

Device Registration Guide

Follow this 4-step process to register and activate new devices on your Atra RMS platform.

Prerequisites Checklist

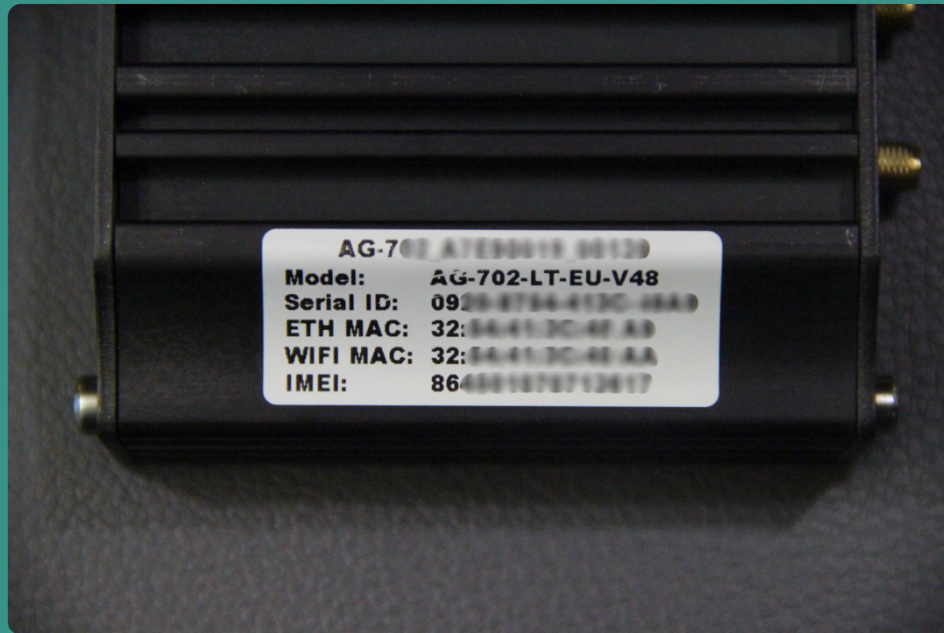
Before starting registration:

- You have the device's Serial ID
- You have "Devices Register" permission in your role
- Target organization exists (create it first if needed)

Step 1: Locate Your Device's Serial ID

The Serial ID is a unique 16-character identifier required for registration.





Finding the Serial ID:

Option A: On the Box

- Look for white sticker on device packaging
- Format: xxxx-xxxx-xxxx-xxxx
- Example: 1A2B-3C4D-5E6F-7G8H

Option B: On the Device

- Check white sticker on back or underside of device
- Same format as above

☐ Serial ID Format:

- Exactly 16 characters
- Four groups of 4 characters
- Separated by hyphens
- Mix of numbers and letters

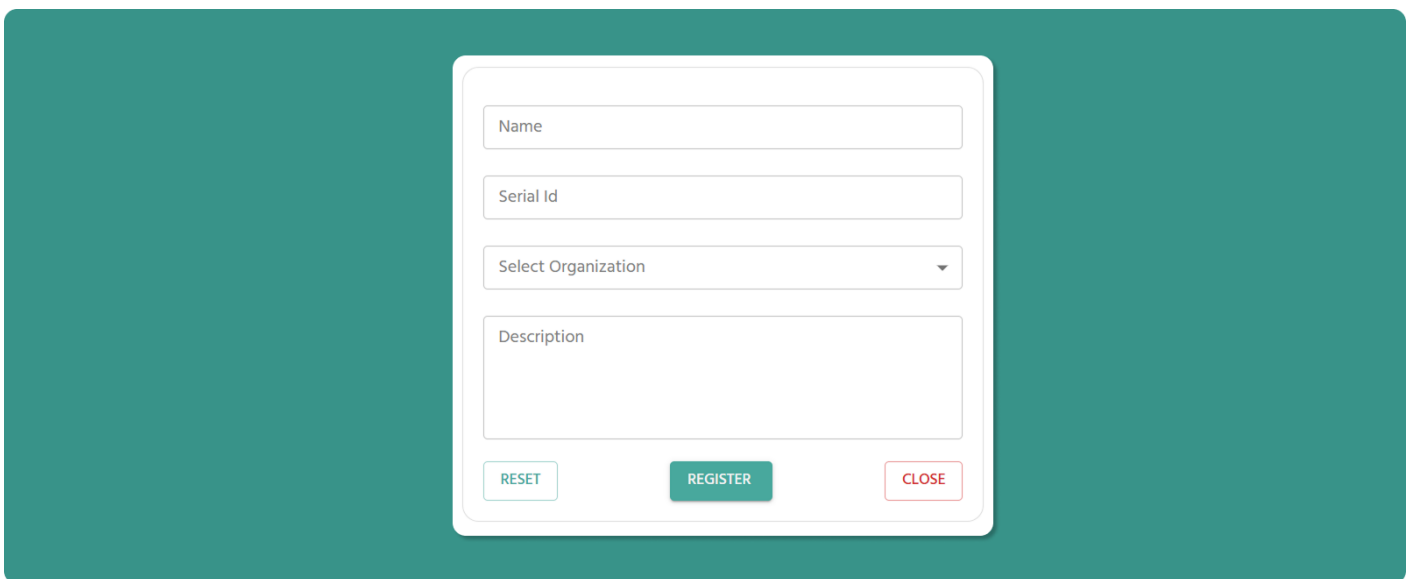
⚠ Common Mistakes:

- Don't confuse Serial ID with MAC Address
 - Don't include extra spaces
 - Ensure all characters are correctly transcribed (0 vs O, 1 vs l)
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Step 2: Navigate to Registration Page

1. Click "Devices" in the left sidebar menu
2. Click the "REGISTER" button (teal, top-left corner)
3. "Register Device" page loads

Step 3: Complete Registration Form

A screenshot of a registration form on a teal background. The form is white with rounded corners and contains the following fields: a text input for "Name", a text input for "Serial Id", a dropdown menu for "Select Organization", and a larger text area for "Description". At the bottom of the form are three buttons: "RESET" (white with teal border), "REGISTER" (teal), and "CLOSE" (white with red border).

Fill out all required fields:

Name of Device (Required)

Input Rules:

- Length: 3-40 characters
- Allowed: Letters, numbers, spaces, periods (.), underscores (_), hyphens (-)
- Not allowed at start/end: Period (.), underscore (_), hyphen (-)
- No consecutive special characters: Avoid device..name or device--name

Examples:

- Factory_Gateway_01
- Warehouse-Floor-2
- Office.Main.Router
- _Gateway01 (starts with underscore)

- Device..Name (consecutive periods)

Best Practice: Use descriptive names that indicate location or function (e.g., "Mumbai_Plant_A_Gateway" rather than "Device123").

Serial ID (Required)

Input Rules:

- Format: Exactly xxxx-xxxx-xxxx-xxxx
- Case: Usually uppercase, but system accepts both
- Validation: System checks if Serial ID is valid and not already registered

What Happens:

- Valid + Unused: Registration proceeds
 - Invalid Format: Error message appears
 - Already Registered: "Device already registered" error
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Select Organization (Required)

Dropdown Options:

- Your current organization
- All child organizations under your management

Important Notes:

Creating Child Organizations:

- If target child org doesn't exist yet, you must create it first
- Go to: Organizations → Create button
- Then return to device registration

Organization Hierarchy:

- Device will belong to selected organization only
- Parent orgs can view child org devices

- Child orgs cannot view parent org devices
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Description (Optional)

Input Rules:

- Length: 0-1000 characters
- Purpose: Additional notes about device

Example Use Cases:

- Physical location details: "2nd Floor, Server Room B, Rack 5"
 - Network information: "Connected to Switch-A, Port 12"
 - Maintenance notes: "Installed June 2025, Warranty until June 2027"
 - Contact information: "Site supervisor: John Doe, +91-9876543210"
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Form Actions

Button	Color	Action
REGISTER	Teal	Submit form and register device
RESET	Teal outline	Clear all form fields
CLOSE	Red outline	Cancel and return to Device List

Step 4: Power On & Activate

After successful registration, the device must establish its first connection to come online.

Scenario A: First-Time Setup (Device Never Powered On)

1. Immediately After Registration:

- Device appears in Device List
- Status shows: "Offline"
- Power On the Physical Device:
 - Connect power supply
 - Provide internet to gateway
 - Wait 90-120 seconds for boot sequence
 - Automatic Connection:
 - Device establishes connection to Atra RMS
 - Status changes to: "Online"
 - Example: "Online - 2 minutes ago"

Typical Boot Time: 90-120 seconds depending on model and network speed.

Scenario B: Device Was Already Running

If the device was powered on before registration:

⚠ Critical Step: You must restart the device to complete registration.

Restart Methods:

Method 1: Power Cycle

1. Unplug power cable
2. Wait 10 seconds
3. Reconnect power cable
4. Wait 90-120 seconds for connection

Method 2: Reboot Command (if accessible)

1. Access device admin interface
2. Execute reboot command
3. Wait for restart completion

Troubleshooting: Device Stays Offline

If device remains "Offline" after several minutes:

Quick Fix - Manual Refresh:

1. Navigate to Device Detail Page (click device name)
2. Click Refresh button (circular arrow, top-right of tab header)
3. Status updates immediately

If Still Offline - Check Common Issues:

☐ Power Supply

- Verify power cable is connected
- Check power LED indicator on device
- Try different power outlet

☐ Network Connection

- Ethernet: Verify cable is connected, check link lights on port
- Cellular: Verify SIM card is inserted correctly and active

☐ Serial ID Issues

- Verify Serial ID was entered correctly during registration
- Check for typos (0 vs O, 1 vs I, etc.)
- Confirm device hasn't been registered to different organization

Still Having Issues?

- See Comprehensive Troubleshooting section
- Contact Atreyo for Support

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