Working with Accounts

Once you have created a Prime Home account, you can manage it. The tasks you can perform depend on the account and your user level. Some of the actions described in this section are available only to Admin users.

You can perform the following account management tasks:
- Manage subscriber information
- Manage devices
- Manage the local network
- View account status

Displaying an Account

To display an account:

- **Step 1**: Click the Customer Support tab.
- **Step 2**: Enter search criteria and click Search.
- **Step 3**: In the list of search results, click the blue text within the desired account.

An account window (Figure 4-1) displays summary information about the account in the banner at the top. If no subscriber or device is associated with the account, the banner displays clickable links that let you quickly make an assignment.

The left side of the window contains a list of account management tasks. To select an item, click it. For example, to perform an account management task, click view next to the task.
What Happens When You Display an Account

When you display an account, the following happen:

1. Initial text and data are loaded from the server (unless you disabled automatic refresh in your user profile).
2. The system attempts to contact the devices associated with the account to obtain updated data, unless the device is configured as not contactable.
   - If the device is successfully contacted, a message is displayed and the data is updated as needed. At the bottom of the Status section in the banner, the Refresh Device Data button appears.
   - If the device cannot be contacted, a message is displayed and the Status banner displays an alert.

Working with Subscribers

Use the Subscriber window to manage individual subscriber data. The Subscriber window contains several sections of subscriber data.

To display the Subscriber window, click view.

Managing Subscriber Information

You can view subscriber identification, address, and phone information. Whether you can edit these items depends on how your Prime Home installation is configured.
Identification Information

Basic subscriber information includes the following:

- Subscriber code—The unique code assigned to the subscriber when the account was created. Phone numbers are frequently used as subscriber codes.
- Name—The subscriber’s full name.
- Email—The subscriber’s e-mail address.

To edit subscriber information:

**Step 1** Click the desired field and add or change information.
**Step 2** Click **Save**.

Address and Phone Information

The Subscriber window displays addresses and phone numbers for the subscriber. Subscribers can have several addresses and phone numbers associated with their account.

To add an address or phone number:

**Step 1** Click **Add Address** or **Add Phone**.
**Step 2** Enter the desired information.
**Step 3** Click **Save**.
**Step 4** To delete an address or phone number, click the **Remove** button associated with the address or phone number.

Managing Control Panel Access

You can manage customers’ access to their CPE device control panel.

- To enable control panel login, uncheck the **Disable Control Panel Login** check box.
- To disable control panel login, check the **Disable Control Panel Login** check box.

To manage login credentials:

**Step 1** In the Login field, enter the subscriber’s login name.
**Step 2** To generate a password for the subscriber, click **Generate Password**.
If the subscriber has an existing password, click **Change Password**, then **Generate Password** to generate a new one.

**Step 3** To enable the generated password to be sent to the subscriber, check the **Notifications will be sent to subscriber@address.com** check box.

**Step 4** To access the subscriber’s control panel, click the **Access Control Panel** link as shown in (Figure 4-1).
Working with the Control Panel

In addition to subscribers accessing the Control Panel through a website on their own, there might be times when a CSR or a home technician finds it useful to access the Control Panel through the Prime Home GUI interface and make changes.

The following options are available:

- **Network Status**—Shows whether broadband is connected, and whether wireless networking is enabled.

- **Wireless Settings**—Here you can enable or disable wireless, or modify wireless settings, such as changing the WEP Key, changing the wireless broadcast channel, and enabling/disabling the broadcast of the subscriber’s SSID. Refer to Managing Wireless Networking for full configuration details.

- **Local Network**—This shows how many LAN devices are known to the local network, and how many are online. When you log in, the complete list of devices connected to the network is automatically displayed on the right-hand side of the screen.

- **Internet Time Blocking**—This allows the subscriber to set time limits on the Internet can be accessed. Refer to Managing Time Blocking for full configuration details.

- **Content Filtering**—Content filtering is used to prevent users from viewing inappropriate web sites or content. Refer to Requesting a Speed Test for full configuration details.

