

ACS Export

Genetec

Genetec Security Center (Security Desk – on-prem / hybrid)

1. **Open Security Desk:** launch the Security Desk client and log in with an account that has reporting privileges.
2. **Navigate to the Reports task:** in the left panel, open the *Reports* task (or *Investigation* task depending on your version). This is where you'll find all queryable data types – events, alarms, door activity, health events, etc.
3. **Choose your report type:** depending on what you're analyzing, select the relevant report:
 - **Health history** – device connectivity issues, offline units, hardware faults.
 - **Activity trails** – door/reader events, access granted/denied.
 - **Alarms report** – triggered alarms and responses.
 - **Video unit events** – camera health, recording gaps, motion events.
 - **Door troubleshooter** – access control anomalies.
4. **Set the time range:** set the query filter to the last 30 days. Use the date picker to set start = 30 days ago, end = today.
5. **Run the query:** click *Generate report* or *Query* (label varies by version). Wait for results to populate.
6. **Export the data:** once results load, look for the *Export* button (usually a disk icon, or right-click on the results grid). You'll get options for:
 - **CSV** – best for large datasets and programmatic analysis.
 - **XLS/XLSX** – better if you want to open directly in Excel with formatting.
7. **Repeat per data type:** you'll likely need separate exports for different report types (health events, access events, alarms, etc.) since they live in separate reports.