Observer Connect

User's Manual

Version 1.0.0

Design and Manufacture of Robust Computing Platforms
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01

Observer Connect Introduction

iBASE

1.1 What is Observer Connect?

Observer Connect (OBSC) is a cloud-based remote monitoring and management solution designed for 24/7 system operation. It enables administrators to efficiently manage multiple systems through the Observer Connect Internet Web service, providing In-Band remote control for power-off management, reboot, OS smart recovery, hardware monitoring, OS information retrieval, and automated power scheduling.

With the IDD-OOB module / motherboard built-in feature, Observer Connect enables power on, power off, and reboot capabilities to ensure uninterrupted remote access. Even if In-Band management becomes inaccessible, Out-of-Band (OOB) management provides an alternative method to the remote device, enabling troubleshooting and remote power control to ensure system continuity and minimize downtime.

The solution ensures seamless connectivity, real-time control and maintenance, enhancing overall operational efficiency and system reliability. By integrating Observer Connect, businesses can save time, reduce costs, and boost efficiency while achieving centralized management across distributed networks. It optimizes system performance, minimizes downtime, and ensures seamless oversight, making it an essential tool for modern remote monitoring and IT management.

1.2 Issues Observer Connect Solves

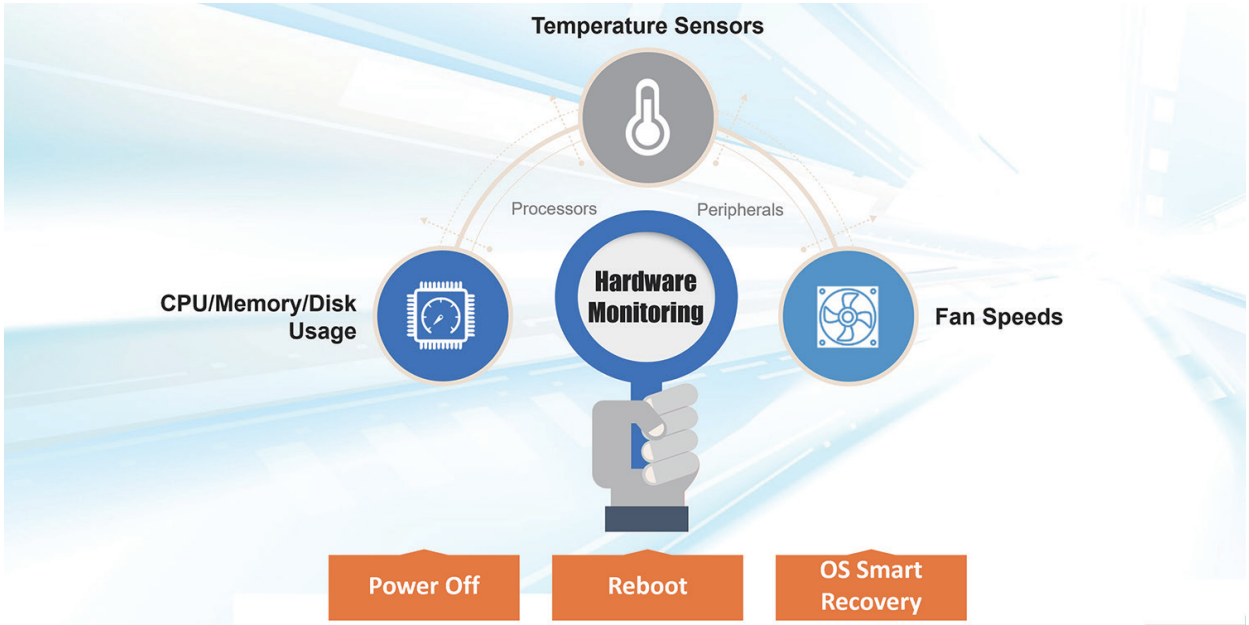
Poor or limited location makes equipment difficult to maintain.

Complex and time-consuming to manage when too many devices are installed.

1.3 Features and Advantages

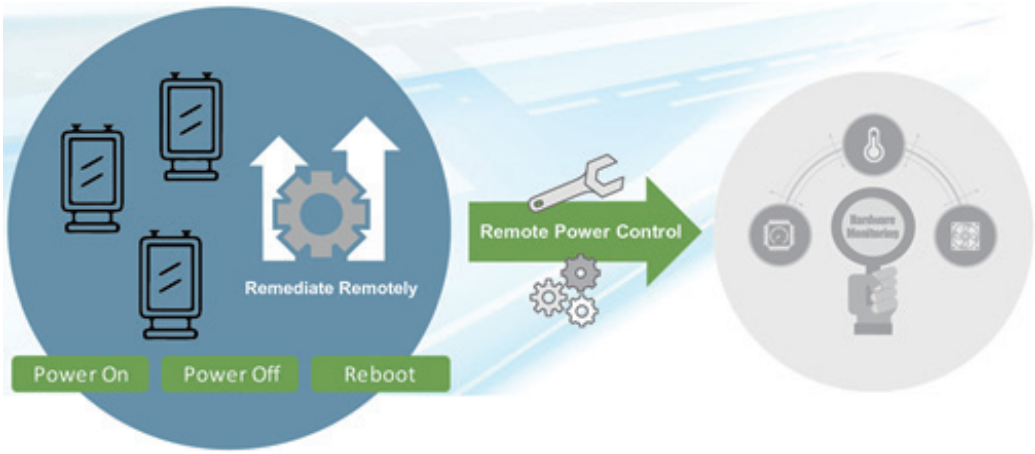
1.3.1 In-Band Remote Control Functions

- Power Off: Shuts down the OS.
- Reboot: Reboots the OS
- OS Smart Recovery: Restores the OS to factory default setting
- Hardware Monitoring:
  - Monitors CPU/MEM/DISK usage
  - Monitors Temperature
  - Monitors Fan speed
- OS Information: Check for unexpected changes in the equipment

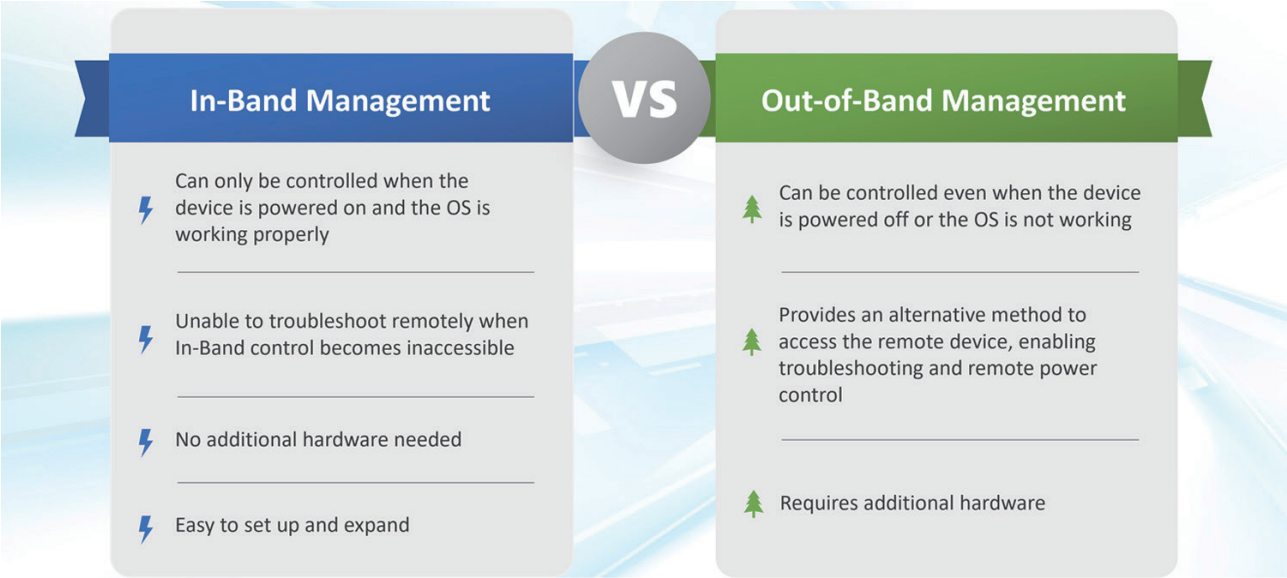


1.3.2 Out-of-Band Remote Control Functions (optional)

- Power On: Turns on the device
- Power Off: Shutdown OS and force device to turn off when it fails
- Reboot: Forces the device to restart



1.3.3 Difference Between In-Band & Out-of-Band Management



1.3.4 Advantages

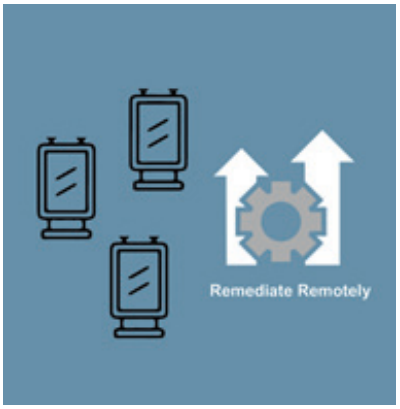
In-Band/Out-of-Band remote management makes management easier, takes less time and saves more labor costs. Managers no longer need to travel between locations to monitor and manage a large number of machines that are scattered across the country and difficult to reach.

1.4 How does Observer Connect work?

1.4.1 Introduction of Three Key Elements

Observer Client

Observer Connect Website



Out-of-Band
Management Module

1.4.1.1 Observer Client

Observer Client is a lightweight program that must be installed as a resident program on the machine's operating system to enable Observer Connect. Its interface can combine various monitoring and management functions, allowing users to manage system status easily.

The Observer Client provides remote management capability. Users must obtain permission to log in to the Observer Connect website to enable this feature. See 3. Observer Connect Website Tutorial for details.

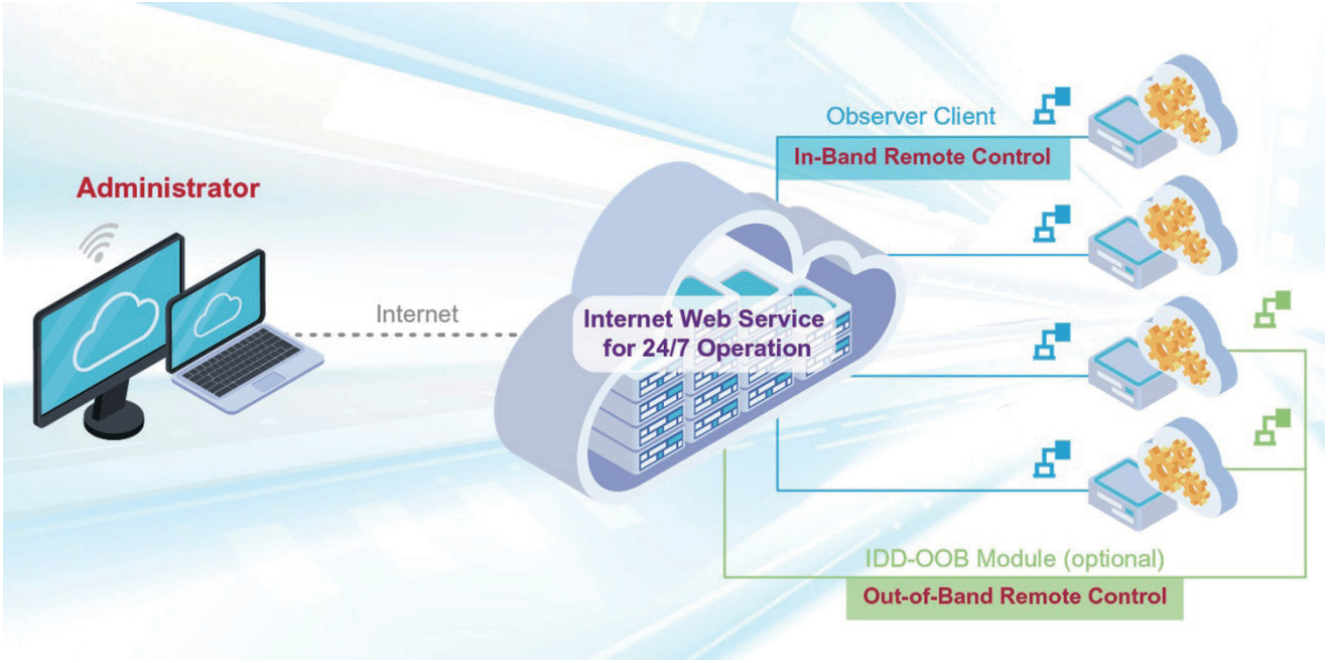
1.4.1.2 Observer Connect Website

This website enables administrators to manage devices remotely. After logging in, the administrator can easily view the status of all devices and issue control commands to designated devices.

