CS: Grouped Events Dashboard

DB Query Runs Every 10 minutes. Defaults to monitored sites and "Alert" severity. All filters are linked.

Customer	Object Type	Message	Monitoring Status
* ▼	* ▼	* ▼	* ▼

Severity	Install Status	Remove Known Issues	
Alert ▼	All ▼	No ▼	Hide Filters

Active Event Counts by Object Type

MC	WC	NC	WI
11	590	0	0

Count of Current Events by Message
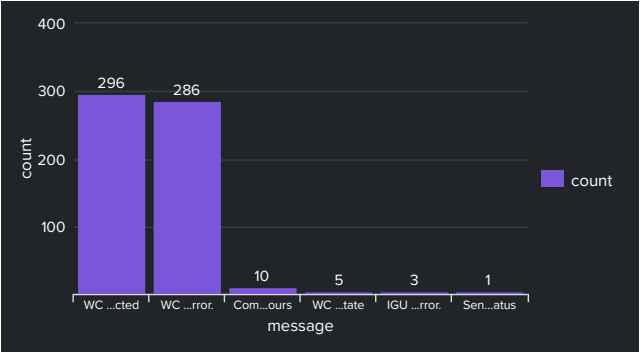
Most Recent Event

Lookups Used in Dashboard

name ⇕	num_rows ⇕
active_events.csv	2110
site_info.csv	446
_event_manager_fmc.csv	550
customer_site_info.csv	437

Events Grouped by Message and Site

site_id ⇕	customer ⇕	Install_Status__c ⇕	external_ip ⇕	tailscale ⇕	event_id ⇕	message ⇕	issue_num ⇕	Most Recent Timestamp ⇕	Case Number ⇕	Issue_Status__c ⇕	IssueCreatedDate ⇕	count ⇕
101231	SVEN	Service	148.59.186.35	100.80.216.127	10046	WC Disconnected	I-29489	2023-08-02 11:02:24	23-62488	Open	2023-05-16T15:22:55.000+0000	120

| site_id	customer	Install_Status__c	external_ip	tailscale	event_id	message	issue_num	Most Recent Timestamp	Case Number	Issue_Status__c	IssueCreatedDate	count
100751	Corning Optical Communications HQ	Service	207.239.115.122	Unknown	10046	WC Disconnected	I-30338	2023-08-02 03:10:50	23-63238	Open	2023-07-10T12:20:27.000+0000	116
100751	Corning Optical Communications HQ	Service	207.239.115.122	Unknown	130	WC COM Error.	I-30338	2023-08-02 03:11:57	23-63238	Open	2023-07-10T12:20:27.000+0000	116
101231	SVEN	Service	148.59.186.35	100.80.216.127	130	WC COM Error.	I-29489	2023-08-02 11:03:32	23-62488	Open	2023-05-16T15:22:55.000+0000	114
100392	Nobu Restaurant Chicago	Service	12.106.185.134	100.74.83.57	10046	WC Disconnected	I-30540	2023-07-29 00:15:03	23-63499	Open	2023-07-29T11:01:08.000+0000	46
100392	Nobu Restaurant Chicago	Service	12.106.185.134	100.74.83.57	130	WC COM Error.	I-30540	2023-07-29 00:15:40	23-63499	Open	2023-07-29T11:01:08.000+0000	45
100902	Kyle2	Service	166.253.92.198	100.71.130.122	10046	WC Disconnected	I-25381	2023-07-29 23:31:13	22-57890	Open	2022-09-09T11:21:14.000+0000	10
100902	Kyle2	Service	166.253.92.198	100.71.130.122	130	WC COM Error.	I-25381	2023-07-29 23:31:34	22-57890	Open	2022-09-09T11:21:14.000+0000	10
100758	SFO Harvey Milk T1 Boarding Area B	Service	166.149.69.138	Unknown	10013	WC is in Error State	Unknown	2023-08-01 23:07:51				2
100019	Ron Joyce CHC	Service	199.212.122.252	Unknown	10013	WC is in Error State	Unknown	2023-07-30 23:24:43				1
100019	Ron Joyce CHC	Service	199.212.122.252	Unknown	128	IGU Disconnect Error.	Unknown	2023-07-30 13:22:11				1

site_id	customer	Install_Status__c	external_ip	tailscale	event_id	message	issue_num	Most Recent Timestamp	Case Number	Issue_Status__c	IssueCreatedDate	count
100153	Olive Branch Lobby	Service	4.71.28.196	100.104.52.63	10046	WC Disconnected	I-28783	2023-08-01 13:07:43	23-61539	Open	2023-03-21T12:11:56.000+0000	1
100153	Olive Branch Lobby	Service	4.71.28.196	100.104.52.63	10046	WC Disconnected	I-30283	2023-08-01 15:01:44	23-61539	Open	2023-06-30T17:36:46.000+0000	1
100308	380 N Pastoria	Service	166.211.45.244	100.79.215.65	22525	Communication Lost with site for more than 2 Hours	I-30544	2023-08-02 08:20:07	23-63506	Open	2023-07-31T14:00:35.000+0000	1
100392	Nobu Restaurant Chicago	Service	12.106.18.5.134	100.74.83.57	22525	Communication Lost with site for more than 2 Hours	I-30540	2023-08-02 10:20:06	23-63499	Open	2023-07-29T11:01:08.000+0000	1
100692	1209 Piikoi Street	Service	166.248.204.34	100.92.21.51	130	WC COM Error.	Unknown	2023-08-02 05:57:54				1
100714	Delaware Career Center	Service	66.203.38.4	100.108.226.48	10046	WC Disconnected	Unknown	2023-08-02 10:42:46				1
100766	Limmatplatz 19th	Service		Unknown	22525	Communication Lost with site for more than 2 Hours	I-30416	2023-08-02 17:20:05	23-63320	Open	2023-07-17T13:08:26.000+0000	1
100832	1000 Independence Ave SW Demo	Service	166.253.93.115	100.110.207.64	22525	Communication Lost with site for more than 2 Hours	I-25527	2023-08-02 11:20:06	22-58087	Open	2022-09-17T15:16:49.000+0000	1
101154	Roosevelt HS Skylight	Closed	166.248.204.36	100.126.133.9	22525	Communication Lost with site for more than 2 Hours	I-27028	2023-08-02 11:20:06	22-59735	Open	2022-12-05T22:08:46.000+0000	1
101253	Lionstone Kane North	Service	107.203.40.121	100.78.33.108	27317	Sensor data is not available for last 10 min, Please check the connectivity status	I-30335	2023-07-26 06:03:43	23-63232	Open	2023-07-09T22:21:10.000+0000	1

site_id	customer	Install_Status__c	external_ip	tailscale	event_id	message	issue_num	Most Recent Timestamp	Case Number	Issue_Status__c	IssueCreatedDate	count
101525	Boston University CFA	Service	128.197.5.164	100.73.71.60	22525	Communication Lost with site for more than 2 Hours	I-30004	2023-08-02 11:20:07	23-62958	Open	2023-06-17T23:26:56.000+0000	1
101528	SL Green 185 Broadway Building	Service	108.30.225.194	100.87.543.27	22525	Communication Lost with site for more than 2 Hours	I-30537	2023-08-02 11:20:08	23-63496	Open	2023-07-29T10:44:50.000+0000	1
101554	Catalyst Office Campus Phase I	Service	166.149.69.138	100.118.92.37	128	IGU Disconnect Error.	Unknown	2023-08-02 08:19:53				1
101665	300 American	Active	63.42.163.17	100.92.36.30	22525	Communication Lost with site for more than 2 Hours	I-30339	2023-08-02 09:20:09	23-63248	Open	2023-07-10T19:15:43.000+0000	1
101670	Tavistock IeAD 5G Incubator	Service	166.248.200.222	100.109.189.78	22525	Communication Lost with site for more than 2 Hours	I-30505	2023-08-02 11:20:08	23-63444	Open	2023-07-25T11:07:52.000+0000	1
101807	220 Guyer Road	Active	69.126.149.31	100.78.56.28	10013	WC is in Error State	Unknown	2023-08-01 23:21:25				1
101819	Windmill Toronto Office	Closed	142.115.27.107	100.123.220.24	22525	Communication Lost with site for more than 2 Hours	Unknown	2023-08-02 11:20:09				1
101841	Kent County YMCA	Service	166.144.115.169	100.126.238.22	128	IGU Disconnect Error.	I-26256	2023-08-02 11:18:46	22-58796	Open	2022-10-13T17:30:46.000+0000	1
14051944	San Leandro Tech	Service	64.201.252.36	100.122.237.94	10013	WC is in Error State	Unknown	2023-08-02 09:06:06				1
14051944	San Leandro Tech	Service	64.201.252.36	100.122.237.94	10046	WC Disconnected	I-24086	2023-08-01 13:45:46	22-54625	Open	2022-06-14T18:16:57.000+0000	1

