

SOP for MeSH (Multi eSIM Hub) Customer Onboarding Steps for Single Tenant Use Case

Version Control

Document Name	Version	Date
SOP for MeSH Customer Onboarding	V001.00	09-05-2022

Prepared by	Technical Support Services	09-05-2022
Approved by	Technical Manager	<i>Saji Krishnan</i>

Revision History

Issue	Date	Reason for change
V001.00	09-05-2022	Procedure Documented for MeSH Customer Onboarding

Introduction

This document outlines the standard procedure for onboarding customers to MeSH (Multi eSIM Hub) eSIM management portal

Roles and Responsibilities

IT

- To ensure MeSH is available in production
- To ensure customer certificate signing request has been signed and ready to use
- Whitelist customer public IP address for MeSH eSIM management portal access

TSS

- SM-DP+ core customer instance is ready for MeSH onboarding
- Create the change request for certificate signing and MeSH onboarding activity
- To ensure that signed certificate has been securely delivered to the customer

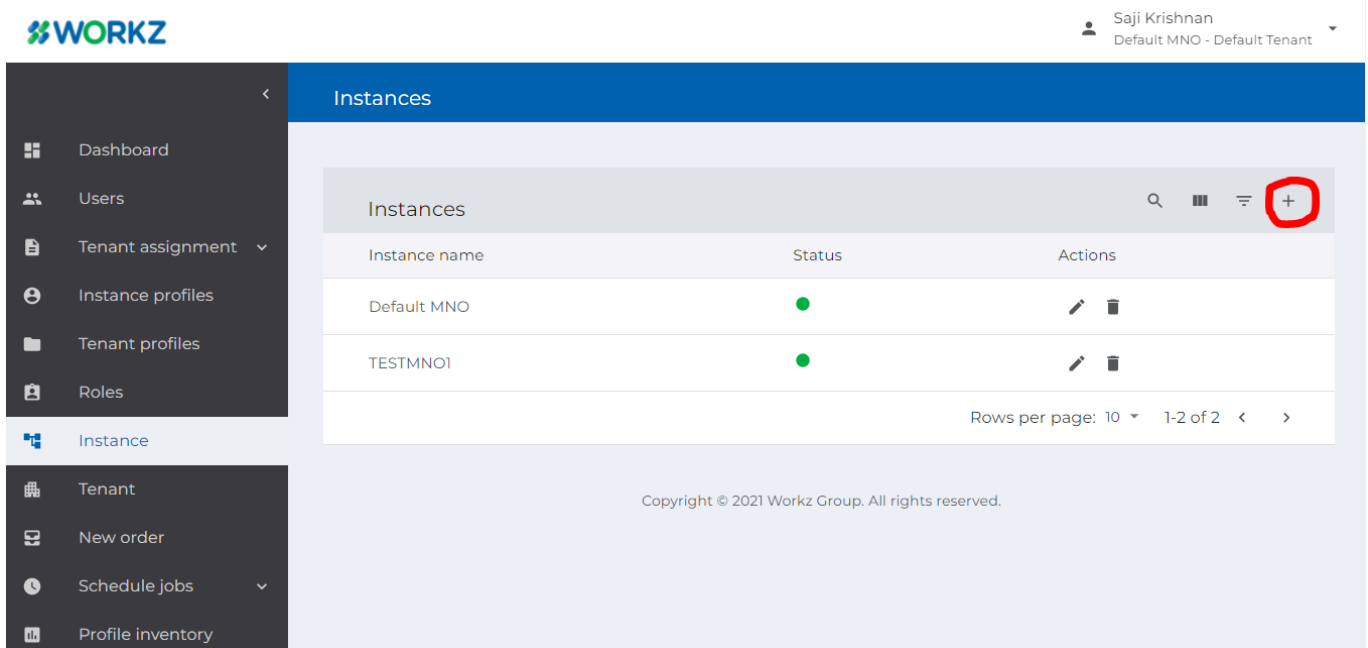
Customer

- Signed certificate has been received and public IP address is whitelisted





Procedure

- Login to MeSH via <https://mesh.rsp.world:8443/>
- Use the administrator account for MeSH access
- Creation of instance in MeSH is required for linking the MeSH with the customer instance hosted in the SM-DP+ platform
- The target SM-DP+ instance can be hosted in any or the combination of the following GSMA SAS-SM accredited locations
 - Dubai
 - France
 - USA
- Instances need to be created first by providing instance name and the profile consumption priority.
- If the instance is onboarded in multiple sites, the profile consumption will be based on the 'profile consumption priority' setting.
- Once instance is created, it needs to be edited and credentials for multiple platforms need to be provided.
- TLS certificate, key and key password if any need to be added in the below instance credentials settings page.

- Go to “Instance” option
- Click on “Add New Instance” -> “+” Sign



The screenshot shows the WORKZ user interface. At the top right, the user is logged in as Saji Krishnan, Default MNO - Default Tenant. The left sidebar contains navigation options: Dashboard, Users, Tenant assignment, Instance profiles, Tenant profiles, Roles, Instance (selected), Tenant, New order, Schedule jobs, and Profile inventory. The main content area is titled 'Instances' and displays a table with the following data:

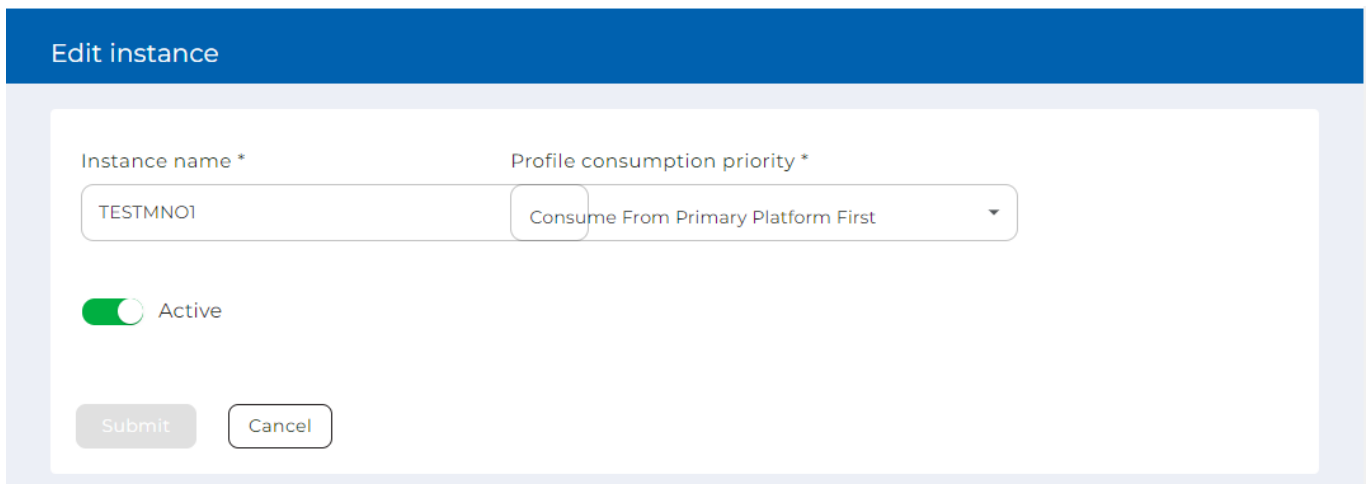
Instance name	Status	Actions
Default MNO	●	 
TESTMNO1	●	 

