July 2016

NOC Portal Customer

Training Document

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Document History

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Release Version	Release Date	Description of Changes	Changes Made By
1	12/10/2014	Doc Created	London Whitted
2	04/06/2015	General Update	London Whitted
3	05/15/2015	Updates to reflect IDMS 2.9.8 release. Screenshot updates	Michelle McCausland
3.2	09/21/2015	Updates to screenshots	Michelle McCausland
3.3	06/24/2016	Updates to include external ne naming toggle	Anna Dowling

Overview

The NOC Portal provides customers a chance to view the current state of their network from a geographical interface. The Portal should be a user's first stop to find information about the current state of their network. Weather, Outages, alarm and ticket information is all easily searchable through the Portal.

This document outlines the basic functionality of the NOC Portal application. After going through this document a user should be able to complete the following operations:

- Log into the NOC Portal
- View available clusters assigned to the user
- Set the data refresh rate
- Change view preferences
- Search for a specific Node
- View outage information
- Select different overlays
- Access the controller
- Add attachments

Once provided with a login, a user can then select specific clusters* of equipment to view alarms, tickets and outage information.

Selecting a Cluster

Once login is successful, select a Cluster* from the cluster select dropdown. *(See figure 1)* ***Cluster**: A cluster is the name given to a group of DAS nodes, usually by geographic region and supported carrier.

Figure 1

This will update the display to zoom in on that specific cluster of DAS nodes. *(See figure 2)* By default, node icons in the map are only displayed for nodes currently in alarm and are color-coded based on the alarm severity (See Legend for more detail)

