

# Observer Connect

## User's Manual

Version 1.0.0



**Design and Manufacture of Robust Computing Platforms**

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# 01

## Observer Connect Introduction

## 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.

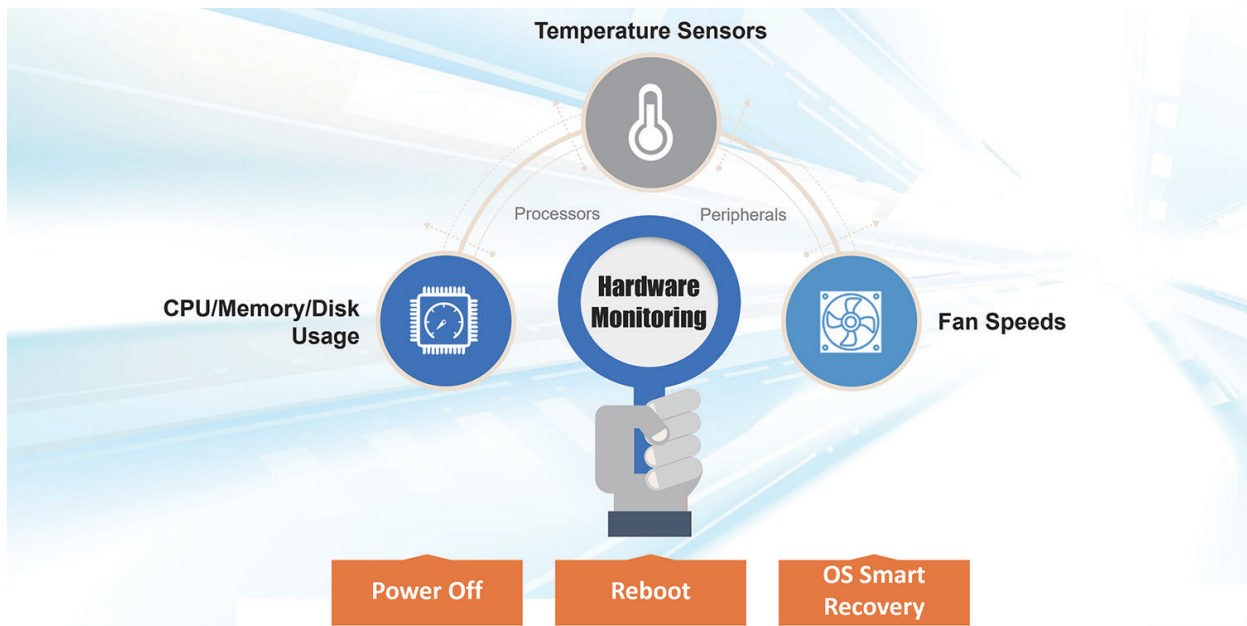


Complex and time-consuming to manage when too many devices are installed.

# 1.3 Features and Advantages

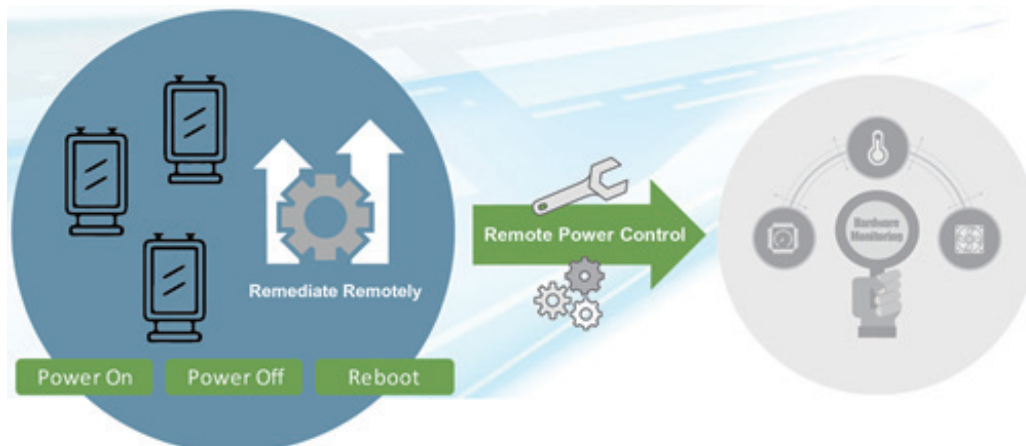
## 1.3.1 In-Band Remote Control Functions

- 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

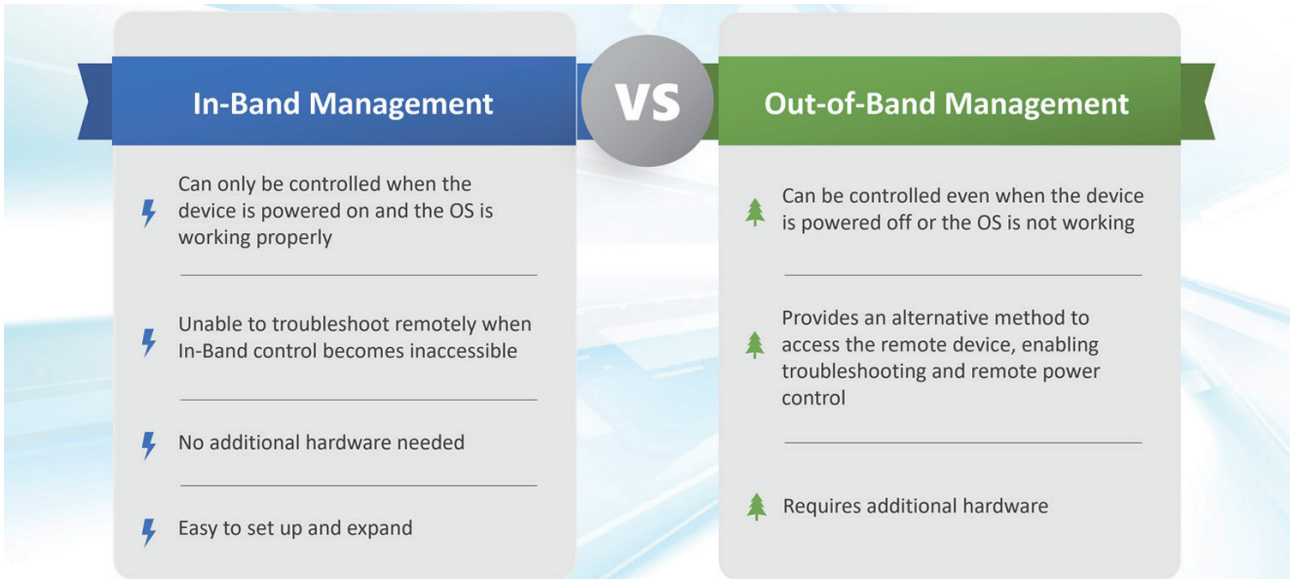


## 1.3.2 Out-of-Band Remote Control Functions (optional)

- 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?

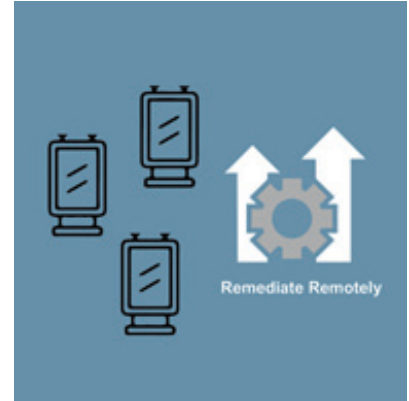
### 1.4.1 Introduction of Three Key Elements



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.

