



August 2016

# SNMP Manager

## Admin User Guide

## Table of Contents

Document History.....	3
Logging into the SNMP Manager .....	4
SNMP Manager Display.....	4
Add and manage users.....	5
Contact.....	6
Contact Responsibility.....	7
Cluster Managers .....	8
Company.....	9
Adding Attachments .....	9
Component Discovery.....	11
UI explanation .....	11
Supported Technology .....	12
Controller Criteria.....	12
Venue System .....	13
Network Element Attribute .....	13
Network Group.....	13
EMS .....	14
Comments or Questions.....	14

## Document History

Original Author:

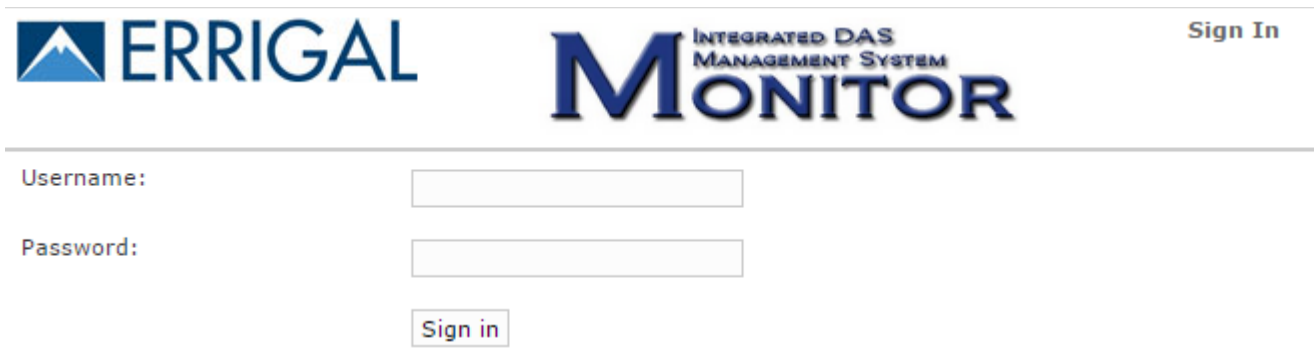
Errigal, Inc.

Email:

Release Version	Release Date	Description of Changes	Changes Made By
1	8/21/2015	Document Created	Michelle McCausland

## Logging into the SNMP Manager

Navigate to the SNMP Manager using the URL and you will be presented with the following login screen:



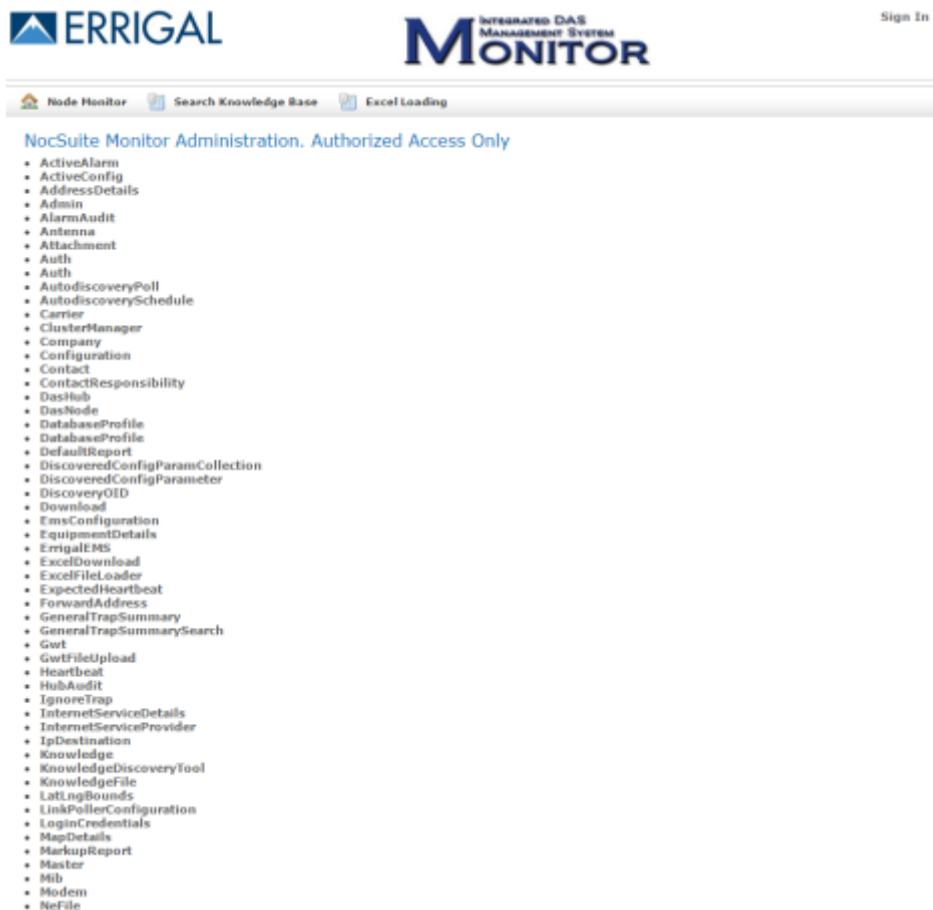
The login screen features the ERRIGAL logo on the left and the MONITOR logo (Integrated DAS Management System) on the right. A 'Sign In' link is located in the top right corner. Below the logos, there are two input fields: 'Username:' and 'Password:'. A 'Sign in' button is positioned below the password field.

