



Devices and Hardware Profiles in the enCloud™ Management System

Encore Networks' cloud management system, enCloud™, provides management of your connected Encore devices via a web portal. Using a web browser, tablet, or smartphone, you can gain access to enCloud from anywhere. The enCloud management system manages Encore Networks' EN-1000™, EN-2000™, and EN-4000™ routers.

See the following documents for additional information to set up your enCloud account:

- [Account Registration and Log-In for the enCloud™ Management System](#)
- [Developing Accounts in the enCloud™ Management System](#)
- [Use Cases and Groups in the enCloud™ Management System.](#)
- [Establishing Users and Contacts for the enCloud™ Management System.](#)
- [Developing Rules for the enCloud™ Management System](#)

See the following sections in this document:

- [Section 4.1, Reviewing Device Profiles](#)
- [Section 4.2, Adding Devices to the Distributor Account](#)
- [Section 4.3, Assigning Devices to Customer Accounts](#)
- [Section 4.4, The Device Detail Screen](#)

4.1 Reviewing Device Profiles

Determine which device profiles each customer account will include.

Note: In order to see device profiles, the distributor account must contain at least one customer account. If you have not yet added a customer account to your distributor account, see the document [Developing Accounts in the enCloud™ Management System](#).

enCloud contains profiles for the EN-1000, EN-2000, and EN-4000 routers. To view the device profiles, do the following:

- 1 If you are at a customer-account level in enCloud, go to [step 4](#).

- 2 If you are at the distributor-account level, select **Customers** in the enCloud menu (along the left side of the screen).
 - » The Table of Customers is displayed (Figure 4-1).

Figure 4-1. Table of Customers

The screenshot shows the 'Customers' page in the enCloud Management System. The top navigation bar includes the 'enCloud networks' logo and the user 'Distributor User 1 [Admin]'. The sidebar on the left lists various menu items. The main content area features a 'Customers' header with a summary of statistics: 1 Customer, 0 Customer Devices, 0 Registered Devices, 0 Devices Pending Activation, 0 Passive Devices, 0 Users, 0 Total Alerts, and 0 Resolved Alerts. Below this is a table of customer accounts.

	Customers	Customer Devices	Registered Devices	Devices Pending Activation	Passive Devices	Users	Total Alerts	Resolved Alerts	Unresolved Alerts
	1	0	0	0	0	0	0	0	0

Below the summary, there is a section for 'Actions for Selected Customers' and a '+ Add New Customer' button. A search bar and a filter dropdown are also present. The table below shows the details of the customer accounts.

	Logo	Name	Total Devices	Total Users	Assigned Distributor	Creation Date	Last Update Date	Actions
<input type="checkbox"/>		Customer Account A	0	0	Distributor Account 1	09/01/2016 2:59:31 PM	09/14/2016 12:28:57 PM	

Showing 1 to 1 of 1 entries. Navigation buttons: << First, < Previous, 1, Next >, Last >>

- 3 Select a customer in the Table of Customers.
 - » The customer's Table of Use Cases is displayed (Figure 4-2).

Figure 4-2. Table of Use Cases

The screenshot shows the 'Use Cases' page for 'Customer: Customer Acct A'. The top navigation bar includes the 'enCloud networks' logo and the user 'Distributor User 1 [Admin]'. The sidebar on the left lists various menu items. The main content area features a 'Use Cases' header with a summary of statistics: 0 Users, 0 Online Devices, 0 Offline Devices, 0 Groups, 0 Device Events, 0 Solved Device Alerts, and 0 Unsolved Device Alerts. Below this is a table of use cases.

	Users	Online Devices	Offline Devices	Groups	Device Events	Solved Device Alerts	Unsolved Device Alerts
	0	0	0	0	0	0	0

Below the summary, there is a section for 'Actions for Selected Use Cases' and a '+ Add New Use Case' button. A search bar and an 'Edit Columns' button are also present. The table below shows the details of the use cases.

	Last Update Date	Creation Date	Description	Name	Have Access?	Actions
<input type="checkbox"/>	09/01/2016 5:27:02 PM	09/01/2016 5:27:02 PM		Use Case Alpha	<input checked="" type="checkbox"/>	

Showing 1 to 1 of 1 entries. Navigation buttons: << First, < Previous, 1, Next >, Last >>

- 4 Select **HW Profiles** in the enCloud menu (along the left side of the screen).
 - » The Table of enCloud Hardware Profiles is displayed (Figure 4-3).

Figure 4-3. Table of enCloud Hardware Profiles

The screenshot displays the enCloud Management System interface. The top navigation bar includes the Encore Networks logo, a customer dropdown set to 'Customer Acct A', a 'Go Back to Distributor' link, and a user profile for 'Distributor User 1 [Admin]'. A left sidebar contains navigation links for Use Cases, Groups, Devices, Rules, Events, Alerts, Users, Contacts, HW Profiles (highlighted), and Help.

The main content area is titled 'HW Profiles' and features a summary dashboard with the following metrics:

Metric	Value
HW Profiles	3
Datasets	130
Rules	0
Total Devices	0
Online Devices	0
Offline Devices	0
Events	205
Total Alerts	200
Resolved Alerts	0
Unresolved Alerts	200

Below the dashboard, there is a section for 'Actions for Selected HW Profiles' and a table listing the hardware profiles. The table has columns for Name, Description, Total Datasets, Data Frequency, Creation Date, and Last Update Date. It also includes a search bar and a '100 records per page' dropdown.

	Name	Description	Total Datasets	Data Frequency	Creation Date	Last Update Date	
<input type="checkbox"/>	EN1000	EN1000	37	300	12/16/2015 11:51:48 AM	04/28/2016 12:02:10 PM	Actions
<input type="checkbox"/>	EN2000	EN 2000	38	300	12/16/2015 10:58:58 AM	04/28/2016 12:02:21 PM	Actions
<input type="checkbox"/>	EN4000	EN 4000	55	300	12/16/2015 10:58:48 AM	08/02/2016 12:26:38 PM	Actions

At the bottom, it indicates 'Showing 1 to 3 of 3 entries' and provides pagination controls: « First, < Previous, 1, Next >, Last ».

- 5 To review a hardware profile, select a profile in the table. (This example selects the profile **EN1000**.)
 - » The Overview of the Selected Hardware Profile is displayed (Figure 4-4).

Figure 4-4. Overview of the Selected Hardware Profile

The screenshot shows a web interface titled "Overview HW Profile". It contains several input fields and a table of datasets.

Fields:

- Name: EN1000
- Description: EN1000
- Default Check-in Frequency: 300 seconds

Datasets Table:

Var Type	Icon	Key	Display Name	Unit	Operation
String		system.error	Most recent Error		sv
Number		system.uptime	system.uptime	sec	sv
String		system.online	system.online		sv
String		system.name	system.name		sv
String		system.mode	system.mode		sv
String		system.model	system.model		sv
Number		cell.uptime	cell.uptime	sec	sv

Showing 1 to 37 of 37 entries

Close button (red X icon)

The profile overview lists the keys (also called sensors) that a device with this profile can monitor and report to enCloud when one or more rules are developed for a device or profile. The scrolling list (accessible at the right side of the panel) allows you to view more sensors.

Note: For information on sensors, see the document [Developing Rules for the enCloud™ Management System](#).

You can also use enCloud to update firmware and to upload custom configurations. See the following documents.

