

**Oracle® Communications  
Performance Intelligence Center  
ProAlarm Viewer User's Guide  
Release 10.1  
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See more information on MOS in the Appendix section.

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## Chapter 1: About This Help Text

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### 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 Administrator's Guide. This is a graphic overview of the PIC system.

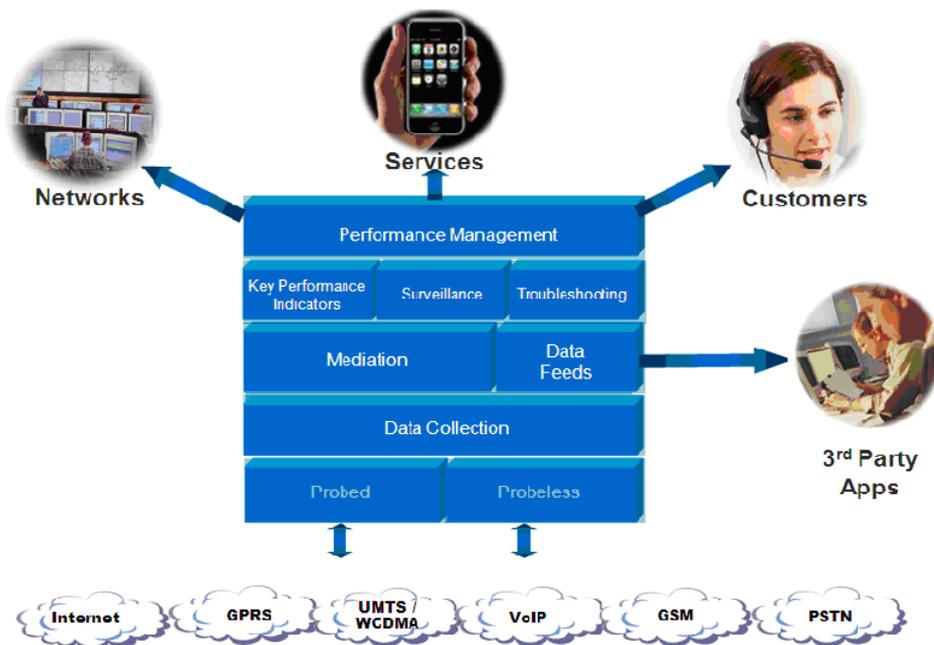


Figure 1 : PIC Overview

## 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, all customer documentation is available on the Oracle Technology Network (OTN). Release Notes are available on OTN with each new release of software. The Release Notes list the PRs that have been resolved in the current release and the PRs that are known to exist in the current release.

Listed below is the entire PIC documentation library of User's Guides.

- Security Guide
- NSP Security User's Guide
- Alarm Forwarding Administrator's Guide
- ProAlarm Viewer User's Guide
- ProAlarm Configuration User's Guide
- Centralized Configuration Manager Administrator's Guide
- Customer Care User's Guide
- ProTraq User's Guide
- ProPerf User's Guide
- ProPerf Configuration User's Guide
- System Alarms User's Guide
- ProTrace User's Guide
- Data Feed Export User's Guide
- Audit Viewer Administrator's Guide
- ProDiag User's Guide

## ProAlarm Viewer User's Guide

- SigTran ProDiag User's Guide
- Reference Data User's Guide
- Exported Files User's Guide
- Scheduler User's Guide
- Quick Start User's Guide

## Common instructions

For instructions about customer support, basic workflow and common features across application (browser compatibility, login/logout, user preferences...) please refer to Quick Start Guide for which a link can be found on the banner of each web page.

## Chapter 2: Product Highlights

### 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. Refer to Quick start Guide Chapter 2.2 User Preferences

Default colors are shown below:

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

## Alarm Types

Complete list of alarms can be displayed in Centralized Configuration Manager application . You have to refer to PIC Centralized Configuration Manager Administrator's Guide at Chapter 4 Home Screen Operation – section Configure alarm severity offset.

Anyway, alarm type with its description, troubleshooting guide and additional information can be accessed at anytime in ProAlarm viewer detail list.

## Chapter 3: Understanding ProAlarm Viewer Features

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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.

