A guide to the
psitek management **centre**

PSiTEK

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1. Introduction to the **Psitek Management Centre**

The Psitek Management Centre (PMC) is a web application which runs on a server. It is used to manage and monitor devices remotely or locally. You can access the Psitek Management Centre using a standard Internet browser (like Microsoft Internet Explorer 7 or Firefox). The communication mediums used between the server and the devices can be GPRS, SMS, CSD and cable. If the medium is not GPRS, you need to configure a gateway (please refer to **3.3 Understanding gateways**) to access the devices.

Access to the Psitek Management Centre is protected by a user login page. (The Psitek Management Centre supports SSL for securing the communication between it and your Web browser.) In order to access the PMC, the administrator must create a username and password, which the user can enter on the login page.
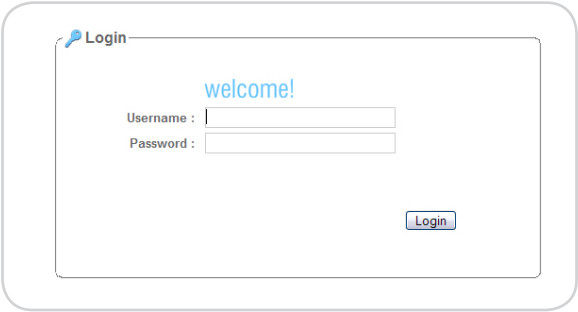
Logging in

Figure 1

Once the username and password have been verified, access to the Psitek Management Centre is allowed and the screen below will appear:
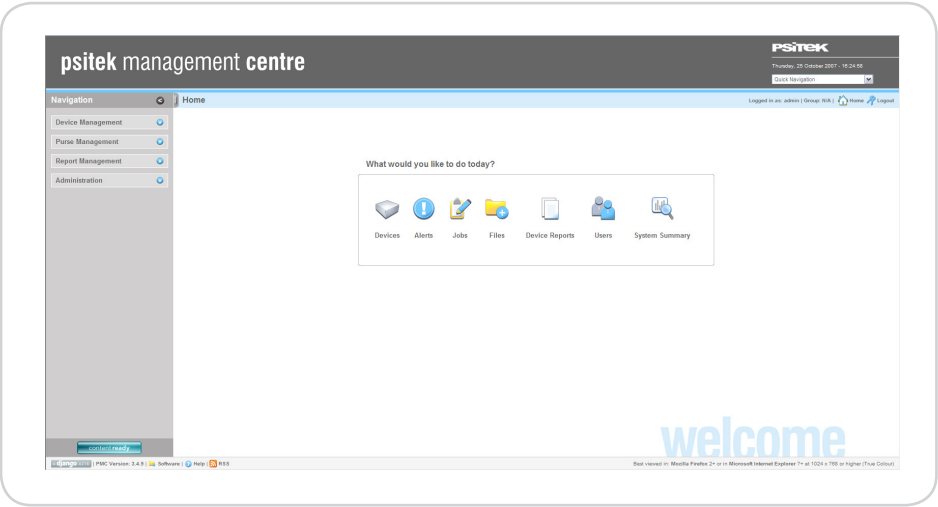
Psitek Management Centre home page

Figure 2

2. Getting to know the **Psitek Management Centre**

Under **Device Management**, select **Devices** to view the screen below:

Devices

①	**Title Bar:**	This bar contains the Psitek Management Centre title, the date and time as well as a Quick Navication Drop-down box. When clicking on the title, the screen will be updated with the Home page. This bar can be branded by Psitek to display a different title and colours.
②	**Quick Navigation Drop-down box:**	Use this drop-down box to easily navigate to the different pages of the Psitek Management Centre.
③	**Navigation Bar:**	This bar contains one or more Modules that can be expanded to select the links inside, navigating to different PMC pages.
④	**Module Navigation:**	Clicking on the arrow expands the module. Inside the module are related links.
⑤	**Breadcrumbs:**	These are links that show you where you are within the PMC. Navigate backwards by clicking on particular breadcrumbs.
⑥	**Information Bar:**	This section contains information including breadcrumbs, user identification, group category and additional links.
⑦	**Menu/Action Buttons:**	These buttons perform the actions as indicated on the button. When devices are selected, more buttons will appear.

