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Nex-Tech

# NOC

The logo for NOC CLOUD features the letters 'NOC' in a large, bold, black sans-serif font. To the right of 'NOC', the word 'CLOUD' is written in a teal, rounded, sans-serif font. Above the 'C' in 'CLOUD' is a teal outline of a cloud with a circular arrow inside it, indicating a cycle or refresh function.

USER GUIDE

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## About the Nex-Tech NOC Cloud

NOC Cloud is a highly configurable, comprehensive Network Management System (NMS). It allows organizations of any size to dynamically track and resolve issues that occur on their network. In today's rapidly advancing technological society, NOC Cloud enables companies to keep pace with and effectively manage their networks.

NOC Cloud is a web-based platform that supports all major browsers and can run on any operating system with web-browsing capabilities. It offers sophisticated analysis, visualization, and reporting of network information in real-time, allowing teams to promptly prioritize and respond to any issues that occur.

NOC Cloud increases overall effectiveness in network monitoring through responsive dynamic reporting, automated assignment and routing processes, easy configuration tools, trend analysis, detection of network anomalies, and quality assurance.

## Initial Training for NOC Cloud

NOC Cloud application purchases include up to four hours of training by Nex-Tech via Microsoft Teams video meeting sessions. If your organization uses another video meeting platform, such as Zoom, Webex, or Google Meet, or you are not familiar with Microsoft Teams, Nex-Tech recommends downloading Teams prior to the trainings, to ensure the best experience. If you have additional questions, please contact your team's NOC Cloud Administrator.

## Important Notes within this User Guide

**IMPORTANT:** All red text is an important note regarding the material.

## General Tips for Using and Administering NOC Cloud

Below are also a few things you may find helpful while using NOC Cloud:

- To access the NOC Cloud platform, navigate to: <https://noccloud.nex-tech.com/> and login.
- Nex-Tech recommends using the latest version of **Google Chrome** for the best web browser experience.
- Fields that must be filled in are marked with an asterisk "\*" in NOC Cloud. Users will not be able to submit any form until these fields contain valid values.

# Dashboard

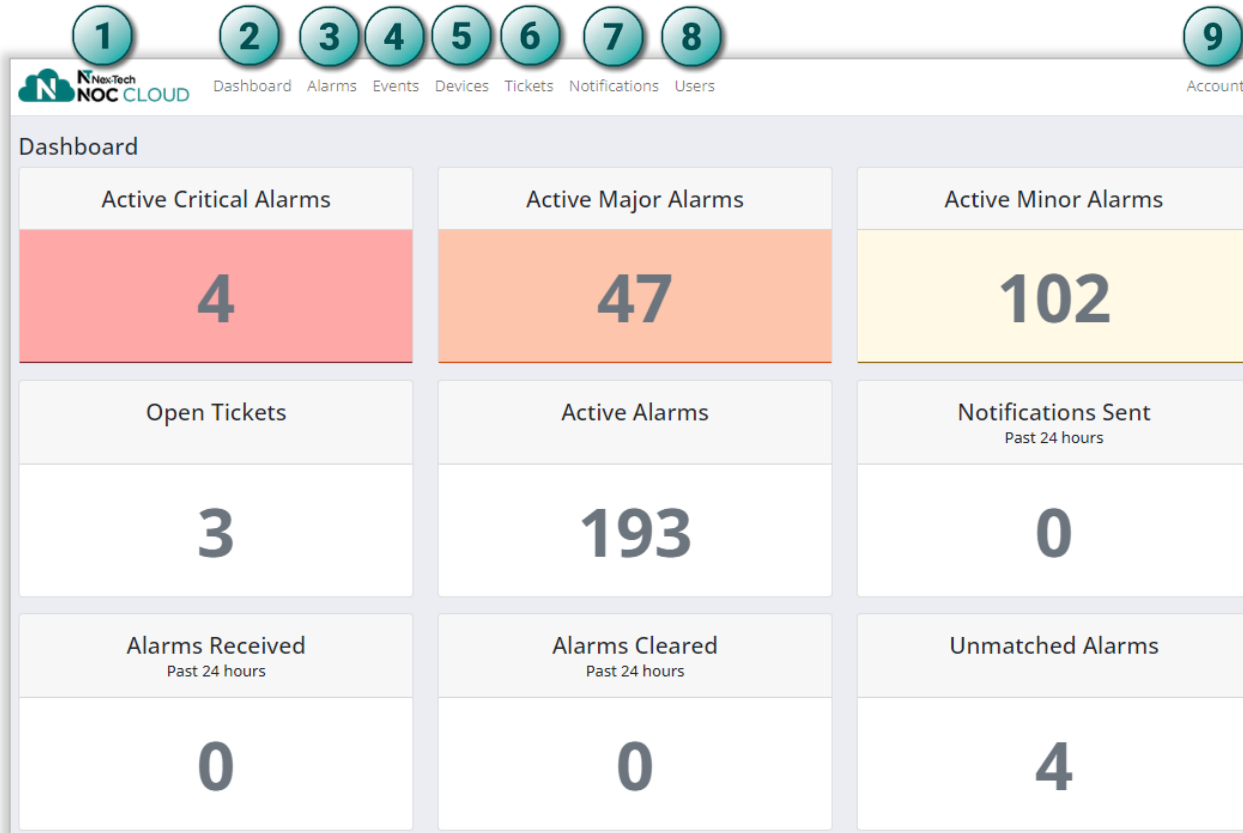


## Category Topics


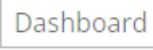
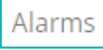

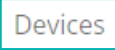




- [Dashboard and Navigation Menu](#)
- [Navigation Submenus](#)

# Dashboard and Navigation Menu

The home screen of NOC Cloud is the dashboard, which provides a snapshot of the latest information on alarms, tickets and notifications as pictured here.



Buttons with a light teal outline are links.

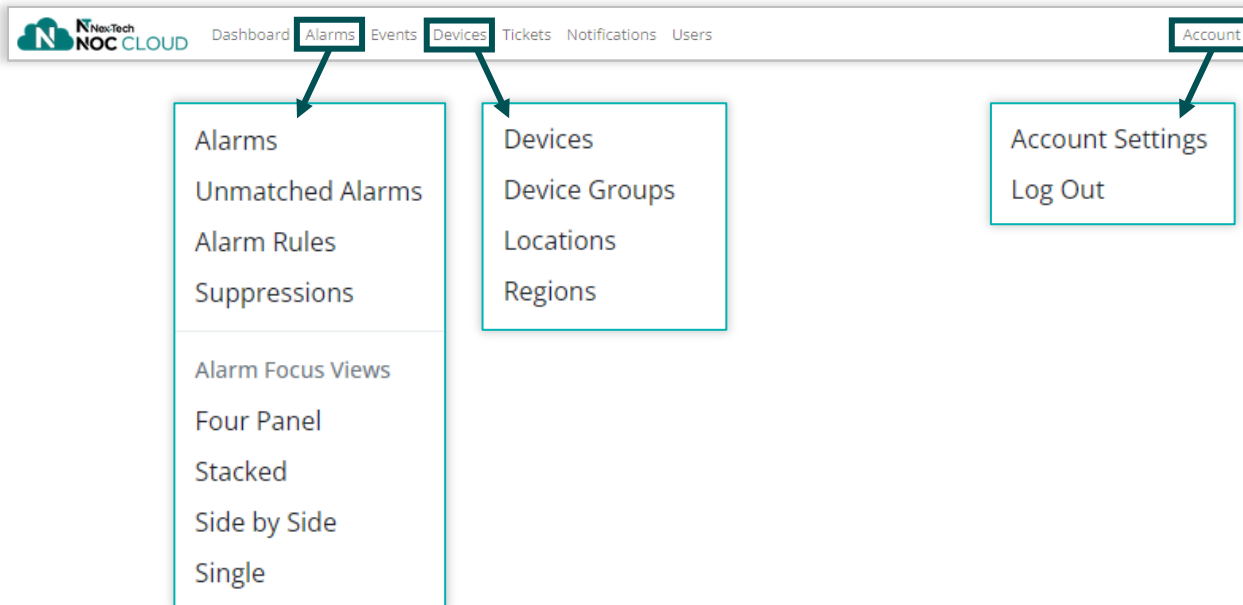
-  Clicking the logo or dashboard from any screen navigates back to the dashboard.
-  Clicking the logo or dashboard from any screen navigates back to the dashboard.
-  Click the alarms button to view a **Submenu** of additional options.
-  Click the events button to view the **Events Screen**.
-  Click the devices button to view a **Submenu** of additional options.
-  Click the tickets button to view the **Tickets Screen**.
-  Click the notifications button to view the **Notification Rules Screen**.
-  Click the users button to view the **Users Screen**. **ADMIN VIEW ONLY**
-  Click the account button to view a **Submenu** of additional options.





## Navigation Submenus

From the dashboard, or any other screen in NOC Cloud, several options in the navigation menu contain submenus with additional options, as pictured below.



Submenus with a light teal outline are links.

The Alarm Rules option in the Alarms submenu is available in **ADMIN VIEW ONLY**

# Account



## Category Topics

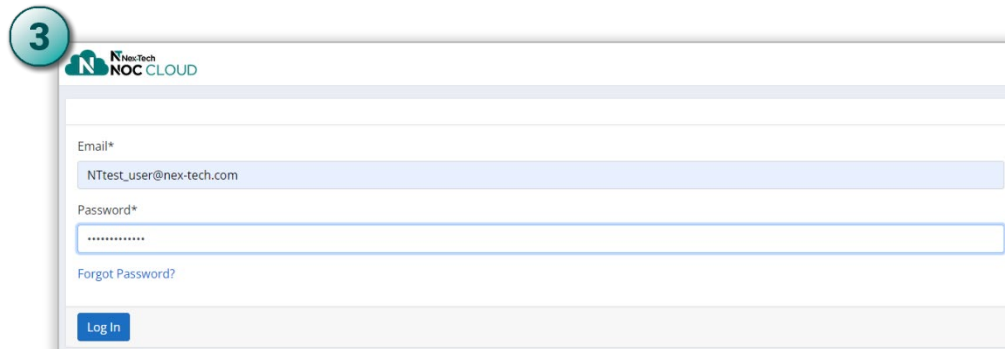
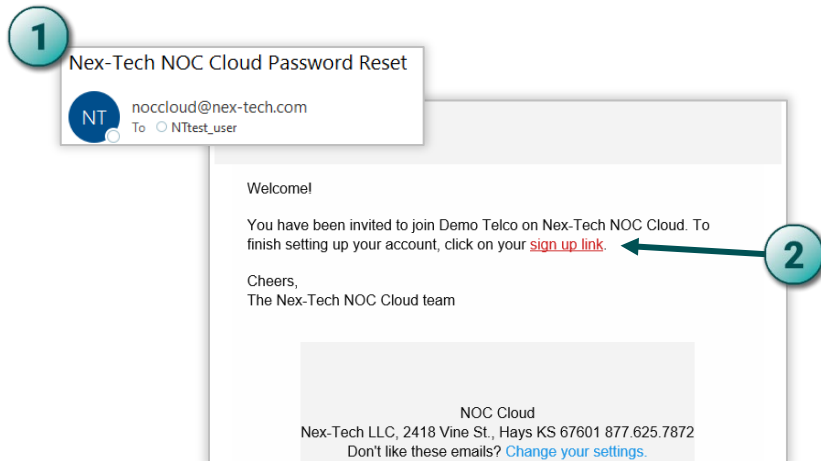
- [Initial Account Setup](#)
- [Two Factor Authentication \(Part I\)](#)
- [Two Factor Authentication \(Part II\)](#)
- [Two Factor Authentication \(Part III\)](#)
- [Account Settings Form](#)



# Initial Account Setup

These steps explain how to login and setup your account in NOC Cloud when using it for the first time. If additional assistance needed to access your account, refer to the [Troubleshooting Section](#).

