



CALNET 3 AT&T BusinessDirect® for Managed Router Services (MRS): User guide

Version 1.3



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1. What is AT&T BusinessDirect®?

AT&T BusinessDirect® is a single unified web based portal used to access support applications for AT&T Services. It provides easy access to tools and information to enable registered users to manage their agency's network infrastructure more efficiently.

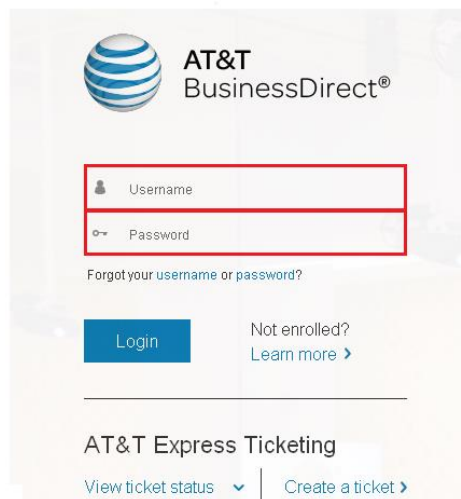
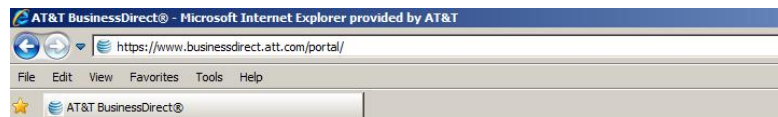
Managed Router Services (MRS) are those devices which AT&T proactively monitors to quickly discover, track and resolve outages and network issues.

2. Accessing AT&T BusinessDirect

AT&T BusinessDirect can be accessed via <https://www.businessdirect.att.com>.

To have an account created, contact the agency's administrator. If no administrator exists, contact the AT&T Account Manager.

When the account is created, **username** and **password** are provided via email. If either of these is forgotten, click the corresponding link beneath the login fields and the requested information will be emailed to the user.





When a user's MRS account is initially created, there are two key sections of Inside Tools, which will be covered in this user guide: **Report and Track Troubles** and **View BusinessDirect Map**.

WELCOME CALNET3 CUSTOMER Log out

AT&T BusinessDirect® Applications Communication Technical Guides Products & Services Learning Center Help

CALNET3 TRAINING My Shortcuts FAQ Site Map Contact Us

Alert Zone Great Changes for AT&T BusinessDirect (R) Map...
A New Look for AT&T BusinessDirect (R)... [Read more](#)

AT&T BusinessDirect® Map

Summary Viewing: Org Group ID: CALNET3_TRAINING

Function	#	
Alarms	0	View Alarms
Maintenance	0	View Maintenance Tickets
Orders	0	View Orders

Map

[Control panel](#) [Launch application](#)

Applications

After you complete your AT&T BusinessDirect® registration, you can access applications to help you manage your account and services.

[Report and Track Troubles](#)

[View BusinessDirect Map](#)

AT&T Security Center
Detect. Protect. Respond.

Help enhance your call center performance
with Analyze and Monitor Call Data

Be in the know
AT&T eOrder
Have the answers with real-time service order status online.

Questions? Chat Live

The AT&T BusinessDirect home screen displays registered applications, summary status of trouble tickets, and access to the AT&T BusinessDirect Chat Live feature.

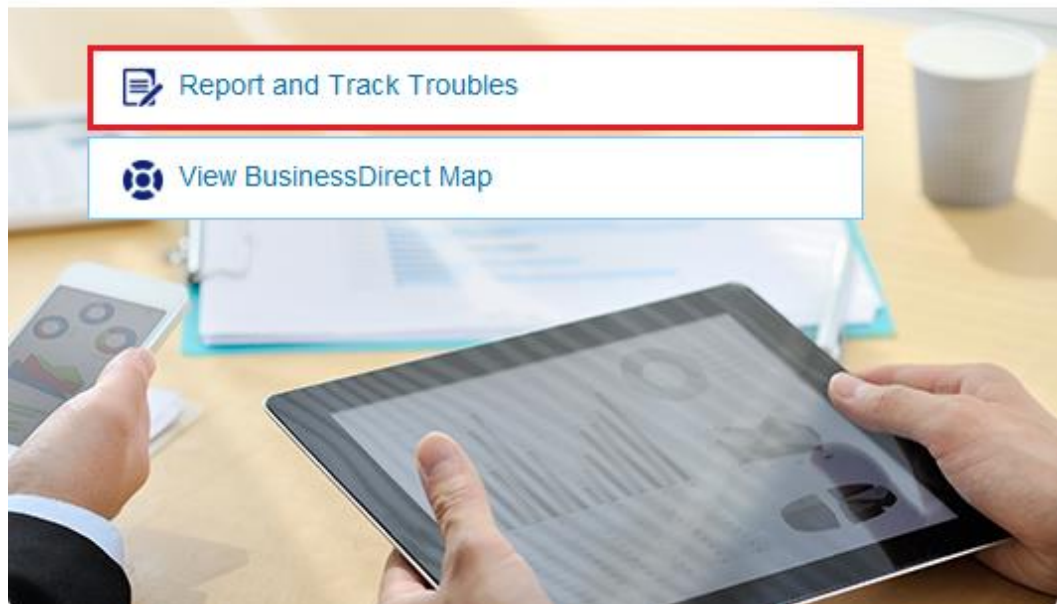


3. Report and Track Troubles

Report and Track Troubles allows the creation and retrieval of trouble tickets with extensive filtering and sorting, as well as the ability to view, modify and request status on individual tickets.

Applications

After you complete your AT&T BusinessDirect® registration, you can access applications to help you manage your account and services.



3.1. *Managed Services Trouble Reporting Home*

The **Managed Services Trouble Reporting Home** screen is a portal which allows the user to check the status of tickets, access the **Chat Live Now** feature, and update and search tickets.

The desired time zone should be configured when the user profile is created. It can be updated from this screen to reflect dates and times in a different time zone, as needed.