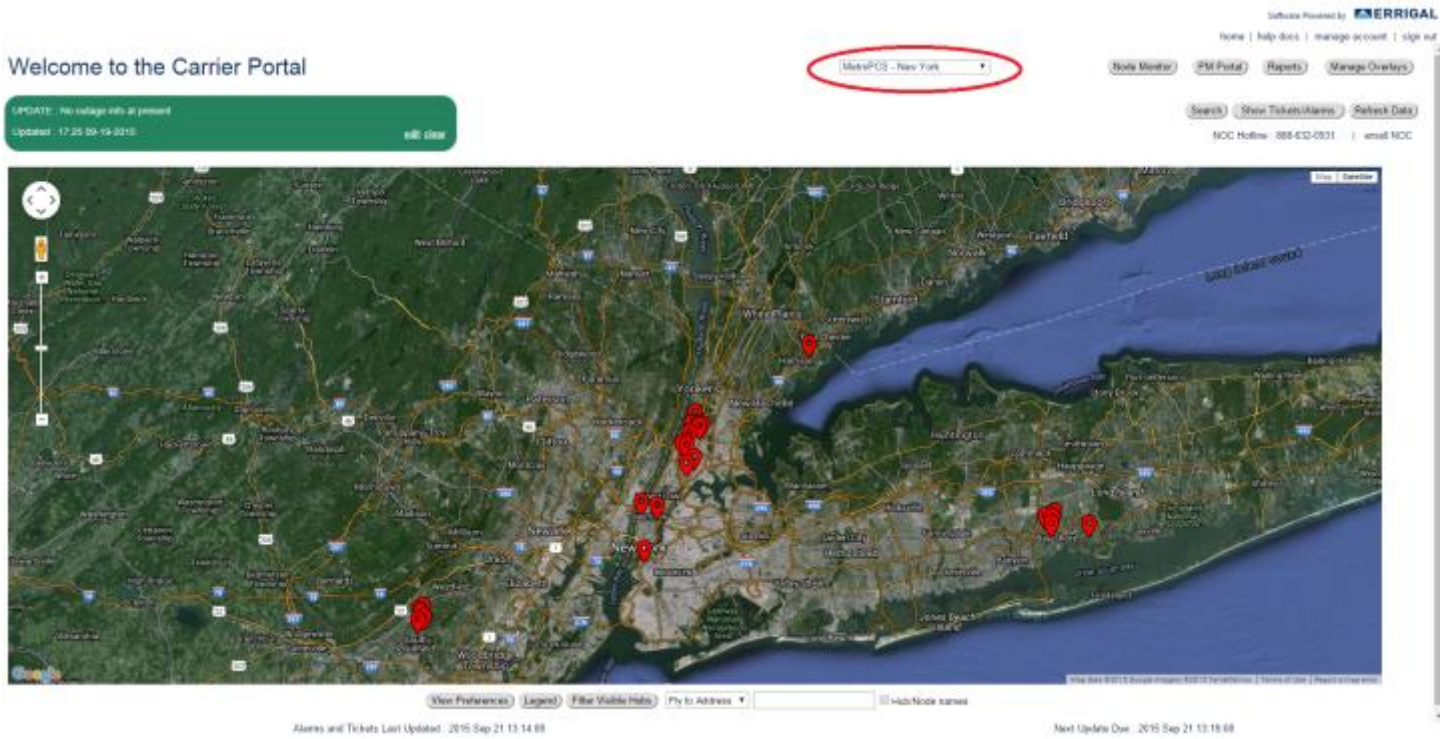


Figure 2

Data Refresh Rate

Once a cluster is selected, the Portal will manage data on its own and update in the background periodically (default is every 5 minutes). You can tell when the next update is coming by looking at the portals footer. You can update the data any time on demand by pressing the **Refresh Data** button. Using the browser's refresh button is not required. *(See figure 3)*

Figure 3

View Preferences

To view preferences press the **View Preferences** button on the bottom of the screen. The View Preferences is split between two categories **Network Elements** and **Overlays.**

The Network Elements tab provides three check box options to view Nodes or Hubs not in alarm and to view external network element names. *(See figure 4)*

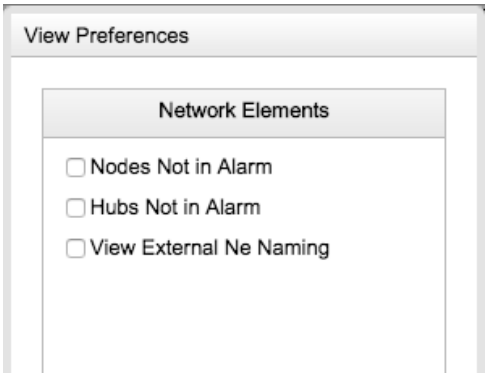


Figure 4

The toggle for the external network element names, if checked will display the external network element name in the Search table (*See figure 4.1*), the Filter Visible Hubs table and the Hub/Node names checkbox (*See Figure 4.2*). This checkbox will also only display to **internal users** of the Noc Portal In order to view the external name once this checkbox is checked, for the Filter Visible Hubs button, the list must be **reset** to update the names.

Figure 4.1

Figure 4.2

The Overlays tab provides four check box options to view additional information about the selected cluster. To view the Overlay options left click on the grey Overlays tab. Please note the **Fiber to the Cell in Area** is not available for all

clusters. The default fiber overlay is **Fiber in Area**. Once you have made your selects left click close to collapse the menu. *(See figure 5)*

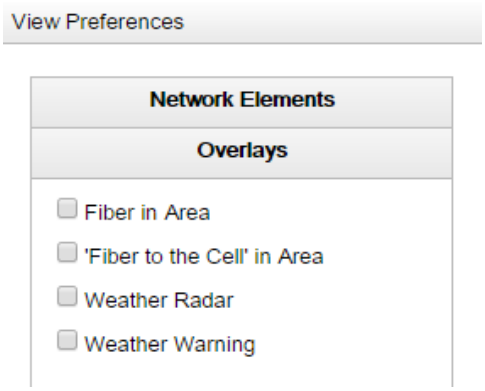
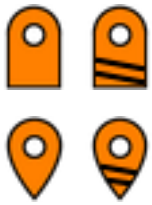


Figure 5

Show Off-Air Element

From Version 2.17, user can toggle off-air element in Preventative Maintenance View and Change Maintenance View. Marker on the left represents On-Air Element. Marker on the right (with two black stripe) represents Off-Air Element. Both view shows Off-Air Element by default.



