



# Alcatel-Lucent 5620

SERVICE AWARE MANAGER | RELEASE 9.0 R6  
SUPERVISION MODULE USER GUIDE

3HE 06514 AAAF TQZZA Edition 01

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- 8.6 All notices shall be sent to the parties at the addresses listed above, or to any such address as may be specified from time to time. Notices shall be deemed to have been received five days after deposit with a post office when sent by registered or certified mail, postage prepaid and receipt requested.
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- 8.10 This Agreement shall be governed by and construed in accordance with the laws of the Province of Ontario. The application of the United Nations Convention on Contracts for the International Sale of Goods is hereby expressly excluded.

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# Preface

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The Preface provides general information about the 5620 Service Aware Manager documentation suite, including this guide.

## Prerequisites

Readers of the 5620 SAM documentation suite are assumed to be familiar with the following:

- 5620 SAM software structure and components
- 5620 SAM GUI operations and tools
- typical 5620 SAM management tasks and procedures
- device and network management concepts

## 5620 SAM documentation suite

The 5620 SAM documentation suite describes the 5620 SAM and the associated network management of its supported devices. Contact your Alcatel-Lucent support representative for information about specific network or facility considerations.

Table 1 lists the documents in the 5620 SAM customer documentation suite.

**Table 1 5620 SAM customer documentation suite**

Guide	Description
<b>5620 SAM core documentation</b>	
<i>5620 SAM Release Description</i>	The <i>5620 SAM Release Description</i> provides information about the new features associated with a 5620 SAM software release.

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Guide	Description
<i>5620 SAM Planning Guide</i>	The <i>5620 SAM Planning Guide</i> provides information about 5620 SAM scalability and recommended hardware configurations.
<i>5620 SAM System Architecture Guide</i>	The <i>5620 SAM System Architecture Guide</i> is intended for technology officers and network planners to increase their knowledge of the 5620 SAM software structure and components. It describes the system structure, software components, and interfaces of the 5620 SAM. In addition, 5620 SAM fault tolerance, security, and network management capabilities are discussed from an architectural perspective.
<i>5620 SAM   5650 CPAM Installation and Upgrade Guide</i>	The <i>5620 SAM   5650 CPAM Installation and Upgrade Guide</i> provides OS considerations, configuration information, and procedures for the following: <ul style="list-style-type: none"> <li>installing, upgrading, and uninstalling 5620 SAM and 5650 CPAM software in standalone and redundant deployments</li> <li>5620 SAM system migration to a different system</li> <li>conversion from a standalone to a redundant 5620 SAM system</li> </ul>
<i>5620 SAM User Guide</i>	The <i>5620 SAM User Guide</i> provides information about using the 5620 SAM to manage the service-aware IP/MPLS network, including GUI basics, commissioning, service configuration, and policy management. The <i>5620 SAM User Guide</i> uses a task-based format. Each chapter contains: <ul style="list-style-type: none"> <li>a workflow that describes the steps for configuring and using the functions</li> <li>detailed procedures that list the configurable parameters on the associated forms</li> </ul> 5620 SAM management information specific to LTE network elements is covered in the <i>5620 SAM LTE ePC User Guide</i> and <i>5620 SAM LTE RAN User Guide</i> . 5620 SAM management information specific to 1830 PSS network elements is covered in the <i>5620 SAM Optical User Guide</i> .
<i>5620 SAM Integration Guide</i>	The <i>5620 SAM Integration Guide</i> provides procedures to allow the 5620 SAM to integrate with additional components.
<i>5620 SAM Supervision Module User Guide</i>	The <i>5620 SAM Supervision Module User Guide</i> provides information about how to configure and use the web-based 5620 SAM Supervision Module for fault management and at-a-glance network element monitoring.
<i>5620 SAM Scripts and Templates Developer Guide</i>	The <i>5620 SAM Scripts and Templates Developer Guide</i> provides information that allows you to develop, manage, and execute CLI-based or XML-based scripts or templates. The guide is intended for developers, skilled administrators, and operators who are expected to be familiar with the following: <ul style="list-style-type: none"> <li>CLI scripting, XML, and the Velocity engine</li> <li>basic scripting or programming</li> <li>5620 SAM functions</li> </ul>
<i>5620 SAM Parameter Guide</i>	The <i>5620 SAM Parameter Guide</i> provides: <ul style="list-style-type: none"> <li>parameter descriptions that include value ranges and default values</li> <li>parameter options and option descriptions</li> <li>parameter and option dependencies</li> <li>parameter mappings to the 5620 SAM-O XML equivalent property names</li> </ul> There are dynamic links between the procedures in the <i>5620 SAM User Guide</i> and the parameter descriptions in the <i>5620 SAM Parameter Guide</i> . Parameters specific to LTE network elements are covered in the <i>5620 SAM LTE Parameter Reference</i> . Parameters specific to 1830 PSS network elements are covered in the <i>5620 SAM Optical Parameter Reference</i> .
<i>5620 SAM Statistics Management Guide</i>	The <i>5620 SAM Statistics Management Guide</i> provides information about how to configure performance and accounting statistics collection and how to view counters using the 5620 SAM. Network examples are included.

