



GRID  
OBSERVER®

# FEATURE OVERVIEW AND QUICK-START MANUAL



# GRIDOBSERVER® FEATURE OVERVIEW AND QUICK-START GUIDE

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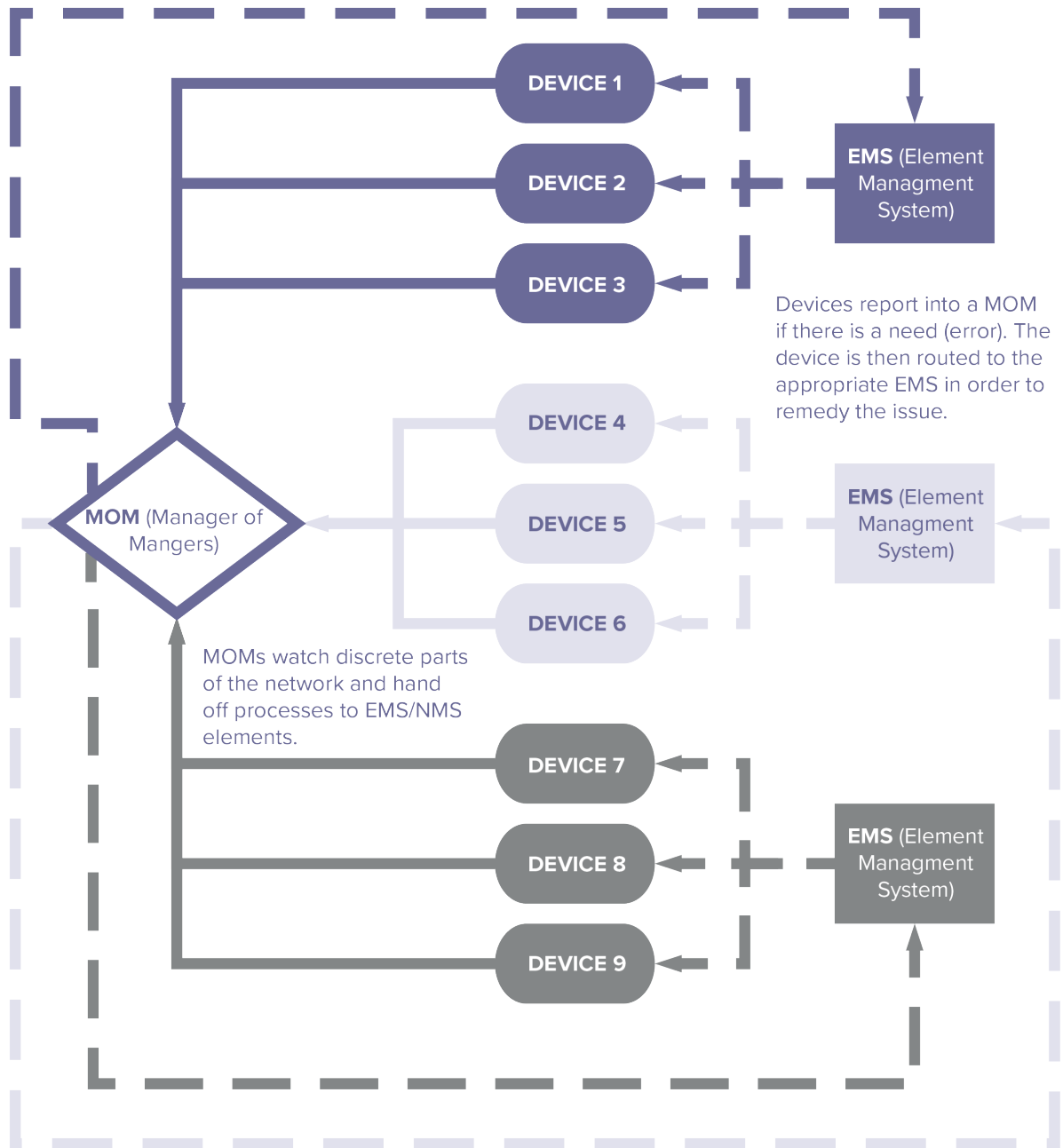
# GRIDOBSERVER OVERVIEW

## MANAGER OF MANAGERS VS. ELEMENT MANAGEMENT SYSTEMS

GridObserver is a comprehensive Manager of Managers (MOM) which fully integrates into your current smart grid. As a MOM, GridObserver fulfills a critical role within your network by detecting each piece of physical and virtual equipment, their relationships, and mapping your entire network to provide a complete view of its activity and status.

Typically, an element management system (EMS) or a network management system (NMS) is used to monitor a network. Some larger networks even require several EMS and NMS configurations to ensure the smooth operation of all the equipment within the network. EMSs and NMSs only look at discrete pieces of equipment from the manufacturer who created it.

As a Manager of Managers, GridObserver collects data from the EMSs and NMSs within your network to assess all aspects of your grid. Once integrated, GridObserver also hands control to those smaller, more specialized systems when appropriate to ensure your network is operating at maximum efficiency.



## How a MOM and EMS/NMS Work Together

## GRIDOBSERVER PROVIDES A COMPLETE VIEW OF YOUR NETWORK

Although there are other Manager of Managers on the market, GridObserver grabs more data from your network and paints a clear picture of your system. GridObserver goes to work immediately after installation, detecting your network's devices and stitching together information to build a model of your entire smart grid.

Most MOMs are designed only to retrieve surface level data and pre-defined metrics. GridObserver looks beyond the industry standards to bring you more significant data than any other management system. With the ability to gather, analyze, and report more than 100,000 different indicators, GridObserver gives you more power and possibilities than any other Manager of Managers.

## WHY GRIDOBSERVER?

GridObserver is the product of over 20 years of careful engineering. Designed by network engineers with their fellow engineers in mind, GridObserver has been built from the ground up to be your ideal network management solution. This Manager of Managers goes far beyond the capabilities of other MOMs on the market, collecting more data and providing more actionable insights than any other management system.

### Anomaly Analysis

Standard network management systems come with a fundamental flaw: they only report issues after a failure or outage occurs. GridObserver changes that way network monitoring is performed by continually tracking key indicators and data to detect performance anomalies and alert your team before it becomes a problem. Using machine learning,

the system filters out noise and insignificant data and delivers prompt alerts when it detects a problematic anomaly.management system.

## Unmatched Data

GridObserver gathers all available data from devices within your network. Not only does it collect device information, but it also tracks the relationships between equipment, physical locations, and external factors. GridObserver finds the geolocation of each network component and generates a map to make dispatching technicians simple. The system even uses device locations to take local weather into account when analyzing performance and potential problems.

## Agentless Access

Most network management systems require physical devices be installed specifically to interface with the network. GridObserver's completely agentless and clientless design means there is no physical user interface to maintain and no designated access portal. The GridObserver interface is accessible from any standard web browser. That ease of access allows you to retrieve your data, create reports, and respond to alerts anytime, anywhere.

## Leading Indicator Technology

The heart and soul of GridObserver lie in Leading Indicator Technology® (LIT®). LIT uses your network's data to provide a complete view of what is currently happening, insights into what will happen in the future, and accurate diagnoses of problems before they occur. The secret to GridObserver's Leading Indicator Technology is its ability to understand devices and their relationships at a deeper level than any other management system. Through machine learning, this MOM processes device journals, metadata, device details, and SNMP information to provide valuable insights unavailable from other monitoring solutions.

## Key Performance Indicators

Tracking key performance indicators (KPIs) is an essential aspect of any business. Through customizable reports and in-depth analysis, GridObserver provides more insights into your KPIs than any other network management system. GridObserver produces both on-demand and scheduled reports on any key metric you choose, ensuring each member of your team has the information they need to be successful.

### C-level Executives

KPI tracking allows executives to see network health and needs giving them the ability to make informed decisions and invest funds and resources with confidence.

### Network Engineers

Engineers use KPI reporting to see when equipment needs to be upgraded, changed, or added to maximize network coverage and efficiency.

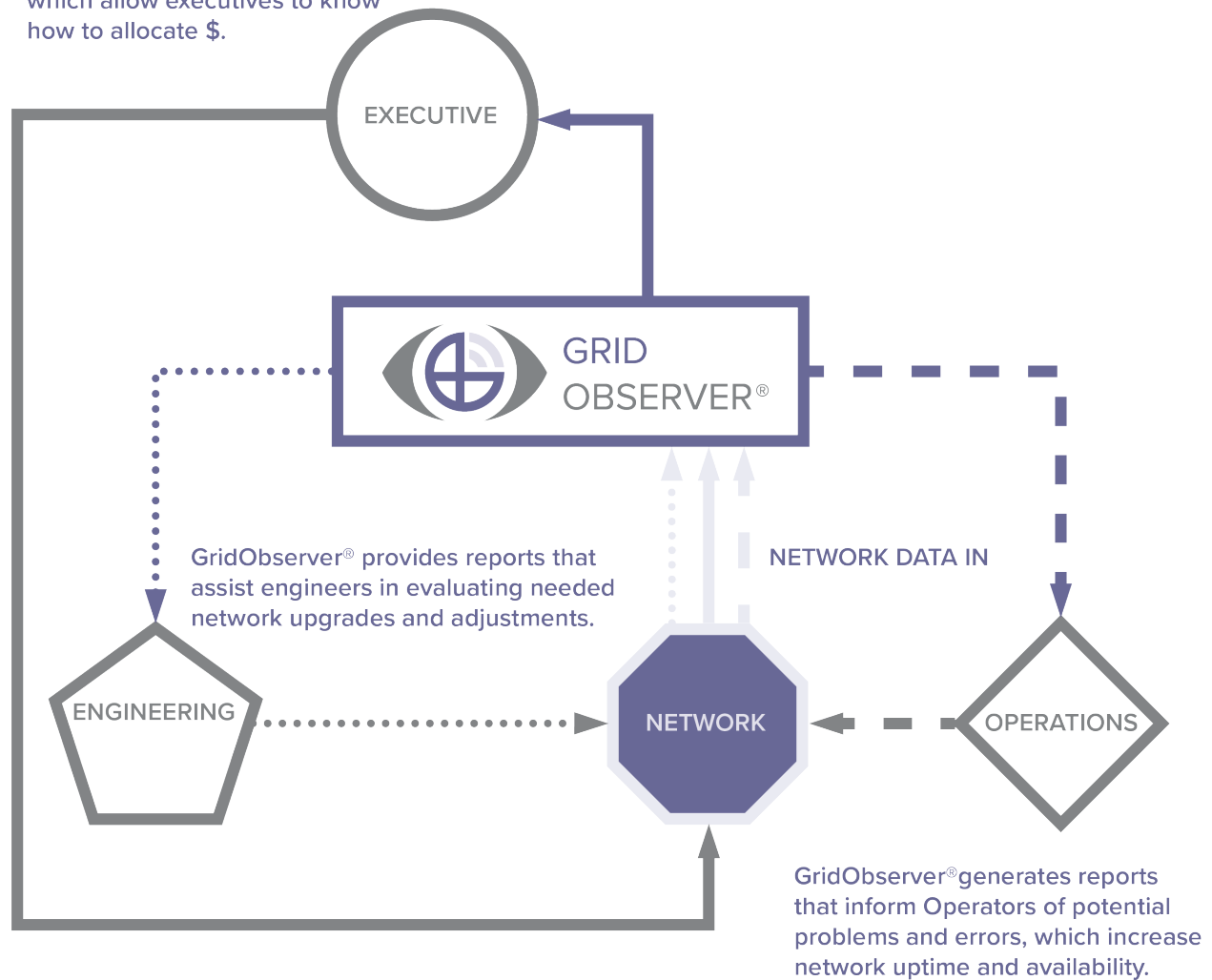
### Network Operators

KPIs allow operators at all levels to keep tabs on the network they service and stay informed of potential issues before they cause outages.

## Ease of Implementation

Most network management systems are cumbersome to install and can take months, or even years to fully deploy. GridObserver quickly integrates into your smart grid and, in most cases, is fully operational in under 30 days. Customization is a crucial component of GridObserver, so each installation is explicitly tailored to fit in the existing network. This personalized approach to installation maximizes utility and minimizes unscheduled downtime. GridObserver is also manufacturer agnostic, allowing it the flexibility to install seamlessly into any smart grid system.

GridObserver® furnishes reports which allow executives to know how to allocate \$.



# Main Dashboard

The screenshot displays the 'GO Demo Network Overview' dashboard. The interface includes a sidebar with navigation options: 'Administration', 'Operations', 'Engineering', 'Executive', 'Mapping', 'Custom Reports', and 'Developer Tools'. The main content area is titled 'GO Demo Network Overview' and features a table of network devices. The table is organized into columns: 'Site Name', 'Device Name', 'Device Type', 'Status', 'Last Check', and 'Last Change'. The devices are grouped by site, with 'ADO Bus Terminal' and 'ADO emergencyes' being prominent. The table lists various devices including routers, switches, and servers, along with their status (e.g., 'Up', 'Down') and the last time they were checked or changed. A 'Network Summary' section on the left provides a high-level overview of the network, showing a total of 1,120 entries.

