



Präambel:

We are continuously developing EmergencyEye® to provide you with the best possible support and hereby inform you about the upcoming introduction of new functions and changes.

We have worked with you and your colleagues on numerous innovations and are now pleased to make them available to you in Release 5.4.0.

- I. Release 5.4.0 will take place for the instances Videosupport.emeye-t.ch, as well as all WhiteLabels on 07.11.2023 at 12 o'clock.
- II. EmergencyEye® COMMAND, and the EmergencyEye® instances of the emergency call and hazard prevention facilities will be upgraded to 5.4.0 on 14.11.2023 at 12 o'clock.

As always, the downtime will be less than one minute. Should you register any malfunctions, please notify us via our ticket system at: <https://support.emergencyeye.de> or by mail at support@emergencyeye.de .

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- b. With the new "password manager" you can now invite new users to the platform via automated mail for their own password assignment. Users can use a "forgotten password" function.
It is now also possible to set a password policy for your centre.
 - b. Furthermore we offer "Fileshare" to share files between callers and agents on both sides.
This will only go live after consultation with you.
 - b. By means of the "autodownload" function you can now decide whether you want to continue to download photos directly and automatically, or only situationally by actively clicking on them.
 - b. Adjustments for a better overview in the admin interface:
 - a. The already known functions "IP restriction" and "API token" have been combined under the heading "Authentication".
 - b. The category "Media" was created and the new function "Autodownload" and the already known "Record" were sorted there.

We will contact you shortly for coordination and look forward to your feedback.

As usual, you will receive the descriptions of the new functions as video tutorials for industrial facilities or emergency control centres and hazard prevention at:

- <https://helpdesk.emergencyeye.de/tutorials-fuer-die-industrie/>
- or
- <https://helpdesk.emergencyeye.de/tutorials-fuer-notrufleitstellen-und-gefahrenabwehr/>
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a. Password Manager:

The "Password Manager" allows you to create your employees as users and invite them for the EmergencyEye technology. They can then assign themselves a password. Alternatively, a password can be set as usual and communicated to the new user.

In addition, staff can use the "Forgot Password" function if they have forgotten their password.

Centres that do not have a personal password assignment or use a static user with a fixed password, it is important to ensure that the selection for the user's password assignment is set to "Set password" and that the check mark for "User may change password" has been removed in the field below.

- a) Administrators must set the password policy on the admin interface, see also the following illustration.

Edit dispatch center Corevas

General Authentication Address book Share Session report Disclaimer Media Features

Password policy

Here you can specify the password requirements and how long they are valid.

Password requirements

- Minimum length
- Mixed case
- Special characters
- Must contain a number
- Must not be identical with the last password used

Password expiry duration

Months
Enter a numeric value between 1 and 99 or a 0 for no password-expiration.

Save password policy

Generate an API token

This token enables access to the EmergencyEye® X API. A new token can be generated at any time. A user is also automatically generated through which access can be managed.

Generate token

generiertes Token

IP restrictions

E.g. 123.456.789. *, 123.654. *, 123

max. 255 characters
The IP can be entered as regular express.
To check regular expressions, please use the
website regex101.com

Save IP restrictions

After saving, this is binding for the set validity period. However, existing accounts retain their validity for the duration of the validity period. After a set password validity period, the users of the accounts are requested to renew their passwords. For this purpose, the users will receive a reminder at LogIn one week before the expiry of the set password validity period.



b) Administrators must decide individually for each user whether the respective user may use the "Forgot password" function.

The selection is made in the user's settings ("Create new user" or "Change user") via a checkbox (tick in the blue box for "User may change password").

Edit user - XXX@YYY.COM

Name

XXX max. 255 characters

Password assignment

Nutzer zur Passwortvergabe einladen

User can change password

Dispatch center

Corevas

Level - 1

Please choose

Level - 2

Please choose

Level - 3

Please choose

Role

Nutzer

IP restrictions

max. 255 characters
The IP can be entered as regular express. To check regular expressions, please use the websteregex101.com
A template can be maintained at the Dispatch Center.

