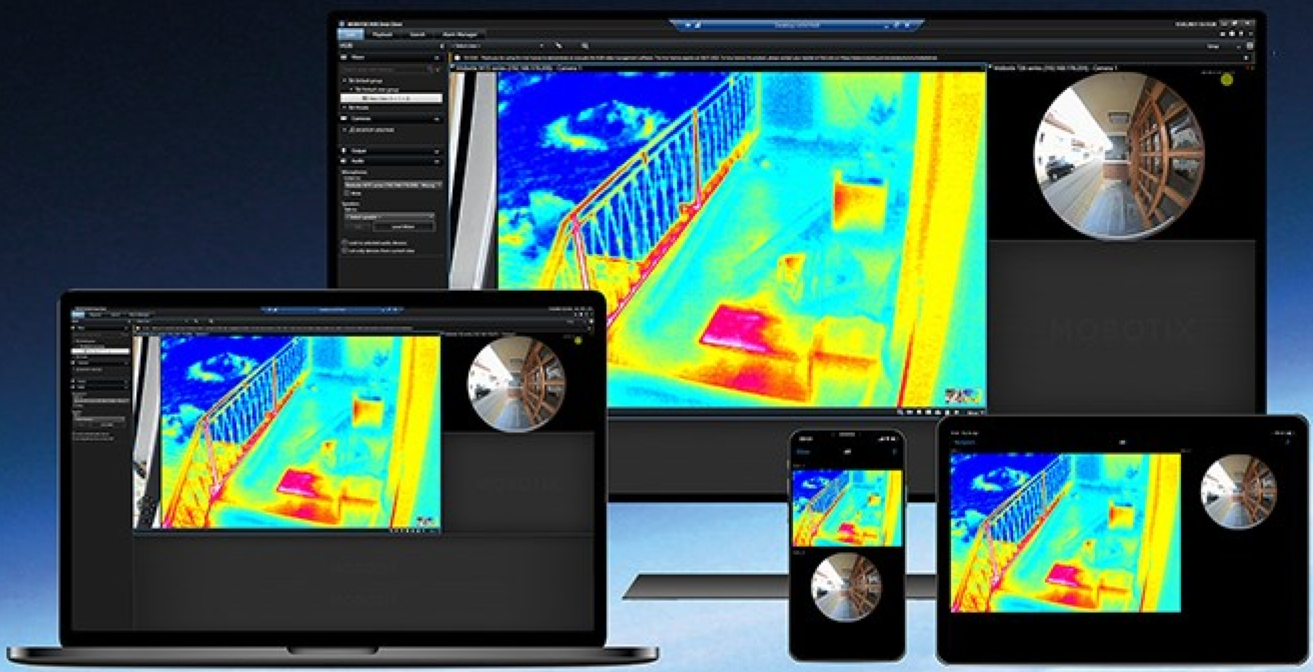
Manual

MOBOTIX HUB Incident Manager 2022 R3



BeyondHumanVision

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Contents

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Overview

About this manual

This manual has guidance and descriptions for system administrators, integrators, and operators using the MOBOTIX HUB Incident Manager add-on.

In MOBOTIX HUB Management Client, system administrators and integrators can configure user permissions and the incident properties that MOBOTIX HUB Desk Client operators can assign to incident projects.

MOBOTIX HUB Desk Client operators can handle the day-to-day creation and maintenance of incident projects.

In this manual, any references made to the positioning of user interface elements presume that you are using a visual left-to-right interface.

What can you find in the different chapters of the manual?

Overview chapter

In this chapter, you can find information about MOBOTIX HUB Incident Manager and its features in MOBOTIX HUB Management Client and MOBOTIX HUB Desk Client, including what is new in the current release.

Licensing chapter

This chapter explains everything you as a system administrator or integrator need to know about licensing in connection with MOBOTIX HUB Incident Manager and how to manage your licenses in MOBOTIX HUB Management Client.

Requirements and considerations chapter

Details that the system administrators or integrators should be aware of before they install MOBOTIX HUB Incident Manager -both for MOBOTIX HUB Management Client and MOBOTIX HUB Desk Client.

Configuration chapter

This chapter is for system administrators and integrators. Learn how to define incident types, statuses, and categories. These are collectively called incident properties, and you can define them in MOBOTIX HUB Management Client. Incident properties will help the MOBOTIX HUB Desk Client operators categorize and manage incident projects.

Operation chapter

Here, you can read about how operators can use the incident-related features in MOBOTIX HUB Desk Client. For example, starting and saving incident projects, adding data to the incident projects, exporting incident projects, and generating reports.

Troubleshooting chapter

Includes information about what the different messages in MOBOTIX HUB Desk Client means and how system administrators can solve potential issues.

MOBOTIX HUB Incident Manager (explained)

MOBOTIX has developed add-on products that fully integrate with MOBOTIX HUB to give you extra functionality. Your MOBOTIX HUB license file controls the access to add-on products.

> Available functionality depends on the system you are using. See the complete feature list, which is available on the product overview page on the MOBOTIX website (https://www.mobotix.com/en/products/vms/mobotixhub).

MOBOTIX HUB Incident Manager is a MOBOTIX add-on that enables organizations to document incidents and combine them with sequence evidence (video and, potentially, audio) from their MOBOTIX HUB VMS.

Users of MOBOTIX HUB Incident Manager can save all the incident information in incident projects. From the incident projects, they can track the status and activities of each incident. In this way, the users can manage incidents effectively and easily share strong incident evidence, both internally with colleagues and externally with authorities.

MOBOTIX HUB Incident Manager helps organizations gain an overview and understanding of the incidents happening in the areas they survey. This knowledge enables the organizations to implement steps to minimize the chance that similar incidents happen in the future.

In MOBOTIX HUB Management Client, the administrators of an organization's MOBOTIX HUB VMS can define the available incident properties in MOBOTIX HUB Incident Manager to the organizations' needs. The operators of MOBOTIX HUB Desk Client start, save, and manage incident projects and add various information to the incident projects. This includes free text, incident properties that the administrators have defined, and sequences from the MOBOTIX HUB VMS. For full traceability, the MOBOTIX HUB VMS logs when administrators define and edit incident properties and when operators create and update the incident projects.

What's new?

In MOBOTIX HUB Incident Manager 2022 R3

- The MOBOTIX HUB Incident Manager add-on is now also compatible with MOBOTIX HUB L4, MOBOTIX HUB L3, and MOBOTIX HUB L2 version 2022 R3 or later.
- MOBOTIX HUB Incident Manager can now show more than 10,000 incident projects.

In MOBOTIX HUB Incident Manager 2022 R2

- The first release of this add-on
- The MOBOTIX HUB Incident Manager add-on is compatible with MOBOTIX HUB L5 version 2022 R2 and later and with MOBOTIX HUB Desk Client version 2022 R2 and later.

Licensing

MOBOTIX HUB Incident Manager licensing (explained)

MOBOTIX HUB Incident Manager requires the following licenses:

- A **base license** that covers the full use of MOBOTIX HUB Incident Manager

Use of MOBOTIX HUB Incident Manager is only supported in the below VMS products and versions:

- MOBOTIX HUB L5 2022 R2 and later: a base license for MOBOTIX HUB Incident Manager is included
- MOBOTIX HUB L4, MOBOTIX HUB L3, and MOBOTIX HUB L2 2022 R3 and later: purchase a base license for MOBOTIX HUB Incident Manager separately

Activate your MOBOTIX HUB Incident Manager license

If you are using MOBOTIX HUB L5 version 2022 R2 or later, the license for MOBOTIX HUB Incident Manager is included in and activated together with your license for your MOBOTIX HUB VMS.

If you have purchased MOBOTIX HUB Incident Manager for your existing installation of MOBOTIX HUB L4, MOBOTIX HUB L3, or MOBOTIX HUB L2 version 2022 R3 or later, simply activate your new license.

See also the section about how to activate licenses in the MOBOTIX HUB VMS administrator manual (https://www.mobotix.com/en/manuals).

Requirements and considerations

System requirements

The system requirements for the MOBOTIX HUB Incident Manager add-on are the same as the system requirements for your MOBOTIX HUB VMS and MOBOTIX HUB Desk Client.

For information about the system requirements for the various VMS applications and system components, go to the MOBOTIX website (https://www.mobotix.com/en/media/4821).