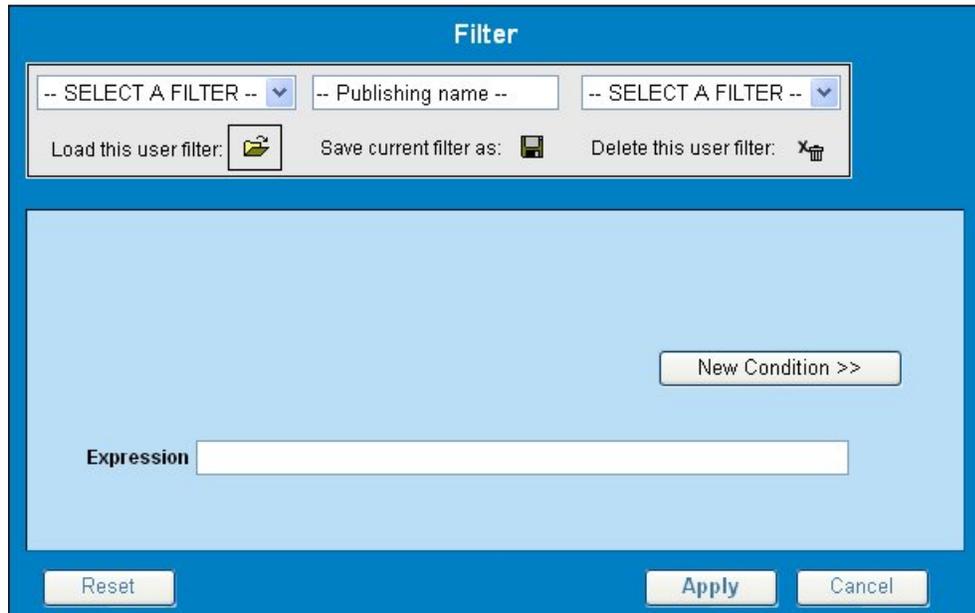


Figure 2 : Filter Dialog

**Icons in the Map List**

Icon	Description
	Navigation icon - to move from one record to another
	Filter - to define filters for the Map list
	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 <input type="text" value="11"/>	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
<input type="text" value="1 / 11"/>	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

Table 1 : Map List Icons

### 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 2 : 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.

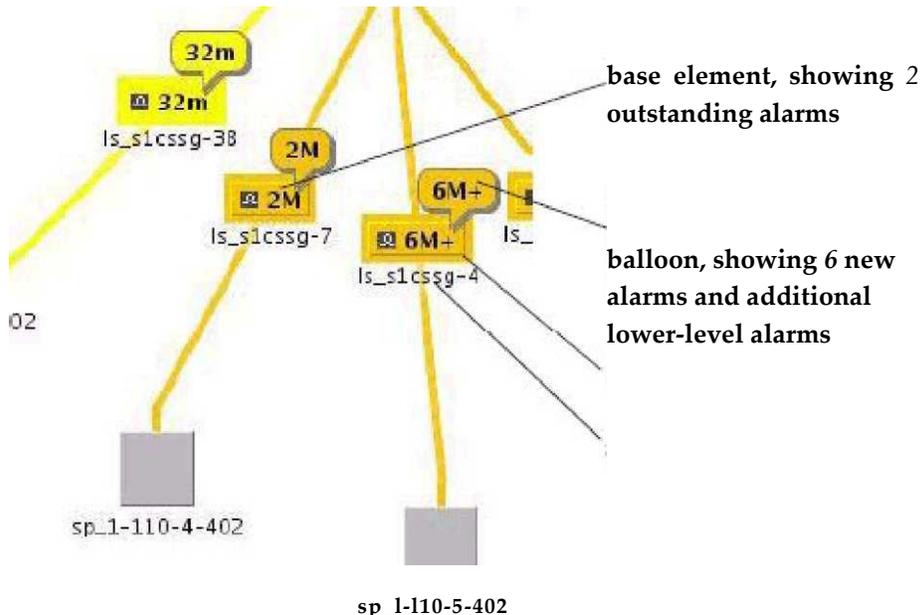


Figure 3 : Network Object Icons

**Toolbar Icons**

Icons	Description
	Select - to select a network element
	Pan - to scroll the map in any direction
	Area select - to zoom in on a specific area to view
	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
	Top map layer - to go to the topmost layer of the map.
	Resize map area to smaller size (/2)
	Resize map area to bigger size (x2)
 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

