



Alarm Management Gateway Operation Manual

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1. Introduction

This document deals with the operation of the Alarm Management Gateway. Note that all information in this document pertains to the Gateway tab in CathesisVision.

For information regarding the setup of an Alarm Management Gateway, please consult the ***Alarm Management Gateway Setup Manual***.

Note: The Professional site license that is bundled with the CAMG-1000 license has no value on its own and is inseparable from the CAMG-1000 license. The Professional site license is added solely to enable setup of an AMG server without the added site license cost.

USEFUL LINKS

To view **tutorial videos** on CathesisVision setup, visit <https://cathesisvideo.com/resources/videos>

Find answers to Cathesis **Frequently Asked Questions**: <https://cathesis.crisp.help/en/?1557129162258>

While Cathesis has made every effort to ensure the accuracy of this document, there is no guarantee of accuracy, neither explicit nor implied. Specifications are subject to change without notice.

2. Alarm Gateway Tab

2.1 Interface

This section provides an introduction to the interface of the Alarms tab.

The screenshot shows the Alarm Gateway Tab interface with the following sections:

- 1 Alarm Management Tab:** Located at the top left, it contains three sub-sections: Gateway status information (2), Incoming (3), Current (4), and History (5).
- 2 Gateway status information:** Located at the top right, it displays gateway health indicators: a green sign (connection health), three priority counters (50 Low, 0 Medium, 0 High), and a disabled alarm icon.
- 3 Incoming:** A table listing incoming alarms with columns for Site name, Description, Event time, Arrival time, Cases, and ID.
- 4 Current:** A table listing current alarms with columns for Site name, Operator, Description, Event time, Arrival time, Recordings, Comments, and ID.
- 5 History - Alarms:** A table listing historical alarms with columns for Site name, Description, Handled by, Arrival time, Comments, Recordings, Cases, and ID.

Alarms are managed via the Alarm Management Tab (1) which consists of three sections. These sections are **Gateway status information (2)**, **Incoming (3)**, **Current (4)**, and **History (5)**.

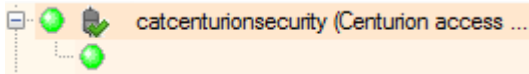
2.2 Gateway Status Information

This displays information relevant to the gateway, and to the currently logged in user.

	Indicates that there are cases open in the user's name.
	These counters indicate how many unhandled alarms there are. Green, Yellow, and Red counters represent Low Medium, and High priority alarms respectively.
	This sign indicates the health of the connection to the gateway. If the connection is lost, this will turn red.
	This indicates that there are currently disabled alarms. To view a list of disabled alarms, follow Gateway Menu / Disabled Alarms .

2.3 Incoming Alarm Table

The incoming section is where the new, unhandled, alarms that arrive from the monitored sites go. They will remain in the incoming table until they are handled by an operator (unless the gateway has been setup to automatically move alarms to the history table after a period). (This is done via **Site Menu / Open Tab / Setup / Left-click on the Gateway unit's name / Gateway.**)



When a new alarm arrives from a site it creates an event folder, called a session, (🟢).

The connection to the alarming site remains open for 5 minutes after an alarm arrives.

This icon indicates that the connection is still open.

Note: Multiple new alarms may arrive from the site while this connection remains open. If these new arrivals are the same as the alarm that opened the session, they will be grouped under this session; otherwise, they will start new folders.

The alarms are given a **priority** based on the priority given to the event, in the event setup. The priority of a session folder will be determined by the highest priority alarm in that folder.

- Low priority
- Medium priority
- High priority

2.3.1 Columns in the Incoming Table

Column Title	Description
Site Name	Name of the connecting site. Each site name in this list represents a session (an uninterrupted connection).
Description	Name of the alarm, as created in the remote capture station's Event setup.
Event Time	Remote time that the alarm occurred at the site.
Arrival Time	Local time that the alarm arrived here at the base station.
Cases	Cases associated with the alarm.
ID	An ID number assigned to cases. This number will also display if the user mouses-over the case icons in the history panel.

2.4 Current Alarm Table





This lists sessions currently being handled by operators.

Opening a new connection will create a new node (🟢). However, if an operator has a connection to a site already open, and a new alarm is handled from the same site, it will be added to the queue of the currently open node.


Manually logged in sessions will be reflected in the audit trail.

Note: The operator has a means of filtering the current list by selecting either **My base station** or **All base stations**. **My base station** will display only the operator’s own accepted alarms; **All base stations** displays accepted alarms from all base station operators.





2.4.1 Columns in the Current Table

Site Name	Name of the connecting site.
Operator	The login name of the operator who has accepted this alarm.
Description	Name of the alarm, as created in the remote capture station’s Event setup.
Event Time	Remote time that the alarm occurred at the site.
Arrival Time	Local time that the alarm arrived here at the base station.
Recordings	<p>If there are recordings associated with CURRENT alarms, their icons display in this column. Double-click a recording to replay it. Types of recordings:</p> <ul style="list-style-type: none">  Activity detection image  Camera recording  Audio <p>Double-click the  icon to display a pop-up with the Alarm Preview images.</p>
Comments	These are comments that have been added while the operator deals with the alarm. More comments may be added before closing this alarm. Double-click to display comment descriptions.
ID	An ID number assigned to cases. This number will also display if the user mouses-over the case icons in the History panel.

2.5 History/Preview Table

The history/preview table may be toggled as a history of handled alarms; or a preview of the currently selected alarm. The user may filter  the contents of the history table, to increase the relevance of the listed results.

The history table may be configured to display a history of:

-  Alarms
-  Sessions
-  Logins
-  Cases

Full details on the operation of the History Table will be found under **History Table: Alarms**, below.

Note:

- To view previews, please ensure that **Use alarm previews** has been checked, under **Settings** in the **Gateway menu**.
- The operators, as primary responders, are concerned mainly with the Incoming and Current Tables, supervisors and managers are likely to be concerned with the History Table, and its various options.