1.4.1.3 Out-of-Band Management Module

If the selected device incorporates the IDD-OOB module, Observer Connect can provide Out-of-Band remote management capability.

1.4.2 Architecture Diagram



02

Observer Client Tutorial

iBASE

2.1 System Requirements

- Operating System: Windows 10 64-Bit or later
- Available Hard Drive Space: At least 100MB
- Only supports IBASE products

2.2 Installation Process

(1) Obtain the ObserverClientInstaller.exe installation program (contact IBASE)

Note: Step (2) can be skipped if you do not need to use the full connection capabilities of Observer Connect.

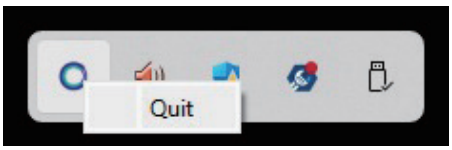
(2) If Observer Connect remote monitoring is needed, contact IBASE for necessary permissions, then log in to the Observer Connect cloud platform to obtain the Identity key file. Please refer to **3.6.3 Workgroup** (P. 22)

Place the above files in the same location, run the installation program, follow the instructions, and restart the system after completion.

2.3 Program Start and End

After installation, the program will automatically start upon system boot.

You can find the icon  in the bottom-right corner of the System Tray; left-click on the icon to open the main page.

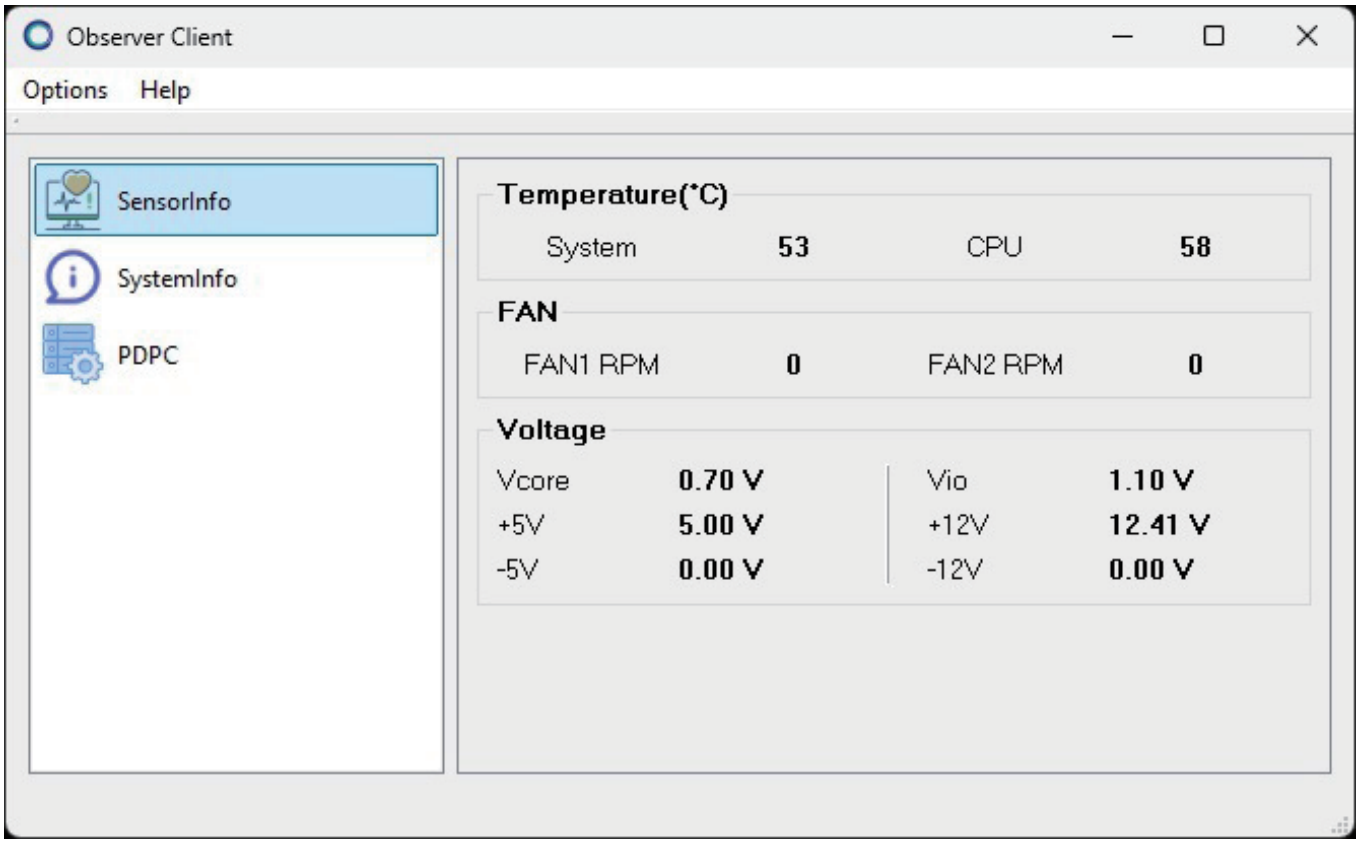
Right-click on the icon to access the Quit button. 

2.4 User Interface Functions

The main page is divided into two sections: the left side displays function categories, and selecting a category will show detailed information on the right side.

2.5 Monitoring Information

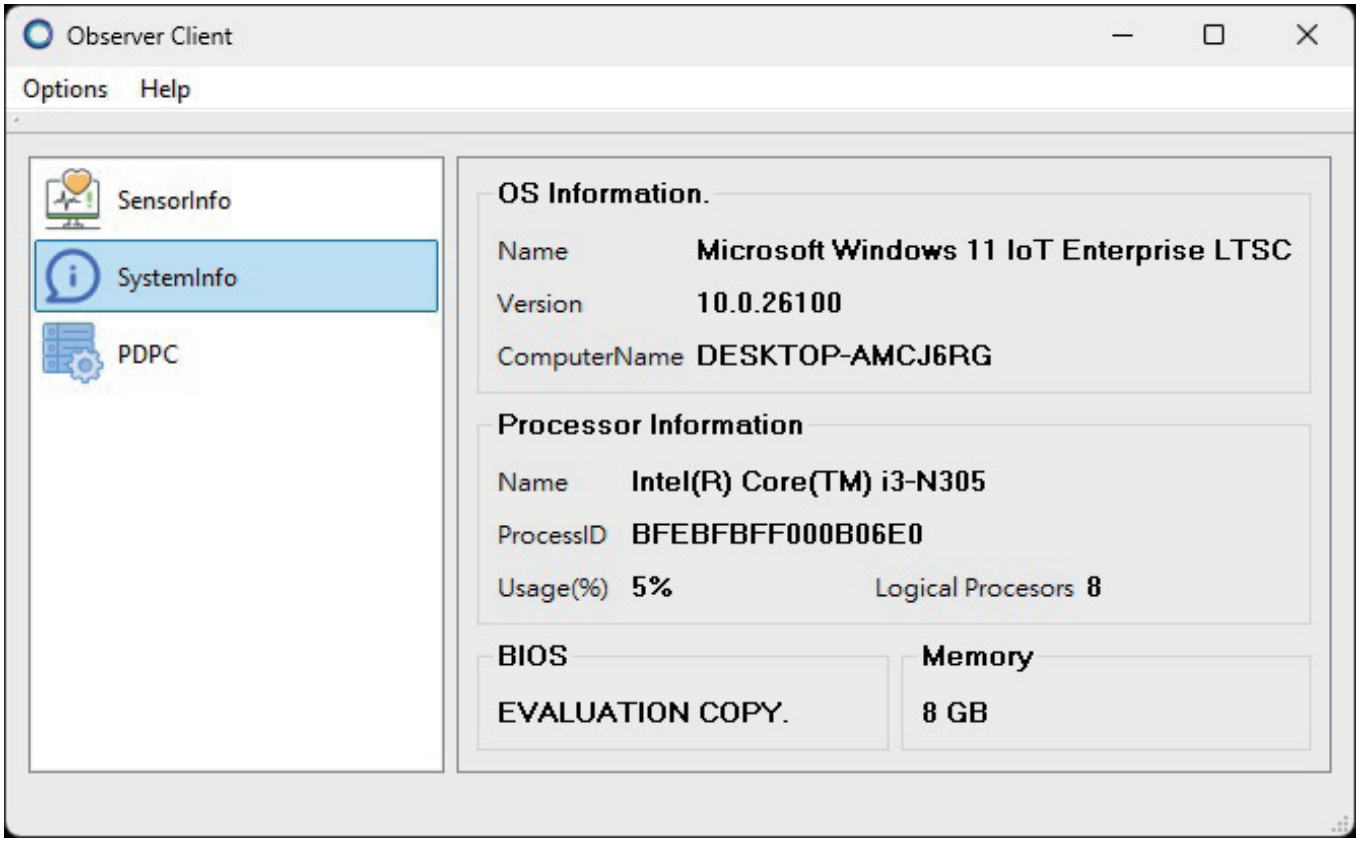
2.5.1 Sensor Info



Three types of information are provided:

- Temperature(°C)
  - System overall temperature
  - CPU temperature
- FAN rotation speed
  - FAN rotation speed
- Voltage
  - Board power voltage