Site Name	Device Name	Device Type	Status	Last Check	Last Change
ADO Bus Terminal	ADO-BT-101	Fast Ethernet Access Point	Up	Aug 16 10:00	10:00
ADO Bus Terminal	ADO-BT-102	Fast Ethernet Access Point	Up	Aug 16 10:00	10:00
ADO Bus Terminal	ADO-BT-103	Fast Ethernet Access Point	Up	Aug 16 10:00	10:00
ADO Bus Terminal	ADO-BT-104	Fast Ethernet Access Point	Up	Aug 16 10:00	10:00
ADO Bus Terminal	ADO-BT-105	Fast Ethernet Access Point	Up	Aug 16 10:00	10:00
ADO Bus Terminal	ADO-BT-106	Fast Ethernet Access Point	Up	Aug 16 10:00	10:00
ADO Bus Terminal	ADO-BT-107	Fast Ethernet Access Point	Up	Aug 16 10:00	10:00
ADO Bus Terminal	ADO-BT-108	Fast Ethernet Access Point	Up	Aug 16 10:00	10:00
ADO Bus Terminal	ADO-BT-109	Fast Ethernet Access Point	Up	Aug 16 10:00	10:00
ADO Bus Terminal	ADO-BT-110	Fast Ethernet Access Point	Up	Aug 16 10:00	10:00
ADO Bus Terminal	ADO-BT-111	Fast Ethernet Access Point	Up	Aug 16 10:00	10:00
ADO Bus Terminal	ADO-BT-112	Fast Ethernet Access Point	Up	Aug 16 10:00	10:00
ADO Bus Terminal	ADO-BT-113	Fast Ethernet Access Point	Up	Aug 16 10:00	10:00
ADO Bus Terminal	ADO-BT-114	Fast Ethernet Access Point	Up	Aug 16 10:00	10:00
ADO Bus Terminal	ADO-BT-115	Fast Ethernet Access Point	Up	Aug 16 10:00	10:00
ADO Bus Terminal	ADO-BT-116	Fast Ethernet Access Point	Up	Aug 16 10:00	10:00
ADO Bus Terminal	ADO-BT-117	Fast Ethernet Access Point	Up	Aug 16 10:00	10:00
ADO Bus Terminal	ADO-BT-118	Fast Ethernet Access Point	Up	Aug 16 10:00	10:00
ADO Bus Terminal	ADO-BT-119	Fast Ethernet Access Point	Up	Aug 16 10:00	10:00
ADO Bus Terminal	ADO-BT-120	Fast Ethernet Access Point	Up	Aug 16 10:00	10:00
ADO Bus Terminal	ADO-BT-121	Fast Ethernet Access Point	Up	Aug 16 10:00	10:00
ADO Bus Terminal	ADO-BT-122	Fast Ethernet Access Point	Up	Aug 16 10:00	10:00
ADO Bus Terminal	ADO-BT-123	Fast Ethernet Access Point	Up	Aug 16 10:00	10:00
ADO Bus Terminal	ADO-BT-124	Fast Ethernet Access Point	Up	Aug 16 10:00	10:00
ADO Bus Terminal	ADO-BT-125	Fast Ethernet Access Point	Up	Aug 16 10:00	10:00
ADO Bus Terminal	ADO-BT-126	Fast Ethernet Access Point	Up	Aug 16 10:00	10:00
ADO Bus Terminal	ADO-BT-127	Fast Ethernet Access Point	Up	Aug 16 10:00	10:00
ADO Bus Terminal	ADO-BT-128	Fast Ethernet Access Point	Up	Aug 16 10:00	10:00
ADO Bus Terminal	ADO-BT-129	Fast Ethernet Access Point	Up	Aug 16 10:00	10:00
ADO Bus Terminal	ADO-BT-130	Fast Ethernet Access Point	Up	Aug 16 10:00	10:00
ADO Bus Terminal	ADO-BT-131	Fast Ethernet Access Point	Up	Aug 16 10:00	10:00
ADO Bus Terminal	ADO-BT-132	Fast Ethernet Access Point	Up	Aug 16 10:00	10:00
ADO Bus Terminal	ADO-BT-133	Fast Ethernet Access Point	Up	Aug 16 10:00	10:00
ADO Bus Terminal	ADO-BT-134	Fast Ethernet Access Point	Up	Aug 16 10:00	10:00
ADO Bus Terminal	ADO-BT-135	Fast Ethernet Access Point	Up	Aug 16 10:00	10:00
ADO Bus Terminal	ADO-BT-136	Fast Ethernet Access Point	Up	Aug 16 10:00	10:00
ADO Bus Terminal	ADO-BT-137	Fast Ethernet Access Point	Up	Aug 16 10:00	10:00
ADO Bus Terminal	ADO-BT-138	Fast Ethernet Access Point	Up	Aug 16 10:00	10:00
ADO Bus Terminal	ADO-BT-139	Fast Ethernet Access Point	Up	Aug 16 10:00	10:00
ADO Bus Terminal	ADO-BT-140	Fast Ethernet Access Point	Up	Aug 16 10:00	10:00
ADO Bus Terminal	ADO-BT-141	Fast Ethernet Access Point	Up	Aug 16 10:00	10:00
ADO Bus Terminal	ADO-BT-142	Fast Ethernet Access Point	Up	Aug 16 10:00	10:00
ADO Bus Terminal	ADO-BT-143	Fast Ethernet Access Point	Up	Aug 16 10:00	10:00
ADO Bus Terminal	ADO-BT-144	Fast Ethernet Access Point	Up	Aug 16 10:00	10:00
ADO Bus Terminal	ADO-BT-145	Fast Ethernet Access Point	Up	Aug 16 10:00	10:00
ADO Bus Terminal	ADO-BT-146	Fast Ethernet Access Point	Up	Aug 16 10:00	10:00
ADO Bus Terminal	ADO-BT-147	Fast Ethernet Access Point	Up	Aug 16 10:00	10:00
ADO Bus Terminal	ADO-BT-148	Fast Ethernet Access Point	Up	Aug 16 10:00	10:00
ADO Bus Terminal	ADO-BT-149	Fast Ethernet Access Point	Up	Aug 16 10:00	10:00
ADO Bus Terminal	ADO-BT-150	Fast Ethernet Access Point	Up	Aug 16 10:00	10:00
ADO Bus Terminal	ADO-BT-151	Fast Ethernet Access Point	Up	Aug 16 10:00	10:0

GO Demo Network Overview

Filter...

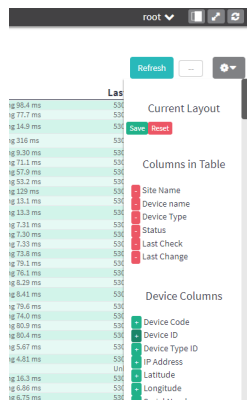
OK Warn Error Reset

Site Name	Device Name	Device Type	Status	Last Check	Last Change
AGU Bus Terminal	1600-AD-16-162	Fast Temp-Access Point	OK - Ping 90.4 ms	538 Days	538 Days
AGU Bus Terminal	1201-AD-16-162	Fast Temp-Access Point	OK - Ping 77.7 ms	538 Days	538 Days
AGU Bus Terminal	1604-16-111	WiFi-4 Switch	OK - Ping 14.8 ms	538 Days	623 Days
Aguana Mexico Trivaca	1604-16-110	WiFi-4 Switch	OK - Ping 108 ms	530 Days	599 Days

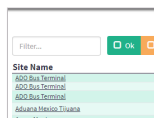
Refresh



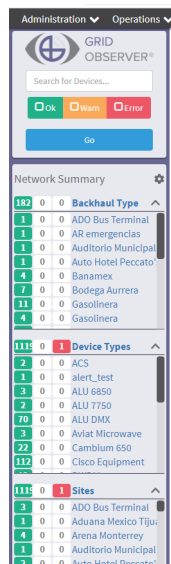




Add/Remove displayed fields on the table.

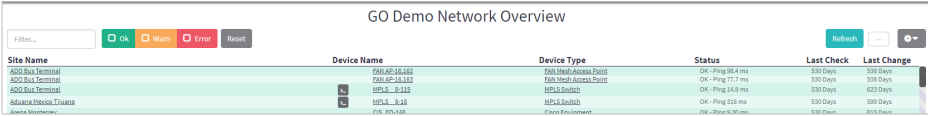


Quick sort filter that sorts the devices according to the query.



The left panel on the dashboard allows you to view customizable collections of devices and sites. This panel is visible on every screen you navigate to in GridObserver.

One of the prominent features on the GridObserver dashboard is the red, yellow, and green status options. With these options, you can sort quickly through the various states of the devices on the network.



GO Demo Network Overview

Filter: [OK] [Warn] [Error] [Reset] [refresh] [dropdown]

Site Name	Device Name	Device Type	Status	Last Check	Last Change
ASD Bus Terminal	PMU-AS-10-100	PMU (Web-Access Device)	OK - Ping 80.4 ms	530 Days	530 Days
ASD Bus Terminal	PMU-AS-10-101	PMU (Web-Access Device)	OK - Ping 7.7 ms	530 Days	530 Days
ASD Bus Terminal	PMU-AS-10-102	PMU (Web-Access Device)	OK - Ping 14.9 ms	530 Days	530 Days
ASD Bus Terminal	PMU-AS-10-103	PMU (Web-Access Device)	OK - Ping 14.9 ms	530 Days	530 Days
ASD Bus Terminal	PMU-AS-10-104	PMU (Web-Access Device)	OK - Ping 14.9 ms	530 Days	530 Days
ASD Bus Terminal	PMU-AS-10-105	PMU (Web-Access Device)	OK - Ping 14.9 ms	530 Days	530 Days
ASD Bus Terminal	PMU-AS-10-106	PMU (Web-Access Device)	OK - Ping 14.9 ms	530 Days	530 Days
ASD Bus Terminal	PMU-AS-10-107	PMU (Web-Access Device)	OK - Ping 14.9 ms	530 Days	530 Days
ASD Bus Terminal	PMU-AS-10-108	PMU (Web-Access Device)	OK - Ping 14.9 ms	530 Days	530 Days
ASD Bus Terminal	PMU-AS-10-109	PMU (Web-Access Device)	OK - Ping 14.9 ms	530 Days	530 Days
ASD Bus Terminal	PMU-AS-10-110	PMU (Web-Access Device)	OK - Ping 14.9 ms	530 Days	530 Days

### Error (Red)

If **Error** is selected, the screen will display a list of all devices that are actively responding with errors. The errors might indicate the following:

- The device is not responding to monitoring service
- The device needs immediate attention

### Warn (Yellow)

If **Warn** is selected, the screen will display all devices that are actively responding with warnings. The warnings might indicate the following:

- Something may be wrong with a device
- Potential concerns ranging from environmental factors to configurations and connections.

### Ok (Green)

If **OK** is selected, the screen will display all devices that are operating according to their configuration.

## Top Menu

The different features, reports, and tools are accessible through the top menu. The following is an overview of what can typically be found under each menu option.

Administration ▼ Operations ▼ Engineering ▼ Executive ▼ Mapping ▼ Custom Reports ▼ Developer Tools ▼

Note: Because the menu system is customizable (depending on the needs of the network), not all options are described.

### Administration

This primary menu option is found in all builds of GridObserver. From this menu you can do the following:

- Access, edit, and view Devices, Device Types, and Sites
- Discover devices on the network
- Create, edit, and view Device Probes
- View SNMP profiles
- Create, edit, and view Groups and Group Collections
- Manage users and their roles

### Operations

This option supports the tools and reports that are useful to network operators. Many tools and reports are customizable under this section based upon network operation needs.

- Actionable Intelligence Engine
- The Operations Dashboard provides a central location for operators to view the network status
- Reports on information such as availability, latency, loss, SNMP browsers, MAC lookups, and MIB tables

## Engineering

The Engineering options are typically industry specific and customizable to meet the needs of network engineers.

- The Engineering Dashboard provides a central location for operators to view various network KPIs
- There are also options for MPLS related reports, alarms, and other various tools

## Executive

The Executive options allow executives to access and view pertinent data related to desired metrics.

- The Executive Dashboard provides a general overview of key metrics that help influence business decisions
- Custom reports, such as a metric report, provide KPIs to executives

## Mapping

GridObserver can geocode locations and devices. The Mapping option contains various tools available for that purpose:

- Point-to-Point Planner and Point-to-Multi-Point Line of Sight Analysis for location and equipment planning
- The option to view all sectors
- Maps, a map builder, and Google Earth
- Custom tools or options related to geolocations and mapping

## Custom Reports

This menu option contains any custom reports that are pertinent to multiple responsibilities within your network and organization.

## Sites

Another important component in GridObserver is the Sites list. Following is a brief look at what you can find in the Sites section under the Administration option in the top menu.

Each device in the network will be assigned to a specific site. Sites are the physical locations for devices. A site can have multiple devices.

When you navigate to the Sites list, you will see a table with a list of sites. From this screen you can select sites to view or edit and create new sites for the network.

Site Name	Address	City	State	Zip	Lat	Lon	Device Count
ASO Bus Terminal	113 Vertiz calle	Royal Palma Estates Colonia	PL	25678	19.5612023	-98.05120140	3
Adriana Mexico Triunfo	120 Teniente avenida	A. and F. Ramirez Colonia	MX	17298	19.1441814	-98.3020394	1
Alma	12 Valle la carretera	Pennsylvania Avenue Colonia	MX	17298			0
Alma Mexico	10 Valle calle	2 B Colonia Number 1	MX	24606			0
Alma Mexico	112 Miravalle la carretera	Northside Village Colonia Number 2	CL	25678	19.1115607	-99.09113130	4
Auditoria Bascom	124 Adipán la carretera	Villas del Valle Colonia	CL	25678			0
Auditoria Municipal	17 Mexico avenida	Rancho Grande Colonia	CL	34098	19.27614853	-98.73214724	1
Auto Radio Pico de	117 Emperadores calle	Glenhurst Estates Colonia	CL	34098	19.30347885	-98.76248804	2
Aviacion Municipal De Villalona	10 Del la carretera	Garcasville	MX	26778	19.5941441	-98.88734043	8
Aviacion Municipal San Fernando	103 Lerán la carretera	Roma Creek Number 1, 2 and 3 Colonia	RD	25678	19.54310504	-99.08203236	5
Bacames	58 San calle	Villa Caveros	MX	17298	19.5349578	-98.74713889	2
Bacames	91 Carmen avenida	Florentino Ramos Colonia	MX	17298	19.17844	-99.04894	1
Bacames	100 Corto la carretera	Villa de Martinez Colonia	MX	34098	19.36252466	-98.26209892	1
Bacames	84 Porfiris avenida	Robinetta Colonia	RD	17298	19.41218023	-99.18407798	1
Bacames	91 Burya calle	Indian Hot Springs	PL	17298	19.45266595	-99.25566523	3

When you select or create a new site, a screen will load with a number of fields and a vertical menu of options on the right.

