SMC Cloud
Start-up Guide
(Instructions for Field Installers, Support, and Administrators)
Technical Support

For technical support, please contact your Cleaver-Brooks authorized service representative. C-B representative contact information is available at www.cleaverbrooks.com/Find-a-Rep/Index.aspx

Sierra Monitor Corporation does not provide direct support. Should circumstances require, Cleaver-Brooks will contact Sierra Monitor Corporation on your behalf.

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Before registering:
The following items should be complete before moving forward with SMC Cloud registration.

- FieldServer products intended for SMC Cloud registration must already be installed and running.
- FieldServer Gateway(s) and/or Router(s) are connected to the internet.
- The manufacturer's SMC Cloud Administrator has already set up an SMC Cloud account.
- The field installer has received SMC Cloud login information from the SMC Cloud Administrator.

**A Quick Start Guide for Field Installation**

- **Connecting the FieldServer**
  - Type the FieldServer IP Address into a web browser.
  - Once connected, the FS-GUI or customer applications will be displayed.

- **Registering with SMC Cloud**
  - Obtain login details from support.
  - Go to the SMC Cloud registration page and fill in ALL relevant information.
    - For FS-GUI, click the “SMC Cloud™” button on the top-right corner of the page.
    - For customer application features, click the “SMC Cloud™” tab on the left side of the page.
    - For the BACnet Router, EZ Gateway Modbus to BACnet and EZ Gateway KNX to BACnet, click the “SMC Cloud™” tab along the top of the page.

- **Logging into SMC Cloud**
  - Go to [www.SMCCloud.io](http://www.SMCCloud.io) and type in the appropriate login information as per registration login.
  - Confirm the registered FieldServer is viewable from the Device Management tab.

- **Using SMC Cloud Features**
  - Device Management
  - User Management (Admin only)
  - Notifications
  - Reports
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  - Data Logging (Admin only)
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1. CONNECTING TO FIELDSERVER (FOR FIELD INSTALLERS)

Find the supplied IP Address for the FieldServer and type the IP Address into the local PC's browser address bar to move onto registering the FieldServer. (Section PART 2)

**NOTE:** The default IP Address for a ProtoAir or ProtoNode is 192.168.1.24 with a Subnet Mask of 255.255.255.0. If the PC and FieldServer have different Subnets, assign a static IP Address to the PC on the 192.168.1.xxx network.

If the FieldServer IP Address is unknown, follow the directions to discover an existing IP Address in the next section (Section 1.1).

To view or change the FieldServer network settings, follow directions in Section 1.2.

**NOTE:** The SMC Cloud uses TCP ports 80 and 443 by default.

1.1 Discover the IP Address of the FieldServer

- Check that a CAT5 Ethernet cable (straight through or cross-over) is connected between the local PC and FieldServer or the local PC is connected to the same Ethernet Network as the FieldServer.
- Ensure that FieldServer Toolbox is loaded onto the local PC. Otherwise, download the FieldServer Toolbox.zip via the Sierra Monitor Resource Center Software Downloads.
- Extract the executable file and complete the installation.
- Double click on the FS Toolbox Utility and click Discover Now on the splash page.
- Check the FieldServer IP Addresses from the device listings.

![FieldServer Toolbox](image)

**FIGURE 1 - FieldServer Toolbox**

- Type the appropriate IP Address into the browser address bar or click the Connect button to move onto registering the FieldServer (Section PART 2).

1.2 Change Network Settings for the FieldServer

- Follow the FieldServer Toolbox setup instructions in Section 1.1 if needed.
- Once the FieldServer Toolbox is open, find the FieldServer that requires network setting review or changes.
- From the Toolbox main page, click on the configure icon.
- Select <Network Settings>.
Review or modify the necessary network fields.

NOTE: If the FieldServer is connected to a router, the IP Gateway of the FieldServer should be set to the IP Address of that router.

The following fields may be review or changed as needed:

- IP Address (N1 IP Address field)
- Netmask (N1 Netmask field)
- DHCP Client State (N1 DHCP Client State field)
- IP Gateway (Default Gateway field)
- DNS 1 & 2 (Domain Name Server fields) - Ensure DNS1 is 8.8.8.8 and DNS2 is 8.8.4.4

NOTE: Do not change the DHCP Server State (N1 DHCP Server State field).

