

# School Manager Debugging Interface Guide

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## In this article

- Device Options
- Device Updates
- Permissions
- Snapshots
- Config Audit
- Diagnostics

The Debugging menu contains the core configuration of your School Manager links to the cloud and other devices. Most often, you will use the Debugging menu to add or remove users' access to School Manager. As needed, Linewize Support will direct you to a Debugging page to take actions to troubleshoot your School Manager or Classwize functionality.

**Warning:** It is not recommended to change these options without guidance from Linewize Support [United States](#) (844) 723-3932 | [Australia](#) 1300 687 052 | [New Zealand](#) 0800 445 206.

## Device Options

The screenshot displays the 'Device Options' configuration page in the School Manager interface. The page is titled 'highschool3.distict...' and includes navigation links for 'What's New', 'Contact', and 'Help'. The configuration is organized into three main sections:

- A Device ID:** Fields for Device ID (highschool3.distictname), Device Key (88gg77ff-66ee-55dd-44cc-33bb22aa11bb), Device Name (UC High School), Organisation Name (University College High School), Content Hub (https://university-college.onlinesafetyhub.io/), and Timezone (America/Chicago).
- B Multi-Device Management:** Fields for Is Parent (checkbox) and Parent Device (Select... dropdown).
- C Agent:** Fields for Enable Browser Extension for Chromebooks Only (checkbox) and Student Auto Enrolment (checkbox).

At the bottom right, there is a 'SAVE' button and a 'CONTACT SUPPORT' button.

1. **Device Options** configures the School Manager device by providing:
  - o **Device ID** - the ID for the School Manager device
  - o **Device Key** - the School Manager device password used by the appliance to pull configuration from the cloud

- **Device Name** - the name of the device
  - **Timezone** - the school or district's time zone - select from the drop-down list.
2. **Multi-Device Management** allows the administrator to:
    - Indicate if the device is a parent device by clicking the Is Parent checkbox; or
    - Indicate the device is a child device by selecting the right parent device from the drop-down list
  3. **Agent** settings allow administrators to enable or disable:
    - Browser extension connection reporting
    - Browser extension outside the network (disable only)
    - Browser for Chromebooks (disabled by default) and can be enabled if you see duplicate events reported from Chromebooks
    - [Student Auto Enrolment](#)

## Device Updates

The Device Updates page provides options for using earlier release or different stages of the general availability releases. If your device is a physical appliance, you will see a number in the Active Version field. If you use a School Manager cloud appliance, the Active Version field will be blank.

The screenshot shows a web browser window with the URL 'highschool3.district...'. The page title is 'Device Updates'. The 'Automatic' section has the following settings:

- Enabled:
- Branch: Stable Group One
- Architecture: amd64
- Window: 22:00 - 02:00
- Active Version: 255.28

The 'Manual' section has the following settings:

- Latest Version: (empty field)

Buttons: UPDATE (bottom left), SAVED (bottom right)

### Automatic updating

- Select the **Enabled** checkbox to configure automatic updating.
- Select a **Branch** from the drop-down list (optional).
- Select an **Architecture**.
- Set the **start time** and **end time** for updating window.

### Manual updating

- To [Manually Update a School Manager Device](#), select **Update**.

## Permissions

The Permissions page allows Owner/Global Administrators to [assign roles to users](#) in the system.

Account	Permissions	Users	Groups	Operations
distict_it@rdist.example.edu	Owner/Global Administrator	*	*	
school_it@uchs.example.edu	Owner/Global Administrator	*	*	
school_it@support@uchs.example.edu	Classroom Ed-Tech Manager, Filtering/Reporting Administrator, Filtering Administrator	*	*	
school_wellbeing@uchs.example.edu	Reporting/Pastoral Care Administrator	*	*	
managed@serviceprovider.com		*	*	

- A. We recommend you limit the number of Owner/Global Administrators for your system security to only those who need access.
- B. You can combine roles to give appropriate access to staff who support a variety of functions.
- C. You can add users who are not part of your school. If you give a special user temporary access you can keep their email and remove their Roles after they are done. For example, you may do this for a managed service provider who needs access to School Manager admin access only during maintenance of a firewall.