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Guide	Description
<i>5620 SAM Maintenance Guide</i>	The <i>5620 SAM Maintenance Guide</i> provides procedures for: <ul style="list-style-type: none"> <li>generating baseline information for 5620 SAM applications</li> <li>performing daily, weekly, monthly, and as-required maintenance activities for 5620 SAM-managed networks</li> </ul>
<i>5620 SAM Troubleshooting Guide</i>	The <i>5620 SAM Troubleshooting Guide</i> provides task-based procedures and user documentation to: <ul style="list-style-type: none"> <li>help resolve issues in the managed and management networks</li> <li>identify the root cause and plan corrective action for: <ul style="list-style-type: none"> <li>alarm conditions on a network object or customer service</li> <li>problems on customer services with no associated alarms</li> </ul> </li> <li>list problem scenarios, possible solutions, and tools to help check: <ul style="list-style-type: none"> <li>network management LANs</li> <li>network management platforms and operating systems</li> <li>5620 SAM client GUIs and client OSS applications</li> <li>5620 SAM servers</li> <li>5620 SAM databases</li> </ul> </li> </ul>
<i>5620 SAM Alarm Reference</i>	The <i>5620 SAM Alarm Reference</i> provides a list of all alarms that the 5620 SAM can raise. The reference is organized by network element type.
<i>5620 SAM Glossary</i>	The <i>5620 SAM Glossary</i> defines terms and acronyms used in all of the 5620 SAM documentation, including 5620 SAM LTE documentation.
<i>5620 SAM Network Element Compatibility Guide</i>	The <i>5620 SAM Network Element Compatibility Guide</i> provides release-specific information about the compatibility of managed device features in 5620 SAM releases.
<b>5620 SAM LTE documentation</b>	
<i>5620 SAM LTE RAN Release Description</i>	The <i>5620 SAM LTE RAN Release Description</i> provides information about the LTE RAN features associated with the release.
<i>5620 SAM LTE ePC User Guide</i>	The <i>5620 SAM LTE ePC User Guide</i> describes how to discover, configure, and manage LTE ePC devices using the 5620 SAM. The guide is intended for LTE ePC network planners, administrators, and operators. Alcatel-Lucent recommends that you review the entire <i>5620 SAM LTE ePC User Guide</i> before you attempt to use the 5620 SAM in your LTE network.
<i>5620 SAM LTE RAN User Guide</i>	The <i>5620 SAM LTE RAN User Guide</i> describes how to discover, configure, and manage the Evolved NodeB, or eNodeB, using the 5620 SAM. The guide is intended for LTE RAN network planners, administrators, and operators. Alcatel-Lucent recommends that you review the entire <i>5620 SAM LTE RAN User Guide</i> before you attempt to use the 5620 SAM in your LTE network.
<i>5620 SAM LTE Parameter Reference</i>	The <i>5620 SAM LTE Parameter Reference</i> provides a list of all LTE ePC and LTE RAN parameters supported in the 5620 SAM.
<b>5620 SAM-O documentation</b>	
<i>5620 SAM XML OSS Interface Developer Guide</i>	The <i>5620 SAM XML OSS Interface Developer Guide</i> provides information that allows you to: <ul style="list-style-type: none"> <li>use the 5620 SAM XML OSS interface to access network management information</li> <li>learn about the information model associated with the managed network</li> <li>develop OSS applications using the packaged methods, classes, data types, and objects necessary to manage 5620 SAM functions</li> </ul>
<i>5620 SAM 3GPP OSS Interface Developer Guide</i>	The <i>5620 SAM 3GPP OSS Interface Developer Guide</i> describes the components and architecture of the 3GPP OSS interface to the 5620 SAM. It includes procedures and samples to assist OSS application developers to use the 3GPP interface to manage LTE devices.

