

# Chapter 1

## WSM User Introduction

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## Introduction

This chapter provides an overview of the Local Maintenance Terminal (LMT), a description of the layout of this manual and some information to help the user get started.

Chapter 6 contains a user-ordered listing of LMT functionality and provides the mutual exclusion, mode state, and load shedding information for the menu items. It also provides a visual guide to navigate through the menu levels.

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### Local Maintenance Terminal (LMT)

The Local Maintenance Terminal (LMT) is a user interface to WSM. The interface is accessed with a common web browser such as Netscape or Internet Explorer.

**Note** Due to known compatibility issues, it is recommended NOT to run Netscape version 6 for the LMT.

All other software resides in the WSM. User accounts are managed through this interface. Multiple WSM maintenance users and enhanced provisioning interface users are supported.

Some features supported are:

- n Provisioning User Management to view, add, modify and delete Provisioning users
- n LMT User Management to view, add, modify and delete LMT users
- n Subscriber tracing
- n Database object reports
- n Starting and stopping the application

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### Nomenclature Used in This Manual

This manual covers all WSM products. It may be used with the following platforms:

- n WSM 1100
- n WSM 2100
- n WSM 3100

The screen captures used in this manual are taken from the WSM 1100 product but apply to all WSM products.

**Note** Some of the nomenclature found in the WSM user interface is platform dependent (i.e. Reboot WSM1100 Platform Machine).

**List of Acronyms****Table 1-1 List of Acronyms**

ELMT	Emergency Local Maintenance Terminal
LMT	Local Maintenance Terminal
MTA	Maintenance Terminal Administrator—An LMT user group that manages the NOA and PCM user groups
NOA	Network Operator Administrator—An LMT user group that performs a number of system maintenance functions.
NSM	Network Services Manager
PCM	Provisioning Client Maintenance—An LMT user group that manages Provisioning Users.
WSM	Wireless Services Manager

**LMT User Group (Administrators)****Introduction**

There are two interfaces to the WSM, the Provisioning Interface and the LMT Interface. The Provisioning Interface has a class of users called Provisioning Users.

For the LMT interface, there are three **LMT Groups** of users with different levels of access to different functionalities. The LMT Groups are **NOA**, **MTA**, and **PCM**.

**Note** There is also a single user devoted to the ELMT.

**n** The LMT users in the **Network Operator Administrator (NOA)** group can perform a number of system maintenance functions. There may be multiple users for the NOA user group (24 users per group maximum).

**Note** Throughout this manual, ‘user’ refers to an LMT user that is authorized to perform certain maintenance operations.

**n** There is one **Maintenance Terminal Administrator (MTA)**. This user is already set up with a user name and password when the user receives the WSM software. The MTA maintains the NOA and PCM user accounts.

**n** The **Provisioning Client Maintenance (PCM)** users manage Provisioning Client users. There may be multiple users for the PCM user group (24 users per group maximum).

## LMT Sessions

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### What is a session?

An LMT ‘session’ is an object that maintains information about a single user that is logged into the LMT. The unique session for each user allows the LMT to match the requests it receives to the users that are logged in.

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### How many sessions per user?

Each user is limited to a single session.

When the user logs in, a session is created. When the user logs out or times out, the session is terminated and deleted. When a user who is already logged in tries to log into another browser, a message informs the user that the account is already in use and access is denied.

If a user is logged in and uses “Ctrl+N” or “Alt+N” to start a new browser, they are forced to the main menu.

**Note** If a new browser is started from the command line, logging in as a different user is possible because there is no cookie for the newly launched browser. If the user double clicks on the browser icon to start a new instance of the browser, another login is possible

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### Logging out of the LMT

When finished using the LMT, the user must click the *Logout* link at the bottom of the screen. This terminates and removes the session.

**Important** **If the user closes the browser without logging out, the session still exists. The user must wait for the session to time out or be reset by the MTA.**

The activity timer is set by the NSM, but the default is typically 30 minutes.

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### Terminating a Session

Only an MTA can terminate a session.

Terminating a session is performed through the *LMT Session Management* menu. For instructions, see [View/Terminate Sessions on page 2-11](#).

Terminating a session does not terminate the user’s current activity; but the next request will be rejected and the user will be forced back to the Login screen. The user will not see the result from the operation they were performing if their session is terminated.

**Important** **An MTA can terminate a session. If the user accidentally closes their browser window, the MTA can terminate their existing session.**

## Obtaining a LMT Account

### Introduction

The Maintenance Terminal Administrator (MTA) issues LMT user accounts.

### Valid Account Parameters

There are four parts of LMT account creation. Three are required.

