

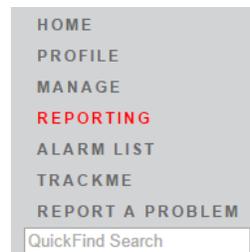
## Reporting in Webeyecms

Reporting is a powerful tool and allows users to view detailed information on alarms, user events and commissioned devices over time.

Once logged into the Webeye platform, you can access the Reporting Dashboard in various ways, depending on your requirements.

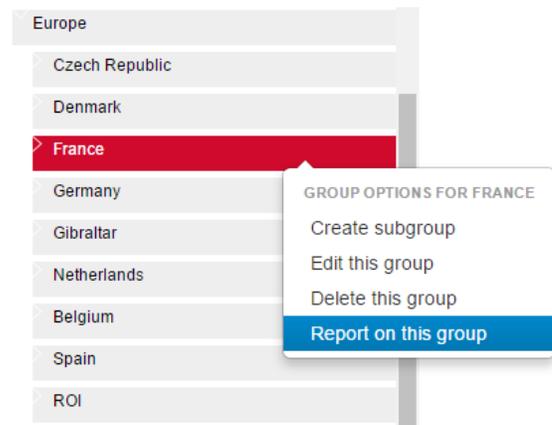
### Reporting from Top Level

- This allows you to report on all devices and users on your account. To do this, click the webeye logo at the top left of the page and select Reporting.



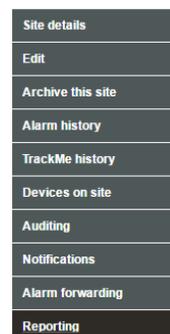
### Reporting on a Group

- Reporting on a Group can be done by right clicking the desired group in your hierarchy and selecting 'Report on this Group'



### Reporting on a Site

- Reporting on a Site can be done from the 'Site Details' page by selecting 'Reporting' from the menu.

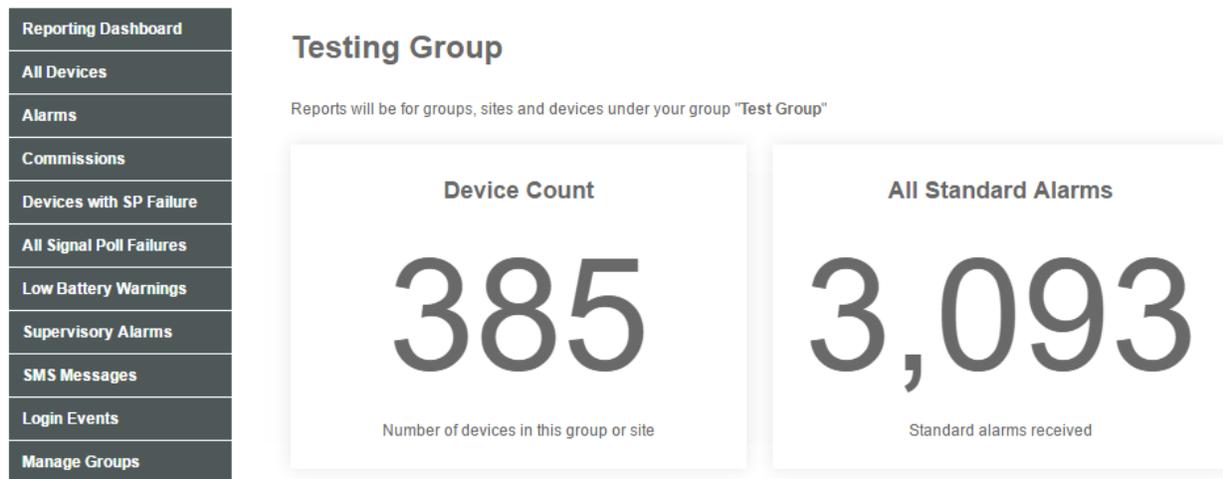


## Reporting Options

From the Reporting Dashboard, you will be presented with all the criteria you can report on. This is also replicated on the left-hand side of the page. To report on one of these options, just click the entry.



