

eGuard: Alerts

Please make sure to read the [eGuard Overview](#) before continuing.

See other related documents in the [eGuard Fundamentals chapter](#).

eGuard offers limited alert functionality. eGuard processes alerts once a day (around midnight). If there are devices that change from **non-alert** status to **alert** status, or change from **alert** status to **non-alert** status, they will be listed in an email sent to the eGauge.net user's email.

You will only receive emails when devices change into an alerted state, or when that alerted state is resolved. If eGuard sends a low production alert for eGauge1234 and it continues to have low production for the next week, you will only have received an email the first time it entered low production. A new email will be sent when that device leaves the low-production alert state (starts producing minimum levels).

Alert types

- Lack of Connection ("any devices have been without contact for more than N Hours")
If a device is not seen by eGuard for the last N hours (see [Availability](#) in eGuard Portfolio view) when the alerts are processed, this alert triggers.
- Device Time Difference ("any devices' time is off by more than N Minutes")
If a device's internal clock is off by more than N minutes from actual time, this alert triggers.
- Low Generation ("any device reports energy generated, for the last 24 hours, is less than N kWh")
If a device reports less than N kWh in the past 24 hours, as configured by the Generation totalling register, this alert triggers.
- High Usage ("any device reports energy used, in the last 24 hours, is more than N kWh")
If a device reports more than N kWh used in the past 24 hours, as configured by the Usage totaling register, this alert triggers.

Creating Alerts

The eGuard Alert page can be found in eGuard at the top tab bar.

The screenshot shows the top navigation bar of the eGuard application. It includes a logo on the left, a menu with 'Overview', 'eGuard', 'Support', and 'Company', a 'Shop Now' button, and search and user profile icons. Below the navigation bar is a tab bar with 'eGuard', 'Portfolio', 'Permissions', 'Groups', 'Alerts', and 'Sites'. The 'Alerts' tab is selected. The main content area contains introductory text about alerts, including sections for 'Alerts:', 'Alert Types:', and 'Alert Group:'.

Alerts:

- If an Alert has been triggered for a Device, an email will be sent once per day to the email address associated with the User who has set the Alert. Additionally, active Alerts will appear on this page in an Active Alerts table.

Alert Types:

- **Lack of Connection** - Unable to contact a Device, in the specified Group, for a number of hours greater than the Alert's Criteria
- **Device Time Difference** - A Device's time, in the specified group, was off by more minutes than the Alert's Criteria
- **Energy Generated** - Energy generated (kWh), by a Device in the specified group, over the course of 24 hours was less than the Alert's Criteria
- **Energy Used** - Energy used (kWh), by a Device in the specified group, over the course of 24 hours was greater than the Alert's Criteria

Alert Group:

- If a specific Group is selected: Alerts apply to Devices in the specified Group, as well as all Devices in that Group's sub-Groups
- If no Group is selected: Alerts apply to all Devices in all Groups, and their sub-Groups, to which a User has access

Create New Alert

The screenshot shows the 'Create New Alert' form. It has two dropdown menus at the top: 'For*' set to 'all of the devices' and 'In group' set to 'Sunnyvale:Shared Space 1'. Below these is another dropdown menu 'Email an Alert when*' set to 'any device reports energy used, in the last 24 hours, is more than:'. Underneath is a text input field containing '1000' and a unit selector set to 'kWh'. A green 'Create Alert' button is at the bottom left.

eGuard Alerts Page: Create an Alert

In the above example, we are creating an alert for if Usage in the past 24 hours exceeds 1,000 kWh. This alert is only for devices in group "Sunnyvale: Shared Space 1" that is, for only devices under the sub-group "Shared Space 1" in "Sunnyvale". Any devices directly under "Sunnyvale", or other sub-groups such as "Sunnyvale: Main Housing" will not be monitored for this alert.

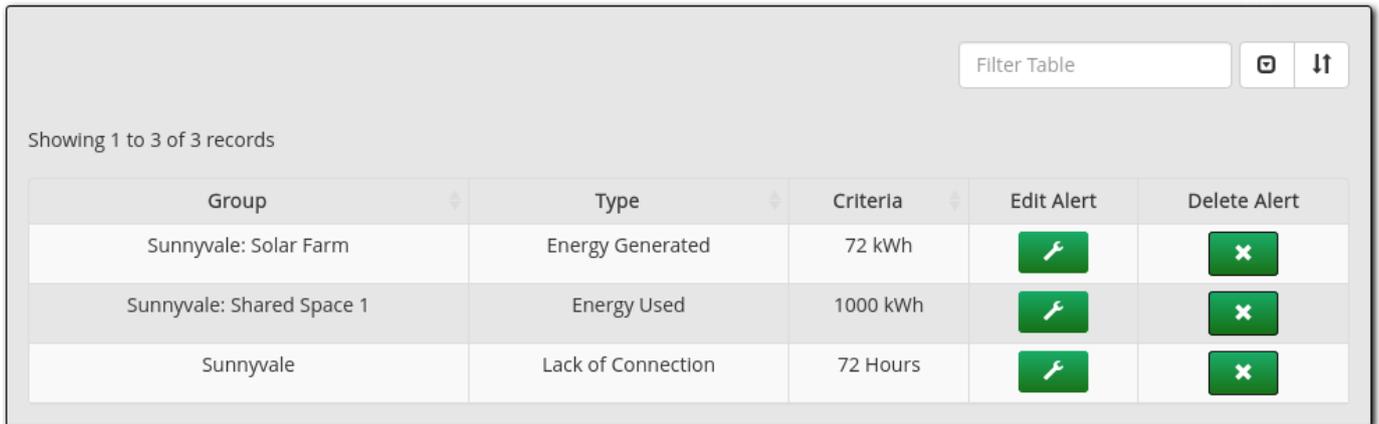
From a previous eGuard group example:

Group	Name
Sunnyvale: Main Housing	eGauge9992
Sunnyvale: Main Housing	eGauge9993
Sunnyvale: Shared Space 1	eGauge9994
Sunnyvale: Shared Space 1	eGauge9995
Sunnyvale	eGauge9996
Sunnyvale	eGauge9998

The above alert configured will only affect eGauge9994 and eGauge9995. No other devices will be affected by this alert.

Deleting existing rules

Alert Management



Showing 1 to 3 of 3 records

Group	Type	Criteria	Edit Alert	Delete Alert
Sunnyvale: Solar Farm	Energy Generated	72 kWh		
Sunnyvale: Shared Space 1	Energy Used	1000 kWh		
Sunnyvale	Lack of Connection	72 Hours		

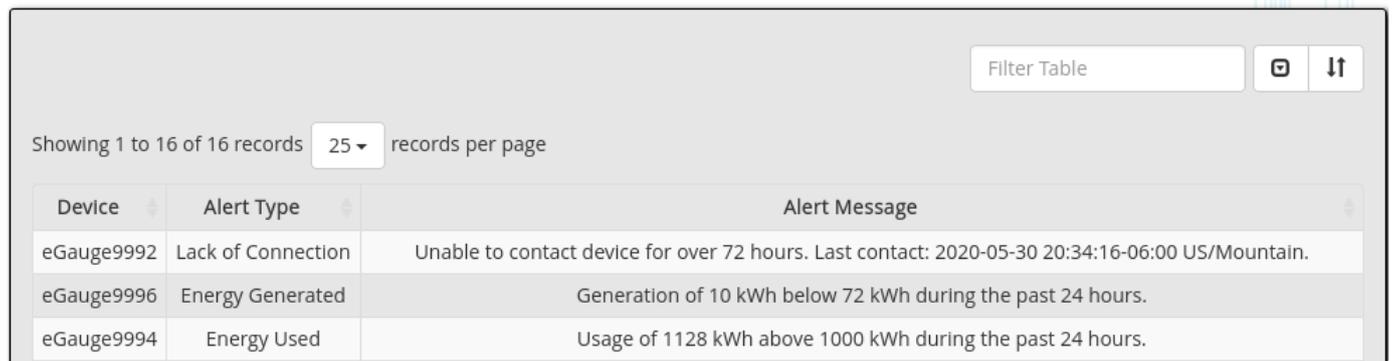
Viewing 3 configured alerts

Any configured alerts will show in the Alert Management table. Above image shows an Energy Generated (low generation) alert for the "Solar Farm" sub-group of Sunnyvale, an Energy Used (high usage) alert for devices under the "Shared Space 1" sub-group of Sunnyvale, and finally a Lack of Connection alert configured for all devices under the Sunnyvale top-level parent group.

You may edit an alert configuration by using the "Edit Alert" button. To delete an alert rule, use the "Delete Alert" button.

Viewing triggered alerts

Active Alerts



Showing 1 to 16 of 16 records 25 records per page

Device	Alert Type	Alert Message
eGauge9992	Lack of Connection	Unable to contact device for over 72 hours. Last contact: 2020-05-30 20:34:16-06:00 US/Mountain.
eGauge9996	Energy Generated	Generation of 10 kWh below 72 kWh during the past 24 hours.
eGauge9994	Energy Used	Usage of 1128 kWh above 1000 kWh during the past 24 hours.

Viewing 3 triggered alerts

Any triggered alerts will display in the "Active Alerts" table. An entry remains in this table until it is no longer in the triggered state. For example, if eGauge9996 produces more than 72 kWh of energy before the next daily alert check, it will no longer be triggered and entry removed from this page.

Any time an entry is added or removed from this page, it is included in the daily email. If no entries are added or removed from this table during the daily alert check, no email is generated.

Please visit kb.egauge.net for the most up-to-date documentation.