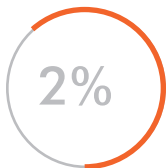
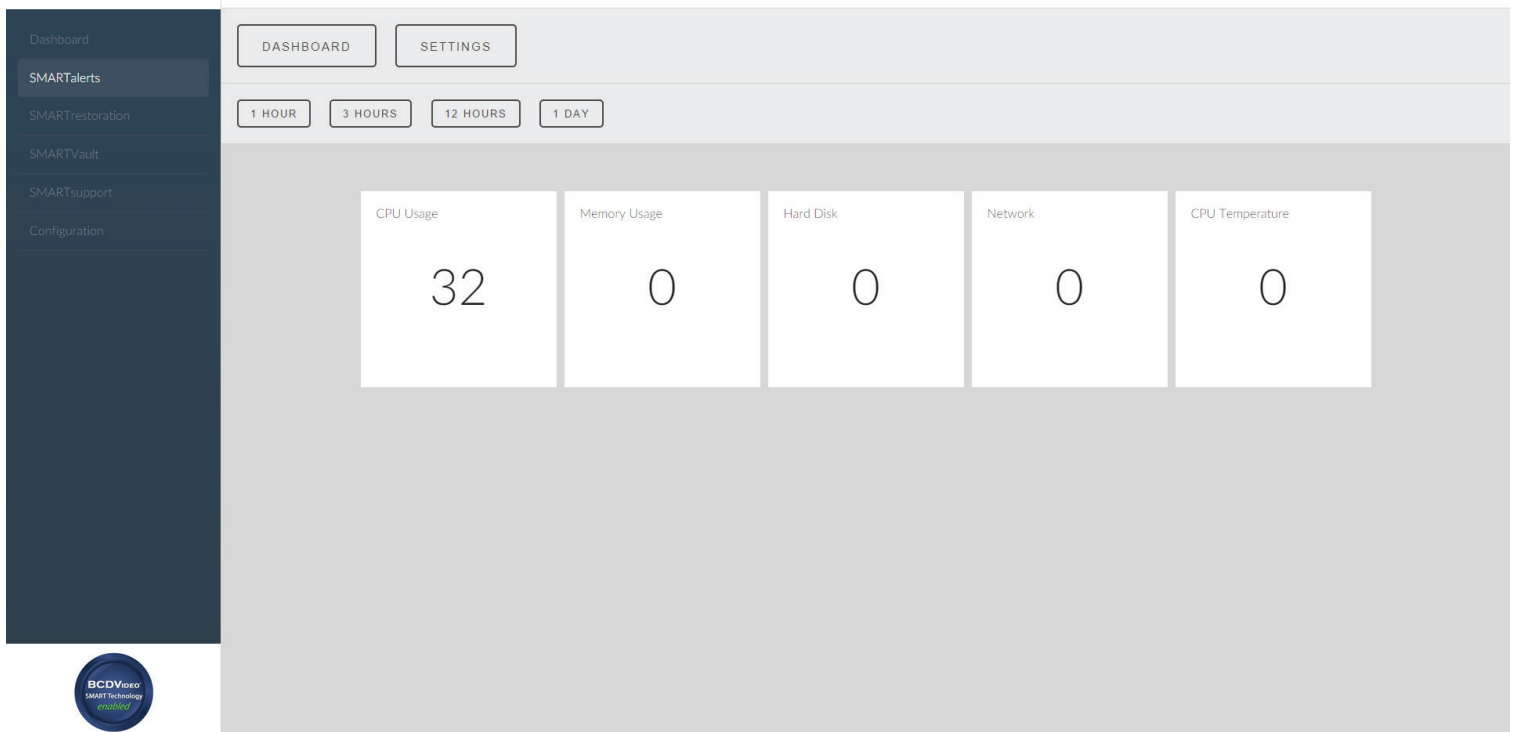


## Dashboard

The Dashboard gives you a real time view of hardware states in an easy to read graph and gauge layout. The system allows you to show data from as far back as 48 hours.

- Performance Graph (Last 48 Hours) – A line graph detailing monitored hardware state over the last 24 hours.
- CPU Usage – Represents the total load on the CPU (average utilization across all CPU's and cores).
- Memory Usage – Represents total RAM in a busy state (allocated or in use).
- Hard Disk Usage – Represents amount of overall hard disk capacity in use.
- Network – Represents average load across a selected network adapter. The adapter you wish to monitor is selected in the Configuration tab.
- CPU Temp – Represents the temperature of the CPU package in Celsius.



# SMARTalert

The Alerts menu is broken down into two views. The Dashboard shows you amount of triggered alarms and of what type for the selected range of time. You may select to see the alerts by the last hour, last 48 hours or a custom defined range. The graph will update dynamically and logs for the selected time frame will be populated below the graph showing alert trigger time, type, reading and if an item has gone down.

