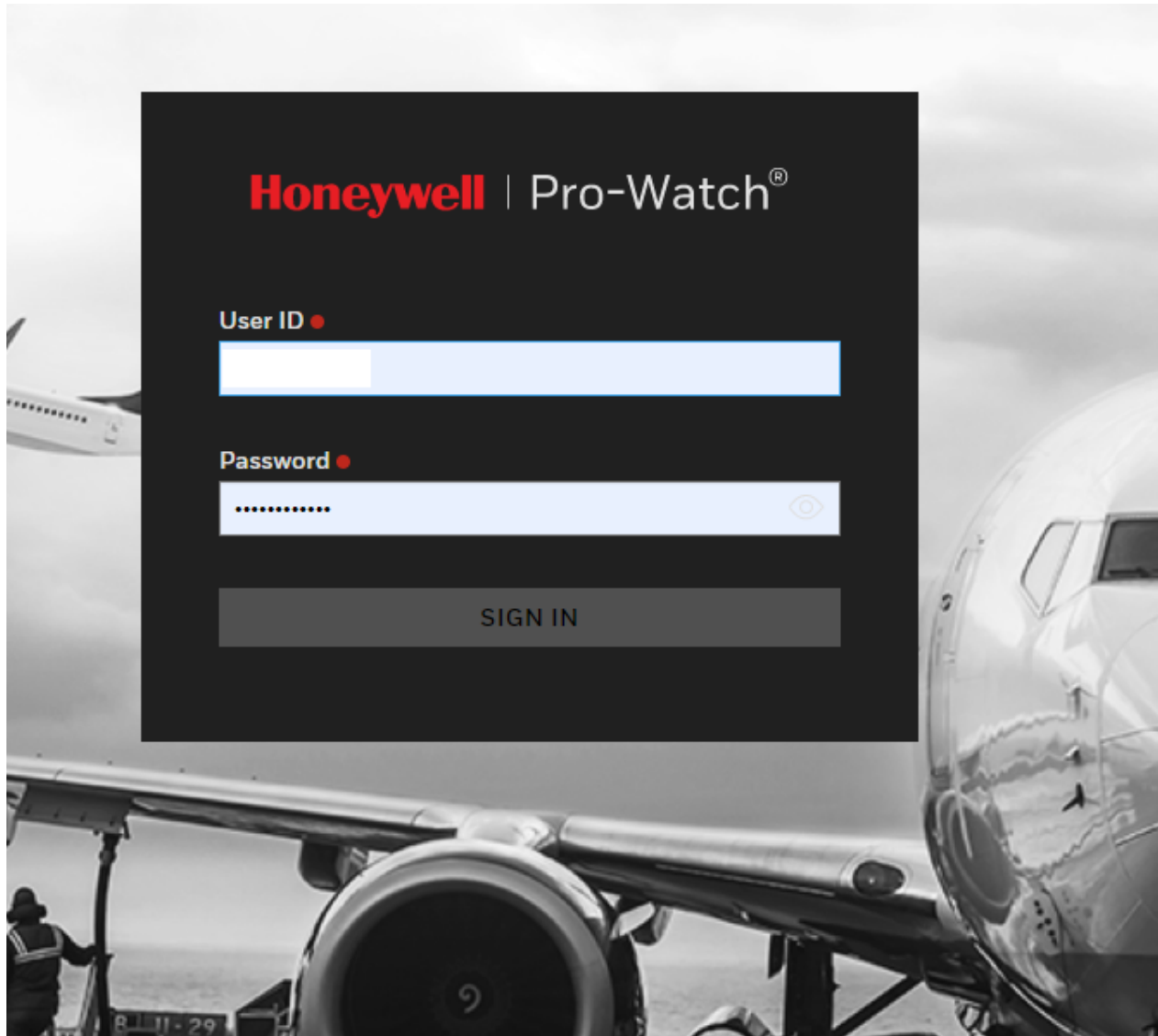




Pro-Watch Intelligent Command

5.0

800-12235V17 | May 2020



User Guide

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1.1 Pro-Watch Intelligent Command

An integral part of the new Pro-Watch suite is Pro-Watch Intelligent Command (PWIC), a web-based, thin client option that provides significant reductions in operational costs.

Pro-Watch Intelligent Command is a common user interface that provides valuable enhancements to security systems. These ensure compliance with stringent industry regulations. For instance, Intelligent Command enables operators to respond rapidly and effectively to alarms or incidents by providing a Standard Operating Procedure (SOP) that shows the process that should be followed. This reduces both compliance exceptions and security risks.

The Pro-Watch interface gives users a stronger situational awareness of the whole security system through a single map view of all the access, video and intrusions solutions. It provides actionable intelligence that enhances the protection of people and property. It's an intuitive approach to combining video and access control that enables alarms to be associated with the corresponding video.

1.2 Purpose of This Document

This document guides you in setting up a beta test environment with the Pro-Watch Intelligent Command and introduces you to the new features in it.

1.3 Audience

This guide is written for the Pro-Watch system administrators, Pro-Watch Badging Operators, and Pro-Watch Reporting Users.

Pro-Watch 5.0 web interface offers new components such as:

- Alarm Monitoring Admin Module
- Events Module
- Enterprise Module
- Maps Module
- Incidents Module
- Maintenance Module
- Firmware Upgrade
- Password Change

1.4 Pro-Watch

The Pro-Watch platform is a complete access control system of hardware and software for small, mid-size, and global-enterprise sites. The user can configure sites that range from five users and 64 doors to an unlimited number of users and doors.

The Pro-Watch system supports Honeywell and third-party access control hardware and software, including panels, readers, intercom units, and CCTV equipment.

The supported Intercom units are:

- Command system servers GE200, GE300, GE700 and GE800
- Stentofon Alphacom via TouchLine (MPC) Protocol - AMC 07.60
- Stentofon Alpha Seven

There are two interfaces available for this product:

- An application-based interface
- A browser-based interface

These interfaces support both a server component and a client component.

This guide describes how to use the browser-based interface.

For information on the application-based product, see the Pro-Watch® Software Suite Release 5.0 User Guide.

1.5 Pro-Watch Intelligent Command Web Client

NOTE: If you are upgrading from Pro-Watch versions earlier than 4.3.5 to PW 5.0, all users with web passwords must reset their passwords.

The Pro-Watch Intelligent Command is a web based application that allows access to certain Pro-Watch functionalities remotely from any location within domain.

The functional hierarchy of the Pro-Watch Intelligent Command, Pro-watch Web API and Pro-watch Server are as follows:

1. The Pro-Watch Intelligent Command sends a request to the Pro-Watch Web API.
2. The Pro-Watch Web API interacts with Pro-Watch Server and processes the request.
3. Finally the result of request is sent back to the Pro-Watch Intelligent Command.

1.6 System Specifications

| FEATURE | SMALL SYSTEM REQUIREMENT (FOR EACH WEB TIER & APP TIER SERVER) | LARGE SYSTEM REQUIREMENT (FOR EACH WEB TIER & APP TIER SERVER) |
|---------------------------------|--|---|
| Recommended Processor | Intel® Xeon® processor E5 or E7 family 3.6 GHz or higher | Intel® Xeon® processor E5 or E7 family 3.6 GHz or higher |
| | (24 cores or greater) | (32 cores or greater) |
| Recommended Operating System | Windows Server 2012/2016/2019 Standard | Windows Server 2012/2016/2019 Standard |
| Recommended Database System | SQL Server 2012/2014/2016/2017/2019 | SQL Server 2012/2014/2016/2017/2019 |
| Recommended PC Type | Server hardware recommended | Server hardware recommended |
| (Server or Workstation) | | |
| Recommended System Memory (RAM) | 24 GB minimum, 32 GB recommended | 32 GB minimum, 64 GB recommended |
| DVD Drive | Yes | Yes |
| Hard Drives | Capacity, Speed, Interface: | Capacity, Speed, Interface: |
| | 160 GB SSD or 7,200RPM or higher SATA or SAS | RAID Array 1: (OS or hardware based RAID 1) 160 GB SSD or 7,200RPM or higher SATA or SAS (SSD preferable) RAID Array 2: (Application Databases) (Hardware based RAID 5 or RAID 10) 300 GB 7,200RPM or higher SATA or SAS |
| Network connection | 100Mbps/sec or greater, GB recommended | 100Mbps/sec or greater, GB recommended |
| Video resolution | 1920x1080 pixels; 24 bit color or higher | 1920x1080 pixels; 24 bit color or higher |
| | Standard VGA Graphics Adapter (Display adapter) | Standard VGA Graphics Adapter (Display adapter) |

¹ For a system to be considered small, the Pro-Watch system shall have less than 5 clients, no more than 128 online readers, less than 5000 historical events per day, and proper database maintenance conducted by the end user or servicing dealer. For a system to be large, it must have between 5000 and 50,000 historical events per day, between 128 and 512 online readers, between 5 and 15 client workstations, and proper database maintenance conducted by the end user or servicing dealer. If the system will have more than 50,000 events per day, exceed 512 online readers,

exceed 15 client workstations, or use Pro-Watch server side functions like anti-passback, event triggers and procedures, Real Time Data Transfer Utility, HSDK, etc. please consult Honeywell for custom server sizing.

² RAID technology is used for the larger system server – Disk sets 1 and 2. When several physical disks are set up to use RAID technology, the operating system will be installed on a single disk (OS installed on RAID1 mirrored set) and the Database and Storage on a separate disk (RAID 5 or 10 disk set).

³ To estimate database storage space, use the following approximations and add to the base DB size of 500MB:

- Badgeholder storage = (# of badgeholders) x (75KB)* estimate based on typical captured picture size
- Event history storage = (# of events per day) x (2.5 KB) x (# of days to retain in server)
- Audit history storage = (# of cardholder changes per day) + (# of system configuration changes per day)(# of events per day)(# of operator system changes per day)* (1.2KB) x (# of days to retain in server)

⁴ Honeywell highly recommends some type of removable media for daily database backups. Database backups should be removed from the server and stored in a safe, secure location so in the event of system failure this valuable data can be recovered. We recommend two or more removable media per server based upon end user processes. Alternatively, Honeywell system installers can engage the end-user's IT group to participate in some type of network backup program.

• **Important Notice** – These server and workstation hardware guidelines are intended for use as a reference only. The specifications are subject to changes due to market conditions, software updates, manufacturing changes, and other variables outside of our control. Honeywell recommends for planning based on system growth and expansion, operating system updates and upgrades, database engine updates and upgrades, end user system expansion, historical data retention requirements, and archive data storage requirements. Please consult with Honeywell as applicable for assistance

1.7 Reference Documents

- Pro-Watch 5.0 Software Suite User Guide, Doc # 7-901071V19
- Pro-Watch VMS User Guide

1.8 System Specifications

A recommended system specification and deployment model is given below.

1.8.1 Recommended Deployment Model

| Server (boxes) | Services or Components | Build Recommendation |
|----------------|---|-------------------------------------|
| 1 | PW DB + VMS DB | |
| 2 | PW Core + PW Intelligent Command- Core Services | PW 5.0 Core: 12042, PW IC 5.0.0.174 |
| 3 | PW Intelligent command-App Tier Services | PWIC 5.0.0.174 |
| 4 | PW Intelligent Command-Web Services | PWIC 5.0.0.174 |
| 5 | VMS Server | PW-VMS R650 Build 664 |
| 6 | NVR Server | PW-NVR R6.5 Build 664 |

1.8.2 Environment Recommendations - Browser

Use Chrome (browser) latest version for Pro-Watch Intelligent Command web client.

1.9 Pro-Watch Intelligent Command Installation Prerequisites

The following prerequisites should be available in any target machine for the installer to continue and install successfully.

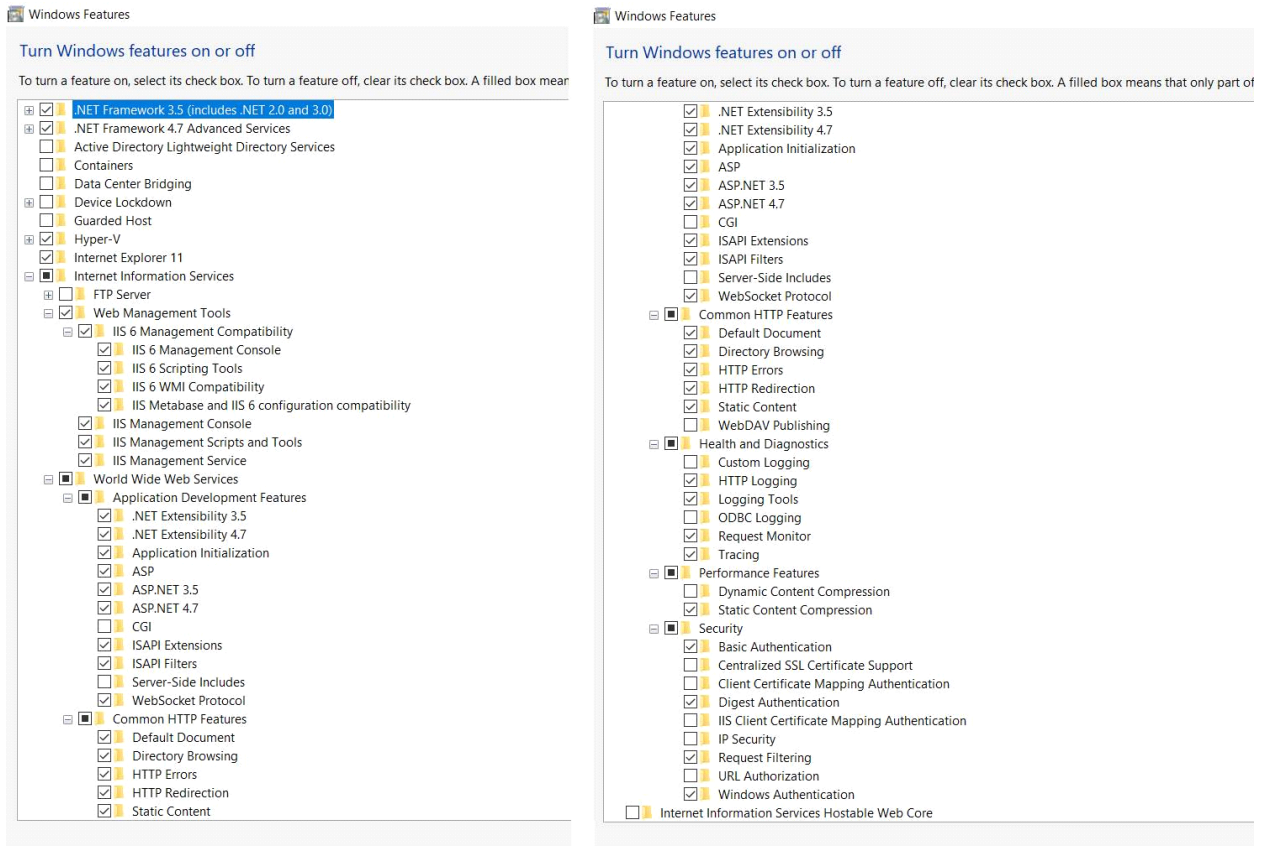
Installer will exit if any of the prerequisites are not available.

1. Turn ON the following Windows IIS features:

- IIS Metabase
- IIS Web Socket
- IIS Application Initialization
- IIS 6 WMI Compatibility
- IIS Windows Authentication
- IIS Basic Authentication
- IIS 6 Scripting Tools
- IIS 6 Management Console
- IIS Management Console
- IIS Management Scripts and Tools
- IIS Management Service
- IIS ASP.Net
- IIS Http Errors
- IIS Static Content
- IIS .NET Framework
- IIS Digest Authentication
- IIS Tracing
- IIS Request Monitor
- IIS Logging Tools
- IIS HTTP Logging
- IIS Directory Browsing
- IIS HTTP Redirection
- IIS Static compression

Note: Disable WebDAV settings in IIS.

2. Refer to the below image for the list of Windows IIS features to be turned ON:



3. Install the following software and frameworks:

- a. Dot Net Framework 4.7.1
- b. Dot Net Framework 4.8
- c. Dot Net Core Hosting Bundle 2.2.5
- d. Dot Net Core Hosting Bundle 3.1.1
- e. VC++ 2010 (x86) redistributable
- f. VC++ 2010 (x64) redistributable
- g. VC++ 2013 (x86) redistributable
- h. VC++ 2013 (x64) redistributable
- i. VC++ 2015-2019 (x86) redistributable
- j. VC++ 2015-2019 (x64) redistributable
- k. SQL Native Client 11
- l. Re-Write Software (rewrite_amd64_en-US.msi)

4. Ensure that Pro-Watch 5.0 core is installed first.

5. Net.Tcp Port Sharing Service.

1.9.1 Frameworks & Software:

- a. Dot Net Framework 4.8
- b. Dot Net Framework 4.7.1
- c. Dot Net Core Hosting Bundle 3.1.1
- d. Dot Net Core Hosting Bundle 2.2.5
- e. VC++ 2013 (x86) redistributable
- f. VC++ 2013 (x64) redistributable
- g. VC++ 2015-2019 (x86) redistributable
- h. VC++ 2015-2019 (x64) redistributable
- i. VC++ 2013 redistributable
- j. VC++ 2015-2019 redistributable
- k. SQL Native Client 11
- l. Re-Write Software (rewrite_amd64_en-US.msi)

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Pro-Watch Intelligent Command Installation Prerequisites

Pro-Watch Web Client



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2.1 What's New in Pro-Watch Intelligent Command 5.0

Entire Pro-Watch Web UI components (Screens: Login, Alarm monitor, Event viewer, People & Badge, Reporting, Incident Workflow, Maps, Enterprise sync, Settings) are now updated with the latest **Honeywell dark theme**.

Here are some quick links to these new modules:

- [Alarm Management](#)
- [Video Integration](#)
- [Workflow Settings](#)
- [Incidents](#)
- [Maps](#)
- [Firmware Update](#) and [Password Update](#)
- [Known Issues and Recommendations, System Settings](#)

2.2 IMPORTANT - Critical Notes

Note: Web server workstation name must be registered in Pro-Watch Server.

Note: **Web Badging Field “Display Photo” is mandatory to display the Image Gallery in web.**

Note: **Badge holder photo/signature in Pro-Watch will only work in Print, if BLOB is kept a part of DB. It will not work if it's in File Storage.**

Note: **Photo Capture not supported in IE. We recommend Google Chrome.**

Note: Other than Card, Assets and Activity Log tabs, **all other tabs are dynamically created**. By default Pro-Watch badge UI provides an “**Employee**” tab to collect Badge holder detail, but the Badge Administrators are free to change it the way they like.

2.3 Supported Web Browsers

The Pro-Watch Web Client supports

- **Recommended:** (Windows) **Google Chrome Version 53 or above.**

2.3.1 SigPlusWeb Plug-In for Google Chrome

1. In **Google Chrome** browser's URL field, type **chrome://settings/content** and press the **Return** key to display Chrome's **Plugins** page.
2. Find the **SigPlusWeb** plugin and select the “**Always allowed to run**” check-box right next to it. This will allow you to capture signature without being prompted for permission to run.

2.4 Prerequisites for the Client Machine

1. The end-user must install the following software on the client machine for the Pro-Watch web interface to work properly:
 - **Topaz Signature Pad** Web component (<http://www.topazsystems.com/Software/download/sigplusweb.htm>) for capturing signatures in the Badge Module. Download the sigplusweb_npapi.exe file for correct web operation. This is available from the Topaz website.
 - **Adobe Flash Player** (<http://get.adobe.com/flashplayer/>)
2. “Display internet sites in Compatibility View” option must be disabled.

2.5 Supported Hardware

- Any Honeywell-recommended webcam or Logitech Webcam c110.
- Topaz Signature Pad Model: T-L460-HSB-R.

2.6 Security Certificate Requirement

You need to have a security certificate to use the Pro-Watch Web Client properly. Please consult your system administrator for obtaining an appropriate security certificate.

2.7 Web Client User Account Prerequisites

Make sure you do the following before attempting to log in.

Note: Web User permissions are granted and revoked at the Class or User level in the thick client. Certain permissions are required for various administrative tasks.

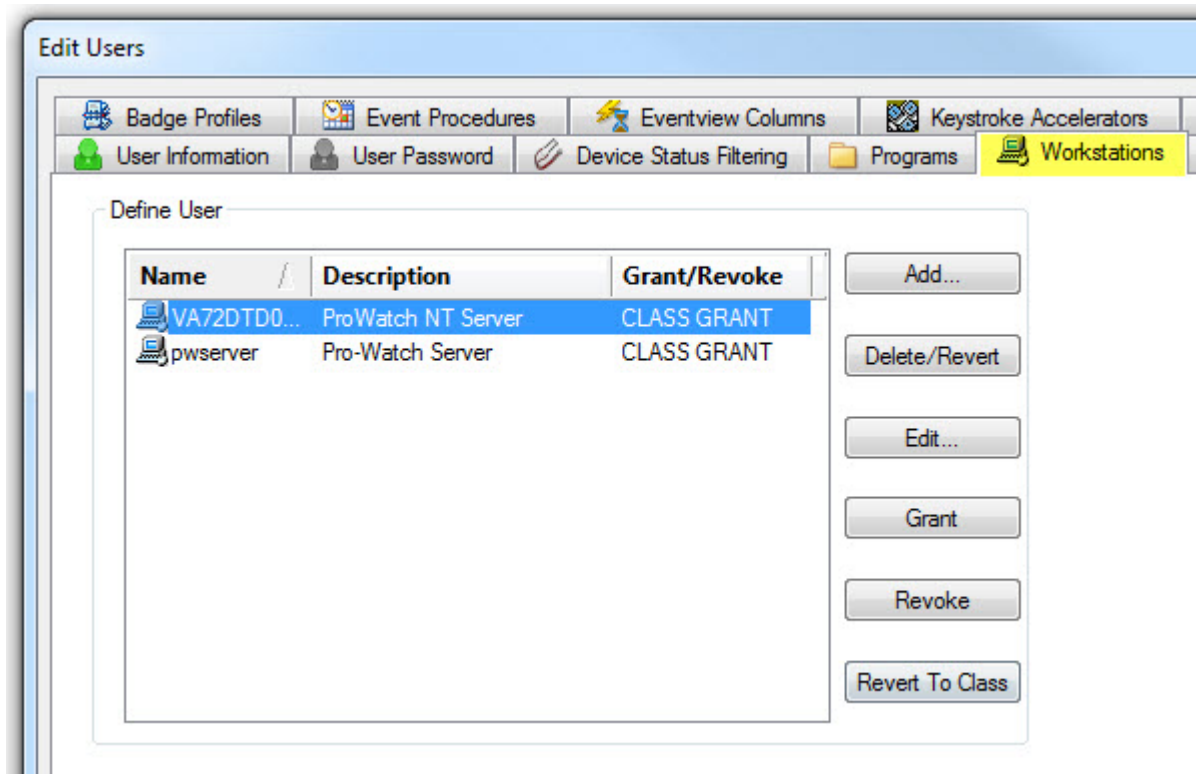
2.7.1 Create a Valid Pro-Watch User Account

Refer to the *Pro-Watch Software Suite 5.0 User Guide*, Chapter 58 “DBC - Users.”

2.7.2 Assign Web Client Workstation to the User Account

1. In Pro-Watch, select **Database Configuration > Users** from the navigation panes to display the user icons on the right pane.

2. Double click your user account to display the **Edit Users** screen:



3. If your workstation is not displayed in the **Define User** list, click the **Add** button, browse and find your workstation and add it to the list.
4. If the workstation is not in grant status, select the workstation and click the **Grant** button.
5. When done, click the **OK** button at the bottom of the **Edit Users** screen to close it.

Note: Web server workstation name should be registered in PW Server. **Example:** Registering PW client workstations in Pro-Watch server.

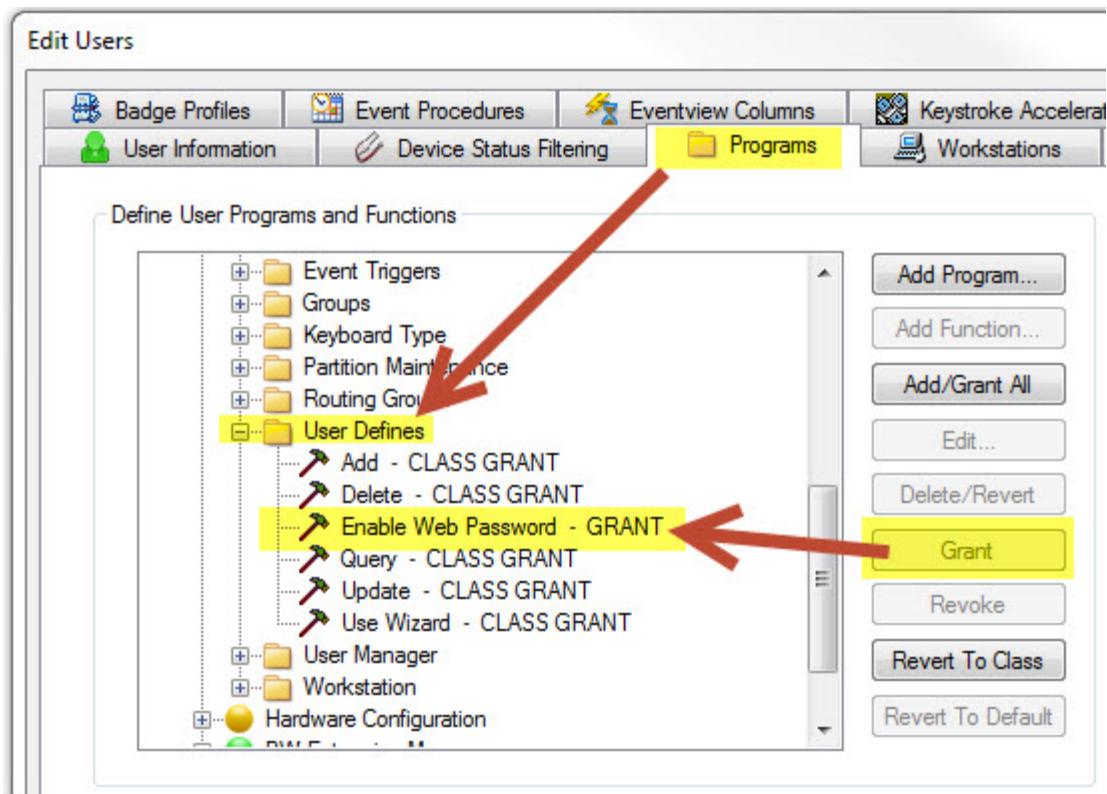
For more information refer to the *Pro-Watch Software Suite 5.0 User Guide*, 7-901071V17, Chapter 59 “DBC - Users” and Chapter 60 “DBC - Workstation.”

2.7.3 Enable Your Web Password

Note: Web Password is ONLY required for Basic authentication, not where installing as Windows Authentication.

1. Select **Database Configuration > Users** from Pro-Watch navigation pane.
2. Double-click your user name/icon to display the **Edit Users** screen.
3. Select the **Programs** tab.
4. In the tree-view, select **Database Configuration > User Defines**.

5. In the **User Defines** list of functions, find the “**Enable Web Password**” function and grant it by clicking the **Grant** button on the right.



6. If “Enable Web Password” is not listed, Click the **Add Function** button, find and select the “**Enable Web Password**” from the list and click **OK**. If the function displays as “Revoked,” repeat Step 5 above and continue with Step 7 below.
7. Click **OK** to close the **Edit Users** screen.

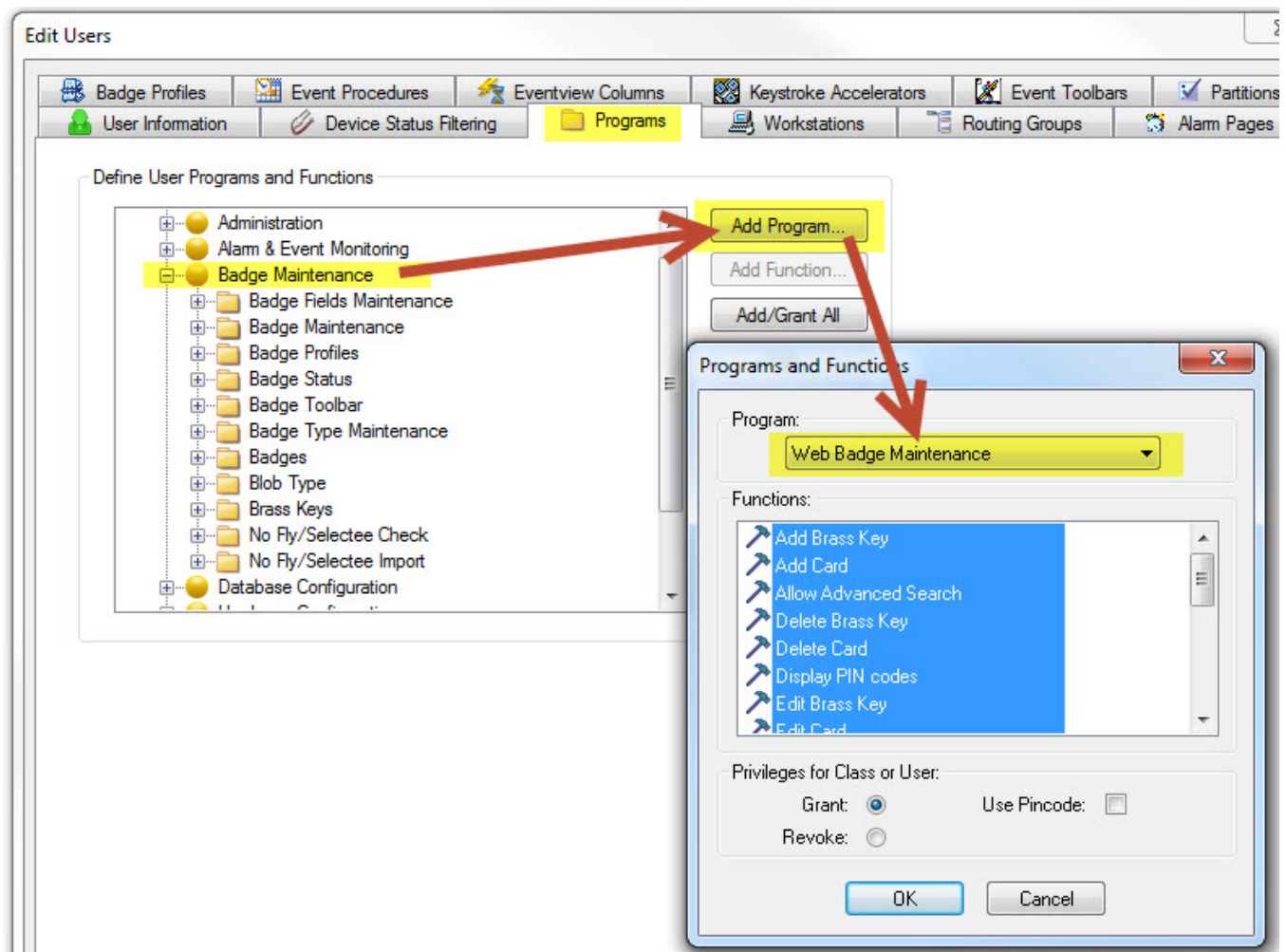
2.7.3.1 Setting the Web Password

1. In the Pro-Watch, click and select **Database Configuration** from the **Viewers** list on the leftmost pane.
2. From the middle pane, click and select the **Users** option.
3. In the right pane, double click the selected user profile to display the **Edit Users** screen.
4. In the **User Information** tab, enter a web password into the **Web Password** field and click **OK**.

2.7.4 Grant Web Badge Maintenance Functions

1. Select **Database Configuration > Users** from Pro-Watch navigation pane.
2. Double-click your user name/icon to display the **Edit Users** screen.
3. Select the **Programs** tab.
4. In the tree-view, select **Badge Maintenance**.

5. Click the **Add Program** button to display the **Programs and Functions** dialog box.
6. In the **Program** drop-down list, find and select the “**Web Badge Maintenance**” program.
7. Press **Shift** and click to select all desired functions for the user in the **Functions** list box:



8. Click **OK** to display the “**Web Badge Maintenance**” sub-directory under the **Badge Maintenance** directory. Make sure those functions you want inside the directory are “granted.” If not select them one by one and click the **Grant** button.
9. Click **OK** to close the **Edit Users** screen.

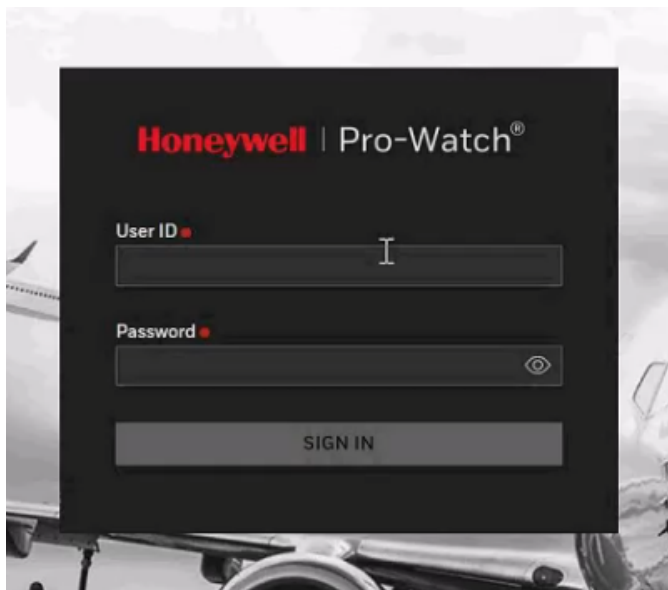
2.8 Pro-Watch Web Client Login

To access the Pro-Watch Web Client:

1. Either double-click the Pro-Watch icon on your desktop or open your browser and navigate to **https://WebServerName/ProWatch** to display the login page.

Note: Make sure that you always use the hostname to access the web pages.

Figure 1 Pro-Watch Web Login Page

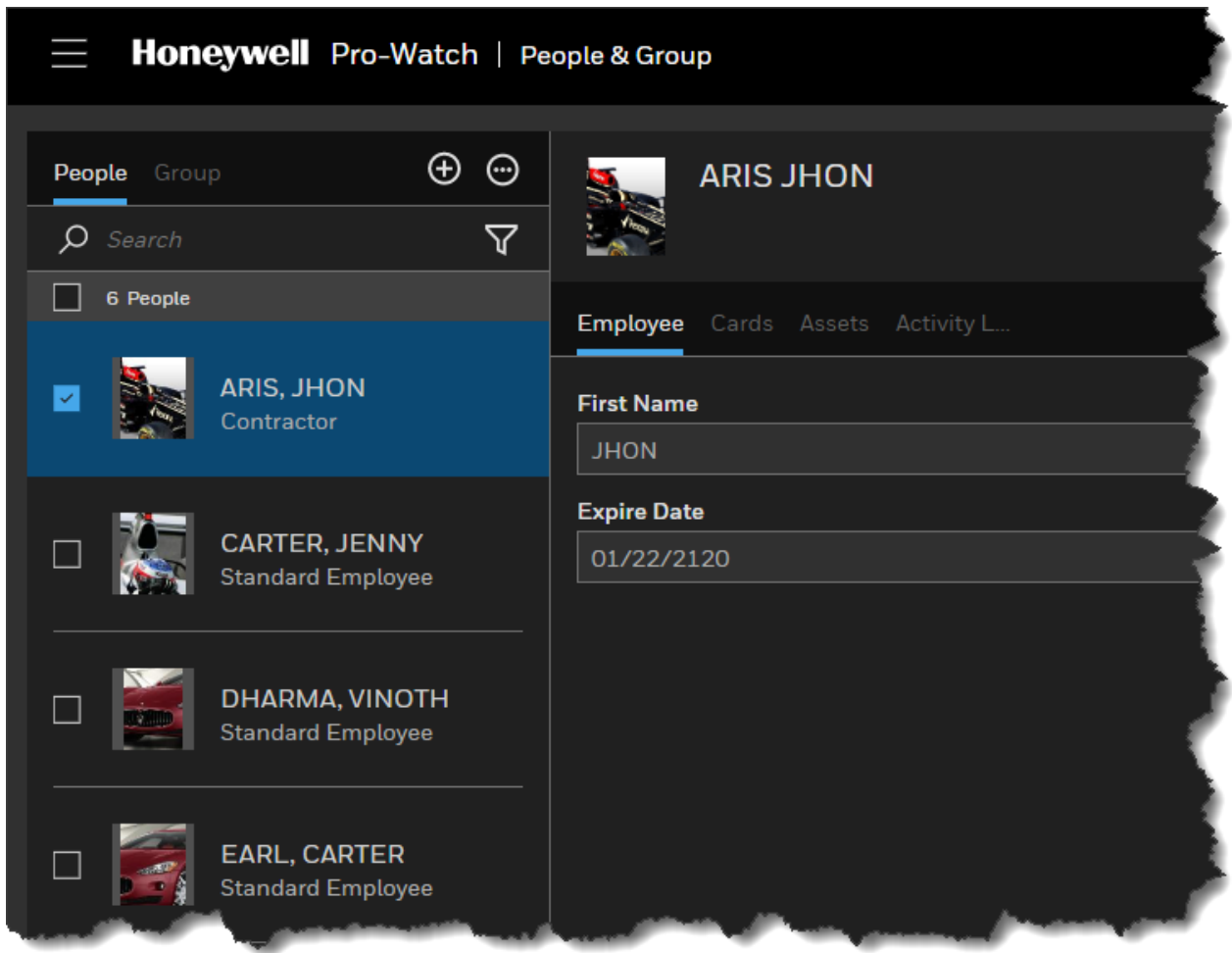


2. Type in your **User ID** and **Password**.

Note: This is not the Windows login UserID/Password, it is the Pro-Watch Login Name and Web Password set in Pro-Watch. Refer to **Editing Users** in *Pro-Watch® Software Suite Release 5.0 User Guide, 7-901071V17* about setting Web Client passwords for Pro-Watch users. Also see [Enable Your Web Password](#) in this section.

3. Click the **Login** button to display the Pro-Watch Web Client interface page.
 - If the login is successful, the Pro-Watch Web Client Home page [Figure 2](#) is displayed. By default, only the badge-holder list will be displayed after the login. The details as shown in [Figure 2](#) will be displayed only after the user selects a badge-holder.
 - If the login is not successful in 3 consecutive attempts, then the system locks the account.

Figure 2 Pro-Watch Web Client Home Page



2.9 Home Page

The Pro-Watch Web Client **Home page** is shown in [Figure 2](#) on page 17. The following sections describe the features of the Pro-Watch Web Client Home page.

2.9.1 Home Navigation Links

Table 1 Home Navigation Links


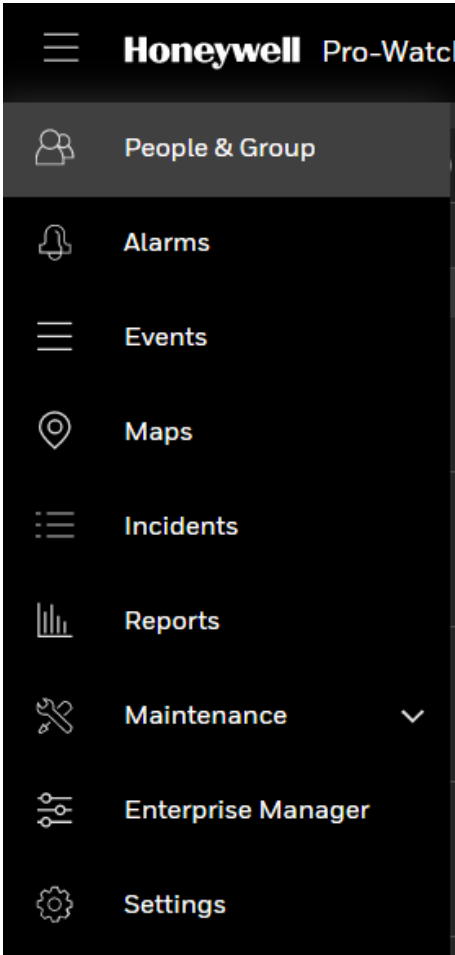
| Link | Description |
|---|--|
|  | <p>Click the 3 horizontal bars to display the Honeywell Hamburger Menu to display the following options:</p>  <p>Click People & Group to display the Badging module. Click Alarms to display the Alarms module. Click Events to display the Events module. Click Maps to display the Maps module. Click Incidents to display the Incidents module. Click Report to display the Report module. Click Maintenance to display the Firmware and Passwords sub-menus. Click Enterprise Manger to display the Enterprise Module Click Settings to display the Settings module. NOTE: You can display this menu by clicking the “People & Group” title as well.</p> |

Table 1 Home Navigation Links

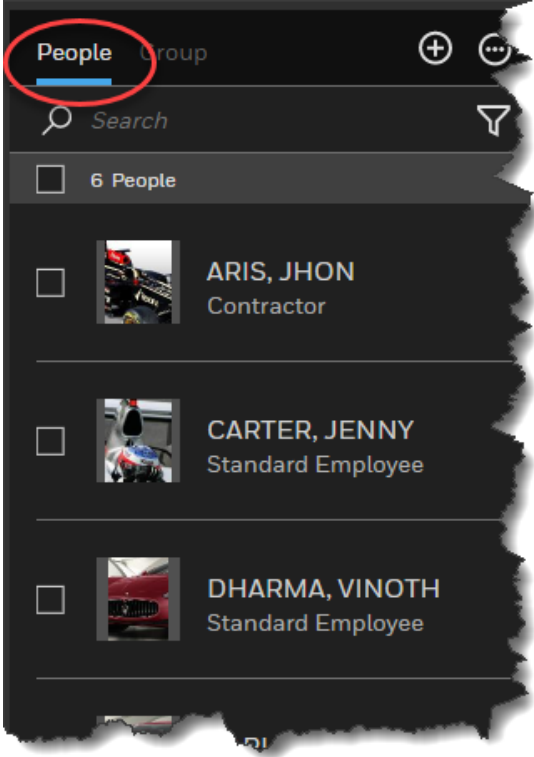
| Link | Description |
|--------|--|
| People | <div>Click People to display the list of badge-holders:</div> <div></div> <div>Click a badge-holder name to display the respective badging record information on the right pane.</div> |

Table 1 Home Navigation Links

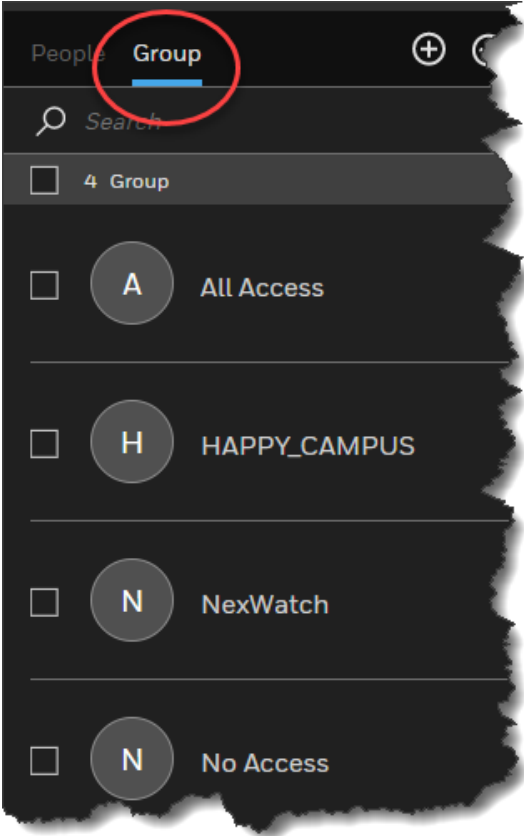

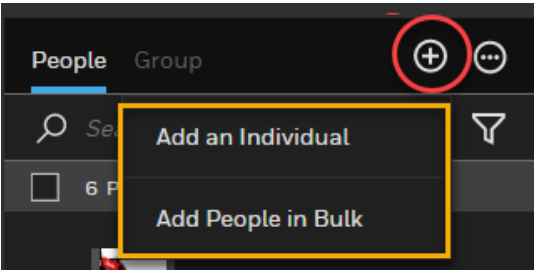
| Link | Description |
|---|---|
| Group | <p>Click Group to display the list of groups available to assign to individual badge-holders:</p>  <p>Click a group name to display the respective group information on the right pane.</p> |
|  | <p>Click the ADD link to add a new badge record (displayed in the right pane):</p>  |

Table 1 Home Navigation Links


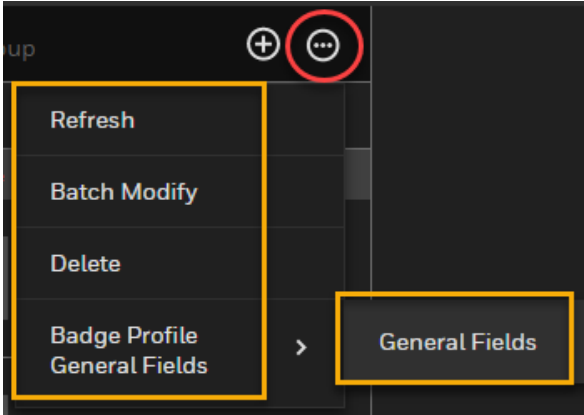

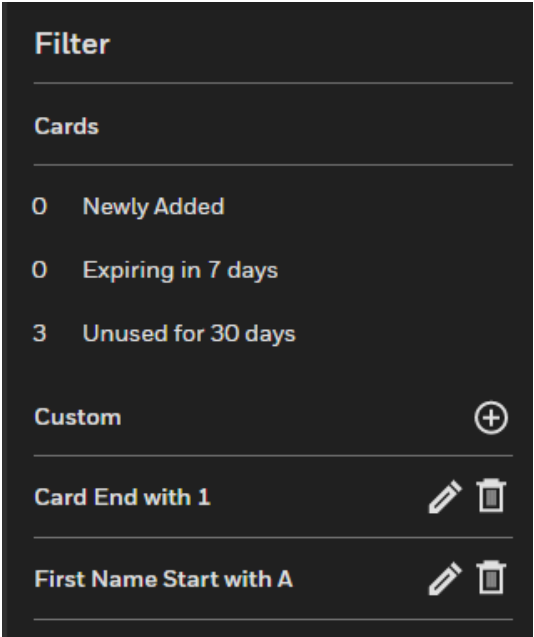

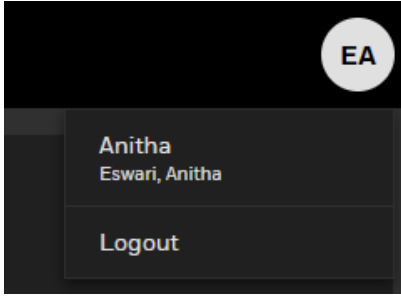
| Link | Description |
|---|--|
|  | <p>Click the Actions link to display badge-related links Refresh, Batch Modify, Delete, and Badge Profile > General Fields:</p>  |
|  | <p>Click the Filter link to display the list of predefined and user-defined custom filters. More about this in the Filtering section:</p>  |

Table 1 Home Navigation Links

| Link | Description |
|--|--|
|  Search | Search the badge records by typing in a case-insensitive search term. The search term can be partial as well, provided no letters are omitted from the beginning of the word. |
| Logout |  <p>Click the Name index at the Top-Right corner of the window, Click Logout at the bottom of the menu to log out of the web client.</p> |

2.9.2 Time out for Session

The Pro-Watch Web Client session will time out after a stipulated amount of time when:

- the user leaves the web session for a stipulated time without any actions.
- there is no activity performed by the user within the session.
- the browser is closed without logging off the session.

