



HOW-TO GUIDE

Dashboard Vitals Panel

Monitoring alarms, infrastructure, firmware, and clients in Shasta Cloud

DOCUMENT TYPE

How-To Guide

PLATFORM

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Overview

The **Vitals Panel** is a row of four metric widgets at the top of the Shasta Cloud Dashboard that provides an at-a-glance summary of your network's health — **active alarms**, **infrastructure status**, **firmware state**, and **connected client counts**. Monitoring these metrics helps ensure seamless network operations.

Prerequisites:

- You must be logged into the Shasta Cloud Portal.
- Select either **Deployment View** or **Network View** in the View Selector (top-right). **Business View** does not show the Vitals Panel.

Scope: Dashboard

Deployment / Network View

At-a-Glance Health

Shasta Cloud Platform

Step 1 — Accessing the Vitals Panel

Navigate to: Dashboard (left navigation)

In Deployment View or Network View, a row of four metric widgets appears at the top of the page. This row is the **Vitals Panel**.

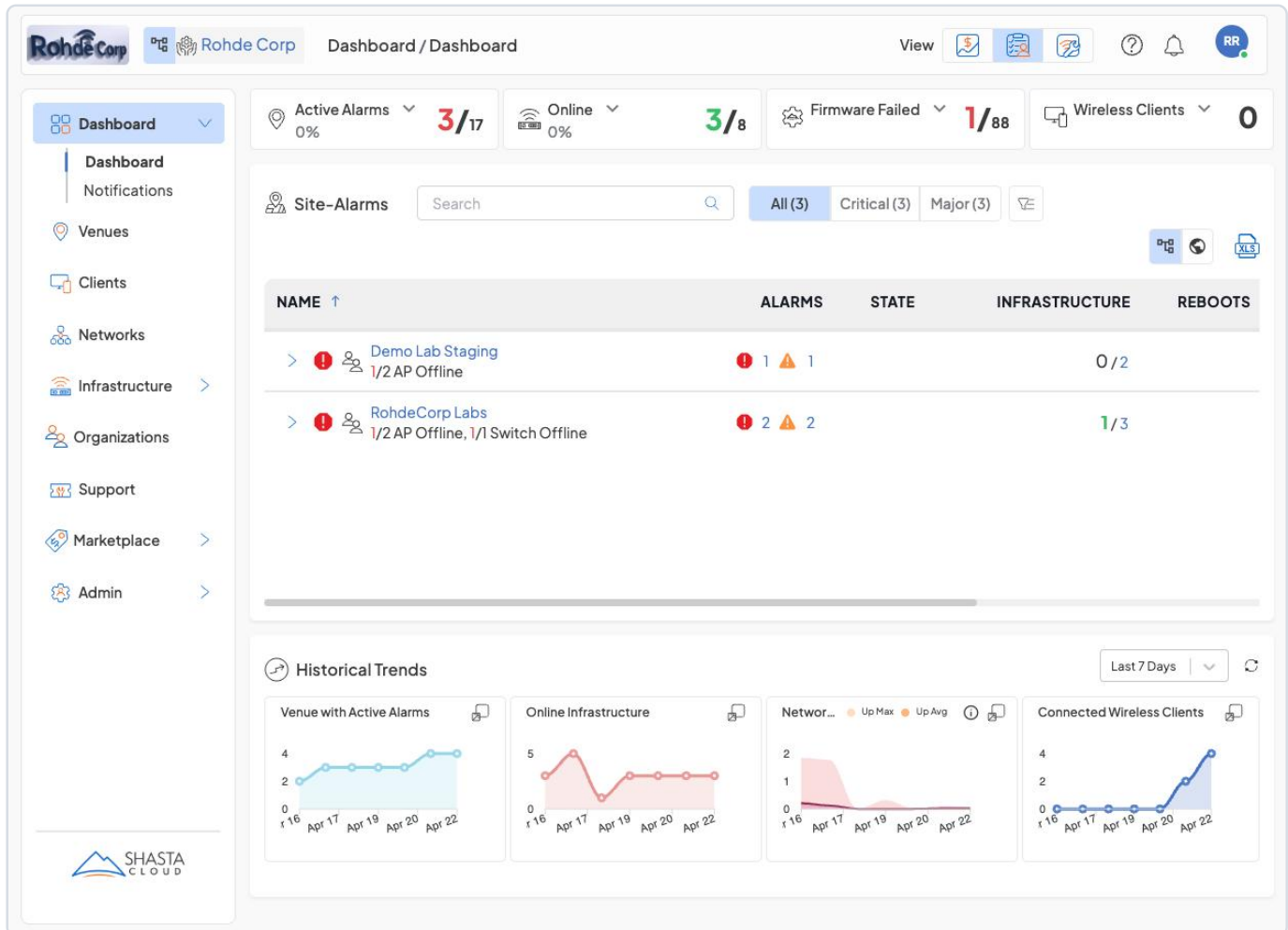


Figure 1 — Dashboard in Deployment View showing the full Vitals Panel at the top with four widgets: Active Alarms, Online, Firmware Failed, and Wireless Clients. Below the panel is the Site-Alarms table and Historical Trends graphs.

#	Widget	What it shows
1	Active Alarms	Count of venues with active alarms out of total venues, plus a trend % vs. yesterday.

#	Widget	What it shows
2	Online (Infrastructure)	Count of online infrastructure devices out of total, plus a trend %.
3	Firmware Failed	Count of devices with a failed firmware upgrade out of total infrastructure.
4	Wireless Clients / Clients	Count of currently connected wireless clients (or wired, depending on selection).

