

**Oracle® Communications
Performance Intelligence Center**

ProAlarm Viewer User Guide

Release 9.0

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Chapter 1:About This Help Text

Topics:

- [*ProAlarm Viewer Overview*](#)
- [*ProAlarm Viewer Scope and Audience*](#)
- [*About the Performance Intelligence Center*](#)
- [*Customer Care Center*](#)
- [*PIC Documentation Library*](#)
- [*Locate Product Documentation on the Customer Support Site*](#)

ProAlarm Viewer Overview

In ProAlarm Viewer, users can monitor alarm information. The user interface provides alarm details, including the alarm name, probable cause, severity level, start time, and number of associated events. Users can acknowledge and terminate alarms.

The network elements being monitored are configured in maps.

ProAlarm Viewer Scope and Audience

This help text is for users responsible for monitoring alarm information for network elements.

About the Performance Intelligence Center

The Performance Intelligence Center (PIC) is a monitoring and data gathering system that provides network performance, service quality and customer experience - across various networks, technologies, protocols, etc. Beyond monitoring performance and gathering data, the solution also provides analytics, actionable intelligence and potentially an intelligent feedback mechanism. It allows Service Providers to simultaneously look across the Data Link, Network, Transport and Application layer traffic to better correlate and identify the impact of network problems on revenue generating applications and services.

PIC functionality is based on the following general flow. The Integrated Message Feeder (IMF) is used to capture SS7 and SigTran traffic. The Probed Message Feeder (PMF) is used to capture both SS7 and IP traffic. Both products forward Probe Data Units (PDUs) to the Integrated xDR Platform (IXP). The IXP stores this traffic data and correlates the data into detailed records (CDRs, IPDRs, TDRs, etc.). The IXP then stores the data on the system for future analysis. The Network Software Platform (NSP) provides applications that mine the detailed records to provide value-added services such as network performance analysis, call tracing and reporting.

PIC centralized configuration tasks fall into one of two categories:

- Data Acquisition and Processing - the configuration of the probes, routing of PDUs to the xDR builder setup, KPI generation, data feeds, etc.
- PIC System Administration - the configuration of monitoring sites, configuring PIC servers, setting up permissions, etc.

Note: For more information see Centralized Configuration Manager Administration Guide. This is a graphic overview of the PIC system.

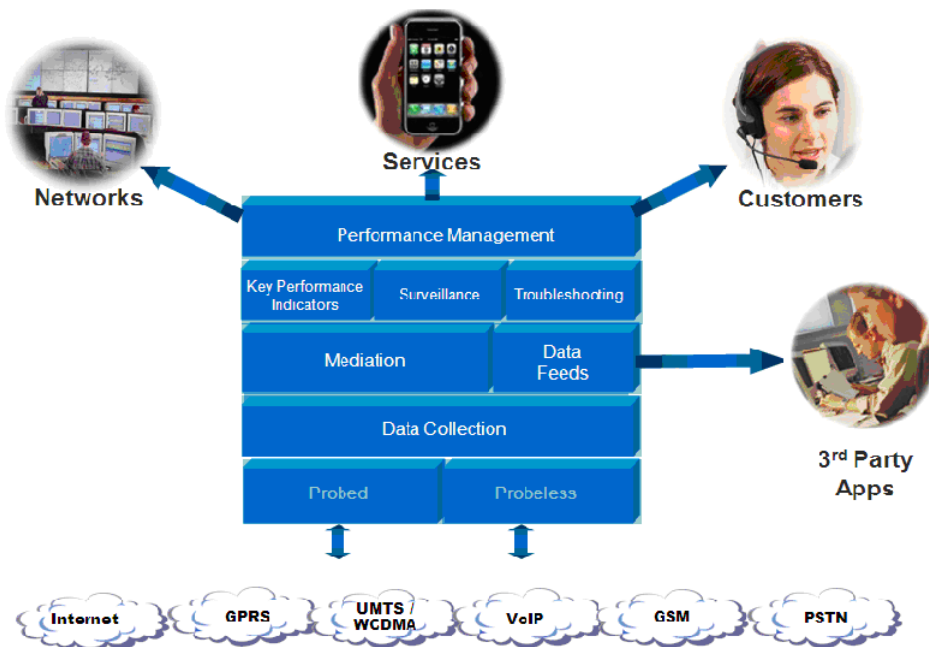


Figure 1 : PIC Overview

Setting User Preferences

Users can set User Preferences that apply across all the NSP applications. These include

- Time specifications (date format, time zone, etc.)
- Directory names (for exporting, uploading, and downloading)
- Enumeration values (numerals vs. text)
- Point code specifications
- CIC specifications
- Default alarm colors
- Default object privacy privileges

Setting Time Format

Follow these steps to set the time format:

1. Click **User Preferences** on the Application board. The User Preferences page is displayed.
2. Click the **Time** tab.
The Time page is displayed. The red asterisk denotes a required field.

Note: Use the tips on the page to help you configure the time format.

User preferences

Time | Directory | Enumeration | Point code | CIC | Alarms | Privacy

time related displays

Date format: dd/MM/yyyy *

Time format: HH:mm:ss *

Date and time fields: dd/MM/yyyy HH:mm:ss *

Duration fields: hhh:mm:ss.ms

Time zone: (GMT-05:00) America/New_York

Tips: above fields represents the format that will be applied to different types of fields. Here is an help about authorized values and their meanings. Separators are allowed, and will be restituted "as is". Please note that these formats are case sensitive.

yy or yyyy: Year (number)
 dd: Day in month (number)
 EEE: Day in week (string)
 MM or MMMM: Month in year (respectively number or string)
 aa: AM/PM marker (string)
 HH: Hour in day (0-23)
 hh: Hour in AM/PM (1-12)
 mm: Minute in hour (number)
 ss: Second in minute (number)

Reset for Time

Reset | Save as default | Apply | Cancel

Figure 2 : Time Formatting Page

3. Enter the format for these time-related displays.
 - **Date format**
 - **Time format**
 - **Date and time fields**
4. Select the formats for these time-related displays by using the drop-down arrow.
 - **Duration fields**
 - **Time zone**

Note: You must choose your time zone to get local time.
5. If you want to reset the time-related displays to default settings, click **Reset for Time**. (The bottom **Reset** button resets all the tabbed pages to default settings.)
6. Click **Apply** to save settings.

Setting Directory Preferences

Use the User Preferences feature to set the Export, Upload and Download directory paths for your system. These paths define where xDR's, dictionary files and other elements are stored.

Follow these steps to set the directory preferences.

1. Click User Preferences on the Application board. The User Preferences page is displayed.
2. Click the Directory tab.
The Directory page is displayed. The red asterisk denotes a required field.

Figure 3 : Directory Page

3. Type in the following:
 - **Export directory**
 - **Upload directory**
 - **Download directory**
4. If you want to reset the directories to default settings, click Reset for Directory.
(The bottom Reset button resets all the tabbed pages to default settings.)
5. Click **Apply** to save your settings.

Setting Mapping Preferences

You can set the Mapping settings using the User Preferences feature. Follow these steps to set Mapping preferences.

1. Click **User Preferences** in the Application board.
The User Preferences page is displayed.
2. Click the **Mapping** tab .
The Mapping page is displayed.

