

Perspective VMS® Remote Status Monitoring

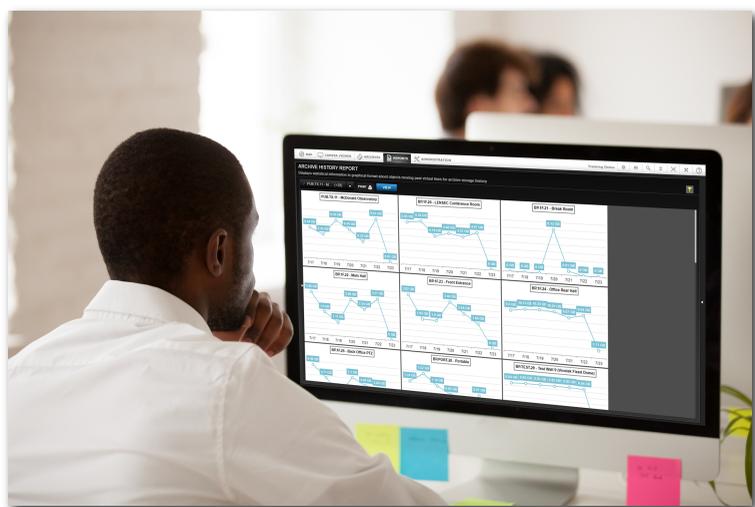
Remote Status Monitoring (RSM) is an optional agreement issued for Perspective VMS® camera license in addition to PVMS Software Maintenance plans. PVMS Software Maintenance is included for the first year of PVMS ownership. RSM may be added on for a nominal fee.



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.

Camera Status Report

#	Camera Name	IP	Activity Server	Status	Out Of Service	Last Update	Status Update	Status Changed	Reference Ticket	Ticket Status	Created Date	Created By
1	IP: 10.10.10.10 - LENSEC Conference Room Quad	10.10.10.10	Headset (L2)	Offline	No	08/01/2019 12:00 AM	18 Aug 01 0:00			On Hold	11/11/2019 12:00 PM	Incident
2	IP: 10.10.10.11 - LENSEC Conference Room Quad View	10.10.10.11	Headset (L2)	Offline	No	08/01/2019 12:00 AM	18 Aug 01 0:00	Case # 1234 - pending program		On Hold	11/11/2019 12:00 PM	Incident
3	IP: 10.10.10.12 - Server Room Server	10.10.10.12	Headset (L2)	Offline	No	08/01/2019 12:00 AM	18 Aug 01 0:00			On Hold	11/11/2019 12:00 PM	Incident
4	IP: 10.10.10.13 - Test Mail 3 (Unlink Front Desk)	10.10.10.13	Headset (L2)	Offline	No	08/01/2019 11:00 AM	18 Aug 01 0:00			On Hold	11/11/2019 12:00 PM	Incident
5	IP: 10.10.10.14 - Server Room L2	10.10.10.14	Headset (L2)	Offline	No	07/30/2019 06:00 AM	27 Aug 01 3:00			On Hold	11/11/2019 12:00 PM	Incident
6	IP: 10.10.10.15 - LENSEC Conference Room	10.10.10.15	Headset (L2)	Offline	No	07/30/2019 06:00 AM	27 Aug 01 3:00			On Hold	11/11/2019 12:00 PM	Incident
7	IP: 10.10.10.16 - LENSEC Conference Room 180	10.10.10.16	Headset (L2)	Offline	No	07/30/2019 06:00 AM	27 Aug 01 3:00			On Hold	11/11/2019 12:00 PM	Incident
8	IP: 10.10.10.17 - Server Room	10.10.10.17	Headset (L2)	Offline	No	07/30/2019 06:00 AM	27 Aug 01 3:00			On Hold	11/11/2019 12:00 PM	Incident
9	IP: 10.10.10.18 - Mail Mail	10.10.10.18	Headset (L2)	Offline	No	07/30/2019 06:00 AM	27 Aug 01 3:00	Case #00000000 - On Hold - Configuration - missing folder		On Hold	11/11/2019 12:00 PM	Incident
10	IP: 10.10.10.19 - Mail Front Mail	10.10.10.19	Headset (L2)	Offline	No	5/31/2019	07/30/2019 06:00 AM	27 Aug 01 3:00		On Hold	11/11/2019 12:00 PM	Incident
11	IP: 10.10.10.20 - Office New Mail	10.10.10.20	Headset (L2)	Offline	No	07/30/2019 06:00 AM	27 Aug 01 3:00			On Hold	11/11/2019 12:00 PM	Incident
12	IP: 10.10.10.21 - Mail Office P12	10.10.10.21	Headset (L2)	Offline	No	07/30/2019 06:00 AM	27 Aug 01 3:00			On Hold	11/11/2019 12:00 PM	Incident
13	IP: 10.10.10.22 - Server Office	10.10.10.22	Headset (L2)	Offline	No	07/30/2019 06:00 AM	27 Aug 01 3:00			On Hold	11/11/2019 12:00 PM	Incident
14	IP: 10.10.10.23 - Paradise	10.10.10.23	Headset (L2)	Offline	No	07/30/2019 06:00 AM	27 Aug 01 3:00			On Hold	11/11/2019 12:00 PM	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.



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.