Dashboards

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

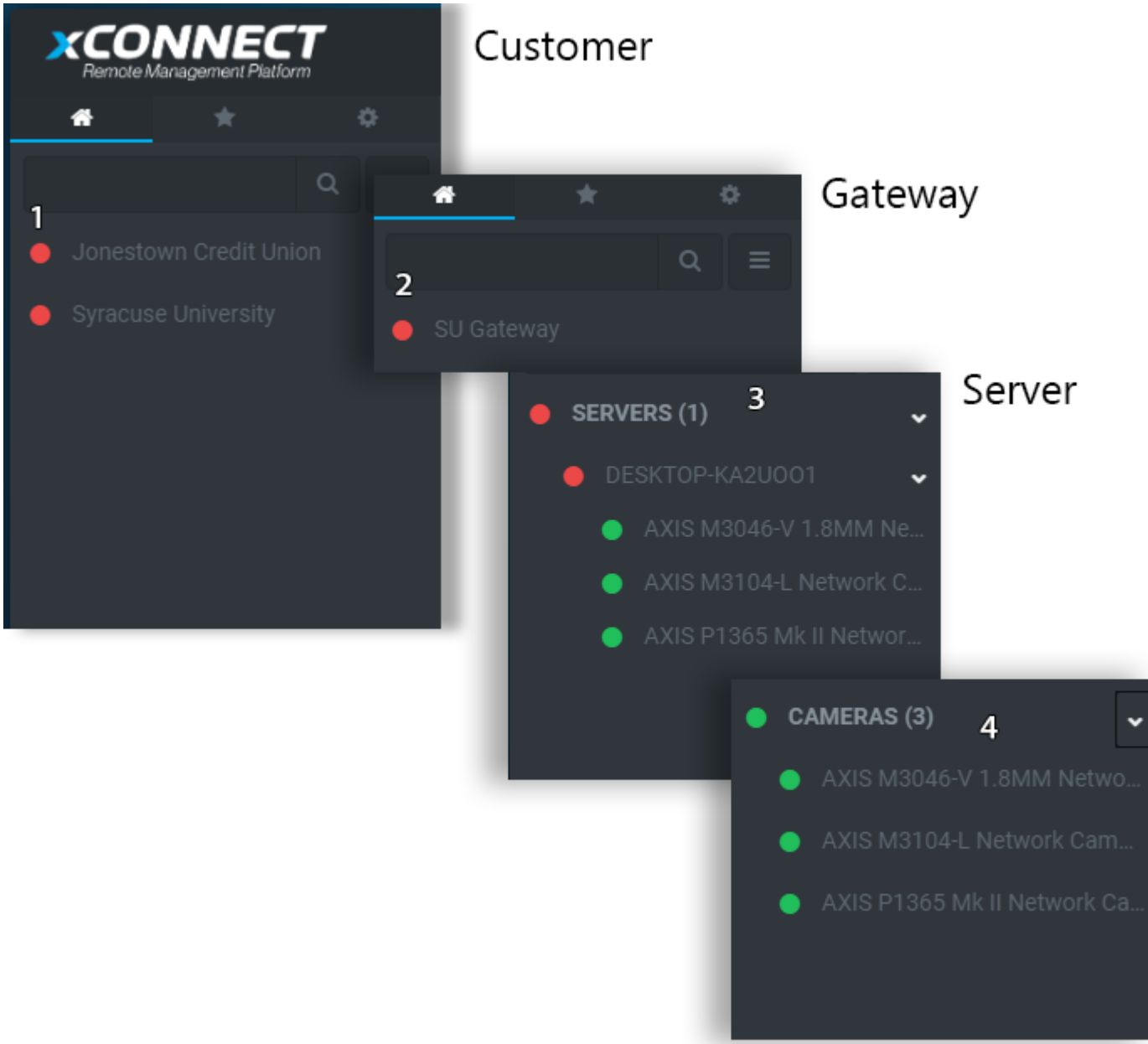
The web client dashboard can be accessed by going to https://www.senecaxconnect.com

You will be provided a master login account and be onboarded by the xConnect Administration team to access the prompted to enter your username and password. This is the account provided by the xConnect Administration tea 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 avail organization is integral to simplifying configuration of Events and Alerts and the correct visualization of objects in

