EyeDash
User Guide

Applicable for EyeDash Pro, Pro+ & Enterprise Versions

Dataware Systems

For further information or support please visit datawaresys.com
or cotnact us on support@datawaresys.com

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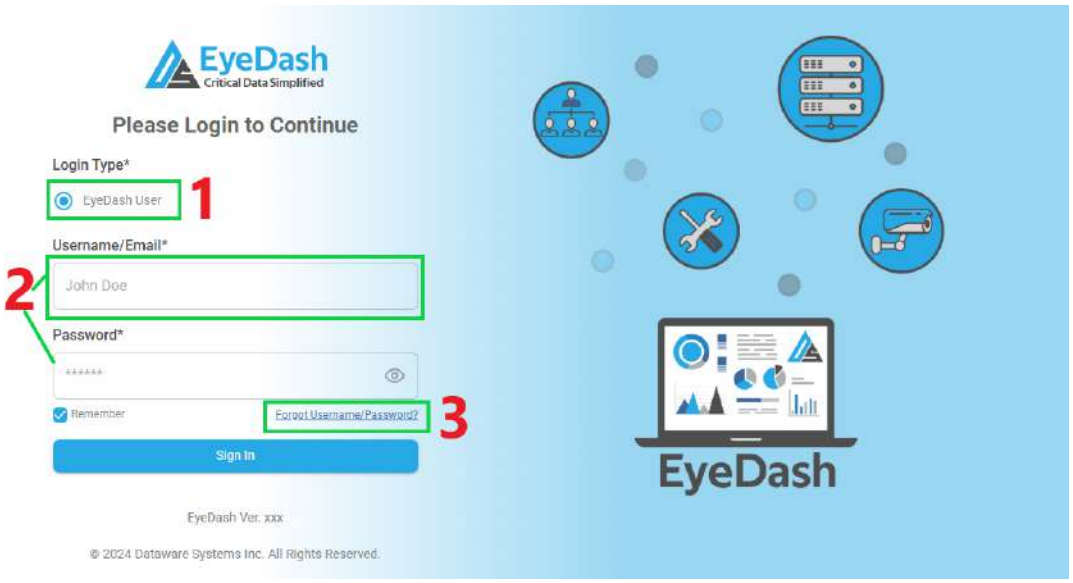
Login

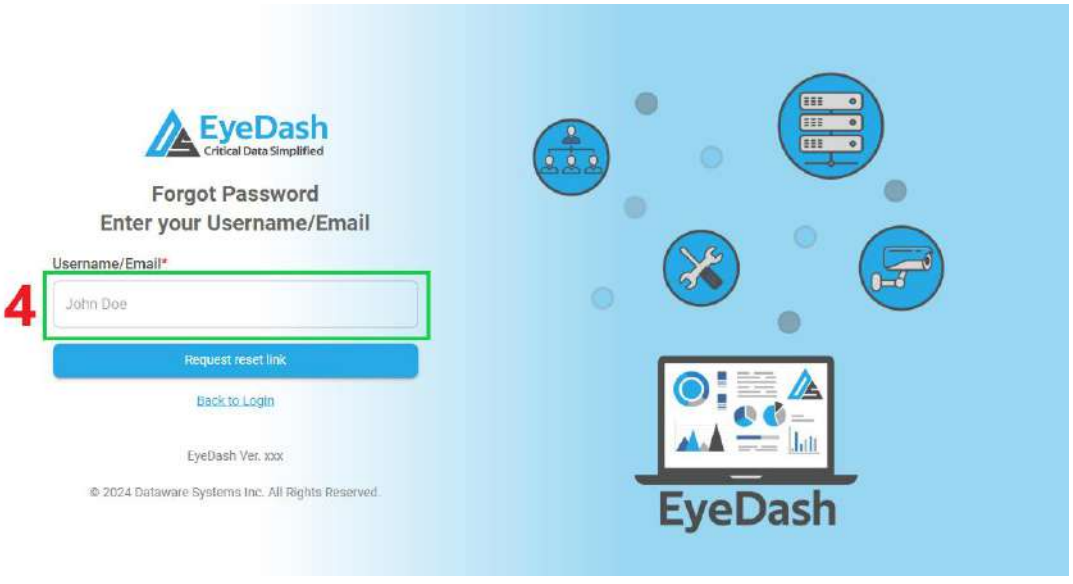
The user can choose to log in as a Basic user or an Active Directory user by selecting the appropriate radio button.

Log in to EyeDash with your **Username**/Email and password for Basic users, or **Domain Username** and password for Active Directory users, then press Enter or click Sign In.

Click "Forgot Password" to reset your password.



The User can enter their Username or Email to receive a password reset link via email by clicking the request link button.



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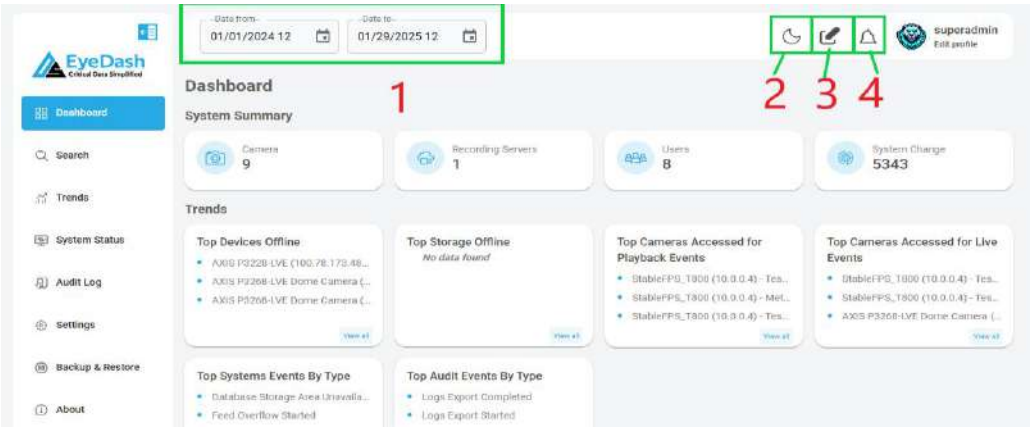
Dashboard

The system summary for a specific date range can be viewed by using the date filter located at the top left corner of the screen.

Light mode and dark mode can be switched by clicking on the dark mode icon.

The dashboard can be customized by clicking on the **Customize** icon.

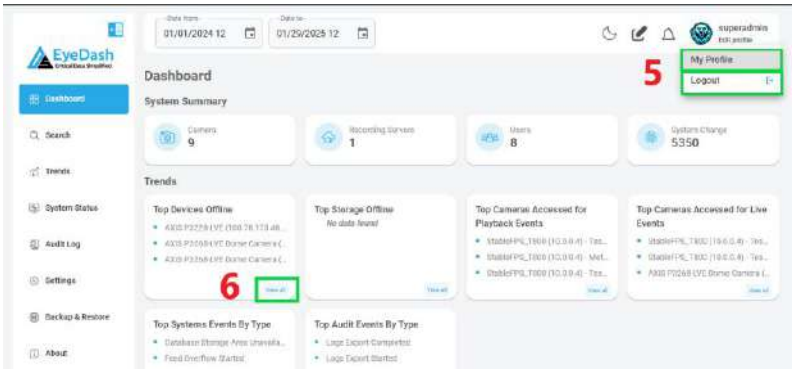
Notifications can be viewed by clicking on the **Bell** icon, with details available for each notification.



Click **Edit Profile** to:

My Profile: Edit profile information.
Logout: Log out of the system.

Click "view all" under Trends to see all related trends.



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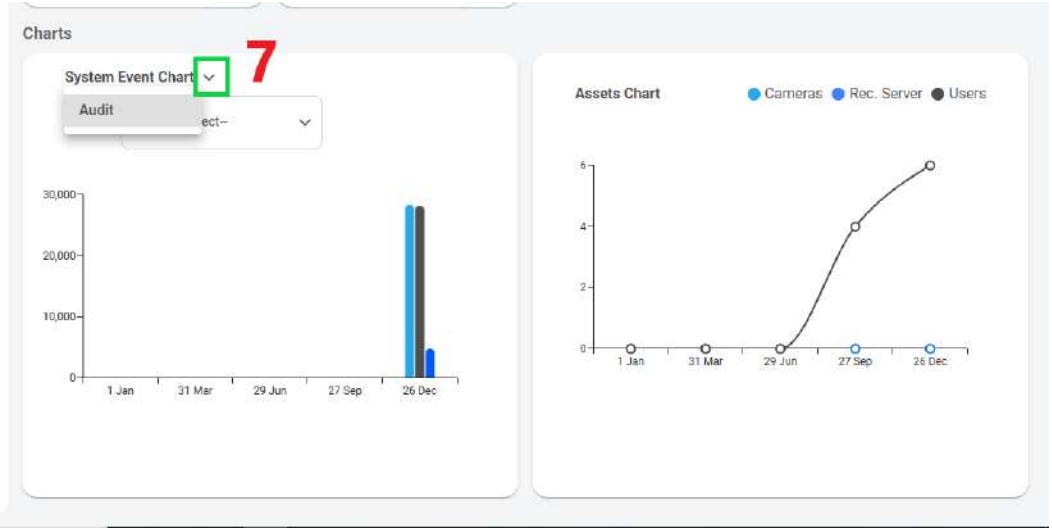
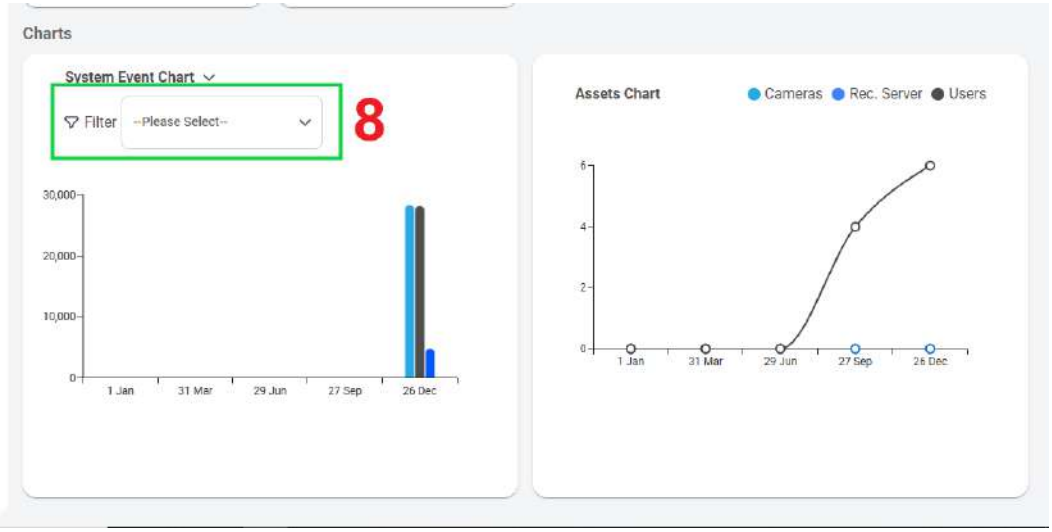
Users can access graphical representations of event chart data for various events by selecting the **Dropdown** icon located within the **Charts** section.



The user can filter event charts by selecting options from the filter list provided for each chart type.



Click on the **New** or **All** tabs to view new and pending alerts.

Click the **Eye** icon to see alert details.

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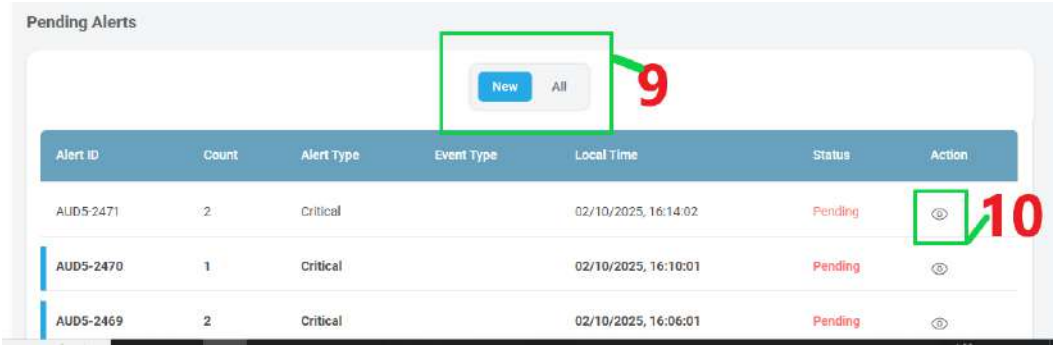
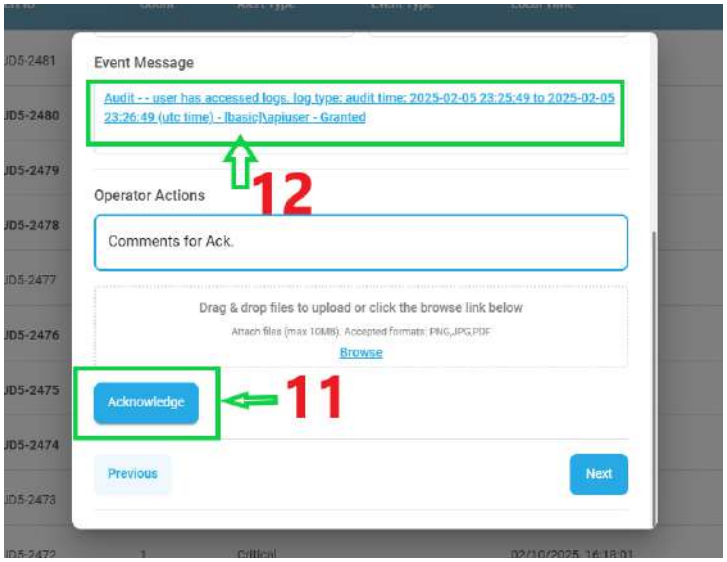


To acknowledge an alert, click **Acknowledge** on the **Alert Details** page after adding comments.

Click an **Event Message** to view its log, which redirects to the **Log Details** page.



The user has the ability to **collapse** or **expand** the sidebar by selecting the **Expand** icon positioned at the top left, above the **EyeDash** logo.

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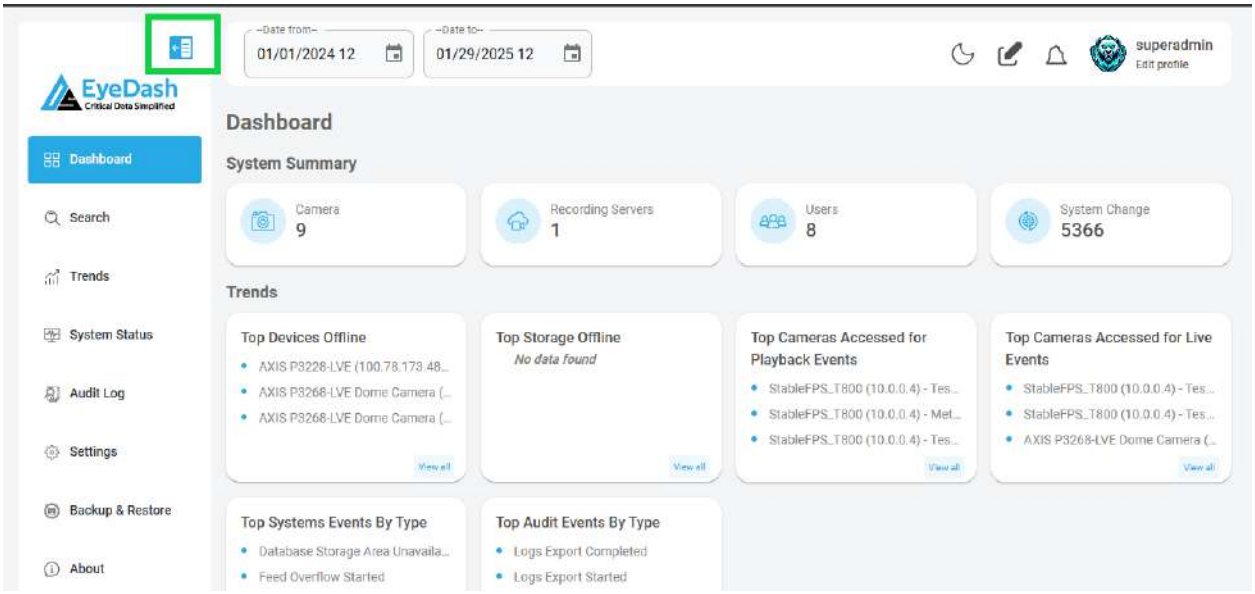
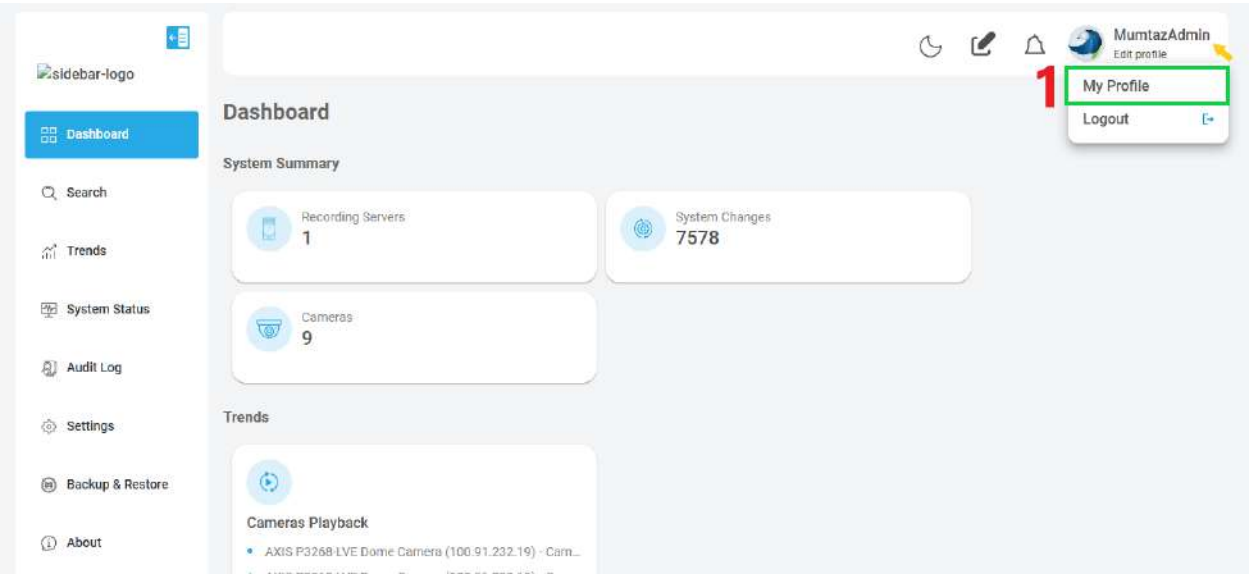


My Profile

Profile settings can be changed by clicking on the My Profile button on the Dashboard.



The User may upload or drag and drop their profile picture by selecting the upload option.

