



Performing Advanced Tasks

When working with accounts, you might need to investigate the customer network, send information to the customer's device, or update device firmware. This chapter describes how to:

- View and manage event logs
- Browse parameters
- Run scripts
- Update firmware
- Replace devices
- Set up local GUI access

Advanced tasks appear on the left side of the Customer Support tab. To view advanced tasks, click **Advanced**. To view a specific task, click **view**.



Note

The available tasks and the order in which they appear depend on how your Prime Home installation is configured, and on your user level (CSR or Admin).

Working with Event Logs

Event logs record information about TR-069 communications between the device and the ACS, such as when data is sent to or received from a device, error messages, and the results of scripts or scheduled events. You can view event logs at different levels of detail, print event logs, and configure the amount and type of information collected. Logs are kept for a maximum of 10 days.

The Event Logs window ([Figure 6-1](#)) displays a list of recent sessions by date and time and a menu for configuring the logging level.

To view the Event Logs window, click **view**.

Figure 6-1 Event Logs Window

The screenshot shows the 'EVENT LOGS' window. On the left is a navigation pane with 'Event Logs' selected. The main area displays a table of 'Recent Sessions' with columns 'Connected At', 'Duration', and 'Events'. Below this is a 'Session Log' section for a selected session, showing fields for 'Hardware Version', 'Software Version', and 'Session ID'. A table below these fields shows event details with columns 'Time', 'Type', and 'Event Detail'. On the right side of the window, there are panels for 'Configure Logging Detail' and 'Device Logging Help'.

Connected At	Duration	Events
Mon Apr 23rd 2012 17:30:26	12.1s	2 PERIODIC
Mon Apr 23rd 2012 17:28:53	12.1s	2 PERIODIC
Mon Apr 23rd 2012 17:26:37	12.1s	2 PERIODIC
Mon Apr 23rd 2012 17:24:24	12.0s	2 PERIODIC
Mon Apr 23rd 2012 17:23:59	12.4s	2 PERIODIC
Mon Apr 23rd 2012 17:22:29	11.8s	2 PERIODIC
Mon Apr 23rd 2012 17:06:12	21.2s	2 PERIODIC
Mon Apr 23rd 2012 16:51:15	18.8s	2 PERIODIC
Mon Apr 23rd 2012 16:11:13	12.3s	2 PERIODIC
Mon Apr 23rd 2012 15:11:45	12.4s	2 PERIODIC

Time	Type	Event Detail
+0.025s	SOAP XML	2622 bytes received from device
+0.067s	Fire Event	CONNECTION_REQUEST

Refreshing the Event Logs List

To refresh the Event Logs list, click . The Recent Sessions list displays the most recent sessions.

Viewing a Session Log

To view a session log:

- Step 1** In the Event Logs window, click a log file.
The logged information appears in the Session Log.
- Step 2** Use the icons in the top-right corner of the session log to:

	Print the log.
	Expand the log to fill the window.
	Collapse the log display.
	Close the log file.

- Step 3** Depending on the event logging level, check the following check boxes to view trace and SOAP details in the log:
- Show Trace Detail—Provides detailed information about events captured by the log. You can view the parameter and properties used, as well as detailed information about script execution.
 - Show SOAP Detail—Displays the XML communications with the device for each event in the log.
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Setting the Event Logging Level

Prime Home lets you set a level for capturing events to the log. The level applies to the device. If a device is functioning well, you might want to turn off logging to reduce traffic or to avoid using up disk space. Conversely, if a customer reports a problem, you might want to turn on a higher level of logging to troubleshoot the problem. The following logging levels are available:

- No logging—No log information is recorded.
- Info—Records when the device connects to the server and information about any events that occurred, such as inform or upgrade events.
- Debug—Records session and script information, including parameters used in scripts and the calls made by the scripts to the device.
- Network—Saves a complete record of all network traffic sent and received, in addition to session and debug information.