Table 3 : Map Page Toolbar Icons

### 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.)

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

*Table 4 : Tabbed Pages for Alarms*

### 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**

Alarm Icon	Description
	Terminate all alarm - to terminate selected alarms
	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
	Show events for this alarm in Details section above main list
	Show comments associated to this alarm in Details section above main list
	Show troubleshooting information associated to alarm type (Description Recovery steps, Custom guidelines in Details section above main list
	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)

Table 5 : Alarms: Opened Icons

**Columns in Alarms**

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	<ul style="list-style-type: none"> <li>• state of the acknowledged alarm; check denotes "yes"; yellow triangle denotes "no."</li> <li>• time the alarm was acknowledged</li> <li>• user who acknowledged the alarm</li> </ul>
<ul style="list-style-type: none"> <li>• State</li> <li>• Time</li> <li>• User</li> </ul>	

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

Table 6 : Alarms: Opened Columns

### 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

Alarm Icon	Description
	Change records per page - to refresh the view to show the number of rows entered in the Number of Rows field
	Show events for this alarm in Details section above main list
	Show comments associated to this alarm in Details section above main list
	Show troubleshooting information associated to alarm type (Description Recovery steps, Custom guidelines in Details section above main list

Table 7 : Alarms Terminated Icons

#### Columns in Alarms: Terminated Page

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"> <li>state of the acknowledged alarm; check denotes "yes"; yellow triangle denotes "no."</li> <li>time the alarm was acknowledged</li> <li>user who acknowledged the alarm</li> </ul>
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

Table 8 : Alarms Terminated Columns

### 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

Alarm Icon	Description
	Change records per page - to refresh the view to show the number of rows entered in the Number of Rows field

Table 9 : Events Icons

### Columns in the Events Page

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)

Table 10 : Events Page Columns

### 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**

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
	Change records per page - to refresh the view to show the number of rows entered in the Number of Rows field.

Table 11 : Comments Page Icons

**Columns in the Comments Page**

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

Table 12 : Comments Page Columns

**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**

Icon	Description
	Edit Guideline- to enter a new Troubleshooting guideline or edit an existing one for the selected alarm record

Table 13 : Troubleshooting Page Icons

## Chapter 4: Using ProAlarm Viewer

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### Accessing ProAlarm Viewer

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

- Log in to NSP using your Web browser. The Application board is displayed.
- 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:

- From the NSPApplication board, click ProAlarm Viewer. The Map list and Menu bar are displayed.
- Select Open > All Alarms to view alarms tables only.

#### Viewing Alarm Details via Maps

From the NSP Application board, click ProAlarm Viewer. The Map list and Menu bar are displayed.

- 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.
- 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.

