Administrator manual

MOBOTIX HUB Incident Manager 2023 R3

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Overview

What's new?

In MOBOTIX HUB Incident Manager 2023 R1

- To comply with GDPR or other applicable laws concerning personal data, administrators of MOBOTIX HUB Management Client can now define a retention time for incident projects.

In MOBOTIX HUB Incident Manager 2022 R3

- The MOBOTIX HUB Incident Manager extension 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 extension.
- The MOBOTIX HUB Incident Manager extension is compatible with MOBOTIX HUB L5 version 2022 R2 and later and with MOBOTIX HUB Desk Client version 2022 R2 and later.

MOBOTIX HUB Incident Manager

MOBOTIX has developed various extensions. Extensions are products that extend the MOBOTIX HUB VMS products' functionality with additional specialized functionality. Your MOBOTIX HUB license file controls the access to extensions.

> 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 an extension that enables organizations to document incidents and combine them with sequence evidence (video and, potentially, audio) from the MOBOTIX HUB VMS.
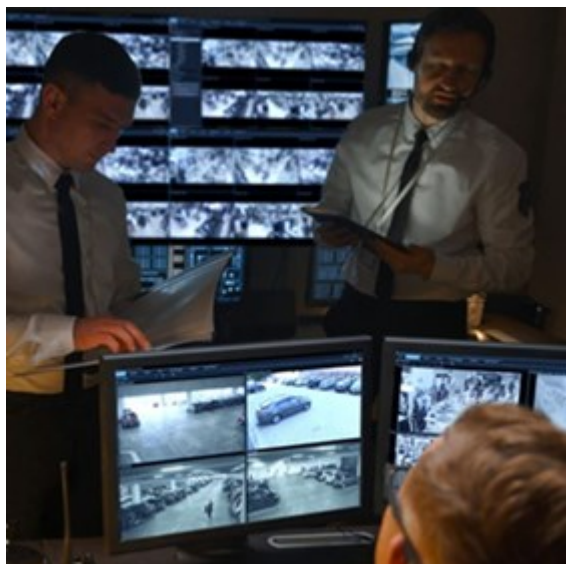
Users of MOBOTIX HUB Incident Manager can save all the incident information in incident projects. From the incident projects, they can track the status and activities of each incident. In this way, the users can manage incidents effectively and easily share strong incident evidence, both internally with 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.

Licensing

MOBOTIX HUB Incident Manager licensing

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 following 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, activate your new license.

Requirements and considerations

System requirements

The MOBOTIX HUB Incident Manager extension has the same system requirements as 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 in MOBOTIX HUB Incident Manager triggers the recording of sequences. Usually, when an incident happens, there is also motion.

Therefore, enable motion detection on your cameras to ensure that your MOBOTIX HUB Desk Client operators can add relevant recorded sequences from cameras to their incident projects.

Ports used by MOBOTIX HUB Incident Manager

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

Port number	Protocol	Process	Connections from...	Purpose
80	HTTP	IIS	MOBOTIX HUB Desk Client and the Management Client	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.
443	HTTPS	IIS		• When you have secured the communication with certificates, the VMS uses port 443.

Logging and SQL Server databases

SQL Server databases and storage of data

MOBOTIX HUB Incident Manager has its own SQL Server database named Surveillance_IM. The Surveillance_IM SQL Server database stores information about all your incident projects, data added to the incident projects, and log entries with some of the 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.

Requirements and considerations

System log file for MOBOTIX HUB Incident Manager

To troubleshoot system errors, you can find the log file on the computer where you have installed the Management Server system component, in this location: `C:\ProgramData\MOBOTIX\MOBOTIX HUB Incident Manager\Logs`.

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 necessary user 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 Server databases.

When administrators in Management Client create, enable, and edit incident properties, these activities are written to the log server's SQL Server 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 Server database named Surveillance_IM, to the log server's SQL database SurveillanceLogServerV2, or to both SQL Server 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 Desk Client	Create and delete incident projects. Generate and print incident reports.	Yes	Yes
	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 Server database for the Management Server service. If you move the SQL Server 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 Server 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 - don't 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.

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 on page 12.

4. Finally, your operators 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.

Installation

Installation of MOBOTIX HUB Incident Manager

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 don't install the Log Server service, the VMS can't log some of the user activities related to MOBOTIX HUB Incident Manager.

