IPcenter v3 Frequently Asked Questions (FAQs) – Users

Contents

Notification FAQs

How Do I Update My Queue Subscriptions

1. Click **My Account** (upper-right of the IPcenter screen)

2. Click **IPim** under Application Configuration- Needs to be updated to reflect new screen in IPcenter.

3. Click one of the three watcher options on a given queue:

   a. Full Watcher (All Notifications) – All ticket updates are sent to the user for this queue.   Best practice is to be a full watcher on at least the general and critical queues as well as the ones you use routinely.
   Note: you will only have access to queues you work with.

   b. Partial Watcher (Open/Close Notifications Only) – Receive only notifications that a ticket was opened or closed

   c. Non-Watcher (No Notifications) – Receive no automatic notifications from this queue

      i. Note, you will still have access to view these tickets in IPcenter, but you will not receive email notifications in this case.

4. Click **Save** to update your subscription(s).

Is there flexibility on notification by device, site, or priority?

Yes, there is some customization available. You should discuss notification updates with your SDM.

What Triggers Notification Emails?

You can receive notification emails if:

- You are a member of a queue related to the update (either as an individual or as a member of a group included in the queue) – Receive either full, partial, or no notifications of activity related to a given queue, depending on your queue subscriptions

- You have been added as a CC: to this ticket by someone at IPsoft, either by client request or by an engineer/SDM at IPsoft because they felt you should be in the loop.

- You are included as a One-Time CC: or a One-Time Bcc: during a ticket update – As the label implies, you will receive only this notification, not future ticket notifications.

Why Do I Sometimes Receive Duplicate Emails?

If you are included on more than one notification trigger, you might receive several of the same email. For example, if you are on a queue to receive an update notification AND the ticket updater adds you as a **One-time Cc:**, you will receive two of the same email. See How can I adjust notification emails? if you are receiving duplicates. Duplicate emails also can occur when you are on an email distribution list for ticket notification.

How can I adjust notification emails?

If you are included on more than one notification trigger, you might receive duplicate emails. Update your email notification in one or more of the following ways:

1. Update your queue subscriptions - See How do I update my queue subscriptions?

2. Subscribe or Unsubscribe to a ticket's email notifications (via email or IPim)

3. Bookmark the ticket

Subscribe to or unsubscribe to a ticket

You can subscribe or unsubscribe to ticket emails either directly via links in the email you receive or via IPim:

Via Email

From a ticket email, you can choose to subscribe or unsubscribe to the notifications by clicking one of the links at the bottom of the email:
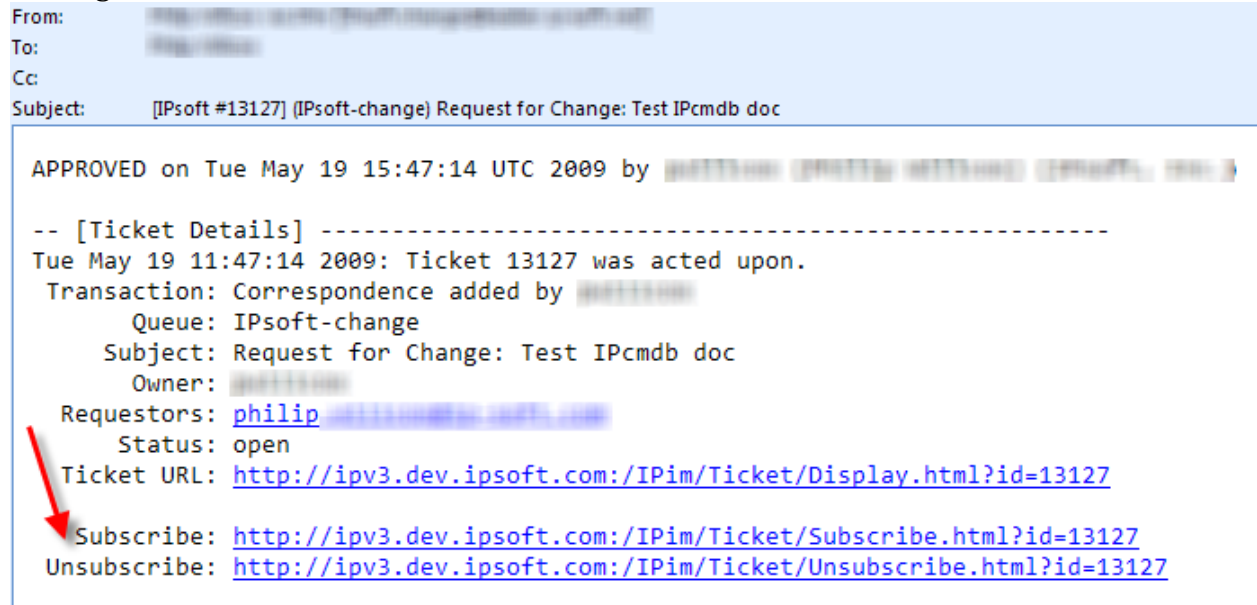
Not an IPcenter User?
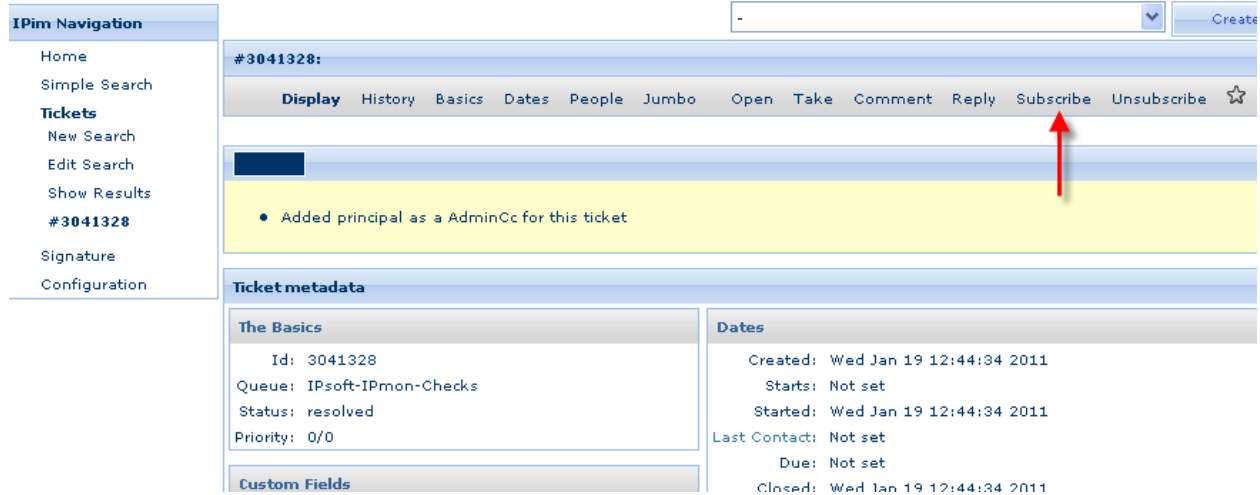
Even if you are not an IPcenter user, might still receive IPsoft ticket emails if you are a user on a particular distribution list. Because you do not have IPcenter access, however, you cannot manage your subscriptions from the tool.

