Viewing Set-Top Box Data

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Device View

While every possible effort has been made to ensure accuracy, the following information may differ slightly from that of your product, as it is subject to version specifications.

When a set-top box is located, the Device View screen appears, displaying a comprehensive view of the device's settings.

The Device View consists of portlets, which provide an overview of the set-top box (STB) and its network. Here you can monitor the STB's performance and resolve issues. The device navigation menu on the left column simplifies browsing through the gateway's different aspects and features. On the top left of the screen - the device's unique identifier (e.g. Serial Number, MAC address etc.) and other identifying features are displayed.
The specific Device View portlet displays a graphical representation of the rear panel of the STB, providing an immediate image of the device and its connections. Technical status information such as connection, uptime, and WiFi statuses are presented.

**Figure 1: Device View STB**

Supported connection statuses are:

- **Connected** - The device responded to a connectivity check initiated by Prime Home and connected successfully. You can retrieve the current status of the device by clicking the "Refresh Status" link.
- **Not Connected** - The device failed to respond to a connectivity check and did not establish a connection with Prime Home.

If the device is not connected, the last connection time will be shown here.

In addition, icons of the major components provide a quick glance at alerts that were collected by the device. These icons can be clicked to navigate to their components' respective screens in order to further explore the support issue.

<table>
<thead>
<tr>
<th>Icon</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Tuners</td>
<td>Displays information on the tuner.</td>
</tr>
<tr>
<td>Hard Disk</td>
<td>Displays the disk's temperature and space usage.</td>
</tr>
<tr>
<td>Connectivity</td>
<td>Indicates whether there were any connectivity problems in the last 24 hours.</td>
</tr>
</tbody>
</table>
### Alerts

The Alerts portlet notifies you about current issues detected on the device. Clicking the action icon engages a recalculation of the current alert status, based on fresh parameter values from the device. Different categories of alerts are available, including Category, and Action alerts.

### Device Properties

The Device Properties portlet provides essential, general-purpose information on the device such as device type, software version, and so on. This portlet is especially useful in high variance environments where multiple device types and multiple versions are managed.

### Quick Actions

The Quick Actions STB portlet provides links for executing various operations that can be used to resolve performance problems.

The available operations are listed in the following table:

<table>
<thead>
<tr>
<th>Name</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Reboot</td>
<td>Reboots the device.</td>
</tr>
<tr>
<td>Format Disk</td>
<td>Formats the device's hard disk. Settings and data are erased.</td>
</tr>
<tr>
<td>Enable Debug Log</td>
<td>Enables or disables debug log collection from the CPE's side. Note that the Operations User needs to set a Batch operation to collect debug logs from all STBs. While setting this Batch operation, the Operations User also needs to define the Debug Log Upload URL. This feature is relevant for supporting STBs only.</td>
</tr>
<tr>
<td>Factory Reset Retaining Records</td>
<td>Restores the device's configuration settings to factory defaults. User's DVR records remain in the system.</td>
</tr>
</tbody>
</table>
### Name | Description
--- | ---
Reset to Default Values | Resets STB to Personalization Store default values. User records are erased.
Reset to Default Retain Records | Resets STB to Personalization Store default values. User’s DVR records remain in the system.
Provision Device | Triggers the provisioning workflow for a specific STB (UPM)
Bootlog | Reboots the device and at the same time uploads the log files to a pre-defined server. This is useful for troubleshooting.
Block/Unblock Devices | Blocks selected devices that are creating too much "noise" in the network.

**Note**

The availability of the Quick Actions is subject to the following:

- CSR’s permission level: for example a basic level CSR might only have the options to reboot the device and to reset its factory settings.
- Device compliancy
- Customer specific device

Interop users can customize the Quick Actions portlet in the System > Quick Actions Management. See the Prime Home Operations and Maintenance Guide for more information.

### View Log Entries

The Activity Log portlet provides a list of events in several categories. Each event is displayed as an entry, and includes various parameters such as a description of the event, the time of occurrence, and so on. This log collects various events reported by a device, as well as actions performed on it by the CSR, the end-user, and automated Prime Home or device processes. This tool helps in identifying whether an event performed on the device is the cause of the problem that the subscriber experiences.

Note that the 'Search In' tool provides an easy method of viewing specific events. You can choose to view log events according to a specific entry parameter, and then display only entries that have a specific value of this parameter. For example, in the Search In box select the "!" parameter. The portlet refreshes, providing check boxes with this parameter's available statuses. Select the 'Success' check box and click 'Find'. The portlet refreshes again, displaying only log entries with a success status.

In addition, each entry ends with a 'more..' link, which, when highlighted, provides additional information such as the full event name and the TR-069 parameter name and value. Position your cursor over the "more.." link to display this information.

If you are tracking events in real time, note that it may take up to a minute for an event to appear in this portlet. For example, if a device restarts, it may take time to see the corresponding entry in the log. However, the event's timestamp will be accurate.

The Activity Logs can be exported for further analysis by selecting the Export option on the top right of the screen.
In order to maintain system performance, log events that are older than a pre-configured period are deleted.

Monitor STB Connectivity

The **Device View > Connectivity** portlet provides in-depth information on the device connection parameters. It consists of three areas:

- **Home Network** - This tab provides data associated with the WiFi parameters of the device. The device can act either as a WiFi access point or as a wireless station (connected to another WiFi access point), or both, to provide a wireless network to clients.

- **LAN Device** - Intended for a high-level CSR, this section provides information on the device's LAN connection to the router that provides its Internet connectivity.

- **Head-End Services** - This tab provides the connection status of the device to each one of the head-end servers. If an attempt at a connection was made and had failed, then the last connection failure time for that server is displayed. If the failure occurred during cross-device connection failure to the same server, then a positive indication is displayed.