



CER Help System

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Learn the basics about CER

Just getting started?

- Start with the [Critical Event Reporting \(CER\) Overview](#) on page 7
- Read a [printable copy of this online help system](#)
- Read the [latest release notes](#) (CER 6.4, Spring 2016).

For more information about specific topics, refer to the relevant chapters in the Table of Contents.

Overview

Critical Event Reporting (CER) Overview

Critical Event Reporting (CER) provides alert notification of unsafe driving patterns when a vehicle is on the road. Fleet managers receive alerts in near real-time via email. From the alert email they can link to the CER application where they can see more detailed information about the incident that triggered the alert.

Based on this information, the manager may choose to contact the driver immediately, schedule a coaching session, or take other action to improve operations and help limit future liability.

What triggers a Critical Event Report?

Critical Event Reports are triggered by on-board sensors that monitor variables such as vehicle speed and stability, or by the driver who can initiate a *manual* event using the mobile terminal. CER triggers include:

- Hard braking: triggered by sudden deceleration as detected by sensors built into the vehicle
- Stability control: triggered by anti-rollover sensors provided by a third-party vendor
- Lane Departure Warning (LDW): triggered when vehicle departs the lane too many times within a given time period without using the turn signal. Requires a third-party sensor to detect lane changes.
- Forward Collision Warning (FCW): triggered when a third-party collision warning system alerts that a forward collision is imminent
- Following-time Violation (FTV): triggered when a third-party collision warning system calculates that the vehicle is following too closely behind the vehicle in front of it.
- Manual: triggered when the driver pushes the appropriate key sequence or taps the appropriate buttons on the driver interface unit (DU, DIU, MDU, etc).

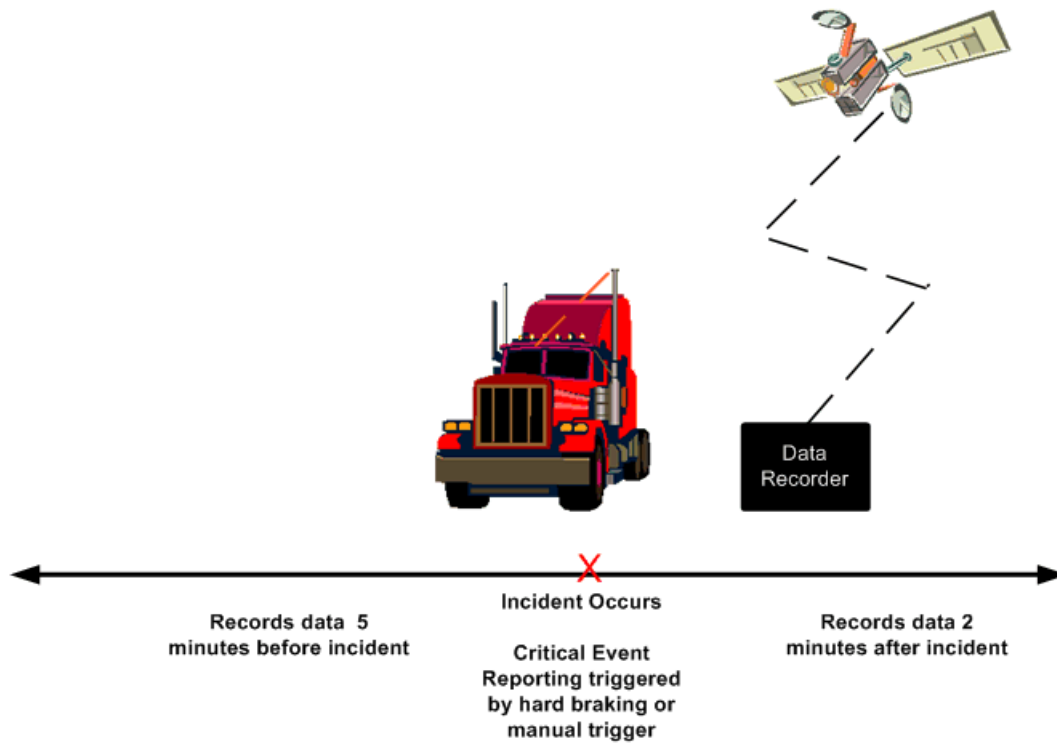
Every vehicle with CER has hard braking and manual triggers. Other triggers depend on the vehicles being equipped with third-party sensors


How does CER work?

Critical Event Reporting (CER) captures data from sensors via either the J1708 or J1939 data bus.

CER constantly records information from the vehicle's sensors, but if no critical event occurs, older information is erased to make room for newer information. When a critical event occurs, the system saves the information for the five minutes previous to the incident. CER continues recording during the incident and for two minutes after the incident.

When recording finishes, CER automatically sends the information over the air to the Omnitrac's network operations center (NOC). The CER service sends out email alerts to the designated recipients and provides detailed reports for analysis.



 **Note:** The message is not sent until after the two minutes is up. Also, if an event is triggered, another event cannot be triggered for two minutes.

Working with Incidents

Search for an Incident

You can search for an incident by driver ID, vehicle ID, start/end dates, or trigger event filter. The vehicles whose incidents appear are in your selected, authorized global groups. To change your global group filters, click the linked text at the top right, just below your name.

1. Click **Incidents**.
2. Type or select your search criteria: Driver/Vehicle ID, state (new, reviewed, or all), start/end dates, and filter.
3. Click **Go**.