Legend

To view the legend press the **Legend** button on the bottom of the screen. *(See figure 6)*

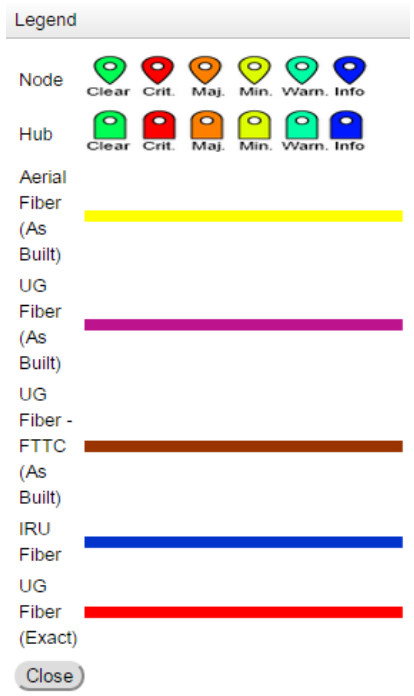


Figure 6

Interacting with Map Markers

You can click on the icons (for Node, for Hub) to see detailed alarm and ticket information for the selected hub/node. *(See figure 7)*

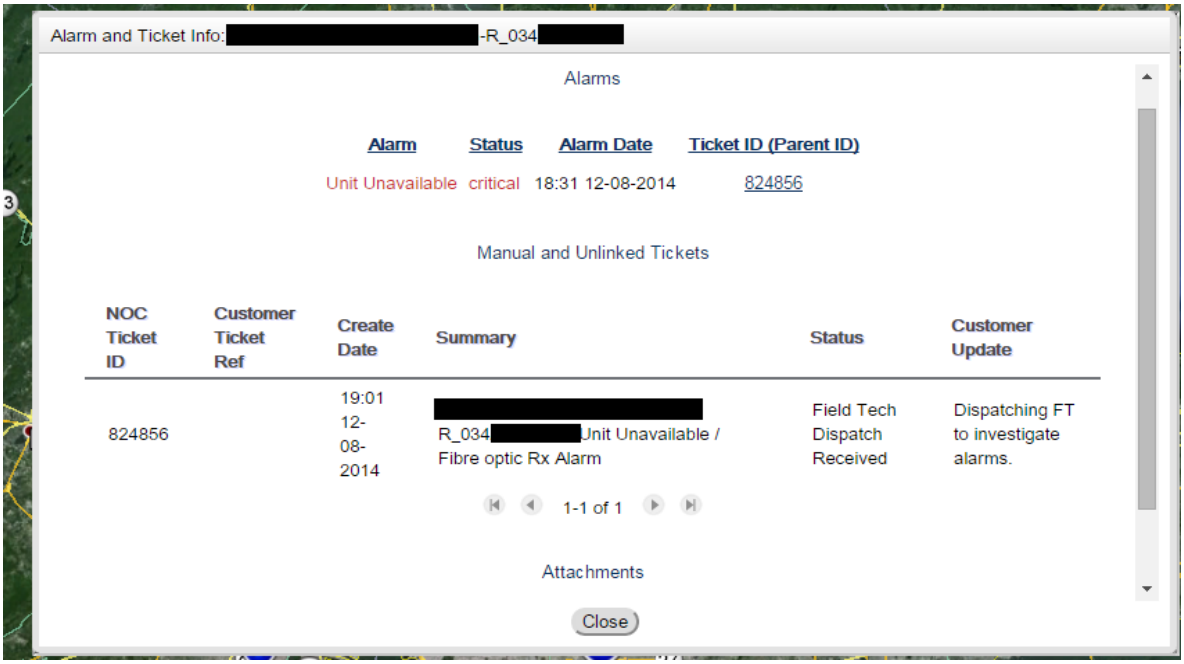


Figure 7

Viewing Tickets in Detail

You can also add a tabular display of alarm and ticket info for all nodes of the selected cluster by pressing the **Show Tickets/Alarms** button in the top right corner of the screen. *(See figure 8)*