Via IPim

Subscribe

If you're not a watcher or on a Cc: list for a ticket and want to see it without email notifications, subscribe to the ticket as follows:

1. For the desired ticket, click **Subscribe** in the IPim ticket menu bar (gray).

2. You will see an update in yellow noting that you have been added, below which you will see ticket information (metadata).
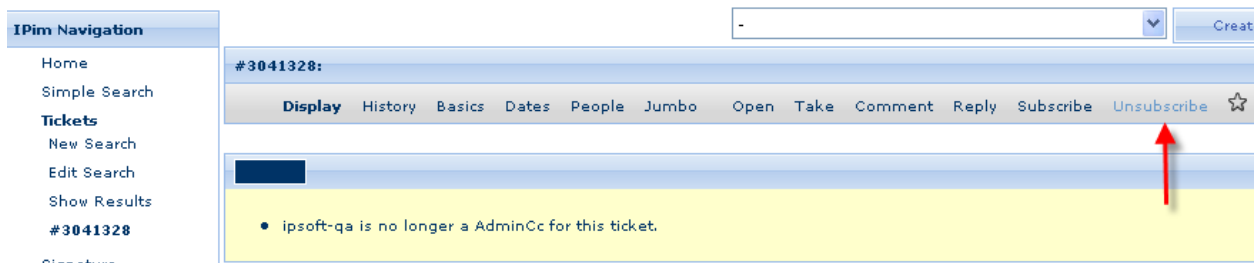
Unsubscribe
Unsubscribe to a ticket by clicking **Unsubscribe** in the IPim ticket menu bar (gray). You will see an update in yellow noting that you are no longer Cc: or AdminCc: (equivalent to Bcc:) for the ticket.

Bookmark a Ticket

If you would like to watch a ticket *without receiving email updates*, bookmark the ticket as follows:

1. Click the star icon in the ticket tool bar.

2. Clicking the star turns it gold and, when you refresh your browser to view IPim **Home** (note that this screen is static--refresh does not happen automatically), you will see the ticket under **Bookmarked Tickets:**

Can the access levels of employees that report into me or the account be altered?

No. Only queue access can be controlled—different employee levels are not reflected as different IPcenter account levels.

If you would like to update the access your employees have to IPcenter, please speak with your SDM or open a ticket to the <client>-access queue.

Why do I see two Home buttons?

- The **Home** button under IPim Navigation returns you to the IPim home page, which displays **10 highest priority tickets I own, Quick search**, and **Bookmarked Tickets**.

- The **Home** tab links you to the IPcenter Home page:

Reporting FAQs

Can I have reporting display for me every time I log in to the tool?

Yes, you can add reporting (or other modules) to your home page through the use of portlets. The Home page is loaded whenever you log into IPcenter.

Add Portlets

1. Add new portlets to your page by selecting the [Add Portlet] icon at the top of the page. The *Add a Portlet* pop up window opens.
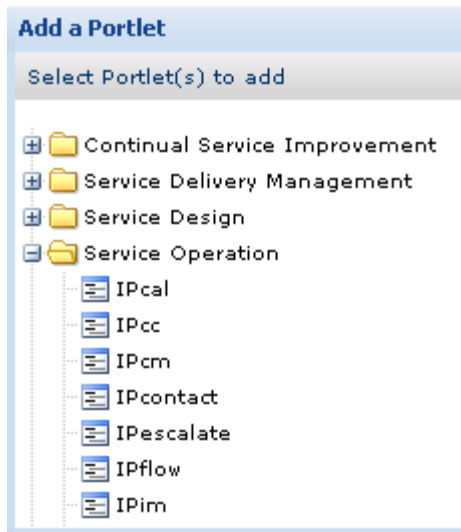
2. Expand the Service Operation folder and scroll down and click **IPreports**, which is below IPradar. The portlet is added to your home page but does not yet show content.

Configure

3. Click the Configure icon.
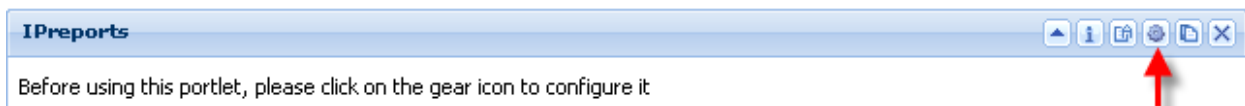
4. Select the IPreports Server from the available choices in the dropdown and click **Save Preferences.**

5. On your IPcenter **Home** page you now will see the IPreports portlet containing an expandable folder(s).

What is 'Site Unknown' or 'No Site Listed' in a report?

This also happens when a ticket is manually opened on the portal.

On one of my reports there was a statistic for "site unknown" what does this mean and how do we get this kind of question answered and issue resolved?

You might see 'Site Unknown' or 'No Site Listed' on a report graph. Because IPcmdb and IPmon data are independent data sources, IPcmdb relies on manual updates. So when, for example, device details are not included in the IPcmdb update (or if device details are being edited when the report is run), a report might not display a site.
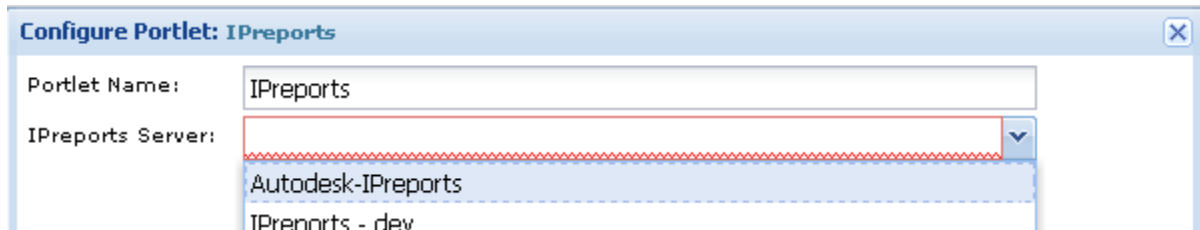
This can be rectified by conducting an audit of the CMDB entries. You can access this in the IPcmdb module within IPcenter. Contact your SDM about making changes to this information or if you have further questions.

How do I know what parameters or devices or interfaces were used to calculate availability?

The answer to this question depends on the report you are interested in:

- Device availability – Reports reflect a given device. A ping failure or a "Host down" alert constitutes no availability for a device.

- Site availability – There is a report that outputs all the devices used to calculate the site availability and from this compiles overall site availability numbers. Site availability also has a mapping of which devices->interfaces->circuits were used. As long as any one full path is online, the site is considered online.

How can I tell which services or parameters are being polled on my devices?