If you didn't install the Log Server service during the initial installation but install it at a later time, you need to restart the Incident Manager web service.

To restart the Incident Manager web 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 Server database SurveillanceLogServerV2. See also .

Configuration

Define the retention time for your incident projects

Incident projects often contain personal data. To always comply with GDPR or other applicable laws concerning personal data, define how long you want to keep your incident projects.

When the incident project expires, the project and all its information is automatically deleted. Sequences (recorded video and audio) have their own retention time.

To define or edit the retention time for incident projects:

1. Select **Tools** > **Options**.

2. On the **Incidents** tab, enter how many days you want to keep your incident projects. You can enter between 1 and 365,000 days. 7 days is the default value.

> ✎ Even if the retention time for your incident projects created before the MOBOTIX HUB 2023 R1 release is expired, the MOBOTIX HUB VMS doesn't delete these pre-2023 R1 incident projects. You have to delete them manually.

Incident properties in Management Client

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

The following incident properties are available:

Property	Description	Examples
Types	Incident types are the primary way to categorize and distinguish between incidents. See Define and edit incident types on page 19.	• Workplace injury - employee • Workplace injury - contractor • Workplace injury - visitor
Statuses	Incident statuses help the MOBOTIX HUB Desk Client operators track the progress of an incident investigation. See Define and edit incident statuses on page 20.	• New • In progress • On hold • Closed

Property	Description	Examples
Categories	Incident categories and incident data help the MOBOTIX HUB Desk Client operators categorize incident projects in more detail. Both incident properties are optional. See Define and edit incident categories on page 21 and Define and edit incident data on page 21.	Incident categories: • Location of injury • Reason for injury Incident data: • Number of people injured • Emergency contact notified

For a walk-through example of how to use and define the different incident properties, see .

An example of how to use and define incident properties

A 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, you want to document and manage the circumstances around workplace injuries and therefore 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 .

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 .

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?

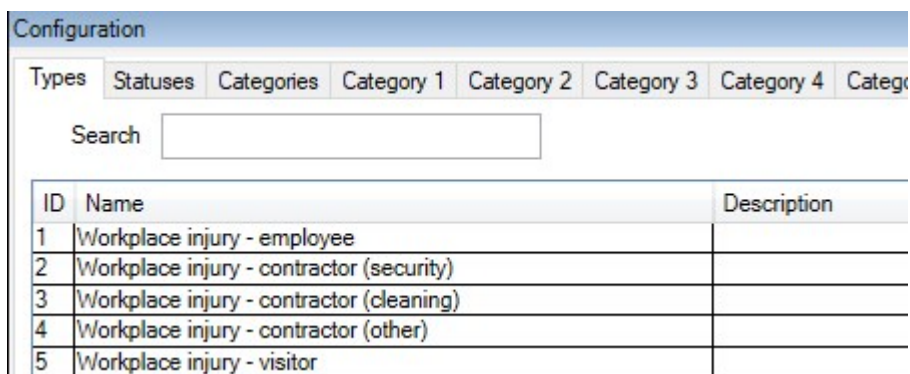- Were goods damaged, and what is their value?

See how in .

Scenario: Use incident 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 these 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?