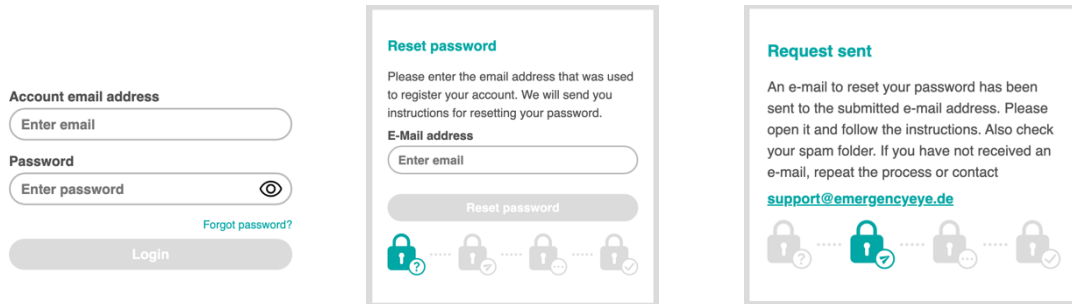
Save changes

In centres where no personal passwords are used or an SSO function is in use, the blue box "User may change password" should not be ticked. Otherwise, a possible request for a new password by the user would come to nothing, as the account certainly does not have an active e-mail address.

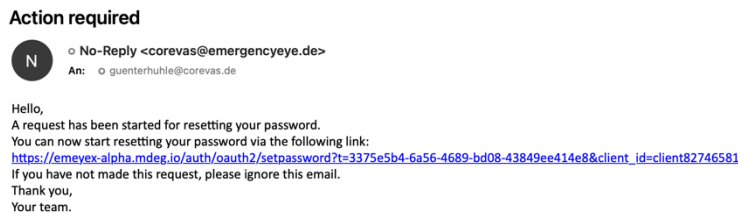
For users who use a personal password, it is urgently necessary to ensure that a functioning mail address has been created, as the account mail address created is used to invite users to the Forgot password and Password assignment functions.



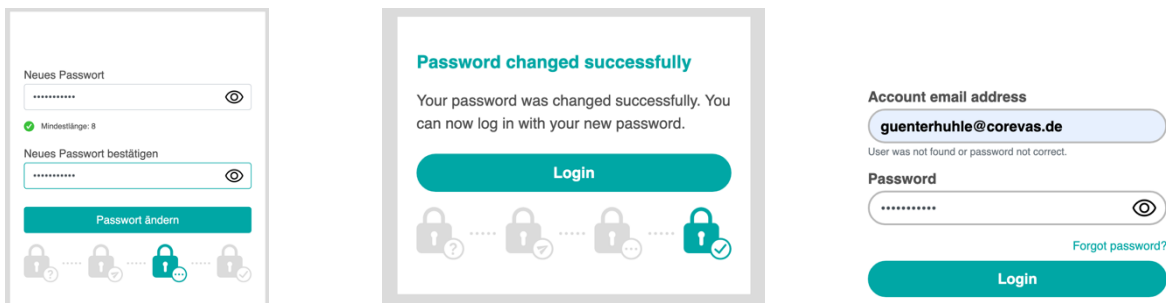
c) Users of the EmergencyEye® technology can use a "forgotten password" function on the interface after the release, see also the following figure.



The users will then receive the following mail:



If users use the password reset link, they can reset their password by following the steps below and meanwhile see if they respect the password policy (in the following example only the minimum length 8).



Users can then use the EmergencyEye® technology.

If it has been specified that the user is not allowed to change his or her password, the "Forgotten password" button can still be used and an e-mail address can be entered. If the e-mail address is stored as a user, the user receives an e-mail informing him/her that he/she is not authorised to change his/her password.

Action required



You are not allowed to reset your password. Please contact the administrator for further assistance.
Thank you,
Your System Administration.



1. Fileshare:

In individual cases, it may be desirable to share documents, pictures or other files with the callers or to receive them from them. We have developed the "Fileshare" function for this purpose.

During the session, the files to be shared are kept on a specially set-up file server of a DSGVO-, HDS- and HIPAA-compliant instance at the partner APIZEE, which is already anchored in the order data processing agreements, and deleted after the time specified by the administrators.