Name

Carl's Jr.

Address

27 Carmen avenida

City

Valle Vista Colonia

State

RD

Zip

17298

Phone

Fax

Latitude

Longitude

Notes

Save

Search for an address

Map

Satellite

Map

Satellite

Map

Satellite

Carl's Jr.

Browse New Delete

Site Details

Site Devices

Site Messages

Devices Status Graphs

Latency Graphs

Performance Indicators

Incident Anomaly Analysis

Indicators

Site Uploads

Site Journal

Site Logins

Hyperlocal Weather

You can select from the following options:

- **Site Details**

Includes basic information about the site, such as the name of the site, the address, latitude and longitude, and any notes related to

the site, such as instructions to follow when accessing this site.

- **Site Devices**

Lists all devices currently assigned to the Site as well as device details, such as device name, IP address, device type, and physical location. Clicking on a device from this menu navigates you to that device's page.

- **Site Messages**

- **Devices Status Graphs**

Provides graphs representing the status of every device associated with the site.

- **Latency Graphs**

- **Performance Indicators**

- **Incident Anomaly Analysis**

- **Indicators**

- **Site Uploads**

- **Site Journal**

- **Site Logins**

- **Hyperlocal Weather** - (If enabled in the build).

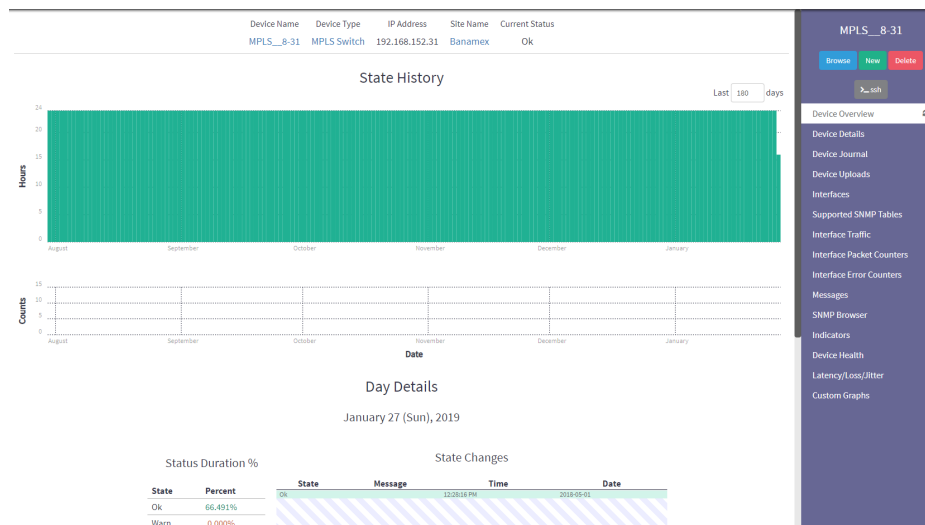
## Devices

The Device list is accessed through the Administration menu or from the left side bar. Devices are pieces of equipment in a network.

Device Name	IP Address	Site	Device Type	Latitude	Longitude
WPLA_8-100	192.168.152.100	Oficina de Consejo Político Federal	WPLA Switch	19.67803372	-98.80780248
WPLA_8-101	192.168.152.101	Idioma	WPLA Switch	18.64773158	-98.84928935
WPLA_8-102	192.168.152.102	Batallas	WPLA Switch	18.41218923	-98.18477798
WPLA_8-103	192.168.152.103	Casa Rota Mexicana Deliberación	WPLA Switch	18.56448883	-98.03013142
WPLA_8-104	192.168.152.104	Estimado Surber	WPLA Switch	18.37533335	-98.64254444
WPLA_8-105	192.168.152.105	El Tercero	WPLA Switch	18.5487076	-98.89589026
WPLA_8-107	192.168.152.107	Exeltra	WPLA Switch	18.7488051	-98.82285447
WPLA_8-108	192.168.152.108	Malá	WPLA Switch	18.38820485	-98.30757483
WPLA_8-109	192.168.152.109	Pescado	WPLA Switch	18.96826282	-98.08283143
WPLA_8-111	192.168.152.111	Insustit General Regional de	WPLA Switch	18.89335666	-97.68620317
WPLA_8-114	192.168.152.114	Procedencia Municipal	WPLA Switch	18.15245608	-98.08283143
WPLA_8-110	192.168.152.110	El Secoso	WPLA Switch	18.27338759	-98.17308374
WPLA_8-111	192.168.152.111	Francia Americana	WPLA Switch	18.69338831	-98.2922302
WPLA_8-112	192.168.152.112	Lienzo de Porcua Chela	WPLA Switch	18.5475664	-97.51761035
WPLA_8-113	192.168.152.113	Unidad Médica Familiar no.2	WPLA Switch	18.87232634	-98.36188822
WPLA_8-114	192.168.152.114	Lienzo de Lindavista	WPLA Switch	18.8085087	-98.22828348
WPLA_8-112	192.168.152.112	ASO Ruta Terminal	WPLA Switch	18.3612023	-98.08283148
WPLA_8-110	192.168.152.110	Sacristía	WPLA Switch	18.86898747	-98.24434766
WPLA_8-112	192.168.152.112	Mercado de la Carnevate	WPLA Switch	18.4889887	-98.24434764
WPLA_8-111	192.168.152.111	Mercado de la Carnevate	WPLA Switch	18.18223147	-98.38539847
WPLA_8-112	192.168.152.112	cañeta colista	WPLA Switch	18.97558231	-98.13178287
WPLA_8-112	192.168.152.112	Palacio Municipal	WPLA Switch	18.22381389	-98.82094786
WPLA_8-110	192.168.152.110	MSB	WPLA Switch	18.22853383	-98.53895867
WPLA_8-110	192.168.152.110	Tecno El Dorado	WPLA Switch	18.22853383	-98.53895867
WPLA_8-114	192.168.152.114	Restaurante El Chiflo	WPLA Switch	18.29508885	-98.38604297
WPLA_8-114	192.168.152.114	Coceros de Hueso	WPLA Switch	18.55424249	-98.81538216
WPLA_8-114	192.168.152.114	Torre Empresarial	WPLA Switch	18.27338759	-98.17308374
WPLA_8-115	192.168.152.115	Estadía	WPLA Switch	18.71873332	-97.88341679
WPLA_8-116	192.168.152.116	Cuermos Construyentes	WPLA Switch	18.52288501	-98.17188573
WPLA_8-116	192.168.152.116	H.S.B	WPLA Switch	18.30307908	-98.13924331
WPLA_8-117	192.168.152.117	Puerto Peña	WPLA Switch	18.31888888	-98.17431332
WPLA_8-118	192.168.152.118	Bancos	WPLA Switch	18.62854479	-98.21293301
WPLA_8-118	192.168.152.118	Admiral Mexico Tijuana	WPLA Switch	18.11441874	-98.38604297
WPLA_8-118	192.168.152.118	Castro de la Cultura de Culimbo	WPLA Switch	18.66818144	-98.87400078
WPLA_8-118	192.168.152.118	Elva Domínguez	WPLA Switch	18.4889887	-98.24434764

Showing 1 to 36 of 1,120 entries

As in the Sites section, once a device is created or selected a set of fields and vertical menu will appear on the right.



The following are some of the options accessible through a Device screen.

- **Device Overview**  
View State History, Day Details, and State Changes
- **Device Details**  
Access site, device location, device information, and IP address
- **Device Journal**  
Allows notes to be taken and stored with other device information.
- **Device Uploads**  
Select and upload device-specific files here (e.g., manuals and photographs)
- **Interfaces**
- **Supported SNMP Tables**
- **Interface Traffic, Packet Counters, and Error Counters**  
Monitors the flow of packets and any packet delivery failures
- **Messages**  
Searchable semantic data sent from the device and color-coded to indicate severity
- **SNMP Browser**
- **Indicators**

- **Device Health**
- **Latency/Loss/Jitter**
- **Custom Graphs**

## Device Probes

Probes track specific device features on a repeated basis. You can access the list of Device Probes through the Administration menu option. Like Devices and Sites, Probes are displayed in a table format that allows you to view, edit, or create new probes.

Filter...

Add Entry

Probe	Check Interval	Linked Types Count	Linked Devices Count	Result Count	SNMP DataPoints
Check-Gloss	300	1	0	0	0
Check-Gloss	300	1	0	0	0
Check-Gloss	300	1	0	0	0
Check-Gloss	300	1	112	0	0
Check-Gloss	300	1	24	0	0
Check-Sensor	300	1	12	0	0
Check-Sensor	300	1	0	0	0
Check-Sensor	300	1	0	0	0
Equipment-Check	300	1	177	0	0
Equipment-Check	300	1	0	0	0
Equipment-Check	300	1	12	0	0
Equipment-Check	300	1	0	0	0
Equipment-Check	300	1	0	0	0
Equipment-Check	300	1	0	0	0
Equipment-Check	300	1	0	0	0
Equipment-Check	300	1	0	0	0
Equipment-Check	300	1	245	0	0
Equipment-Check	300	1	0	0	0
Equipment-Check	300	1	0	0	0
Equipment-Check	300	1	0	0	0
Equipment-Check	300	1	2	0	0
Equipment-Check	300	1	1	0	0
Equipment-Check	300	1	1	0	0
Equipment-Check	300	1	24	0	0
Equipment-Check	300	1	0	0	0
Equipment-Check	300	1	0	0	0
Equipment-Check	300	1	184	0	0
Equipment-Check	300	1	20	0	0
Equipment-Check	300	1	0	0	0
Equipment-Check	300	1	0	0	0
Equipment-Check	300	1	0	0	0
Equipment-Check	300	1	0	0	0
Equipment-Check	300	1	42	0	0
Equipment-Check	300	1	4	0	0
Equipment-Check	300	1	119	0	0
Equipment-Check	300	1	0	0	0
Equipment-Check	300	1	0	0	0
Equipment-Check	300	1	0	0	0
Equipment-Check	300	1	1	0	0
Equipment-Check	300	1	3	0	0
Equipment-Check	300	1	0	0	0
Equipment-Check	300	1	6	0	0
Equipment-Check	300	1	0	0	0
Equipment-Check	300	1	3	0	0
SNMP	300	1	3	0	0

Once a probe is selected or created, a new screen with a vertical menu on the right appears with fields and options relating to the probe.

Probe Details

Probe Name

Check SNMP

Probe Interval

300

Save

Check SNMP

Browse

New

Delete

Probe Details

Associated Device Types

Data Collection

Data Processing

Alarm Conditions

Storage Strategies

The following are some of the options that can be found in the probe screen:



- **Probe Details**

Probe name and Intervals (in milliseconds)

- **Associated Device Types**

Add or remove existing Device Types

- **Data Collection**

Add or remove SNMP Queries, OIDs, and Request Types

- **Data Processing**

Add basic expressions

- **Alarm Conditions**

Specify alert messages for Return Codes (OK, Warning, Error)

- **Storage Strategies**

View existing or add new storage strategies

# QUICK-START GUIDE

## OVERVIEW

To get up and running, you'll need to complete these steps:

1. Add/Verify Network Information
  - Sites (pg.23)
  - Device Types (pg.26)
  - Devices (pg.29)
  - SNMP Profiles (pg.33)
2. Add Additional Information
  - Custom Field Sets (pg.36)
  - Uploads and Documents (pg.41)
  - Journals (pg.45)
3. Monitor Your Network
  - Devices and Sites (pg.48)
  - Group Collections (pg.51)
  - Reporting (pg.54)

Conxx has likely completed some of these steps for you. You may skip sections that are already complete after verifying the information present is correct.

## ADD/VERIFY NETWORK INFORMATION

The first step you must complete is to verify that the network information you provided to Conxx for input is correct, complete, and up-to-date. New information may need to be input if changes have been made to your account since it was created.

Information that needs to be added or verified includes the following:

- Sites
- Device types
- Devices
- SNMP profiles

Once you have added and verified your information, your account will be up and running.

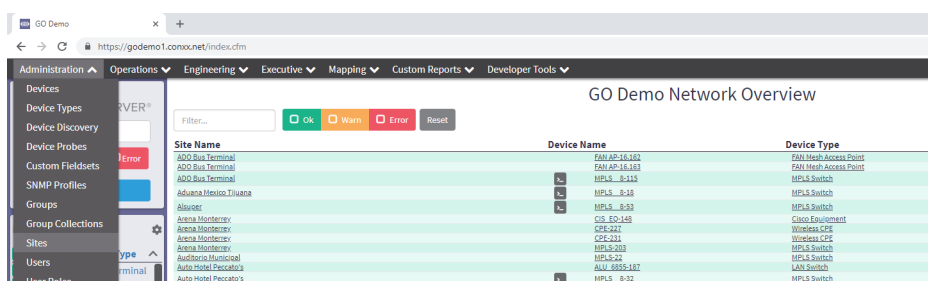
### Sites

Sites are the physical locations of devices. Site information serves as the primary system for grouping and tracking your devices. Each time you create a new device you will designate which Site it belongs to.

If you have already provided information to Conxx for your sites, many of the steps below will already have been completed. Navigate to the appropriate pages to verify or input the correct information.

### Adding a Site

1. Select **Sites** from the **Administration** drop-down menu.



[illegible]

GO Demo
+

https://godemo1.conoco.net/views/equipment/details.htm

Administration
Operations
Engineering
Executive
Mapping
Custom Reports
Developer Tools

Search for Devices...

