



globaldash

**A step-by-step guide for Admin users
that want to master their dashboard**



Admin users' guide

INTRODUCTION

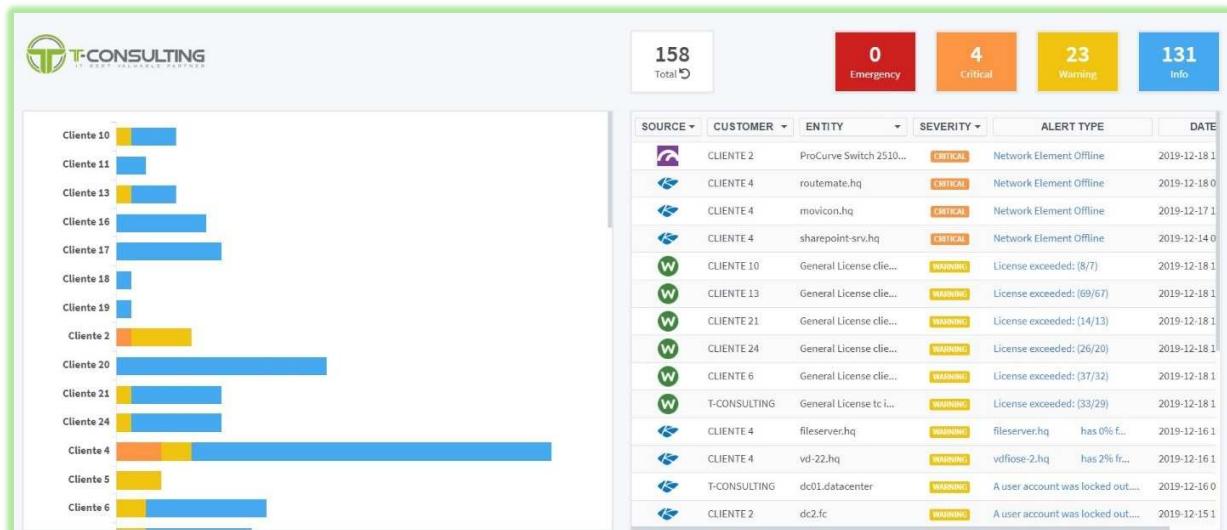
Hi, and welcome to Global Dash online guide!

GD is a dashboard that collects all the alerts generated by different sources

With GD, you can keep an eye on every one of your clients' alerts, keeping them in one place without having to waste your time checking each source separately and cutting out the risk of missing an alert.

Let's start with the

MAIN INTERFACE



This is what GD main interface looks like: **it's the place from where we can monitor all the alerts.**



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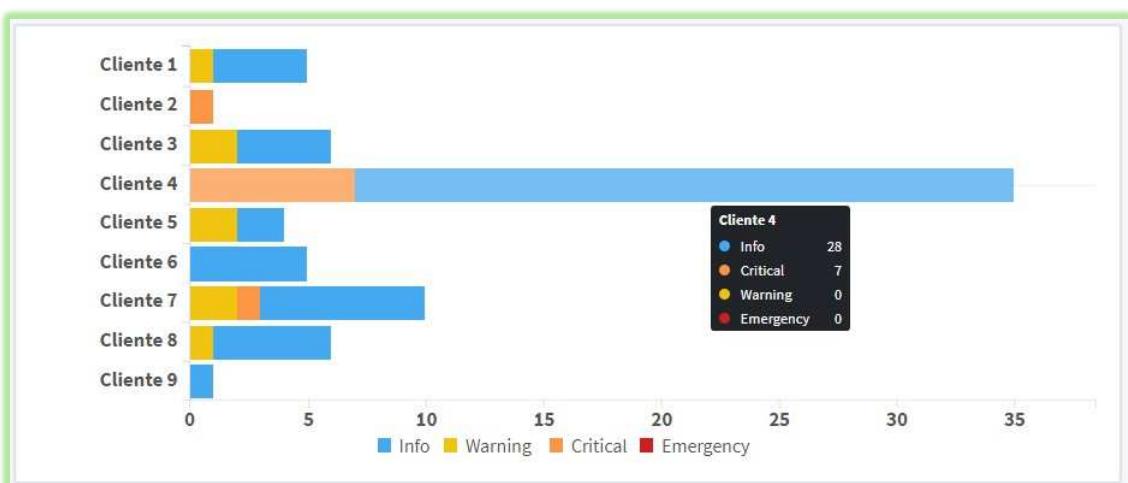
On the top right side, we can see the 4 main counters: each of them shows how many alerts we must manage for each level of severity.



