

# System Dashboard

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## About System Dashboard

System dashboard is a new place for IT professionals and system administrators to get insight into their Scholantis system, identify problems and get help. From here, they can:

- [Access site analytics](#)
- Review server information, including disk space
- See up-time reports
- View version and licensing information
- Find information about site content, such as content database status and a breakdown of content usage by site type.

Access has been pre-configured for system administrators. Administrators can quickly provide access to other staff inside the dashboard.

The dashboard is intended to provide greater transparency into the state of your system and allow easy access to the information you need to manage the day to day workings of your site.

## Access System Dashboard

To access the System Dashboard:

- Click **SYSTEM DASHBOARD** in the utility links on the top right hand side of the page.
- By default, you are taken to the Overview page:

The screenshot shows the 'System Dashboard' interface. On the left is a navigation sidebar with the following items: Overview (selected), System, Content, User Diagnostics, Scholantis Support, and Access. The main content area is titled 'Overview' and contains several widgets: 'Useful Links' with links to Scholantis Support, User Guides & Technical Docs, Google Analytics, and Getting Started; 'Technical News' with a list of release notes including 5.0, 4.21.4, 4.21.3, and 4.21.1; '@Scholantis' social media feed; and 'Scholantis Support' showing 14 Open, 1 Pending, and 19 Closed tickets for the last 30 days, with an 'OPEN SUPPORT' button.

Here you can access the latest information from Scholantis, including useful links, technical news, and our twitter feed.

The App Launcher (shown above) only displays in the menu if you are using the Sharepoint 2016 portal. For more information, see the topic, [App Launcher](#).

## View System Information

The System section allows you to view the system version, your system's uptime, the content databases, the servers and the status of the SIS data sync.

To view System information:

- Click the **System** link in the left hand navigation bar to access the System page:

The screenshot shows the 'System' page header with a 'HELP' icon. Below the header are four expandable sections, each with a red arrow on the right side:

- System Version**: Expanded to show a table with columns: Sharepoint (15.0.4719.1000), Scholantis (5.1.0.123), and Client (5.1.0.0).
- Content Database**: Collapsed.
- Servers**: Collapsed.
- SIS Data Sync**: Collapsed.

- Click the arrows on the right side to expand any of the areas.

## Uptime

The Uptime section allows you to view the uptime for both your web and portal sites. This includes the average response time in milliseconds, the percent of time in the last 30 days that the site has been up, and the amount of time in the last 30 days that the site has been down.

The screenshot shows the 'Uptime' page header with a green arrow on the right. Below the header is a table with two columns: **web2013demo.devlantis.com** and **portal2013demo.devlantis.com**. The table has four rows of data and two 'FULL REPORT' buttons at the bottom.

web2013demo.devlantis.com	portal2013demo.devlantis.com
Avg Response 832ms	Avg Response 605ms
Uptime 99.89 %	Uptime 99.95 %
Downtime 38 minutes	Downtime 16 minutes
<a href="#">FULL REPORT</a>	<a href="#">FULL REPORT</a>

## Servers

Provides a summary of servers monitored by Scholantis. Due to security restrictions in some customer environments, we can not retrieve all information. (If this is the case, you may see the message *Failed to retrieve data*).

## SIS Data Sync

The SIS Data Sync section allows you to confirm sync status, view configuration information, and export a report of unmapped students and teachers.

### SIS Data Sync ^

Index runs Daily Between 03:07:00 And 03:07:00

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#### Last Sync

Status	<span style="color: green;">✔</span> Succeeded
Ran on	Dec 12, 2017 3:07 AM
Duration	0 minutes

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#### Students

Imported	570	Total imported from the SIS
Unmapped	0	SIS not matched to an AD user
SIS mapping	Student_Code	SIS field used to find AD users
AD mapping	sAMAccountName	AD field used to match SIS users

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#### Teachers

Imported	24	Total imported from the SIS
Unmapped	0	SIS not matched to an AD user
SIS mapping	Teacher_Code	SIS field used to find AD users
AD mapping	sAMAccountName	AD field used to match SIS users

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#### Other

Schools	6
Classes	168
Parents	1140

## View Content Information

To view the Content information page:

- Click the **Content** link in the left hand navigation bar to access the Content page:

## Content

HELP

### Site Summary

Type	Count	Precreated	Size
District	3		770.20MB
Student Blog	134	200	1.71GB
Class	15	100	884.05MB
Department	6		37.37MB
Group	7	100	537.53MB
My Site	1		8.57MB
OneDrive	8		38.25MB
Portfolio	158	200	2.04GB
Public	7	100	847.95MB
School	12		94.98MB
<b>Total</b>	<b>351</b>	<b>700</b>	<b>6.89GB</b>

Updated Jan 3, 2018 3:37 AM

### Portfolio License

Portfolio	Number	Size
Active	26	347.04MB
<b>Total</b>	<b>158</b>	<b>1.01GB</b>

Updated Jan 3, 2018 3:37 AM

- The Site Summary displays the types of sites you have installed:
  - **Count** displays how many instances of the site have been installed.
  - **Precreated** lists blank stub sites that are ready to be used when someone makes a new site of that type.
  - **Size** is the site's file size.
- The Portfolio License displays a **Total** count and a count of **Active** portfolios (which are portfolios that contain content, such as one or more posts).

## View User Information

The user Diagnostics tool allows you to view information about a specific user.

### User Diagnostics

HELP



Search for a user to retrieve their diagnostic information.

Simply type in the user's name and the system displays their information:

Rowan Simon (BCH) ✕

## Rowan Simon (BCH)



Claim Identity i:0#.w\devlantis\bch-rsimon  
AD Account devlantis\bch-rsimon

### User Information

First Name Rowan  
Last Name Simon  
Title Staff  
Roles teacher, staff [ROLE REQUIREMENTS](#)  
Locations Scholantis School District (district), Beech Elementary (school)  
Email test@scholantis.com  
Phone Number +1 (604) 629 6620  
Home Directory

### Sites

Class Can create site  
Group Can create site  
Public <https://portal2013preview.scholantis.com/public/mz4ww5tpmrvzcs4or4gollunr4xc33c>  
Portfolio Requires one of these roles: student  
Student Blog Requires one of these roles: student  
One Drive [https://portal2013preview.scholantis.com/my/personal/devlantis\\_bch-rsimon/Documents](https://portal2013preview.scholantis.com/my/personal/devlantis_bch-rsimon/Documents)

### AD Groups

Name	Account	Gives Role	Gives Location
domain users	devlantis\domain users		
all teachers	devlantis\all teachers		
all staff	devlantis\all staff	staff	Scholantis School District
all users	devlantis\all users		
bch users	devlantis\bch users		Beech Elementary
bch teachers	devlantis\bch teachers	teacher	Beech Elementary

From this page, you can find out the following:

Diagnostic Type	Description
User Information	Displays a user's personal information, such as their name, title, role, location and contact information.
Sites	Lists the user's ability to own or maintain sites, as well as the location of their Public Site and One Drive.
AD Groups	Lists the Active Directory (Windows) groups that this user belongs to.
SIS User Information	Displays their SIS information.
SIS Classes	Displays the names of the classes they look after as per your SIS.
Site Listing	Displays the sites they look after, such as their class and group sites (if a teacher).

## Scholantis Support

This feature allows your district's IT staff and champion level users to view a list of your district's **Open**, **Pending**, and **Closed** Scholantis support tickets in the System Dashboard. You can also log tickets from here or view the Scholantis support site.

### Scholantis Support

🔗 SUPPORT SITE ➕ NEW TICKET

Open (14) ▼

Pending (1) ▼

Closed (19) ▼

Click on a ticket to view its details:

### Scholantis Support

← BACK TO LIST

#### Image won't load

🔗 Support Site

Status	Solved
Requester	Administrator <test@scholantis.com>
Assignee	Jaus Laird <jaus@scholantis.com>
Cc	
Chargeable	No
Updated	Jan 3, 2018 4:23 PM
Created	Jan 3, 2018 3:27 PM

Administrator <test@scholantis.com> commented on Jan 3, 2018 3:27 PM

I've uploaded three images to Feature Stories and they are not loading on Firefox.