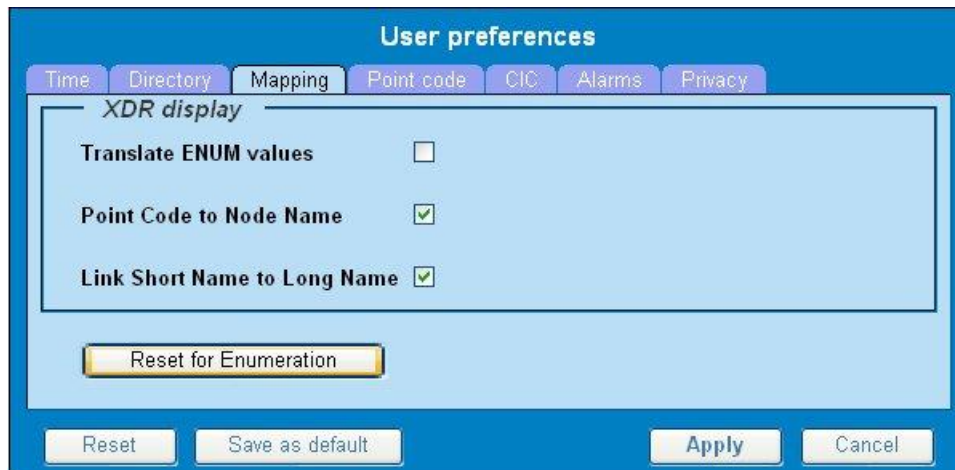


Figure 4 : Mapping Page

3. Check **Translate ENUM values** to display text instead of numerals.
Enumeration is used by xDRs to display text values instead of numeric. (For example, rather than showing the numeral for Alarm Severity, the user interface will show the actual word, such as "Major" or "Critical.")
4. Check **Point Code to Node Name** to display the custom (user-defined) name of the node. Otherwise, the Point Code value is displayed.
5. Check **Link Short Name to Long Name** to display the custom (user-defined) link name or the Eagle link name. Otherwise, the short name is displayed, which is the name that begins with an asterisk (*).
6. To reset the Mapping values to the default, click **Reset for Enumeration**. (The bottom **Reset** button resets all the tabbed pages to default settings.)
7. Click **Apply** to save the changes.

Setting Point Code Preferences

The User Preferences feature enables you to set the Point Code preferences for your system. A Point Code is a unique address for a node (Signaling Point), used to identify the destination of a message signal unit (MSU).

Follow these steps to set the Point Code preferences.

1. Click **User Preferences** in the Application board.
The User Preferences page is displayed.
2. Click the **Point Code** tab.
The Point Code page is displayed. The red asterisk denotes a required field.

Figure 5 : Point code Tab

3. Select either **Hexadecimal display** or **Decimal display**.
4. Select or de-select **Split format**.
If **Split format** is checked, the Bit groups settings in the box below are active. If **Split format** is not checked, Bit groups settings are not applicable.
5. If you selected Split format above, go to the next step. If you did not select Split format, go to [step8To reset](#) .
6. In the Bit groups panel, use the drop-down box to select the **Separation** type .
7. Type in values for **Groups 0-3**.
8. To reset the point code preferences to default settings, click **Reset for Point code**. (The bottom **Reset** button resets all the tabbed pages to default settings.)
9. Click **Apply** to save your settings.

Setting CIC Preferences

The Circuit Identification Code (CIC) provides a way to identify which circuit is used by the Message Signaling Unit (MSU). This is important in ProTrace applications. Use the User Preferences feature to set the CIC settings for your system.

Complete these steps to set the CIC preferences:

1. Click **User Preferences** in the Application board.
The User preferences page is displayed.
2. Click the **CIC** tab. The CIC page is displayed. The red asterisk denotes a required field.

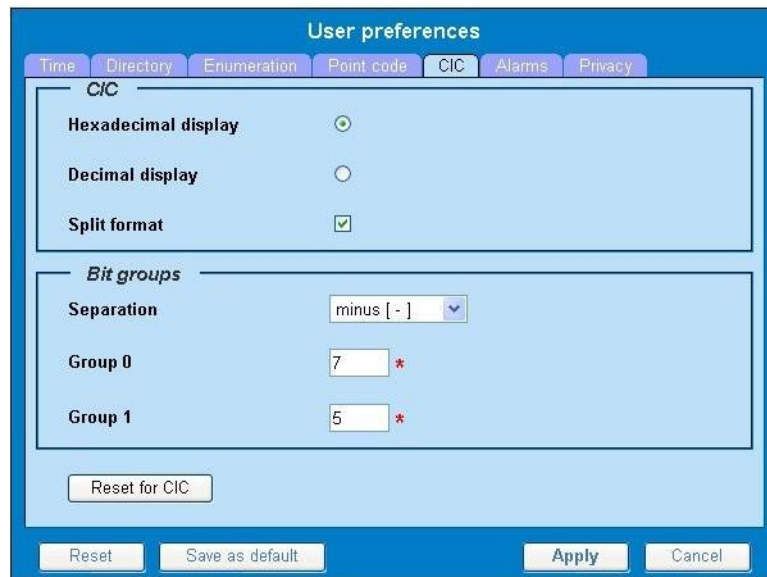


Figure 6 : CIC Page

3. Select either **Hexadecimal display** or **Decimal display**.
4. Select or de-select **Split format**.
If **Split format** is checked, the Bit groups settings in the box below are active. If **Split format** is not checked, Bit groups settings are not applicable.
5. If you selected Split format above, go to the next step. If you did not select Split format, go to [Step 8](#).
6. In the Bit groups panel, use the drop-down box to select **Separation** type..
7. Type in values for **Group 0** and **Group 1**.
8. If you want to reset CIC preferences to the default, click **Reset for CIC**. (The bottom **Reset** button resets all the tabbed pages to default settings.)
9. Click **Apply** to save your settings.

Setting Alarms Preferences

Use the Alarms tab in User Preferences to define the default colors that indicate alarm severity. The colors are displayed in the Perceived Severity column of alarms tables and on object icons in maps.

Follow these steps to modify alarm status colors.

1. Click **User Preferences** in the Application board.
The User preferences page is displayed.
2. Click the **Alarms** tab. The Alarms page is displayed. The red asterisk denotes a required field.



Figure 7 : Alarms Page

3. Click the color palette (icon on the right side of the screen) associated with the alarm status color(s) you want to modify.
A pop-up palette window is displayed.
4. Click the color you want for the type of alarm.
The color palette pop-up is closed and the color box for the alarm displays the selected color.
The number for the color is also displayed.
5. If you want to reset the Alarm preferences to the default, click **Reset for Alarmlist**. (The bottom **Reset** button resets all the tabbed pages to default settings.)
6. Click **Apply** .
The changes do not take effect until you log out of and in again to NSP.

Setting Default Object Privacy

All NSP users can set default access privileges for Objects (data) they create in NSP applications. An owner has full rights to modify or delete the object . Other users are assigned to a Profile and have access to these Objects through that Profile's associated Privacy Roles.