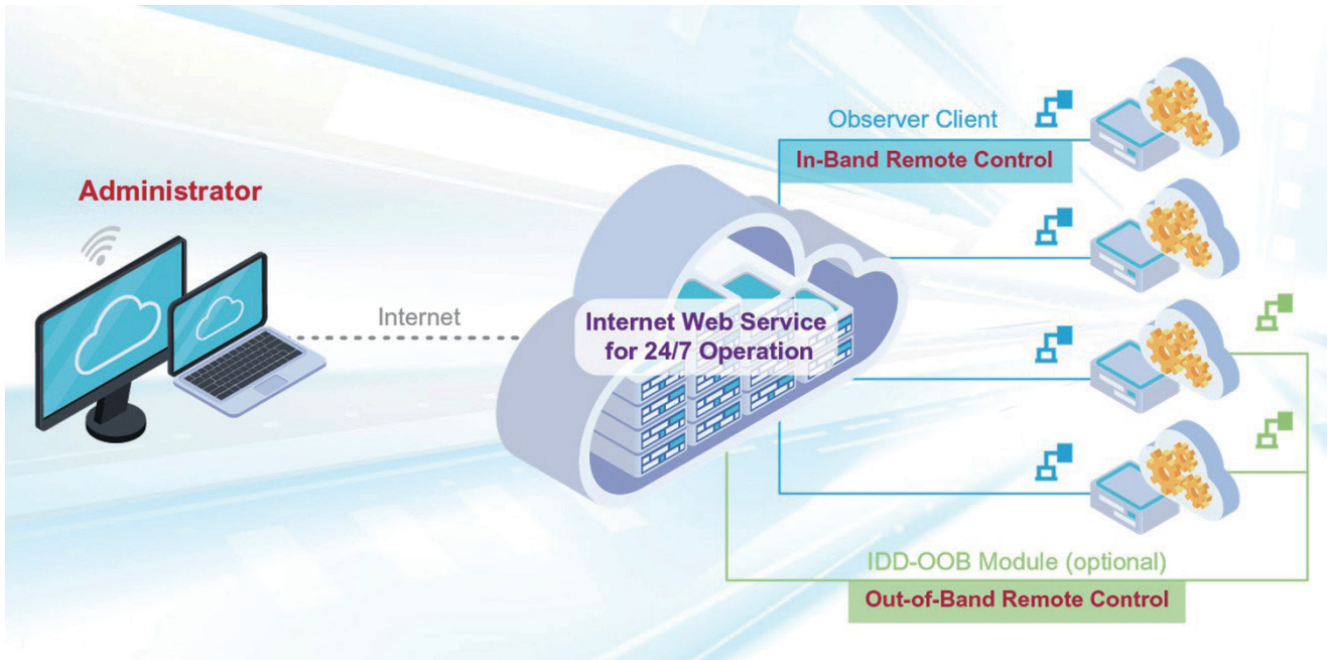
#### 1.4.1.2 Observer Connect Website

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

## 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)

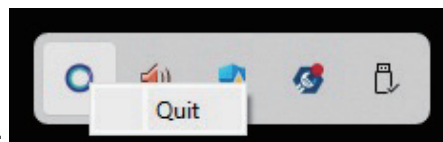
Place the above files in the same location, run the installation program, follow the instructions, and restart the system after completion.