OK
Warn
Error

Go

Network Summary

182
0
0
Backhaul Type

1
0
0
ADO Bus Terminal

1
0
0
AR emergencias

1
0
0
Auditorio Municipal

1
0
0
Auto Hotel Peccato

4
0
0
Banamex

7
0
0
Bodega Aurrera

11
0
0
Gasolinera

4
0
0
Gasolinera

111
0
1
Device Types

2
0
0
ACS

1
0
0
alert\_test

3
0
0
ALU 6850

2
0
0
ALU 7750

70
0
0
ALU DMX

3
0
0
Aviat Microwave

22
0
0
Cambium 650

113
0
0
Cisco Endpoints

Identification & Site

Site

Select an option

Device Type

Select an option

IP Address

Name

Serial Number

Latitude

Longitude

Suppress Alerts:

Save

Search for an address

Map
Satellite

- **Name.** Create a custom name for this site.
- **Address, City, State, and Zip**
- **Phone Number** and **Fax Number** associated with this specific site.

- **Latitude** and **Longitude**. Input the latitude and longitude manually, or use the Google Map window at the bottom of the page to auto populate the information.
- **Notes**. Notes can be updated or changed at any time and include additional information related to this site.

TIP: It is important to input latitude and longitude for sites, because not all devices will have this information individually assigned.

4. When finished, click the **Save** button.

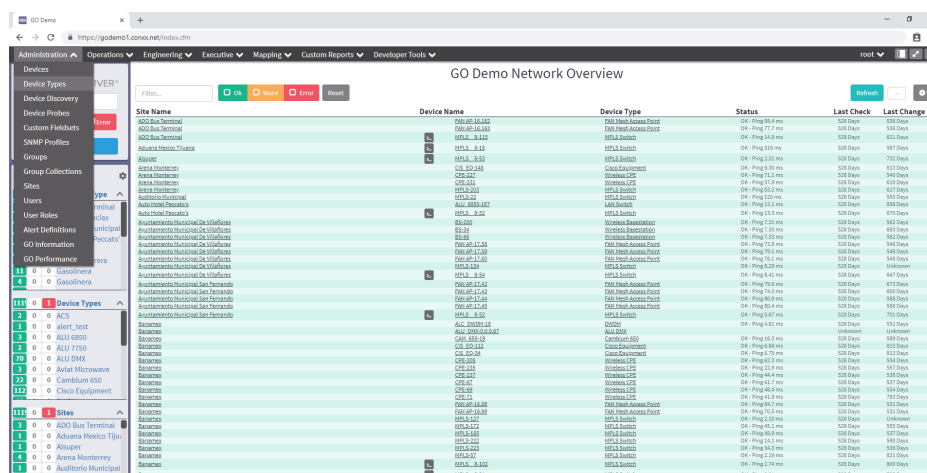
## Device Types

The Device Type is the role a piece of equipment plays in the network. Many pieces of equipment can be the same make/model but have different device types. The Device Type determines what will be monitored and what data will be collected from that device. Devices can be grouped by Device Type for such purposes as creating fieldsets, collecting data, or reporting.

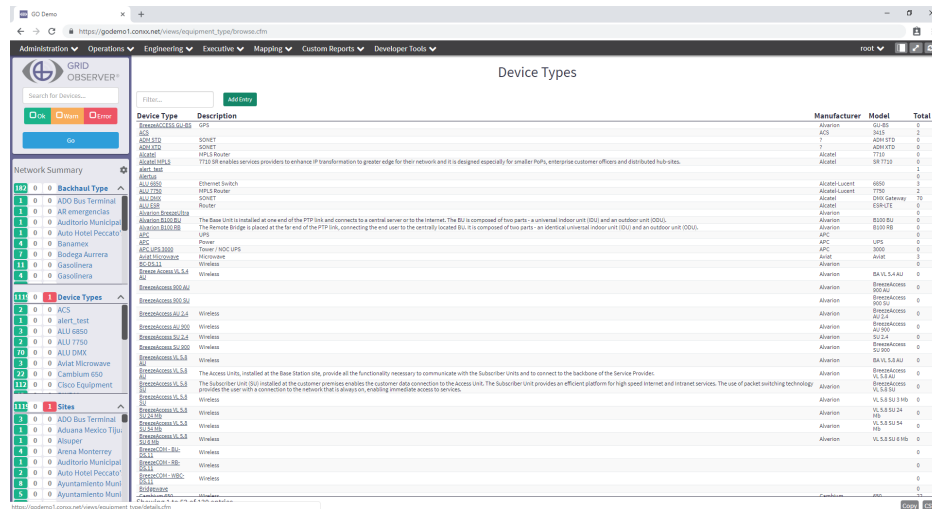
If you have already provided information to Conxx for your device types, many of the steps below will have already been completed. Navigate to the appropriate pages to verify or input the correct information.

## Adding a Device Type

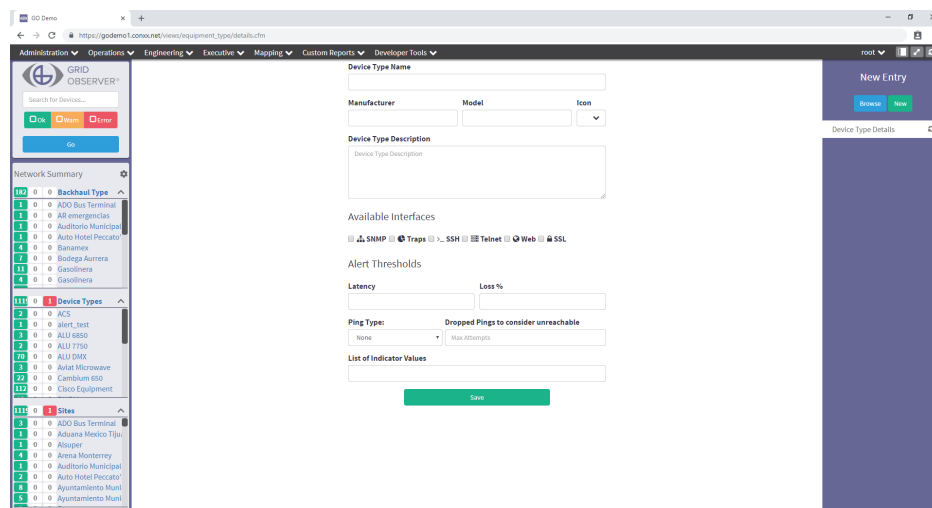
1. Select **Device Types** from the **Administration** drop-down menu.



## 2. Click the **Add Entry** button.



## 3. Input the following information:



- **Device Type Name**
- **Manufacturer**
- **Model**
- **Icon** (select from the drop-down list)
- **Device Type Description** (information related to how the device is used)

**TIP:** You can select any icon to represent your device type, but it's best to use something that will be meaningful to you and other users.

## 4. Fill out the following information:

The screenshot shows the GRIDOBSERVER web interface. On the left is a sidebar with a 'Network Summary' section containing a tree view of devices categorized by type (Backhaul, Device Types, Sites). The main area displays the 'Device Type Details' form. The form has the following sections:

- Device Type Name:** A text input field.
- Manufacturer, Model, Icon:** Three input fields with a dropdown arrow for the icon.
- Device Type Description:** A large text area.
- Available Interfaces:** A row of checkboxes for SNMP, Traps, SSH, Telnet, Web, and SSL.
- Alert Thresholds:** Two input fields for 'Latency' and 'Loss %'.
- Ping Type:** A dropdown menu with 'None' selected and 'Max Attempts' as an option.
- List of Indicator Values:** A text area.
- Save:** A green button at the bottom.

- \* **Available Interfaces** (how that device type can respond)
- \* **Alert Thresholds**

4. When finished, click the **Save** button.





2. Click the **Add Entry** button.

The screenshot shows the GRID OBSERVER web interface. The main content area displays a table titled 'Devices' with the following columns: Device Name, IP Address, Site, Device Type, Latitude, and Longitude. The table contains multiple entries, each representing a device. A sidebar on the left provides a 'Network Summary' and a list of 'Device Types' including Backhaul Type, ADO Bus Terminal, AR emergencias, Auditorio Municipal, Auto Hotel Peccato, Bananex, Bodega Aurora, Gasolinera, and others. The top navigation bar includes links for Administration, Operations, Engineering, Executive, Mapping, Custom Reports, and Developer Tools.

Device Name	IP Address	Site	Device Type	Latitude	Longitude
MP4-B-300	192.168.102.100	Ciudad de Guayaquil, Ecuador	MP4-B-300	08.47001372	-80.67700048
MP4-B-300	192.168.102.101	Guayaquil	MP4-B-300	08.47001372	-80.67700048
MP4-B-300	192.168.102.102	Guayaquil	MP4-B-300	08.47001372	-80.67700048
MP4-B-300	192.168.102.103	Guayaquil	MP4-B-300	08.47001372	-80.67700048
MP4-B-300	192.168.102.104	Guayaquil	MP4-B-300	08.47001372	-80.67700048
MP4-B-300	192.168.102.105	Guayaquil	MP4-B-300	08.47001372	-80.67700048
MP4-B-300	192.168.102.106	Guayaquil	MP4-B-300	08.47001372	-80.67700048
MP4-B-300	192.168.102.107	Guayaquil	MP4-B-300	08.47001372	-80.67700048
MP4-B-300	192.168.102.108	Guayaquil	MP4-B-300	08.47001372	-80.67700048
MP4-B-300	192.168.102.109	Guayaquil	MP4-B-300	08.47001372	-80.67700048
MP4-B-300	192.168.102.110	Guayaquil	MP4-B-300	08.47001372	-80.67700048
MP4-B-300	192.168.102.111	Guayaquil	MP4-B-300	08.47001372	-80.67700048
MP4-B-300	192.168.102.112	Guayaquil	MP4-B-300	08.47001372	-80.67700048
MP4-B-300	192.168.102.113	Guayaquil	MP4-B-300	08.47001372	-80.67700048
MP4-B-300	192.168.102.114	Guayaquil	MP4-B-300	08.47001372	-80.67700048
MP4-B-300	192.168.102.115	Guayaquil	MP4-B-300	08.47001372	-80.67700048
MP4-B-300	192.168.102.116	Guayaquil	MP4-B-300	08.47001372	-80.67700048
MP4-B-300	192.168.102.117	Guayaquil	MP4-B-300	08.47001372	-80.67700048
MP4-B-300	192.168.102.118	Guayaquil	MP4-B-300	08.47001372	-80.67700048
MP4-B-300	192.168.102.119	Guayaquil	MP4-B-300	08.47001372	-80.67700048
MP4-B-300	192.168.102.120	Guayaquil	MP4-B-300	08.47001372	-80.67700048
MP4-B-300	192.168.102.121	Guayaquil	MP4-B-300	08.47001372	-80.67700048
MP4-B-300	192.168.102.122	Guayaquil	MP4-B-300	08.47001372	-80.67700048
MP4-B-300	192.168.102.123	Guayaquil	MP4-B-300	08.47001372	-80.67700048
MP4-B-300	192.168.102.124	Guayaquil	MP4-B-300	08.47001372	-80.67700048
MP4-B-300	192.168.102.125	Guayaquil	MP4-B-300	08.47001372	-80.67700048
MP4-B-300	192.168.102.126	Guayaquil	MP4-B-300	08.47001372	-80.67700048
MP4-B-300	192.168.102.127	Guayaquil	MP4-B-300	08.47001372	-80.67700048
MP4-B-300	192.168.102.128	Guayaquil	MP4-B-300	08.47001372	-80.67700048
MP4-B-300	192.168.102.129	Guayaquil	MP4-B-300	08.47001372	-80.67700048
MP4-B-300	192.168.102.130	Guayaquil	MP4-B-300	08.47001372	-80.67700048
MP4-B-300	192.168.102.131	Guayaquil	MP4-B-300	08.47001372	-80.67700048
MP4-B-300	192.168.102.132	Guayaquil	MP4-B-300	08.47001372	-80.67700048
MP4-B-300	192.168.102.133	Guayaquil	MP4-B-300	08.47001372	-80.67700048
MP4-B-300	192.168.102.134	Guayaquil	MP4-B-300	08.47001372	-80.67700048
MP4-B-300	192.168.102.135	Guayaquil	MP4-B-300	08.47001372	-80.67700048
MP4-B-300	192.168.102.136	Guayaquil	MP4-B-300	08.47001372	-80.67700048
MP4-B-300	192.168.102.137	Guayaquil	MP4-B-300	08.47001372	-80.67700048
MP4-B-300	192.168.102.138	Guayaquil	MP4-B-300	08.47001372	-80.67700048
MP4-B-300	192.168.102.139	Guayaquil	MP4-B-300	08.47001372	-80.67700048
MP4-B-300	192.168.102.140	Guayaquil	MP4-B-300	08.47001372	-80.67700048
MP4-B-300	192.168.102.141	Guayaquil	MP4-B-300	08.47001372	-80.67700048
MP4-B-300	192.168.102.142	Guayaquil	MP4-B-300	08.47001372	-80.67700048
MP4-B-300	192.168.102.143	Guayaquil	MP4-B-300	08.47001372	-80.67700048
MP4-B-300	192.168.102.144	Guayaquil	MP4-B-300	08.47001372	-80.67700048
MP4-B-300	192.168.102.145	Guayaquil	MP4-B-300	08.47001372	-80.67700048
MP4-B-300	192.168.102.146	Guayaquil	MP4-B-300	08.47001372	-80.67700048
MP4-B-300	192.168.102.147	Guayaquil	MP4-B-300	08.47001372	-80.67700048
MP4-B-300	192.168.102.148	Guayaquil	MP4-B-300	08.47001372	-80.67700048
MP4-B-300	192.168.102.149	Guayaquil	MP4-B-300	08.47001372	-80.67700048
MP4-B-300	192.168.102.150	Guayaquil	MP4-B-300	08.47001372	-80.67700048
MP4-B-300	192.168.102.151	Guayaquil	MP4-B-300	08.47001372	-80.67700048
MP4-B-300	192.168.102.152	Guayaquil	MP4-B-300	08.47001372	-80.67700048
MP4-B-300	192.168.102.153	Guayaquil	MP4-B-300	08.47001372	-80.67700048
MP4-B-300	192.168.102.154	Guayaquil	MP4-B-300	08.47001372	-80.67700048
MP4-B-300	192.168.102.155	Guayaquil	MP4-B-300	08.47001372	-80.67700048
MP4-B-300	192.168.102.156	Guayaquil	MP4-B-300	08.47001372	-80.67700048
MP4-B-300	192.168.102.157	Guayaquil	MP4-B-300	08.47001372	-80.67700048
MP4-B-300	192.168.102.158	Guayaquil	MP4-B-300	08.47001372	-80.67700048
MP4-B-300	192.168.102.159	Guayaquil	MP4-B-300	08.47001372	-80.67700048
MP4-B-300	192.168.102.160	Guayaquil	MP4-B-300	08.47001372	-80.67700048
MP4-B-300	192.168.102.161	Guayaquil	MP4-B-300	08.47001372	-80.67700048
MP4-B-300	192.168.102.162	Guayaquil	MP4-B-300	08.47001372	-80.67700048
MP4-B-300	192.168.102.163	Guayaquil	MP4-B-300	08.47001372	-80.67700048
MP4-B-300	192.168.102.164	Guayaquil	MP4-B-300	08.47001372	-80.67700048
MP4-B-300	192.168.102.165	Guayaquil	MP4-B-300	08.47001372	-80.67700048
MP4-B-300	192.168.102.166	Guayaquil	MP4-B-300	08.47001372	-80.67700048
MP4-B-300	192.168.102.167	Guayaquil	MP4-B-300	08.47001372	-80.67700048
MP4-B-300	192.168.102.168	Guayaquil	MP4-B-300	08.47001372	-80.67700048
MP4-B-300	192.168.102.169	Guayaquil	MP4-B-300	08.47001372	-80.67700048
MP4-B-300	192.168.102.170	Guayaquil	MP4-B-300	08.47001372	-80.67700048
MP4-B-300	192.168.102.171	Guayaquil	MP4-B-300	08.47001372	-80.67700048
MP4-B-300	192.168.102.172	Guayaquil	MP4-B-300	08.47001372	-80.67700048
MP4-B-300	192.168.102.173	Guayaquil	MP4-B-300	08.47001372	-80.67700048
MP4-B-300	192.168.102.174	Guayaquil	MP4-B-300	08.47001372	-80.67700048
MP4-B-300	192.168.102.175	Guayaquil	MP4-B-300	08.47001372	-80.67700048
MP4-B-300	192.168.102.176	Guayaquil	MP4-B-300	08.47001372	-80.67700048
MP4-B-300	192.168.102.177	Guayaquil	MP4-B-300	08.47001372	-80.67700048
MP4-B-300	192.168.102.178	Guayaquil	MP4-B-300	08.47001372	-80.67700048
MP4-B-300	192.168.102.179	Guayaquil	MP4-B-300	08.47001372	-80.67700048
MP4-B-300	192.168.102.180	Guayaquil	MP4-B-300	08.47001372	-80.67700048
MP4-B-300	192.168.102.181	Guayaquil	MP4-B-300	08.47001372	-80.67700048
MP4-B-300	192.168.102.182	Guayaquil	MP4-B-300	08.47001372	-80.67700048
MP4-B-300	192.168.102.183	Guayaquil	MP4-B-300	08.47001372	-80.67700048
MP4-B-300	192.168.102.184	Guayaquil	MP4-B-300	08.47001372	-80.67700048
MP4-B-300	192.168.102.185	Guayaquil	MP4-B-300	08.47001372	-80.67700048
MP4-B-300	192.168.102.186	Guayaquil	MP4-B-300	08.47001372	-80.67700048
MP4-B-300	192.168.102.187	Guayaquil	MP4-B-300	08.47001372	-80.67700048
MP4-B-300	192.168.102.188	Guayaquil	MP4-B-300	08.47001372	-80.67700048
MP4-B-300	192.168.102.189	Guayaquil	MP4-B-300	08.47001372	-80.67700048
MP4-B-300	192.168.102.190	Guayaquil	MP4-B-300	08.47001372	-80.67700048
MP4-B-300	192.168.102.191	Guayaquil	MP4-B-300	08.47001372	-80.67700048
MP4-B-300	192.168.102.192	Guayaquil	MP4-B-300	08.47001372	-80.67700048
MP4-B-300	192.168.102.193	Guayaquil	MP4-B-300	08.47001372	-80.67700048
MP4-B-300	192.168.102.194	Guayaquil	MP4-B-300	08.47001372	-80.67700048
MP4-B-300	192.168.102.195	Guayaquil	MP4-B-300	08.47001372	-80.67700048
MP4-B-300	192.168.102.196	Guayaquil	MP4-B-300	08.47001372	-80.67700048
MP4-B-300	192.168.102.197	Guayaquil	MP4-B-300	08.47001372	-80.67700048
MP4-B-300	192.168.102.198	Guayaquil	MP4-B-300	08.47001372	-80.67700048
MP4-B-300	192.168.102.199	Guayaquil	MP4-B-300	08.47001372	-80.67700048
MP4-B-300	192.168.102.200	Guayaquil	MP4-B-300	08.47001372	-80.67700048