- [Using the enCloud™ Management System to Update Firmware](#)
- [Setting Up a Device to Send Data to enCloud™](#)

4.2 Adding Devices to the Distributor Account

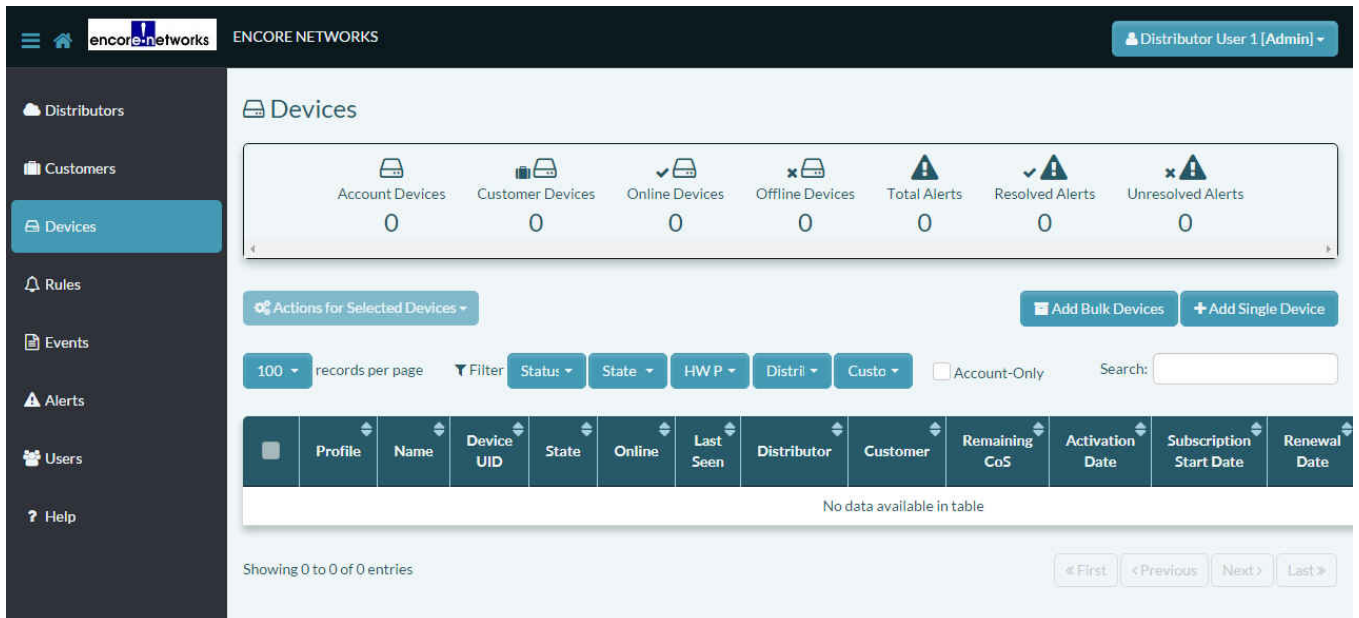
When you log into enCloud, the first screen displayed is usually the Table of Distributor Accounts.

Note: You can choose a different screen to display after log-in. To do so, see the document [Settings for the enCloud™ Management System](#).

To add one or more devices to the distributor inventory, do the following:

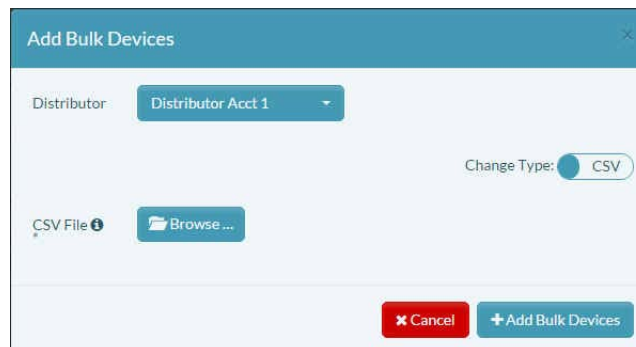
- 1 Make sure you are at the distributor level. Then select **Devices** in the enCloud menu (along the left side of the screen).
 - » The distributor account's Table of Devices is displayed (Figure 4-5).

Figure 4-5. Table of Devices



- 2 On the screen for the Table of Devices, select one of the following buttons above the right side of the table:
 - The button to **Add Bulk Devices**
 - » The Panel to Add Devices in Bulk is displayed (Figure 4-6). Go to [Section 4.2.1, Adding Several Devices \(in Bulk\) to the Distributor Account](#), on page 6.

Figure 4-6. Panel to Add Devices in Bulk



- The button to **Add Single Device**
 - » The Panel to Add a Single Device is displayed (Figure 4-7). Go to [Section 4.2.2, Adding a Single Device to the Distributor Account](#), on page 13.

Figure 4-7. Panel to Add a Single Device

Add New Device

Name *

Description

Device UID *

Full Address

HW Profile * EN1000

Distributor Distributor Acc

Customer No Customer

✕ Cancel + Add Device

4.2.1 Adding Several Devices (in Bulk) to the Distributor Account

On the Panel to Add Devices in Bulk (recall [Figure 4-6](#)), note the slide tab for the field to **Change Type**. The default shows the input type as a **CSV** (comma-separated variables) file.

The slide tab uses toggle selection. You can select the slide tab to show **Manual** input ([Figure 4-8](#)).

Figure 4-8. Panel to Add Devices in Bulk (Using Manual Input)

Add Bulk Devices

Distributor Distributor Acct 1

Change Type: Manual

Devices List *

Name	UID	HW Profile
No data available in table		

+ Add New Row

✕ Cancel + Add Bulk Devices

3 Do one of the following to add devices in bulk:

a To use a file to load device information, do both of the following:

- Read [Section 4.2.1.1, The CSV File](#), on page 7.
- Then continue to [Section 4.2.1.2, Using a CSV Input File to Load Bulk Devices](#), on page 8.

b To type device information (manual input), continue to [Section 4.2.1.3, Using Manual Input to Load Bulk Devices](#), on page 11.

4.2.1.1 The CSV File

A file in CSV format (comma-separated values, also called comma-delimited fields) for enCloud includes the following fields:

- **HW (Hardware) Profile Name:** EN1000, EN2000, or EN4000
Note: A profile name does not include a hyphen or a space.
- **UID (Unique Identifier):** The device's LAN MAC address, in IPv6 hexadecimal characters, without colons or other separators
- **Device Name:** A name that identifies the device. This name does not need to be unique.
- **Location (optional):** This geographic location will be used to position the site on an onscreen map.

Caution: Do not include a comma in the **Location** field. Because commas are used as field delimiters, a comma used in an entry (for example, between a city and state) will signal the end of the field, whether intended or not.

Table 4-1 shows some sample entries.

Table 4-1. Sample CSV Table

HW Profile	UID ¹	Device Name	Location (Optional)
EN1000	00A0EBxxxxxx	Bulkload 13	
EN1000	00A0EBxxxxxx	Bulkload 14	13090 Mercy Street Herndon VA 20151
EN1000	00A0EBxxxxxx	Bulkload 15	New York City
EN2000	00A0EBxxxxxx	Bulkload 16	Alexandria Virginia
EN4000	00A0EBxxxxxx	Bulkload 17	
EN4000	00A0EBxxxxxx	Bulkload 18	
EN4000	00A0EBxxxxxx	Bulkload 19	

1. Characters shown as "x" are placeholders for this table's display. Type the full hexadecimal UID for each product.

Figure 4-9 shows the contents of the CSV file that loads the entries in Table 4-1.