3. Incoming Alarm Table

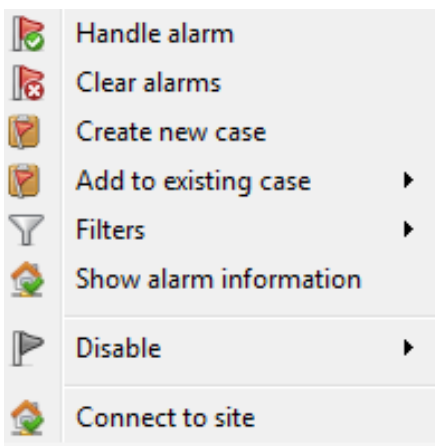
To handle an alarm the operator must double-click on it. The operator may either open an entire folder of alarms (a session), or an individual alarm, by expanding the session and selecting it. This drops the alarm down into the Current Table.

Note: If the operator already has a session open, and newly handled alarms, from that site, will be added to the currently opened session in the Current Table.

This section will deal with the eventualities and procedures required of an operator when handling an alarm.

3.1 Incoming Alarm Right-click Options

Right-click on a particular alarm to see a full list of available responses to incoming alarms. Below is a short table introducing the available responses:



Handle Alarm will open the site from which the alarm came, allowing the user to interact with that site, and review footage related to the alarm.

Clear Alarms this allows the operator to clear alarms that he has decided are redundant for whatever reason. He will have to add a comment to justify this.

Cases are used when an alarm needs either further investigation, or needs to be elevated to a superior, or expert. The user may either **Create a new case**, or add the alarm to **an existing case**. Cases will be dealt with in detail [below](#).

Filters allow the user to filter alarms based on either the originating server, or site.

Show Alarm Information presents a full breakdown of all information related to this alarm.

Disable allows the operator to temporarily disable nuisance alarms, based on alarm, server, or site.

Connect to Site will connect to, and open, the originating site.

These options will be explained individually below, after which Alarm Previews will be introduced.

3.2 Handle Alarm

Clicking on **Handle Alarm** will immediately switch to the Cameras Tab of the originating site. If not already connected to the Site, the user will have to log in.

Note: Handling the alarm via the right-click menu will clear the alarm from the incoming table and move it to the History table.

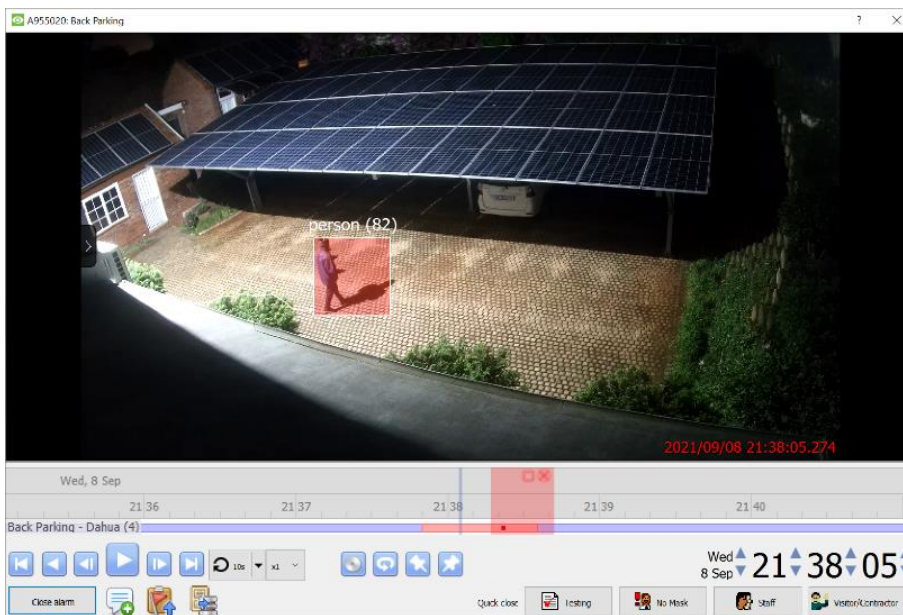
The user will then be presented with the following features:

Recording Popup Window	A window will pop up in front of the Cameras Tab, from which the recording of the alarm can be viewed.
Alarm Procedures	This panel displays for the Cameras / resources desktop.
Live cameras	The camera related to the alarm will be displayed in the Cameras Tab.

These features will aid the user in their response, and will be dealt with in detail below.

3.2.1 Recording Popup Window

This window will present the recording of the event which triggered the alarm.



The top-left corner of the window presents the **Case ID** of the alarm, and the **camera** which captured it (here **A955020**, and **Back Parking**, respectively).

Besides the usual playback buttons, the following are also presented:



Archive a selected time period to the user's workstation.



Enable/disable loop of selected time period.



Set start/end of selected time period.



Add comments to an alarm.



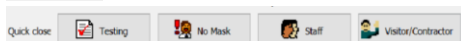
Archive selected time period to the gateway itself.



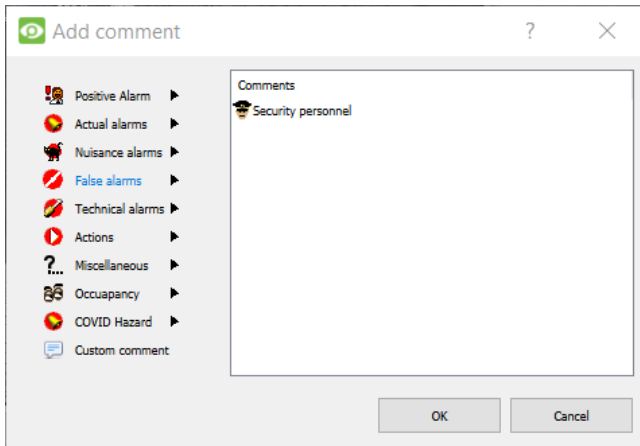
Cases are used when an alarm needs either further investigation, or needs to be elevated to a superior, or expert. The user may either **Create a new case** or add the alarm to an **existing case**. Cases will be dealt with in detail in [section 3.3](#) below.



