Vision Insight

Admin User Manual

For

BI DASHBOARD WEB APPLICATION

Version: 1.1

Prepared By:

Hanwha Vision

Table of Contents

Contents

1. Introduction

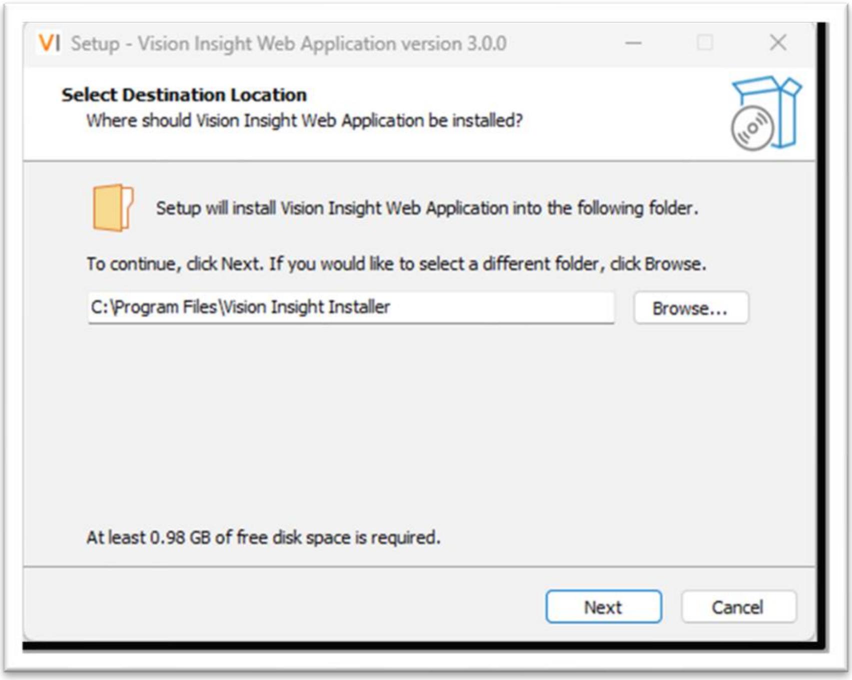
The **BI Dashboard Web Application** is a web-based platform designed to help users monitor, analyze, and manage business intelligence data efficiently. It provides an intuitive interface for visualizing camera analytics, site performance, and AI-based insights across multiple locations.

This manual serves as a guide for administrators and users to understand system features, configurations, and daily operations—such as managing users, roles, devices, floor plans, dashboards, and reports.

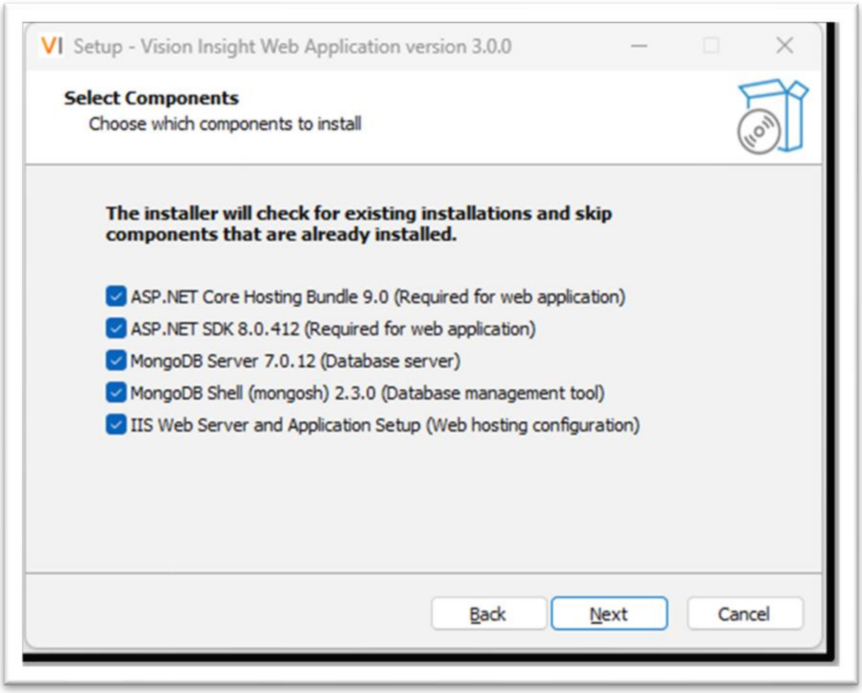
2. Application Installation / Upgrade Guidelines

2.1 Guidelines for Installing the Application on a Fresh Machine

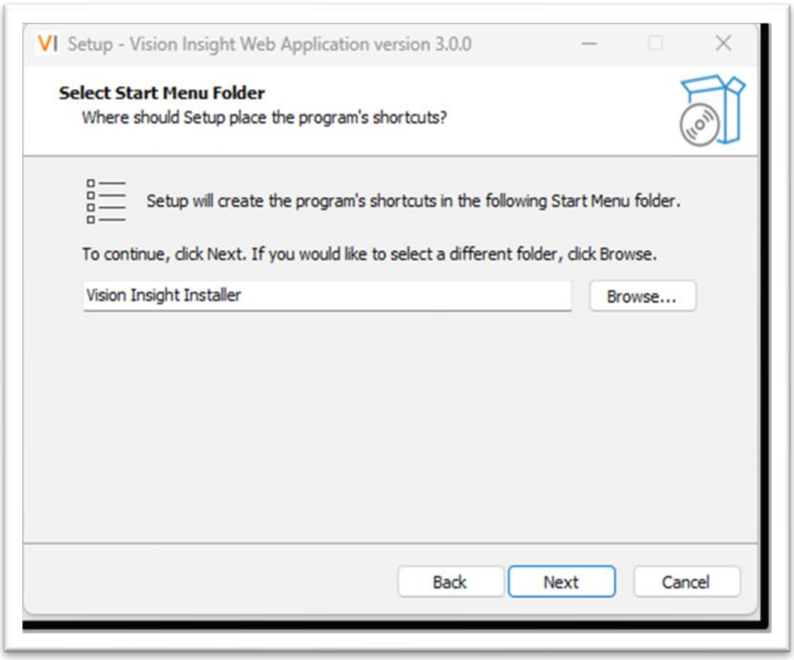
- Download the latest installer package from the specified location.
- Run the **Vision Insight Installer.exe** file as an administrator.
- After this step, the following screen will appear. Select the location where you want to install the application, then click **"Next"** to continue:



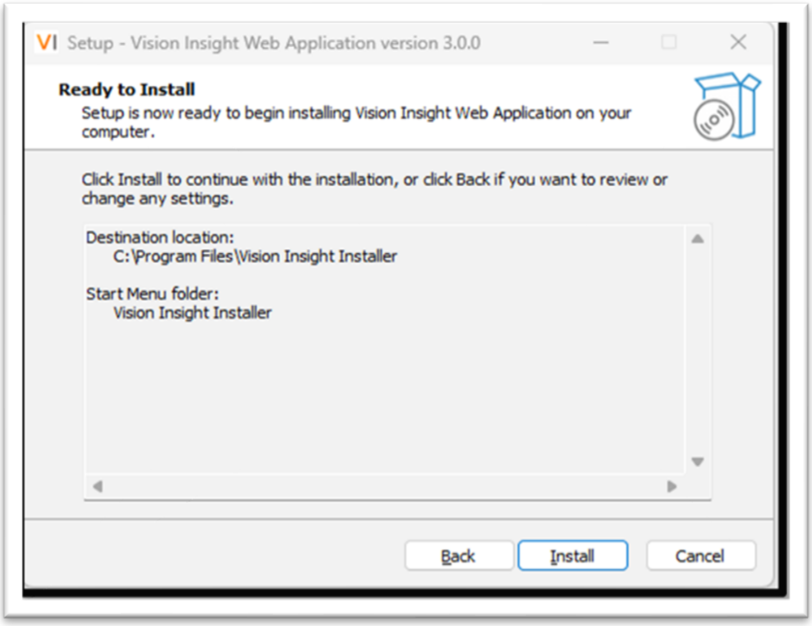
- The next screen will display all the required software dependencies. You can uncheck the box if any of the dependency software are already installed. If you do not uncheck and any of the dependent software is found to be already installed, that dependent software installation will be skipped.
- Click **"Next"** to continue:

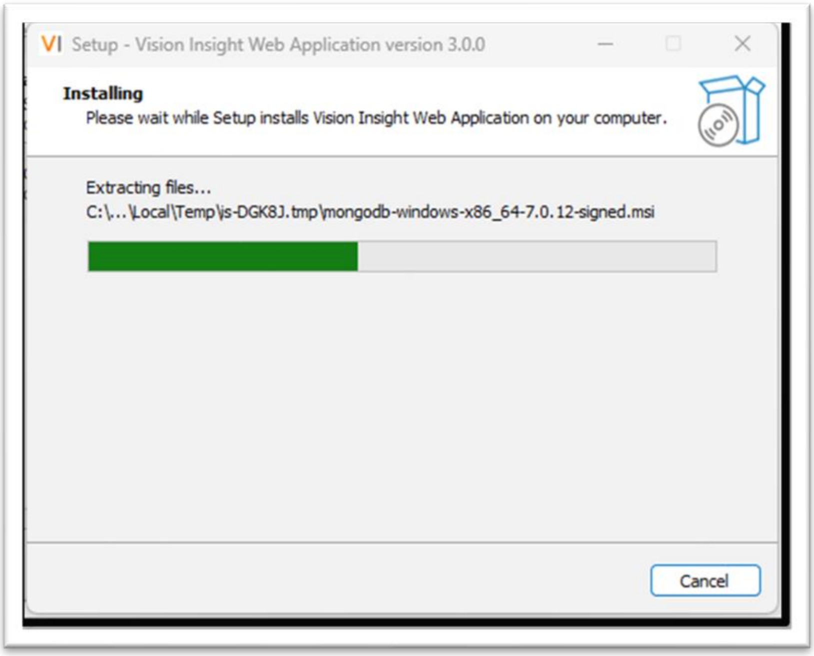


- The next screen will prompt you to specify the name of the program's shortcut, which will appear in the Start Menu when searching for the application. Click **"Next"** to continue:

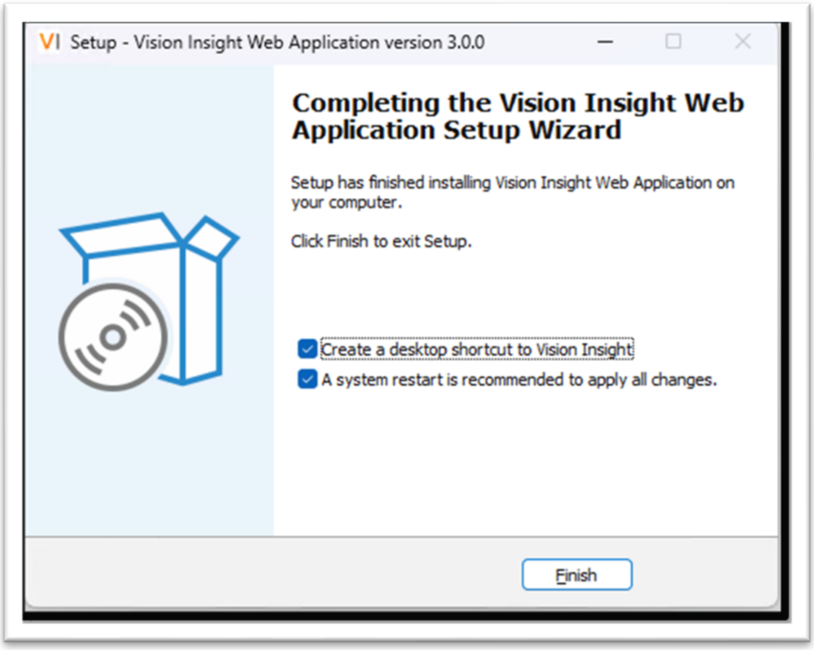


- The next screen will be **"Ready to Install"**. Click the **"Install"** button to initiate the process. This will install the application along with all necessary components on the local machine:





- After the installation is successfully completed, the following screen will appear. Click the **"Finish"** button to complete the setup. **It is recommended to restart your machine after the installation**.



