

Dashboards

xConnect features intuitive dashboards that enable you to review the current status of your ecosystem across all of your networks.

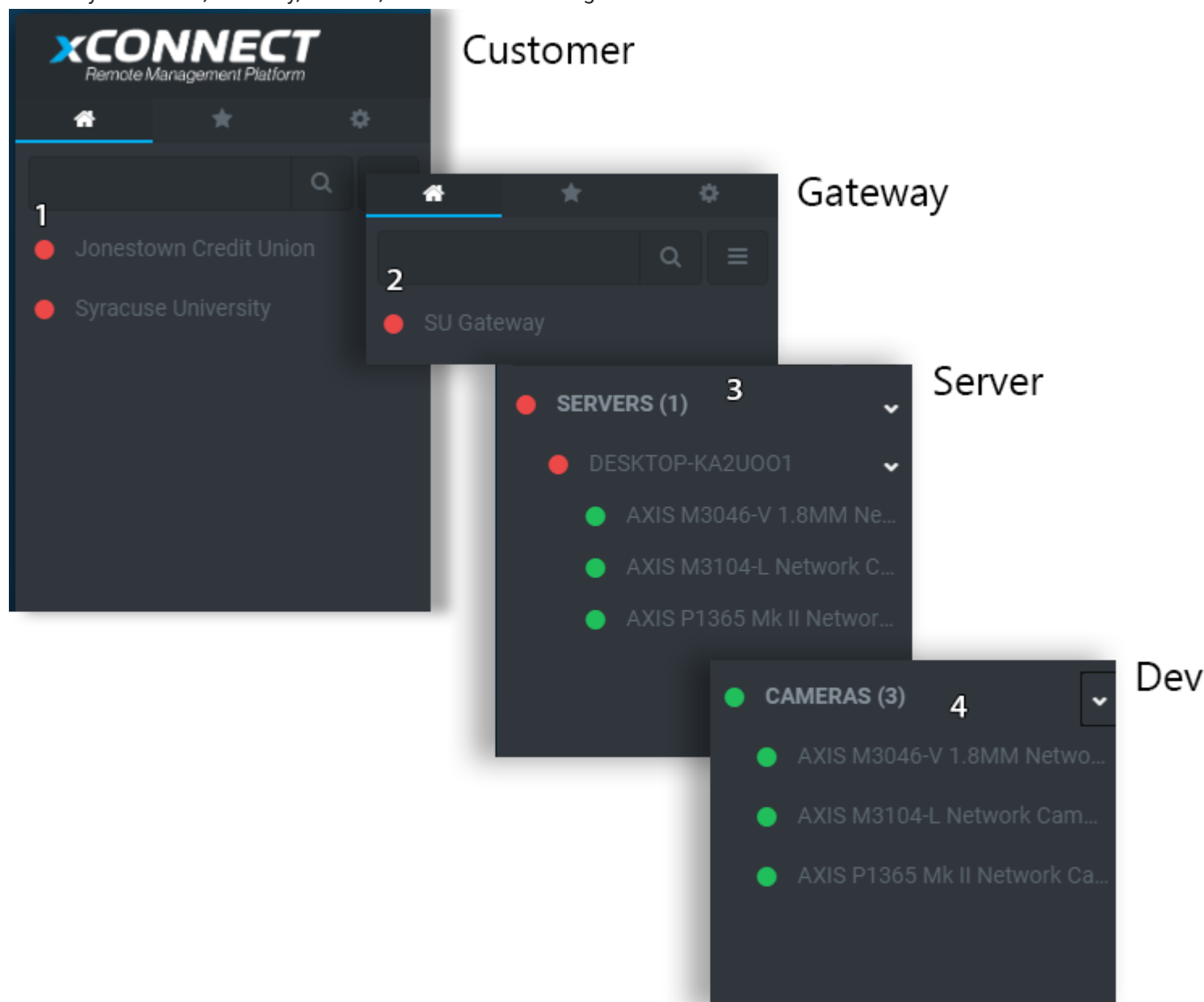
The web client dashboard can be accessed by going to <https://www.senecaxconnect.com>

You will be provided a master login account and be onboarded by the xConnect Administration team to access the Web Client. You will be prompted to enter your username and password. This is the account provided by the xConnect Administration team or your organization. The functionality you can expect in the Web Client Dashboard:

Server / Device Organizational Hierarchy

Upon logging into the web portal, you will see the primary navigation on the left-hand side that lists all of your available customers. The organizational hierarchy is integral to simplifying configuration of Events and Alerts and the correct visualization of objects in your dashboard.

hierarchy: Customer, Gateway, Servers, and Devices. Clicking into each level will show the child associations and the dashboard

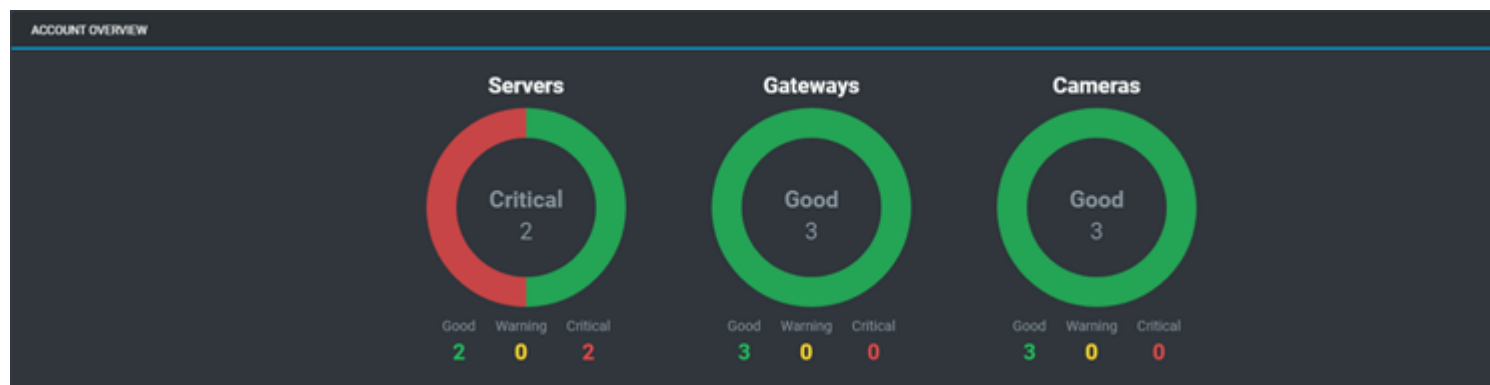


- 1. **Customers:** These are managed and configured via the Manage Customers page.
- 2. **Gateways:** Managed via the Manage Gateways page and are assigned to a specific customer.
- 3. **Servers:** These are servers that have the xConnect agent running. These are automatically detected when the gateway is assigned to a specific customer.
- 4. **IP Devices / Cameras:** Cameras that are being detected by the agent via the server. These will show up underneath each server's menu.

