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NOC Portal

Training Material

Document History

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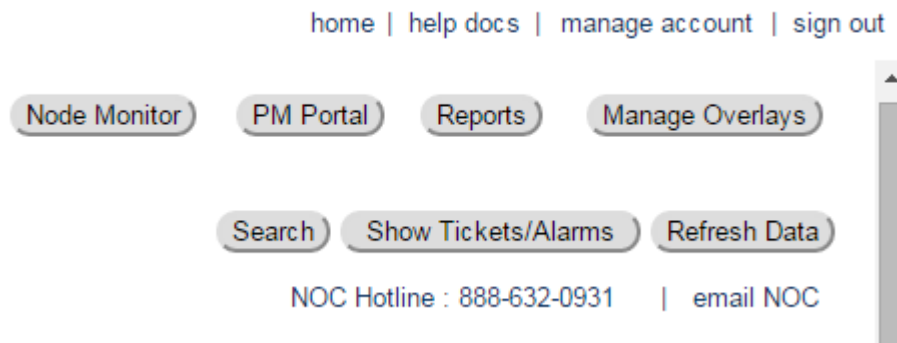
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Add and manage users

To add/edit users click on **manage account** in the top right corner of the screen. See below:



From here click on **Users** to bring up the list of existing users and their associated information.

To create a new user click the **New ShiroUser** button. This will bring up a create user form where you can fill in the relevant data. (ref image on next page).

- **Username, Password, Confirm password, email address**
- **Refresh interval** - how often this user's page will refresh (in minutes)
- **Company config** - select from the drop down menu the associated company
- ***Address Searchable** - if checked this displays the search address bar on the bottom of the screen
- ***Fiber User** - if checked this allows the user to display fiber on the map
- ***Hub User** - if checked this allows the user to display hubs on the map
- ***Node User** - if checked this allows the user to display nodes on the map
- ***Weather User** - if checked this gives the user access to weather radar and weather warning views
- ***Maintenance Viewer** - if checked this allows the user to access preventive maintenance views
- **Dig User** - if the user is a dig user and therefore requires these views then this box is checked
- **Change Management Viewer** - if checked the user will have access to this view
- **Global Alarm Viewer** - if checked the user will have access to this view
- **Roles** - choose the role for the user depending on the level of access the user requires
- **Expiry Date** - you can set the date that this user's account will deactivate/expire
- **Map Type** - you can choose between Google Earth or Google Maps

* **Note:** These fields are usually selected in most cases.

Create ShiroUser

| | |
|--------------------------|--|
| Username | <input type="text"/> |
| Password | <input type="password"/> |
| Confirm Password | <input type="password"/> |
| Email Address | <input type="text"/> |
| Refresh Interval | <input type="text" value="5"/> |
| Company Config | <input type="text"/> |
| Address Searchable | <input type="checkbox"/> |
| Fiber User | <input type="checkbox"/> |
| Hub User | <input checked="" type="checkbox"/> |
| Node User | <input checked="" type="checkbox"/> |
| Weather User | <input type="checkbox"/> |
| Maintenance Viewer | <input type="checkbox"/> |
| Dig User | <input type="checkbox"/> |
| Change Management Viewer | <input type="checkbox"/> |
| Global Alarm Viewer | <input type="checkbox"/> |
| Roles | <input type="text" value="Administrator"/> <ul style="list-style-type: none"> Administrator Portal Noc Tech Sales Kml |
| Expiry Date | <input type="text" value="--"/> <input type="text" value="--"/> <input type="text" value="--"/> <input type="text" value="--"/> <input type="text" value="--"/> |
| Map Type | <input type="text" value="GOOGLE_MAPS"/> |

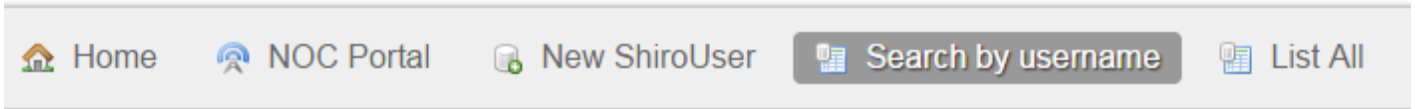
Create

Once you have finished, simply click the **Create** button.