## 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.

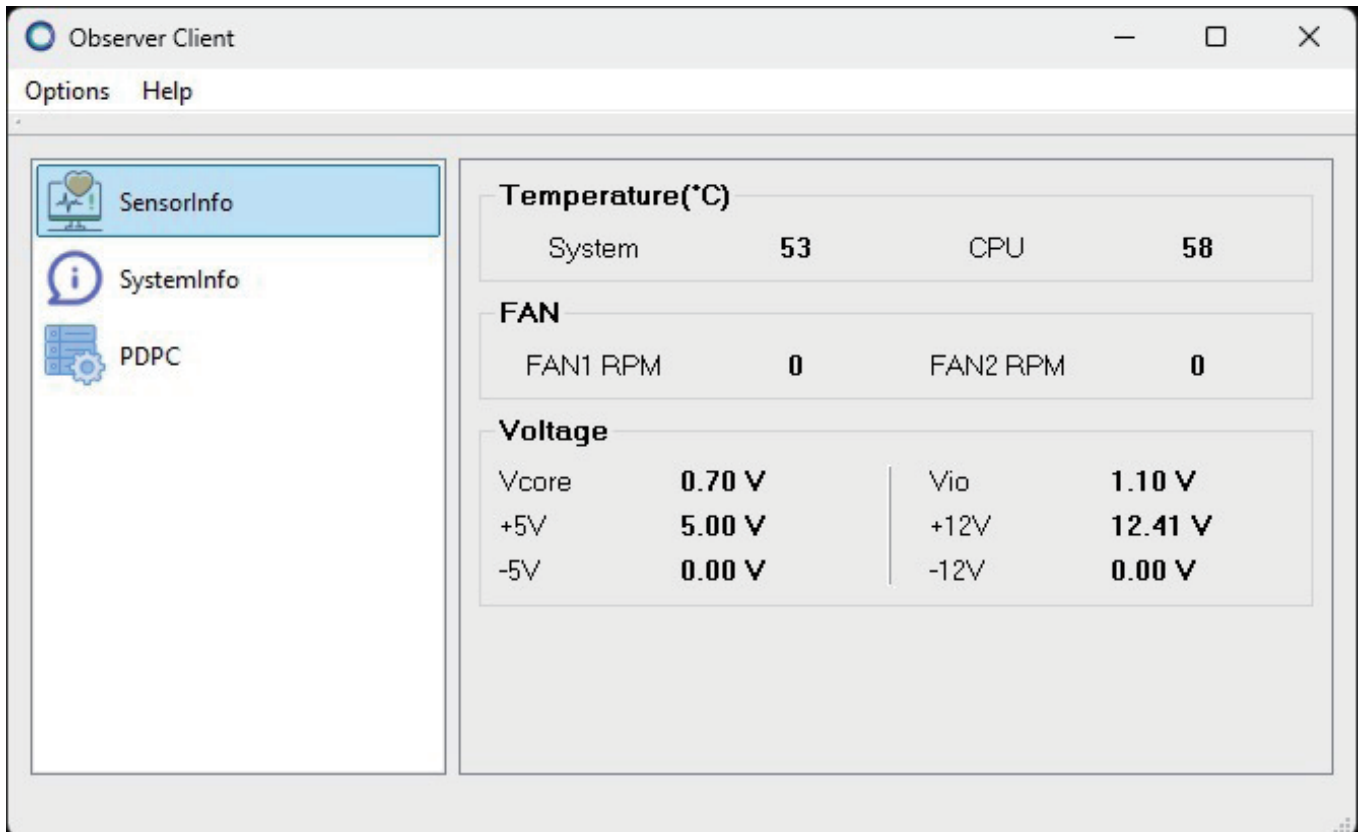


## 2.4 User Interface Functions

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

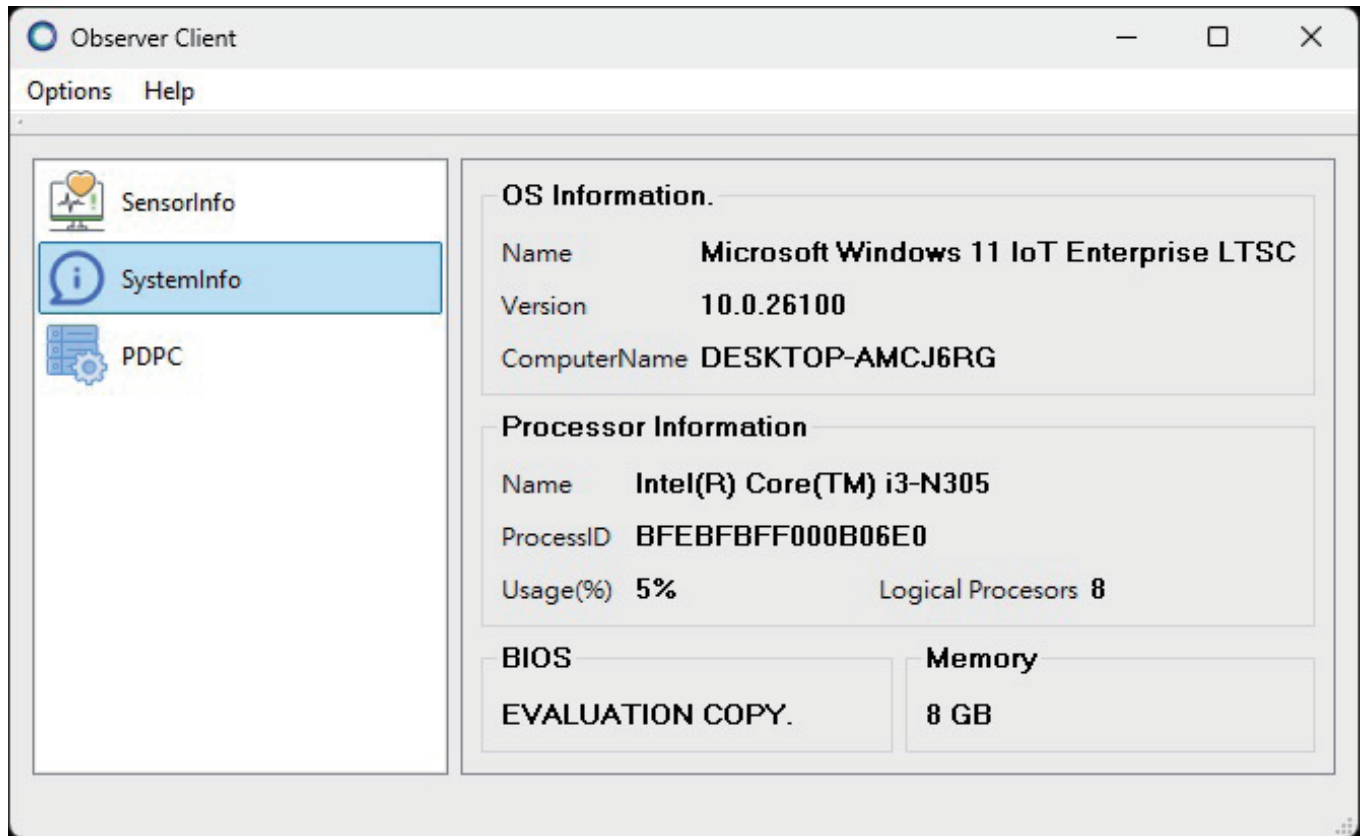
### 2.5.1 Sensor Info



**Three types of information are provided:**

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

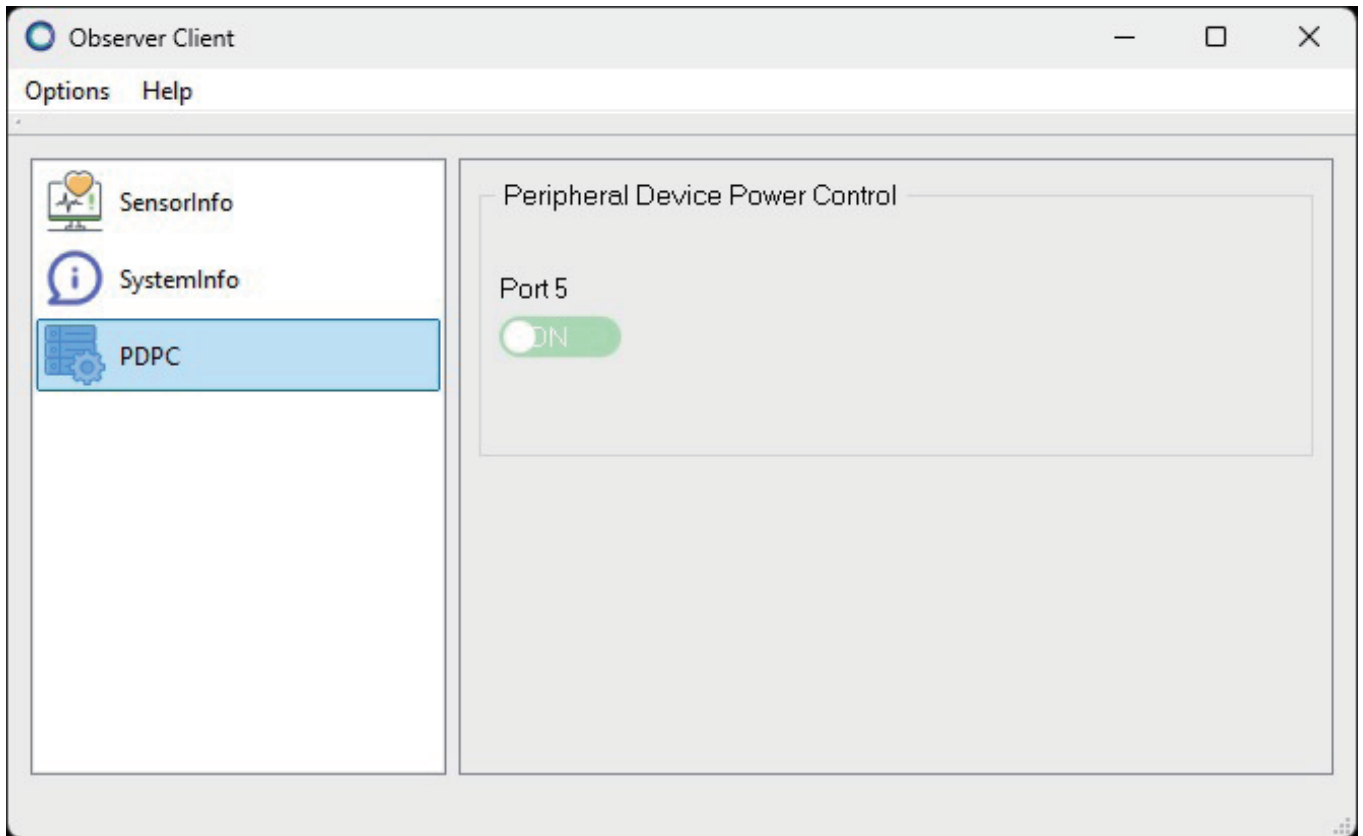
## 2.5.2 System Info



**Provides the following four types of information:**

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

## 2.5.3 Peripheral Device Power Control (PDPC)

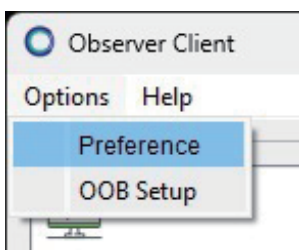


- PDPC allows control of peripheral device power to help restore the operation of external devices.
- It also enhances security by cutting power to unauthorized devices connected via USB ports or internal M.2 slots, helping prevent data leakage or tampering.
- Please refer to the machine's user manual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