- 1 INVITATION EMAIL will be sent from: [noccloud@nex-tech.com](mailto:noccloud@nex-tech.com).
- 2 CLICK SIGN UP AND CREATE PASSWORD which should be 8-12 characters long, containing numbers, upper case, lower case, and special characters. **Two Factor Authentication (2FA) setup is also recommended for NOC Cloud.**
- 3 LOGIN TO NOC CLOUD by navigating to: <https://noccloud.nex-tech.com/>  
**Google Chrome is recommended.**



# Two Factor Authentication (2FA) Setup (Part I)



Locate this feature by clicking [Account](#) > [Account Settings](#) > (click [Configure Two Factor Authentication](#)).

**1 Authentication Method**

Please select which authentication method you would like to use.

Method\*

Token generator  
 Phone call  
 Text message

[Next](#)

**2 Set up your authenticator app**

Use an authenticator app such as Google Authenticator to scan the QR code.

QR Code

Alternatively you can use the following secret to setup TOTP in your authenticator or password manager manually.

Secret Key:

Then, enter the OTP generated by the app.

Token\*

[Back](#) [Next](#)

**1 CHOSE AUTHENTICATION METHOD**  
Token generator is typically the best option if your company uses an app such as **Duo** or **Google Authenticator** for single-sign on and/or 2FA security. Text and Phone call options are also available.

**2 SCAN QR CODE/ENTER SECURITY KEY TO SETUP AUTHENTICATOR APP**  
The token generator option takes you to a screen where you can scan a QR code on your mobile device (QR code scanning options are typically available in whichever authenticator app you are using). Scanning the QR code will complete the 2FA setup process.

You can also manually enter a security key into your authenticator app if a QR code setup option is not available.



## Two Factor Authentication (2FA) Setup (Part II)

Locate this feature by clicking [Account](#) > [Account Settings](#) > (click [Configure Two Factor Authentication](#) ).

**3**

### Enable Two-Factor Authentication

Two factor authentication is now enabled on your account.

You can also add a phone number as a backup authentication method. However, this is not required.

[Add Phone Number](#) [Back to Account Settings](#)

**4**

### Add Backup Phone

#### Add Backup Phone

You'll be adding a backup phone number to your account. This number will be used if your primary method of registration is not available.

Phone Number\*

Method\*

Phone call  
 Text message

[Next](#)

**5**

### Add Backup Phone

#### Add Backup Phone

We've sent a token to your phone number. Please enter the token you've received.

Token\*

[Back](#) [Next](#)

- 3** FINISH 2FA SETUP OR ADD ALTERNATIVE AUTHENTICATION METHOD  
Clicking the green Add Phone Number button allows you to add an alternative authentication method.
- 4** ENTER BACKUP PHONE NUMBER  
The number entered will be used in the event that the authenticator app is unavailable to 2FA login to NOC Cloud.
- 5** ENTER CODE TO VERIFY PHONE NUMBER  
A verification number will be provided on your mobile device, which will be the value you enter in the Token field to complete setup.



## Two Factor Authentication (2FA) Setup (Part III)

Locate this feature by clicking [Account](#) > [Account Settings](#) > (click [Configure Two Factor Authentication](#) ).



6



Token\*

Don't ask again on this device for 5 minutes

Or, alternatively, use one of your other authentication methods:

Send text message to +1 \*\*\*.\*\*\*.\*\*\*19

[Back](#) [Next](#)

6

**2FA WILL BE REQUIRED AT LOGIN**  
If a backup phone number was configured, this can also be used to verify at login for NOC Cloud.

# Account Settings Form

Locate this screen by clicking Account > Account Settings.



### Account Settings

First name

Last name

Email\*

Phone number

SMS Phone Number

Reset Password

New password

Confirm new password

**2** [Manage Two Factor Authentication](#)

Notifications

**3**  Email notifications  
 Voice notifications  
 SMS Notifications  
 Daily summary

1

2

3

**1** EMAIL, PHONE NUMBER, AND SMS PHONE NUMBER each determine how the user will receive email, voice, and text notifications from NOC Cloud, based on the **Notification Rules** that have been setup. **Email is the only required field.**

**2** [Manage Two Factor Authentication](#)

Click to modify Two Factor Authentication (2FA) settings for the user account.

[Configure Two Factor Authentication](#)

The 2FA button will display this way if Two Factor Authentication has not yet been setup by the user.

**3** CHECKBOXES enable (checked) or disable (unchecked) options for the notification methods the user will receive from NOC Cloud, based on **Notification Rules**.

# Alarms



## Category Topics

- **Alarms Screen**
  - **Actions Column Status Codes**
  - **Wall View**
  - **Advanced Search**
  - **Columns View**
  - **Pause or Unpause**
  - **Export**
  - **Save View**
  - **Load or Delete View**
  - **Alarm Details Screen (Overview Part I)**
  - **Alarm Details Screen (Overview Part II)**
- **Alarms Rules Screen**
  - **Alarm Rules Form (Overview Part I)**
  - **Alarm Rules Form (Overview Part II)**
  - **Alarm Rules Form (Advanced Severity)**
  - **Alarm Rules Form (Custom Variables)**
  - **Alarm Rules Form (Device Groups Basic)**
  - **Alarm Rules Form (Device Groups Advanced)**
  - **Alarm Rules Form (Rule Conditions)**
  - **Copy Alarm Rule**
- **Unmatched Alarms Screen**
  - **Unmatched Alarm Details Screen**
- **AlarmSuppressions Screen**
  - **AlarmSuppressions Form**
- **Alarm Focus Views**





# Alarms Screen

Locate this screen by clicking Alarms > Alarms.

The screenshot shows the 'Alarms' interface with the following callouts:

- 1**: Top navigation bar with options: Wall View, Advanced Search (3), Columns, Unpause, Export, Save View, Load View.
- 2**: Filter controls for columns: Status, Actions, Message, Location, Severity, Log Time, Ack. Time, Clear Time.
- 3**: Selection checkboxes for multiple alarms.
- 4**: Alarm action buttons: ANC, T, NT.
- 5**: Context menu for an alarm: Clear, Suppress, Acknowledge, Alarm Details, Re-process Alarm.
- 6**: Submenu for the 'Suppress' action: 30 Minutes, 1 Hour, 2 Hours, 3 Hours, 4 Hours, 6 Hours, 8 Hours, 12 Hours, 18 Hours, 24 Hours, Custom Suppression.

**1** Wall View Advanced Search (3) Columns Pause Export Save View Load View  
This gray controls menu contains multiple options for working within the alarms screen.

**2** Click these buttons to view the methods available for filtering the corresponding column based on the values entered in the adjacent field.

**3** Click the checkboxes to select multiple alarms at the same time, which is useful for certain tasks in the Alarms Screen.

**4** **ANC** **T** **NT**  
Alarm actions (**view statuses**).

**5** Clear  
Suppress  
Acknowledge  
Alarm Details  
Re-process Alarm

Right-click any alarm to display a submenu with alarm actions.

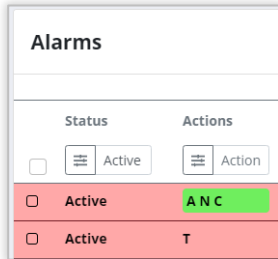
**6** 30 Minutes  
1 Hour  
2 Hours  
3 Hours  
4 Hours  
6 Hours  
8 Hours  
12 Hours  
18 Hours  
24 Hours  
Custom Suppression

Hovering over the suppress option in the alarm submenu will reveal an additional menu where the duration of a suppression can be chosen from preset values or further customized.



## Actions Column Status Codes (Alarms Screen)

Locate these codes by clicking **Alarms > Alarms**. The image below identifies the status codes that may display in the Actions column of the **Alarms Screen**. Definitions are also provided to explain what each code means.



Status codes appear as single letters in the Actions Column of the Alarms Screen, and indicate activity on the alarm. Alarms without any activity will show nothing in the Actions Column, while multiple codes reveal several actions being taken on the alarm.

| Code     | Status              | Description                                      |
|----------|---------------------|--|
| <b>A</b> | <b>Acknowledged</b> | Alarm has been acknowledged by a NOC Cloud user. |
| <b>N</b> | <b>Notification</b> | A notification was recently sent for the alarm.  |
| <b>C</b> | <b>Comment</b>      | A new comment was added to the alarm.            |
| <b>T</b> | <b>Ticket</b>       | A new ticket has been created from the alarm.    |



## Wall View (Alarms Screen)

Locate this view by clicking **Alarms > Alarms > Wall View (Controls Menu)**. This view optimizes the **Alarms Screen** for display on overhead/wall-mounted monitors.

### Alarms Screen (Standard NOC Cloud View)

| Status | Actions | Message  | Location | Severity | Log Time         | Ack. Time          | Clear Time |
|--------|---------|--|----------|----------|------------------|--------------------|------------|
| Active | A N C   | Demo Calix E7 WDTN-AX-A0-C2 (20.55.6.195) 10G Port 1/1/x4 loss-of-signal   | WDTN CO  | Critical | 2024/02/01 01:54 | 2024/02/08 12:09:2 |            |
| Active | T       | Demo PALC WS1800 Central Office (22.22.16.214) FUJI 4100_1 CRITICAL  | PALC CO  | Critical | 2023/11/14 13:49 |                    |            |
| Active |         | Demo Calix E7 NRTN-AX-A0-C1 (20.55.2.130) 10G Port 1/2/x3 loss-of-signal   | NRTN CO  | Critical | 2023/11/14 08:16 |                    |            |
| Active |         | Demo Calix E7 ESNB-AX-C2-C1 (20.55.3.231) 10G Port 1/1/x1 loss-of-signal   | ESBN A2  | Critical | 2023/11/14 08:06 |                    |            |
| Active | N T     | Demo Calix E7 HAYS-2N-2E-A9-C1-S12 ( 21.48.8.22 ) Cold Start   | HAYS A9  | Major    | 2024/01/23 13:10 |                    |            |
| Active |         | Demo Calix E7 RPBL-AX-A0-C2 loss-of-signal 1/1/g8 20.55.4.195  |          | Major    | 2023/12/12 13:11 |                    |            |
| Active |         | Demo Metaswitch RuralTel3-VCTA T1 1/1/1/2/7/4/1 T1_1/1/1/2/7/4/1 (113.T1..KCTYKSJAH14.DEMOKSXA00T) - A carrier is in alarm c |          | Major    | 2023/11/15 00:09 |                    |            |
| Active |         | Demo Metaswitch RuralTel3-VCTA T1 1/1/1/1/2/1/1 T1_1/1/1/1/2/1/1 (1010.T1..HAYSKSBGW01.DEMOKSXA00T) - A carrier is in alarm  |          | Major    | 2023/11/14 23:59 |                    |            |
| Active |         | Demo Metaswitch RuralTel3-VCTA T1 1/1/1/1/1/4/1 T1_1/1/1/1/1/4/1 (1004.T1..HAYSKSBGW01.DEMOKSXA00T) - A carrier is in alarm  |          | Major    | 2023/11/14 23:59 |                    |            |
| Active |         | Demo Metaswitch RuralTel3-VCTA T1 1/3/1/1/1/4/1 T1_1/3/1/1/1/4/1 (1008.T1..HAYSKSBGW01.DEMOKSXA00T) - A carrier is in alarm  |          | Major    | 2023/11/14 23:59 |                    |            |