- Click “Update IP Settings”, then click on “Change and Restart” to restart the FieldServer and activate the new network settings. Note that if the FieldServer was open in a browser, the browser will need to be pointed to the new IP Address to access the FieldServer.

Power cycle the FieldServer.

- Record the IP Address assigned to the ProtoNode for future reference.
2. LOGGING IN (FOR FIELD INSTALLERS)

If existing login details were received from the manufacturer's support team, record the information and move on to Section 2.2. Otherwise continue to new user setup.

2.1 New User Setup

When a new user is generated, a “Welcome to SMC Cloud” email will be automatically sent out to set up a login.

Follow the instructions below to set up login details:

- Find the “Welcome to SMC Cloud” email.

**NOTE:** If no SMC Cloud email was received, check the spam/junk folder. Contact the manufacturer's support team if the email cannot be found.

- Click the `<Complete Registration>` button to go to the SMC Cloud webpage and set up user details.

![FIGURE 4 - Welcome to SMC Cloud](image-url)
Fill in the name, phone number and password fields.
Click <Save> to save the user details.
Record the email account and password for future use.

2.2 Registration Process
Find the “FieldPoP” icon using one of the cases described below:
• On the FS-GUI screen, click the “FieldPoP” icon on the top right corner of the page.

NOTE: If the gateway opens on the Web Configurator page, the “Diagnostics and Debugging” button in the bottom right corner of the page must be clicked to access FS-GUI.

For FieldServers with customer application features, BACnet Explorer and the EZ Gateway M Bus to Modbus & BACnet, click the “FieldPoP” tab on the left side of the page.
The following informational splash page may appear, click <Close> to move on to register the device.

NOTE: If a warning message appears instead of the splash page, see Appendix A.5.

- Fill in user credentials and all other Device information fields for registration of each individual FieldServer in the field.
To input the FieldServer's location do one of the following:

Enter the address in the address field. Click the “Get Current Location” button to auto-populate. **NOTE:** This button will only work if location services have been enabled on the local browser. If using the Chrome browser and connected via LAN, this method will not work.

Drop a location directly on the google map.

Enter the latitude and longitude manually.

Click Register Device button.

Once you have successfully registered the device, the following screen will appear listing the device details and additional information auto-populated by the FieldServer.
2.3 Editing Device Details in the Field

To update device details after registration, do the following:

- In FS-GUI or customer application features, click on the SMC Cloud icon to open the device's registration details.

  - Update Device Name and Device Description as needed.

  - Update Device Location via one of four options:
    - Click the “Get Current Location” button to auto-generate location information.
    - Enter an address to generate an approximate location.
    - Type in the exact latitude and longitude of the device.
    - Move the location (pin) directly on the Google map.

  - Click “Update Device” to save the new settings or click “Cancel” to discard them.

*FIGURE 11 - Update Device Details Page*

2.4 Setting Time Zone

The time zone of the FieldServer should be set to generate accurate data.

- Navigate to the FS-GUI page using one of the following methods:

  - From Web Configurator - click the “Diagnostics and Debugging” button on the bottom right corner of the page. **NOTE:** The Web Configurator page shows the FieldServer parameters to configure. See gateway start up guide for additional information.
  - If there is no “Diagnostics and Debugging” button in the bottom right corner of the page, check for a “Diagnostics” tab along the top of the page or a “Diagnostics” link next to the Sierra Monitor Copyright statement at the bottom center of the page.

- Click Setup on the navigation tree.
- Click “Time Settings”.
- Select the appropriate time zone then click Submit.
FIGURE 12 - Time Settings Page
3. CUSTOMER APPLICATION FEATURES

System View, Historian and Event Logger are part of the optional Application Engine platform, which allows local applications to easily browse and manage FieldServer information or settings. These applications also have the option to supply FieldServer data to the SMC Cloud.

If the customer's FieldServer uses these local applications, login to the FieldServer by entering the IP Address into a browser on the local PC to see the pages described below.

3.1 Using System View to Generate Data Logging

Once the device has appeared on the system view page, click on the device.

**NOTE:** A device will not appear on the system view on first login. The gateway must be configured before devices can be seen in system view. Follow the gateway configuration instructions found in the corresponding gateway start-up guide. If the start-up guide is not on hand, look up the guide online via the Sierra Monitor Resource Center.

![FIGURE 13 - System View Listing Device](image)

**NOTE:** The System View shows if a device is online or offline by highlighting the device green if online and showing no highlight if offline. See example below.