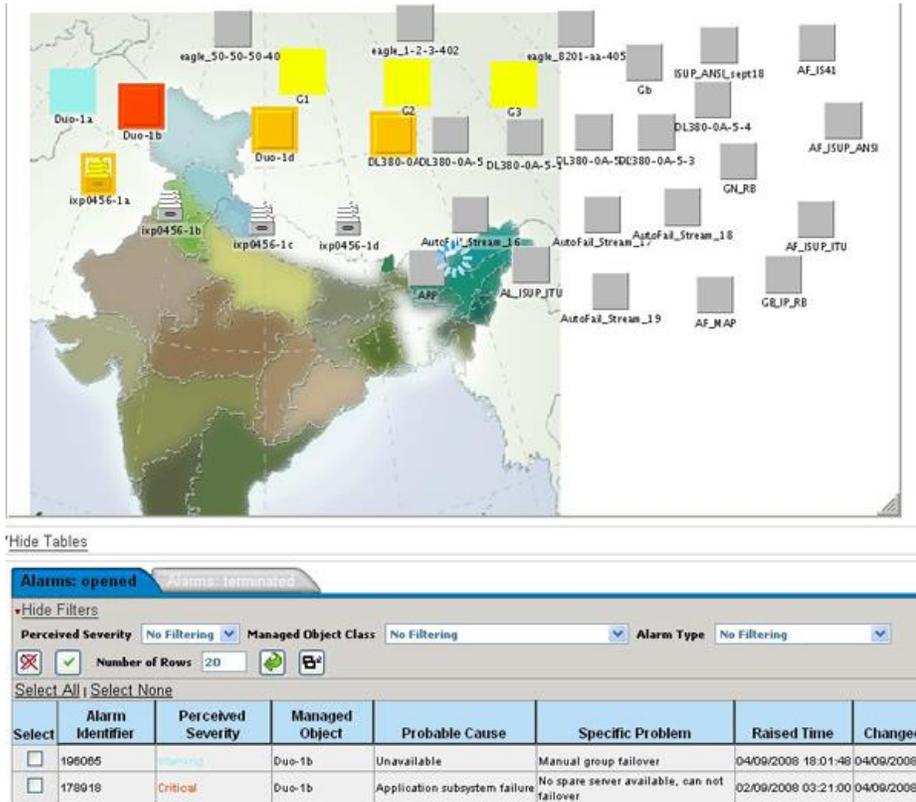


Figure 4 : Alarms Associated With Map Object

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

- Click the appropriate check box in the Select column of the Alarms: opened table.
- Click the Acknowledge Alarm icon III 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

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

- 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.

The screenshot shows the 'Alarms: opened' window. At the top, there are tabs for 'Alarms: opened' and 'Alarms: terminated'. Below the tabs is a 'Hide Filters' section with dropdown menus for 'Perceived Severity' (set to 'Critical'), 'Managed Object Class' (set to 'No Filtering'), and 'Alarm Type' (set to 'No Filtering'). There are also controls for 'Number of Rows' (set to 20) and 'Automatic Refresh' (checked). Below this is a table with columns: Select, Alarm Identifier, Perceived Severity, Managed Object, Probable Cause, Specific Problem, Raised Time, Changed Time, Event Count, Managed Object Class, Acknowledge (State, Time, User), and Alarm Type. Row 1878 is selected, showing a 'CRITICAL' alarm for 'Loss of signal WatchDog' on '10/03/2008 08:21:40'.

Figure 5 : Alarms Opened Table with Alarm Selected

The screenshot shows the 'Alarms: terminated' window. It has similar filter controls to Figure 5, but with 'Time Interval' set to 'Last hour'. The table columns include an additional 'Change' column. Row 13 is selected, showing a 'MIO-0A' alarm for 'Loss of signal WatchDog' on '01/10/2008 10:52:02', cleared on '08/10/2008 06:20:07'.

Figure 6 :Alarms: Terminated Table With Alarm Selected

- 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 Administrator's Guide for details.

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

This screenshot is identical to Figure 5, showing the 'Alarms: opened' table with alarm 1878 selected.