Figure 4-9. Sample CSV File

HW Profile,UID,Device Name,Location (optional) ^{1,2}			
EN1000,	00A0EBxxxxxx,	Bulkload 13,	
EN1000,	00A0EBxxxxxx,	Bulkload 14,	13090 Mercy Street Herndon VA 20151,
EN1000,	00A0EBxxxxxx,	Bulkload 15,	New York City
EN2000,	00A0EBxxxxxx,	Bulkload 16,	Alexandria Virginia
EN4000,	00A0EBxxxxxx,	Bulkload 17	
EN4000,	00A0EBxxxxxx,	Bulkload 18,	
EN4000,	00A0EBxxxxxx,	Bulkload 19,	

1. enCloud ignores the first record of the CSV file. Use that line as a reminder for field headers.

2. Characters shown as "x" are placeholders for this figure's display. Type the full hexadecimal UID for each product.

In Figure 4-9, note that no space follows a comma delimiter. Note also that a record with no information for the final field (**Location**) may include or omit the final comma delimiter, and

that one or more extra commas at the end of a line do not matter. However, the first three fields of each record must contain values, and the first two fields of each record have strict guidelines for values:

- The first field (**HW Profile**) must contain one of the following values:
EN1000
EN2000
EN4000
- The second field (**UID**) must contain valid hexadecimal values corresponding to the LAN MAC addresses of the devices you are registering on enCloud. (Those addresses begin with Encore Networks' identifier, 00A0EB.)

4.2.1.2 Using a CSV Input File to Load Bulk Devices

- 1 In the **Change Type** field for the Panel to Add Devices in Bulk, select the slide tab, to show **CSV** input ([Figure 4-10](#)).

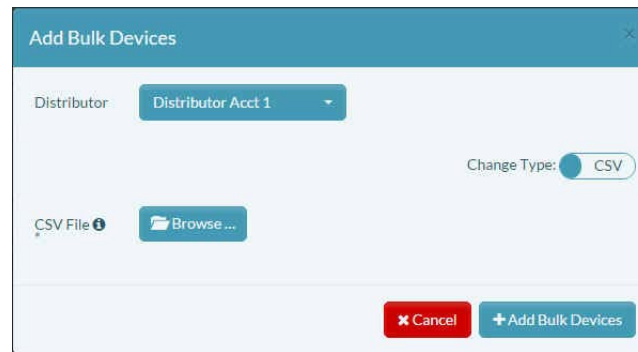
Figure 4-10. Panel to Add Devices in Bulk (Using a CSV Input File)

- 2 Then, in the Panel to Add Devices in Bulk (Using a CSV Input File), select the **Distributor** field.
 - » A dropdown list of distributor accounts is displayed ([Figure 4-11](#)).

Figure 4-11. Panel to Add Devices in Bulk: Select Distributor Account for Devices

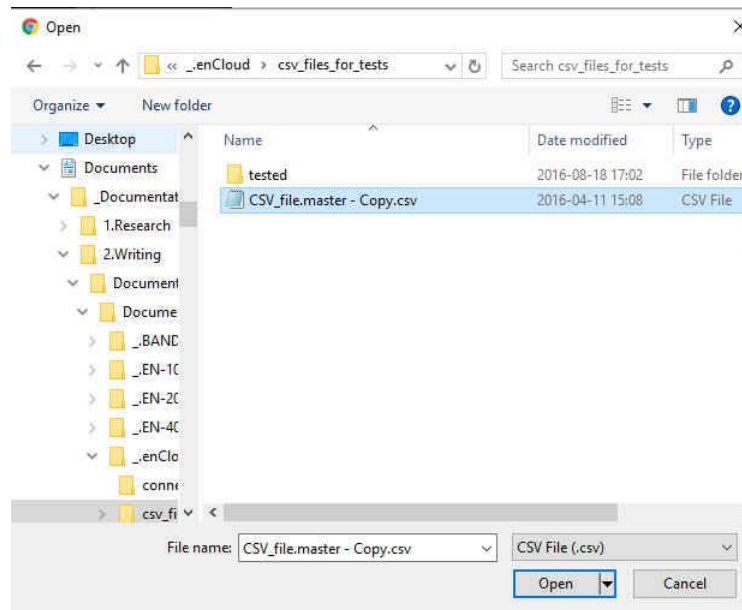
- 3 In the **Distributor** field's dropdown list, select the distributor account that will manage these devices.
 - » The selected distributor account is displayed ([Figure 4-12](#)).

Figure 4-12. Panel to Add Devices in Bulk (Using an Input File)



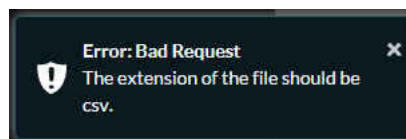
- 4 Then, in the Panel to Add Devices in Bulk, select **Browse** in the **CSV File** field (Figure 4-12).
 - » A window opens to select the CSV file that holds the device information.
- 5 Navigate to the folder that holds the CSV file, and select the CSV file to load (Figure 4-13).

Figure 4-13. Identifying the CSV File to Add Devices in Bulk



Warning: The enCloud system accepts data only from files with the extension .csv. Make sure you select a file with the extension .csv. If you load a file with any other extension, even if the file contents and formats are identical to those of the .csv file, the message in Figure 4-14 will be displayed.

Figure 4-14. Message: The Data File Must Use the Extension .csv



» When you select a CSV file, the panel display lists the records in the CSV file (Figure 4-15).

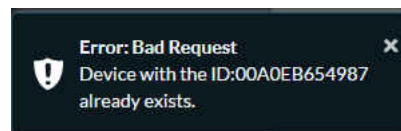
Note: If the file is large, a scroll bar is displayed to the right of the list.

Figure 4-15. Display of CSV File Data

- 6 To load the devices into the selected distributor account, select the button to **Add Bulk Devices**.

Warning: If there is a problem with a device's UID, or if a device has already been loaded into enCloud, an error message is displayed (similar to [Figure 4-16](#)).

Figure 4-16. Error Message: Product UID Already Exists in enCloud Registry



- » If there is a problem, the file is rejected.
- 7 Find out how to resolve the issue. For example, if a UID is a duplicate, find out what the device's correct UID is. Then open the CSV file and correct the UID. Then repeat [step 6](#).
 - » The devices are loaded into the distributor account. The distributor account's Table of Devices is redisplayed ([Figure 4-17](#)), including the new devices.
 - 8 Go to [Section 4.3, Assigning Devices to Customer Accounts](#), on page 15.

Figure 4-17. Table of Devices

Profile	Name	Device UID	State	Online	Last Seen	Distributor	Customer	Remaining CoS	Activation Date	Subscription Start Date	Renewal Date	Creation Date	Class of Service	Actions
EN4000	Bulkload 17	00A0EB123800	PASSIVE	●	-	Distributor: Acct 1		-	-	-	-	09/01/2016 4:05:25 PM	-	Actions
EN2000	Bulkload 16	00A0EB987646	PASSIVE	●	-	Distributor: Acct 1		-	-	-	-	09/01/2016 4:05:25 PM	-	Actions
EN1000	Bulkload 15	00A0EB789655	PASSIVE	●	-	Distributor: Acct 1		-	-	-	-	09/01/2016 4:05:25 PM	-	Actions
EN1000	Bulkload 14	00A0EB654988	PASSIVE	●	-	Distributor: Acct 1		-	-	-	-	09/01/2016 4:05:25 PM	-	Actions
EN1000	Bulkload 12	00A0EB456791	PASSIVE	●	-	Distributor: Acct 1		-	-	-	-	09/01/2016 4:05:25 PM	-	Actions
EN1000	Bulkload 13	00A0EB456790	PASSIVE	●	-	Distributor: Acct 1		-	-	-	-	09/01/2016 4:05:25 PM	-	Actions

4.2.1.3 Using Manual Input to Load Bulk Devices

- 1 In the **Change Type** field on the Panel to Add Devices in Bulk, select the slide tab, to show **Manual** input (Figure 4-18).