Incident Search Panel

The following fields, along with the **GO** button, let you filter the list of incidents shown on the incidents list.



Driver ID	The identification number the driver uses, if available, to logon to the SensorTRACS (tm) software on the mobile unit.
Vehicle ID	The identification number the company has assigned to the vehicle.
State	The State field allows you to track which incidents have been reviewed by someone in your company. Your company can use (or not use) the State field however it pleases, but most companies set the State to reviewed after a CER user has reviewed the incident. CER automatically sets all new incidents to New.
Start date	Start date for your incident search. Use mm/dd/yyyy format. Start and end dates are inclusive in searches.
End date	End date for your incident search. Use mm/dd/yyyy format. Start and end dates are inclusive in searches.
Use filter	Optionally, select a predefined filter of one or more event types: Manual, Hard braking, Lane departure (Left/Right), Lane departure (Disabled), Following Time, Forward Collision Warning, or Stability control. Filters are defined by system administrators on the Administration: Filters tab.
Search	To start your search, click GO .

Review an Incident

Review an incident to see information such as speed, time, vehicle location, and parking brake status. The vehicles whose incidents appear are in your selected, authorized global groups. To change your global group filters, click the linked text at the top right, just below your name.

1. Click **Incidents**, then follow the [instructions for the Incident Search panel](#).
2. In the list on the right, click the row for the incident to review.





The Incident Details panel opens. To search again, click the Search bar on the left.

3. To export the incident details, click  at the top of the page. To export the raw speed data, click .
4. To mark an incident as reviewed, select **Reviewed** from the State drop-down list in the Incident Details panel. If desired, type a note about research performed or actions taken.
5. If you changed the state or added a note, click **Save**.

Incident List

The Incidents list shows all incidents matching the criteria in the Search panel.

To view detailed information about a specific incident, click the incident. Click any column heading to sort by that column in ascending order; click it again to sort in descending order.

Time	Indicates the moment the incident occurred in the local time zone of the logged-in user. This time is recorded by the mobile unit when the trigger event occurs.
State	Indicates which incidents have been reviewed by someone in your company. Your company may or may not use the State field, but most companies set the State to reviewed after a CER user has reviewed the incident. CER automatically sets all new incidents to New.
Vehicle	The ID the company assigned to the vehicle. If the Vehicle ID is not available, the mobile unit's serial number is used.
Driver	The ID the driver uses to log in to the mobile unit, if available. This field is blank if no driver was logged in.
Trigger	The event type for this incident.
Occurred At	<p>The location where the incident occurred.</p> <p>In unusual situations, the incident location may display as not available. If this happens, click the incident row to display the incident detail page. This should refresh the incident location. If the incident location is still not available, CER displays the location where the mobile unit sent the critical event report.</p> <p>You can distinguish between the two locations by looking at the map tab for the incident details page. The incident location is marked by a truck icon. The location where the mobile unit sent the critical event report is marked by an envelope icon.</p>
Video	<p>If Critical Event Video is also installed and configured, this column will indicate if videos are available for the incident. Not all incidents include video by default. If there is no icon in the video column for the incident then the Critical Event Video application was not enabled for that vehicle at the time of the incident.</p> <ul style="list-style-type: none"> •  indicates video is available for the incident. Clicking this icon will take you directly to the videos tab on the incident details pane. •  Indicates video was recorded and can be requested but at the time of the event this particular critical event was not enabled for automatic download. <p> Note: Video is not automatically included for overspeed and excessive overspeed events.</p> <ul style="list-style-type: none"> •  indicates no camera was connected at the time of the incident.

Why are some incidents not listed?

For customers logging in through the US Services Portal (omnitracs.com), CER now uses global groups instead of vehicle groups to display vehicle incidents. Previously, or if you are logging in through a different instance of the Services Portal (for example, in Mexico or Canada), you are still using CER vehicle groups.

Global groups enable you to use the same vehicle (and driver) groups across all Services Portal applications that recognize global groups. This change can affect which assets you see listed in two different ways:

- You may have different permissions for global groups than you had for CER vehicle groups. Global groups recognize two types of user. Unrestricted users can see all assets regardless of global group membership. Restricted users can only see assets that belong to global groups they are a member of. If you are a restricted user, you won't see all of the vehicles you saw before CER was upgraded to use global groups. If you need your vehicle access changed, contact your company's system administrator.
- With global groups came changes to how a vehicle's history is retrieved. In most cases, you don't see a difference in the listed incidents. However, if your company recently changed the vehicle id (VID) associated with a mobile unit, such as moving it from one vehicle to another, the incident list does not include incidents from before the move. This is true if you are a restricted user or an unrestricted user using one or more groups to filter by. If you are an unrestricted user, change your global group filter to see all assets. All incidents then appear.

Incident Details

The Incident Details pane shows the details for the incident selected.

At the top is basic information about the vehicle and driver, the time and speed of the incident, and more detailed event-specific information.

Below that is the **State** drop down control where you indicate whether or not you have reviewed the incident. You can enter notes in the **Note** textbox.

The remainder of the panel is divided into several tabs, depending on the incident type. Possible tabs include: Graph, HOS, Map, Videos, and History.

You can export the raw data by clicking the PDF or CSV icon at the bottom right of the screen.

