System Health Monitoring Guide

360iQ gives you seamless access to video for all your locations in one place, combined with industry-leading video features that go beyond simple surveillance—including **System Health Monitoring**.
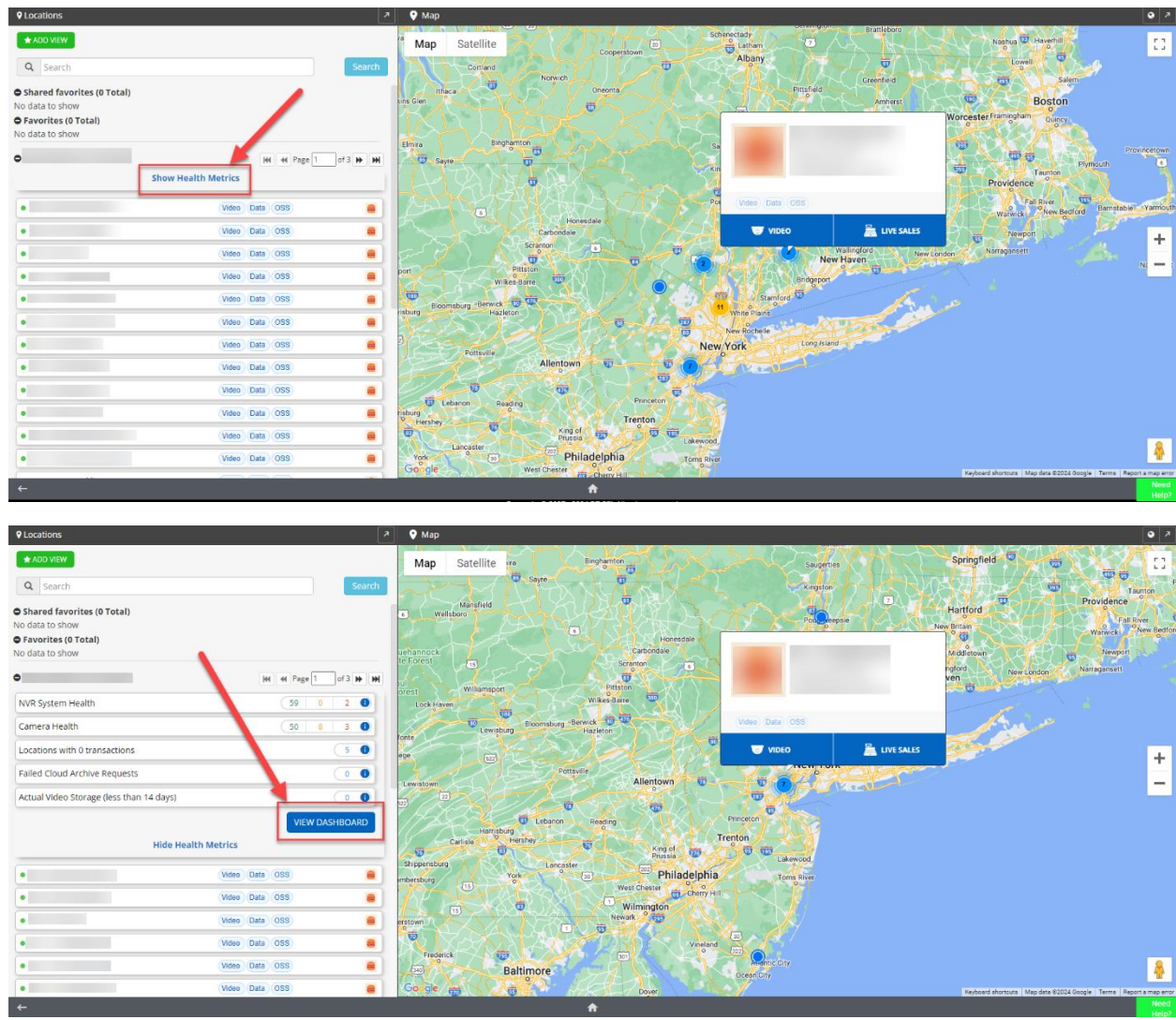
Content

In this guide, you will learn about:

How to Access Video at Your Location

To access video at your location, select the **Video** tile from the **Home Screen** or **Quick bar** icon. Then, click on the **location name** you would like to view. As you move your cursor between locations, the interactive map on the right-side will show you where the store is located.
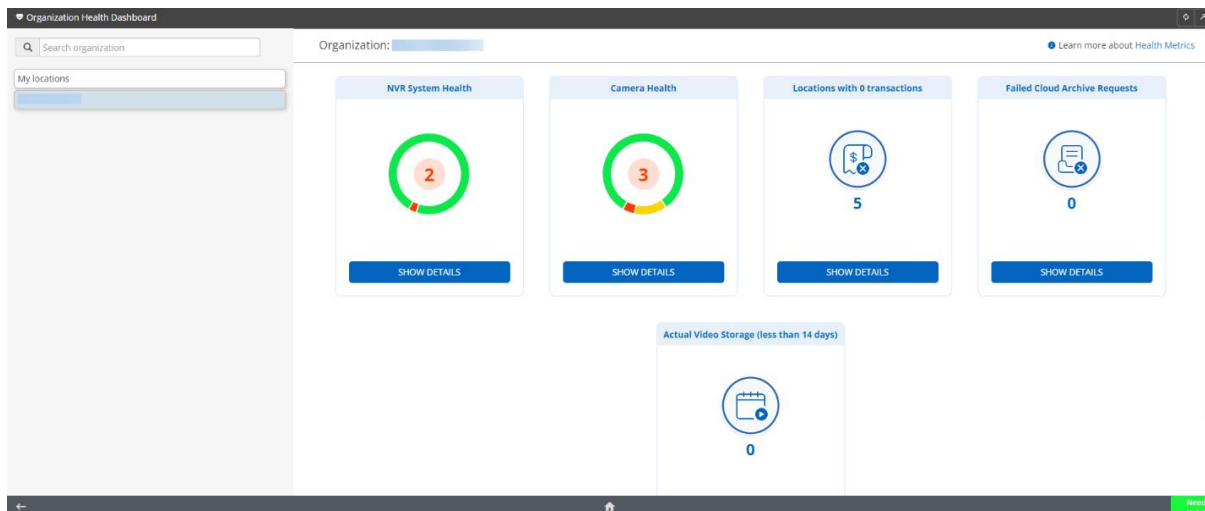
You can **Search** by location name using the search box in the upper left-hand corner of the screen. Administrator Role users can review **Health Metrics** and go directly to the **Organization Health Dashboard** by clicking **Show Health Metrics**, then **VIEW DASHBOARD**.

The Organizational Health Dashboard

The **Organization Health Dashboard** includes metrics such as NVR System Health, Camera Health, Locations with 0 transactions, and Failed Cloud Archive Requests.
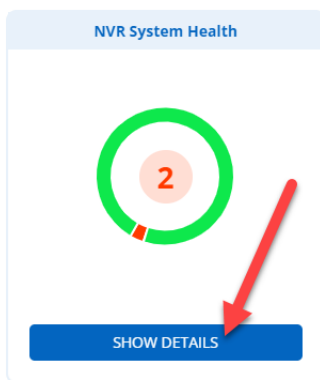
You can click the **SHOW DETAILS** button to see the status for each location.

NVR System Health

To view **NVR System Health**, click the **SHOW DETAILS** button under the **NVR System Health** header.

The statuses break down as follows:

- **Red:** Network Video Recorder (NVR) failed health checks for longer than 60 minutes.
- **Yellow:** Network Video Recorder (NVR) failed health checks during the last hour.
- **Green:** Network Video Recorder (NVR) passed health checks within the last 15 minutes.

Camera Health
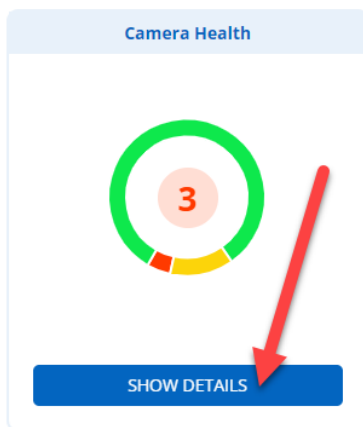
To view **Camera Health,** click the **SHOW DETAILS** button under the **Camera Health** header.

The statuses break down as follows:

- **Red:** All camera streams are not displaying video.
- **Yellow:** Some camera streams are not displaying video.
- **Green:** All camera streams are displaying video.

For additional information or questions please contact **DTiQ Support** at support@dtiq.com or your **Customer Experience Team** at csr@dtiq.com.