Dynamic Dashboards

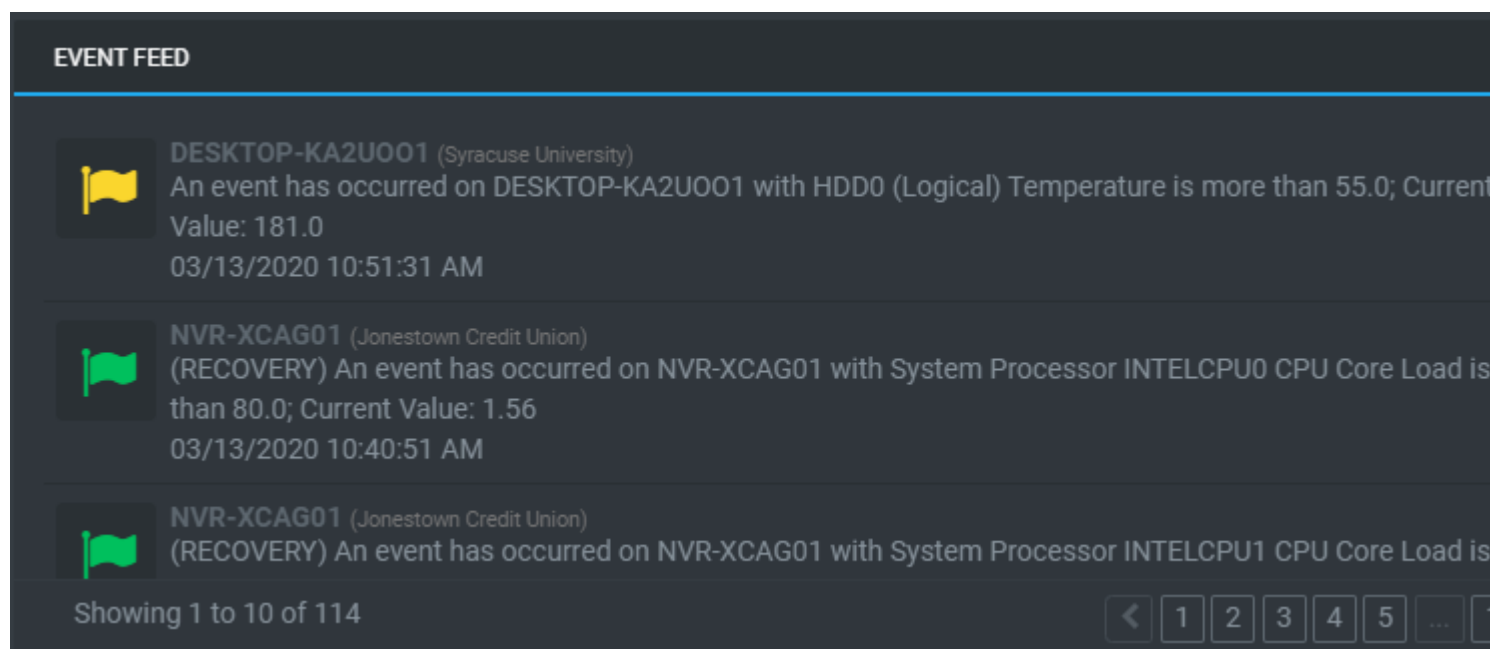
One of the primary pieces of functionality that the client web portal features is the dynamic dashboards that leverage the tel servers and devices. These dashboards include 4 different levels:

1) **Overview Dashboard:** Provides a complete view of all gateways, servers and monitored devices. Ensures that you know e infrastructure. Includes the following panels: - Account Overview: Provides a breakdown of all device types and their health.

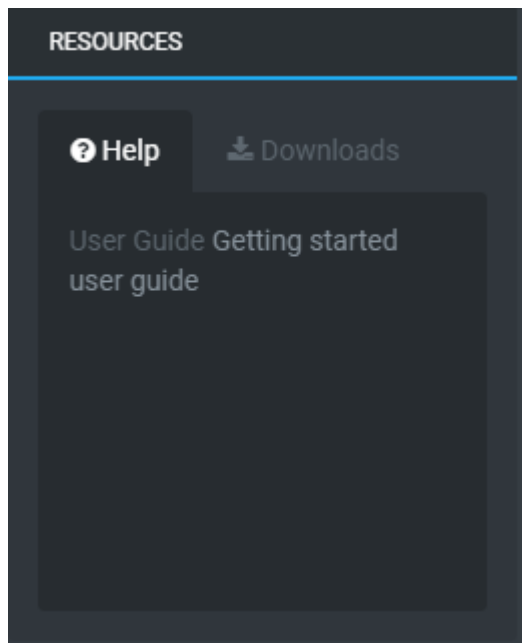


For guidance on how health is defined, please see topic [Defining Health](#)

- Event Feed: Provides a list of events that have been thrown over the last 36 hours.