AT&T BusinessDirect®
AT&T eMaintenance 800.221.0000

Company CALNET3 TRAINING

Report & Track Voice and Data Troubles Home | AT&T BusinessDirect | Write to Us | Help | Close

Home | Create Ticket | Search Ticket | Add/Edit Customer Asset Alias | View My Profile | Manage Contacts & Notifications

Managed Services Trouble Reporting Home

AT&T BusinessDirections
Need help using eMaintenance?
Chat Live Now

User ID: CALNET3

View Ticket

Enter Ticket Number:

go

Local Time Zone

Your local time zone: UTC
Change Time Zone

Quick Search

All tickets created by me using this tool within the last 30 days and:

- Active
- Active and Severity 1 or 2
- Active and updated within last 7 days

Status of My Ticket?

You can search for a ticket to:

- Check Status
- Update Ticket
- Print

Search Ticket Help

Communication

Message Of The Day

Try This Feature

View Current Message

I Acknowledge

ATTENTION July 31-August 1, 2015

The AT&T Report and Track Troubles (AT&T eMaintenance) application.

Problems?

Experiencing problems using the AT&T eMaintenance application? Call the AT&T BusinessDirect Center at (800) 221-0000.

3.2. Searching tickets

After clicking on **Search Ticket**, the user is presented with detailed selection options. Fields marked with an asterisk are required. The ticket search is then defined by three search criteria:

3.2.1. User Attributes

User Attributes allows the user to select services and Org Groups (Account ID) within the account. The **Selected Services** field defaults to All, but the Org Groups, which are the available accounts, must be added manually by highlighting a name and clicking the **Add** button.

* Required Fields

User Attributes

User ID:

Selected Services:

All

<-- Add

Remove-->

Available Services:

MRS

Search Asset Inventory by Service

* Selected Org Groups (Account ID):

Available Org Groups (Account ID):

All Org Groups

CALNET3_TRAINING

<-- Add

Remove -->



3.2.2. Ticket Attributes

Ticket Attributes has several optional fields to narrow a search. **Ticket Open Date** and **Last Updated Date** default to the last 30 days. **Ticket Status** and **Ticket Severity** both default to All. Modifying these fields will limit search results.

Ticket Attributes

Ticket Open Date: From: 05/03/2014 To: 06/02/2014 (MM/DD/YYYY)

Last Updated Date: From: 05/03/2014 To: 06/02/2014 (MM/DD/YYYY)

Ticket Closed Date: From: To: (MM/DD/YYYY)

Use the "%" character for wildcard searches -- e.g. LOC%

Location ID: Location Name:

Use the "%" character for wildcard searches -- e.g. ROUT%

Asset ID: Customer Asset Alias:

Client Ticket Number:

Ticket Status:

Selected Ticket Status:

All

<-- Add

Remove -->

Available Ticket Status:

Queued

Active

Auto Open

Auto Fix

Deferred

Ticket Severity:

Selected Ticket Severity:

All

<-- Add

Remove-->

Available Ticket Severity:

1 - Critical

2 - Major

3 - Minor

4 - Warning

5 - Normal



3.2.3. Format Search Results

Format Search Results provides the ability to select certain fields to display in the search results. The **Search Fields** box defaults to All. The **Download Type** file format of the downloaded ticket information defaults to HTML. A user can select another format, such as Excel, to provide the ability to export and manipulate the ticketing data or .pdf to email or share the report.

Once the criteria have been selected, click **Download Ticket Inventory**.

Format Search Results

Sort By: Ticket Number

Sort Direction: Ascending

Search Fields:

Selected Fields for display: All

Available Fields: Ticket Number, Ticket Type, Severity, Status, Org Group

<-- Add, Remove-->

Submit, Reset

Download Type: [Dropdown]

Download Ticket Inventory



3.3. Managed Services Search Ticket Results

The Managed Services Search Ticket Results screen displays the summary results of the selected ticket search criteria. Each field selected from the Available Fields display in a separate column.

The default sort for tickets displayed places the most recent tickets at the bottom of the list. Each ticket number is a hyperlink. Clicking that hyperlink displays details of the selected ticket in the Managed Services View / Update Ticket screen.

These results can be downloaded in another format from this screen by selecting the Download Type and clicking Download Ticket Inventory.

User ID: CALNET3

View Ticket

Enter Ticket Number:

GO

Copy Ticket	Ticket Number	Ticket Type	Severity	Status	Org Group	Asset ID	Customer Asset Alias	Location ID	Location Name	Asset Address Location	Trouble Description	Client Ticket#
Copy	0000123456789	Auto Detect	1 - Critical	Closed	CALNET3_A1	USACALNET3SD03R01		CALNETSAC01	S1 - Sacramento	Department of Training SACRAMENTO, CA, USA	USACALNET3SD03R01 router is down at 2014-05-03 07:27:54	UNKNOWN
Copy	0000123456790	Auto Detect	1 - Critical	Closed	CALNET3_A2	USACALNET3SD03R01		CALNETSAC01	S1 - Sacramento	Department of Training SACRAMENTO, CA, USA	USACALNET3SD03R01 router is down at 2014-05-04 16:56:25	UNKNOWN
Copy	0000123456799	Auto Detect	1 - Critical	Closed	CALNET3_A3	USACALNET3SD03R01		CALNETSAC01	S1 - Sacramento	Department of Training SACRAMENTO, CA, USA	USACALNET3SD03R01 router is down at 2014-05-04 16:56:25	UNKNOWN

Download Type:

Download Ticket Inventory



3.4. Managed Services View / Update Ticket

3.4.1. AT&T Ticket Summary

This is a snapshot of the key details of customer and ticket information for the selected ticket.

Managed Services View/Update Ticket

Refresh TicketPrint Ticket

AT&T Ticket Summary

Customer Information

Client Ticket Number: UNKNOWN

Location Name: S1 - Sacramento

AT&T Asset ID: USACALNET3SD0R01

Customer Asset Alias:

Service Impact: Yes

Asset Address Location: Department of Training
Sacramento, CA
USA

Trouble Reported: Sat May 3 07:34:10 UTC
2014

Premise Equipment Trouble
Indicator : No

Ticket Information

AT&T Ticket Number: 0000123456789

Severity: 1-Critical

Trouble Description: USACALNET3SD0R01 router
is down at 2014-05-03
07:27:54

Ticket Status: Closed

Estimated Time of Arrival: Sat May 3 07:41:16 UTC 2014

Estimated Time to Repair:



Note: The **Testing & Dispatch Authorization** screen appears the first time an auto detect ticket is opened. This screen can be closed or bypassed; however, it will appear each time the ticket is opened until the **Update** button is selected.

