

Using the UpstreamConnect Website

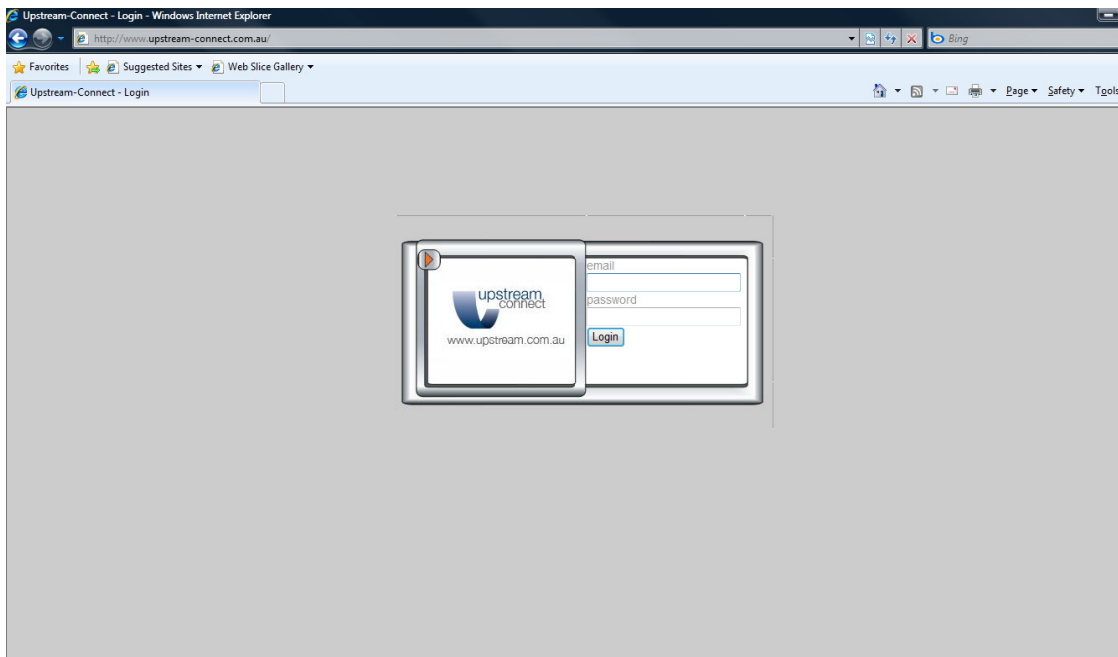
The UpstreamConnect website is your primary means for viewing imaging device data and reports.

This manual discusses all aspects of using the UpstreamConnect website.

If you have any further queries please feel free to contact the UpstreamConnect helpdesk on **(03) 9272 2386**

Working with the interface

The UpstreamConnect website makes it easy to access the information you need from anywhere with an internet connection.

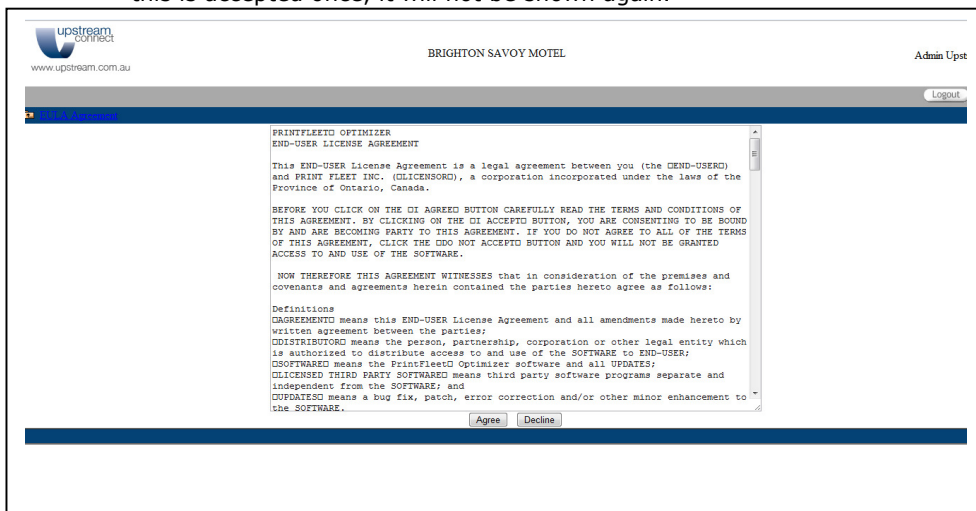


Logging on to the system

Each user is assigned a unique user name and password to log on to the UpstreamConnect website.