![FIGURE 14 - System View Showing Online and Offline Devices](image)

Clicking on the device will open the device view page, which shows all the data elements that can be gathered from the device, location and status.
Click on the graph icon to the left of the listed data elements to open the Data Logging window.

Select the type of logging for the data point and set the logging interval, COV threshold value or COV max scan time as they apply.

Click <Save> to set the data logging settings and move on to Section 3.2.

**NOTE:** Data is recorded for up to 30 days.
3.2 Using Historian to View Data Logging Information

**NOTE:** The Historian can log up to 8,000 values per data point.

- Click the Historian tab on the left side of the page.
- Click on the Settings button to set up data to graph.
- Click the checkbox next to the data element to graph. Any combination of elements can be selected.
  
  **NOTE:** A data element is only visible when it is set for data logging as shown in Section 3.1.
- Click `<Submit>` to generate a graph for each element selected.

After a few seconds, the graph should appear.
To view individual values of data, scroll across the graph to show a text box that states each exact point and the location of that point on the graph via a blue dot.

To view a graph of only select dates/time frames, move the cursor towards the miniature version of the graph that is shown just below the full size graph. Hover the cursor over the miniature graph so that the cursor becomes a crosshair (+).

Click and hold near the beginning or ending time frame desired, then drag the crosshair towards the ending or beginning time frame; all within the confines of the miniature graph. The full size version of the graph will populate accordingly.

Any additional edits to the time frame can be adjusted by clicking and dragging the wedge markers on either side of the highlighted portion of the miniature graph.

To delete a log and its resulting graph, go to Settings and check the boxes next to the properties to remove. Click the delete button; once the confirmation window appears, click <Yes> to confirm.
3.3 Using Device View to Send a Snapshot of the Device Data

To get a snapshot of the summarized device data, follow the instructions below.

- Ensure that the FieldServer is registered to the SMC Cloud (Section 2.2)
- Connect to the FieldServer via browser.
- Enter the Device View page via System View.
- Scroll to the bottom of the page to find the “Send Snapshot” field; enter an email address and click <Send> to receive the data summary from the device.

An email with the snapshot as an attached .txt file will appear in the previously referenced inbox.
4. LOGGING INTO AND USING THE SMC CLOUD (FOR SUPPORT)

After the FieldServer is registered, go to www.SMCCloud.io and type in the appropriate login information as per registration credentials.

For new users, the instructions for login and password setup are shown in Section 2.1. If the login password is lost, see Appendix A.2 for recovery instructions.

**NOTE:** Sections 4.2 - 4.4 represent each of the tabs that appear at the top of the page once logged into SMC Cloud and describe their functions.

4.1 Account Management

Account management can be done on any screen by simply clicking on the user icon in the top right corner of the page.
Once the icon has been clicked, the dropdown menu with options to Edit Profile, Change Password, Notifications and Logout will appear.

See the subsections that follow for Account Management features and instructions.

4.1.1 Editing the Profile

- Click <Edit Profile> in the dropdown menu.
- Enter or alter the profile details as needed.

4.1.2 Changing the Password

To change the password, fill in the password information as needed.

**NOTE:** Hover over the password strength to see comments related to the entered password.

4.1.3 Enabling/Disabling Notification Audio Alerts

Notification audio alerts can be turned on or off by clicking “Notifications” in the dropdown menu. When audio alerts are enabled, the local computer will make a 'ping' sound. This is the sound that will occur when any notification type takes place in real-time.

The status of notification audio alerts can be viewed in the dropdown menu by looking at the speaker icon to the right of the “Notifications” text.

Audio alerts Enabled: 🔊

Audio alerts Disabled: 🔊
4.2 Device Management

Gives an overview of devices registered to SMC Cloud. This page includes the following features:

4.2.1 Map Elements

The map shows the location of all the devices registered on SMC Cloud using Google Maps pins.

![SMC Cloud Device Management Page](image)

Each pin is color-coded to show the device status:

<table>
<thead>
<tr>
<th>Color</th>
<th>Status</th>
</tr>
</thead>
<tbody>
<tr>
<td>Grey</td>
<td>Offline</td>
</tr>
<tr>
<td>Green</td>
<td>Normal</td>
</tr>
<tr>
<td>Yellow</td>
<td>Warning</td>
</tr>
<tr>
<td>Red</td>
<td>Alarm</td>
</tr>
<tr>
<td>Blue</td>
<td>Trouble</td>
</tr>
</tbody>
</table>

**NOTE:** See Appendix B.3 for details on map navigation.
4.2.2 Connecting to a Device

- Click on a pin on the map to bring up registered device details. This shows pertinent device information.

