

# CSR Tools

## Troubleshooting "Broken Tools"

This document is intended to help Tier 3 Server Operations find the source of tools-related outages. Keep in mind, the goal of troubleshooting is to isolate the locations and/or processes in which the error might be occurring.

**NOTE:** The steps have been created in this order to better isolate more common problems first. Continue through these steps only if you DO NOT receive an error. If an error occurs, focus your efforts on determining its course, or the root of the error before proceeding.

For a PDF version of this document, click [here](#).

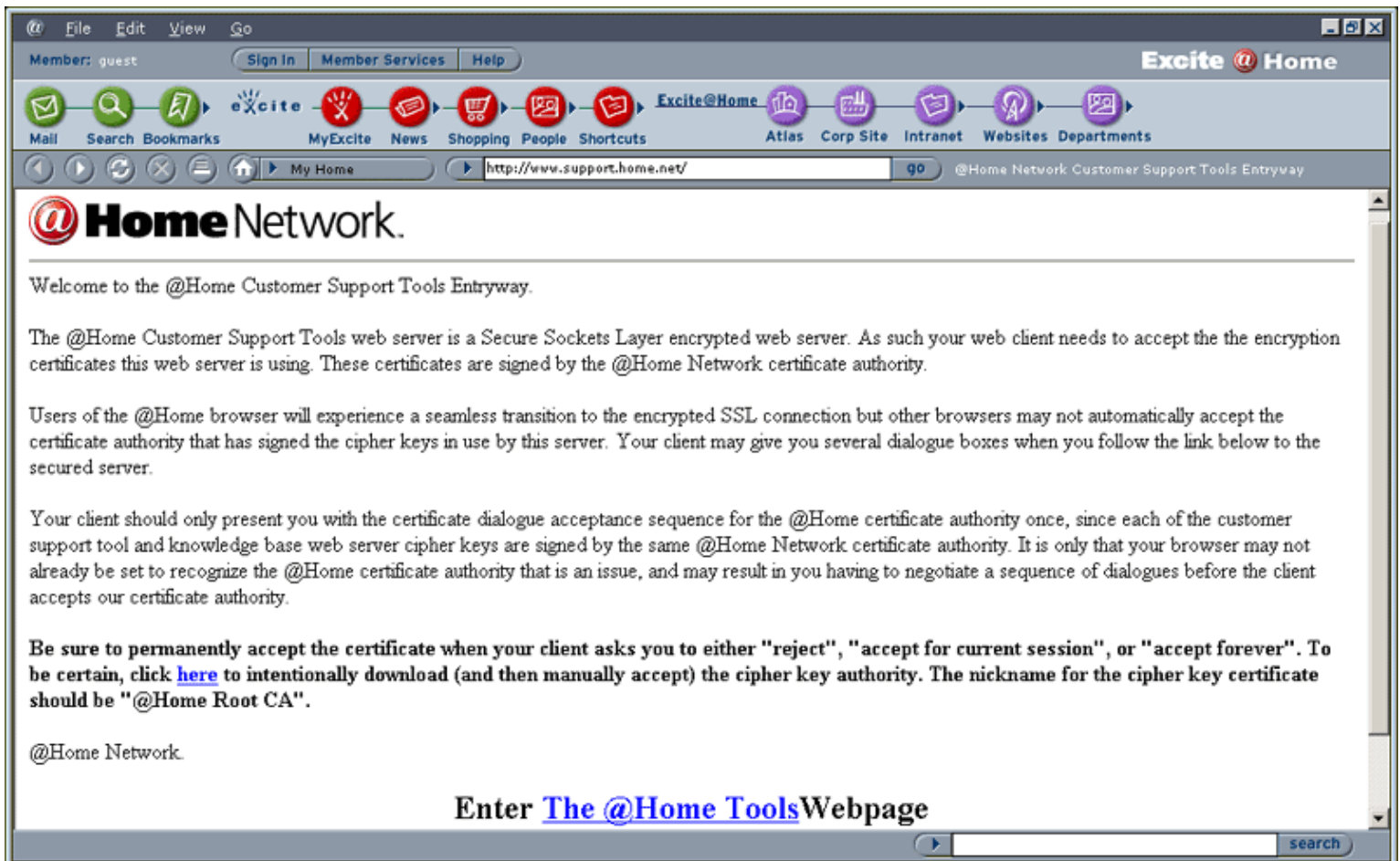
## Prerequisites

You must have have the following to proceed:

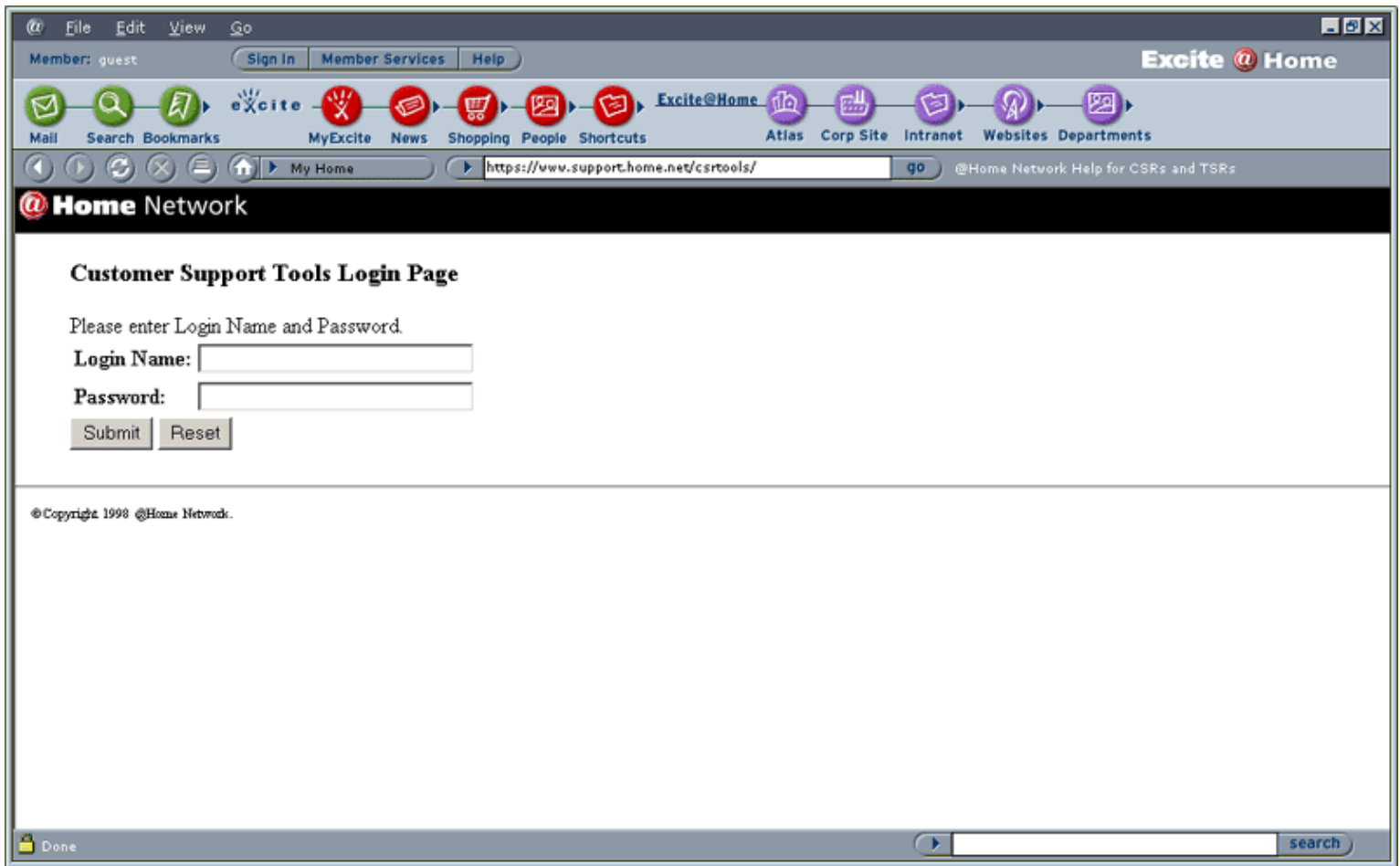
- MSO CTL account
- SecurID
- Web login for Customer Service Tools
- Web browser

## Local

1. Check the NOC trouble ticket for the subscriber's logins and the tool believed to be broken. If this information is missing, return (de-escalate) the ticket back to the NOC, as you cannot proceed without it.
2. Open the Customer Support Tools <http://www.support.home.net/> page in a Web browser.



3. Click **The@Home Tools** link. The following screen displays:



4. Log in as a Customer Support Representative. The following screen displays:

Member: guest Sign In Member Services Help Excite@Home Home

Mail Search Bookmarks MyExcite News Shopping People Shortcuts Atlas Corp Site Intranet Websites Departments

My Home https://www.support.home.net/csrtools/ @Home Network Help for CSRs and TSRs

## Customer Service Webtools

The following tools are available:

1. [Network Diagnostics](#) - a.k.a. the Web Jump page and MSO Diagnostic tools - NOC tools to test modems, nodes, connections, etc.
2. [Service Configuration Tool](#) - enable, disable, or show status of Telco Return or NetMail services for a subscriber.
3. [Lead Tracker](#) - a form to input prospective customers and a survey tool.
4. [HHP by Node Report](#) - a report on serviceable and unserviceable nodes by head end. Excel format is available.
5. [@Work Tools](#) - Tools for diagnosing @Work products.
6. [Administration Tools](#) - Login Administration and configuration tools.
7. [Operation Tools](#) - Tools to assist in diagnosing/correcting operational problems.

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Updated 04/25/98 by P. Wang

For comments and questions, send email to: [msotools@corp.home.net](mailto:msotools@corp.home.net)

Done search

5. Click **Network Diagnostics**. The following screen displays:

Member: guest Sign In Member Services Help Excite@Home Home

Mail Search Bookmarks MyExcite News Shopping People Shortcuts Atlas Corp Site Intranet Websites Departments

My Home https://www.support.home.net/csrtools/ @Home Network Help for CSRs and TSRs

## Network Diagnostics Tools

- [Network Diagnostics \(aka Web Jump Tools\)](#) -- NOC tools to test modems, nodes connections, etc.
- [Network Diagnostics \(MSO version\)](#) -- Tools to diagnose modems, DNS, DHCP, Mail, News and Web Hosting.

Done search

6. Click **Network Diagnostics (MSO version)**. NOTE: Sessions will not expire, but if the server is "kickstarted", you will have to log in again. The following screen displays:

The screenshot shows a web browser window with the URL <https://www.support.home.net/csrtools/>. The page title is "Home Network" and the main heading is "Find a Subscriber / Find Computer".

