



AT&T Visualizer® Release 8 User Guide

AT&T Internal User Guide

Version 2.3

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1. Purpose

The purpose of this document is to guide **internal** AT&T users through the AT&T Visualizer® Release 8. Specific services are discussed in the Appendices located at the end of this document.

NOTE:

The main body of the document depicts screenshots from the base application of the Visualizer. Screen captures may appear differently if accessed via a different link (or service).

The main areas of the Visualizer that will be discussed in this guide are:

- Access
- Navigation
- Using the Features

2. Audience

This document is intended for internal Operations personnel only. It is designed as a guide for navigating through the features in release 8.x of the AT&T Visualizer. Screen captures are provided throughout this document as reference only. Data functions and screens may appear differently based on individual access restrictions or access method.

3. Overview

AT&T Visualizer is an end-to-end management tool that delivers real time information about AT&T Managed Services. It provides drill-down access to inventory, fault-tickets and logical relationships between and among systems and applications in customer environments as well as performance metrics and trending for managed components.

VizGEMS allows users to:

- Locate root causes of application and system failures
- View and track fault resolution in real time
- Access asset information and alarm data
- Identify stress points in architecture and plan for future changes

3.1. Monitoring and Enrichment

Visualizer supports the following monitoring and enrichment functionalities:

- User definable alarm filtration
- Dynamic event manipulation (e.g. severity remap)

- Message text translations
- Countering and thresholding
- Sophisticated correlation engine
- Auto-event acknowledgement
- BD portal integration
- High availability DR platform
- Real-time impact analysis
- Blackout options for scheduled maintenance
- Multiple alarm routing options
- Support for auto ticketing
- Alarm and element relationship topologies
- Email and paging notification
- Support for numerous technology plug-ins
- GUI manager for configurations
- Alarm metric trending

3.2. Presentation and Impact Analysis

Visualizer supports the following presentation and impact analysis functions:

- Topologies accessible by internal or external audiences
- Collaboration tool for problem isolation
- Server and network topology
 - Physical element and logical asset layers
 - Connectivity view and meta views for zone layouts
 - Drill-down feature
 - Relational diagrams illustrate impacted data flows
 - Navigational features quickly query status information
- Asset information (via GCP)
 - Device Names, Types, Location, Description and Annotated Asset information
- Real-time alarm data
- Auto-clear aware (a field within AOTS with AOTS Ticket Number, Functional Area and Problem Abstract)

- Numerous view types
- Advanced options for record searches and history queries.
- Statistical graphics
- Customized GUI preferences

3.3. Device and Browser Support

Visualizer 8.x works on both regular screen devices (e.g. PC, laptop) and small screen devices (e.g. iPhone) that have web browsing capability with any of the following web browsers:

- Internet Explorer (version 6.0 or newer)
- Firefox (version 1.5 or newer)
- Safari (version 3.1.2 or newer)
- Google Chrome

4. Access to the Visualizer

ID requests or resets for H&AS VizGEMS (also Capacity Planning), CAAS VizGEMS, UC VizGEMS, ERSC VizGEMS, VizGEMS Lab Systems, and/or Hosting CompuLert can be submitted via an MR into AOTS.

Information required in the MR/CR Description:

- List which specific platform(s) , from this list H&AS VizGEMS (also Capacity Planning), CAAS VizGEMS, UC VizGEMS, ERSC VizGEMS, VizGEMS Lab Systems, and/or Hosting CompuLert, access is needed for. (for Complulert password resets, list the Complulert server name)
- List what type of access is required
 - For VizGEMS platforms read only, configuration manager - view or update, and/or file manager - view or update. Listing another account to match is fine.
 - If the account can only access specific clients / deals, then list the Geolink client names.
- All MRs **must** include attuid, full user name, on-shore/off-shore designation and group in the description.

New account requests require manager approval, so if not submitted by the manager, their approval will be requested through email.

Requests that do not specify this information will be cancelled.

Once you have a login/password and url you can log in as shown in the figure below.

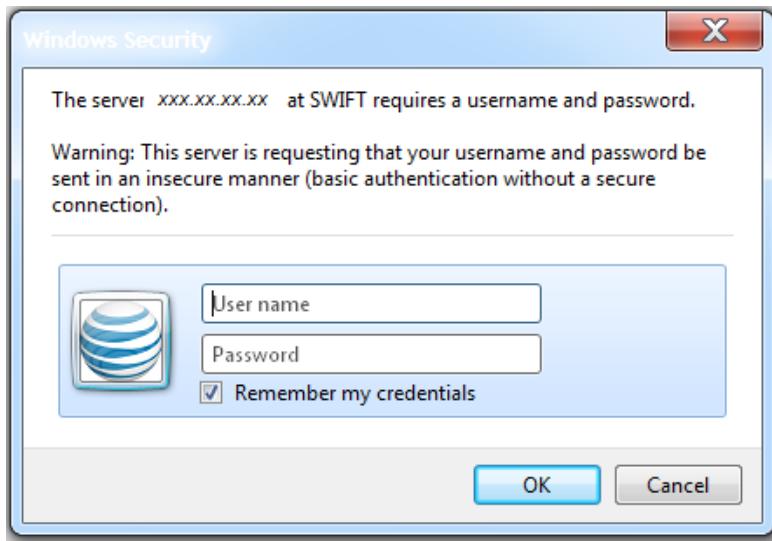


Figure 1 Login Screen

Once you have logged in successfully, you will be presented with the main landing page of the Visualizer as shown below.

Figure 2 Visualizer Main Page

4.1. Defacto Queries

Figure 3 Defacto Queries Section of Main Page

4.2. Operations Hot Links

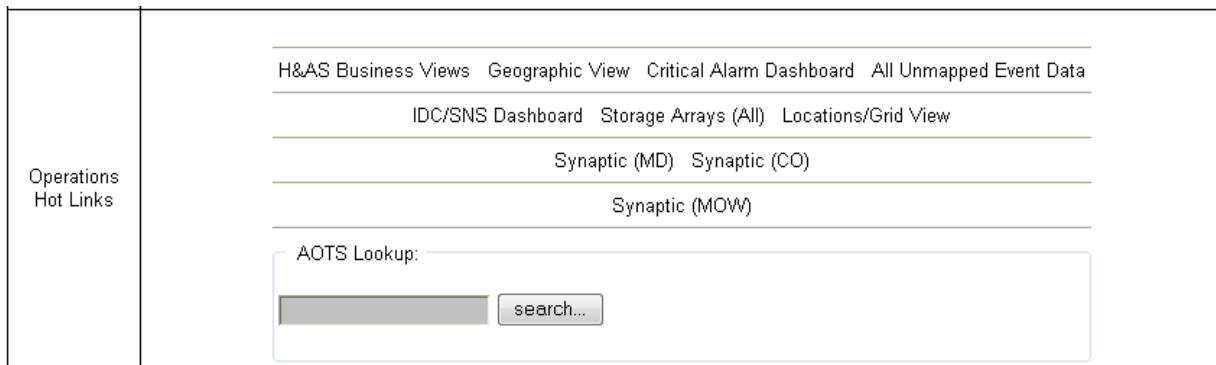


Figure 4 Operations Hot Links Section of Main Page

4.3. Administrative Tasks



Figure 5 Administrative Tasks Section of Main Page

4.3.1. Geographic Map View

Clicking on the Geographic Map View will display the locations of a customer's assets.

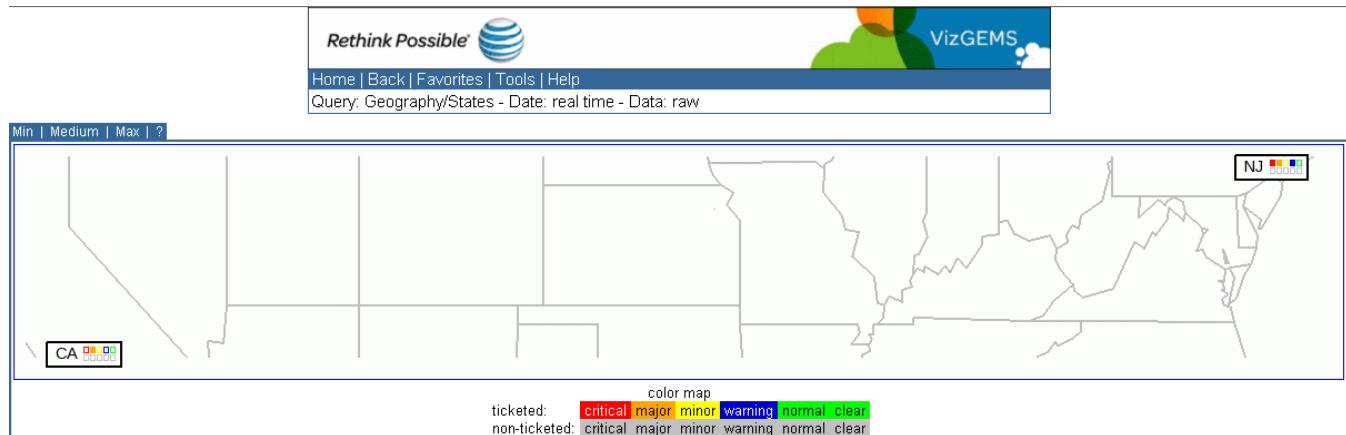


Figure 6 Geographic Map View

You can drill in further by selecting the state the asset is located and revealing a drop down menu. From the menu select **Drill In (show Geography/Cities)** as shown in the figure below.

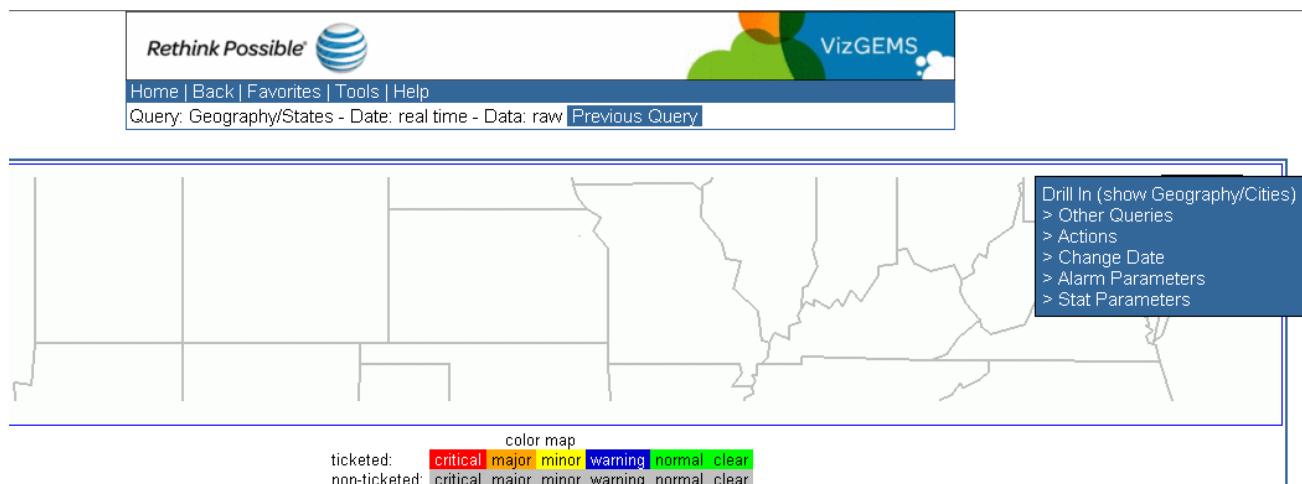


Figure 7 Drill In Drop Down Menu

This will then display the cities the asset/s are located. The alarm data associated with each asset is also displayed in the color coded boxes.

4.3.2. Customer Dashboard

Click on the Customer Dashboard link to display a container view of all customers as shown in the figure below.

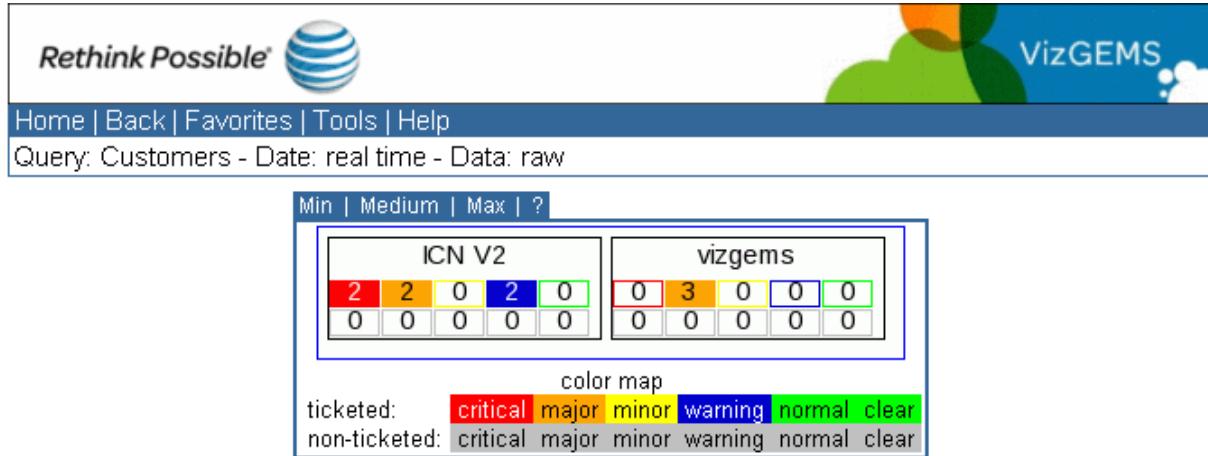


Figure 8 Customer Dashboard

4.4. Queries

This section will explain each of the queries in more detail.

queries ?	show Businesses	
	show Geography/States	
	show Geography/Cities	
	show Customers	
	show All Info	

Figure 9 Queries section of Main Page

4.4.1. Show Businesses

Clicking on the show Businesses link will display all businesses associated with your account. Optionally, you can enter a specific business name in the adjacent field. If the business name does not exist a ‘no inventory records found’ message will display.

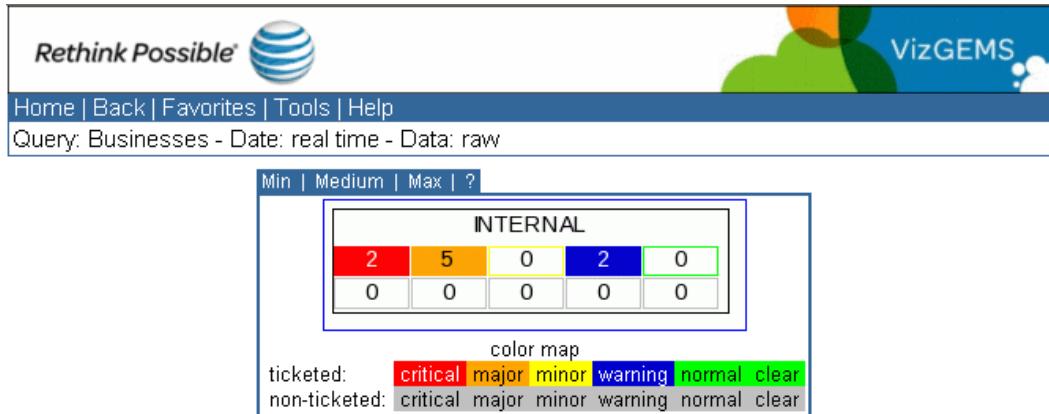


Figure 10 Show Businesses

From here you can drill in further by clicking anywhere in the business container and revealing the drop down menu.

4.4.2. Show Geography/States

Clicking on the **show Geography/States** link will display a world map showing all countries/states with a business location as shown in the figure below. The figure below is just a fragment of the world map.

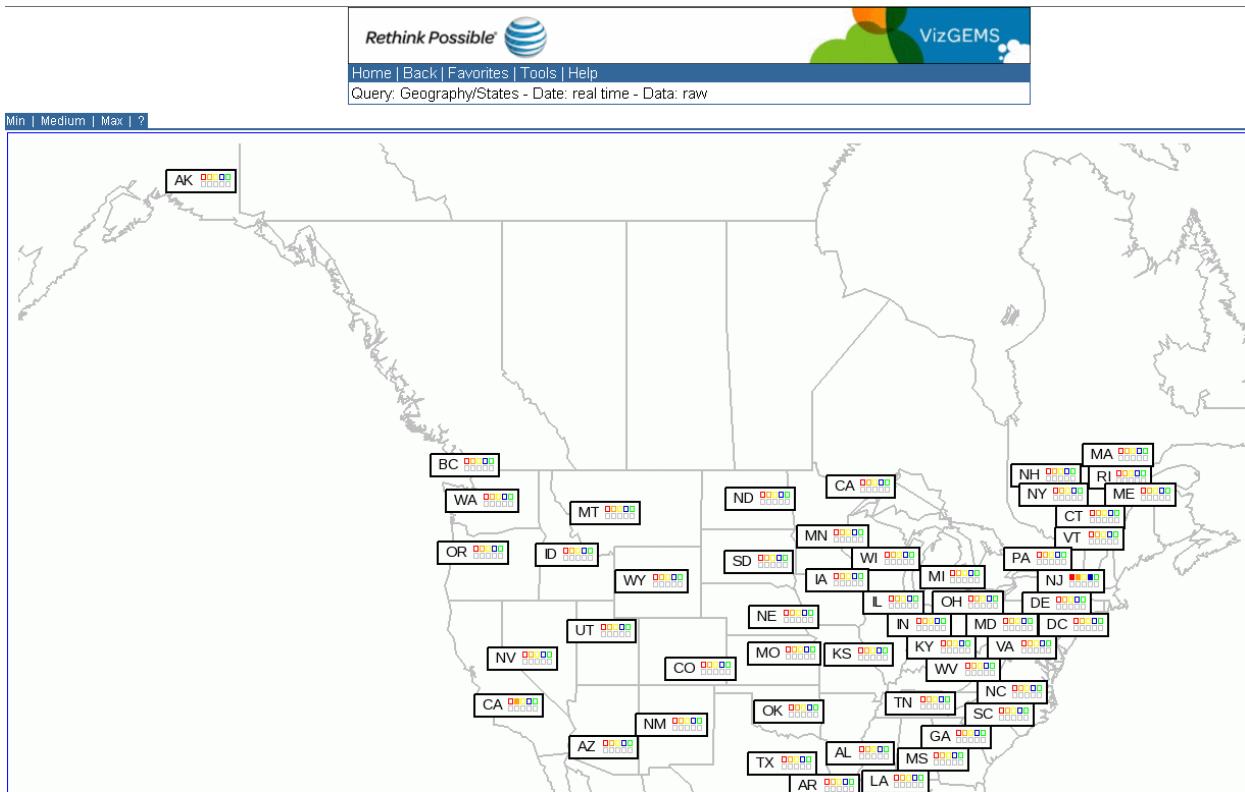


Figure 11 show Geography/States Query

From here you can drill in further by clicking on any location and revealing the drop down menu.

4.4.3. Show Geography/Cities

You must type in a specific location in the adjacent field as shown in the figure above.

If the location you type does not contain an associated business a '*no inventory records found*' message will display.

4.4.4. Show Customers

Clicking on the Show Customers link will display all customers as shown in the figure below along with any associated alarm data. You can use the drop down menu to drill further into each customer.

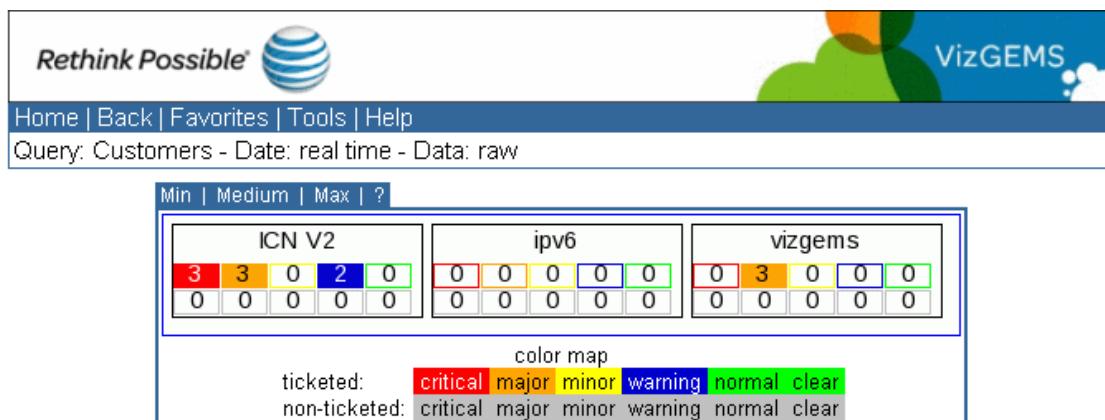


Figure 12 show Customers Query

4.4.5. Show All Info



To **Show All Info** you must enter a specific asset id into the adjacent field as shown in the figure above. Once you enter a valid asset id, the following figure shown below will display.

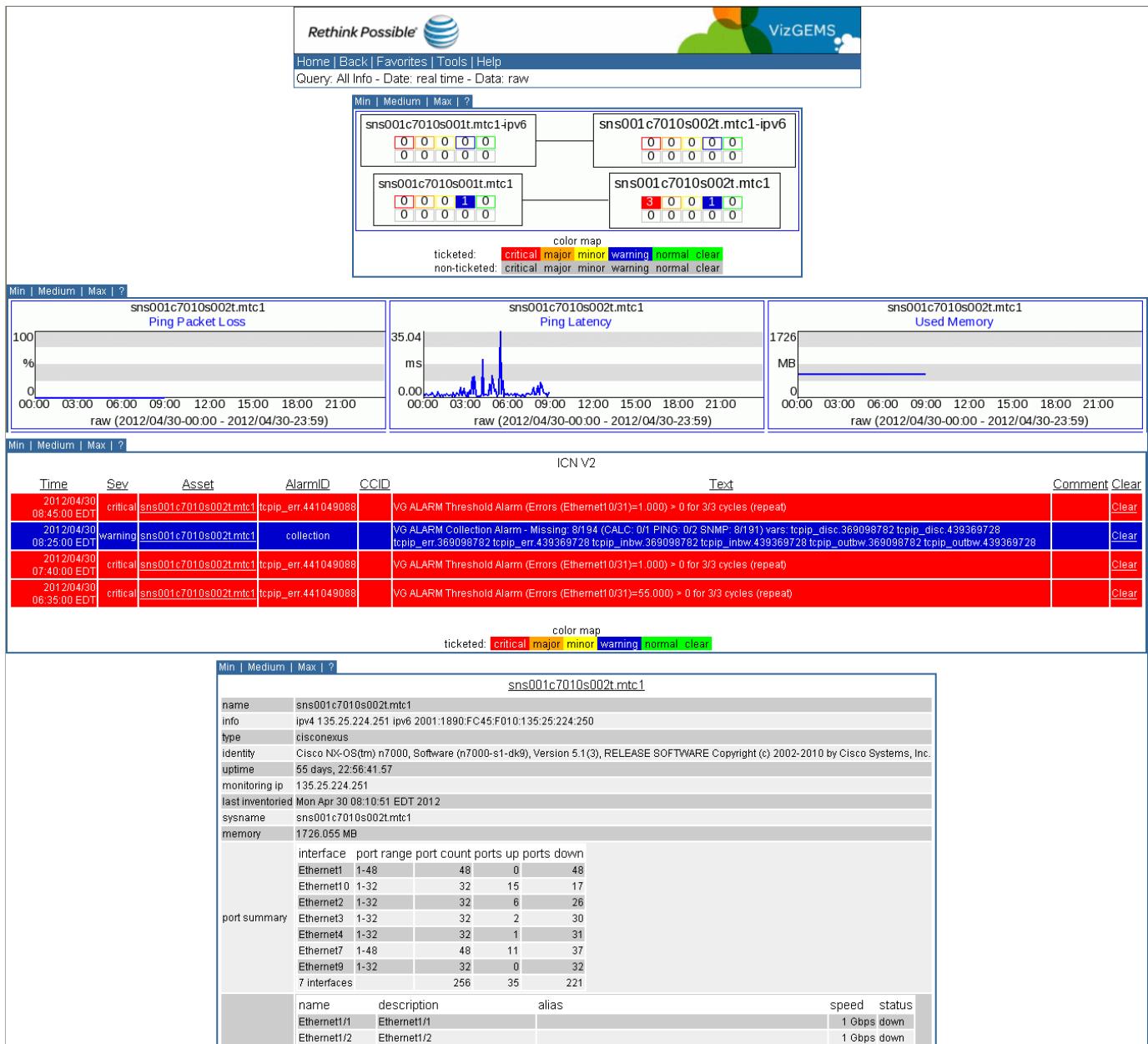


Figure 13 show All Info Query

5. Admin Links

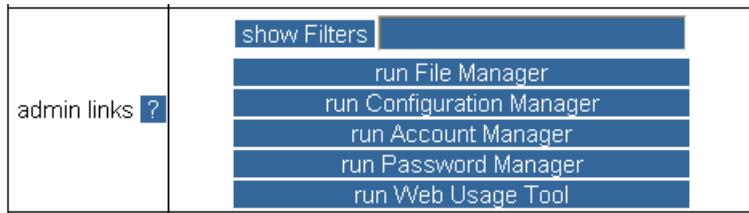


Figure 14 Admin Links Section of Main Page

For more information about using the Administrative Tasks, refer to the [VizGEMS Admin Guide](#).

6. Navigating the Visualizer Site

This section discusses the basics of navigating through Visualizer, as well as display options and site features. The figure below is used an example to illustrate the site's functionality. Each red arrow is explained in sections further ahead.

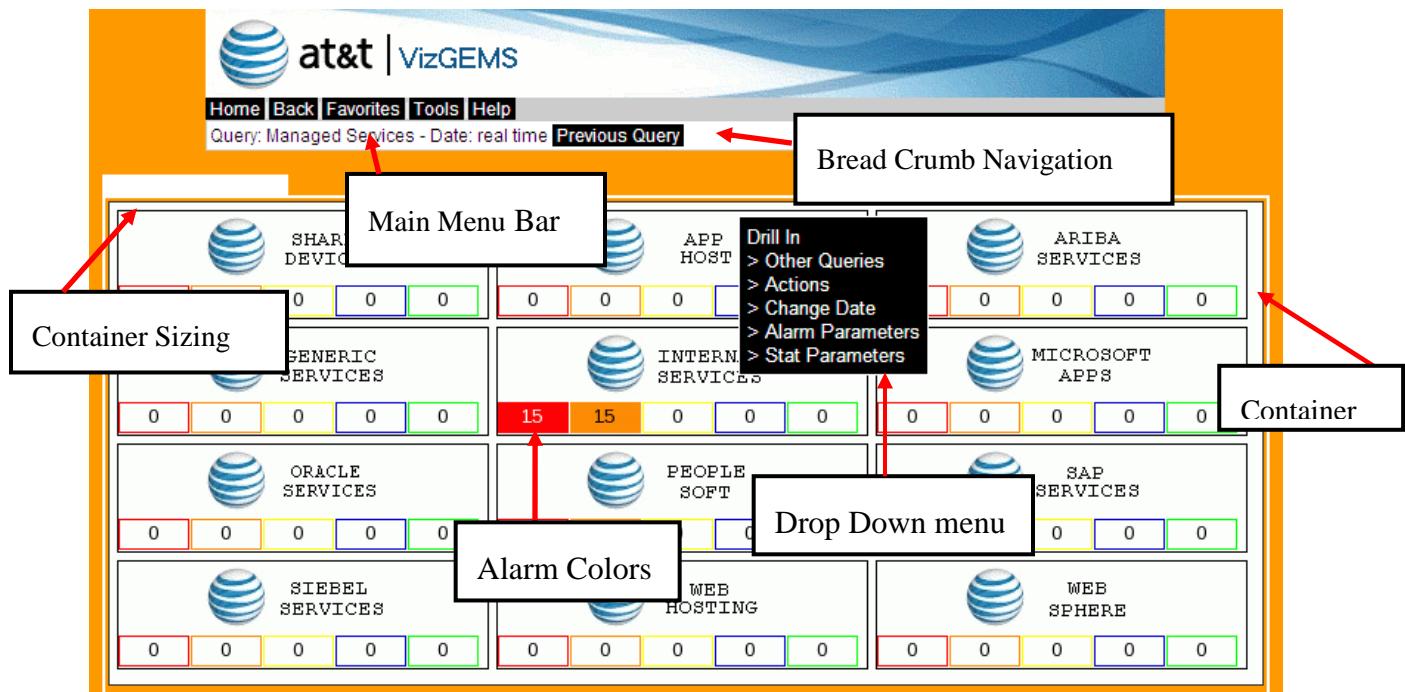


Figure 15 Visualizer Site Features

6.1. Menu Bar

As shown in the following figure, the menu bar lists the following options. **Favorites** and **Tools** are explained in further detail in the following sections.



Figure 16 Menu Bar

Home - will always return you to the Visualizer landing page

Back – will return you back one previous page

Favorites - displays links you have previously saved

Tools – Visualizer provides the following options under Tools:

- Preferences
- Conf Manager

Help – You can either view this user guide online or view information about this page.

6.2. Favorites

Once you have performed any type of query within the Visualizer the **Favorites** option displays links you have saved to specific views in the Visualizer. To add a link to any page within the Visualizer you need to be drilled into an area within the application. At that point you can click on the **Add to Favorites** button. Enter a name for the link, or accept the default. Click **OK** to add the link to your favorites list. Clicking **Reset** will return the selection to the default name.

Once the favorite is saved, at any time you can click on the **Favorites** button and all “favorite” links will display. Click on any of the favorite links in the list to go directly to that query or function.

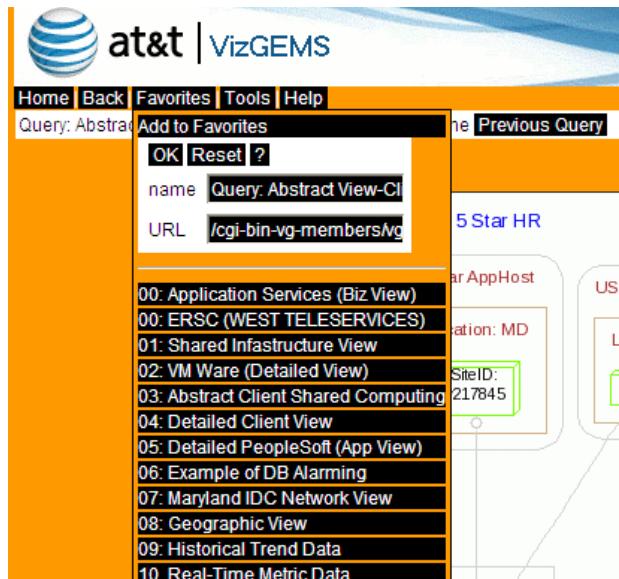


Figure 17 Favorites Menu

6.2.1. Tools

Once you have performed any type of query within the Visualizer the following options are available under Tools from the main menu and are described in more detail in the next sections:

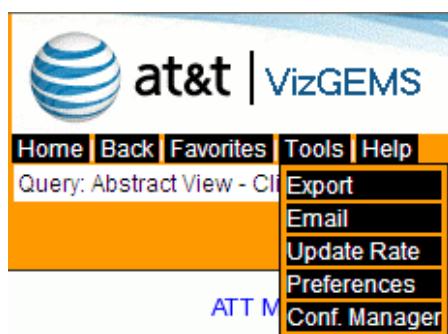


Figure 18 Tools Drop Down Menu

6.2.2. Export

Once you have performed any type of query within the Visualizer the Export tool as shown in the figure below, allows users to export the currently displayed view or query to a HTML compact file. If the correlated data is available, it can be exported as both CSV and XML files as required.

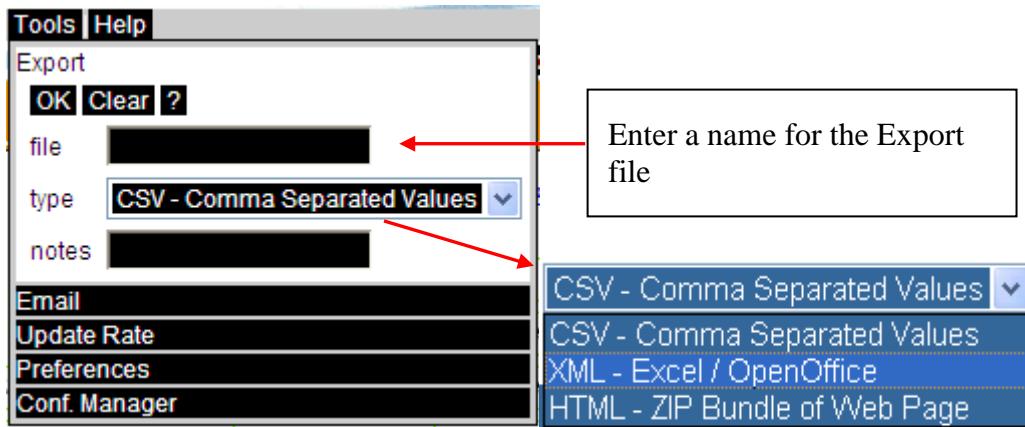


Figure 19 Export Tool

Enter a name for the file to be exported. Select a file format from the drop down list. Enter any notes if desired. Click **OK** to export the file, click **Clear** to clear out entered/selected information.

6.2.3. Email

Once you have performed any type of query within the Visualizer the Email tool, as shown in the following figure, allows users to email the currently displayed view or query to a list of email addresses. Multiple email addresses may be entered if separated by a comma then followed by a space.

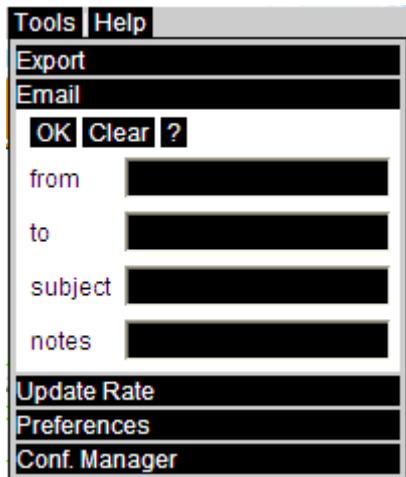


Figure 20 Email Tool

Enter the email address in the **from** and **to** fields. Enter a **subject** line and fill out the optional **notes** field. Click **OK** to email the currently displayed page or click **Clear** to clear out the entered/selected information.

6.2.4. Update Rate

Once you have performed any type of query within the Visualizer the Update Rate function provides a near real-time view of managed objects and refreshes at a user-defined interval. The following screen displays the drop down list of parameters for setting the refresh page rate. The default is 5 Mins.

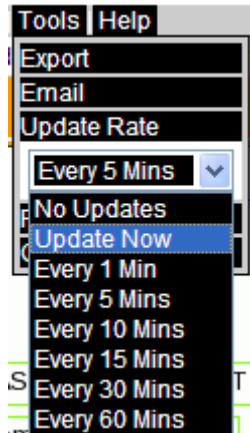


Figure 21 Update Rate Tool

6.2.5. Preferences

The following screens show the **Preferences** options. It allows you to customize the appearance of the Visualizer screens to your individual preferences.

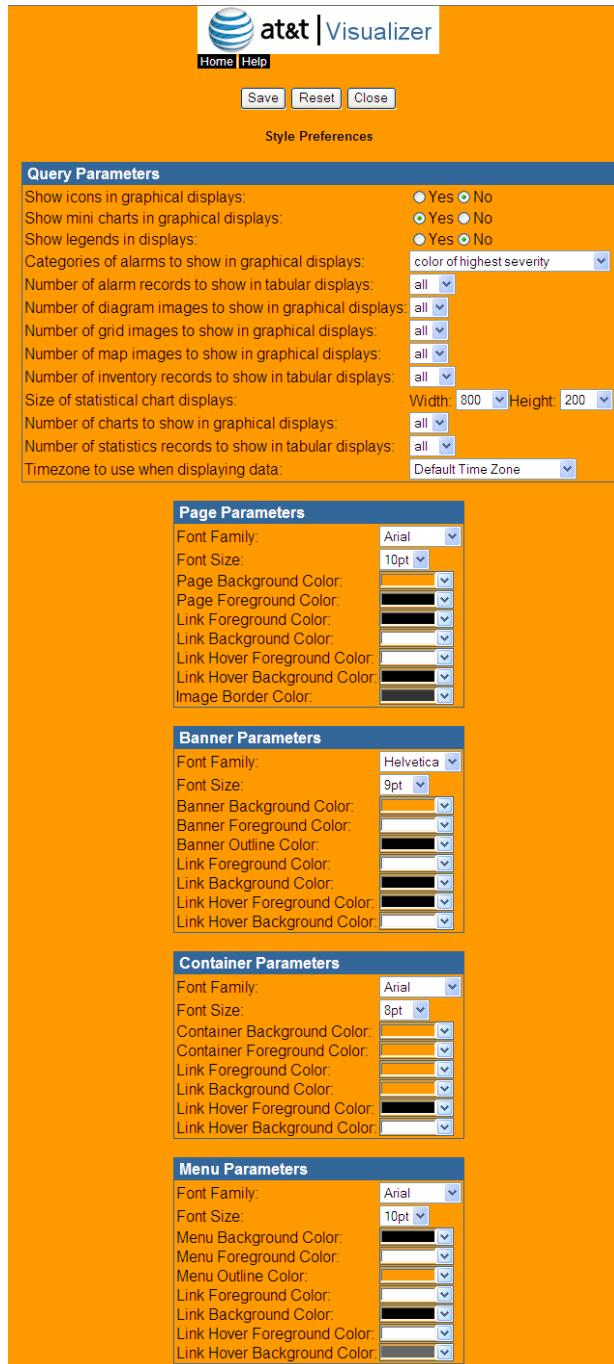


Figure 22 Preferences Screen

6.2.6. Conf. Manager

For more information on Configuration Manager, refer to the [Configuration Manager Admin Guide](#).

6.2.7. Help

Click on the **User Guide** to display this document online or click on **About This Page** for information specific to the page you are on.

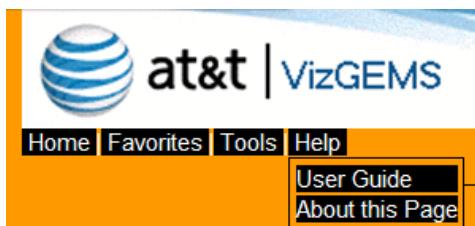


Figure 23 Help Options

6.3. Bread Crumb Trail

The Visualizer provides a bread crumb trail that displays your current query. Click **Previous Query** to re-run to the last query you performed.

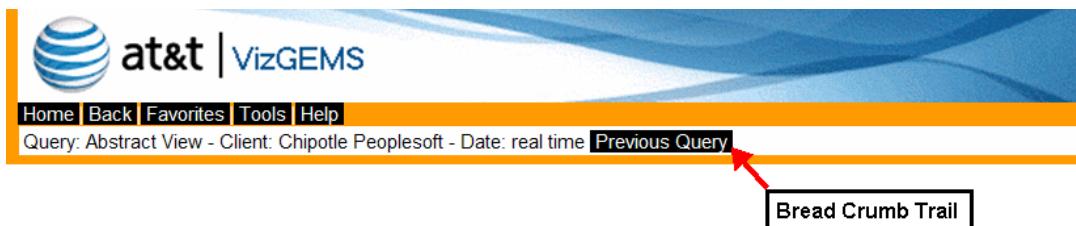


Figure 24 Breadcrumb Trail Example

6.4. Sizing Containers

Each container can be expanded or contracted by the user with the **Min Medium Max** controls located at the top left corner of each container. Use your mouse to hover over the area to display the Min Medium and Max options as shown in the figure below. Clicking on the **Min** option reduces the container to the point where only the Min Medium Max controls are visible.

The **Max** option allows the container to use as much space as needed to display all the contents. The **Medium** option reduces the amount of space the container takes up on the page but displays scroll bars that allow you to see all the contents in sections.



Figure 25 Example of Container Sizing

6.5. Alarm Records Container

The **Alarm Records** container provides a table format with alarm details for an individual asset as shown in the example below. The fields are described in the table below.

Time	Sev	Asset	Customer	Function	Message Text	Comment	Clear
2010/07/19 14:50:03 GMT	warning	ciscofwsml	XYZ	CISCO-FWSM	SYSLOG: %FWSM-3-313001: Denied ICMP type=8, code=0 from 12.63.159.219 on interface outside	Event Managed by Correlation Engine (racing condition)	Clear
2010/07/19 14:50:03 GMT	warning	ciscofwsml	XYZ	CISCO-FWSM	SYSLOG: %FWSM-3-313001: Denied ICMP type=8, code=0 from 12.63.159.219 on interface outside	Event Managed by Correlation Engine (racing condition)	Clear
2010/07/19 14:50:03 GMT	warning	juniperfw1	XYZ	FIREWALL	SYSLOG: SSG140: NetScreen device_id=0185032007000802 [Root]system-information-00538: NSM: Cannot connect to NSM server at 10.1.5.2. Reason: 5, Incomplete write (287083 connect attempt(s)) (2010-07-19 10:51:37).	Event Managed by Correlation Engine (racing condition)	Clear
2010/07/19 14:50:00 GMT	critical	chkptsplat1	XYZ	SPLAT-CHKPT	VG ALARM Threshold Alarm (Dropped Packets=51) in range [51, 200] for 1/1 cycles (repeat)		Clear
2010/07/19 14:50:00 GMT	critical	chkptsplat1	XYZ	SPLAT-CHKPT	VG ALARM Threshold Alarm (Used Memory=1981.789MB (99.01%)) >= 1801.4976MB (90.00%) for 1/1 cycles (repeat)		Clear
2010/07/19 14:50:00 GMT	major	juniperfw1	XYZ	FIREWALL	VG ALARM Threshold Alarm (In BW (ethernet0/0-ethernet0/0)=0.005mbps) in range [.005mbps, .006mbps] for 1/1 cycles (repeat)		Clear
2010/07/19 14:50:00 GMT	major	tappingpoint1	XYZ	SENSOR	VG ALARM Threshold Alarm (Memory usage=68) in range [66, 70] for 1/1 cycles (repeat)		Clear
2010/07/19 14:50:00 GMT	minor	ciscoasa1	XYZ	CISCO-ASA	VG ALARM Threshold Alarm (Used Memory=594.990MB (14.53%)) in range [409.6MB (10.00%), 2457.6MB (60.00%)] for 1/1 cycles (repeat)		Clear
2010/07/19 14:50:00 GMT	minor	ciscoasa1	XYZ	CISCO-ASA	VG ALARM Threshold Alarm (Ping Latency=84.936ms) in range [55ms, 85ms] for 1/1 cycles (repeat)		Clear
2010/07/19 14:50:00 GMT	warning	bluecoatav1	XYZ	BLUECOAT-AV	VG ALARM Threshold Alarm (Errors (-Interface 2)=0) in range [0, 5] for 1/1 cycles (repeat)		Clear
2010/07/19 14:50:00 GMT	warning	bluecoatav1	XYZ	BLUECOAT-AV	VG ALARM Threshold Alarm (Errors (-Interface 1)=0) in range [0, 5] for 1/1 cycles (repeat)		Clear

Figure 26 Alarm Records Summary Container Example

Field Name	Description
Time	Date and time when the alarm was received
Sev	Severity levels (critical, major, minor, warning, normal). This corresponds to Sev1-5
Asset	The actual name of the device which is reporting the alarm
Customer	The Customer name this asset is associated with
Function	The functional component of this asset. (Apss – Application server, C3750S- Cisco 3750, C65pix – cisco Pix device) There are more of these. The way to tell is drill down to the asset level to see the actual make and model of the device.
Message Text	Alarm message text. The context can varied, and we can illustrate for example: iLA came from the monitoring agent, SYSLOG: came from syslog facility, VG ALARM is originated from our VizGEMS standard alarm (mostly via Agentless).
Comment	This is an optional field which is used by VG internal to represent the current condition of the alarm.

6.6. Alarm Colors

The standard iGEMS alarm colors used by the Visualizer are shown in the following table.

Alarm Status	
RED	Critical (iGEMS severity 1)
ORANGE	Major (iGEMS severity 2)
YELLOW	Minor (iGEMS severity 3)
BLUE	Warning (iGEMS severity 4)
GREEN	Informational Event (iGEMS severity 5)
GREY	Event/Asset has ticketing suppressed
TRANSPARENT	No event data at this time

7. Drill In Menu Options

This section steps you through the drill-down abilities of Visualizer queries. Queries are accessible from the Visualizer landing page and the secondary Pop-Up Menu. The list of queries available from the pop-up menu varies based on how far you have drilled into the system and whether you are accessing the menu at the page or node level.

Each query will be discussed in more detail in the following sections.

NOTE:

The queries in this section are based on the system default parameters.

7.1. Queries from the Pop-Up Menu

The Pop-Up menu from the Customer level is shown in the figure below:

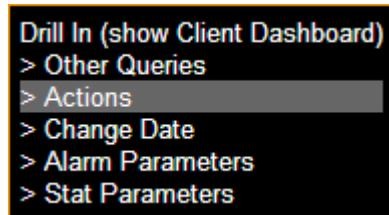


Figure 27 Customer Level Pop-Up Menu Example

NOTE:

Other Queries are discussed in further detail in [Section 10](#) of this document.

7.1.1. Actions

The following sections will describe the options listed on the Actions drop down menu.

7.1.2. Maintenance Suppression

The Maintenance Suppression function is a scaled down version of the regular Configuration Manager Blackout Filter function. This interface will allow users with *vg_confeditfilter* or *vg_maintenance_suppression* feature privileges are required to add VGMAINT blackout filters for selected customer assets during maintenance or change windows.

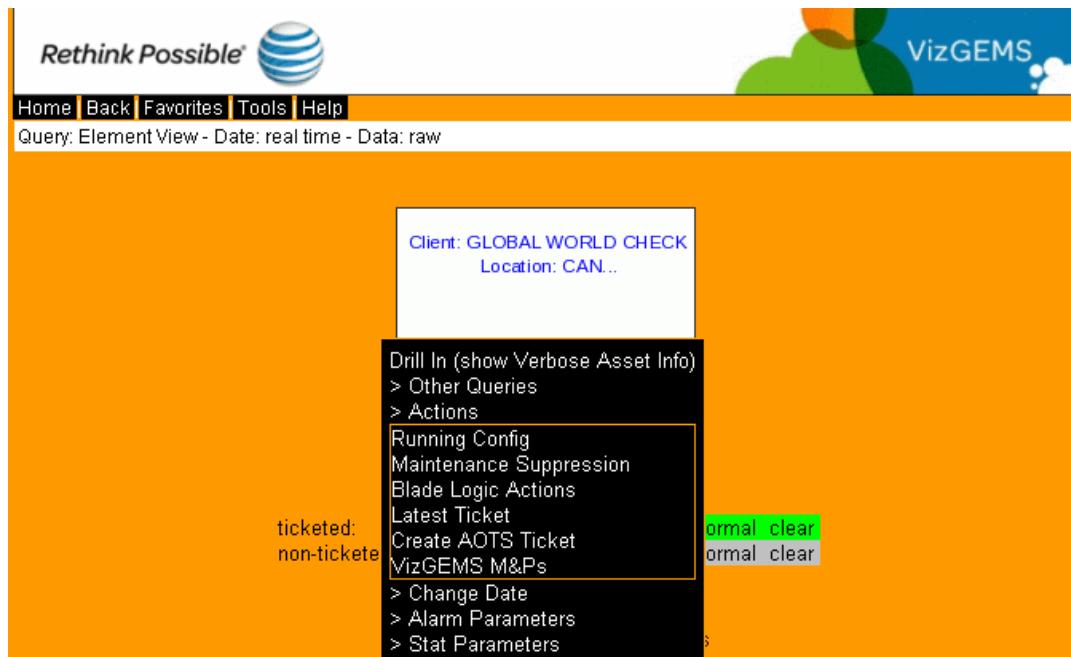


Figure 28 Maintenance Suppression

The **Maintenance Suppression** option will be available under the Actions menu on **most** client objects. Some group objects contain linkage to shared assets in inventory and VizGEMS will prevent actions to be displayed on these objects for security reasons. In most cases you will be able to drill into the object and use the Maintenance Suppression action on objects in the sub-view.

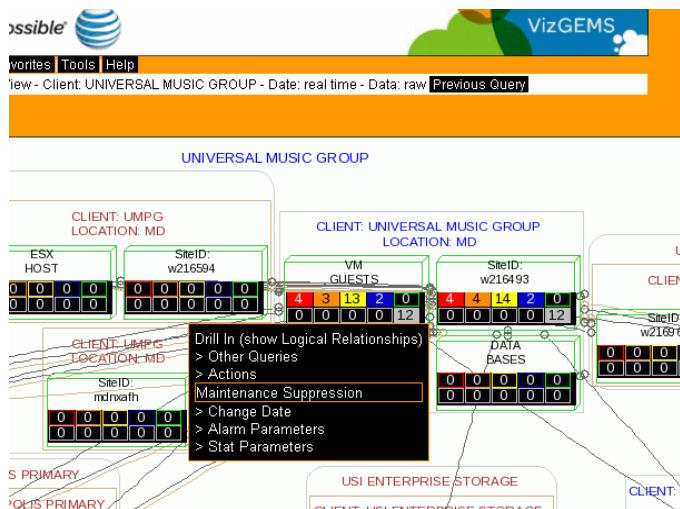


Figure 29 Maintenance Suppression

The **Maintenance Suppression** form will display all objects associated with the selected bubble.

Asset	Regex	Start Time	End Time	Ticket Mode	Viz Mode	Summary
No Filters Found						

Figure 30 Maintenance Suppression Form

Single Physical Asset will include all associated virtual assets

If Maintenance Suppression is selected for a single physical server asset, all associated virtual assets (databases, URLs, application components etc.) will be included in the suppression filter form.

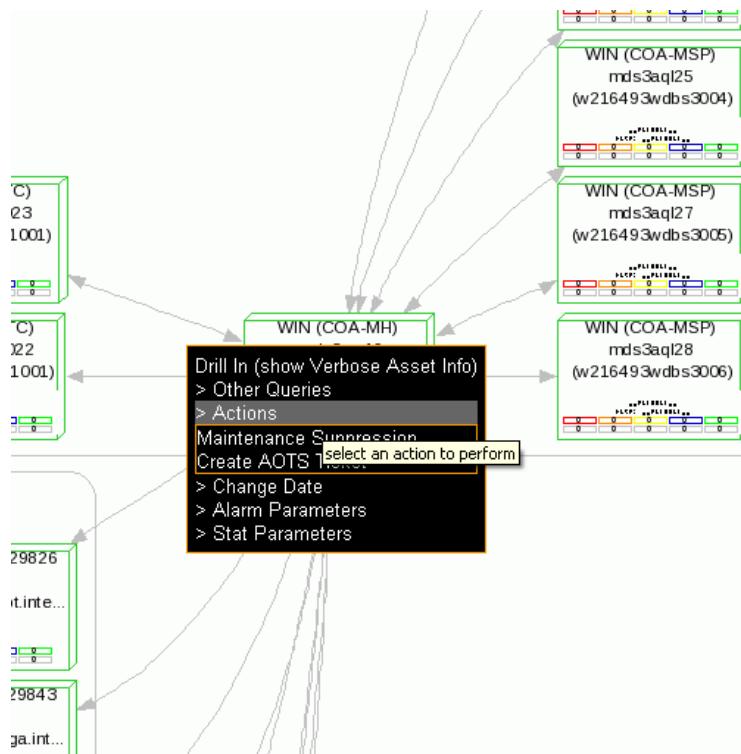
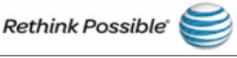


Figure 31 Maintenance Suppression for a Single Physical Asset




VizGEMS Maintenance Suppression Form for vmds8wo19

The Maintenance Suppression function is a scaled down version of the regular Configuration Manager Blackout Filter function. This interface will allow you to add **VG** blackout filters for selected customer assets during maintenance or during a change. Filters created with this interface will Blackout (drop ticketing) for all alarms as with the selected assets, alarms will still be visible but will be tan in color. *Bulk Uploads, regular expressions and regularly scheduled re-occurring maintenance time must still be entered in the regular Blackout filter under Configuration Manager. Any existing **VGMAINT** filters that currently exist for the selected assets will be updated in this form.*

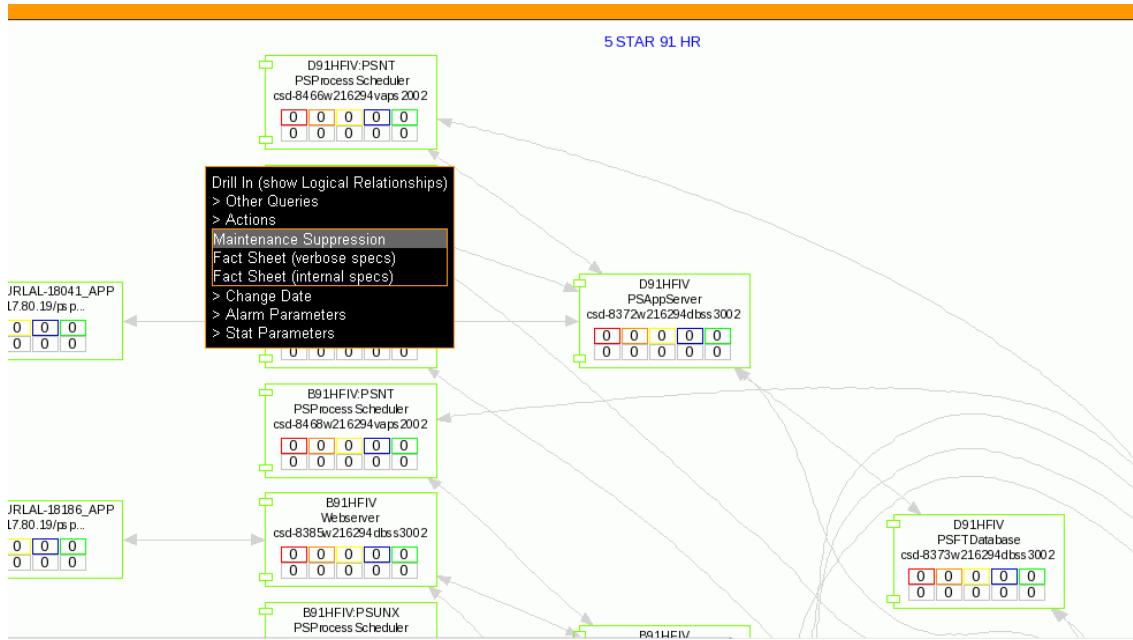
Please allow up to 5 minutes for the filters to propagate to all servers in the VizGEMS farm. Please schedule at least 20 minutes for your suppression.

**** Reminder: Your userid *swiftadmin* will be associated with this filter. ****

Start Time	<input type="text"/>	<input type="button" value="Calendar"/>				
End Time	<input type="text"/>	<input type="button" value="Calendar"/>				
Comments	<input type="text"/>					
<input type="checkbox"/> Assets (select all) Description <ul style="list-style-type: none"> <input type="checkbox"/> vmds8wo19 http://att08.ladygaga.interscope.com/default.aspx w216493URL29830 <input type="checkbox"/> vmds8wo19 http://att08.ladygaga.interscope.com/images/local/100/b2998ee8-1c25-4947-be49-0bd5bb32f94c.jpg w216493URL29839 <input type="checkbox"/> vmds8wo19 http://att08.ladygaga.interscope.com/images/members/avatar/100/noimage.jpg w216493URLurl-29843 <input type="checkbox"/> vmds8wo19 http://att08.nodoubt.interscope.com/default.aspx w216493URLurl-29826 <input type="checkbox"/> vmds8wo19 PLATFORM: WIN vmds8wo19 (w216493vaps2005) IGA Web 8 						
<input type="button" value="AddFilter"/> <input type="button" value="Refresh"/> <input type="button" value="Close"/>						
Blackout Filters Associated with Asset: vmds8wo19						
Asset	Regex	Start Time	End Time	Ticket Mode	Viz Mode	Summary
No Filters Found						

AppIT Sub System Suppression

This interface will allow selection of all objects within an AppIT sub system. When you select the Maintenance Suppression action on any single AppIT component object (AppServer, AppLink, Forms Server etc.) all associated objects, including servers and OrBit databases objects defined within the AppIT sub-system will be available for in the maintenance suppression form. This selection is helpful if you want to suppress ticketing for a single sub- system and other sub systems share physical inventory. For example, you need to apply a patch to the DEV system that happens to share servers with the TEST instance. You can easily suppress all DEV system assets and monitoring of the TEST system's assets will be unaffected.



All associated servers, AppIT links, AppIT components and database virtual assets will be available for maintenance suppression.

Rethink Possible

VizGEMS Maintenance Suppression Form for csd-8466w216294vaps2002

The Maintenance Suppression function is a scaled down version of the regular Configuration Manager Blackout Filter function. This interface will allow you to create blackout filters for selected customer assets during maintenance or during a change. Filters created with this interface will Blackout (drop ticks) the selected assets, alarms will still be visible but will be tan in color. Bulk Uploads, regular expressions and regularly scheduled re-occurrences must still be entered in the regular Blackout filter under Configuration Manager. Any existing VGMAINT filters that currently exist for the selected assets will be updated with the values in this form. Please allow up to 5 minutes for the filters to propagate to all servers in the VizGEMS farm. Please schedule at least 20 minutes for your suppression.

**** Reminder: Your userid `swiftadmin` will be associated with this filter. ****

Start Time	2012-05-02 04:43 PM
End Time	2012-05-03 04:43 PM
Comments	list of all defined AppIT components
<input checked="" type="checkbox"/> Assets (select all)	Description
<input checked="" type="checkbox"/> w216294dbss3002	PLATFORM: LNX w216294dbss3002 Refid 4 - Non Prod DB, Web, App
<input checked="" type="checkbox"/> w216294vaps2002	PLATFORM: WIN w216294vaps2002 Refid 3 - Non Prod Batch(Virtual)
<input checked="" type="checkbox"/> csd-8466w216294vaps2002	APP D91HFIV:PSNT PSProcessScheduler w216294vaps2002
<input checked="" type="checkbox"/> csd-8375w216294dbss3002	APP D91HFIV:PSUNIX PSProcessScheduler w216294dbss3002
<input checked="" type="checkbox"/> csd-8372w216294dbss3002	APP D91HFIV PSAppServer w216294dbss3002
<input checked="" type="checkbox"/> csd-8373w216294dbss3002	APP D91HFIV PSFTDatabase w216294dbss3002
<input checked="" type="checkbox"/> csd-8374w216294dbss3002	APP D91HFIV Webserver w216294dbss3002
<input checked="" type="checkbox"/> d91hfivw216294dbss3002	DB SID:D91HFIV w216294dbss3002
<input checked="" type="checkbox"/> al-18041	LNK http://206.17.80.19/psp/D91HFIV/?cmd=login&languageCd=ENG&

AddFilter **Refresh** **Close**

Blackout Filters Associated with Asset: csd-8466w216294vaps2002

Asset	Regex	Start Time	End Time	Ticket Mode	Viz Mode
None					

Any existing VGMAINT filters that currently exist for the selected assets will be updated with the values from the **Maintenance Suppression** form.

Maintenance Suppression Request Submitted (allow 3 minutes for propagation)

Scheduled Filter Insert	csd-8487w216294vaps2002 2012-04-27 03:27 PM - 2012-04-27 04:27 PM
Scheduled Filter Insert	csd-8380w216294dbss3002 2012-04-27 03:27 PM - 2012-04-27 04:27 PM
Scheduled Filter Insert	csd-8377w216294dbss3002 2012-04-27 03:27 PM - 2012-04-27 04:27 PM
Scheduled Filter Insert	csd-8378w216294dbss3002 2012-04-27 03:27 PM - 2012-04-27 04:27 PM

** Reminder: Your user id **swiftadmin** will be associated with this filter. **

Start Time: 2012-04-27 03:27 PM

End Time: 2012-04-27 04:27 PM

Comments: FILTER INTERFACE TEST

Limited Functionality

The new maintenance suppression function is design to be simple. Filters created with this interface will Blackout (drop ticketing) for all alarms associated with the selected assets. Any alarms during the specified window will still be visible, but will be “tan” in color. More involved suppressions that require regular expressions, scheduled reoccurring maintenance time definitions, and bulk uploads must still be entered in the regular Blackout filter administration screen under Configuration Manager.

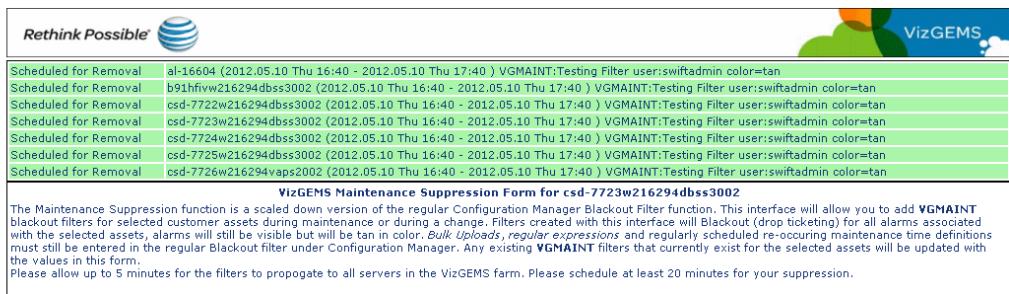
VGMAINT filter removal

Users may want to remove filters if the scheduled maintenance or change was completed earlier, or if a filter was deployed in error. The Maintenance Suppression interface will also allow users to remove existing VGMAINT filters for assets returned with the action query. A check box will display next to the existing VGMAINT filters, select the asset(s) you wish to remove VGMAINT filters from and click the *Remove* button in the lower right-hand corner of the filters view.

Blackout Filters Associated with Asset: csd-7723w216294dbss3002

Asset	Regex	Start Time	End Time	Ticket Mode	Viz Mode	Summary	<input checked="" type="checkbox"/> all
al-16604		05-10-2012 16:40 Thu	05-10-2012 17:40 Thu	drop	keep	VGMAINT:Testing Filter user:swiftadmin color=tan	<input checked="" type="checkbox"/>
b91hfivw216294dbss3002		05-10-2012 16:40 Thu	05-10-2012 17:40 Thu	drop	keep	VGMAINT:Testing Filter user:swiftadmin color=tan	<input checked="" type="checkbox"/>
csd-7722w216294dbss3002		05-10-2012 16:40 Thu	05-10-2012 17:40 Thu	drop	keep	VGMAINT:Testing Filter user:swiftadmin color=tan	<input checked="" type="checkbox"/>
csd-7722w216294dbss3002		05-05-2012 01:00 Sat	indefinitely	drop	keep	Scheduled Beta Weekly Refresh - B91HFIV	<input checked="" type="checkbox"/>
csd-7723w216294dbss3002		05-10-2012 16:40 Thu	05-10-2012 17:40 Thu	drop	keep	VGMAINT:Testing Filter user:swiftadmin color=tan	<input checked="" type="checkbox"/>
csd-7723w216294dbss3002		04-28-2012 03:00 Sat	indefinitely	drop	drop	Weekly Beta Refresh-5 star	<input checked="" type="checkbox"/>
csd-7724w216294dbss3002		05-10-2012 16:40 Thu	05-10-2012 17:40 Thu	drop	keep	VGMAINT:Testing Filter user:swiftadmin color=tan	<input checked="" type="checkbox"/>
csd-7725w216294dbss3002		05-10-2012 16:40 Thu	05-10-2012 17:40 Thu	drop	keep	VGMAINT:Testing Filter user:swiftadmin color=tan	<input checked="" type="checkbox"/>
csd-7725w216294dbss3002		04-28-2012 03:00 Sat	indefinitely	drop	drop	Weekly Beta Refresh-5 star	<input checked="" type="checkbox"/>
csd-7725w216294dbss3002		05-05-2012 01:00 Sat	indefinitely	drop	keep	Scheduled Beta Weekly Refresh - B91HFIV	<input checked="" type="checkbox"/>
csd-7726w216294vaps2002		05-10-2012 16:40 Thu	05-10-2012 17:40 Thu	drop	keep	VGMAINT:Testing Filter user:swiftadmin color=tan	<input checked="" type="checkbox"/>
csd-7726w216294vaps2002		04-28-2012 03:00 Sat	indefinitely	drop	drop	Weekly Beta Refresh-5 star	<input checked="" type="checkbox"/>
csd-7726w216294vaps2002		05-05-2012 01:00 Sat	indefinitely	drop	keep	Scheduled Beta Weekly Refresh - B91HFIV	<input checked="" type="checkbox"/>
w216294dbss3002		04-28-2012 03:00 Sat	indefinitely	drop	drop	Weekly Beta Refresh-5 star	<input checked="" type="checkbox"/>
w216294vaps2002		04-28-2012 03:00 Sat	indefinitely	drop	drop	Weekly Beta Refresh-5 star	<input checked="" type="checkbox"/>

The interface will display the select filters that are scheduled for deletion.



It may take up to 5 minutes for the filter updates to propagate to all servers in the VizGEMS farm. Filtering will not start until the selected start time, so it is possible to add future start times if you are planning on performing maintenance in the near future (next hour etc.). The refresh button will allow you to verify that the filters have been propagated to, or removed from all servers.

7.1.3. Create AOTS Ticket

From the Actions drop down menu you can select to **Create AOTS Ticket** for a particular asset.

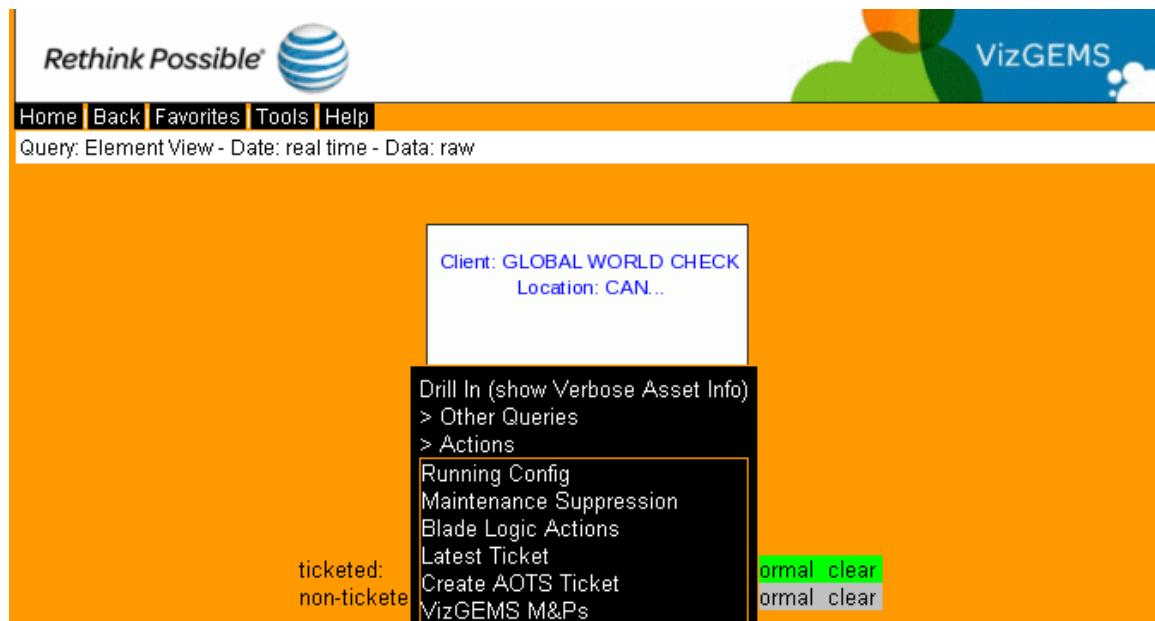


Figure 32 Actions - Create AOTS Ticket

Once you click on Create AOTS ticket, the following screen will display for that asset.