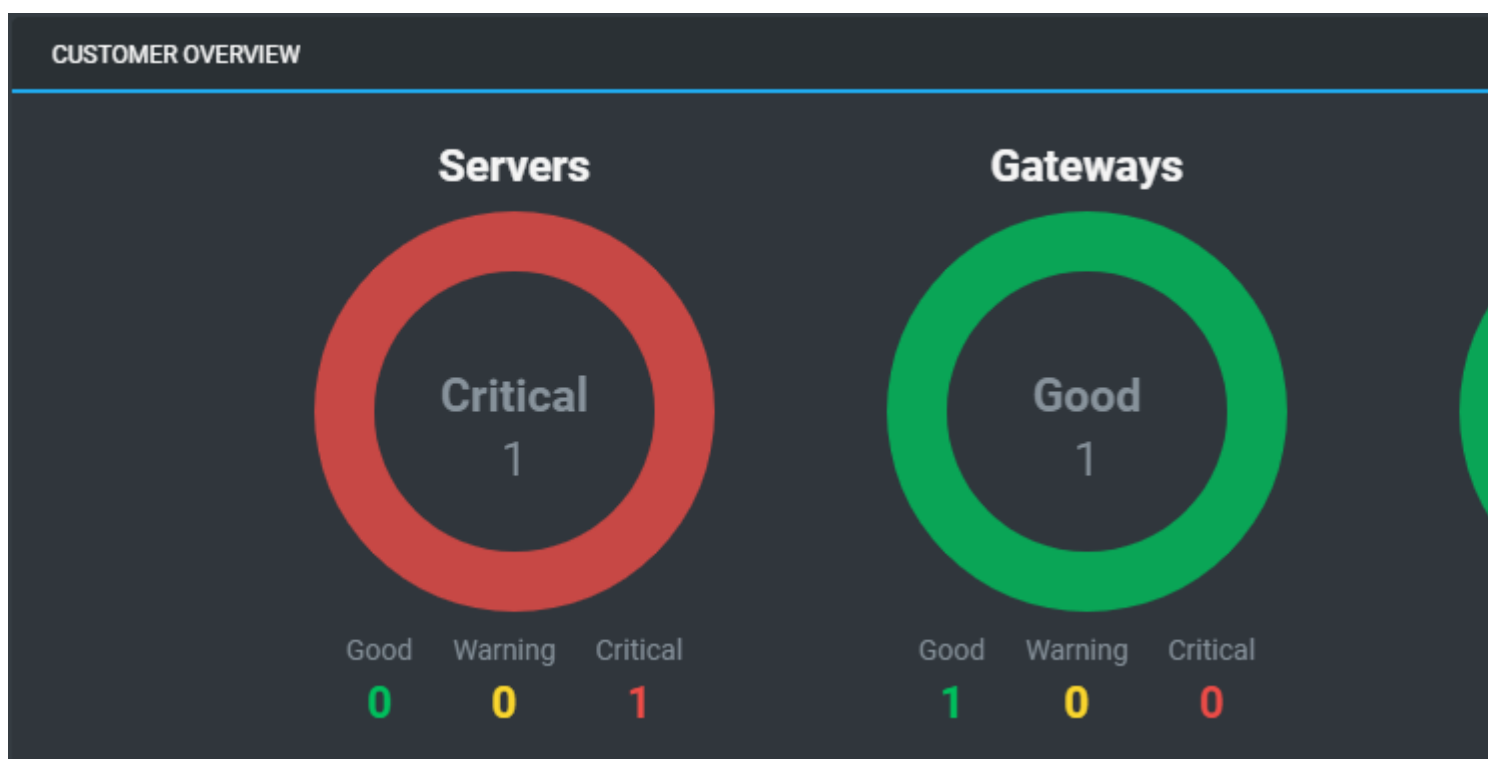


- Resources: Provides a list of helpful documentation and downloads.



2) **Customer Dashboard:** Provides a view of all monitored devices that are being reported from a specific gateway.


- Customer Overview: Provides a breakdown of all device types and their health for a **specific customer**. Each type will be





For guidance on how health is defined, please see topic [Defining Health](#)

- Event Feed: Provides a list of events that have been thrown over the last 36 hours.

EVENT FEED

**DESKTOP-KA2U001** (Syracuse University)
An event has occurred on DESKTOP-KA2U001 with HDD0 (Logical)
Temperature is more than 55.0; Current Value: 181.0
03/13/2020 10:51:31 AM