Note: The panel includes an empty table with columns for device **Name**, unique ID (**UID**), and hardware profile (**HW Profile**).

Figure 4-18. Panel to Add Devices in Bulk (Using Manual Input)

- 2 Below the right side of the table, select the button to **Add New Row**.
 - » A blank row is added to the panel's table (Figure 4-19).

Figure 4-19. Panel to Add Devices in Bulk (Using Manual Input, Blank Row Added)

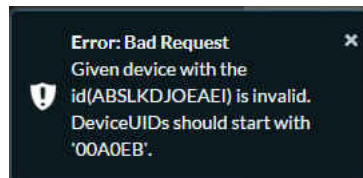
The screenshot shows a web interface titled "Add Bulk Devices". At the top, there's a "Distributor" dropdown menu currently showing "Distributor Account 1". To the right of this is a "Change Type" button set to "Manual". Below these is a "Devices List" section. It contains a table with three columns: "Name", "UID", and "HW Profile". The "Name" and "UID" columns have empty input fields. The "HW Profile" column has a dropdown menu showing "EN1000" and a red delete icon. Below the table is a "+ Add New Row" button. At the bottom of the panel are two buttons: a red "Cancel" button and a blue "+ Add Bulk Devices" button.

- 3 In the blank row, type a **Name** for the device, type the device's **UID**, and select the **HW Profile** for the device.

Note: The UID is the hexadecimal number for the device's LAN MAC address. The UID begins with 00A0EB, identifying the device as a product from Encore Networks, Inc.

- 4 Then do one of the following:
- a If there is another device to add, select the button to **Add New Row**.
 - » A new row is added to the table. Repeat [step 3](#).
 - b If you have finished adding devices, select the button to **Add Bulk Devices**.
 - » If a device has an invalid UID, a message similar to [Figure 4-20](#) is displayed.

Figure 4-20. Invalid Device UID



- » When no device has an error, the devices are added to the Table of Devices. ([Figure 4-21](#)).
- 5 Go to [Section 4.3, Assigning Devices to Customer Accounts](#), on page 15.

Figure 4-21. Table of Devices

Profile	Name	Device UID	State	Online	Last Seen	Distributor	Customer	Remaining CoS	Activation Date	Subscription Start Date	Renewal Date	Creation Date	Class of Service	Actions
EN4000	Bulkload 17	00A0EB123800	PASSIVE	●	-	Distributor Acct 1		-	-	-	-	09/01/2016 4:05:25 PM	-	Actions
EN2000	Bulkload 16	00A0EB987646	PASSIVE	●	-	Distributor Acct 1		-	-	-	-	09/01/2016 4:05:25 PM	-	Actions
EN1000	Bulkload 15	00A0EB789655	PASSIVE	●	-	Distributor Acct 1		-	-	-	-	09/01/2016 4:05:25 PM	-	Actions
EN1000	Bulkload 14	00A0EB654988	PASSIVE	●	-	Distributor Acct 1		-	-	-	-	09/01/2016 4:05:25 PM	-	Actions
EN1000	Bulkload 12	00A0EB456791	PASSIVE	●	-	Distributor Acct 1		-	-	-	-	09/01/2016 4:05:25 PM	-	Actions
EN1000	Bulkload 13	00A0EB456790	PASSIVE	●	-	Distributor Acct 1		-	-	-	-	09/01/2016 4:05:25 PM	-	Actions

4.2.2 Adding a Single Device to the Distributor Account

Figure 4-22. Panel to Add a Single Device

Add New Device

Name

Description

Device UID

Full Address

HW Profile EN1000

Distributor Distributor Acc

Customer No Customer

Cancel Add Device

- On the Panel to Add a Single Device (Figure 4-22), type the following information for the device.
 - The device **Name**
 - (Optional) A **Description** of the device or its purpose
 - The device's unique identifier (**Device UID**). This is the device's hexadecimal LAN MAC address.

Note: The UID begins with 00A0EB, identifying the device as a product from Encore Networks, Inc.

- (Optional) The **Full Address** (street address or other geographic address) where the device is located. (Commas may be used in this field—for example, between city and state.)

Note: This information is used for mapping in some enCloud displays.

- 2 Select the panel's **HW Profile** field and, in the dropdown list, select the device's hardware profile ([Figure 4-23](#)).

Figure 4-23. Panel to Add a Single Device: Select Hardware Profile

The screenshot shows a web form titled "Add New Device". It contains several input fields: "Name", "Description", "Device UID", "Full Address", "HW Profile", "Distributor", and "Customer". The "HW Profile" dropdown menu is open, displaying three options: "EN1000", "EN2000", and "EN4000". The "Distributor" dropdown menu is also open, displaying the same three options, with "EN1000" selected and marked with a checkmark.

- 3 Select the panel's **Distributor** field and, in the dropdown list, select the distributor account for this device.
- 4 (Optional) Select the panel's **Customer** field and, in the dropdown list, select the customer account. (Or leave the setting as **No Customer**.)

Note: You may assign the device to a customer now or later.

If you wish to assign devices only after use cases have been developed for the customer account (thereby saving some steps), see the document [Use Cases and Groups in the enCloud™ Management System](#).

- 5 When you have finished entering the device's information, select the button to **Add Device**.

Warning: If the system finds a problem, it will display an error message. [Figure 4-24](#) indicates that the letters in that hexadecimal number were not capitalized. In that case, retype the information in the **Device UID** field, with capital letters.

Figure 4-24. Message Requiring Capital Letters in Device UID

UIDs can include only uppercase letters and number without spaces.

- » When the device information has been accepted, the distributor account's Table of Devices is redisplayed, with the new device ([Figure 4-25](#)).

- 6 Go to [Section 4.3, Assigning Devices to Customer Accounts](#), on page 15.

