

Alerts and Faults

Agenda

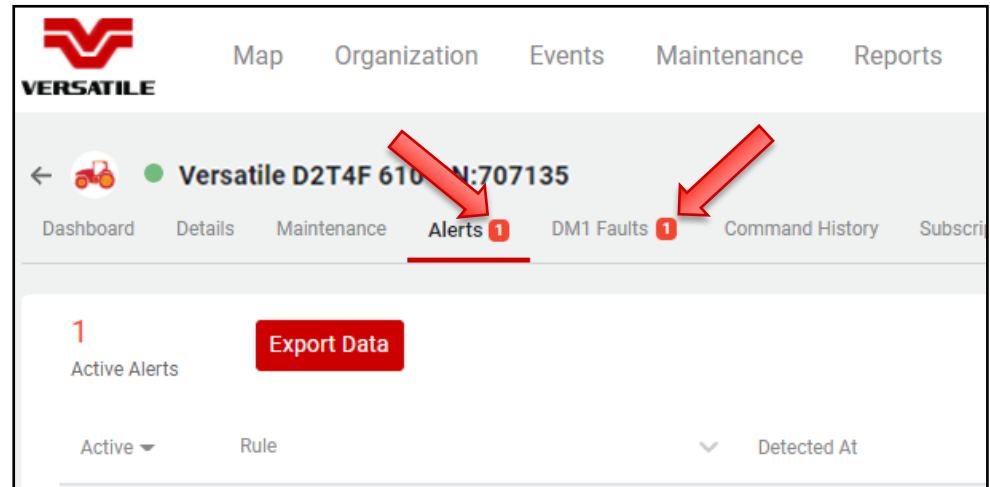
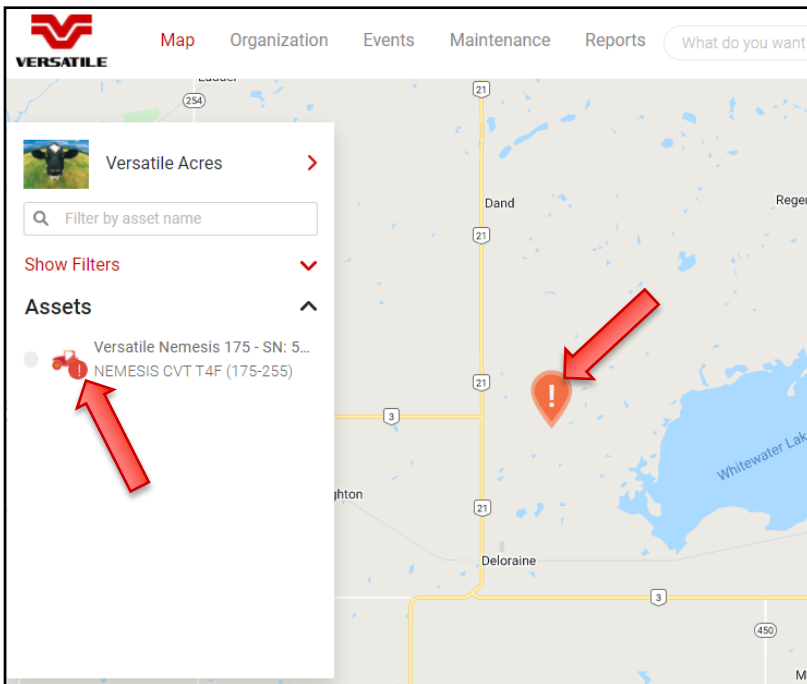
- What Are Telematics “Subscriptions”/Notifications?
- How Do I Know If A Tractor Has Active Alerts/Faults?
- How Do I See Details of Alerts/Faults Coming From A Tractor?
- How Do I Set Up “Subscriptions”/Notifications for Alerts/Faults?
- What Do Fault and Alerts Messages Look Like?

What Are Telematics “Subscriptions”/Notifications?

- The main types of Notifications you can set up in the Portal are:
 - DM1 Faults
 - Alerts (Telematics-generated messages)
- DM1 Faults
 - These alerts allow you to know when the tractor’s electrical system notices an issue
 - These are the same messages you would see in the tractor cab
- Alerts
 - The Telematics system has a set of notices that are pre-programmed to alert you to important things
 - These include things like “Low Fuel”, “Machine Running”, etc.