To edit an existing user click on their Id in the user list table. This will bring up the relevant data on that user. Next click on the **Edit** button at the bottom left of the screen to edit this user. Once you have made the relevant changes click the **Update** button. From here you can also delete the user by clicking the **Delete** button.



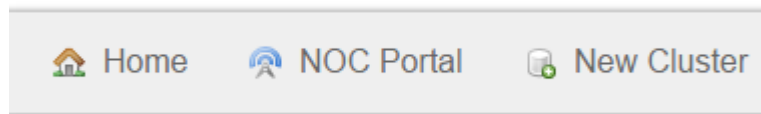
You can also search for a particular user by username by clicking the **Search by username** button in the ShiroUser list.



Cluster Management

To manage existing clusters from inside the noc portal admin section click on **Cluster management**. From here you can order the existing clusters how you wish by clicking on the specific header; for example you can sort the clusters by name.

To create a new cluster click the **New Cluster** button.



You will then be brought to the create cluster form where you can fill in all the relevant information.

Create Cluster

Name *

Id In Snmp Manager *

Outage Info

Outage Update Time

Radius *


Cc Email Recipients

Email Recipients

Files

moz-screenshot-73.png - John
 nextg.PNG - null
 errigallogo.gif - null
 SF_Overall_OH-yellow_UG-purple_060410.kmz - Overlay Author
 Oakland Hills_VRZ.kmz - Overlay Author

Snmp Config *

 Create

Name - the name of the cluster

Id in SNMP Manager - its Id reference in the SNMP manager. This is automatically populated from the snmp source config section and is an auto-incrementing value.

Outage Info - short description describing the outage

Outage Update Time - the date when the cluster last went down

Radius - How far the cluster's range/ area extends

CC Email Recipients - If you wish to CC anyone relating to this cluster you can enter their email addresses here

Email Recipients - The email addresses of those wishing to receive information/updates on this cluster

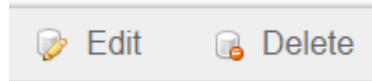
Files - If you wish to attach files such as map overlays to the cluster you can do so here

SNMP Config - Usually defaults

Once you are finished click the **Create** button to save the changes.

You can edit an existing cluster by clicking on its name in the cluster list table. Next click on the **Edit** button. You will then be able to change the information of this particular carrier as you require. Once you are finished with this process click the **Update** button.

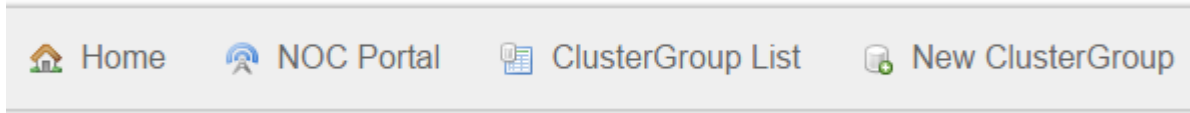
From here you can also delete the cluster by clicking the **Delete** button.



Cluster Group Management

From the Noc portal admin page click on **ClusterGroup**. From here then you can order existing cluster groups by clicking on the column header you wish to sort by for example Id, Name.

To create a new cluster group click the **New ClusterGroup** button.



You will then be presented with the create cluster group form where you can fill in the information accordingly.

Create ClusterGroup

| | |
|--------------------|---|
| Name | <input type="text"/> |
| Cluster Group Type | REGIONAL ▾ |
| Snmp Config | NextG SnmpConfig : jdbc:mysql://ccicerrigaldb2/snmp_manager ▾ |

Create

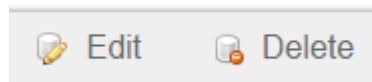
Name - the name of the cluster group

Cluster Group Type - what type of cluster group eg. regional, carrier, sales

SNMP Config - Usually defaults

Once you have finished click the **Create** button to create the cluster group.

