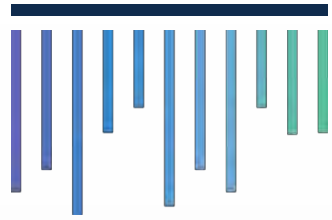


Using 360iQ's NEW Health Metrics

Monitor hardware and systems status across your enterprise



System Health

Review your system health by location at any time using the new 'Health Metrics' feature.

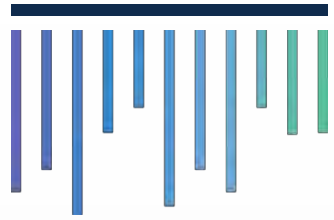
360iQ Tracks 4 Key Areas

- NVR – connectivity status of NVRs across all locations, checked every 15 minutes.
- Camera – connectivity status of total cameras per location, across all locations, checked every 60 minutes.
- Transactions – 360iQ will display how many locations reported zero transactions in the last 24 hours
- RISA/RISA+ – Displays total number of locations with failed cloud archive requests in the last 7 days

The screenshot displays the 'My locations (7 Total)' interface. At the top, there is a 'Show Health Metrics' button with a blue arrow pointing to it. Below this is a list of location cards, each with a 'Video' button and a status indicator. An overlay window titled 'My locations (7 Total)' is shown, displaying the following health metrics:

Metric	Count	Color	Info
NVR System Health	3	Green	4
Camera Health	1	Yellow	4
Locations with 0 transactions	7	Blue	1
Failed RISA & RISA+ Requests	0	Blue	1

At the bottom of the overlay, there is a 'VIEW DASHBOARD' button and a 'Hide Health Metrics' button. Below the overlay, the location cards are visible again, but they are partially obscured by the overlay's bottom edge.



System Health Status Definitions

NVR System Health

- connected
- not connected in the last 30-60 minutes
- not connected for more than 60 minutes

Camera Health

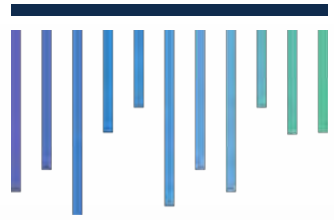
- connected
- not connected in last 30-60 minutes
- not connected for more than 60 minutes

Locations with 0 Transactions:

the total number of locations reporting zero transactions within the last 24 hours

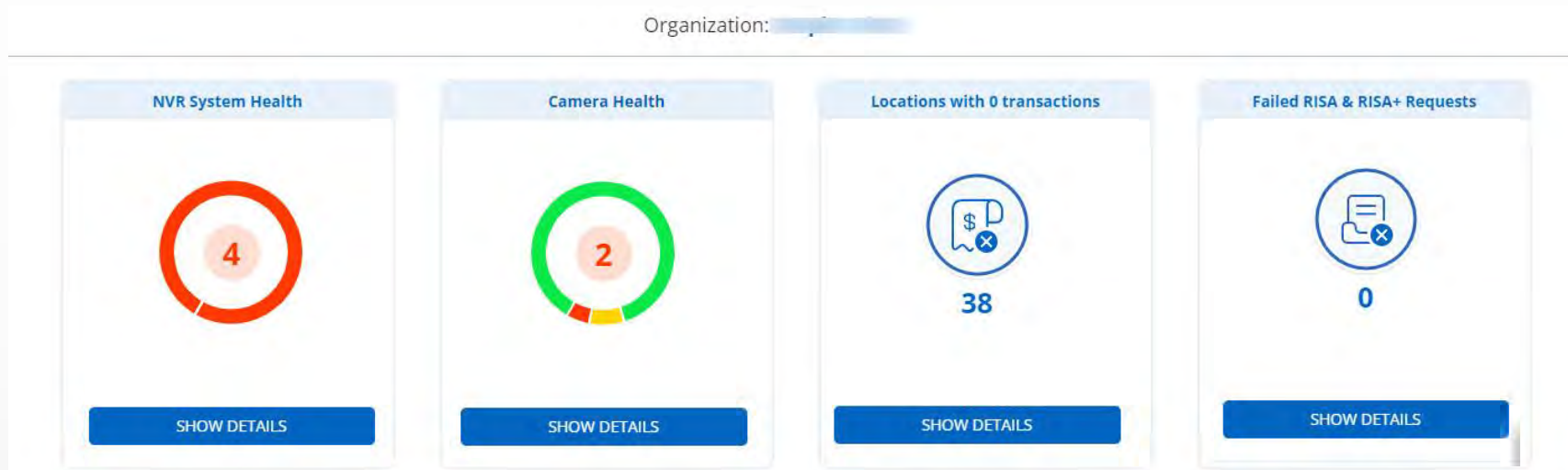
Failed Cloud Archiving:

the total number of locations with failed cloud archive attempts submitted by your organization.



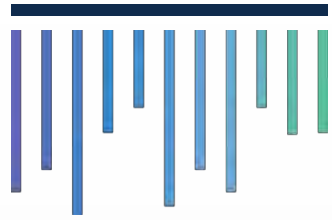
360iQ System Health Dashboard

Click a widget to learn more



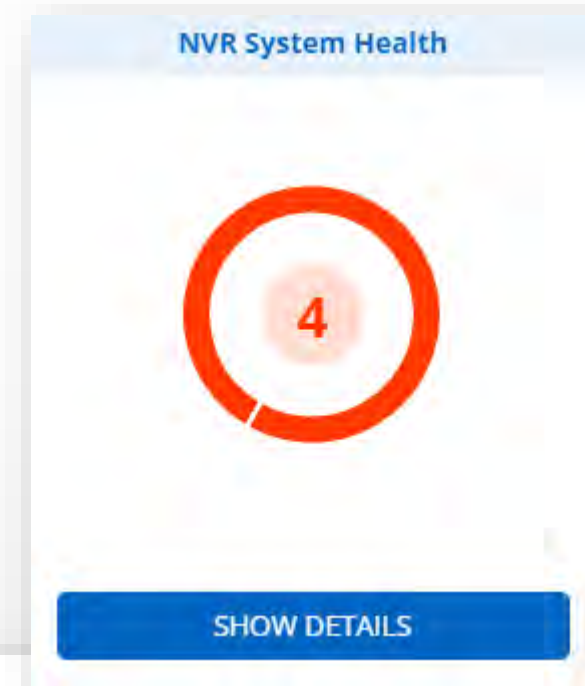
NVR System Health

Location	Status
[Redacted]	●
[Redacted]	●
[Redacted]	●
[Redacted]	●
[Redacted]	●
[Redacted]	●

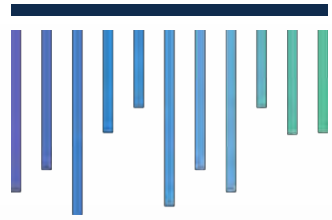


NVR System Health

- The NVR System health widget shows the ratio of NVR devices with at-risk connectivity status
 - **Center Number** = total NVR devices not connected for 60+ minutes
 - **Donut Graph**
 - **RED** areas of donut graph = % of total NVRs not connected for 60+ minutes
 - **YELLOW** areas of donut graph = % of total NVRs not connected in last 30-60 minutes
- Clicking "**Show Details**" will open the list of locations and their NVR System Health Status color. The locations in the "red" status will be listed on top by default, followed by the locations in yellow and then green.
- For help resolving NVR issues please submit a help ticket to [DTiQ Support](#)