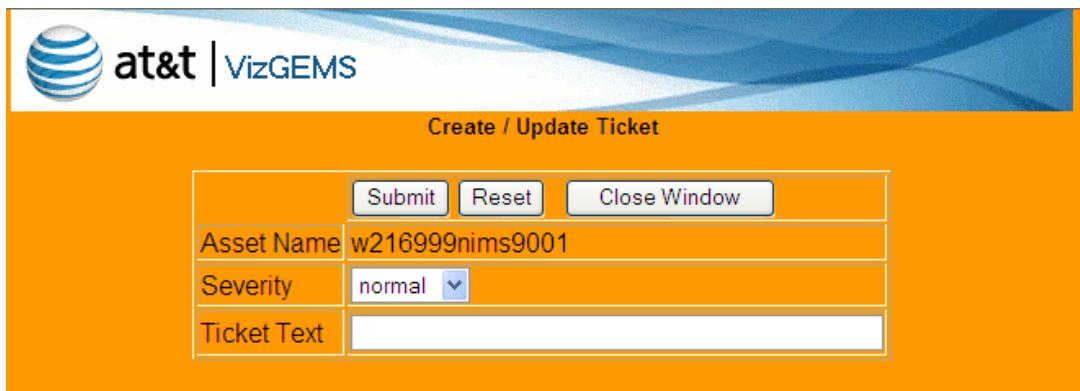


Figure 33 Create AOTS Ticket Screen

Select the severity from the Severity drop down list and type in the text you would like to appear for this ticket. When you are finished, click Submit or Reset (to clear out the ticket text field), then Close Window.

7.1.4. Route AOTS Ticket

Vizgems has added new feature where user can configure the various attributes of AOTS tickets from vizgems GUI. The algorithm provides priority where to choose ActiveOrg information to populate in the AOTS Ticket creation process. The precedence takes place as follows

1. Message based routing
2. Asset Based routing
3. Group based routing
4. Inventory feed based routing
5. Client name based routing
6. Defaults to “GA-GCSC-HMC”.

Procedure to Configure above routing methods.

1. Navigate vizgems view to the device or device group level and click as shown below.

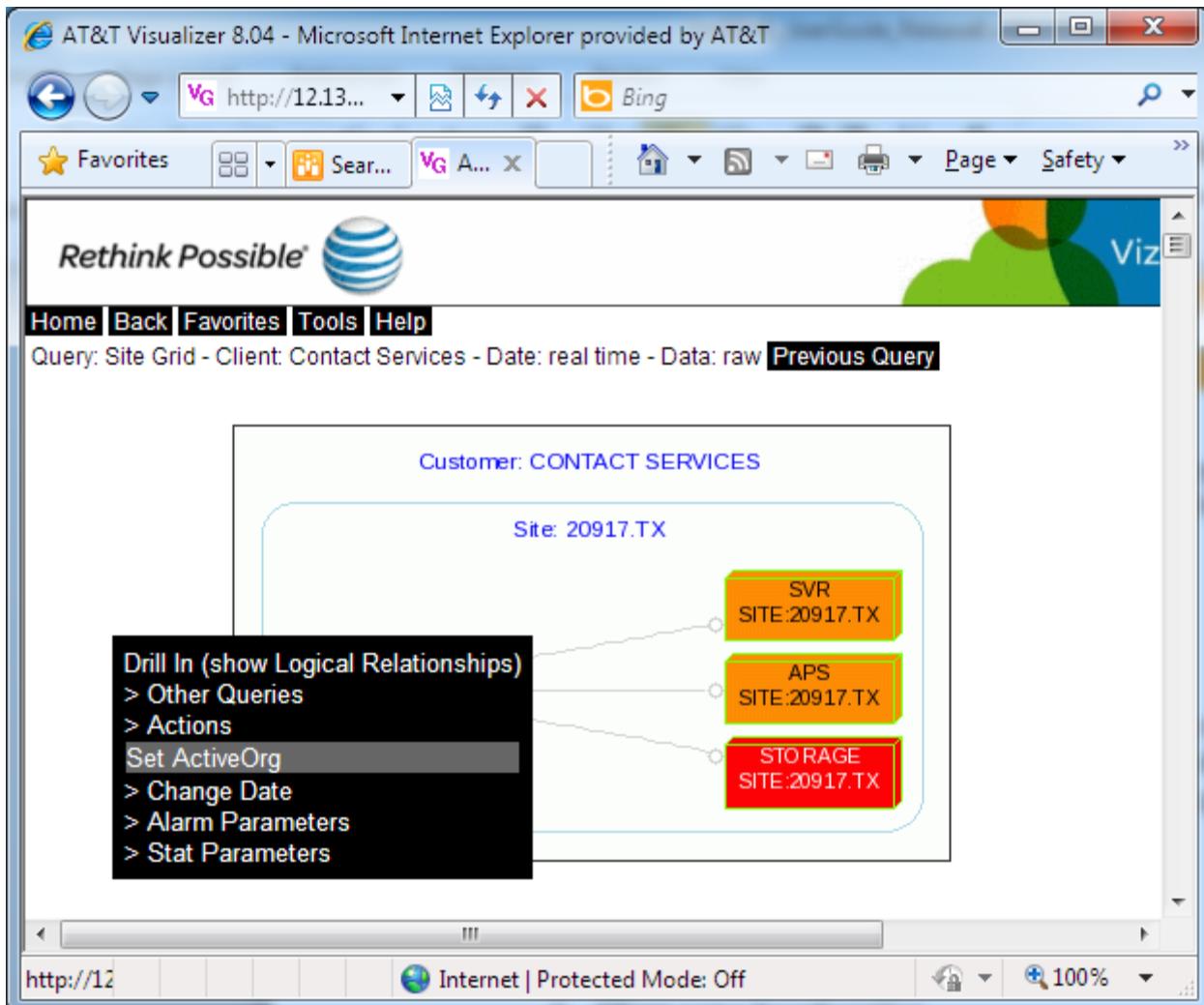


Figure 34 Actions Menu - Set Active Org

2. Expand “Set ActiveOrg” action item and click the same and that should open the below screen.
3. The screen prepopulates the group where the mouse was clicked. Then choose the right “ActiveOrg” from the drop down and enter any pattern needs to be mapped the message. Then click on “Add” button to add new routing rule. If rule needs to be modified then delete the rule and add it again. If the rule is no longer, need select the rule and click “Delete” button to delete. Click “Close” button to close the screen.

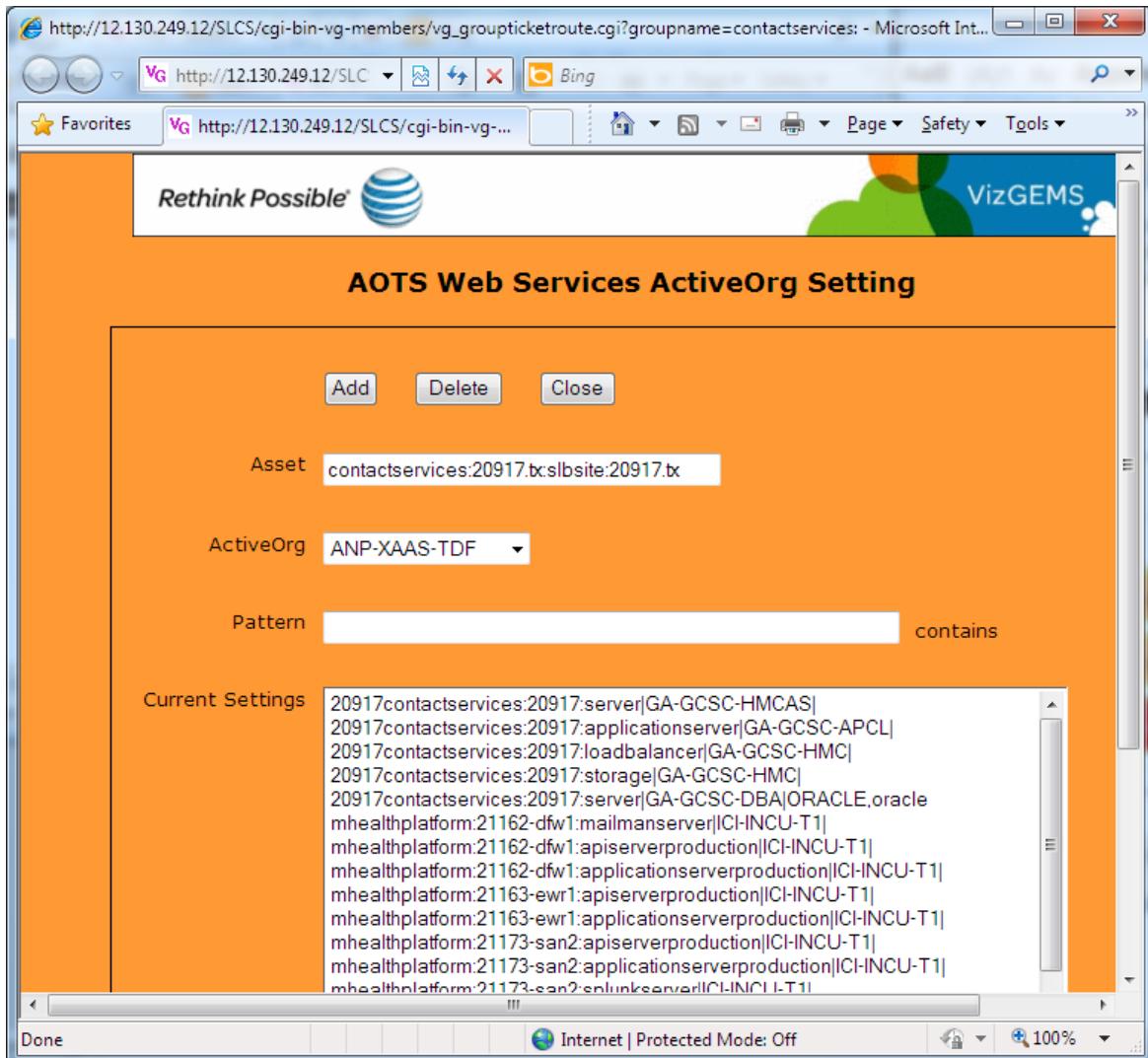


Figure 35 Set ActiveOrg

7.1.5. Change Date

By default, Visualizer displays the most up-to-date data available (midnight to present). The change date action allows you to set specific date ranges for older data. This is useful when researching previous problems or searching for trends in statistical data. Parameters can be set for a specific day, range of dates, or hours within a day.

The **Change Date** option is available on the drop-down menu as shown below.

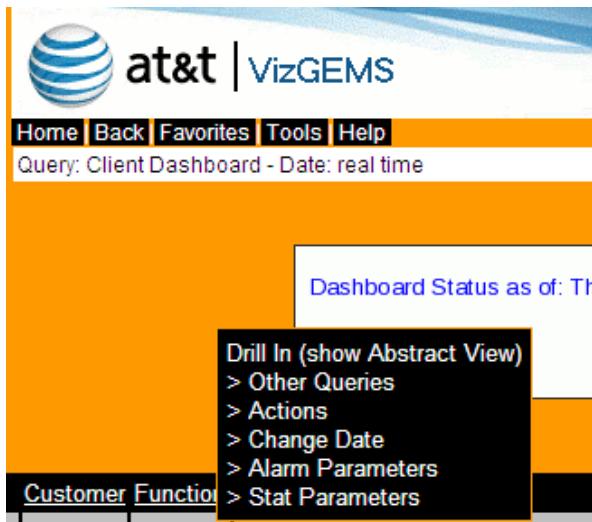


Figure 36 Change Date Screen

NOTE:

The level of statistical data returned depends on the time span. For small ranges, the raw data collected directly from the devices is displayed. For larger ranges, the data is in hourly totals. For very large ranges, the data is the daily aggregate.

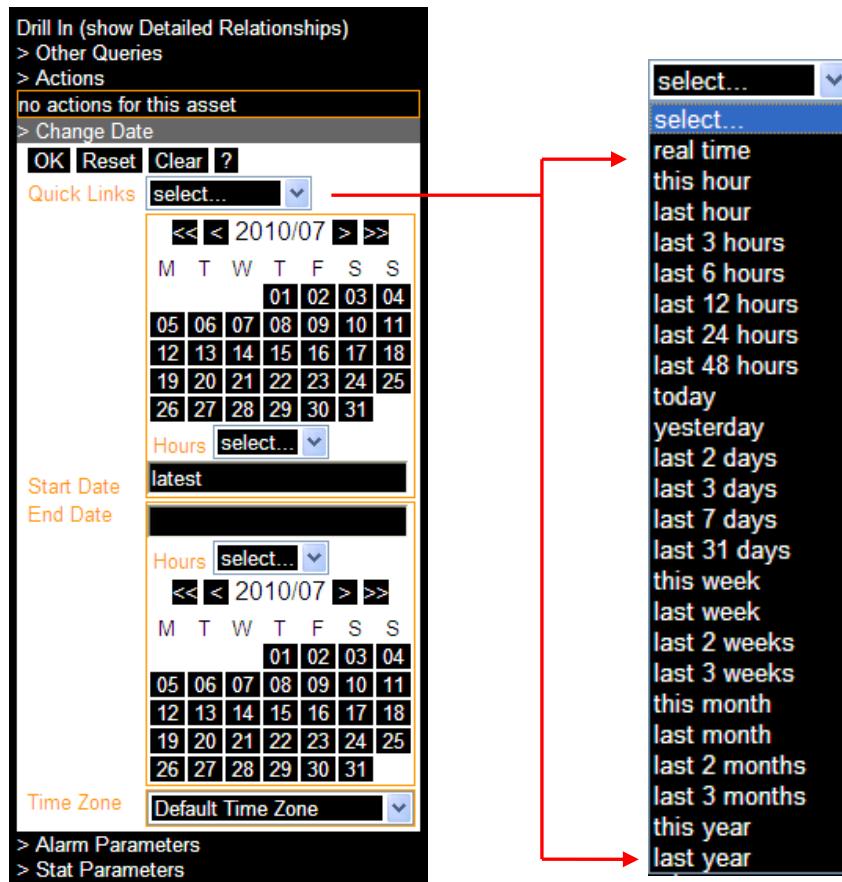


Figure 37 Change Date Parameters

Use the two calendar sections on the menu to specify exact dates. Click on a date on the top calendar to set the start date. If no end date is specified, the default is the same as the start date. The Hours dropdowns can be used to enter specific start and end hours. If not specified, the start and end hours default to midnight (start hour 00:00 and end hour 24:00).

The following actions are available:

Reset – drops any changes made by the user and reverts to the date range specified for the current page or node.

Clear – removes all field values

OK – gathers the data entered, closes the change date section, and reverts to the full drop-down menu.

? – provides online details about this parameter

Warning! You must click **OK** in order to apply the entered values to the next query.

7.1.6. Inventory Parameters

To display the **Inventory Parameters** option on the drop down menu, use your mouse to hover over in a non-link area as shown below. Left clicking the mouse will display the following menu. Select the Inventory Parameters option.

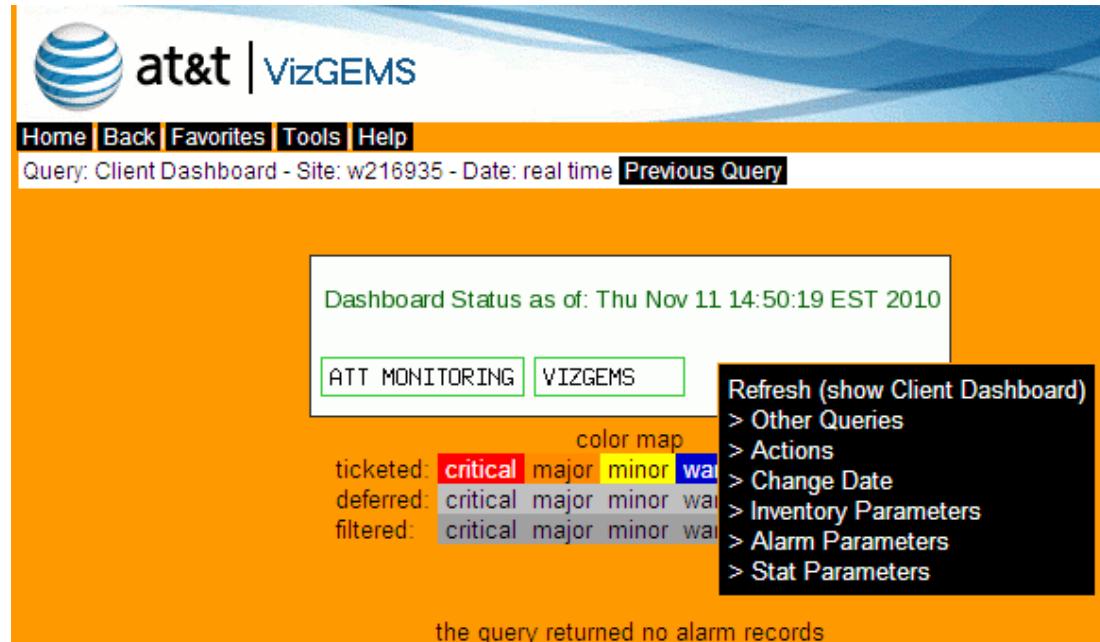
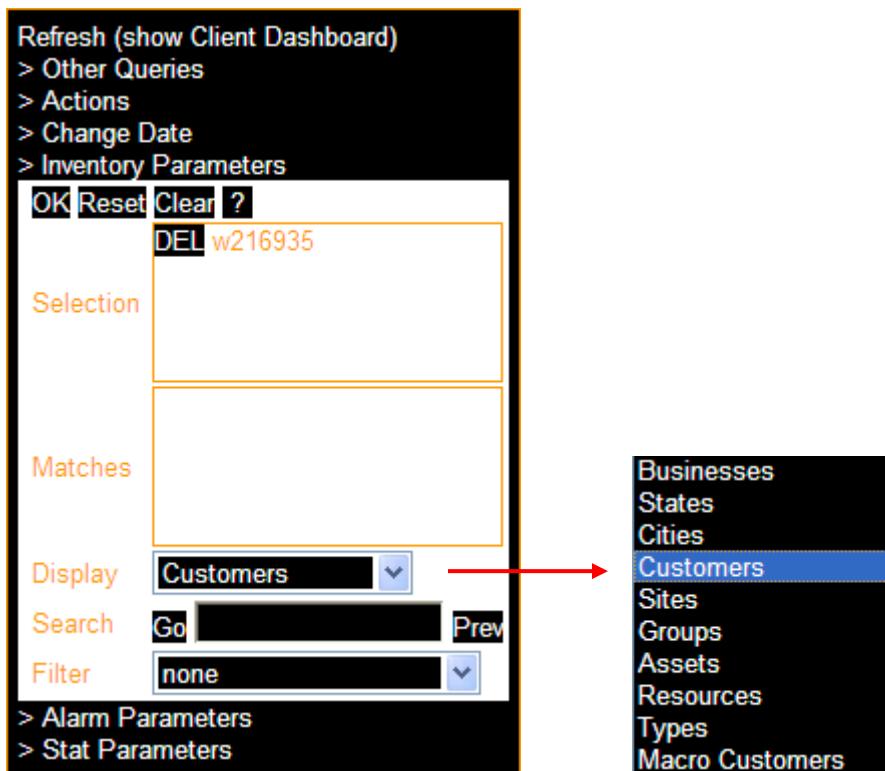


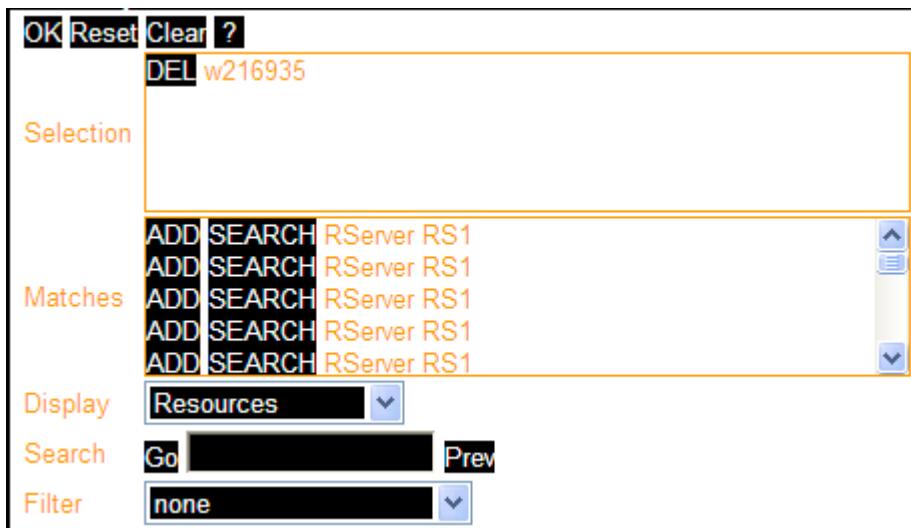
Figure 38 Inventory Parameters



Use the **Inventory Parameters** screen to customize inventory details that are displayed in Visualizer®.

Select the inventory level you want to search on from the drop-down display list shown in the figure above, and click the **Go** button. Results will display in the **Matches** pane. Using the **Prev** button will revert to a previously selected search during the current session.

Move a specific match or matches to the **Selection** pane by clicking on the **ADD** button. You may also choose to drill down further by clicking on the **SEARCH** button next to any item in the **Matches** pane. You may remove individual items from the **Selection** pane by clicking on the **DEL** button.



The default filter is set to **none** but you may select **assets with alarms only** from the drop-down list.

The following actions are available:

Reset – drops any changes made by the user and reverts to the previously specified parameters for the current page.

Clear – removes all content from the Selection pane

OK – gathers the data entered, closes section, and reverts to the full drop-down menu.

? – provides online details about this parameter

Warning ! You must click **OK** in order to apply the entered values to the next query, then click any query you want to re-run based on current setting.

7.1.7. Alarm Parameters

Use the **Alarm Parameters** screen to customize the alarm data displayed in Visualizer.

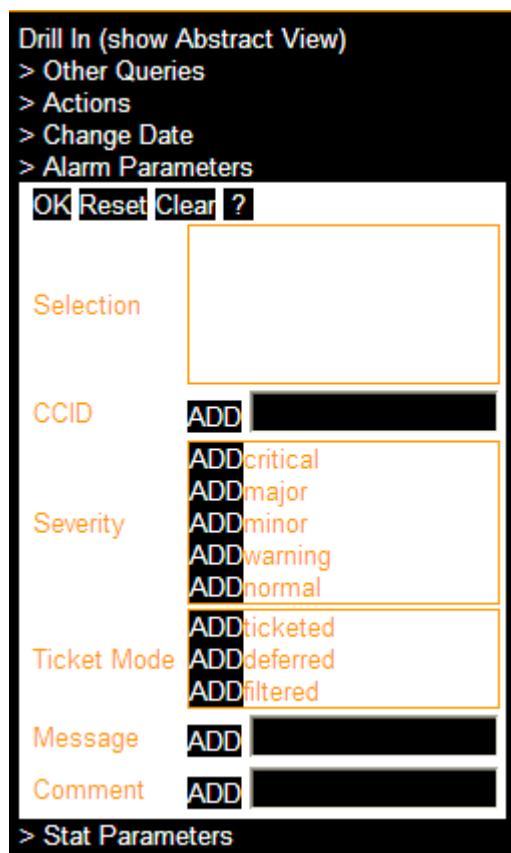


Figure 39 Alarm Parameters

Enter a CCID (correlation ID), or a specific phrase or line that appears in the **Message** or **Comment** field of individual alarms. Click the **ADD** button to move field contents to the **Selection** pane. Repeat until all selections are complete for this set of parameters.

Move individual **Severity** and/or **Ticket Mode** types to the **Selection** pane by clicking on the **ADD** button.

You may remove individual items from the **Selection** pane by clicking on the **DEL** button.

The following actions are available:

Reset – drops any changes made by the user and reverts to the previously specified parameters for the current page.

Clear – removes all content from the Selection pane

OK – gathers the data entered, closes the section, and reverts to the full drop-down menu.

? – provides online details about this parameter

Warning! You must click **OK** at the top of the drop down menu in order to apply the entered values to the next query.

7.1.8. Stat Parameters

Use the **Stat Parameters** screen to customize the statistical data displayed in Visualizer.

Click the **Go** button by the **Search** field to display a list of stat names. Alternately, enter a complete or partial name in the search field to locate an individual name Results will display in the **Matches** pane. Click the **Prev** button to revert to a previously selected search during the current session.

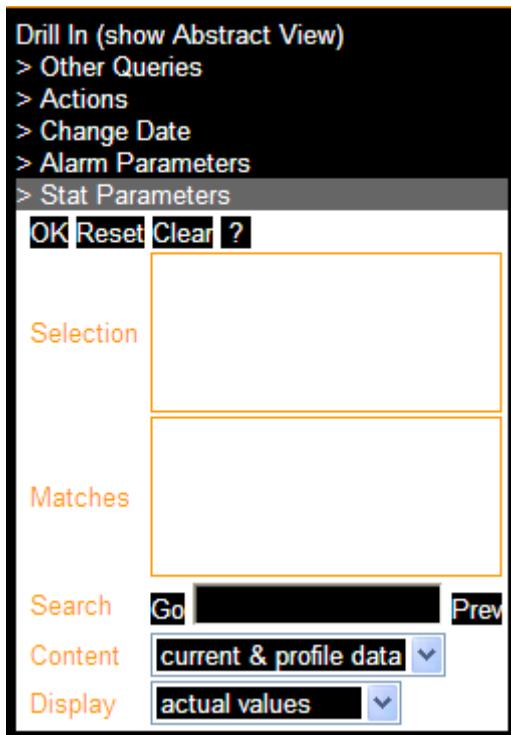


Figure 40 Stat Parameters

Move individual matches to the **Selection** pane by clicking on the **ADD** button.

You may remove individual items from the **Selection** pane by clicking on the **DEL** button. The **Content** field default is set to current and profile data. You may select current data only from the list.

When your selections are complete, the following actions are available:

Reset – drops any changes made by the user and reverts to the previously specified parameters for the current page.

Clear – removes all content from the Selection pane

OK – gathers the data entered, closes the parameter section, and reverts to the full drop-down menu.

? – provides online details about this parameter

Warning! You must click **OK** at the top of the drop down menu in order to apply the entered values to the next query.

8. Other Queries

The following section will describe each of the query option from the Drill In > *Other Queries* section of the query drop down menu as shown in the figure below.

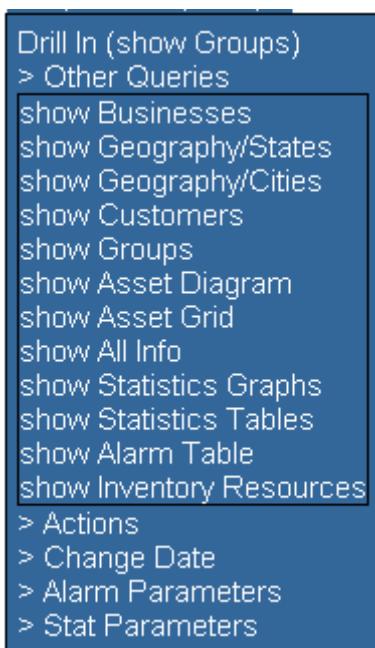


Figure 41 Drill In > Other Queries - Drop Down Menu

8.1. Show Businesses

For more information on **show Businesses**, refer to section 4 [Queries](#)

8.2. Show Geography/States

For more information on **show Geography/States**, refer to section 4 [Queries](#)

8.3. Show Geography/Cities

For more information on **show Geography/Cities**, refer to section 4 [Queries](#)

8.4. Show Customers

For more information on **show Customers**, refer to section 4 [Queries](#)

8.5. Show Groups

The **show Groups** option will display all customers, the site ids, asset and associated alarm data as shown in the figure below.

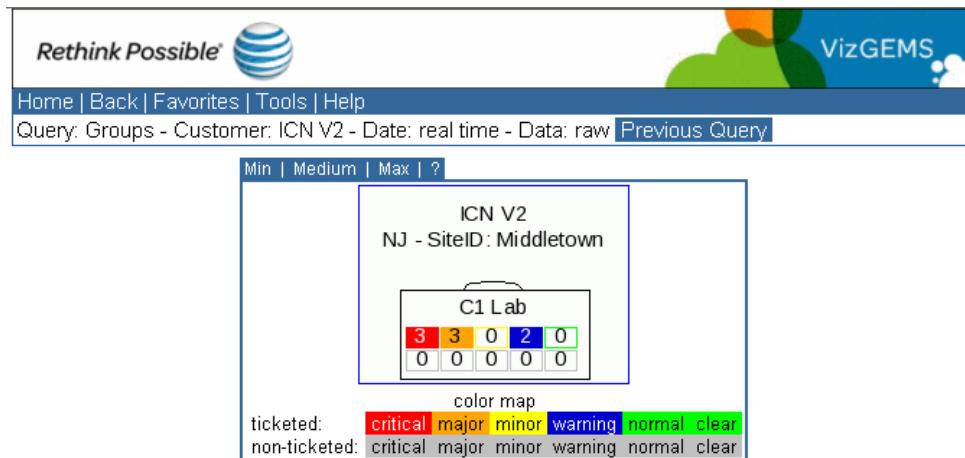


Figure 42 Show Groups

8.6. Show Asset Diagram

The **Show Asset Diagram** option will display all customers, the site ids, asset and associated alarm data and statistical data (if applicable) as shown in the figure below.

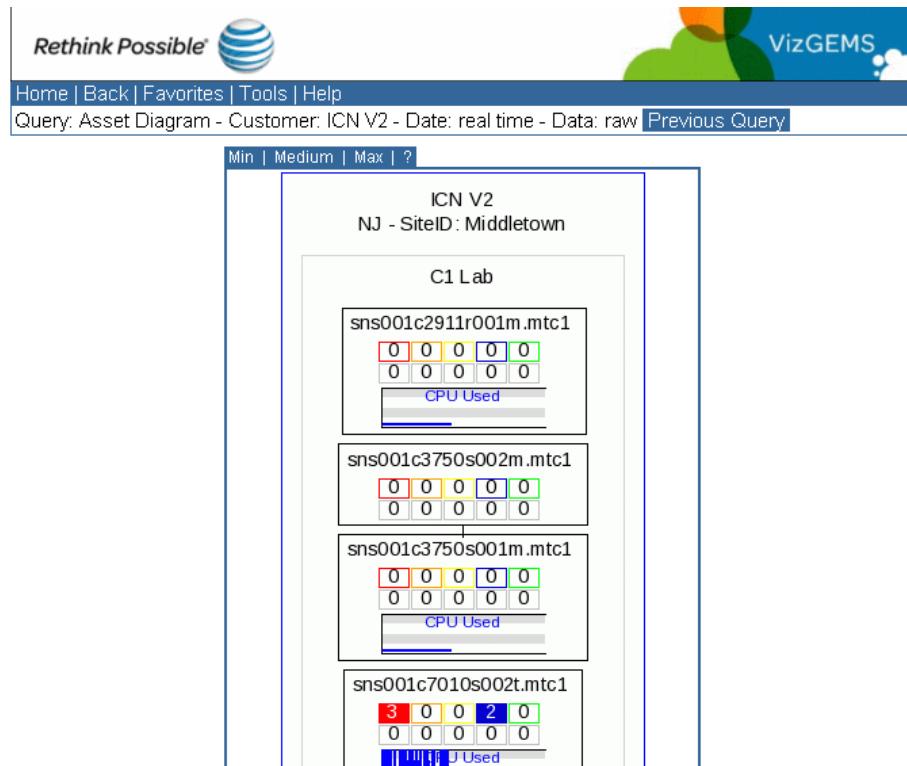


Figure 43 show Asset Diagram

8.7. Show Asset Grid

The **show Asset Grid** option will display a selected customer, the site id, all associated assets and associated alarm data and statistical data (if applicable) as shown in the figure below.

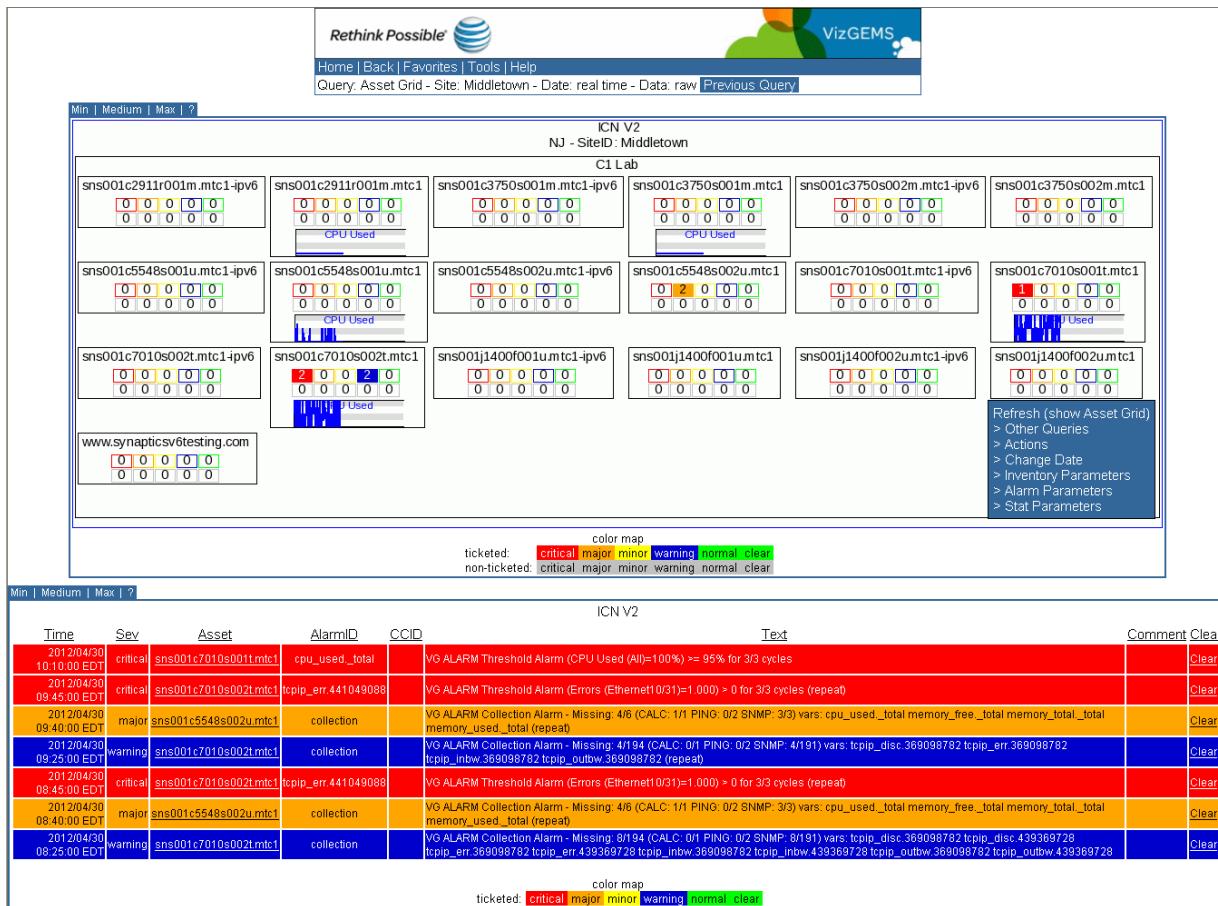


Figure 44 show Asset Grid

8.8. Show All Info

For more information on **show all Info**, refer to section 4 [Queries](#)

8.9. Show Statistics Graph

The **Show Statistics Graph** option, when selected, will display all stat information for all of the customer's assets.

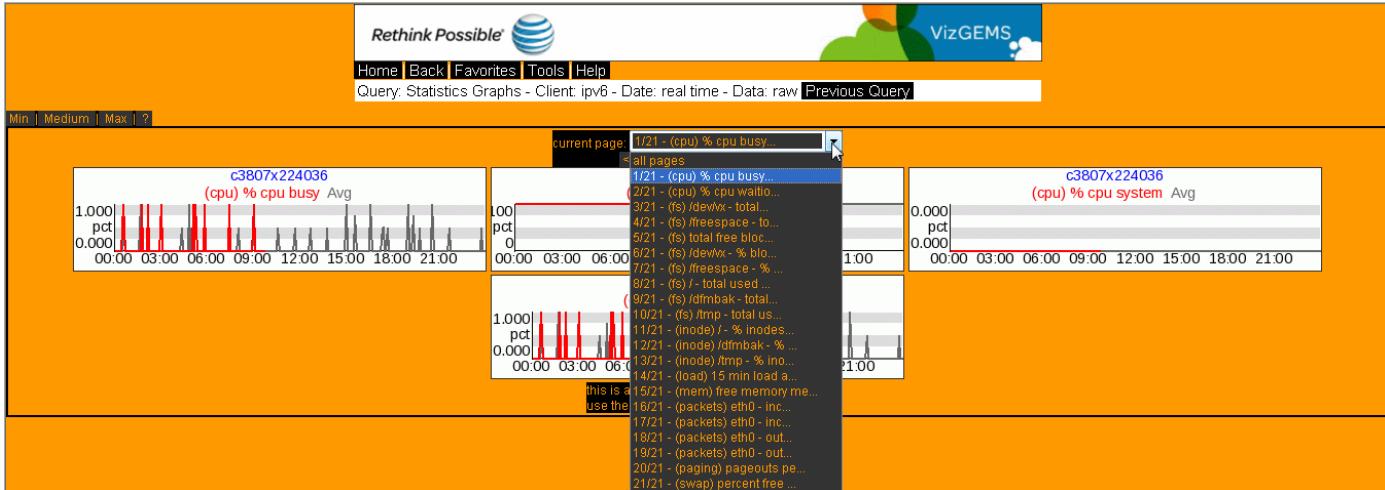


Figure 45 show Statistics Graph

NOTE:

The Statistics Graphs screen displays 4 graphs per page. In the drop down menu as shown in the screenshot example above, there are 21 pages of graphs. In total there would be 21 pages multiplied by 4 graphs per page which would equal 84 graphs in total. You can select 'all pages' from the drop down menu to view all the graphs at once or select a specific page of graphs.

8.10. Show Statistics Table

The **Show Statistics Table** option, when selected, will display all stat information for all of the customer's assets in table format.

Time	Ping Packet Loss (raw)	Ping Latency Values (%) Avg
00:00	0.000	0.740
00:05	0.000	0.811
00:10	0.000	0.668
00:15	0.000	0.723
00:20	0.000	0.649
00:25	0.000	0.821
00:30	0.000	0.519

Time	Used Memory (raw)	Used Memory Values (MB) % Cap, Avg
00:00	30.268	9.90
00:05	30.267	9.90
00:10	30.268	9.90
00:15	30.267	9.90
00:20	30.268	9.90
00:25	30.269	9.90
00:30	30.267	9.90
00:35	30.266	9.90
00:40	30.268	9.90
00:45	30.267	9.90
00:50	30.267	9.90
00:55	30.268	9.90

Figure 46 show Statistics Table

8.11. Show Inventory Resources

The show Inventory Resources option will display all inventory related data for all assets for the customer selected.

 	<p>Home Back Favorites Tools Help Query: Inventory Resources - Customer: ICN V2 - Date: real time - Data: raw Previous Query</p> <p>Min Medium Max ?</p> <table border="1" style="width: 100%; border-collapse: collapse;"> <thead> <tr> <th colspan="6" style="text-align: center;">sns001c2911r001m.mtc1</th> </tr> </thead> <tbody> <tr> <td>name</td><td colspan="5">sns001c2911r001m.mtc1</td></tr> <tr> <td>info</td><td colspan="5">ipv4 135.25.224.248 ipv6 2001:1890:FC45:F010:135:25:224:248</td></tr> <tr> <td>type</td><td colspan="5">cisco</td></tr> <tr> <td>identity</td><td colspan="5">Cisco IOS Software, C2900 Software (C2900-UNIVERSALK9-M), Version 15.1(4)M1, RELEASE SOFTWARE (fc1) Technical Support: http://w...</td></tr> <tr> <td>uptime</td><td colspan="5">52 days, 12:50:34.59</td></tr> <tr> <td>monitoring ip</td><td colspan="5">135.25.224.248</td></tr> <tr> <td>last inventoried</td><td colspan="5">Mon Apr 30 06:10:14 EDT 2012</td></tr> <tr> <td>sysname</td><td colspan="5">sns001c2911r001m.mtc1.attens.att.com</td></tr> <tr> <td>memory</td><td colspan="5">305.637 MB</td></tr> <tr> <td>port summary</td><td>interface</td><td>port range</td><td>port count</td><td>ports up</td><td>ports down</td></tr> <tr> <td></td><td>GigabitEthernet0/0-3</td><td></td><td>4</td><td>3</td><td>1</td></tr> <tr> <td></td><td>1 interfaces</td><td></td><td>4</td><td>3</td><td>1</td></tr> <tr> <td></td><td colspan="5"> <table border="1" style="width: 100%; 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Figure 47 show Inventory Resource

Appendix A Access to the Visualizer (Hosting & Application Services)

Once you have received your login and password, click on the following link:

Hosting and Application Services Direct access:

http://haasvizgems.att.com/cgi-bin-vg-members/vg_home.cgi



Figure A-1 Login Screen

Single Sign-On:

To access the Visualizer via single sign-on, you need to enter your global id and password from the url below.

http://haasvizgems.att.com/cgi-bin/vg_atteaccess.cgi

Proxy Server Access:

http://attvizgems.att.com/cgi-bin-vg-members/vg_home.cgi

To access these web servers from the above Proxy Server VIP, operations personnel will need to use the shared user account 'attops'.

OPS Landing Page (Hosting and App. Services)

Once you have successfully logged in, the OPS main landing page for Hosting and Application Services will display. The content of the landing page varies based on account settings. This screen may appear differently depending on the service you are accessing.

NOTE:

The following screen is an example of what your landing page may show.

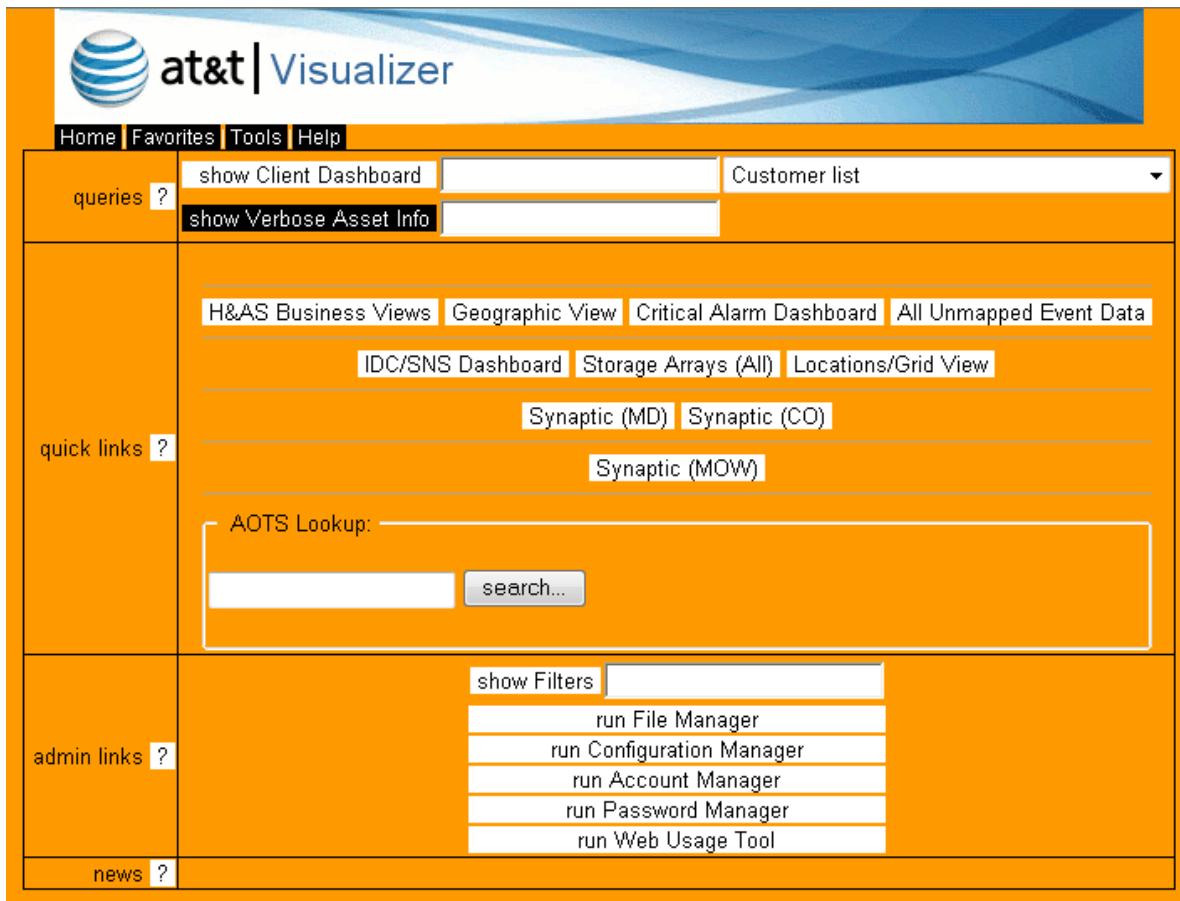


Figure A-2 Visualizer Landing Page

The following sections describe in more detail some of the options you may see on the Visualizer Landing page for Hosting and Application Services as shown in the figure above. Refer to the appendices at the end of this guide for other service applications.

Menu Bar - **Home** | **Favorites** | **Tools** | **Help** is displayed on every page.

Defacto Queries

This section describes all of the links under ***Defacto Queries*** and detailed information on all of the actions that can be performed within those links.

NOTE:

The following screens are an example of what you may see displayed depending on your configuration.



Figure A-3 Queries Section

show Client Dashboard

You can manually enter a client name in the show Client Dashboard field or select one from the Customer List (this also supports partial matches). By just clicking on the show Client Dashboard link, the entire list of customers along with alarm data will display as shown below. You can then select the customer of your choice.

NOTE:

Due to size limitations, the screen below is just a fragment of the original screen that was shown on the Visualizer®.

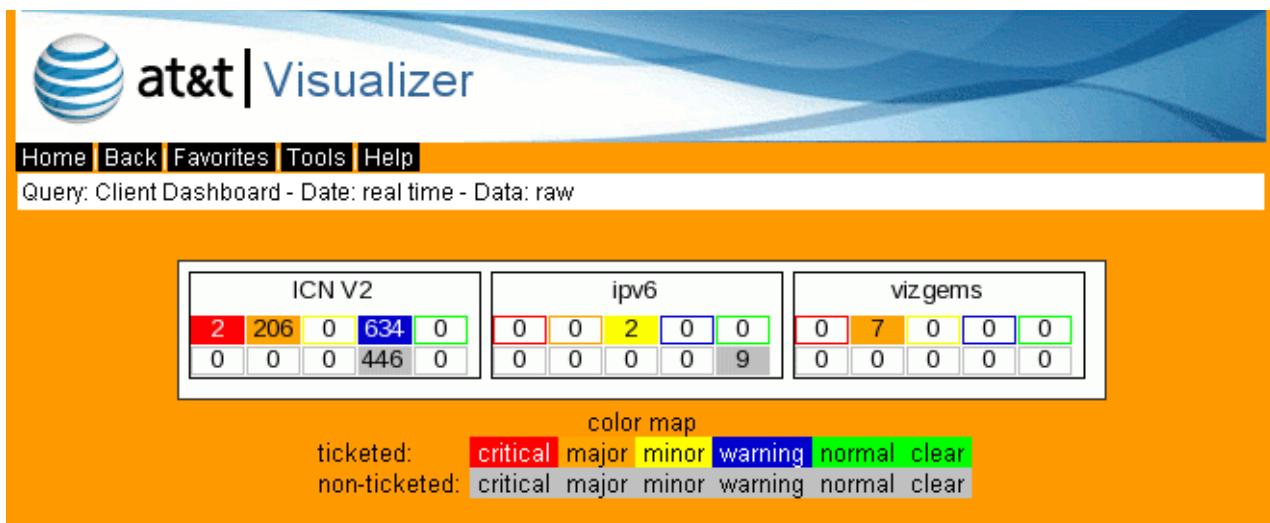
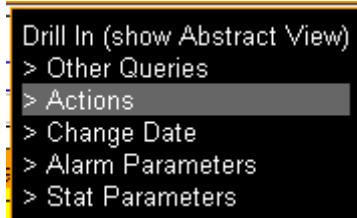


Figure A-4 Client Dashboard

From the **Client Dashboard** you can left click on the customer name and drill down further by selecting any one of the available options from the drop down list as shown in the figure below. These drop down options are discussed in more detail in the Section titled [Other Queries](#).

**Figure A-5 Customer Drill In Options**

Customer List

Clicking on the Customer List link displays the entire list of Customers. From here you can click on any client to drill in further.

The following figure shows an example of a Client List Query when a client was selected from the drop down list (5 STAR HR). Note that this is just an example of what you may see.

This specific client displays a container with the number of ticketed and non-ticketed alarms as well as a table of all of the alarms with more information.

The screenshot shows the AT&T VizGEMS interface. At the top, there's a navigation bar with links for Home, Back, Favorites, Tools, and Help. Below that is a search bar labeled 'Query: Client Dashboard - Date: real time - Data: raw'. The main area displays a dashboard status box with the text 'Dashboard Status as of: Thu Feb 2 09:54:35 EST 2012' and a color map legend for '5 STAR HR' showing counts for critical, major, minor, warning, normal, and clear levels. Below this is a table of alarms with columns for Time, Sev, Asset, Customer Function, Message Text, Comment, and Clear. The table lists three entries, each with a color map and a 'Clear' button.

Time	Sev	Asset	Customer Function	Message Text	Comment	Clear
2012/02/02 09:00:00 EST	warning	a91hfivw216294dbss3002	5 STAR HR logical-db	VG ALARM Threshold Alarm (Library Hits=54.810%) <= 60% for 6/6 cycles (repeat)		Clear
2012/02/02 08:55:32 EST	minor	w216294vaps2002	5 STAR HR VMN	[LA: filesys E: low on space, [20] percent left, threshold is 20 [DRIVE - fs_free_pct:E]	Event Managed by Correlation Engine (racing condition)	Clear
2012/02/02 08:00:00 EST	warning	a91hfivw216294dbss3002	5 STAR HR logical-db	VG ALARM Threshold Alarm (Library Hits=54.820%) <= 60% for 6/6 cycles (repeat)		Clear

Figure A-6 Client List Query

Left click on the client name to bring up the options menu. From here you can drill further into this customer by selecting any of the query options presented.

Asset Lookup

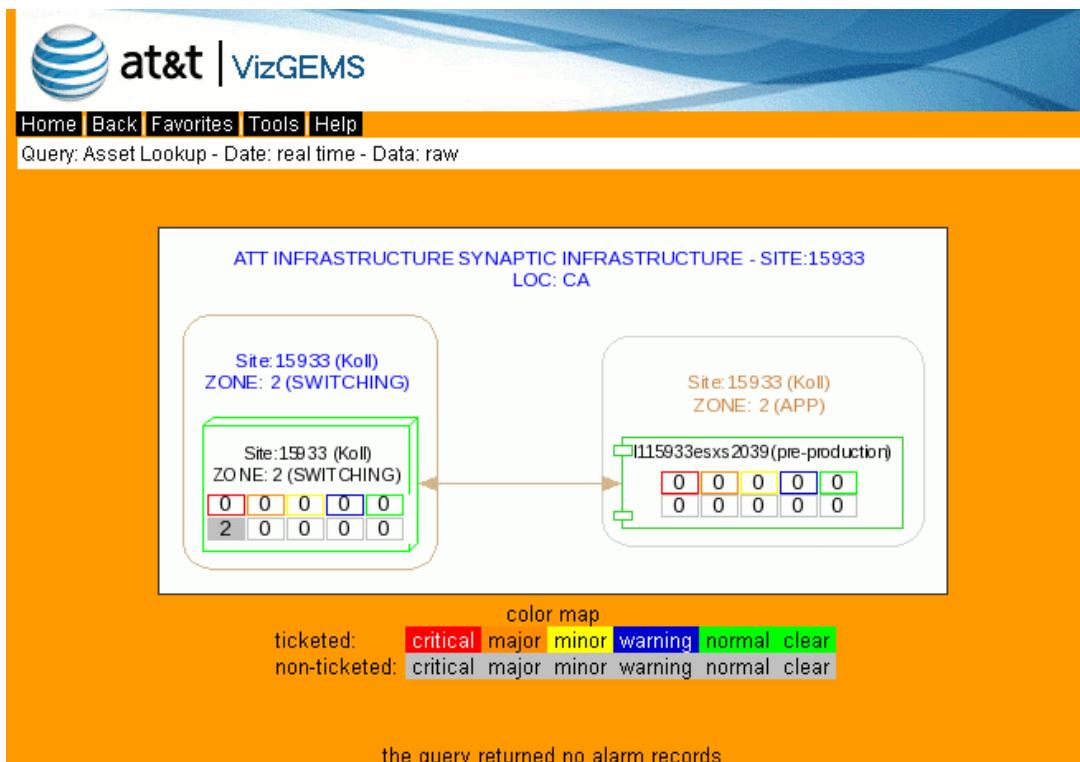
You must manually type in an asset type in the Asset Lookup field as shown in the figure below. Click the **Asset Lookup** link or press Enter.

NOTE:

You may also search for multiple assets by separating each asset with a ‘|’ pipe symbol.

**Figure A-7 Asset Lookup**

The following figure shows an example of an Asset Lookup query. This query shows the object relationship and associated alarms.

**Figure A-8 Asset Lookup Query**

Operation Hot Links

The section below will describe all of the links under Operations Hot Links and detailed information on all of the actions that can be performed within those links for Hosting and Application Services.

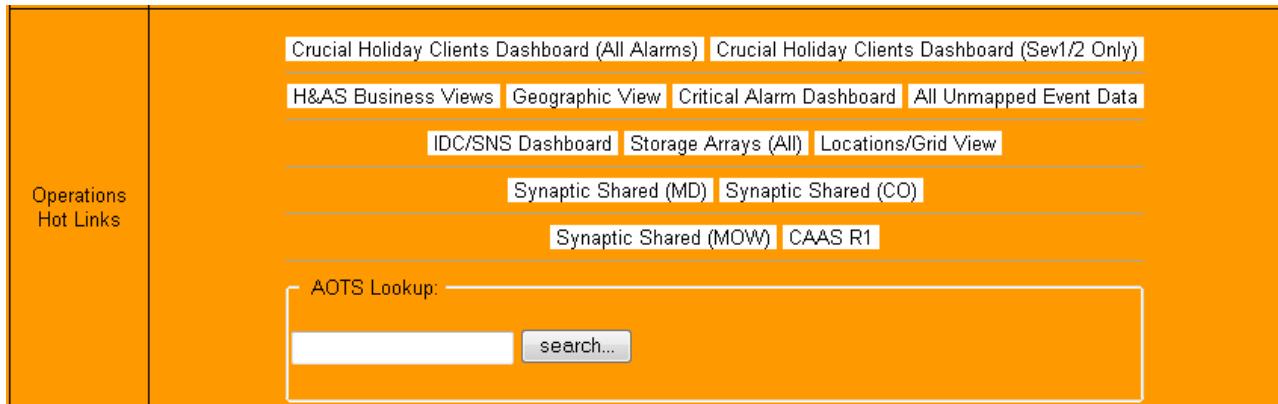


Figure A-9 Operation Hot Links

H&AS Business Views

By clicking on the **H&AS Business Views** link from the above screen all associated businesses will display as shown in the figure below. H&AS refers to Hosting and Application Services.



Figure A-10 Business View Example

From here you can drill down further by left-clicking in any container and displaying the drop down list as shown in the figure below. These options will be discussed further in the Section **Drill In Menu Options**.

Geographic View

By clicking on the **Geographic View** from the Operations Hot Links section, all clients will display in a global map as shown below. The figure below is just a fragment of the screen you would see.

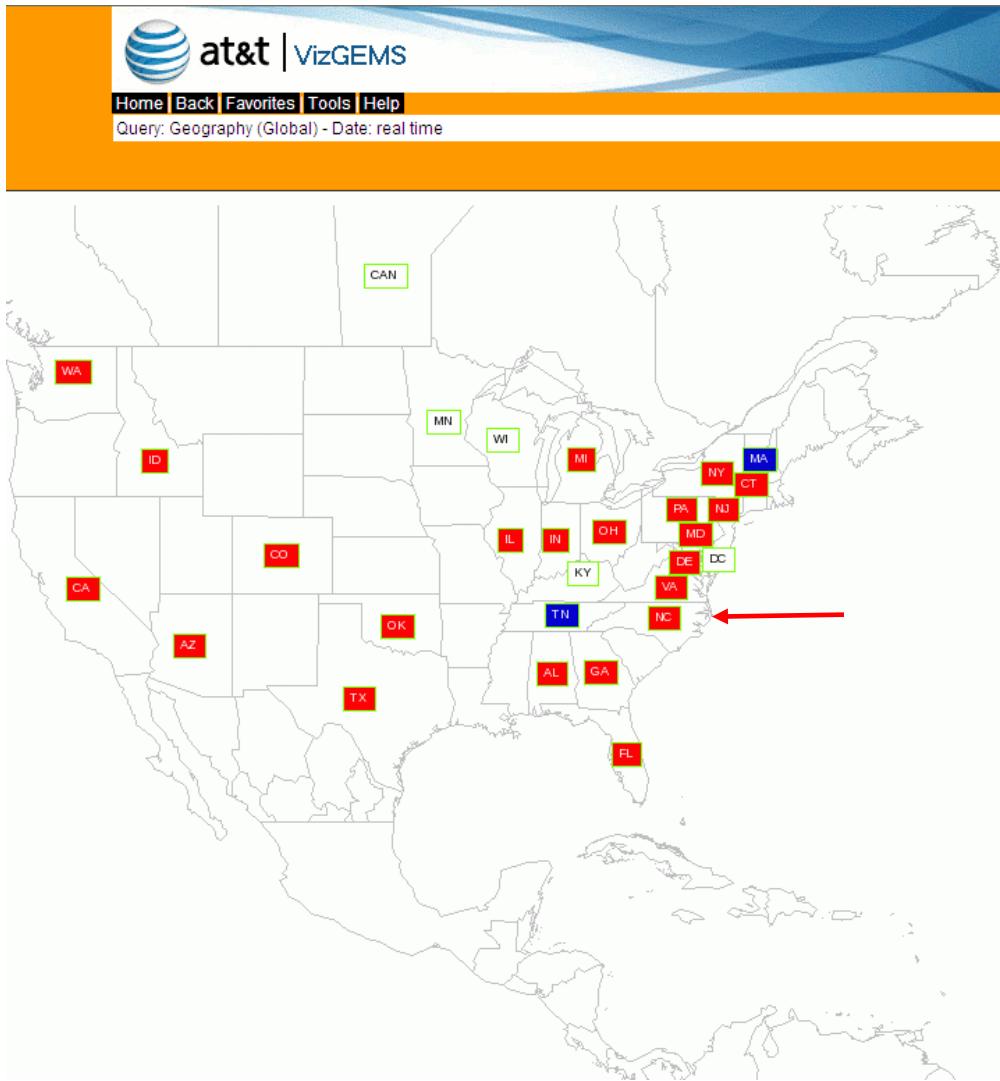


Figure A-11 Geographic View Example

As shown on the map above, if alarms are present the color will display on that particular geographic location. To drill down further, left click your mouse over the location you wish to drill into. In the example shown below the geographic location of 'NC' has been selected.

From the screen above click on **Drill In (show Client Dashboard)**. All clients that are located in the geographic location of NC will display as shown in the figure below. If there are alarms present they will display appropriately.

The screenshot shows the AT&T VizGEMS Client Dashboard. At the top, there's a navigation bar with links for Home, Back, Favorites, Tools, and Help. Below that is a search bar with the text "Query: Client Dashboard - City: NC - Date: real time Previous Query". The main area displays a table of critical alarms:

Time	Sev	Asset	Customer	Function	Message Text	Comment	Clear
2010/11/08 09:20:00 EST	critical	ncrtcpe02a	PEOPLESOFT V8 SHARED POD	RTR	VG ALARM Threshold Alarm (Ping Packet Loss=100%) >= 50% for 3/3 cycles (repeat)		Clear
2010/11/08 09:20:00 EST	critical	ncrtcpe02b	PEOPLESOFT V8 SHARED POD	RTR	VG ALARM Threshold Alarm (Ping Packet Loss=100%) >= 50% for 3/3 cycles (repeat)		Clear
2010/11/08 09:20:00 EST	major	ncrtcpe02a	PEOPLESOFT V8 SHARED POD	RTR	VG ALARM Collection Alarm - Missing: 2/4 (PING: 0/2 SNMP: 2/2) vars: cpu_used_total memory_used_total (repeat)		Clear
2010/11/08 09:20:00 EST	major	ncrtcpe02b	PEOPLESOFT V8 SHARED POD	RTR	VG ALARM Collection Alarm - Missing: 2/4 (PING: 0/2 SNMP: 2/2) vars: cpu_used_total memory_used_total (repeat)		Clear
2010/11/08 08:45:00 EST	critical	lcrduhdc01	USNETWORK CORPORATE RIP INT	WIN	VG ALARM Threshold Alarm (Ping Packet Loss=100%) >= 50% for 3/3 cycles (repeat)		Clear
2010/11/08 08:45:00 EST	critical	lcrduhdc02	USNETWORK CORPORATE RIP INT	WIN	VG ALARM Threshold Alarm (Ping Packet Loss=100%) >= 50% for 3/3 cycles (repeat)		Clear
2010/11/08 08:45:00 EST	warning	ncrtcorp02	USNETWORK CORPORATE RIP INT	RTR	VG ALARM Collection Alarm - Missing: 1/16 (PING: 0/2 SNMP: 1/14) vars: tcpi_err_26 (repeat)		Clear

Figure A-12 Geographic View - Client Location

Critical Alarm Dashboard

Clicking on the **Critical Alarm Dashboard** from the Operations Hot Links page will display all clients that have critical alarms (red) associated with them at that time.

The screenshot shows the Critical Alarm Dashboard. At the top, there's a navigation bar with links for Home, Back, Favorites, Tools, and Help. Below that is a search bar with the text "Query: Client Dashboard - Date: real time". The main area displays a grid of client names, each enclosed in a red box:

5 STAR APPHOST	ACS HELP INC
ADVANCED DIGITAL INFORMATION CORPORATION	AM CASTLE
AMERICAN BATTLE MONUMENTS COMMISSION ABMC	AMERICAN CANCER APPHOST
AMPCO	ANDERSON HAY GRAIN
ANP1 IDC SYNAPTICS	APP SVCS PLATFORM
APPSHOP INFRA DENVER	APPSHOP ORPHAN
ARIBA ISV	ARIBAISV MONDI
ART TECHNOLOGY GROUP INC	ASCEND PERFORMANCE MATERIALS
ASTM INTERNATIONAL	ATG COMMERCE COKE B2C
ATG COMMERCE NYCO	ATG COMMERCE

Figure A-13 Critical Alarm Dashboard

You can drill down further into a client by left clicking on a client name and going through the drop down menu.

IDC/SNS Dashboard

Clicking on the **IDC/SNS Dashboard** from the Operations Hot Links page will display all of the IDC locations in a container format along with all applicable alarm data at that time.

The dashboard displays a grid of IDC locations with their current status (green for normal, red for alarm). Below the grid is a table of recent alarms:

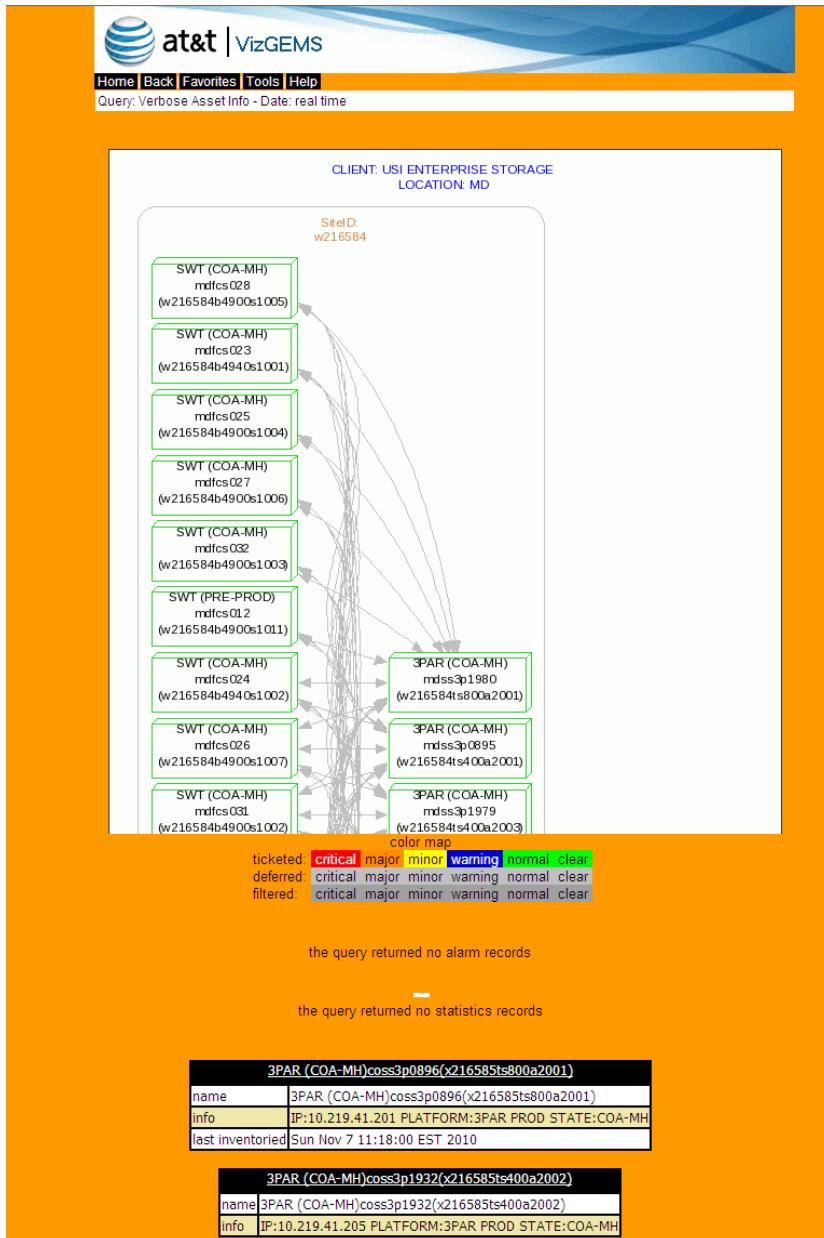
Time	Sev	Asset	Customer Function	Message Text	Comment	Clear
2010/11/08 09:25:00 EST	critical	corp01ffwgs0001.att1	ATL1 IDC	FFWGS VG ALARM Threshold Alarm (Ping Packet Loss=100%) >= 50% for 3/3 cycles (repeat)		Clear
2010/11/08 09:25:00 EST	critical	df022ff2ks0001.san2	SAN2 IDC	C2621R VG ALARM Threshold Alarm (Ping Packet Loss=100%) >= 50% for 3/3 cycles (repeat)		Clear
2010/11/08 09:25:00 EST	critical	bungeffwgs0001.chi1	CHI1 IDC	FFWGS VG ALARM Threshold Alarm (Ping Packet Loss=100%) >= 50% for 3/3 cycles (repeat)		Clear
2010/11/08 09:25:00 EST	critical	mdf001c2511t9001.wdc1	WDC1 IDC	C2511T VG ALARM Threshold Alarm (Ping Packet Loss=100%) >= 50% for 3/3 cycles (repeat)		Clear

Figure A-14 IDC/SNS Dashboard

You can drill down further into an IDC/SNS by left clicking on a container name and going through the drop down query menu.

Storage Arrays (All)

The storage arrays are views for shared storage components that are managed out of the application services operations center (i.e. 3pars).

