# Kiosk Uptime

# Overview

The **Uptimes Report** section provides administrators with the uptime status and heartbeat information for all registered kiosks. It helps monitor kiosk availability, connection status, and overall operational health over a selected time period.

Navigate to **VirtuKiosk → Uptimes** to view kiosk uptime reports.

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# Uptimes Report

The **Uptimes Report** displays the uptime details of all kiosks based on the selected filters.

Administrators can filter the report using:

- **Date Range**
- **Kiosk**

This makes it easier to analyze uptime information for a specific kiosk or a selected period.

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# Report Details

The report contains the following information:

| Column | Description |
|---|---|
| **Kiosk ID** | Unique identifier assigned to the kiosk. |
| **Title** | Name of the kiosk. |
| **City** | Location where the kiosk is installed. |
| **Event Date** | Date on which the uptime record was generated. |
| **First Heartbeat** | Timestamp of the first heartbeat received from the kiosk. |
| **Last Heartbeat** | Timestamp of the most recent heartbeat received. |

| Column | Description |
| --- | --- |
| **Uptime** | Total uptime duration of the kiosk during the selected period. |
| **Sessions** | Number of kiosk sessions recorded. |

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# Filters

The following filters are available to customize the report:

- **Date Range** – Select a predefined or custom date range.
- **Kiosk** – View uptime data for a specific kiosk or **All** kiosks.

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# Search Report

Use the **Search** field to quickly find a kiosk by its **Kiosk ID**, **Title**, or **City**.

The **Show Entries** option allows administrators to control the number of records displayed on each page.

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# Manage Uptime Reports

Administrators can:

- Monitor kiosk availability.
- View heartbeat information.
- Track kiosk uptime.
- Analyze kiosk sessions.
- Filter reports by kiosk and date range.
- Search for specific kiosk records.

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# Best Practices

- Regularly monitor uptime reports to ensure kiosks remain online.
- Review heartbeat timestamps to identify communication issues.

- Investigate kiosks with low uptime or missing heartbeat records.
- Use date filters to analyze kiosk performance over specific periods.

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> **Important:**
> The **Uptimes Report** helps administrators monitor the operational status of kiosks by recording heartbeat activity, uptime duration, and session information. Regularly reviewing this report helps identify offline kiosks and maintain reliable kiosk performance.

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