



Cable Modem Diagnostics

Cable Network Management Suite

Overview

Promptlink Cable Modem Diagnostics (CMD) is a tool for broadband subscriber support. CMD gathers cable modem and cable plant data quickly and efficiently, making it possible to provide accurate customer support. CMD is the application in Promptlink's Cable Network Management Suite (CNMS) that is designed for Customer Service and support.

The CMD user interface is targeted toward both Customer Service Representatives (CSRs), who deal with phone support of subscribers on a day-to-day basis, and the technicians and engineers, who benefit from the increase in available cable plant data. The CMD server runs on Solaris, Linux, and Microsoft Windows operating systems. The web-based client runs on Solaris, Linux, MacOS X, and Microsoft Windows. Promptlink CMD helps you operate a call center that has accurate information, eliminating customer frustration and boosting customer satisfaction.

Benefits

Promptlink CMD is designed as a simple tool to quickly and efficiently show Cable Modem statuses. CMD offers benefits of:

- CMD version 2.0 has an extremely enhanced SNMP engine, improved system architecture and effective utilization of system resources.
- Fast technical response to customer calls regarding their cable Internet services, creating more satisfied customers.
- Broad support for the mixed environment of DOCSIS 1.1 and 1.0 network devices.
- High performance software that efficiently queries the Cable Modem directly, and does not overload the cable plant with excessive polling operations.
- Optional support for linking the real-time database with customer information in relational or LDAP databases.

CMD Features

The CMD tool has the following features and functions:

Web-based clients can be accessed from anywhere.

Graphical user interfaces show cable plant from various views and allow easy navigation to support diagnostic work.

CM search function finds a customer's CM by IP or MAC addresses.

Multi-level access control guarantees privacy and secure information.

The cable modem data is split between multiple window panels to clearly display all of the information in an easy to find manner.

Ping information of any device is presented daily, weekly, monthly or annually.

CMD Sample Screens

The screenshots illustrate the following features:

- Vendor View:** A hierarchical tree structure showing cable modems categorized by manufacturer (e.g., Thomson, Toshiba, Motorola, Netgear) and their associated IP addresses.
- Configuration Panel:** A detailed view of a cable modem's settings, including wireless channel, net name, and encryption options.
- Filtering:** A dialog box allowing users to filter the device list based on various attributes like MAC address, IP address, and power level.
- Ping Statistics:** Graphical representations of Round Trip Time (RTT) for a specific IP address (10.2.32.82) over different time periods: daily (5 min average), weekly (30 min average), and monthly (2 hours average).