3. Select the **Site** for this device from the drop-down menu.

The screenshot shows the GRID OBSERVER web interface with the 'Identification & Site' form. The form includes the following fields and options:

- Site:** A dropdown menu with the option 'Select an option'.
- Device Type:** A dropdown menu with the option 'Select an option'.
- IP Address:** A text input field.
- Name:** A text input field.
- Serial Number:** A text input field.
- Latitude:** A text input field.
- Longitude:** A text input field.
- Suppress Alerts:** A checkbox.
- Save:** A green button.

On the right side of the form, there is a map showing the location of the device. The map includes a search bar at the top and a 'Map' button. The map shows the area around Santa Monica, with labels for 'Santa Monica', 'San Mateo', 'San Rafael', 'San Francisco', and 'San Jose'. The map is displayed in a satellite view.

#### 4. Select the **Device Type** from the drop-down menu.

The screenshot shows the GRID OBSERVER web application interface. The 'Identification & Site' form is the central focus. The 'Device Type' dropdown menu is highlighted with a blue border, indicating it is the current step in the process. The form includes fields for Site, Device Type, IP Address, Name, Serial Number, Latitude, and Longitude. A Google Map is visible on the right side of the form, showing a location in Mexico. The left sidebar contains a 'Network Summary' section with various categories like Backhaul Type, Device Types, and Sites.

#### 5. Input the following information:

The screenshot shows the GRID OBSERVER web application interface with the 'Identification & Site' form filled out. The form includes fields for Site, Device Type, IP Address, Name, Serial Number, Latitude, and Longitude. The 'Save' button is highlighted in green. The left sidebar contains a 'Network Summary' section with various categories like Backhaul Type, Device Types, and Sites.

- **IP Address**
- **Name**  
Create a custom name for this specific device.
- **Serial Number**
- **Latitude and Longitude.** Either input location manually or use the Google Map search at the bottom of the page to find the site's location.

**TIP:** Pick a name that will help you easily identify the device in the future.

6. Select the **SNMP Profile** for this device from the drop-down menu.

The screenshot shows the GRIDOBSERVER web application in a browser window. The interface includes a top navigation bar with tabs like Administration, Operations, Engineering, Location, Mapping, Custom Reports, and Developer Tools. On the left, there's a sidebar with a search bar and several expandable sections: Network Summary, Backhaul Type, Device Types, and Sites. The main area is titled 'Identification & Site' and contains a form with fields for Site, Device Type, IP Address, Name, Serial Number, Latitude, and Longitude. A 'Map' section on the right shows a satellite view of a location. At the bottom of the form is a 'Save' button. On the far right, there's a 'New Entry' button and a 'Device Details' link.

7. When finished, click the **Save** button.

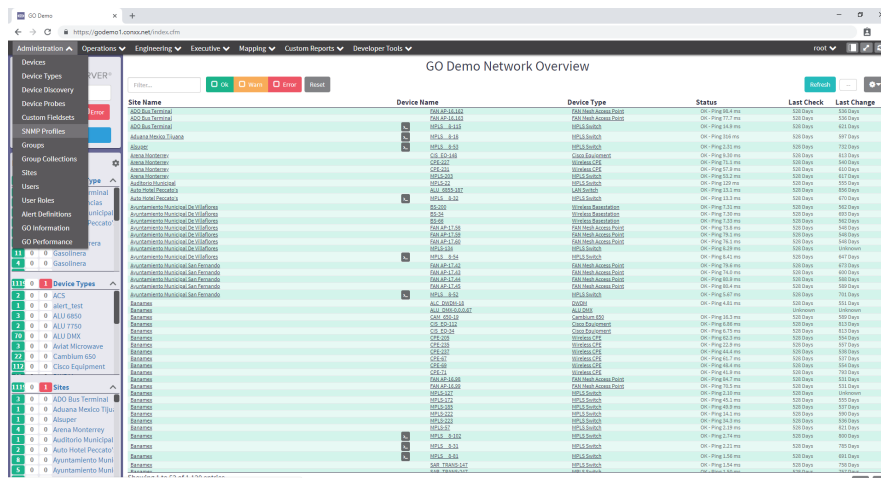
## SNMP Profiles

SNMP (Simple Network Management Protocol) Profiles are used for device logins. Profiles can be applied to any device or device type. A profile contains the access credentials your system uses to communicate with the devices to which the profile is applied so you can make queries or changes. This feature provides a means for efficiently storing or changing authentication credentials. When SNMP credentials need to be updated, you can make changes in one place rather than having to change credentials for each device separately.

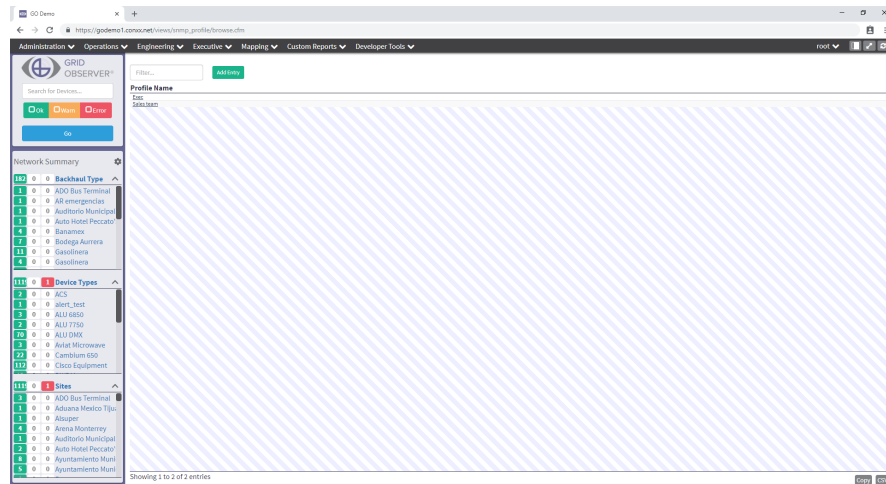
If you have already provided information to ConnX for your SNMP Profiles, many of the steps below will already have been completed. Navigate to the appropriate pages to verify or input the correct information.

### Adding an SMP Profile

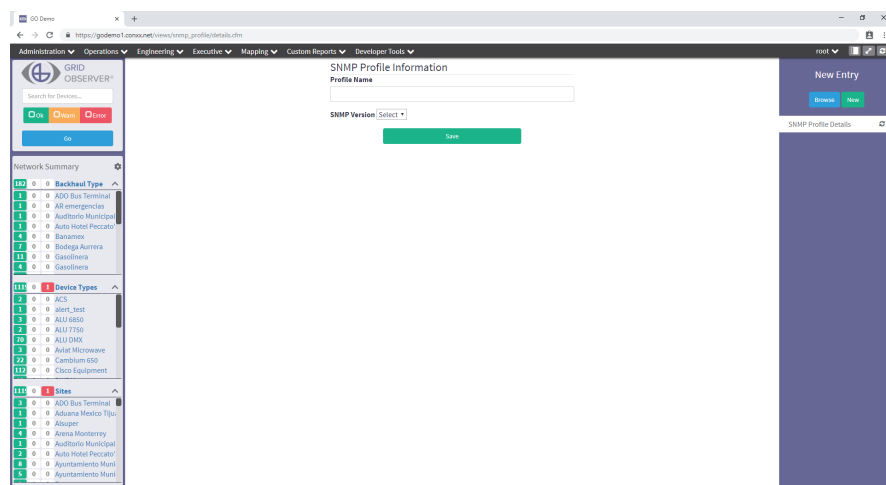
1. Select **SNMP Profiles** from the **Administration** drop-down menu.



**TIP:** You can search for and edit existing SNMP Profiles by entering text in the Filter field.

2. Click **Add Entry**.

## 3. Input the following information:



- **Profile Name**
- **SNMP Version**

TIP: The SNMP version specifies how the string is being encrypted.

4. Depending on the SNMP Version you are using, input the following information:

**v1 or v2c: Community String**

The screenshot shows the GRID OBSERVER web interface. On the left is a sidebar with a search bar and a tree view of the network hierarchy. The main area displays the 'SNMP Profile Information' form. The 'SNMP Version' is set to 'v1'. The 'Community String' field is empty. A green 'Save' button is at the bottom of the form.

**v3: Username, Authentication Protocol, and Privacy Protocol**

The screenshot shows the GRID OBSERVER web interface with the 'SNMP Profile Information' form for v3. The 'SNMP Version' is set to 'v3'. The 'Username' field is empty. The 'Authentication Protocol' and 'Privacy Protocol' are set to 'Select'. A green 'Save' button is at the bottom of the form.

