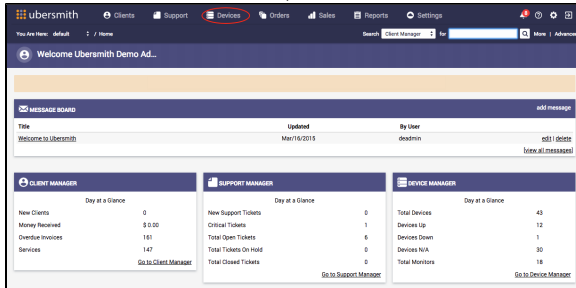


Using the Monitoring Dashboard

The Monitoring Dashboard displays service and device warning and failure events. The monitoring dashboard also integrates with the Support Manager, so that monitoring events can be either linked to corresponding existing tickets or new tickets can be opened.

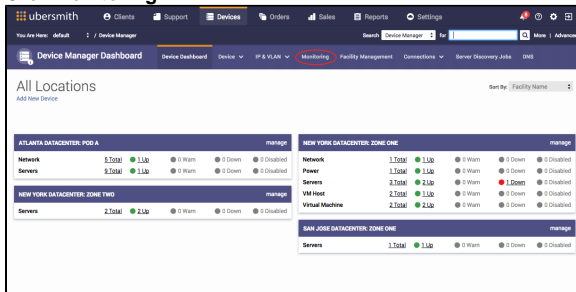
Access the Monitoring Dashboard

1. From the *Ubersmith Dashboard*, click **Devices**.



The *Device Manager Dashboard* with the *All Locations* page displays.

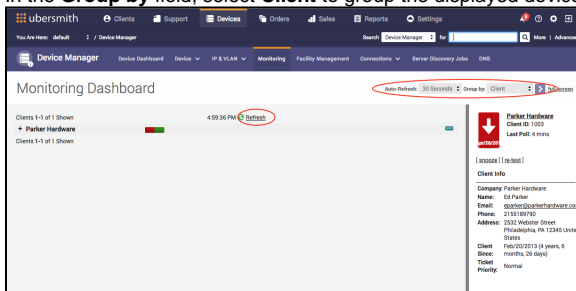
2. Click **Monitoring**.



The *Monitoring Dashboard* appears.

Refreshing the Monitoring Dashboard

1. [Access the Monitoring Dashboard](#).
2. Click **Refresh** to immediately update the Monitoring Dashboard.
3. In the **Auto-Refresh** field, enter the time frame to update the *Monitoring Dashboard*.
4. In the **Group by** field, select **Client** to group the displayed devices by client.



Expanding and Collapsing Monitors

To Expand a Monitor

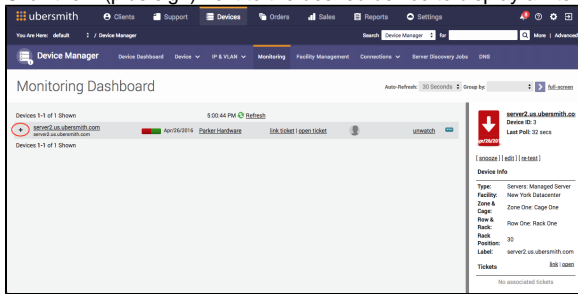
1. [Access the Monitoring Dashboard](#).

On this page:

On this page:

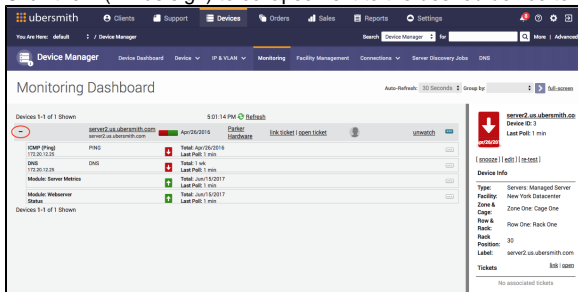
- [Access the Monitoring Dashboard](#)
- [Refreshing the Monitoring Dashboard](#)
- [Expanding and Collapsing Monitors](#)
 - [To Expand a Monitor](#)
 - [To Collapse a Monitor](#)
- [Watching and Unwatching Monitors](#)
 - [To Watch a Monitor](#)
 - [To Unwatch a Monitor](#)
- [Linking Events to a Ticket](#)
- [Opening a Ticket](#)
- [Viewing Monitor Details](#)
- [Snoozing a Monitor](#)
- [Editing a device](#)
- [Retesting a device](#)
- [Related Topics](#)

- Click the **+** (plus sign) next to the desired device to display all its monitors.



To Collapse a Monitor

- [Access the Monitoring Dashboard.](#)
- Click the **-** (minus sign) to collapse next to the desired device to collapse the displayed monitors.