Below the table, it indicates 'Rows per page: 10' and '1-2 of 2'. A red circle highlights the '+' button in the top right corner of the table, which is used to add a new instance.

The following conditions are applicable when filling in instance settings details

- Name should match with the MNO name onboarded into Hybrid RSP Consumer platform
- Profile consumption priority – This setting can be used to decide how the profiles will be consumed in case the MNO is onboarded in multiple sites (Dubai, France). France and US sites are considered as primary and Dubai site will be secondary

Enter Instance name and Profile consumption priority



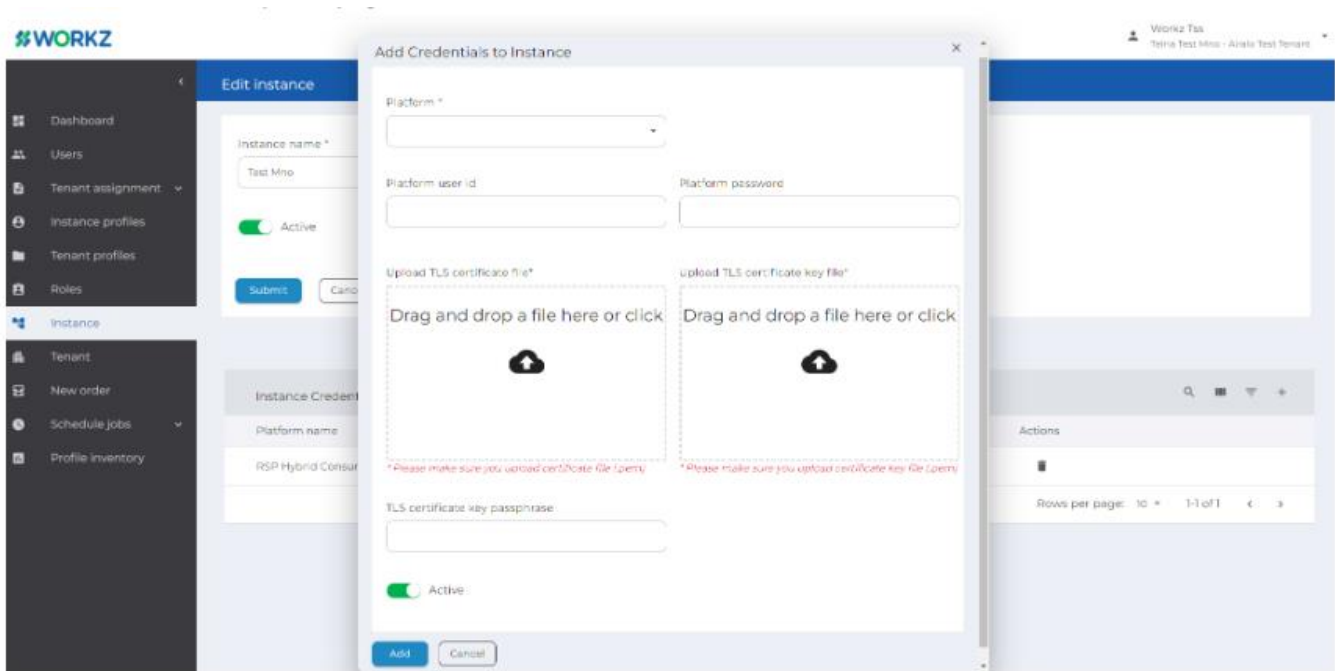
The screenshot shows the 'Edit instance' form. It contains the following fields and controls:

- Instance name ***: A text input field containing 'TESTMNO1'.
- Profile consumption priority ***: A dropdown menu with the selected option 'Consume From Primary Platform First'.
- Active**: A toggle switch that is currently turned on (green).
- Submit** and **Cancel**: Buttons at the bottom of the form.

The following conditions are applicable when filling in instance credentials settings details