Incident Graph Tab

The graph shows the speed (MPH) of the truck for up to five minutes before and two minutes after the incident occurred. The moment of the incident is represented by a red line. Depending on the incident type and vehicle equipment, additional information may also be included.

Understanding the Incident Details Search Panel

Understanding the Incident Details Graph Following Time (black line on incident graph) Zoom Level

The graph supports three distinct zoom levels. Click the left, middle, or right portion of the control to change zoom level.

How do I?

Zoom in to see more detail?

Click the Zoom Level control to view the graph in either the Medium or Max level. Hover the mouse cursor over a point on the graph to see the exact x and y values at that point. This feature is not available at the minimum zoom level.

FAQ

Why does the black following time line have gaps?






The following time shows how close the truck is to the vehicle in front of it. In traffic, smaller vehicles often dart in front a truck for short periods of time. If, for example, a car moves into the lane in front of a truck, then quickly moves to the next lane, the following time may be extremely short for a brief period of time. When the vehicle moves to the next line, the lane in front of the truck may be empty, so the effective following time is "infinity," which appears on the graph as a gap.

HOS (Hours of Service) Tab

The Hours of Service (HOS) tab lists additional information about the driver who is involved in the incident.







Duty Status

Icons indicate the driver's duty status at the time of the incident.

Icon	Meaning
	The driver is driving.
	The driver is on duty but not driving.
	The driver is off duty.
	The driver is in the sleeper berth.
	The driver is in off-duty driving status, typically used when a driver takes the company vehicle home after the workday.

Status Information

Icons depict whether or not the logs have been edited. The status icon changes when the driver sends a status change in via the in-cab mobile unit.

Icon	Meaning
	The driver log has been edited..
	The driver log has not been edited.
	The driver log has been confirmed.
	The driver log has not been confirmed.
	There has been a sensor failure.
	There has not been a sensor failure

DOT hours

A summary of how much time a driver has left before violating specified Hours of Service rules. If the driver is actively driving, negative values show that the driver violated the rule by the number of hours and minutes shown. If the driver is not driving, negative values mean the driver is out of time on that clock. 10h52 is read as 10 hours and 52 minutes.

DOT Status

Indicates whether or not the driver is in compliance.

Co-Driver

If applicable, the co-driver's first and last names.

Map Tab

The map shows the location of the truck when the incident occurred , and the location of the vehicle

when the Critical Event Report was sent .

To see the locations (lat/long or proximity to a landmark, depending on your company's settings), hover the mouse over an icon.

To pan in any direction, click and drag the mouse.

To zoom in, click . To zoom out, click .

Videos Tab


The video tab allows you to view videos recorded at the time of the incident if available.


Critical Event Video is required in order to record videos and associate them with Critical Event Reporting incidents.

The videos tab allows you to view video recorded prior to, during and immediately following an incident. Video is recorded in 30 second clips and spliced together to create a seamless video for the time frame the incident occurred. The amount of video recorded by default is set when configuring the Critical Event Video application in the Customer Portal. The video player contains a standard play/pause button, play bar, play time indicator, and volume controls. You can also request additional segments of video to be downloaded from the camera, request video for events that have not been enabled for automatic download, and download the corresponding video(s) for a specific date and time.

Front Click the orange bar under Front to view video taken by the front facing camera. If there are multiple clips spliced together, the orange bar is split into sections for each clip. If you request prequel or sequel video a segment of the orange bar will appear gray while the request is being processed.

Rear Click the orange bar under Rear to view video taken by the driver facing camera. If there are multiple clips spliced together, the orange bar is split into sections for each clip. If you request prequel or sequel video a segment of the orange bar will appear gray while the request is being processed.



 **Note:** This feature requires the driver facing rear camera to also be installed. If the driver facing camera is not installed or has been turned off, the bar is grey instead of orange.

- Request Prequel** To request video for the time immediately preceding the current video, click **Request Prequel**. The request will obtain the next 30 second clip in the sequence. When you request video, the button will turn gray and indicate the request is being processed. The request is sent to the MCP and the video is downloaded from the camera and sent back to the host by the MCP. How long this process takes will vary depending on the coverage of the MCP and your company's settings for how and when to send video data. Once the process is complete and video has been obtained an email notification will be sent out to the requestor and other users according to your notification settings in Critical Event Reporting.
- Request Sequel** To request video for the time immediately following the current video, click **Request Sequel**. The request will obtain the next 30 second clip in the sequence. When you request video, the button will turn gray and indicate the request is being processed. The request is sent to the MCP and the video is downloaded from the camera and sent back to the host by the MCP. How long this process takes will vary depending on the coverage of the MCP and your company's settings for how and when to send video data. Once the process is complete and video has been obtained an email notification will be sent out to the requestor and other users according to your notification settings in Critical Event Reporting.
- Request Video** Not all incident types automatically download video. If there is no video for the selected incident but video was recorded during the time of the incident, then you can click **Request Video** to see that video. When you request video, the button will turn gray and indicate the request is being processed. The request is sent to the MCP and the video is downloaded from the camera and sent back to the host by the MCP. How long this process takes will vary depending on the coverage of the MCP and your company's settings for how and when to send video data. Once the process is complete and video has been obtained an email notification will be sent out to the requestor and other users according to your notification settings in Critical Event Reporting.
- Download** To download a copy of the video, click the **Download** button. You will be prompted to choose a save location. The default filename will correspond to the CER incident. Click **Save** to download the video. Videos are saved in the MP4 format.
-  **Note:** Users must have the appropriate roles enabled to request prequels, sequels, videos, or to download video. If the user roles are not enabled then the user will not see the corresponding buttons.


