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ERROR SCENARIO'S

ID	Description	Component	Remote monitoring impact	QCR impact	Technical team impact	Customer impact	First solution
	Gateway PC offline	Gateway PC	Gateway and components only connected to affected gateway are offline (down) – monitoring alert	Manual interaction for every customer	If needed: gateway PC replacement	Cannot enter or leave unless barrier is open	Reboot PC
	Gateway PC offline	PF Network	Every component in PF offline (down) – monitoring alert	Manual interaction for every customer	If needed: operations to local network component(s)	Cannot enter or leave unless barrier is open	Contact country HQ
	Gateway PC offline	Switch	Gateway PC monitoring alert (offline	Manual interaction for every customer	Check switch port – replace if necessary	Cannot enter or leave unless barrier is open	Check switch port – replace if necessary
	System voltage interrupt	Rack	None	None		None	
	UPS out of power	Rack	Gateway and components only connected to affected gateway are offline (down)	Manual interaction for every customer		Cannot enter or leave unless barrier is open	
	Incorrect LP scan	ANPR camera	None	Manual interaction for customer	If needed: modify camera configuration	Unable to enter or leave	Check camera configuration and customer license plate if frequent issue
	Multiple LP country codes identified	ANPR camera	None	Manual interaction for customer	If needed: modify camera configuration	Unable to enter or leave	Check camera configuration and customer

ID	Description	Component	Remote monitoring impact	QCR impact	Technical team impact	Customer impact	First solution
							license plate if frequent issue
	Camera online but no incoming scans	ANPR camera - positioning	None	Manual interaction for customer	Re-position camera	Unable to enter or leave	Re-position camera
	Camera offline	ANPR camera - network	Camera monitoring alert (offline)	Manual interaction for customer	If needed: operations to local network component(s)	Unable to enter or leave	Contact country HQ
	Camera offline	ANPR camera - power	Camera monitoring alert (offline)	Manual interaction for customer	Check camera power	Unable to enter or leave	Check camera power
	Camera offline	ANPR camera - hardware	Camera monitoring alert (offline)	Manual interaction for customer		Unable to enter or leave	Contact Survision
	Camera SW container offline	ANPR camera – gateway software	Camera monitoring alert (offline)	Manual interaction for customer		Unable to enter or leave	Contact Cegeka
	Camera offline	Switch	Camera monitoring alert (offline)	Manual interaction for every customer	Check switch port – replace if necessary	Cannot enter or leave unless barrier is open	Check switch port – replace if necessary
	Barrier does not open	I/O module – Physical port or physical contact to barrier	Barrier monitoring alert	Customer call – unable to open barrier remotely	Check barrier physical contact and I/O output port	Unable to enter or leave	Check barrier physical contact and I/O output port
	Barrier does not open – I/O module offline	I/O module – network	Barrier monitoring alert	Customer call – unable to open barrier remotely	If needed: operations to local network component(s)	Unable to enter or leave	Contact country HQ
	Barrier does not open – I/O SW	I/O module – gateway software	Barrier monitoring alert (offline)	Customer call – unable to open		Unable to enter or leave	Contact Cegeka

ID	Description	Component	Remote monitoring impact	QCR impact	Technical team impact	Customer impact	First solution
	container offline			barrier remotely			
	Barrier does not open	Switch	Barrier monitoring alert	Manual interaction for every customer	Check switch port – replace if necessary	Cannot enter or leave unless barrier is open	Check switch port – replace if necessary
	Pinpad offline	Pinpad - network	Pinpad monitoring alert (offline)	Manual interaction for customer if door not opened	If needed: operations to local network component(s)	Unable to enter door unless door open	Contact country HQ
	Pinpad offline	Pinpad - power	Pinpad monitoring alert (offline)	Manual interaction for customer if door not opened	Check camera power	Unable to enter door unless door open	Check pinpad power
	Pinpad offline	Pinpad - hardware	Pinpad monitoring alert (offline)	Manual interaction for customer if door not opened		Unable to enter door unless door open	Contact Arclan
	Pinpad SW container offline	Pinpad – gateway software	Pinpad monitoring alert (offline)	Manual interaction for customer if door not opened		Unable to enter door unless door open	Contact Cegeka
	Pinpad offline	Switch	Pinpad monitoring alert (offline)	Manual interaction for every customer	Check switch port – replace if necessary	Cannot enter or leave unless barrier is open	Check switch port – replace if necessary

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