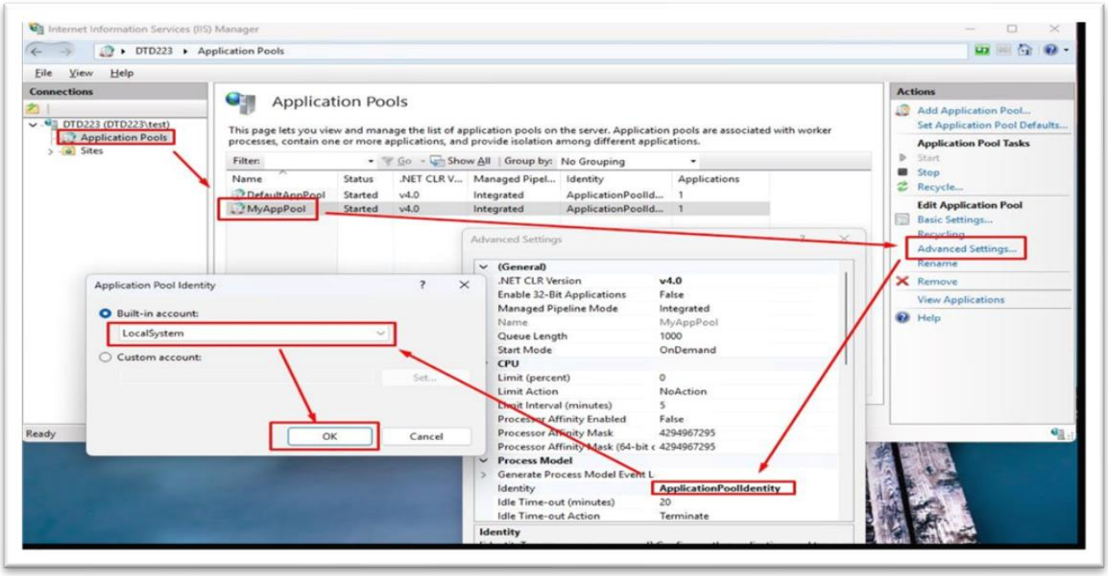
- You can now search for the application in the Start Menu or open it directly using the desktop icon.
- By default, the application will launch using the following URL: http://localhost:8090/.

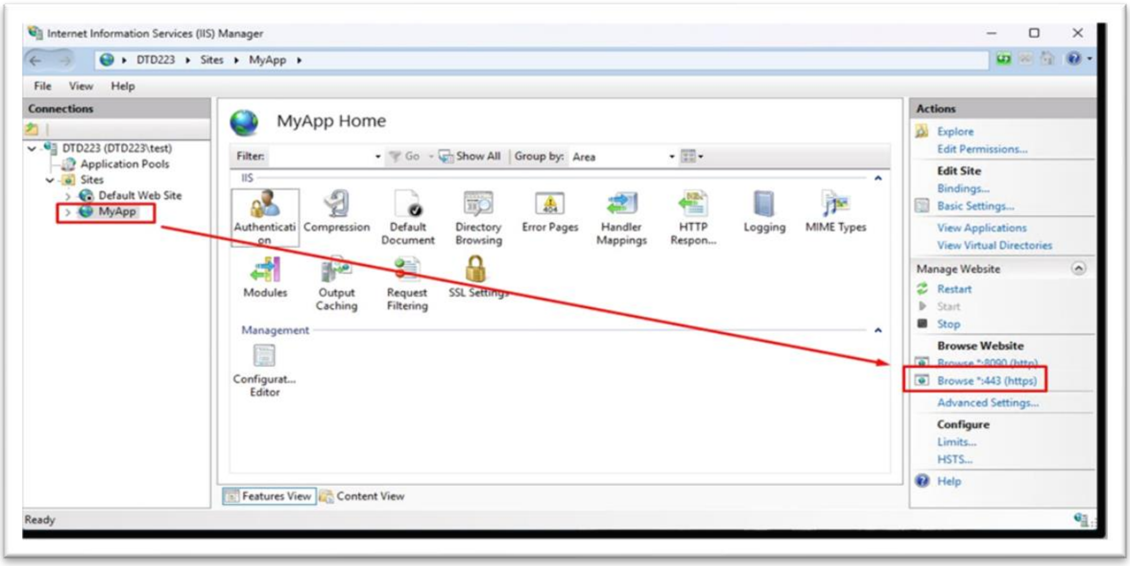
Important Points:

  - If you are unable to access the application, restart your system once and try again.
  - If you have manually uninstalled **MongoDB** from your system, you must delete the folder **C:\Program Files\MongoDB** from your file system. Otherwise, MongoDB will not be reinstalled using the Vision Insight Installer, and it may cause issues during the application installation.
  - If you have manually uninstalled the **Vision Insight Application** from your system, you must delete the folder **C:\Program Files\Vision Insight Installer** from your file system before reinstalling.

2.2 Software dependencies:

- The following software dependencies must be installed on the local system **using the installer only**.
- A screenshot is attached for your reference:



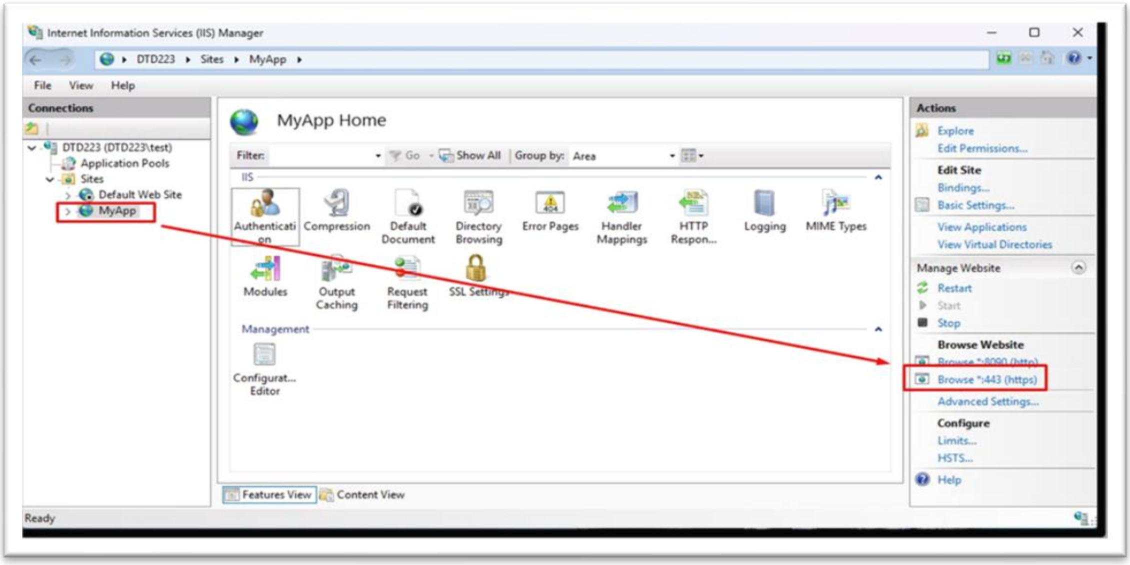


2.3 Prerequisite for SSL Configuration:

- To configure SSL and run the Vision Insights Application over the HTTPS protocol, the user must complete the following **six steps**. After that, upload the certificate file from within the Vision **Insights Application**.
  - ✓ Open **IIS** and click on **Application Pools**.
  - ✓ From the list, select **My App Pool**.
  - ✓ In the right-hand menu, click **Advanced Settings**.
  - ✓ In the **Identity** field, click **Browse**.
  - ✓ Under the **Application Pool Identity** pop-up, select **Local System** from the drop-down list in the **Built-In Account** section.
  - ✓ Click **OK** and refresh IIS.

2.4 Reconfigure the SSL Certificate:

- If the user wants to upload a new certificate, they must first delete the existing port 443 binding (as highlighted in the image below):

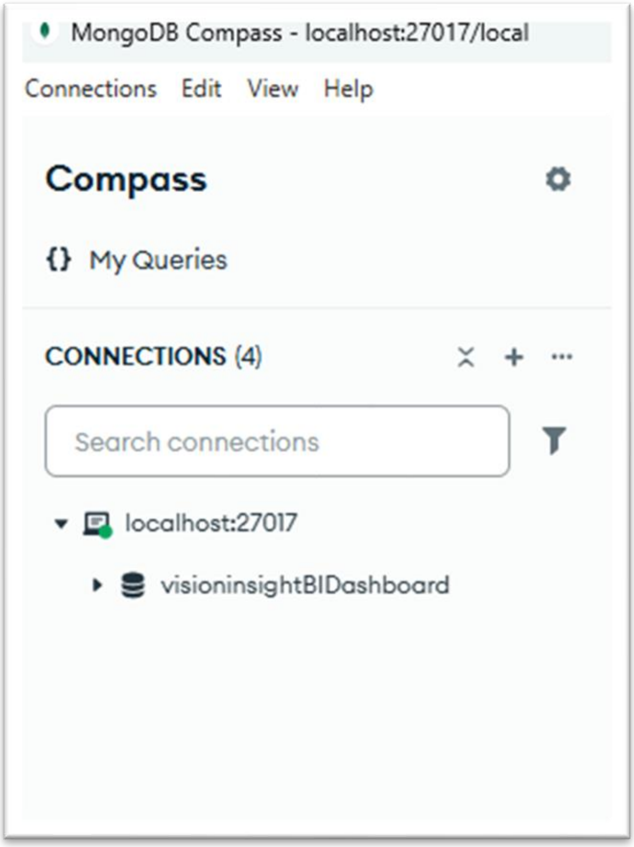


2.5 Guidelines for Upgrading the Application to a New Version:

- Perform System Backup
- Do not need to uninstall Vison Insight
- Download the latest installer package version from the specified location
- Run the **Vision Insight Installer.exe** file as an administrator
- Untick all software dependencies: ASP .NET / IIS / MongoDB
- For upgrading the application to a new version, all the steps remain similar to the steps followed for the fresh installation of the application

2.6 Referring database installed with the application:

- Along with the application, the MongoDB will be installed, and a database will be created with required default tables.
- Below is the screenshot of how to check the installed database using MongoDB Compass software.