**Figure A-15 Storage Arrays (All)**

Locations/Grid View

Clicking on the **Location/Grid View** link from the Operations Hot Links page will display all customer locations and any associated alarm data.

The screenshot shows the AT&T VizGEMS interface with the title "at&t | VizGEMS". Below the title is a menu bar with links: Home, Back, Favorites, Tools, Help. A sub-menu bar below it says "Query: Locations Table - Date: real time".

The main content area displays a "LOCATION GRID - Status as of: Mon Nov 8 09:35:33 EST 2010". The grid contains 24 boxes representing different locations, each with a color-coded status indicator (e.g., green for OK, red for critical). The locations listed are WI, WA, SGP, IND, UNKNOWN, REMOTE, CHN, CAN, OK, OH, AUS, MN, MI, MD, MA, KY, IN, IL, ID, GA, HKG, KOR, CT, CO, CA, AZ, AL, NLD, GBR, JPN, VA, TX, TN, PA, NY, NJ, NC, DEU, FRA, FL, DE, DC, BRA.

Below the grid is a table titled "Message Text" showing two entries:

Time	Sev	Asset	Customer	Function	Message Text	Comment	Clear
2010/11/08 09:30:00 EST	critical	d218329vaps2001	IMC2	LNX	VG ALARM Threshold Alarm (Ping Latency=260.825ms) >= 100ms for 3/3 cycles (repeat)		Clear
2010/11/08 09:30:00 EST	critical	d218329vaps2002	IMC2	LNX	VG ALARM Threshold Alarm (Ping Latency=304.886ms) >= 100ms for 3/3 cycles (repeat)		Clear

Figure A-16 Locations/Grid View

You can left click on any of the locations shown and select an option from the drop down query menu as show in the figure below.

This screenshot is similar to Figure A-16, showing the AT&T VizGEMS interface with the same header and menu structure.

The "LOCATION GRID" section shows the same 24 location status boxes. A context menu is open over the "TX" location box, listing options such as "Drill In (show Client Dashboard)", "show Abstract View", "show Client Dashboard", etc.

The "Message Text" table shows three entries:

Time	Sev	Asset	Customer	Function	Message Text	Comment	Clear
2010/11/08 10:50:00 EST	critical	abspd2crm1db00	ATT ECRM	logical-db	VG ALARM Oracle: progress (DBD ERR)	Event Managed by Correlation Engine (racing condition)	Clear
2010/11/08 10:50:00 EST	critical	abspd2crm1db01	ATT ECRM	logical-db	VG ALARM Oracle: progress (DBD ERR)	Event Managed by Correlation Engine (racing condition)	Clear
2010/11/08 10:50:00 EST	critical	abspd2crm1db00	ATT ECRM	logical-db	VG ALARM Oracle: progress (DBD ERR)	Event Managed by Correlation Engine (racing condition)	Clear

Figure A-17 Locations/Grid View - Other Queries

Synaptic Shared (MD) (CO) (MOW)

The links highlighted in the figure below are related to Visualizer dashboards for shared components, i.e., VMWare Infrastructure (ESX Hosts / Guests).

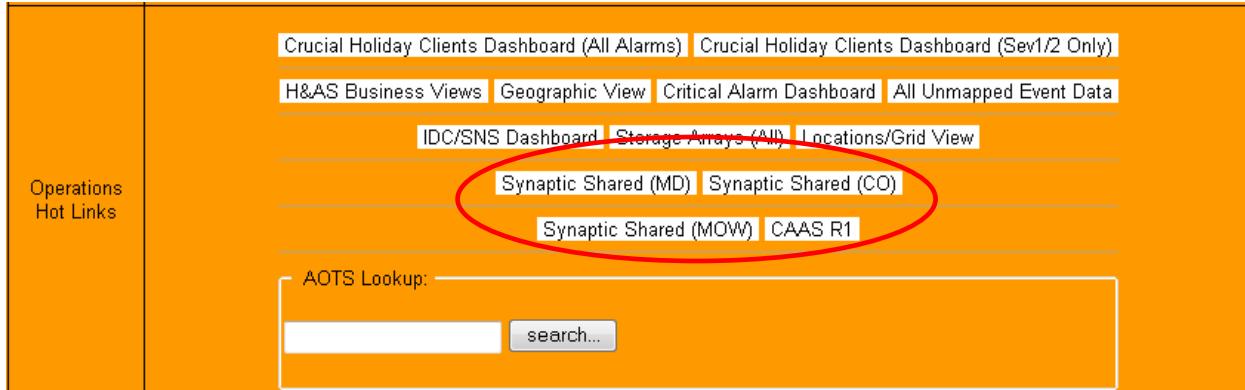


Figure A-18 Operations Hot Links - Shared Components

The screenshot shows the "Synaptic Shared (MD)" dashboard. At the top, it displays the AT&T VizGEMS logo and navigation links: Home, Back, Favorites, Tools, Help. Below that is a search bar: "Query: Element View - Client: VMWARE INFRASTRUCTURE - Date: real time". The main area is titled "Client: VMWARE INFRASTRUCTURE Location: MD". It features a large grid of host and guest entries. A color map at the bottom indicates ticketing status: critical (red), major (orange), minor (yellow), warning (green), normal (light green), and clear (white). Below the grid is a table of messages:

Time	Sev	Asset	Customer	Function	Message Text	Comment	Clear
2010/11/30 09:10:00 EST	critical	mdsvavh0e	VMWARE INFRASTRUCTURE	VH	VG ALARM Threshold Alarm (Ping Packet Loss=100%) >= 50% for 3/3 cycles (repeat)		Clear
2010/11/30 09:10:00 EST	critical	mdsvavh0e	VMWARE INFRASTRUCTURE	VH	VG ALARM Threshold Alarm (PORT Availability (902)=0%) in range [0%, 0%] for 2/2 cycles (repeat)		Clear
2010/11/30 09:10:00 EST	critical	ymds3aad0i	VMWARE INFRASTRUCTURE	VM	VG ALARM Threshold Alarm (Ping Packet Loss=100%) >= 100% for 2/2 cycles (repeat)		Clear

Figure A-19 Synaptic Shared (MD)

CAAS R1

This function is the managed Infrastructure which supports Synaptic Compute as a Service (CaaS) which is a shared customer offering.

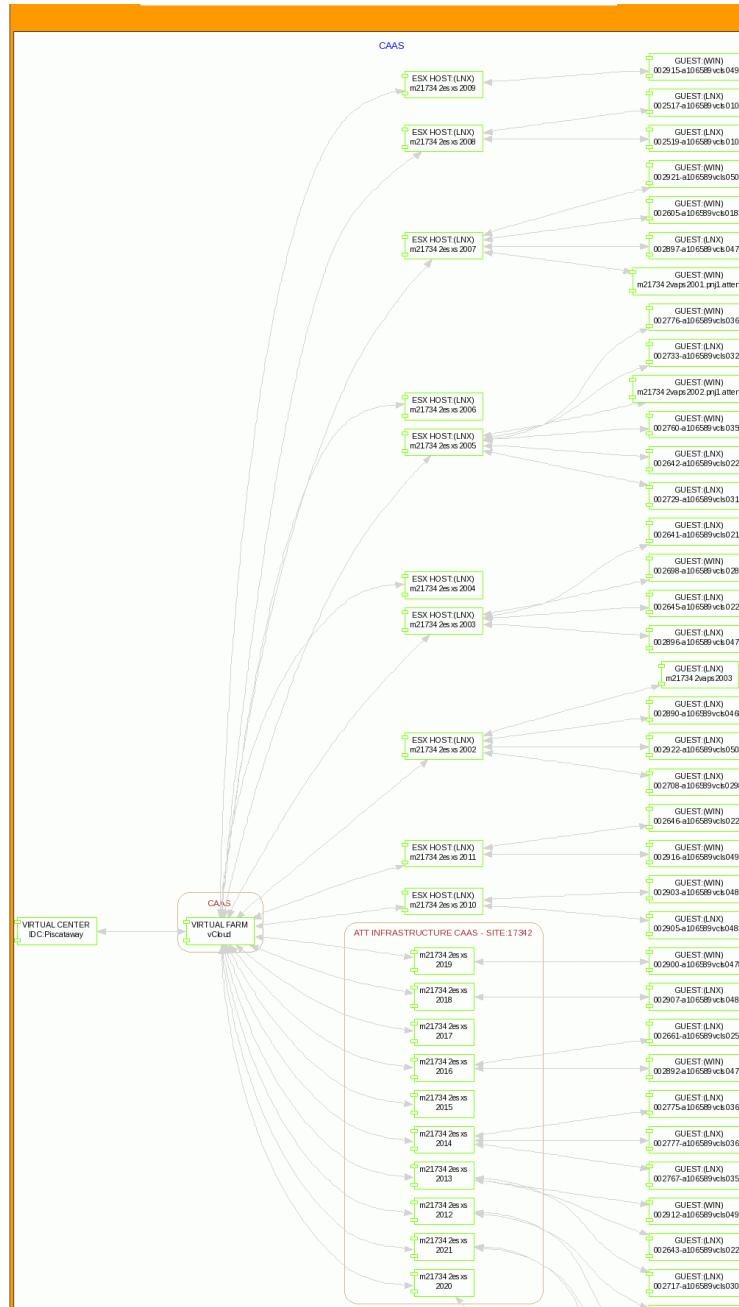


Figure A-20 CAAS R1

AOTS Lookup

From the Visualizer home page type a valid AOTS ticket number in the **AOTS Lookup** field and click the search button. The Visualizer will perform a query to find the associated managed device as defined on the Visualizer web server. Below is an example using AOTS ticket # **000000132146529**.

The screenshot shows the Visualizer home page with a yellow header bar containing navigation links: H&AS Business Views, Geographic View, Critical Alarm Dashboard, IDC/SNS Dashboard, Storage Arrays (All), Locations/Grid View, Synaptic Shared (MD), Synaptic Shared (CO), Synaptic Shared (MOW), and CAAS (NJ). On the left, there is a sidebar titled "Operations Hot Links". In the center, there is a search interface with a text input field labeled "AOTS Lookup:" containing the value "000000132146529" and a "search..." button.

Figure A-21 AOTS Lookup

The following example shows the alarm data associated with the AOTS ticket number.

Time	Sev	Asset	Customer	Function	Message Text	Comment
2010/12/06 08:20:14 EST	normal	b116898b6400m1009.bos1.attens.net	ATT CONNECT - SITE:16898	HOSTING	TKT NUMBER:[000000132146529] has been [CLOSED] for this Asset	Info from CBUS color=lightgoldenrodyellow
2010/12/06 08:20:14 EST	warning	b116898b6400m1009.bos1.attens.net	ATT CONNECT - SITE:16898	HOSTING	AOTS TKT NUMBER:[000000132146529] has been [ACTIVE] for this Asset [Details: SYSLOG: mcpd[2072]: 01070728:5: Node 192.168.12.10 monitor status up	Info from CBUS

Figure A-22 AOTS Ticket Search Example

Administrative Tasks

For information on Administrative Tasks, refer to the [VizGEMS Administrative Guide](#).

Administrative URL's

Clicking on the links shown in the figure below will display a different Visualizer landing page.



Figure A-23 Master Landing Page Link

Master VizGEMS Landing Page Link

Selecting this URL will bring you to the Master VizGEMS landing page.

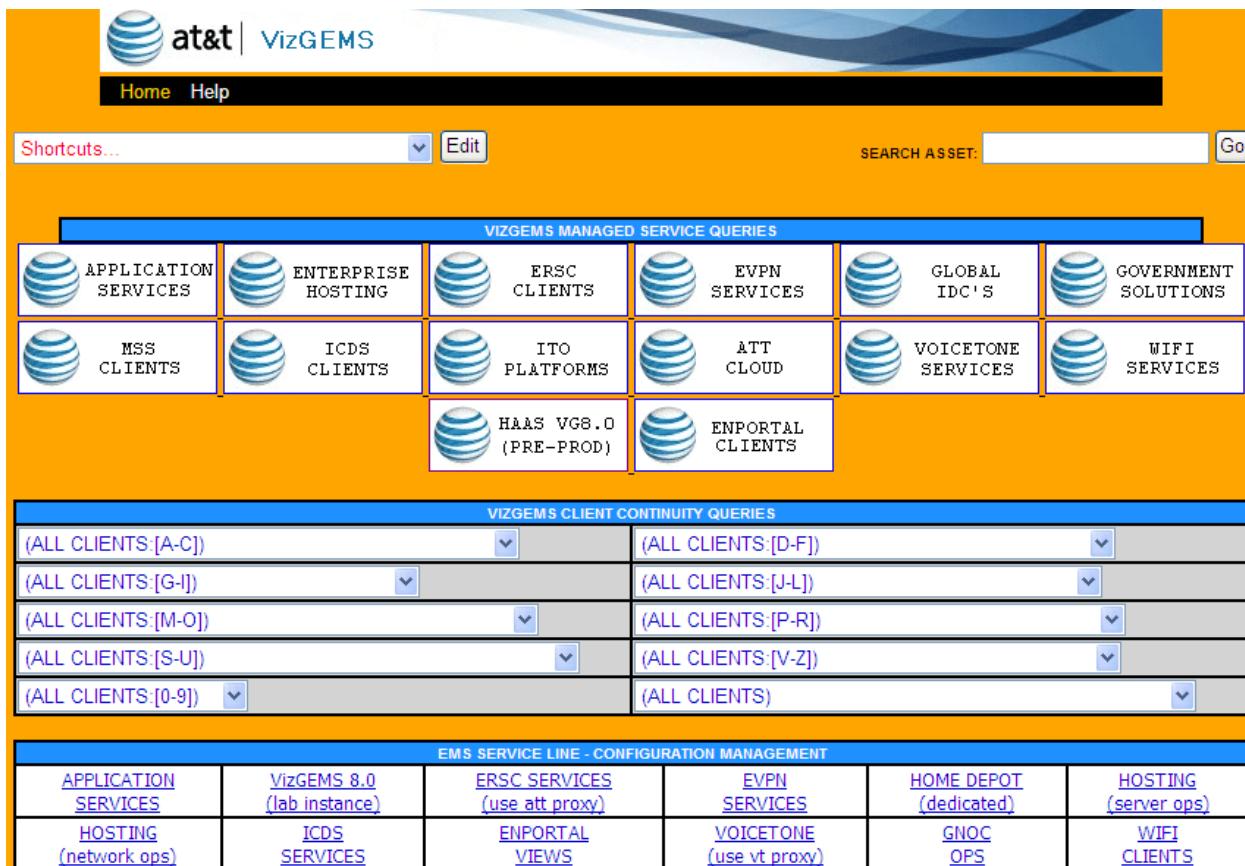


Figure A-24 Master Landing Page

Pre-Production Assets Link

Clicking on the **Pre-Production Assets** link will display a different set of Operations Hot Links as shown in the figure below.



Figure A-25 Pre Production Assets

The purpose of the pre-production assets on VizGEMS is to provide an area where assets can be loaded and visible before they are turned up in production. Assets contained in the Pre-Production VG environment will alarm in a non-ticketed mode by default, as indicated with the Alarm Comment “Pre-Prod Device (auto-added) No Ticketing”.

Example:

Time	Severity	Asset	Customer	Function	Message Text	Comment
2011/09/27 13:30:35 EDT	critical	den-fin001	DEN DATA CENTER	SUN	VG_ICMP_Error: [den-fin001] Ping Failed	Pre-Prod Device (auto-added) No Ticketing

There are auto-added filter rules to control Ticketing on these assets. If Operations elects to ticket from the pre-prod VG System, a specific filter/rule for the asset/alarm in the Configuration Manager Filter File will need to be *added* with Ticket Mode set to “Keep”.

Example:

a117028apss2006/+//+/iLA:...../+0/+1439/+1316938437/+indefinitely/+once/+keep/+keep/+//+Pre-Prod Device - ticketing/+ab12345

For more information on moving and verifying pre-production assets in production, please refer to the link to the *Pre-Production Assets link Added to VG* service bulletin.

Other Queries

The following section will describe each of the query option from the *Other Queries* section of the query drop down menu as shown in the figure below.

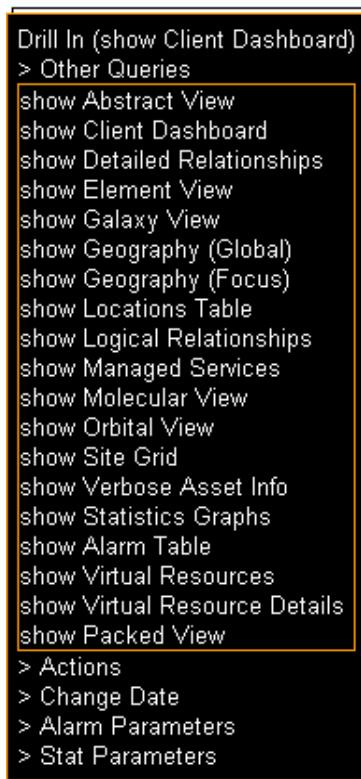
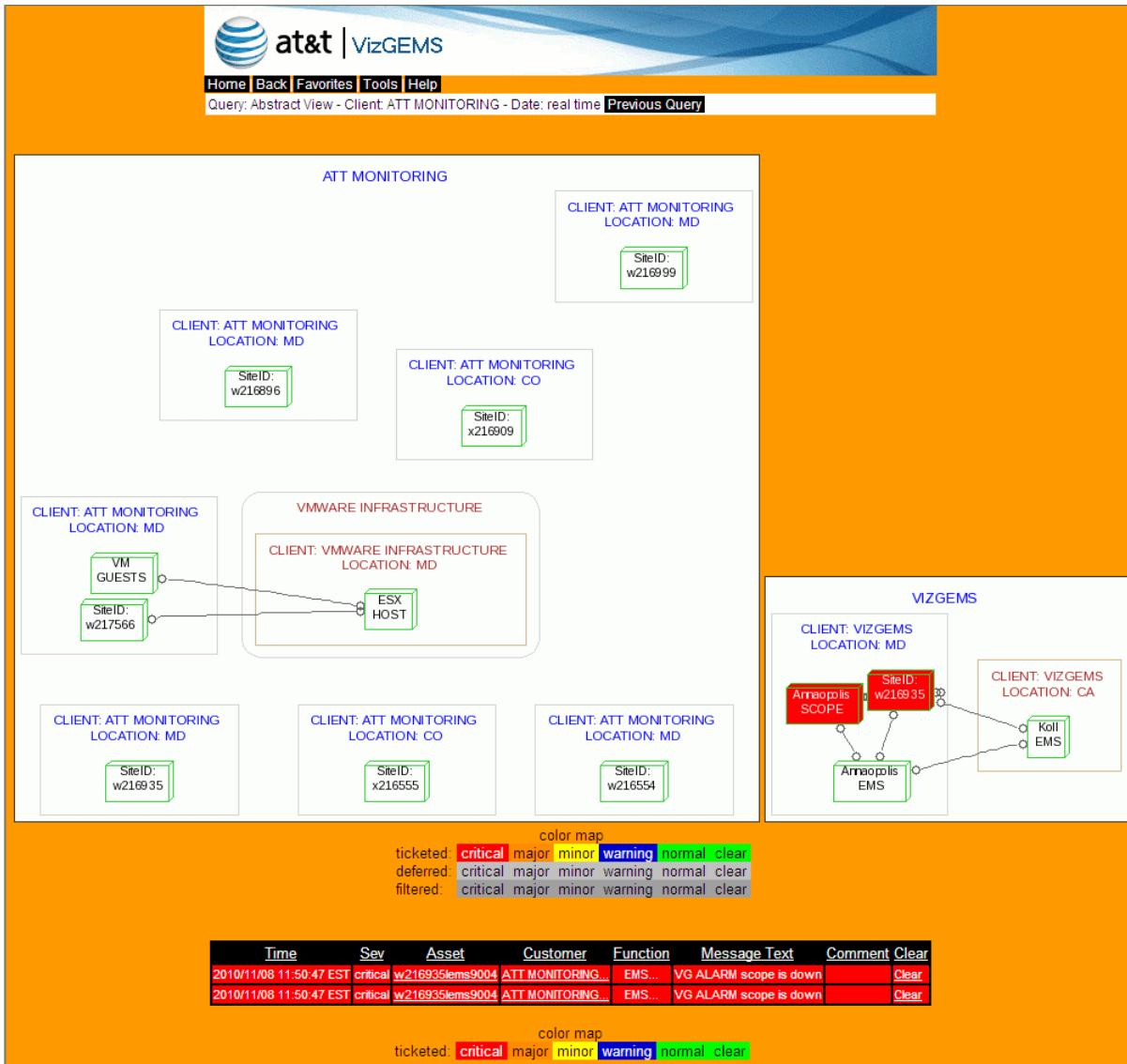


Figure A-26 Customer Level Drop Down Menu > Other Queries

While your cursor is hovered over a customer on the customer dashboard page, left click your mouse. This will display the pop-up menu as shown in the figure above. For example purposes the customer **ATT Monitoring** has been selected.

Clicking on the **Drill In (show Abstract View)** will expand the customer node. An example of a client abstract view is shown in the below figure. This view displays all of the clients/devices associated with this customer along with the location(s), site ids and any associated alarms at that time.

The **Drill In (show Abstract View)** can also be selected from the **Other Queries** selection from the drop down menu.

**Figure A-27 Client Abstract View**

From the above screen you can drill down further by left clicking on any of the clients and selecting an option from the drop down menu.

Zones

Depending on the client inventory database of record source, you may see certain Visualizer queries referencing Zones (see example below).

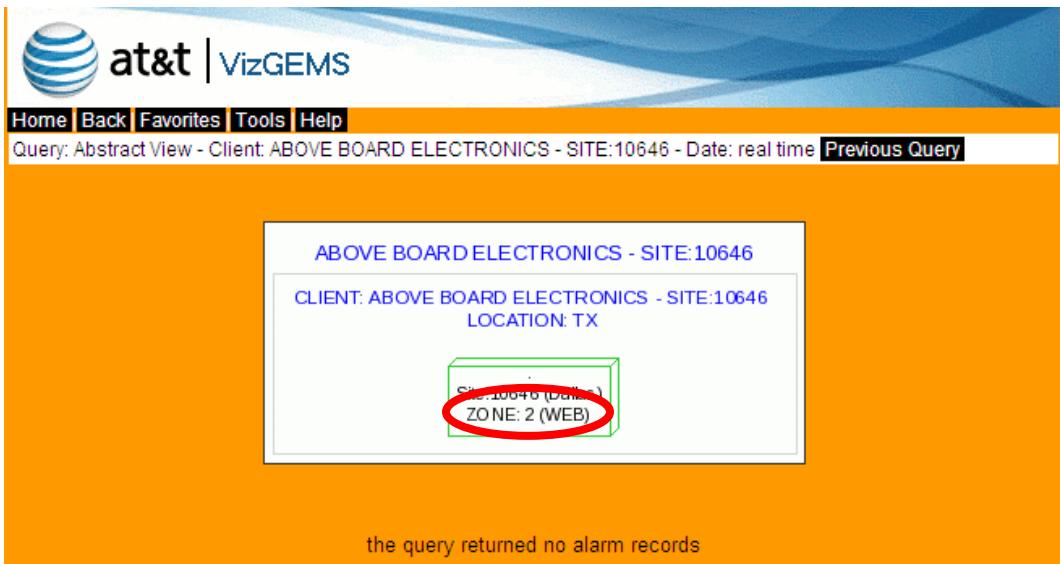


Figure A-28 Client Abstract View - Zones Example

Security zones are used to identify where specific devices are located based on a higher level of security. The complete list of security zones are listed below:

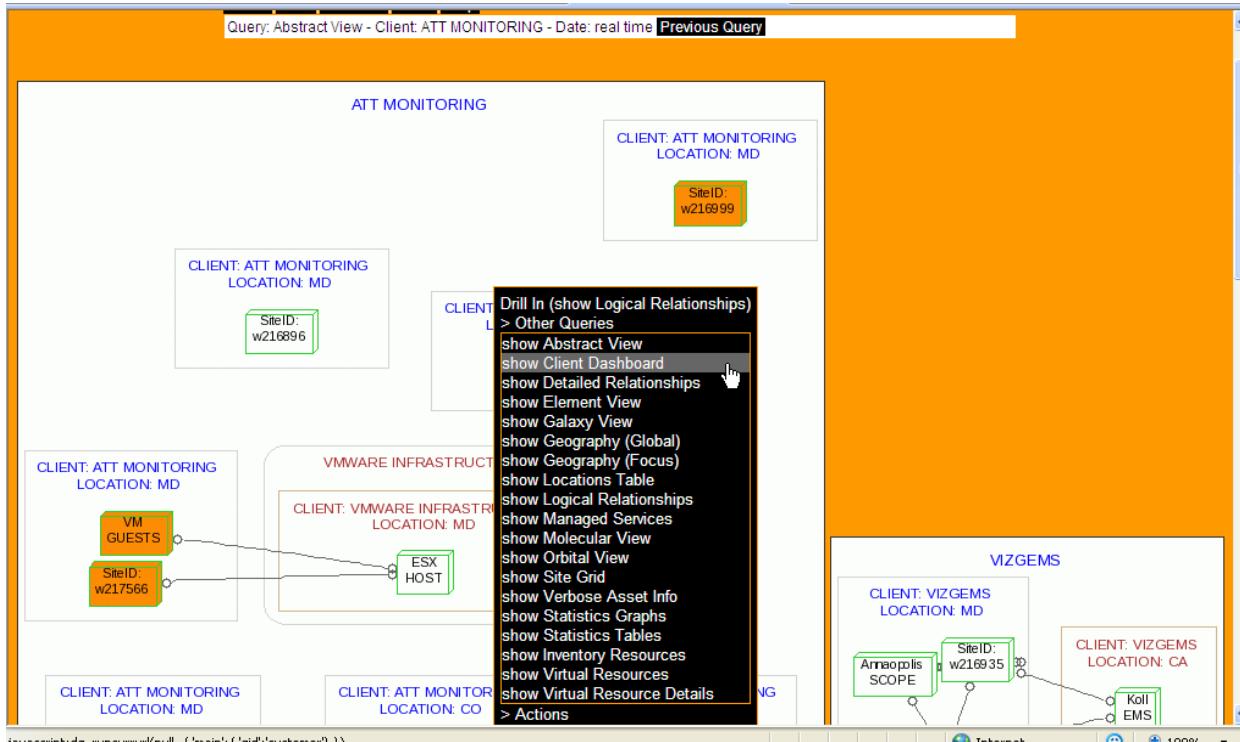
NOTE:

Security zones are Alpha/Numeric.

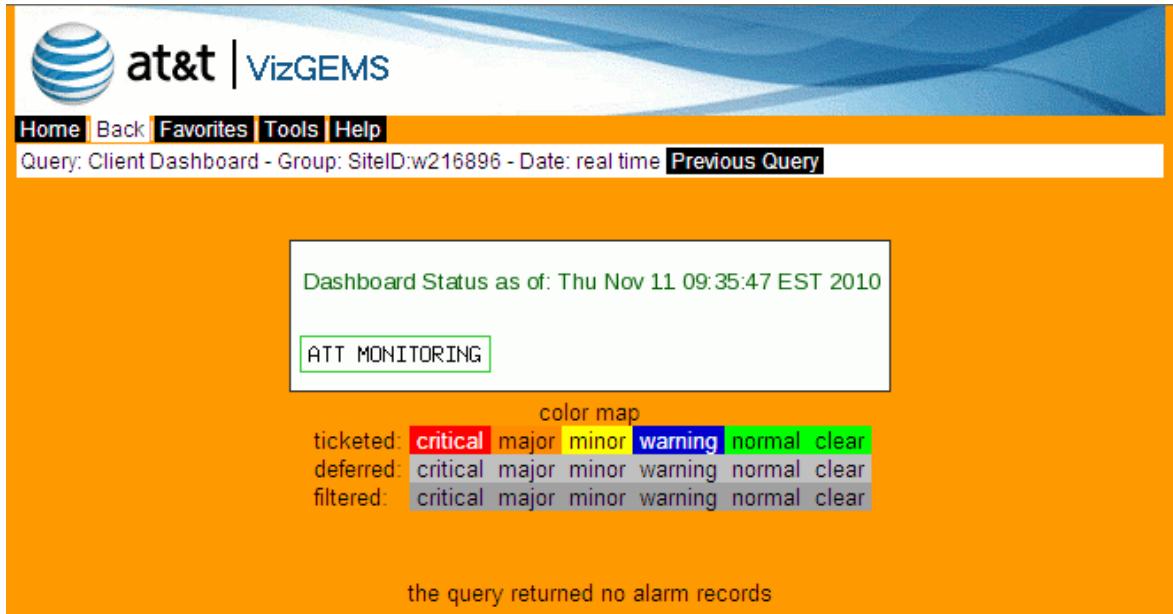
- 0 – Zero should be used for infrastructures that do NOT utilize the Security zone methodology
- 1 - Where the first set of Firewalls and Load balancers reside
- 2 - Where the Second set of Load balancers, Web and Application servers reside.
- 3 – Where the Database servers reside
- 4 – Staging servers
- 5 – B-2-B in some cases
- 8 – B-2-B in some cases
- 9 – Out-of-Band Management zone

show Client Dashboard

To display the client dashboard, use your mouse to hover over any of the clients on the screen as shown below and left click the mouse. In this example Client: ATT Monitoring has been selected.

**Figure A-29 Show Client Dashboard**

The screen below displays the results of the show client dashboard selection.

**Figure A-30 Client Dashboard Selection**

Drill In (show Detailed Relationships)

To drill in further into a customer (example ATT Monitoring) from the client dashboard, use your mouse to hover over the **client name** (ATT Monitoring), the **SITE:** name, or one of the devices on the screen above and left click. Select show Detailed Relationships from the drop down menu.

NOTE:

If you do not select a specific customer/client/device name, all of the detailed relationships for that customer will be displayed.

The following screen displays all of the detailed relationships for the specific client including the client name, site location, function, assets and any associated alarm data.

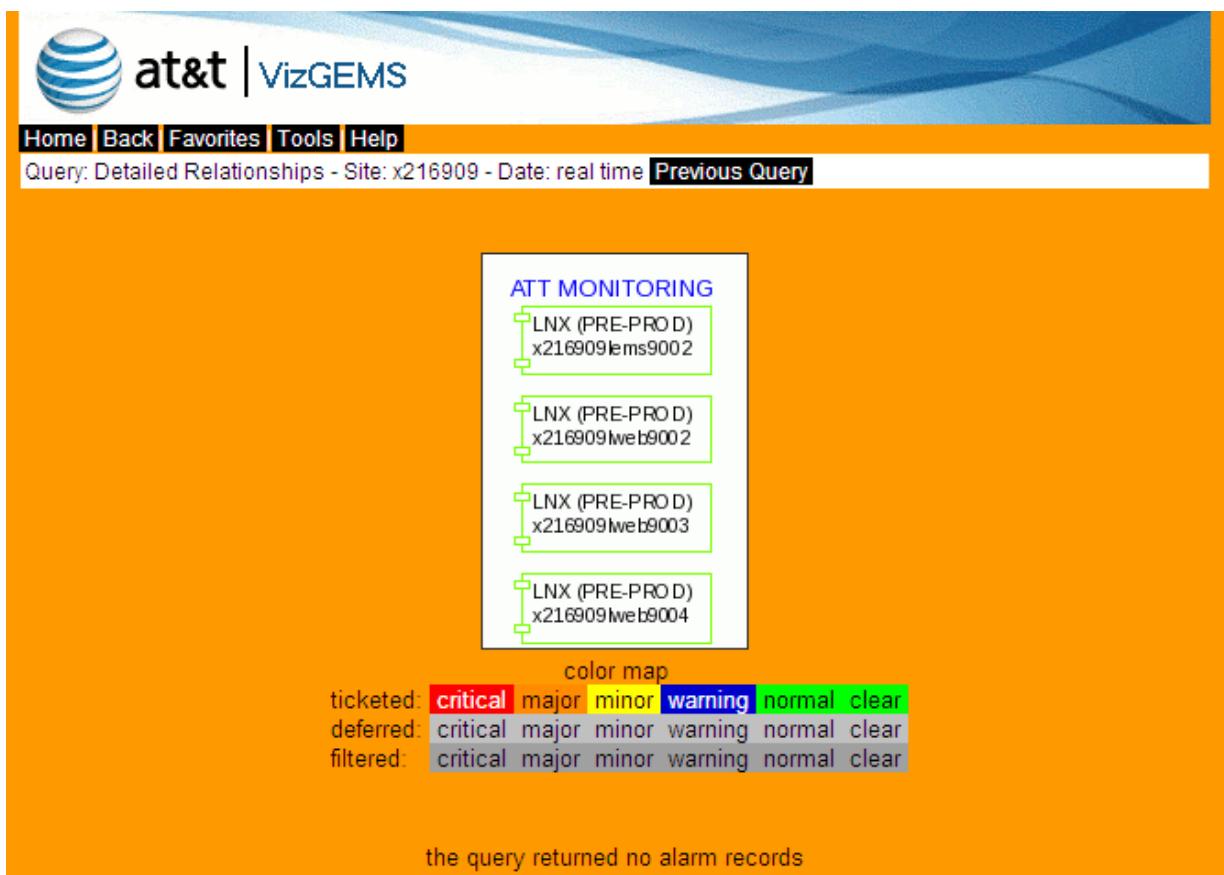


Figure A-31 Detailed Relationships - Client Example

show Element View

From the Client Dashboard site, use your mouse to hover over a client (example ATT Monitoring) and left click. The drop down selection menu will display as shown in the figure below. You may also select the client from the Client List on the main landing page.

From the drop down selection menu left click on Other Queries and select **show Element View**. The following screen will display.

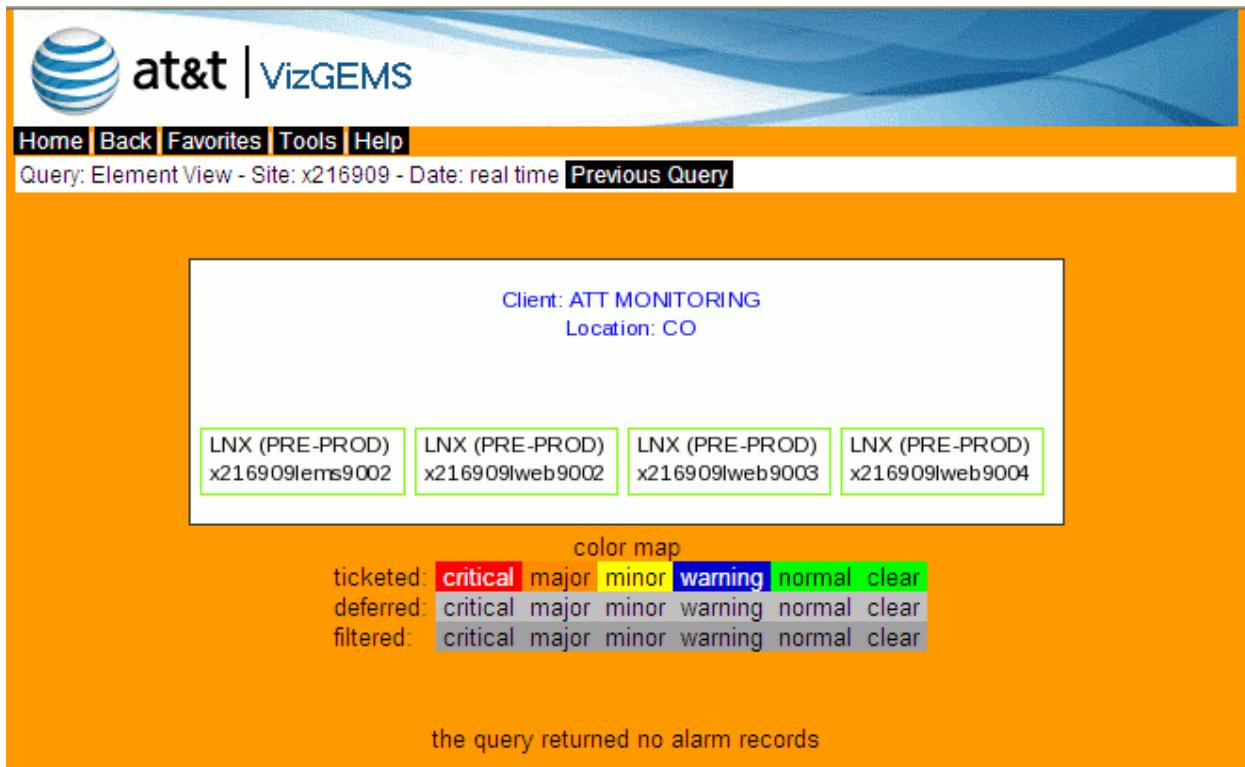


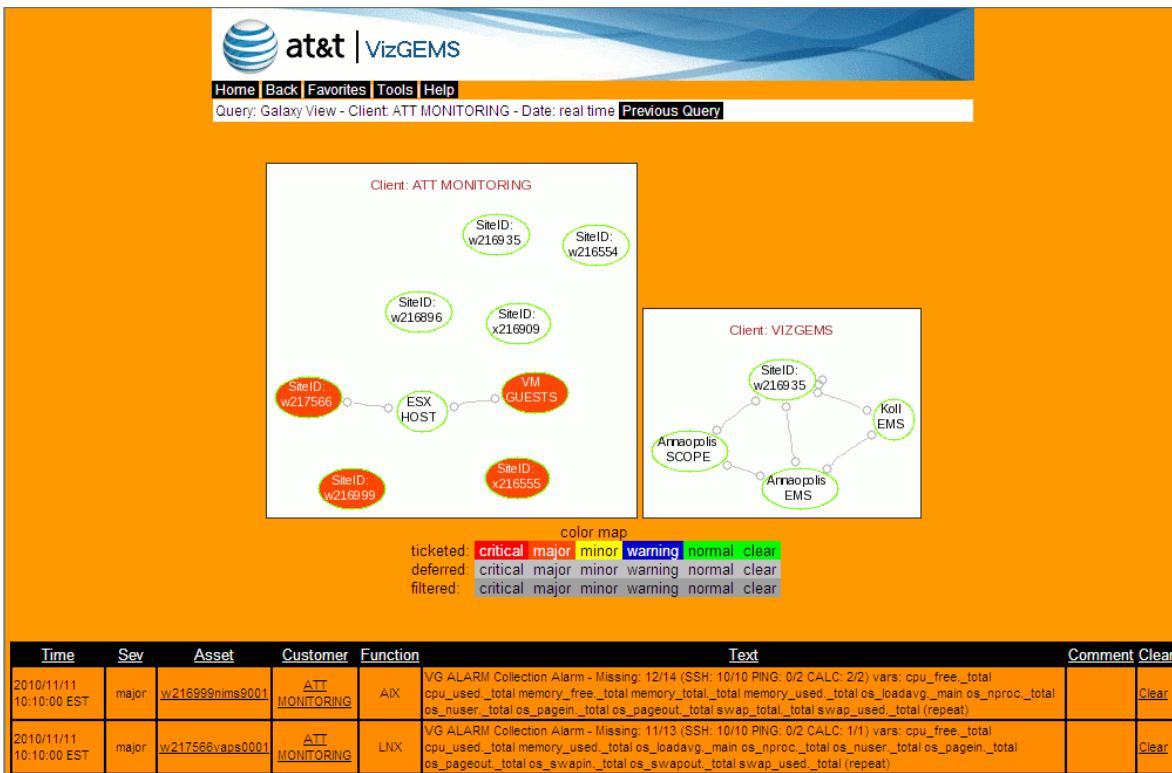
Figure A-32 show Element View

The above screen shows all of the individual assets elements for that particular client (ATT Monitoring) and any alarm data at the time of the query. If there are multiple client locations, those will display as well. From here you can left click on any group or asset and query the element level for that group/asset as well. This will display the individual elements for that asset.

show Galaxy View

From the client dashboard screen, left click anywhere in the dashboard container. From the drop down menu under Other Queries click on **show Galaxy View**.

After selecting **show Galaxy View** the following figure is displayed. All assets are displayed along with their respective connections and any associated alarm data at that time.

**Figure A-33 show Galaxy View****show Geography (Global)**

From the client dashboard screen; left click anywhere in the dashboard container. From the drop down menu under Other Queries click on **show Geography (Global)**.

The following figure shows the geography by city/state for the selected customer/client.

**Figure A-34 show Geography (Global)**

show Geography (Focus)

From the client dashboard screen; left click anywhere in the dashboard container. From the drop down menu under Other Queries click on **show Geography (Focus)**.

The following figure shows the geography by group/zone for the selected customer/client.

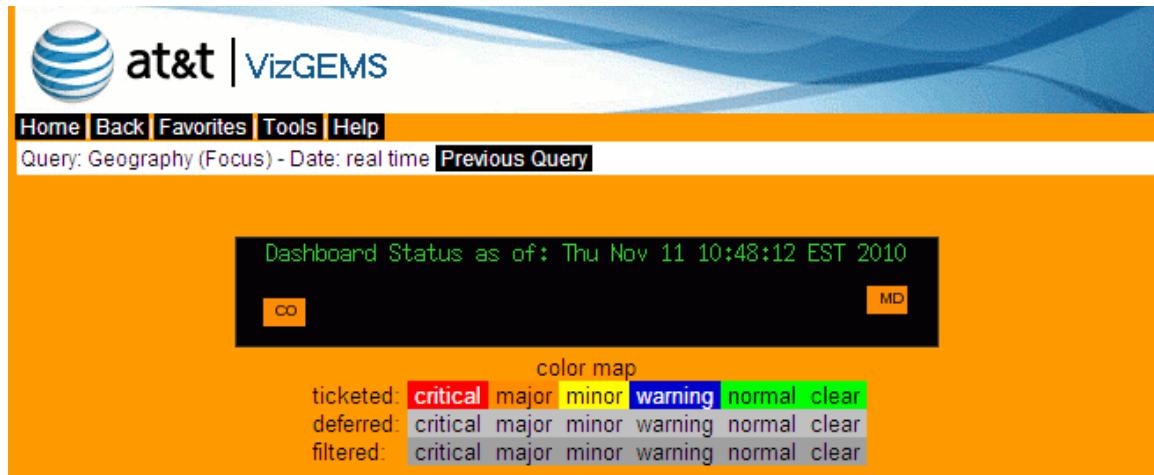
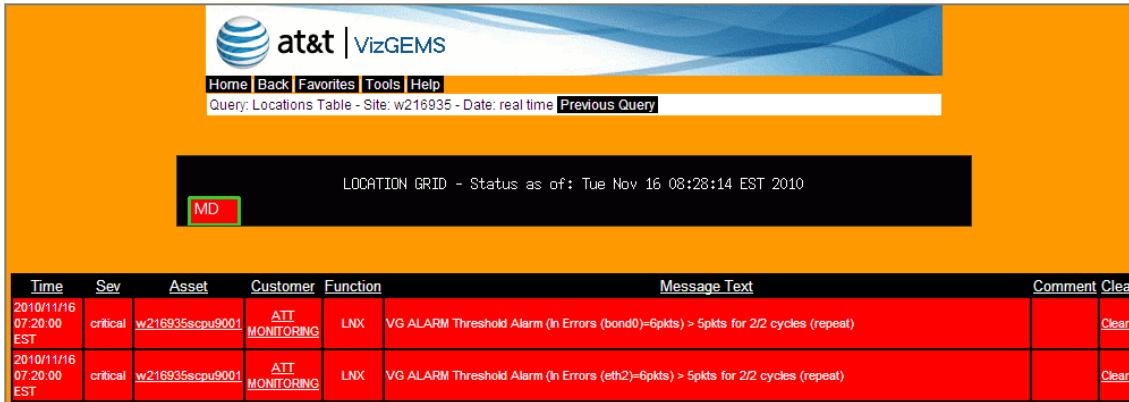


Figure A-35 show Geography (Focus)

show Locations Table

Hovering over any client/asset/device and left clicking your mouse will bring up the Drill In drop down menu. Select **show Locations Table** from the drop down menu.

The figure below displays the location grid for the Site Id that was selected on the previous screen along with all applicable alarm data at that time.



The screenshot shows a web-based application with the AT&T VizGEMS logo at the top. The main title is "Locations Table - Site: w216935 - Date: real time". Below the title, there's a message: "LOCATION GRID - Status as of: Tue Nov 16 08:28:14 EST 2010". A red button labeled "MD" is visible. The data is presented in a table:

Time	Sev	Asset	Customer	Function	Message Text	Comment	Clear
2010/11/16 07:20:00 EST	critical	w216935scpu9001		ATT MONITORING	LNX VG ALARM Threshold Alarm (In Errors (bond0)=6pkts) > 5pkts for 2/2 cycles (repeat)		Clear
2010/11/16 07:20:00 EST	critical	w216935scpu9001		ATT MONITORING	LNX VG ALARM Threshold Alarm (In Errors (eth2)=6pkts) > 5pkts for 2/2 cycles (repeat)		Clear

Figure A-36 show Locations Table

show Logical Relationships

Hovering over any client/asset/device and left clicking your mouse will bring up the Drill In drop down menu. Select **show Logical Relationships** from the drop down menu.

The figure below displays all of the logical relationships for the Client you selected on the previous screen along with all applicable alarm data at that time.



Figure A-37 show Logical Relationships

show Managed Services

From the Client Dashboard site, use your mouse to hover over a client (in this example, ATT Monitoring) and left click. You may also select the client from the Client List on the main landing page. The Drill In drop down menu will display. Left click on Other Queries and select **show Managed Services**.

All Managed Services for client ATT Monitoring will display as in the figure below.

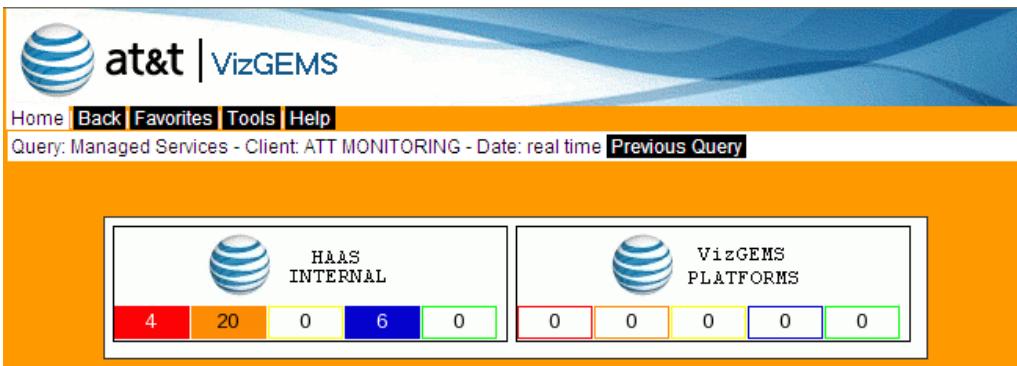


Figure A-38 show Managed Services

The above screen displays all businesses or managed services associated with the client that was selected. Any alarm data at the time of the query is displayed with the corresponding alarm color and the number of alarms. If no alarms are present, each box will be clear and the number 0 (zero alarms) will be displayed.

show Molecular View

Hovering over any client/asset/device and left clicking your mouse will bring up the Drill In drop down menu. Select **show Molecular View** from the drop down menu.

The following screen displays all of the customers/assets in a molecular view format and all of the associated alarm data at that time.

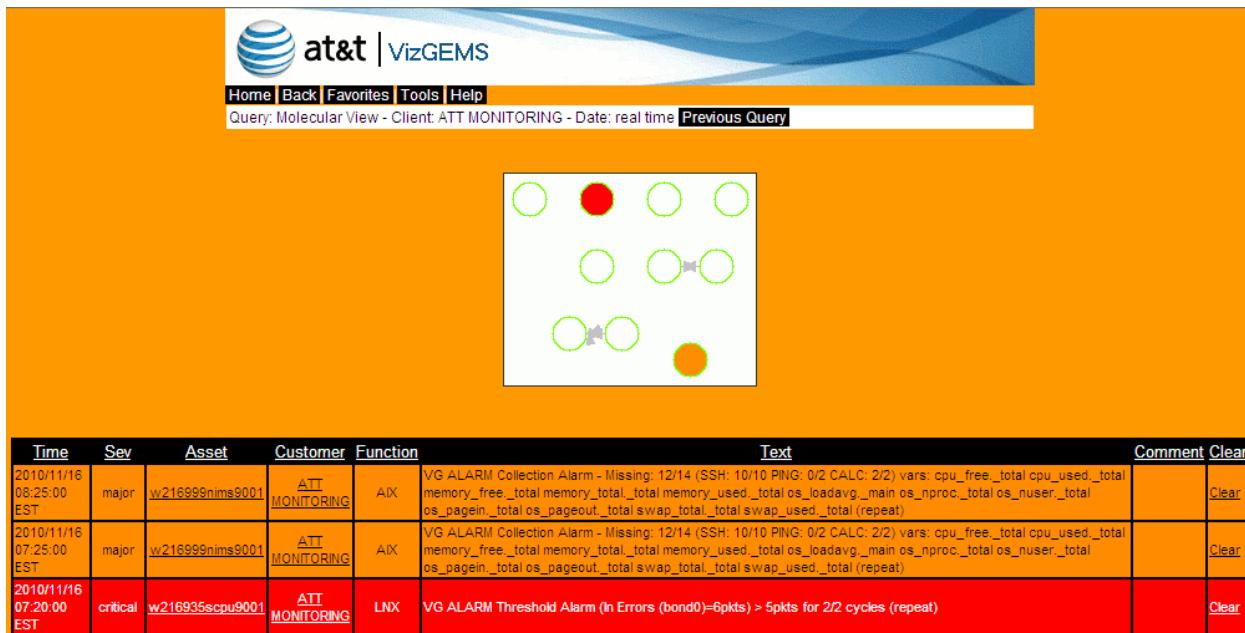


Figure A-39 show Molecular View

show Orbital View

Hovering over any client/asset/device and left clicking your mouse will bring up the Drill In drop down menu. Select **show Orbital View** from the drop down menu.

The following screen displays all of the customers/assets in an orbital view format and all of the associated alarm data at that time.

Time	Sev	Asset	Customer	Function	Text	Comment	Clear
2010/11/16 08:25:00 EST	major	v.216999nims9001	ATT MONITORING	AIX	VG ALARM Collection Alarm - Missing: 12/14 (SSH: 10/10 PING: 0/2 CALC: 2/2) vars: cpu_free_total cpu_used_total memory_free_total memory_total_total memory_used_total os_loadavg_main os_nproc_total os_nuser_total os_pagein_total os_pageout_total swap_total_total swap_used_total(repeat)		Clear

Figure A-40 show Orbital View

show Site Grid

From the Client Dashboard site, use your mouse to hover over a client (in this example, ATT Connect) and left click. You may also select the client from the Client List on the main landing page. The Drill In drop down menu will display. Left click on Other Queries and select **show Site Grid**.

The following screen displays all of the sites for client ATT Connect and their connections and any applicable alarm data at that time.

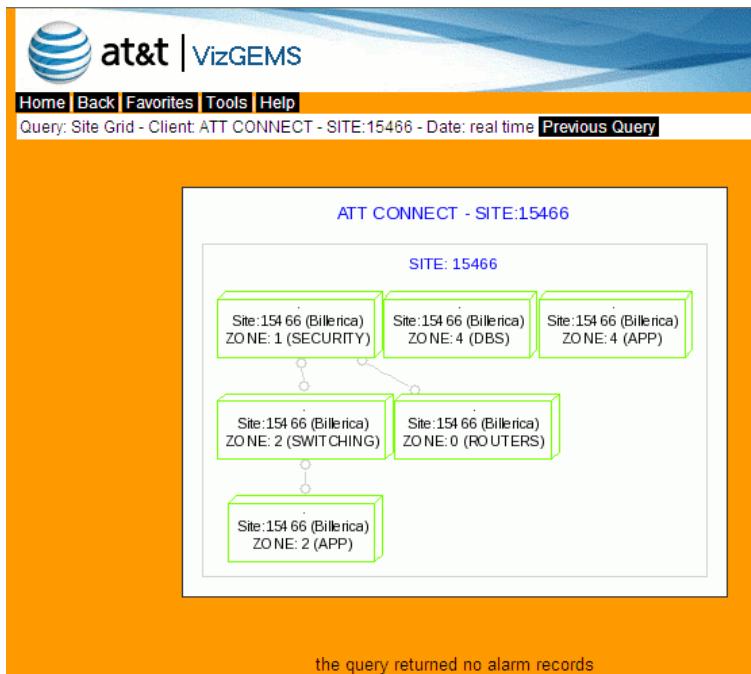


Figure A-41 show Site Grid

show Verbose Asset Info

From the client level you can perform this query by moving your mouse over the client name, site location or the group name(s) to reveal the drop down menu as show below.

Click on the **show Verbose Asset Info** link. The following screen will display.

This example shows all the detailed (verbose) information at the client/site level including the assets, alarm data, statistical data and factsheet data.

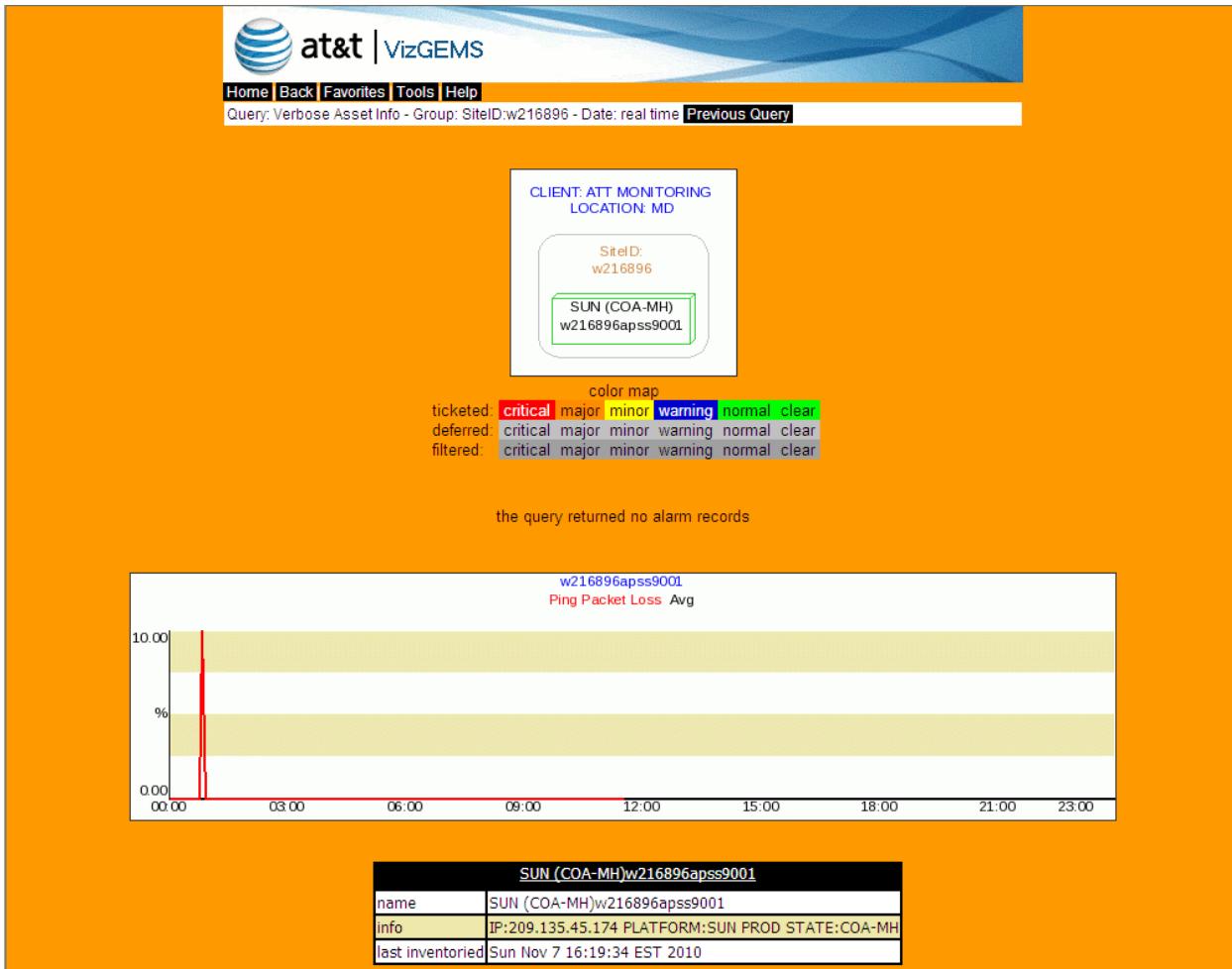


Figure A-42 show Verbose Asset Info - Client Example

This example shows all the detailed (verbose) information at the client/site level including the assets, alarm data, statistical data and factsheet data.

The **show Verbose Asset Info** can be refreshed at any time by again moving your mouse over an item and left clicking. The following screen will display where you may select to refresh from the drop down menu.

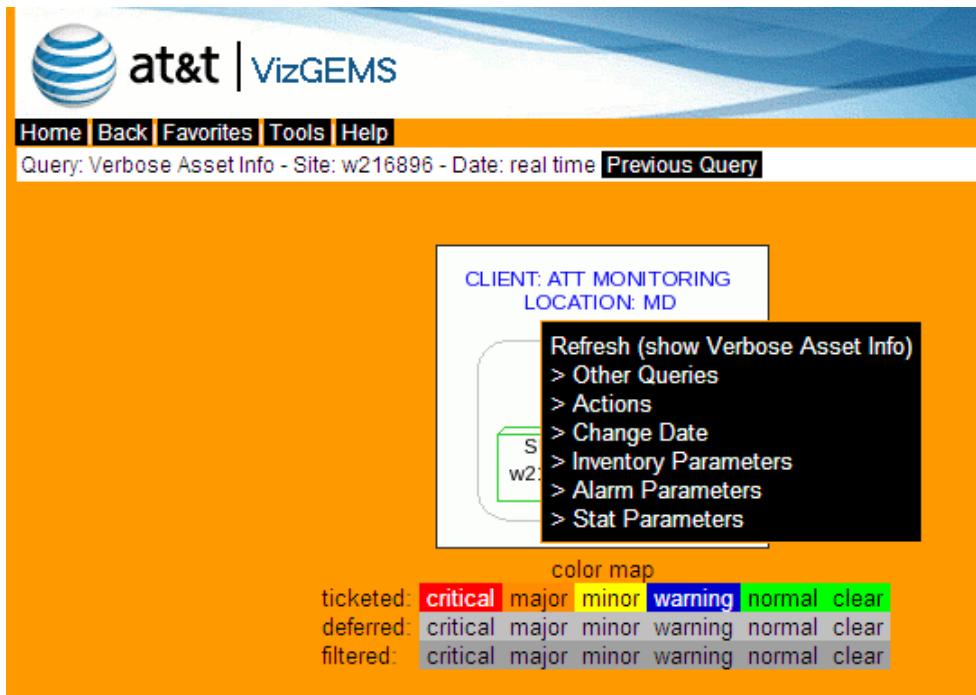


Figure A-43 show Verbose Asset Info. - Refresh Option

show Statistics Graphs

From the Client Dashboard site, use your mouse to hover over a client (in this example, ATT Monitoring) and left click. You may also select the client from the Client List on the main landing page. The Drill In drop down menu will display. Left click on Other Queries and select **show Statistics Graphs**.

The following figure is just a fragment of what you may see. All statistics for the client (or asset/device) will display.

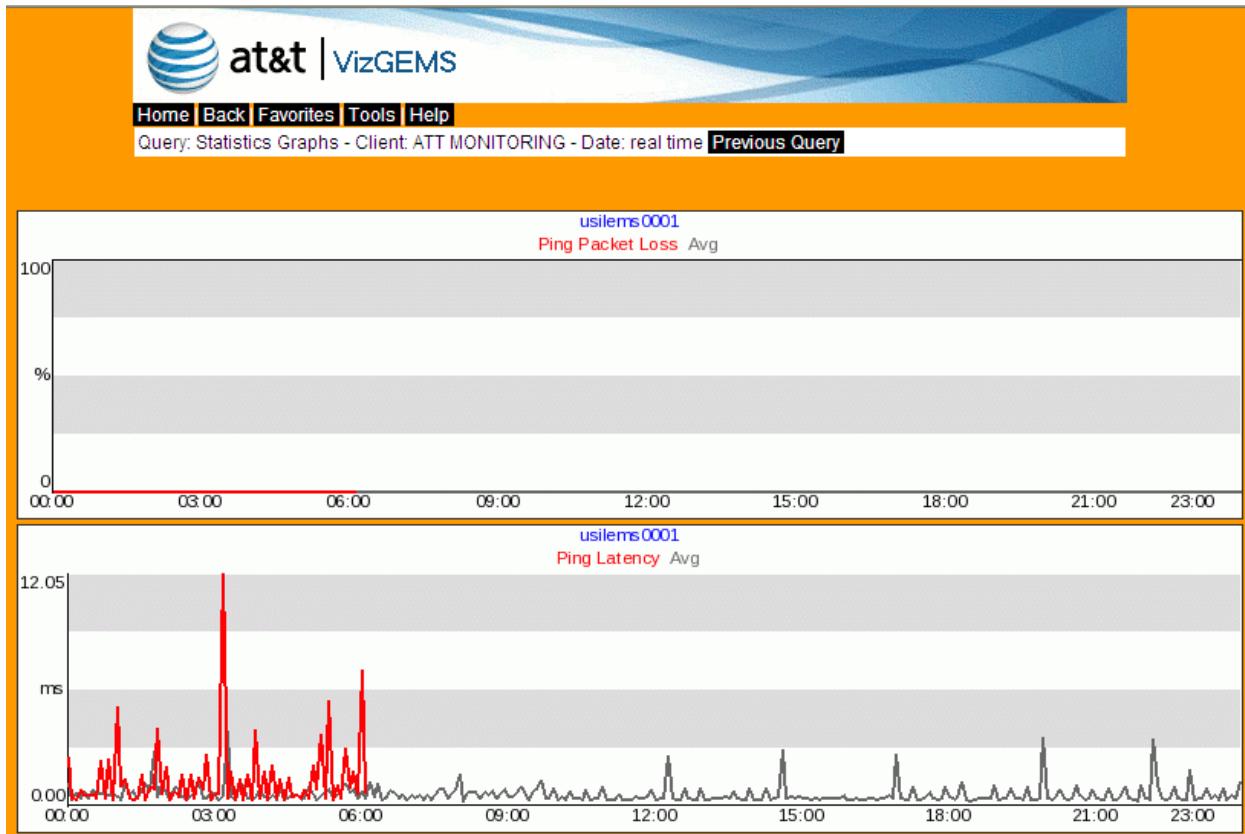


Figure A-44 show Statistics Graphs

The above screen displays all associated statistics for the client selected in graphical format. You can enlarge a specific graph by hovering over the asset name and left clicking the mouse. From the drop down menu select **Enlarge Graph**. Once the graph is enlarged you can select **Shrink Graph** from the drop down menu to go back to the original view.

Show Statistics Tables

You can hover over any graph asset name (in the example below, usilems0001 Ping Packet Loss) select **Drill In (show Statistics Tables)** to display that specific asset in table format. The table is displayed in 5 minute increments over a 24 hour period.

You can also hover over a client/device/asset and click on the **Drill In (show Statistics Tables)** as well. A table for every statistic will display on the screen.

The screenshot shows the AT&T VizGEMS web interface. At the top left is the AT&T logo and the text "at&t | VizGEMS". Below the logo is a navigation bar with links: Home, Back, Favorites, Tools, and Help. A query string is displayed: "Query: Statistics Tables - Asset: LNX (COA-MH)usilems0001(w216935lems9001) - Date: real time Previous Query". The main content area displays a table titled "LNX (COA-MH) usilems0001 (w216935lems9001)". The table has three columns: "Time" (raw), "Ping", and "Packet Loss". The "Ping" column contains values like 0.000, and the "Packet Loss" column also contains values like 0.000. The "Time" column lists times from 00:00 to 01:00 in 5-second increments.

Time	Ping	Packet Loss
(raw)	Values (%)	Avg
00:00	0.000	0.000
00:05	0.000	0.000
00:10	0.000	0.000
00:15	0.000	0.000
00:20	0.000	0.000
00:25	0.000	0.000
00:30	0.000	0.000
00:35	0.000	0.000
00:40	0.000	0.000
00:45	0.000	0.000
00:50	0.000	0.000
00:55	0.000	0.000
01:00	0.000	0.000

Figure A-45 Drill In (show Statistics Table)

show Alarm Table

From any client/asset/device you can left click to bring up the Drill In drop down menu. Left click on Other Queries and select **show Alarm Table**.

Only sites/devices that have alarms will display. If there are no alarms associated with the device you have selected, you will receive a message stating such.

You can sort the alarm table by hovering over any of the alarm table headings and left clicking the mouse.

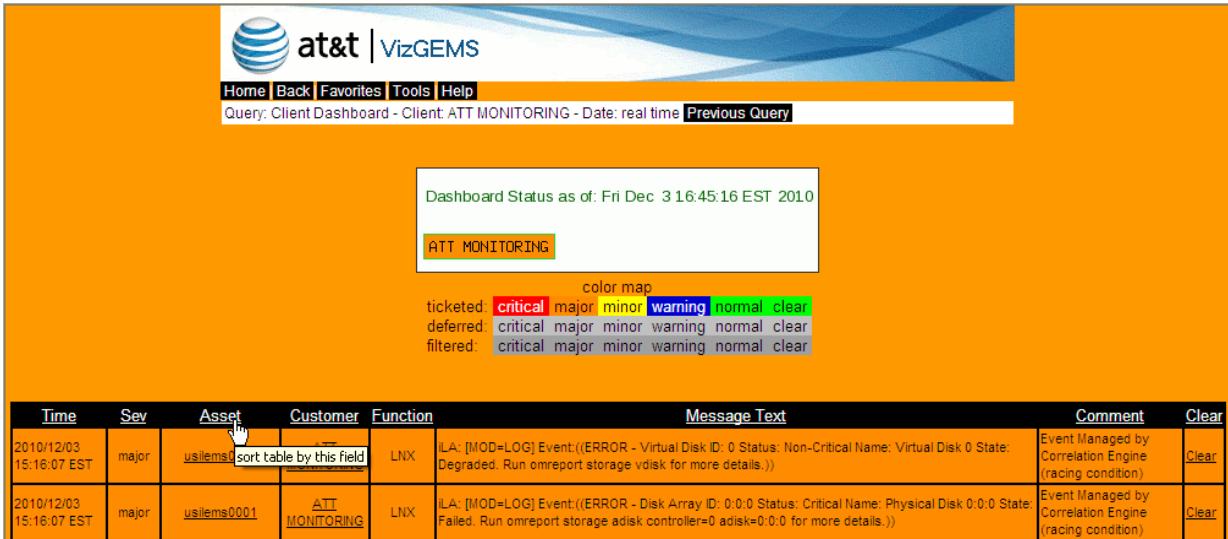


Figure A-46 show Alarm Table

show Virtual Resources

From any client/asset/device you can left click to bring up the Drill In drop down menu. Left click on Other Queries and select **show Virtual Resources**.

The virtual resources for the asset selected will display.

show Virtual Resource Details

From any client/asset/device you can left click to bring up the Drill In drop down menu. Left click on Other Queries and select **show Virtual Resource Details**.

All of the information on the virtual resources for the asset selected will display.

Show Packed View

From any client/asset/device you can left click to bring up the Drill In drop down menu. Left click on Other Queries and select **show Packed View** as shown on the screen below.

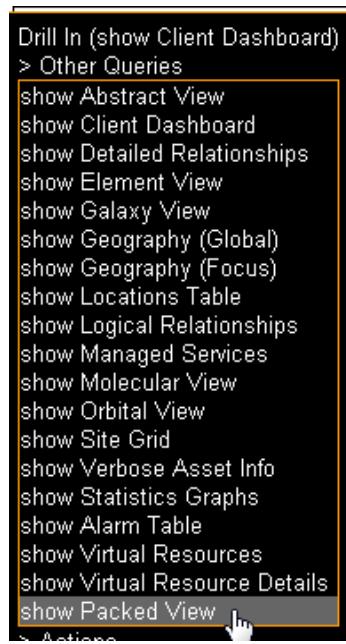


Figure A-47 show Packed View Drop Down Menu

The **show Packed View** displays the same data as the **show Logical Relationships** view, but in a condensed version using less white space.

