@Home®

Argus

@Home User Guide for Phase 2.E

Internal Edition

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Excite@Home Networks

Excite@Home
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2/22/01 First produced in FrameMaker.

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1 Introduction

Welcome to Argus.

This guide provides detailed information for using the Argus Network Topology Management tool for @Home users.

Argus is a tool that automates and manages network changes and enhances access by both @Home users and Multiple Service Operator (MSO) users . Changes are being made to the Excite@Home network on a continuous basis. The need for these changes is great as the subscriber base increases, and the need for network tuning grows.

Argus allows Web-based access to currently stored Node Combine Plan (NCP) data and allows for additions and changes in new headends, node moves, (in Phase 2 of Argus this function is only available for nodes with no customers, pre-production nodes only), and splits.

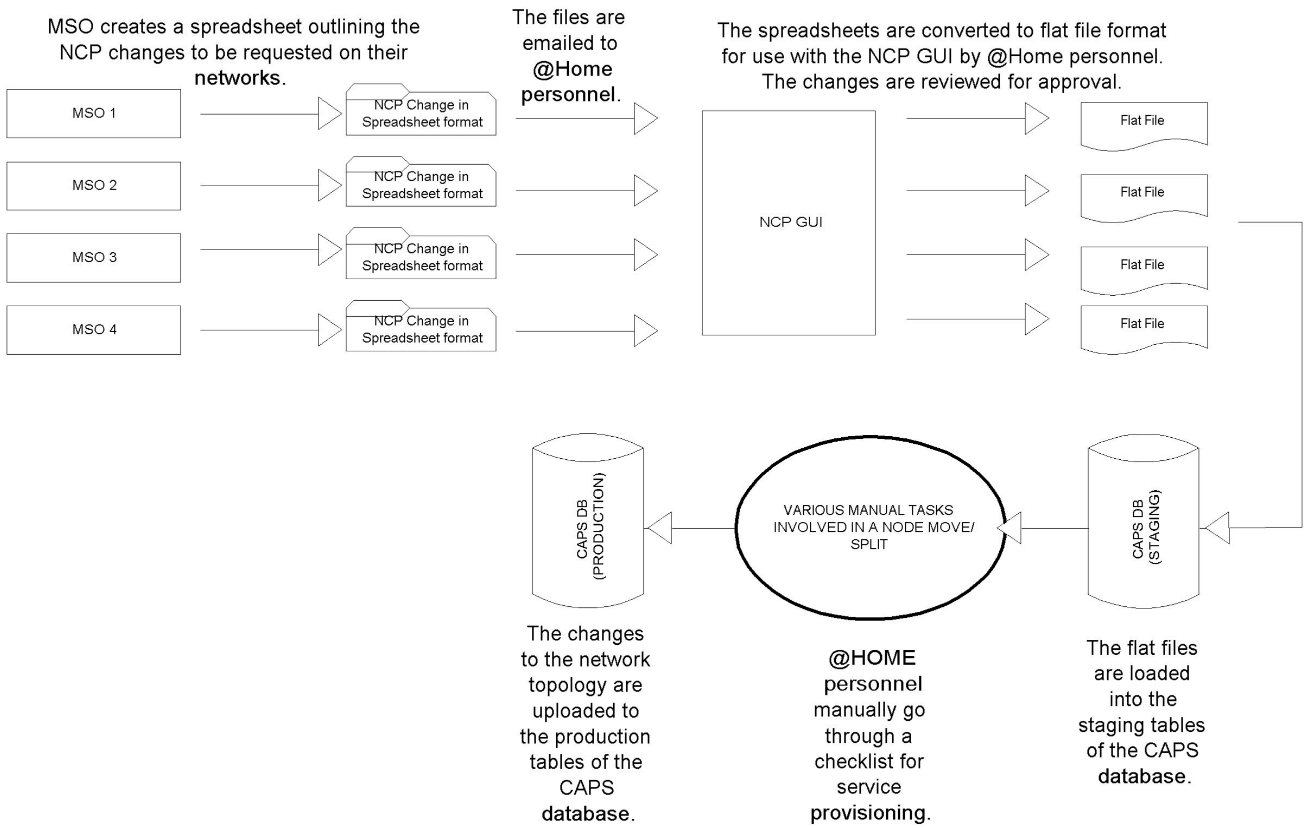
Element additions and changes within the Excite@Home network previously required a very manual, multiple-step, labor-intensive process. An in-depth knowledge and understanding of IP and Cable topology was required by the participants, along with a significant degree of communication and co-ordination by the various groups within Excite@Home and the impacted MSO. This resulted in an error-prone process where the potential for subscriber service interruption was significant. In the past, considerable “hands-on” management and monitoring was required by the HFC Engineering Group within Excite@Home.

Not so with Argus. Much of the manual, error-prone processes have been automated and streamlined. Each network change is unique. However, there are many required repetitive steps and tasks that must be completed for each change.

Argus provides a platform that automates and manages network changes and enhances access to network element information by both Excite@Home and the MSOs .

The Argus Network Topology Management tool is designed to function for the Customer Account Provisioning System (CAPS) and Application Programming Interface 2.3 (API).

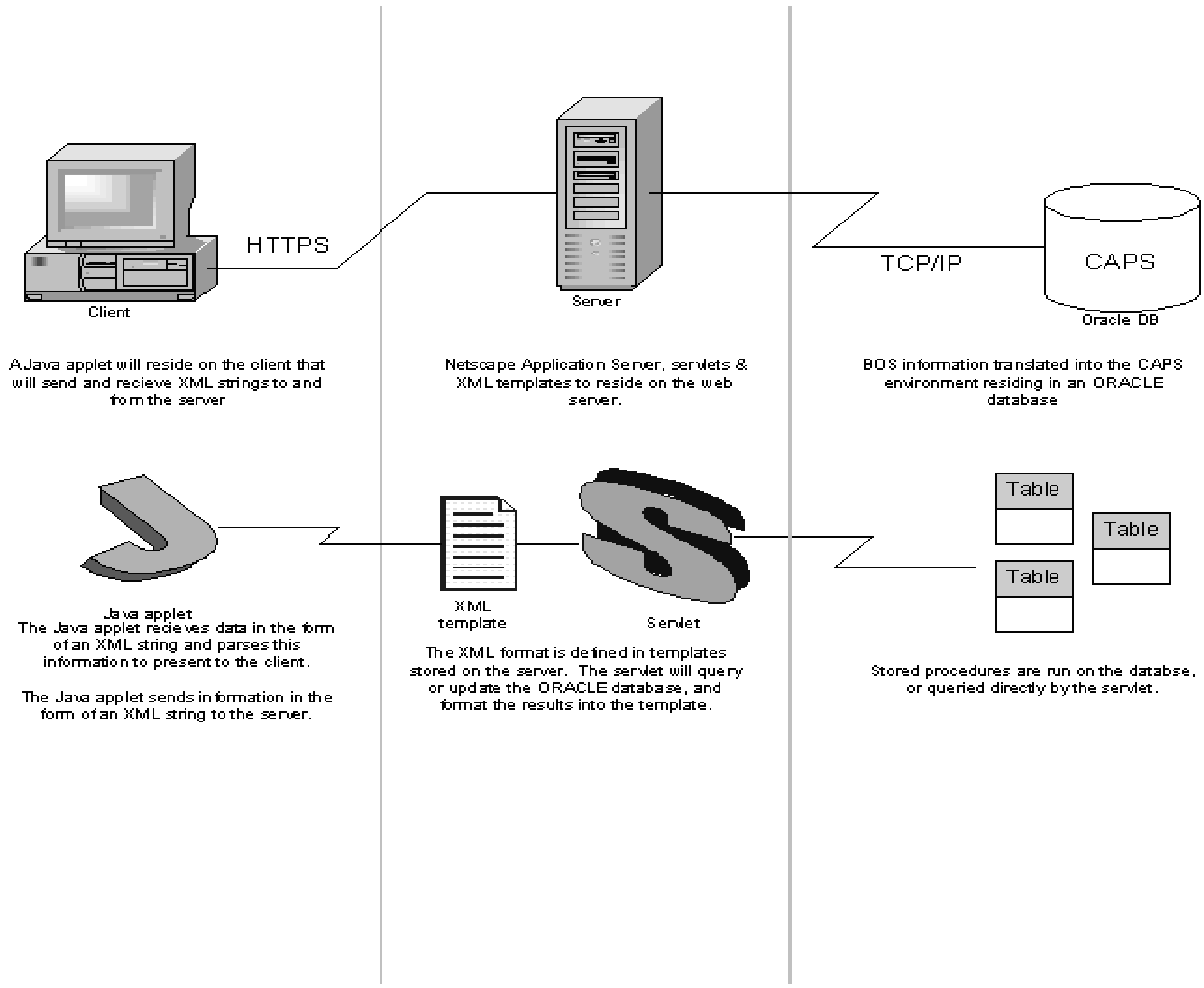
Pre-Argus Process Flow



Argus 2E Process Flow

The ARGUS GUI (Graphical User Interface) is intended to streamline this process to allow both MSOs and the Excite@Home Network Engineering group to securely log in, view NCP data, submit changes to NCP data, and initiate the automated workflow for provisioning/re-provisioning of services.

The Web-based Argus GUI significantly extends the functionality of the existing NCP (Node Combine Plan) GUI, which has been developed to build and maintain network components within the CAPS database.



2 Logging On

1 **Enter the following path in your browser:**

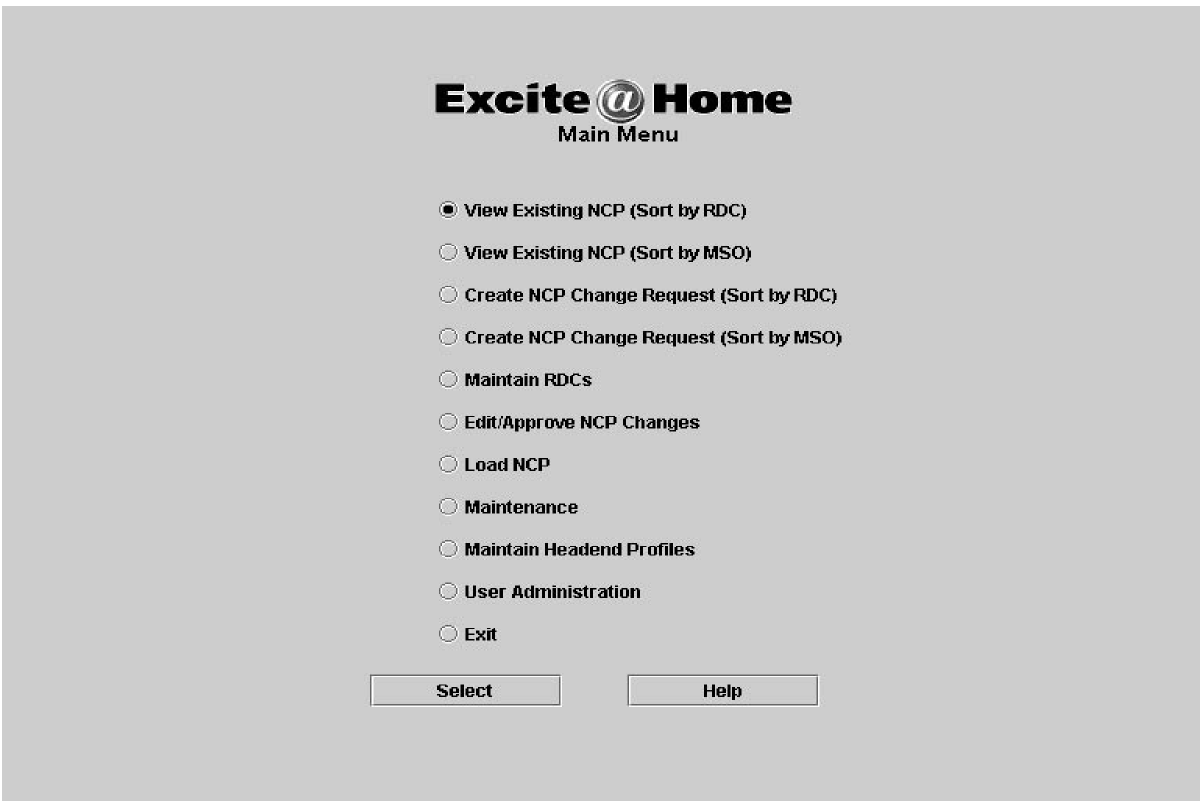
`https:// (TBD).htm`

The Logon screen displays.

2 **Enter your Username and Password (fields are case-sensitive), then click Logon. You will now be at the Main Menu.**

Note: ***Before you can log on to Argus, you need a Username and Password. Contact your System Administrator if you don't have one.***

3 Main Menu



The Main Menu allows the user to select the activity to be performed during the session.

- Choose an option and click Select to view that function.

The choices are:

View Existing NCP (Sort by RDC)

This selection permits you to selecting headends for specific RDCs. The NCP structure is displayed for the selected headends, and allows you to view only a list of available headends from the Regional Data Centers (RDC) view. See the section View Existing NCP (Sort by RDC) for more details.

View Existing NCP (Sort by MSO)

This function allows selecting headends for specific MSOs. The NCP structure is displayed for the selected headends, and you can view a list of available headends from the Multiple Service Operator (MSO) view. See the section View Existing NCP (Sort by MSO) for more details.

Create NCP Change Request (Sort by RDC)

Available only for users with edit privileges, this selection opens a new dialog box that allows you to select the MSO headends (for the specific RDCs) the change request will include. Allows you to modify the existing NCP by selecting RDCs, view the network hierarchy, and modify the NCP listing. See the section on Create NCP Change Request (Sort by RDC) for more details.

Note: ***In Phase 2 of Argus, only changes to pre-production nodes are allowed.***

Create NCP Change Request (Sort by MSO)

Available only for users with edit privileges. Will open a new dialog box that allows you to select the MSO headends (for the specific MSOs) the Change Request will include. Allows you to modify the existing NCP by selecting MSOs, view the network hierarchy, and modify the NCP listing. See the section Create NCP Change Request (Sort by MSO) for more details.

Note: ***In Phase 2 of Argus, only changes to pre-production nodes are allowed.***

Maintain RDCs

Available only for @Home users with edit privileges. This function allows you to change the name of the RDC. See the section Maintain RDCs for more details.

Edit/Approve NCP Changes

Available only for @Home users with edit privileges. Shows which headends have been locked for a change request, indicated by the (CR) mark. See the section Edit/Approve NCP Changes for more details.

Load NCP

Available only for users with edit privileges. This function loads flat files automatically. See the section Load NCP for more details.

Maintenance

Available only for @Home users with edit privileges. This option allows you to look up values, resend notes, resend values, services and service providers, MSOs and Markets. See the section Maintenance for more details.

User Administration

Available only for users with administration privileges. The User Administrator Tool allows you to create a user name and password, select the type of user, set privilege levels, and add, delete, or modify a user. See the section User Administration for more details.

Exit

Performs user logout.

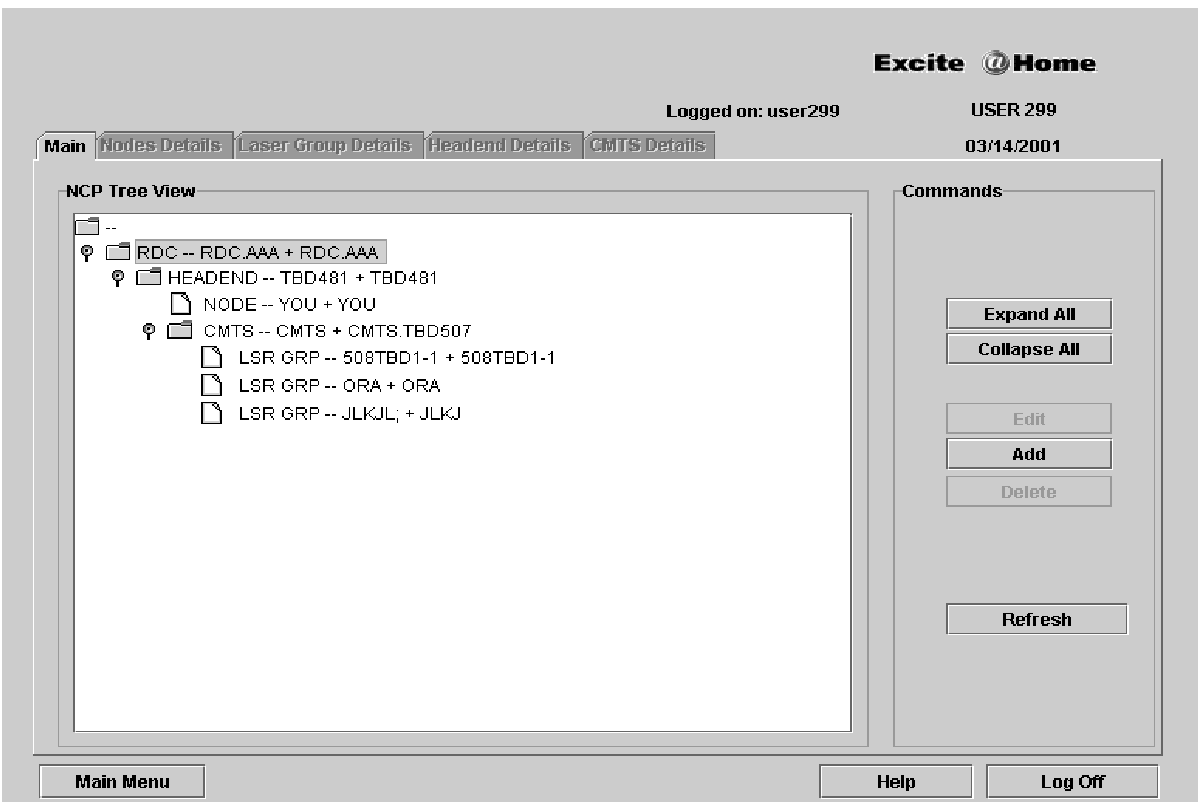
Note: ***These are the options available to an @Home user with Superuser access. If your access level is below this, not all options will display.***

4 NCP Tree View

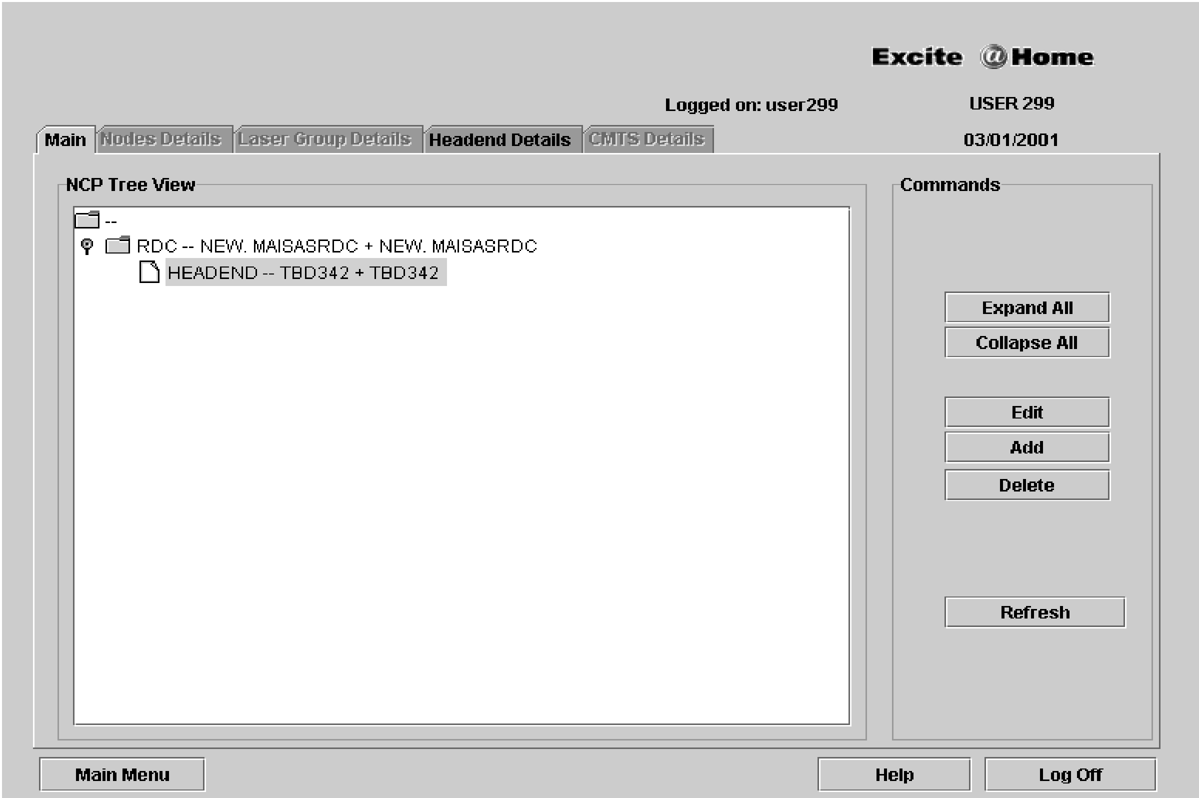
The first four functions you select from the Main Menu- View Existing NCP (Sort by MSO or RDC) and Create NCP Change Request (Sort by RDC or MSO),- brings you to the NCP Tree View. The NCP Tree View has two modes: View Mode and Edit Mode. The NCP Tree View is composed of:

- Main Tab (where all of the components are visible)
- Node Details Tab
- Laser Group Details Tab
- Headend Details Tab
- CMTS Details Tab

Main Tab (View Mode)



NCP Tree View (Edit Mode)



The Main Tab contains the default NCP Tree View window. This window illustrates the hierarchical view of the network topology from the RDC down to the nodes. It displays the relationships between the network's RDCs, headends, nodes, CMTS, and the lasergroups.

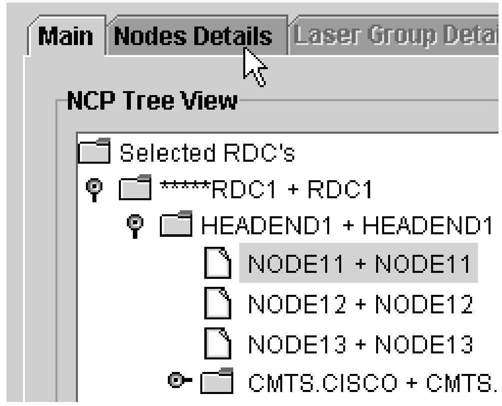
Every item has two identifying names separated by the "+" (plus) symbol. The first name is that given by the @Home network, the second is the MSOs nomenclature for the same item.

The work flow usually follows a pattern similar to: Main Menu, Main Tab, Main Menu, CMTS Tab, Main Menu, Lasergroups Tab, Main Menu, Node Tab, back to Main Menu.

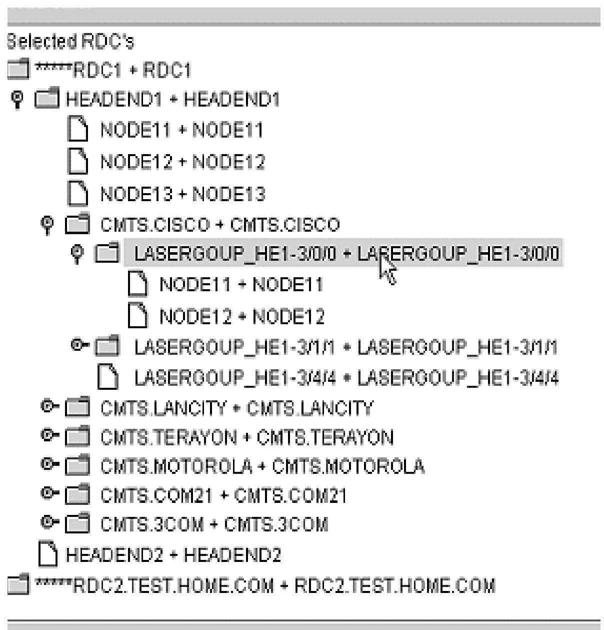
Viewing Details

Click the Expand All button in the Commands pane to display all the available relationships in the NCP window. The Collapse All button performs the reverse function.

Click an item to elect the name or its folder icon. This activates the items corresponding Details Tab. For instance, the selection of a node activates the Node Details Tab. You can click the Node Details Tab to view information specific to the selected node.



Double-click an item to expand and view its contents, or click the small folder expansion-indicator icon beside the folder icon.

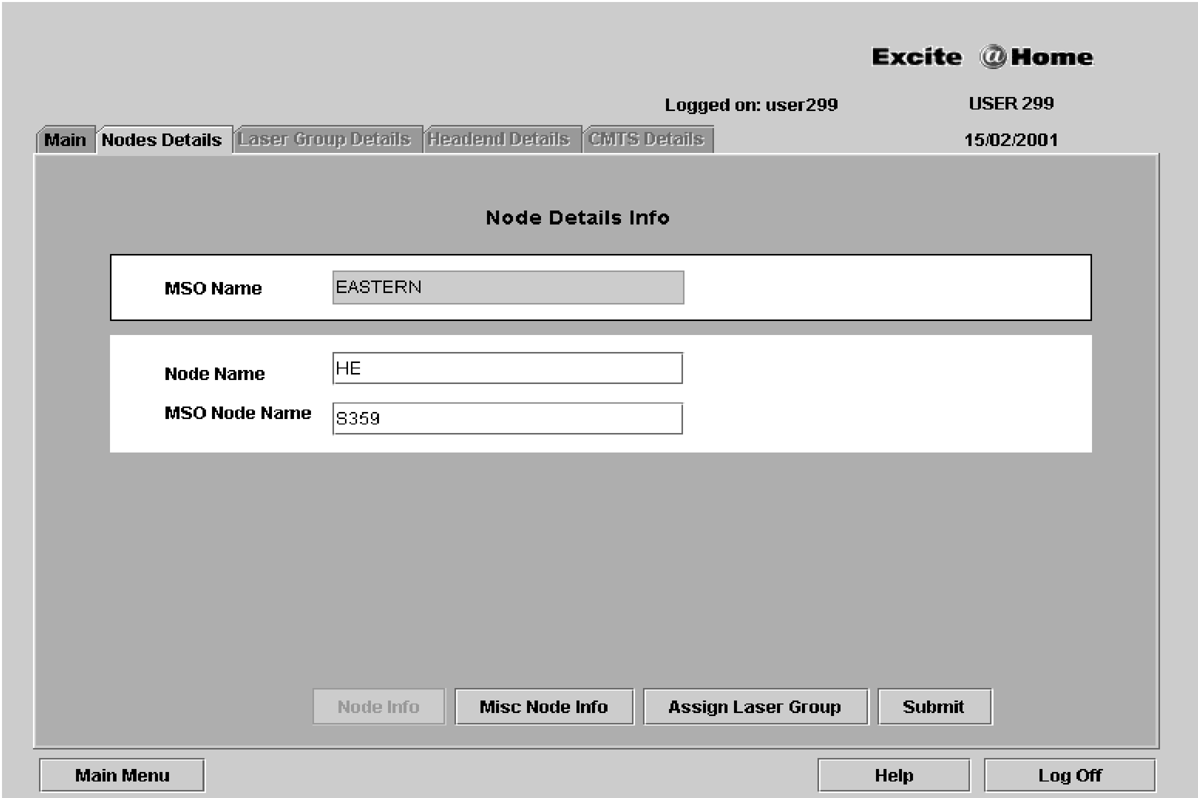


Each level of indentation in the NCP window reflects an item’s relationship in the network hierarchy. In the example above, the nodes NODE11, NODE12 and NODE13- along with the CMTS (CMTS.CISCO, etc…)- are indented from HEADEND1. This implies that the indented items are attributes of that headend.

Items displaying the page icon have no further attributes to illustrate in that branch, and cannot be expanded.

Click on an item to select its name or the folder icon in relation to that item. This activates the item’s corresponding Details Tab. For instance, the selection of a headend activates the Headend Details Tab. Click the Headend Details Tab to view information specific to the selected headend.

Node Details Tab



The Node Details Tab displays node information composed of the following:

- Node Info
- Misc Node Info
- Assign Laser Group

This information is displayed in both:

- View Only Mode
- Edit Mode (Change Request)

Navigation

Use the buttons at the bottom to navigate between the screens of the Node Details Tab.

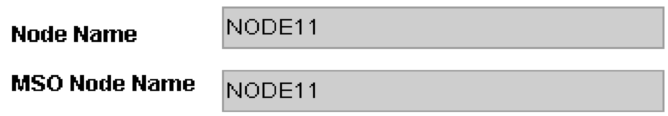
Node Info Screen

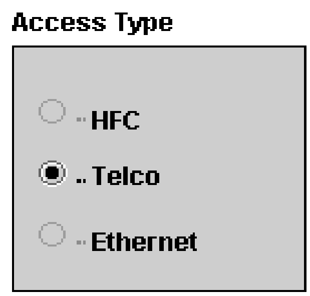
The Node Info Screen contains two information boxes.

The top box identifies the owner of the node.

The lower box displays the node’s name, as identified by the @Home network, the (Node Name),and the MSO (MSO Node Name).

Misc Node Info Screen

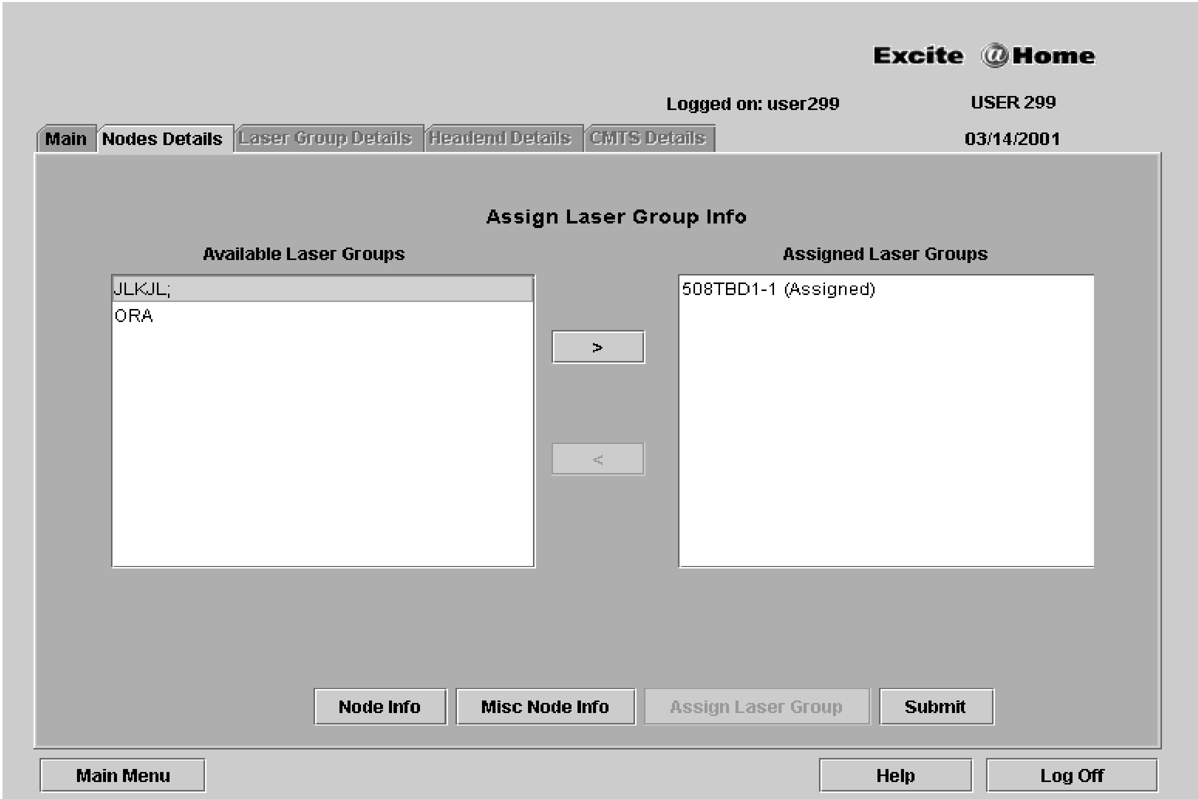




To toggle between Access Types, click the radio button. If an option is not available to the selected node, then the radio button is grayed out and un-clickable. In Edit Mode, the toggle feature is enabled.

Assign Laser Groups Screen

The Assigned Laser Groups Pane lists all laser groups currently associated with the selected node. The left-side pane lists all the laser groups available for association to the node.



View Only Mode

In View Only Mode none of the fields are editable. The user may only view the information of the selected node.

Edit Mode (Change Request)

In Edit Mode, you can modify the information for the selected node. All displayed information is editable except the MSO Name. Buttons are available to move laser groups horizontally.

Edit the Assigned Laser Groups

To assign a new laser group:

1. **Select a laser group from the list of Available Laser Groups**
2. **Click the** **button to assign a selected laser group.**
3. **Click Submit to save your changes.**

To unassign a laser group:

1. **Select laser group from the list of Assigned Laser Groups.**
2. **Click the**  **button to unassign a selected laser group.**
3. **Click Submit to save your changes.**

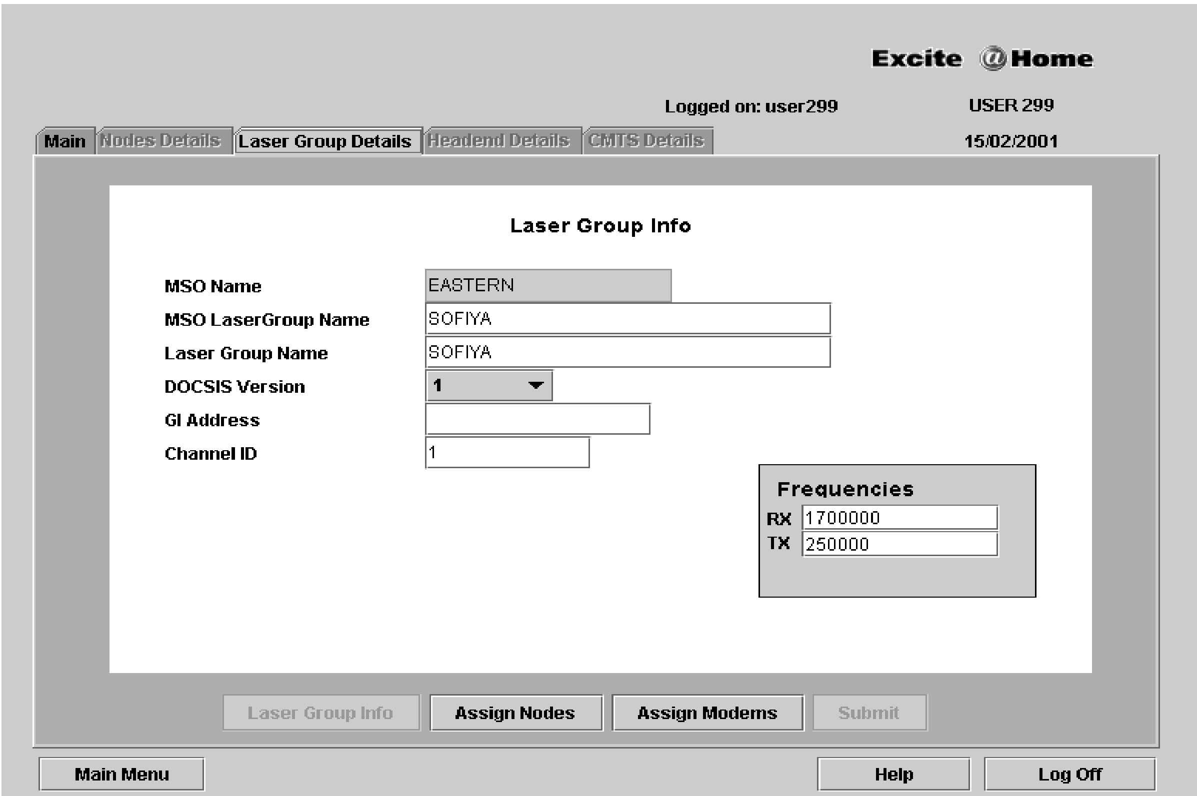
Display Attributes

(Assigned) - new laser group assigned for this node.

(Unassigned) - existing laser group unassigned for this node.

(Delete) - this laser group is marked for deletion.

Laser Group Details Tab



The Laser Group Details Tab displays the following laser group information:

- Laser Group Info
- Assign Nodes
- Assign Modems

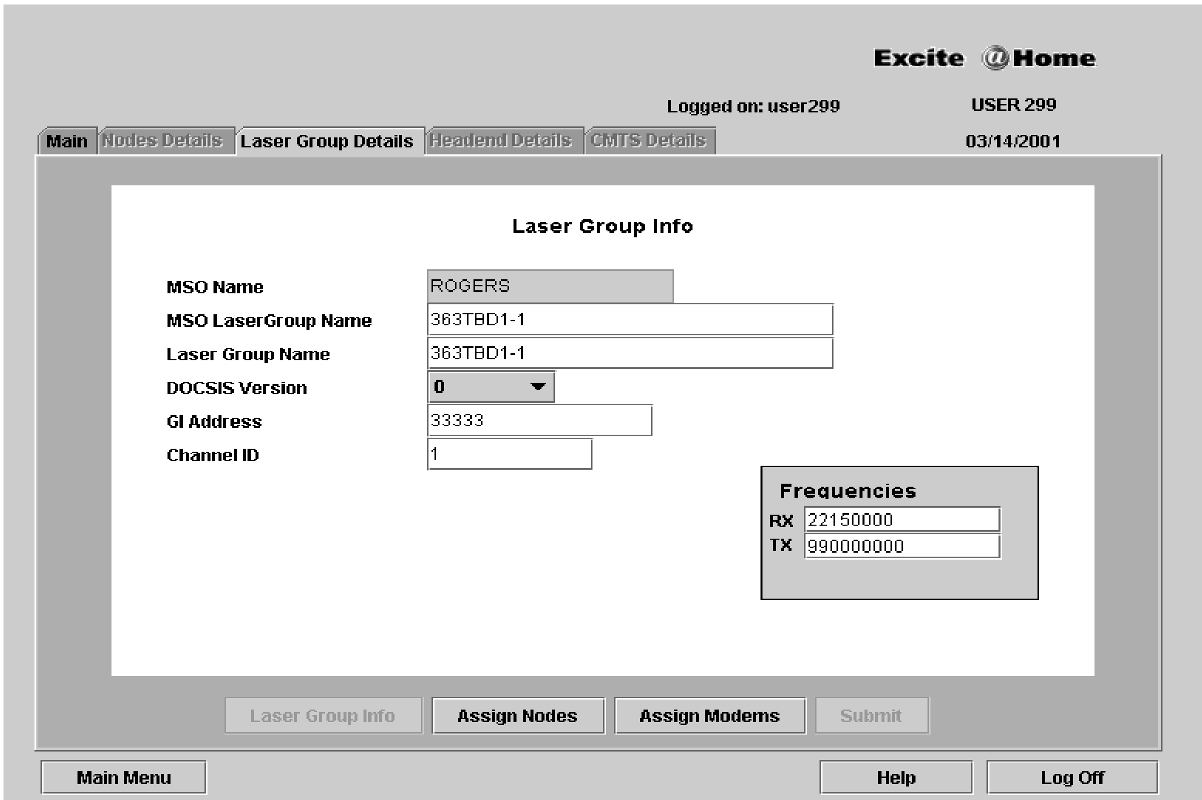
This information is displayed in both:

- View Only Mode
- Edit Mode (Change Request)

Navigation

Use the Laser Group Info, Assign Nodes, and Assign Modems buttons to navigate between the screens of the Laser Group Details Tab.

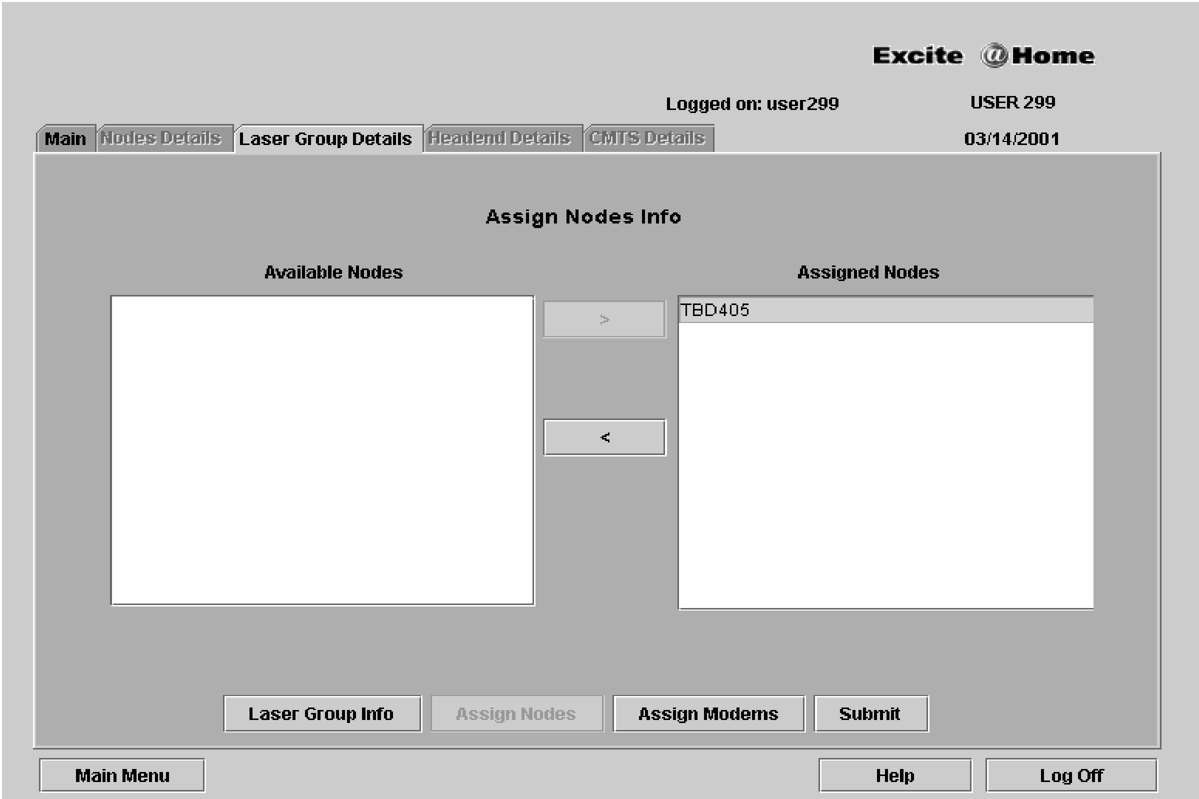
Laser Group Info Screen



The Laser Group Info screen is the first screen displayed in the Laser Group Details Tab. Click the button to reveal a drop-down list. Make a selection from the drop-down list by clicking the name of the desired option.

Assign Nodes Screen

The left panel of the Assign Nodes Screen lists nodes available to the laser group. The right panel lists currently associated nodes selected in the laser group.



Assign Modems

The top table on the Assign Modem screen lists available modems to the laser group. The lower table lists assigned modems to the selected laser group.

View Only Mode

In View Mode, none of the fields are editable. You may only view the information of the selected laser group.

Edit Mode (Change Request)

In Edit Mode, you can only modify the information for the selected laser group. All displayed information is editable except the MSO Name. Buttons are available to change information in Edit Mode:

Assigned Nodes to Edit

To assign a node to a laser group:

1. **Click on a node to select it.**
2. **Click the** **button to assign a selected node.**
3. **Click Submit to save your changes.**

To unassign a laser group to a node:

1. **Select a node from the list of assigned nodes.**
2. **Click the**  **button to unassign a selected node.**
3. **Click Submit to save your changes.**

Display Attributes

(Assigned) - new node assigned to this laser group.

(Unassigned) - existing node unassigned to this laser group.

(Delete) - this node is marked for deletion.