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Guide	Description
<i>5620 SAM 3GPP OSS Interface Compliance Statements</i>	The <i>5620 SAM 3GPP OSS Interface Compliance Statements</i> document describes the compliance of the 5620 SAM 3GPP OSS interface with the 3GPP standard.
<b>5620 SAM optical documentation</b>	
<i>5620 SAM Optical User Guide</i>	The <i>5620 SAM Optical User Guide</i> describes how to discover, configure, and manage optical devices using the 5620 SAM. The guide is intended for optical network planners, administrators, and operators. Alcatel-Lucent recommends that you review the entire <i>5620 SAM Optical User Guide</i> before you attempt to use the 5620 SAM in your network.
<i>5620 SAM Optical Parameter Reference</i>	The <i>5620 SAM Optical Parameter Reference</i> provides a list of all optical device parameters supported in the 5620 SAM.

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## Obtaining customer documentation

You can obtain 5620 SAM customer documentation:

- from the product
- on the web

### On-product documentation

The 5620 SAM on-product customer documentation is delivered in HTML and PDF. Choose Help→User Documentation from the 5620 SAM client GUI to open the help system in a web browser.

The help system opens to the User Documentation Index, which provides a summary of and links to all 5620 SAM customer documents.

Click on the Using the help system tab on the User Documentation Index page to find usage tips for navigating and searching within the on-product customer documentation.

You can return to the User Documentation Index at any time by clicking on the Home icon, shown in Figure 1.

Figure 1 Home icon



### Documentation on the web

The 5620 SAM customer documentation is available for download in PDF format from the Alcatel-Lucent Customer Support Center: <http://www.alcatel-lucent.com/myaccess>. If you are a new user and require access to this service, please contact your Alcatel-Lucent support representative.

In addition to the guides listed in Table 1, Release Notices and other documents not delivered on-product are posted to this site.

## Working with PDFs

You can download PDFs of individual guides from the Alcatel-Lucent Customer Support Center, or you can choose to download a zip of all PDFs for a particular release.

You can use the Search function of Acrobat Reader (File→Search) to find a term in a PDF of any 5620 SAM document. To refine your search, use appropriate search options (for example, search for whole words only or enable case-sensitive searching). You can also search for a term in multiple PDFs at once, provided that they are located in the same directory. For more information, see the Help for Acrobat Reader.

Cross-book hotlinks, for example, from a parameter name in the *5620 SAM User Guide* to a description of that parameter in the *5620 SAM Parameter Guide*, work only if both PDF files are in the same directory.



**Note** — Users of Mozilla browsers may receive an error message when opening the PDF files in the 5620 SAM documentation suite. The offline storage and default cache values used by the browsers are the cause of the error message.

Alcatel-Lucent recommends changing the Mozilla Firefox offline storage or Mozilla 1.7 cache value to 100 Mbytes to eliminate the error message.

## Documentation conventions

Table 2 lists the conventions that are used throughout the documentation.

**Table 2 Documentation conventions**

Convention	Description	Example
Key name	Press a keyboard key	Delete
Italics	Identifies a variable	<i>hostname</i>
Key+Key	Type the appropriate consecutive keystroke sequence	CTRL+G
Key-Key	Type the appropriate simultaneous keystroke sequence	CTRL-G
*	An asterisk is a wildcard character, which means “any character” in a search argument.	log_file*.txt
↵	Press the Return key	↵
—	An em dash indicates there is no information.	—
→	Indicates that a cascading submenu results from selecting a menu item	Policies→Alarm Policies

## Procedures with options or substeps

When there are options in a procedure, they are identified by letters. When there are substeps in a procedure, they are identified by Roman numerals.

### Example of options in a procedure

At step 1, you can choose option a or b. At step 2, you must do what the step indicates.

- 1 This step offers two options. You must choose one of the following.
  - a This is one option.
  - b This is another option.
- 2 You must perform this step.

### Example of substeps in a procedure

At step 1, you must perform a series of substeps within a step. At step 2, you must do what the step indicates.

- 1 This step has a series of substeps that you must perform to complete the step. You must perform the following substeps.
  - i This is the first substep.
  - ii This is the second substep.
  - iii This is the third substep.
- 2 You must perform this step.

## Measurement conventions

Measurements in this document are expressed in metric units and follow the *Système international d'unités* (SI) standard for abbreviation of metric units. If imperial measurements are included, they appear in brackets following the metric unit.

Table 3 lists the measurement symbols used in this document.

**Table 3 Bits and bytes conventions**

Measurement	Symbol
bit	b
byte	byte
kilobits per second	kb/s

## Important information

The following conventions are used to indicate important information:



**Warning** — Warning indicates that the described activity or situation may, or will, cause equipment damage or serious performance problems.



**Caution** — Caution indicates that the described activity or situation may, or will, cause service interruption.



**Note** — Notes provide information that is, or may be, of special interest.





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# **1 — *Supervision management***

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## 1.1 Supervision management overview

The 5620 SAM Supervision Module is a web-based application that provides a summarized, at-a-glance view of NEs and objects in the 5620 SAM network. The Supervision module can be used to group and monitor network resources that are natively managed by the 5620 SAM or by a subtending network management system that is interfaced with the 5620 SAM for supervision purposes.