## Reporting Dashboard



## Interpreting Reports

The reporting feature can be used to ensure correct management of Sites, Devices and Users. Reporting can also be used to analyse historical events relating to a site. It is important to understand the criteria and data you can report on:

The following report examples have been obtained by Group Reporting.

### Device Count

Running this report will generate a list of all devices under the group, site or hierarchy you are reporting on. Devices are grouped as follows:

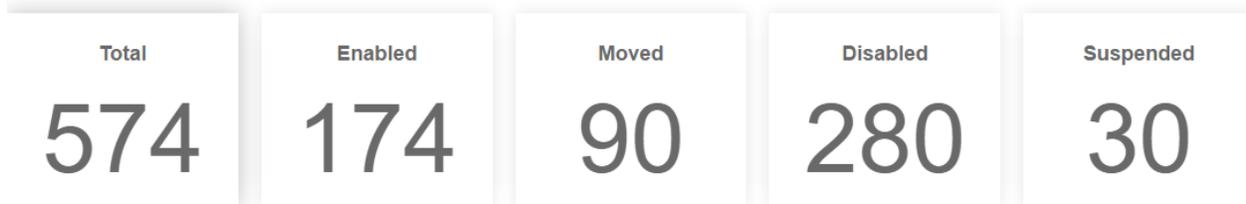
- **Enabled:** These devices are currently live, and alarms sent to the Webeye platform from this device will generate an alarm.
- **Moved:** Devices that have been moved from one site to another will be shown here, along with details of the site it was previously on.
- **Disabled:** Disabled devices are not live and do not incur any charges or generate any alarms. These devices can also be re-enabled at any time. A device can be disabled by a user if it is no longer being used, or if the device needs to be temporarily deactivated.

- **Suspended:** Devices in a suspended state have been manually de-activated by Webeyecms. Suspended devices cannot be re-enabled by a user. Webeyecms will contact the account holder prior to suspension and inform them of the reasons for this.

The below report shows a total of 574 devices. Devices can be filtered by selecting the relevant box.

Results can be sorted by clicking the table headers. To sort by multiple factors, hold 'shift' when selecting headers. Clicking the Name, Site or Group of a device will take you to the relevant section of the platform.

## All Devices for group "Testing Group"



Name	Site	Group	Status	Type	Serial	Account
Indoor Panel 1	Testing Site	Testing Group	Enabled	RSI non-voice	E4E0060000000000	56990000

## All Standard Alarms

This report will display all the alarms under the group, site or hierarchy you are reporting on. The alarms are grouped by the time it has taken for the alarm to be closed: either less than an hour, between 1 hour and 1 day, between 1 day and 1 week, and over 1 week.

The time constraints of the report are displayed at the top right. By default, this is set to the last week, but this can be changed manually. Results can be sorted by clicking the table headers, or filtered by selecting the relevant box. To sort by multiple factors, hold 'shift' when selecting headers.

Clicking the Site or handler of an alarm will take you to the relevant section of the platform. Clicking 'View' will take you directly to the relevant alarm.

## Alarm History for group "Testing Group"

Start Date:

End Date:

*\* Only SAM alarms will be displayed. WEMs will not be included.*



Site	Type	Status	Handler	Opened	Closed	Saved	Alarm
Test Site 1	General tamper	handled	test@testalarms.co.uk	2017-01-24 12:08:52	2017-01-24 12:09:39	<input type="checkbox"/>	View

Excessive alarm activity from the same device can indicate that the system is not functioning correctly. In this case, a site visit is recommended.

