Managing Customers

This section describes how to manage customers in Prime Central and associate them with compute, network, and device resources.

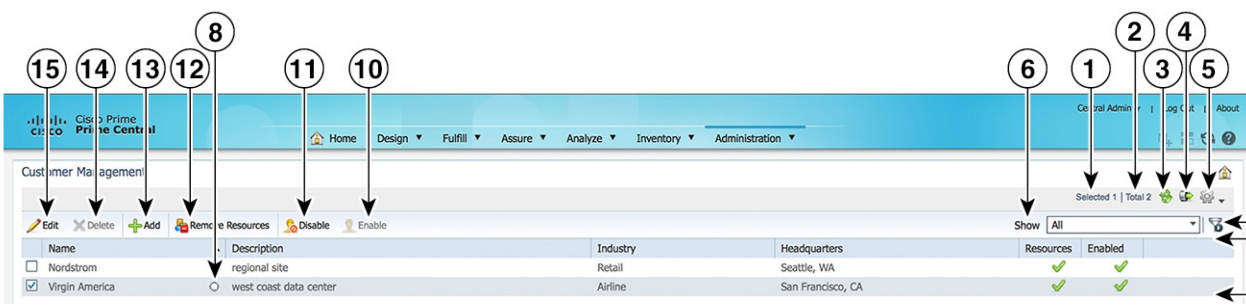
As a network administrator, you can create and manage customers for your assurance solution. You can associate physical and virtual devices and network services with a customer, and assess the impact that network-generated alarms and events have on that customer.

This section contains the following topics:

Customer Management Portlet

The following figure shows the Customer Management portlet, where you perform all customer management tasks.

Figure 1: Customer Management Portlet



1	Number of selected table rows	9	Properties pane
2	Total table rows	10	Enable icon
3	Refresh icon	11	Disable icon
4	Export icon	12	Remove Resources icon
5	Settings icon	13	Add icon

6	Show drop-down list	14	Delete icon
7	Filter icon	15	Edit icon
8	Icon to launch Customer 360° view	—	—

Managing Customers

You can add, edit, and delete customers; associate customers with resources monitored in the Data Center page; disable and enable customer accounts; and export customer data.

Adding a Customer

Procedure

Step 1 From the Prime Central menu, choose **Administration** > **Customer Management** > **Customers**.

Step 2 In the Customer Management portlet, click **Add**.

Step 3 In the **Add Customer** window, enter general information about the new customer, including name (required), industry, contact information, and website URL. The variables that you define must adhere to the constraints described in Customer Information Constraints.

Step 4 (Optional) Add a customer logo image:

a) Click **Add Photo**.
b) Click **Choose File**.
c) Navigate to the desired logo and click **Open**. The logo can have a maximum size of 128 x 128 pixels and 60 KB. Supported file types are .png, .jpg, and .jpeg.

Step 5 Click **Add**.

The new customer is displayed in the Customer Management portlet.

Note Newly added customers are enabled by default.

Customer Information Constraints

When adding or editing a customer, the variables that you define must adhere to the constraints listed in the following table.