To enter the default Object Privacy (data) settings, follow these steps:

1. Click **User preferences** in the Application board menu.
The User Preferences window is displayed. The **Time** tab is active by default.
2. Click the **Privacy** tab .
The Privacy page is displayed.

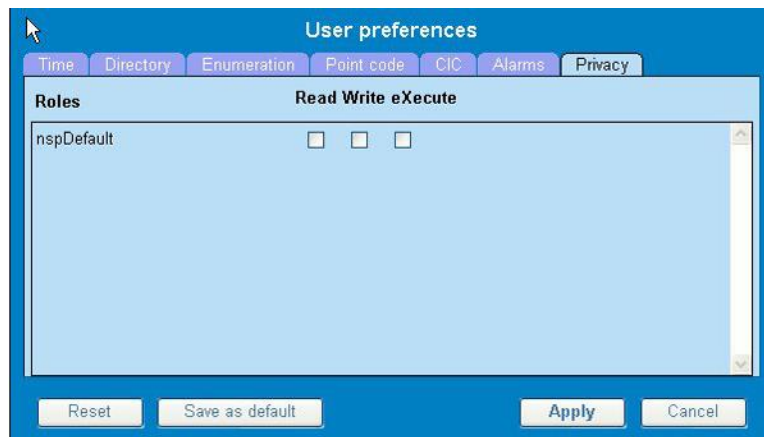


Figure 8 : Privacy Page

3. Click the appropriate box to select **Read**, **Write**, or **eXecute**. If you want the role to have no access to the selected object(s), ensure that no box is checked.
4. Click **Save as default**.
5. To reset all the tabbed pages to default settings, click **Reset**.
6. Click **Apply**.
The settings are saved.

Customer Care Center

The Tekelec Customer Care Center is your initial point of contact for all product support needs. A representative takes your call or email, creates a Customer Service Request (CSR) and directs your requests to the Tekelec Technical Assistance Center (TAC). Each CSR includes an individual tracking number. Together with TAC Engineers, the representative will help you resolve your request.

The Customer Care Center is available 24 hours a day, 7 days a week, 365 days a year, and is linked to TAC Engineers around the globe.

Tekelec TAC Engineers are available to provide solutions to your technical questions and issues 7 days a week, 24 hours a day. After a CSR is issued, the TAC Engineer determines the classification of the trouble. If a critical problem exists, emergency procedures are initiated. If the problem is not critical, normal support procedures apply. A primary Technical Engineer is assigned to work on the CSR and provide a solution to the problem. The CSR is closed when the problem is resolved.

Tekelec Technical Assistance Centers are located around the globe in the following locations:

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1-919-460-2150 (outside continental USA and Canada)

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Caribbean and Latin America (CALA) Phone:

USA access code +1-800-658-5454, then 1-888-FOR-TKLC or 1-888-367-8552 (toll-free) TAC

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- **Software Solutions**

Phone:

+33 3 89 33 54 00

- **Asia**

- **India**

Phone:

+91 124 436 8552 or +91 124 436

8553 TAC Regional Support Office

Hours:

10:00 a.m. through 7:00 p.m. (GMT plus 5 1/2 hours), Monday through Saturday, excluding holidays

- **Singapore**

Phone:

+65 6796 2288

TAC Regional Support Office Hours:

9:00 a.m. through 6:00 p.m. (GMT plus 8 hours), Monday through Friday, excluding holidays

PIC Documentation Library

PIC customer documentation and online help are created whenever significant changes are made that affect system operation or configuration. Revised editions of the documentation and online help are distributed and installed on the customer system. Consult your NSP Installation Manual for details on how to update user documentation. Additionally, a Release Notice is distributed on the Tekelec Customer Support site along with each new release of software. A Release Notice lists the PRs that have been resolved in the current release and the PRs that are known to exist in the current release.

Listed is the entire PIC documentation library of user guides.

- Security User Guide

- Alarms User Guide
- ProAlarm Viewer User Guide
- ProAlarm Configuration User Guide
- Centralized Configuration Manager Administration Guide
- Customer Care User Guide
- Alarm Forwarding Administration Guide
- Diagnostic Utility Administration Guide
- ProTraq User Guide
- ProPerf User Guide
- ProPerf Configuration User Guide
- System Alarms User Guide
- ProTrace User Guide
- Data Feed Export User Guide
- Audit Viewer Administration Guide
- ProDiag User Guide
- SigTran ProDiag User Guide
- Report Server Platform User Guide
- Reference Data User Guide
- Exported Files User Guide
- Scheduler User Guide
- Quick Start User Guide

Locate Product Documentation on the Customer Support Site

Access to Tekelec's Customer Support site is restricted to current Tekelec customers only. This section describes how to log into the Tekelec Customer Support site and locate a document. Viewing the document requires Adobe Acrobat Reader, which can be downloaded at www.adobe.com.

1. Log into the [Tekelec Customer Support](#) site.

Note: If you have not registered for this new site, click the **Register Here** link. Have your customer number available. The response time for registration requests is 24 to 48 hours.

2. Click the **Product Support** tab.
3. Use the Search field to locate a document by its part number, release number, document name, or document type. The Search field accepts both full and partial entries.
4. Click a subject folder to browse through a list of related files.
5. To download a file to your location, right-click the file name and select **Save Target As**.

Chapter 2 :Product Highlights

Topics:

- *ProAlarm Viewer Summary*
- *Components*
- *Alarm Colors*
- *Alarm Types*

ProAlarm Viewer Summary

ProAlarm Viewer is part of the Network Software Platform (NSP) toolbox, which is part of the Performance Intelligence Center (PIC) Solution .

PIC performs the following:

- Acquires network data for real-time events by surveying SS7 network elements, linksets, links, and applications
- Correlates and stores the data
- Raises alarms

In ProAlarm Viewer, the user monitors alarm information for elements that are configured in the maps. (A user with the role NSPConfigurationManager configures maps of managed elements using ProAlarm Configuration.)

Note: Java plug-in 1.6.0-13 [or higher] must be installed to ensure proper functioning of the application. ProAlarm handles the following types of alarms:

- Alarms based on traffic supervision (Q.752)
- Alarms based on Key Performance Indicators (KPIs) (ProTraq)
- Alarms based on SS7 links (transmission, multiplexing)
- Alarms based on system errors (for system maintenance)

Components


The ProAlarm Viewer application resides on the NSP platform. The main components of ProAlarm Viewer are the





- Map list - list of maps configured in the ProAlarm Configuration application.
- Map pages - display of maps showing the general location of network elements.
- Alarm pages - display of alarm details, events, comments, and troubleshooting guidelines.

Alarm Colors

Alarms are color coded and can be configured to have different colors. See [Chapter 1:About This Help](#) the default colors are shown below:

Table 1 : Default Alarm Colors

| Color | Associated Alarm |
|---|----------------------|
|  | (Yellow) Minor Alarm |

| Color | Associated Alarm |
|---|-----------------------------|
|  | (Orange) Major Alarm |
|  | (Red) Critical Alarm |
|  | (Light Blue) Warning Alarm |
|  | (Light Green) Cleared Alarm |
| | (White) Indeterminate Alarm |

Alarm Types

For a complete list of alarms, see the *PIC Alarm User Guide*.

