

System Availability Monitor

Achieve complete visibility of your system's health

Customers rely on you to ensure their system is operational and resolve issues before their operations and security are affected. Yet collecting health information and monitoring events across multiple systems and end users can be quite challenging and costly.

Genetec's cloud-based System Availability Monitor ensures you have an up-to-date and global view of the health of systems under your care, including individual system components' health and status. It automatically collects health information and makes it available from any location through an intuitive web-based dashboard.

With real-time health information from all your connected systems, you can quickly identify issues requiring your team's attention. Easily audit system health with detailed metrics such as uptime and mean-time-to-recovery (MTTR) for each server role, camera, reader, ALPR and intrusion unit, and plan detailed maintenance tasks prior to any on-site visit.

Applications:

Video Surveillance · Access Control
Automatic License Plate Recognition

Key benefits

Helps ensure the health of your customers' security platform

Gives you real-time information, allowing you to identify and resolve issues faster

Simple and easy to understand dashboard

Centrally monitor systems and health events across your install base from any computer

Secure data collection and access with user authentication and SSL-encrypted communications

Included at no cost for all systems with an active Genetec software maintenance agreement

How to leverage the System Availability Monitor



Real-time health monitoring

Detect units or roles experiencing difficulties with a web-based centralized health dashboard, and ensure no issue goes unattended.



Detailed system care evaluation

Evaluate the effectiveness of maintenance by comparing system availability metrics such as uptime and mean-time-between-failures (MTBF), both before and after interventions.



Efficient maintenance planning

Prioritize maintenance activities and prevent unexpected issues by reviewing an individual system's current health and history prior to on-site visits.

Supported roles

Availability statistics are available for the following Security Center roles:

Access Manager

Archiver

Auxiliary Archivers

Directory

Directory Failover

Federation

Health Monitor

Intrusion Manager

LPR Manager

Media Router

Zone manager

Supported units

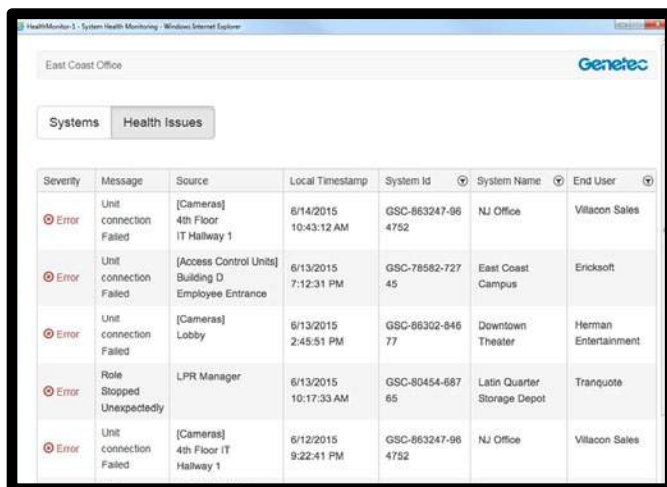
Availability statistics are available for the following units:

Cameras

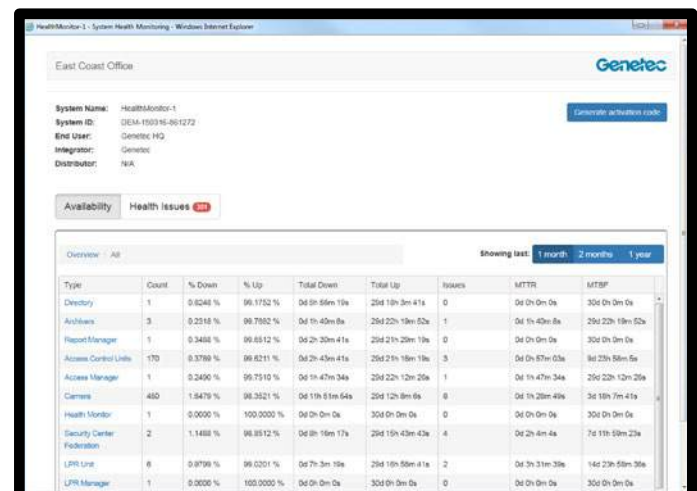
Access control units

Automatic license plate recognition units

Intrusion detection units



Severity	Message	Source	Local Timestamp	System ID	System Name	End User
Error	Unit connection Failed	[Cameras] 4th Floor IT Hallway 1	6/14/2015 10:43:12 AM	GSC-863247-96 4752	NJ Office	Villaco Sales
Error	Unit connection Failed	[Access Control Units] Building D Employee Entrance	6/13/2015 7:12:31 PM	GSC-78582-727 45	East Coast Campus	Ericksoft
Error	Unit connection Failed	[Cameras] Lobby	6/13/2015 2:45:51 PM	GSC-86302-846 77	Downtown Theater	Herman Entertainment
Error	Role Stopped Unexpectedly	LPR Manager	6/13/2015 10:17:33 AM	GSC-80454-687 65	Latin Quarter Storage Depot	Tranquote
Error	Unit connection Failed	[Cameras] 4th Floor IT Hallway 1	6/12/2015 9:22:41 PM	GSC-863247-96 4752	NJ Office	Villaco Sales



Type	Count	% Down	% Up	Total Downtime	Total Up	Issues	MTTR	MTBF
Directory	1	0.0248 %	99.9752 %	0d 0h 55m 19s	25d 18h 3m 41s	0	0d 0h 0m 0s	30d 0h 0m 0s
Archivers	3	0.2318 %	99.7682 %	0d 1h 45m 8s	25d 22h 19m 52s	1	0d 1h 45m 8s	25d 22h 19m 52s
Report Manager	1	0.3488 %	99.6512 %	0d 2h 30m 41s	25d 21h 29m 19s	0	0d 0h 0m 0s	30d 0h 0m 0s
Access Control Units	170	0.3789 %	99.6211 %	0d 2h 43m 41s	25d 21h 16m 19s	3	0d 0h 57m 03s	3d 23h 58m 5s
Access Manager	1	0.2490 %	99.7510 %	0d 1h 47m 34s	25d 22h 12m 26s	1	0d 1h 47m 34s	25d 22h 12m 26s
Cameras	480	1.8479 %	98.1521 %	0d 11h 51m 54s	25d 12h 8m 6s	8	0d 1h 20m 49s	3d 18h 7m 41s
Health Monitor	1	0.0000 %	100.0000 %	0d 0h 0m 0s	30d 0h 0m 0s	0	0d 0h 0m 0s	30d 0h 0m 0s
Security Center Federation	2	1.1488 %	98.8512 %	0d 8h 16m 17s	25d 15h 43m 43s	4	0d 2h 4m 4s	7d 11h 59m 23s
LPR Unit	6	0.8789 %	99.1211 %	0d 7h 3m 10s	25d 16h 56m 11s	2	0d 3h 31m 30s	14d 23h 58m 36s
LPR Manager	1	0.0000 %	100.0000 %	0d 0h 0m 0s	30d 0h 0m 0s	0	0d 0h 0m 0s	30d 0h 0m 0s

Health issues overview

The System Availability Monitor's health issues page displays the latest incidents from all connected systems, allowing you to act before security operations are affected.

Availability statistics

The System Availability Monitor tracks uptime and downtime as a percentage and total, the number of issues, and mean time between failures recovery for available roles and units.