The SNMP Manager should be available through a URL supplied by ExteNet Systems. This URL may change as hardware is upgraded or moved. As of April, 2015, the URL is: <https://nocportal.extenetsystems.com/SnmpManager/>

Simply enter your username and password and click the **Sign In button** to log in.

## SNMP Manager Display

Upon logging into the SNMP Manager you will be presented with the following screen with a long list of tools that you can use:



The main display shows the ERRIGAL and MONITOR logos at the top. Below the logos, there are three navigation links: 'Node Monitor', 'Search Knowledge Base', and 'Excel Loading'. The main content area displays the text 'NocSuite Monitor Administration. Authorized Access Only' followed by a long list of tools and features, including:

- ActiveAlarm
- ActiveConfig
- AddressDetails
- Admin
- AlarmAudit
- Antenna
- Attachment
- Auth
- AutodiscoveryPoll
- AutodiscoverySchedule
- Carrier
- ClusterManager
- Company
- Configuration
- Contact
- ContactResponsibility
- DnsHub
- DnsNode
- DatabaseProfile
- DatabaseProfile
- DefaultReport
- DiscoveredConfigParamCollection
- DiscoveredConfigParameter
- DiscoveryOID
- Download
- EmsConfiguration
- EquipmentDetails
- ErrigalEMS
- ExcelDownload
- ExcelFileLoader
- ExpectedHeartbeat
- ForwardAddress
- GeneralTrapSummary
- GeneralTrapSummarySearch
- Gwt
- GwtFileUpload
- Heartbeat
- HubAudit
- IgnoreTrap
- InternetServiceDetails
- InternetServiceProvider
- IpDestination
- Knowledge
- KnowledgeDiscoveryTool
- KnowledgeFile
- LatLngBounds
- LinkPollerConfiguration
- LoginCredentials
- MapDetails
- MarkupReport
- Master
- Mib
- Modem
- NeFile

In the top right hand corner you will see a message displaying your use rname as you logged in with. You will also see [Logout](#) which is what you click on when you wish to log out of the SNMP Manager. (**Note:** These options are not available to all users)

## Add and manage users

To access the list of users in the SNMP manager system navigate to [ShiroUser](#). You will then be presented with a table containing users and their associated information.

To create a new user click on the [New ShiroUser](#) button on the top left of the screen.



This will bring up the following form for you to fill in all associated user details:

### Create ShiroUser

Username:	<input type="text"/>
Password:	<input type="password"/>
Confirm Password:	<input type="password"/>
First Name:	<input type="text"/>
Last Name:	<input type="text"/>
Email Address:	<input type="text"/>
Roles:	<input type="text" value="Administrator"/>
Markets:	<input type="text" value="KS - Sprint"/>
Is Admin:	<input type="checkbox"/>

**Create**

Once completed click the [Create](#) button to create the user entry.

To edit an existing user simply click on their user id in the ShiroUser list table. This will bring up that user's details. Click on the [Edit](#) button at the bottom of the page. This will allow you to edit each of the user's details as necessary. Once finished click [Update](#) to save the changes.

You can also delete a user by clicking the [Delete](#) button after you click on a user's id in the ShiroUser list table.

## Contact


To access this area, from the SNMP manager page click Contact. To add a new contact click the [New Contact](#) button.



You will then be brought to the Create Contact form where you can fill in the appropriate information.