The three required questions (“Do you have power to your equipment?” “Authorize Testing?” “Dispatch Authorized?”) are pre-populated with default answers. However, a response to each must be manually entered to illuminate the **Update** button.

Verification Page

Please verify / update the information below:

Asset ID: USACALNET3SD03R01

AT&T Ticket Number: 0000123456789

Asset Address Location:

Customer Asset Alias:

Testing & Dispatch Authorization

*Required fields

*Do you have power to your equipment?

☒ Yes ☐ No

*Authorize Testing?

☐ Yes ☒ No

I do not authorize AT&T to conduct an Intrusive Test. I must be contacted for Authorization. (This option may delay resolution of the problem.)

*Dispatch Authorized?

☒ Yes ☐ No

I authorize AT&T and my access provider to send someone to the reported Location(s) if necessary to isolate the problem, realizing a fee may be associated.

Contact Information

Primary Service Assurance Contact Information

* Contact Name: Fred Smith

* Phone Number:

(555) 555-1234

* Email Address: fredsmith@calnet3.com

☒ Save to Asset Profile & Ticket☐ Save to Ticket Only

Primary Local Site Contact Information

* Contact Name:

* Phone Number:

Email Address:

Location Access Hours

For each day of the week, please indicate the hours that this location can be accessed for maintenance.

	MON	TUE	WED	THU	FRI	SAT	SUN
Start Time(HH:MM)	08:00	08:00	08:00	08:00	08:00	00:00	00:00
End Time(HH:MM)	17:00	17:00	17:00	17:00	17:00	00:00	00:00

☒ Save to Asset Profile & Ticket☐ Save to Ticket Only

Update

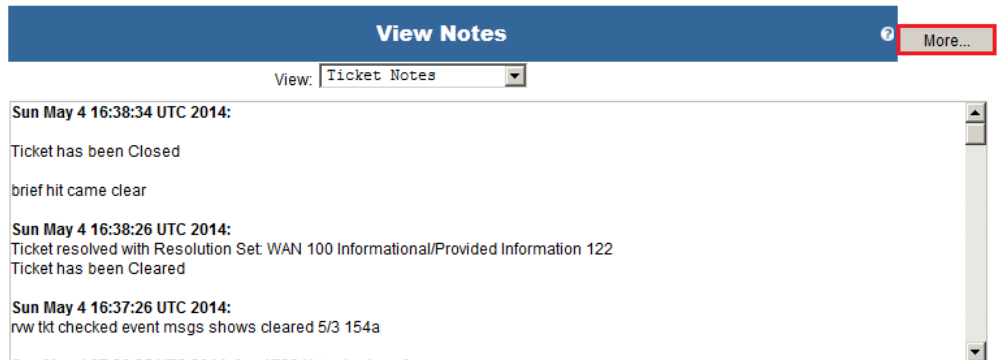
Verify

Reset

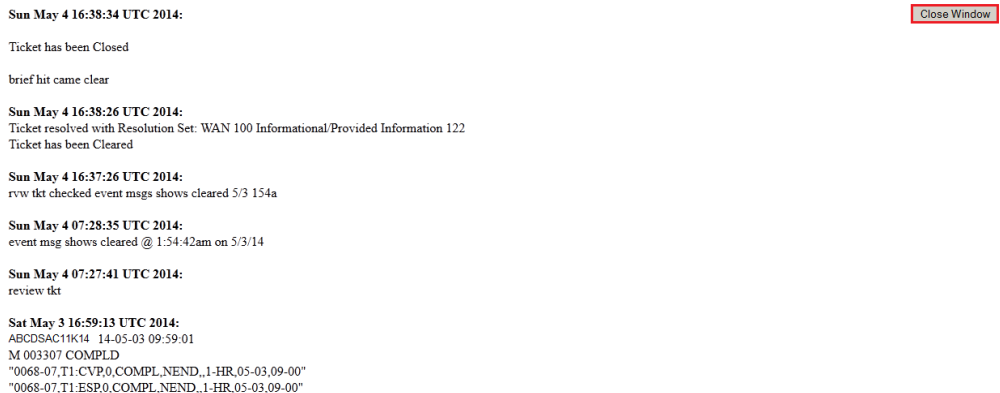


3.4.2. View Notes

Ticket notes show technician notes and notes produced by automated testing. These notes are a chronological log, from ticket opening to closure, depicting the status of the ticket with the latest entry displayed at the top. The scroll bar will display all the notes.



Clicking the **More** button expands the section to view all the notes in a separate window. Select the Close Window button when finished.



3.4.3. Ticket Details

Selecting the **Show** button displays detailed information about the ticket, such as how the ticket was opened, time the trouble was first detected and notifications to the client.





The **Ticket Type** displays how the trouble was detected. Tickets can be opened three ways; by the monitoring system (Auto Detect), called in (Client), or via AT&T BusinessDirect (Web).

