



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

Encore 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™ 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™ 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

**Tier 1 (VAR)**

Filter: All Time

Tier 1 (VAR)s: 2    Tier 1 (VAR) Devices: 25    Tier 2 (Customer) Devices: 74    Tier 2 (Customer)s: 17

Actions for Selected Tier 1 (VAR)s -

100 records per page    Search:

	Logo	Name	Description	Creation Date	Last Update Date	Total Tier 2 (Customer)s	Total Users	Total Devices	
<input type="checkbox"/>		Distributor Account 1	-	08/18/2016 11:00:25 AM	06/26/2017 7:35:03 AM	4	2	19	Actions
<input type="checkbox"/>		ABC (Encore Engineering)	Used for encore Engineering testing with enCloud	12/16/2015 2:09:00 PM	06/26/2017 7:34:57 AM	13	19	80	Actions

Showing 1 to 2 of 2 entries

« First   « Previous   1   Next »   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).

Figure 3-2. Table of Tier 2 Customer Accounts

**Tier 2 (Customer)**

Filter: All Time

Tier 2 (Customer)s: 17    Tier 2 (Customer) Devices: 75    Passive Device Count: 11    Registered Devices: 35    Devices Pending Activation: 15    Tier 3 (Group)s: 20

Actions for Selected Tier 2 (Customer)s -    + Add New Tier 2 (Customer)

100 records per page    Search:

Filter: Tier 1 ( )

	Logo	Name	Domain	Total Devices	Total Users	Total Alerts	Assigned Tier 1 (VAR)	Creation Date	Last Update Date	Total Tier 3 (Group)s	
<input type="checkbox"/>		Brad's Company 2 (Inactive)		12	0	0	ABC (Encore Engineering)	06/08/2018 3:31:14 PM	06/08/2018 3:31:14 PM	1	Actions
<input type="checkbox"/>		test for berk2		1	0	0	ABC (Encore Engineering)	04/16/2018 11:01:02 AM	04/16/2018 11:01:02 AM	1	Actions
<input type="checkbox"/>		test for berk		2	0	0	ABC (Encore Engineering)	04/16/2018 10:54:37 AM	04/16/2018 10:54:37 AM	2	Actions
<input type="checkbox"/>		test		1	0	0	ABC (Encore Engineering)	03/22/2018 9:40:52 AM	03/22/2018 9:40:52 AM	0	Actions

- 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

**Tier 3 (Groups) Summary:**

- Users: 21
- Online Devices: 1
- Offline Devices: 44
- Devices Events: 6208
- Solved Device Alerts: 404
- Unresolved Device Alerts: 5801
- Total Device Alerts: 6205

	Last Update Date	Creation Date	Description	Name	Devices Count	Have Access?	Actions
<input type="checkbox"/>	09/29/2017 2:33:57 PM	09/29/2017 2:33:57 PM	Temporary for testing	246 Testing UC	10	✓	Actions
<input type="checkbox"/>	07/08/2016 3:03:44 PM	07/08/2016 3:03:44 PM	Megha's First Use Case	Megha Test	14	✓	Actions
<input type="checkbox"/>	01/15/2016 2:54:24 PM	01/15/2016 2:54:24 PM	newapp	newapp	6	✓	Actions
<input type="checkbox"/>	01/14/2016 9:39:37 AM	01/14/2016 9:39:37 AM	App2 for test	App2	1	✓	Actions
<input type="checkbox"/>	12/29/2015 10:19:07 AM	12/29/2015 10:19:07 AM		App 1	14	✓	Actions

