

# HIQ UNIVERSE - Service provider

Accounts with access level of service provider have additional fields available:

- Instance manager
- Data API account manager
- Fleet manager

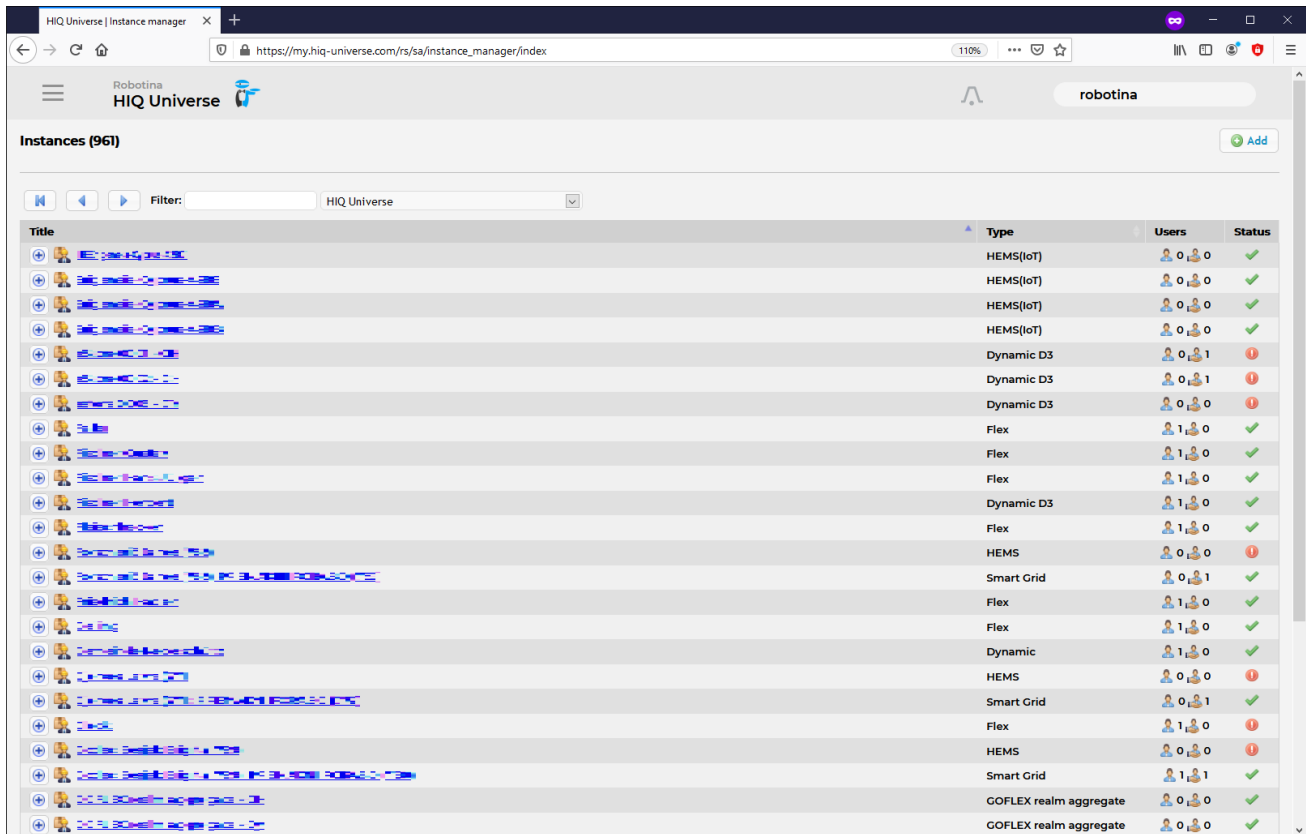
## Side menu



Side menu is activated by clicking menu icon (three horizontal lines at top-left). Menu items are dynamically created so they can be different for each service provider:

- **Home page** → section with all your subscribed HIQ Universe devices and services
- **TOOLS** → section with general site tools
  - Profile
  - Instance manager → ["Overview of installed systems"](#)
  - Reports
  - Data API account manager → ["API key management"](#)
  - Fleet manager → ["Aggregation and overview of service providers installed systems"](#)
  - Sign out

## Overview of installed systems



The screenshot shows the 'Instances (96)' page in the HIQ Universe Instance Manager. The page has a search bar with 'HIQ Universe' entered and an 'Add' button. Below is a table with columns for Title, Type, Users, and Status. The table lists various system types such as HEMS(iot), Dynamic D3, Flex, Smart Grid, and GOFLEX realm aggregate, each with associated user counts and status indicators (green checkmarks or red exclamation marks).

Title	Type	Users	Status
[Link]	HEMS(iot)	0/0/0	✓
[Link]	HEMS(iot)	0/0/0	✓
[Link]	HEMS(iot)	0/0/0	✓
[Link]	HEMS(iot)	0/0/0	✓
[Link]	Dynamic D3	0/0/1	!
[Link]	Dynamic D3	0/0/1	!
[Link]	Dynamic D3	0/0/0	!
[Link]	Flex	1/0/0	✓
[Link]	Flex	1/0/0	✓
[Link]	Flex	1/0/0	✓
[Link]	Dynamic D3	1/0/0	✓
[Link]	Flex	1/0/0	✓
[Link]	HEMS	0/0/0	!
[Link]	Smart Grid	0/0/1	✓
[Link]	Flex	1/0/0	✓
[Link]	Flex	1/0/0	✓
[Link]	Dynamic	1/0/0	✓
[Link]	HEMS	0/0/0	!
[Link]	Smart Grid	0/0/1	✓
[Link]	Flex	1/0/0	!
[Link]	HEMS	0/0/0	!
[Link]	Smart Grid	1/1/1	✓
[Link]	GOFLEX realm aggregate	0/0/0	✓
[Link]	GOFLEX realm aggregate	0/0/0	✓

Table shows all installed systems by the service provider and their additional info:

- Name
- Type
- Users
- Status

Clicking on the instance name will take you to instance home page as seen by end users. Clicking on the plus sign displays additional instance info:

- **Basic details**
- **User's details**

The screenshot shows the 'Basic details' page for a HEMS(iot) instance in the HIQ Universe Instance Manager. The page is divided into several sections:

- Basic information:** Displays identification details such as Realm, Time zone, Ping time, Created (Sep 30, 2020 11:40:25 AM CEST), Modified (Oct 10, 2020 01:32:54 PM CEST), and Last accessed (Oct 10, 2020 12:30:29 AM CEST).
- Connections:** A message stating 'This instance does not have any connection.'
- Instance parameters:** A list of configuration parameters and their values:
 