History Tab

The history tab shows actions CER users have taken on the incident, such as when a user marked it as reviewed. It also displays notes the user entered when the incident's state changed

Use the Map

The map shows the location of the truck when the incident occurred  and the location of the truck when the Critical Event Report was sent .

1. To view the map for an incident, click the Map tab on the incident details panel.
2. To see the locations (lat/long or proximity to a landmark, depending on your company's settings), hover the mouse over an icon.

 **Note:** The satellite and hybrid images are not real-time images. They do not show the vehicle at the time of the incident.



Note: On occasion, the location data may show a highway and include the direction of travel. For example, the location may show as I8E, meaning the lane heading east on interstate 8. Because GPS is not always accurate enough to detect in which lane the vehicle is traveling, the direction of travel may be incorrect. For example, the location might indicate the vehicle is in the lane heading east when in fact it is in the lane heading west.

View Hours of Service (HOS) Data

View HOS data if you want more information about the driver associated with an incident.

1. Search for the incident. You can list the driver ID to search.
2. Select the incident by clicking it.
The incident details appear on the right.
3. Below the incident details, click the **HOS** tab.

Working with Alerts

Add or Edit an Email Alert Notification

Add an alert to send email notification of Critical Event Reporting trigger events.

You can enter any email address; CER does not verify that it belongs to a valid CER user. If you enter an email address for a user who does not have CER login credentials, the user will receive the notification email with the link, but will not be able to log in to CER to view the incident.

1. Click **Settings**, then click **Notifications**.
2. Click **Add** at the bottom of the screen. If you have a row selected, click **Cancel** to see the Add button.
3. At the bottom of the page, type the email address.
4. Select a predefined filter from the drop-down list to restrict the events that trigger email alerts.
5. Optionally, select a group from the drop-down list. This restricts the list of vehicles that send alerts to this email address for this filter. If left blank, this user receives email alerts for this filter from all vehicles.
6. Select the time zone of the user whose email address you entered. This is used to list the time stamp of the incident in the email in the user's time zone.
7. Click **Save**.

Settings--Notifications

The Settings--Notifications tab allows you to specify who receives email notifications when critical events are reported.

To change a notification, click to select it, then click **Edit** at the bottom of the page. Click **Save** to save your changes.


To add a notification, click **Add** at the bottom of the page. If an incident is selected, click **Cancel** to deselect the row and the **Add** button reappears.

Email address	The email address to which you want a notification sent. This address is not validated against the list of users who have valid login credentials for CER. If you enter an email address for a user without login credentials, the user receives email notification with a link, but cannot log in to CER to view the incident details.
Filter	The filter that applies to this notification.
Group	The global group monitored for this notification.
Email Time Zone	The time zone for the email address. This ensures that the time stamps on incidents are consistent with the recipient's time zone.

Working with Filters


Add or Edit a Filter

Use filters to create predefined lists of one or more incident types. Filters can be applied to notifications, incident searches and, if applicable, to web services. You must have permission to manage filters.

1. Click **Settings**, then click **Filters**.
2. Click **Add Filter** below the list to add a new filter or click an existing filter to view or edit it.
3. Type the **Filter name**, up to 256 characters. Choose a descriptive name to make it easy to find and use in lists on the incidents and reports pages.
4. Click **ON** for the incident types you want to include in this filter: Manual event (triggered by a driver); Hard Braking; Stability Control; Lane Departure left/right; Lane Departure Warning Disablement; Following Time Violation; Forward Collision Warning; Overspeed; Excessive Overspeed.
5. As you enable filters, enter filter criteria, such as maximum and minimum speed or the number of events that occur in a given period of time. For some events, you can indicate whether an alert should be triggered if data is missing; for example, if the speed was not recorded for a hard braking event, you can choose whether or not to receive an alert. For more information, hover your cursor over  next to the event name.
6. Click **Save**.

Settings-Filters

The Settings Filters tab allows you to create and edit predefined lists of one or more incident types. In addition, you can specify criteria to make the filter more specific, such as maximum and minimum speed or the number of events that occur in a given period of time. Filters can be applied to notifications, reports, incident searches and, if applicable, to web services.

Filters	Lists all existing filters. To edit an existing filter, click the filter name, then click Edit . The incident's details appear on the right. To delete a filter, click the filter name, then click  .
Add Filter	Click to add a new filter. The Create New Filter panel appears on the right.
View/Edit Details or Create New Filter panels	Displays the settings for the selected filter. The list of available incident types appears below the Filter Name; each has a switch that can be ON or OFF. If the switch is ON, that incident is included in the filter. To see the settings for that each incident type, click the incident type name. The settings appear in the panel to the right. To edit the selected filter, click Edit below the details.
Cancel	If you are editing a filter, click Cancel to exit the record without saving changes.
Edit	Click to edit the selected filter.
Create New Filter / Edit Details	Enables you to set or edit the settings for the filter. You can edit the filter name, switch incident types off and on, and edit specific settings for each incident type. Below are descriptions of the settings for each incident type.

