



# Tier 3 Groups and Labels

## in the enCloud™ Management System

Encore Networks' cloud management system, enCloud™, provides management of your connected Encore devices via a web portal. A web browser, tablet, or smartphone can gain access to enCloud from anywhere. The enCloud management system manages Encore Networks' EN-400™, EN-1000™, EN-2000™, EN-3000™, and EN-4000™ routers.

You can create one or more tier 2 accounts for your tier 1 account. You can also create users who can have administrator or viewer access. This document provides procedures for developing tier 3 groups and labels in tier 2 (customer) accounts.

**Note:** For a quick basic configuration, without details, see the [QuickStart Guide for the enCloud™ and enSite™ Management Systems](#).

This standard guide provides more detail and discussion of the enCloud management system. See the following discussions in this document:

- [Section 5.1, Tier 3 Groups](#)
- [Section 5.2, Viewing the Tier 3 Group's Dashboard](#)
- [Section 5.3, Labels](#)

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

- [Account Registration and Log-In](#)
- [Subscriptions](#)
- [Developing Accounts](#)
- [Devices and Hardware Profiles](#)
- [Establishing Users and Contacts](#)

See the [enCloud™ Management System Document Set](#) for a full list of documents with information to set up your enCloud account.

## 5.1 Tier 3 Groups

A tier 3 group is a collection of devices used for a similar function in a tier 2 (customer) account. A tier 1 user must have **Admin** privilege for a tier 2 (customer) account in order to create a tier 3 group for that customer.

To set up a tier 3 group, do the following.

- 1 Open your enCloud account.
- 2 Do one of the following:
  - a If the account is at a tier 2 (customer) level in enCloud, go to [step 3](#).
  - b If the account is at the tier 1 (VAR) level in enCloud, select **Tier 2 (Customers)** in the enCloud menu (along the left side of the screen).
    - » The Table of Tier 2 (Customer) Accounts is displayed ([Figure 5-1](#)).

Figure 5-1. Table of Tier 2 (Customer) Accounts

**Tier 2 (Customer)**

Filter: All Time

Tier 2 (Customer)s	Tier 2 (Customer) Devices	Passive Device Count	Registered Devices	Devices Pending Activation	Tier 3 (Group)s
17	85	13	41	17	20

Actions for Selected Tier 2 (Customer)s

100 records per page

Search:

	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)		11	0	0	ABC (Encore Engineering)	06/08/2018 3:31:14 PM	06/08/2018 3:31:14 PM	1	Actions

- 3 In the Table of Tier 2 (Customer) Accounts, select a customer's row.
  - » The customer's Table of Tier 3 Groups is displayed ([Figure 5-2](#)).

**Note:** If the table is empty, no tier 3 group has been created for this customer.

Figure 5-2. Table of Tier 3 Groups

Tier 2 (Customer): Brad's company [Go Back to Tier 1 \(VAR\)](#) ak04 [Admin]

System Management

**Tier 3 (Groups)**

[Edit Summary Info](#) [Filter](#) [All Time](#)

Users: 13    Online Devices: 0    Offline Devices: 3    Solved Device Alerts: 0    Unsolved Device Alerts: 0    Total Device Alerts: 0

[Actions for Selected Tier 3 \(Group\)s](#) [+ Add New Tier 3 \(Group\)](#)

100 records per page    Search:

[Edit Columns](#)

	Last Update Date	Creation Date	Name	Description	Devices Count	Users Count	Have Access?	
<input type="checkbox"/>	02/15/2018 3:27:27 PM	02/15/2018 3:27:27 PM	Whole use case testing		0	1	✓	<a href="#">Actions</a>
<input type="checkbox"/>	06/01/2017 10:15:18 AM	06/13/2016 10:43:27 AM	test move 2		0	2	✓	<a href="#">Actions</a>
<input type="checkbox"/>	06/13/2016 10:42:50 AM	06/13/2016 10:42:50 AM	test move		0	1	✓	<a href="#">Actions</a>
<input type="checkbox"/>	01/26/2016 6:43:24 PM	01/26/2016 6:43:24 PM	Media Devices	Digital signage	0	1	✓	<a href="#">Actions</a>
<input type="checkbox"/>	03/15/2017 4:27:58 PM	01/15/2016 10:20:02 AM	Default Use Case	Default use case	2	2	✓	<a href="#">Actions</a>
<input type="checkbox"/>	06/01/2017 10:24:10 AM	01/15/2016 9:25:52 AM	Mobile router	non-fixed routers	1	1	✓	<a href="#">Actions</a>

Showing 1 to 6 of 6 entries

[«First](#)
[<Previous](#)
[1](#)
[Next>](#)
[Last»](#)

- 4 Select the button to **Add New Tier 3 Group** (above the right side of the table).
  - » The customer's Panel to Add a Tier 3 Group is displayed (Figure 5-3).