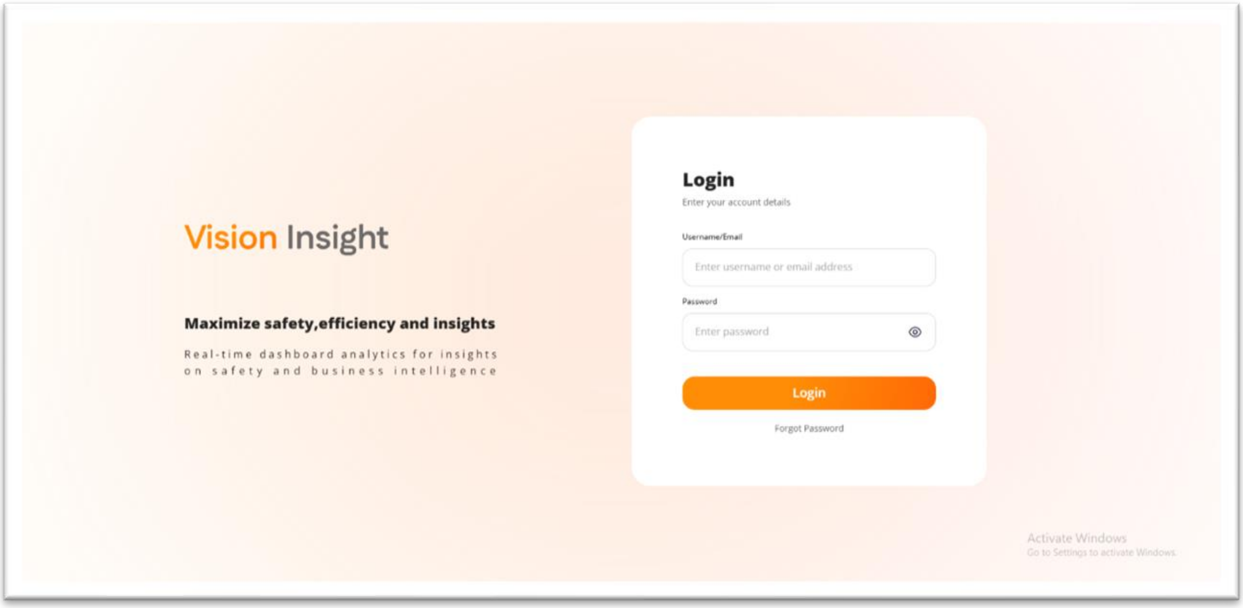

MongoDB Compass - localhost:27017/local
Connections Edit View Help
Compass
{} My Queries
CONNECTIONS (4)
Search connections
localhost:27017
visioninsightBIDashboard

3. Getting Started

- This section explains how users can log in to the BI Dashboard Web Application.
- By default, a **system administrator** user and credentials will be provided along with the Vision Insight installation exe file. This system administrator user can then create other users and assign roles and permissions to them.
- Password reset or change cannot be done by the users directly. In such cases, the user must contact the System Administrator.

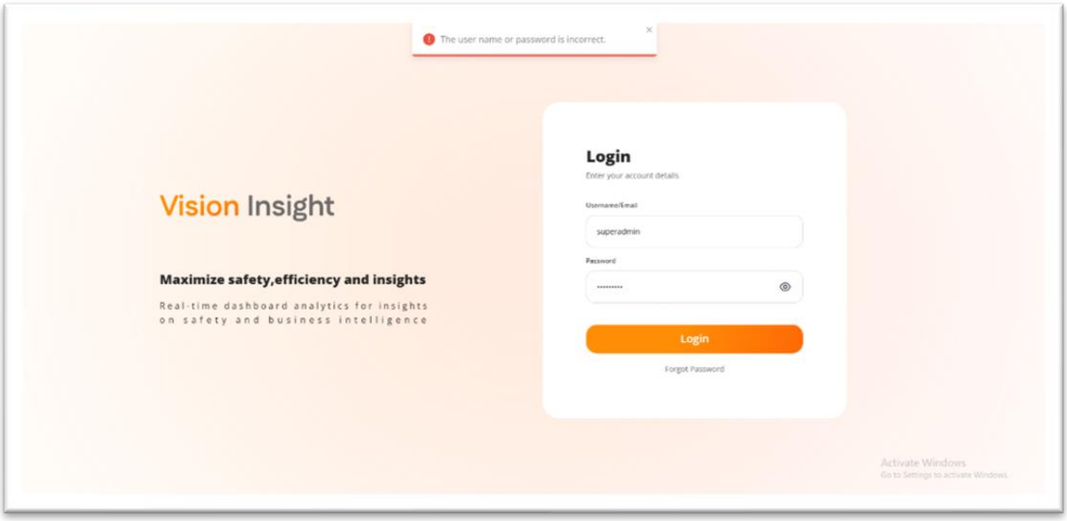
3.1 Login Process

- Screen



- Steps to Login

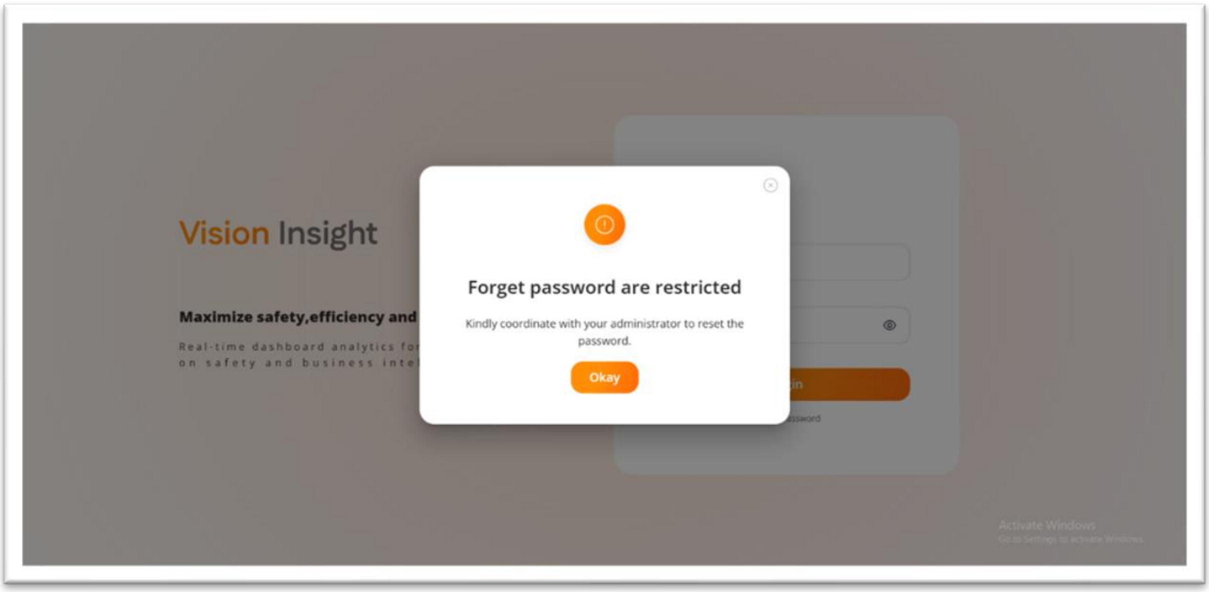
  ✓ Enter **Username or Email** and **Password** in the respective fields.
  ✓ Click **Login** to proceed.
  ✓ On successful validation, the user is redirected to the **Dashboard** page.
  ✓ If invalid credentials are entered, an appropriate **error message** is displayed.
  ✓ If the account is **Inactive** or **Deleted**, login is denied, and the user must contact the **Super Admin or authorized user** for assistance.



- If credentials are invalid, appropriate error message will be shown.
- If account is Inactive/Deleted, login is denied, and user must contact an active admin.

3.2 Forgot Password

- **Screen:**



- **Flow & steps:**
  - Clicking on the **Forgot Password** link displays the message: “Kindly coordinate with your administrator to reset the password.”

4. Settings

- This section explains how admin users can create, edit, delete, and manage users within the BI Dashboard Web Application.
- It also covers rules for unique credentials, password policy, and soft delete functionality.

5.1 Default Users

- **System Default Users**
  This section outlines the default system users that are automatically created or utilized by the BI Dashboard Web Application. These users are configured either at the database level or during the application deployment process.

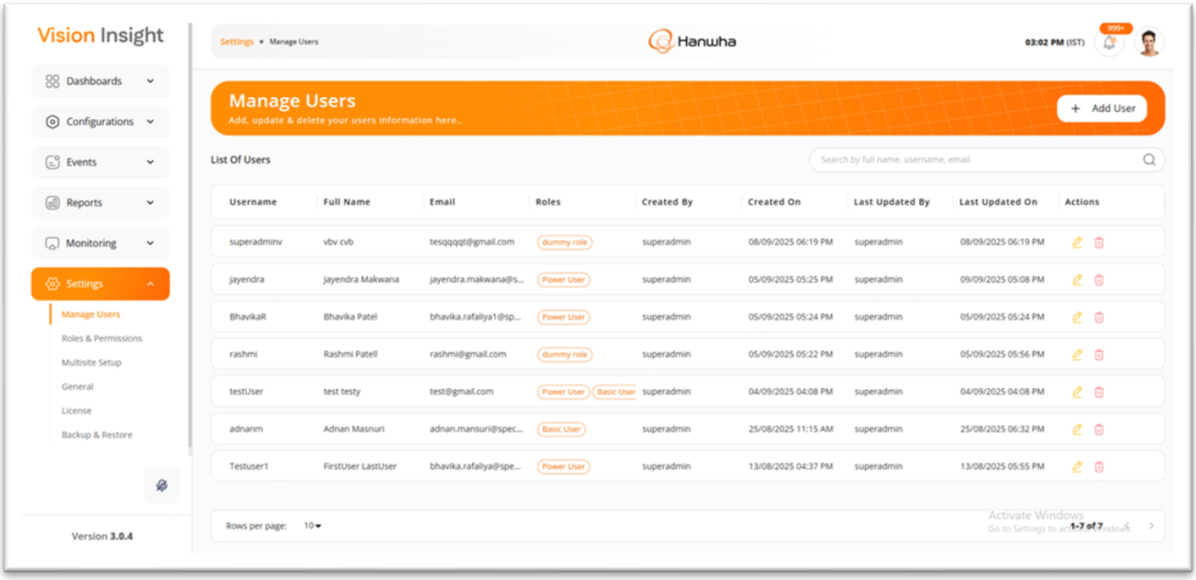
Sr No.	User Type	Activities in the System
1	System User	- This user exists only within the application database and is used internally by the system for backend operations such as data insertion or modification. - The System User does not appear in the License Web Application user interface. **Example:** Data Ingestion or Automated Data Sync.
2	Super Admin	- This is the primary user for the BI Dashboard Web Application. The source code automatically configures the Super Admin's details, including roles and permissions, during deployment in a specific environment. - The Super Admin has full system access, including all modules, configuration options, and user management functionalities. **Example:** Initial system setup, role creation, and user onboarding.