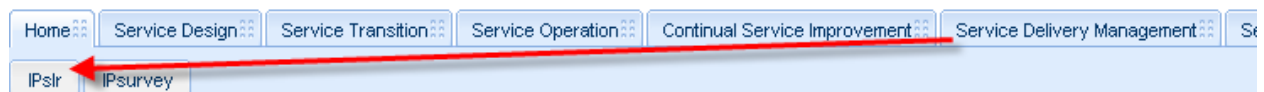IPmon displays this.

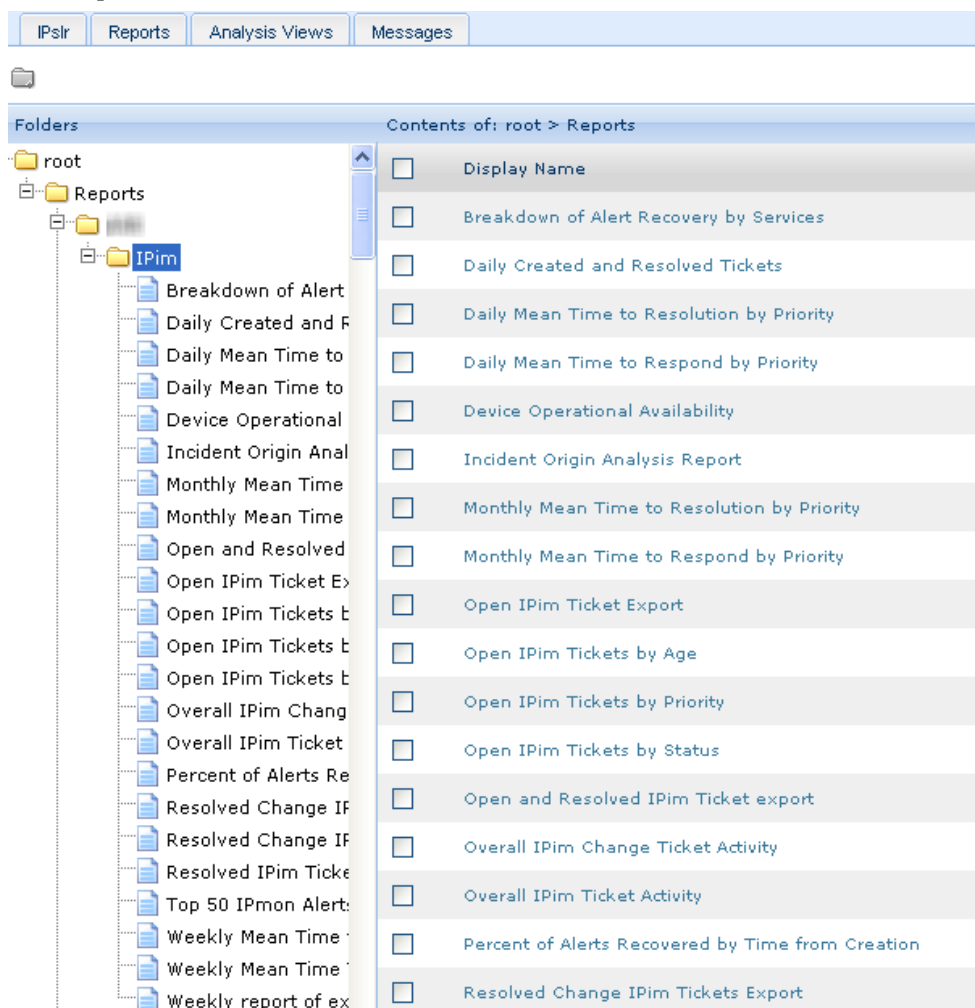## In what format can I export reports?

- IPslr – Export report results in these formats: .pdf, .xls, .rtf, and .csv.

- IPreports – Save report results as a bit map.
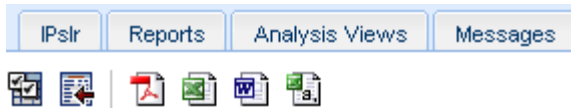
Exporting IPslr Results

1. Click **IPslr** in the **Service Delivery Management** tab

2. See available reports in the **<Client Name> > IPim** folder. Sample screen shots for the reports listed follow…

3. Click on a report name to run it.

4. Most report pages will contain controls for export options. These typically will be:

Exporting IPreports Results – update for the new version of IPreports

1. If you want to export one of your IPreports graphics, right-click on the graph output and click **Save Picture As...**
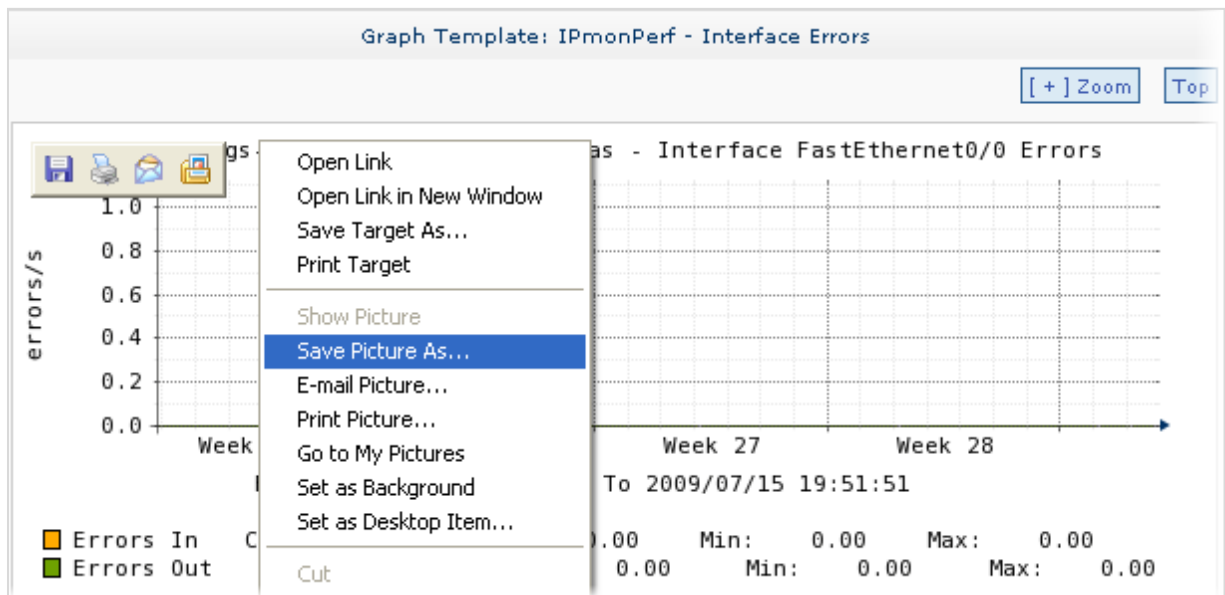
2. Save the image using the default type Bitmap (.bmp) or other format.

How can I get a monthly or weekly report snapshot?

When you run an IPslr report, the results page displays the following icons:

Click ![icon] to change the report parameters, including the date range or Start and End Dates:

Note: Long date ranges (greater than several weeks) might take several minutes for IPreports to generate.