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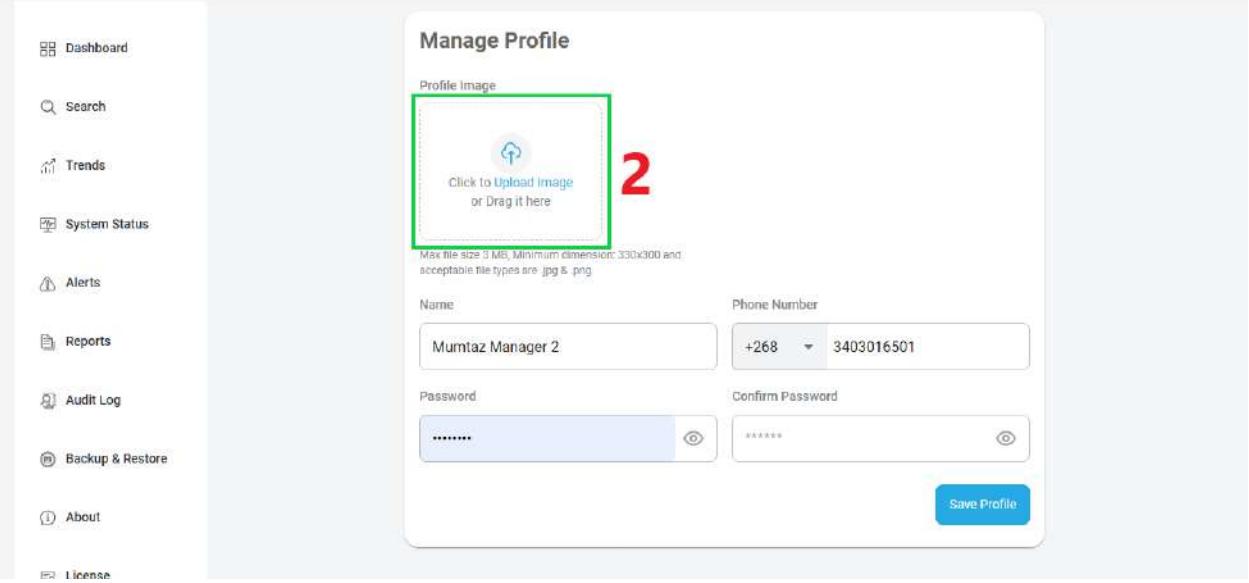
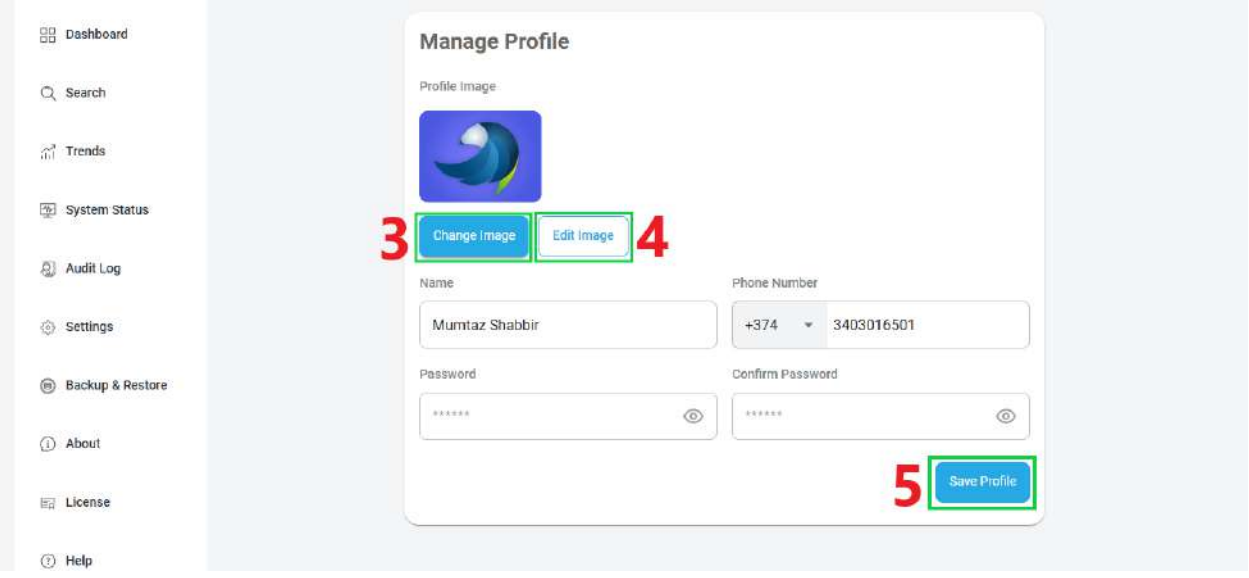


Click **Change Image** to replace the uploaded image.

Click **Edit Image** to modify the uploaded image.

Click **Save Profile** to update profile settings like Name and Email.



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Search

The user can filter **System**, **Audit**, or **Rule** logs by clicking on the respective tabs.

The user can search for logs by entering a keyword or relative text to logs in the **Search Bar** and pressing **Enter** to view the results.

The user can select the number of logs to export by clicking on the **checkbox** at the start of each log or selecting all logs in the list by clicking the **checkbox** attached to the **"Number"** column.

The user can export the selected logs by clicking on the **Export** button and choosing the desired format from the **Dropdown** menu.

The user can filter logs by selecting different filters from the **Dropdown** available in the **Filters** section.

The user can view the details of a log by clicking on the **View (Eye)** icon.

The users can **flag** or **unflag** a log by clicking on the flag icon next to each log.

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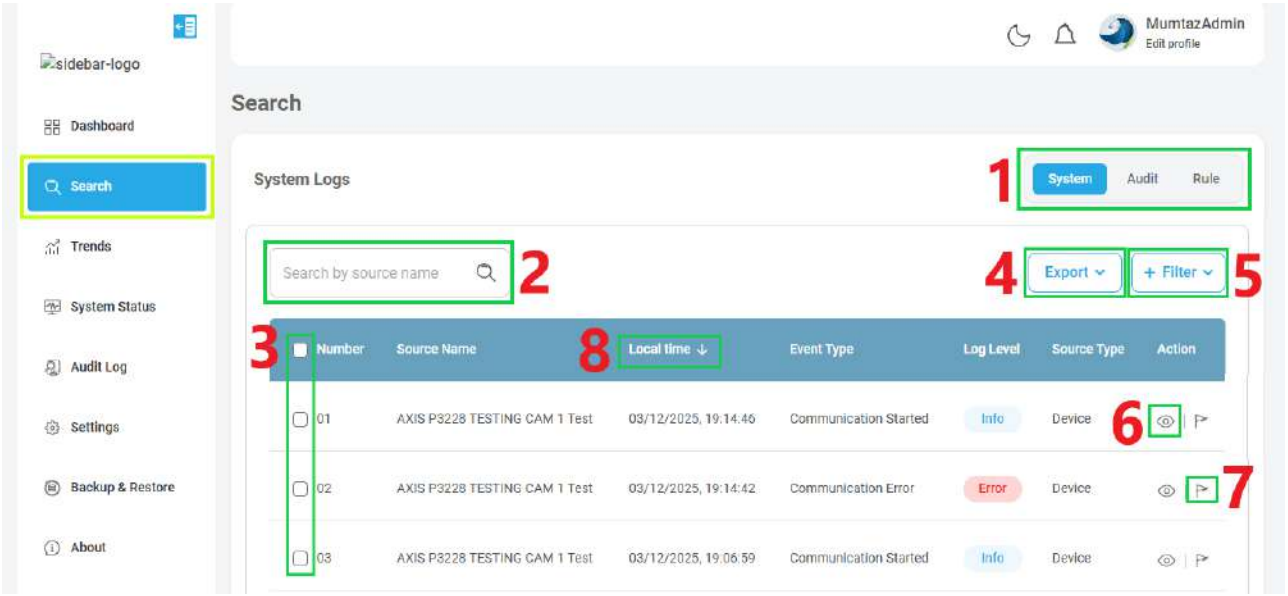
The user can sort logs from **newest to oldest** or **oldest to newest** by clicking on the **Arrow** icon next to **Local Time** column.



5- Trends

The user can navigate to any Trends screen by clicking on the options provided for different trends, such as Top Offline Devices, Top Offline Storages, Top Offline Recording Servers, Top Cameras Playback, Top Live view by Devices, Top Video Exports, Top System Events, Top Audit Events, Top Login Granted, and Top Access Denied Overall.

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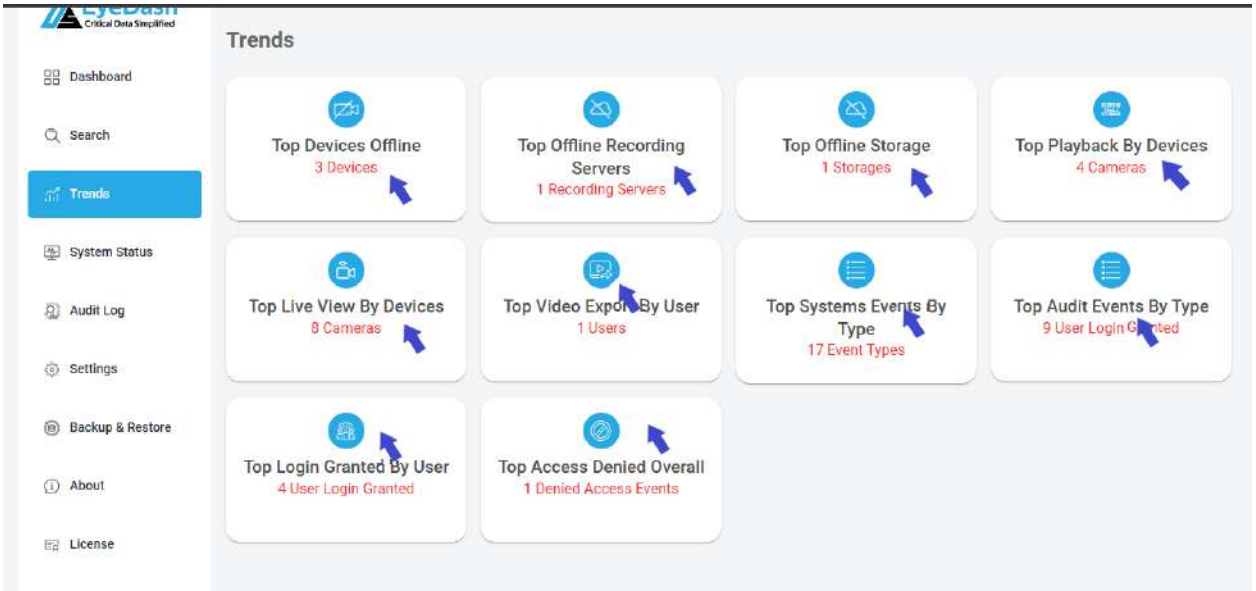


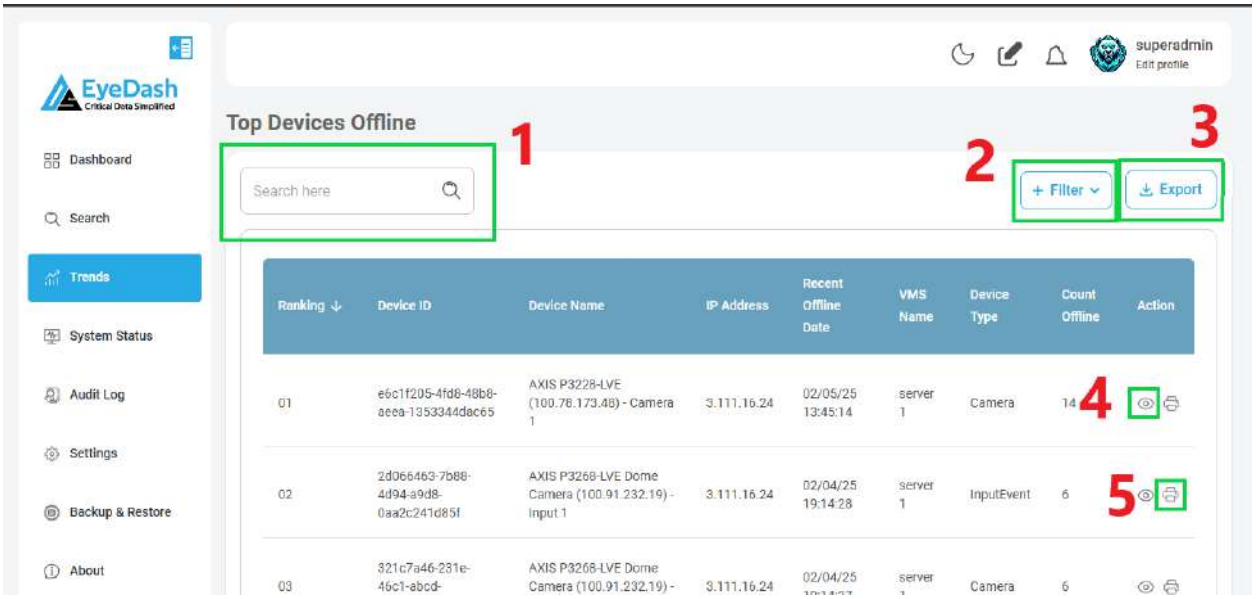
The user can search for trends on any Trends screen like **Top Offline Devices**, by entering the **device name** or relevant text in the **Search** field.

The user can filter trends by selecting filters from the **Dropdown** menu after clicking the **Filter** button or **Dropdown** icon.

The user can export trends by clicking on the **Export** button and selecting different ranking options in the dropdown menu with the desired file format.

The user can view trend details by clicking on the **Eye** icon.

The user can print a trend by clicking on the **Print** icon attached to each trend.



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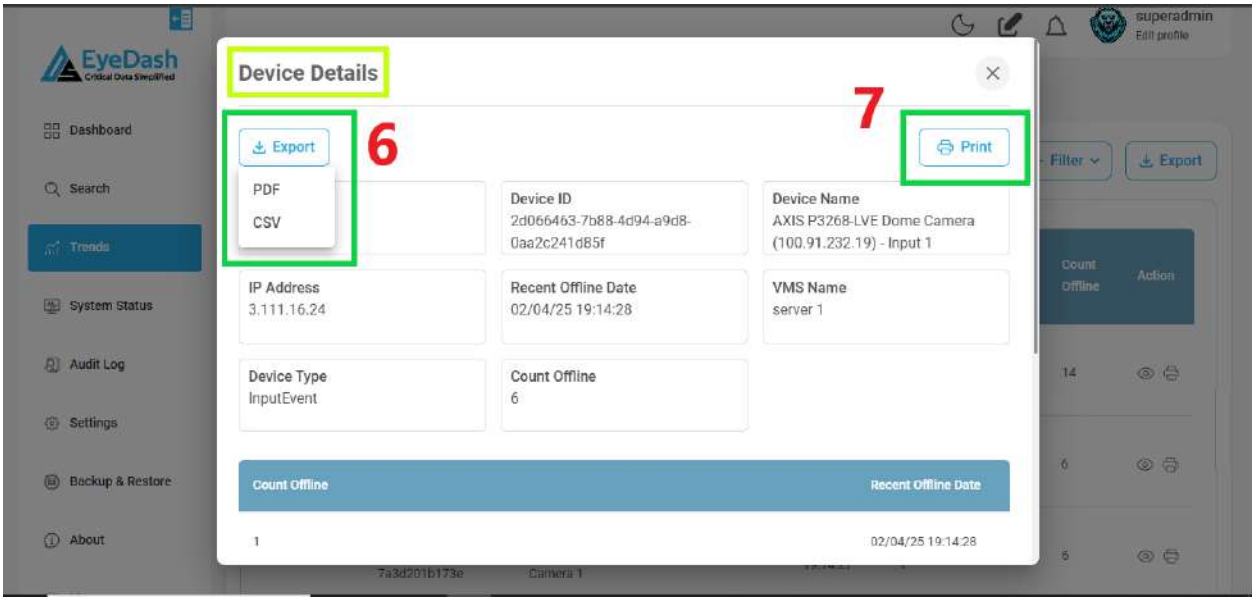
The user can export a trend from the **Details** page in **PDF** or **CSV** format by clicking the **Export** button.

The user can print a trend from the **View Details** page by clicking the **Print** button.



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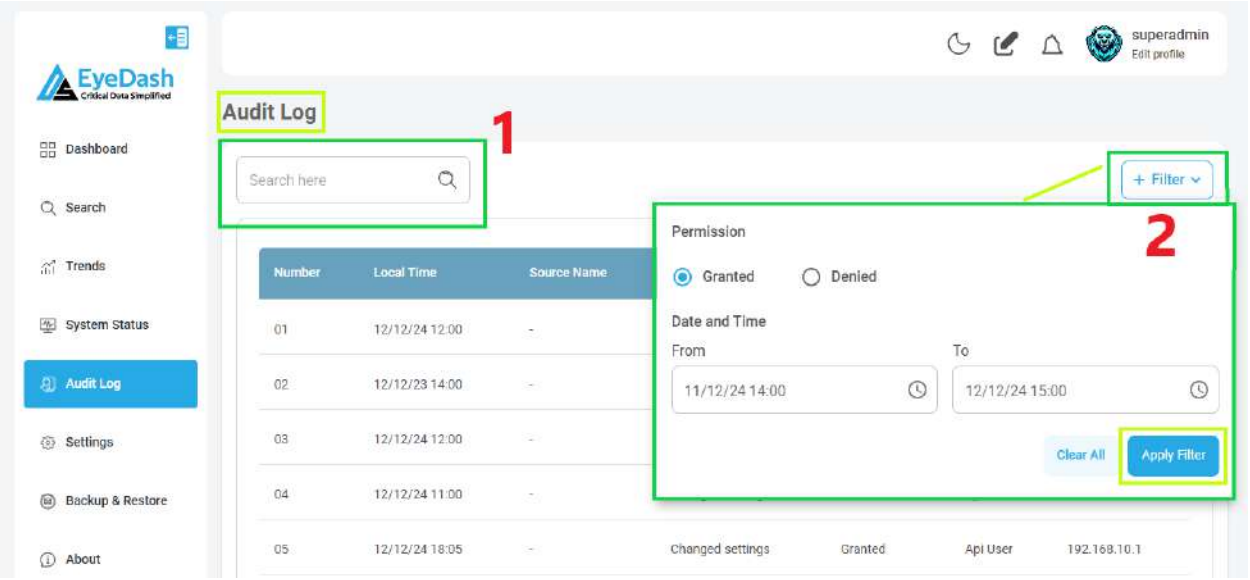
Audit Logs

The user can search for **Audit Logs** by entering the **Source Name** or **Action Name** in the **Search** field.

The user can apply different filters to audit logs by selecting options from the **Dropdown** menu after clicking the **Filter** button.



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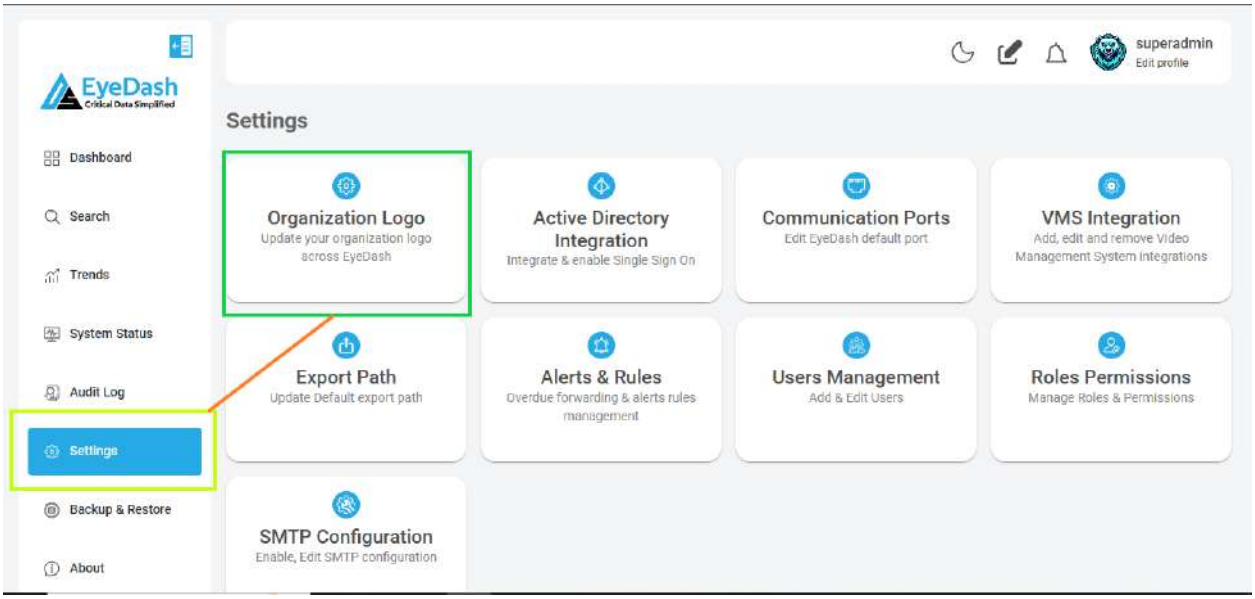
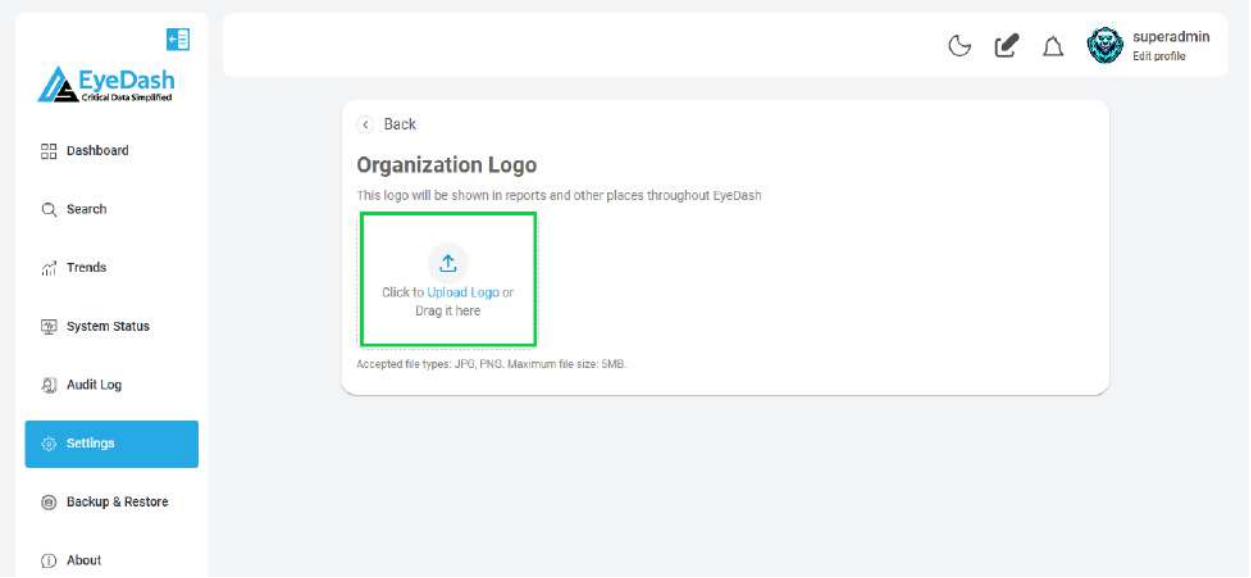
Settings

Settings - Organization Logo

The user can change the **Organization Logo** by clicking on the **Organization Logo** option on the **Settings** page.