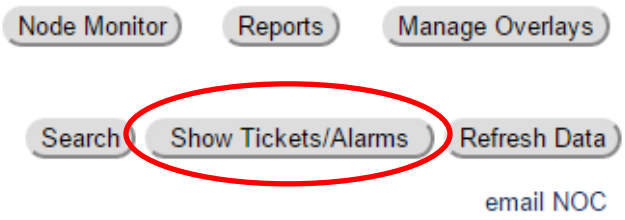


Figure 8

Double-clicking on either table will link to a full-browser view of the table that will include additional information in a less-compressed format making it easier to read. You can hide these tables by pressing the button, **Hide Tickets/Alarms**.

Outage Information Panel

Near the top of the page is a message box that is used by the NOC to push periodic updates with regards to Large-Scale Outages that are ongoing in the cluster. If there is no outage information the box will be green. If any outage information is available the box will be red. The last update date will be provide regardless of the outage status. Large-Scale Outages are typically 5 nodes or more on the same hub. *(See figure 9)*

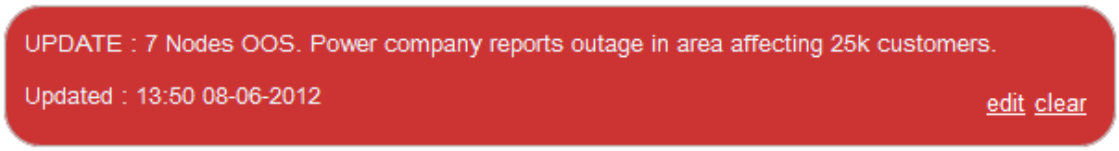


Figure 9

Search Capabilities:

Using the **Search** button, you can search for ticket details for a given ticket ID or search for a node given its hub name and node ID. *(See figure 10)*

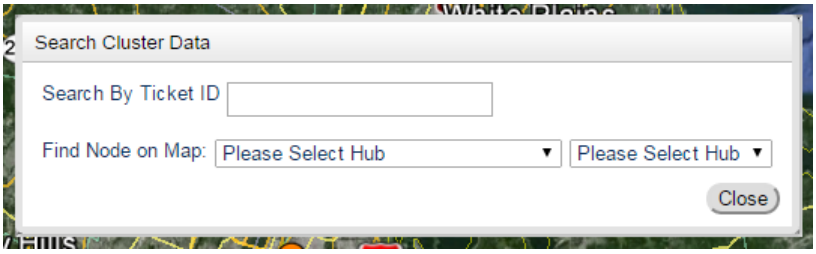


Figure 10

You can also re-focus the view by using the **Address** text box at the bottom of the display. *(See figure 11)*

