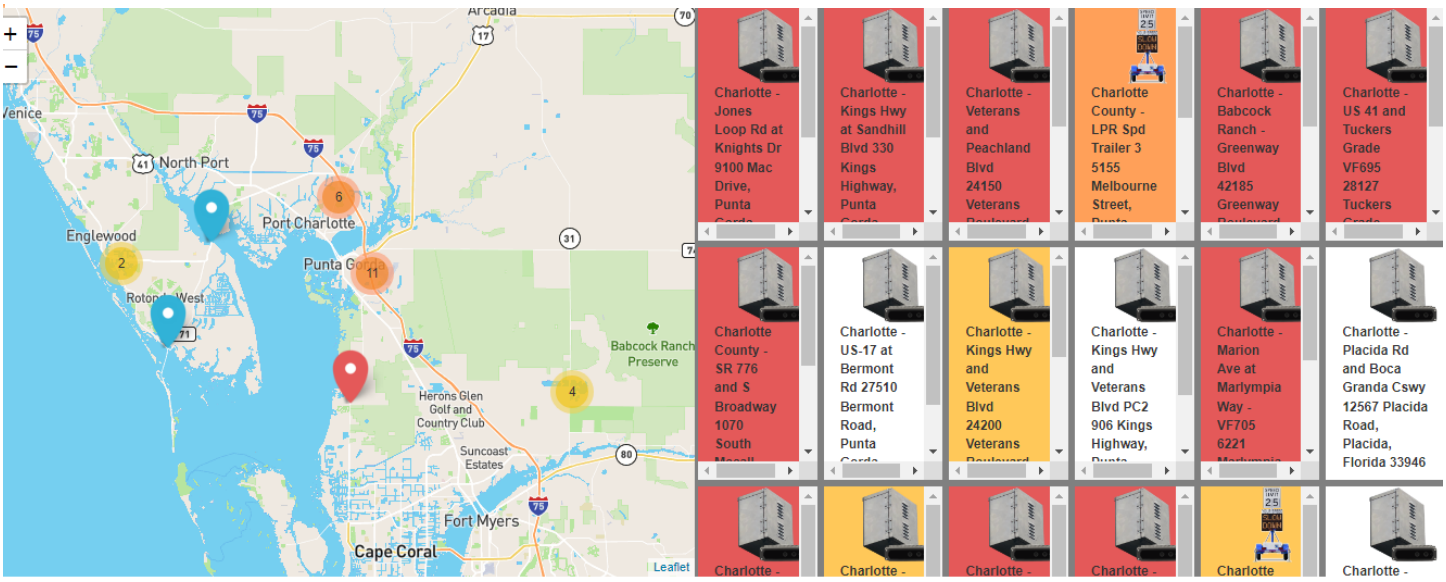
Viewing All ALPR Problems

TechAlert · https://vettedsecuritysolutions.com/docs/viewing-all-alpr-problems/

This section describes how to view the current (daily) problem records for all your agency's ALPR systems.

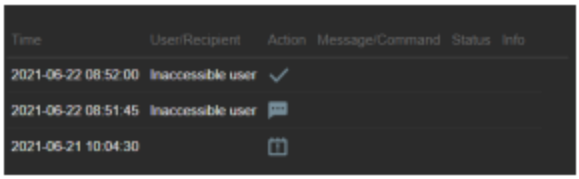
1 Make sure the Customer Dashboard displays. (If necessary, click the Monitoring tab followed by the Dashboard tab.)



All unresolved problems display in the Problems box. If any of the highlighted fields are blinking, it indicates that the problem was either created or resolved within the last five minutes.