The user can upload or drag and drop a new logo by clicking on the **Organization Logo Upload** button.



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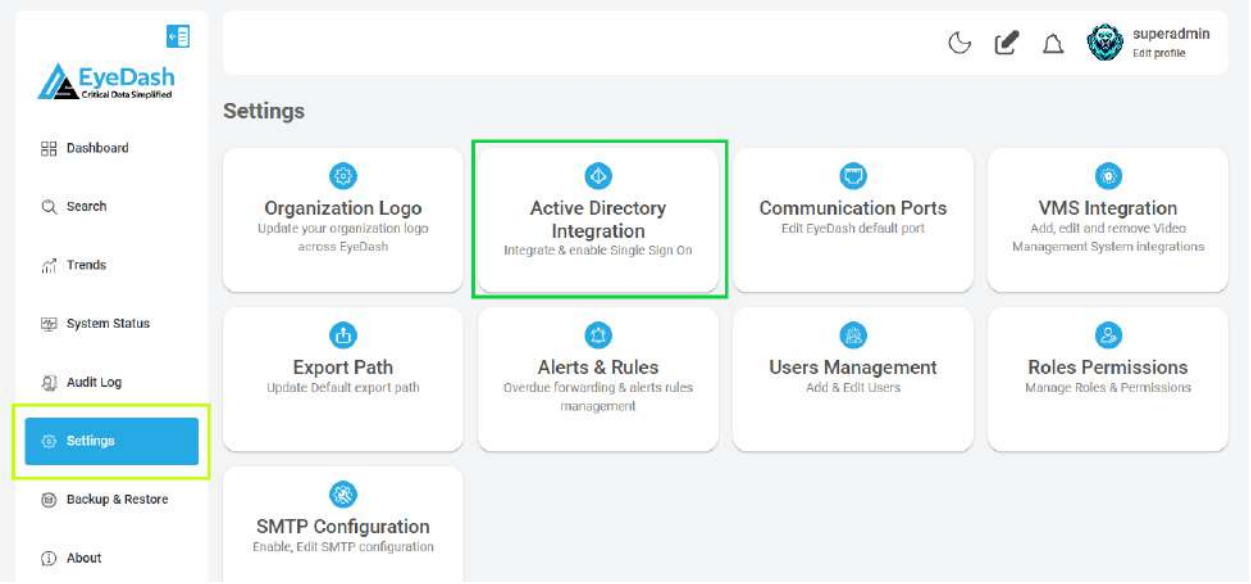
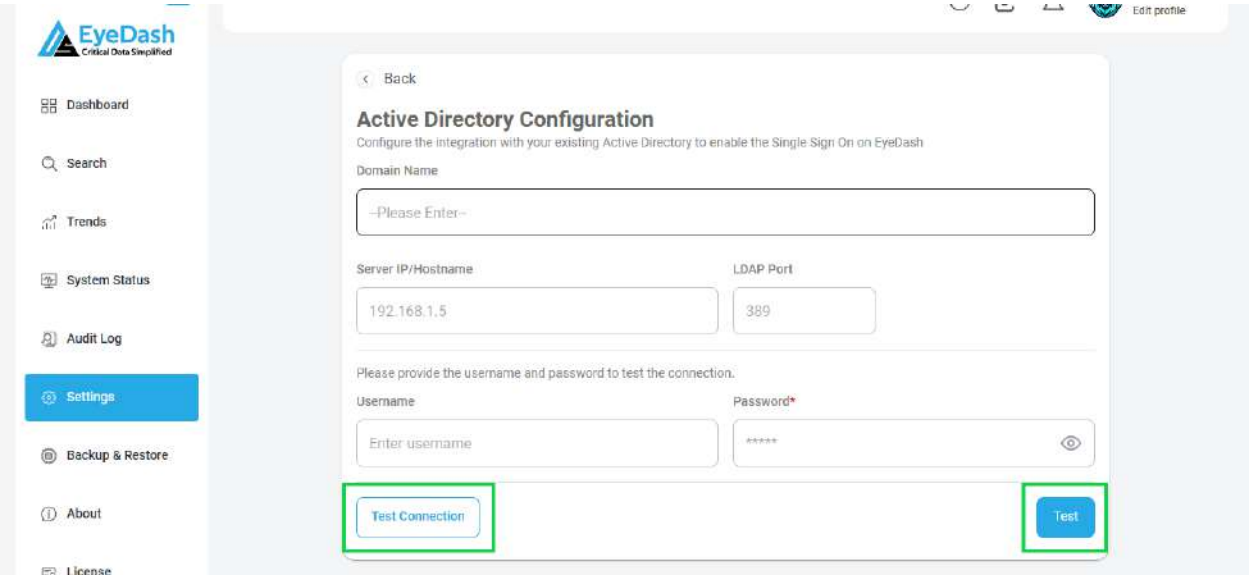
Settings - Active Directory Integration

The user can configure the **Active Directory Integration** by clicking on the **Active Directory Integration** option on the Settings page.



The user can test the **Active Directory Configuration** by entering the **Domain Name**, **Server IP**, and other mandatory fields, then clicking the **Test Connection** or **Test** button.



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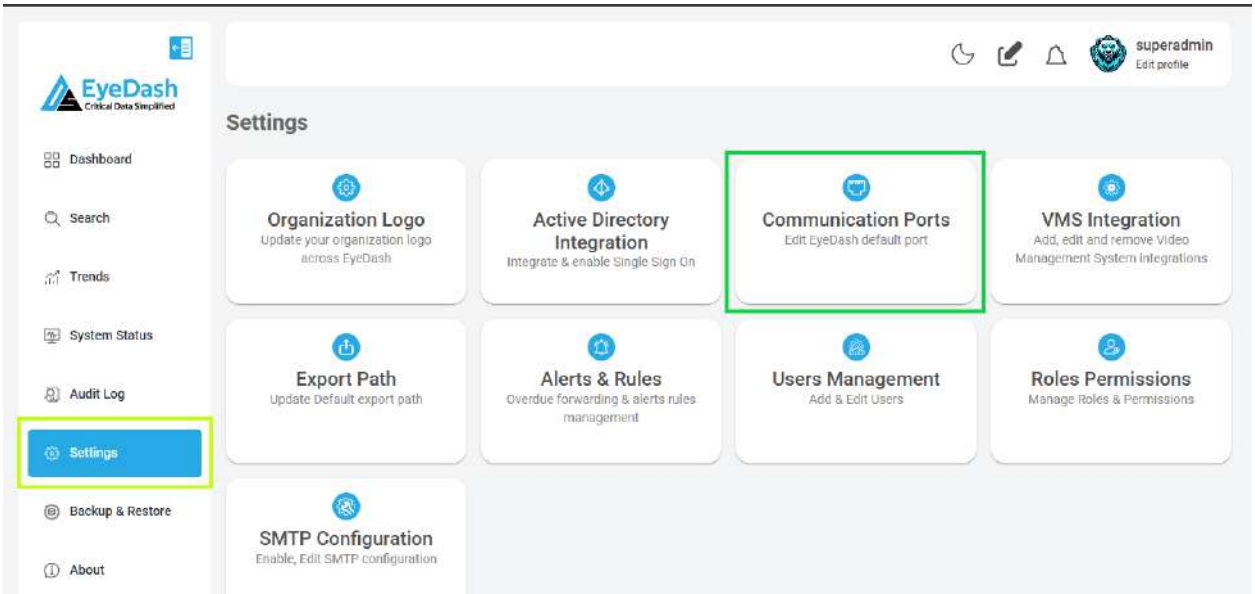
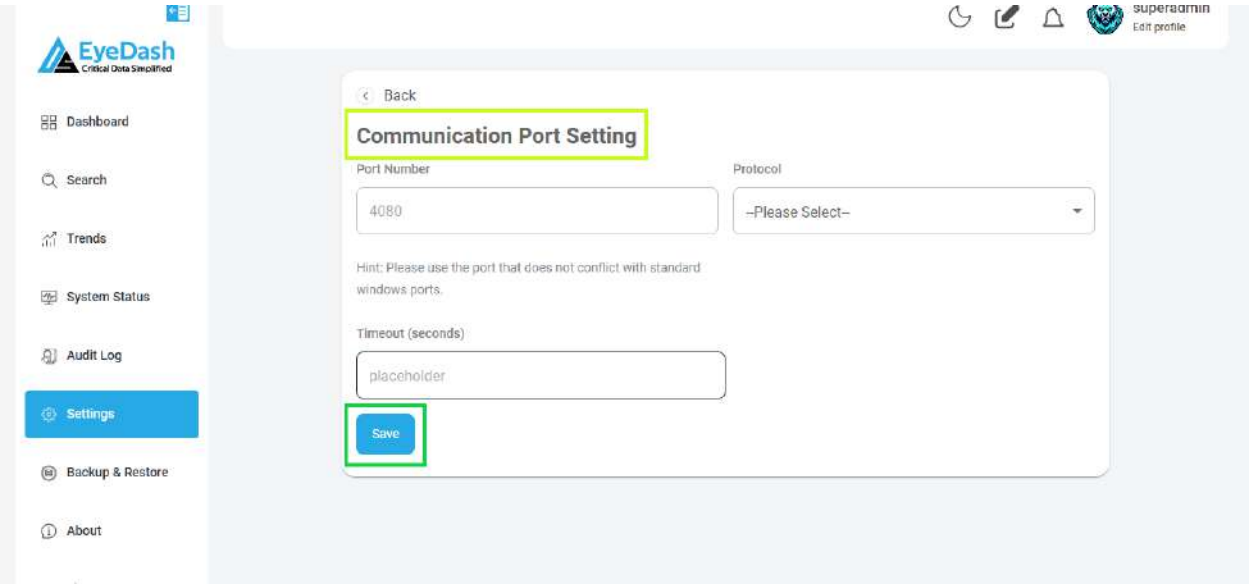
Settings - Communication Ports

The user can update **Communication Port** settings by clicking on the **Communication Ports** option in the Settings page.



The user can set a **Communication Port** by entering the **Port Number**, **Protocol**, and **Timeout** in the respective fields, then clicking the **Save** button.



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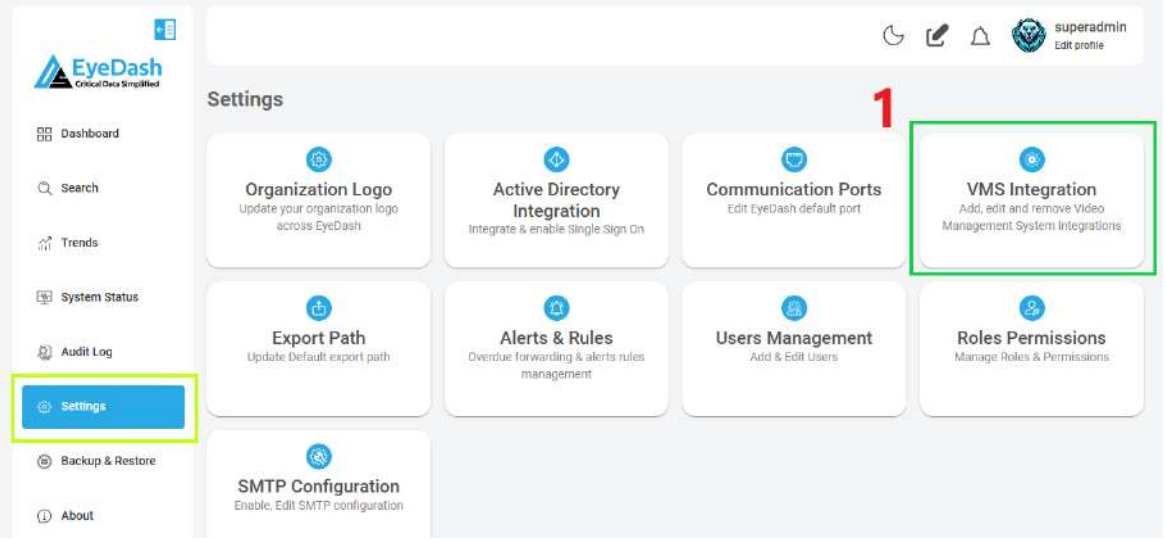
Settings - VMS Integration

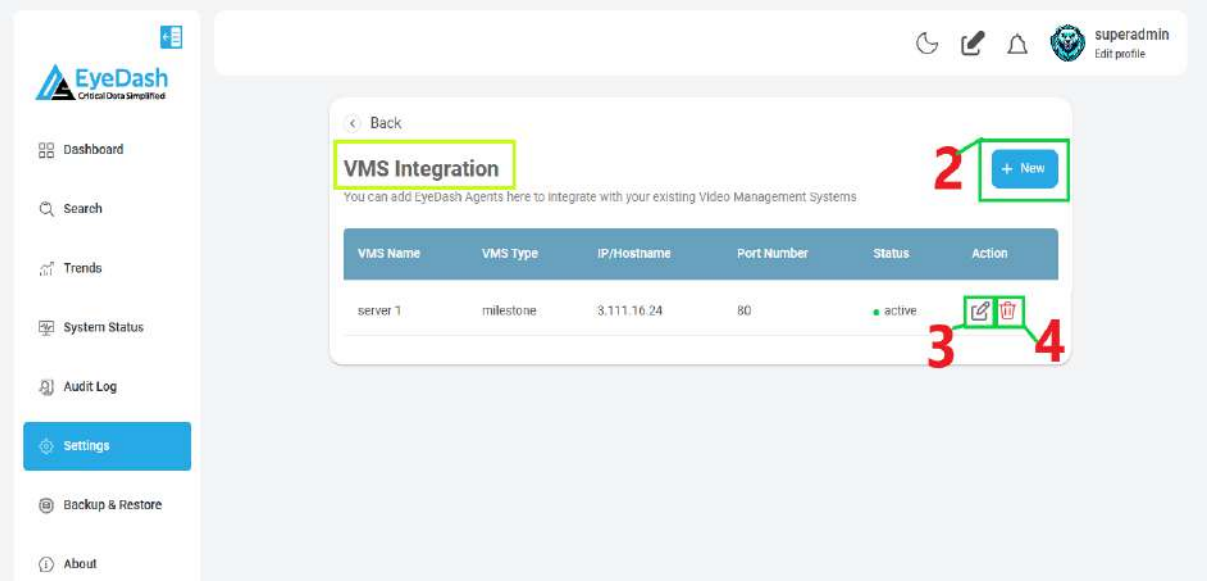
The user can add a new **Video Management System (VMS) Integration** by clicking on the **VMS Integration** button on the **Settings** page.



The user can add a new VMS Integration/EyeDash Agent by clicking on the **"+ NEW"** button on the VMS Integration page.

The user can edit an VMS Integration/EyeDash Agent added on the VMS Integration page by clicking on the **Edit** icon.

The user can delete an VMS Integration/EyeDash Agent added on the VMS Integration page by clicking on the **Delete** icon.



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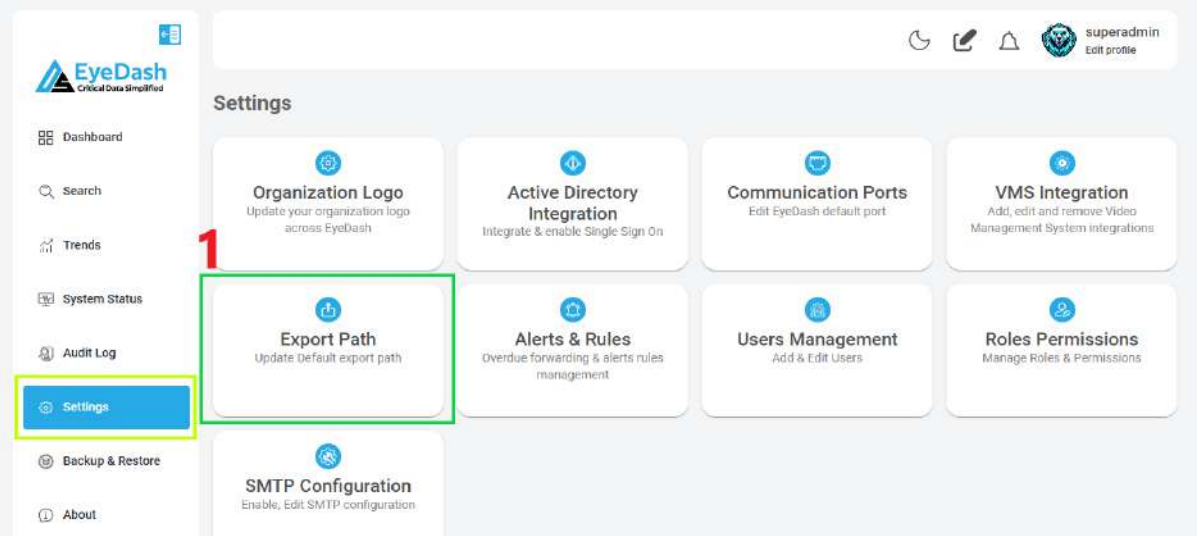
Settings - Export Path

The user can change Export path settings where he wants to save the export file by clicking on the **Export Path** option on the **Settings** page.



The user can enter the path to save the settings in the **Path** field.

The user can browse and select a location to save the settings file by clicking on the **Browse** button.

The user can enable the **timestamp** in the export file name by clicking on the **checkbox**.

The user can save the Export Path settings by clicking on the **Save** button.

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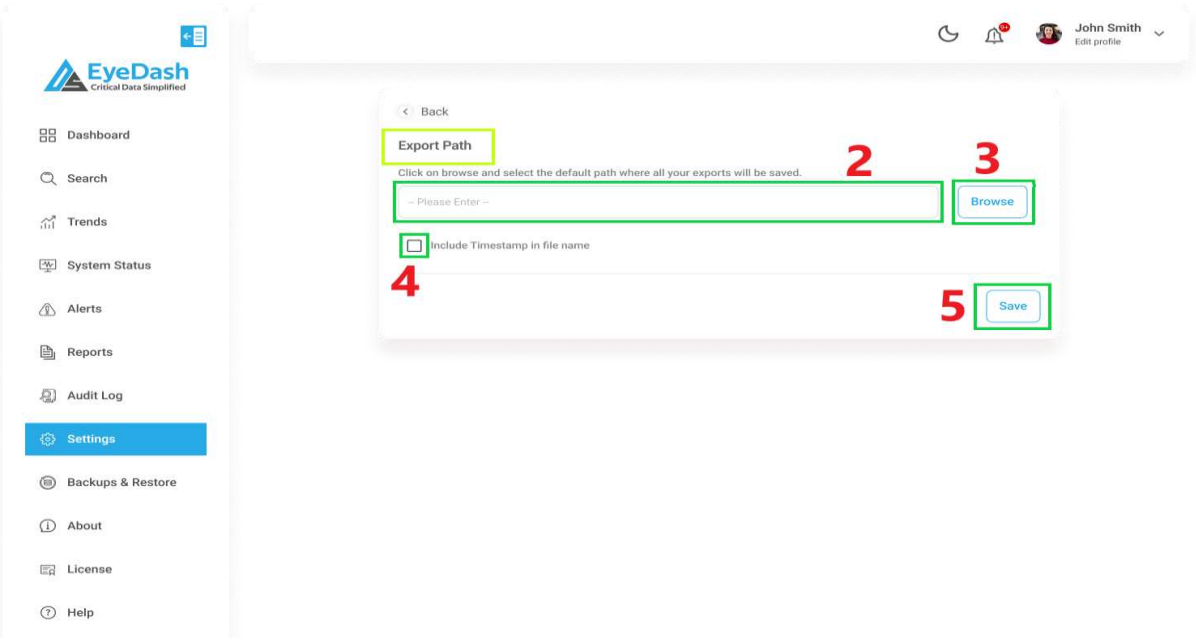
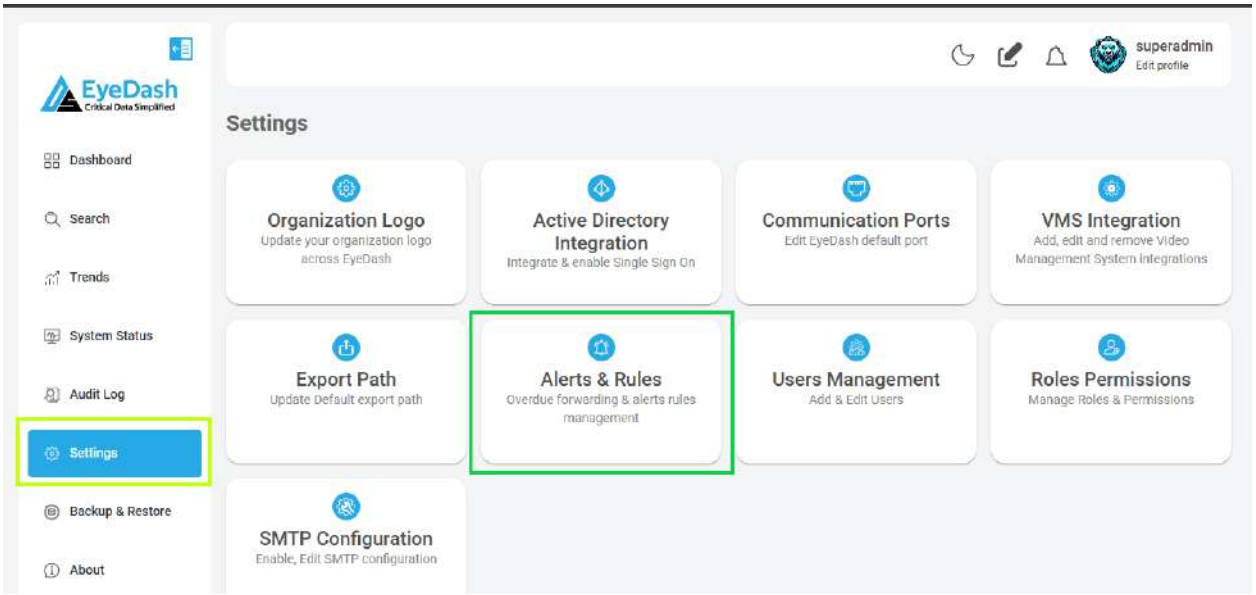


Settings - Alerts & Rules

The user can update **Alerts & Rules** settings by clicking on the Alerts & Rules option on the **Settings** page.



The user can navigate between different types of alert settings by clicking on the respective tabs (Critical, Warning, Info, Device Status) provided at the top.

The user can set the **Overdue Period** for any alert by entering the desired number of hours in the input field provided under the 'Overdue Period' section.

The user can enable or disable **Device Status** Alerts by clicking on the toggle icon.

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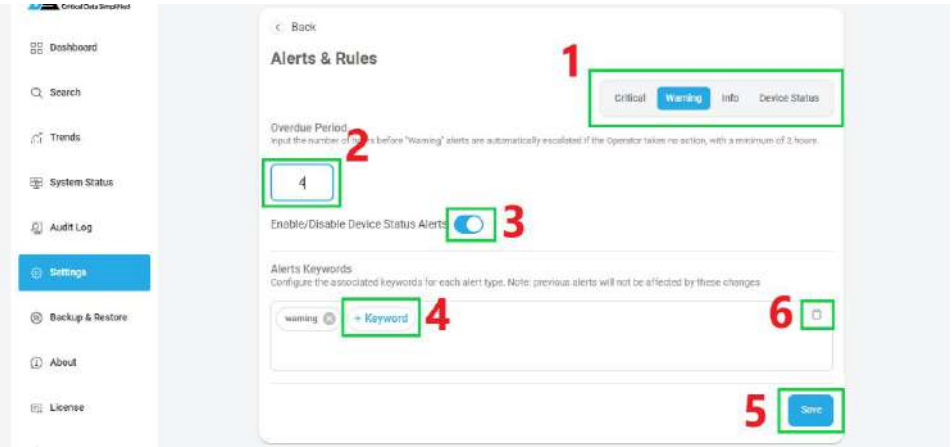
The user can add a keyword related to any alert type by clicking on the "+ Keyword" button.

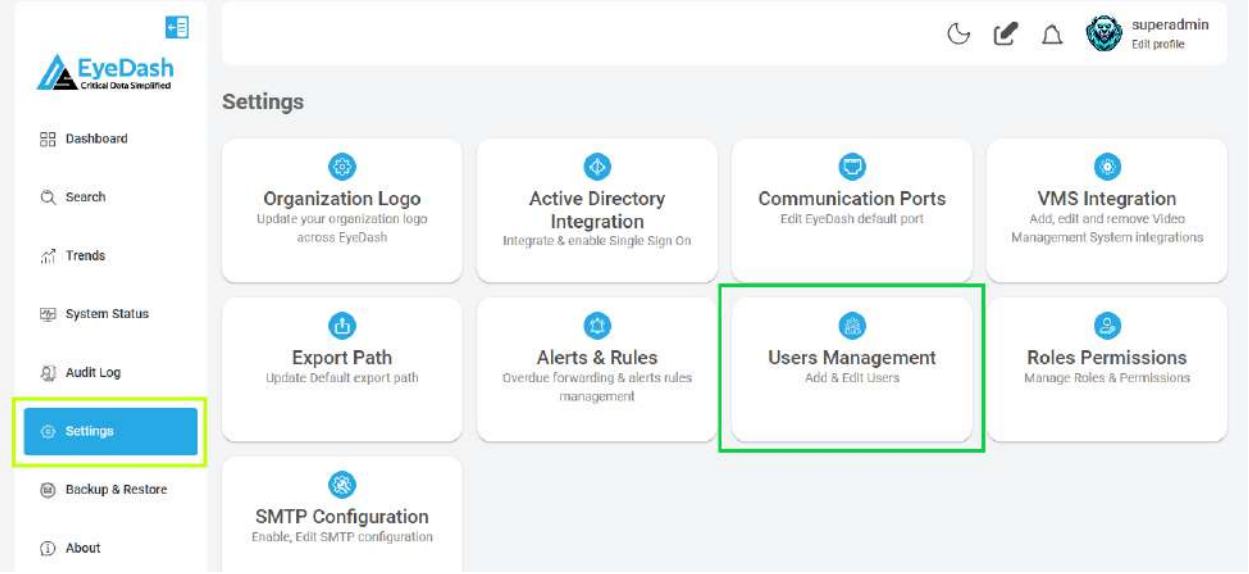
The user can save Alert & Rule settings by clicking on the **Save** button.

The user can copy all added keywords by clicking on the **Copy** icon.



Settings - User Management

The User can **add a new user** or **update existing users** by clicking on the **User Management** option on the **Settings** page.



The user can add a **Basic** or **Active Directory** user by clicking on the **"+ User"** button.

The user can navigate between **Basic** and **Active Directory** users by clicking on the respective **tabs** under the "+ User" button.

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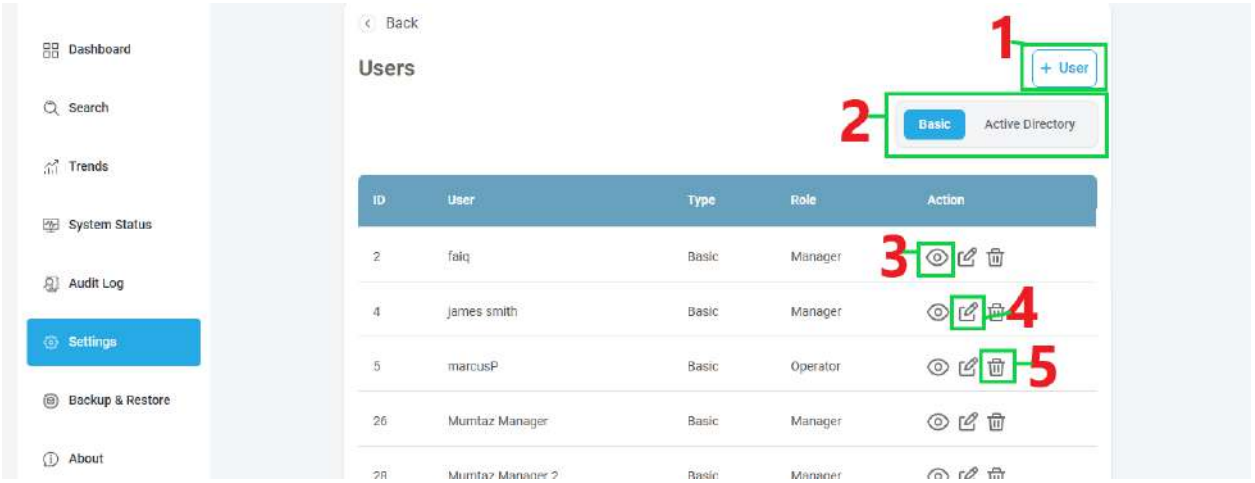
The **Admin** can see the details of a **user** by clicking on the **Eye** icon.

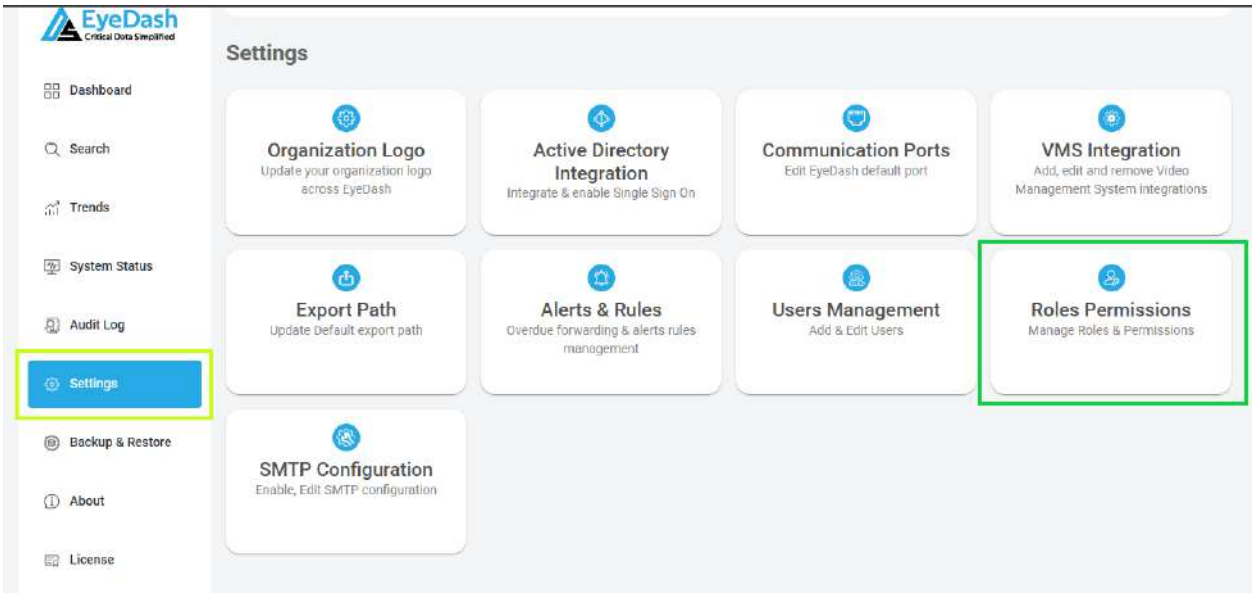
The **Admin** can edit a **user's details** by clicking on the **Edit** icon.

The **Admin** can delete a **user** by clicking on the **Delete** icon.



Settings - Roles Permissions

The user can update Roles Permissions by clicking on the **Roles Permissions** option on the **Settings** page.



The **Admin** can choose a **role** from the **dropdown menu** to update its **permissions**.

The **Admin** can choose a **role** from the dropdown menu to update its permissions.

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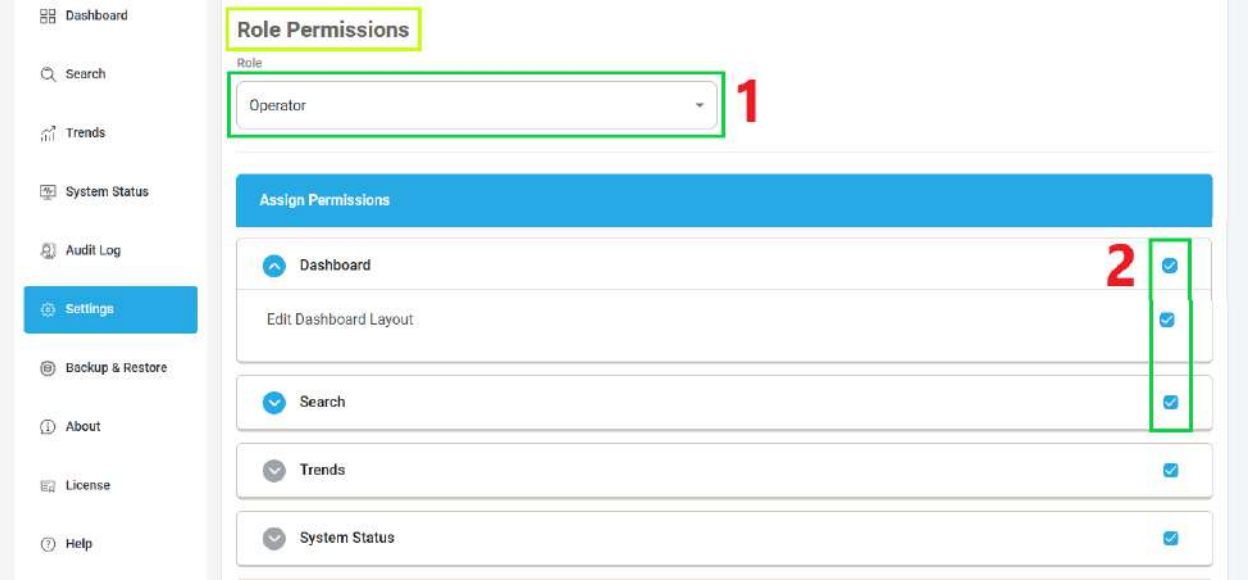
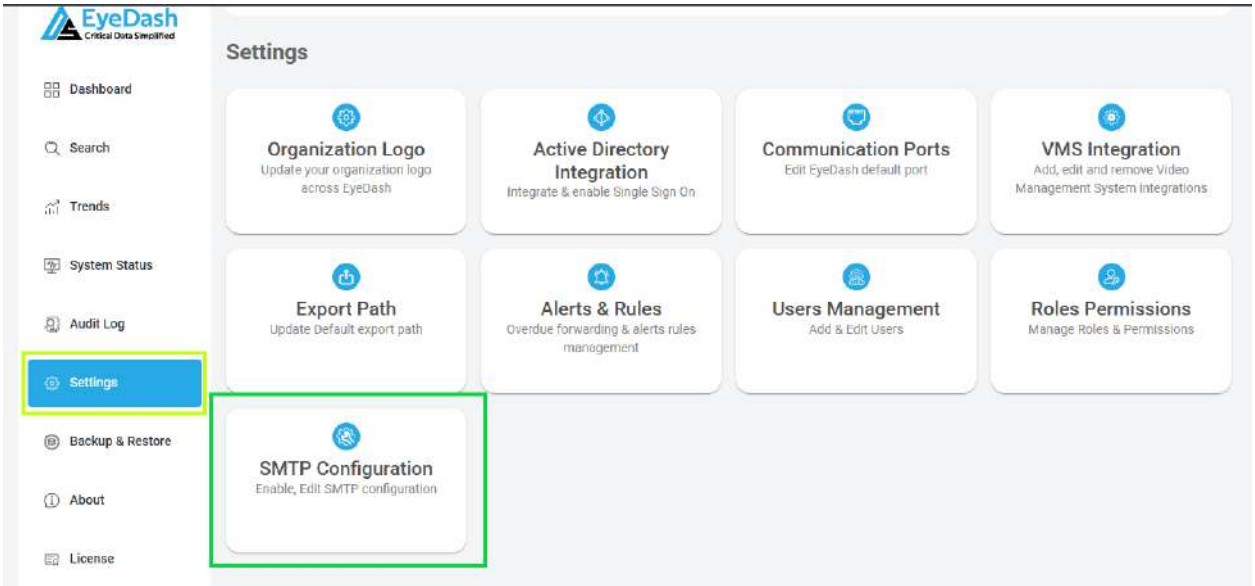
The **Admin** can assign desired permissions to the selected role by clicking on the **checkboxes** and save the changes by clicking on the **Save** button.



Settings - SMTP Configuration

The user can configure **SMTP Configuration** settings by clicking on the **SMTP Configuration** option on the **Settings** page.



The **User** can configure **SMTP** to allow **EyeDash Web** to send email notifications by providing the required fields and clicking the **Test Connection** button to verify the connection.

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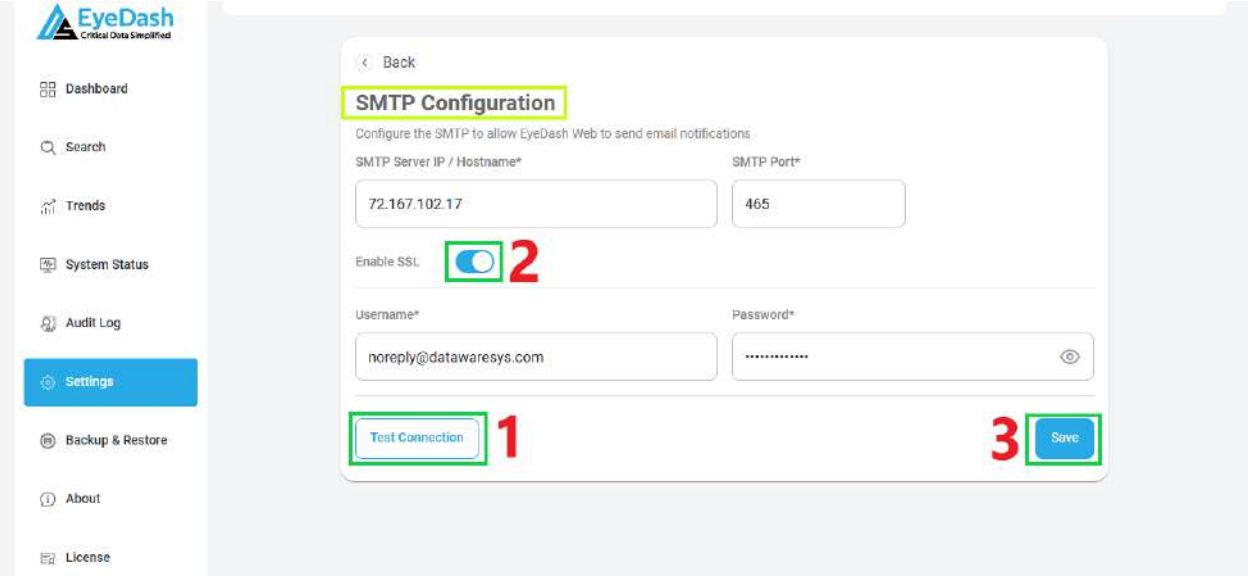
The **User** can enable or disable **SSL** by clicking on the **toggle** button.

The **User** can save the **SMTP configuration settings** by clicking on the **Save** button.

