

Managing Work Orders

The chapter describes using the Device Manager opening page with the CGR 1000 or IR500 to connect to CG-NMS and manage work orders. This chapter contains the following sections:

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- Synchronizing With CG-NMS, page 3-6
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Work Orders

When you first start Device Manager, the opening page displays a list of work orders, if any are available.

| Cisco Connected | Grid Device Manager 4.0.0.2 | 206 | | | | - x |
|--------------------------------------|----------------------------------|-------------------|--------------------------------|--------------------------------|------------------|------------|
| Connec 4.0.0.206 | ted Grid Dev | ice Manager | | | | ≡. |
| Last Synced Not synchronized yet! | | | | | | |
| Work Order | s | | | | Update Status | Ŧ |
| Order # | Description | Device Model | Start Date Time Remaining | t + Status | Device Name | |
| HLUSXRMZ | dev12 | CGR1240 | Thursday, March 27, 20 Expired | 🛑 New | CGR1240/K9+JAF | 1715B |
| LQTNRSUF | temp11-new | CGR1240 | Wednesday, March 19, Expired | Completed | CGR1240/K9+JAF | 1715B |
| SWIUNEMB | dev-1234 | CGR1240 | Tuesday, March 25, 201 Expired | Incomplete | CGR1240/K9+JAF | 1715B |
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| Copyri | ight 2014 Cisco Systems, Inc. Al | l Rights Reserved | Connect Without Work Order | Connect 🕨 | Sverride Work Or | rder |

Figure 3-1 Device Manager Opening Page

Whenever work or direct inspection of a CGR 1000 or IR500 is necessary by a field technician, an administrator generates a work order in CG-NMS. Work orders include the encrypted credentials necessary for the technician to connect to the router.

You must synchronize Device Manager with CG-NMS to download the latest work orders from CG-NMS and upload status of the work orders to CG-NMS. See Synchronizing With CG-NMS, page 3-6.

Each work order shows the following information:

- Work order number
- Description
- Device model
- Start date
- Time remaining on the work order



When no time remains on the work order, Time Remaining displays "Expired". If you attempt to connect to the router with an Expired work order, Device Manager displays an error message.

- Status of the work order: New, In Service, Completed, or Incomplete
- Device name

| Cisco Connected Gri | d Device Manag <mark>er</mark> 4.1.0.109 | | AND AND | | | | x |
|---|--|----------------|------------------------|------------------|-----------|---------------------|----|
| Connecte 4.1.0.109 | d Grid Devid | ce Manager | | | | : | ∎. |
| Last Synced Friday, September 12, 2014 11:30:39 AM IST Sync with CG-NMS | | | | | | | |
| Work Orders | | | | | | Update Status | • |
| Order # | | | | Time Remaining 👻 | | | |
| ASAUYKSY | qwee | IR500 | Thursday, September 11 | 6 Day(s) | New | 00173b1200470027 | |
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| Copyright | 2014 Cisco Systems, Inc. All R | ights Reserved | Connect Without | Work Order | Connect 🕨 | Override Work Order | |

Importing Certificates

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As admin, you can import certificates through the Device Manager opening page. You need to know the path to the certificate (.pfx) and the certificate password. The certificate password is created when the .pfx file is created. Generally, the admin downloads the .pfx file to the Device Manager laptop.

To import a certificate:

Step 1 On the Device Manager opening page, select **Import Certificate** from the drop-down menu on the upper right.

| | Oisco Connected Grid Device | Manager 4.0.0.326 | | |
|---|-----------------------------|-----------------------|-----------------------------------|------|
| | Connected G | ≡- | | |
| | 4.0.0.326 | | Import Certificate | |
| | | | View Certificate | |
| | | Last Synced | Change CG-NMS Connection Settings | |
| | | Not synchronized yet! | View Log File | |
| l | w. | Sync with CG-NMS | | 15 |
| | Work Orders | Update Status | • | 3915 |

Step 2 In the Import Certificate dialog box, browse to the location of the certificate file (.pfx) on your laptop.

| Import Certificate | | |
|--------------------|-----------------|-------|
| K Imp | ort Certificate | |
| Locati | ion [| ٩ |
| Passwo | bro | |
| | Cancel | nport |

Step 3 Enter the certificate password and then click **Import**.

