

Using enCloud[™] to View a Device's Data Update Interval

E ncore Networks' cloud management system, enCloud[™], provides management of your connected Encore devices via a web portal anywhere. The enCloud management system manages Encore Networks' EN[™] Routers (EN-400[™], EN-1000[™], EN-2000[™], EN-3000[™], and EN-4000[™]). The EN[™] Routers include coordinated firmware for enCloud management.

Each device updates its information according to its update interval. In enCloud, the default interval for a device's **Data Frequency**—that is, how often the device checks into enCloud to report data—is 300 seconds (5 minutes).

Note: Each device checks in with enCloud on an assigned interval. enCloud waits for devices to check in with it; enCloud does not send out messages to devices.

If an EN^{TM} Series router is on a private network or is on some other closed system, you will need to provide a path out of the private network to myencloud.com, in order for the EN^{TM} device to check into enCloud.

enSite[™] is recommended for devices in a closed network.

This document provides a quick procedure to view or change a router's **Data Frequency** interval for data updates. The procedures assume that you are a tier 1 user with administrator access to tier 2 customer accounts.

To see the **Data Frequency** for a specific device, do the following:

- 1 Open your enCloud or enSite account.
 - » The Table of Tier 1 Accounts is displayed (Figure 3-1).

Figure 3-1.	Table	of Tier	1	Accounts
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System Management 🔺	🌰 Ti	er 1 (VAR)										
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? Help	-											
	Showin	ng 1 to 2 of 2 entries							4		vious 1	Next2 Last⊉

- 2 In the enCloud/enSite menu (along the left side of the screen), select **Tier 2** (Customers).
 - » The Table of Tier 2 Customer Accounts is displayed (Figure 3-2, partial display).

and the second s	Distributor	Account 1								•	Distributor U	ser 1 [Admin] -
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I HW Profiles		Tier 2 (Customer 17	s Tier 2 (Cust	omer) Device 75	s Passivi	e Device C 11	ount I	Registered Devices 35	Devices Pen	ding Activation	Tier 3 (Grou 20	p)s
Rule Management 🔺	<u> </u>											
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Events	100 *	records per page								Sear	ch:	
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osermanagement -	TFill	ter Tier 1 () +										
🗑 Users	Y Fil	ter Tier 1 (\ -	Name 💠	Domain \$	Total +	Total	Total	Assigned	Creation	Last Update	Total Tier	
Weers Report Management	Y Fill	ter Tier1() + Logo +	Name 🗘	Domain ‡	Total Devices	Total Users	Total Alerts	Assigned Tier 1 (VAR) [‡]	Creation _ Date	Last Update Date	Total Tier 3 (Group)s	
Billing		ter Tier 1 () -	Name + Brad's Company 2 (inactive)	Domain ‡	Total Devices 12	Total Users	Total Alerts	Assigned Tier 1 (VAR) ABC (Encore Engineering)	Creation Date 06/08/2018 3:31:14 PM	Last Update Date 06/08/2018 3:31:14 PM	Total Tier 3 (Group)s	Actions •
Billing Help		ter Tier 1() - Logo + encored ofworks: encored ofworks:	Name Company 2 (inactive) test for berk2	Domain *	Total Devices 12 1	Total Users 0	Total Alerts 0 0	Assigned Tier 1 (VAR) * ABC (Encore Engineering) ABC (Encore Engineering)	Creation Date 06/08/2018 3:31:14 PM 04/16/2018 11:01:02 AM	Last Update Date 06/08/2018 3:31:14 PM 04/16/2018 11:01:02 AM	Total Tier 3 (Group)s 1	¢ Actions •
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- **3** Select a tier 2 customer in the table.
 - » The customer's Table of Tier 3 Groups is displayed (Figure 3-3).