(8)	**Link to the Home Page:**	This returns the user to the home page and refreshes all cookies.
(9)	**Link to Log Out Page:**	Use this link to log out - ending the PMC session.
(10)	**Select All Column Header:**	Clicking on this header selects *all* the devices. Clicking it again will deselect all the devices. **Please note: If there is more that one page of devices, the devices on the other pages will also be affected when performing an action.**
(11)	**Sortable Column Header:**	Selecting this header displays the items in sorted order. A small arrow indicates the direction of the sort. Clicking on the header again will sort the devices in the reverse order.
(12)	**Paginator:**	The paginator appears when there are additional devices to the ones currently displayed. Use the paginator to you navigate between pages. **Please note: When navigating between pages, any selections will be lost. Use the** filter **and** select all **column header to select devices that range over more than one page.**
(13)	**Filter Selection:**	Use the filter selection to define filters by which required device ranges can be found quickly and conveniently.
(14)	**Help Link:**	This link opens the help pages.
(15)	**Footer Info Bar:**	This bar contains the PMC version information, links to the help and recommended HTML browsers.
(16)	**Minimum site recommendations:**	The minimum recommendation for your computer and recommended HTML browsers used to access the Psitek Management Centre.
(17)	**Toggle Button:**	Pressing the toggle button collapses the Navigation Bar, making more space available in the **Work Area**. Additional columns will appear in the **Work Area** if the **Device Manager** >> **Devices** page is active. Press this button again to make the Navigation Bar reappear.
(18)	**Page Summary:**	This provides a summary of how many pages and items there are (e.g. devices or jobs).
(19)	**Version Information:**	If you click on the link, the feature matrix is shown.
(20)	**Work Area:**	This is an active area that is refreshed by the server when navigating to different pages. It normally contains a table with information about devices, jobs, gateways and alerts. It may also contain wizard and property information.

3. Device Management

3.1 Viewing and navigating **Devices**

The most important page of the Psitek Management Centre is the **Device Management** >> **Devices** page. Get there by selecting **Devices** on the welcome page or navigate to **Device Management** >> **Devices**. On this page devices can be monitored, configured and viewed. This page also provides **Menu/Action** buttons which, when one or more devices are selected, enable the user to configure the selected devices or view their alerts, statistics and jobs.

To view the detail properties of a device, click on any of the fields of the device. A separate page will open with the detail properties of the device. To configure multiple devices, use the tick boxes to select more than one device. Alternatively, click on the **Select All Column** header to configure *all* the devices, **including devices on other pages**. Use the **Filter** to limit the number of devices you want to perform an action on.

> You **cannot** select one or more devices on a page and a few on another. When moving between pages, the selection on the previous page is lost. Use the **Filter** and the **Select All Column** header to get to the sub-set of devices you are interested in.

3.2 Understanding the **status icons**

Device

The current status of each device is displayed in the status column. The various status icons represent the following:

The device is inactive, e.g. you cannot manage it. Typically devices are added to the database and marked as inactive when they are in the 3rd party repair centre for repair.

The device is active and there is currently a job pending for that device.

The device is active and there are one or more alerts pending. This usually happens if a configuration job failed or if the device failed to report in for a period of time. User intervention is required.

The device is active and there are no alerts pending.

The device is new, e.g the PMC has not yet communicated with the device.

> When more than one condition is true, the order of precedence is: grey, amber, red, green and white.

Gateway

As with regards to the device, the current status of each gateway is also displayed in the status column. The various status icons represent the following:

The gateway is inactive, e.g. it has been shut down.

The cable gateway is currently busy.

The gateway is active and there are one or more alerts pending on it. This usually happens if a modem on the gateway fails, the network went down or the gateway was aborted.

The gateway is active.

Files

The current status of each file is displayed in the status column. The various status icons represent the following:

The file is inactive, e.g. it's on the system but not available for management.

The file is both active and available for management.

Provision files

The current status of each provision file is displayed in the status column. The various status icons represent the following:

This is a new file.

The file is being processed.

Errors occurred during the file import.

The file was imported successfully.

Jobs

The current status of each job is displayed in the status column. The various status icons represent the following:

This is a new job.

The job has been cancelled.

The job is being executed.

The job has failed.

The job has been successfully completed.

3.3 Understanding **gateways**

A gateway is an application that communicates with devices via circuit switched data calls (CSD), text messages (SMS) or cable. Gateways are required in order to communicate with devices **not managed via GPRS**. (Figures 4.1 to 4.5 show typical gateways deployments.)

Once a device is connected to your PC, a cable gateway is required to form a link between the device and the Psitek Management Centre. If you manage your devices via CSD or SMS, you need one or more gateway(s) with GSM modems to link the Psitek Management Centre to the devices. On the other hand, if you manage your devices via GPRS, a gateway is not necessary. It is, however, always best to have at least one CSD, SMS gateway running.

Manage via GPRS (no need for gateways)
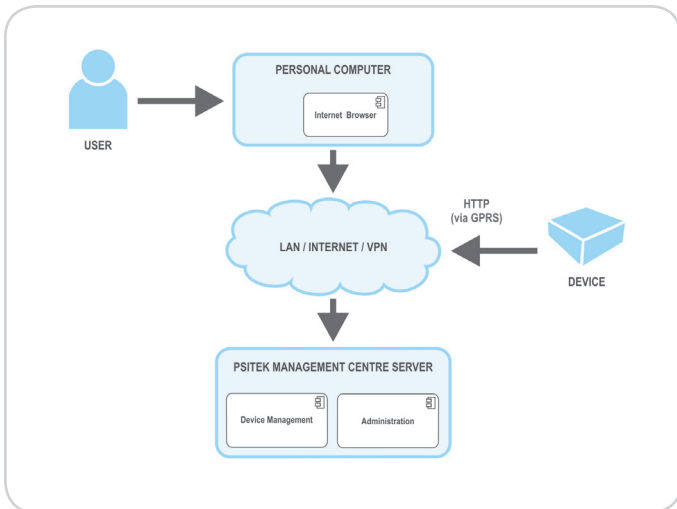
Figure 4.1