Incident Type	Category	Filter Setting	Description
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Manual	--	On/Off	Whether or not manual events should be included in the filter.
Hard Braking	Speed	Minimum/Maximum	The minimum/maximum speed at which the vehicle must be travelling for a hard braking event to be included in the filter.
Hard Braking	Speed	Include Missing	Check if you want hard braking events to be included in this filter when vehicle speed data is missing.
Hard Braking	Deceleration	Minimum/Maximum	The minimum/maximum speed at which the vehicle must be decelerating for a hard braking event to be included in the filter.
Hard Braking	Deceleration	Include Missing	Check if you want hard braking events to be included in this filter when vehicle deceleration data is missing.
Stability Control	Speed	Minimum/Maximum	The minimum/maximum speed at which the vehicle must be traveling for a stability control event to be included in the filter.
Stability Control	Speed	Include Missing	Check if you want stability control events to be included in this filter when vehicle speed data is missing.
Stability Control	Stability Control Count	Minimum/Maximum	The minimum/maximum speed at which the vehicle must be traveling for a stability control event to be included in the filter.
Stability Control	Stability Control Count	Include Missing	Check if you want stability control events to be included in this filter when stability control count data is missing.
Lane Departure	Speed	Minimum/Maximum	The minimum/maximum speed at which the vehicle must be traveling for a lane departure event to be included in the filter.
Lane Departure	Speed	Include Missing	Check if you want lane departure events to be included in this filter when vehicle speed data is missing.
Lane Departure	Events	Minimum/Maximum	The minimum/maximum of lane departure messages that must be received within the time period below for a lane departure event to be included in the filter.
Lane Departure	Events	Within # Minutes	The time period during which lane departure messages are counted.
Lane Departure Warn. Disable	Speed	Minimum/Maximum	The minimum/maximum speed at which the vehicle must be traveling for a lane departure disable event to be included in the filter.
Lane Departure Warn. Disable	Speed	Include Missing	Check if you want lane departure disabled warning events to be included in this filter when vehicle speed data is missing.
Lane Departure Warn. Disable	Events	Minimum/Maximum	The minimum/maximum of lane departure warn disable messages that must be received within the time period below for a lane departure event to be included in the filter.

Lane Departure	Events	Within # Minutes	The time period during which lane departure warn. disable messages are counted.
Following Time Violation	Speed	Minimum/Maximum	The minimum/maximum speed at which the vehicle must be traveling for a following time violation event to be included in the filter.
Following Time Violation	Speed	Include Missing	Check if you want following time violation events to be included in this filter when vehicle speed data is missing.
Forward Collision Warning	Speed	Minimum/Maximum	The minimum/maximum speed at which the vehicle must be traveling for a forward collision warning event to be included in the filter.
Forward Collision Warning	Speed	Include Missing	Check if you want forward collision warning events to be included in this filter when vehicle speed data is missing.
Forward Collision Warning	Triggers	All	Check or uncheck all triggers listed below.
Forward Collision Warning	Triggers	Smart Message	Check if you want Smart Message alerts from the Bendix Wingman Advanced system to be included in this filter.
Forward Collision Warning	Triggers	Mobileye	Check if you want alerts from the Mobileye system to be included in this filter.
Forward Collision Warning	Triggers	Haptic Warning	Check if you want haptic warning alerts from the Meritor-Wabco OnGuard system to be included in this filter.
Forward Collision Warning	Triggers	Collision Mitigation	Check if you want collision mitigation alerts from the Meritor-Wabco OnGuard collision safety system to be included in this filter.
Overspeed	Speed	On/Off	Whether or not overspeed events are included in the filter.
Excessive overspeed	Speed	On/Off	Whether or not excessive overspeed events are included in the filter.

Working with Reports

View and Print a Report

You can report data for your selected, authorized vehicles based on your global group membership.

1. Adjust your global group filter to display the vehicles you want included in the report. (The linked text below your name on the upper, right lists your current global group filter. Click the text to view the groups and change your filter.)
2. Click **Reports**.
3. Click the report to view.
 - Driver Incident Count: incident totals listed by driver.
 - Incident Summary: summary information for incidents in a specified time period.
 - Vehicle Incident Count: number of incidents by vehicle during a specified time period.
4. In the dialog box, specify the report options.
5. Select the format: PDF or CSV.
6. Click **View**.

The report opens in Adobe Acrobat or your default spreadsheet program. You can print the report from either program.

Reports

The Reports page provides access to the following reports:

- [Driver Incident Count Report](#) on page 23
- [Incident Summary](#)
- [Vehicle Incident Count](#)
- [Incident Summary With Historical Notes](#)

For information on viewing and printing these reports, see [View and print a report](#).

Driver Incident Count Report

The Driver Incident Count Report shows a summary of incident totals listed by driver. Only selected, authorized vehicles are included in the report based on your global group filter selection. You can view and change your global group filter by clicking the linked text on the upper right, below your name.

You can view and change your global group filter by clicking the linked text on the upper, right below your name.

Report options

State

The State field allows you to track which incidents have been reviewed by someone in your company. Your company may or may not use the State field, but most

companies set the State to Reviewed after a CER user has reviewed the incident. CER automatically sets all new incidents to *New*.

Start Date / End Date	Select the start and end dates to include in the report.
Use Filter	Optionally, select a predefined filter of one or more available event types (for example, manual, hard braking, and so forth). Filters are defined on the Settings: Filters Tab.
Format	You can view the report in either PDF or CSV (comma separated values) format. Choose CSV to download to a spreadsheet such as Excel.

