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Zombie Alarm Handling (No Image Alarms)

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What Zombie Alarm Handling Does

During alarm processing, if an alarm takes more than 120 seconds to be processed, it is classified as a zombie alarm. Zombie Alarm Handling ensures operators receive clear feedback when alarm images fail to load due to extended processing times, instead of leaving them with a blank or unresponsive screen.

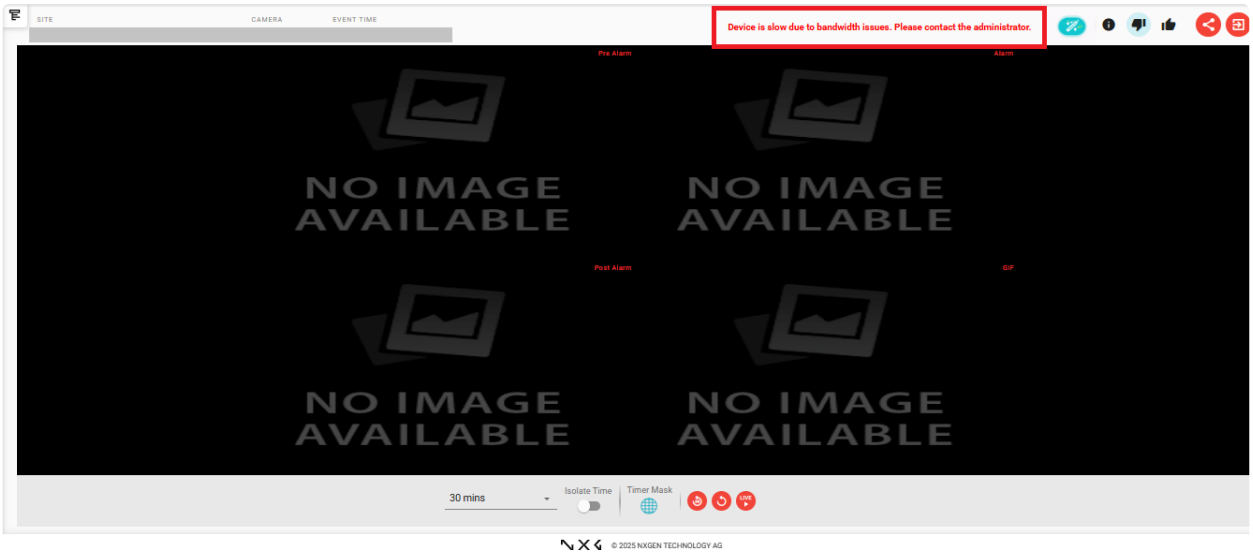
Why It Matters

Without clear feedback, operators waste time waiting for images that will never load — slowing incident response and creating confusion. Zombie Alarm Handling eliminates that ambiguity by immediately surfacing a clear message and directing operators to take the right action.

How It Works

When an alarm exceeds the 120-second processing threshold:

- Alarm images for such events will not be available.
- Upon opening a zombie alarm, the quad will display the message: "No image available".
- An error message will also be shown: "Device is slow due to bandwidth. Please contact your administrator."



image

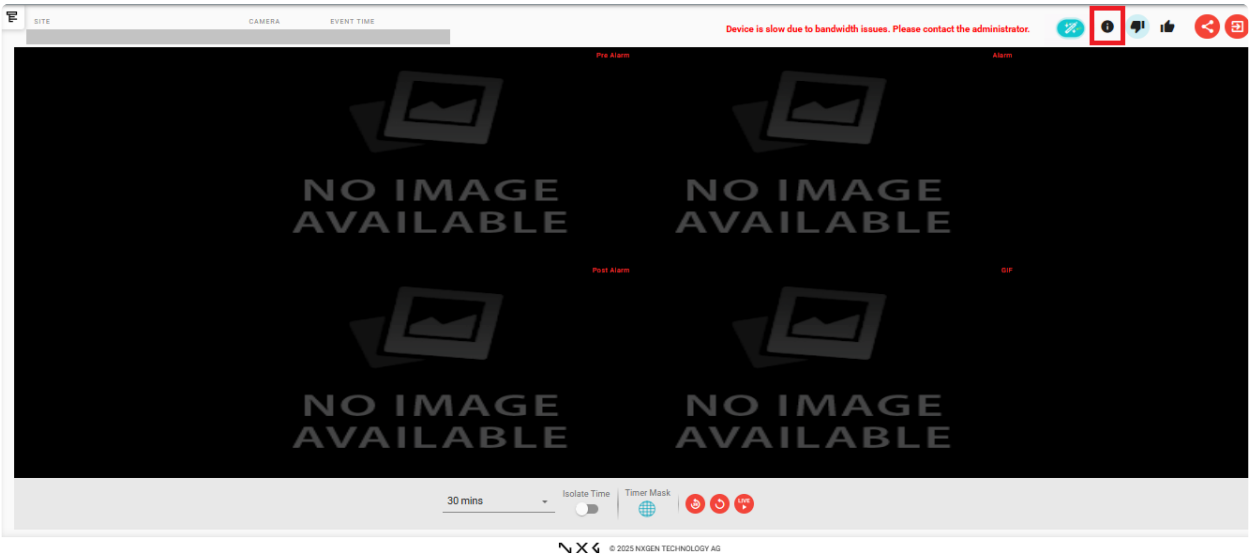
Key Capabilities

Zombie Alarm Classification

PROPERTY	VALUE
Classification Threshold	120 seconds
Maximum Event Processing Duration	120 seconds (default
Quad Display Message	"No image available"
Error Message	"Device is slow due to bandwidth. Please contact your administrator."

New Information Icon in Salvo Quad

A new information icon is displayed in the Salvo quad. Upon clicking this icon, users can view detailed information about the corresponding alarm — providing easier access to alarm details directly from the Salvo view during alarm monitoring.



The Alarm Information panel listing the alarm's headers — camera, customer, device, motion and object tags, processing duration, site and technical fields — with their values obscured.

Real-World Use Cases

- An alarm triggers on a site with poor bandwidth — the operator immediately sees "No image available" and contacts the administrator instead of waiting indefinitely for footage to load.
- An operator reviewing alarms in Salvo Quad clicks the information icon to view full alarm details without leaving the current view.

Best Practices

- If zombie alarms appear frequently on a specific device, escalate to the administrator immediately — repeated zombie alarms indicate a persistent bandwidth or connectivity issue.
- Use the information icon in Salvo Quad to review alarm details before escalating — it provides context without requiring screen switching.
- Contact your administrator when the "Device is slow due to bandwidth" message appears — the Maximum Event Processing Duration threshold is not configurable and requires infrastructure-level resolution.
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