Cable gateway
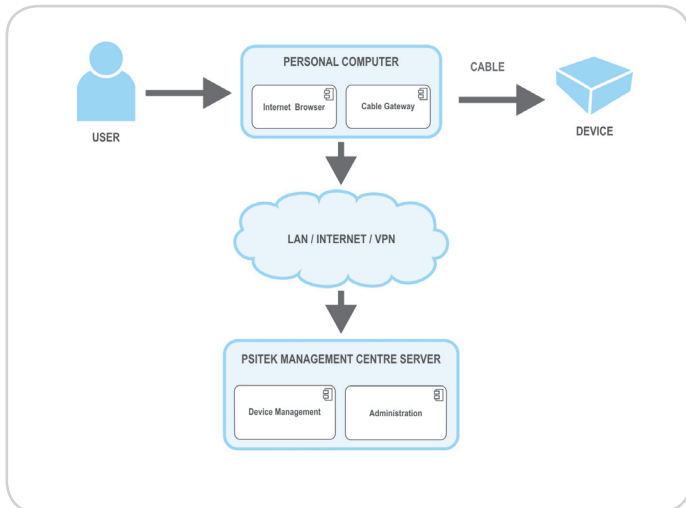
Figure 4.2

Remote modem gateway
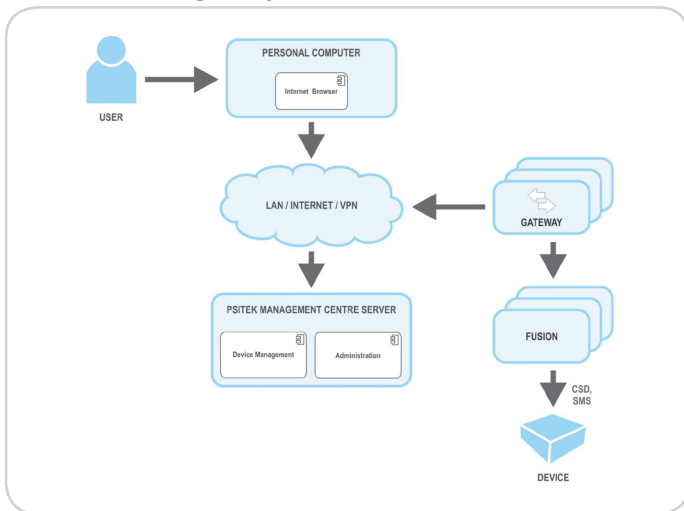
Figure 4.3

Modem gateway
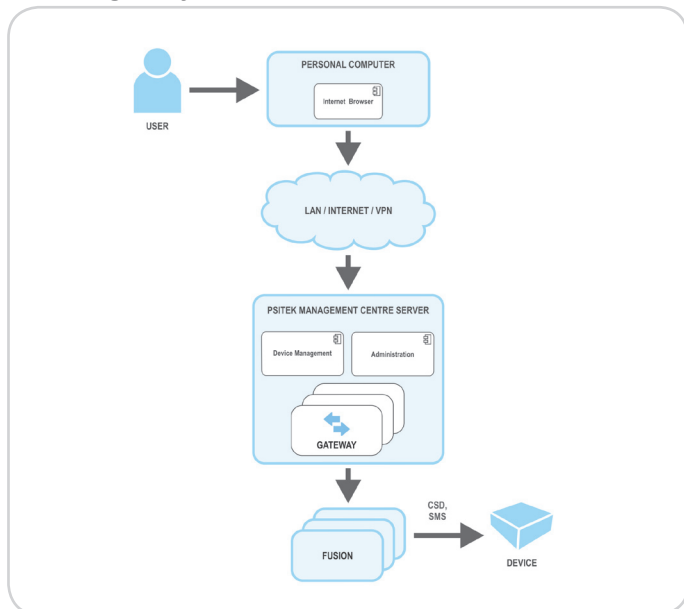
Figure 4.4

SMPP gateway
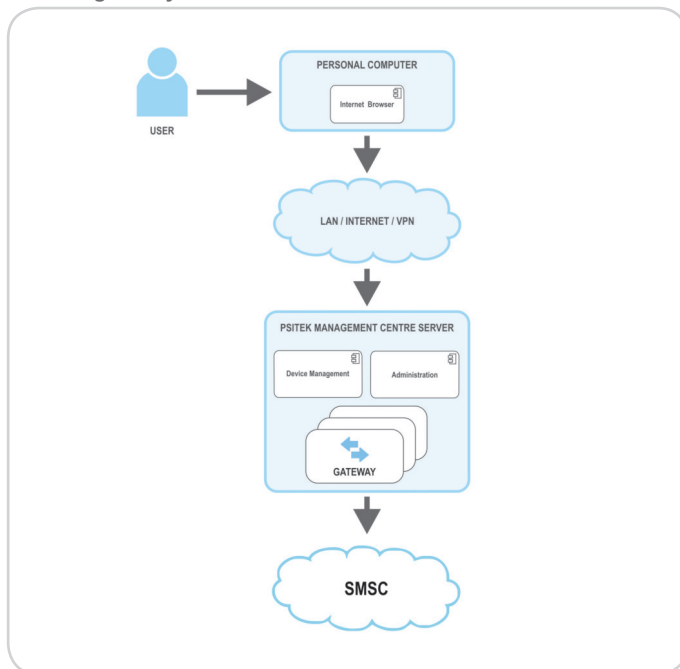
Figure 4.5

3.4 Understanding **jobs**

Whenever the device's settings, firmware or menus are changed, the Psitek Management Centre creates one or more **jobs** that contain the instructions required to effect the changes. Once the **jobs** are complete, the changes are active on the device.

3.5 Understanding **statistics**

Most Psitek devices have the ability to be set up to report voice call statistics, SMS statistics, cash totals and signal quality on regular intervals. These reports are captured as **statistics**. A statistical report can be created by navigating to the **Device Management** >> **Reports** page.

Devices can be set up to report their statistics by configuring the devices as follows:

- Navigate to **Device Management** >> **Devices**

- Select the devices to be configured and press the **Configure** menu button.

- Specify the report settings (see Figure 5) and follow the steps in the Configure Wizard.

- The Psitek Managment Centre will configure to devices to report in.

Individual device statistics can be viewed by pressing the **Statistics** menu button once a device has been selected

Device reporting

Figure 5

3.6 Understanding **groups**

Groups are the mechanism by which devices, users and access to gateways are organised. They are hierarchical, meaning that a **group** can have one or more 'parent(s)'. Advantages of organising devices into **groups** include the following:

- Order among large amounts of devices is created; e.g. you can filter according to a group and view or configure those specific devices.
- Gateways are configured to allow certain groups only; e.g. manage which group of devices uses which gateways.
- Access rights of the users is easily managed; e.g. you can limit the users' rights to only certain groups.

3.7 How to **login and logout**

Access to the Psitek Management Centre is protected by a user login page. The Psitek Management Centre supports SSL for securing the communication between it and your Web browser. In order to access the Psitek Management Centre, the Administrator must have created a username and password for you which you enter on the login page. Once the Psitek Management Centre has verified you as a legitimate user, it allows you to manage the devices according to which group you belong and your access rights.