## 2.6 Options

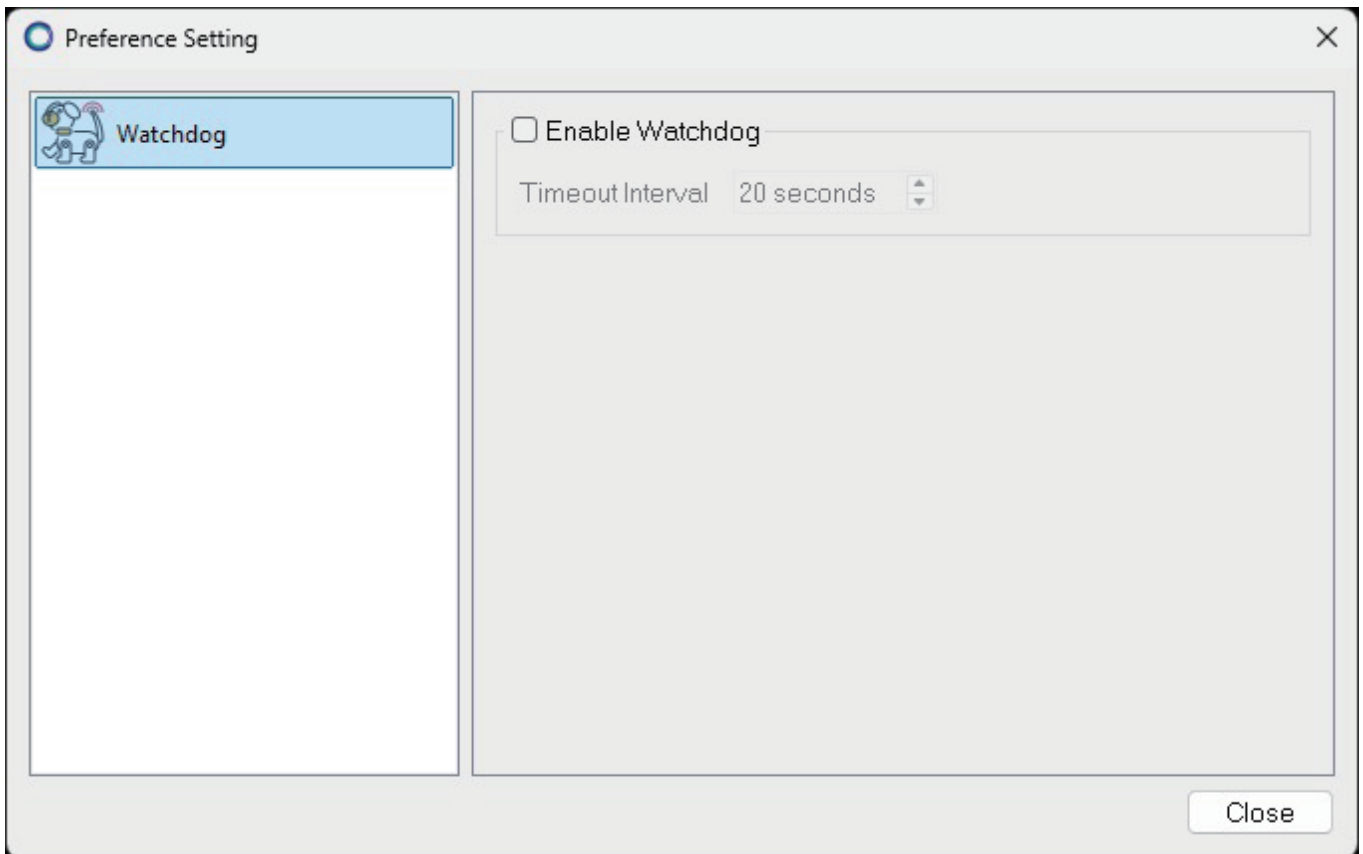
### 2.6.1 Preference (Watchdog)

- **Options** → **Preference**



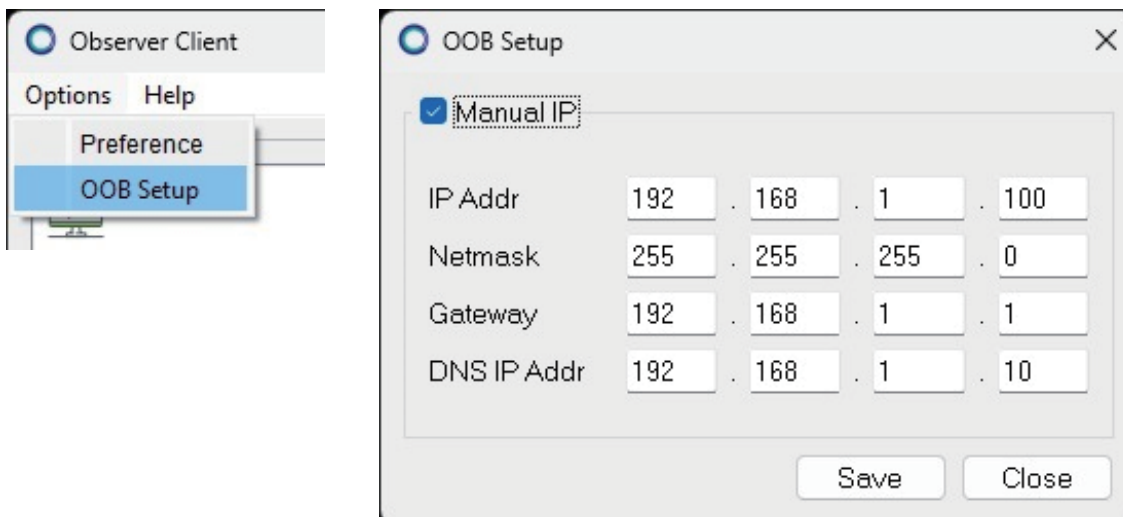
Users can find more advanced settings in **Preference**.

## • 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

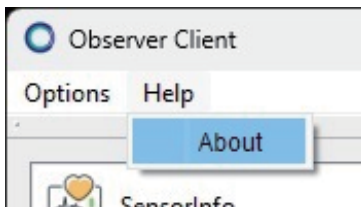


- When this option is enabled, network settings for the Out-of-Band Module can be configured manually.
- If left unchecked, the module will use DHCP by default to obtain its network configuration.
- After entering all required fields, click the Save button to store the settings.
- Changes will take effect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

## 2.7 About This Software

• **Help** → **About**

View program version information here.