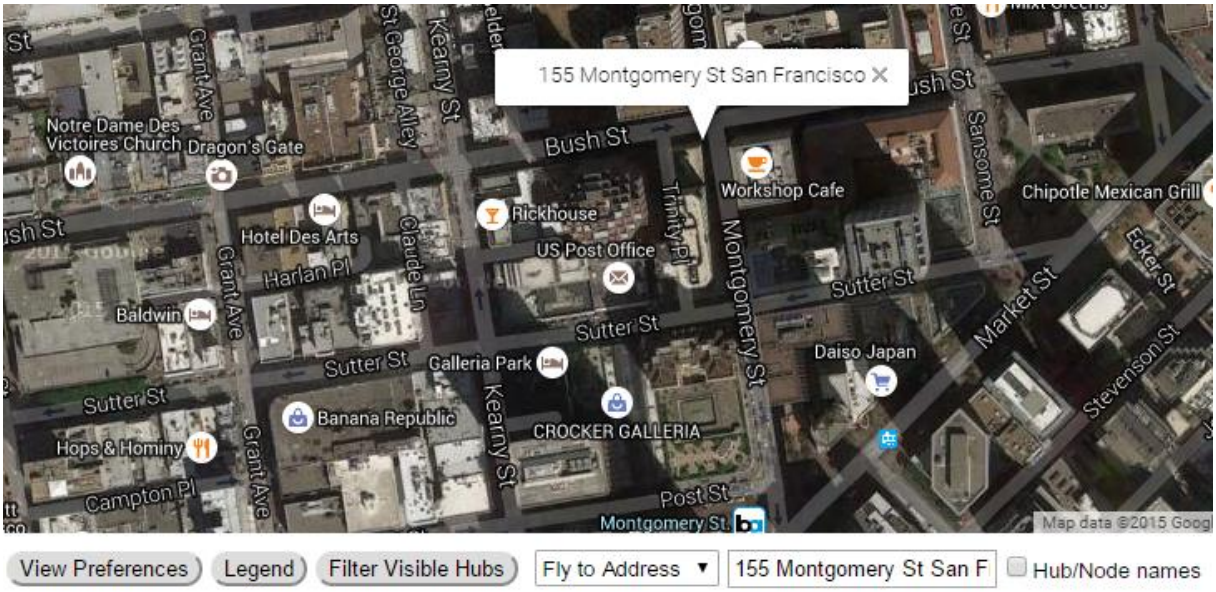


Figure 11

Visiting Equipment

Click on a hub or node icon and the Alarm and Ticket Info window will open. In this window, an internal user can see section **Connect to Equipment**. In this section, click **Visit Controller** button to access the Controller. *(See figure 12)*

Figure 12

Adding Attachments to Elements in the NOC Portal

Click on a hub or node icon and the Alarm and Ticket Info window will open. In this window, an internal user can see section **Attachments** with buttons **Add Attachments to System** and **Attach to this Element**.

Add Attachment to System

Click **Add Attachment to System** button. This will direct you to the IDMS knowledge base. You will need an IDMS knowledge base login with appropriate permissions. You will see a simple attachment upload screen. Enter a name for your file and then choose a file from your device by clicking **Choose File**. *(See figure 13)*

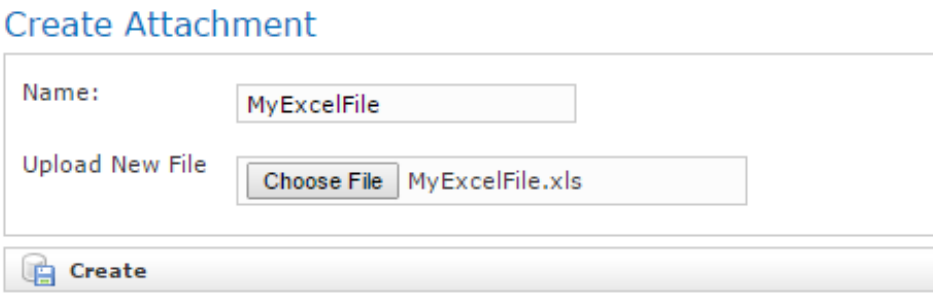


Figure 13

Click **Create** and this will upload your attachment to the system. It can be applied to any element in the IDMS knowledge base once uploaded.

(Note: This step only uploads the attachment to the system. A user must add the attachment to the element to complete the process. With this in mind, please ensure the name of the file is unique and descriptive.