Assigned Modems to Edit

To assign a new modem:

1 **Select a modem from the list of available modems.**

2 **Click the**  **button to assign the selected modem.**

3 **Click Submit to save your changes.**

To unassign a modem:

1 **Select a modem from the list of assigned modems.**

2 **Click the**  **button to unassign the selected modem.**

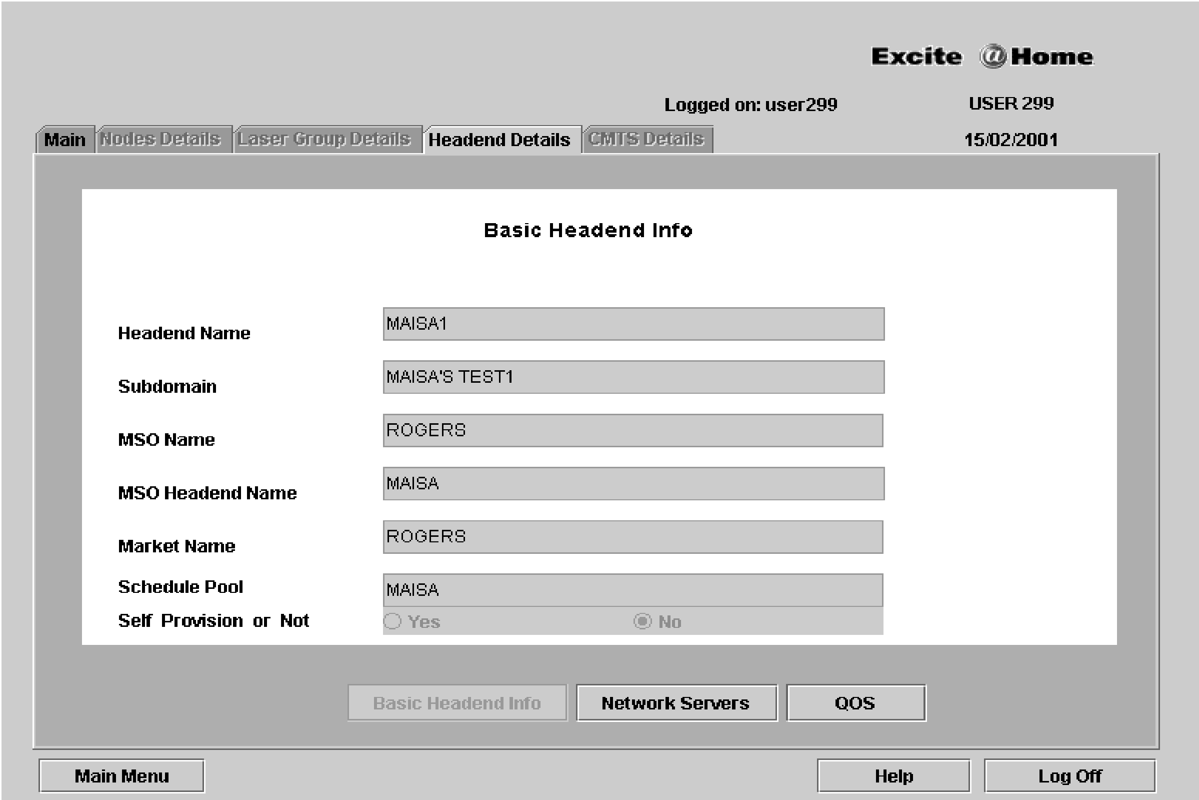
3 **Click Submit to save your changes.**

Display Attributes

(Assigned) - new modem assigned for this laser group.

(Unassigned) - existing modem unassigned for this laser group.

Headend Details Tab



The Headend Details Tab contains information about the headends and related information. This information is displayed in both:

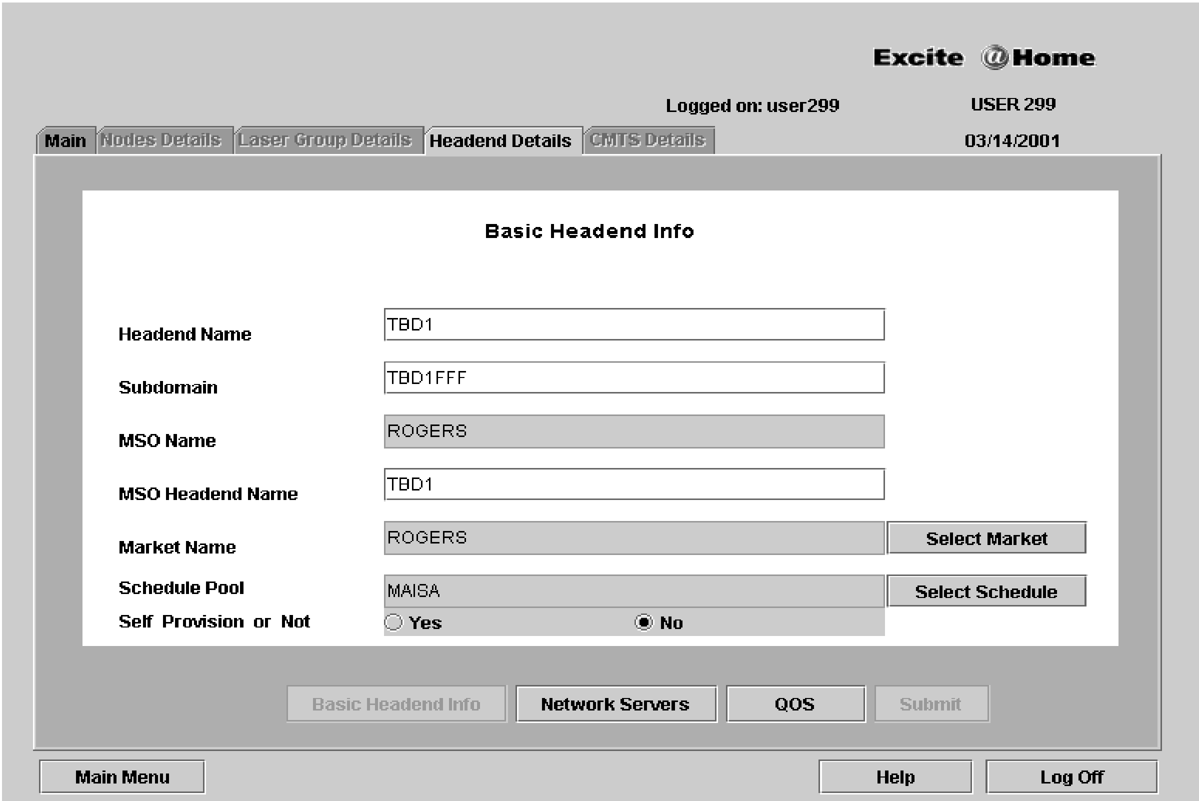
- View Only Mode
- Edit Mode (Change Request)

Navigation

Use the Basic Headend Info, Network Servers, and QOS buttons to navigate between the screens of the Headend Details Tab.

Basic Headend Info Screen

The Basic Headend Info Screen is the first screen displayed of the Headend Details Tab.



Network Servers Screen

This screen contains information about specific network servers. Move through the inventory of network servers by clicking the Previous and Next buttons.

The TELCO Details Box only applies to the "RADIUS" type of network server, and does not contain information about other types of servers.

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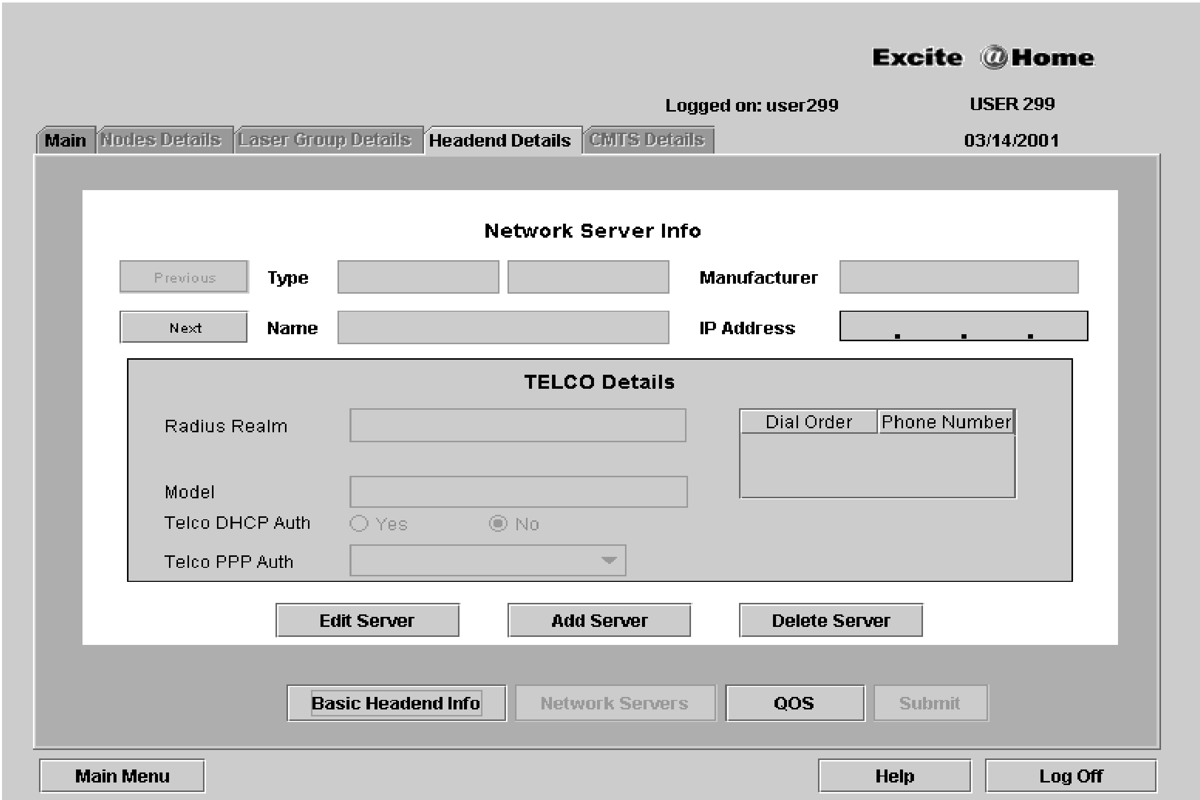
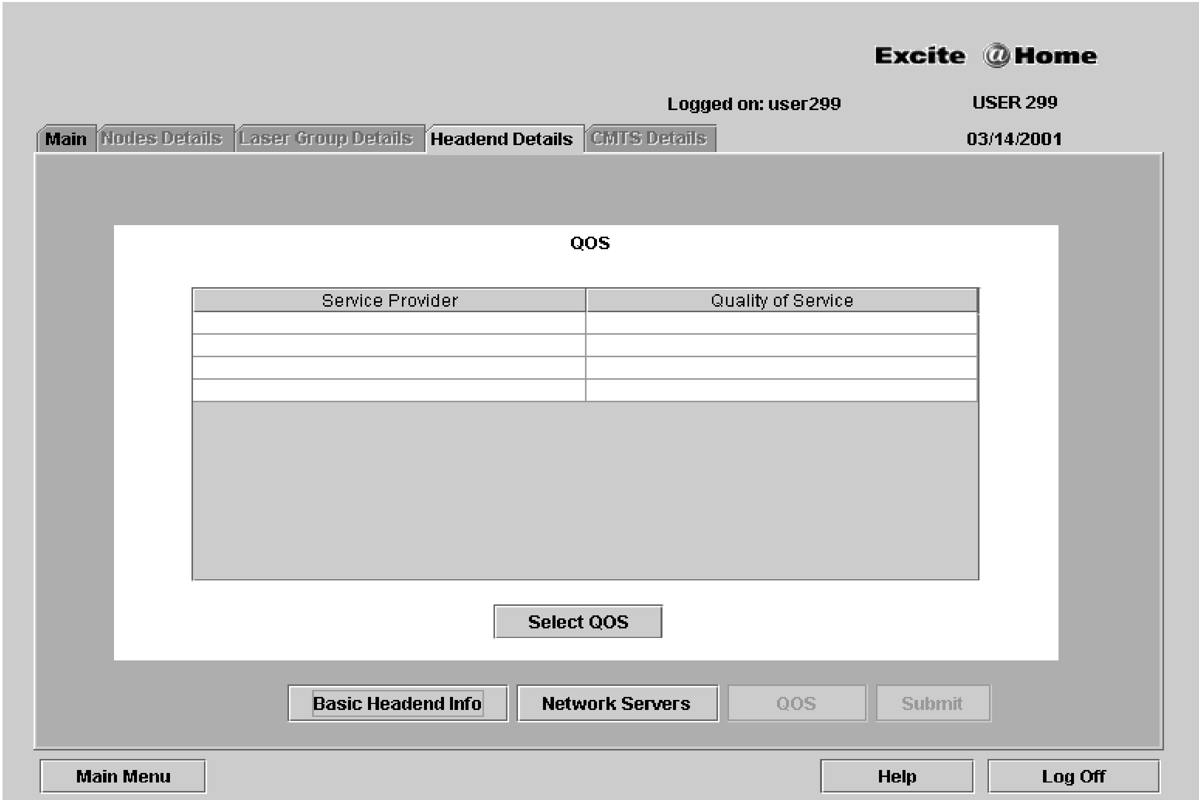


QOS screen

This screen contains Quality of Service information available for the selected headend.



View Only Mode

In View Mode, none of the fields are editable. You may only view the information of the selected headend.

Edit Mode (Change Request)

In Edit Mode, you can modify the information for the selected headend. All displayed information is editable except the MSO Name.

Modify market and schedule values by using the Select Market and Select Schedule buttons located on the right side of each field.

Use the Edit Server, Delete Server, and Add Server buttons to make changes to the servers associated with this headend.

Display Attributes

(New) - New server assigned to this headend.

(Change) - Existing server modified.

(Delete) - Server marked for deletion.

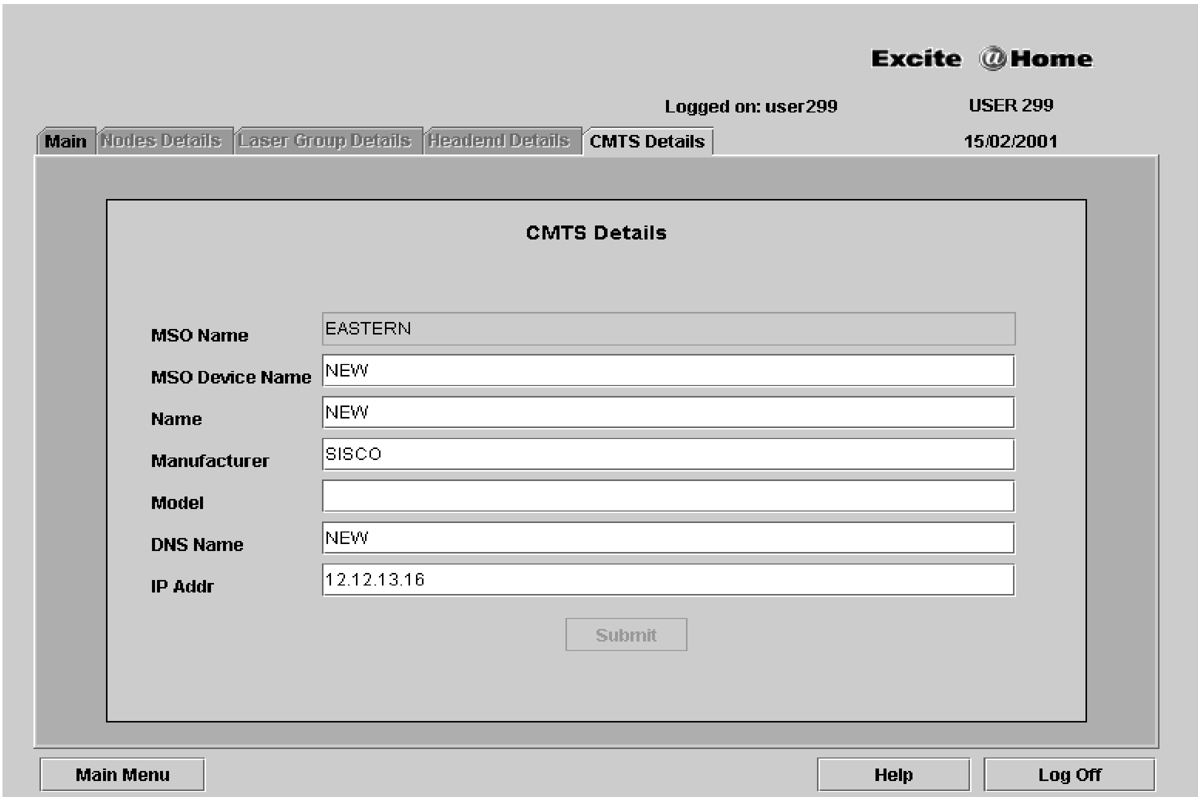
QOS Edit

You may change the Quality of Service for Headend Service Providers using the 

button.

Note: ***Click the Submit button to save your changes.***

CMTS Details Tab



The main CMTS information is contained on the CMTS Details Tab.

This information is displayed in both:

- View Only Mode
- Edit Mode (Change Request)

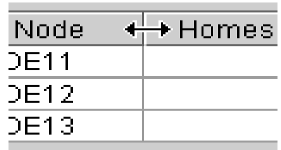
View Only Mode

In View Mode, none of the fields are editable.

Click the View Table button to display the CMTS Table View Screen and reveal a new tab of the same name.

Use the horizontal scroll bar to view all information on the CMTS Table View Screen.

Re-size the column widths by positioning the mouse pointer on the divider between the column headers. When the pointer changes to a bi-directional arrow, click and drag the column border to the desired width.



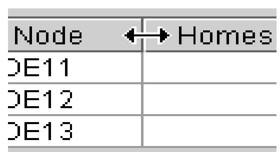
Edit Mode (Change Request)

In Edit Mode, all displayed information is editable except the MSO Name field.

1 **Click the View Table button to display the CMTS Table View Screen and reveal a new tab of the same name.**

2 **Use the horizontal scroll bar to view all information on the CMTS Table View screen. Re-size the column widths by positioning the mouse pointer on the divider between the column headers.**

3 **When the pointer changes to a bi-directional arrow, click and drag the column border to the desired width.**



5 View Existing NCP

There are two options with this function, **Sort by RDC** and **Sort by MSO**. Both of these functions are view only. To make changes to these options use the Create NCP function (if available to your access level).

View Existing NCP (Sort by RDC)

1 **From the Main Menu, click the View Existing NCP (Sort by RDC) option. The following screen displays:**

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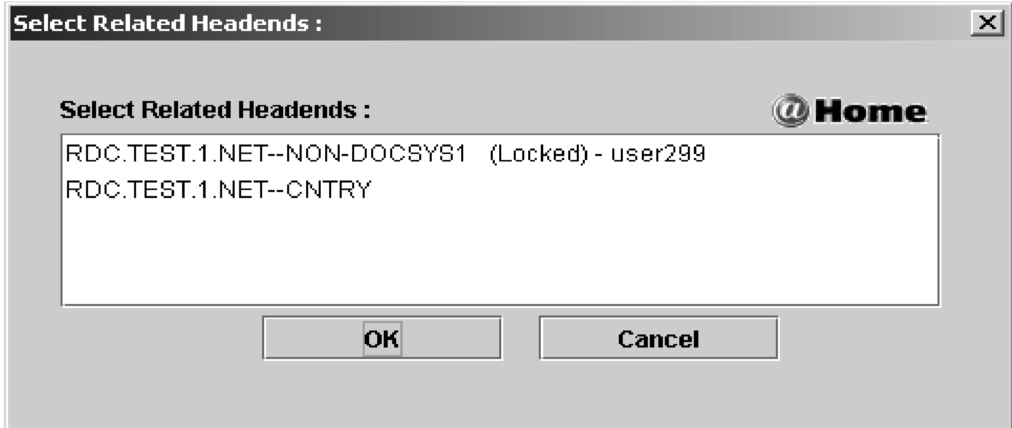
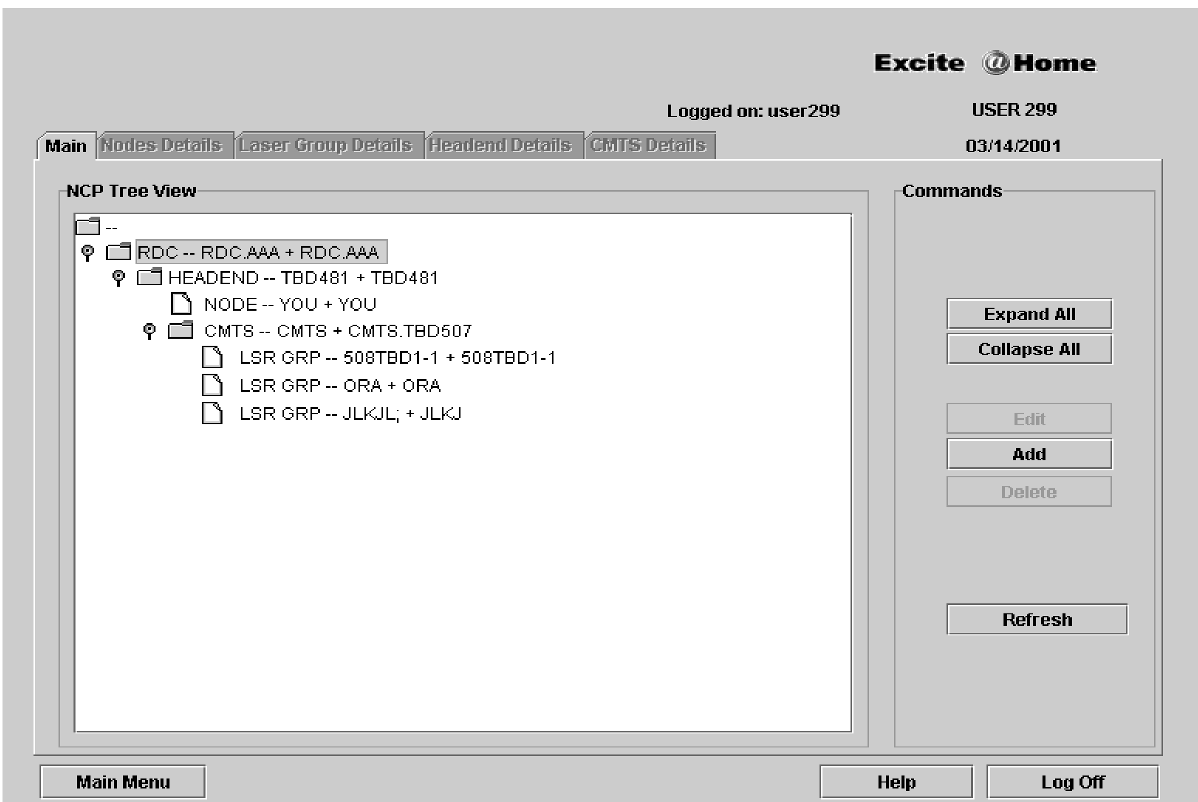
2 **Click on the RDC to select. Hold Ctrl and click to select multiple headends (2 maximum).**

3 **Click OK to proceed.**

The Select Related Headends Screen displays:



4 **Select the related headend you wish to view, and click OK. The NCP Tree View Main Tab displays. See the section on NCP Tree View for navigation instructions.**

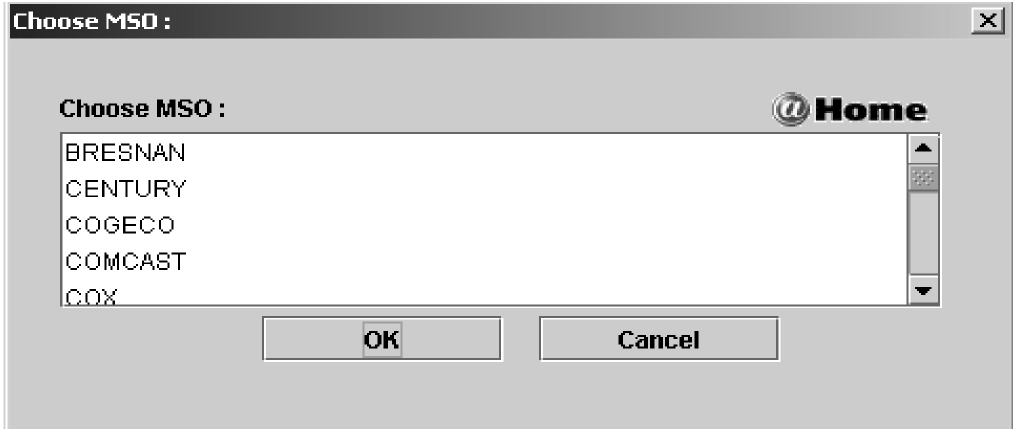


5 **Select the information you wish to view from the Main Tab .**

Note: ***This function is view only. To edit files, use the Create NCP function.***