To set the event logging level:

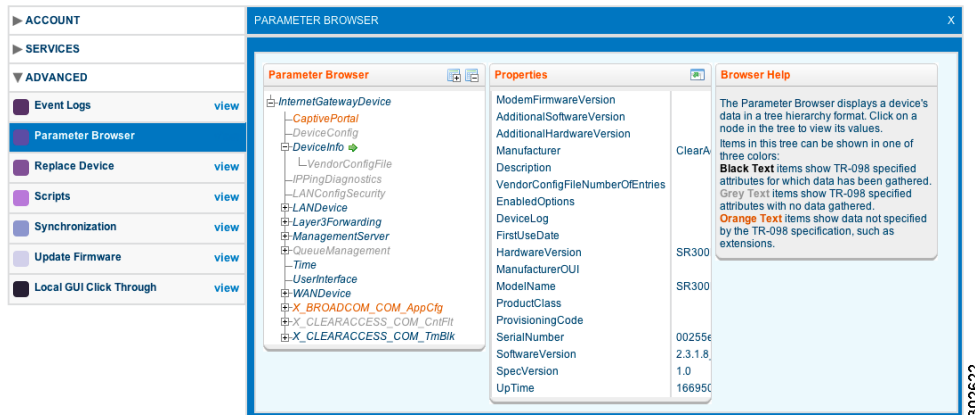
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- Step 1** Open the Event Logs window for an account.
- Step 2** In the Configure Logging Detail section, choose a logging level for the device. The system displays a message that the logging level was changed.
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Using the Parameter Browser

The Parameter Browser window displays device data in a tree hierarchy. The data model is based on the TR-098 specification but includes Prime Home extensions. You can browse the hierarchy and select a parameter to view its properties and parameter values.

To view the Parameter Browser window ([Figure 6-2](#)), click **view**.

Figure 6-2 Parameter Browser Window



The Parameter Browser uses color to categorize information:

- Black text—Shows TR-098-specified attributes for which data has been gathered.
- Grey text—Shows TR-098-specified attributes for which no data has been gathered.
- Orange text—Shows data not specified by the TR-098 specifications.

To view device parameters:

- Step 1** Open the Parameter Browser window for an account.
- Step 2** Use the plus and minus icons to display more of the parameter hierarchy until you see the parameter you want to investigate.
- Step 3** Click the parameter.
- Step 4** The parameter's properties appear in the Properties section of the Parameter Browser window. Click the **Expand** icon to expand the Properties view.
- Step 5** Use the icons on the Parameter Browser window to customize the display:

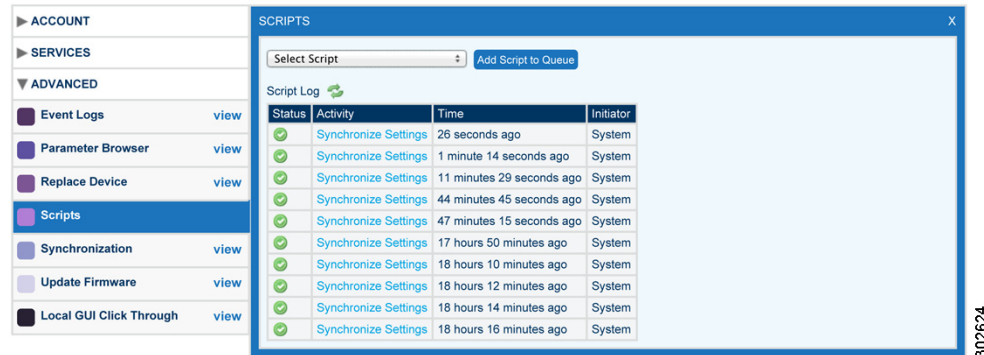
	Expand the parameter hierarchy.
	Collapse the parameter hierarchy.
	Expand the Properties section to fill the window.
	Collapse the Properties section.
	Close the Parameter Browser.

Working with Scripts

The Scripts window (Figure 6-3) lets you add predefined scripts to a queue. Scripts in a queue run against the device the next time it checks in. For more information about defining scripts, see [Managing Scripts](#), page 8-15.

To view the Scripts window, click **view**.

Figure 6-3 Scripts Window



Adding a Script

Scripts define actions to be taken for a device. Prime Home supplies some scripts, and system administrators can write additional scripts. The scripts can address any parameters in the data model. For example, there is an included script to set the inform interval.

When you work with scripts in the context of an account, you select a script from a menu. You might need to specify parameters that the script requires to run. The script is placed in a queue, and it executes the next time the device checks in.

You can also view past script results from the Scripts window.

