

AVALANCHE WEB-BASED ALERTS CONSOLE

The web-based Alerts Console allows you to monitor your mobile and infrastructure devices from any computer with web access. Once installed, any user that can access the Avalanche Console can access the Alerts Console page with their user name and password. The Alerts Console provides information about your devices and notifies you of any critical errors.

The Alerts console is part of the standard Avalanche installation package. You will have the option to install the Reporting Console as well. If you need further instructions about the Reporting Console, please refer to the *Wavelink Avalanche Reporting Tool Reference Guide*.

This document provides the following information:

- Accessing the Console
- Using the Alerts Console

ACCESSING THE CONSOLE

To access the Alerts Console, you must be an Avalanche user with the correct permissions.

To access:

1. From the Windows **Start** menu, select **Programs > Wavelink Avalanche > Avalanche Web UI**.
A login page appears.
2. Enter your user name and password and click **Connect**.
If you are allowed access, the Alerts Console appears.

NOTE: If you are using CE Secure Authentication, ensure that the Authentication Server is on the localhost and uses the 5002 default port. Otherwise, you will not be able to log in to the Alerts Console.

USING THE ALERTS CONSOLE

The Alerts Console consists of two different tabs, the **Alerts** tab and the **Support** tab. This section provides details about the information you can view and the actions you can perform in each tab.

ALERTS TAB

The **Alerts** tab displays alerts that occur on your wireless network in a table format.

The screenshot shows the Avalanche Alerts Console interface. At the top, there's a navigation bar with the Avalanche logo, user 'amcadmin', and 'Logout' button. Below the navigation bar, there are tabs for 'Alerts' and 'Support'. The main content area is titled 'My Enterprise' and 'Current Alerts'. On the left, there's a 'Filter Alerts' sidebar with checkboxes for severity levels: Fatal (0), Critical (0), Error (6), Warning (116), and Informational (80). The main table displays a list of alerts with columns for Severity, Reported Time, Description, Ack'd By, Ack Time, and Alert Source. The table contains several rows of alert data, including 'Mobile Device Service version 4.8.0 (4.8.014) started', 'Mobile Device Service stopped', and 'Mobile Device is online and can be updated'.

Severity	Reported Time	Description	Ack'd By	Ack Time	Alert Source
Informational	10-01-2008 17:55:59	Mobile Device Service version 4.8.0 (4.8.014) started	amcadmin	10-13-2008 15:22:41	Mobile dServer [104961]
Error	10-01-2008 17:55:54	Mobile Device Service stopped	amcadmin	12-09-2008 14:27:46	Mobile dServer [104961]
Informational	10-01-2008 17:55:42	Mobile Device is online and can be updated			Mobile Device [105008]
Informational	10-01-2008 17:55:10	Mobile Device is offline and cannot be updated			Mobile Device [105008]
Informational	10-01-2008 17:54:28	Mobile Device is online and can be updated			Mobile Device [105008]
Informational	10-01-2008 17:54:22	Mobile Device is online and can be updated			Mobile Device [105008]
Informational	10-01-2008 17:54:12	Mobile Device is online and can be updated			Mobile Device [105008]
Informational	10-01-2008 17:54:02	Mobile Device is online and can be updated			Mobile Device [105008]
Informational	10-01-2008 17:53:54	Universal Deployment completed for region My Enterprise			eServer [0]
Error	10-01-2008 17:53:09	Switch has an offline Access Port(00 a0f8 6e 49 5a)			Infra dServer [100023]

Alerts Tab

The table displays the following information about each alert:

- **Severity.** Indicates the severity of the alert.
- **Reported Time.** Provides the time and date when the alert was reported.
- **Description.** Provides a detailed description of the alert.
- **Ack'd By.** Indicates which user acknowledged the alert.
- **Ack Time.** Provides the time and date when the alert was acknowledged.
- **Alert Source.** Indicates the source of the alert.

Alert Filters

The alert filters, located on the left side of the **Alerts** tab, allow you to select the alerts you want to see. To use the alert filters, simply enable the alert type(s) you want to view and refresh the page. For more information about the different types of alerts, refer to the appropriate Avalanche User Guide.

Alert Legend

The alert legend is located across the top of the **Alerts** tab. This legend provides a color coded system that allows you to reference the exact state of your alerts based on the colored dot next to them:

- Red = Fatal
- Blue = Critical
- Orange = Error
- Yellow = Warning
- Bright Blue = Informational

Alert Tasks

The panel just above the alerts table provides tools you need to perform alert-related tasks. From this bar you can perform the following:

1. **Ack** (acknowledge) or **Clear** an alert. When acknowledging or clearing only one alert, you must first enable the checkbox next to the desired alert.
2. **Ack All** or **Clear All** alerts.

Viewing Options

The panel above the alerts table also provides options for navigating multiple alert pages. You can select the number of alerts you want to view per page, and can also use the arrow keys to move forward and backward through the pages.

SUPPORT TAB

The **Support** tab allows you to set Alert Console preferences, and displays any available web downloads.

Support

Preferences

Page Refresh Settings - select your auto-refresh interval

OFF
 30 seconds
 60 seconds
 120 seconds

Available Downloads

Name	Type	Description
Avalanche Java Console	Application	Avalanche Desktop Application

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Support Tab

Setting Preferences

Enable the one of the following options to select the auto-refresh interval:

- **OFF**
- **30 seconds**
- **60 seconds**
- **120 seconds**

Available Downloads

The Available Downloads section of the **Support** tab displays the Name, Type, and Description for any web downloads you are able to access. Click on the available link to access the desired download.