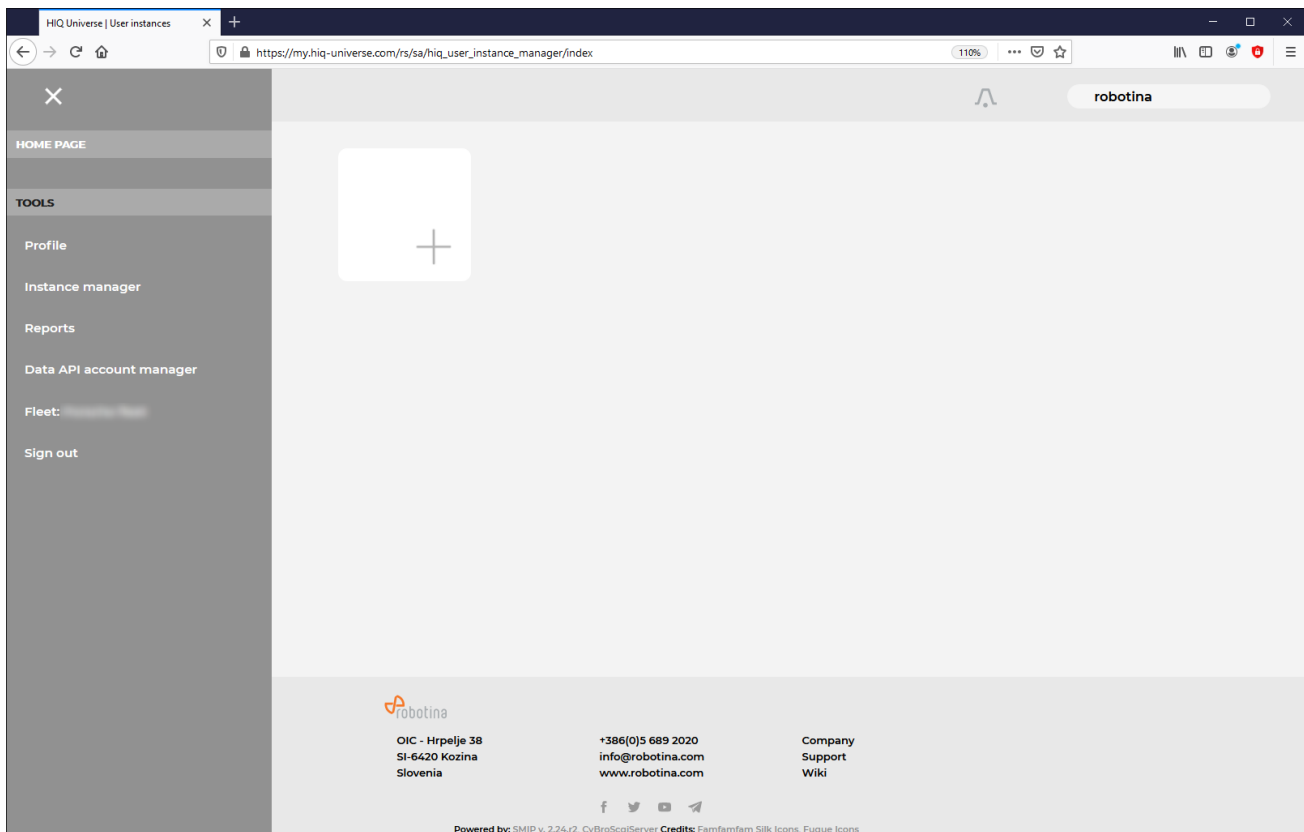


# HIQ UNIVERSE - Service provider

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

- Instance manager
- Data API account manager
- Fleet manager

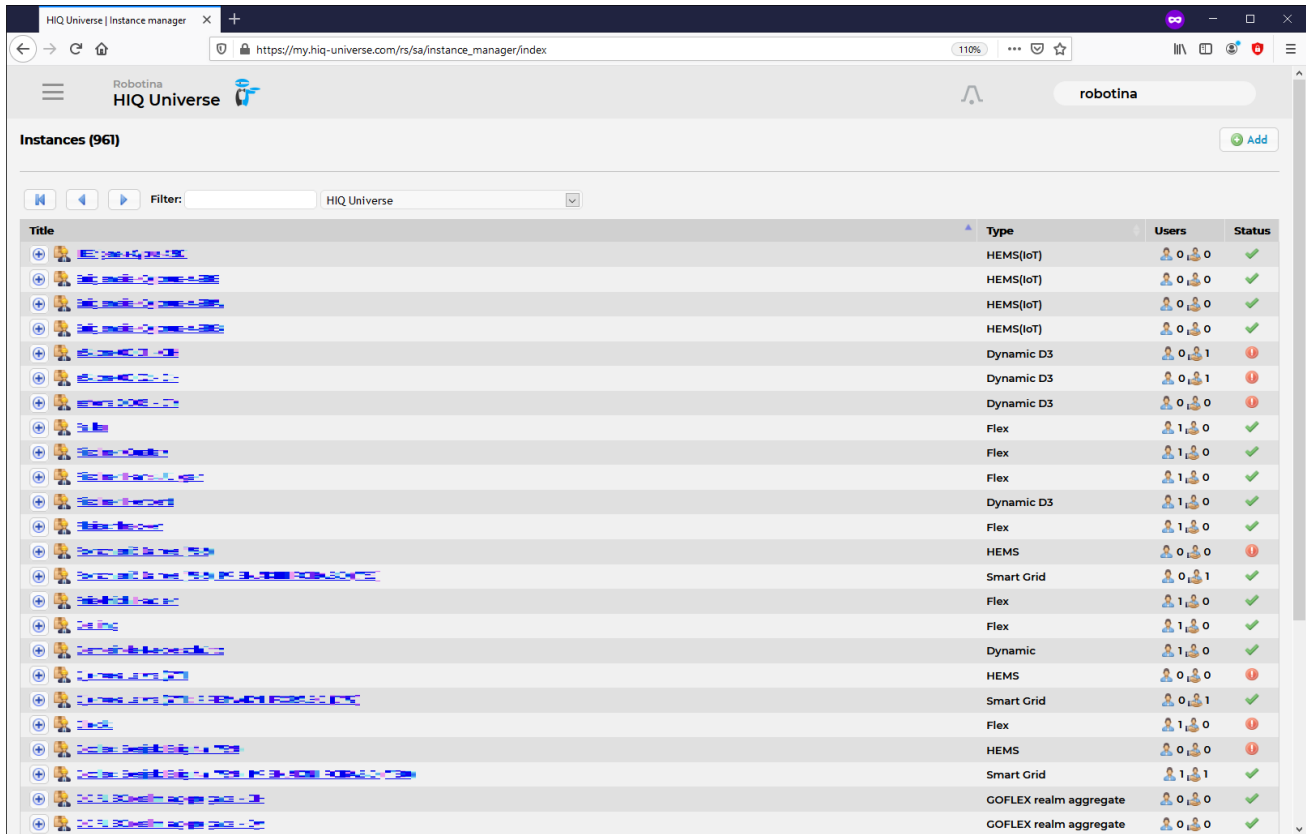
## Side menu



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 → Subscription to reports (Depending on the installation).
  - 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 a web browser window with the URL [https://my.hiq-universe.com/rs/sa/instance\\_manager/index](https://my.hiq-universe.com/rs/sa/instance_manager/index). The page title is "HIQ Universe | Instance manager". The main content area is titled "Instances (961)" and features a search filter set to "HIQ Universe". Below the filter is a table listing various installed systems. Each row includes a plus sign icon, a title, a type, user counts, and a status indicator.