- n **Login Name (required):** The login name is a unique 4 - 8 character name that the user logs in with. The login name must start with an upper- or lower-case alphabetic character (A-Z, a-z). The other characters must be alpha-numeric.
- n **Password (required):** A valid password is 6-10 characters. The characters include all letters, numbers and punctuation symbols shown in Table 1-2. Only the user knows the password.

**Table 1-2 Valid Password Characters**

!	“	#	\$	%	&	‘	(
)	*	+	,	-	.	/	0
1	2	3	4	5	6	7	8
9	:	;	<	=	>	?	@
A	B	C	D	E	F	G	H
I	J	K	L	M	N	O	P
Q	R	S	T	U	V	W	X
Y	Z	[	\	]	^	_	‘
a	b	c	d	e	f	g	h
i	j	k	l	m	n	o	p
q	r	s	t	u	v	w	x
y	z	{		}	~		

- n **Group (required):** The group defines the actions that users in the group have access to on the LMT. Possible groups are NOA and PCM.
- n **Real Name (optional):** This optional field is for the actual name of the user. It can be no longer than 30 characters. There are no content requirements.

### Password Expiration

Passwords do not expire.

### Changing a Password

A user may change their password by first logging in, then choosing the *Change Password* link at the bottom of the screen.

**Note** The MTA can also change the user's password

Log in to WSM

## Log in to WSM

### Overview

The WSM uses several categories of customer-accessible logins.

- n NOA
- n PCM
- n MTA

These sessions should not be logged in while not in use. Obtain the passwords from the system administrator, or by calling the Customer Network Resolution Center (CNRC) at (800) 499-6477.

Once an account is obtained, the user can log in to the LMT using a web browser such as Internet Explorer or Netscape. The browser's Java plug-in must be enabled.

**Important**    **Contact your local network administrator for the proxy server settings before attempting to login for the first time.**

**Note**        Due to known compatibility issues, it is recommended that you NOT run Netscape version 6 when using the LMT.

### Procedure

To log into the WSM LMT, Follow these steps:

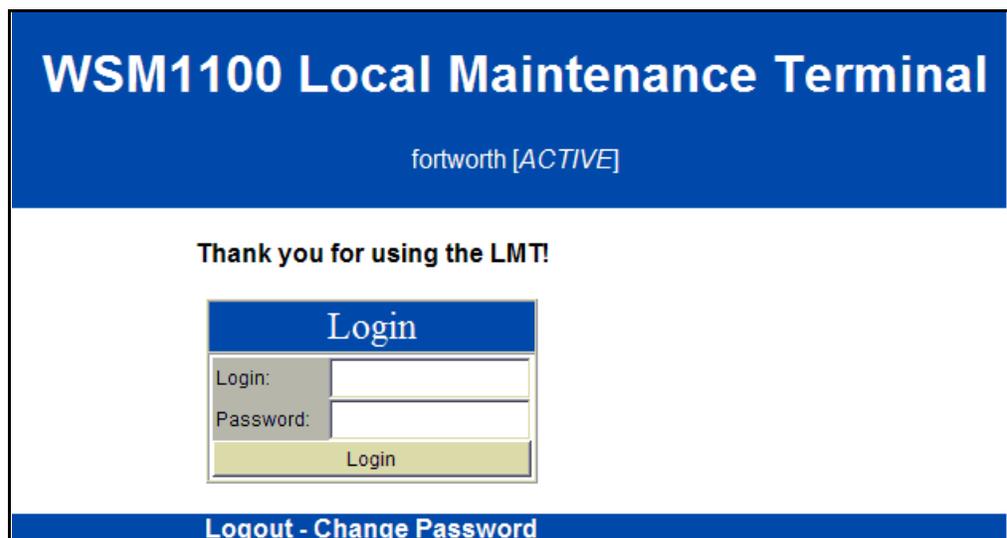
1. Enter the IP address of the WSM into the URL of the web browser as follows:

<http://<IP address>/index.jsp>

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**Figure 1-1    WSM Login Screen**

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2. Enter the user login name.
3. Enter the password.  
The password is displayed as asterisks.
4. Click the **Login** button.

**Note** Pressing the Enter key will *not* submit the request.

If the login name and the password are correct, the screen displays the appropriate menu.

**Note** If a login fails, an error message describing the cause appears on the Login screen. Try to fix the problem and repeat the login procedure.

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## Logging Out of the LMT

When finished using the LMT, the user must click the **Logout** link at the bottom of the screen. This terminates and removes the session.

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## Procedure

To log out of the LMT, follow these steps:

- n Click the **Logout** link at the bottom of the screen.

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**Figure 1-2 Logout Link**

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**Important** If the user closes the browser without logging out, the session still exists. They must wait for the session to time out or be reset by the MTA.