Chapter 3 : Understanding ProAlarm Viewer Features

Topics:

- *Menu Bar*
- *Map List*
- *Map Pages*
- *Alarm Pages*

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Menu Bar

The Menu Bar has three drop-down menus:

- **Open**
 - **Map Viewer** - an alarm map must first be configured in ProAlarm Configuration before it is displayed in the ProAlarm Viewer Map View (ProAlarm Configuration is accessible in the Configuration group on the **NSP Application** board.)
 - **All Alarms** - view of all the existing alarms in a table format regardless of if an alarm is configured on an alarm map. This view does not require ProAlarm Configuration. The All alarm list is independent of configured maps and their content. This All Alarm list always displays all alarms.
- **Display**
 - **Preferences** - a means to set application preferences such as Refresh Interval and default Number of Records Per Page. (Also see [Chapter 5: ProAlarm Viewer Preferences.](#))
- **Help**
 - **User manual** - a link to online help topics
 - **About ProAlarm** - basic contact and version information

Note: Do not use the Function Keys (F1 through F12) when using NSP. Function keys work in unexpected ways. For example, the F1 key does not open NSP help but opens the help for the browser in use. The F5 key does not refresh a specific screen, but refreshes the entire session and results in a loss of any entered information.

Map List

The Map list is a list of all available maps that have been configured in ProAlarm Configuration. If the Map List is empty, there are no maps assigned to you. See *ProAlarm Configuration User Guide* for information on creating and viewing maps. Also see the *NSP Security User Guide* for privacy information.

You can perform the following actions in the Map list:

- View a list of the configured maps to which you have access
- Click a map in the list to view the map graphic and its related details
- Define and apply filters for the list
- Set up privacy rules for the maps you own
- Refresh the view to see the most current list of maps
- Set the number of records to view per page

Filters in the Map List

From the Map list, you can access the Filter dialog, which enables you to define filters for the list.

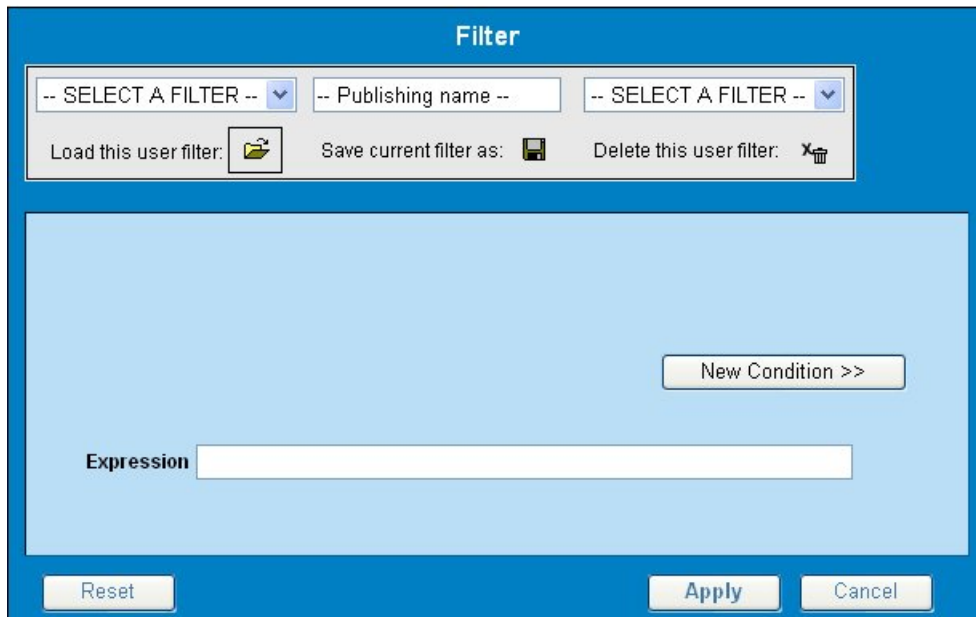


Figure 9 : Filter Dialog

Icons in the Map List

Table 2 : Map List Icons

| Icon | Description |
|------|---|
| | Navigation icon - to move from one record to another |
| | Filter - to define filters for the <i>Map list</i> |
| | Privacy - to define access rights to the maps you own |
| | Refresh - to refresh the page to show the most current Map list |
| | Records per Page - to set the number of records to view per page |
| | Change Records per Page - to refresh the page to reflect the number entered in Records Per Page |
| | Record Number/Total Number of Records - to show the number of the selected record / total number of records available |
| | Count on Demand -- to provide the total number of records in the database |

Columns in Map List

| Column Name | Description |
|-------------|---|
| Map Id | unique numerical identifier for the map |
| Name | actual (non-numerical) name for the map |
| Description | not applicable; this field is always empty by default |
| Owner | name of the user who created the map |
| Created | date the map was created |

Table 3 : Map List Columns

Map Pages

Clicking a map name in the Map list displays the related Map page and its details. Clicking a network element on the Map page shows alarm details for that element only. The details are displayed in the alarms tables beneath the map. You can open only one map at a time.

Some maps are aggregate maps, meaning there is at least one map (sub-map) nested within another higher-level map. These layers enable you to view alarms in more specific locations within a network or region. ProAlarm Viewer enables you to drill down or drill up within these aggregate maps. (ProAlarm Configuration is used to configure aggregate maps.)

Note: There is only a single instance of each Managed Object in a map. If the object is configured (in ProAlarm Configuration) as both an object on the map and part of an aggregate (user-defined or map aggregate), the map does not display both.

You can perform the following actions in the map page:

- Select a network element to display its details.
- Manipulate the view by zooming in and out, panning, fitting to page, and refreshing.
- Drill up and down to the different layers of aggregate maps. See [Right-Click Menus in the Map Pages](#).

Icons in the Map Page

Two sets of icons are associated with a Map page: network object icons and toolbar icons.

Network Object Icons

The features of network object icons are explained below:

- The color of the base element and the alarm balloon denotes the severity of the newest, most severe alarm for that network element. See [Alarm Colors](#) and [Modifying User Preferences](#).
- The color of the outline around the base element denotes the most severe acknowledged alarm.
- The object identifier is just under the object.
- The number in the base element is the number of outstanding alarms.
- The number in the alarm balloon is the number of new alarms.
- A + sign indicates that additional lower-level alarms exist but are not referenced in the display.

The figure below shows a close-up of some object icons with alarm balloons.

