

Perspective VMS® Remote Status Monitoring

Remote Status Monitoring (RSM) is an optional agreement issued for Perspective VMS® camera license in addition to PVMS Software Maintenance plans. PVMS Software Maintenance is included for the first year of PVMS ownership. RSM may be added on for a nominal fee.



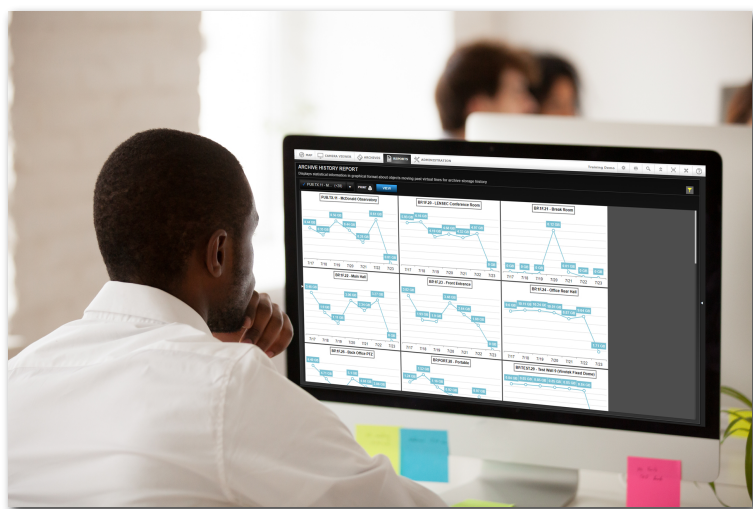
Camera Status Report

| # | Camera Name | IP | Archiving Server | Status | Out Of Service | Installation Date | Status Update | Status Unchanged | Reference Ticket | Ticket Status | Created Date | Created By |
|----|---|-------------|------------------|--------|----------------|---------------------|---------------------|---------------------|------------------|---------------|---------------------|------------|
| 1 | RP-35-20 - LENSEC Conference Room Quad | 10.10.10.10 | 10.10.10.10 | Online | No | 08/01/2019 13:00:00 | 10/01/2019 13:00:00 | 10/01/2019 13:00:00 | Case # 1234 | On Hold | 11/10/2019 11:00:00 | Incident |
| 2 | RP-35-20 - LENSEC Conference Room Quad View | 10.10.10.10 | 10.10.10.10 | Online | No | 08/01/2019 13:00:00 | 10/01/2019 13:00:00 | 10/01/2019 13:00:00 | Case # 1234 | On Hold | 11/10/2019 11:00:00 | Incident |
| 3 | RP-35-20 - LENSEC Conference Room Quad View | 10.10.10.10 | 10.10.10.10 | Online | No | 08/01/2019 13:00:00 | 10/01/2019 13:00:00 | 10/01/2019 13:00:00 | Case # 1234 | On Hold | 11/10/2019 11:00:00 | Incident |
| 4 | RP-35-20 - LENSEC Conference Room Quad View | 10.10.10.10 | 10.10.10.10 | Online | No | 08/01/2019 13:00:00 | 10/01/2019 13:00:00 | 10/01/2019 13:00:00 | Case # 1234 | On Hold | 11/10/2019 11:00:00 | Incident |
| 5 | RP-35-20 - LENSEC Conference Room Quad View | 10.10.10.10 | 10.10.10.10 | Online | No | 08/01/2019 13:00:00 | 10/01/2019 13:00:00 | 10/01/2019 13:00:00 | Case # 1234 | On Hold | 11/10/2019 11:00:00 | Incident |
| 6 | RP-35-20 - LENSEC Conference Room Quad View | 10.10.10.10 | 10.10.10.10 | Online | No | 08/01/2019 13:00:00 | 10/01/2019 13:00:00 | 10/01/2019 13:00:00 | Case # 1234 | On Hold | 11/10/2019 11:00:00 | Incident |
| 7 | RP-35-20 - LENSEC Conference Room Quad View | 10.10.10.10 | 10.10.10.10 | Online | No | 08/01/2019 13:00:00 | 10/01/2019 13:00:00 | 10/01/2019 13:00:00 | Case # 1234 | On Hold | 11/10/2019 11:00:00 | Incident |
| 8 | RP-35-20 - LENSEC Conference Room Quad View | 10.10.10.10 | 10.10.10.10 | Online | No | 08/01/2019 13:00:00 | 10/01/2019 13:00:00 | 10/01/2019 13:00:00 | Case # 1234 | On Hold | 11/10/2019 11:00:00 | Incident |
| 9 | RP-35-20 - LENSEC Conference Room Quad View | 10.10.10.10 | 10.10.10.10 | Online | No | 08/01/2019 13:00:00 | 10/01/2019 13:00:00 | 10/01/2019 13:00:00 | Case # 1234 | On Hold | 11/10/2019 11:00:00 | Incident |