You can set the session time out in the **web.config** file located on the Pro-Watch Web Server Host, as shown below:

```
-->
<sessionState mode="InProc" customProvider="DefaultSessionProvider" timeout="20" cookieless="false">
  <providers>
    <add name="DefaultSessionProvider" type="System.Web.Providers.DefaultSessionStateProvider, System.Web.Providers, Version=1.0.0.0, Culture=neutral, PublicKeyToken=31f3d16140cf4819" />
  </providers>
</sessionState>
<customErrors mode="Off" />
</system.web>
</custom webServer>
```

Note: The default value for timeout session is 480 minutes.

2.10 Modules

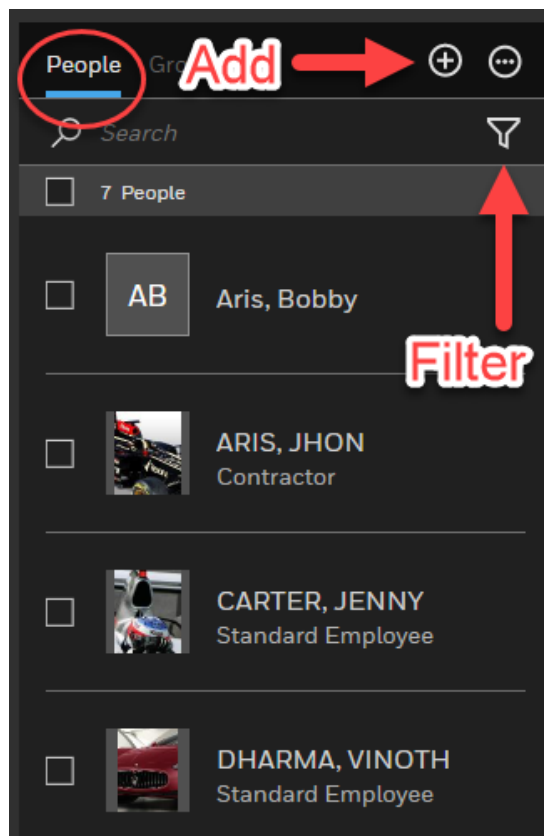
The Pro-Watch Web Client allows the user to access the following modules:

- **People & Group.** Refer to the [Badging](#) section.
- **Alarms.** Refer to the [Alarms](#) section.
- **Events.** Refer to the [Events](#) section.
- **Reports:** Refer to the [Reports](#) section.
- **Settings.** Refer to the [Settings](#) section.
- **Maintenance.** Refer to the [Simplified Device Maintenance](#) section.
- **Incidents.** Refer to the [Incidents](#) section.
- **Maps.** Refer to the [Maps](#) section.

Note: Other than **Card**, **Assets** and **Activity Log** tabs, all other tabs are **dynamically created**. By default Pro-Watch badge UI provides an “**Employee**” tab to collect **Badge** holder detail, but the Badge Administrators are free to change it the way they like.

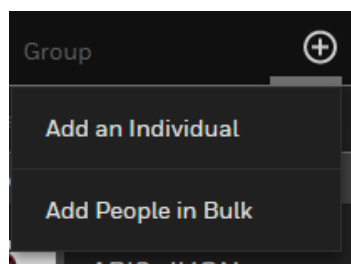
2.11 Badging

Click the **Honeywell Hamburger Menu** (3 horizontal bars) on the Home page and select **People & Group** link to display the **Badge-Records Badging** screen:



2.11.1 Adding a Badge Record

Click the “+” sign to display the drop-down add list:



2.11.1.1 Adding an Individual

Click **Add an Individual** to display the **Employee** pane on the right:

Click the **ADD** link to display the **EMPLOYEE** tab of a new badge record.

The screenshot displays the Pro-Watch Web Client interface for creating a new badge record. The 'Employee' tab is selected and highlighted with a red circle. In the top right corner, a red arrow points to a pencil icon, also circled in red, with the text 'For Editing' overlaid in large red letters. The form contains the following fields:

- First Name**: Text input field.
- Last Name ***: Text input field.
- Issue Date**: Date picker showing 02/12/2020.
- Expire Date**: Date picker showing 02/12/2120.
- Badge Type**: Dropdown menu with options 'Contractor' and 'Standard Employee'.
- Partition**: Dropdown menu.

At the bottom right, there are 'CANCEL' and 'SAVE' buttons.

2.11.1.2 Cards Tab

Select the **Employee(s)** to whom you'd like to add a card.

The screenshot displays the Honeywell Pro-Watch web client interface. The top navigation bar shows 'Honeywell Pro-Watch | People & Group'. The left sidebar has a 'People' tab selected, showing a list of 6 people. The first person, 'ARIS, JHON Contractor', is selected with a blue checkmark. The main content area has tabs for 'Employee', 'Cards', 'Assets', and 'Activity L...'. The 'Cards' tab is active, showing a large circular icon with a card and a key, and the text 'You have not added any Cards yet'. Below this text is a blue 'ADD CARD' button. A red arrow points from the 'ARIS, JHON' entry in the sidebar to the 'ADD CARD' button.

| Employee | Cards | Assets | Activity L... |
|--|-------|--------|---------------|
| <input checked="" type="checkbox"/> ARIS, JHON Contractor | | | |
| <input type="checkbox"/> CARTER, JENNY Standard Employee | | | |
| <input type="checkbox"/> DHARMA, VINOTH Standard Employee | | | |
| <input type="checkbox"/> EARL, CARTER Standard Employee | | | |
| <input type="checkbox"/> GANDHI, RAJIV | | | |

1. Click **ADD CARD** button to display the **Add New Card** dialog box:

Add New Card

Badge Detail

Card Number ●

Card Status ●

Card Type ●

PIN

PIN Verify

Permissions

Access Group ●

Additional Rights

CANCEL **ADD**

2. Enter values for the mandatory fields **Card Number**, **Card Status**, and **Card Type**.
3. Enter values for the other fields **PIN** and **PIN Verify**, if appropriate.

4. Scroll down to display the other card fields:

Add New Card

Permissions

Access Group* **Additional Rights**

Or, Copy access from an existing card

Validity

Activate **Deactivate**

02/12/2020 12:00:01 02/12/2021 11:59:59

☐ Set to profile expiry date

5. Select or enter the appropriate values for the remaining fields.

Employee **Cards** Assets Activity L...

123456
Expires on 02/13/2021

ADD NEW CARD

Card Details **Permissions**

Card Number **Card Status**

123456 Active

Card Type **PIN**

Standard Employee 1234

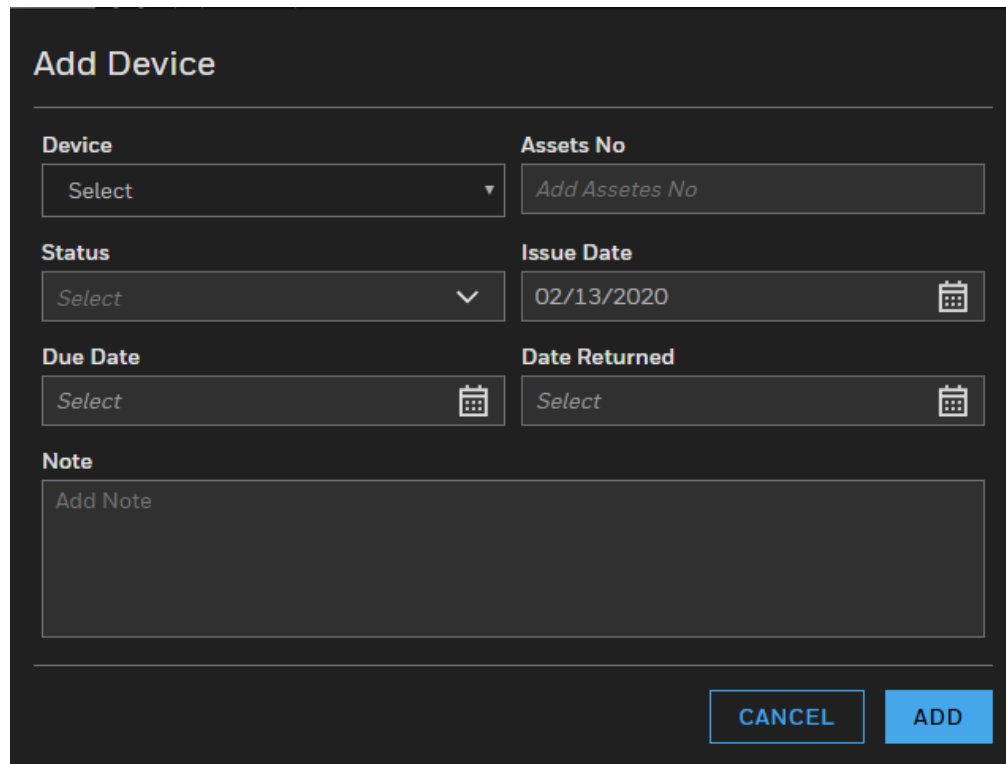
[View More](#)

CANCEL **SAVE**

6. Click **Save**.

2.11.1.3 Assets Tab

1. Click **Add Device** to display the **Add Device** dialog box:

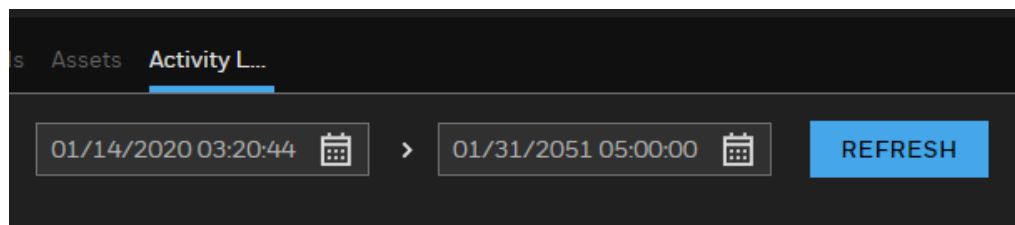


The 'Add Device' dialog box is a dark-themed form with the title 'Add Device' at the top. It contains several input fields: 'Device' (a dropdown menu with 'Select' as the placeholder), 'Assets No' (a text input field with 'Add Assetes No' as the placeholder), 'Status' (a dropdown menu with 'Select' as the placeholder), 'Issue Date' (a date input field with '02/13/2020' and a calendar icon), 'Due Date' (a date input field with 'Select' and a calendar icon), and 'Date Returned' (a date input field with 'Select' and a calendar icon). Below these fields is a 'Note' section with a large text area containing the placeholder 'Add Note'. At the bottom right of the dialog are two buttons: 'CANCEL' and 'ADD'.

2. Enter or select all the appropriate values and click **Add**.

2.11.1.4 Activity Log Tab

Click and select the **Activity Log** tab for the badge holder:



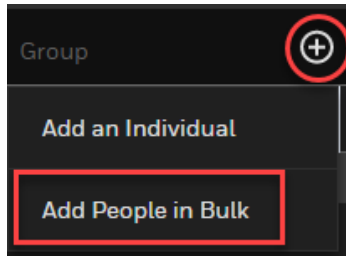
The 'Activity Log' tab interface shows a dark-themed header with tabs for 'Assets' and 'Activity L...'. Below the tabs is a search bar with two date and time input fields. The first field contains '01/14/2020 03:20:44' and the second field contains '01/31/2051 05:00:00', both with calendar icons. A greater-than sign (>) is between the two fields. To the right of the search bar is a blue button labeled 'REFRESH'.

Perform an activity search by selecting appropriate **Start Date & Time** and **End Date & Time** from the respective pop-up calendars.

2.11.2 Adding People in Bulk

You can enter up to 1000 people starting from a specific card number.

1. Select “+” (Add Button) > Add People in Bulk to display the **Add People in Bulk** dialog box:

A screenshot of a dark-themed dialog box titled 'Add People: Bulk'. It contains several input fields and controls. At the top left is the title 'Add People: Bulk'. Below it are two rows of fields: 'Number of People' with a text input containing the placeholder 'Maximum no. of people allowed is 1000', and 'Card Number' with a text input containing the placeholder 'Enter the starting card number'. Below these are 'Employee Type' with a dropdown menu showing 'Select' and a chevron icon, and 'Partition' with a text input and a list icon. Below these are 'Access Group' with a text input and a list icon, and a checked checkbox labeled 'Download Cards'. At the bottom left is a 'Validity' toggle switch. At the bottom right are two buttons: 'CANCEL' and 'SAVE'.

2. Enter or select all the appropriate values and click **Save**.

2.11.3 Adding a Group

Profile

- 1. Select the **Group** tab. The click the “+” (Add Button) to display the group **Profile** dialog box:

ProfileAccess Rights

Name

Company Type

Partition

Card Expiration Date Method

FIRM EXPIRY DATE

CARD EXPIRY DURATION

Month

Start From

Card Issue Date

Cards belonging to this group will deactivate after the duration mentioned above.

Owner Info

Address1

Address2

City

State/Region/Province

Zip Code/Postal Code

Notes

You have not added any Note yet

ADD NOTE

Contacts

You have not added any Contact yet

ADD CONTACT

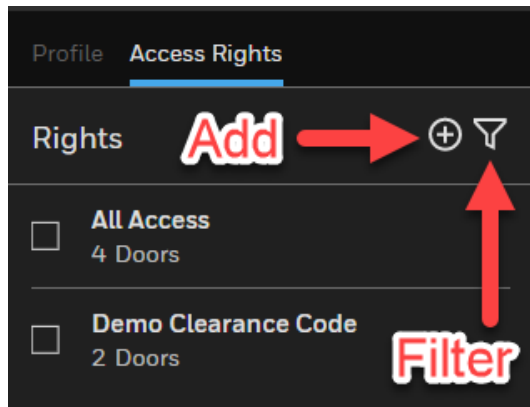
CANCEL

SAVE

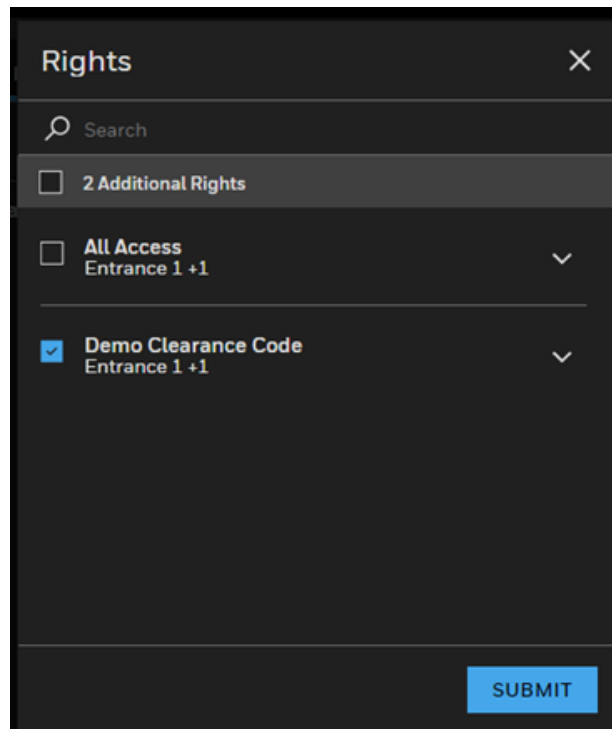
- 2. Enter or select the appropriate values for the fields.
- 3. Click **Save**.

Access Rights

1. Select the **Access Rights** tab:



2. To add a new access right, click the "+" (add) icon to display the **Rights** list:



3. Select the appropriate access right(s) from the list and click **Submit**.

Note: To **filter** and display access rights, click the **funnel icon**.

2.11.3.1 Notes Tab

To add a note to a badge record, click the **ADD NOTE** button. Select either the **Alarm** or **Critical** check-box. Type in your note in the text box. Click **Save**.

2.11.4 Editing a Badge Record

Select the badge record. Click the **PENCIL** icon on the upper-right corner to activate the editing mode:

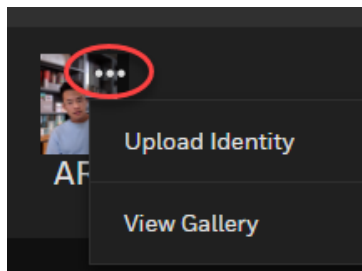


Edit all the fields you like; then click **Save**.

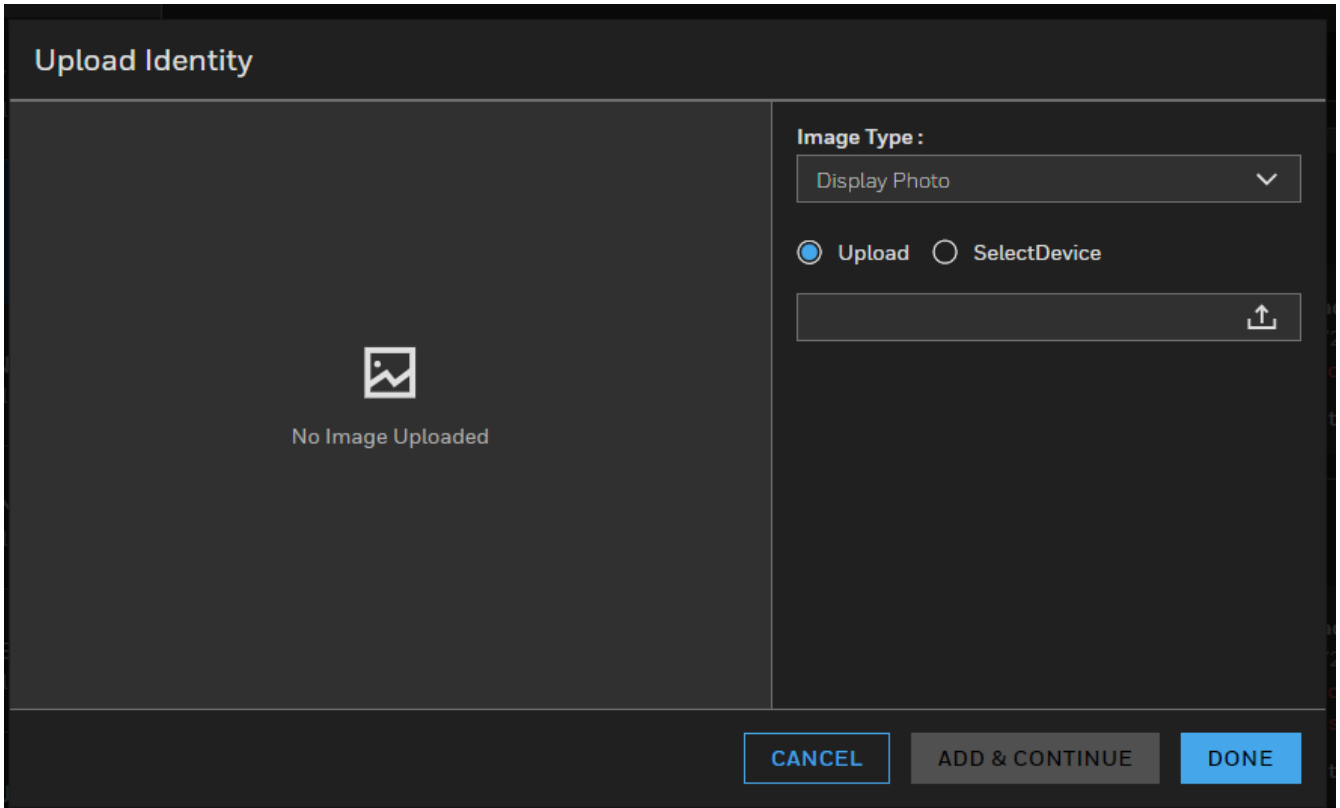
See the sub-section below on **Editing a Badge Image**.

2.11.5 Editing a Badge Image

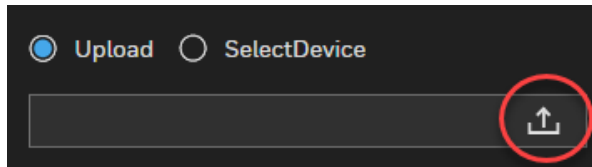
1. Select the badge record.
2. Click the **PENCIL** icon on the upper-right corner to activate the editing mode.
3. Click the **Actions link** on the image to display the pop-up menu.:



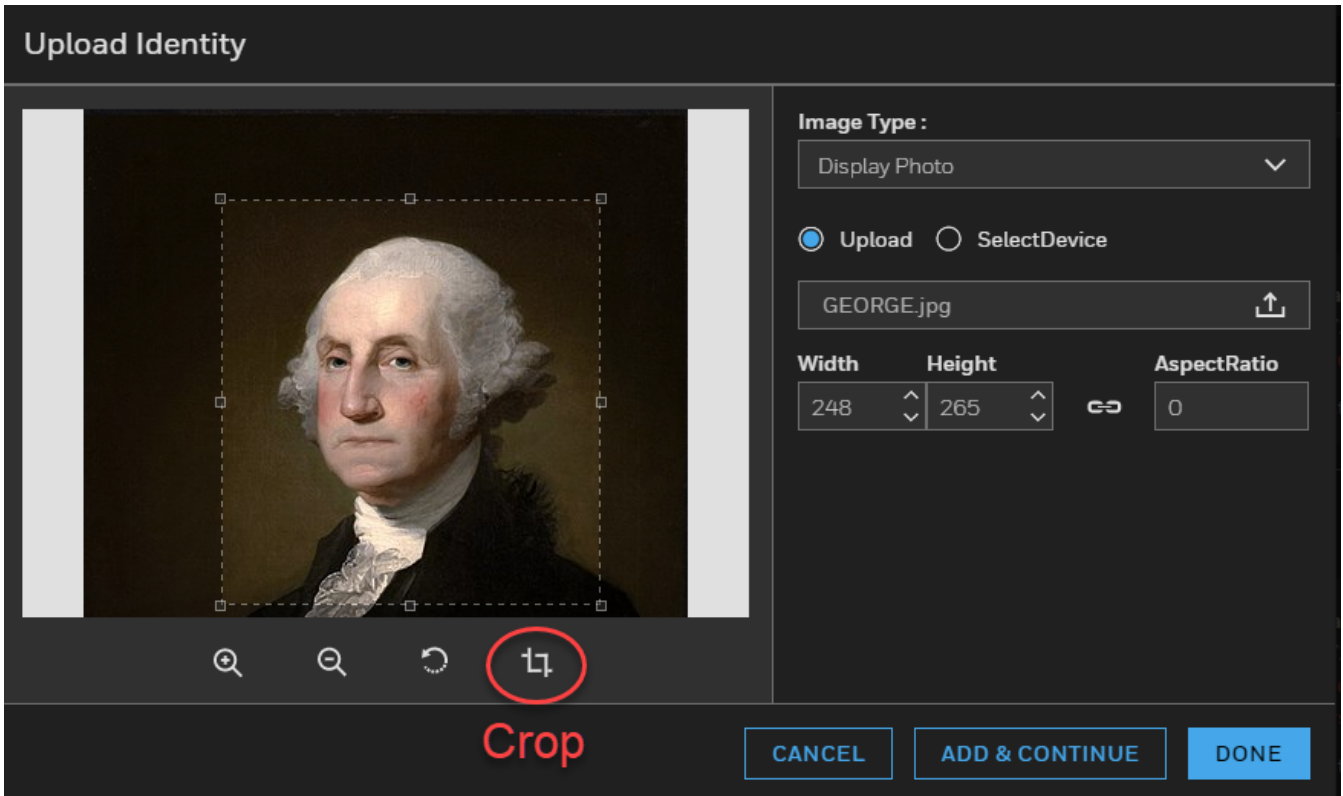
4. Select **Upload** Identity to launch the **Upload Identity** screen:



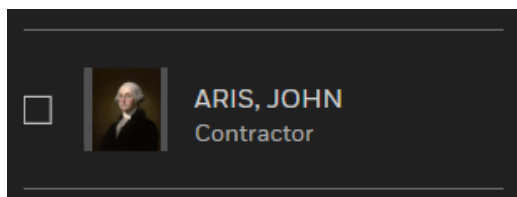
5. Select an **Image Type** from the drop-down menu.
6. Select **Upload** option-button. Then click the **Browse Button** to find the image you want to load:



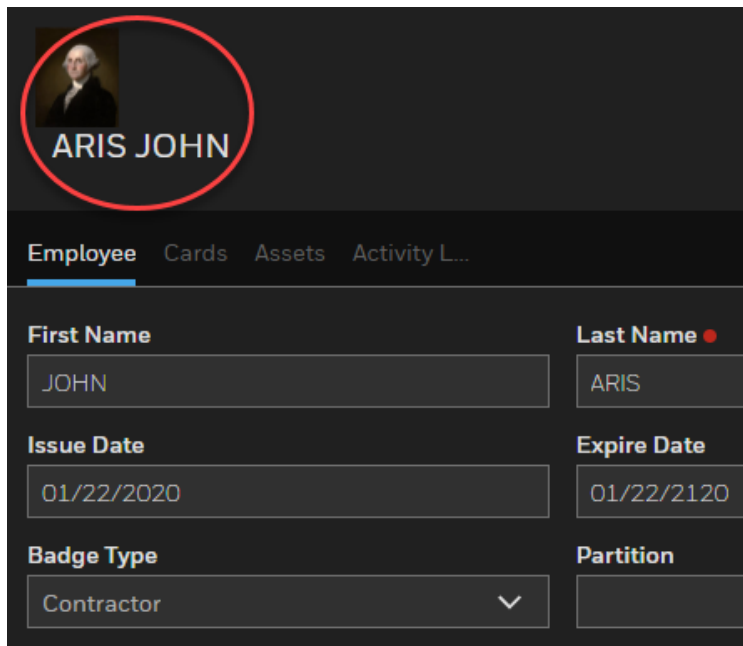
7. Browse and select an image. Click **Open** to upload the image to the **Upload Identity** page:



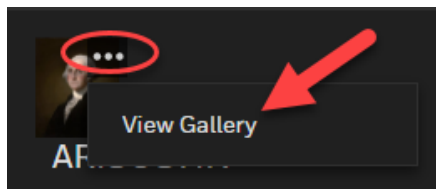
8. Crop the image before saving. Please note that the crop window size is as per the user-defined **Width**, **Height** (both in pixels) and **Aspect Ratio** (like 4:3 or 16:9) in the **Upload Identity Window**.
9. Click **Done** to return to the **EMPLOYEE tab**. Click **Save**. The image will be displayed in the badge record list:



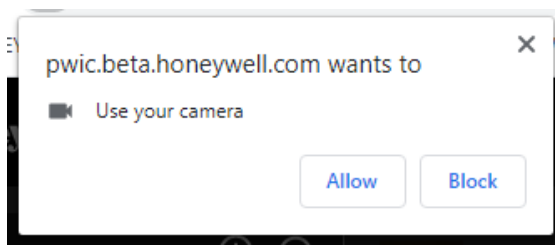
10. Select and double-click the badge record to have the new image display in the full badge record as well:



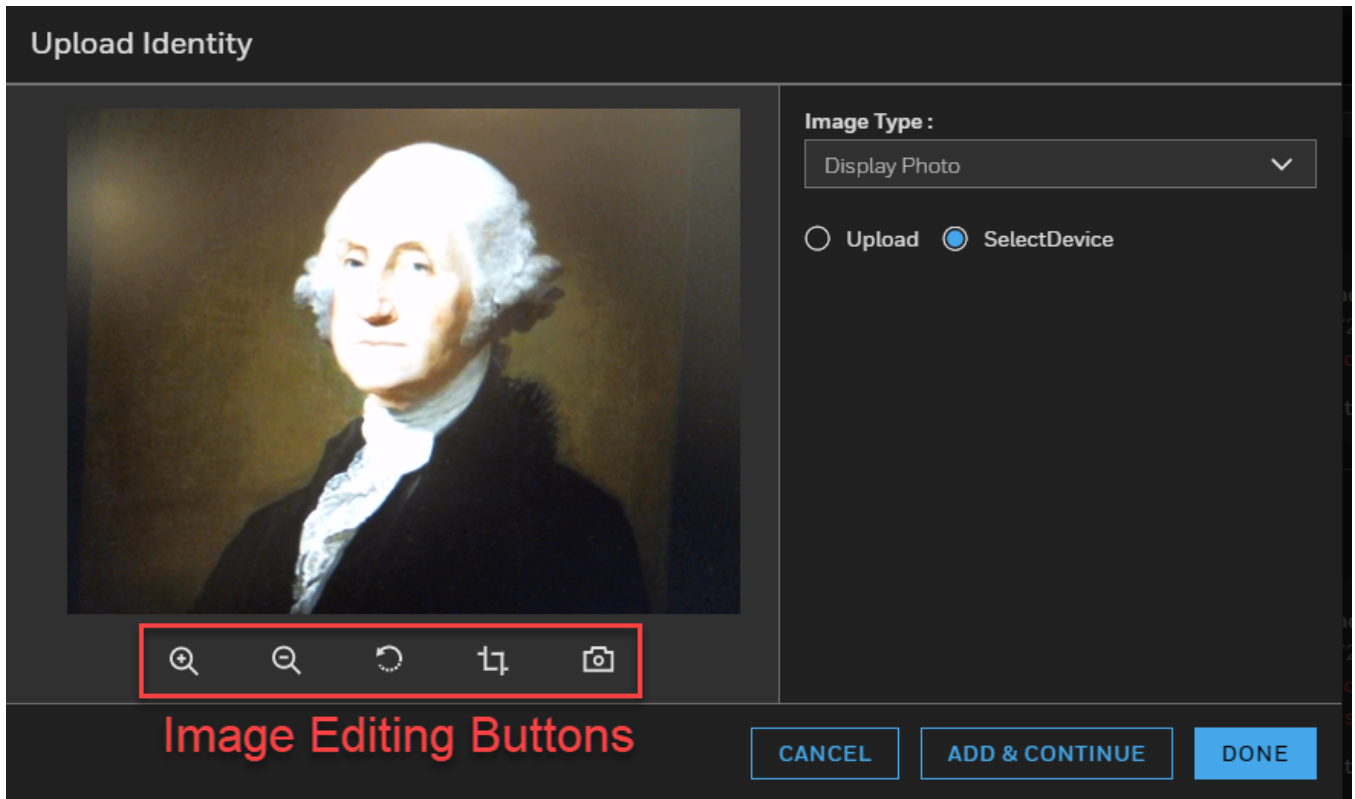
11. You can view an existing image from the image gallery by selecting the **View Gallery** option from the drop-down menu:



12. To capture an image from a device, select **Select Device** option-button in the **Upload Identity** screen. Pro-Watch will ask for your permission to use the camera. Click **Allow**:



13. Click **Allow** to display the image capture screen:



14. Rotate, crop and edit the image by using the **Image Editing Buttons** displaying underneath the image.

15. Click **Add & Continue** to save the image and continue.

16. Click **Done** to return to the **EMPLOYEE** tab. Click **Save**. The edited image will be display in the badge record.

2.11.6 Deleting a Badge Record

1. Select the badge record you want to delete.
2. Click the **Actions** link to display the drop-down menu.
3. Select **Delete**.

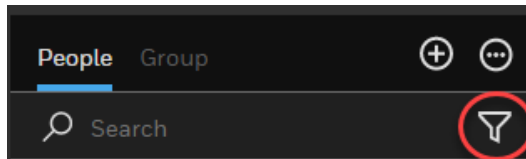
2.11.7 Searching for a Badge

In the **Search Badge** screen, enter any search value in the text field. Then, click the **Search** button. You can search by **First Name**, **Last Name**, **Company**, or **Card Number**.

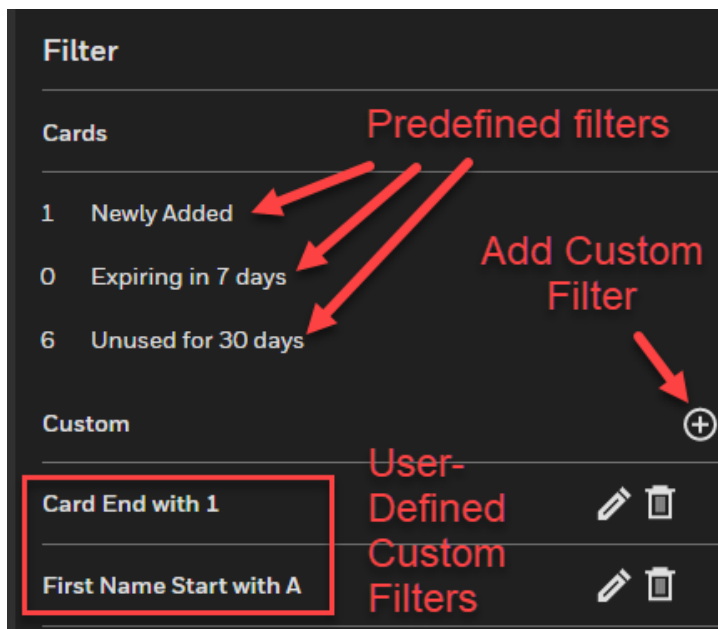
The system will either return the badge you are searching for, or, if there are more than one badges that satisfy the search criteria, it will return multiple results. You can select the one you like.

2.11.8 Advanced Search Filters

You can perform an advanced search for badges by clicking the **filter** (funnel) icon:

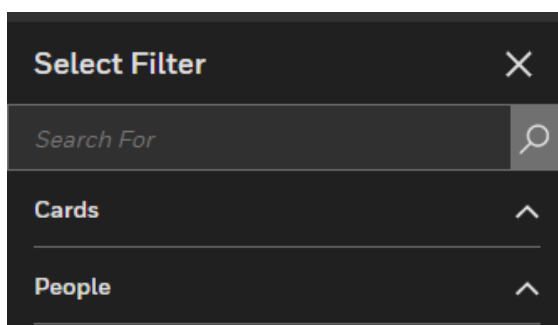


Clicking the filter icon will display a list of **predefined** (but configurable) and **user-defined custom** filters:

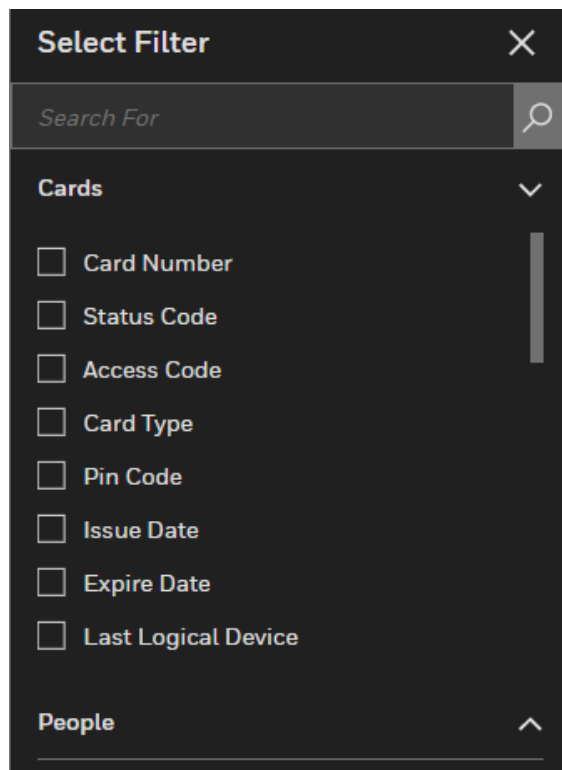


2.11.9 Adding a New Custom Filter

To add a custom filter click the **Add (+)** button to display the **Select Filter** list:



Select to expand the **Cards** and/or **People** lists and select the filtering criteria you like:



The image shows a 'Select Filter' dialog box with a dark background. At the top, there is a title bar with 'Select Filter' and a close button (X). Below the title bar is a search bar with the placeholder text 'Search For' and a magnifying glass icon. The main content area is divided into two sections. The first section is titled 'Cards' with a downward arrow icon. It contains a list of eight filtering criteria, each with an unchecked checkbox: 'Card Number', 'Status Code', 'Access Code', 'Card Type', 'Pin Code', 'Issue Date', 'Expire Date', and 'Last Logical Device'. The second section is titled 'People' with an upward arrow icon. The dialog box has a vertical scrollbar on the right side of the list.

The variables you select will be displayed on the **Filter profile**:

The screenshot shows two side-by-side panels. The left panel, titled 'Filter', contains four input fields: 'Card Number' (a text box), 'Card Type' (a dropdown menu), 'Pin Code' (a text box), and 'Issue Date' (a date picker showing '03/05/2020'). The right panel, titled 'Select Filter', has a search bar and two sections: 'Cards' and 'People'. The 'Cards' section is expanded, showing a list of variables with checkboxes: 'Card Number' (checked), 'Status Code' (unchecked), 'Access Code' (unchecked), 'Card Type' (checked), 'Pin Code' (checked), 'Issue Date' (checked), 'Expire Date' (unchecked), and 'Last Logical Device' (unchecked). Four red arrows point from the 'Card Number', 'Card Type', 'Pin Code', and 'Issue Date' fields in the 'Filter' panel to their respective checked checkboxes in the 'Select Filter' panel.

Click **Save** to save the custom filter(s) for future use.

Click **Apply** to generate the filtered results.

2.11.10 Adding Badges in Bulk

1. Click **Add button** (“+”) to display the drop-down add-functions list:

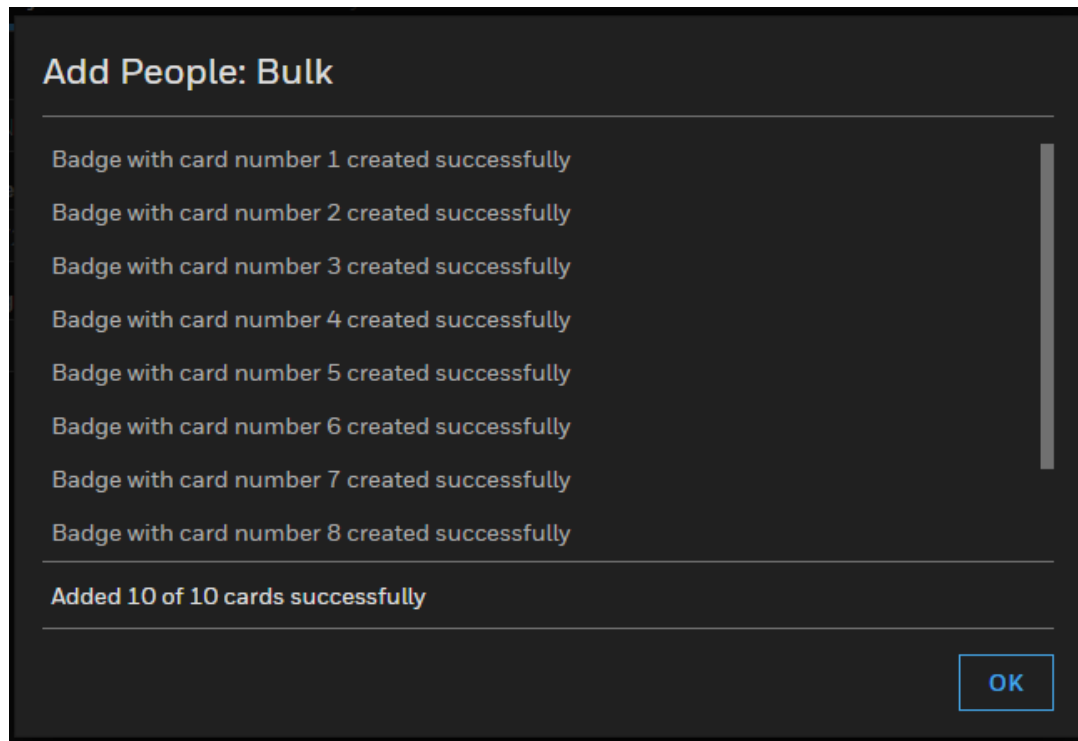
The screenshot shows a dropdown menu that appears after clicking an 'Add' button (indicated by a '+' icon). The menu has a title 'Group' and two options: 'Add an Individual' and 'Add People in Bulk'.

2. Select **Add People in Bulk** to display the **Add People: Bulk** add screen:

3. Enter the **Number of People** and the **Starting Card Number**. You can add a maximum of 1000 (one thousand) people.
4. Select appropriate values from the respective drop-down lists for **Employee Type**, **Partition**, and **Access Group**.
5. OPTIONAL: Toggle the **Validity** button to turn it **GREEN**.

- a. Select an **Activate** date and time from the pop-up calendar and clock to activate the badge(s).
 - b. Select **Duration** and specific number of **Weeks**, **Months** or **Years** after which to **Deactivate** the badge(s).
 - c. Select **Date** and a date and time from the pop-up calendar and clock on which to Deactivate the badge(s).
6. Select **Download Cards** check-box to download the card immediately.

7. Click **Save** to add badges in bulk. When all cards are created successfully, the system will display a message similar to this:



8. Click **OK**.

2.11.11 Adding a New Card

Note: The terms “card” and “credential” are synonymous.

1. Click the **People & Group** button on the main menu bar to display the **Search Badge** screen
2. Search and find the badge you’d like to edit. The system will display the **View Badge** screen.
3. In the **View Badge** screen, click the **Edit Badge** button to display the **Edit Badge** screen.
4. Select **Cards** tab.

5. Click the **Edit icon (Pencil)** and then **ADD NEW CARD** button to display the **Add New Card** screen:

Add New Card

Badge Detail

| | |
|----------------------|-------------------------------------|
| Card Number ● | Card Status ● |
| <input type="text"/> | <input type="text" value="Active"/> |
| Card Type ● | PIN |
| <input type="text"/> | <input type="text" value="Type"/> |
| PIN Verify | |
| <input type="text"/> | |

Permissions

| | |
|-----------------------|--------------------------|
| Access Group ● | Additional Rights |
| <input type="text"/> | <input type="text"/> |

Figure 3 Add New Card Screen

6. Enter the appropriate values into all the card fields displayed in the above figure. "PIN" and "PIN Verify" fields are optional. See Table 2-1 on page 48 for description of individual fields.

7. Scroll down to enter appropriate values for all the **Permissions** and **Validity** fields:

Add New Card

Permissions

Access Group ●

Additional Rights

Or, Copy access from an existing card

Validity

Activate

Deactivate

05/03/2020 00:00:01

05/03/2021 23:59:59

☐ Set to profile expiry date

CANCEL

ADD

- Click **Add** to go back to the **Card Details** screen where the new credential will be listed:

Employee **Cards** Assets Activity L...

ARIS BOBBY

123456
Expires on 02/13/2021

444555666753534543553
Expires on 05/03/2021

Card Details Permissions

Card Number
444555666753534543553

Card Status
Active

PIN
Type or generate

View More

- Click **View More** link to display additional credential fields. Click the **Edit** (pencil) icon to activate the editing mode. Scroll down to view all the variable fields:

View Less

Validity ☒

Activate
05/03/2020 00:00:01

Deactivate
05/03/2021 23:59:59

Last Access

Last Reader

User Level

Disable Card (Days)

☐ Use Counts

No Of Attempts


Parade Text

Card Notes

☐ ADA ☐ Trace Card ☐ PIN Exempt ☐ VIP ☐ Guard

Create Date

Return Date

Select 

Card Number Extension

Last Print Date

Print Count

10. In the above screen, enter the appropriate values into the card fields you want. See Table 2-1 on page 48 for description of individual fields.

11. Click **Save**.

Table 2-1 Credential Fields Listed Alphabetically

| Credential Field | Description |
|-----------------------|--|
| ADA | ADA refers to "Americans with Disabilities Act." Select this check box to allow for extended shunt time on a door so that someone in a wheelchair, for example, has enough time to get through the door without generating an alarm. |
| Card Number Extension | Enter an extended card number, if any. |
| Card Number | Card number entered by the user. |
| Card Type | Select one from the drop-down menu. |
| Credential Status | Select one of the following from the drop-down menu: Active, AutoDisable, Disabled, Expired, Lost, Stolen, Terminated, Unaccounted, Void. |
| Disable Card Days | Enter the number of days after which the card will be disabled automatically. Default maximum is 999. |

| Credential Field | Description |
|---------------------|--|
| Expire Date | Select from the drop-down menu. Select the "Never Expire" check-box for permanent cards that will never expire. |
| Group (Company) | Select one from the drop-down menu. |
| Guard | Check this option to enforce for the guards a specific ordered trail from one selected reader to another or to enable the cardholder to participate in the Guard Tour. |
| Issue Date and Time | Select from the drop-down menus. |
| Issue Level | Denotes the number of times the card has been issued. For brand new cards the number should be one ("1"). If, for example, the card has been lost and is reissued, the number should be two ("2"), etc |
| Parade Text | Enter the text that should parade through the LED window of the logical device when the card is presented. |
| PIN (Code) | Personal Identification Number (PIN) entered by the user. Click "Generate Random PIN" link to generate a random PIN. Also see Dependencies Between PW Windows and Web Applications . |
| PIN Exempt | Select this option to allow the use of the card at a reader without entering PIN. |
| PIN Verify | Enter the PIN again to verify it. |
| Trace Card | Select this box to record in a log file every transaction generated by this card. |
| Type | Select a credential type from the drop-down menu. |
| Use Count Attempts | Enter the maximum number of use attempts after which the card will be disabled automatically. Default maximum is 99. |
| User Level | The user level is often used to make some cards accomplish special tasks. For example, a manager may want to use such a card to automatically unlock the lobby doors at the beginning of a shift. Panel-level triggers and procedures can be written to trigger only on valid card accesses where the cardholder user level is equal to the user level set in the trigger. Allowed user level values range between 0 (zero) and 255. If a user enters anything out of this range Pro-Watch displays a validation error message and prompts the user to enter a proper value. |
| VIP | Select this check box to exempt the cardholder from anti-passback restrictions. A cardholder with VIP privileges can pass his/her card to the next person to swipe and pass through a reader. |

12. Click the **Save Card** button to save the new card. Click **Cancel** not to save the new card.

2.11.12 Dependencies Between PW Windows and Web Applications

1. In Pro-Watch windows application , if “**Require All cards to have a PIN code**” is selected in badge profile, the PW web application will display the **PINCode textbox** as mandatory and won't allow the user to save a card (add/edit) without pin code.
2. In Pro-Watch windows application , if the “**Required All Pin codes to be length**” set to one of the given length(4-20) in badge profile, the PW Web application will check for the entered pin code length to the configured length otherwise won't allow to save the card (add/edit).
3. In Pro-Watch Windows application, if “**Display two text boxes for pincode**” is selected in badge profile, the PW Web application will display “**Confirm Pincode**” text box to validate the pincode match while saving a card.

2.12 Alarms

- See “**Acknowledging and Clearing Alarms**” on page 51.
- See “**Masking and Unmasking**” on page 57.