"Close alarm" will clear the alarm and requires at least one alarm comment.



"Quick close" buttons which will close and provide a selected alarm comment for the alarm.



The operator clears the alarm/s by closing the alarm during the alarm handling process. There are a number of preset alarms available, and there is the option to provide a custom text comment with the alarm too.

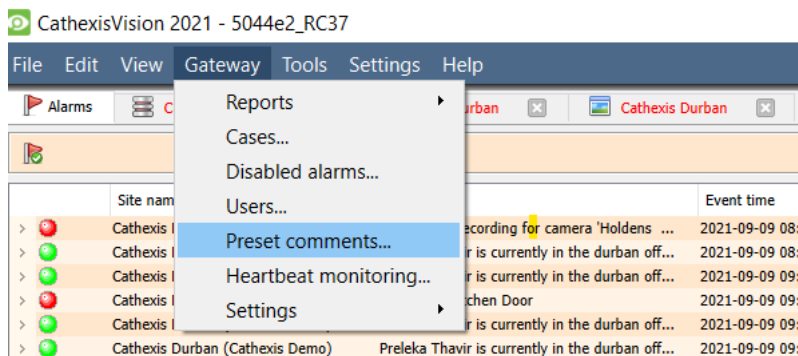
The process of defining one's own comments is dealt with under [3.2.1.1 Preset Comments](#).

At least one preset comment is required to close off an alarm.

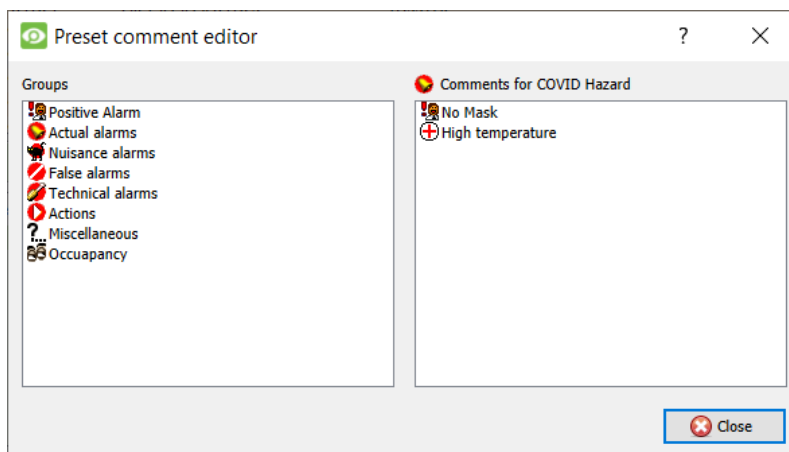
Once the user has added a comment and closed off the alarm, the alarm will be considered 'handled', and will be transferred from the Current Table, to the History Table.

3.2.1.1 Create Preset Comments

1. From the Gateway menu option, select "Preset comments..."

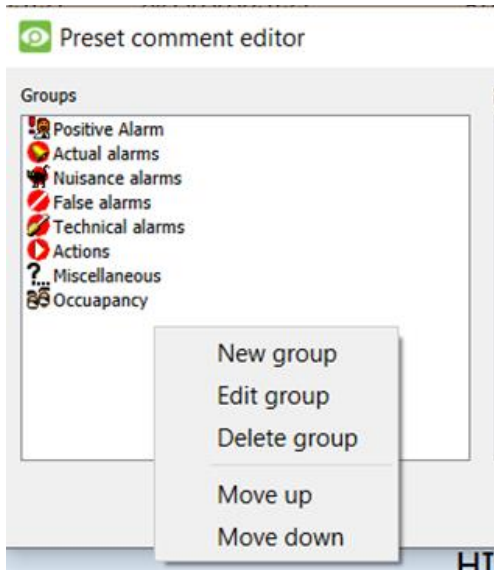


2. The **Present comment editor** will open.



Note: The operator needs to log in with an administrative gateway user access to gain access to the Preset comment editor.

3. Add a new Group (called “COVID Hazard” in this example) by right-clicking on the blank area in the Groups window section. The popup menu below will appear.



New Group: Creates a new group.

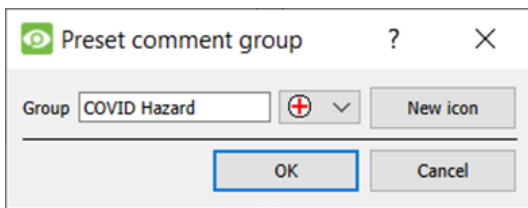
Edit group: the user can change the group name and icon for the selected group.

Delete group: Removes the group including the preset comments within the group.

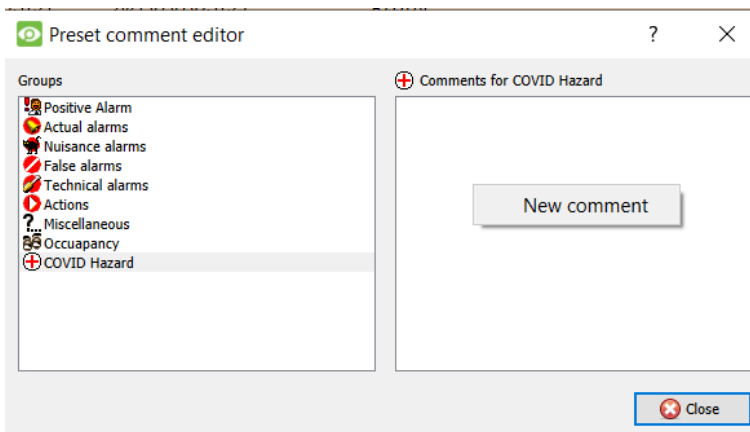
Move up: Moves the selected group up one position.