To log on to UpstreamConnect website:

1. In your browser window, navigate to <http://upstream-connect.com.au>
2. Enter your user name and password in the designated boxes, and then click **Login**.
3. The first time you log on to UpstreamConnect website, you will see the End User License Agreement. After this is accepted once, it will not be shown again.




Note

While we strive to support all popular browsers (IE6+, Firefox 2+, Safari 3, Opera 9+), we recommend using the latest version of your browser. If you are using Internet Explorer 6, upgrading to Internet Explorer 7, or using another browser such as Firefox 3 or Safari 3 will result in a significantly improved user experience, due to improved speed and standards compliance.

Using the search function

The search function allows you to quickly find specific items in the system.

To search for a specific item on the UpstreamConnect website:

1. Type your search string in the text box on the left side of the header area of the website.
2. Press **Enter**, or click 

Results are displayed and separated into users, devices, and groups. User results display the login name, first name, and last name. Device results display the device name, group, serial

number, IP address, MAC address, asset number, and location. Group results display the group name, and parent groups.

Changing your preferences

Preferences, including your password and the way you want device names to display throughout the system, can be changed. It is recommended you change your password periodically for additional security. Passwords are encrypted, and cannot be recovered, so you must change your password if you lose it. If you want to change it.

To change your preferences:

1. Do one of the following:
 - Click **Preferences** on the upper right side of the interface.
 - On the **Settings** menu, click **My Preferences**.
2. Do one or more of the following:
 - To change your password, type your current password in the **Old Password** box, type your new password in the **New Password** box, and retype your new password in the **Confirm Password** box.
 - To change the way device names display throughout the system, enter an acceptable string in the **Device Name Template** box, or select a method from the list underneath. The following properties are accepted: \$name, \$id, \$serial, \$asset, \$ip, \$mac, \$location, \$lcd, \$systemname, \$systemlocation, and \$systemdescription. The following are examples of strings that can be used:

```
$name (Serial: $serial, Asset: $asset)  
sample output: HP 1000 (Serial: 1234, Asset: ABC)  
  
$name-$ip-$mac  
sample output: HP 1000-192.168.1.1104-  
00:01:02:aa:bb:cc
```
3. Click **Save**.

Your password must be of a certain strength, as set by the administrator. The Strength bar must turn green for it to be an acceptable password. To increase the strength of your password, use both upper and lower case, both letters and numbers, symbols, or increase the length of the password.

Working with device views

There are several default device views on the UpstreamConnect website. You can also create unlimited custom device views that contain the precise information you want to see.

To view data using an available device view:

1. On the **Device Views** menu, click to select the device view you want to use from the following, or any custom view:
 - Technical View

- Supplies Order View
 - Alerts
 - Maps
2. On the left side of the screen, select the group that contains the devices you want to view.
 3. Use the lower toolbar to change the number of devices shown, scroll through pages, or refresh the data.

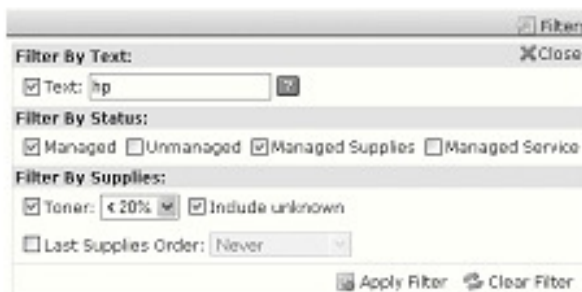


Filtering and sorting data in a device view

Data in a device view can be filtered and sorted. Filtering allows you to view a subset of the devices in the selected group. Sorting allows you to view information in ascending or descending order.

To filter data in a device view:

1. While on a device view, click **Filters**.
2. Do one or more of the following:
 - To filter devices by a text string, for example, a serial number (or portion of), IP address (or portion of), device name, etc., type the text string in the **Filter Text** box.
 - To filter devices by managed or unmanaged status, click to select the **Managed**, **Unmanaged**, **Managed Supplies**, and/or **Managed Service** check boxes.
 - To filter devices by percent toner remaining, click to select the **Toner** check box, and then select the highest percent toner remaining you want to view from the list. Optionally, click to select the **Include Unknown** check box to list devices with an unknown amount of toner remaining.
 - To filter devices by the last time supplies were ordered, click to select the **Last Supplies Order**, and then select the time interval for last supplies orders that you want to view: never, less than 1 week, less than 2 weeks, less than 3 weeks, or less than 30 days ago.
3. Click **Apply Filter**.



