Statistics – Charging logs

Description

The **‘Charging Log’** page provides a complete chronological overview of all charging sessions recorded by the Eponet platform. Unlike the other statistics pages, which focus on summaries, reports and analyses, the charging log is designed to display the detailed history of each individual charging session.

This page is primarily used for troubleshooting, operational monitoring, customer support, auditing and technical analysis. Every activity recorded by the platform is listed along with the relevant information, enabling administrators to investigate individual charging sessions, review charging history and diagnose reported issues.

The charging log aggregates charging information from all available chargers and presents it in a searchable, filterable list. It serves as the primary reference for clarifying questions such as:

- When did a customer start charging?
- Which charger was used?
- Which RFID card or user initiated the charging session?
- Was the charging session completed successfully?

As this page contains detailed operational information, it is frequently used by support teams, system administrators, charging network operators and facility managers.

All information displayed on this page is automatically updated based on the selected filters and the reporting period.

Navigation

To access the charging log:

- Open the **Eponet portal**.
- In the left-hand navigation menu, go to **‘Statistics**’.
- Under the ‘Statistics’ tabs, select **‘Charging** Log’.
- The page displays all charging processes that match the selected filters.

charging logs -nav.png

Purpose of the charging log

The charging log provides a detailed operational history rather than statistical summaries.

Typical use cases include:

- Investigating customer support enquiries.
- Reviewing charging activities.
- Analysing charging behaviour.
- Reviewing historical charging records.

Unlike the overview page, which displays aggregated values, the charging log focuses on the charging station’s activities.

Understanding the page layout

The charging log consists of three main sections:

- Filter
- ‘Charging Activities’ table
- Export functions

Each section is designed to enable users to quickly find and analyse specific loading operations.

Filtering charging operations

The charging log supports various filters that can be used to narrow down the charging processes displayed.

The table is automatically updated whenever a filter is changed.

Date range

The date range you select determines which charging sessions are displayed.

Changing the reporting period updates the charging log immediately.

Charger selection

The **‘Select Charger’** filter allows users to view charging sessions for one or more chargers.

The charger selection dialogue supports:

- Search
- Single selection
- Multiple selection
- Select all

This is useful if you want to examine the activity on a specific charger or at a specific location.

charger filter.png

Search

Users can quickly find charging sessions using the search field.

Depending on your platform’s configuration, users can use the following criteria for their search:

- Charger
  serial number
- RFID card number
- Type

The table is updated immediately as soon as search criteria are entered.

Explanation of the charging history table

Each row in the charging history represents a completed charging session.

The table contains detailed operational information that can be used for reporting, troubleshooting or auditing.

Type

Displays the type of request received by the charger:

- Authorisation
- Start transaction
- Start roaming (Hubject EMP Roaming)
- End roaming

Charger

Displays the charger that carried out the charging process.

The report may contain the following:

- Charger serial number
- Port ID

This information precisely identifies the charging station in question.

RFID

Displays the RFID card or the authenticated user who initiated the charging process.

Depending on your installation, this may include the following:

- RFID number

This enables administrators to assign charging sessions to specific users.

Time

Displays the exact date and time at which the activity was recorded

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Response

Displays the exact response to the request received by the charger.

This information is useful when investigating incomplete or unusual charging sessions.

Exporting the charging log

The charging log supports the export of filtered charging data.

Before exporting, check:

- Selected date range
- Selection of the charger
- Search criteria
- Request type

Only charging sessions that match the active filters will be included in the exported report.

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