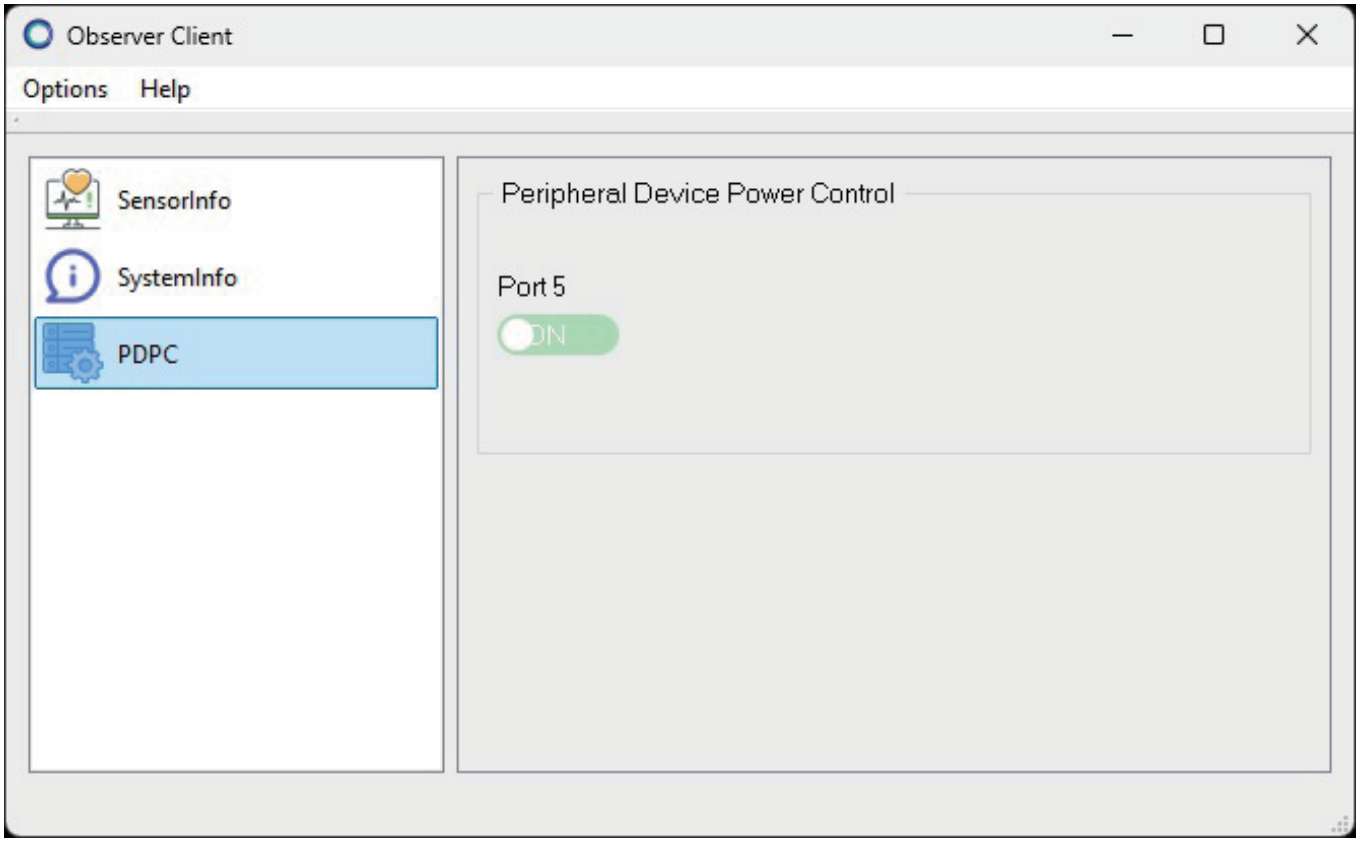
2.5.2 System Info



Provides the following four types of information:

- Operating system details
- CPU information
- BIOS version
- Memory size

2.5.3 Peripheral Device Power Control (PDPC)

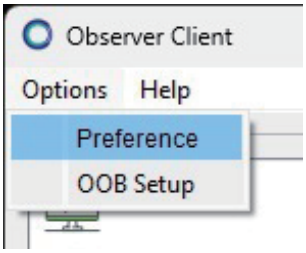


- PDPC allows control of peripheral device power to help restore the operation of external devices.
- It also enhances security by cutting power to unauthorized devices connected via USB ports or internal M.2 slots, helping prevent data leakage or tampering.
- Please refer to the machine's user manual to identify which ports support PDPC.

2.6 Options

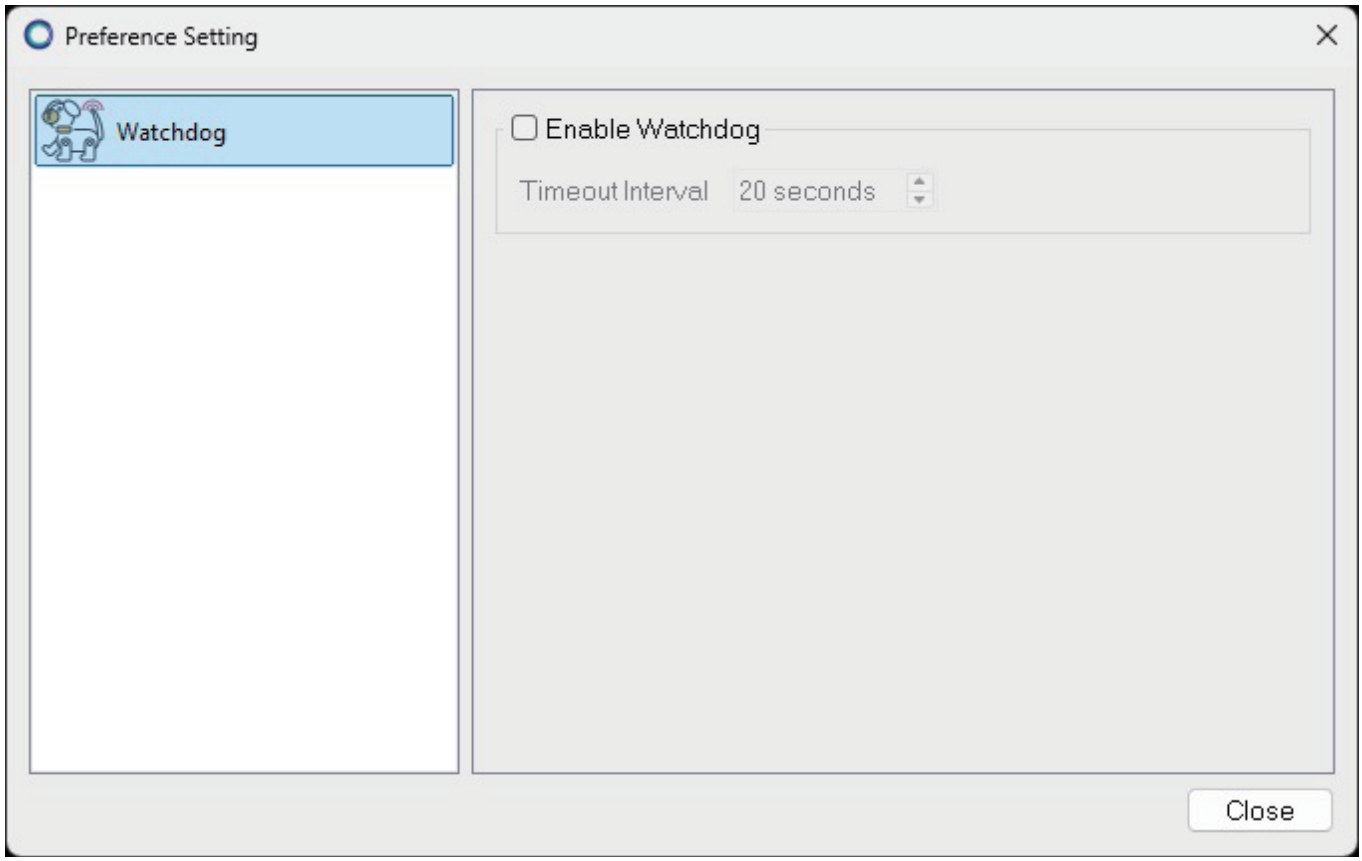
2.6.1 Preference (Watchdog)

- **Options → Preference**



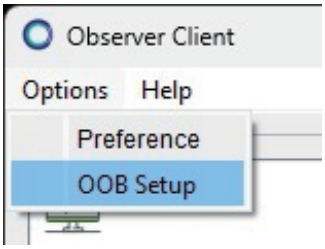
Users can find more advanced settings in **Preference**.

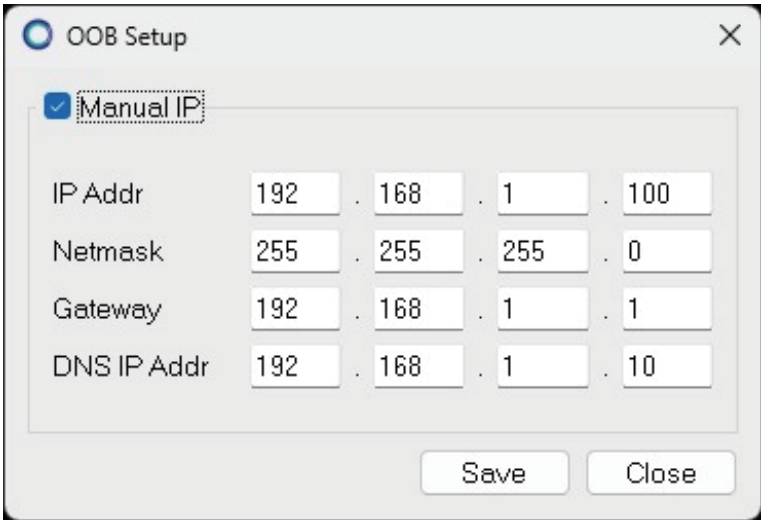
- **Preference Setting → Watchdog**



- The default setting is off.
- Once enabled, the program will monitor whether the system is functioning normally at set time intervals. If the operating system fails to execute any scheduled tasks beyond the configured monitoring interval due to an unexpected error, it will trigger a hardware reboot to attempt to resolve the system crash.

2.6.2 Out-of-Band Module Network Settings



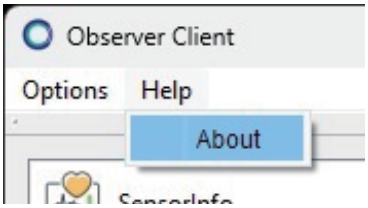


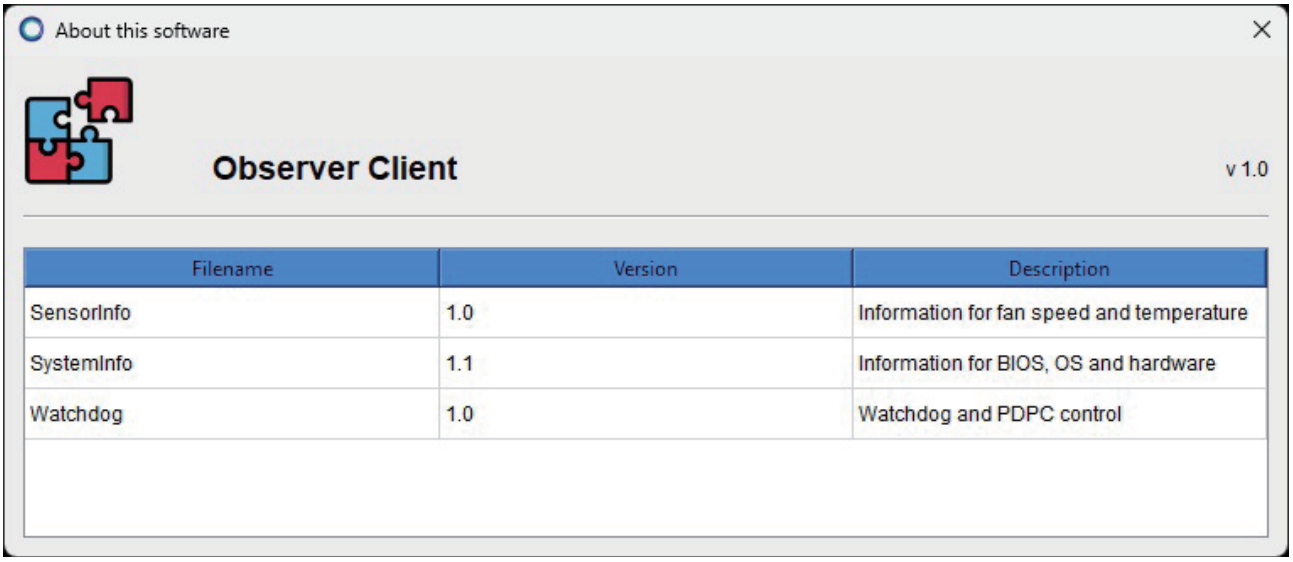
- When this option is enabled, network settings for the Out-of-Band Module can be configured manually.
- If left unchecked, the module will use DHCP by default to obtain its network configuration.
- After entering all required fields, click the Save button to store the settings.
- Changes will take effect the next time the program starts.