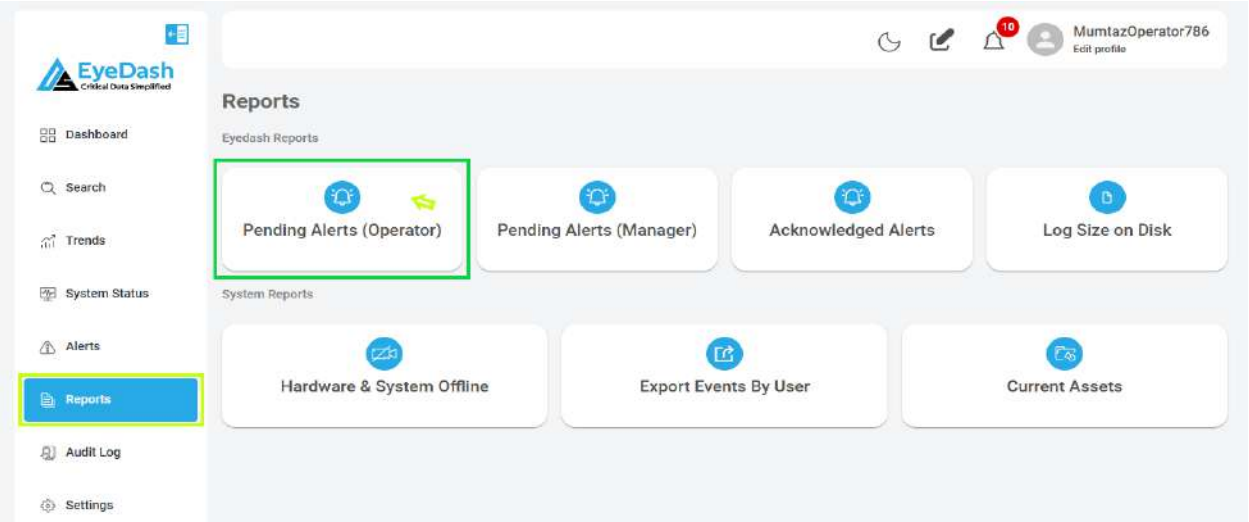


Reports

EyeDash Reports

Pending Alerts (Operator) Reports

The User can view the Operator Pending Alerts Report by clicking on the **Pending Alerts (Operator)** option on the Reports page.



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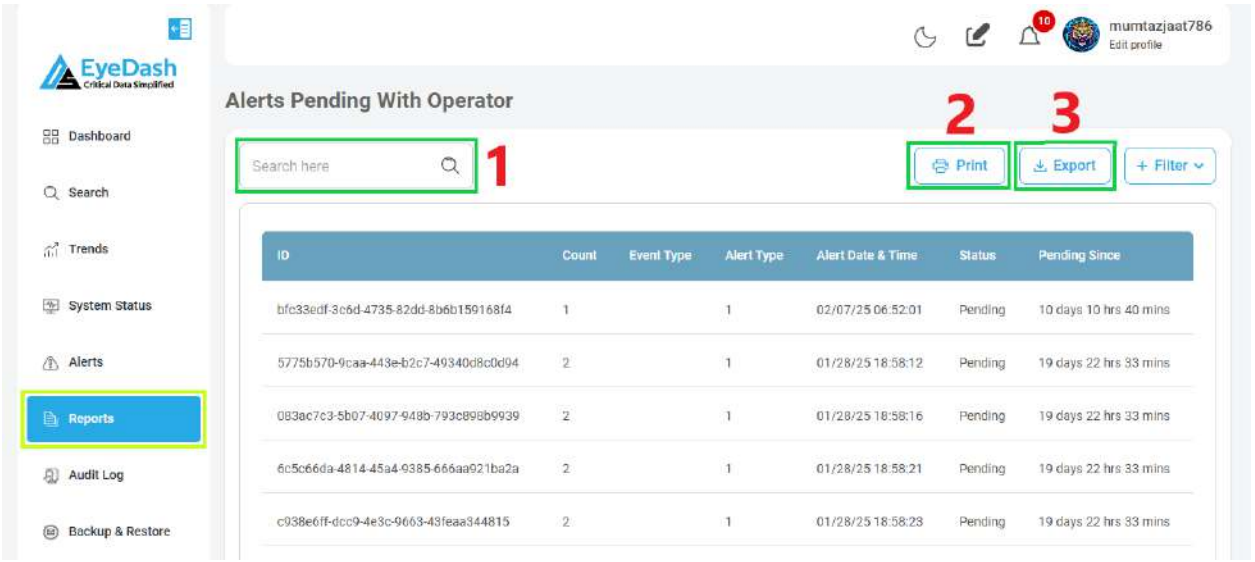
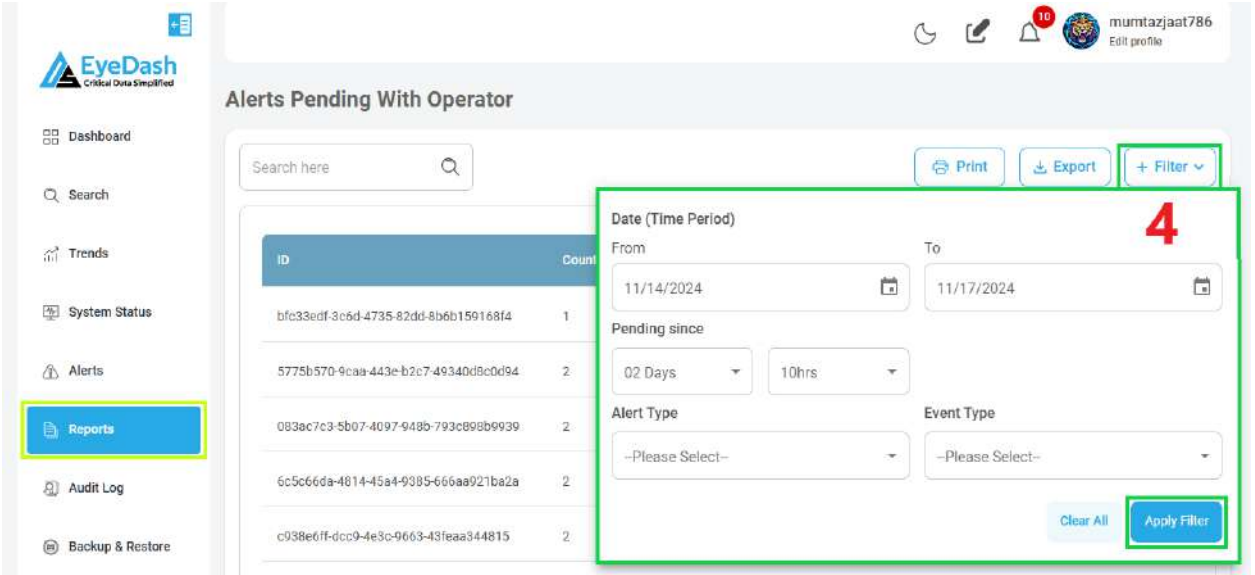
The User can search for Pending Alerts with Operator reports by entering the message text or ID in the **search field** and pressing Enter.

The user can print Pending Alerts with Operator reports by clicking on the **Print** button.

The user can export Pending Alerts with Operator reports by clicking on the **Export** button.



The user can **filter** Pending Alerts with Operator reports by selecting filters from the drop-down after clicking the filter button and can apply the filter by clicking the **apply filter** button.



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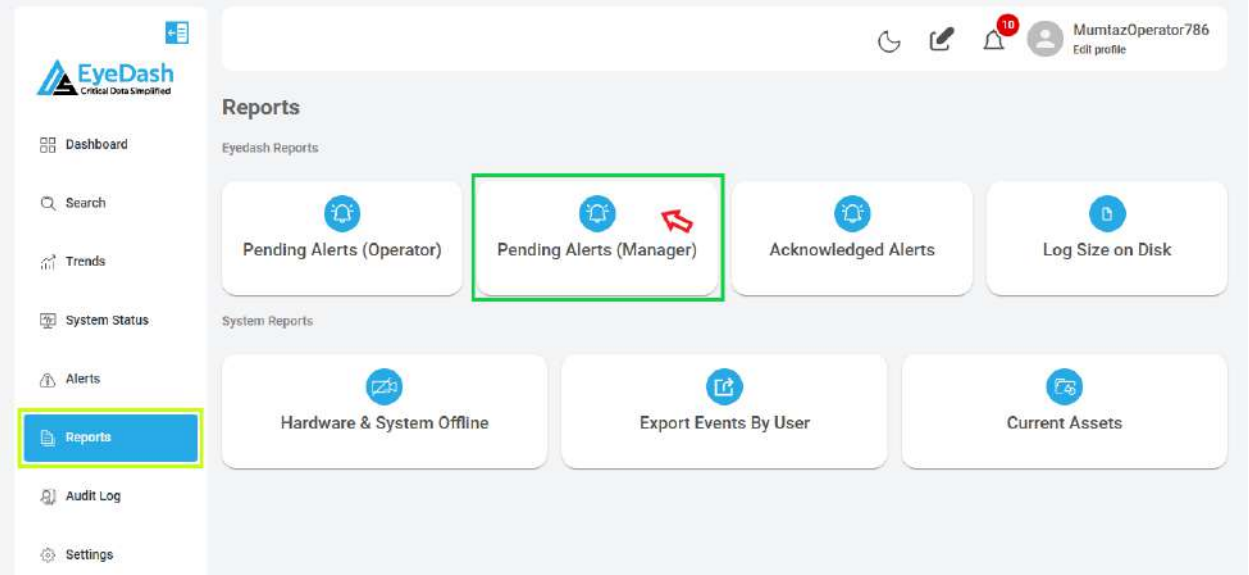
Pending Alerts (Manager) Reports

The User can view the Manager Pending Alerts Report by clicking on the **Pending Alerts (Manager)** option on the Reports page.



The User can search for Pending Alerts with Manager reports by entering the message text or ID in the **search field** and pressing Enter.

The user can print Pending Alerts with Manager reports by clicking on the **Print** button.

The user can export Pending Alerts with Manager reports by clicking on the **Export** button.

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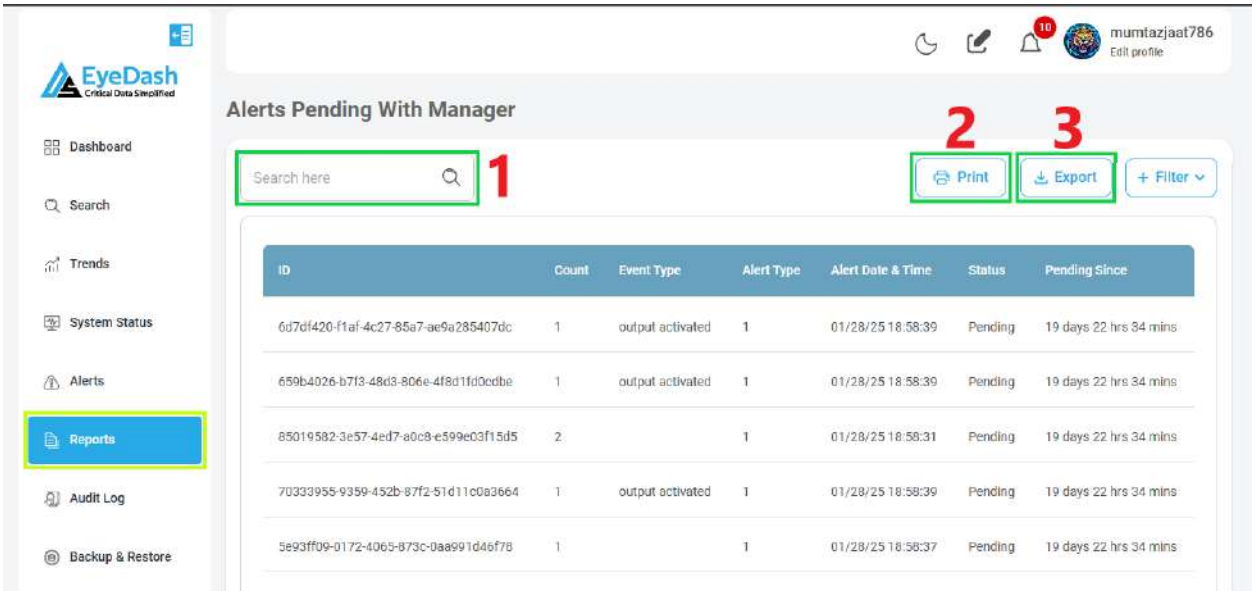
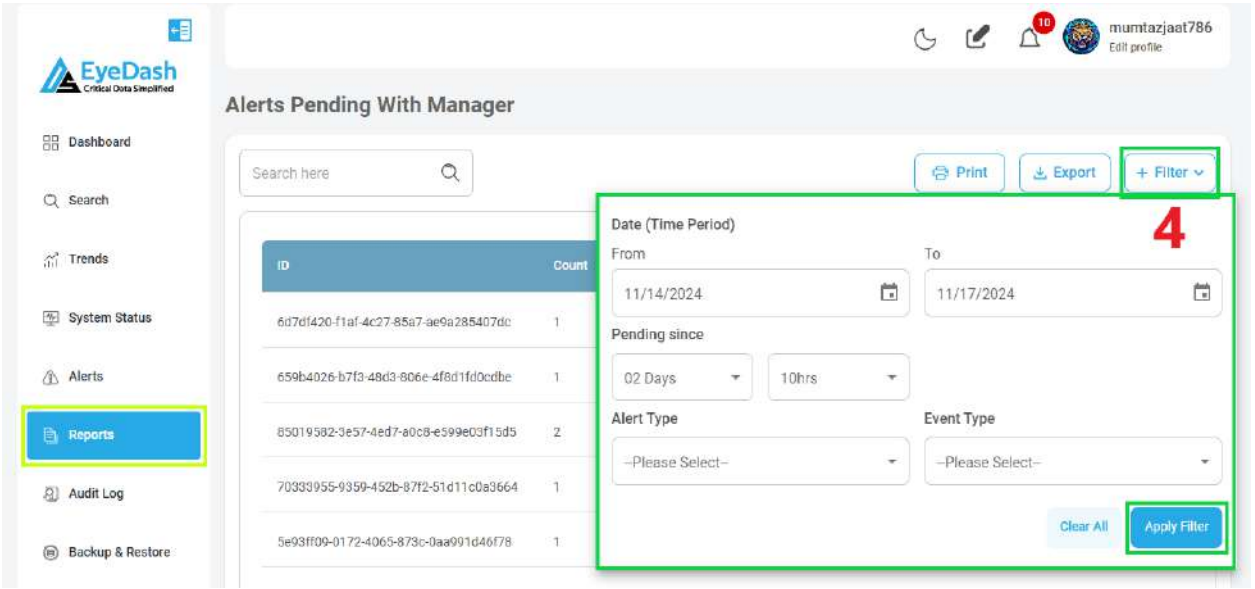


The user can **filter** Pending Alerts with Manager reports by selecting filters from the drop-down after clicking the filter button and can apply the filter by clicking the **apply filter** button.



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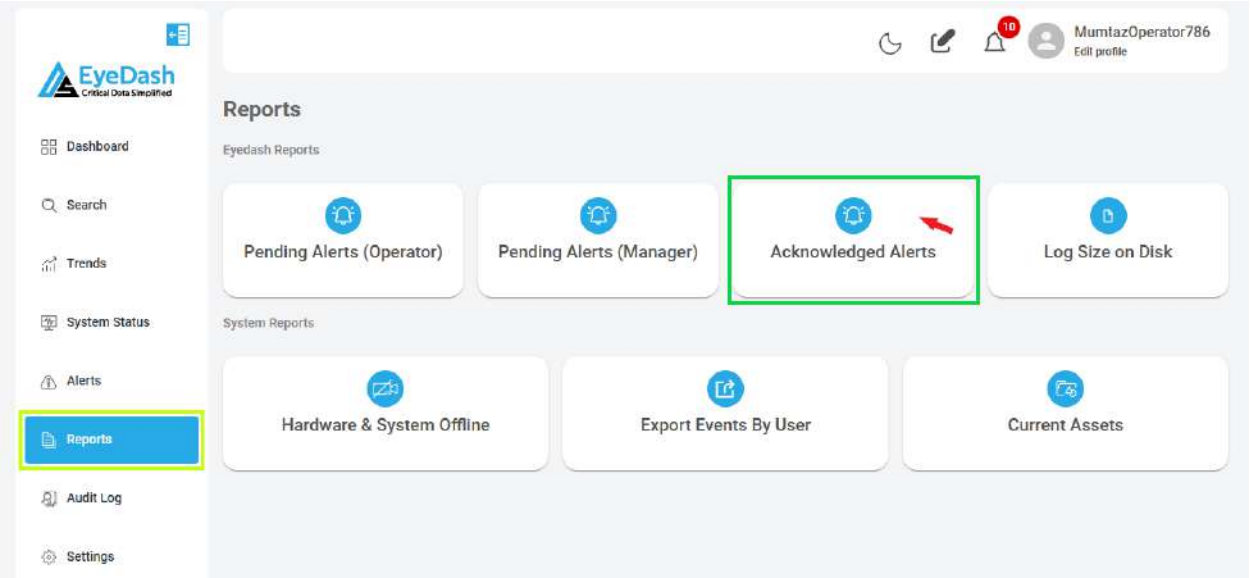
Acknowledged Alerts Reports

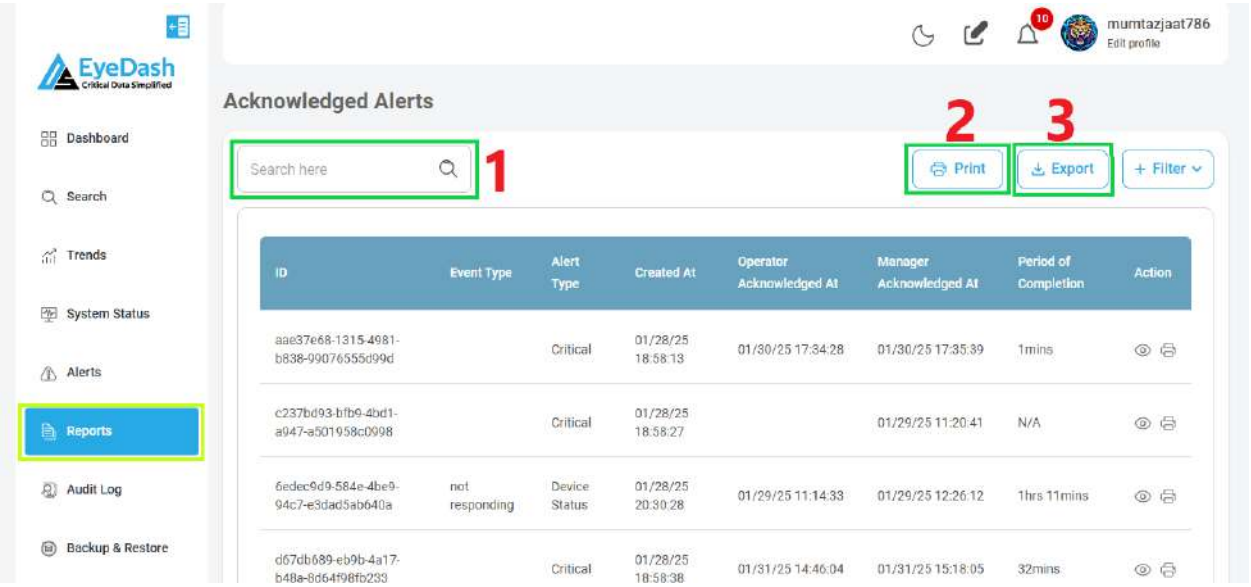
The User can view the Acknowledged Alerts Report by clicking on the **Acknowledged Alerts** option on the Reports page.



The User can search for Acknowledged Alerts report by entering the message text or ID in the **search field** and pressing Enter.

The user can print Acknowledged Alerts report by clicking on the **Print** button.

The user can export Acknowledged Alerts reports by clicking on the **Export** button.