2.12.1 Alarm Management

2.12.1.1 New features

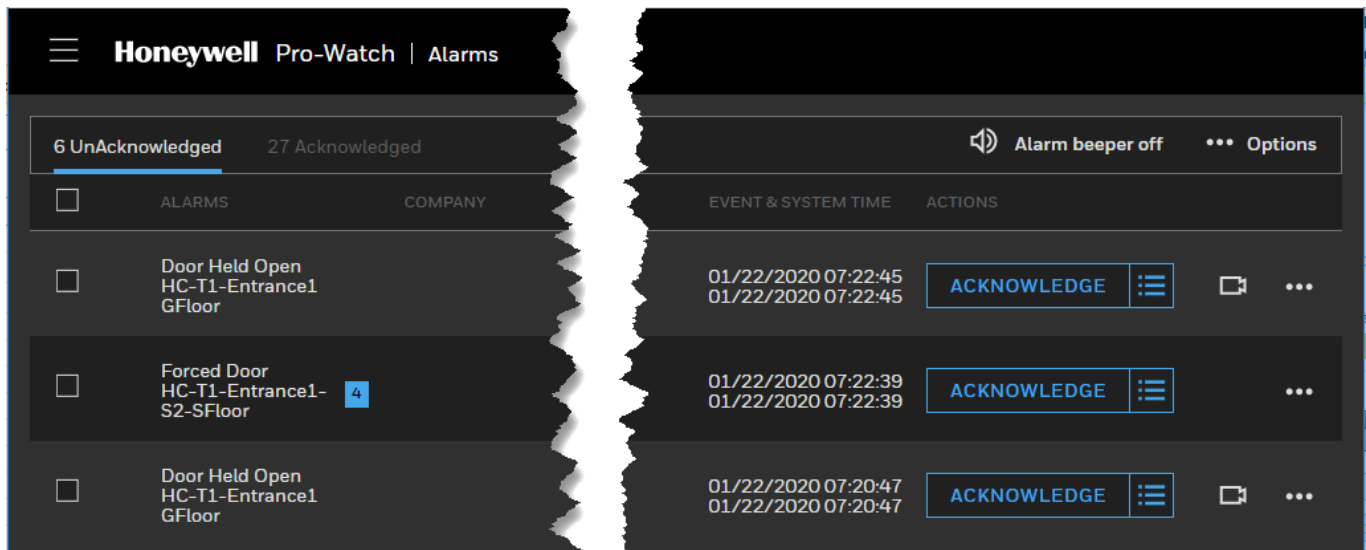
The user can:

- View video on alarm page.
- Locally change the columns listed on alarm monitoring page.
- Associate a workflow with alarm at system and device level.
- Acknowledge alarm and trigger incident automatically.

2.12.2 Acknowledging and Clearing Alarms

Note: Alarm Page Must contain one or more columns for the Web Alarm Page to work properly.

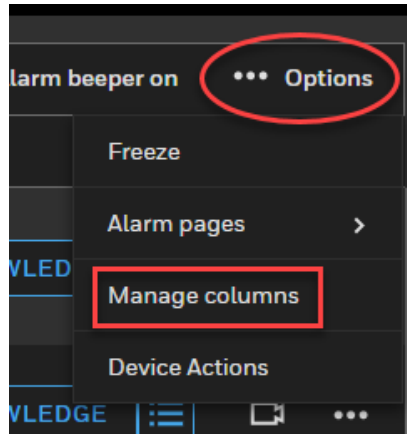
1. Click the **Alarms** link in the Honeywell Hamburger Menu to display the **Alarms** table:



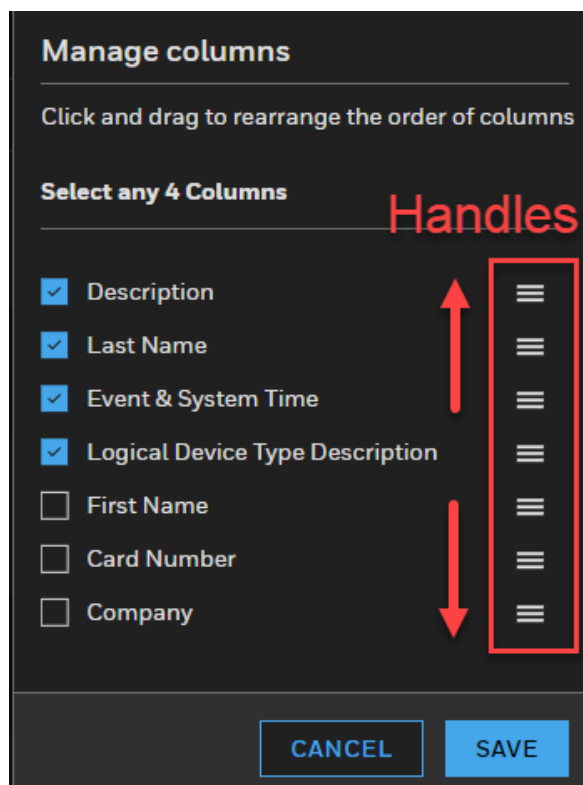
2.12.3 Managing the Columns of the Alarms Table

You can configure and reposition of the alarms table by editing its columns.

1. Click the **Options** menu on the upper-right to display the options:



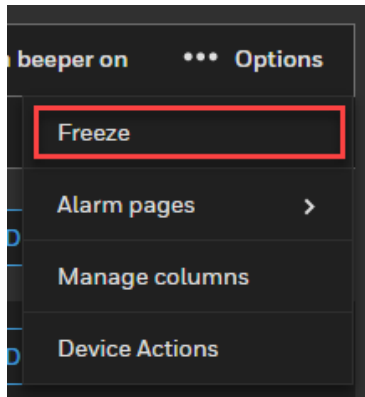
2. Select **Manage Columns** option to display the **Manage Columns** screen:



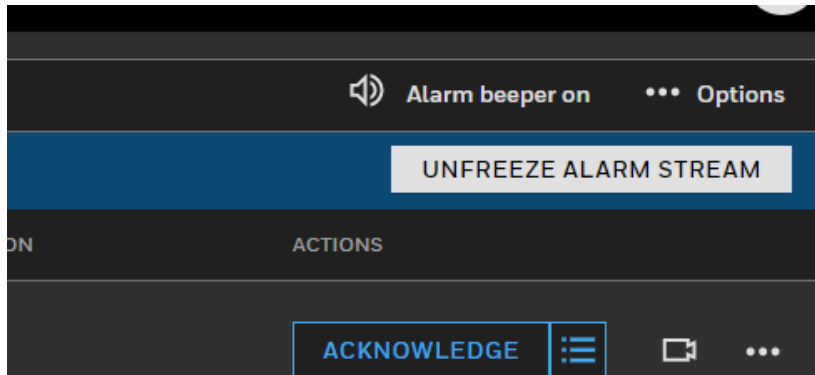
3. Select or unselect, and drag by the handles to rearrange the order of columns.

2.12.4 Freezing and Unfreezing Alarms

To freeze alarm reporting, click the **Options** link and select **Freeze**:



To unfreeze alarm reporting, click the “**UNFREEZE ALARM STREAM**” button:

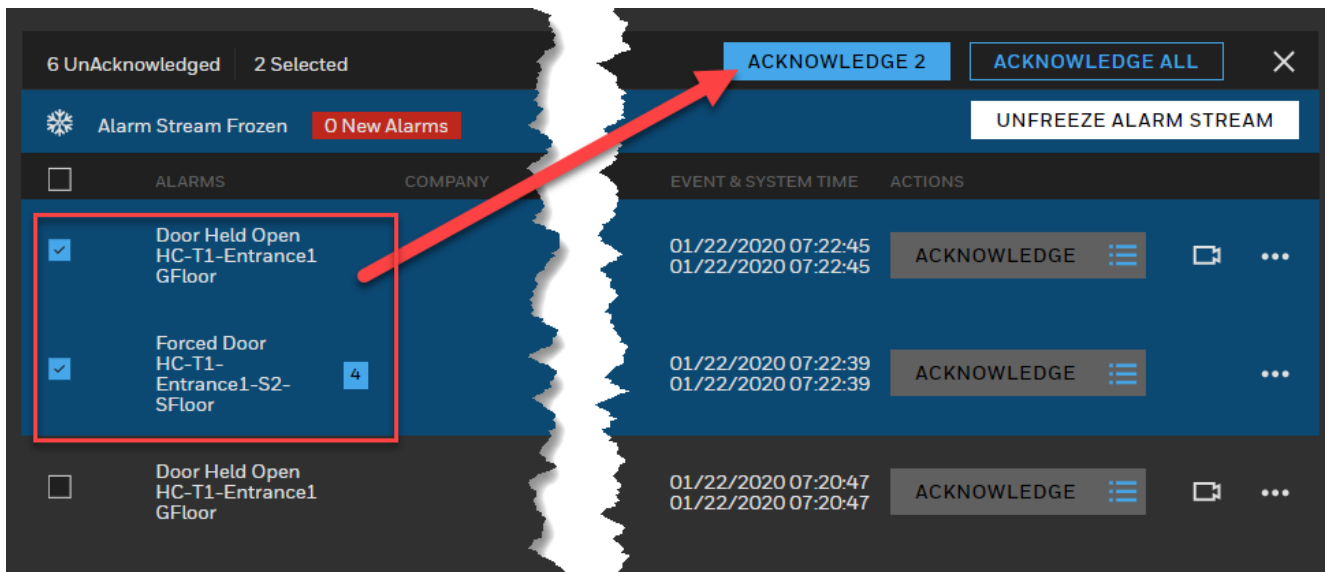


2.12.5 Acknowledging an Unacknowledged Alarm

To acknowledge an unacknowledged alarm:


1. Display the list of unacknowledged alarms by selecting the **Alarms** option from the **Honeywell Hamburger Menu** ([Figure 4](#)).
2. Click the **Acknowledge** button on each alarm's row.

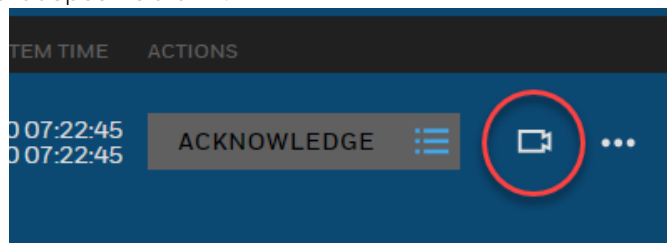
3. Or, first select the unacknowledged alarm's **check-box** and then click the **Acknowledge** link on the menu bar.



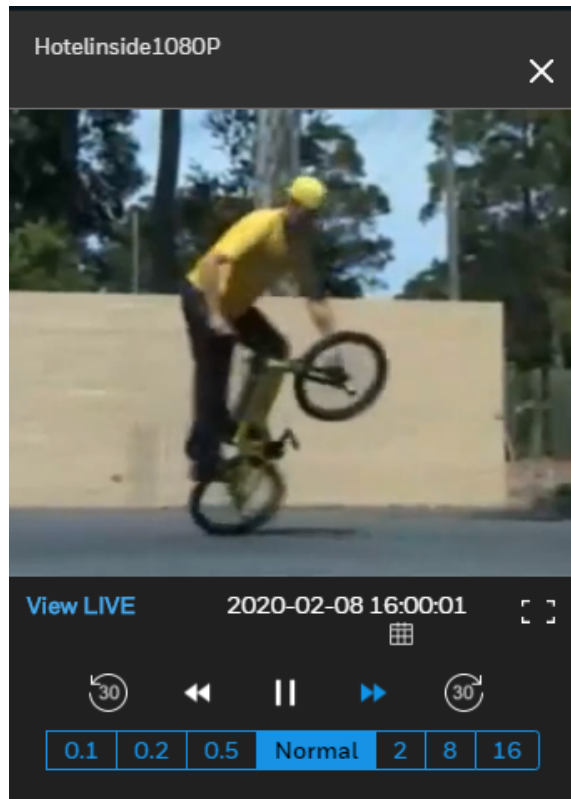
4. To acknowledge all alarms, click the **Acknowledge All** button.

2.12.6 Alarm Camera View

Click the respective **camera icon**  to view the camera view associated with that specific alarm:

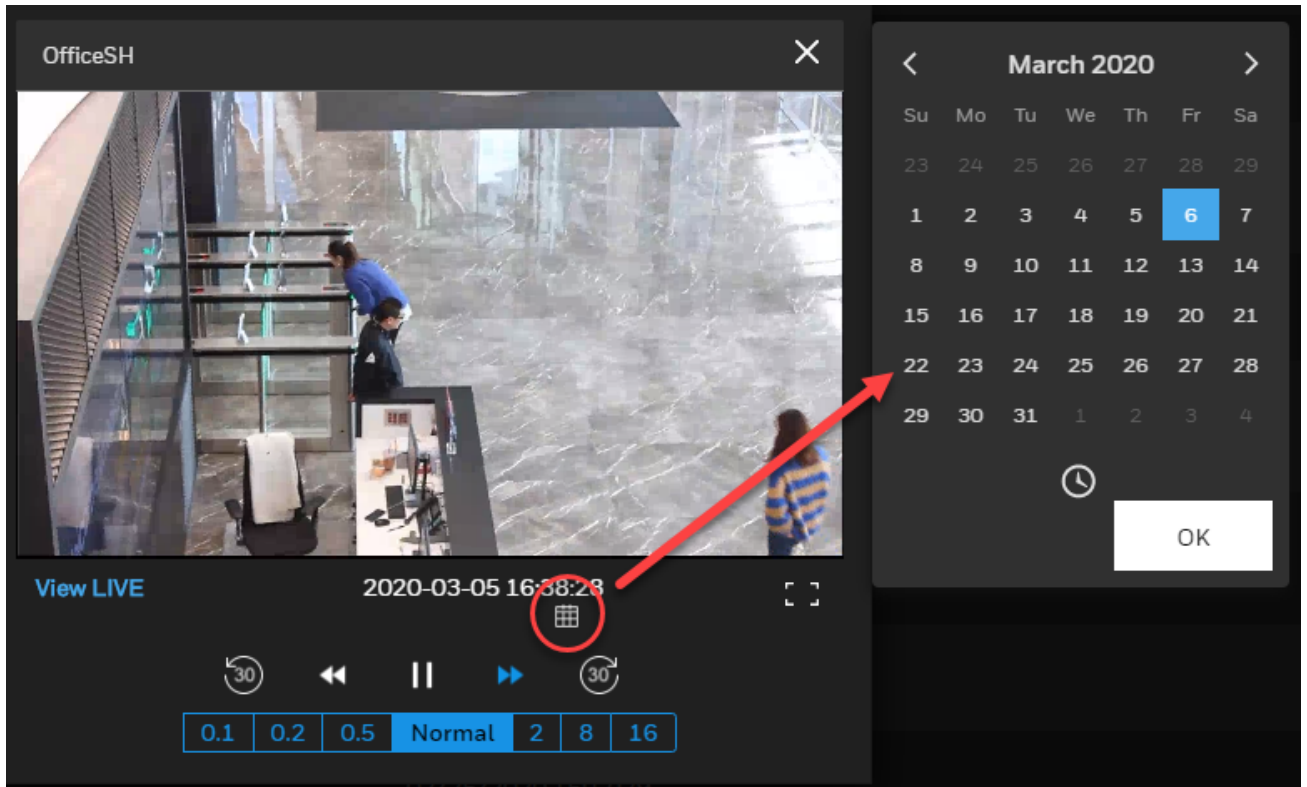


View the video play in the video screen:



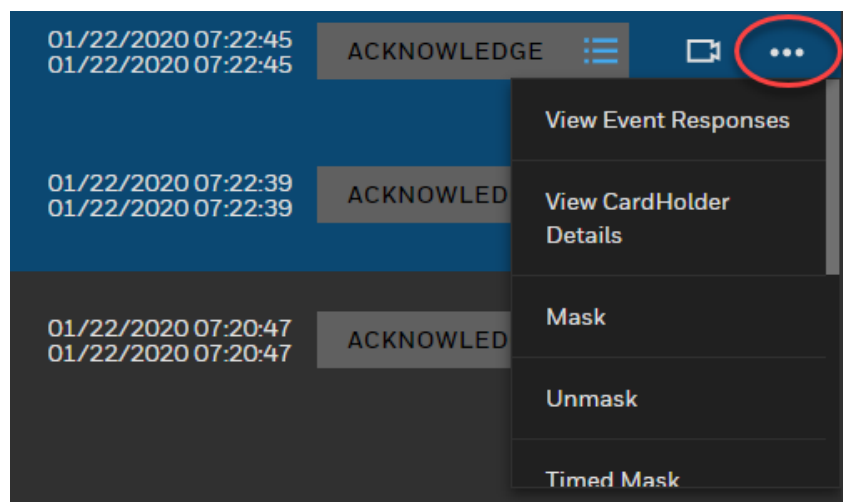
- **Normal** replays the video clip at its original recording speed.
- **To slow down** the replay, select **0.1**, **0.2**, or **0.5** speed settings.
- **To speed up** the replay, select **2**, **8**, or **16** speed settings.
- **To jump back or forward for 30 seconds**, click one of the 30-second links.

- To view the same camera recording at a specific date, click the **calendar** icon, browse the calendar and select a date:



2.12.7 Actions

1. To select from available responses to an alarm event, click the **ellipsis link (action menu)** on the right of the alarm row to display the respective drop-down list:



2. From the drop-down list, select an action option:
 - **View Cardholder Details**

- **Mask.** See [Masking and Unmasking](#).
- **Unmask.** See [Masking and Unmasking](#).
- **Timed Mask.** See [Masking and Unmasking](#).
- **Activate.** Activates the output.
- **Deactivate.** Deactivates the output.
- **Pulse.** Pulses the output.
- **Timed Activate.** Activates the output for a specified period of time.
- **Lock** - locks an unlocked door. Until the operator unlocks it again, the door remains locked.
- **Unlock** - unlocks a locked door. Until the operator locks it again, the door remains unlocked.
- **Momentary Unlock** - momentarily unlocks a locked door for the duration of the **Strike Time**, as configured in the device settings. Used by the operators to let someone in quickly, after which the door reverts to the locked state.
- **Reenable** - reverts a disabled door back to its original time values set in its access code.
- **Time Override** - allows the operator to manually override the device's time settings for a configurable Time Interval, after which the door reverts back to its original settings. When this option is selected, the system displays a configurable Time Interval field in minutes. This shunts the DPS and subsequent alarms, thereby for period of time overrides the default operational mode.

2.12.7.1 Masking and Unmasking

Masking and **unmasking** allows the operator to remove (mask) a device from the access system or restore (unmask) a device to the access system.

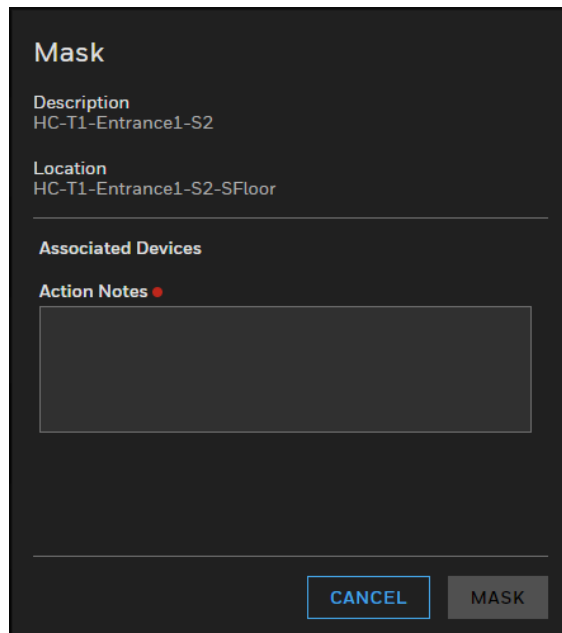
An alarm may indicate a problem with a specific logical device that requires action. For example, a broken door may be causing a forced door alarm. You can initiate a mask action to temporarily remove the door from the access system in order to prevent continuous alarms during the repair of the door.

You can initiate a **Timed Mask** action to temporarily remove the door from the access system in order to prevent continuous alarms during the repair of the door.

Caution: If someone masks a door or unlocks a door and a shift change happens, the new operator may not realize that a door was unlocked or masked.

To Mask

Select the **Mask** action from the Actions drop-down menu of optional actions.

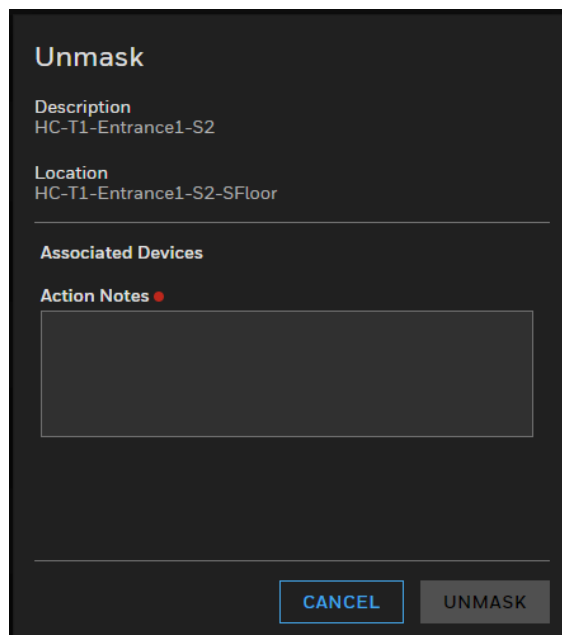


The 'Mask' dialog box is a dark-themed window. At the top, the title 'Mask' is displayed in white. Below the title, the 'Description' field shows 'HC-T1-Entrance1-S2' and the 'Location' field shows 'HC-T1-Entrance1-S2-SFloor'. A horizontal line separates these fields from the 'Associated Devices' section, which is currently empty. Below this, the 'Action Notes' section is labeled with a red dot icon and contains a large, empty text area for input. At the bottom right, there are two buttons: 'CANCEL' with a blue border and 'MASK' in a solid grey box.

Enter an **Action Note** and click **Mask**.

To Unmask

Select the **Unmask** action from the Actions drop-down menu of optional actions.



The 'Unmask' dialog box is a dark-themed window. At the top, the title 'Unmask' is displayed in white. Below the title, the 'Description' field shows 'HC-T1-Entrance1-S2' and the 'Location' field shows 'HC-T1-Entrance1-S2-SFloor'. A horizontal line separates these fields from the 'Associated Devices' section, which is currently empty. Below this, the 'Action Notes' section is labeled with a red dot icon and contains a large, empty text area for input. At the bottom right, there are two buttons: 'CANCEL' with a blue border and 'UNMASK' in a solid grey box.

Enter an **Action Note** and click **Unmask**.

2.12.7.2 Alarm Landing Screen

Select **Alarms** to display the Alarms Landing Screen. [Figure 4](#) displays the list of unacknowledged alarms by default:

Honeywell

Pro-Watch | Alarms

GS

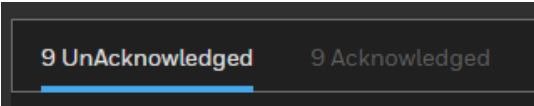
9 UnAcknowledged9 Acknowledged

Alarm beeper onOptions





| | ALARMS | DESCRIPTION | LAST NAME | EVENT & SYSTEM TIME | LOGICAL DEVICE TYPE DESCRIPTION | ACTIONS |
|--------------------------|--|---|-----------|--|---------------------------------|--|
| <input type="checkbox"/> | <div><div></div><div>Forced Door HC-T1-Entrance1-S2-SFloor</div></div> | HC-T1-Entrance1-S2 Input point in alarm | | 03/03/2020 11:31:57 03/03/2020 11:31:57 | | <div>ACKNOWLEDGE</div> <div></div> <div></div> |
| <input type="checkbox"/> | <div><div></div><div>Door Held Open HC-T1-Entrance1-GFloor</div></div> | HC-T1-Entrance1 Input point held past shunt time | | 03/02/2020 16:39:07 03/02/2020 16:39:07 | | <div>ACKNOWLEDGE</div> <div></div> <div></div> |
| <input type="checkbox"/> | <div><div></div><div>Forced Door HC-T1-Entrance1-S2-SFloor</div></div> | HC-T1-Entrance1-S2 Input point in alarm | | 03/02/2020 16:39:00 03/02/2020 16:39:00 | | <div>ACKNOWLEDGE</div> <div></div> <div></div> |
| <input type="checkbox"/> | <div><div></div><div>Door Held Open HC-T1-Entrance1-GFloor</div></div> | HC-T1-Entrance1 Input point held past shunt time | | 03/02/2020 16:38:40 03/02/2020 16:38:40 | | <div>ACKNOWLEDGE</div> <div></div> <div></div> |

Figure 4 Alarm Landing Screen with Unacknowledged Alarms

The number of **unacknowledged** and **acknowledged** alarms are displayed on the top of the screen:



To view the list of acknowledged alarms, click the **Acknowledged** link:

| 9 UnAcknowledged | | 9 Acknowledged | | |
|--------------------------|---|--|-----------|--------------------------|
| <input type="checkbox"/> | ALARMS | DESCRIPTION | LAST NAME | EVENT & |
| <input type="checkbox"/> |  Door Held Open HC-T1-Entrance1 G Floor | HC-T1-Entrance1 Input point held past shunt time | | 03/03/2020 03/03/2020 |
| <input type="checkbox"/> |  Forced Door HC-T1-Entrance1-S2- S Floor | HC-T1-Entrance1-S2 Input point in alarm RTN | | 03/03/2020 03/03/2020 |
| <input type="checkbox"/> |  Door Held Open HC-T1-Entrance1 G Floor | HC-T1-Entrance1 Input point held past shunt time | | 03/03/2020 03/03/2020 |
| <input type="checkbox"/> |  Door Held Open HC-T1-Entrance1 G Floor | HC-T1-Entrance1 Input point held past shunt time | | 02/25/2020 02/25/2020 |

Acknowledging Alarms

To acknowledge one or more alarms, select them in the list of unacknowledged alarms and then click **Acknowledge [Number]**:

9 UnAcknowledged

3 Selected

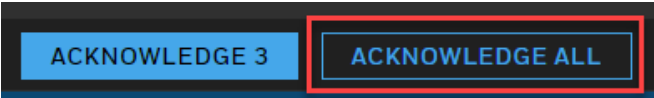
ACKNOWLEDGE 3

Alarm Stream Frozen

0 New Alarms

| | ALARMS | DESCRIPTION | LAST NAME | EVENT & SYSTEM TIME | LOGICAL DEVICE TYPE DESCRIPTION | ACTIONS |
|-------------------------------------|--|---|-----------|--|---------------------------------|---------|
| <input checked="" type="checkbox"/> | <div> <div></div> <div>Forced Door</div> <div>HC-T1-Entrance1-S2-SFloor</div> </div> | HC-T1-Entrance1-S2 Input point in alarm | | 03/03/2020 11:31:57 03/03/2020 11:31:57 | | ACKNO |
| <input checked="" type="checkbox"/> | <div> <div></div> <div>Door Held Open</div> <div>HC-T1-Entrance1 GFloor</div> </div> | HC-T1-Entrance1 Input point held past shunt time | | 03/02/2020 16:39:07 03/02/2020 16:39:07 | | ACKNO |
| <input checked="" type="checkbox"/> | <div> <div></div> <div>Forced Door</div> <div>HC-T1-Entrance1-S2-SFloor</div> </div> | HC-T1-Entrance1-S2 Input point in alarm | | 03/02/2020 16:39:00 03/02/2020 16:39:00 | | ACKNO |
| <input type="checkbox"/> | <div> <div></div> <div>Door Held Open</div> <div>HC-T1-Entrance1 GFloor</div> </div> | HC-T1-Entrance1 Input point held past shunt time | | 03/02/2020 16:38:40 03/02/2020 16:38:40 | | ACKNO |

To acknowledge all alarms, click **Acknowledge All**:



You can also acknowledge individual alarms by clicking their respective **Acknowledge** button:

Honeywell

Pro-Watch | Alarms

10 UnAcknowledged

10 Selected

ACKNOWLEDGE 10

ACKNOWLEDGE ALL

Alarm Stream Frozen

0 New Alarms

UNFREEZE ALARM ST

| | ALARMS | EVENT & SYSTEM TIME | LOGICAL DEVICE TYPE DESCRIPTION | DESCRIPTION | ADDRESS | ACTIONS |
|-----------------------------------|------------------------------------|--|------------------------------------|--|---------|-------------------------|
| <div><div></div><div></div></div> | Video Server Status Blre_VMS | 05/14/2020 15:32:36 05/14/2020 15:32:36 | | Blre_VMS Communication Break | 100 | ACKNOWLEDGE <div></div> |
| <div><div></div><div></div></div> | Recorder Event | 05/13/2020 19:43:11 05/13/2020 19:43:11 | | Hybrid NVR R6.5 IP22 Low Disk Space | 5235 | ACKNOWLEDGE <div></div> |
| <div><div></div><div></div></div> | Recorder Event | 05/13/2020 19:39:41 05/13/2020 19:39:41 | | Hybrid NVR R6.5 IP22 Low Disk Space | 5235 | ACKNOWLEDGE <div></div> |
| <div><div></div><div></div></div> | Recorder Event | 05/13/2020 19:36:51 05/13/2020 19:36:51 | | Hybrid NVR R6.5 IP22 Low Disk Space | 5235 | ACKNOWLEDGE <div></div> |
| <div><div></div><div></div></div> | Recorder Event | 05/13/2020 19:33:38 05/13/2020 19:33:38 | | Hybrid NVR R6.5 IP22 Low Disk Space | 5235 | ACKNOWLEDGE <div></div> |

When you select to acknowledge all unacknowledged selected alarms, a prompt will ask you if you'd really like to do that:

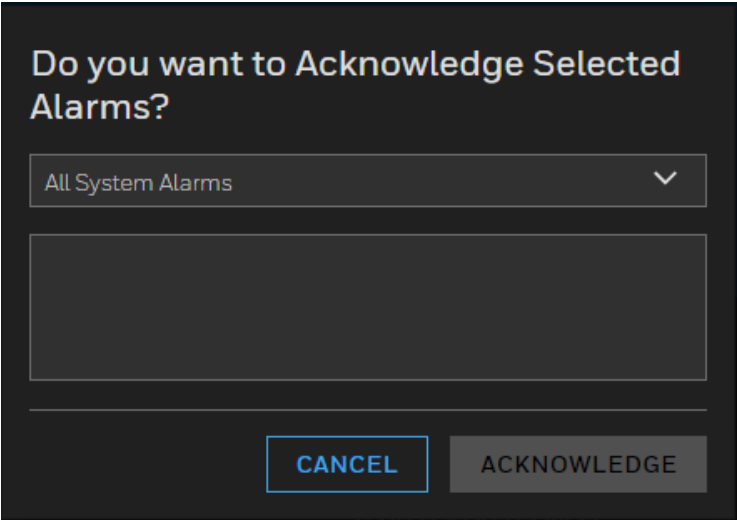


Figure 5 Acknowledge All Alarms Prompt Message

Select one from the drop-down list which enables the **Acknowledge** button or type in your own note:

Do you want to Acknowledge Selected Alarms?

Alarm Secured - Verified

Alarm has been secured - and has been verified

CANCEL ACKNOWLEDGE

When you click **Acknowledge**, Pro-Watch will acknowledge all selected alarms (3 in number in [Figure 5](#) but can be any other number, depending on the case).

2.12.8 Acknowledging Workflow-Associated Alarm(s)

On acknowledging an alarm, if (at Event Type or Point level) a workflow is associated, corresponding incident will be created.

2.12.8.1 Acknowledging a Workflow-Associated Alarm

1. Acknowledge a workflow-associated alarm by clicking the ACKNOWLEDGE button link:

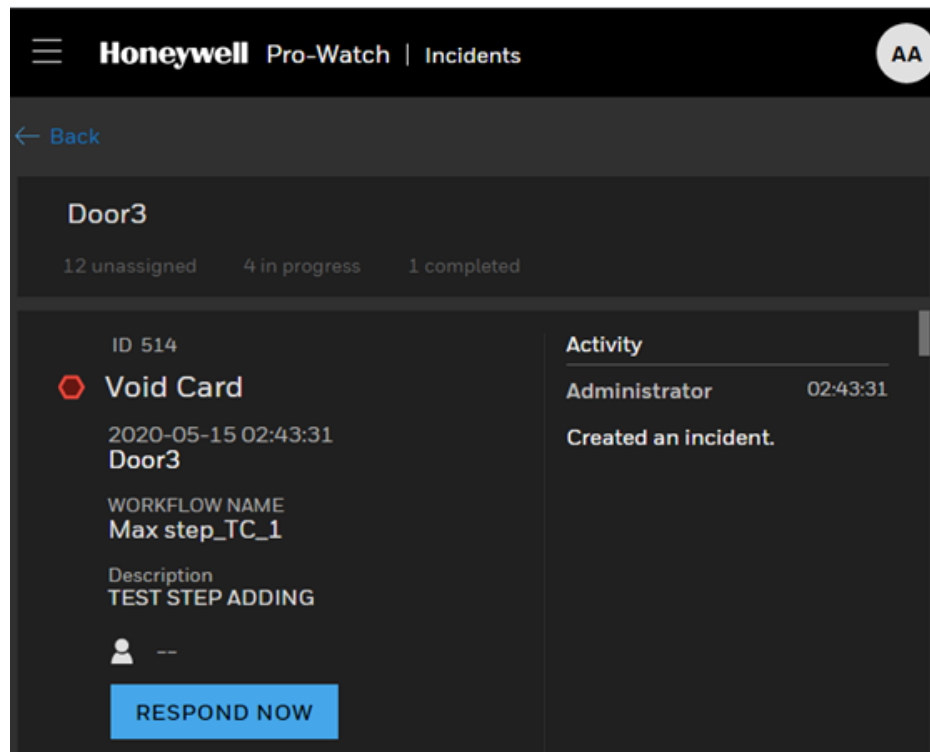
Honeywell Pro-Watch | Alarms

2 UnAcknowledged 20 Acknowledged

Alarm beeper on Options

| ALARM | DESCRIPTION | LAST NAME | EVENT & SYSTEM TIME | LOGICAL DEVICE TYPE DESCRIPTION | ACTIONS |
|--------------------------|--|--|--|---------------------------------|-------------|
| <input type="checkbox"/> | Door Held Open HC-T1-Entrance1 GFloor | HC-T1-Entrance1 Input point held past shunt time | 04/10/2020 12:00:01 04/10/2020 12:00:01 | Door Position | ACKNOWLEDGE |
| <input type="checkbox"/> | Forced Door HC-T1-Entrance1-S2- SFloor | HC-T1-Entrance1-S2 Input point in alarm | 04/10/2020 11:59:52 04/10/2020 11:59:52 | Door Position | ACKNOWLEDGE |

2. The user will be taken to the newly created Incident:



Note: Consider the case when a workflow is associated with the same event type at a Point and Event level. When the alarm from that point is acknowledged, the **workflow associated with the Point takes precedence** over the workflow that is associated at the Event Type while creating the incident.

2.12.8.2 Acknowledging a Workflow-Associated Rolled-Up Alarm

On acknowledging a Rolled-Up alarm, equal number of incidents per alarm will be created.

Here is an example where 2 Void Card Alarms are rolled up into 1, as shown below:

Honeywell Pro-Watch | Alarms

MM

5 UnAcknowledged1 Acknowledged

Alarm beeper onOptions

| | ALARMS | COMPANY | LAST NAME | FIRST NAME | EVENT & SYSTEM TIME | ACTIONS |
|--------------------------|--|---------|-----------|------------|--|---------------|
| <input type="checkbox"/> | <div><div>Panel Communicator Responding ApplicationModule</div><div>Returned to Normal</div></div> | | | | 05/03/2020 20:58:18 05/03/2020 20:58:18 | ACKNOWLEDGE⋮⋮ |
| <input type="checkbox"/> | <div><div>Video Server Status VMS</div></div> | | | | 05/03/2020 22:49:53 05/03/2020 22:49:53 | ACKNOWLEDGE⋮⋮ |
| <input type="checkbox"/> | <div><div>Video Server Status VMS</div></div> | | | | 05/03/2020 20:58:55 05/03/2020 20:58:55 | ACKNOWLEDGE⋮⋮ |
| <input type="checkbox"/> | <div><div>Void Card PW-5000 Demo Case</div><div>2 Rollups</div></div> | | | | 05/03/2020 23:03:32 05/03/2020 23:03:32 | ACKNOWLEDGE⋮⋮ |

Two incident are created for each alarm, as shown below:

43 Incidents

| | WORKFLOW NAME | ID | CREATED ON | OWNER | PROGRESS |
|--------------------------|-----------------------|----|---------------------|-------|----------|
| <input type="checkbox"/> | Event Prep Fire/Fire6 | 87 | 2020-05-03 23:04:35 | | 0 of 1 |
| <input type="checkbox"/> | Event Prep Fire/Fire6 | 86 | 2020-05-03 23:04:35 | | 0 of 1 |
| <input type="checkbox"/> | Event Prep Fire/Fire6 | 85 | 2020-05-03 23:01:44 | | 0 of 1 |
| <input type="checkbox"/> | Test Sop6 | 84 | 2020-05-03 14:26:13 | | 0 of 1 |
| <input type="checkbox"/> | Test Sop6 | 83 | 2020-05-03 14:24:01 | | 0 of 1 |
| <input type="checkbox"/> | Event Prep Fire/Fire6 | 82 | 2020-05-03 11:42:19 | | 0 of 1 |

Here is the created incident for reference:

The screenshot shows a detailed view of an incident titled 'Entrance 1'. At the top, it indicates '41 unassigned', '1 in progress', '3 completed', and '0 dismissed'. The incident details include: ID 87, Void Card, timestamp 2020-05-03 23:04:35, PW-5000 Demo Case, Workflow Name: Event Prep Fire/Fire6, and a description: 'This procedure shall be completed 48hours before any events.' An activity log on the right shows 'mely' at 23:04:35 with the action 'Created an incident.' A 'RESPOND NOW' button is visible at the bottom left.

2.12.8.3 Acknowledging Multiple Alarms With or Without a Workflow Associated

Workflow-associated alarms will be skipped when acknowledging all alarms or acknowledging multiple alarms. Such alarms need to be acknowledged individually by the user.

Refer to the below screen shots.

Example: User Selected 5 Alarms

The screenshot shows the Honeywell Pro-Watch Alarms interface. At the top, it says '5 UnAcknowledged' and '5 Selected'. A red box highlights the 'ACKNOWLEDGE 5' button. Below this, there's a table of alarms. The first alarm is 'Operator Action' with a priority of 1. The next three are 'Void Card Testing The Location' with a priority of 2. The last two are 'Stolen Badge PW-5000 Demo Case' with a priority of 30. Each alarm has an 'ACKNOWLEDGE' button and a menu icon.

| ALARM | EVENT & SYSTEM TIME | LOGICAL DEVICE TYPE DESCRIPTION | PRIORITY | DESCRIPTION | ACTIONS |
|--------------------------------|--|---------------------------------|----------|-----------------------------------|-----------------|
| Operator Action | 05/03/2020 22:11:02 05/03/2020 22:11:02 | | 1 | Operator has logged in | ACKNOWLEDGE ... |
| Void Card Testing The Location | 05/03/2020 22:09:21 05/03/2020 22:09:21 | Reader | 2 | Entrance 1 Void Card | ACKNOWLEDGE ... |
| Void Card Testing The Location | 05/03/2020 22:09:19 05/03/2020 22:09:19 | Reader | 2 | Entrance 1 Void Card | ACKNOWLEDGE ... |
| Stolen Badge PW-5000 Demo Case | 05/03/2020 22:10:07 05/03/2020 22:10:07 | Reader | 30 | Entrance 2 Stolen Card Attempt | ACKNOWLEDGE ... |
| Stolen Badge PW-5000 Demo Case | 05/03/2020 22:10:07 05/03/2020 22:10:07 | Reader | 30 | Entrance 2 Stolen Card Attempt | ACKNOWLEDGE ... |

Two among the 5 Alarms have workflow associated. Thus those 2 are skipped, and the 3 remaining alarms are acknowledged:

Honeywell

Pro-Watch | Alarms

2 UnAcknowledged

5 Acknowledged

| <input type="checkbox"/> | ALARMS | EVENT & SYSTEM TIME | LOGICAL DEVICE TYPE DESCRIPTION | PRIORITY | DESCRIPTION |
|--------------------------|---|--|------------------------------------|----------|--------------------|
| <input type="checkbox"/> | <div><div></div><div>Void Card Testing The Location</div></div> | 05/03/2020 21:39:24 05/03/2020 21:39:24 | Reader | 2 | Entrance Void Card |
| <input type="checkbox"/> | <div><div></div><div>Void Card Testing The Location</div></div> | 05/03/2020 21:39:24 05/03/2020 21:39:24 | | | Entrance Void Card |

Create Incident

2 of 5 alarms remain unacknowledged because they have incident workflows associated

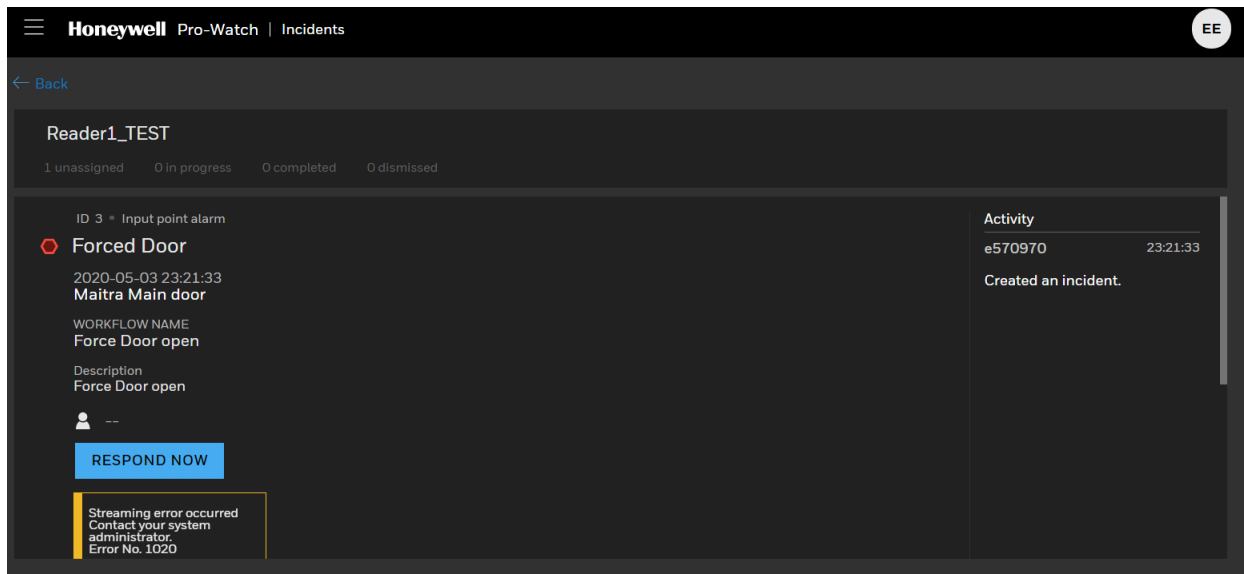
OK

2.12.9 Clearing Incident Associated Alarm(s)

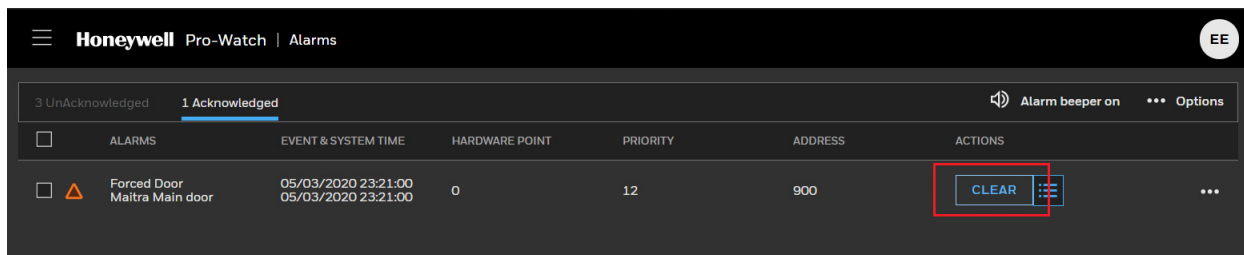
On clearing an alarm, the alarm service checks if the alarm has an open incident associated to it. If yes, the alarm will not be allowed to clear until the incident is completed or closed.

2.12.9.1 Clearing an Alarm Which Has an Open Incident Ticket

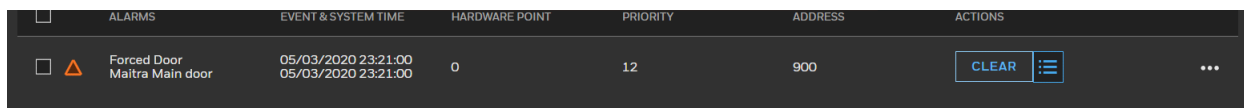
1. Recently created incident after a Force Door Alarm acknowledgment:



2. User trying to **Clear** the alarm from **Acknowledged Alarm Pane**:



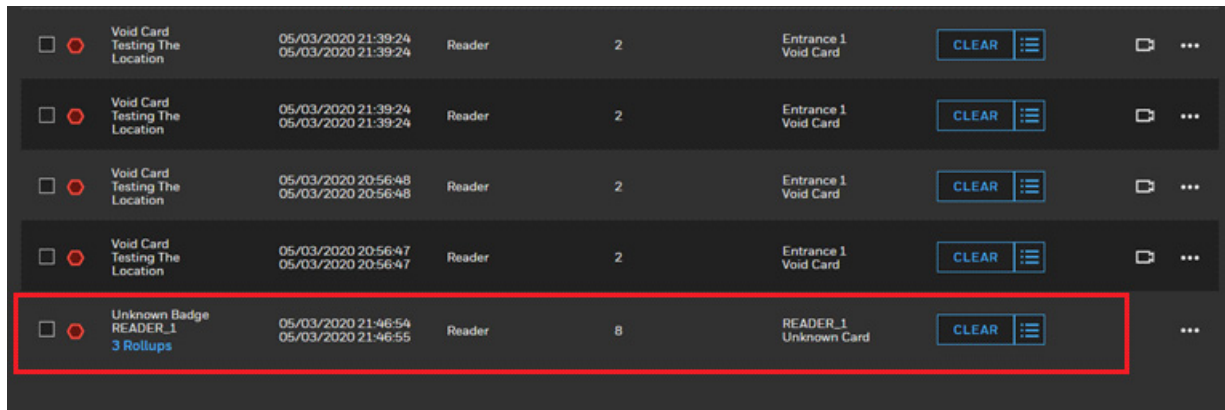
3. Clear action failed since the associated incident is still open:



2.12.9.2 Clearing a Rolled-Up Alarm with Associated Incidents

In case of a rolled-up alarm if one of those alarms respective incident is open, the Clear action will still fail. It requires all the related Incident ticket to be closed. Refer below image

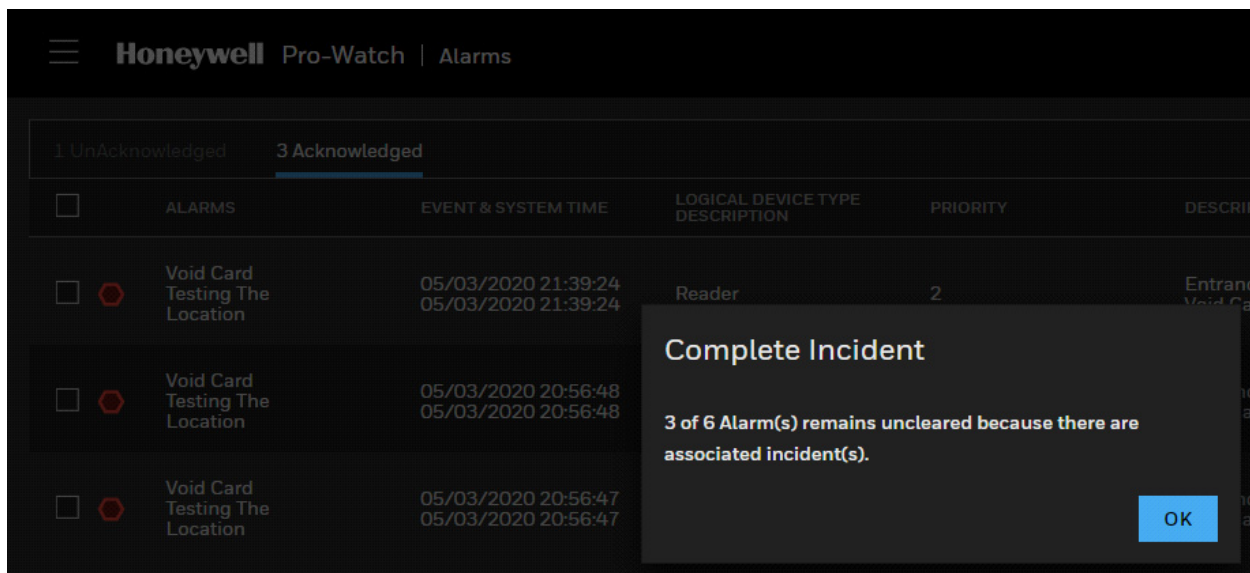
1. Clear action failed because at least one associated incident is still open:



| | | | | | | | | | |
|--------------------------|-------------------------------------|--|--------|---|--------------------------|-------|---|---|-----|
| <input type="checkbox"/> | Void Card Testing The Location | 05/03/2020 21:39:24 05/03/2020 21:39:24 | Reader | 2 | Entrance 1 Void Card | CLEAR | ⋮ | 📄 | ... |
| <input type="checkbox"/> | Void Card Testing The Location | 05/03/2020 21:39:24 05/03/2020 21:39:24 | Reader | 2 | Entrance 1 Void Card | CLEAR | ⋮ | 📄 | ... |
| <input type="checkbox"/> | Void Card Testing The Location | 05/03/2020 20:56:48 05/03/2020 20:56:48 | Reader | 2 | Entrance 1 Void Card | CLEAR | ⋮ | 📄 | ... |
| <input type="checkbox"/> | Void Card Testing The Location | 05/03/2020 20:56:47 05/03/2020 20:56:47 | Reader | 2 | Entrance 1 Void Card | CLEAR | ⋮ | 📄 | ... |
| <input type="checkbox"/> | Unknown Badge READER_1 3 Rollups | 05/03/2020 21:46:54 05/03/2020 21:46:55 | Reader | 8 | READER_1 Unknown Card | CLEAR | ⋮ | 📄 | ... |

2.12.9.3 Clearing Multiple Acknowledged Alarms or All Alarms

When user Clear all, if there are open Incident associated to those acknowledged alarms then those alarms will be skipped without clearing.