## Effective Connections

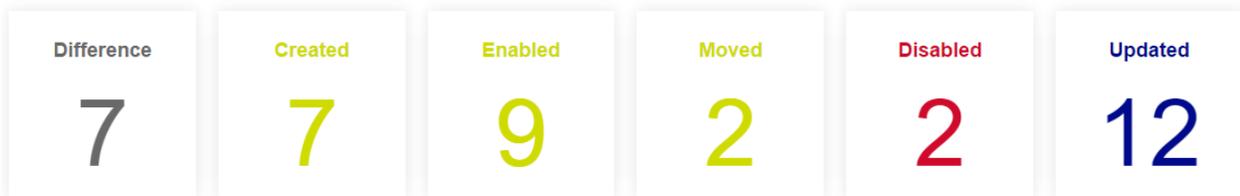
Running this report will show the number of device changes in the specified timeframe. These are grouped as follows:

- **Created:** This will display any devices that have been created, either in an enabled or disabled state.
- **Enabled:** Devices that have been manually enabled, or commissioned in an enabled state, will be displayed here.
- **Moved:** Moved devices will be categorized as 'moved into' and 'moved out of'. Every time a device is moved out of a site, the 'moved' count for that site will decrease by 1. Conversely; every time a device is moved into a site, the 'moved' count for that site will increase by 1. Because of this, the 'moved' count should always be set to zero when reporting from top level. Clicking this option will display all of these actions, along with timestamps, and details of the sites involved.
- **Disabled:** Devices that have been manually disabled, or commissioned in a disabled state, will be displayed here.
- **Updated:** This will display all instances where a device has been updated, along with details of the changes made. Records held include, but are not limited to; changing the name of a device, enabling/disabling signal poll failure alarms or changing periodic test preferences for a device.

### Device Commissions and Updates for group "Testing Group"

Start Date:   
 End Date:

\* Device auditing began at 2015-10-20 12:55:28 UTC. No audits prior to this can be reported on.



Type	Recorded	Serial Number	User	Site	Group	Comments
Created	2017-01-20 11:38:13	E650500000000000	Test User 1	Hounslow Morrisons	Testing Group	Device created with account number 8700000

The time constraints of the report are displayed at the top right. By default, this is set to the last week, but this can be changed manually. Results can be sorted by clicking the table headers. To sort by multiple factors, hold 'shift' when selecting headers.

Clicking the Serial, User, Site or Group of an entry will take you to the relevant section of the platform.

## Device Signal Poll Failures

This report will display all Signal Poll Failure alarms generated by webeyecms for the group, site or hierarchy you are reporting on. Additional information will be displayed such as the site name, the device type, account number, and the number of signal poll failure alarms generated by each system (the 'Occurrence Count'). The time constraints of the report are displayed at the top right. By default, this is set to the last week, but this can be changed manually.

Results can be sorted by clicking the table headers, to sort by multiple factors, hold 'shift' when selecting headers. Clicking the Name, Site or Group of an entry will take you to the relevant section of the platform.

### Device Signal Poll Failures for group "Testing Group"

Start Date:

End Date:

Name	Site	Group	Occurrence Count	Type	Serial	Account
Outdoor Panel 1	Testing Site 1	Testing Group	5	RSI non-voice	E650330000000000	54700000
Indoor Panel 2	Testing Site 2	Testing Group	7	RSI non-voice	E650450000000000	68920000

Recurring signal poll failure alarms can indicate that your system is not functioning correctly. In this case, a site visit is recommended.

## All Signal Poll Failures

Similar to 'Device Signal Poll Failures', this report shows all signal poll failure alarms generated by webeyecms for the group, site or hierarchy you are reporting on. Instead of having an 'Occurrence Count', this report will display each signal as a separate result, with timestamps. Additional information will be displayed such as the site name, the device type and account number.

The time constraints of the report are displayed at the top right. By default, this is set to the last week, but this can be changed manually. Results can be sorted by clicking the table headers. To sort by multiple factors, hold 'shift' when selecting headers. Clicking the Name, Site or Group of an entry will take you to the relevant section of the platform.

