

Dashboard

The Dashboard answers one question. Is anything wrong with this customer's fleet right now?

Dashboard

Number of devices

#

12

Devices connected

9

Devices disconnected

3

Show map

Device alerts

5 active alerts

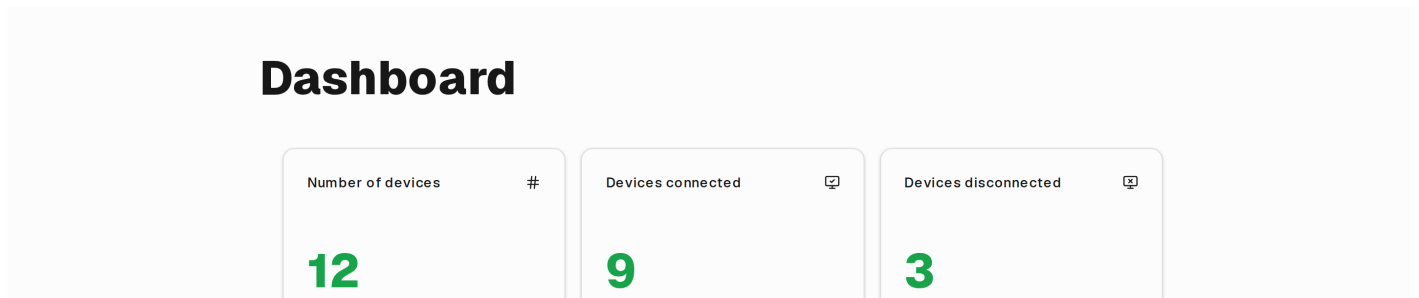
Device	Alert type	Alert value	Alert start		
Oulu Valkea courtyard	Device is offline		9/8/2026, 5:47:12 AM	View	
Itis level 2 bridge	Screen 1 is off		9/8/2026, 4:59:12 AM	View	
Forum north door	Device is offline		9/8/2026, 3:00:12 AM	View	
Jumbo main hall	Temperature sensor states		9/8/2026, 1:14:12 AM	View	
Sello car park B	Device is offline		9/7/2026, 4:14:12 AM	View	

Ignore all

Device events

Device	Event	Time	
Kamppi main entrance	Door 1 closed	9/8/2026, 6:16:12 AM	View
Kamppi main entrance	Door 1 opened	9/8/2026, 6:12:12 AM	View
Itis level 1 atrium	Host reset by Watchdog	9/8/2026, 4:14:12 AM	View
Sello bus terminal	SMB started after reset by BOD (code 3)	9/8/2026, 2:14:12 AM	View
Jumbo main hall	Door 2 opened	9/7/2026, 11:44:12 PM	View
Forum food court	SMB started with code 1.9.4	9/7/2026, 3:34:12 PM	View

The three counters



Number of devices counts every device on the selected customer. **Devices connected** counts the ones holding a live connection. **Devices disconnected** is the difference.

All three are links. Clicking Devices disconnected opens the device list already filtered to the offline devices, and the list shows which filter it applied so you can clear it.

Retired devices are not counted.

The map

If any device has a location set, the Dashboard draws them on a map above the alerts, with nearby devices clustered together. Click a pin to see that device and jump to its page.

Use **Hide map** to collapse it. DSM remembers that choice per browser, so a fleet spread over one building can hide the map for good.

Devices with no location set never appear on the map. Set a location on the device's Settings tab.

Device alerts

The alerts card lists everything currently wrong, newest first, with the device, what kind of alert it is, and when it started. The card header counts them.

An alert is listed only once it has lasted longer than the customer's threshold, which is 30 minutes by default and set per customer by an administrator. A device that drops for two minutes and comes back never reaches the card. This is deliberate. Without it, a fleet on flaky mobile connections would show constant noise.

Each row has two controls. **View** opens the device. The cross ignores the alert, which removes it from the card without changing anything on the device. **Ignore all** clears the whole list at once. Both ask for confirmation, and both are for admins.

Ignoring is the right move when you already know about a problem and do not want it hiding the next one. It is the wrong move as a way of tidying up, because the alert does not come back.

Device events

Events are things that happened rather than things that are wrong. Doors opened and closed, a host reset by its watchdog, an SMB restart, a firmware update that succeeded or failed. The card lists them newest first with the device, a plain-language description, and the time.

View opens the device that reported the event.

Events never clear themselves, because there is nothing to clear. They are a log.

Scope

Everything on this page follows the customer selected in the top bar, and shows only devices your account can reach. Switching customer redraws the whole page.

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