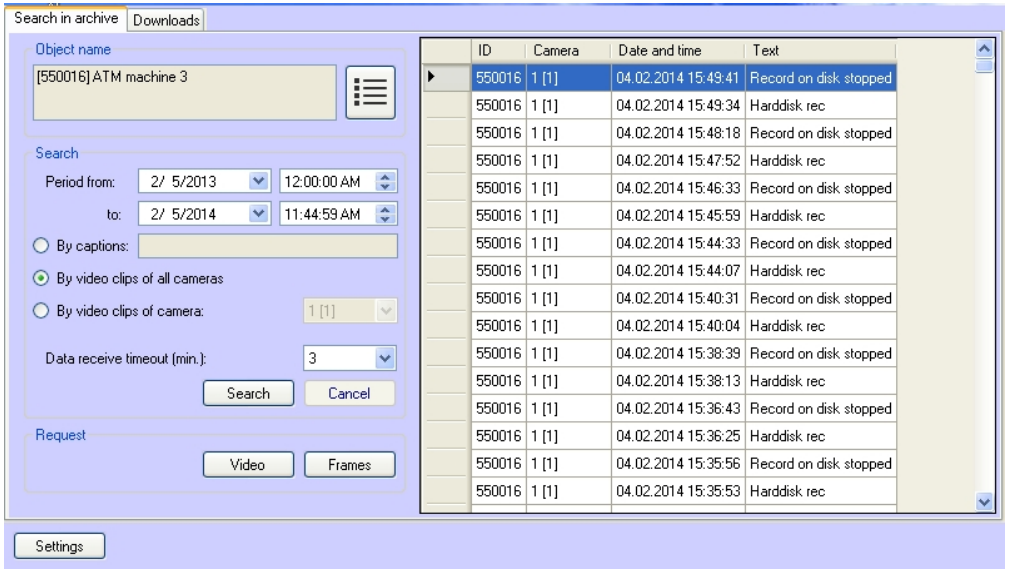
1. Make sure that the **Search in archive** component is displayed.



2. Select an object in the **Object name** list.
3. Generate an archive search query, using the following parameters:
    a. Set date and time of search period beginning in the **Period from:** field.
    b. Set date and time of search period ending in the **to:** field.
    c. Set the switch into the **By video clips of all cameras** mode.

> **Note.**
> To search by video fragments of a specific camera set the switch into the **By video clips of camera** mode and specify the camera in the drop-down list.

4. Click the **Search** button. If search is successful, the archive results are shown as a list of entries. Only 500 results can be displayed.



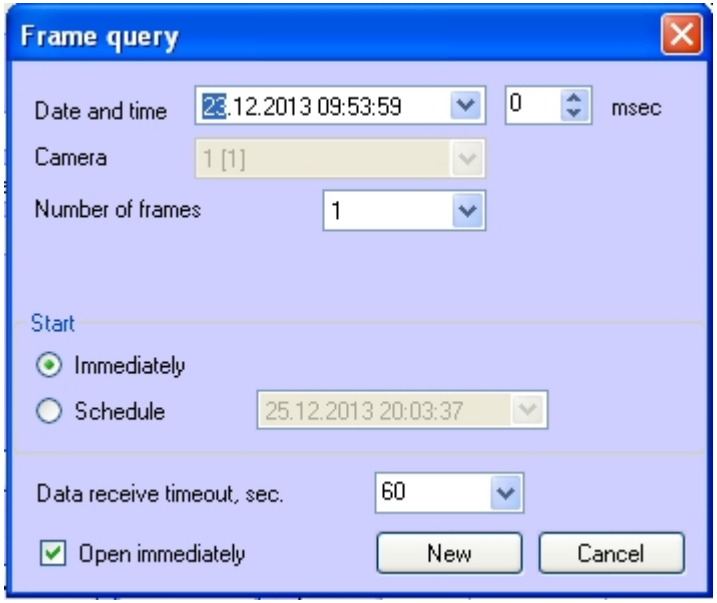
5. The data so obtained can be used to generate an archive query (see Video query).

Attention!
These data are taken from the *Intellect* database at the object. Data retention time is configured in the **Programming** tab, in the **Security zone** object settings panel, under the **Events archive length** option (measured in days).

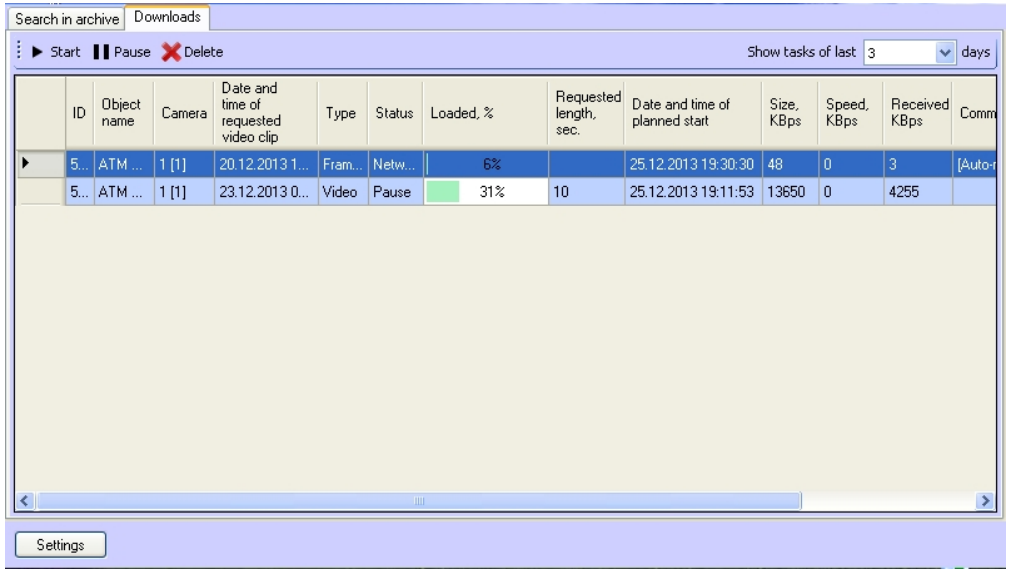
Frame query

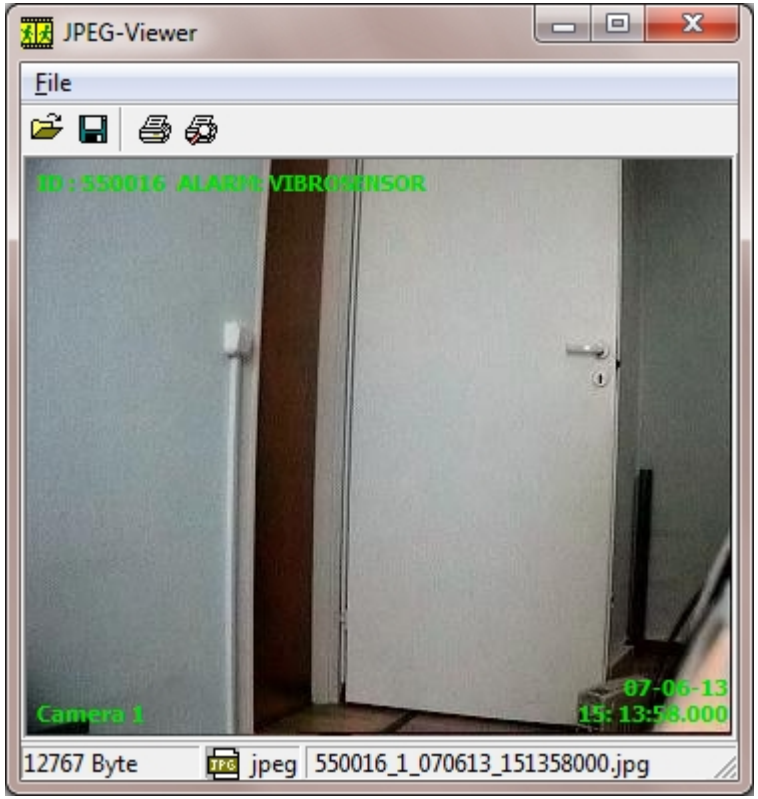
The Search in archive component allows querying video frames from an object. To do that, proceed as follows:

1. Perform video search by captions or by clips as described in the corresponding sections.
2. Search results are displayer as a list. Click the right mouse button on a field of interest in the list of results. The menu with **Video query** and **Frame query** items is displayed.
3. If **Frame query** item is selected, the **Frame query** dialog box appears. You can also call this dialog box by clicking **Frames** button in the **Query** group.

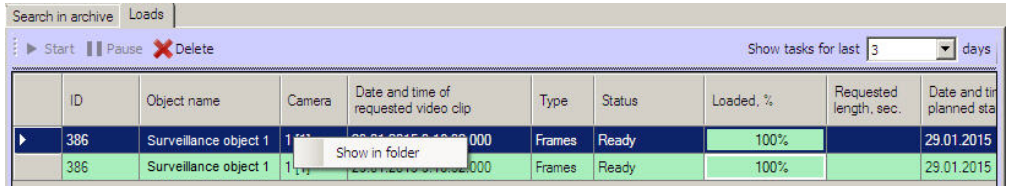


4. The **Date and time** and **Camera** fields are automatically filled.
5. The **msec.** field allows specifying the query time to the millisecond.
6. If number of frames is more than one, the **Interval between frames** field appears. Interval between frames is specified with millisecond precision.
7. In the **Start** area select time to perform request: **Immediately** or **Schedule**.
8. Timeout of frame receiving is set in the **Data receive timeout, sec** field.
9. If the **Open immediately** checkbox is set, then after data download completed they will be placed into the archive and visualized. Otherwise data will only be placed into the archive. To view such data you can use the **ATM Monitoring Reports** component.
10. After all fields values are specified, press **New**.
11. Task process is viewed on the **Downloads** tab. If data downloaded successfully and if the **Open immediately** checkbox was set, the downloaded frame will be displayed.


Search in archive
Downloads
Start
Pause
Delete
Show tasks of last 3 days
ID
Object name
Camera
Date and time of requested video clip
Type
Status
Loaded, %
Requested length, sec.
Date and time of planned start
Size, KBps
Speed, KBps
Received KBps
Comm
5... ATM ... 1 [1] 20.12.2013 1... Fram... Netw... 6% 25.12.2013 19:30:30 48 0 3 [Auto-
5... ATM ... 1 [1] 23.12.2013 0... Video Pause 31% 10 25.12.2013 19:11:53 13650 0 4255
Settings



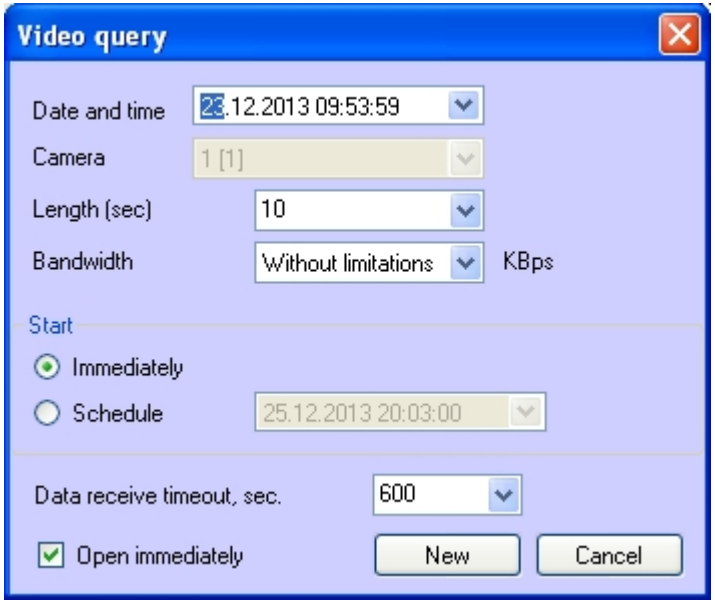
If frames are downloaded correctly, it is possible to go to the folder with these frames. For this right-click the corresponding frame and select the **Show in folder** item.



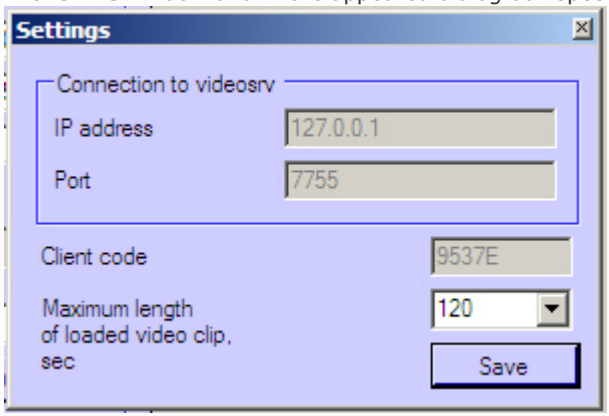
Video query

The Search in archive component also allows querying small video fragments from an object. To do so, proceed as follows:

1. Perform the search by captions or by video clips as described above.
2. The archive results are shown as a list of entries. Click the right mouse button on a field of interest in the list of results.
3. The menu with **Video query** and **Frame query** items is displayed.
4. If **Video query** item is selected, the **Video query** dialog box appears. You can also call this dialog box by clicking **Video** button in the **Query** group.