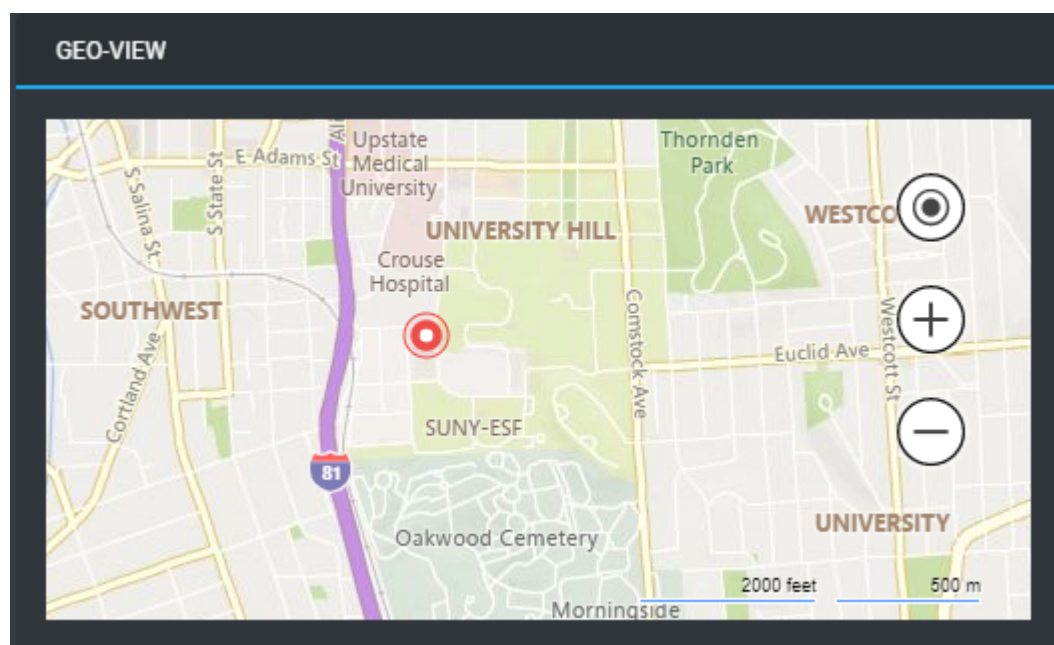
**DESKTOP-KA2U001** (Syracuse University)
An event has occurred on DESKTOP-KA2U001 with RAID Controller 0
(PERC) Degraded Disks is more than 0.0; Current Value: 1
03/13/2020 10:33:32 AM

**DESKTOP-KA2U001** (Syracuse University)
An event has occurred on DESKTOP-KA2U001 with Physical Disk 6

Showing 1 to 8 of 8

< 1/1 >

- Geo-View: Map that shows the location of a customer's gateways. For more information on defining a gateway's location



3) **Gateway Dashboard:** Provides a view filtered for a specific gateway's monitored devices. The dashboard widgets are the specific gateway. The Geo-View map is driven by the location of the particular servers.










4) **Server/Device Dashboard:** The Server/Device specific dashboard provides a detailed view of a server/device's telemetry (only): Provides CPU, Network Utilization and RAM Utilization information, along with management operations such as remote












- Device/Camera Information: Provides detailed information about the device/server.

Device Information	
Agent Status	Last Received 03/13 @ 11:48 AM
Model	R740XD
Agent Version	4008
Device Type	SERVER
Serial Number	BYPHXM2
Integrations	Unknown

- System Health (Server Only): Provides the latest telemetry that applies to the system health. Any telemetry key that is provided within this panel.

SYSTEM HEALTH		Events (1)
System Rollup SystemHealth		Warning
System Information AgentVersion		4008
System Information LastPublish		2020-03-13 10:47:01
System Power CPU1 FIVR PG		OK
System Power CPU1 MEM012 VDDQ PG		OK
System Power CPU1 MEM012 VPP PG		OK
System Power CPU1 MEM012 VTT PG		OK
System Power CPU1 MEM345 VDDQ PG		OK
System Power CPU1 MEM345 VPP PG		OK

- Storage Health (Server Only): Provides the latest telemetry information that applies to the storage health. Any telemetry agent is provided within this panel.

STORAGE HEALTH		Events (3)
RAID Controller 0 (PERC) Degraded Disks		1
HDD0 (Logical) Temperature		181.0
Physical Disk 6 Health		Warning
RAID Battery 0 Replacement Required		false
RAID Battery 0 State		optimal
RAID Battery 0 Charging Status		None
RAID Battery 0 Temperature		ok
RAID Battery 0 Voltage		ok
BOSS (OS RAID) Controller Health		OK

- Event Feed: Provides a list of events that have been thrown over the last 36 hours.