### Alarms Screen (Wall View)

| Status | Actions | Message  | Location | Severity | Log Time       | Ack. Time       | Clear Time |
|--------|---------|--|----------|----------|----------------|-----------------|------------|
| Active | A N C   | Demo Calix E7 WDTN-AX-A0-C2 (20.55.6.195) 10G Port 1/1/x4 loss-of-signal   | WDTN CO  | Critical | 2024/02/01 01: | 2024/02/08 12:0 |            |
| Active | T       | Demo PALC WS1800 Central Office (22.22.16.214) FUJI 4100_1 CRITICAL  | PALC CO  | Critical | 2023/11/14 13: |                 |            |
| Active |         | Demo Calix E7 NRTN-AX-A0-C1 (20.55.2.130) 10G Port 1/2/x3 loss-of-signal   | NRTN CO  | Critical | 2023/11/14 08: |                 |            |
| Active |         | Demo Calix E7 ESNB-AX-C2-C1 (20.55.3.231) 10G Port 1/1/x1 loss-of-signal   | ESBN A2  | Critical | 2023/11/14 08: |                 |            |
| Active | N T     | Demo Calix E7 HAYS-2N-2E-A9-C1-S12 ( 21.48.8.22 ) Cold Start   | HAYS A9  | Major    | 2024/01/23 13: |                 |            |
| Active |         | Demo Calix E7 RPBL-AX-A0-C2 loss-of-signal 1/1/g8 20.55.4.195  |          | Major    | 2023/12/12 13: |                 |            |
| Active |         | Demo Metaswitch RuralTel3-VCTA T1 1/1/1/2/7/4/1 T1_1/1/1/2/7/4/1 (113.T1..KCTYKSJAH14.DEMOKSXA00T) - A carrier is in alarm condition Alarm Indication Signal.  |          | Major    | 2023/11/15 00: |                 |            |
| Active |         | Demo Metaswitch RuralTel3-VCTA T1 1/1/1/1/2/1/1 T1_1/1/1/1/2/1/1 (1010.T1..HAYSKSBGW01.DEMOKSXA00T) - A carrier is in alarm condition Alarm Indication Signal. |          | Major    | 2023/11/14 23: |                 |            |
| Active |         | Demo Metaswitch RuralTel3-VCTA T1 1/1/1/1/1/4/1 T1_1/1/1/1/1/4/1 (1004.T1..HAYSKSBGW01.DEMOKSXA00T) - A carrier is in alarm condition Alarm Indication Signal. |          | Major    | 2023/11/14 23: |                 |            |
| Active |         | Demo Metaswitch RuralTel3-VCTA T1 1/3/1/1/1/4/1 T1_1/3/1/1/1/4/1 (1008.T1..HAYSKSBGW01.DEMOKSXA00T) - A carrier is in alarm condition Alarm Indication Signal. |          | Major    | 2023/11/14 23: |                 |            |

Return to Alarms Menu

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## Advanced Search (Alarms Screen)

Locate this feature by clicking Alarms > Alarms > Advanced Search (Controls Menu).

| Status | Message   | Severity | Timestamp        |
|--------|---|----------|------------------|
| Active | Demo Calix E7 RPBL-AX-A0-C2 loss-of-signal 1/1/g8 20.55.4.195   | Major    | 2023/12/12 13:11 |
| Active | Demo Metaswitch RuralTel3-VCTA T1 1/1/1/2/7/4/1 T1_1/1/1/2/7/4/1 (113.T1..KCTYK5JAH14.DEMOKSXA00T) - A carrier is in alarm ci | Major    | 2023/11/15 00:09 |
| Active | Demo Metaswitch RuralTel3-VCTA T1 1/1/1/1/2/1/1 T1_1/1/1/1/2/1/1 (1010.T1..HAYSKSBGW01.DEMOKSXA00T) - A carrier is in alarm   | Major    | 2023/11/14 23:59 |
| Active | Demo Metaswitch RuralTel3-VCTA T1 1/1/1/1/1/4/1 T1_1/1/1/1/1/4/1 (1004.T1..HAYSKSBGW01.DEMOKSXA00T) - A carrier is in alarm   | Major    | 2023/11/14 23:59 |
| Active | Demo Metaswitch RuralTel3-VCTA T1 1/3/1/1/1/4/1 T1_1/3/1/1/1/4/1 (1008.T1..HAYSKSBGW01.DEMOKSXA00T) - A carrier is in alarm   | Major    | 2023/11/14 23:59 |

### 1 Advanced Search (3)

Click to open the Advanced Search area. The number in parentheses indicates how many filters are currently being applied to the view.

### 2 Clear All

This button removes all search rows.

### 3 X

X next to Clear All closes the search area. X to right of a search row clears that row.

### 4 > <

> to right of a search row indents that row.  
< to right of search row reverses indent.

### 5 And Or

Click these side buttons to toggle AND/OR relationships between search rows.

### 6 Add Condition

Click this button to add another row to the advanced search.

### 7 Data

Determines the column affected by the other field entries within the same row.

### 8 Condition

Affects how the entry in Value Field will search the column targeted by the Data Field in the same row.

### 9 Value

Dropdown or text field accepts specific values to search the target column in the row's Data Field based on the Condition Field option.



## Columns View (Alarms Screen)

Locate this view by clicking **Alarms > Alarms > Columns (Controls Menu)**. This view shows or hides columns in the **Alarms Screen** based on whether they are highlighted blue (displayed), or not (hidden).

Alarms Screen (All Columns Highlighted and Displayed)

| Status | Actions | Message  | Location | Severity | Log Time         | Ack. Time | Clear Time |
|--------|---------|--|----------|----------|------------------|-----------|------------|
| Active | A N C   | Demo Calix E7 WDTN-AX-A0-C2 (20.55.6.195) 10G Port 1/1/x4 loss-of-signal   | WDTN CO  | Critical | 2024/01/23 13:10 |           |            |
| Active | T       | Demo PALC WS1800 Central Office (22.22.16.214) FUJI 4100_1 CRITICAL  | PALC CO  | Critical | 2023/11/14 23:59 |           |            |
| Active |         | Demo Calix E7 NRTN-AX-A0-C1 (20.55.2.130) 10G Port 1/2/x3 loss-of-signal   | NRTN CO  | Critical | 2023/11/14 23:59 |           |            |
| Active |         | Demo Calix E7 ESNB-AX-C2-C1 (20.55.3.231) 10G Port 1/1/x1 loss-of-signal   | ESBN A2  | Critical | 2023/11/14 23:59 |           |            |
| Active | N T     | Demo Calix E7 HAYS-2N-2E-A9-C1-S12 ( 21.48.8.22 ) Cold Start   | HAYS A9  | Major    | 2024/01/23 13:10 |           |            |
| Active |         | Demo Calix E7 RPBL-AX-A0-C2 loss-of-signal 1/1/g8 20.55.4.195  |          | Major    | 2023/12/12 13:11 |           |            |
| Active |         | Demo Metaswitch RuralTel3-VCTA T1 1/1/1/2/7/4/1 T1_1/1/1/2/7/4/1 (113.T1..KCTYKSJAH14.DEMOKSXA00T) - A carrier is in alarm condition Alarm Indication Signal.  |          | Major    | 2023/11/15 00:09 |           |            |
| Active |         | Demo Metaswitch RuralTel3-VCTA T1 1/1/1/1/2/1/1 T1_1/1/1/1/2/1/1 (1010.T1..HAYSKSBGW01.DEMOKSXA00T) - A carrier is in alarm condition Alarm Indication Signal. |          | Major    | 2023/11/14 23:59 |           |            |
| Active |         | Demo Metaswitch RuralTel3-VCTA T1 1/1/1/1/1/4/1 T1_1/1/1/1/1/4/1 (1004.T1..HAYSKSBGW01.DEMOKSXA00T) - A carrier is in alarm condition Alarm Indication Signal. |          | Major    | 2023/11/14 23:59 |           |            |
| Active |         | Demo Metaswitch RuralTel3-VCTA T1 1/3/1/1/1/4/1 T1_1/3/1/1/1/4/1 (1008.T1..HAYSKSBGW01.DEMOKSXA00T) - A carrier is in alarm condition Alarm Indication Signal. |          | Major    | 2023/11/14 23:59 |           |            |

Alarms Screen (Status and Actions Columns Not Highlighted and Hidden)

| Message  | Location | Severity | Log Time         | Ack. Time | Clear Time |
|--|----------|----------|------------------|-----------|------------|
| Demo Calix E7 WDTN-AX-A0-C2 (20.55.6.195) 10G Port 1/1/x4 loss-of-signal   | WDTN CO  | Critical | 2024/01/23 13:10 |           |            |
| Demo PALC WS1800 Central Office (22.22.16.214) FUJI 4100_1 CRITICAL  | PALC CO  | Critical | 2023/11/14 23:59 |           |            |
| Demo Calix E7 NRTN-AX-A0-C1 (20.55.2.130) 10G Port 1/2/x3 loss-of-signal   | NRTN CO  | Critical | 2023/11/14 23:59 |           |            |
| Demo Calix E7 ESNB-AX-C2-C1 (20.55.3.231) 10G Port 1/1/x1 loss-of-signal   | ESBN A2  | Critical | 2023/11/14 23:59 |           |            |
| Demo Calix E7 HAYS-2N-2E-A9-C1-S12 ( 21.48.8.22 ) Cold Start   | HAYS A9  | Major    | 2024/01/23 13:10 |           |            |
| Demo Calix E7 RPBL-AX-A0-C2 loss-of-signal 1/1/g8 20.55.4.195  |          | Major    | 2023/12/12 13:11 |           |            |
| Demo Metaswitch RuralTel3-VCTA T1 1/1/1/2/7/4/1 T1_1/1/1/2/7/4/1 (113.T1..KCTYKSJAH14.DEMOKSXA00T) - A carrier is in alarm condition Alarm Indication Signal.  |          | Major    | 2023/11/15 00:09 |           |            |
| Demo Metaswitch RuralTel3-VCTA T1 1/1/1/1/2/1/1 T1_1/1/1/1/2/1/1 (1010.T1..HAYSKSBGW01.DEMOKSXA00T) - A carrier is in alarm condition Alarm Indication Signal. |          | Major    | 2023/11/14 23:59 |           |            |
| Demo Metaswitch RuralTel3-VCTA T1 1/1/1/1/1/4/1 T1_1/1/1/1/1/4/1 (1004.T1..HAYSKSBGW01.DEMOKSXA00T) - A carrier is in alarm condition Alarm Indication Signal. |          | Major    | 2023/11/14 23:59 |           |            |
| Demo Metaswitch RuralTel3-VCTA T1 1/3/1/1/1/4/1 T1_1/3/1/1/1/4/1 (1008.T1..HAYSKSBGW01.DEMOKSXA00T) - A carrier is in alarm condition Alarm Indication Signal. |          | Major    | 2023/11/14 23:59 |           |            |



## Pause or Unpause (Alarms Screen)

Locate this feature by clicking **Alarms > Alarms > Pause/Unpause (Controls Menu)**. Clicking Pause prevents the screen from updating (NOC Cloud also automatically pauses the screen in some scenarios). If paused, the Controls Menu shows the Unpause option. A message may appear in the upper right of the screen when this option is toggled.