On the left side, instead, we can find a bar graph that shows the total number of alerts for each customer, divided by severity level.

By placing the mouse pointer over the bar corresponding to a customer, a hover appears with the count of alerts belonging to the customer, also divided by severity level.

By clicking on the checkboxes at the bottom of the graph, you can filter it by severity level.





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Global Dash keeps in memory all the customers for whom it has received an alert; for this reason, in this graph, some bars are empty. These correspond to customers for whom you have received at least one alert in the past.

By clicking on the bar of a specific customer, you filter the alerts shown on the right, and you only see the alerts of that selected customer.

To return to the full view, click the "**Total**" button.



Let's go back on the **right side** of the interface: here on top, you can find the **list of all the alerts that are currently active on all the sources**. By clicking on the dropdown menus above the list and selecting one or more voices, you can filter the chart.

SOURCE	CUSTOMER	ENTITY	SEVERITY	ALERT TYPE	DATE
	CLIENTE 13	dc01.datacenter	WARNING	A user account was locked out....	2019-12-02 09:29:19
	CLIENTE 2	dc2.fc	WARNING	A user account was locked out....	2019-12-01 15:04:56
	CLIENTE 5	Member2	WARNING	Firmware Change on Network Ele...	2019-10-30 12:11:46
	CLIENTE 8	ProCurve Switch 2900...	WARNING	Interface Status Mismatch	2019-10-17 15:31:57
	CLIENTE 5	HP-2530-48G-PoEP	WARNING	Configuration Polling	2019-06-02 11:00:00
	CLIENTE 6	HPCB62FC	WARNING	Printer - Out of Paper	2019-04-24 10:58:45
	CLIENTE 20	SERVER1	INFO	Not seen since 2019-12-11T17:2...	2019-12-11 17:24:43
	CLIENTE 13	AP	INFO	Not seen since 2019-12-11T13:3...	2019-12-11 13:36:33
	CLIENTE 13	SERVER1	INFO	Not seen since 2019-12-10T23:1...	2019-12-10 23:15:09
	CLIENTE 20	BIZCLIM-PC08	INFO	Not seen since 2019-12-10T12:2...	2019-12-10 12:24:54
	CLIENTE 6	PC-COMM	INFO	Not seen since 2019-12-10T08:0...	2019-12-10 08:06:41
	CLIENTE 20	BIZCLIM-PC08	INFO	Not seen since 2019-12-09T10:3...	2019-12-09 10:30:13
	CLIENTE 13	NBPA	INFO	Not seen since 2019-12-09T10:2...	2019-12-09 10:29:07
	CLIENTE 10	B50-30LENOVO	INFO	Not seen since 2019-12-09T07:0...	2019-12-09 07:06:40
	CLIENTE 13	MOCIA	INFO	Not seen since 2019-12-07T11:5...	2019-12-07 15:57:57



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Let's make an example: by clicking on the "info" counter on the top right corner, I see only "info" alerts. I can build on this filter, adding more by selecting an item from the dropdown menus.

Selecting **Auvik** from the SOURCE dropdown menu, and then selecting a customer's name, GD shows me a list of all the alerts generated by this customer and collected by Auvik.

AUVIK	CUSTOMER	ENTITY	SEVERITY	ALERT TYPE	DATE
		ProCurve Switch 2510...	CRITICAL	Network Element Offline	2019-12-19 10:2
			CRITICAL	Auvik Collector Disconnected	2019-12-19 09:3
AUVIK	CLIENTE 5	HP-2530-48G-PoEP	WARNING	High CPU Utilization	2019-12-12 02:1
DATTO	CLIENTE 6	HPCB62FC	WARNING	Firmware Change on Network Ele...	2019-10-30 12:1
KASEYA	CLIENTE 4	ProCurve Switch 4208...	WARNING	Interface Status Mismatch	2019-10-17 15:3
WEBROOT		ProCurve Switch 2900...	WARNING	Configuration Polling	2019-06-02 11:0
	CLIENTE 6	HPCB62FC	WARNING	Printer - Out of Paper	2019-04-24 10:5
	CLIENTE 4	ProCurve Switch 4208...	INFO	Different VLAN Number	2019-11-15 21:4
	CLIENTE 8	HP-E5406zl	INFO	Trunk Port Not Shared	2019-10-31 01:1
	CLIENTE 8	HP-E5406zl	INFO	Trunk Port Not Shared	2019-09-10 16:3
	CLIENTE 8	HP-E5406zl	INFO	Trunk Port Not Shared	2019-09-10 16:3
	CLIENTE 4	HP 1820	INFO	Trunk Port Not Shared	2019-09-03 16:5
	CLIENTE 4	HP 1820	INFO	Trunk Port Not Shared	2019-09-03 16:5
	CLIENTE 4	HP 1820	INFO	Trunk Port Not Shared	2019-09-03 16:5