In order to use the 5620 SAM Supervision Module, certain configurations must be performed on the 5620 SAM client GUI from which it is launched. This chapter describes these configurations.

### KPI timers

KPI timers define the behavior of the historical data that will be visible for KPIs within the 5620 SAM Supervision Module. You can configure how frequently data is collected and how long it is retained. This information is displayed in the form of a Summary Graph within the 5620 SAM Supervision Module.

### Supervision groups

A supervision group is a logical set of NEs that is specified by user-defined filters and spans of control. These NEs must belong to one of three categories: access, transport, or core. Supervision groups can be used to partition large quantities of network elements into distinct categories for inclusion in summary views. For example, you can create supervision groups that organize network elements by topological partition. There is no limit to the number of supervision groups that an NE can belong to.

The state of these supervision groups is monitored via a dashboard view, and any member resource of any group can be examined individually. You can navigate from the Supervision module to the network management system GUI of any monitored network resource.

### Summary views

A summary view is a collection of one or more supervision groups that provides a summarized, high-level view of a group of network objects. For example, you can create a summary view that contains the network elements of several cities. There is no limit to the number of summary views that a supervision group can belong to.

## 1.2 Workflow to configure supervision management

- 1 Configure KPI history timers. See Procedure [1-1](#) for more information.
- 2 Configure supervision groups. See Procedure [1-2](#) for more information.
- 3 Configure summary views that include supervision groups. See Procedure [1-3](#) for more information.

## 1.3 Supervision management procedures

Perform the following procedures to configure network supervision parameters and objects for the Supervision module.

### Procedure 1-1 To configure KPI history timers

---

- 1 Choose Administration→Supervision Settings from the 5620 SAM main menu. The Supervision Settings (Edit) form opens with the General tab displayed.
- 2 Configure the [KPI History Interval \(minutes\)](#) and [KPI History Duration \(hours\)](#) parameters.



**Caution** — Any change in the configuration of KPI timers will be immediately reflected in the Summary Graph window on the 5620 SAM Supervision Module and could result in loss of data.

- 3 Click on the OK button. A dialog box appears.
  - 4 Click on the Yes button. The Supervision Settings (Edit) form closes.
- 

### Procedure 1-2 To configure a supervision group

---

Supervision groups include NEs based on an inclusion filter, a span of control, or both. See the *5620 SAM User Guide* for more information about configuring filters and spans of control.

- 1 Choose Administration→Supervision Settings from the 5620 SAM main menu. The Supervision Settings (Edit) form opens with the General tab displayed.
- 2 Click on the Supervision Groups tab button.
- 3 Click on the Create button. The Supervision Group (Create) form opens with the General tab displayed.
- 4 Configure the parameters:
  - [Displayed Name](#)
  - [Description](#)
  - [Category](#)
  - [Supervised Alarms Severities](#)
  - [Supervise Objects Belonging To](#)
- 5 Perform one of the following:
  - a To apply an inclusion filter to the supervision group, go to step [6](#).
  - b To apply a span of control to the supervision group, go to step [19](#).
- 6 Click on the Inclusion Filters tab button.

- 7 Click on the Add button. The Select Form opens.
- 8 Perform one of the following:
  - a To create an inclusion filter, go to step 9.
  - b To apply an existing inclusion filter, go to step 16.
- 9 Click on the Create button. The Inclusion Filter Creation form opens.
- 10 Configure the filter properties.
  - i Choose an item from the Attribute drop-down menu.
  - ii Choose an item from the Function drop-down menu.
  - iii Configure the Value parameter.
  - iv Choose a Boolean Operator from the Operators drop-down menu, if applicable.
  - v Click on the Add button.
- 11 Perform one of the following:
  - a To filter additional properties, repeat step 10.
  - b If you are finished filtering properties, go to step 12.
- 12 Click on the Save button. The Save Filter form opens.
- 13 Configure the parameters:
  - Filter Name
  - Description
  - Public
- 14 Click on the Save button. The filter is saved.
- 15 Close the Inclusion Filter Creation form. The Select form reappears.
- 16 Click on the Search button. A list of inclusion filters is displayed.
- 17 Choose an inclusion filter in the list and click on the OK button. The Select form closes and the Supervision Group (Create) form reappears with the new inclusion filter in the list.
- 18 Perform one of the following:
  - a To apply a span of control to the supervision group, go to step 19.
  - b If you are finished configuring the supervision group, go to step 23.
- 19 Click on the Spans tab button.
- 20 Click on the Add button. The Select form opens.
- 21 Configure the filter criteria, if required, and click on the Search button. A list of spans is displayed.