To clear a data filter in a device view:


1. While on a filtered device view, click **Filters**.
2. Click **Clear Filter**.

To sort data in a device view:

- Click the column title you want to sort the data by, and click again to toggle between ascending and descending order.

You can customize a default sort order for each view when creating or editing a view. See "Creating custom device views" on page 29.






Viewing new devices

Devices that have recently appeared in the system will be marked with a **New** icon (). The number of days that a device will be marked as new is configured by your system administrator. The default number of days is 30.

Working with the traffic light system

Some device views use a traffic light system to display supplies status and device status. A legend appears at the bottom of applicable device views. The following table describes what each traffic light icon means for supplies status and device status.

Table 5: Understanding the Traffic Light System

Icon	Status Interpretation
	OK
	Caution (for supplies, Low Toner)
	Warning (for supplies, Out of Toner)
	Stale (data has not been collected from the device for a number of days—the exact number of days is set by the administrator)
	Unknown (data is not available from the device or not supported by Upstream)

Working with the default views

The following table describes the data included in each of the default device views.

Table 6: Default Device Views

Device View	Data Included
Technical View	device name, supplies status, overall status, page count - month, serial number, IP address, location, last active date
Alerts	customer, devices, options for managing alerts
Maps	list of maps, links to each map, number of devices placed on each map, options for managing maps
Supplies Order View	device name, pages in last 30 days, supply type, current level/status, last order date, option to order supplies

Using the Technical View

The Technical View provides basic information about devices, including the name, supplies status, device status, yesterday meter count, serial number, IP address, location, and last active date.

To access the Technical View:

- On the **Device Views** menu, click **Technical View**.



The Technical View will display the traffic light icon for supplies status and overall status that corresponds to the most significant status. For example, if a device is out of black toner and low on yellow toner, the Technical View will display a warning icon under the Supplies column for the black toner, rather than a caution icon for the yellow toner.

If you want more information about the status of a device, click on the device name link and you will be taken to the Device Detail View for that device.

To view the Page Counts report for a device:



- Click the **30 days** icon under the **Pages (last 30 days)** column, in the row of the device you want to run the report for. The icon will be a smaller version of the actual report, and can be used as a quick reference.

If you want more information about the status of a device, click on the device name link and you will be taken to the Device Detail View for that device.

Using the Alerts view

The Alerts view displays details on recently sent alerts.

The Alerts view displays the customer name, number of devices that have recent alerts, and a link to view alert details for each device.

To view the Alerts view:

1. On the **Device Views** menu, click **Alerts**.
2. Under the **Options** column, click **Details** to view the device name, serial number, LCD, and service code status for each device with a recent alert.
3. Optionally, to view additional information about a specific device, click the device name to go to the Device Detail view. See "Working with the Device Detail view" on page 31.

An unlimited amount of custom device views can be created, so that you can view the exact information you want, in the way you want to view it. Custom device views will be added to the Device Views menu for groups selected to have access.

Working with the Device Detail view

The Device Detail view displays all information, and links to other areas in the system, relevant to a specific device. An image of the device model is also included if available.

The lower area of the Device Detail view has tabs for accessing complete meter breakdowns, supply levels, service information, miscellaneous device-specific information, and model information.

To access the Device Detail view:

- Click on a device name link anywhere in the system. Usually this is while using one of the device views.



Navigate between devices in the same group

Table 7: Information Displayed in the Device Detail View

Group	Name
IP address	Status
Location	Utilization
Serial number	Asset number
Total coverage	Black coverage
Last active (date/time)	MAC address
Firmware	First seen (date)
Install date	Display (with More link to view previous displays)
Errors (with More link to view previous errors)	Supply levels (with ability to add items to a supplies order)

Table 7: Information Displayed in the Device Detail View

Meter breakdowns (with links to page count reports)	Service information (including past 100 alerts and flags, and recent service history)
Miscellaneous device-specific information	Model information (from the model database)



Note

You can find additional information, including the version of the DCA being used, by hovering your mouse over the device image.

Viewing embedded web pages

From the Device Detail view, you can view the embedded web page of the device, provided you are within the internal network that the device resides.

