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## Device Disconnected Alert from HWg-Cloud: Long-term reliable monitoring system

A remote monitoring device is useful when it's working. There can be a power cut at the remote site or a connection failure, which means that alerts will not be delivered. To warn you in these moments, all portals (including free HWg-cloud.com) can alert you when the remote monitoring device is disconnected.



The product we sell to our customers in the HW group is the delivered alert message, not an alerting device or sensor. Therefore, we want to warn our customers even in moments when the external environment (power or connectivity) is not working as usual.

To provide long-term reliable monitoring system, we offer "Device Disconnected Alert" feature even in the free version of the SensDesk Technology based portal - [www.HWg-cloud.com](http://www.HWg-cloud.com).

Alarm situations:

1. Measured sensor value is higher/lower than defined limit.  
This is a standard alert.
2. Measured sensor disconnected (e.g. torn off the connected port).  
It's standard alerting.
3. The monitoring device to which the sensor is connected has no power.  
It's a device disconnected alert.
4. The monitoring device does not have an Internet connection.  
It's a Device Disconnected alert.

All in all, it's a pretty good protection of the environmental situation at your remote site. To achieve easy-to-use, long-term reliable monitoring, we use the Portal, because scenarios (3) and (4) can't be realized without a higher level system.

What happens if one or more of the sensors connected to the monitor are disconnected, torn off, or damaged in any way that prevents them from operating normally?

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## Standard alerting from the device

It can be done with the Portal, but also from the monitoring device such as Poseidon2 or STE2.

You'll see something like this in the device interface:

STATE	ID	TYPE	NAME	CURRENT VALUE	SAFE RANGE		HYSTERESIS	ALARM TRIGGER DELAY (S)	ALARM TARGET	SENSOR SERIAL CODE
					LOW	HIGH				
✔	7764	Temp.	Sensor 7764	24.4 °C	10.0	60.0	1.0	0	None	28541ecc00ac0b9a
✔	7765	Humidity	Sensor 7765	48.2 %RH	30.0	80.0	10.0	0	None	26551ecc00ac0bd2
✔	7766	HWg-UNI	Press	972.6 hPa	900.0	1200.0	1.0	0	None	26561ecc00ac0b8b
✔	7767	HWg-UNI	TVOC	173 ppb	0.0	300.0	1.0	0	None	26571ecc00ac0bbc
⚠	35186	Temp.	Sensor 35186	-999.9 °C	10.0	60.0	1.0	0	None	287289a7080000da

For the (2) Sensor disconnected scenario, you can also define an alert, -999.9 degrees Celsius means sensor not found and the device can alert you of this situation.

Email alert from the device must be converted to email. Feel free to use your company SMTP server, but HW group would like to warn you against using public SMTP servers. We have an article about why it's not a good idea (not long-term reliable): <https://www.hw-group.com/support/use-a-public-smtp-server-not-recommended>

We recommend using the Portal. Even for free, HWg-cloud.com can provide you with much better service than SMTP servers from Google or Yahoo, for example.

## Standard alerting from the Portal

In the portal, you can also see graphs of the values over time. If you get a "Sensor Invalid" state:

## Temperature

View Edit Actions EventLog Delete

Temperature

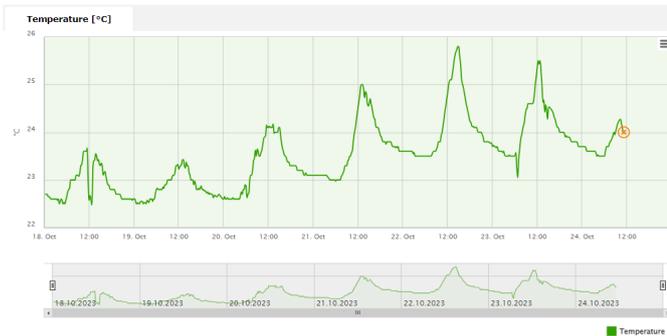


Last log:  
24.10.2023 13:13

Device: [STE2 r2 5905-E7FB](#)  
Device groups: Not assigned  
Sublocation: Not assigned



Last 7 days From: 18.10.2023 To: 24.10.2023 Timezone: UTC SD range: 10-60 Default



This is different from the temperature alert and could be sent to the recipient as a different type of alert message. It indicates sensor failure rather than temperature fluctuation, which is more accurate and correct in this case.

A cable could be accidentally pulled or damaged in some way, preventing the sensor from sending the monitored value to the monitoring device. And the alarm receiver could distinguish such a situation from a true temperature alarm. The former indicates a sensor malfunction, the latter a change in the monitored environment.

## Portal reaction to disconnected device

What happened there? There is really no way to know. It could be the entire monitored facility that went down, or just the specific power distribution unit, or a specific plug that "fell out of the socket". Things happen. You just need to know what exactly happened so you can take appropriate action.

If the HWg monitoring device loses power, the portal - in this case HWg-cloud.com - will display the following message:

? STE2 r2 5905-E7FB

Device error



Last update 31 sec ago

### How fast do I get information that the device is not connected?

In the case of the HWg-cloud.com service, it takes less than an hour to definitively determine that the device itself is not working properly, thus changing the device status in the account:

The screenshot shows the HWg Cloud web interface. At the top, the user 'shapelez' is logged in with options to 'Adopt device' and 'BUY TARIFF'. The navigation menu includes 'Dashboards', 'Devices', 'Sensors', 'Locations', 'Device groups', 'Multigraphs', and 'Settings'. The main content area is titled 'STE2 r2 5905-E7FB' and includes a 'View' button and a 'Device error' icon. The device details show it is 'Not assigned', located at 'Shapelez.stul', with IP address '192.168.103.216' and port '80'. Below this, there are four sensor cards: 'Press', 'Sensor 7764', 'Sensor 7765', and 'Temperature', each with a gauge and 'dev.INV' label. A 'TVOC' card is also present. At the bottom, there are two 'INPUTS' cards, both labeled 'DEV.INV'.

And trigger an alert sent directly from the portal. Understandably, if the power goes out - no SMTP destination would be able to receive an alert because it couldn't be sent. When the device comes back on, its status in the portal changes within a minute of the initial data push.

## Disconnected devices on the sensor graph:



Device invalid icon in the daily graph, followed by a continuation of the monitored value with another Device invalid icon (and a possible alert) at the end.



## Summary

Using SMTP server to send e-mail alerts from the device is a common way. Better than using public SMTP server is to use the Portal service from HW group, it's more long-term reliable and free of charge service. Above shown graphs of values, and a central place to manage email alerts is yet another bonus you get besides the device disconnected alert. It's an alert that is sent the moment the monitoring device (STE2, Poseidon, Ares, ..) is turned off or disconnected from the network.

The portal service monitors if the monitoring device is connected & working properly. It increases the reliability of the entire Remote Monitoring Ecosystem.