

PROVIDER Dashboard

The **Provider Dashboard** is only accessible to users logged in at the level of **Administrator** or **NOC Operator**. From this Dashboard, global information and configuration options are available for all of a Service Provider's installed customers and all registered users.

DASHBOARD	
No Menu Options	Clicking on this menu bar item refreshes and displays the Provider Dashboard.

TOOLS	
Manage Customers	<p>Displays the list of all active customers and provides a link for adding new customers. Links are also provided for modifying the "Customer Details" of each listed customer and for deleting a customer's installation from the system entirely.</p> <p>Note 1: The Service Provider's own installation cannot be deleted.</p> <p><i>[This menu option is not available to NOC Operators.]</i></p>
Manage Users	<p>Displays the current list of active users along with the specific customer each user is associated with and the user's authorization level. Also, allows passwords to be changed, existing users to be deleted, and new users to be added.</p> <p>Note 1: NOC Operators are not allowed to delete or change the password of an Administrator.</p>
Message Editor	<p>Allows the text and format of content in the Portal Message Box to be entered and modified. Text characters and HTML formatting tags up to a combined limit of 250 characters are accepted. (Note, however, that enlarging the text font size may limit the number of characters that can be displayed within the Portal Message Box itself.)</p> <p><i>[This menu option is not available to NOC Operators.]</i></p>

REPORTS	
Monitors	Shows the total number of installed monitors along with a list (by monitor name) and the count of each installed monitor.
Notifications	Lists the history of alerts for all customers as a group and for every customer individually. Drill-down detail is available for the 50 most recent alerts as well as for alerts generated during the previous 48 hours, 7 days, 30 days, and 60 days.
Customers	<p>Provides a list of all installed customers along with related information, including:</p> <ul style="list-style-type: none"> • Address – City – State – ZIP – Email – Phone • Customer Since (Date) – Contract Expiration (Date)
Deployed Assets	<p>Provides a top-down summary of all Nortel Network devices (from the BCM and VPN Router product lines) that are installed in the system, with drilldown access to specific inventory details by "Version" and "Customer".</p> <p>Note 1: This menu option is only available when <i>MSOvoip</i> is enabled in the system.</p>

PROVIDER Dashboard

REPORTS	<i>. . . continued</i>
Access Log	Lists the name of all Users that have logged into the system in the current month (resets at the end of the previous month) and the number of successful login attempts for each. Drilldown detail is available for each User which lists the Message, User IP Address, and Date/Time of every login.
SETTINGS	
Notify Settings	<p>Allows details of the notification procedure to be entered and modified. Fields are:</p> <ul style="list-style-type: none"> • SMTP Server Name – Format is: <i>smtp.mail.domain.com</i> • Username – Leave blank if no SMTP authentication • Password – Leave blank if no SMTP authentication • Provider Name – Displayed as Service Provider on all notifications • From E-mail Address – Used as path for e-mail replies and returns • From Name – Displayed in “From” field of all notifications • From Subject Line – Displayed in “Subject Line” field of all notifications • Notify Body Mail – Name of text file containing notification content <p><i>[This menu option is not available to NOC Operators.]</i></p>
Request Settings	<p>Allows details of the “Help > Request Information” procedure (accessible in Customer Portals) to be entered and modified. Fields are:</p> <ul style="list-style-type: none"> • Request: Send To Address – Used as the “To” path for e-mail information requests created by users from within a Customer Portal • Request: Subject Line – Used as the “Subject Line” of e-mail information requests • Request: Form Text – Allows the text and format of content displayed on the “Request Information Form” to be entered and modified. Text characters and HTML formatting tags up to a combined limit of 250 characters are accepted. <p><i>[This menu option is not available to NOC Operators.]</i></p>