3.8 Viewing and clearing **alerts**

The Psitek Management Centre uses **alerts** to inform you that an error or fault has occurred. Alerts have multiple sources, including but not limited to the following:

- A job has failed.
- A device did not contact the Psitek Management Centre for a pre-defined time.
- A gateway reported an error condition
- Contact was lost with a gateway

Navigate to the **Device Management** >> **Alerts** to view all the alerts on the Psitek Management Centre. From here one or more alerts can be selected and cleared. Clearing an alert indicates it has been acknowledged.

To view alerts for one or more specific devices, navigate to the **Device Management** >> **Device** page. Select one or more devices and press the **Alerts** menu icon. The PMC will list the alerts for the selected devices only.

3.9 Managing **firmware, configuration and menu files**

Device firmware, configuration and Content Ready menus can be changed or edited via **files**. Add, delete or modify firmware, configuration and Content Ready files by navigating to the **Device Management** >> **Files** page. This screen enables files created via the **Configuration Editor** or **Menu Maker** to be uploaded to the Psitek Management Centre and thereafter distributed to the relevant devices.

Supported file formats can be viewed by selecting the **File Information** link on the **Add File** page of each file type (see Figure 6).

Add firmware file

Figure 6

Important Note: Files that are in use by devices *cannot* be deleted from the system.

3.10 How to **create reports**

There are two types of reporting mechanisms, namely **built-in reports** and **advanced reporting**. This section refers to the built-in reports. (Please refer to '**A guide on Report Management**' for more details regarding advanced reporting.)

To create a report, start by navigating to the **Device Management** >> **Reports** page. The screen on the next page will appear:

- Specify the report period by filling in the start and end dates.
- Choose between the following two report types:

    Summary Statistics (a summary of statistics for all devices)

    Detail Statistics (specify the device by entering the tracking number
- Choose between the following the report views:

    On Screen

    Microsoft Excel

    Comma Separated Values
- Select the **Generate Report** icon to generate the report.