Motion detection required

No feature related to MOBOTIX HUB Incident Manager triggers - or can be configured to trigger - recording of sequences.

To ensure that your MOBOTIX HUB Desk Client operators can add relevant recorded sequences from cameras to their incident projects, enable motion detection on your cameras. If an incident is taking place, there will be motion. If you have motion detection enabled, there will also be recordings to add as sequences in your incident projects.

Ports used by MOBOTIX HUB Incident Manager

The MOBOTIX HUB Incident Manager service and its server components use the following inbound connections.

<table>
<tr><th>Port number</th><th>Protocol</th><th>Process</th><th>Connections from...</th><th>Purpose</th></tr>
<tr><td>80</td><td>HTTP</td><td>IIS</td><td rowspan="2">MOBOTIX HUB Desk Client and the Management Client</td><td rowspan="2">The purpose of port 80 and port 443 is the same. However, which port the VMS uses depends on whether you have used certificates to secure the communication.
• When you have not secured the communication with certificates, the VMS uses port 80.
• When you have secured the communication with certificates, the VMS uses port 443.</td></tr>
<tr><td>443</td><td>HTTPS</td><td>IIS</td></tr>
</table>

For an overview of all the ports that the VMS uses, see the MOBOTIX HUB VMS administrator manual (https://www.mobotix.com/en/manuals).

Logging and SQL databases

SQL databases and storage of data

MOBOTIX HUB Incident Manager has its own SQL database named Surveillance_IM. In the Surveillance_IM SQL database, the system stores information about all your incident projects, data added to the incident projects, and log entries about some user activities related to MOBOTIX HUB Incident Manager. All sequences - added to incident projects or not - are as always stored in your cameras' media databases on your recording servers' storages.

System log file for MOBOTIX HUB Incident Manager

On the computer where you have installed the Management Server system component, you can find the system log file for MOBOTIX HUB Incident Manager. The location of the system log file is C:\ProgramData\MOBOTIX\MOBOTIX HUB Incident Manager\Logs. Consult the log file if you need to troubleshoot system errors.

When the system log file for MOBOTIX HUB Incident Manager becomes larger than 10 MB, the VMS copies and archives the file into an Archive subfolder. The VMS writes new log entries into a new system log file. If you have the right permissions, you can change when the VMS archives the system log file. Change the value for the archive **maxsize** value in the C:\Program Files\MOBOTIX\MOBOTIX HUB Management Server\IIS\IncidentManager\Web.config file.

Logging of user activity in Management Client and MOBOTIX HUB Desk Client

MOBOTIX HUB Incident Manager stores detailed records of user activity in SQL databases.

When administrators in Management Client create, enable, and edit incident properties, these activities are written to the log server's SQL database **SurveillanceLogServerV2**.

When operators of MOBOTIX HUB Desk Client create and edit incident projects, the activities are written to MOBOTIX HUB Incident Manager's own SQL database named Surveillance_IM, to the log server's SQL database SurveillanceLogServerV2, or to both SQL databases.

Where the activities are logged depends on the specific activity.

Who and where	Activity	Activity logged in	
		Surveillance_IM	SurveillanceLogServerV2
Administrators in Management Client	Define, edit, and delete all incident properties and settings related to MOBOTIX HUB Incident Manager.	No	Yes
Operators in MOBOTIX HUB	Create and delete incident projects. Generate and print incident reports.	Yes	Yes

Who and where	Activity	Activity logged in	
		Surveillance_IM	SurveillanceLogServerV2
Desk Client			
	Open and export incident projects.	Yes	No
	Edit incident projects. For example, apply or change incident types, statuses, categories, and data, and add comments or information about calls.	Yes	No
	Create and remove sequences. Add and remove sequences to/from incident projects.	Yes	No

The Surveillance_IM database is located on the same SQL Server installation as the SQL database for the Management Server service. If you move the SQL database for the Management Server service, you must move the Surveillance_IM database to the same location. You can move and back up the Surveillance_IM database the same way as you do with other SQL databases.

Clustering

You can cluster your installation of MOBOTIX HUB Incident Manager.

See also the available information about clustering in the administrator manual for your MOBOTIX HUB VMS.

MOBOTIX HUB Incident Manager and MOBOTIX Federated Architecture

You can use MOBOTIX HUB Incident Manager on an installation that is part of a federated site hierarchy of parent/child sites.

You can use MOBOTIX HUB Incident Manager on all sites with a base license for MOBOTIX HUB Incident Manager. You can add sequences from your own site and its child sites to your incident projects.

However, the incident projects are only available on the site they are created. MOBOTIX HUB Desk Client operators working on other sites - parent or child sites alike - will not have access to the incident projects even if sequences from their sites are added to the incident project.

See also the available information about MOBOTIX Federated Architecture™ in the administrator manual for your MOBOTIX HUB VMS.

Getting started overview

Before you can start using the functionalities in MOBOTIX HUB Incident Manager, you need to:

1. Install and activate your MOBOTIX HUB VMS.

   See also the section about how to activate licenses in the MOBOTIX HUB VMS administrator manual (https://www.mobotix.com/en/manuals).

2. Enable motion detection.

3. Configure the behavior of MOBOTIX HUB Incident Manager in MOBOTIX HUB Management Client.

   See also Incident properties in Management Client (explained) on page 13.

4. Finally, you can start saving incident projects in MOBOTIX HUB Desk Client to document and manage incidents, and share information about them with relevant parties within or outside your organization.

   See also Incident projects and properties (explained) on page 26.

Installation

Installation of MOBOTIX HUB Incident Manager (explained)

When installing MOBOTIX HUB L5 2022 R2 or later, MOBOTIX HUB Incident Manager is also installed.

If you have purchased MOBOTIX HUB Incident Manager with MOBOTIX HUB L4, MOBOTIX HUB L3, and MOBOTIX HUB L2 2022 R3 and later, MOBOTIX HUB Incident Manager is also installed.

For how to install your VMS, see the administrator manual for your VMS product.

MOBOTIX HUB Incident Manager is installed on the same computer as the Management Server service is.

MOBOTIX HUB Incident Manager and the Log Server service

If you do not install the Log Server service, the VMS cannot log some of the user activities related to MOBOTIX HUB Incident Manager.

If you did not install the Log Server service during the initial installation but install it at a later time, you need to restart the Incident Manager service.

To restart the Incident Manager service, open Internet Information Services (IIS) Manager. Right-click **VideoOs IM AppPool** and select **Stop**, then right-click **VideoOs IM AppPool** again and select **Start**.

After the restart, the VMS starts writing log entries to the log server's SQL database SurveillanceLogServerV2. See also Logging and SQL databases on page 9.

Configuration

Incident properties in Management Client (explained)

Incident properties are all the data and settings that you can define to help document and manage incidents in MOBOTIX HUB Desk Client. The MOBOTIX HUB Desk Client operators can then use the incident properties that you define to categorize, manage, and track the status of incidents in incident projects.

For a hands-on walk-through scenario on how to use and define the different incident properties, see The scenario on page 13.

The following incident properties are available:

Property	Usage
Types	MOBOTIX HUB Desk Client operators can assign one incident type to an incident project at a time. The MOBOTIX HUB Desk Client operators can assign the type when they create or update an incident project. See Define and edit incident types on page 20.
Statuses	An incident project can be in one incident status at a time. The MOBOTIX HUB Desk Client operators can assign the status when they update an existing incident project. See Define and edit incident statuses on page 20.
Categories	Incident categories and incident data are optional. If you enable and define these incident-related properties, MOBOTIX HUB Desk Client operators can add additional information by selecting the defined property values when updating an existing incident project. See Define and edit incident categories on page 21 and Define and edit incident data on page 22.

A scenario of how to use and define incident properties

The scenario

You can use and define the different incident properties in MOBOTIX HUB Incident Manager to get an overview of your incidents and to help standardize how MOBOTIX HUB Desk Client operators document and manage incidents.

In the following scenario, imagine that you want to document and manage the circumstances around workplace injuries. For this scenario, you need the following incident properties.

Incident types

First, you will use incident types to document the most important detail of your workplace injuries. In this scenario, you would like to know:

- Who gets injured?

See how in Scenario: Use incident types to document who gets injured on page 14.