How can I pull a list of incidents or changes for all my devices, not just Open ones?

In IPslr, run **Resolved Change IPim Tickets Export**.
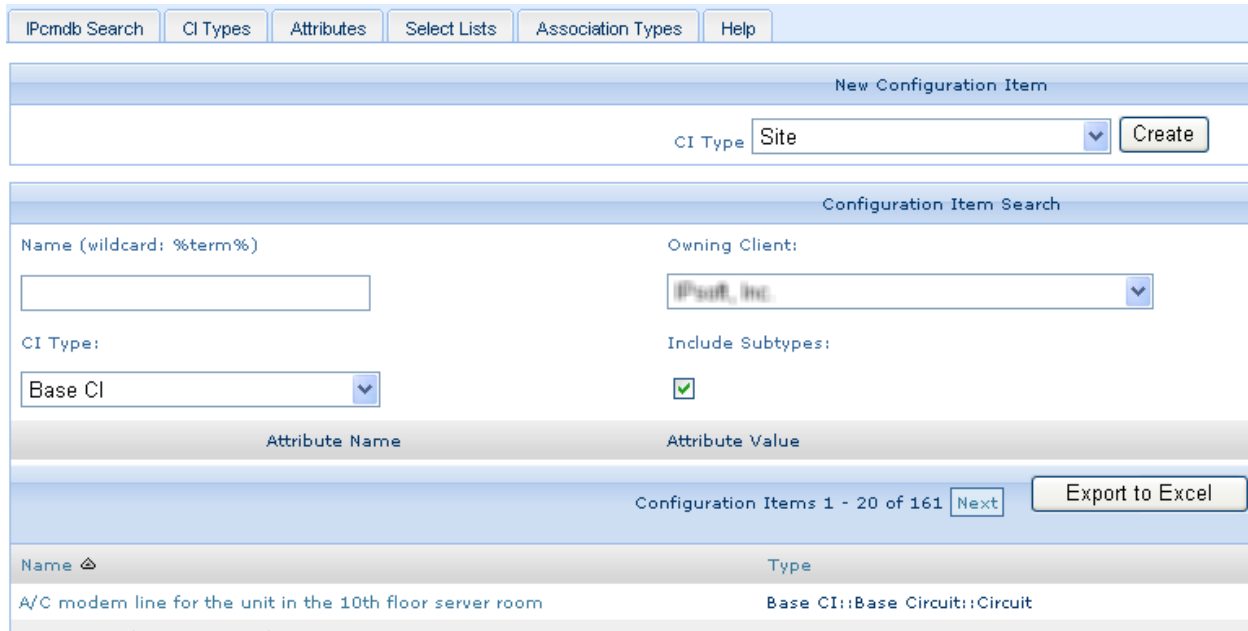
This returns all queues, but you can pick the queues you are interested in (consider exporting results to .xls and using filtering and sorting options)

Can I run a report the will provide site, contact, circuit, address information?

Cross reference IPcmdb data to get all the various data that you need. For example, you might first narrow your result set to a specific Site and then reference the site name to return Device data for the Site:

1. In the IPcmdb module of IPcenter, select CI Type **Site** and click **Search**.

2. Click **Export to Excel** (button above the results) to export the results to a worksheet to load.

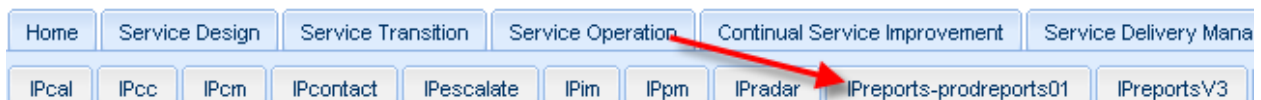3. Given Site name, you can search for and export **Device** data to a spreadsheet and then reference the selected Site name. (Do the same for circuit, contact, contact group, etc.)

How can I get utilization of my WAN/LAN components to display? Update for the new version of IPreports
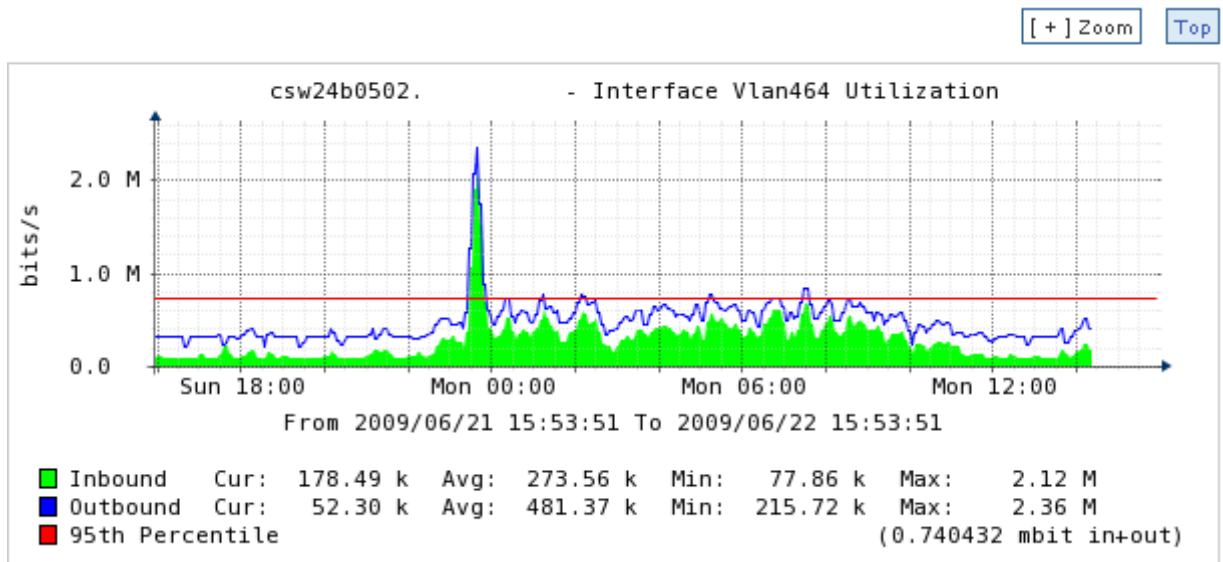
1. Open IPreports.

2. Expand (+) one of the available Host Groups in the **Navigation** section, which further expands to show related Hosts:
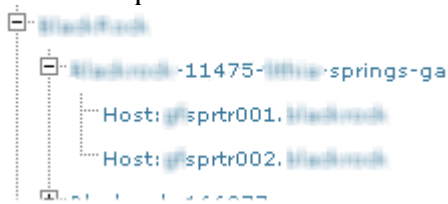
3. Click on a Host to automatically run IPreports associated reports, including Utilization reports:

How can I get a graphical representation of my network health?

This capability will be available in future with the release of IPflow.

What call stats are available on the portal?

None.

How is MTTR calculated and how is dead time accounted for?

- MTTR (Mean Time to Resolve) is accumulation of time that ticket is not in pending state.

