



# VIEVU Solution Whitepaper

## INTRODUCTION

VIEVU Solution is the next generation, fully-hosted, cloud evidence management system. This guide describes how to operate VIEVU Solution. Additional support material is available at <http://www.viewu.com/support>.

## CONTACT US

If you need assistance or have any questions, contact us by phone at 888-285-4548 or email [support@viewu.com](mailto:support@viewu.com).

# TABLE OF CONTENTS

<b>PLANNING</b> .....	<b>5</b>
<b>VIEVU SOLUTION OVERVIEW</b> .....	<b>5</b>
Features .....	5
Licensing .....	5
Camera Compatibility .....	5
Cost Calculations.....	5
<b>PREREQUISITES</b> .....	<b>5</b>
VIEVU Solution Requirements.....	6
<b>ARCHITECTURE</b> .....	<b>8</b>
VIEVU Solution Architecture .....	8
Account Name.....	9
Update to Latest Firmware .....	9
Regular Updates for Equipment Firmware .....	9
<b>DEPLOYMENT &amp; SETUP</b> .....	<b>11</b>
<b>DOCKING STATION</b> .....	<b>11</b>
Docking Station Setup and Configuration Guide.....	11
<b>VIEVU SOLUTION DEPLOYMENT</b> .....	<b>11</b>
VIEVU Solution Configuration Guide .....	11
<b>VIEVU SOLUTION CONNECTOR</b> .....	<b>11</b>
Overview .....	11
Download .....	11
Updates.....	12
<b>VIEVU SOLUTION APP</b> .....	<b>12</b>
Overview .....	12
Download .....	13
App Updates.....	13

**VIEVU SOLUTION SYSTEM UPDATES..... 13**  
 System Updates ..... 13

**FEATURES & SPECS..... 14**

**VIDEO..... 14**  
 Video Upload ..... 14  
 Video Conversion for Website Playback ..... 14  
 Supported Video Formats ..... 14  
 Automated Deletion ..... 14  
 Digital Signature ..... 14  
 External Video Sharing ..... 15  
 Deleting A Video Or File ..... 15

**CASES ..... 15**  
 Case File Numbering ..... 15  
 Linking Videos To Cases ..... 15  
 File Attachment Upload ..... 15  
 File Attachment Security ..... 15  
 Supported File Attachment Formats ..... 15  
 External Sharing Of A Case ..... 16  
 Deleting A Case File ..... 16

**PERSONALIZATION ..... 16**  
 Logo ..... 16  
 Disclaimer ..... 16  
 User Photos ..... 16

**DATA EXPORT ..... 16**  
 Export to CSV ..... 16

**SECURE STORAGE ..... 16**  
 Geo-Redundancy ..... 16

**SECURITY ..... 17**

<b>SECURITY &amp; COMPLIANCE</b> .....	<b>17</b>
Overview .....	17
<b>PASSWORDS</b> .....	<b>18</b>
Password Complexity & Expiration .....	18
Email Reset Links.....	18
Security Questions .....	18
<b>IP WHITELISTING</b> .....	<b>18</b>
IP Restriction .....	19
Account Lockout.....	19
Unlock Account.....	19
<b>AUTOMATIC LOGOUT</b> .....	<b>19</b>
Website Logout After Inactivity .....	19
<b>ACCESS TOKEN</b> .....	<b>19</b>
Access Token.....	19
<b>USER SECURITY</b> .....	<b>19</b>
Overview .....	20
Unit-based Video Security .....	20
Security Matrix.....	20
<b>SUBSCRIPTION TERMINATION</b> .....	<b>23</b>
<b>SUBSCRIPTION OR AGREEMENT TERMINATION</b> .....	<b>23</b>
Termination Disclosure .....	23
Data Access Window.....	23
Data Export .....	23

# PLANNING

In preparation for using VIEVU Solution, you will want to understand the costs to your agency.

## VIEVU Solution Overview

VIEVU Solution is a fully hosted evidence management system. Since it is fully hosted and accessed through an internet browser or mobile app, a minimal amount of setup, support, and maintenance is required.

## Features

VIEVU Solution includes many key features to enhance your video and evidence management processes:

- Easy to use and simple to deploy
- Unlimited scalability
- Streaming video playback
- Secure external video sharing
- Uploading video and its metadata from the field
- Case file management for all digital evidence
- Storage for all file types (video, pictures, documents, reports, etc.)
- Uploading of evidence by from a mobile device for users without a VIEVU camera
- Review of video, cases, and files on a mobile device, for users without access to a computer
- Enhanced security controls, including IP whitelisting and granular user security options

## Licensing

VIEVU Solution is licensed per camera. Each VIEVU camera must have a license. You must purchase a minimum of 15 licenses to use VIEVU Solution. The number of users you can add is unlimited.

## Camera Compatibility

VIEVU Solution is compatible with the LE3, LE4, LE4mini, LE5, and LE5 LITE cameras.

## Cost Calculations

The cost to use VIEVU Solution is based on three categories:

- The number of VIEVU cameras. Each camera requires a subscription
- The total size of all files stored in the system. The size is calculated each month
- The number of people that will be using the redaction module. Each user requires a license.

There are no other transactions or uses that incur a fee.