View Existing NCP (Sort by MSO)

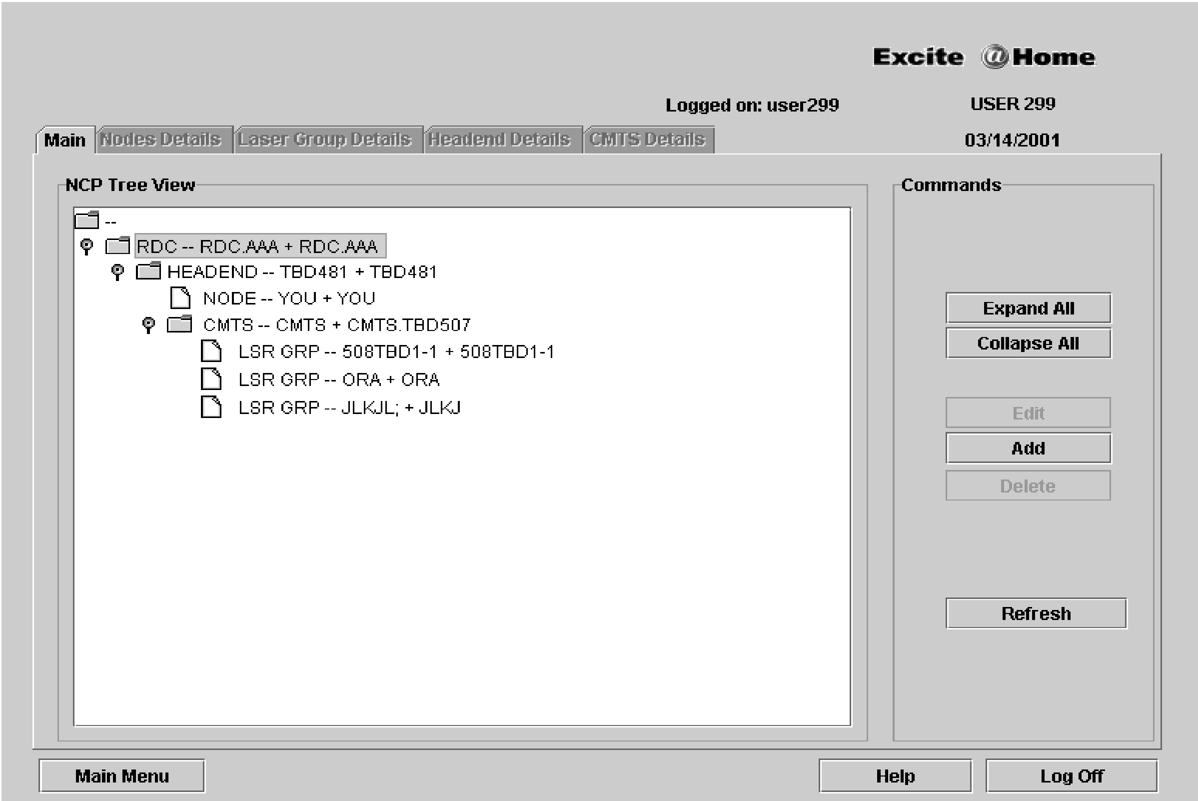
1 From the Main Menu, click the View Existing NCP (Sort by MSO) option. The following screen displays:



2 Click the MSO you wish to select (1 maximum).

3 Click the OK button to proceed. The Select Headend screen displays:

4 The NCP Tree View Main Tab displays. See the section on NCP Tree View for navigation instructions.



5 Select the information you wish to view from the Main Tab.

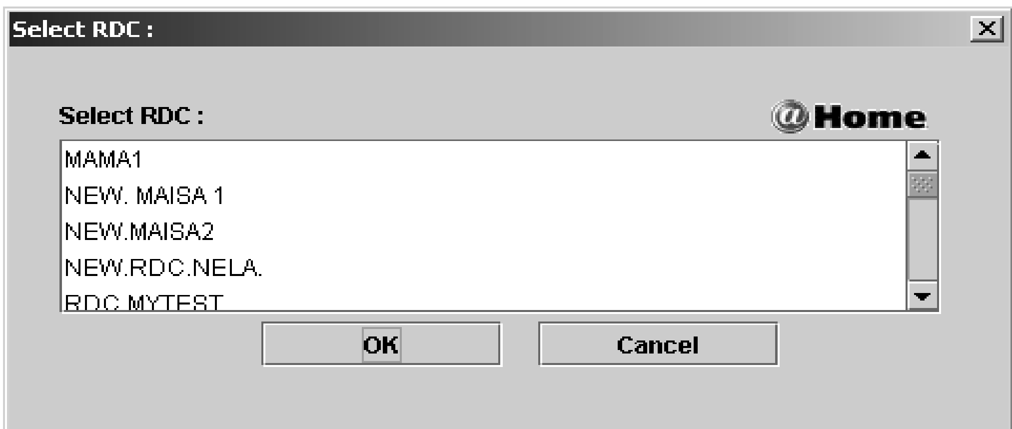
Note: ***This option allows you to view files only. To edit files, use the Create NCP function.***

6 Create NCP Change Request

There are two options with this function, Sort by RDC and Sort by MSO. These options allow you to write changes.

Create NCP Change Request (Sort by RDC)

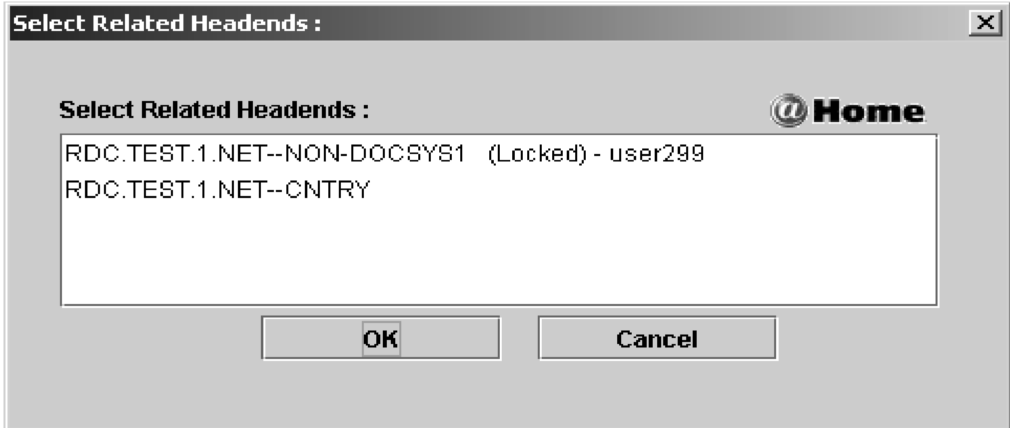
1 **From the Main Menu, click the Create NCP Change Request (Sort by RDC) option. The following screen displays:**



2 **Click the RDC to select. Hold Ctrl and click to select multiple headends (2 maximum).**

3 **Click OK.**

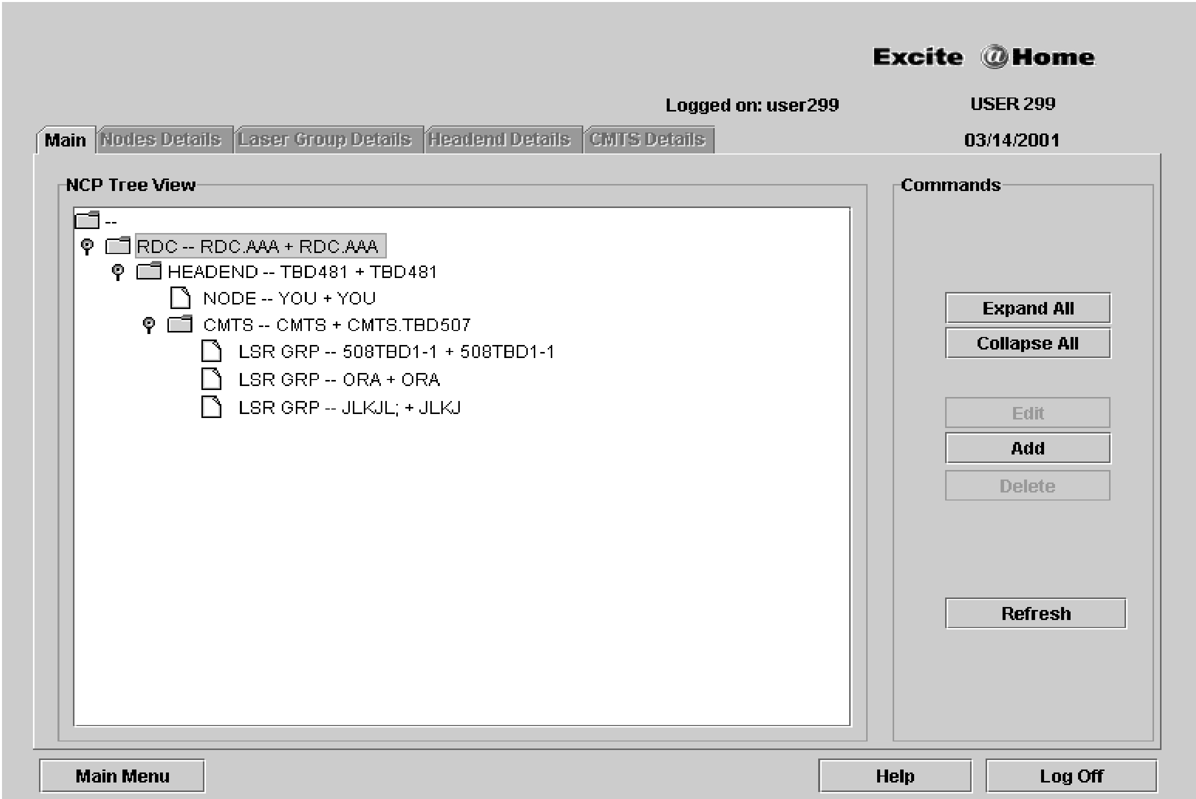
The Select Related Headends screen displays:



4 **Select the related headend you wish to edit, and click OK. A message box displays telling you the change request has been created:**

5 **Click OK. The NCP Tree View Main Tab displays. See the section on NCP Tree View for navigation instructions.**

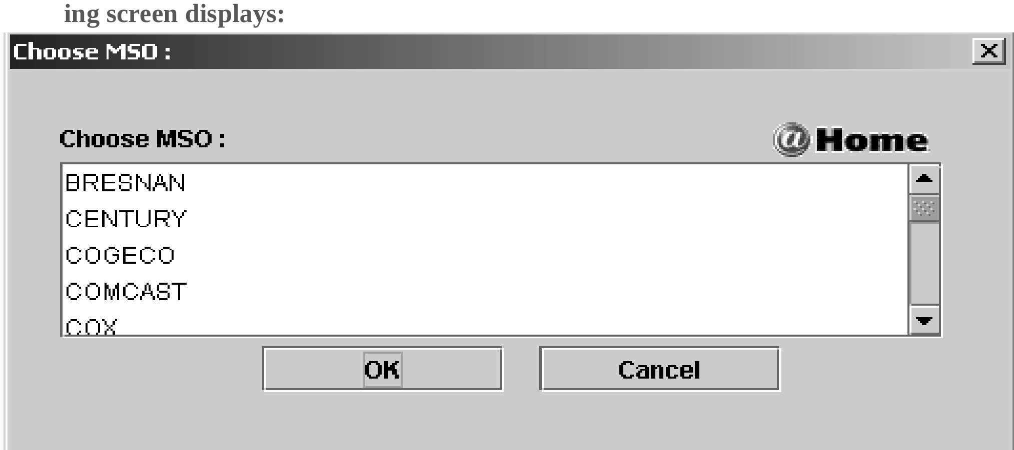
Note: ***After the change request has been submitted an email is sent. Edit/Approve NCP Changes display the change request number in the listing.***



6 Select the information you wish to edit from the Main Tab.

Create NCP Change Request (Sort by MSO)

1 From the Main Menu, click Create NCP Change Request (Sort by MSO). The following screen displays:

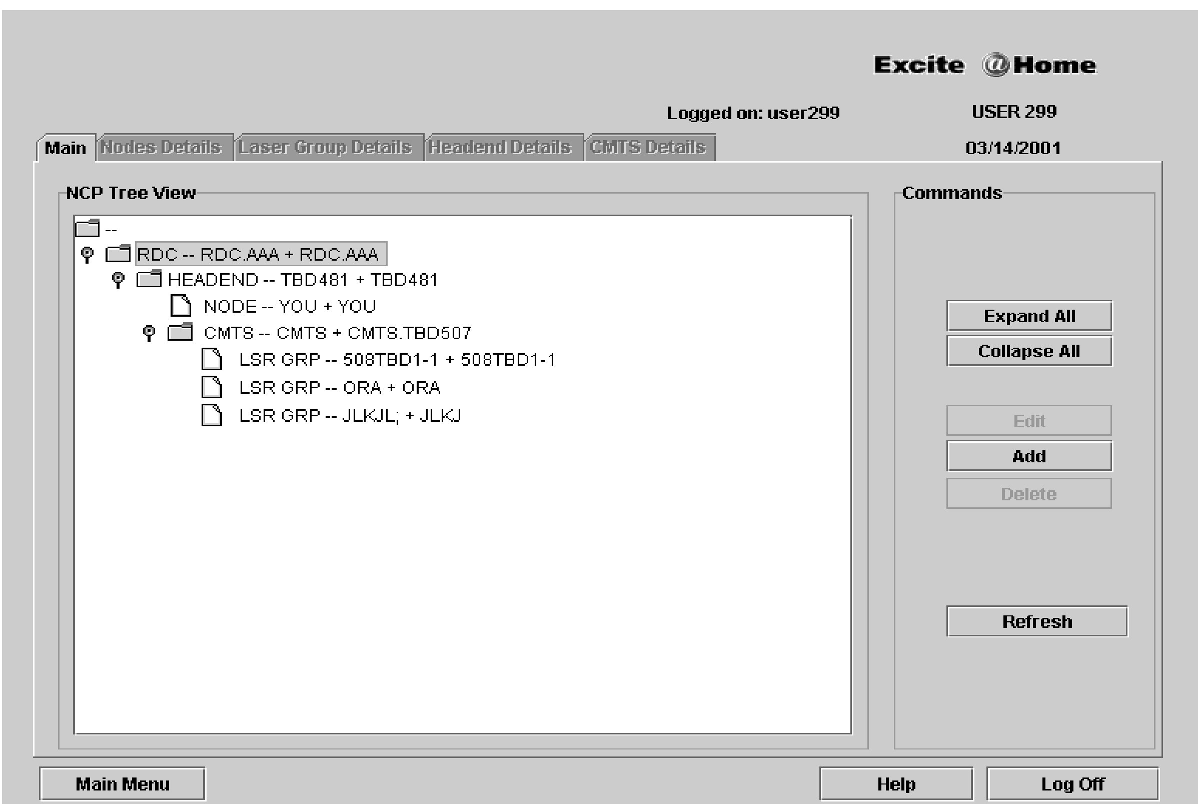


2 Click the MSO you wish to select (1 maximum).

3 **Click OK. The Select Headend screen displays:**

4 **Select the related headend you wish to edit, and click OK. A message box displays telling you a new change request has been created.**

5 **Click OK. The NCP Tree View Main Tab displays. See the section on NCP Tree View for navigation instructions.**



6 **Select the information you wish to edit from the Main Tab.**

Note: ***Only after the change request has been submitted, is an email sent. Edit/ Approve NCP Changes displays the change request number in the listing.***

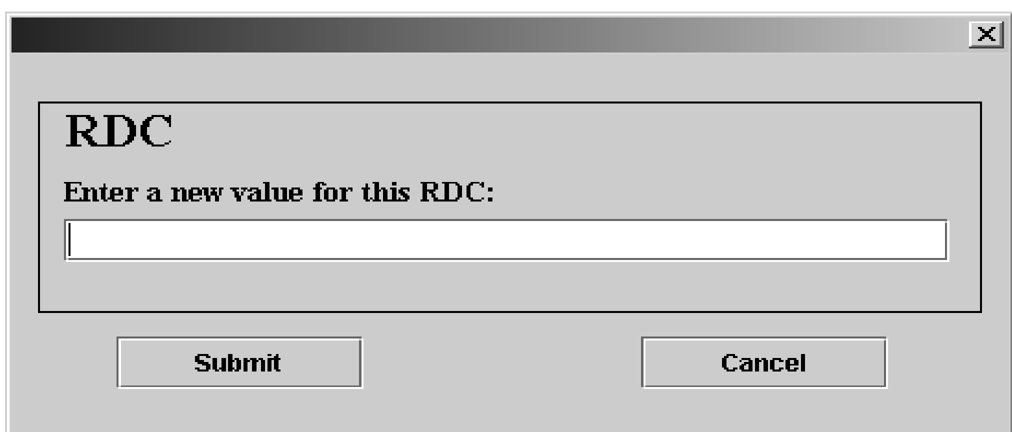
7 Maintain RDCs

This function gives you the option to add, edit, or delete RDCs.

To add an RDC:

1 **From the Main Menu, click Maintain RDCs. The following screen displays:**

2 **Click Add. The following screen displays:**



3 **Type the new value for the RDC.**

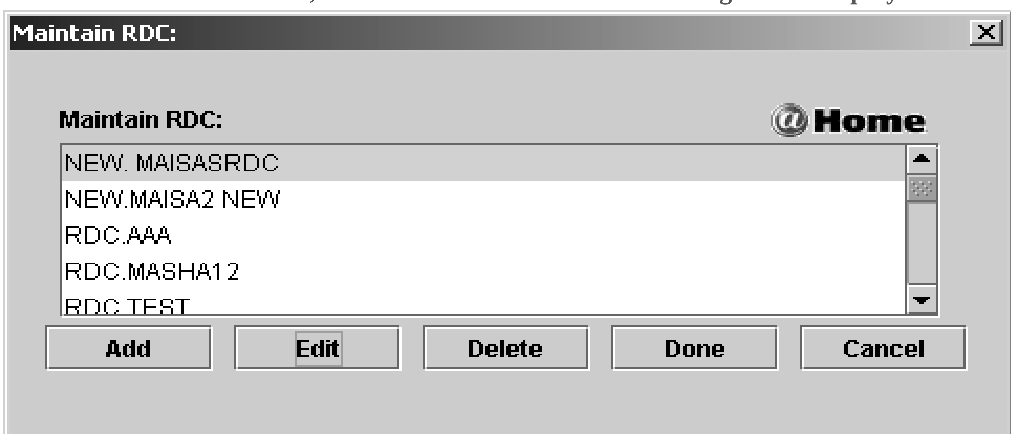
4 **Click Submit. The following screen displays:**

5 Click OK. The Maintain RDC screen displays again.

6 If you are finished, click Done to save changes and return to the Main Menu, or choose a new option to continue.

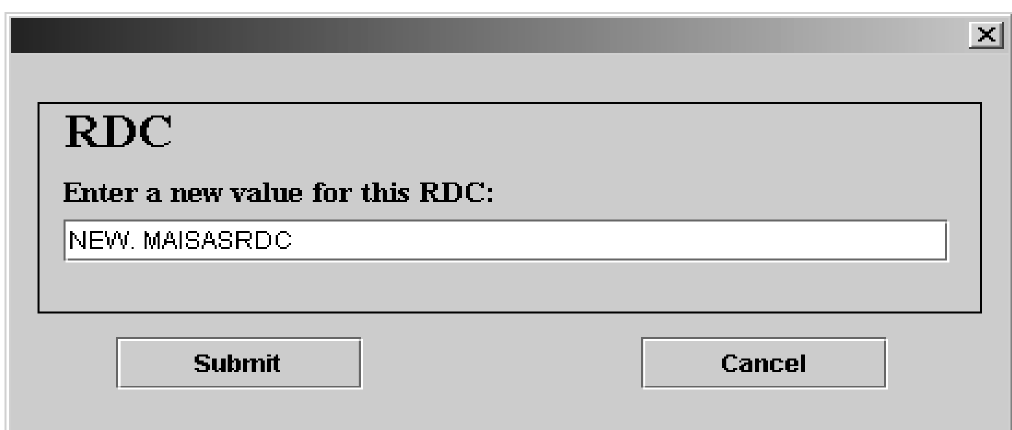
To edit an RDC:

1 From the Main Menu, click Maintain RDCs. The following screen displays:



2 Select an RDC to edit.

3 Click Edit. The following screen displays:



4 Type the new value for the RDC.

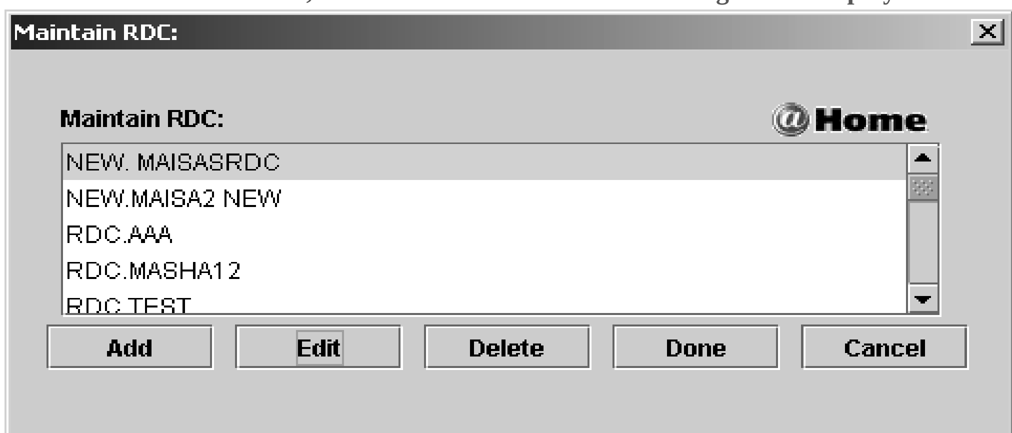
5 Click Submit. The following screen displays:

6 Click OK. The Maintain RDC screen displays again.

7 If you are finished, click Done to save changes and return to the Main Menu, or choose a new option to continue.

To delete an RDC:

1 From the Main Menu, click Maintain RDCs. The following screen displays:



2 Select an RDC to delete.

3 Click Delete. A screen displays telling you if the operation was successful.

4 Click OK. The Maintain RDC screen displays again.

5 If you are finished, click Done to save changes and return to the Main Menu, or choose a new option to continue.

Note: *Only RDCs without headends may be deleted.*

8 Change Request Tool

With this function, you will view, edit, and submit change requests (depending on your access level). See the section on access levels in the User Administration Tool section for more information on access levels.