- 22 Select a span in the list and click on the OK button. The Select form closes and the Supervision Group (Create) form reappears with the new span in the list.
  - 23 Click on the OK button. A dialog box appears.
  - 24 Click on the Yes button. The Supervision Group (Create) form closes.
  - 25 Click on the OK button. A dialog box appears.
  - 26 Click on the Yes button. The Supervision Settings (Edit) form closes.
- 

### **Procedure 1-3 To configure a summary view**

---

- 1 Choose Administration→Supervision Settings from the 5620 SAM main menu. The Supervision Settings (Edit) form opens with the General tab displayed.
  - 2 Click on the Summary Views tab button.
  - 3 Click on the Create button. The Supervision View (Create) form opens with the General tab displayed.
  - 4 Configure the [Displayed Name](#) and [Description](#) parameters.
  - 5 Click on the Supervision Groups tab button.
  - 6 Click on the Add button. The Select form opens.
  - 7 Configure the filter criteria, if required, and click on the Search button. A list of supervision groups is displayed.
  - 8 Select one or more supervision groups from the list and click on the OK button. The Select form closes and the Supervision View (Create) form reappears with the selected supervision group in the list.
  - 9 Repeat steps [6](#) to [8](#) to add more supervision groups to the summary view, as required.
  - 10 Click on the OK button. A dialog box appears.
  - 11 Click on the OK button. The Supervision View (Create) form closes.
  - 12 Click on the OK button. A dialog box appears.
  - 13 Click on the Yes button. The Supervision Settings (Edit) form closes.
-





## **2 — *Supervision module web server configuration***

---

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- 2.3 Web server configuration procedures 2-2

## 2.1 Supervision module web server overview

The Supervision module web server is the component of the 5620 SAM server software that controls communication between the 5620 SAM network and the Supervision module web portal. The following conditions must be met in order to access the Supervision module configuration forms and web portal:

- The web server application is running on the 5620 SAM main server.
- The Supervision module is enabled in the 5620 SAM client configuration file.
- The 5620 SAM client configuration file contains a valid path to a web browser application that can be used to launch the Supervision web portal.

## 2.2 Workflow to configure the web server

- 1 Start the Supervision web server on the 5620 SAM main server. See Procedure 2-1 for more information.
- 2 Configure the 5620 SAM client application to access the Supervision module configuration forms and web portal. See Procedure 2-2 for more information.

## 2.3 Web server configuration procedures

Perform the procedures in this section to configure and enable the Supervision module web server.

### Server configuration procedures

The Supervision module web server is automatically started along with the 5620 SAM main server. Perform the procedure in this section to configure the Supervision module web server on the 5620 SAM main server station in failure recovery scenarios.

#### Procedure 2-1 To start or stop the Supervision module web server on the 5620 SAM main server

---



**Note** — You must have access to the 5620 SAM main server and the samadmin user to perform this procedure.

- 1 Log in to the 5620 SAM main server station as the samadmin user.
- 2 Navigate to server binary directory, typically /opt/5620sam/server/nms/bin.
- 3 Enter the following at the prompt:

```
# ./nmsserver.bash webstatus ↵
```

If the web server is stopped, the following message is displayed:

```
SAM Web Server is stopped.
```

If the web server is running, the following message is displayed:

```
SAM Web Server is running.
```

**4** Perform one of the following:

**a** Start the web server by entering the following at the prompt:

```
# ./nmsserver.bash webstart ↵
```

The following text is displayed:

```
Starting 5620 SAM Web Server...
```

**b** Stop the web server by entering the following at the prompt:

```
# ./nmsserver.bash webstop ↵
```

The following text is displayed:

```
Stopping the 5620 SAM Web Server...
```

---

## Client configuration procedures

Perform the procedure in this section to configure the 5620 SAM client application to access the Supervision module configuration forms in the 5620 SAM GUI and to access the Supervision web portal.

### Procedure 2-2 To configure the 5620 SAM client application to access the Supervision module configuration forms and web portal

---

Performing this procedure will allow a 5620 SAM client application to access the supervision portal from the 5620 SAM main menu.

- 1 Choose Application→User Preferences from the 5620 SAM main menu. The User Preferences form opens with the General tab displayed.
  - 2 Configure the [Browser Path](#) parameter.
  - 3 Click on the OK button.
-



## **3 — *The Supervision web portal***

---

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## 3.1 Supervision web portal overview

The 5620 SAM Supervision web portal is a Flash-based GUI that displays NE state and fault management information that is based on configurable object groupings that are configured by using the 5620 SAM client GUI. You can access the Supervision web portal via the 5620 SAM client or a web browser.