### Create Contact

First Name:	<input type="text"/>
Last Name:	<input type="text"/>
Title:	<input type="text"/>
Email Address:	<input type="text"/>
Cell Phone:	<input type="text"/>
Desk Phone:	<input type="text"/>
Fax:	<input type="text"/>
Address:	<input type="text"/>
Comment:	<input type="text"/>
Region:	<input type="text" value=""/>
Company:	<input type="text" value="-"/>
Is Field Tech:	<input type="checkbox"/>

 **Create**

First Name, Last Name, Title, Email Address, Cell Phone, Desk Phone, Fax, Address, Comment

**Region** - Normally left blank.

**Company** - Select the company associated with this contact from the dropdown menu. You can add/edit these companies from the [Company](#) section.

**Is Field Tech** - Check this box if this contact is a field tech.

Once you have filled out the form click the [Create](#) button to create the contact.

To edit an existing contact click on their id from the contact list and click the [Edit](#) button. From here you can make the necessary changes and click the [Update](#) button to save the changes.

From here you can also delete this contact by clicking the [Delete](#) button.

(**Note:** The cleaner the entries into the contacts area the easier is it for these to be used in the tools)

## Contact Responsibility

The responsibilities associated with contacts will affect the type of email notifications they will receive. There is already a predefined list of responsibility types which are available upon request.

To associate a responsibility type with a contact, from the [ContactResponsibility](#) section click the [New ContactResponsibility](#) button.



From here you will be brought to the Create ContactResponsibility form where you can fill in the appropriate data.

### Create ContactResponsibility

Element:	<input type="text" value="SW-CA-ATTPKFBR-VZW"/>
Responsibility Type:	<input type="text"/>
Rank:	<input type="text" value="0"/>
Contact:	<input type="text" value="Customer"/>
<input type="button" value="Create"/>	

**Element:** refers to the name/id of the NE (Network Element) associated with this responsibility and is selected from a predefined list.

**Responsibility Type:** refers to the type of responsibility ie. Field Tech Primary.

**Rank:** should remain 0.

**Contact:** refers to the user associated with this responsibility and is selected from a predefined list. If you wish to add a new contact to this predefined list this can be done in the [Contact](#) section.

## Cluster Managers

This section is used when you wish to add/remove/move hubs from particular clusters/groupings. To find a list of all hubs within a particular cluster you can do so by selecting the visibility level from the dropdown menu on the [ClusterManager](#) page.

**Please note:** Any new clusters should be added through the Ticker. After a new cluster has been added to the Ticker press the [Add Cluster to DB](#) button to refresh the cluster list.

Home

Manager Network Element Clusters

1. Select a visibility Level:  or to Find which Cluster a Hub belongs to, select a Hub:

2. Click and Drag or use the left and right arrows to move a hub or a selection of hubs from the 'un-assigned' grid on the right to the Global cluster grid on the left to add a hub. You can remove a hub by dragging it to the 'un-assigned' grid on the right.

Hubs for Cluster: Global

Customer	Hub Name
No items to show.	

<<

>>

3. Save 'Global'

Unassigned Hubs

Customer	Hub Name
ATT	ATT_WI_UnivWisconsinStar

If you wish to find out which cluster a particular hub belongs to simply select the hub name from the dropdown menu.

You can remove a hub from a cluster by either dragging and dropping it into the unassigned hubs section on the right or by clicking the right arrow button.

To add a hub to a cluster click and drag it from the unassigned section to the column on the left or use the left arrow button.

Once you have made the appropriate changes click the [Save](#) button to save your changes.

## Company

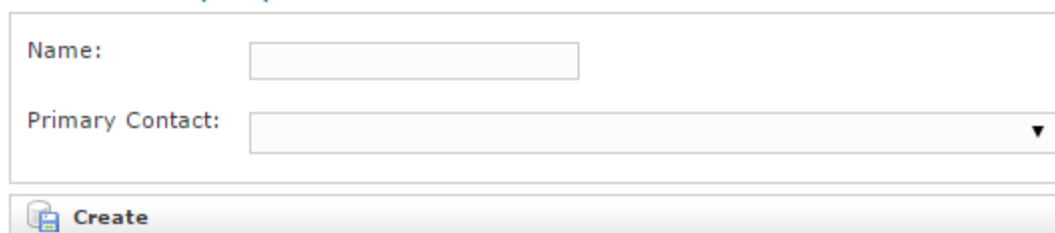
This can be found from the SNMP manager home page. To access the company area click [Company](#). You will then be shown a list of existing companies in the Company List.