- **Port Forward** - You can manage port forwarding configuration from here. Refer to Managing Port Forwarding for full configuration details.
Viewing Device Information

Hovering over a device with your mouse will display a small window providing more information about applied services. Clicking on the device icon or name will load the Device Detail page for that device.

**Figure 4-3  Device Detail**

To change a name or icon for a particular device:

**Step 1**  Click on the required device.

**Step 2**  Click **Edit Name and Icon**.

**Step 3**  Type in the required name and if required, choose a different icon.

**Step 4**  Click **OK** and then click **Save**.

Enabling Local Interface Access

Some devices, such as webcams, may have a local management interface that you can access as a web page. This management interface might allow you to schedule events or view camera pictures. Refer to **Enabling Local Interface Access** for more information.
Managing Subscriber Labels

Labels can be used to tag subscribers. For example, you might tag subscribers who signed up for a specific promotional program. Labels can alert you to information about a subscriber, and you can search for subscribers with a specific label. Your system administrator sets up the available labels. For more information about setting up labels, see Managing Labels, page 8-2.

To assign a label:

**Step 1**
From the Add section of the Labels menu, choose a label.
The label appears in the Label section of the Subscriber window.

**Step 2**
Click Save.

To remove a label:

**Step 1**
From the Remove section of the Labels menu, choose a label.
The label is removed from the Label section of the Subscriber window.

**Step 2**
Click Save.

Deleting a Subscriber

Deleting a subscriber permanently removes all information about the subscriber from your system. Deleting the subscriber does not delete the associated device; the device and its settings remain in the system after a subscriber is deleted.

⚠️ **Caution**
Make sure you really want to delete a subscriber. Information about the subscriber cannot be retrieved after being deleted.

To delete a subscriber:

**Step 1**
In the Delete section of the Subscriber window, click **Delete Subscriber**.

**Step 2**
In the confirmation dialog box, click **OK**.
Managing Devices

You can use the Device window to review device information or manage the CPE device. Typical tasks include:

- Applying or removing device labels
- Reviewing device details
- Rebooting a device
- Adding PPP credentials to enable the CPE device to authenticate to the WAN
- Removing the association between a device and a subscriber
- Enabling or disabling bulk operations for the device
- Assigning a device to a domain
- Accessing a device control panel
- Deleting a device

Note

The specific tasks available to you depend on your user level (CSR or Admin) and how your Prime Home installation is configured. Sections within the Device window might appear in a different order.

To display the Device window (Figure 4-4), click view.

Figure 4-4 Device Window

Working with Device Labels

Device labels are defined by your system administrator. You can apply new labels or remove existing ones. There is no limit to the number of labels you can apply.

To apply a device label, click the Labels menu and select a label from the Add section of the menu.

To remove a device label, click the Labels menu and select a label from the Remove section of the menu.
Viewing Device Information

The Device window displays the manufacturer, model, serial number, firmware version, WAN type, IP address, and so on.

Rebooting a Device

To immediately reboot a device:

Step 1  In the Device Reboot section, check the Reboot device now check box.
Step 2  Click Save.

Adding and Removing PPP Credentials

Some ISPs require the CPE device to authenticate using PPP. You must resynchronize the information so that the PPP credentials are sent to the CPE device.

To add PPP credentials:

Step 1  In the PPP Credentials section, click Add PPP Credentials.
Step 2  Enter a username and password.
Step 3  Check the Resync PPP information check box.
Step 4  Click Save.

To remove PPP credentials:

Step 1  In the PPP Credentials section, click Remove.
Step 2  Check the Resync PPP information check box.
Step 3  Click Save.

Enabling or Disabling Bulk Operations

If you enable bulk operations for a device, it can participate in actions that affect many devices simultaneously. For example, you can update firmware, enable a service, or set a default configuration for a group of devices. For more information about bulk operations, see Chapter 10, “Managing Bulk Operations.”

- To enable bulk operations, check the Participates in Bulk Operations check box.
- To disable bulk operations, uncheck the Participates in Bulk Operations check box.
Assigning a Device to a Domain

You can assign a device to a specific domain. Domains can be used to restrict access to a group of CSRs or to group the devices.