- Click on “Connect” to remotely access a device via HTTPS.

4.2.3 Customer Side Bar and OEM Summary

The Customer Side Bar shows a list of Admin, Managers, Users and enterprise customers' devices that are currently registered on a SMC Cloud account based on the permission level of the person logged into the SMC Cloud. The list is revealed by clicking the left-facing arrow on the top right side of the screen.

Once the list has been opened, all of the SMC Cloud registered customers are shown on the right side of the screen with the corresponding device names grouped beneath - click the plus sign to the left of a customer to see the associated device names grouped beneath. Individual customers or devices (by device name) can be found quickly by using the search bar at the top of the list.
The OEM Summary Field is shown on the bottom of the Device Management Page when a device or customer is selected.

Here the following information can be viewed:

- **OEM** - OEM name
- **Customer** - enterprise customer name
- **Devices** - number of devices under that customer (only visible when a customer is selected in the Customer Side Bar)
- **Name** - device name (only visible when a specific device is selected)
- **Model** - device model (only visible when a specific device is selected)
- **Version** - SMC Cloud firmware version (only visible when a specific device is selected)

To limit devices to those under a single customer organization, click on an organization in the Customer Side Bar and the OEM Summary Field will populate underneath the device map.
4.3 Notifications

This page shows the notifications for all devices.

The following fields are displayed and can be used as filters to find a specific notification:

- Notification Type
- Notification Message
- Device Name
- MAC Address
- Company
- Date

**NOTE:** If certain fields are not present, they may be hidden. To make them viewable follow the Data Table Dropdown Menu instructions in Appendix B.2.
4.3.1 Configure a Notification Delivery

Notifications can be configured to be sent via email and/or SMS.

Click the Configuration icon on the bottom right side of the page.

Click the corresponding checkbox to have notifications sent as email or SMS.

Browse and select the device(s) for notification.

Click <Configure> to save settings.

4.3.2 Using System View Events to Generate Notifications

System View and Event Logger are part of the optional Application Engine platform, which allows local applications to easily browse and manage FieldServer information or settings. In the near future, these applications will also have the option to supply FieldServer data to SMC Cloud.

If the customer's FieldServer uses these local applications, login to the FieldServer by entering the IP Address into a browser on the local PC to see the pages described below.

- Once the device has appeared on the system view page, click on the device.

NOTE: The System View shows whether a device is online or offline by highlighting the device a color based on its status if online and showing no highlight if offline. See example below.
Clicking on the device will open the device view page, which shows all the data elements that can be gathered from the device, location and status.

- Click on the bell icon ( ) next to an element to attach an event and open the Event Settings window.

**NOTE:** Event Settings allow the FieldServer to go into Trouble, Warning or Alarm status based on the settings entered. These events appear on the FieldServer Event Logger page and populate onto the SMC Cloud Notifications page if the FieldServer is registered.

- Select the desired event type to open up additional parameters to customize when events occur.

The following parameters are available for configuration:

- **Set Point** - point at which an event will trigger
- **Falling Value** - click the checkbox if the event should trigger if values fall below the set point; leave unchecked if event should trigger above the set point
- **Deadband** - the difference above or below the set point before the event is cleared.

- Click Save to set the Event Settings.
Events can be viewed on the device by clicking on the Event Logger tab to open the Event Logger Page.

![Event Logger Page](image)

In SMC Cloud, this information can be viewed on the Notifications Page if the device is registered. Additionally, device status information will populate on the Device Management page via color coded icons (Section 4.2.1).
5. LOGGING INTO AND USING SMC CLOUD (FOR ADMINISTRATOR)

Go to www.SMCCloud.io and type in the appropriate login information as per administration login details.

![SMC Cloud Login Screen](image)

For new users, the instructions for login and password setup are shown in Section 2.1.1.

If the login password is lost, see Appendix A.2 for recovery instructions.

**NOTE:** Sections 5.2 - 5.7 represent each of the tabs that appear at the top of the page once logged into SMC Cloud and describe their functions.