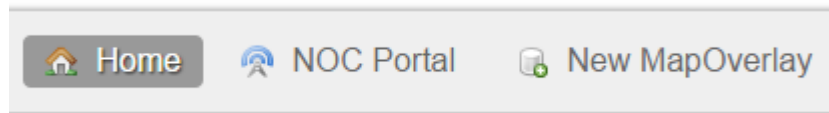
To edit an existing cluster group click on its id in the cluster group list table. Next click the **Edit** button. You will then be able to edit the information accordingly. Once you are finished editing click the **Update** button. From here you can also delete the cluster group by clicking the **Delete** button.



Map Overlays

To access the map overlays, from the noc portal admin page click on [Map Overlays](#).

To add a new map overlay click the [New Map Overlay](#) button.



You will then be brought to the create map overlay page where you can fill in the data accordingly.

Create MapOverlay

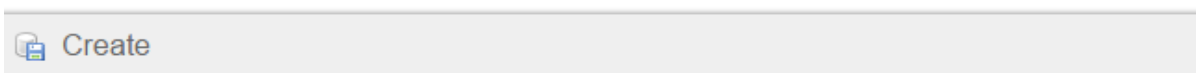
Name *

Clusters

Company Config *

Map Overlay Type *

Revisions [Add MapOverlayRevision](#)



Name - The name you wish to give the map overlay.

Clusters - Here you can select the clusters associated with the map overlay. (Ctrl + click to select multiple. Shift + click to select multiple entries in a row)

Company Config - The company associated with the map overlay.

Map Overlay Type - The type of map overlay eg. Fiber, Underground Fiber, Aerial Fiber, Weather etc.

Revisions - If you are updating the map frequently it is a good idea to have a number of revisions.

Once you are finished click the [Create](#) button.

To edit an existing map overlay click on its id in the map overlay list and then click the [Edit](#) button.

Show MapOverlay

Name 1test
Company Config [Crown Company Profile](#)
Map Overlay Type FIBER

Edit Delete

You will then be able to edit the information associated with this particular map overlay.

Edit MapOverlay

Name *

Clusters
NextG SnmpConfig - AT&T - Chicago
NextG SnmpConfig - AT&T - Colorado
NextG SnmpConfig - AT&T - East
NextG SnmpConfig - AT&T - East & Texas

Company Config *

Map Overlay Type *

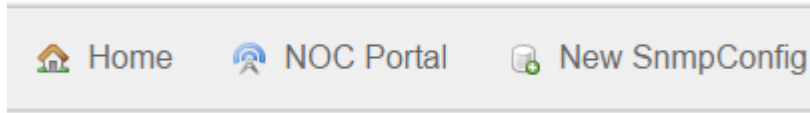
Revisions [Add MapOverlayRevision](#)

Update Delete

Once you are finished editing, click on the **Update** button to save the changes. From here you can also delete the map overlay by clicking the **Delete** button.

SNMP Source Configuration

This can be accessed from the NOC Portal admin section by clicking SNMP Source Config. From here you can edit existing SNMP Source Configs or create a new one.



To create a new SNMP Source Config click the [New SNMP Config](#) button.

This will bring up the Create SNMP Config form for you to fill in the data accordingly.

Create SnmpConfig

| | |
|-------------------------------------|---|
| Name * | <input type="text"/> |
| Database Profile * | NextG Ticketer profile - jdbc:mysql://ccicerrigaldb2/ticketer ▼ |
| Query | <input type="text"/> |
| Public Url | <input type="text"/> |
| Pm Query | <input type="text"/> |
| Pm Cluster Query | <input type="text"/> |
| Pm Quarterly Cluster Query | <input type="text"/> |
| Change Management Query | <input type="text"/> |
| Change Management Details Query | <input type="text"/> |
| Default Base Dig Query | <input type="text"/> |
| Advanced Dig Ticket Details Query | <input type="text"/> |
| Associated Dig Ticket Updates Query | <input type="text"/> |
| On Screen Ticket Details Query | <input type="text"/> |
| Remote Rmi Url | <input type="text"/> |
| Nearby Nodes Query | <input type="text"/> |
| Node By Id Query | <input type="text"/> |