Ticket Details			
Functional Area:	STATE_C3	Last Updated:	Sun May 4 16:38:46 UTC 2014
Ticket Number:	0000123456789	Last Modified By:	TECH
Ticket Type:	Auto Detect		
Company/Client Name: STATE OF CALIFORNIA			
Reported By: CALNET3		Org Group: (Account ID)	CALNET3_TRAINING
Email Address: mk		Phone Number:	
		Notify me by email whenever the ticket status is updated:	Off
Location ID:	CALNETSAC01	Location Name:	S1 - Sacramento
Asset ID:	USACALNET3SD03R01	Asset Address Location:	Department of Training
AT&T Asset Alias:	SDS0419K	Customer Asset Alias:	Sacramento, CA, USA
Asset Priority:	Low	Client Ticket Number:	UNKNOWN
Asset Type:	Equipment	Premise Equipment Trouble Indicator :	No
Service:	WAN	Product:	CISCO1921/K9
Chronic:	No		
*Do you have power to your equipment? <input checked="" type="radio"/> Yes <input type="radio"/> No <input type="radio"/> Unsure			
*Intrusive Testing Authorized? <input type="radio"/> Yes <input checked="" type="radio"/> No No, I do not authorize AT&T to conduct an Intrusive Test. I must be contacted for Authorization. (This option may delay resolution of the problem.)			
*Dispatch Authorized? <input checked="" type="radio"/> Yes <input type="radio"/> No Yes, I authorize AT&T and my access provider to send someone to the reported Location(s) if necessary to isolate the problem, realizing a fee may be associated.			
Primary Service Assurance Contact Information			
*Contact Name:	Fred Smith	*Phone Number:	(555) 555-1234
*Email Address:	fredsmith@calnet3.com		
<input checked="" type="radio"/> Save to Asset Profile & Ticket		<input type="radio"/> Save to Ticket only	
Primary Local Site Contact Information			
*Contact Name:		*Phone Number:	
Email Address:			

The **Severity** of the ticket is determined by the status of the affected equipment.

- Severity 1 is a severe loss of service or resources that affects the customer with no bypass or recovery possible, or when a bypass or recovery is unacceptable to the customer.
- Severity 2 is a severe loss of service or resources that affects the customer, however, a bypass recovery or repair is possible and acceptable to the customer.
- Severity 3 or 4 has some impact that affects the customer, but is easily circumvented via established bypass, recover, or repair procedures.



The **Trouble Description** is the time the system first detected a problem (in GMT). Once a problem is detected, three additional query polls, each two minutes apart, are sent to the device before the system processes an outage condition and notification is sent to the OTech Network Operations Center (NOC). This accounts for the difference between the trouble description time and the ticket open time in the **Ticket Details** section.

Location Access Hours:

For each day of the week, please indicate the hours that this location can be accessed for maintenance

	Mon	Tue	Wed	Thu	Fri	Sat	Sun
Start Time(HH:MM)	07:00	07:00	07:00	07:00	07:00		
End Time(HH:MM)	18:00	18:00	18:00	18:00	18:00		

☒ Save to Asset Profile & Ticket☐ Save to Ticket only

Severity:	1-Critical	Request Type:	Fault
Service Impact:	Yes	Ticket Status:	Closed
Trouble Description:	USACALNET3SD0R01 router is down at 2014-05-03 07:27:54	Trouble Type:	Circuit Down
Fault Description:	Circuit Down		
Trouble Reported:	Sat May 3 00:34:10 PDT 2014	Ticket Opened:	Sat May 3 00:35:04 PDT 2014
Ticket Opened by:	Tech	Client First Notified:	Sat May 3 00:35:14 PDT 2014
Managing Org:	SAC - CALNET	Estimated Time of Arrival:	Sat May 3 00:41:16 PDT 2014
Active Org:	SAC - TRAINING	Estimated Time to Repair:	
Completion Deadline:	Sat May 3 04:34:10 PDT 2014	Ticket Cleared:	Sun May 4 09:38:04 PDT 2014
Service Restored:	Sun May 4 09:37:58 PDT 2014	Ticket Closed:	Sun May 4 09:38:17 PDT 2014
Reported Service Impact:	Yes	Resolution Service Impact:	No
Reported Request Type:	Fault	Resolution Request Type:	Informational
Reported Service Line:	WAN	Resolution Service Line:	WAN
Time to Restore :	1day 9hrs 3mins 48seconds		
Time to Repair :	1day 9hrs 3mins 54seconds		
Resolution Description :	brief hit came clear		
Resolution Set Description:	The request for info. for a Non-service impacting issue on IP accounting, RFO has been provided.		
Service Component:	Data	Resolution Item:	Other
Sub Root Cause	Not Applicable	Root Cause:	NTF

Refresh TicketPrint Ticket

To close the **Ticket Details** section, click the **Hide** button.

Ticket Details	Hide
-----------------------	-------------



3.5. Help

Some screens have quick help options to show instructions and help with commands. Quick help can be accessed by clicking the question mark located in the far right corner of the blue separating lines.

Further help can be obtained by selecting **Help** at the top of the screen.

AT&T BusinessDirections Chat Live Now initiates an online chat session in real-time with an BusinessDirect expert. It is available 8am-8pm EST by simply clicking **Chat Live Now**.

AT&T BusinessDirect®
AT&T eMaintenance 800.221.0000

Company CALNET3 TRAINING

Report & Track Voice and Data Troubles Home | AT&T BusinessDirect | Write to Us | **Help** | Close

Home | Create Ticket | Search Ticket | Add/Edit Customer Asset Alias | View My Profile | Manage Contacts & Notifications

Managed Services Search Ticket

Please fill out the form then click the **Submit** button at the bottom of the page.

* Required Fields

User Attributes

User ID:

Selected Services:

Available Services:

AT&T BusinessDirections
Need help using eMaintenance?
Chat Live Now

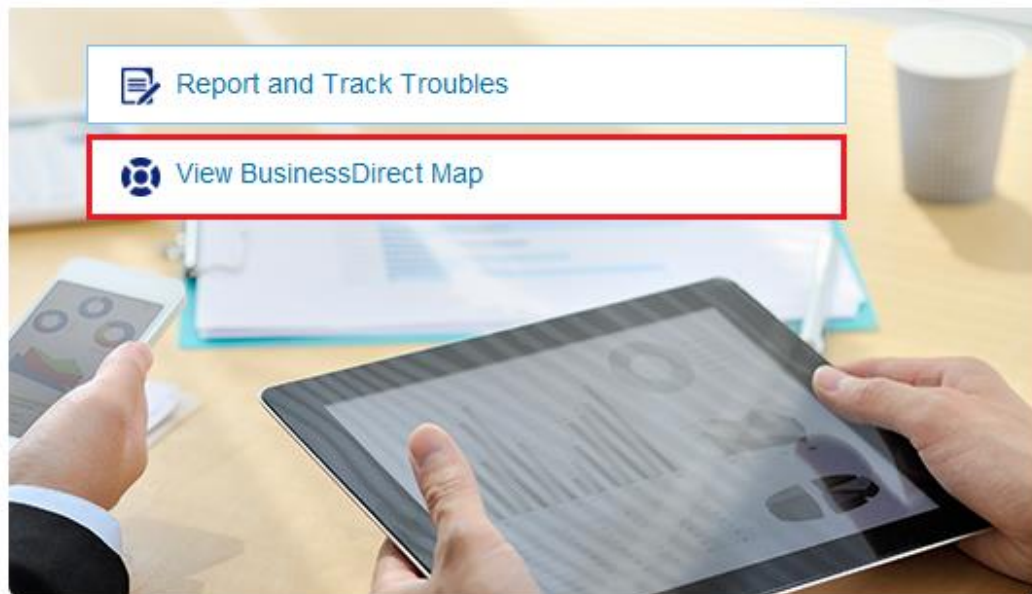


4. View BusinessDirect Map

This option provides a graphical view of Managed Router Service status and inventory details.

Applications

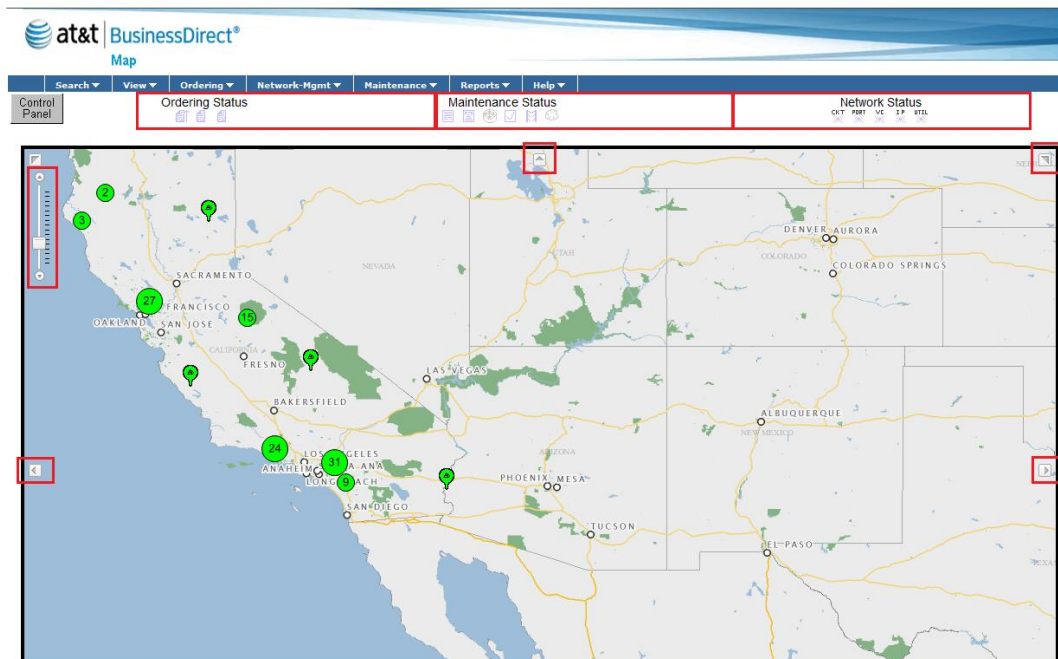
After you complete your AT&T BusinessDirect® registration, you can access applications to help you manage your account and services.





Along the top, the status panel shows 3 options. **Ordering Status** and **Network Status** will always be dimmed gray, as they are not used for Managed Services. The icons under **Maintenance Status** may appear bolded or illuminated, meaning there is activity that warrants your attention. Moving the mouse over any of these icons will make the icon label appear.

The map is interactive and allows a user to zoom in and out, or click the map position control and drag to view a different area of the map. The map refreshes automatically every 3-4 minutes or can be refreshed manually by refreshing the browser.





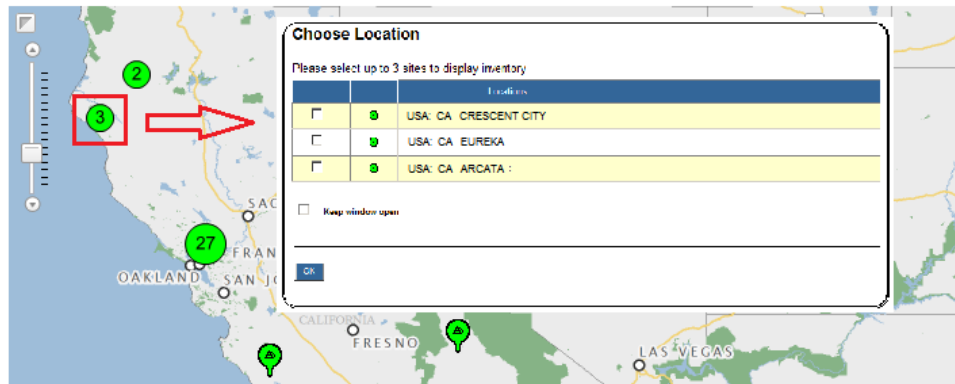
4.1. *Displaying inventory*

Sites may be marked with an individual site icon or clustered site icon. (See section 4.6 to access the legend to learn what the different icons represent.)

An individual site may have multiple routers and other Customer Premises Equipment (CPE). The clustered site displays a number of how many individual sites are grouped together in the same geographic area.