To assign a device to a domain, choose a domain from the Domain menu.

Removing the Association Between a Device and a Subscriber

Removing an association breaks the link between a device and subscriber, but leaves the device and subscriber records available in the system.

To remove a subscriber/device association, click Remove Association.

Deleting a Device

Deleting a device removes its association with a subscriber (if one exists), and deletes all information about the device from the system.

To delete a device, click Delete Device.

Managing the Local Network

The Local Network window displays information about any LAN devices attached to the subscriber’s CPE device. The LAN devices might be physically attached, or if wireless networking is enabled, might be communicating wirelessly with the device.

You can view link throughput and the number of known LAN devices and actual devices online. You can also assign icons to devices and name them, and delete disconnected devices from the LAN.

Some local network devices (such as webcams) might have a local interface web service that lets you manage the device configuration. Prime Home can be used to set up a link to this interface that appears in the user’s control panel. It also sets up a port forward that allows the interface to be accessed from the internet.

If a device supports a local interface, its manual provides information on the port or path required to access the local interface. The device must be online to configure this link.

Viewing Local Network Status

The information displayed in the Local Network window can be useful for troubleshooting. For example, if a subscriber is running an unsecured wireless network, there might be unauthorized users who are impacting service. You can see device IP and MAC addresses, device status, connection type, and any applied services.

If the device is wireless, the Connections column shows the type of Wi-Fi (b, g, or n) and a graph indicating the signal strength.

If the device supports it, you can enable a local interface. You can also delete offline devices. For more information about working with services for specific devices, see Chapter 5, “Working with Services.”

To display the Local Network window (Figure 4-5), click view.
**Naming a LAN Device**

To name or rename a device:

1. **Step 1** In the Local Network window, click the icon in the Device column.
2. **Step 2** Type a name for the device.
3. **Step 3** If desired, select an icon for the device.
4. **Step 4** Click OK.

Some devices support a browser-based local interface for configuration. Review the documentation for the device to determine the port number or path needed to access the device.

**Enabling Local Interface Access**

To enable local interface access:

1. **Step 1** In the Local Network window, click **Enable** in the Local Interface column.
2. **Step 2** If applicable, enter the port number or path (see Figure 4-6); then, click OK.
3. **Step 3** Save the changes to see the new link.
4. **Step 4** To disable local interface access, click **Disable** in the Local Interface column.
Deleting a LAN Device

To delete a LAN device:

**Step 1**
In the Local Network window > Action column, click **Delete** for the device that you want to delete.

The Delete option is available only for devices that are offline.

**Step 2**
In the confirmation dialog box, click **Delete**.

Viewing Device Status

Device status provides information about the CPE gateway device for the account, including signal and statistical information you can use for troubleshooting a customer connection. The information available depends on the type of device.

To display the Status window (Figure 4-7), click **view**.
Status

The Status section of the Status window shows basic information about the device, including the time since the first inform (checkin), the time since the most recent inform, the current inform interval, and the amount of time the device has been on since installation or its most recent restart.

Line Information

The Line Information section of the Status window displays information about upstream and downstream line conditions, including throughput, signal/noise ratio, attenuation, and transmit power. This information is only available for devices that support it.

DSL or Cable

The DSL or Cable Statistics section of the Status window displays information about the amount of data (blocks) transmitted upstream and downstream. It also displays statistics about line errors. This information is available only for devices that support it.
**Bonded Line Information/DSL Statistics**

The Bonded WAN section of the Status window displays Line information such as Link Speed and Signal-to-noise ratio (SNR) on both Bonded lines - upstream and downstream. This section also displays DSL Statistics on various types of errors such as blocks and bit errors for both upstream and downstream bonded lines. This information is available only for devices that support it.

**WAN Interface Statistics**

The WAN Interface section of the Status window displays information about the subscriber’s WAN connection. Information includes the WAN ID, interface type, connection type, amount of data transmitted and received, and number of errors and dropped packets. This information is available only for devices that support it.