5. When finished, click the **Save** button.

## ADD ADDITIONAL INFORMATION

After you've verified and added basic information, you can add details to the devices and sites within your GridObserver® network. Adding additional information allows you to customize resources for each device. You can add things like user manuals, maintenance records, instructions for accessing devices, or information that cannot be determined from queries.

There are three features you can use to attach additional information: custom fieldsets, uploads and documents, and journals. Complete the following sections to optimize GridObserver's functionality.

### Custom Fieldsets

Custom Fieldsets are custom metadata labels that can be associated with either Sites or Device Types. Fields are completely free-form: you can add any kind of metadata you like, and fieldsets can be added to any device or site. The custom fields will show up on the details page of any Sites or Devices that you associate with that fieldset.

Fieldsets are used to include information that cannot be determined from an SNMP device query or information that would be useful when accessing a particular device or location.

#### Examples

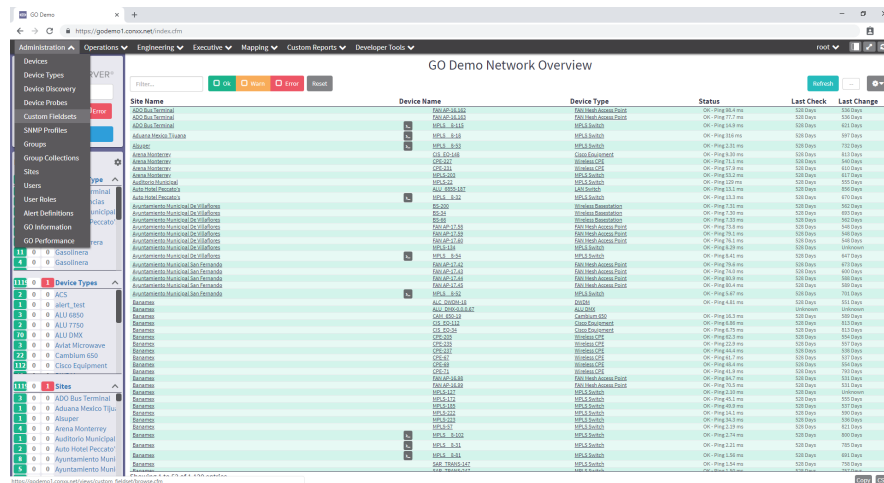
*Site:* Info on tower height; PIN codes for entry to locked areas.

*Device:* Name of the room it's located in; wifi broadcast name and password.

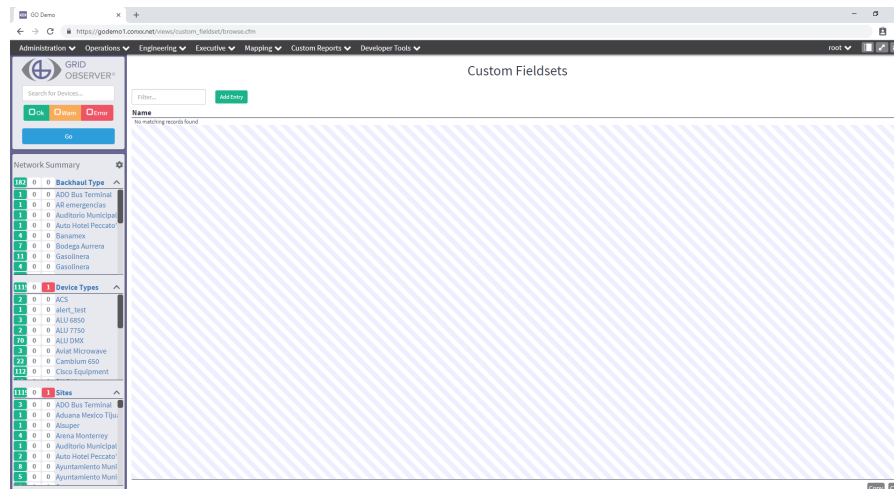


## Adding a Custom Fieldset to a Device Type or Site

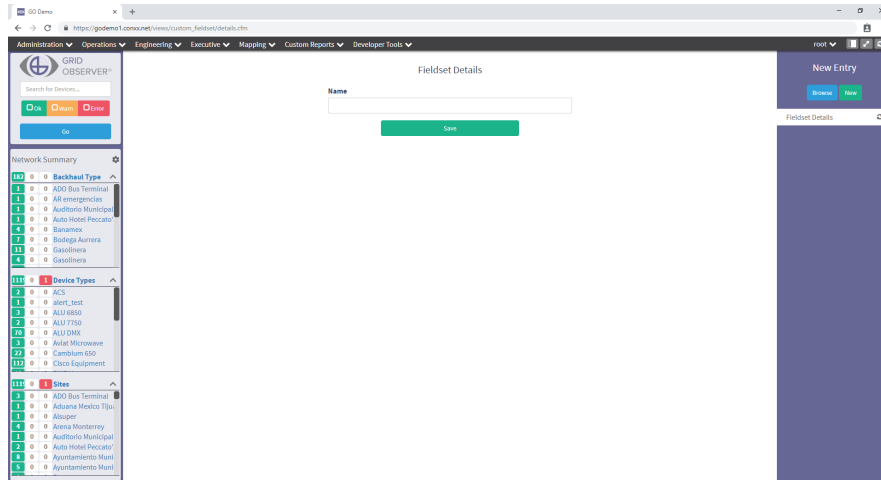
1. Select **Custom Fieldsets** from the **Administration** drop-down menu.



2. Click **Add Entry**.



### 3. Input the **Name** of the Fieldset.

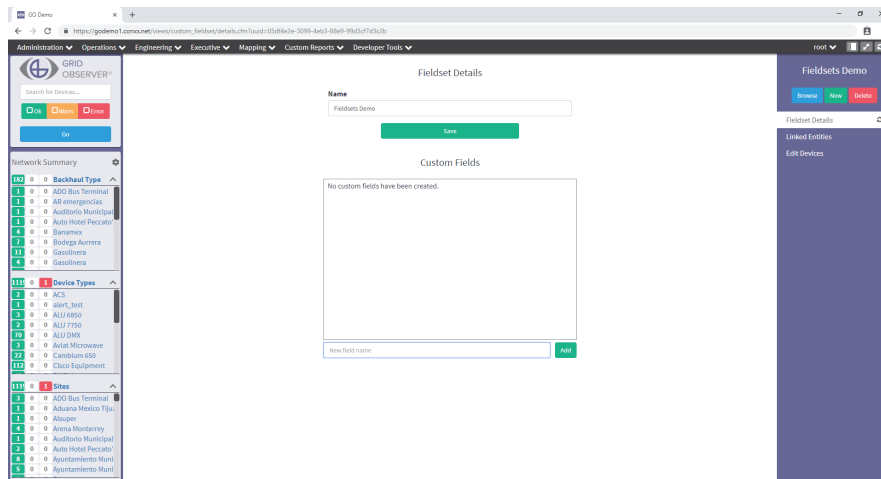


The screenshot shows the GRID OBSERVER web interface. The main content area is titled 'Fieldset Details'. It contains a form with a 'Name' input field and a 'Save' button. The left sidebar shows a 'Network Summary' with categories like Backhaul Type, Device Types, and Sites. The right sidebar has a 'New Entry' button and a 'Fieldset Details' link.

**TIP:** The Name of the fieldset is the label for a group of fields. The name you use should make sense for all the fields you're including in that fieldset.

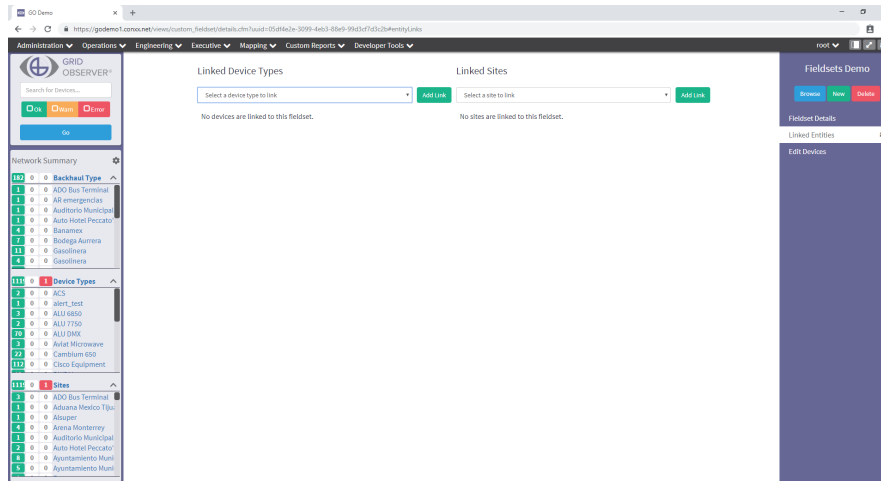
### 4. Click the **Save** button.

### 5. Input the **New Field Name** and click **Add**. You can add as many new fields as you want.

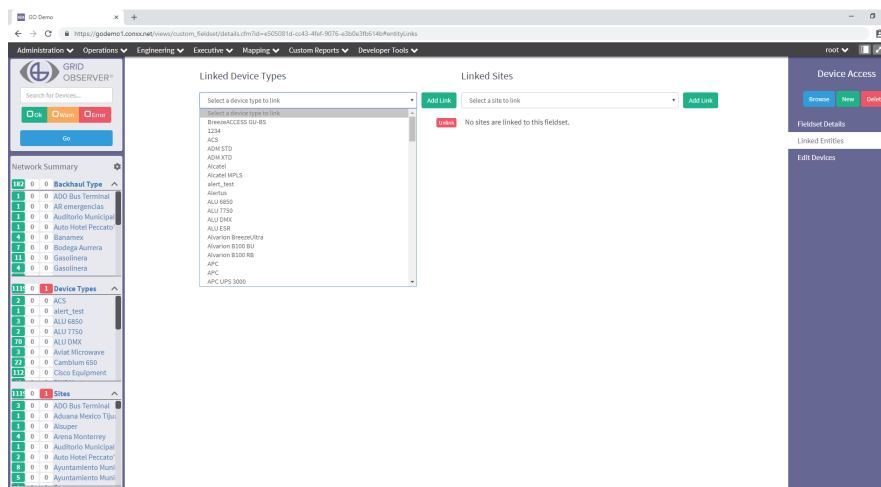


The screenshot shows the GRID OBSERVER web interface after saving the fieldset. The 'Name' field now contains 'Fieldsets Demo'. Below the 'Name' field is a 'Custom Fields' section with a message 'No custom fields have been created.' and a 'New Field Name' input field with an 'Add' button. The left sidebar shows the 'Network Summary' and the right sidebar shows 'Fieldsets Demo' with buttons for 'New', 'Delete', 'Fieldset Details', 'Linked Entities', and 'Edit Devices'.

6. In the menu on the right, click **Linked Entities** to add or edit device types or sites associated with this new fieldset.



7. Use the Select a device type to link or Select a site to link drop-down menus to link the custom fieldset to device types or sites.



8. Click **Edit Devices** in the menu on the right to view every device with this fieldset and add or edit entries in the custom fields.

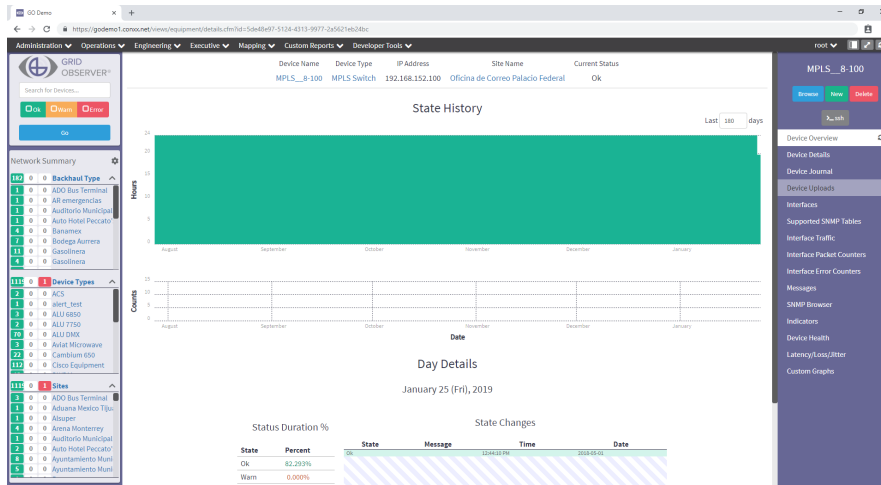
Device	Room Entry Code	WiFi Broadcast Name	WiFi Password
RAD_BS-34	1234		
RAD_BS-194	9999		
RAD_BS-194			
RAD_BS-194			
RAD_BS-2			