Note:

- These users are system-reserved and cannot be deleted or modified by standard users.
- Default Super Admin logins:
  - Username: superadmin
  - password: SAdmin@25!

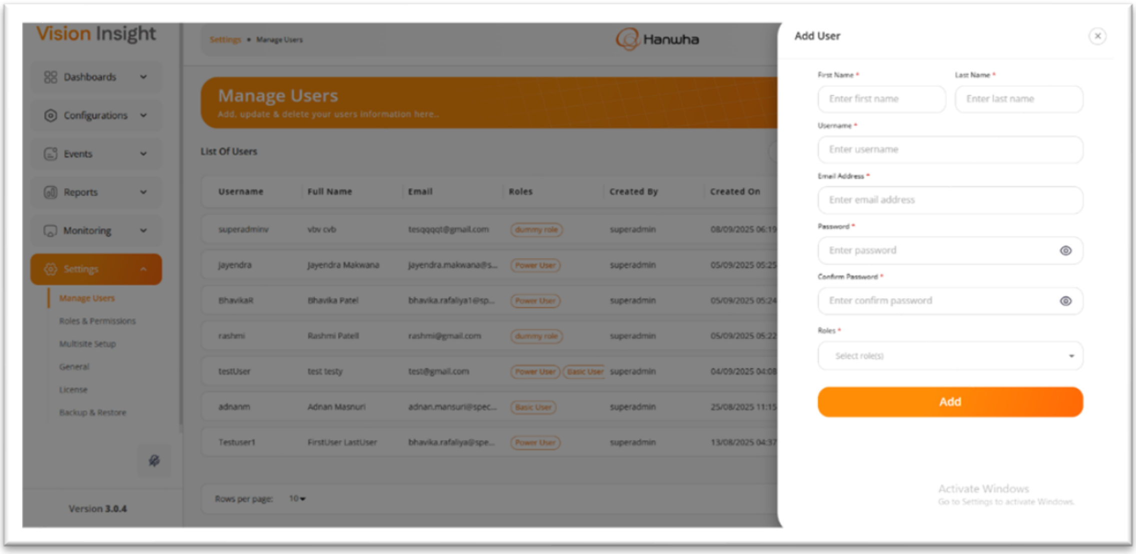
5.2 Manage Users

- **Screen:**



- **Steps to Access:**
  - ✓ Navigate to **Settings → Manage Users** from the left sidebar menu.
  - ✓ The system displays a list of all users created in the BI Dashboard Web Application.
  - ✓ Super Admin or authorized users can perform actions such as **Add**, **Edit**, or **Delete** based on assigned permissions.

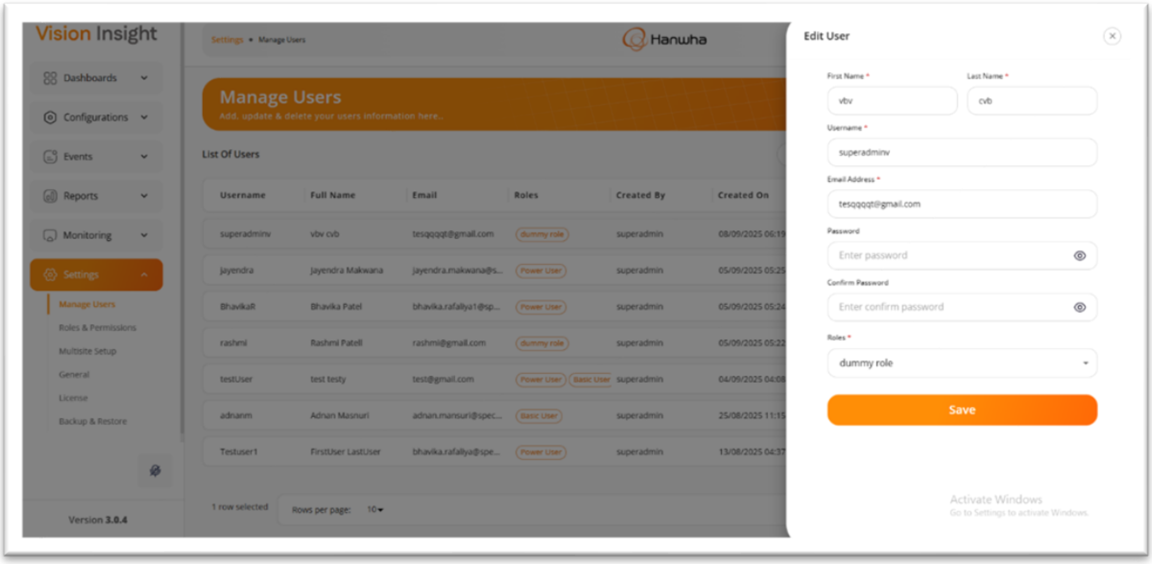
- **Steps to Add a New User:**



  - ✓ Click **Add User**.
  - ✓ Enter the required details in the form fields:
  - ✓ First Name*
  - ✓ Last Name*

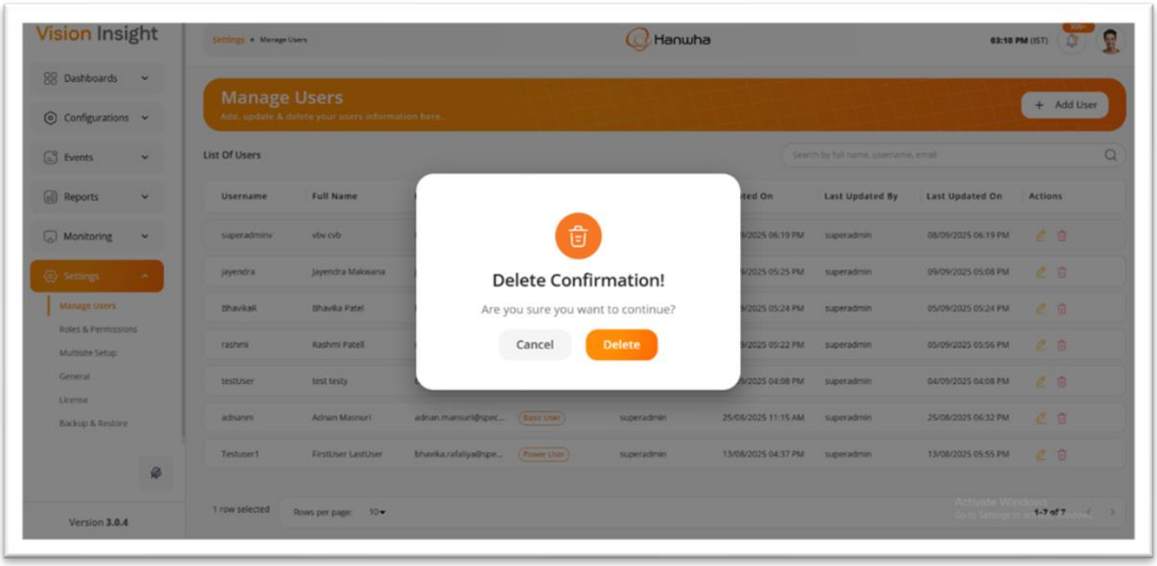
- ✓ Username*
- ✓ Email Address*
- ✓ Password*
- ✓ Confirm Password*
- ✓ Roles*
- ✓ Click **Save** to create new user.

- **Steps to Edit an Existing User:**



- ✓ Click Edit next to the selected user.
- ✓ Update relevant details as required.
- ✓ The Password and Confirm Password fields will be visible only to authorized users.
- ✓ Click Update to save changes.

- **Steps to Delete a User:**



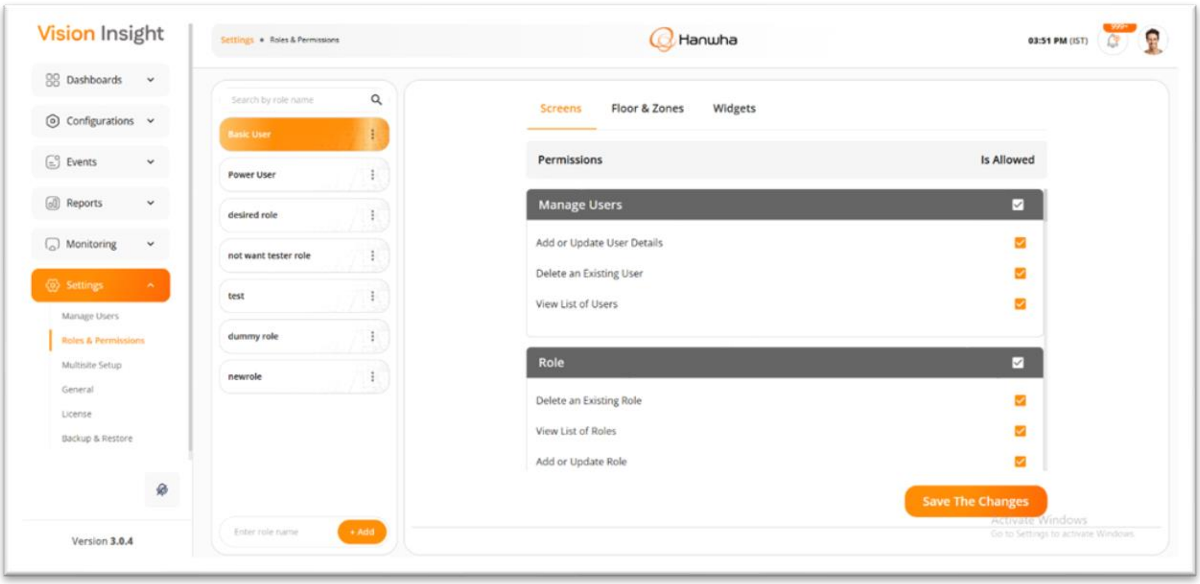
- ✓ Click Delete icon next to the selected user.
- ✓ A confirmation popup will appear.
- ✓ Click Yes to confirm deletion.
- ✓ The user record will be deleted.

- **Password Criteria:**
  - ✓ Minimum 8 characters
  - ✓ At least 1 uppercase letter
  - ✓ At least 1 lowercase letter
  - ✓ At least 1 numeric digit
  - ✓ At least 1 special character (excluding "*")

- **Additional Information:**
  - ✓ Duplicate Email Address or Username entries are not allowed.
  - ✓ Authorized users can assign multiple roles to each user.
  - ✓ Filters like Sort, Filter, Hide Column, and Manage Columns are available for easier data handling.
  - ✓ Filters reset automatically when the page is reloaded or navigated away from.