Create a report

Figure 7

3.11 Registering **devices**

Devices can be registered on the Psitek Management Centre via one of three ways, as described below:

3.11.1 Importing devices using a comma delimited or XML file

If a record has been kept of all devices (either a database or spreadsheet), they can be imported into the PMC via a c**omma delimited** or **XML** file. All Psitek-built device details have been recorded in a database and Psitek can assist in providing a **CSV** file of all the devices you purchased.

The **CSV** or **XML** files need to be in a specific format in order for the Psitek Management Centre to accept them. Templates for both files can be created on the PMC. The links to the files are located on the **Device Management >> Files** page. Import device information by following these steps:

- Ensure the device data is in the correct file format (i.e. .csv or .xml).
- Navigate to **Device Management >> Files** and select the **Add Provision File** icon.
- Add File.
- Browse to your file and select it
- Select the **Import** icon.

The Psitek Management Centre will register the devices in the database. If a device is already in the database, the PMC will update its properties according to what is specified in the file. This is advantageous in that files with partial information can be imported, e.g. when updating devices' owners or MSISDN only, etc.

3.11.2. Adding the device by manually entering its information

Devices can be added to the Psitek Management Centre by manually entering the information. To do so, follow these steps:

- Navigate to **Device Management** and select the **Add Device** icon.
- Select the **manual** import method.
- Enter the device details and select the **Add Device** icon.

3.11.3. Automatically registering devices

If a device reports to the Psitek Management Centre and is not registered in the database, the server will automatically create the device in the database under **Unregistered Group**. The device must be relocated to a preferred group once it has been registered.

3.12 Configuring **devices**

Device configuration is captured in files - be it firmware, configuration or Content Ready files. The first step would be to upload the files to the Psitek Management Centre via **Device Management** >> **Files** page. Following these steps once the files are on server:

- Select the devices to be configured.
- Select the **Configure Menu** icon.
- Choose a suitable configuration and press **Continue**.
- After selecting a medium and gateway, press **Continue**. (When toggling between mediums, you'll notice that only gateways that support the selected medium are shown.) A gateway need not be specified if GPRS is selected.
- A summary of the **Configuration Job** will be displayed. If all the details are correct select the **Finish** icon.

> The device's status colour will change to amber until the configuration job is done. GPRS jobs are not pushed down to the device; the device must be configured to fetch the job.

3.13 Monitoring **devices**

Devices can be monitored in one of two ways:

- Firstly, via **I'm here reports** (*please refer to section 3.5 Understanding Statistics*).
- Or by configuring the device to automatically connect to the Psitek Management Centre (via GPRS), either on start-up or at pre-specified time intervals.

Each time a device connects to the Psitek Management Centre, an **event** is logged against the device and the last connected time is updated. Go to the **Device Management** » **Devices** » **None** » **History** page to view device activity.

On installation of the Psitek Management Centre, a reporting interval is defined. The reporting interval is used to detect devices *not* reporting within the specified interval. When the server detects that a device did not report within the specified interval, the server will generate an alert and change the device's status colour to red.

3.14 Using the **filter**

All pages listing **Devices**, **Alerts** and **User jobs** etc. have a Filter selection available at the bottom of the page. You used the Filter to quickly and conveniently acquire a range of devices and alerts. When you click on the Filter button, an overlay pop-up appears from which you can choose the fields you want to filter on. Each time you select a field, the overlay will disappear and the field will appear at the bottom. If you need more fields to filter on, repeat the process . Press the **Apply Filter** button once you've specified the ranges in the fields. The page will be refreshed with your specified range of devices/alerts.

Using the filter

Select	Status	Device Type	Tracking Number	MSISDN
☐	○ New	Adondo Tama [169]	02506117	+278232568 None
☐	○ New	Adondo 2 [178]	02528951	+27823256879
☐	○ New	Jembi Lite [118]	01869913	+27741012793
☐	○ New	Adondo Classic [99]	538459127808000	+27741012801
☐	○ New	Jembi 2 Series [172]	02534579	+2712345
☐	New	Jembi Classic [154]	travis-test	+27821144234
☐	Active	Jembi 2 Series [172]	1234567890	+27827749880
☐		Jembi 2 Series [172]	02416809	+27823261884000
☐		Jembi 2 Series [172]	02418660	+27836526686000
☐		Jembi Classic [154]	02401510	+27823261884321
☐	New	Adondo Tama [169]	02507791	+27836587964 None
☐	Active	Adondo Classic [99]	01E9B9C90A0000	+27845139555
☐		Jembi 2 Series [172]	900000000	+27842883359
☐	New	Jembi 2 Series [172]	900000001	+27749045231
☐		Jembi 2 Series [172]	900000002	+27723552295
☐	New	Jembi 2 Series [172]	900000003	+27844578809
☐		Jembi 2 Series [172]	900000004	+27839954138
☐		Jembi 2 Series [172]	900010000	+27842360787
☐		Jembi 2 Series [172]	900010001	+27748221640
☐		Jembi 2 Series [172]	900010002	+27733825490
☐		Jembi 2 Series [172]	900010003	+27836741744
☐		Jembi 2 Series [172]	900010004	+27824056523
☐	New	Jembi 2 Series [172]	900020000	+27739207014
☐	New	Jembi 2 Series [172]	900020001	+27724058649
☐		Jembi 2 Series [172]	900020002	+27735984084