To go back to the full list, I only must click on "total."





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Scrolling further down, you see all the **recurring alerts**.

SOURCE	CUSTOMER	ENTITY	SEVERITY	ALERT TYPE	OCCURRENCES TODAY	TOTAL OCCURRENCES IN 30 DAYS
CLIENTE 2	ProCurve Switch 2510G-24	CRITICAL	Network Element Offline	24	69	
CLIENTE 6	HP-2530-Net1	CRITICAL	Network Element Offline	2	19	
CLIENTE 4	ups	CRITICAL	UPS - Possible Power Outage	2	3	
CLIENTE 6	HP-2530	CRITICAL	Network Element Offline	1	34	
CLIENTE 2	Switch	CRITICAL	Network Element Offline	1	18	
CLIENTE 4	RuckusAP1	WARNING	High Interface Utilization	1	14	
CLIENTE 2	appserver2.root	CRITICAL	Network Element Offline	1	12	
CLIENTE 4	SW1820	CRITICAL	Network Element Offline	1	11	
CLIENTE 4	vd.hq	CRITICAL	Network Element Offline	1	4	
CLIENTE 4	vd-4.hq	CRITICAL	Network Element Offline	1	3	

These are the alerts that come up on a recurring time frame that you can set up

We can filter these alerts as well, by writing in the search field or clicking an item in the chart. To go back to the full list, all I must do is delete the queries I entered in the search boxes.

This chart is essential to monitor the alerts that come up but self-resolve multiple times during a specific time frame.



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MANAGE CUSTOMERS

Let's move to the top-right menu and open the "manage customers" page.

A screenshot of the Global Dash web application. At the top, there is a navigation bar with the text "API: ● Administrator". Below this, there are two large orange boxes containing the numbers "11" and "18", labeled "Critical" and "Warn" respectively. To the right of these boxes is a dropdown menu with the following options: Hash password, Manage customers, Settings, Tutorial, Help, About, and Logout. The main content area shows a table with two rows. The first row has columns labeled "EVERITY" and "ALERT TYPE", with dropdown menus. The second row contains two "CRITICAL" status indicators, the text "Network Element Offline", and the timestamp "2019-12-06 17:20". A green rectangular box highlights the "Manage customers" option in the dropdown menu.

From here, we can manage our customers' labels and access **three main features**:

- 1 -Create a customer "user" access
- 2- Names merging for a cohesive view.
- 3- "Alert - disabling" for a single customer.

At the bottom of the page, you can see the "orphan customers" section.

These fields get populated when GD receives an alert from a given source. Starting from here, we can drag a single field to the matching color column to assign a specific name to a specific tenant.

GD prevents you from assigning a name to the wrong column.

Dragging an "orphan" field on the "create new customer" automatically fills "Username" e "customer" fields; by adding a password and clicking on "create user," we make a brand-new costumer available.



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Often, we use different names for the same clients when we register them on different platforms. **On this page, you can merge all the different names into one, so that you won't see multiple rows in the bar graph chart for the same client.**

