Service Bulletin

Bulletin No: SB-0032-20-152-FS   Effective Date: 05-31-2020   Type: Instructional

Subject: FlexSCADA Q5 Watchdog status monitor & Auto-reset Capabilities

Scope
This service bulletin provides information on use of the FlexSCADA Q5 as a "watchdog" service to monitor and observe website or IP connectivity status.

Background
In most typical telecommunications networks, a "backhaul" is the link between the backbone network and the edge of the network. Through the use of network bridging, a FlexSCADA Q5 can be used to monitor the data transmission of the backhaul, as well as reset the network devices controlling the backhaul network.

Options for utilizing the Q5 "Ping Probe"
There are two options for utilizing the Q5 as a connectivity status monitor. The first option is using the Q5 to monitor the network bridge IP address. This allows a user to verify that network data is being transmitted across the backhaul through "pinging."
The second option allows a user to configure the network devices to reset power (via relay channels of the Q5) based on status results from the network bridge ping.
Note: The power input for a network device must be routed through the relay channel of the Q5 in order to utilize the reset power feature. Otherwise, only the ping status option will be available.

Configuring the Q5 "Ping Probe"
Configuration parameters for both the monitoring and power reset features is accomplished through the webhost of the Q5.

1. On the left-hand side of the page, select the option titled "pinging".
2. Select the green button and enter the website or IP address that is to be monitored through the network bridge.
3. Adjust the time delay for greater than one (1) second. Use the drop-down list to select the action to be taken and which relay that action will be against. This allows the device to attempt to restart the network devices through relay cycling. As noted previously, the network device must be connected to a Q5 relay for this feature to be available.
4. Click "Save & Apply".
5. Return to the main page of the webhost and scroll to the bottom of the page.

6. A display on the right-hand side will reveal the ping probe that was activated. The window will display the latency (time to signal to go out and come back) of the ping probe. It will also show a green "Reachable" icon in the event the ping is successful.
7. If the ping is unsuccessful, the icon will change to red and show "Unreachable."
   If it is unreachable for the length of time set in step 3, the relay action will start in an attempt to reboot the network devices and reestablish the network bridge.

Multiple ping probes can be established through a single Q5 and data can be compiled into custom feeds for transmission to Grafana.

For more information please contact Mission Critical Energy at (716) 276-8465 or visit us at www.flexscadafusion.com