Vunetrix

Always On. Always Vigilant.

SMART Dashboard for Security Professionals
Sensor Monitoring, Alerting, and Reporting Technology

Legal Cannabis

Use Case

Background

Client: Security Integrator with a focus on Legal Cannabis Production, Processing, Retail, and Storage Facilities

Situation: Facilities producing, processing, storing, or selling legal cannabis products are required by law to meet stringent video surveillance and retention requirements. In many jurisdictions, facilities have as little as one hour to report a potential video loss event such as a camera, server, or VMS glitch or failure. Proof of compliance can be requested on demand by regulatory authorities. Cannabis operations must have the ability to provide compliance reports on demand related to: access control, camera uptime, video storage requirements, etc.

Goals: Use the Vunetrix SMART dashboard to detect, troubleshoot, and respond to both device and service failures in a timely manner. Provide compliance reports to regulatory agencies when requested or required. Notify regulatory agencies via central station when camera and/or video storage downtime approach violation thresholds.

Users Internal Only

Integrator

- Technical Support Specialist - daily SMART dashboard user
- Onsite Technician – ad hoc SMART dashboard users in response to security device alerts
- Central Station Operator – ad hoc SMART dashboard users in response to security device alerts, specifically to report to regulatory agencies.

Interactions with Vunetrix System

Set up

1. Configure devices for SNMP community strings & WMI username/passwords.
2. Install remote probe software locally on a Windows box and connect back to secure hosted core server through encrypted connection.
3. Discover one device on the network per device type.
4. Create a gold standard device template per device type.
5. Discover the rest of the devices based upon the gold standard templates and place into appropriate group/container.
6. Set thresholds for alerts.
7. Configure notifications.
8. Visual SMART dashboard becomes alive with color-coded graphical representation of system wide status and performance.

Day to Day

1. Log into SMART dashboard ad hoc to respond to real-time system status alerts and run reports.
2. Technical Support Specialist and Onsite Technician respond to anomaly alerts that are delivered via email.
3. Login to SMART dashboard to perform high level trouble shooting.
4. Remote into each site to perform further trouble shooting and issue investigation.
5. Unresolved issues are acknowledged and referred to Onsite Technician to perform further onsite troubleshooting and/or device replacement.
6. Resolved issues are automatically updated to ok status on SMART dashboard.
7. Central Station Operator receives downtime alerts and logs into SMART dashboard to run report/s and sends them to regulatory agencies in order to assure compliance.

Ad Hoc

Reoccurring issue diagnostics are handled via historical data queries.

POTENTIAL EXCEPTIONS

Monitoring Windows Servers using WMI - When a user changes the username and password on a Windows server, that server's sensors go into an error state until they are reconfigured with the correct and updated user name and password.

Probe Disconnected - When a remote probe is disconnected, an alert occurs on the SMART dashboard and via email. Locally, the probe continues to monitor devices on site. When the probe is reconnected, cached monitoring data is uploaded to the dashboard.