- MTTN (Mean Time to Notify/Respond) is the time between a client update and a response. There is no "dead" time while the item sits in the ready queue waiting for an update.

- If you would like further information regarding these SLA's please contact your SDM.

Alert FAQs

What do the colors signify for alerts?

IPradar queues are color coded by how long the tickets have been in the ready queue:

Green – 0-5 minutes
Yellow – 10-15 minutes
Red – 15+ minutes

For tickets in the remaining queues, colors indicate how close they are to their ETAs as set by the engineer who has the issue in hand.

Green – More than 15 minutes until ETA
Yellow – Less than 15 minutes until ETA
Red – Ticket has gone past ETA

How does a client view of a ticket differ from an engineer's?

Both engineers and end users use the same tool, IPcenter v3; however, engineers have access to additional, admin-level views. For example, in IPradar, engineers can see how long a ticket has been working, pick up a ticket and set search filters for tickets:
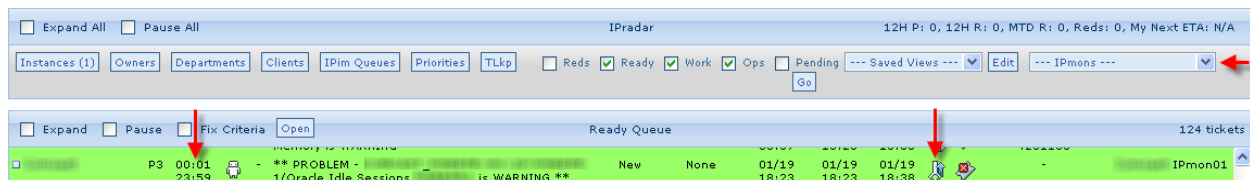
If I see trouble for a device on the screen how do I know engineers are working it? Update to show the radar filtering now available for clients.

In your IPradar Work Queue, you can see tickets being worked on, including the owner of the issue and the ETA.
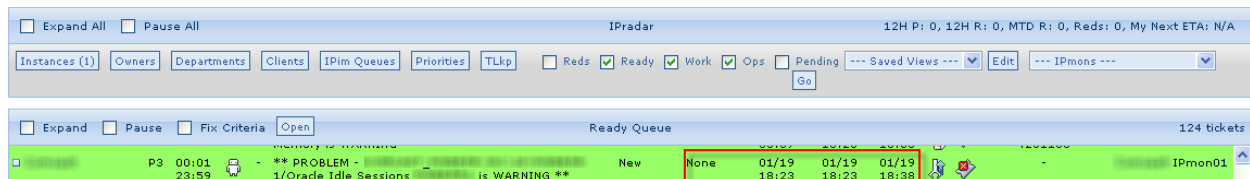
Can I set the threshold for when I want to be alerted?
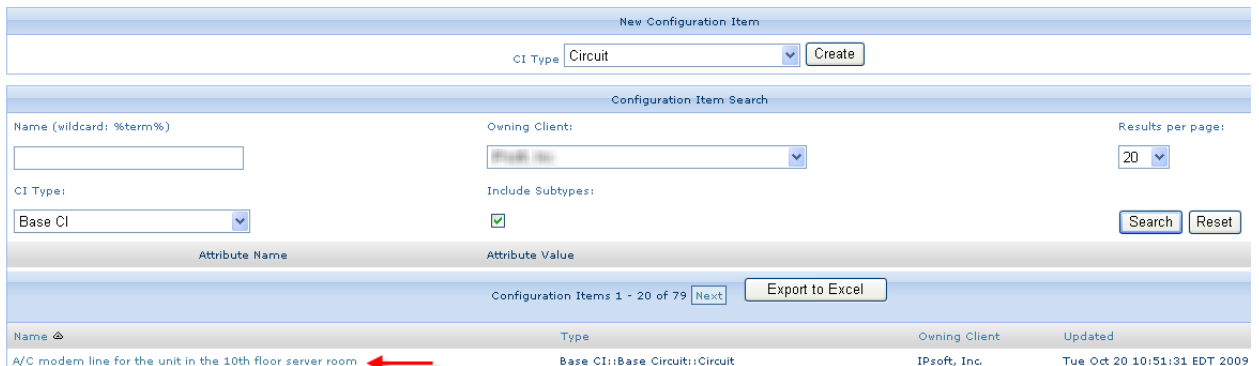
No.

Configuration Item FAQs

How do I update circuit information?

If you have appropriate IPcmdb permissions, you can easily edit circuit (or other Configuration Item information) information as follows:

1. To update an existing CI, search IPcmdb by specifying **CI Type** "Circuit" and click the CI you want to Edit in the search results:
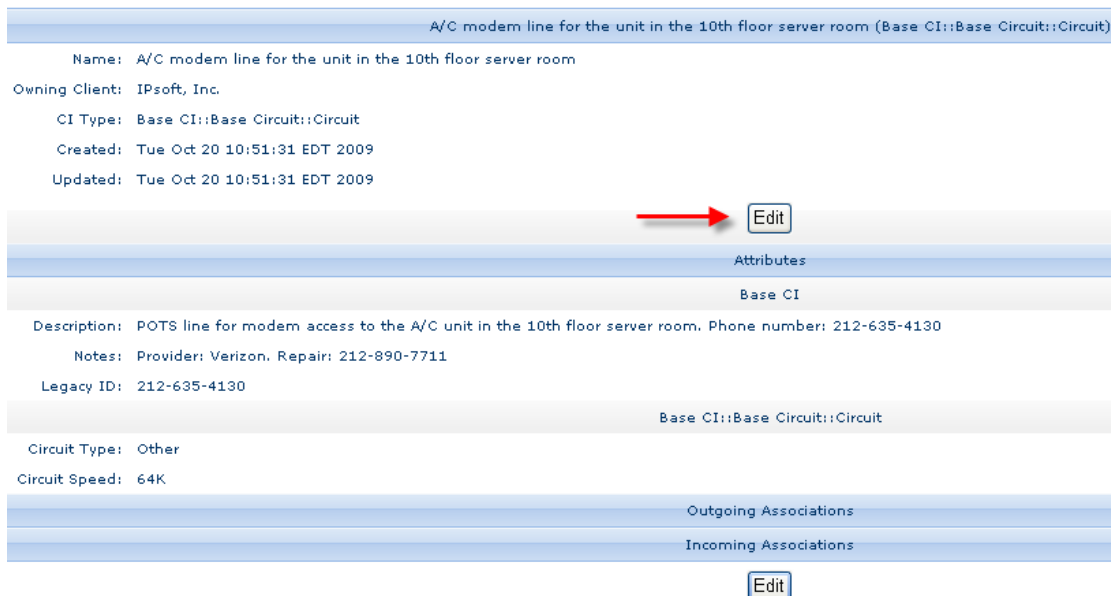
2. Click **Edit** in the detail screen for the CI (the first button unless you want to edit associations).
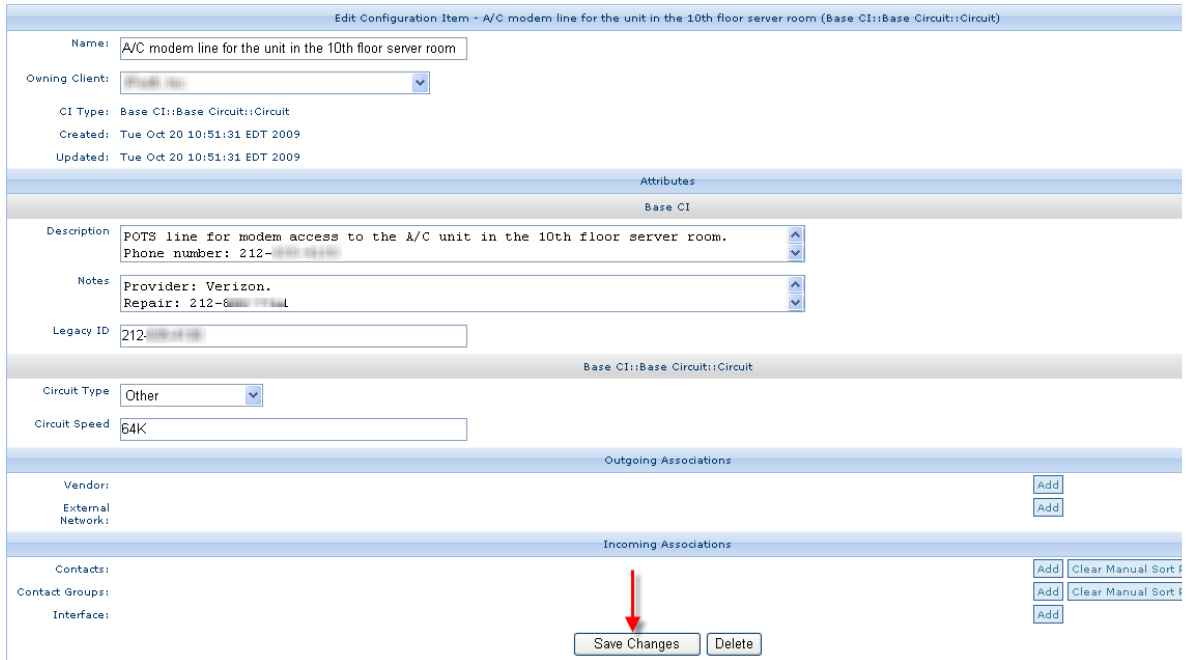
3. Update CI data directly on the **Edit Configuration Item** page and click **Save Changes** at the bottom of the screen:

Edits Reflect Across IPcenter
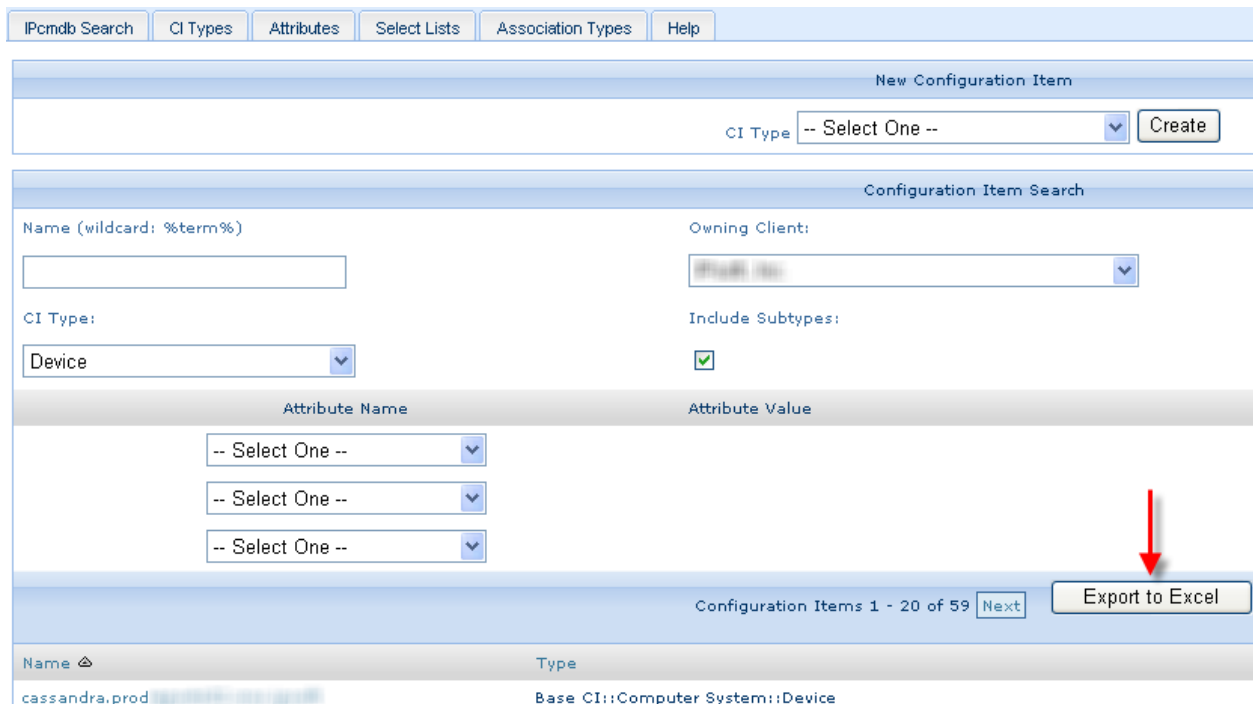
Changes you make to a CI in IPcmdb will update elsewhere in IPcenter.

How do I report on serial numbers?

IPcmdb allows you to return extensive configuration item data. You can narrow your result set by selecting a CI Type (and/or a Name and Attribute details). For example:

1. Select CI Type **Device** and click **Search**.

2. Click **Export to Excel** (button above the results) and wait for the Excel worksheet to load.

3. Scroll across the Excel results (partially results shown following).
   Note: If you did not narrow down your search, be aware of multiple Excel Workbooks (Contact, Device, etc.) in the export.

Can I get the list of IP addresses by devices?

In IPcmdb, you can narrow your Configuration Item Search to **CI Type** "Device" and click **Search**.

1. Click **Export to Excel** (button above the results).

2. In Excel, scroll over to the MONITORED ADDRESS [STRING] column to see device IP addresses:

Is the billing file accessible to the end users for review from tool?

No, however billing device data is available in IPcmdb.

Where is my vendor contract information displayed?

In IPcmdb, you can narrow your Configuration Item Search to **CI Type** "Vendor" and click **Search**.

Click **Export to Excel** (button above the results).

Vendor data includes support vendor type, phone number, etc. If the data is lacking, contact the customer to speak to sales rep.

How can I determine which devices are in alarm or trouble?

View any ticket in IPradar or IPmon.

