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Site Index



Monitoring for the 21st century

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Sites

Site	Score		Feed		Water		Temp	
Site 1								
Site 2								
Site 3								
Site 4								
Site 5								
Site 6								
Site 7								
Site 8								
Site 9								
Site 10								
Site 11								

The site index shows a list of all sites to which the user has access.

If the site has a netmon, there will be a summary of the BetterScores for that site – the face icons.

Clicking on the site name will take you to the site dashboard.

Site Summary

This is the main 'dashboard' for a site.

Baker I Finisher

Site Summary



BetterScore

The current scores for Baker I Finisher are:

Zone	Feed	Water	Temp
Site			
Barn13			
Barn14			
Barn15			
Barn16			

Alarms

The following alarms are currently active.

Current Alarms

High	0 alarms	Off	4 alarms
Med	0 alarms	Suspend	0 alarms
Low	0 alarms	Total	4 alarms

Users

The last four users to login or out.

Name	Status	Last Seen
Baxter, Jerry	in	Aug 10th, 09:48
Lauck, Larry	in	Aug 10th, 09:48
Wurr, Bill	out	Aug 7th, 14:11
Heese, Frank	out	Jul 29th, 12:44

There are several sections, not all of which are displayed for all sites.

- BetterScores
- Alerts
- Users
- Critical Alert Logs
- Dialler Logs
- Generator Logs
- Door events
- Truck wash

There are also a few icons at the top of the page. Again, these vary depending on the site.



Sites index – displays the list of sites



Site Configuration – allows editing of the site details and FP management



Sitemap – displays the sitemap



GeoVision – launches the GeoVision software



Weather – displays the weather report

BetterScores

This section has the full table of the current BetterScores.

Clicking on a zone name will display the graphs for that zone.



Clicking on the view icon will display the overall charts.

Alerts

This shows a summary of the currently active alerts.

Each row shows the number of alerts active for the relevant priority.

Alarms

The following alarms are currently active.

Current Alarms

High	0 alarms	Off	4 alarms
Med	0 alarms	Suspend	0 alarms
Low	0 alarms	Total	4 alarms

In this example there are 4 alerts (generated either on site or through GuardianAction) all of which have been turned off in the *Priority Settings* page.



Clicking on the view icon will display the alerts.





The configuration icon will display the *Alert Configuration* page.



The suspend icon will allow you to select alerts to suspend. (Suspension settings are on the *Alert Configuration – Cycle Settings* page.

Users

Users		
The last four users to login or out.		
Name	Status	Last Seen
Baxter, Jerry	in	Aug 10th, 09:48
Lauck, Larry	in	Aug 10th, 09:48
Wurr, Bill	out	Aug 7th, 14:11
Heese, Frank	out	Jul 29th, 12:44



This displays the last four users to log in or out of the site.



The view icon shows the full list of users and login times



The download icon allows you to download the login history of a user or site.

Door events

Door Events		
The most recent event for the four most recently used doors.		
Door	Time	Open
DOOR16	May 19th, 19:54	15 minutes
DOOR17	May 19th, 19:54	15 minutes
DOOR13	May 19th, 19:54	15 minutes
DOOR06	May 19th, 19:54	15 minutes



The view icon shows the last few day's of door activity.

Critical Alert Logs

Critical alarm Logs	
The last four days that had critical alarms	
Date	Count
Mar 5th	1
Mar 2nd	1
Mar 1st	2
Feb 28th	1

This panel shows a simple count of how many critical alerts there were on the last four days that had an active alert.

Dialler Logs

Dialer activations	
The last four days that had dialer activations	
Date	Count
May 18th	1
May 17th	1
May 16th	1
May 12th	5

Generator Logs

Generator Logs	
The last four occasions the generator was run.	
Start	Duration (min)
May 18th, 12:24	59.4
May 18th, 11:39	30.0
May 4th, 11:54	75.0
Apr 27th, 12:09	75.0



The view icon shows the full list of generator logs, and provides export to CSV.

Truck Wash

Truck Wash
The truckwash logs are uploaded directly from the site.
Last Upload
May 21st, 14:30

This panel displays the time the logs were last uploaded.



The download icon provides a CSV of the logs.

Alert System

There are currently two different methods by which GA will contact users about an alert.