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

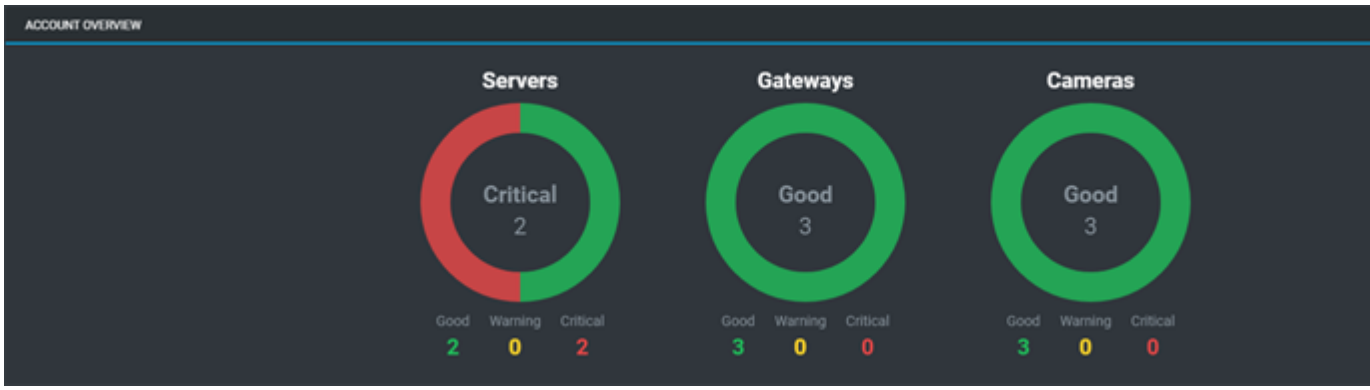


- 1. **Customers:** These are managed and configured via the Manage Customers page.
- 2. **Gateways:** Managed via the Manage Gateways page and are assigned to a specific customer.
- 3. **Servers:** These are servers that have the xConnect agent running. These are automatically detected when th
- 4.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

Dynamic Dashboards

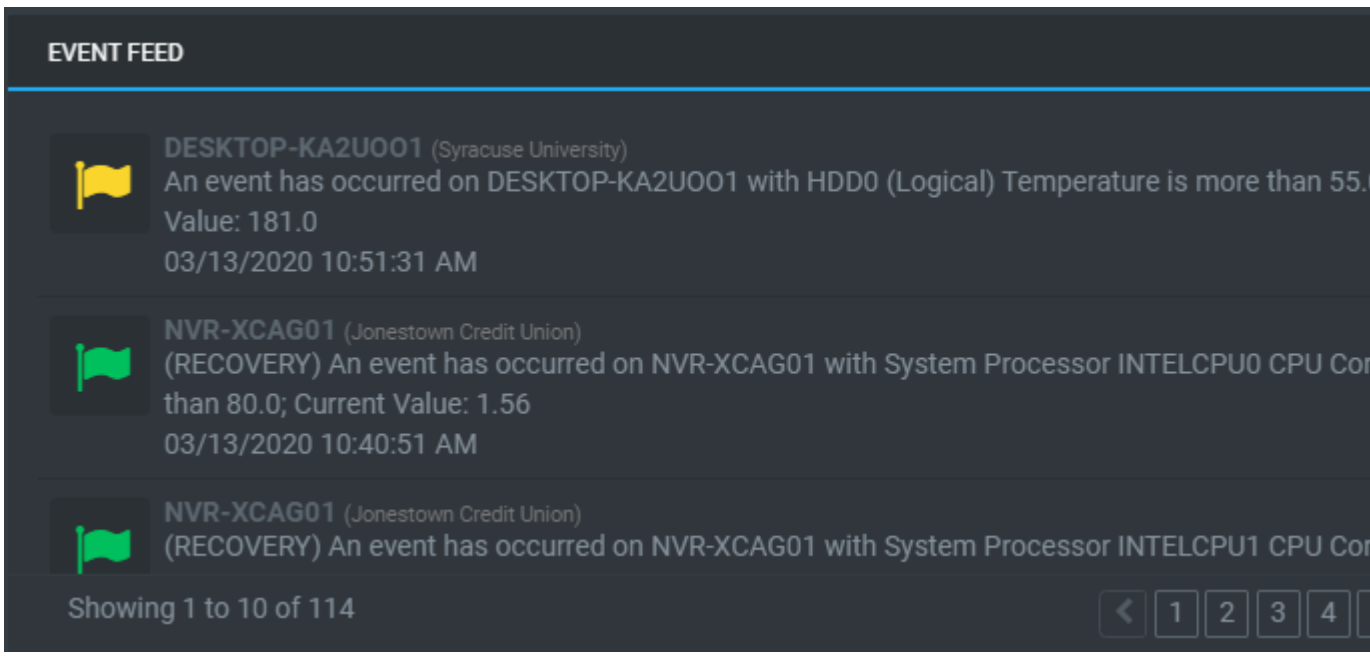
One of the primary pieces of functionality that the client web portal features is the dynamic dashboards that levera servers and devices. These dashboards include 4 different levels:

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

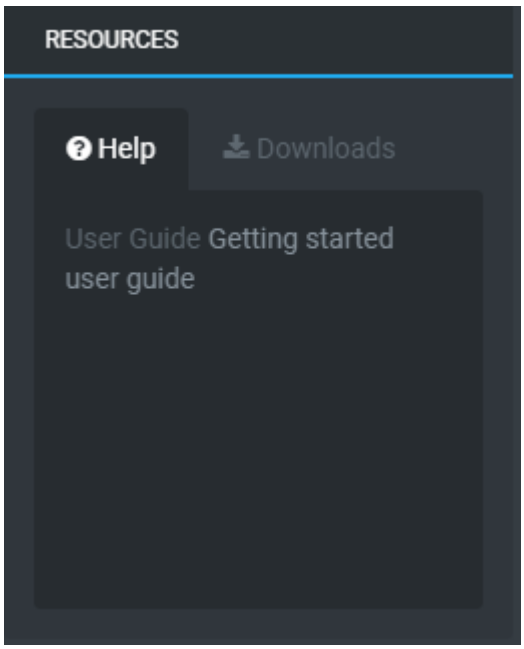


For guidance on how health is defined, please see topic Defining Health

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

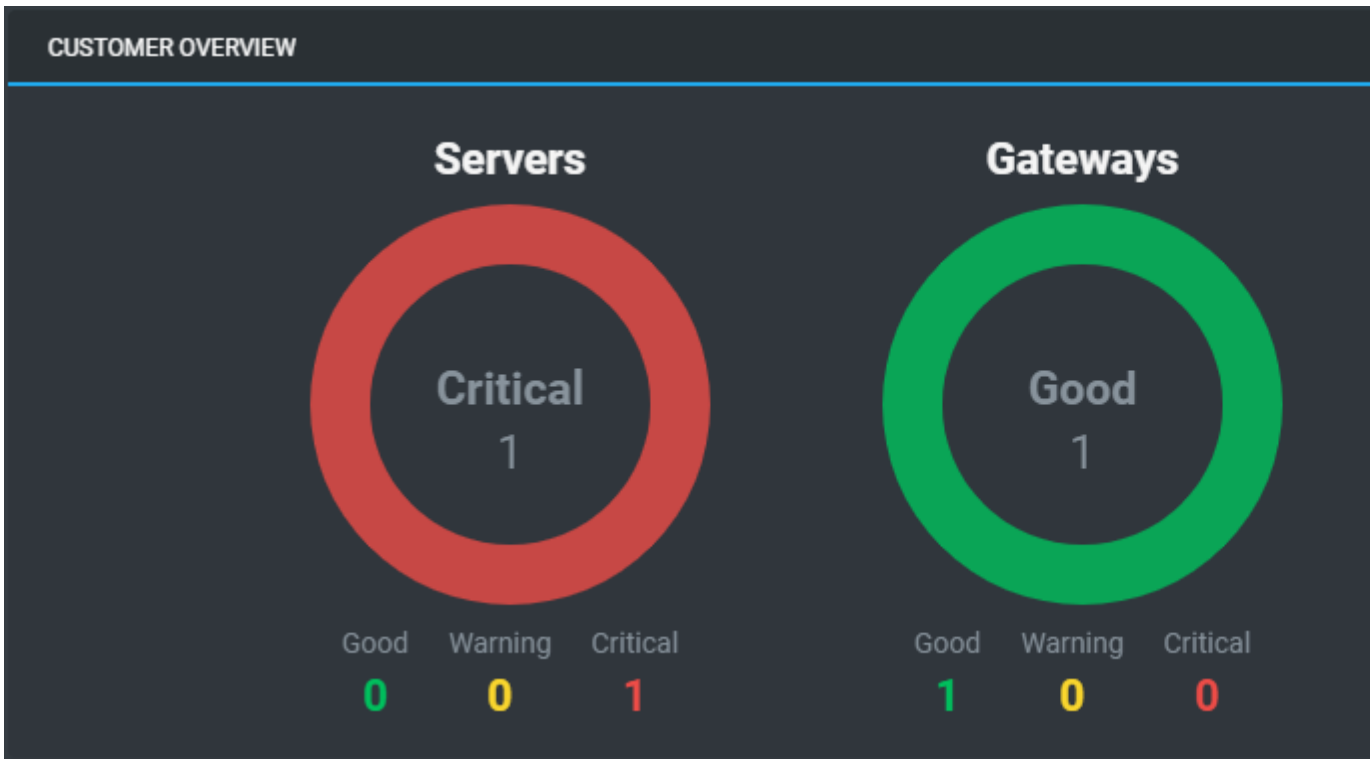


- Resources: Provides a list of helpful documentation and downloads.