How can I view my IOS or software levels? Can I send them to someone?
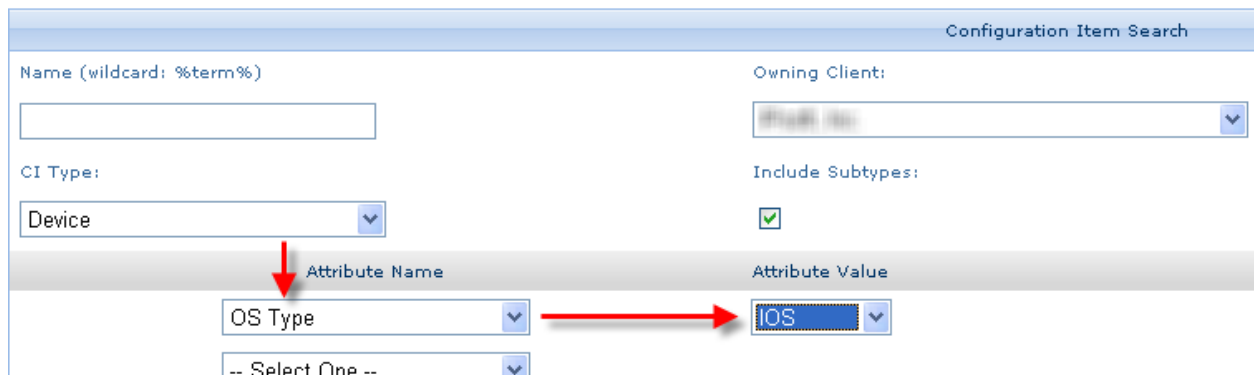
1. Open IPcmdb

2. In the optional search parameters, you can enter CI Type data you are interested in—for this example, CI Type **Device**—and click **Search**.

Narrow Results with Attribute Value

Note: If you are interested only in seeing, say, IOS devices, you can select **Attribute Name** attached to the Device and select, for example, OS Type with Attribute Value IOS:

3. You can **Export to Excel** your results, which gives you device detail like the following, including OS Type and OS Version:

OS TYPE [STRING]	OS SUB-TYPE [STRING]	OS VERSION [STRING]	ASSET ID [STRING]
windows			
windows			
windows		n/a	53472-OEM-0007007-04723
IOS		12.2(18)	SCA044600HW
IOS		12.2(18)	SCA044600JD
windows		\N	\N
windows		\N	\N
IOS		12.4(15)	20394165
IOS		12.2(25)	FOC1025Y060
IOS		12.2(25)	FOC1025Y061
IOS		12.2(25)	FOC1025Y068

4. You can email the .xls export as an attachment.

How can I see circuit and carrier information, including phone numbers?

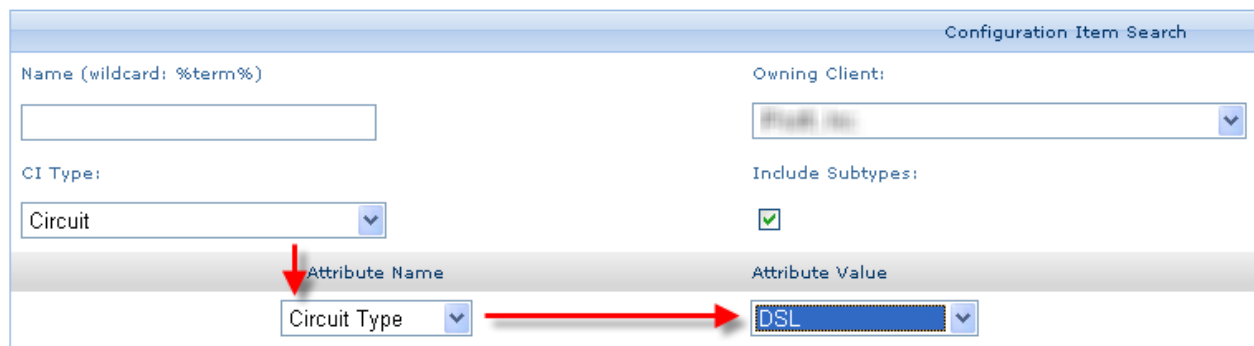IPcmdb contains this information. Access it as follows:

1. Open IPcmdb

2. In the optional search parameters, enter CI Type **Circuit** and click **Search**.

Narrow Results with Attribute Value

Note: If you are interested only in seeing, say, DSL, you can select **Attribute Name** attached to the Circuit and select "OS Type" with Attribute Value "DSL":

3. You can **Export to Excel** your results, which gives you device detail like the following, including carrier information under the VENDOR column.

OS TYPE [STRING]	OS SUB-TYPE [STRING]	OS VERSION [STRING]	ASSET ID [STRING]
windows			
windows			
windows		n/a	53472-OEM-0007007-04723
IOS		12.2(18)	SCA044600HW
IOS		12.2(18)	SCA044600JD
windows		\N	\N
windows		\N	\N
IOS		12.4(15)	20394165
IOS		12.2(25)	FOC1025Y060
IOS		12.2(25)	FOC1025Y061
IOS		12.2(25)	FOC1025Y068

4. Also you can run the report for CI Type "Vendor", which contains Vendor Phone Numbers, among other data.

Login and Help Desk FAQs

Who do we contact and work with if report information is wrong

Your Service Delivery Manager.

What contact should I use if I can't gain access?

Contact the NOC at 866-IPSOFT6.

What contact should I use if I do not get expected result or view?

Your Service Delivery Manager.

What happens if I do not log into the portal for an extended period of time?

Your password automatically expires every 90 days, so you may need to reset your password if you haven't logged in for an extended period of time.

What are the rules for passwords?

- Minimum length: 6

- At least one alpha and one numeric character

- Cannot contain the username, first name, last name, or white spaces (case insensitive)

- None of your past 10 passwords can be used

How many incorrect password entries before my account locks?

Three bad password entries will lock your account. Your account will auto-unlock after 15 minutes without a failed login.

If I want to request someone to look into an issue I do not see listed as an incident, how do I do that?

Open a new ticket.

If my login doesn't provide me full access or the level I expected, who or how do I fix it?

Escalate it through your internal contact. If don't know who the contact is, your Service Delivery Manager will.

What is the turnaround time to correct account or password issues?

Generally account or password requests are fulfilled quickly, but this depends on the service level agreement related to priority of the issue.

Availability and Refresh FAQs

Is the data I am seeing accurate and timely to real time or delayed?

All data is real time except for reporting data, which is generally delayed by 1-2 hours.

Will the portal refresh every hour or minute if I leave the screen open all day?

IPmon and Radar refresh every 5 minutes. Most other views are static and require you to manually refresh your browser to see fresh data.

What is my application availability?

Application availability for IPcenter is 24 x 7 x 365.

Incident FAQs

How are IPcmdb and IPmon kept in synch?

IPcmdb configuration items are not automatically re-synched with IPmon, so devices can exist in one but not the other.

Can I update incidents through the portal?

Yes, you can update and incident by replying to an IPim thread as follows or by replying to an automated email.