Appendix B Access to the Visualizer (Cloud)

The Visualizer is accessed via the AT&T Intranet. A login is required to access any aspect of the Visualizer. Contact your OPS Administer for access and login credentials.

Once you have received your login and password, click on the following link:

Direct access:

http://n118402lems9001.wdc1.attens.com/CLOUD/cgi-bin-vg-members/vg_home.cgi?winw=1419&winh=575



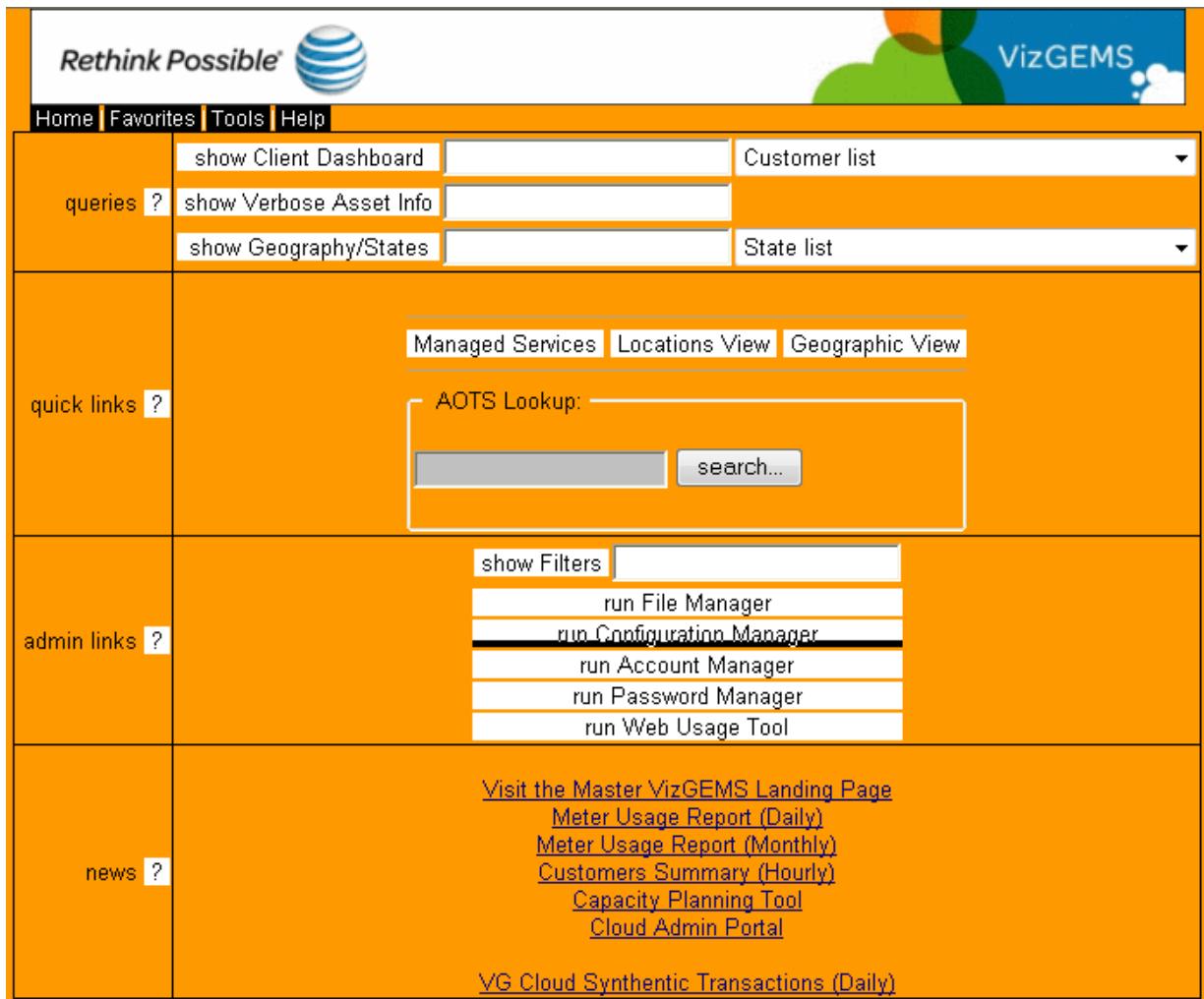
Figure B-1 Direct Access Login Page (Cloud)

OPS Landing Page (Cloud)

Once you have successfully logged in, the OPS main landing page will display. The content of the landing page varies based on account settings.

NOTE:

The following screen is an example of what your landing page may show.

**Figure B-2 Visualizer Landing Page (Cloud)**

The following sections describe in more detail some of the options you may see on the Visualizer Landing page as shown in the figure above.

Menu Bar - **Home** | **Favorites** | **Tools** | **Help** is displayed on every page.

Queries

This section describes all of the links under **Queries** and detailed information on all of the actions that can be performed within those links.

NOTE:

The following screens are an example of what you may see displayed depending on your configuration.

queries ?	show Client Dashboard	Customer list
	show Verbose Asset Info	
	show Geography/States	State list

Figure B-3 Queries Section of the Visualizer Landing Page

Show Client Dashboard

You can manually enter a client name in the Client Dashboard field or select one from the Client List (this also supports partial matches). By just clicking on the Client Dashboard link, the entire list of customers along with alarm data will display as shown below. You can then select the customer of your choice.

2H OFFSHORE INC - CID:107255	A & B MARKETING INC - CID:105695	A10 NETWORKS - CID:105183
AAA EAST CENTRAL - CID:106205	AARON'S INC - CID:102699	ACADEMIA SAN IGNACIO DE LOYOLA - CID:106334
AESOP COMMUNICATIONS - CID:104904	AGILITY LOGISTICS - CID:103383	AGMUS - CID:104882
AIDB - CID:106597	AIR MASTER AWNING INC - CID:106694	ALABAMA POWER CREDIT UNION - CID:106958
ALARM MONITORING SERVICES INC - CID:105952	ALLSTAR RECOVERY INC - CID:106568	ALPINE ELECTRONICS OF AMERICA INC - CID:104582
AMEC E&C SERVICES INC - CID:106014	AMERICAN EAGLE OUTFITTERS INC - CID:103238	AMERICAN FOUNDATION FOR THE BLIND INC - CID:104713
AMERICAN WORK - CID:104469	ANDERSON RENTALS INC - CID:104969	ANDERSON RETAIL INC - CID:106009
ANIXTER INTERNATIONAL INC - CID:103611	ANTECH CORPORATION - CID:105413	APPLICANT INSIGHT INC - CID:106470
AQRACY - CID:106546	ARGENT TRUST CO OF - CID:106567	ARGO GROUP US INC - CID:105136
ARLINGTON PROPERTIES - CID:106345	ASOCIACION DE MAESTROS DE PR - CID:105692	AT&T CLOUD ASHBURN SLA PROBE - CID:105171
AT&T MOBILITY MEAP PRODUCT - CID:105912	AT&T PAAS - CID:103070	ATLANTIC LOGISTICS - CID:106819
ATT CLOUD SERVICES DEMO12 - CID:105941	ATT CLOUD SERVICES DEMO13 - CID:105943	AUBERT LAW - CID:106342
AURORA ROAD BILLIARD SUPPLIES INC - CID:105164	B PAUL KATZ - CID:106012	BEN BATES INC - CID:106486
BENARD - CID:104286	BERG STEEL PIPE CORP - CID:106526	BERRI PATCH PRE SCHOOL - CID:105333
BIG #1 MOTORSPORTS - CID:106932	BIG EASY TRAVEL PLAZA - CID:106544	BIRMINGHAM BOARD OF EDUCATION - CID:103511
BLOOD CENTER - CID:103335	BLUESCOPE STEEL NA - CID:105710	BONDURANT LUMBER - CID:107005
BOOZ ALLEN HAMILTON - CID:106202		BOSSQUITS - CID:105002

Figure B-4 Client Dashboard Example

From the **Client Dashboard** you can left click on the customer name and drill down further by selecting any one of the available options from the drop down list as shown in the figure below. These drop down options are discussed in more detail in the Section titled [Other Queries](#).

The screenshot shows the AT&T VizGEMS Client Dashboard. In the center, there is a list of customer names and their corresponding Customer IDs (CID). On the left, a specific customer entry for "2H OFFSHORE INC - CID:106597" is highlighted with a black box. A context menu is open over this entry, containing the following options:

- Drill In (show Abstract View)
- > Other Queries
- > Actions
- > Change Date
- > Alarm Parameters
- > Stat Parameters

A mouse cursor is hovering over the "Drill In (show Abstract View)" option. To the right of the menu, the list of customers continues, including "A & B MARKETING INC - CID:105695", "AARON'S INC. - CID:102699", "AGILITY LOGISTICS - CID:103383", etc. At the bottom of the dashboard, there are buttons for "Min", "Medium", "Max", and "?".

Figure B-5 Customer Drill In Options

Customer List

Clicking on the Customer List link displays the entire list of Customers. From here you can click on any client to drill in further.

The screenshot shows the AT&T VizGEMS Client Dashboard with the "Customer List" link selected. The main area displays a list of customer entries, each consisting of the company name and its CID. A scroll bar is visible on the right side of the list. The list includes:

- 2H OFFSHORE INC - CID:107255
- A & B MARKETING INC. - CID:105695
- A10 NETWORKS - CID:105183
- AAA EAST CENTRAL - CID:106205
- AARON'S INC. - CID:102699
- ACADEMIA SAN IGNACIO DE LOYOLA -
- AESOP COMMUNICATIONS - CID:104904
- AGILITY LOGISTICS - CID:103383
- AGMUS - CID:104882
- AIDB - CID:106597
- AIR MASTER AWNING INC - CID:106694
- ALABAMA POWER CREDIT UNION - CID:
- ALARM MONITORING SERVICES INC - C
- ALLSTAR RECOVERY INC - CID:106568
- ALPINE ELECTRONICS OF AMERICA INC
- AMEC E&C SERVICES INC - CID:106014
- AMERICAN EAGLE OUTFITTERS INC. - C
- AMERICAN FOUNDATION FOR THE BLIN
- AMERICAN WORK - CID:104469
- ANDERSON RENTALS INC. - CID:104969
- ANDERSON RETAIL INC. - CID:106009
- ANIXTER INTERNATIONAL INC. - CID:1036
- ANTECH CORPORATION - CID:105413
- APPLICANT INSIGHT INC. - CID:106470
- AQRACY - CID:106546
- ARGENT TRUST CO OF - CID:106567
- ARGO GROUP US INC. - CID:105136

Figure B-6 Customer List Query

The following figure shows an example of a Customer List Query when a customer was selected from the drop down list. Note that this is just an example of what you may see.

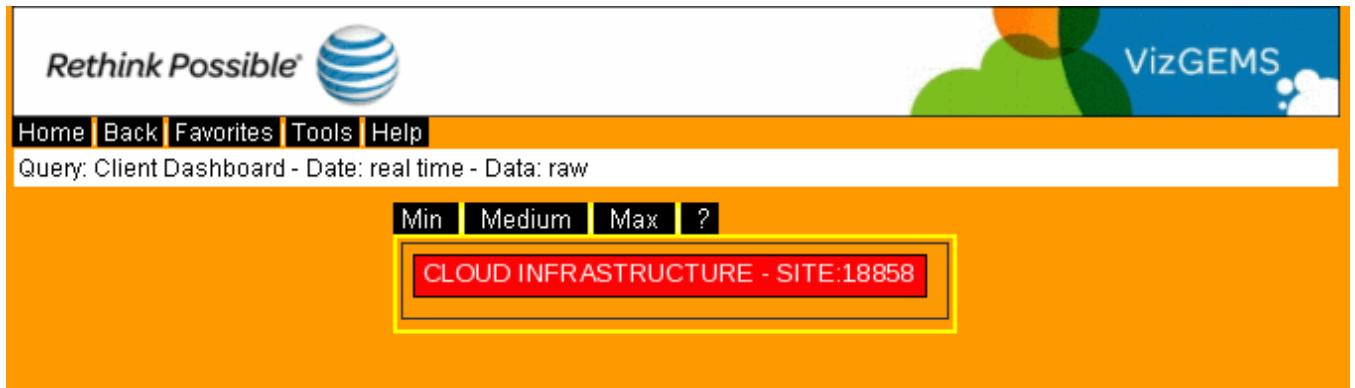


Figure B-7 Client List Query Selection

Left click on the client name to bring up the options menu. From here you can drill further into this customer by selecting any of the query options presented.

show Verbose Asset Info

You must manually type in an asset name in the Verbose Asset Info field as shown in the figure below. Click the **Verbose Asset Info** link or press Enter.

NOTE:

You may also search for multiple assets by separating each asset with a ‘|’ pipe symbol.

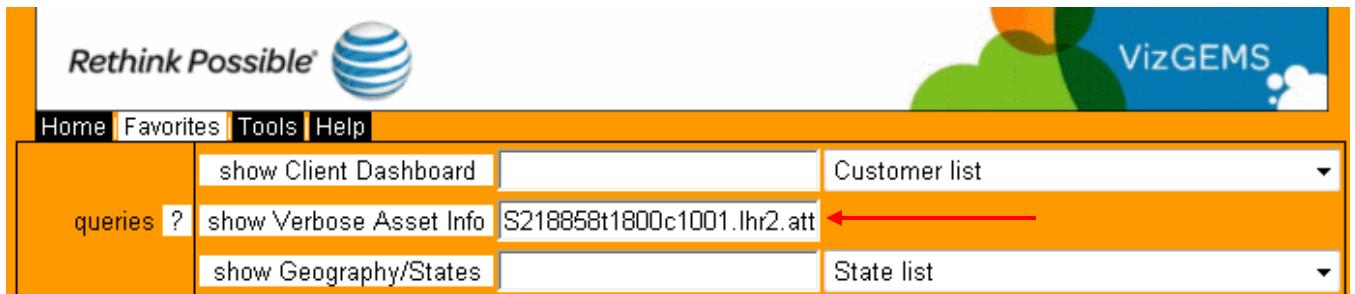


Figure B-8 Verbose Asset Info

The following figure shows an example of a Verbose Asset Info query when a device was typed into the drop down list. Note that this is just an example of what you may see.

The client that has the associated asset from the drop down list will display along with any applicable alarm data, statistical data and factsheet data.

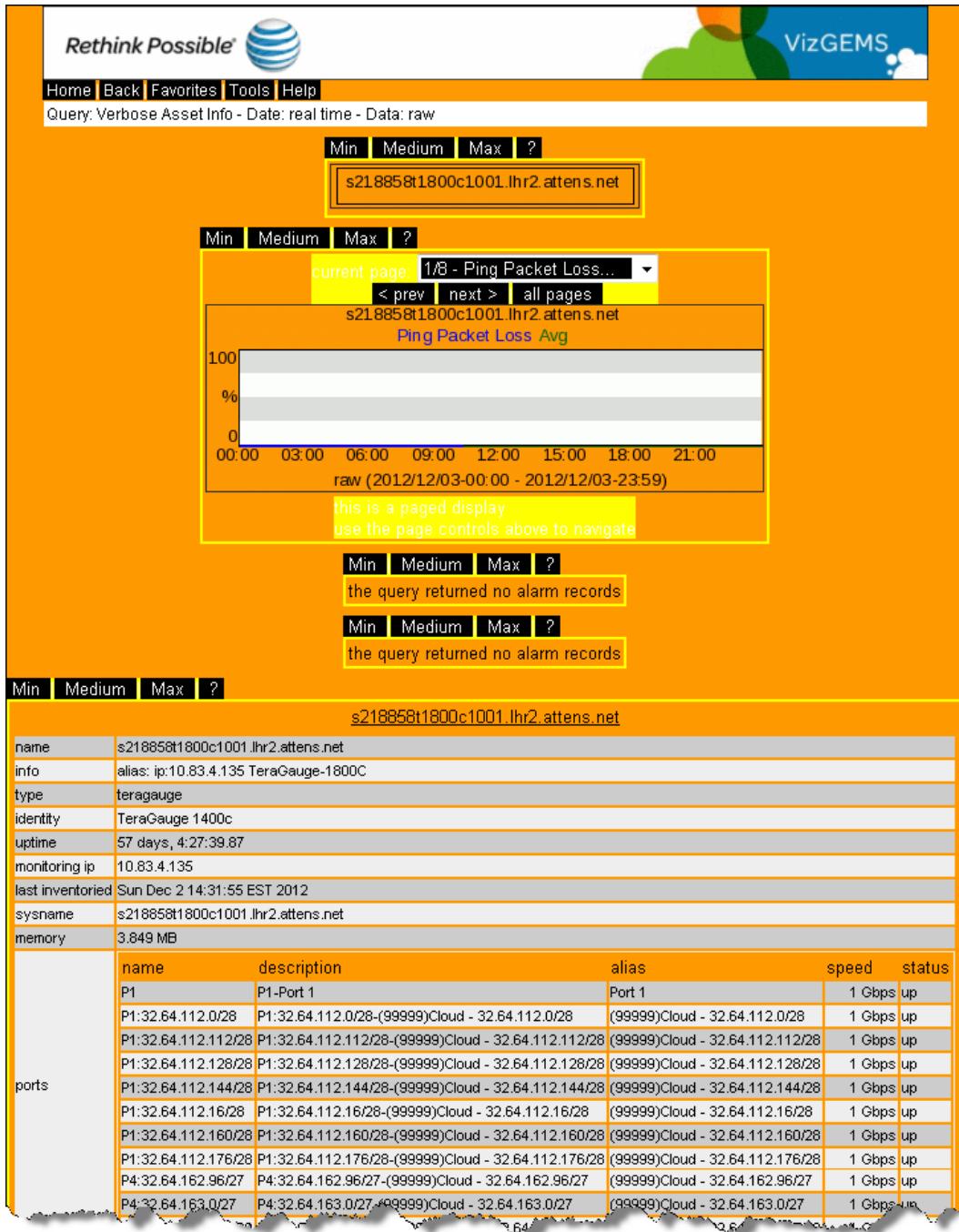


Figure B-9 Verbose Asset Info Query

Show Geography/States

Clicking on the Show Geography/States link will display all applicable states. If there is a severity 1 ticket then the state will show as red. The screen shot below is an example of what you may see.

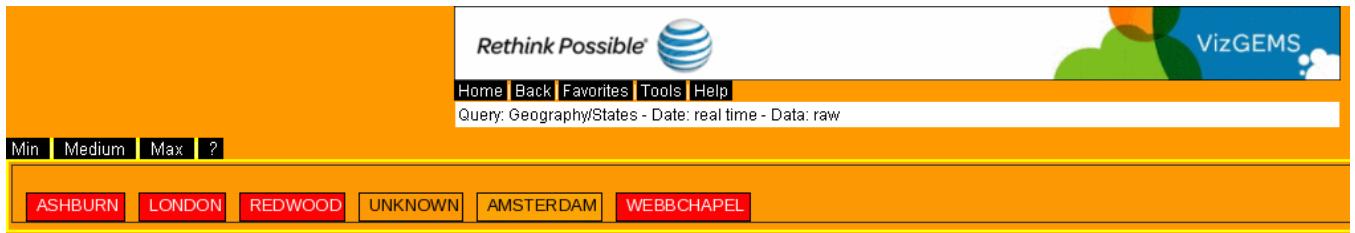


Figure B-10 Show Geography/States

State List

Operation Hot Links

The section below will describe all of the links under Operations Hot Links and detailed information on all of the actions that can be performed within those links.

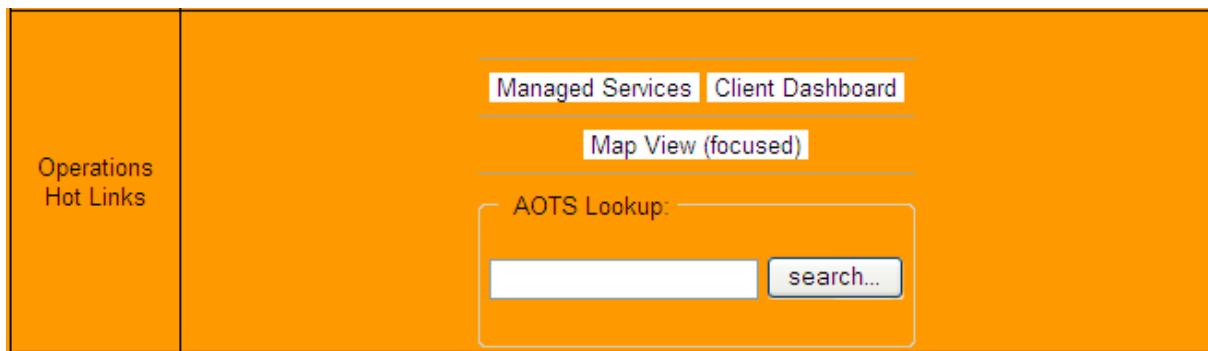


Figure B-11 Operations Hot Links section of the Visualizer Landing Page

Managed Services

By clicking on the **Managed Services** link from the above screen, all associated businesses will display as shown in the figure below.

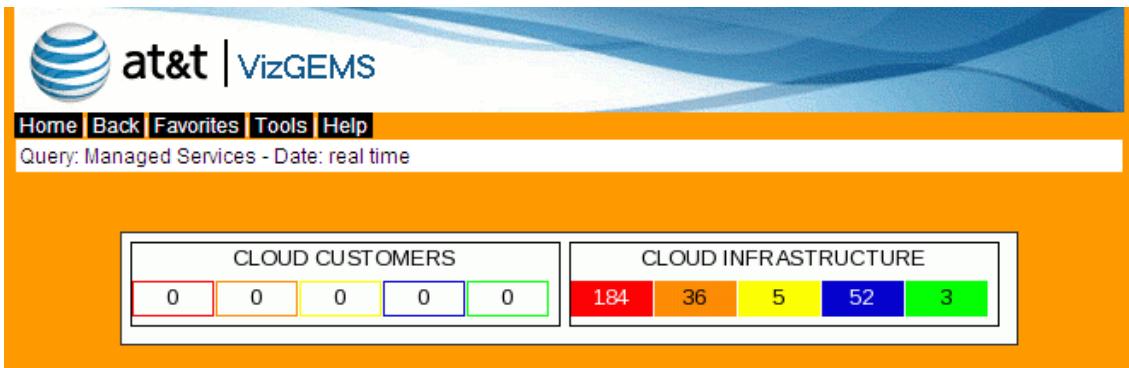


Figure B-12 Operations Hot Links - Managed Services Example

From here you can drill down further by left-clicking in any container and displaying the drop down list as shown in the figure below. These options will be discussed further in the Section titled [Drill In Menu Options](#).

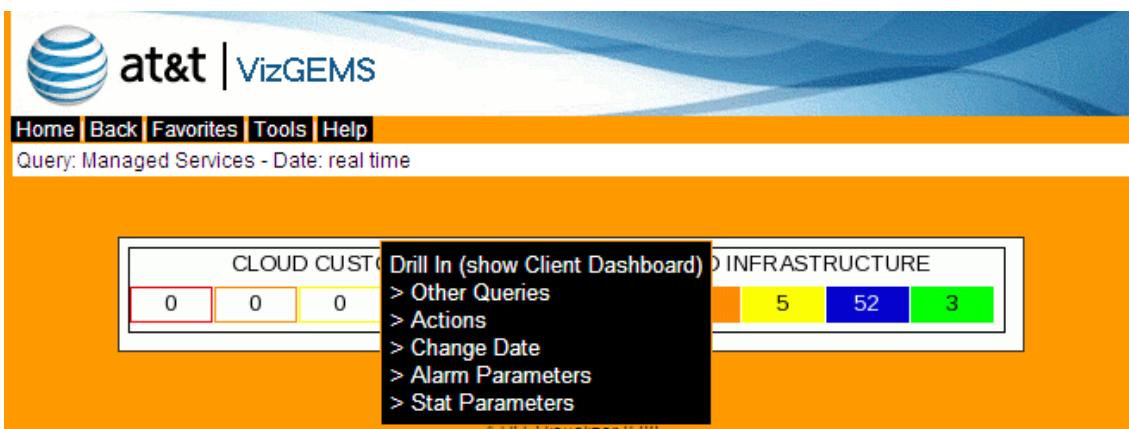


Figure B-13 Managed Services Drill In

Client Dashboard

By clicking on the **Client Dashboard** from the Operations Hot Links section, all clients will display in a global map as shown below. The figure below is just a fragment of the screen you would see.

The screenshot shows the AT&T VizGEMS Client Dashboard. At the top, there's a navigation bar with links for Home, Back, Favorites, Tools, and Help. Below that is a search bar with the query "Client Dashboard - Date: real time". The main area displays a table of events:

Time	Sev	Asset	Customer	Function	Message Text	Co
2011/02/02 12:09:15 EST	major	g218406dcss2001	CLOUD INFRASTRUCTURE - SITE:18406	DCSS	ILA: [MOD=DAEMON] Event:((ADVMAN Module /opt/ila/bin/ckoracle timed out))	Event Man Correlation condition)
2011/02/02 12:08:28 EST	critical	g218406esxs2071	CLOUD VMWARE - SITE 18406	ESXS	PROBE_ICMP: Error: [host=g218406esxs2071] [ip_address=10.43.226.90] [ping_state=no answer!] ping check has failed packetLoss=100% roundTripAvg=Unknown ms - re: action menu (vizgems m&p's)	By-passin Rules app

Below the table, a status bar shows four red boxes labeled "CLOUD INFRASTRUCTURE - SITE:18402", "CLOUD INFRASTRUCTURE - SITE:18406", "CLOUD VMWARE - SITE:18402", and "CLOUD VMWARE - SITE:18406".

Figure B-14 Operations Hot Links - Client Dashboard Example

As shown above, if alarms are present the color will display on that particular client container.

Map View (focused)

Clicking on the **Map View (focused)** from the Operations Hot Links page will display all locations that have critical alarms (red) associated with them at that time.

The screenshot shows the Critical Alarm Dashboard. At the top, there's a navigation bar with links for Home, Back, Favorites, Tools, and Help. Below that is a search bar with the query "- Date: real time - Data: raw". The main area displays a map of the United States with several red markers indicating alarm locations. The markers are labeled with abbreviations: CA, VA, TX, and UNKNOWN. A legend at the top left shows "Min", "Medium", "Max", and "?". Below the map, a status bar shows "Dashboard Status as of: Wed Nov 16 11:21:35 EST 2011".

Figure B-15 Critical Alarm Dashboard Example

You can drill down further into a location by left clicking on the location icon and going through the drop down menu.

AOTS Lookup

From the Visualizer home page an AOTS ticket number can be inputted in the **AOTS Lookup** menu bar and Visualizer will perform a query to find the associated managed device as defined on the Visualizer web server. Below is an example using AOTS ticket # **120088111**.

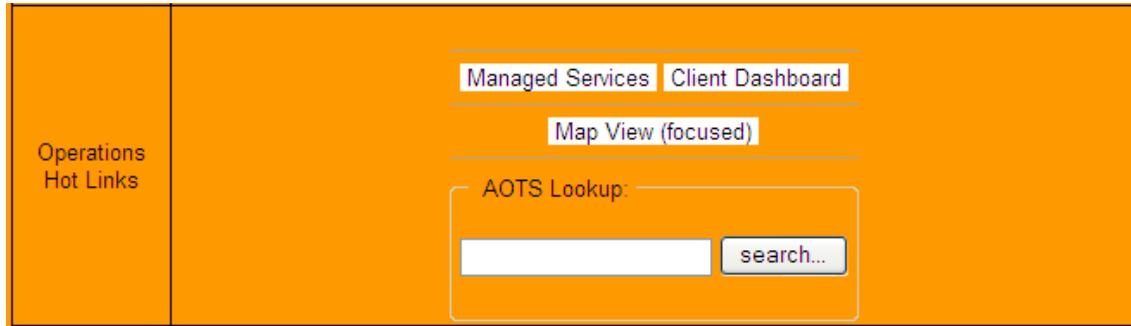


Figure B-16 AOTS Lookup Screen

The following example shows the alarm data associated with the AOTS ticket number.

Time	Sev	Asset	Customer	Function	Message Text	Comment
2010/12/06 08:20:14 EST	normal	b116898b6400m1009.bos1.attens.net	ATT CONNECT - SITE:16898	HOSTING	TKT NUMBER:[00000132146529] has been [Info from CBUS CLOSED] for this Asset	color=lightgoldenrodyellow
2010/12/06 08:20:14 EST	warning	b116898b6400m1009.bos1.attens.net	ATT CONNECT - SITE:16898	HOSTING	AOTS TKT NUMBER:[00000132146529] has been [ACTIVE] for this Asset [Details: SYSLOG: mcpd[2072]: 01070728:5: Node 192.168.12.18 monitor status up	Info from CBUS

Figure B-17 AOTS Ticket Search Example

Administrative Tasks

For more information on the Administrative functions, refer to the [VizGEMS Admin Guide](#).

Latest VG News



Figure B-18 Latest VG News

Meter Usage Report (Daily)

CLOUD Usage Report: (Wed Nov 16)										
User	Company	Service	Sub Account	Usage Type	Quantity	Start	Units	End	Service ID	
Joe Smith	NetappInc.	CaaS	8310002718891	Firewall	694	20111001	Hour	20111029	FW - 32.64.25.128/27	
Joe Smith	NetappInc.	CaaS	8310002718891	IPv4 IP Address	20813	20111001	Hour	20111029	32.64.25.128/27	
Joe Smith	NetappInc.	CaaS	8310002718891	Internet Access - Inbound	0.03	20111001	GB	20111029	32.64.25.128/27	
Joe Smith	NetappInc.	CaaS	8310002718891	Internet Access - Outbound	0.03	20111001	GB	20111029	32.64.25.128/27	
Joe Smith	NetappInc.	CaaS	8310002718891	VM CPU	2782	20111001	Hour	20111029	vm032064025136	
Joe Smith	NetappInc.	CaaS	8310002718891	VM Memory	11125	20111001	Hour	20111029	vm032064025136	
Joe Smith	NetappInc.	CaaS	8310002718891	VM Storage	712701.98	20111001	GB	20111029	vm032064025136@c:	
Joe Smith	Hachette Filipacchi MediaU.S.	CaaS	8310002426097	Firewall	694	20111001	Hour	20111029	FW - 32.64.5.64/27	
Joe Smith	Hachette Filipacchi MediaU.S.	CaaS	8310002426097	IPv4 IP Address	20813	20111001	Hour	20111029	32.64.5.64/27	

TSAM Usage Report (Hourly)

TSAM Usage Report: Nov 17 12:10		
CID	Company	Total VM
102293	AT&T CLOUD TEST	16
102305	AT&T CLOUD TEST CUSTOMER ORT ASHBURN 3 STAAS	3
102306	AT&T CLOUD TEST CUSTOMER ORT ASHBURN 1 CAAS	7
102308	AT&T CLOUD TEST CUSTOMER ORT ASHBURN 2 CAAS	4
102315	CLOUDTESTCASE6@LIST.ATT.COM	26
102320	AT&T CLOUD TEST CUSTOMER ORT CAAS ASHBURN 5	4
102378	AT&T	4
102411	ATT	2

VizGEMS Capacity Planning Tool

You need a login and password to view this link. For more information regarding the VizGEMS Capacity Planning Tool, please refer to the following document.



Capacity Planning
Tool Document.doc

Drill In Menu Options

This section steps you through the drill-down abilities of Visualizer queries. Queries are accessible from the Visualizer landing page and the secondary Pop-Up Menu. The list of queries available from the pop-up menu varies based on how far you have drilled into the system and whether you are accessing the menu at the page or node level.

Each query will be discussed in more detail in the following sections.

NOTE:

The queries in this section are based on the system default parameters.

Queries from the Pop-Up Menu

The Pop-Up menu from the Customer level is shown in the figure below:

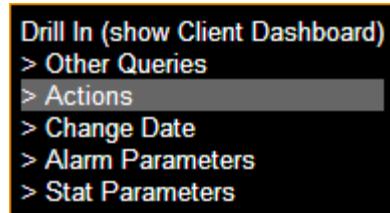


Figure B-19 Customer Level Pop-Up Menu Example

NOTE:

Other Queries is discussed in further detail in of this document.

Actions

From the Actions drop down menu you can select to **Create AOTS Ticket** for a particular asset.

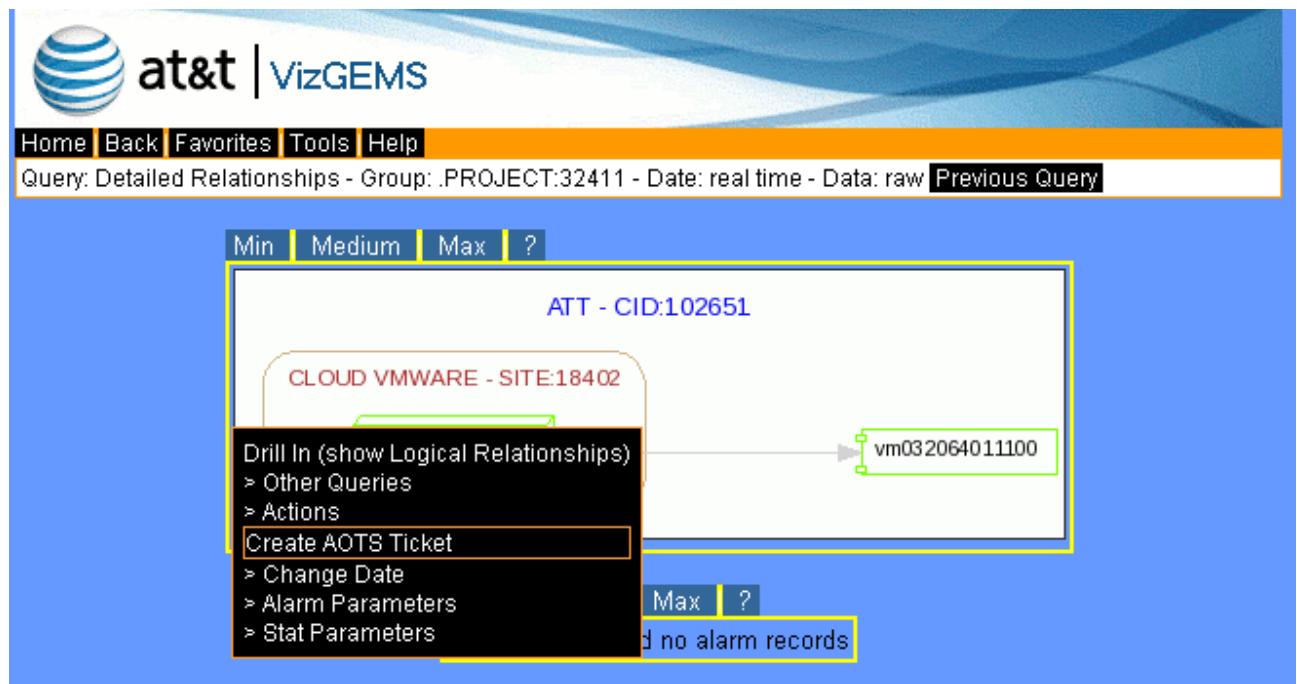


Figure B-20 Actions - Create AOTS Ticket

Once you click on Create AOTS ticket, the following screen will display for that asset.

The screenshot shows the 'Create / Update Ticket' interface. At the top, there's a logo for 'at&t | VizGEMS'. Below it, a title bar says 'Create / Update Ticket'. There are three buttons at the top right: 'Submit', 'Reset', and 'Close Window'. Below these buttons is a table with three rows. The first row has 'Asset Name' in the left column and 'n118402esxs2056' in the right column. The second row has 'Severity' in the left column and a dropdown menu showing 'normal'. The third row has 'Ticket Text' in the left column and an empty text input field.

Figure B-21 Create AOTS Ticket Screen

Select the severity from the Severity drop down list and type in the text you would like to appear for this ticket. When you are finished, click Submit or Reset (to clear out the ticket text field), then Close Window.

Other Queries

The following section will describe each of the query option from the *Other Queries* section of the query drop down menu as shown in the figure below.

**Figure B-22 Customer Level Drop Down Menu > Other Queries**

show Abstract View

While your cursor is hovered over a customer on the customer dashboard page, left click your mouse. This will display the pop-up menu as shown in the figure above.

Clicking on the **Drill In (show Abstract View)** will expand the customer node. An example of a client abstract view for a specific asset is shown in the below figure. This view displays all of the clients/devices associated with this customer along with the location(s), site ids and any associated alarms at that time.

The **Drill In (show Abstract View)** can also be selected from the **Other Queries** selection from the drop down menu.

Time	Sev	Asset	Customer	Function	Message Text	Comment	Clear
2011/11/17 11:35:00 EST	critical	p118855n3170v5005.ams1.attens.net	CLOUD INFRASTRUCTURE - SITE:18855	N3170V	VG ALARM Threshold Alarm (Ping Latency=102.865ms) == 100ms for 3/3 cycles (repeat)		Clear
2011/11/17 10:25:00 EST	critical	p118855n3170v5005.ams1.attens.net	CLOUD INFRASTRUCTURE - SITE:18855	N3170V	VG ALARM Threshold Alarm (Ping Latency=128.140ms) == 100ms for 3/3 cycles		Clear

Figure B-23 Drill In (show Abstract View)

From the above screen you can drill down further by left clicking on any of the clients and selecting an option from the drop down menu.

show Client Dashboard

To display the client dashboard, use the mouse to hover over any of the clients on the screen as shown below and left click the mouse. Depending on where you are drilled into, your results may vary.

The screen below displays the results of the show client dashboard selection.

The screenshot shows the AT&T VizGEMS Client Dashboard. At the top, there's a header with the AT&T logo and 'VizGEMS'. Below the header is a navigation bar with links for Home, Back, Favorites, Tools, Help, and a query status bar. The main area has a blue background with a yellow border around the content. A yellow box highlights a message at the top: 'Dashboard Status as of: Thu Nov 17 11:46:09 EST 2011' and 'CLOUD INFRASTRUCTURE - SITE:18855'. Below this is a table with columns: Time, Sev, Asset, Customer, Function, Message Text, Comment, and Clear. The table lists several log entries, with the last one being critical.

Time	Sev	Asset	Customer	Function	Message Text	Comment	Clear
2011/11/17 11:45:40 EST	major	p118855b3900m2002.ams1.attens.net	CLOUD INFRASTRUCTURE - SITE:18855	B3900M	SYSLOG: statsd[3713]: 011b0600:3: Error 'opening '/var/rrd/connections': Read-only file system' during rrd_update for rrd file '/var/rrd/connections'	Event Managed by Correlation Engine (racing condition)	Clear
2011/11/17 11:45:40 EST	major	p118855b3900m2002.ams1.attens.net	CLOUD INFRASTRUCTURE - SITE:18855	B3900M	SYSLOG: statsd[3713]: 011b0600:3: Error 'opening '/var/rrd/connections': Read-only file system' during rrd_update for rrd file '/var/rrd/connections'	Event Managed by Correlation Engine (racing condition)	Clear
2011/11/17 11:45:24 EST	major	p118855b3900m2002.ams1.attens.net	CLOUD INFRASTRUCTURE - SITE:18855	B3900M	SYSLOG: statsd[3713]: 011b0600:3: Error 'opening '/var/rrd/connections': Read-only file system' during rrd_update for rrd file '/var/rrd/connections'	Event Managed by Correlation Engine (racing condition)	Clear
2011/11/17 11:45:07 EST	major	p118855b3900m2002.ams1.attens.net	CLOUD INFRASTRUCTURE - SITE:18855	B3900M	SYSLOG: statsd[3713]: 011b0600:3: Error 'opening '/var/rrd/connections': Read-only file system' during rrd_update for rrd file '/var/rrd/connections'	Event Managed by Correlation Engine (racing condition)	Clear
2011/11/17 11:45:07 EST	major	p118855b3900m2002.ams1.attens.net	CLOUD INFRASTRUCTURE - SITE:18855	B3900M	SYSLOG: statsd[3713]: 011b0600:3: Error 'opening '/var/rrd/connections': Read-only file system' during rrd_update for rrd file '/var/rrd/connections'	Event Managed by Correlation Engine (racing condition)	Clear
2011/11/17 11:45:00 EST	critical	p118855b3170a5004.ams1.attens.net	CLOUD INFRASTRUCTURE - SITE:18855	N3170A	VG ALARM Threshold Alarm (Errors (<v3>)>2.000) > 0 for 3/3 cycles (repeat)		Clear

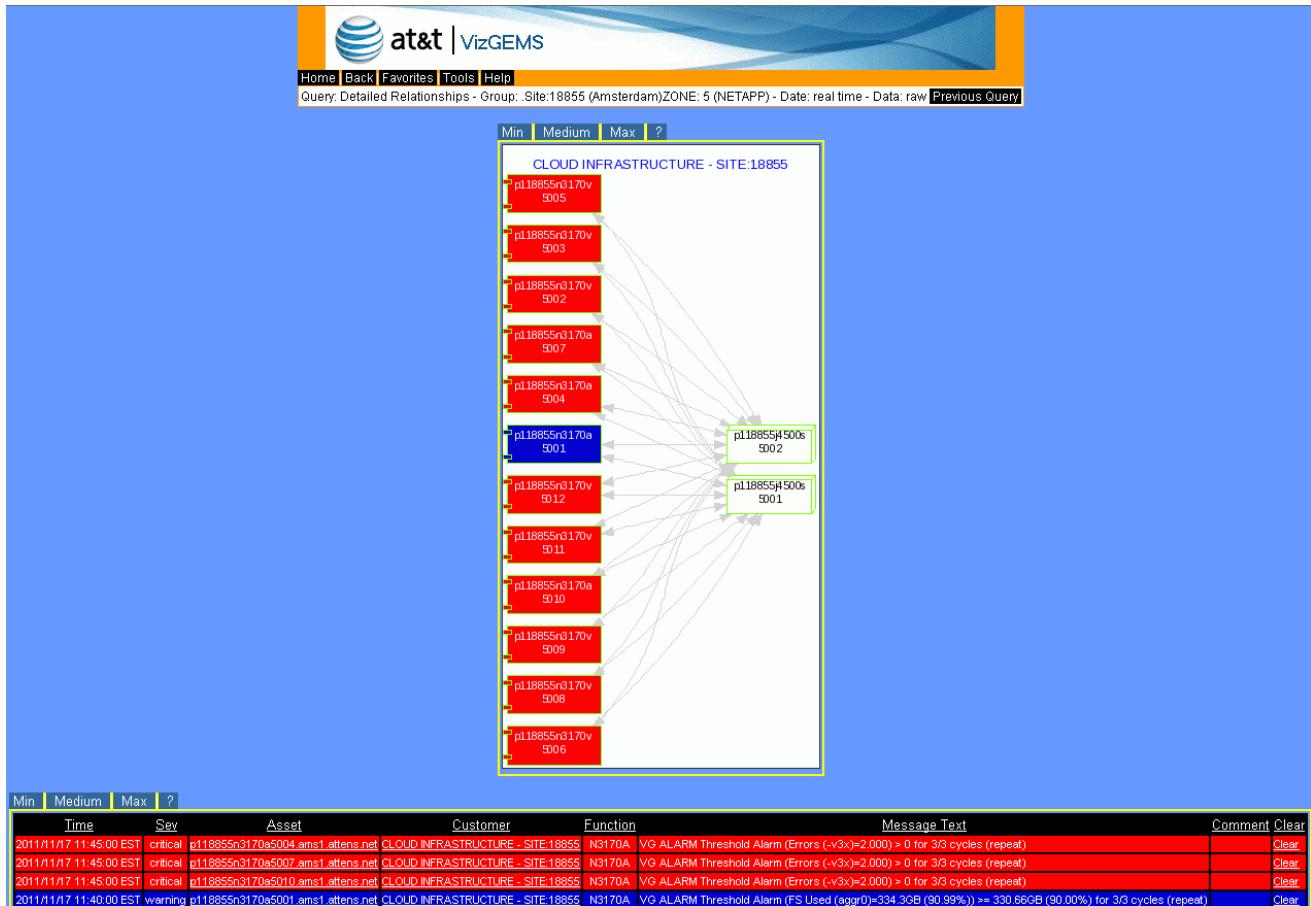
Figure B-24 show Client Dashboard**Drill In (show Detailed Relationships)**

To drill in further into a customer from the client dashboard, use your mouse to hover over the **client name**, the **SITE:** name, or one of the devices on the screen above and left click. Select **Show Detailed Relationships** from the drop down menu.

NOTE:

If you do not select a specific customer/client/device name, all of the detailed relationships for that customer will be displayed.

The following screen displays all of the detailed relationships for the specific client including the client name, site location, function, assets and any associated alarm data.

**Figure B-25 Detailed Relationships - Client Example**

show Element View

From the drop down selection menu left click on Other Queries and select **show Element View**. The following screen will display.

Time	Sev	Asset	Customer	Function	Message Text	Comment	Clear
2011/1/17 11:35:00 EST	critical	p118855n3170v5005.ams1.attens.net	CLOUD INFRASTRUCTURE - SITE:18855	N3170V	VG ALARM Threshold Alarm (Ping Latency=102.865ms) >= 100ms for 3/3 cycles (repeat)		Clear
2011/1/17 10:25:00 EST	critical	p118855n3170v5005.ams1.attens.net	CLOUD INFRASTRUCTURE - SITE:18855	N3170V	VG ALARM Threshold Alarm (Ping Latency=128.140ms) >= 100ms for 3/3 cycles		Clear

Figure B-26 show Element View

The above screen shows all of the individual assets elements for that particular client as well as site id/zone location and any alarm data at the time of the query. If there are multiple client locations, those will display as well. From here you can left click on any group or asset and query the element level for that group/asset as well. This will display the individual elements for that asset.

show Galaxy View

From the drop down menu under Other Queries click on **show Galaxy View**.

After selecting **show Galaxy View** the following figure is displayed. All assets are displayed along with their respective connections and any associated alarm data at that time.

The color filled circle in the figure below means all assets in that logical group reside in one Site. The white filled circle means the assets in that logical group span multiple Sites.

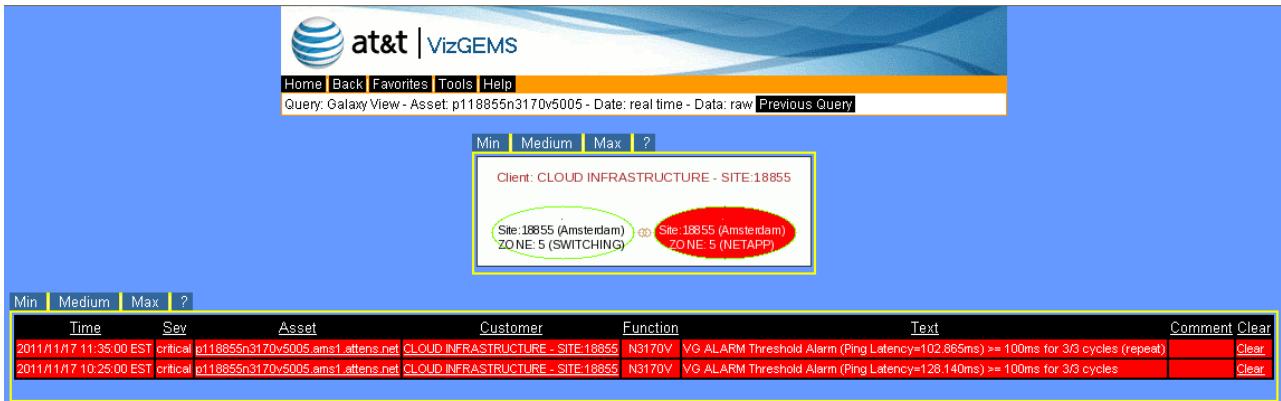


Figure B-27 show Galaxy View

show Geography (Global)

From the drop down menu under Other Queries click on **show Geography (Global)**.

The following figure shows the geography by city/state for the selected customer/client.

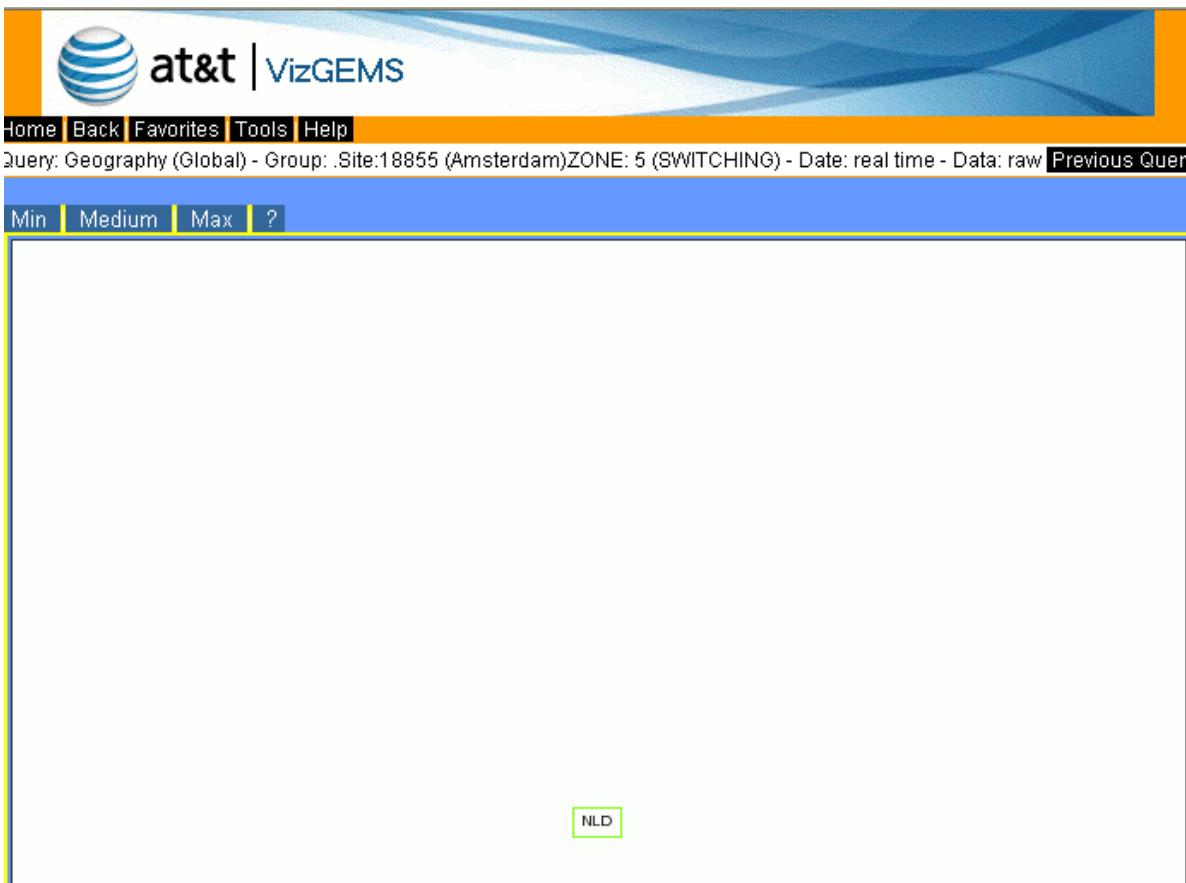


Figure B-28 show Geography (Global)

show Geography (Focus)

From the drop down menu under Other Queries click on **show Geography (Focus)**.

The following figure shows the geography by group/zone for the selected customer/client.

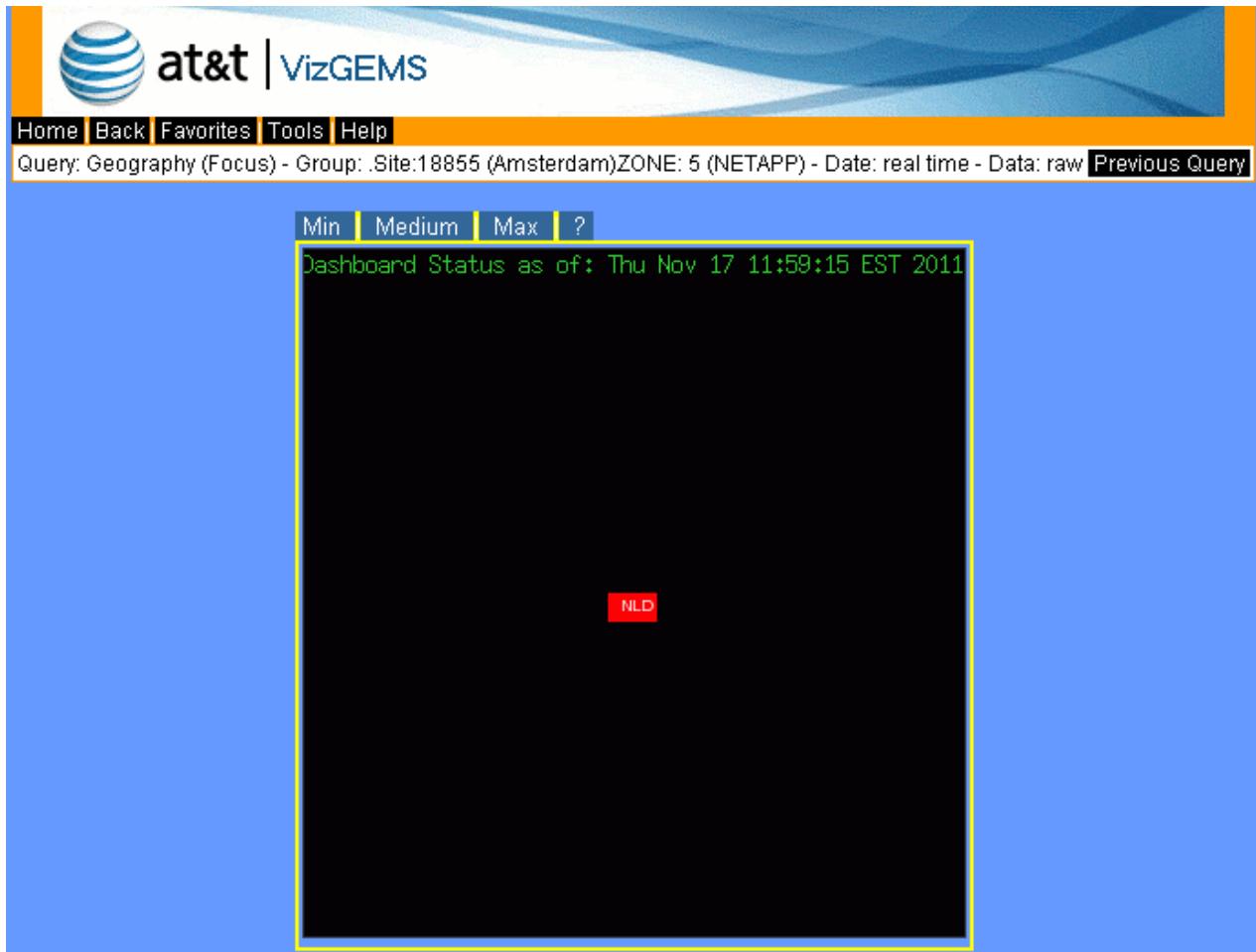


Figure B-29 show Geography (Focus)

show Locations Table

Select **show Locations Table** from the drop down menu as show in the figure below.

The figure below displays the location grid for the Site Id that was selected on the previous screen along with all applicable alarm data at that time.

Time	Serv	Asset	Customer	Function	Message Text	Comment	Clear
2011/11/17 11:45:00 EST	critical	p118855n3170a5004.ams1.attens.net	CLOUD INFRASTRUCTURE - SITE 18855	N3170A	VG ALARM Threshold Alarm (Errors (>x3)>2,000) > 0 for 3/3 cycles (repeat)		Clear
2011/11/17 11:45:00 EST	critical	p118855n3170a5007.ams1.attens.net	CLOUD INFRASTRUCTURE - SITE 18855	N3170A	VG ALARM Threshold Alarm (Errors (>x3)>2,000) > 0 for 3/3 cycles (repeat)		Clear
2011/11/17 11:45:00 EST	critical	p118855n3170a5010.ams1.attens.net	CLOUD INFRASTRUCTURE - SITE 18855	N3170A	VG ALARM Threshold Alarm (Errors (>x3)>2,000) > 0 for 3/3 cycles (repeat)		Clear
2011/11/17 11:40:00 EST	warning	p118855n3170a5001.ams1.attens.net	CLOUD INFRASTRUCTURE - SITE 18855	N3170A	VG ALARM Threshold Alarm (FS Used (avg@0)=334.3GB (90.99%) == 330.66GB (90.00%) for 3/3 cycles (repeat))		Clear
2011/11/17 11:40:00 EST	warning	p118855n3170a5004.ams1.attens.net	CLOUD INFRASTRUCTURE - SITE 18855	N3170A	VG ALARM Threshold Alarm (FS Used (avg@0)=334.3GB (90.99%) == 330.66GB (90.00%) for 3/3 cycles (repeat))		Clear

Figure B-30 show Locations Table

show Logical Relationships

Select **show Logical Relationships** from the drop down menu as show in the figure below.

The figure below displays all of the logical relationships for the Client you selected on the previous screen along with all applicable alarm data at that time.

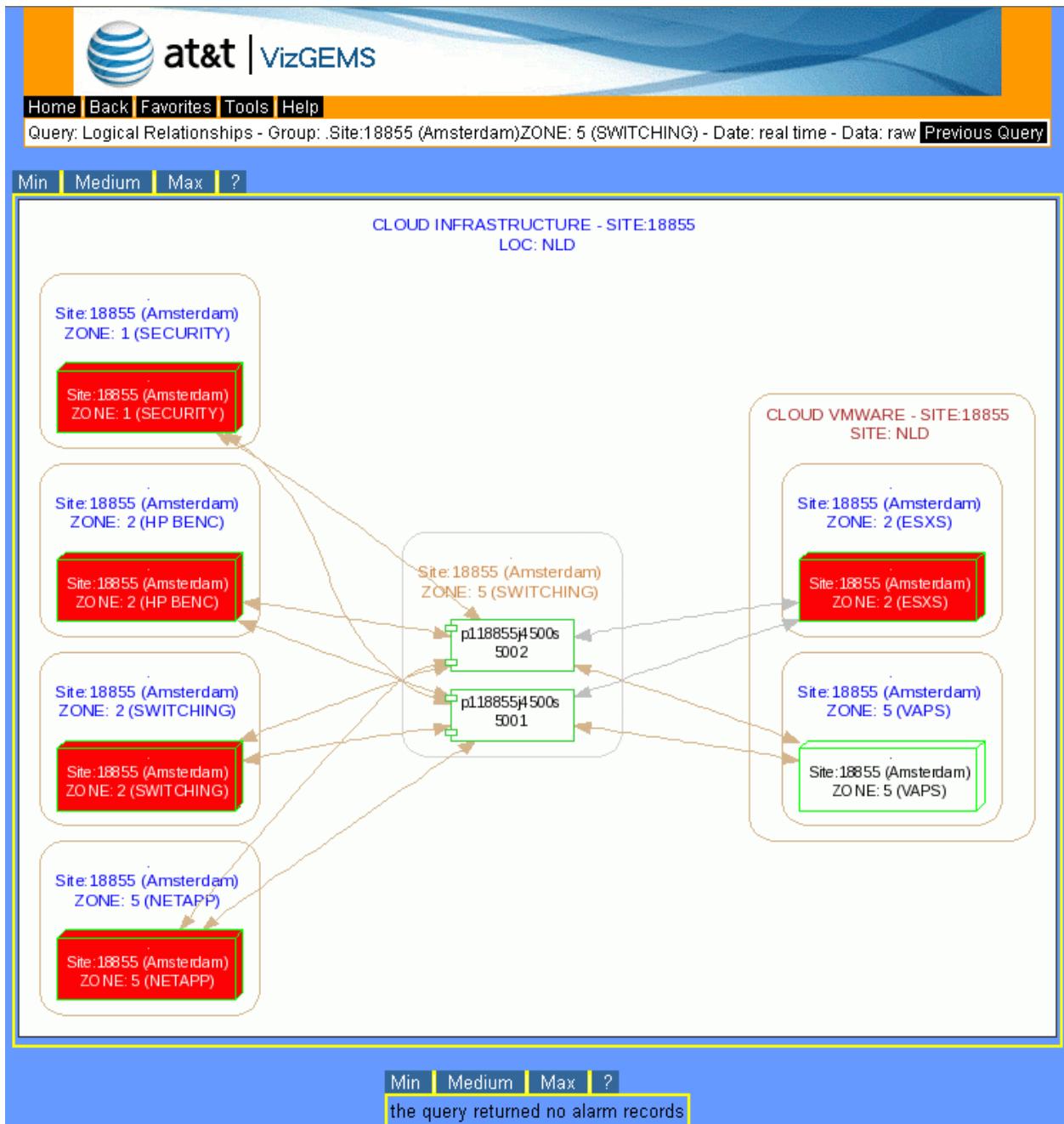


Figure B-31 show Logical Relationships

show Managed Services

You may also select the client from the Client List on the main landing page. The Drill In drop down menu will display. Left click on Other Queries and select **show Managed Services** from the drop down menu.

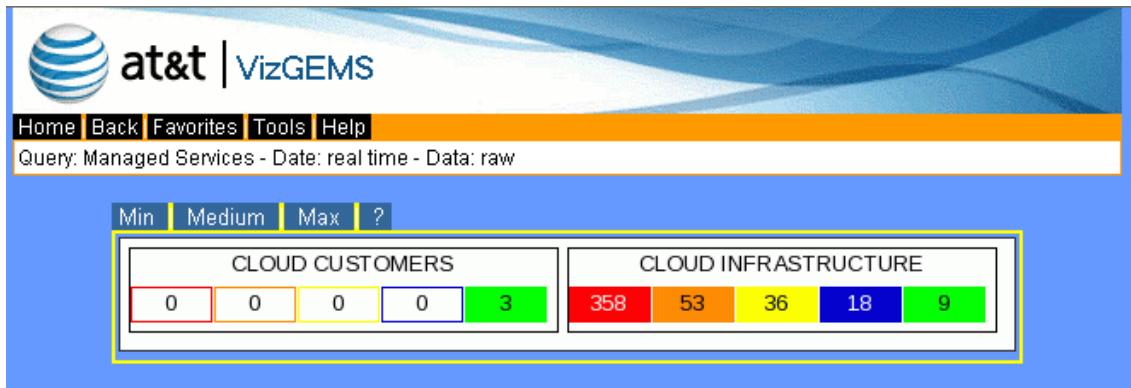


Figure B-32 show Managed Services

The above screen displays all businesses or managed services associated with the client that was selected. Any alarm data at the time of the query is displayed with the corresponding alarm color and the number of alarms. If no alarms are present, each box will be clear and the number 0 (zero alarms) will be displayed.

show Molecular View

Hovering over any client/asset/device and left clicking your mouse will bring up the Drill In drop down menu. Select **show Molecular View** from the drop down menu.

The following screen displays all of the customers/assets in a molecular view format and all of the associated alarm data at that time.

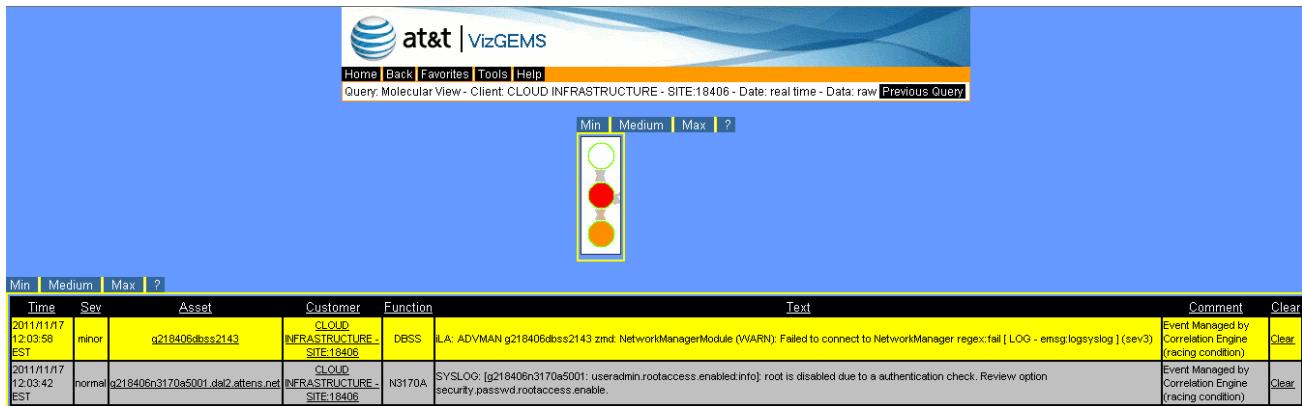


Figure B-33 show Molecular View

show Orbital View

Hovering over any client/asset/device and left clicking your mouse will bring up the Drill In drop down menu. Select **show Orbital View** from the drop down menu.

The following screen displays all of the customers/assets and their site id and zone location in an orbital view format. It also displays all of the associated alarm data at that time.

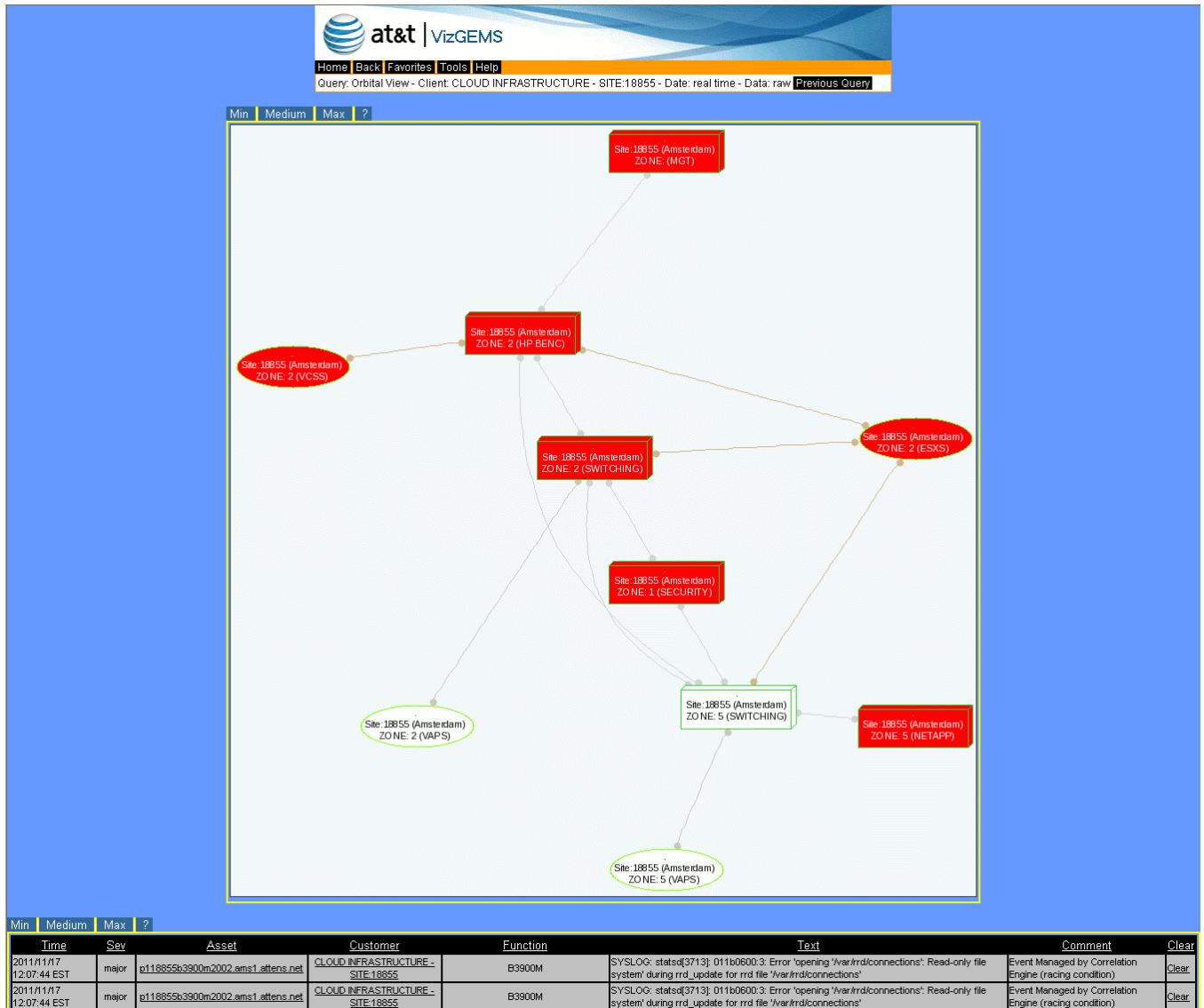


Figure B-34 show Orbital View

show Site Grid

Left click on Other Queries and select **show Site Grid** from the Other Queries drop down menu.