## LMT Text Interface

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### Launching the Text Interface

The text interface can be launched by using telnet to login to the machine as the user “lmt.” A text-mode web browser (Lynx) will be launched on the WSM to provide the text interface.

The user will then be presented with a login screen similar to the graphical version. The same user names and passwords work on the text interface and the graphical version.

**Note** It is recommended that the user resize the window to a readable size *before* starting the text interface. Resizing the window after the interface is started will not be recognized and the interface will be cut off or black bars may appear around the edges.

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### LMT Logins/ Passwords

The MTA can change the password from the “LMT User Account Management” menu (see MTA Chapter).

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### What Is Lynx?

Lynx is a text-based web browser that supports a basic set of HTML elements. Since the LMT is HTML based, Lynx was chosen as a text mode browser to provide an interface into the LMT that could be used over telnet or a local console.

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### Using Lynx

A few basic keys are used for navigation in Lynx.

- n Use the **Tab** or **down arrow** keys to move to the next link or field.
- n Use the **up arrow** key to move to the previous link or field.
- n Use the **left arrow** key to go to the previous page.
- n Press the **spacebar** to display the next page of information, if available.
- n Press the **Enter** key or use the right arrow key to activate a link.

On some types of terminals selected text is red; on other types it is highlighted.

When using the Lynx text mode user interface, pages do not automatically refresh, as they do when using Internet Explorer or Netscape. At the top of the page, Lynx displays a notification that there is a refresh timer on this page. There is a link to where the refresh would normally occur. To refresh this page, highlight the link and press the “Enter” key.

**Note** If the refresh link at the top of the login screen is highlighted, and you need to position the cursor at the “Login” field (or any other field) use either the Tab or down arrow keys.

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## Logging Out Of Lynx

An LMT session is ended when the user logs out. The MTA can also end a user's sessions by terminating it.

**Note** Pressing Ctrl-C at any point will interrupt Lynx and cause it to quit without logging out. The user will then be forced to wait for the session to time out before they can log in again.

**1. Log out of the LMT** by selecting the *Logout* link at the bottom of the screen, similar to that of the graphical version.

**2. Press the 'q' key, then the 'y' key to quit the program.**

The session is ended.

**Note** If the user is currently in a textbox, using the 'q' key will only type q's in the text box. Use the Tab or down arrow keys to leave the textboxes and then hit 'q' to quit.

## Change Password

All LMT users can change their own passwords.

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### Procedure

To change the password, follow these steps:

**1.** Log into the WSM with your account login and password.

**Note** If currently logged in, skip this step and proceed with the next step. When the user is logged in, the *Change Password* link appears at the bottom of all screens.

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**Figure 1-3** Change Password Link

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**2.** Click the **Change Password** link on the screen. The *Change Password* screen appears.

**Figure 1-4 Change Password Screen**

**Change LMT Password**

**Enter Passwords**

Old Password:

New Password:

Confirm Password:

3. Enter the old in the *Old Password* field, then enter the new password in the *New Password* and *Confirm Password* fields.
4. Click the **Change Password** button to save changes.  
The Status screen appears.

**Figure 1-5 Change Password Status Screen**

**Successfully Changed Your LMT Password!**

**LMT Password Login**

Login Name: thepcm

5. Click **Main Menu** to return to that menu.

## ELMT

### Why ELMT?

The ELMT is the emergency interface into the WSM. It was created in case a severe problem arose with the regular LMT. The ELMT allows the user to perform startups and shutdowns of the web and database servers and to do limited system maintenance. The ELMT does not depend on the web server. The ELMT should only be used in emergency situations when the LMT is not accessible.

### Who Has Access

To access the ELMT, a user must:

- n have access to the machine
- n have the ability to telnet into the machine
- n have an ELMT password

**ELMT Logins/  
Passwords**

The ELMT password may be changed from the menu by the MTA in the LMT.

**Menus of the ELMT**

Certain menu items are dependent on the state of the web server and the state of the database server. The typical menus are:

- n **Main Menu:** Logout, Refresh, Web Menu, System Menu, Database Menu, Patch Menu
- n **Web Menu:** Return to Main Menu, Refresh, Start Web Server, Stop Web Server
- n **System Menu:** Return to Main Menu, Refresh, Stop WSM, Start WSM, Reboot WSM Machine, Shutdown WSM Machine
- n **Database Menu:** Return to Main Menu, Refresh, Start Database, Stop Database
- n **Patch Menu:** Install Patch, Uninstall Patch

## User Access for Database Reports

The following table provides the Database Report Names that can be generated by the users.

**Table 1-3 Database Report Names**

Database Report Name	NOA	MTA	PCM
Subscriber Report	X		
All Provisioning Reports	X		X
LMT User Report		X	



***NOTES...***