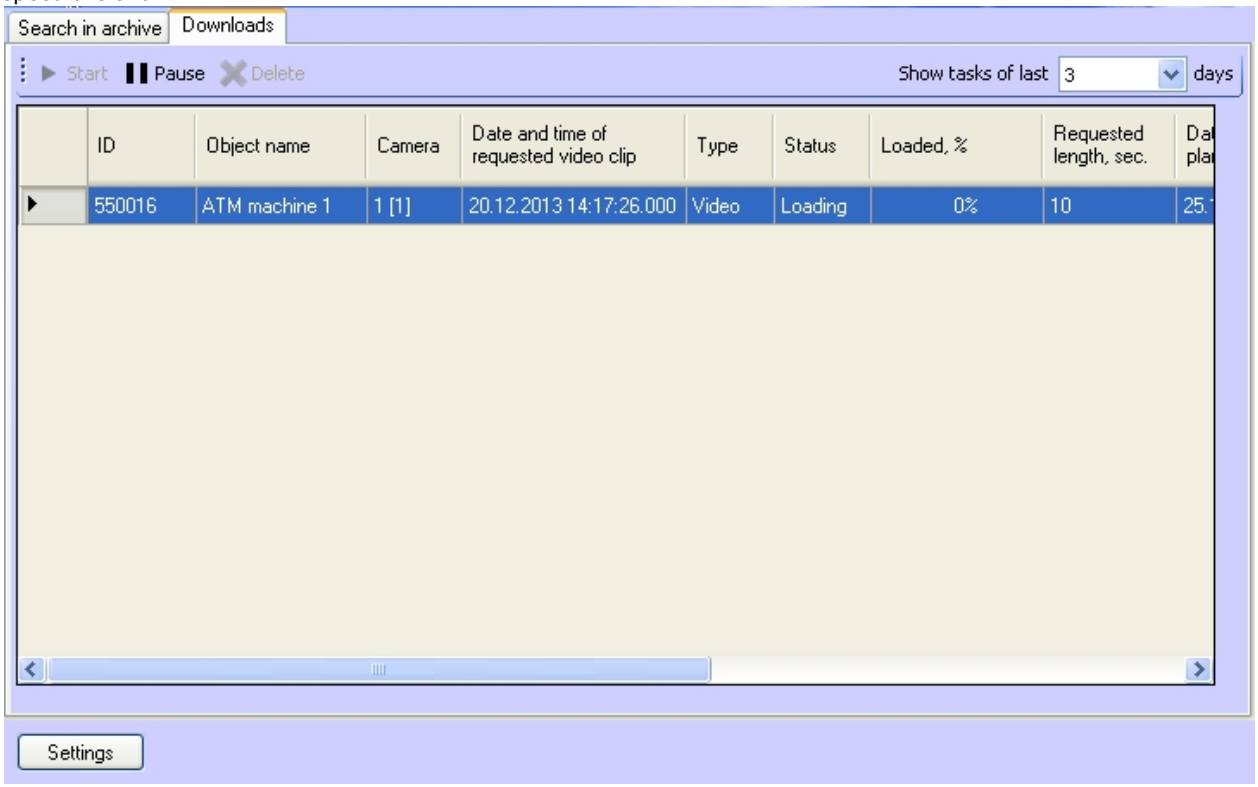


5. The **Date and time** and **Camera** fields are automatically filled.
6. The **Length (sec)** field allows specifying the received video fragment duration.

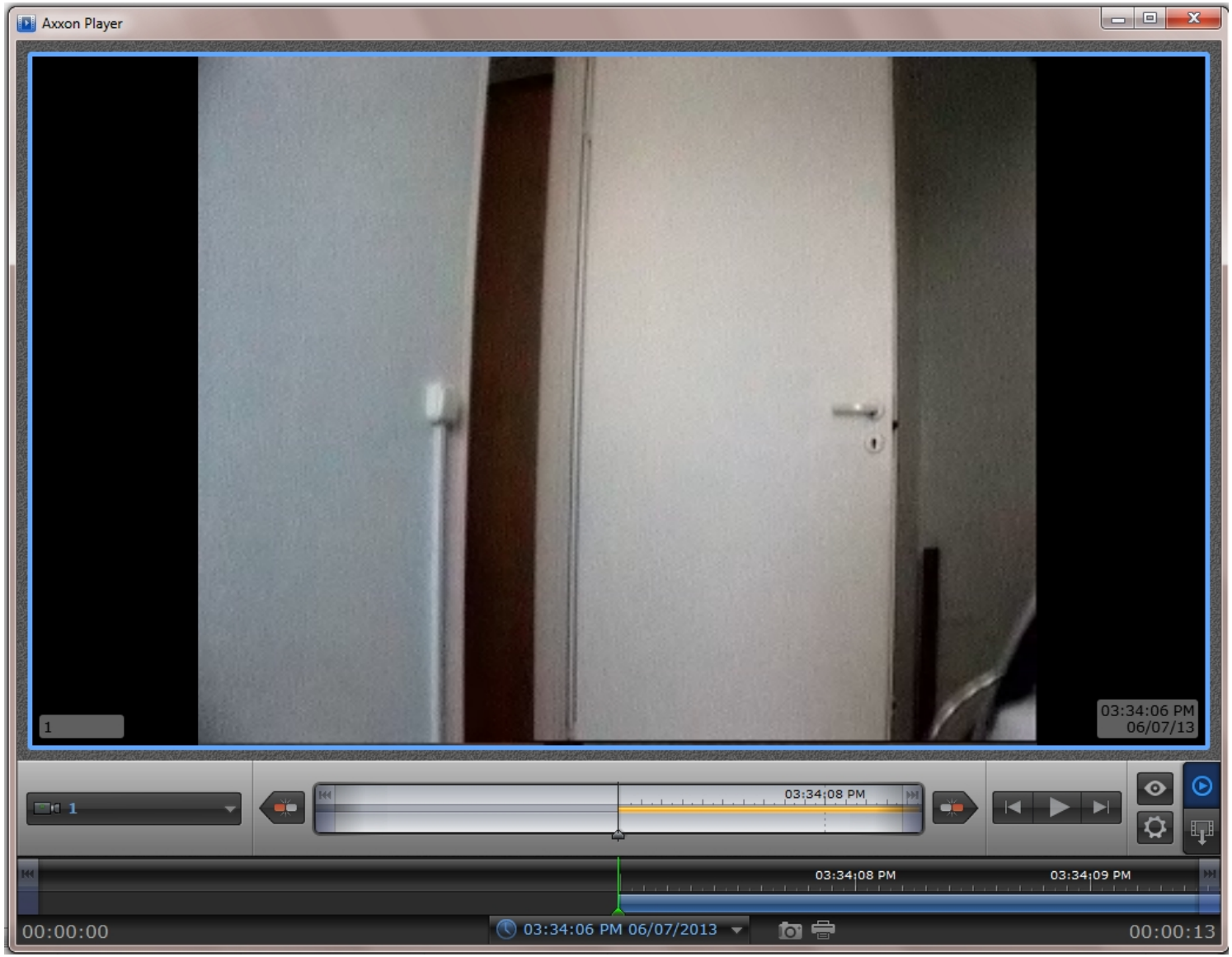
> **Note.**
> If the value in the **Length (sec)** is more than 120 you will be proposed to use 120 value. This is done so that the user could consciously create queries in the result of which a large data file will be exported from the video archive on the *ATM-Intellect Pro*. To remove that restriction click **Settings** in the bottom left part of the **Search in archive** window and in the appeared dialog box specify the **Maximum length of loaded video clip, sec** value. After all fields values are specified, press **New**.
>
> 
>

7. To reduce use of network bandwidth the **Bandwidth** list is used.
8. In the **Start** area select time to perform request: **Immediately** or **Schedule.**
9. Timeout of video receiving is set in the **Data receive timeout, sec** field.

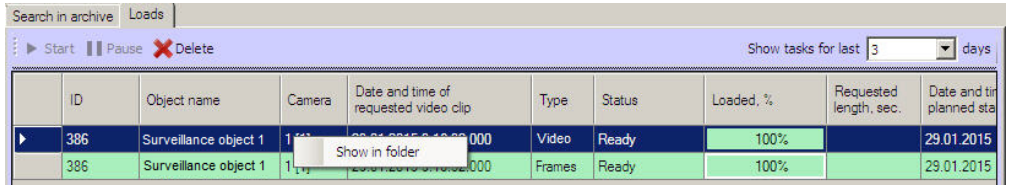
10. If the **Open immediately** checkbox is set, then after data downloaded completely they will be placed into the archive and visualized. Otherwise data will only be placed into the archive. To view such data you can use the **ATM Monitoring Reports** component.
11. After all fields values are specified, press **New**.
12. You will get to the **Downloads** tab where the task performance process is displayed. During receipt of a video fragment, the file's size, amount downloaded and transmission speed are shown.



13. You can stop loading the video fragment at any time, by clicking the **Pause** button.
14. If the **Open immediately** checkbox is set, after it is loaded, the video fragment will be played in the Axxon Player.



Successfully completed task is marked with green in the list. Double-click on such task to visualize received video fragment or frame. It is also possible to go to the folder with downloaded videos. For this right-click the corresponding frame and select the **Show in folder** item.



The *Search in archive* module supports broken download resume. If during the download the link with *ATM-Intellect Pro* was lost, after two minutes timeout the download status will be changed into "Network failure" and in the **Commentary** field the message will be displayed that no data transferring is performed in the moment. After ten seconds periodic attempts to resume data download will begin. Attempts period is one minute. After connection with *ATM-Intellect Pro* is reestablished, data download will continue from the position where it stopped. Broken download resume mechanism is implemented using temporary files that are stored on the *ATM-Intellect Pro* and *ATM-Intellect Workstation*. These files are stored for three days by default. After this time they are deleted. For example, if you create a clip download task and while loading press "**Pause**" and resume the download in five days, the data will be downloaded from the beginning. To change temporary files storage time set the required value in days in the StoreVideoFiles parameter of DWORD type in the HKLM\SOFTWARE\BITSoft\VHOST\VHostService registry branch. When the parameter is changed restart the Videosrv.exe.

The old tasks can be deleted from the list with **Delete** button on the **Downloads** tab. Tasks are stored for 100 days maximum. You can reduce the number of displayed tasks using the **Show tasks for last __ days** list in the upper right part of the **Downloads** tab.

Attention!
If the requested video clip is very long (more than a minute long) it is necessary to increase the *Data receive timeout* value. This is due to the fact that it takes time to export a long video fragment on the *ATM-Intellect Pro*.

If the *Intellect* software shuts down, all download tasks with "Downloading" status are paused. To resume download start these tasks manually.

Characteristics of video data transfer during the transaction

Video data transfer from the *ATM-Intellect Pro* to the *ATM-Intellect Workstation* is performed by request from the *Search in archive* module and when the alarm is detected. While performing the financial transaction on the ATM, the video data transfer is temporarily stopping. The following cases are possible:

1. Transaction starts during the video segments loading performed by the *Search in archive* module. In this case the loading stops (it is paused). In the **Comment** field the information is displayed that pause is due to transaction. Loading is continued after the transaction is completed.
2. Loading request from the *Search in archive* module is received during the transaction. Export of required video segment is performed on the *ATM-Intellect Pro*, but the data loading does not start. Loading is displayed as paused. In the **Comment** field the information is displayed that pause is due to transaction. Loading is continued after the transaction is completed.
3. Transaction starts during the alarm processing. In this case the loading stops (it is paused). While the transaction is not completed the list of "delayed" alarms for sending is created. After the transaction is completed the *ATM-Intellect Pro* starts sending the "delayed" data which contains alarms corresponding to alarms detected during the transaction in order reversed to their receiving. The last "delayed" delivery will be send first, as the most actual.
4. Alarm appears during the transaction. The *ATM-Intellect Pro* sends messages with description of detected alarm or failure with its description on the *ATM-Intellect Workstation* i mmediately, when the informational delivery is ready. Also, the message that loading of corresponding video data will be stopped is sent. While the transaction is not completed the list of "delayed" alarms for sending is created. After the transaction is completed the *ATM-Intellect Pro* starts sending of "delayed" data which contains alarms corresponding to alarms detected during the transaction in order reversed to their receiving. The last "delayed" delivery will be send first, as the most actual.

In case if ATM financial transactions and video data from *ATM-Intellect Pro* are transferred by different connection links and if the good connection link is in use, it is possible to allow loading of video data during transaction. To do so create the string parameter «stop_data_by_trx» with the «0» value in the HKEY_LOCAL_MACHINE\SOFTWARE\BITSoft\VHOST\VHostService registry section.

ATM Monitoring reports

ATM Monitoring reports purpose

The **ATM Monitoring reports** component automates processing of statistics about system functioning. You can create the following types of reports:

1. Report on technical faults;
2. Report on alarm situations;
3. Video report;
4. Statistical report;
5. Statistical report by owner.

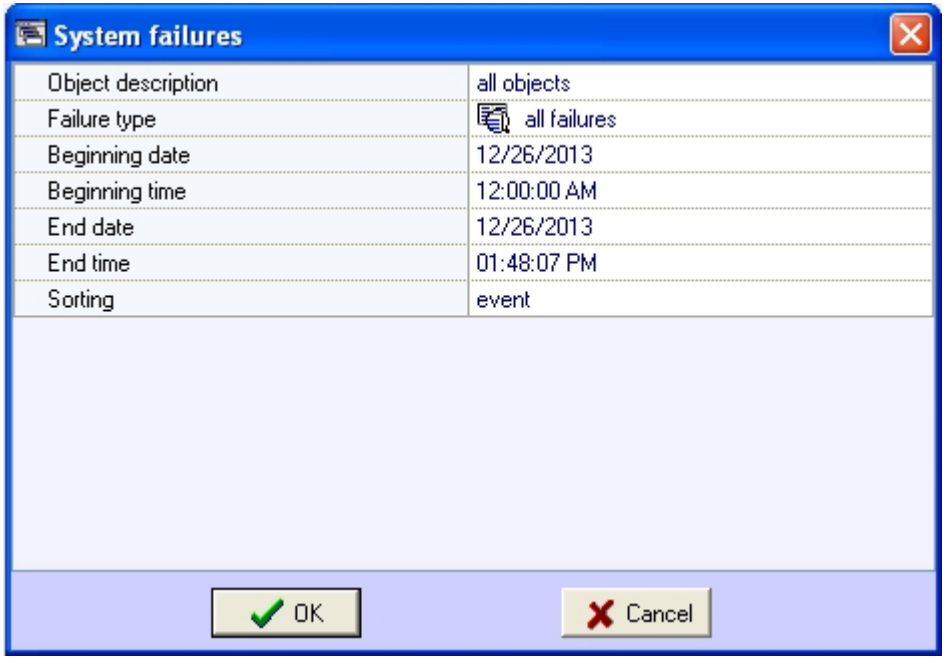
General view of **ATM Monitoring reports** window is shown in figure.