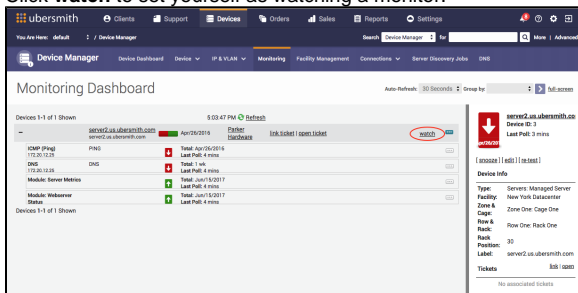


Watching and Unwatching Monitors

You can see who is watching a monitor.

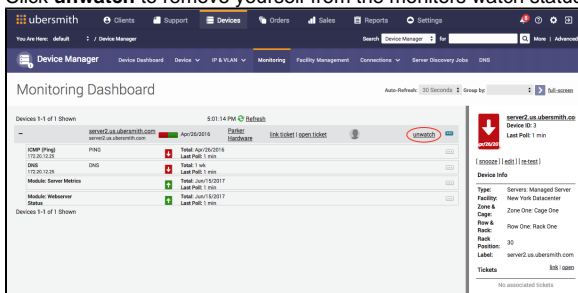
To Watch a Monitor

- [Access the Monitoring Dashboard.](#)
- Click **watch** to set yourself as watching a monitor.



To Unwatch a Monitor

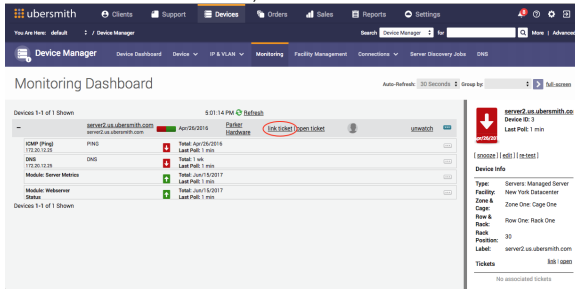
- [Access the Monitoring Dashboard.](#)
- Click **unwatch** to remove yourself from the monitors watch status.



Linking Events to a Ticket

You can link a device whose monitor is in a warn or down status to an existing support ticket.

1. [Access the Monitoring Dashboard.](#)
2. On the desired device's row, click **Link ticket.**



The *Link Ticket* page appears.

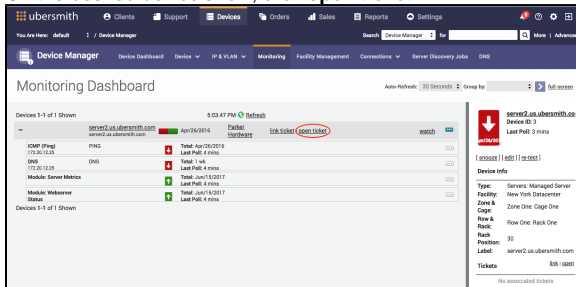
3. Search for the appropriate existing ticket.
4. Select the appropriate support ticket to link to. A link to the support ticket appears in the device's row.



Opening a Ticket

You can open a support ticket for a device whose monitor is in a warn or down status.

1. [Access the Monitoring Dashboard.](#)
2. On the desired device's row, click **open ticket.**



The *Email Client* page appears.




Note

The Email Client is prepopulated with information based on the device's settings.

3. In the **Message** section, type your email's body.
4. In the **Open as a Ticket** field, ensure it is selected.

5. Click **Send**.

ubersmith

Email Client

Parker Hardware
Client ID: 1003

Sender:

Recipient: [Add Contact](#)

CC:

(use comma for multiple addresses)

Template:

Subject:


Message:

Dear Mr. Parker,

We are experiencing some latency issues at the moment. We are aware that your server is affected and are working on the solution.

☒ Attachments: No file chosen

☒ Invoices: [Add](#)

☐ Send me a copy ☒  Open as a Ticket

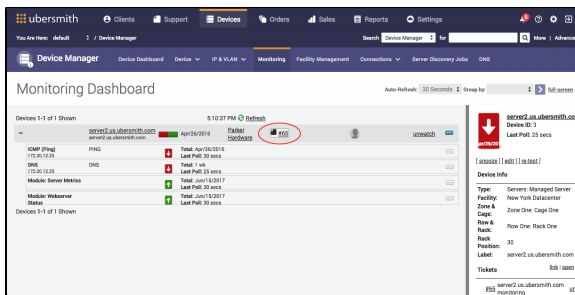
Priority: Department:

Billing

Billable:

[Send](#) [Send & New](#) [Cancel](#)

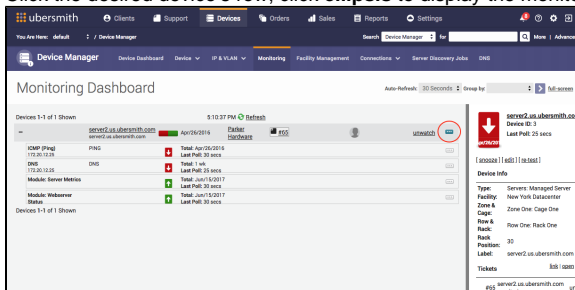
A link to the support ticket appears in the device's row.