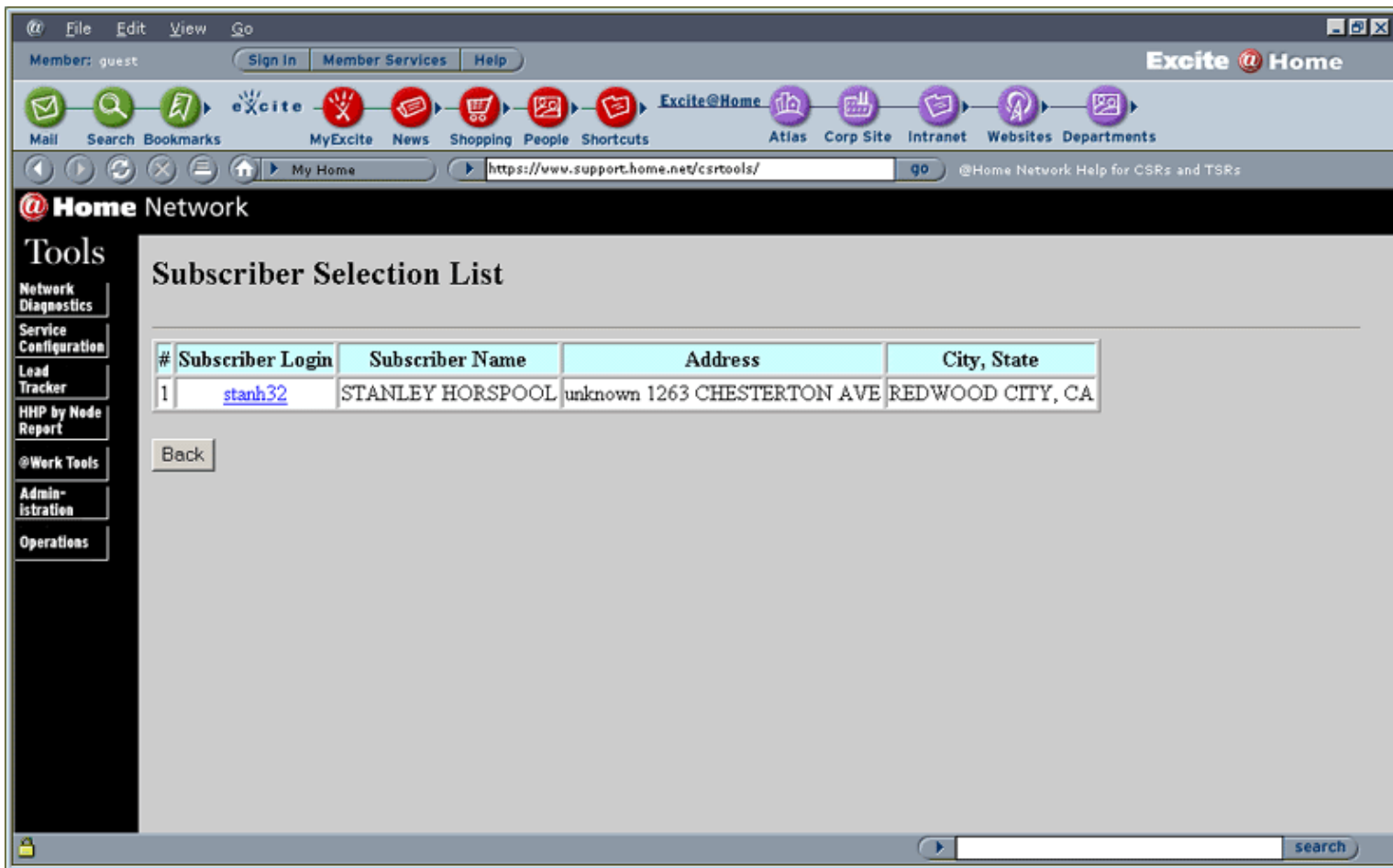
Below the heading, there is a text box with the following instructions: "Enter the unique Email User Name or any combination of the other Subscriber selection fields to find a subscriber. You may search on Subscriber information or Computer information. Only one entry is required for Computer Information and no wildcard characters allowed on Computer Information searches."

The search interface is divided into two columns:

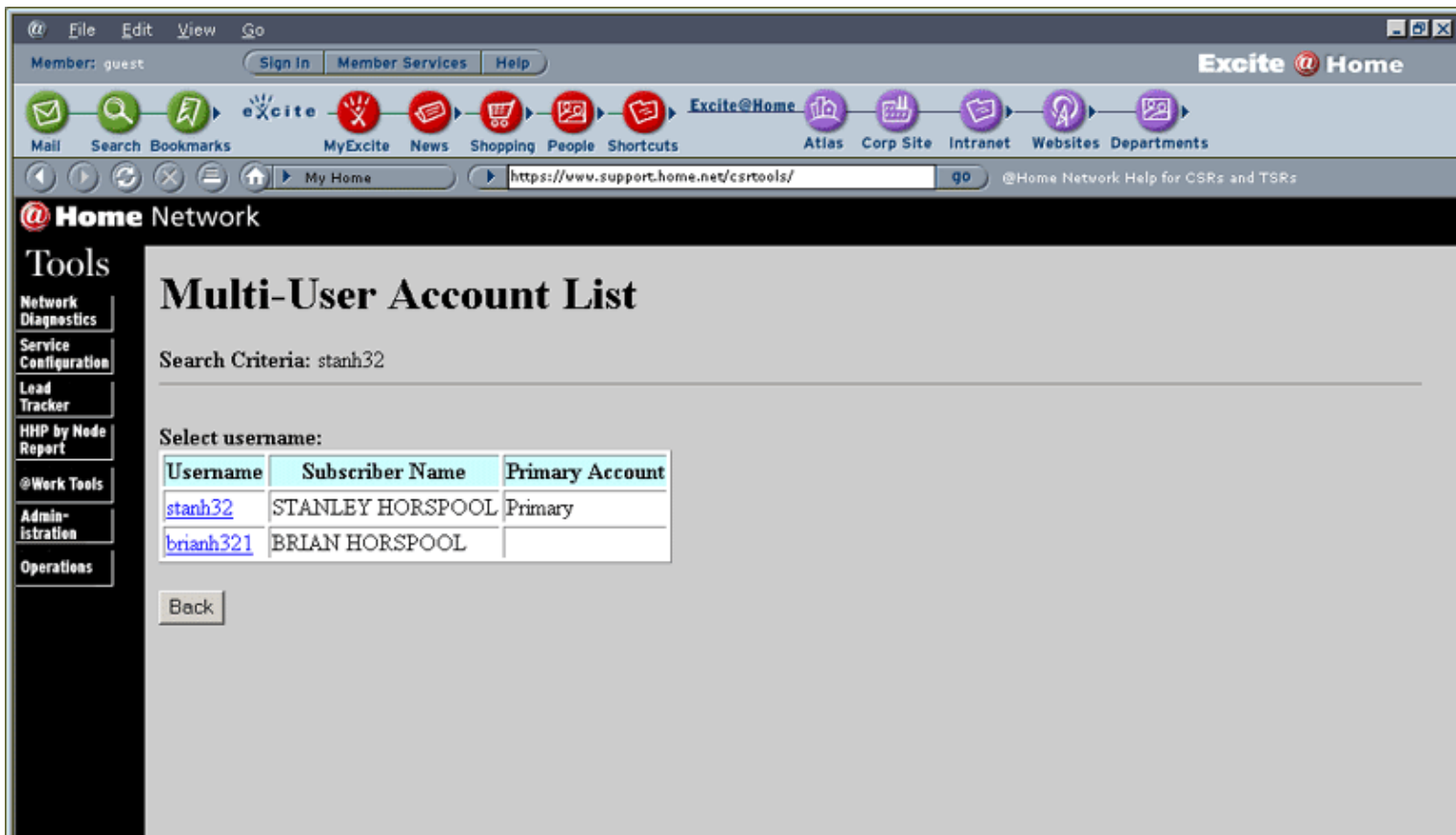
- Subscriber Information:** Contains a "Find Subscriber" button and several input fields:
  - User Name: (Key field)
  - First Name:
  - Last Name:
  - Street No:
  - Street Name:
  - Apt/Floor:
  - City:
  - State/Province:
  - Zip/Postal Code:
  - Work Phone:
  - Home Phone:
- Computer Information:** Contains a "Find Computer" button and several input fields:
  - Modem Serial #:
  - Computer DNS Name:
  - Computer IP Address:

At the bottom of the form, there are "Reset" and "Help" buttons. The browser's status bar at the bottom shows "Done" and a "search" button.