Incident categories

Later, you will introduce incident categories to categorize each workplace injury better and hopefully find ways to prevent them in the future. In this scenario, you would like to know:

- What are the reasons behind the workplace injuries?
- Where do the workplace injuries occur?

See how in Scenario: Use incident categories to document why and where injuries occur on page 15.

Incident data

Finally, you will introduce incident data to document more details about each workplace injury. In this scenario, you would like to know:

• How many people got injured?

• Was an emergency contact notified?

• Were goods damaged, and what is their value?

See how in Scenario: Use incident data to document the number of injured and additional circumstances on page 18.

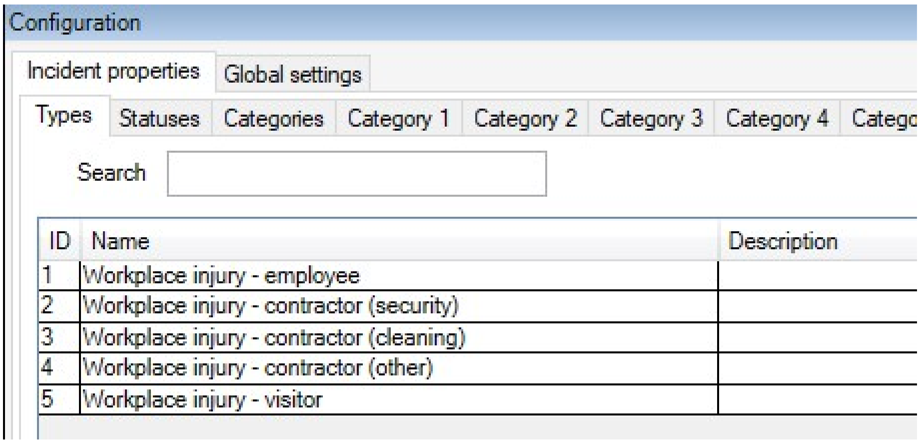
Scenario: Use incident types to document who gets injured

To start tracking workplace injuries, you will first only focus on who gets injured. You will use incident types to document this data.

From the **Site Navigation** pane in MOBOTIX HUB Management Client, select **Incidents** and then **Incident properties**. Select the **Types** tab.

Create the following incident types:

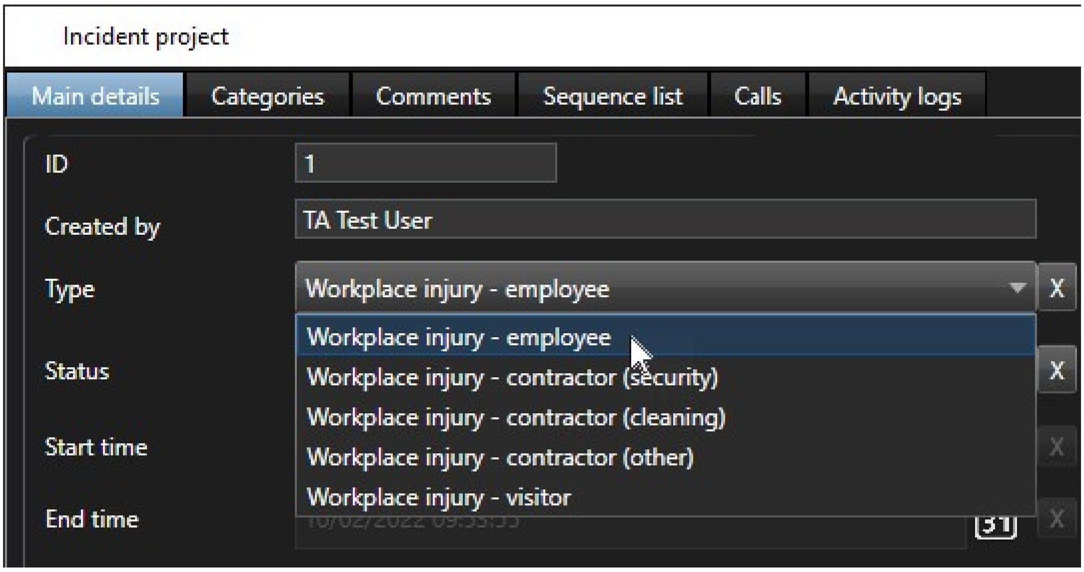
Incident type names
Workplace injury - employee
Workplace injury - contractor (security)
Workplace injury - contractor (cleaning)
Workplace injury - contractor (other)
Workplace injury - visitor



Save the settings and ask the MOBOTIX HUB Desk Client operators to restart MOBOTIX HUB Desk Client.

How the defined incident types look in MOBOTIX HUB Desk Client

The next time the operators log in to MOBOTIX HUB Desk Client and start or update an incident project, they can assign one of the new incident types to the incident project.



Scenario: Use incident categories to document why and where injuries occur

Workplace injuries keep happening, and the MOBOTIX HUB Desk Client operators create more and more incident projects to document the injuries, why you now better understand who is getting injured. You decide to document more circumstances about the injuries. For example, you can now see that:

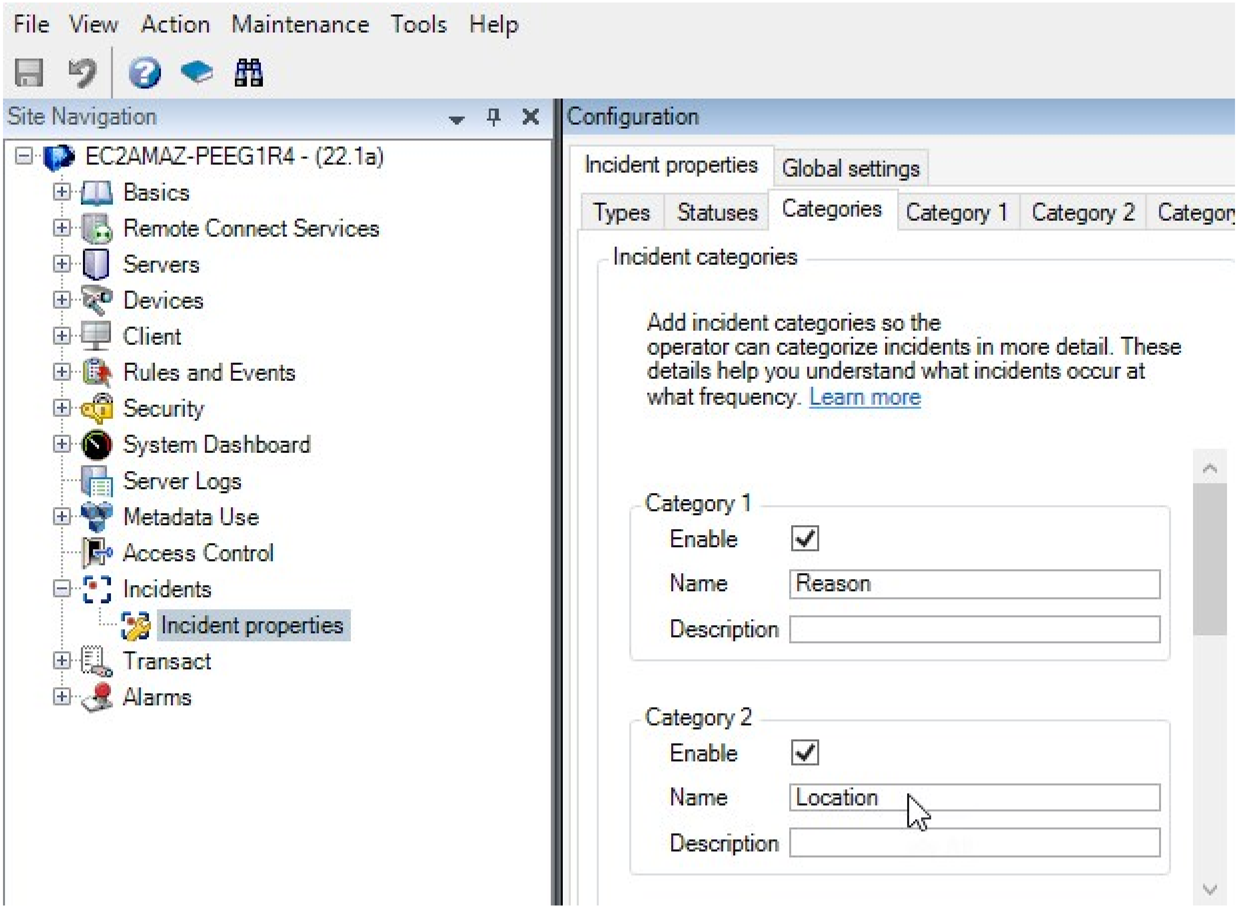
- Most injuries are related to falling or getting hit by an object. You want to ensure that every incident project has information about the reason for the injury
- Most injuries occur in the laboratory and storage room, and a few occur in the offices. You want to ensure that every incident project has information about the location of the injury

To document the above details, you enable and define incident categories.