Change Request Emails

Change requests generate a significant amount of email. It’s important to understand the flow and contents of email generated by Argus. At the heart of the email process is the Mail List.

Mail List

Each change request keeps track of all users who had input in the life of the change request:

- Creation - the user creating the change request is added to the Mail List.
- Edit - the user who is editing the change request, and not the user who created the change request, is added to the Mail List.
- Approve- the user who approves the change request is added to the Mail List.
- Deny - the user who denies the change request is added to the Mail List.

Email Rules

Each status change of a change request sends an email to all users in the Mail List. Also, when the status change requires input from a user with approval permissions (Submit / MSO approve only), a notification email is sent to the responsible users.

Example:

1. If an MSO user with access level 110 submits a change request he/she will be notified that the change request was submitted for approval, and users with approval permissions for the same MSO (access level 120), will all receive an email notifying them of the change request submitted for their approval.

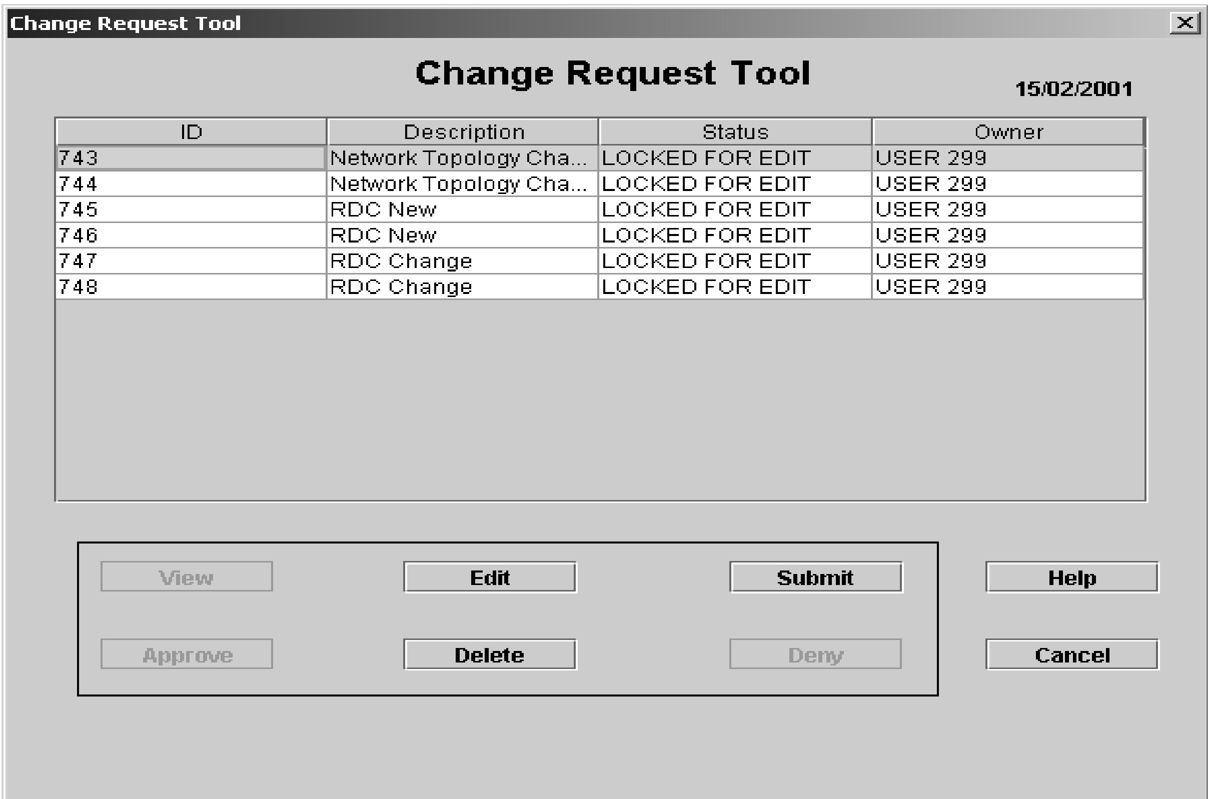
2. If an MSO user with approval permissions (access level 120) approves a change request, an approval notification email will be sent to all users in the mail list, and the @Home users with approval permissions (access level 220 and 299), will receive an email notifying them that a submitted change request awaits their approval.

3. If a change is denied or deleted, a notification email is sent only to the users in the mail list.

4. Loading of a new NCP sends an email notification to the @Home users who have permissions to move the new NCP to production (access level 220, 299), to specify that a new load was performed, and they need to validate the load.

To activate the Change Request Tool:

Select the Edit/Approve NCP Changes function from the Main Menu. All the current change requests display here.



Navigation

The Change Request Tool provides the management functionality for change requests. Using this tool users can manage their own requests, or other user’s requests, based on their access level.

The Change Request Tool window has two parts:

- The Change Request pane containing the list of the change requests.
- The management buttons.

Click to highlight a change request. The relevant action buttons become active.

View

This button is activated only for users with approval permissions, and only for submitted change requests. Click this button (if active) to display the change request details. No modifications are allowed for the selected change request.

Edit

This button is activated only for users who have created a change request, and only for users with approval permissions. A user with approval permissions can edit a change request and will become the owner of the change request. The change request details display, and the user is able to make modifications to the change request. A new change request is locked for edit by its owner until submitted.

Submit

This button is activated only for users who have created and edited a change request, and are willing to submit the change request for approval. After a change request is submitted for approval, only the users with approval permissions are able to View, Edit, Approve, or Deny the change request.

Approve

This button is activated only for users with approval permissions, and for submitted change requests only. Once a change request is submitted, the NCP changes are promoted into production (if the user who approves is an @Home user), or is sent for @Home approval (if the user who approves it is an MSO user).

Delete

This button is activated for all users, but only for change requests they own. Deleting a change request causes all NCP changes to be lost. An email is sent to the user who created the change request. The change request is available for re-editing and re-submission.

Deny

This button is activated only for users with approval permissions and for submitted change requests. Once a change request is denied, the change request enters the same state as when it was first created.

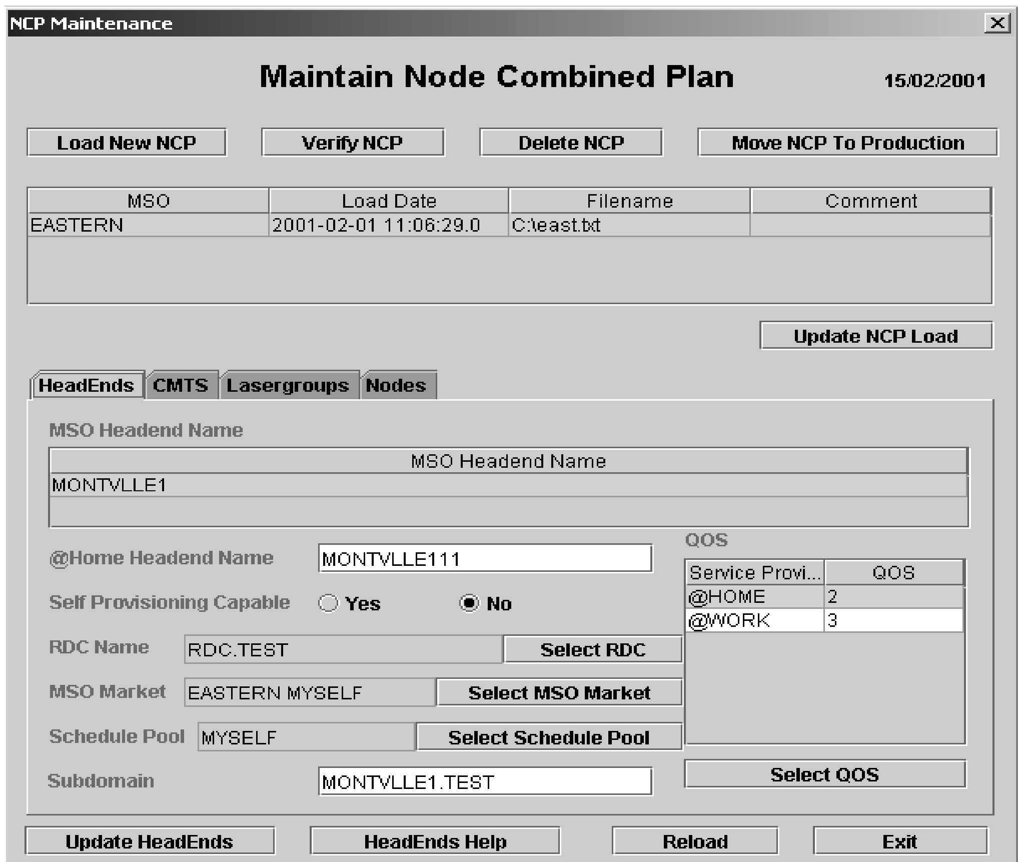
Email Notification

For each change request status change, an email notification is sent to all users involved in the process of creating and approving the change request. The email is sent to the email address the user has provided during the registration process.

9 Maintain Node Combine Plan

To display the Maintain Node Combine Plan Screen:

- Select the Load NCP option from the Main Menu (with the Headends Tab selected).



The main functions:

- Load New NCP
- Verify NCP
- Delete NCP
- Move NCP to Production
- Update NCP Load

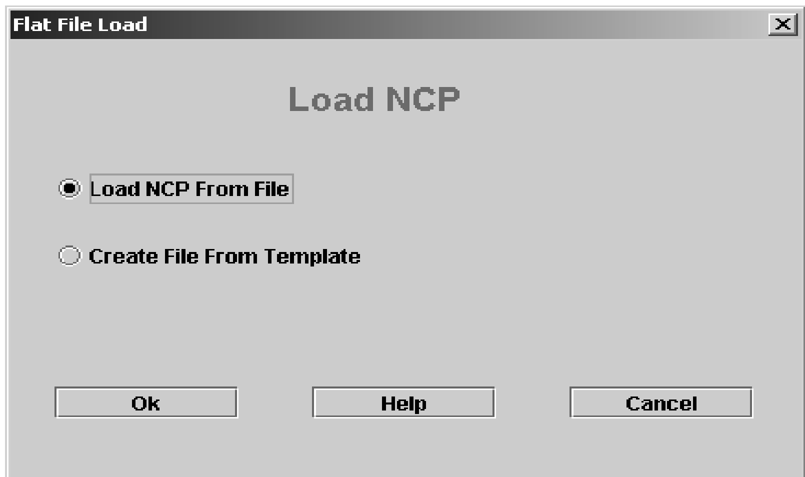
Load new NCP

The Load NCP function is activated by clicking Load NCP from the Maintain Node Combined Plan Screen. The Load New NCP function loads flat files automatically. Available only for users with edit privileges.

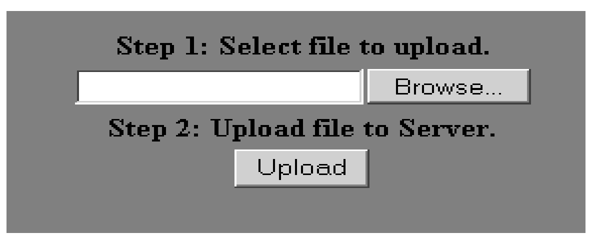
You are allowed to load new NCP from the client (user computer). You may create a file for the loading process based on different technology templates.

To load a new NCP:

1 **Click Load New NCP button from the Maintain Node Combined Plan Screen. The following screen displays:**



1 **Select Load NCP from FIle and Click OK. A new browser window opens.**



2 **Click Browse and select the target file.**

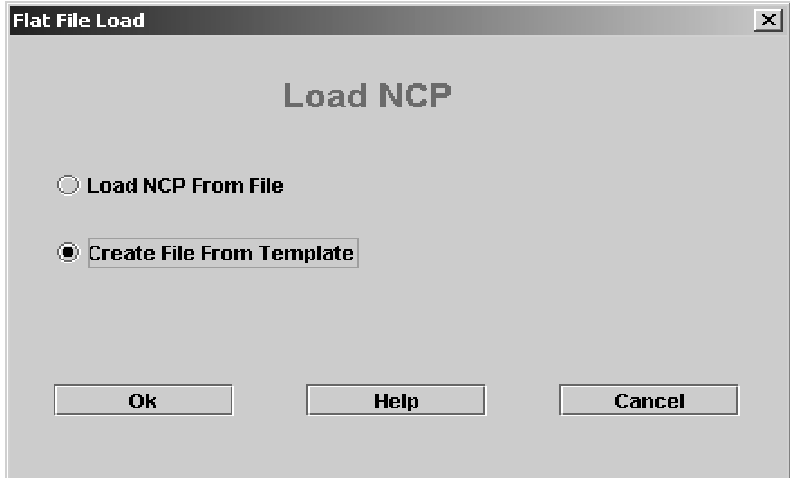
3 **Click Upload.**

Note: ***The Upload button queries the database for the newly entered NCP information and re-populates the screen with the new information.***

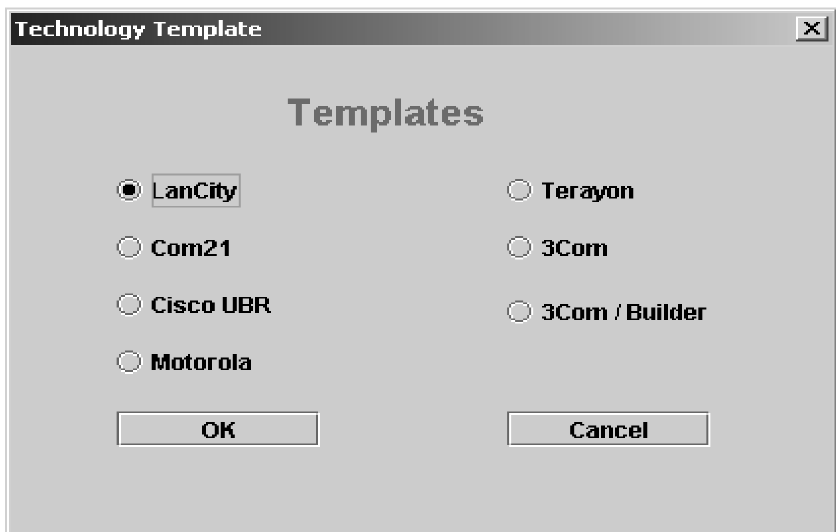
To create a flat file from template:

The Create File From Template option allows the user to create a flat file for a selected technology. Choosing this option opens the Technology Templates Window.

1 **Click Load New NCP button from the Maintain Node Combined Plan Screen. The following screen displays:**

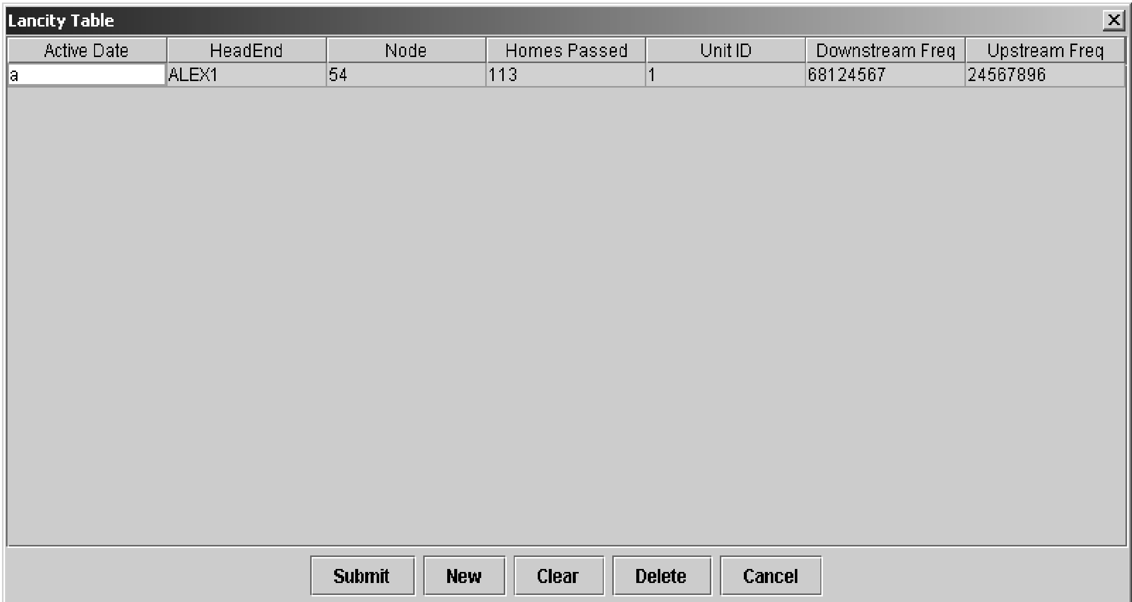


1 Select Create File from Template and click OK. The Technology Template Selector displays.



2 Click the radio button beside the technology type.

3 Click OK. The table for the selected technology type displays.



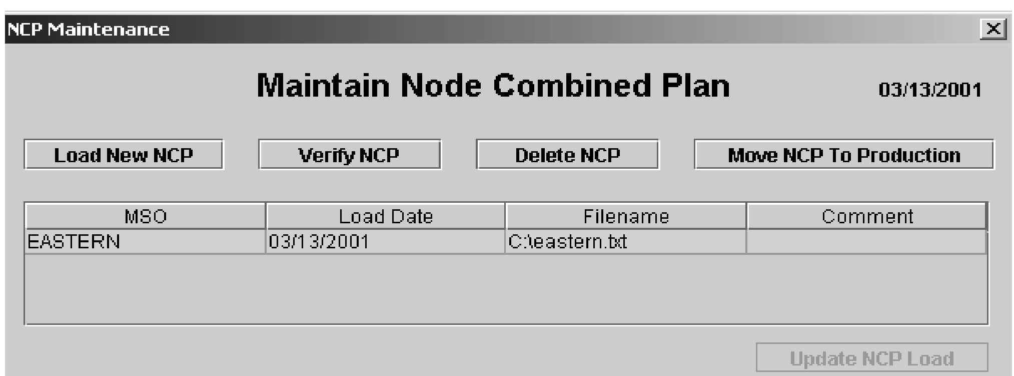
4 **Edit an individual cell by clicking it, then type the desired changes.**

5 **Click Submit to submit this new NCP. Provide the path and the file name this new NCP will be saved as.**

6 **Load the newly created flat file using the Load NCP From File option.**

To modify / change the comments for each NCP load:

1 **Click within the MSO row to be updated.**



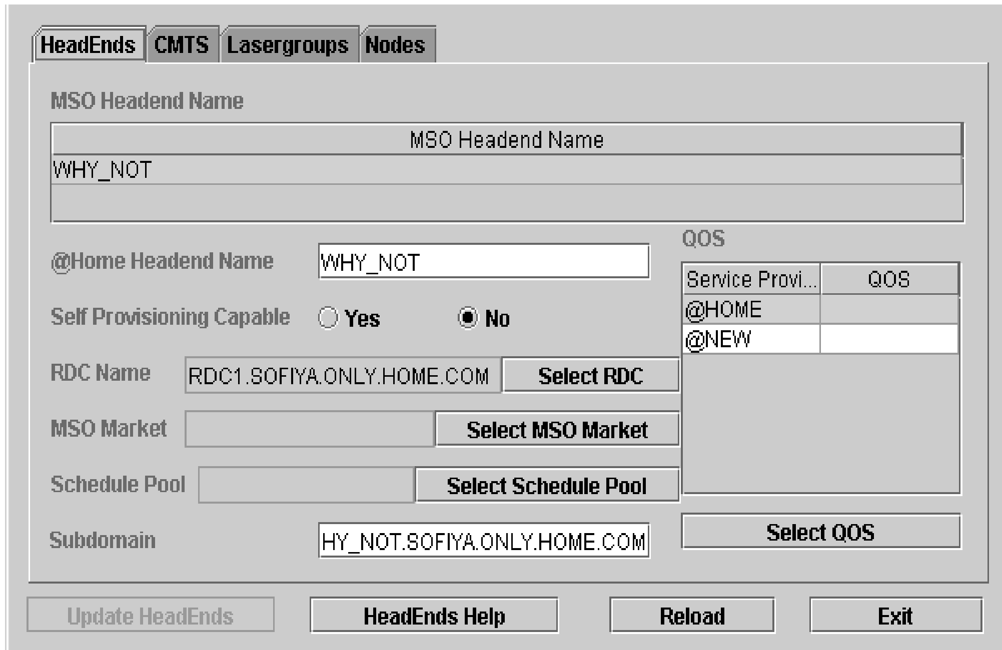
2 **Edit the Comment field.**

3 **Click Update NCP Load. A dialog box displays indicating that the update was successful.**

4 **Click OK to finish.**

Headends Tab

The information displayed on the Headends Tab is that of the selected NCP load. You can load a new NCP from the client (user computer). You can create a file for the loading process based on different technology templates.



To make changes to an NCP Load row:

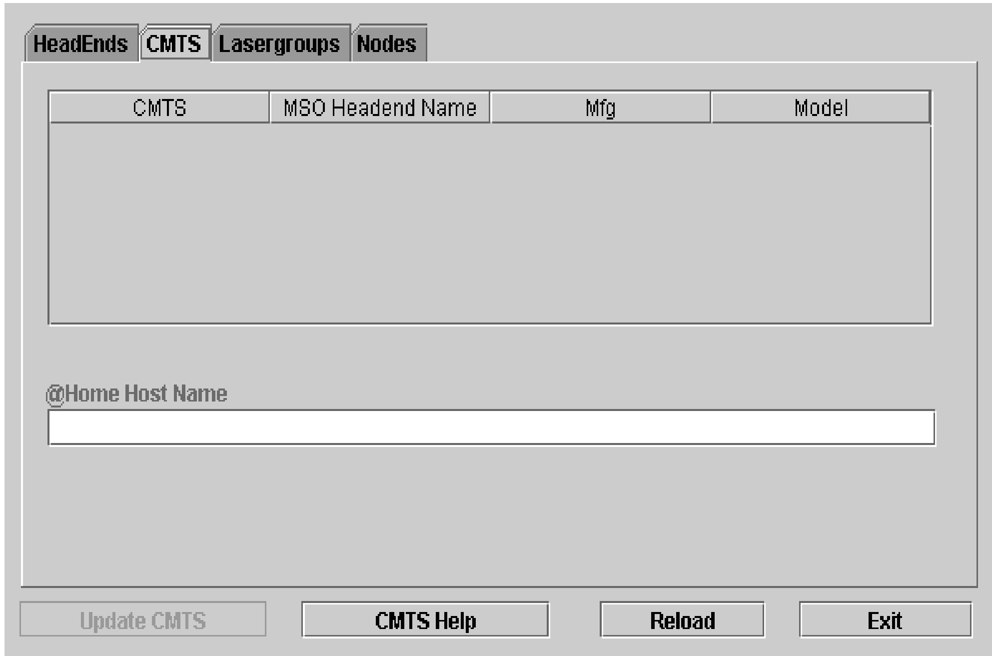
1. **Click to select a new NCP Load row. The information on the Headend Tab changes accordingly.**
2. **Click the MSO Headend Name. Use the scroll bar to move through the list.**
3. **Click text fields to select, then type changes. To change the RDC Name, MSO Market, or Schedule Pool, click the Select button beside each.**
4. **From the dialog box, click the desired row.**
5. **Click OK to complete the selection.**

To assign QOS to a Service Provider:

1. **Click to highlight the provider name in the QOS pane.**
2. **Click Select QOS.**
3. **Click the desired QOS from the list in the QOS window.**
4. **Click OK.**
5. **Click Update Headend to save changes.**

CMTS Tab

The information displayed on the CMTS tab is of the selected NCP Load.