2.7 About This Software

• **Help → About**

View program version information here.





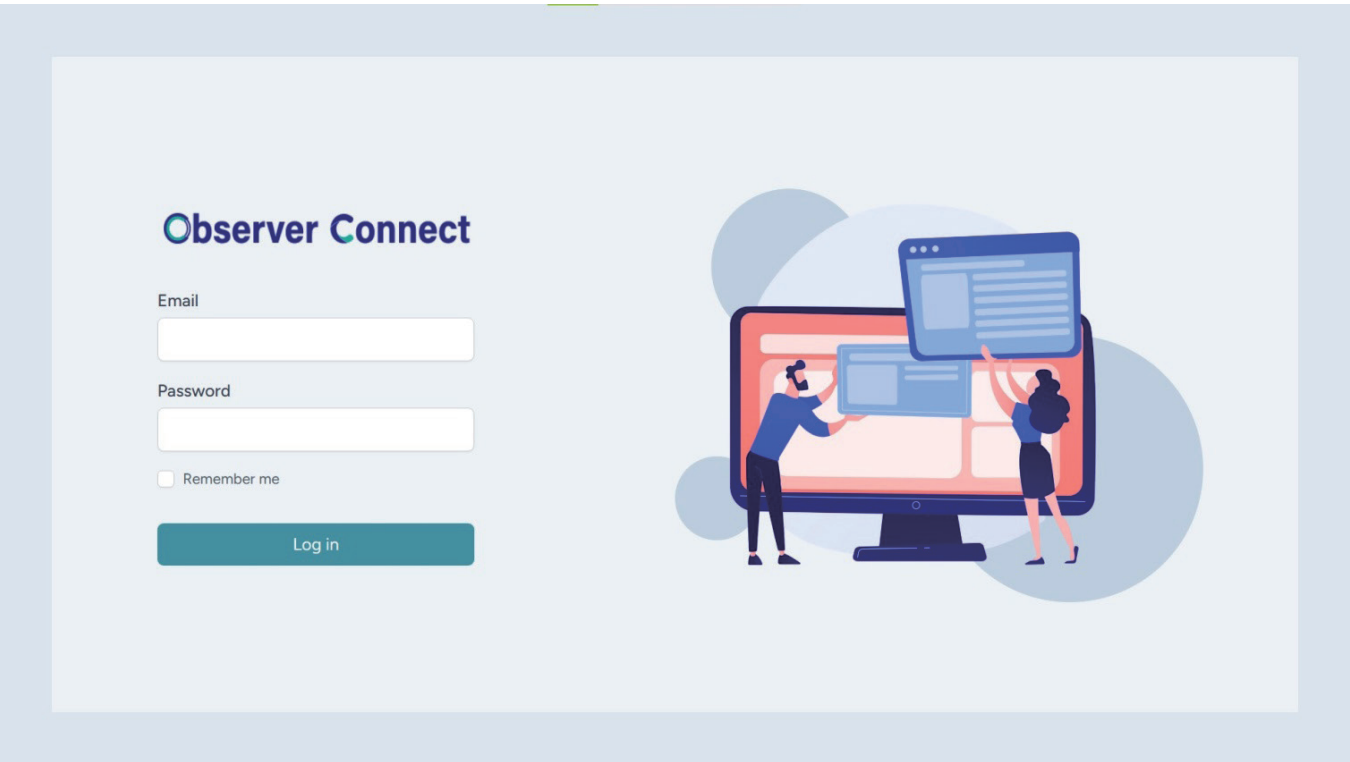
03

Observer Connect Website Tutorial

iBASE

3.1 Login

After obtaining an authorized account, log in at https://ibsw.com.tw/obs/

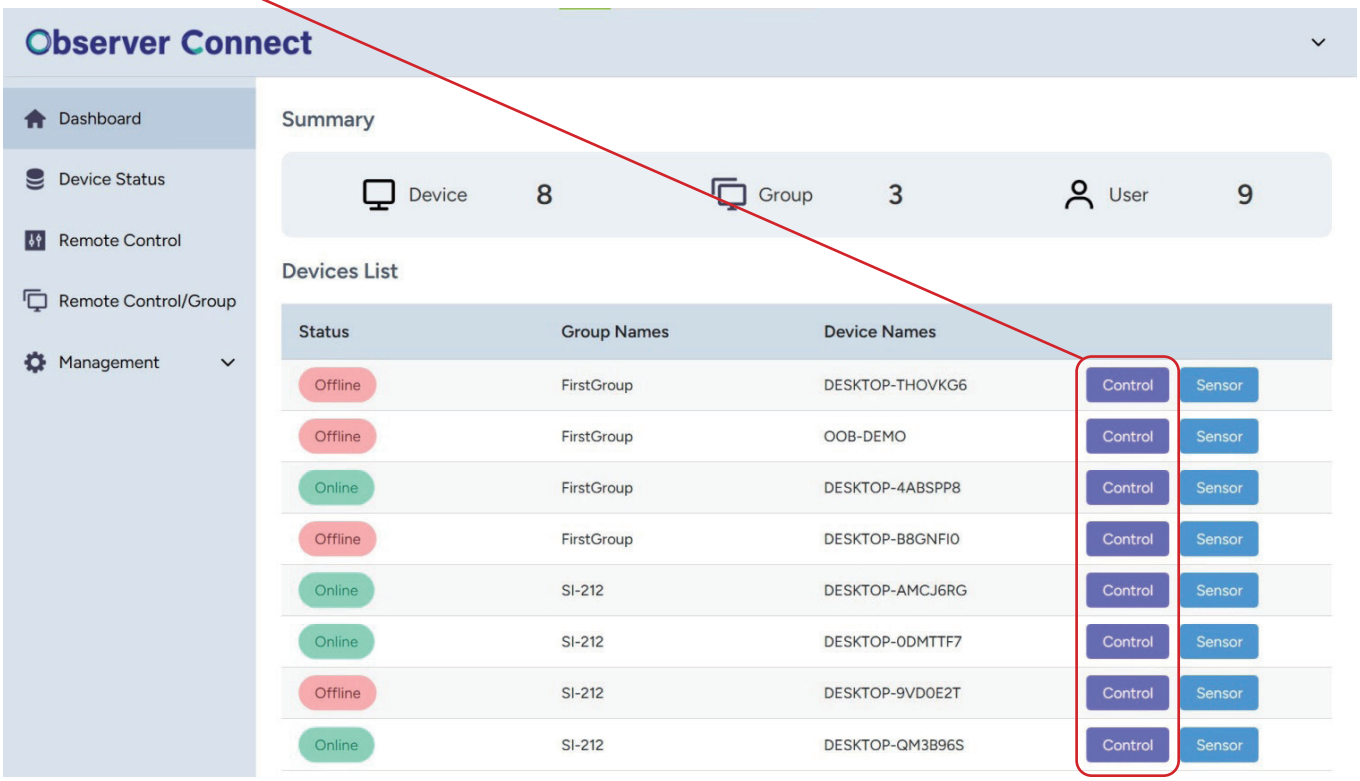


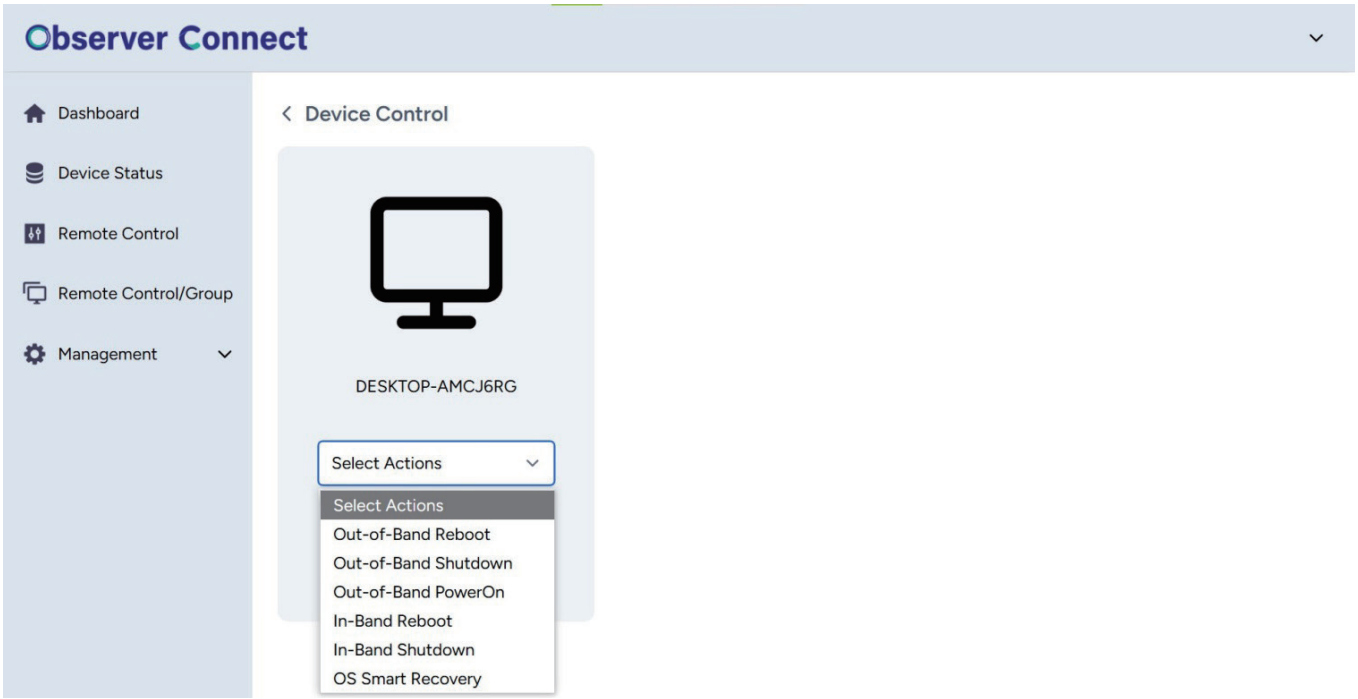
User permissions vary based on account type. Refer to the **Appendix A. Permissions table** (P. 24) for details.

3.2 Dashboard

The Dashboard allows quick status viewing of machines,

while Control enables remote operation actions on selected machines.

