

Bug on creating alarms on the Cubii platform

When setting up a new alarm, I must choose the category the alarm corresponds to. In this case I will select one option from the new category types

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AV da Liberdade 8, Braga

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New Alarm

Label: Alarm teste LoRa node

Description: LoRa node

Priority: Medium

Choose Categories

- Select Categories
- Electricity
- Hvac
- Environnement
- App fix
- Internal
- Facility manager
- Opérateur
- Fuites d'eau
- Humidité
- Pression
- Mécanica
- Hvac & climate control
- Plumbing & water systems
- Gas services
- Electrical
- Appliance repair & installation
- Handyman & general repairs
- Carpentry & joinery
- Painting & decorating
- Flooring
- Roofing & gutters
- Masonry, concrete & structural
- Windows, doors & glazing
- Cleaning services

Save

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Confirming everything.

New Alarm

Label: Alarm teste LoRa node

Description: LoRa node

Priority: Low

Choose Categories: Electrical

Save as template: ☐ Notify Subscriber: ☐ Notify Manager: ☐

Save

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When the system saves the alarm the category is not associated with the alarm

Portfolio > Site > Alarm teste LoRa node

Alarm teste LoRa node LOW

LoRa node

Properties

Label: Alarm teste LoRa node

Description: LoRa node

Priority: Low

Service categories:

Alarm Assignment: 0

No equipment

Quick Info

ID: #69

Label: Alarm teste LoRa node

Priority: LOW

Notifications

Notify Subscriber: ☐

Notify Manager: ☐

Timeline

Created At: Sep 3, 2026, 12:17 PM

Updated At: Sep 3, 2026, 12:17 PM

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Solution: press edit properties and select Service categories.

The screenshot shows the 'Alarm teste LoRa node' edit form. The 'Properties' section has fields for 'Label' (Alarm teste LoRa node), 'Description' (LoRa node), and 'Priority' (Low). The 'Service categories' dropdown menu is open, showing a list of categories: Electricity, Hvac, Environnement, App fix, Internal, Facility manager, Opérateur, Fuites d'eau, Humidité, and Pression. The 'Quick Info' section on the right shows ID #69, Label Alarm teste LoRa node, and Priority LOW. The 'Notifications' section has toggle switches for 'Notify Subscriber' and 'Notify Manager'. The 'Timeline' section shows 'Created At' and 'Updated At' as Sep 3, 2026, 12:17 PM. The footer includes the SmartCube logo and copyright information.

As you can see only the old categories show up for selection... After selecting an old style category the system memorizes the setting.

The screenshot shows the 'Alarm teste LoRa node' edit form after selecting 'Electricity' in the 'Service categories' dropdown. The 'Properties' section now shows 'Label' (Alarm teste LoRa node), 'Description' (LoRa node), 'Priority' (Low), and 'Service categories' (Electricity). The 'Quick Info' section on the right shows ID #69, Label Alarm teste LoRa node, and Priority LOW. The 'Notifications' section has toggle switches for 'Notify Subscriber' and 'Notify Manager'. The 'Timeline' section shows 'Created At' and 'Updated At' as Sep 3, 2026, 12:18 PM. The footer includes the SmartCube logo and copyright information.

If this setting is not setup properly the alarm will not be available for selection on the building...