Each widget displays the count in an `X / Y` format where `X` is the count of the selected metric and `Y` is the total. A trend indicator (`% Up` or `% Down`) shows how the metric has changed compared to the previous 24 hours.

Note: The values displayed in the Vitals Panel reflect the currently selected hierarchy level. If you have a specific Organization or Sub-Organization selected in the hierarchy picker, the numbers shown reflect only that selection — not the entire MSP.

Step 2 — Viewing Alarm Trends (Active Alarms Widget)

Viewing Active Alarms

By default, the first widget displays **Active Alarms** — the count of venues that currently have at least one active alarm, shown as a fraction of total venues. The percentage below the count (e.g., `0%`) indicates the proportion of venues with active alarms.

A trend indicator shows how this count has changed compared to the last 24 hours. For example, a 50% decrease means the number of venues with active alarms has been halved since yesterday.

Switching the Venue Widget View

Click the dropdown arrow (`▾`) on the Active Alarms widget to expand the full venue status breakdown:

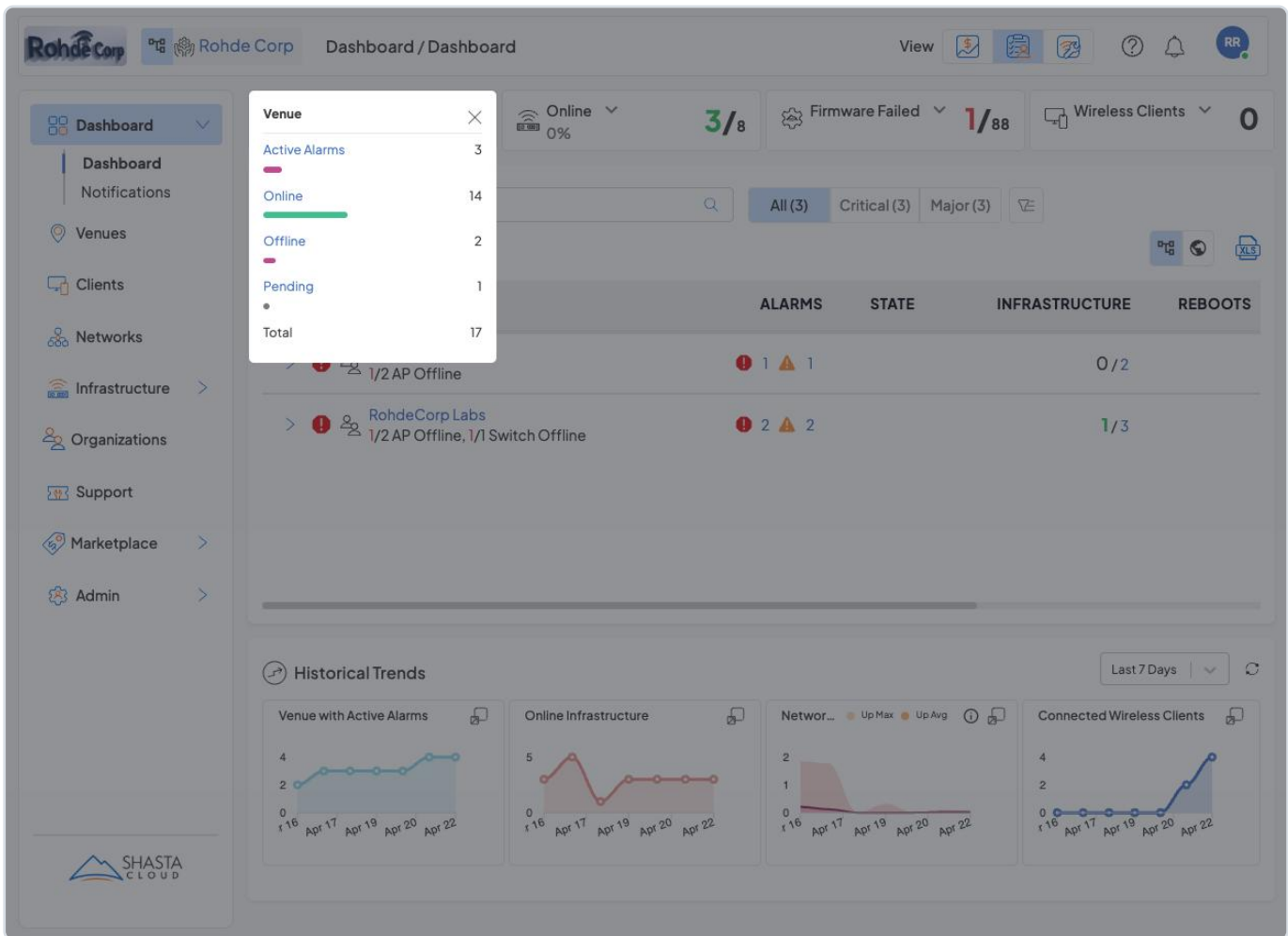


Figure 2 — The Venue dropdown open on the first widget, showing Active Alarms, Online, Offline, Pending, and Total options with color-coded counts.

Option	Description
Active Alarms	Count of venues that currently have at least one active alarm.
Online	Count of venues where all infrastructure is connected to Shasta Cloud.
Offline	Count of venues where at least one infrastructure device is not connected.
Pending	Count of venues in a pending / provisioning state.
Total	Total count of all venues under the selected hierarchy.