Number of Events Resolved (Last 7 Days)

230,125

Count of Resolved Events by Message (Last 7 Days)
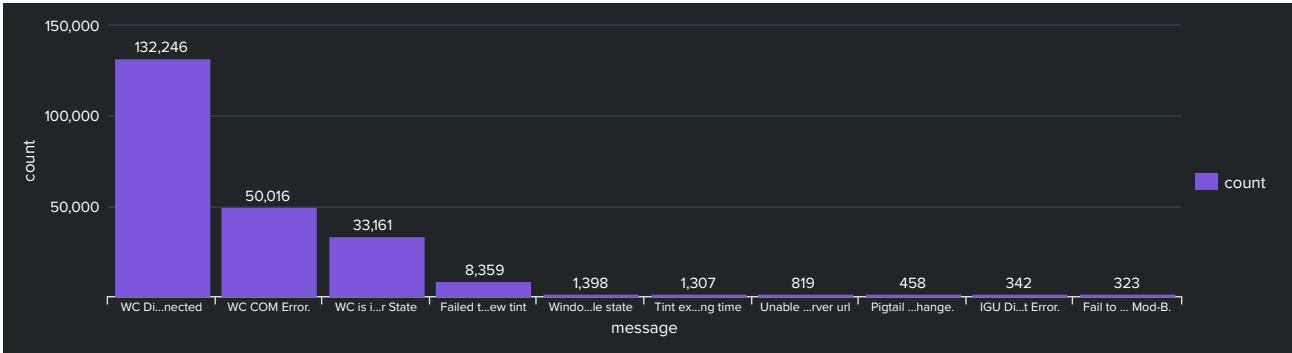
Cleared Events by site and Message (Last 7 Days)

site_id ⇕	event_id ⇕	customer ⇕	message ⇕	count ⇕
100692	10046	1209 Piikoi Street	WC Disconnected	13423
100459	10013	300 N Beretania ASB Campus	WC is in Error State	4950
101584	10013	PHX Terminal 4	WC is in Error State	4531
100751	10013	Corning Optical Communications HQ	WC is in Error State	4005
100692	130	1209 Piikoi Street	WC COM Error.	3345
100855	10016	Calgary Cancer Centre	Failed to Apply new tint	2418
100899	10013	Methodist University Hospital Additions Upgrades	WC is in Error State	2395
101872	10013	80 Bond St North	WC is in Error State	2288
101547	10013	80 Bond St South	WC is in Error State	2275
100686	10013	East Carolina University Student Union	WC is in Error State	2247
100429	10013	SLTC Phase II Building B	WC is in Error State	1901
101872	10016	80 Bond St North	Failed to Apply new tint	1526
101512	10012	Tavistock Wave Hotel	Window controller is in idle state	1367
101512	10015	Tavistock Wave Hotel	Tint execution took long time	1288
100153	10046	Olive Branch Lobby	WC Disconnected	1163
100251	10013	6280 America Center	WC is in Error State	1043
100751	10016	Corning Optical Communications HQ	Failed to Apply new tint	1038
101872	10046	80 Bond St North	WC Disconnected	1000

site_id ⇕	event_id ⇕	customer ⇕	message ⇕	count ⇕
100266	10013	Reston Tower 1	WC is in Error State	857
100429	10016	SLTC Phase II Building B	Failed to Apply new tint	789
100291	10016	391 San Antonio Rd	Failed to Apply new tint	645
101248	10013	Watershed Office Building	WC is in Error State	636
100291	10013	391 San Antonio Rd	WC is in Error State	613
100751	10046	Corning Optical Communications HQ	WC Disconnected	580
100465	10013	Alief Career Center	WC is in Error State	528