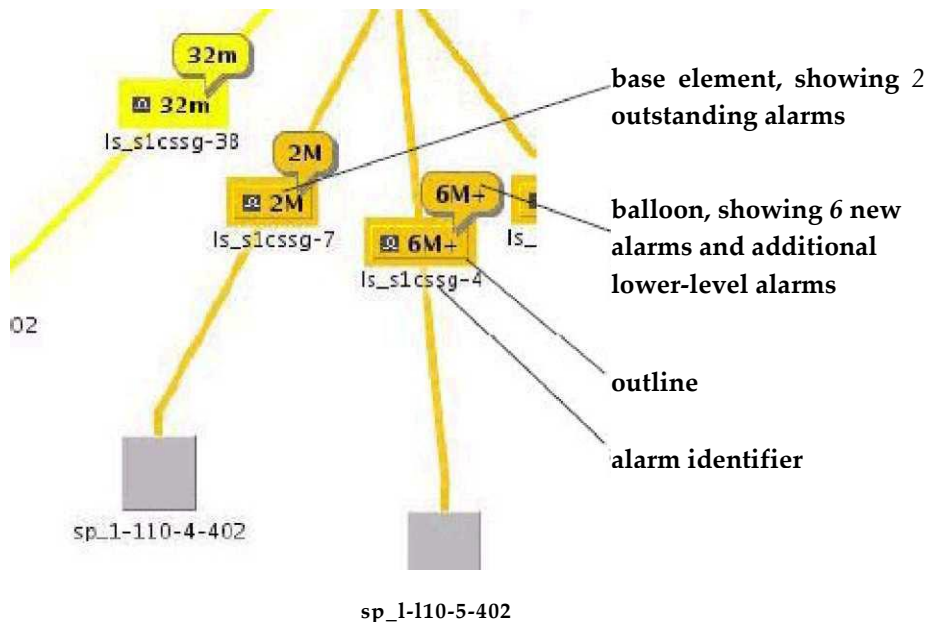





Figure 10 : Network Object Icons

Toolbar Icons

Table 4 : Map Page Toolbar Icons

| Icons | Description |
|-------|---|
| | Select - to select a network element |
| | Pan - to scroll the map in any direction |
| | Zoom In - to enlarge the map view |
| | Zoom Out - to reduce the map view |
| | Fit Contents to page- to view all the resources in the area |

| Icons | Description |
|---|---|
|  | Area select - to zoom in on a specific area to view |
|  | Top map layer - to go to the topmost layer of the map. |
|  Automatic Refresh | Automatic Refresh - a toggle switch to turn the map and alarm refresh function on and off. Turning it off prevents further page updates. The Automatic Refresh function defaults to "on" when a map is closed and opened again. The refresh interval is set in the View ► Preferences menu |

Right-Click Menus in the Map Pages

You can right-click objects in the Map page to perform the following functions:

- Acknowledge an alarm
- Terminate an alarm
- Drill up in an aggregate map
- Drill down in an aggregate map
- Show the status and state of a linkset (if you have ProDiag, an NSP diagnostic tool, installed)

Alarm Pages

Alarm details are displayed on five tabbed pages. The pages and their tables are laid out the same for the Map page and the Alarm pages. (Both views are accessible from the **Open** menu.)

Table 5 : Tabbed Pages for Alarms

| Alarm Page | Explanation |
|-------------------------|---|
| Alarms: opened page | provides details for all open alarms; filters can be set to customize the view |
| Alarms: terminated page | provides details for all terminated alarms; filters can be set to customize the view |
| Events page | provides the details of events associated with a selected alarm record |
| Comments page | allows a user to add and edit comments applicable to a specific alarm when acknowledging or terminating the alarm |
| Troubleshooting page | allows a user with the NSPConfigManager role to add and edit troubleshooting guidelines for a specific alarm |

Alarms: Opened Page

The Alarms: opened page displays a table with information about alarms that are still active. Each active alarm is a single record in the Alarms: opened table.

You can perform the following actions in the Alarms: opened page:

- View all opened alarms for Managed Objects.
- View the details of an alarm.
- Drill down to charts and Key Performance Indicators (KPIs) to further analyze the alarm (for ProTraq cell alarms only).
- Terminate an alarm. (When the probable cause of an alarm has been rectified, the Alarm has to be cleared or terminated.)

Note: You can terminate an alarm only if you belong to group NSPMonitorPowerUser.

- Acknowledge an alarm.

Note: You can acknowledge an alarm only if you belong to group NSPMonitorUser.

- Manage the display by setting filters, turning Automatic Refresh on and off, setting the number of rows per page, and sorting columns.

Filters in Alarms: Opened Page

You can filter alarms by using any combination of the three filters on the Alarms: opened page. Each filter defaults to No Filtering. The filter fields are

- **Perceived Severity** - to filter by specific severity (critical, major, minor, warning).
- **Managed Object Class** - to filter by class level of the object (for example, IXP, IMF, Host name).
- **Alarm Type** - to filter by type (for example, communications, environment, equipment).

Icons in Alarms: Opened Page

Table 6 : Alarms: Opened Icons




| Alarm Icon | Description |
|---|--|
|  | Terminate alarm - to terminate selected alarms |
|  | Acknowledge alarm - to acknowledge selected alarms |
|  | Change records per page - to refresh the view to show the number of rows entered in the Number of Rows field |

Table 7 : Alarms: Opened Columns

| Column Name | Description |
|-------------|-------------|
|-------------|-------------|

| | |
|--|---|
| Select | check box to select alarm record(s) |
| Alarm Identifier | unique ID for that alarm |
| Perceived Severity | alarm severity level (color coded) |
| Managed Object | specific object on which the alarm occurred, if the alarm is associated with an object |
| Probable Cause | cause of the alarm based on history of similar alarms |
| Specific Problem | alarm name |
| Raised Time | time the alarm was registered |
| Changed Time | time the status of the alarm was changed |
| Event Count | number of events for the alarm |
| Managed Object Class | class level of the object (for example, IXP, IMF, Host) if the alarm is associated with an element |
| Acknowledge • State • Time • User | <ul style="list-style-type: none"> • state of the acknowledged alarm; check denotes "yes"; yellow triangle denotes "no." • time the alarm was acknowledged • user who acknowledged the alarm |
| | |
| Alarm Type | type of alarm (for example, equipment, processing error, quality of service). |
| Troubleshooting Action | drill-down links (for ProTraq cell alarms only) to chart and KPI data selected in a group of alarms |

Alarms: Terminated Page

The Alarms: terminated page displays a table that contains information about alarms that have been terminated. Each terminated alarm is a single record in the Alarms:terminated table.

Note: The system exports terminated alarms (with all their fields) for storage on a dedicated directory. The files are kept for 90 days, after which they are purged. This feature enables users to calculate statistics on alarms.

You can perform the following actions in the Alarms: terminated page:

- View all terminated alarms for Managed Objects for a designated time, ranging from the past hour through the past 30 days
- View the details of an alarm
- Drill down to charts and Key Performance Indicators (KPIs) to further analyze the alarm (for ProTraq cell alarms only).

- Manage the display by setting filters, setting the number of rows per page, and sorting columns




Filters in Alarms: Terminated Page

You can filter alarms by using any combination of the three filters on the Alarms: terminated page. The filter fields are

- **Alarm Type** - to filter by type (for example, communications, environment, equipment). The default is No Filtering.
- **Managed Object Class** - to filter by class level of the object (for example, IXP, IMF, Host name). The default is No Filtering.
- **Time Interval** - the time range during which the alarm was terminated. The default is Last Hour.