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 ty



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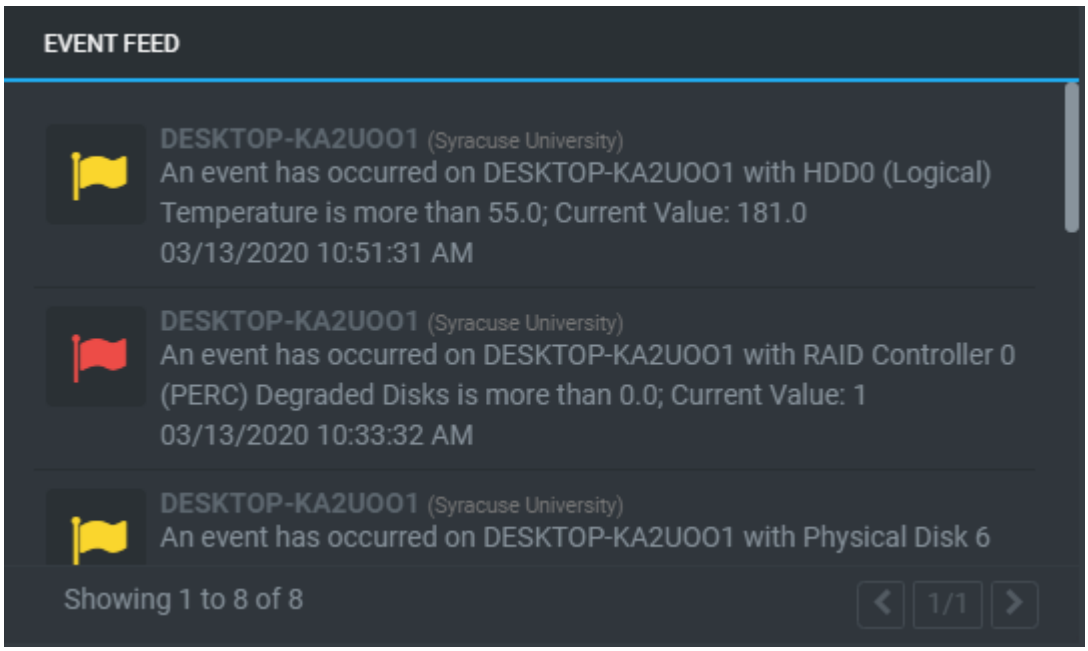
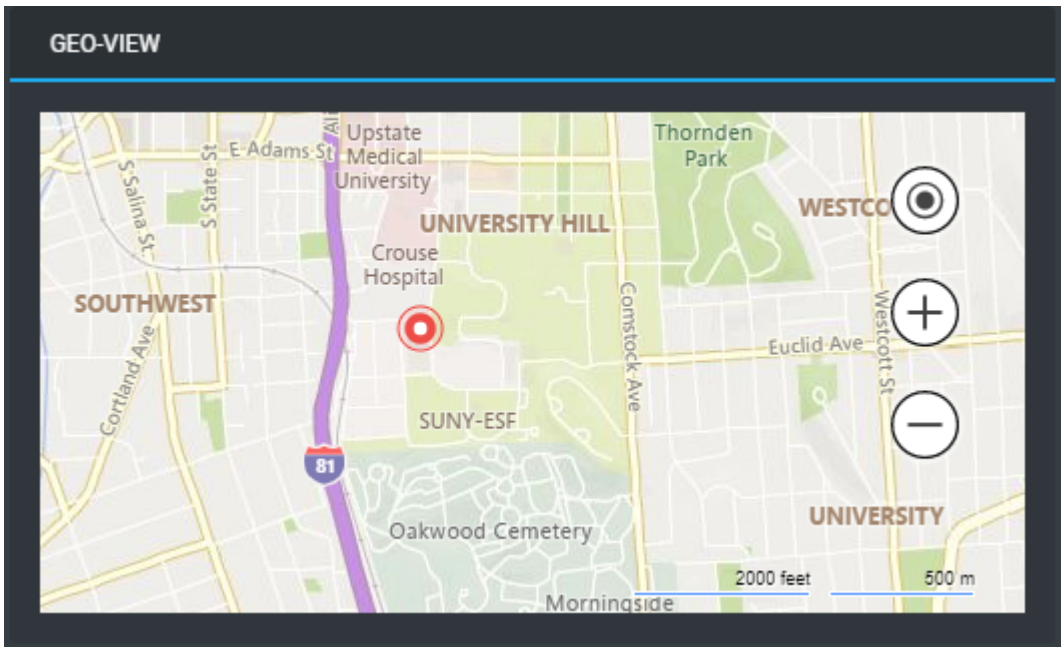
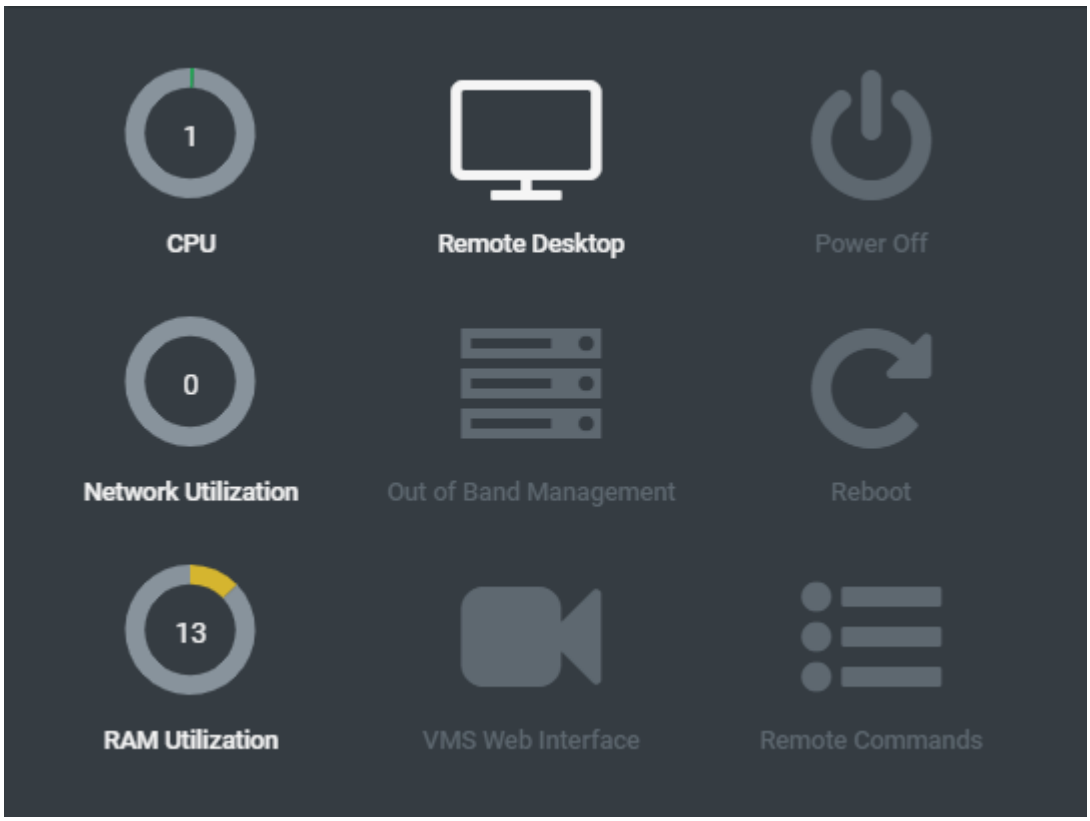