Report Details

Driver ID	The ID of the driver for which totals are listed.
Total	The total number of incidents by driver.
Hard Brake	The total number of hard brake events by driver.
Manual	The total number of manual events by driver.
Stability control	The total number of stability control events by driver.
LDW	The total number of lane departure warning (Left/Right) events by driver.
LDW Disabled	The total number of lane departure warning (Disabled) events by driver.
FTV	The total number of Forward Collision Warnings by driver.
FCW	The total number of forward collision warnings for by driver.
Overspeed	The total number of overspeed events by driver. Overspeed parameters are set in Performance Monitoring.
Excessive Overspeed	The total number of excessive overspeed events by driver. Excessive overspeed parameters are set in Performance Monitoring.
Total incidents	The total number of incidents that occurred for all drivers within the specified time frame.
Average incidents per driver	The average number of incidents that occurred for a driver within a specific time frame.

Incident Summary Report

The Incident Summary Report shows you the summary information about incidents for a specific time period. Only selected, authorized vehicles are included in the report based on your global group filter selection. You can view and change your global group filter by clicking the linked text on the upper, right below your name.

To view the report, select your search criteria as described below, then click **View**.

Report Options

Vehicle	The identifier your company assigned to the vehicle. If the ID is not available the serial number from the mobile unit displays.
Driver	The ID of the logged-in driver. This field is blank if you do not include a Driver ID in your options.
State	The State field allows you to track which incidents have been reviewed by someone in your company. Your company may or may not use the State field, but most companies set the State to reviewed after a CER user has reviewed the incident. CER automatically sets all new incidents to <i>New</i> .

Start Date / End Date	Select the start and end dates to include in the report.
Use filter	Optionally, select a predefined filter of one or more available event types (for example, manual, hard braking, and so forth). Filters are defined by system administrators on the Administration: Filters tab.
Format	You can choose to view the report in either PDF or CSV (comma separated values) format. Choose CSV to download to a spreadsheet such as Excel.

Report Details

At the top of the Incident Summary Report is the Search Criteria used to generate the report. A pie chart summarizes the number of each type of incident found.

Trigger	The event type for this incident: for example, manual, hard braking, stability control and so forth.
Vehicle	The ID for the vehicle involved in the incident.
Driver	The ID of the driver.
Time	The moment the incident occurred in the local time zone of the logged-in user. This time is recorded by the mobile unit when the trigger event occurs.
Occurred at	<p>The location where the incident occurred.</p> <p>In unusual situations, the location may be where the mobile unit sent the report rather than where the actual incident occurred.</p> <p>You can distinguish between the two locations by looking at the map tab for the incident details page. The incident location is marked by a truck icon. The location where the mobile unit sent the critical event report is marked by an envelope icon.</p>
Trigger data	<p>Displays data relevant to the trigger event:</p> <ul style="list-style-type: none"> • For hard braking incidents, reports the deceleration rate in MPH per second. • For lane departure warning incidents, reports the number of lane departure events for this incident, the time period (in seconds) over which they occurred, and whether they were left, right, or disable events. • For stability control events, reports a count of the individual messages within the incident. • For following time events, reports the total number of seconds that the vehicle followed another vehicle by fewer than 3 seconds. • For manual incidents, following time, and forward collision warnings, this column is empty.
Speed	The speed at which the vehicle was traveling when the incident occurred.
State	The State field allows you to track which incidents have been reviewed by someone in your company. Your company may or may not use the State field, but most companies set the State to reviewed after a CER user has reviewed the incident. CER automatically sets all new incidents to New.
Web Service	Indicates whether this incident has been sent to the CER web service.

Vehicle Incident Count Report

The Vehicle Incident Count Report shows the number of incidents by vehicle for a specified time period. Only selected, authorized vehicles are included in the report based on your global group filter selection. You can view and change your global group filter by clicking the linked text on the upper right, below your name.

You can view and change your global group filter by clicking the linked text on the upper, right below your name.

Report options

State	The State field allows you to track which incidents have been reviewed by someone in your company. Your company may or may not use the State field, but most companies set the State to Reviewed after a CER user has reviewed the incident. CER automatically sets all new incidents to <i>New</i> .
Start Date / End Date	Select the start and end dates to include in the report.
Use Filter	Optionally, select a predefined filter of one or more available event types (for example, manual, hard braking, and so forth). Filters are defined on the Settings: Filters Tab.
Format	You can view the report in either PDF or CSV (comma separated values) format. Choose CSV to download to a spreadsheet such as Excel.

Report Details

Vehicle ID	The ID of the vehicle for which totals are listed.
Total	The total number of incidents by vehicle.
Hard Brake	The total number of hard brake events for the vehicle.
Manual	The total number of manual events for this vehicle.
Stability control	The total number of stability control events for this vehicle.
LDW	The total number of lane departure warning (Left/Right) events for this vehicle.
LDW Disabled	The total number of lane departure warning (Disabled) events for this vehicle.
FTV	The total number of following time violations for this vehicle.
FCW	The total number of forward collision warnings for this vehicle.
Overspeed	The total number of overspeed events for this vehicle. Overspeed parameters are set in Performance Monitoring.
Excessive Overspeed	The total number of excessive overspeed events for this vehicle. Excessive overspeed parameters are set in Performance Monitoring.
Total incidents	The total number of incidents that occurred for all vehicles within the specified time frame.
Average incidents per driver	The average number of incidents that occurred for a vehicle within the specified time frame.