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SETTINGS	
	<i>. . . continued</i>
Provider Details	<p>Allows the Service Provider's contact details and other information to be entered and modified. Fields are:</p> <ul style="list-style-type: none"> • Customer Name – [Required Field] The name of the Service Provider. The content of this field appears on the Provider and Portal Dashboards as the "Provider:" • Customer Number – [N/A] • Contact First Name – [N/A] • Contact Last Name – [N/A] • Contact Telephone – [N/A] • Contact E-mail – [N/A] • Street Address – [N/A] • City – [N/A] • State/Province – [N/A] • Country – [N/A] • ZIP/Postal Code – [N/A] • Notify E-mail – [Required Field] If no other e-mail addresses are specified for a customer, all alert notifications for that customer will be sent to this address. • Expiration Date – [N/A] • Comments – [N/A] • License – [N/A] <p>Note 1: This is the same form that is used to add details for a new customer (Tools > Manage Customers > Add New > Customer Details) or modify existing information for existing customers (Tools > Manage Customers > Modify > Customer Details). However, since the Service Provider is the "default customer" (which must exist for the system to operate correctly) the "Delete Customer" option on this form is nonfunctional.</p> <p style="text-align: center;"><i>[This menu option is not available to NOC Operators.]</i></p>
SEARCH	
Find Customer	Allows a search for installed customers by Customer Name or Contact E-mail.
Find User	Allows a search for active users by Username.
HELP	
Menu Guide	Accesses a copy of this Menu Guide in PDF format for display and/or printing.
Reference	Provides details on the setup and operation of MSOware at the Service Provider level.
About	Displays the MSOware copyright and other legal notices.
LOGOUT	
No Menu Options	Clicking on this menu bar item immediately logs the user out of MSOware .

PORTAL Dashboard

All of the menu options outlined below are accessible on the **Portal Dashboard** to users logged in at the level of **Administrator** or **NOC Operator**. On this Dashboard, information and options are available regarding one specific customer and their related users.

DASHBOARD	
No Menu Options	If the Portal Dashboard is NOT the current screen being displayed, clicking on this menu bar item refreshes and displays the <u>Portal</u> Dashboard. If the Portal Dashboard is already being displayed, clicking on this menu bar item brings the user up to the level of the <u>Provider</u> Dashboard, which is refreshed and displayed.
TOOLS	
Add Monitor	As long as the customer license limit is not exceeded, this menu option allows certain new monitors to be added.
REPORTS	
Monitors	Shows the total number of installed monitors along with a list (by monitor name) and the count of each installed monitor.
Notifications	Lists the history of alerts for all customers and installed devices. Drill-down detail is available for the 50 most recent alerts as well as for alerts generated during the previous 48 hours, 7 days, 30 days, and 60 days.
Device History	Lists the history of alerts for a specific device over the last 7, 30 or 60 days (selectable).
Notify Details	Lists all of the devices for which alerts are generated, along with information on the specific e-mail addresses that receive notifications. In addition, the structure, wording and content fields of e-mailed alerts is provided.
Nortel BCM Inventory	<p>Lists all BCM devices installed under a specific customer's portal with details on:</p> <ul style="list-style-type: none"> • Device Name – Model – Serial Number. <p>In addition, if supported by the version of software installed on a BCM device, the following information is also listed:</p> <ul style="list-style-type: none"> • Software (SW) Version – (# of) Sets – (# of) Analog Lines – (# of) VoIP Trunks. <p>Further drilldown reports are provided which list the Model, Serial Number, System ID, and Software Version for each BCM device along with the following additional details (if supported by the version of software installed on that device):</p> <ul style="list-style-type: none"> • Schedule A: HW/SW/Keycode – (Keycode) Name & (Keycode) Feature Data; • Schedule A: Lines and Sets – Line, Trunk Type, Line Type, & Control Set.
Report Schedule	<p>Allows automated reporting to be scheduled on a daily, weekly and/or monthly basis for each installed element (a device/monitor combination) and e-mail recipient(s) of those reports to be designated. Reports are generated and sent as follows:</p> <ul style="list-style-type: none"> • If Daily – 2:28am every day • If Weekly – 3:28am on Saturday of every week • If Monthly – 4:28am on the first day of every month