- SMS
- Phone and email

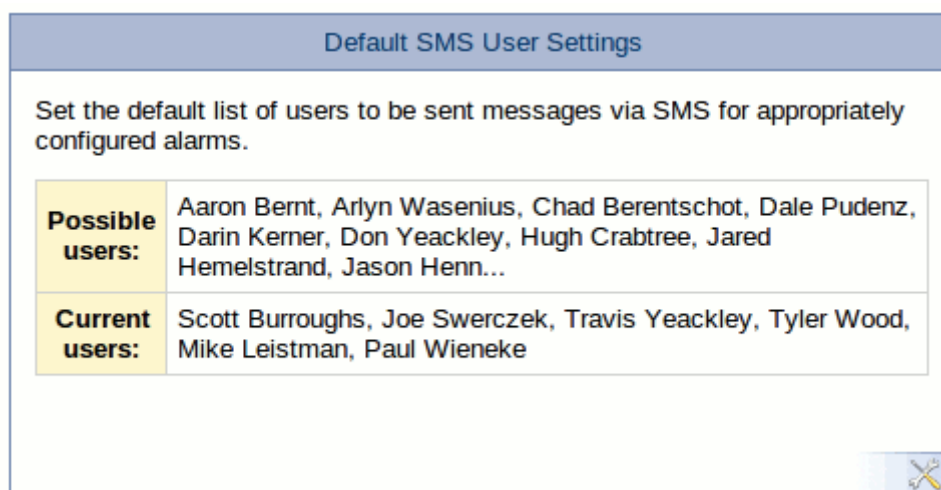
Contact method: SMS

SMS alerts are simple, and apart from the list of users, have only one setting: the cycle timer (How often to alert users – explained in more detail under the phone and email section.)

SMS alerts are designed to be a notification, rather than an alert, and as such will not take into account the exclusions defined on a users admin page. If an SMS alert is triggered, all relevant users will be sent a message immediately, regardless of their tier or exclusions. The alert won't escalate, or repeat until it gets an acknowledgement. For these options, use the Phone and Email method.

The main way to assign users to the SMS list is through the 'Default SMS User Settings' section of the alerts dashboard.

This specifies the people who will be contacted by default by any alerts configured to alert via SMS. It's also possible to configure the list of users on an alert by alert basis.



Default SMS User Settings	
Set the default list of users to be sent messages via SMS for appropriately configured alarms.	
Possible users:	Aaron Bernt, Arlyn Wasenius, Chad Berentschot, Dale Pudenz, Darin Kerner, Don Yeackley, Hugh Crabtree, Jared Hemelstrand, Jason Henn...
Current users:	Scott Burroughs, Joe Swerczek, Travis Yeackley, Tyler Wood, Mike Leistman, Paul Wieneke

This section shows a partial list of the users who could be contacted by SMS, and a partial list of the users currently configured to receive SMS messages from this site.

A user will be considered contactable by SMS if they have a cell phone assigned as a contact method. This is specified under their admin page.

Clicking on the 'edit' icon takes you to the following page:

Default SMS users



Users

Possible users

Current users

Aaron Bernt	Scott Burroughs
Arlyn Wasenius	Joe Swerczek
Chad Berentschot	Travis Yeackley
Dale Pudenz	Tyler Wood
Darin Kerner	Mike Leistman
Don Yeackley	Paul Wieneke
Hugh Crabtree	
Travis Mace	
Travis Nelson	

Users can be dragged between lists.

When finished, click the 'save' icon.

Alert specific user list

The above page sets the default list of users. It's possible to add or remove users from this list for individual alerts.

To do so, click the alert name from the 'Priority Settings' page. This will bring you to a page similar to the above that will allow you to edit the user list for just this alert.

You can also get to this page by clicking the 'Edit alert settings' link when viewing the alert history.

Any alerts that have been configured individually will appear in the 'SMS User Settings' panel of the alerts dashboard.

SMS User Settings

A list of all the alarms that have had sms users assigned individually.

Alarms: Feed Trend

Contact Method: Phone and Email

Phone and email alerts are more complex than SMS alerts.

Generally, these are configured to call people in tiers, looping through a lower tier a defined number of times before escalating and calling the next tier up.