From the **Site Navigation** pane in MOBOTIX HUB Management Client, select **Incidents** and then **Incident properties**. Select the **Categories** tab.

Create the following incident categories:

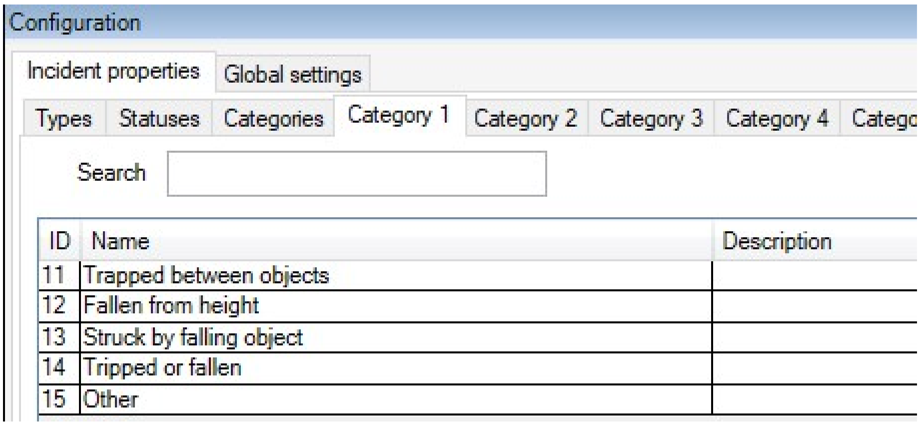
Category	Name	Description
1	Reason	What happened?
2	Location	Where did the incident happen?

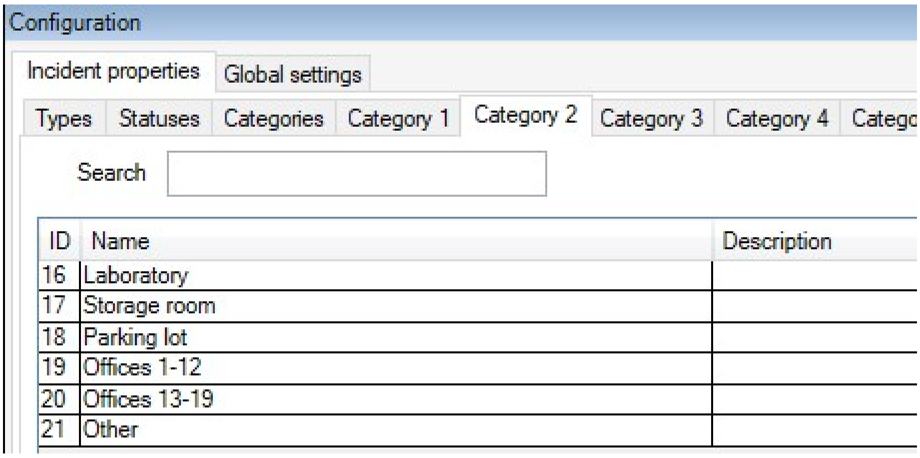


Next, on the **Category 1** tab and on the **Category 2** tab, you then create the values for the most common reasons and locations of the injuries.

Create the following values for the incident categories:

For category	Category names
Category 1 (Reason)	Trapped between objects Fallen from height Struck by falling object Tripped or fallen Other
Category 2 (Location)	Laboratory Storage room Parking lot Offices 1-12 Offices 13-19 Other



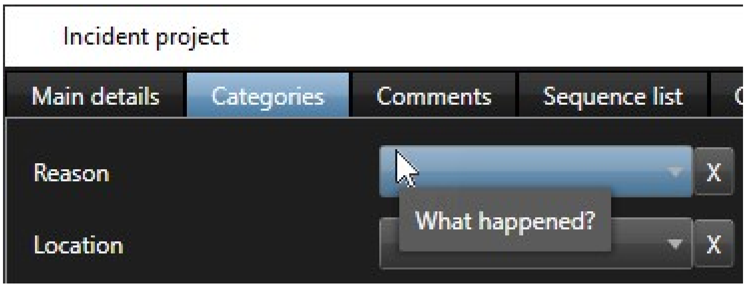


Save the settings and ask the MOBOTIX HUB Desk Client operators to restart MOBOTIX HUB Desk Client.

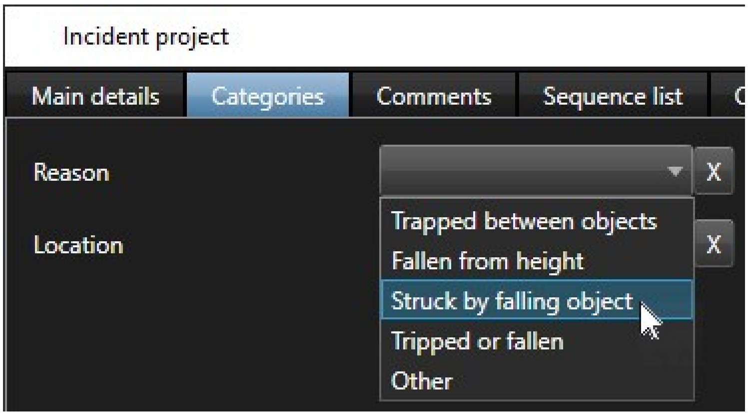
The next time the operators log in to MOBOTIX HUB Desk Client and update an incident project, they can assign the new categories and category values to the incident project.

How the defined incident categories and category values look in MOBOTIX HUB Desk Client

The names and descriptions of the incident categories that you enabled and defined now appear as labels and tooltips. To see incident categories, select the **Incidents** tab, double-click an incident project to open it, and select the **Categories** tab.



The incident category values you defined appear in the lists next to the category they belong to. To see values, select the **Incidents** tab, double-click an incident project to open it, and select the **Categories** tab.



Scenario: Use incident data to document the number of injured and additional circumstances

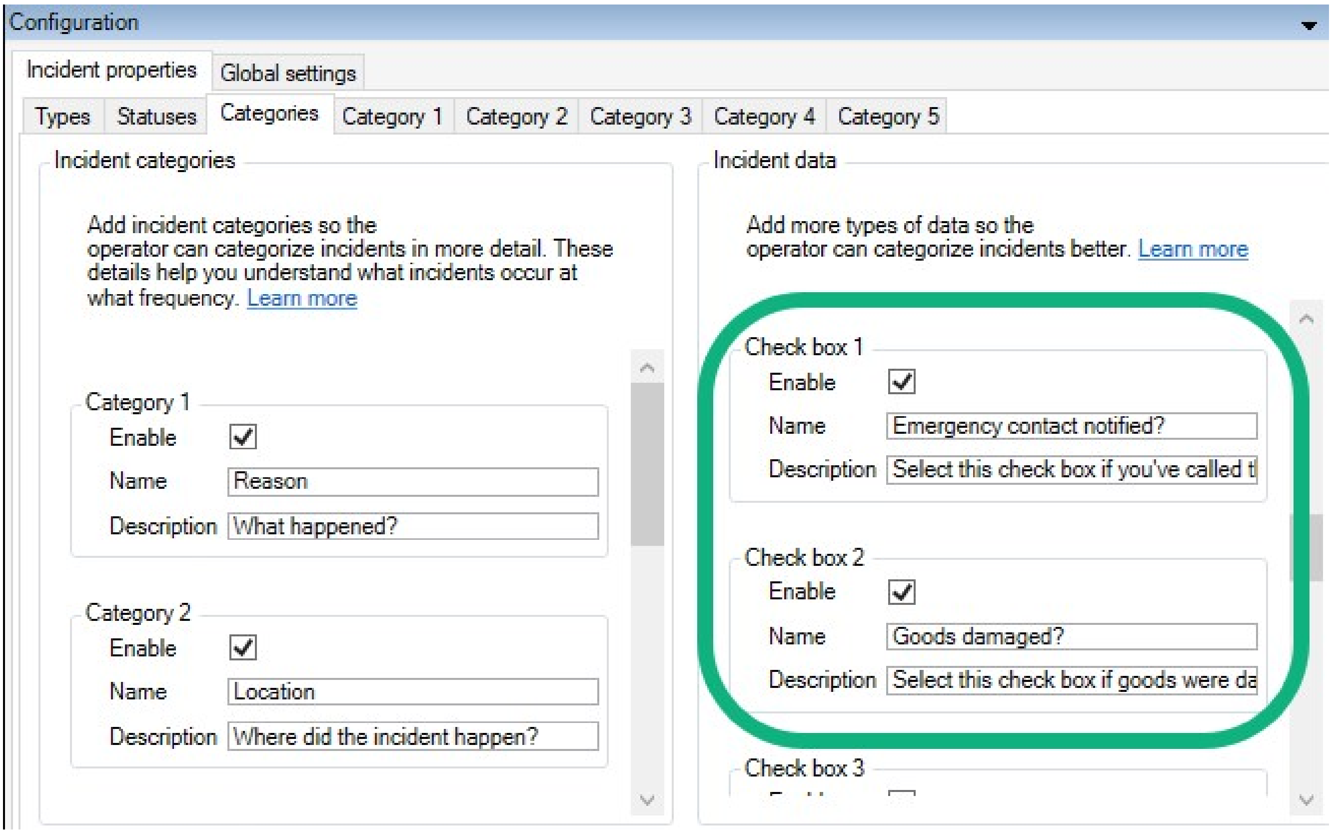
As the documentation of incidents is getting more comprehensive, you realize there is a need for documenting additional circumstances of each injury in a structured way. For example, in each incident project, you want to document:

- How many people got injured?
- Was an emergency contact notified?
- Were goods also damaged in the incident?
- If yes, what's the value of the damaged goods?

From the **Site Navigation** pane in MOBOTIX HUB Management Client, select **Incidents** and then **Incident properties**. Select the **Categories** tab.

Enable and define the following incident data:

Enable	Define	
Incident data	**Name**	**Description**
Whole number 1	Number of people injured	
Check box 1	Emergency contact notified?	Select this check box if you've called the employee's emergency contact.
Check box 2	Goods damaged?	Select this check box if goods were damaged.
Decimal number 1	Approximate value of damages (USD)	

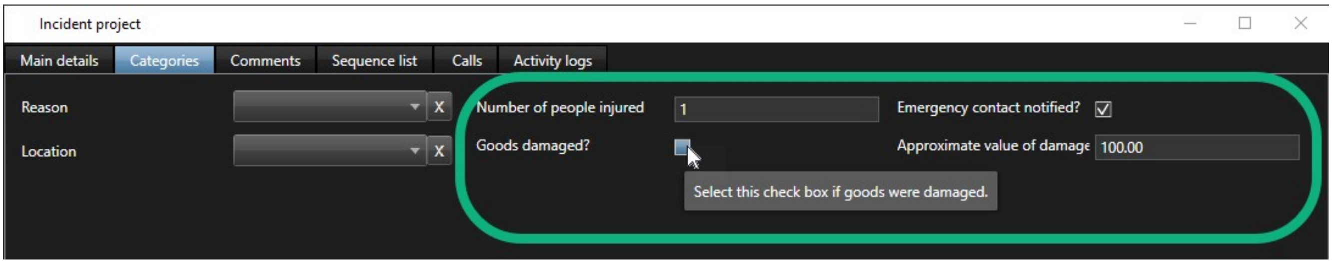


Save the settings and ask the MOBOTIX HUB Desk Client operators to restart MOBOTIX HUB Desk Client.

The next time the operators log in to MOBOTIX HUB Desk Client and update an incident project, they can use the incident data elements to document more details about workplace injuries.

How the enabled and defined incident data look in MOBOTIX HUB Desk Client

The names and descriptions of the incident data elements you enabled and defined will appear as labels and tooltips. To see them, select the **Incidents** tab, double-click an incident project to open it, and select the **Categories** tab.



Define and edit incident types

Incident types are the primary way to categorize and distinguish between incidents. The MOBOTIX HUB Desk Client operators can assign one incident type to each incident project when they create or update incident projects.

To define or edit an incident type in Management Client:

1. Select **Site Navigation** > **Incident properties** .
2. On the **Types** tab, select:
   - **Add** to define a new incident type
   - **Edit** to update an existing incident type
   - **Delete** to remove an existing incident type

> You cannot edit or delete incident types assigned to one or more incident projects in MOBOTIX HUB Desk Client. Before you edit or delete incident types, press F5 to refresh to include the latest changes to incident projects.

3. Save the settings and ask the MOBOTIX HUB Desk Client operators to restart MOBOTIX HUB Desk Client.

The next time the operators log in to MOBOTIX HUB Desk Client, your changes to the incident properties are reflected.

For an example scenario of using incident types, see Scenario: Use incident types to document who gets injured on page 14.

Define and edit incident statuses

Incident statuses help the MOBOTIX HUB Desk Client operators track the progress of an incident investigation. The MOBOTIX HUB Desk Client operators can assign one status to each incident project when they update existing incident projects.

Examples of incident statuses are:

- **New**
- **In progress**
- **On hold**

- **Closed**

To define or edit an incident status in Management Client:

1. Select **Site Navigation** > **Incidents** > **Incident properties**.
2. On the **Statuses** tab, select:
   - **Add** to define a new incident status
   - **Edit** to update an existing incident status
   - **Delete** to remove an existing incident status

   > You cannot edit or delete incident statuses that are assigned to one or more incident projects in MOBOTIX HUB Desk Client. Before you edit or delete incident statuses, press F5 to refresh and include the latest changes to incident projects.

3. Save the settings and ask the MOBOTIX HUB Desk Client operators to restart MOBOTIX HUB Desk Client.

The next time the operators log in to MOBOTIX HUB Desk Client, your changes to the incident properties are reflected.

Define and edit incident categories

Incident categories help the MOBOTIX HUB Desk Client operators categorize incident projects in more detail. Incident categories are optional. When you have enabled the incident property, MOBOTIX HUB Desk Client operators can assign them to all incident projects regardless of their assigned incident type, incident status, or other incident properties.

You can enable and use five incident categories.

To enable and define or edit an incident category in Management Client:

1. Select **Site Navigation** > **Incidents** > **Incident properties**.
2. Select the **Categories** tab, then enable a category in the **Incident categories** area.
3. Give the category a name and optionally a description.
4. Now select the **Category 1-5** tab corresponding to the category you enabled. For example, if you enabled **Category 2** on the **Categories** tab, select the **Category 2** tab.

5. On the right **Category 1-5** tab, select:
    - **Add** to define a new category value
    - **Edit** to update an existing category value
    - **Delete** to remove an existing category value

> You cannot edit or delete category values that MOBOTIX HUB Desk Client operators have assigned to one or more incident projects. Before you edit or delete category values, press F5 or select **Refresh** to ensure that the latest changes to incident projects are reflected.

6. Save the settings and ask the MOBOTIX HUB Desk Client operators to restart MOBOTIX HUB Desk Client.

The next time the operators log in to MOBOTIX HUB Desk Client, your changes to the incident properties are reflected.

For an example scenario of using incident categories, see Scenario: Use incident categories to document why and where injuries occur on page 15.

Define and edit incident data

Incident data help the MOBOTIX HUB Desk Client operators categorize incident projects in more detail. Incident data are optional. When you have enabled the incident property, MOBOTIX HUB Desk Client operators can assign them to all incident projects regardless of their assigned incident type, incident status, or other incident properties.

There are different types of incident data:

- Fields for entering a whole number, a decimal number, and free text
- Selection of check boxes and date and time

You can enable and define three of each incident data type.

To enable and define or edit incident data in Management Client:

1. Select **Site Navigation** > **Incidents** > **Incident properties**.
2. Select the **Categories** tab, then in the **Incident data** area, enable the incident data type that best fits what you want to achieve.
3. Give the incident data type a name and, optionally, a description.
4. Enable and define more incident data types if needed.
5. Ask the MOBOTIX HUB Desk Client operators to restart MOBOTIX HUB Desk Client.