PORTAL Dashboard

SETTINGS	
Customer Details	Allows the customer's contact information to be viewed and modified.
User Details	<p>Displays the current list of active users along with each user's authorization level. Also, allows passwords to be changed, existing users to be deleted, and new users to be added.</p> <p>Note 1: NOC Operators are not allowed to delete, or change the password of, an Administrator.</p>
SEARCH	
Find Device	Allows a search, by Device Name or Monitor Name, for installed devices or monitors.
HELP	
Quick Start	Summarizes basic features of the system using screen shots and callouts.
Reference	Describes the setup and operation of this system in detail.
Request Information	Displays a link for launching a new message (from the user's default e-mail client) that is addressed to the Service Provider.
About	Displays the system copyright and other legal notices.
LOGOUT	
No Menu Options	Clicking on this menu bar item immediately logs the user out of MSOware.

PORTAL Dashboard

Users logged in at the level of **Portal Manager** or **Portal User** only have access through the **Portal Dashboard** to their own devices, monitors and data. On this Dashboard, the available menu options apply to one specific customer and their related users.

DASHBOARD	
No Menu Options	Clicking on this menu bar item refreshes and displays the Portal Dashboard.
TOOLS	
Add Monitor	<p>As long as the customer license limit is not exceeded, this menu option allows certain new monitors to be added by a user logged in at the level of Portal Manager. (Note: At the option of the Service Provider, this facility may be limited or unavailable.)</p> <p><i>[This menu option is not available to Portal Users.]</i></p>
REPORTS	
Monitors	Shows the total number of installed monitors along with a list (by monitor name) and the count of each installed monitor.
Notifications	Lists the history of alerts for all installed devices. Drill-down detail is available for the 50 most recent alerts as well as for alerts generated during the previous 48 hours, 7 days, 30 days, and 60 days.
Device History	Lists the history of alerts for a specific device over the last 7, 30 or 60 days (selectable).
Notify Details	Lists all of the devices for which alerts are generated, along with information on the specific e-mail addresses that receive notifications. In addition, the structure, wording and content fields of e-mailed alerts is provided.
Nortel BCM Inventory	<p>Lists all BCM devices installed under a specific customer's portal with details on:</p> <ul style="list-style-type: none"> • Device Name – Model – Serial Number. <p>In addition, if supported by the version of software installed on a BCM device, the following information is also listed:</p> <ul style="list-style-type: none"> • Software (SW) Version – (# of) Sets – (# of) Analog Lines – (# of) VoIP Trunks. <p>Further drilldown reports are provided which list the Model, Serial Number, System ID, and Software Version for each BCM device along with the following additional details (if supported by the version of software installed on that device):</p> <ul style="list-style-type: none"> • Schedule A: HW/SW/Keycode – (Keycode) Name & (Keycode) Feature Data; • Schedule A: Lines and Sets – Line, Trunk Type, Line Type, & Control Set.
Report Schedule	<p>For each installed element (a device/ monitor combination), allows automated reporting to be scheduled on a daily, weekly and/or monthly basis and e-mail recipient(s) of those reports to be designated. Reports are generated and sent as follows:</p> <ul style="list-style-type: none"> • If Daily – 2:28am every day • If Weekly – 3:28am on Saturday of every week • If Monthly – 4:28am on the first day of every month <p><i>[This menu option is not available to Portal Users.]</i></p>

PORTAL Dashboard

SETTINGS	
Customer Details	Allows the customer's contact information to be viewed and modified. <i>[This menu option is not available to Portal Users.]</i>
User Details	Displays the current list of active users along with each user's authorization level. Also, allows passwords to be changed, existing users to be deleted, and new users to be added. <i>[This menu option is not available to Portal Users.]</i>
SEARCH	
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HELP	
Quick Start	Summarizes basic features of the system using screen shots and callouts.
Reference	Describes the setup and operation of this system in detail.
Request Information	Displays a link for launching a new message (from the user's default e-mail client) that is addressed to the Service Provider.
About	Displays the system copyright and other legal notices.
LOGOUT	
No Menu Options	Clicking on this menu bar item immediately logs the user out of <i>MSOware</i> .