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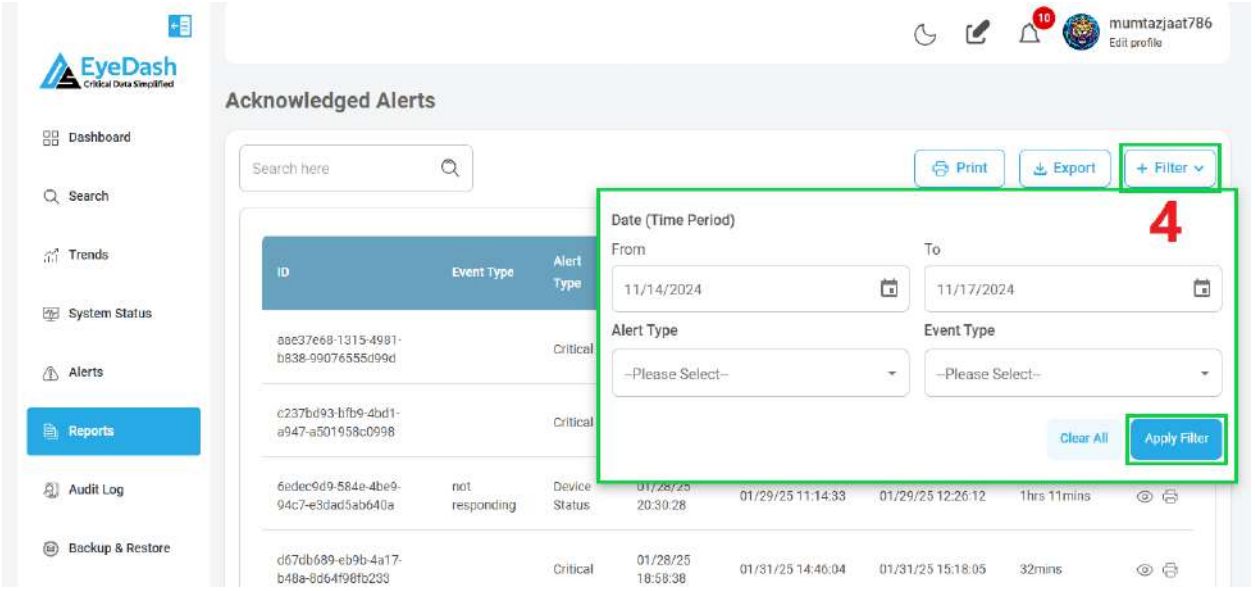
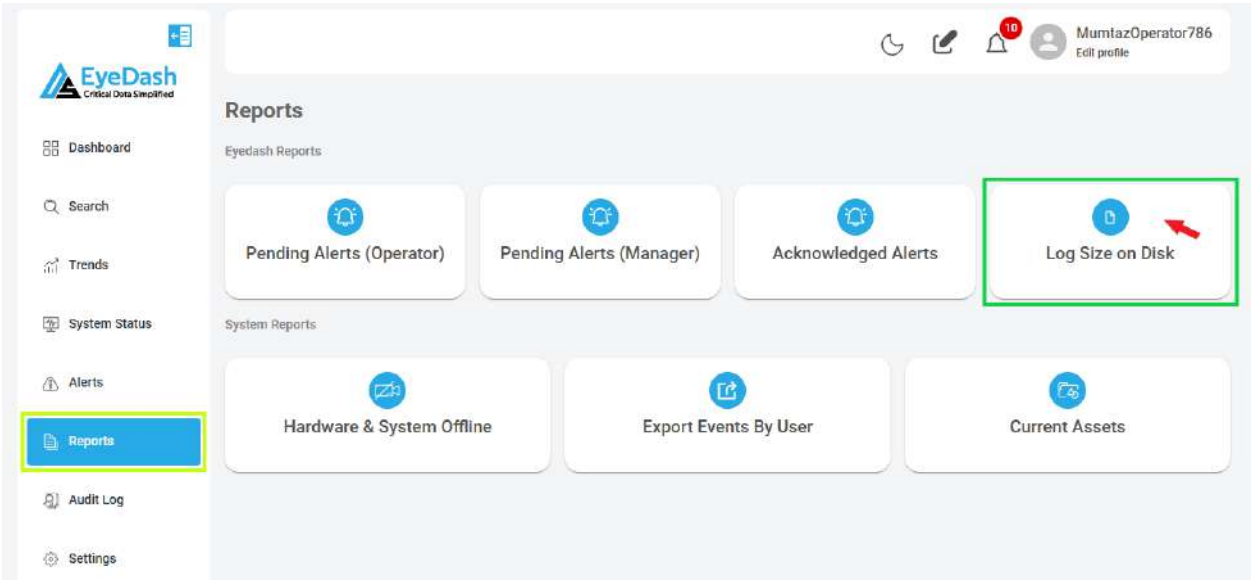
The user can **filter** Acknowledged Alerts reports by selecting filters from the drop-down after clicking the filter button and can apply the filter by clicking the **apply filter** button.



Log Size on Disk Reports

The User can view the Log Size on Disk Report by clicking on the **Log Size On Disk** option on the Reports page.



The User can search for reports for log size on disk by entering the log type or size on disk in the **search field** and pressing Enter.

The user can print reports for log size by clicking on the **Print** button.

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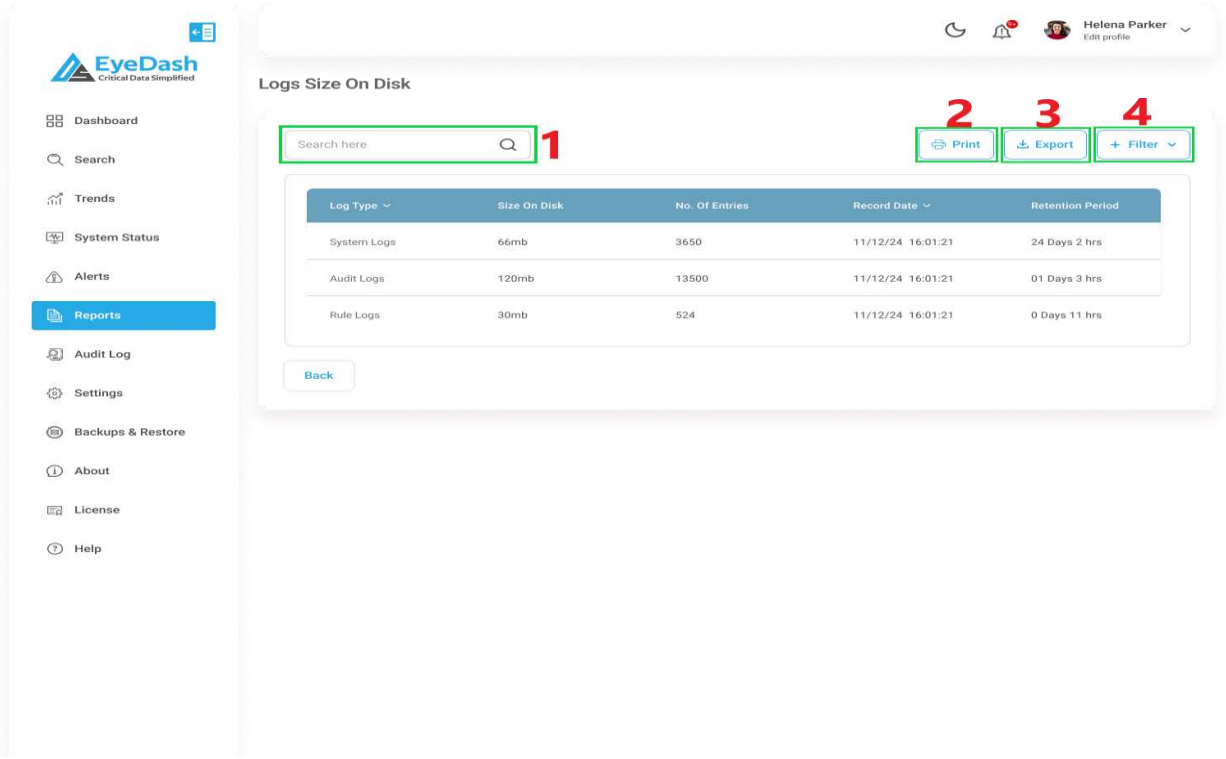
The user can export reports for log size on disk by clicking on the **Export** button.

The user can **filter** reports for log size by selecting filters from the drop-down after clicking the filter button and can apply the filter by clicking the **apply filter** button.



System Reports

Hardware & System Offline Reports

The User can view the Hardware and System Offline Report by clicking on the **Hardware & System Offline** option on the Reports page.

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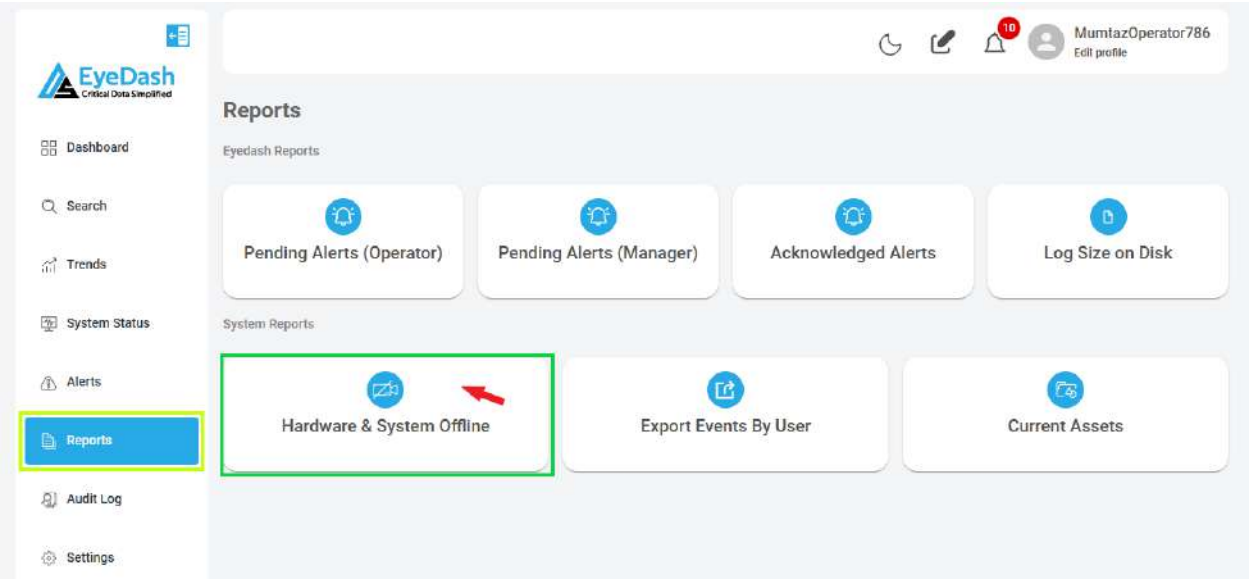
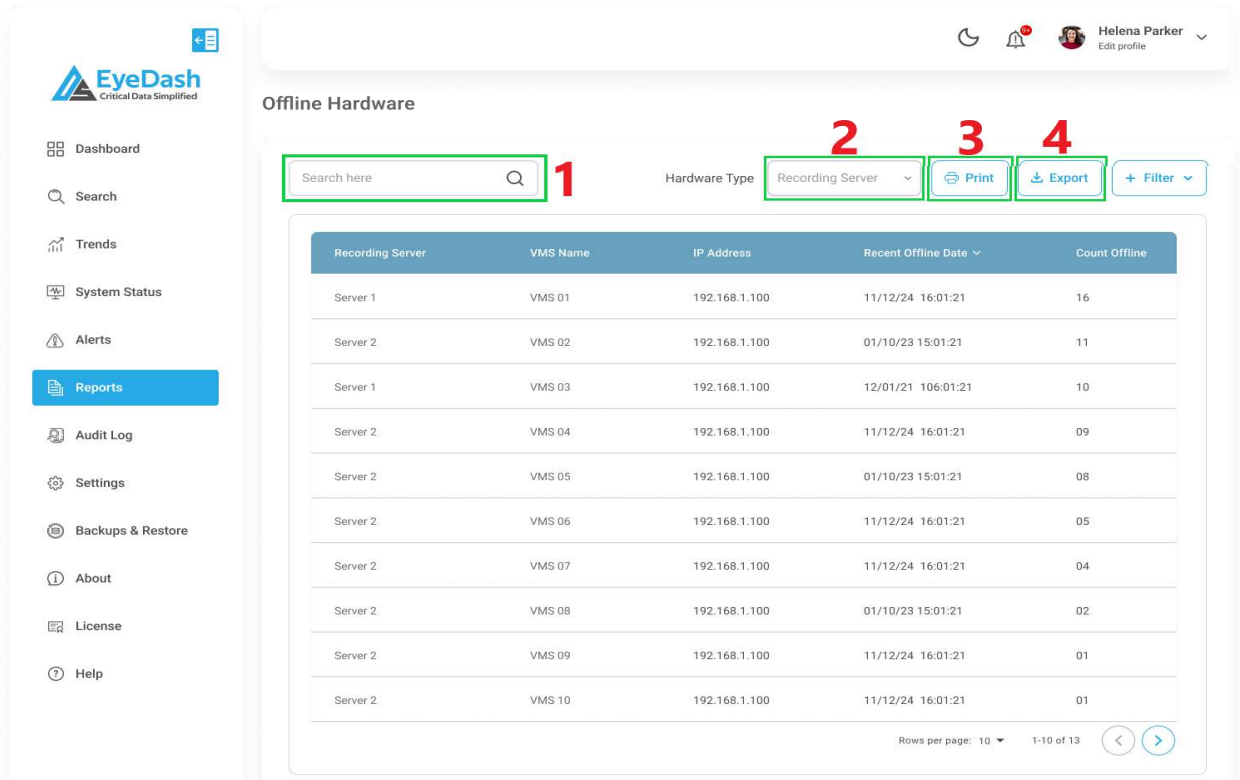


The User can search for Hardware and System offline reports by entering the server name, Vms name or other message text in the **search field** and pressing Enter.

The user can select the **hardware type** from the dropdown menu by clicking the dropdown icon.

The user can print Hardware and System offline reports by clicking on the **Print** button.

The user can export Hardware and System offline reports by clicking on the **Export** button.



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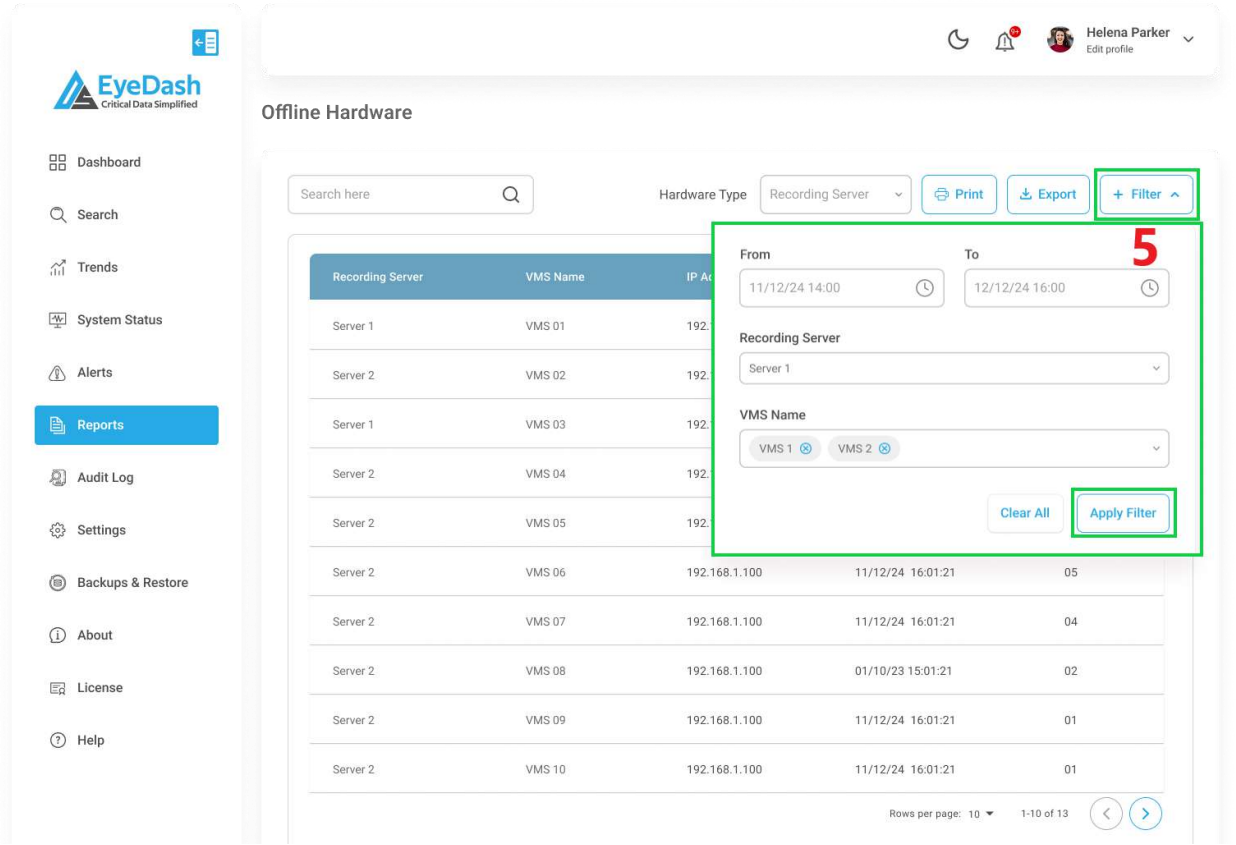
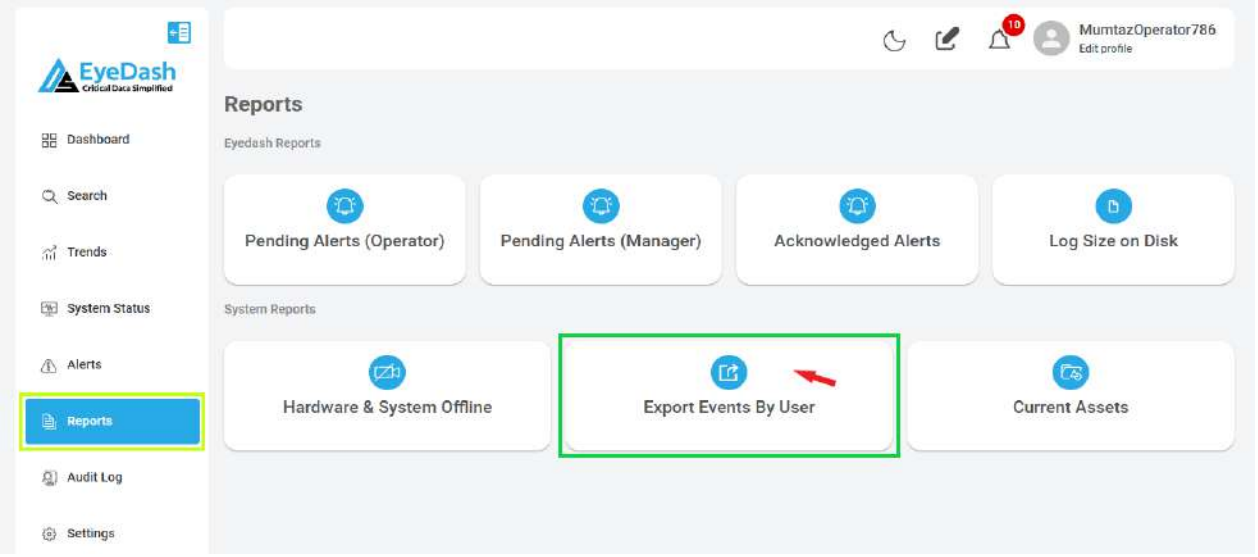
The user can **filter** Hardware and System offline reports by selecting filters from the drop-down after clicking the filter button and can apply the filter by clicking the **apply filter** button. Filters shown depend upon the hardware type selected.



Reports For Export Events by User

The User can view the Report for Export Events by User by clicking on the **Export Events By User** option on the Reports page.



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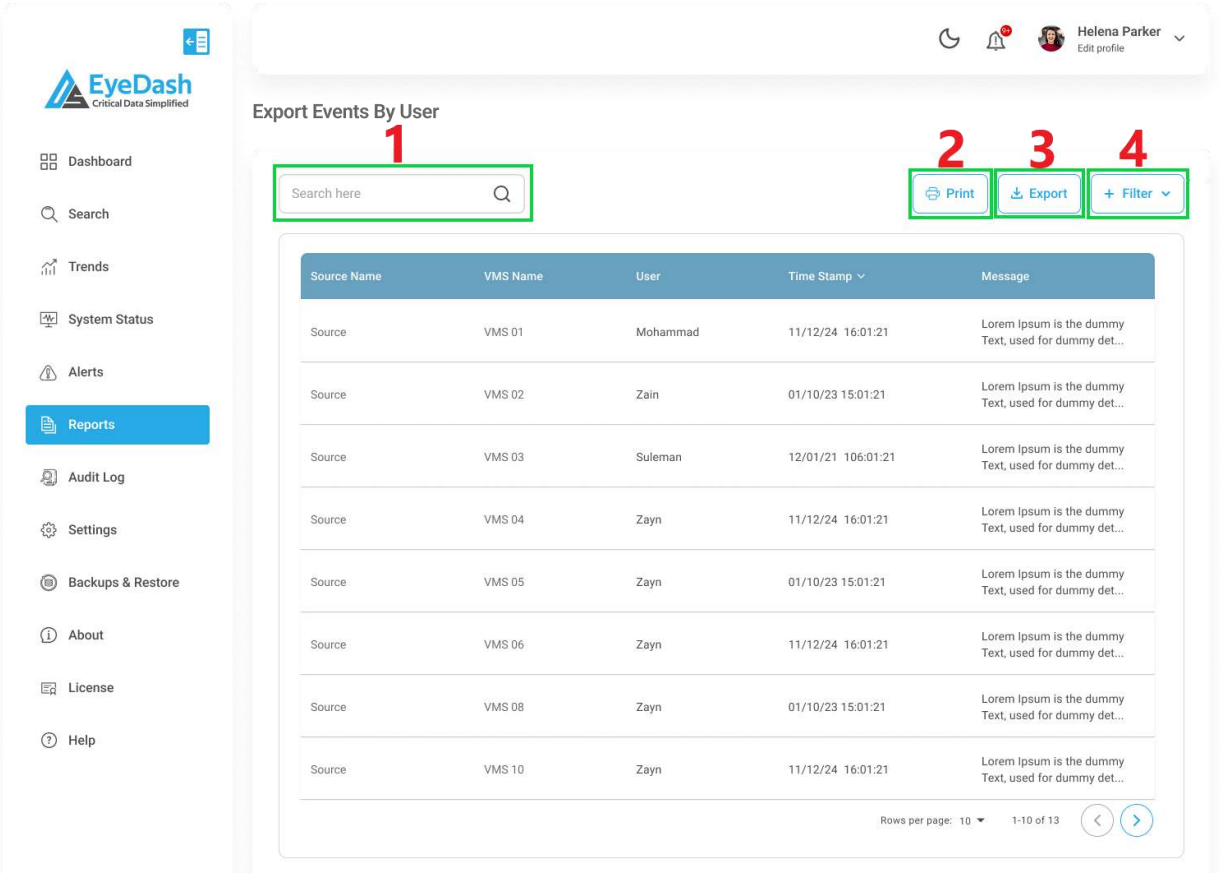
The User can search for Export Events Reports by entering the source name or message text in the **search field** and pressing Enter.

