



Software Product Description

PRODUCT: Compaq TeMIP Clarify Liaison V4.1

SPD 70.86.02

DESCRIPTION

TeMIP is a set of solutions for the management of telecommunications and corporate networks, including fixed wire and mobile/cellular voice and data, multivendor, multi-technology networks. The TeMIP solution sets are built on top of the TeMIP Framework, and fully benefit from the object oriented and truly distributed software architecture.

TeMIP offers a high degree of openness and adherence to standards, supporting the International Standards Organization (ISO) management standards ISO 10164-x and 10165-x, and the TeleManagement Forum (TMF) component, system and ensemble sets. TeMIP and its features are applicable in the context of the International Telephone Union-Telecommunication Standards (ITU-T) X.73x.

In addition, TeMIP complies with the Telecommunication Management Network (TMN) M.3010, M3100 Recommendations and the Graphic Information Requirements for Telecommunications Management Objects TMF 046 Recommendation.

TeMIP integrates multiple management domains to provide complete network and service management facilities that include traffic monitoring, performance, transmission, SS7 and mobile management in infrastructures such as Switching, Data, IP and Broadband networks.

TeMIP gives network operators a global view of their networks, and enables them to activate management functions and operations from single or multiple workstations.

As part of the current solution sets, TeMIP is now delivering comprehensive off-the-shelf fault management client applications running in the Windows NT environment. These applications provide Map Viewing, Real-Time Alarm Handling, Alarm History and Trouble Ticketing functions that

can aid the prediction, identification and resolution of failures in a telecommunications network before they impact services.

TeMIP Clarify Liaison Trouble Ticketing is an application that has been developed and integrated into the TeMIP Workspace using a CORBA interface to access TeMIP services through a distributed Client-Server system, running under the Windows NT Operating System. TeMIP Clarify Liaison Trouble Ticketing provides presentation capabilities with the familiar look and feel of Windows applications.

TEMIP WORKSPACE

This window is an application container that allows you to create and display Map Views, Real-time Alarm Handling Views, Alarm History Views and Trouble Ticketing Views in the same working area. This integrated environment is known as the Workspace.

For details of TeMIP Alarm Handling/History for Windows NT, refer to the Software Product Description (SPD 70.64.xx) and for details of the TeMIP Map Viewer, refer to the Software Product Description (SPD 70.xx.xx).

When the Workspace has been optimized for a particular task or way of working, the configuration that has been created can be saved so that the same configuration can be applied at some other time, or in another session. The options saved are known as the user Workspace.

Customization

Specific customizations that can be carried out in the Workspace are:

- The user can set the colors that reflect the different levels of alarm severity. The color can apply to some fields or to the entire row and to Map Item decoration.

- Any view in the window can be moved inside or outside of the main window (for example, by docking toolbars or frames).
- Sound can be enabled or disabled.
- Help can be displayed on a default external browser.
- An exit box can be displayed when exiting an application.

Management Windows

Management windows run in the Workspace and enable users to select, perform, and view the results of management operations on a selected entity or entities. Management windows can be used, for example, to display or set entity attributes or to create entities with the relevant arguments for display in a Map View. Management windows form an integral part of the overall management system, enabling the operator to intervene and take action when necessary. As with Map Views, several different management windows can be displayed simultaneously and the following customizations can be carried out:

- Enable an automatic Show command.
- Hide success and failure messages sent to the console.
- Automatically hide the input area if there is no argument.
- Automatically hide the output area. If the operation is unsuccessful, a message is displayed in the console.
- Make selected attribute fields visible or invisible in the window.
- Change the order in which the attribute fields are displayed in the window.

Message Console

Some of the activities performed in the Workspace generate messages. These are displayed in the Messages Console frame. When a message is posted to the Console for display it is prefixed with an icon identifying the severity and content of the message, and the date and time when the message was created.

Help Browser

For on-line help.

COMPAQ TEMIP CLARIFY LIAISON

It is useful to integrate the network management and maintenance functions of Telecommunications Operators by linking the occurrence of a network event to the creation of a trouble ticket. For TeMIP, the link is provided by TeMIP Clarify Liaison.