Jaus Laird <jaus@scholantis.com> commented on Jan 3, 2018 4:23 PM

Internal

Jaus Laird | [jaus@scholantis.com](mailto:jaus@scholantis.com) | (604) 629 6620

Comment as Administrator <test@scholantis.com>

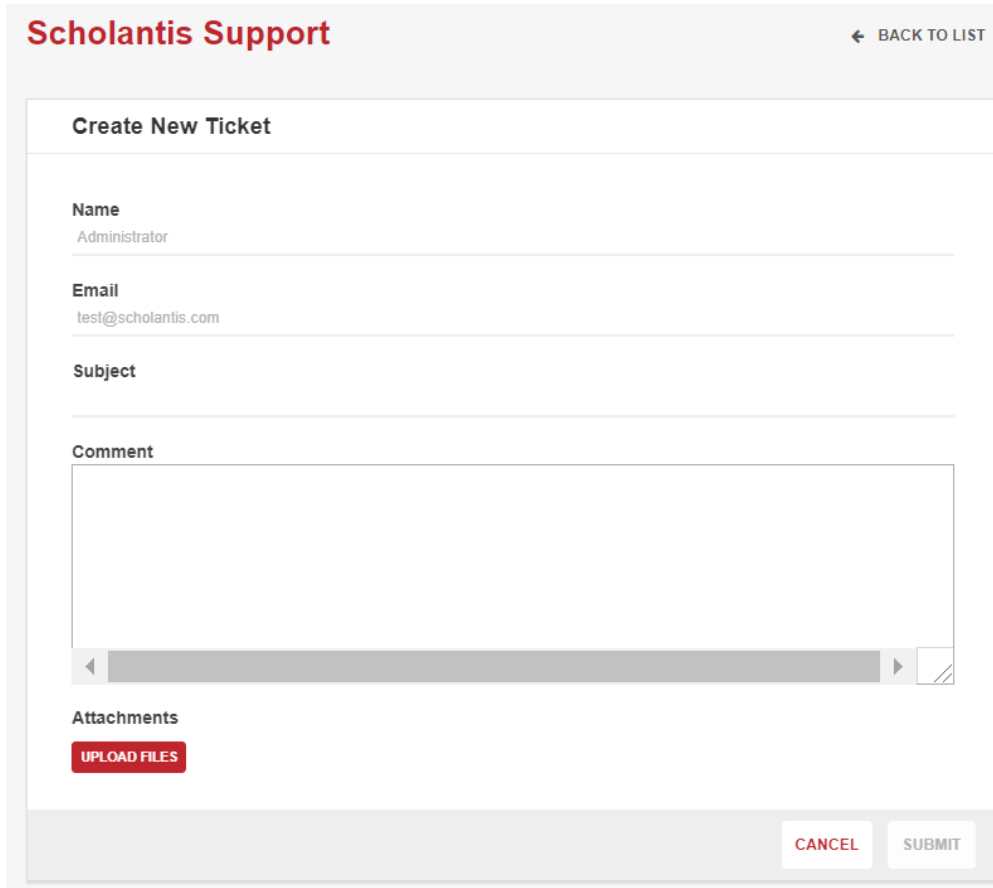
**UPLOAD FILES**

ADD COMMENT

## Log a Support Ticket

To log a support ticket:

- Click the **NEW TICKET** button.



The screenshot shows a web form titled "Scholantis Support" with a "BACK TO LIST" link in the top right. The form is titled "Create New Ticket" and contains the following fields:

- Name:** A text input field containing "Administrator".
- Email:** A text input field containing "test@scholantis.com".
- Subject:** An empty text input field.
- Comment:** A large text area for detailed description.
- Attachments:** A section with a red "UPLOAD FILES" button.

At the bottom right of the form are two buttons: "CANCEL" and "SUBMIT".

- Your name and email address already displays. In the **Subject** field, enter a brief description of the problem.
- In the **Comment** field describe the problem or question in as much detail as you can.
- If you have any screenshots or log files, click the **UPLOAD FILES** button and attach them.
- Click the **SUBMIT** button to submit your ticket.

## Manage Access

You can grant other users permissions to read or administer the system dashboard. The essential difference between the two levels of access is that readers can only view the information, while administrators can grant access to other users.


To add a reader or administrator:


- Click the **Access** link on the left hand navigation, to access the Manage Access page.

# System Dashboard Access

HELP

## Administrators

 Administrator

 REMOVE

[+ Add Administrators](#)

## Users

[+ Add Users](#)

- Click the **ADD** button under the type of user you would like to add (Administrators or Readers).
- In the pop-up, enter the names or addresses of users to add.
- When you are done, click the **OK** button to add the user.