Figure 7 :Alarms: Opened Table With Alarm Selected

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

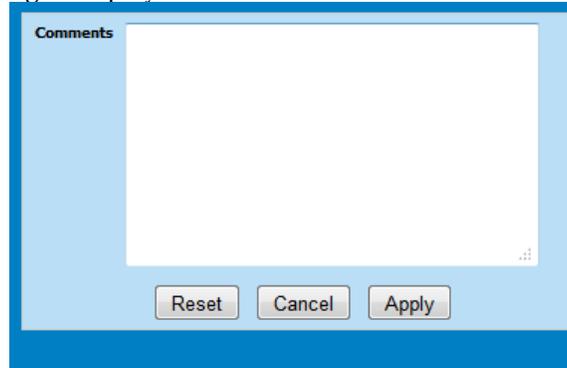


Figure 8 : Comments Dialog

**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

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

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

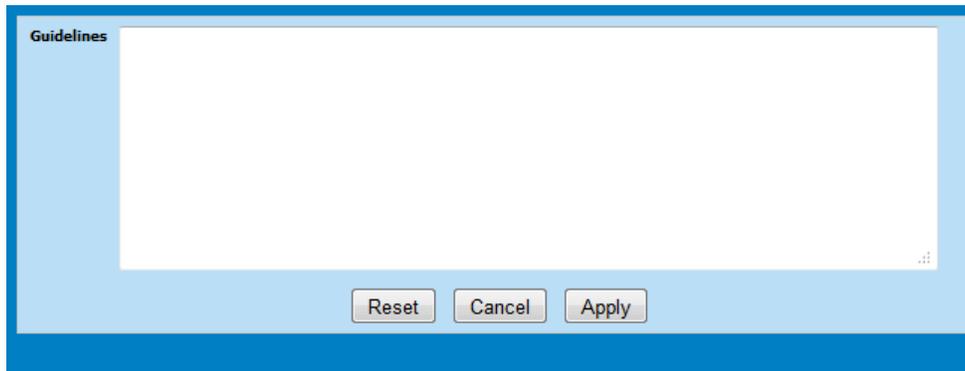


Figure 9 : Guidelines Dialog

- 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

### 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.

- From the ProAlarm Viewer Menu Bar, select Display ➤ Preferences. The ProAlarm viewer application preferences dialog is displayed.

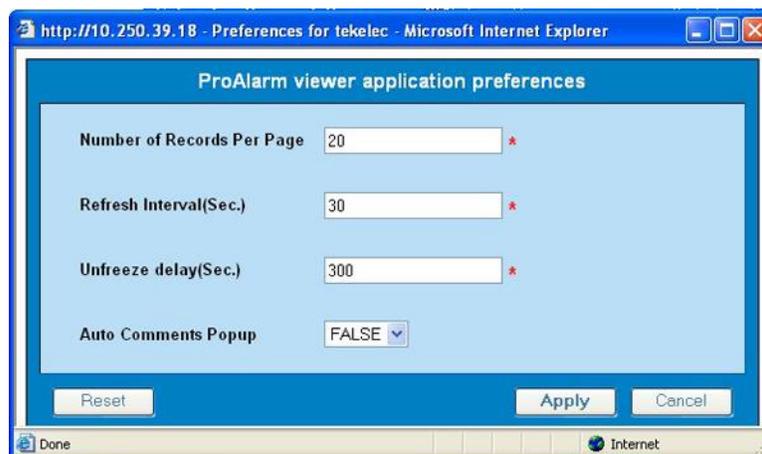


Figure 10 : ProAlarm Viewer Application Preferences Dialog

- 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, refer to Quick Start Guide

**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.

## Appendix A: My Oracle Support (MOS)

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MOS (<https://support.oracle.com>) is your initial point of contact for all product support and training needs. A representative at Customer Access Support (CAS) can assist you with MOS registration.

Call the CAS main number at 1-800-223-1711 (toll-free in the US), or call the Oracle Support hotline for your local country from the list at <http://www.oracle.com/us/support/contact/index.html>. When calling, make the selections in the sequence shown below on the Support telephone menu:

1. Select 2 for New Service Request
2. Select 3 for Hardware, Networking and Solaris Operating System Support
3. Select 2 for Non-technical issue

You will be connected to a live agent who can assist you with MOS registration and provide Support Identifiers. Simply mention you are a Tekelec Customer new to MOS.

MOS is available 24 hours a day, 7 days a week, 365 days a year.

## Appendix B: Locate Product Documentation on the Oracle Technology Network Site

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Oracle customer documentation is available on the web at the Oracle Technology Network (OTN) site, <http://docs.oracle.com>. You do not have to register to access these documents. Viewing these files requires Adobe Acrobat Reader, which can be downloaded at [www.adobe.com](http://www.adobe.com).

1. Log into the Oracle Technology Network site at <http://docs.oracle.com>.
2. Under Applications, click the link for Communications.

The Oracle Communications Documentation window opens with Tekelec shown near the top.

3. Click Oracle Communications Documentation for Tekelec Products.
4. Navigate to your Product and then the Release Number, and click the View link (the Download link will retrieve the entire documentation set).
5. To download a file to your location, right-click the PDF link and select Save Target As.