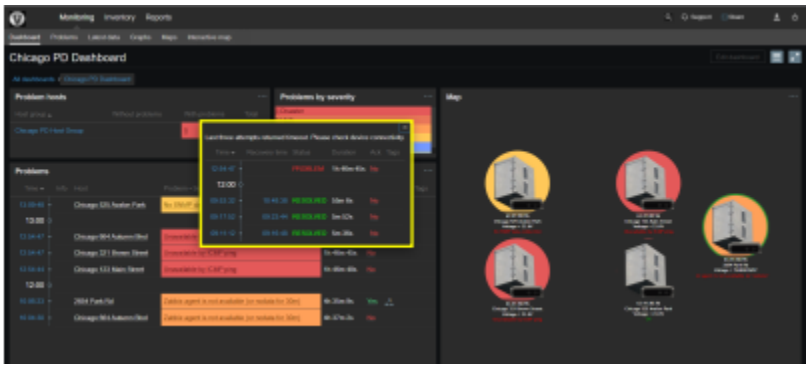
The columns in the Problems box are described in the following table.

Problem Box	
Field	**Description**
Time	The date and time at which this problem began. If the date display is missing, it indicates that this problem began *today*.
Info	Information icon(s), if any:  **Problem Resolved icon**. This icon indicates that the problem associated with this record is now resolved. For information on who or what resolved the problem, hover your mouse over the green icon. **Resolved by user "Admin (System Admin)"** In the example above, the problem was manually resolved by the System Administrator. Other problems may be automatically resolved by the system.  **Problem Suppressed icon**. This icon indicates that the problem record is temporarily "suppressed". When a problem is suppressed, VVT will not generate any email alerts for that record. Admin users typically suppress a problem when the VVT server is down. This prevents the system from generating email alerts in error. For information on why the problem is suppressed and when the suppression is scheduled to end, hover your mouse over the Suppressed icon (i.e., the oval icon with a slash through it). **Suppressed till: 13:05** **Maintenance: Weekly maintenance** In the example above, the problem is suppressed because the VVT server is temporarily down for system maintenance purposes. The suppression is scheduled to lift at 13:05, or 1:05 p.m.
Host	The ALPR system associated with this problem.
Problem • Severity	The name of this problem and its assigned severity level:  A problem's severity is initially assigned by the system, but Vetted Support users can manually change this setting from the *Update problem* page if desired.

Problem Box (cont'd)	
Duration	The length of time that this problem has been in effect.
Ack	The acknowledgement status for this problem: ❒ **Yes** (green text). A Vetted Support Engineer has reviewed this problem. ❒ **No** (red text). A Vetted Support Engineer has *not* reviewed this problem.
Actions	The number of actions related to this problem. Typically, these tasks are performed either automatically by the system or manually by a Vetted Support Engineer. To view action information, click the appropriate icon in the *Action* column. An Actions popup displays.  Below is a list of the Action icons that may display here. VVT generated this problem record on the date/time displayed in the *Time* column. A Problem Alert email was sent to the agency contact on the date/time displayed in the *Time* column. Vetted Support acknowledged this problem on the date/time displayed in the *Time* column. Vetted Support has not yet acknowledged this problem. This problem record has Comment(s) attached to it. This problem's severity level has *increased* since the problem began. This problem's severity level has *decreased* since the problem began. This problem's severity level has changed since the problem began, but its level later reverted back to its original value. This usually indicates that one or more of the actions taken to try and resolve this problem were unsuccessful.

Problem Box (cont'd)	
Actions (cont'd)	An Admin user executed a remote-control command on this problem record. See date/time displayed in the *Time* column. This problem record was resolved on the date/time displayed in the *Time* column. This problem record was manually closed on the date/time displayed in the *Time* column. X* number of actions were taken to try and resolve this problem. X* number of actions were taken to try and resolve this problem, and at least *one* of those actions is still in progress. X* number of actions were taken to try and resolve this problem, and at least *one* of those actions was unsuccessful.
Tags	Any tags that are currently linked to this problem. A tag is an alphanumeric descriptor (word, code, etc.) that a Vetted Support Engineer assigns to a problem for the purpose of categorizing and/or searching on it.

2 To view the error message associated with a particular problem, click the appropriate link in the Problem Severity column. The following popup displays.



The error message displays at the top of the popup (Last three attempts returned timeout. Please check device connectivity). If the same error occurred earlier in the day but was resolved, a record of that error will display at the bottom of the popup.

3 To close the popup, click the **X** icon in the upper right corner of the popup.