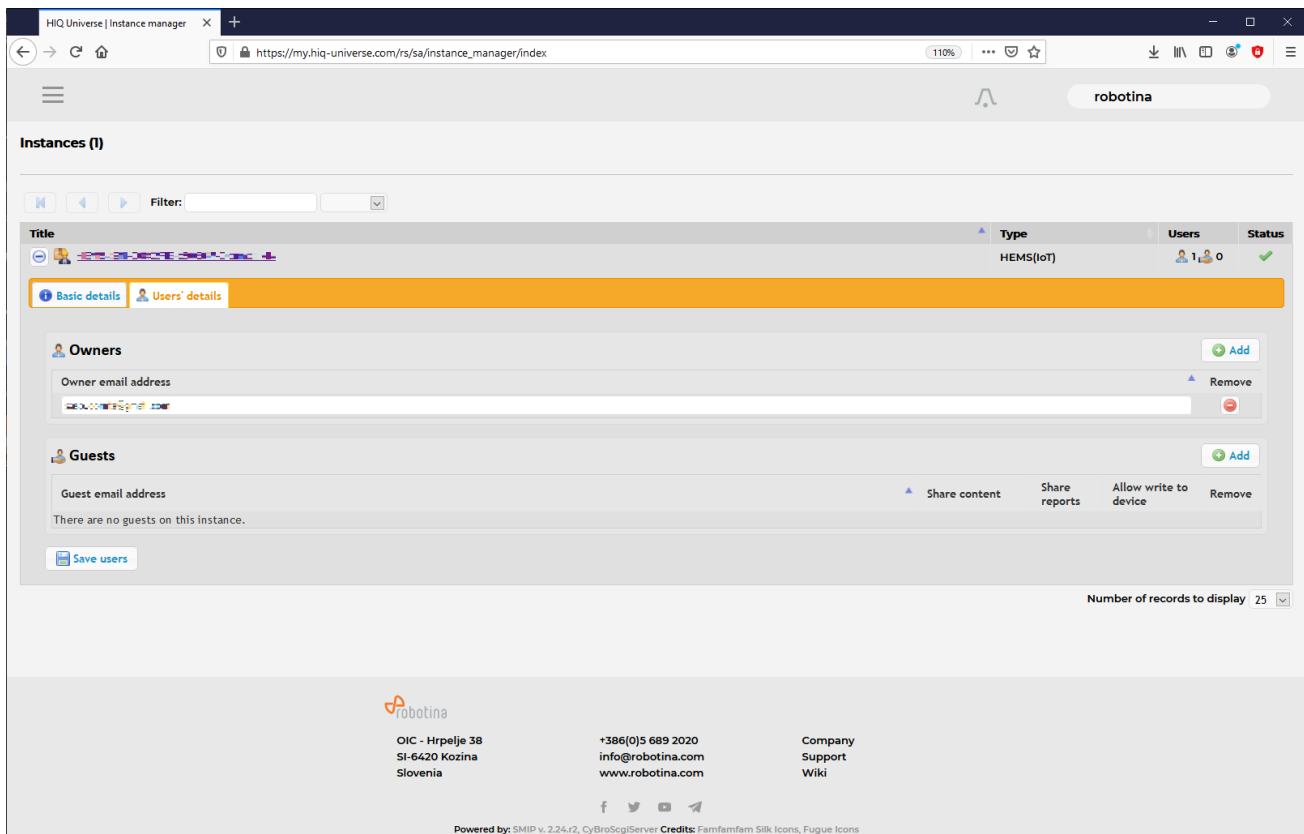
user_menu	
IoT Linker serial number	
Scripts Enabled	false
HEMS version	HEMS2
location_name	time_on_site
location_latitude	?
location_longitude	?
Description	
Maximum daily power (kW)	5
Maximum daily energy (kWh)	40
Maximum monthly energy (kWh)	500
Maximum production or consumption (W)	1000
Currency	EUR
Maximum daily value (EUR)	3
Maximum monthly value (EUR)	15
Maximum price (EUR)	1
icon	hems_ikona
Type label	HEMS
orig_var	1
- Instance controllers:** A table showing controller status:
 

Controller name	Ping time
	Error

Basic details displays information about the system. Here you can find:

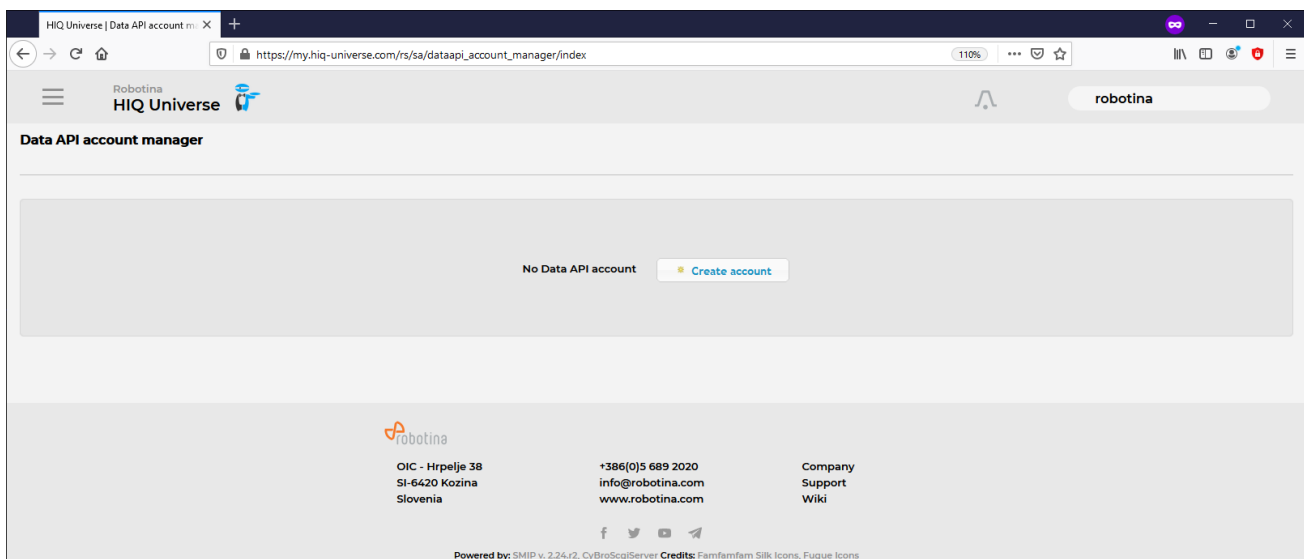
- Basic info
- Connections
- Instance parameters
- Instance controllers

Parameters can also be changed with click on Edit button.



User's details shows all user that have access to this instance. Owners can be added or deleted and have control and overview over this instance. Guest account can be added or removed and will have an overview and control of an instance. Guest can not change the settings.

## API key management





An application programming interface key (API key) is a unique identifier used for calling program with an API.

Clicking on Create account will create a new Data API key that can be renewed or deleted.

## Aggregation and overview of service providers installed systems

Instance	SN	Is online	Online status changed	Linker online (last day in seconds)	Last reboot	Linker SW ver	Types version	Init Phase	CPU Temperature	MEM Available	Unpublished messages	at	MC	Last MC online	Prog MC	Documentation	DB Status
	34400+240	1	2021-04-07 06:43:28	86249	2021-04-06 12:44:51	10.31	1.5	4	68	475	0	2021-04-07 13:55:25	30529	2021-04-07 13:49:25	11.3	["VANILLA":"0005", "log4j":"updated"]	0
	34400+242	0	2021-04-01 07:25:48	0	2021-03-30 12:49:11	10.31	1.5	4	58	511	0	2021-04-01 07:38:32	30525	2021-04-01 07:24:32	-1-1-1	["VANILLA":"0003", "SYSUP-0007":"2020-06-05", "SYSUP-0015":"2020-06-05", "SYSUP-0016":"2020-06-05"]	0
	34400+251	0	2021-04-06 12:14:26	44054	2021-04-01 09:10:08	10.31	1.5	4	62	469	0	2021-04-06 12:10:37	30528	2021-04-06 12:10:37	-1-1-1	["VANILLA":"0003", "SYSUP-0007":"2020-06-05", "SYSUP-0015":"2020-06-05", "SYSUP-0016":"2020-06-05"]	0
	34400+252	1	2021-04-07 05:50:36	86400	2021-03-09 17:04:17	10.41	1.5	4	59	383	0	2021-04-07 13:34:41	30549	2021-04-07 13:39:41	11.3	["VANILLA":"0003", "SYSUP-0007":"2020-06-05", "SYSUP-0015":"2020-06-05", "SYSUP-0016":"2020-06-05"]	0
	34400+256	1	2021-04-07 11:38:06	86245	2021-04-06 12:15:57	10.36	1.5	4	59	533	0	2021-04-07 13:36:27	30546	2021-04-07 13:41:27	11.3	["VANILLA":"0003", "SYSUP-0007":"2020-06-05", "SYSUP-0015":"2020-06-05", "SYSUP-0016":"2020-06-05"]	0

Aggregation and overview or so called fleet is a section where all relevant data from installed systems is collected and displayed. This section can vary amongst providers as the interface can be modified to suit the needs of individual service provider.

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