The following screen displays all of the sites for a client and their connections and any applicable alarm data at that time.

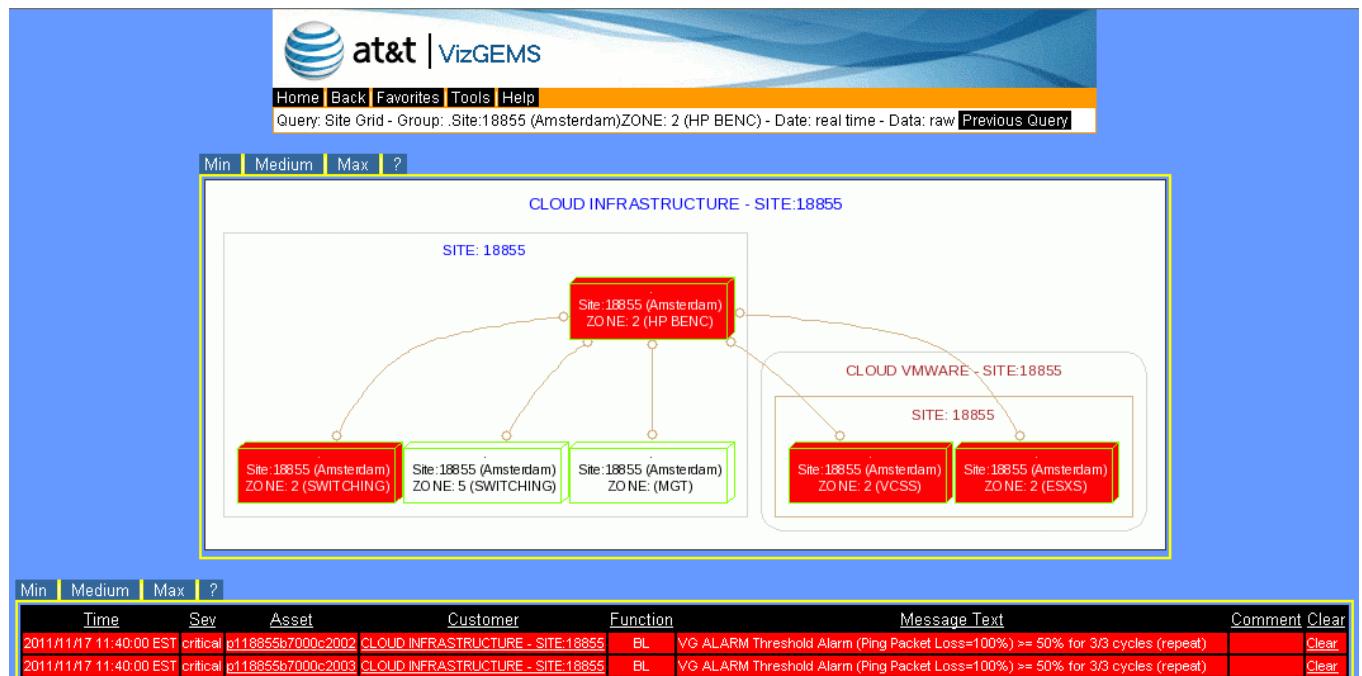


Figure B-35 show Site Grid

show Verbose Asset Info

From the client level you can perform this query by moving your mouse over the client name, site location or the group name(s) to reveal the drop down menu.

Click on the **show Verbose Asset Info** link. The following screen will display.

This example shows all the detailed (verbose) information at the client/site level including the assets, alarm data, statistical data and factsheet data.

at&t | VizGEMS

Home | Back | Favorites | Tools | Help

Query: Verbose Asset Info - Asset: p118855esxs2023 - Date: real time - Data: raw | Previous Query

Min | Medium | Max | ?

CLIENT: CLOUD VMWARE - SITE:18855
LOCATION: NLD

CLOUD INFRASTRUCTURE - SITE:18855

Site: 18855 (Amsterdam)
ZONE: 2 (SWITCHING)

- p118855vpm 2002
- p118855vpm 2001
- p118855c3750s 2002
- p118855c3750s 2001
- p118855b3900m 2002
- p118855b3900m 2001

Site: 18855 (Amsterdam)
ZONE: 2 (ESXS)

- p118855esxs 2023

Site: 18855 (Amsterdam)
ZONE: 2 (VCSS)

- p118855vcss 2002
- p118855vcss 2001

Site: 18855 (Amsterdam)
ZONE: 2 (HP BENC)

- p118855b7000c 2002

Site: 18855 (Amsterdam)
ZONE: 5 (SWITCHING)

- p1188554500s 5002
- p1188554500s 5001

Min | Medium | Max | ?

Time	Sev	Asset	Customer	Function	Message Text	Comment	Clear
2011/11/17 11:40:00 EST	critical	p118855esxs2023	CLOUD VMWARE - SITE:18855	ESXS	VG ALARM Threshold Alarm (Ping Packet Loss=100%) >= 50% for 3/3 cycles (repeat)	Clear	Clear
2011/11/17 10:40:00 EST	critical	p118855esxs2023	CLOUD VMWARE - SITE:18855	ESXS	VG ALARM Threshold Alarm (Ping Packet Loss=100%) >= 50% for 3/3 cycles (repeat)	Clear	Clear

Min | Medium | Max | ?

p118855esxs2023
Ping Packet Loss Avg

100 % 0

00:00 03:00 06:00 09:00 12:00 15:00 18:00 21:00

Min | Medium | Max | ?

p118855esxs2023	
name	p118855esxs2023
info	p:10.63.8.42 HP-BL460C-G6-X5550-6G-1P-SVR p118855esxs >2023
type	netdev
monitoring_ip	10.63.8.42
last inventoried	Thu Nov 17 06:12:16 EST 2011

Figure B-36 show Verbose Asset Info – Client Example

The **show Verbose Asset Info** can be refreshed at any time by again moving your mouse over an item and left clicking.

show Statistics Graphs

From the Client Dashboard site, use your mouse to hover over a client and left click. You may also select the client from the Client List on the main landing page. The Drill In drop down menu will display. Left click on Other Queries and select **show Statistics Graphs**.

The following figure is just a fragment of what you may see. All statistics for the client (or asset/device) will display.

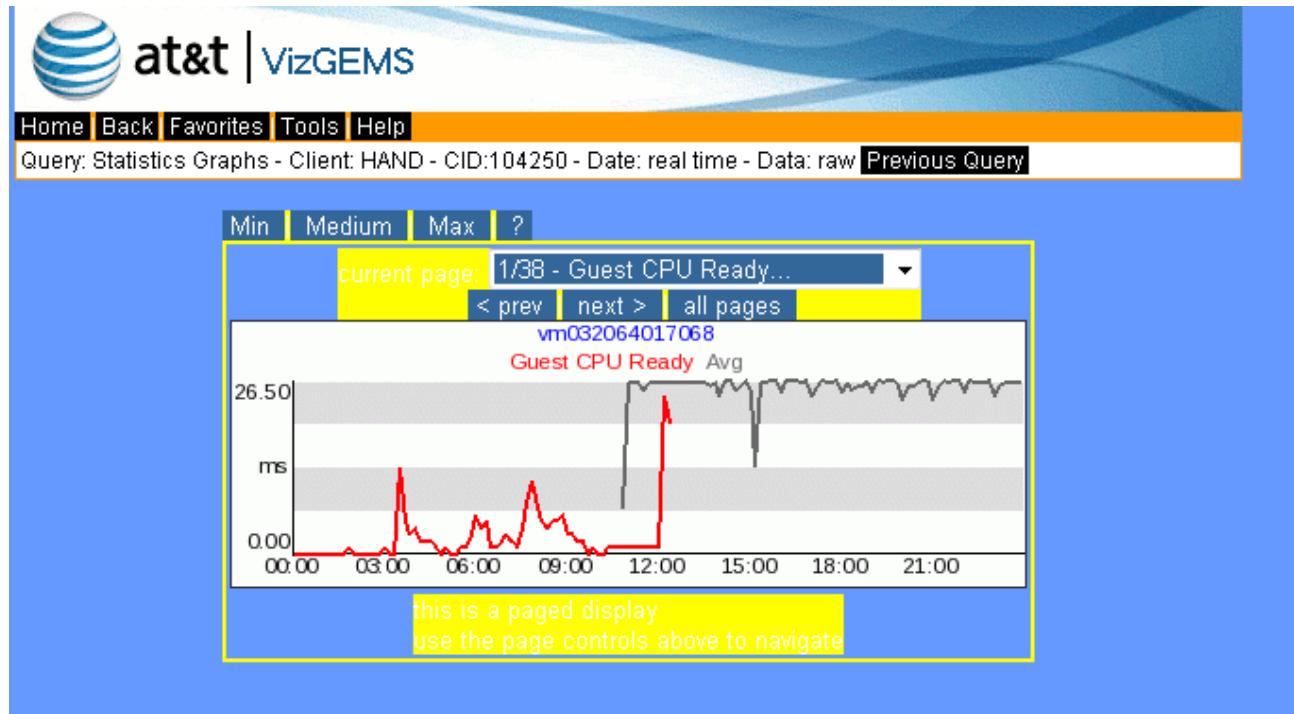


Figure B-37 show Statistics Graphs

The above screen displays a portion of associated statistics for the client selected in graphical format. You can enlarge a specific graph by hovering over the asset name and left clicking the mouse. From the drop down menu select **Enlarge Graph**. Once the graph is enlarged you can select **Shrink Graph** from the drop down menu to go back to the original view.

Show Statistics Tables

You can hover over any graph asset name (in the example below, usilems0001 Ping Packet Loss) select **Drill In (show Statistics Tables)** to display that specific asset in table format. The table is displayed in 5 minute increments over a 24 hour period.

You can also hover over a client/device/asset and click on the **Drill In (show Statistics Tables)** as well. A table for every statistic will display on the screen.

The screenshot shows the AT&T VizGEMS web interface. At the top left is the AT&T logo and the word "VizGEMS". Below the header is a navigation bar with links: Home, Back, Favorites, Tools, and Help. The main content area displays a query results page. The URL in the address bar is "Query: Statistics Tables - Asset: vm032064017068 - Date: real time - Data: raw Previous Query". The results are presented in a table:

Time	Guest CPU Ready (raw) Values (ms)	Avg
00:00	0.000	
00:10	0.000	
00:20	0.000	
00:30	0.000	
00:40	0.000	
00:50	0.000	
01:00	0.000	
01:10	0.000	
01:20	0.000	
01:30	0.000	
01:40	0.000	
01:50	1.000	
02:00	0.000	
02:10	0.000	

Figure B-38 Drill In (show Statistics Table)

show Alarm Table

From any client/asset/device you can left click to bring up the Drill In drop down menu. Left click on Other Queries and select **show Alarm Table**.

Only sites/devices that have alarms will display. If there are no alarms associated with the device you have selected, you will receive a message stating such.

You can sort the alarm table by hovering over any of the alarm table headings and left clicking the mouse.

Time	Sev	Asset	Customer	Function	Text	Comment	Clear
2011/11/17 11:40:00 EST	critical	p118855esxs2023	CLOUD VMWARE - SITE:18055	ESXS	VG ALARM Threshold Alarm (Ping Packet Loss=100%) >= 50% for 3/3 cycles (repeat)		Clear
2011/11/17 10:40:00 EST	critical	p118855esxs2023	CLOUD VMWARE - SITE:18055	ESXS	VG ALARM Threshold Alarm (Ping Packet Loss=100%) >= 50% for 3/3 cycles (repeat)		Clear

Figure B-39 show Alarm Table

show Inventory Resources

From any client/asset/device you can left click to bring up the Drill In drop down menu. Left click on Other Queries and select **show Inventory Resources**.

The screen below displays all of the inventory resources for the selected asset.

name	p118855esxs2023
info	ip:10.63.8.42 HP-BL460C-G6-X5550-6G-1P-SVR p118855esxs 2023
type	netdev
monitoring ip	10.63.8.42
last inventoried	Thu Nov 17 06:12:16 EST 2011

Figure B-40 show Inventory Resources

show Virtual Resources

From any client/asset/device you can left click to bring up the Drill In drop down menu. Left click on Other Queries and select **show Virtual Resources**.

The virtual resources for the asset selected will display.

show Virtual Resource Details

From any client/asset/device you can left click to bring up the Drill In drop down menu. Left click on Other Queries and select **show Virtual Resource Details**.

All of the information on the virtual resources for the asset selected will display.

Appendix C Access to the Visualizer (MRS)

The Visualizer is accessed via the AT&T Intranet. A login is required to access any aspect of the Visualizer. Contact your OPS Administer for access and login credentials.

Once you have received your login and password, click on the following link:

NOTE:

External customers attempting to access the Visualizer need to contact their Company Administrator for a login and password via Business Direct.

Once you have received your login and password, click on the following link:

http://135.89.20.170:83/cgi-bin-vg-members/vg_home.cgi

http://135.89.20.203:83/cgi-bin-vg-members/vg_home.cgi

Type in your User name and Password provided and click **OK**. If you have any problem logging into VizGEMS, contact the EMS Operations Support group at the email listed above.



Figure C-1 Login Screen (MRS)

Landing Page (MRS)

Once you have successfully logged in, the landing page will display. The content of the landing page varies based on account settings. The following two screens are examples of what your landing page may show.

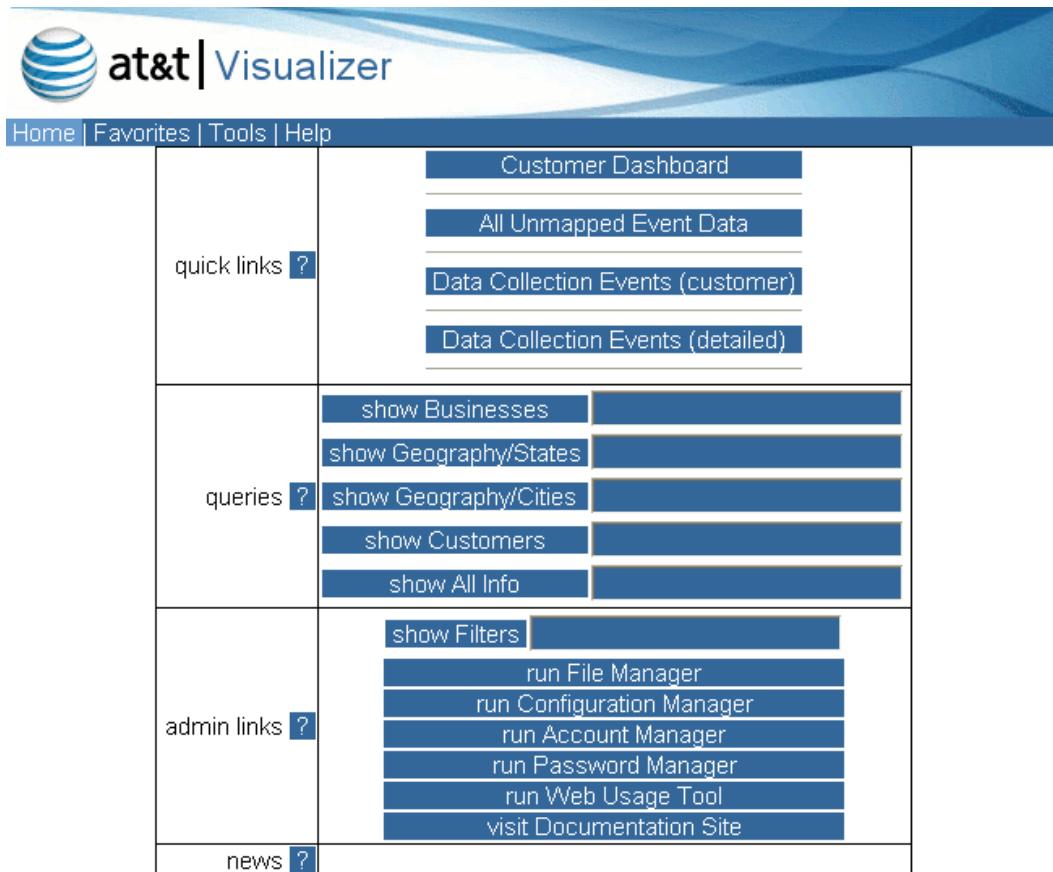


Figure C-2 VizGEMS Landing Page (MRS)

Following is a brief description of some of the options you may see on the Visualizer Landing page. Any element with a (deep blue) background color is interactive.

Quick Links

Quick links – provides a list of views with pre-set parameters, established by AT&T, which may be accessed by the user (this is variable based on account settings).

quick links ?	Customer Dashboard All Unmapped Event Data Data Collection Events (customer) Data Collection Events (detailed)
---------------	---

Figure C-3 Quick Links Section of the Visualizer Landing Page

Queries

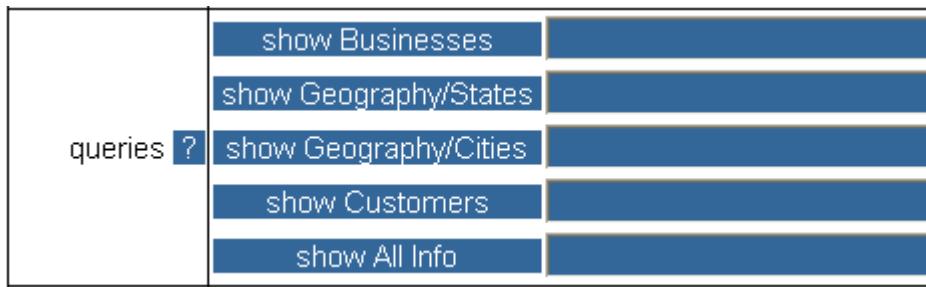


Figure C-4 Queries Section of the Visualizer Landing Page

Queries – Available information is based on the system access privileges assigned to each user.

You can click on any of the ‘show’ buttons above to run a query or you can manually enter a specific field entry in the blue box adjacent to each entry then press enter.

NOTE:

Detailed information on queries is discussed in the section called [*Drill In Menu Options*](#).

Admin Links

For more information on the administrative functions, refer to the [VizGEMS Admin Guide](#).

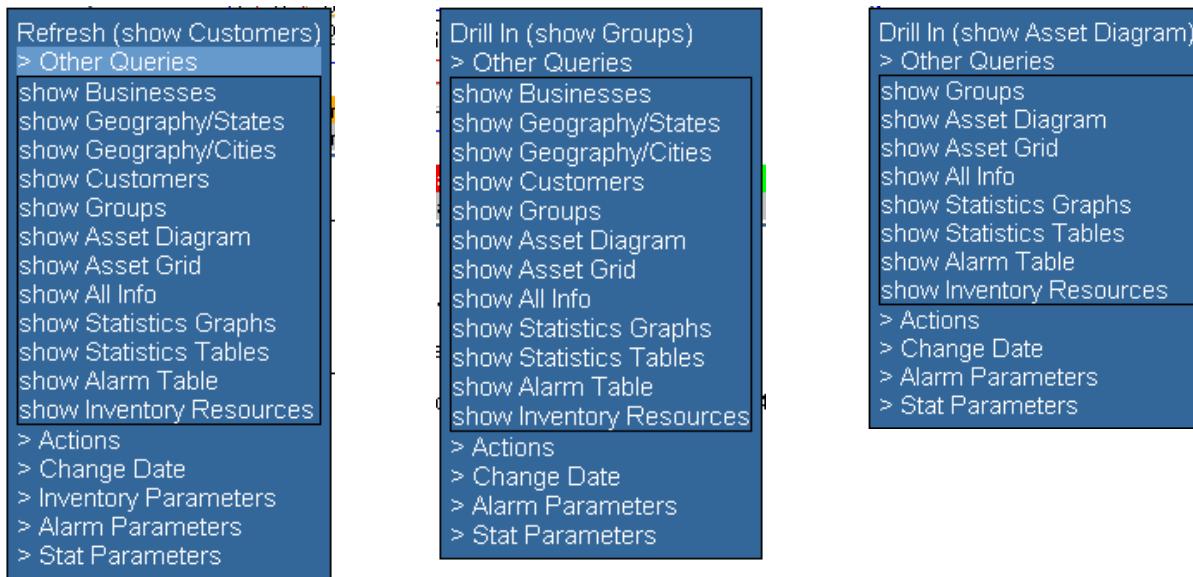
Pop-up Menu

This secondary menu, some examples of which are shown in the following figure is accessible from every screen in Visualizer.

NOTE:

The options displayed will vary based on your location in the site and your access privileges.

The pop-up menu can be accessed with a left-click from anywhere on the page. If you click within a specific node, queries/actions selected will only apply to the specific node. If you click anywhere else on the page, queries/actions selected will apply to all levels of information.

**Figure C-5 Example Pop Up Menu**

The specific parameters for each query option are discussed in *Using Visualizer Queries*.

Inventory Resources Container

The **Inventory Resources** container provides a different table format that summarizes details of an individual asset as shown in the example below.

cisco2811				
name	cisco2811			
alias	UDPDevice1			
type	ciscomrs			
identity	Cisco IOS Software, 2800 Software (C2800NM-ADVISERVICESK9-M), Version 12.4(6)XT2, RELEASE SOFTWARE (fc2) Technical Support: ht			
uptime	5 days, 1:45:47.67			
monitoring ip	135.91.1.117			
last inventoried	Mon Mar 8 22:08:48 GMT 2010			
sysname	2811_ipsa			
memory	676.205 MB			
port summary	interface port range port count ports up ports down			
	FastEthernet0 0-1	2	1	1
	1 interfaces	2	1	1
ports	name description alias speed status			
	ATM0/0/0 ATM0/0/0		1.536 Mbps	down
	ATM0/0/0-aal5 layer ATM0/0/0-aal5 layer			0 down
	ATM0/0/0-atm layer ATM0/0/0-atm layer			0 down
	ATM0/0/0.0-aal5 layer ATM0/0/0.0-aal5 layer		1.536 Mbps	down
	ATM0/0/0.0-atm subif ATM0/0/0.0-atm subif		1.536 Mbps	down
	ATO1/0 ATM0/1/0		1.536 Mbps	down
	ATM0/1/0-aal5 layer ATM0/1/0-aal5 layer			0 down
	ATM0/1/0-atm layer ATM0/1/0-atm layer			0 down
	ATM0/1/0.0-aal5 layer ATM0/1/0.0-aal5 layer		1.536 Mbps	down
	ATM0/1/0.0-atm subif ATM0/1/0.0-atm subif		1.536 Mbps	down

Figure C-6 Inventory Resources Container Example

Using Visualizer Queries

This section steps you through the drill-down abilities of Visualizer queries. Queries are accessible from the Visualizer landing page and the secondary Pop-Up Menu. The list of queries available from the pop-up menu varies based on how far you have drilled into the system and whether you are accessing the menu at the page or node level.

NOTE:

The queries in this section are based on the system default parameters. For details on customizing parameters through the pop-up menu, refer to *Pop-up Menu*.

All queries are discussed in this chapter.

Customer Dashboard

From the Visualizer Landing Page shown below, click on the Customer Dashboard link.



Figure C-7 Customer Dashboard Link

The following screen displays a sampling of Customers associated with MRS.

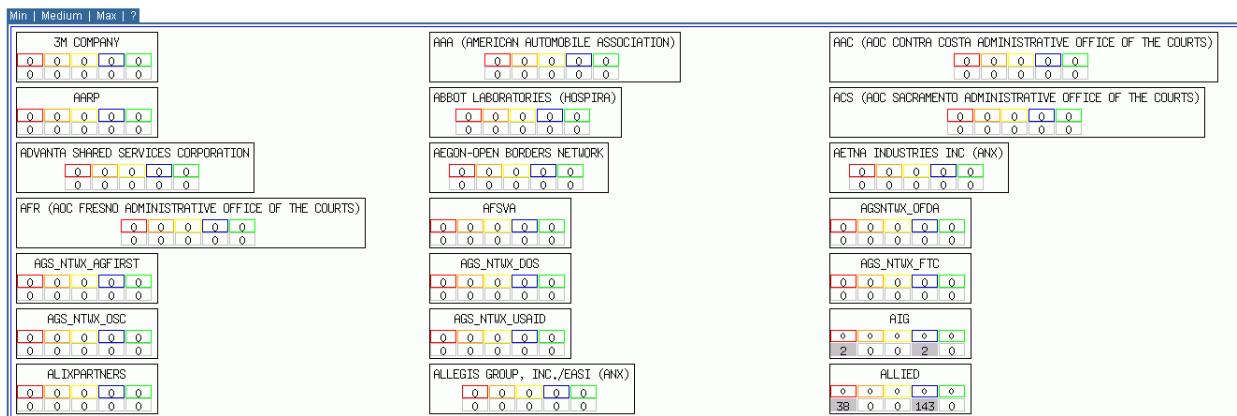


Figure C-8 Customer View Example

Click on any of the customer nodes to bring up a more comprehensive view. For example, clicking on the **AIG** customer as shown in the figure below will generate a pop-up menu which will allow you to jump to other views by clicking on **Other Queries**. The listed functions on the pop-up menu will be specific for the node you selected.

Each of the functions listed on the drop down menu are discussed further in detail in later sections.

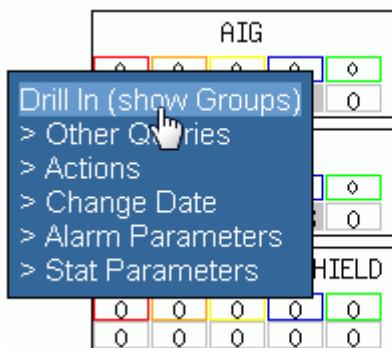


Figure C-9 Drop Down Menu

All Unmapped Event Data

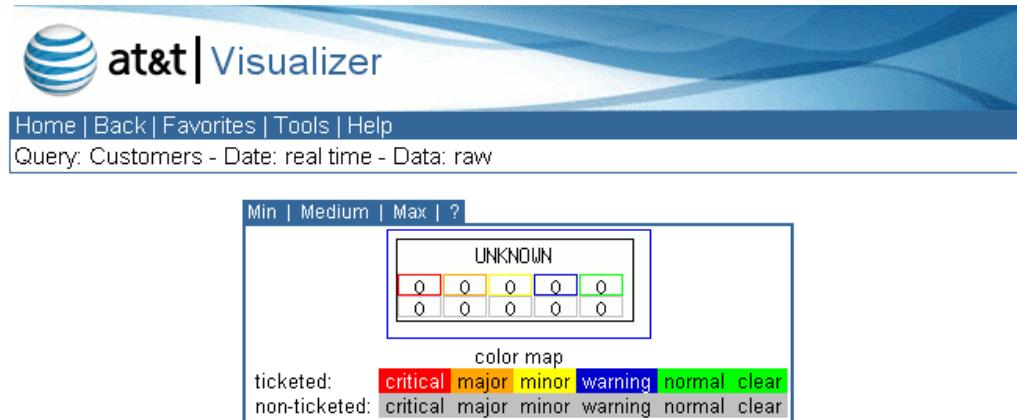


Figure C-10 All Unmapped Event Data

Data Collection Events (Customer)

The following screen displays collected alarm information for customers currently experiencing alarms.

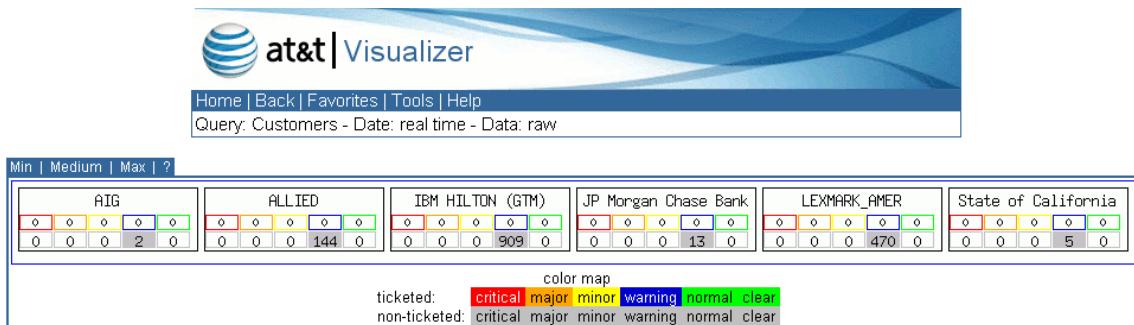


Figure C-11 Data Collection Events (Customer)

Data Collection Events (Detailed)

The screen below displays all alarms that were collected starting from midnight the previous night and collected every 15 minutes.

Time	Sev	Asset	AlarmID	CCID	Comment	Clear
2011/1/30 15:45:00 warning GMT		8404013	collection	VG ALARM Collection Alarm - Missing: 4/6 (PING)	memory_used_total os_avail os_ticks (repeat)	ticketing suppressed by rule
2011/1/30 15:45:00 warning GMT		8404014	collection	VG ALARM Collection Alarm - Missing: 4/6 (PING)	memory_used_total os_avail os_ticks (repeat)	ticketing suppressed by rule
2011/1/30 15:45:00 warning GMT		8404016	collection	VG ALARM Collection Alarm - Missing: 4/6 (PING)	memory_used_total os_avail os_ticks (repeat)	ticketing suppressed by rule
2011/1/30 15:45:00 warning GMT		as102824rs01	collection	VG ALARM Collection Alarm - Missing: 2/1032 (PING: 0/2 SNMP: 2/1030) vars: tcipp_inbw.a91b9295c31a36986f454ff14120ffbb8 tcpl_inbytes.a91b9295c31a36986f454ff14120ffbb8 (repeat)	Drop Non-Critical TCP/IP Collection Alarms Until Patch Completed	Clear

Figure C-12 Data Collection Events (Detailed)

Queries

Below is a brief description on how to use each of the links in the queries section.

Figure C-13 Queries Section

Show Businesses

You can click on the **show Businesses** link or type in a value in the blank field adjacent to it.

The following screen display all businesses associated within MRS.

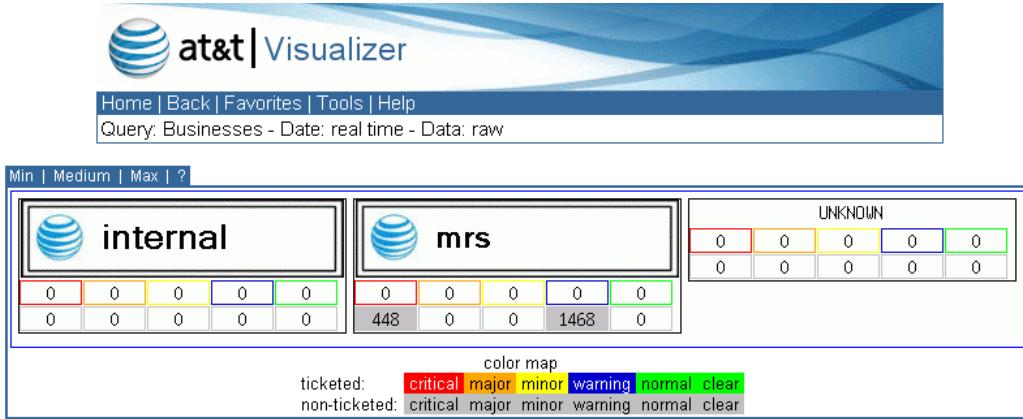


Figure C-14 Show Businesses Screen

Clicking on any of the Business nodes shown below will bring up a more comprehensive view. For example, when clicking on any of the business nodes, a pop-up menu will allow you to drill-down to next level view, (i.e., Show Customers) or jump to other views by clicking on Other Queries. The listed functions on the pop-up menu will be specific for the node you selected.

show Geography/States

The following screen displays a portion of the Geographic states map. Please note, this feature is directly related to the location of the customer's asset locations, and to search for state/country location, the name must be the two letter abbreviation (e.g., NJ for New Jersey).

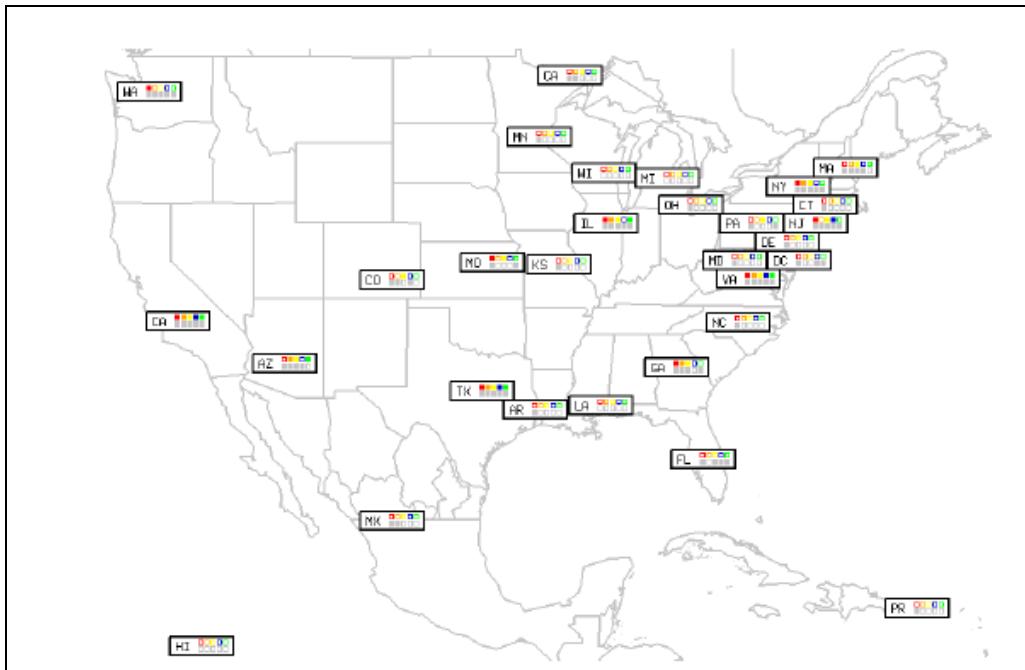


Figure C-15 show Geography/States Example (portion)

Click on any of the State nodes to bring up a more comprehensive view. For example, if you click on the **NJ** node, a pop-up menu will allow you to drill-down to the next level view, i.e., **Show Geography/Cities**. You also may jump to other views by clicking on **Other Queries**. The listed functions on the pop-up menu will be specific for the node you selected.

show Geography/Cities

The following screen displays a portion the Geographic Cities map associated with the state you selected (NJ in this example). Please note, this feature is directly related to the location of the customer's asset locations.

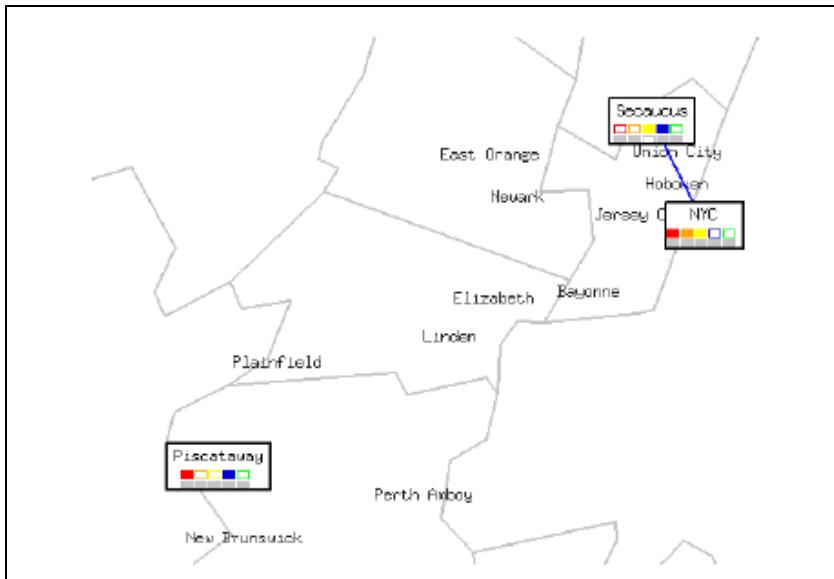


Figure C-16 show Geography/Cities Example (portion)

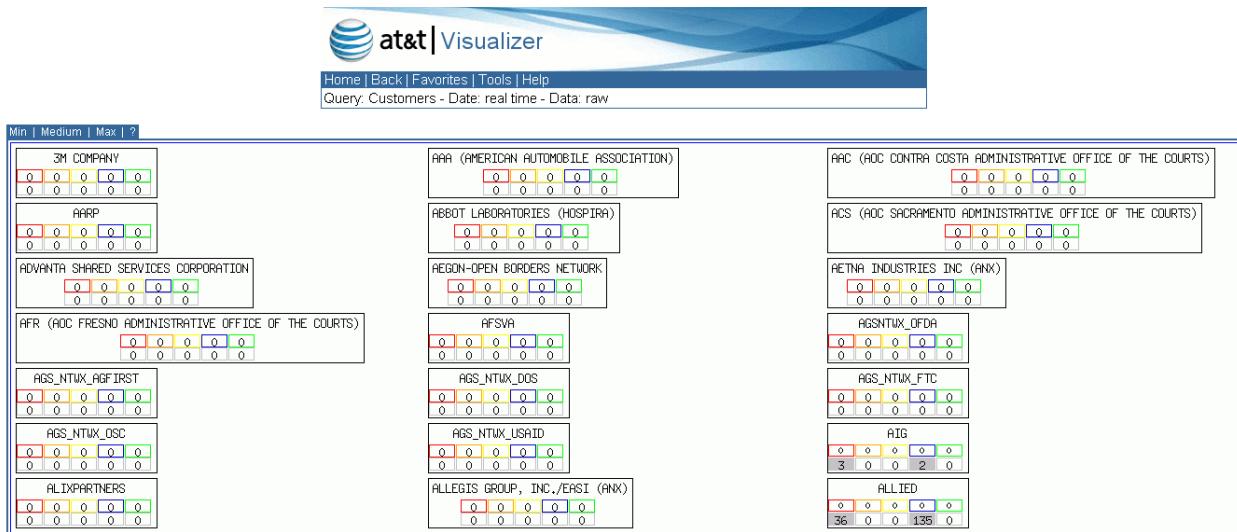
show Customers

You can click on the **show Customers** link or type in a value in the blank field adjacent to it.

Clicking on any of the Business nodes shown below will bring up a more comprehensive view. For example, when clicking on any of the customer nodes, a pop-up menu will allow you to drill-down to next level view, (i.e., Show Groups) or jump to other views by clicking on Other Queries. The listed functions on the pop-up menu will be specific for the node you selected.

NOTE:

The screen below is only a sampling of all of the customers available.

**Figure C-17 show Customers Screen**

show All Info

The show All Info screen will show all alarm statistics and inventory information for an asset. This screen displays all the information associated with the asset you selected. This option is available at the **Group** level and below.

This view displays four containers, connectivity container, statistical graph container, alarm records container, and inventory resources container. For details on these four container types refer to [Containers](#).

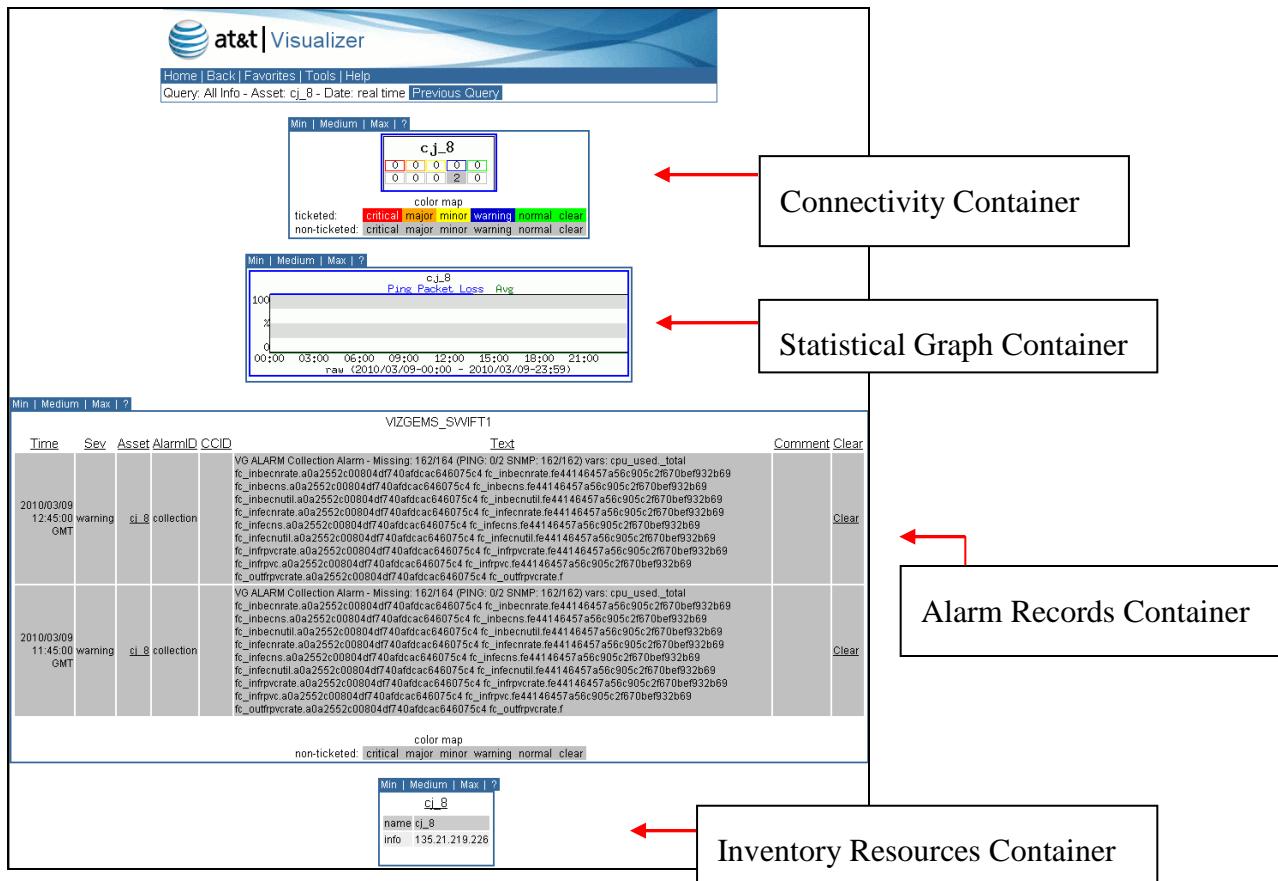


Figure C-18 show All Info (for an asset) example

Drill In Menu Options

The following sections will discuss some of the options you can select from the Drill In drop down menu.

Drill In (show Customers)

After clicking on the **show Businesses** link the following screen displays.

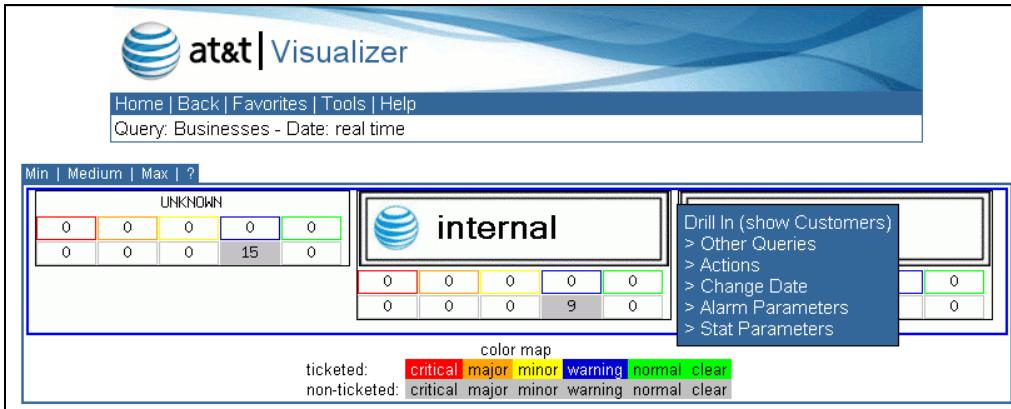


Figure C-19 Drop Down Menu example

When you click on the **Drill In (show Customers)** option from the menu shown above, the following screen displays.

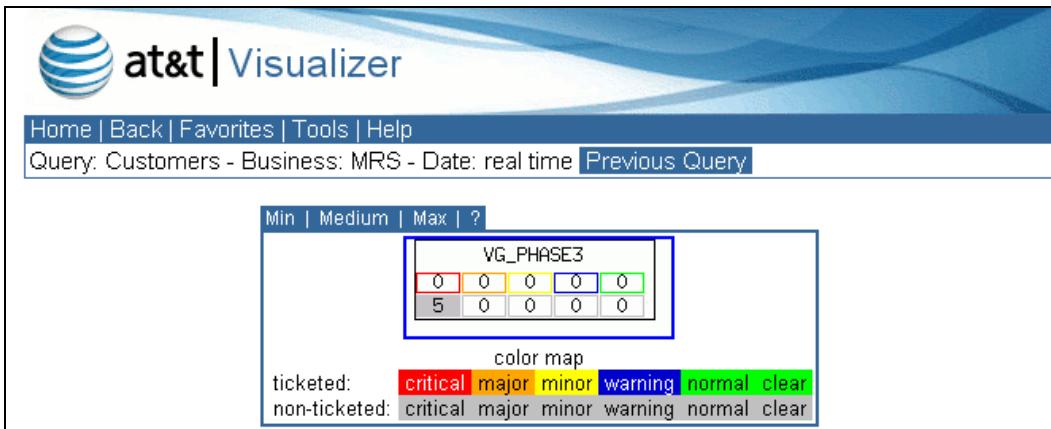


Figure C-20 Drill In (Show Customers) Example

Clicking on the Customer node (as shown below) will allow you to drill-down to next level view, **show Groups**, or jump to other views by clicking on **Other Queries**. The listed functions on the pop-up menu will be specific for the node you selected.

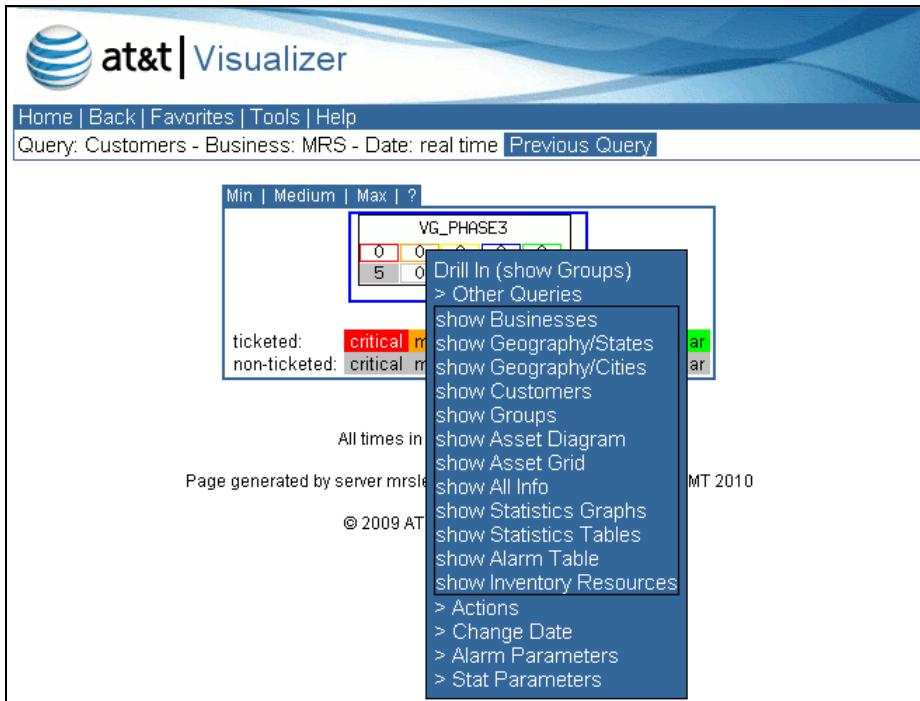


Figure C-21 Other Queries Drop Down Menu

show Groups

Clicking on the **Drill In (Show Groups)** option as shown in the above screen will display the following screen.

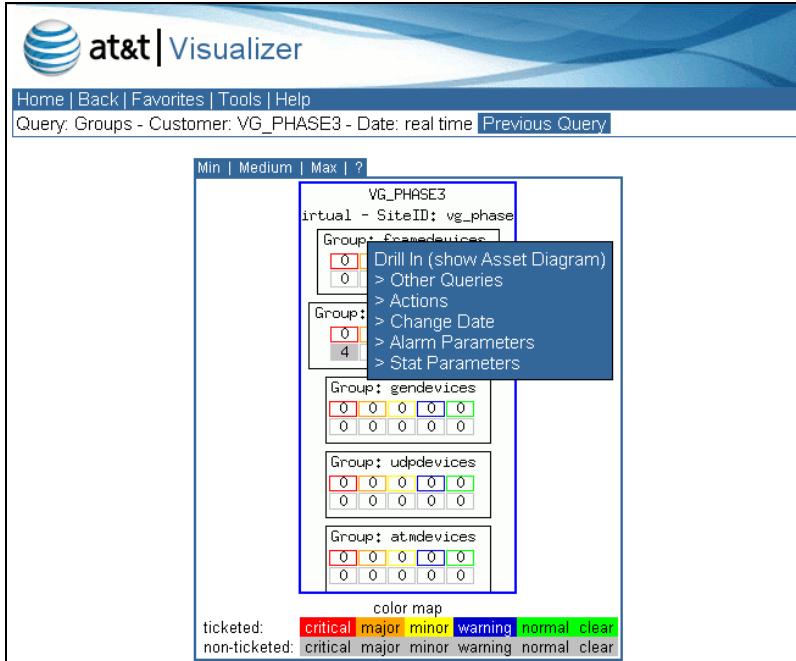


Figure C-22 Drill In (show Groups) Screen

Show Asset Diagram

Upon clicking inside any of the group containers as shown above, the **Drill In (Show Asset Diagram)** drop down menu will display. Click on the **Drill In (show Asset Diagram)** link. The following screen will display.

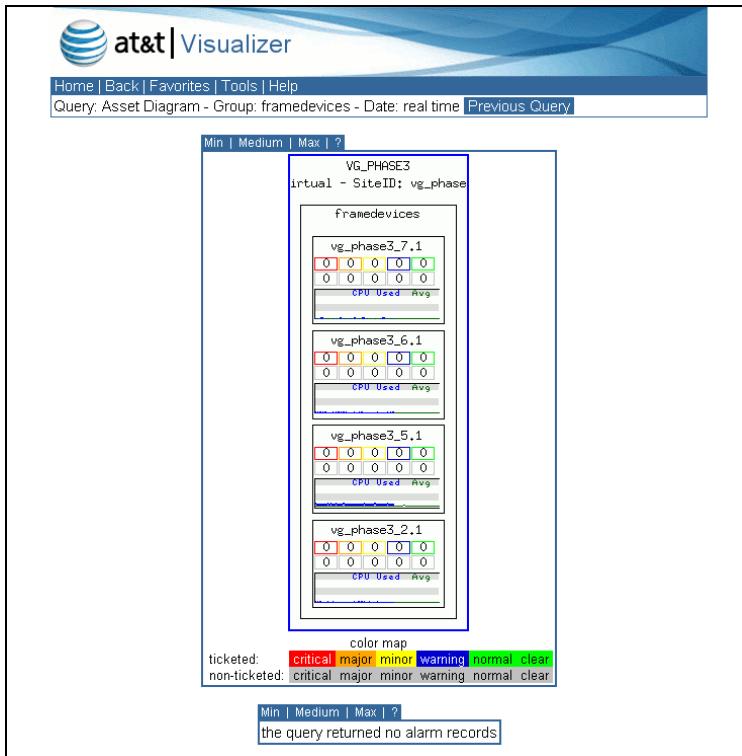


Figure C-23 Drill In (show Assets Diagram) Screen

Two containers will be displayed in this case: the Connectivity container and the Alarm Records container. The Connectivity container displays individual assets and their connectivity graphically. Only in cases where the device has the ‘cpu used’ metric will the graph icon display inside a graph node, otherwise, no graph icon will be shown.

Drill In > Other Queries

By clicking on the **Other Queries** link in the Drill In drop down menu, the following drop down list will display.

Note that many of the links in the drop down list shown below have already been discussed. The following sections describe those functions that have not been previously discussed.

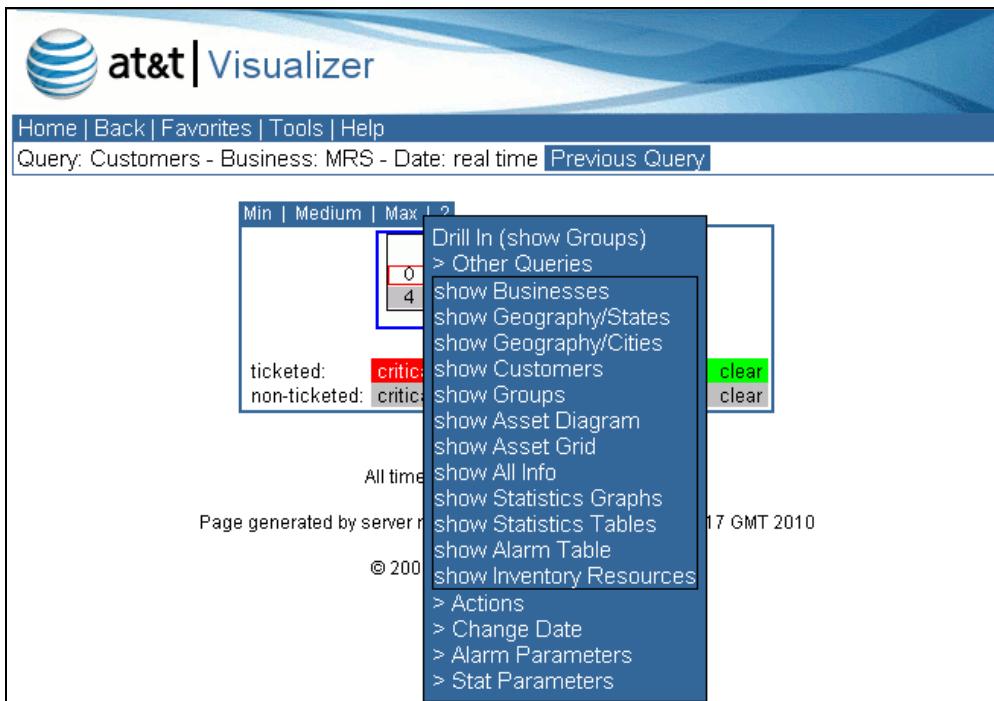


Figure C-24 Drill In > Other Queries Drop Down Menu

Show Asset Grid

Two containers will be displayed in this case: the Connectivity container and the Alarm Records container. In the connectivity container, individual assets display in a table format without showing the relationship between assets.

In the Alarm Records container, all alarm records belonging to group **Frame Devices** will be listed in a table, as shown in the following figure (in this case there are no alarms to display). This option is available at the **Group** level and below on the page pop-up menu and from the **Customer** level down on the node pop-up menu.

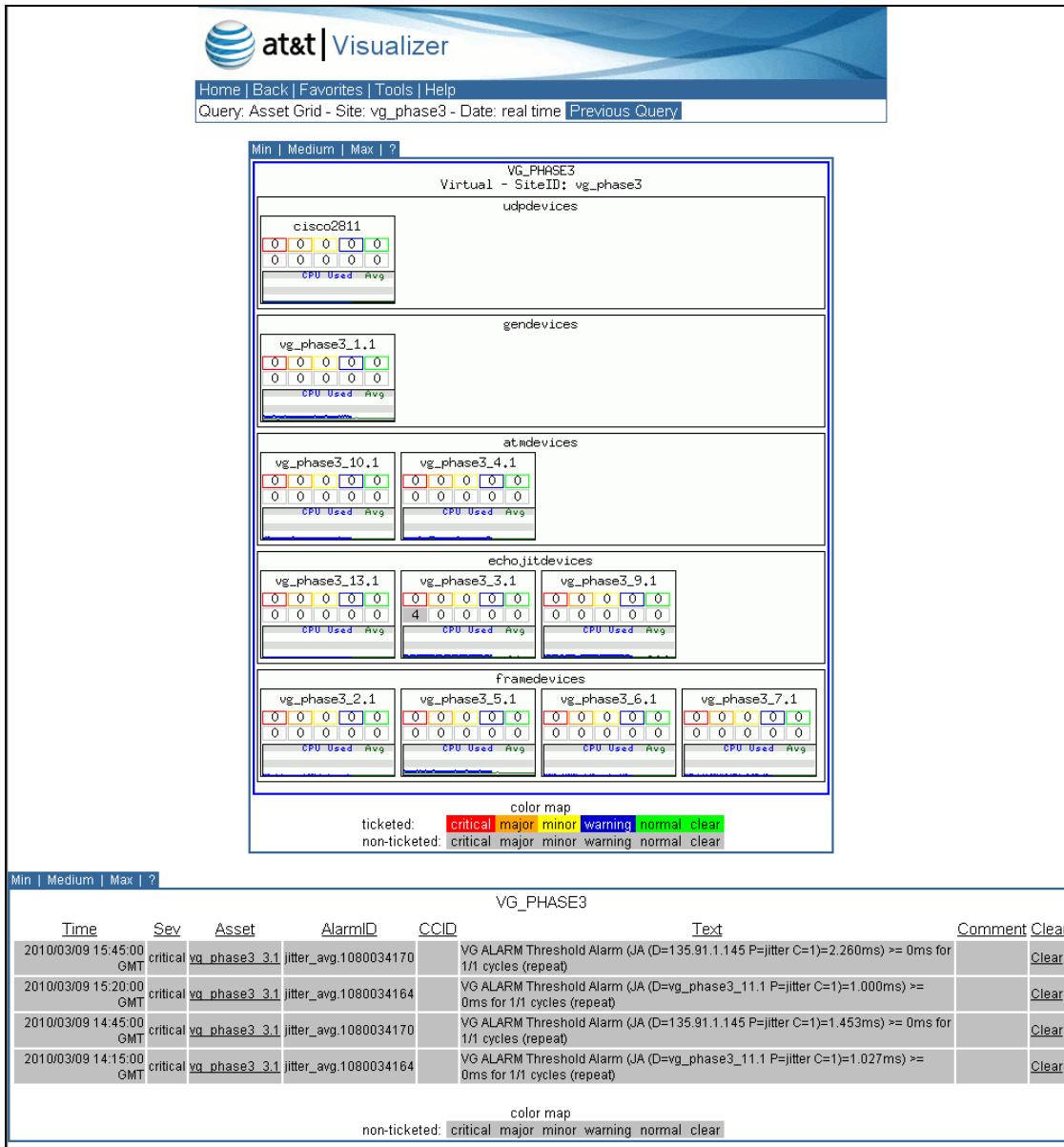


Figure C-25 Asset Grid Example

Show Statistics Graphs

This query displays statistical data in a graphical format for the selected asset, as shown in the following figure. This option is available at the **Group** level and below.

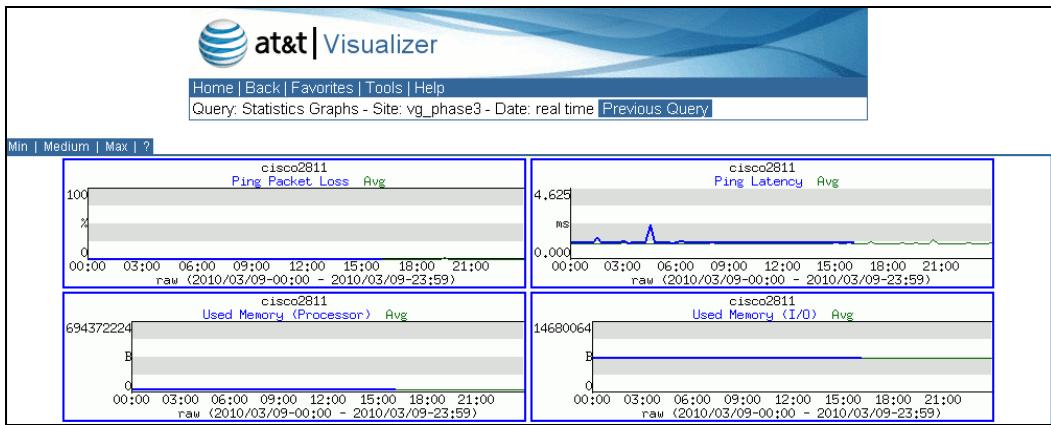


Figure C-26 Show Statistics Graphs Example

Show Statistics Tables

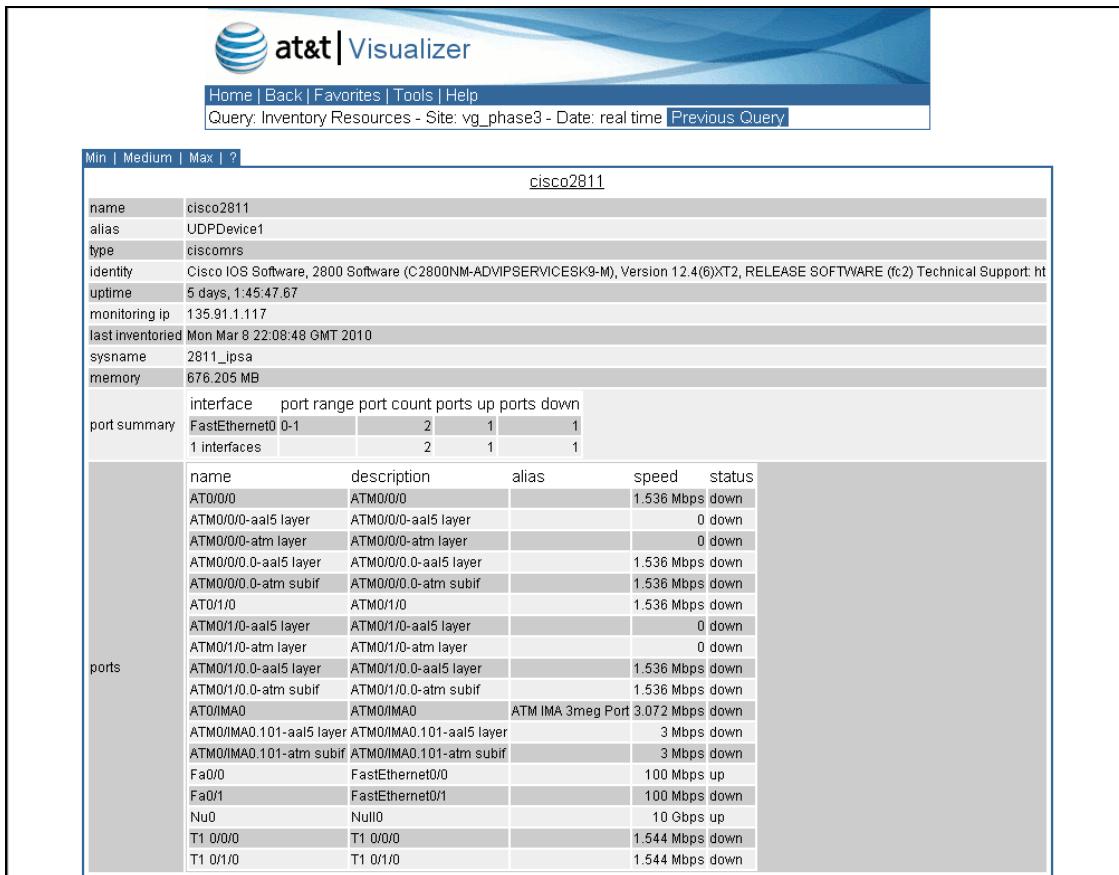
This query displays statistical data in table format for the selected asset, as shown in the following figure. This option is available at the **Group** level and below.

cisco2811						
Time	Ping Packet Loss		Ping Latency			
(raw)	Values (%)	Avg	Raw Data	Values (ms)	Avg	Raw Data
00:00	0.000	0.000	0.000, 0.000, 0.000	1.046	0.990	1.031, 1.053, 1.055
00:15	0.000	0.000	0.000, 0.000, 0.000	1.051	0.998	1.061, 1.054, 1.039
00:30	0.000	0.000	0.000, 0.000, 0.000	1.048	0.991	1.053, 1.065, 1.026
00:45	0.000	0.000	0.000, 0.000, 0.000	1.027	1.000	1.030, 1.035, 1.017
01:00	0.000	0.000	0.000, 0.000, 0.000	1.037	0.992	1.036, 1.033, 1.042
01:15	0.000	0.000	0.000, 0.000, 0.000	1.044	0.983	1.041, 1.075, 1.017
01:30	0.000	0.000	0.000, 0.000, 0.000	1.375	0.988	1.038, 1.047, 2.040
01:45	0.000	0.000	0.000, 0.000, 0.000	1.054	0.993	1.090, 1.054, 1.017
02:00	0.000	0.000	0.000, 0.000, 0.000	1.047	0.995	1.056, 1.057, 1.028
02:15	0.000	0.000	0.000, 0.000, 0.000	1.026	0.990	1.051, 1.018, 1.011
02:30	0.000	0.000	0.000, 0.000, 0.000	1.039	0.994	1.022, 1.040, 1.056
02:45	0.000	0.000	0.000, 0.000, 0.000	1.035	0.998	1.021, 1.035, 1.050
03:00	0.000	0.000	0.000, 0.000, 0.000	1.107	1.029	1.046, 1.048, 1.226
03:15	0.000	0.000	0.000, 0.000, 0.000	1.017	0.998	1.006, 1.000, 1.045
03:30	0.000	0.000	0.000, 0.000, 0.000	1.037	0.993	1.016, 1.042, 1.054
03:45	0.000	0.000	0.000, 0.000, 0.000	1.036	0.998	1.042, 1.022, 1.044
04:00	0.000	0.000	0.000, 0.000, 0.000	1.034	0.982	1.032, 1.029, 1.040

Figure C-27 Show Statistics Table Example

Show Inventory Resources

This query only lists inventory resources (e.g. memory, file systems), as shown in the following figure. This option is available at the **Customer** level and below on both the page pop-up menu and the node pop-up menu.