Select the desired option to update the widget. This selection is persistent across your session — returning to the Dashboard will show the same selection you made previously.

Note: A venue is considered **Offline** if at least one of its infrastructure devices is not connected to Shasta Cloud.

Step 3 — Viewing Infrastructure Trends (Online Widget)

The second widget in the Vitals Panel shows **Online Infrastructure** by default — the count of infrastructure devices (APs and switches) currently connected to Shasta Cloud, as a fraction of total infrastructure.

Click the dropdown arrow (▾) to switch to other infrastructure metrics:

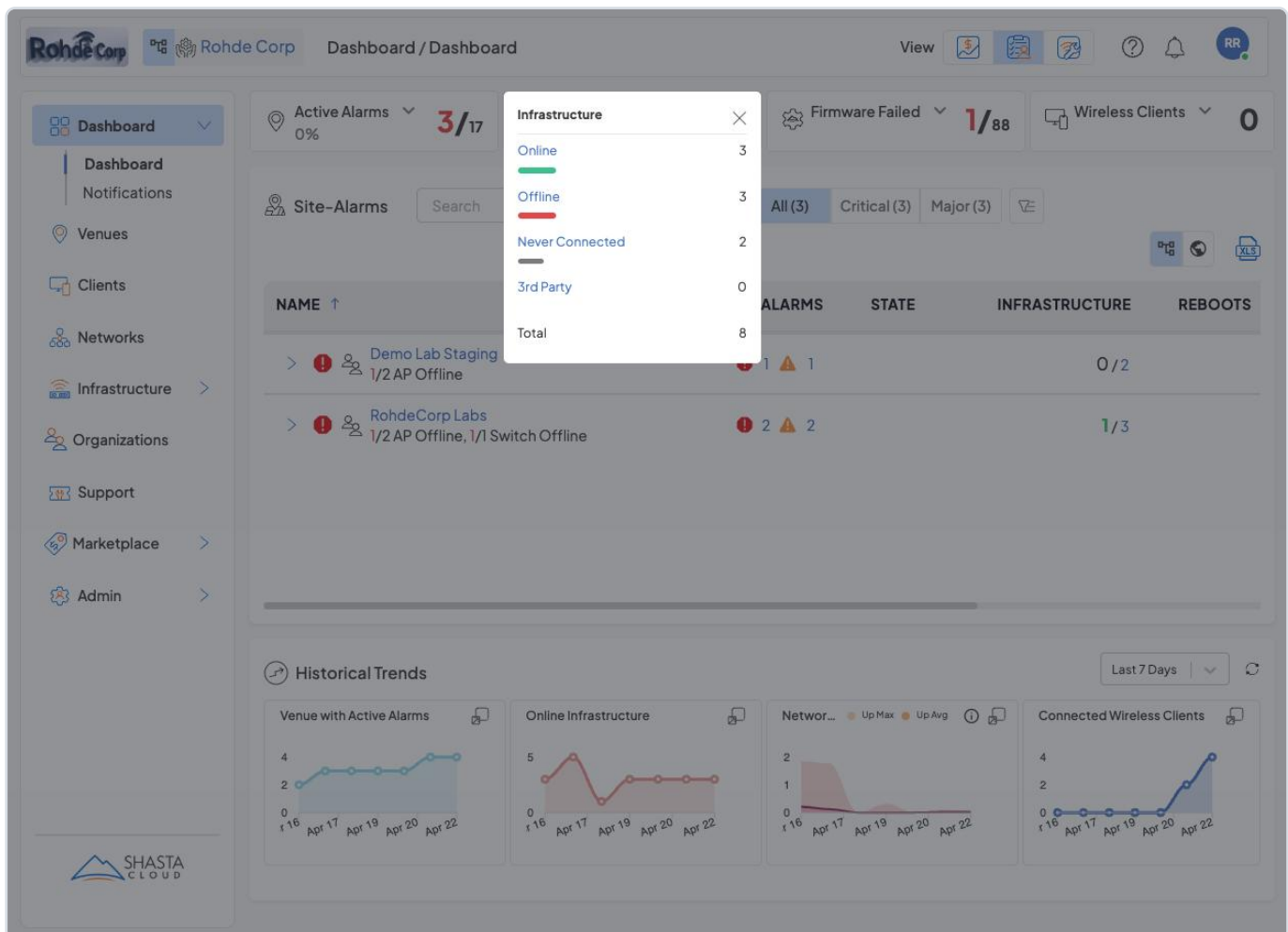


Figure 3 — The Infrastructure dropdown open on the second widget, showing Online, Offline, Never Connected, 3rd Party, and Total options.

Option	Description
Online	Count of infrastructure devices currently connected to Shasta Cloud under the selected hierarchy.
Offline	Count of infrastructure devices that are not currently connected.
Never Connected	Count of infrastructure devices that have been added to Shasta Cloud but have never established a connection.
3rd Party	Count of third-party hardware that is not Shasta-certified infrastructure.
Total	Total count of all infrastructure devices under the selected hierarchy.

Deeper view on the Infrastructure page

You can also view a detailed breakdown of infrastructure connectivity on the **Infrastructure** page, which shows the **Infrastructure Release Status** bar chart (In Progress / Failed / Scheduled / Out of Date / Up to Date) and a model inventory.

