



SOFTWARE CORP

ES-Monitor

SOFTWARE TO STREAMLINE RESPONSE TO EDGESENTRY ALERTS.

ES-Monitor is central station monitoring software for LMN's EdgeSentry network monitoring sensors. These sensors communicate critical time sensitive alerts to primary and secondary monitoring receivers. The monitoring software polls the receivers and responds to incoming alerts as they occur. All operator responses are logged and time stamped, allowing for full audits of the response process.

ES-Monitor software

- **Lightweight**, allows multiple incidents of the software to be open simultaneously on an interface, simplifying monitoring tasks by ensuring that some screens are always available.
- Powerful **workflows** for alarm response. Workflows can be customized and there is no limit to the number of steps in a response.
- **Flexible calendars and schedules** that can be customized for each site.
- The ES Monitor interface includes buttons to dial, text or email directly from the software. Preformatted scripts are inserted automatically into the texts and emails, speeding an operator's communication to the customer.
- **Flexible displays** allow alerts to be grouped by account or viewed by alert type or aging status.
- Alerts can be flagged for attention by senior monitoring staff or routed to the service department.
- All operator actions are time stamped and logged.
- Related alerts can be grouped into a single workflow with a few clicks.

Software Requirements:

- X64-based PC
- Windows 10, Windows 11 OS
- Minimum 4 GB RAM
- Recommended Support for multiple 1920x1080 or better monitors
- IP Phone capability (SIP Trunk or connected phone)
- LAN, internet connections
- Phone plan that includes text messaging



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EdgeSentry Sensors



Public
internet or
corporate LAN

Hot standby receiver at
remote location:



Primary receiver at
the monitoring location:



Security Monitoring staff use the
ES-Monitor software to monitor
the primary receiver:



Main monitoring screen:

ES-Monitor**Monitor****Operator: admin**

Receiver Status:
Sites Monitored: **1**
Sites Offline: **0**

Open Alerts:
Last Hour: **0**
Last 8 Hours: **1**

Alerts Locked or Parked:
Alerts Locked: **0**
Alerts Parked: **0**

Communications Trouble:

Users Logged In:
Op# 2 admin

Monitoring Filters
☒ ALL Sites ☐ Group ☐ Single
☐ ALL Alerts ☐ Priority ☒ Communications

Category Filters
☒ None ☐ Open
☐ Locked ☐ Parked
☐ Service ☐ Cleared ☐ Test Mode

Order Alerts By:
☐ Priority ☐ Aging ☒ Latest

| Site# | Status | Operator | Site Name | Source Device | Alert | Detail | Alert Date-Time |
|-------|--------|----------|---------------------|--|---|---|------------------------|
| 102 | | OPEN | ES-102 Nov 10 Image | Accounting Server at IP: 192.168.0.233 | Communication Ping Failure - PC | Communications failure - no ping response | 2024-01-04 8:59:04 AM |
| 102 | | OPEN | ES-102 Nov 10 Image | IT Core Switch 1 at IP: 192.168.0.12 | Communication Ping Failure - IoT Device | Communications failure - no ping response | 2023-12-20 12:53:01 PM |
| 102 | | OPEN | ES-102 Nov 10 Image | | Communication Failure - EdgeSentry Receiver | Communications Failure (to):\001 | 2023-12-15 11:53:53 AM |
| 102 | | OPEN | ES-102 Nov 10 Image | | Communication Ping Failure - Sensor | | 2023-12-15 11:53:53 AM |
| 102 | | OPEN | ES-102 Nov 10 Image | Switch Rack Camera at IP: 192.168.0.133 | Communication Ping Failure - IoT Device | Communications failure - no ping response | 2023-12-15 6:20:05 AM |
| 102 | | Jefft | ES-102 Nov 10 Image | 2nd Floor Offices switch at IP: 192.168.0.16 | Communication Ping Failure - IoT Device | Communications failure - no ping response | 2023-12-15 6:12:03 AM |
| 102 | | OPEN | ES-102 Nov 10 Image | Receiving Area Switch at IP: 192.168.0.5 | Communication Ping Failure - IoT Device | Communications failure - no ping response | 2023-12-15 6:04:08 AM |
| 102 | | OPEN | ES-102 Nov 10 Image | Receiving Area Switch at IP: 192.168.0.5 | Communication Ping Failure - IoT Device | Communications failure - no ping response | 2023-12-15 6:04:05 AM |
| 102 | | OPEN | ES-102 Nov 10 Image | | Communication Failure - EdgeSentry Receiver | Communications Failure (to):\001 | 2023-12-14 6:08:35 PM |



