

Reporting in webeyeCMS

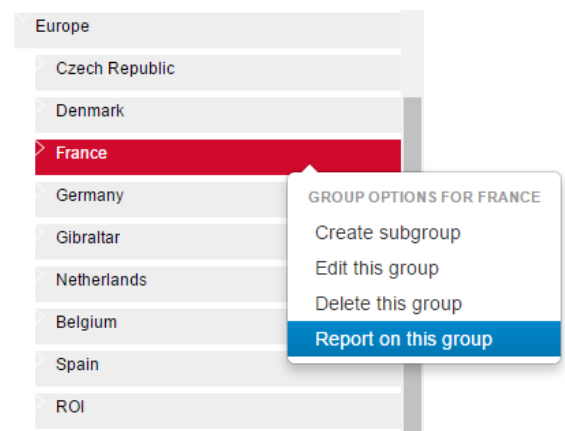
Reporting is a powerful tool that allows users to view detailed information on alarms, user events and commissioned devices over time.

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

Group and Site Reporting

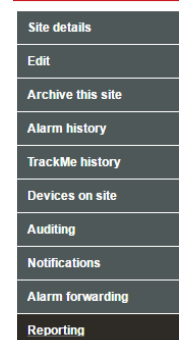
Reporting on a Group

- 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 available for groups and sites are as follows:

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 signals sent to webeyeCMS 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"

Total	Enabled	Moved	Disabled	Suspended
574	174	90	280	30

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"

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

Start Date: 17/01/2017
End Date: 24/01/2017
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Total	< 1 Hour	1 Hour - 1 Day	1 Day - 1 Week	> 1 Week
930	563	167	155	45

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		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"

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

Start Date: 17 / 01 / 2017
End Date: 24 / 01 / 2017
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Difference	Created	Enabled	Moved	Disabled	Updated
7	7	9	2	2	12

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: 17 / 01 / 2017
End Date: 24 / 01 / 2017
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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 the 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"

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

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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: 17/01/2017
End Date: 24/01/2017
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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: 17/01/2017
End Date: 24/01/2017
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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. 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.

SMS Messages for group "Testing Group"

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

Start Date: 17 / 01 / 2017
End Date: 24 / 01 / 2017
[Update](#)

Alarms	Messages	Credits	Msgs/Alarm	Cr/Alarm
7	7	7	1	1

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	View Alarm
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	View Alarm
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	View 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.

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.

Login Events for group "Testing Group"

Start Date: 17 / 01 / 2017
 End Date: 24 / 01 / 2017
 Update

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

All	Success	Failure	Browser	SOS	API/App
72	57	15	23	37	12

User	Type	Result	Method	Time
Test User 1	Browser	Success	AppleV2	2017-01-18 21:44:29
Test User 1	Browser	Invalid password	AppleV2	2017-01-18 21:44:18
Test User 2	SOS	Success	AppleV2	2017-01-18 21:44:17
Test User 3	API	Success	AppleV2	2017-01-18 21:44:17

Device Reporting

Reporting on an individual device can be done by clicking 'reports' when viewing the devices on a site

M2 DVR



Serial: Test DVR

Account: 123456

Type: DVR

State: Enabled

ABC1

Reports

The following reporting criteria will be available when reporting on a device:

Alarm Count

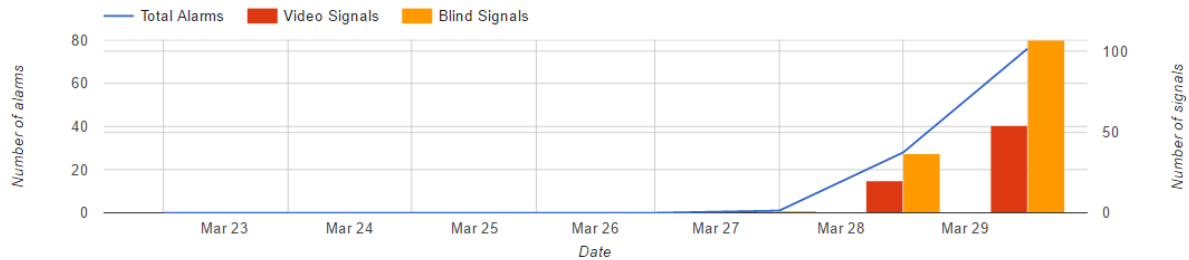
Running this report will display all alarms received by webeyeCMS for the selected device. These are organized by Video Signals and Blind Signals. A graph covering these criteria is also displayed to help you view the information clearly.