Name - The name of the new SNMP Config

Database Profile - The database profile associated with this SNMP Config

Query - Selected from the dropdown menu

Public URL - The URL associated with this SNMP Config

Pm Query, Pm Cluster Query, Pm Quarterly Cluster Query, Change Management Query, Change Management Details Query, Default Base Dig Query, Advanced Dig Ticket Details Query, Associated Dig Ticket Updates Query - Different types of queries you can associate with this new SNMP Config. They can be selected from the drop down menu.

Remote Rmi Url - The URL of the remote rmi

Nearby Nodes Query - Query for nearby nodes, can be selected from the dropdown

Node By Id Query - Can be selected from the dropdown

Detailed Node Info By Id

Attachment Data Query *

Attachment List Query *

Attachment Thumbnail Data Query *

Cluster Groups [Add ClusterGroup](#)

Cluster Query *


Clusters [Add Cluster](#)

Ne Comms Failure Identifiers

Ne In Cluster Query *

Query Length In Days *

Query Limit *

 **Create**

Detailed Node Info By Id, Attachment Data Query, Attachment List Query, Attachment Thumbnail Data Query - More queries you can associate with this SNMP Config. They can all be selected from the dropdown menu

Cluster Groups - If you wish to add a cluster group to be associated with this SNMP Config click the Add ClusterGroup link, fill out the Create ClusterGroup form accordingly, associate it with this SNMP Config and click the Create button.

Cluster Query - Can be selected from the drop down menu

Clusters - You can add individual clusters to this SNMP Config by clicking the Add Cluster link, filling out the data accordingly, associating it with this particular SNMP Config and click the Create button.

Ne Comms Failure Identifiers - Can be selected from the select box

Ne In Cluster Query - Query that can be selected from the dropdown

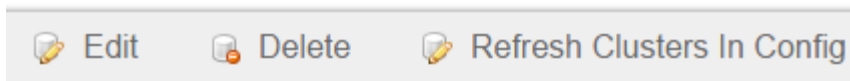
Query Length in Days - How long in days the query is

Query Limit - The highest number of queries that can be carried out in relation to this SNMP Config

Once you have filled out the form with the appropriate data click the **Create** button to create this new SNMP Config.

You can edit an existing SNMP Config element by clicking on its Name in the SNMPConfig list and clicking the **Edit** button. You can then make your changes accordingly and click the Update button to save the changes.

From here you can also delete this SNMP Config by clicking the **Delete** button.



Please Note: Clicking the **Refresh Clusters In Config** button must be done to make all newly uploaded clusters visible in the portal.

Uploaded Files Management

To access this section, from the noc portal admin section under File Management, click [Manage Uploaded Files](#). This will bring you to the uploadable file list.

From here you can order the list in any way you choose by clicking on the appropriate row header eg. Id, Name.

To create a new uploadable file click the [New UploadableFile](#) button. You will then be brought to the create uploadable file page where you can input the data accordingly.

Create UploadableFile

| | |
|---------|---|
| File | <input type="button" value="Choose file"/> No file chosen |
| Author | <input type="text"/> |
| Sub Dir | <input type="text"/> |

 Create

File - Click on Choose file then choose the appropriate file you wish to upload

Author - The name of the author

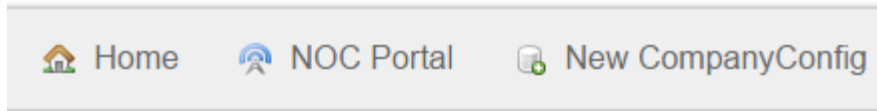
Sub Dir - The name of the subdirectory where the file will be stored

Once you are finished click the [Create](#) button.

To edit an existing file click on its Id in the uploadable file list. Then click on the Edit button. From here you can edit the data accordingly. Once you are finished click the [Update](#) button. From here you can also delete the file by clicking the [Delete](#) button.