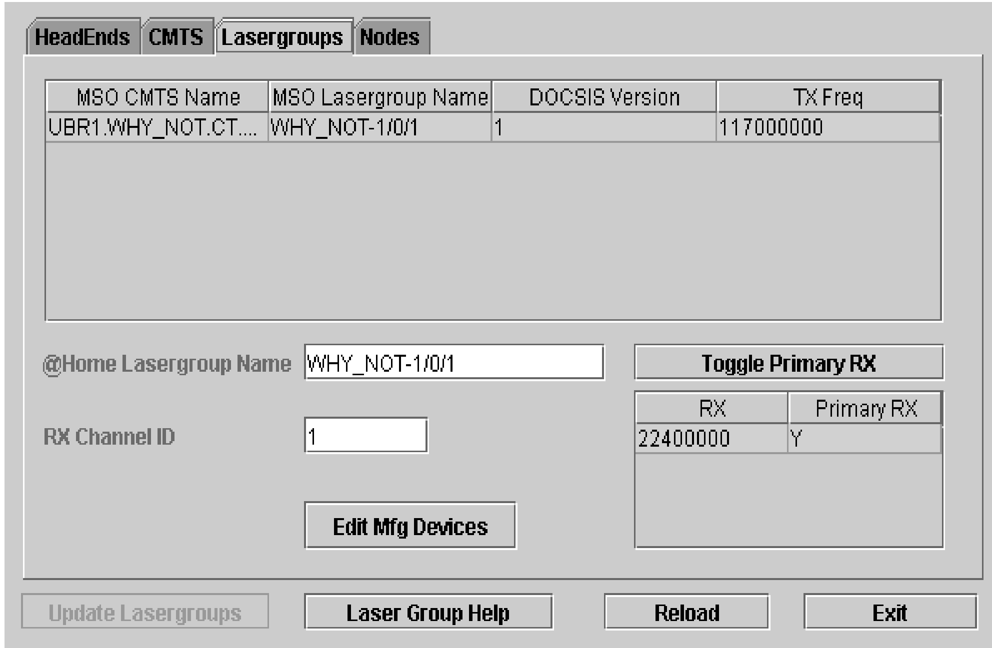
Click to select a new NCP Load row, and the information on the CMTS Tab changes accordingly.

To edit the CMTS tab:

1. **Click the text field below the @Home Host Name to select.**
2. **Edit by typing changes.**
3. **Save any changes by clicking Update CMTS.**
4. **Click Reload to re-populate the data fields.**

Laser Groups Tab

The information displayed on the Lasergroups Tab is of the selected NCP Load.



To make changes within a group:

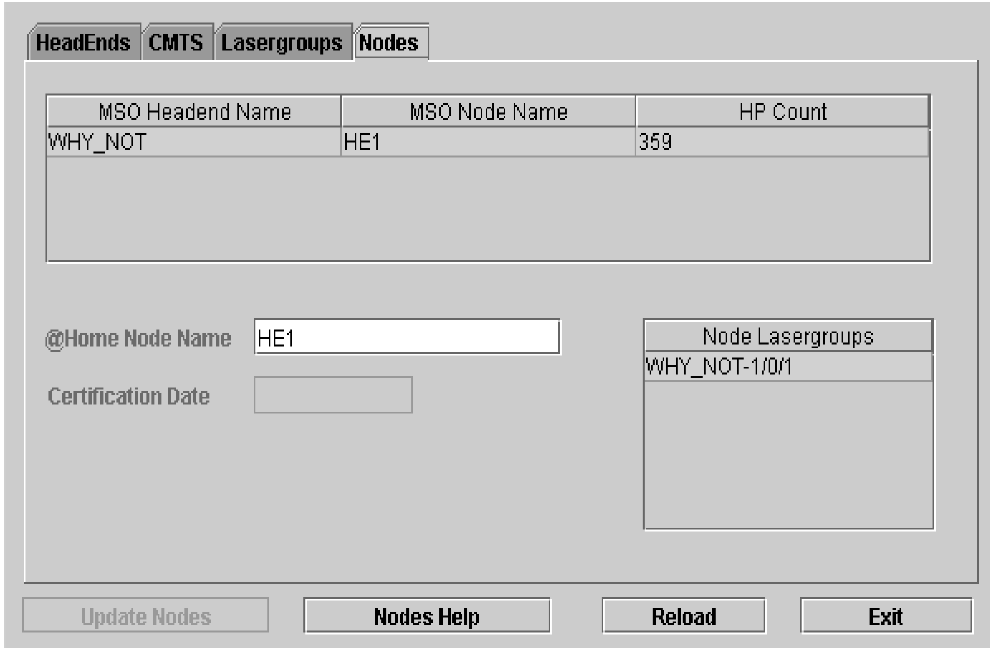
1. Click to select a new row. The information on the Lasergroups Tab changes accordingly.
2. Click to highlight the selected CMTS.
3. Click within the text field to edit.
4. Type changes.
5. Click Toggle Primary RX to change primary RX frequency.

To edit the manufacturer devices:

1. Click Edit Mfg Devices. This opens the Devices Window.
2. Click on one of the Available Mfg Devices list.
3. Click Add to add a device. After confirming your selection the new device displays in the Assigned Mfg Devices Window.
4. Click Remove to remove it.
5. Click Finished to exit.
6. To save changes, click Update Laser Groups.

Nodes Tab

The information displayed on the Nodes Tab is of the selected NCP Load.



To edit a node:

1 Click to select a new row. The information on the Nodes Tab changes accordingly.

2 Click to highlight the selected Node. The information in the Node Lasergroups Pane changes in relation to the selected node.

3 Click within the field to edit the @Home Node Name.

4 Click Update Node to save changes.

To modify / change the comments for NCP load:

1 Click within the row to be updated.

2 Edit the comments field.

3 Click Update NCP Load. A dialog box displays indicating that the update was successful.

4 Click OK to finish.

To verify NCP:

1 Select by clicking within the NCP row to verify.

2 Click Verify NCP. This opens the Verify NCP window. Any problems detected with the NCP load are highlighted in yellow.

3 Use the scroll bar to the right of the content pane to view all Verify NCP details.

4 Click Close to exit.

To delete an NCP:

1 Click to select the NCP row to delete.

2 Click Delete.

3 **Confirm the deletion by clicking OK. Click Cancel to exit without deleting the selected NCP load.**

To move an NCP to production:

1 **Click within the row to be moved.**

2 **Click Move NCP to Production. Prior moving the new NCP into production the Verify NCP check is made and the Verify NCP dialog box containing the errors displays. No records are moved into production if the Verify NCP process is not successful. If Verify NCP process does not report any errors the Move NCP to Production process is launched. A dialog box indicating a successful move into production displays.**

3 **Click OK to finish.**

Reload Button

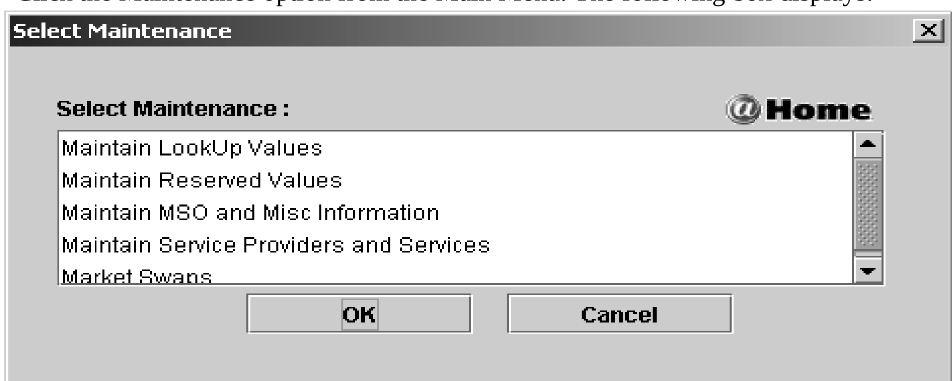
Reload re-populates the screen with the contents of the flat file, if it has been changed.

10 Maintenance

This option allows you to look up values, resend notes, resend values, services and service providers, MSOs and Markets. It is available only for @Home users with edit privileges.

To select maintenance:

- Click the Maintenance option from the Main Menu. The following box displays:

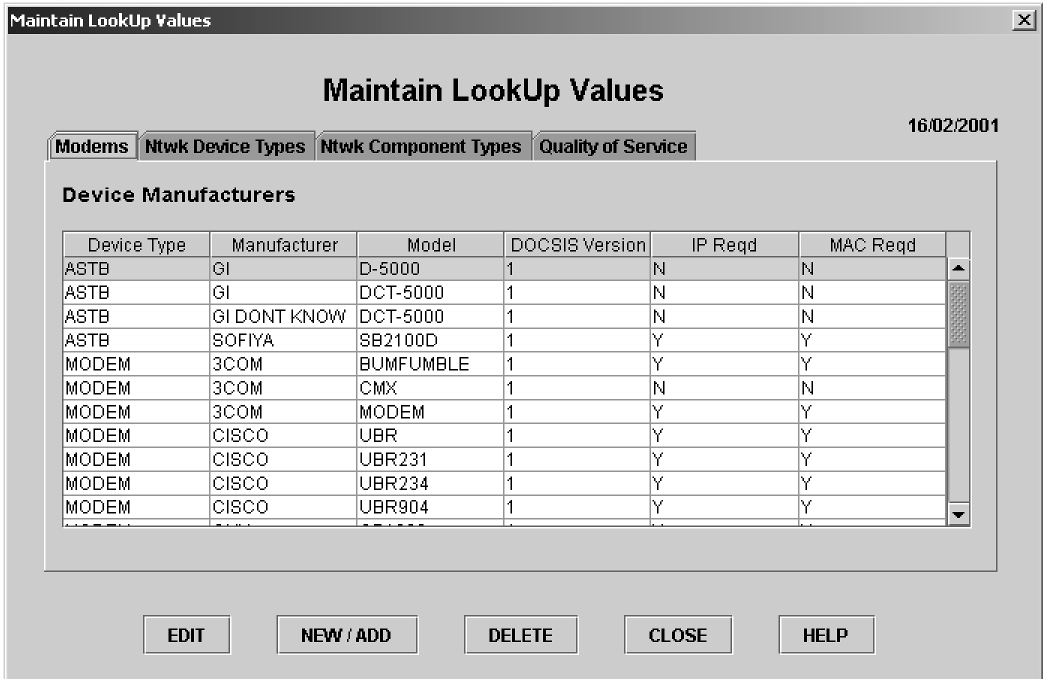


The Select Maintenance menu contains the following options:

- Maintain Lookup Values
- Maintain Reserved Values
- Maintain MSO and Misc Information
- Maintain Device Providers and Devices
- Market Swap

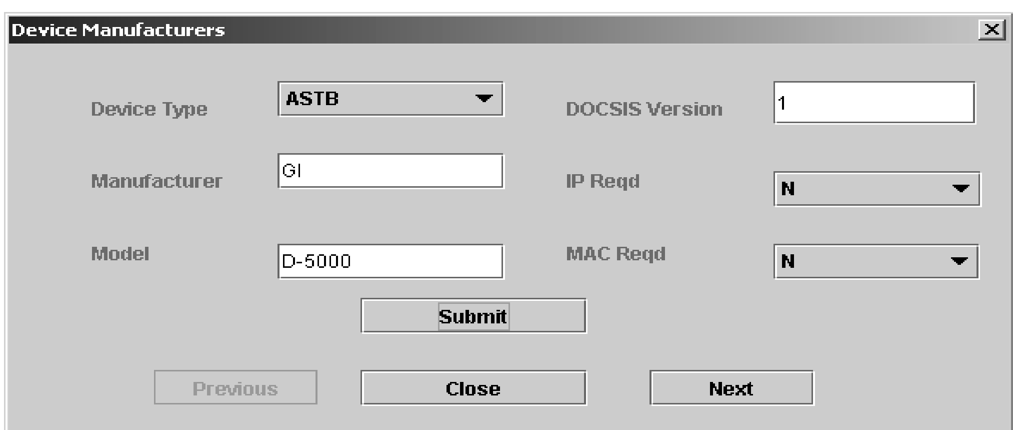
Maintain Lookup Values Screen

The default tab selected is the Modem Tab. From this tab you can edit a modem, add a new modem, delete a modem or Advanced Set Top Box (ASTB) device.



Use the tabs to navigate between the screens of the Maintain Lookup Values.

Edit Modem Tab



The Modems Tab lists the device manufacturers, along with the information for each device type. To select a device manufacturer, click within the desired row.

Edit Modem

Clicking Edit displays the information for the selected manufacturer in a new window.

To edit a modem:

1. **Click within a box containing information to edit that box. Gray information boxes with a downward arrow indicate a drop-down list.**
2. **Click to select from this list. White information boxes are editable fields.**
3. **Click to place the cursor in the desired position, then use the keyboard to edit the field. Scroll through available rows by clicking Previous and Next.**
4. **Click Submit to save your changes, or click Close to exit and lose any changes.**

To add a modem:

1. **Click the New/Add button to add a new device manufacturer. To complete the addition all requested information fields must contain a recognized value. The gray information boxes contain default values.**

To change the default values:

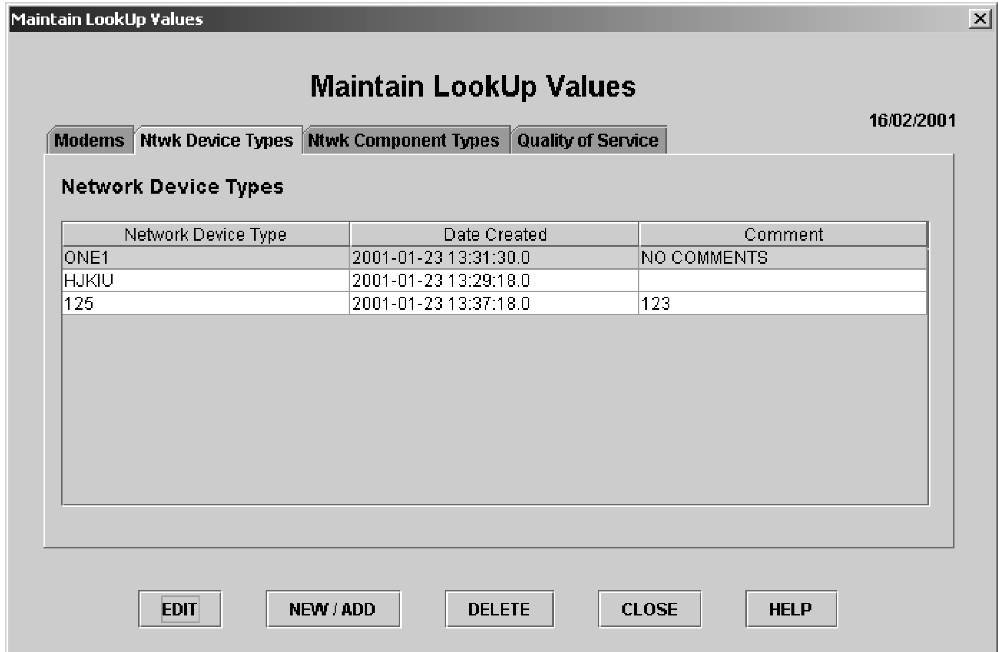
1. **Click within the selector box to reveal the drop-down list.**
2. **Click to select the new value to be assigned.**
3. **Click Submit to save your changes, or click Close to exit and lose any changes.**

To delete a modem:

1. **Click in the the row to be deleted. This highlights the row.**
2. **Click Delete.**

Note: ***As a safety measure, if the information within the selected row is a parent record, an error message displays indicating that all child records (associated to that parent) must be deleted first.***

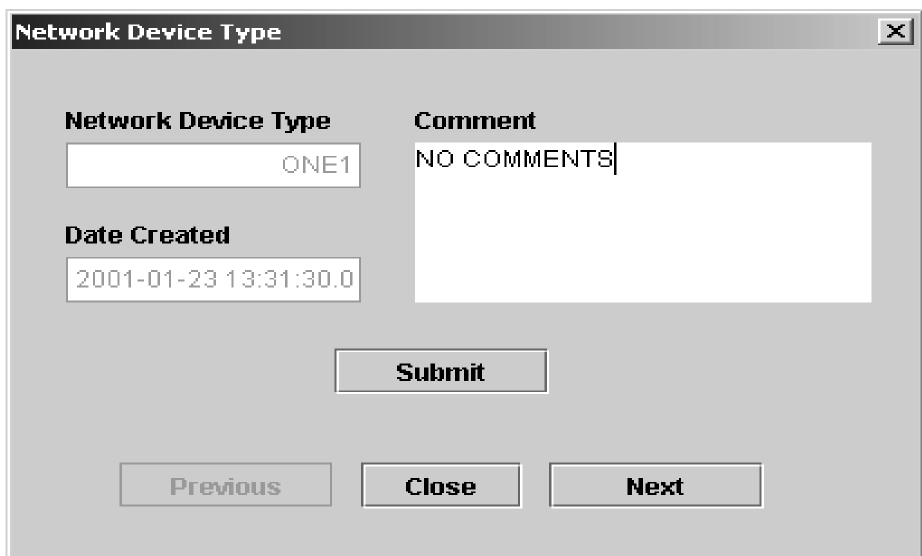
Network Device Types Tab



This tab allows you to view and edit network devices.

Edit Network Device

Clicking Edit displays the information relating to the selected Network Device.



The Network Device Type and Date Created values are fixed and cannot be edited.

To edit a network device:

1. **Click a row to select a Network Device Type.**
2. **Use the keyboard to edit the Comment value.**
3. **Scroll through available rows by clicking Previous and Next.**

4 **Click Submit to save your changes, or click Close to exit and lose any changes.**

To add a new network device type:

- Click New/Add.

In the Network Device Type Window, the Date Created value is pre-populated. A value for Network Device Type must be entered. An entry under Comment is optional, but recommended.

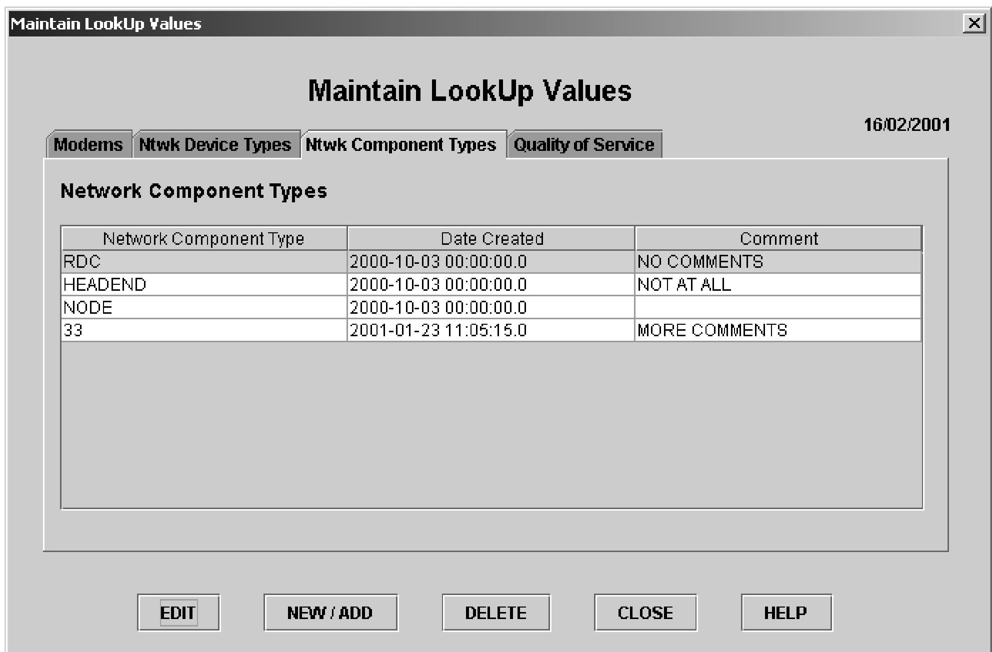
To delete a network device:

1 **Click to highlight the row to be deleted.**

2 **Click the Delete button.**

Note: ***As a safety measure, if the information within the selected row is a parent record, an error message displays indicating that all child records (associated to that parent) must be deleted first.***

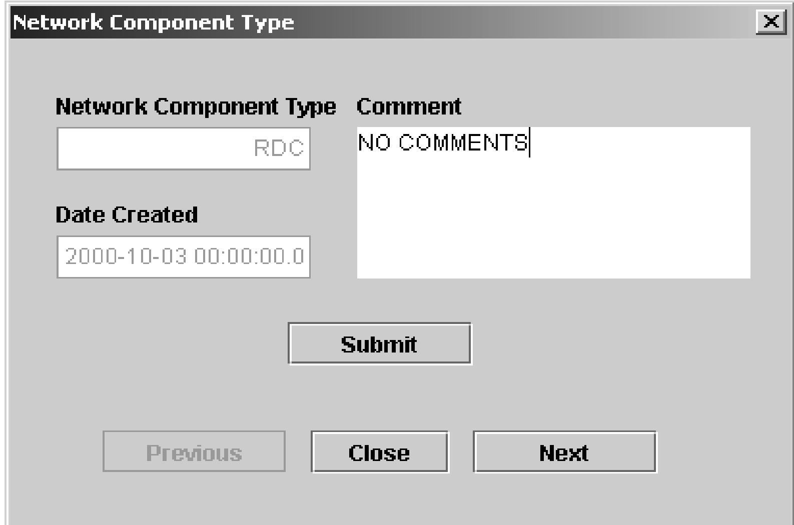
Network Component Types Tab



This tab allows you to view and edit network component types.

Edit Network Component

Clicking Edit displays the information relating to the selected Network Component Type.



The Network Component Type and Date Created values are fixed and cannot be edited.