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.

Alarms for device "Test Panel"

Start Date: 23/03/2017
 End Date: 30/03/2017

Total Alarms	SAM Alarms	WEM Alarms	Signals/Alarm	Video Signals/Alarm	Blind Signals/Alarm
105	16	89	2.09	0.7	1.38



Time	Type	Generated By	Total Signals	Video Signals	Blind Signals	Alarm
2017-03-30 12:35:52	SAM	Intrusion	5	2	3	View
2017-03-30 12:35:52	WEM	Intrusion	1	0	1	View

Video Signals

Running this report will display all video signals received by webeyeCMS for the selected device. These are grouped by percentage.

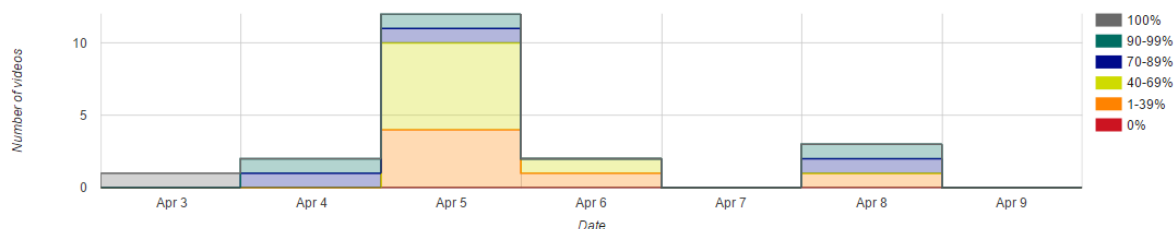
The time constraints of the report are displayed at the top right. By default, this is set to the last week, but this can be changed manually. Results can be sorted by clicking the table headers, or filtered by selecting the relevant box. To sort by multiple factors, hold 'shift' when selecting headers.

A graph covering these criteria is also displayed to help you view the information clearly.

Video signals for device "Test Panel" from site "Testing Site"

Start Date: 03/04/2017
 End Date: 10/04/2017

All	100%	90-99%	70-89%	40-69%	1-39%	0%
20	1	3	3	7	6	0



Signal Time	Started Delay	Download Duration	Camera Number	Camera Name	Completion	Video
2017-04-09 19:54:07	00:00:00	00:01:42	3	MOTIONVIEWER 5	<div><div></div></div>	Download
2017-04-09 19:47:23	00:00:00	Did not complete	3	MOTIONVIEWER 5	<div><div></div></div>	Download
2017-04-09 10:05:44	00:00:01	Did not complete	1	MOTIONVIEWER 2	<div><div></div></div>	Download

Incomplete video uploads from the same device can indicate that the system is not functioning correctly. In this case, a site visit is recommended.