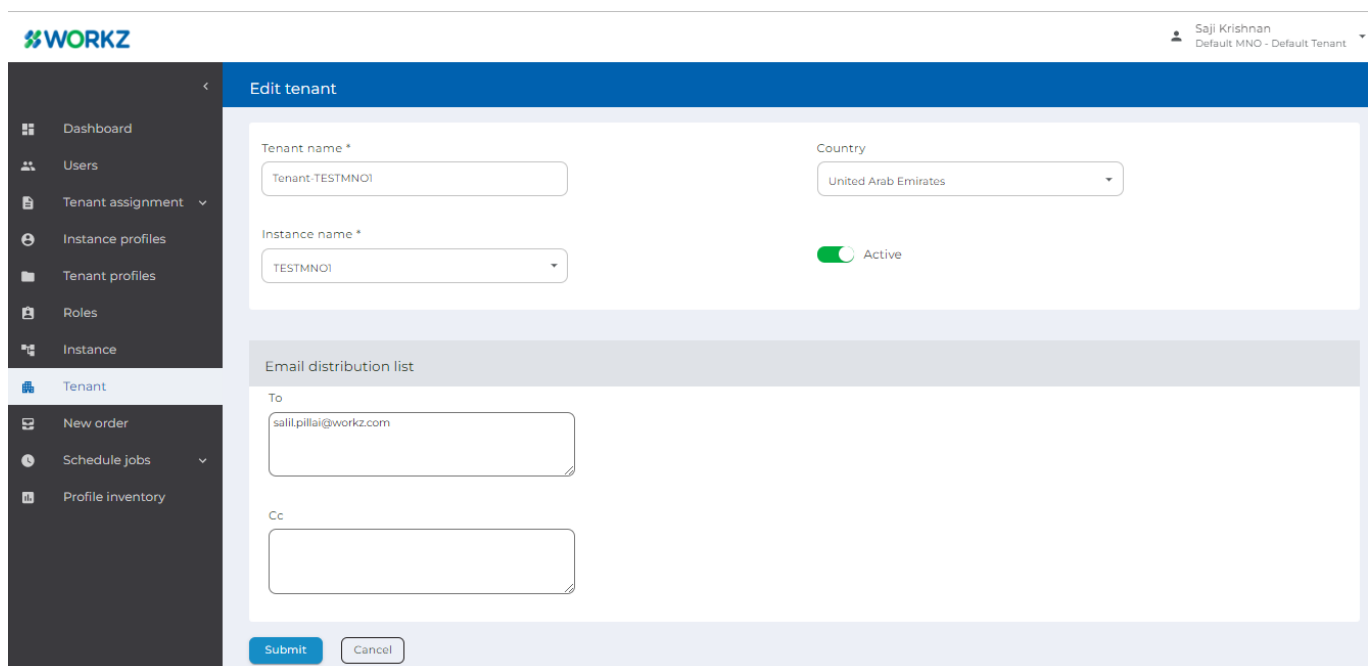
- Platform user id and password of the instance if required (currently only applicable for M2M)
- TLS Certificate of the MNO: This is for the MeSH to connect to the RSP Hybrid platform on behalf of the MNO
- TLS key of the MNO: This is for the MeSH to connect to the RSP Hybrid platform on behalf of the MNO
- TLS (private) key passphrase: Optional. Provide If the TLS (private) key is generated with a passphrase

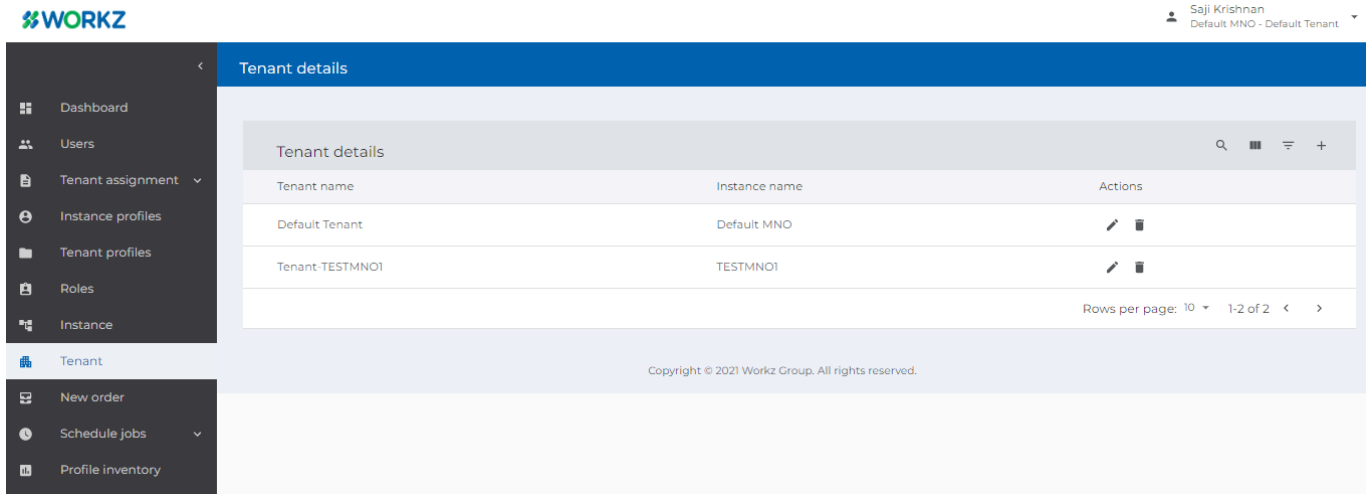
Enter Instance Credential Settings







Setting up tenants under the instance (Single Tenant use case)

- Go to “Tenant” option
- Instance administrator can create multiple tenants under his instance.
- The tenant creation and listing page is as below.
- The following fields are applicable
 - Tenant name: Name representing tenant
 - Country: Name of the country that the tenant belongs to
 - Instance name: Name of the instance in which Tenant has access
 - Email distribution list: Email addresses for accessing PDF dashboard report (separated by “,” if there are multiple email addresses).