Figure 5-3. Panel to Add a Tier 3 Group

**Add New Tier 3 (Group)**

**Name**

**Description**

**Users** All Users

**Automated Device Deployment Settings**  
Here you can assign the default settings for any Device that is added to this Tier 3 (Group). When a Device is added to the Tier 3 (Group), these settings will be sent to the Device automatically.

**Label** No Label

**Check-in Frequency**  seconds

**Firmware & Configuration Options**

HW Profile	Firmware	Configuration
EN1000	<input type="checkbox"/> EN1	<input type="checkbox"/> Brac
EN400	<input type="checkbox"/> EN4	<input type="checkbox"/> patc
EN2000DS	<input type="checkbox"/> EN2	-
EN2000	<input type="checkbox"/> EN2	<input type="checkbox"/> EN2
EN4000	<input type="checkbox"/> 173	<input type="checkbox"/> JJ_N

**Devices**

When a Device's Tier 3 (Group) assignment is changed, Device data components (Graphs, Reports, and Logs from last check-in) will only show data generated by the Device while it was part of its new Tier 3 (Group). Previous Device data is retained by the previous Tier 3 (Group).

**Add:** Device

Name	Device UID
No data available in table	

Cancel Add Tier 3 (Group)

- 5 Type a **Name** for the tier 3 group.
- 6 Optional: Type a brief **Description** of the tier 3 group's function or purpose.
- 7 Do one of the following:
  - a If you want all users to be able to view and edit this tier 3 group, leave **All Users** selected.
  - b If you want to specify one or more users to manage this tier 3 group, select the **Users** field to see a dropdown menu of users; in that dropdown menu, select the users who will manage or monitor this tier 3 group.
- 8 In the panel's field for **Label**, type the name for this tier 3 group.

- 9 Under **Hardware & Configuration Options**, do the following for each hardware profile that will be part of this tier 3 group:
  - a Select a **HW Profile**.
  - b Select the **Firmware** checkbox and, in the dropdown list, select the firmware to include for routers in this tier 3 group.
  - c Select the **Configuration** checkbox and, in the dropdown list, select the configuration to include for routers in this tier 3 group.
- 10 Select the panel's **[Add] Device** field and, in the dropdown list, select the devices that will be included in this tier 3 group.