Blind Signals

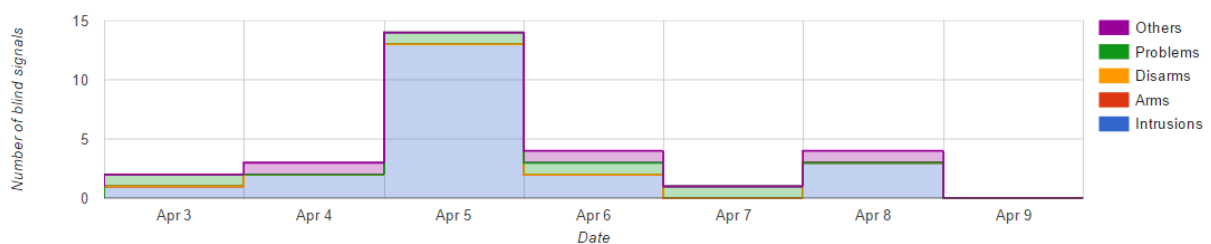
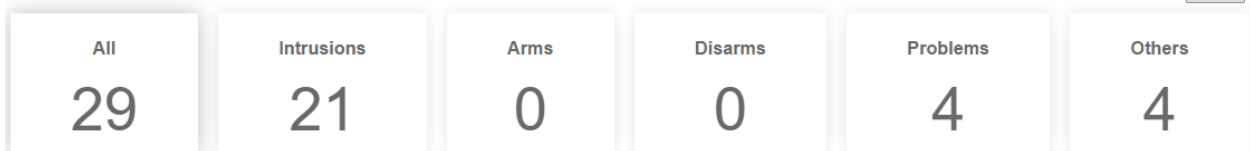
Running this report will display all blind signals received by webeyeCMS for the selected device. These are grouped as follows:

- **Intrusions:** These are instances where an alarm system has been triggered and sent an intrusion signal to the webeyeCMS platform.
- **Arms:** These are instances where a system has fully armed and sent this notification to the webeyeCMS platform.
- **Disarms:** These are instances where a system has been fully disarmed and has sent this notification to the webeyeCMS platform.
- **Problems:** Signals such as tampers, supervisory alarms, internet loss and low battery alerts will be displayed here.
- **Others:** Any other blind signals that are not specified above will be grouped and displayed here.

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. A graph covering these criteria is also displayed to help you view the information clearly.

Blind signals for device "Test Panel" from site "Testing Site"

Start Date: 03/04/2017
End Date: 10/04/2017
[Update](#)



Time	Type	Peripheral Number	Peripheral Name/Information
2017-04-09 19:54:03	Intrusion	6	Gate Camera
2017-04-09 19:47:17	Intrusion	6	Gate Camera

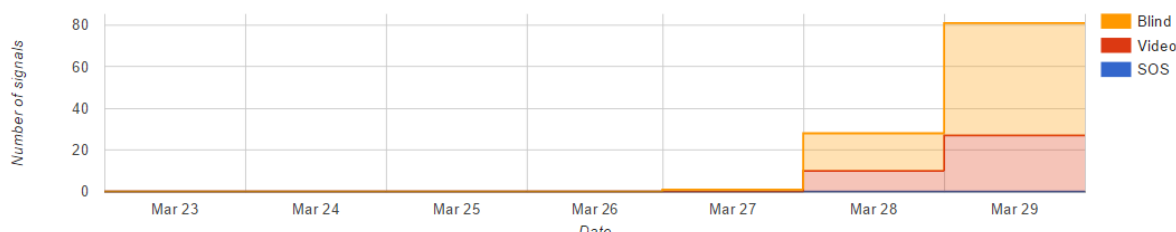
Signal Count

Running this report will display all signals received by webeyeCMS for the selected device. These are organized by time, category and the signal type.

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. A graph covering these criteria is also displayed to help you view the information clearly.

Signals for device "Test Panel"

Start Date: 23/03/2017
End Date: 30/03/2017
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Time	Category	Type
2017-03-30 13:35:52	Blind	Intrusion
2017-03-30 13:35:52	Blind	Panel disarmed

Organisation Administrator Reports

Clicking the webeyeCMS logo at the top left of the page and selecting 'Reporting' will give company administrators additional reporting criteria.

The following reporting criteria will be available to company administrators:

HOME
PROFILE
MANAGE
REPORTING
ALARM LIST
TRACKME
REPORT A PROBLEM

QuickFind Search



Created Devices

Running this report will display all devices created during the times specified at the top right. Additional information is given such as the serial number entered, the site name and the user that created the device.

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.

Created Devices for group "Top Group"

Start Date: 06 / 06 / 2016

End Date: 13 / 06 / 2017

[Update](#)

* This report shows devices that were created within the period. It does not take into account their current state.