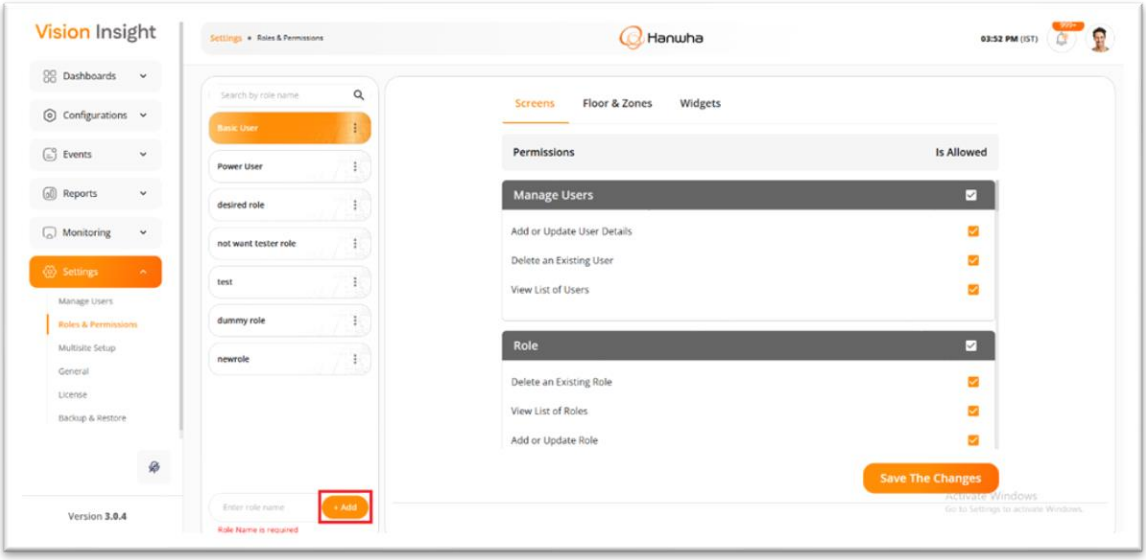
5.3 Role & Permission

- **Screen:**



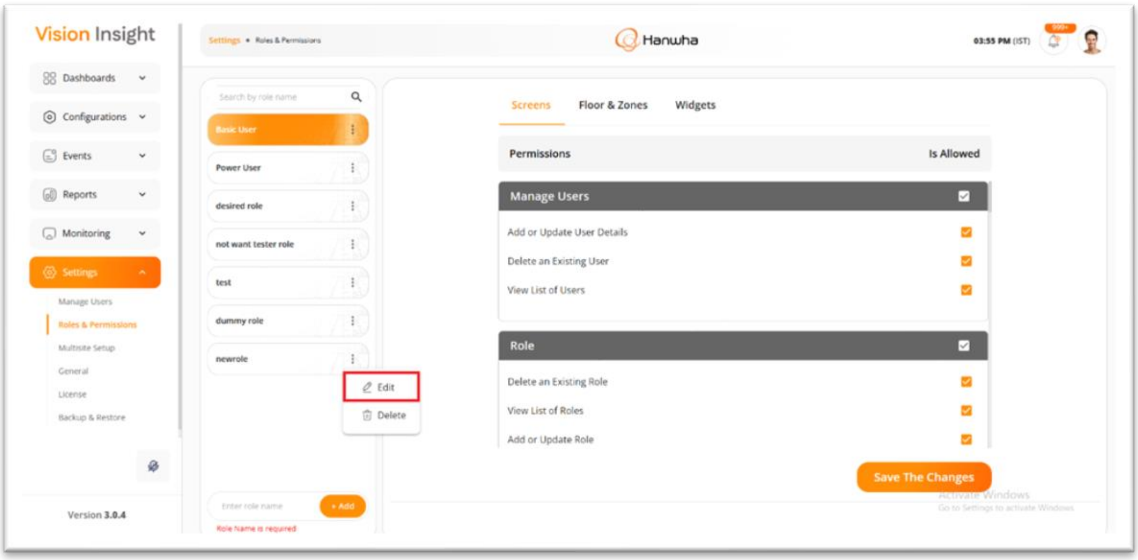
- **Steps to Access:**
  - ✓ Navigate to Settings → Roles & Permissions from the left sidebar menu.
  - ✓ The system displays a list of all existing roles with management options based on user permissions.

- **Steps to Add a New Role:**



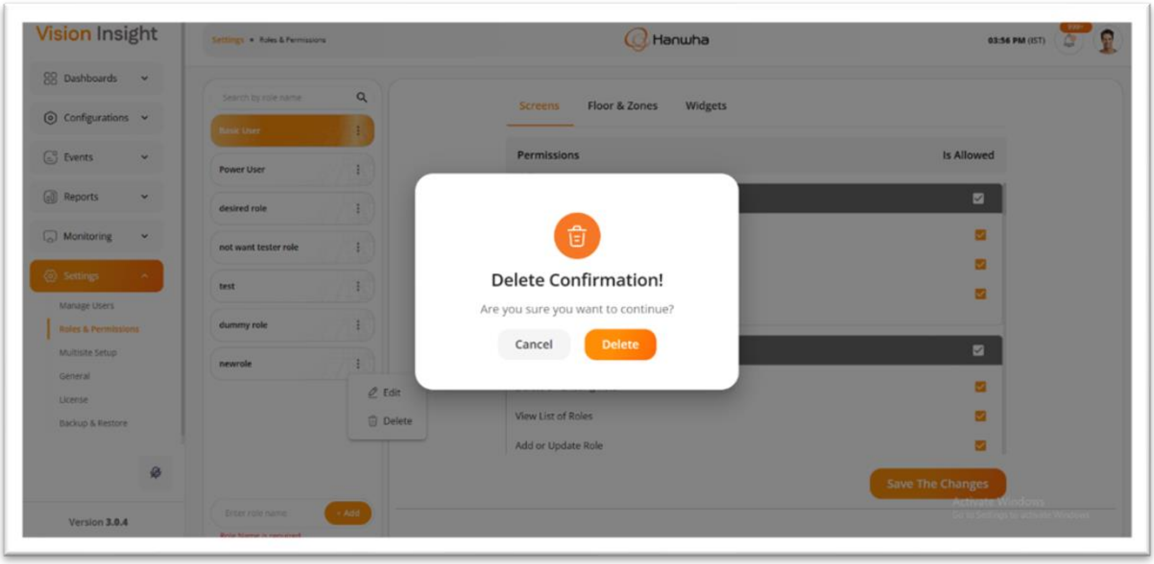
- ✓ Click Add Role.
- ✓ Enter the Role Name* in the form.
- ✓ Assign appropriate permissions such as Add, Update, Delete, and View for specific screens, zones, floors, and widgets.
- ✓ Click Save to create the new role.

- **Steps to Edit a Role:**



- ✓ Click Edit next to the selected role.
- ✓ Update the permissions or role details as required.
- ✓ Click Update to save the changes.
- ✓ The updated permissions will take effect only after the assigned users log in again.

- **Steps to Delete a Role:**



- ✓ Click Delete next to the selected role.
- ✓ A confirmation popup will appear.
- ✓ Click Yes to confirm deletion.
- ✓ The system performs a soft delete — the record remains in the database but is hidden from the web application.
- ✓ Roles associated with users cannot be deleted.

- **Floor & Zone Permissions:**

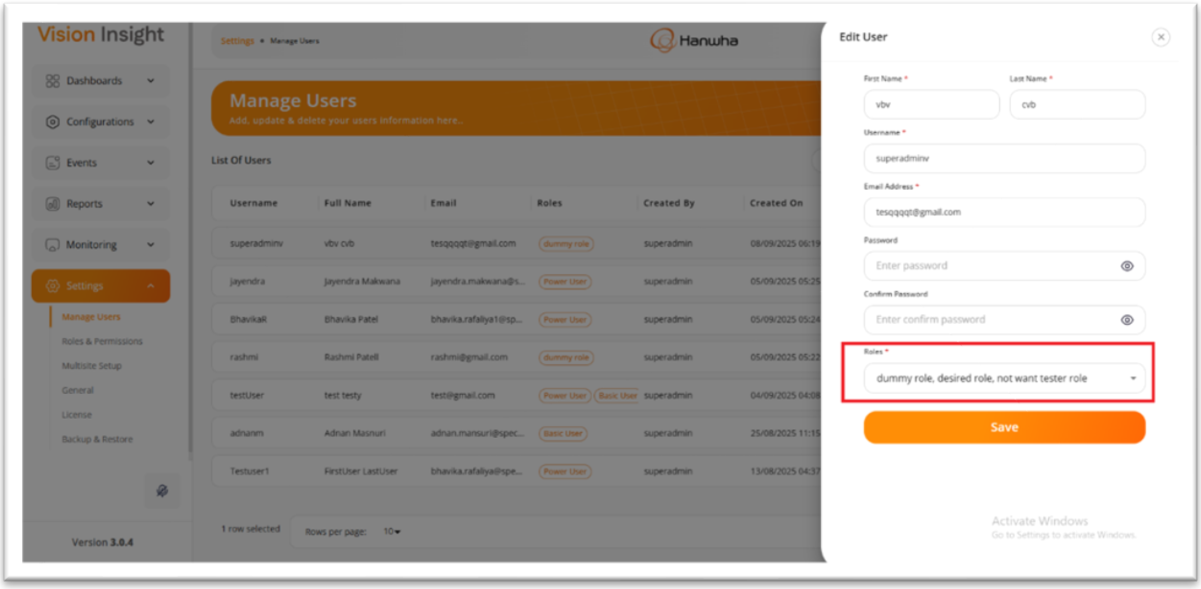
  - ✓ Permissions are managed at Floor Plan and Zone levels only.
  - ✓ The Admin User must manually assign appropriate permissions for each floor and zone.
  - ✓ The system does not automatically handle permissions for cameras mapped to multiple zones.
  - ✓ Displayed data strictly follows the permissions assigned at the floor and zone levels.

- **Additional Information:**

  - ✓ Role Name* is mandatory.
  - ✓ Duplicate roles or user-role mappings are not allowed.
  - ✓ Super Admin has full access by default.
  - ✓ Unauthorized actions such as Add/Edit/Delete cannot be assigned to screens like Profile, Change Password, or Preferences.
  - ✓ The system maintains a change history for all permission updates.

5.4 Assign Roles to Users

- **Screen:**



- **Steps to Access:**
  - ✓ Navigate to **Settings → Manage Users** from the left sidebar menu.
  - ✓ Select **Add User** or **Edit User**.
  - ✓ The **Roles** dropdown will be available within the user creation/edit form.