Table 1: Customer Information Constraints

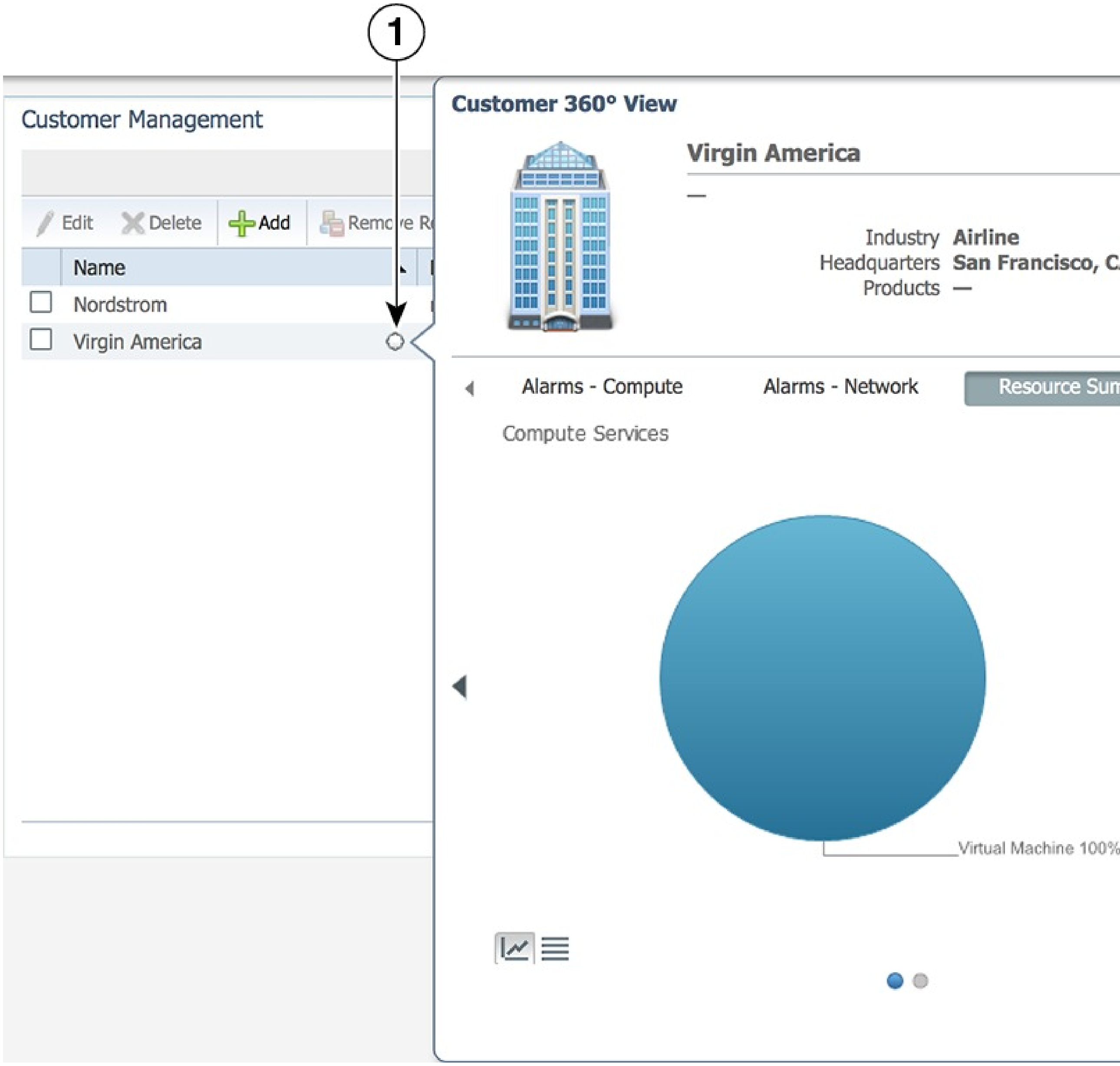
Variable	Constraints
Name	The name must: • Start with a letter (A-Z, a-z) or a number (0-9). • Contain from 1 to 50 case-sensitive letters (A-Z, a-z), numbers (0-9), hyphens (-), underscores (_), or spaces. • Not contain any other special characters.
Description	Can contain up to 4000 characters. All characters are allowed.
Industry	Can contain up to 255 characters. All characters are allowed.
Headquarters	Can contain up to 255 characters. All characters are allowed.
Products	Can contain up to 2000 characters. All characters are allowed.
URL	Can contain up to 255 characters. All characters are allowed.
Stock Symbol	Can contain up to 255 characters. All characters are allowed.
Main Contact	Can contain up to 255 characters. All characters are allowed.
Email	Can contain up to 255 characters. All characters are allowed.
Phone	Can contain up to 255 characters. All characters are allowed.
Note	Can contain up to 2000 characters. All characters are allowed.
Photo	Must be in .png, .jpg, or .jpeg format. The logo cannot exceed 128 x 128 pixels or 60 KB.

Customer Information in the Customer 360° View

In the Customer Management portlet, you can access additional information for a particular customer by launching that customer's 360° view. To do so, place your cursor over the customer's table entry and then click the radio button in the Name column. Click the following tabs within the Customer 360° view:

- Alarms—Shows customer-specific alarms from the Prime Central Fault Management database.
- Resource Summary—Shows the compute, network, or device resources that are associated with the selected customer.
- Contact Info—Shows detailed customer contact information.