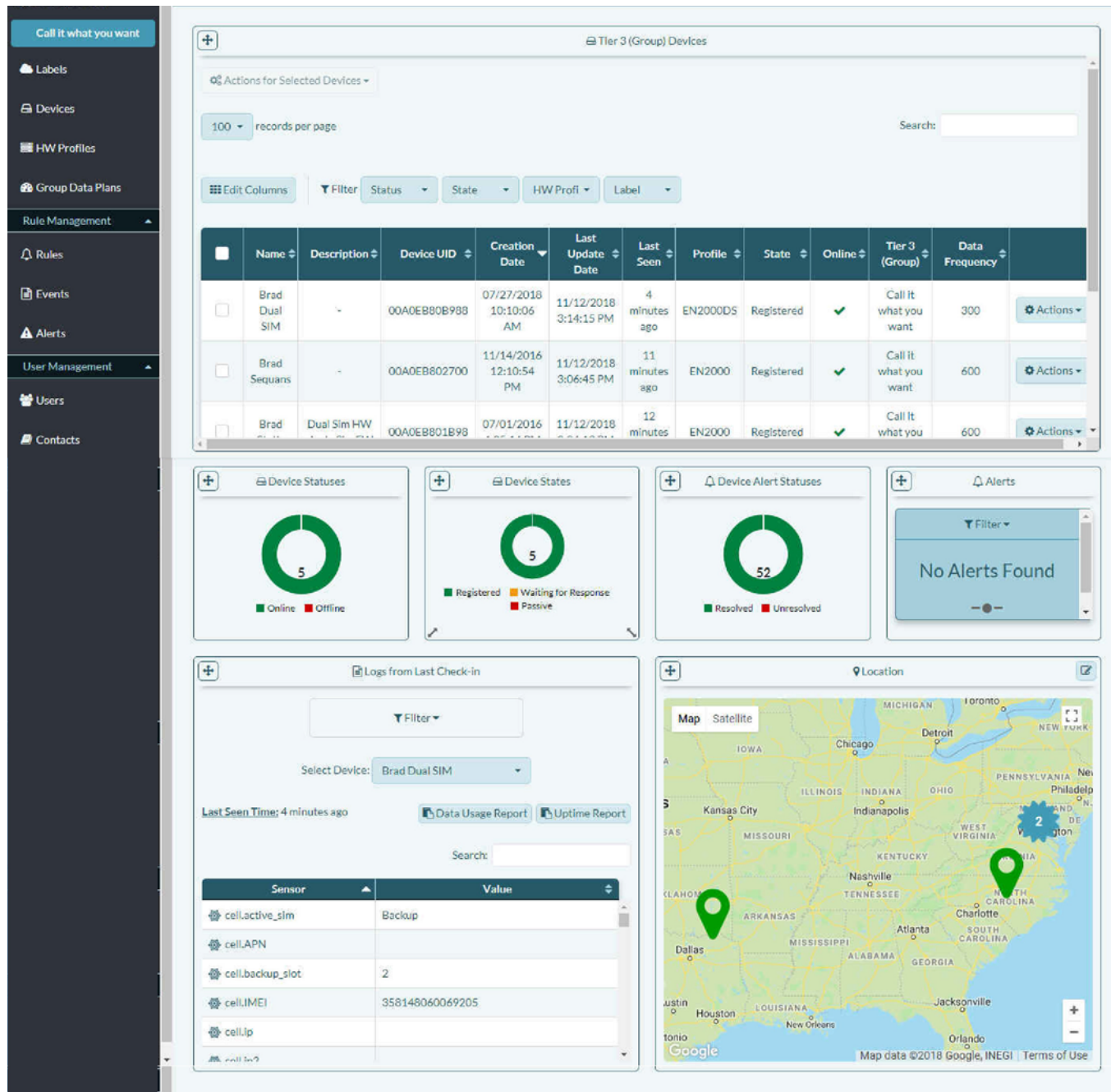
**Note:** The list includes only devices in the tier 2 account that have not been assigned to a tier 3 group.
- 11 When you have finished creating the tier 3 group, select the button to **Add Tier 3 Group**.
  - » The tier 3 group is added to the customer's Table of Tier 3 Groups.

## 5.2 Viewing the Tier 3 Group's Dashboard

You can view aggregated information in a tier 3 group. (The aggregate is for all devices in the tier 3 group; you cannot select devices to aggregate.)

- 1 Select a tier 3 group in the table.
  - » The screen displays Tier 3 Group Dashboard for a selected tier 3 group ([Figure 5-4](#)). The top of the screen includes a table of all devices in the tier 3 group.

Figure 5-4. Tier 3 Group Dashboard



2 To see details of a single device, select that device in the table.

» The information for that device is displayed (Figure 5-5 and Figure 5-6).

Figure 5-5 and Figure 5-6 show information for a device that has been activated.

**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 5-5. Information for a Selected Device (Part 1)

Tier 2 (Customer): Brad's company Go Back to Tier 1 (VAR) Distributor User 1 [Admin]

System Management

Tier 3 (Groups)

Labels

Devices

Brad EN1000

HW Profiles

Group Data Plans

Rule Management

Rules

Events

Alerts

User Management

Users

Contacts

Brad EN1000 (Registered) Online

Go to Tier 3 (Group) Page Generate Report Edit Device More Actions

Logs from Last Check-In

Last Seen Time: 3 minutes ago Uptime Report Data Usage Report

Search:

Sensor	Value
cell.APN	ne01.VZWSTATIC
cell.IMEI	354196070000896
cell.IP	
cell.MDN	17034866641
cell.mode	E-UTRAN(LTE)
Cell Monthly Total Data	19.512 MB
cell.mtu	1360
cell.operator	USA Verizon Wirele
cell.previous_status	✗
cell.qos_enabled	✗
cell.RSRP	-94 dbm
cell.RSRQ	-12 dB
cell.rx_bytes	5.292 MB
cell.signal_strength	-64 dbm
cell.SIM	89148000021028
cell.status	✗
cell.throttle_download_setting	100 kB
cell.throttle_upload_setting	100 kB
cell.Total_Group_Data	35.415 MB
cell.tx_bytes	3.206 MB
cell.untime	0 seconds