TeMIP Clarify Liaison interfaces between the TeMIP Alarm Handling function and the partner product Clarify eFrontOffice.

Clarify eFrontOffice is a technical support management system for handling customer calls or, in TeMIP's case, network problems. In this way, it is used to provide a trouble ticketing service for TeMIP.

The central task element in Clarify eFrontOffice is the Case. A Case constitutes a complete record of a network problem, as well as the support organization's response in resolving the problem.

Clarify eFrontOffice can be used to manage all aspects of trouble ticketing, allowing operators to log Cases, set priorities, route Cases, verify contracts, review Case histories, manage configurations, and track Case-related costs.

TeMIP Clarify Liaison allows Alarm Handling operators - on either a Tru64 UNIX system or a Windows NT workstation - to create Cases in the Clarify database and to associate Alarm Objects with the Cases. The form used for Case creation can be customized. Several Alarm Objects can be associated with a single Case. Cases can be displayed from the Associate Alarms window and the Dissociate Alarms window.

The life cycle of associated Alarm Objects becomes dependent on the status of the Case. As the Case becomes resolved and closed, so the associated Alarm Objects are automatically closed. Feedback is given on the automatic closing and releasing of Alarm Objects.

TeMIP Clarify Liaison offers the Alarm Handling operator the following functions:

- Create Case
- Request Case (the same as Create Case but with the possibility to check the Case settings first)
- Associate Case
- Dissociate Case
- Display Case

The functions are accessible from a TeMIP Clarify Liaison Client module linked to the Real Time AH NT window on a Windows NT workstation, or linked to the View Alarms or TeMIP Alarm Handling Not Closed Alarms window on a Tru64 UNIX system. The results of these functions are tracked in the Alarm Object's Full Information window, which lists the Case(s) with which the Alarm Object is associated. Alarm Object information can also be displayed from the Clarify Client Edit Case form.

TeMIP Clarify Liaison V4.1 supports synonyms and the new Alarm Handling attributes. It can interoperate with either Clarify eFrontOffice (Clarify V7.0) or Clarify eFrontOffice8 (Clarify V8.0). Note that the underlying Windows NT operating system must use fixed IP addresses; the use of floating IP addresses is not supported by TeMIP Clarify Liaison V4.1.

TeMIP Clarify Liaison Processes

TeMIP Clarify Liaison is implemented across the Tru64 UNIX and Windows NT platforms in the form of several modules, as shown in Figure 1.