Move down: Moves the selected group down one position.

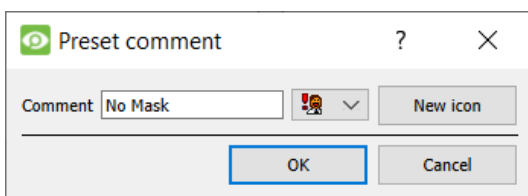
4. **Edit group:** Add a group name (“COVID Hazard”, for example), and select an icon from the drop-down list. The user can add their own icon by selecting “New icon”.



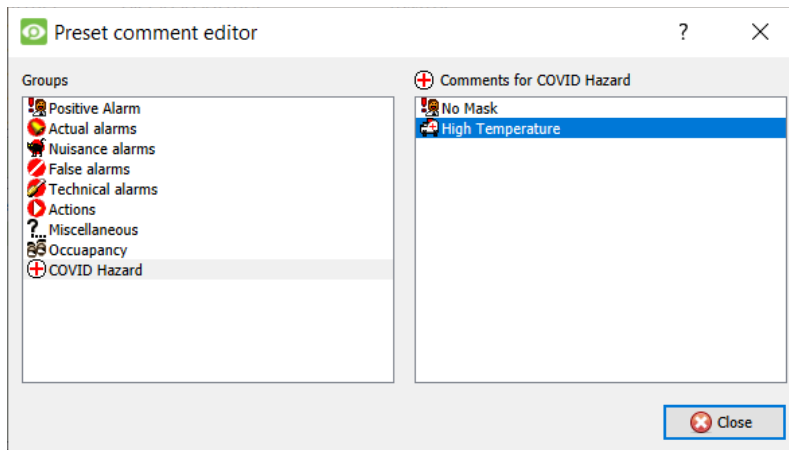
5. The newly-added group called “COVID Hazard” will appear in the group list. Now, select the new group and right-click on the comments window. It will present a popup to create a new comment.



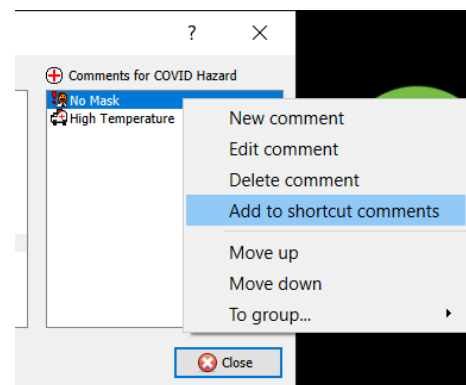
6. The user can create multiple comments, and label each with its own selected icon. Add as many present comments as required. Click OK.



- Once these steps are completed, the newly-created present comments will appear with the selected icons.

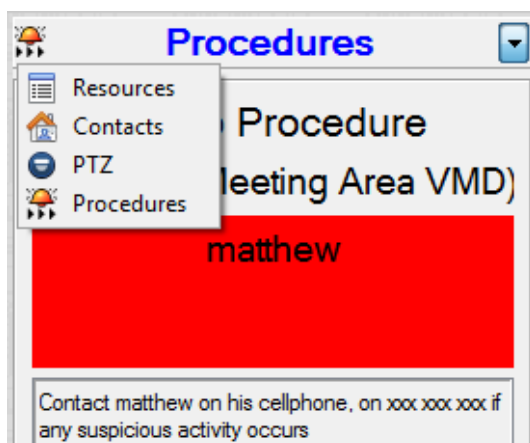


- There are menu options for the present comments, such as New, Edit, Delete, move down or move up. A comment can also be assigned to a different group. The preset can also be added to the shortcut comments.



3.2.2 Alarm Procedures Panel

The alarm procedures are meant to give the operator a quick reference as to how to respond to a specific Events. Procedures are created, and associated with alarms under **Site / Setup / Procedures**.



If there are any procedures associated with this alarm, they will show up in the **Procedures Panel** to the right of the live cameras.

This panel can also be used to view the Site's **Contacts** if the user needs to contact someone who is not listed in the Procedure.

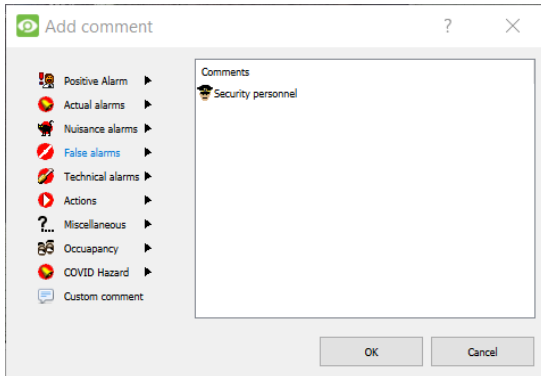
The user may view the site's **resources** if there are other cameras, or resources that need to be viewed to handle this alarm.

The user may also use this panel to control a **PTZ** camera, if required.

3.2.3 Live Cameras

The interface will also switch to the live view of the camera associated with the event alarm.

3.2.4 Close the Connection to the Site, and Add Comments



After the operator connects to a site or completes the handling of alarms received from the site, the operator will close the connection for the site.

On closing the connection to the site, the operator will be prompted to add a closing pre-set comment to indicate the reason for making the connection. This can also serve as an additional security measure, where remote access to sites needs to be monitored/audited.

3.3 Cases


Cases offer a means of escalating an alarm to the relevant people. There are a number of other benefits of using cases:

1. They safeguard against important alarms being left unhandled, or overlooked.
2. They provide the ability to audit the handling of the alarm.
3. Provide a collation point for all relevant information relating to the alarm.
4. Add the ability to add extra files, and people to the handling of an alarm.

