

FAQ

Frequently Asked Questions

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Access and accounts

Kuori auth accepts my Google account or email code, but DSM will not let me in. Kuori auth proved who you are, but DSM has no account for you, or your account has no customer access. Both are fixed by an administrator, not by trying again.

How do I get an account? Ask your DSM administrator or Kuori support. You cannot register yourself.

Why can I not see the Admin link that a colleague has? Your role does not include it. Roles are set per customer, so the same person can be an administrator on one customer and a plain user on another.

Why was I signed out? Sessions end after 8 hours of inactivity, and after 24 hours no matter what. Both are deliberate. Click **Sign in** on the front page. If Kuori auth still remembers you, you are back in without seeing a login form.

Someone left the company. What do I do? An administrator deletes their DSM account. Access ends on their next request, not at their next login.

Q: I entered my email but never received a sign-in code. What do I do? A: Check your spam folder, then your trash folder — some providers route automated mail straight there instead of spam. If a few minutes pass and there's still nothing, ask your DSM administrator to confirm you have an account. Note that the sign-in page always says a code was sent, even when no account exists for that email — this is intentional, so the page can't be used to fish for which emails have DSM accounts. Only your administrator can confirm whether an account actually exists.

Connectivity

Q: My device/DSM client isn't connecting — what should I check?

A: Most connectivity issues are caused by blocked outbound ports, DNS/NTP problems, or IP-based whitelisting (which isn't supported for Android devices). See our troubleshooting guide for step-by-step checks: [Firewall rules and encryption \(DSM\)](#)

Devices

What is the difference between the Android serial and the Kuori serial? The Android serial is the identifier DSM keys everything on. The Kuori serial is the number printed on the hardware, and it is the one to quote to Kuori support. Both are searchable.

A device shows online but its last check-in was an hour ago. The connection is open but the device has stopped reporting. Treat it as a fault. A host reset is the usual first step.

What does SMB connected mean? The SMB is the System Management Board inside the unit, which controls the fans, the heater and temperature supervision. Online is the client's connection to DSM. SMB connected is the client's connection to that board. Online with the SMB disconnected means the client is running but cannot reach the hardware, so no reset except Reset SMB will do anything.

Why is Display 2 status grey? Either the unit drives one display, or the device has not reported a backlight reading for the second one. Grey means unknown rather than broken.

What is the difference between retiring and deleting a device? Retiring takes the device out of the lists, counters, and reports while keeping its history. Deleting removes data. Retire is what you want when a unit leaves service.

What does Ignore alerts do? It stops the device raising alerts and drops it out of reports. Use it for a unit knowingly out of service. It hides real problems, so do not use it to quiet a device you still rely on.

Alerts and events

What is the difference between an alert and an event? An alert is a condition that is currently wrong and clears when it is fixed. An event is something that happened and is never cleared. Alerts need action. Events are a log.

A device was offline but never raised an alert. Alerts only fire once a problem outlasts the customer's threshold, 30 minutes by default. Short outages are filtered on purpose, or a fleet on mobile connections would alert constantly. The Offline report still counts them.

What does ignoring an alert do? It removes the alert from the list. It does nothing to the device, and the alert does not come back. Ignore what you already know about, so it stops hiding what you do not.

Why am I not getting alert emails? Check your User configuration page. Subscriptions are per customer, so switching customer switches which set you are looking at. Emails go out every 10

minutes as a batch.

Reports

Why is downtime in the report higher than the alerts suggested? Reports count every disconnection. Alerts only appear after the threshold. They measure different things and both are right.

Why does a backlight report show downtime for screens that are working? It counts every power-off, including the ones your own power-off schedules caused. The Reports page carries the same warning.

How far back can I report? Two months. The date picker will not go further.

Which timezone are report days in? Your browser's, not the device's. Running the same report from another country slices the days differently.

Can I get a report for one site? Put the site's devices in a group and pick that group. That is what groups are for.

Groups

Can a device be in more than one group? Yes, as many as you like. Group by site and by contract at the same time if that is useful.

Does removing a group delete its devices? No. It deletes the grouping. The devices stay, along with any other group they belong to.

Resets

Does DSM tell me a reset worked? No. It confirms the command was sent. Wait five minutes for the component to restart, then check the device's Events tab and status badges.

Why is Manage greyed out? The device is offline. Resets travel over the connection, so there is nothing to send them down.

Which reset should I use? See the [Device Reset Guide](#), which has a symptom table.

Can I schedule a nightly reset? Yes, on the device's Management tab. Check the device's timezone first, because the schedule runs on device local time.

The interface

Where did the map go? Either you hid it, and the button says Show map, or no device on this customer has a location set. Set locations on each device's Settings tab.

How do I show more columns in the device table? Use the Columns button above the table. Column choices last for the visit and reset when you leave.

Does the export respect my filters? Yes, and your column choices too. Set both before exporting.

How do I switch to dark mode? The switch is in the account menu. Until you use it, DSM follows your operating system.

Does DSM work on a phone? Yes. The page links move into the account menu and wide tables scroll sideways.