Figure 4-25. Table of Devices

Profile	Name	Device UID	State	Online	Last Seen	Distributor	Customer	Remaining CuS	Activation Date	Subscription Start Date	Renewal Date	Creation Date	Class of Service	Actions
EN1000	Device 0003	00A0EBLMNOPQ	PASSIVE	●	-	Distributor Account 1		-	-	-	-	09/20/2016 4:27:34 PM	-	Actions
EN1000	Device 0002	00A0EB104PHD	PASSIVE	●	-	Distributor Account 1		-	-	-	-	09/20/2016 3:53:05 PM	-	Actions
EN1000	Device 0001	00A0EBCDEFGH	PASSIVE	●	-	Distributor Account 1		-	-	-	-	09/20/2016 3:53:05 PM	-	Actions
EN4000	Bulkload 17	00A0EB123800	PASSIVE	●	-	Distributor Account 1	Customer Account A	-	-	-	-	09/01/2016 4:05:25 PM	1 Year Subscription	Actions
EN2000	Bulkload 16	00A0EB987646	PASSIVE	●	-	Distributor Account 1		-	-	-	-	09/01/2016 4:05:25 PM	-	Actions
EN1000	Bulkload 15	00A0EB789655	PASSIVE	●	-	Distributor Account 1		-	-	-	-	09/01/2016 4:05:25 PM	-	Actions
EN1000	Bulkload 14	00A0EB654988	PASSIVE	●	-	Distributor Account 1		-	-	-	-	09/01/2016 4:05:25 PM	-	Actions
EN1000	Bulkload 12	00A0EB456791	PASSIVE	●	-	Distributor Account 1		-	-	-	-	09/01/2016 4:05:25 PM	-	Actions
EN1000	Bulkload 13	00A0EB456790	PASSIVE	●	-	Distributor Account 1		-	-	-	-	09/01/2016 4:05:25 PM	-	Actions

4.3 Assigning Devices to Customer Accounts

The devices have been loaded into the distributor account but have not yet been assigned to customer accounts.

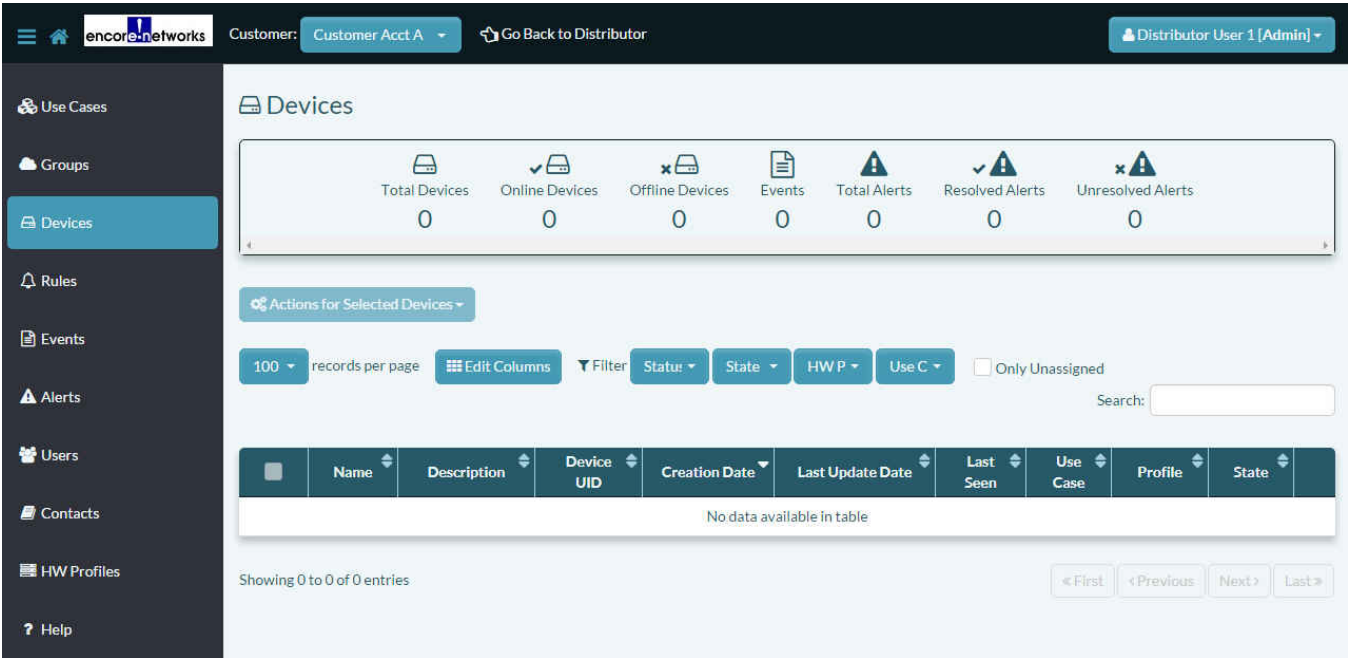
Note: If you wish to assign devices only after use cases have been developed for the customer account (thereby saving some steps), see the document [Use Cases and Groups in the enCloud™ Management System](#).

To see the devices in a customer account, do the following:

- 1 Make sure you are at the distributor level in enCloud.
- 2 Select **Customers** in the enCloud menu (along the left side of the screen).
 - » The distributor account's Table of Customer Accounts is displayed.
- 3 Select a customer in the table.
 - » The selected customer account's Table of Use Cases is displayed.
- 4 Select **Devices** in the enCloud menu (along the left side of the screen).
 - » The customer account's Table of Devices is displayed ([Figure 4-26](#)).

Note: In [Figure 4-26](#), the Table of Devices is empty.

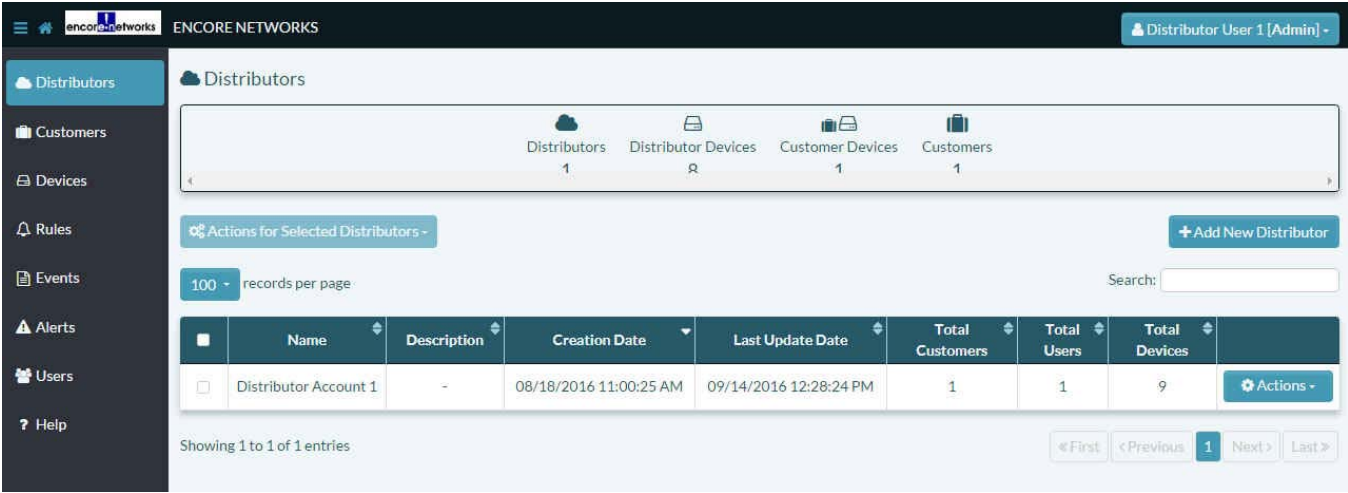
Figure 4-26. Table of Devices



To assign a device to a customer account, do the following:

- 1 Beside the navigation button (near the upper left corner of the screen, next to the logo for Encore Networks, Inc.), select **Go Back to Distributor**.
 - » The Table of Distributor Accounts is displayed (Figure 4-27).

Figure 4-27. Table of Distributor Accounts



- 2 Select **Devices** in the enCloud menu (along the left side of the screen).
 - » The distributor account's Table of Devices is displayed (Figure 4-28).