Honeywell Pro-Watch | Alarms

1 UnAcknowledged 3 Acknowledged

| <input type="checkbox"/> | ALARMS | EVENT & SYSTEM TIME | LOGICAL DEVICE TYPE DESCRIPTION | PRIORITY | DESCRIPTION |
|--------------------------|--------------------------------|--|---------------------------------|----------|-------------------------|
| <input type="checkbox"/> | Void Card Testing The Location | 05/03/2020 21:39:24 05/03/2020 21:39:24 | Reader | 2 | Entrance 1 Void Card |
| <input type="checkbox"/> | Void Card Testing The Location | 05/03/2020 20:56:48 05/03/2020 20:56:48 | | | |
| <input type="checkbox"/> | Void Card Testing The Location | 05/03/2020 20:56:47 05/03/2020 20:56:47 | | | |

Complete Incident

3 of 6 Alarm(s) remains uncleared because there are associated incident(s).

OK

2.12.10 View Rollup Details

Note: Video is not supported in the Rollup function.

Alarm Rollup function displays multiple events for a single logical device in a single line. A counter field in that line indicates the total number of events received.

Events assigned to an event type are subject to alarm rollup under the following conditions:

- Rollup Events check-box must be selected in the **Event Type** configuration dialog box.

- Rollup number must be selected on the alarm page. You can view rolled-up events on the alarm page.

Roll up details

Void Card | PW-5000 Demo Case

14

First Event at
04/26/2020 16:27:57
Showing latest

| EVENT & SYSTEM TIME | ACTIONS |
|--|---------|
| 04/26/2020 16:28:00 04/26/2020 16:28:00 | |
| 04/26/2020 16:28:00 04/26/2020 16:28:00 | |
| 04/26/2020 16:27:59 04/26/2020 16:27:59 | |
| 04/26/2020 16:27:59 04/26/2020 16:27:59 | |

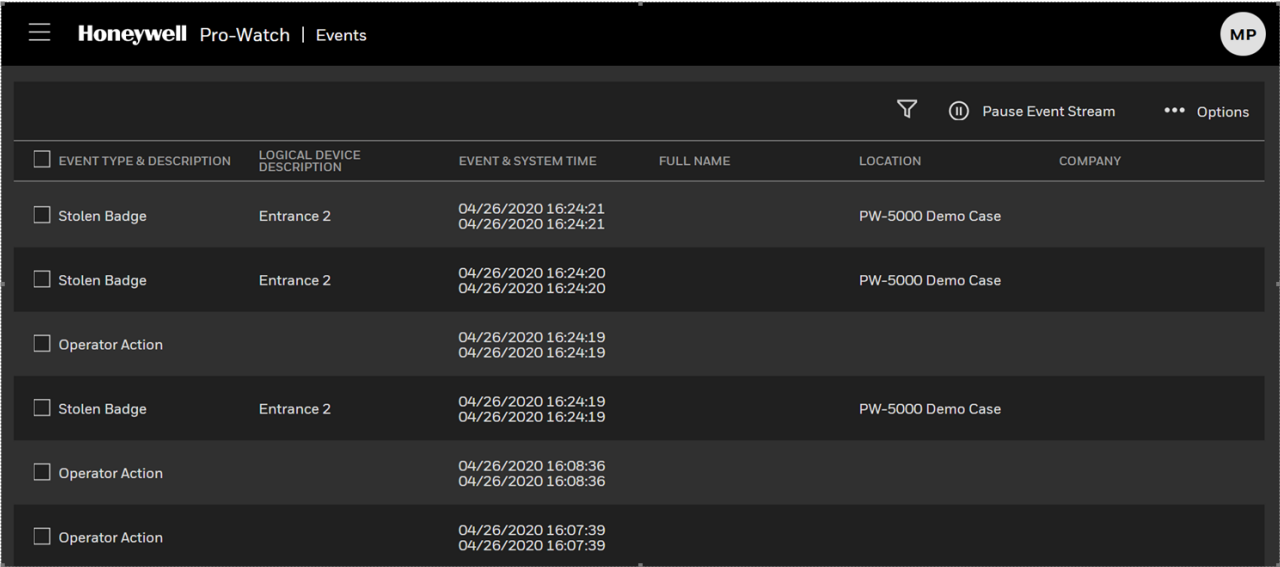
OK

Figure 6 View Rollup Details

2.13 Events

- See “**Pausing Events**” on page 71.
- See “**Filtering Events**” on page 72.
- See “**Clearing Events**” on page 73.

Display the main **Honeywell Hamburger Menu**.
Select **Events** to display the Events Landing Screen:



| Honeywell Pro-Watch Events MP | | | | | |
|--|----------------------------|--|--|-----------|-------------------|
| Filter Pause Event Stream Options | | | | | |
| <input type="checkbox"/> EVENT TYPE & DESCRIPTION | LOGICAL DEVICE DESCRIPTION | EVENT & SYSTEM TIME | | FULL NAME | LOCATION COMPANY |
| <input type="checkbox"/> Stolen Badge | Entrance 2 | 04/26/2020 16:24:21 04/26/2020 16:24:21 | | | PW-5000 Demo Case |
| <input type="checkbox"/> Stolen Badge | Entrance 2 | 04/26/2020 16:24:20 04/26/2020 16:24:20 | | | PW-5000 Demo Case |
| <input type="checkbox"/> Operator Action | | 04/26/2020 16:24:19 04/26/2020 16:24:19 | | | |
| <input type="checkbox"/> Stolen Badge | Entrance 2 | 04/26/2020 16:24:19 04/26/2020 16:24:19 | | | PW-5000 Demo Case |
| <input type="checkbox"/> Operator Action | | 04/26/2020 16:08:36 04/26/2020 16:08:36 | | | |
| <input type="checkbox"/> Operator Action | | 04/26/2020 16:07:39 04/26/2020 16:07:39 | | | |

Figure 7 Events Landing Screen

The events will be displayed in rows, with the following properties, each represented by a separate column:

- Event System & Time
- Event Type Description
- Logical Device Description
- Full Name
- Company
- Point Description
- Card Number
- Card Status

Note: **Operator Logon /Logoff** event will be reported as **Event Occurred** from web.

2.13.1 Pausing Events

You can click the **Pause Event Stream** button on the upper-right to temporarily stop event reporting.

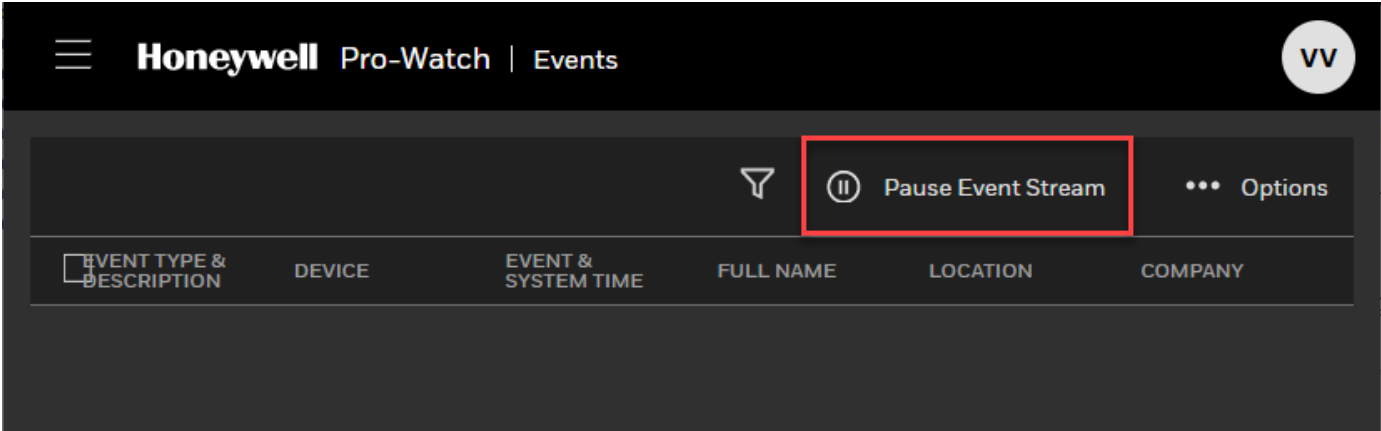


Figure 8 Pause Events

The system will display an “**Resume Event Stream Paused**” message when you click the **Pause Event Stream** button.

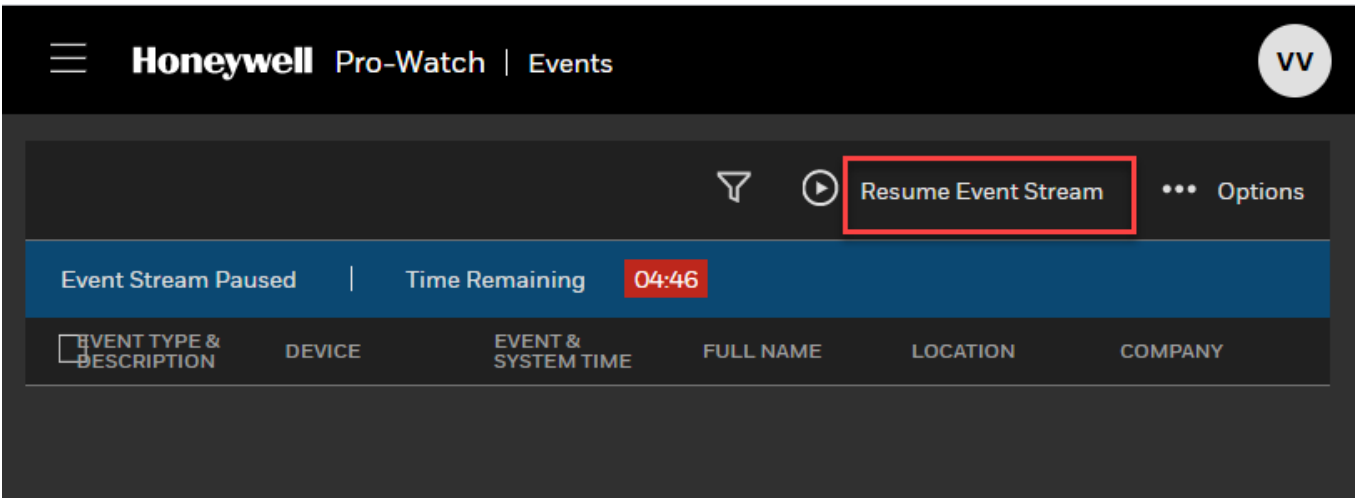


Figure 9 Event Stream Paused

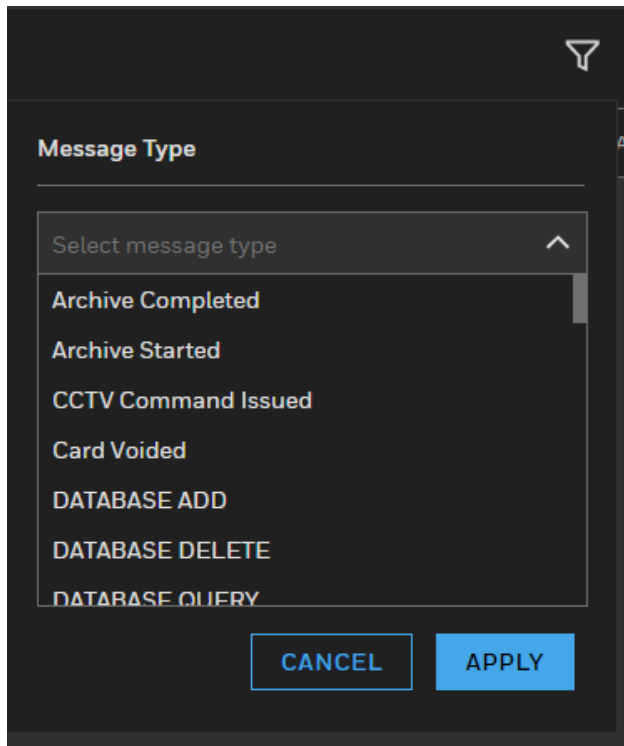
A count-down timer will display how much pause time is left, before the system automatically unpausing following the countdown.
See “**Events**” on page 70.

2.13.2 Filtering Events

Click the **Filter** button on the upper-right to display the filtering options.

2.13.2.1 Filtering by Message Type

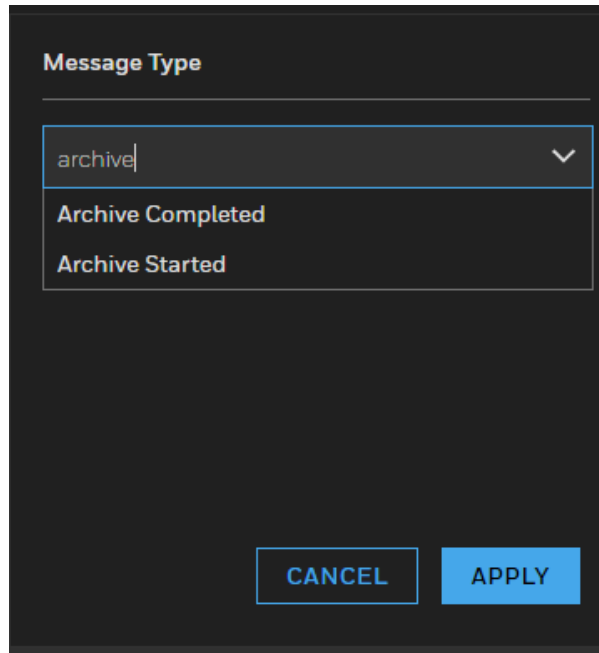
You can filter by **Message Type** by clicking the Search drop-down list and then selecting a type from the list:



When done, click **Apply**.

2.13.2.2 Filtering by Text Search

You can also filter events by entering a text string into the search box to display the message types that contain the search keyword(s):

A screenshot of a web application interface for filtering events. It features a dark-themed dialog box titled "Message Type". Inside the dialog, there is a search input field containing the text "archive" with a dropdown arrow on the right. Below the input field, a list of search results is displayed: "Archive Completed" and "Archive Started". At the bottom of the dialog, there are two buttons: "CANCEL" and "APPLY".

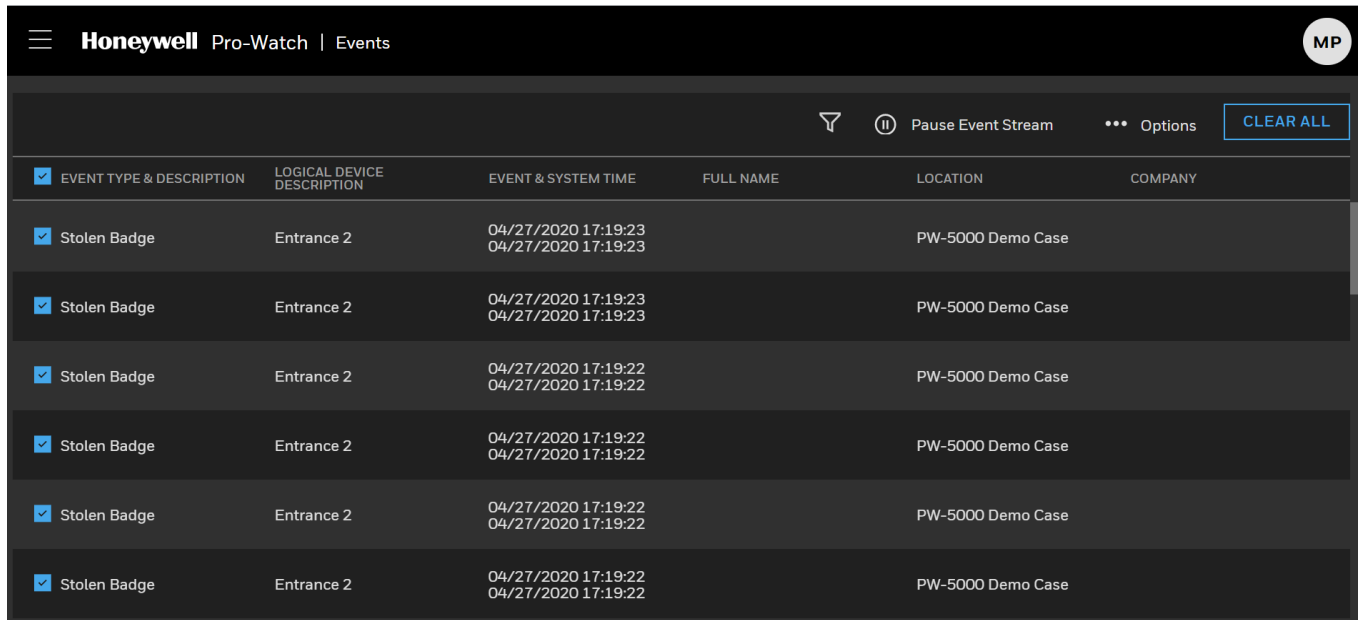
See “**Events**” on page 70.

2.13.3 Clearing Events

To clear events, do one of the following:

1. Select one or more individual events by checking their check-boxes and the click the **Clear** button.

2. Click **Clear All** button to clear all the alarm events displayed.



| <input checked="" type="checkbox"/> EVENT TYPE & DESCRIPTION | LOGICAL DEVICE DESCRIPTION | EVENT & SYSTEM TIME | FULL NAME | LOCATION | COMPANY |
|--|----------------------------|--|-----------|-------------------|---------|
| <input checked="" type="checkbox"/> Stolen Badge | Entrance 2 | 04/27/2020 17:19:23 04/27/2020 17:19:23 | | PW-5000 Demo Case | |
| <input checked="" type="checkbox"/> Stolen Badge | Entrance 2 | 04/27/2020 17:19:23 04/27/2020 17:19:23 | | PW-5000 Demo Case | |
| <input checked="" type="checkbox"/> Stolen Badge | Entrance 2 | 04/27/2020 17:19:22 04/27/2020 17:19:22 | | PW-5000 Demo Case | |
| <input checked="" type="checkbox"/> Stolen Badge | Entrance 2 | 04/27/2020 17:19:22 04/27/2020 17:19:22 | | PW-5000 Demo Case | |
| <input checked="" type="checkbox"/> Stolen Badge | Entrance 2 | 04/27/2020 17:19:22 04/27/2020 17:19:22 | | PW-5000 Demo Case | |
| <input checked="" type="checkbox"/> Stolen Badge | Entrance 2 | 04/27/2020 17:19:22 04/27/2020 17:19:22 | | PW-5000 Demo Case | |

Figure 10 Clearing Alarm Events

See “**Events**” on page 70.

2.13.4 FAQs - Troubleshooting and Functional Workarounds

1. **PROBLEM:** Events and Live alarms not coming in 3-Tier Installation.

SOLUTION: Add Webserver workstation in Pro-Watch Thick client to get events and live alarms.

2. **PROBLEM:** Live alarms or Events not coming either with or without Redbanner error message.

SOLUTION: Try one of the following, one at a time:

- Refresh the web page.
- Logout and Login.
- Restart the Event Service .
- Reset IIS.

3. **PROBLEM:** Unable to logout/Internal Server error.

SOLUTION:

- Clear your browser cookies.
- Logout and Login

4. **PROBLEM:** Logical device description for alarm is not shown for Panel Comm Not responding events in web client.

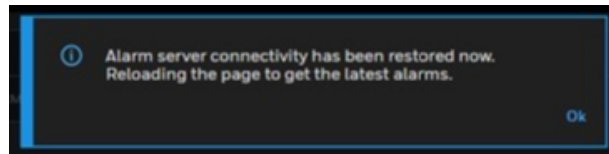
SOLUTION:

- See the logical device description on Alarm detail page.

5. **PROBLEM:** Disconnection between:

- Browser & Live Alarm Service
- Live Alarm Service & Alarm Processor
- Alarm Processor & Mic Service

SOLUTION: Users will be informed with the error message and upon successful re-connection the error message will be hidden and "Alarm Page Reload" pop-up will be prompted to re-fetch the latest alarms from the server.



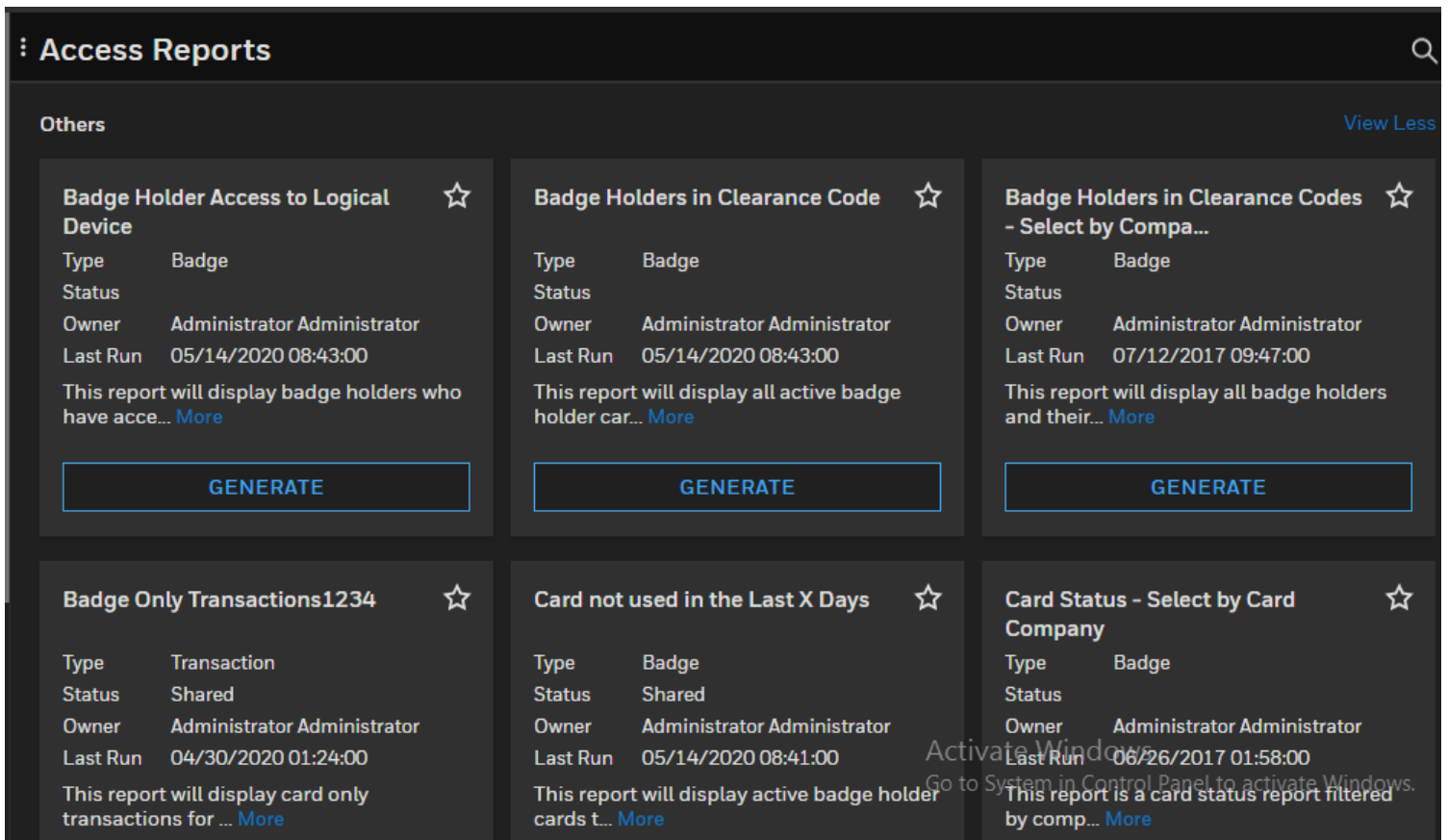
2.14 Reports

- See "**Report Terminology**" on page 76.
- See "**Report Limitations**" on page 76.
- See "**Add, Edit or Delete a Report**" on page 76.
- See "**View or Run a Report**" on page 77.
- See "**Printing a Report**" on page 78.
- See "**Exporting a Report**" on page 78.
- See "**People & Group (Badging) Settings**" on page 81.
- See "**Workflow Settings**" on page 82.

Display the main **Honeywell Hamburger Menu**:

Select **Report** to display the My Reports screen:

Figure 10 Web Report Manager Screen



2.14.1 Report Terminology

“Viewing” and “running” a report are used interchangeably since they mean the same thing.

2.14.2 Report Limitations

If you have more than 20,000 rows per report, the report export behavior may change depending on your system setup.

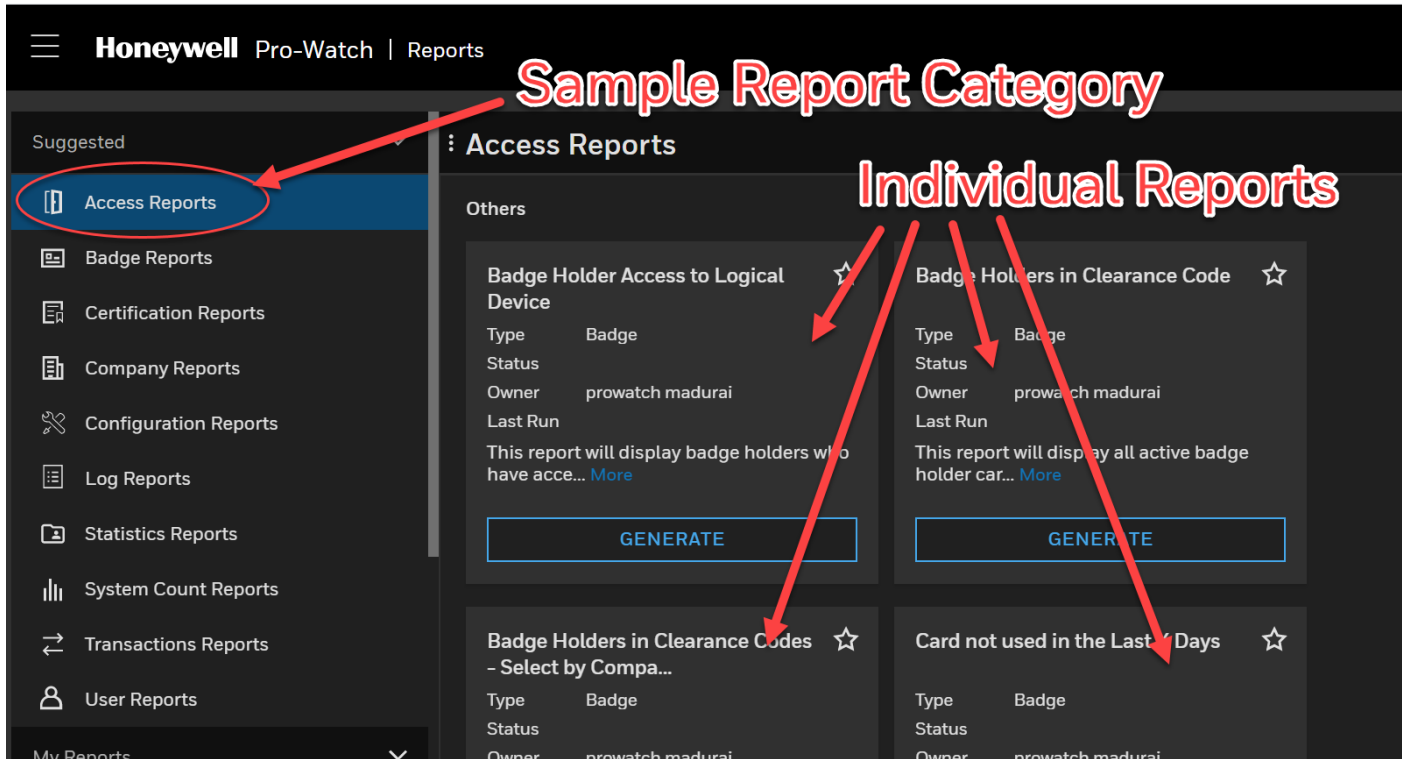
2.14.3 Add, Edit or Delete a Report

You cannot create a new report, edit or delete an existing report from inside the thin web client. However, you can view the sample reports created in Pro-Watch thick client.

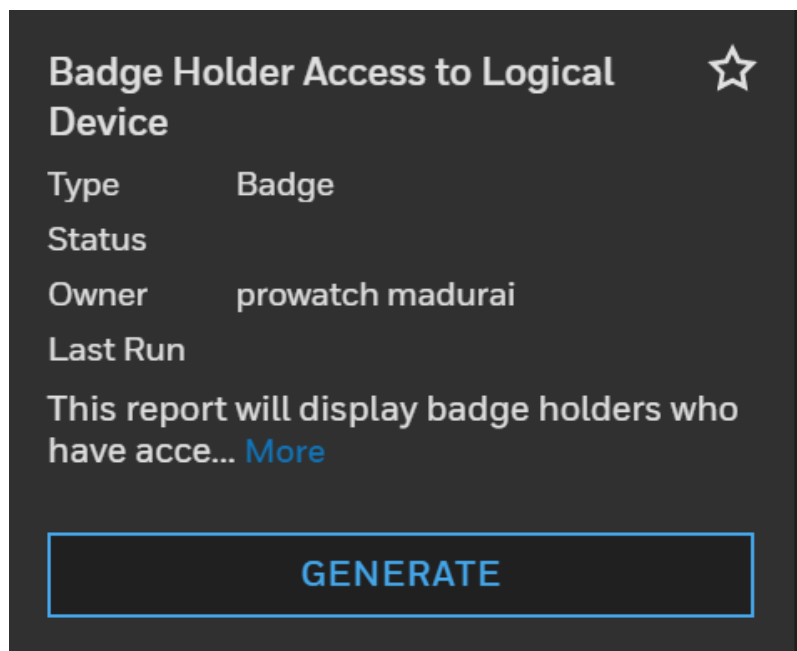
See “**Reports**” on page 75.

2.14.4 View or Run a Report

1. In the Reports module, select a **Sample Report Category** to display the individual reports of that category in the right pane:



2. Click the **Favorites** star icon to save the individual report in the Favorites folder:



3. Click the **Actions** ellipsis link and select **View** to display the **Runtime Filters** screen.
4. Enter appropriate values for all the filter fields that apply to that specific report. For example, in the below sample screen, enter appropriate values for one, several, or all of the following fields: **Last Name**, **First Name**, **Card Number**, **Company**, **Logical Device**, and/or **Clearance Code**:

Badge Holder Access to Logical Device
Type: Badge Owner: prowatch madurai Last Run :

Runtime Filters - Enter Values

| | | | |
|---|----------------|-------------|---|
| 1 | Last Name | Begins With | % |
| 2 | First Name | Begins With | % |
| 3 | Card Number | Begins With | % |
| 4 | Company | Begins With | % |
| 5 | Logical Device | Begins With | % |
| 6 | Clearance Code | Begins With | % |

5. Click **Generate** to run your report. The above sample screen will generate a “Badge Holder Access to Logical Device” report.

See “**Reports**” on page 75.

2.14.5 Printing a Report

1. Generate your report as described in the section [View or Run a Report](#).
2. Click **Print** to print your report.

2.14.6 Exporting a Report

Note: If your report has more than 20,000 (twenty thousand) rows, the export behavior may vary, depending on the specific system setup and resources.

1. Generate your report as described in the section [View or Run a Report](#).

2. Click **Export** to display the **Export Report** screen:

Export Report

Export Type
PDF

Row and Column Sizing
None

Delimiter
Vertical Bar

☒ **Display Report Title** ☐ **Display SSI Header & Footer** ☒ **Display Filter**

Download FileName

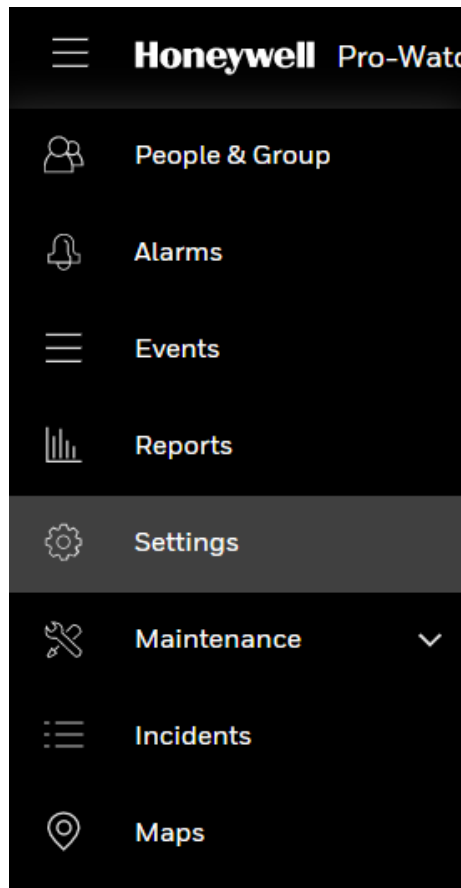
Email Report. Requires SMTP information ☐

CANCEL **EXPORT**

3. Select an **Export Type** from the drop-down menu. Choices are PDF, EXCEL, TXT, XML.
 4. Select **Row and Column Sizing** from the drop-down menu. Choices are Size Columns to Contents, Size Rows to Contents, Size Columns and Rows to Contents.
 5. Fill in all the necessary fields and make all the appropriate selections.
 6. Click **Export** to export your report.
- See “**Reports**” on page 75.

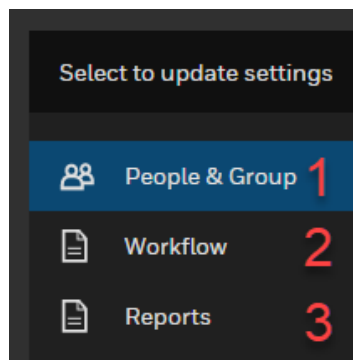
2.15 Settings

Display the main **Honeywell** Hamburger Menu:



You can configure three different types of settings:

1. **People & Group (Badging)**
2. **Workflow**
3. **Reports:**



2.15.1 People & Group (Badging) Settings

The screenshot shows the Honeywell Pro-Watch Settings interface. On the left is a sidebar with a hamburger menu icon and three options: 'People & Group' (selected), 'Workflow', and 'Reports'. The main content area is titled 'Select to update settings' and contains the following sections:

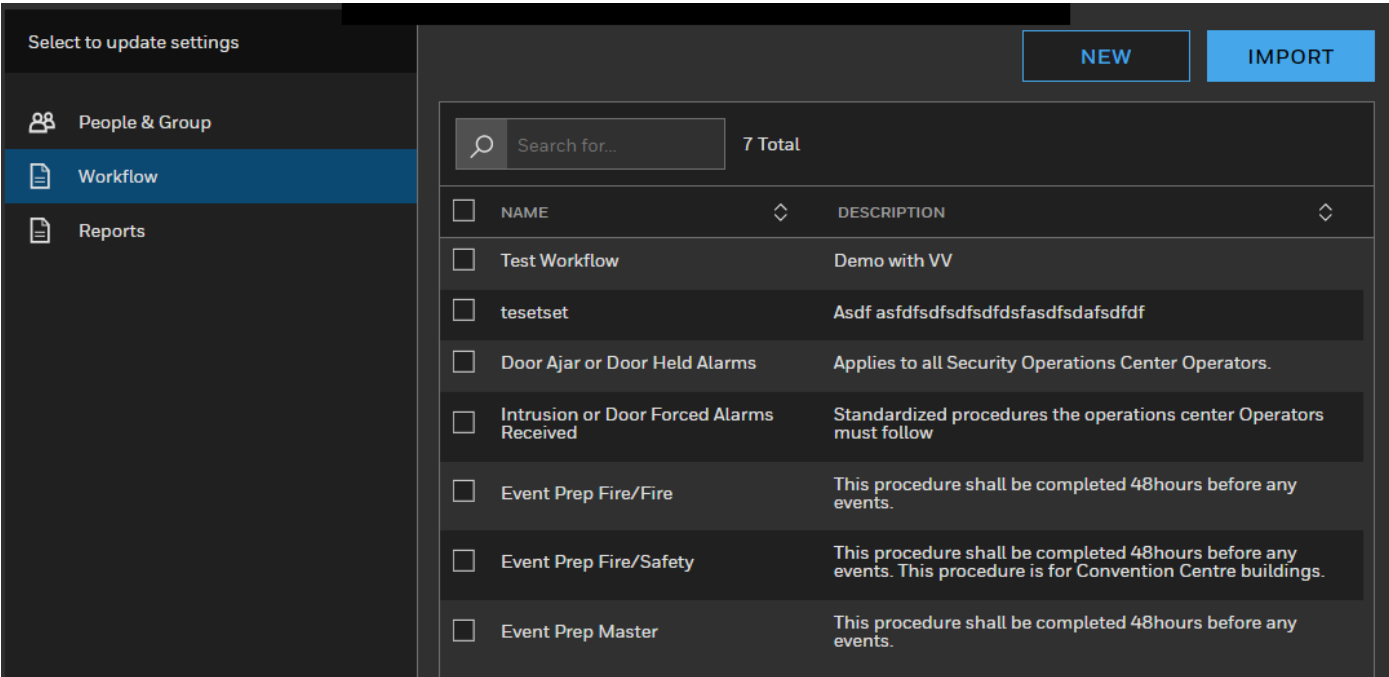
- General**: A section for general settings.
- Card Activity Log (Days)**: A text input field containing the value '30'.
- Define Card Usage Filters**: A section for defining filters. It includes a 'Fields' column with three checked items:
 - ☒ **Newly Added** (In the last 5 days)
 - ☒ **Expiring** (In 7 Days)
 - ☒ **Unused** (In the last 30 days)
- Show Data for**: A column with three filter options:
 - 5** (Days)
 - Today**
 - 30** (Days)

You can filter your badging results by configuring the following fields:

- **Card Activity Log (in X days)**
 - **Newly Added in the Last X Days**
 - **Expiring in X Days**
 - **Unused in the Last X Days**
1. Click **Settings > People & Group** navigation link to display the **General** settings tab.
 2. Click the **pencil icon** to activate editing mode.
 3. Edit the setting fields.
 4. Click **Save**.

2.15.2 Workflow Settings

1. Click **Settings > Workflow** navigation link to display the **Workflow** screen:



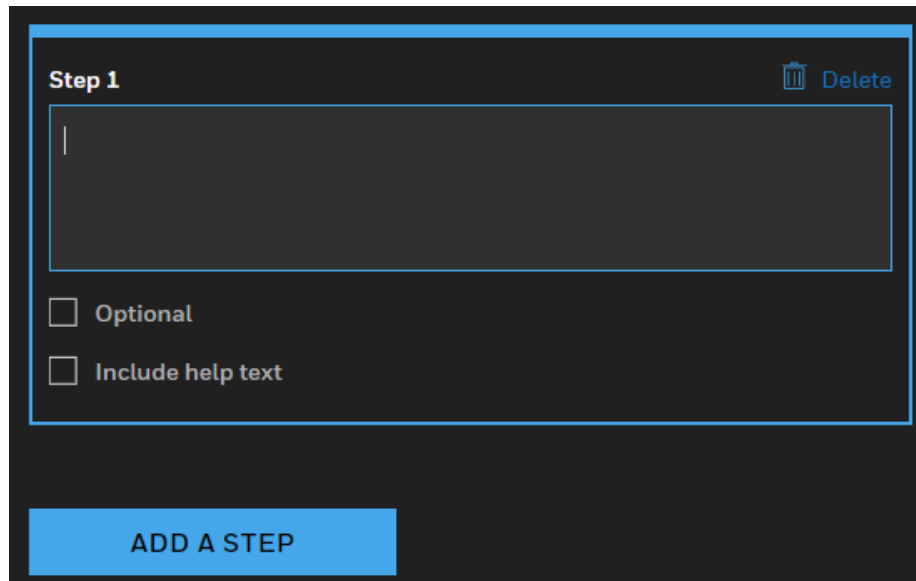
2.15.2.1 Creating a New Workflow


1. Click **New** to display the **New Workflow** screen:

The 'New Workflow' screen has a 'Workflow Name' label and a text input field. Below it is a 'Description' label with 'Optional' in italics, followed by a larger text area. At the bottom is a blue button labeled 'ADD A STEP'.

2. Enter a **Workflow Name** and **Description**.

3. Click **Add a Step** to display the **Add a Step** screen:



Step 1  Delete

☐ Optional

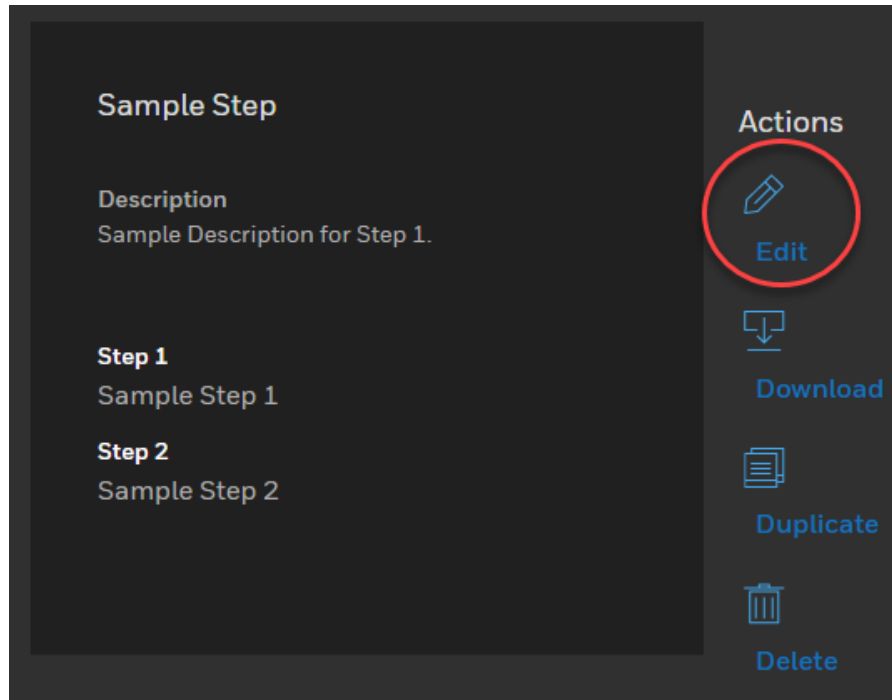
☐ Include help text

ADD A STEP

4. Fill in the necessary information.
5. To add another step, again click the **Add a Step** button and repeat step 4 above.
6. When you added all the steps, click **Save**.

2.15.2.2 Editing a Workflow

1. Double-click it in the workflow list.
2. In the **Actions** list, click **Edit** to display the editing screen:



3. Make the necessary edits and click **Save**.
4. To duplicate a workflow, click the **Duplicate** link.
5. To download a workflow, click the **Download** link.

2.15.2.3 Deleting a Workflow

Select it in the workflow list or the editing screen and click **Delete**.