| 10 | RP-35-20 - LENSEC Conference Room Quad View | 10.10.10.10 | 10.10.10.10 | Online | No | 08/01/2019 13:00:00 | 10/01/2019 13:00:00 | 10/01/2019 13:00:00 | Case # 1234 | On Hold | 11/10/2019 11:00:00 | Incident |
| 11 | RP-35-20 - LENSEC Conference Room Quad View | 10.10.10.10 | 10.10.10.10 | Online | No | 08/01/2019 13:00:00 | 10/01/2019 13:00:00 | 10/01/2019 13:00:00 | Case # 1234 | On Hold | 11/10/2019 11:00:00 | Incident |
| 12 | RP-35-20 - LENSEC Conference Room Quad View | 10.10.10.10 | 10.10.10.10 | Online | No | 08/01/2019 13:00:00 | 10/01/2019 13:00:00 | 10/01/2019 13:00:00 | Case # 1234 | On Hold | 11/10/2019 11:00:00 | Incident |
| 13 | RP-35-20 - LENSEC Conference Room Quad View | 10.10.10.10 | 10.10.10.10 | Online | No | 08/01/2019 13:00:00 | 10/01/2019 13:00:00 | 10/01/2019 13:00:00 | Case # 1234 | On Hold | 11/10/2019 11:00:00 | Incident |
| 14 | RP-35-20 - LENSEC Conference Room Quad View | 10.10.10.10 | 10.10.10.10 | Online | No | 08/01/2019 13:00:00 | 10/01/2019 13:00:00 | 10/01/2019 13:00:00 | Case # 1234 | On Hold | 11/10/2019 11:00:00 | Incident |

If a camera or server is determined to be off-line, LENSEC Technical Support Representatives will remotely diagnose and attempt to remedy the problem to ensure covered surveillance systems remain online and operational. In the event of a hardware failure, the LENSEC Technical Support Team can work remotely with partner or customer server support personnel to get equipment back online.

RSM includes server assessment reports, remote diagnostic support, and remote hardware support. The fee for RSM covers one-year of service and is paid annually per license.

The plan includes monitoring of surveillance system hardware, including cameras, servers, and additional network hardware. RSM helps ensure maximum uptime of your system by proactively monitoring the up/down status of each camera and server in your surveillance network.



Remote Status Monitoring Highlights:

- Notification of Exceptions via Email
- Emergency Situation Support
- Server Assessment Reports
- Reports Showing Server Information and Installation History
- Remote Diagnostic Support
- Server Support from LENSEC Technical Support
- Remote Hardware Support
- Common Troubleshooting Support of Hardware-Related Issues

LIMITED OFFER | 30-Days of Remote Status Monitoring for Free

New PVMS deployments will receive **30-days of Free RSM Service**, including system monitoring by LENSEC Certified Support Staff. In order to access customer systems, external email must be configured for technicians to receive email notifications from the surveillance system. Additional help may be provided with remote access via a secure login for LENSEC Support personnel.