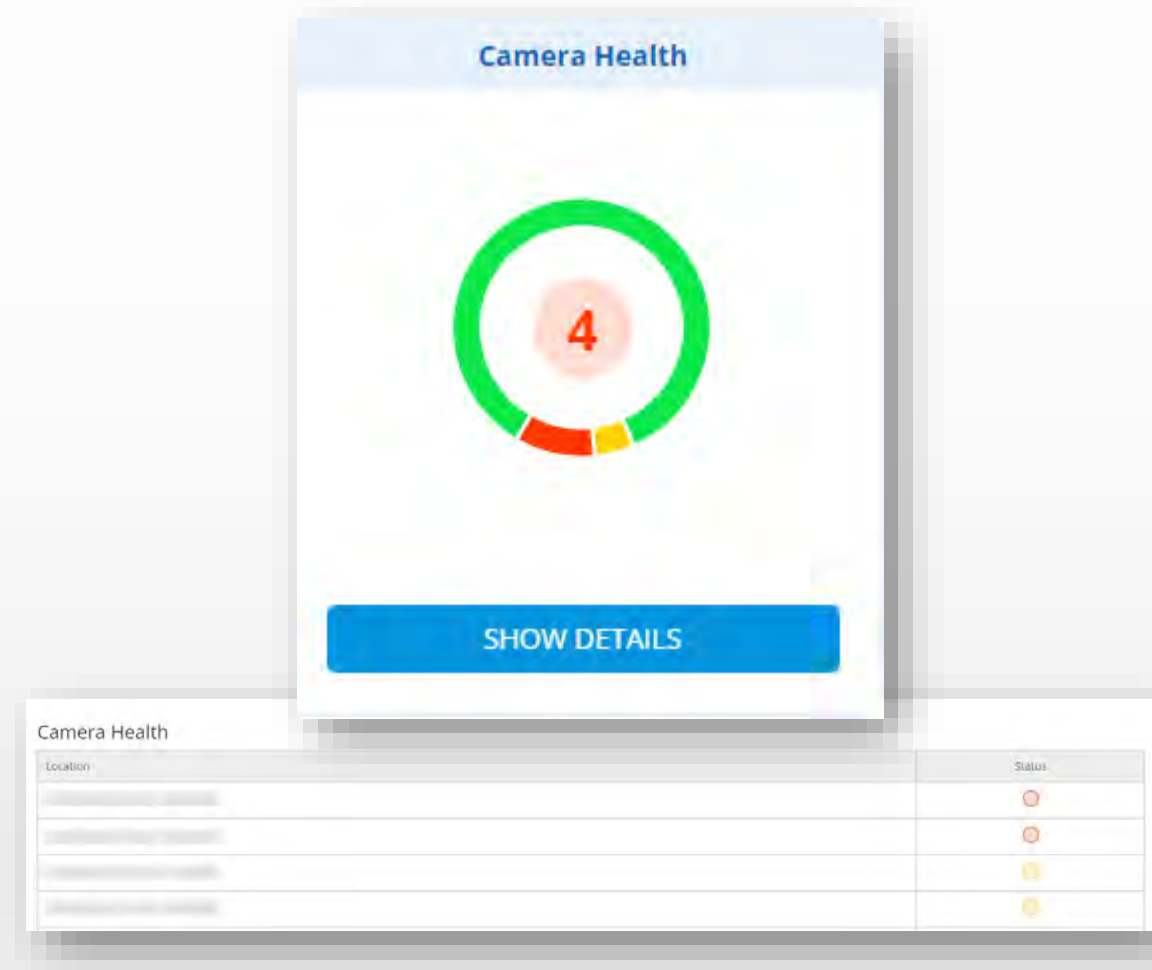


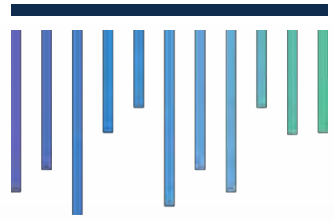
NVR System Health	
Location	Status
[Redacted]	Red
[Redacted]	Red
[Redacted]	Red
[Redacted]	Red
[Redacted]	Green