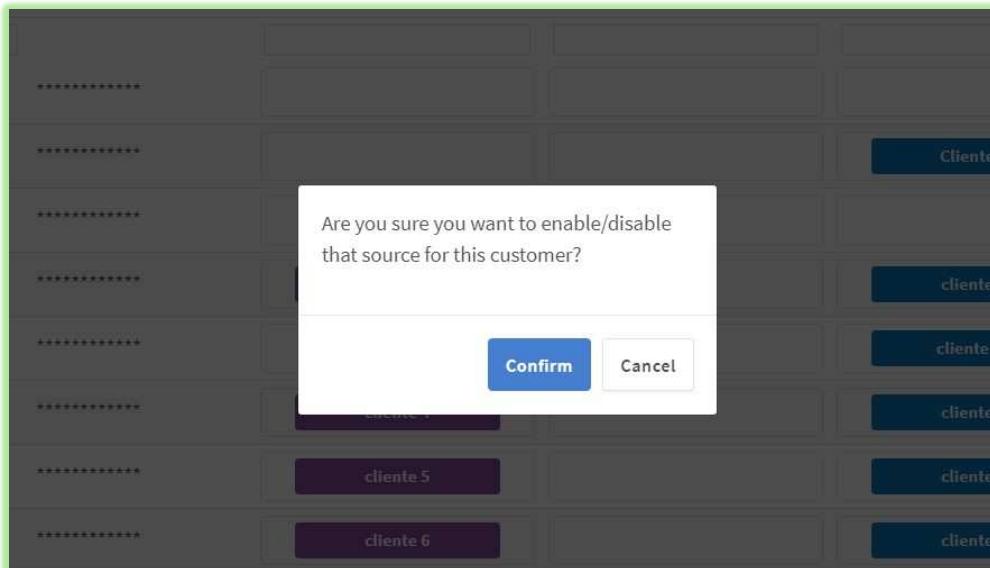
CUSTOMER	USERNAME	PASSWORD	Actions
cliente 10	cliente 11	*****	[refresh] [delete] [merge] [W]
cliente 11	cliente 11	*****	[refresh] [delete] [merge] [W]
cliente 12	cliente 12	*****	[refresh] [delete] [merge] [W]

Also, from here, we can disable a user. By clicking on the box around the colored label, you stop seeing the alerts for that specific client on that specific source. To enable it, you must click again in the same box.

CUSTOMER	USERNAME	PASSWORD	Actions
Cliente 1	cliente 1	*****	[refresh] [delete] [merge] [W]
cliente 3	cliente 3	*****	[refresh] [delete] [merge] [W]
cliente 7	cliente 7	*****	[refresh] [delete] [merge] [W]
cliente 2	cliente 2	*****	[refresh] [delete] [merge] [W]
cliente 21	cliente 21	*****	[refresh] [delete] [merge] [W]
cliente 4	cliente 4	*****	[refresh] [delete] [merge] [W]
cliente 5	cliente 5	*****	[refresh] [delete] [merge] [W]
cliente 6	cliente 6	*****	[refresh] [delete] [merge] [W]
cliente 8	cliente 8	*****	[refresh] [delete] [merge] [W]



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If you want to delete a user, you can click on the trashcan icon, and it's moved into the "deleted" section. This section works as a recycle bin: By entering it, you can decide whether you want to delete it permanently or restore it.



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SETTINGS

In the setting page, we first meet the "General settings" of GD.

General settings

Name displayed

Number of days for the chart in the user page. Between 30 and 90

Number of days to display on occurrences table. From 3-30

Choose the source that will create users automatically

▼ 🔒

Default password for auto-created users:

Globaldash is whitelabel, upload your logo

Scegli file

Actual: T-CONSULTING

Save settings

Let's see them one by one as you encounter them by scrolling the page

1. **"Name displayed"** – is the name you want to see on the top right corner of your interface.



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2. "**Number of days for the chart in the user page**" – is the time frame you want your clients to see their alerts in their view of the GD
3. "**Number of days to display on occurrence table**" – is the time frame you set up for recurring alerts
4. "**Choose the source that is going to create users automatically**" – by default, no source is selected, and by clicking on the lock, you unblock the selection field. Here you can choose the source you want to set as the one that automatically creates your customers.

Let's take an example: If GD receives an alert from Kaseya VSA referred to a customer that is not on the client list yet, GD creates one from scratch. Below the selection box can see a random and unique tenant password that is assigned to each new customer. After picking your source of choice, we recommend that you won't change it to avoid the creation of duplicates.

5. "**Global Dash is white-label; upload your logo**" – here you can upload your logo or the logo you want to see on the top left corner on the main page.

Scrolling down we can set up our sources.



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AUVIK SETTINGS

A screenshot of a web-based configuration interface for Auvik settings. At the top, there's a purple circular icon with a white 'a' symbol, followed by the text "Auvik settings". To the right is a blue toggle switch with the word "ON" next to it. Below the header, there are three input fields: "Your Auvik url (es.: eu2)" containing "https://auvikapi.eu2.my.auvik.com", "User name" (empty), and "API Key" (containing several dots). At the bottom left is a blue "Save settings" button.