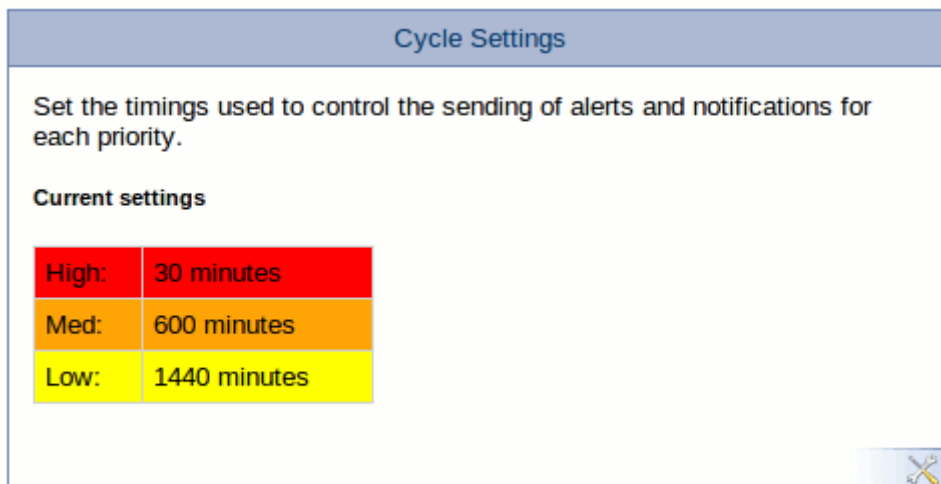
After a defined number of calls, the next tier up will receive email notification of calls and responses so far.

This repeats until the alert is acknowledged.

The behaviour of an alert is controlled by two sets of settings: Cycle Settings and Priority Settings.

Cycle Settings

These are summarised in the Cycle Settings panel of the alerts dashboard.



The screenshot shows a panel titled "Cycle Settings" with a subtitle "Set the timings used to control the sending of alerts and notifications for each priority." Below this, it says "Current settings" and displays a table with three rows: "High: 30 minutes", "Med: 600 minutes", and "Low: 1440 minutes". Each row has a colored background (red for High, orange for Med, yellow for Low). An "edit" icon (wrench and screwdriver) is visible in the bottom right corner of the panel.

Priority	Current settings
High:	30 minutes
Med:	600 minutes
Low:	1440 minutes

This panel shows the cycle timer settings for the different priority alerts.

Apart from the user defined settings, the only difference between the priorities is when the cycle timer restarts. As high priority alerts are generally on a short cycle, the timer restarts from the acknowledgement, ensuring that (In the example above) there is a 30 minute break after the acknowledgement before GA starts calling again.

Medium and low priority alerts are generally on a longer time frame, and so the cycle timer is always defined by the start of the alert itself.

If this panel is empty, it means the site is using the company default settings, and hasn't picked up it's specific settings yet. Click on the 'edit' icon, and then click the 'save' icon on the Alert configuration page.

Alarm Configuration



Cycle Settings					
Priority	Cycle	Repeat	Notify	Escalate Delay	Suspend Period
High	<input type="text" value="30"/> minutes	<input type="text" value="5"/> minutes	<input type="text" value="2"/>	<input type="text" value="2"/>	<input type="text" value="1"/> hours
Med	<input type="text" value="600"/> minutes	<input type="text" value="10"/> minutes	<input type="text" value="1"/>	<input type="text" value="1"/>	<input type="text" value="12"/> hours
Low	<input type="text" value="1440"/> minutes	<input type="text" value="10"/> minutes	<input type="text" value="1"/>	<input type="text" value="1"/>	<input type="text" value="24"/> hours

Reset to company defaults:

Cycle

Once an alert is active, the alert process will restart every *[cycle]* minutes from the start of the alert for medium and low priority alerts, and every *[cycle]* minutes from the last acknowledgement for high priority alerts.

Repeat

If no one acknowledges, the system will retry every *[repeat]* minutes.

Notify

The number people alerted before the next tier is notified. (First tier only, all subsequent tiers trigger a notification as soon as the first person on that tier is called.)

Escalate Delay

The number of times the system tries to alert the first tier before escalating.

Suspend Period

When the alert is suspended, it will reactivate in *[suspend period]* hours.

Priority Settings

The priority settings define the priority and contact method of alerts.

Priority Settings

Specify which cycle times the alarms should use, and also how to alert people.

Current settings

High	6 alarms	Off	21 alarms
Med	1 alarms	Suspend	0 alarms
Low	3 alarms	Total	31 alarms

The priority settings panel shows how many alerts are assigned to each priority, are turned off, or are suspended.

Click on the 'edit' icon to configure these settings.