Reply to an IPim thread

1. In the ticket History, click **Reply** on an update:

2. Update the Reply as needed and click the **Update Ticket** button:

Reply to an automated email

As a Queue Watcher, you may also update a ticket by replying to an automated email. Replying will update the ticket as if you entered it via the portal. This is a particularly useful feature when you are remote or on a Smartphone.

Note: When updating a ticket via this method, all text in your email will be placed in the ticket. Best practice is to trim out any "history" that your email client might automatically include inline below the message. This will help make the chain of events in the ticket more easily readable.

Maintenance Requests

How do we inform IPsoft about scheduled maintenance?

This section details steps IPsoft clients should follow to inform IPsoft about scheduled maintenance.

Objective

Submit a change in IPcm to ensure IPsoft does not monitor or create incidents during scheduled times for maintenance that requires downtime.
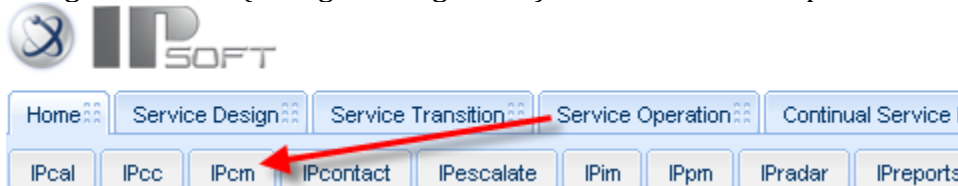
Prerequisites

The client technology change calendar is the central place to log all production changes that are scheduled. All changes for maintenance must get logged into the technology change calendar.
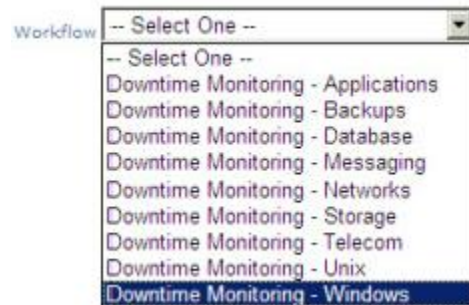
Procedure

Steps:

1. Login to IPcenter: https://ipcenter.ipsoft.com

2. Navigate to IPcm (change management) from the Service Operation tab.

3. Create a new Request for Change:

   a. From the **Workflow** dropdown > select one of the Downtime Monitoring choices

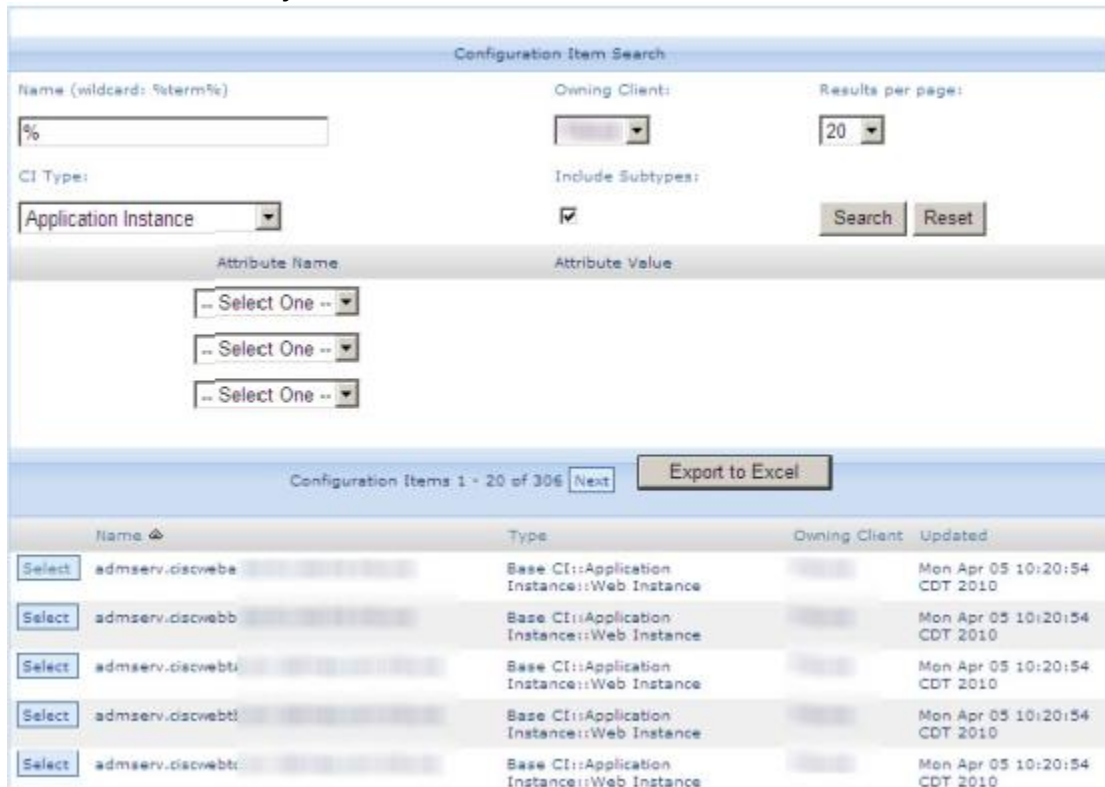**4.** Fill out the change request and click > **Create**.
Note: By default the change is saved in **Draft** status--Be sure to submit it for approval.

    a. Include the following fields:

- Attach CI

- Priority (defaults to Normal)

- Category (default is Substantial)

- Summary

- Reason

- Business Area / Services Affected

- Planned Start & Planned End (date & time)

5. When you click the Attach CI button, a new window will appear.
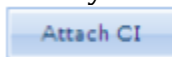
6. Use the search option to select single or multiple items related to the change. Click >
Select for each item you want to add.

Note: When you close the search window, you should see the related items next to
the Attach CI button.

7. Click > Submit for Approval

   a. The change will then move into a **Pending** status.

   b. Approvers will be notified by email to review and approve the change.
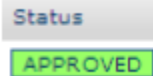
Note: Status will move to **Approved** when all approvals are obtained.

Status
APPROVED

8. The change will automatically move to Implementation a few minutes prior to the Planned Start time.

9. An IPsoft service manager will move the change to **Closed** status.
   Status: CLOSED

How do we submit an Emergency Change Request?

Goal: To provide a means for you, the client, to immediately request that monitoring be turned off, or for some other urgent need that requires attention from IPsoft to fulfill.

Steps:

1. Call the IPsoft technical Network Operations Center (NOC) phone number: **1-866-477-6386** (866-IPSOFT6) from the US.

   a. Alternate phone number: 888-477-6368 (888-IPSOFT8) or +1 212-708-5599 if dialing internationally

   b. Second alternative – Use only if no response by phone:

      i. If you have set up a client emergency request queue with IPsoft, send an email to the emergency request queue. State that you require an IPsoft technician to contact you immediately and that you have an emergency request that needs IPsoft attention.

2. Inform the helpdesk technician that you require an emergency change.   Provide any relevant information or directions.