The settings pane gives users a simple way to manage granular alerting. Eight parameters can be reported on:

- CPU Usage Threshold
- CPU Temperature Threshold
- HDD Used Threshold
- HDD Temperature (NYI)
- Memory Used
- Network Load
- Live Utilization
- Archive Utilization

To enable alerting for a specific parameter, check the “Enable Alert” box. The threshold value details at what value the alert will be triggered. Enter a valid email address and click “Add” and “Save.” You can enter multiple recipient email addresses (one at a time) to notify when an alert is triggered. An alert will be triggered every time the threshold value is exceeded, but not more than once every 15 seconds. Choose your threshold values wisely to ensure you do not receive unwanted emails.

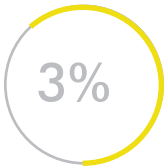
### Begin SMARTrestoration

Starting SMARTrestoration will do the following:

1. Generate a support ticket with BCDVideo support
2. Trigger a SMARTvault backup.
3. Backup SMARTcontrol database to SMARTvault module.

Please note: Initiating a SMARTrestoration is not an automated process. You will be required to strike the F10 key on reboot and follow the SMARTrestoration guide. SMARTrecovery permanently destroys all data and resets your unit to the BCDVideo factory state. This process cannot be undone.

BEGIN RECOVERY



# SMARTrestoration

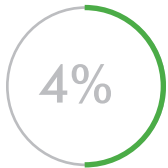
On units equipped with SMARTrestoration clicking the Initiate SMARTrestoration button will perform the following tasks:

1. Generate a support ticket with BCDVideo support
2. Trigger a SMARTvault backup.
3. Backup SMARTcontrol database to SMARTvault module.

*Please note: Initiating a SMARTrestoration is not an automated process. You will be required to strike the F10 key on reboot and follow the SMARTrestoration guide. SMARTrestoration permanently destroys all data and resets your unit to the BCDVideo factory state. This process cannot be undone.*

Backup Configuration File SELECT A FILE TO UPLOAD

Select File:

 No file chosen

# SMARTvault

SMARTvault is a secure on board flash device that allows isolated storage of VMS configuration data. SMARTvault with SMARTcontrol can optionally back up your VMS configuration data securely. Simply click “Browse” and select your VMS configuration file or backup. Checking the “Auto Backup” box will automatically back up this file every 24 hours to the SMARTvault device. Viewing SMARTvault logs is as easy as selecting a date span and clicking submit.

VIEW

CREATE

Please be as detailed as possible, let the support team know how to recreate your issue and what steps lead up to the issue.

Name

Test

Company

Test

Email

Test

Phone Number

Test

Description

Test

CANCEL

SUBMIT

5%

# SMARTsupport

SMARTsupport is a proactive support solution build into SMARTcontrol. On any internet-connected server support tickets can be directly created with the BCDVideo engineering team. Additionally, SMARTcontrol gives users an interface to manage, edit and update tickets right from within the software. Creating a ticket snapshots current log files and attaches them for the BCDVideo team to help diagnose an issue.

## To Create a New Ticket

1. Open SMARTcontrol and click on the SMARTsupport tab.
2. Fill out the ticket fields.
3. In description be as detailed as possible, let the support team know how to recreate your issue and what steps lead up to the issue.
4. Click Submit – Log files will be gathered and the ticket will be submitted to BCDVideo.

## To Manage, Edit or Update a Ticket

1. Open SMARTcontrol and click on the SMARTsupport tab.
2. On the top bar, click on “Ticket History.”
3. Your TicketID, date of last change, brief summary and status are all listed.
4. Double clicking any ticket allows you to change its state, update, or add comments.

## System Info Tab

The system info tab lists important details about your BCDVideo appliance. Serial Number of the chassis and server type are both important pieces of information when calling into technical support or for HP service. The System Info tab also specifies if your appliance is equipped with SMARTrestoration or SMARTvault modules.

Dashboard

SMARTalerts

SMARTrestoration

SMARTVault

SMARTsupport

Configuration

## Configure SMARTcontrol

Live Drive

C:\

SMARTRestoration Backup Location

C:\

SMARTVault Backup Location

C:\

Network

HP Ethernet 1Gb 2-port 330i Adapter

Email To

Email From

Backup File Paths

This is a comma separated list of paths to locate the files to be backed up with SMARTVault

UPDATE

6%

# Configuration

Live Drive – Select your Live Drive volume letter (if equipped).

Archive Drive – Select your Archive volume (if equipped).

Network – Selects the network device to be monitored on the Dashboard.

Email – If you need to route email through an internal mail server instead of the BCDVideo alert system, details can be specified on this page.