Auvik settings are simple; you only need to select the server that hosts your account, insert your Auvik username and the API key.

If you want to learn how to get ahold of this info, please check our "credential guide."
(?)

By clicking on the on-off button, you can deactivate or reactivate the source.

When set on "OFF," the source does not make any calls. Also, the corresponding column in merge users is not displayed; the corresponding labels are shown in "orphan customers," and current alerts are not shown.



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DATTO RMM SETTINGS

d Datto RMM settings

Your Datto RMM url

Api Key

API Secret

Choose severity for **Critical:**

Choose severity for **High:**

Choose severity for **Moderate:**

Choose severity for **Low:**

Choose severity for **Information:**

These settings will be applied at the next API call.

Save settings

To enable Datto RMM alerts you only need to add the DATTO RMM URL, the API key and the secret key



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KASEYA SETTINGS

Kaseya settings

Your Kaseya VSA url

Account name

Account Password

String for severity **emergency** (separate with ;)

String for severity **critical** (separate with ;)

String for severity **info** (separate with ;)

Warning is residual choice.

Save settings

To enable Kaseya VSA alerts, add your Kaseya VSA URL, the user name of the account whose alerts you want to see, and its password.

Next, insert a keyword for each severity level so that GD can sort Kaseya VSA alerts appropriately.



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WEBROOT SETTINGS

Webroot settings

Account name

Account password

GSM Global key

API Client

API Secret

If the endpoint is "Unseen" I want to receive an [info](#) alert after [...] days

To enable Webroot alerts, add the Webroot console Admin username and password, the GSM global Key, the API client address, and the API secret.

We can later decide the time frame during which you get an "info" alert when Webroot console doesn't see a specific endpoint.

For each of these sources, by clicking on Save Settings, GD tests the Authentication info provided.



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6. "Change password"

Use this field to change your GD Admin password.

Change password

Current password

New password

Confirm new password

Change password



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Going back to the top of the page we can now look at the

API STATUS

Clicking the API button in the top bar you open a panel: **Each entry listed is a log of the API call, and based on the colors assigned, you can check the API status.**

- GD shows a successful API call in green
- When the user deactivates a source in the Global Dash settings, the corresponding line in the API Status panel turns blue, and the message "Suspended by user action" appears.

A screenshot of the Global Dash interface showing the API Status panel. The panel has a header 'Status' and a table with three columns: SOURCE, MESSAGE, and DATE. The table contains four rows:

SOURCE	MESSAGE	DATE
Kaseya	Alerts: entries ok	17-12-2019 @ 09:18:35
Auvik	Alerts: entries ok	17-12-2019 @ 09:18:04
Webroot	Alerts: entries ok	17-12-2019 @ 09:12:26

Below the table, a message says "Go to your Settings and correct the errors." A "Close" button is in the bottom right corner.

- When a source error occurs, GD highlights the entry in red. If this error is not corrected, after one hour, the source enters SOFT BLOCK mode: GD doesn't make any call, and the source is disabled in the settings. Every 6 hours, GD automatically tries to make a



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call again and repeat the cycle.

Status

SOURCE	MESSAGE	DATE
Kaseya	Alerts: found 0 fresh entries	07-12-2019 @ 06:58:12
Kaseya	Alerts: updated 21 entries	07-12-2019 @ 06:58:12
Kaseya	Entities: inserted 175 new entries	07-12-2019 @ 06:58:12
Auvik	Entities: inserted 1044 entries	07-12-2019 @ 06:58:10
Auvik	Alerts: updated 367 entries	07-12-2019 @ 06:58:06
Webroot	Alerts: found 0 fresh entries	07-12-2019 @ 06:52:19
Webroot	Alerts: updated 100 entries	07-12-2019 @ 06:52:19
Webroot	Entities: inserted 1025 entries	07-12-2019 @ 06:52:19
Datto	Something went wrong with calling to the Datto API...	06-12-2019 @ 00:42:15

Go to your [Settings](#) and correct the errors.

[Close](#)

You can remove a source from soft block mode at any time by manually activating the source in settings and correcting any error that occurred.

Entries are updated approximately 2 minutes after entering the necessary information in Settings.



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Here's all you need to know to start enjoying your GD!

If you have any further questions, please reach out to us at
support@globaldash.it.