5.1 Account Management

Account management can be done on any screen by simply clicking on the user icon in the top right corner of the page.
5.1.1 Editing the Profile

- Click “Edit Profile” in the dropdown menu.
- Enter or alter the profile details as needed.
- Then click “Save” to update the new profile information.
5.1.2 Changing the Password

To change the password, fill in the password information as needed.

**NOTE:** Hover over the password strength to see comments related to the entered password.

![Change Password Menu](image)

**FIGURE 46 - Change Password Menu**

5.2 Device Management

This page gives an overview of devices registered to SMC Cloud with a global map view.

5.2.1 Map Elements

The map shows the location of all the devices registered on SMC Cloud using Google Maps pins.

![SMC Cloud Device Management Page](image)

**FIGURE 47 - SMC Cloud Device Management Page**

Each pin is color-coded to show the device status. The table shows which device status each color represents.
5.2.2 Customer Side Bar and OEM Summary

The Customer Side Bar shows a list of all enterprise customers' devices that are currently registered on a SMC Cloud account. The list is revealed by clicking the left-facing arrow on the top right side of the screen.

Once the list has been opened, all of the SMC Cloud registered customers are shown on the right side of the screen with the corresponding device names grouped beneath - click the plus sign (+) to the left of a customer to see the associated device names. Individual customers or devices (by device name) can be found quickly by using the search bar at the top of the list.

The OEM Summary Field is shown on the bottom of the Device Management Page when a device or customer is selected.
Here the following information can be viewed:

- **OEM** - OEM name
- **Customer** - enterprise customer name
- **Devices** - number of devices under that customer (only visible when a customer is selected in the Customer Side Bar)
- **Name** - device name (only visible when a specific device is selected)
- **Model** - device model (only visible when a specific device is selected)
- **Version** - SMC Cloud firmware version (only visible when a specific device is selected)

To limit devices to those under a single customer organization, click on an organization in the Customer Side Bar and the OEM Summary Field will populate underneath the device map.

### 5.2.3 Firmware Update

The firmware update process is as follows:

1. When the Enterprise Administrator logs in and selects a device, they will see a Firmware Upgrade button in the OEM Summary section of the screen.

Clicking on this button will show a list of firmware versions that have been uploaded by the OEM Administrator.
2. After selecting the version and clicking the Upgrade button, confirm the update by clicking the Submit button in the next window. The device will be updated and restarted.

NOTE: Only an Enterprise Administrator can upgrade the firmware.
5.3 User Management

This page shows all user details for any registered users.

The following fields are viewable and can be used as filters:

- Company
- First Name
- Last Name
- OEM
- Role
- Email
- Devices
- Customers

**NOTE:** If certain fields are not present, they may be hidden. To make them viewable follow the Data Table Dropdown Menu instructions in Appendix B.2.

The User Management page also allows the following functions:

### 5.3.1 Add a New User

- Click the “Add User” icon on the bottom right side of the page.
• Fill in the new user's email and role.

**NOTE:** For additional information about roles see Appendix B.5.

**NOTE:** If the “Role” field is set to “Enterprise Customer Admin” the “Company” field will appear. This allows selection of an existing company on the system (via dropdown menu) or creating a new company name by clicking the “+” sign and typing in the company name desired.

• Click “Create” to generate the new user and send out a SMC Cloud welcome email.

**NOTE:** SMC Cloud will automatically send an email to the newly created user for account setup. See Section 2.1.1 for walkthrough instructions.

### 5.3.2 Assign or Remove Devices for an Existing User

• Click the bold number in the Devices column in any user row to edit the details for that user.

• Fill in the listed checkboxes to assign devices or deselect checkboxes already ticked to remove.

• Click “Assign” to record the details.

### 5.3.3 Edit an Existing User

Click the Edit icon under the options column of any user row to edit the details for that user.
5.3.4 Delete a User

- Click the Trash Can icon under the options column of the user row to delete.

- Click “Delete User” on the warning screen to confirm deletion.

5.4 Reports

There are two pages under the Reports tab: Registered Assets and Permissions.

5.4.1 Registered Assets

This page lists each of the devices registered to SMC Cloud and shows all of the device details.
The following fields are viewable and can be used as filters:

- Company
- MAC Address
- Device Name
- Description
- Location
- Device ID
- Total

**NOTE:** If certain fields are not present, they may be hidden. To make them viewable follow the Data Table Dropdown Menu instructions in Appendix B.2.