To view the embedded web page:

- Click the **IP address** of the device.

Viewing historical LCD and error information

From the Device Detail view, you can view historical LCD and error data, useful for determining whether or not there are recurring or serious problems with a device.

To view historical LCD data:

- Click **More** to the right of the **Display** area.

To view historical error data:

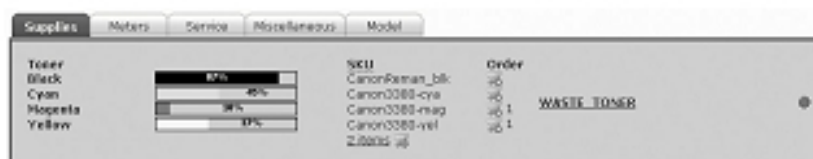
- Click **More** to the right of the **Errors** area.

Working with the Supplies tab

The Supplies area on the Device Detail view displays toner and non-toner supply levels,

To access supplies information:

- On the **Device Detail** view, click the **Supplies** tab.



Working with the Meters tab

The meters area displays complete meters information, including standard and device-specific meters, for several different time periods: today, yesterday, past 7 days, current month, year, and life of the device. You can also access trend reports for each of these time periods.

To access meters information:

- On the **Device Detail** view, click the **Meters** tab.

To access a meter trend report:

-

On the **Meters** tab, click one of the following column titles for the time period you want to run the report for:

- **Today.** Displays a report showing pages printed since 12:00am on the current day.
- **Yesterday.** Displays a report showing pages printed on the previous day.
- **Past 7 Days.** Displays a report showing pages printed during the previous seven days.
- **Current Month.** Displays a report showing pages printed from the start of the current month until the current day.
- **Year.** Displays a report showing pages printed from the start of the current year until the current day.
- **Life.** Displays a report showing pages printed from the start of when the DCA began collecting information from the device until the current day

Working with the Miscellaneous tab

The miscellaneous area provides additional device information that does not fit into any particular category. This information will vary by device, but may include such things as paper levels, amount of memory, duplex capability, etc.

To access miscellaneous device information:

- On the **Device Detail** view, click the **Miscellaneous** tab. This will display the Data Label, Value, and Date the information was obtained for each miscellaneous data item.

Working with the Model tab

The model area provides information about the device model, rather than the specific device. This information is stored in the model database, and is not collected by the DCA (although some of the information may also be available through the DCA).

To access model information:

- On the **Device Detail** view, click the **Model** tab. The information contained here is displayed in the following table.

Table 8: Information Available in the Model Tab

Model name	Duty cycle
Color device (yes/no)	PPM black
PPM color	Date introduction
Toner product codes	Toner product yields
Copy capable (yes/no)	Printer capable (yes/no)
Fax capable (yes/no)	Scanner capable (yes/no)

Using reports

The UpstreamConnect reports let you view data when and how you want it. In addition to the default Primary Reports, you can generate Executive Reports. You can also schedule reports to be sent via email.

Generating reports

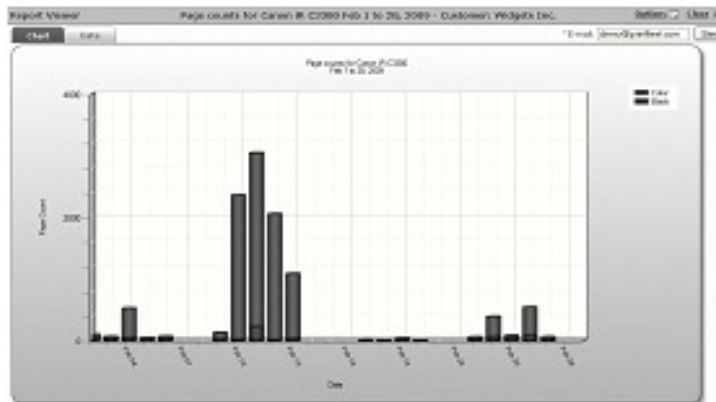
The UpstreamConnect website allows you to generate a variety of Primary and Executive reports.

To generate a report:

1. On the **Reporting** menu, point to **Report Console**, and then click **Create Report**.
2. In the **Report Information** area, do the following:
 - Select a report from the **Report Selection** list.
 - Select other options as necessary, depending on which report you have chosen. This may include selecting a group, a specific device, etc.
3. In the **Run Now** area, select a **Start Date** and **End Date** for the report.
4. Click **View Report**.
5. For Executive Reports, navigate through each individual report by selecting a page to view from the list in the **Report Viewer** header.