**Alarms Screen (PAUSED: Controls Menu shows Unpause option, updates stop, and Updates Paused message will always appear)**

| Status                   | Actions | Message  | Location | Severity | Log Time         | Ack. Time        | Clear Time |
|--------------------------|---------|--|----------|----------|------------------|------------------|------------|
| <input type="checkbox"/> | All     | Message  | Locator  | All      | Log Tim          | Ack. Tim         | Clear Ti   |
| Active                   | A N C   | Demo Calix E7 WDTN-AX-A0-C2 (20.55.6.195) 10G Port 1/1/x4 loss-of-signal | WDTN CO  | Critical | 2024/02/01 01:54 | 2024/02/08 12:09 |            |
| Active                   | T       | Demo PALC WS1800 Central Office (22.22.16.214) FUJI 4100_1 CRITICAL      | PALC CO  | Critical | 2023/11/14 13:49 |                  |            |
| Active                   |         | Demo Calix E7 NRTN-AX-A0-C1 (20.55.2.130) 10G Port 1/2/x3 loss-of-signal | NRTN CO  | Critical | 2023/11/14 08:16 |                  |            |
| Active                   |         | Demo Calix E7 ESBN-AX-C2-C1 (20.55.3.231) 10G Port 1/1/x1 loss-of-signal | ESBN A2  | Critical | 2023/11/14 08:06 |                  |            |

**Alarms Screen (UNPAUSED: Controls Menu shows Pause option, updates resume, and Refreshing message may also appear)**

| Status                   | Actions | Message  | Location | Severity | Log Time         | Ack. Time        | Clear Time |
|--------------------------|---------|--|----------|----------|------------------|------------------|------------|
| <input type="checkbox"/> | All     | Message  | Locator  | All      | Log Tim          | Ack. Tim         | Clear Ti   |
| Active                   | A N C   | Demo Calix E7 WDTN-AX-A0-C2 (20.55.6.195) 10G Port 1/1/x4 loss-of-signal | WDTN CO  | Critical | 2024/02/01 01:54 | 2024/02/08 12:09 |            |
| Active                   | T       | Demo PALC WS1800 Central Office (22.22.16.214) FUJI 4100_1 CRITICAL      | PALC CO  | Critical | 2023/11/14 13:49 |                  |            |
| Active                   |         | Demo Calix E7 NRTN-AX-A0-C1 (20.55.2.130) 10G Port 1/2/x3 loss-of-signal | NRTN CO  | Critical | 2023/11/14 08:16 |                  |            |
| Active                   |         | Demo Calix E7 ESBN-AX-C2-C1 (20.55.3.231) 10G Port 1/1/x1 loss-of-signal | ESBN A2  | Critical | 2023/11/14 08:06 |                  |            |



## Export Alarms Screen Results

Locate this feature by clicking **Alarms > Alarms > Export (Controls Menu)**. Click Export to download the results in the **Alarms Screen** as a Microsoft Excel Spreadsheet File (.xlsx). By default, this saves to the browser's downloads folder.

The screenshot below shows Alarms Screen results being exported/downloaded using Google Chrome

The screenshot shows the NOC Cloud Alarms interface. At the top, there's a navigation bar with 'Dashboard', 'Alarms', 'Events', 'Devices', 'Tickets', and 'Notifications'. The main area displays a table of alarms. A notification bubble in the top right corner indicates that an Excel file named 'xlsx (1).xlsx' (18.7 KB) has been downloaded. The table lists various active alarms with columns for Status, Actions, Message, Location, Severity, Log Time, Ack. Time, and Clear Time. The first row shows a 'Critical' alarm from 'WDTN CO' regarding a 'loss-of-signal' on '10G Port 1/1/x4'. Other rows show 'Major' and 'Critical' alarms from 'PALC CO', 'NRTN CO', 'ESBN A2', and 'HAYS A9'. A pagination control at the bottom shows 'Showing 1 to 10 of 193 entries' and a page number '1' selected.

| Status | Actions | Message  | Location | Severity | Log Time         | Ack. Time        | Clear Time |
|--------|---------|--|----------|----------|------------------|------------------|------------|
| Active | A N C   | Demo Calix E7 WDTN-AX-A0-C2 (20.55.6.195) 10G Port 1/1/x4 loss-of-signal   | WDTN CO  | Critical | 2024/02/01 01:54 | 2024/02/08 12:09 |            |
| Active | T       | Demo PALC WS1800 Central Office (22.22.16.214) FUJI 4100_1 CRITICAL  | PALC CO  | Critical | 2023/11/14 13:49 |                  |            |
| Active |         | Demo Calix E7 NRTN-AX-A0-C1 (20.55.2.130) 10G Port 1/2/x3 loss-of-signal   | NRTN CO  | Critical | 2023/11/14 08:16 |                  |            |
| Active |         | Demo Calix E7 ESBN-AX-C2-C1 (20.55.3.231) 10G Port 1/1/x1 loss-of-signal   | ESBN A2  | Critical | 2023/11/14 08:06 |                  |            |
| Active | N T     | Demo Calix E7 HAYS-2N-2E-A9-C1-S12 ( 21.48.8.22 ) Cold Start   | HAYS A9  | Major    | 2024/01/23 13:10 |                  |            |
| Active |         | Demo Calix E7 RPBL-AX-A0-C2 loss-of-signal 1/1/g8 20.55.4.195  |          | Major    | 2023/12/12 13:11 |                  |            |
| Active |         | Demo Metaswitch RuralTel3-VCTA T1 1/1/1/2/7/4/1 T1_1/1/1/2/7/4/1 (113.T1...KCTYKSJAH14.DEMOKSXA00T) - A carrier is in alarm condit |          | Major    | 2023/11/15 00:09 |                  |            |
| Active |         | Demo Metaswitch RuralTel3-VCTA T1 1/1/1/1/2/1/1 T1_1/1/1/1/2/1/1 (1010.T1...HAYSKSBGW01.DEMOKSXA00T) - A carrier is in alarm con   |          | Major    | 2023/11/14 23:59 |                  |            |
| Active |         | Demo Metaswitch RuralTel3-VCTA T1 1/1/1/1/1/4/1 T1_1/1/1/1/1/4/1 (1004.T1...HAYSKSBGW01.DEMOKSXA00T) - A carrier is in alarm con   |          | Major    | 2023/11/14 23:59 |                  |            |
| Active |         | Demo Metaswitch RuralTel3-VCTA T1 1/3/1/1/1/4/1 T1_1/3/1/1/1/4/1 (1008.T1...HAYSKSBGW01.DEMOKSXA00T) - A carrier is in alarm con   |          | Major    | 2023/11/14 23:59 |                  |            |

[Return to Alarms Menu](#)

[Return to Table of Contents](#)



## Save View (Alarms Screen)

Locate this view by clicking **Alarms > Alarms > Save View (Controls Menu)**.

Save View

View Name

Test View

Save View

The pop-up that appears after clicking Save View in the **Alarms Screen** allows you to add a unique name for the custom view you have created.

## Load or Delete View (Alarms Screen)

Locate this view by clicking **Alarms > Alarms > Load View (Controls Menu)**.

Load View

View List

Default View

Test View

Delete

Load View

The pop-up that appears after clicking Load View in the **Alarms Screen** allows you to select the Default View or one of the custom views that have been created. You can also delete custom views by selecting them and clicking delete.



## Alarm Details Screen (Overview Part I)

Locate this screen by clicking Alarms > (click the Message column of any alarm to see details).



**Alarm Details**

**Severity**  
Major

**Log Time**  
2024/01/23 13:10:23

**Clear Time**  
Not Cleared

**Number of alarms before clear**  
1

**Acknowledged Time**  
Not Acknowledged

**Re-process alarm**  
Re-process alarm

**Create New Rule for Alarm**  
Create New Rule

**Matched Rule**  
Demo Calix E7 Cold Start

- 1** **Clear Alarm**  
Click to change the status of the alarm to "cleared."
- 2** **Acknowledge**  
Click to acknowledge the alarm. This adds an "A" for that alarm in the Actions column of the **Alarms Screen**.
- 3** **Pause Notifications**  
Click to toggle between pausing or unpausing notifications for the alarm.
- 4** **Notification Log**  
Click this button to reveal a pop-up screen displaying the entire **Notification Log** for the alarm.
- 5** **Re-process alarm**  
Click to re-process the alarm. This sends the trap information (**see step 9 on next page**) through NOC Cloud to check for rule matches again.
- 6** **Create New Rule**  
Click to **Add New Rule** based on alarm details. **Alarm Rules are viewable only to NOC Cloud Administrators.**
- 7** **MATCHED RULE** indicates whether a rule has already been matched with the alarm. If a match has occurred, the matched rule will appear as a **clickable link with blue text** as pictured here. **Alarm Rules are viewable only to NOC Cloud Administrators.**

## Alarm Details Screen (Overview Part II)

Locate this screen by clicking Alarms > (click the Message column of any alarm to see details).



The screenshot shows the Alarm Details screen with the following sections and callouts:

- 8** MESSAGE (1st Section): A dark grey box containing the alarm message: "Demo Calix E7 HAYS-2N-2E-A9-C1-S12 ( 21.48.8.22 ) Cold Start".
- 9** MESSAGE (2nd Section): A dark grey box containing SNMP trap information: "ISD4000 SNMP SNMP Lv14 DEMOKS02 20:36:28 20:36:31 2023-10-25 20:36:28 21.48.8.22 [21.48.8.22]:v2 DISMAN-EVENT-MIB:sysUpTimeInstance = Timeticks: (32) 0:00:00.32 TrapOID = OID: SNMPV2-MIB:coldStart snmpTrapEnterprise.0 = OID: OCCAM-REG-MODULE:occamProducts ISDEOM".
- 10** Create a ticket from this alarm: A section with a "Subject" input field and a "Create ticket" button.
- 11** ALARM ACTIVITY: A section with a green header "Alarm received at 2024/01/23 13:10:23" and a list of activity items: "Test User at 2024/01/23 13:13:19", "Ticket 'Demo Calix E7 HAYS-2N-2E-A9-C1-S12 ( 21.48.8.22 ) Cold Start' Opened From Alarm", and "Test User at 2024/01/23 13:14:29".
- 12** Add Comment: A section with a "Test Comment" input field and an "Add Comment" button.