Incident Summary Report With Historical Notes

The Incident Summary Report shows you the summary information about incidents for a specific time period including any notes that have been entered about an incident. Only selected, authorized vehicles are included in the report based on your global group filter selection. You can view and change your global group filter by clicking the linked text on the upper, right below your name.

To view the report, select your search criteria as described below, then click **View**.

Report Options

Vehicle	The identifier your company assigned to the vehicle. If the ID is not available the serial number from the mobile unit displays.
Driver	The ID of the logged-in driver. This field is blank if you do not include a Driver ID in your options.
State	The State field allows you to track which incidents have been reviewed by someone in your company. Your company may or may not use the State field, but most companies set the State to reviewed after a CER user has reviewed the incident. CER automatically sets all new incidents to New.
Start Date / End Date	Select the start and end dates to include in the report.
Use filter	Optionally, select a predefined filter of one or more available event types (for example, manual, hard braking, and so forth). Filters are defined by system administrators on the Administration: Filters tab.
Format	You can choose to view the report in either PDF or CSV (comma separated values) format. Choose CSV to download to a spreadsheet such as Excel.

Report Details

At the top of the Incident Summary Report is the Search Criteria used to generate the report. A pie chart summarizes the number of each type of incident found.

Trigger	The event type for this incident: for example, manual, hard braking, stability control and so forth.
Vehicle	The ID for the vehicle involved in the incident.
Driver	The ID of the driver.
Time	The moment the incident occurred in the local time zone of the logged-in user. This time is recorded by the mobile unit when the trigger event occurs.
Occurred at	The location where the incident occurred. In unusual situations, the location may be where the mobile unit sent the report rather than where the actual incident occurred. You can distinguish between the two locations by looking at the map tab for the incident details page. The incident location is marked by a truck icon. The location where the mobile unit sent the critical event report is marked by an envelope icon.
Trigger data	Displays data relevant to the trigger event: <ul style="list-style-type: none"> • For hard braking incidents, reports the deceleration rate in MPH per second. • For lane departure warning incidents, reports the number of lane departure events for this incident, the time period (in seconds) over which they occurred, and whether they were left, right, or disable events.

- For stability control events, reports a count of the individual messages within the incident.
- For following time events, reports the total number of seconds that the vehicle followed another vehicle by fewer than 3 seconds.
- For manual incidents, following time, and forward collision warnings, this column is empty.

Speed

The speed at which the vehicle was traveling when the incident occurred.

State

The State field allows you to track which incidents have been reviewed by someone in your company. Your company may or may not use the State field, but most companies set the State to reviewed after a CER user has reviewed the incident. CER automatically sets all new incidents to New.

Web Service

Indicates whether this incident has been sent to the CER web service.

Advanced Topics and Reference

FAQs

What if I also use hard braking with Performance Monitoring?

If you have both Performance Monitoring and Critical Event Reporting enabled, the hard braking messages from Performance Monitoring stop and you only receive the hard braking messages from Critical Event Reporting.



How long does Omnitrac store the incident data?

The raw incident data is stored for six months, after which it is purged.

View Raw Data

You can view raw data from the Incidents List panel

From the incidents list panel, you can view raw data as a PDF (to open in Adobe Reader), or export the raw data in a comma separated values (CSV) file, which can be read by most spreadsheet programs.

1. To view the raw data as a PDF, at the bottom of the Incidents list, click .
2. To export the raw data to CSV, at the bottom of the Incidents list, click .

Troubleshooting

Review this document for solutions to common problems.

Browser and System Requirements

Be sure your browser and computer meet the following minimum requirements. Though Critical Event Reporting operates correctly with these minimum specifications, newer computers with additional RAM and better screen resolution improve how Critical Event Reporting functions.

The Critical Event Reporting application is supported fully on Microsoft Internet Explorer versions 8, 9, 10, and 11. You may experience minor display issues in MSIE 8.

Firefox and Chrome are tested and supported.

No other internet browsers are tested.

Screen resolution: 1024 x 768



Note: Download Microsoft's Critical Update Package.

You may see several minor problems in the Services Portal software if you have not downloaded Microsoft's Critical Updates package. To download this package:

1. From the Tools menu in Internet Explorer, select **Windows Update**
2. From the Windows Update page, click the **Product Updates** link.
3. If you see a Security Warning prompting you to install the Windows Update Control package, click **Yes** to install the updates.
4. On the Select Software page you should see Critical Updates package listed. If the box next to Critical Updates package is checked, you have not yet installed the Critical Updates package.
5. Click **Download**.
6. Follow the on-screen instructions to complete the download and installation of the Critical Updates package.

Critical Event Reporting doesn't display correctly.


If you are blocking popups, turn off the blocker while using Critical Event Reporting.

My screen is small and I want to see more information.

You can maximize the Internet Explorer window and change to a full-screen view by pressing F11. Press F11 again to return the window to its original look.

Why do I get a Page Error when I attempt to view Critical Event Reporting?

It is recommended that you clear temporary internet files (browsing history) before you log in for the first time after the upgrade or if you are getting a Page Error when attempting to view Critical Event Reporting. The browsing history delete utility is found on the browser's Tools menu or on the Internet Options pop-up window,

General tab. In Chrome, click  and click History, then click Clear browsing data.