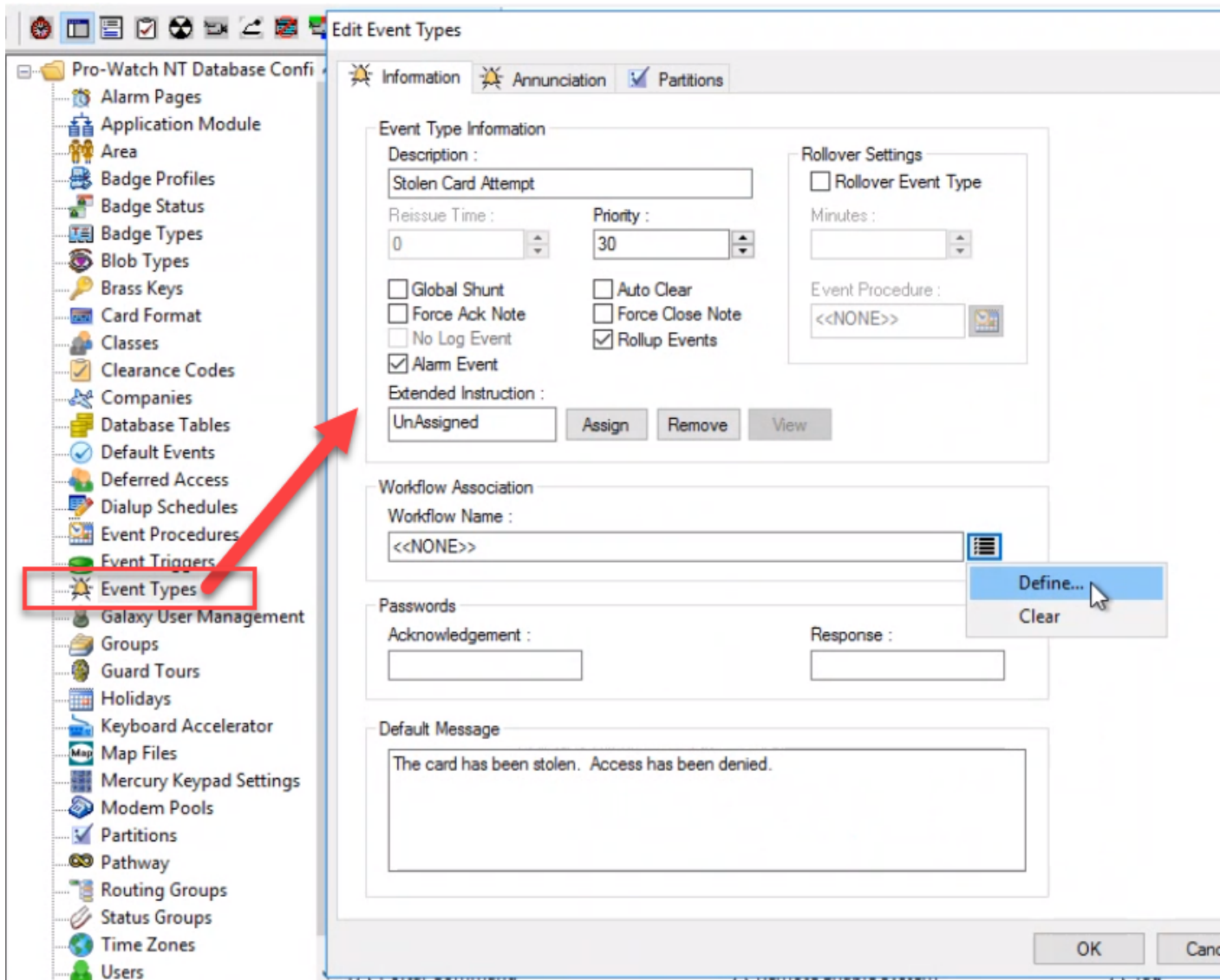
2.15.2.4 Importing a Workflow

1. In the workflow list screen, click the **Import** button.
2. Browse and find the workflow file and click **Open**.

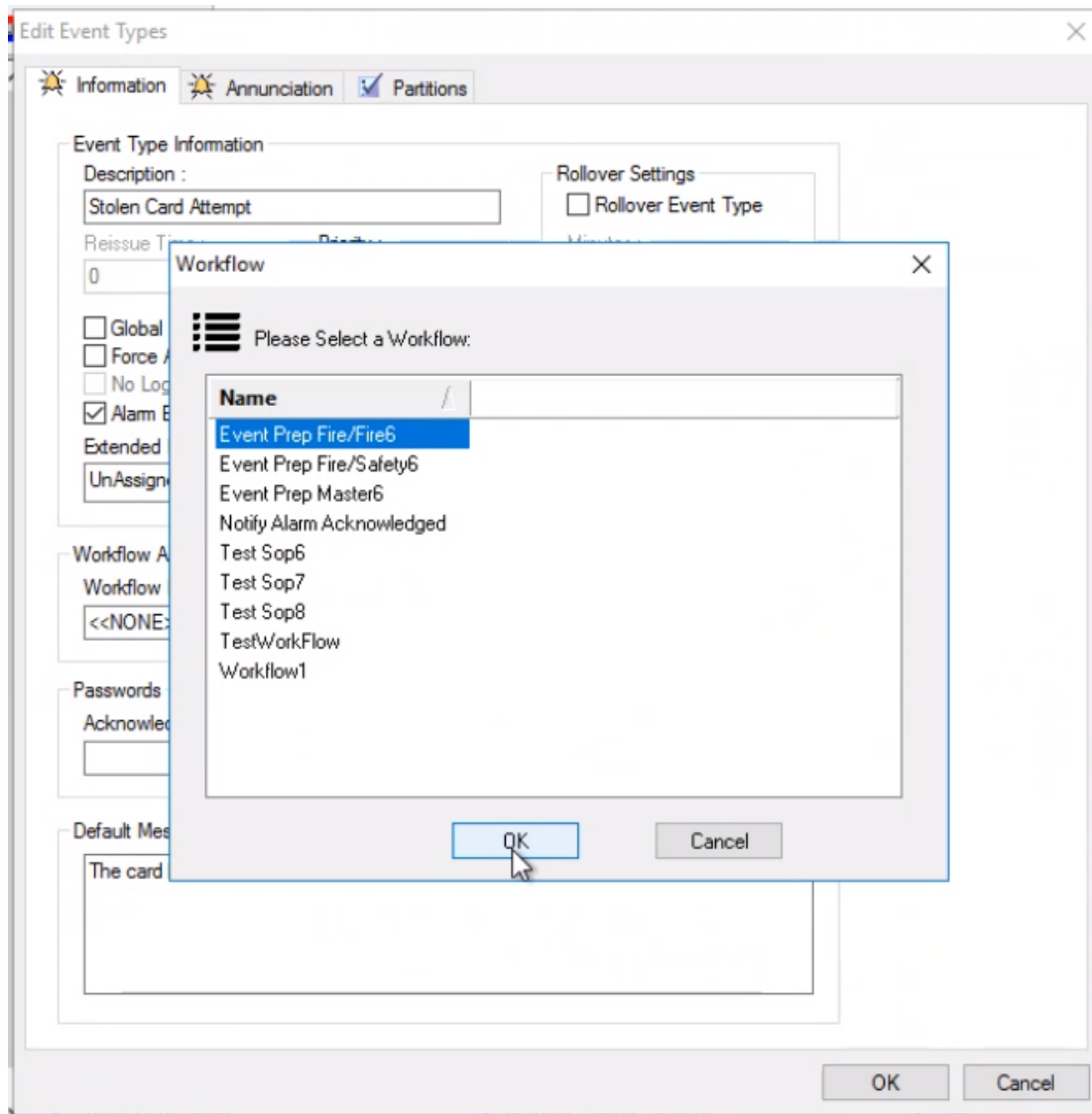
2.15.2.5 Associating Workflows at the Event Level

Note: Pro-Watch supports a maximum number of 500 workflows.

1. In Pro-Watch thick-client **Database Configuration** menu, select **Event Types** to display the **Edit Event Types** screen:



2. Click the **Workflow Association** drop-down menu and from the pop-up menu select **Define** to display the **Workflow** screen:



3. Select a **Workflow** and click **OK**:

Edit Event Types

Information Annunciation **Partitions**

Event Type Information

Description :
Stolen Card Attempt

Reissue Time : 0 Priority : 30

☐ Global Shunt ☐ Auto Clear
☐ Force Ack Note ☐ Force Close Note
☐ No Log Event ☒ Rollup Events
☒ Alarm Event

Extended Instruction :
UnAssigned Assign Remove View

Rollover Settings

☐ Rollover Event Type
Minutes :
Event Procedure : <<NONE>>

Workflow Association

Workflow Name :
Workflow1

Passwords

Acknowledgement : Response :

Default Message

The card has been stolen. Access has been denied.

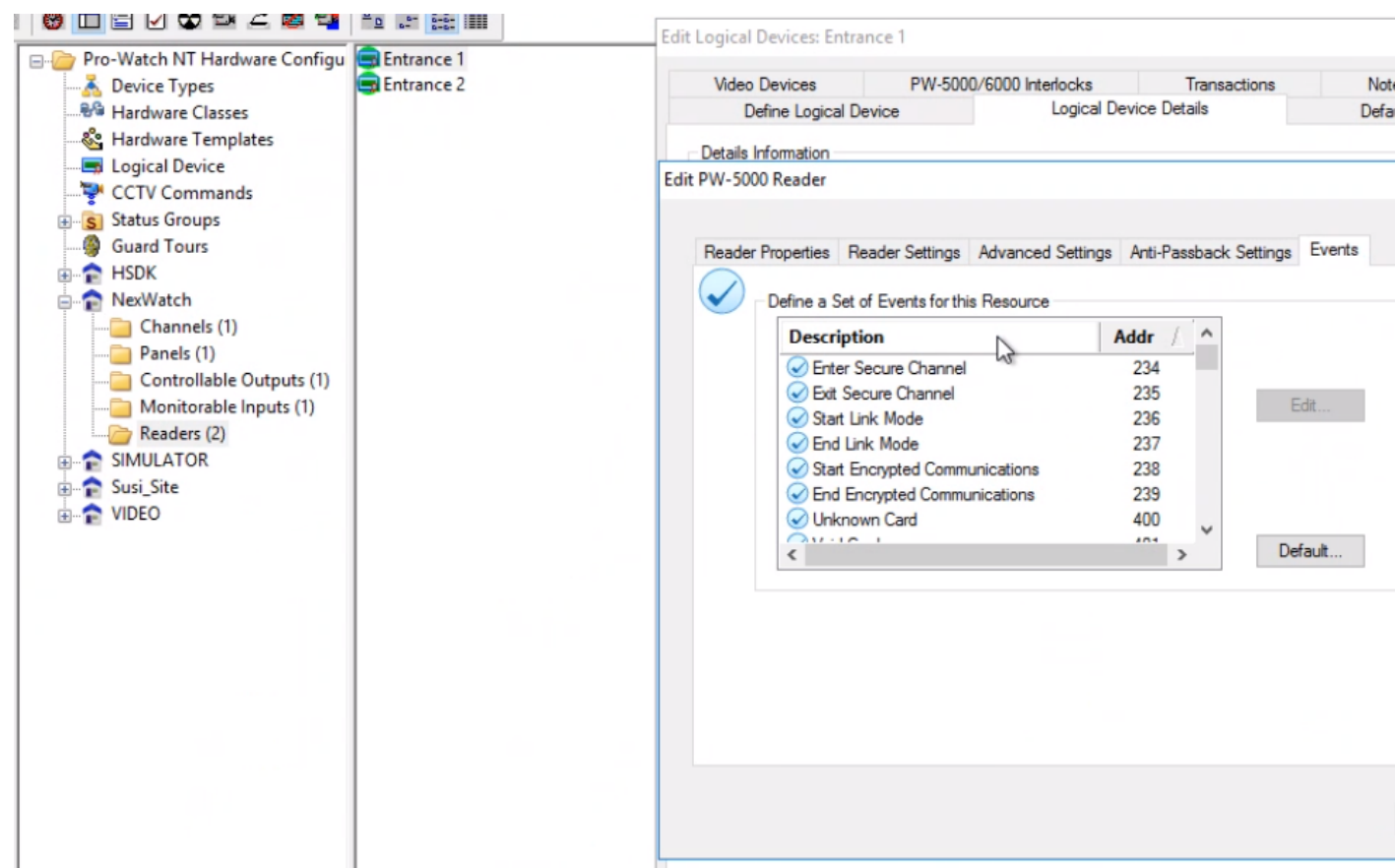
OK Cancel

4. In the **Edit Event Types** screen click **OK** again to finish associating the selected workflow to an event.

2.15.2.6 Associating Workflows at the Point Level

Note: Pro-Watch supports a maximum number of 500 workflows.

- 1. From Pro-Watch thick client's **Hardware Configuration** menu, select a **logical device** to display it's editing screen:

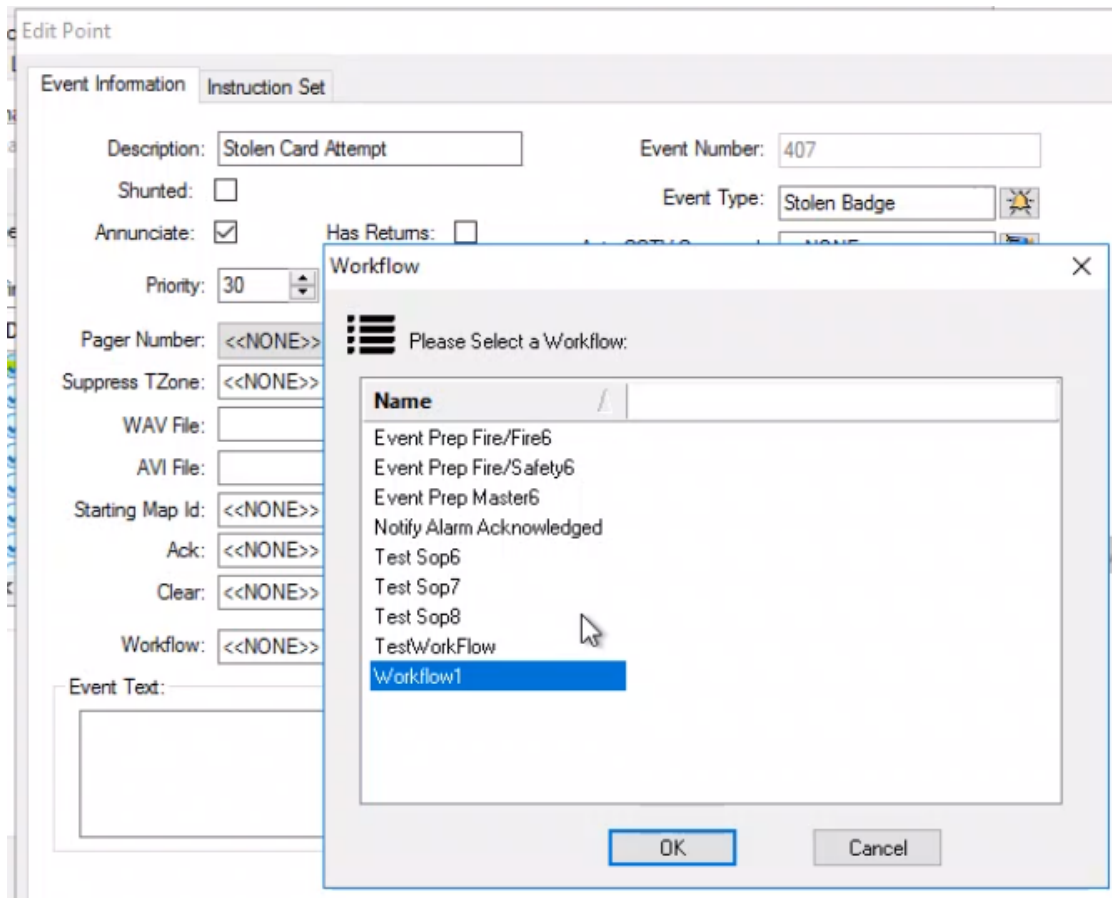


2. In the **Edit Point** screen's **Event Information** tab, click **Workflow** drop-down menu and from the pop-up menu select **Define**:

The screenshot shows the 'Edit Point' window with the 'Event Information' tab selected. The 'Workflow' dropdown menu is open, displaying 'Define' and 'Clear' options. The form contains various fields for event configuration:

- Description:** Stolen Card Attempt
- Event Number:** 407
- Shunted:** ☐
- Event Type:** Stolen Badge
- Annunciate:** ☒ **Has Returns:** ☐
- Auto CCTV Command:** <<NONE>>
- Select CCTV Command:** <<NONE>>
- Priority:** 30
- Auto CCTV Camera View:** <<NONE>>
- Pager Number:** <<NONE>>
- Select CCTV Camera View:** <<NONE>>
- Suppress TZone:** <<NONE>>
- WAV File:** [Empty] [X] [Play] [...]
- Stat:** ☐
- AVI File:** [Empty] [X] [Play] [...]
- Email:** [Empty]
- Starting Map Id:** <<NONE>> [Map]
- Procedure Id:** <<NONE>> [Icon]
- Ack:** <<NONE>> [Icon]
- Extended Instruction:** UnAssigned [Import] [Remove] [View]
- Clear:** <<NONE>> [Icon]
- Auto Camera:** <<NONE>> [Icon]
- Workflow:** <<NONE>> [Icon]
- Select Camera:** <<NONE>> [Icon]
- Event Text:** [Text Area]

3. Select a workflow and click **OK**:



4. In the **Edit Point** screen click **OK** again to finish associating the selected workflow to a logical device.

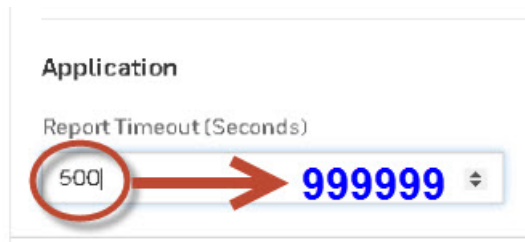
2.15.3 Reports Settings

2.15.3.1 Reports General Settings

1. Click **Settings > Reports** navigation link to display the **General** settings tab:

2. Click the **pencil icon** on the upper-right to launch the edit mode.
3. Click **ADD WATERMARK** to add a watermark to your reports.
4. Click **ADD LOGO** to add a logo to your reports.
5. Select one or more of the following **Output Settings** check-boxes: **Report Header**, **Report Footer**, **Report Filter**.
6. Select either the **Portrait** or **Landscape** to display layout option button.
7. Select **Row Number** and/or **Alternate Row Color** check-box.

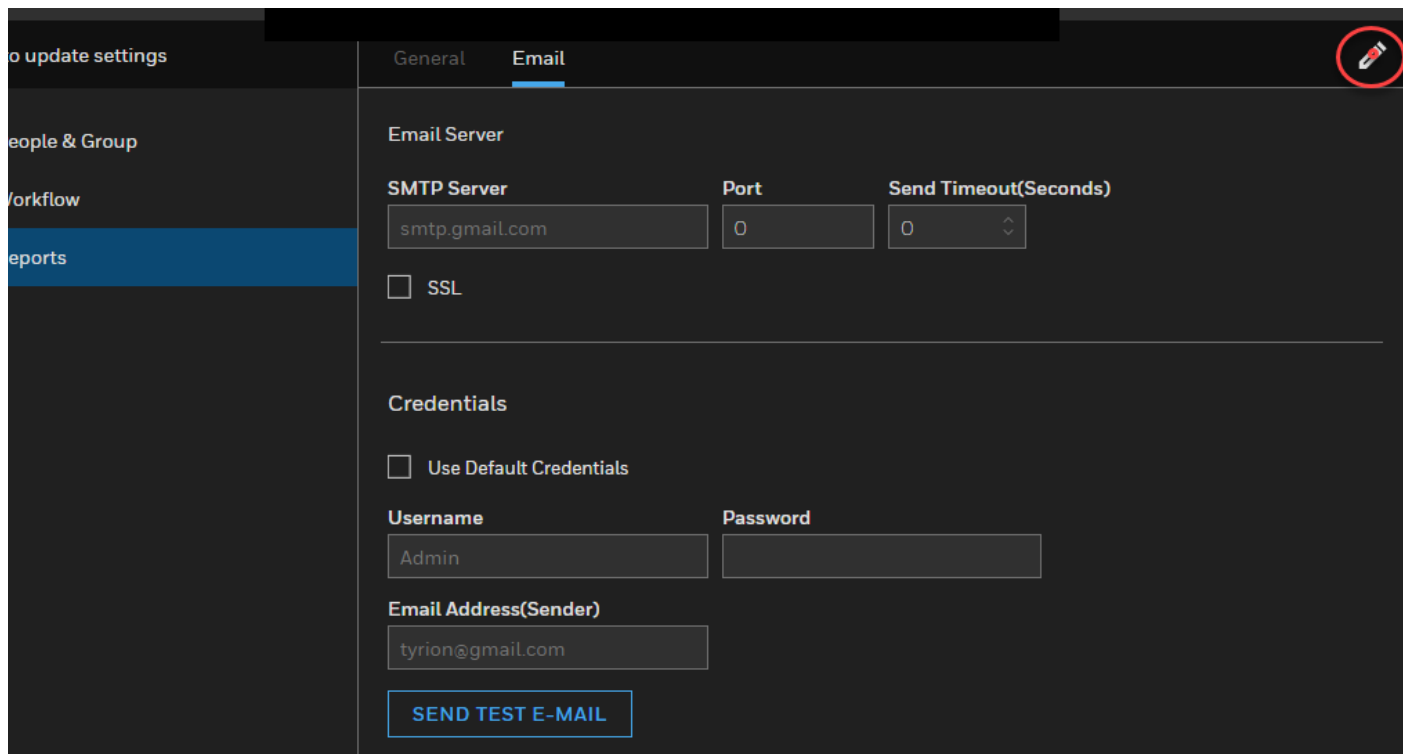
8. For **Application > Report Timeout (Seconds)** field enter the value of “999999” for successful export of reports with a lot of data.



9. Click **Save**.

2.15.3.2 Reports Email Settings

1. Click **Settings > Reports > Email** navigation link to display the **Email** settings:



2. Click the **pencil icon** on the upper-right to launch the edit mode.
3. Enter the appropriate values for **SMTP Server, Port, Send Timeout (Seconds)** fields.
4. Select the **SSL** check-box for **Secure Socket Layer**.
5. Select the **Use Default Credentials** check-box to use the default credentials.
6. Enter the appropriate values for **User Name, Password, Email Address (Sender)** fields.
7. Click the **SEND TEST MAIL** link to send yourself a test email.

8. Click **Save**.

2.16 Simplified Device Maintenance

Display the main **Honeywell Hamburger Menu**.

Note: Prerequisite for Firmware & Password Update to work from NVR 6.5 onwards and VMS 650 onwards:

VMS web configurator and NVR web configurator should be configured with administrator credentials, before triggering the firmware and password update from Pro-Watch thin client.

Unique System Number of camera is mandated for feature to work.

Please refer to the list of models supported for firmware update and password update in **Section 2.22 [Honeywell Camera Models Supported for Simplified Device Maintenance](#)**.

2.16.1 Recommendations for Firmware and Password Updates

1. Use Chrome latest version for best experience.
2. Firmware upgrade and password change may fail in many scenarios which user doesn't know if
 - DM service is stopped/hanged in NVR
 - Make sure PW / NVR Host names are pingable from both Pro-Watch and NVR.
 - Make sure Pro-Watch IC web interface is accessible from NVR system.
 - VMS web configurator and NVR web configurator should be configured with administrator credentials, before triggering the firmware and password update from Pro-Watch thin client
 - Unique System Number of camera is mandated for feature to work.
 - NVR is not discovered with unique number as call up number in Maxpro VMS
 - Uploaded wrong inventory file with wrong model and wrong version
 - Camera account is locked due to any reason
 - Camera's internal parameter is not synced from VMS to Pro-Watch
 - TLS and E2E are not enabled in all systems
 - The user must manually change the version number of NVR in VMS from older version to 6.5.

2.16.2 Firmware Update

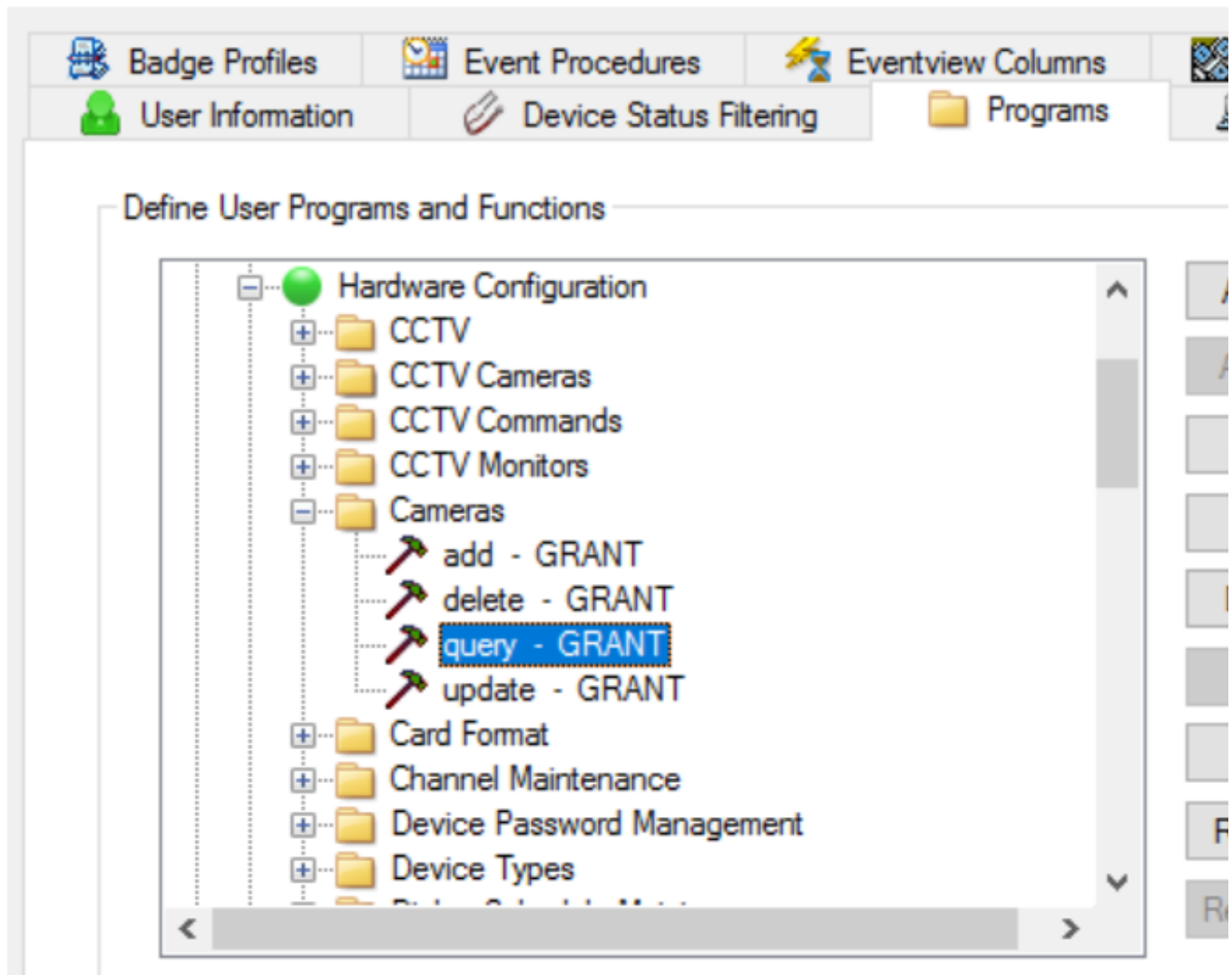
2.16.2.1 Camera Hardware Configuration

Before you can update your firmware in the thin (web) client, you need to configure your hardware permission settings in Pro-Watch thick client (that is, the Main Application).

1. In Pro-Watch thick client, go to **Database > Users**.
2. Create or select the root-level Admin user.

3. Right-click and open the **Edit Users** screen..
4. Select **Programs** tab.
5. Go to **Hardware Configuration > Cameras**.
6. Set the **Query** method to **GRANT**. This setting will allow you to upgrade your camera firmware and update passwords.

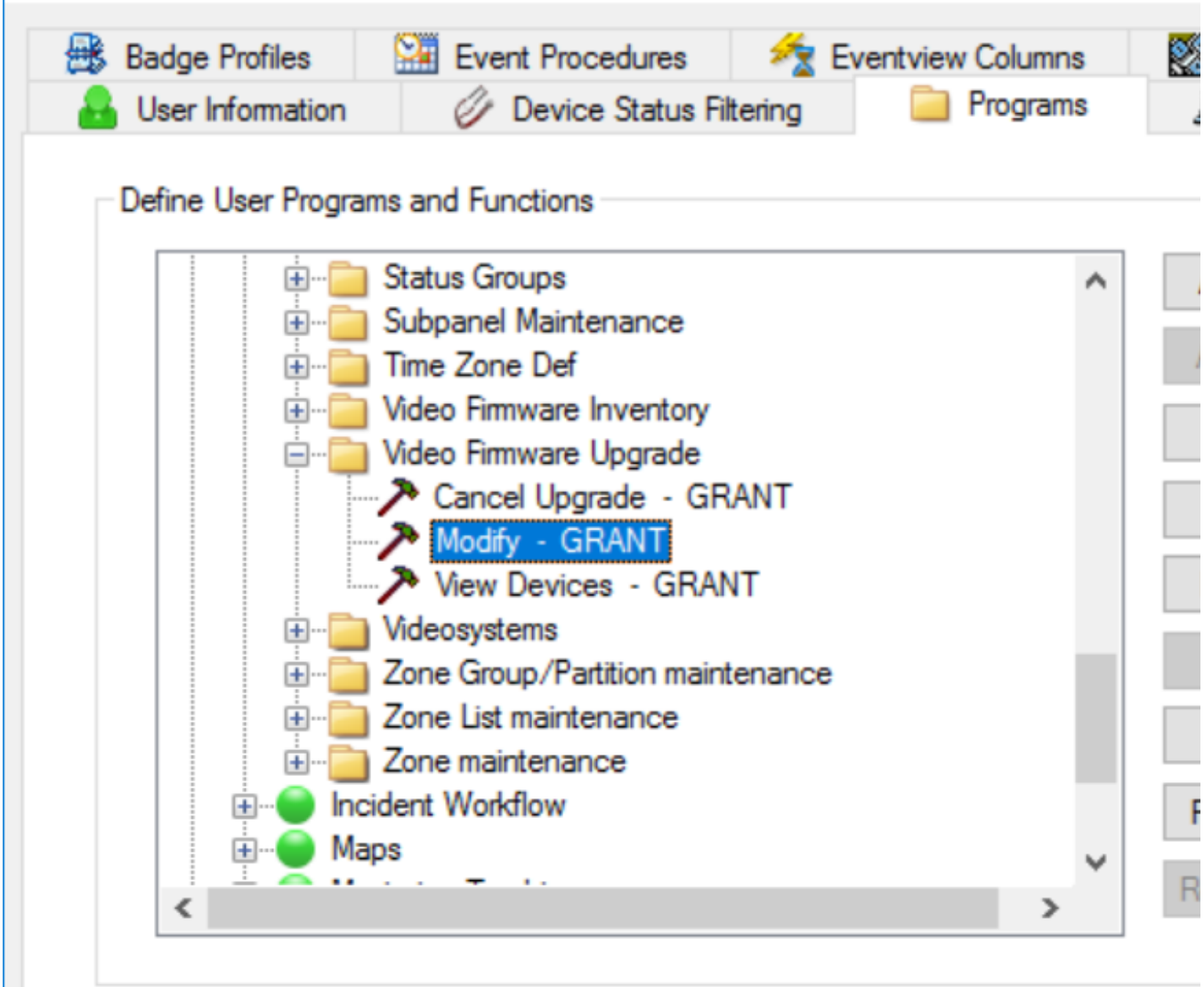
Edit Users



7. Go to **Hardware Configuration > Video Firmware Update**.
8. Set the **Modify** method to **GRANT**. This setting will allow you to update the firmware files. Set the **View Devices** method also to **GRANT** which will enable you to view the camera list.

- Set the **Cancel Upgrade** method to **GRANT**. This setting will attempt to cancel the pending Firmware Updates.

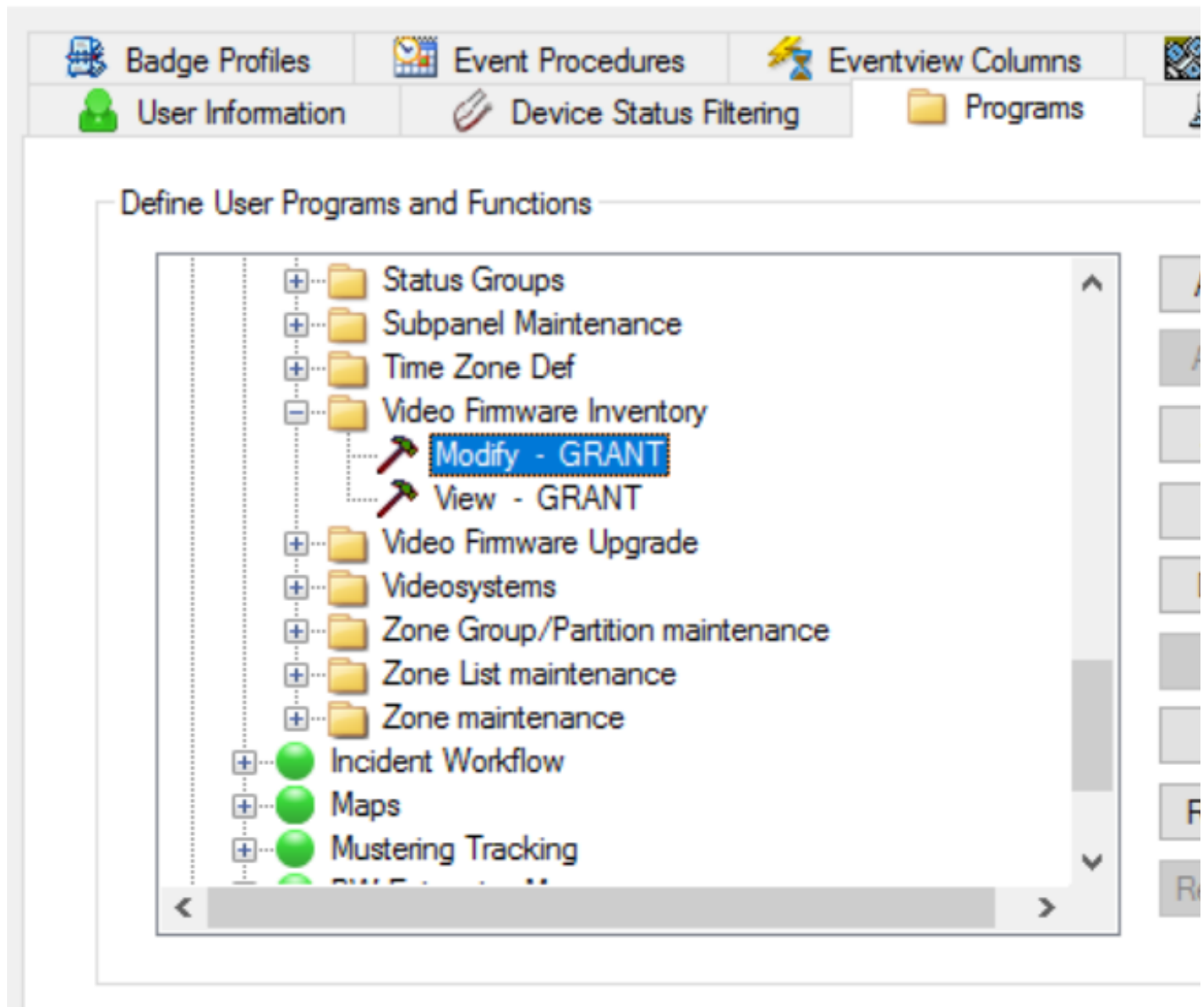
Edit Users



- Go to **Hardware Configuration > Video Firmware Inventory**.

11. Set the **Modify** method to **GRANT** which will enable you to upload the firmware files. Set the **View** method also to **GRANT** which will enable you to view the inventory..

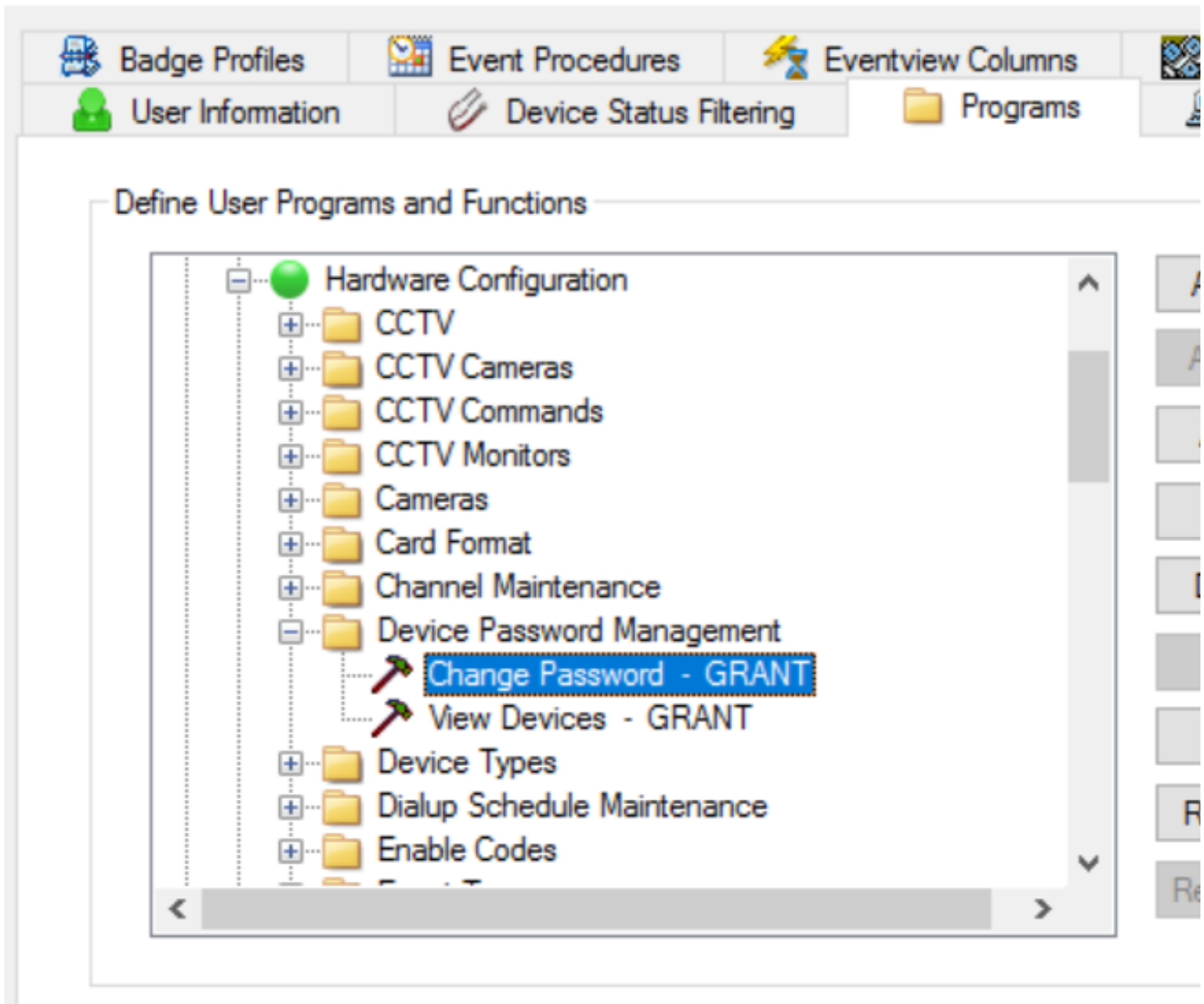
Edit Users



12. Go to **Hardware Configuration > Device Password Management**

13. Set the **Change Password** method to **GRANT**. Set the **View** method also to **GRANT**. Both of these granted methods will allow you to view and manage the passwords in the thin (web) client.

Edit Users



2.16.2.2 Not Supported

1. When recorder is in fail-over mode, Firmware upgrade and Password change are not supported.
2. Multicast camera password change is not supported.
3. VMS in VMS deployment model is not supported for camera Firmware update and Password Update.
4. The user must update the camera firmware or must change the camera Password only with VMS 650 and above and Honeywell NVR 6.5 and above.

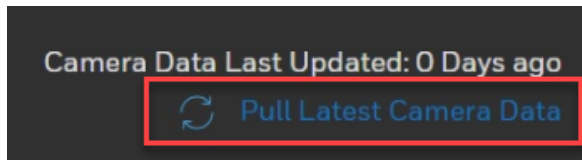
2.16.2.3 NVR and Pro-Watch Upgrade Notes

- When NVR is upgraded from 6.0 to 6.5 and above, you must also update the Honeywell NVR version in VMS-650. Go to Maxpro VMS configuration page and select recorder version as 6.5 + to get this feature working for upgrade deployments.
- If Pro-Watch core is upgraded from 4.5 or below version to 5.0, then the user has to manually trigger the download of VMS in PW thick client, in order to sync the new fields required for firmware and password update to work.

2.16.2.4 Displaying Current Versions

This is a must step to get the count of available cameras.

When the web client is first launched, the Current Version of the cameras will not be displayed. To populate the **Current Version** column, click the “**Pull Latest Camera Data**” link on the upper-right corner of the **Cameras** tab:



2.16.2.5 Cameras

Notes:

- If user is changing camera's Unique System Number, then he may lose Firmware or Password update history on Pro-Watch Intelligent Command.
- Firmware update jobs will be canceled, when redundant NVR is online.

In the Honeywell Hamburger Menu bar, click the **Firmware** link to display the **Firmware** landing page and to see a list of all cameras which belong to that user:

Click to see a list of all cameras

Camera Firmware Overview

1 Available for Honeywell cameras

5 Updated Last 20 days

81 All Cameras

| DEVICE STATUS | NAME | MANUFACTURER/MODEL | TYPE | IP ADDRESS |
|---------------|-------------|--------------------|------|---------------|
| ONLINE | saturn-NVR1 | Honeywell / HCW2GV | NTSC | 10.78.157.166 |

List of Cameras Available for Update



Caution: Only **Honeywell ONVIF** cameras with **Honeywell NVR recorder version 6.5** onwards, and **VMS version 650** onwards will be listed as available for a firmware update.

Caution: A firmware **update** can be an **upgrade** as well as a **downgrade**. Firmware update feature is available only for cameras with a single firmware file.

2.16.2.6 Display All Cameras

Click the **All Cameras** link to view all the available cameras from both Honeywell and non-Honeywell recorders:

Firmware

Cameras Firmware File Repository

Camera Firmware Overview

1 Available
for Honeywell cameras

5 Updated
Last 20 days

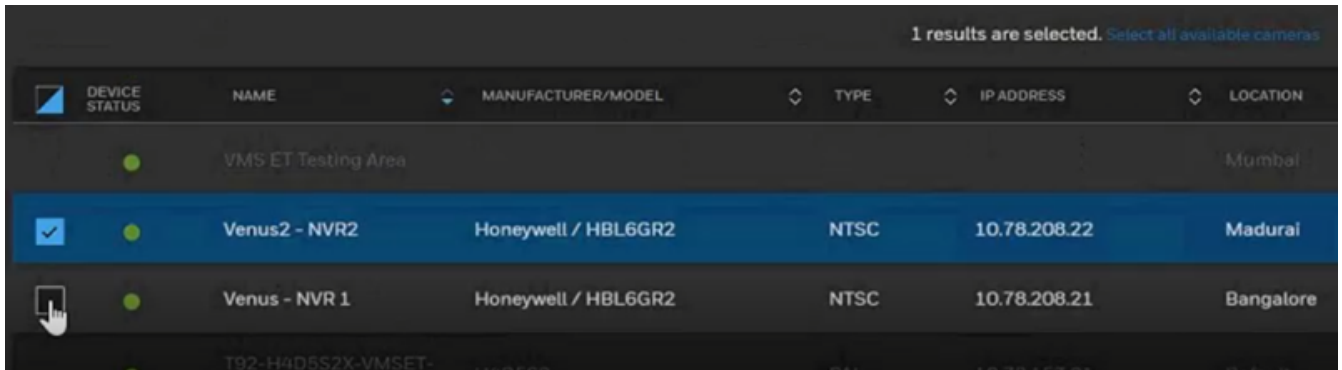
81
All Cameras

| <input type="checkbox"/> | DEVICE STATUS | NAME | MANUFACTURER/MODEL | TYPE | IP ADDRESS | LOCATION |
|----------------------------------|---------------|------------------------------------|---------------------|------|--------------|-----------|
| VMS ET Testing Area | | | | | | |
| Honeywell Cameras | | | | | | |
| <input type="checkbox"/> | ● | Venus2 - NVR2 | Honeywell / HBL6GR2 | NTSC | 10.78.208.22 | Madurai |
| <input type="checkbox"/> | ● | Venus - NVR 1 | Honeywell / HBL6GR2 | NTSC | 10.78.208.21 | Bangalore |
| Non-6.5 or Non-Honeywell Cameras | | | | | | |
| | ● | T92-H4D5S2X-VMSET-C21_1080_20F_10G | H4D5S2 | PAL | 10.78.157.81 | Default |
| | ● | T92-H3D3SR2X-VMSET-C19_1080_20F_5G | H3D3S2 | PAL | 10.78.157.79 | Default |

- **Only Honeywell cameras** capable of receiving a firmware upgrade are highlighted and displayed in WHITE letters.
- **Non-Honeywell recorder** or **Non-Honeywell cameras** are not highlighted. They are grayed out and firmware update is not available for them.
- **GREEN** dot means the camera is enabled and available.
- **PURPLE DOT WITH DIAGONAL LINE** means the camera is disabled.

| | | | |
|--------------------------|---|-----------------------|---------------------|
| <input type="checkbox"/> | ● | T90-HD4HDIH-VMSET-C10 | Honeywell / HD4HDIH |
| | ● | T90-HD3HDIH-VMSET-C12 | Honeywell / HD3HDIH |

To select a camera to update, click and select its check-box:



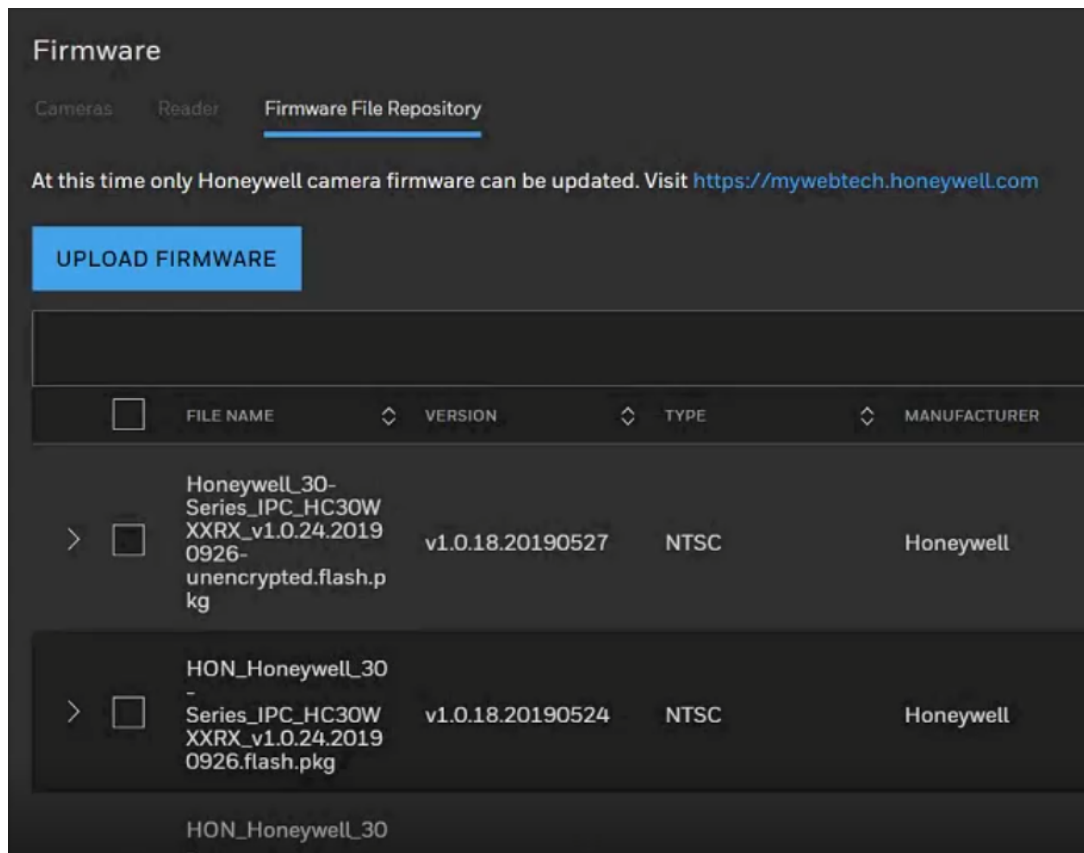
1 results are selected. [Select all available cameras](#)

| DEVICE STATUS | NAME | MANUFACTURER/MODEL | TYPE | IP ADDRESS | LOCATION |
|-------------------------------------|---------------------|---------------------|------|--------------|-----------|
| | VMS ET Testing Area | | | | Mumbai |
| <input checked="" type="checkbox"/> | Venus2 - NVR2 | Honeywell / HBL6GR2 | NTSC | 10.78.208.22 | Madurai |
| | Venus - NVR 1 | Honeywell / HBL6GR2 | NTSC | 10.78.208.21 | Bangalore |
| | T92-H405S2X-VMSET- | H405S2X | PAL | 10.78.157.81 | Dubai |

By clicking a check-box, the user can select the firmware version available for a specific selected camera model and firmware type.