EVENT FEED



DESKTOP-KA2U001 (Syracuse University)
An event has occurred on DESKTOP-KA2U001 with HDD0 (Logical) Temperature is more than 55.0; Current Value: 181.0
03/13/2020 10:51:31 AM



DESKTOP-KA2U001 (Syracuse University)
An event has occurred on DESKTOP-KA2U001 with RAID Controller 0 (PERC) Degraded Disks is more than 0.0; Current Value: 1
03/13/2020 10:33:32 AM



DESKTOP-KA2U001 (Syracuse University)
An event has occurred on DESKTOP-KA2U001 with Physical Disk 6 Health not having a value of OK; Current Value: Warning
03/13/2020 10:33:32 AM



DESKTOP-KA2U001 (Syracuse University)
An event has occurred on DESKTOP-KA2U001 with System Rollup SystemHealth not having a value of OK; Current Value: Warning
03/13/2020 10:33:32 AM



DESKTOP-KA2U001 (Syracuse University)
(RECOVERY) An event has occurred on DESKTOP-KA2U001 with HDD0 (Logical) Temperature is more than 55.0; Current Value: 0.0
03/13/2020 10:18:58 AM



DESKTOP-KA2U001 (Syracuse University)
An event has occurred on DESKTOP-KA2U001 with HDD0 (Logical) Temperature is more than 55.0; Current Value: 251.0
03/13/2020 04:47:17 AM



DESKTOP-KA2U001 (Syracuse University)
(RECOVERY) An event has occurred on DESKTOP-KA2U001 with RAID Battery 0 Charging Status not having a value of None; Current Value: None
03/13/2020 12:56:22 AM



DESKTOP-KA2U001 (Syracuse University)
An event has occurred on DESKTOP-KA2U001 with RAID Battery 0 Charging Status not having a value of None; Current Value: None
03/13/2020 12:56:22 AM






Showing 1 to 8 of 8

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1/1

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- Camera/Device Telemetry (Non-server only) : Provides a list of latest telemetry for a specific device.

CAMERA TELEMETRY		Events (0)
system information parent	 4C4C4544-0059-5010-8048-C...	
Vms Camera Fps		7
Vms Camera Mbps		0.05
Device Status		Running
Vms State		Online

Defining Health

Health is determined by a combination of predefined and custom event configurations. The severity of the event has a direct control over *most* of the built-in/predefined events that are part of the xConnect platform. Custom events are completely user-defined.

How is health determined?

- If a monitored device has thrown an event that has a severity of ERROR, or CRITICAL, it is considered to be in **BAD** health.
- If a monitored device has thrown an event that has a severity of WARNING, then it is considered to be in a **WARNING** state.
- Lastly, if the monitored device has thrown an INFORMATIONAL event, or there were no events thrown within the last 36 hours, it is considered to be in a **GOOD** state.

Predefined Events

There are several events that are built into the platform that are meant to cover common occurrences of what may happen to a monitored device. **Heartbeat:** The gateway heartbeat is driven from the xConnect gateway software and is meant to provide a signal of whether the gateway is still communicating with the core platform. At a minimum, the gateway must be able to communicate with the platform within 5 minutes. If this time period expires, a warning event will be thrown.

1. **Telemetry Received:** xConnect expects that all monitored devices will send telemetry within 60 minutes. If there is no telemetry received within this time period, a warning event will be thrown.
2. **Recoveries:** All events that are thrown (custom or predefined) will receive a RECOVERY event when they go back to normal.

Custom Events

Custom events are those that can be modified by a power user via the Event Configuration management page. For more information, see the [Managing Event Configurations](#) topic. There are several types of editable event configurations:

1. **Global Events:** These are applied to a device type and telemetry point. *Some* global events are predetermined based on the development of the xConnect platform.

Example: Servers that have a System Thermal CPU 1 Temperature greater than 20C should be in a WARNING state.

2. **Custom Events:** These can be applied to a specific gateway, server, or device.

Example: Throw an error severity event if GATEWAYABC:Server-XYZ has RAM Utilization beyond 80%.

3. **Outage Events** An outage event is when there is no received telemetry for a device over a specified amount of time. These events are applied to all assets (i.e. Servers, IP Devices, Cameras, etc...) This is meant to act as an alerting mechanism from the xConnect platform.

Additional Notes:

By default, xConnect will consider any telemetry outage beyond 60 minutes as a warning event, which will cause your device configurations to be alerted. These configurations are meant as the alerting mechanism of these occurrences. The alerting mechanism is separate from the configuration.

Example: An e-mail should be sent when any server has not sent telemetry for 60 minutes.