This is especially useful in large scale operations, such as mining, airports, and casinos. In these situations, the user is likely to have multiple tiers of security clearance, and many alarms to deal with. An example setup would be on where certain operators are only responsible for flagging suspicious alarms. The operator level above them will be responsible for assessing the validity of the problem, and taking action on that.

3.3.1 Creating/Editing a Case

To add an alarm to a case, right-click on the alarm, or session, and select **Create new case**, or **Add to existing case** if it is related to an already existing case.

Note: If the user who is currently logged in has any cases in their name, this icon  will appear in the notification bar, to the left of the alarm counters. The icon will flash when a new case arrives.

The 'Escalate' dialog box contains the following fields and controls:


- Case:** A dropdown menu with a 'New' button next to it.
- Comment:** A text area containing the text 'This is a Demo Case'.
- Escalate case:** A checked checkbox.
- Escalate to:** A list box with radio buttons for 'admin', 'Demo User', and 'f'.
- CC to:** A list box with checkboxes for 'admin', 'Demo User', and 'f'. The 'admin' checkbox is checked.
- Buttons:** 'OK' and 'Cancel' buttons at the bottom.

Specify which **case** the alarm will be added to. If it is a new case, click on **New**, and fill in the relevant details.


Add a **comment** to the case, as a quick reference as to why this alarm/session needs to be added to a case.

If a new case is being created, the user will have to Escalate it, so **Escalate case** will be greyed out.

Select the Users to whom this case will be escalated. **CC** in whoever will be informed about this case.

Click OK, and an  icon will appear in the Cases column.

3.3.2 Case Interface

Double-clicking on the case icon of an alarm will bring up the window below. This window can also be brought up by right-clicking on the case icon and selecting  View case.

The 'Case 2: catcenturionsecurity (Centurion access control) - Cat Africa upstairs VMD' window displays the following information:

- Case ID:** 2
- Description:** Cat Africa upstairs VMD
- Reference:** catcenturionsecurity (Centurion access control)
- Status:** OPEN
- Opened by f on 2013-08-22 16:37:52.739725**

Navigation tabs include: Users, Alarms, Comments, Timeline, Attachments.

From	To	Status	Time	Comment
f	Demo User	ACTIVE	2013-08-22 16:37:00	jklh
f	admin	CC	2013-08-22 16:37:00	-
f	f		2013-08-22 16:39:00	wqer
f	#		2013-08-28 10:12:00	asdf
f	f	ACTIVE	2013-09-06 11:57:00	new case\012

Buttons at the bottom: Add comment, Add attachment, Escalate case, CC case, End involvement, Print, Close.

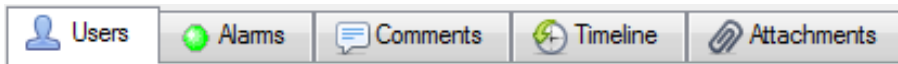
Case ID: 2
 Description: Cat Africa upstairs VMD
 Reference: catcenturionsecurity (Centurion access control)
 Status: OPEN
 Opened by f on 2013-08-22 16:37:52.739725

Each new case is given its own **Case ID** number.

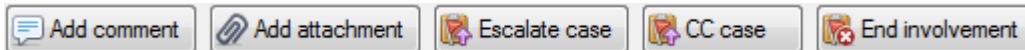
The **description** and **reference** fields are filled in by the Operator who created the case.

Status will indicate whether the case is still open, or not.

The last line gives the info about the case's opening.

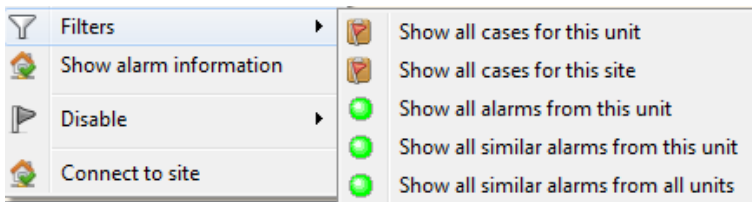


Tab	Description
Users	Indicates the users that are are/have been involved in the case.
Alarms	Will list the individual alarms that are attached to this case.
Comments	Will list the comments that users have added.
Timeline	This is a complete list of all the actions taken on this case, from the time it was opened, until present.
Attachments	This will list all files that have been attached to this case.



Button	Description
Add Comment	The operator may add further comments to the case.
Add Attachment	The operator may attach files of any size, or type to a case.
Escalate Case	The operator may escalate the case to another user.
CC Case	The operator may CC in another user on this case.
End Involvement	The operator may end his/her involvement with the case from here. They will, however, be required to enter a comment to justify this.