Figure 4-28. Table of Devices

Profile	Name	Device UID	State	Online	Last Seen	Distributor	Customer	Remaining CoS	Activation Date	Subscription Start Date	Renewal Date	Creation Date	Class of Service	Actions
EN4000	Bulkload 17	00A0EB123800	PASSIVE	●	-	Distributor Acct 1		-	-	-	-	09/01/2016 4:05:25 PM	-	Actions
EN2000	Bulkload 16	00A0EB987646	PASSIVE	●	-	Distributor Acct 1		-	-	-	-	09/01/2016 4:05:25 PM	-	Actions
EN1000	Bulkload 15	00A0EB789655	PASSIVE	●	-	Distributor Acct 1		-	-	-	-	09/01/2016 4:05:25 PM	-	Actions
EN1000	Bulkload 14	00A0EB654988	PASSIVE	●	-	Distributor Acct 1		-	-	-	-	09/01/2016 4:05:25 PM	-	Actions
EN1000	Bulkload 12	00A0EB456791	PASSIVE	●	-	Distributor Acct 1		-	-	-	-	09/01/2016 4:05:25 PM	-	Actions
EN1000	Bulkload 13	00A0EB456790	PASSIVE	●	-	Distributor Acct 1		-	-	-	-	09/01/2016 4:05:25 PM	-	Actions

3 Review the devices in the distributorship.

Note: Your distributorship might contain more than one customer account. A device can belong to only one customer account.

4 Do one of the following:

» To assign one device to a customer, see [Section 4.3.1, Assigning a Single Device to a Customer Account](#), on page 17.

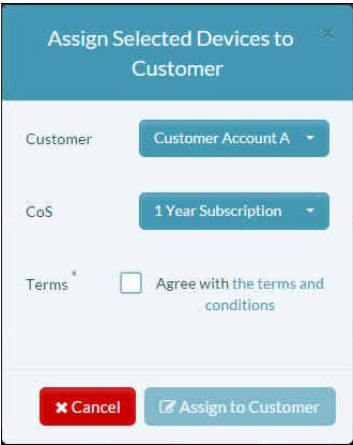
5 To assign two or more devices to a single customer, see [Section 4.3.2, Assigning Two or More Devices to a Single Customer Account](#), on page 19.

4.3.1 Assigning a Single Device to a Customer Account

1 In the distributor's Table of Devices, use the **Device UID** to identify the device to assign to a customer. Select the **Actions** button at the right end of that device's row.

» The selected UID's Panel to Assign a Device is displayed ([Figure 4-29](#)).

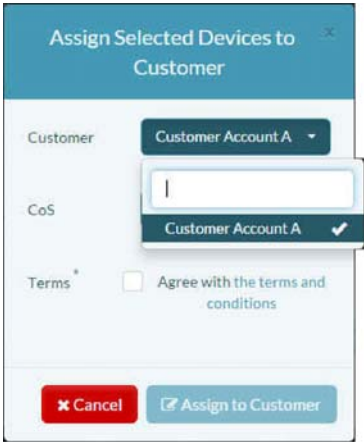
Figure 4-29. Panel to Assign a Device



The panel is titled "Assign Selected Devices to Customer" with a close button (X) in the top right corner. It contains three main sections: "Customer" with a dropdown menu showing "Customer Account A", "CoS" with a dropdown menu showing "1 Year Subscription", and "Terms" with a checkbox labeled "Agree with the terms and conditions". At the bottom, there are two buttons: a red "Cancel" button and a blue "Assign to Customer" button.

- 2 On the panel, select the **Customer** field and, in the dropdown list, select the customer account for the device (Figure 4-30).

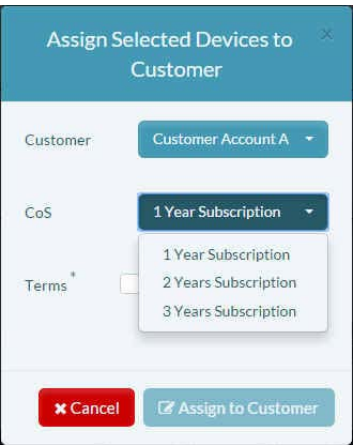
Figure 4-30. Panel to Assign a Device: Select a Customer Account



This image shows the "Assign Selected Devices to Customer" panel with the "Customer" dropdown menu open. The dropdown list displays "Customer Account A" with a checkmark, indicating it is the selected option. The other fields and buttons remain the same as in Figure 4-29.

- 3 Then, still on the panel, select the subscription period for the device (Figure 4-31).

Figure 4-31. Panel to Assign a Device: Select a Subscription Period



This image shows the "Assign Selected Devices to Customer" panel with the "CoS" dropdown menu open. The dropdown list displays three options: "1 Year Subscription", "2 Years Subscription", and "3 Years Subscription". The "Customer" field remains set to "Customer Account A". The other fields and buttons remain the same as in Figure 4-29.

- 4 Then select the box to agree with the terms and conditions (Figure 4-32).

Note: Contact your Encore Networks, Inc., sales representative for a copy of the agreement.

Figure 4-32. Panel to Assign a Device: Agree to Contract

A modal dialog box titled "Assign Selected Devices to Customer". It contains three dropdown menus: "Customer" set to "Customer Account A", "CoS" set to "1 Year Subscription", and "Terms" with a checked checkbox "Agree with the terms and conditions". At the bottom are two buttons: a red "Cancel" button and a blue "Assign to Customer" button.

5 Then select the button to **Assign [Device] to Customer**.

» The device is assigned to the selected customer. The customer's Table of Devices now includes the added device (Figure 4-33).

Figure 4-33. Table of Devices

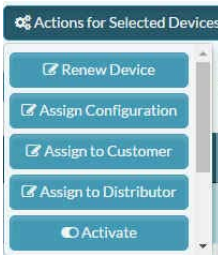
The screenshot shows the "enCloud" management system interface. The top navigation bar includes the "enCloud" logo, a "Customer: Customer Account A" dropdown, a "Go Back to Distributor" link, and a user profile "Distributor User 1 [Admin]". The left sidebar lists various menu items: Use Cases, Groups, Devices (highlighted), Rules, Events, Alerts, Users, Contacts, HW Profiles, and Help. The main content area is titled "Devices" and displays a summary of device statistics: Total Devices (1), Online Devices (0), Offline Devices (1), Events (0), Total Alerts (0), Resolved Alerts (0), and Unresolved Alerts (0). Below the summary is a section for "Actions for Selected Devices" with a dropdown menu. Further down, there are filters for "records per page" (set to 100), "Edit Columns", "Filter", and status filters for "Status", "State", "HW", and "Use Case". A checkbox for "Only Unassigned" is also present. The main table lists device entries with columns: Name, Description, Device UID, Creation Date, Last Update Date, Last Seen, Use Case, Profile, and State. The first entry is "Bulkload 17" with Device UID "00A0EB123800", created on "09/01/2016 4:05:25 PM", and is in a "PASSIVE" state. At the bottom, it shows "Showing 1 to 1 of 1 entries" and navigation buttons for "First", "Previous", "1", "Next", and "Last".

Note: The distributor's Table of Devices will also show the new customer assignment for the device.