Filters

- ☐ User Agent
- ☐ Group
- ☑ Tracking Number
- ☐ Device Type
- ☐ Status
- ☐ MSISDN
- ☐ Serial Number
- ☐ IMEI
- ☐ ICCID
- ☐ First Name
- ☐ Last Name
- ☐ Identity Number
- ☐ Config File
- ☐ Firmware File
- ☑ Menu File
- ☐ Last Connected
- ☐ Hardware Version
- ☐ Loader Version
- ☐ Firmware Version
- ☐ Billing Version
- ☐ Billing Version 2
- ☐ Reporting Medium
- ☐ Reporting Interval

Item Count | Page Count 4 | Current Page: 1

Selection | Select Entire List

Tracking Menu File = ▼ ▼

Filter | Apply Filter | Reset

Figure8

4. Administration

4.1 Viewing and managing **entities**

An entity can be a location, owner, vendor, employee or agregator. All entities can be viewed by navigating to **Administration >> Entities** page.
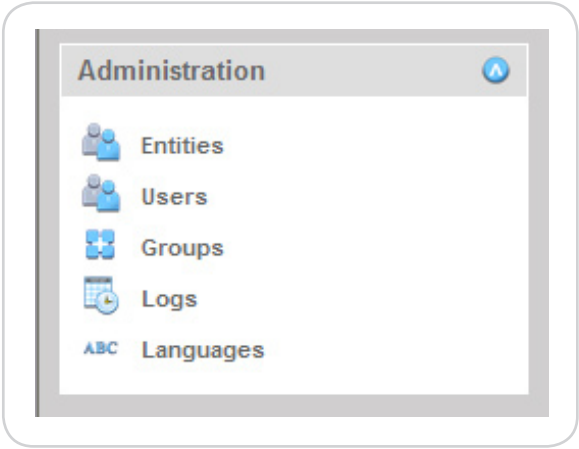
Administration

To view all users, navigate to **Administrator >> Users** page. When adding or editing a user, particular group(s) and user privileges/profiles can be specified.

The following four profile levels exist:

- **Super-user:**   This user can access any group or user (etc.) on the system and is allowed to create groups. A **super-user** is only created when the Psitek Management Centre is installed.

- **Administrator:**   The **administrator** can do anything (including creating users) on the group(s) to which they belong.

- **Operator:**   As an **operator**, this user can perform any management tasks (*excluding* creating users) on the group(s) they belong to.

- **Guest:**   A **guest** only has view rights on the group(s) they belong to.

> On installation, the system administrator has the ability to define new roles and modify the existing ones.

4.2 Viewing **user actions**

All actions performed by a user are logged. These can be viewed by navigating to **Administration >> Users** and clicking on any field of the specific user. Select the **History** menu to view the user's history.
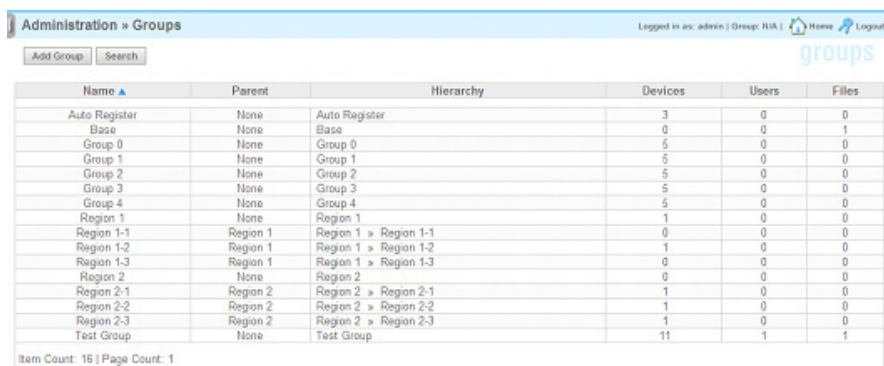
4.3 Viewing and managing **groups**

As discussed in section 3.6 (**Understanding groups**), groups are the mechanism by which devices and users are organised. All groups can be viewed by navigating to the **Administration >> Groups** page. A hierarchy can exist

in which groups can belong to another group, in which case the key will have a *parent*. The **Parent** column shows the direct parent of the group while the **Hierarchy** column shows where in the hierarchy the group lives.

A new group can be created by selecting the **Add Group** button. A group's properties can be changed by clicking on any of the group's fields.

Viewing and managing Groups

Figure 10

4.4 Viewing system **logs**

System logs can be viewed by navigating to **Administrator >> Logs** page. System logs are useful in tracking the device job progress, verifying that your gateway is connected to the Psitek Management Centre or being alerted to any system-related issues.