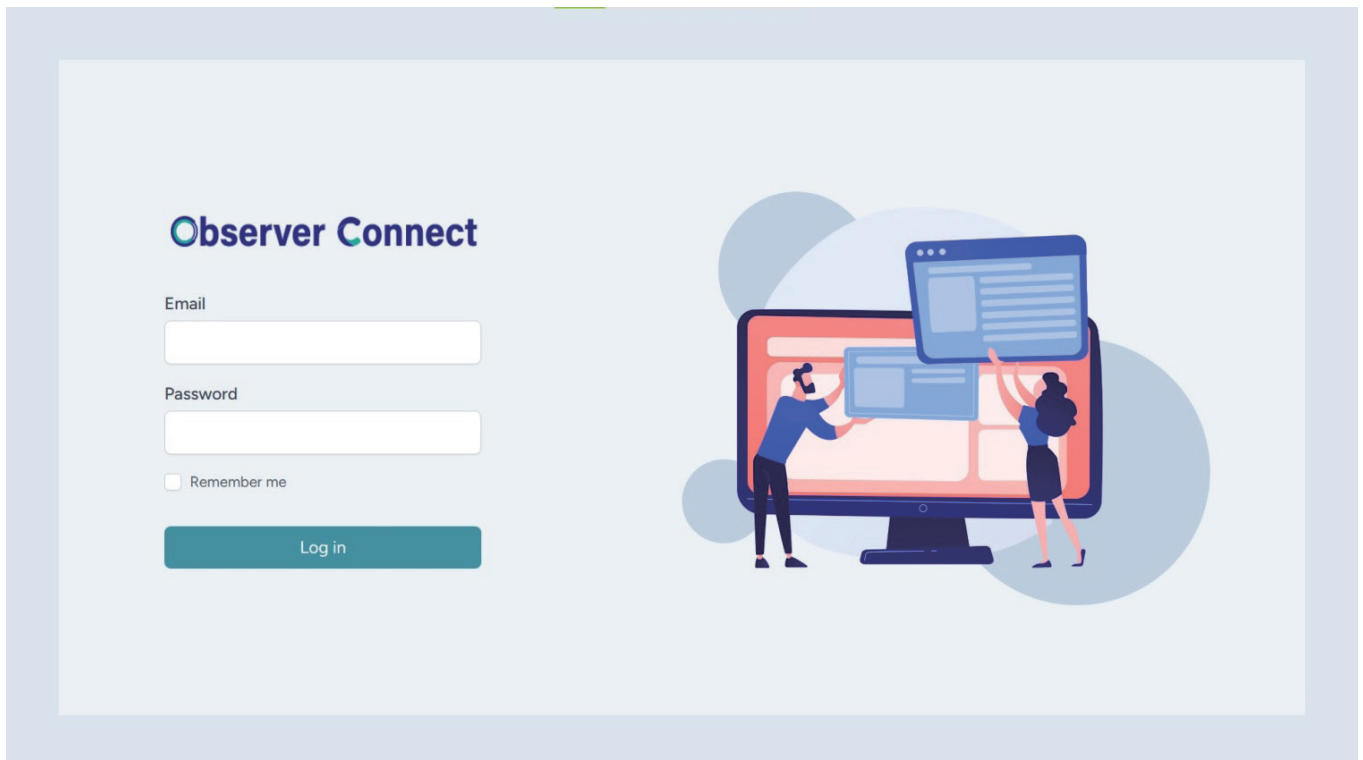


# 03

## Observer Connect Website Tutorial

## 3.1 Login

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



The image shows the login interface for Observer Connect. On the left, there is a form with the following elements: the title "Observer Connect", an "Email" label above a text input field, a "Password" label above another text input field, a "Remember me" checkbox, and a teal "Log in" button. On the right, there is a stylized illustration of a man and a woman interacting with a large computer monitor. The man is pointing at the screen, and the woman is holding a tablet. The background of the illustration features abstract blue and orange shapes.

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.

**Observer Connect**

Dashboard

Device Status

Remote Control

Remote Control/Group

Management

**Summary**

Device 8 Group 3 User 9

**Devices List**

Status	Group Names	Device Names	Control	Sensor
Offline	FirstGroup	DESKTOP-THOVKG6	Control	Sensor
Offline	FirstGroup	OOB-DEMO	Control	Sensor
Online	FirstGroup	DESKTOP-4ABSPP8	Control	Sensor
Offline	FirstGroup	DESKTOP-B8GNF10	Control	Sensor
Online	SI-212	DESKTOP-AMCJ6RG	Control	Sensor
Online	SI-212	DESKTOP-ODMTTF7	Control	Sensor
Offline	SI-212	DESKTOP-9VD0E2T	Control	Sensor
Online	SI-212	DESKTOP-QM3B96S	Control	Sensor

**Observer Connect**

Dashboard

Device Status

Remote Control

Remote Control/Group

Management

< Device Control

DESKTOP-AMCJ6RG

Select Actions

- Select Actions
- Out-of-Band Reboot
- Out-of-Band Shutdown
- Out-of-Band PowerOn
- In-Band Reboot
- In-Band Shutdown
- OS Smart Recovery

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.

**Observer Connect**

Dashboard

Device Status

Remote Control

Remote Control/Group

Management

**Summary**

Device 8    Group 3    User 9

**Devices List**

Status	Group Names	Device Names	Control	Sensor
Offline	FirstGroup	DESKTOP-THOVKG6	Control	Sensor
Offline	FirstGroup	OOB-DEMO	Control	Sensor
Online	FirstGroup	DESKTOP-4ABSPP8	Control	Sensor
Offline	FirstGroup	DESKTOP-B8GNF10	Control	Sensor
Online	SI-212	DESKTOP-AMCJ6RG	Control	Sensor
Online	SI-212	DESKTOP-ODMTTF7	Control	Sensor
Offline	SI-212	DESKTOP-9VD0E2T	Control	Sensor
Online	SI-212	DESKTOP-QM3B96S	Control	Sensor