- 8** MESSAGE (1st Section) displays the text in Message column of the alarm as it is shown in the main **Alarms Screen** of NOC Cloud.
- 9** MESSAGE (2nd Section) displays the SNMP trap information for the alarm.
- 10** **Create ticket**  
Clicking this button opens the form to **add a new ticket** based on the alarm details.
- 11** ALARM ACTIVITY section displays all actions and comments associated with the alarm.
- 12** **Add Comment**  
Click to add a comment to the Activity section of the unmatched alarm after entering a value in the Comment field. **After clicking Add Comment, the comment cannot be edited.**

# Alarm Rules Screen

Locate this screen by clicking Alarms > Alarm Rules. **ADMIN VIEW ONLY**



| Rule Name                        | Order | Rule Group | Status |   |
|----------------------------------|-------|------------|--------|---|
| ISD Test Message                 | 5     |            | Active | ⋮ |
| Demo Valere Default1             | 8     |            | Active | ⋮ |
| Demo Valere Battery On Discharge | 6     |            | Active | ⋮ |
| Demo Valere Major 1              | 6     |            | Active | ⋮ |
| Demo Model 2000 Major            | 7     |            | Active | ⋮ |
| Demo Model 2000 Fuel Level       | 7     |            | Active | ⋮ |
| Demo Accedian                    | 7     |            | Active | ⋮ |
| Demo Accedian CCM                | 6     |            | Active | ⋮ |
| Demo Accedian NTP                | 6     |            | Active | ⋮ |
| Demo Valere Default2             | 8     |            | Active | ⋮ |
| Demo Accedian coldStart 1        | 6     |            | Active | ⋮ |
| Demo Accedian Dying Gasp         | 6     |            | Active | ⋮ |
| Demo Accedian Link Down          | 6     |            | Active | ⋮ |
| Demo C2                          | 7     |            | Active | ⋮ |
| Demo C2 Missing Heartbeat        | 6     |            | Active | ⋮ |

Alarm rules in NOC Cloud are configured based on the information matched to corresponding SNMP traps. This is in the Message field of each alarm.

### THREE WAYS TO ADD ALARM RULES

Clicking the **+ Add** button at the top of the Alarm Rules screen reveals a pop-up with two options to create a new rule with the **Alarm Rules Form**.

#### Adding a Rule

You can begin creating a rule by selecting an existing unmatched alarm then click "Create Rule", or enter your own example alarm. Select which option you would like to use.

[Start with unmatched alarm](#) [Enter my own alarm](#)

#### Alarm Details

**Severity**  
Critical

**Log Time**  
2024/02/01 01:54:26

**Clear Time**  
Not Cleared

**Number of alarms before clear**  
1

**Acknowledged Time**  
2024/02/08 12:09:21

**Acknowledged By**  
Austin Gagnon

**Re-process alarm**  
[Re-process alarm](#)

**Create New Rule for Alarm**  
[Create New Rule](#)

**Matched Rule**  
Demo Calix E7 10G Port

The third way to create an alarm is by clicking any alarm within the **Main Alarms Screen**.

This displays the Alarm Details Screen, which has the option to add a new rule based on the alarm by clicking the Create Rule button. This will also open the **Alarm Rules Form**.



Click the three vertical dots (ellipsis) to the right of an existing rule to view a submenu with options to edit, disable or enable, delete, or copy that rule.



## Alarm Rules Form (Overview Part I)

**ALARMS SCREEN:** To locate click Alarms > Alarms (click an alarm) > Alarm Details (click [Create New Rule](#) ).

**ALARM RULES SCREEN:** To locate click Alarms > Alarm Rules (click [+ Add](#) ). **ADMIN VIEW ONLY**

**Add Alarm Rule**

1

History

Alarm Body\*

ISD4000 SNMP SNMP Lvl4 DEMONC02 09:29:15 09:29:17  
 2023-09-12 09:29:15 20.55.6.195 [20.55.6.195]:v2  
 DISMAN-EVENT-MIB:sysUpTimeInstance = Timeticks: (139956) 0:23:19.56  
 TrapOID = OID: Axos-Trap-MIB:axosTrapAlarmRaised  
 axosTrapSequenceNo.0 = 47  
 AXOS-ALARM-MIB:axosAlarmIndex.56 = 56  
 AXOS-ALARM-MIB:axosAlarmName.56 = loss-of-signal  
 AXOS-ALARM-MIB:axosAlarmType.56 = communication(0)  
 AXOS-ALARM-MIB:axosAlarmCategory.56 = port(11)  
 AXOS-ALARM-MIB:axosAlarmInstanceid.56 = 3.56  
 AXOS-ALARM-MIB:axosAlarmSeverity.56 = major(1)  
 AXOS-ALARM-MIB:axosAlarmServiceAffecting.56 = yes(1)  
 AXOS-ALARM-MIB:axosAlarmAddress.56 = /interfaces/interface[name='1/1/x4']  
 AXOS-ALARM-MIB:axosAlarmText.56 = loss of signal  
 AXOS-ALARM-MIB:axosAlarmTimeStamp.56 = 2023-09-12T09:29:15-05:00  
 AXOS-ALARM-MIB:axosAlarmTime.56 = 1694528955  
 AXOS-ALARM-MIB:axosAlarmAdditionalInfo.56 =  
 ISDEOM

Rule Name\*

Group

.....

Processing order\*

1

Automatically Clear After (minutes)\*

0

Severity\*

Critical

1

History

Click to view time-stamped history of all configuration changes made to a rule.

2

**ALARM BODY** contains the SNMP Trap (can be a set or clear trap). The first line must be from/include the **ISD4000**. The last line must say **ISDEOM**.

3

**GROUP** feature not available at this time.

4

**PROCESSING ORDER** values range from 1-10. Traps will be matched to rules starting with the process order of 1 (highest priority). Utilize the process order for traps that meet the criteria for multiple rules. A best practice is to start rules at a processing order of 5 and adjust additional rules as needed.

5

**AUTOMATICALLY CLEAR AFTER (Minutes)** is utilized to automatically clear the alarm after the specified number of minutes (For traps that do not already have a clear). Leave this option at 0 for traps that include a set and clear. **Minutes must be whole numbers in this field.**

6

**SEVERITY** should be based on trap info. Selecting Advanced Severity in this field will display the Advanced Severity section pictured in **Alarm Rules Form (Part II)**.



## Alarm Rules Form (Overview Part II)

**ALARMS SCREEN:** To locate click Alarms > Alarms (click an alarm) > Alarm Details (click [Create New Rule](#)).

**ALARM RULES SCREEN:** To locate click Alarms > Alarm Rules (click [+ Add](#)). **ADMIN VIEW ONLY**

**Advanced Severity**  
Add conditions that will automatically set the severity of an alarm based on the matching content.

**7** [+ Add Severity](#)

**Custom Variables (Optional)**  
Create a custom variable by extracting a portion of an existing variable's content. These variables can be used in other parts of the alarm rule.

**8** [+ Add Custom Variable](#)

**Device Groups (Optional)**  
Match a value found in an alarm to a device name in the selected device group. This can replace IP addresses, MAC addresses, etc. with the hostname or another name for the device. Device names can be managed on the device groups area.

**9** [+ Add Device Group](#)

**Rule Conditions**  
Add rule conditions that will match the content of the alarm body. The conditions will determine whether the content triggers an alarm or a clear. All alarm conditions must match to trigger an alarm, and all clear conditions must match to trigger a cleared alarm.

**10** [+ Add Rule Condition](#)

**Alarm Output Format**  
Define how you would like the alarms to be displayed here. This output will also be included in any notifications. Variables can be added by typing @ and selecting the desired variable.

Output format\*

@AlarmTime

Example output: 2023-09-12 09:29:15

[Save](#) [Cancel](#)

Buttons with a light teal outline are links.

- 7** [+ Add Severity](#)  
This button displays more parameters for matching severity within the SNMP trap information. It only appears if Advanced Severity is selected from the Severity field in this form. Click the +Add Severity button in this guide jumps to more information about this section of the form.
- 8** [+ Add Custom Variable](#)  
This button allows for the creation of custom variable configurations which can be referenced in other parts of the form. Click the +Add Custom Variable button in this guide jumps to more information about this section of the form.
- 9** [+ Add Device Group](#)  
This button shows additional options for matching device group parameters in the rule. Click the +Add Device Group button in this guide jumps to more information about this section of the form.
- 10** [+ Add Rule Condition](#)  
This button displays additional options for adding specific conditions to the rule. Click the +Add Rule Condition button in this guide jumps to more information about this section of the form.
- 11** **ALARM OUTPUT FORMAT** previews what the alarm message will look like. The @ symbol displays additional options.



## Alarm Rules Form (Advanced Severity)

**ALARM RULES FORM:** To locate click Alarm Severity > Advanced Severity (click [+ Add Severity](#) ). **ADMIN VIEW ONLY**

### Advanced Severity

Add conditions that will automatically set the severity of an alarm based on the matching content.

| Variable*                  | Operator* | Match Value*  | Severity*     |                                  |
|----------------------------|-----------|---------------|---------------|----------------------------------|
| AXOS-ALARM-MIB:axosAlar... | Contains  | critical      | Critical      | <input type="button" value="x"/> |
| AXOS-ALARM-MIB:axosAlar... | Contains  | minor         | Minor         | <input type="button" value="x"/> |
| AXOS-ALARM-MIB:axosAlar... | Contains  | minor         | Minor         | <input type="button" value="x"/> |
| AXOS-ALARM-MIB:axosAlar... | Contains  | informational | Informational | <input type="button" value="x"/> |

ADVANCED SEVERITY allows you to build one rule for traps with consistent structure but requiring varying severity.

There is no limit to the number of severities you can add.

Select the variable associated with a verbiage required for specific severity (this can be selected using the search field if desired, as pictured).

A variable can be the Alarm Body SNMP trap line number or the Alarm Body trap variable preceding the equal sign.



## Alarm Rules Form (Custom Variables)

**ALARM RULES FORM:** To locate (click [+ Add Custom Variable](#) ). **ADMIN VIEW ONLY**

**Custom Variables (Optional)**  
Create a custom variable by extracting a portion of an existing variable's content. These variables can be used in other parts of the alarm rule.

|   |  |   |   |                                     |   |
|---|--|---|---|-------------------------------------|---|
| <b>Name*</b>                                      | <b>Variable*</b>   | <b>Operator*</b>                                | <b>Start</b>                            | <b>Stop</b>                         |   |
| <input type="text" value="NT Calix E7 10G Port"/> | <input type="text" value="AXOS-ALARM-MIB:axosAlarmAddress"/> | <input type="text" value="Between Characters"/> | <input "="" type="text" value="name="/> | <input ]"="" type="text" value=""/> | <span style="color: red; font-weight: bold;">✕</span> |
| Variable output: 1/2/x3                           |  |   |   |                                     |   |
| <a href="#">+ Add Custom Variable</a>             |  |   |   |                                     |   |

**CUSTOM VARIABLES** are created by extracting a portion of an existing variable's content. These variables can then be used in other parts of the alarm rule.

Use names that identify the custom variable's function.

Select the variable associated with verbiage required for specific severity.

A variable can be the Alarm Body SNMP trap line number or the Alarm Body trap variable preceding the equal sign.