Note.
Format of date and time present in reports depends on system regional and language options

Report on technical faults

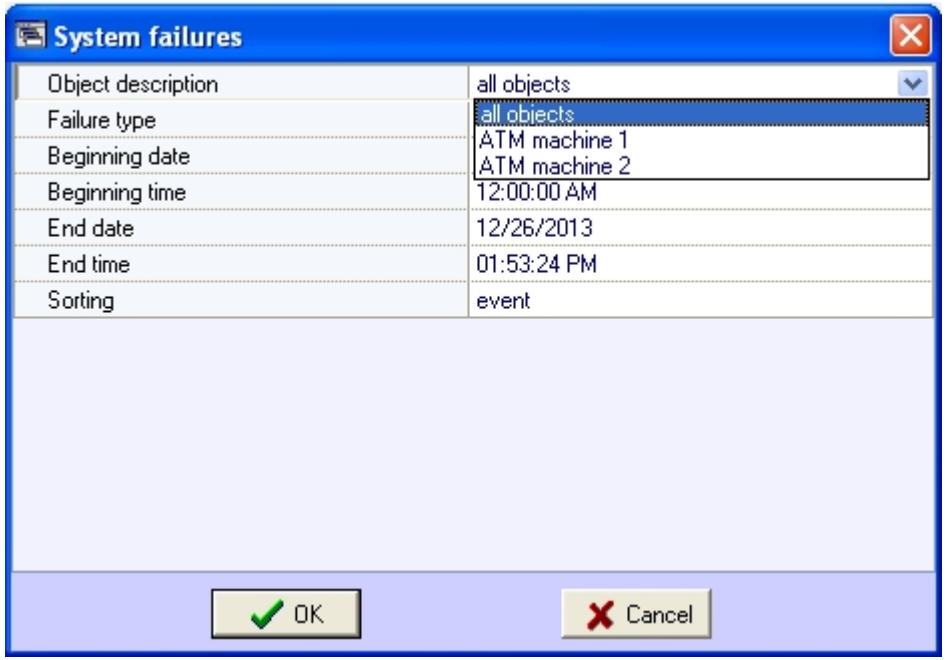
To start generating the report, click the **System faults** button.

A dialog box then appears, with the parameters necessary for report generation.

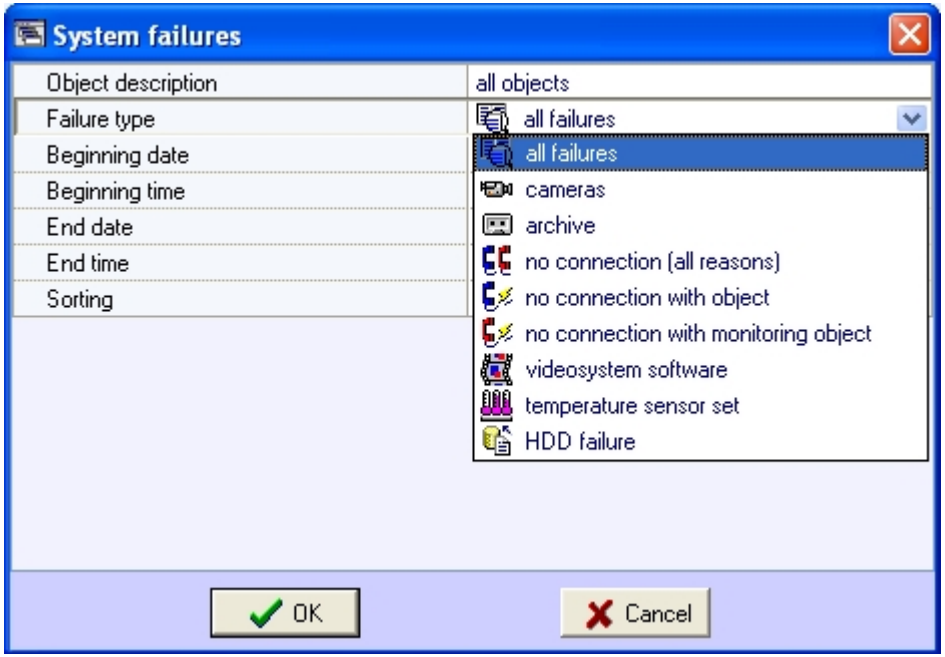


This dialog box allows setting the following report parameters:

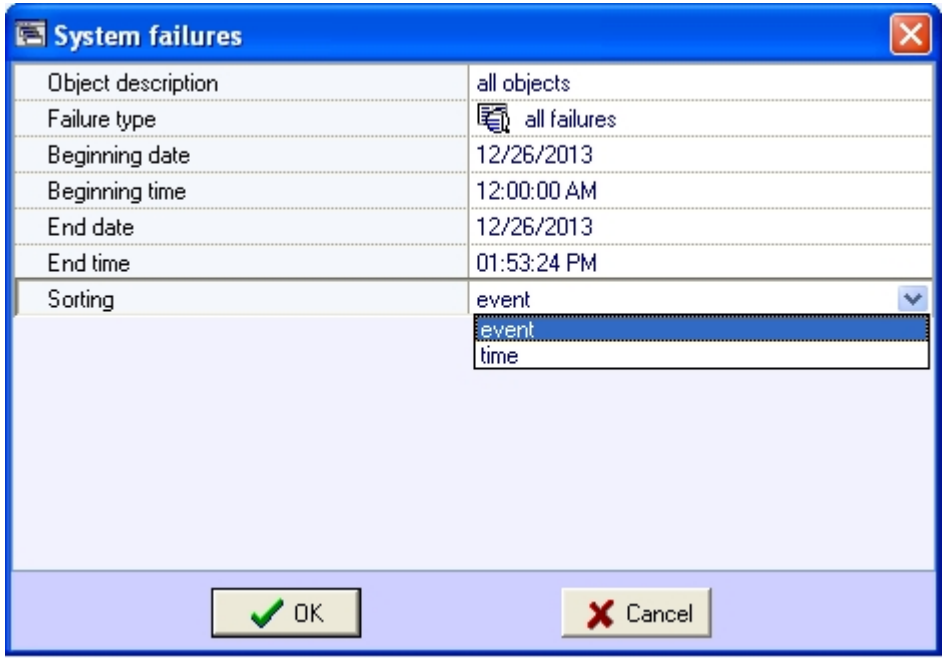
1. Time period for the report. Use the **Beginning date**, **Beginning time**, **End date**, and **End time** parameters for this.
2. **Object description**. This setting allows switching between the two report modes:
    a. Report on all system objects
    b. Report on one system object



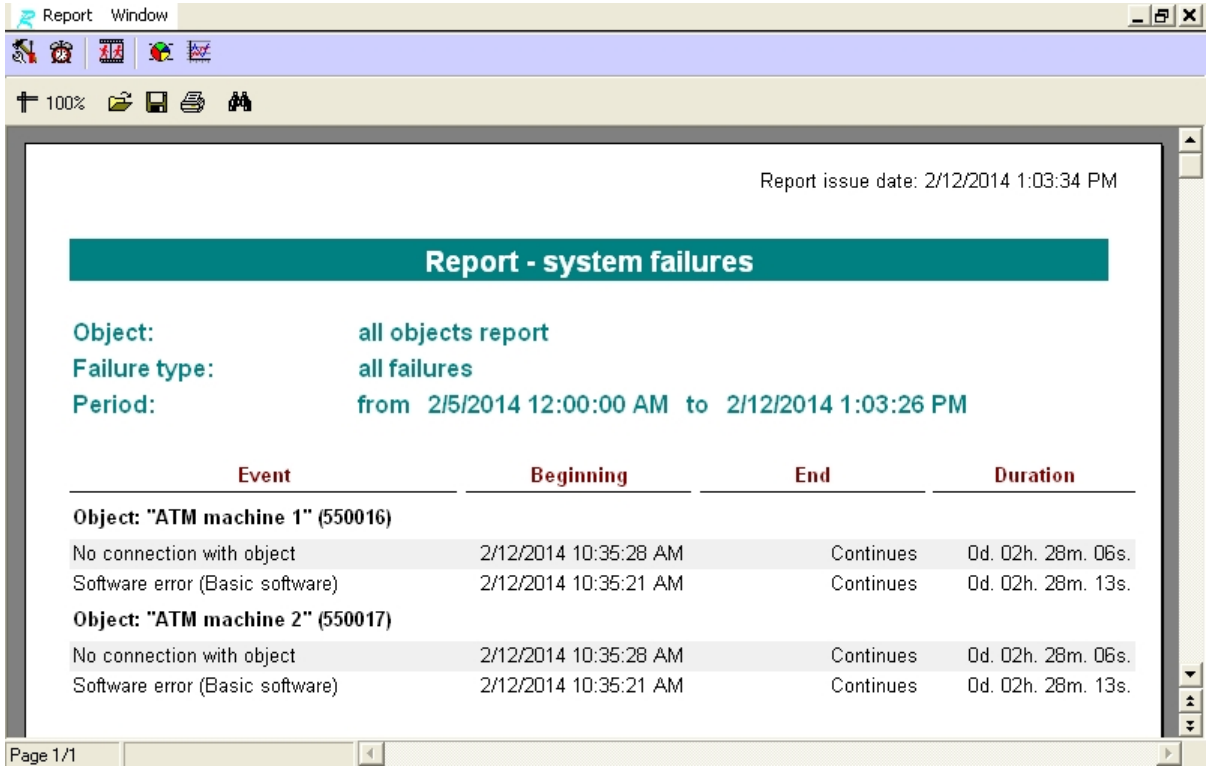
3. **Failure type**. This setting allows specifying the type of fault for which you want to generate a report. You can also create a report for all faults that occurred during a specified interval of time.



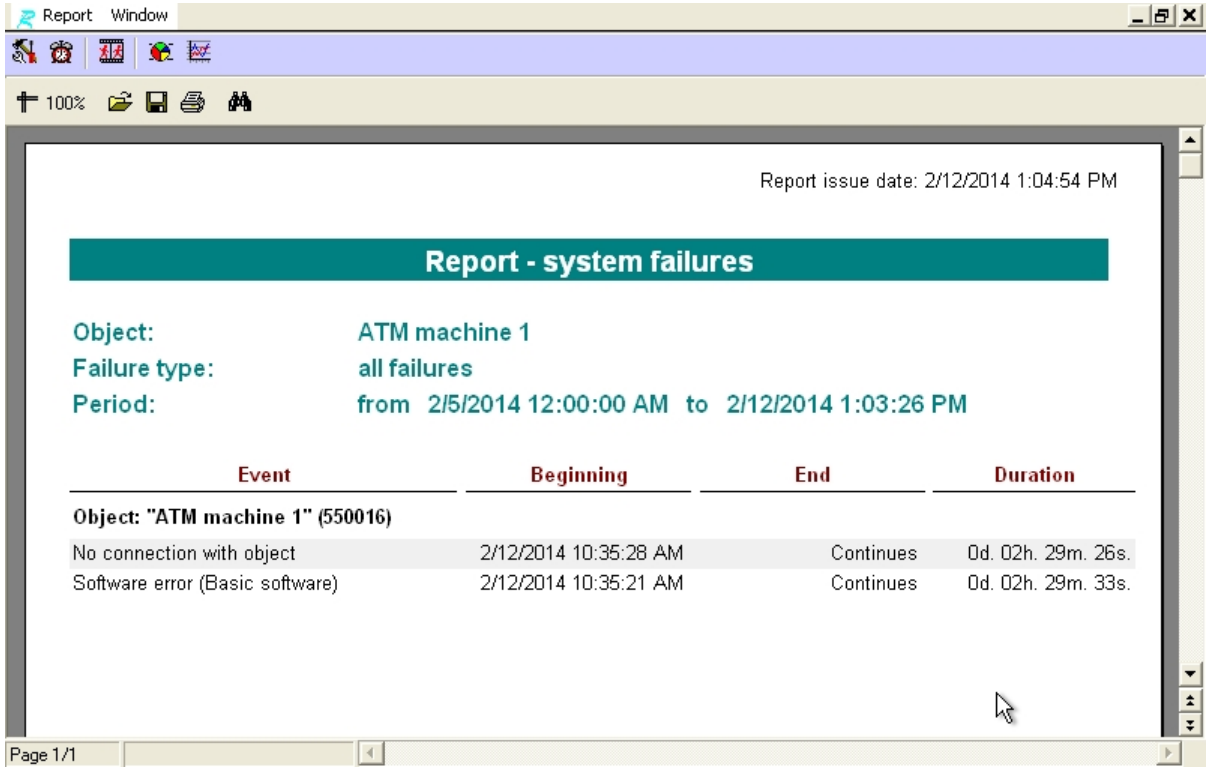
4. **Sorting**. A report can be sorted in one of two ways:
    a. By events ("cameras", "archive", etc).
    b. By time of event start



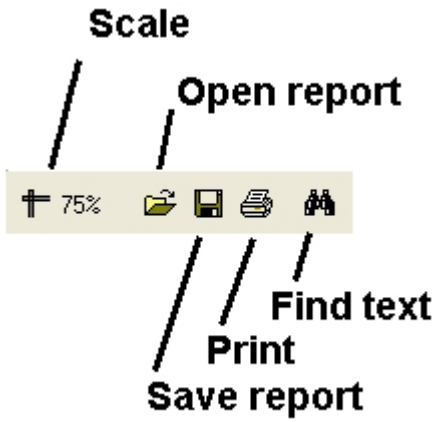
After configuring all parameters, click **OK**. The report appears in a new window.



The same report, generated for a single object, looks as shown in the figure.



Each report window has a toolbar.

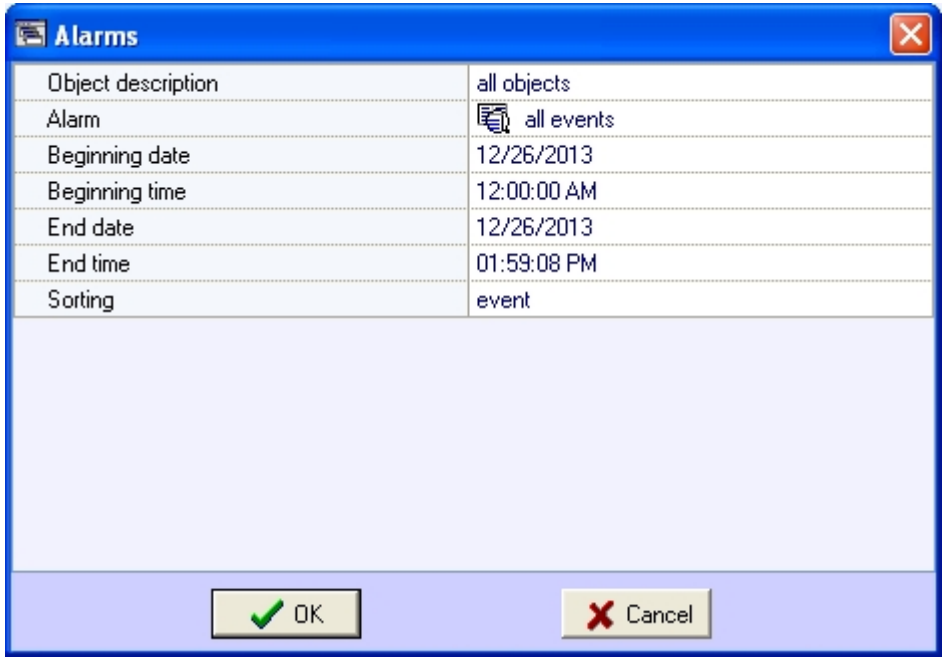


The **Save report** and **Open report** buttons are worthy of special attention. If the **ATM Monitoring Reports** component cannot access a printer or the report must be saved electronically for later viewing, you can save the report as a file with the .frp, .xls, .xml, .rtf, or .html extension. This file can later be opened on another workstation.