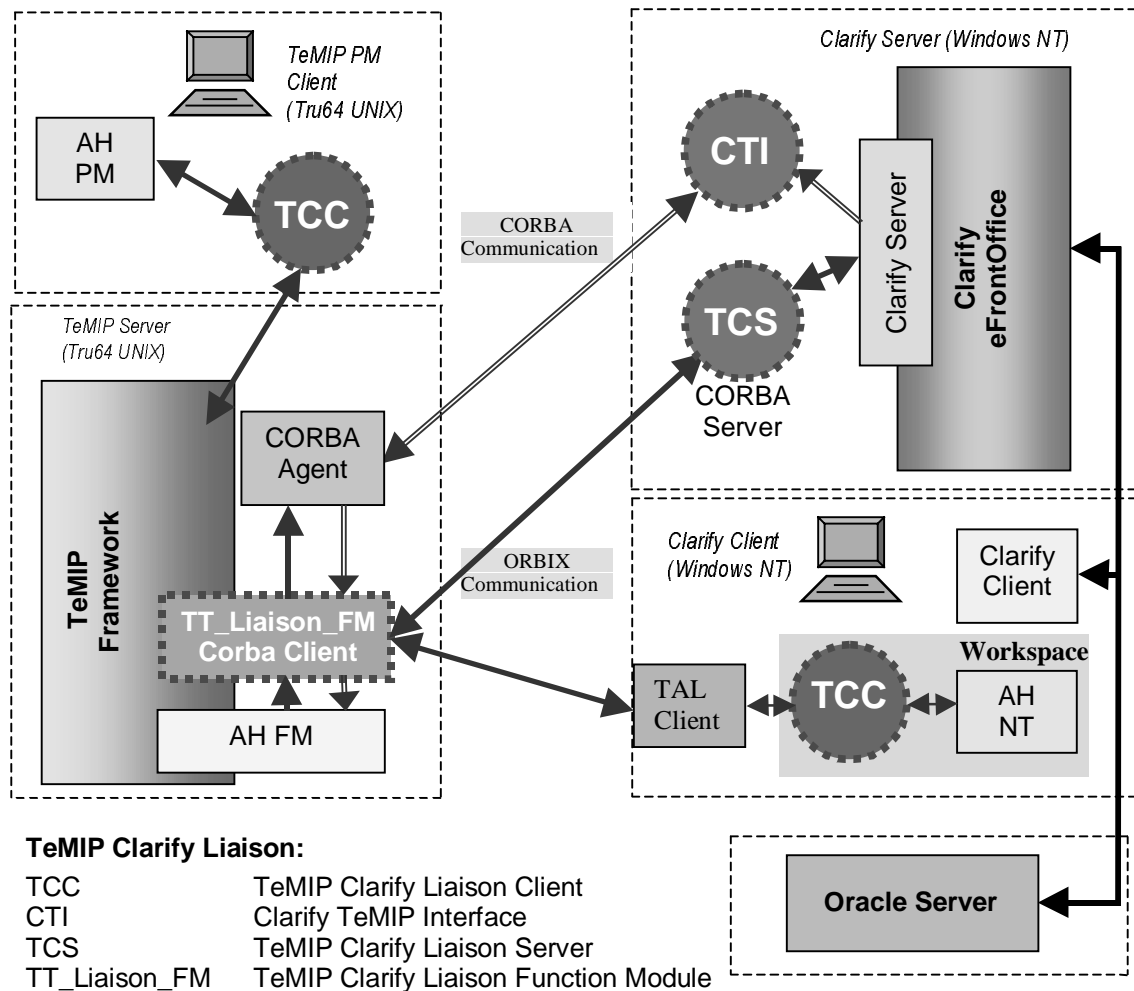
On the TeMIP server, TeMIP Clarify Liaison plugs in as a Function Module (TT_Liaison_FM).

On the Clarify server, the Clarify TeMIP Interface processes commands from Clarify eFrontOffice to

TeMIP, and accepts the responses from TeMIP. The TeMIP Clarify Liaison Server processes the commands issued by TeMIP and the responses from the Clarify eFrontOffice.

A TeMIP Clarify Liaison Client is installed with each Alarm Handling PM (on Tru64 UNIX) or Alarm Handling user interface (on Windows NT) and provides the connection with the TT_Liaison_FM.

Figure 1 Compaq TeMIP Clarify Liaison Modules



Configuration

It is possible to modify the Case model delivered in TeMIP Clarify Liaison V4.1 for interworking with TeMIP alarms, by customizing certain Clarify Case forms.

If you set up a new Clarify installation, the customization procedure is greatly simplified by importing a prepared Clarify configuration or by using SystemMate to set up the installation.

In addition, customization of the field mappings between TeMIP Alarm Objects and Clarify Cases is possible using the Transformation Module. With this generic software component, script files can be written to override the default field mappings provided during installation, in order to take account of Alarm Object customization on the TeMIP side or Case customization on the Clarify side.

DOCUMENTATION

Three documents are available, describing respectively the procedures for installing and setting up, using, and customizing TeMIP Clarify Liaison:

- *Compaq TeMIP Client for Windows NT Installation and Configuration Guide*
- *Compaq TeMIP Client for Windows NT User's Guide*
- *Compaq TeMIP Clarify Liaison, Transformation Module User's Guide*

Complete documentation on Clarify eFrontOffice is given in PDF format on the appropriate Clarify Documentation CD.

