LoopCloud FAQ

Frequently Asked Questions about LoopCloud:

How can I try LoopCloud?

- You can get started with LoopCloud here: Try LoopCloud
- Read about LoopCloud here: LoopCloud Getting Started Guide

Where is my registration verification email?

I tried to register as a new user on LoopCloud, but I never received the verification email. I clicked resend several times, but still haven't received an email. What does it take to get the email?

- Check your email spam folder. Customers often find the email in their spam folder.
- Emails should be received within a few minutes of the registration.

Can I use LoopCloud without LoopEdge?

- Yes, you can. LoopEdge is a client for LoopCloud. Any device (or even a script) that can send data via MQTT/LWM2M/HTTP works with LoopCloud. Also, Poll devices that request data from HTTP (SOAP/REST) services can communicate with LoopCloud.

Why don't I see device attributes, such as manufacturer and model number, in the device INFO tab?

- These attributes are sent by the devices. There is a special OMA object designated for this purpose. Also, a user can update them in the Device Details form.

What could be some reasons that my device is not connecting?

- Try double checking your connection parameters.
- If the parameters are correct, check your firewall settings.

Why can I see device data in the RAW tab, but not in the EXPLORE tab?

- Data sent to LoopCloud must be in a special format, as shown in the JSON schema in the Project settings page. If LoopCloud cannot parse incoming messages, the messages only appear in the **Raw** tab.

How can I remotely manage a device?

- LoopCloud supports two protocols to remotely manage a device: LWM2M and MQTT.

    LWM2M
    A LoopCloud specification that enables device management.The **Explore** tab for LWM2M devices supports WRITE/EXEC operations, so LoopCloud can directly manage LWM2M devices.

    MQTT

    LoopCloud supports 3 types of MQTT topics:

    - request - to send manage requests to a device
    - response - to receive responses from a device
    - data - to receive data from a device

    Request/response formats are not defined.

    For example: If you can program your device to reboot when it receives {"command": "reboot"} from the request topic, you can reboot your device remotely.

    If you open the MQTT tab on the Device Details form, you can see Request/Response tabs to manage MQTT devices online.

    To accomplish management tasks, you must program your device.

    The Batch Device Management feature offers operations similar to those described above, but you can define batch commands (MQTT or LWM2M) and schedule these commands to execute against a group of devices.

How can I delete a Project?

- See: Delete a Project.

How can I visualize my data?

- Use LoopInsights. All data that appears in the **Explore** tab is available in LoopInsights as well.

What is the advantage of using Data Enricher?

- Data Enricher was developed to enrich and transform raw messages to another data structure. You can define an MQTT source topic and define a destination topic and some transformation steps.

Are messages sent from LoopEdge to LoopCloud Secure?

- We do security testing with every release.
- We prevent security issues through LWM2M, REST, and MQTT protocols. They only use secure transports, such as TLS and DTLS. We do not support unencrypted transports between the two products.
- All security credentials established during cloud activation are securely stores on the LoopEdge device and they are not exposed to the end user. It is impossible to alter these credentials after activation as long as physical security of the LoopEdge gateway is maintained.

What is the difference between LoopCloud Alerts, Events, and Incidents?

- **Alert** - The LoopCloud Alerts feature allows a user to define notifications based on rules. Rules comprise a set of conditions that define an abnormal state of a device. For example: No data received from a device in more than two minutes, or the temperature went below 30 degrees.
First, define Actions. Actions are the types of notifications, such as Slack or Webhook. Then, create a Trigger. A trigger is a

combination of device tags, a set of rules, and an action. Once triggered, LoopCloud sends the alert notification to the defined destination. Alert notifications can be viewed on the LoopCloud dashboard as well as from email and third-party web applications, such as Slack. The Incidents tab on the projects page lists the alerts that were generated.

- **Event** - Events list the LoopCloud configuration activities that occurred for a project within a company. For example: Added a new project, or deployed a new device.
- **Incident** - If a device reaches an abnormal state according to the rules, then LoopCloud will create a new incident and send notifications. The Incidents tab lists the alerts that were generated. When a device returns to a normal state, the open incident will be closed and LoopCloud will send another notification with an incident resolved message.

What does the key-value feature do?

- Key-Value serves as a configuration database, of sorts. Values from the key-value page can be used as parameters in a Poll Model.
- Check out the Key-Value page for more details.

How do I file a support ticket?

- Go to support.litmusautomation.com. Click **New Support Ticket**.