The UpstreamConnect Report Viewer allows you to do various things with a generated report, including:

- View in chart form.
- View in data form.
- Email the report.
- Download the report in .pdf format.
- Download the report in .csv format.



To view a report in chart form (if applicable):

- After generating a report, in the **UpstreamConnect Report Viewer**, click the **Chart** tab.

To view a report in data (text) form:

- After generating a report, in the **UpstreamConnect Report Viewer**, click the **Data** tab.

To e-mail a report:

1. After generating a report, in the **UpstreamConnect Report Viewer**, type in the e-mail address you want to send the report to in the **E-mail** box.
2. Click **Send**.

To download a report in .pdf format:

- After generating a report, in the **UpstreamConnect Report Viewer**, click **Options**, and then click **Download PDF**.

To download a report in .csv format:

- After generating a report, in the **UpstreamConnect Report Viewer**, click **Options**, and then click **Download CSV**.

Primary reports are default reports you can generate to view information about document output devices.

Table 9: Description of Primary Reports

Report	Description
Advanced Volume Report	A text report that displays device name, serial number, start page count, end page count, page total, mono total, color total, copier mono, copier color, print mono, print color, fax count, IP address, asset number, and last active date. Additional machine-specific meters can be shown if selected. You can choose to run the report for either managed or unmanaged devices.
Individual Page Count Report	A graphical report that displays total page count, total monochrome count, and total color count for a single device over a specified time period.
Individual Toner Level Report	A graphical report that displays black, cyan, magenta, and yellow toner levels (where applicable) for a single device over a specified time period.
Individual Page & Toner Report	A graphical report that displays black pages, color pages, and black, cyan, magenta, and yellow toner levels for a single device over a specified time period.
Individual Misc. Supplies Report	A graphical report that displays the level of a specified supply item (i.e. imaging drum), for a single device over a specified time period.

Table 9: Description of Primary Reports

Report	Description
Power Usage Report	A text report that displays the device name, serial number, operating watts, idle watts, total pages (in the selected time period), estimated kWh usage, estimated cost (at selected kWh price), power cost per page, and total power cost of the selected group over the specified time period.
CPC Report	A text report that displays the device name, serial number, asset number, location, count mono, count color, CPC mono, CPC color, CPC total mono, CPC total color, and CPC total based on a specified date range.

Table 10: Description of Default Custom Reports

Report	Description
Customer - Canon Current Meters	A text report that displays Canon meter indexes 101, 108, 229, 230, 321, 322, as well as the device name and serial number for each device.
Customer - Color vs. Mono Total	A graphical report that displays total monochrome vs. color pages over a specified time period.
Customer - Coverage Report	A text report that displays black, cyan, yellow, and magenta coverage for each device over a specified time period. Also displays the serial number for each device.

Table 10: Description of Default Custom Reports (continued)

Report	Description
Customer - Current Meter Values	A text report that displays the reading date, device description, IP address, serial number, MAC address, and complete meter breakdowns for the selected date.
Customer - Current Misc Supply Levels	A text report that displays the current percentage level of each non-toner supply level collected for each device. Also includes the device name, asset number, serial number, and location.
Customer - Current Toner Levels	A text report that displays the current black, cyan, yellow, and magenta toner levels (where applicable and available) for each device. Also displays the serial number and location for each device.
Customer - Devices Without Models Associated	A text report that displays the device name, serial number, HR device description, location, and last active date for each device that does not have a model associated with it.
Customer - Manufacturer Breakdown	A graphical report that displays the percentage of devices installed that are produced by each manufacturer.
Customer - Manufacturer Volumes	A graphical report that displays the percentage of pages printed on devices produced by each manufacturer over a specified time period.
Customer - Model Counts	A graphical report that displays the percentage of each device model installed.
Customer - New Devices	A text report that displays the device name, serial number, location, and date first appeared on the network for devices added after the specified date.