### 5.4.2 Permissions

This page shows each MAC Address and which user(s) have permissions to access them.
The following fields are viewable and can be used as filters:

- MAC Address
- User

5.5 Audit Logs

This page shows the events for each user on SMC Cloud and lists the relevant details.

![FIGURE 63 - Audit Logs Page]

The following fields are viewable and can be used as filters:

- User
- Role
- Message
- Time

Additionally, a “From Date” and “To Date” search bar is included on the top right section of the page. This allows viewing a specific time frame of events based on the dates entered.

**NOTE:** If certain fields are not present, they may be hidden. To make them viewable follow the Data Table Dropdown Menu instructions in Appendix B.2.

5.6 Data Logging

This page lists the data available for download to a local PC.
The following fields are viewable and can be used as filters:

- **Device Name**
- **MAC Address**

### 5.6.1 Downloading Data Logs
- Find the appropriate data using the device name and MAC Address.
- Click the hard drive icon under the Archive column to open the Generate Historian Archive Window.

- Fill in the information as needed, selecting the data's date range, format (JSON or CSV) and whether the file is generated as a zip file.
- Click Download to generate and download the file to the local PC.

**NOTE:** Data Logs are time stamped in seconds form January 1st, 1970.

### 5.7 Dashboards
Data visualization by means of graphs and gauges is available in a variety of predefined dashboard templates. To create a dashboard:

- Click the **New Dashboard** button on the bottom right corner of the screen.
- Add a Dashboard Name and choose the Dashboard Type from the template options shown.
Click Create and a message will appear declaring that the new Dashboard was successfully created.

5.7.1 Rename a Dashboard

Click the edit icon on the right side of the desired dashboard entry to rename. The Dashboard name is now editable; rename and click <Save>.

5.7.2 Set Up Dashboard

Click View dashboard on the desired dashboard entry to open the dashboard proper.
Click on the wrench icon next to either gauges or graphs for data configuration.

Select the data for visualization via gauge or graph by clicking the gray checkbox to the left of the desired value.

Gateway Names, Device or Value can be filtered by entering desired search information in the search box above the listed data sources

For gauges, only one data source can be selected
For graphs, multiple data sources can be selected

Once selected data points appear at the bottom of the Data source configuration window, modify the Title (name of gauge or graph), Label (name for the specific data point) or Max Range (gauge only) as desired.

Click <Change> once configuration is complete to generate the gauge or graph.

NOTE: For gauges, to change what color a range of values represents, click the left pointing arrow icon to the right of the gauge. Click the range to modify and then choose the new color.

NOTE: For graphs, values can be hidden by click the data point item where the label is written out next to a square of its representative color.
5.7.3 Change the Dashboard Time Range

To change the time range of the presented data (x-axis for graphs and average calculation for gauges), select from the four representation types under the time_select parameter near the top of the page.

Select a type of time range representation by clicking any of the four circles under the dropdown menu or clicking on the white arrows pointing left or right on the left and right edges of the screen.

There are four ways to visualize the selected data in terms of time range. These include:

- **Quick** - Offers straightforward time selections such as 'this week', 'previous month', 'last 12 hours', etc.

- **Relative** - Allows representation of data from the current time to a chosen number of minutes, weeks, months, etc. in the past. Click the Go button to update graphs and gauges.

- **Absolute** - An explicit range of year, month, day, hour, minute, second, and fraction of a second is selectable (YYYY-MM-DD HH:mm:ss:SSS). Click the Go button to update graphs and gauges.

- **Time Animation** - This selection allows viewing of graphical data as it occurred in consecutive aggregates of minute, hour, day, month, etc. Select the total time frame using one of the previously described representation methods and change the 'round to the nearest' dropdown menu for the desired time frame jumps. Use the transport buttons - play, pause, and skip forward/backward - to move the time frame manually.

![FIGURE 69 - Time Range Field](image-url)
5.7.4 Delete a Dashboard

Click the trash icon on the right side of the desired dashboard entry to delete.

A message will appear to confirm; click <Delete Dashboard>.

Another message will appear stating that the dashboard was deleted successfully; click the OK button.
APPENDIX A - Troubleshooting

A.1 Device Management Map

A.1.1 Device Pin Turns Gray Unexpectedly
If a device pin turns gray on the Device Management Page:
• Check FieldServer is connected to the internet.
• Ensure power LED is lit on the FieldServer.