3.4 Filters



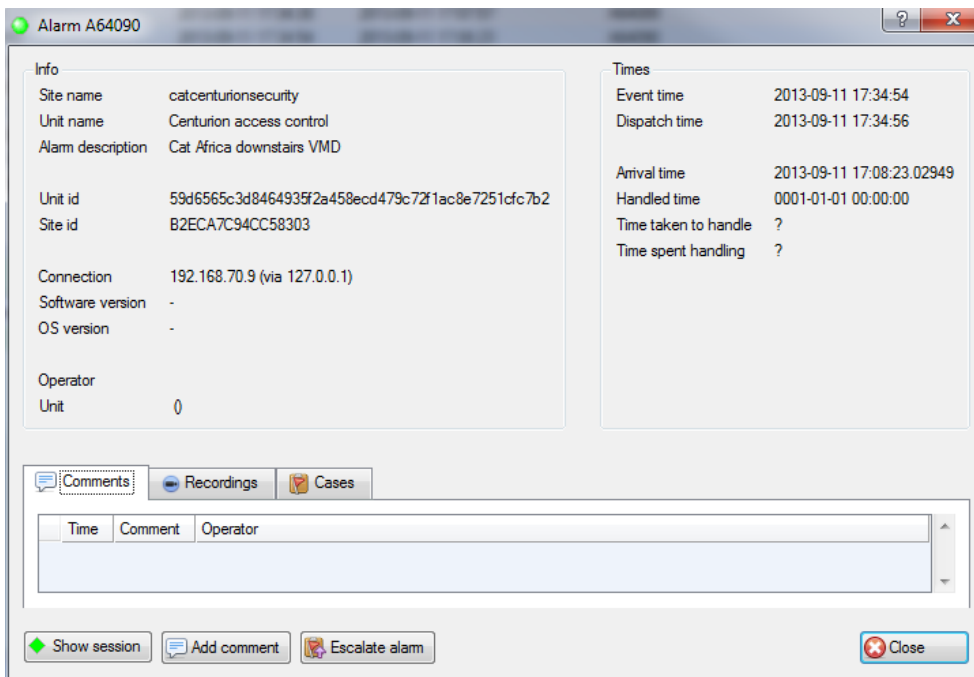
Incoming alarms may be filtered based on:

The **cases** for the site, or unit/server.
The **alarms** from

1. The unit/server that the alarm originated from.
2. The site the alarm originated from
3. Similar alarms from across all sites on this gateway.

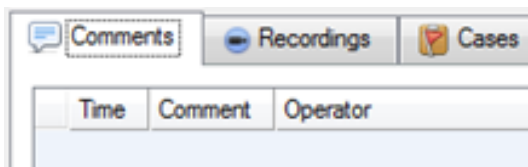
Note: The filtered alarms will be presented in the History Table, below, and not the Incoming alarms table.

3.5 Show Alarm Information



To show the alarm information, right-click on an alarm in the incoming queue.

3.5.1 Tabs



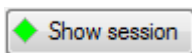
Comments are the comments added by a user handling, or clearing the alarm.

Recordings. If the operator downloads the video from the server to the gateway, then it shows up in the "Recordings".

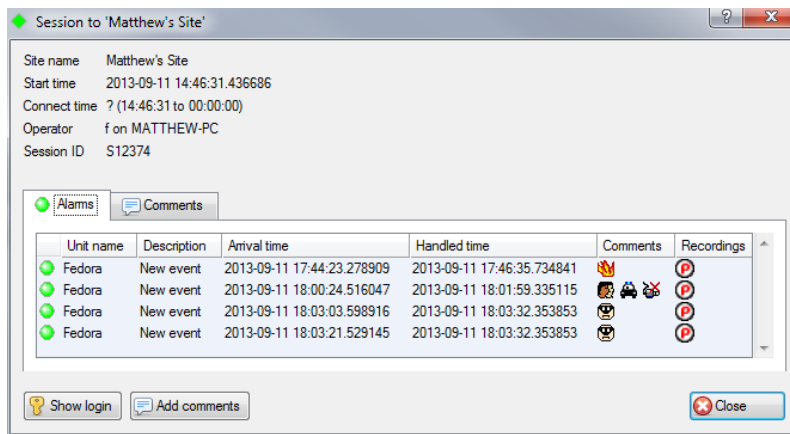
Cases will be a list of cases that this alarm is associated with.

3.5.2 Buttons

There are three buttons at the bottom of the Show Alarm Information window: **Show Session**, **Add Comment**, and **Escalate Alarm**.

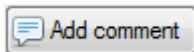


Show session will bring up all the details from this session. Sessions are described in detail [below](#).

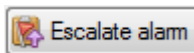


Show Login will show the login details for the user that handled this alarm, and a list of sessions that they handled while they were logged in.

Comments may also be added from this dialogue.

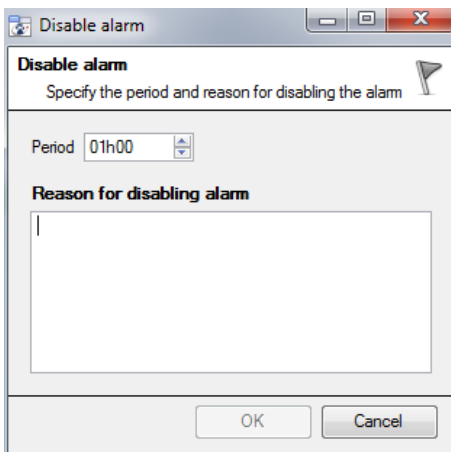


Click on this to add further comments to this alarm.



Click on this to escalate this alarm to a case.

3.6 Disable



The operator may disable an alarm.

This is useful for nuisance alarms that are might be retriggering due to some environmental influence, such as a flashing light.

The operator will set the **period** that the alarm will be disabled for. And will also be required to input a **Reason for disabling alarm** in the text box.

3.7 Connect to Site

This will open the site from which the alarm originated.

4. Alarm Previews

The alarm preview will display a sequence of looping images from cameras related to the alarm in the event setup.

Alarm previews allow the operator to cycle quickly through alarms, and decide based on a few preview images whether it is worth opening up the alarm, or if he/she should simply clear it.

Note: While this section is physically in the History table, it is most often related to the handling of incoming alarms.

4.1 Alarm Previews, and the Incoming Table

The primary purpose of Alarm Previews is to provide a means for base station operators to preview a sequence of images of a selected *Incoming* alarm.

When previewed from the Incoming table, the Preview is displayed within the History/Previews table of the interface.

By previewing the alarm, operators have some idea on *whether* to handle, and *how* to handle the alarm.

For example, it may be immediately evident from the preview that this is a false alarm, prompting an operator to disregard the alarm.



Each Alarm Preview is a short clip of Pre + Post event images.