**TIP:** Custom fieldsets can also be filled out or edited in the Device's or Site's detail page.

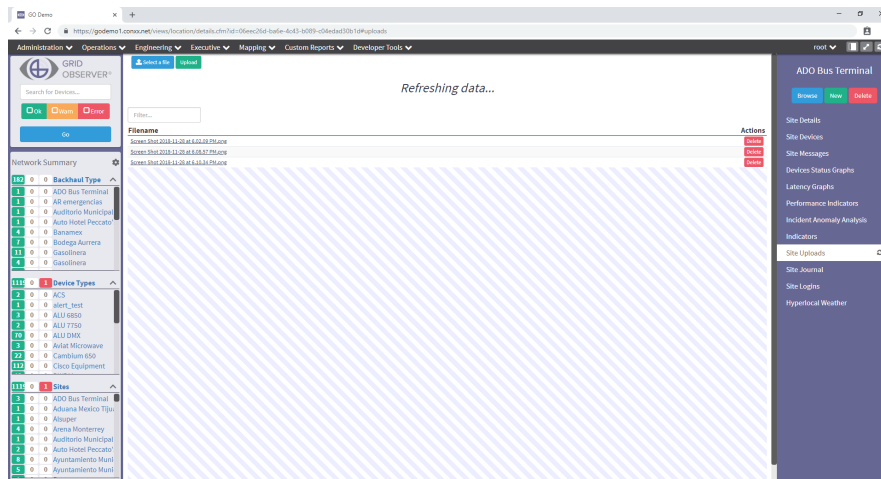


3. Select **Device Upload** or **Site Upload** or **Device Type Documents** from the menu on the right.

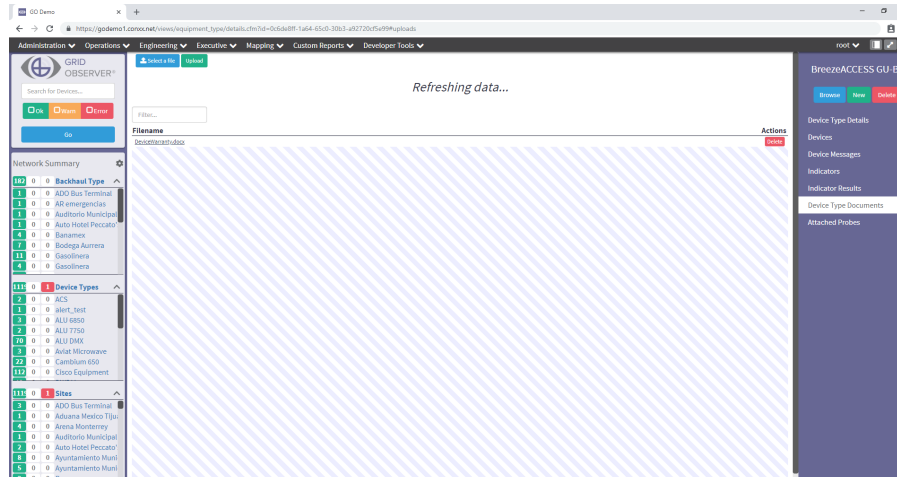
*Device Upload option:*



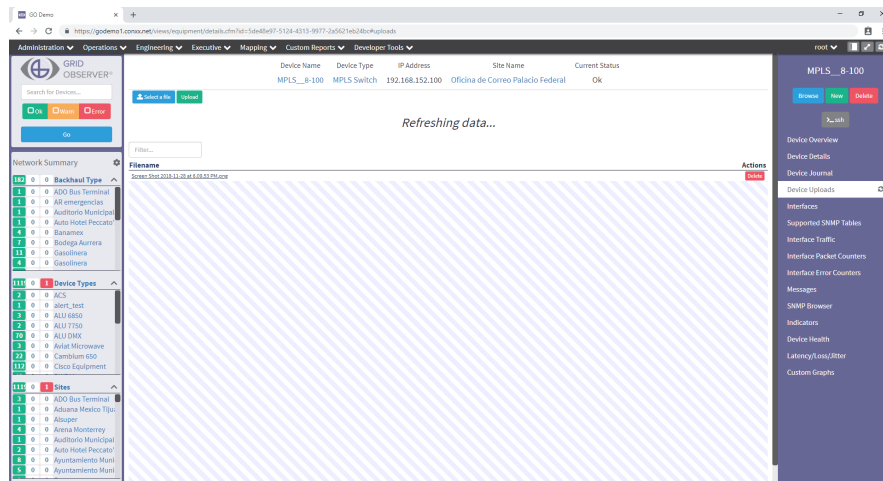
*Site Uploads option:*



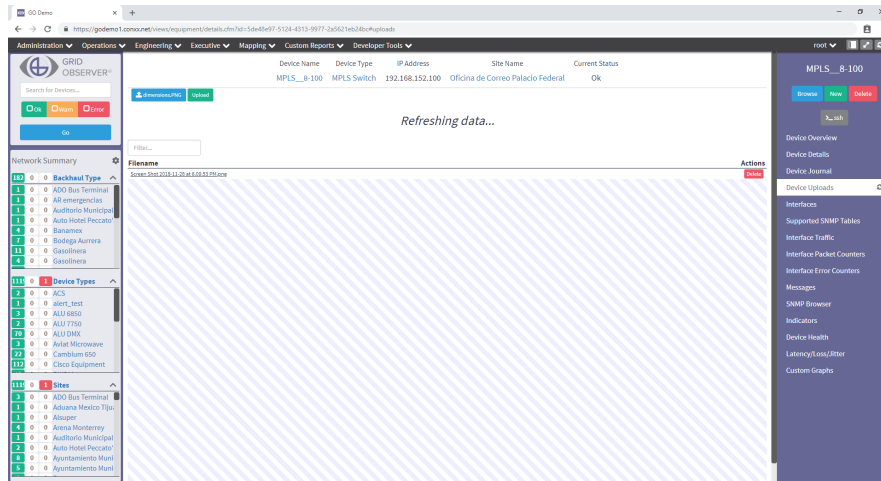
*Device Type Documents option:*



4. Click **Select a File** and choose your file to upload.



5. Click **Upload** after your file has been selected.



**TIP:** Uploads are organized alphabetically by file name.



## Journals

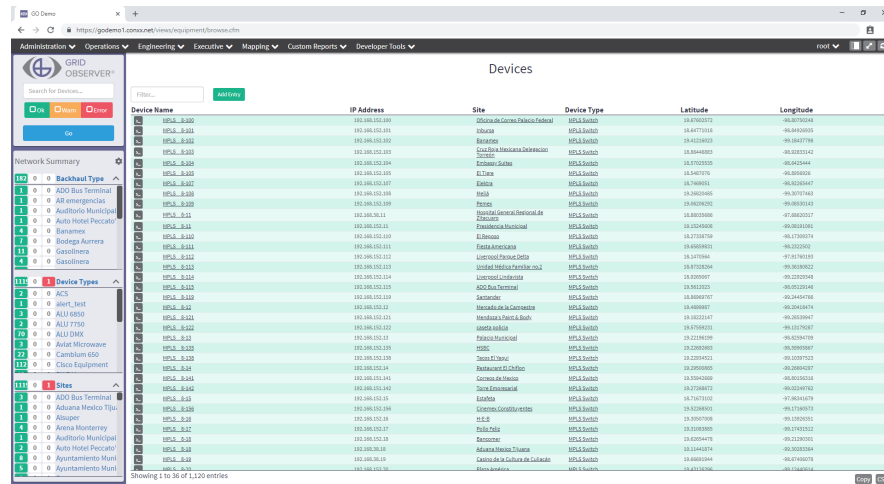
Journals can be associated with either a Device or a Site. Journals allow you to continually add important information related to a specific Site or Device in the form of notes. This might include equipment changes, special precautions, updates, problems, or repairs. Journals are an easy way to track unique information associated with a piece of equipment or a location. Entries are time-stamped and associated with the user who adds them.

## Adding Journal Content

1. Select **Devices** or **Sites** from the **Administration** drop-down menu.

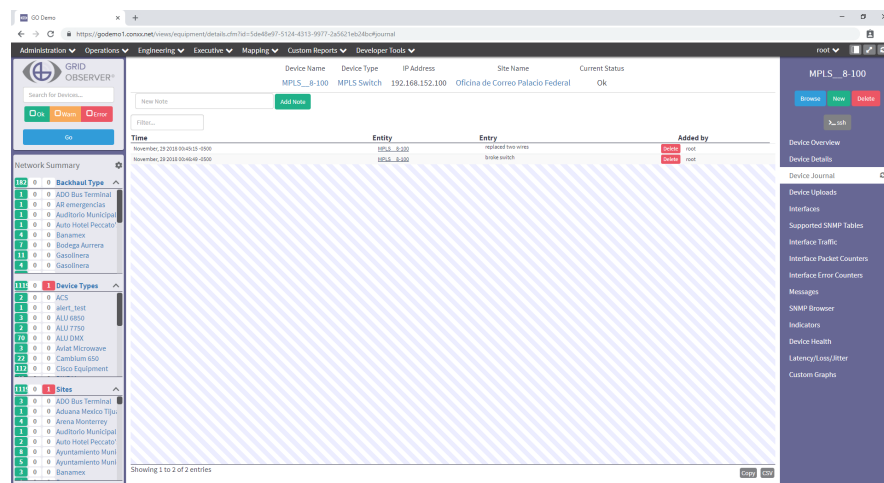
[illegible]

2. Select a device or site by clicking on its name in the table.

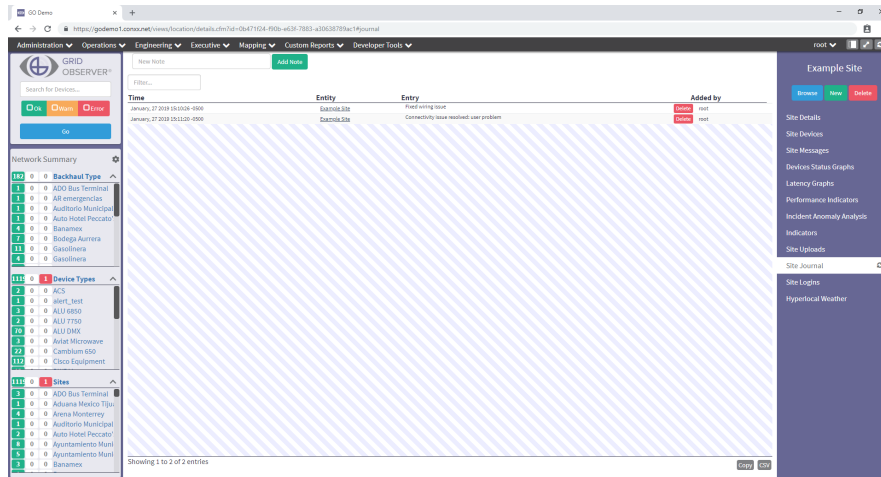


3. Select **Device Journal** or **Site Journal** from the menu on the right.

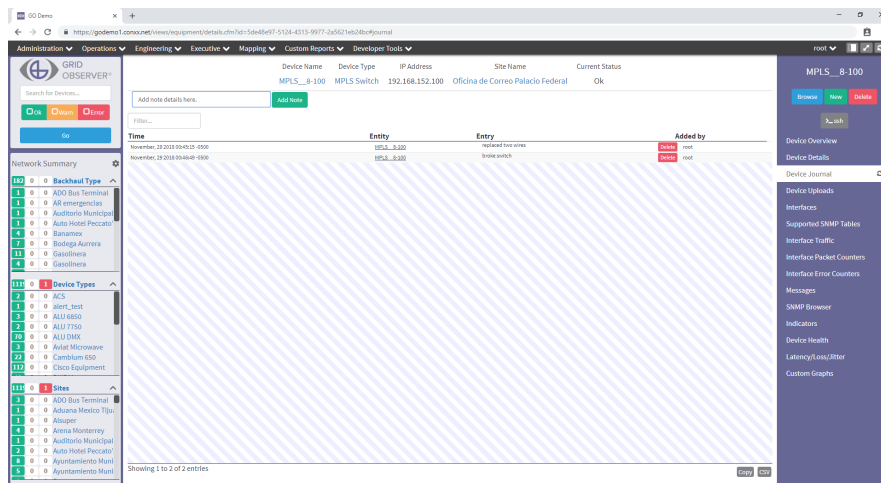
*Device Journal option:*



*Site Journal option:*



4. Write the journal entry in the **New Note** input field.



**TIP:** Sort the Journal entries table by clicking on the column headers. Use the Filter field to narrow the entries in any of the categories.

5. Click the **Add Note** button to save your entry.

## MONITOR YOUR NETWORK

The main purpose of GridObserver® is to make it easy to monitor the health of your entire network. GridObserver's features allow you to organize and filter what you see so you can identify and locate errors rapidly. Monitoring your network with GridObserver also helps you identify devices or sites that are in a state of warning, allowing you to proactively prevent problems before they become disasters.

Complete the following sections to set up the probes that will identify problems and optimize your network functions.

## Devices and Sites

The home screen shows the current status of all devices and sites. You can click on specific devices and sites or enter a filter parameter to narrow down the list. By frequently monitoring your devices and sites, you can quickly respond to status changes and reduce or prevent connectivity loss.

## Monitoring Devices and Sites

1. Navigate to the **Home** screen by selecting the GridObserver logo. You can monitor all the devices and sites in your network from this screen.