Total

75

Created	Serial	Site Name	Group Name	User
2017-05-24 11:21:03	Serial 1	Site 4	Top Group	User 1
2017-05-24 11:19:38	Serial 2	Site 3	Top Group	User 2
2017-05-24 11:05:12	Serial 3	Site 2	Subgroup 1	User 2
2017-05-24 11:04:52	Serial 4	Site 1	Subgroup 1	User 2

Enabled Devices

Running this report will display all devices enabled between the times specified at the top right. Additional information is given such as the serial number of the devices, the site names and the number of days the devices have been active throughout the reporting period.

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.

Enabled Devices for group "Top Group"

Start Date: 06 / 06 / 2017

End Date: 13 / 06 / 2017

[Update](#)

* This report shows devices that were, at some point, enabled between the dates specified. Because of this, the devices current state may not show as enabled.

Total

98

Name	Site	Group	State	Type	Serial	Account	Enabled Days	Previous Event	Previous Event Time
Panel 1	Site 1	Top Group	Enabled	Avigilon Control Centre	Serial 1	12345678	8	Disabled	2016-12-14 12:11:59
Panel 2	Site 1	Top Group	Enabled	RSI non-voice	Serial 2	23456789	8	Created	2016-12-16 19:23:39
Panel 3	Site 2	Subgroup 1	Enabled	RSI non-voice	Serial 3	34567890	8	Created	2016-12-16 09:45:43
Panel 4	Site 2	Subgroup 1	Enabled	DVR	Serial 4	45678901	8	Enabled	2016-10-13 11:10:15

Disabled Devices

Running this report will display all devices that have been disabled within the disabled period, but not re-enabled within the reporting period.

This would be ideal to identify devices that have been disabled within certain billing cycles and are still not live.

Additional information is given such as the serial number of the devices, the site names and the number of days the devices have been active throughout the reporting period.

The time constraints of the report are displayed at the top right. By default, the reporting period is set to the last week, and the disabled period is set to the past month; 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.

Disabled Devices for group "Top Group"

* This report shows devices that were disabled within the disabled period and were not re-enabled within the reporting period.

Disabled Start:

Disabled End / Reporting Start:

Reporting End:

Total

4

Name	Disabled On	Site	Group	State	Type	Serial	Account
Panel 1	2016-10-13 13:42:04	Site 1	Top Group	Disabled	RSI non-voice	Serial 1	0
Panel 2	2016-07-20 16:08:11	Site 2	Top Group	Disabled	RSI voice	Serial 2	0
Panel 3	2016-06-13 15:40:08	Site 3	Subgroup 1	Disabled	RSI non-voice global	Serial 3	0
Panel 4	2016-10-18 08:49:46	Site 4	Subgroup 1	Disabled	RSI non-voice	Serial 4	0

Top Devices by Usage

This report will detail the top 20 most active devices under your account. These devices have sent the largest number of signals; both blind and video, to the platform. Additional information is also provided such as the group name, site name, and the average number of signals per day during the reporting period. This report is ideal for identifying excessive alarm rates on sites.

The time constraints of the report are displayed at the top right. By default, the reporting period is set to the last week, and the disabled period is set to the past month; 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.

Top Devices by Usage for group "Top Group"

Start Date:

End Date:

Device Name	Device Type	Site Name	Master	Total Signals	Average Total Signals	Video Signals	Average Video Signals	Blind Signals	Average Blind Signals	Reports
Panel 1	RSI non-voice	Site 1	Top Group	56517	151.93	28258	75.96	28259	75.97	View
Panel 2	RSI voice global	Site 2	Top Group	1797	4.83	780	2.1	1017	2.73	View
Panel 3	WebeyeAssured Rapid	Site 2	Top Group	417	1.12	10	0.03	407	1.09	View
Panel 4	WebeyeAssured Rapid	Site 3	Top Group	145	0.39	7	0.02	138	0.37	View