Should you wish to use the "Fileshare" function, we will extend the existing Order Data Processing Agreement with you accordingly.

Functional description:

Provided you have had the "Fileshare" function activated for your centre, the functional area will be extended to include this function if there is an active session.

a. Fileshare for the administrators

On the admin interface, administrators can specify the length of the storage period on a DSGVO-, HDS- and HIPAA-compliant server instance at the partner APIZEE, which is already anchored in the order data processing agreements. For this purpose, the admins use the selection Days/Months under Media in the section Data Sharing and Records and can define the maximum retention period here, see also the following figure.

Edit dispatch center corevas

General	Authentication	Address book	Share	Session report	Disclaimer	Media	Features
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Media settings

Photo settings

You can specify the auto-download setting for photos here.

Auto-download

File share and stream recording

Here you can specify the retention period of stream recordings and file share uploads.

Days max. 30

Save

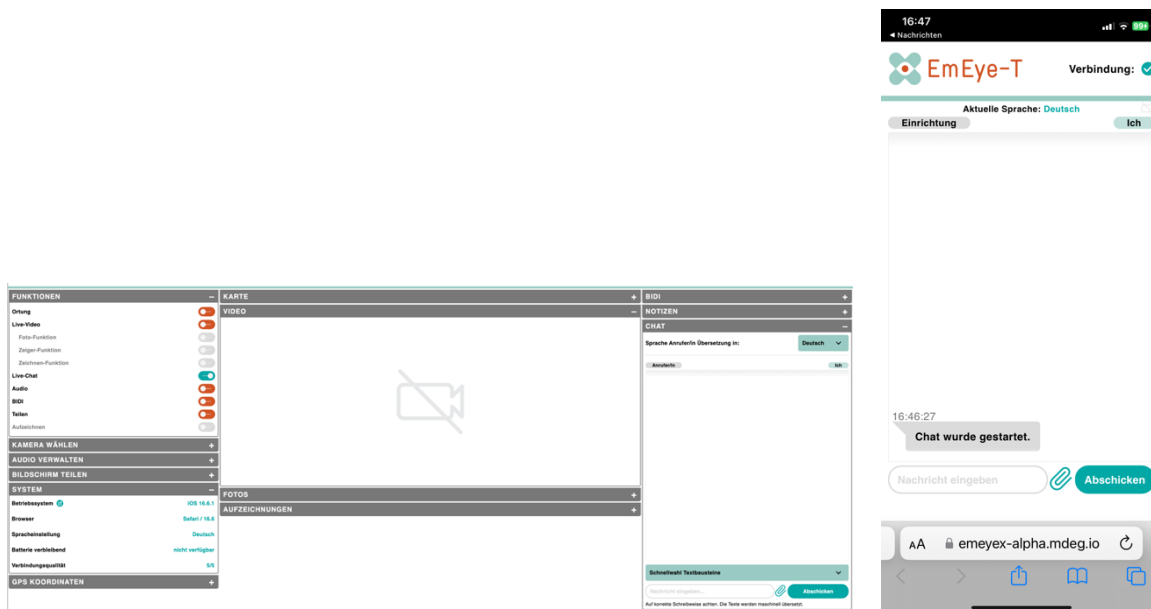
The storage period is a maximum of 180 days and can be changed again later. Data that has already been stored is managed according to the previously defined storage period.



b. Fileshare seitens Dispatcher/Agent und Anrufenden

The Fileshare function can be used by both the dispatcher/agent and the caller. Documents can be attached via the paper clip next to the text input field.

In addition, dispatchers can drag 'n drop files directly into the chat and send them.



Files can then be selected and transmitted.

The recipients then only have to decide whether they also want to receive the files. After an active download, they can be viewed by the recipients.

If the callers view the files during an ongoing session, the browser connection is paused and can then be resumed in the usual way.

The following information is documented in the session report and via the API:

- File share activated
- File sent (incl. file name, size)
- File delivered (incl. URL for download)
- File downloaded, if done.

Note:

Downloaded files / documents via the Fileshare function are still available on the recipients' side (e.g. in the download memory) even after the EmergencyEye session has ended.