Company Config

To add a new Company Config, from the NOC Portal home page click the manage account in the top right corner. From there click the **New CompanyConfig** button.



You will then be brought to the Create CompanyConfig page where you can fill in the data accordingly.

Create CompanyConfig

Company Name *

Snmp Config

Ticketer Config

Dig Portal Config

Layout Theme

Noc Email Address *

Noc Contact Number

Reporting Manager Url

Snmp Manager Url

Ticketer Url

Welcome Message

Update Interval In Seconds *

Branded Image

Public Url

Noc Legend

Sales Legend

Marker Color Config

Announcement

Ems Cluster Url

Ems Ne Url

Pm Workflow

Activate Server Push

Overlays **Add MapOverlay**

Users **Add ShiroUser**

Create

Company Name - Name of the company

SNMP Config - Usually select the default from the dropdown

Ticketer Config - Select from the dropdown

Dig Portal Config - left blank

Layout Theme - You can choose the theme which you wish to have displayed here

Noc Email Address - Email address of associated NOC

Noc Contact Number - Contact number of associated NOC

Reporting Manager URL - URL of reporting manager

SNMP Manager URL - URL of SNMP manager

Ticketer URL - URL of ticketer

Update Interval in Seconds - Update interval

Branded Image - If there is a logo/image you wish to have associated with this company config you can choose it here from the dropdown menu

Public URL - The public URL associated with this company config

Noc Legend - Is selected from the dropdown

Sales Legend - Is selected from the dropdown

Marker Color Config - You can select the color of the company config marker here from the dropdown

Overlays - To add a map overlay click Add MapOverlay and select accordingly

Users - To add a user click Add ShiroUser and select accordingly

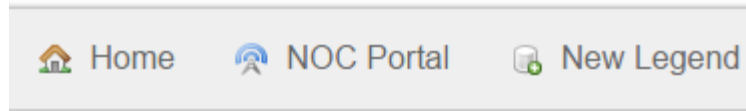
Pm Workflow – The associated pm workflow configuration for this company configuration. This can be selected from the dropdown. The steps for creating a new pmworkflow and assigning statuses to this workflow are available on the preceding pages.

Once you are finished filling in the data click the **Create** button to create the new Company Config.

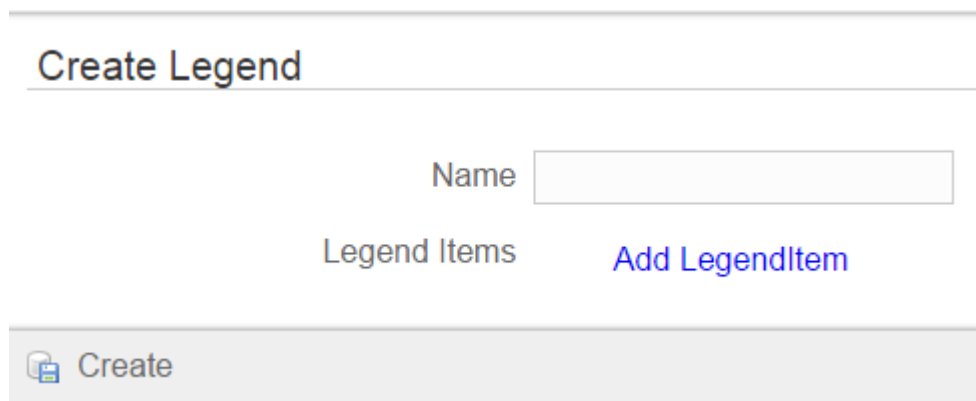
You can edit existing Company Config entries by clicking on their Company Name in the CompanyConfig list and then clicking the **Edit** button. You can then edit the data accordingly and once you are finished click the **Update** button. From here you can also delete the entry by clicking the **Delete** button.

Legend Management

To access this section, from the NocPortal admin page click on Legend Management. To add a new legend click on the **New Legend** button.