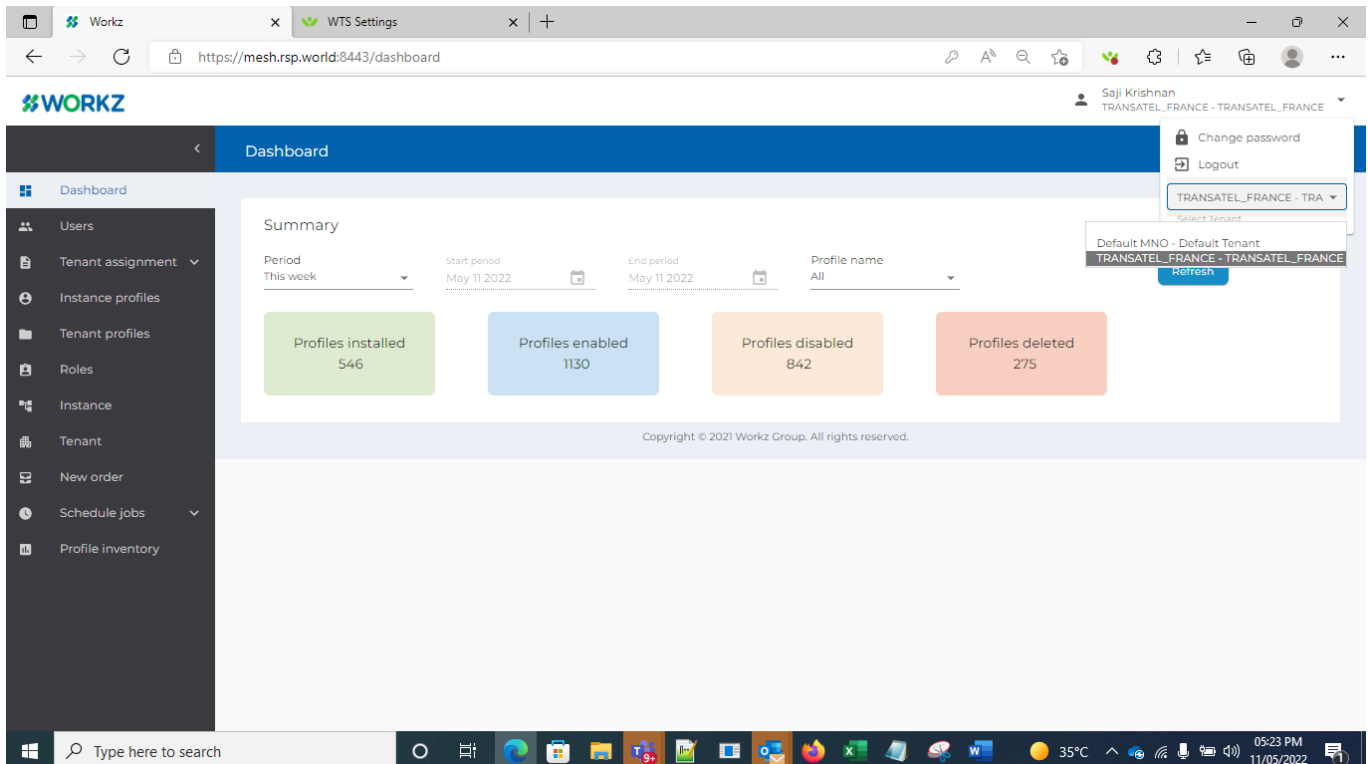
Tenant details

Tenant name	Instance name	Actions
Default Tenant	Default MNO	 
Tenant-TESTMNO1	TESTMNO1	 

Rows per page: 10 1-2 of 2

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From “System Administrator” account logged in, change the “Tenant” to the target tenant (see below) in which profile types need to be imported.



Dashboard

Summary

Period: This week Start period: May 11 2022 End period: May 11 2022 Profile name: All

Profiles installed	Profiles enabled	Profiles disabled	Profiles deleted
546	1130	842	275

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Change password
Logout
TRANSATEL_FRANCE - TRA
Select Tenant
Default MNO - Default Tenant
TRANSATEL_FRANCE - TRANSATEL_FRANCE
Refresh

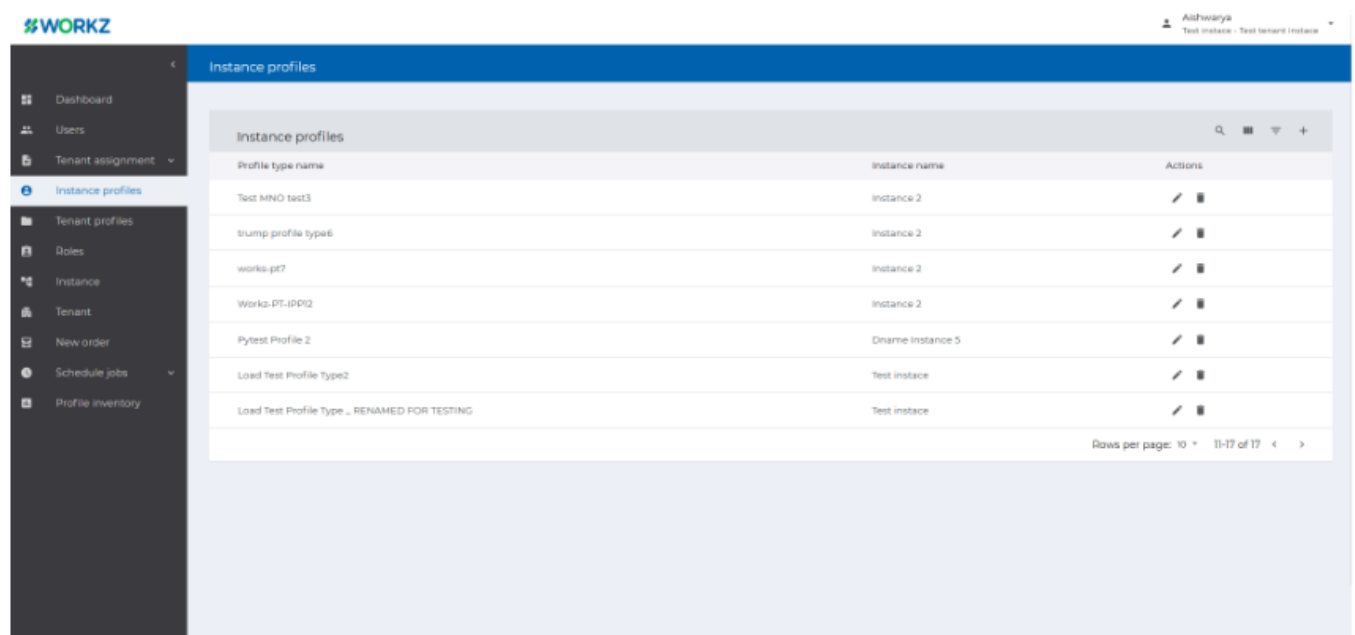
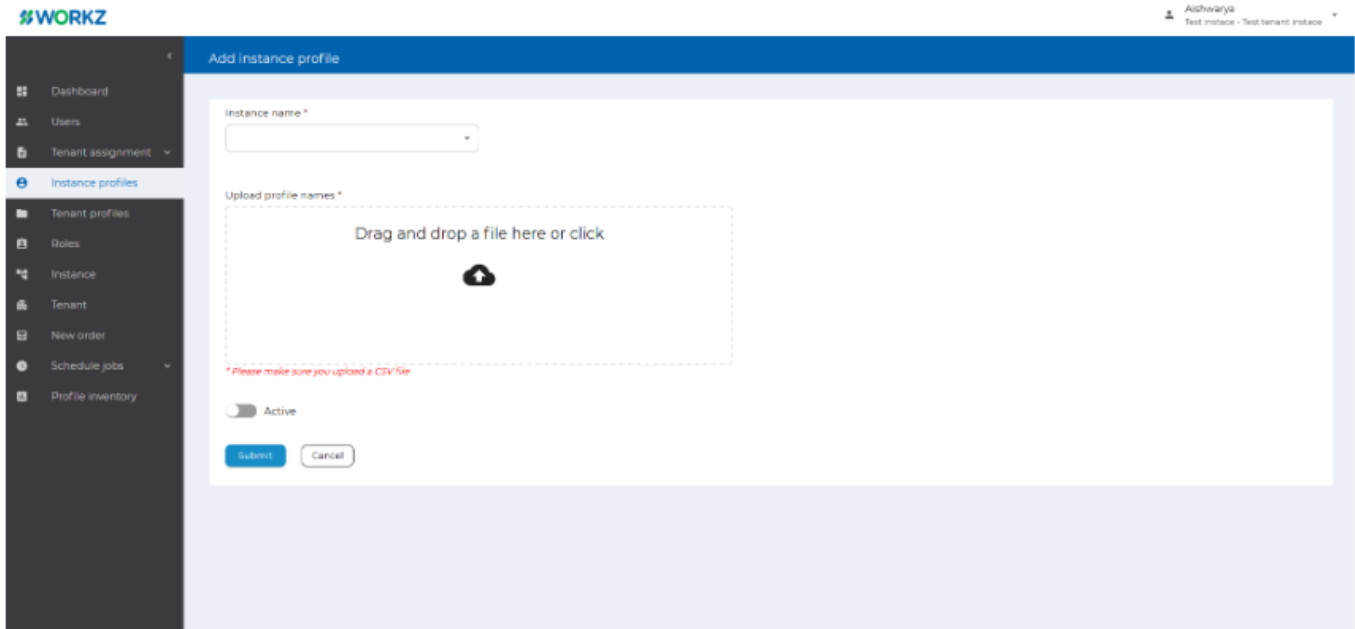
Upload Profile Types:















- The profile type needs to be uploaded using a csv file containing profile type names. See sample below.

```
profileName
Test Profile Type
Test_Generic_1.7.6
Load Test Profile Type
Test MNO test
Workz-PT-IPP
works-pt
trump profile type
```

- The page to upload profile types and profile type listing page is as below:

- Please fill in the following details
 - Instance Name: Select the name of the instance
 - Upload Profile Names: Select the “.csv” file created with profile names and upload it by clicking the cloud button, alternatively, drag and drop is also possible
 - Select active to make the profile types to be active in the instance

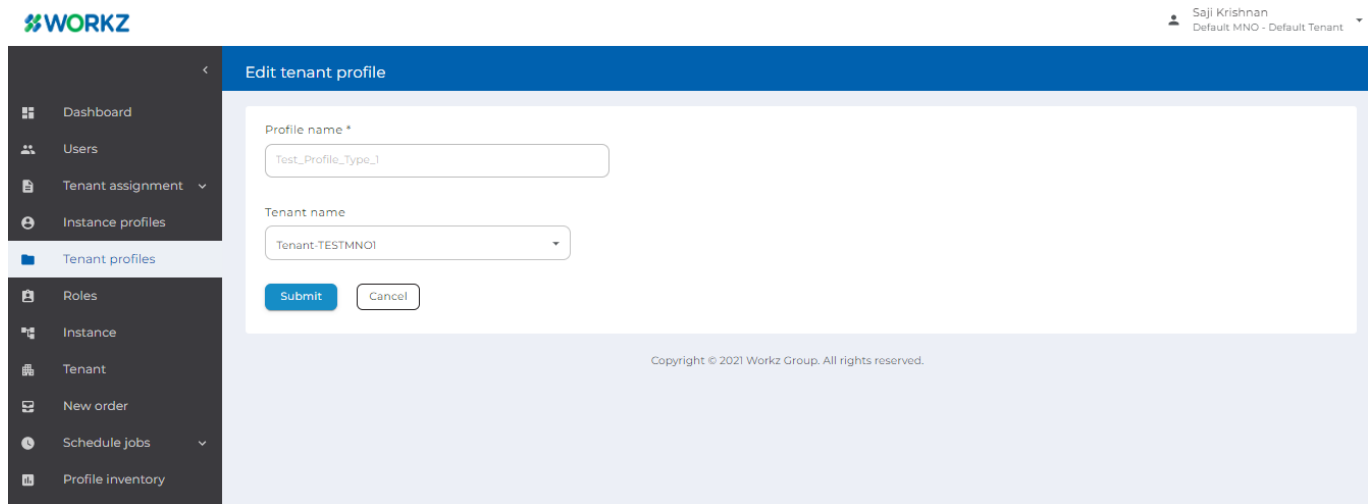


Profile type name	Instance name	Actions
Test MNO test3	Instance 2	 
trump profile type6	Instance 2	 
works-pt7	Instance 2	 
Workz-PT-IPDQ	Instance 2	 
Pytest Profile 2	Dname Instance 5	 
Load Test Profile Type2	Test instance	 
Load Test Profile Type ... RENAMED FOR TESTING	Test instance	 

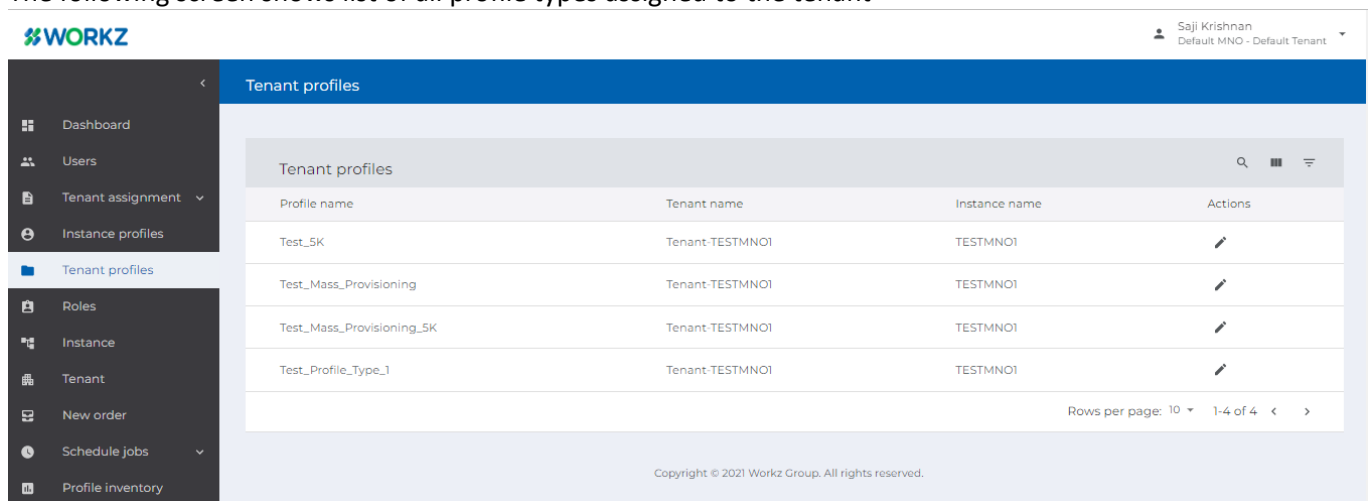
Rows per page: 10 * 11-17 of 17 < >





Assigning Profile Types to Tenant:

- For Tenant to access profile types and profiles, the imported profile types need to be assigned to the tenant.
- Go to “Tenant Profiles” page as shown below
- Enter the following fields (repeat for as many profile types needed)
 - Profile Name: Select Profile Type already imported into the instance
 - Tenant Name: Select Tenant name for assigning profile type



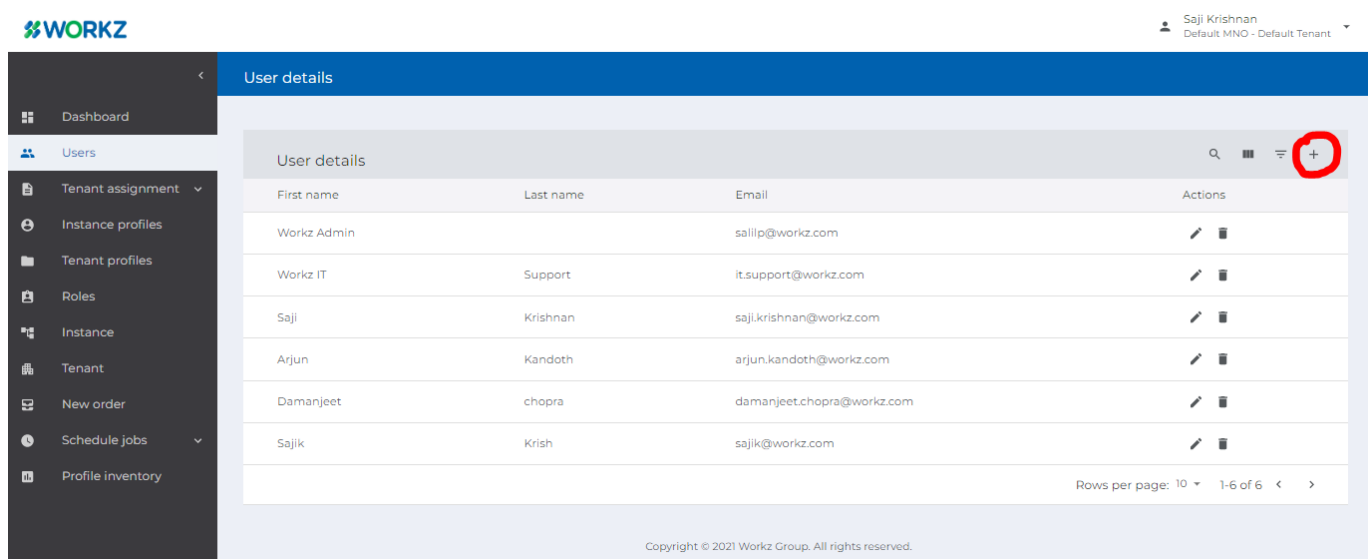
The following screen shows list of all profile types assigned to the tenant















Profile name	Tenant name	Instance name	Actions
Test_SK	Tenant-TESTMNO1	TESTMNO1	
Test_Mass_Provisioning	Tenant-TESTMNO1	TESTMNO1	
Test_Mass_Provisioning_SK	Tenant-TESTMNO1	TESTMNO1	
Test_Profile_Type_1	Tenant-TESTMNO1	TESTMNO1	

Creating Tenant admin users and Tenant users:

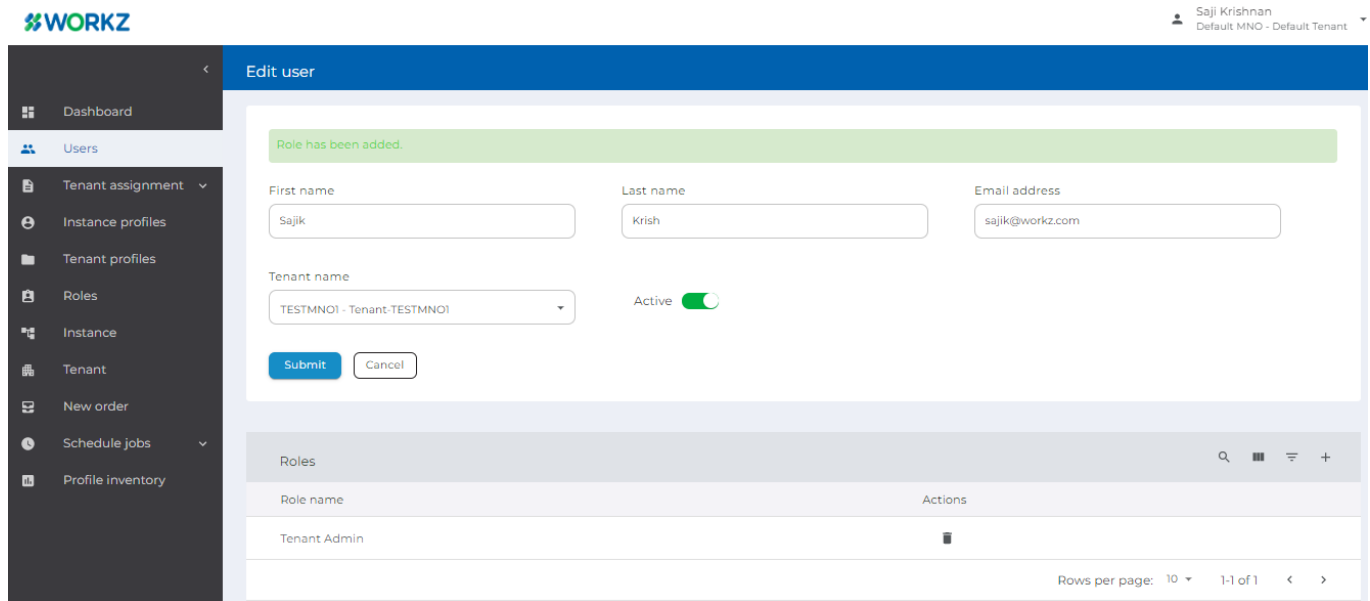
- Tenant level users include tenant admin users and normal tenant users. Tenant admin users can create and manage tenant level users. Normal tenant users can perform ES2+ operations on the profiles assigned the tenant.
- Go to “Users” and click on the “+”



First name	Last name	Email	Actions
Workz Admin		sajikp@workz.com	 
Workz IT	Support	it.support@workz.com	 
Saji	Krishnan	saji.krishnan@workz.com	 
Arjun	Kandoth	arjun.kandoth@workz.com	 
Damanjeet	chopra	damanjeet.chopra@workz.com	 
Sajik	Krish	sajik@workz.com	 

Enter the following user information

- First Name: First name of the user
- Last Name: Last name of the user
- Email Address: Email address of the user
- Tenant Name: Select the tenant in which the user belongs to
- Active: Select if the user is active
- Click on the “Submit” Button
- Select the “+” symbol in the roles section
- Select “Tenant Admin” as the role name



WORKZ Saji Krishnan
Default MNO - Default Tenant


Edit user

Role has been added.

