

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

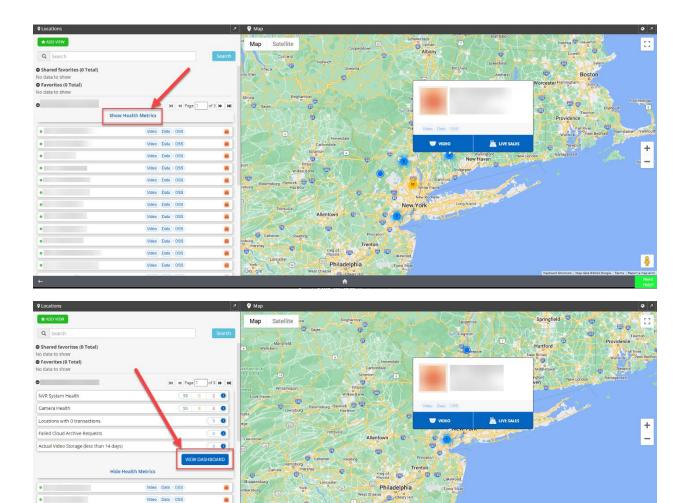
In this guide, you will learn about:

- How to Access Video at Your Location
- The Organizational Health Dashboard
 - o NVR System Health
 - o <u>Camera Health</u>

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

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Data OSS

Data OSS

Video Data OSS

The **Organization Health Dashboard** includes metrics such as NVR System Health, Camera Health, Locations with 0 transactions, and Failed Cloud Archive Requests.

Baltimore

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You can click the **SHOW DETAILS** button to see the status for each location.

Organization Health Dashboard				\$ P
Q Search organization	Organization:			Learn more about Health Metrics
My locations	NVR System Health	Camera Health	Locations with 0 transactions	Failed Cloud Archive Requests
	2 SHOW DETAILS	3 SHOW DETAILS	5	0 SHOW DETAILS
		E	ge (less than 14 days)	
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NVR System Health

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

Org	ganization:	
	NVR System Health	
	2 SHOW DETAILS	

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.

VR System Health		
Q Search		
61 records selected. Download XLS	<u></u>	
	Location 🚖	Status 🔺
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		0
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Camera Health

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

Camera Health
3 SHOW DETAILS

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.

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

