Using Daily Device Summary Report to reduce emails from WebAdvantage

If a user is receiving a large amount of disconnect/connect alarm emails from WebAdvantage it is an indication that they need to investigate that particular unit's connection method and hardware. Typically, the problem is caused by a faulty CAT5 cable, switch or cellular modem/router. Older cellular routers designed to operate on older networks can become problematic as cellular providers switch their coverage over to the newer networks. Weather events can also cause issues with cellular service.

WebAdvantage includes a built-in 15-minute delay before sending a disconnect notification. If a unit goes offline for less than 15 minutes, no notifications will be sent. Being offline may indicate a power outage or a disruption in cellular or local internet service. Once a unit has been offline for 15 minutes and a disconnect notification sent, WebAdvantage will send a connection notification after the unit has remained online for 5 minutes.

Each individual unit has a selection to enable or disable the connection notifications for that unit in the Manage Device settings. If you know a unit has a connection issue and you do not want to get alarms from that unit until the situation is resolved it should be set for no connection notification.

Some users like to use the Daily Device Summary report to get a single report that shows them all their units with the number of remote notification alarms the unit has had and the quality of each unit's connection to WebAdvantage.

WebAdvantage Daily Device Summary

Name	Serial #	Status	Active Remote Alarms	Alarm Emails Sent	Connection Quality
ACI MEGATRON	HEBER	Online		0	Good
GHouse	GREG20	Online		0	Fair
GPRO Demo	RO-DEMO2	Alarm	SYS1 DIGITAL INPUT 1	0	Good
Mannford Parkview	0426244K24-001	Online		0	Good
OSU GLC	0310565E19-001	Offline		0	Offline
OSU MT	FACTORY-1	Offline		0	Offline
Paragon Film	0333668F20-001	Online		0	Good
South Lift	GREG	Online		0	Good
Turnpike	0392435D23-001	Online		0	Good
UK-1104	UK-1104	Offline		0	Offline
VINTAGE	PumpStation-001	Online		0	Good
WET LAB	MT-TOUCH1	Online		0	Good

To receive the Daily Device Summary Report, a user must enable it by setting the option to "Yes" in their individual user profile under the Manage Users section.

Add or Edit a User

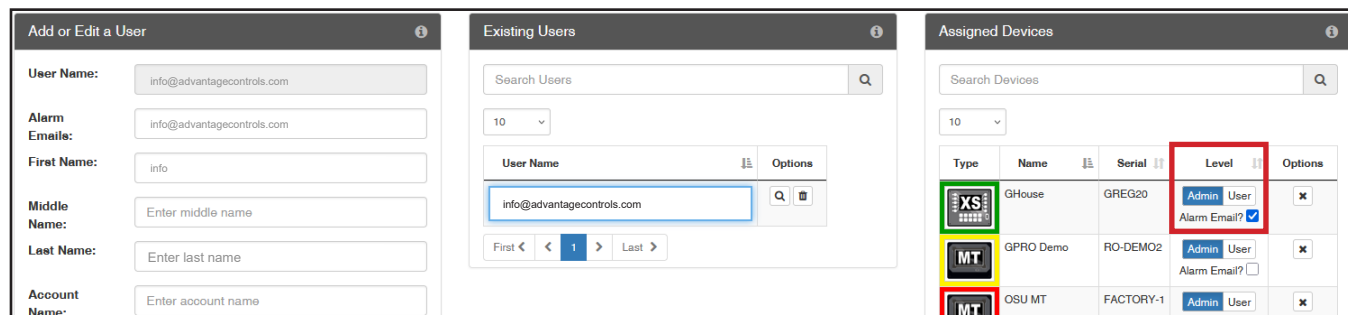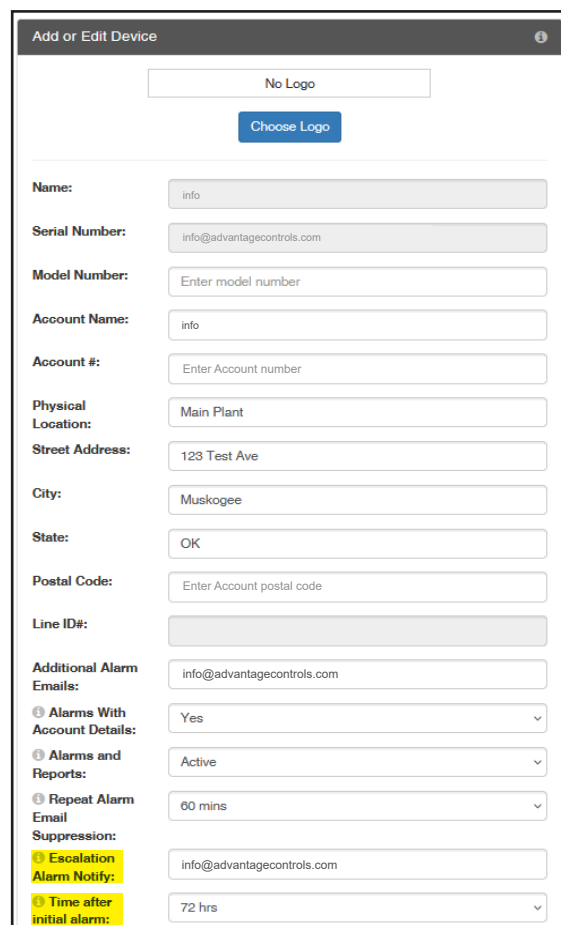| Field	Value
User Name:	Enter user email
User Default Device:	South Lift: Test
Alarm Emails:	Enter alarm emails
First Name:	Enter first name
Middle Name:	Enter middle name
Last Name:	Enter last name
Account Name:	Enter account name
Mailing Address:	Enter mailing address
Mailing Zip:	Enter mailing zip
Company Phone:	Enter company phone
Cell Phone:	
User Role:	User
Active:	Yes
Daily Device Summary Report:	No

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A user can also change their individual notification status for each of the units they are connected to if they do not want to get any alarm notifications for that particular unit. To do this, they need to uncheck Alarm Emails as shown below. With this change they get no alarm emails of any kind from that unit and must review the daily summary report to know if a unit had alarms.

If you still want to get alarm notifications for alarms (not the connection alarms) you can use the Escalation Alarming for each individual unit and list the email address for those to receive notifications if an alarm comes on and persists for the set amount of time.

Contact your Advantage Controls sales account manager, or the inside sales team at support@advantagecontrols.com if you have other questions, concerns or need other product info.

Get the Advantage

06/2025

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