Figure 2: Customer 360° View



Editing a Customer

Procedure

Step 1 From the Prime Central menu, choose **Administration** > **Customer Management** > **Customers**.

Step 2 In the Customer Management portlet, select the customer that you want to edit and click **Edit**.

Step 3 In the Edit Customer window, edit the customer's general information, as required. The variables that you define must adhere to the constraints described in Customer Information Constraints.

Step 4 Click **Save**.

The updated customer is displayed in the Customer Management portlet.

Deleting a Customer

Procedure

Step 1 From the Prime Central menu, choose **Administration** > **Customer Management** > **Customers**.

Step 2 In the Customer Management portlet, select the customer that you want to delete and click **Delete**.

Step 3 At the confirmation prompt, click **Yes**.

Associating Resources to Customers

You can associate resources—virtual machines, bare metal blades, and network services—to customers. A single customer can be associated with multiple resources.

Procedure

Step 1 From the Prime Central menu, choose **Assure** > **Services** > **Data Center**.

Step 2 In the Data Center portlet, depending on the type of resource you want to associate, click the **Compute** or **Network** tab.

Step 3 Select the desired resource and click **Associate to Customer**.

Note You cannot assign the same VPN to multiple customers.

Step 4 In the **Select Customer to Associate** window, select the desired customer and click **Associate**.

The resource is assigned to the selected customer.

- The Data Center portlet > Customers column shows the name of the customer that is associated with the selected resource. (See first image below.)
- The Customer Management portlet > Resources column shows a green check mark in the row for the selected customer. (See second image below.)

Figure 3: Name of Customer Associated with the Selected Resource

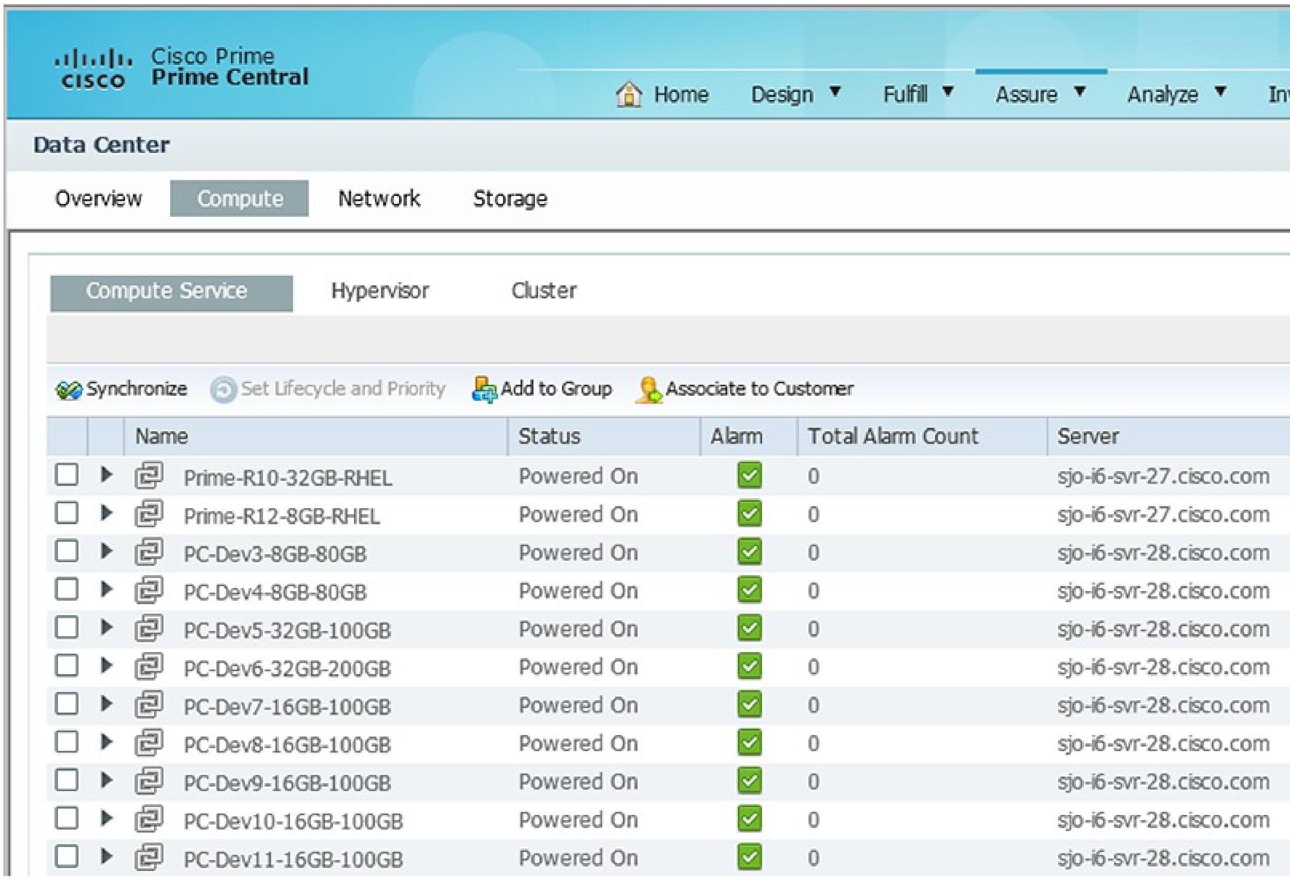
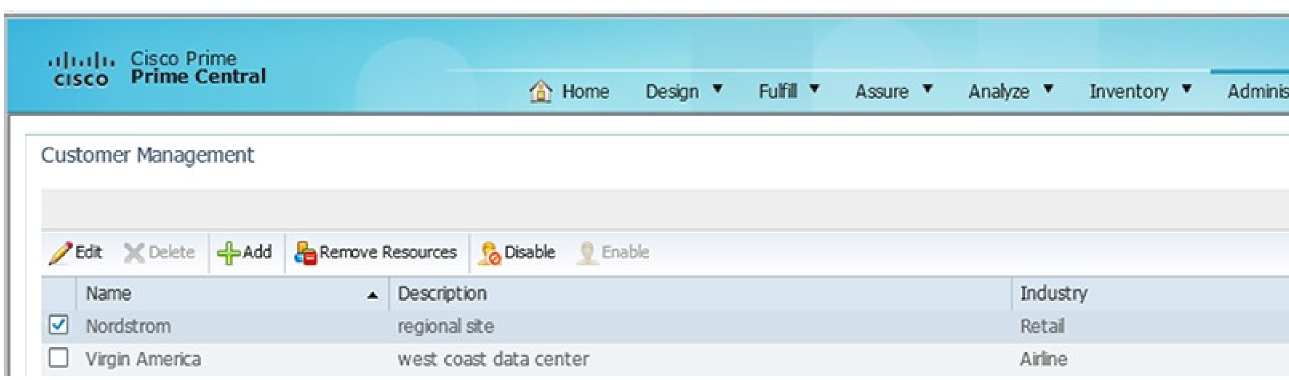