Table 10: Description of Default Custom Reports (continued)

Report	Description
Customer - Toner Deltas	A text report that displays the percentage of black, cyan, yellow, and magenta toner used on each device (where applicable) over a specified time period. Also displays device name, serial number, asset number, and location.
Customer - Top 10 Problem Devices	A text report that displays the number of errors and warnings that occurred on each device over a specified time period. Also displays the device name, serial number, and IP address.
Customer - Top Monthly Volume Changes	A text report that displays the previous month's volume, the current month's volume, and the percent change in volume for the ten devices with the largest change in volume. Also displays the device name and serial number.
Device - Error Report	A graphical report that displays the amount of specific types of errors that have occurred on a device over a specified time period.
Device - Snapshot (Current Meters)	A text report that displays a complete meter read breakdowns for a device on a specified date. Also displays the date and time of the reading, device description, IP address, and serial number.
Device Age	A text report that displays device name, serial number, life count, total for period (page count over selected time frame), introduction date (of the model), and age in years of the device (based on model introduction date).

Scheduling reports

Scheduled reports are configured to email to a specified recipient at predetermined intervals.

A scheduled report email contains the data and chart (if applicable) embedded in the body of the email, as well as the report in a .csv format attachment.

To create a scheduled report:

1. On the **Reporting** menu, point to **Report Console**, and then click **Create Report**.
2. In the **Report Information** area, do the following:
 - Select a report from the **Report Selection** list.
 - Select other options as necessary, depending on which report you have chosen. This may include selecting a group, a specific device, date range, etc.
3. Click to select **Set Up Schedule**.
4. Type an e-mail subject line for the report in the **Schedule Name** box.
5. Type in one or more e-mail addresses for the report to be sent to in the **Email address(es)** box. Multiple e-mail addresses can be separated by commas, semicolons, or spaces.
6. In the **Start Date** area, type or select a start date and time for the report to begin sending.
7. In the **Repeat** area, select one of the following intervals for the report to send:
 - **Daily.** Type in the interval, in days, that you want the report to run.
 - **Weekly.** Type in the interval, in weeks, that you want the report to run, and select the day of the week that you want the report to run.
 - **Monthly.** Type in which day of the month and interval in months that you want the report to run.
 - **Advanced.** Select which occurrence of which day of the week in a month, and interval in months that you want the report to run.
8. In the **Date Range** area, select one of the following intervals for each report to analyze:
 - **Last 24 hours.**
 - **Last 7 days.**
 - **Last 30 days.**
 - **Current Month.**
 - **Last 90 days.**
 - **Advanced.** Select a **Report Start**, typically **Month Start**, and optionally select +/- a specified amount of days or months. Select a **Report End**, typically **Month End**, and optionally select +/- a specified amount of days or months.

9. Click **Save Schedule**.

The screenshot shows a web form titled "Edit Up Schedule". It contains the following fields and options:
- Schedule Name: Canon Page Count Report
- E-mail address(es): james@upstream.com
- Start Date: 12/15/2011 12:00AM
- Repeat: Advanced, The 1st Mon of every month
- Date Range: Advanced
- Report Start: Month End, Days
- Report End: Month End, Days
- A "Save Schedule" button is located at the bottom of the form.

To view existing scheduled reports:

- On the **Reporting** menu, point to **Report Console**, and then click **Scheduled Reports**. The e-mail address, title, last sent date, and options to edit and delete each schedule are displayed.

To edit a scheduled report:

1. On the **Reporting** menu, point to **Report Console**, and then click **Scheduled Reports**.
2. Under the **Options** column, click **Edit** in the row of the scheduled report you want to edit. This will take you to the **Edit Report** tab.
3. Make the changes you want to the scheduled report. In addition to the standard items, you also have the option to change the **Next Send Date**. The last sent date will also be displayed.
4. Click **Save Schedule**.

To delete a scheduled report:

1. On the Reporting menu, point to Report Console, and then click Scheduled Reports.
2. Under the **Options** column, click **Delete** in the row of the scheduled report that you want to delete.
3. Click **Confirm** to verify deletion of the schedule.

Using alerts

Alerts are configured to notify you via email when a document output device has a status that you have indicated you want to be notified of. This gives you or your dealer the ability to respond to service issues quickly. Recently sent alerts are also summarized on the Alerts view;

Creating new alerts

To create a new alert:

1. On the **Notifications** menu, point to **Alert Settings**, and then click **Alert Manager**.
2. Click the **New Alert** button.
3. Complete the following required items:
 - Select a company from the **Customer** list.