**Observer Connect**

Dashboard

Device Status

Remote Control

Remote Control/Group

Management

< DESKTOP-AMCJ6RG

CPU Usage    Memory Usage    Disk Usage

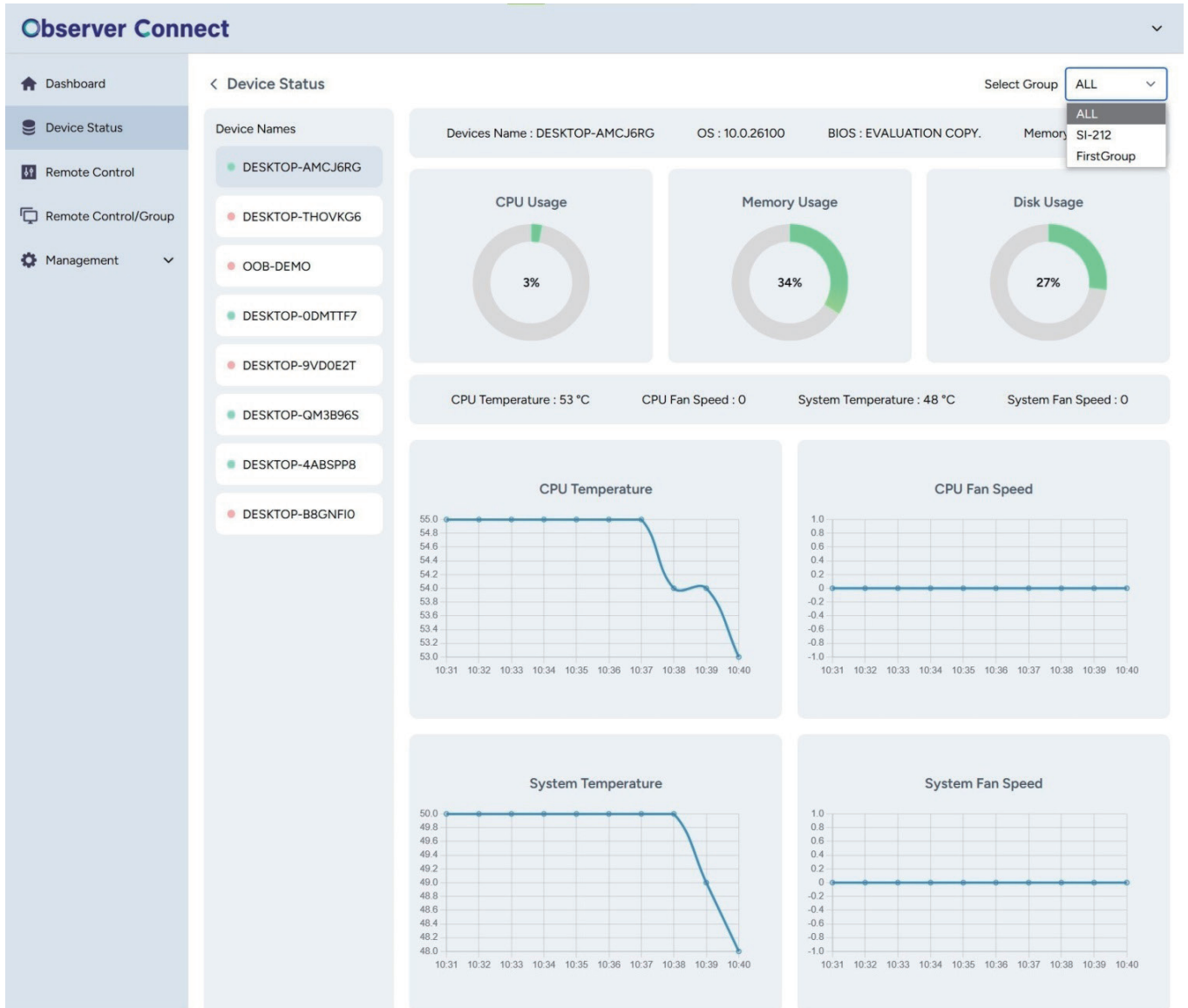
CPU Fan Speed    System Fan Speed

Temperature CPU    Temperature System

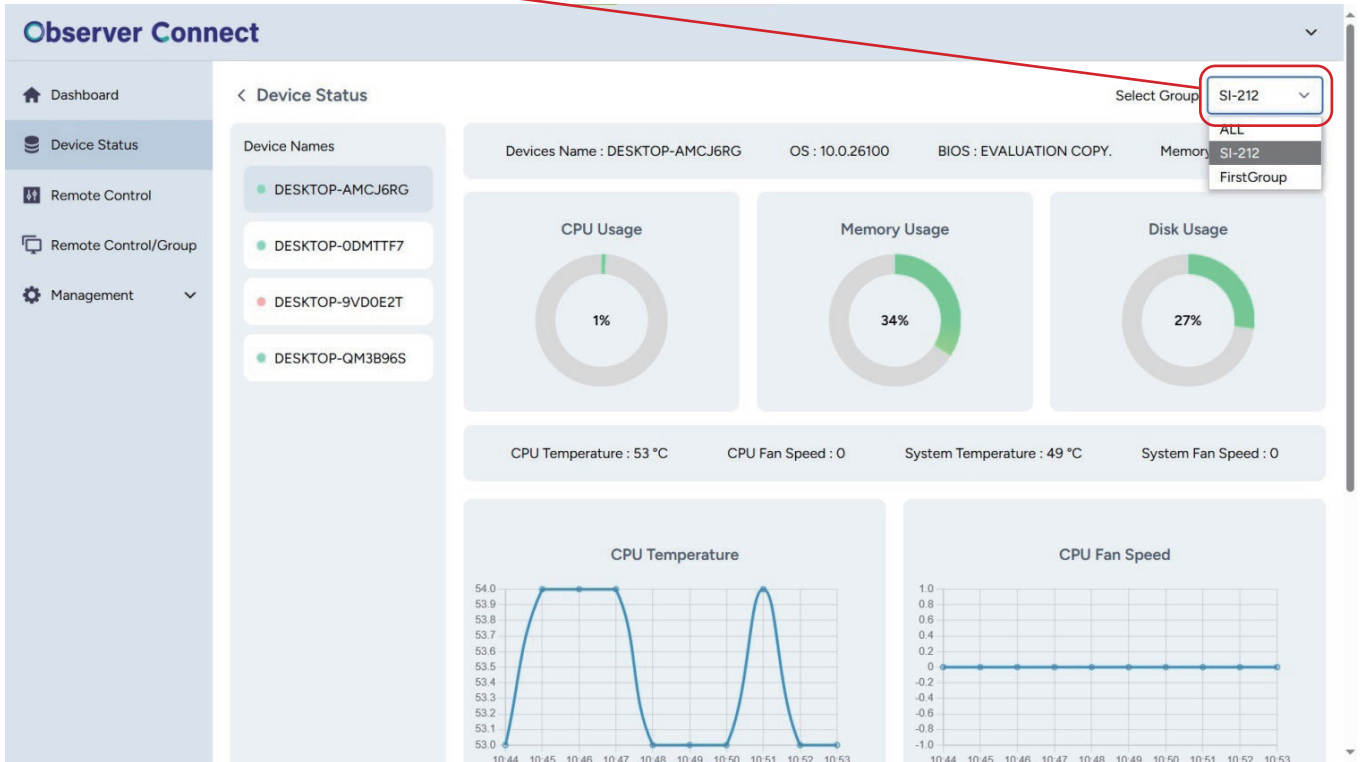
The dashboard displays three line graphs for the device DESKTOP-AMCJ6RG. The top graph shows CPU Usage (blue), Memory Usage (red), and Disk Usage (green) over time. The bottom-left graph shows CPU Fan Speed (blue) and System Fan Speed (red). The bottom-right graph shows Temperature CPU (blue) and Temperature System (red). All graphs show data from 17:58 to 01:46.