Figure	3-3.	Table	of Tier	3	Groups
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Tier 2 (Custo	mer): A	BCtenant 🔹 🕇	Go Back to Tier	1 (VAR)					Distribut	tor User 1 [Admin] -
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🙈 Tier 3 (Groups)										
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🗟 HW Profiles		Users 21	Online Devices	Offline Devices 44	6208	Solved Dev 40	ice Alerts 0 4	nsolved Device Alert 5801	s Total Device Ale 6205	erts
🖚 Group Data Plans	-									
Rule Management 🔺	0\$ Act	ions for Selected T	Fier 3 (Group)s +						+ Add	New Tier 3 (Group)
⊈ Rules	100 -	records per page	2						Search:	
🖹 Events	III Edit	Columns								
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User Management 🔺	0	09/29/2017 2:3	33:57 PM 0	9/29/2017 2:33:57 PM	A Temporary for	r testing	246 Testing	JC 10	~	Actions -
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Contacts		01/15/2016 2:5	54:24 PM 0	1/15/2016 2:54:24 PM	newap	р	newapp	6	~	Actions •
Reports		01/14/2016 9:3	39:37 AM 0:	1/14/2016 9:39:37 AN	M App2 for	test	App2	1	~	Actions •
? Help		12/29/2015 10:	19:07 AM 12	2/29/2015 10:19:07 A	м		App 1	14	•	Actions -
	Showin	g 1 to 5 of 5 entries	5.					×	First CPrevious	1 Next> Last>

- 4 In the enCloud/enSite menu, select **Devices**.
 - » The customer's Table of Devices is displayed (Figure 3-4).

Figure 3-4. Table of Devices

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o; A	ctions for Selected De	vices -												
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	•	•	Last \$			•	•	÷	-		¢		\$	-
	Name	Device UID	Update Date	Seen	Case	Profile	State	Firmware	Status	Date	Online	system.Firmware	Configuration	State
	wm_box	DOAGERSOODES	05/25/2016 11:40:11 AM	20 days ago	newapp	EN1000	REGISTERED	a	×	05/23/2016 12:46:02 PM	٠	17322_03_12_238	(28)	×
	reddy_att_en2k	DOAGEBUJ12F/	05/06/2016 3:57:11 PM	A mionth ago	App 1	EN2000	REGISTERED	4	×	05/05/2016 6:29:31 PM	•	1/322_03_12_235c	-	×
	solink_1213	DDACEB031213	05/11/2016 12:42:16 AM	A month ago	newspp	EN2000	REGISTERED		×	04/20/2016 10:15:58.AM	•	17322_03_12_235_wmd		×
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	en2k 800010	00ACE8600010	03/31/2016 12:15:37 PM	2 months ago	newapp	EN2000	PASSIVE	÷	×	03/28/2016 3:03:46 PM	•	17322 03 12 test 229	-	×
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	en2k_030F93	DDACED030E23	03/17/2016 5:09:01 PM	3 months ago	newapp	FN2000	PASSIVE		×	03/17/2016 2:07:17 PM	•	17322_03_12_223		×
	Reddy_EN1K_11E3	00ACEB0311E3	04/11/2016	2 months	App 1	EN1000	PASSIVE		×	03/11/2016		17822_03_12_221	-	×

- 5 Select a device in the table.
 - » The Device Dashboard is displayed (Figure 3-5).

Figure 3-5. Device Dashboard

encoreteetworks' Tiers	Customer): Customer Account D - 🔥 Go Back to Tie	r 1 (VAR)	Distributor User 1 [Admin] -
System Management 🔺	G Colin_EN1K_0E13 (Registered) OFFLINE		Generate Report
💩 Tier 3 (Groups)			
Labels	O Device Info from Last Check-in	Logs from Last Check-in	1 Q Location
Devices	System	Last Seen Time: 9 hours ago	Man Satelite Search
Device 0002	Model: EN1000 Uptime: 3 days 20 hours 37 minutes 4	Search:	So and Press Attention St. Barry
HW Profiles	Firmware 17322_03_12_240 Version:	Serior Value ⊕ 17322_03_12_240	Vee 2 Adams se
🍘 Group Data Plans	Operational Online Using cell	system Pirmware	R Elden St St St
Rule Management	Data 300 seconds Frequency:	System.uptime a days 20 hours 37 minutes 4 seconds	n Si
🗘 Rules	Data Plan	I Most recent Error	an and a
Events	BIII Cycle 06/27/2016 Next Date:	륳 system.online cell	canine se Map data ©2010 Google Terms of Use Report a map error
Alerts	Used/Remaining Used: 863.359 MB / Remaining: Data: Error: Negative Value	를 system.name RemoteSite2	[⊕] Let Graph
User Management 🔺	Callsday Information	The system mode celifailover	
📽 Users	MDN: 17034866355	system.model EN1000	celLrx_bytes, celLtx_bytes, CelLMonthly Total Data • 200/14/2016-06/14/2016-
Contacts	Signal: -69 cbm SIM: 89148000002102824775 APN: ne01.VZWSTATIC	Configuration System.UID 00:a0:eb:03:0e:13	90000000
Report Management 🔺	INTERFACES	interval 0 days 0 hours 5 minutes 0	70000000-
Reports	Interface IPv4 Address Uptime	seconds	50000000
7 Help	CELL 166.239.38.76 Z days 0 hours 2 minutes 9 seconds	celluptime 2 days 0 hours 2 minutes 9 seconds	40000000
	3 days 20 hours 36	eilstatus	20000000-
			0
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	T Filter •		01 ⁶ 0 0500 0400 0700 0800 0800 1000 1300 1300
	No alerts found.		0400 0300 0000 0300 0300 0300 1300 1200
	2 N		

Note: On the Device Dashboard, the fifth item listed under **System** parameters is the **Data Frequency** for updates. In Figure 3-5, a red rectangle indicates that parameter; its value is **300 seconds** (5 minutes).

If you have administrative access, you can change the interval for retrieving data updates.

6 Near the upper right corner of the Device Dashboard, select the button for **More Actions**.

Note: The button for **More Actions** is just under the button for user information. In Figure 3-6, the user information button displays **Distributor User 1 [Admin]**.

7 On the dropdown menu for More Actions, select Set Data Frequency (Figure 3-6).

Figure 3-6. Selecting Additional Actions

ment ▲	d) 🔵 ONLINE			16 Gene	rate Report CP Edit Device
s)					BC
+ O Device In	o from Last Check-in	.	Logs from Last Check-in	•	🗘 Alerts
System		Last Seen Time: 2 minutes ago			T Cittaria
Model: EN1000			Search:		ANISTIC CON
Uptime: 0 days 4 Firmware Version: 17322.0	hours 23 minutes 46 seconds 3_12_235	Sensor	Value		No alerts fou
Operational Status: Online U Data Frequency: 300 sect	sing cell nds	🖶 system.Firmware	17322_03_12_235		-0-
ans Data Plan		🖶 system.uptine	0 days 4 hours 23 minutes 46 seconds		
Bill Cycle Next Date:		Most recent Error			
Used/Remaining Data: No Data	Plan found.	🖨 system.online	cell		01
Cellular.Information		System.name	EN1000		
MDN: 170348 Signal: -60 dbm	6641	🖨 system.mode	crittalover		
5IM: 891480 APN: ne01/2	0002102824841 WSTATIC		E11000		
		Configuration	EH1000-235-defaults		
Interface IPv4 Address	Uptime	🖶 system.UID	00.40 eb:03.0cz7		
CELL 166.143.236.212	0 days 4 hours 22 minutes 28 seconds	🖨 interval	0 days 0 hours 5 minutes 0 seconds		
UAN 192.168.10.1	0 days 4 hours 23 minutes 26 seconds	de celluptime	0 days 4 hours 22 minutes 28 seconds		
ent +		- cellatatus	•		
		를 cellAPti	NEOLV2WSTATIC		
		🖶 celLIME1	354196070000896		
		- cellSIM	89148000002102824841		

» The Panel to Set Frequency of Data Updates is displayed (Figure 3-7).

Note: The default update frequency is 300 seconds (5 minutes).

Figure 3-7. Panel to Set Frequency of Data Updates

Jerreque	Demo	
Frequency	120 \$	seconds
× Can	cel 🕼 Set I	Frequency

8 Type the interval or use the field's scroll arrows to indicate the interval (in seconds) that the device will use to check for data updates. Then select the button to **Set Frequency**.

» The new **Data Frequency** interval will be displayed in the Device Dashboard.

Note: To return to the Table of Devices, select **Devices** in the enCloud menu (along the left side of the screen.)

See the *enCloud™ Management System Document Set* for a list of documents with information to set up your enCloud account.