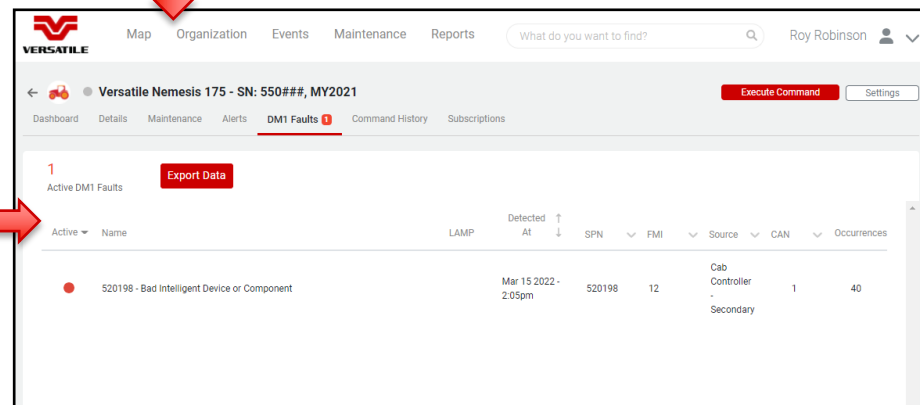
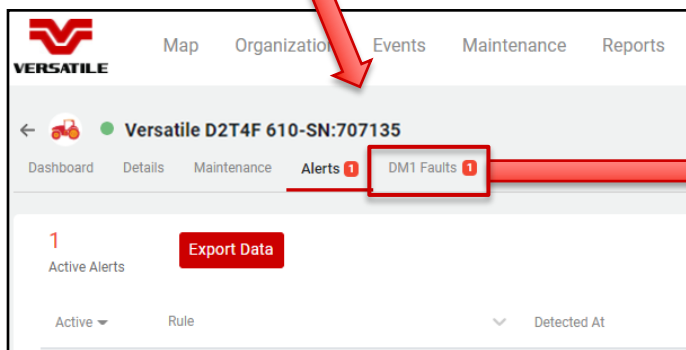
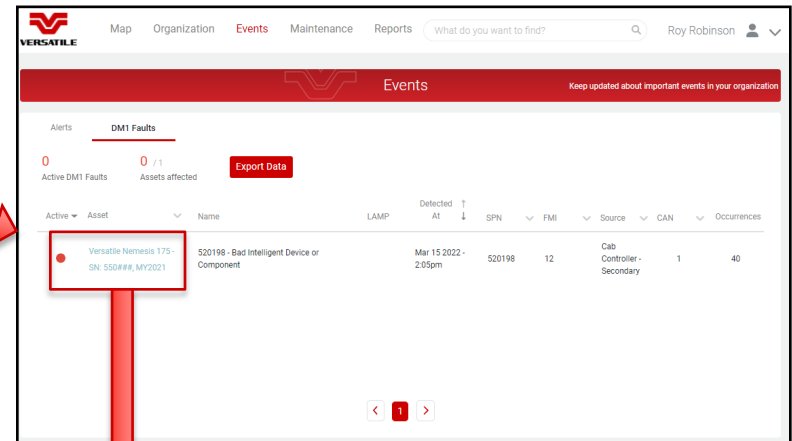
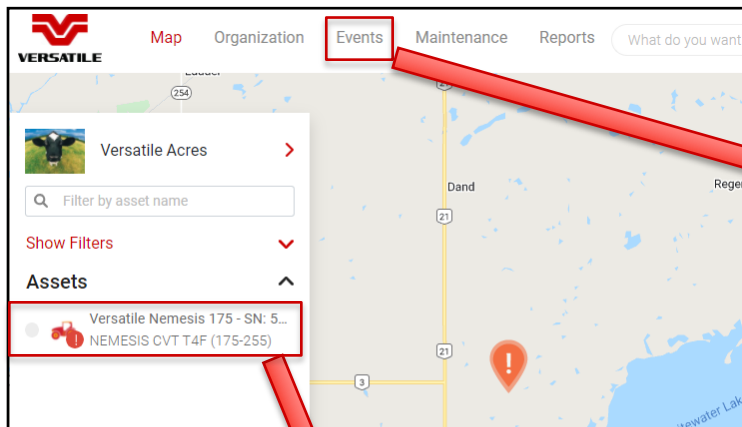
How Do I Know If A Tractor Has Active Alerts/Faults?