To add a script to the queue:

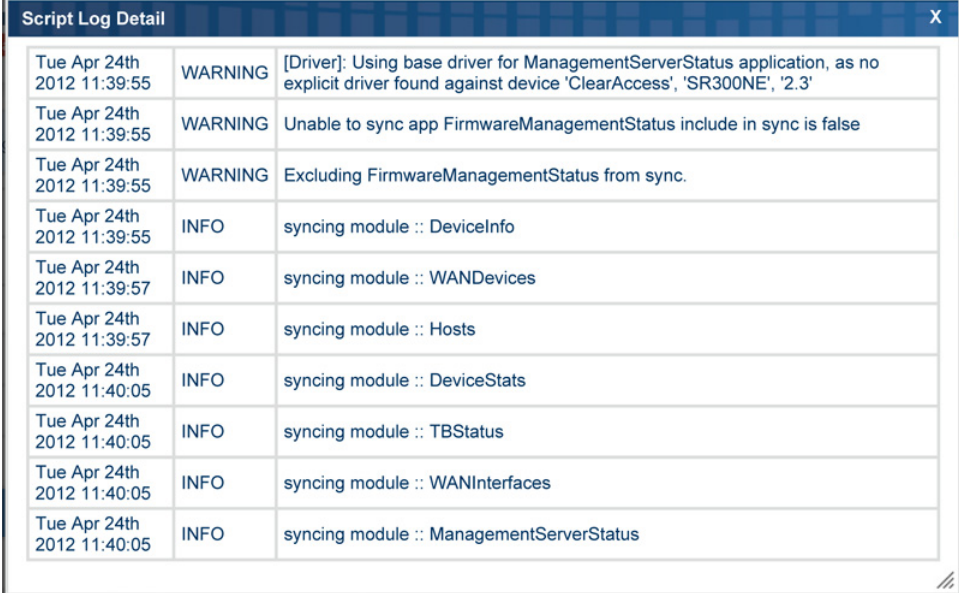
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- Step 1** In the Scripts window, choose a script from the Select Script menu.
 - Step 2** Click **Add Script to Queue**.
 - Step 3** If requested, specify script parameters.
 - Step 4** Click **OK**.
 - Step 5** If desired, add more scripts to the queue.
 - Step 6** Click **Save** to save your changes.

The Script Log displays the pending scripts.

Viewing Script Results

To view script results, click a script in the Scripts window > Activity column. Activities that are complete are shown in blue text. The status field is blank. The Script Log Detail window (Figure 6-4) shows the results of the action.

Figure 6-4 Script Log Detail Window



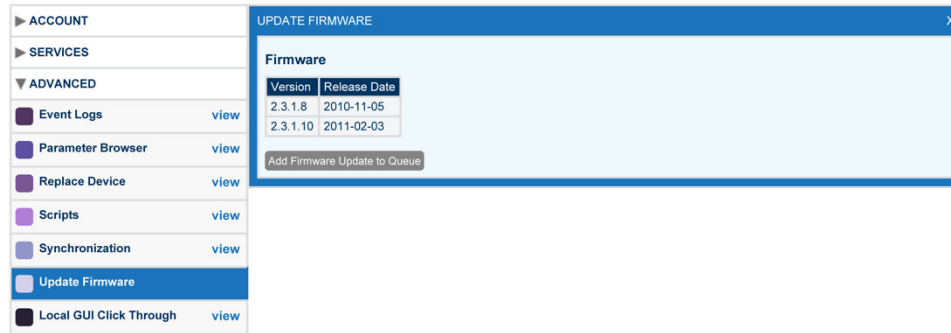
Script Log Detail		
Tue Apr 24th 2012 11:39:55	WARNING	[Driver]: Using base driver for ManagementServerStatus application, as no explicit driver found against device 'ClearAccess', 'SR300NE', '2.3'
Tue Apr 24th 2012 11:39:55	WARNING	Unable to sync app FirmwareManagementStatus include in sync is false
Tue Apr 24th 2012 11:39:55	WARNING	Excluding FirmwareManagementStatus from sync.
Tue Apr 24th 2012 11:39:55	INFO	syncing module :: DeviceInfo
Tue Apr 24th 2012 11:39:57	INFO	syncing module :: WANDevices
Tue Apr 24th 2012 11:39:57	INFO	syncing module :: Hosts
Tue Apr 24th 2012 11:40:05	INFO	syncing module :: DeviceStats
Tue Apr 24th 2012 11:40:05	INFO	syncing module :: TBStatus
Tue Apr 24th 2012 11:40:05	INFO	syncing module :: WANInterfaces
Tue Apr 24th 2012 11:40:05	INFO	syncing module :: ManagementServerStatus

Updating Firmware

The Update Firmware window (Figure 6-5) lets you specify a new version of firmware to be applied to a device. The update is placed in a queue and the firmware is updated the next time the device checks in.