A dialog box displays a success message and informs you to restart Device Manager.

- Step 4 Restart Device Manager.
- **Step 5** To view the certificate details, select **View Certificate** from the Device Manager opening page drop-down menu on the upper right.



Step 6

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Click the tab for the certificate details you want to view.

Setting Up the CG-NMS Connection

Before synchronizing with CG-NMS for the first time, configure Device Manager to connect to the CG-NMS application server.

- Step 1 On the Device Manager opening page, click Sync with CG-NMS, or select Change CG-NMS Connection Settings from the drop-down menu on the upper right of the page.
- **Step 2** In the CG-NMS Connection Settings dialog box, enter the username, password, and IP address for connecting to the CG-NMS application server.

| CG-NMS Connection Setting | gs | | | · · · · · · · · · · · · · · · · · · · | | |
|----------------------------|-------------------|----------|--------|---------------------------------------|--|--|
| CG-NMS Connection Settings | | | | | | |
| Username | | Password | | | | |
| IP Address | | Port | 443 | | | |
| | Test Connectivity | | | | | |
| | | | | | | |
| | | | Cancel | Save | | |

Step 3 Confirm or change the server port number.

Step 4 Click Save.

Step 5 Click Test Connectivity to test connecting to the CG-NMS server.

Synchronizing With CG-NMS

Synchronizing with CG-NMS is a two-way operation. All assigned work orders are downloaded from CG-NMS to CG-DM, and CG-DM updates CG-NMS with the status of complete and incomplete work orders.

Note

You can only download assigned work orders from CG-NMS.

To download the latest work orders from CG-NMS and upload the status of the work orders to CG-NMS:

Step 1 On the Device Manager opening page, click **Sync with CG-NMS**.

Device Manager verifies the authorization for connecting to the CG-NMS application server. If the connection is successful, a dialog box displays the message *Sync Successful* and the number of downloaded work orders.

Step 2 Click **Close** to close the dialog box and display the list of work orders.

Proceed to Connecting to the Router with a Work Order, page 4-1 or Connecting to the IR500 with a Work Order, page 5-3.

Updating Work Order Status

The work order number on the left of the Device Manager opening page corresponds to an existing work order within a utility management or operations system that the technician can access to get additional details on the work order.

Generally, a technician synchronizes with CG-NMS at the beginning of the day to download work orders before heading to the field and then again at the end of the day when back at the office to update CG-NMS with the changes.

The work order status can be New, Complete, or Incomplete.

To update the status of a work order:

- **Step 1** Using the Order number that appears on the left of the Device Manager opening page, locate the specific work details from the appropriate system and then do one of the following:
 - When you complete the work order, select **Complete** from the Status drop-down menu.
 - If you are not able to complete the work order, select **Incomplete** from the Status drop-down menu.

The work order reflects the status change.

Step 2 Click **Sync with CG-NMS** to update CG-NMS.

After synchronization with CG-NMS, all Complete, Incomplete, and Expired work orders are removed from the Device Manager display.

Override Work Order

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Use the Override Work Order option when you need to use different login information than that provided in the work order.

For example, for connecting to the CGR 1000, the SSID or passphrase for a WiFi connection might have changed since the work order was first created, but a new work order was not issued. In this case, the field technician might call the administrator for that information and use Override Work Order to enter that new information to log in to the router. Optionally, the field technician can directly connect to the router over Ethernet with the Auto Discover IP address option.

To change the login information:

- Step 1 On the Device Manager opening page, click Override Work Order.
- **Step 2** Follow the steps in Manually Connecting to the Router, page 4-2 for the CGR 1000 or Manually Connecting to the IR500, page 5-4 for the IR500.



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