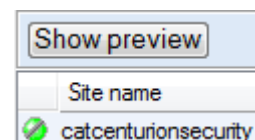
By default, the images will loop repeatedly, but the display has a basic set of replay buttons →



4.1.1 To Preview an Incoming Alarm


Alarm previews are displayed in place of the history table. The Show History/Preview button is found at the top-left corner of the History Table.

Click this button to toggle Alarm Previews on/off.



Once previews are enabled, the user may left-click on any of the alarms in the Incoming Table. If the alarm has a preview attached to it the sequence of images will begin cycling.

4.2 Preview Alarms from History, and Current, Tables

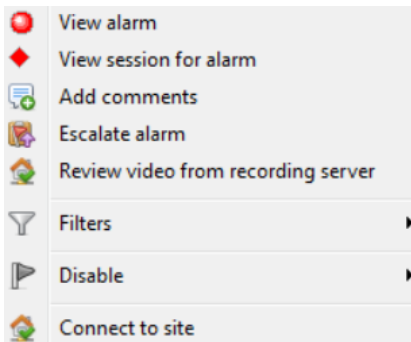
The user may preview an alarm from the Current, or History tables, if the preview icon  appears in the Recordings column. Simply double-click on the, and the preview will appear in a floating window.

5. History Table: Alarms

The history table is the bottom table in the Alarm Gateway interface. It is the table where alarms are sent after they are handled. It may be configured to display the Alarm History, Session History, Login History, and the Cases.

5.1 Right-click Menu

By right-clicking on an alarm in the history table, the available actions will be displayed.



View Alarm is identical to [Show Alarm Information](#), above.

View Session for alarm will show a list of all alarms that were in the same session.

Add comments allows the user to add further comments to this alarm.

Escalate alarm will allow the user to edit, or create a case, for this alarm.

Review video from recording server will download video, and associated data, from the server, to the local client computer.

Filters will allow the user to filter the alarms in the history table.

Disable will allow the user to temporarily disable an alarm.

Connect to site will connect the user to the alarm's originating site.

5.2 View Session for Alarm

Session to 'catcenturionsecurity'

Site name: catcenturionsecurity
 Start time: 2013-09-16 13:47:08.969514
 Connect time: 00:01:02 (13:47:12 to 13:48:14)
 Operator: f on MATTHEW-PC
 Session ID: S14774

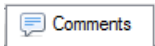
Unit name	Description	Arrival time	Handled time	Comme	Recordings	Cases	ID
Centurion ac...	Cat Tech Admin...	2013-09-16 13:41:15.33975	2013-09-16 13:47:0...				A70646
Centurion ac...	Cat Tech Admin...	2013-09-16 13:41:39.692...	2013-09-16 13:47:0...				A70650
Centurion ac...	Cat Tech Admin...	2013-09-16 13:42:13.869...	2013-09-16 13:47:0...				A70654

Buttons: Show login, Add comments, Close

5.2.1 Tabs



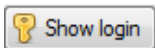
Will show a list of the alarms that were grouped into this session.



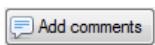
These are comments that are attached to the session.

Note: comments attached to individual alarms will only appear in the comments column under the Alarms Tab. Comments that are added to the whole session will appear under the Comments tab.

5.2.2 Buttons



Click on this to see the login details for the user who handled this session, as well as the other sessions that that user handled while logged in.



Click on this to add comments to the session.

Note: that this is for the session, and not the individual alarms within that session.

5.3 Add Comments

This will add comments to the selected alarm.

5.4 Escalate Alarm

This will either escalate the alarm further, or create a case for the alarm, depending on what action the operator deems necessary. For more information on cases see [Cases](#), below.

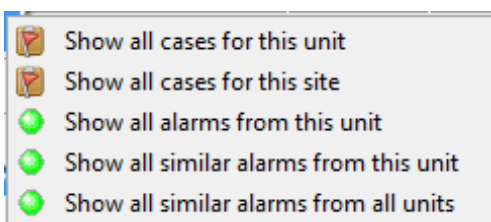
5.5 Review Video From Recording Server

This will download the video, and associated data, from the server, to the local client computer. Once the data is fetched, the same popup windows will appear as when an alarm is handled. The user may review the data in the same way as if the user had handled the incoming alarm.

Note:

1. The user will have to log into the site, to fetch the data.
2. The user will also have to leave a comment as to why they have logged in.

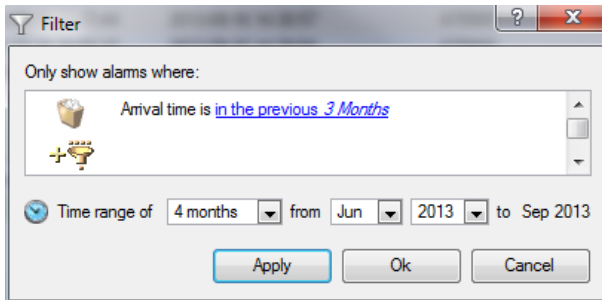
5.6 Filters



Right clicking on an alarm and selecting **Filters** will allow the user to filter the history table, with the alarm that has been clicked on as the focus.

The user may filter cases, and alarms that relate to the selected alarm.

5.6.1 Filter



A far more versatile filter is available in the top-right corner of the History Table.



Clicking on this icon / **Edit Filter** will bring up the Filter dialogue.



This means there are active filters.

The **time range** will default to the last time range set.



To add a filter, click this icon.

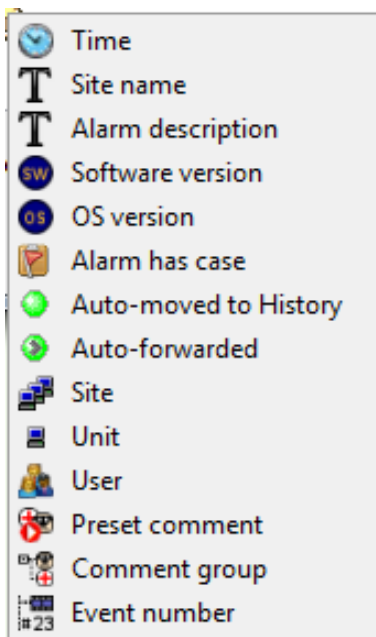


To remove an added filter, click this icon.