The next time the operators log in to MOBOTIX HUB Desk Client, your changes to the incident properties are reflected.

For an example scenario of using incident data, see Scenario: Use incident data to document the number of injured and additional circumstances on page 18.

Define and edit report settings

The MOBOTIX HUB Desk Client operators can create a report with all the textual information that has been added to an incident project.

If you want a specific main title of these reports in addition to the subtitle **Incident report**, you can define this title in Management Client. For example, the main title could be the name of your organization.

To define or edit the report settings in Management Client:

1. Select **Site Navigation** > **Incidents** > **Incident properties**.
2. Select the **Global settings** tab.
3. In the **Report title** field, write the main title of the report.
4. Select **Save**.

Specify permissions for features and user interface elements in MOBOTIX HUB Incident Manager

You can specify the permissions for incident-related features and user interface elements that:

- Operator roles are allowed to view and manage in MOBOTIX HUB Desk Client
- Administrator roles are allowed to view and define in MOBOTIX HUB Management Client.

You can decide to give:

- No permissions
- Permissions only to view
- Permissions to manage

To allow users to view and access user interface elements, you must give the users permission to view them.

When you give users permission to manage a feature, you allow them to view, create, edit, and delete settings and properties related to that feature. The view permission allows the users only to view the settings and properties related to the feature but not to create, edit, or delete them.

Users assigned to the **Administrators** role always have all permissions for all incident-related features and user interface in both Management Client and MOBOTIX HUB Desk Client.

To specify permissions in Management Client:

1. Select **Site Navigation** > **Security** > **Roles**.
2. Select the **Incidents** tab and expand the **Incidents** node in the **Role Settings** window.
3. If you want to give a MOBOTIX HUB Desk Client operator role permissions to manage or view incident projects:
    1. Select an operator role or create one.
    2. Select **Incident properties** and give **View** permission so that the incident properties you define in Management Client are available for users with the operator role.
    3. If you want to give the operator role permissions for general features and user interface elements related to incident projects, select the **Incident projects** node, then select if the role should have permissions to manage or only view incidents projects.
    4. If you want to give permissions for some additional features and user interface elements, expand **Incident projects**, select a feature or user interface element, and give permission.
4. If you want to give permissions to a Management Client administrator role:
    1. Select an administrator role or create one.
    2. Select **Incident properties** and select if the role should have permission either to manage or only view the incidents properties that administrators can define for the MOBOTIX HUB Desk Client operators.

> If you want to give MOBOTIX HUB Desk Client operators permission to export sequences added to incident projects, you define this in a Desk Client profile.
>
> See the section about Desk Client profiles in the MOBOTIX HUB VMS administrator manual (https://www.mobotix.com/en/manuals).

For more information about the permission settings related to MOBOTIX HUB Incident Manager, see Incident tab (Security > Roles node) on page 25.

User interface details

Incident properties (Incidents node)

The following information describes settings that are related to MOBOTIX HUB Incident Manager.

Incident properties tab

The **Incident properties** tab contains the following sub-tabs. They have the settings of all the incident properties you can define for your operators of MOBOTIX HUB Desk Client:

- Types
- Statuses
- Categories

- Category 1-5

All the incident properties have the below settings:

Name	Description
Name	Incident property names do not have to be unique, but it is an advantage to use unique and descriptive incident property names in many situations.
Description	An additional explanation of the defined incident property. For example, if you have created a category named *Location*, its description could be *Where did the incident happen?*

Global settings tab

Name	Description
Report title	The MOBOTIX HUB Desk Client operators can create a report with all the textual information that has been added to an incident project. With this setting, you can define the main title of these reports.

Incident tab (Security > Roles node)

If you have MOBOTIX HUB Incident Manager, you can specify the below permissions for your roles.

To give a Management Client administrator role the permissions to manage or view incident properties, select the **Incident properties** node.

To give an operator of MOBOTIX HUB Desk Client permission to view your defined incident properties, select **Incident properties** and give **View** permission. To give general permissions to manage or view incident projects, select the **Incident project** node. Expand the **Incident project** node and select one or more sub-nodes to give permissions for these additional specific features or capabilities.

Name	Description
Manage	Gives the role permission to manage (view, create, edit, and delete) settings and properties related to a feature or view a user interface element represented by the selected node in either Management Client or MOBOTIX HUB Desk Client.
View	Gives the role permission to view (but not create, edit, and delete) the settings and properties related to a feature, view defined incident properties, or view a user interface element represented by the selected node in either Management Client or MOBOTIX HUB Desk Client.

Operation

MOBOTIX HUB Incident Manager (usage)

When the MOBOTIX HUB Incident Manager add-on is installed and configured, and the administrators of the VMS have given you the needed permissions, you can document and manage incidents in MOBOTIX HUB Desk Client and save all information in incidents projects.

On the **Incidents** tab, you can view and update your incident projects and manage your incidents. You typically add sequences and various textual information to your incident projects to document and prove what happened when an incident occurred.

For improved incident management, you can:

- Filter the list of incident projects to find the relevant incident project quickly
- See the status, type, start and end time, and description of the different incident projects
- Keep your incident projects updated with the latest actions and other development in the management of the incidents
- Generate reports and export the incident projects' sequences to share the evidence internally or externally

Incident projects and properties (explained)

When the administrators of the MOBOTIX HUB VMS have configured MOBOTIX HUB Incident Manager and have given you the necessary permissions, you can save all information about an incident in an incident project.

You can find all your saved incident projects on the **Incidents** tab. You can save as many incident projects as you want. There are 100 incident projects per page in the list, and the incident projects are sorted with the most recently created ones on the top. From the **Incidents** tab, you manage and update incident projects and share them with others through reports and exports.

The information you can add to and the properties you can define in incident projects are:

- Sequences with video and, potentially, audio from the MOBOTIX HUB VMS
- Incident properties like type, status, categories, and data elements
- Free text information like comments, descriptions, and information about calls.

The MOBOTIX HUB VMS administrators define what incident properties are available to assign to your incident projects. You can always add free text information and sequences from the MOBOTIX HUB VMS to the incident projects.

When you create a new incident project, you can define the incident type and give it a description. When the incident project is created, you typically want to add additional information. From the **Incidents** tab, you double-click the incident project to open it. Then you add and edit the different information and properties available on the various tabs. When needed, you can share the information in the incident projects with others by creating reports and exports.

Settings on the Incidents tab in MOBOTIX HUB Desk Client

You can add more information to your incident projects when you open an incident from the **Incidents** tab.

On the Main details tab

Name	Description
ID	The unique ID of the incident project given by the system. You cannot change this property.
Created by	The name of the person who created the incident project. You cannot change this property.
Type	The type of incident. Your system administrator defines the available values.
Status	The status of the management of the incident. Your system administrator defines the available values.
Start and end time	The start and end times of all the sequences you have added to your incident project. You cannot change this property.
Description	A description of the incident.

On the Categories tab

The system administrator of your MOBOTIX HUB VMS installation defines which category properties are available to you.

Category properties can be:

- Lists from which you can select a value
- Check boxes
- Date and time fields
- Fields for entering numbers or free text.

On the Comments tab

Here you can add and edit comments about an incident.

On the Sequence list tab

On this tab, you can view all the sequences you have added to the selected incident project. You can also remove sequences from an incident projcect. See Remove sequences from an incident project on page 34.

If you want to add more sequences, see Add additional sequences to an incident project on page 32.

On the Calls tab

Here you can add information about the calls you make or receive in connection with an incident and document when the police or others have arrived at the scene and left again.

On the Activity logs tab

In the Activity logs, the system writes log entries for user actions in connection with the incident project. See View user activity log entries for an incident project on page 35.

Create incident projects

Creating incident projects (explained)

There are several ways of creating an incident project. Which one is best depends on the following:

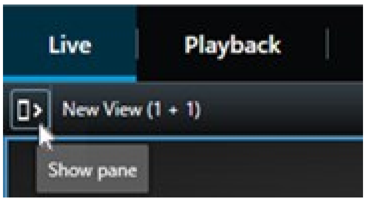
- When you discover the incident.
- If you need to solve the ongoing situation on-site and have little to no time to create your incident project.
- If there are no sequences to add to the incident project.
- Your personal preference.

> If you need the sequences in an incident project longer than the defined retention time in your MOBOTIX HUB VMS, export the incident project. See Export an incident project on page 36.

