

System Management

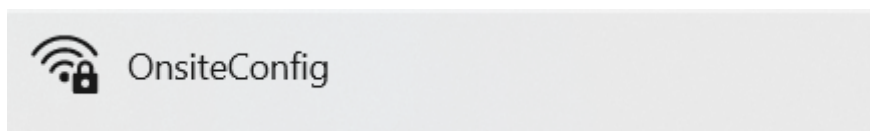
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Accessing OMU (Onsite Management Utility)

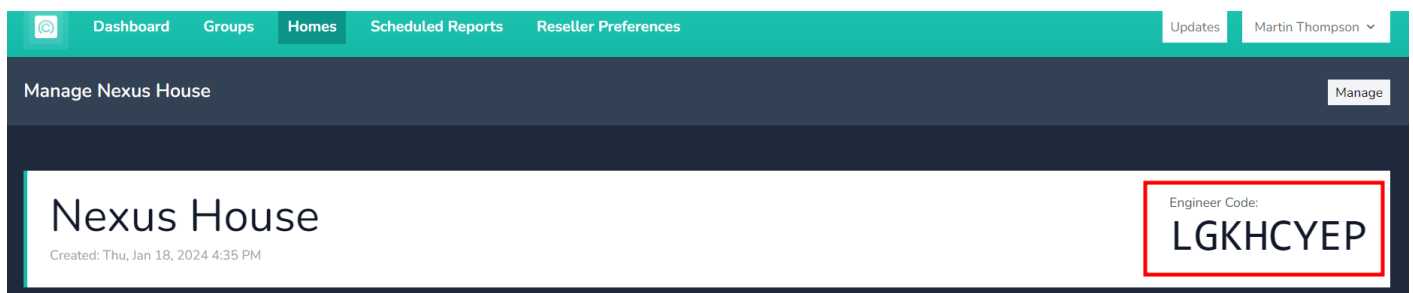
We are always seeking feedback on all of our software. If there is any functionality you feel is missing from OMU, please log a ticket with our team and we'll be more than happy to discuss this with you.

Built in to every collector is an Onsite Management Utility which allows for management of the underlying hardware of the device. It is the only way to perform some functions at this time such as reconfiguring the network interface.

You can access this by connecting to the OnsiteConfig management network and browsing to <http://192.168.150.1/omu>.



You will need the site's engineering code in order to access this utility and again to confirm most actions.



Once logged in you will be presented with an initial dashboard showing the status of various systems and services, along with a menu to access other functions.

If an item is highlighted in green as shown below it means this is normal operation. **Some services only need to run at certain times or in certain conditions (such as during maintenance), so normal operation may be for them to be offline.** If there is an error or something is abnormal, this will be marked with red highlighting with a red border. If its all green, its all good.

While maintenance actions are running some services may show as offline. For example, "App Containers" will show as offline during a container rebuild operation. This is normal and will correct once the operation is complete and the containers are started.

Onsite Management Utility

Home Network Configuration System

Cloud Connectivity

● Online

App Container

● Online

Wireguard Status

● Online

Configuration Systems

● Online

How To Reboot Safely

Rebooting will result in downtime for the customer, and is usually not necessary. This should only be done if advised by the development team or support.

Rebooting using other methods (such as removing and reconnecting power to the collector) may result in data loss.

When you wish to reboot the unit for any reason, you will need to connect to the OnsiteConfig WiFi network and [browse to OMU](#).

From there, head to the system tab and click "Reboot now"

Onsite Management Utility

The screenshot shows the Onsite Management Utility (OMU) interface. At the top, there is a navigation bar with three tabs: "Home", "Network Configuration", and "System". The "System" tab is currently selected. Below the navigation bar, there are four main action cards arranged in a 2x2 grid:

- Rebuild Containers:** This will destroy all locally cached data, rebuild the containers, and initiate a full resync. This will take some time to complete. A "Rebuild now" button is located at the bottom right of the card.
- Reset System:** This will reset all care home data and will prepare the collector for reconfiguration in a new home. A "Reset now" button is located at the bottom right of the card.
- Reboot System:** This will immediately reboot the system, please give it a few minutes to fully restart. A "Reboot now" button is located at the bottom right of the card.
- Shutdown System:** This will immediately shut down the collector, you will then need to disconnect and reconnect the power cable in order to boot the collector back up. This should be done before power is ever disconnected. A "Shutdown now" button is located at the bottom right of the card.

At the bottom left of the interface, there is a section for system information:

- OMU Version:** 1.2
- Release Date:** 26 Nov 2023
- Release Channel:** stable

After this you will be taken to a page to confirm the action by entering the engineer code for this site. Once this is done the unit will reboot shortly.

Onsite Management Utility

Home

Network Configuration

System

Are you sure?