2. "Autodownload"

Furthermore, we would like to introduce the "Autodownload" function for photos. This allows you to determine for your centre whether you would like to continue to download the standard and/or HD photos directly and automatically in the future, or only situationally through active downloading. Some users had ended up with too many images in the download folders due to the direct and automatic download and thus used up storage capacity unnecessarily.

Edit dispatch center Corevas

General	Authentication	Address book	Share	Session report	Disclaimer	Media	Features
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Media settings

Photo settings

You can specify the auto-download setting for photos here.

Auto-download



Autodownload switched on:

Images are downloaded directly to the browser download folder specified by the dispatcher/agent in the browser after pressing the default photo or receiving HD photos.

Auto download switched off:

Images are no longer downloaded to the download folder of the browser directly after pressing the standard photo or receiving HD photos, but must be downloaded manually by pressing the download button.

Regardless of whether the auto download is switched on or off, received photos are made available in the session report and via the API, as legally secure documentation.



3. Adjustments for a better overview in the admin interface:

- a. The already known functions "IP restriction" and "API token" were combined under the heading "Authentication". The "Password Policy" was also added there, see also the following figure:

Edit dispatch center Corevas

General Authentication Address book Share Session report Disclaimer Media Features

Password policy

Here you can specify the password requirements and how long they are valid.

Password requirements

- Minimum length
- Mixed case
- Special characters
- Must contain a number
- Must not be identical with the last password used

Password expiry duration

Months

Enter a numeric value between 1 and 99 or a 0 for no password-expiration.

[Save password policy](#)

Generate an API token

This token enables access to the EmergencyEye® X API. A new token can be generated at any time. A user is also automatically generated through which access can be managed.

[Generate token](#)

generiertes Token

IP restrictions

max. 255 characters The IP can be entered as regular express. To check regular expressions, please use the www.regex101.com

[Save IP restrictions](#)

- b. The section "Media" was created and the new function "Autodownload" and the already known "Record" were sorted there. In the section "Data Sharing and Recording", centres that have activated it can set the storage duration for both video/audio recording and fileshare.

Edit dispatch center Corevas

General Authentication Address book Share Session report Disclaimer Media Features

Media settings

Photo settings

You can specify the auto-download setting for photos here.

Auto-download

File share and stream recording

Here you can specify the retention period of stream recordings and file share uploads.

Days max. 30

[Save](#)



We would like to make you and your firewall and proxy managers aware that the following releases are required for the smooth use of all functions:

(IP addresses will change. We therefore recommend the release on the basis of the FQDN)

Name	Funkcion	DNS	Port/Protocol
ApiZee	WebRTC Media Proxy, Media Library and Call Control Server	*.apizee.com	TCP: 443, UDP: 443, 49152-65535
Blazing CDN	Blur for BIDI-Funktion	cdn28477102.blazingcdn.net2	TCP:443
EmergencyEye- Technologie, and WhiteLabel	Dispatcher-access	Dispatcher URL z.B. ee02.emergencyeye.de	TCP: 443
	Admin- access	Admin URL z.B. admin.ee02.emergencyeye.de	TCP: 443
Geoapify	Map Tiles	*.geoapify.com	TCP: 443
Corevas	Helpdesk	helpdesk.emergencyeye.de	TCP: 443
	Support	support.emergencyeye.de	TCP: 443

¹ We recommend the use of wildcards *.-----, in order to be able to make full use of further developments and the redundancy system. If you still insist on individual releases, please contact us. In these cases, however, a short-term change on the part of the service provider may result in incompatibility because your proxy and firewall settings prevent data exchange.

² For our BIDI function, you need the above-mentioned release. If you do not use the BIDI function in your DispatchCenter, this release can be omitted.

The video connection is encrypted. Deep package inspection does not allow encrypted traffic and must therefore remain or be disabled.

The EmergencyEye® platform is not a Progressive Web App (PWA) and a restriction to PWA can lead to functional limitations and we recommend to avoid this.

Thank you for your suggestions, which we will implement again in this release.

If you notice an unwanted malfunction or suggestions, please send us a short message.

via the ticket system at

<https://support.emergencyeye.de>

or by e-mail via

support@emergencyeye.de

Thank you for your trust

Please, also contact us at

emergencyeye@corevas.de.