I don't see all the incidents I expected.

CER uses global groups to display vehicle incidents.


Global groups enable you to use the same vehicle (and driver) groups across all Services Portal applications that recognize global groups. This change can affect which assets you see listed in two different ways:

- Global groups recognize two types of user. *Unrestricted users* can see all assets regardless of global group membership. *Restricted users* can only see assets that belong to global groups they are a member of. If you are a restricted user, you won't see all of the vehicles you saw before CER was upgraded to use global groups. If you need your vehicle access changed, contact your company's system administrator.
- If your company recently changed the vehicle id (VID) associated with a mobile unit, such as moving it from one vehicle to another, the incident list does not include incidents from before the move. This is true if you are a restricted user or an unrestricted user filtering by one or more groups. If you are an unrestricted user, change your global group filter to see all assets. All incidents then appear.

Hard Braking Definition

By default, Omnitrac defines hard braking as occurring when the vehicle is traveling at more than 20 MPH and its speed decreases by at least 9 MPH per second for three consecutive calculations, each made 0.2 seconds apart. Omnitrac also defines any activation of the ABS as a hard braking event.

To view events meeting different criteria, create a filter with your desired speed and deceleration settings. Company administrators can create filters on the Settings/Filters page.

 **Note:** While the speed data may show occurrences of decelerations of 9 MPH per second, this may not necessarily indicate a hard braking event as determined by the above algorithm.

Settings-Integration

The Settings--Integration tab allows you to apply a filter to events that you monitor with web services. You must have web services enabled.

1. Click **Edit** at the bottom of the page.
2. To use a filter with web services, click **YES**. To disable the filter for web services, click **NO**.
3. Click to select the filter to apply. The filters are only available if the above setting is **YES**.
4. Click **Save**.

What happened to user management?

When the CER application became SSO-compliant, CER user maintenance moved to the Administration application. In Administration, users are created and their preferences are maintained. They are assigned a role that provides authority to use and maintain the CER application.

In previous releases, the CER Users tab was used to set up notifications. You selected an existing user and associated vehicle groups and filters with the user's email address to receive notifications.

Now, instead of a Users tab under Settings, you see a Notifications tab. You set up notifications by entering an email address and the user's time zone. Optionally you can select a filter and a group to send notifications.

CER does not verify whether the email address you enter is associated with a valid login ID. If you enter the email of a user who does not have credentials to log in to CER, the user will receive the email but will not be able to view the incident.

If you use global groups to restrict some users to see data only for authorized vehicles, you must ensure that the users are members of the global groups assigned to the notifications you set up. If a restricted user receives a notification for a vehicle they are not authorized to view, when they click the link in the email to view the incident they see a message referring them to ask the company system administrator for authorization.

Glossary

Alert	Email notifications sent to alert the recipient(s) that an incident occurred on a vehicle.
Anti-lock Braking System (ABS)	An automobile safety system that allows the wheels on a motor vehicle to maintain tractive contact with the road surface according to driver inputs while braking, preventing the wheels from locking up (ceasing rotation) and avoiding uncontrolled skidding.
Company Administrator	A user who has administrative rights to perform tasks such as adding and editing filters.

Company Representative	A user who can use the Critical Event Reporting software to perform tasks such as incident searches, but who does not have administrative rights.
Following Time Violation (FTV)	A CER trigger event that is generated when the calculated value for following time falls below a specified threshold set by a company administrator. The following time calculation takes into account the following distance reported by a Collision Warning System and the vehicle speed reported by speed sensors.
Forward Collision Warning (FCW)	A CER trigger event that is generated when Collision Warning System sensors on the truck issue an in-cab alert indicating that a forward collision is imminent.
Global group	A group of assets (vehicles and drivers) recognized by CER and other Services Portal applications. Users are associated with global groups and permissions can restrict users to seeing data only for assets belonging to global groups with which the user is associated. Global groups are used to filter the vehicles whose incidents appear in lists and reports.
Hard braking	A CER trigger event defined as: "the vehicle is traveling at more than 20 MPH and its speed decreases by at least 9 MPH per second for three consecutive calculations, each made 0.2 seconds apart." Activation of the ABS also constitutes a hard braking event.
Hard braking deceleration rate	The deceleration rate that triggered the incident. The rate must exceed the hard braking threshold of 9 MPH/sec.
Incident	An event that results in the collection of data from the mobile for storage, display, and alerting back to CER to help customers reconstruct accidents.
Lane Departure Warning left/right (LDW)	A CER trigger event that is generated when sensors on the truck indicate a lane departure that has not been signalled by the driver.
Lane Departure Warning disabled	A CER trigger event that is generated when the driver disables the lane departure warning system.
Manual trigger	A CER trigger event that is generated when the driver initiates the manual trigger. Typically this is when an accident occurs.
Minimum speed	The minimum speed in MPH for the hard braking events for which you want to be alerted.
NOC	Network Operations Center
HOS	Hours of Service
Performance Monitoring(tm)	Provides trip recording, vehicle diagnostics, vehicle speed and RPM to monitor driver performance.
Stability control warning	A CER trigger event that is generated by anti-rollover sensors on the truck.
UA	Unified address. The ID associated with the mobile device on the truck.