There are 3 ways to display the inventory:

- Double-click a cluster to view the individual sites and choose the individual sites to view





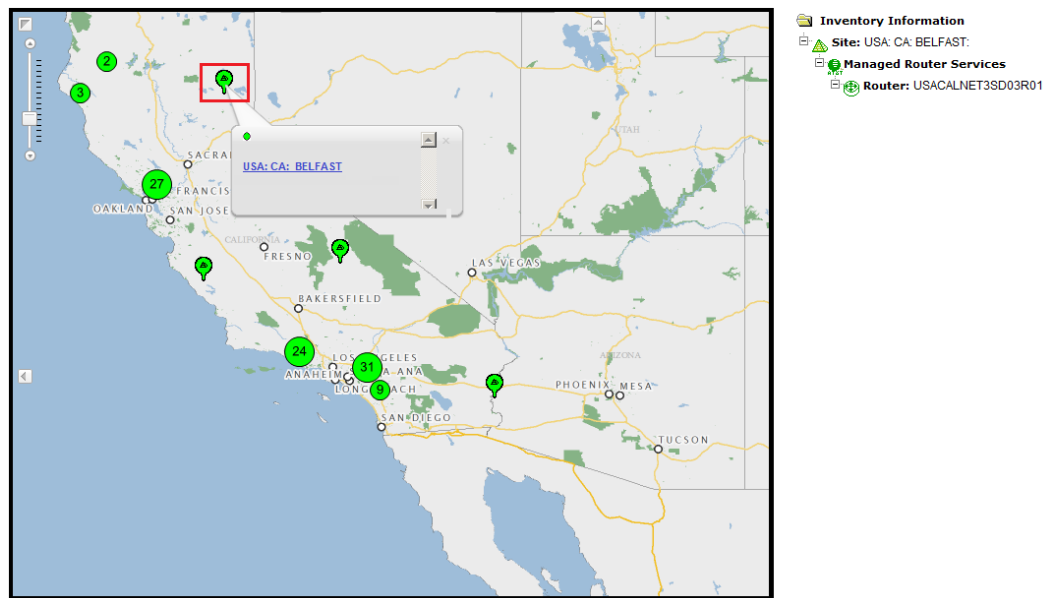
- Go to Search > Location, add search criteria and click Search. From the resulting list of locations, select the site and click Show Inventory.

The screenshot displays the AT&T BusinessDirect Map interface. On the left, a sidebar menu is visible with options: Search, View, Location, Circuit, Managed CPE, IP Address, and Room. The 'Location' option is highlighted with a red box, and a red arrow points to the 'Search for Location' dialog box. The dialog box has a title bar with the AT&T logo and 'BusinessDirect® Map'. It contains two search methods: 'Search by Country/State/Province/City' (selected) and 'Search by Location Name'. The first method includes dropdowns for Country (USA (USA)), State/Province, and City. The second method includes a text input for Location Name. Below the search methods are 'Search' and 'Clear' buttons. At the bottom of the dialog box are 'Show Inventory', 'Re-Center/Zoom', and 'Close' buttons. A 'List of Locations' section is present but empty. A map on the right shows a location marked with a green circle and the number 15.



- Click on an individual site

The ***Inventory Information*** will appear to the right of the map, displaying the site address and the router name.





4.2. Viewing open tickets

Icons on the map will change from green (normal) to another color when there are warnings, alarms or open tickets for the site. (See section 4.6 to access the legend to learn what the different icons represent.)

A cluster icon will be the color of the most severe condition of the sites within that cluster. Additionally, the **Maintenance Status** icon will change color.

To view these tickets, click on the **Maintenance Status** icon. The table lists the open tickets with a brief summary of each including:

- Severity: Critical, Major, Minor, Warning, Normal, Other
- Status : Queued, Active, Deferred, Cleared

The screenshot displays the AT&T BusinessDirect interface. The top navigation bar includes tabs for Search, View, Ordering, Network-Mgmt, Maintenance, Reports, and Help. The 'Maintenance' tab is active, and the 'Maintenance Status' icon is highlighted. The main area shows a map of California with various site icons. A red box highlights a cluster icon in the San Francisco area. To the right, the 'Ticket Status' panel is visible, showing filters for OrgGroupFA (All OrgGroupFA) and Ticket Status (Open Tickets). Below the filters is a table listing open tickets.

Select	Ticket #	Severity	Status	Org Group	Asset ID
1	0000123456789	2 - Major	Deferred - Other	CALNET3 TRAINING	USACALNET3SD0R01



4.3. Viewing router details

To view details about a specific router, click on the router name under **Inventory Information** and choose **Show Details**. Router details, such as model and location, will open in a separate window. Be sure to scroll both horizontally and vertically to see all of the information.

Ordering Maintenance Network Mgmt Reports

Managed CPE Details: Router

Company Name: State of California - CALNET3

Functional Area: State_C3

Org Group: CALNET3_TRAINING

CPE Name: USACALNET3SDR01

Service Type: MRS

CE Router:

Related Router:

Backup Type:

Router Type: Main

AT&T Alias: SD50419K

Customer Alias:

Update Customer Alias

Install Date: 2013-10-10T00:00:00.000Z

Manufacturer: CISCO SYSTEMS

Model: CISCO1921/K9

Software:

Serial Number: SRT743582

Backup: Primary

Maintenance Level:

Loopback IPv4 Address: 10.1.1.1

Inventory Information

Site: USA: CA: BELFAST

Managed Router Services

Router: USACALNET3SDR01

Create Ticket

Order MRS

Show Details

LAN Interface

IPv4 Address: 10.1.1.254

WAN Interface

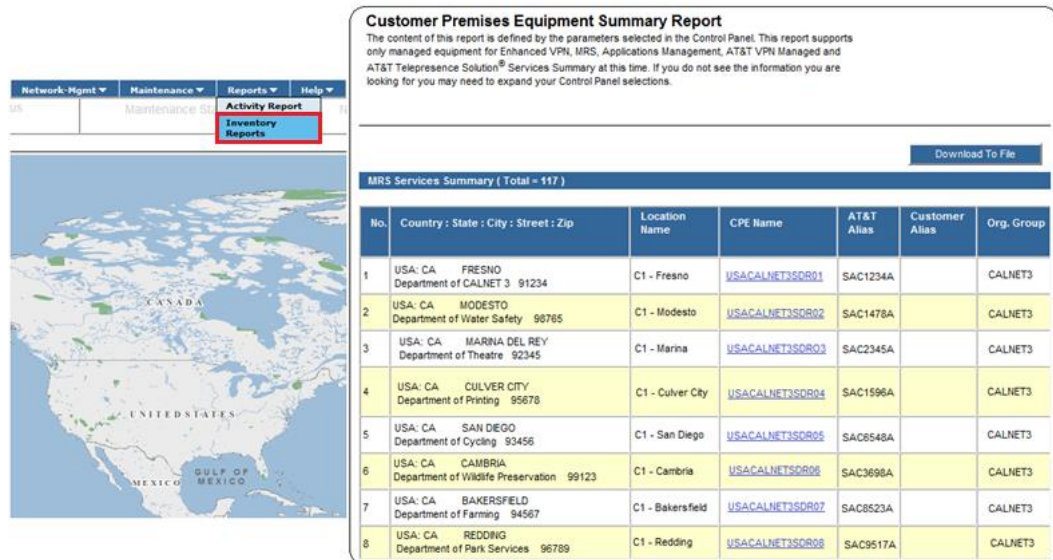
Interface Name	IPv4 Address	Port Speed	COS
Serial0/0/0	10.2.2.2	1544 kbps	