### All Signal Poll Failures for group "Testing Group"

Start Date:

End Date:

*\* For performance reasons, only the last 100 signals per site will be displayed*

Name	Site	Group	Timestamp	Type	Serial	Account
Outdoor Panel 1	Testing Site 1	Testing Group	2017-01-19 16:00:18	RSI non-voice	E650330000000000	54700000
Outdoor Panel 1	Testing Site 1	Testing Group	2017-01-20 16:00:17	RSI non-voice	E650330000000000	54700000
Outdoor Panel 1	Testing Site 1	Testing Group	2017-01-21 16:00:17	RSI non-voice	E650330000000000	54700000
Outdoor Panel 1	Testing Site 1	Testing Group	2017-01-22 16:00:17	RSI non-voice	E650330000000000	54700000
Outdoor Panel 1	Testing Site 1	Testing Group	2017-01-23 16:00:16	RSI non-voice	E650330000000000	54700000
Indoor Panel 2	Testing Site 2	Testing Group	2017-01-17 16:00:31	RSI non-voice	E650450000000000	68920000
Indoor Panel 2	Testing Site 2	Testing Group	2017-01-19 16:00:19	RSI non-voice	E650450000000000	68920000
Indoor Panel 2	Testing Site 2	Testing Group	2017-01-21 16:00:17	RSI non-voice	E650450000000000	68920000
Indoor Panel 2	Testing Site 2	Testing Group	2017-01-23 16:00:16	RSI non-voice	E650450000000000	68920000

Recurring signal poll failure alarms can indicate that your system is not functioning correctly. In this case, a site visit is recommended.

## Low Battery Alarms

This report will display all low battery alarms received by webeyecms for the group, site or hierarchy you are reporting on. Additional information will be displayed such as the site name, the device type, account number, and the number of low battery alarms received by each system (the 'Occurrence Count'). Signals are grouped by serial number; because of this, the low battery alarms may originate from a wireless peripheral paired to an alarm panel.

The time constraints of the report are displayed at the top right. By default, this is set to the last week, but this can be changed manually. Results can be sorted by clicking the table headers. To sort by multiple factors, hold 'shift' when selecting headers. Clicking the Name, Site or Group of an entry will take you to the relevant section of the platform.

### Device Low Battery Alarms for group "Testing Group"

Start Date:   
 End Date:

Name	Site	Group	Occurrence Count	Type	Serial	Account
Outdoor Panel 1	Testing Site 1	Horizon Construction	21	RSI non-voice global	E650330000000000	71020000
Indoor Panel 2	Ballards Walk Perimeter	Testing Site 2	1	RSI non-voice	E4E0210000000000	70160000

Low battery alarms can indicate that the system requires maintenance work. In this case, a site visit is recommended.

## Supervisory Alarms

This report will display all supervisory alarms received by webeyecms for the group, site or hierarchy you are reporting on. Supervisory alarms are transmitted when a device cannot connect to a wireless peripheral (e.g. when a control panel cannot connect to a paired wireless camera).

Additional information will be displayed such as the site name, the device type, account number, and the number of supervisory alarms transmitted by each system (the 'Occurrence Count').

In order for this report to be accurate, please ensure that supervisory alarms are programmed to be sent from your devices.

The time constraints of the report are displayed at the top right. By default, this is set to the last week, but this can be changed manually. Results can be sorted by clicking the table headers. To sort by multiple factors, hold 'shift' when selecting headers. Clicking the Name, Site or Group of an entry will take you to the relevant section of the platform.

### Supervisory Alarms for group "Testing Group"

Start Date:   
 End Date:

Name	Site	Group	Occurrence Count	Type	Serial	Account
Outdoor Panel 1	Test Site 1	Testing Group	1	RSI non-voice global	E4E0430000000000	78320000
Indoor Panel 2	Test Site 2	Testing Group	2	RSI non-voice	E4F8430000000000	33680000

Recurring supervisory alarms can indicate that your system is not functioning correctly. In this case, a site visit is recommended.