4.5 Database **management**

The Psitek Management Centre requires a database to operate. The PMC supports the MySQL and Postgress databases. (The MySQL database is recommended.) It is important that the system administrator create back-ups of the database on a *regular* basis, using the administrative tools provided with the database.

It is recommended that the system administrator archive the logs table - keeping the last two months of data only.

> **MySQL** software is released under the GNU General Public License (GPS), which is arguably the best known Open Source license. The formal terms of the GPL license can be found at http://www.fsf.org/licenses/.

5. Troubleshooting

How can I check that my device is connecting to the PMC?

1. Navigate to the device and view its **history** which will indicate if the device is properly connected to the Psitek Management Centre.

2. Navigate to **Administrator >> Logs** and enter the device's tracking number in the description field filter. This will enable you to view the device logs and identify what went wrong while connecting

My device won't log on to the PMC (via GPRS)

1. Ensure the device's **APN** settings are correct.

2. Make sure that the URL setting for the Psitek Management Centre is properly set up on the device.

3. Check that the device is set up to report in at start-up or at specified intervals.

4. Ensure the device's SIM card is GPRS-enabled. Please contact your service provider with regards to activation.

5. Make sure that the device is in a region where GPRS is supported (i.e. there are GSM towers in the area).

My device won't respond to an update via SMS

1. If the device is an *Adondo Classic*, *Adondo Tama* or *Adondo 2 series*, make sure the gateway's MSISDN is programmed into the device as a **management number** as they only accept text messages (SMS) from management numbers.

2. Replies on international numbers do not always work. Use a remote gateway in the same country where the devices are located.

3. Ensure the MSISDN of the device is correctly captured on the Psitek Management Centre. The format of the MSISDN should be **+27825555555** with **+27** as the country code.

4. Make sure that an SMS job is created against the device.

The PMC won't show any statistics for my device

1. Should the device not display any statistics, **reporting settings** may *not* have been set up. To do so, go to **Device Management** >> **Devices** >> **None** >> **Configure** and set up the reporting function.

My device is in an alert state. How can I find out what is wrong?	1.Search for your device, click on any field to see the properties. 2. Click on the **Alerts** menu button at the top. 3. The new alerts are listed under the Appendix A. Find the alert description to see what the problem and solutions is. 4. Once you've taken the corrective actions, clear the alerts. Your device will return to its active (green) state.

The modem gateway does not seem to work	1.Check that the gateway is configured correctly, e.g. the proxy settings, port number, etc. 2. Make sure the Fusion modem is configured properly with a terminal programme. (Refer to the Administrator Guide.) 3. Verify that you can send an SMS from the modem gateway. 4. Verify that the modem gateway can receive an SMS. 5. Verify that the MSISDN is correct for the device you want to configure on the Psitek Management Centre.

I cannot log on to the Psitek Management Centre	1.Make sure that your computer has access to the network on which the Psitek Management Centre is hosted, e.g. Internet or intranet (LAN). 2. If the login page is displayed, you have access to the Psitek Management Centre. 3. If your username or password is denied, contact your Administrator who can set you up as a user on the Psitek Management Centre. If this has already been done, the administrator can reset your password.

6. Appendix A: Alert definitions and solutions

Alert	Priority	Description	Cause and solution
Device Manager			
encryption_failed	Critical	Encryption failed, check that encryption key was correctly configured on device and PMC	Could not decrypt the request from the device. **Solution:** ensure PMC encryption key corresponds with device's key.
feature_mask_change	Low	Feature mask change x -> y	When the PMC communicates with the device, its gets the actual feature mask from the device and updates the default value. **Solution:** none
loader_version_change	Low	Loader version change x -> y	Happens the first time the PMC communicates with the device and whenever the loader is updated. **Solution:** none
firmware_version_ change	Low	Firmware version change x -> y	Happens the first time the PMC communicates with the device and whenever the firmware is updated. **Solution:** none
billing_version_change	High	Billing version change x -> y	Happens the first time the PMC communicates with the device and whenever the billing tables are updated. TAKE NOTE: POSSIBLE FRAUD. **Solution:** Make sure this is the correct billing version. If not, update the configuration.
hardware_version_ change	Low	Hardware version change x -> y	Happens the first time the PMC communicates with the device and whenever the device's board was swopped out during repairs. **Solution:** none
iccid_change	High	ICCID change x -> y	Happens the first time the PMC communicates with the device and whenever the SIM card in the device was swopped. TAKE NOTE: POSSIBLE FRAUD. **Solution:** Investigate with owner why the SIM card was swapped.
device_not_found	Medium	Device x does not exist	When you are trying to do a serial job for a device not in the PMC's database or a stats SMS was received for a device not in the PMC's database this alert will be raised. **Solution:** Add the device to the PMC.
command_not_found	High	Could not find command to update	A command response was received from a device that does not belong to the current job. **Solution:** If the current job fails, redo the job.