Figure 4: Visual Indication of an Assigned Resource



Removing Resources from Customers

Procedure

Step 1 From the Prime Central menu, choose **Administration** > **Customer Management** > **Customers**.

Step 2 In the Customer Management portlet, select the desired customer and click **Remove Resources**.

Note If the selected customer has no resources assigned, the Remove Resources icon is dimmed.

Step 3 In the **Remove Resources** window, check the check box of the resource that you want to remove; then, click **Remove**.

The resource is removed from the customer.

Exporting Customer Data

Prime Central lets you export customer data to Microsoft Excel. Opening the exported file with any program other than Excel is not recommended.

If you sort or filter the data before exporting it, the exported data is likewise sorted or filtered. Each row in the exported data has a check box. If you check the left-most check box for a row before export, the corresponding check box in the exported data is also checked.

To export customer data to an Excel file:

Procedure

Step 1 From the Prime Central menu, choose **Administration** > **Customer Management** > **Customers**.

Step 2 In the Customer Management portlet, click the **Export** icon.

Step 3 At the prompt to open or save the Excel file, click **Open**.

Note By default, browser caching is enabled. If you disable caching, you might receive the following errors when you try to export customer data:

```
Browser cannot download file from server.
Browser was not able to open this Internet site. The requested site is either
unavailable or cannot be found.
Please try again later.
```

Step 4 Click **Yes** at the following prompt:

```
The file you are trying to open, 'filename', is in a different format than specified by the
 file extension.
Verify that the file is not corrupted and is from a trusted source before opening the file.
 Do you want to open the file now?
```