Create an incident project in real time

If you notice an incident while it is ongoing and you do not need to personally solve the situation on-site, follow the below method to add sequences and document the incident.

1. On the **Live** tab, select **Show pane**.



2. Under the **MIP plug-ins** pane and **Incidents**, select **Start incident project**, and MOBOTIX HUB Incident Manager starts collecting the sequences in the current view.
3. (optional) Change views to follow persons and objects related to the incident.
4. (optional) Call for assistance to solve the situation on-site.
5. Select **Save incident project** when the incident has stopped, and you do not need more evidence.
6. Select the type of incident and give the incident project a description. Select **Save**.

7. Select the **Incidents** tab and double-click the incident project that you have just created to open it.

8. On the **Main details** tab, select a status for the management of the incident.
9. On the **Categories** tab, select and enter the different properties that the VMS administrator has defined for your organization.
10. On the **Comments** tab, enter free text information about the incident.

    Write your comments so that the incident project is complete even without any sequences from the VMS.
11. On the **Sequence list** tab, you can see all the sequences added to the incident project. Review if all sequences are relevant and remove those that are not.
12. On the **Calls** tab, add information about the calls you have made or received in connection with the incident.
13. Select **Save**.
14. If you want to add more sequences to your incident project, see Add additional sequences to an incident project on page 32.

> If you need the sequences in an incident project longer than the defined retention time in your MOBOTIX HUB VMS, export the incident project. See Export an incident project on page 36.

If you prefer, you can use one of the other methods of creating incident projects. See Create an incident project after an incident occurred on page 29 or Create an incident project without video on page 31.

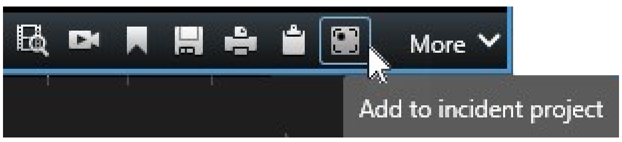
Create an incident project after an incident occurred

There are two ways of creating incident projects after the incident occurred.

- Add one or several sequences one by one, and then from the draft sequence list, save them to a new incident project. See Add playback sequences to a new incident project on page 29.
- Add only one sequence and save it directly in a new incident project. See Add one playback sequence to a new incident project on page 30.

Add playback sequences to a new incident project

1. On the **Live** or **Playback** tab, select the **Add to incident project** icon in the bottom-right corner of the camera position from which you want to add a sequence.



2. Select **Add to draft sequence list**.
3. Select **Select start time** and drag the timeline until you have found where the incident started.

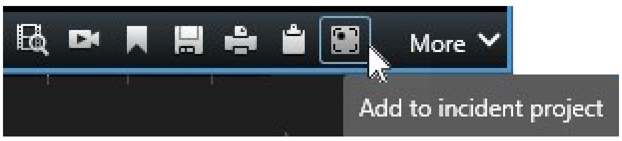
4. Select **Add to incident project** again to continue with selecting the end time.
5. Select **Select end time** and drag the timeline until you have found where the incident ended.
6. Select **Add to incident project** again and select **OK**.
7. Repeat the steps above as many times as needed to get all the relevant sequences for your incident project.
8. Select the **Add to incident project** icon and select **View draft sequence list**.
9. Select **Add all to new incident project**.
10. Select the type of incident and give the incident project a description. Select **Save**.
11. Select the **Incidents** tab and double-click the incident project that you have just created to open it.

12. On the **Main details** tab, select a status for the management of the incident.
13. On the **Categories** tab, select and enter the different properties that the VMS administrator has defined for your organization.
14. On the **Comments** tab, enter free text information about the incident.

    Write your comments so that the incident project is complete even without any sequences from the VMS.
15. On the **Sequence list** tab, you can see all the sequences added to the incident project. Review if all sequences are relevant and remove those that are not.
16. On the **Calls** tab, add information about the calls you have made or received in connection with the incident.
17. Select **Save**.
18. If you want to add more sequences to your incident project, see Add additional sequences to an incident project on page 32.

Add one playback sequence to a new incident project

1. On the **Live** or **Playback** tab, select the **Add to incident project** icon in the bottom-right corner of the camera position from which you want to add a sequence.



2. Select **Add to new incident project**.
3. Select **Select start time** and drag the timeline until you have found where the incident started.
4. Select **Add to incident project** again to continue with selecting the end time.
5. Select **Select end time** and drag the timeline until you have found where the incident ended.
6. Select **Add to incident project** again and select **OK**.
7. Select the type of incident and give the incident project a description. Select **Save**.

8. Select the **Incidents** tab and double-click the incident project that you have just created to open it.

9. On the **Main details** tab, select a status for the management of the incident.
10. On the **Categories** tab, select and enter the different properties that the VMS administrator has defined for your organization.
11. On the **Comments** tab, enter free text information about the incident.

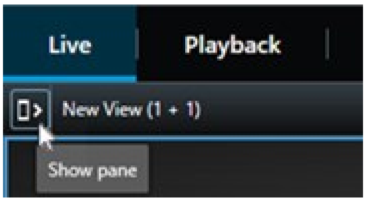
    Write your comments so that the incident project is complete even without any sequences from the VMS.
12. On the **Sequence list** tab, you can see all the sequences added to the incident project. Review if all sequences are relevant and remove those that are not.
13. On the **Calls** tab, add information about the calls you have made or received in connection with the incident.
14. Select **Save**.
15. If you want to add more sequences to your incident project, see Add additional sequences to an incident project on page 32.

> If you need the sequences in an incident project longer than the defined retention time in your MOBOTIX HUB VMS, export the incident project. See Export an incident project on page 36.

Create an incident project without video

If you prefer to start an incident project without sequences from the VMS, use the method below. Maybe you do not have time to add sequences now, or perhaps there are no sequences to add from the VMS, but you still want to document and manage the sequence-less incident together with your other incident projects in MOBOTIX HUB Desk Client. If there are sequences, you can always add them later.

1. On the **Live** tab, select **Show pane**.



2. Under the **MIP plug-ins** pane and **Incidents**, select **Create empty incident project**.
3. Select the **Incidents** tab and double-click the incident project that you have just created to open it.

4. On the **Main details** tab, select a status for the management of the incident.

5. On the **Categories** tab, select and enter the different properties that the VMS administrator has defined for your organization.
6. On the **Comments** tab, enter free text information about the incident.

   Write your comments so that the incident project is complete even without any sequences from the VMS.
7. On the **Sequence list** tab, you can see all the sequences added to the incident project. Review if all sequences are relevant and remove those that are not.
8. On the **Calls** tab, add information about the calls you have made or received in connection with the incident.
9. Select **Save**.
10. If you want to add more sequences to your incident project, see Add additional sequences to an incident project on page 32.

> If you need the sequences in an incident project longer than the defined retention time in your MOBOTIX HUB VMS, export the incident project. See Export an incident project on page 36.

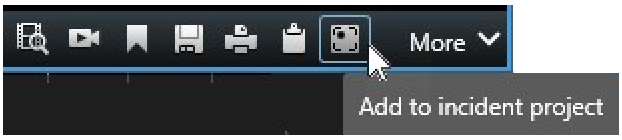
Edit incident projects

Add additional sequences to an incident project

If you have created an incident project in real time, you may want to add sequences that show what happened before the incident started.

Add one sequence at a time

1. On the **Live** or **Playback** tab, select the **Add to incident project** icon in the bottom-right corner of the camera position from which you want to add a sequence.



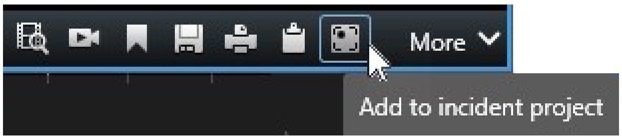
2. Select **Add to existing incident project**.
3. Select **Select start time** and drag the timeline until you have found where the incident started.
4. Select **Add to incident project** again to continue with selecting the end time.
5. Select **Select end time** and drag the timeline until you have found where the incident ended.
6. Select **Add to incident project** again and select **OK**.

7. Select the incident project to which you want to add the sequence.

> If it is difficult to find a specific incident project, you can use the filter options. See Filter for incident projects on page 34.

Add several sequences

1. On the **Live** or **Playback** tab, select the **Add to incident project** icon in the bottom-right corner of the camera position from which you want to add a sequence.



