

SureView Certified Training Program

1. Introduction
 - a. Immix Architecture
 - b. Scalability
 - c. High Level process flow
 - d. Hardware Calculations
 - e. Pre-Reqs

2. Networking and Hosting
 - a. Ports and Port Forwards
 - b. DNS
 - c. Network Load Balancing vs Proxy Load Balancing
 - d. SQL Mirroring

3. Server Perspective
 - a. Immix Database Overview (highlights)
 - b. Filestore
 - c. Services - Includes Process Flow and Technical Tracing - *Hands On Session*
 - i. Proxy Service
 - ii. SMTP Service
 - iii. Audit Service
 - iv. Admin Service
 - v. Scheduler
 - vi. Housekeeping
 - vii. RemoteLink
 - viii. Example Device Specific Services

4. Integrations / Devices
 - a. Features
 - b. Types
 - c. Support pages - Review the information on the support pages
 - d. Device Process Flow
 - i. SMTP Alarms
 - ii. Services (Push)
 - iii. Services (Constant connection)
 - iv. Services (Pull)
 - v. Live Video
 - vi. Camera Playback
 - vii. Pre Alarm Recording
 - viii. Post Alarm Recording
 - ix. Attached Images

- 5. Immix Device Setup
 - i. Connectivity
 - 1. Static IP vs DNS
 - 2. Ports
 - 3. Native Interface
 - 4. Test My Device
 - ii. Ecare Setup
 - iii. Log Disarmed Alarms
- b. Camera Setup
 - i. Naming
 - ii. Quality and Resolution
 - iii. PTZ & Preset
 - iv. Reference Shots
- c. Multiview and Splits
- d. Alarm Setup Options
 - i. Alarm Actions
 - 1. Post Alarm Recording
 - 2. Pre Alarm Recording
 - 3. Linking (but not recording)
 - 4. Multiple Links
 - 5. Other actions
 - ii. Disarming (how it works)
 - iii. Log Disarmed Alarms
 - iv. Auto Handle
 - v. Ignore
 - vi. High Priority
 - vii. Runaway
 - viii. Tagging and Always Raise
 - ix. Alarm Grouping
 - x. Raw Alarm Data
 - xi. Global Alarm Config
- e. *Hands on session - Setting up a Devices*

6. Device Troubleshooting

a. Cameras

- i. Connectivity
- ii. DNS vs IP
- iii. Ports
- iv. Native Software
- v. Test My Device
- vi. Firmware
- vii. High CPU or Memory

b. Alarms

- i. The Site is disarmed
- ii. The individual alarm is disarmed
- iii. The Device configuration has "receive undefined alarms" unticked
- iv. The alarm is set to Auto Handle
- v. The alarm is set to Ignore
- vi. The wrong S number has been used in the device
- vii. The wrong SMTP Server IP or Port has been entered in the device
- viii. The alarming IP address has not been added to Immix
- ix. The ISP is blocking port 25
- x. The device isn't sending any alarms in the first place.

c. *Hands on session: Device and Alarm troubleshooting*

7. Immix Settings and System Testings full review

8. Core Troubleshooting

a. Admin Alerts

- i. High CPU / Memory
- ii. Low Space

b. Web Errors

- i. Unable to login
- ii. Unable to connect to Data Source
- iii. Unable to view alarm or audit video
- iv. Unable to connect to any cameras

9. Support Portal

- a. Useful Pages
- b. Test My Device
- c. Test My Alarms
- d. Raising Tickets
- e. Feature Requests