4.4. Reports

The key report to view all managed assets in an agency's network is the Customer Premises Equipment Summary Report. It can be accessed by clicking **Reports > Inventory Reports > CPE Summary Report**. The content of this report is defined by the parameters selected in the **Control Panel**. The report supports all managed equipment for Enhanced VPN, MRS, Applications Management, AT&T VPN Managed and AT&T Telepresence Solution® Services Summary at this time.

The **CPE Name** is the AT&T-name for the router. Selecting the hyperlink displays the router details. The customer's router name is displayed in the **AT&T Alias** column.



Customer Premises Equipment Summary Report
The content of this report is defined by the parameters selected in the Control Panel. This report supports only managed equipment for Enhanced VPN, MRS, Applications Management, AT&T VPN Managed and AT&T Telepresence Solution® Services Summary at this time. If you do not see the information you are looking for you may need to expand your Control Panel selections.

Download To File

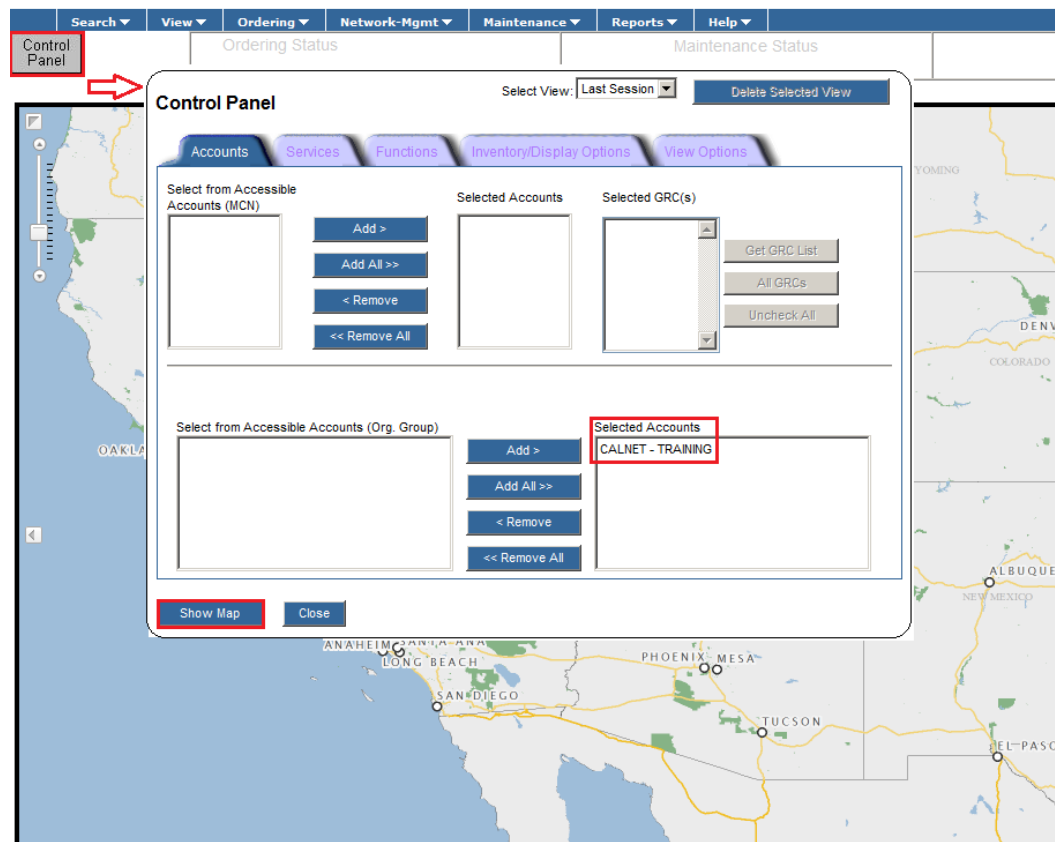
MRS Services Summary (Total = 117)

No.	Country : State : City : Street : Zip	Location Name	CPE Name	AT&T Alias	Customer Alias	Org. Group
1	USA: CA FRESNO Department of CALNET 3 91234	C1 - Fresno	USACALNET3SDR01	SAC1234A		CALNET3
2	USA: CA MODESTO Department of Water Safety 98765	C1 - Modesto	USACALNET3SDR02	SAC1478A		CALNET3
3	USA: CA MARINA DEL REY Department of Theatre 92345	C1 - Marina	USACALNET3SDR03	SAC2345A		CALNET3
4	USA: CA CULVER CITY Department of Printing 95678	C1 - Culver City	USACALNET3SDR04	SAC1596A		CALNET3
5	USA: CA SAN DIEGO Department of Cycling 93456	C1 - San Diego	USACALNET3SDR05	SAC8548A		CALNET3
6	USA: CA CAMBRIA Department of Wildlife Preservation 99123	C1 - Cambria	USACALNET3SDR06	SAC3698A		CALNET3
7	USA: CA BAKERSFIELD Department of Farming 94567	C1 - Bakersfield	USACALNET3SDR07	SAC8523A		CALNET3
8	USA: CA REDDING Department of Park Services 96789	C1 - Redding	USACALNET3SDR08	SAC9517A		CALNET3