### Tip

Use this [list of the School Manager functions by User Role](#) to identify the level of access a user needs.

## Snapshots

The Snapshots page provides downloadable copies of your School Manager configuration file (sphirewall.conf). Your Linewize Support team may ask for the file when troubleshooting changes to your system. In addition to automated backups of your configuration file, you can select **Take Snapshot** to save a manual copy before making changes to your configuration.

Time	Label/Name	Account	Operations
2022-10-21T07:00:05+08:00	automatic snapshot	system	Download
2022-10-20T07:00:04+08:00	automatic snapshot	system	Download
2022-10-19T07:00:04+08:00	automatic snapshot	system	Download
2022-10-18T07:00:04+08:00	automatic snapshot	system	Download

## Config Audit

Config Audit provides an audit trail of some actions in School Manager. If your school uses Classwise, you can review or rollback Classwise changes in the same list.

State	Time	User	Scope	Version	Operations
☑	21/10/2022, 7:24:18 am		authentication.Idap2	49344188	Show Changes   Rollback
☑	21/10/2022, 7:24:18 am		authentication.Idap2	49344186	Show Changes   Rollback
☑	21/10/2022, 7:24:14 am		authentication.providers	49344183	Show Changes   Rollback
☑	21/10/2022, 4:51:52 am	school_it@uchs.example.edu	objects.periods	49341683	Show Changes   Rollback
☑	21/10/2022, 2:48:53 am	school_it@uchs.example.edu	applayer.filtering	49335828	Show Changes   Rollback
☑	21/10/2022, 2:48:53 am	school_it@uchs.example.edu	applayer.filtering	49335775	Show Changes   Rollback
☑	21/10/2022, 2:48:25 am	school_it@uchs.example.edu	applayer.filtering	49316867	Show Changes   Rollback
☑	20/10/2022, 2:15:18 pm	system	appindex	49304271	Show Changes   Rollback
☑	21/10/2022, 7:24:18 am		authentication.Idap2	49301959	Show Changes   Rollback
☑	20/10/2022, 10:53:22 am		authentication.Idap2	49301958	Show Changes   Rollback
☑	21/10/2022, 7:24:14 am		authentication.providers	49301953	Show Changes   Rollback
☑	19/10/2022, 3:26:30 pm		classwise	49250185	Show Changes   Rollback

- The **Show Changes** operation displays a record of the changes made in the system.
- The **Rollback** operation reverts the system to its previous settings.

### Warning

Use the Rollback operation very carefully or only as directed by Linewize Support. Using a Rollback on a change does not only revert that change, but every subsequent change.

## Diagnostics

The screenshot shows the 'Alarms' section of the Diagnostics page. A modal window titled 'Manage Alert Recipients' is open, allowing users to add or manage recipients for alerts. The modal includes a search field for the recipient's email, an 'Add Recipient' button, and a list of current recipients: school\_it2@uchs.example.edu and school\_it@uchs.example.edu. A 'Save Details' button is also present.

The Diagnostics page provides tools for troubleshooting a School Manager device. If any issue occurs in the

system, the details captured in the Diagnostics page will help the Linewize support technician to quickly diagnose a School Manager or Classwise issue.

These tools include:

- Alarms
- Log files
- Core dumps
- Metrics
- Performance Metrics
- Advanced Configuration
- Net Console

School Manager administrators can set alerts when certain events occur or settings are altered in the system, including disconnections/connections, offline, or failure to connect to the device.

You can [Manage Alerting to add or remove the email addresses](#) of your staff who maintain network connectivity and network hardware.

#### **Warning**

Changes to the Diagnostics section can School Manager system offline. Contact Linewize Support for help changing the configurations in the Diagnostics section.

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