7. Enter the subscriber's **User Name**, **Modem Serial #**, **Computer DNS Name** (Hostname), or **Computer IP Address**.
8. Click **Find Subscriber** or **Find Computer**. The following screen displays:



9. Click the subscriber's login under **Subscriber Login**. The following screen displays:





10. Select the appropriate account (This subscriber has a Multi-User Account). The following screen displays:

**Excite@Home**

Member: guest | Sign In | Member Services | Help

Tools

Subscriber Name: STANLEY HORSPPOOL

Number of active assets found: 2

Get More Computer Information for:

Computer	Status	IP Address	OS	CPU
<a href="#">C1178328-B</a>	COMPLETE	24.176.158.47	WIN 98	null
<a href="#">C1178328-A</a>	COMPLETE	24.19.129.204	NT 4.X SP 3+	P166 OR FASTER

11. Select the appropriate Subscriber's computer under **Computer** (the Subscriber in the example has multiple computers). The following screen displays:

Member: guest Sign In Member Services Help Excite@Home Home

Mail Search Bookmarks MyExcite News Shopping People Shortcuts Atlas Corp Site Intranet Websites Departments

My Home https://www.support.home.net/csrtools/ @Home Network Help for CSRs and TSRs

## Home Network

### Tools

- Network Diagnostics
- Service Configuration
- Lead Tracker
- HHP by Node Report
- @Work Tools
- Administration
- Operations

## Network/Service Diagnostics Request

**Subscriber's Name:** STANLEY HORSPOOL

**MSO:** TCI

Subscriber's Computer Info		Modem Info	
DNS Name:	C1178328-B	IP Address:	10.98.230.124
Status:	COMPLETE	Stage Date:	10/25/00 08:28
IP Address:	24.176.158.47	Serial No:	037497354
OS:	WIN 98	Manufacturer:	RCA
CPU:		Model:	DCM215
RDC:	RDC1.SFBA.HOME.COM	DOCSIS Version:	MCNS 1
Headend:	SMATEO1	QOS Level:	DEFAULT
Laser Group:	SMATEO2-3/0/4	MAC Address:	00:10:95:81:63:71
Node:	RCI	Gateway IP:	10.98.230.1
Subdomain:	smateo1.sfba.home.com	NetMask:	255.255.254.0
Primary DNS:	24.1.4.12	Frequency(Rx/Tx):	21000000/495000000
Secondary DNS:	24.1.4.14		
Gateway IP:	24.176.158.1		
Netmask IP:	255.255.255.0		
Stage Date:	12/08/00 22:14		

Select Tool:

Done search

12. In the **Select Tool** drop-down menu, find the tool you want to run:

The screenshot shows a web browser window with the URL <https://www.support.home.net/csrtools/>. The page is titled "Home Network" and features a sidebar with navigation links: Network Diagnostics, Service Configuration, Lead Tracker, HHP by Node Report, @Work Tools, Administration, and Operations. The main content area displays the following information:

<b>Subscriber's Name:</b>	STANLEY HORSPOOL		
<b>MSO:</b>	TCI		
<b>Subscriber's Computer Info</b>			
DNS Name:	C1178328-B	IP Address:	10.98.230.124
Status:	COMPLETE	Stage Date:	10/25/00 08:28
IP Address:	24.176.158.47	Serial No:	037497354
OS:	WIN 98	Manufacturer:	RCA
CPU:		Model:	DCM215
RDC:	RDC1.SFBA.HOME.COM	DOCSIS Version:	MCNS 1
Headend:	SMATEO1	QOS Level:	DEFAULT
Laser Group:	SMATEO2-3/0/4	MAC Address:	00:10:95:81:63:71
Node:		Gateway IP:	10.98.230.1
Subdomain:		NetMask:	255.255.254.0
Primary DNS:		Frequency(Rx/Tx):	21000000/495000000
Secondary DNS:			
Gateway IP:			
Netmask IP:			
Stage Date:			

Below the table, there is a "Select Tool:" dropdown menu with the following options: Check Dial-up, Check DHCP Failures, Check DHCP Install, Check Install Data, Check Mail, Check Modem (highlighted), Check News, Check WebSpace, Delete Computer, Test Connectivity - Ping IP, and Test Connectivity - Traceroute. At the bottom of the page, there are buttons for "Submit", "Help", "Back", and "Return to Find User".