- Type in an e-mail subject line for the alert in the **Title** box.
 - Type in the e-mail address that you want the alert to be sent to in the **E-mail** box.
4. Optionally, to assign the alert to individual devices instead of all devices, do the following:
 - Click to select **Individual Devices**.
 - Click the **Assign Devices** button.
 - In the **Alert Assignment** tab, under the **Assigned** column, click to select the devices to include in the alert.
 - Click **Assign Devices**.
 5. Do one or more of the following to choose the device status items you want to be alerted on:
 - Type custom error codes you want to be alerted on in the **Alert Codes** box. Use semicolons to separate multiple items.
 - Click to select specific status items listed under the **Critical**, **Warning**, and **Toner** columns. For black, cyan, yellow, and magenta threshold (%) items, type in the percent level you want to be alerted on in the text box to the right of the item.
 6. Click **Save**.



Table 11: Status items that can be part of an alert

Status	Category
Critical	Critical
Door open	Critical
Paper jam	Critical
Offline	Critical
No paper	Critical
Warning	Warning
Low paper	Warning
Stale	Warning



Table 11: Status items that can be part of an alert

Status	Category
Service requested	Warning
Low toner	Toner
No toner	Toner
Black threshold (%) (input a custom percentage)	Toner
Cyan threshold (%) (input a custom percentage)	Toner
Magenta threshold (%) (input a custom percentage)	Toner
Yellow threshold (%) (input a custom percentage)	Toner
Alert codes (custom inputs)	N/A

Editing alerts

After an alert is created, it can be edited at any time.



To edit an alert:

1. On the **Notifications** menu, point to **Alert Settings**, and then click **Alert Manager**.
2. Click  to expand a company to view their existing alerts.
3. Click  under the **Edit** column in the row of the alert you want to edit.
4. Make changes to the alert as desired, and then click **Update**.

Deleting alerts

After an alert is created, it can be deleted at any time.

To delete an alert:

1. On the **Notifications** menu, point to **Alert Settings**, and then click **Alert Manager**.
2. Click  to expand a company to view their existing alerts.
3. Click  under the **Delete** column in the row of the alert you want to delete.
4. Click **Confirm** to verify deletion.

Managing alert layouts

Alert layouts determine what columns appear in alert emails, and in what order the columns will be displayed. Unlimited custom alert layouts can be created. A single layout can be assigned to multiple alerts.







To create a new alert layout:

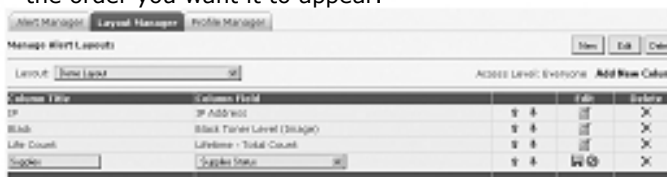
1. On the **Notifications** menu, point to **Alert Settings**, and then click **Layout Manager**.
2. Click the **New** button.
3. Type a name for the layout in the **Layout Name** box.
4. Select either **Everyone** (available for every user in the database) or **My Use Only** (for your own use only) from the **Access Level** list.
5. Click the **Save** button.

You will then need to edit the alert layout in order to specify the columns and order of columns you want in your layout.

To edit an alert layout:

1. On the **Notifications** menu, point to **Alert Settings**, and then click **Layout Manager**.
2. Select the layout you want to edit from the **Layout** list.
3. Do one or more of the following:

- To change the layout title and access level, click the **Edit** button, make the desired changes and then click **Save**.
- To add a column, click **Add New Column**. Under the **Column Title** column, type in a name for the column in the text box. Under the **Column Field** column, select the type of data you want to appear in that column. Click  to save the column.
- To edit a column, click  under the **Edit** column in the row of the data field you want to edit. Make the desired changes and then click  to save the changes.
- To delete a column from the layout, click  under the **Delete** column in the row of the data field you want to delete.
- To change the order that a data field appears in your alert layout, click  in the row of a field that you want to move one column to the left in your alert layout, or click  in the row of a field that you want to move one column to the right in your alert layout. Repeat until you have the data in the order you want it to appear.



Column Title	Column Field	Access Level	Everyone	My Use Only
IP	IP Address	Y	Y	X
Blade	Blade Fabric Level (Storage)	Y	Y	X
Life Count	Lifetime - Total Count	Y	Y	X
Supplies	Supplies Status	Y	Y	X

If an alert layout is no longer needed, it can be deleted at any time.

