



Managing Work Orders

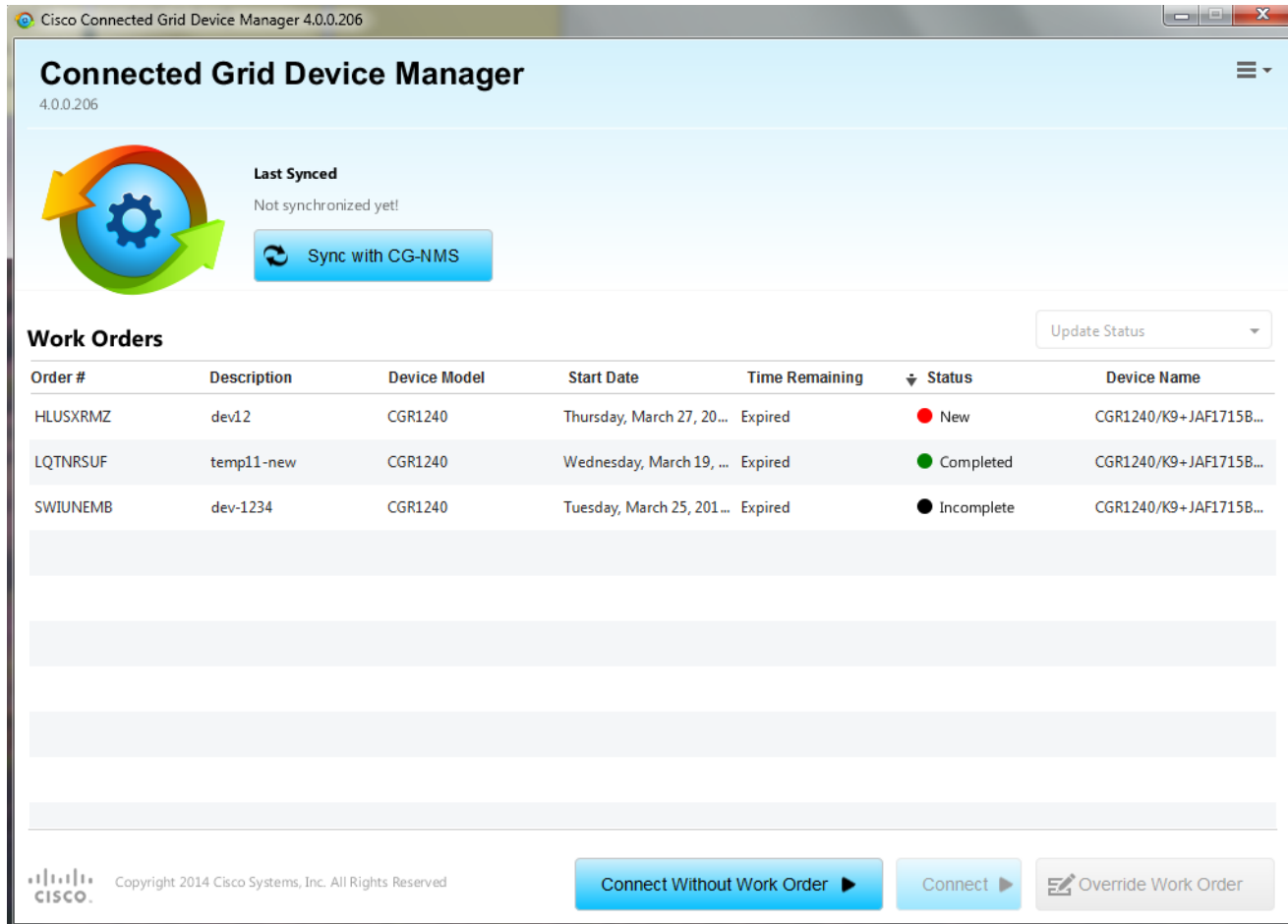
The chapter describes using the Device Manager opening page with the CGR 1000 or IR500 to connect to CG-NMS and manage work orders. This chapter contains the following sections:

- [Work Orders, page 3-2](#)
- [Importing Certificates, page 3-3](#)
- [Setting Up the CG-NMS Connection, page 3-5](#)
- [Synchronizing With CG-NMS, page 3-6](#)
- [Updating Work Order Status, page 3-6](#)
- [Override Work Order, page 3-7](#)

Work Orders

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

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.

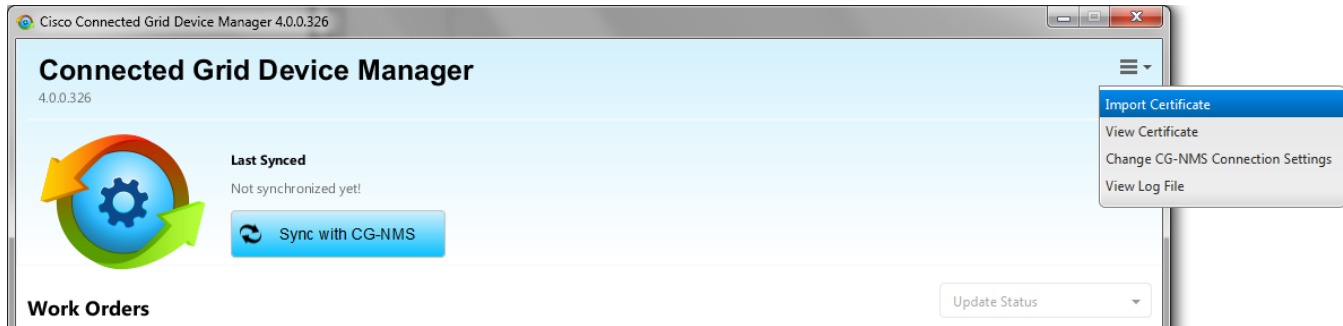
You must synchronize Device Manager with CG-NMS to download the latest work orders from CG-NMS and upload status of the work orders to CG-NMS. See [Synchronizing With CG-NMS, page 3-6](#).