**NOTE:** For a complete list of available tools, with descriptions, click **Help**.

13. Select the tool you want to run.

14. Click **Submit**. Below is an example of a results screen displayed when a tool check has been run.



**Home Network**

**Tools**

Network Diagnostics  
Service Configuration  
Lead Tracker  
HHP by Node Report  
@Work Tools  
Administration  
Operations

### Check RCA Cable Modem

Subscriber: STANLEY HORSPOOL  
Serial #: 037497354  
DOCSIS Version: MCNS 1

Modem Details:

QOS Level  
Error

Server Details:

Ping Status:  
The Cable Modem is pingable  
The Computer IP is pingable

DHCP Server Check Results:

DHCP Host	MAC Address	IP Address	Modem Configured?	Level of Service	Bootfile
dhcp.SMATEO1.SFBA.HOME.COM	01:00:10:95:81:63:71	10.98.230.124	Yes	Default	67 smateo1_c1_mDCM215_v1_n6.mcns

SYSLOG Results:

SysLog for: dhcp.SMATEO1.SFBA.HOME.COM

```

\ Lease Granted: Wed Jan 3 12:51:09 2001
\ Lease Expired: Wed Jan 10 12:51:09 2001
\ Lease Extension: Sun Jan 7 00:51:09 2001
\ Lease Last Renewed: Wed Jan 3 12:51:09 2001

```

To update or create a trouble ticket, fill in the Ticket Number and email address and select the Update Ticket button.

Ticket Number:  Email Address:

Try to duplicate the error reported.

If you are unable to duplicate the error, de-escalate and gather more information.

If you were able to duplicate the error in the ccui, try to isolate the failure by running the command on the command line.

## Remote from Local

### To run the tool from the command line

1. From a Sun workstation, open a Terminal window.
2. Log in to fulcrum using a msocfl account. Type the command `ssh -l <XX>msocfl www.support.home.net` where XX = your initials.
3. Enter your securID.
4. Type the command `priv msocflchroot`. You are now in the privileged environment.
5. Type `cd /tmp` to navigate to the temp directory.
6. Type `grep <subscriber>` where subscriber = the support tools login name you used to login at the web browser login page.

#### Example

7. Highlight the most recent log entry starting with `"/tools"` all the way to the end of the argument list, which always ends with `-recordDelimiter '^'`.

[Example](#)

8. Copy the highlighted command with arguments.
9. Open a new Terminal window (ssh session) following steps 1 to 5 in this section.
10. In the /tmp directory, use VI Editor to create a test file.

Example: **vi run\_modem\_check.sh**

11. Paste the copied command into the new, blank file.
12. Save the new file.
13. Run the new file from the command line.

[Example](#)

14. Compare the output of the new file against the log entry in the initial grep window. The results of the script should be the same as displayed in the second part of the output which starts: "**Just called checkModem script,..**" A successful result will say "is successful = true", an unsuccessful result will say "is successful = false".

[Example](#)

15. Note the error code, error text, and error severity, if any. Use this information to update the NOC ticket, then escalate.
16. Determine if there is an ssh command by **vi**'ing the file.

[Example](#)[Example](#)

17. If there is no error, then de-escalate with the reason "Not reproducible".
18. If there is an ssh command, navigate to the **/tools/current** directory to analyze the test script from the log.
19. See the next section to log in with ssh to the remote machine.

## To determine if you can login with ssh to the remote machine

1. Run **/usr/bin/ssh -l msotool <haname>** where <haname> is determined by -rdc, such as ha1.RDC1.SFBA.HOME.COM for example.
2. If successful, you will see the \$ prompt from the remote machine.

[Example](#)

3. Run **cat /etc/resolv.conf** to verify you have the correct remote machine. Default will show machine name, such as: ha1.RDC1.SFBA.HOME.COM.

[Example](#)

4. CTRL-D to end the session.
5. The command line displays: connection to <remote machine> closed.
6. Run the remote script from the fulcrum command line.

## To determine if you can run the remote script from the fulcrum command line

1. Repeat the mso tool login.
2. Determine the variables to pass to the ssh script by searching for the \$ prompt in the script to see the variables, script names and parameters listed.
3. vi the file. From the code find the <cable IP> set of parameters from the first grep window.
4. Copy the remote script.