

Thrive T-Box Notifications

95% of interruptions in Thrive services are due to two problems. Both can both be resolved by the user within 5 minutes. An incorrect line status and missing downtimes or counts are all indicators of these two issues:

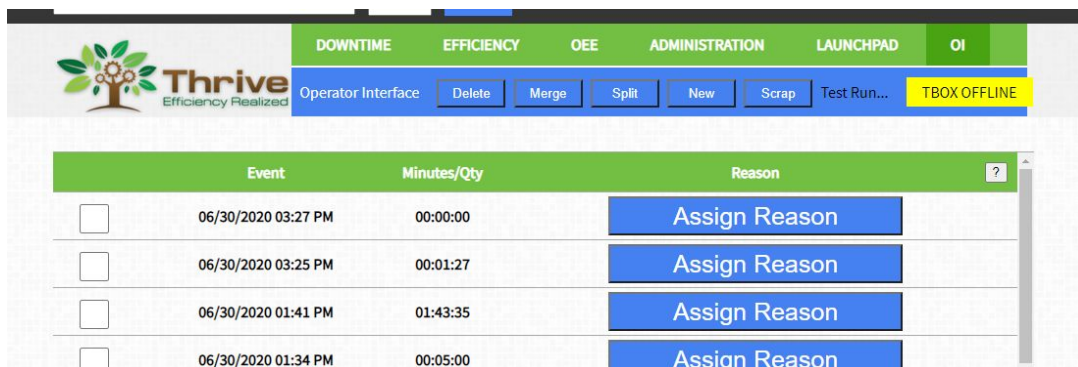
- The T-Box is offline
- The T-Box has performed a Windows update and didn't fully reboot.

Management or supervision should get a LogMeIn alert within 10 minutes via email of when the TBOX goes offline. The alert includes a link to login (you need to log into a LogMeIn account) and see if the computer is still offline). LogMeIn will send an additional alert when it comes back online. If the T-Box remains offline with no UP alert for longer than 10 minutes, check that it's powered up and has an internet connection. This can be done via the LogMeIn alert link or by connecting Monitor, mouse and keyboard. If you wish to do this through the LogMeIn link, please contact support with the appropriate email, and we'll add permission for you.

If the T-Box comes online but still is not collecting, it is likely stuck on a Windows Update Confirmation Screen. To resolve this issue follow the instructions here <https://www.downtimecollectionsolutions.com/wp-content/uploads/2021/02/Handling-Windows-Updates.pdf>.

Additional Reporting Available Spring 2021

T-Box offline alert on the OI screen. Users will be notified where the Line Status normally shows on that screen:



Event	Minutes/Qty	Reason
<input type="checkbox"/> 06/30/2020 03:27 PM	00:00:00	Assign Reason
<input type="checkbox"/> 06/30/2020 03:25 PM	00:01:27	Assign Reason
<input type="checkbox"/> 06/30/2020 01:41 PM	01:43:35	Assign Reason
<input type="checkbox"/> 06/30/2020 01:34 PM	00:05:00	Assign Reason

T-Box offline alert on the Launch Pad. Instead of the normal red or green border to show the line's status, it will turn yellow when the T-Box is offline:

