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Alarm Categories

Updated 16 September 2026

Every alarm GCXONE receives is classified into one of ten categories once it has been processed. This classification is what powers the Dashboard's alarm breakdown widgets and the Analysis column in the Event Log.

The Categories

Category	What It Means
Real	A genuine event, confirmed by NOVA99x AI analysis and passed to an operator for action.
False	Filtered out by NOVA99x AI analysis as a false trigger — no real security event occurred.
Technical	A technical or system-related event, such as a HealthCheck failure, rather than a security detection.
Redundant	A duplicate of an alarm already raised for the same trigger, so it is not sent to the operator queue again.
Isolate	An alarm from a camera or sensor that was temporarily isolated (excluded from monitoring) by an operator or administrator, for a set duration.
Disarmed	An alarm that arrived while the site or device was disarmed.
Blocked	An alarm suppressed by overflow protection, when a device or site sends an unusually high volume of alarms in a short period.
Inactive	An alarm from a camera or sensor that is currently marked inactive in the site configuration.
Rejected	An alarm rejected automatically before analysis, by a configured filter such as a blacklist rule, a masked area, or a priority rule.
No Report	An event that did not generate an alarm report.

Where You'll See These

These categories appear throughout the Dashboard's alarm analytics: the Alarm Categories Breakdown, the Real vs False vs Redundant vs Technical comparison chart, per-site and per-device breakdown tables, and the Analysis column of the Event Log.

- Real, False, and Technical are the primary outcomes of NOVA99x analysis, and make up the bulk of most sites' alarm volume.

- Isolate and Disarmed reflect configuration choices your team made — a sensor put into isolation, or a site/device disarmed — rather than something NOVA99x decided.
- Blocked, Inactive, Rejected, Redundant, and No Report describe alarms that were suppressed, excluded, or filtered before reaching an operator.

Isolate and Disarm are yours to control

If a camera is generating repeated Isolate or Disarmed alarms, check whether it was left in an isolation window or a disarmed schedule intentionally — both are configuration states your team sets, and can be cleared from Device Configuration.