2.16.3 Uploading a Camera's Firmware

Click the **Firmware File Repository** link to display the list of firmwares uploaded to Pro-Watch:



Firmware

Cameras Reader Firmware File Repository

At this time only Honeywell camera firmware can be updated. Visit <https://mywebtech.honeywell.com>

UPLOAD FIRMWARE

| | FILE NAME | VERSION | TYPE | MANUFACTURER |
|----------------------------|---|------------------|------|--------------|
| > <input type="checkbox"/> | Honeywell_30-Series_IPC_HC30W_XXRX_v1.0.24.20190926-unencrypted.flash.pkg | v1.0.18.20190527 | NTSC | Honeywell |
| > <input type="checkbox"/> | HON_Honeywell_30-Series_IPC_HC30W_XXRX_v1.0.24.20190926.flash.pkg | v1.0.18.20190524 | NTSC | Honeywell |
| | HON_Honeywell_30 | | | |

Let's say we'd like to update the HCD8G camera.

Click **Upload Firmware** button to display the firmware upload screen:

The screenshot shows a dark-themed web interface for uploading firmware. It contains two main sections, each enclosed in a dashed white border. The first section is titled '*1. Select Firmware file (.bin, .pkg)' and the second is titled '2. Select Documentation (.pdf, .docx)'. Both sections have a large dashed box for file selection. To the right of each dashed box, the text 'Drop a file to upload' is displayed, followed by 'or' and a light gray 'BROWSE' button.

- Click **Browse** to find the **firmware file** to upload. Select the **.bin** or **.pkg** file and click **Open** to upload the file.
- Click **Browse** to find the firmware documentation file to upload. Select the **.pdf** or **.docx** file and click **Open** to upload the file.

Note: Max firmware size is 100 MB. Max doc size is 5 MB.

After uploading the updated firmware, the screen will look similar to this:

All the available models (based on model selected in NVR) populate here. The user can select more than one model also for the same firmware.

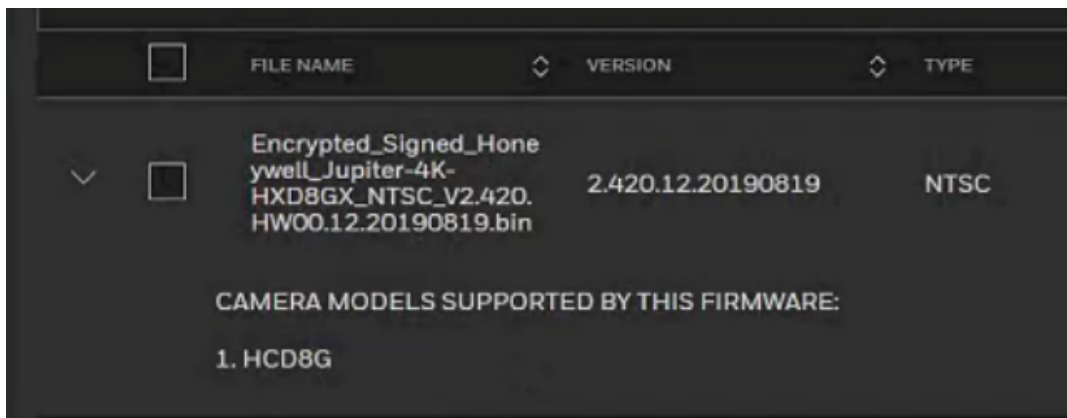
- Select the **camera model(s)** supported by the firmware.
- Select the **firmware type** (NTSC, PAL, or NTSC-PAL). Once the firmware are uploaded you cannot edit - you need to delete and add or override the existing files. If the firmware type and version format are wrong, then those cameras cannot be upgraded.
- The **latest firmware version number display format** (displayed under the “Latest Version” column) is **YYYYMMDD**. Camera version format examples are provided in the below table to illustrate how to extract the firmware version number to upload inventory:

| | Camera Version Format Example | Version Number to Upload Inventory |
|---|--|------------------------------------|
| 1 | V2.460.HW00.5.R.20190827 | 20190827 |
| 2 | v1.0.18.20190523 | 20190523 |
| 3 | 1.0.HW0.001,Build date: 2019-07-13 | 20190713 |
| 4 | 1.000.HW01.1.190814 | 190814 |
| 5 | 1.0.18.20190523 | 20190523 |
| 6 | 5.5.52 build 181108 | 181108 |
| 7 | 1.000.0034.0 build: 2017 - 11 - 01 | 20171101 |
| 8 | 2.420.HW00.9, Build Date: 2018 - 12 - 17 | 20181217 |

- Click **Complete** to upload the updated firmware.

Note: If user is uninstalling and reinstalling the inventory, then he or she must ensure that the inventory network path remain the same. If the user chooses to change the inventory path during reinstallation, then he or she must manually delete all the old entries from Pro-Watch Intelligent Command before adding any new inventory entries.

The uploaded firmware and camera is displayed in the updated list:

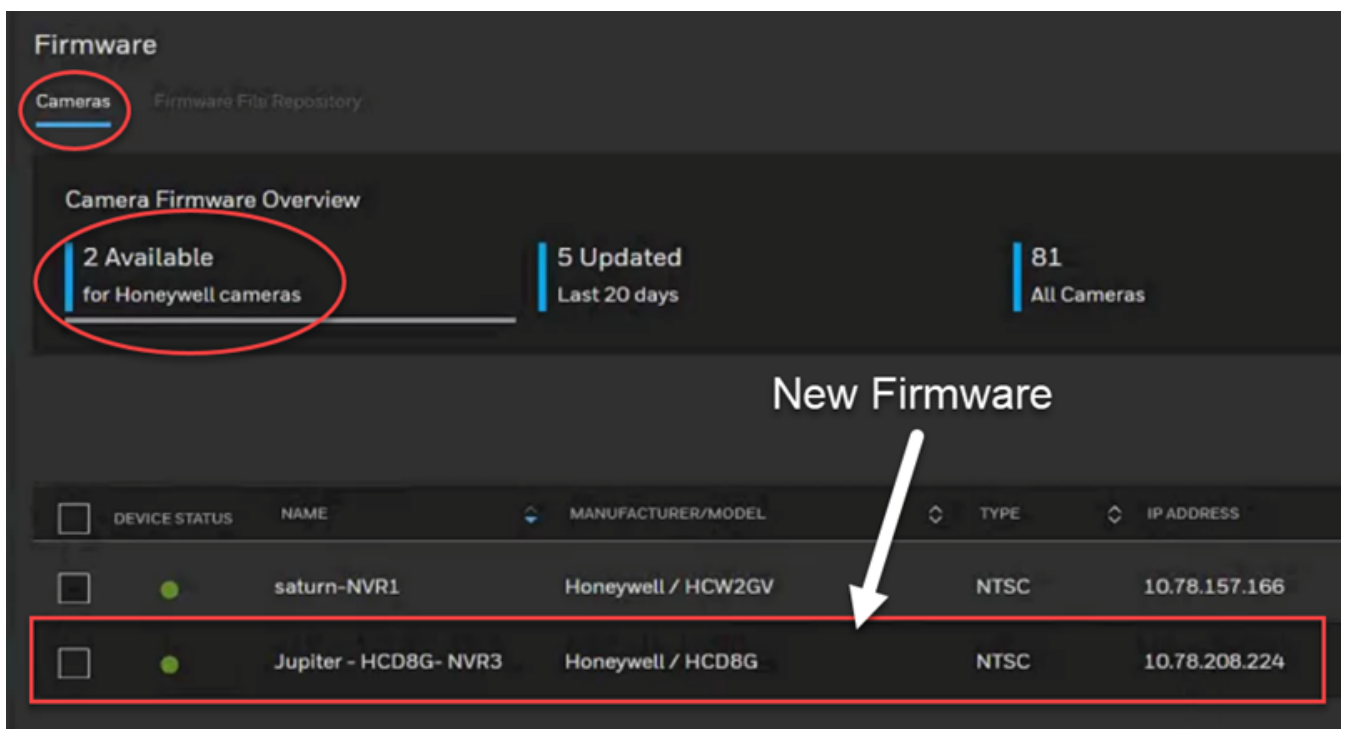


| | FILE NAME | VERSION | TYPE |
|--------------------------|---|-------------------|------|
| <input type="checkbox"/> | Encrypted_Signed_Honeywell_Jupiter-4K-HXD8GX_NTSC_V2.420.HW00.12.20190819.bin | 2.420.12.20190819 | NTSC |

CAMERA MODELS SUPPORTED BY THIS FIRMWARE:

1. HCD8G

When we click and switch to the **Cameras** view, TWO cameras are listed including the newly updated HCD8G camera:



Firmware

Cameras Firmware File Repository

Camera Firmware Overview

2 Available for Honeywell cameras | 5 Updated Last 20 days | 81 All Cameras

New Firmware

| <input type="checkbox"/> | DEVICE STATUS | NAME | MANUFACTURER/MODEL | TYPE | IP ADDRESS |
|--------------------------|--------------------------------------|-----------------------|--------------------|------|---------------|
| <input type="checkbox"/> | ● | saturn-NVR1 | Honeywell / HCW2GV | NTSC | 10.78.157.166 |
| <input type="checkbox"/> | ● | Jupiter - HCD8G- NVR3 | Honeywell / HCD8G | NTSC | 10.78.208.224 |

The list displays both the **CURRENT version** of the firmware running on camera and the **LATEST uploaded version** of the firmware.

| <input type="checkbox"/> | DEVICE STATUS | NAME | MANUFACTURER/MODEL | CURRENT VERSION | LATEST VERSION |
|--------------------------|---------------|-----------------------|--------------------|-------------------|----------------|
| <input type="checkbox"/> | | saturn-NVR1 | Honeywell / HCW2GV | 1.000.18.20190409 | 20190819 |
| <input type="checkbox"/> | | Jupiter - HCD8G- NVR3 | Honeywell / HCD8G | 2.420.9.20181217 | 20190819 |

Note: During the firmware inventory upload if Model, Type, and Version are not selected properly, available logic will fail.
Select the camera for the update, which activates the “**UPDATEupdate FIRMWARE FOR 1**” button since only one camera is selected:

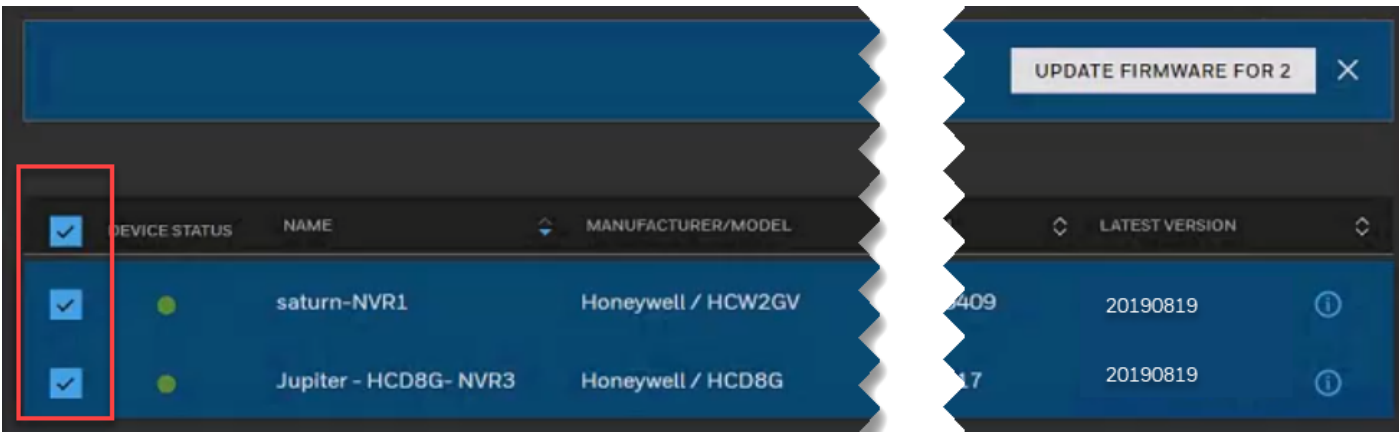
| 1 Selected | | | | UPDATE FIRMWARE FOR 1 | |
|-------------------------------------|---------------|-----------------------|--------------------|-----------------------|----------------|
| <input type="checkbox"/> | DEVICE STATUS | NAME | MANUFACTURER/MODEL | CURRENT VERSION | LATEST VERSION |
| <input type="checkbox"/> | | saturn-NVR1 | Honeywell / HCW2GV | 1.000.18.20190409 | 20190819 |
| <input checked="" type="checkbox"/> | | Jupiter - HCD8G- NVR3 | Honeywell / HCD8G | 2.420.9.20181217 | 20190819 |

There can be hundreds of cameras at a site that require upgrading. To update multiple cameras at the same time, click the “**Select all available cameras**” link:

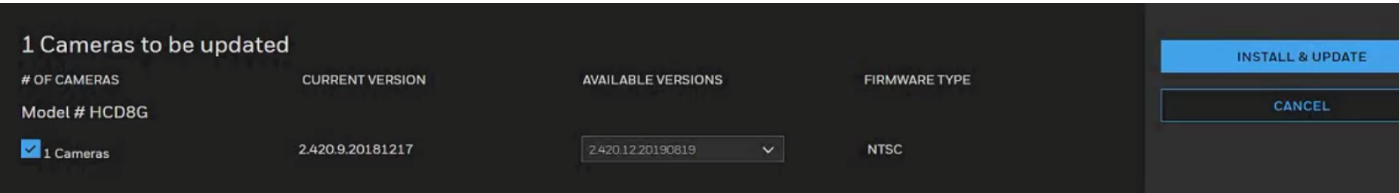
1 results are selected. [Select all available cameras](#)

| TYPE | IP ADDRESS | LOCAL |
|------|---------------|-------|
| NTSC | 10.78.157.166 | Bang |
| NTSC | 10.78.208.224 | Hyde |

In this case, since we have two cameras, both will be selected when we click the “Select all available cameras” link:

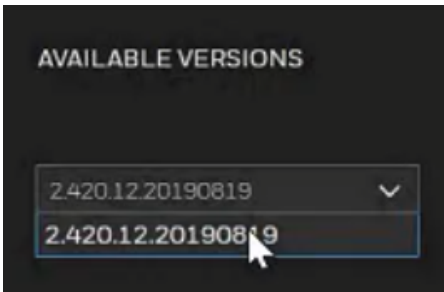


Since in this example we want to update just one camera, we select the HCD8G camera and click the UPDATE FIRMWARE button to display the update screen:



Note: Cameras on this screen are grouped by MODEL names, firmware version, and firmware type. If for example we had two HCD8G model cameras that needed updating, we would see TWO cameras listed under the “Model # HCD8G” category.

Available Versions drop-down list will list all the available firmware uploaded for that specific camera. In this case, since we’ve uploaded only one updated firmware, only one firmware is listed:



Note: The Available Versions list can be used to **downgrade** the firmware as well. This may happen when, for example, we’d like to revert back to a previously released firmware. To do that, select the previously released version from the drop-down list to downgrade the firmware.

Click the **INSTALL & UPDATE** button to display the **Updates in Progress** banner in the **Updated** tab of the **Cameras** screen. The updated camera

record will also display an “In Progress” message:

The screenshot shows the 'Firmware' section of the Pro-Watch Web Client. Under the 'Cameras' tab, there's a 'Camera Firmware Overview' section with three statistics: '1 Available for Honeywell cameras', '5 Updated Last 20 days', and '81 All Cameras'. The '5 Updated' section has a red circle around it with a red arrow pointing to the 'In Progress' status in the table below. The table has columns for 'DEVICE STATUS', 'NAME', 'MANUFACTURER/MODEL', 'TYPE', 'IP ADDRESS', and 'UPDATE STATUS'. The 'UPDATE STATUS' column shows '2020-02-21' for most entries, but one entry, 'Jupiter - HCD8G- NVR3', shows 'In Progress' with a red circle around it. A red arrow points from the 'Updates in Progress' button in the overview to this 'In Progress' status.

| DEVICE STATUS | NAME | MANUFACTURER/MODEL | TYPE | IP ADDRESS | UPDATE STATUS |
|--------------------------|-----------------------|-----------------------|------|------------|---------------|
| <input type="checkbox"/> | Venus2 - NVR2 | Honeywell / HBL6GR2 | NTSC | 10.78.26 | 2020-02-21 |
| <input type="checkbox"/> | Venus - NVR 1 | Honeywell / HBL6GR2 | NTSC | 10.78.20 | 2020-02-21 |
| <input type="checkbox"/> | Series30 - NVR2 | HONEYWELL / HC30W45R2 | NTSC | 10.78.20 | 2020-02-21 |
| <input type="checkbox"/> | saturn-NVR1 | Honeywell / HCW2GV | NTSC | 10.78.15 | 2020-02-21 |
| <input type="checkbox"/> | Jupiter - HCD8G- NVR3 | Honeywell / HCD8G | NTSC | 10.78.26 | In Progress |

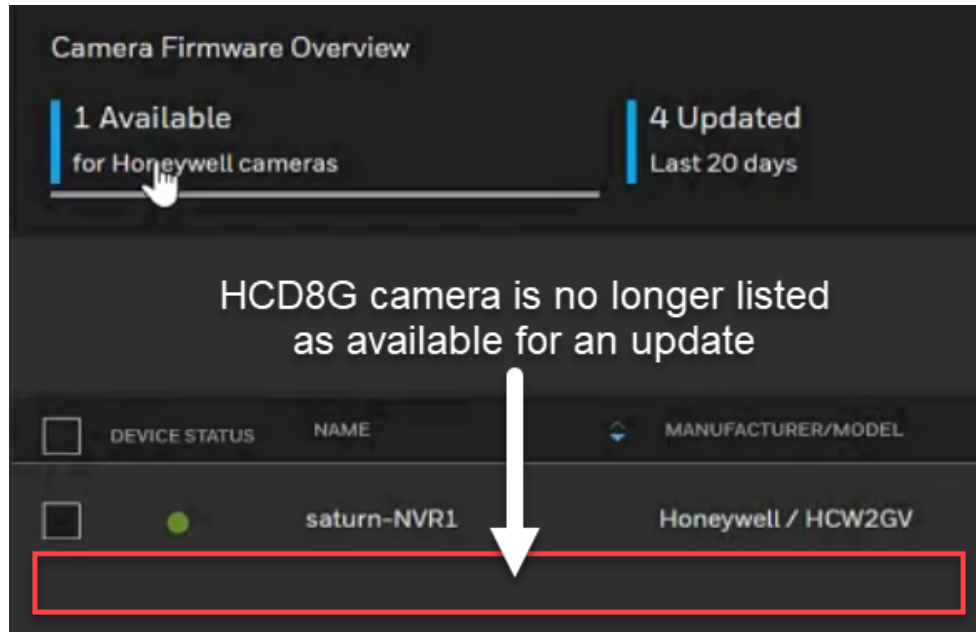
Note: User can perform firmware update operations from "All Camera" tab as well. When the update is in progress, the check-box for the updated camera will not be available for selection. **The user can choose to cancel the firmware updates only from the Update tab when the jobs are in “pending” state. The cancellation request will be performed if jobs are not picked up by the backend-system for the update.** This prevents accidental updates while the update is still in progress. Click the **All Cameras** link to verify that no check-box is available:

The screenshot shows a close-up of the 'UPDATE STATUS' column in the table. It shows '2020-02-21' for most entries, but one entry, 'Jupiter - HCD8G- NVR3', shows 'In Progress' with a red circle around it.

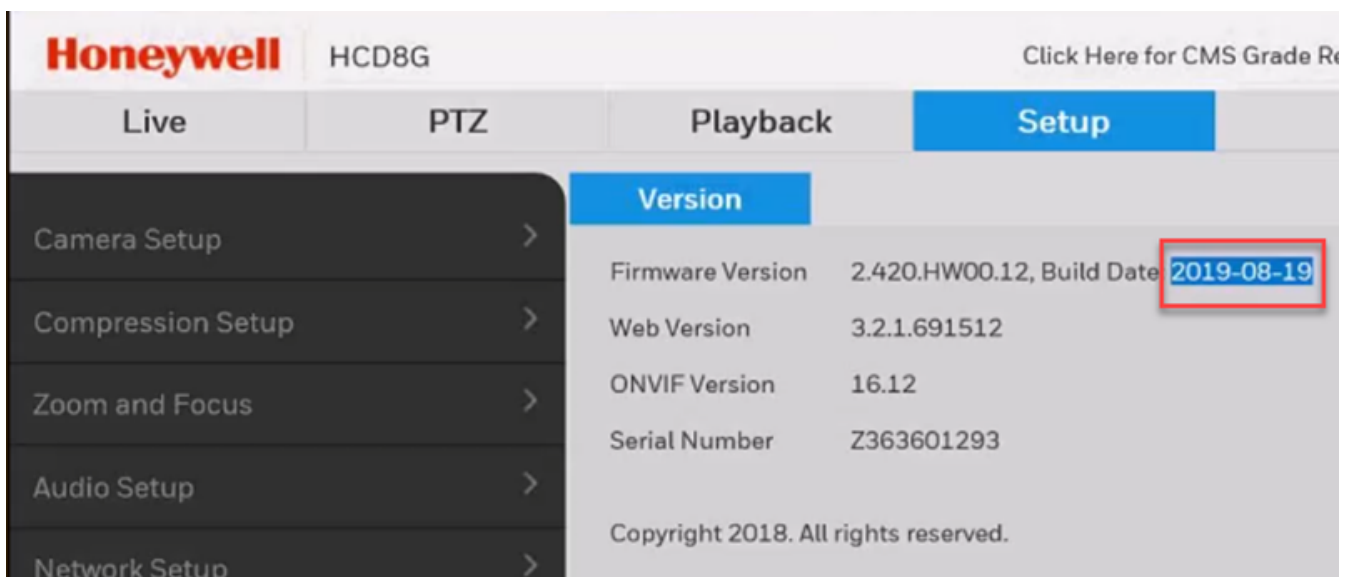
| DEVICE STATUS | NAME | MANUFACTURER/MODEL | UPDATE STATUS |
|--------------------------|-----------------------|---------------------|---------------|
| <input type="checkbox"/> | Mercury - NVR1 | Honeywell / HBL2GR1 | 2020-02-21 |
| <input type="checkbox"/> | LPR_1 | HBL6GR2 | 2020-02-21 |
| <input type="checkbox"/> | Jupiter - HCD8G- NVR3 | Honeywell / HCD8G | In Progress |

If the update is successful:

- If the update is successful, a **success feedback message** will display with the date of the update. That camera will no longer be listed under the cameras available for an update:



The updated firmware can be viewed in the camera's web page as well:

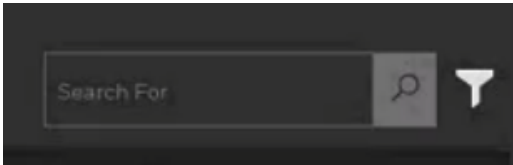


If the update is not successful:

- If the update is **not successful**, a failure message will display with the reason for the failure. If the user tries to upload the same firmware once again after the first failure, it will revert back to the last available stable version.

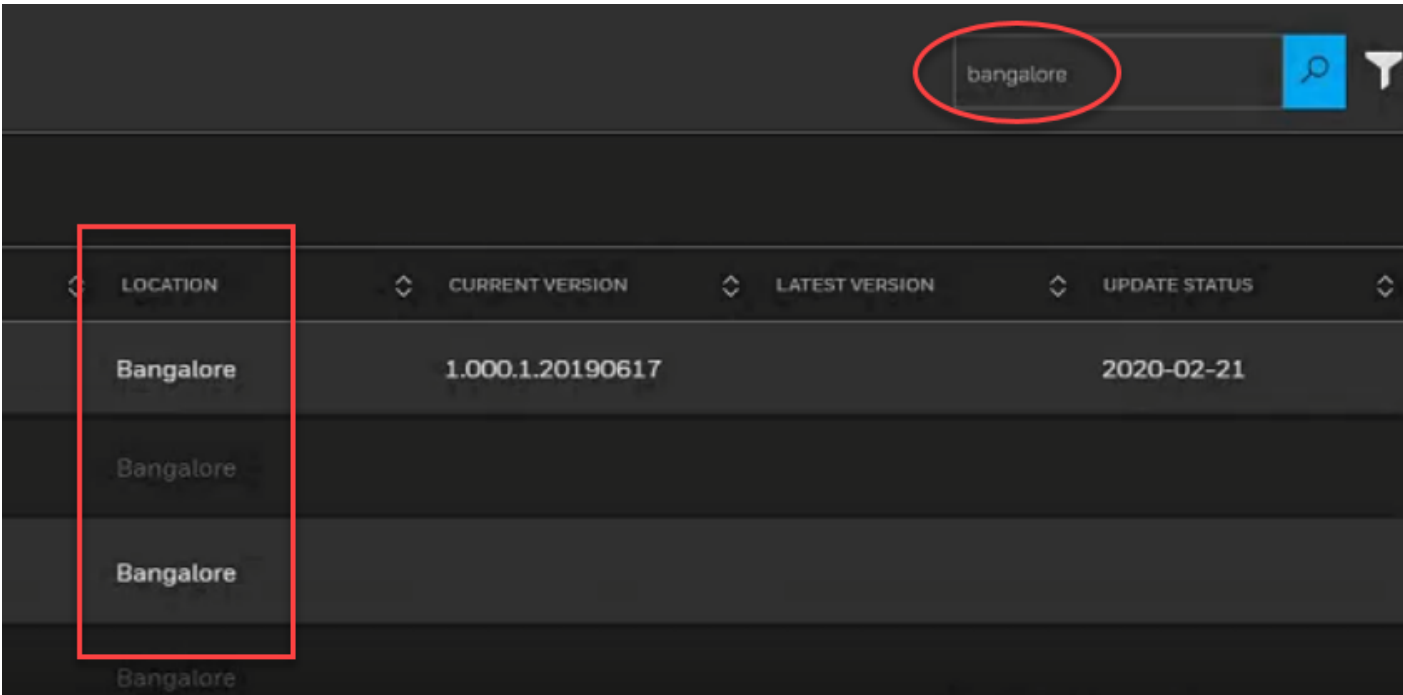
2.16.3.1 Search Function

You can use the search field to search for any alphanumeric value in the columns in the **Camera** screen:



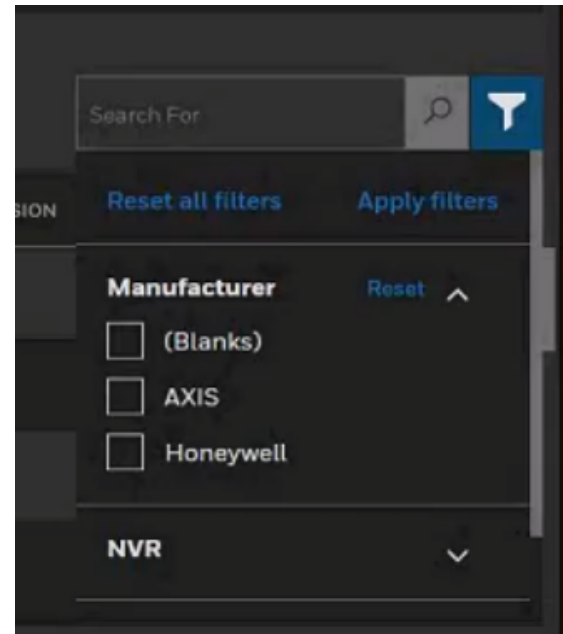
Note: The only fields you cannot search for are the **Device** and **Update Status** columns.

For example, searching for the keyword “bangalore” selects and displays all the cameras with the value “Bangalore” in the LOCATION field/column:

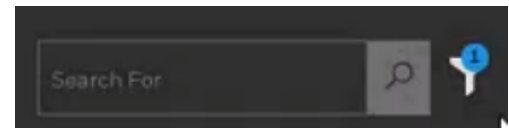


2.16.3.2 Dynamic Filtering

You can search for cameras by using the **Manufacturer** and **NVR drop-down filter lists** and by location.

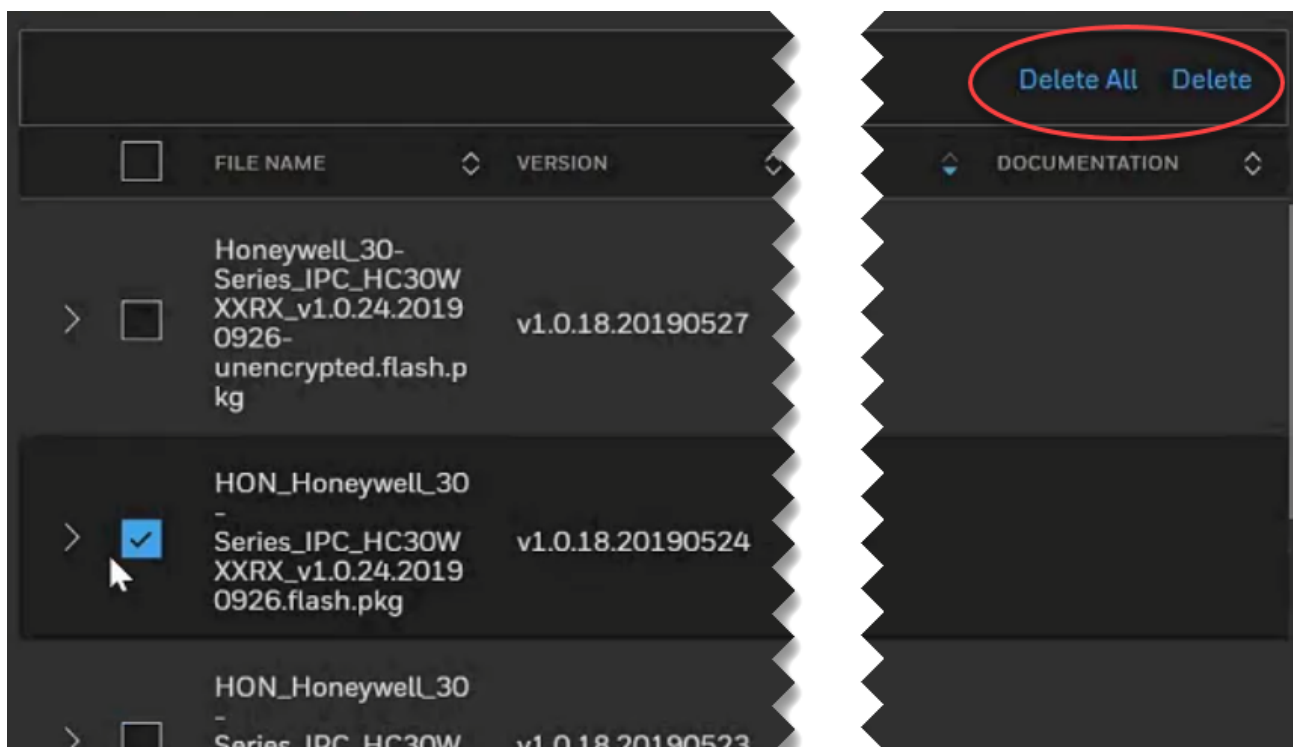


A blue numerator will display the number of filters applied:

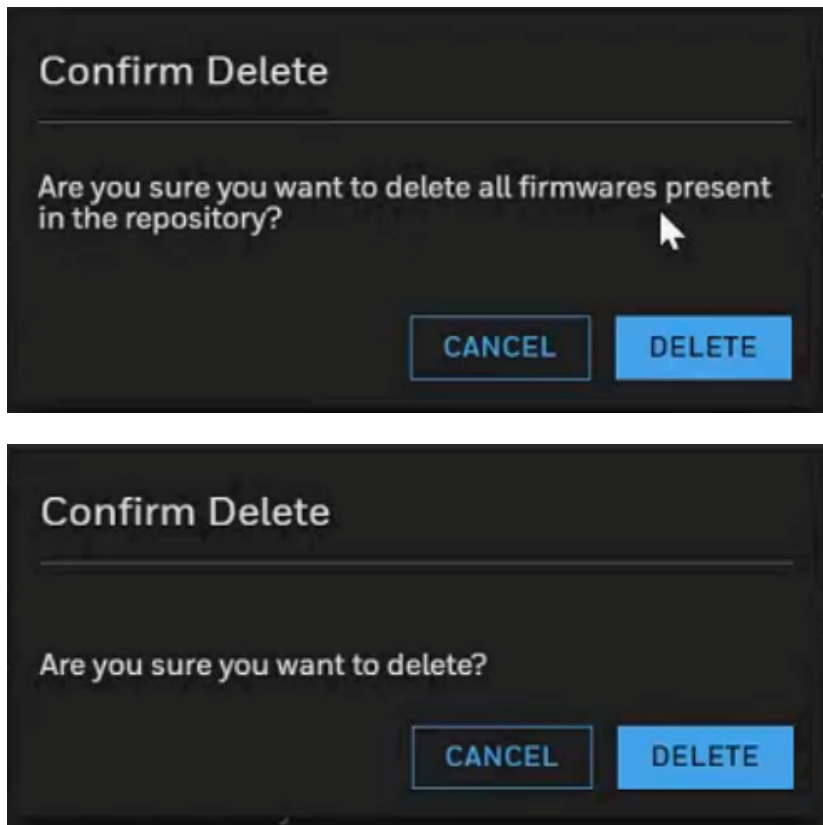


2.16.4 To Delete Firmware

To delete one or more firmware, select them in the list and then click either the **Delete All** or **Delete** link on the upper-right corner of the firmware screen:



Pro-Watch will display a prompt asking if you really want to delete one or all the firmware:



Click **Delete**.

2.16.5 Multi-User Known Issue

When multiple users are using the thin (web) client, the firmware updates performed by one user will not be displayed automatically in the second user's firmware list.

Note: Make sure a pull request is done if a new camera is added to Maxpro. The pull request will take time depending on the number of cameras. For 2000 cameras it will approximately take 4 to 7 Min. Sometimes the pull request will not complete; it will get stuck and there will be no progress. When that happens, the user needs to close the browser and reopen it.

Note: The user needs to go to different pages and come back to get the right status of the upgrade and camera count across the tabs.

PROBLEM: The first user will have the update display in the **Available** tab but the update will not display automatically on the second user's **Available** tab.

SOLUTION: The second user can see the updated firmware status, by selecting either **All Camera** or **Updated** tab -- if the Camera is either loaded on the grid or is present in UI cache for these 2 tabs. Multi-user status update will be inconsistent since those will not change unless otherwise the user switch the tabs.

When the firmware upgrade is in progress, search and filter operations will not work for the cameras that are not part of the ongoing patch update.

2.16.6 Passwords

Make sure cameras are not configured in two different NVR or different head-end systems.

The total count is overall number of cameras in the system, irrespective of what type of cameras are counted from any type of recorders.

Select all that need to be updated in Firmware and Password page.

First it will select only the first X number. If we want, we can select all after the first selection.

Status of the camera will not get live update. That is, if the camera is on-line during download it will remain in enabled state in IC even when camera goes off-line or is disabled in Maxpro - this is applicable for both Firmware and Password.

The user will be able to select those cameras for Firmware and Password update but it will fail at the end.

Caution: Make sure that the camera is not connected to non-NVR clients and other systems during password update. This is to ensure that the camera does not lock out due to wrong password when the systems try to reconnect with the old password.

Note: Password update is not supported for multicast camera's. Hence password update jobs initiated for multicast camera's will be cancelled.

Note: Password update jobs will also be canceled when redundant NVR is online.





In the Honeywell Hamburger Menu bar, click the **Passwords** link to display the **Passwords** screen:

Password

Password Camera Overview

21
Total Cameras

0 Updated
Last 20 Days

| <input checked="" type="checkbox"/> | DEVICE STATUS | NAME | MANUFACTURER/MODEL |
|-------------------------------------|---|------------------------|-----------------------|
| <input checked="" type="checkbox"/> |  | Camera15_5 | AXISM7010 |
| <input type="checkbox"/> |  | Dummy Honeywell Saturn | Honeywell / HCL2GV |
| <input type="checkbox"/> |  | FWSimulator | Honeywell / HDZ20HDEX |
| <input type="checkbox"/> |  | HospitalTank1080P | Generic-RTSP |

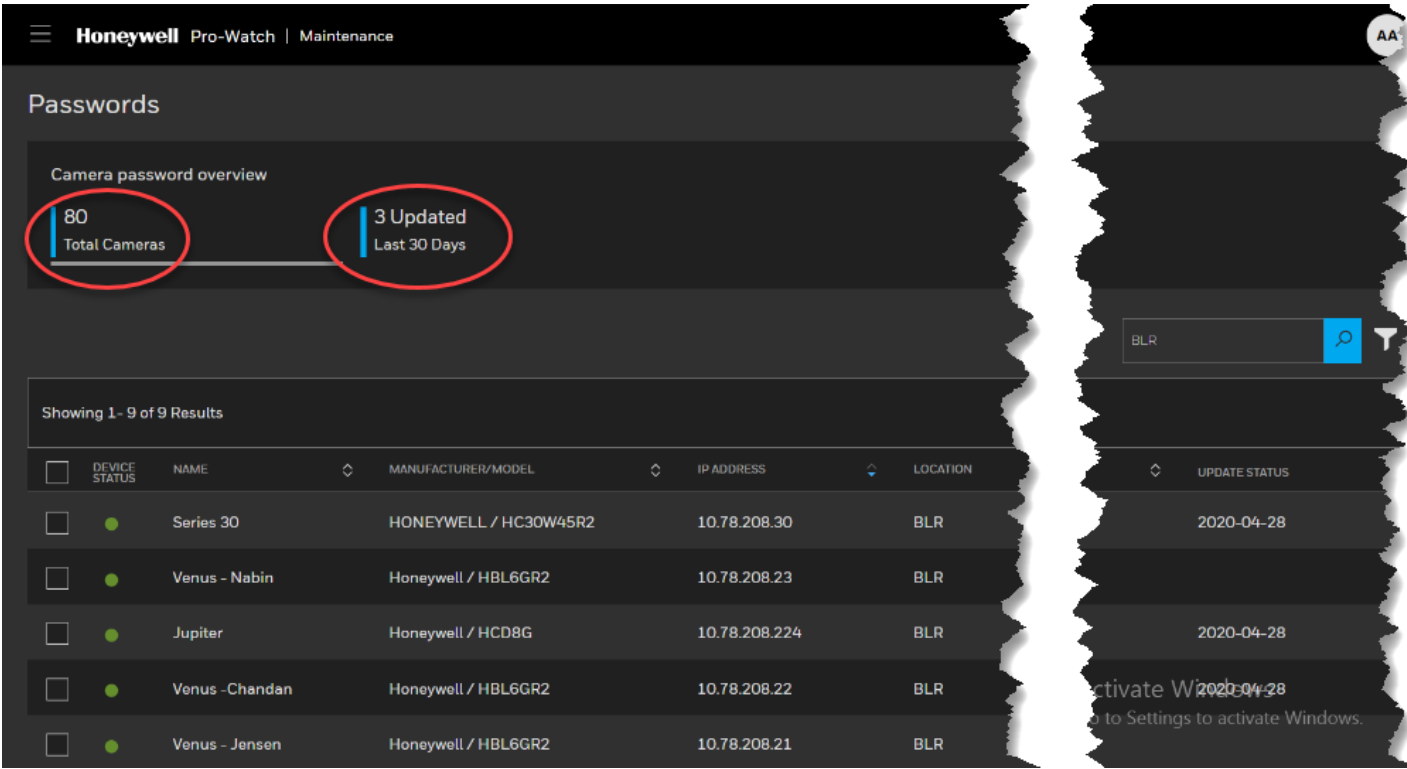
- **GREEN DOT** means the camera is enabled (which can be online or offline).
- **PURPLE DOT WITH SLASH** means the camera is not enabled.
- **DIMMED GRAY** rows designate cameras that are not available for password update.
- **WHITE** rows designate cameras that are available for password update.

2.16.6.1 Updating a Password

Update tab will show last 30 days history.

Either password update pass or fail update count will increase.

- 1. Select the camera the password of which you'd like to update:



This screen will display the **total number of cameras** available and the **number of passwords updated** within the last 30 days.

2. Click the “CHANGE PASSWORD FOR 2” button to display the password changing screen:

Change Password For 2 Camera(s)

New Password

.....

Confirm Password

.....

Strength

Strong

Password Requirements

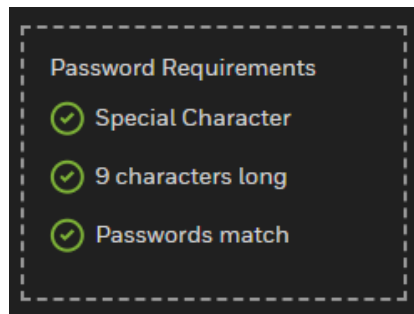
- ✓ Uppercase & Lowercase letters
- ✓ Numeric Character
- ✓ Special Character
Allowed: @_!%0^.^~?#=#+*.,&
- ✓ 10 characters long
- ✓ Passwords match

Note: In case, NVR redundancy is configured then corresponding NVR needs to be re-discovered again in VMS post the successful password update.

CANCEL **SAVE & APPLY CHANGES**

3. Enter a password which satisfies all the five requirements:
 - Uppercase and Lowercase Letters
 - Numeric Character
 - Special Character
 - 10 Characters Long
 - Password Match

4. Reenter the password to confirm it. When you satisfy all three requirements, the requirements list will display green check-marks:



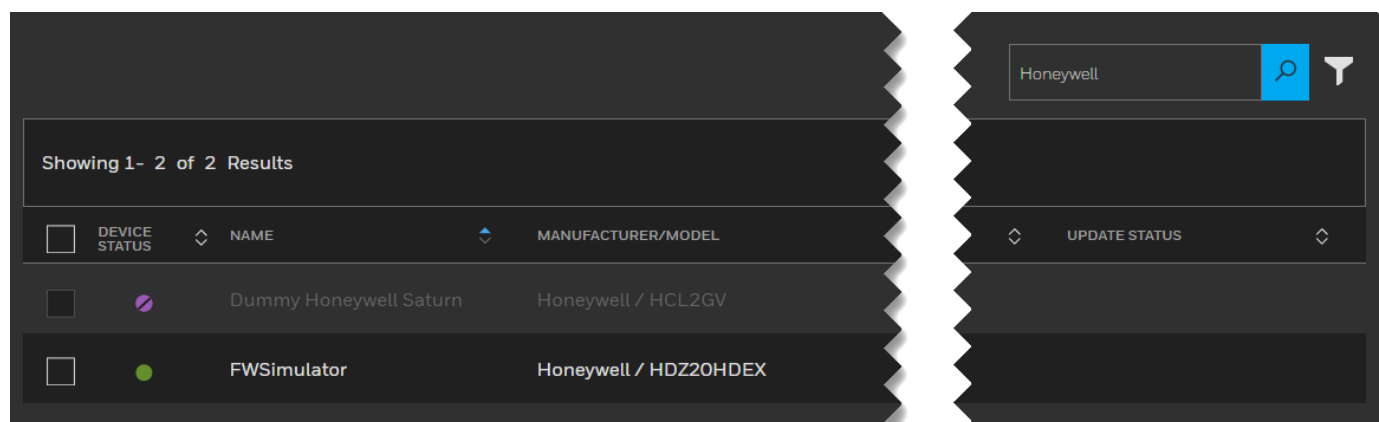
5. Click the **“SAVE & APPLY CHANGES”** button.

2.16.6.2 Filtering Cameras for Password Updates

You can filter cameras for password updates by using two methods.

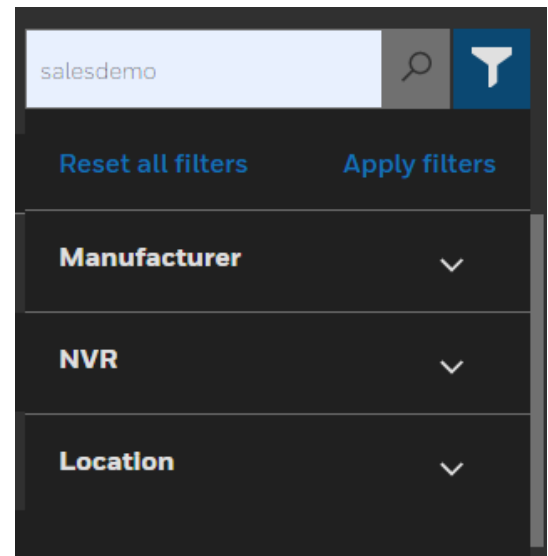
Filtering by Keyword

1. Enter a keyword into the search box.
2. Click the magnifying glass icon:



Filtering by Preset Lists

1. Click the filter icon.
2. Select a preset filter from any of the drop-down lists to filter the cameras by **Manufacturer**, **NVR** (recorder), or **Location**:



3. If you wish, you can select more than one filter:

The screenshot shows a filter configuration panel. At the top, there are two buttons: "Reset all filters" and "Apply filters". Below these are two filter categories. The first category is "Manufacturer", which has a "Reset" button and an upward arrow. It contains two items, each with a checked checkbox: "(Blanks)" and "Honeywell". The second category is "NVR", which also has a "Reset" button and an upward arrow. It contains one item with a checked checkbox: "Pro-Watch NVR 3".