### Supervision web portal windows

The Supervision web portal is divided into the following windows:

- Summary View window
- Summary Graph window
- Details window
- Alarms window

You can undock windows from their default positions in the Supervision web portal GUI. Each window can be resized and moved once it is undocked.

#### Summary View window

The Summary View window displays the supervision groups that are assigned to a summary view. You can switch between summary views by using the drop-down menu. The default behavior for a summary view is to only display supervision groups that have outstanding KPIs. You can configure a summary view to display all supervision groups by using the right-click contextual menu in the summary view window.

The Summary View window displays information in columns. You can display or hide columns by using the right-click contextual menu in the Summary View window. You can also customize the Summary View window by moving the columns or sorting the groups based on the number of alarms in any column. The Summary View window can display the following columns:

- Group Name: This column displays supervision group names based on the currently active view settings (active groups or all groups).
- Unacknowledged Alarms: This column displays the number of critical and major alarms that have a status of Unacknowledged for each supervision group.
- Acknowledged Alarms: This column displays the number of critical and major alarms that have a status of Acknowledged for each supervision group.
- Failed Cells: This column displays the number of cells that have an Administrative State of Up and an Operational State of Down for each supervision group.
- Failed Interfaces: This column displays the number of signalling interfaces that have an Administrative State of Up and an Operational State of Down for each supervision group.

Clicking anywhere in a group's row in the Summary View window automatically populates the Details and Alarms windows with information that is specific to that group.

## Summary Graph window


The Summary Graph window can be opened from a contextual menu by right-clicking on a KPI in the Summary View window. The Summary Graph window displays the history of the selected KPI based on the configuration of KPI timers on the 5620 SAM client GUI. See Chapter 1 for information about configuring KPI timers. You can mouse over points in the graph to see the exact value of the selected KPI when an older snapshot was taken. You can open multiple Summary Graph windows when existing Summary Graph windows are undocked.

## Details window



The Details window displays information about objects that are included in the currently selected supervision group. The Details window features the following tabs that sort objects as follows:

- **Network Elements:** This tab displays the NEs that are included in the currently selected supervision group. The Network Elements tab features columns that provide information to assist in identifying and sorting NEs. It is possible to navigate to a selected object's configuration form within the SAM client application GUI.
- **Radio Resources:** This tab displays the NEs that are included in the currently selected supervision group. This tab also displays RAN-specific device resources such as cells. The Radio Resources tab features columns that provide information to assist in identifying and sorting RAN objects based on parent object and status. It is possible to navigate to a selected object's configuration form within the SAM client application GUI. This tab is only visible for access groups.
- **Interface Resources:** This tab displays device interface and reference point resources. The Interface Resources tab features columns that provide information to assist in identifying and sorting interface objects based on parent object and status. It is possible to navigate to a selected object's configuration form within the SAM client application GUI. This tab is visible for all group types.
- **Matrix View:** This tab provides an at-a-glance view of network status by displaying the selected supervision group as a graphical matrix of icons that reflect the current fault status of each NE. This view can be used to view a much larger number of NEs than can be displayed in the Network Elements tab. Double-clicking on an NE icon opens the Detail View for that icon. This view includes name, status, notes, and a Navigate button which can be clicked to open the NE's configuration form within the SAM client application GUI. Additional NE-specific details may be available. The Site Id search tool can be used to locate an NE in the Matrix View. This tab is only visible for access groups and transport groups. Table 3-1 describes the matrix view icons.

Table 3-1 Matrix view icons

Matrix view icons	Fault status
	Indicates that the NE is managed and reachable

(1 of 2)

Matrix view icons	Fault status
	Indicates that the eNodeB NE is managed and reachable, but at least one of its cells is down
	Indicates that the NE is managed but unreachable

(2 of 2)

Clicking on an object in the Details window automatically populates the Alarms window with fault information that is specific to the selected object.

### Alarms window

The Supervision web portal supports the ability to aggregate all alarms from a set of network resources into a single alarm view known as the Alarms window. The Alarms window features the following tabs:

- **Alarm Table:** This tab displays alarms of any severity that are currently affecting the selected object and child objects.
- **Alarm Statistics:** This tab displays the number of acknowledged and unacknowledged alarms of each severity level.

Clicking on an alarm in the Alarm Table tab populates the lower half of the window with information about the selected alarm. This new information is divided into four tabs:

- **Info:** This tab displays general information that includes alarm type, affected site, and when the alarm was originally raised.
- **Severity:** This tab displays information that includes previous and current severity levels.
- **Statistics:** This tab displays information that includes alarm frequency and occurrences since clearing.
- **Acknowledgement:** This tab displays information that includes acknowledgement status and users that have acknowledged the alarm.

