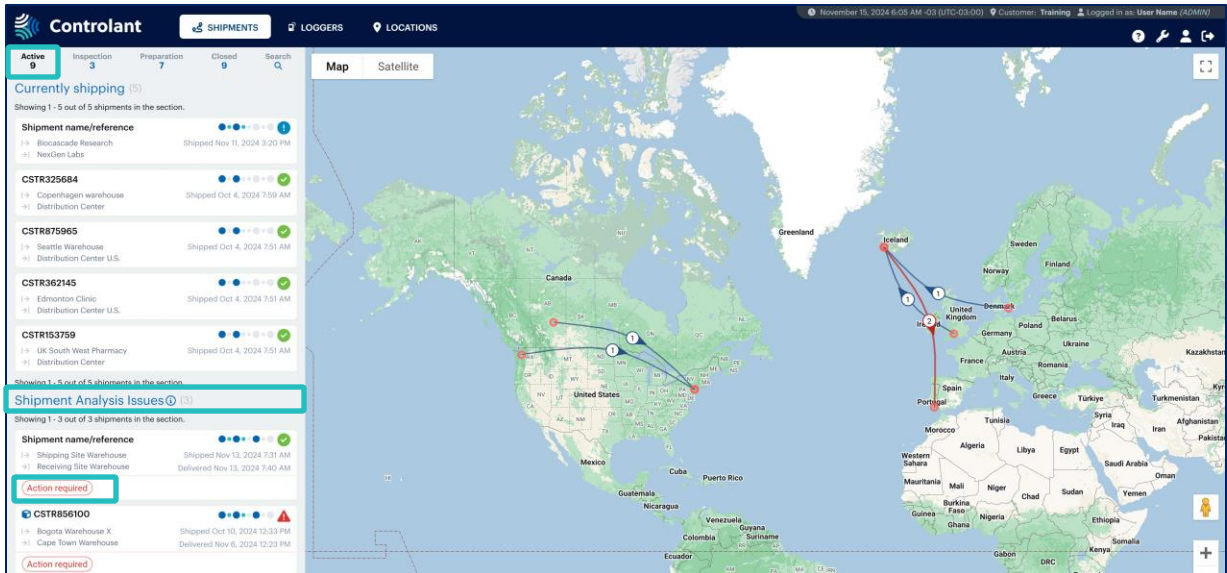


Controlant Platform (SCM)

Data availability booklet


Controlant Platform – Data availability booklet (1/3)

Shipments with analysis issues will appear in the **Shipments view – Active tab** under the *Shipment Analysis Issues* section. The shipment will be marked with ‘Action Required.’




When selecting the relevant shipment and opening the **Single shipment view – Info tab**, a data alert banner will display at the top of the page:

- **Data issue:** This alert is visible if one or more devices in the shipment have data availability issues.

 **Data issue**
Logger(s) require your attention, please check the Loggers table below.

- **Your shipment has been delivered:** This alert is visible if the shipment is delivered but the platform is still waiting for one or more of the devices to wake up and upload data.



 **Your shipment has been delivered.**
Logger(s) are waiting for sync, please check the Loggers table below.

Note: Depending on global settings configured by Admin users, some users might receive email notifications about data availability issues for shipments to which they're subscribed.

Controlant Platform – Data availability booklet (2/3)

In the **Single Shipment view – Info tab**, within the Loggers table, there is the *Data status* column; this presents the relevant data status for each device in the *Shipping* and *Delivered* states. If any actions are required for the device, in the *Action* column, select ‘Resolve’ to find the tasks that must be performed.

Note: The devices in the Loggers table are sorted so that devices that require attention are placed at the top.

ID	Status	Data status	Last sync	Wake up interval	Reference	Description	Action
3017BC00	Delivered	Pending	3 hours ago	1 hour	Pallet two		<div>  Resolve  More information </div>

For shipments in the *Delivered* state, the following data statuses are possible:


Data status	Definition	Action
Received ✓	The platform has all the temperature data points from the device.	No action.
Syncing	The device is delivered and is waiting for the next wake-up to upload data.	Wait for device communication. Press the device stop button to accelerate this process, if needed.
Pending	Some data points are not yet on the platform, but they might be in the device’s internal memory.	<ol style="list-style-type: none"> 1. Charge the device, if needed. 2. Bring device in cellular connectivity and press stop button again. 3. Alternatively, perform manual upload at upload.controlant.com
Missing	The device has uploaded all available temperature data, but there are still data availability issues.	Device has missing data. Contact Controlant Support - support@controlant.com for further assistance.

Controlant Platform – Data availability booklet (3/3)

For shipments in the *Shipping* state, the following data statuses are possible (no action is required):

Data status	Definition
Last comm. ok	The device successfully communicated during the last scheduled device wake-up.
Overdue	The device did not communicate during the last scheduled wake-up. This could be due to insufficient cellular network coverage or because the device is in low-power mode and needs recharging.

Note:

- If the battery level was low during the last successful connection, a battery icon with a tooltip will display in the "Wake Up Interval" column. 
- In rare cases, adjusting the wake-up intervals before the device enters low-power mode may help prevent data availability issues. For further assistance, please contact Controlant Support.
- In the *Action* column, click the 'More information' button to view information about the device including the number of data points missing, represented as data points (pts).

More information

#3536675


Missing data period


Apr 11, 2024 06:00 AM - Apr 11, 2024 06:00 PM


4 pts

Last sync

Apr 11, 2024 03:00 AM

 78%

 78%

 4 °C

Close

View on chart

Shipments with Pending / Missing data can be located in the:

- Shipments view – Active tab, under the *Shipment Analysis Issues* section. The shipment will be labelled with 'Action Required.'
- Search tab, using the Data status filter.

Pending / Missing data is marked in the:

- Single shipment view – Info, Chart, and Data sub tabs.
- Quality report showing a Pending / Missing data banner (if enabled).