Report on alarm situations

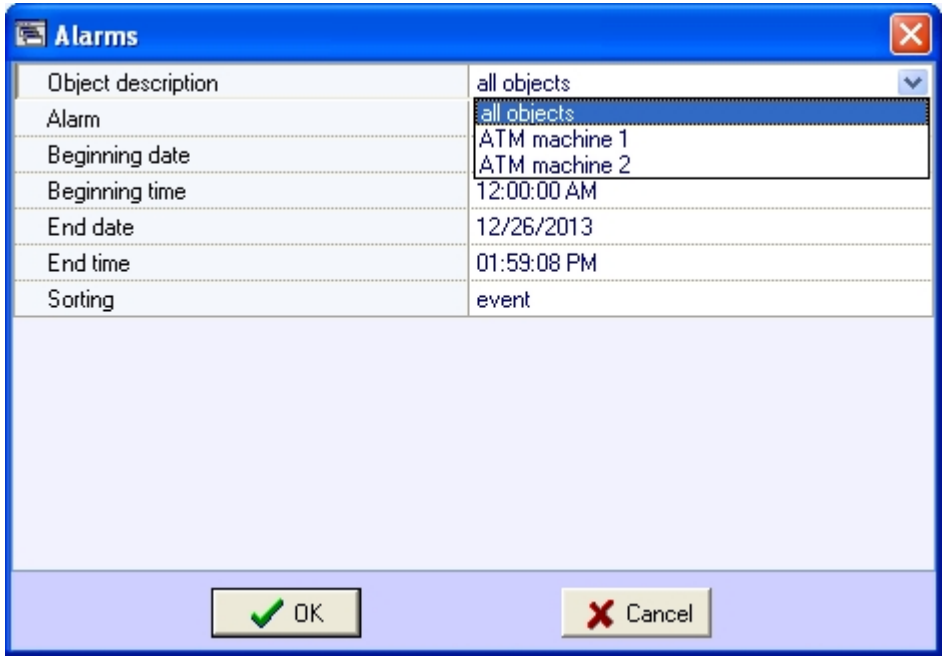
To begin generating the report, click the **Alarms** button.

A dialog box then appears, with the parameters necessary for report generation.

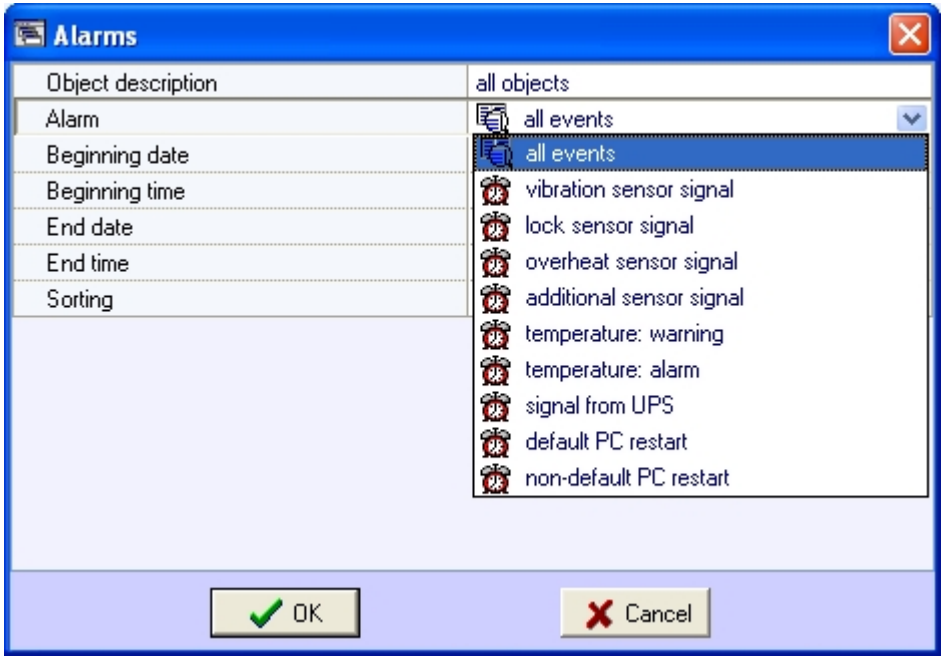


This dialog box allows setting the following report parameters:

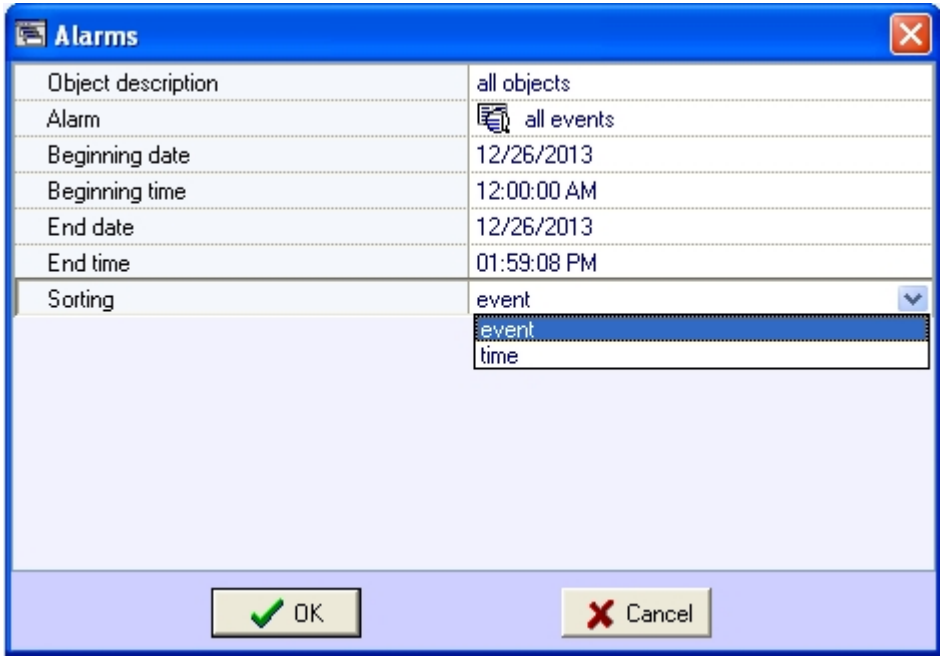
1. Time period for the report. Use the **Beginning date**, **Beginning time**, **End date**, and **End time** parameters for this.
2. **Object description**. This setting allows switching between the two report modes:
    a. Report on all system objects
    b. Report on one system object



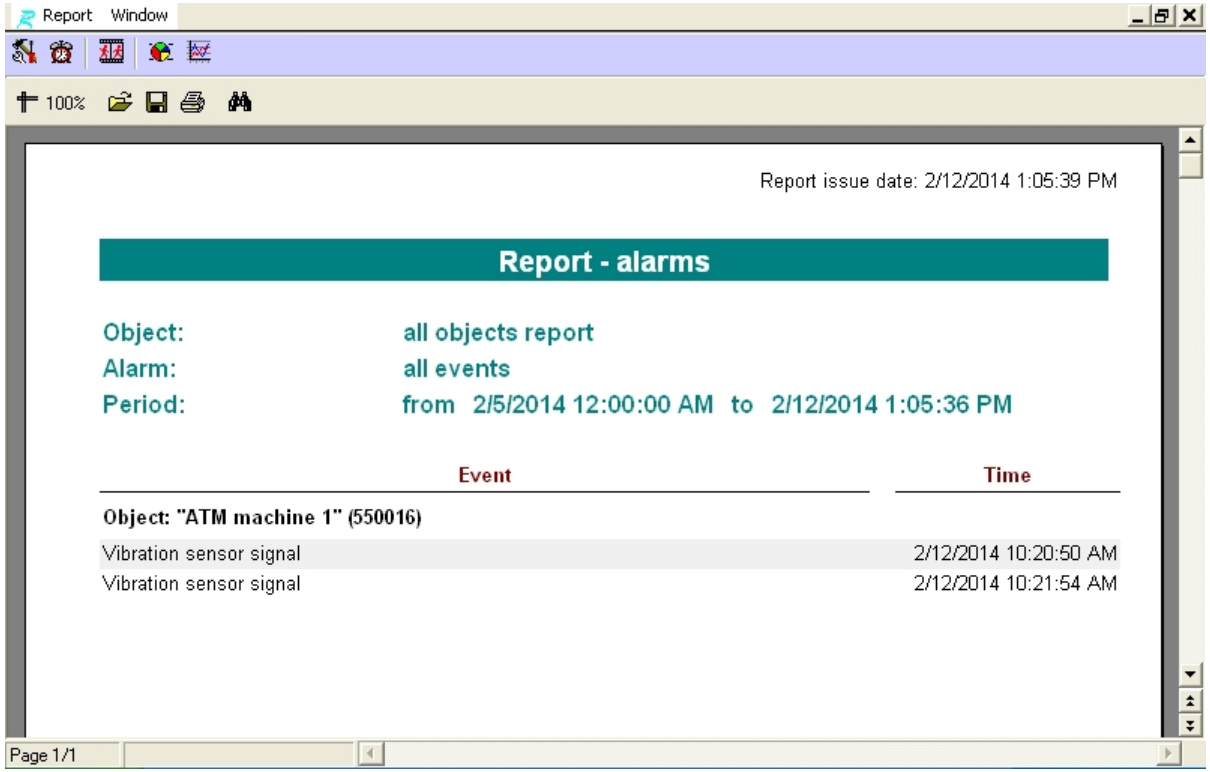
3. **Alarm event**. This setting allows specifying the type of alarm event for which you want to generate a report. You can also create a report for all alarm events that occurred during a specified interval of time.



4. **Sorting**. A report can be sorted in one of two ways:
    a. By event ("Signal from vibration sensor", "Signal from lock sensor", etc.)
    b. By time of event start



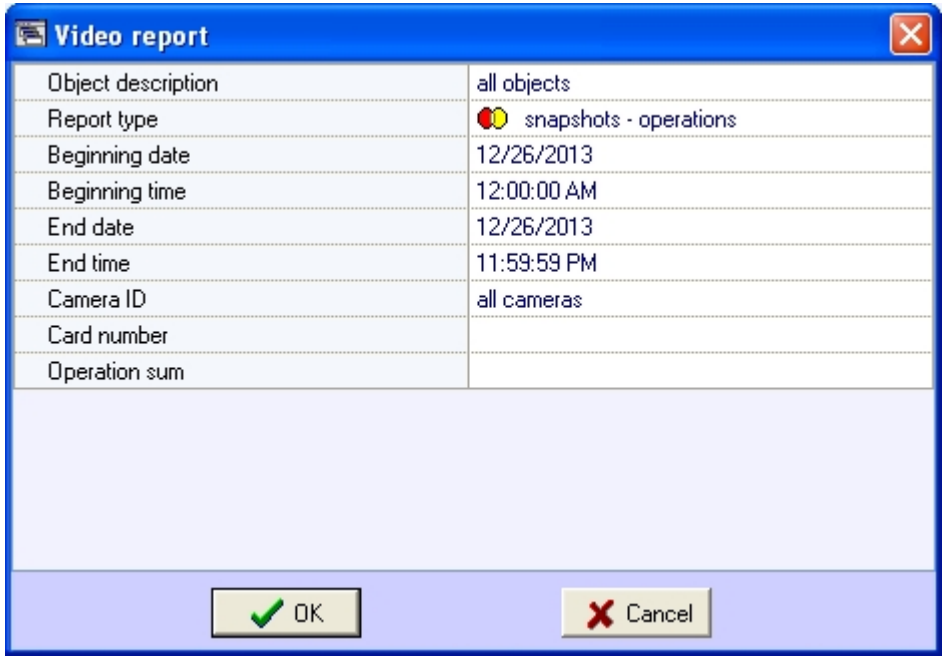
After configuring all parameters, click **OK**. The report appears in a new window.



Video report

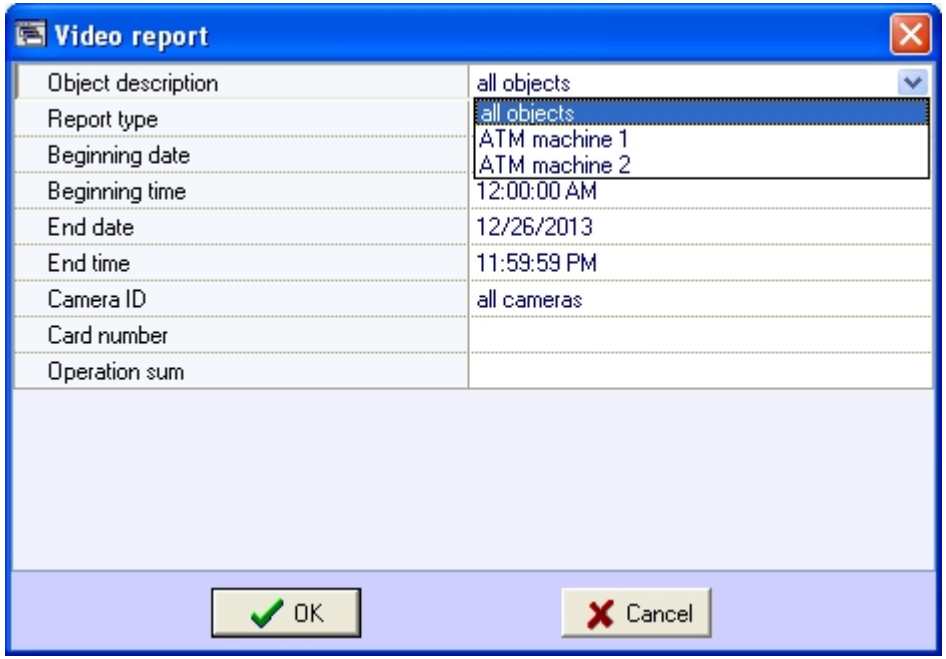
To start generating the report, click the **Video report** button.

A dialog box then appears, with the parameters necessary for report generation.

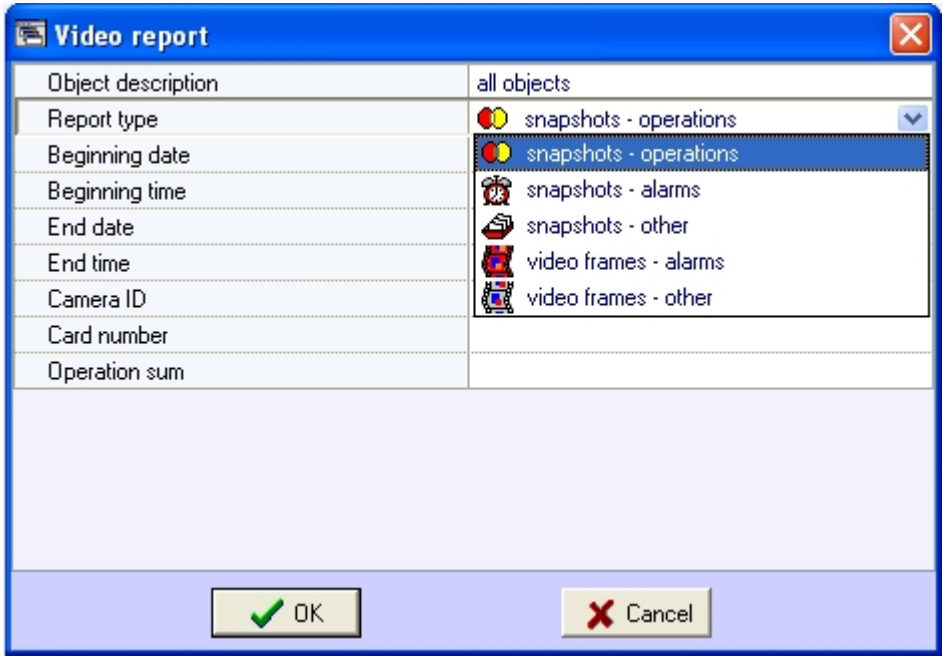


This dialog box allows setting the following report parameters:

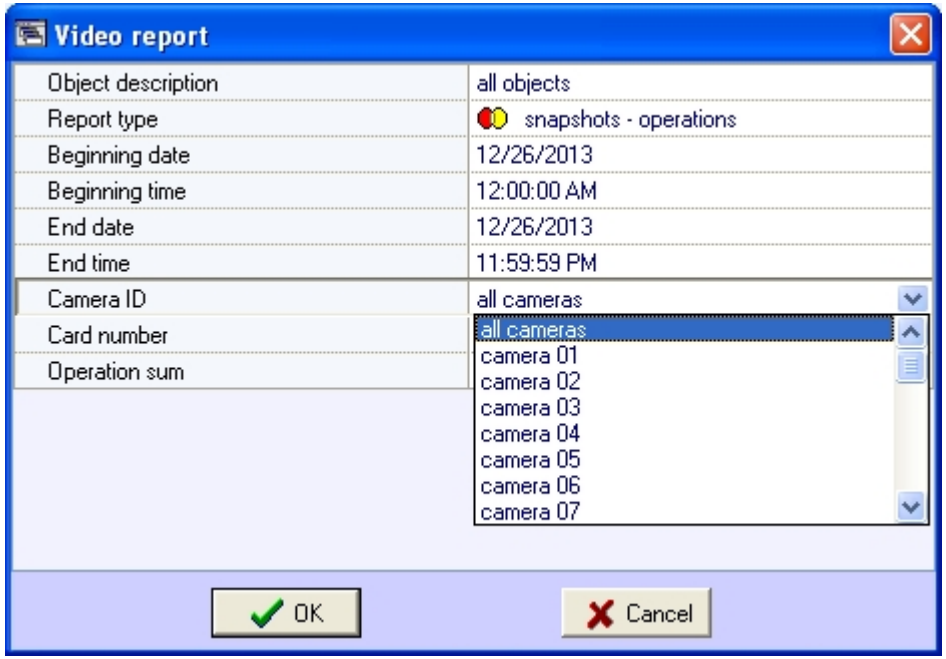
1. Time period for the report. Use the **Beginning date**, **Beginning time**, **End date**, and **End time** parameters for this.
2. **Object description**. This setting allows switching between the two report modes:
    a. Report on all system objects
    b. Report on one system object



3. **Report type**. This setting allows switching between the five available reports:
    a. **snapshots – operations**. These are snapshots during the time when bank card transactions were being performed at the ATM.
    b. **snapshots – alarms**. These are snapshots after an alarm sensor was triggered at the object ("Vibration sensor", "Lock open sensor", etc.).
    c. **snapshots – other**. These are snapshots obtained by a custom video archive query.
    d. **video frames – alarms**. These are video frames obtained after an alarm sensor is triggered at the object.
    e. **video frames – other**. These are video frames obtained by a custom video archive query.



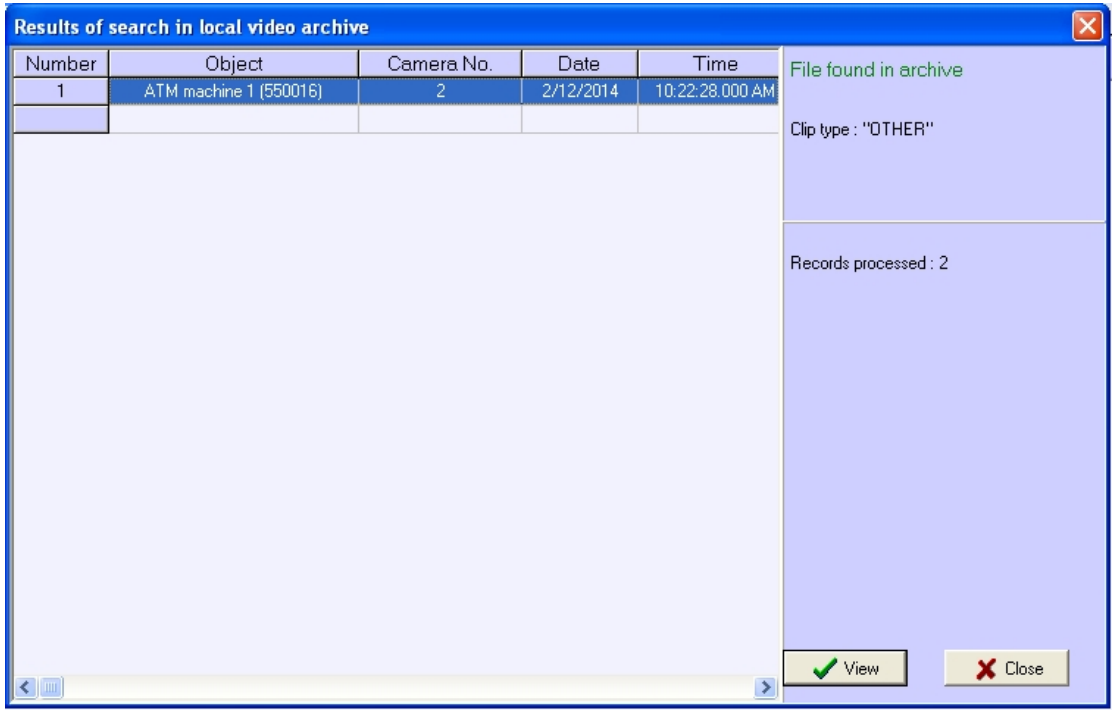
4. If the **snapshots – operations** report type is chosen, the **Camera ID**, **Card number**, and **Operation sum** settings become available.
5. If the **snapshots – other** report type is chosen, the **Camera ID** setting becomes available. This setting can specify the number of the camera that has snapshots of interest.

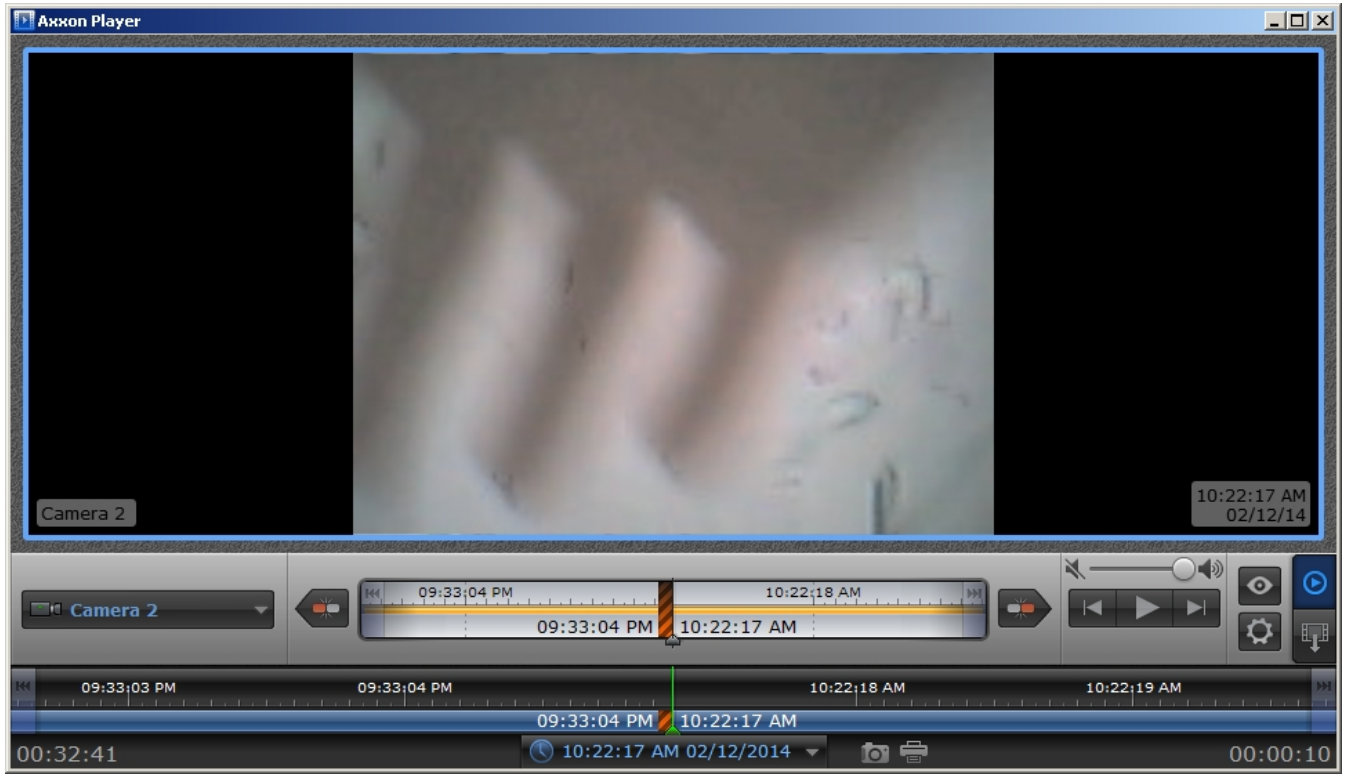


After configuring all parameters, click **OK**. A separate window displays the results of search for snapshots for the specified criterion.

Select a record and click the Report button. A windows opens, containing the report.

Based on the results of video fragment search, you can select any entry and view the fragment by clicking the **View** button. The video fragment will be played back in Axxon Player.


Results of search in local video archive
Number
Object
Camera No.
Date
Time
1
ATM machine 1 (550016)
2
2/12/2014
10:22:28.000 AM
File found in archive
Clip type : "OTHER"
Records processed : 2
View
Close

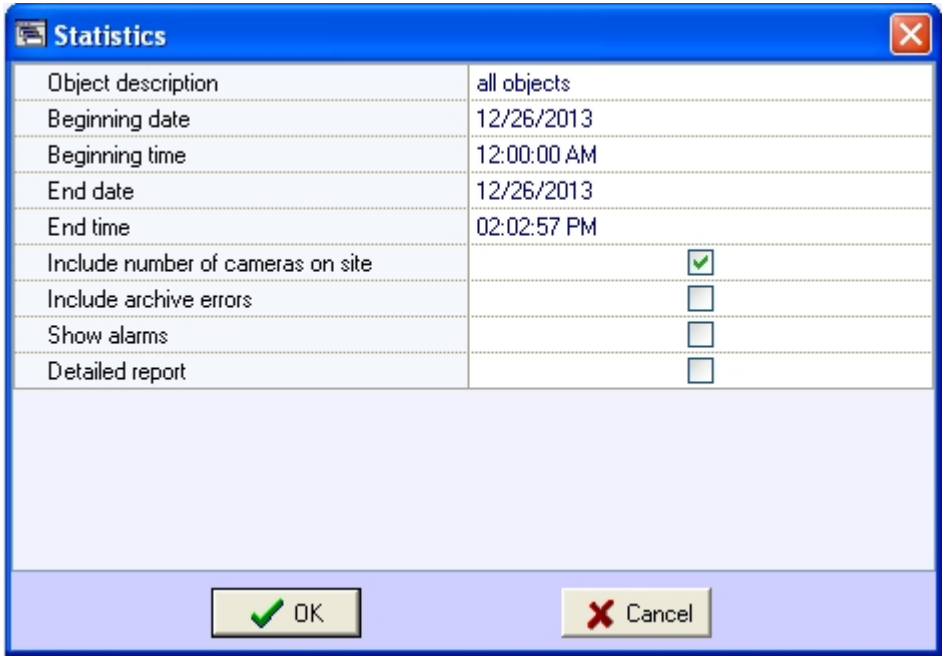


Note that searching for frames and fragments is limited to the files that have been loaded by the Search in archive component. This search is performed based on archive time, not the time at which the files were downloaded to the computer.