First name: Sajik Last name: Krish Email address: sajik@workz.com

Tenant name: TESTMNOI - Tenant-TESTMNOI Active: ☒

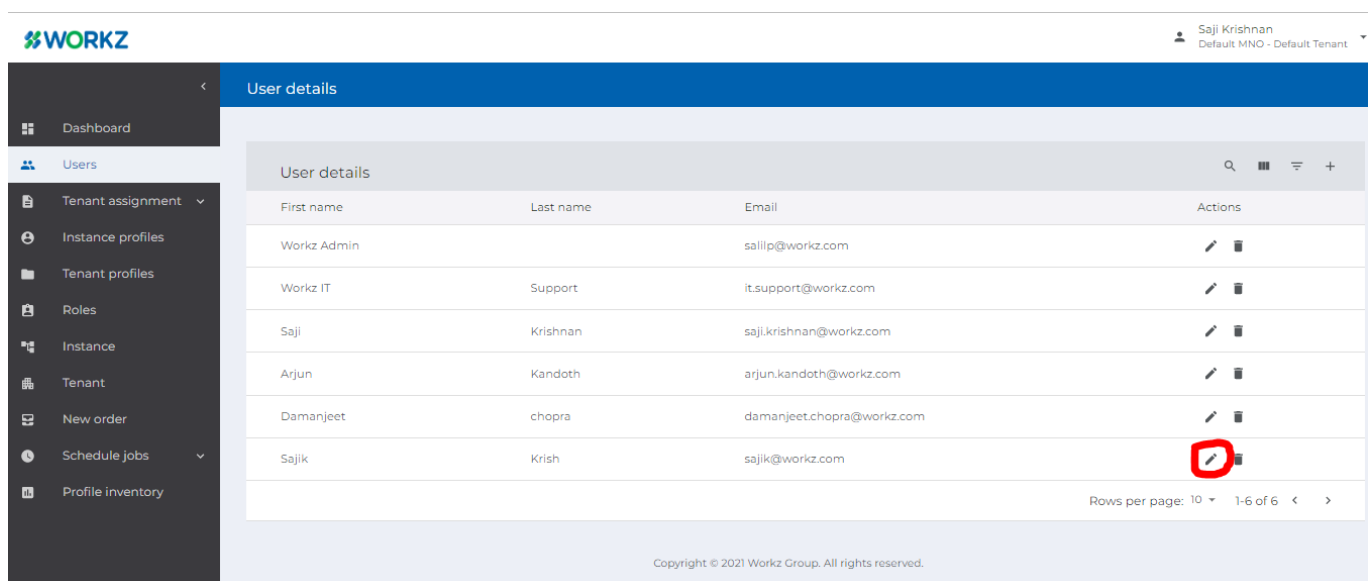
Submit **Cancel**

Role name	Actions
Tenant Admin	

Rows per page: 10 1-1 of 1













Creating Tenant Users:

- Create the user as mentioned in above section
- Select the user from the list (see below - red) after saving the user created



WORKZ Saji Krishnan
Default MNO - Default Tenant

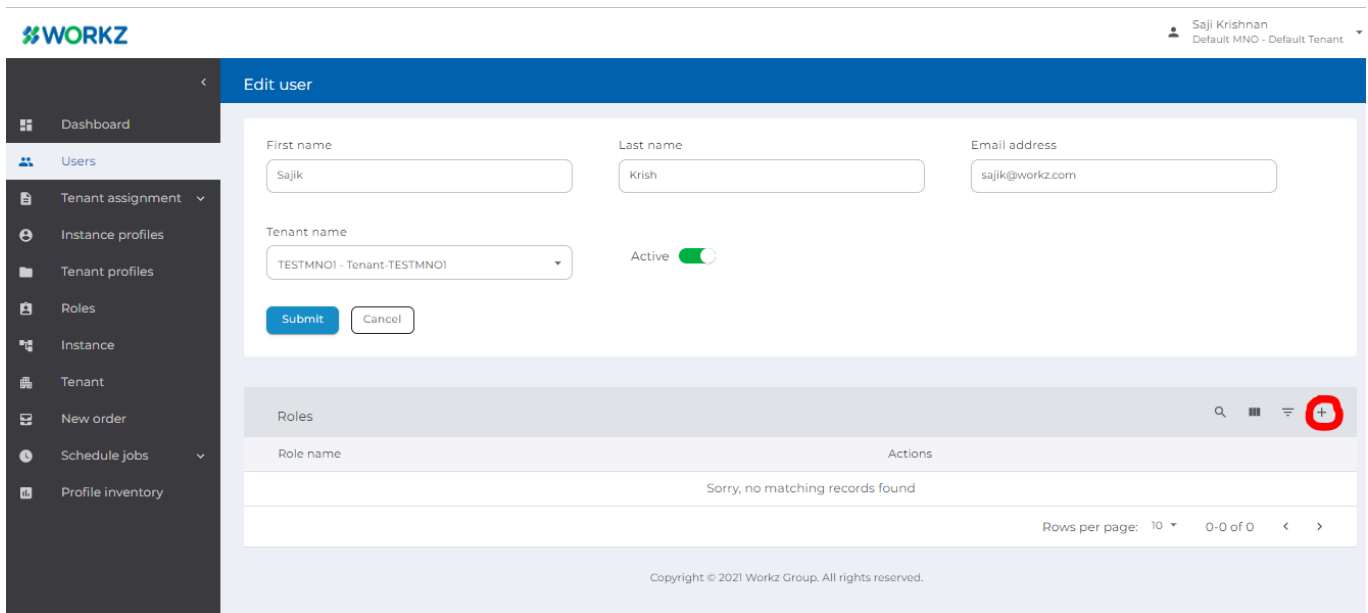
User details

First name	Last name	Email	Actions
Workz Admin		sallip@workz.com	 
Workz IT	Support	it.support@workz.com	 
Saji	Krishnan	sajikrishnan@workz.com	 
Arjun	Kandoth	arjun.kandoth@workz.com	 
Damanjeet	chopra	damanjeet.chopra@workz.com	 
Sajik	Krish	sajik@workz.com	 