After selecting the best Operator, indicate the Start and Stop parameters, which will capture all characters/words in between (based on the Operator selected).

### BETWEEN POSITION OPERATOR

- If using an Alarm Body trap variable preceding the equal sign, Start will be the position number of the first character after the equal sign (count the characters on the line to determine their position number).
- If using an Alarm Body SNMP trap line number, the Start position number will be 1.
- You can use Start only, Stop only, or both Start and Stop fields as needed.

### BETWEEN CHARACTERS OPERATOR

- If using an Alarm Body trap variable preceding the equal sign, Start will be the first character after the equal sign.
- If using an Alarm Body SNMP trap line number, the Start will be the first character on that line.
- Enter values in Start only, Stop only, or both Start and Stop fields as needed.

### WORD POSITION OPERATOR

- If using an Alarm Body trap variable preceding the equal sign, Start will be the first word after the equal sign.
- If using an Alarm Body SNMP trap line number, the Start will be the first word on that line.
- Enter values in Start only, Stop only, or both Start and Stop fields as needed.





## Alarm Rules Form (Device Groups Basic)

**ALARM RULES FORM:** To locate (click [+ Add Device Group](#) ). **ADMIN VIEW ONLY**

### Device Groups (Optional)

Match a value found in an alarm to a device name in the selected device group. This can replace IP addresses, MAC addresses, etc. with the hostname or another name for the device. Device names can be managed on the device groups area.

Device Variable

IPAddress Switch to Advanced Format

Variable output: 20.55.3.133

Calix SNMP IP Add discovered devices

Device name: DWNS-AX-A0-C3

Device group variable: deviceGroup\_Calix\_SNMP\_IP\_IPAddress

[+ Add Device Group](#)

Buttons with a light teal outline are links.

**DEVICE GROUPS** match a value found in an alarm to a device name in the selected device group. This can replace IP addresses, MAC addresses, etc. with the hostname or another name for the device (Device names can be managed in the **Devices Screen** of NOC Cloud).

[Switch to Advanced Format](#)

Click this button in the guide to jump to the information covering the Advanced Format mode of the Device Groups section within the **Alarm Rules Form**. In NOC Cloud, clicking this button will toggle between Basic Selection and Advanced Format modes in the Device Groups section of that form.

### BASIC SELECTION

- Device Variable utilizes output in the Alarm Body SNMP trap line number or Alarm Body trap variable following the equal sign and associates it to the selected Device Group. The variable equals the Match Alarm Content of the selected Device Group. Variable output displays the selected Device Variable output.
- Check Add discovered devices to automatically learn device group entries.
- Add discovered devices adds the device variable output automatically to the matched allowed content in the selected device group. The entry name will need to be updated manually.
- If Add discovered devices is not checked, the selected variable must match content in the device group, or the trap will not be matched by the rule.
- Device name displays the name associated with the Match Alarm Content in the selected Device Group.
- Device group variable displays the device group name selectable in the Alarm Output Format.



## Alarm Rules Form (Device Groups Advanced)



**ALARM RULES FORM:** To locate (click [+ Add Device Group](#) ). **ADMIN VIEW ONLY**

### Device Groups (Optional)

Match a value found in an alarm to a device name in the selected device group. This can replace IP addresses, MAC addresses, etc. with the hostname or another name for the device. Device names can be managed on the device groups area.

Device Variable ✕

@IPAddress @NT Calix E7 10G Port Switch to Basic Selection

Variable output:

Demo Device Group ▼  Add discovered devices

Device name:

Device group variable:

[+ Add Device Group](#)

Buttons with a light teal outline are links.

**DEVICE GROUPS** match a value found in an alarm to a device name in the selected device group. This can replace IP addresses, MAC addresses, etc. with the hostname or another name for the device (Device names can be managed in the **Devices Screen** of NOC Cloud).

[Switch to Basic Selection](#)

Click this button in the guide to jump to the information covering the Basic Selection mode of the Device Groups section within the **Alarm Rules Form**. In NOC Cloud, clicking this button will toggle between Basic Selection and Advanced Format modes in the Device Groups section of that form.

### ADVANCED FORMAT

- Device Variable can use one or more of the following variables: Alarm Body SNMP trap line number, Alarm Body trap variables following the equal sign or any configured custom variable.
- Enter the @ symbol to display variable options.
- Variable output displays the selected Device Variable output.
- Select appropriate device group name from drop down (below the Variable output).
- Check Add discovered devices to automatically device group entries.
- Add discovered devices adds the device variable output automatically to the matched allowed content in the selected device group. The entry name will need to be updated manually.
- If Add discovered devices is not checked, the selected variable must match content in the device group, or the trap will not be matched by the rule.
- Device name displays the name associated with the Match Alarm Content in the selected Device Group.
- Device group variable displays the device group name selectable in the Alarm Output Format.



## Alarm Rules Form (Rule Conditions)

**ALARM RULES FORM:** To locate (click [+ Add Rule Condition](#) ). **ADMIN VIEW ONLY**

**Rule Conditions**  
Add rule conditions that will match the content of the alarm body. The conditions will determine whether the content triggers an alarm or a clear. All alarm conditions must match to trigger an alarm, and all clear conditions must match to trigger a cleared alarm.

| Variable*   | Operator* | Matching Value*                         | Condition Type  |
|---|-----------|---|---|
| AXOS-ALARM-MIB:axosAlar...  | Equals    | loss-of-signal                          | <input checked="" type="checkbox"/> Alarm <input checked="" type="checkbox"/> Clear |
| This condition will match the alarm   |           |   |   |
| AXOS-ALARM-MIB:axosAlar...  | Contains  | /x                                      | <input checked="" type="checkbox"/> Alarm <input checked="" type="checkbox"/> Clear |
| This condition will match the alarm   |           |   |   |
| TrapOID   | Equals    | OID: Axos-Trap-MIB:axosTrapAlarmRaised  | <input checked="" type="checkbox"/> Alarm <input type="checkbox"/> Clear            |
| This condition will match the alarm   |           |   |   |
| TrapOID   | Equals    | OID: Axos-Trap-MIB:axosTrapAlarmCleared | <input type="checkbox"/> Alarm <input checked="" type="checkbox"/> Clear            |
| TrapOID is set to OID: Axos-Trap-MIB:axosTrapAlarmRaised and does not equal 'OID: Axos-Trap-MIB:axosTrapAlarmCleared' |           |   |   |

[+ Add Rule Condition](#)

**RULE CONDITIONS** match content in the **Alarm Body**. Conditions affect whether content triggers an alarm or a clear.

All conditions must match to trigger an alarm, and all clear conditions must match to trigger a cleared alarm.

At least one rule condition is required. Multiple conditions can also be set for the same rule as pictured here.

Variable field options can be Alarm Body SNMP trap line numbers, or the trap variable preceding the equal sign. Choose an Operator and a Matching Value. You can check one or both Condition Types based on what is being matched.

Traps without a clear need Alarm checked as Condition Type. Set **Automatic Clear After (minutes)** as desired.

**Do not select both alarm and clear for rules with only one rule condition as they will only clear and never alarm.**

Traps with a related set and clear need at least one condition with Alarm checked as the Condition Type, and a separate condition where Clear is checked.

Additional rule conditions may contain variables available on both set and clear traps, allowing both Alarm and Clear Condition Types to be check marked.




## Copy Alarm Rule (Alarm Rules Screen)

Locate this screen by clicking **Alarms > Alarm Rules**. **ADMIN VIEW ONLY**

**Alarm Rules** All rule groups + Add

Show 50 entries Search:

| Rule Name                        | Order | Rule Group | Status |
|----------------------------------|-------|------------|--------|
| ISD Test Message                 | 5     |            | Active |
| Demo Valere Default1             | 8     |            | Active |
| Demo Valere Battery On Discharge | 6     |            | Active |
| Demo Valere Major I              | 6     |            | Active |

**1**  Click the three vertical dots (ellipsis) to the right of an existing rule to view a submenu with options to edit, disable or enable, delete, or copy that rule.

**2** Click the option to "Copy Rule"

**3** Enter a unique name in the "Rule Name" field of the copied rule. By default, the copied rule will automatically append "(Copy #)" to the end of the original rule name when a duplicate rule is created.

### COMPLETING THE REST OF THE FORM

Copied or duplicated rules use the **Edit Alarm Rule Form**, which has all the same fields as the **Add Alarm Rule Form** in NOC Cloud.

Duplicate rules contain all the same values as the original rule by default, which can help save time when creating multiple rules that are mostly similar, but need to have minor differences by adjusting the values in specific fields.

After editing any fields in a rule that has been copied, always be sure to click the **Save** button at the bottom of the form.

**Edit Alarm Rule** History

Alarm Body\*

ISD4000 CLIR Internal internal Lv1 DEMOST99 17:23:01 17:23:01  
ISD Test Message  
Thu Aug 31 15:37:04 CDT 2023  
ISDEOM

Rule Name\*



Rule Status\*  Enabled  Disabled



# Unmatched Alarms Screen

Locate this screen by clicking [Alarms > Unmatched Alarms](#).

The screenshot shows the 'Unmatched Alarms' screen in the NexTech NOC Cloud interface. At the top, there is a navigation bar with 'Dashboard', 'Alarms', 'Events', 'Devices', 'Tickets', 'Notifications', and 'Users'. The 'Unmatched Alarms' title is prominently displayed. Below the title is a search bar (labeled 1) and a table of alarms. The table has two columns: 'Message' and 'Log Time'. The first two rows are selected, indicated by checkboxes (labeled 2). A 'Re-process Alarm' button (labeled 3) is overlaid on the second row. The message for the second row includes a blue text link 'Details' (labeled 4). At the bottom, it shows 'Showing 1 to 4 of 4 entries' and '2 rows selected'.

- 1 Use the Search field to narrow results if a large quantity of unmatched alarms displays on this screen.
- 2  Click the checkboxes to select multiple unmatched alarms at the same time, which is useful for tasks like re-processing.
- 3  Click to re-process all check marked items.
- 4 Click the [blue text](#) in the Message column of an unmatched alarm to view the [Details Screen](#) for that alarm.

## Unmatched Alarm Details Screen

Locate by clicking Alarms > Unmatched Alarms (click [blue text](#) in Message column).



The screenshot shows the 'Alarm Details' page. It includes a 'Log Time' section with the date '2024/02/12 13:16:07'. Below this are two buttons: 'Re-process alarm' (callout 1) and 'Create Rule for Alarm' (callout 2). The 'Message' section (callout 3) contains a dark box with the following text: `ISD4000 SNMP SNMP Lv14 DEMONC02 08:39:33 08:39:37  
2024-01-24 08:39:33 0.0.0.0 [0.0.0.0]:v2  
DISMAN-EVENT-MIB:sysUpTimeInstance = Timeticks: (4084306838) 472 days, 17:17:48.38  
SNMPv2-MIB:snmpTrapOID.0 = OID: ADTRAN-GENGPON-MIB:adGenGponOntSetLOSAAlarm  
ADTRAN-GENTRAPINFORM-MIB:adTrapInformSeqNum.0 = 123456  
SNMPv2-MIB:sysName.0 = WEST-SYSII  
IF-MIB:ifDescr.1645766656 = Shelf: 2, Slot: 2, Pon: 5, ONT: 26, ONT Serial No: 12345678, ONT Reg ID: 0123456789  
IF-MIB:ifIndex.1645766656 = 1645766656  
ISDEOM`. Below the message is a green bar with a plus sign (callout 4) and the text 'Alarm received at 2024/02/12 13:16:07'. At the bottom is a 'Comment' text area (callout 5) and an 'Add Comment' button.