The user can print Export event reports by clicking on the **Print** button.

The user can export Export Event reports by clicking on the **Export** button.

The user can **filter** Export event reports by selecting filters from the drop-down after clicking the filter button and can apply the filter by clicking the **apply filter** button.



Current Assets Reports

The User can view the Current Assets Report by clicking on the **Current Assets** option on the Reports page.

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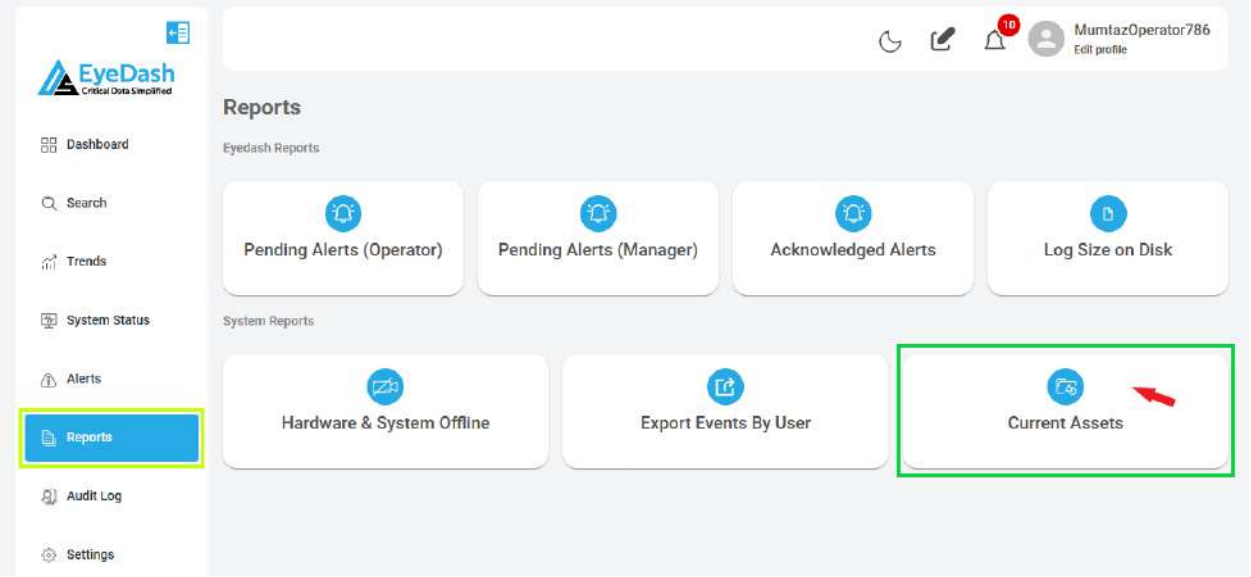
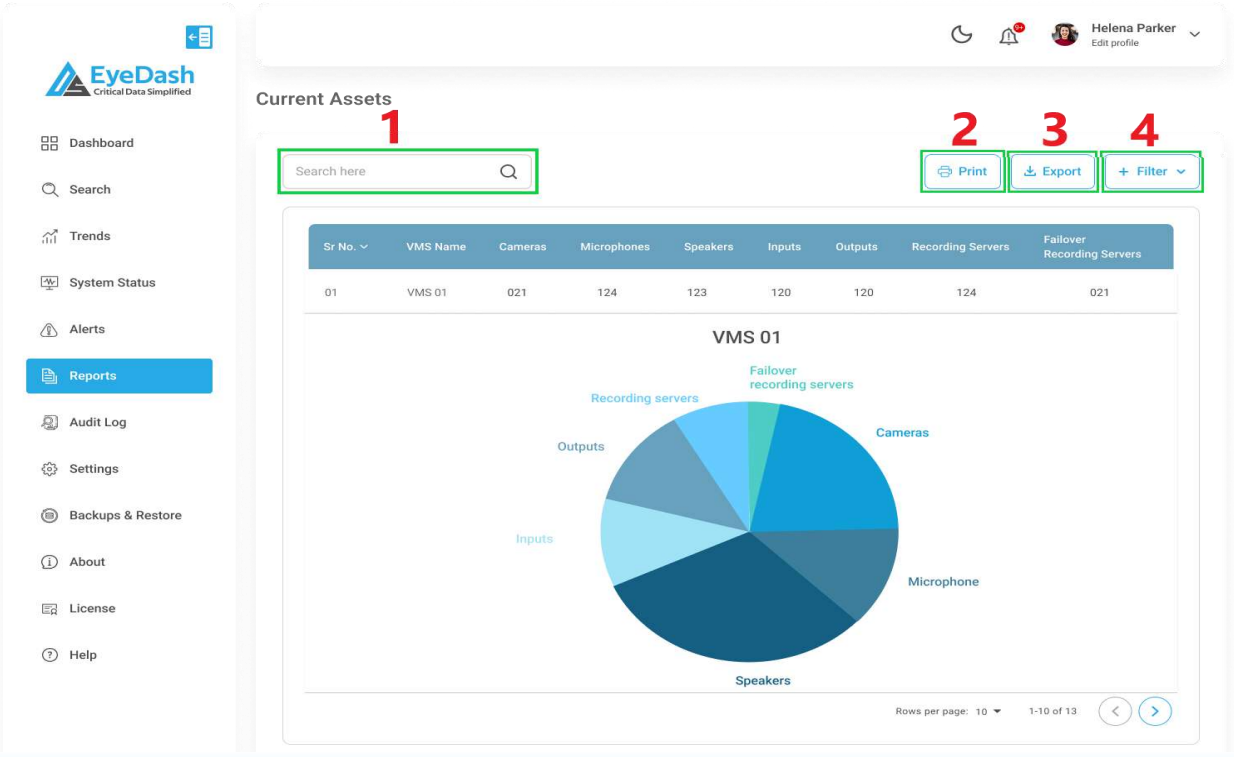


The User can search for Current Assets Reports by entering the VMS name in the **search field** and pressing Enter.

The user can print Current Assets Reports by clicking on the **Print** button.

The user can export Current Assets Reports by clicking on the **Export** button.

The user can **filter** Current Assets Reports by selecting filters from the drop-down after clicking the filter button and can apply the filter by clicking the **apply filter** button.



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Alerts

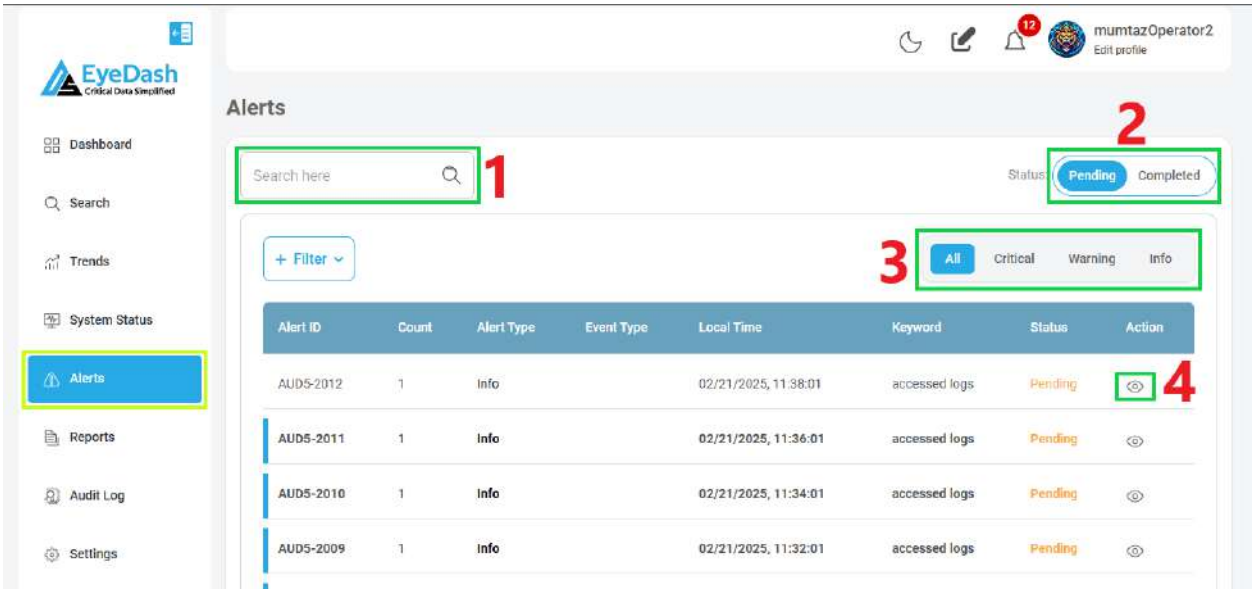
Operator Alerts

The User can search for Operator Alerts by entering the message text in the **search field** and pressing Enter.

The user can navigate between pending or completed alerts by clicking on the respective tabs (**Pending**, **Completed**) provided at the right top.

The user can navigate between different types of alerts by clicking on the respective tabs **(All, Critical, Warning, Info)** provided at the top.

The user can view trend details by clicking on the **Eye** icon.



The user can **filter** Alerts by selecting filters from the drop-down after clicking the filter button and can apply the filter by clicking the **apply filter** button.

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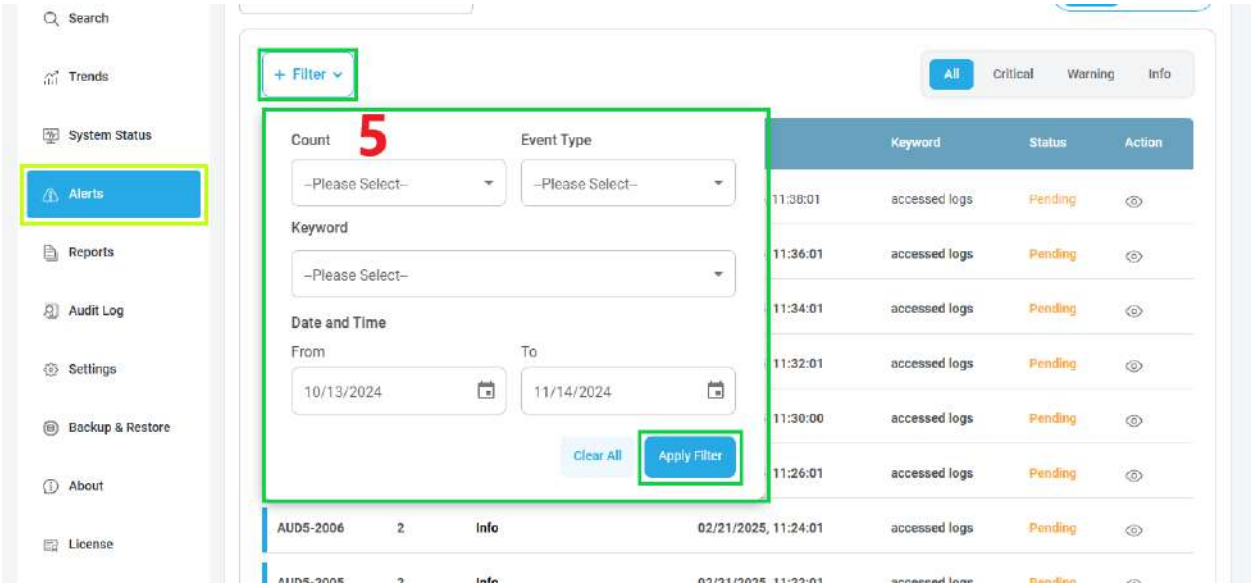
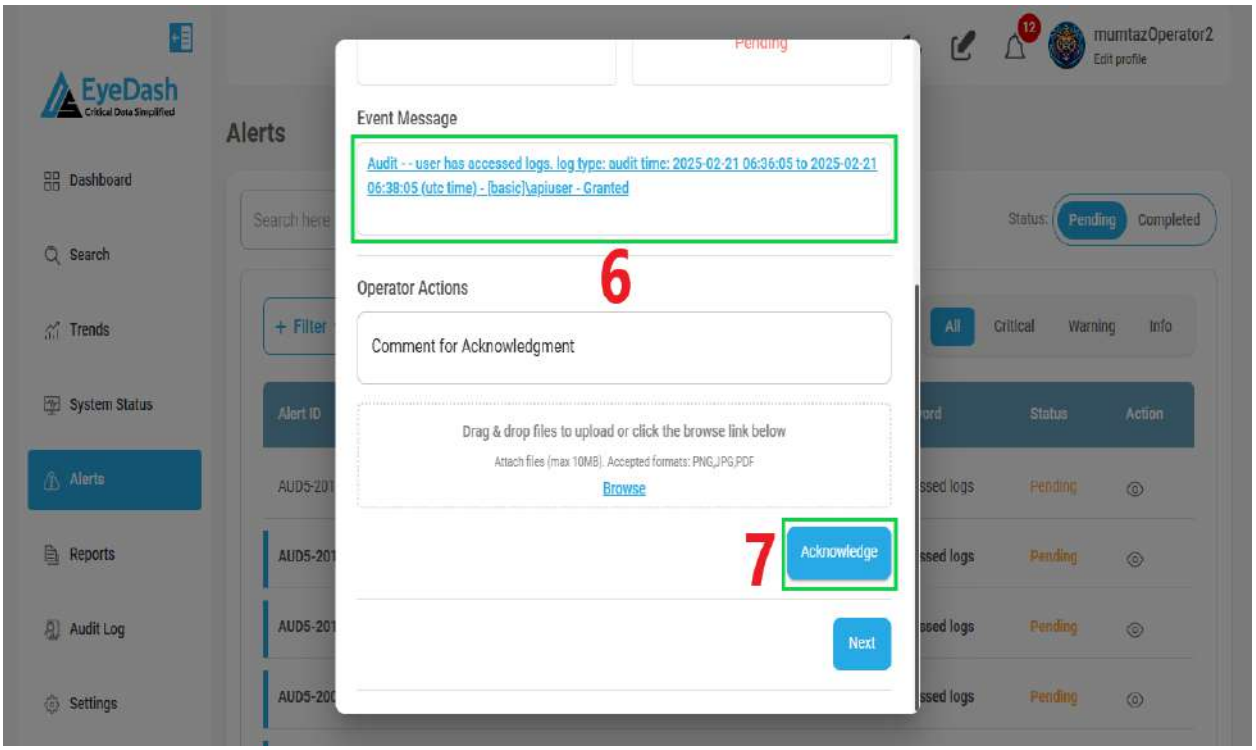


The user can acknowledge an alert from the **Alert Details** page by clicking on the **Acknowledge** button after adding comments in the comment section.

The user can click on an **Event Message** to view the log from which it was generated and will be redirected to the Log Details page.



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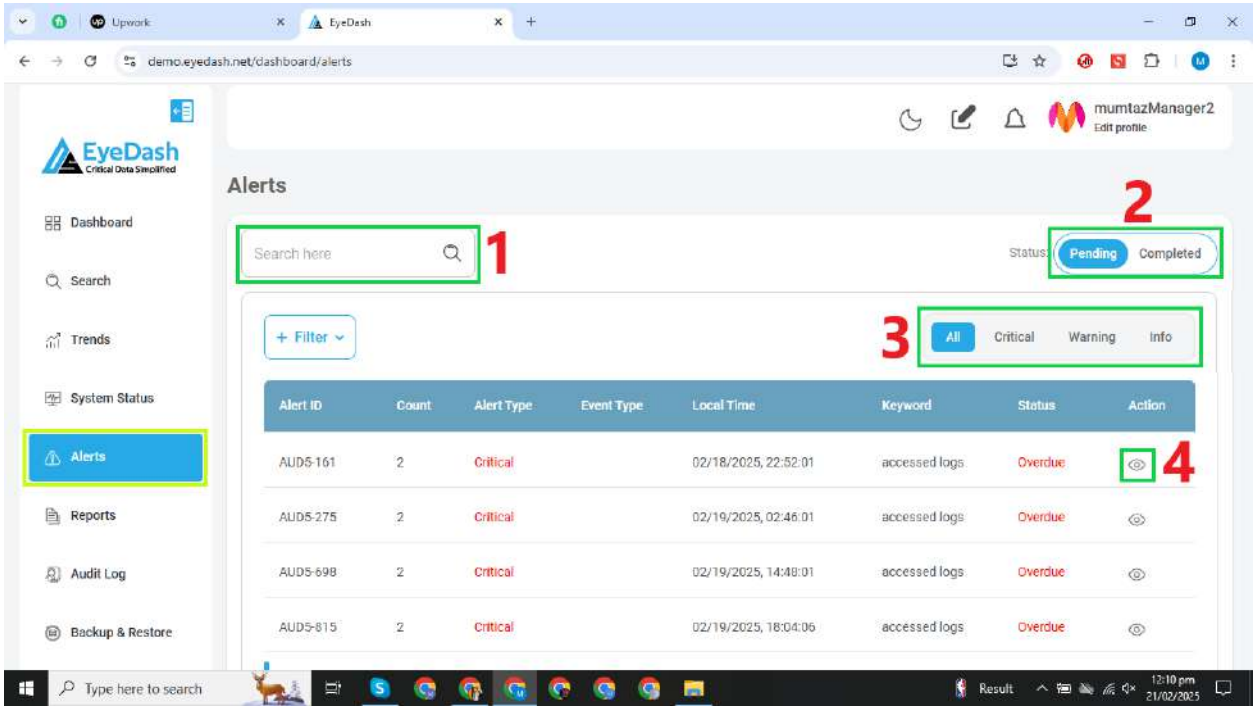
Manager Alerts

The User can search for Manager Alerts by entering the message text in the **search field** and pressing Enter.

The user can navigate between pending or completed alerts by clicking on the respective tabs (**Pending** , **Completed**) provided at the right top.

The user can navigate between different types of alerts by clicking on the respective tabs (All, Critical, Warning, Info) provided at the top.

The user can view trend details by clicking on the **Eye** icon.



The user can **filter** Alerts by selecting filters from the drop-down after clicking the filter button and can apply the filter by clicking the **apply filter** button.