4.3.2 Assigning Two or More Devices to a Single Customer Account

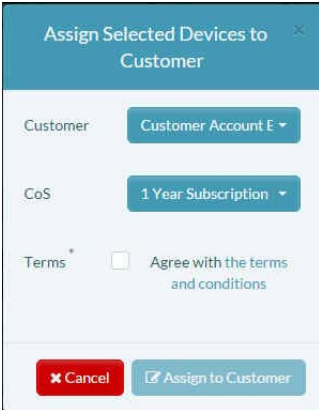
- 1 Check the box at the left end of each row for the devices you will assign to the same customer. (Use **Device UIDs** to determine the devices to assign.)
- 2 Select the button for **Actions for Selected Devices** (above the left side of the table) and, in the dropdown list (Figure 4-34), select **Assign to Customer**.

Figure 4-34. Dropdown List for Actions Button (for Selected Devices)



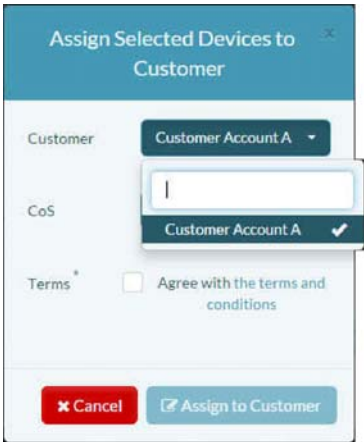
» The Panel to Assign Selected Devices is displayed (Figure 4-35).

Figure 4-35. Panel to Assign Selected Devices



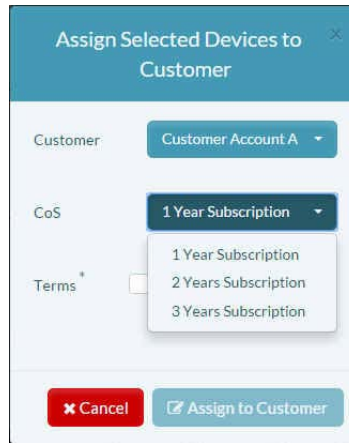
- 3 On the panel, select the **Customer** field and, in the dropdown list, select the customer account for the device (Figure 4-36).

Figure 4-36. Panel to Assign Selected Devices: Select a Customer Account



- 4 Then, still on the panel, select the subscription period for the device (Figure 4-37).

Figure 4-37. Panel to Assign Selected Devices: Select a Subscription Period

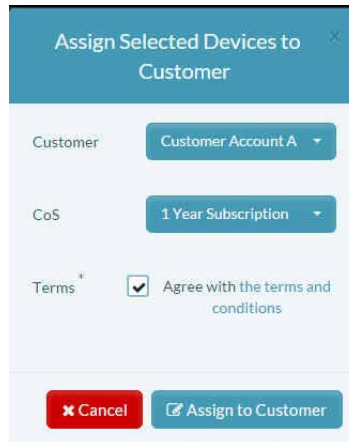


The screenshot shows a modal window titled "Assign Selected Devices to Customer". It contains three main sections: "Customer" with a dropdown menu set to "Customer Account A", "CoS" with a dropdown menu set to "1 Year Subscription", and "Terms" with an unchecked checkbox. A dropdown menu is open for the "Terms" checkbox, showing three options: "1 Year Subscription", "2 Years Subscription", and "3 Years Subscription". At the bottom, there are two buttons: a red "Cancel" button and a blue "Assign to Customer" button.

- 5 Then select the box to agree with the terms and conditions ([Figure 4-38](#)).

Note: Contact your Encore Networks, Inc., sales representative for a copy of the agreement.

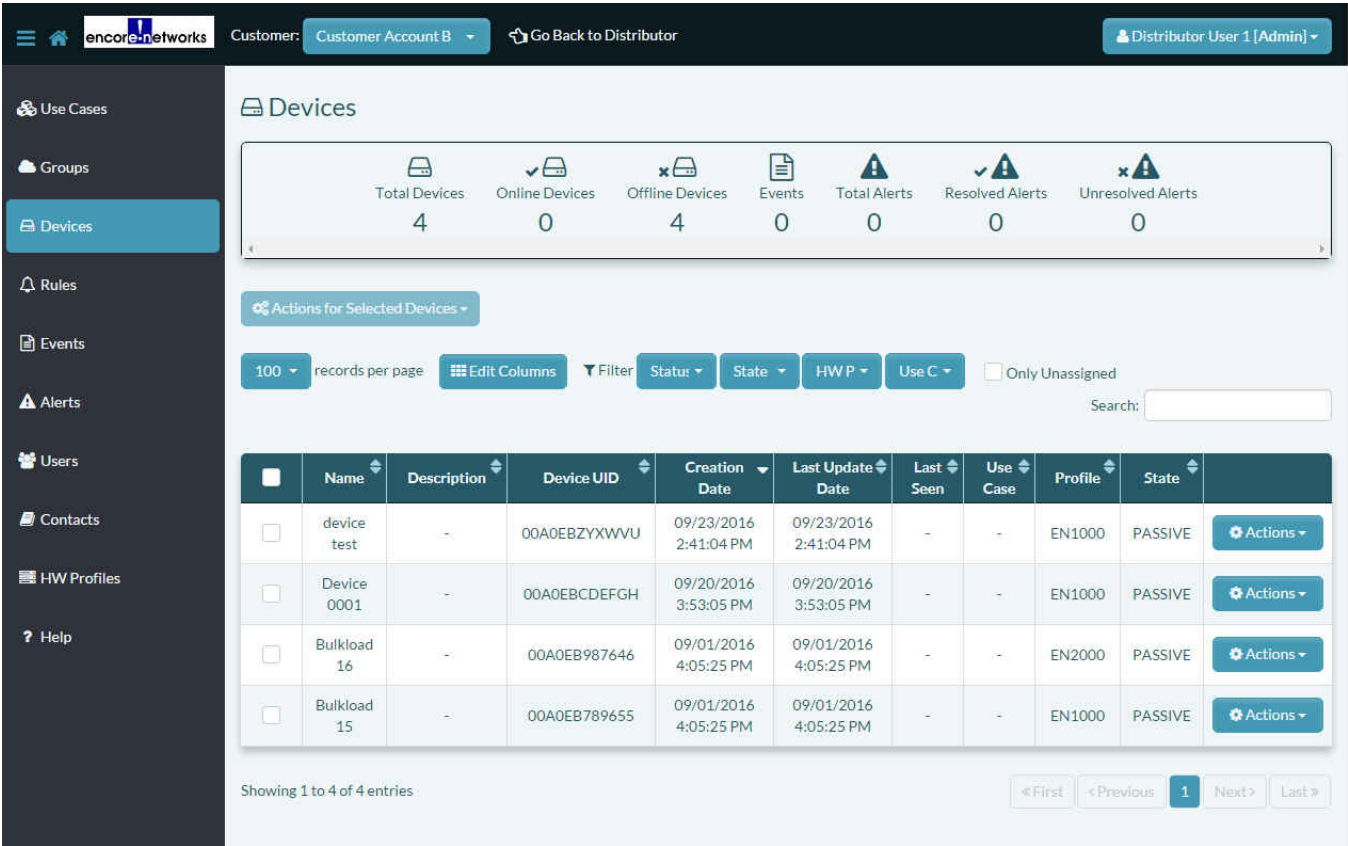
Figure 4-38. Panel to Assign Selected Devices: Agree to Contract



The screenshot shows the same modal window as Figure 4-37, but the "Terms" checkbox is now checked. The text "Agree with the terms and conditions" is visible next to the checkbox. The "Customer" dropdown is still set to "Customer Account A" and the "CoS" dropdown is still set to "1 Year Subscription". The "Assign to Customer" button is now highlighted in blue.