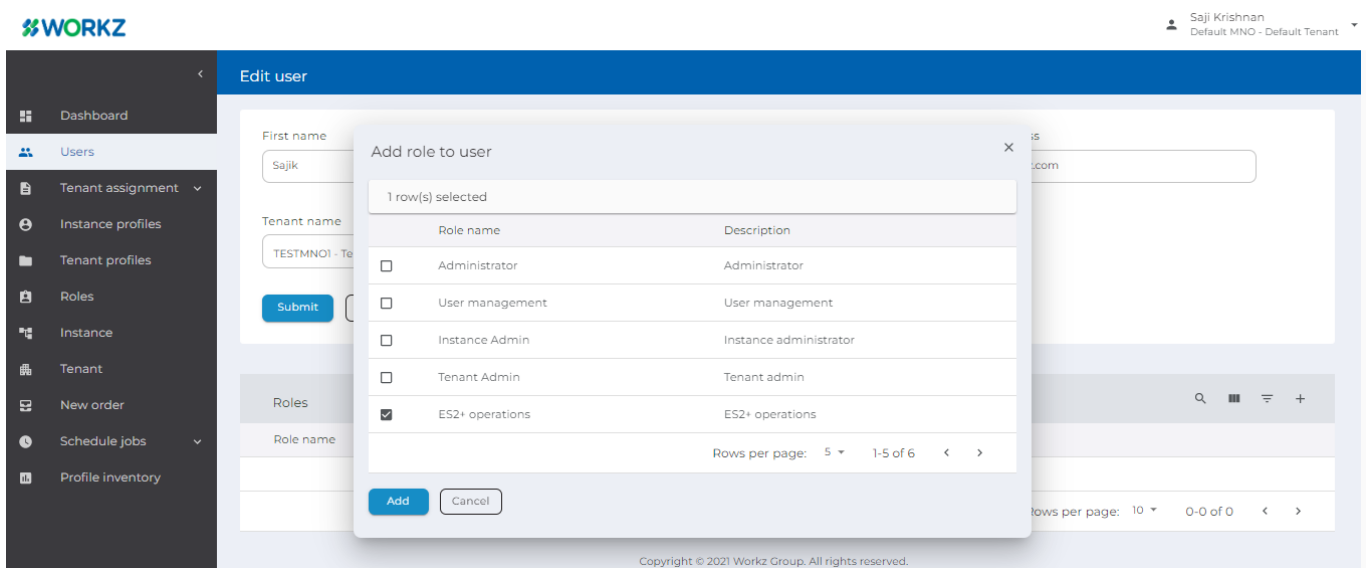
Rows per page: 10 1-6 of 6

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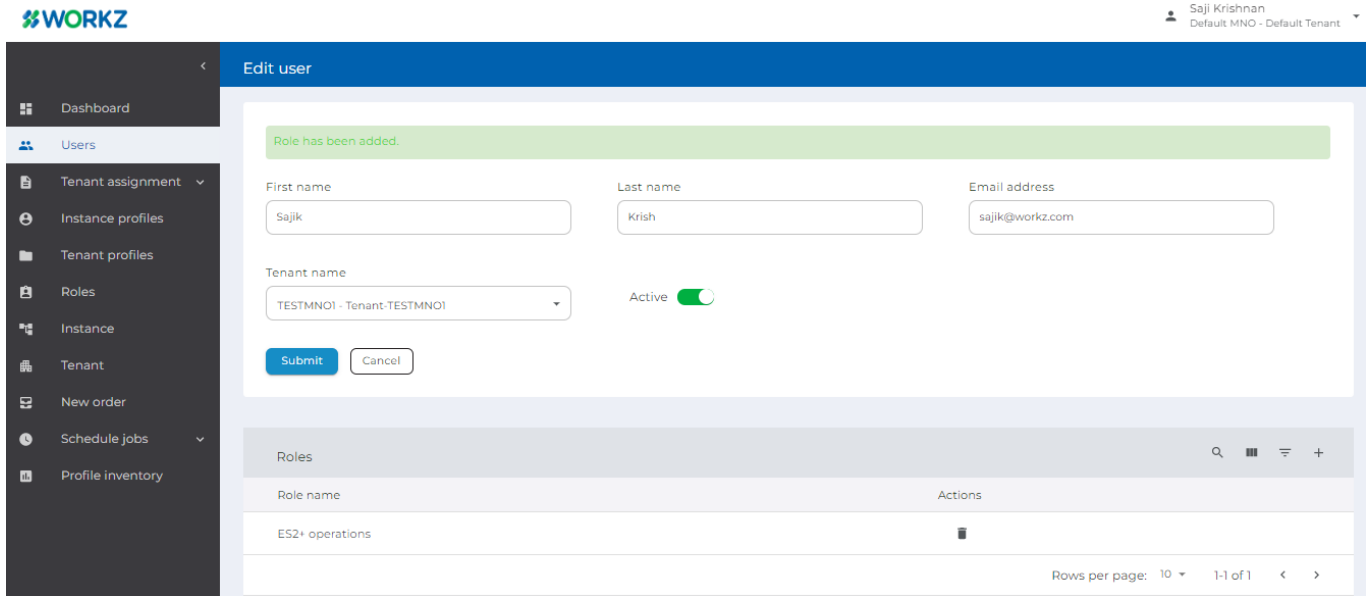
Click “+” from the “Roles” Section (see below)



Assign role as “ES2+ Operations” from “Tenant User”



- Click on “Add” and save the “User”.
- See the “Role Name” configured as “ES2+ Operations”.



WORKZ

Saji Krishnan
Default MNO - Default Tenant


Edit user

Role has been added.

First name: Sajik, Last name: Krish, Email address: sajik@workz.com

Tenant name: TESTMNO1 - Tenant:TESTMNO1, Active: ☒

Submit, Cancel

Role name	Actions
ES2+ operations	

Rows per page: 10, 1-1 of 1

- Inform the customer on tenant admin and tenant users created.
- Customers can use “Forgot Password” options for changing the password.

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