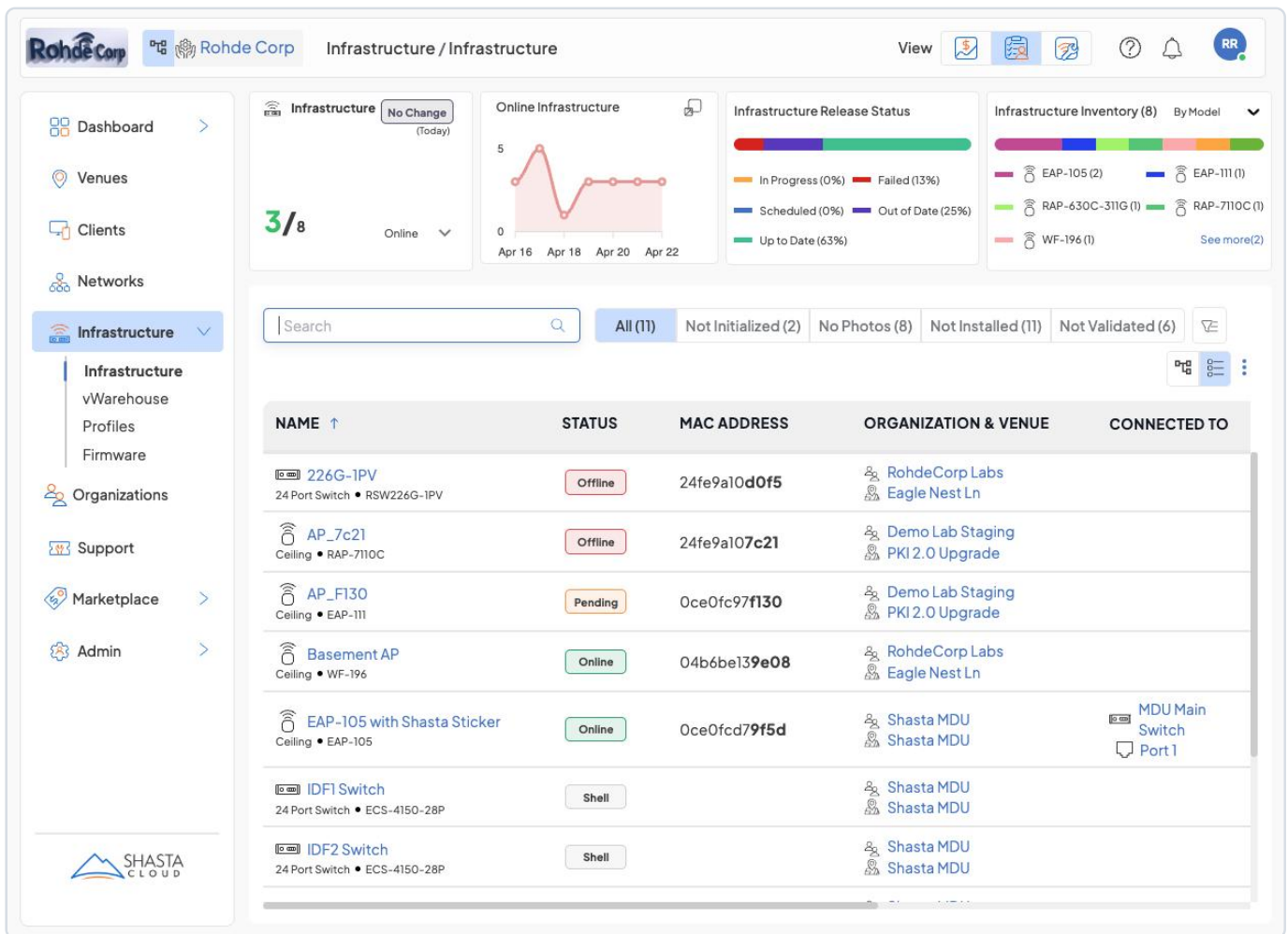


Figure 4 — Infrastructure page showing the Online counter widget, the Infrastructure Release Status horizontal bar chart with color-coded segments, and the Infrastructure Inventory broken down by model (EAP-105, EAP-111, RAP-630C-311G, RAP-7110C, WF-196).

Step 4 — Firmware Status Overview

The third widget in the Vitals Panel shows **Firmware Failed** by default — the count of devices where a firmware upgrade has failed, as a fraction of total infrastructure. Click the dropdown arrow (▾) to see the full firmware breakdown:

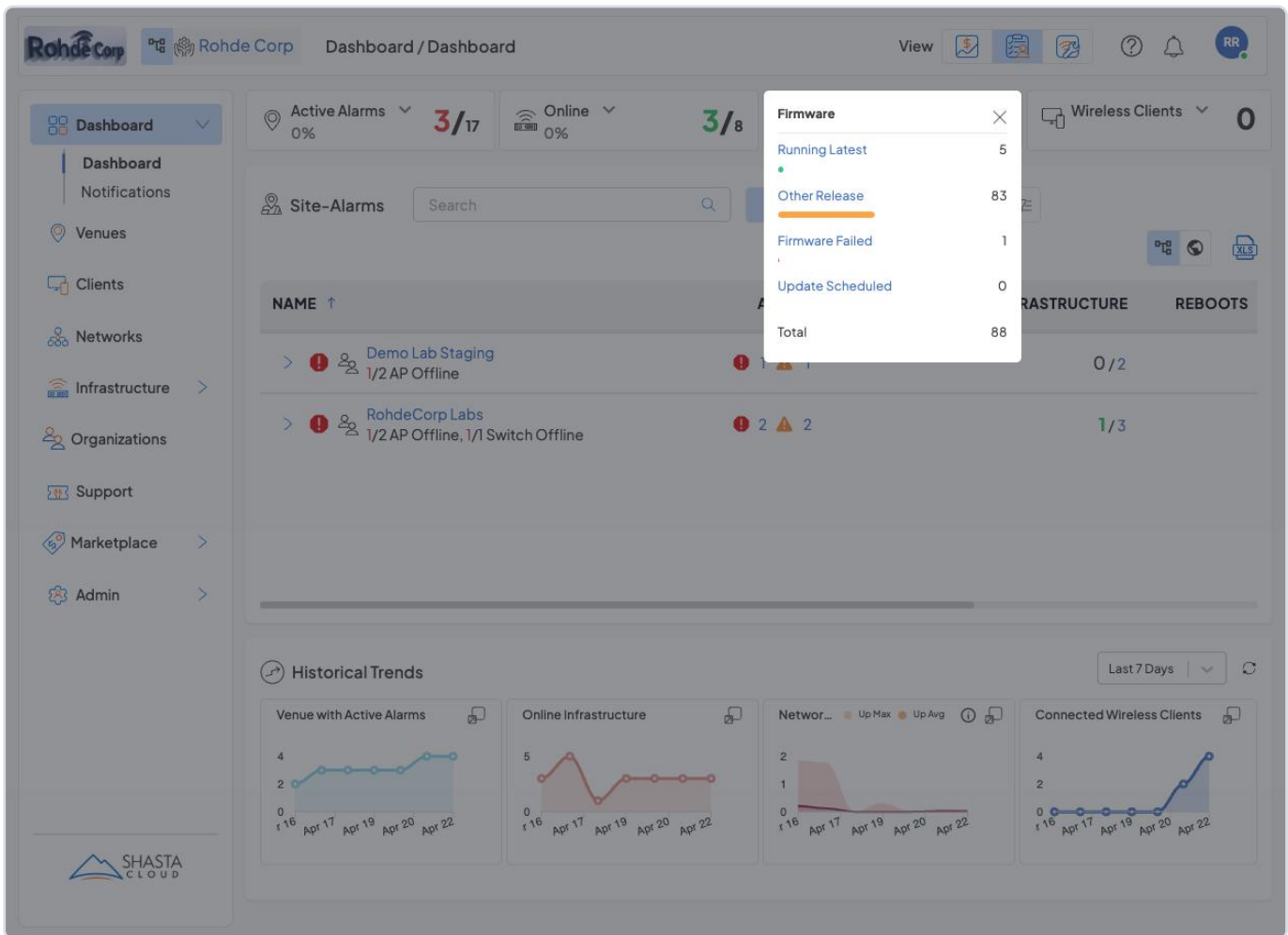


Figure 5 — The Firmware dropdown open on the third widget, showing Running Latest, Other Release, Firmware Failed, Update Scheduled, and Total options.

Metric	Description
Running Latest	Count of infrastructure devices currently running the latest firmware version available in Shasta Cloud.
Other Release	Count of devices running a firmware version that is not the latest but is still recognized by Shasta Cloud.
Firmware Failed	Count of devices where a firmware upgrade attempt has failed — these require troubleshooting or a manual retry.
	Count of devices with a pending firmware update that is scheduled to be applied.

Metric	Description
Update Scheduled	
Total	Total infrastructure devices under the selected hierarchy.

Deeper view on the Firmware Releases page

For a deeper view of firmware state across your fleet, navigate to [Infrastructure](#) → [Firmware](#) in the left menu. The **Firmware Releases** page shows each available release version, release date, impact level (**Major** / **Critical**), the number of organizations and venues it applies to, and the current infrastructure deployment status.