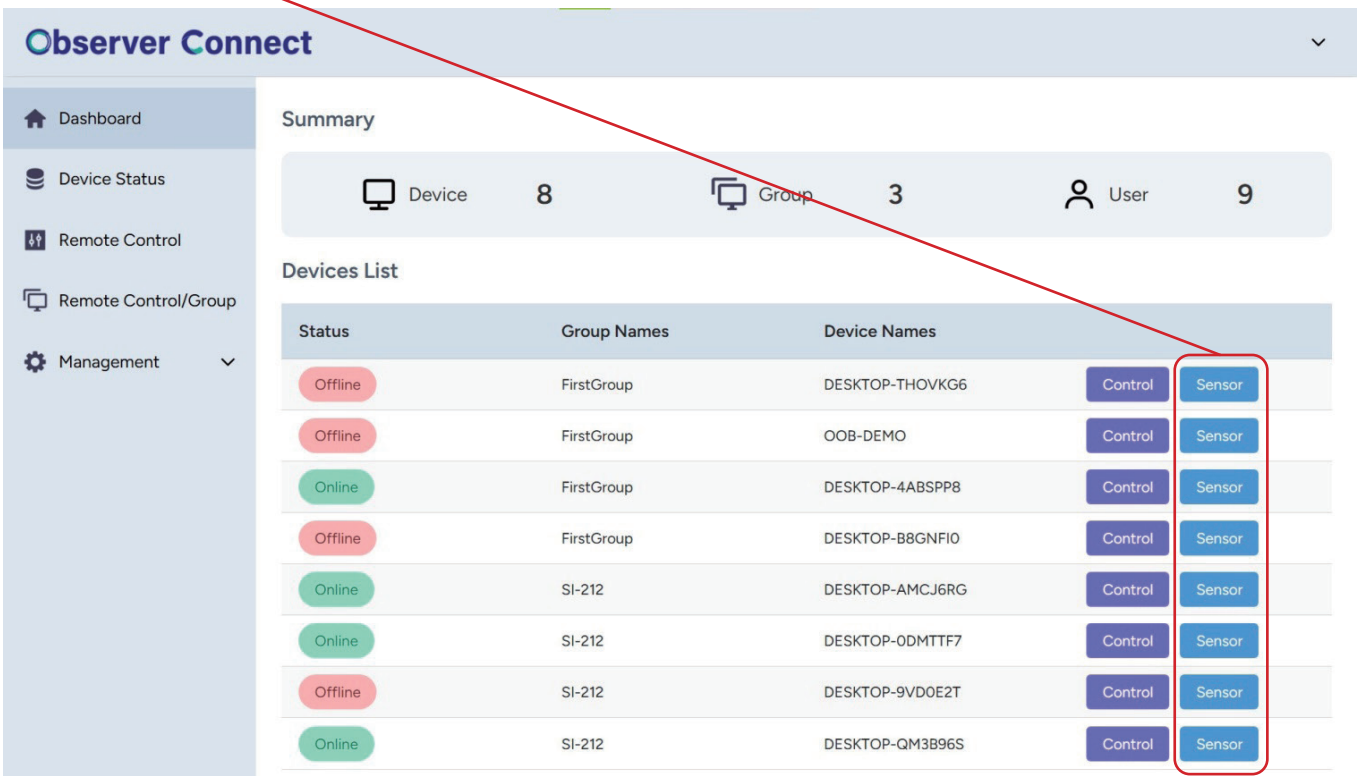




Please verify the machine name and action before submitting.

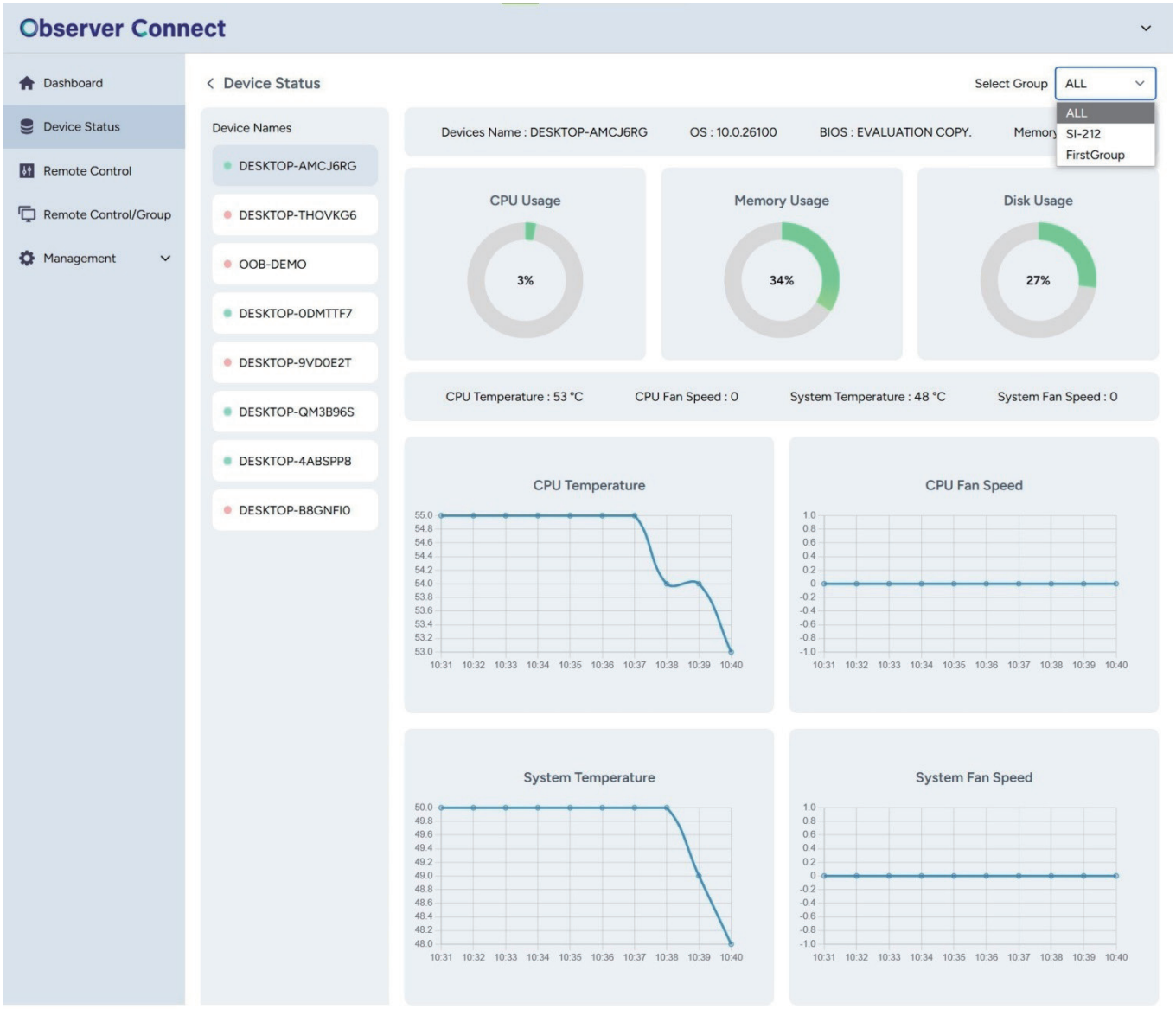
The Dashboard allows quick status viewing of machines,

while Sensor provides historical readings of the selected machine within the past 8 hours.

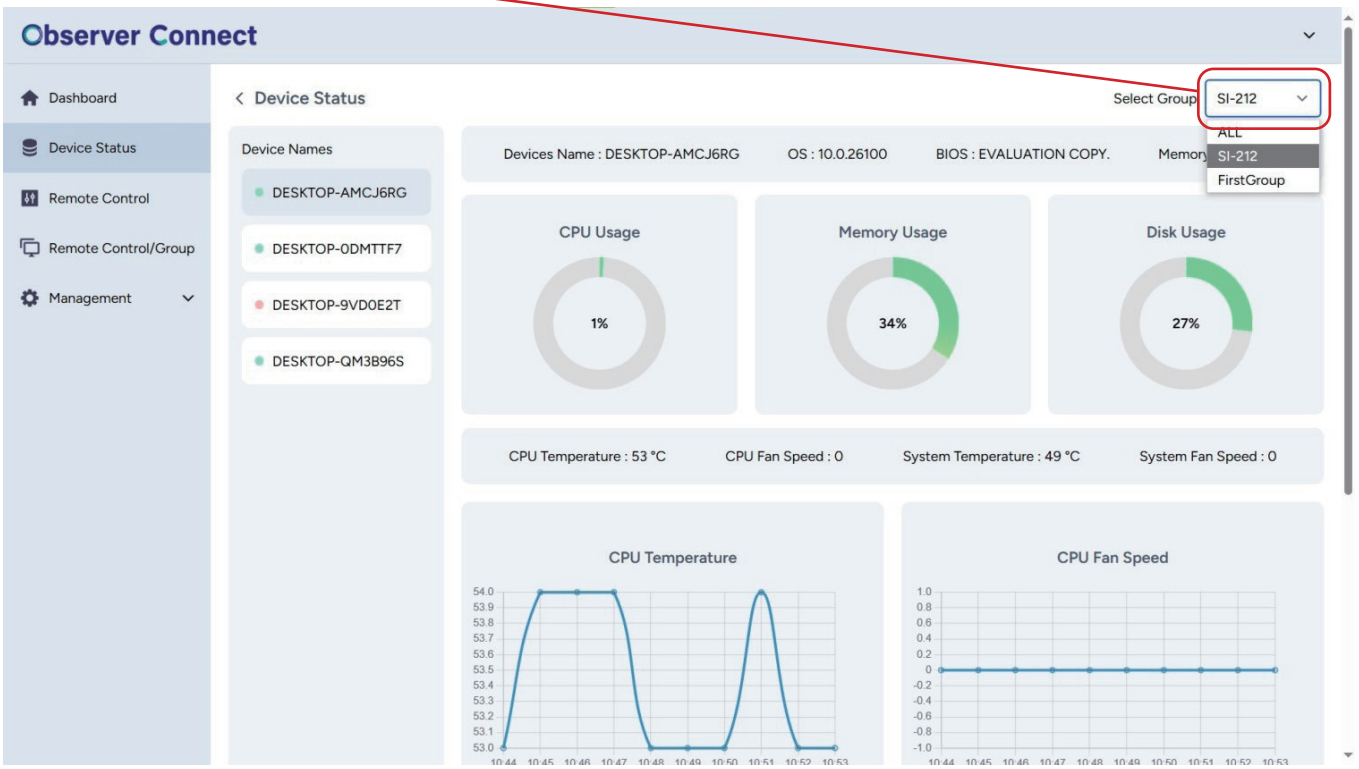


3.3 Device Status

Device Status offers a graphical interface for administrators to monitor machine conditions.