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**Note: The cost calculations criteria are provided as a general reference. Consult your unique subscription plan agreement for how your exact cost of using the system is calculated.**

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## Prerequisites

The following prerequisites are necessary to deploy VIEVU solution.

## VIEVU Solution Requirements

- You have purchased a VIEVU Solution subscription plan for each VIEVU camera.
- A computer with Windows 7, 8, or 10 is available for installing VIEVU Solution Connector (VSC), software, for camera assignment and uploading camera video to the cloud.
- You have an internet connection that meets the minimum specifications for each location at which camera downloads will occur. (Refer to Table 1 for details.)

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**Note: VIEVU Solution Connector is used for communication between the cloud and VIEVU cameras.**

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### MINIMUM BANDWIDTH

To ensure all video files can be uploaded successfully, an internet connection with a minimum upload speed must be in place at each site where camera downloads will occur. Use the following table to estimate the minimum bandwidth needed for each site.

Table 1

Number of Cameras	Minimum Upload Bandwidth (Mbps)
15	10
16-30	15
31-45	25
46-75	40
76-105	55
106+	55+

For example, if office location A will have 25 cameras downloading per day, the minimum upload bandwidth for the site must be 15 Mbps. Contact VIEVU for assistance if you have a site with more than 106 cameras, or if you are interested in private Azure direct connection options.

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**Note: Failure to supply sufficient upload bandwidth will cause a backlog of video to occur. This backlog may never clear.**

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### SOFTWARE COMPATIBILITY

VIEVU Solution software requires the following software to be installed on your computer or mobile device.

#### VIEVU Solution Website:

- Internet Explorer 11 and Edge
- The current version of Mozilla Firefox
- The current version of Google Chrome

#### VIEVU Solution Connector:

- Microsoft Windows 7, 8, and 10 in both 32 and 64 bit

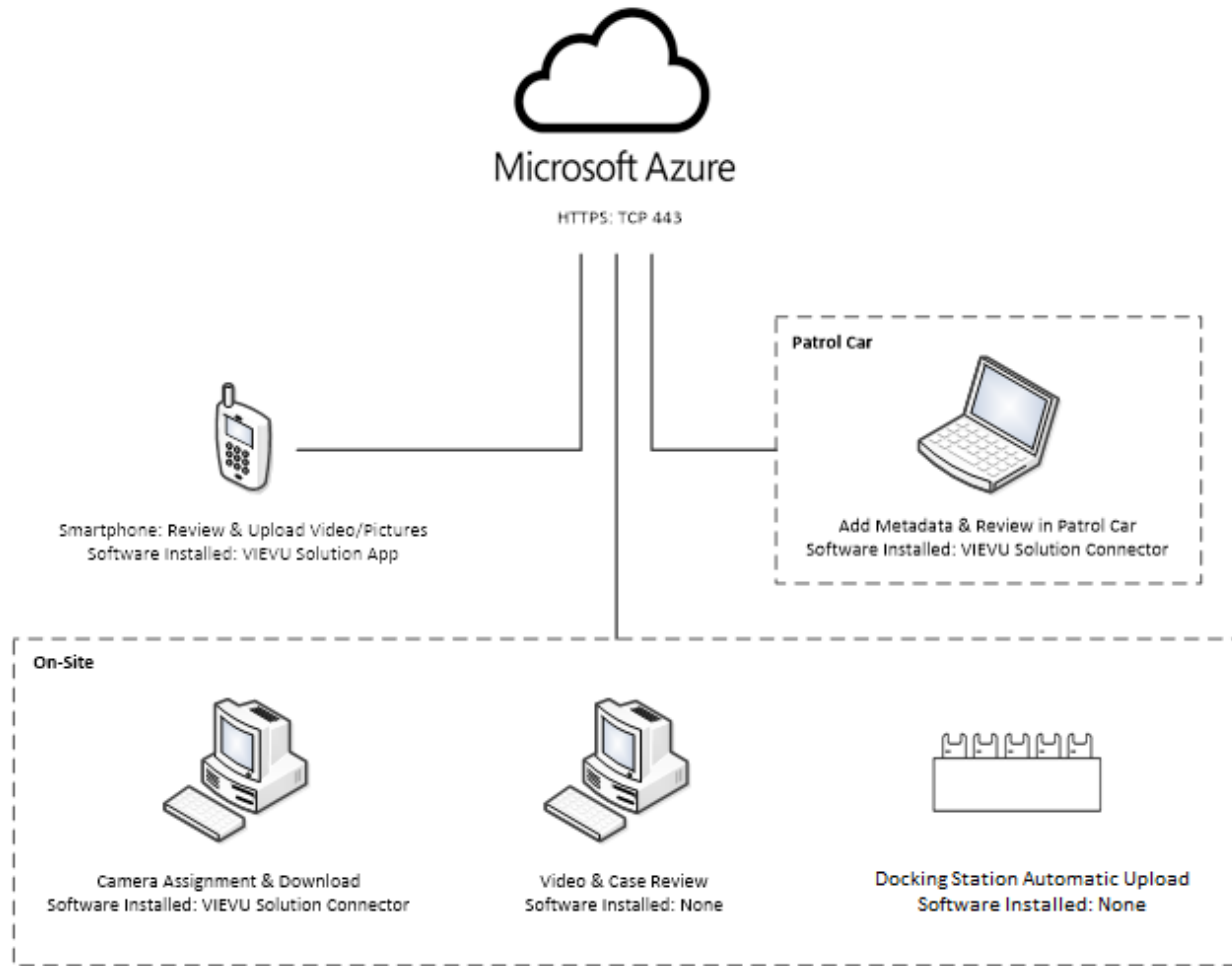
**VIEVU Solution Mobile App**

- Android: 4.1+
- IOS: 9+

# ARCHITECTURE

Figure 1 shows a diagrammatic representation of the components making up VIEVU Solution and their connections.