To create a new company click the [New Company](#) button.



You will then be brought to the Create Company form where you can enter the details accordingly.

### Create Company

A form titled 'Create Company' with two input fields: 'Name:' followed by a text box, and 'Primary Contact:' followed by a dropdown menu. Below the fields is a 'Create' button with a document icon.

**Name** - The company name

**Primary Contact** - You can select the primary contact for this company from the predefined dropdown list of contacts.

**Please note:** These contacts can be added/edited from the [Contact](#) section of the SNMP manager.

Once you have filled in this information click the [Create](#) button to create this company.

From the **Company List** section you can edit existing companies by clicking their associated ids and clicking the [Edit](#) button. You can then edit the information as required and once you are finished click the Update button. From here you can also delete this company by clicking the [Delete](#) button.



## Adding Attachments


Attachments can be added to network elements such as hubs and nodes. They are accessible to users in the NOC Portal. Examples of attachments that can be added would be: floor plans, user guides, IBwave (signal layout). Attachments can be added on a hub or a node level.

From the Attachment controller you will see the Attachment list. To add a new attachment click the [New Attachment](#) button.

This will bring you to the Create Attachment form where you fill in the relevant data such as attachment name, type, space to upload the document itself, and whether or not you wish to use an existing file.

### Create Attachment

Name:	<input type="text"/>
Type:	<input type="text" value="SIMPLE"/>
Upload New File	<input type="button" value="Choose file"/> No file chosen
Use existing file?	<input type="checkbox"/>
File:	<input type="text" value="Training Topics Outline.docx - attachment"/>

 [Create](#)

**Name:** The attachment name

**Type:** The type of attachment eg. Simple, Floor Plan, IBWave

**Upload New File:** Click on choose file then select the file you wish to upload

**Use existing file:** Check this box if you wish to use an existing file

**File:** If you checked the **Use existing file** box then you can select the file from the dropdown list.

Once you are happy with the information click **Create** to create the attachment.

## Component Discovery

Component Discovery retrieves data from controller, generate Component, associated with Network Element and save them to database. Component Discovery doesn't have ability to assign Carriers to discovered Component. But it has ability to export Component Carrier Sheet. This is the same sheet you can get from Excel Export page.

Component Discovery audits Components in Database based on the combination of Component Type, Network Element associated to and Logical ID of the component. In this way, it prevents saving duplicated component.

### UI explanation

1. Select Hubs
  - a. Selection shows [Technology Name] HUB-NAME ... (Number of Component Already Exists)
2. Start Discovering
  - a. Click button and SnmpManager connect to Controller

Dropdown number 1 and Button number 2 will be disabled until component discovery completed

Please note that leaving this page during discovering **won't** cancel component discovery

**ERRIGAL IDMS Monitor** admin logged in | Logout

Home | Search Knowledge Base

**Discover Component**

Select Hub: [ANDREWS\_TSUN]: ERRIGAL-HUB-NAME ... (45) Start Discovering

The Result of Component Discovery on 'ERRIGAL-HUB-NAME'

[Export Component Carrier Sheet](#)

5 Newly Found Components						
NE ID	NE Name	HW Type	Component ID	Component Type	Component Name	Component Logical ID
182087	TFAH-US7/17 2.4.4		7703	Amplifier	AWS	AWS
182105	TFAH-US7/17 3.10.2		7701	Amplifier	CELL 700	CELL 700
182110	TFAH-US7/17 3.11.2		7700	Amplifier	CELL 700	CELL 700
182097	TFAH-US7/17 3.4.4		7702	Amplifier	AWS	AWS
182100	TFAH-US7/17 3.5.2		7704	Amplifier	CELL 700	CELL 700

39 Components Already Exists on Database						
NE ID	NE Name	HW Type	Component ID	Component Type	Component Name	Component Logical ID
182084	TFAH-US7/17 2.4.1		7620	Amplifier	AWS	AWS
182084	TFAH-US7/17 2.4.1		7630	Amplifier	CELL 700	CELL 700
182085	TFAH-US7/17 2.4.2		7602	Amplifier	AWS	AWS
182085	TFAH-US7/17 2.4.2		7608	Amplifier	CELL 700	CELL 700
182086	TFAH-US7/17 2.4.3		7621	Amplifier	AWS	AWS
182086	TFAH-US7/17 2.4.3		7644	Amplifier	CELL 700	CELL 700
182102	TFAH-US7/17 3.5.4		7647	Amplifier	AWS	AWS
182102	TFAH-US7/17 3.5.4		7593	Amplifier	CELL 700	CELL 700

1 Component Not Found in Controller						
NE ID	NE Name	HW Type	Component ID	Component Type	Component Name	Component Logical ID
182100	TFAH-US7/17 3.5.2		7637	Amplifier	TEST_INVALID_COMP	TEST_INVALID_COMP

Once component discovery completed, it shows you following tables.

