

Surveillint™ Integration Module Release Notes Cruatech Minder

P/N: IM-CRU-MINDER

Integration Type

Access Event Video Other

Versions Supported

	Version(s)	Build
Video Module for Cruatech Minder	1.0	[IM/VS Build Number]
Event Module for Cruatech Minder	1.0	[IM/VS Build Number]
Surveillint Server	8.0 and Later	8.0 and Later
Cruatech Minder Server	1.1	1.1

Requirements

Database

No requirements.

Licensing

Surveillint customers require a licensed account in Minder Global Safety Platform in order to connect and retrieve devices and receive safety events. All Minder products can be ordered through Sales@cruatech.com.

Surveillint Event monitoring and Connector Web Services require no additional API License in order to connect to Minder.

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Environment

	Windows 7	Windows 2008	Windows 2012	Windows 8
Server (Surveillint Connector Web Service machine)	No	64-bit	64-bit	No
Client (Surveillint Console machine)	32-bit 64-bit	64-Bit	No	64-bit

Ports

No requirements.

You will need to install following Cruatech Minder SDK(s) or software for this integration.

	Cruatech Minder Software/SDK
Server (Surveillint Connector Web Service machine)	N/A
Client (Surveillint Console machine)	N/A

Installation

The following Surveillint software must be installed and configured as part of this integration.

	Integration Type	Software / MSI File Name
Server (Surveillint Connector)	Events	Surveillint Event Module for Cruatech Minder PxIM_CRU_MINDER.msi

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Web Service machine)

Known Issues/Limitations

- 1. Mobile Data charges** – Using mobile data with MinderRTP can lead to significant charges depending on the Tracking interval settings on a device and the number of Alerts and communications between a mobile device and the Account Controller. *(Please refer to the Data Benchmark table above for an indication of the data usage observed during the Quality Assurance process of MinderRTP features)*
- 2. Viewing Video Attachments** – A version of Quick Time must be installed to display video in the Internet Explorer browser.
- 3. Mobile Browser Performance** – Due to the high volume of data displayed when tracking devices on a map in the MinderRTP application, viewing the tracking information for different devices in a browser on a mobile device can sometimes be slow, for best results for tracking devices it is best to use a browser on a PC where possible.
- 4. Mobile Alert communication** – Sending large Audio and Video Alerts from a mobile device to the Account Controller can be slower when using Mobile Data instead of a Wifi connection. This is normal behaviour for a Mobile Device communication.
- 5. Adding Users** – When adding users to a system, once a User Name has been added to the system previously it cannot be added again. This is due to the fact MinderRTP is a cloud based application and having the same User Name even in different sites is not permitted.
- 6. Application Logging** – Using the Minder Logging feature to monitor application performance or for troubleshooting should only be done for a short period of time. If the logging feature is left enabled for a long period of time it might cause the MinderRTP application to crash in extreme circumstances.
- 7. Internet Explorer** – When viewing the Device Locator screen in Internet Explorer, the screen border will not flash red if an event occurs. This is a limitation of Internet Explorer.

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8. **Alternating between Minder Sites** – When an Administrator is alternating between different Minder Sites, the **Click to Clear** button should be selected in the Management window to clear cookies that affect the performance of the device tracking feature of MinderRTP. For more information on using the Click to Clear feature please refer to the Minder RTP_ADMIN_GUIDE.pdf.
9. **Video and Photo Alerts** – When capturing Video and Photo alerts, it is best if the phone is held in Landscape mode. It has been noted that displaying video and photos that were captured in Portrait mode on some mobile devices display incorrectly when viewed in the Alert Details.

Product Documentation

Documentation for this Surveillint integration software is available from Proximex or your channel representative. To confirm that you have the correct version of the documentation for your installation, ensure the footer of the PDF file lists the Build Version as [IM/VS Build Number].

Document Type	File Name
Integration Module Guide	IM_CRU_MINDER.pdf

Supported Features

The following tables list Surveillint features and indicates whether they are supported by this integration.

Event Features

Feature	Supported?
Status updated in Surveillint when changed in Cruatech Minder	<input checked="" type="checkbox"/>
Status updated in Cruatech Minder when changed in Surveillint	<input checked="" type="checkbox"/>
Filtering events from Cruatech Minder for alert creation in Surveillint	<input checked="" type="checkbox"/>
Synchronizing alerts/events between Surveillint and Cruatech Minder	<i>Not Supported</i>

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Synchronizing alerts/events between Cruatech Minder and Surveillint	<input checked="" type="checkbox"/>
Changing default sensor types in Surveillint for Cruatech Minder sensors	<i>Not Supported</i>
Enabling redundancy/failover	<input checked="" type="checkbox"/>
Retrieving alarm details from Cruatech Minder	<input checked="" type="checkbox"/>
Retrieving sensors from Cruatech Minder	<input checked="" type="checkbox"/>
Retrieving sensor status from Cruatech Minder	<input checked="" type="checkbox"/>
Associating sensor with Cruatech Minder alert in Surveillint	<input checked="" type="checkbox"/>
Executing commands on Cruatech Minder sensors from Surveillint	<input checked="" type="checkbox"/>
Retrieving badge holder information (activity) from Cruatech Minder	<input checked="" type="checkbox"/>
Searching/investigating badge users	<input checked="" type="checkbox"/>
Retrieving badge holder photo from Cruatech Minder	<input checked="" type="checkbox"/>
Retrieving system health check alarms from Cruatech Minder	<input checked="" type="checkbox"/>