The screenshot shows the AT&T Visualizer web interface. At the top, there's a header bar with the AT&T logo and the word "Visualizer". Below it is a navigation bar with links: Home, Back, Favorites, Tools, and Help. The main content area has a title "Query: Inventory Resources - Site: vg_phase3 - Date: real time Previous Query". Below this, there are two tables: one for device summary and one for detailed port information.

cisco2811	
name	cisco2811
alias	UDPDevice1
type	ciscomrs
identity	Cisco IOS Software, 2800 Software (C2800NM-ADVIPSERVICESK9-M), Version 12.4(6)XT2, RELEASE SOFTWARE (fc2) Technical Support: ht
uptime	5 days, 14:45:47
monitoring ip	135.91.1.117
last inventoried	Mon Mar 8 22:08:48 GMT 2010
sysname	2811_lpsa
memory	676.205 MB

port summary	interface	port range	port count	ports up	ports down
		FastEthernet0/0-1	2	1	1
	1 interfaces		2	1	1

ports	name	description	alias	speed	status
	AT0/0/0	ATM0/0/0			1.536 Mbps
ATM0/0/0-aal5 layer	ATM0/0/0-aal5 layer			0	down
ATM0/0/0-atm layer	ATM0/0/0-atm layer			0	down
ATM0/0/0-aal5 layer	ATM0/0/0-aal5 layer			1.536 Mbps	down
ATM0/0/0-atm subif	ATM0/0/0-atm subif			1.536 Mbps	down
AT0/1/0	ATM0/1/0			1.536 Mbps	down
ATM0/1/0-aal5 layer	ATM0/1/0-aal5 layer			0	down
ATM0/1/0-atm layer	ATM0/1/0-atm layer			0	down
ATM0/1/0-aal5 layer	ATM0/1/0-aal5 layer			1.536 Mbps	down
ATM0/1/0-atm subif	ATM0/1/0-atm subif			1.536 Mbps	down
AT0/IMA0	ATM0/IMA0	ATM IMA 3meg Port		3.072 Mbps	down
ATM0/IMA0.101-aal5 layer	ATM0/IMA0.101-aal5 layer			3 Mbps	down
ATM0/IMA0.101-atm subif	ATM0/IMA0.101-atm subif			3 Mbps	down
Fa0/0	FastEthernet0/0			100 Mbps	up
Fa0/1	FastEthernet0/1			100 Mbps	down
Nu0	Null0			10 Gbps	up
T1 0/0/0	T1 0/0/0			1.544 Mbps	down
T1 0/0/1	T1 0/0/1			1.544 Mbps	down

Figure C-28 Inventory Resources Example

Using Admin Links

For more information on the administrative functions, refer to the [VizGEMS Admin Guide](#).

Appendix D Access to the Visualizer (MSS)

VizGEMS is accessed via the AT&T Intranet. A login is required to access any aspect of VizGEMS. Members of the Prosdocimo EMS OPS Support team may enter a WMIS ticket for sub project S15042AE. The WMIS request should contain the user's name, attuid and access requirements. The turnaround time to receive the login and password is typically 2 days. Members of other organizations must follow their own procedures for requesting access.

NOTE:

External customers attempting to access the VizGEMS need to contact their Company Administrator for a login and password via Business Direct.

Once you have received your login and password, click on the following link:

http://135.89.20.170:83/cgi-bin-vg-members/vg_home.cgi

http://135.89.20.203:83/cgi-bin-vg-members/vg_home.cgi

Type in your User name and Password provided and click **OK**. If you have any problem logging into VizGEMS, contact the EMS Operations Support group at the email listed above.

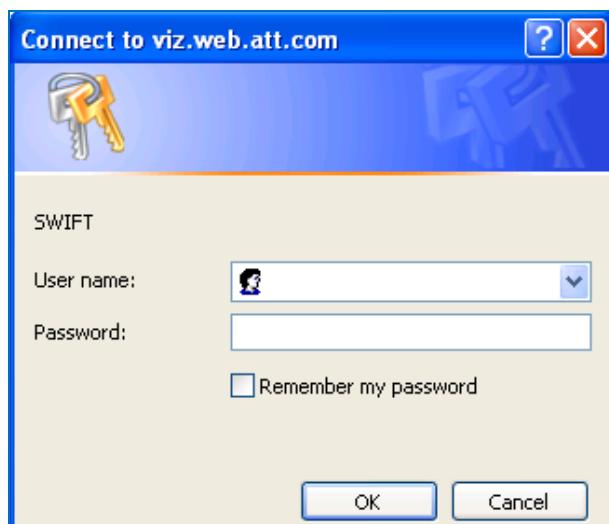
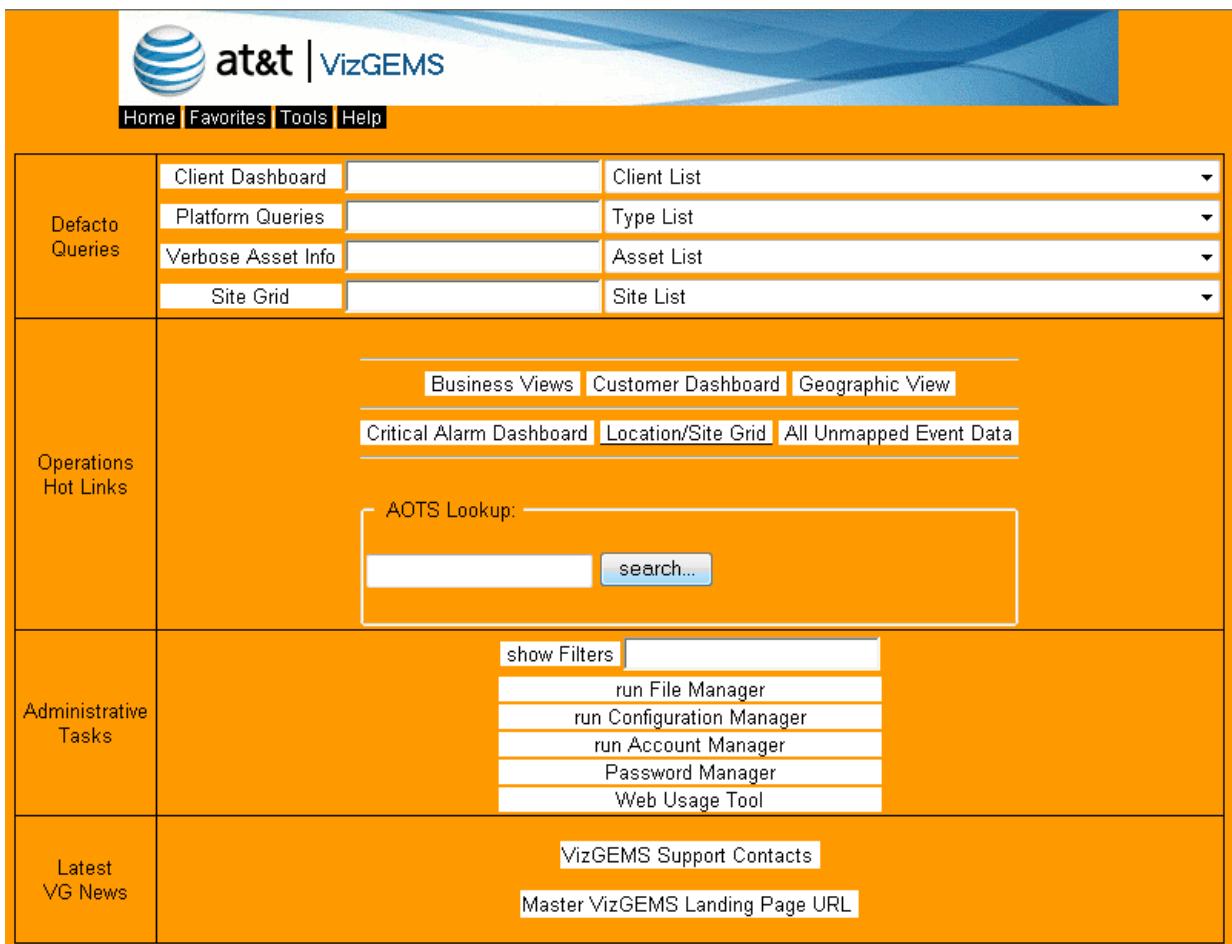


Figure D-1 Login Screen(MSS)

Landing Page (MSS)

Once you have successfully logged in, the main landing page will display. The content of the landing page varies based on account settings.

Click on the **MSS Clients** link to view all information pertaining to Managed Security Service (MSS).

**Figure D-2 Visualizer Main Landing Page (MSS)**

The following sections describe in more detail some of the options you may see on the VizGEMS Landing page as show in the figure above.

Menu Bar - **Home** **Favorites** **Tools** **Help** is displayed on every page.

Defacto Queries

This section describes all of the links under **Defacto Queries** and detailed information on all of the actions that can be performed within those links.

**Figure D-3 Defacto Queries Section of the VizGEMS Landing Page**

Client Dashboard/Client List

You must manually enter a client name in the Client Dashboard field or select one from the Client List. Below is an example of a client and its associated alarms (if applicable) that was selected from the client list (XYZ). Note that this is only an example of what you may see.

The screenshot shows the VizGEMS Client Dashboard interface. At the top, there's a header with the AT&T logo and 'VizGEMS'. Below it is a navigation bar with links: Home, Back, Favorites, Tools, and Help. A search bar says 'Query: Client Dashboard - Date: real time'. The main area displays a message: 'Dashboard Status as of: Wed Jul 7 14:44:19 GMT 2010' followed by a red button labeled 'XYZ'. Below this is a table of alarms:

Time	Sev	Asset	Customer	Function	Message Text	Comment	Clear
2010/07/07 14:43:06 GMT	warning	juniperfw1	XYZ	FIREWALL	SYSLOG: SSG140: NetScreen device_id=0185032007000802 [Root]system-information-00538: NSM: Cannot connect to NSM server at 10.1.5.2. Reason: 5, Incomplete write (257440 connect attempt(s)) (2010-07-07 10:41:57)	Event Managed by Correlation Engine (racing condition)	Clear
2010/07/07 14:42:35 GMT	warning	juniperfw1	XYZ	FIREWALL	SYSLOG: SSG140: NetScreen device_id=0185032007000802 [Root]system-information-00538: NSM: Cannot connect to NSM server at 10.1.5.2. Reason: 5, Incomplete write (257439 connect attempt(s)) (2010-07-07 10:41:22)	Event Managed by Correlation Engine (racing condition)	Clear
2010/07/07 14:42:04 GMT	warning	juniperfw1	XYZ	FIREWALL	SYSLOG: SSG140: NetScreen device_id=0185032007000802 [Root]system-information-00538: NSM: Cannot connect to NSM server at 10.1.5.2. Reason: 5, Incomplete write (257438 connect attempt(s)) (2010-07-07 10:40:47)	Event Managed by Correlation Engine (racing condition)	Clear
2010/07/07 14:41:34 GMT	warning	juniperfw1	XYZ	FIREWALL	SYSLOG: SSG140: NetScreen device_id=0185032007000802 [Root]system-information-00538: NSM: Cannot connect to NSM server at 10.1.5.2. Reason: 5, Incomplete write (257437 connect attempt(s)) (2010-07-07 10:40:12)	Event Managed by Correlation Engine (racing condition)	Clear

Figure D-4 Client Dashboard Example

From the Client Dashboard you can left click on the customer name and drill down further by selecting any one of the available options from the drop down list as shown in the figure below. These drop down options are discussed in more detail in the Section [Drill In Menu Options](#).

The screenshot shows the same Client Dashboard interface as Figure D-4. The 'Customer' column for the first alarm row is highlighted in yellow, and a context menu is displayed over it. The menu items are: Drill In (show Abstract View), > Other Queries, > Actions, > Change Date, > Alarm Parameters, and > Stat Parameters. The rest of the dashboard interface remains the same, including the status message and the red 'XYZ' button.

Figure D-5 Customer Drill In Options

Platform Queries/Type List

You must manually type in a platform query or select one from the drop down Type List as shown in the figure below.

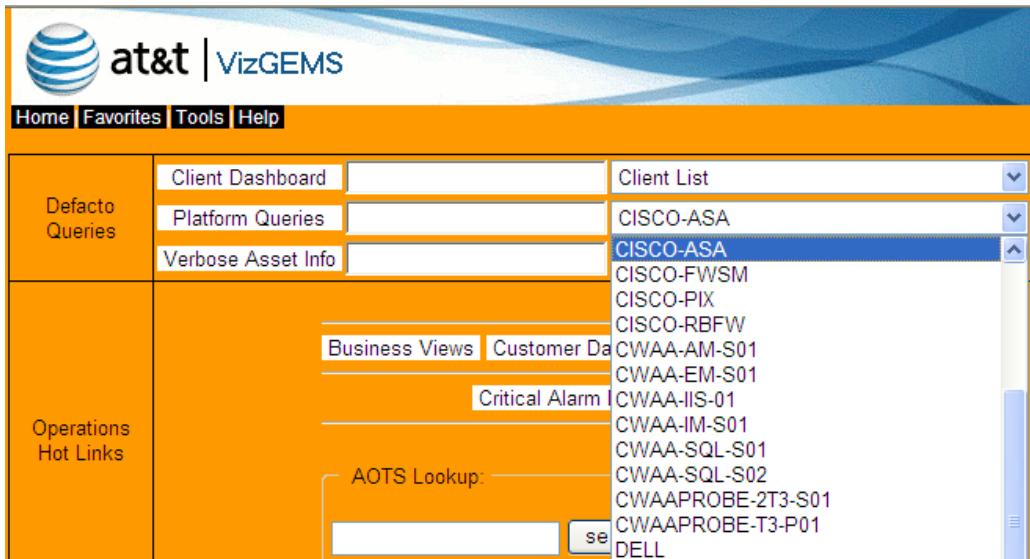


Figure D-6 Platform Query Selection Example

The following figure shows an example of a Platform Query when a device was selected from the drop down list (CISCO-ASA). Note that this is just an example of what you may see.

All clients that have the device selected from the drop down list will display along with any associated alarm data.

Time	Sev	Asset	Customer	Function	Message Text	Comment	Clear
2010/07/07 14:40:00 GMT	critical	ciscoasa1	XYZ	CISCO-ASA	VG ALARM Threshold Alarm (Ping Packet Loss=100%) >= 50% for 3/3 cycles (repeat)		Clear
2010/07/07 14:40:00 GMT	major	ciscoasa1	XYZ	CISCO-ASA	VG ALARM Collection Alarm - Missing: 22/24 (PING: 0/2 SNMP: 22/22) vars: block_used.0 block_used.1550 block_used.16384 block_used.2048 block_used.256 block_used.2560 block_used.4 block_used.4096 block_used.65536 block_used.80 block_used.8192 cpu_used.1 fw_connns_total fw_peakconnns_total memory_used_total os_avail tcpip_disc.1 tcpip_err.1 tcpip_inbw.1 tcpip_inpacktrate.1 tcpip_outbw.1 tcpip_outpacktrate.1 (repeat)		Clear
2010/07/07 13:40:00 GMT	critical	ciscoasa1	XYZ	CISCO-ASA	VG ALARM Threshold Alarm (Ping Packet Loss=100%) >= 50% for 3/3 cycles (repeat)		Clear
2010/07/07 13:40:00 GMT	major	ciscoasa1	XYZ	CISCO-ASA	VG ALARM Collection Alarm - Missing: 22/24 (PING: 0/2 SNMP: 22/22) vars: block_used.0 block_used.1550 block_used.16384 block_used.2048 block_used.256 block_used.2560 block_used.4 block_used.4096 block_used.65536 block_used.80 block_used.8192 cpu_used.1 fw_connns_total fw_peakconnns_total memory_used_total os_avail tcpip_disc.1 tcpip_err.1 tcpip_inbw.1 tcpip_inpacktrate.1 tcpip_outbw.1 tcpip_outpacktrate.1 (repeat)		Clear

Figure D-7 Platform Query Displayed

Verbose Asset Info/Asset List

You must manually type in an asset name in the Verbose Asset Info field or select one from the drop down Asset List as shown in the figure below.

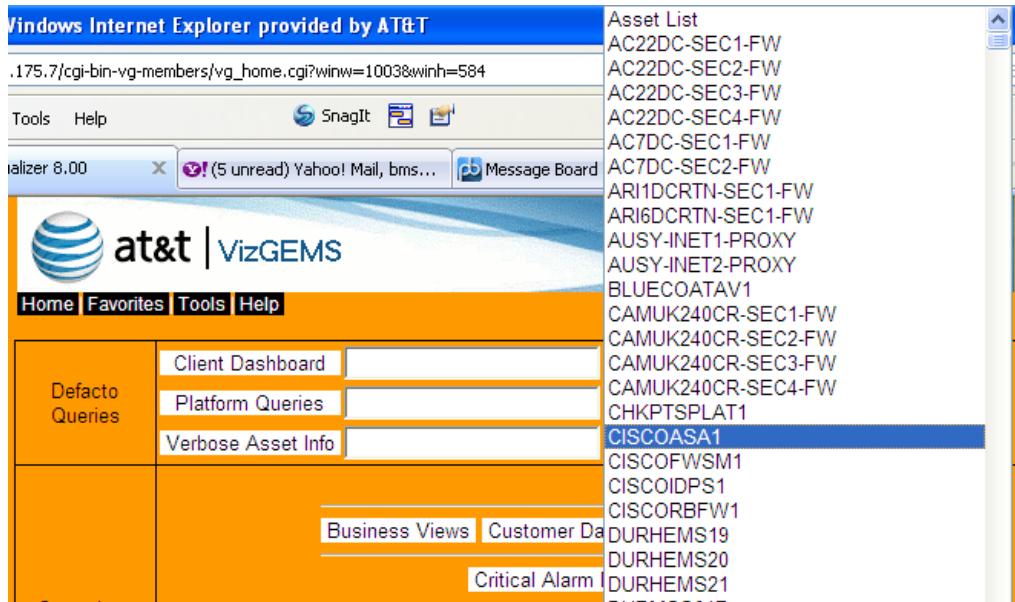


Figure D-8 Verbose Asset Info Asset List Example

The following figure shows an example of a Verbose Asset Info query when a device was selected from the drop down list (CISCOASA1). Note that this is just an example of what you may see.

The client that has the associated asset selected from the drop down list will display along with any applicable alarm data, statistical data and factsheet data.

at&t | VizGEMS

[Home](#) | [Back](#) | [Favorites](#) | [Tools](#) | [Help](#)

Query: Verbose Asset Info - Date: real time

CLIENT: XYZ
SITE: DURHAM.NC

```

graph TD
    Firewall((FIREWALL  
CISCO)) --- ASA1[CISCOASA1]
  
```

Time	Sev	Asset	Customer	Function	Message Text	Comment	Clear
2010/07/07 15:40:00 GMT	critical	ciscoasa1	XYZ	CISCO-ASA	VG ALARM Threshold Alarm (Ping Packet Loss=100%) >= 50% for 3/3 cycles (repeat)		Clear
2010/07/07 15:40:00 GMT	major	ciscoasa1	XYZ	CISCO-ASA	VG ALARM Collection Alarm - Missing: 22/24 (PING: 0/2 SNMP: 22/22) vars: block_used.0 block_used.1550 block_used.16384 block_used.2048 block_used.256 block_used.2560 block_used.4 block_used.4096 block_used.65536 block_used.80 block_used.8192 cpu_used.1 fw_connss_total fw_peakconnss_total memory_used._total os_avail tcpip_disc.1 tcpip_err.1 tcpip_inbw.1 tcpip_inpacketrate.1 tcpip_outbw.1 tcpip_outpacketrate.1 (repeat)		Clear
2010/07/07 14:40:00 GMT	critical	ciscoasa1	XYZ	CISCO-ASA	VG ALARM Threshold Alarm (Ping Packet Loss=100%) >= 50% for 3/3 cycles (repeat)		Clear
2010/07/07 14:40:00 GMT	major	ciscoasa1	XYZ	CISCO-ASA	VG ALARM Collection Alarm - Missing: 22/24 (PING: 0/2 SNMP: 22/22) vars: block_used.0 block_used.1550 block_used.16384 block_used.2048 block_used.256 block_used.2560 block_used.4 block_used.4096 block_used.65536 block_used.80 block_used.8192 cpu_used.1 fw_connss_total fw_peakconnss_total memory_used._total os_avail tcpip_disc.1 tcpip_err.1 tcpip_inbw.1 tcpip_inpacketrate.1 tcpip_outbw.1 tcpip_outpacketrate.1 (repeat)		Clear
2010/07/07 13:40:00 GMT	critical	ciscoasa1	XYZ	CISCO-ASA	VG ALARM Threshold Alarm (Ping Packet Loss=100%) >= 50% for 3/3 cycles (repeat)		Clear
2010/07/07 13:40:00 GMT	major	ciscoasa1	XYZ	CISCO-ASA	VG ALARM Collection Alarm - Missing: 22/24 (PING: 0/2 SNMP: 22/22) vars: block_used.0 block_used.1550 block_used.16384 block_used.2048 block_used.256 block_used.2560 block_used.4 block_used.4096 block_used.65536 block_used.80 block_used.8192 cpu_used.1 fw_connss_total fw_peakconnss_total memory_used._total os_avail tcpip_disc.1 tcpip_err.1 tcpip_inbw.1 tcpip_inpacketrate.1 tcpip_outbw.1 tcpip_outpacketrate.1 (repeat)		Clear

ciscoasa1
Ping Packet Loss Avg

00:00 03:00 06:00 09:00 12:00 15:00 18:00 21:00 23:00

CISCOASA1			
name	CISCOASA1		
info	12.25.192.58		
type	ciscoasa		
identity	Cisco Adaptive Security Appliance Version 8.0(2)		
uptime	26 days, 6:26:47.00		
monitoring ip	12.25.192.58		
last inventoried	Tue Jun 29 05:42:00 GMT 2010		
cpus	1		
sysname	ASA-5550-1		
memory	4096.000 MB		
ports	name	description	alias speed status
	management	management-Adaptive Security Appliance 'management' interface	100 Mbps up

Figure D-9 Verbose Asset Info Query

Site Grid/Site ListFor

From the screen below you can either manually enter a site name in the site grid field or select a site from the Site List drop down list.



Figure D-10 Site Grid

After selecting a site name and clicking on Site Grid, the following screen displays the customers, assets and any associated alarm data.

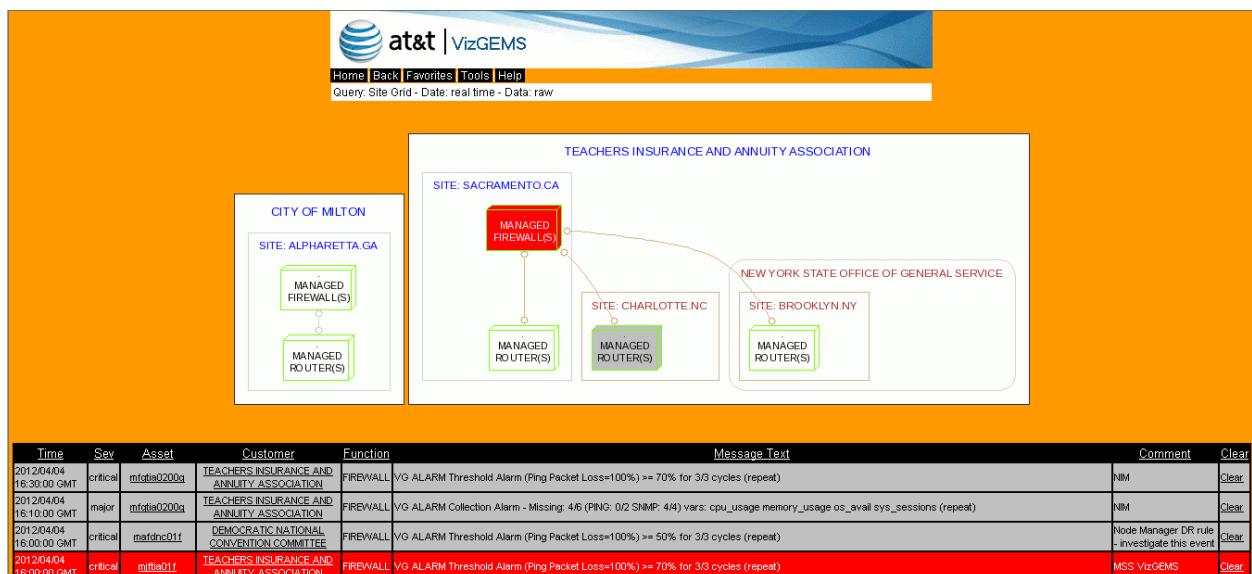


Figure D-11 Site Grid Example

Operation Hot Links

The section below will describe all of the links under Operations Hot Links and detailed information on all of the actions that can be performed within those links.

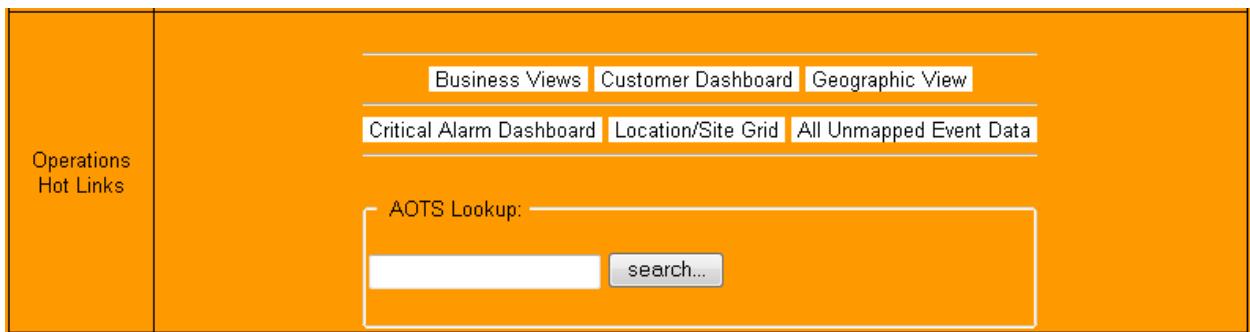


Figure D-12 Operations Hot Links section of the VizGEMS Landing Page

Business Views

By clicking on the **Business Views** link from the above screen all associated Managed Services/Businesses for MSS will display as shown in the figure below.



Figure D-13 Operations Hot Links - Business View Example

From here you can drill down further by left-clicking in the appropriate container and displaying the drop down list as shown in the figure below. These options will be discussed further in the Section [Drill In Menu Options](#).

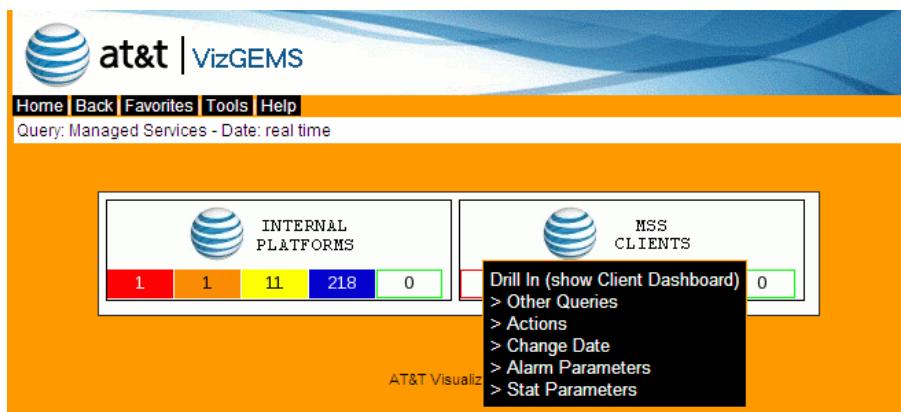


Figure D-14 Business View Drill In

Customer Dashboard

Clicking on the **Customer Dashboard** link will display all customers/clients associated with MSS as shown in the figure below. Note that this screen is for example purposes only.



Figure D-15 Operations Hot Links - Customer Dashboard Example

From the screen above you can left click on any client to drill down further as shown in the figure below.

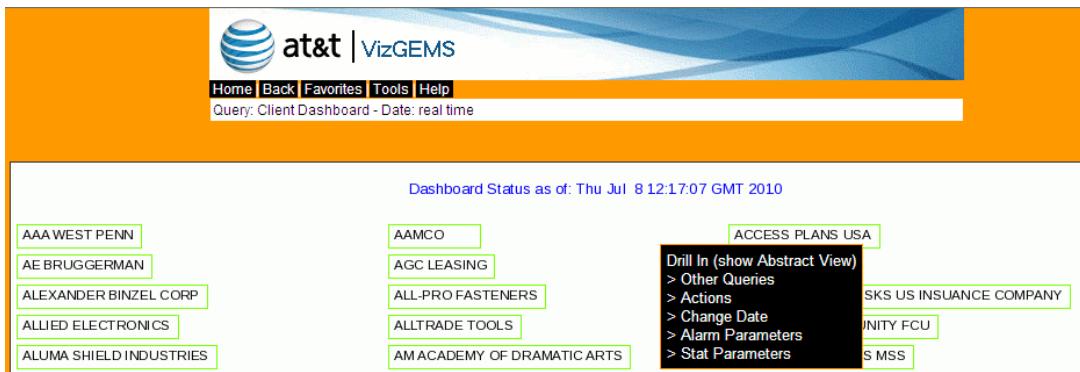


Figure D-16 Customer Dashboard Drill In

Geographic View

By clicking on the **Geographic View** from the Operations Hot Links section, all MSS clients will display in a global map as shown below.

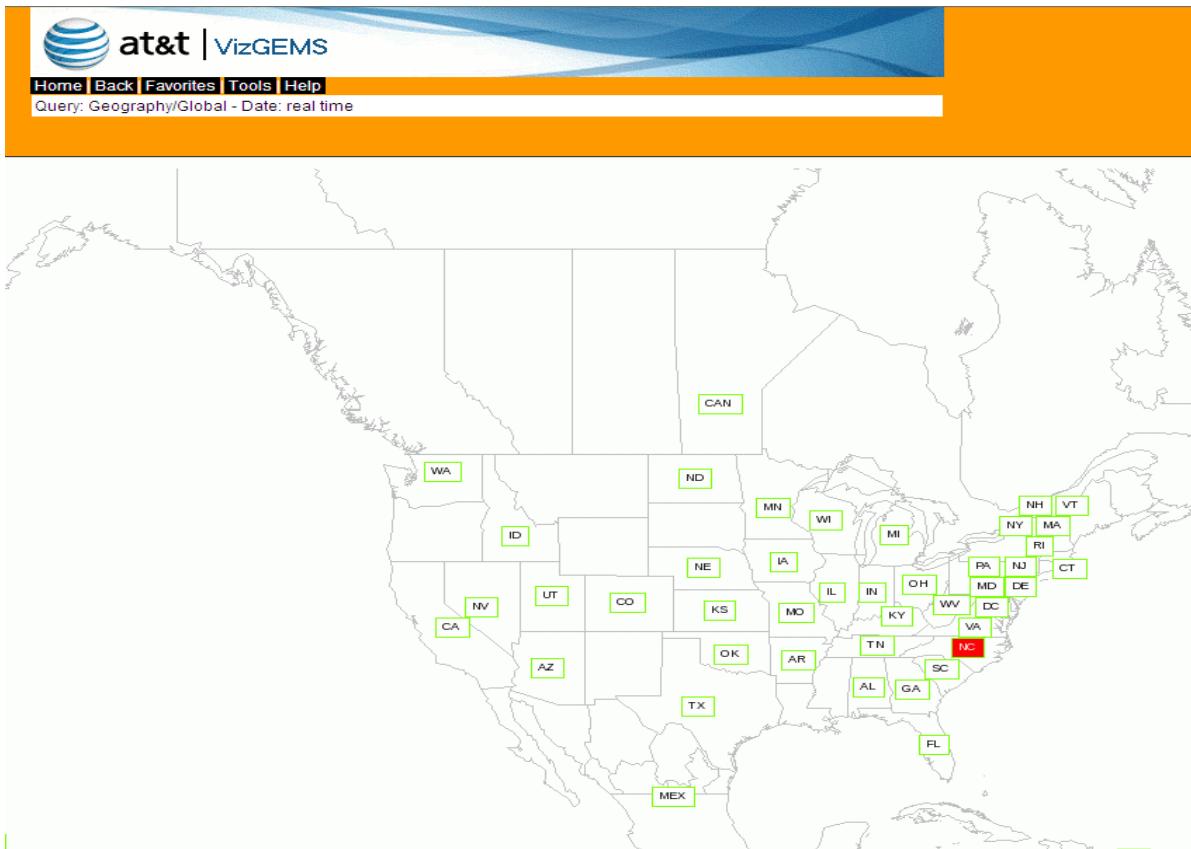


Figure D-17 Operations Hot Links - Geographic View Example

As shown on the map above, if alarms are present the color will display on that particular geographic location. To drill down further, left click your mouse over the location you wish to drill into. In the example shown below the geographic location of NC has been selected.

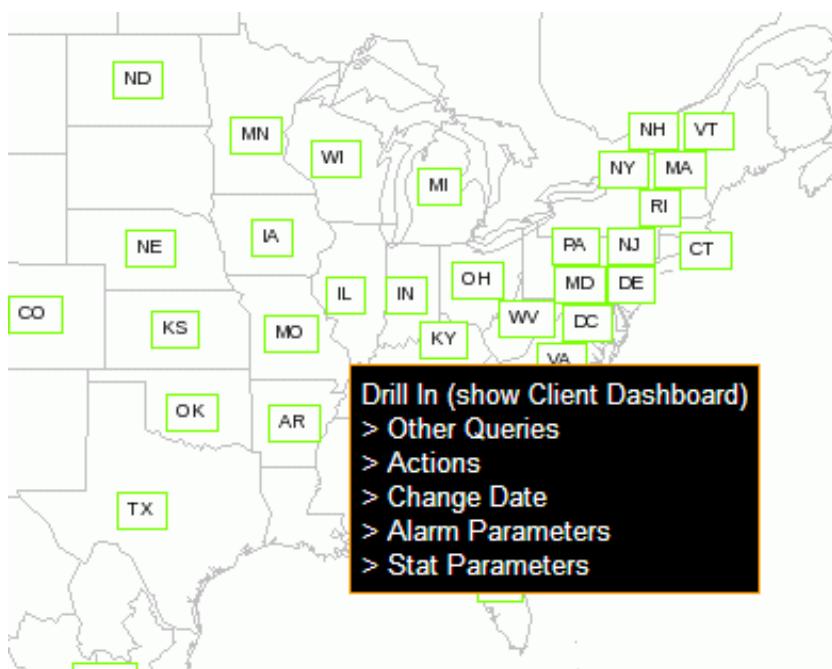


Figure D-18 Geographic View Drill In

From the screen above click on **Drill In (show Client Dashboard)**. All clients that are located in the geographic location of NC will display as shown in the figure below. If there are alarms present they will display appropriately. In this example, the customer XYZ has alarms present thus the XYZ label being represented in the color red.

The screenshot shows a dashboard titled "Dashboard Status as of: Mon Jul 19 12:55:14 GMT 2010". It displays a grid of client names, each enclosed in a green-bordered box. One client, "XYZ", is highlighted with a red border. The clients listed are:

- ALLIANZ GLOBAL RISKS US INSURANCE COMPANY
- AT&T WORLDNET CONSUMER
- CALIFORNIA DEPARTMENT OF FORESTRY (CCA)
- FIRST VICTORIA NATIONAL BANK (CCA)
- IBM SERVICEMASTER CONSUMER SERVICES
- LA FARGE
- MEADVILLE FORGING
- NEW YORK STATE OFFICE OF GENERAL SERVICE
- PIP - DURHAM
- SOLUTIONS
- STATE OF TEXAS DEPARTMENT OF INFORMATION RESOURCES
- UNDERWRITERS LABS
- VIZGEMS
- AT&T - LABS - AT&T SECURITY CENTER OF EXCELLENCE
- BIOTEST PHARMACEUTICALS CORPORATION
- CAROLINA POWER & LIGHT
- GCSC MANAGED SECURITY SERVICES
- IBM-CONTINUOUS LINK SETTLEMENT BANK
- LORILLARD TOBACCO CO
- MJM INVESTIGATIONS
- PERDUE BRANDON FIELDER COLLINS MOTT LLP
- SMITH & STEVENSON
- SOUND COMMUNITY SERVICES
- TIAA-CREF
- USPS SOC
- XYZ

Time	Sev	Asset	Customer	Function	Message Text	Comment	Clear
2010/07/19 12:54:31 GMT	warning	juniperfw1	XYZ	FIREWALL	SYSLOG: SSG140: NetScreen device_id=0185032007000802 [Root]system-information-00538: NSM: Cannot connect to NSM server at 10.1.5.2. Reason: 5, Incomplete write (286885 connect attempt(s)) (2010-07-19 08:56:07).	Event Managed by Correlation Engine (racing condition)	Clear
2010/07/19 12:54:01 GMT	warning	juniperfw1	XYZ	FIREWALL	SYSLOG: SSG140: NetScreen device_id=0185032007000802 [Root]system-information-00538: NSM: Cannot connect to NSM server at 10.1.5.2. Reason: 5, Incomplete write (286884 connect attempt(s)) (2010-07-19 08:55:32).	Event Managed by Correlation Engine (racing condition)	Clear
2010/07/19 12:50:11 GMT	warning	ciscofws1	XYZ	CISCO-FWSM	SYSLOG: %FWSM-3-313001: Denied ICMP type=8, code=0 from 12.63.159.219 on interface outside	Event Managed by Correlation Engine (racing condition)	Clear
2010/07/19 12:50:00 GMT	critical	chkptsp1	XYZ	SPLAT-CHKPT	VG ALARM Threshold Alarm (Used Memory=1981.652MB (99.00%)) >= 1801.4976MB (90.00%) for 1/1 cycles (repeat)		Clear
2010/07/19 12:50:00 GMT	critical	ciscobasa1	XYZ	CISCO-ASA	VG ALARM Threshold Alarm (System Availability=100%) >= 95% for 1/1 cycles (repeat)		Clear
2010/07/19 12:50:00 GMT	critical	ciscorbfw1	XYZ	CISCO-RBFW	VG ALARM Threshold Alarm (Out Pkts/s (GigabitEthernet0/1)=0.110pkts/s) in range [.110pkts/s, 1pkts/s] for 1/1 cycles		Clear
2010/07/19 12:50:00 GMT	critical	ciscorbfw1	XYZ	CISCO-RBFW	VG ALARM Threshold Alarm (CPU Used (All)=0%) in range [0%, 100%] for 1/1 cycles (repeat)		Clear
2010/07/19 12:50:00 GMT	critical	ciscorbfw1	XYZ	CISCO-RBFW	VG ALARM Threshold Alarm (System Availability=100%) in range [0%, 100%] for 1/1 cycles (repeat)		Clear
2010/07/19 12:50:00 GMT	critical	ciscorbfw1	XYZ	CISCO-RBFW	VG ALARM Threshold Alarm (Out Pkts/s (FastEthernet0/0/0)=0.717pkts/s) in range [.301pkts/s, 1pkts/s] for 1/1 cycles (repeat)		Clear
2010/07/19 12:50:00 GMT	critical	juniperfw1	XYZ	FIREWALL	VG ALARM Threshold Alarm (Errors (ethernet0/0-ethernet0/0)=0) >= 0 for 1/1 cycles (repeat)		Clear
2010/07/19 12:50:00 GMT	critical	juniperfw1	XYZ	FIREWALL	VG ALARM Threshold Alarm (Discards (ethernet0/0-ethernet0/0)=0) >= 0 for 1/1 cycles (repeat)		Clear

Figure D-19 Geographic View - Client Location

Critical Alarm Dashboard

Clicking on the **Critical Alarm Dashboard** from the Operations Hot Links page will display all MSS clients that have critical alarms (red) associated with them at that time.

The screenshot shows a web-based dashboard with the AT&T VizGEMS logo at the top. Below the logo is a navigation bar with links: Home, Back, Favorites, Tools, and Help. A status message says "Query: Client Dashboard - Date: real time". A message box displays "Dashboard Status as of: Mon Jul 19 13:09:20 GMT 2010" and a red button labeled "XYZ". The main area contains a table of critical alarms:

Time	Sev	Asset	Customer	Function	Message Text	Comment	Clear
2010/07/19 13:05:00 GMT	critical	chkptsplat1	XYZ	SPLAT-CHKPT	VG ALARM Threshold Alarm (Dropped Packets=95) in range [51, 200] for 1/1 cycles (repeat)		Clear
2010/07/19 13:05:00 GMT	critical	chkptsplat1	XYZ	SPLAT-CHKPT	VG ALARM Threshold Alarm (Used Memory=1981.680MB (99.00%)) >= 1801.4976MB (90.00%) for 1/1 cycles (repeat)		Clear
2010/07/19 13:05:00 GMT	critical	ciscoasa1	XYZ	CISCO-ASA	VG ALARM Threshold Alarm (System Availability=100%) >= 95% for 1/1 cycles (repeat)		Clear
2010/07/19 13:05:00 GMT	critical	ciscorbfw1	XYZ	CISCO-RBFW	VG ALARM Threshold Alarm (CPU Used (All)=0%) in range [0%, 100%] for 1/1 cycles (repeat)		Clear
2010/07/19 13:05:00 GMT	critical	ciscorbfw1	XYZ	CISCO-RBFW	VG ALARM Threshold Alarm (System Availability=100%) in range [0%, 100%] for 1/1 cycles (repeat)		Clear
2010/07/19 13:05:00 GMT	critical	ciscorbfw1	XYZ	CISCO-RBFW	VG ALARM Threshold Alarm (Out Pkts/s (FastEthernet0/0)=0.707pkts/s) in range [301pkts/s, 1pkts/s] for 1/1 cycles (repeat)		Clear
2010/07/19 13:05:00 GMT	critical	juniperfw1	XYZ	FIREWALL	VG ALARM Threshold Alarm (System Availability=100%) in range [76%, 100%] for 1/1 cycles (repeat)		Clear

Figure D-20 Critical Alarm Dashboard

Location/Site Grid

Clicking on the Location/Site Grid will display the following screenshot below. All locations will be colored depending on the highest level of alarm currently being monitored. A list of all alarms for every location will also be displayed. You can click on any location to reveal the locations customers, assets and associated alarms.

The screenshot shows the VizGEMS interface with the AT&T logo and navigation links (Home, Back, Favorites, Tools, Help). Below the navigation is a query bar: "Query: Locations Table - Date: real time - Data: raw".

LOCATION GRID - Status as of: Wed Apr 4 16:58:15 GMT 2012

JOR	MEX	PRT	WV	WI	WA	SAU	SGP	UT	IND	BIH	SD
SC	CHN	CAN	CRI	KAZ	OK	OH	AUS	UKR	PHL	MS	MO
MN	MI	ME	MD	MA	KY	KS	ITA	VEN	IN	IL	ID
IA	ESP	TWN	TUN	GA	RUS	MAR	HKG	KOR	CT	CO	CA
ZAF	ISR	AZ	AR	AL	SWE	NLD	GBR	BEL	GRC	JPN	VT
VA	THA	TX	TN	RI	PR	PA	LTU	EGY	NY	NV	NM
NJ	NE	ND	NC	EST	LVA	TUR	LA	CHE	AUT	PER	HI
ARE	DEU	FRA	IRL	FL	DZA	DE	DC	BRA			

Event Log Table:

Time	Sev	Asset	Customer	Function	Message Text	Comment	Clear
2012/04/04 16:57:56 GMT	major	mafaez23t	ASTRAZENECA (LAN)	FIREWALL	SYSLOG: %ASA-3-71061: Group = 85.133.44.82, IP = 85.133.44.82, Rejecting IPSec tunnel: no matching crypto map entry for remote proxy 85.133.44.82/255.255.255.0/0 local proxy 158.70.221.132/255.255.255.0/0 on interface outside	VG Global Ticket Suppression	<input type="button" value="Clear"/>
2012/04/04 16:57:56 GMT	major	to10dc-sec1-fw	IBM AMGEN	FIREWALL	SYSLOG: to10dc-sec1-fw: NetScreen device_id=to10dc-sec1-fw [Root]system-critical-00437: SYN and FIN bits from 122.111.70.215.51937 to 198.176.189.201:80, proto TCP (zone Untrust int ethernet2/2). Occurred 1 times. (2012-04-04 16:57:55).	VG Global Ticket Suppression	<input type="button" value="Clear"/>
2012/04/04 16:57:56 GMT	major	to10dc-sec1-fw	IBM AMGEN	FIREWALL	SYSLOG: to10dc-sec1-fw: NetScreen device_id=to10dc-sec1-fw [Root]system-critical-00437: SYN and FIN bits from 122.111.70.215.51937 to 198.176.189.201:80, proto TCP (zone Untrust int ethernet2/2). Occurred 1 times. (2012-04-04 16:57:53).	VG Global Ticket Suppression	<input type="button" value="Clear"/>

Figure D-21 Location/Site Grid

All Unmapped Event Data

The screenshot shows the VizGEMS interface with the AT&T logo and navigation links (Home, Back, Favorites, Tools, Help). Below the navigation is a query bar: "Query: Client Dashboard - Date: real time - Data: raw".

Dashboard Status as of: Wed Apr 4 17:04:17 GMT 2012

UNKNOWN

Event Log Table:

Time	Sev	Asset	Customer	Function	Message Text	Comment	Clear
2012/04/04 17:03:11 GMT	minor	mnftmo01t			SYSLOG: [LOG_WARNING] mfws_log_nt_warn: CHKFW113/W Restart of critical process FWD has been detected.	VG Global Ticket Suppression	<input type="button" value="Clear"/>
2012/04/04 16:28:06 GMT	major	mnftmo01t			SYSLOG: [LOG_WARNING] mfws_log_tt_major: MFWSAB83A <<check_fwl.sh>> in.sessiond process not running since Wed Apr 4 16:28:01 GMT 2012. Manual restart required.	VG Global Ticket Suppression	<input type="button" value="Clear"/>
2012/04/04 16:28:06 GMT	major	mnftmo01t			SYSLOG: [LOG_WARNING] mfws_log_tt_major: MFWSAB83A <<check_fwl.sh>> in.aufpd process not running since Wed Apr 4 16:28:02 GMT 2012. Manual restart required.	VG Global Ticket Suppression	<input type="button" value="Clear"/>
2012/04/04 16:28:06 GMT	major	mnftmo01t			SYSLOG: [LOG_WARNING] mfws_log_tt_major: MFWSAB83A <<check_fwl.sh>> vprd process not running since Wed Apr 4 16:28:03 GMT 2012. Manual restart required.	VG Global Ticket Suppression	<input type="button" value="Clear"/>
2012/04/04 16:28:06 GMT	major	mnftmo01t			SYSLOG: [LOG_WARNING] mfws_log_tt_major: MFWSAB83A <<check_fwl.sh>> mdq process not running since Wed Apr 4 16:28:03 GMT 2012. Manual restart required.	VG Global Ticket Suppression	<input type="button" value="Clear"/>
2012/04/04 16:28:06 GMT	minor	mnftmo01t			SYSLOG: [LOG_WARNING] mfws_log_nt_warn: CHKFW113/W Restart of critical process FWD has been detected.	VG Global Ticket Suppression	<input type="button" value="Clear"/>
2012/04/04 15:58:16 GMT	minor	mnftmo01t			SYSLOG: [LOG_WARNING] mfws_log_nt_warn: CHKFW113/W Restart of critical process FWD has been detected.	VG Global Ticket Suppression	<input type="button" value="Clear"/>
2012/04/04 15:28:09 GMT	minor	mnftmo01t			SYSLOG: [LOG_WARNING] mfws_log_nt_warn: CHKFW113/W Restart of critical process FWD has been detected.	VG Global Ticket Suppression	<input type="button" value="Clear"/>

Figure D-22 All Unmapped Event Data

AOTS Lookup

Enter a valid ticket number in the AOTS Lookup field to display

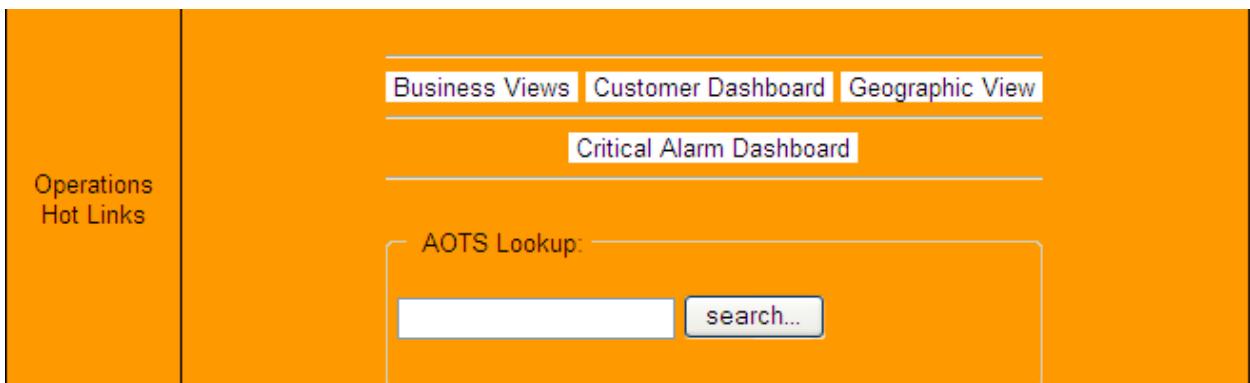


Figure D-23 AOTS Lookup Screen

Administrative Tasks

For more information on the administrative functions, refer to the [VizGEMS Admin Guide](#).

Latest VG News

Clicking on the link as shown in the figure below will bring you back to the Main landing page.



Figure D-24 Main Landing Page Link

Conf. Manager

For more information on Configuration Manager, refer to the [Configuration Manager Admin Guide](#).

Pop-up Menu

This secondary menu, some examples of which are shown in the following figure is accessible from every screen in VizGEMS.

NOTE:

The options displayed will vary based on your location in the site and your access privileges.

The pop-up menu can be accessed with a left-click from anywhere on the page. If you click within a specific node, queries/actions selected will only apply to the specific node. If you click anywhere else on the page, queries/actions selected will apply to all levels of information.

The following pop-up menu is an example of what you would see if you were at the Client Dashboard page and hovering over a specific client.

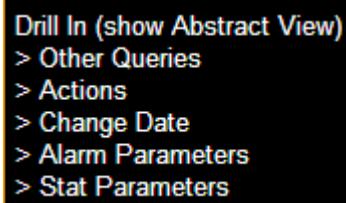


Figure D-25 Pop-up Menu Example

The following pop-up menu is an example of what you would see if you were at the Client Dashboard page but not clicking within a specific customer area.

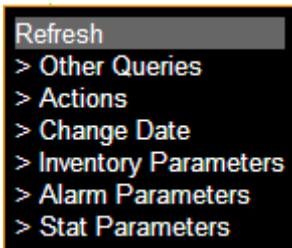


Figure D-26 Pop Up Menu Example

The specific parameters for each query option are discussed in Section 8 [**Drill In Menu Options**](#).

Drill In Menu Options

This section steps you through the drill-down abilities of VizGEMS queries. Queries are accessible from the VizGEMS landing page and the secondary Pop-Up Menu. The list of queries available from the pop-up menu varies based on how far you have drilled into the system and whether you are accessing the menu at the page or node level.

Each query will be discussed in more detail in the following sections.

NOTE:

The queries in this section are based on the system default parameters.

Queries from the Pop-Up Menu

The Pop-Up menu from the Customer level is shown in the figure below:

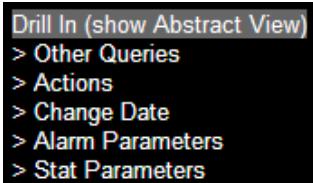


Figure D-27 Customer Level Pop-Up Menu Example

Note that most of the drop down menu options can be selected at the Customer Dashboard level as well as within any of the drilled into options.

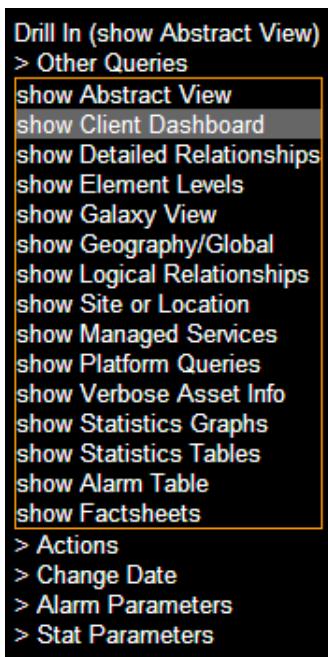


Figure D-28 Customer Level Drop Down Menu > Other Queries

Drill In (show Abstract View)

While your cursor is hovered over a customer on the customer dashboard page, left click your mouse. This will display the pop-up menu as shown in the figure above. For example purposes the customer **XYZ** has been selected.

Clicking on the **Drill In (show Abstract View)** will expand the customer node. An example of a client abstract view is shown in the below figure. This view displays all of the devices associated with this client along with the location(s) and any associated alarms at that time.

The Drill In (show Abstract View) can also be selected from the **Other Queries** selection from the drop down menu.

A screenshot of the VizGEMS interface showing the "Client Abstract View" for customer "XYZ". The top navigation bar includes the AT&T logo, VizGEMS, Home, Back, Favorites, Tools, Help, and a search bar. Below the navigation is a summary box for "XYZ" with a "SITE: DURHAM.NC" label and a grid of device icons. At the bottom is a table of event logs.

Time	Sev	Asset	Customer	Function	Message Text	Comment	Clear
2010/07/19 15:30:11 GMT	warning	ciscofwsm1	XYZ	CISCO-FWSM	SYSLOG: %FWSM-3-313001: Denied ICMP type=8, code=0 from 12.63.159.219 on interface outside	Event Managed by Correlation Engine (racing condition)	<input type="button" value="Clear"/>

Figure D-29 Client Abstract View

Drill In (show Detailed Relationships)

To drill in further into this client (example XYZ), user your mouse to hover over the **client name** (XYZ), the **SITE:** name (Durham, NC) or one of the devices on the screen above and left click. The Drill In (show Detailed Relationships) can also be selected from the **Other Queries** selection from the drop down menu.

To display the detailed relationships at the client level, use your mouse to hover over the client name (XYZ) and click on the **Drill In (show Detailed Relationships)** link as shown below.

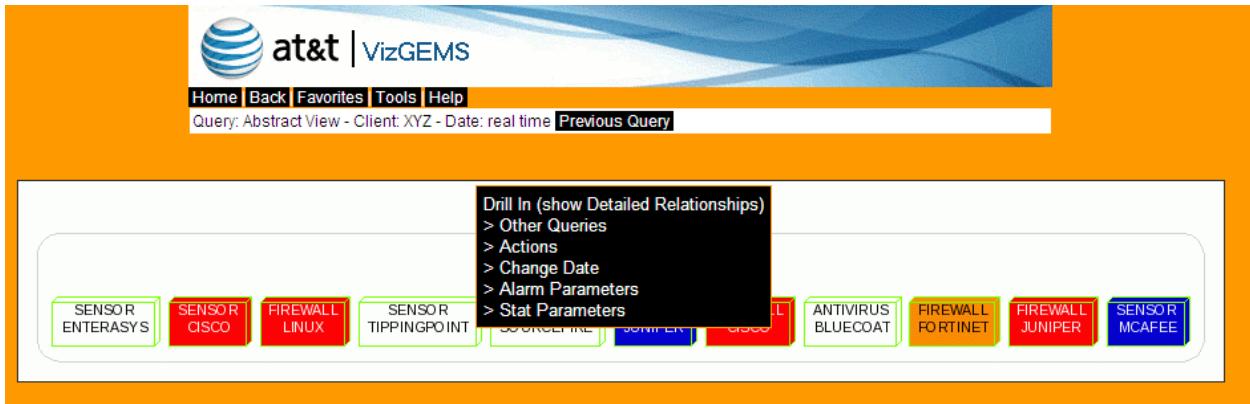


Figure D-30 Detailed Relationships - Client

The following screen displays all of the detailed relationships for the specific client including the client name, site location, function, assets and any associated alarm data.

The screenshot shows the AT&T VizGEMS interface. At the top, there's a navigation bar with links for Home, Back, Favorites, Tools, and Help. Below that is a search bar with the query "Detailed Relationships - Client:XYZ - Date: real time Previous Query". The main area displays a vertical list of network assets under the heading "CLIENT: XYZ SITE: DURHAM, NC". Each asset has a corresponding sensor listed below it. The assets include:

- SENSOR JUNIPER (JUNIPERIDPS1)
- FIREWALL LINUX (CHKPTSPS1)
- SENSOR ENTERASYS (ENTERASYS1)
- SENSOR CISCO (CISCOIDPS2)
- FIREWALL FORTINET (FORTIGATEFW1)
- SENSOR McAfee (MCAFEE2, MCAFEE1)
- SENSOR TIPPINGPOINT (TIPPINGPOINT1)
- FIREWALL JUNIPER (JUNIPERFW1, JUNIPERFW2)
- FIREWALL CISCO (CISCORBFW1, CISCOFWSM1, CISCOASA1)
- SENSOR SOURCEFIRE (SOURCEFIRE2)
- ANTIVIRUS BLUECOAT (BLUECOATAV1)

Below this, a table provides a detailed view of specific events:

Time	Sev	Asset	Customer	Function	Message Text	Comment	Clear
2010/07/20 15:21:19 GMT	warning	juniperfw1	XYZ	FIREWALL	SYSLOG: SSG140: NetScreen device_id=0185032007000802 [Root]system-information-00538: NSM: Cannot connect to NSM server at 10.1.5.2. Reason: 5, Incomplete write (289605 connect attempt(s)) (2010-07-20 11:23:11).	Event Managed by Correlation Engine (racing condition)	Clear
2010/07/20 15:20:48 GMT	warning	juniperfw1	XYZ	FIREWALL	SYSLOG: SSG140: NetScreen device_id=0185032007000802 [Root]system-information-00538: NSM: Cannot connect to NSM server at 10.1.5.2. Reason: 5, Incomplete write (289605 connect attempt(s)) (2010-07-20 11:22:36).	Event Managed by Correlation Engine (racing condition)	Clear

Figure D-31 Detailed Relationships - Client Example

To display the detailed relationships at the Site level, user you mouse to hover over the **Site** name (Durham.NC) and click on the **Drill In (show Detailed Relationships)** link as shown below.

The screenshot shows the VizGEMS interface with an orange header bar containing the AT&T logo and 'VizGEMS'. Below the header is a navigation bar with links: Home, Back, Favorites, Tools, Help, and a search bar with the text 'Query: Abstract View - Client: XYZ - Date: real time Previous Query'. The main content area is titled 'XYZ' and contains several colored boxes representing different assets: green for SENSOR ENTERASYS, red for SENSOR CISCO, blue for FIREWALL LINUX, yellow for SENSOR TIPPINGPOINT, green for ANTIVIRUS BLUECOAT, blue for FIREWALL FORTINET, red for FIREWALL JUNIPER, and blue for SENSOR McAfee. A context menu is open over the 'XYZ' title, with the option 'Drill In (show Detailed Relationships)' highlighted. Below the menu is a table with the following data:

Time	Sev	Asset	Customer	Function	Message Text	Comment	Clear
2010/07/20 15:15:57 GMT	warning	juniperfw1	XYZ	FIREWALL	SYSLOG: SSG140: NetScreen device_id=0185032007000802 [Root]system-information-00538: NSM: Cannot connect to NSM server at 10.1.5.2. Reason: 5, Incomplete write (289597 connect attempt(s)) (2010-07-20 11:17:56).	Event Managed by Correlation Engine (racing condition)	<input type="button" value="Clear"/>

Figure D-32 Detailed Relationships - Site level

The following screen displays all of the detailed relationships for the specific Site location including the client name, site location, function, assets and any associated alarm data.

The screenshot shows the VizGEMS interface with the following details:

- Header:** at&t | VizGEMS
- Navigation Bar:** Home | Back | Favorites | Tools | Help
- Query Status:** Query: Detailed Relationships - Site: DURHAM.NC - Date: real time Previous Query
- Client Site Information:** CLIENT: XYZ SITE: DURHAM.NC
- Asset Tree:**
 - SENSOR JUNIPER (JUNIPERIDPS1)
 - FIREWALL LINUX (CHKPTSPLAT1)
 - SENSOR ENTERASYS (ENTERASYS1)
 - SENSOR CISCO (CISCOIDPS2)
 - FIREWALL FORTINET (FORTIGATEFW1)
 - SENSOR McAfee (MCAFEE1)
 - SENSOR TIPPINGPOINT (TIPPINGPOINT1)
 - FIREWALL JUNIPER (JUNIPERFW1, JUNIPERFW2)
 - FIREWALL CISCO (CISCORBFW1, CISCOFWSM1, CISCOASA1)
 - SENSOR SOURCEFIRE (SOURCEFIRE2)
 - ANTIVIRUS BLUECOAT (BLUECOATAV1)
- Log Table:**

Time	Sev	Asset	Customer	Function	Message Text	Comment	Clear
2010/07/20 15:34:05 GMT	warning	juniperfw1	XYZ	FIREWALL	SYSLOG: SSG140: NetScreen device_id=0185032007000802 [Root]system-information-00538: NSM: Cannot connect to NSM server at 10.1.5.2. Reason: 5, Incomplete write (289628 connect attempt(s)) (2010-07-20 11:36:03).	Event Managed by Correlation Engine (racing condition)	<input type="button" value="Clear"/>

Figure D-33 Detailed Relationships - Site Example

To display the detailed relationships at the group level, use your mouse to hover over any one of the group selections (Firewall, Sensor etc.) and click on the **Drill In (show Detailed Relationships)** link as shown below.

The Drill In drop down menu will display. Click on the **Drill In (show Detailed Relationships)** link as shown below.

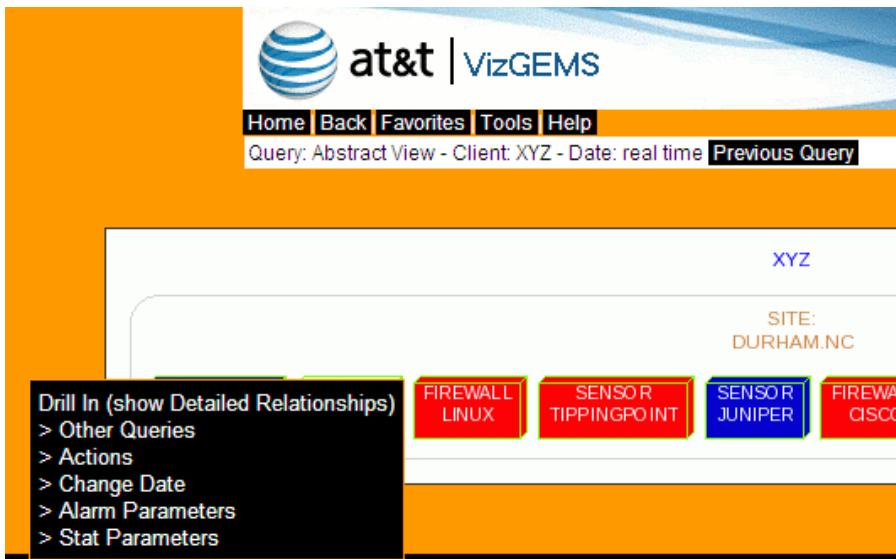


Figure D-34 Drill In (show Detailed Relationships)

The next figure displays the detailed relationship of the group **Sensor Juniper** which was selected from the screen shown in the above figure.

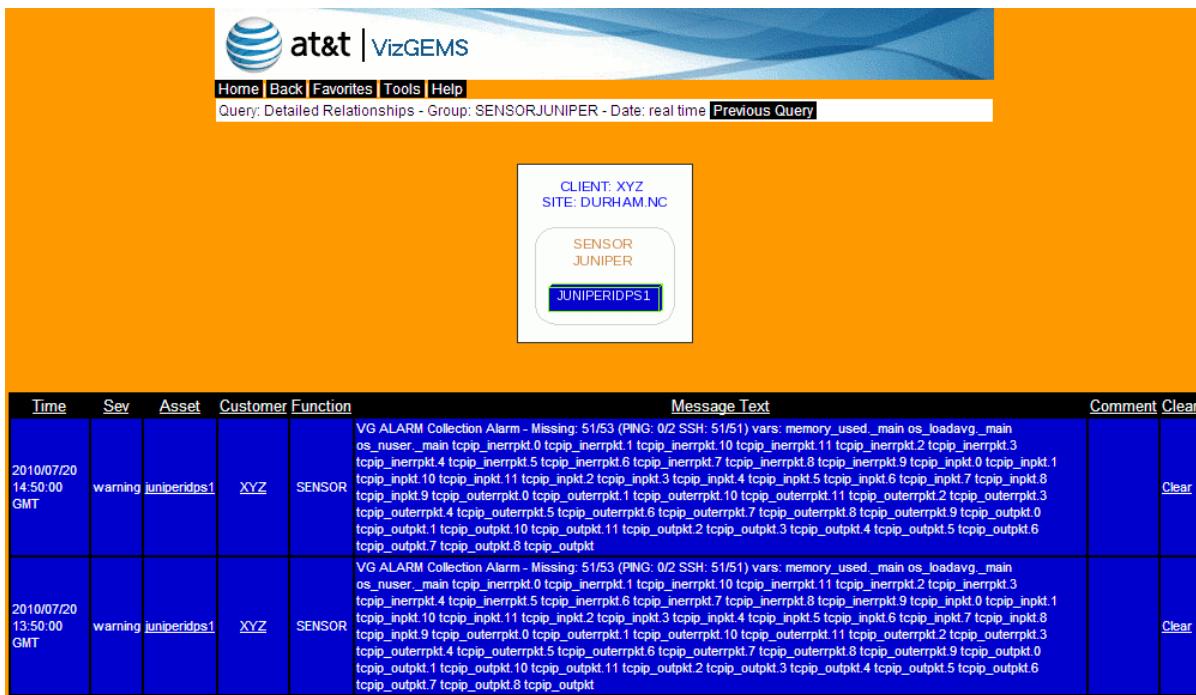


Figure D-35 Drill In (show Detailed Relationships) Example

The example above displays the relationship of the group Sensor Juniper including the client name, site location, function, asset(s), and any associated alarm data.

Drill In (show Verbose Asset Info)

After performing the Drill In (show Detailed Relationships) query, you can perform the **Drill In (show Verbose Asset Info)** query by hovering your mouse over the client name, site location or the group name(s).

Moving your mouse over the client/site name and left clicking the mouse will display the Drill In Query menu. Click on the **Drill In (show Verbose Asset Info)** link.