- 1** **Re-process alarm**  
Click to reprocess the unmatched alarm.
- 2** **Create Rule**  
Click to open the Alarm Rule Form, which will automatically populate the Alarm Body with the SNMP trap information in the Message field of the unmatched alarm.
- 3** **MESSAGE** displays the SNMP trap information for the unmatched alarm.
- 4** **ALARM ACTIVITY** section displays all actions and comments associated with the unmatched alarm.
- 5** **Add Comment**  
Click to add a comment to the Activity section of the unmatched alarm after entering a value in the Comment field. **After clicking Add Comment, the comment cannot be edited.**


# AlarmSuppressions Screen


Locate this screen by clicking Alarms > Suppressions.



The screenshot shows the 'Suppressions' screen in the NexTech NOC CLOUD interface. At the top, there is a navigation bar with 'Dashboard', 'Alarms', 'Events', 'Devices', 'Tickets', 'Notifications', 'Users', and 'Account'. Below the navigation bar, the 'Suppressions' section is displayed. It includes a search field (callout 1), a table of suppression entries (callout 2), and a pagination control (callout 3). The table has columns for Name, Start Date, End Date, and Organization. The first entry is 'Demo Calix E7 RPBL-AX-A0-C2 loss-of-signal 1/1/g8 20.55.4.195'. The second entry is 'Demo Calix E7 WDTN-AX-A0-C2 (20.55.6.195) 10G Port 1/1/x4 loss-of-signal'. The third entry is 'Demo Calix E7 WDTN-AX-A0-C2 (20.55.6.195) 10G Port 1/1/x4 loss-of-signal'. The fourth entry is 'Demo Calix E7 WDTN-AX-A0-C2 (20.55.6.195) 10G Port 1/1/x4 loss-of-signal'. The pagination control shows 'Showing 1 to 4 of 4 entries' and 'Previous 1 Next'.

**1** Use the Search field to narrow results if a large quantity of suppressions displays on this screen.

**2**  Click the arrows to change the sort order of the suppression results in this screen.

**3**  Click the three dots (ellipsis) to reveal a submenu with options to Edit or Delete the existing suppression.

## AlarmSuppressions Form



**ALARMS SCREEN:** To locate click Alarms > (right-click any alarm) Suppress > Custom Suppression).

**ALARM SUPPRESSIONS SCREEN:** To locate click Alarms > Suppressions (click ⓘ) > Edit.

### Edit Suppression

Organization\*  
Demo Telco

Name\*  
Demo Calix E7 RPBL-AX-A0-C2 loss-of-signal 1/1/g8 20.55.4.195

Reason\*  
Quick Suppression

Match text\*  
Demo Calix E7 RPBL-AX-A0-C2 loss-of-signal 1/1/g8 20.55.4.195

Start date\*  
2024-01-18 09:41:47

End date\*  
2024-01-18 10:11:47

Last modified by  
Marie Stephens

[Save](#) [Cancel](#) [Delete](#)

Currently, the option to add suppression to an existing alarm is only available by right-clicking an alarm, then selecting Suppress > Custom Suppression from the **Alarms Screen**. After a suppression is added, you can Edit or Delete it from the **Suppressions Screen**.

Suppression allows users to "hide" an alarm for a specified amount of time. Alarm Suppression is useful in situations such as new turn-ups where alarms may occur but do not require action. Alarm notifications will not be sent for suppressed alarms.



# Alarm Focus Views

Locate these views by clicking Alarms > (choose any option under Alarm Focus Views section).

Four Panel

| Status | Alerts | Message | Location | Severity | Log Time | Ack. Time | Clear |
|--------|--------|---------|----------|----------|----------|-----------|-------|
| Active | A      | ...     | ...      | ...      | ...      | ...       | ...   |
| Active | T      | ...     | ...      | ...      | ...      | ...       | ...   |
| Active | D      | ...     | ...      | ...      | ...      | ...       | ...   |
| Active | N      | ...     | ...      | ...      | ...      | ...       | ...   |
| Active | D      | ...     | ...      | ...      | ...      | ...       | ...   |
| Active | D      | ...     | ...      | ...      | ...      | ...       | ...   |
| Active | D      | ...     | ...      | ...      | ...      | ...       | ...   |
| Active | D      | ...     | ...      | ...      | ...      | ...       | ...   |
| Active | D      | ...     | ...      | ...      | ...      | ...       | ...   |
| Active | D      | ...     | ...      | ...      | ...      | ...       | ...   |

Stacked

| Status | Alerts | Message | Location | Severity | Log Time | Ack. Time | Clear |
|--------|--------|---------|----------|----------|----------|-----------|-------|
| Active | A      | ...     | ...      | ...      | ...      | ...       | ...   |
| Active | T      | ...     | ...      | ...      | ...      | ...       | ...   |
| Active | D      | ...     | ...      | ...      | ...      | ...       | ...   |
| Active | N      | ...     | ...      | ...      | ...      | ...       | ...   |
| Active | D      | ...     | ...      | ...      | ...      | ...       | ...   |
| Active | D      | ...     | ...      | ...      | ...      | ...       | ...   |
| Active | D      | ...     | ...      | ...      | ...      | ...       | ...   |
| Active | D      | ...     | ...      | ...      | ...      | ...       | ...   |
| Active | D      | ...     | ...      | ...      | ...      | ...       | ...   |
| Active | D      | ...     | ...      | ...      | ...      | ...       | ...   |

Side by Side

| Status | Alerts | Message | Location | Severity | Log Time | Ack. Time | Clear |
|--------|--------|---------|----------|----------|----------|-----------|-------|
| Active | A      | ...     | ...      | ...      | ...      | ...       | ...   |
| Active | T      | ...     | ...      | ...      | ...      | ...       | ...   |
| Active | D      | ...     | ...      | ...      | ...      | ...       | ...   |
| Active | N      | ...     | ...      | ...      | ...      | ...       | ...   |
| Active | D      | ...     | ...      | ...      | ...      | ...       | ...   |
| Active | D      | ...     | ...      | ...      | ...      | ...       | ...   |
| Active | D      | ...     | ...      | ...      | ...      | ...       | ...   |
| Active | D      | ...     | ...      | ...      | ...      | ...       | ...   |
| Active | D      | ...     | ...      | ...      | ...      | ...       | ...   |
| Active | D      | ...     | ...      | ...      | ...      | ...       | ...   |

Single

| Status | Alerts | Message | Location | Severity | Log Time | Ack. Time | Clear |
|--------|--------|---------|----------|----------|----------|-----------|-------|
| Active | A      | ...     | ...      | ...      | ...      | ...       | ...   |
| Active | T      | ...     | ...      | ...      | ...      | ...       | ...   |
| Active | D      | ...     | ...      | ...      | ...      | ...       | ...   |
| Active | N      | ...     | ...      | ...      | ...      | ...       | ...   |
| Active | D      | ...     | ...      | ...      | ...      | ...       | ...   |
| Active | D      | ...     | ...      | ...      | ...      | ...       | ...   |
| Active | D      | ...     | ...      | ...      | ...      | ...       | ...   |
| Active | D      | ...     | ...      | ...      | ...      | ...       | ...   |
| Active | D      | ...     | ...      | ...      | ...      | ...       | ...   |
| Active | D      | ...     | ...      | ...      | ...      | ...       | ...   |

1 Menu

Clicking the Menu button (above) that appears at the top of each Alarm Focus View, reveals the submenu pictured below. This submenu contains options to toggle between light and dark mode, go back to the main **Alarms Screen**, or switch to one of the other Alarm Focus Views available in NOC Cloud.

- Toggle Darkmode
- Back to Alarms
- Alarm Focus Views
- Stacked
- Side by Side
- Single

Return to Alarms Menu

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# Events



## Category Topics

- **Events Screen**
  - **Advanced Search**
  - **Columns View**
  - **Export**
  - **Save View**
  - **Load or Delete View**



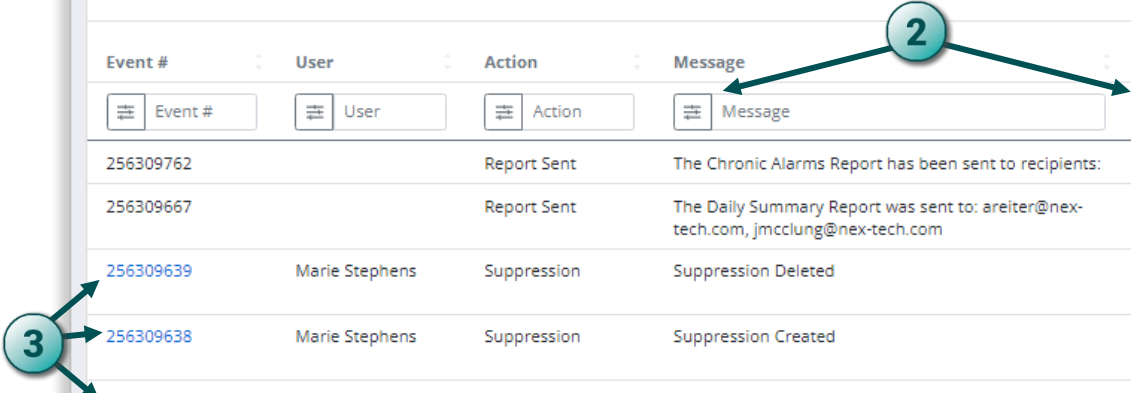
# Events Screen

Locate this screen by clicking **Events**.


| Events                    |                |             |  |                            |         |                     |  |
|---------------------------|----------------|-------------|--|----------------------------|---------|---------------------|--|
| Event #                   | User           | Action      | Message  | Item                       | Item ID | Timestamp           |  |
| 256309762                 |                | Report Sent | The Chronic Alarms Report has been sent to recipients:   |                            |         | 2024/01/19 07:45:32 |  |
| 256309667                 |                | Report Sent | The Daily Summary Report was sent to: areiter@nex-tech.com, jmcclung@nex-tech.com                      |                            |         | 2024/01/19 00:00:16 |  |
| <a href="#">256309639</a> | Marie Stephens | Suppression | Suppression Deleted  | suppressions   suppression | 769     | 2024/01/18 09:42:43 |  |
| <a href="#">256309638</a> | Marie Stephens | Suppression | Suppression Created  | suppressions   suppression | 770     | 2024/01/18 09:41:47 |  |
| <a href="#">256309636</a> | Sara Kuhl      | Suppression | Suppression Created  | suppressions   suppression | 769     | 2024/01/18 09:10:43 |  |
| <a href="#">256309635</a> | Sara Kuhl      | Suppression | Suppression Created  | suppressions   suppression | 768     | 2024/01/18 09:07:44 |  |
| <a href="#">256309634</a> | Sara Kuhl      | Suppression | Suppression Created  | suppressions   suppression | 767     | 2024/01/18 09:07:18 |  |
| <a href="#">256309633</a> | Sara Kuhl      | Suppression | Suppression Created  | suppressions   suppression | 766     | 2024/01/18 09:06:36 |  |
| 256309131                 |                | Report Sent | The Chronic Alarms Report has been sent to recipients:   |                            |         | 2024/01/18 07:43:52 |  |
| 256309078                 |                | Report Sent | The Daily Summary Report was sent to: cdague@nex-tech.com, areiter@nex-tech.com, jmcclung@nex-tech.com |                            |         | 2024/01/18 00:00:14 |  |

Showing 1 to 10 of 869 entries  
 Show  entries

Previous [1](#) [2](#) [3](#) [4](#) [5](#) [6](#) [7](#) [8](#) [9](#) [10](#) Next



**1** **Advanced Search Columns Pause Export Save View Load View**  
 This gray controls menu contains multiple options for working within the Events Screen.