## VIEVU Solution Architecture



**Figure 1**

The components of VIEVU Solution are described in Table 2.

Item	URI	IP Address	Port
VIEVU Solution Webserver	Provided in 'welcome' email	Provided in 'welcome' email	443 (TCP, HTTPS)
VIEVU Solution File Storage	Provided in 'welcome' email	Provided in 'welcome' email	443 (TCP, HTTPS)
VIEVU Solution Redaction Webserver	Provided in 'welcome' email	Provided in 'welcome' email	443 (TCP, HTTPS)



Firmware Update Location	solutionstorage.blob.core.windows.net	168.63.89.78	443 (TCP, HTTPS)
Docking Station Internet Time Source – NTP (optional)	pool.ntp.org	--	123 (UDP)
Docking Station Configuration Webpage	--	--	80 (TCP, HTTP) 161 (UDP, IN) 162 (UDP, OUT)
Docking Station SSH (VIEVU support technician use only)	--	--	22 (TCP, SSH)

Table 2

## Account Name

Each customer has their own personal website address to access VIEVU solution. The website address is in the format *https://XXXXX.viewusolution.com* (or *https://XXXXX.viewusolution.net*), where XXXXX is your department name and state. This is your *Account Name* which is used when logging into VIEVU Solution Connector and the VIEVU Solution App. If requested, the *Account Name* can be customized to a name and format of your choosing.

## Update to Latest Firmware

To be certain that your system is operating at its optimal efficiency and ensure that you're getting the maximum benefits from your VIEVU camera's features and from the rest of your VIEVU equipment, it is critical that you regularly update Camera and Docking Station Firmware.

## Regular Updates for Equipment Firmware

VIEVU camera firmware can be updated either automatically, (generally as a result of being connected to a Docking Station), or manually using the following procedure.

➔ To manually update VIEVU Camera Firmware:

1. Visit the VIEVU Camera Support page at <http://www.viewu.com/support/camera-support/>.
2. Select your camera *model* from the **Camera** listing under the **Support** menu item (Figure 2).

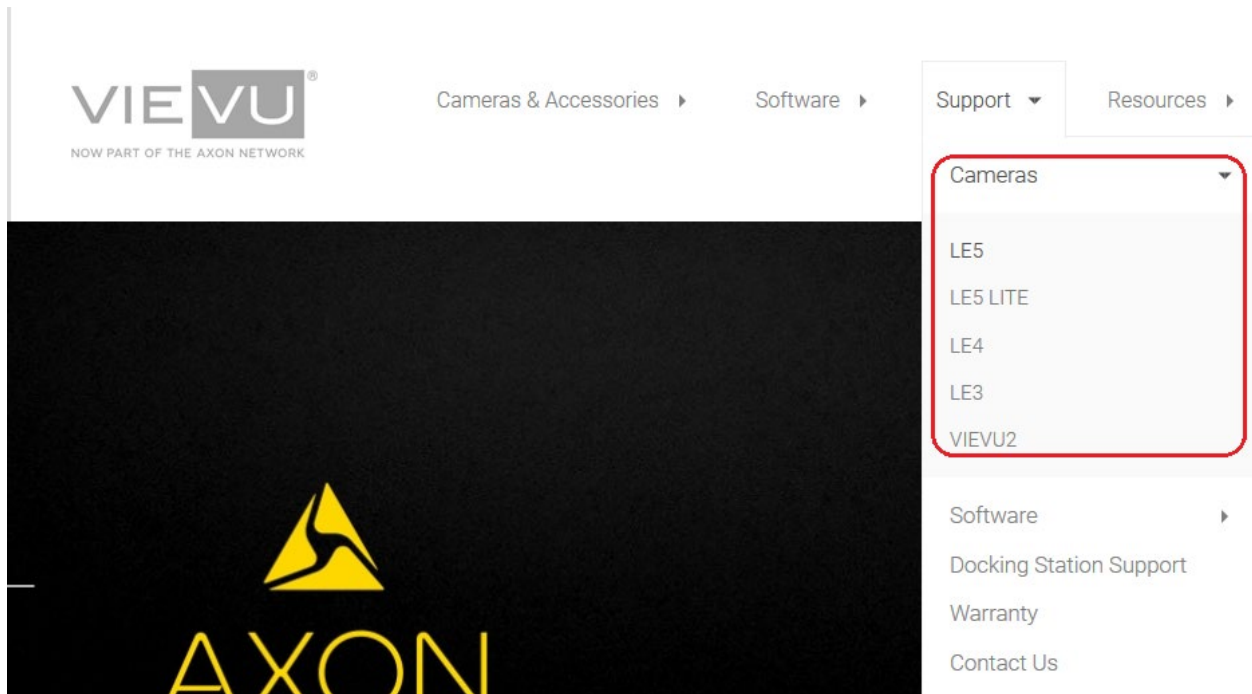


Figure 2

3. The camera support page is displayed.
4. Download and run the *Firmware Updater* tool (Figure 3).

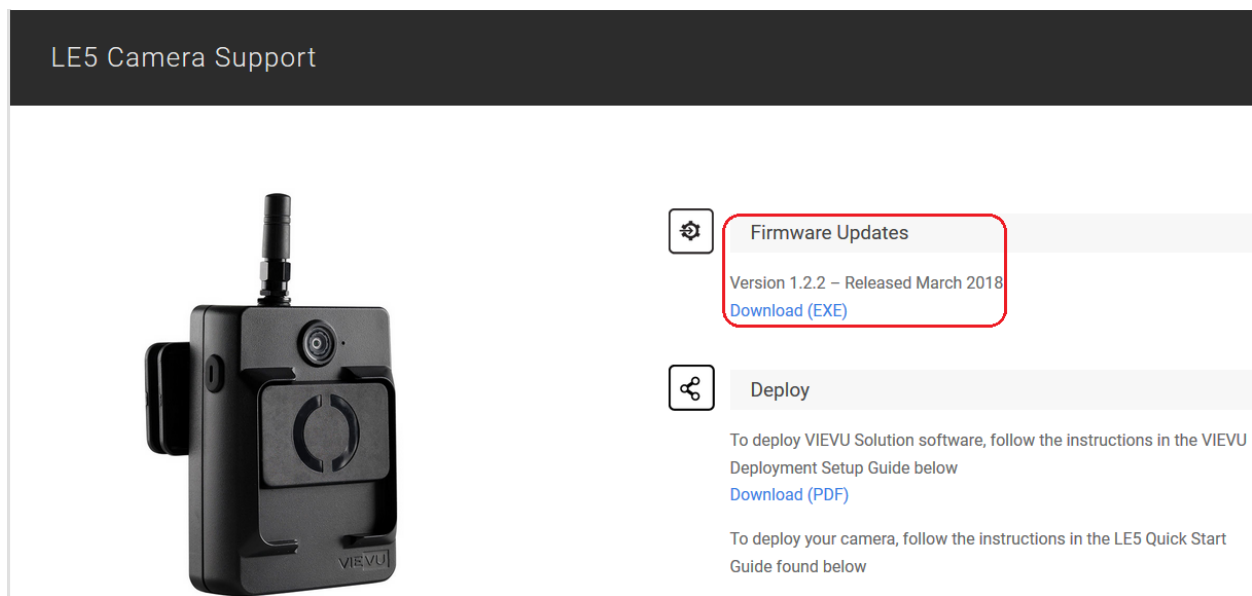


Figure 3

5. Follow the instructions on the screen to update the camera.

## DEPLOYMENT & SETUP

You will need to setup several components depending on your needs:

- Setup and Configure Docking Stations
- Configure VIEVU Solution
- Install VIEVU Solution Connector
- Install VIEVU Solution apps

### Docking Station

Each Docking Station is configured for your network.

### Docking Station Setup and Configuration Guide

Docking Station setup and configuration is described in the Docking Station User's Guide at <http://storage.viewusolution.com/documents/VIEVU%20Docking%20Station%20User%20Guide.pdf>

### VIEVU Solution Deployment

No installation is necessary, since VIEVU Solution is a cloud-based system.

### VIEVU Solution Configuration Guide

VIEVU Solution setup and configuration is described in the VIEVU Solution User's Guide (Setting Up VIEVU Solution). This is available for download at <http://storage.viewusolution.com/documents/VIEVU%20Solution%20User%20Guide.pdf>

### VIEVU Solution Connector

VIEVU Solution Connector is downloaded and installed onto a local computer.

#### Overview

For security reasons, websites cannot talk directly to devices such as VIEVU cameras. To support the camera assignment and download processes, a software application called *VIEVU Solution Connector* must be installed on these computers.

VIEVU Solution Connector performs 5 functions:

- Assign cameras
- Checkout a camera
- Review video and add metadata to evidence stored on the camera. The metadata is automatically attached when the video is uploaded to the cloud
- Upload videos from a camera to the cloud
- Select videos for priority upload to the cloud

Install VIEVU Solution Connector on any computer where these processes will occur. All other access to evidence is through an internet browser or mobile app.

#### Download

You can download the current version of VIEVU Solution Connector from 2 locations:

### 1. Your VIEVU Solution Website:

- Log in to your VIEVU Solution Website with a user that has access to the Settings menu.
- Click **Settings**.
- Click **Software & Documentation**.
- Click the VIEVU Solution Connector download link to download the installation file to your computer.

### 2. The VIEVU Website:

- Open the VIEVU website [www.viewu.com/support/viewu-solution-support](http://www.viewu.com/support/viewu-solution-support) in a browser:
- Click on the **VIEVU Solution Support** link under the **Support** menu (Figure 4).