Device Info from Last Check-In

System

Model: EN1000

Uptime: 38 days 13 mins 48 seconds

Firmware: 17322\_05\_00\_246D

Version:

Active: WAN

Interfaces:

Data: 600 seconds

Frequency:

SIM1 - Group Data Plan

Bill Cycle: 11/18/2018

Next Date:

Used/Remaining: Used: 0 GB / Remaining: 1 GB

Data:

Cellular Information

MDN: 17034866641

Signal: -64 dbm

SIM: 8914800002102824841

APN: ne01.VZWSTATIC

Location

Map Satellite Search...

Google Map Data Terms of Use Report a map error

Graph

cell.rx\_bytes, cell.tx\_bytes, Cell.Monthly Total Data

11/12/2018 12:00:00 AM - 11/12/2018 3:21:58 PM

5600000

5400000

5200000

5000000

4800000

4600000

4400000

4200000

4000000

3800000

3600000

3400000

3200000

01:00 02:00 03:00 04:00 05:00 06:00 07:00 08:00 09:00 10:00 11:00 12:00 13:00 14:00 15:00

cell.rx\_bytes cell.tx\_bytes Cell.Monthly Total Data

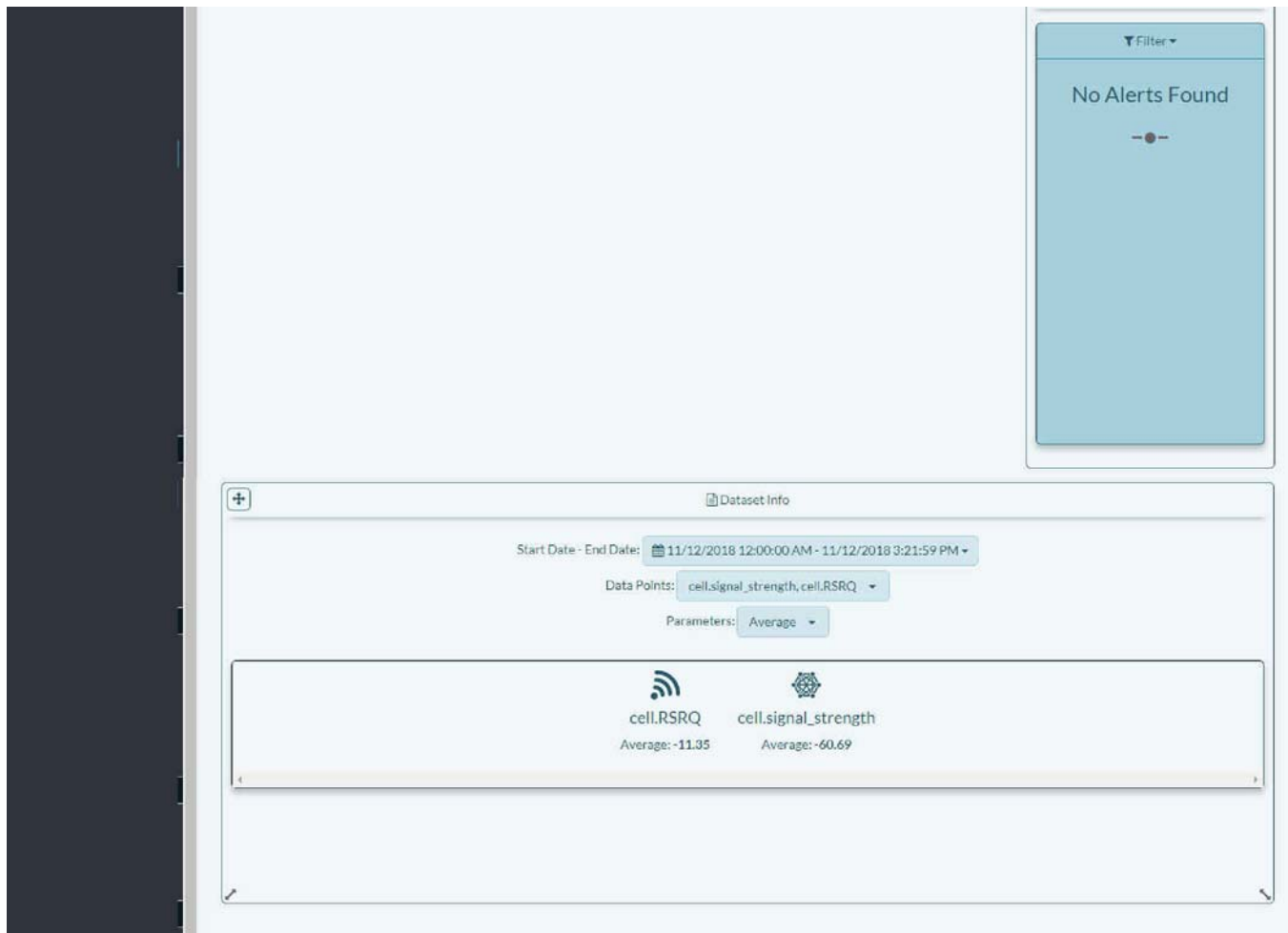
Device Task Assignments

10 records per page

Edit Columns Filter Only Completed Tasks Only Tasks With Value

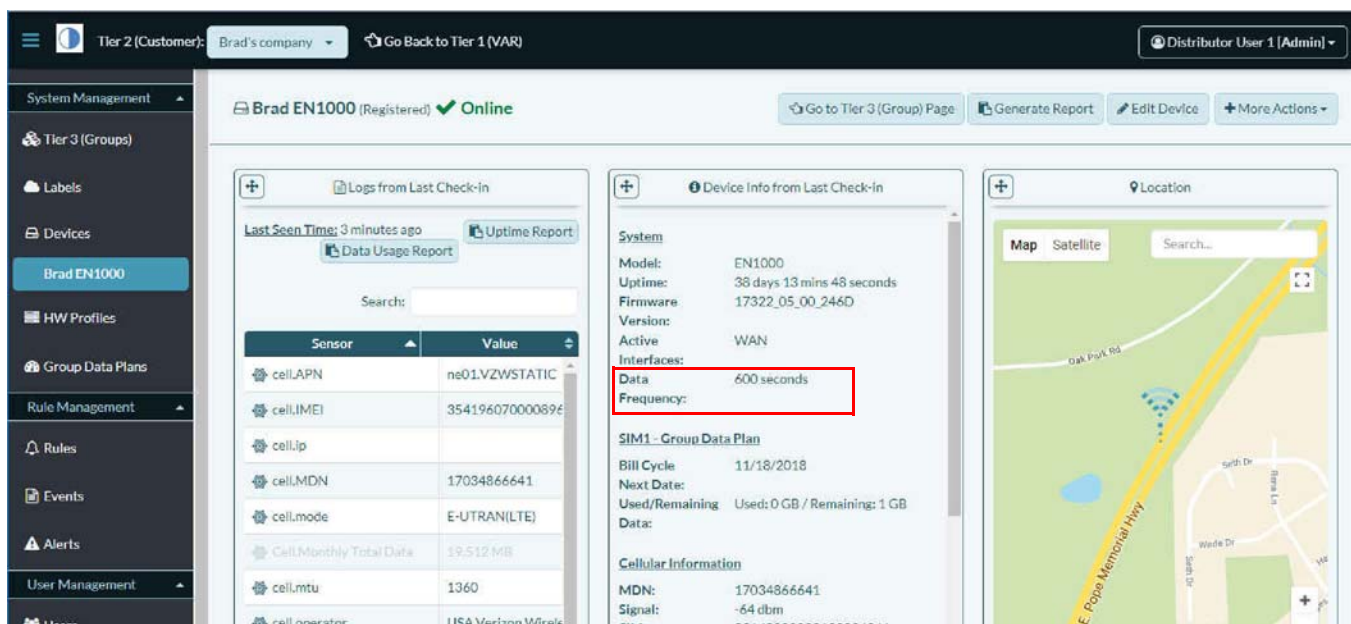
Name	Code	Receive Date	Is Completed?	Completed At	Value
FREQUENCY	1025	09/19/2018 12:45:23 PM	✓	09/19/2018 12:45:39 PM	600
FREQUENCY	1025	09/13/2018 3:13:31 PM	✓	09/13/2018 3:13:47 PM	120
FREQUENCY	1025	07/26/2018 5:24:13 PM	✓	07/26/2018 5:24:29 PM	600
FREQUENCY	1025	06/19/2018 3:15:42 PM	✓	06/19/2018 3:15:58 PM	300
FREQUENCY	1025	06/11/2018 6:32:06 PM	✓	06/11/2018 6:32:22 PM	600
FREQUENCY	1025	06/07/2018 3:18:01 PM	✓	06/07/2018 3:18:17 PM	200
FREQUENCY	1025	06/07/2018 3:14:59 PM	✓	06/07/2018 3:15:15 PM	200
FIRMWARE	1006	06/05/2018 11:42:03 AM	✓	06/05/2018 11:46:15 AM	17322_05_00_246D