HARDWARE REQUIREMENTS

On the Tru64 UNIX platform:

DIGITAL Personal Workstation au series
DIGITAL Ultimate Workstation
AlphaStation 600
AlphaServer 800, 1000A, 1200
Compaq AlphaServer DS10, DS20

AlphaServer 2000, 2100, 4000, 4100
Compaq AlphaServer ES40

AlphaServer 8200, 8400
Compaq AlphaServer GS60, GS140

On the Windows NT platform:

Any PC based on an Intel Pentium 133 MHz microprocessor or better is supported.

Disk Space Requirements

Disk space required for installation:

On the TeMIP system:	7 MB
On the Clarify server:	20 MB
Client on a Tru64 UNIX system:	0 MB
Client on a Windows NT system:	2 MB

Memory Requirements

Typically, the memory required for the TT_Liaison_FM process when running is 4.5 MB. If this memory is not available as part of the main memory of the system, it may have a negative effect on the performance of TeMIP Clarify Liaison due to the time spent on excessive swapping.

SOFTWARE REQUIREMENTS

On the TeMIP system:

TeMIP Framework V4.0
TeMIP Alarm Handling V4.0 for Tru64 UNIX
Tru64 UNIX operating system V4.0F

On the Clarify server:

Windows NT workstation (NT 4.0 SP5)
TeMIP Client V4.1 for Windows NT

Clarify Server V7.0 (needs Oracle Server V7.4.3 on Tru64 Unix)

Oracle Client V7.4.3
Orbix 3.01

OR

Clarify Server V8.0 (needs Oracle Server V8.0.5 on Tru64 Unix)

Oracle Client V8.0.5
Orbix 3.01

(If required) On a TeMIP client configuration on Tru64 UNIX:

Tru64 UNIX operating system V4.0F
BASE and PM subsets of TeMIP (TeMIP director set to "client")
SQL*Net, configured as a client

On a TeMIP client configuration on Windows NT:

Windows NT 4.0 Service Pack 5
TeMIP Client V4.1 for Windows NT

Oracle Client V7.4.3
Clarify Client V7.0

Oracle Client V8.0.5
Clarify Client V8.0

GROWTH CONSIDERATIONS

The minimum hardware/software requirements for any future version of this product may be different from the current version requirements.

YEAR 2000 READY

This product is Year 2000 Ready.

"Year 2000 Ready" products are defined by Compaq as products capable of accurately processing, providing, and/or receiving date data from, into and between the twentieth and the twenty-first centuries, and the years 1999 and 2000, including leap year calculations, when used in accordance with the associated Compaq product documentation and provided that all hardware, firmware and software used in combination with such Compaq products properly exchange accurate date data with the Compaq products.

For additional information visit Compaq's Year 2000 Product Readiness web site located at <http://www.compaq.com/year2000/>

To ensure that this product is Year 2000 Ready, code assessment and system tests to verify the transition between December 31st 1999 and January 1st 2000 were utilized.

To ensure that this product interoperates properly with other hardware and software, the system tests involving Compaq's TeMIP V4.0 are applicable, as this product was verified as being Year 2000 Ready.

DISTRIBUTION MEDIA

Software Media and Documentation: QA-6HXAA-H8

Software Documentation only: QA-6HXAA-GZ

ORDERING INFORMATION

TeMIP Clarify Liaison license:

Software License: QM-6HXAA-AA

This replaces the TeMIP Clarify Liaison traditional licenses QM-69PAA-AA and QL-69PA9-AA

Software Product Services: QT-6HX**-T* or QR-SP6HX-A9

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There is no licence associated with the TeMIP Clarify Liaison Client (TCC) or with the parts of TeMIP Clarify Liaison located on the Clarify server (TCS and CTI).

TRU64 UNIX LICENSE MANAGEMENT

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A FLEXlm key must be obtained using information provided with the license deliverable. An Authorization ID is provided for each license, which allows the user to generate a license key from the Compaq License Key Fulfillment Website according to instructions provided with the license agreement.

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