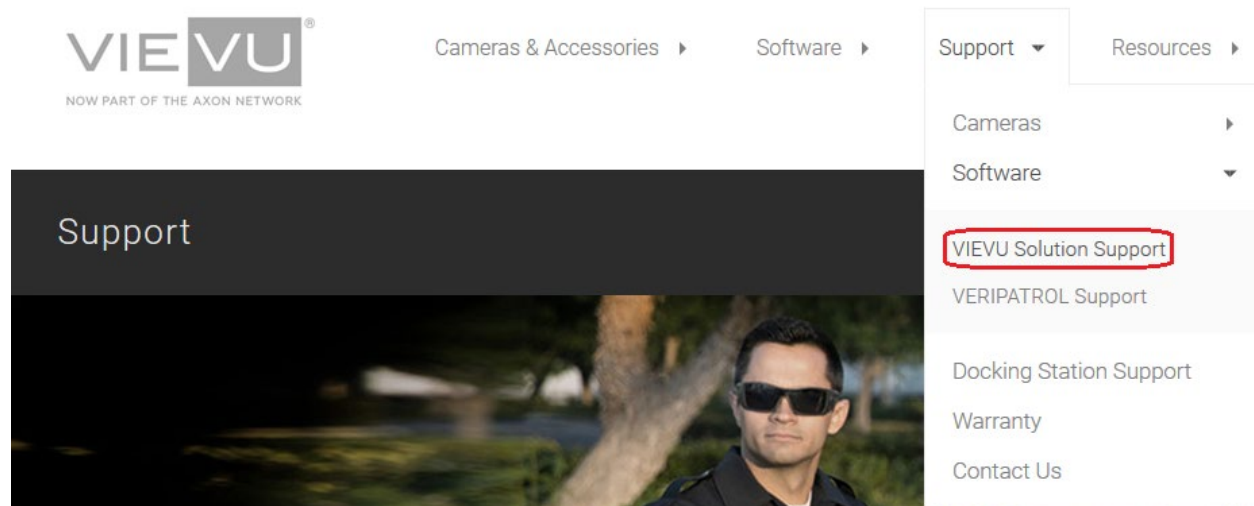


Figure 4

- Click on the VIEVU Solution Connector link to download the installation file to your computer.
- ### 3. Execute the installer application (that you downloaded) and follow the instructions.

## Updates

VIEVU Solution Connector requires manual updating, but updates are infrequent and typically only needed if a new camera model or camera feature is released.

## VIEVU Solution App

The VIEVU Solution app is an optional program you can use to get access to VIEVU Solution from a mobile device.

### Overview

The VIEVU Solution app enables 2 VIEVU Solution functions:

- Review video and cases on VIEVU Solution.
- Upload video and files from a mobile device to VIEVU Solution. This enables users who do not have body cameras to capture video and pictures with their smartphone and store them in the cloud.

You can control access to the VIEVU Solution app using a security setting in VIEVU Solution. This allows you to control which users can access VIEVU Solution from the app.

## Download

The VIEVU Solution App is available for download from the Apple App Store and the Google Play Store. You can also find it on our [website](http://www.viewu.com/support/viewu-solution-support/) at ( <http://www.viewu.com/support/viewu-solution-support/>).

## App Updates

VIEVU Solution app updates are installed manually, from the device's app store, as they are released.

## VIEVU Solution System Updates

VIEVU Solution is updated automatically.

## System Updates

The VIEVU Solution system is updated frequently. We deploy upgrades to your environment following these guidelines:

- You will receive an advanced notice via email, unless the update is in response to a security vulnerability. These emails are sent to the registered account holder contact information, listed on the VIEVU Solution agreement. If you need to change or update the contact information, please contact VIEVU.
- Where configurable, all new features that are deployed will be disabled by default. You can enable disabled features from the *Settings* menu.

## FEATURES & SPECS

The following features are supported by VIEVU Solution and supporting systems.

### Video

Managing videos is the primary function of VIEVU Solution.

#### Video Upload

VIEVU Solution provides 4 ways of uploading video:

- Upload from a VIEVU camera using VIEVU Solution Connector.
- Upload a video or file from a computer directly through the VIEVU Solution website.
- Upload from a VIEVU camera using Docking Station.
- Upload a video or file from a mobile device using the VIEVU Solution app.

#### Video Conversion for Website Playback

For efficient video playback through an internet browser, the video is run through a conversion process. The conversion process creates an additional lower quality copy of the video. This secondary video file is used only for website playback. When a copy request or sharing link is generated, the original video file is provided.

At times, you may see a message indicating the video is queued for conversion. The video conversion process is very quick, but if several videos are uploaded at once, you may need to wait a few minutes. However, if you need immediate access to the video you can view the video by downloading the file and opening the video on your computer.

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**Note: The original video will always be preserved for evidentiary purposes.**

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#### Supported Video Formats

VIEVU Solution provides support for almost all video file formats and codecs. However, proprietary video formats used by some security cameras cannot be supported. Even though the unsupported file cannot be viewed directly in the website, it can still be stored in VIEVU Solution and viewed by downloading the file and opening it on your computer.