• Geo-View: Map that shows the location of a customer's gateways. For more information on defining a gateway

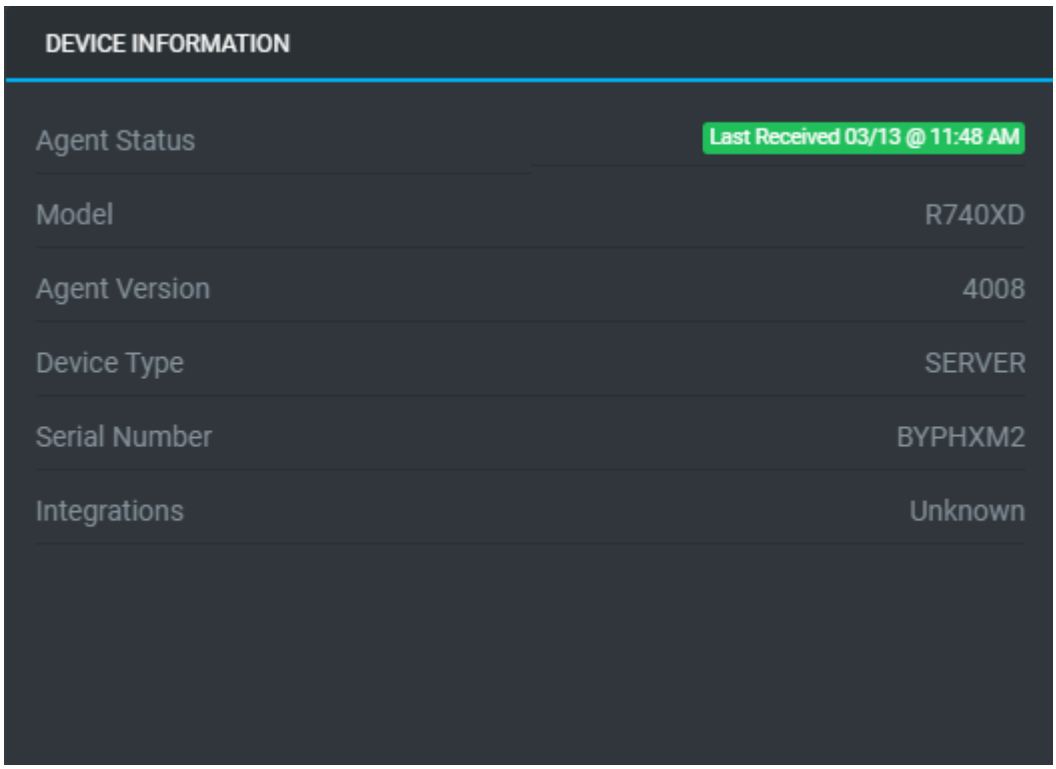


3) **Gateway Dashboard:** Provides a view filtered for a specific gateway's monitored devices. The dashboard widget specific gateway. The Geo-View map is driven by the location of the particular servers.