## SMS Messages

This will display all SMS messages sent from the platform to users, usually following an alarm on a site. SMS notifications can be set up on a per-site basis by clicking 'Notifications' when viewing the site details.

### SMS Messages for group "Testing Group"

Start Date:   
 End Date:

\* SMS logging began at 2016-06-08 13:32:20 UTC. No messages prior to this can be reported on.



To Number	To User	Type	Message	Credits	Status	Sent	Site	Alarm
07804000000	Test User 1	Alarm notification	Alarm from Test Site 1. Check your webeye cms app.	1	Sent to Provider	2017-01-25 07:10:49	Test Site 1	<a href="#">View Alarm</a>
07804000000	Test User 1	Alarm notification	Alarm from Test Site 2. Check your webeye cms app.	1	Sent to Provider	2017-01-27 07:18:41	Test Site 2	<a href="#">View Alarm</a>
07804000000	Test User 1	Alarm notification	Alarm from Test Site 3. Check your webeye cms app.	1	Sent to Provider	2017-01-28 08:06:34	Test Site 3	<a href="#">View Alarm</a>

Details of the mobile numbers, and relevant users are displayed, along with the message that was sent. Messages that exceed one text message in length (usually due to long site names) will show as using 2 or more credits.

The time constraints of the report are displayed at the top right. By default, this is set to the last week, but this can be changed manually. Results can be sorted by clicking the table headers. To sort by multiple factors, hold 'shift' when selecting headers.

Clicking the User or Site of an entry will take you to the relevant section of the platform, clicking 'View' will display the related alarm.

## Logins

This will display all login events from users assigned to the site, group or hierarchy you are reporting on. The login method will also be shown, and will differ depending on how the user logged in:

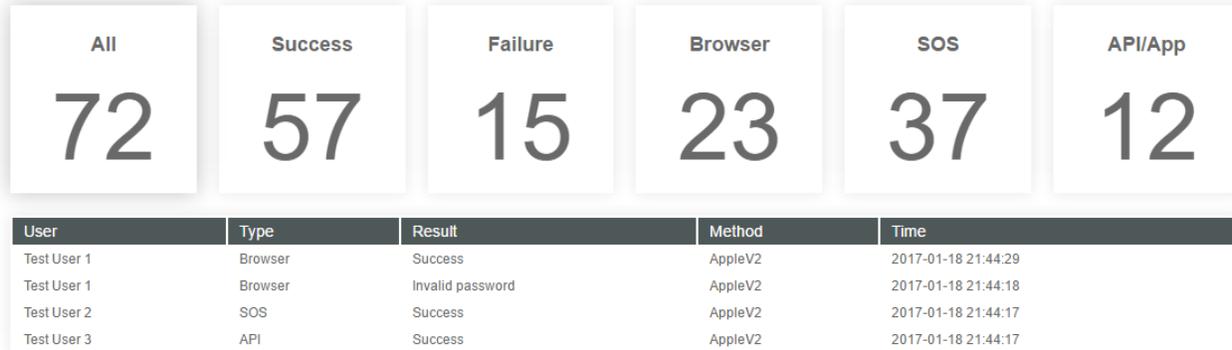
- **Browser:** These results display users that have logged into the platform using a desktop browser.
- **SOS:** These results display users that have installed the webeyeSOS application on a smartphone and logged in.
- **API/App:** These results display users that have installed the webeyeCMS application on a smartphone and logged in, or users that have logged in through the API.

In this example, there have been 12 logins via the API/Webeyecms application, and 15 events where the user entered the password incorrectly or was otherwise unable to log in.

## Login Events for group "Testing Group"

Start Date:   
End Date:

*\* View user login history by clicking on the user and selecting View login events from the user menu*



The time constraints of the report are displayed at the top right. By default, this is set to the last week, but this can be changed manually. Results can be sorted by clicking the table headers, or filtered by selecting the relevant box. To sort by multiple factors, hold 'shift' when selecting headers. Clicking the User will display all related details.