#### Automated Deletion

Videos and other evidence files, will automatically be deleted based on the assigned category and that category's retention time. You can create an any number of file categories. Each category is assigned a specific time for retention. After the retention period has expired the file is deleted. You can override automated deletion by:

- Setting the **Never Delete** field in the video metadata to **Yes**
- Extending the retention date of the video

#### Digital Signature

All video files recorded by VIEVU cameras are authenticated using a FIPS 140-2 level 1 compliant Digital Signature process. Authenticated videos are marked as *Valid* in the video metadata.

## External Video Sharing

You can share evidence electronically with anyone; even people without a VIEVU Solution account. The sharing process uses a secure automatically expiring link. This link can be configured to expire based on a time limit that is set during the sharing process. The link is easily shared via email or any other electronic communication method.

## Deleting A Video Or File

Evidence items can be manually removed by clicking the trash can icon in the evidence details. Deleted evidence is sent to a recycle bin, where it resides until the recycle bin is emptied or the evidence is restored to VIEVU Solution.

## Cases

Cases are virtual folders where videos and other documents can be grouped in a centralized storage area. A case contains evidence related to an incident and allows review of that evidence from a single location. Cases can be shared with users, giving them access to review and download the evidence in a case. VIEVU Solution allows the creation of any number of cases.

## Case File Numbering

Each case file is given an automatic number based on the format YYYY-XXXXXX, where YYYY is the current year and XXXXXX is a sequential number starting at 000001.

## Linking Videos To Cases

To make reviewing multiple videos of the same incident easier, you can link videos to case. When all the videos have been linked to the case, you can quickly switch between the related videos. An evidence file is linked to a case by assigning a case number to the evidence file details.

## File Attachment Upload

VIEVU Solution provides 2 ways of uploading files to a case:

- Add a file located on a computer to a case from the VIEVU Solution website
- Add a file on a smartphone to a case using the VIEVU Solution app

Uploading a file to a case creates an evidence item in VIEVU Solution. That evidence item behaves exactly the same as other evidence items that may have been uploaded without assignment to a case.

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**Note: Uploading a video from the case file screen automatically links it with the case.**

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## File Attachment Security

When a user is assigned to a case, the system provides the user with access to every file and video linked to the case. A user without permission to access the evidence item directly can view a video in the case, however they cannot see the evidence details associated with the item.

## Supported File Attachment Formats

You can upload any file type as an attachment to a case. If the file format is compatible with viewing in an internet browser, such as a picture or PDF, the file is opened in a browser window. If the file is not compatible, a request to download the file is displayed. Certain file types have associated thumbnails to assist with identifying the file. (See the *VIEVU Solution User's Guide* for a list of supported file types.)

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**Note: If you hover the cursor over a file in a case, its filename is displayed.**

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## External Sharing Of A Case

You can share a case electronically with anyone; even people without a VIEVU Solution account. The sharing process uses a secure automatically expiring link. This link can be configured to expire based on a time limit that is set during the sharing process. The link is easily shared via email or any other electronic communication method.

## Deleting A Case File

Each file in a case can be manually removed by clicking the remove icon adjacent to the image of the file.

## Personalization

You are able to upload agency specific text and images and have them displayed on the VIEVU solution website.

### Logo

You can upload an agency specific logo that will be displayed on the Login screen and at the top of all pages.

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**Note: Use an image with a transparent background for the best appearance.**

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### Disclaimer

You can enter agency specific text detailing terms and conditions that will be displayed to any user who attempts to access your VIEVU Solution website.

### User Photos

You can upload an image for each user. This picture appears on all displays where identification of a user is required, such as assigning users to evidence.

## Data Export

Information that is managed by VIEVU Solution can be exported for use with external applications.

### Export to CSV

You can export any list of search results as a CSV file. The file that is downloaded as a result of the export, can be opened by Microsoft Excel or another spreadsheet application.

## Secure Storage

Your data is secure with VIEVU Solution.

### Geo-Redundancy

VIEVU Solution offers advanced Geo-Redundancy functionality for allowing evidence to be redundantly stored in case of a disaster. Talk to your VIEVU representative for more information about this premium feature.



# SECURITY

Security is ensured with various methods, including:

- Strong passwords
- IP restrictions
- Automated time-outs
- Access tokens

## Security & Compliance

VIEVU partnered with Microsoft to develop VIEVU Solution. Utilizing these combined resources and expertise, VIEVU Solution is committed to security and compliance.

### Overview

When selecting a hosted cloud provider, you are typically receiving services from 2 separate groups: the cloud infrastructure provider and the software product provider. Security and compliance is a requirement of *both* providers.

#### CLOUD INFRASTRUCTURE PROVIDER

VIEVU selected Microsoft as our cloud infrastructure provider for VIEVU Solution. For United States government customers, VIEVU Solution is located on the Microsoft Azure Government platform; which is a hyper-scale commercial infrastructure cloud platform contractually committed to helping federal, state and local governments meet CJIS Policy requirements. Microsoft developed a completely isolated U.S. government only, network infrastructure with associated datacenters, which is compliant with ALL CJIS requirements. Additionally, they sought approval from each state's CJIS CSA official. All employees who have access to, or are stationed in, the Azure Government isolated datacenters are required to provide a fingerprint and background check. This helps to eliminate the confusing, hard to understand, and difficult to enforce, burden of validating CJIS compliance within the department. Furthermore, Microsoft maintains a state of the art 24x7x365 security monitoring center to protect Azure from intruders and hackers. Additional security and compliance information is available online at <http://azure.microsoft.com/en-us/support/trust-center>.