**GO Demo Network Overview**

**Site Name**

**Device Name**

**Device Type**

**Status**

**Last Check**

**Last Update**

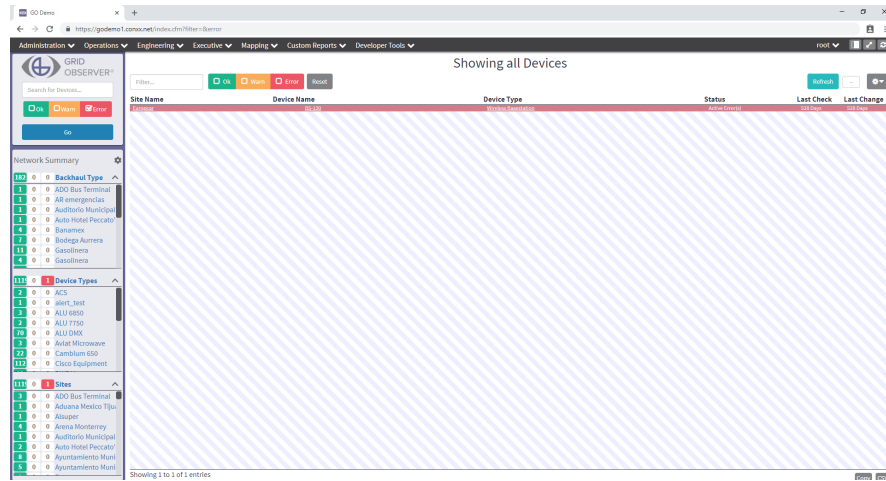
**Network Summary**

**Site Details**

Showing 1 to 53 of 110 entries

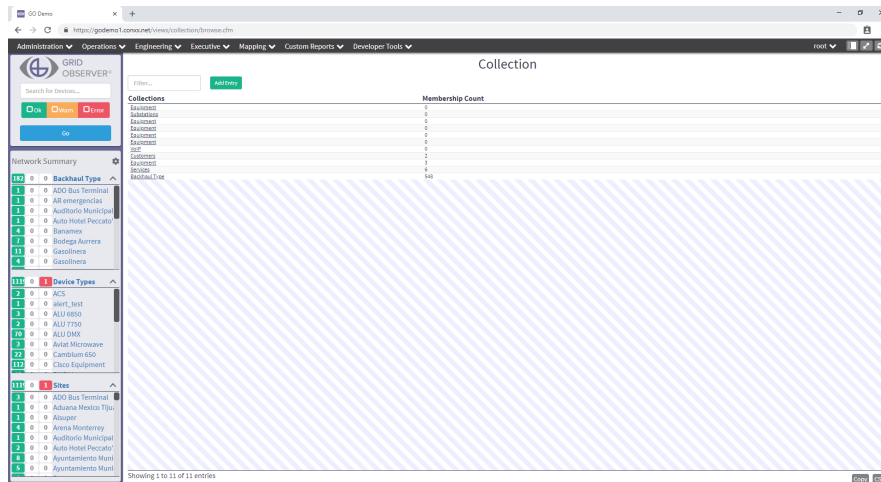


4. To see the most current information, click the Refresh icon at the far right of the top menu.



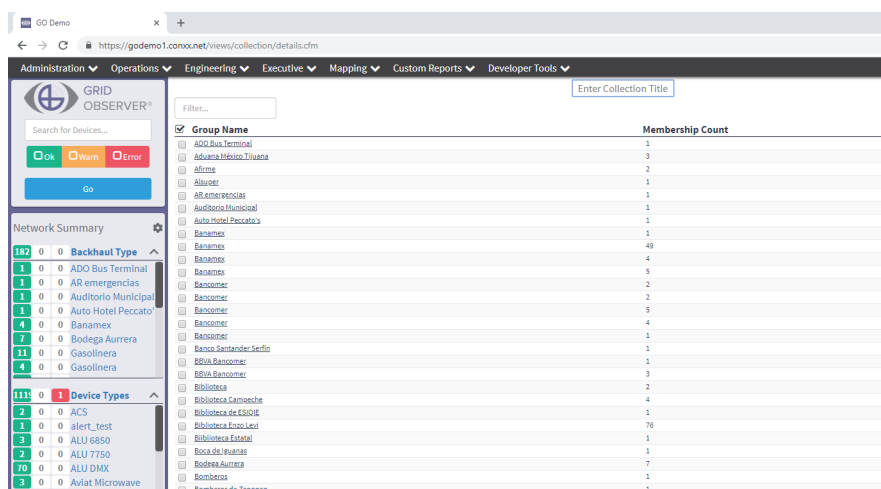


2. Click the **Add Entry** button.



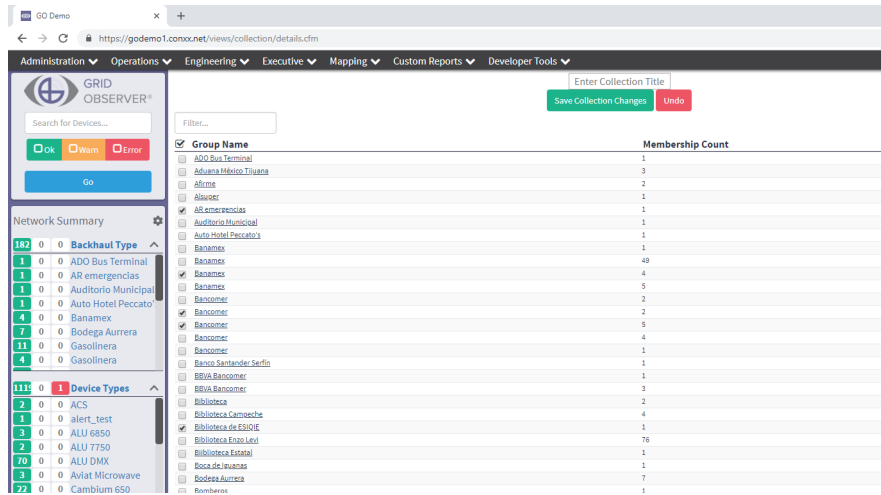
**TIP:** To edit an existing collection, click on the collection and select groups to add or remove them from the collection.

3. Enter a title for the collection in the **Enter Collection Title** form field.





4. Select the checkboxes by the groups, sites, or devices you would like to include in this collection.



**TIP:** Membership Count refers to the number of individual items in a collection or group.

5. When finished, click the **Save Collection Changes** button.

## Reporting

Reporting is the main purpose for GridObserver. Actionable intelligence can improve the quality, reliability, and health of any network. GridObserver's extensive data collection and reporting capabilities provide useful information for many departments in your organization:

- Network operations staff
  - Day-to-day network issues
- Network engineering
  - Key data (historical and current) that can inform engineering and design considerations to accommodate growth and network changes
- Corporate- and management-level decision makers
  - Track the effectiveness of network investments and determine where to invest for optimal results .

Some standard reports come as a default in GridObserver. You can find them in the **Operations** drop-down menu.

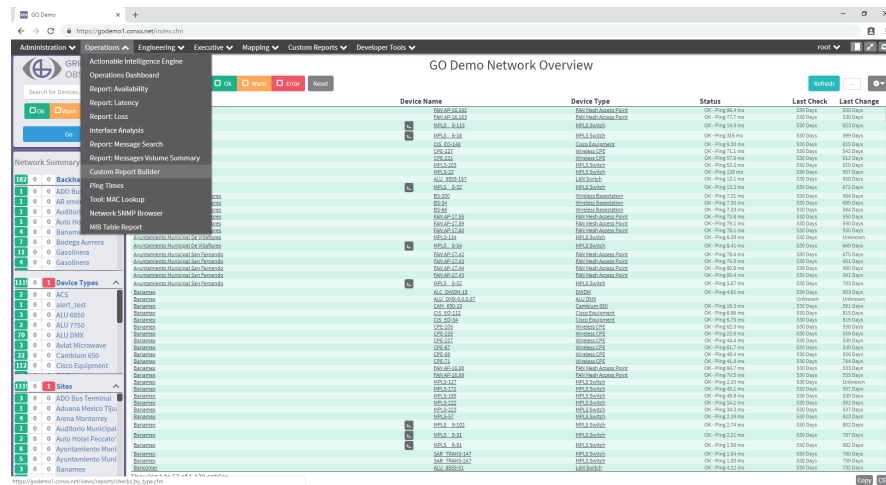
Examples of standard reports include the following:

- Problem identification
- Configuration variances
- Utilization
- Trends
- Performance parameters
  - Latency average
  - Latency speed
  - Loss (connection problems)
  - Overall availability (uptime)

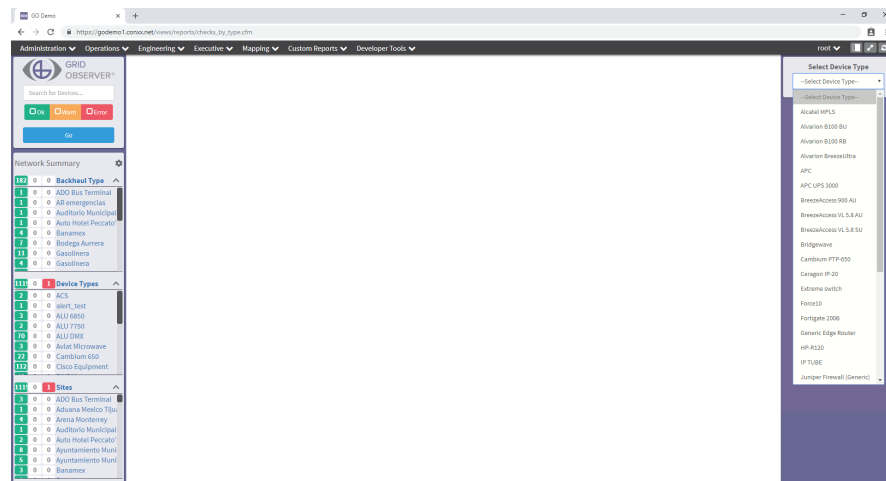
In addition to standard reports, you can create and configure custom reports that show any trackable data in whatever format you find most useful. Conxx can work directly with you to help with this process.

## Creating a Custom Report

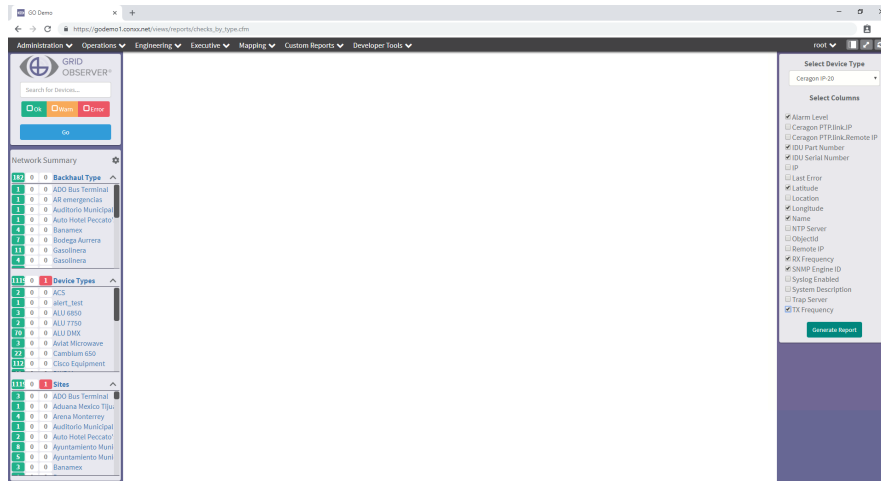
1. Select Custom Report Builder from the Operations drop-down menu.



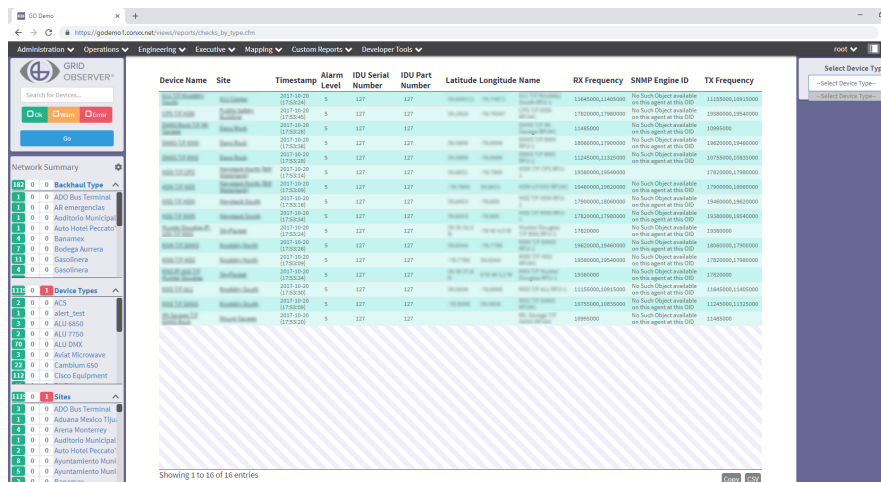
2. Select the device types you would like to include in the custom report from the **Select Device Type** drop-down menu on the right.



3. Select the information that you would like included in the report by choosing columns from the **Select Columns** list.



4. Click **Generate Report**.



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# GLOSSARY

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**Base station** - Multipoint radio that serves as a hub to which multiple endpoints can connect.

**CPE** - Customer premise equipment such as a subscriber radio, or a remote switch on a premise.

**Geocode** - Process return codes by location.

**IANA** - Internet Assigned Numbers Authority - Global IP authorization.

**Jitter** - Interruptions during a probe.

**Latency** - An expression of how much time it takes for a packet of data to get from one designated point to another. In some environments, latency is measured by sending a packet that is returned to the sender; the round-trip time is considered the latency.

**Loss** - Packet loss occurs when one or more packets of data travelling across a computer network fail to reach their destination. Packet loss is either caused by errors in data transmission, typically across wireless networks or network congestion.

**Machine Learning**- A process whereby a system will take multiple data inputs into learning algorithms in order to identify actionable intelligence that would otherwise go undetected.

**Management Tree** - NIBs are chosen by operators in an organized directory.

**MOM** - Manager of Managers, typically

**NIBs (Network Information Base)** - Basic expression that can be built upon

**Nodes** - Either a redistribution point or a communication endpoint. The definition of a node depends on the network and protocol layer referred to.

**OIDs (Object identifier)** - Specific feature of a device that can be tracked.

**Packet** - Expressions in probe

**Probe** - Track alerts from device types over and over again.

**Protocol** - A set of rules by which data communications occur.

**Remote site** - A remote endpoint on a wide-area network.

**SAIDI & NSAIID** - System Average Interruption Duration Index. This indicates the duration of an outage. (NSAIDI is a term that is established by GridObserver and adds the word “network” to the beginning of the name.)

**SAIFI & NSAIFI** - System Average Interruption Frequency Index. This indicates the duration of an outage. (NSAIFI is a term that is established by GridObserver and adds the word “network” to the beginning of the name.)

**Site** - Location with multiple devices.

**SNMP** - Simple Network Management Protocol

**SNMP Table** - Network tree of expressions

**Subscriber** - An endpoint radio that communicates back to a base station.

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