Icons in Alarms: Terminated Page

Table 8 : Alarms Terminated Icons

| Alarm Icon | Description |
|--|--|
|  | Number of Rows -- maximum number of rows to display on each page |
|  | Change records per page-- to refresh the view to show the number of rows entered in the Number of Rows field |
|  | View details - to view events, comments, and troubleshooting tips for a selected alarm (or the last alarm selected in a group of alarms) |

Columns in Alarms: Terminated Page

Table 9 : Alarms Terminated Columns

| Column Name | Description |
|------------------|--|
| Select | radio button to select a terminated alarm record |
| Alarm Identifier | unique ID for the alarm |
| Managed Object | specific object on which the alarm occurred, if the alarm is associated with an object |
| Probable Cause | cause of the alarm based on history of similar alarms |
| Specific Problem | alarm name |
| Raised Time | time the alarm was registered |
| Cleared Time | time that the alarm was terminated |
| Event Count | number of events for the alarm record |

| Column Name | Description |
|---|---|
| Managed Object Class | class level of the object (for example, IXP, IMF, Host), if the map is associated with an element |
| User | user who terminated the alarm |
| Acknowledge <ul style="list-style-type: none"> State Time User | <ul style="list-style-type: none"> indicator as to whether the alarm was acknowledged. (A check means "yes," and yellow triangle means "no.") time that the alarm was acknowledged user who acknowledged the alarm |
| Alarm Type | type of alarm (for example, equipment, processing error, quality of service) |
| Changed Time | time the alarm status was changed |
| Perceived Severity | alarm severity level (color coded) |
| Troubleshooting Action | drill-down links to chart and KPI data (for ProTraq cell alarms only) |

Events Page


The Events page displays a table that details events for an alarm received from the Performance Intelligence Center (PIC) system. An alarm can have more than one event associated with it.

You can perform the following actions on the Events page:

- View event details for a selected alarm
- Manage the display by setting the number of rows per page and sorting columns

Icons in the Events Page

Table 10 : Events Icons

| Alarm Icon | Description |
|---|--|
|  | Change records per page-- to refresh the view to show the number of rows entered in the Number of Rows field. |
| Number of Rows <input type="text" value="20"/> | Number of rows -- indicates the number of rows for display on one page. |

Columns in the Events Page

Table 11 : Events Page Columns

| Column Name | Description |
|--------------------|---|
| Event Identifier | unique identifier for the event; this identifier is different from that of the associated alarm |
| Event Time | date and time the event occurred |
| Specific Problem | description of the problem that occurred |
| Perceived Severity | event severity level (color coded) |
| Additional Text | additional information (optional) provided by the event originator |
| Alarm Type | type of alarm (for example, equipment, processing error, quality of service) |

Comments Page





Users have the option to make comments about an alarm. These comments are displayed in a table on the Comments page.

You can perform the following actions in the Comments page:

- View a comment for a selected alarm
- Edit comments for a selected alarm
- Delete comments for a selected alarm
- Manage the display by setting the number of rows per page and sorting columns

Icons in the Comments Page

Table 12 : Comments Page Icons

| Icon | Description |
|---|---|
|  | Edit Comment - to edit the comment for the selected alarm record |
|  | Delete Comment - to remove the comment about the selected alarm from the Comments page |
|  | Number of Rows - number of rows for display on each page |
|  | Change records per page - to refresh the view to show the number of rows entered in the Number of Rows field. |

Columns in the Comments Page

Table 13 : Comments Page Columns

| Column Name | Description |
|--------------------|--|
| Select | radio button for selecting a comment to edit or delete |
| Comment Identifier | unique ID for the comment |
| Comment Time | time and date the comment was entered |
| User Name | person who entered the comment |
| Comment Text | body of the comment |

Troubleshooting Page




An alarm can have a associated Troubleshooting guideline that provides specific recommendations for resolving the alarm.

You can perform the following actions in the Troubleshooting page:

- View a Troubleshooting guideline for a selected alarm
- Drill down to charts and Key Performance Indicators (KPIs) to further analyze the alarm
- Write or edit a Troubleshooting guideline for a selected alarm

Icons in the Troubleshooting Page

Table 14 : Troubleshooting Page Icons

| Icon | Description |
|---|--|
|  | Jump to chart - to open a chart in ProPerf to further troubleshoot the alarm (for ProTraq cell alarms only) |
|  | Jump to KPI data - to access the KPI data in ProTrace to further troubleshoot the alarm (for ProTraq cell alarms only) |
|  | Edit Guideline- to enter a new Troubleshooting guideline or edit an existing one for the selected alarm record |

Chapter 4 :Using ProAlarm Viewer

Topics:

- *Accessing ProAlarm Viewer'*
- *Opening Alarm Pages*
- *Changing Alarm Status*
- *Sorting Columns in Alarm Pages*
- *Drilling Down to Troubleshoot ProTraq Cell Alarms*
- *Displaying Alarm Events, Comments, and Troubleshooting Guidelines*
- *Adding, Editing, and Deleting Comments*
- *Linking to ProDiag*
- *Adding and Editing Troubleshooting Guidelines*
- *Closing Maps*
- *Closing ProAlarm Viewer*

Accessing ProAlarm Viewer

To access and log in to ProAlarm Viewer, follow these steps:

1. Log in to NSP using your Web browser.
The Application board is displayed.
2. Click **ProAlarm Viewer** in the Application group.
The ProAlarm Viewer page is displayed, with the Map list active by default.

Opening Alarm Pages

Alarm pages may or may not have accompanying map graphic displays. The following two sections explain how to view alarm details with and without maps.

Viewing Alarm Details (without Maps)

To open a detailed list of alarms that are not associated with a network map, perform:

1. From the NSP Application board, click **ProAlarm Viewer**.
The Map list and Menu bar are displayed.
2. Select **Open > All Alarms** to view alarms tables only.

Viewing Alarm Details via Maps

1. From the NSP Application board, click **ProAlarm Viewer**.
The Map list and Menu bar are displayed.
2. Click the name of the map in the Map list.
The Map page is displayed for the selected map. A detailed list of alarms for the map are displayed underneath the map.
3. Click the appropriate network element.

The detailed list of alarms show only the data for the selected network element(s). Selecting two elements shows data for both of them.

Note: There is only a single instance of each Managed Object in a map. If the object is configured (in ProAlarm Configuration) as both an object on the map and part of an aggregate (user-defined or map aggregate), the map does not display both.

Note: To remove (or stop) element filtering, click any empty area of the map.