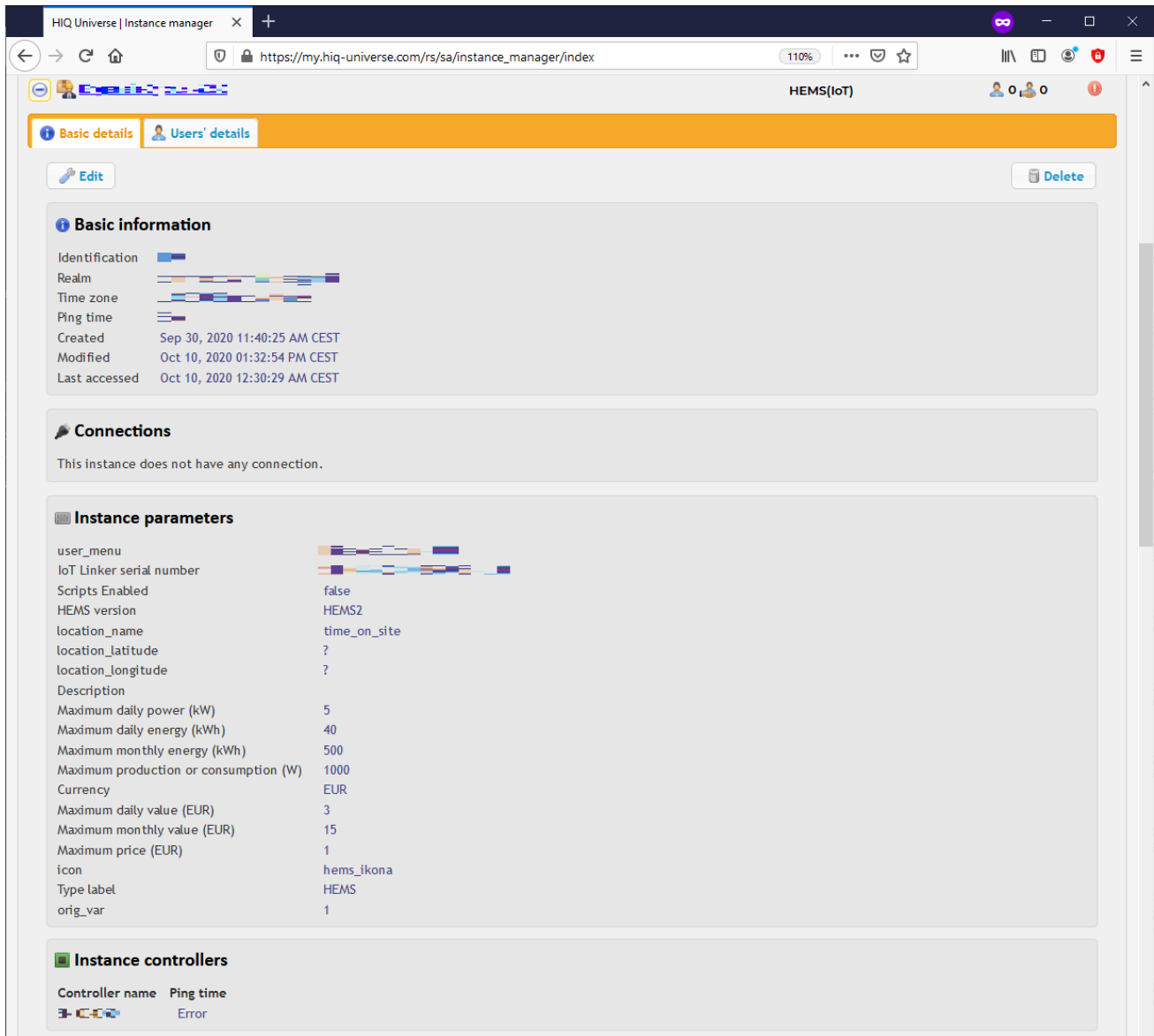
Title	Type	Users	Status
+	HEMS(IoT)	0 0 0	✓
+	HEMS(IoT)	0 0 0	✓
+	HEMS(IoT)	0 0 0	✓
+	HEMS(IoT)	0 0 0	✓
+	Dynamic D3	0 0 1	!
+	Dynamic D3	0 0 1	!
+	Dynamic D3	0 0 0	!
+	Flex	1 0 0	✓
+	Flex	1 0 0	✓
+	Flex	1 0 0	✓
+	Dynamic D3	1 0 0	✓
+	Flex	1 0 0	✓
+	HEMS	0 0 0	!
+	Smart Grid	0 0 1	✓
+	Flex	1 0 0	✓
+	Flex	1 0 0	✓
+	Dynamic	1 0 0	✓
+	HEMS	0 0 0	!
+	Smart Grid	0 0 1	✓
+	Flex	1 0 0	!
+	HEMS	0 0 0	!
+	Smart Grid	1 0 1	✓
+	GOFLEX realm aggregate	0 0 0	✓
+	GOFLEX realm aggregate	0 0 0	✓

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

- Name
- Type
- Users (nr. of Owners and Guests)
- Status (Online/Offline)

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:

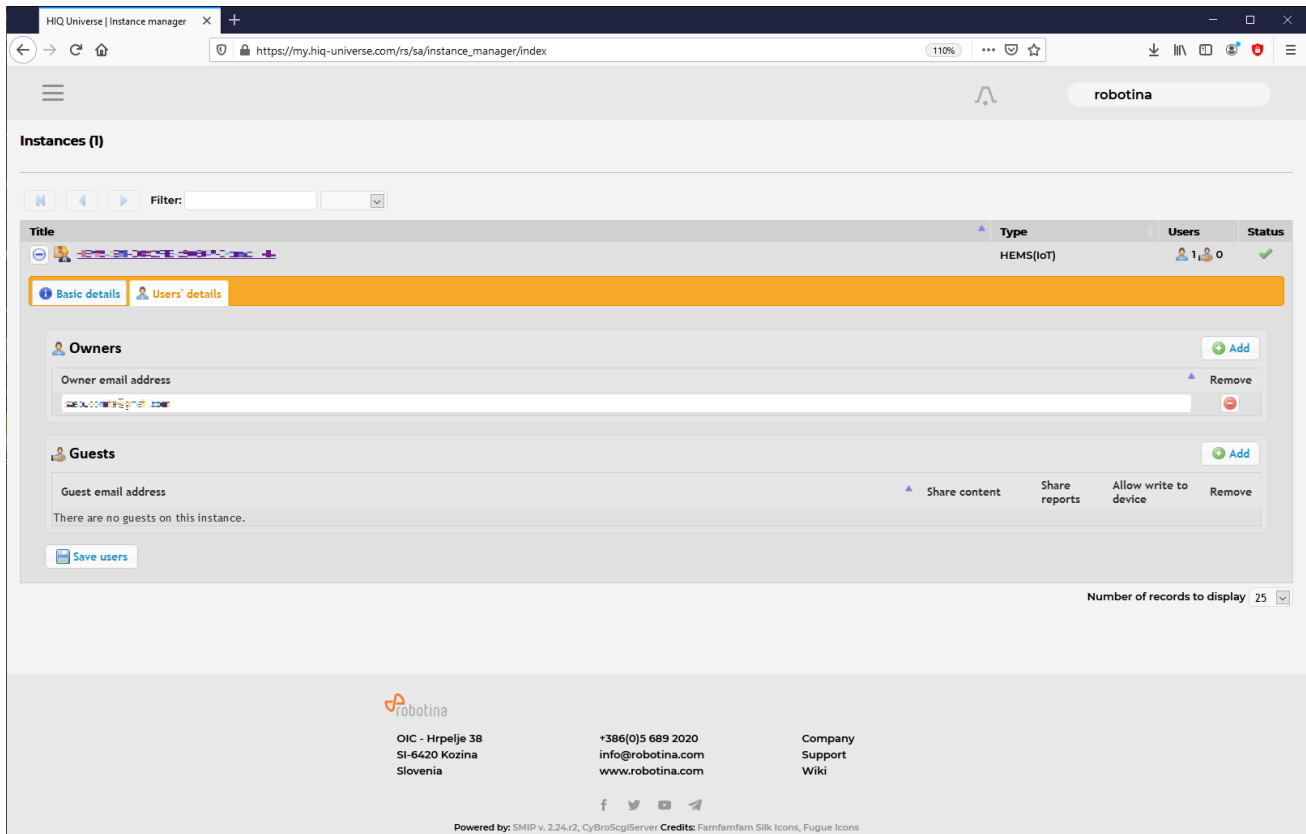
- **Basic details**
- **User's details**