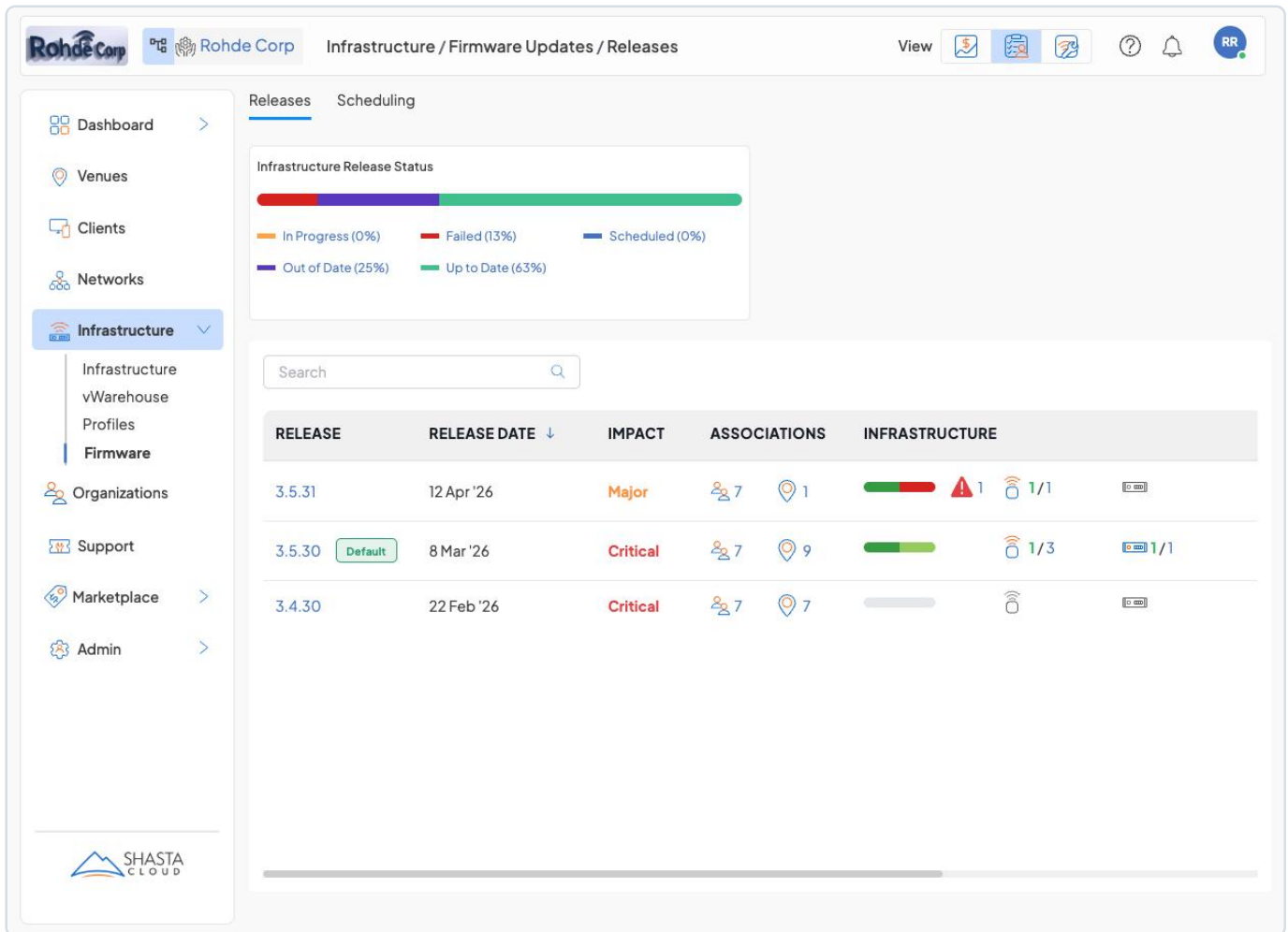


Figure 6 — Infrastructure / Firmware Updates / Releases page showing the Infrastructure Release Status bar chart and a table with columns Release, Release Date, Impact, Associations, and Infrastructure deployment counts. The 3.5.30 release is marked as "Default".

Tip: Keeping firmware up to date is important for security, stability, and access to the latest features. Prioritize resolving any **Firmware Failed** devices by navigating to the Infrastructure page, filtering by **Issues**, and retrying the firmware update.

Step 5 — Connected Clients

The fourth widget in the Vitals Panel shows **Wireless Clients** by default — the real-time count of wireless devices currently connected to the network. Click the dropdown arrow (▾) to switch between **Wired** and **Wireless** client counts:

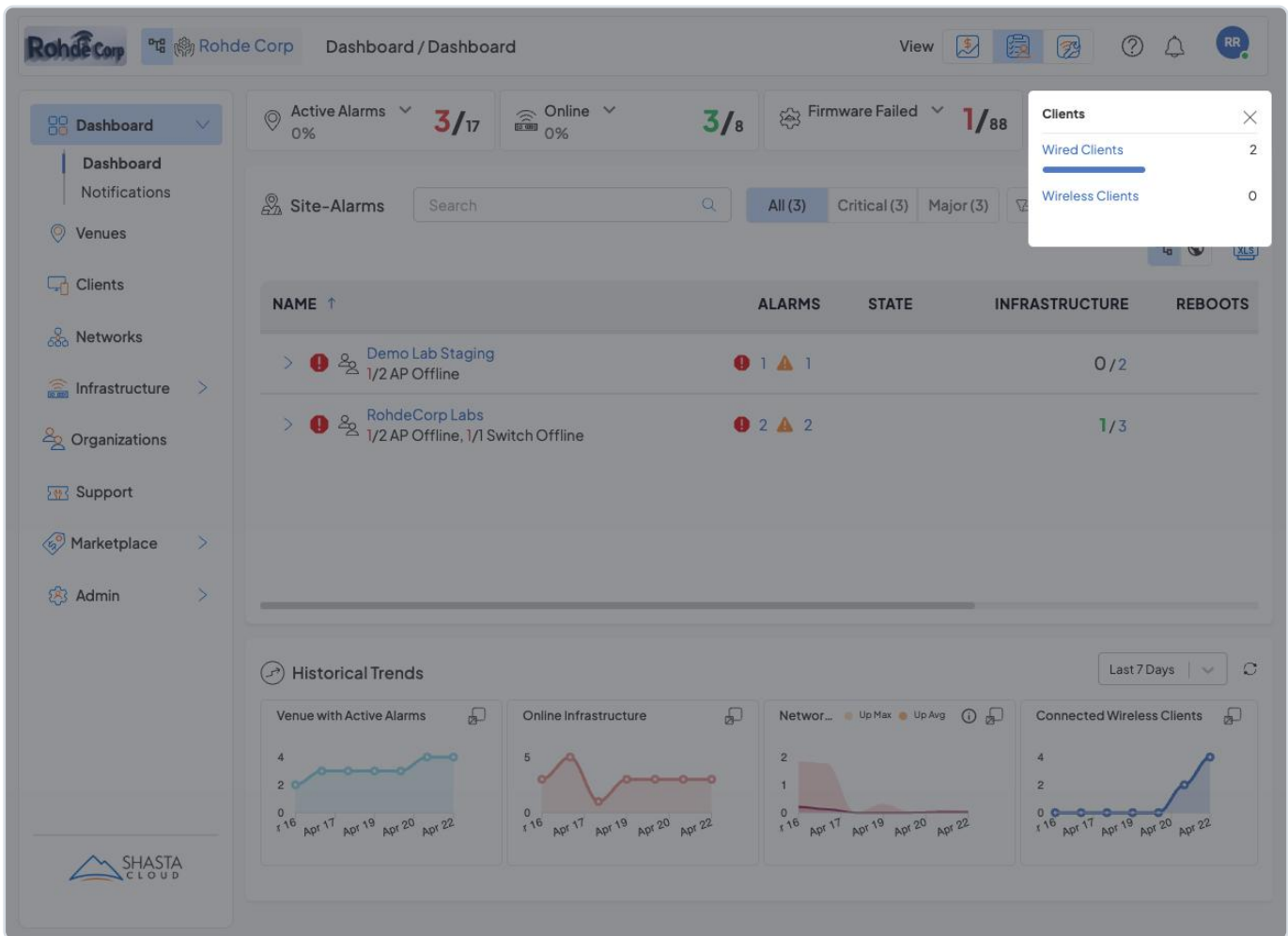


Figure 7 — The Clients dropdown open on the fourth widget, showing Wired Clients and Wireless Clients options with color-coded counts.

Metric	Description
Wired Clients	Count of client devices currently connected via Ethernet (wired connections) to the infrastructure.
Wireless Clients	Count of client devices currently connected via Wi-Fi (wireless connections) to the infrastructure.

Deeper view on the Clients page

For a detailed view of all client devices, navigate to **Clients** in the left menu. The Clients page shows a trend graph for connected wireless clients, quick filter tabs (**Connected, Disconnected, All, Banned, Failed**), and a table with columns for Name, MAC Address, IP Address, VLAN, Identity, and Network.

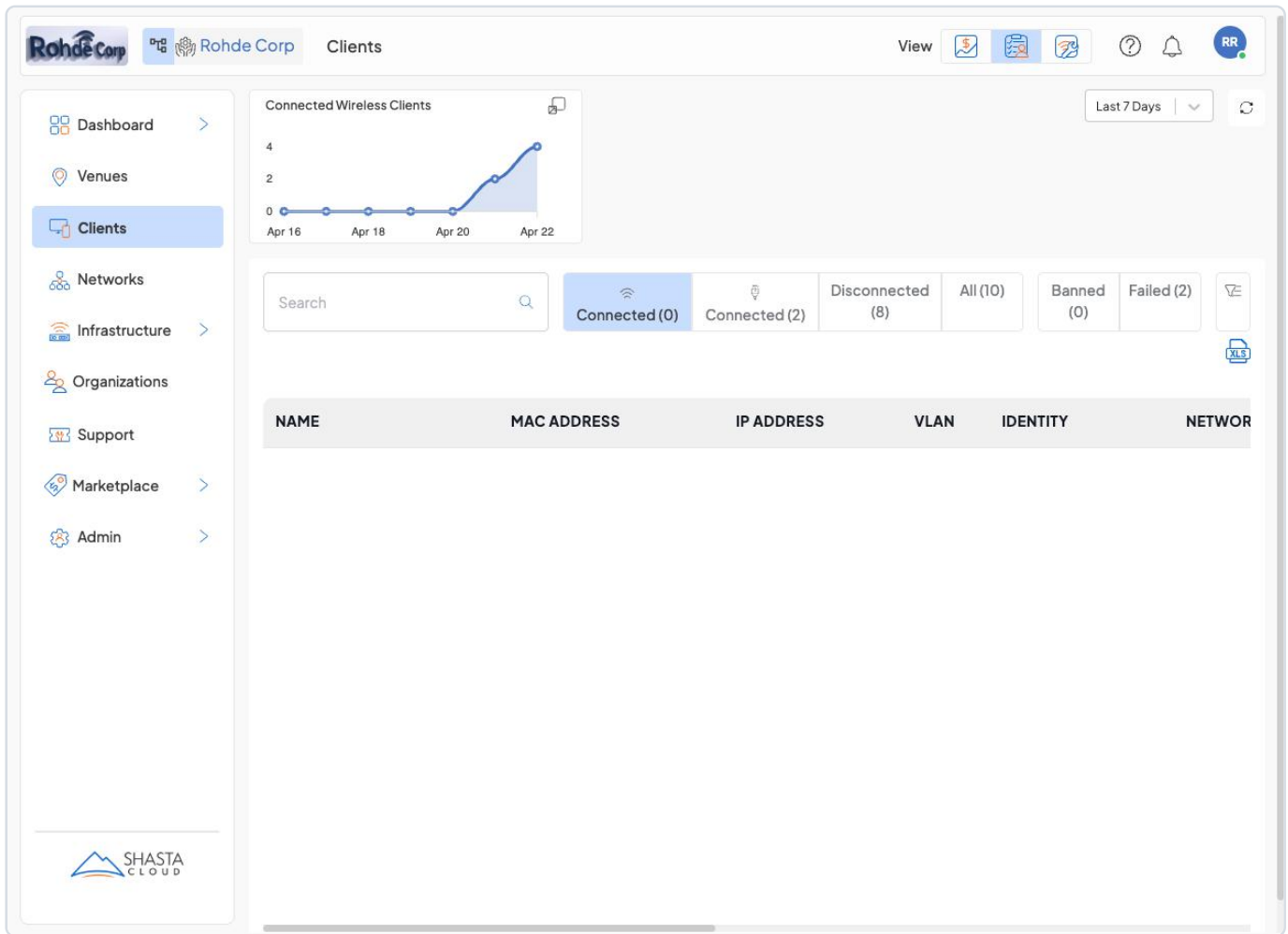


Figure 8 — The Clients page showing a Connected Wireless Clients trend graph (Last 7 Days), filter tabs (Connected, Disconnected, All, Banned, Failed), and the client table with the Connected (wireless, 0) filter selected.