Statistical report

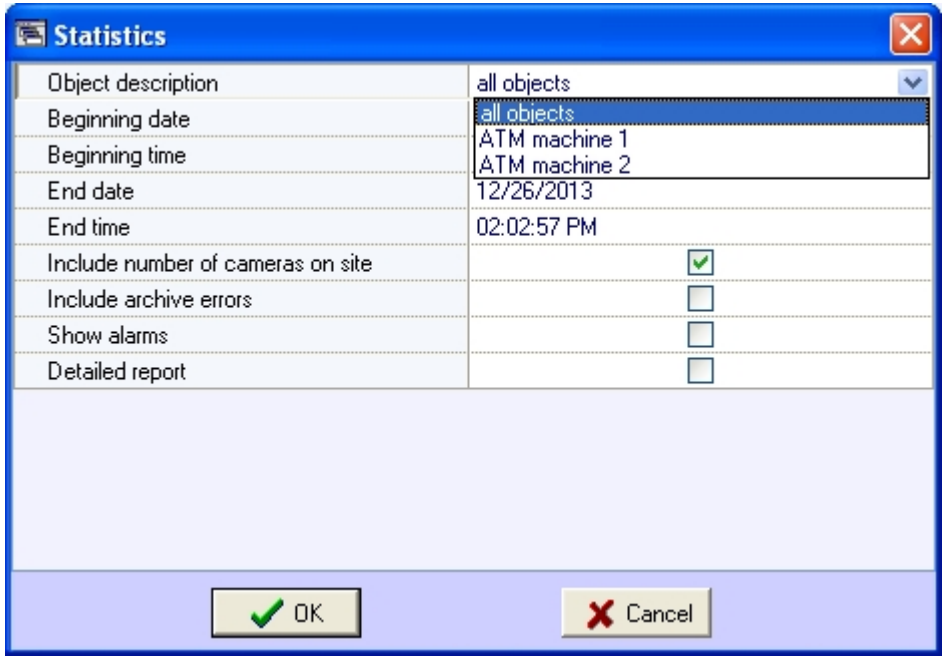
To start generating the report, click the **Statistics** button.

A dialog box then appears, with the parameters necessary for report generation.

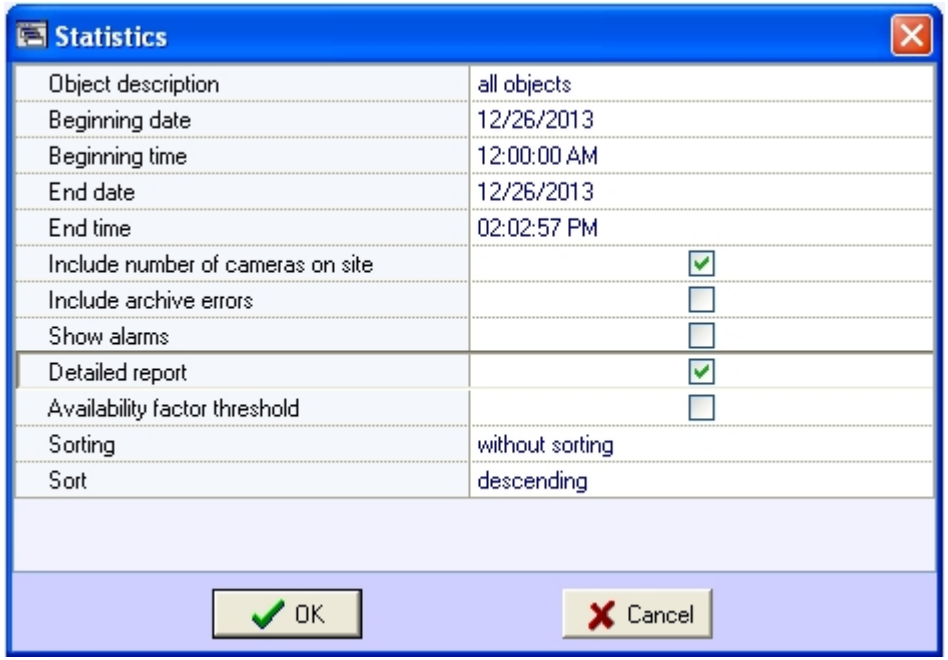


This dialog box allows setting the following report parameters:

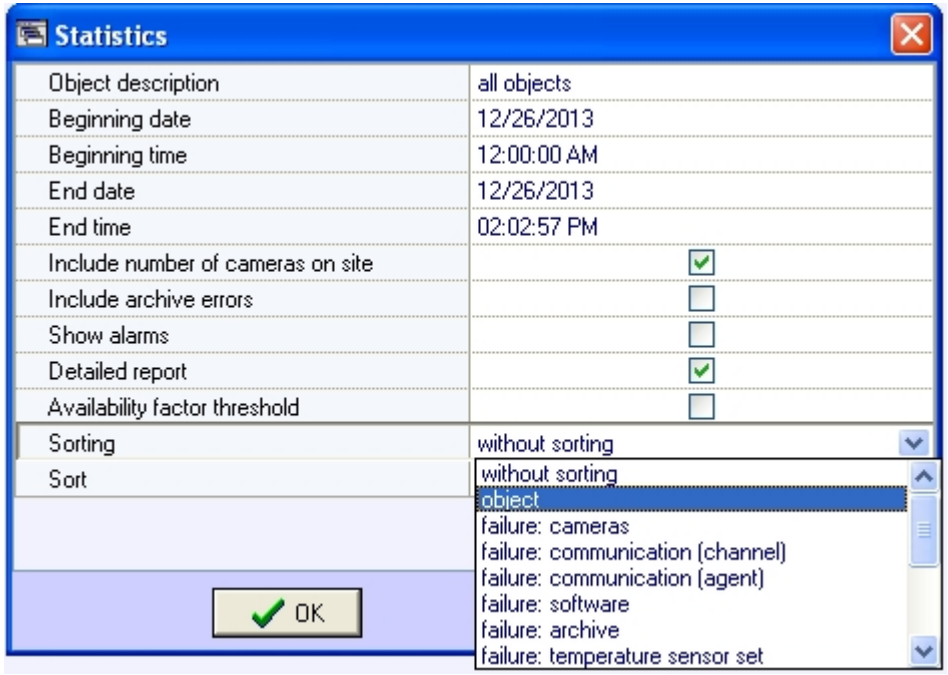
1. Time period for the report. Use the **Beginning date**, **Beginning time**, **End date**, and **End time** parameters for this.
2. **Object description**. This setting allows switching between the two report modes:
    a. Report on all system objects
    b. Report on one system object



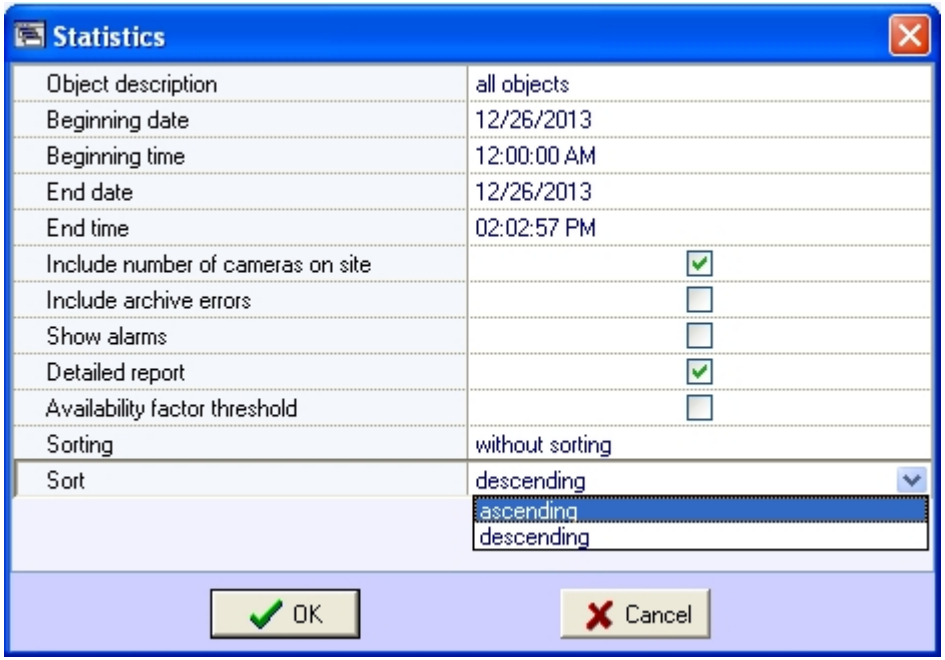
3. **Include number of cameras on object**. If this option is selected, calculation of unavailability factor for cameras and archives is performed based on the total number of cameras at the object.
4. **Include archive errors**. If this option is selected, the calculation of unavailability factor for archives is performed based on the availability factor for the whole system.
5. **Show alarms**. If this option is selected, information about alarm situations at system objects is added to the report.
6. If the all objects value is chosen for the **Object description** setting, the **Detailed report setting** becomes available. If this option is disabled, a system-wide statistical report is generated.
7. If the **Detailed report** option is enabled, the **Sorting**, **Sort**, and **Availability factor threshold** settings become available for editing. A detailed system-wide statistical report is generated.



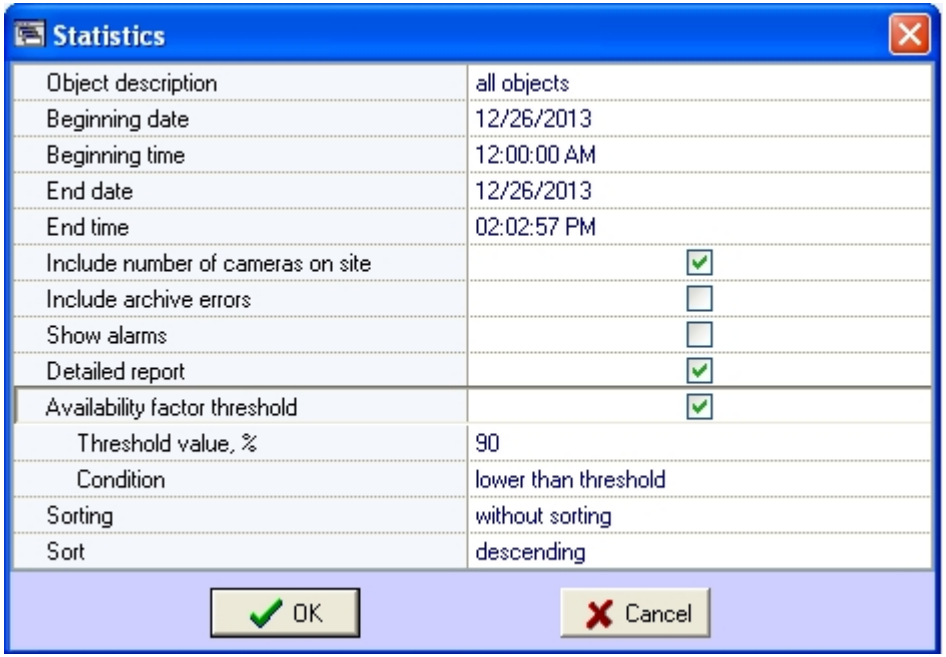
8. **Sorting**. This setting allows sorting data based on a defined criterion.



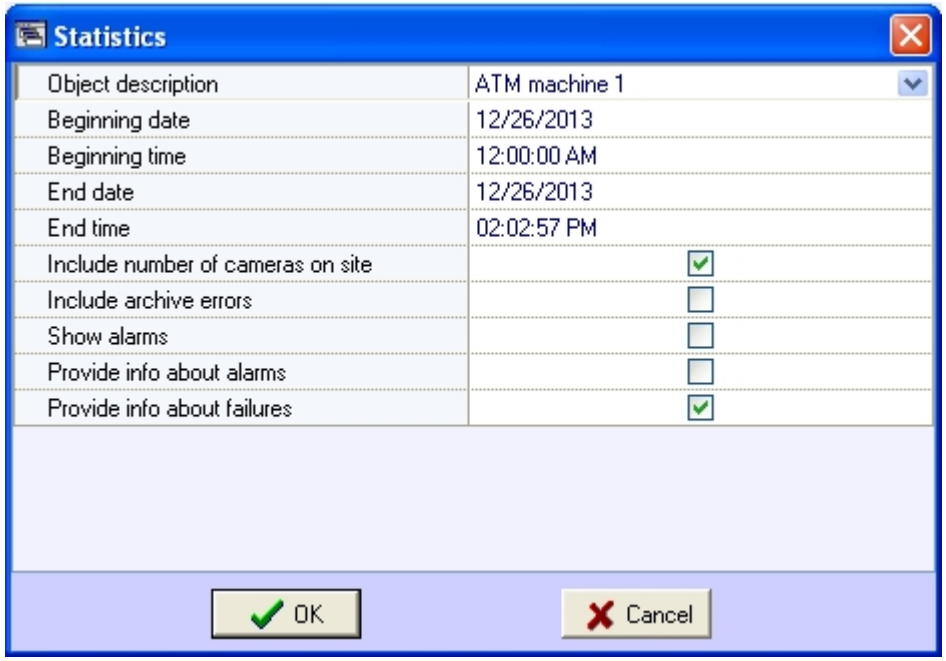
9. **Sort**. This setting allows determining the direction of sorting: from high to low or from low to high.



10. If the **Availability factor threshold** option is enabled, the **Threshold value, %** and **Condition parameters** become available for editing. These settings allow filtering objects by an additional condition: the availability factor threshold value.



11. **Threshold value, %**. Indicates the threshold level, from 0 to 100.
12. **Condition**. This parameter allows specifying a condition for filtering objects: less than threshold or greater than threshold.
13. If a specific object is chosen as the **Object description** parameter, the **Provide info about alarms** and **Provide info about failures** parameters become available for editing. This allows including detailed information about faults and alarms at the object in the statistical report for the object.



After configuring all parameters, click **OK**.

A sample report for a single object is shown in the figure.