Figure 5-6. Information for a Selected Device (Part 2)



- Note the **Data Frequency** (surrounded by a red rectangle in Figure 5-7) in line 7 of **System** information. This is how often the device checks in and sends data to enCloud.

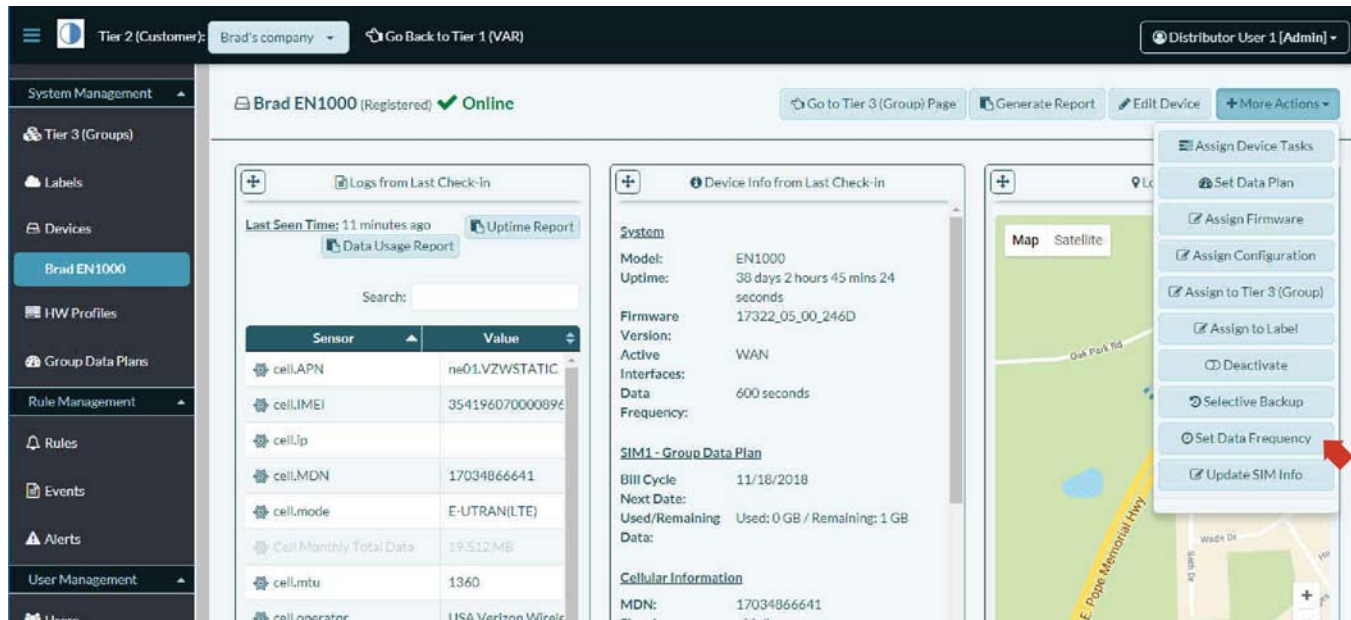
Figure 5-7. Information for a Selected Device (Detail of Figure 5-5)





- 4 To change this frequency, select the button for **More Actions** (near the upper right corner of the screen) and, on the button's dropdown menu, select the button to **Set Data Frequency**. (Figure 5-8).

Figure 5-8. Dropdown Menu for More Actions



» The Panel to Set Data Frequency is displayed (Figure 5-9).