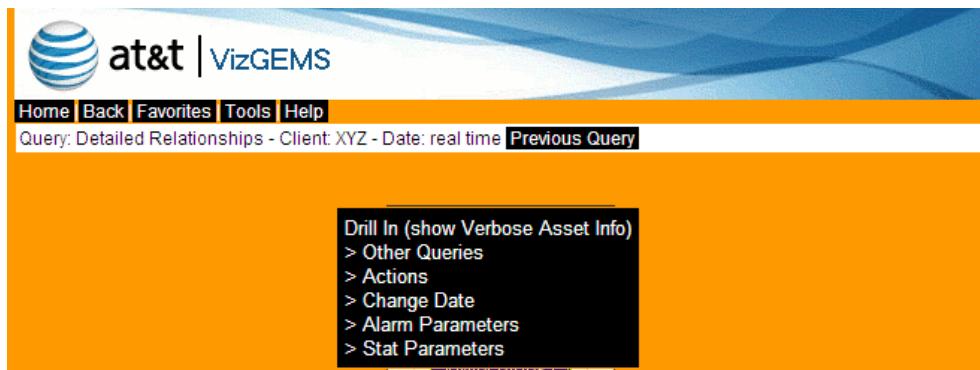
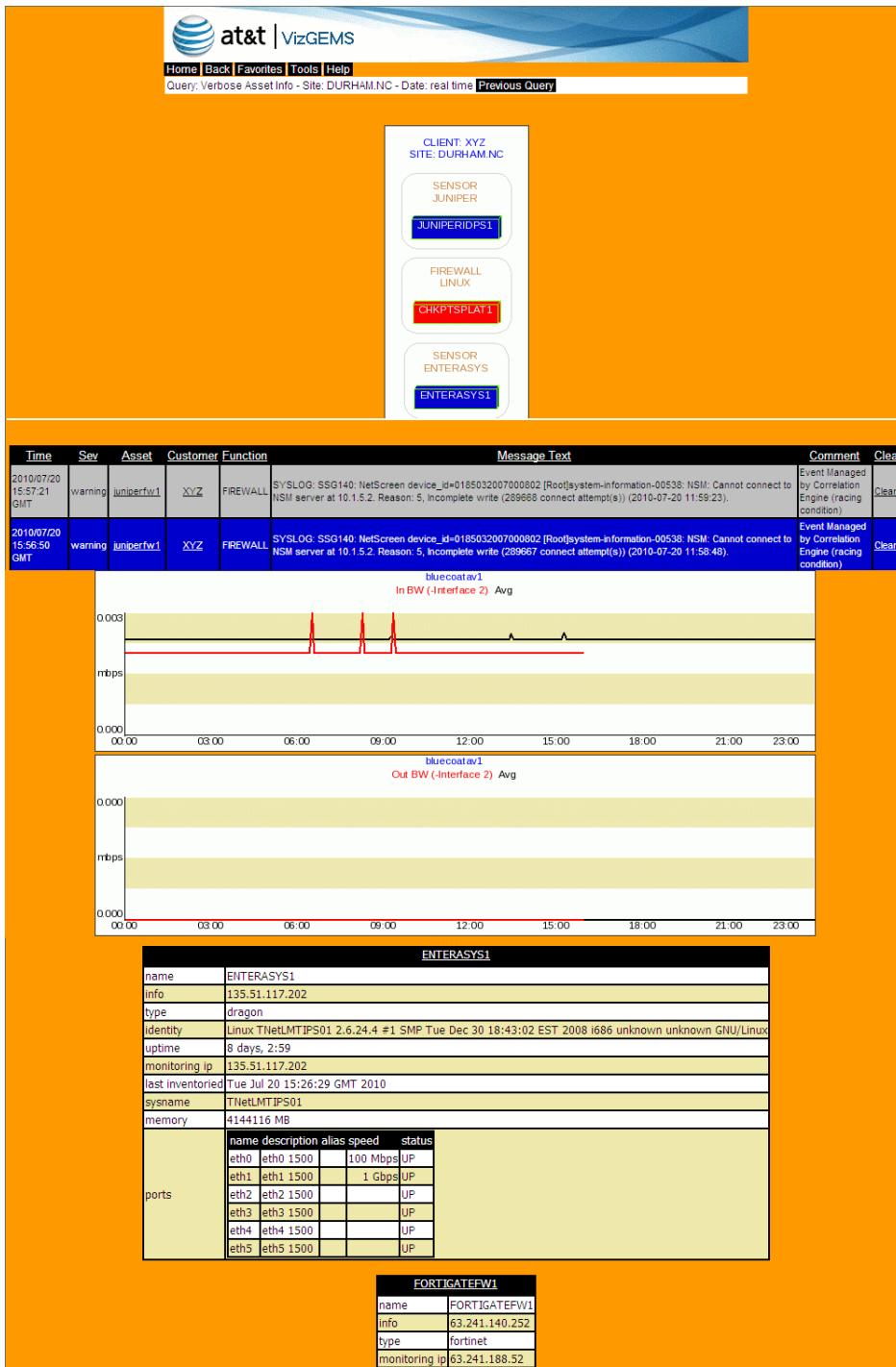


Figure D-36 Drill In (show Verbose Asset Info) - Client Level

The following example shows all the detailed (verbose) information at the client/site level including the assets, alarm data, statistical data and factsheet data.

**Figure D-37 Drill In (show Verbose Asset Info) - Client/Site Level**

The following example shows all the detailed (verbose) information at the group level including the assets, alarm data, statistical data and factsheet data.

The screenshot shows a detailed view of a Juniper device named JUNIPERIDPS1. At the top, there's a navigation bar with links for Home, Back, Favorites, Tools, and Help. Below the navigation is a search bar with the query "Verbose Asset Info - Group: SENSORJUNIPER - Date: real time Previous Query".

In the center, there's a summary box with the following details:

- CLIENT: XYZ**
- SITE: DURHAM NC**
- SENSOR**
- JUNIPERIDPS1**

Below this is a table of messages:

Time	Sev	Asset	Customer Function	Message Text	Comment	Clear	
2010/07/20 16:50:00 GMT	warning	juniiperidps1	XYZ	SENSOR	VG ALARM Collection Alarm - Missing: 51/53 (PING_02 SSH_5/51) vars: memory_used_main os_loadavg_main os_nuser_main tcPIP_inerrpt.0 tcPIP_inerrpt.1 tcPIP_inerrpt.10 tcPIP_inerrpt.2 tcPIP_inerrpt.3 tcPIP_inerrpt.4 tcPIP_inerrpt.5 tcPIP_inerrpt.6 tcPIP_inerrpt.7 tcPIP_inerrpt.8 tcPIP_inerrpt.9 tcPIP_inpt.0 tcPIP_inpt.1 tcPIP_inpt.10 tcPIP_inpt.2 tcPIP_inpt.3 tcPIP_inpt.4 tcPIP_inpt.5 tcPIP_inpt.6 tcPIP_inpt.7 tcPIP_inpt.8 tcPIP_inpt.9 tcPIP_outerrpt.0 tcPIP_outerrpt.1 tcPIP_outerrpt.10 tcPIP_outerrpt.2 tcPIP_outerrpt.3 tcPIP_outerrpt.4 tcPIP_outerrpt.5 tcPIP_outerrpt.6 tcPIP_outerrpt.7 tcPIP_outerrpt.8 tcPIP_outerrpt.9 tcPIP_outpt.0 tcPIP_outpt.1 tcPIP_outpt.10 tcPIP_outpt.2 tcPIP_outpt.3 tcPIP_outpt.4 tcPIP_outpt.5 tcPIP_outpt.6 tcPIP_outpt.7 tcPIP_outpt.8 tcPIP_outpt.9		Clear
2010/07/20 15:50:00 GMT	warning	juniiperidps1	XYZ	SENSOR	VG ALARM Collection Alarm - Missing: 51/53 (PING_02 SSH_5/51) vars: memory_used_main os_loadavg_main os_nuser_main tcPIP_inerrpt.0 tcPIP_inerrpt.1 tcPIP_inerrpt.10 tcPIP_inerrpt.2 tcPIP_inerrpt.3 tcPIP_inerrpt.4 tcPIP_inerrpt.5 tcPIP_inerrpt.6 tcPIP_inerrpt.7 tcPIP_inerrpt.8 tcPIP_inerrpt.9 tcPIP_inpt.0 tcPIP_inpt.1 tcPIP_inpt.10 tcPIP_inpt.2 tcPIP_inpt.3 tcPIP_inpt.4 tcPIP_inpt.5 tcPIP_inpt.6 tcPIP_inpt.7 tcPIP_inpt.8 tcPIP_inpt.9 tcPIP_outerrpt.0 tcPIP_outerrpt.1 tcPIP_outerrpt.10 tcPIP_outerrpt.2 tcPIP_outerrpt.3 tcPIP_outerrpt.4 tcPIP_outerrpt.5 tcPIP_outerrpt.6 tcPIP_outerrpt.7 tcPIP_outerrpt.8 tcPIP_outerrpt.9 tcPIP_outpt.0 tcPIP_outpt.1 tcPIP_outpt.10 tcPIP_outpt.2 tcPIP_outpt.3 tcPIP_outpt.4 tcPIP_outpt.5 tcPIP_outpt.6 tcPIP_outpt.7 tcPIP_outpt.8 tcPIP_outpt.9		Clear

Below the table are two line graphs for the Juniper device:

- Ping Packet Loss**: Shows a sharp spike at 12:00 on July 20, 2010.
- Ping Latency**: Shows a constant value of 121 ms over the same period.

At the bottom, there's a detailed asset information table for JUNIPERIDPS1:

JUNIPERIDPS1			
name	JUNIPERIDPS1		
info	135.51.117.200		
type	juniiperidps1		
identity	Linux defaulthost 2.4.31-2P3idpSMP #1 SMP Fri Jul 15 18:50:07 PDT 2005 i686 unknown		
uptime	8 days, 2:31		
monitoring_ip	135.51.117.200		
last inventoried	Tue Jul 20 15:26:29 GMT 2010		
sysname	defaulthos		
memory	3747052 MB		
ports	name	description	alias speed status
	eth0	1500 0	100 Mbps down
	eth10	1500 0	100 Mbps down
	eth11	1500 0	100 Mbps down
	eth1	1500 0	100 Mbps down
	eth2	1500 0	100 Mbps down
	eth3	1500 0	100 Mbps down
	eth4	1500 0	100 Mbps down
	eth5	1500 0	100 Mbps down
	eth6	1500 0	100 Mbps down
	eth7	1500 0	100 Mbps down

Figure D-38 Drill In (show Verbose Asset Info) - Group Level

The **show Verbose Asset Info** can be refreshed at any time by again moving your mouse over an item and left clicking. The following screen will display where you may select to refresh from the drop down menu.



Figure D-39 Drill In (show Verbose Asset Info.) Refresh Option

Other Queries Menu Options

The following sections will discuss some of the other query options you can select from the Drill In drop down menu.

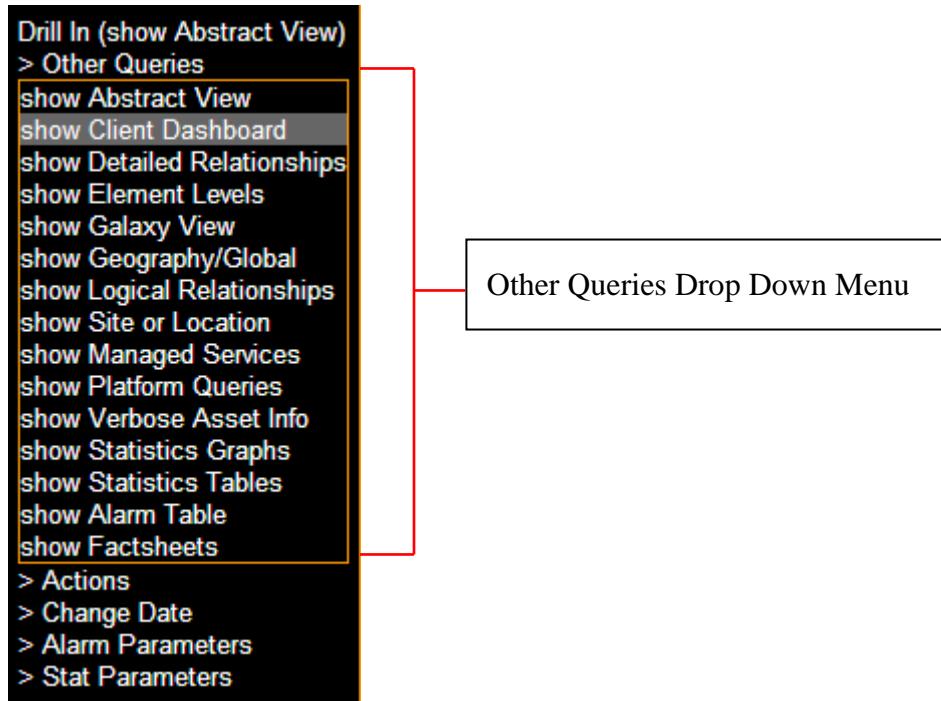


Figure D-40 Drill In > Other Queries Drop Down Menu

show Abstract View

This query is discussed in section 8 [Drill In \(Show Abstract View\)](#). Please refer to this section for more information on this option.

show Client Dashboard

This query is discussed in section 4 [Client Dashboard/Client List](#). Please refer to this section for more information on this option.

show Detailed Relationships

This query is discussed in section 8 [Drill In \(show Detailed Relationships\)](#). Please refer to this section for more information on this option.

show Element Levels

From the Client Dashboard site, use your mouse to hover over a client (example XYZ) and left click. You may also select the client from the Client List on the main landing page. The Drill In drop down menu will display. Left click on Other Queries and select **show Element Levels**. The following screen will display.

The screenshot shows the VizGEMS Client Dashboard with the following details:

- Header:** at&t | VizGEMS
- Navigation Bar:** Home | Back | Favorites | Tools | Help
- Search Bar:** Query: Element Levels - Client: XYZ - Date: real time | Previous Query
- Main Content:**
 - Client Selection:** XYZ - SITE: DURHAM.NC
 - Element Tree:**
 - ANTIVIRUS
BLUECOAT
 - BLUECOATAV1
 - FIREWALL
LINUX
 - CHKPTSPLAT1
 - FIREWALL
CISCO
 - CISCOASA1 CISCOFWSM1 CISCORBFW1
 - SENSOR
CISCO
 - CISCOIDS2
 - SENSOR
ENTERASYS
 - ENTERASYS1
 - FIREWALL
FORTINET
 - FORTIGATEFW1
 - FIREWALL
JUNIPER
 - JUNIPERFW1 JUNIPERFW2
 - SENSOR
JUNIPER
 - JUNPERIDPS1
 - SENSOR
MCAFEE
 - MCAFEE1 MCAFEE2
 - SENSOR
TIPPINGPOINT
 - TIPPINGPOINT1
- Log Table:**

Time	Sev	Asset	Customer	Function	Message Text	Comment	Clear
2010/07/21 13:45:57 GMT	warning	juniperfw1	XYZ	FIREWALL	SYSLOG: SSG140: NetScreen device_id=0185032007000802 [Root]system-information-00538: NSM: Cannot connect to NSM server at 10.1.5.2. Reason: 5, incomplete write (291912 connect attempt(s)) (2010-07-21 09:48:09).	Event Managed by Correlation Engine (racing condition)	Clear
2010/07/21 13:45:27 GMT	warning	juniperfw1	XYZ	FIREWALL	SYSLOG: SSG140: NetScreen device_id=0185032007000802 [Root]system-information-00538: NSM: Cannot connect to NSM server at 10.1.5.2. Reason: 5, incomplete write (291911 connect attempt(s)) (2010-07-21 09:47:34).	Event Managed by Correlation Engine (racing condition)	Clear

Figure D-41 show Element Levels

The above screen shows all of the individual groups and their associated elements for that particular client (XYZ) and any alarm data at the time of the query. If there are multiple client locations, those will display as well. From here you can left click on any group or asset and query the element level for that group/asset as well. This will display the individual elements for that asset.

show Galaxy View

From the Client Dashboard site, use your mouse to hover over a client (in this example, ATL 1 IDC) and left click. You may also select the client from the Client List on the main landing page. The Drill In drop down menu will display. Left click on Other Queries and select **show Galaxy View**. The following screen will display.

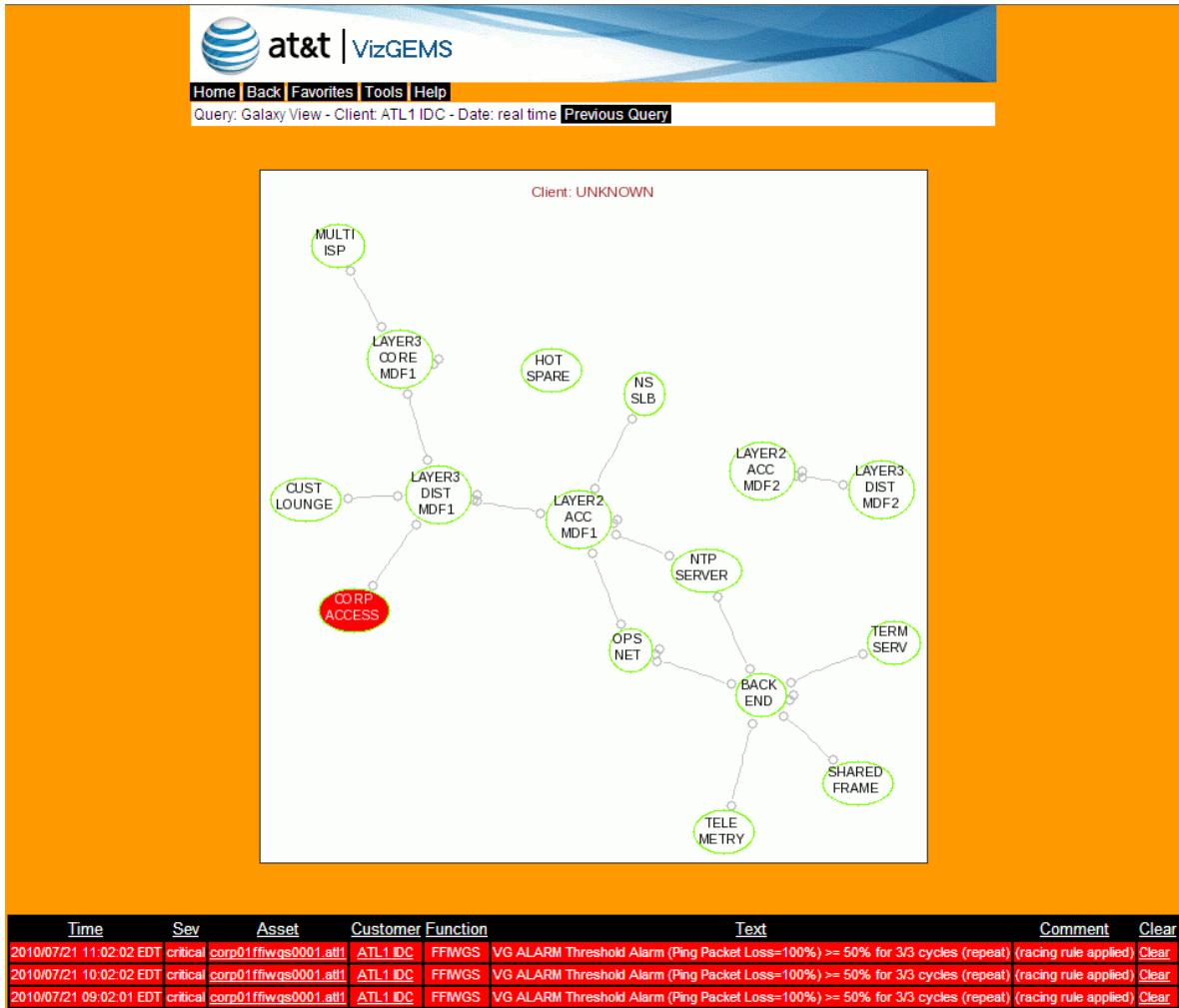


Figure D-42 show Galaxy View

The above screen shows all of the individual groups and their connections for that particular client and any alarm data at the time of the query. The portion of the screen below represents an open connection

From here you can left click on any group and drill in further by querying the galaxy level for that group as well.

show Geography/Global

This query is discussed in section 5 [Geographic View](#). Please refer to this section for more information on this option.

show Logical Relationships

From the Client Dashboard site, use your mouse to hover over a client (in this example, AHI) and left click. You may also select the client from the Client List on the main landing page. The Drill In drop down menu will display. Left click on Other Queries and select **show Logical Relationships**. The following screen will display.

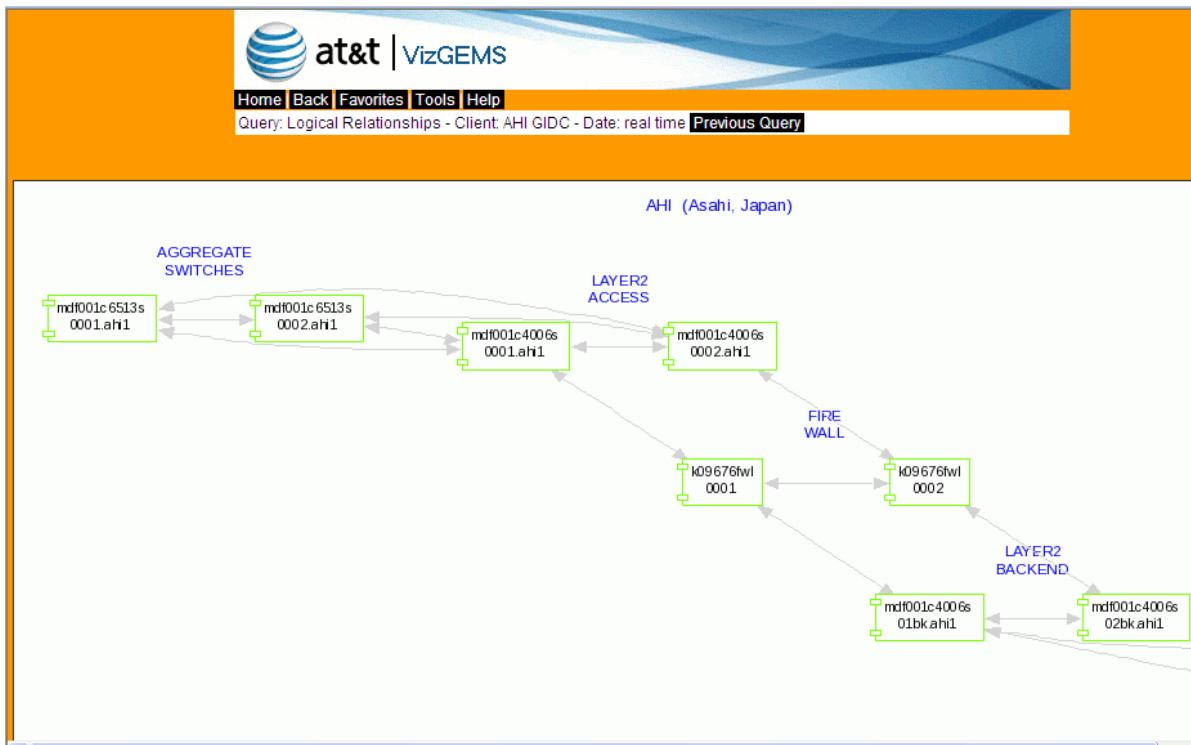


Figure D-43 show Logical Relationships

The above screen displays all of the individual assets for that client and their connectivity to one another.

show Site or Location

From the Client Dashboard site, use your mouse to hover over a client (in this example, XYZ) and left click. You may also select the client from the Client List on the main landing page. The Drill In drop down menu will display. Left click on Other Queries and select **show Site or Location**. The following screen will display.

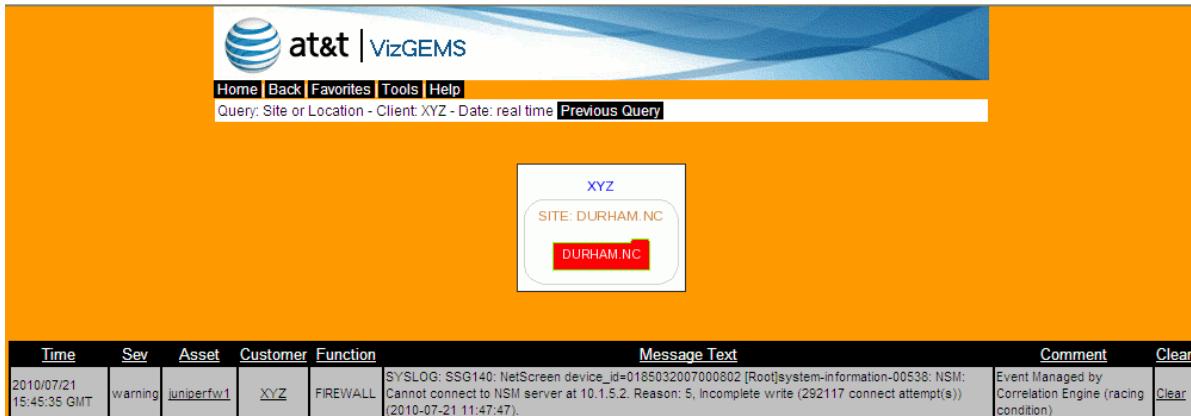


Figure D-44 show Site or Location

The above screen example shows all of the assets or devices and their respective locations for that particular client. Any alarm data at that time will also be displayed.

show Managed Services

From the Client Dashboard site, use your mouse to hover over a client (in this example, XYZ) and left click. You may also select the client from the Client List on the main landing page. The Drill In drop down menu will display. Left click on Other Queries and select **show Managed Services**. The following screen will display.

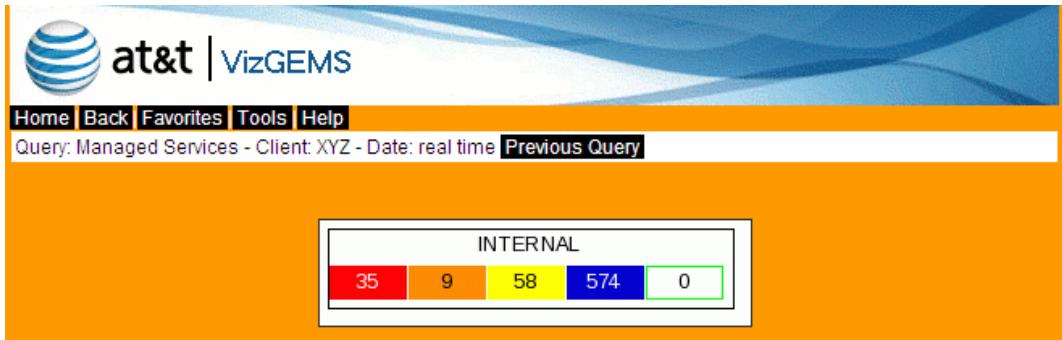


Figure D-45 show Managed Services

The above screen displays all businesses or managed services associated with the client that was selected. Any alarm data at the time of the query is displayed with the corresponding alarm color and the number of alarms. If no alarms are present, each box will be clear and the number 0 (zero alarms) will be displayed.

show Platform Queries

Time	Sev	Asset	Customer Function	Message Text	Comment	Clear	
2010/07/22 14:16:20 GMT	warning	juniperfw1	XYZ	FIREWALL	SYSLOG: SSG140: NetScreen device_id=0185032007000802 [Root]system-information-00538: NSM: Cannot connect to NSM server at 10.1.5.2. Reason: 5, Incomplete write (294434 connect attempt(s)) (2010-07-22 10:18:48).	Event Managed by Correlation Engine (racing condition)	Clear

Figure D-46 show Platform Queries

show Verbose Asset Info.

This query is discussed in section 8 [show Verbose Asset Info.](#). Please refer to this section for more information on this option.

show Statistics Graphs

From the Client Dashboard site, use your mouse to hover over a client (in this example, XYZ) and left click. You may also select the client from the Client List on the main landing page. The Drill In drop down menu will display. Left click on Other Queries and select **show Statistics Graphs**. The following screen will display.

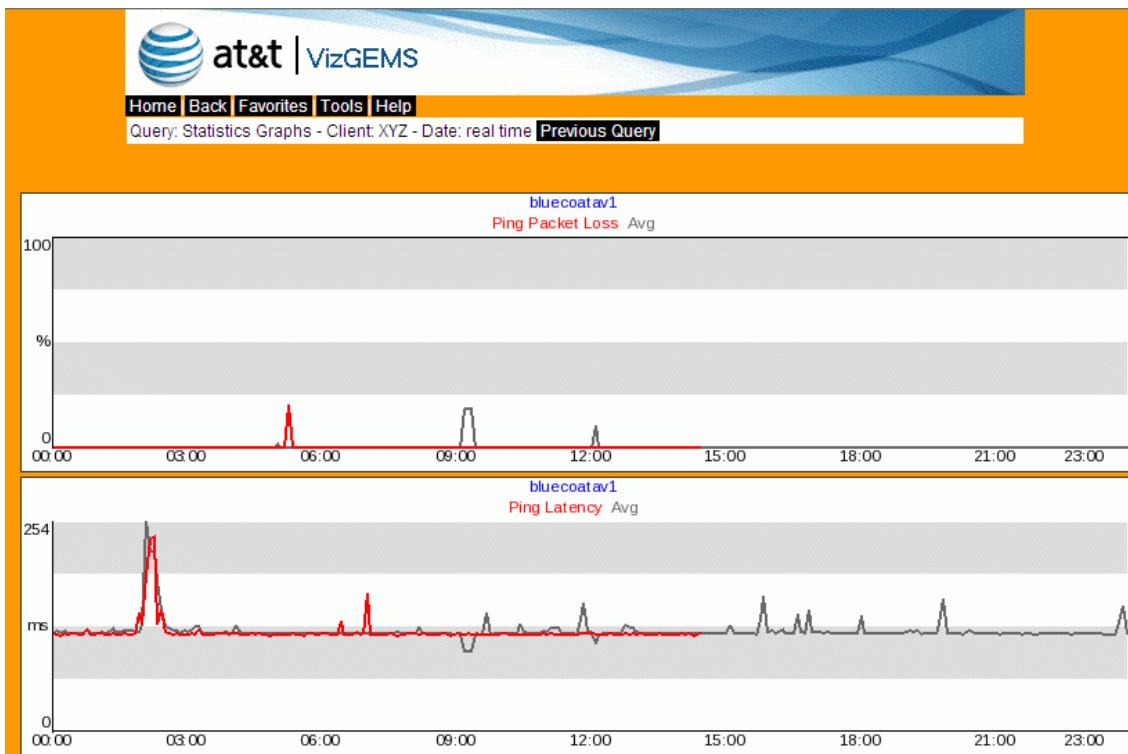


Figure D-47 show Statistics Graphs

The above screen displays all associated statistics for the client selected in graphical format. You can enlarge a specific graph by hovering over the asset name and left clicking the mouse. From the drop down menu select **Enlarge Graph**. Once the graph is enlarged you can select **Shrink Graph** from the drop down menu to go back to the original view.

You can hover over any graph asset name (in the example below, bluecoatav1 Ping Packet Loss) select **Drill In (show Statistics Tables)** to display that specific asset in table format. The table is displayed in 5 minute increments over a 24 hour period.

On the Statistical Chart, the asset name and metric name will display above each chart. The refresh rate and date range will display at the bottom of each chart. If the metric is unique for the asset, only the metric name will display. If the metric has more than one instance, the instance name will display in a bracket after the metric's name.

The screenshot shows the VizGEMS user interface. At the top left is the AT&T logo followed by "at&t | VizGEMS". Below the logo is a navigation bar with links: Home, Back, Favorites, Tools, and Help. A status bar at the top right displays the query information: "Query: Statistics Tables - Asset: BLUECOATAV1 - Date: real time" and a "Previous Query" button. The main content area contains a table titled "BLUECOATAV1" with the following data:

Time	Ping	Packet Loss (%)	Avg
00:00		0.000	0.000
00:05		0.000	0.000
00:10		0.000	0.000
00:15		0.000	0.000
00:20		0.000	0.000
00:25		0.000	0.000
00:30		0.000	0.000
00:35		0.000	0.000
00:40		0.000	0.000
00:45		0.000	0.000
00:50		0.000	0.000
00:55		0.000	0.000
01:00		0.000	0.000
01:05		0.000	0.000
01:10		0.000	0.000
01:15		0.000	0.000
01:20		0.000	0.000
01:25		0.000	0.000
01:30		0.000	0.000

Figure D-48 Drill In (show Statistics Table)

show Statistics Tables

From the Client Dashboard site, use your mouse to hover over a client (in this example, XYZ) and left click. You may also select the client from the Client List on the main landing page. The Drill In drop down menu will display. Left click on Other Queries and select **show Statistics Tables**. The following screen will display.

The screenshot shows the VizGEMS Client Dashboard with the following details:

- Header:** at&t | VizGEMS
- Navigation:** Home | Back | Favorites | Tools | Help
- Query Bar:** Query: Statistics Tables - Client: XYZ - Date: real time | Previous Query
- Table 1: Ping Latency (BLUECOATAV1)**

Time	Ping	Packet Loss	Ping Latency	
(raw)	Values (%)	Avg	Values (ms)	Avg
00:00	0.000	0.000	117.122	118.442
00:05	0.000	0.000	116.500	120.877
00:10	0.000	0.000	114.711	117.593
00:15	0.000	0.000	118.534	120.421
00:20	0.000	0.000	116.334	117.207
00:25	0.000	0.000	117.285	117.295
00:30	0.000	0.000	117.848	118.485
00:35	0.000	0.000	115.468	117.757
00:40	0.000	0.000	115.311	117.755
00:45	0.000	0.000	123.351	122.296
00:50	0.000	0.000	116.756	117.610
00:55	0.000	0.000	116.105	117.458
01:00	0.000	0.000	117.886	117.380

- Table 2: Network Bandwidth (BLUECOATAV1)**

Time	In BW (-Interface 1)	Out BW (-Interface 1)	In BW (-Interface 2)	Out BW (-Interface 2)										
(raw)	Values (mbps)	% Cap.	Avg	Values (mbps)	% Cap.	Avg	Values (mbps)	% Cap.	Avg					
00:00	0.006	0.00	0.004	0.003	0.00	0.003	0.002	0.00	0.002	0.00	0.00	0.000	0.00	0.000
00:05	0.004	0.00	0.013	0.003	0.00	0.003	0.002	0.00	0.002	0.00	0.00	0.000	0.00	0.000
00:10	0.004	0.00	0.004	0.003	0.00	0.003	0.002	0.00	0.002	0.00	0.00	0.000	0.00	0.000
00:15	0.004	0.00	0.004	0.003	0.00	0.003	0.002	0.00	0.002	0.00	0.00	0.000	0.00	0.000
00:20	0.004	0.00	0.018	0.003	0.00	0.004	0.002	0.00	0.002	0.00	0.00	0.000	0.00	0.000
00:25	0.004	0.00	0.004	0.003	0.00	0.003	0.002	0.00	0.002	0.00	0.00	0.000	0.00	0.000
00:30	0.006	0.00	0.004	0.003	0.00	0.003	0.002	0.00	0.002	0.00	0.00	0.000	0.00	0.000
00:35	0.004	0.00	0.004	0.003	0.00	0.003	0.002	0.00	0.002	0.00	0.00	0.000	0.00	0.000
00:40	0.004	0.00	0.004	0.003	0.00	0.003	0.002	0.00	0.002	0.00	0.00	0.000	0.00	0.000
00:45	0.004	0.00	0.004	0.003	0.00	0.003	0.002	0.00	0.002	0.00	0.00	0.000	0.00	0.000
00:50	0.005	0.00	0.021	0.003	0.00	0.004	0.002	0.00	0.002	0.00	0.00	0.000	0.00	0.000
00:55	0.004	0.00	0.004	0.003	0.00	0.003	0.002	0.00	0.002	0.00	0.00	0.000	0.00	0.000
01:00	0.006	0.00	0.005	0.003	0.00	0.003	0.002	0.00	0.002	0.00	0.00	0.000	0.00	0.000

Figure D-49 show Statistics Tables

The above screen shows all statistics for the client XYZ in table format. Each asset is display in 5 minute increments over a 24 hour period. Note, for example purposes the above screen is only showing the previous hour of the table.

show Alarm Table

From the Client Dashboard site, use your mouse to hover over a client (in this example, XYZ) and left click. You may also select the client from the Client List on the main landing page. The Drill In drop down menu will display. Left click on Other Queries and select **show Alarm Table**. The following screen will display.

Time	Sev	Asset	Customer	Function	Text	Comment	Clear
2010/07/22 15:24:05 GMT	warning	juniperfw1	XYZ	FIREWALL	SYSLOG: SSG140: NetScreen device_id=0185032007000802 [Root]system-information-00538: NSM: Cannot connect to NSM server at 10.1.5.2. Reason: 5, Incomplete write (294550 connect attempt(s)) (2010-07-22 11:26:34).	Event Managed by Correlation Engine (racing condition)	Clear
2010/07/22 15:24:00 GMT	warning	mcafee1	XYZ	SENSOR	VG ALARM Threshold Alarm (Ping Latency=27.983ms) in range [0ms, 28ms] for 1/1 cycles (repeat)		Clear
2010/07/22 15:23:34 GMT	warning	juniperfw1	XYZ	FIREWALL	SYSLOG: SSG140: NetScreen device_id=0185032007000802 [Root]system-information-00538: NSM: Cannot connect to NSM server at 10.1.5.2. Reason: 5, Incomplete write (294549 connect attempt(s)) (2010-07-22 11:25:59).	Event Managed by Correlation Engine (racing condition)	Clear
2010/07/22 15:23:03 GMT	warning	juniperfw1	XYZ	FIREWALL	SYSLOG: SSG140: NetScreen device_id=0185032007000802 [Root]system-information-00538: NSM: Cannot connect to NSM server at 10.1.5.2. Reason: 5, Incomplete write (294548 connect attempt(s)) (2010-07-22 11:25:24).	Event Managed by Correlation Engine (racing condition)	Clear

Figure D-50 show Alarm Table

The screen above shows all alarm data in table format for the client selected.

Appendix E Access to the Visualizer (Voice Tone Hics)

VizGEMS is accessed via the AT&T Intranet. A login is required to access any aspect of VizGEMS. Members of the Prosdocimo EMS OPS Support team may enter a WMIS ticket for sub project S15042AE. The WMIS request should contain the user's name, attuid and access requirements. The turnaround time to receive the login and password is typically 2 days. Members of other organizations must follow their own procedures for requesting access.

NOTE:

External customers attempting to access the VizGEMS need to contact their Company Administrator for a login and password via Business Direct.

Once you have received your login and password, click on the following link:

http://10.17.21.89/cgi-bin-vg-members/vg_home.cgi?winw=1345&winh=562

Type in your User name and Password provided and click **OK**. If you have any problem logging into VizGEMS, contact the EMS Operations Support group at the email listed above.



Figure E-1Login Screen (VT Hics)

Landing Page

Once you have successfully logged in, the main landing page will display. The content of the landing page varies based on account settings.

Figure E-2 VT Hics Main Landing Page

Defacto Queries

The following section describes each of the queries in more detail.

Client Dashboard/Client List

You can enter a client name in the **Client Dashboard** field or you can select one from the **Client List** drop down menu.

The following screen displays a client that was entered in the Client Dashboard field.

Figure E-3 VT Hics Client Dashboard

Appendix F Access to the Visualizer (Telepresence)

VizGEMS is accessed via the AT&T Intranet. A login is required to access any aspect of VizGEMS. Members of the Prosdocimo EMS OPS Support team may enter a WMIS ticket for sub project S15042AE. The WMIS request should contain the user's name, attuid and access requirements. The turnaround time to receive the login and password is typically 2 days. Members of other organizations must follow their own procedures for requesting access.

NOTE:

External customers attempting to access the VizGEMS need to contact their Company Administrator for a login and password via Business Direct.

Once you have received your login and password, click on the following link:

Production: http://32.7.119.3/cgi-bin-vg-members/vg_home.cgi

DR: http://32.7.119.35/cgi-bin-vg-members/vg_home.cgi

Type in your User name and Password provided and click **OK**. If you have any problem logging into VizGEMS, contact the EMS Operations Support group at the email listed above.



Figure F-1 Login Screen (Telepresence)

Landing Page

Once you have successfully logged in, the main landing page will display. The content of the landing page varies based on account settings.

The screenshot shows the VizGEMS Main Landing Page with the following layout:

- Defacto Queries:** A section containing four buttons: Customer Grid, Site Grid, Platform Queries, and Verbose Asset Info. To the right of these buttons are three dropdown menus: Client list, Site list, and Type list.
- Ops Links:** A section containing three buttons: Client Dashboard, Geographic View, and Alarm Table Only. Below these buttons is a link labeled Critical Alarms (Only). Further down is a search bar labeled AOTS Lookup with a search... button.
- Admin Tasks:** A section containing five buttons: show Filters, run File Manager, run Configuration Manager, run Account Manager, run Password Manager, and run Web Usage Tool.
- Admin URLs:** A section containing three links: Top (10) Alarming Assets, VizGEMS Reports Generator, and Master VizGEMS Landing Page URL.

Figure F-2 Main Landing Page

Defacto Queries

The following section describes each of the queries in more detail.

Defacto Queries	Customer Grid	Client list
	Site Grid	Site list
	Platform Queries	Type list
	Verbose Asset Info	

Figure F-3 Defacto Queries

Customer Grid

Clicking on the Customer Grid will display all customers along with their associated alarm data.

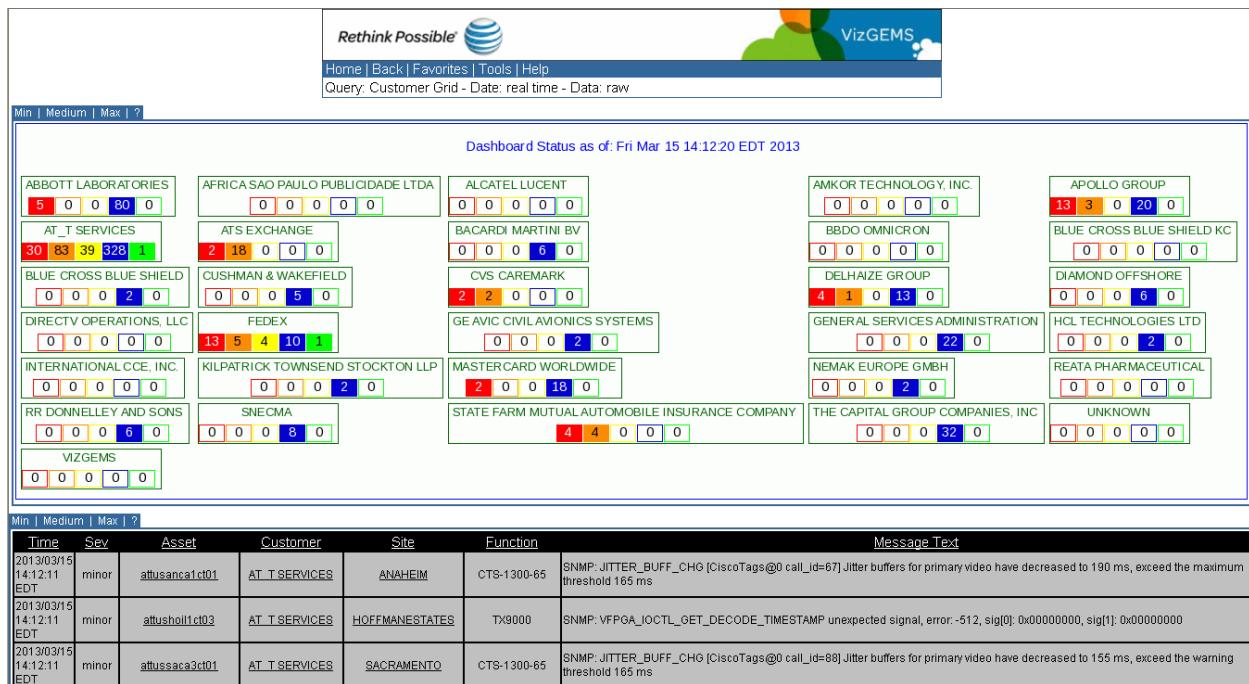
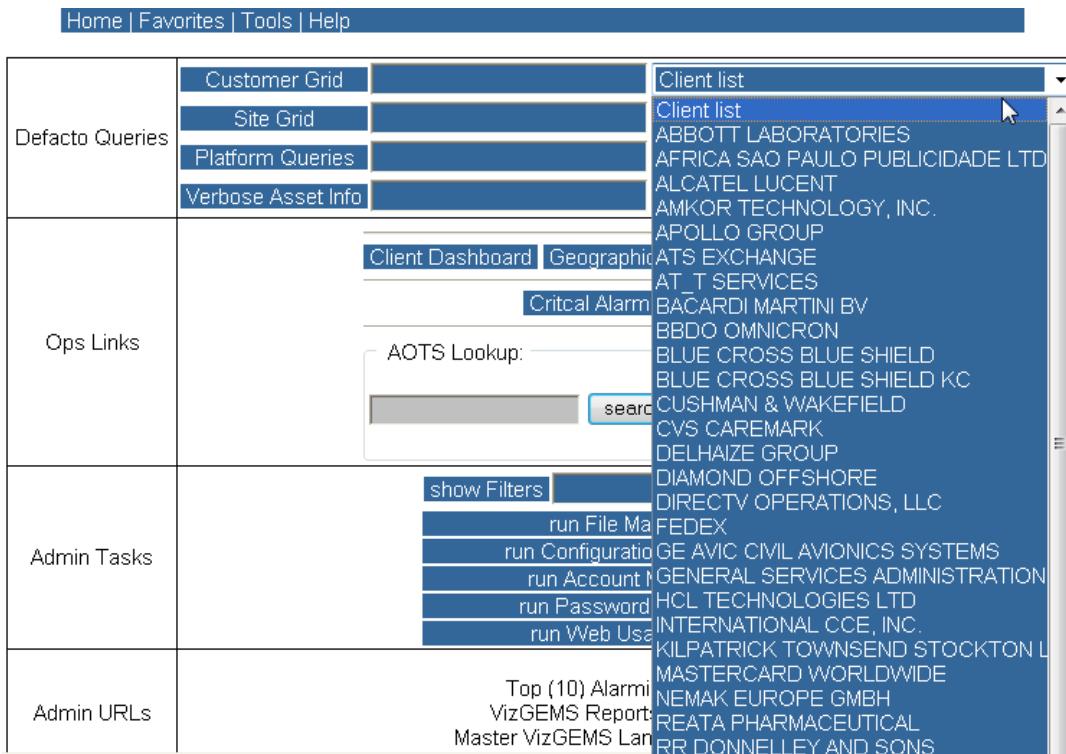


Figure F-4 Customer Grid

Client List

You can enter a client name in the **Customer Grid** field or you can select one from the **Client List** drop down menu.

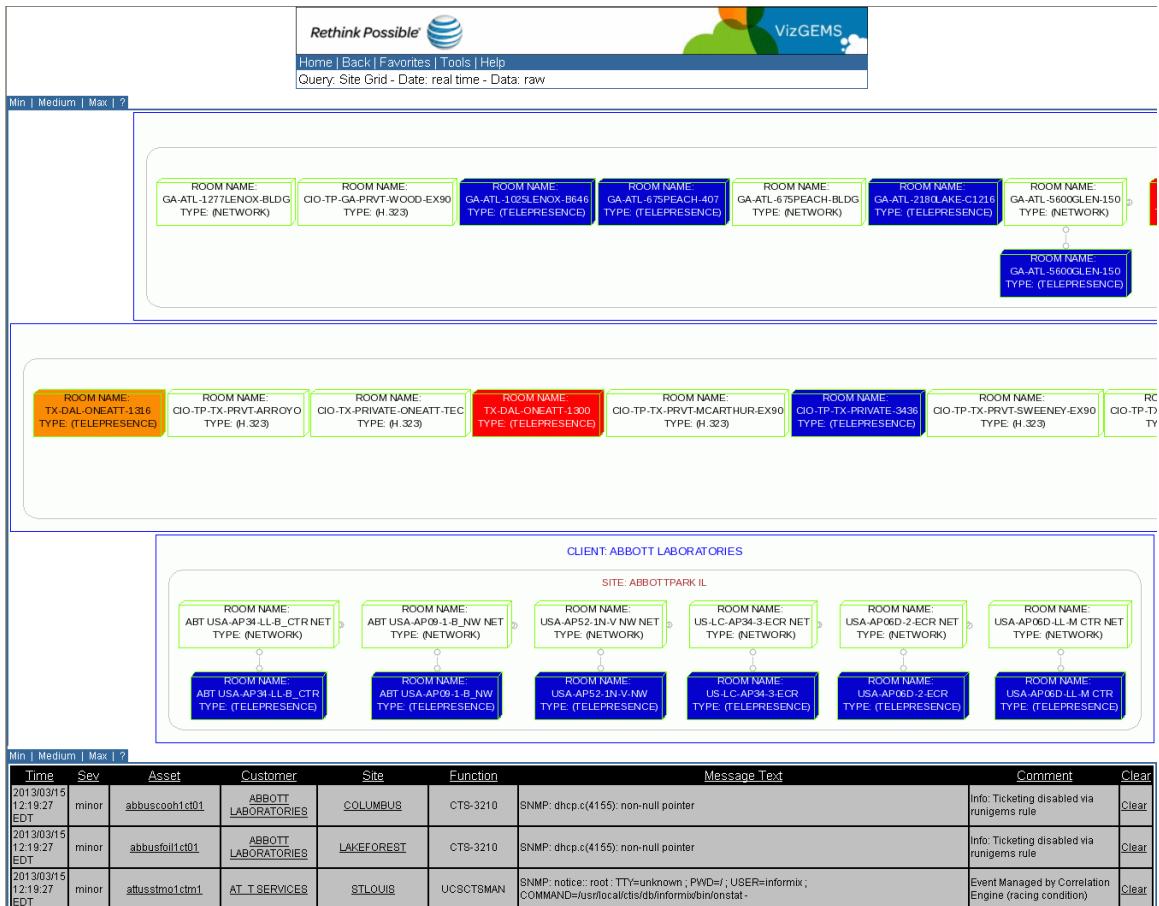
The following screen displays the Client List drop down menu.

**Figure F-5 Customer List Drop Down Menu**

Site Grid

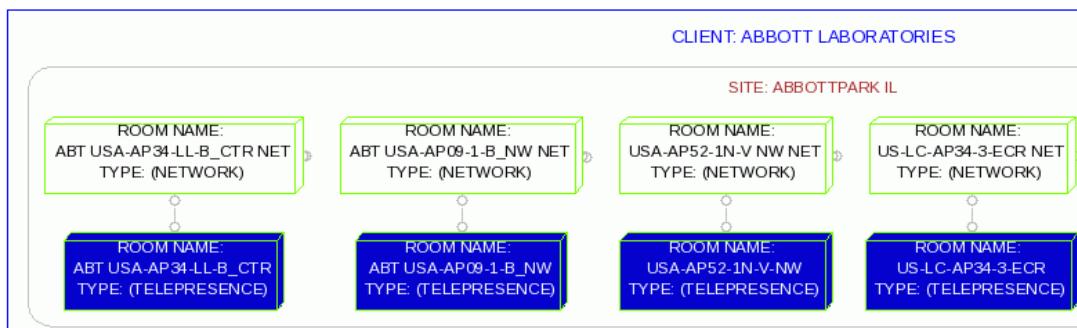
The screen below lists all Clients and the site location. Alarm data is also displayed.

The Sites are grouped by location eg., Alabama instead of the actual room names. You can enter a location in the **Site Grid** field or you can select one from the **Site List** drop down menu.

**Figure F-6 Site Grid**

Site List

The example below shows the connection drawn between Codec, Router and Switch if they all have the same Room Name/Number details.

**Figure F-7 Site List**

You can select a specific site by selecting one from the Site List drop down menu as shown in the figure below.

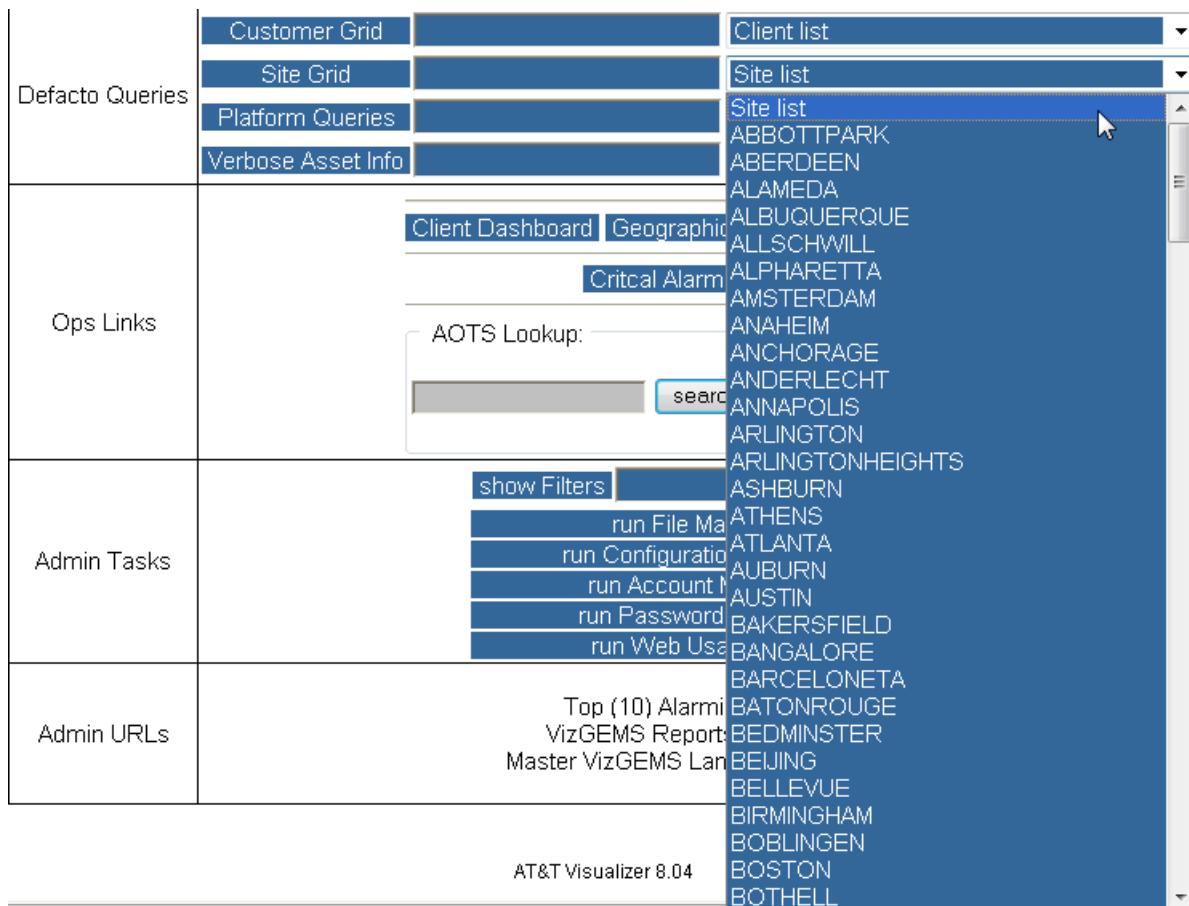


Figure F-8 Site List Drop Down Menu

Platform Queries

You can enter a specific Type in the **Platform Queries** field or you can select one from the **Type List** drop down menu.

The screen below shows the results when FWL was typed in the Platform Queries field.

The screenshot shows the VizGEMS Platform Queries interface. At the top, there's a navigation bar with links for Home, Back, Favorites, Tools, and Help. Below that is a search bar with the query "Query: Platform Queries - Date: real time - Data: raw". The main area displays two sections: "ATS EXCHANGE" and "STATE FARM MUTUAL AUTOMOBILE INSURANCE COMPANY". Under "ATS EXCHANGE", there's a tree view of equipment types: TYPE: FWL, which includes nodes like ASHVA01FW1, LSILIT01FW1, AMSNLT01FW1, LSILIT02FW1, ASHVA02FW1, LSILIT03FW1, ASHVAASA01ATSS, ASHVAASA01ATSP, LSILASA01ATSS, and LSILASA01ATSP. To the right of this tree is a box labeled "TYPE: FWL" containing a red button labeled "USSTFIRVTX0IP". Below these sections is a table of alarms:

Time	Sev	Asset	Customer	Site	Function	Message Text	Comment	Clear
2013/03/15 12:09:14 EDT	warning	lililasa01atsp	ATS EXCHANGE	LISLE	FWL	AOTS TKT NUMBER:000000166942939 has been [ACTIVE] for this Asset [Details: 32.7.119.1 VG ALARM Threshold Alarm (Errors (LILILASA01ATSp-DMZ-Adaptive Security Appliance LILILASA01ATSp-DMZ Interface)=30) > 0 for 3/3 cycles] http://ushportal.att.com/search1.cfm?searchtype=SeeTkt&critera=000000166942939	Info from CBUS	Clear
2013/03/15 11:35:00 EDT	critical	usstfirim001f	STATE FARM MUTUAL AUTOMOBILE INSURANCE COMPANY	IRVING	FWL	VG ALARM Threshold Alarm (Ping Packet Loss=100%) == 50% for 3/3 cycles (repeat)		Clear

Figure F-9 Platform Queries

Type List

The Types of the equipment are dynamically populated based on the equipment in the inventory feed.

NOTE:

Per AMC request, sub categorization of CODEC model types have been added to the dropdown.

The following screen displays all the equipment/assets for the type of equipment selected from the Type List.

The screenshot shows the VizGEMS Type List interface. At the top, there's a navigation bar with links for Home, Back, Favorites, Tools, and Help. Below that is a search bar with the query "Query: Platform Queries - Date: real time - Data: raw". The main area displays a tree view under "ELI LILLY AND COMPANY": "TYPE: CMA", which includes a node "USELILINDN01M". Below this tree is a message box stating "the query returned no alarm records".

Figure F-10 Type List

NOTE:

Circuit information is added in the comments section of the Alarm table for the routers type of equipment.

The screen below shows an example of the Type List drop down menu.

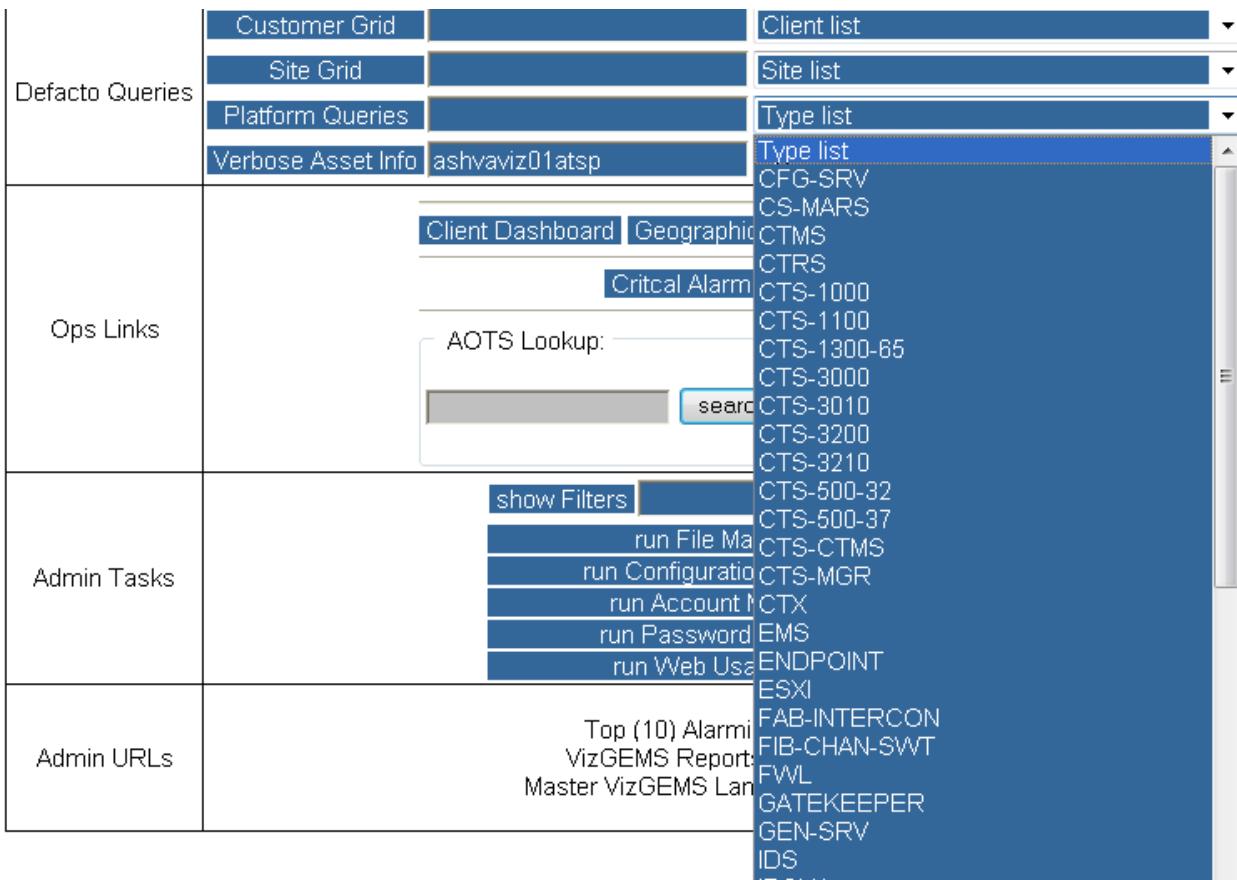


Figure F-11 Type List Drop Down Menu

Verbose Asset Info

You can enter an asset name in the **Verbose Asset Info** field. The following screen displays the device that was entered in the Verbose Asset Info field.

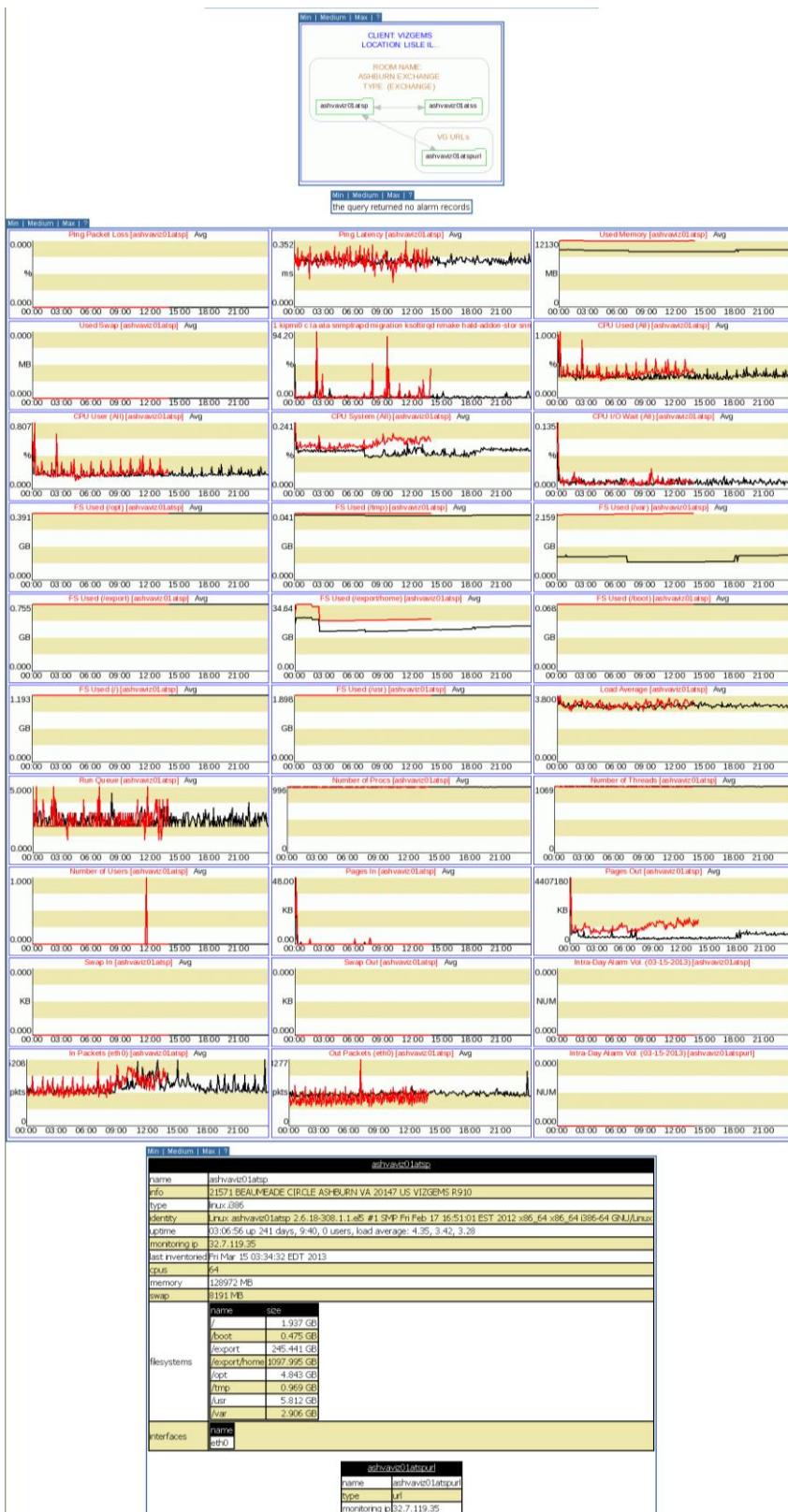


Figure F-12 Verbose Asset Info Screen

The above screen also displays the location of the selected devices, the client name and all statistical data as well as fact sheet data.

The Intra-Day graph has been added to all devices allowing alarm trends to be graphed over a period of time.

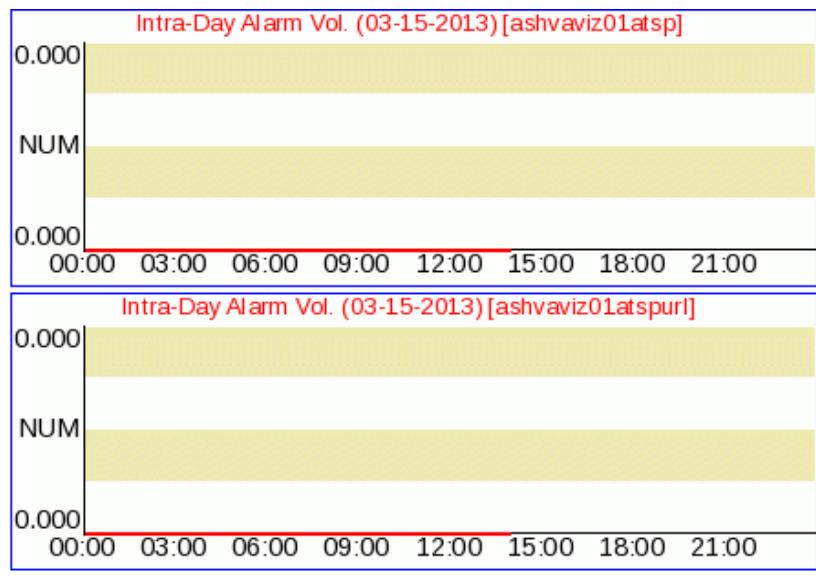


Figure F-13 Intra-Day Alarm Graph

- Action oriented HTML Factsheets for TP specifics

The option **TP Factsheet** is available on the Action Menu for an asset which shows the HTML Factsheets with Asset Inventory Information.

Click on an asset to bring up the Drill In drop down menu. Click on TP Factsheet as shown in the drop down menu below.

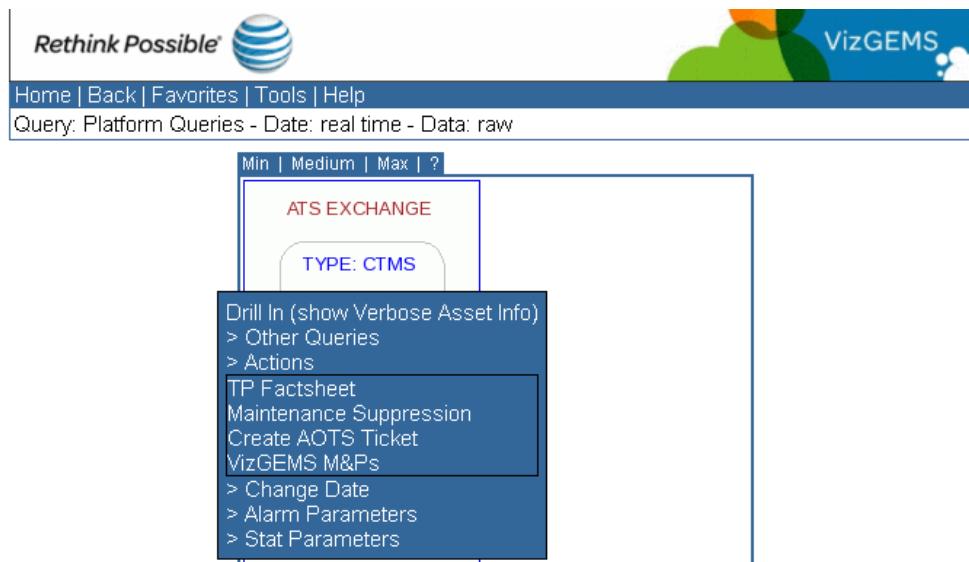


Figure F-14 Actions Drop Down Menu

The TP Factsheet will display as shown in the figure below.

DEVNAME:	ASHVAVIZ01ATSS
IP ADDRESS:	IP:32.7.119.36
ADDRESS:	21571 BEAUMEADE CIRCLE ASHBURN VA 20147 US
ROOM:	ROOM NAME: ASHBURN EXCHANGE TYPE: (EXCHANGE)
EQUIP TYPE:	VIZGEMS R910
CUST MNG:	NONE
CUST CONF:	N

[\(return to home page\)](#)

Figure F-15 TP Factsheet

Operation Hot Links

The screen shot below shows the Operations Hot links menu.