# 3.3 Device Status

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

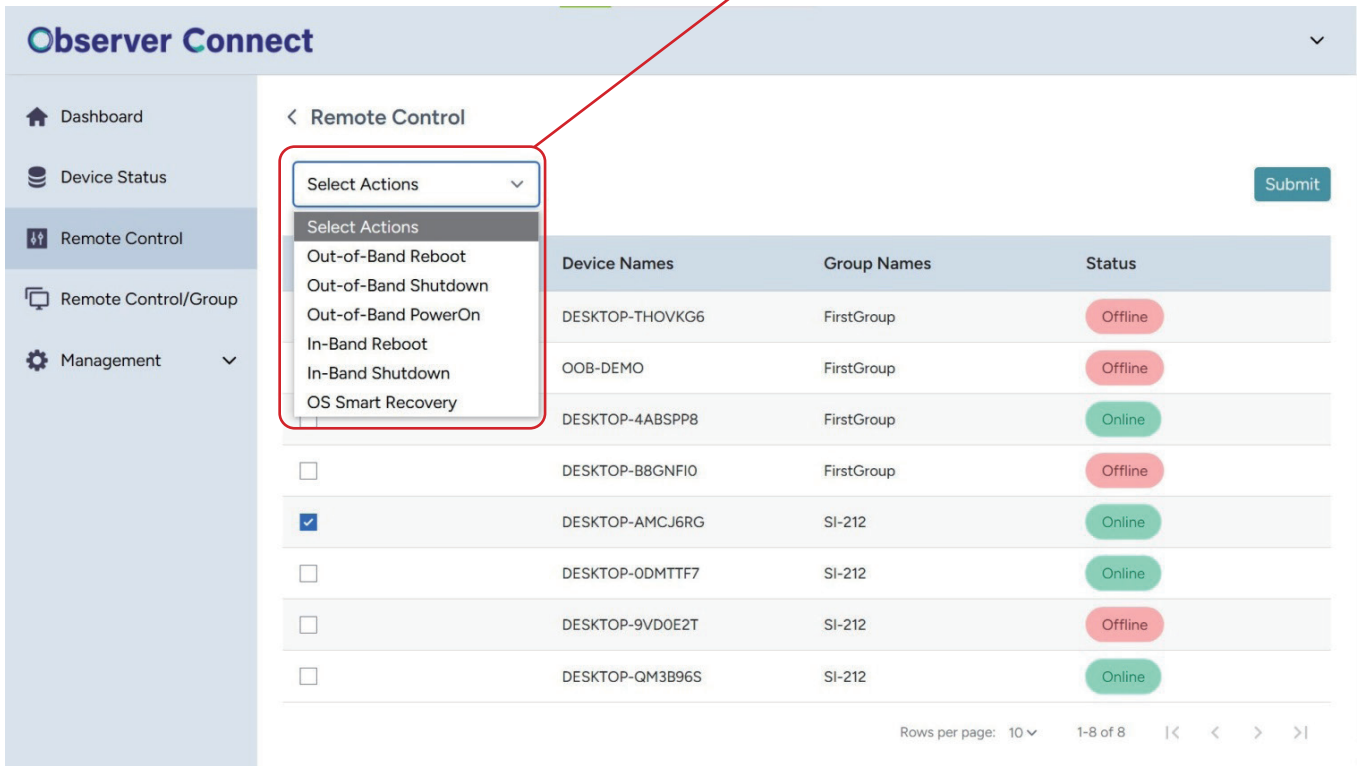


Use **Select Group** SI-212 to choose a group for easier monitoring of specific machines.



### 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).

The screenshot shows the 'Remote Control' page in the Observer Connect interface. A sidebar on the left contains navigation options: Dashboard, Device Status, Remote Control, Remote Control/Group, and Management. The main content area is titled '< Remote Control' and features a 'Select Actions' dropdown menu and a 'Submit' button. Below this is a table with the following columns: Select, Device Names, Group Names, and Status. Two checkboxes in the 'Select' column are checked, corresponding to the first and fifth rows of the table. A red box highlights these checkboxes and the 'Select Actions' dropdown.

Select	Device Names	Group Names	Status
<input checked="" type="checkbox"/>	DESKTOP-THOVKG6	FirstGroup	Offline
<input type="checkbox"/>	OOB-DEMO	FirstGroup	Offline
<input type="checkbox"/>	DESKTOP-4ABSPP8	FirstGroup	Online
<input type="checkbox"/>	DESKTOP-B8GNFIO	FirstGroup	Offline
<input checked="" type="checkbox"/>	DESKTOP-AMCJ6RG	SI-212	Online
<input type="checkbox"/>	DESKTOP-ODMTTF7	SI-212	Online
<input type="checkbox"/>	DESKTOP-9VD0E2T	SI-212	Offline
<input type="checkbox"/>	DESKTOP-QM3B96S	SI-212	Online

Rows per page: 10 | 1-8 of 8 | << < > >>

### 3.5 Remote Control/Group

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

The screenshot shows the 'Remote Control/Group' page in the Observer Connect interface. The sidebar is the same as in the previous screenshot. The main content area is titled '< Remote Control/Group' and features a 'Select Actions' dropdown menu and a 'Submit' button. The dropdown menu is open, showing a list of actions: Out-of-Band Reboot, Out-of-Band Shutdown, Out-of-Band PowerOn, In-Band Reboot, In-Band Shutdown, and OS Smart Recovery. A red box highlights the dropdown menu and the 'Submit' button. Below the dropdown is a table with the following columns: Group Names and Devices. The table lists three groups: FirstGroup, SecondGroup, and SI-212, with their respective device names listed in the 'Devices' column. A red arrow points from the text above to the 'Select Actions' dropdown.

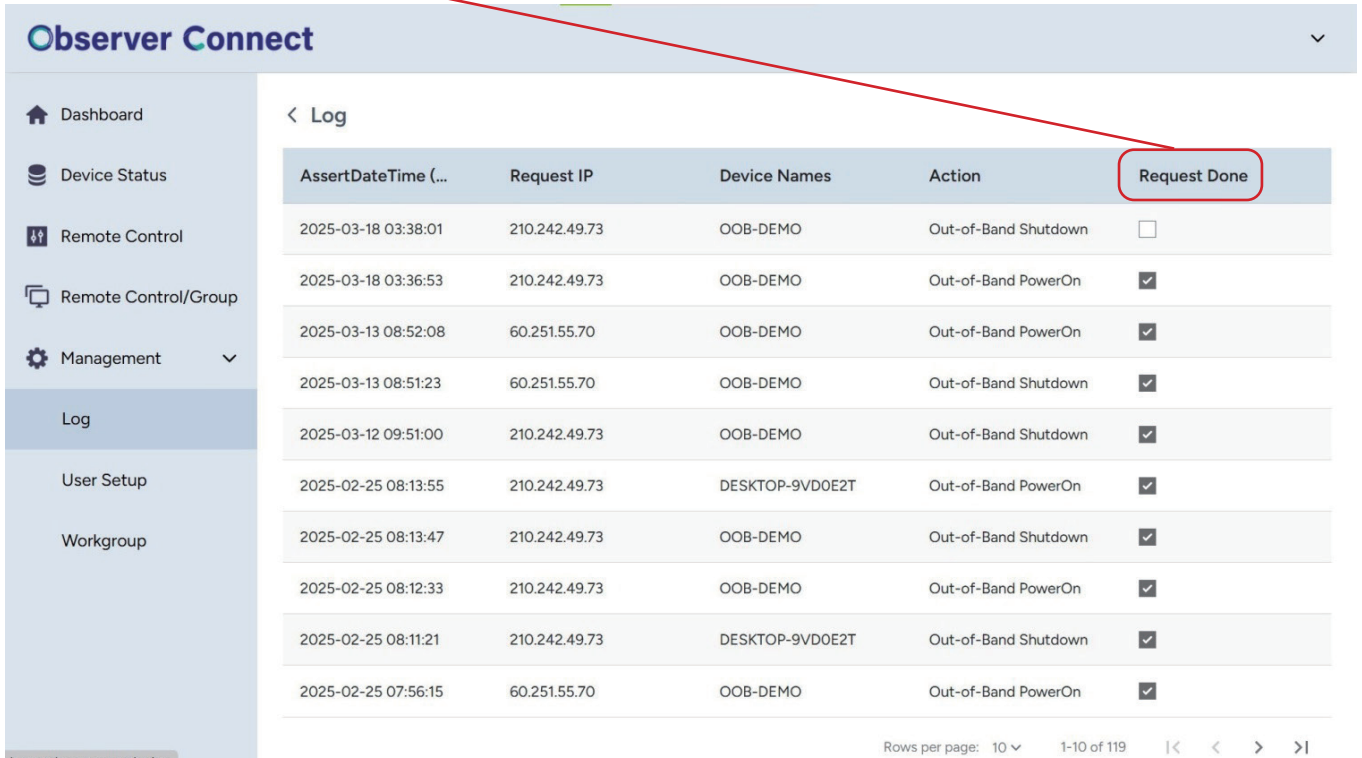
Group Names	Devices
FirstGroup	DESKTOP-4ABSPP8 · DESKTOP-B8GNFIO · DESKTOP-THOVKG6 · OOB-DEMO
SecondGroup	No devices
SI-212	DESKTOP-ODMTTF7 · DESKTOP-9VD0E2T · DESKTOP-AMCJ6RG · DESKTOP-QM3B96S