#### SOFTWARE PRODUCT PROVIDER

VIEVU believes that we must comply with the same security standards and processes that you are required to meet. All VIEVU employees who have access to your VIEVU Solution platform have passed the CJIS vendor background and fingerprint process, received security awareness training, and have signed the CJIS security addendum.

#### SECURITY PROCESSES

VIEVU Solution employs the following security practices:

- Encryption in transit and rest using AES-256
- IP Whitelisting to prevent access from unauthorized locations
- FIPS 140-2 level 1 compliant digital signature process to prove authenticity
- Detailed audit logging of activity which cannot be modified or removed by administrators
- VidLock security on each camera to prevent unauthorized access if it is lost or stolen

#### COMPLIANCE

VIEVU Solution is compliant with the following standards:

- CJIS
- ISO 27001
- HIPAA
- FedRAMP
- SOC 1 and SOC 2

## DATA BACKUP AND RECOVERY

Information and evidence stored in VIEVU Solution is recoverable from data loss.

- Frequent encrypted backups of all data. (Backups are stored in multiple datacenter locations.)
- All data is replicated to two separate datacenters that are more than 500 miles geographically separated providing uninterrupted access during disaster events.
- 7-day (configurable), accidental deletion recovery.

Additional information about security & compliance and frequently asked questions is available online at [www.vievu.com/support](http://www.vievu.com/support).

## Passwords

All users must supply a password in order to access VIEVU Solution.

### Password Complexity & Expiration

All passwords must meet the following complexity requirements:

- Minimum of 8 characters in length
- Must contain both letters and numbers
- Cannot be the same as the last 10 passwords
- Cannot be the same as the username

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**Note: All passwords expire after 90 days and then must be reset in order to regain access.**

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### Email Reset Links

The system will send email messages to users in the event they need to reset their password. An administrator can request a password reset for a user, which will send the password reset email to the user's email address. An administrator cannot input the password directly into the system. All password reset links emailed from the system are valid for 7 days.

### Security Questions

Each user is required to provide answers to 3 user selected security questions. These security questions are used for the following reasons:

- If a user locks their account, they are presented with 1 of their security questions. If the question is answered correctly, the account is unlocked.
- If a user requires a password reset, they are presented with 1 of their security questions. If the question is answered correctly, an email is sent with a link to reset their password.

## IP Whitelisting

IP whitelisting allows you to restrict access to VIEVU Solution to a range of IP addresses.

## IP Restriction

You can configure VIEVU Solution to *whitelist* IP addresses. When you add an IP address to the IP Restriction Table on the Settings page, the only computers that are allowed access are those with the public IP addresses listed. If no IP addresses are listed on the IP restriction table, all computers will be allowed access to VIEVU Solution.

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**Note: Care must be taken when enabling IP restrictions. It is possible to accidentally lock yourself out of the system. Contact VIEVU for assistance if this occurs.**

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## Account Lockout

As a security measure, all accounts are locked down after five unsuccessful login attempts. If this happens, the user receives an email stating that this is the case.

## Unlock Account

If, for any reason, five unsuccessful attempts have been made to log into a user's account, the following message is emailed to the user:

*"Your VIEVU Solution account has been locked due to multiple password attempts. You can unlock your account by answering your security question. If these attempts were not you, contact your system administrator as your account may be at risk."*

---

**Note: If a user receives this email and they have not made recent unsuccessful attempts to open their account, they should inform the system administrator immediately that this has occurred.**

---

To regain access to the user's account, they must answer one of their security questions (chosen at random) correctly.

## Automatic Logout

Automatic logout occurs as a result of no user activity.

## Website Logout After Inactivity

The VIEVU Solution website will automatically logout a user after 30 minutes of inactivity. When this occurs, the user is required to enter their login information again to continue using the system.

## Access Token

Access tokens provide secure access to the system.

## Access Token

An *access token* is used to provide secure access to the VIEVU Solution system from software that is not required to login with a username and password, such as a Docking station. There is only 1 access token in use at a time. You can reset the access token from VIEVU Solution settings. If the token is reset, all software that uses the token to authenticate is immediately disconnected.

## User Security

Users of VIEVU are assigned to roles. Roles define the access that a user has to VIEVU Solution.

## Overview

To provide the most accurate security levels for each user, user security is role-based. Roles are given security levels and users are assigned to these roles. This also provides for easy user management as security does not need to be configured for each user individually.

VIEVU Solution comes preset with 2 default security roles: *Admins* and *Users*. The *User* role represents the most common security level used. The *Admin* role cannot be modified or deleted.

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**Note: Any number of roles can be created.**

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## Unit-based Video Security

When configuring user security roles, the ability to view videos can be restricted to the unit to which the user is assigned. VIEVU Solution provides the ability to view not just evidence assigned to a unit, but also to view evidence assigned to child units. With hierarchical unit-based security, you can create 1 supervisor role and control access to evidence assigned to many child units of the unit to which the supervisor is assigned.