Please enter the engineer code below to confirm, the system will reboot after a short delay.

Proceed

How To Shutdown Safely

Shutting the collector down will result in all functionality ceasing.

Shutting down without using the proper function within OMU will lead to data loss.

When you wish to shut down the unit for any reason (such as to move it within the care home), you will need to connect to the OnsiteConfig WiFi network and [browse to OMU](#).

From there, head to the system tab and click "Shutdown now"

Onsite Management Utility

The screenshot shows the Onsite Management Utility (OMU) interface. At the top, there is a navigation bar with three tabs: "Home", "Network Configuration", and "System". The "System" tab is currently selected. Below the navigation bar, there are four main action cards arranged in a 2x2 grid:

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- Reboot System:** This will immediately reboot the system, please give it a few minutes to fully restart. A "Reboot now" button is located at the bottom right of the card.
- Shutdown System:** This will immediately shut down the collector, you will then need to disconnect and reconnect the power cable in order to boot the collector back up. This should be done before power is ever disconnected. A "Shutdown now" button is located at the bottom right of the card.

Below the action cards, there is a section for system information:

- OMU Version:** 1.2
- Release Date:** 26 Nov 2023
- Release Channel:** stable

After this you will be taken to a page to confirm the action by entering the engineer code for this site. Once this is done the unit will shutdown shortly. To boot the collector back up again, disconnect and reconnect the power supply. The collector will automatically boot back up.

Onsite Management Utility

Home

Network Configuration

System

Are you sure?

Please enter the engineer code below to confirm, the system will shut down after a short delay.

Proceed

Rebuild Onsite Data

Rebuilding the containers will destroy all existing data local to the device, ensure all app users are logged out if possible. If not, you will need to clear the app cache and data from within the Android settings app.

This process will take a few minutes to complete and the collector will be unusable by the end customer while this takes place.

Data stored in the cloud will be unaffected. Configuration data such as rooms, users, zones etc will be re-synced automatically.

When you wish to rebuild all data stored the unit for any reason (if you suspect corruption that isn't being automatically repaired as expected), you will need to connect to the OnsiteConfig WiFi network and [browse to OMU](#).

From there, head to the system tab and click "Rebuild now"

Onsite Management Utility

The screenshot displays the Onsite Management Utility (OMU) interface. At the top, there is a navigation bar with three tabs: "Home", "Network Configuration", and "System". The "System" tab is currently selected. Below the navigation bar, there are four main action cards arranged in a 2x2 grid:

- Rebuild Containers:** This card contains the text "This will destroy all locally cached data, rebuild the containers, and initiate a full resync. This will take some time to complete." and a "Rebuild now" button.
- Reset System:** This card contains the text "This will reset all care home data and will prepare the collector for reconfiguration in a new home." and a "Reset now" button.
- Reboot System:** This card contains the text "This will immediately reboot the system, please give it a few minutes to fully restart." and a "Reboot now" button.
- Shutdown System:** This card contains the text "This will immediately shut down the collector, you will then need to disconnect and reconnect the power cable in order to boot the collector back up. This should be done before power is ever disconnected" and a "Shutdown now" button.

At the bottom left of the interface, there is a section for system information:

- OMU Version:** 1.2
- Release Date:** 26 Nov 2023
- Release Channel:** stable

After this you will be taken to a page to confirm the action by entering the engineer code for this site. Once this is done the unit will begin the process. This will take some time.

Onsite Management Utility

Home

Network Configuration

System

Are you sure?

Please enter the engineer code below to confirm, the rebuild will take a few minutes to complete.

Proceed

Resetting A Collector

Resetting a collector will completely disable it and restore it to factory defaults ready to be reconfigured. This will make it completely inoperable at an existing home.

It is not normal to have to do this step in day to day operation and you should only do this after being advised by support or our development team.

If you wish to reset a collector, as maybe the client has opted to not renew the service or some other reason, you must first connect to the OnsiteConfig network and [login to OMU](#).

Once there, head to the System tab and click the "Reset now" button. You will be asked to type the engineer code in to confirm this step. The page changes design to mark the significance of this step.

There is no going back after this step. The system will need to be configured as a brand new collector for the same site if you do this by accident. Any data not yet synced to cloud will be permanently lost.

To reiterate, it is not normal to have to do this step in day to day operation and you should only do this after being advised by support or our development team.

Onsite Management Utility

[Home](#) [Network Configuration](#) [System](#)

Are you sure?

Please enter the engineer code below to confirm.

ALL DATA WILL BE WIPED.

The system will be ready shortly after the configuration network becomes available again.

Reset

Shortly after confirming the engineer code and clicking "Reset" the system will restore to factory defaults, disassociate with the cloud platform and destroy all data cached on the collector. **There is no going back.**