

Web Dashboard

The Web Client Dashboard is hosted by Arrow via Microsoft Azure and is included in the cost of xConnect Remote Management Platform license annual fees. No need to manage your own cloud costs, we take care of that for you!

graph LR A(Edge Devices) --> B(Agent) B --> A B -->|MQTT - Port 1883| C(Gateway) C -->|SSL - Port 443| D(xConnect Cloud Dashboard - Azure); style D fill:#04acec linkStyle default stroke-width:2px,fill:none,stroke:black;

Gaining Access

The Web Client Dashboard can be accessed at the following URL: <https://senecaxconnect.com>

You will need to be onboarded by the xConnect Administration team to access the Web Client Dashboard. This process is initiated by your Seneca account manager

Once onboarded, you will be emailed login instructions.

When launching the URL, you will be prompted to enter your username and password. This is the account provided by the xConnect Administration team or your account owner.

Server/Device Organizational Hierarchy

The organizational structure of your customers and their respective servers and devices are very important to understand.

This organization is integral to simplifying configuration of Events and Alerts and the correct visualization of objects in your dashboard screens.

There are 3 levels to the organizational hierarchy: Customer, Gateway, Server/Device

Level 1 – Customer

These are managed and configured via the Manage Customers screen.

Level 2 – Gateway

These are managed and configured via the Manage Gateways screen and are assigned to a Customer

Level 3 – Server/Device

These are all servers that contain a Server Agent or Devices (connected via integration or added as IP Device) that are successfully submitting telemetry to the platform.

Configuration

Additional dashboard and configuration documentation is available within the Usage Guide section of this documentation library.