Alarm Configuration



Priority Settings

Hard alarms

Alarm	Priority	Alert	Default
MAINS FAILURE	High	Phone	<input checked="" type="checkbox"/>
LOW READING	High	Phone	<input checked="" type="checkbox"/>
HIGH READING	High	Phone	<input checked="" type="checkbox"/>
NO SENSORS	Off	Phone	<input checked="" type="checkbox"/>
SYSTEM RESET	Off	Phone	<input checked="" type="checkbox"/>
MANUAL OVERRIDE	Off	Phone	<input checked="" type="checkbox"/>
SYSTEM ERROR	Off	Phone	<input checked="" type="checkbox"/>
NETWORK FAILURE	Off	Phone	<input checked="" type="checkbox"/>
BATTERY LOW	Off	Phone	<input checked="" type="checkbox"/>
SENSOR VARIANCE	Off	Phone	<input checked="" type="checkbox"/>
TRIP FAILURE	Off	Phone	<input checked="" type="checkbox"/>
OUTPUT FAILURE	Off	Phone	<input checked="" type="checkbox"/>
OUTPUT TIMEOUT	Off	Phone	<input checked="" type="checkbox"/>
WATER FAILURE	Off	Phone	<input checked="" type="checkbox"/>
SENSOR FAILURE	Off	Phone	<input checked="" type="checkbox"/>
FEED FAILURE	Off	Phone	<input checked="" type="checkbox"/>

Soft alarms

Alarm	Priority	Alert	Default
Temperature Range	High	Phone	<input checked="" type="checkbox"/>
Extreme High Temperature	High	Phone	<input checked="" type="checkbox"/>
Extreme Low Temperature	High	Phone	<input type="checkbox"/>
Netmon Connection Failure	Med	Phone	<input type="checkbox"/>
Water Trend	Low	SMS	<input type="checkbox"/>
Water Leakage	Low	Phone	<input type="checkbox"/>
Feed Trend	Low	SMS	<input type="checkbox"/>
Temperature Control	Off	Phone	<input checked="" type="checkbox"/>
Feed Outage	Off	Phone	<input checked="" type="checkbox"/>
Feed Pattern	Off	Phone	<input checked="" type="checkbox"/>
Connection Failure	Off	Phone	<input checked="" type="checkbox"/>
Water Pattern	Off	Phone	<input checked="" type="checkbox"/>
Health Alert	Off	Phone	<input type="checkbox"/>
Temperature Changes	Off	Phone	<input checked="" type="checkbox"/>
No recent fingerprint	Off	Phone	<input checked="" type="checkbox"/>

Each alert has a row consisting of its name, the priority, the alert method, and whether or not it's using the company default priorities.

Alarm	Priority	Alert	Default
Temperature Range	High ▼	Phone ▼	<input checked="" type="checkbox"/>
Extreme High Temperature	High ▼	Phone ▼	<input checked="" type="checkbox"/>
Extreme Low Temperature	High ▼	Phone ▼	<input type="checkbox"/>
Netmon Connection Failure	Med ▼	Phone ▼	<input type="checkbox"/>
Water Trend	Low ▼	SMS ▼	<input type="checkbox"/>
Water Leakage	Low ▼	Phone ▼	<input type="checkbox"/>

If *[Default]* is checked, that alert is using the company specified default settings. If the company defaults are changed, the alert's settings will change accordingly.

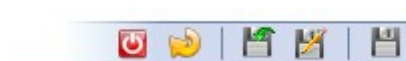
The colour of the *[Priority]* indicates the priority as it was when the page loaded. It doesn't change until you save your changes.

When you change *[Priority]* or *[Alert]*, *[Defaults]* is automatically unchecked. Any changes to the company defaults will no longer apply to this alert.

If *[Defaults]* is checked, the *[Priority]* and *[Alert]* are automatically set to the company default.

Clicking on the alert name will take you to the settings for that particular alert.

Icons:



The off icon will turn off all alerts – does not take effect until saved



The revert icon will restore the settings to the site default – does not take effect until saved



Backup the current saved state.



Revert to the last saved backup – does not take effect until saved



The save icon will save any changes

Alert Tiers

A summary of the people on each tier in the alert calling hierarchy.

Alarm Tiers					
Set the order in which people are called, and alarms are escalated.					
Tier	One	Two	Three	Four	Five
First called	Don Yeackley	Bill Wurr	Chad Berentschot		Scott Burroughs
Total called	6	1	1		1

For example, Don Yeackley is the first person called on tier one, and there are five other people called after him. Tiers two, three and five each have only one person, who is listed.



Clicking the edit icon will allow you to assign people to the different tiers