Attach to this Element

Click **Attach to this Element** button. This will direct you to the IDMS knowledge base. You will need an IDMS knowledge base login with appropriate permissions. You will see a selection interface with available attachments listed; select the attachments to be bound to this element. To select multiple, use Control-Click or Shift-Click appropriately. *(See figure 14)*

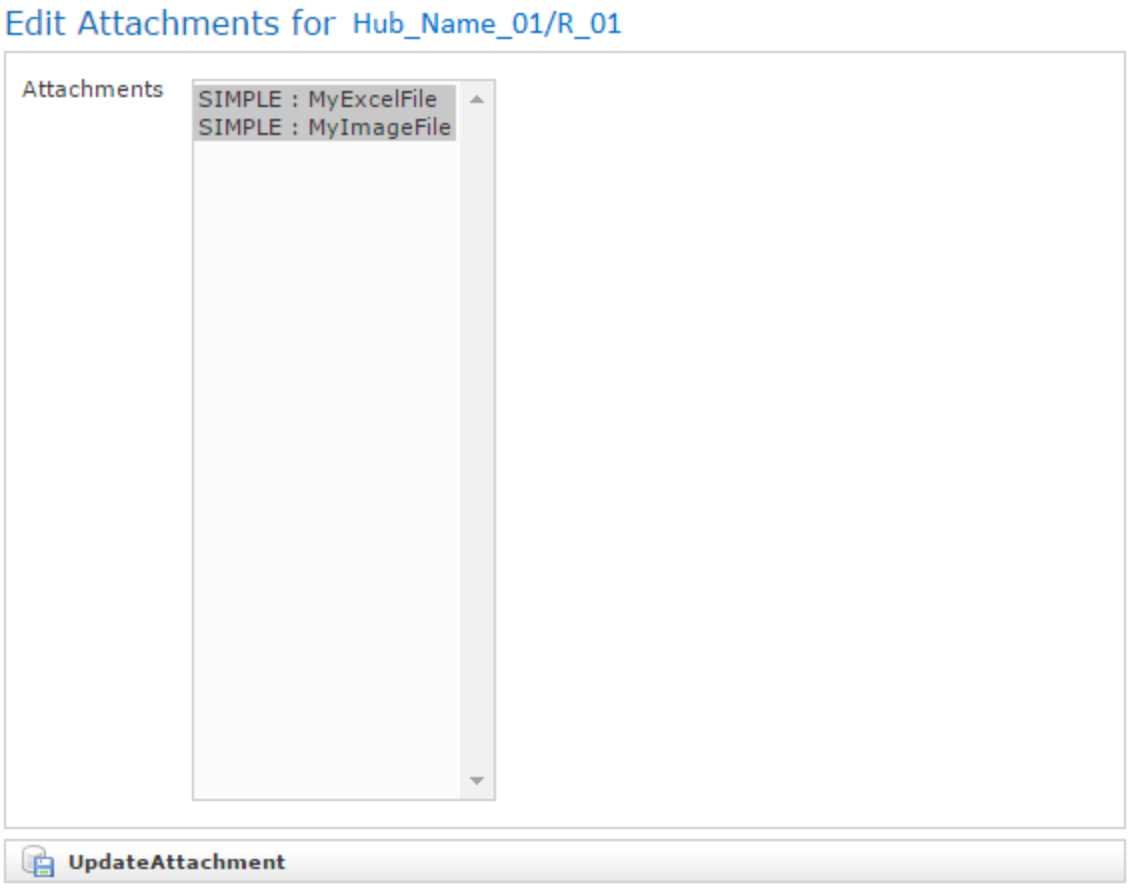


Figure 14

When satisfied with your selection, click **UpdateAttachment**. You may have to refresh your NOC Portal to see the attachments. Refresh your NOC Portal and re-visit the Alarm and Ticket Info window by clicking on the relevant **Hub or Node icon** on the Map. At the bottom of the window, your assigned attachments will show. *(See figure 15)*