- You can see that an Asset has an active alarm associated with it in a couple of different ways
 - Map View pin will turn orange with an exclamation mark
 - List View will show an exclamation mark overlaid on the Tractor icon
 - When viewing a Tractor Dashboard, you will see the alarm count in a red box beside the Alerts and DM1 Faults Menu Bar tabs



How Do I See Details of Alerts/Faults Coming From A Tractor?

- You can find details from both a Fleet and Machine view
 - Fleet-wide info is available from the Events Menu in the top Menu Bar
 - Machine-specific info is available from the Tractor Dashboard Menu Bar
- DM1 Faults and Alerts are often found together in menus, since the detail tables are quite similar for them



How Do I See Details of Alerts/Faults Coming From A Tractor?


- The tables of information for Alerts and DM1 Faults are slightly different layouts, but function the same way

Clear Alert? x

Once cleared, this alert will return back to an inactive state until it is triggered again.

Are you sure?

Alerts can be "cleared"


Map Organization Events Maintenance Reports

Roy Robinson


← Versatile D2T4F 610-SN:707135
Execute Command
Settings

Dashboard Details Maintenance **Alerts 1** DM1 Faults 1 Command History Subscriptions

1 Active Alerts
Export Data

Active	Rule	Detected At	Resolved	Conditions	Location
● <input type="button" value="Clear"/>	Transmission Warning Indicator	Mar 17 2022 - 9:40am		1	--

Sort Column Icon


Map Organization Events Maintenance Reports

← Versatile Nemesis 175 - SN: 550###, MY2021
Execute

Dashboard Details Maintenance Alerts **DM1 Faults 1** Command History Subscriptions

1 Active DM1 Faults
Export Data

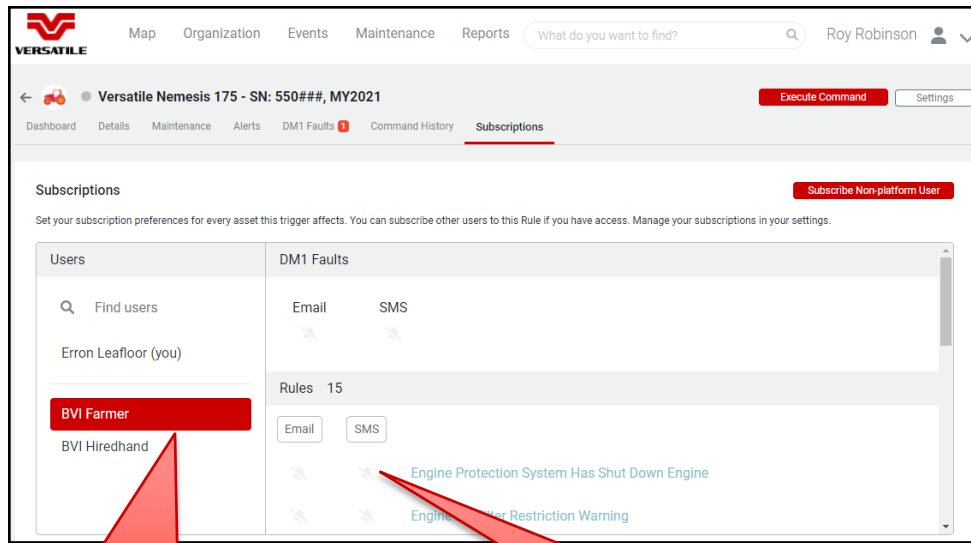
Active	Name	LAMP	Detected At	SPN	FMI	Source	CAN	Occurrences
●	520198 - Bad Intelligent Device or Component		Mar 15 2022 - 2:05pm	520198	12	Cab Controller Secondary	1	40