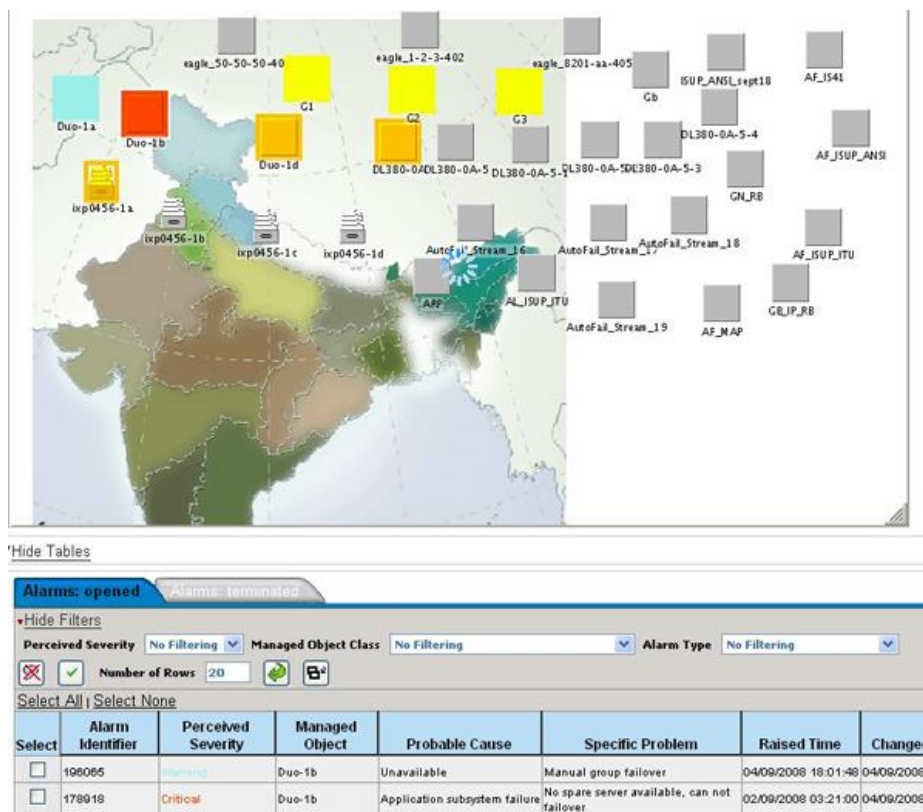


Figure 11 : Alarms Associated With Map Object

For information on Alarm tables, see [Alarm Pages](#)

Changing Alarm Status

Changing an alarm status means setting the alarm to be either "acknowledged" or "terminated."

Acknowledging an Alarm

1. Click the appropriate check box in the Select column of the Alarms: opened table.


Click the Acknowledge Alarm icon  in the Menu Bar.

The Status, Time, and User columns are populated to reflect the change.

After you click the Acknowledge Alarm icon, a pop-up dialog is displayed, giving you the option to add a comment for that alarm.

Note: If the dialog is not displayed, check that your browser pop-up blocker is not enabled; also check **Display preferences** in the Menu Bar to ensure the Auto Comments Popup is set to **True**. If you do make changes, you might have to log out and back into PIC for them to take effect.

Terminating an Alarm

1. Click the appropriate check box in the Select column of the Alarms: opened table.
2. Click the Terminate Alarm icon  in the Menu Bar.

A pop-up dialog is displayed, giving you the option to add a comment for that alarm. On the next Refresh cycle, the alarm record moves from the Alarms: opened to the Alarms: terminated table. (If the alarm has not been acknowledged, the system acknowledges the alarm first.)

Note: If the Comments dialog is not displayed, check that your browser pop-up blocker is not enabled; also check **Display preferences** in the Menu Bar to ensure the Auto Comments Popup is set to **True**. If you make any changes, you might have to log out and back into PIC for the changes to take effect.

Sorting Columns in Alarm Pages

You can sort records in ascending or descending order in the Alarm tables by clicking the column header. A small yellow arrow is displayed, indicating in which direction the column is sorted.

Drilling Down to Troubleshoot ProTraq Cell Alarms

You can drill down to view charts or KPI data for a ProTraq cell alarm. This feature enables a quicker view of alarm data for more in-depth analysis and easier troubleshooting.

To drill down to a chart in ProPerf, click the Jump to Chart icon in one of these locations:

- the Troubleshooting Action column of the Alarms: opened or Alarms: terminated page.
- the Troubleshooting page displayed in the Alarm details section (at the bottom of the screen)

The ProPerf chart is opened in another window. See *ProPerf User Guide* for details on interpreting the chart.

To drill down to a chart in ProTrace, click the Jump to KPI Data icon in one of these locations:

- the Troubleshooting Action column of the Alarms: opened or Alarms: terminated page.
- the Troubleshooting page displayed in the Alarm details section (at the bottom of the screen)

The ProTrace xDR Viewer is opened in another window. See *ProTrace User Guide* for details on interpreting the KPI data.

Note: If the following message is displayed after you click the Jump to KPI Data icon, see *ProTraq User Guide* to turn on the drilldown function. (The message provides the session name, which is the identifier in ProTraq.)

Message: The drilldown is turned off for the statistical session: <session_name>.

Displaying Alarm Events, Comments, and Troubleshooting Guidelines

Follow these steps to view Events, Comments and Troubleshooting information associated with active or terminated alarms.

1. Click the appropriate check box in the Select column of the Alarms: opened table or the radio button in the Select column of the Alarms: terminated table.

| Select | Alarm Identifier | Perceived Severity | Managed Object | Probable Cause | Specific Problem | Raised Time | Changed Time | Event Count | Managed Object Class | State | Acknowledge Time | User | Alarm Type |
|-------------------------------------|------------------|--------------------|----------------|----------------|------------------|---------------------|---------------------|-------------|----------------------|-------|---------------------|---------|----------------------|
| <input type="checkbox"/> | 1834 | CRITICAL | ip5001-1b | Loss of signal | WatchDog | 10/03/2008 03:55:59 | 10/03/2008 10:45:50 | 409 | Host | ⚠ | | | Communications Alarm |
| <input checked="" type="checkbox"/> | 1878 | CRITICAL | ip5001-1a | Loss of signal | WatchDog | 10/03/2008 08:21:40 | 10/03/2008 10:45:50 | 145 | Host | ✓ | 10/03/2008 10:45:01 | tskelec | Communications Alarm |

Figure 12 : Alarms Opened Table with Alarm Selected

| Select | Alarm Identifier | Managed Object | Probable Cause | Specific Problem | Raised Time | Cleared Time | Event Count | Managed Object Class | User | Acknowledge Time | User | Alarm Type | Change |
|----------------------------------|------------------|----------------|----------------|------------------|---------------------|---------------------|-------------|----------------------|-------------|---------------------|---------|----------------------|------------|
| <input checked="" type="radio"/> | 13 | MIO-0A | Loss of signal | WatchDog | 01/10/2008 10:52:52 | 08/10/2008 06:20:07 | 4126 | JMX Agent | NSPInternal | 07/10/2008 09:01:23 | tskelec | Communications Alarm | 08/10/2008 |

Figure 13 :Alarms: Terminated Table With Alarm Selected

2. Click the Show Detail icon  in the appropriate Menu Bar.

The Events, Comments and Troubleshooting tables display information for the selected alarm.

Note: The Comments and Troubleshooting tables are not always populated.

Adding, Editing, and Deleting Comments

You can add comments when acknowledging or terminating an alarm. You can edit these comments from the Comments page (at the bottom of the screen).

Adding a New Comment

Users add new comments when terminating or acknowledging an alarm from the Alarms: opened page. The alarm status changes only after the Comments window contents are saved.

Note: NSP makes it possible for an external system to change alarm status using an alarm-forwarding Simple Network Management Protocol (SNMP) agent in the host. See *Alarm Forwarding Administration Guide* for details.