To delete an alert layout:

1. On the **Notifications** menu, point to **Alert Settings**, and then click **Layout Manager**.
2. Select the layout you want to delete from the **Layout** list.
3. Click the **Delete** button.
4. Click **Confirm** to verify deletion.

Working with alert e-mails

Alerts are sent via e-mail to the e-mail address specified when creating a new alert.

Device Name	Serial Number	IP Address	AppLine	Status	Service Codes	LOD	Alert Datas	Last Action
XXXXXXXXXX-XXXX-XXXX	XXXXXXXXXX	10.10.10.10	OK	Warning	XXXXXXXXXX-XXXX-XXXX	XXXXXXXXXX	XXXXXXXXXX	Feb 04, 200
XXXXXXXXXX-XXXX-XXXX	XXXXXXXXXX	10.10.10.10	OK	Warning	XXXXXXXXXX-XXXX-XXXX	XXXXXXXXXX	XXXXXXXXXX	Feb 04, 200
XXXXXXXXXX-XXXX-XXXX	XXXXXXXXXX	10.10.10.10	OK	Warning	XXXXXXXXXX-XXXX-XXXX	XXXXXXXXXX	XXXXXXXXXX	Feb 04, 200

Acknowledge Alert - 24 Hours (Expires Feb 05, 2005 08:45:51)

Sample alert email

New alerts are received only if a device triggers an alert status indicated in the alert settings, or if a device status condition escalates (for example, from warning to critical).

The interval that alerts are sent at will depend on the interval that individual DCAs are set to scan the network. The alert mechanism itself runs every 30 minutes.

To disable a specific alert for 24 hours, click the **Acknowledge Alert - 24 Hours** link in the alert e-mail. This will not stop new alerts from being sent if the status of any device changes to an alert condition within the 24 hours.

Devices displayed in alert e-mails will display a specific background color in the Device Name and Status columns depending on the type of warning or error being reported. The meaning of each background color is outlined in the following table.

Table 12: Alert e-mail background color definitions

Background Color	Definition
Yellow	New warning that has not been reported in a previous alert
Pale yellow	Warning that has been reported in a previous alert
Red	New error that has not been reported in a previous alert

Table 12: Alert e-mail background color definitions

Background Color	Definition
Orange	Error that has been reported in a previous alert
Cyan	New stale/offline device that has not been reported in a previous alert
Gray	Stale/offline device that has been reported in a previous alert

Using flags

Flags are used to schedule preventative maintenance. Maintenance can be scheduled at a trigger life page count or a trigger date. When a flag is created and the trigger is hit, a flag icon will appear beside the appropriate device in any standard layout device view, which can be clicked to view the device's flag settings. An email will also be sent to the specified address.



Flag notification



Sample flag email


Creating flags

Multiple flags can be created to schedule different types of preventative maintenance for each device.

To create a new flag:

1. On the **Notifications** menu, click **Flag Settings**.
2. Select a company from the **Customer** list.
3. Select a device from the list.
4. Click **Add New Flag**.
5. Type your name or title in the **Assigned By** box, if different from the default.
6. Type in the name of the technician who will perform the maintenance, if applicable, in the **Technician** box.
7. Type in an e-mail address where a flag notification will be sent in the **E-mail** box.
8. Click to select either **Trigger Page Count** or **Trigger Date**. If **Trigger Page Count** is selected, type the life page count you want the flag to be triggered at in the **Trigger Page Count** box.

If Trigger Date is selected, select or type the date you want the flag to be triggered at in the **Trigger Date** box.


9. Select the type of maintenance to be done from the **Flag Type** list. If the type of flag you want is not listed, select **Other**, and type in a description in the **Notes** box.
10. Click  to save the flag.



Closing flags

Once a flag is created, the trigger has been met, and the maintenance has been performed, the flag should be closed to delete it from the system.



To close a flag:

1. On the **Notifications** menu, click **Flag Settings**.
2. Select a company from the **Customer** list.
3. Select a device from the **Device** list.
4. Click  under the **Close** column in the row of the flag you want to close.
5. Click **Confirm** to verify you want to close the flag.

Editing flags

After a flag is created and before the trigger has been met, the flag can be edited at any time.

To edit a flag:

1. On the **Notifications** menu, click **Flag Settings**.
2. Select a company from the **Customer** list.
3. Select a device from the **Device** list.
4. Click  under the **Edit** column in the row of the flag you want to edit.
5. Make changes to the flag settings as desired.
6. Click  to save your changes.