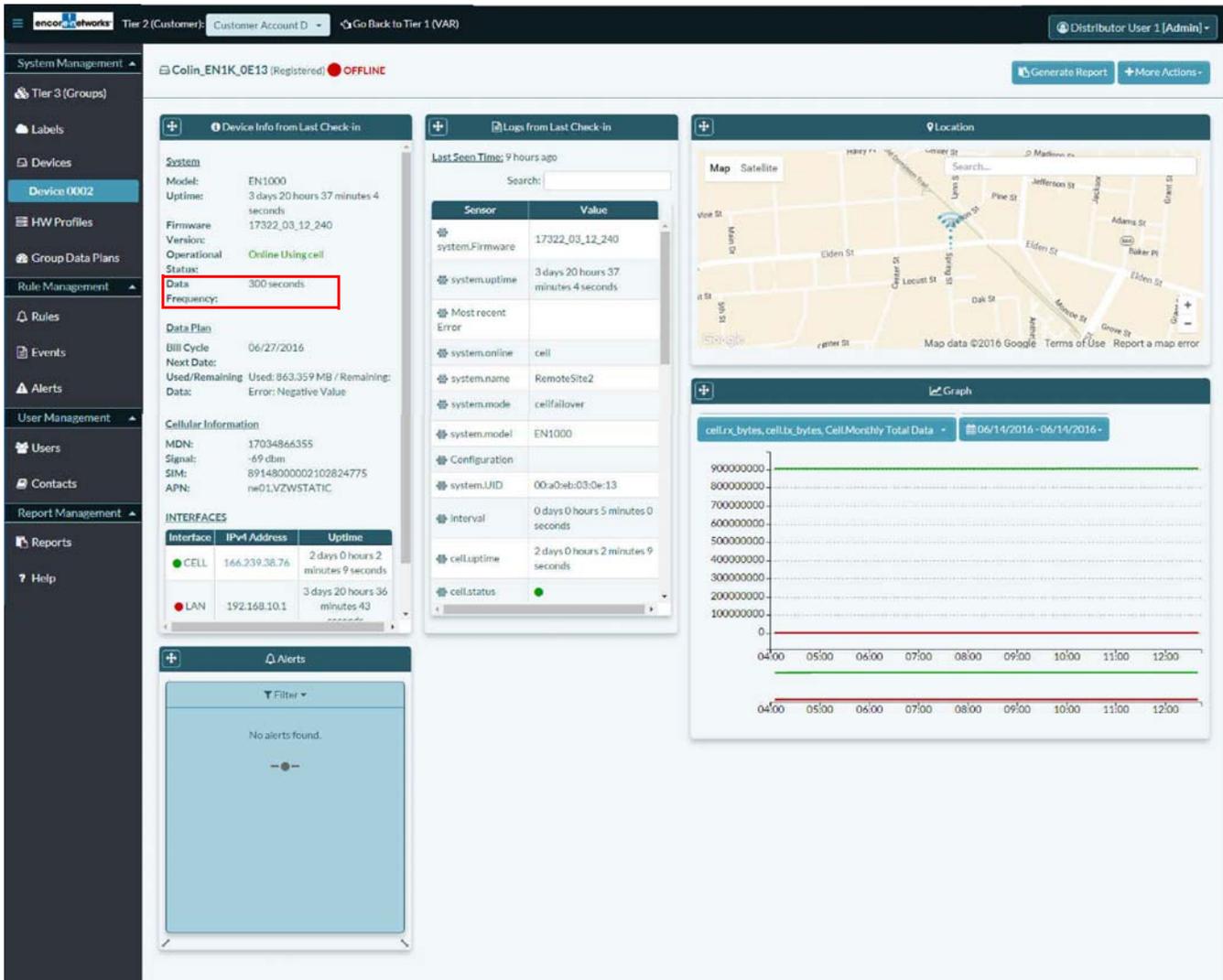
- 4 In the enCloud/enSite menu, select **Devices**.
  - » The customer's Table of Devices is displayed (Figure 3-4).