Edit Network Component Navigation

- Use the keyboard to edit the Comment value.
- Scroll through available rows by clicking Previous and Next.
- Click Submit to save your changes, or Close to exit and lose any changes.

To add a new network component

- Click New/Add to add a new Network Component Type.

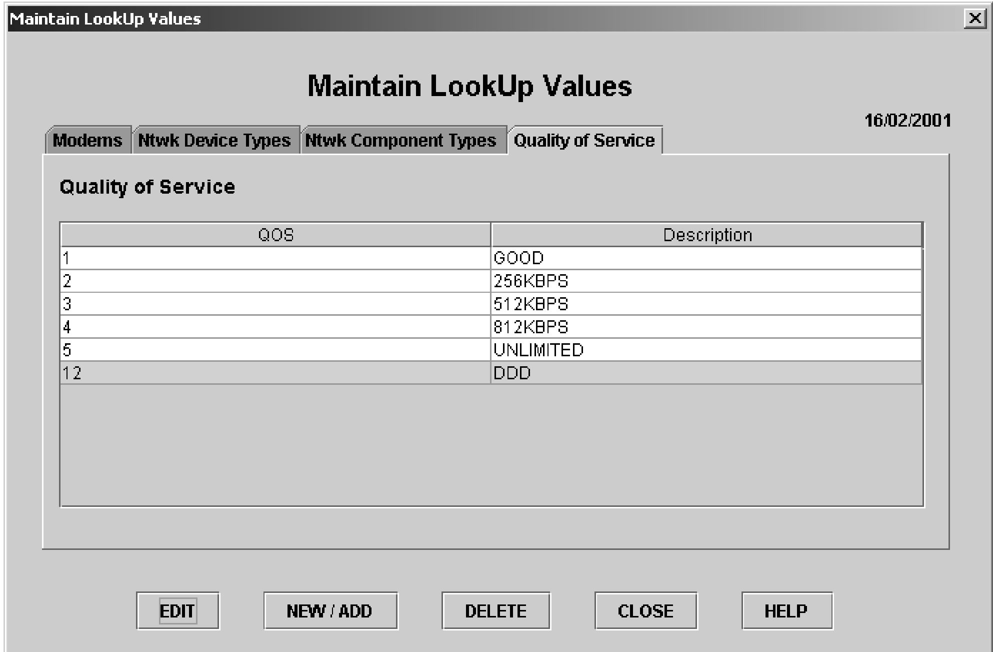
In the Network Component Type Window the Date Created value is pre-populated. A value for Network Component Type must be entered. An entry under Comment is optional, but recommended.

To delete a network component:

1. **Click to highlight the row to be deleted.**
2. **Click Delete.**

Note: ***As a safety measure, if the information within the selected row is a parent record, an error message displays indicating that all child records (associated to that parent) must be deleted first.***

Quality of Service Tab

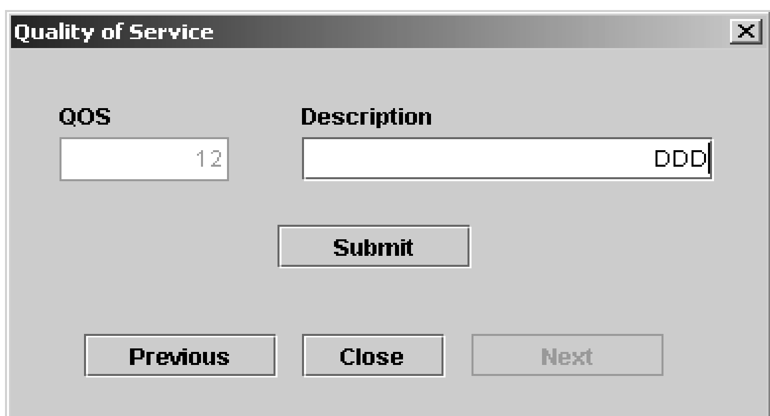


This tab allows you to view and edit the quality of service.

To edit Quality of Service:

- Click a row to select a Quality of Service.

Clicking Edit displays the information relating to the selected Quality of Service. The QOS value is fixed and cannot be edited.



Edit Quality of Service Navigation

- Use the keyboard to edit the Description value.
- Scroll through available rows by clicking the Previous and Next buttons.
- Click Submit to save your changes or Close to exit and lose any changes.

To specify a new Quality of Service:

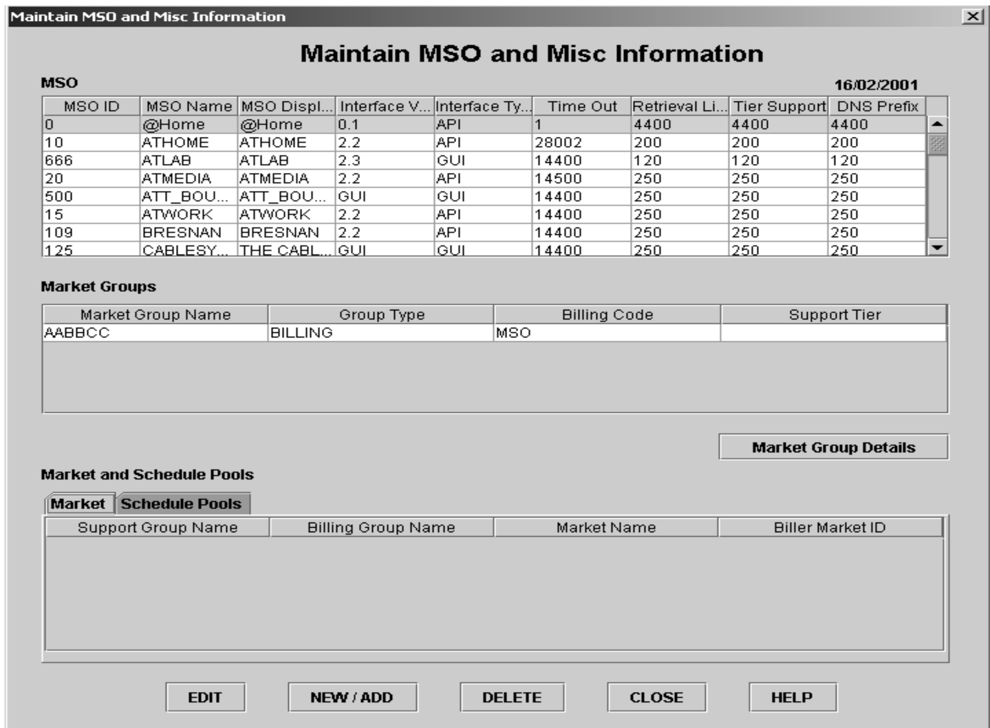
1. **Click New/Add.**
2. **In the Quality of Service window, specify an integer value in the QOS field.**
3. **Type a brief description under Description.**

To delete Quality of Service:

1. Click to highlight the row to be deleted.
2. Click Delete.

Note: *As a safety measure, if the information within the selected row is a parent record, an error message displays indicating that all child records (associated to that parent) must be deleted first.*

Maintain MSO and Misc Information



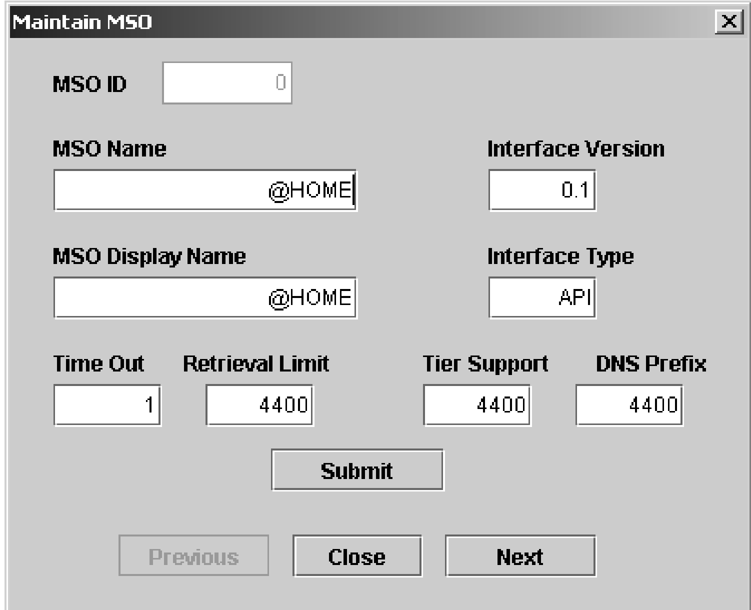
Navigation

The Maintain MSO and Misc Information Window is divided into three areas:

- MSO
- Market Groups
- Market and Schedule Pools

Click a row in the MSO area to display the associated market groups (in the Market Groups area), markets, and schedule pools (both in the Market and Schedule Pools area) to the selected MSO.

Maintain MSO



To edit the MSO:

1 Click the MSO row you want to edit. This signifies to the application that this area is now active.

2 Click Edit.

3 Click the desired field in the Maintain MSO window, and type your new value.

4 Click Previous and Next to move between the rows within the MSO area.

5 Click Submit to save your changes, or click Close to exit and lose any changes.

Note: ***The grayed out MSO ID field cannot be changed.***

To create a new MSO:

1 Click within the MSO area. This signifies to the application that this area is now active.

2 Click New/Add to open a blank Maintain MSO window. Enter the required information in the format specified.

3 Click Submit to save your changes, or click Close to exit and lose any changes.

To delete the MSO:

1 Select the MSO to be deleted from the MSO area.

1 Click Delete.

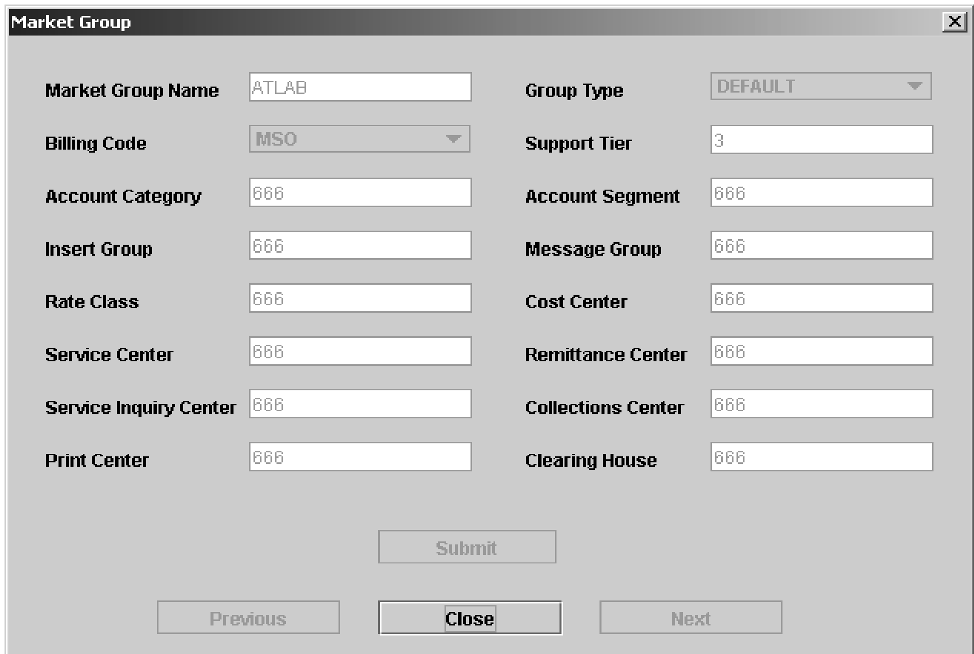
2 Click Yes in the confirmation window to proceed with the deletion, or click No to abort.

Note: ***As a safety measure, if the information within the selected row is a parent record, an error message displays indicating that all child records (associated to that parent) must be deleted first. Any relating market groups, markets, and schedule pools must be deleted before deleting a MSO.***

Market Groups

To edit a market group:

1. **Click the Market Group row you wish to edit. This signifies to the application that this area is now active. You must select the appropiate MSO first. If you do not, a Market Group is created for the currently-selected MSO.**



2. **Click the desired field In the Market Group Window, and type your new value. Clicking the gray boxes with downward pointing arrows reveals drop-down lists of options. Click Previous and Next to move between the rows within the Market Group area.**
3. **Click the desired option. Support group type allows only Market Group Name, Billing Code, and Support Tier fields to be editable.**
4. **Click Edit.**
5. **Click Submit to save your changes, or click Close to exit and lose any changes.**

Note: ***Before creating a Market Group, specify to whom it will belong to. Select the MSO in the MSO area, then click in the Market Group area. A new Market Group is created for the MSO you select. Click anywhere within the Market Group area to begin. This signifies to the application that this area is now active.***

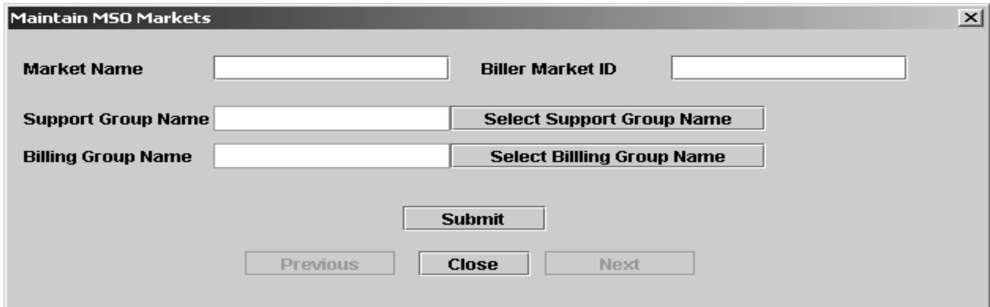
Markets

You can only create a market if at least one group is available in the Market Groups area. You must specify the name first, then click in the Market Groups area.

Note: ***You cannot create a Market unless an MSO has been created. You cannot create a Market unless a Market Group has been created.***

- Click the Market Tab. Select by clicking the market row to edit. This signifies to the application that this area is now active.

- Click the Previous and Next buttons to move between the rows within the Market Tab.



To edit a market:

1. Click Edit.
2. Click the Market Name or Biller Market ID field in the Maintain MSO Markets window and type your new value.
3. Click Select Support Group Name or Select Billing Group Name to change Billing and Support group information.
4. Click the desired group from the Support Group window to select.
5. Click OK or Cancel.
6. Click Submit to save changes, or click Close to exit.

To create a new market:

1. Click the Market Tab. This signifies to the application that this area is now active.
2. Click New/Add to open a blank Maintain MSO Markets window.
3. Type in values for Market Name and Biller Market ID.
4. Choose a value for the Support and Billing group names by clicking Select Support Group Name or Select Billing Group Name.
5. Click in the Group Name window to choose from the list of available groups.
6. Click OK.

Note: ***A Market Group must have been created before selecting a Support or Billing group name, or the Group Name window will be blank.***

To delete a market:

1. Click the Market row to delete. This signifies to the application that this area is now active
2. Click Delete.
3. Click Yes in the Confirmation Window to proceed with the deletion, or click No to abort.

Schedule Pools

To edit a schedule pool:

1. Click the Schedule Pools tab.
2. Select by clicking the market row to edit. This signifies to the application that this area is now active.
3. Click Previous and Next to move between the rows within the Schedule Pools Tab.

4 **Click Edit.**

5 **Type any changes in the Schedule Pool Name field.**

6 **Click Submit to save changes, or Close to exit.**

To create a new schedule pool:

1 **Click the Schedule Pool tab. This signifies to the application that this area is now active.**

2 **Click New/Add to open a blank MSO Schedule Pools window.**

3 **Type in a Schedule Pool name.**

4 **Click Submit to save changes, or Close to exit.**

To delete a schedule pool:

1 **Click the Schedule Pool row to delete. This signifies to the application that this area is now active.**

2 **Click Delete.**

3 **Click Yes in the confirmation window to proceed with the deletion, or click No to abort.**

• • • • • • • **Warning!**

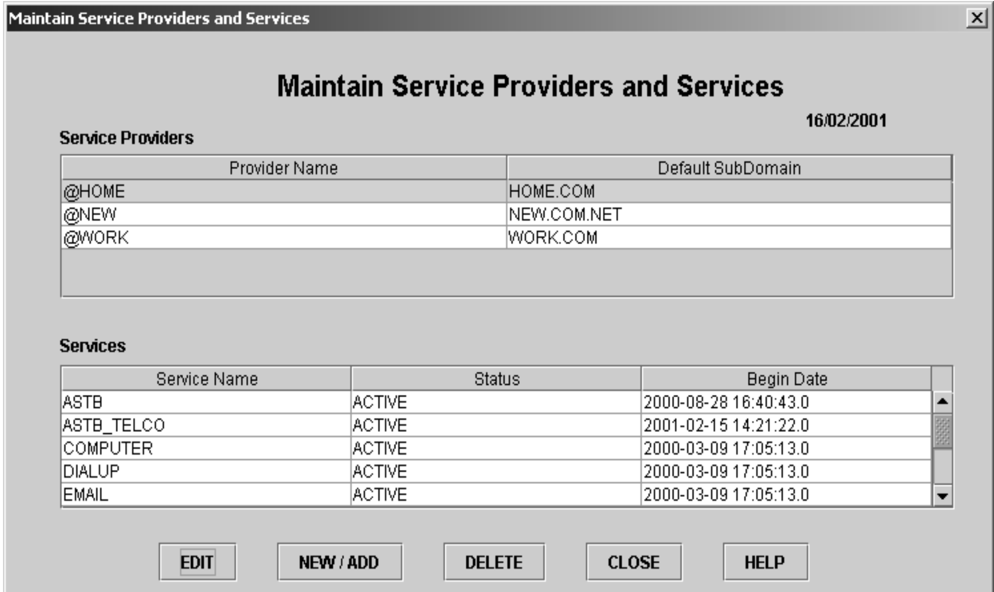
A query may take a very long time to complete.

Maintain Reserved Values

This information cannot be edited.

Maintain Service Providers and Services

The Maintain Service Providers and Services Screen can be selected by clicking the Maintenance function from the Main Menu.



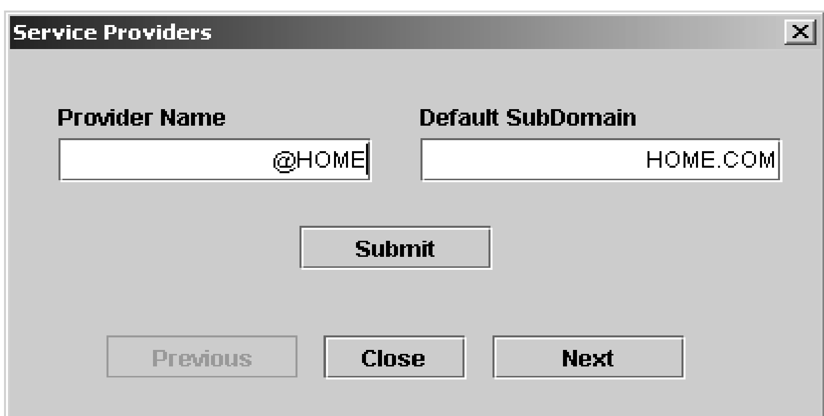
Navigation

The Service Providers and Services Window is divided into two panes: the Service Provider Pane, and the Services Pane. One Service Provider is associated with potentially many Services. Click a row in the Service Providers Pane to display the associated services (if any) in the Service Pane.

Service Providers

To edit the service provider:

1. **Click the Service Provider Row to select. This signifies to the application that this area is now active.**
2. **Click Edit. The Service Providers Window displays.**



3. **Type any changes in the Service Providers Window.**
4. **Click Previous and Next to move between the Service Providers Pane.**
5. **Click Submit to save your changes, or click Close to exit and lose any changes.**

New Service Provider

To add a new service provider:

1. Click anywhere within the Service Provider Pane. This signifies to the application that this area is now active.
2. Click New/Add.
3. Enter values for the required fields of the Services Providers Window.
4. Click Submit to save your changes, or click Close to exit and lose any changes.

To delete a service provider:

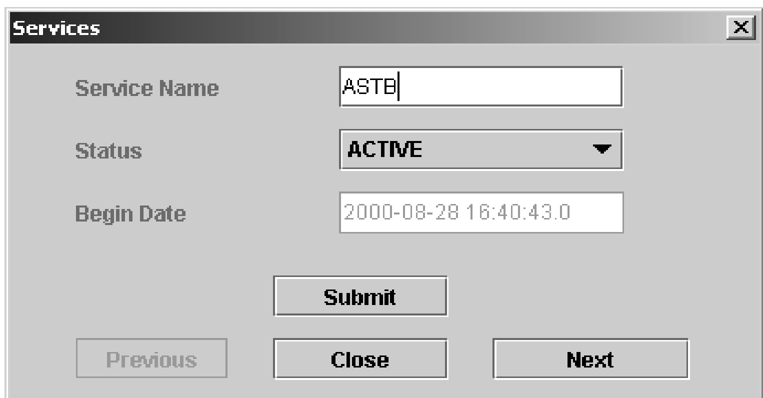
1. Click the Service Provider to be deleted.
2. Click Delete.

Note: ***As a safety measure, if the information within the selected row is a parent record, then an error message appears indicating that all child records (associated to that parent) must be deleted first.***

Services

To edit a service:

1. Click the Service Row to edit. This signifies to the application that this area is now active.
2. Click Edit. The Services Window displays.



3. Type any changes in the Services Window.
4. Click Previous and Next to move between data fields of the Services Pane.
5. Click Submit to save your changes, or click Close to exit and lose any changes.

To add a service:

1. Click anywhere within the Services Pane. This signifies to the application that this area is now active.
2. Click New/Add.
3. Enter values for the required fields of the Services Window.
4. Click Submit to save your changes, or click Close to exit and lose any changes.

To delete a service:

1. **Click to select the service to be deleted.**
2. **Click Delete.**

Note: ***As a safety measure, if the information within the selected row is a parent record, then an error message appears indicating that all child records (associated to that parent) must be deleted first.***

11 Maintain Headend Profiles

The modem GUI will not be used to generate seed records. Instead, users of the ARGUS GUI will create headend profiles. Seed records will be automaticlly generated in the staging database. Headend profiles are a replacement of the legacy Modem Provising Agent (MPROV) seed records for the MPROV.

Headend Profile Selector

The Headend Profile Selector is provided in order to select the headend for which the profile is to be created or updated.

Each available technology for the selected headend is displayed in this section. The Profile Created Field indicates when the technology profile was created.