4. Click **Apply Filters**.

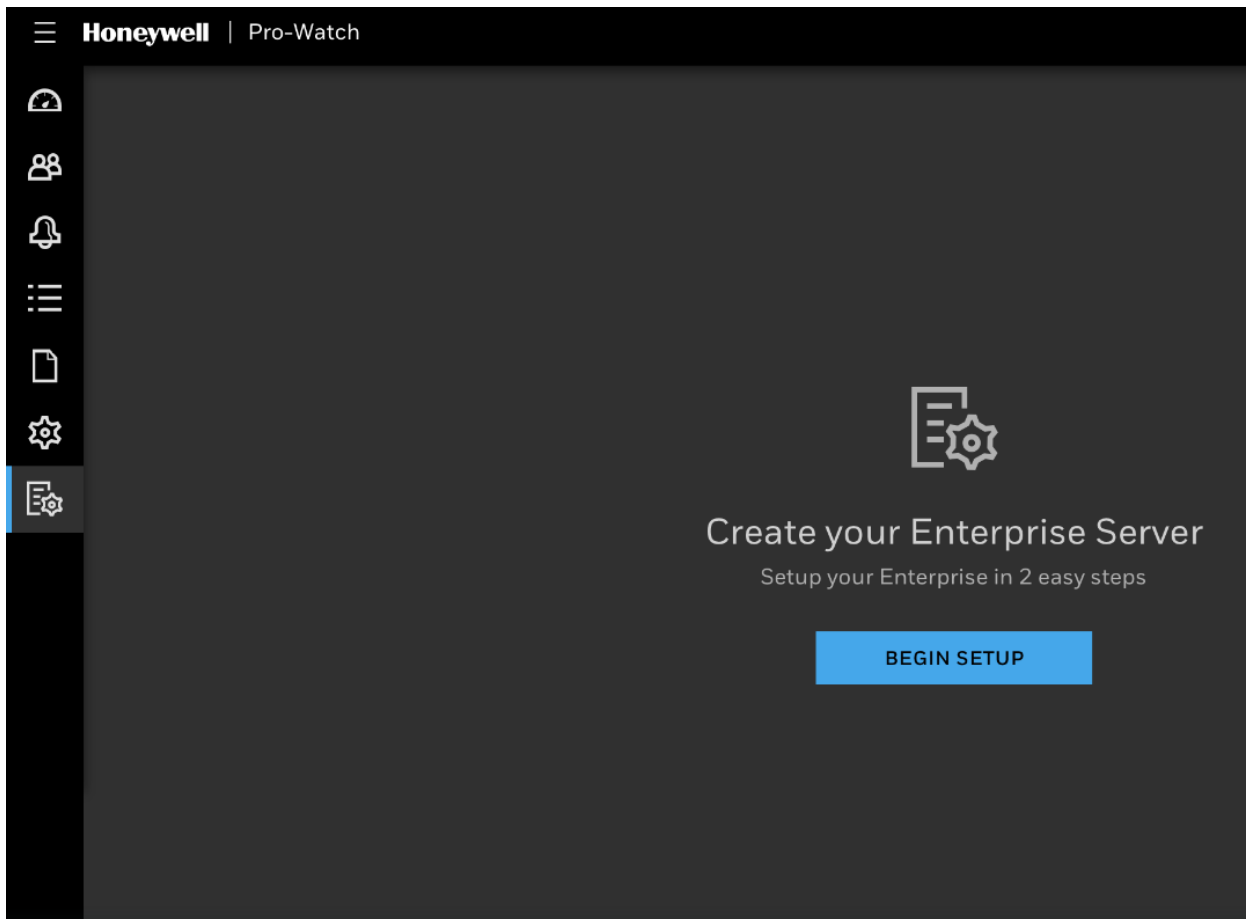
Note: You cannot filter last 24 hours, yesterday etc. updated history.

2.16.7 Events Under Simplified Maintenance

- Firmware upgrade success
- Firmware upgrade failed
- Firmware upgrade started
- Password upgrade started
- Password upgrade failed

2.17 Enterprise Manager

Select **Enterprise Manager** to display the first **Enterprise** screen:



2.17.1 Creating an Enterprise Server

1. Click **Begin Setup** button to display the **Create Enterprise Server** screen:

Create Enterprise Server

1 ENTERPRISE DETAILS 2 SELECT TABLE GROUPS

Server Name/Instance Name Database

View less

Authentication Type

☒ Windows Authentication ☐ SQL Authentication ☐ Custom

TimeOut (in seconds) Data Retention Period in day(s)

☒ Encryption

CANCEL NEXT

2. In the **Enterprise tab**, enter the following information:
 - Server Name/Instance Name
 - Database
3. Select one of the following **Authentication Types**:
 - Windows Authentication
 - SQL Authentication
 - Custom
4. Enter a time value in seconds into the **TimeOut** field.
5. Enter an appropriate number of days into the **Data Retention Period** field.
6. Click **Cancel** to cancel adding the new Enterprise Server.
7. Click **Next** to display the **Table Group** tab.

2.17.2 Selecting Table Groups

Create Enterprise Server

1 ENTERPRISE DETAILS **2 SELECT TABLE GROUPS**

Select the required table groups

| | | |
|--|--|--|
| <input type="checkbox"/> Audit and events 120 seconds | <input type="checkbox"/> Badging 120 seconds | <input checked="" type="checkbox"/> Company 120 seconds |
| <input checked="" type="checkbox"/> Company 2 120 seconds | <input type="checkbox"/> People & Groups 120 seconds | <input checked="" type="checkbox"/> Events 120 seconds |
| <input type="checkbox"/> Badging 2 120 seconds | <input checked="" type="checkbox"/> Company New 120 seconds | <input type="checkbox"/> New Group 120 seconds |

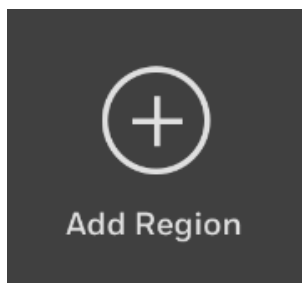
CANCEL **SAVE**

Pro-Watch will display tables from the database address you've entered earlier. Select one or more tables as appropriate and click **Save**.

Note: Refer to *Pro-Watch 5.0 Enterprise Configuration Guide* for more details on Table Groups.

2.17.3 Creating a Region Server

1. To add a region, click the **PLUS button** on the upper-right corner of the Enterprise screen:



This action will display the **Create Region Server** screen:

Create Region Server

1 ENTERPRISE DETAILS **2 SELECT TABLE GROUPS**

Server Name/Instance Name
IE3PLNTGRK5S2

Database
PWNT

[View less](#)

Authentication Type

☒ Windows Authentication ☐ SQL Authentication ☐ Custom

TimeOut (in seconds)
20

Data Retention Period in day(s)
1

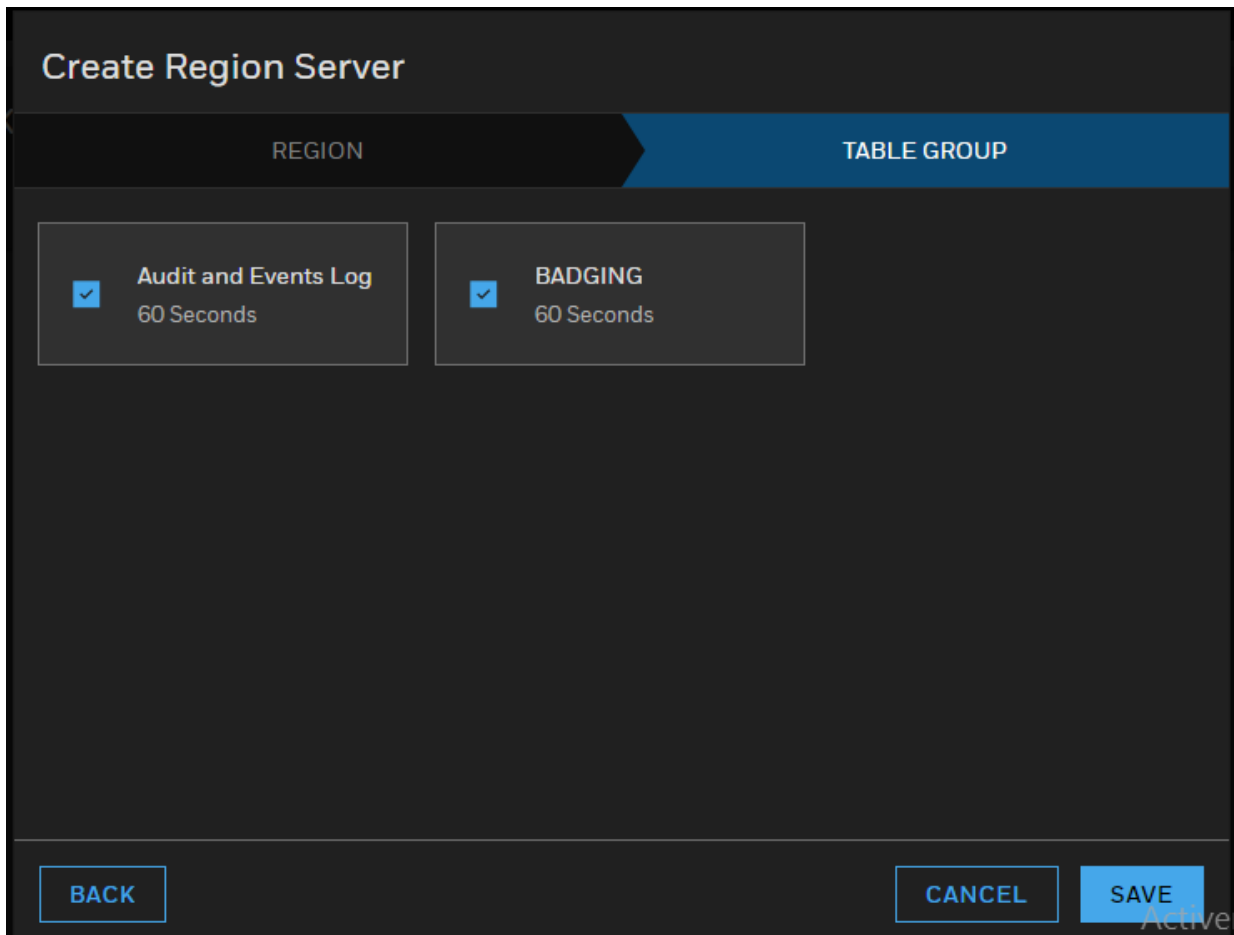
☒ Encryption

CANCEL **NEXT**

2. In the **Region tab**, enter the following information:
 - Server Name/Instance Name
 - Database
3. Select one of the following **Authentication Types**:
 - Windows Authentication
 - SQL Authentication
 - Custom
4. Enter a time value in seconds into the **TimeOut** field.
5. Enter an appropriate number of days into the **Data Retention Period** field.
6. Click **Cancel** to cancel adding the new region.
7. Click **Next** to display the **Table Group** tab.

2.17.4 Selecting Table Groups

To select a table, click and select the **Table Group** tab:



The screenshot shows a dark-themed window titled "Create Region Server". At the top, there are two tabs: "REGION" and "TABLE GROUP". The "TABLE GROUP" tab is selected and highlighted in blue. Below the tabs, there are two table entries, each with a checked checkbox, a title, and a refresh interval:

| Table Group | Refresh Interval |
|----------------------|------------------|
| Audit and Events Log | 60 Seconds |
| BADGING | 60 Seconds |

At the bottom of the window, there are three buttons: "BACK", "CANCEL", and "SAVE". The "SAVE" button is highlighted in blue. A faint "Active" watermark is visible in the bottom right corner of the window.

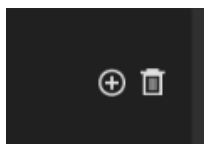
Pro-Watch will display tables from the database address you've entered earlier. Select one or more tables as appropriate and click **Save**.

Note: Refer to *Pro-Watch 5.0 Enterprise Configuration Guide* for more details on Table Groups.

2.17.5 Deleting the Enterprise

Warning: Deleting the Enterprise will delete the whole configurations, including the configured Regions.

To **delete** a region, select it from the list of regions and then click the **TRASH CAN** icon on the upper-right corner of the Enterprise screen:



Note: More specific details of Enterprise configuration is available in the *Pro-Watch 5.0 Enterprise Configuration Guide*.

2.17.6 Updated Enterprise Screen

After you create your regions and select your tables, the Enterprise screen will list them as shown in the below screen:

The screenshot displays the 'Server Details' interface for the server IE3P-LNTGR-K5S2. At the top, a notification bar indicates 'New Region Added' for BRUSS / 1911-098. The server status is 'ENTERPRISE ONLINE'. Summary statistics show 04 Regions, 06 Groups, and 10 Tables. A 'DELETE SERVER' button is located in the top right. The '4 Regions' section lists the following regions:

| Region ID | Status | Last Sync | Table Count | Fault(s) Detected |
|---------------------|--------|-----------------------------|-------------|-------------------|
| IUVRTHNN-790 | ONLINE | Yesterday Jun 27th, 4:20 PM | 04 | 02 |
| Phil-117-XCVF | ONLINE | Yesterday Jun 27th, 4:25 PM | 04 | 0 |
| SGHLL-110189-UIR... | ONLINE | Yesterday Jun 27th, 3:20 PM | 04 | 0 |
| BRUSS / 1911-098 | ONLINE | Yesterday Jun 27th, 4:55 PM | 04 | 0 |

An 'Add Region' button with a plus icon is located at the bottom left of the screen.

This screen displays the overall status of both the Enterprise and the Regions, including the following:

1. The ONLINE or OFFLINE status.
2. The last time the synch occurred successfully.
3. The number of Regions.
4. The total number of Tables.
5. Total number of synching Faults.

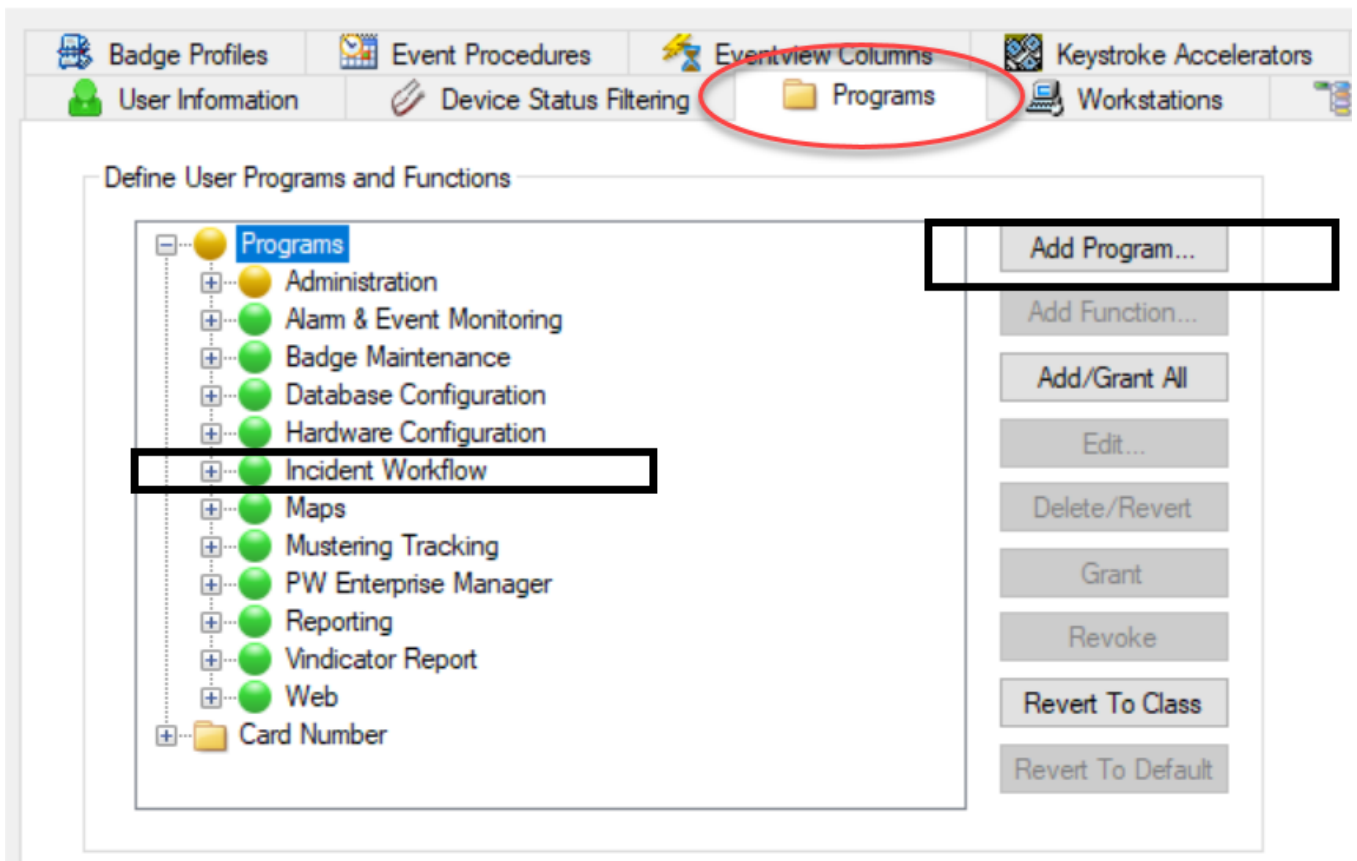
Note: Refer to *Pro-Watch 5.0 Enterprise Configuration Guide* for more details on configuring the Enterprise and the Regions.

2.18 Incidents

2.18.1 Incident Permissions

Make sure you first set the incident permissions in the Pro-Watch thick client as shown below:

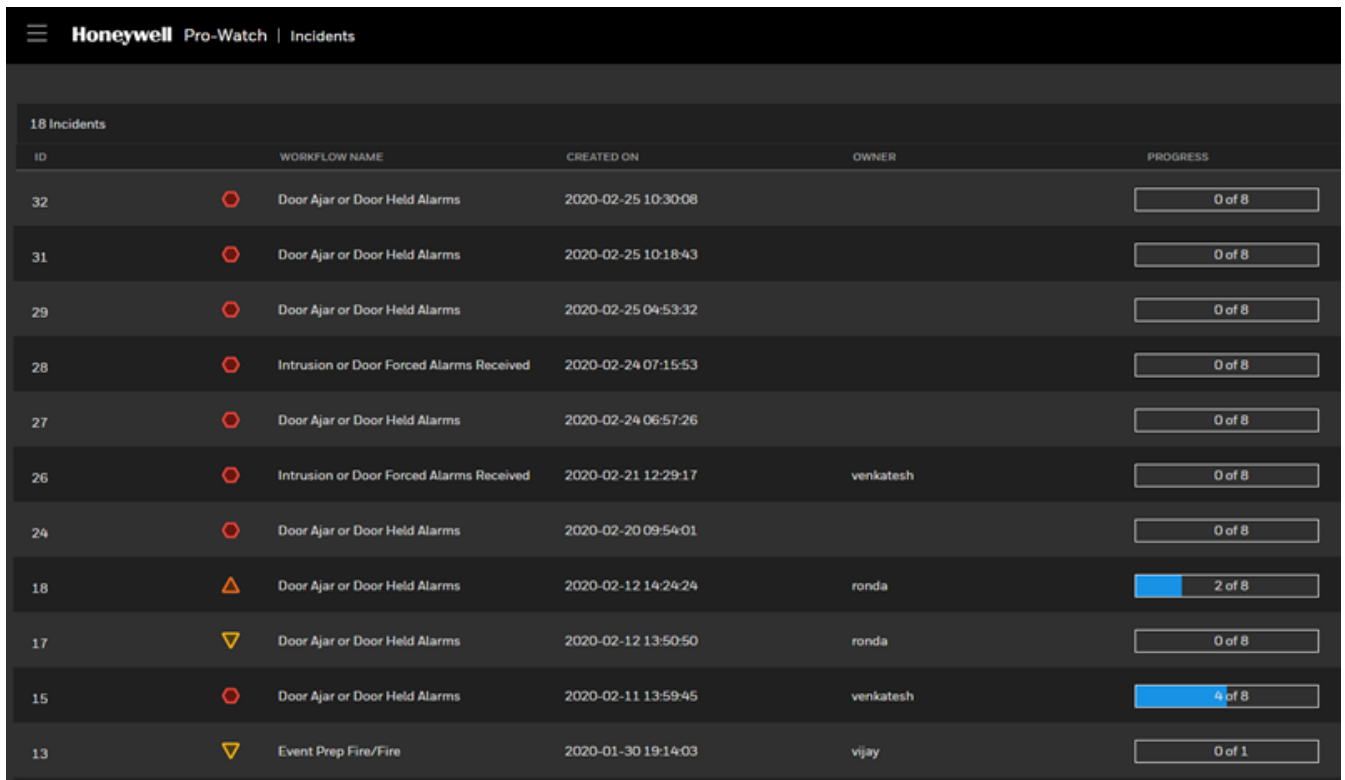
Edit Users



2.18.2 Incidents Landing Page

Display the main **Honeywell Hamburger Menu**.

In the Honeywell Hamburger Menu bar, click the **Incidents** link to display the **Incidents** landing page:



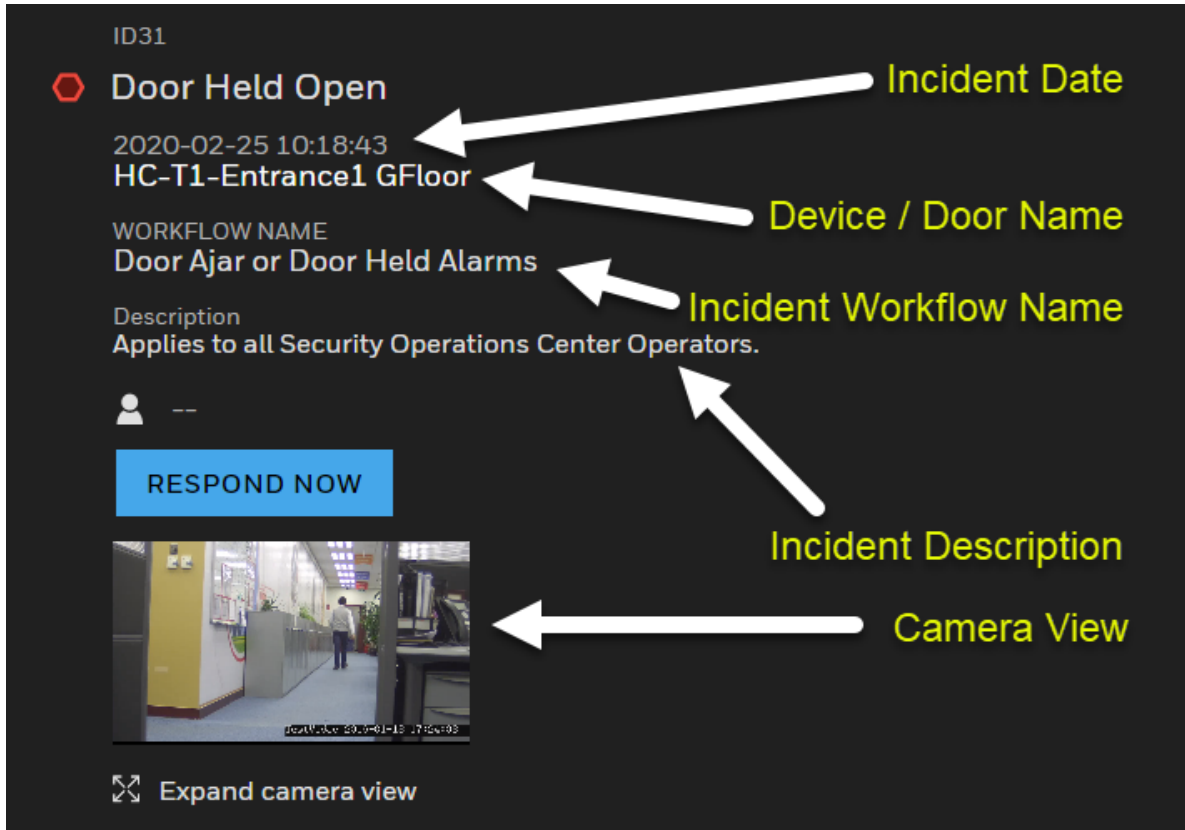
| ID | | WORKFLOW NAME | CREATED ON | OWNER | PROGRESS |
|----|--|--|---------------------|-----------|----------|
| 32 | | Door Ajar or Door Held Alarms | 2020-02-25 10:30:08 | | 0 of 8 |
| 31 | | Door Ajar or Door Held Alarms | 2020-02-25 10:18:43 | | 0 of 8 |
| 29 | | Door Ajar or Door Held Alarms | 2020-02-25 04:53:32 | | 0 of 8 |
| 28 | | Intrusion or Door Forced Alarms Received | 2020-02-24 07:15:53 | | 0 of 8 |
| 27 | | Door Ajar or Door Held Alarms | 2020-02-24 06:57:26 | | 0 of 8 |
| 26 | | Intrusion or Door Forced Alarms Received | 2020-02-21 12:29:17 | venkatesh | 0 of 8 |
| 24 | | Door Ajar or Door Held Alarms | 2020-02-20 09:54:01 | | 0 of 8 |
| 18 | | Door Ajar or Door Held Alarms | 2020-02-12 14:24:24 | ronda | 2 of 8 |
| 17 | | Door Ajar or Door Held Alarms | 2020-02-12 13:50:50 | ronda | 0 of 8 |
| 15 | | Door Ajar or Door Held Alarms | 2020-02-11 13:59:45 | venkatesh | 4 of 8 |
| 13 | | Event Prep Fire/Fire | 2020-01-30 19:14:03 | vijay | 0 of 1 |

Incidents are listed with:

- **ID Number** - the system number assigned to the incident.
- **Workflow Name** - the system name given to the incident.
- **Date of Creation** - date of the incident.
- **Owner** - the name of the person who assumes the responsibility of responding to an incident by following the automatically-populated number of steps.
- **Percentage of Progress** - displays how many of the steps necessary to respond to an incident have been taken by the **Owner** of the incident.

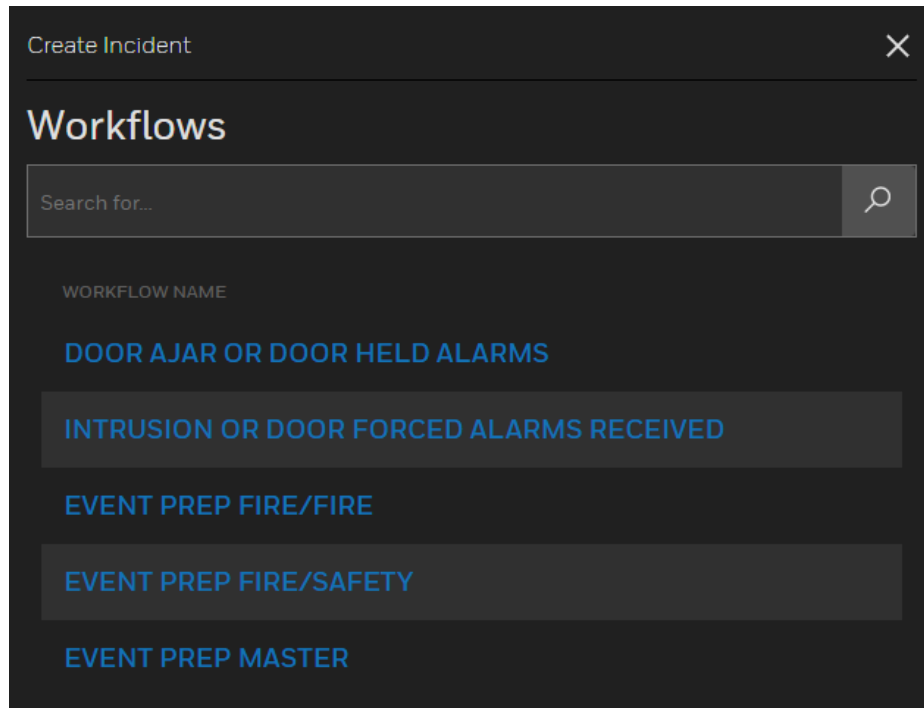
2.18.3 Incident Management Screen

Click on an incident on the **Incident Landing Page** to display its management screen:



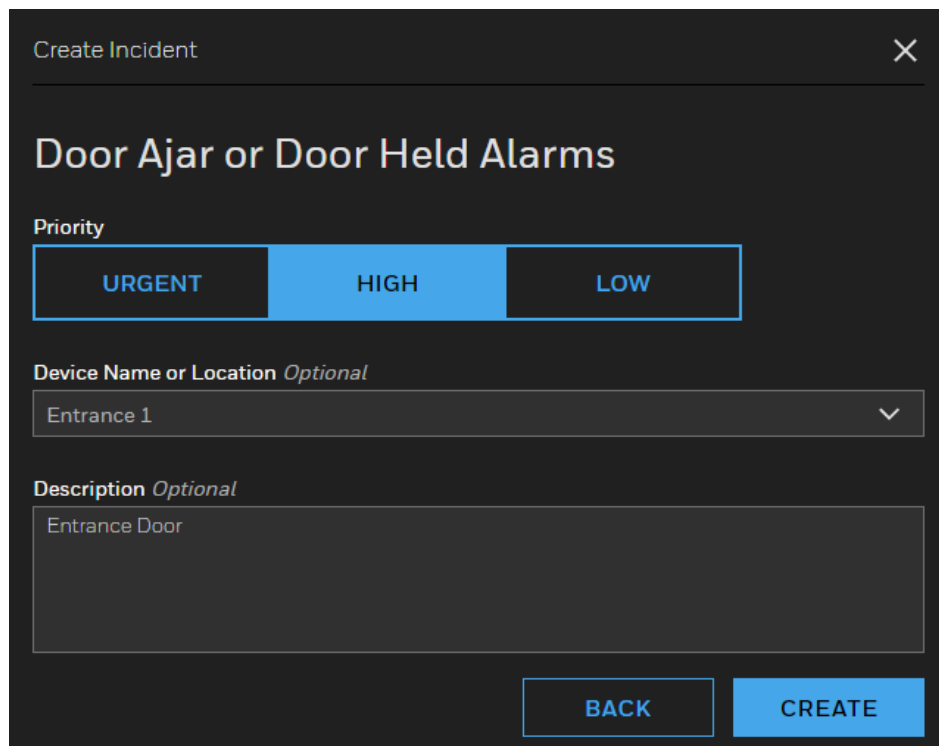
2.18.4 Creating an Incident

1. To create an incident, click the **CREATE** button on the **Incident Landing Page** to display the **Create Incident** screen:



The screenshot shows the 'Create Incident' window with a title bar and a close button. Below the title bar is a section titled 'Workflows'. It contains a search bar with the placeholder text 'Search for...'. Below the search bar is a list of workflow names: 'DOOR AJAR OR DOOR HELD ALARMS', 'INTRUSION OR DOOR FORCED ALARMS RECEIVED', 'EVENT PREP FIRE/FIRE', 'EVENT PREP FIRE/SAFETY', and 'EVENT PREP MASTER'. The 'INTRUSION OR DOOR FORCED ALARMS RECEIVED' workflow is highlighted with a blue background.

2. Select a workflow to display the **Workflow** screen:



The screenshot shows the 'Create Incident' window with a title bar and a close button. Below the title bar is a section titled 'Door Ajar or Door Held Alarms'. It contains a 'Priority' section with three buttons: 'URGENT', 'HIGH', and 'LOW'. The 'HIGH' button is highlighted with a blue background. Below the priority section is a 'Device Name or Location' section with a dropdown menu showing 'Entrance 1'. Below the dropdown menu is a 'Description' section with a text area containing 'Entrance Door'. At the bottom right of the window are two buttons: 'BACK' and 'CREATE'.

3. Search for a workflow by using the search field.
4. Select an incident **Priority**, **Device Name or Location** (optional), and/or **Description** (optional).
5. Click **Create** to display the new incident management screen with auto-populated response steps:

The screenshot shows the 'Entrance 1' incident management interface. At the top, there are status counts: '1 unassigned', '5 in progress', '3 completed', and '0 dismissed'. Below this, the incident details are displayed: 'ID33', an orange triangle icon, the title 'Door Ajar or Door Held Alarms', the timestamp '2020-02-26 15:55:53', and the case name 'PW-5000 Demo Case'. The description is 'Entrance Door'. A user icon with '--' is shown below the description. A prominent blue button labeled 'RESPOND NOW' is located below the user information. Underneath the button, there are two response steps. 'Step 1' is marked with a circle and a question mark, followed by the instruction '1. When a door ajar alarm activates on the ProWatch System, the Security O area.' and a blue 'Comment' link. 'Step 2' is also marked with a circle and a question mark, followed by 'Optional' and the instruction '2. If Alarm resets, acknowledge stating the *restore before dispatch*', with another blue 'Comment' link below it.

2.18.5 Responding to an Incident

1. To respond to an incident click the **RESPOND NOW** command button.
2. Follow the procedural steps displayed for the incident and place a check mark after each completed step:

☒

Step 1 ?

1. When a door ajar alarm activates on the ProWatch System, the Security Operations Center area.

[Comment](#)

☒

Step 2 ? Optional

2. If Alarm resets, acknowledge stating the "restore before dispatch"

[Comment](#)

☐

Step 3 ? Optional

3. If the operator resets the door alarm, the SOC operator with acknowledge the alarm with

[Comment](#)

☐


Step 4 ? Optional

4. If repeatedly activating ESO dispatch is still required

[Comment](#)

3. The PROGRESS bars will display how many of the necessary steps have been taken by the operator:


ID15

 **Door Ajar or Door Held Alarms**

2020-02-11 13:59:45

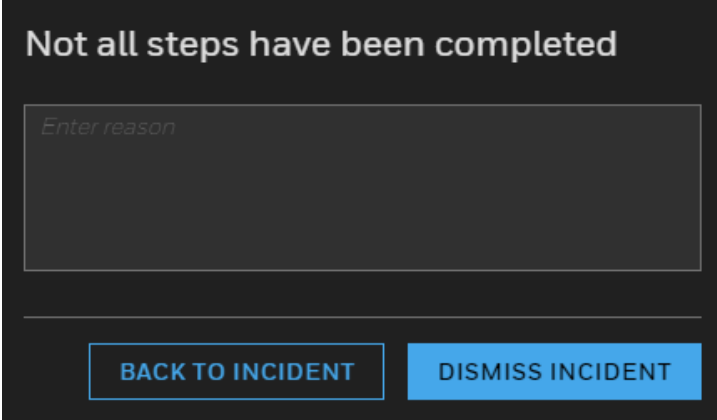
Description

--

 venkatesh

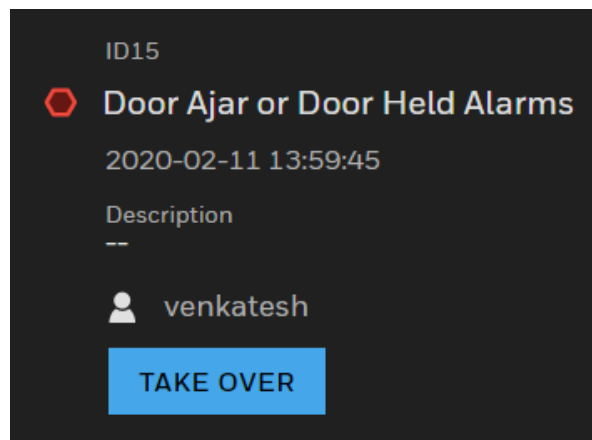
[TAKE OVER](#)

4. To dismiss an incident, click the **DISMISS** command button. If not all completion steps are completed, Pro-Watch will display a **NOT ALL STEPS HAVE BEEN COMPLETED** warning message:



A dark-themed modal window with the title "Not all steps have been completed" in white. Below the title is a large, empty text input field with the placeholder text "Enter reason" in a light gray font. At the bottom of the modal, there are two blue buttons with white text: "BACK TO INCIDENT" on the left and "DISMISS INCIDENT" on the right.

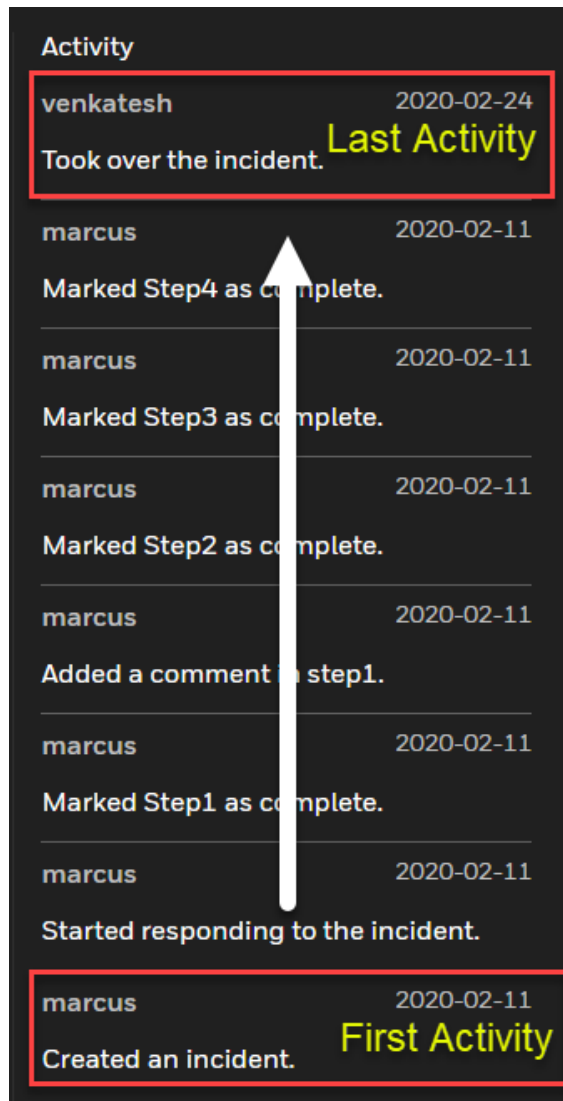
5. Enter the reason why all steps are not completed. Then click the **DISMISS INCIDENT** button.
6. To return to the incident, click the **BACK TO INCIDENT** button.
7. To take over the responsibility of responding to an incident, click the **TAKE OVER** button:



A dark-themed incident details screen. At the top, it shows "ID15" in white. Below that is a red hexagonal icon followed by the text "Door Ajar or Door Held Alarms" in white. Underneath is the timestamp "2020-02-11 13:59:45" in white. A section labeled "Description" in white has a dashed line below it. Further down, there is a white person icon followed by the name "venkatesh" in white. At the bottom, there is a blue button with the text "TAKE OVER" in white.

2.18.6 Activity Log

The Activity Log will display a history of the actions taken for the incident, with the first action at the bottom of the list, the latest at the top:

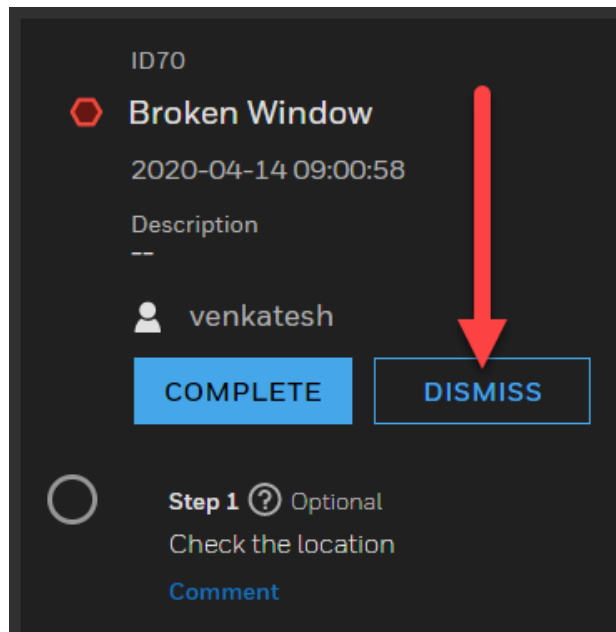


| Activity | |
|-------------------------------------|----------------|
| venkatesh | 2020-02-24 |
| Took over the incident. | Last Activity |
| marcus | 2020-02-11 |
| Marked Step4 as complete. | |
| marcus | 2020-02-11 |
| Marked Step3 as complete. | |
| marcus | 2020-02-11 |
| Marked Step2 as complete. | |
| marcus | 2020-02-11 |
| Added a comment to step1. | |
| marcus | 2020-02-11 |
| Marked Step1 as complete. | |
| marcus | 2020-02-11 |
| Started responding to the incident. | |
| marcus | 2020-02-11 |
| Created an incident. | First Activity |

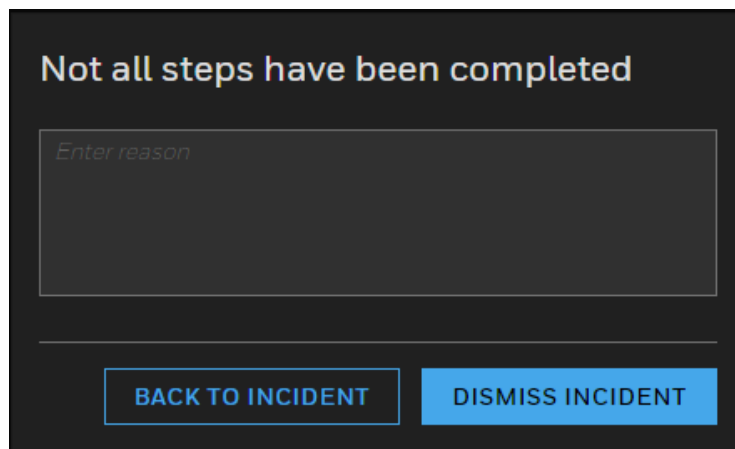
2.18.7 Dismissing an Incident

To dismiss an incident:

1. Click and select the incident in the Incidents screen to display the incident detail screen:



2. Click the **DISMISS** button. If you are dismissing the incident without completing all the steps, a warning message will display:

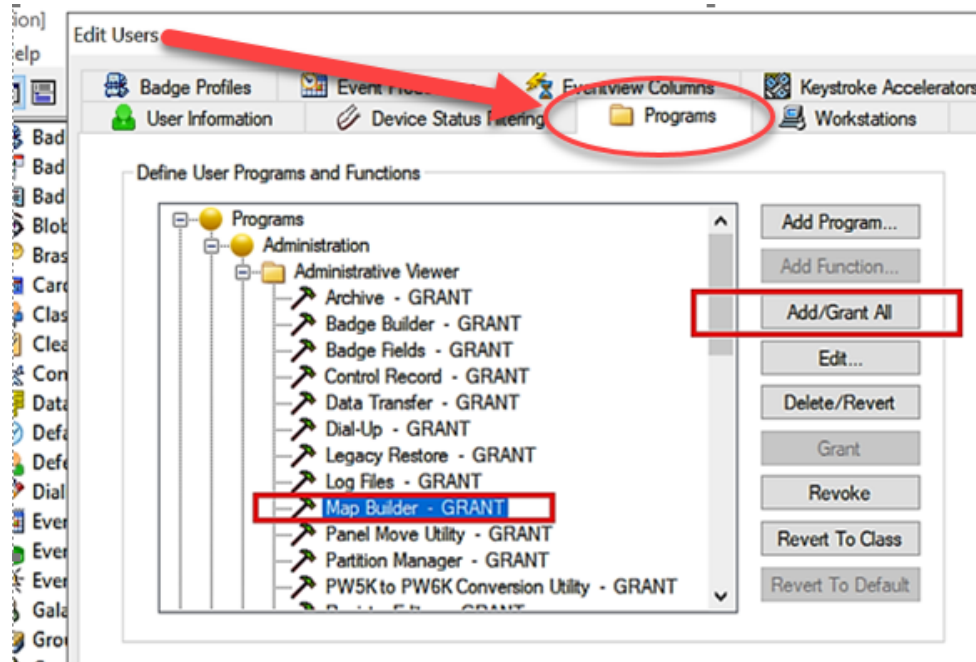


3. Either click the **BACK TO INCIDENT** button and complete all the necessary steps, or click the **DISMISS INCIDENT** button to dismiss the incident.

2.19 Maps

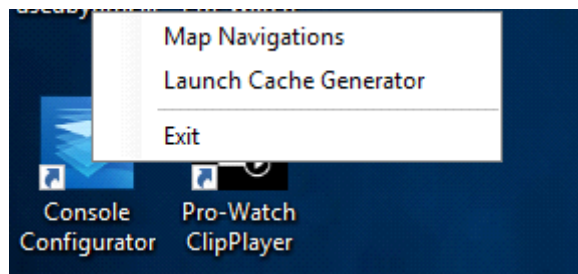
2.19.1 Map Permissions

Maps View Can be edited only with the below permission:

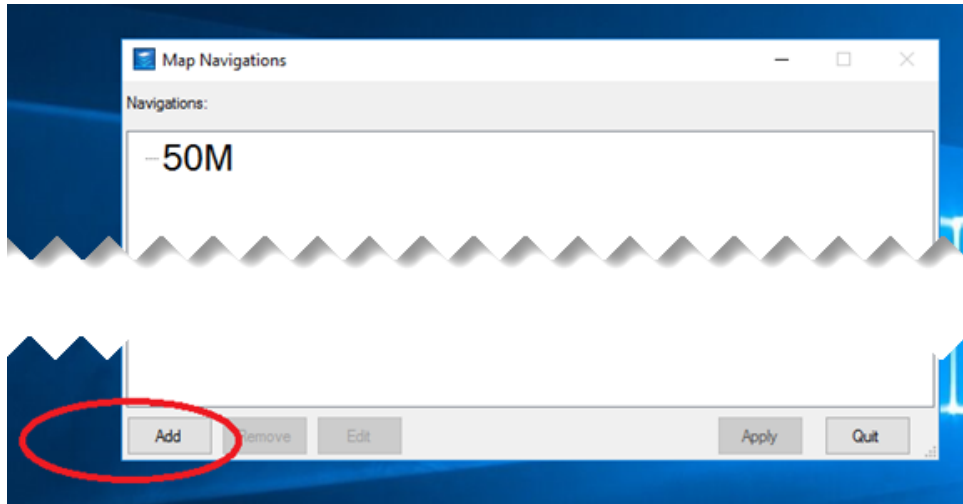


2.19.2 Adding (Level) Maps to Pro-Watch Intelligent Command

1. Click "Console Generator" and click "Map Navigations":



2. Click "**Add**" to select a root:



3. After filling the information:

Map Navigation Editor [Add]

Name:

Title:

Subtitle:

Location: 50M

ZoomLevel: 4

Map

[Click to select Map File](#)

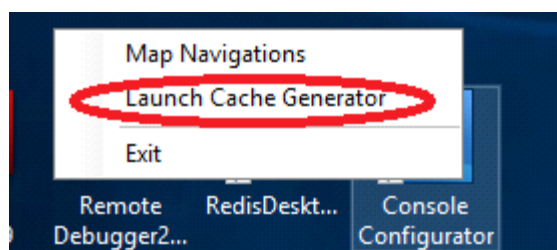
Change Map OK Cancel

4. Add **Name** and **Title**.
5. Select the map image file and upload.
6. Then, click "**OK**" to complete adding the map.