1. Click the appropriate check box in the Select column of the Alarms: opened table.

Alarms: opened

Alarms: opened

Hide Filters

Perceived Severity

Critical

Managed Object Class

No Filtering

Alarm Type

No Filtering

☒ ☐ Number of Rows

20

☒ Automatic Refresh

Select All | Select None

| Select | Alarm Identifier | Perceived Severity | Managed Object | Probable Cause | Specific Problem | Raised Time | Changed Time | Event Count | Managed Object Class | Acknowledge | | | Alarm Type |
|-------------------------------------|------------------|--------------------|----------------|----------------|------------------|---------------------|---------------------|-------------|----------------------|-------------|---------------------|---------|----------------------|
| | | | | | | | | | | State | Time | User | |
| <input type="checkbox"/> | 1834 | CRITICAL | log5001-1b | Loss of signal | WatchDog | 10/03/2008 03:56:59 | 10/03/2008 10:45:56 | 409 | Host | | | | Communications Alarm |
| <input checked="" type="checkbox"/> | 1878 | CRITICAL | log5001-1a | Loss of signal | WatchDog | 10/03/2008 08:21:49 | 10/03/2008 10:45:56 | 145 | Host | | 10/03/2008 10:45:01 | bakelec | Communications Alarm |

Figure 14 :Alarms: Opened Table With Alarm Selected

- Click either the Acknowledge Alarm icon or the Terminate Alarm icon . The Comments Dialog is displayed

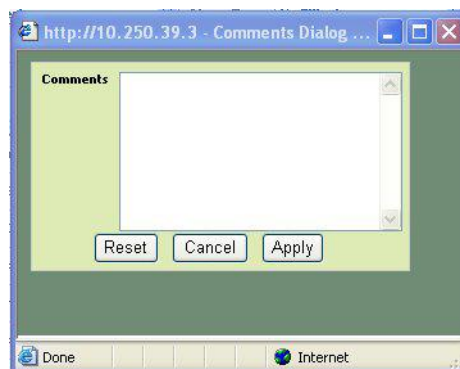


Figure 15 : Comments Dialog

Note: If the dialog is not displayed, check that your browser pop-up blocker is not enabled; also check Display preferences in the Menu Bar to ensure the Auto Comments Popup is set to **True**. If you have to make any changes, you might have to log out and back in to PIC.

- Enter a comment (optional) containing up to 255 characters and click **Apply**. The comment is saved.

Note: The alarm record moves from the Alarms: opened to the Alarms: terminated table if the alarm is being terminated.

Editing a Comment

- Click the appropriate check box in the Select column of the Alarms: opened table or the radio button in the Select column of the Alarms: terminated table.
- Click the Show Detail icon
- Click the **Comments** tab.



If there are comments for this alarm, they are displayed in the Comments table.

- Click the radio button for the appropriate comment and click the Edit Comment icon

The Comments dialog containing the comment text is displayed.

- Make the necessary changes and click **Apply**.
The content changes are saved.



Deleting a Comment

1. Click the appropriate check box in the Select column of the Alarms: opened table or the radio button in the Alarms: terminated table.
2. Click the Show Detail icon .
3. Click the **Comments** tab.
If there are comments for this alarm, they are displayed in the Comments table.
4. Click the radio button for the appropriate comment and click the Delete Comment icon . The comment is deleted.

Adding and Editing Troubleshooting Guidelines

An alarm can have a Troubleshooting guideline associated with it that provides specific recommendations for resolving the alarm. You can add and edit Troubleshooting Guidelines for individual alarms. Troubleshooting Guidelines are optional.

Follow these steps to add a new guideline for an alarm or edit an existing guideline.

1. Click the appropriate check box in the Select column of the Alarms: opened table or the radio button in the Alarms: terminated table.
2. Click the Show Detail icon .
3. Click the **Troubleshooting** tab.
4. Click the Edit Guideline icon . The Guidelines Dialog is displayed.

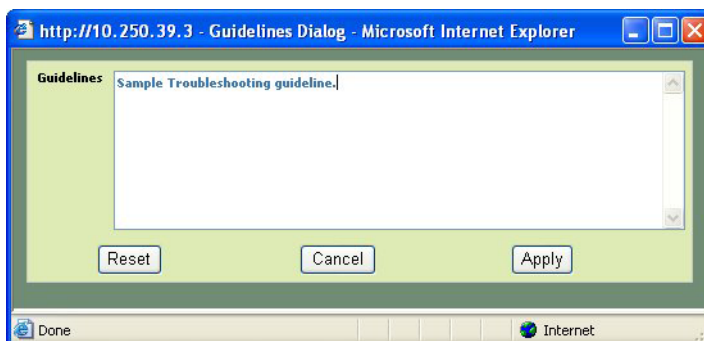


Figure 16 : Guidelines Dialog

5. Enter the necessary information and click **Apply**. The content is saved.

Linking to ProDiag

You can check the status and state of a link or linkset if you have ProDiag installed on your system. For information on ProDiag and how to link to it from ProAlarm Viewer, see *ProDiag User Guide*.

Closing Maps

ProAlarm Viewer displays its maps in separate windows. To return to the Map list display from a map window,

Click the Close button at the upper right corner of the window. **Note:**

ProAlarm Viewer allows only one map to be open at one time.

Closing ProAlarm Viewer

To close ProAlarm Viewer, click **Home** to return to the NSP Portal page or click **Logout** to exit PIC.

Chapter 5: ProAlarm Viewer Preferences

Topics:

- *Modifying Application Preferences*
- *Modifying User Preferences*

Modifying Application Preferences

You can modify Application Preferences in ProAlarm Viewer. These preferences apply only to the ProAlarm Viewer application and do not affect preferences for other applications.

Note: Users must have the role of NSPMonitoringUser or NSPBusinessUser to manage alarm preferences.

1. From the ProAlarm Viewer Menu Bar, select **Display > Preferences**. The ProAlarm viewer application preferences dialog is displayed.

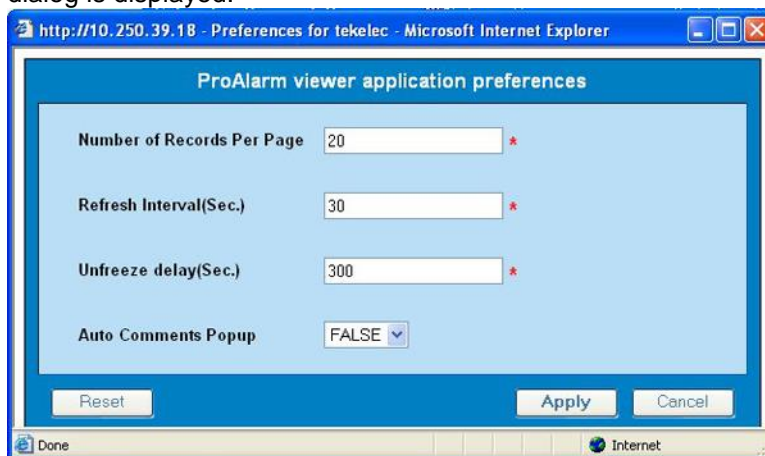


Figure 17 : ProAlarm Viewer Application Preferences Dialog

2. Modify the preferences as needed. The options are explained below:

The changes do not take effect until you log out of and in again to the Network Software Platform.

Modifying User Preferences

User Preferences settings apply globally to Network Software Platform (NSP) applications. For information on setting User Preferences, see [Chapter 1:About This Help Text](#).

Note that within User Preferences, you can modify the default colors that indicate alarm severity. The colors are displayed in the Perceived Severity column of alarm tables.