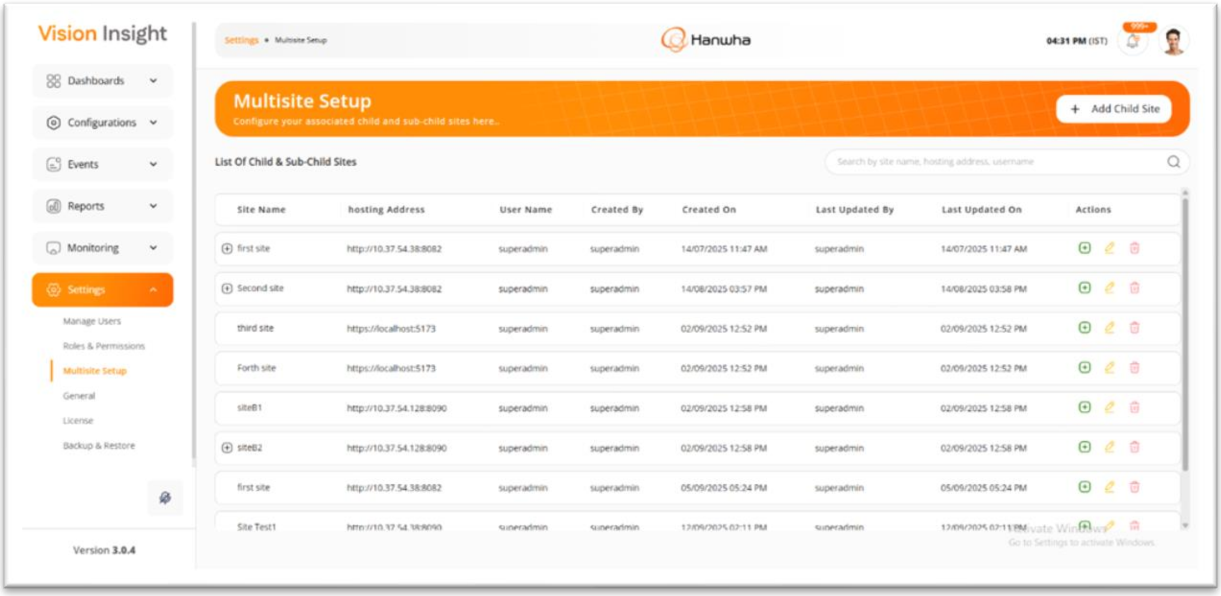
- **Steps to Assign Roles:**
  - ✓ From the **Roles** dropdown, select one or multiple roles to assign to the user.
  - ✓ Click **Save** to apply the role assignment.
  - ✓ The assigned roles define the user's access permissions within the system.

- **Steps to Modify Role Assignment:**
  - ✓ Open the **Edit User** form for the desired user.
  - ✓ Update the assigned roles as needed.
  - ✓ Click **Update** to save the changes.
  - ✓ The updated roles take effect after the user logs out and logs in again.

- **Access Rules:**
  - ✓ Only **Super Admins** or **Authorized Users** can assign or update user roles.
  - ✓ Role-based permission determines which screens, features, and actions are visible to each user.
  - ✓ The system ensures that users can access only the functionalities permitted by their assigned roles.

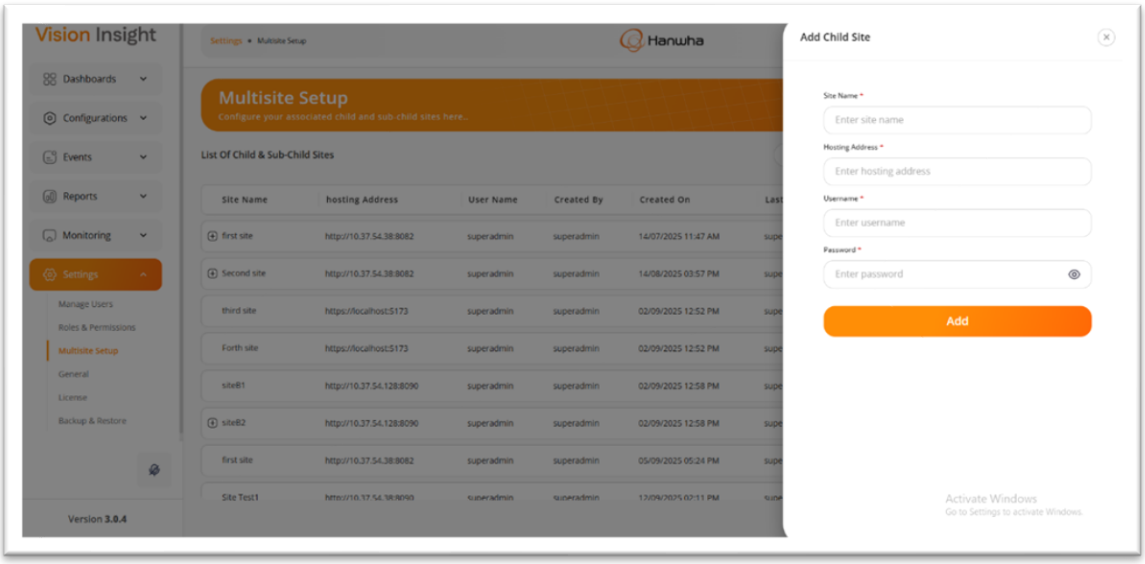
5.5 Multisite Setup

- **Screen:**



- **Steps to Access:**
  - ✓ Navigate to Settings → Multisite Setup from the left sidebar menu.
  - ✓ The system displays all configured child and sub-child sites in a hierarchical structure.
  - ✓ This screen is accessible only to Parent Site's Authorized Users or Super Admins.

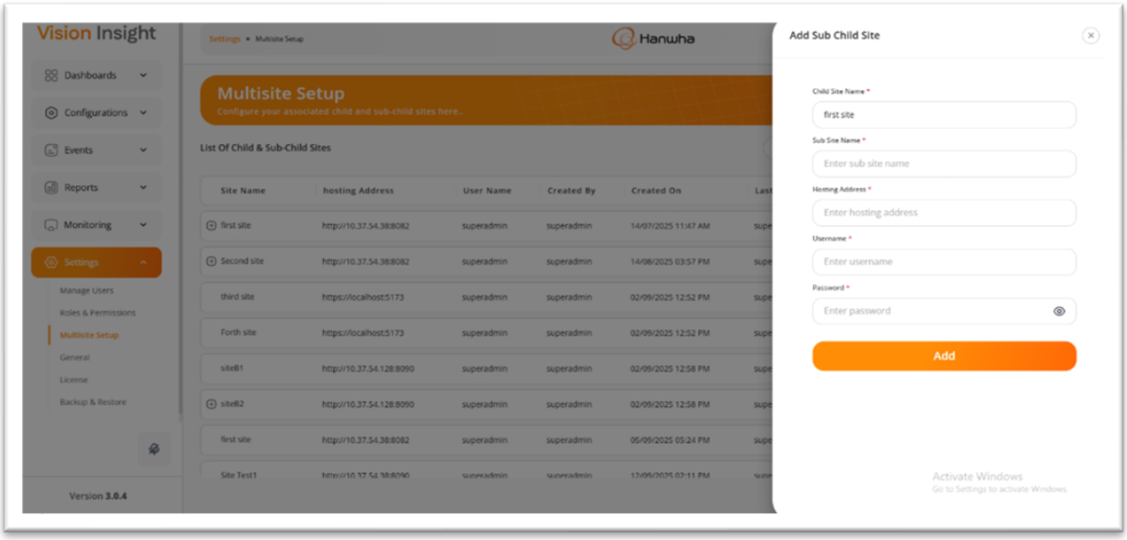
- **Steps to Add a Child Site:**



  - ✓ Click Add Child Site.
    - ▪ Enter the required details:
    - ▪ Site Name
    - ▪ Hosting Address / URL
    - ▪ Username
    - ▪ Password
  - ✓ Click Save to create the child site.

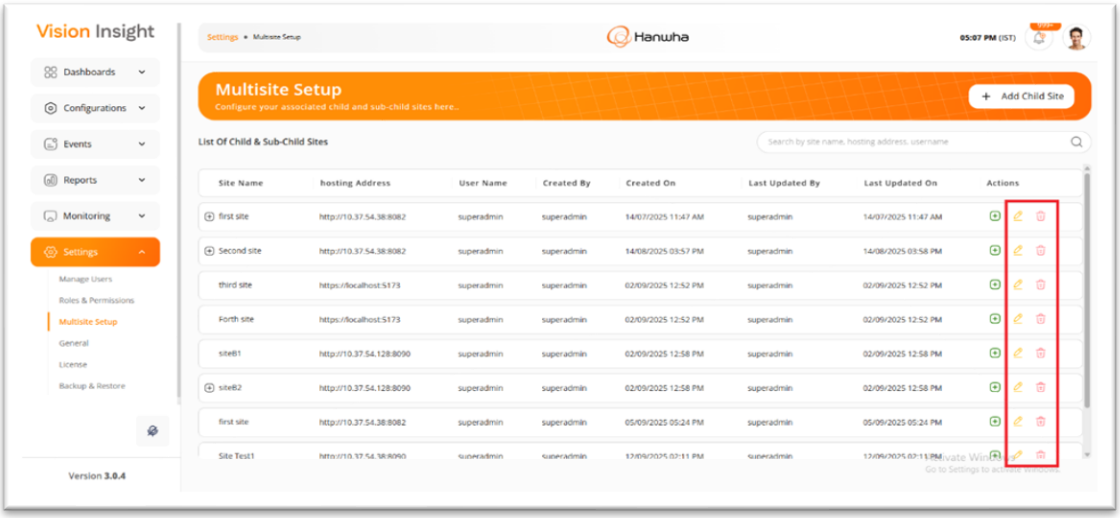
✓ The system validates the connection and displays a success or error message based on the result.

- **Steps to Add a Sub-Child Site:**



✓ Click the "+" icon next to a child site.
✓ Enter the required details in the Add Sub-Child Site form.
✓ The parent site name will appear as non-editable.
✓ Click Save to add the sub-child site.

- **Steps to Edit or Delete:**



✓ Click Edit to update existing site information.
✓ Click Delete to remove a child or sub-child site.
✓ A confirmation popup will appear before deletion.
✓ Once confirmed, the record will be deleted from the list.