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

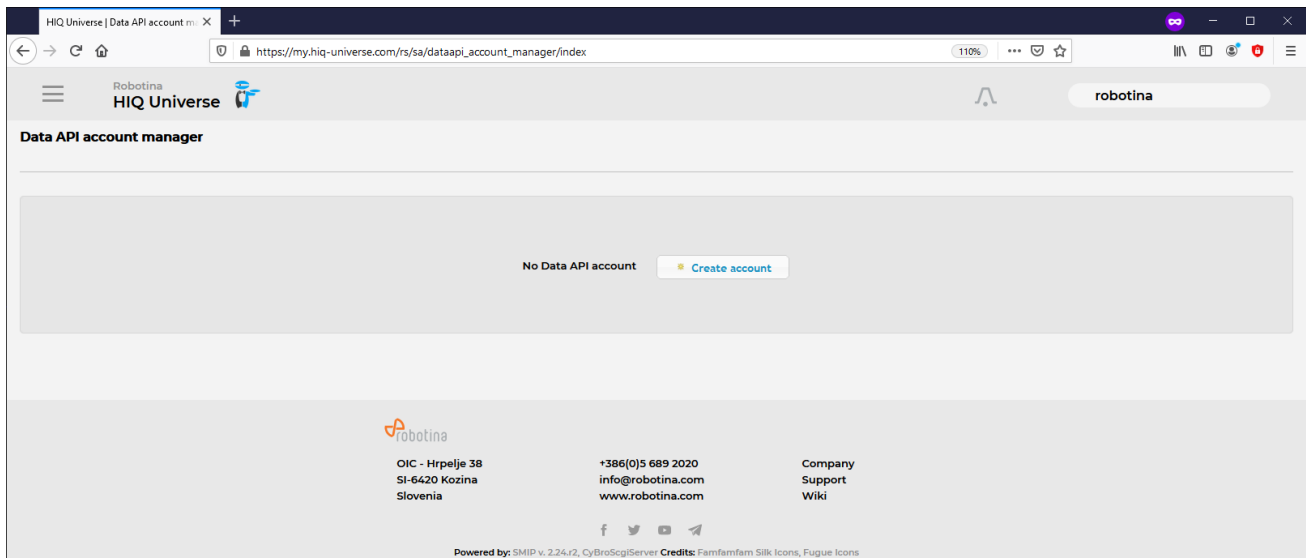
- Basic info
- Connections
- Instance parameters
- Instance controllers

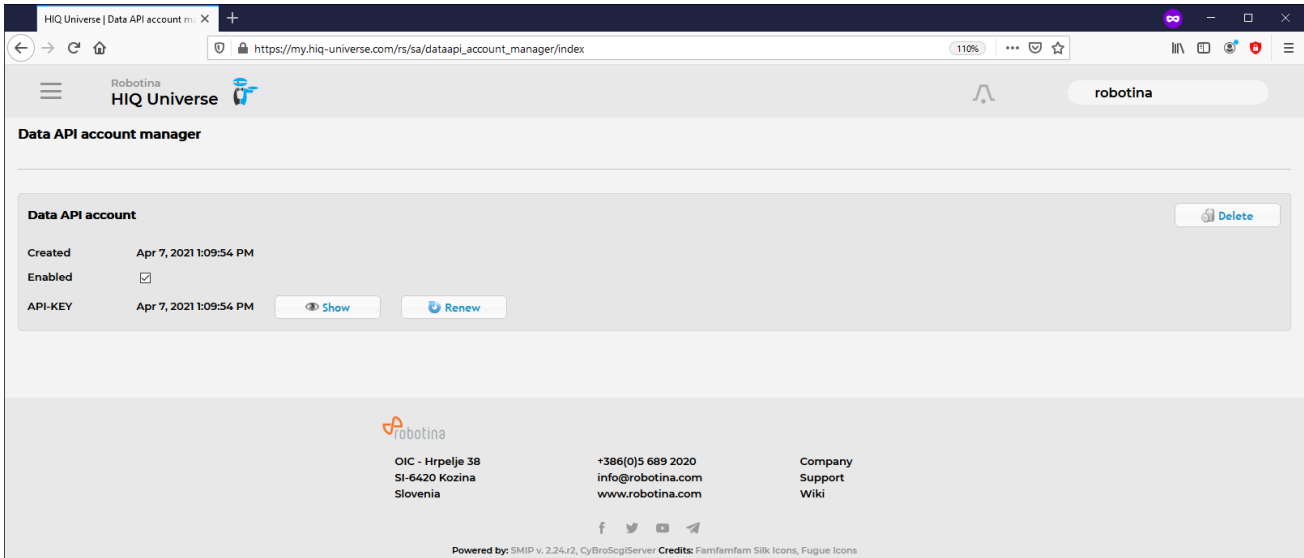
Parameters can also be changed with a click on Edit button.



User's details shows all user that have access to this instance. Owners can be added or removed and have overview, control and settings over this instance. Guest account can be added or removed and will have an overview of an instance. We can select if we want to share reports with guests and to allow writing to the device. Guests 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 13:40:25	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+250	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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Last update: 2021/11/19 14:08