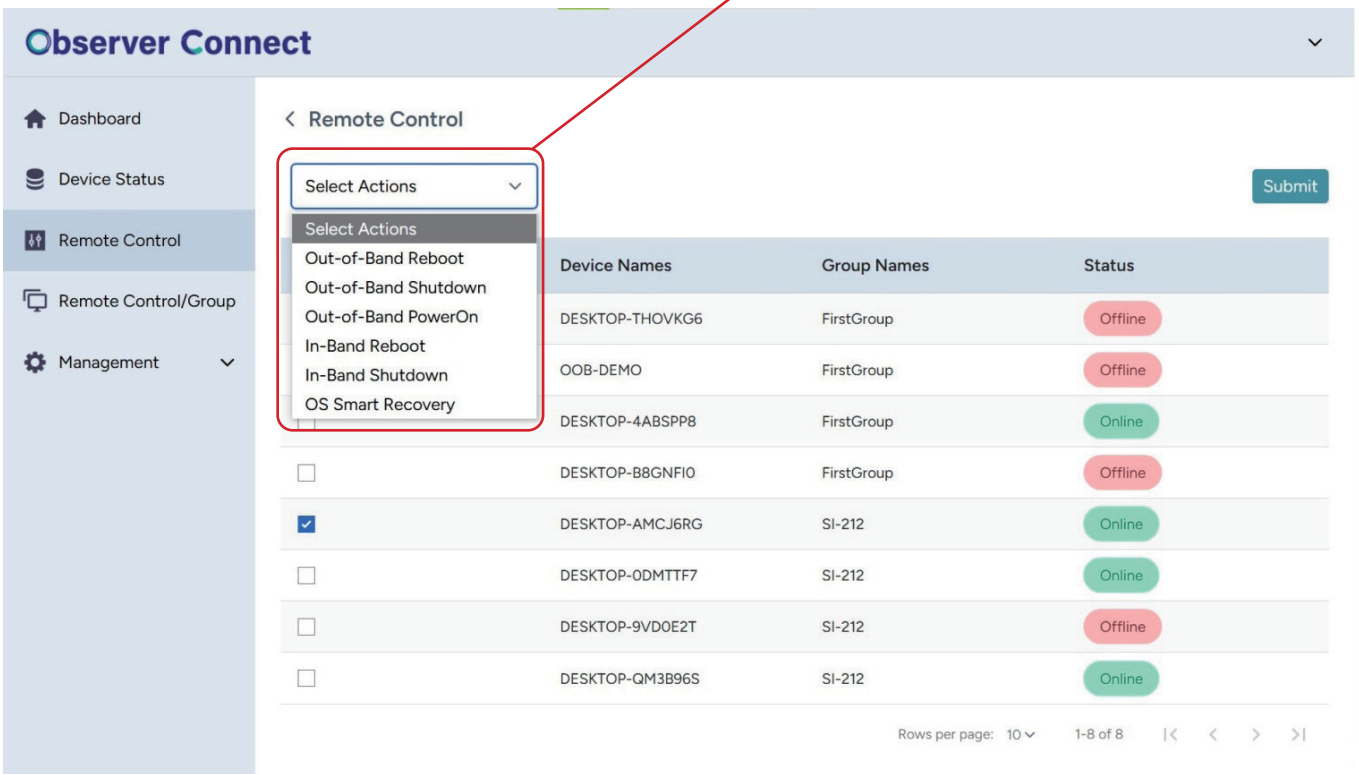


Use Select Group SI-212 to choose a group for easier monitoring of specific machines.

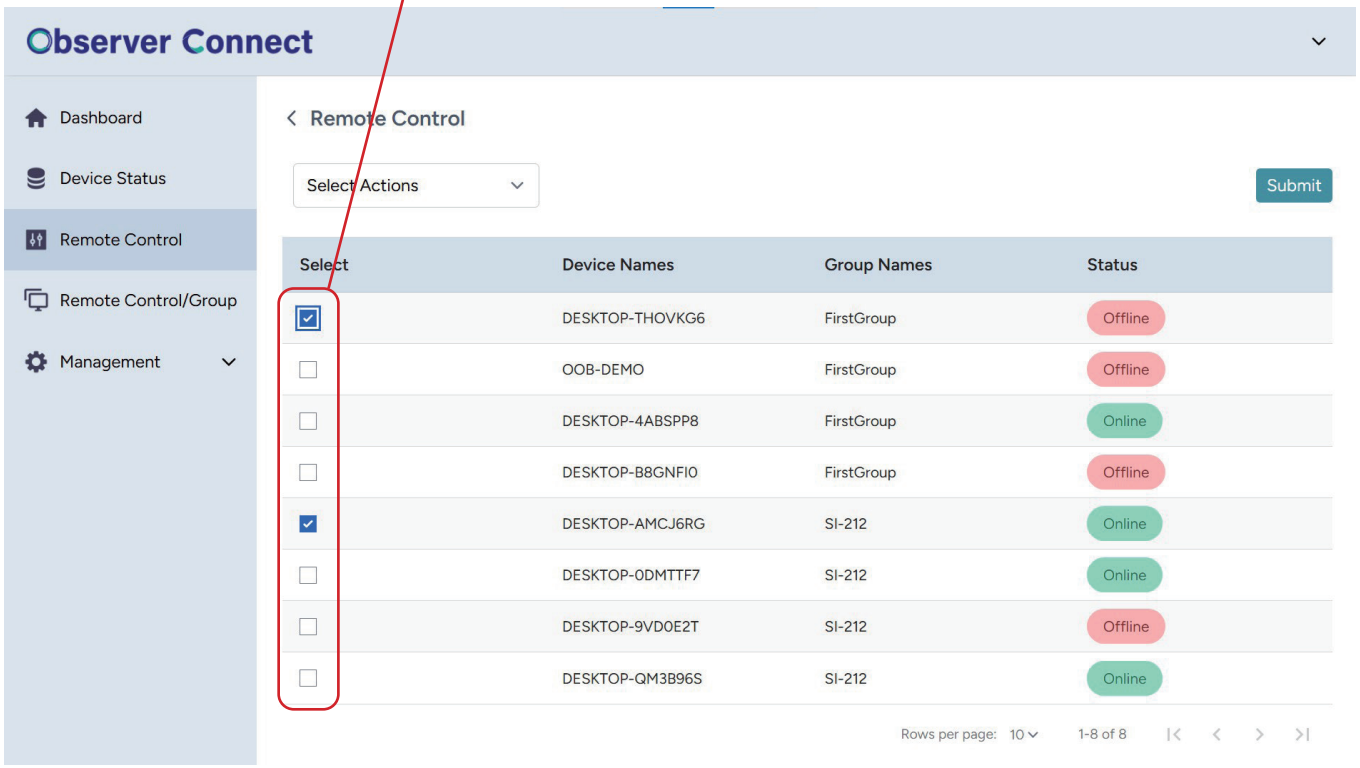


3.4 Remote Control

Remote Control provides an interface to send **operation actions** to selected machines.

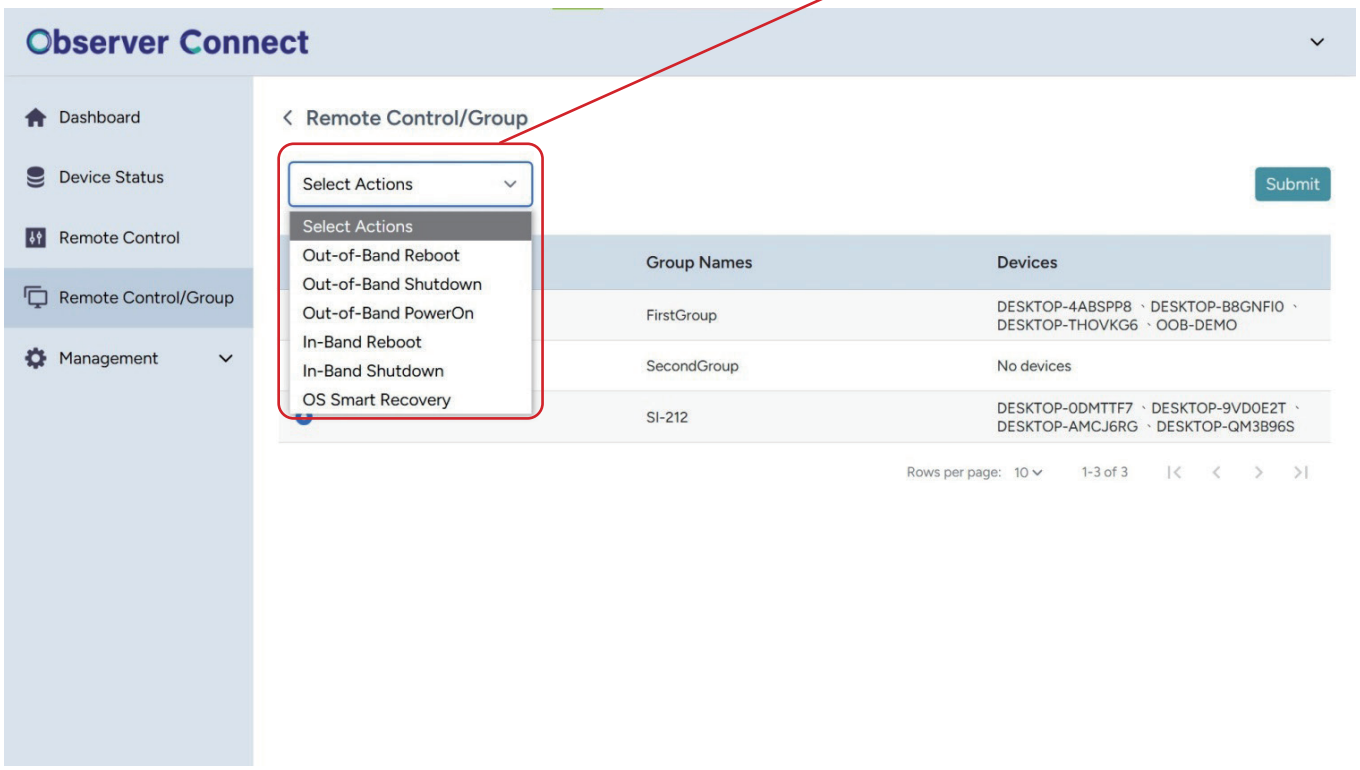


It allows you to select **multiple machines** and apply the same operation commands to all at once (up to five machines).



3.5 Remote Control/Group

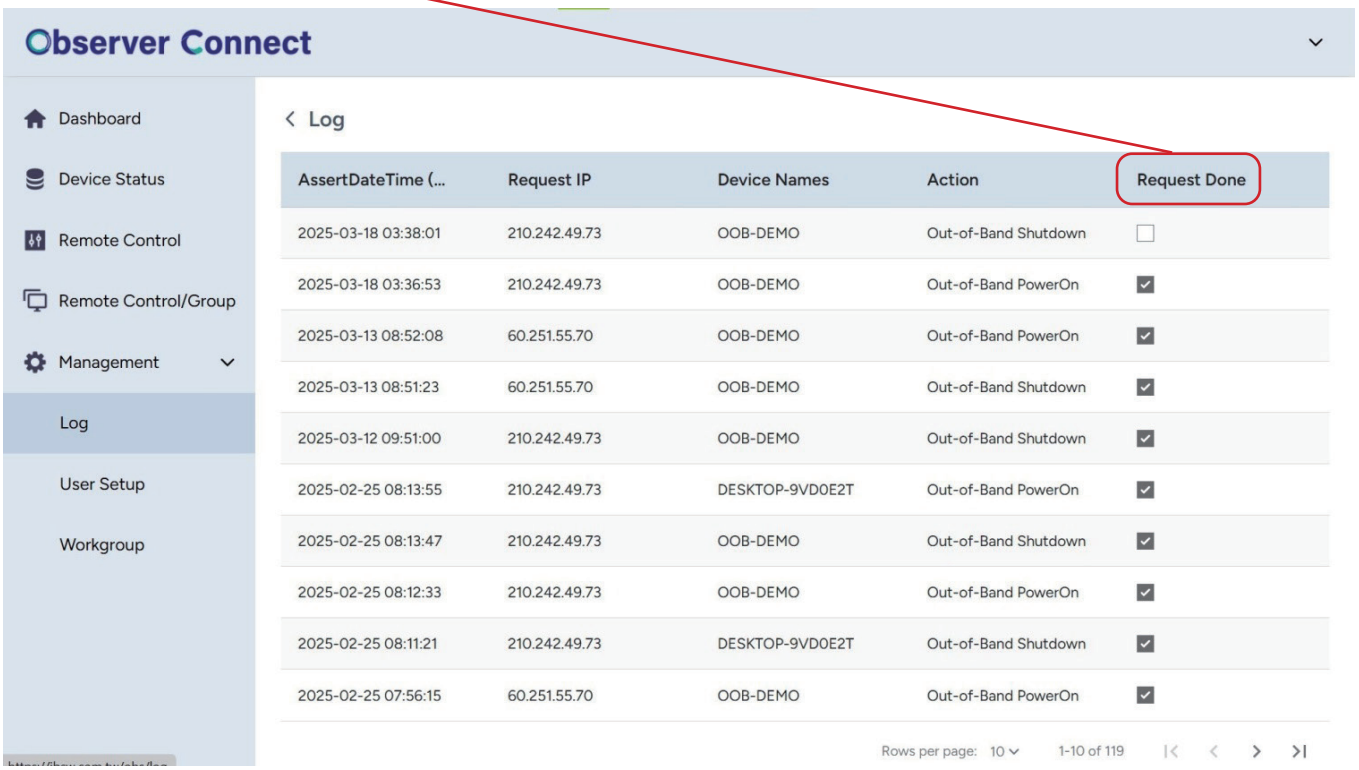
Remote Control/Group provides an interface for sending **operation commands** to all machines within a selected group.