A.1.2 Scroll Wheel Doesn’t Change Map Magnification
If the mouse scroll wheel is used and the Device Management Map shows the message “Use ctrl + scroll to zoom the map”, hold down the Ctrl key while using the wheel to zoom in or out of the map.

A.2 Lost SMC Cloud Login Password
If the password is lost, follow the below instructions:
• Click “Forgot Password” on the SMC Cloud Login Screen.

- Once the Password Reset Window appears, enter the email address of the SMC Cloud account and click Submit.
- Click on the “Reset Your Password” button in the email sent from notification@SMCCloud.io to reset the SMC Cloud password.

- Enter and confirm the new password then click Save.
A.3 SMC Cloud Cannot Remotely Connect to a Device

Check if the screen below appears when trying to remotely connect to a device. If so, try clearing the DNS cache (in the cmd window type “ipconfig /flushdns”) or validate the local computer's DNS against the network DNS settings. Contact technical support if the problem persists.

![DNS Address Not Found](FIGURE 73 - DNS Address Not Found)

A.4 General Connection Notes

It is important to check that the FieldServer's network settings are set up with the following Domain Name Server (DNS) settings for proper communication:

- DNS1 = 8.8.8.8
- DNS2 = 8.8.4.4

Any time changes to the network settings are done, remember to click "Update IP Settings" and then power cycle or soft reboot the FieldServer to save the new settings.

The SMC Cloud uses TCP ports 80 and 443 by default.

A.5 SMC Cloud Connection Problems

If there is a problem with connecting to the SMC Cloud a warning will appear.

![Registration Warning Message](FIGURE 74 - Registration Warning Message)

Follow the directions presented in the warning message and check that the DNS settings meet the requirements mentioned in Appendix A.4.
APPENDIX B - Useful Features

B.1 Security

SMC Cloud to FieldServer and FieldServer to browser connections are secured with HTTPS, which uses TLS/SSL (Transport Layer Security/Secure Sockets Layer). The HTTPS certificate is issued by SSL.com. Details are viewable via any local PC browser by following the instructions found in Appendix B.1.3.

NOTE: SMC Cloud keeps information private between individual OEMs and individual enterprise users. There is no bleed between different OEMs and different enterprise users.

B.1.1 PC to SMC Cloud

To browse SMC Cloud via PC, type the following domain into the PC's internet browser: www.SMC-Cloud.io (port 80 and 443).

B.1.2 FieldServer to SMC Cloud

To allow the FieldServer to connect to SMC Cloud, use the following domain: www.SMCCloud.io (port 80 and 443).

To connect to a ProtoNode via SMC Cloud, a device tunnel is created that has a unique subdomain in the URL. The best way to configure a firewall rule with this in mind is to use a wildcard domain: *.tunnel.SMCCloud.io (port 443).

Additional security can be added by allowing the FieldServer to exclusively access the *.SMC-Cloud.io. This provision can be set up in the customer's firewall.

B.1.3 Viewing the Certificate

Open a web browser on the local PC and go to https://www.SMCCloud.io.

Move the cursor to the padlock icon next to the website address.

Right-click the padlock icon to open a dropdown menu for website information and browser settings. Click the Details link to open the security overview information panel.
Review the information and click the <View certificate> button.

Examine the certificate as needed.

To download the certificate, click the Details tab and click the 'Copy to File' button.
B.2 Data Table Features
The following features are available on any Data Table Page.

B.2.1 Additional Filter Options

**Column Field Search** - Specific details can be typed into the text box at the top of each column to locate users.

**Column Dropdown Menu** - The downward pointing arrow to the right of each field name can be selected to sort in ascending, descending or hide the selected column. To bring a hidden column back into the table, use the Data Table Dropdown Menu.

**User Type Checkbox** - Additionally, the Registered Users listing and Audit Logs listing can be filtered using the user type checkboxes across the top of the page by unchecking to exclude the user types in question and checking to include those same users.

**Data Table Dropdown Menu** - Click on the gray menu icon on the top right corner of the desired data table. This will open a dropdown list that includes the option to clear all filters and lists the columns available for this specific data set. Columns clicked will be hidden or added to the table depending on whether they are present in the table or not.
B.2.2 Exporting Data

Click on the blue <Export Options> button on the bottom right corner of the Data Table.

Choose one of the export file options below:

- Export all data as CSV
- Export visible data as CSV
- Export all data as PDF
- Export visible data as PDF

**NOTE:** If any columns have been made invisible via the additional filter options shown in Appendix B.2.1 then the export options that reference “visible data” will not include those columns.