The Update Firmware window lists any installed firmware updates that are available for the specified device model.

To view the Update Firmware window, click **view**.

Figure 6-5 Update Firmware Window

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Queuing a Firmware Update

To queue a firmware update:

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- Step 1** In the Update Firmware window, select a firmware version.
 - Step 2** Click **Add Firmware Update to Queue**.
 - Step 3** Click **Save**.
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Replacing a Device

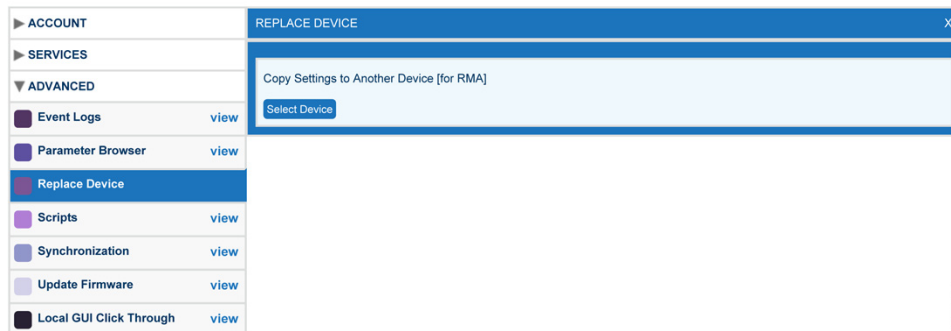
If a device malfunctions, you might need to replace it. The Replace Device window (Figure 6-6) lets you copy settings from the currently displayed device to another device.



Note

Make sure that the device from which you want to copy settings is selected and displayed on the Customer Support tab.

To display the Replace Device window, click **view**.

Figure 6-6 Replace Device Window

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Copying Device Settings to Another Device

To copy device settings to another device:

Step 1 In the Replace Device window, click **Select Device**.

Step 2 Do one of the following to locate a device:

- Use the New Device tab to enter information about a new device that will check into your system in the future.
- Use the Existing Device tab to locate an existing CPE device not currently assigned to a subscriber. Click the device serial number to select it.
- Use the Activation Server Device tab to locate a CPE device.



Note Depending on how your Prime Home installation is configured, you might not see the Activation Server Device tab.

Step 3 Click the device to which you want to copy settings.

Step 4 Verify that the selected device is the correct one.

Step 5 Click **Copy Settings**.

After you copy the settings, the page reloads the information about the device that received the settings. You can then make changes to the new device.

Setting Up Local GUI Access

The Local GUI Click Through window (Figure 6-7) lets you create a link to the user interface for a device. This link enables a CSR to access local statistics maintained by the CPE device, or configure device-specific settings that are not available through the Prime Home interface.

To view the Local GUI Click Through window, click **view**.

To set up local GUI access:

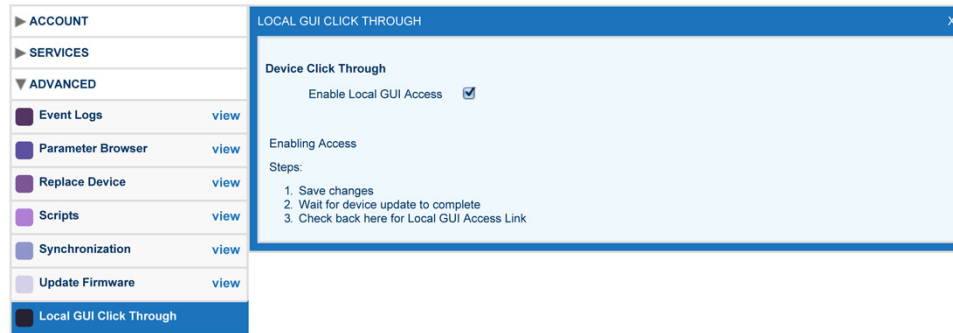
Step 1 In the Local GUI Click Through window, check the **Enable Local GUI Access** check box.

Step 2 Click **Save**.

Step 3 After the device has updated, return to the Local GUI Click Through window to use a link to the device user interface.

The link remains active for about 15 minutes. After that, access must be re-enabled before you use it again.

Figure 6-7 Local GUI Click Through Window



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