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Main monitoring screen:

ES-Monitor

Monitor

Operator:admin

Receiver Status:

Sites Monitored: 1

Sites Offline: 0

Open Alerts:

Last Hour: 0

Last 8 Hours: 1

Alerts Locked or Parked:

Alerts Locked: 0

Alerts Parked: 0

Communications Trouble:

Users Logged In:

Op# 2 admin

Monitoring Filters

☒ ALL Sites

☐ Group

☐ Single

☐ ALL Alerts

☒ Priority

☐ Communications

Category Filters

☒ None

☐ Open

☐ Locked

☐ Parked

☐ Service

☐ Cleared

☐ Test Mode

Order Alerts By:

☐ Priority

☐ Aging

☒ Latest

| Site# | Status | Operator | Site Name | Source Device | Alert | Detail | Alert Date-Time |
|-------|--------|----------|---------------------|---------------------------|---|---------------------------|------------------------|
| 102 | | OPEN | ES-102 Nov 10 Image | IP Address: 192.168.2.1 | New/Unauthorized Device - Address Outside Local Network | 192.168.2.106 | 2024-01-04 11:37:12 AM |
| 102 | | OPEN | ES-102 Nov 10 Image | IP Address: 192.168.2.1 | New/Unauthorized Device - Address Outside Local Network | 192.168.2.6 | 2024-01-03 3:30:28 PM |
| 102 | | OPEN | ES-102 Nov 10 Image | IP Address: 192.168.2.1 | New/Unauthorized Device - Address Outside Local Network | 192.168.2.106 | 2024-01-02 8:14:17 PM |
| 102 | | JeffL | ES-102 Nov 10 Image | IP Address: 192.168.2.1 | New/Unauthorized Device - Address Outside Local Network | 192.168.2.6 | 2024-01-02 3:42:39 PM |
| 102 | | OPEN | ES-102 Nov 10 Image | IP Address: 0.0.0.0 | New/Unauthorized Device - Address Outside Local Network | 192.168.2.193 | 2023-12-31 5:22:45 PM |
| 102 | | OPEN | ES-102 Nov 10 Image | IP Address: 0.0.0.0 | New/Unauthorized Device - Address Outside Local Network | 192.168.2.193 | 2023-12-31 4:52:46 PM |
| 102 | | OPEN | ES-102 Nov 10 Image | IP Address: 0.0.0.0 | New/Unauthorized Device - Address Outside Local Network | 192.168.2.193 | 2023-12-31 3:22:44 PM |
| 102 | | OPEN | ES-102 Nov 10 Image | IP Address: 192.168.2.123 | New/Unauthorized Device - ARP Protocol | Unknown Device | 2023-12-31 2:48:51 PM |
| 102 | | OPEN | ES-102 Nov 10 Image | IP Address: 0.0.0.0 | Known Unauthorized Device on Network | Known-unauthorized Device | 2023-12-31 12:40:54 PM |

Alarm Response – Zoom on Alert Detail

Alert:

Event ID:

Site ID:

Site Name:

Source Device:

Alert Text:

Alert Detail:

Time Occurred:

#430384

#102

ES-102 Nov 10 Image

IP Address: 192.168.2.123

New/Unauthorized Device - ARP Protocol

Unknown Device

2023-12-31 2:48:51 PM

Alert:

Event ID:

Site ID:

Site Name:

Source Device:

Alert Text:

Alert Detail:

Time Occurred:

#428116

#102

ES-102 Nov 10 Image

Switch Rack Camera at IP: 192.168.0.133

Communication Ping Failure - IoT Device

Communications failure - no ping response

2023-12-15 6:20:05 AM



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Alerts Flagged for Service:

ES-Monitor

Monitor

Operator: admin

Receiver Status:
Sites Monitored: 1
Sites Offline: 0

Open Alerts:
Last Hour: 0
Last 8 Hours: 1

Alerts Locked or Parked:
Alerts Locked: 0
Alerts Parked: 0

Communications Trouble:

Users Logged In:
Op# 2 admin

Monitoring Filters
☒ ALL Sites ☐ Group ☐ Single
☐ ALL Alerts ☒ Priority ☐ Communications

Category Filters
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Order Alerts By:
☐ Priority ☐ Aging ☒ Latest

| Site# | Status | Operator | Site Name | Source Device | Alert | Detail | Alert Date-Time |
|-------|--------|----------|---------------------|------------------------------------|---|---|-----------------------|
| 102 | | OPEN | ES-102 Nov 10 Image | IP Address: 0.0.0.0 | New/Unauthorized Device - Address Outside Local Network | 192.168.2.193 | 2023-12-17 2:54:41 PM |
| 102 | | OPEN | ES-102 Nov 10 Image | IP Address: 0 | Known Unauthorized Device on Network | Known-unauthorized Device | 2023-12-16 2:36:34 AM |
| 102 | | OPEN | ES-102 Nov 10 Image | IP Address: 0.0.0.0 | New/Unauthorized Device - Address Outside Local Network | 192.168.2.193 | 2023-12-09 5:59:29 PM |
| 102 | | OPEN | ES-102 Nov 10 Image | ES-102 Sensor at IP: 192.168.0.144 | Connection to Not Trusted Off-Network Public IP Address | 13.89.179.9 in: Des Moines, Iowa, United States of America | 2023-12-06 6:22:31 PM |
| 102 | | OPEN | ES-102 Nov 10 Image | ES-102 Sensor at IP: 192.168.0.144 | Connection to Not Trusted Off-Network Public IP Address | 52.168.117.169 in: Washington, Virginia, United States of America | 2023-12-06 5:22:33 PM |

Alert History

Current Site Alerts

Complete Alert

Time Cleared: 2023-12-17 2:37:33 PM Operator: # 2

☐ Resolved by customer instruction
☐ Completed all steps, no instruction from customer
☒ Technical issue, not valid alarm
☐ Technician on site, taking over alert
☐ Other reason

Notes:
We believe this is due to a device not being correctly labelled as a PC. Technician is to be dispatched Monday to check. Will verify when work is completed.

Save

Alert History

Current Site Alerts

Park Alert

Time Parked: 2023-12-17 2:33:57 PM Operator: # 2

For review by: MarkA Id#: 4 MarkA mashley@lmnsoftwarecorp.com

Notes:
This alert is probably the result of a mislabelled device. We think it is a PC that wasn't labelled. Asking the customer if they will verify or if they want us to dispatch service to check it out.

Save Email and Save Cancel

Alert History

Current Site Alerts

Send to Service

Time Parked: 2023-12-17 2:35:40 PM Operator: # 2

For review by: JohnD Id#: 2 JohnD john@lmnsoftwarecorp.com

Notes:
This alert appears to be a PC that wasn't categorized correctly during the system setup. JohnD says that we need to mark this device as a PC in the Devices menu and set the "ignore" column to "ignore outbound".

Save Email and Save Cancel

Step 1

Step 2

Step 3

Step 4

Contact: Front Desk

Method: Email Detail: john@lmnsoftw 2nd Method: Phone Detail: (303) 995-5182 3rd Method: Text Detail: (416)522-0306

1st Attempt 2nd Attempt 3rd Attempt Next Contact

Alert Script:
There is a device communicating outside the local network. Are there any contractors or staff working with ES-102 Sensor at IP: 192.168.0.144 ?

Response Notes:

Park Alert For Service Mark Completed Refresh

Images of
Alert response
panels:

Contact us:

Email: sales@lmnsoftwarecorp.com

Web: lmnsoftwarecorp.com