- 6 Then select the button to **Assign [Devices] to Customer**.
- » The devices are assigned to the selected customer. The customer's Table of Devices now includes the added devices ([Figure 4-39](#)).

Figure 4-39. Table of Devices



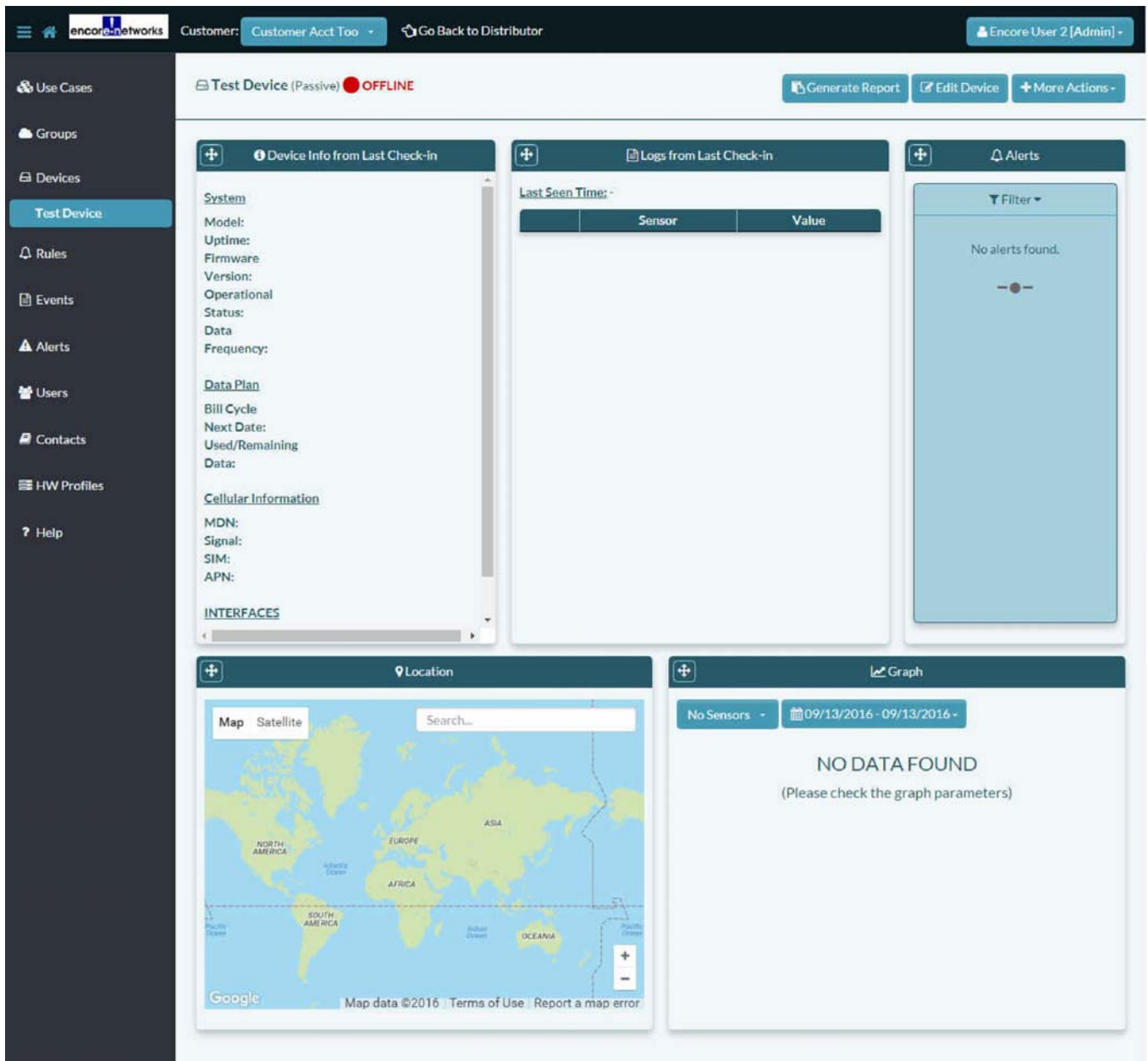
Note: The distributor’s Table of Devices will also show the new customer assignment for the devices.

4.4 The Device Detail Screen

- 1 To see detailed information for a device, select that device in the table of devices.
 - » A screen showing Detailed Information for a Selected Device is displayed (Figure 4-40).

Note: On the first viewing of the screen, you may wish to rearrange the display. Drag items into place. You can also set up a graph to monitor the device’s activity. On the next viewing, the screen will display as you have arranged it.

Figure 4-40. Detailed Information for a Selected Device



Note: You can also reach this detail screen from the Use Case Dashboard. For information, see [Section 3.3, Viewing the Use Case Dashboard](#), in the document *Use Cases and Groups in the enCloud™ Management System*.

Figure 4-40 shows information for a passive device; there is no activity. Figure 4-41 shows information for device that has been activated. The device's activity is represented.

Figure 4-41. Detailed Information for an Activated Device

The screenshot displays the enCloud Management System interface for a device named 'My EN1000 (Desk) (Registered)'. The interface is divided into three main panels: Device Info, Logs, and Alerts. The Device Info panel shows system, data plan, and cellular information. The Logs panel shows a list of logs from the last check-in. The Alerts panel shows a list of alerts. A 'More Actions' dropdown menu is open on the right, showing options like 'Set Data Plan', 'Assign Firmware', 'Assign Configuration', 'Assign to Use Case', 'Assign to Group', 'Activate', 'Deactivate', and 'Set Data Frequency'.

Interface	IP/Address	Uptime
CELL	106.143.236.212	0 days 4 hours 22 minutes 28 seconds
LAN	192.168.10.1	0 days 4 hours 23 minutes 26 seconds
WAN	-	-

Sensor	Value
system.firmware	17322_03_12_235
system.uptime	0 days 4 hours 23 minutes 46 seconds
Most recent Error	
system.online	cell
system.name	EN1000
system.mode	cell/rover
system.model	EN1000
Configuration	EN1000-235-defaults
system.UID	00:a0:eb:03:0c:c7
interval	0 days 0 hours 5 minutes 0 seconds
cell.uptime	0 days 4 hours 22 minutes 28 seconds
cell.status	
cell.APN	net01.VZWSTATIC
cell.PDN	35419607000096
cell.SIM	8914800002102824841

- 2 Note the Data Frequency in line 5 of the System information in [Figure 4-41](#). To change this frequency, select the button for **More Actions** (near the upper right corner of the screen).
- 3 On the dropdown menu, select the button to **Set Data Frequency**.
 - » The Panel to Set Data Frequency is displayed ([Figure 4-42](#)).

Figure 4-42. Panel to Set Data Frequency

The screenshot shows the 'Set Frequency for My EN1000 (Desk) (Registered)' panel. It features a text input field for 'Frequency' with the value '300' and the unit 'seconds'. Below the input field are two buttons: 'Cancel' and 'Set Frequency'.

- 4 Set the check-in interval, and select the button to **Set Frequency**.

Note: The default check-in interval is 300 seconds (5 minutes).
- 5 When you have finished reviewing device details, select **Devices** in the enCloud menu (along the left side of the screen).
 - » The Table of Devices is redisplayed (recall [Figure 4-28](#)).