Alert	Priority	Description	Cause and solution
no_tracking_number	High	Could not pull tracking number from unit	While doing a serial job, the PMC could not get the tracking number from the device currently connecting to the serial gateway. **Solution:** Make sure it's a Psitek device and that the correct cable is used. Press the **Go** button again on the serial gateway.
tracking_no_mismatch	Critical	The tracking number x of the incoming y report does not match this device	This happens when the MSISDN is incorrectly configured to a wrong tracking number in the PMC database. **Solution:** Put the MSISDN against the correct tracking number by editing the device's properties on the PMC.
gateway_alert	High	Gateway x reports: y	The gateway reported an error. **Solution:** Attend to the gateway. Resetting may be necessary.
job_failed	Medium	Job x failed	A job failed as a result of the device being off, a time-out or a command in the job not being allowed for the specific device. **Solution:** Check the reason for failure and redo the job if you know the device might be on now.
config_update_failed	Medium	Updating configuration from gateway response failed for device x	The update configuration job failed. **Solution:** Check the reason for failure. If device's properties are wrong, correct them and redo the job.
sim_pin_update_failed	Medium	Updating SIM PIN from gateway response failed for device x	The update SIM PIN job failed. **Solution:** Make sure that correct SIM is in the device. Redo the job.
menu_update_failed	Medium	Updating menu from gateway response failed for device x	The Content Ready menu failed to update. **Solution:** Check the reason for failure and redo the job.
stats_update_failed	Medium	Updating stats from gateway response failed for device x	The updating of the statistical report settings failed. **Solution:** Check the reason for failure and redo the job.
firmware_update_failed	Medium	Updating firmware from gateway response failed for device x	The updating of the firmware failed. **Solution:** Check the reason for failure and redo the job.
simlock_update_failed	Medium	Updating SIM lock from gateway response failed for device x	Could not lock the device's SIM, e.g. device already SIM locked or no SIM in device, etc. **Solution:** Check the reason for failure. Take corrective actions and redo job.

Alert	Priority	Description	Cause and solution
netlock_update_failed	Medium	Updating network lock from gateway response failed for device x	Could not network lock the device. Generally, network locking is only done in the factory. It's possible that the device is already network locked. **Solution:** Make sure the device supports network locking and that its not already locked.
Purse Manager			
low_purse_warning	High	Low Purse Warning - Device x purse has dropped to y	When purse alerts are enabled on the devices and the purse value drops below y, this alert is sent from the device. **Solution:** Inform the owner that his/her purse needs to be topped up.
purse_transaction	High	Job x: errors	This happens when a purse transaction failed, e.g. incorrect transaction ID, SMS got lost, etc. **Solution:** Query the device's last transaction. If the current transaction was successful, stop. Alternatively, redo the current transaction.
purse_fraud	Critical	Job x: errors	The PMC raises this alert when it detects fraud might have taken place during the transaction. **Solution:** Investigate why there has been one or more transactions that the PMC was not aware off.
Utils			
no_alerts	Medium	Device hasnt logged in, last login > x	This alert is raised when the device did not log in for a certain number of days. **Solution:** Investigate why this happened.
gateway_not_con-nected	High	Gateway x does not have last connected time	This happens when a gateway did not log in at all. **Solution:** Ensure the gateway's settings are correct and restart it.
gateway_timout	High	Gateway x has timed out	This happens when the gateway is set to report every x seconds yet it hasn't reported in for a period longer than x. **Solution:** Make sure the network is properly and the gateway is running.

Alert	Priority	Description	Cause and solution
job_timeout	Medium	Job x has timed out	The job timed out before it was completed. Possible causes are that the device or gateway is off, or the device properties incorrect (incorrect MSISDN). **Solution:** Check all possible causes and redo job.
Voucher Manager			
unused_book_in	Medium	Tried to book in a voucher while not in use	The Grouphone tried to book in a voucher that was not booked out in the first place. **Solution:** None.
external_power_failure	High	External power failure	The Grouphone's external power failed. **Solution:** Investigate the reason. Suburb may have a power failure. Send a technician to repair the device.
battery_low	High	Battery is low	The Grouphone's battery is low. This can happen during external power failures for an extended period. **Solution:** Investigate if external power failed. Send technician to repair the device.
no_pmc_response	High	No response from the PMC	The Grouphone can't communicate with the PMC server via HTTP (over GPRS), typically when server is down or network problem. **Solution:** Check server availability, network, etc.
no_gprs_comms	High	Failed to establish GPRS communication	The Grouphone's APN settings may be incorrect. The network tower may be down or the network congested . **Solution:** Check the Grouphone's APN settings or try again later.

7. Contact us

Psitek Customer Support

Telephone: +27 (0) 21 912 2360

Facsimile: +27 (0) 21 912 2120

E-mail: support@psitek.com

Website: www.psitek.com

PSiTEK