Each work order shows the following information:

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

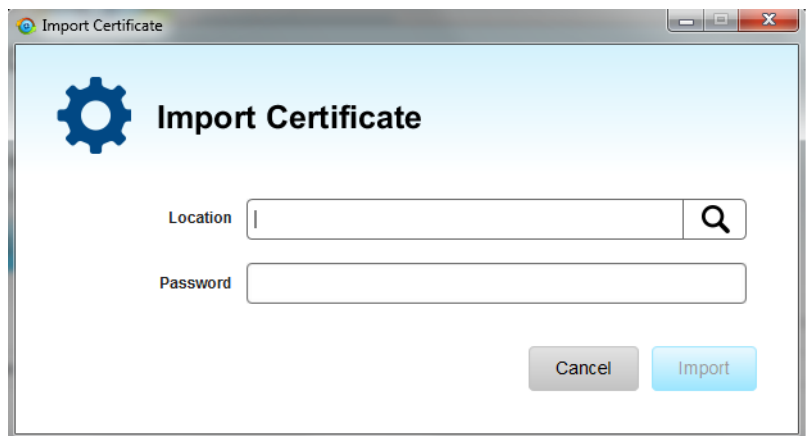
To import a certificate:

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



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



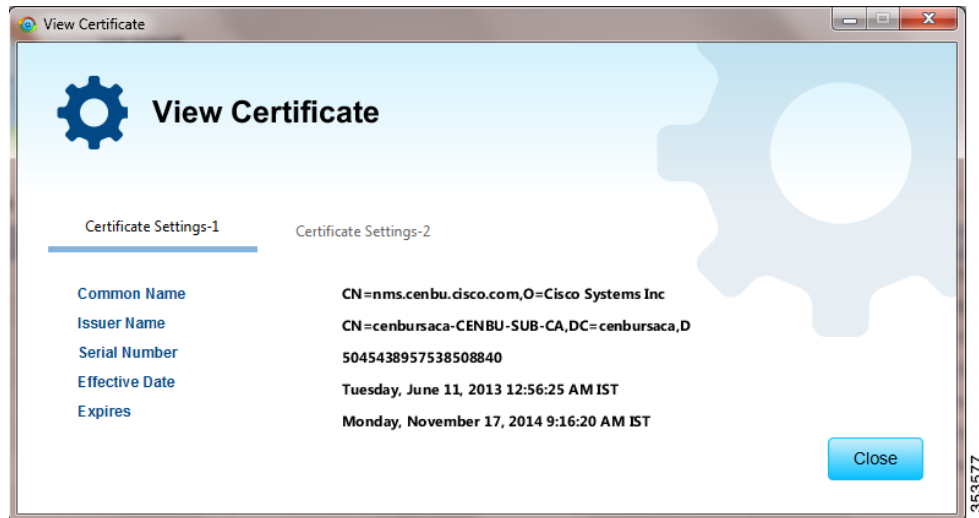
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- Step 3** Enter the certificate password and then click **Import**.

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.

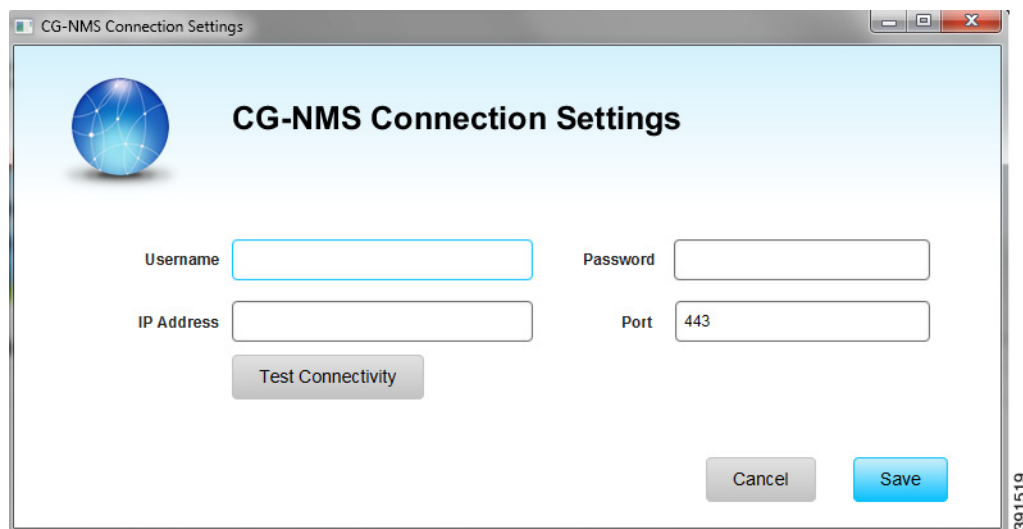


Step 6 Click the tab for the certificate details you want to view.

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.



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.
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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](#).
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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

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:

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- 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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