Signal	Condition	Value
Transmission Warning Indicator	Contains On	NaN

Detail of the Rule that creates the alert

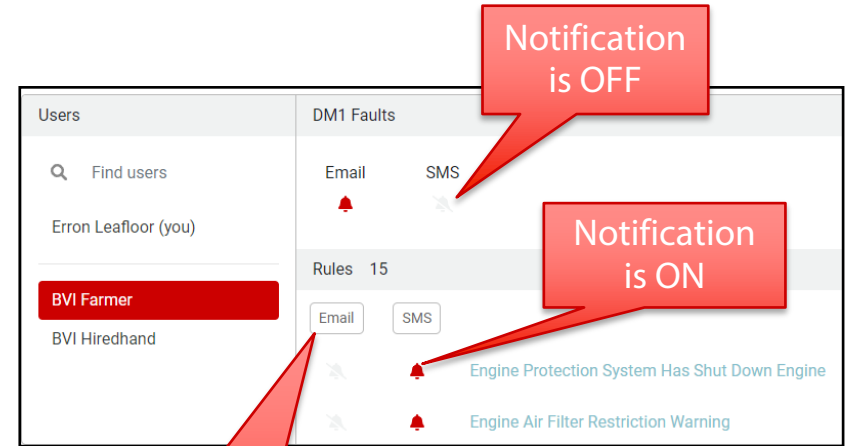
How Do I Set Up “Subscriptions”/Notifications for Alerts/Faults?

- Four types of Messages related to Telematics are the most common
 - Alerts (set tractor-by-tractor)
 - DM1 Faults (set tractor-by-tractor)
 - Geofence barrier breaks (set for each Geofence)
 - Maintenance due (set tractor-by-tractor)
- You can choose three options for receiving messages
 - No automated messages (only indicators will be in the Portal)
 - Email notifications
 - SMS (Text) notifications



User that settings will apply to


Click Icon to turn notification on




Turn on this type for all Rules/Alerts

What Do Fault and Alerts Messages Look Like?

- DM1 Fault and Alert Message settings can be adjusted for a user Asset by Asset
- The information provided is identical in both formats (Text or Email)




Triggered DM1 Error - Versatile Acres - Versatile Nemesis 175 - SN: 550XXX, MY2021



A DM1 alert was triggered for an asset you subscribe to.

Information:	
Organization Name	Versatile Acres
Asset Name	Versatile Nemesis 175 - SN: 550XXX, MY2021
Name	Erratic, Intermittent or Incorrect (rationality)
Source	Cab Controller - Primary
SA	49
SPN	517638
FMI	2
Occurrence Count	1

For more information please login to the Versatile [portal](#).



In Versatile Acres on 04/19/2022 at 09:05:56 CDT an asset Versatile Nemesis 175 - SN: 550XXX, MY2021 reported a DM1 Error:

Name: Erratic, Intermittent or Incorrect (rationality)

Source: Cab Controller - Primary

SA: 49


SPN: 517638

FMI: 2


OC: 1

Please login to <https://portal.versatile-cbx.com/#/asset/842095f0-d8ab-49f5-ae52-07bba1ff6f3e?tab=dashboard>

[View all](#) >



Triggered Alert Versatile Nemesis 175 - SN: 550XXX, MY2021 - Engine Amber Warning Lamp Command




An alert was triggered for an asset you subscribe to.

Information:	
Organization Name	Versatile Acres
Asset Name	Versatile Nemesis 175 - SN: 550XXX, MY2021
Rule Name	Engine Amber Warning Lamp Command

Conditions:

- Engine Amber Warning: On (contains On)

For more information please login to the Versatile [portal](#).



In Telematics Testing Environment on 04/18/2022 at 20:20:12 UTC an asset VDM-testing triggered an alert with the following conditions:

- "Amber Lamp" = 1 (equalTo 1)

Please login to <https://portal.versatile-cbx.com/#/asset/d2a76c5b-810c-477c-9b29-f1077ae17aa1?tab=dashboard> for additional informati

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