---

**Note: Any number of units can be created.**

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## Security Matrix

Use Table 3 to determine the security options that are appropriate for each role that you create.

Permission	Value	Meaning
View Files	<ul style="list-style-type: none"> <li>- none</li> <li>- own</li> <li>- same role</li> <li>- same unit</li> <li>- all</li> </ul>	if a user sees the 'Videos & Files' tab and what files they can see in search results
View Cases	<ul style="list-style-type: none"> <li>- none</li> <li>- own</li> <li>- all</li> </ul>	if a user sees the 'Cases' tab, what cases they can see in search results, and view videos in cases if a user can add cases
View Users History	<ul style="list-style-type: none"> <li>- none</li> <li>- own</li> <li>- same unit</li> <li>- all</li> </ul>	if a user sees the 'User History' tab and what user history they can see in search results
Activity History	Yes/No	if a user sees the 'Download Activity History' options on a file, video or redacted video details screen
Add Files	Yes/No	if a user sees the 'Add' button on Videos & Files tab. If a user sees the 'Add File to case' button on Case Details screen If a user sees the 'Download Video From Camera' button in VSC if a user sees the 'Upload Files' in mobile apps if a user sees the 'Upload Video' from

		Add Metadata screen in iOS and WP apps
Assign Cameras	Yes/No	if a user has access to the 'Cameras' tab, can assign cameras and search for cameras
Audit Log	Yes/No	if a user sees the 'Download Audit log' button on a file, video or redacted video details screen
Change Evidence Unit	Yes/No	if a user can edit the Unit attribute from the Evidence Details Edit Screen
Checkout Camera	Yes/No	if a user is able to assign a spare camera to themself
Create Clip	Yes/No	if a user is able to create clips from video evidence
Delete Files & Cases	Yes/No	if a user sees the 'Delete' button on the Video Details screen (including redacted videos) if a user sees the 'Delete' button on the Case Details screen
Download Files	Yes/No	if a user sees the Download button on the File Details screen (including redacted videos) if user sees the Download Multiple button on the videos search results if a user sees the Download All Files button on the Case Details screen. if a user sees the Audit Log button on the File Details screen, including Redact Videos
Edit Case Details	Yes/No	if a user sees the 'Edit Case' button on the Case Details screen (edit case metadata)
Edit File Details	Yes/No	if a user sees the 'Edit Details' button on the Video/Clip/Redaction Details screen, if a user can edit metadata on a camera, if a user can remove files from a case on the Case Details screen
Edit Multiple	Yes/No	If a user is able to edit attributes from many evidence items at the same time.
Edit Settings	Yes/No	if a user sees the 'Settings' tab and has access to agency setting options
Edit Users & Roles	Yes/No	if a user sees the 'Users' tab and has access to user information; if a user can see the 'Roles' tab and has access to roles information.  If a user can open a user profile

Extend Retention (Never Delete)	Yes/No	if a user sees the Extend Retention control on an Evidence Details Edit screen
Hide Activity	Yes/No	determines if the user's activity is hidden from downloaded and displayed history reports and logs that include user activity
Lockdown	Yes/No	if a user can lockdown evidence
Share Files & Cases	Yes/No	if a user sees the 'Share' button on the Video/File details screen if a user sees the 'Share case' button on the Case Details screen.
Share: Download Files	Yes/No	if a user sees the 'View and Download' option on the share video, file, and case screens
Share: Export Audit Log	Yes/No	if a user sees the export audit log options on share video, file, and case screens.
Use Mobile App	Yes/No	if a user can log in to mobile app
View DS Status	Yes/No	if user can see the 'Docking Station' section
View Lockdown	Yes/No	if a user can see locked down videos in video search results
View Master Log	Yes/No	if a user sees the 'Master Log' tab and can review master log
View Reports	Yes/No	if a user sees the 'Reports' tab and can access to all reports on that tab
Redaction	Yes/No	if a user sees the 'Redaction' button on Video Details screen

**Table 3**

# SUBSCRIPTION TERMINATION

Terminating your access to VIEVU solution.

## Subscription or Agreement Termination

At the end of the subscription period, or if the VIEVU Solution agreement is terminated, the following processes will occur:

### Termination Disclosure

Upon expiration of the subscription or termination of the agreement, account contacts will receive an email notice and a phone call disclosing the termination.

### Data Access Window

Upon expiration of the subscription or termination of the agreement, you will retain limited access to the system for a period of time to allow you to retrieve your data.

- All existing data can be accessed in the VIEVU Solution system for a period of 30 days.
- No new data will be allowed to be uploaded to the system and camera downloads will no longer occur.
- All data will be deleted after the 30-day access window expires. Data recovery will not be possible after deletion. It is your responsibility to ensure all information is removed from the system prior to deletion.
- Account contacts will receive an email notification, 24 hours before the access window expires and the data is deleted.

### Data Export

VIEVU is committed to giving you the means to effectively retrieve your data. Upon expiration of the subscription or termination of the agreement, account contacts will be given access to a software tool that will allow for the exportation of all evidence files and metadata stored in the system in a searchable format.