The Headend Profile tool is composed of two sections:

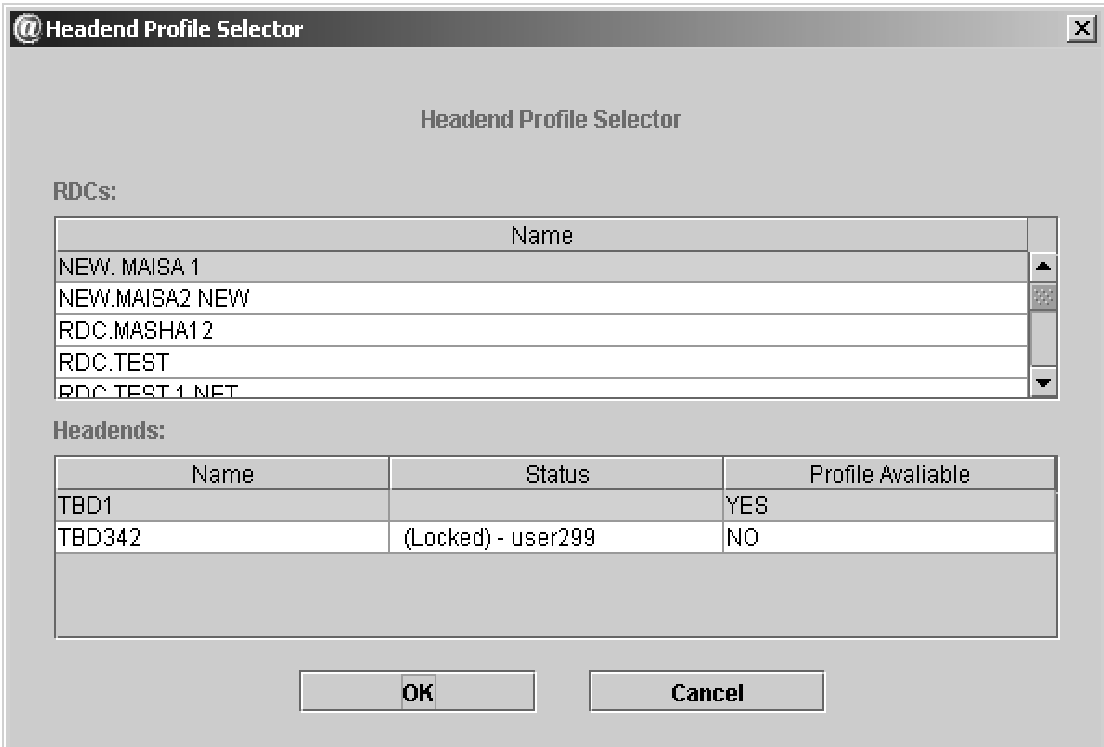
- Headend Profile Selector
- Headend Profile

The Headend Profile is displayed:

- When selected from the Main Menu.
  - When selected from the Main Menu, the selector allows the user to edit headend profiles for any available (unlocked) headend under a RDC.
- When a change request is approved.
  - The Headend Profile Selector dialog is displayed automatically after any approval of a change request that includes an addition of any new CMTS and lasergroups to an existing or new headend. The dialog box is displayed if at least one technology for a headend does not have an associated profile created.
- When a new NCP is moved to production.
  - The Headend Profile Selector dialog is displayed automatically after any approval of a change request that includes an addition of any new CMTS and lasergroups to an existing or new headend. The dialog box is displayed if at least one technology for a headend does not have an associated profile created.

To view a headend profile:

1. Select the Maintain Headend Profiles option from the Main Menu. The Headend Profile Selector Screen displays.

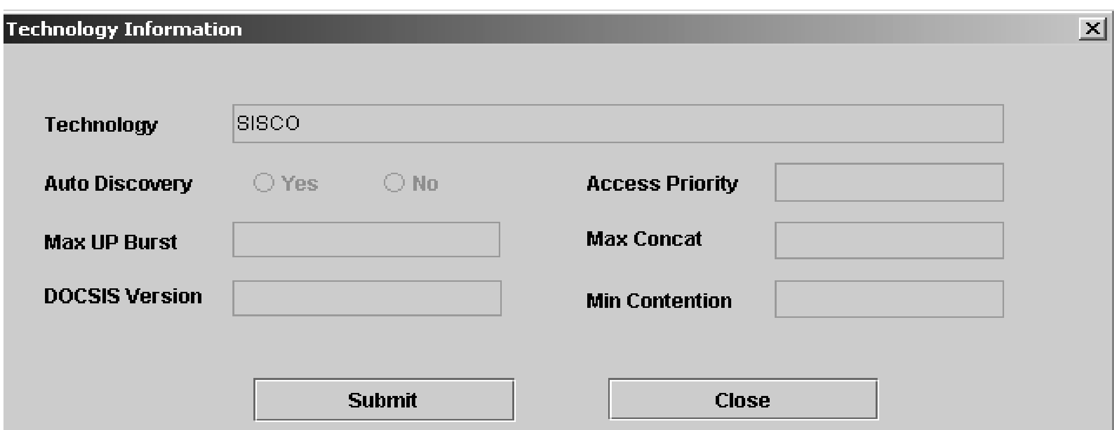


2. Select an RDC from the list of available RDCs.
3. Select a headend from the list of headends for the current RDC.
4. Click OK. The Headend Profile Screen displays.

Note: ***A headend profile is available (Profile Available Field) for edit if it is not locked by a change request, or by a market swap.***

To edit/create a profile:

1. From the Headend Profiles Screen, click the Technology type you wish to view. This signifies to the application that this area is now active.
2. Click Edit. The Technology Information Dialog box displays.



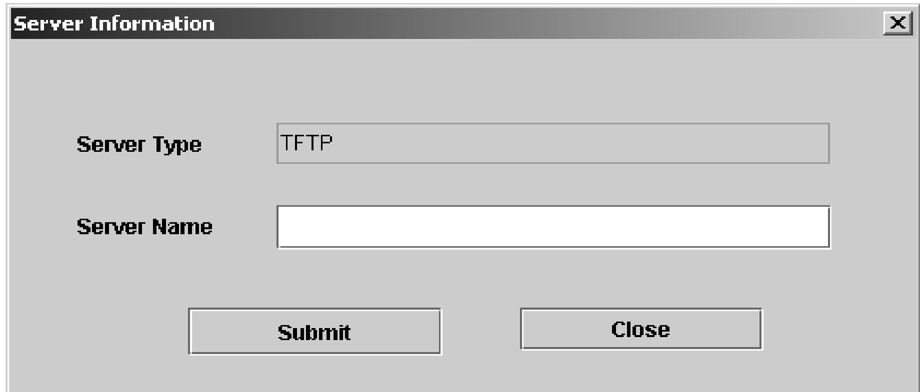
Note: ***Depending on the selected technology, detail fields will be presented as enabled, or disabled.***

3. Click Submit even if no fields are enabled. A confirmation dialog box will inform you if the operation completed successfully.

Note: ***All servers are displayed in this section when a DOCSIS technology is selected . The Server Name Field indicates if the server was previously assigned or not ("NOT ASSIGNED" label).***

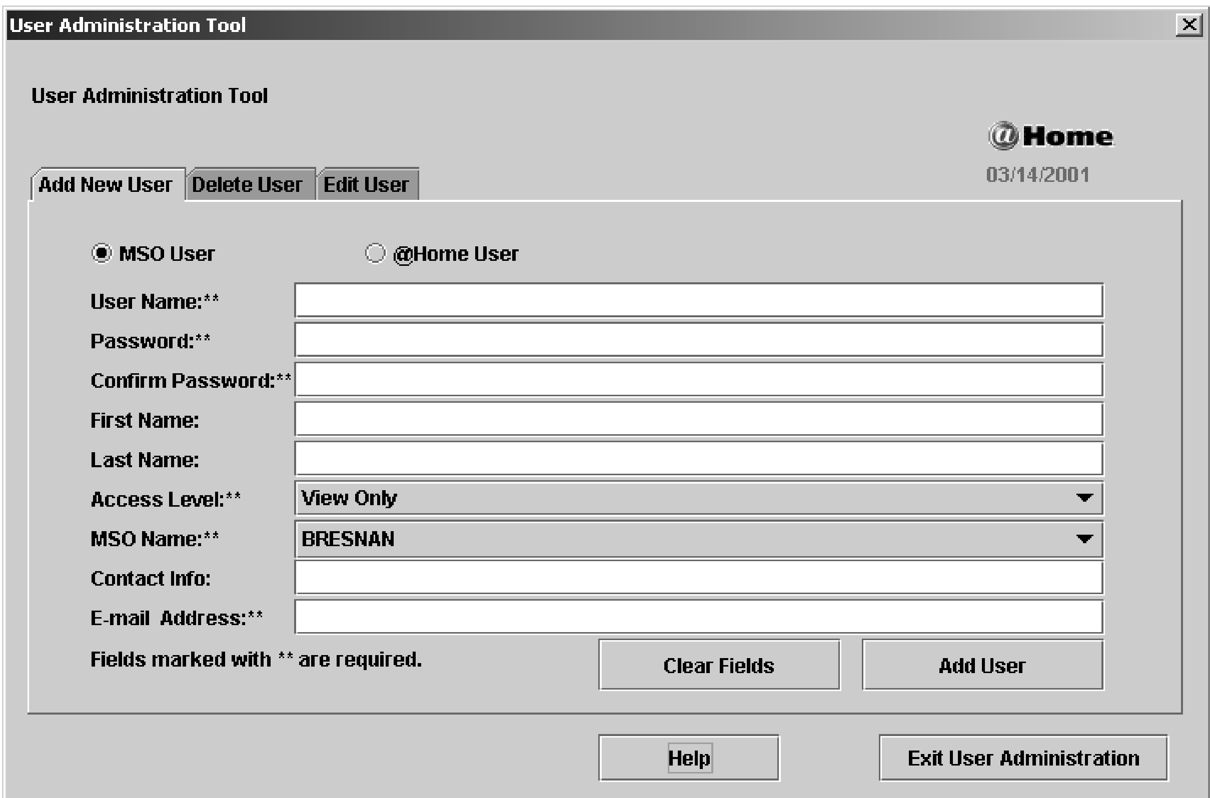
To edit/assign a server:

1. **Click Edit. The Server Information Dialog box displays.**



2. **Type in the server name.**
3. **Click Submit to save your changes. A dialog box informs you if the operation completed successfully.**

12 The User Administration Tool



The User Adminstration Tool allows the System Administrator to perform functions crucial to Argus system management and user access. These functions are:

- Assign/edit/delete user name.
- Assign/edit/delete password.
- Assign access level.
- Assign/edit/delete MSO name.
- Contact information.
- Email information.

User Access Levels

Argus provides differet access levels for both @Home and MSO users, with different permissions assigned to each. The typical assignment of user IDs is as follows:

@Home User IDs

User Level	Permissions
200	View only
210	View and Edit
220	View/Edit and Approve
299	View/Edit/Approve/Administrator

MSO User IDs

User Level	Permissions
100	View only
110	View/Edit/Aprrove
120	View/Edit/and Approve

The @Home administrator assigns the user IDs and passwords. MSO users must contact @Home to change any user access levels.

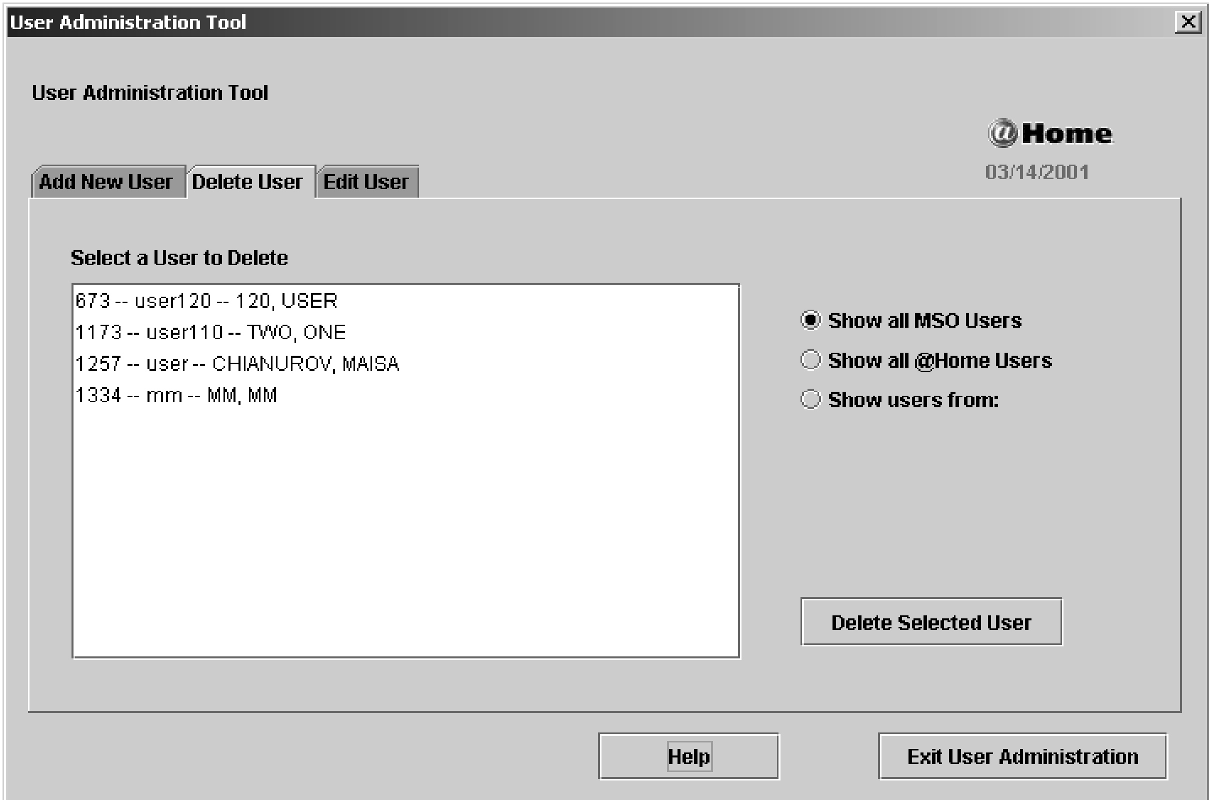
To add a new user:

1. **From the Main Menu, click the User Administration option.**
2. **Choose the type of user to add.**

3. **Complete the data fields as required. There is a 32-character maximum allowed. Fields marked with the double-asterisk (**) require a value.**
4. **Click Clear Fields to erase and clear all information and start over.**
5. **When all the required fields are completed as desired, click Add User to add the new user to the database.**

To delete a user:

1. **From the Main Menu, click the User Administration option.**
2. **Click the Delete User Tab.**
3. **Click to select the user to be deleted from the display pane. Use the radio buttons to toggle between the types of users (@Home or MSO), represented in the display pane.**



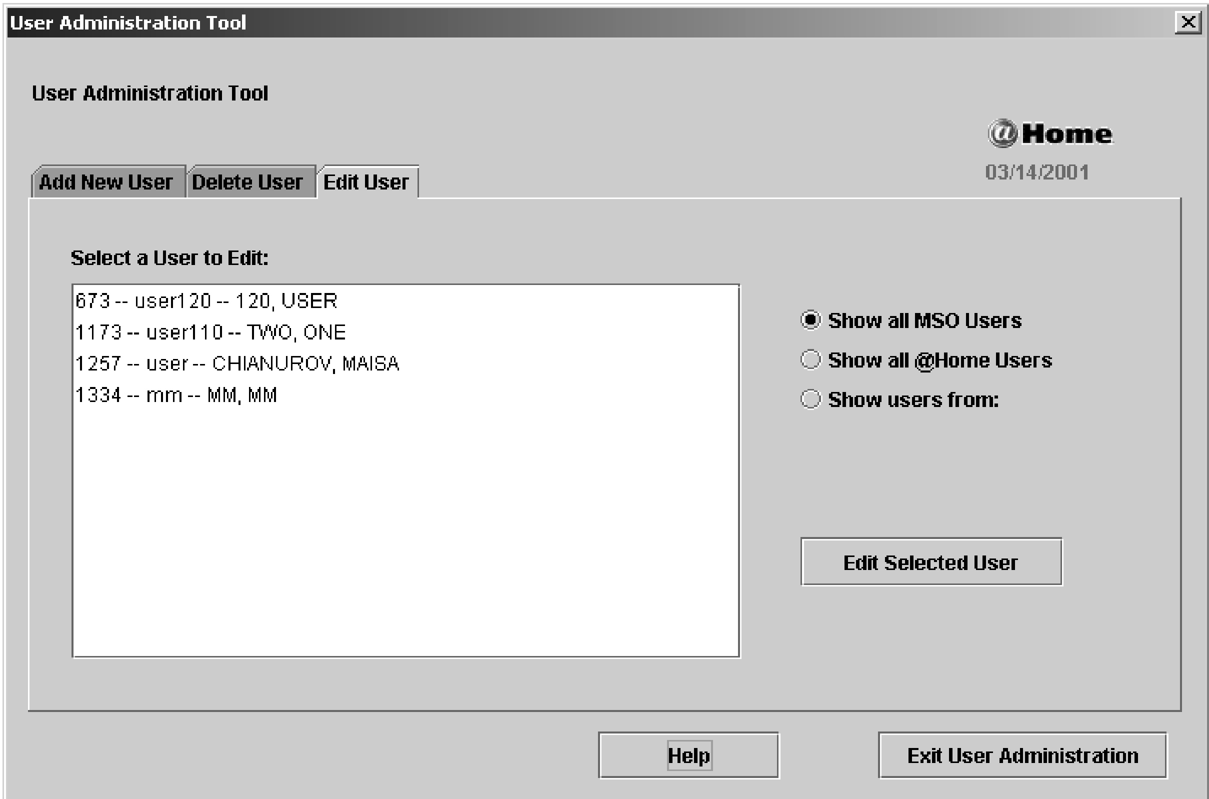
4 **Click the Delete Selected User button. A pop-up window appears to confirm the deletion.**

5 **Click No to cancel and return to the Delete User tab, or click Yes to proceed with the deletion.**

To edit a user:

1 **From the Main Menu, click the User Administration option.**

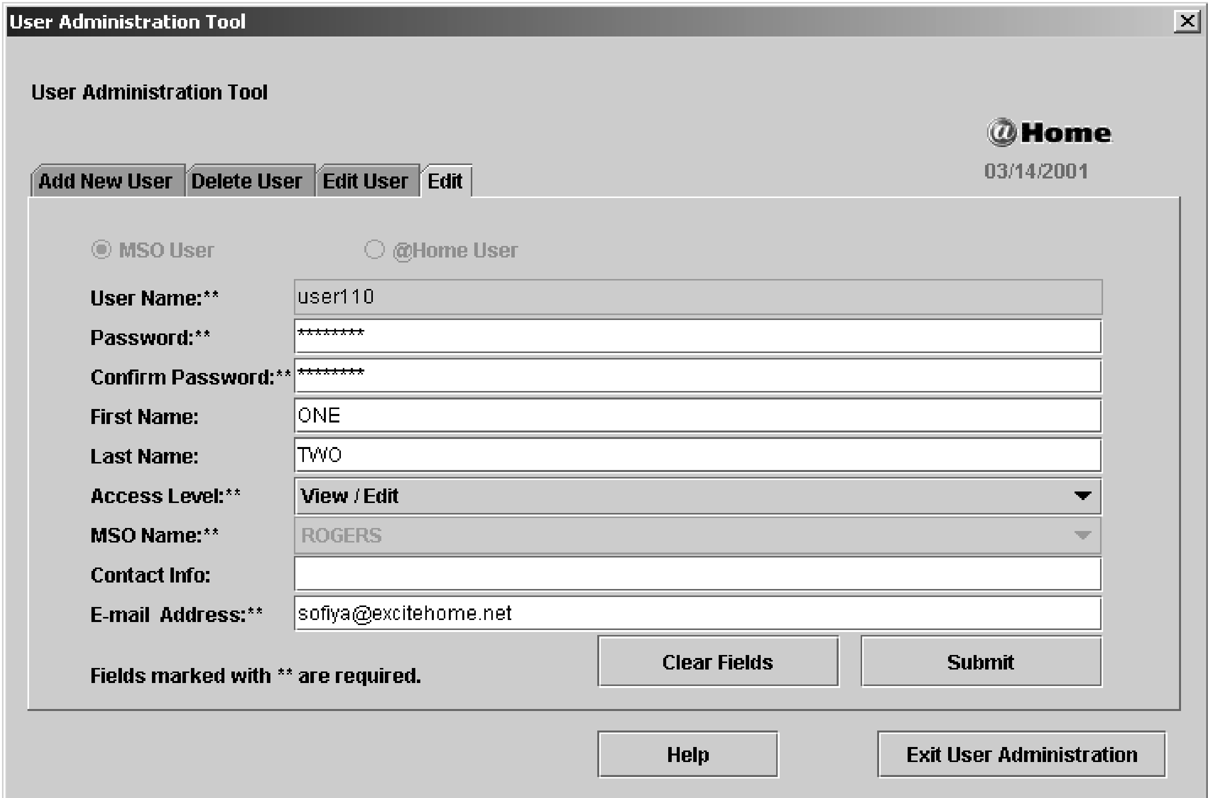
2 **Click the Edit User Tab.**



3 **Click to select the user to be edited from the display pane. Use the radio buttons to toggle between the types of users (@Home or MSO), represented in the display pane.**

4 **Click Edit Selected User.**

5 **The Edit Tab displays.**



6 **Type the desired changes.**

7 **Click Sumbit.**

8 **To save changes, click Exit User Administration.**

Note: ***Argus will only write to the database when Exit User Adminstration is clicked. Changes will not be saved otherwise.***

Exiting the User Administration Tool

- Click the Exit User Administration button to exit, and close the User Administration Tool window.

A Glossary

BOS

Back Office Systems (BOS) is a central database used to keep track of customer accounts for the @Home service.

CAPS

Customer Account Provisioning System (CAPS) is a replacement for the currently used BOS (Back Office Systems), and will be used for the provisioning of the next generation of Excite@Home services.

CMTS

Cable Modem Transmission Server (CMTS) is a device that converts cable modem data into data packets for the Internet. CMTS provides several functions, including routing traffic to contain local data within the cable system, and filtering to protect cable operators from intrusions.

DHCP

Dynamic Host Configuration Protocol (DHCP) is a standardized mechanism by which network equipment can dynamically obtain configuration information.

DOCSIS

Data Over Cable System Specification (DOCSIS) is a definition of interface requirements for cable modems involved in high-speed data distribution over cable television system networks.

Headend

The service company's computer system and databases.

MPROV

Modem Provisioning.

NCP

Node combine plan.

NCP GUI

An application developed by Excite@Home IT to handle the loading of new NCPs into the CAPS database.

NCP Spreadsheet formats

Currently defined table formats that are used by MSOs to submit new NCP information to Excite@Home. The formats are technology specific.

QOS

Quality of Service

RDC

Regional Data Center (RDC) is one of many facilities designated by Excite@Home to handle distribution of services, such as mail, for its region. Also, an RDC may refer to an MSO-hosted data center containing servers and network equipment to serve a focused region of the country, and contains services that need to be distributed on a regional level.

Service Broker™

A service provisioning engine that is deployed as a part of CAPS. Service Broker™ is a proprietary product of Sigma Systems Group.

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