System Overview

Supported Browsers

To access Prime Home, use one of these browsers:
- Google Chrome 5 or later
- Internet Explorer 8 or later
- Firefox 3.6 or later
- Safari 5 or later

Logging Into Prime Home

To log into Prime Home:

Step 1 Go to the Prime Home URL. The login window (Figure 2-1) opens.
Step 2 Enter your username and password, which are case-sensitive.
Step 3 Click Log in.

The system processes your request and displays the Customer Support page.

If you forget your username or password or receive an error message, contact your system administrator.

Note
Your system might have a set limit of session logins per license. If you exceed the maximum number of simultaneous logins, you receive the message “The maximum number of users are already logged into the system. Another user must log out before you can log in.” You must wait until another user logs out, or request that a user log out.
Logging Out of Prime Home

In the top-right corner of the Prime Home GUI, click your username and choose **Logout**.

User Profile

Your user profile lets you automatically refresh device data, view system messages, and log out of Prime Home.

To view your user profile, click your username in the top-right corner of the Prime Home GUI.

---

**Figure 2-1**  Prime Home Login Window

**Figure 2-2**  User Profile Menu
Automatically Refreshing Device Data

If you check the Automatically Refresh Device Data check box (Figure 2-2), viewing an account immediately polls the device and refreshes the display with the latest data from the device.

If you uncheck the check box, you must explicitly refresh data by clicking the Refresh Device Data button.

Refreshing data takes time. If refreshing slows you down, you might want to uncheck the check box. Prime Home stores your selection in a browser cookie. You must reset your preference if you use a different computer.

Navigation Overview

The navigation tabs (Figure 2-3) allow access to all of the features in Prime Home. The tab bar appears at the top of every page. The tabs that you see depend on your user role.
Dashboard Overview

The Dashboard tab (Figure 2-4) displays a summary of recent activity.

**Figure 2-4 Dashboard Tab**

The tab contains the following areas:

- **New Devices Connected by 24-Hour Period** — The number of new devices connected per 24-hour period for the last 7 days.
- **Cumulative Devices Connected** — The total number of devices connected per 24-hour period for the last 7 days.
- **Connected Devices by Manufacturer and Model** — The mix of devices you have based on their manufacturer and model type.
- **Subscribers by Label** — The top labels on the connected devices.
System Messages Overview

Prime Home displays the messages described in Table 2-1. Additionally, Prime Home constantly logs system messages that appear in the background, with no user action required.

<table>
<thead>
<tr>
<th>Icon</th>
<th>Message Type</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td><img src="image" alt="Informational Icon" /></td>
<td>Informational</td>
<td>Displays user feedback. For example, if a script enters the queue successfully, the system displays a “Script successfully added” message.</td>
</tr>
<tr>
<td><img src="image" alt="Warning Icon" /></td>
<td>Warning</td>
<td>Displays when important notifications and recoverable errors are triggered in the system. For example, if you want to delete a label, the system returns a warning message.</td>
</tr>
<tr>
<td><img src="image" alt="Error Icon" /></td>
<td>Error</td>
<td>Displays when something fails. For example, if a script fails to run, the system returns an error message.</td>
</tr>
</tbody>
</table>

Viewing System Messages

System messages appear either as instant on-screen notifications or as a log file in a popup window. Instant messages appear in the right corner of the browser window. They display the most recent activity recorded by the system. Prime Home color codes the three types of messages so you can quickly distinguish them.

Figure 2-5 shows a sample instant message window.

![Sample Instant Messages](image)

Instant messages appear for only a few seconds, and then disappear. To access a record of all recent messages in the system, click the Messages link in your user profile (Figure 2-2).

To close the instant message window, click the close (X) link in the top-right corner, or press the Esc key.
Labels Overview

Labels give you a flexible, customized way of categorizing elements in your system. You can apply labels to devices, subscribers, firmware, users, scripts, events, and announcements.

Prime Home lets you create your own labels. You can think of a label as a digital bucket that holds related items. Labels keep devices, subscribers, and users grouped together for easy interaction. You can:

- Create new labels and apply them to any pre-existing device or subscriber.
- Assign multiple labels to devices or subscribers.

For example, you can create a label that groups together all devices located in the same region. Then, when you need to run a script on devices in that region, you can use the label to quickly select those devices for processing.

Using Labels

You can use labels to:

- Group together devices, subscribers, or users so you can find them easily.
- Restrict devices to a particular operation. Use labels in conjunction with bulk operations.
- Apply to scripts. You can have the script set or remove labels for a device or subscriber.
- Alter the behavior of a script when it applies to a labeled item.
- Search for information. If you enter the label name in the Search field, everything with that label appears.

You can apply labels to group devices that become faulty, or flag devices that have certain capabilities (such as voice). Using the Customer Support tab, you can apply labels to multiple subscribers or devices. Using the Device and Subscriber panes, you can apply a label to a single device or subscriber.

Domains Overview

You can assign devices, subscribers, and users to a specific domain. You can use domains to restrict CSR access to a specific set of accounts. For example, if your customer base is divided into regions, you can create a domain for each region.

CSR users who are assigned to domains can view and act on only those devices and subscribers assigned to the same domains. CSR users without a domain assignment can view and act on all accounts. Administrators can also view and act on all accounts.

Scripts Overview

Scripts are implemented using a customized JavaScript-based environment that runs on the ACS. This environment supports complete manipulation of the CPE via TR-069, as well as access to data models for subscribers and devices stored locally on the ACS.
Many scripts are bundled to run and use on your systems. However, system administrators can write customized scripts to perform specific tasks on your network. The primary script types are:

- Scheduled scripts, which run at specific times.
- Event-based scripts, which run when a specific event occurs, such as an inform or reboot.

**What Can Scripts Do?**

You can use scripts to:

- Read and write device configuration parameters.
- Read and write subscriber information, such as phone number, physical address, IP address, and billing information.
- Update firmware on a device.

Scripts can take parameters. For example, a script can set up a wireless configuration. You can create a parameter to tell the device which SSID to use.

**How Do Scripts Run?**

Scripts run:

- When a user tells the system to run them.
- During a scheduled time.
- During a device event.
- When enabling or disabling a subscription.

After entering the script queue, the script is run by the server. When a device checks in (either during its normal schedule or by an Apply Now request), the script is applied to that device.

![Figure 2-6 Script Workflow](image-url)
Scripts enter the queue in one of the following ways:

- Directly (via the Scripts window or by using the search results to apply to a batch of devices).
- Through bulk operations.
- On a defined event, such as a first connect or reboot.