4.5. Troubleshooting

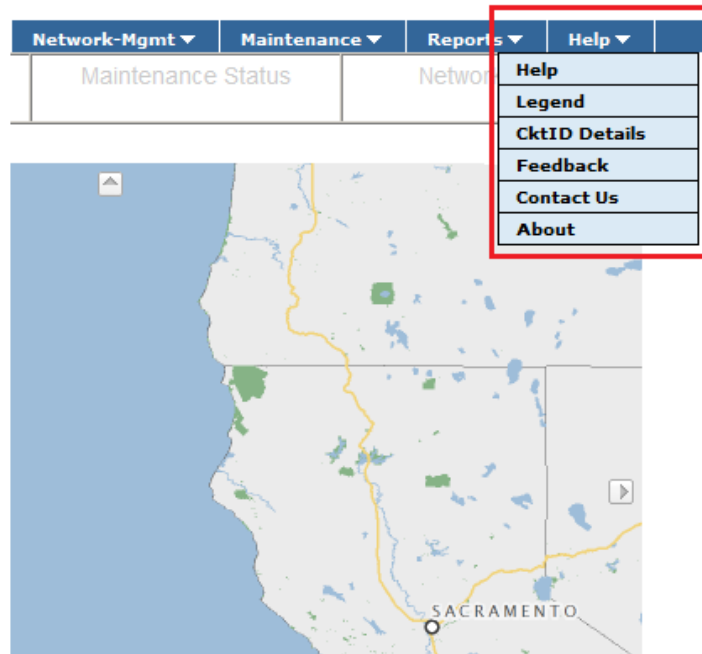
One of the most common problems a user may have is seeing a blank map and receiving a “No Inventory” error message. This can happen if the initial setup steps were not completed. To resolve this, click on the **Control Panel** icon and make sure there is at least one Org Group (agency) listed under **Selected Accounts**. Then select **Show Map**. See user guide chapter 2, for more information.





4.6. Help

Under the Help menu, within the BusinessDirect Map, there are various tools for additional support.



Help provides online help organized by topic. To get additional information, click on the associated link.

Help Topics

[Glossary](#)

About Help Links

This list of **Help Topics** provides links to information about using AT&T BusinessDirect[®] Map (July 2015). The help topics are grouped under categories to make it easier to find the information you need. **Frequently Asked Questions** provides shortcuts to how-to procedures.

[Frequently Asked Questions: How Do I...?](#)

[About AT&T BusinessDirect Map](#)

- [System Requirements](#)
- [Log in to BusinessDirect Map](#)
- [Customize Initial Display Options](#)
- [Navigating BusinessDirect Map with a Keyboard](#)
- [Help Options](#)
- [Contact Us](#)
- [Submit Feedback](#)

[The Map Display](#)































- [AT&T BusinessDirect Map Home Page](#)
- [The Control Panel](#)



Legend explains the shapes and colors used for the map icons, inventory tree and status indicators.

Legend

Map

	Site		Cluster of Normal Sites
	Site belongs to different account		Cluster of Sites having any site belongs to different account
	Site with ticket		Cluster of Sites having any site with Ticket
	Site with alarm		Cluster of Sites having any site with alarm/critical over-utilization
	Site with alarm acknowledged		Cluster of Sites having any site with alarm acknowledged
	Site with warning over-utilization		Cluster of Sites having any site with congestion/warning over-utilization
	Site with critical over-utilization		
	Site with congestion		
	Managed Site		PVC
	Managed Site belongs to different account		PVC with alarm
	Managed Site with ticket		PVC with alarm acknowledged
	Managed Site with alarm		PVC with congestion
	Managed Site with alarm acknowledged		PVC belongs to different account
	Managed Site with warning over-utilization		Cascaded - CE router Connectivity
	Managed Site with critical over-utilization		
	Managed Site with congestion		
	AT&T POP Site		
	Cloud representing AVPN,EVPN,ASE,IPFR/ATM,EVC,Internet etc		



CktID Details provides a list of service codes to help you identify the type of circuit used in your network and an explanation of the Common Language Circuit Identifiers (CLCI).

Service Code	Speed	Description
AA	56K	PACKET ACCESS LINE - ANALOG
AB	56K	PACKET NETWORK TRUNK
AC	1.5M	LCPC.4 SERVICE
AF	1.5M	COMMERCIAL AUDIO
AG	155M	SONET SERVICE OC-3 (OPTICAL CARRIER)
AH	1.5M	SYNCHRONOUS DIGITAL HIERARCHY (SDH)
AJ	56K	PACKET ACCESS LINK
AL	56K	ALTERNATE SERVICES
AM	56K	PACKET-INTERNETWORK LINK
AQ	9.6K	ACCUNET SPECTRUM OF DIGITAL SERVICES
AR	56K	ACCUNET SPECTRUM OF DIGITAL SERVICES
BA	VARIOUS	PROTECTIVE ALARM
BB	50M	SUB-RATE ETHERNET
BD	150M	SUB-RATE ETHERNET
BE	600M	SUB-RATE ETHERNET
CA	56K	SSN ACCESS
CE	56K	SSN DIRECTLY HOME SUBSCRIBER LINE
CH	1.5M	OCC DIGITAL FACILITY - HIGH SPEED
CL	56K	CENTREX CO LINE
CN	56K	SSN NETWORK TRUNK



Feedback provides access to a form where you may provide your input during a map session.

☒ Report Problem ☐ Make Suggestion ☐ Provide Comments

Service affecting problems requiring immediate attention should not use this form. Please contact your AT&T support group.

*Area: Server Time: 07/28/2015 Tue 01:53 PM

*Synopsis:

*MCN: GRC:

*Full Description:

*Contact Name: *Company Name:

*Contact Tel.#: *email:

Contact Us provides the phone number for the AT&T Technical Center of Excellence for support (1.800.221.0000). However, the preferred method for support is using the Chat Live Now.



5. Training

For questions not covered in this user guide, or to request live training on AT&T BusinessDirect, please visit the [AT&T CALNET Training website](#) or email CalnetTraining@att.com.