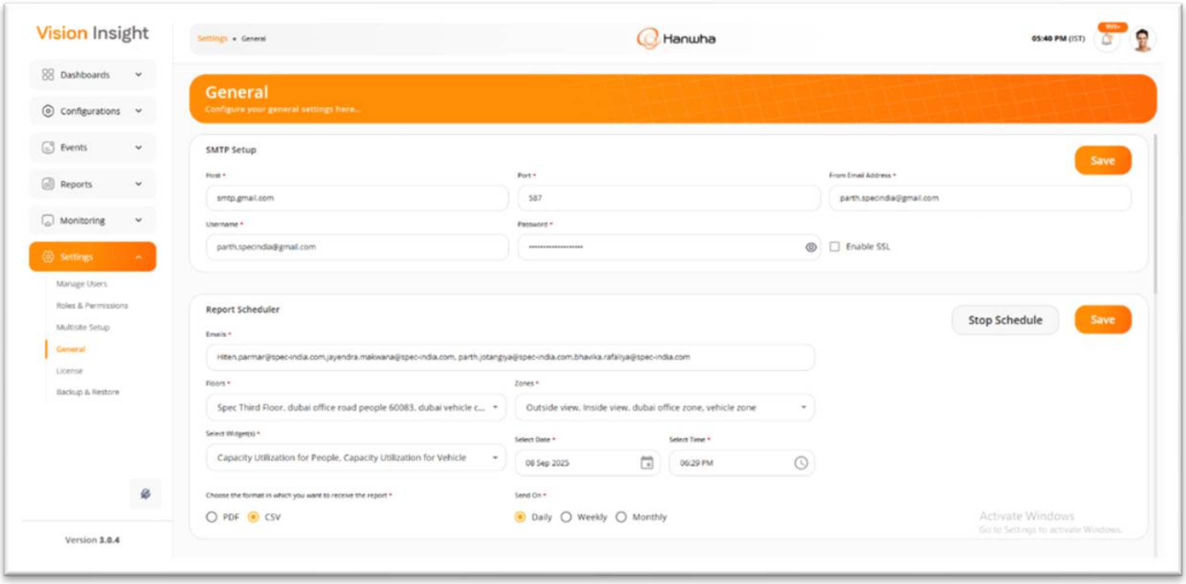
- **Permissions:**

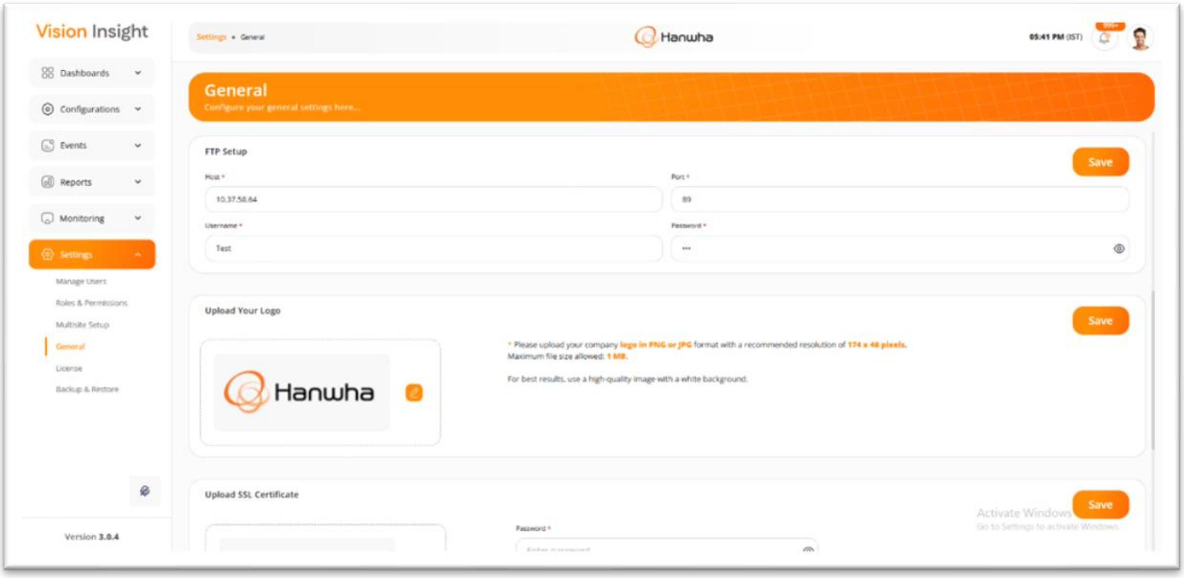
- ✓ Only Parent Site's Authorized Users or Super Admins can configure multisite details.
- ✓ The system supports up to three levels: Parent → Child → Sub-Child.
- ✓ Super Admins must manually assign screen-level permissions during initial setup.
- ✓ Permissions are not automatically managed by the system.

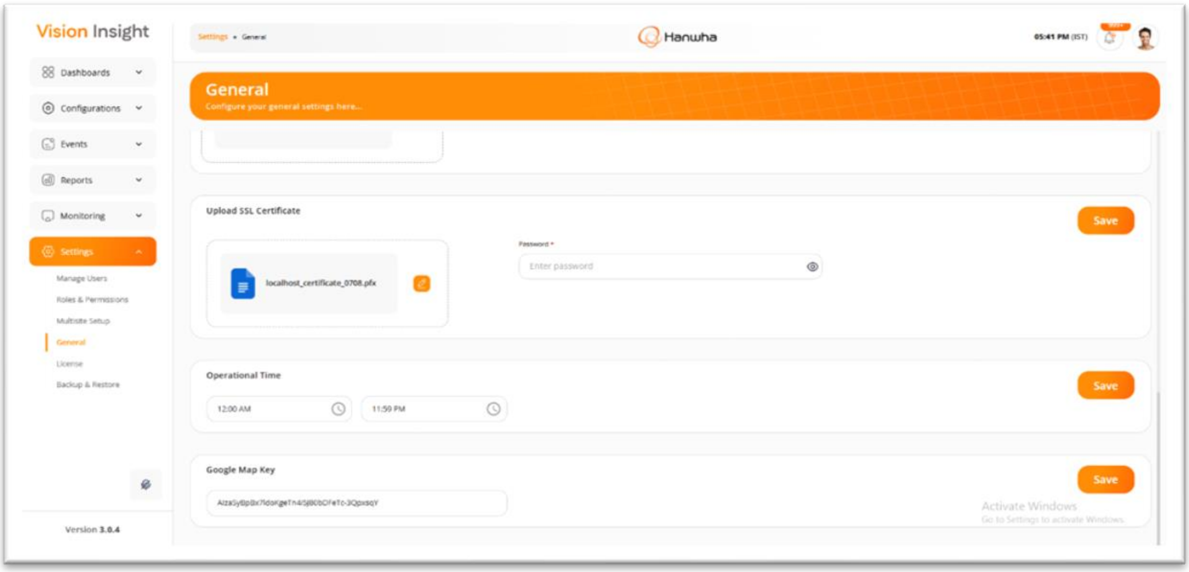
- **Additional Information:**
  - ✓ Users can search sites using Site Name or Hosting Address.
  - ✓ The system displays grouped Child and Sub-Child sites in a structured format.
  - ✓ Vertical scrolling is supported for easy navigation (pagination not available).
  - ✓ Users can expand a child site to view associated sub-child sites.
  - ✓ Once configured, parent users can view data only for their own child and sub-child sites.

5.6 General

- **Screen:**







- **Steps to Access:**
  - ✓ Navigate to **Settings → General** from the left sidebar menu.
  - ✓ The page displays multiple independent configuration sections, each accessible only to **Super Admin** or **Authorized Users**.
- **SMTP Setup**
  - ✓ Configure outgoing email settings by entering the following details:
    - ❖ Host*
    - ❖ Port*
    - ❖ From Email Address*
    - ❖ Username*
    - ❖ Password*
    - ❖ Enable SSL **(**checkbox**)**
  - ✓ Click **Save** to apply settings.
  - ✓ The system sends email notifications only when SMTP is properly configured.

- **Report Scheduler**
  - ✓ Configure automated report delivery to specific recipients by entering the following fields:
    - Emails* – One or multiple recipient email addresses (comma-separated).
    - Floors* – Select one or more floors to include in the report.
    - Zones* – Select one or more zones to include.
    - Select Widget(s)***** – Choose one or more widgets such as *Capacity Utilization for People* or *Capacity Utilization for Vehicle*.
    - Select Date* – Choose the report generation date.
    - Select Time* – Choose the time to send the report.
    - Format – Choose PDF or CSV as the output format.
    - Send On – Choose the report frequency (Daily, Weekly, or Monthly).
  - ✓ Click **Save** to activate the schedule.
  - ✓ Use **Stop Schedule** to pause or cancel an existing report schedule.

- **FTP Setup**
  - ✓ Enter the following details:
    - Host* – IP address or server hostname.
    - Port* – Port number for FTP communication.
    - Username* – FTP user name.
    - Password* – FTP account password.
  - ✓ Click Save to apply and validate settings.
  - ✓ The system uses these credentials for file transfer operations and event video retrieval.

- **Upload Company Logo**
  - ✓ Click Upload Logo to select your company logo file.
  - ✓ Supported formats: PNG or JPG.
  - ✓ Recommended resolution: 174 × 46 pixels.
  - ✓ Maximum file size: 1 MB.
  - ✓ The uploaded logo is displayed in the header once configured.

- **Upload SSL Certificate**
  - ✓ Click Upload SSL Certificate to upload a valid SSL file.
  - ✓ Once uploaded, the system uses this certificate for secure access.
  - ✓ If no custom certificate is provided, the default Vision Insight SSL will be applied.

- **Operational Time**
  - ✓ Configure daily operational hours by entering:
    - Start Time*
    - End Time*
  - ✓ The system calculates all day-based data according to these values.
  - ✓ If not configured, the default operational time is 24 hours.

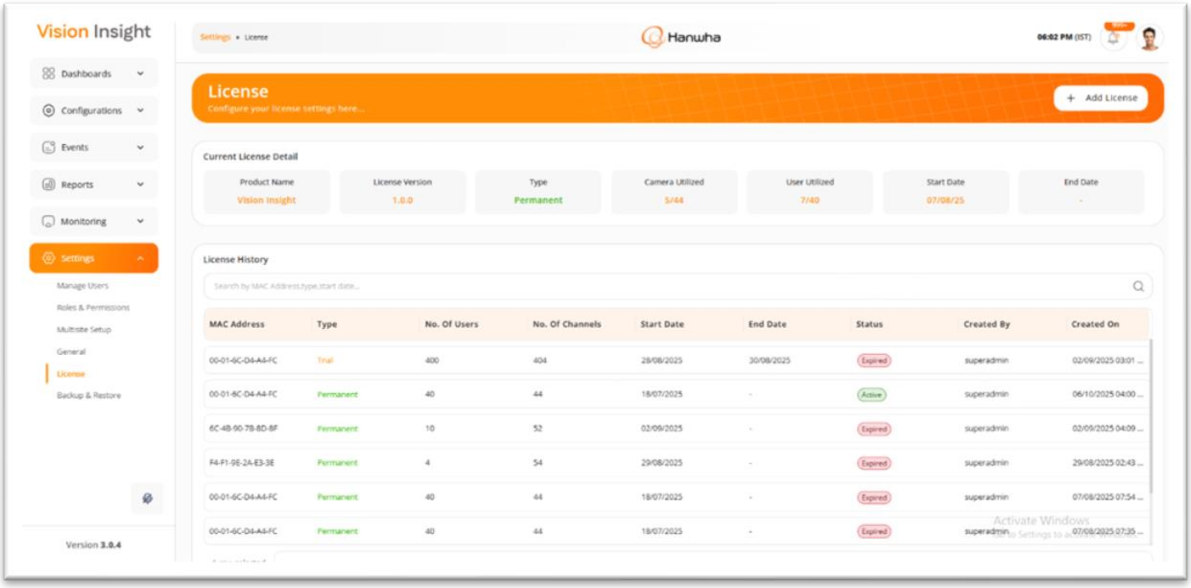
- **Google Map Key**
  - ✓ Enter the Google Map API Key to enable map-related features.
  - ✓ Maps will function only if a valid key is configured.
  - ✓ The API key must be purchased and managed by the client.