The data file will automatically download to the local computer's default “Downloads” folder.

B.3 Device Management Map Controls

B.3.1 Mouse

For the mouse control descriptions below, “left” and “right” refer to the left and right mouse buttons.

- Left click and hold - This allows dragging to orient the map as desired.
- Double left click - Zoom in one interval.
- Double right click - Zoom out one interval.
- Scroll wheel - Roll forward to zoom in and roll back to zoom out.

**NOTE:** If the scroll wheel stops changing the map magnification, see Appendix A.1.2.
B.3.2 Additional Controls

The following icons are located in the bottom right corner of the Device Management Map:

- 📍 Google Street View - Enable street level navigation from Google Maps
- 🔍 Zoom In - Based on current center of screen
- 🔍 Zoom Out - Based on current center of screen
- 🎯 Full Screen - Open map in full screen view
- ⚪️ Exit Full Screen - Exit the map full screen view

B.4 Session Time Out

If SMC Cloud is left open without any input a pop up a reminder will occur 10 min after last input and state that log out will occur in 5 minutes.

SMC Cloud will automatically show the following window if no input is received after 15 minutes:

To log back on, click OK to be sent back to the SMC Cloud Login screen and log in as normal.
B.5 User Roles - Type and Hierarchy

The SMC Cloud user hierarchy consists of OEM and Enterprise Customer accounts, with OEM accounts hierarchically above Enterprise Customer accounts. Each account type is further subdivided into Admin, Manager (OEM accounts only) and User categories.

Admin can:
- Register or deregister devices
- Create Admin or User accounts on the same or lower level of hierarchy
- Change the role of existing users between Admin and User
- View all devices accessible to the Admin's organization
- Assign a device to a User on the same level of hierarchy, granting access to view the device

User can:
- Register devices
- View and edit device(s) that are assigned to the User's account by an Admin of the same company

Enterprise Customer Admin can:
- Update the firmware of a device via SMC Cloud
- View and edit device(s) that are registered to the Enterprise Customer Admin's organization
- Not view, create or modify OEM Users

OEM Manager can:
- Create Enterprise Customer Admin or OEM User accounts
- Modify Enterprise Customer Admin or OEM User accounts within an organization that has been previously assigned to the OEM Manager
- Add a new company to the SMC Cloud system by creating a new Enterprise Customer Admin
- Assign a device to an Enterprise Customer Admin (in an organization assigned to or created by the OEM Manager), making the device visible to that company's Enterprise Customer Admins
- Assign a device to a OEM User, granting the user access to view the device
- View and edit device(s) that are registered to the organizations assigned to the OEM Manager, or devices created by or assigned to the OEM Manager
- Not view or modify users, devices or organizations that aren't part of the organizations assigned to the OEM Manager, or devices created by or assigned to the OEM Manager

On the SMC Cloud website, devices are associated with the company and hierarchy level of the account that registered it. This includes which roles will be able to view the device.
- If an OEM User registers a device, the device is also immediately assigned to that user.
- If an Enterprise Customer User registers a device, that user will automatically be assigned that device. The registering Enterprise Customer User and all Enterprise Customer Admins within the same organization will be able to view the device.
APPENDIX C - WARRANTY

Cleaver-Brooks warrants this product to be free from defects in workmanship or material under normal use and service for two years after date of shipment. C-B will repair or replace any equipment found to be defective during the warranty period. Final determination of the nature and responsibility for defective or damaged equipment will be made by C-B personnel.

All warranties hereunder are contingent upon proper use in the application for which the product was intended and do not cover products which have been modified or repaired without C-B approval or which have been subjected to accident, improper maintenance, installation or application, or on which original identification marks have been removed or altered. This Limited Warranty also will not apply to interconnecting cables or wires, consumables or to any damage resulting from battery leakage.

In all cases C-B's responsibility and liability under this warranty shall be limited to the cost of the equipment. The purchaser must obtain shipping instructions for the prepaid return of any item under this warranty provision and compliance with such instruction shall be a condition of this warranty.

Except for the express warranty stated above, C-B disclaims all warranties with regard to the products sold hereunder including all implied warranties of merchantability and fitness and the express warranties stated herein are in lieu of all obligations or liabilities on the part of C-B for damages including, but not limited to, consequential damages arising out of/or in connection with the use or performance of the product.