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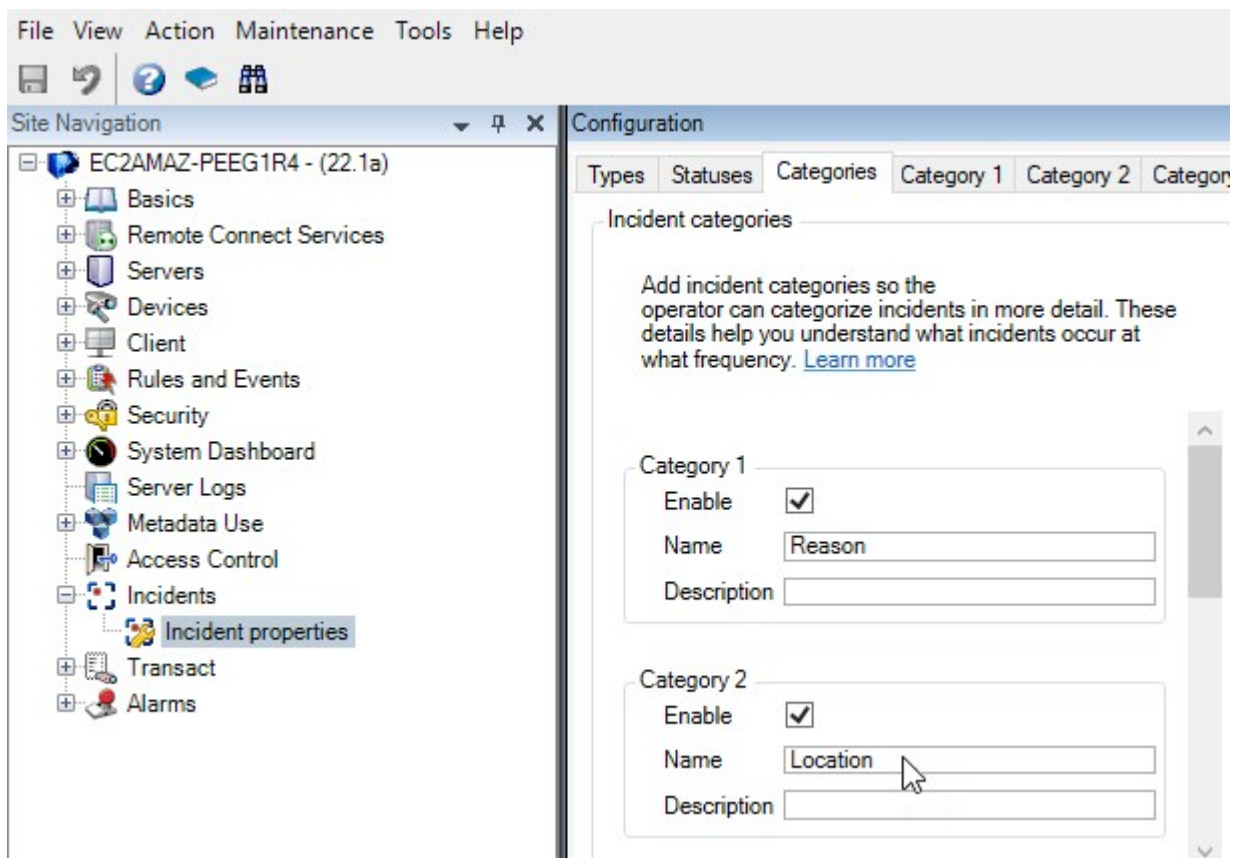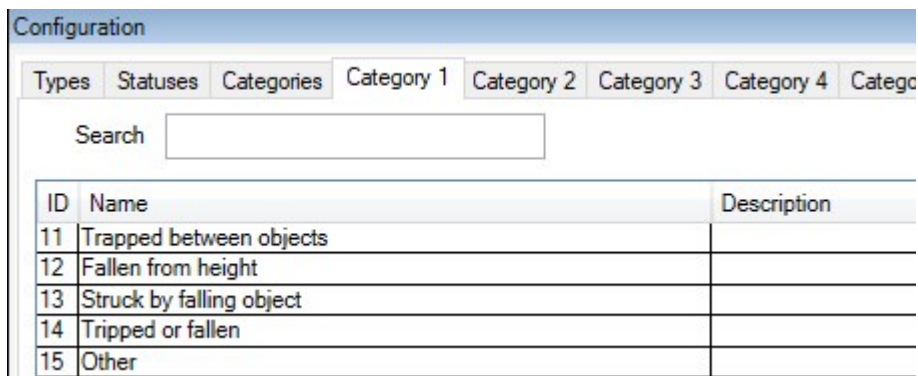
Next, on the **Category 1** tab and on the **Category 2** tab, you then create the values for the most common reasons and locations of the injuries.