Viewing Monitor Details

You can display detailed status for each device and its monitors.

1. [Access the Monitoring Dashboard](#).
2. Click the desired device's row, click **ellipsis** to display the monitoring details.

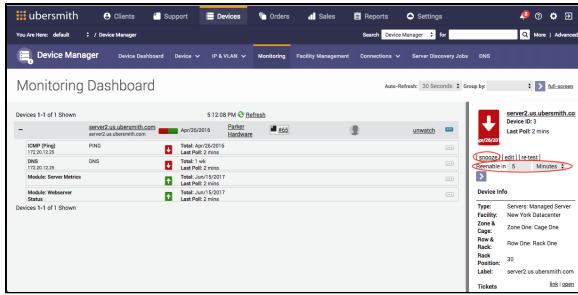


Snoozing a Monitor

Snoozing a monitor disables a monitor for a set length of time.

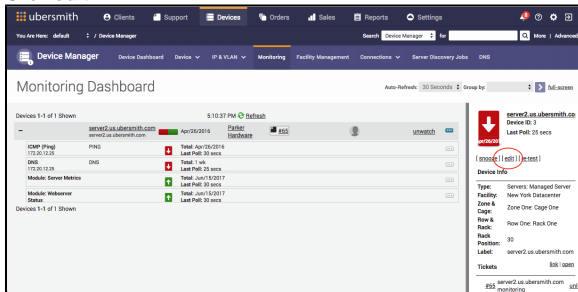
1. [Access the Monitoring Dashboard.](#)
2. [View monitoring details for the desired device.](#)
3. Click **snooze**.

4. In the **Reenable** fields, enter your desired time frame resuming the monitor and subsequent notifications.



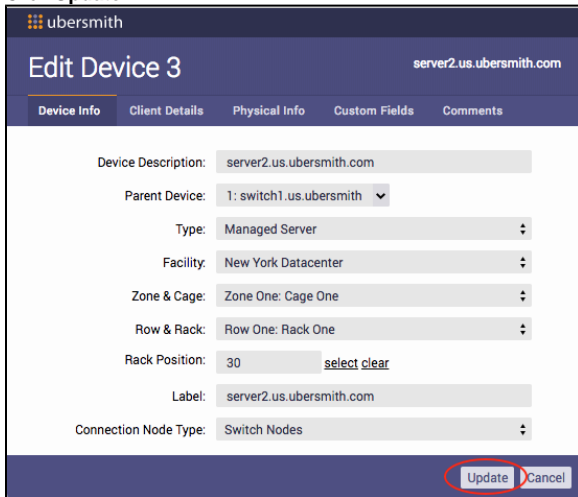
Editing a device

1. [Access the Monitoring Dashboard.](#)
2. [View monitoring details for the desired device.](#)
3. Click **edit**.



The *Edit Device* page appears.

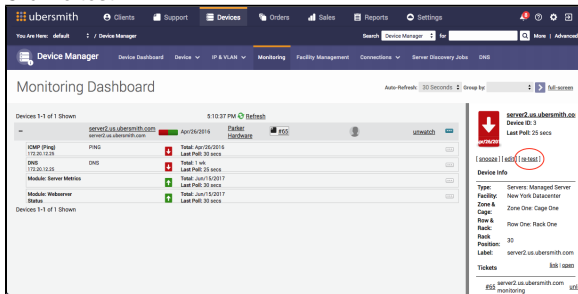
4. Make any necessary changes.
5. Click **Update**.



Retesting a device

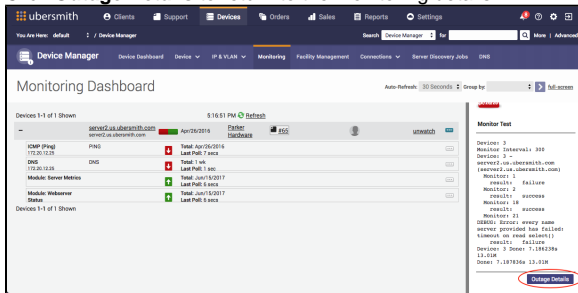
1. [Access the Monitoring Dashboard.](#)
2. [View monitoring details for the desired device.](#)

3. Click **re-test**.



The monitor test runs.

4. Click **Outage Details** to return to the monitoring details.



Related Topics

[Adding Monitors](#)

[Managing Monitors](#)

[Adding Monitor Types](#)

[Managing Monitor Types](#)