Camera System Health

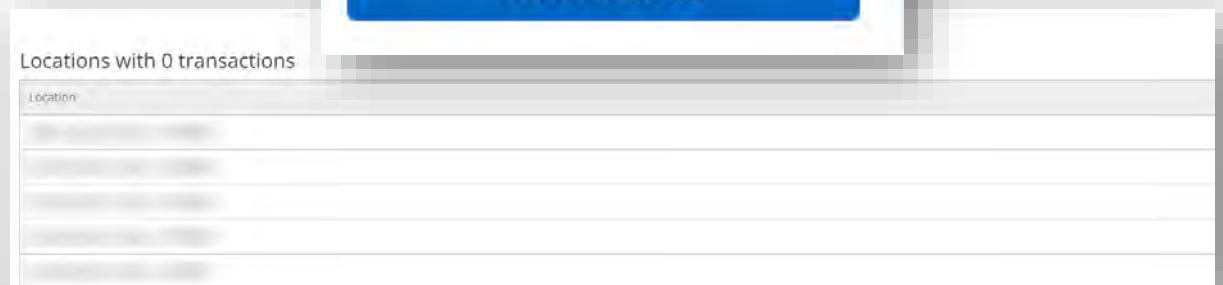
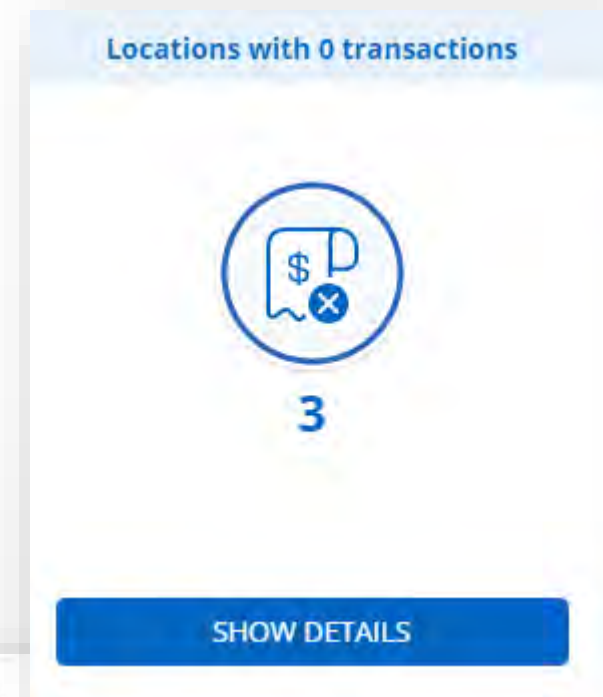
- The Camera System health widget shows the ratio of total locations by camera health status
 - **Center Number** = total locations with no cameras connected for 60+ minutes
 - **Donut Graph**
 - **RED** areas of donut graph = % of total locations not connected for 60+ minutes
 - **YELLOW** areas of donut graph = % of total locations not connected in last 30-60 minutes
 - **GREEN** areas of donut graph = % of total locations connected
- Clicking "**Show Details**" will open the list of locations and their Camera System Health Status color. The locations in the "red" status will be listed on top by default, followed by the locations in yellow and then green.
- For help resolving camera stream issues please submit a help ticket to [DTiQ Support](#)

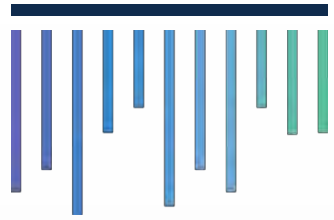




Zero Transactions

- The Locations with 0 Transactions widget shows total # of locations with no transactions in the last 24 hours.
- Clicking into 'Show Details' will open a list of those locations.
- For help resolving a location with zero transactions, please submit a help ticket to [DTiQ Support](#)





RISA/RISA+ (remote incident system archive) System Health

- The Failed Cloud Archiving widget shows total # of locations with archive requests failed and not resolved within the last 7 days
- Clicking into 'Show Details' will open a list of those locations and show total # number of request by location.
- For help resolving a failed archive request please submit a help ticket to [DTiQ Support](#)