3.6 Management

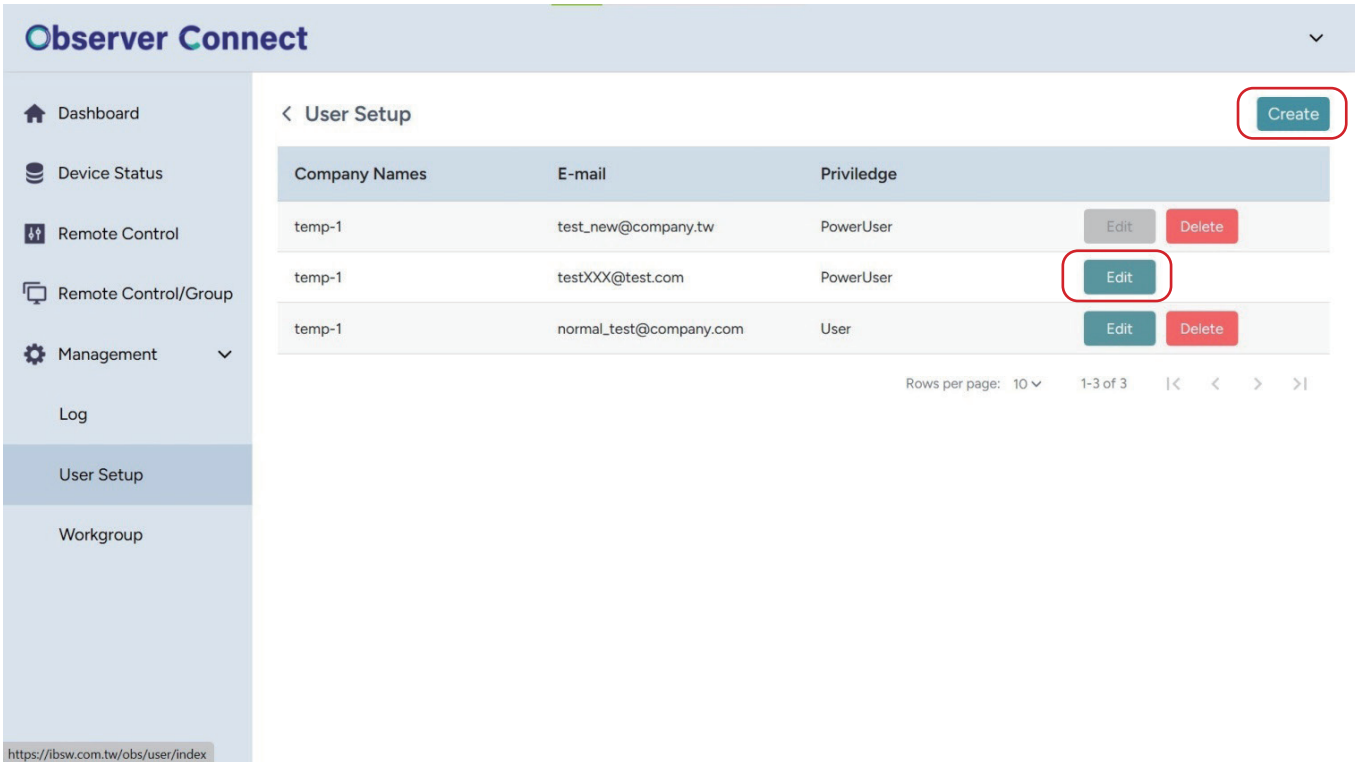
3.6.1 Log

Management → Log allows users to view the history of all remote operation actions.
The **Request Done** column will remain unchecked if the system has not yet received the operation command.

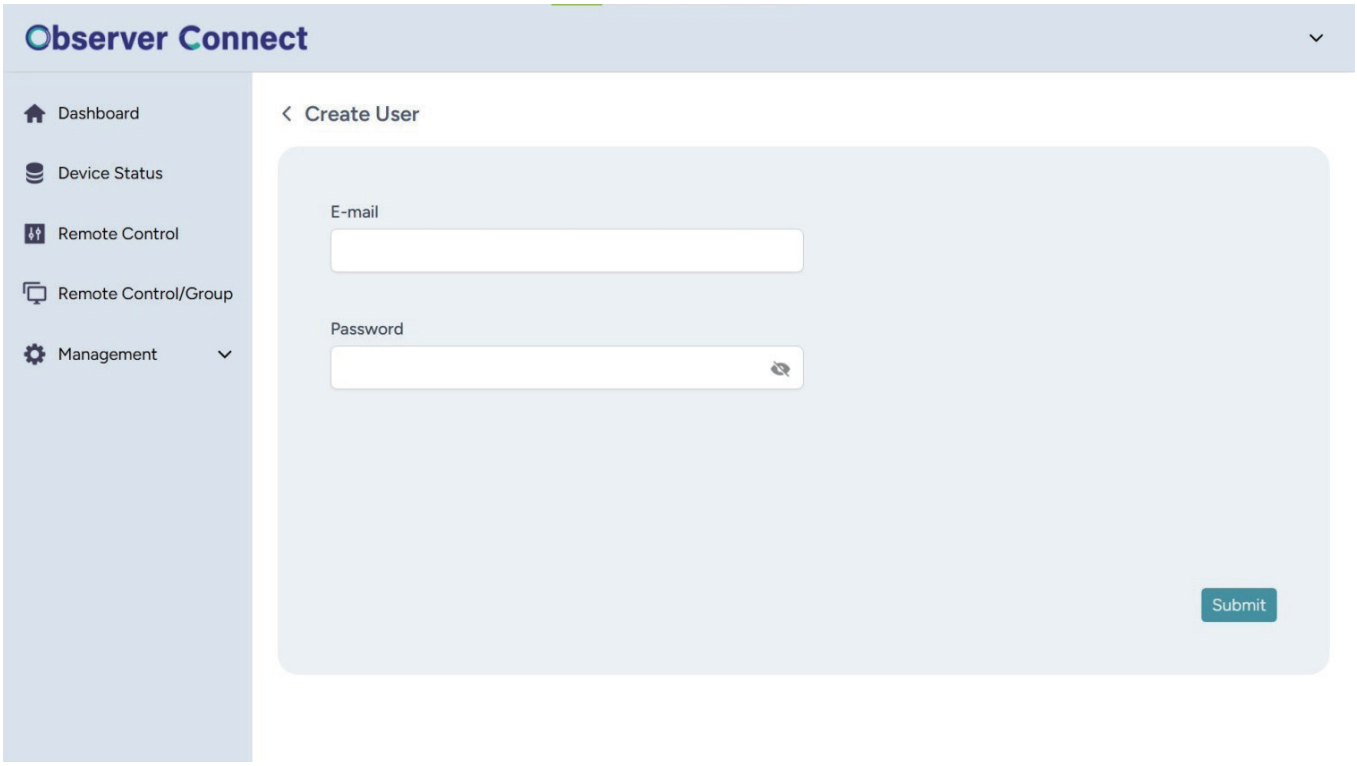


3.6.2 User Setup

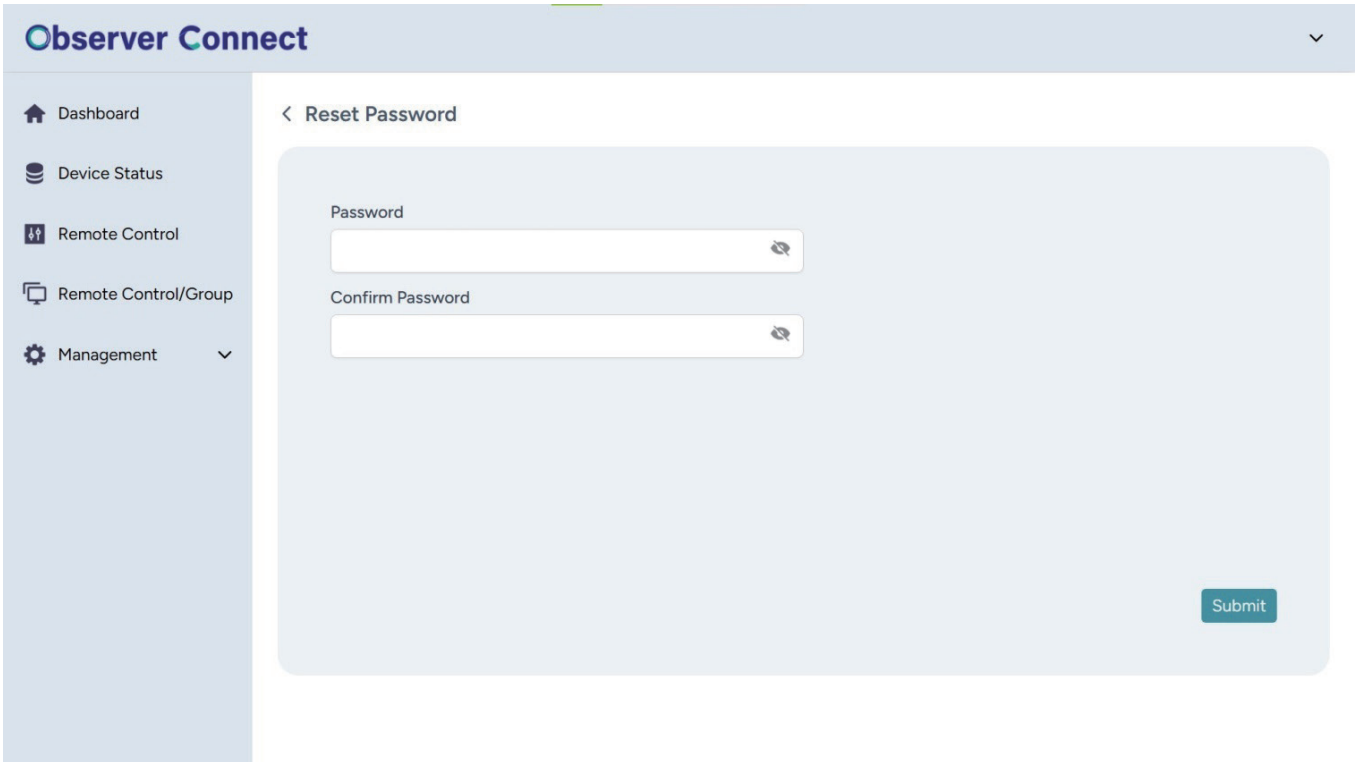
Management → User Setup manages user accounts and settings.