Figure 3-4. Table of Devices

	Name	Device UID	Last Update Date	Last Seen	Use Case	Profile	State	Firmware	Firmware Status	Creation Date	Online	system.Firmware	Configuration	Configuration Status	Actions
<input type="checkbox"/>	wrn_hnx	00ACEB03000F8	05/25/2016 11:40:11 AM	20 days ago	newapp	FN1000	REGISTERED	-	✗	05/23/2016 12:48:02 PM	●	17322_03_12_238	-	✗	Actions
<input type="checkbox"/>	reddy_att_en2k	00ACEB031247	05/05/2016 3:57:11 PM	1 month ago	App 1	EN2000	REGISTERED	-	✗	05/05/2016 8:29:31 PM	●	17322_03_12_235c	-	✗	Actions
<input type="checkbox"/>	sollak_1213	00ACEB031213	05/11/2016 12:42:16 AM	1 month ago	newapp	FN2000	REGISTERED	-	✗	04/20/2016 10:15:58 AM	●	17322_03_12_235_wind	-	✗	Actions
<input type="checkbox"/>	Colln_EN1K_0E13	00ACEB030E13	06/14/2016 6:39:42 AM	10 hours ago	App 1	EN1000	REGISTERED	240	✓	04/19/2016 3:09:54 PM	●	17322_03_12_240	-	✗	Actions
<input type="checkbox"/>	en2k_800010	00ACEB0300010	03/31/2016 12:15:37 PM	2 months ago	newapp	EN2000	PASSIVE	-	✗	03/28/2016 3:03:46 PM	●	17322_03_12_1est_229	-	✗	Actions
<input type="checkbox"/>	W3C_FT_DEMO	00ACEB031141	03/23/2016 5:11:13 PM	3 months ago	newapp	EN2000	PASSIVE	-	✗	03/23/2016 4:39:11 PM	●	17322_03_12_224	-	✗	Actions
<input type="checkbox"/>	en2k_030193	00ACEB030193	03/17/2016 5:09:01 PM	3 months ago	newapp	FN2000	PASSIVE	-	✗	03/17/2016 2:07:17 PM	●	17322_03_12_223	-	✗	Actions
<input type="checkbox"/>	Reddy_EN1K_11E3	00ACEB0311E3	04/11/2016 11:04:56 AM	2 months ago	App 1	EN1000	PASSIVE	-	✗	03/11/2016 12:01:30 PM	●	17322_03_12_221	-	✗	Actions

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

Figure 3-5. Device Dashboard

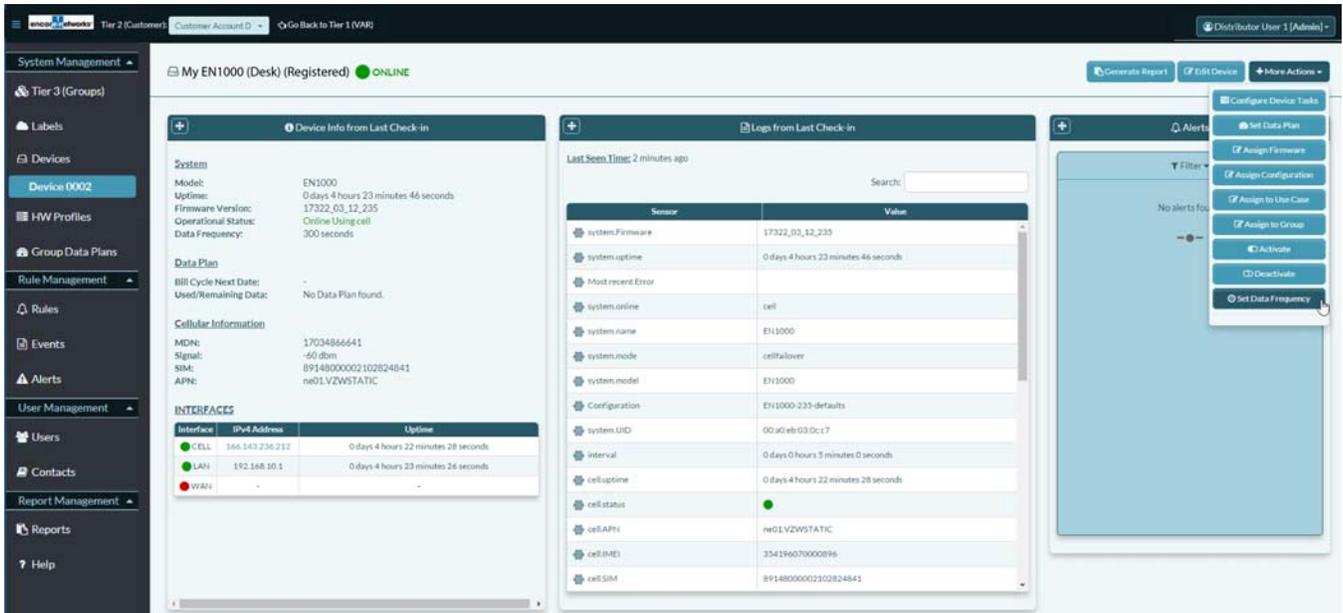


**Note:** On the Device Dashboard, the fifth item listed under **System** parameters is the **Data Frequency** for updates. In Figure 3-5, a red rectangle indicates that parameter; its value is **300 seconds** (5 minutes).

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



» 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



- 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.