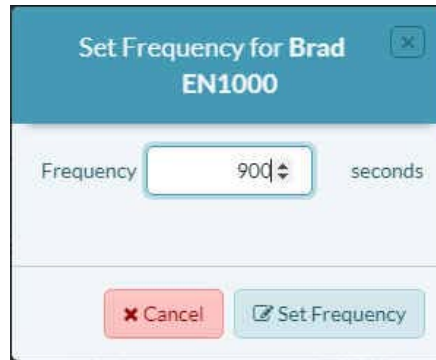
**Note:** The default **Frequency** (check-in interval) is 300 seconds (5 minutes).

Figure 5-9. Panel to Set Data Frequency

The dialog box titled 'Set Frequency for Brad EN1000' contains a 'Frequency' input field with the value '600' and the unit 'seconds'. At the bottom, there are two buttons: 'Cancel' (with a red 'X' icon) and 'Set Frequency' (with a checkmark icon).

- 5 Set the **Frequency**, and select the button to **Set Frequency**.

Figure 5-10. Set New Data Frequency



Set Frequency for Brad  
EN1000

Frequency  seconds

» The screen will show the updated frequency. (It might take a couple of minutes for the screen to refresh.)

- 6 When you have finished viewing the tier 3 device's dashboard, select **Tier 3 Groups** in the enCloud menu (along the left side of the screen).
  - » The Table of Tier 3 Groups is redisplayed.

## 5.3 Labels

A label indicates a set of devices in a tier 2 customer account. A label indicates a particular function, or a device site, or another item common to some devices in the group. A label is similar to a tier 3 group and is used as an additional way to collect devices within a tier 3 group.

**Note:** Labels and Tier 3 Groups are not related.

- 1 To see a label, you must be in a tier 2 (customer) account. If you are not in a tier 2 account, select **Tier 2 (Customers)** in the enCloud menu (along the left side of the screen).
  - » The tier 1 account's Table of Tier 2 (Customer) Accounts is displayed.
- 2 Select a tier 2 customer.
  - » The customer's Table of Tier 3 Groups is displayed.
- 3 Select **Labels** in the enCloud menu (along the left side of the screen).
  - » The customer's Table of Labels is displayed ([Figure 5-11](#)).

Figure 5-11. Table of Labels

**Labels**

Labels: 7, Online Devices: 4, Offline Devices: 1

Actions for Selected Labels: + Add New Label

100 records per page

	Name	Description	Creation Date	Last Update Date	Total Devices	Actions
<input type="checkbox"/>	Active		11/14/2016 12:16:54 PM	11/14/2016 12:16:54 PM	8	Actions
<input type="checkbox"/>	Group use 3		02/04/2016 2:06:15 PM	02/04/2016 2:06:15 PM	0	Actions
<input type="checkbox"/>	Group use 2		02/04/2016 1:56:32 PM	02/04/2016 1:56:32 PM	0	Actions
<input type="checkbox"/>	Group use 1	used for testing	02/03/2016 4:44:20 PM	02/03/2016 4:44:20 PM	0	Actions
<input type="checkbox"/>	create group 2	testing 12	02/03/2016 2:55:18 PM	02/03/2016 2:55:33 PM	0	Actions

- 4 To add a label, select the button to **Add New Label** (above the right side of the table).
  - » The customer's Panel to Add a Label is displayed (Figure 5-12).

Figure 5-12. Panel to Add a Label

**Add New Label**

Name \*

Description

Devices

Add: Devices

Name	Device UID
No data available in table	

Cancel + Add Label

- 5 In the Panel to Add a Label, type a **Name** for the label.
- 6 Optional: Add a **Description** of the label's function or purpose.
- 7 Select the **[Add] Devices** field and, in the dropdown list of devices, select the devices that will be in this label.

**Note:** The dropdown list displays only devices in the tier 2 account that have not been assigned to another label.

» The panel's table lists the selected devices by name and device UID.

- 8** When you have finished adding devices to the label, select the **Add Label** button.

» The Table of Labels is redisplayed, including the new label.

**Note:** You can add more devices to the label later. To add devices to a label, do the following:

- 9** In the Table of Labels, select the label row, or select the row's **Actions** button and, in the dropdown list, select **Edit**.

» The Panel to Edit a Label is displayed. It includes devices that are already part of the label.

- 10** Select the **Add [Devices]** field and, in the dropdown list of devices, select more devices to add to this label.

» The selected devices are listed in the panel's table.

- 11** When you have finished adding devices, select the button to **Save Changes**.

» The Table of Labels is redisplayed.