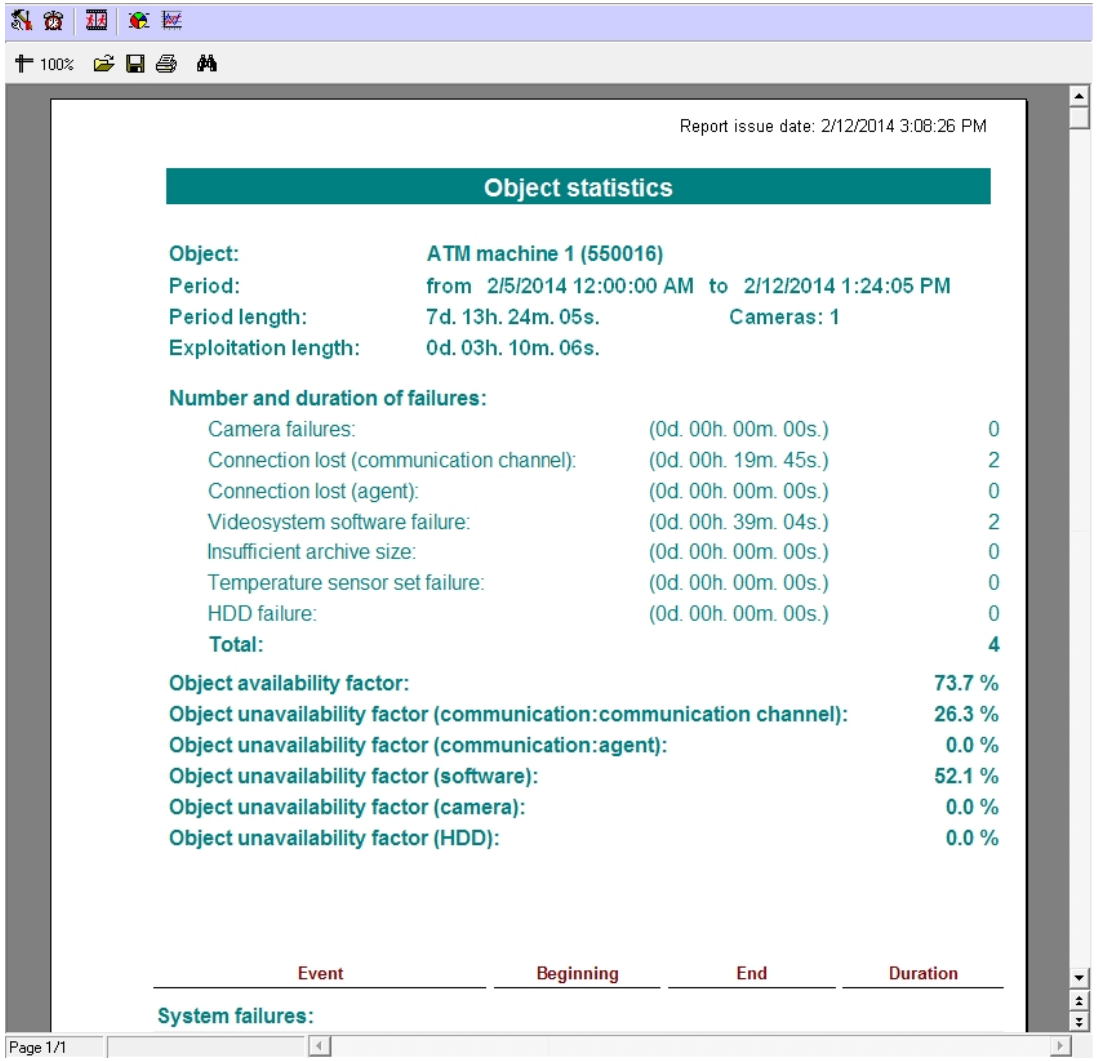
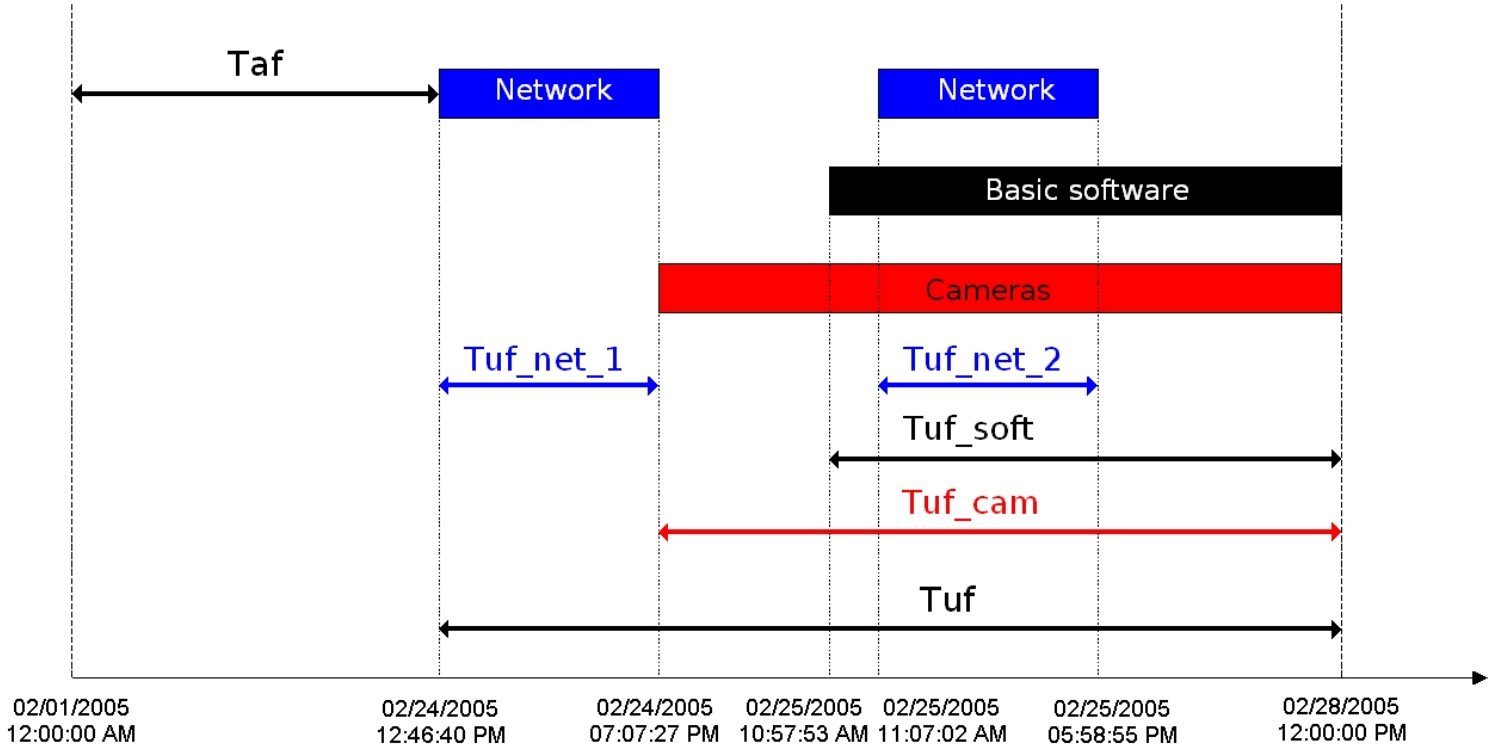


Figure below gives an example with various faults at the object; an availability factor and unavailability factors are given below.



In this example for generating a statistical report, the time period 02/01/2005 12:00:00 AM to 02/28/2005 12:00:00 AM is used. The availability factor of an object is calculated as the ratio of object availability to the overall time period in the report in question.

AF = Taf/(Taf+Tuf)

The following significant malfunctions are included in the calculation:

- Network
- Basic software
- Cameras

The unavailability factors of an object for these malfunctions in the example here are calculated as follows:

Object unavailability factor (network):

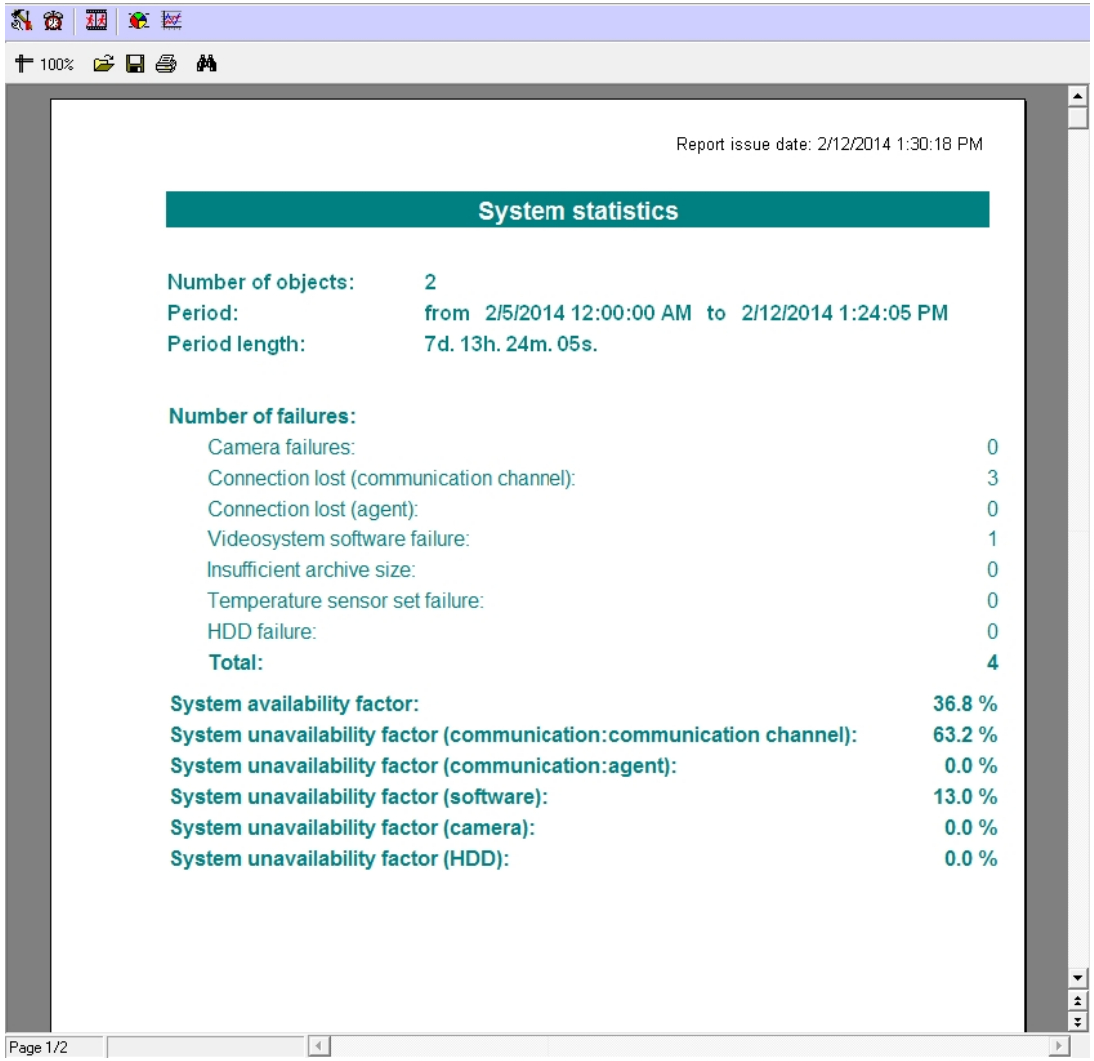
UF_net = (Tuf_net_1 + Tuf_net_2)/(Taf+Tuf)

Object unavailability factor (software): **UF_soft = Tuf_soft/Taf+Tuf**

Object unavailability factor (cameras): **UF_cam = Tuf_cam/Taf+Tuf**

Note that generally in the model used, the total object availability factor will not equal the sum of the unavailability factors for specific malfunction types.

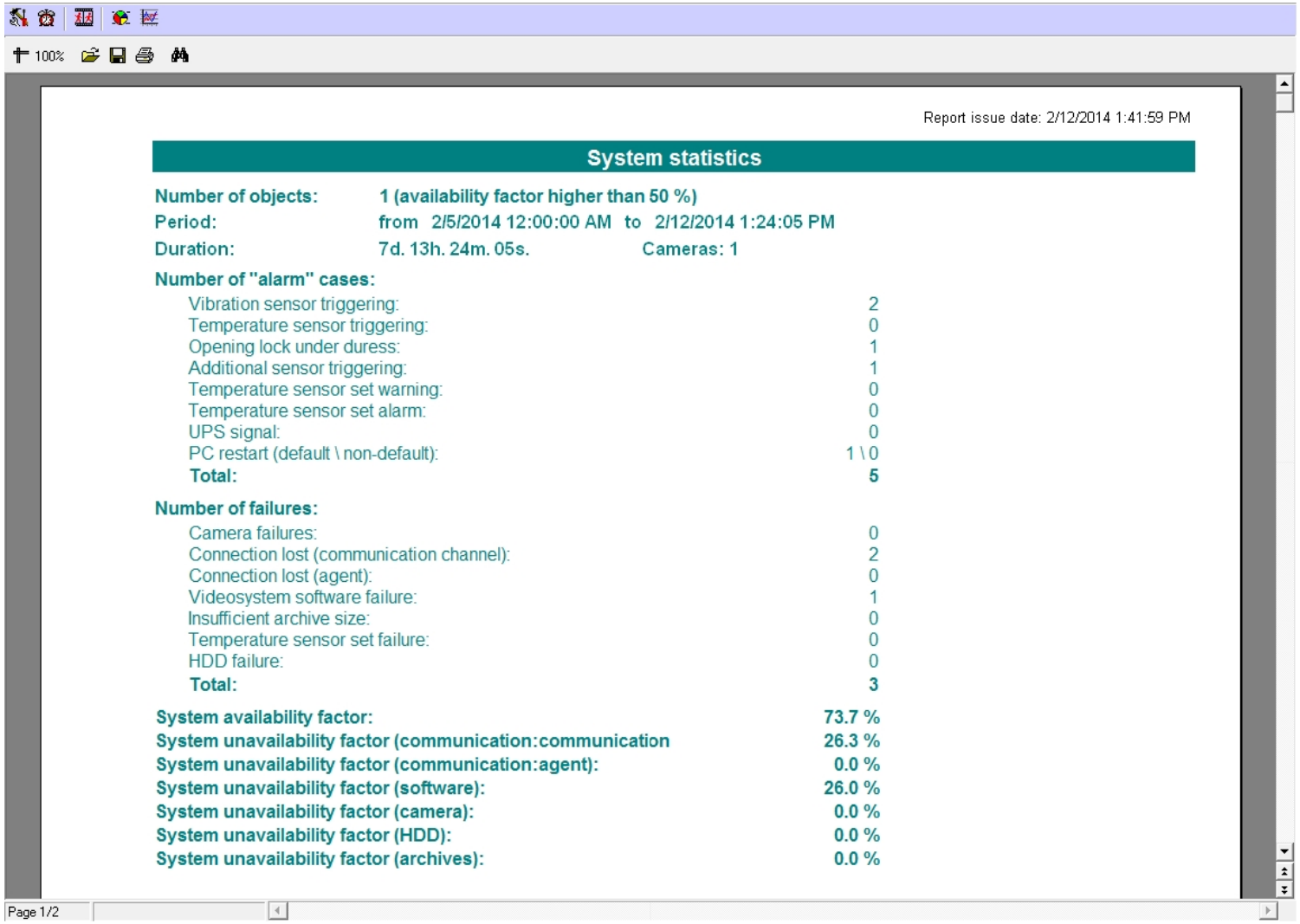
A sample overall report for the entire system is shown in the figure. The availability and unavailability factors in the report are calculated by arithmetic averaging.



When generating a detailed report for the entire system, besides the page with general information, a table with detailed data for each object is displayed.