Note:

1. After adding a filter, click on the blue hyperlink, and define the parameters of that filter (except for the Alarm Has Case, Auto-Moved, and Auto-Forwarded options).
2. If an added filter is left with unset parameters, there is a good chance that the filter will return zero results.

5.6.2 Available Filters



Time allows the user to further define the time period.

Site name requires the user to enter a string.

Alarm description also requires a manually entered string.

Software version is the CathesisVision version that sent the alarm.

OS version is the operating system that the originating CathesisVision is running on.

Alarm has case will only return alarms that have already been escalated.

Auto-moved to History will feature alarms that timed out of the Incoming queue, and were sent to the History table without being handled.

Auto-forwarded will list all alarms that were automatically sent to the gateway.

Site will give filter based on all Sites that send alarms to this gateway.

Unit will filter based on single units within sites that send alarms to this gateway.

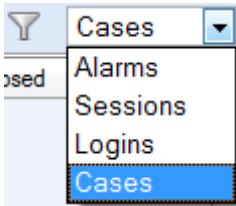
User will filter based on Gateway users (not site users).

Preset comment filters alarms based on the comments that have been added to them.

Comment group filters based on comment groups (e.g. Actual Alarms).

Event number is the unique ID number given to the event.

6. History Table: Sessions, Logins, and Cases



The History Table lists three other sets of historic data: The **Sessions**, **Logins**, and **Cases** that this Gateway has handled.

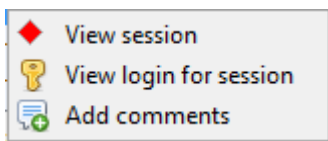
6.1 Sessions

Sessions are formed when the same alarm arrives from a site, while the connection to the gateway is still open.

6.1.1 Session Columns

Sessions	Description
Site name	The name of the originating site.
Description	The description of the alarm.
Handled by	Which operator handled the alarm.
Arrival time	When the alarm arrived at the gateway.
Comments	User added comments.
Recordings	If the operator downloads the video from the server to the gateway, then it shows up in the "Recordings".
Cases	Cases that this session has been escalated to, if any.
ID	The unique session ID.

6.1.2 Right-click Menu



View Session will show the session, as per [Show Alarm Information](#), above.

View Login for session will detail the activities of the user, while they were logged in, and dealt with this session.

Add comments will allow the user to add comments to the session.

6.1.3 Session Filters

To filter the session, click on the icon in the top right of the History table, and click on . This will bring up the Filter dialogue.



Time allows the user to filter sessions within a specified period.

Alarms were handled will only show sessions where alarms were handled.

No alarms were handled will only show sessions where no alarms were handled.

Site will only show sessions from selected sites.

User will only show sessions dealt with by specific users.

Base Station will only show sessions originating from specific base stations.

6.2 Logins

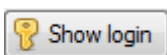
6.2.3 Login Columns

Logins	Description
User	Is the user that was logged in.
Base station	Is the base station on which this user was logged in.
Login	This is the date, and time, that this user logged into this base station.
Logout	The date, and time, that this user logged out of this base station.
Duration	This is the time period the user was logged in for.
Sessions	How many sessions the user handled during this login period.
ID	This is the unique number given to this login session.

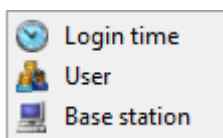
6.2.4 Right-click Menu

Right-clicking on a specific login will allow the user to [View login](#)

6.2.5 Logins Filters



This will show the same details as displayed in this table, as well as a table of the sessions that the user handled while logged in.





Login time will only show logins within the time period that the user has set.

User will only show logins by the user that that has been set.


Base station will filter logins by the base station on which the user logged in.

6.3 Cases

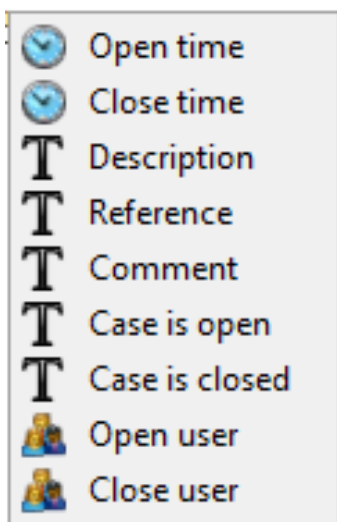
6.3.1 Case Columns

Cases  	Description
Case id	This is the unique ID number given to the case.
Reference	This is the reference given to the case by the person who escalated it.
Description	The description of the alarm that was first escalated.
Opened	The time and date the case was created.
Opened by	Which user opened the case.
Closed	The time and date the case was closed.
Closed by	Which user closed the case.

6.3.2 Right-click Menu

 **View case** This will expand the case, so the operator/administrator may view the full case.

6.3.3 Case Filters



Open time: filter based on when the case was opened.

Close time: filter based on when the case was closed.

Description: filter on descriptions based on the presence/absence of a user input string.

Reference: filter on references based on the presence/absence of a user input string.

Comment: filter on comments based on the presence/absence of a user input string.

Case is open: only show open cases.

Case is closed: only show closed cases.

Open user: only show cases opened by a specific user.

Close user: only show cases closed by a specific user.

7. Conclusion

Please note that this document deals with the operating procedures of the CathesisVision Alarm Management Gateway.

For more information on the CathesisVision software, consult the *CathesisVision Setup Manual* (<https://cathesisvideo.com/>).

For support, contact support@cat.co.za