- **Save and Notifications**

- ✓ Each configuration section must be saved individually using its Save button.
- ✓ The system displays a “Success” or “Error” message after each save action.

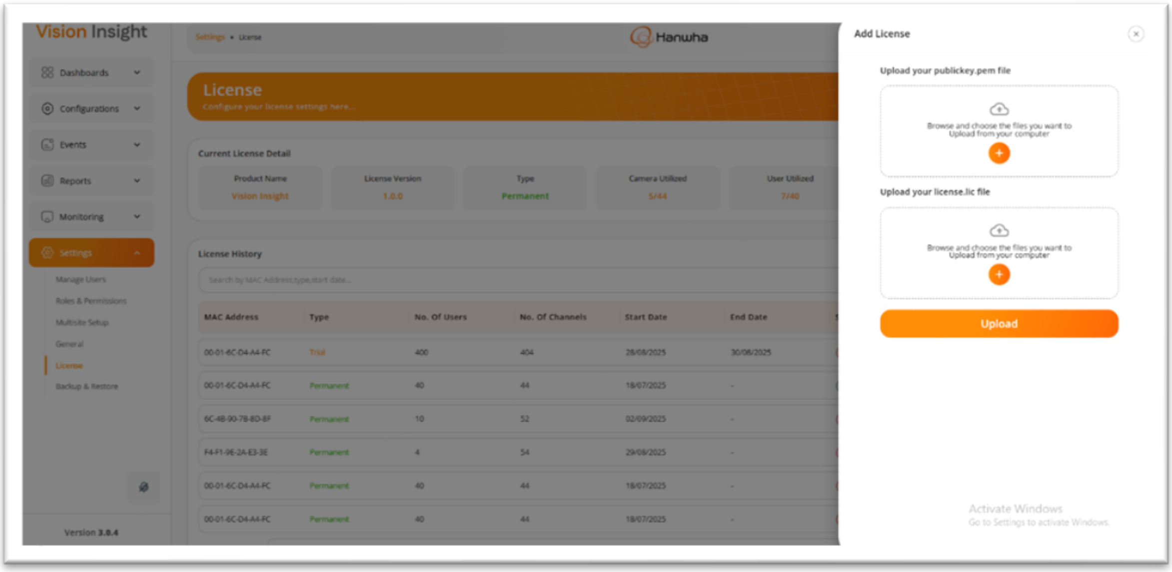
5.7 License

- **Screen**



- **Steps to Access:**
  - ✓ Navigate to Settings → License from the left sidebar menu.
  - ✓ This page is accessible only to Super Admins or Authorized Users with the required permissions.

- **Steps to Upload a License:**



- ✓ Click on the Add License button.
- ✓ Upload the following mandatory files:
  - ❖ publickey.pem – Contains the customer's public key used for license authentication.
  - ❖ license.lic – Contains the generated license details for the specific customer.
- ✓ Click Submit to upload the license files.
- ✓ The system validates the MAC Address of the customer's PC against the one stored in the license file.
  - ❖ If the MAC Address matches, the license is uploaded successfully, and details are displayed.
  - ❖ If the MAC Address does not match, an "Unauthorized" error message is shown, and the user is instructed to contact the administrator.

- **License Details Displayed:**
  - ▪ After successfully uploading, the system displays the following license information:
    - ❖ Product Name (e.g., Vision Insight)
    - ❖ Version (e.g., 1.0.0)
    - ❖ Type (Permanent / Trial)
    - ❖ Camera Utilized (e.g., 16/30)
    - ❖ User Utilized (e.g., 8/12)
    - ❖ Start Date (e.g., 25/03/2025)
    - ❖ End Date (e.g., 10/04/2025 or "–")
  - ▪ A confirmation message will also appear upon successful upload.

- **License History Section:**
  - ▪ The system maintains a complete record of all uploaded licenses.
  - ▪ License history is displayed in a searchable, tabular format with the following columns:
    - ❖ MAC Address
    - ❖ Type
    - ❖ No. of Users
    - ❖ No. of Channels

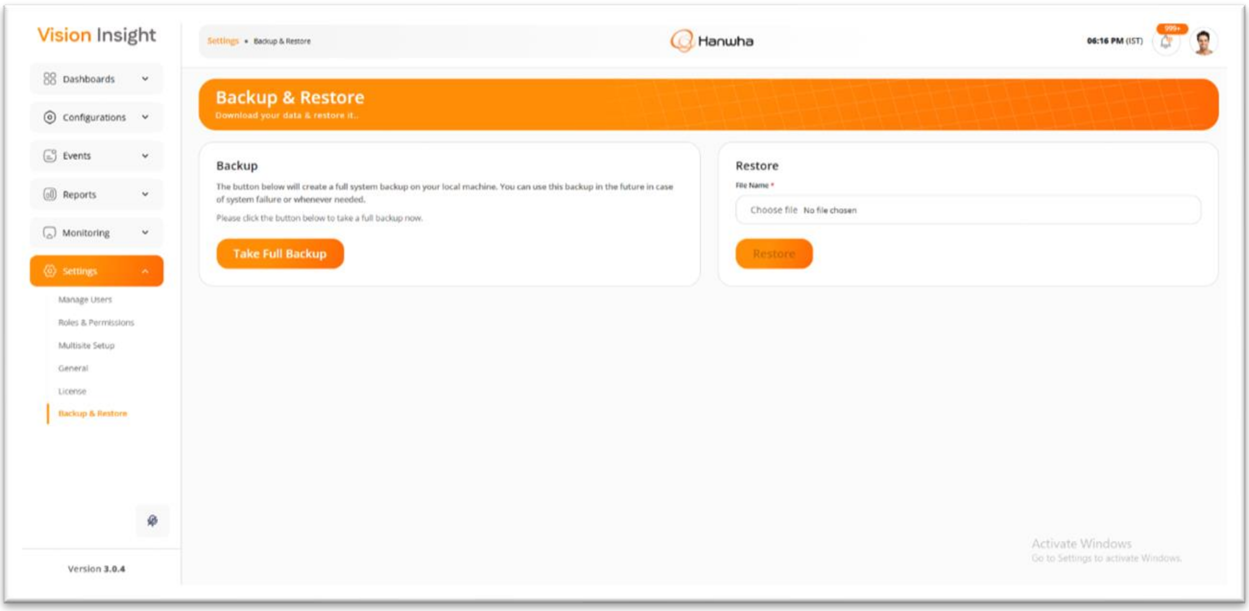
- ❖ Start Date
- ❖ End Date
- ❖ Status
- ❖ Created By
- ❖ Created On

▪ Users can search for specific licenses using MAC Address, Type, or Start Date.

- **Additional Information:**
  - Only one license can be active at a time in the system.
  - Older licenses remain accessible for audit purposes under the License History section.
  - Any new license upload replaces the previously active license.

5.8 Backup & Restore

- **Screen**



- **Steps to Access:**
  - ✓ Navigate to **Settings → Backup & Restore** from the left sidebar menu.
  - ✓ This page is accessible only to **Authorized Users** with the required screen-level permissions.

- **Take Full Backup:**
  - ✓ Click on the Backup button to create a full backup of the system data.
  - ✓ The system generates a backup file containing all current configuration and operational data.
  - ✓ Once completed, a success message confirms that the backup has been taken successfully.
  - ✓ Backups must be initiated **manually** — automated or scheduled backups are not supported.

- **Restore Full Backup:**
  - ✓ Click on the Restore button to restore data from a previously taken backup file.
  - ✓ Confirm the restore action when prompted.
  - ✓ The system overwrites all existing data with the contents of the selected backup file.
  - ✓ Once the restore process is completed, only the restored data will remain in the system.

- **Additional Information:**
  - ✓ Only users with Restore permission can perform data restoration.
  - ✓ The system does not maintain history of backup or restore operations.
  - ✓ It is recommended to perform a backup before any major system update or configuration change.

5. Troubleshooting Tips

This section provides a list of common issues that admin users might face and their possible solutions.

5.1 IIS Troubleshooting

Issue	Identity	Analyze	Solve
Website not loading / "Service Unavailable"	Application is not accessible from the browser.	App Pool stopped or crashed due to unhandled exceptions.	Open **IIS Manager →** **Application Pools →** **Start/Recycle** the pool. Check Event Viewer for related error logs.
HTTP 500 Internal Server Error	Page shows generic 500 error.	Code error, missing configuration, or bad web.config file.	Enable **Detailed Errors** in IIS → Review logs at C:\inetpub\logs\LogFiles. Fix missing DLLs or syntax errors in web.config.
SSL Certificate Expired / HTTPS not working	Browser shows SSL warning.	SSL certificate expired or not bound.	Renew certificate and re-bind under **IIS → Site → Bindings → Edit → https → Select new cert**. Restart IIS using iisreset.
Website running slow	Page response delayed.	High memory usage, many concurrent requests, or caching issues.	Clear cache, restart application pool, increase memory limit, check logs for performance bottlenecks.
Changes not reflecting	Deployed updates but old data/UI persists.	Cached files in browser or server.	Clear browser cache, recycle app pool, or restart IIS using iisreset /noforce.

5.2 MongoDB Service Troubleshooting

Issue	Identity	Analyze	Solve
MongoDB service not starting	Application logs show "Cannot connect to MongoDB."	MongoDB Windows service stopped or crashed.	Open **Services.msc → MongoDB → Start**. If fails, check logs at C:\Program Files\MongoDB\Server\X.X\log\mongod.log.
Port already in use	MongoDB fails to start, shows port binding error.	Another process is using port **27017**.	Run `netstat -ano This PORT 27017 must be available for MongoDB to run.
Database connection timeout	App unable to fetch data.	Network delay, wrong URI, or authentication error.	Validate connection string in .env or config file. Ping host and retry connection.

Data not visible / collection missing	Dashboard shows missing records.	Data deleted, wrong DB selected, or read concern issue.	Run mongo shell and check with show dbs, use <dbname>, show collections.

5.3 Common Issues and Solutions

Issue	Solution
Login failed	Verify credentials; check account status; reset password.
Screen not loading	Clear browser cache; retry supported browser.
Cannot delete distributor/customer	Ensure no active customers/licenses are linked.
License email not received	Verify distributor email; retry resend.