4) **Server/Device Dashboard:** The Server/Device specific dashboard provides a detailed view of a server/device's t only): Provides CPU, Network Utilization and RAM Utilization information, along with management operations such



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

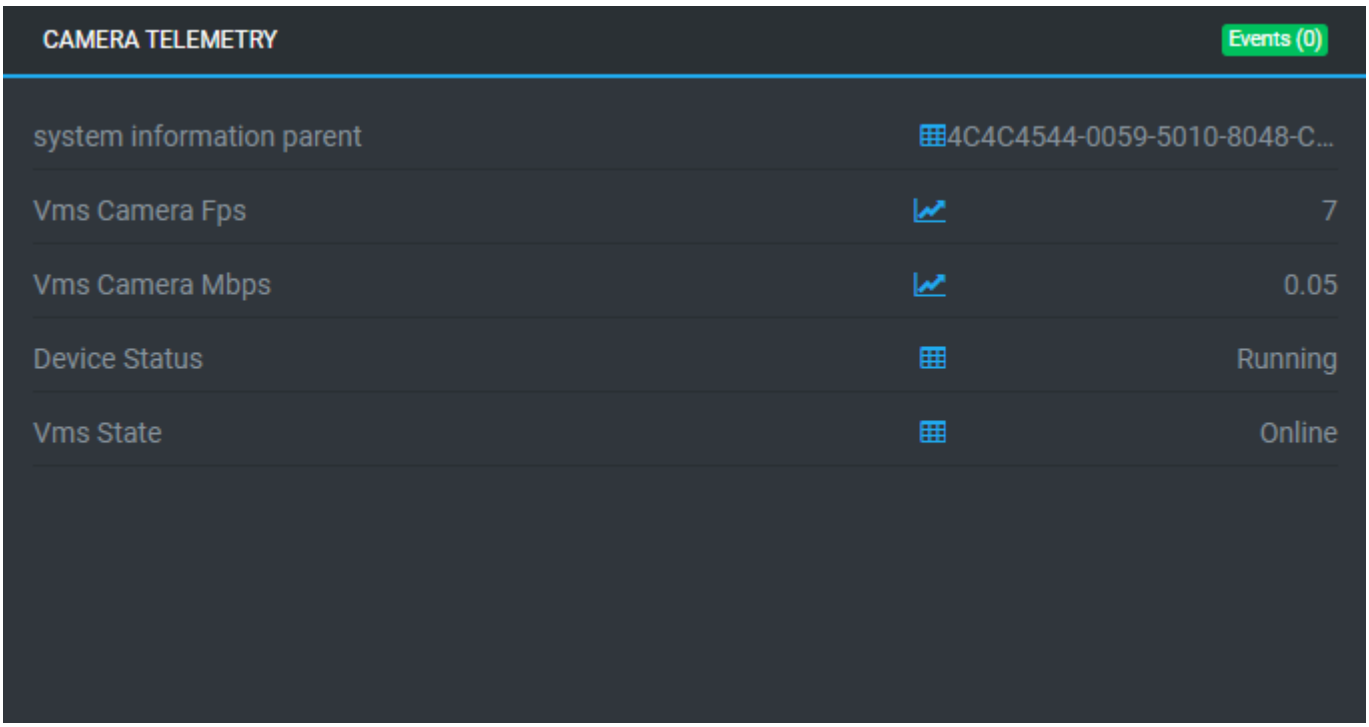


- System Health (Server Only): Provides the latest telemetry that applies to the system health. Any telemetry key provided within this panel.

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

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

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



Defining Health

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

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 **I**
- If a monitored device has thrown an event that has a severity of WARNING, then it is considered to be in a **WA**
- Lastly, if the monitored device has thrown an INFORMATIONAL event, or there were no events thrown within th

Predefined Events

There are several events that are built into the platform that are meant to cover common occurrences of what may
Heartbeat: The gateway heartbeat is driven from the xConnect gateway software and is meant to provide a signal
with the core platform. At a minimum, the gateway must be able to communicate with the platform within 5 minute
gateway.

1. **Telemetry Received:** xConnect expects that all monitored devices will send telemetry within 60 minutes. If the
   warning event will be thrown.
2. **Recoveries:** All events that are thrown (custom or predefined) will receive a RECOVERY event when they go ba

Custom Events

Custom events are those that can be modified by a power user via the Event Configuration management page. For
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 ba
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 ti
assets (i.e. Servers, IP Devices, Cameras, etc...) This is meant to act as an alerting mechanism from the xConnect

Additional Notes:

By default, xConnect will consider any telemetry outage beyond 60 minutes as a warning event, which will cause y
configurations are meant as the alerting mechanism of these occurrences. The alerting mechanism is separate fro

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