The Full Dashboard at a Glance

In addition to the Vitals Panel, the Dashboard in Deployment / Network View also provides:

Site-Alarms Table

Shows venues with active alarms, including the alarm count by severity (**Critical**, **Major**), the infrastructure online/offline ratio, and the reboot count.

Each row can be expanded to see individual alarm details.

Historical Trends Graphs

Shows trend charts for **Venue with Active Alarms**, **Online Infrastructure**, **Network Throughput**, and **Connected Wireless Clients** over the selected time range.

Default range: **Last 7 Days**.

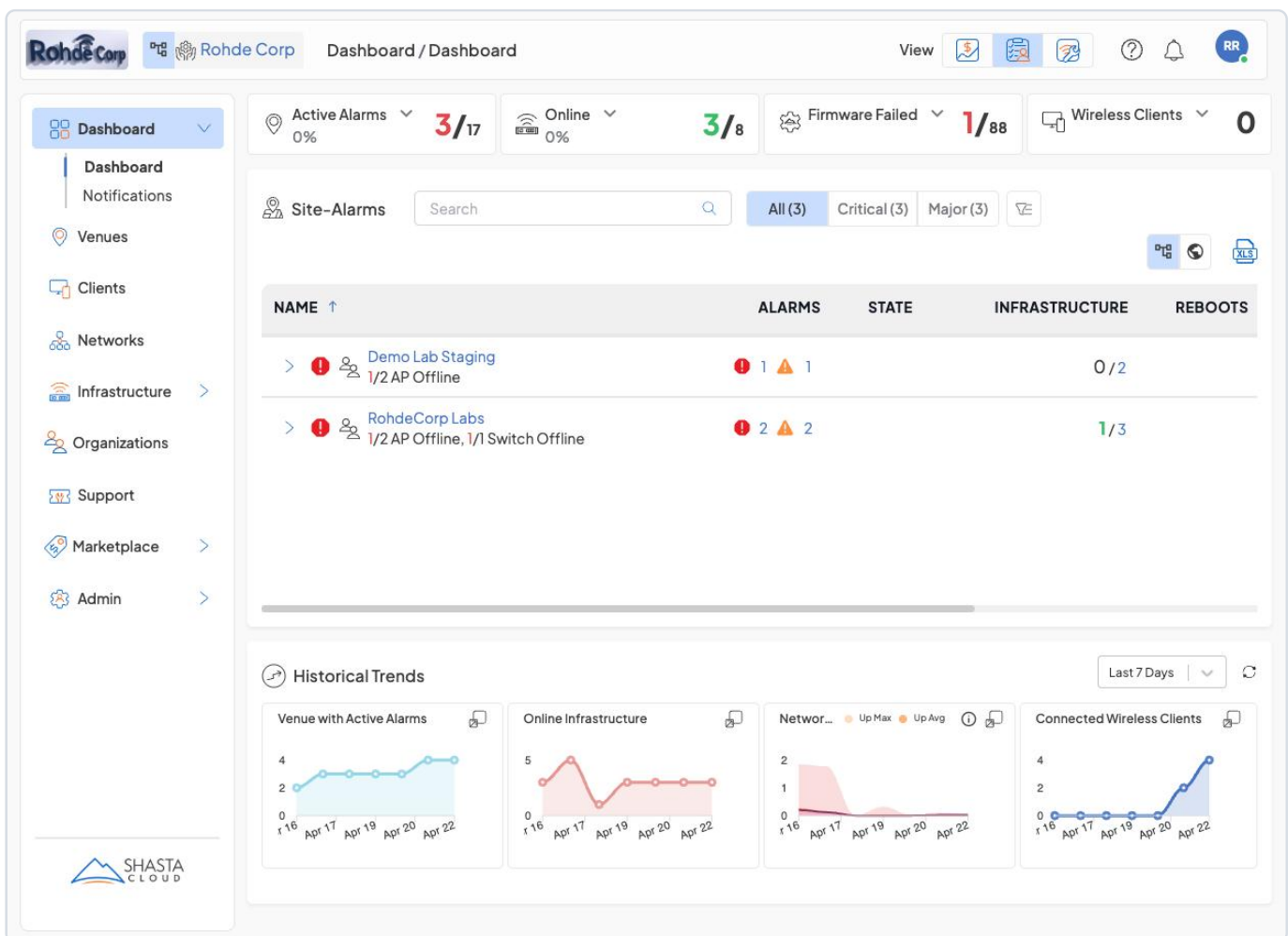


Figure 9 — Dashboard showing the Site-Alarms table with Demo Lab Staging and RohdeCorp Labs rows (with alarm counts, infrastructure status, reboots), and below it the Historical Trends section with 4 graphs.

Best Practice: Aim to maintain **0% Active Alarms** across your venues. Active alarms indicate infrastructure connectivity issues that may be impacting end users. Use the Site-Alarms table to identify affected venues and drill in to resolve issues promptly.

For further assistance, contact Shasta Cloud Support by creating a support ticket from the **Support** section of the platform.