Object	Number of failures							Kg, %	UF_com (chan.), %	UF_com (agent), %	UF_sw, %	UF_cam, %	UF_hdd, %
	Cameras	Com. (chan.)	Com. (agent)	Software	Archive	Temp. sens. set	HDD						
ATM machine 1	0	2	0	1	0	0	0	73.7	26.3	0	26	0	0
ATM machine 2	0	1	0	0	0	0	0	0	100	0	0	0	0

When generating a detailed report for the entire system, if the **Availability factor threshold** option is selected, the first page will look as shown in the figure.

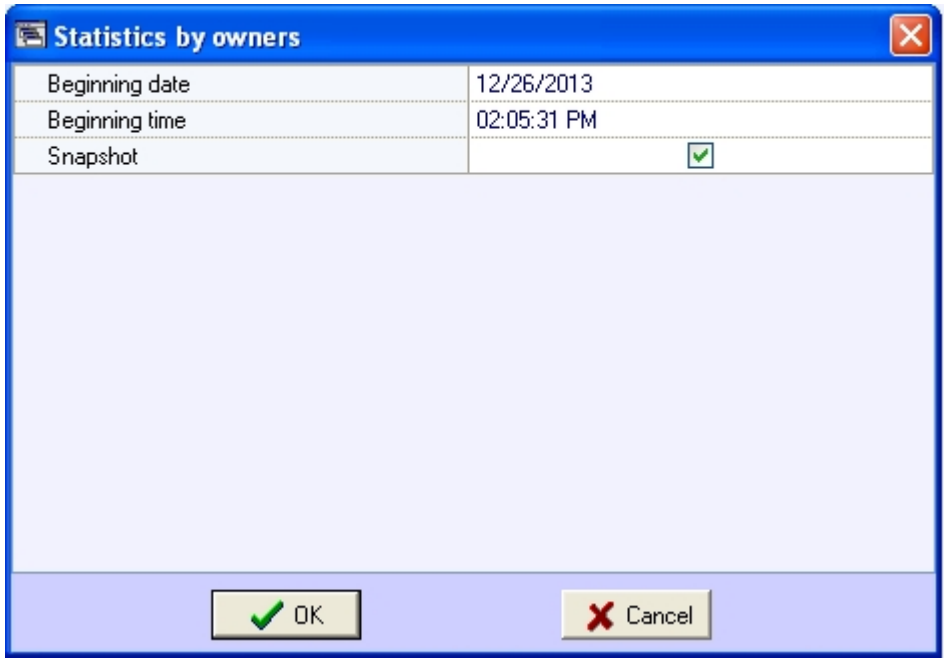


Attention!
While creating the statistical report by all objects in case of the number of failures for the specified period exceeds 1000 for some object, this object eliminates from the statistical report.

Statistical report by owner

This report includes only objects that have a non-blank **Owner** field in the Monitoring objects reference (see Reference information). To start generating the report, click the **Statistics by owner** button.

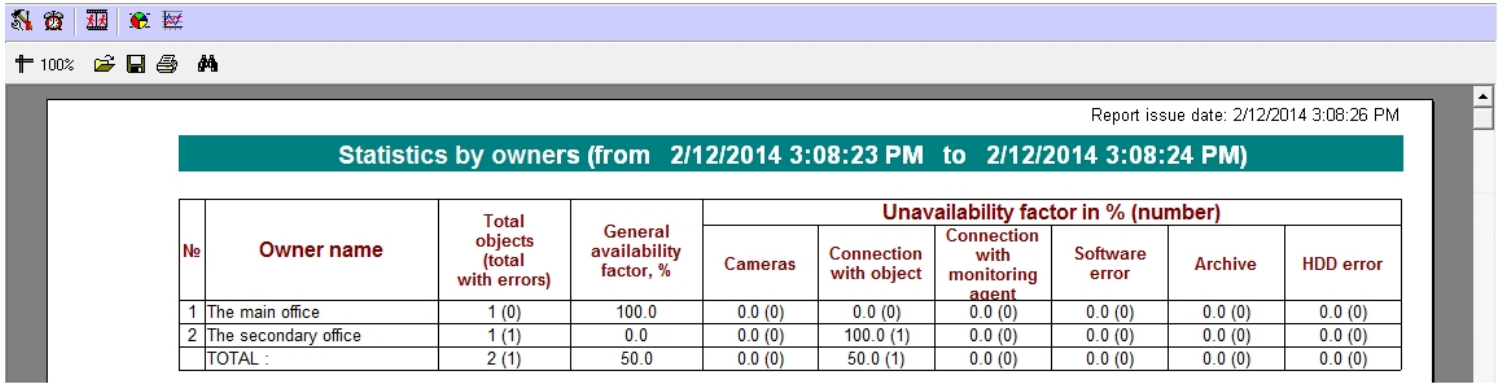
A dialog box then appears, with the parameters necessary for report generation.



This dialog box allows setting the following report parameters:

1. Time period for the report. The **Beginning date** and **Beginning time** settings are used to set the period.
2. **Snapshot**. If this option is selected, a report as of a selected date and time is generated. Otherwise, a report is generated for the entire day specified in the **Beginning date** fie ld.

An example of generating this report is shown in the figure.



Report issue date: 2/12/2014 3:08:26 PM

Statistics by owners (from 2/12/2014 3:08:23 PM to 2/12/2014 3:08:24 PM)

№	Owner name	Total objects (total with errors)	General availability factor, %	Unavailability factor in % (number)					
				Cameras	Connection with object	Connection with monitoring agent	Software error	Archive	HDD error
1	The main office	1 (0)	100.0	0.0 (0)	0.0 (0)	0.0 (0)	0.0 (0)	0.0 (0)	0.0 (0)
2	The secondary office	1 (1)	0.0	0.0 (0)	100.0 (1)	0.0 (0)	0.0 (0)	0.0 (0)	0.0 (0)
	TOTAL :	2 (1)	50.0	0.0 (0)	50.0 (1)	0.0 (0)	0.0 (0)	0.0 (0)	0.0 (0)

Monitoring unadded objects

If an object tries to connect but has not been added in the oblect settings in *ATM Intellect Workstation* (the **Hardware** tab in *Intellect*), a dialog box opens, with a warning to the operator that there is an unadded object.

Appendix 1. Data update periods summary

On the page:

Data loading from database to the interface objects

The information on Control panel and Log panel is updated every time data is loaded **from** the database. The time of the last download from the database is shown in the CVT field.

Periods of data updating are different for Control panel and Log panel:

1. Control panel.
    a. Data are updated from the database once a minute (by timer).
    b. At receiving of a command from Data loader to forcibly update information, which can appear after a new load to the database.
2. Log panel. Data are updated from the database once a minute (by timer).

To get the latest database information, click the  button (Refresh data). This forces the data to load.

Data loading to the database

The date of last load of data **to** the database (see section Alarm list navigation) is refreshed when changes in the database appear.

If there was no change in the database for 5 minutes, the CVT field is forcibly updated and then updates once a minute. This will cause a gap from the current system time by 5 minutes. After coming of new information from any *ATM-Intellect Pro*, the CVT becomes equal to the current system time of the computer.

Loading data to the database is performed by the *Data loader for Monitoring* module.

If files with technical information are received from *ATM-Intellect Pro* (e.g. camera enabled), these files are loaded to the database with a period specified while configuring *Data loader* in the **Loading period** parameter (10 seconds by default). If files with information on alarms are received from *ATM-Intellect Pro* (e.g. vibration sensor triggered), this information is loaded to the database immediately.

After each load to the database, a message is sent to the **Control panel** interface component to update the information.

If, after receiving files with technical condition, *ATM-Intellect Workstation* determines that object state has not changed, then nothing is loaded to the database. This is why the timer is used to forcibly update interfaces (see section Data loading from database to the interface objects).

In the **Alarm date** field in the interface objects, the time of alarm information load to the database after receiving it from the *ATM-Intellect Pro* is displayed, not the time of alarm appearing at the site.

Sending data from ATM-Intellect Pro to ATM-Intellect Workstation

ATM-Intellect Pro sends to *ATM-Intellect Workstation* packages with its technical condition with a period set while setting up the **Partition of Control** object at the *ATM-Intellect Pro* side using the **Ping frequency** parameter (see ATM-Intellect. Administrator's Guide, section Configuring connection between ATM-Intellect Pro and ATM-Intellect Workstation). The default ping frequency is 2 minutes (120 seconds).

Information on long-term alarms comes to the *ATM-Intellect Workstation* from *ATM-Intellect Pro* together with the information on technical condition once in the ping period.

Information about short-term alarms comes to the *ATM-Intellect Workstation* immediately after they have appeared at the *ATM-Intellect Pro*.

Sending data from ATM-Intellect Workstation to ATM-Intellect Workstation TC

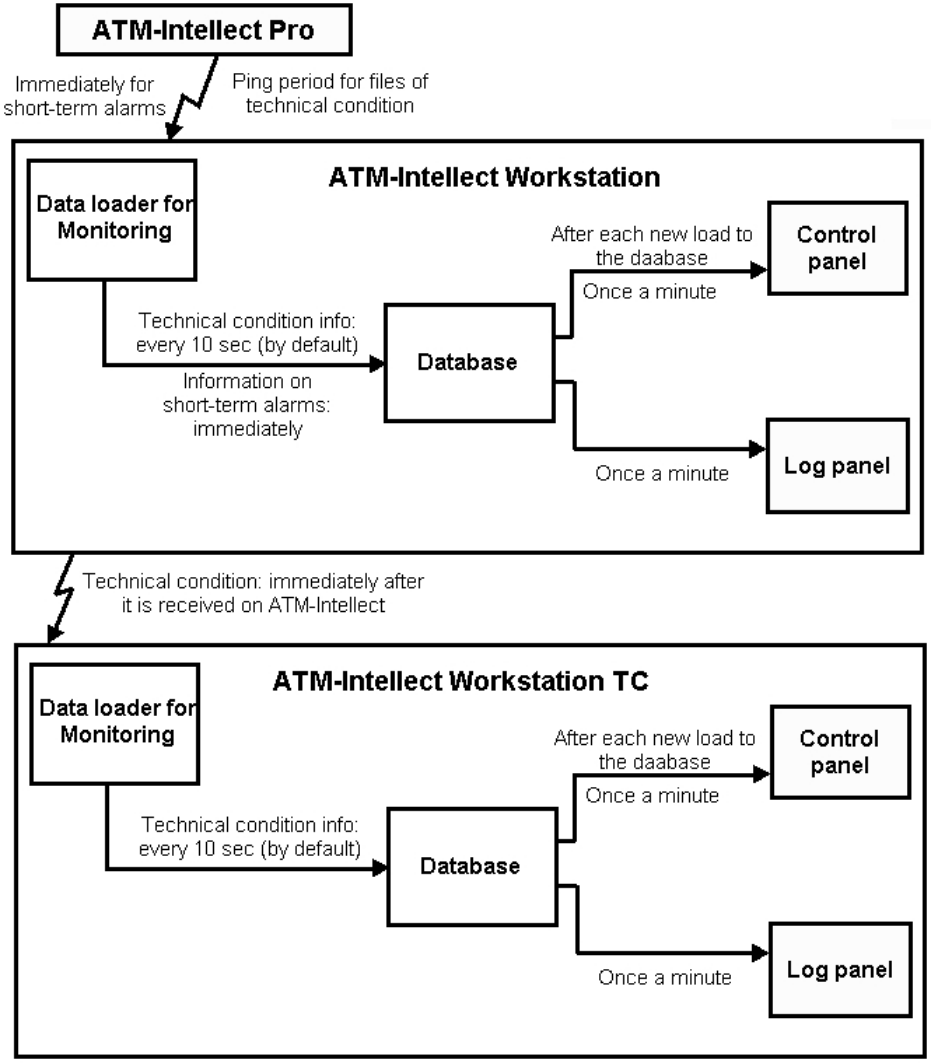
If necessary, *ATM-Intellect Workstation* can retranslate technical condition data to the *ATM-Intellect Workstation TC*. Alarms are not transmitted to the *ATM-Intellect Workstation TC* for

it is presumed to be installed in facilities of a third party service company which should have access to the information on equipment failures but not to the information on alarms.

After the data have been received by *Data loader for monitoring* at the *ATM-Intellect Workstation TC*, they are processed similar to the way they are on the *ATM-Intellect Workstation* – recorded to the database with the loading period and then, by request or by timer, are displayed in the interfaces.

Data transmission scheme

The picture gives a general scheme of data transferring from the *ATM-Intellect Pro* to the *ATM-Intellect Workstation*.



Features of displaying information on short-term and long-term alarms

Information about long-term alarm can be not recorded into the Monitoring database and not displayed in its interfaces in the following cases:

1. If a long-term alarm had started and ended within two polls of *ATM-Intellect Pro* (within the **Ping frequency** interval, see ATM-Intellect. Administrator's Guide*).*
2. If a long-term alarm had started and ended when the connection between *ATM-Intellect Pro* and *ATM-Intellect Workstation* was lost.

When there is no connection with *ATM-Intellect Workstation*, the short-term alarms are stored in the "holding" data files on the *ATM-Intellect Pro*. When connection with *ATM-Intellect Workstation* is restored, they are transferred to the *ATM-Intellect Workstation*, stored in the Monitoring database and displayed in its interfaces.

ATM-Intellect Pro technical condition data collection periods

ATM-Intellect Pro technical condition data collection periods are given below:

1. Information on disk failures (the **Disk failure** alarm type) and its re storing is updated at *ATM-Intellect Pro* startup and then every 15 minutes.
2. Information on archive size (the **Archive size too small** alarm type) is updated at *ATM-Intellect Pro* startup and then every 15 minutes.
3. Information on the computer normal and abnormal restarts is displayed in the interface in 5 minutes.
4. Information on free disk space is updated every 1 hour.
5. *ATM-Intellect Pro* initiates the connection with *ATM-Intellect Workstation* and once in a ping period (2 minutes by default) sends a package with technical data to the *ATM-Intellect Workstation*. If *ATM-Intellect Workstation* have not been receiving any data from *ATM-Intellect Pro* within 6 minutes, the "No connection" error is displayed for such object.
6. The Video.run process status (hangup) is checked at startup of Videosrv.exe module and then every 15 minutes, and besides that each time the Videosrv.exe module reconnects with the *Intellect* software, i.e. if the *Intellect* software was shut down and started again.
7. Availability of running processes "Intellect.exe" and "Video.run" is checked every 10 seconds.