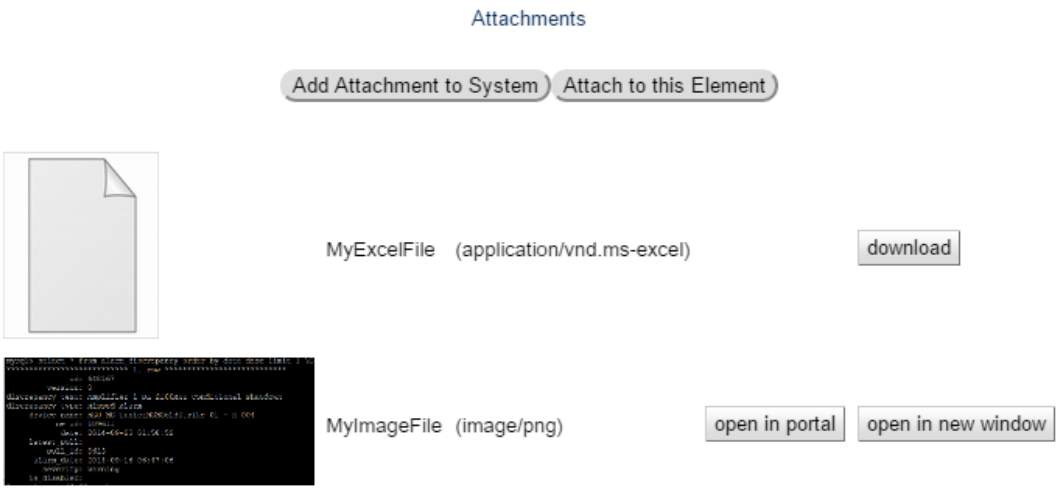


Figure 15

To download a file, such as 'MyExcelFile', click **download** to the right of the file or click on the file icon. To view and image, click the image thumbnail, the **open in portal** button, or the **open in new window** button to open in a new browser tab.

Remove an attachment from this Element

Click **Attach to this Element** button. This will direct you to the IDMS knowledge base. You will need an IDMS knowledge base login with appropriate permissions. You will see a selection interface with available attachments listed; select the attachments to be bound to this element. To select multiple, use **Control-Click or Shift-Click** appropriately. *(See figure 16)*

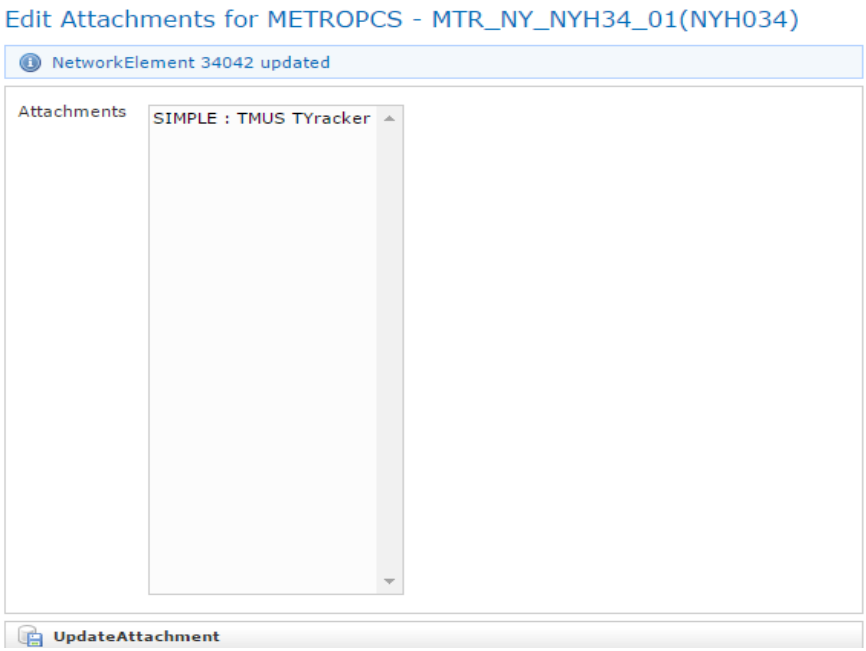


Figure 16

Comments or Questions

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