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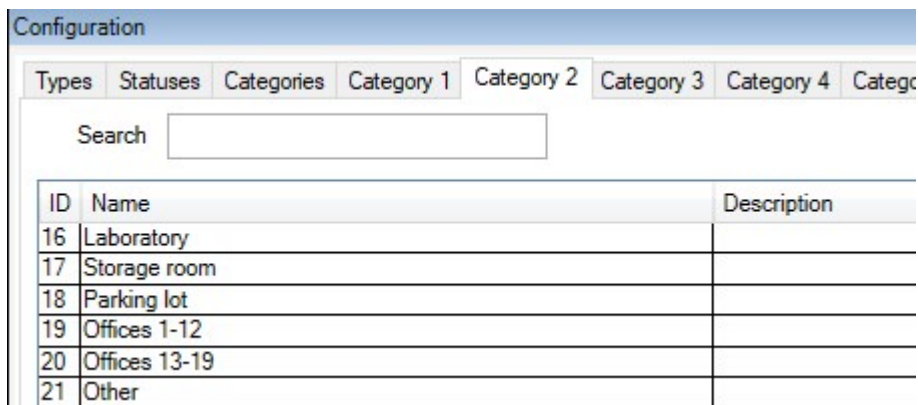
For category	Category names
Category 1 (Reason)	Trapped between objects Fallen from height Struck by falling object Tripped or fallen Other
Category 2 (Location)	Laboratory Storage room Parking lot Offices 1-12 Offices 13-19 Other

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.
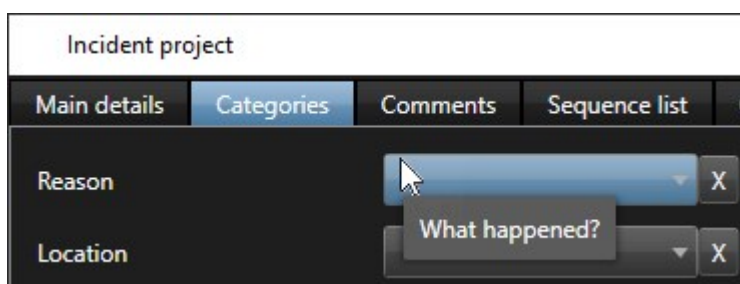
The incident category values you defined appear in the lists next to the category they belong to. To see values, select the **Incidents** tab, double-click an incident project to open it, and select the **Categories** tab.
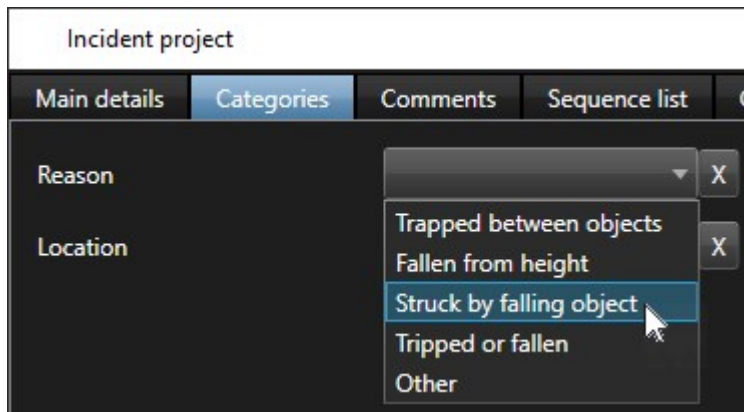
Scenario: Use incident data to document the number of injured and additional circumstances

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 can't 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 of how to use 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 can't 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 can't 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 of how to use incident categories, see .

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 of how to use incident data, see .

Define and edit 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.

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 title in Management Client:

1. Select **Tools** > **Options**.

2. On the **Incidents** tab, in the **Title of incident reports** field, enter the title of the report.

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.

For more information about the permission settings related to MOBOTIX HUB Incident Manager, see .

User interface details

Incident properties (Incidents node)

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

You define all incident properties for your MOBOTIX HUB Desk Client operators on these tabs:

- Types
- Statuses
- Categories
- Category 1-5

All the incident properties have the following 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?*

Incident tab (Security > Roles node)

If you have MOBOTIX HUB Incident Manager, you can specify the following 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	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	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.

Troubleshooting

MOBOTIX HUB Incident Manager troubleshooting

System log file

To troubleshoot system errors, you can find the log file on the computer where you have installed the Management Server system component, in this location: `C:\ProgramData\MOBOTIX\MOBOTIX HUB Incident Manager\Logs`.

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 haven't given you permission to use a feature. Contact your system administrators if you can't 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.

Messages in MOBOTIX HUB Desk Client and MOBOTIX HUB Management Client

This information is not available to you.

Your system administrators haven't given you permission to use a feature. Contact your system administrators if you can't complete your tasks without this feature.

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