You will then be presented with the following form where you can fill in the data accordingly:



A form titled 'Create Legend' with a text input field for 'Name'. Below the input field are the labels 'Legend Items' and 'Add LegendItem'. At the bottom of the form is a 'Create' button with a document icon.

Name - refers to the legend name

Legend Items - Click **Add LegendItem** if you wish to add a new legend item to this legend. This will bring up the Create LegendItem (explained in detail in next section).

Once you have completed the form click the **Create** button to create this new legend.

You can edit an existing legends by clicking on a particular legend's name. From here click the **Edit** button to edit this legend. Once you have made the required changes click the **Update** button to update the changes.

You can also delete this particular legend by clicking the **Delete** button.

Legend Items

To access legend items, from the NOC Portal admin page click **Legend Items**. You will then be brought to the LegendItem list where you can sort each legend item by the top row fields, for example to sort the list alphabetically by name click the **Name** column.

To create a new legend item click the **New LegendItem** button. You will then be brought to the Create LegendItem form where you can fill in the data accordingly.

Create LegendItem

Name


Height *

Icon *

Legend *

Position In Legend *

Width *

 Create

Name - the name you wish to give this legend item

Height - the height of the legend item (in pixels)

Icon - if you wish to choose an image/icon for this legend item you can do so from the dropdown menu

Legend - select from the dropdown menu

Position In Legend - the position you wish this legend item to appear in the legend.

Width - the width of this legend item (in pixels)

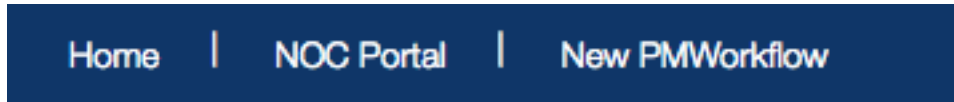
Once you have finished this process click on the **Create** button in order to create the legend item.

You can edit existing legend items by clicking on their Name in the LegendItem List and then clicking the **Edit** button. From here you can edit the data accordingly and once you have made the necessary changes click the **Update** button to save the changes.

From here you can delete this Legend Item by clicking on the **Delete** button.

PM Workflow

To access this section, from the NocPortal admin page click on PM Workflow. To add a new workflow click on the [New PMWorkflow](#) button.

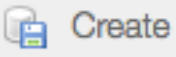


You will then be presented with the following form where you can fill in the data accordingly:

Create PMWorkflow

Name

Pmstatuses [Add PMState](#)



Name - refers to the pm workflow name

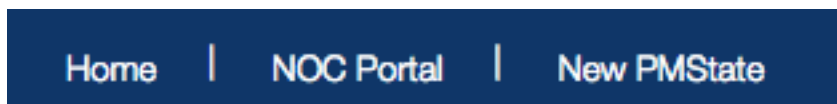
Pmstatuses – refers to the pmstatuses which are contained within this workflow. These can be added using the PM State Configuration controller which will be demonstrated in the following pages.

Click **Add PMState** if you wish to add a new pm status to this workflow. This will bring up the Create PMState(explained in detail in next section).

Once you have completed the form click the [Create](#) button to create this new workflow.

PM State Configuration

To access this section, from the NocPortal admin page click on PM State Configuration. To add a new legend click on the [New PMState](#) button.



You will then be presented with the following form where you can fill in the data accordingly:


Create PMState

Name

Colour

Has Quarterly PM View

Pm Workflow *

 Create

Name - refers to the pm status name. This name is unique on a per workflow basis.

Colour – This dropdown contains options for the marker colour which will be associated with this state. This colour will be displayed on the map for the marker when this state is selected from the view preferences page in the noc portal.

Has Quarterly PM View– This refers to the choice of whether this status is included in the map results to the user when the checkbox Quarterly PM view is checked.

Preventative Maintenance

Quarterly PM View

PM Workflow – This dropdown contains a list of the pm workflows which these states can be associated with. One of these must be chosen creating the state.

Once you have completed the form click the [Create](#) button to create this new workflow.

Comments or Questions

For any additional questions, please email support@errigal.com.