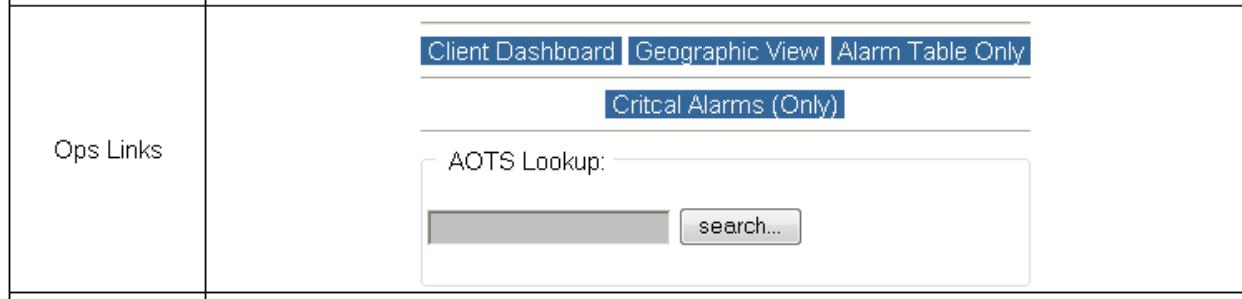


Figure F-16 Ops Hot Links

Client Dashboard

Clicking on the Client Dashboard will display all customers for TelePresence along with the number of alarms per customer.

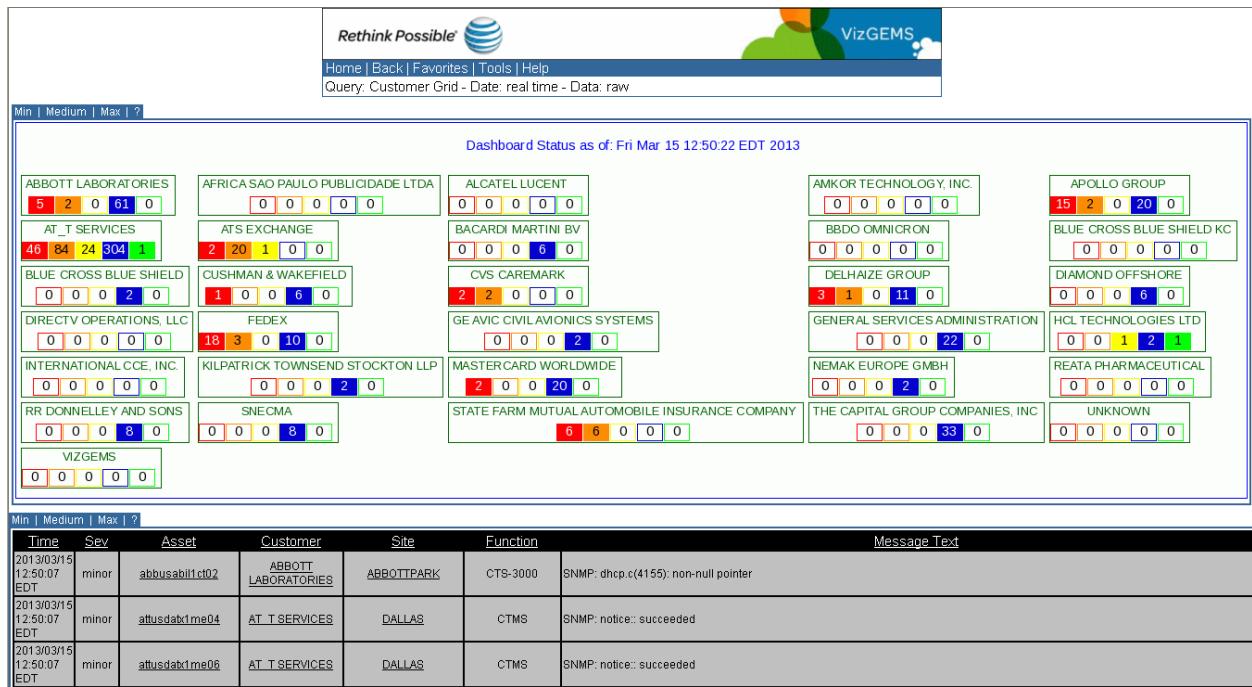


Figure F-17 Client Dashboard

Geographic View

Clicking on the Geographic View will display all customer locations in a geographic area. These areas will be color coded depending on alarm status.

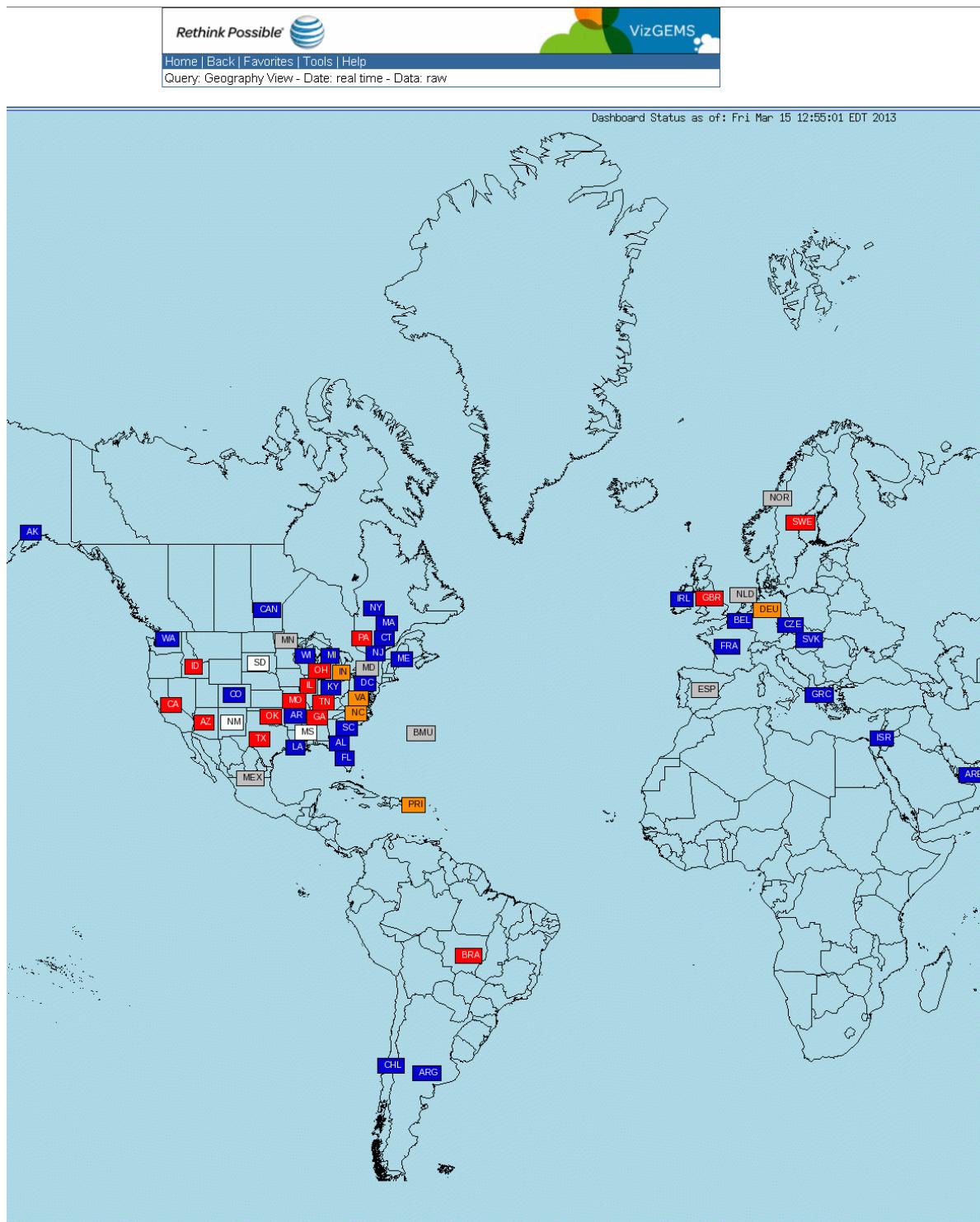


Figure F-18 Geographic View

Alarm Table Only

This dashboard will display all alarms data. The alarm table has the Asset, Customer and Site columns which can be used to further drill down for detailed information.



The screenshot shows a dashboard titled "Query: Alarm Table - Date: real time - Data: raw". The top navigation bar includes links for Home, Back, Favorites, Tools, and Help, along with the VizGEMS logo. Below the navigation is a table with the following columns: Time, Sev, Asset, Customer, Site, Function, and Message Text. The table lists 11 rows of alarm data, primarily minor events from AT_T SERVICES at DALLAS, with one major event from AT_T SERVICES at LOSANGELES.

Time	Sev	Asset	Customer	Site	Function	Message Text
2013/03/15 12:56:23 EDT	minor	attusdab1me04	AT_T SERVICES	DALLAS	CTMS	SNMP: notice: RTP OpenEndpoint callId:0 epid:7
2013/03/15 12:56:06 EDT	minor	attusdab1me01	AT_T SERVICES	DALLAS	CTMS	SNMP: notice: RTP OpenEndpoint callId:0 epid:48
2013/03/15 12:54:28 EDT	minor	attusdab1me01	AT_T SERVICES	DALLAS	CTMS	SNMP: notice: RTP OpenEndpoint callId:0 epid:47
2013/03/15 12:52:33 EDT	minor	attusdab1me01	AT_T SERVICES	DALLAS	CTMS	SNMP: notice: RTP video srtp object already exists
2013/03/15 12:52:33 EDT	minor	attusdab1me01	AT_T SERVICES	DALLAS	CTMS	SNMP: notice: RTP audio srtp object already exists
2013/03/15 12:52:17 EDT	minor	attusdab1me01	AT_T SERVICES	DALLAS	CTMS	SNMP: notice: RTP OpenEndpoint callId:0 epid:46
2013/03/15 12:51:45 EDT	minor	attusdab1me04	AT_T SERVICES	DALLAS	CTMS	SNMP: notice: RTP OpenEndpoint callId:0 epid:6
2013/03/15 12:50:23 EDT	minor	attusdab1me04	AT_T SERVICES	DALLAS	CTMS	SNMP: notice: RTP audio srtp object already exists
2013/03/15 12:50:23 EDT	minor	attusdab1me04	AT_T SERVICES	DALLAS	CTMS	SNMP: notice: RTP OpenEndpoint callId:0 epid:5
2013/03/15 12:49:18 EDT	major	attuslocal1ct01	AT_T SERVICES	LOSANGELES	TX9000	SNMP: warning: calling xfga_reset_audio_board()

Figure F-19 Critical Alarm Dashboard

Critical Alarms Only

This dashboard will display all customers with severity critical alarms along with the all of the alarm data.

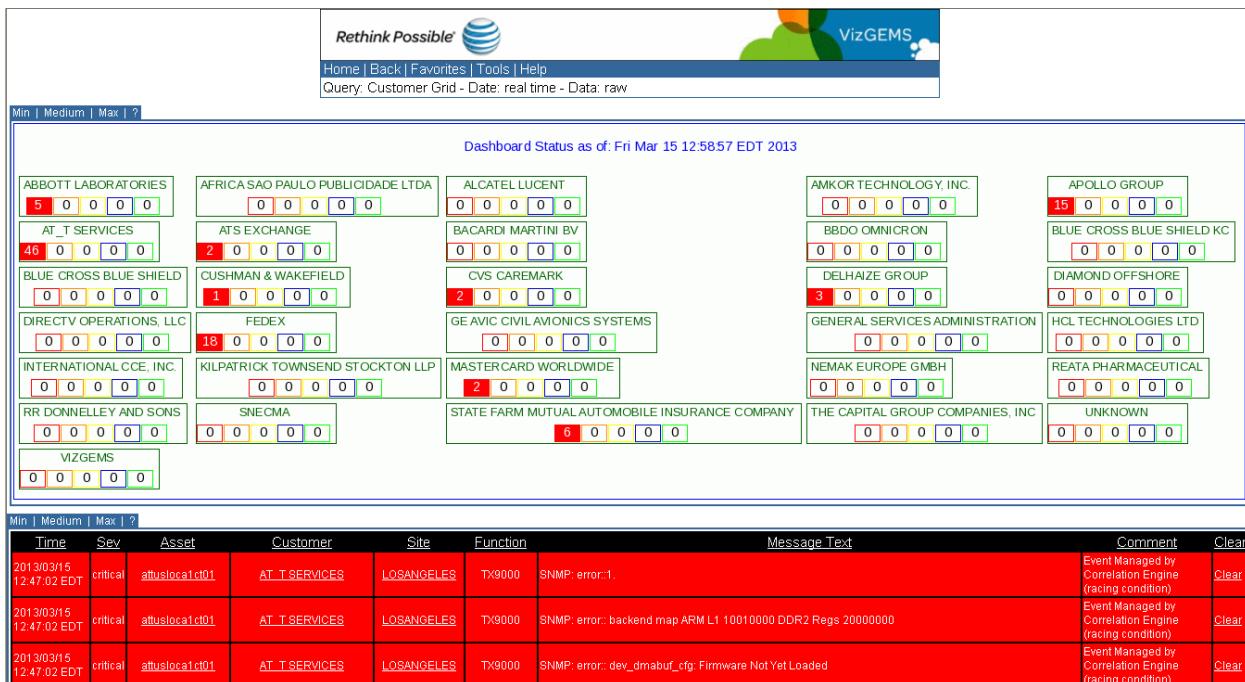


Figure F-20 Critical Alarms

AOTS Lookup

Type a valid AOTS ticket number in the AOTS Lookup field and click the search button.

The screenshot shows a search interface with a large orange header area containing the text "AT&T VIZGEMS". Below this is a search form with the following fields:

- Operations Hot Links (button)
- AOTS Lookup: input field containing "000000154000545"
- search... button

Figure F-21 AOTS Lookup

The following screen displays the client, site id, device information and alarm data associated with the AOTS.

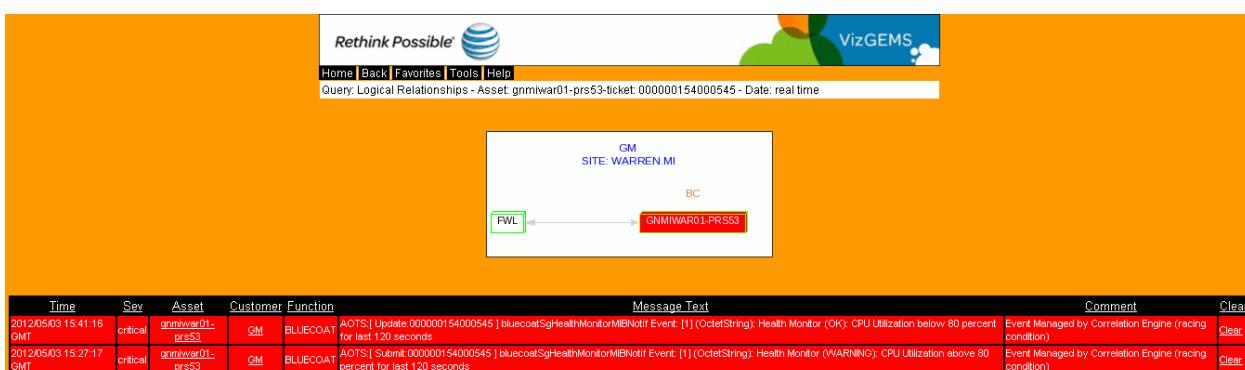


Figure F-22 AOTS Lookup Detailed

Administrative Tasks

For more information on the administrative functions, refer to the [VizGEMS Admin Guide](#).

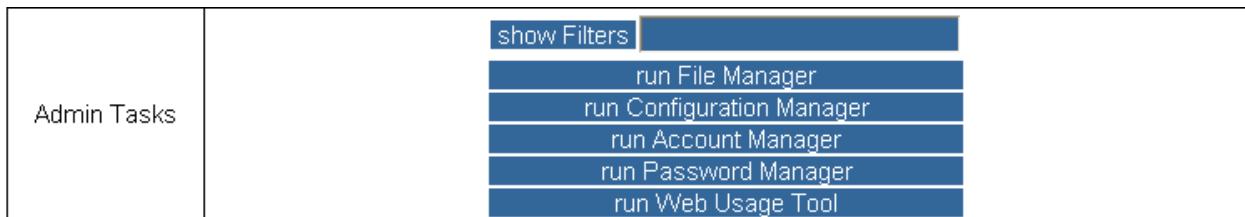


Figure F-23 Admin Tasks

For more information on Configuration Manager, refer to the [Configuration Manager Admin Guide](#)

Latest VG News

Clicking on the link as shown in the figure below will bring you back to the Main landing page.

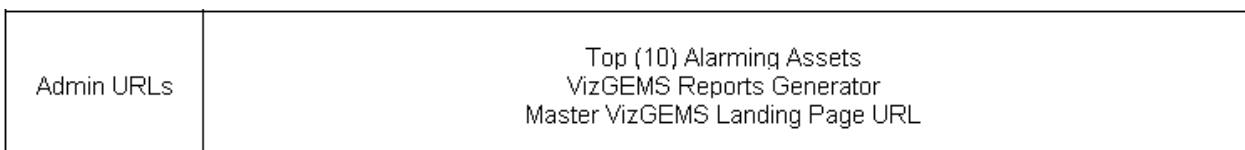


Figure F-24 Main Landing Page Link

Top (10) Alarming Assets

Top 10 Alarming Assets link lists the top 10 assets for the Telepresence service that have the maximum alarms on that day.

VizGEMS Reports Generator



Figure F-25 VG Report Generator**Other Queries Menu Options**

The following sections will discuss some of the other query options you can select from the Drill In drop down menu. Screenshot has to be updated.

**Figure F-26 Drill In Drop Down Menu**

For more information about the items in the above drop down menu, refer to Appendix D.

Appendix G Access to the Visualizer (EnPortal)

VizGEMS is accessed via the AT&T Intranet. A login is required to access any aspect of VizGEMS. Members of the Prosdocimo EMS OPS Support team may enter a WMIS ticket for sub project S15042AE. The WMIS request should contain the user's name, attuid and access requirements. The turnaround time to receive the login and password is typically 2 days. Members of other organizations must follow their own procedures for requesting access.

NOTE:

External customers attempting to access the VizGEMS need to contact their Company Administrator for a login and password via Business Direct.

Once you have received your login and password, click on the following link:

http://135.89.175.7/ENP/cgi-bin-vg-members/vg_home.cgi

Type in your User name and Password provided and click **OK**. If you have any problem logging into VizGEMS, contact the EMS Operations Support group at the email listed above.



Figure G-1 Login Screen (EnPortal)

Landing Page

Once you have successfully logged in, the main landing page will display. The content of the landing page varies based on account settings.

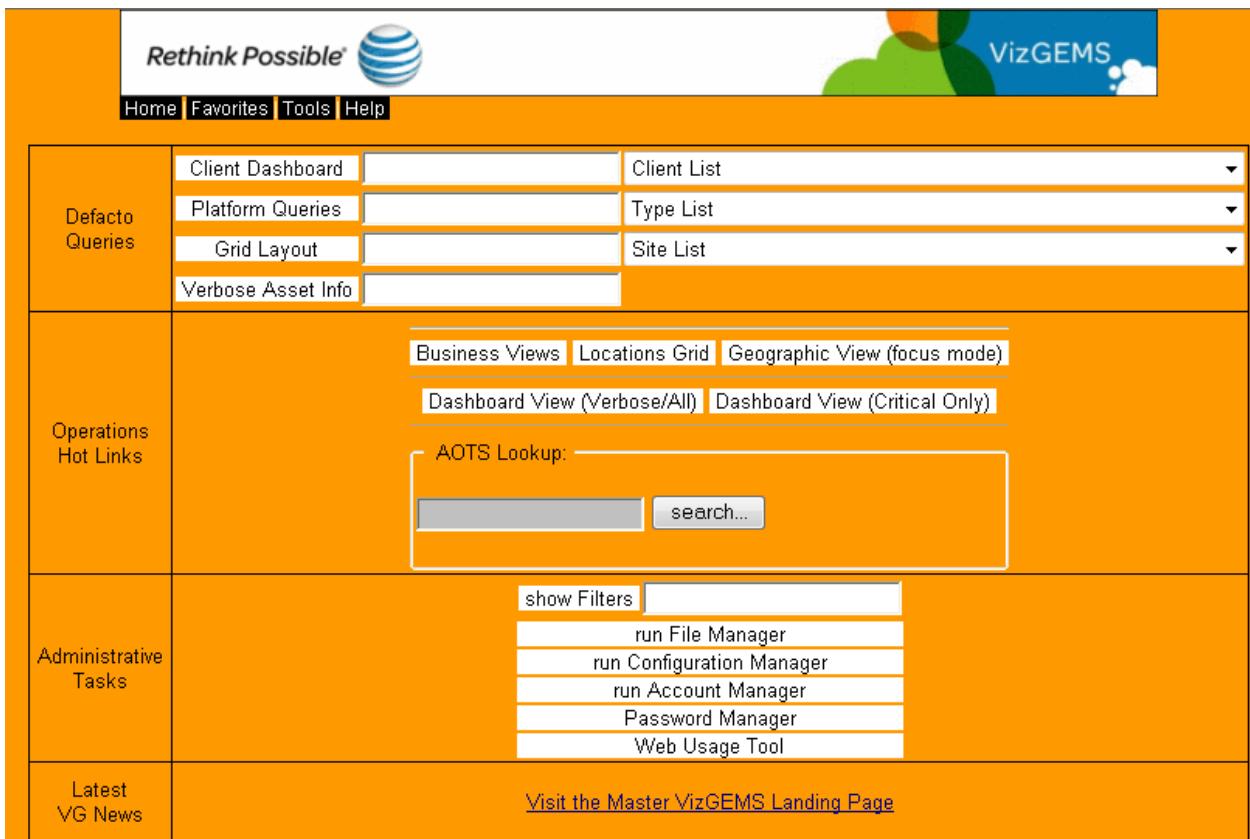


Figure G-2 EnPortal Main Landing Page

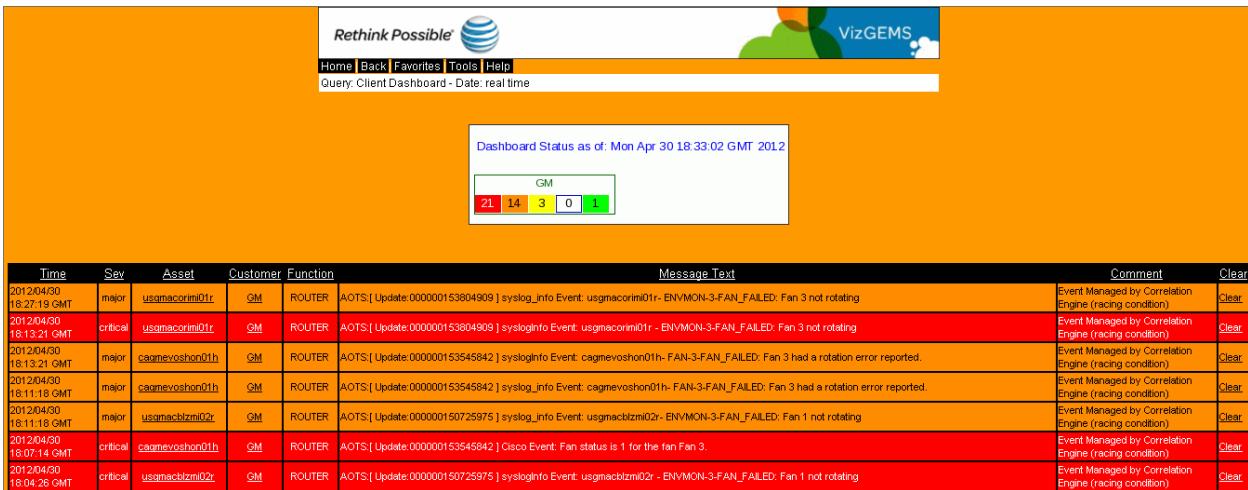
Defacto Queries

The following section describes each of the queries in more detail.

Client Dashboard/Client List

You can enter a client name in the **Client Dashboard** field or you can select one from the **Client List** drop down menu.

The following screen displays a client that was entered in the Client Dashboard field.

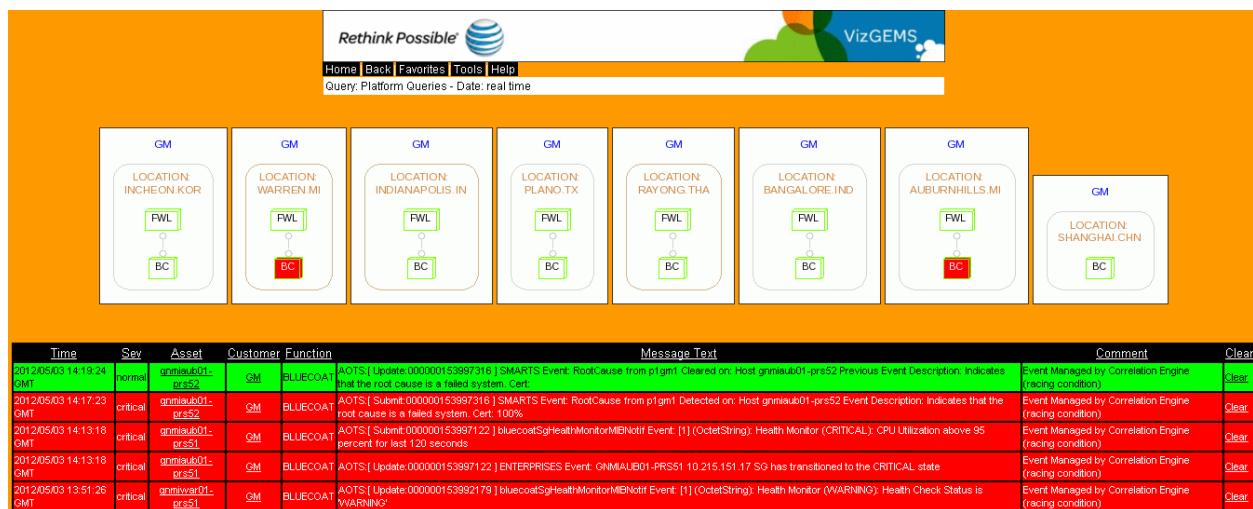
**Figure G-3 Client Dashboard**

The above screen shows all of the alarm data for this particular client.

Platform Queries/Type List

You can enter an asset name in the **Platform Queries** field or you can select one from the **Type List** drop down menu.

The following screen displays the device that was selected from the Type List field.

**Figure G-4 Platform Queries**

The above screen also displays the location of the selected devices, the client name and all of the alarm data for this particular client.

Grid Layout

You can enter a site name in the **Grid Layout** field or you can select one from the **Site List** drop down menu.

The following screen displays all clients and devices associated with the site that was selected from the Site List field.

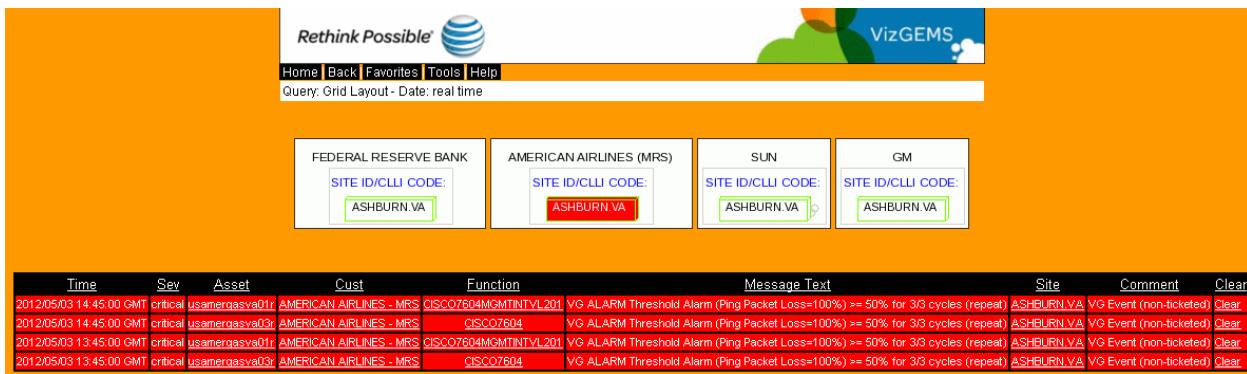
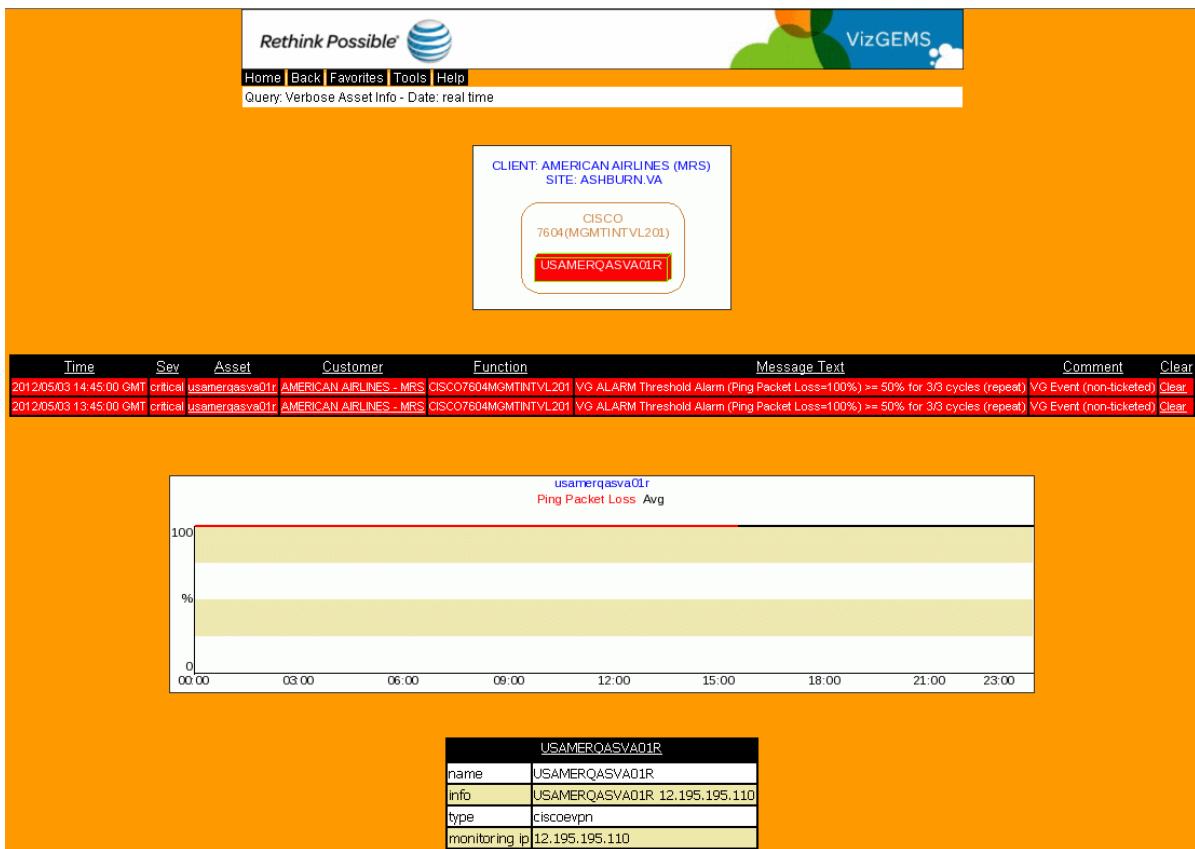


Figure G-5 Grid Layout

Verbose Asset Info

You must manually type an asset type in the Verbose Asset Info field.

**Figure G-6 Verbose Asset Info**

The figure above is an example of a query when a device was manually entered into the Verbose Asset Info field.

The client that has the associated asset from the drop down list will display along with any applicable alarm data, statistical data and factsheet data.

Operation Hot Links

**Figure G-7 Operations Hot Links**

Business Views

Click on the Business Views link from the Operation Hot links frame to reveal all businesses. All applicable alarm data will display within each business container.

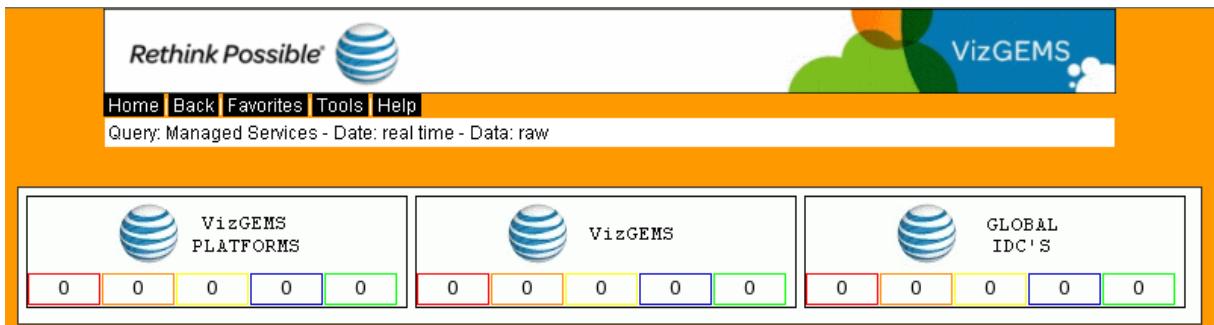


Figure G-8 Business Views

Locations Grid

All business/customers will display in a grid format as shown in the figure below. If any location has alarms the location will be color coded depending on the alarm. The alarms will also be listed out in a table format below the grid.

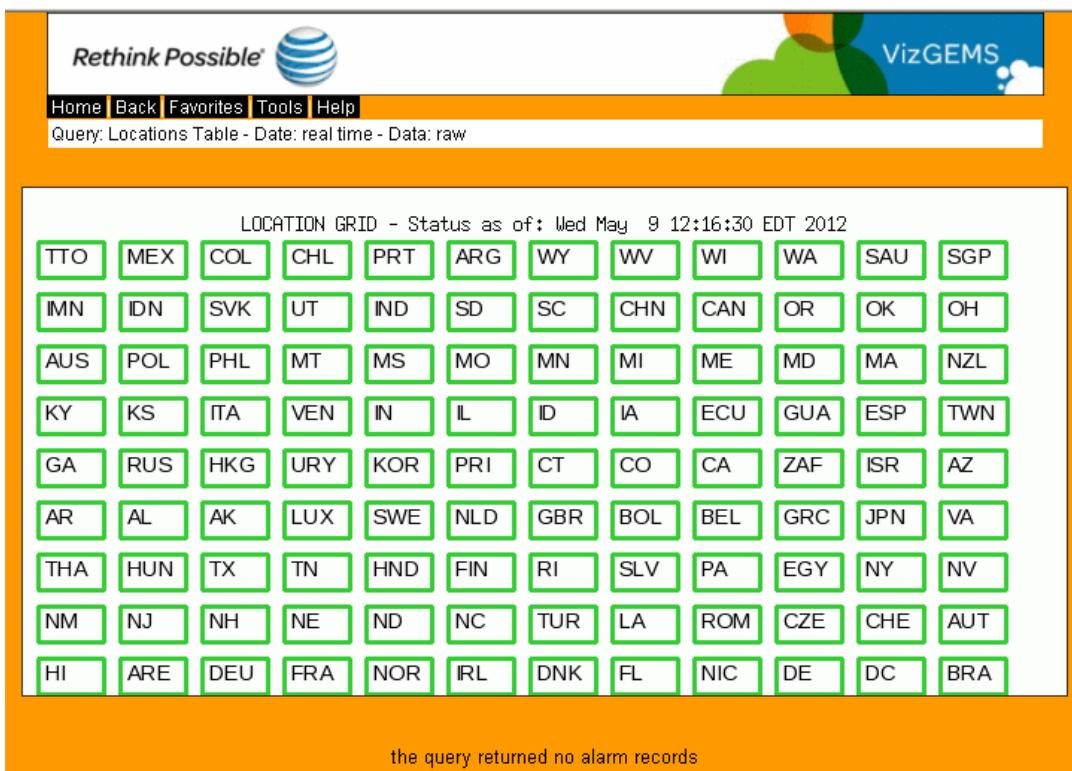


Figure G-9 Locations Grid

Geographic View (focus mode)

The Geographic View (focus mode) displays all business/customers in a map format as shown in the figure below.. If any location has alarms the location will be color coded depending on the alarm. You can drill in further by clicking the location on the map and making a selection from the Drill In drop down menu.

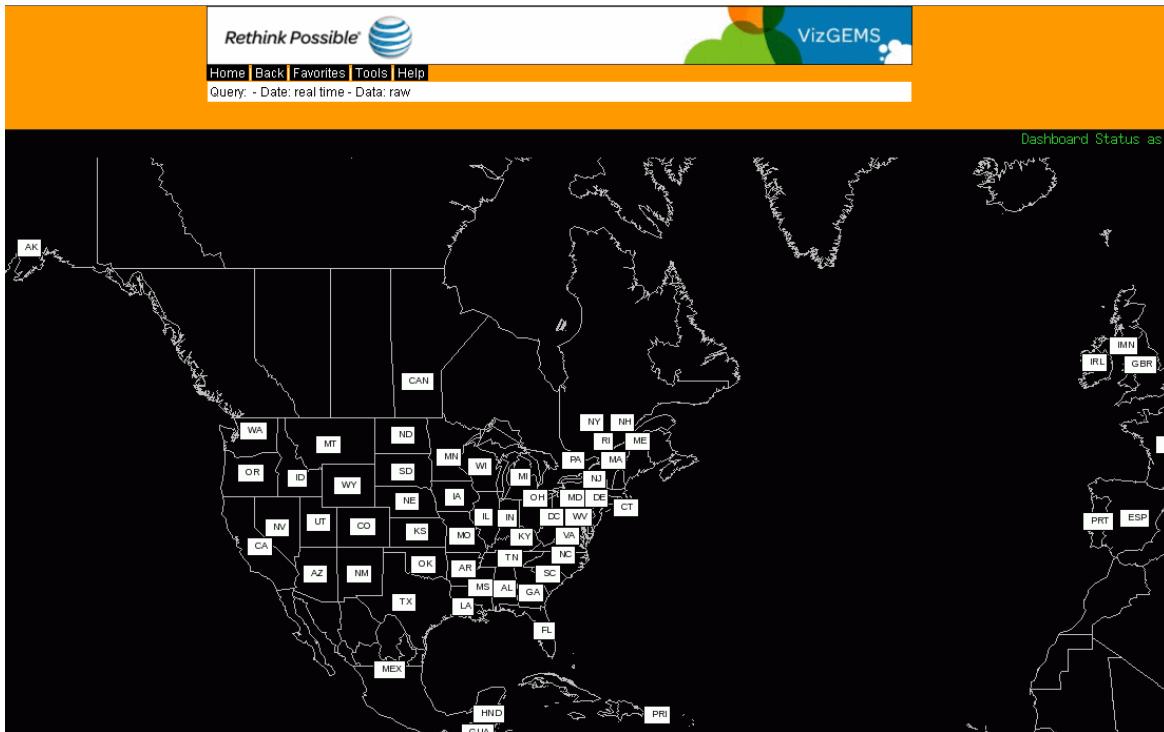


Figure G-10 Geographic View (focus mode)

Dashboard View (Verbose/All)

The Dashboard View shows all customers in a dashboard format as show in the figure below. Applicable alarm data for each customer will display within that customers container. You can drill in further by clicking the location on the map and making a selection from the Drill In drop down menu.



Figure G-11 Dashboard View (Verbose/All)

Dashboard View (Critical Only)

The Dashboard View (Critical Only) link will display only customers that have critical alarms at the time of the selection.

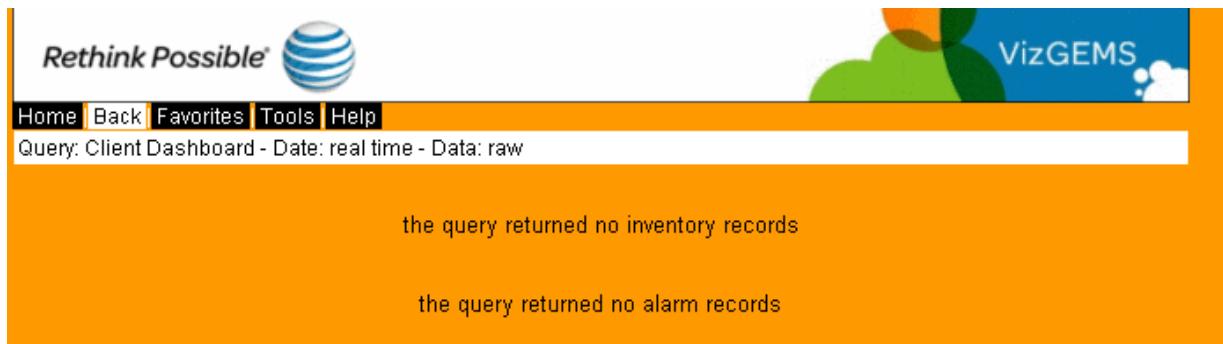


Figure G-12 Dashboard View (Critical Only)

AOTS Lookup

Type a valid AOTS ticket number in the **AOTS Lookup** field and click the search button.

Operations Hot Links	AT&T VIZGEMS AOTS Lookup: <input type="text" value="000000154000545"/> <input type="button" value="search..."/>
----------------------	---

Figure G-13 AOTS Lookup

The following screen displays the client, site id, device information and alarm data associated with the AOTS.



Figure G-14 AOTS Lookup Detailed

Administrative Tasks

For more information on the administrative functions, refer to the [VizGEMS Admin Guide](#).

Latest VG News

Clicking on the Master VizGEMS Landing Page URL link as shown in the figure below will bring you back to the Main landing page.

Latest VG News	Master VizGEMS Landing Page URL VizGEMS Reports Generator
-------------------	--

Figure G-15 Main Landing Page Link

VizGEMS Reports Generator

Click on the VizGEMS Reports Generator as shown in the figure above to display the following report:



Figure G-16 VizGEMS Reports Generator

Conf. Manager

For more information on Configuration Manager, refer to the [Configuration Manager Admin Guide](#).

Other Queries Menu Options

The following sections will discuss some of the other query options you can select from the Drill In drop down menu.

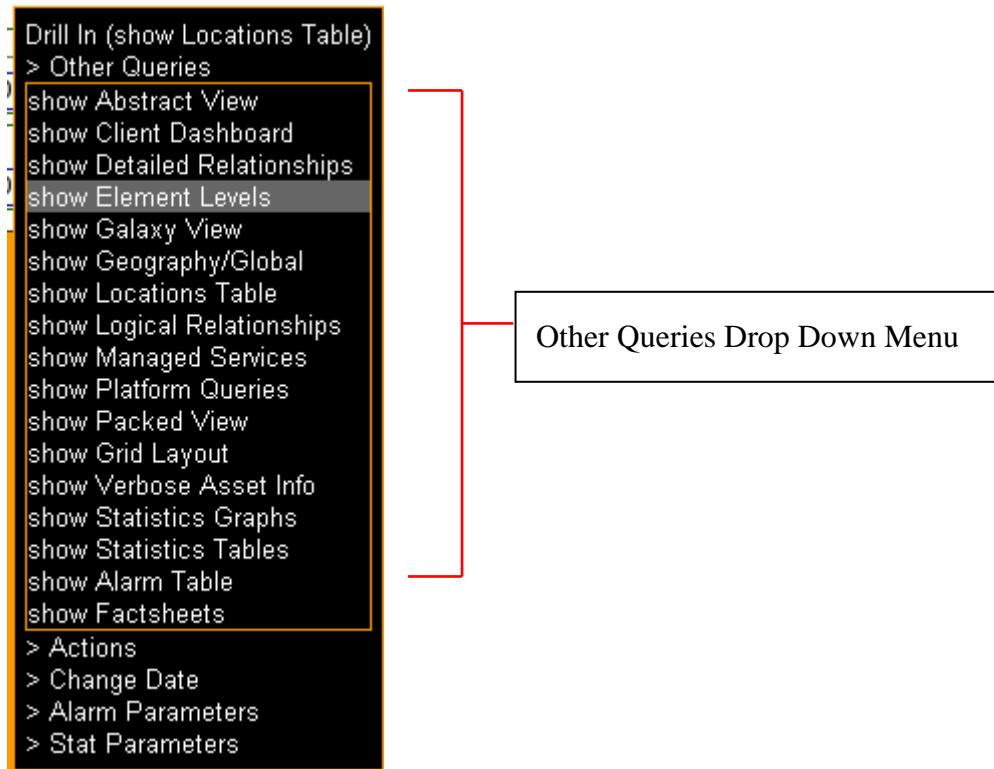


Figure G-17 Drill In Drop Down Menu

For more information about the items in the above drop down menu, refer to Appendix D.

Appendix H Access to the Visualizer (Digital Life)

VizGEMS is accessed via the AT&T Intranet. A login is required to access any aspect of VizGEMS. Members of the Prosdocimo EMS OPS Support team may enter a WMIS ticket for sub project S15042AE. The WMIS request should contain the user's name, attuid and access requirements. The turnaround time to receive the login and password is typically 2 days. Members of other organizations must follow their own procedures for requesting access.

NOTE:

External customers attempting to access the VizGEMS need to contact their Company Administrator for a login and password via Business Direct.

Once you have received your login and password, click on the following link:

Production: http://alpd407.aldc.att.com:8080/cgi-bin-vg-members/vg_home.cgi?winw=1345&winh=593

DR: http://tlpd172.dadc.sbc.com:8080/cgi-bin-vg-members/vg_home.cgi

Type in your User name and Password provided and click **OK**. If you have any problem logging into VizGEMS, contact the EMS Operations Support group at the email listed above.



Figure H-1 Login Screen (Digital Life)

Landing Page

Once you have successfully logged in, the main landing page will display. The content of the landing page varies based on account settings.

Figure H-2 Digital Life Main Landing Page

Defacto Queries

The following section describes each of the queries in more detail.

Client Dashboard/Client List

You can click on the Client Dashboard link to reveal all of the clients (as shown in the figure below), enter a client name in the **Client Dashboard** field or you can select one from the **Client List** drop down menu.

Time	Sev	Asset	Customer	Site	Function	Message Text	Comment	Clear
2013/05/14 13:57:01 GMT	warning	alp0108	Xanboo	Xanboo.GA	MANAGEMENT & EMAIL	AOTS TKT NUMBER [000000169482773] status is [QUEUED] for this Asset [Details: 2013-05-14 09:52:57,890 ERROR [ScmPoster] - postRequest() - Exception: Read timed out - occurred 1 times since Tue May 14 09:54:14 2013 (pattern: ERROR)]	Info from CBUS	Clear
2013/05/14 13:37:52 GMT	critical	alp087	Xanboo	Xanboo.GA	WEBCAM	ILA: ADVMAN 2013-05-14 09:34:30,558 WARN [HttpServlet] - IVC Session START failed: wait time-out... [LOG - emsg.log-ivc]	Event Managed by Correlation Engine (racing condition)	Clear
2013/05/14 13:05:05 GMT	warning	alp055	Xanboo	Xanboo.TX	WEBCAM	AOTS TKT NUMBER [000000169480384] status is [QUEUED] for this Asset [Details: ILA: ADVMAN file /opt/alfabin/perl has bad mode 0777, mask is 022 COMMENT=Event Managed by Correlation Engine (racing condition) CORR EVENT]	Info from CBUS	Clear

Figure H-1 Client Dashboard

The screen below displays an example of the **Client List** drop down menu.

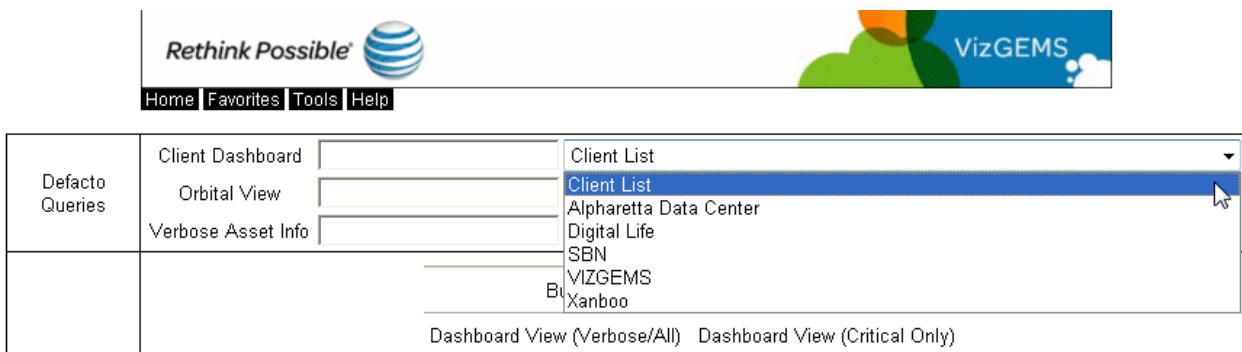


Figure H-3 Client List Drop Down Menu

Orbital View

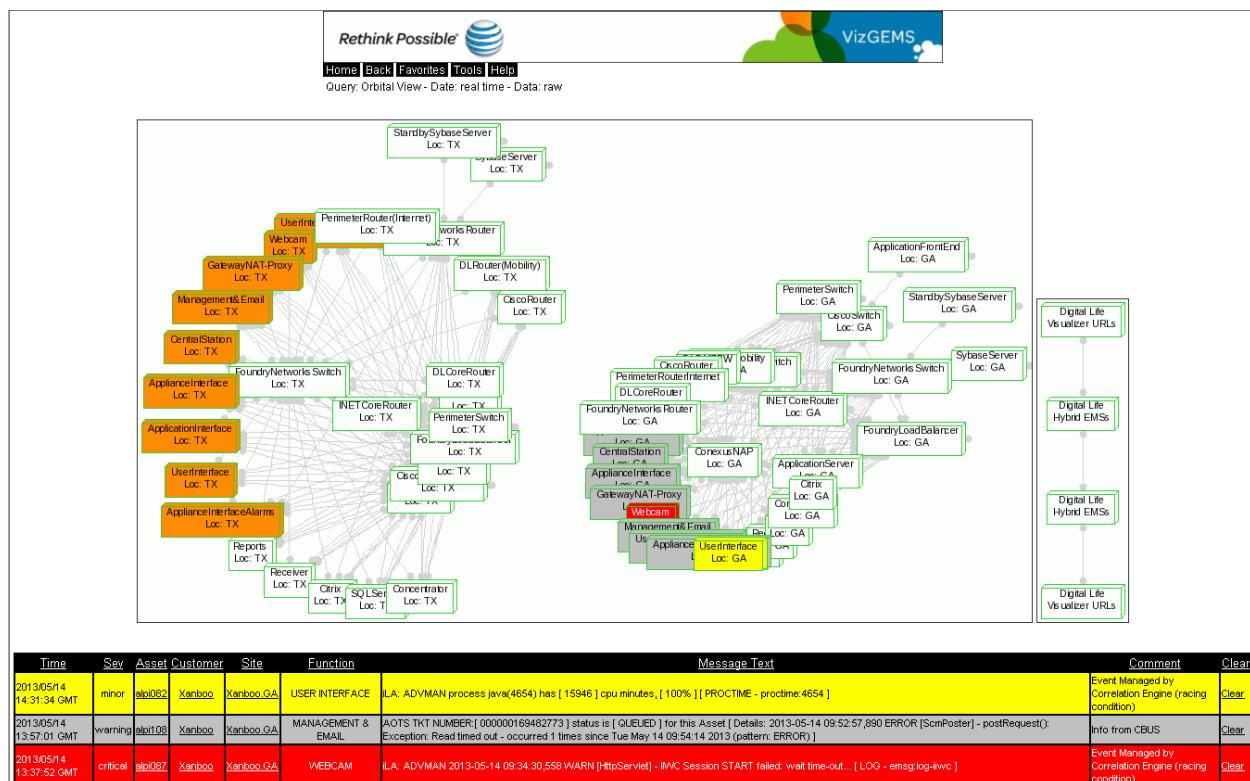


Figure H-4 Orbital View

Verbose Asset Info

You can enter an asset name in the **Verbose Asset Info** field. The following screen displays the device that was entered in the Verbose Asset Info field.

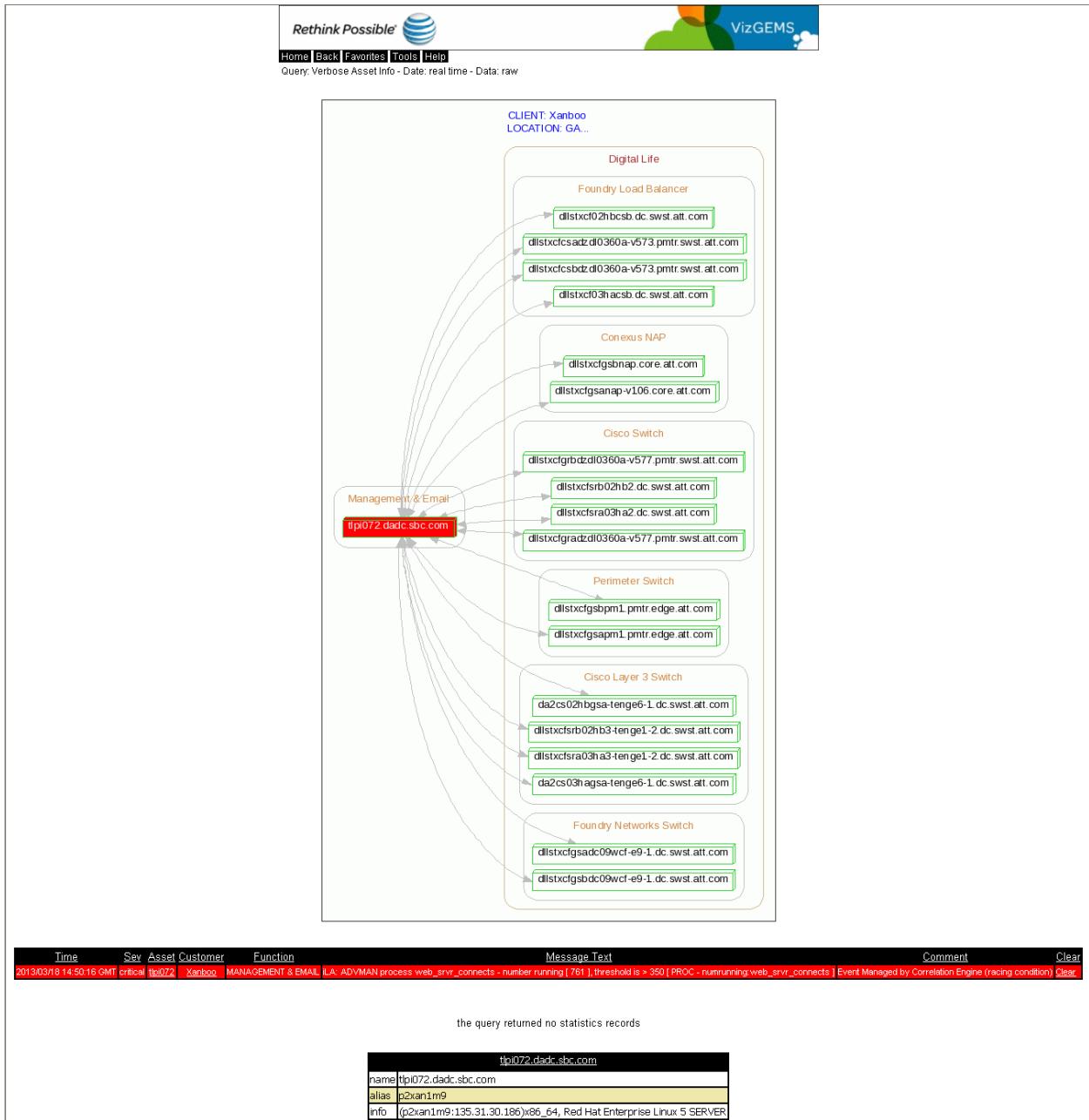


Figure H-5 Verbose Asset Info

The above screen also displays the location of the selected devices, the client name and all of the alarm and factsheet data for this particular client.

Operation Hot Links

The screen shot below shows the Operations Hot links menu.

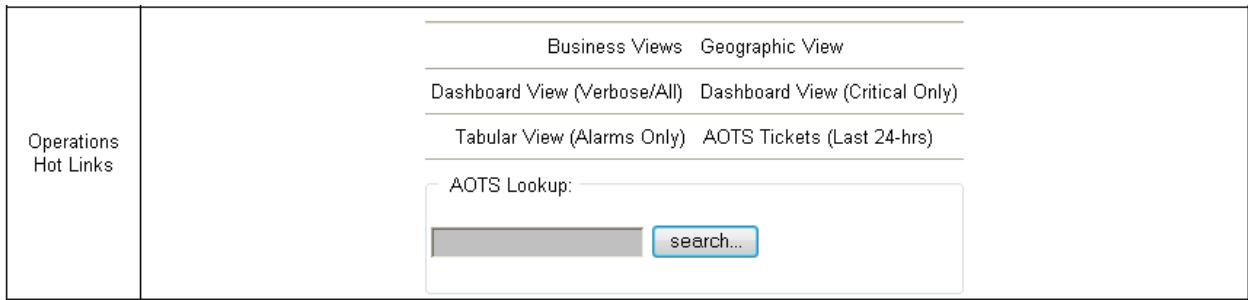


Figure H-2 Operations Hot Links

Business Views



Figure H-6 Business Views

Geographic View

The Geographic View (focus mode) displays all business/customers in a map format as shown in the figure below.. If any location has alarms the location will be color coded depending on the alarm. You can drill in further by clicking the location on the map and making a selection from the Drill In drop down menu.



Figure H-7 Geographic View

Dashboard View (Verbose/All)

The Dashboard View shows all customers in a dashboard format as show in the figure below. Applicable alarm data for each customer will display within that customers container. You can drill in further by clicking the location on the map and making a selection from the Drill In drop down menu.

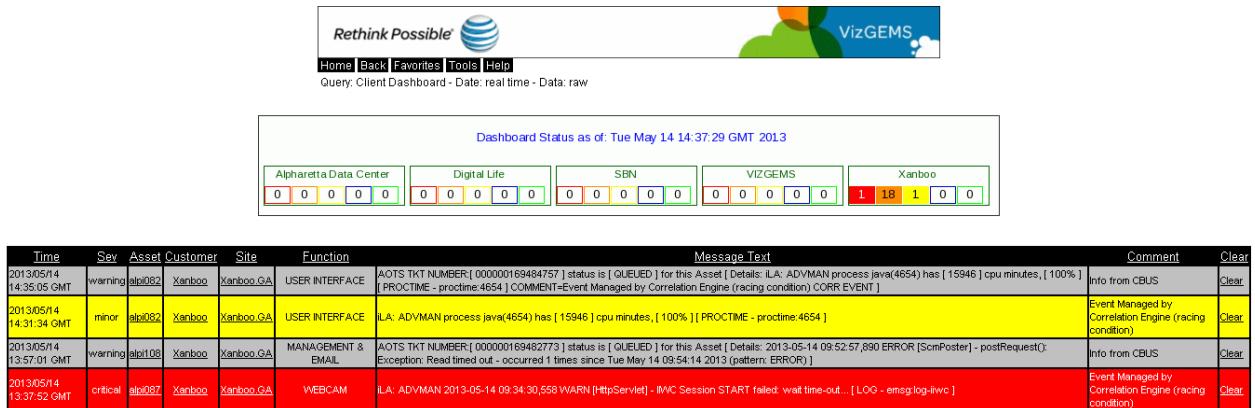


Figure H-8 Dashboard View

Dashboard View (Critical Only)

The Dashboard View (Critical Only) link will display only customers that have critical alarms at the time of the selection.



Figure H-9 Dashboard View (Critical Only)

Tabular View (Alarms Only)

The figure below displays all alarms for each customer.

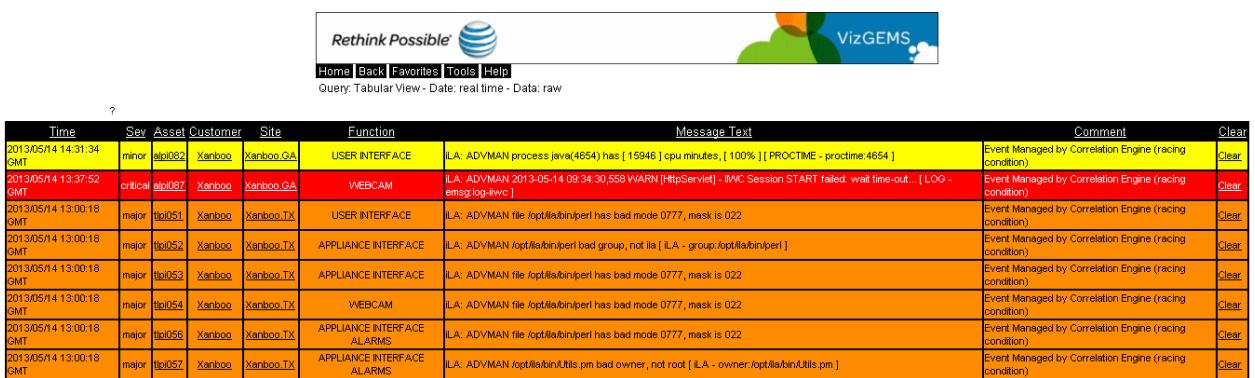


Figure H-10 Tabular View (Alarms Only)

AOTS Tickets (Last 24-hours)

The figure below displays all AOTS tickets for each customer that was created in the last 24 hours.

Time	Sev	Asset	Customer	Site	Function	Message Text	Comment
2013/05/13 14:51:16 GMT	warning	alp092	Xanboo	Xanboo.GA	USER INTERFACE & WEBCAM	AOTS TKT NUMBER[000000169440185] status is [QUEUED] for this Asset [Details: javax.xml.ws.soap.SOAPFaultException: Procedure inet_rr_cptper_del returned error code: 3, Message unknown - occurred 1 times since Mon May 13 10:48:05 2013 (pattern: error)]	Info from CBUS
2013/05/13 15:13:12 GMT	warning	alp093	Xanboo	Xanboo.GA	USER INTERFACE & WEBCAM	AOTS TKT NUMBER[000000169441750] status is [QUEUED] for this Asset [Details: javax.xml.ws.soap.SOAPFaultException: Procedure inet_rr_cptper_del returned error code: 3, Message unknown - occurred 1 times since Mon May 13 11:08:33 2013 (pattern: error)]	Info from CBUS
2013/05/13 18:17:16 GMT	warning	alp094	Xanboo	Xanboo.GA	APPLICATION INTERFACE	AOTS TKT NUMBER[000000169440849] status is [DEFERRED - CLUST INFORMATION] for this Asset [Details: 2013-05-13 10:58:27,333 WARN [org.jboss.resource.connectionmanager.TxConnectionManager\$WorkerThread@169] [144.160.231.87:57960] Connection error occurred: org.jboss.resource.connectionmanager.TxConnectionManager\$TxConnectionManager@7\$XConnect]	Info from CBUS
2013/05/13 18:23:04 GMT	warning	alp108	Xanboo	Xanboo.GA	MANAGEMENT & EMAIL	AOTS TKT NUMBER[000000169438527] status is [ACTIVE] for this Asset [Details: javax.xml.ws.soap.SOAPFaultException: Procedure inet_rr_ma_installation_get returned error code: 2, message: \$tns1 /guid not found - occurred 2 times since Mon May 13 10:15:20 2013 (pattern: error)]	Info from CBUS
2013/05/13 18:25:05 GMT	warning	alp109	Xanboo	Xanboo.GA	USER INTERFACE & WEBCAM	AOTS TKT NUMBER[000000169440185] status is [ACTIVE] for this Asset [Details: javax.xml.ws.soap.SOAPFaultException: Procedure inet_rr_cptper_del returned error code: 3, Message unknown - occurred 1 times since Mon May 13 10:48:05 2013 (pattern: error)]	Info from CBUS
2013/05/13 18:45:15 GMT	warning	alp107	Xanboo	Xanboo.GA	CENTRAL STATION	AOTS TKT NUMBER[000000169451743] status is [QUEUED] for this Asset [Details: com.att.ne�tware.dlms.ApplicationException: Procedure inet_rr_cptper_del returned error code: 3, Message unknown - occurred 2 times since Mon May 13 14:42:37 2013 (pattern: error)]	Info from CBUS

Figure H-11 AOTS Tickets (Last 24- hours)

AOTS Lookup

Type a valid AOTS ticket number in the **AOTS Lookup** field and click the search button.

Figure H-3 AOTS Lookup

The following screen displays the client, site id, device information and alarm data associated with the AOTS.

Administrative Tasks

Administrative Tasks	show Filters File Manager Configuration Manager Account Manager Password Manager Web Usage Tool
----------------------	---

For more information on the administrative functions, refer to the [VizGEMS Admin Guide](#).

Conf. Manager

For more information on Configuration Manager, refer to the [Configuration Manager Admin Guide](#).

Administrative URLs

Clicking on the Master VizGEMS Landing Page URL link as shown in the figure below will bring you back to the Main landing page.

Administrative URLs	Top (10) Alarming Assets Master VizGEMS Landing Page URL VizGEMS Reports Generator
---------------------	--

Figure H-4 Main Landing Page Link

VizGEMS Reports Generator

Click on the VizGEMS Reports Generator as shown in the figure above to display the following report:



User swiftadmin is logged in.

CUSTOMERS

Choose a Company

Populate Assets

Start Date/Time :

End Date/Time :

Metric Frequency : One Hit Per Day(aggregated)

Chart Type : All splines

Generate Metrics Report | Save for future use

Saved reports for swiftadmin"

Choose a report

Generate from saved report

Figure H-5 VizGEMS Reports Generator

Other Queries Menu Options

The following sections will discuss some of the other query options you can select from the Drill In drop down menu.

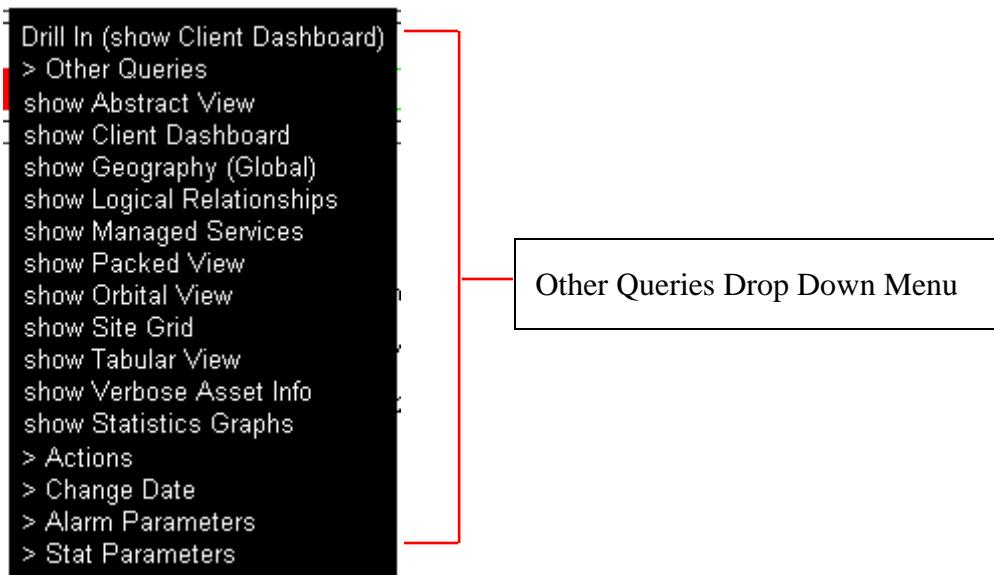


Figure H-6 Drill In Drop Down Menu

For more information about the items in the above drop down menu, refer to Appendix D.

Appendix I Access to the Visualizer (Humana)

To see the appendix for Humana, click on this link [VizGEMS User Guide for Humana \(appendix\)](#).