2.19.3 Generating Maps

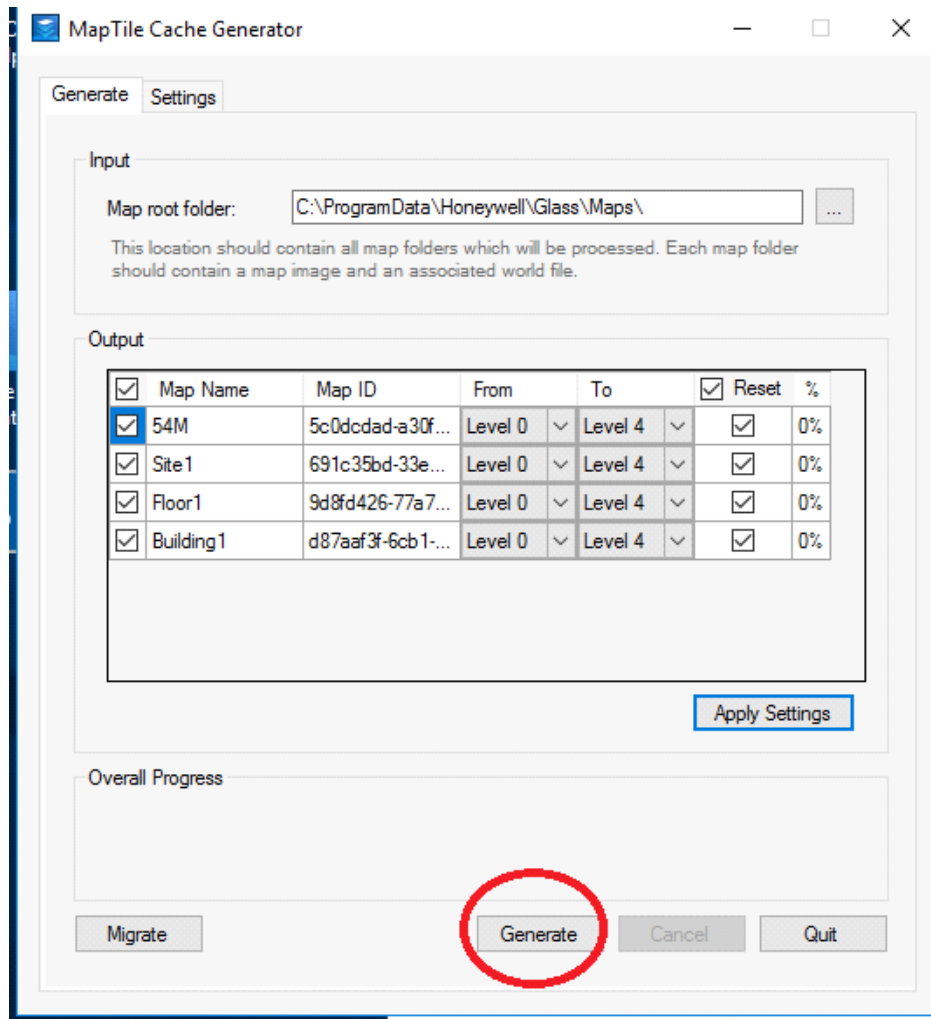
(Continuing from [Adding \(Level\) Maps to Pro-Watch Intelligent Command](#) above)

1. Click "**Console Generator**" and then click "**Launch Cache Generator**":



2. Select the recently uploaded map images, and then click "**Generate.**"

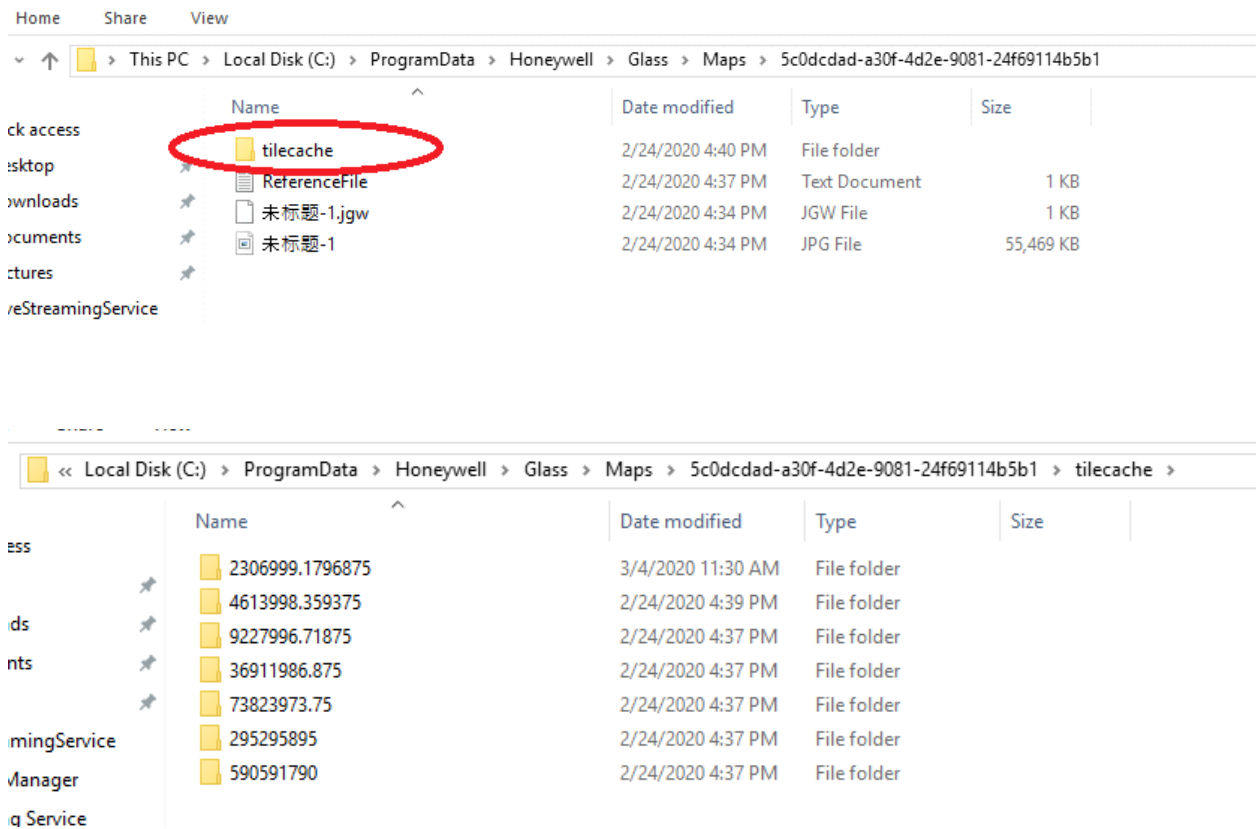
Note: If there are many maps to generate, it may take some time. Please upload and generate a small number of maps in Map Tile cache generator to save time. There might be file/folder memory growth expected after generating maps in the Map Tile cache generator tool.)



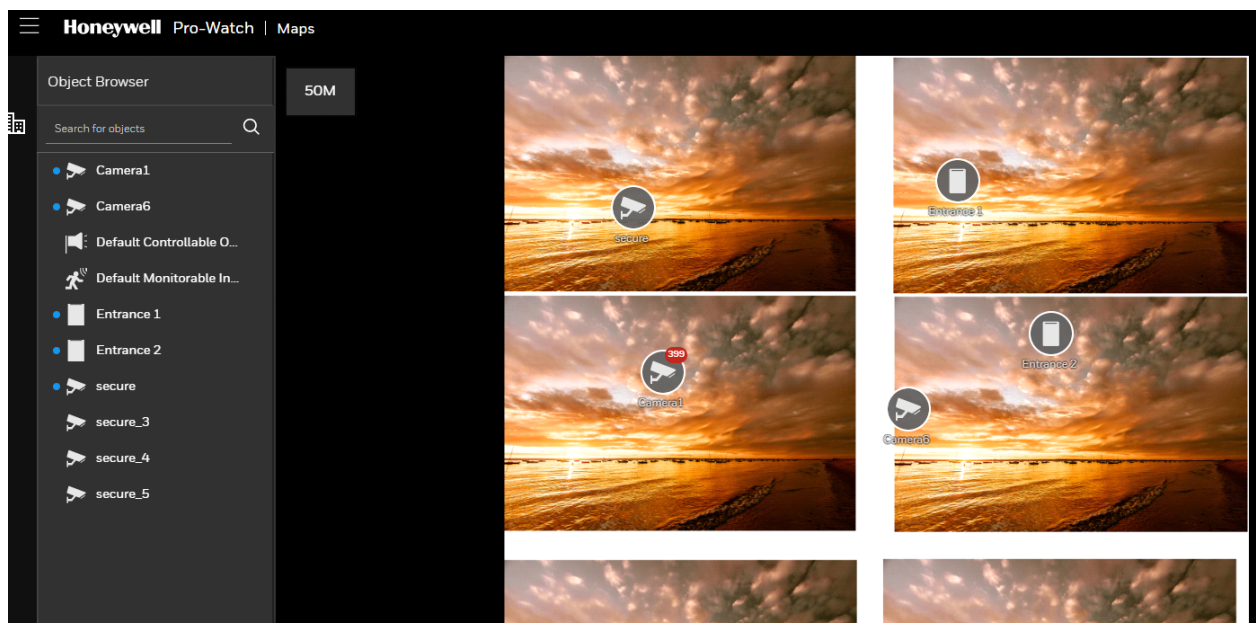
3. After generating the map(s), you can go to the below address to check:

C:\ProgramData\Honeywell\Glass\Maps\7db93780-b90b-41ee-8943-ba405ca8d133

4. If there is the file **"tilecache"**, it means map-generation has been successful:



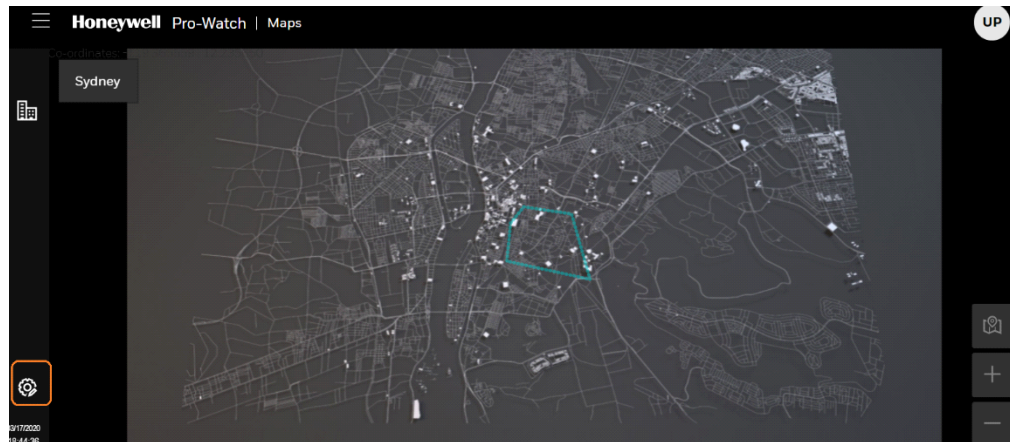
5. Drag the camera onto the map:



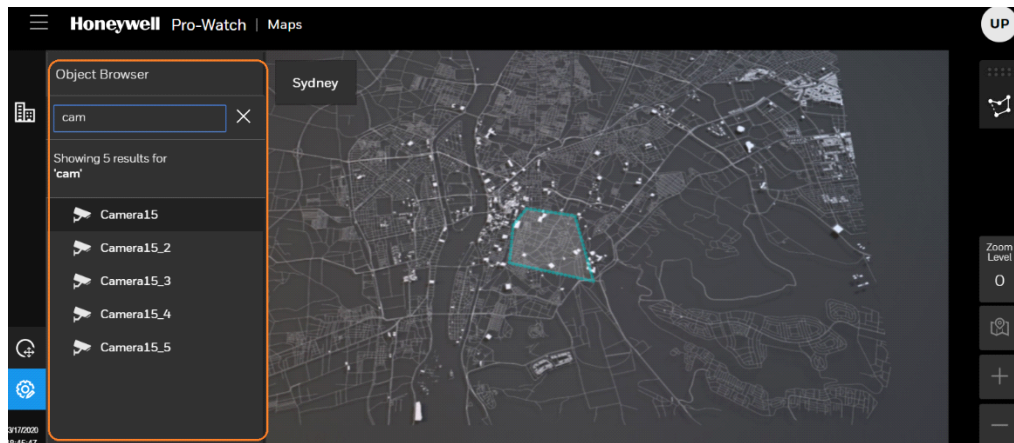
2.19.4 Configuring Devices on the Map

Note: Device configuration and icon locations in Map can be backed up from path "C:\Program data\Honeywell\Glass\Store " in Pro-Watch Intelligent Command -Web Tier.

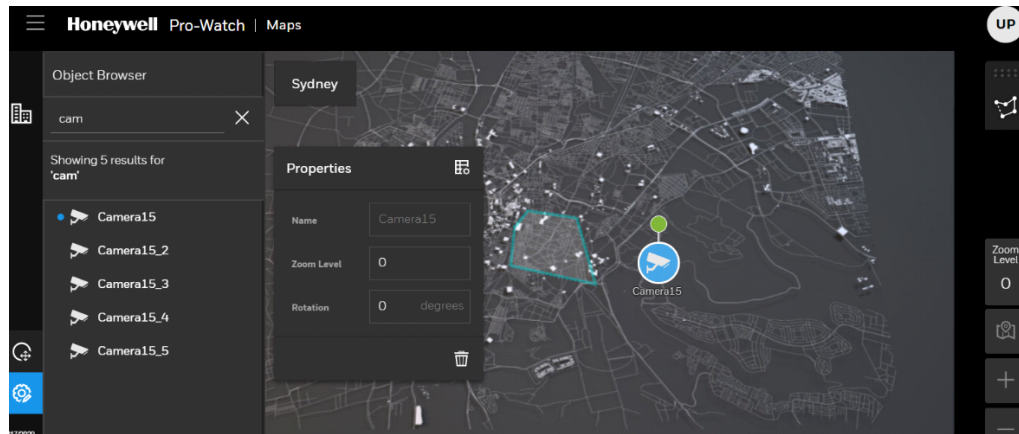
1. Start device configuration list by clicking the config tool:



2. From the device list, user can select a device and drag and drop on to the map image:

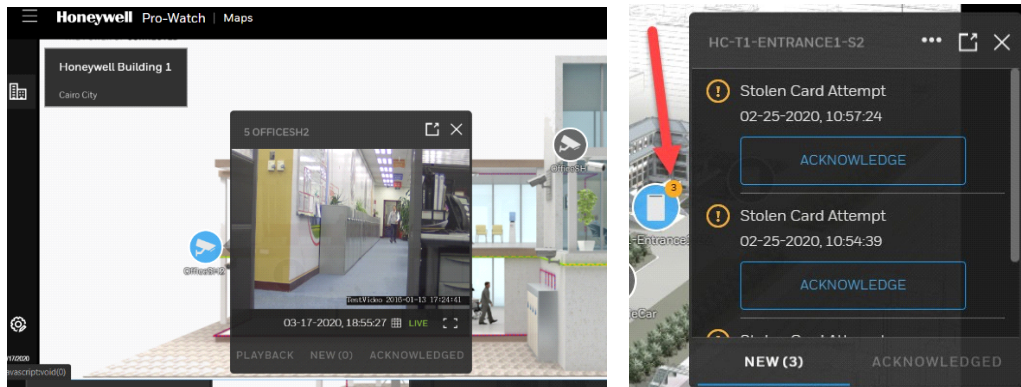


3. User can use free text search feature to search for device:



4. Clicking on the config tool icon closes the configuration session.

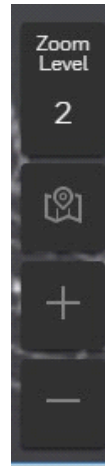
2.19.5 Viewing Video and Alarms on Maps Device Popup



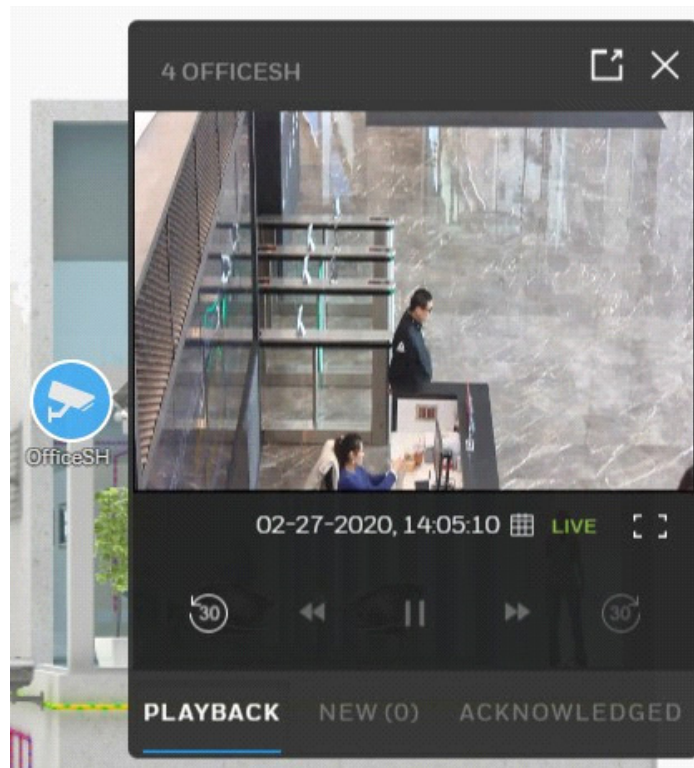
2.19.6 Controlling Zoom Level

To increase the zoom level, click the + (plus) sign on the lower-right corner.

To decrease the zoom level, click the - (minus) sign on the lower right corner.

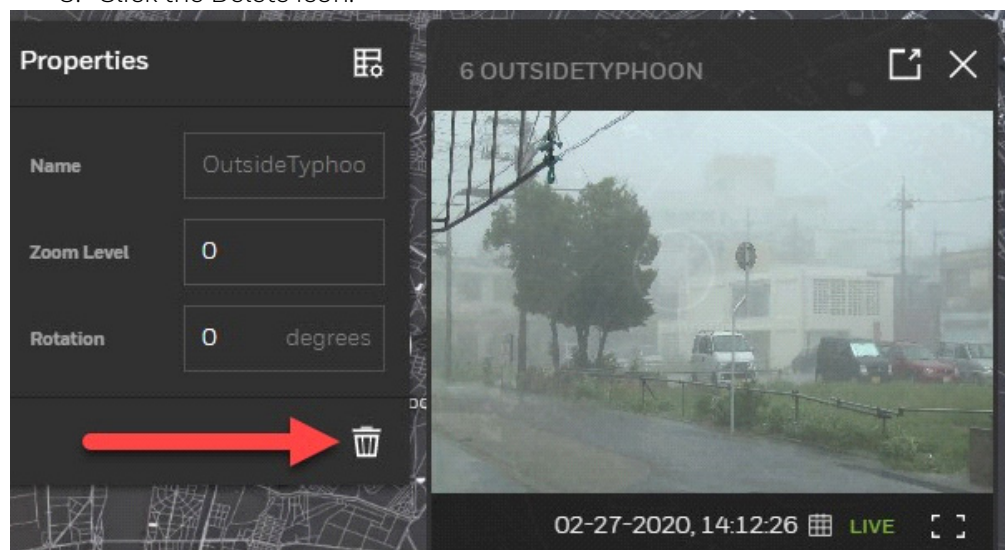


2.19.7 Controlling the Video Playback Using Standard Playback Controls as Well Calendar Control



2.19.8 Removing a Device from the Map

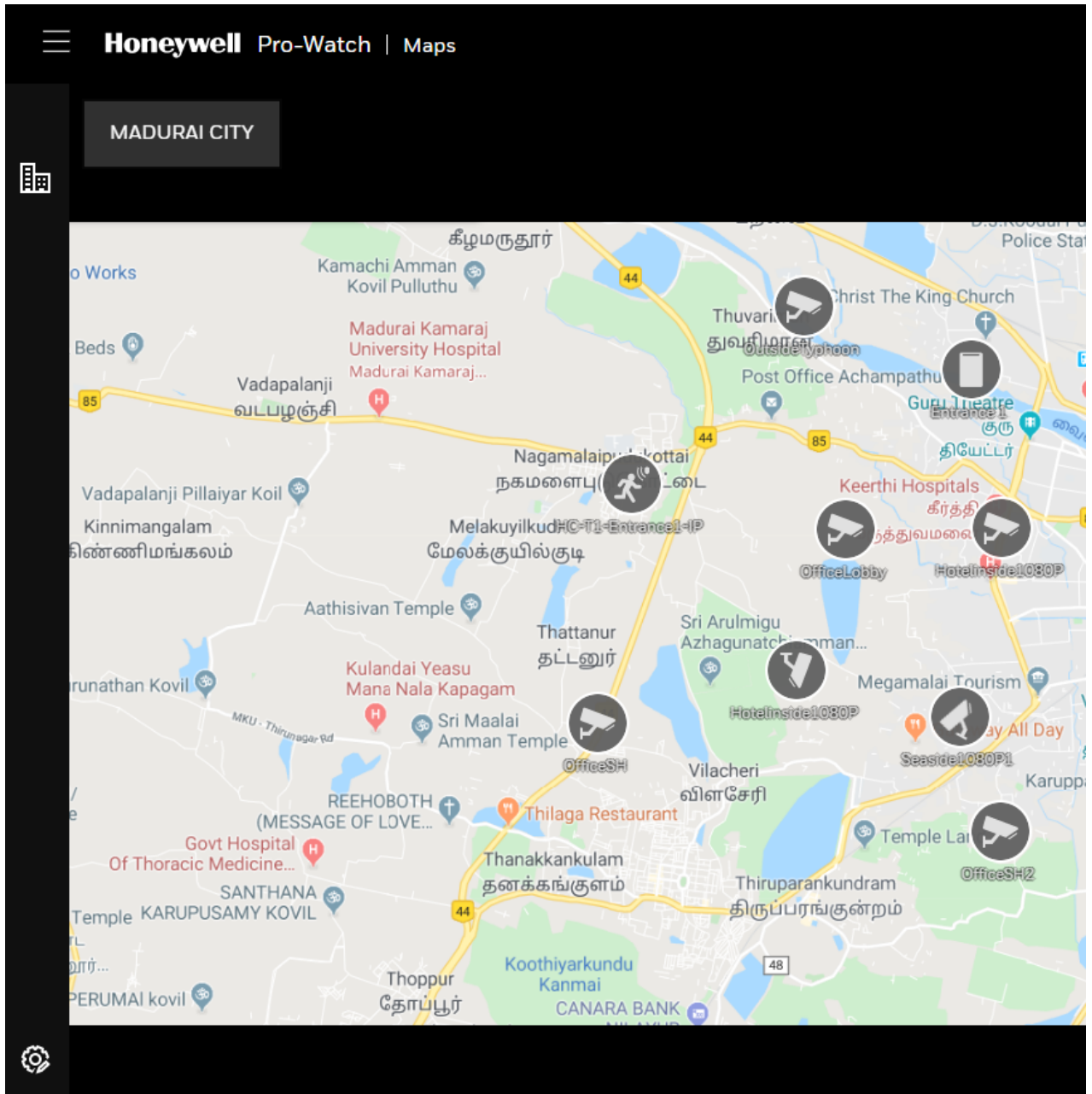
1. Click config tool to lunch map configuration. See [Configuring Devices on the Map](#).
2. Select target device on the map.
3. Click the Delete icon:



2.19.9 Displaying Maps in Web Client

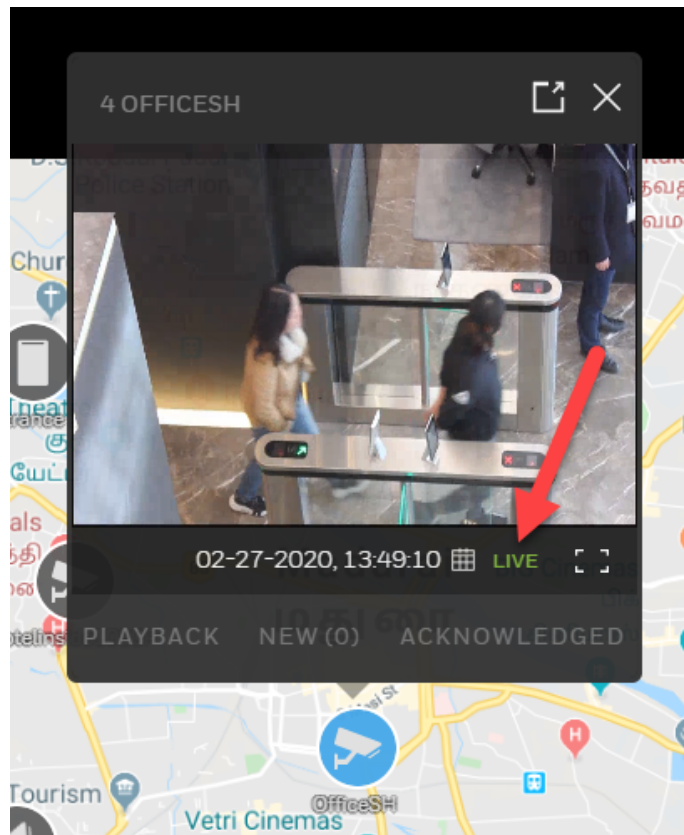
Display the main **Honeywell Hamburger Menu**.

In the Honeywell Hamburger Menu bar, click the **Maps** link to display the **Maps** landing page:



2.19.10 Live Camera View

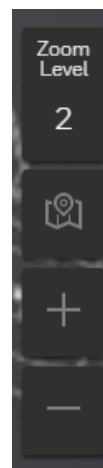
To view a camera, click on the camera icon to display a live view:



2.19.11 Zoom Level

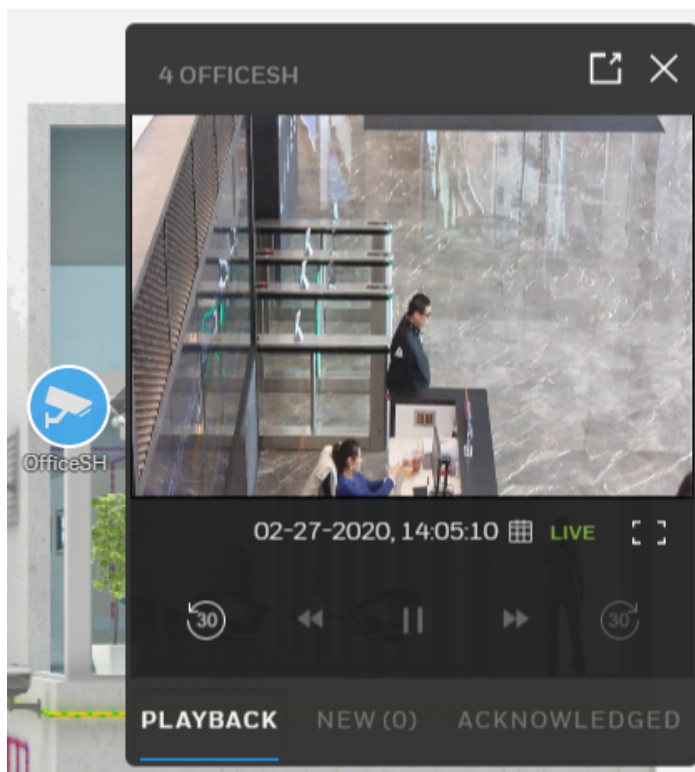
To increase the zoom level, click the + (plus) sign on the lower-right corner.

To decrease the zoom level, click the - (minus) sign on the lower-right corner.

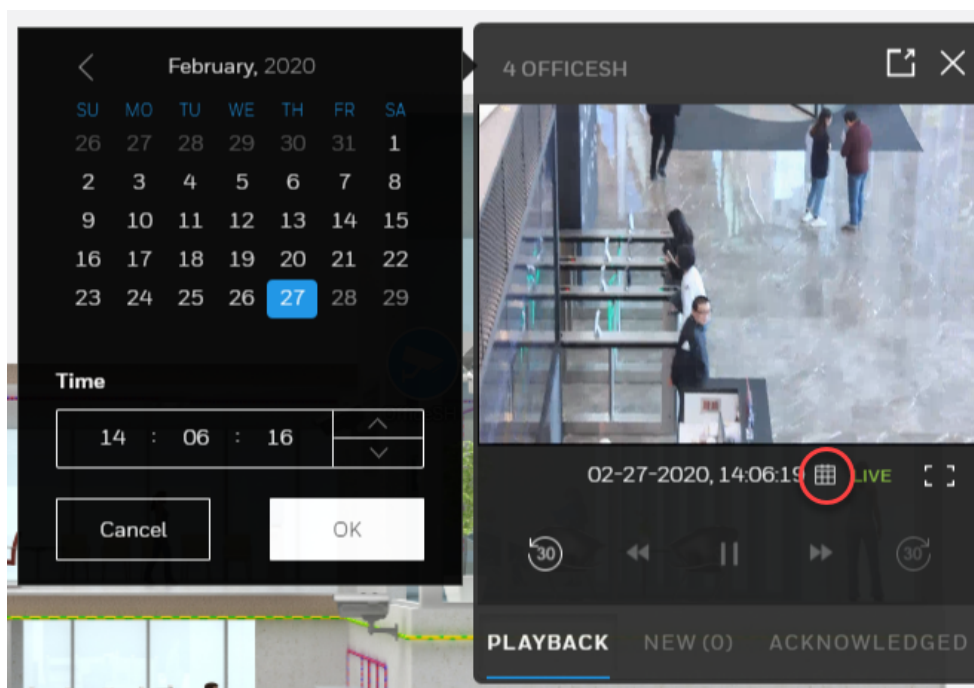


2.19.12 Playback

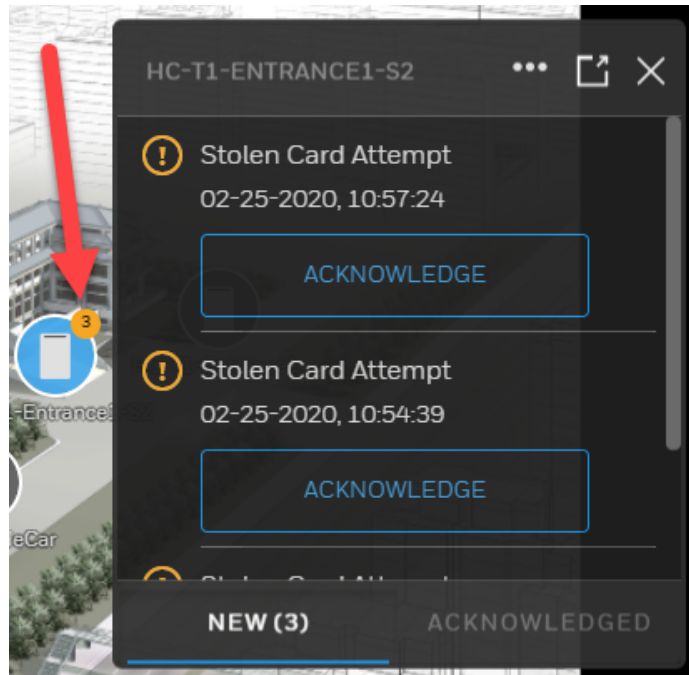
To playback, click the PLAYBACK link:



Click the CALENDAR icon to select a date for video playback:



2.19.13 Acknowledging the Alarms in Map



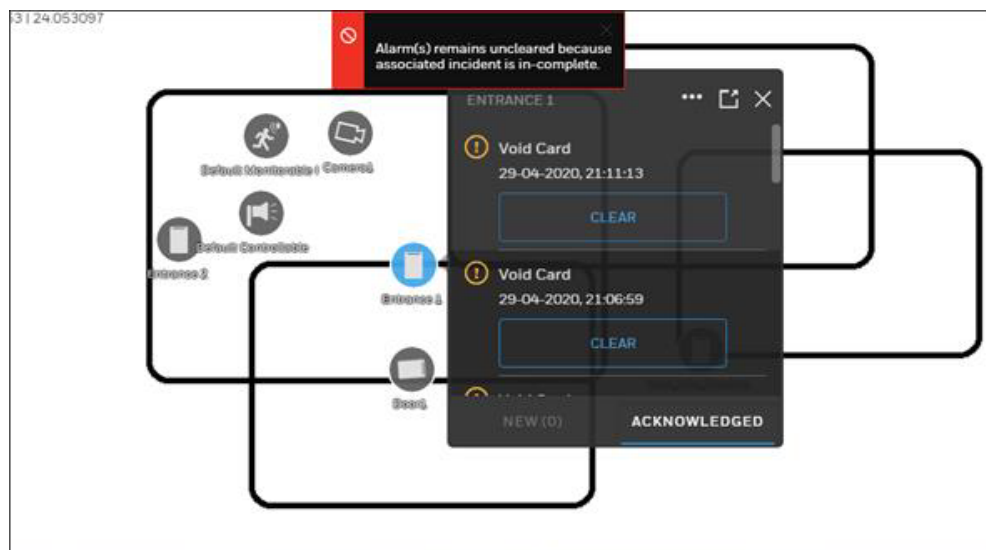
The number circle on the icon will display the number of alarms recorded. To acknowledge the alarm, click the ACKNOWLEDGE button.

A workflow-associated alarm, when acknowledged, will not automatically navigate the user to the Incidents page. The user must navigate manually to the Incidents page in order to view the incident.

2.19.14 Clearing the Alarms in Maps

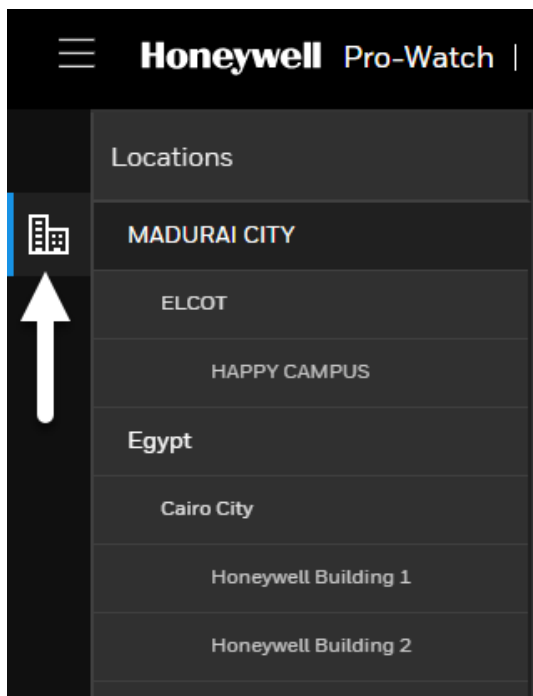
If there is any incident associated with the alarm, clearing the alarm will fail and display the following **error message**:

“Alarm(s) remains uncleared because associated incident is in-complete.”



2.19.15 Browsing by Location

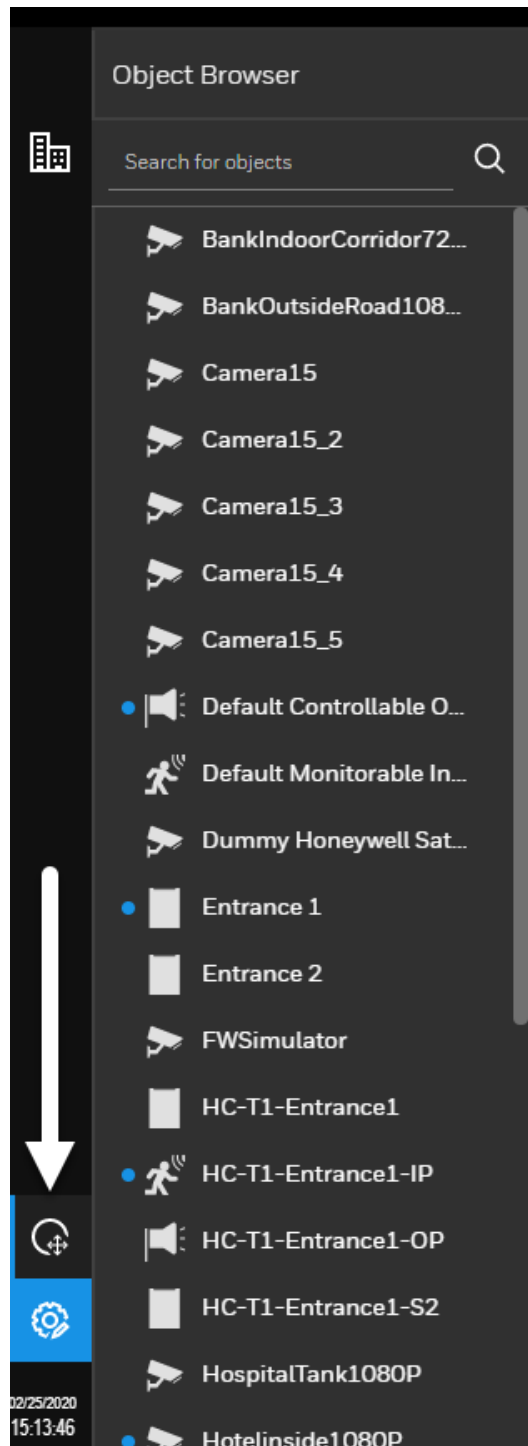
To browse different locations, click the **Building** icon to display the **Locations** list:



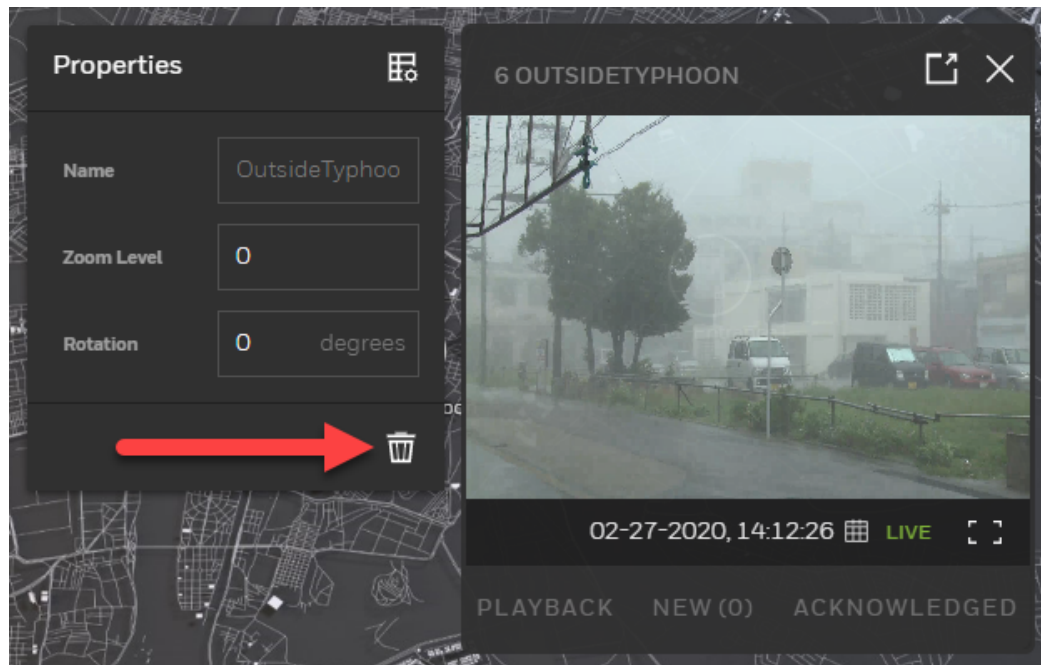
Select a location to display its map on the right pane.

2.19.16 Browsing by Map Objects

To browse by different map objects, click the **Wheel** icon to display the **Objects** list:



Select an object from the list to display it on the right pane:



To delete the camera view, click the TRASH icon in the Properties screen.

2.20 Known Issues and Recommendations, System Settings

2.20.1 Installation

1. Run "Pro-Watch Intelligent Command.exe" as administrator.
2. Make sure the Windows updates are completed.
3. Make sure installer (user) has Admin privileges.

2.20.2 Firmware Inventory file store

1. Ensure a file path (location) is preset for firmware files to be stored, locally or on a network path.
2. If network path is used, we recommend using "Map Network Drive" to map this folder locally.
3. Ensure this path is available as inventory storage path during installation.
4. Ensure the user (credential given in installer) has the write access to this path.

2.20.3 If you face any Login issues:

1. Run "cmd" as administrator and do "iisreset".
2. Do "ctrl + F5" in the Pro-Watch sign in page.
3. If in any case, the "Pro-Watch Server" was restarted, complete steps 2 and 3 above.

2.20.3.1 Possible resolutions:

- The client workstation and Web Server workstation should be added for the Web to work.
- The client workstation and Web Server workstation should be added to the web user.
- User's web password should be set in advance. But please note that a user's web password is needed ONLY for Basic Authentication, not for Windows Authentication.
- Pro-Watch Server service should be running.

2.20.4 If you get a "Certificate Error" at Login:

1. Manually create the certificate and sign in.

2.20.5 If VMS and Pro-Watch data are out of sync:

1. Go to video channel properties, turn OFF "is installed" press OK. Then, open video channel properties turn ON "is installed."
2. Or, go to services.msc. Restart "Pro-Watch Server" and try download.
3. Or, go to specific recorder in VMS and update description and save (this will initiate the auto sync).

2.20.6 Unable to add firmware inventory file from few machines and the progress indicator is always showing 0% progress

1. Go to the machine, where Pro-Watch web UI is installed.
2. Open powershell in admin mode and go to path: C:\Program Files (x86)\Honeywell\UnifiedSecurityPlatform\Web\LiveAlarm\Util
3. Type .\export.ps1 and press enter.
4. Above command will generate "Honeywell_Certificate" certificate at this location: C:\Program Files (x86)\Honeywell\UnifiedSecurityPlatform\Web\LiveAlarm\Util. Now copy this certificate to machine from where the user is seeing this problem of uploading the inventory file.
5. Install this certificate under "Local machine," with password as "HON123well," and place this certificate at "Trusted Root Certification Authority."
6. Open Chrome browser and clear all the browsing and cache history. Then, open PWIC in Chrome browser, log in and again try uploading inventory. This time it should succeed.

2.20.7 Other Issues and Recommendations:

1. Firmware Update cancel operation may show error occurred even though operation is successful.
2. Camera data last updated may show "0 days ago", even after pulling data several days earlier.
3. Sometimes the Firmware Update status notification will be delayed, even though camera is upgraded and stated streaming in VMS.

4. The user may be able to upload firmware for camera models for which Firmware Update is not supported. The user cannot perform Firmware Update for those models even when firmware is available.
5. Add NVR 6.5 only after installing all PWIC components for the sync to work.
6. Camera USN should be a unique number across NVRs for Firmware Update feature to work.
7. To make the camera-pull-request to work in PWIC, user should make sure web configurator is configured with appropriate user credential in NVR and VMS.
8. When installed in intranet, Ping using Hostname to ensure PW IC (services) and NVR boxes communicate to each other.
9. Install VMS 650 and PW 5.0 on separate machines.

2.21 Honeywell Camera Models Supported for Simplified Device Maintenance

| SERIALID | MANUFACTURER | MODEL |
|----------|--------------|-----------|
| 1 | Honeywell | H4D3PRV3 |
| 2 | Honeywell | HED3PR3 |
| 3 | Honeywell | H4D3PRV2 |
| 4 | Honeywell | HBD3PR1 |
| 5 | Honeywell | HBD3PR2 |
| 6 | Honeywell | HBW4PR2 |
| 7 | Honeywell | H4W4PRV2 |
| 8 | Honeywell | HEW4PR2 |
| 9 | Honeywell | HEW2PR2 |
| 10 | Honeywell | H4W2PRV2 |
| 11 | Honeywell | HBW2PR2 |
| 12 | Honeywell | HBW4PR1 |
| 13 | Honeywell | H4W4PRV3 |
| 14 | Honeywell | HEW4PR3 |
| 15 | Honeywell | HEW4PRW3 |
| 16 | Honeywell | HBW2PR1 |
| 17 | Honeywell | HBW2PR1 |
| 18 | Honeywell | HEW2PRW1 |
| 19 | Honeywell | H2W4PRV3 |
| 20 | Honeywell | H2W2PRV3 |
| 21 | Honeywell | H4D8PR1 |
| 22 | Honeywell | HBD8PR1 |
| 23 | Honeywell | HED8PR1 |
| 24 | Honeywell | HFD5PR1 |
| 25 | Honeywell | HDZP252DI |
| 26 | Honeywell | HED2PER3 |
| 27 | Honeywell | H4W4PER3 |

| | | |
|----|-----------|-----------|
| 28 | Honeywell | HEW4PER3 |
| 29 | Honeywell | H4W4PER2 |
| 30 | Honeywell | HBD2PER1 |
| 31 | Honeywell | HBW4PER1 |
| 32 | Honeywell | HBW4PER2 |
| 33 | Honeywell | HDZP304DI |
| 34 | Honeywell | HBW4PGR1 |
| 35 | Honeywell | H4W8PR2 |
| 36 | Honeywell | HBW8PR2 |
| 37 | Honeywell | H2W2PC1M |
| 38 | Honeywell | H2W4PER3 |
| 39 | Honeywell | H2W2PER3 |
| 40 | Honeywell | HEW2PER3 |
| 41 | Honeywell | HEW4PER3B |
| 42 | Honeywell | HBW2PER1 |
| 43 | Honeywell | HEW4PER2 |
| 44 | Honeywell | HEW4PER2B |
| 45 | Honeywell | HEW2PER2 |
| 46 | Honeywell | H4W2PER2 |
| 47 | Honeywell | HBW2PER2 |
| 48 | Honeywell | H4W2PER3 |
| 49 | Honeywell | HPW2P1 |
| 50 | Honeywell | HC30W42R3 |
| 51 | Honeywell | HC30W45R3 |
| 52 | Honeywell | HC30W45R2 |
| 53 | Honeywell | HC30WB2R1 |
| 54 | Honeywell | HC30WB5R1 |
| 55 | Honeywell | HC30WB5R2 |
| 56 | Honeywell | HC30WE2R3 |
| 57 | Honeywell | HC30WE5R3 |
| 58 | Honeywell | HC30WE5R2 |

| | | |
|----|-----------|------------|
| 59 | Honeywell | HC30WF5R1 |
| 60 | Honeywell | HCD8G |
| 61 | Honeywell | HC60W35R2 |
| 62 | Honeywell | HC60W35R4 |
| 63 | Honeywell | HC60W45R2 |
| 64 | Honeywell | HC60W45R4 |
| 65 | Honeywell | HC60WB5R2 |
| 66 | Honeywell | HC60WB5R5 |
| 67 | Honeywell | HC60WZ2E30 |
| 68 | Honeywell | H3W2GR1 |
| 69 | Honeywell | H3W2GR2 |
| 70 | Honeywell | H3W4GR1 |
| 71 | Honeywell | H4W2GR1 |
| 72 | Honeywell | H4W2GR2 |
| 73 | Honeywell | H4W4GR1 |
| 74 | Honeywell | HBW2GR1 |
| 75 | Honeywell | HBW2GR3 |
| 76 | Honeywell | HBW4GR1 |
| 77 | Honeywell | HCW2G |
| 78 | Honeywell | HCW4G |
| 79 | Honeywell | H4L2GR1 |
| 80 | Honeywell | HBL2GR1 |
| 81 | Honeywell | HCL2G |
| 82 | Honeywell | HDZ302LIK |
| 83 | Honeywell | HDZ302LIW |
| 84 | Honeywell | H4D8GR1 |
| 85 | Honeywell | HBD8GR1 |
| 86 | Honeywell | HFD6GR1 |
| 87 | Honeywell | HFD8GR1 |
| 88 | Honeywell | HSW2G1 |
| 89 | Honeywell | HSWB2G1 |

| | | |
|-----|-----------|--------------|
| 90 | Honeywell | HDZ302DE |
| 91 | Honeywell | HDZ302D |
| 92 | Honeywell | HDZ302DIN |
| 93 | Honeywell | HTMZ160T302W |
| 94 | Honeywell | HEPZ302W0 |
| 95 | Honeywell | HM4L8GR1 |
| 96 | Honeywell | HMBL8GR1 |
| 97 | Honeywell | H4L6GR2 |
| 98 | Honeywell | HBL6GR2 |
| 99 | Honeywell | H4W2GR1V |
| 100 | Honeywell | H4W4GR1V |
| 101 | Honeywell | H3W2GR1V |
| 102 | Honeywell | H3W4GR1V |
| 103 | Honeywell | HBW2GR1V |
| 104 | Honeywell | HBW2GR3V |
| 105 | Honeywell | HCW2GV |
| 106 | Honeywell | H2W2GR1 |
| 107 | Honeywell | HCL2GV |
| 108 | Honeywell | HBL2GR1V |
| 109 | Honeywell | H4L2GR1V |

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