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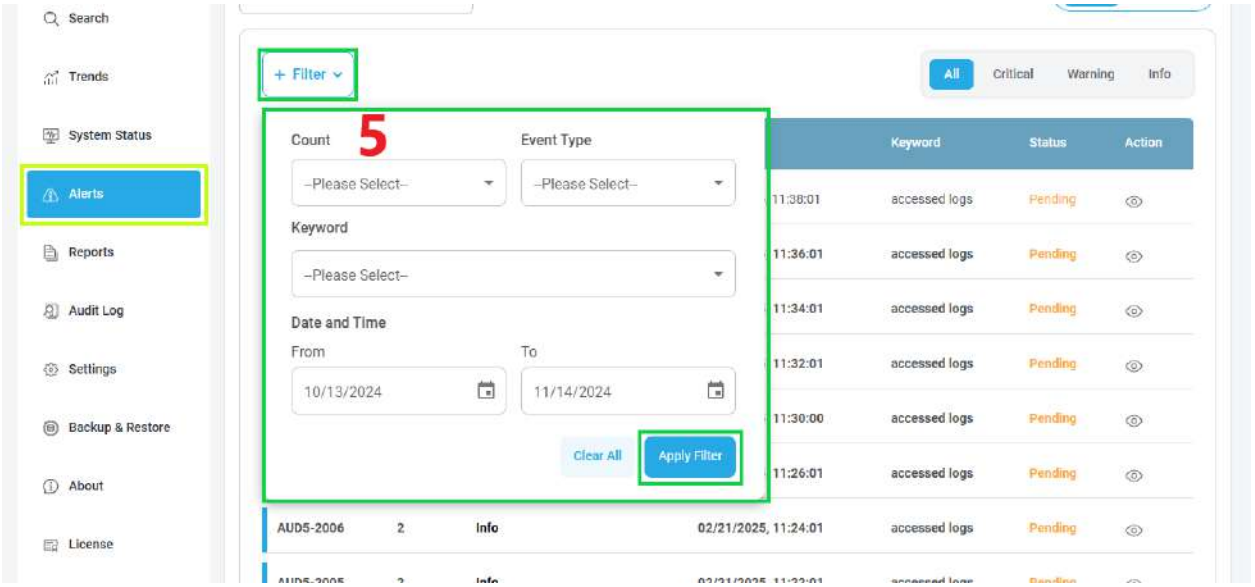
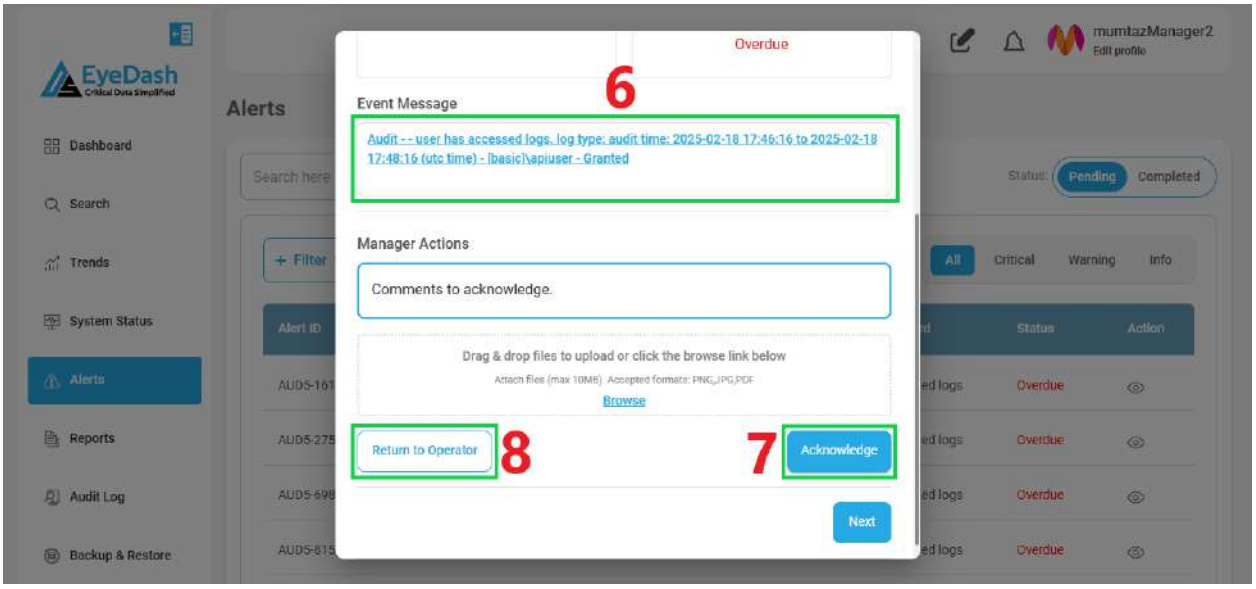


The user can click on an **Event Message** to view the log from which it was generated and will be redirected to the Log Details page.

The user can acknowledge an alert from the **Alert Details** page by clicking on the **Acknowledge** button after adding comments in the comment section.

The user can send an alert back to the Operator from the **Alert Details** page by clicking on the **Return To Operator** button after adding comments in the comment section.



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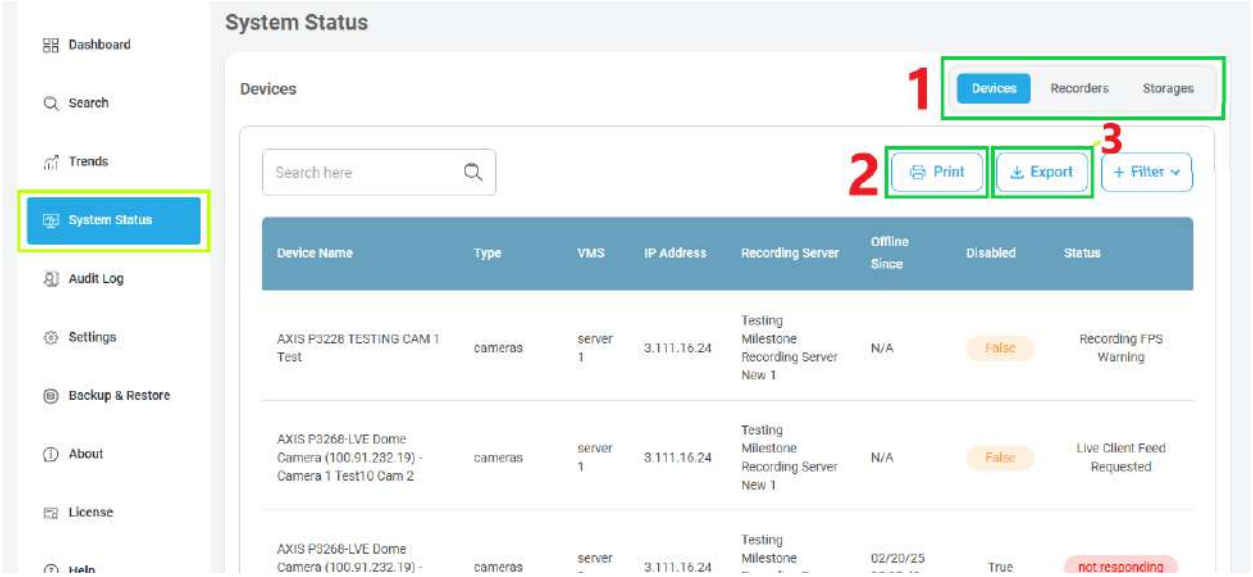
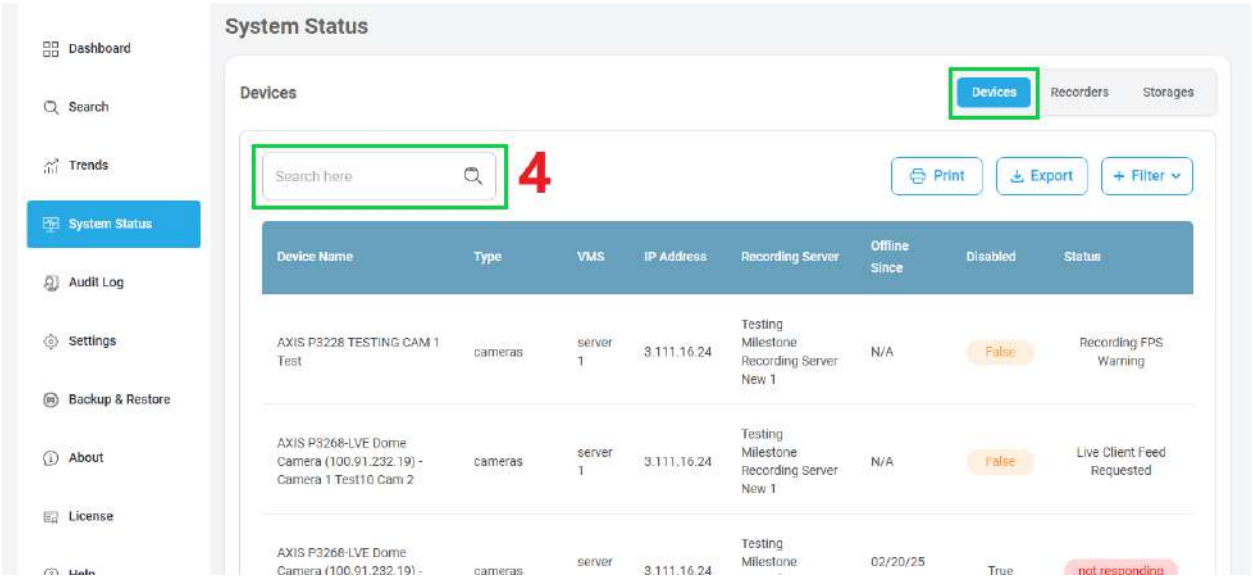
System Status

The user can view the status of different device types by clicking on the respective tabs **(Devices, Recorders, Storages)** provided at the top right.
The user can print system status reports by clicking on the **Print** button.
The user can export system status reports by clicking on the **Export** button.



The User can search for a specific device by entering the **Device name** in the **search field** and pressing Enter.



The User can search for a specific Server by entering the **Server name** in the **search field** and pressing Enter.

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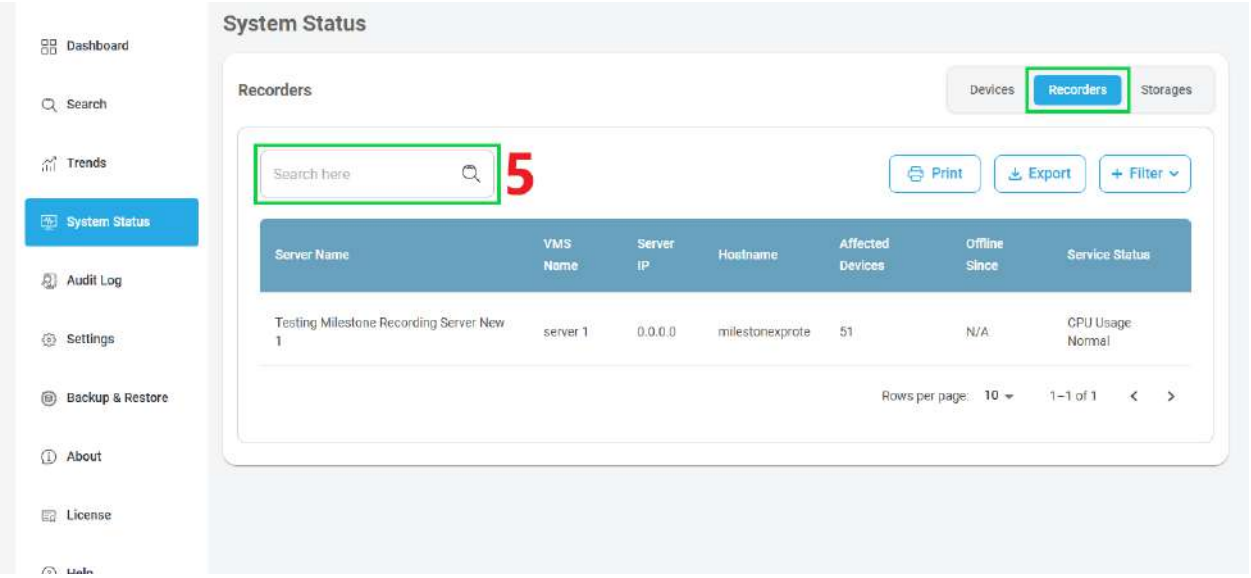
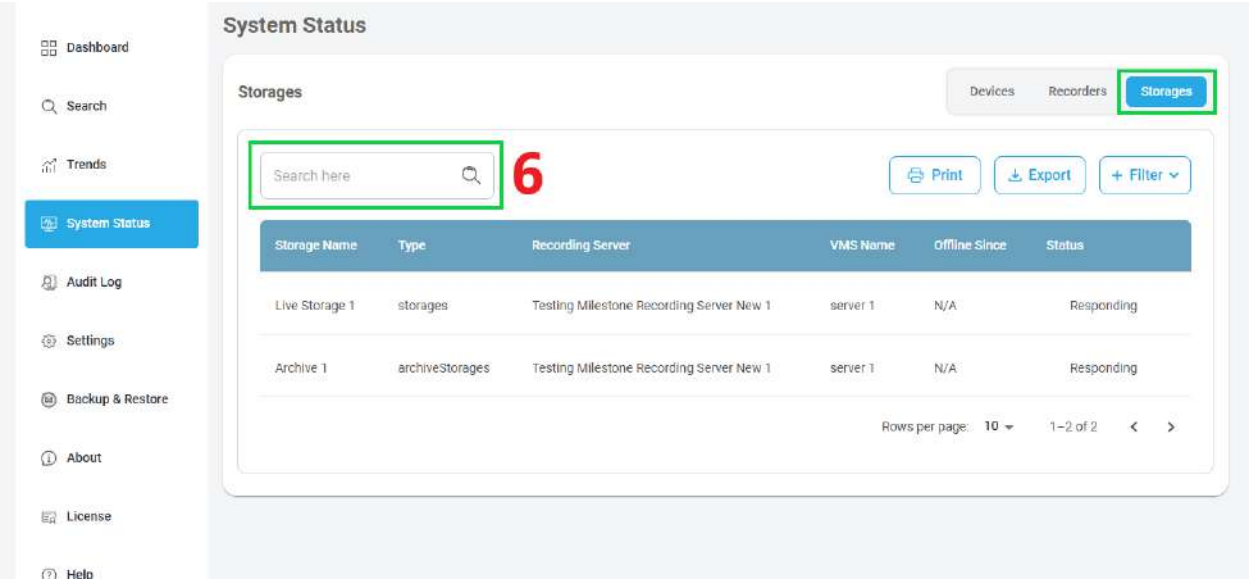


The User can search for a specific Storage by entering the **Storage name** in the **search field** and pressing Enter.



The user can **filter** Devices status by selecting filters from the drop-down after clicking the filter button and can apply the filter by clicking the **apply filter** button.

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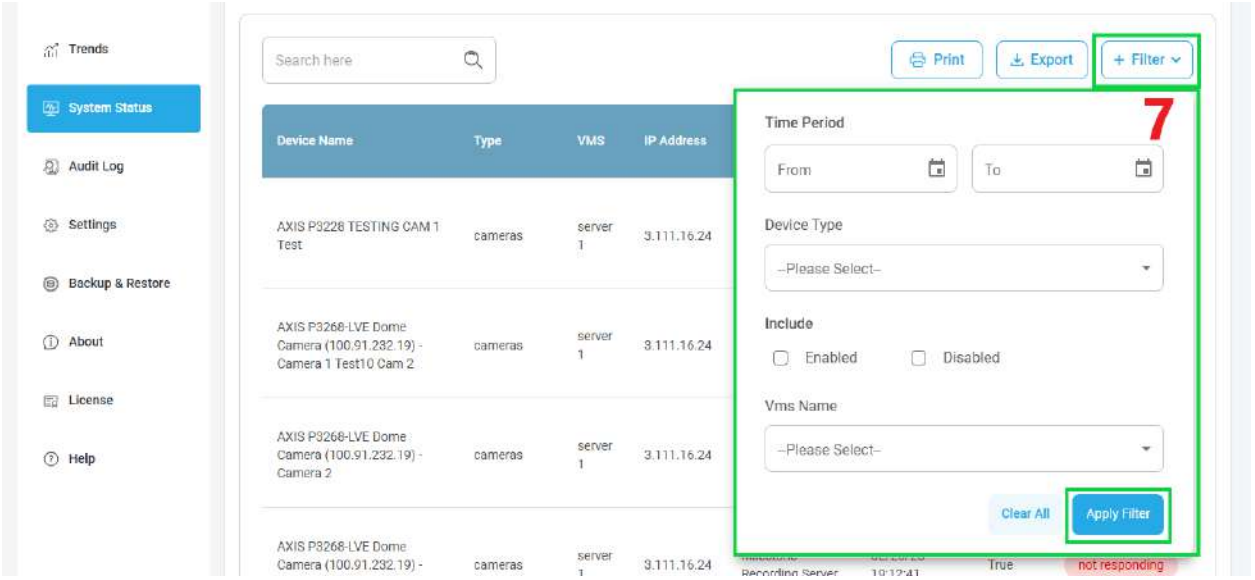
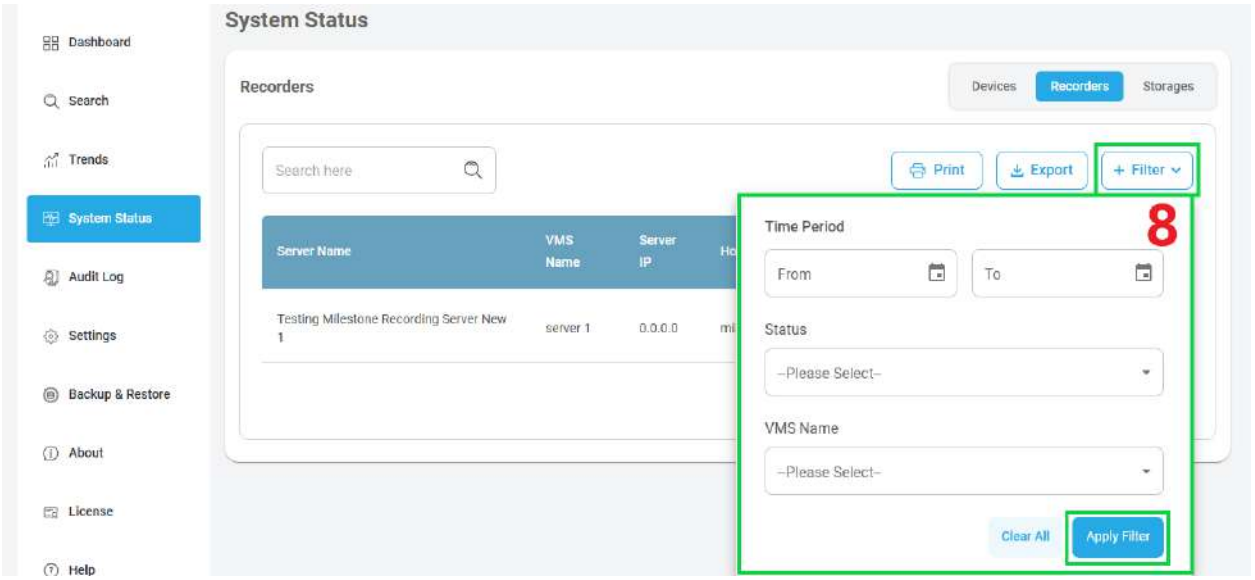


The user can **filter** Devices status by selecting filters from the drop-down after clicking the filter button and can apply the filter by clicking the **apply filter** button.



The user can **filter** Devices status by selecting filters from the drop-down after clicking the filter button and can apply the filter by clicking the **apply filter** button.

The user can clear all the filters selected by clicking on the **Clear All** button.

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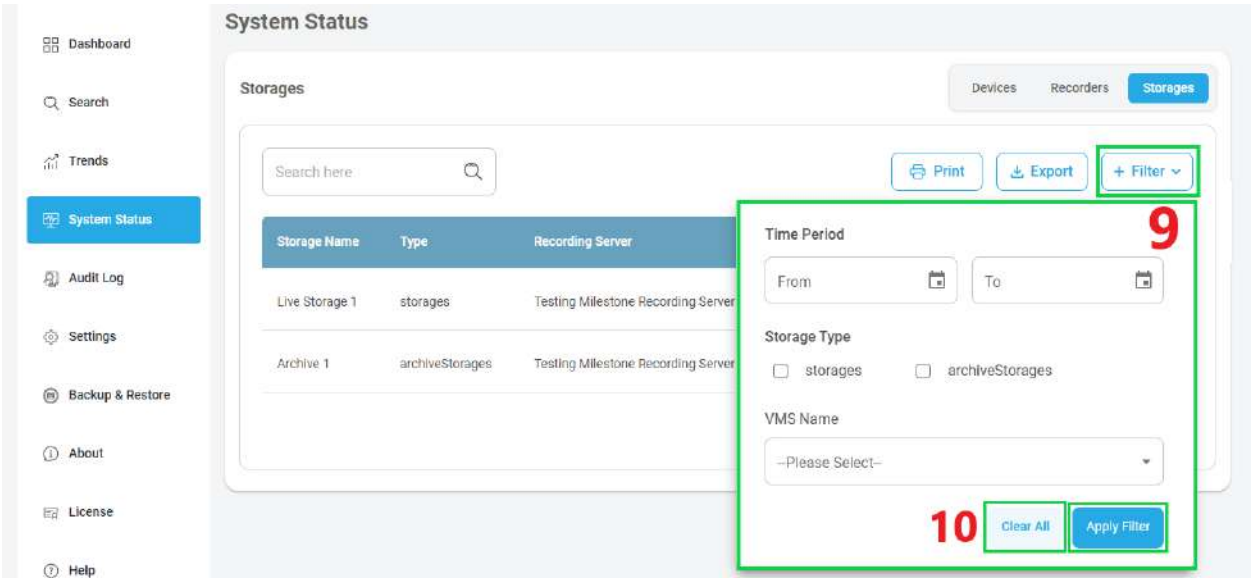

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