- Newly Found Components
  - Components that weren't in database and saved by component discovery.
  - Carrier needs to be assigned manually.
- Components Already Exists on Database
  - Nothing will be changed on those components.
- Component Not Found in Controller
  - Component exists in database but SnmpManager cannot find matching component in Controller. It may require proper auditing of component. If the component is legit one, contact to support to update component discovery logic.

On top right of the table, there is link titled as "Export Component Carrier Sheet". This will export Component Carrier Sheet of the Hub that shown on table. You can upload this excel sheet through Excel Sheet Loader to assign carriers to component.

### Supported Technology

- ANDREWS ION-B/TSUN
- TE PRISM V9
- TE PRISM V8
- TE SPECTRUM V8

### Controller Criteria

- Technology is supported
- Controller is reachable from SnmpManager instance
- Name of children of the controller does matches with what's shown on controller
- RemoteSystemInfoConfiguration and HttpSessionManager are assigned (can be configured through support)

## Venue System

### Network Element Attribute



Errigal introduced Network Element Attribute System. This is made of two domains, Network Element Attribute Type (Attribute Type) and Network Element Attribute (Attribute). Network Element can have many Attribute and Attribute has association to Attribute Type.

### Network Group

In order to make Venue System more generic, we call attribute based Group as Network Group. In this way, this system can be used not limited to Venue only.

Network Group specifies Attribute to group network group and name of the network group shown in EMS. For example, even though attribute value is "NRG\_Stadium\_In\_Heuston\_Texas" you can set name of Venue to "Super Bowl 2017". In this case EMS shows "Super Bowl 2017" as Venue name to users rather than "NRG\_Stadium\_In\_Heuston\_Texas".

#### Show NetworkGroup

Id:	1
Name:	ERRIGAL Venue Name independent from Attribute Name
Attribute:	<b>ERRIGAL_VENUE - VENUE_TYPE</b>
 <b>Edit</b>  <b>Delete</b>	

## EMS

To distinguish Carrier and Network Group, TreeView on the left was revised. Most top item of the TreeView is now “Carrier” and “Network Group”. As name suggests, both item groups Carriers and Network Groups in its child items. In Carrier Tree, everything is the same as before IDMS 2.17, Carrier -> Clusters -> Parents -> Children. Network Group Tree will be similar to Cluster Tree, Network Group -> Parents -> Children.

The screenshot displays the ERRIGAL Element Dashboard System interface. At the top, it shows the logo for extenet SYSTEMS and the title 'Element Dashboard System'. The main header includes 'ERRIGAL Venue Name independent from Attribute Name', 'Alarms 5 Critical 9 Major 1 Minor', and 'Tickets 0 High 5 Low 1 Last 30 Days'. The interface is divided into several sections: a left-hand navigation tree with 'Carriers' and 'Network Group' sections; a central map showing the Northeast United States; a 'Systems' table with columns for System, Duration (D:H:M:S), Down Elem, Total Elem, and % Down; and a 'Tickets' table with columns for Date, Ticket, Summary, Update, and Status. The 'Systems' table lists two systems: 'NE-NY-YONKER-VZW' with a duration of 55:07:50:50, 2 down elements, 62 total elements, and 3.22% down; and 'DE-FL-MARLMS-OPN' with a duration of 32:10:42:48, 1 down element, 38 total elements, and 2.55% down. The 'Tickets' table shows a ticket for '2015-02-05 10:31' with a summary of network issues and a status of 'Under Investigation - Tier 3'.

Network Group View is almost identical to Cluster View. Following Widgets are available in Network View.

- Map
- System Outage
- Tickets List
- Two Report
  - Most Frequent Alarms for last 30 days
  - Trap Count by Day for last 30 days
- Alarm Counter
- Ticket Counter
  - This will be hidden if user has EMS Button Exclusion “Ticket History Button”

## Comments or Questions

For any additional questions, please email [support@errigal.com](mailto:support@errigal.com).