Management → User Setup → Create creates a new user account.

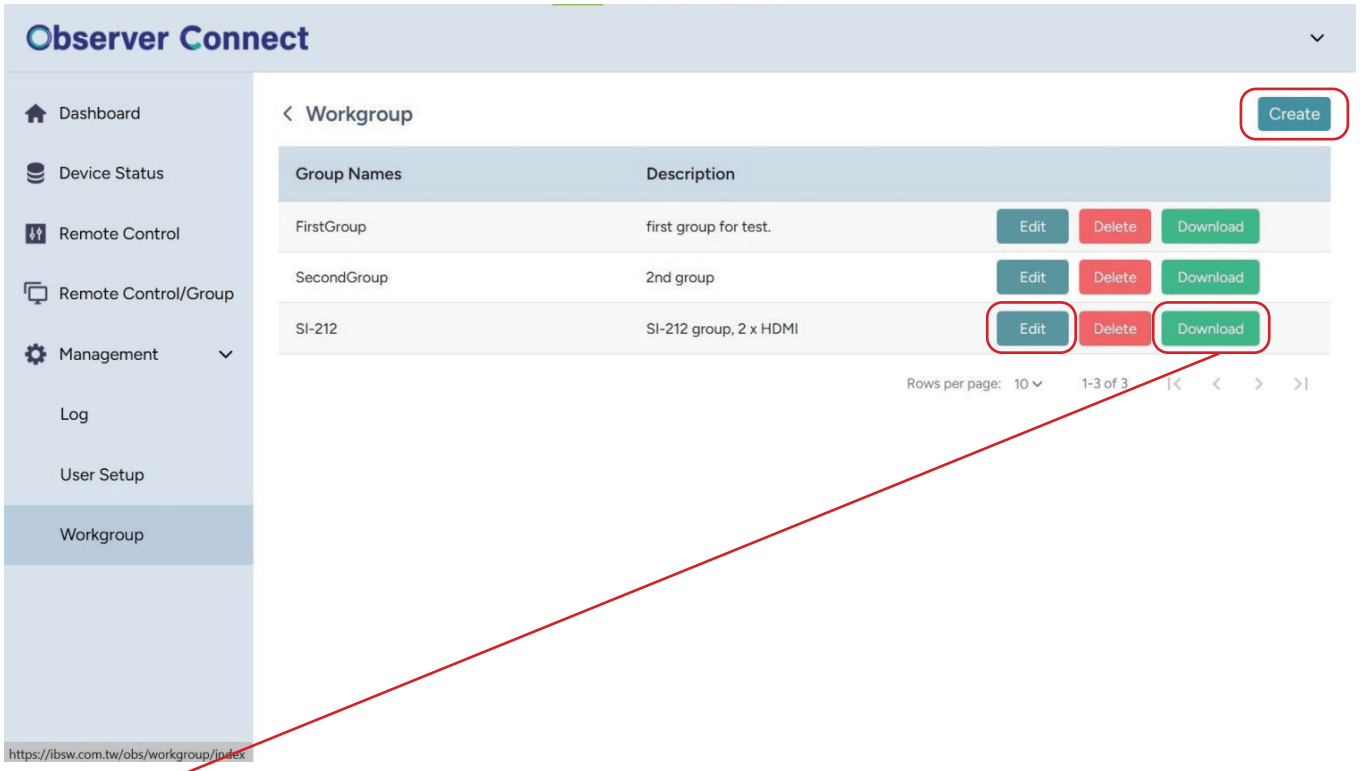


Management → User Setup → Edit resets a user password.



3.6.3 Workgroup

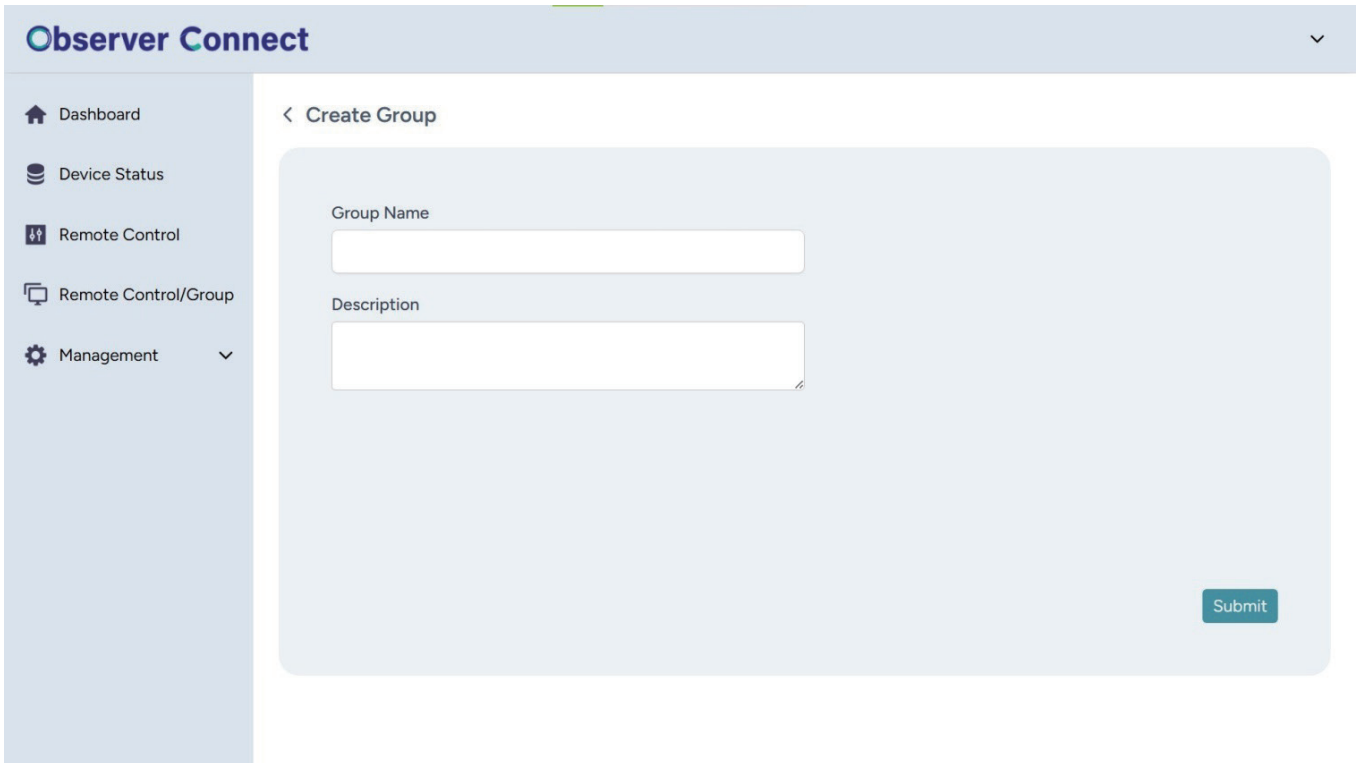
Management → Workgroup manages workgroup settings and Download Identity key file.



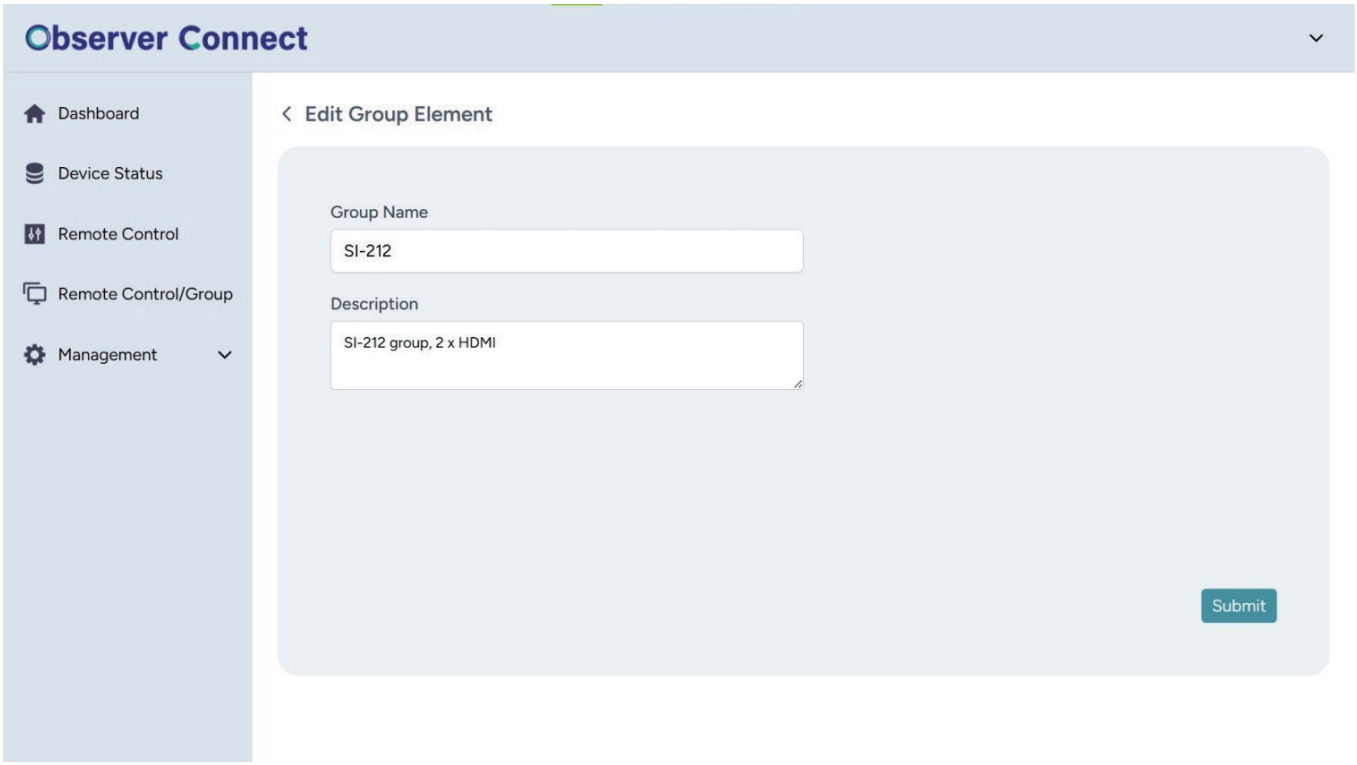
Download The identity key file is essential for managing devices. Please keep it securely stored.

For usage, please refer to **2. Observer Client Tutorial → 2.2 Installation Process**.

Management → Workgroup → Create creates a machine group.



Management → Workgroup → Edit renames or updates the description of a machine group.



Appendix A: Permission Table

Action	Power User	User
View machine information	V	V
Perform remote operations	V	
Create user accounts	V	
Delete user accounts	V	
Reset own password	V	V
Manage and reset user passwords	V	
Create new machine groups	V	
Delete specified machine groups	V	
Edit machine group name/description	V	
Download BIN.dat for specified groups	V	

Appendix B: Features Support Matrix

	iSMART 3 MCU	iSMART 4 MCU	IDD-OOB	BIOS Module	Observer Client Installed
Remote PowerOn / PowerOff / Reset (Out-Of-Band)			V		V
Remote PowerOff / Reset (In-Band)					V
OS Smart Recovery (In-Band)				V	V
Temperature Guardian	V	V			
Auto Power Schedule	V	V			Coming Soon
System Failure Recovery		V			
System Boot Time Tracker		V			
Hardware Monitoring					V
OS Information					V