2. Select **Add to draft sequence list**.
3. Select **Select start time** and drag the timeline until you have found where the incident started.
4. Select **Add to incident project** again to continue with selecting the end time.
5. Select **Select end time** and drag the timeline until you have found where the incident ended.
6. Select **Add to incident project** again and select **OK**.
7. Repeat the steps above as many times as needed to get all the relevant sequences for your incident project.
8. Select the **Add to incident project** icon and select **View draft sequence list**.
9. Select the sequences in the draft sequence list that you want to add to your existing incident project and select **Add all to existing incident project**.
10. Select the incident project to which you want to add the sequence.

> If it is difficult to find a specific incident project, you can use the filter options. See Filter for incident projects on page 34.

Change statuses, comments, and other incident properties

You typically want to keep existing incident projects updated to optimize incident management and document the latest development and information related to the incident.

Examples of when to update your incident project:

- The status of the incident management stage has changed, and therefore you update the status in your incident project too.
- You have made an additional call or received a new call about the incident, and therefore you add information about the call to the incident project.
- You have exported the incident project and therefore add a comment about where you saved the export on your organization's network.

To update your incident project:

1. Select the **Incidents** tab and double-click the incident project you want to update.

   > If it is difficult to find a specific incident project, you can use the filter options. See Filter for incident projects on page 34.

2. On the **Main details** tab, you can update the status of the incident management. You can also change the type of the incident, but typically this property does not change over time.
3. On the **Categories** tab, update relevant categories.
4. On the **Comments** tab, enter additional free text information about the incident.
5. On the **Calls** tab, add information about new calls you have made or received in connection with the incident.

Remove sequences from an incident project

If you have added irrelevant sequences to an incident project, you can remove them again.

1. Select the **Incidents** tab and double-click the incident project that you want to update.

   > If it is difficult to find a specific incident project, you can use the filter options. See Filter for incident projects on page 34.

2. On the **Sequence list** tab, select the sequence you want to remove.

   > If in doubt of having selected the correct sequence, verify it by selecting **View video**. See View video in an incident project on page 35.

3. Select **Remove** and confirm the removal.

Filter for incident projects

To easily find an incident project, you can filter all your incident projects based on this information:

- Sequences in an incident project starting after or ending before a defined time
- The time range of sequences in an incident project
- The ID of an incident project
- Text in the description of an incident project

To filter incident projects:

1. Select the **Incidents** tab.
2. Use one or more filters to find a specific incident project.
3. Select the incident project.

View video in an incident project

You and your colleagues can view the video added to an incident project. For example, to remind yourself of the incident, to see it for the first time, or compare the evidence in an old incident project with those in a new and perhaps related incident project.

1. Select the **Incidents** tab and double-click the incident project with the video that you want to view.
2. Select the **Sequence list** tab.
3. Select the **View video** button.
4. From the list of sequences in the bottom-right corner of the window, select the sequence you want to view.
5. Select ▶ to play the video forward.

View user activity log entries for an incident project

The VMS writes log entries for every incident project when you or others make changes to an incident project. The log entries list what has been changed, by whom, and when the change was saved.

The activity log entries shown in MOBOTIX HUB Desk Client has information about when a user:

- Creates, edits, and opens an incident project.
- Applies and changes values for types, statuses, and categories.
- Adds, edits, and deletes comments or information about calls.
- Sends an incident project for export.
- Generates and prints an incident project report.
- Adds and removes sequences.

To view the activity log entries:

1. Select the **Incidents** tab and double-click the incident project that you want to open.

   > If it is difficult to find a specific incident project, you can use the filter options. See Filter for incident projects on page 34.

2. Select the **Activity logs** tab.
3. Review the activity log entries.

Create a report with incident project information

You can create a report with all the textual information added to an incident project.

When the report is created, you can print and save it. You can send the report to colleagues, the police, or others together with an export of the incident project. An export contains the sequences added to the incident project. See Export an incident project on page 36.

1. Select the **Incidents** tab.
2. Select the incident project from which you want to generate a report.
3. If you want to print or save the report, select **Print**.

Export an incident project

Sequences in an incident project are deleted from the recording server when the defined retention time in your MOBOTIX HUB VMS expires. If you need the sequences as evidence for a longer time, export the incident project before the retention time expires.

When you send an incident project for export, all sequences from the incident project are inserted into the **Export list** on the **Exports** tab. You can use all the settings available on the **Export** tab when exporting the sequences from the incident project.

To export sequences added to an incident project:

1. Select the **Incidents** tab.
2. Select the incident project you want to export.
3. Select **Send for export**.

   The **Export** tab is shown, and all sequences from the incident project are added to the **Export list**.
4. Select the preferred format and other settings for your export.

When saving or sharing your export, you would typically also save or share a report with all the textual information added to the same incident project. See Create a report with incident project information on page 36.

Delete an incident project

If you no longer need to keep an incident project, you can delete it. You cannot undo the deletion.

1. Select the **Incidents** tab.
2. Select the incident project that you want to delete.
3. Select **Delete** and confirm the deletion.

> If you are in doubt about deleting an incident project, you can open it and review its information before deleting it. Also, view one or more video sequences to ensure that you have selected the correct incident project for deletion.

Troubleshooting

MOBOTIX HUB Incident Manager (troubleshooting)

System log file

On the computer where you have installed the Management Server system component, you can find the system log file for MOBOTIX HUB Incident Manager. The location of the system log file is C:\ProgramData\MOBOTIX\MOBOTIX HUB Incident Manager\Logs. Consult the log file if you need to troubleshoot system errors.

Messages in MOBOTIX HUB Desk Client

Cannot add sequence. Try again later.

Your connection to the VMS servers is unstable. If the problem persists, contact your system administrators.

System administrators: check if the network and all VMS servers and services are running.

Cannot create incident project. Try again later.

Your connection to the VMS servers is unstable. If the problem persists, contact your system administrators.

System administrators: check if the network and all VMS servers and services are running.

Cannot generate report. Try again later.

There can be two reasons for this message:

a. Your connection to the VMS servers is unstable. If the problem persists, contact your system administrators.

   System administrators: check if the network and all VMS servers and services are running.

b. The list of incident projects and lists of sequences are not updated in real time. So, if you have had one of these lists open for a while and another MOBOTIX HUB Desk Client operator has deleted items from the list, you will see this message if you try to edit the deleted list item or elements included in the deleted list item. For example, another operator has deleted an incident project while you had the list of incident projects open. You can still see the deleted incident project in the list on your computer, but you will get this error message if you try to generate a report.

Cannot perform this action. Please refresh the list.

The list of incident projects and lists of sequences are not updated in real time. So, if you have had one of these lists open for a while and another MOBOTIX HUB Desk Client operator has deleted items from the list, you will see this message if you also try to delete or save the already deleted incident project.

Cannot perform this action. Try again later.

Your connection to the VMS servers is unstable. If the problem persists, contact your system administrators.

System administrators: check if the network and all VMS servers and services are running.

Cannot remove all sequences. Try again later.

Your connection to the VMS servers is unstable. If the problem persists, contact your system administrators.

System administrators: check if the network and all VMS servers and services are running.

Cannot save [x]. Try again later.

This message is shown in connection with trying to save a comment, information about a call, or another setting. There can be two reasons for this message:

a. Your connection to the VMS servers is unstable. If the problem persists, contact your system administrators.

   System administrators: check if the network and all VMS servers and services are running.

b. The list of incident projects and lists of sequences are not updated in real time. So, if you have had one of these lists open for a while and another MOBOTIX HUB Desk Client operator has deleted items from the list, you will see this message if you try to edit the deleted list item or elements included in the deleted list item. For example, another operator has deleted an incident project while you had the list of incident projects open. You can still open the deleted incident project from your computer, but if you try to add or edit a comment, information about a call, or change the incident status, or other, you will get this error message.

Permission denied.

Your system administrators have not given you permission to use a feature. Contact your system administrators if you cannot complete your tasks without this feature.

Report generated but not all information is included.

During the generation of the report, connection to the VMS servers or services was lost. The report does not contain all information from the incident project. Try to generate the report again.

This information is not available to you.

Your system administrators have not given you permission to use a feature. Contact your system administrators if you cannot complete your tasks without this feature.

MOBOTIX

Beyond Human Vision

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