Rows per page: 10 | 1-3 of 3 | << < > >>

## 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.



Observer Connect

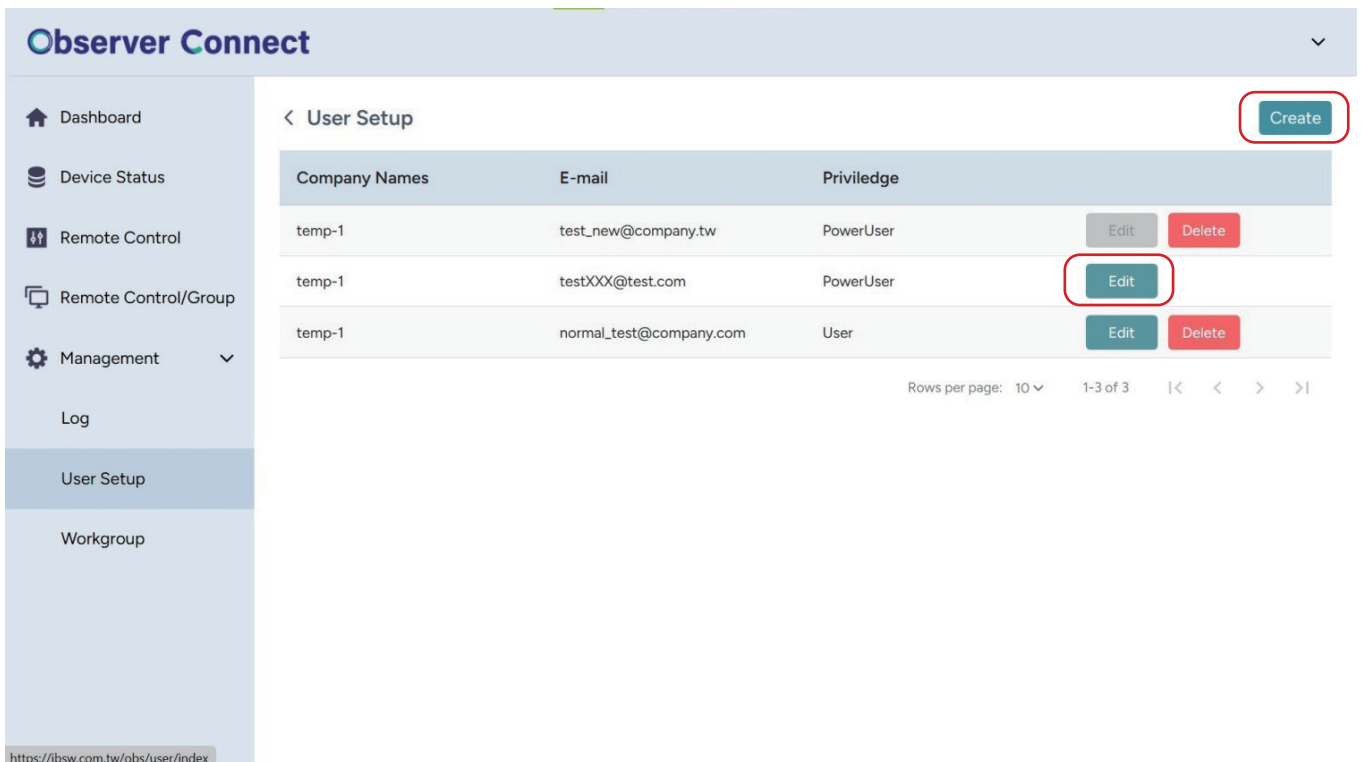
< Log

AssertDateTime (...)	Request IP	Device Names	Action	Request Done
2025-03-18 03:38:01	210.242.49.73	OOB-DEMO	Out-of-Band Shutdown	<input type="checkbox"/>
2025-03-18 03:36:53	210.242.49.73	OOB-DEMO	Out-of-Band PowerOn	<input checked="" type="checkbox"/>
2025-03-13 08:52:08	60.251.55.70	OOB-DEMO	Out-of-Band PowerOn	<input checked="" type="checkbox"/>
2025-03-13 08:51:23	60.251.55.70	OOB-DEMO	Out-of-Band Shutdown	<input checked="" type="checkbox"/>
2025-03-12 09:51:00	210.242.49.73	OOB-DEMO	Out-of-Band Shutdown	<input checked="" type="checkbox"/>
2025-02-25 08:13:55	210.242.49.73	DESKTOP-9VD0E2T	Out-of-Band PowerOn	<input checked="" type="checkbox"/>
2025-02-25 08:13:47	210.242.49.73	OOB-DEMO	Out-of-Band Shutdown	<input checked="" type="checkbox"/>
2025-02-25 08:12:33	210.242.49.73	OOB-DEMO	Out-of-Band PowerOn	<input checked="" type="checkbox"/>
2025-02-25 08:11:21	210.242.49.73	DESKTOP-9VD0E2T	Out-of-Band Shutdown	<input checked="" type="checkbox"/>
2025-02-25 07:56:15	60.251.55.70	OOB-DEMO	Out-of-Band PowerOn	<input checked="" type="checkbox"/>

Rows per page: 10 1-10 of 119

### 3.6.2 User Setup

Management → User Setup manages user accounts and settings.



Observer Connect

< User Setup

Create

Company Names	E-mail	Privilege	
temp-1	test_new@company.tw	PowerUser	Edit Delete
temp-1	testXXX@test.com	PowerUser	Edit
temp-1	normal_test@company.com	User	Edit Delete

Rows per page: 10 1-3 of 3

<https://ibsw.com.tw/obs/user/index>

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

The screenshot shows the 'Observer Connect' interface. On the left is a navigation sidebar with 'Management' selected. The main content area is titled '< Create User' and contains two input fields: 'E-mail' and 'Password'. The 'Password' field has a small eye icon to its right. A 'Submit' button is located in the bottom right corner of the form area.

Management → User Setup → **Edit** resets a user password.

The screenshot shows the 'Observer Connect' interface. On the left is a navigation sidebar with 'Management' selected. The main content area is titled '< Reset Password' and contains two input fields: 'Password' and 'Confirm Password'. Both fields have a small eye icon to their right. A 'Submit' button is located in the bottom right corner of the form area.

### 3.6.3 Workgroup

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

Observer Connect

< Workgroup Create

Group Names	Description			
FirstGroup	first group for test.	Edit	Delete	Download
SecondGroup	2nd group	Edit	Delete	Download
SI-212	SI-212 group, 2 x HDMI	Edit	Delete	Download

Rows per page: 10 1-3 of 3

<https://ibsw.com.tw/obs/workgroup/index>

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.

Observer Connect

< Create Group

Group Name

Description

Submit

Management → Workgroup → [Edit](#) renames or updates the description of a machine group.

The screenshot shows the 'Observer Connect' web interface. On the left is a navigation sidebar with the following items: 'Dashboard', 'Device Status', 'Remote Control', 'Remote Control/Group', and 'Management' (which is expanded to show a dropdown arrow). The main content area is titled '< Edit Group Element'. It contains two input fields: 'Group Name' with the value 'SI-212' and 'Description' with the value 'SI-212 group, 2 x HDMI'. A 'Submit' button is located in the bottom right corner of the form area.

## 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