The Alarms window features an operations form that can be accessed by choosing Show/Hide Operations from the right-click contextual menu. You can use the operations form to acknowledge and clear alarms directly from the Supervision web portal.



**Note 1** — For displaying alarms, the Supervision web portal uses the system default time zone, while the 5620 SAM client GUI may use a user-configured time zone.

**Note 2** — A manual resynch must be performed in order for alarms from an EM System to be displayed in the 5620 SAM client or the Supervision web portal.



## 3.2 Workflow to operate the Supervision web portal

- 1 Launch the Supervision web portal from the 5620 SAM client GUI or a web browser. See Procedures 3-1 and 3-2 for more information.
- 2 Configure the Supervision web portal GUI. See Procedures 3-3 and 3-4 for more information.
- 3 If required, perform the following fault management tasks by using the Supervision web portal:
  - acknowledge alarms
  - clear alarms
  - assign severity to alarms

See Procedures 3-5 and 3-6 for more information.

## 3.3 Supervision web portal procedures

Perform the procedures in this section to access and use the Supervision web portal.

### Accessing the Supervision web portal

You can launch the Supervision web portal from the 5620 SAM client GUI or a web browser.

#### Procedure 3-1 To launch the Supervision web portal from the 5620 SAM client GUI

---



**Note** — The Supervision web portal launches with the browser application that is specified on the User Preferences form.

- 1 Open the 5620 SAM client.
  - 2 Choose Application→Supervision Portal from the 5620 SAM main menu. The Supervision web portal launches.
-

### Procedure 3-2 To launch the Supervision web portal from a web browser

---



**Note** — To perform this procedure, Single Sign On must be previously configured. See the *5620 SAM Integration Guide* for more information.

- 1 Open a web browser.
- 2 Enter the following in the address bar:  
  
**`http://ip:port/sam/webclient/Supervision.html`**  
  
where  
*ip* is the IP address of the webserver  
*port* is 9400 for a secured connection or 8400 for a non-secured connection
- 3 Enter your User Name and Password at the prompts and click on the Login button. A warning is displayed.
- 4 Click on the Continue button. The Supervision web portal launches.



**Note 1** — The Supervision web portal will time out and be cleaned up by SAM Session management after a two minute period of inactivity.

**Note 2** — Navigation to monitored objects will not work when the Supervision web portal is launched from a web browser rather than a 5620 SAM client.

---

### Using the Supervision web portal GUI

Perform the following procedures to use the GUI features of the Supervision web portal.

### Procedure 3-3 To hide or show columns in the Summary View window

---

- 1 Right-click in the Summary View window.
- 2 Choose Select Columns from the contextual menu. The Select Columns form displays.

- 3 Select or deselect the following check boxes, as required:
    - Unacknowledged Alarms
    - Acknowledged Alarms
    - Failed Cells
    - Failed Interfaces
  - 4 Click on the OK button. The Summary View window refreshes with the new column configuration.
- 

---

### **Procedure 3-4 To undock and dock a Supervision web portal window**

---

- 1 Perform the following steps to undock a Supervision web portal window:
    - i Right-click on the title bar for a Supervision web portal window, such as Summary View or Details.
    - ii Choose Undock from the contextual menu. The window undocks.
  - 2 Perform the following steps to dock a window:
    - i Click on the title bar for an undocked window.
    - ii Drag the window to a valid location in the web portal GUI. The mouse icon displays an arrow for valid locations and a red circle with an X for invalid locations.
- 

## **Performing fault management with the Supervision web portal**

Perform the following procedures to manage network alarms with the Supervision web portal.

---

### **Procedure 3-5 To view alarm statistics**

---

- 1 Select a group from the Summary View in the Supervision Module. The alarm window is populated.
  - 2 Click on the Alarm Statistics tab button in the Alarm window. Acknowledged and unacknowledged alarms associated with the selected network resource are summarized according to severity.
-

### Procedure 3-6 To manage alarms using the Alarms window

---

Perform this procedure to acknowledge alarms, clear alarms, and assign severity to alarms by using the operations form in the Alarms window. The following information applies to actions which you can perform with the operations form:

- You can display and hide the operations form by using the right-click contextual menu in the Alarms window.
  - You must drag and drop alarms from the Alarms window into the Alarms in Operation panel of the operations form in order to perform an operation on those alarms.
  - You can view information about an alarm, such as name, severity, and whether it is acknowledged when you mouse-over an alarm in the operations form.
  - You can remove one or more alarms from the operations form by selecting them and using the right click contextual menu or double-clicking on a single alarm.
  - All alarms will automatically be removed from the Alarms in Operation panel once an operation is performed.
- 1 Choose a supervision group from the Summary View list. The Alarm Table tab in the Alarms window is populated.
  - 2 If required, choose a network object from the Details window. The Alarm Table tab in the Alarms window is populated with alarms that are affecting that object.
  - 3 Choose an alarm from the Alarm Table list. The lower half of the Alarms window is populated with information about that alarm.
  - 4 Right-click in the Alarms window and choose Show/Hide Operations from the contextual menu. The operations form opens within the Alarms window.
  - 5 Perform the following steps to acknowledge or clear an alarm.
    - a To acknowledge an alarm:
      - i Click and drag the alarm from the Alarm Table tab and drop it into the Alarms in Operation panel of the operations form.
      - ii If you want to assign an urgency to the alarm, enable the Urgency check box and choose an urgency from the drop-down menu.
      - iii If you want to assign a new severity to the alarm, enable the Severity check box and choose a severity from the dropdown menu.
      - iv Enter any notes regarding the acknowledgement action in the Acknowledgement Text panel.

- v Choose Acknowledge from the Operation Type drop-down menu.
  - vi Click on the Execute button. The alarm is acknowledged in the 5620 SAM network and is updated with any new urgency and severity levels.
  - b To clear an alarm:
    - i Click and drag the alarm from the Alarms window and drop it into the Alarms in Operation panel of the operations form.
    - ii Choose Clear from the Operation Type drop-down menu.
    - iii Click on the Execute button. The alarm is cleared in the 5620 SAM network.
  - 6 Right-click in the Alarms window and choose Show/Hide Operations from the contextual menu to hide the operations form.
-



# ***Appendices***

---

## **A. Supervision module parameters**





## **A.           *Supervision module parameters***

---

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- A.2 Supervision management parameters    A-2
- A.3 Supervision group parameters       A-2
- A.4 Web server configuration parameters    A-3

## A.1 Supervision module parameter overview

This appendix provides:

- parameter descriptions that include value ranges and default values
- parameter options
- parameter and option dependencies

## A.2 Supervision management parameters

This section describes the parameters on the general tab of the Supervision Settings form.

### KPI History Duration (hours)

(kpiHistoryDuration)

The KPI History Duration (hours) parameter specifies the retained KPI history duration in hours. The range is 1 to 48. The default is 36.

### KPI History Interval (minutes)

(snapshotPeriod)

The KPI History Interval (minutes) parameter specifies the number of minutes that will elapse between snapshots being taken of the supervision state. The range is 10 to 1440. The default is 30.

## A.3 Supervision group parameters

This section describes the parameters on the Supervision Group form.

### Category

(category)

The Category parameter specifies the category to which objects in the supervision group belong. The options are:

- NE Access
- NE Core
- NE Transport (default)

The 5620 SAM will not prevent particular NEs from being added to a supervision group based on the Category parameter. The Category parameter affects which tabs will be visible for the supervision group on the Supervision module.

### Description

(description)

The Description parameter specifies a user-provided description for the supervision group or summary view. The range is 0 to 80 characters.

### **Displayed Name**

**(displayName)**

The Displayed Name parameter specifies a unique name for the supervision group or summary view. The range is 1 to 32 characters.

### **Supervise Objects Belonging To**

**(filtersAndSpans)**

The Supervise Objects Belonging To parameter specifies that objects in the supervision group must belong to the assigned spans and pass at least one of the inclusion filters, or that objects in the supervision group can either belong to the assigned spans or pass at least one of the inclusion filters. The options are:

- Inclusion Filters \*AND\* Spans (default)
- Inclusion Filters \*OR\* Spans

### **Supervised Alarms Severities**

**(supervisedAlarmsSeverities)**

The Supervised Alarms Severities parameter specifies the levels of severity for alarms which will be supervised by the supervision group. The options are:

- Critical, Major and Minor Alarms (default)
- Critical and Major Alarms
- Critical Alarms Only
- All Alarms

## **A.4 Web server configuration parameters**

This section describes the parameters relevant to web server configuration

### **Browser Path**

The browser path parameter specifies the file path to the browser application which the 5620 SAM will use to access the Supervision module configuration forms and web portal. The browser path parameter can be configured manually or by clicking the Browse button and navigating to the file path.



# Customer documentation and product support



## Customer documentation

<http://www.alcatel-lucent.com/myaccess>

Product manuals and documentation updates are available at [alcatel-lucent.com](http://www.alcatel-lucent.com). If you are a new user and require access to this service, please contact your Alcatel-Lucent sales representative.



## Technical Support

<http://support.alcatel-lucent.com>



## Documentation feedback

[documentation.feedback@alcatel-lucent.com](mailto:documentation.feedback@alcatel-lucent.com)



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