**2**   
 Click to view methods for filtering a column based on values entered.

**3** Numbers in **blue text** in the Event # column link to the Ticket Details Screen for that event.

## Advanced Search (Events Screen)

Locate this feature by clicking **Events > Advanced Search (Controls Menu)**.



- 1** **Advanced Search (3)**  
Click to open the Advanced Search area. The number in parentheses indicates how many filters are currently being applied to the view.
- 2** **Clear All**  
This button removes all search rows.
- 3** **X**  
X next to Clear All closes the search area. X to right of a search row clears that row.

- 4** **> <**  
> to right of a search row indents that row.  
< to right of search row reverses indent.
- 5** **And Or**  
Click these side buttons to toggle AND/OR relationships between search rows.
- 6** **Add Condition**  
Click this button to add another row to the advanced search.

- 7** **Data**  
Determines the column affected by the other field entries within the same row.
- 8** **Condition**  
Affects how the entry in Value Field will search the column targeted by the Data Field in the same row.
- 9** **Value**  
Dropdown or text field accepts specific values to search the target column in the row's Data Field based on the Condition Field option.



## Columns View (Events Screen)

Locate this view by clicking **Events > Columns (Controls Menu)**. This view shows or hides columns in the **Events Screen** based on whether they are highlighted blue (displayed), or not (hidden).

### Events Screen (All Columns Highlighted and Displayed)

| Event #   | User | Action      | Message  | Item | Item ID | Timestamp           |
|-----------|------|-------------|--|------|---------|---------------------|
| 256365877 |      | Report Sent | The Chronic Alarms Report has been sent to recipients: |      |         |                     |
| 256362865 |      | Report Sent | The Chronic Alarms Report has been sent to recipients: |      |         |                     |
| 256360969 |      | Report Sent | The Chronic Alarms Report has been sent to recipients: |      |         |                     |
| 256356564 |      | Report Sent | The Chronic Alarms Report has been sent to recipients: |      |         |                     |
| 256355597 |      | Report Sent | The Chronic Alarms Report has been sent to recipients: |      |         | 2024/02/11 05:37:00 |
| 256355571 |      | Report Sent | The Chronic Alarms Report has been sent to recipients: |      |         | 2024/02/10 08:17:30 |
| 256354341 |      | Report Sent | The Chronic Alarms Report has been sent to recipients: |      |         | 2024/02/09 08:16:25 |
| 256349119 |      | Report Sent | The Chronic Alarms Report has been sent to recipients: |      |         | 2024/02/08 08:18:41 |
| 256344035 |      | Report Sent | The Chronic Alarms Report has been sent to recipients: |      |         | 2024/02/07 06:07:34 |
| 256342907 |      | Report Sent | The Chronic Alarms Report has been sent to recipients: |      |         | 2024/02/06 05:35:02 |

### Events Screen (Event # and User Columns Not Highlighted and Hidden)

| Action      | Message  | Item | Item ID | Timestamp           |
|-------------|--|------|---------|---------------------|
| Report Sent | The Chronic Alarms Report has been sent to recipients: |      |         | 2024/02/15 08:16    |
| Report Sent | The Chronic Alarms Report has been sent to recipients: |      |         | 2024/02/14 08:05    |
| Report Sent | The Chronic Alarms Report has been sent to recipients: |      |         | 2024/02/13 06:04    |
| Report Sent | The Chronic Alarms Report has been sent to recipients: |      |         | 2024/02/12 08:25    |
| Report Sent | The Chronic Alarms Report has been sent to recipients: |      |         | 2024/02/11 05:37:00 |
| Report Sent | The Chronic Alarms Report has been sent to recipients: |      |         | 2024/02/10 08:17:30 |
| Report Sent | The Chronic Alarms Report has been sent to recipients: |      |         | 2024/02/09 08:16:25 |
| Report Sent | The Chronic Alarms Report has been sent to recipients: |      |         | 2024/02/08 08:18:41 |
| Report Sent | The Chronic Alarms Report has been sent to recipients: |      |         | 2024/02/07 06:07:34 |
| Report Sent | The Chronic Alarms Report has been sent to recipients: |      |         | 2024/02/06 05:35:02 |

[Return to Events Menu](#)

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## Pause or Unpause (Events Screen)

Locate this feature by clicking **Events > Pause/Unpause (Controls Menu)**. Clicking Pause prevents the **Events Screen** from updating (NOC Cloud also automatically pauses the screen in some scenarios). If paused, the Controls Menu shows the Unpause option. A message may appear in the upper right of the screen when this option is toggled.

**Events Screen (PAUSED: Controls Menu shows Unpause option, updates stop, and Updates Paused message may also appear)**

| Event #   | User | Action      | Message  | Item | Item ID | Timestamp           |
|-----------|------|-------------|--|------|---------|---------------------|
| Event #   | User | report sent | chronic  | Item | Item ID | 02/08/2024 10:14    |
| 256365877 |      | Report Sent | The Chronic Alarms Report has been sent to recipients: |      |         | 2024/02/15 08:16:28 |
| 256362865 |      | Report Sent | The Chronic Alarms Report has been sent to recipients: |      |         | 2024/02/14 08:05:19 |
| 256360969 |      | Report Sent | The Chronic Alarms Report has been sent to recipients: |      |         | 2024/02/13 06:04:56 |
| 256356564 |      | Report Sent | The Chronic Alarms Report has been sent to recipients: |      |         | 2024/02/12 08:25:07 |
| 256355597 |      | Report Sent | The Chronic Alarms Report has been sent to recipients: |      |         | 2024/02/11 05:37:00 |
| 256355571 |      | Report Sent | The Chronic Alarms Report has been sent to recipients: |      |         | 2024/02/10 08:17:30 |
| 256354341 |      | Report Sent | The Chronic Alarms Report has been sent to recipients: |      |         | 2024/02/09 08:16:25 |

Showing 1 to 7 of 7 entries  
 Show 10 entries

**Events Screen (UNPAUSED: Controls Menu shows Pause option, updates resume, and Refreshing message may also appear)**

| Event #   | User | Action      | Message  | Item | Item ID | Timestamp           |
|-----------|------|-------------|--|------|---------|---------------------|
| Event #   | User | report sent | chronic  | Item | Item ID | 02/08/2024 10:14    |
| 256365877 |      | Report Sent | The Chronic Alarms Report has been sent to recipients: |      |         | 2024/02/15 08:16:28 |
| 256362865 |      | Report Sent | The Chronic Alarms Report has been sent to recipients: |      |         | 2024/02/14 08:05:19 |
| 256360969 |      | Report Sent | The Chronic Alarms Report has been sent to recipients: |      |         | 2024/02/13 06:04:56 |
| 256356564 |      | Report Sent | The Chronic Alarms Report has been sent to recipients: |      |         | 2024/02/12 08:25:07 |
| 256355597 |      | Report Sent | The Chronic Alarms Report has been sent to recipients: |      |         | 2024/02/11 05:37:00 |
| 256355571 |      | Report Sent | The Chronic Alarms Report has been sent to recipients: |      |         | 2024/02/10 08:17:30 |
| 256354341 |      | Report Sent | The Chronic Alarms Report has been sent to recipients: |      |         | 2024/02/09 08:16:25 |

Showing 1 to 7 of 7 entries  
 Show 10 entries

[Return to Events Menu](#)

[Return to Table of Contents](#)



## Export Events Screen Results

Locate this feature by clicking **Events > Export (Controls Menu)**. Click Export to download the results in the **Events Screen** as a Microsoft Excel Spreadsheet File (.xlsx). By default, this saves to the browser's downloads folder.

The screenshot below shows Events Screen results being exported/downloaded using Google Chrome

The screenshot shows a web browser window with the URL `nocloud.nex-tech.com/events/#`. The page title is "Events" and the breadcrumb navigation is "Dashboard > Alarms > Events > Devices > Tickets > Notifications". The main content area displays a table of events with the following columns: Event #, User, Action, Message, Item, Item ID, and Timestamp. The table contains 7 entries, all with the action "Report Sent" and the message "The Chronic Alarms Report has been sent to recipients:". The first entry has an Event # of 256365877 and a Timestamp of 2024/02/15 08:16:28. Below the table, there is a pagination control showing "Showing 1 to 7 of 7 entries" and a "Show 10 entries" dropdown. In the top right corner of the page, there is a dark notification box that says "xlsx.xlsx 16.1 KB • Done". At the bottom of the page, there is a copyright notice: "© 2024 - Nex-Tech".

| Event #   | User | Action      | Message  | Item | Item ID | Timestamp           |
|-----------|------|-------------|--|------|---------|---------------------|
| 256365877 |      | Report Sent | The Chronic Alarms Report has been sent to recipients: | Item | Item ID | 2024/02/15 08:16:28 |
| 256362865 |      | Report Sent | The Chronic Alarms Report has been sent to recipients: |      |         | 2024/02/14 08:05:19 |
| 256360969 |      | Report Sent | The Chronic Alarms Report has been sent to recipients: |      |         | 2024/02/13 06:04:56 |
| 256356564 |      | Report Sent | The Chronic Alarms Report has been sent to recipients: |      |         | 2024/02/12 08:25:07 |
| 256355597 |      | Report Sent | The Chronic Alarms Report has been sent to recipients: |      |         | 2024/02/11 05:37:00 |
| 256355571 |      | Report Sent | The Chronic Alarms Report has been sent to recipients: |      |         | 2024/02/10 08:17:30 |
| 256354341 |      | Report Sent | The Chronic Alarms Report has been sent to recipients: |      |         | 2024/02/09 08:16:25 |



## Save View (Events Screen)

Locate this view by clicking Events > Save View (Controls Menu).

Save View

View Name

Test Events View

Save View

The pop-up that appears after clicking Save View in the **Events Screen** allows you to add a unique name for the custom view you have created.

## Load or Delete View (Events Screen)

Locate this view by clicking Events > Load View (Controls Menu).

Load View

View List

Default View

No Action Column

Test Events View

Delete Load View

The pop-up that appears after clicking Load View in the **Events Screen** allows you to select the Default View or one of the custom views that have been created. You can also delete custom views by selecting them and clicking delete.

# Devices



## Category Topics

- **Device Regions Screen**
  - **Device Region Form**
- **Device Locations Screen**
  - **Device Location Form (Overview Part I)**
  - **Device Location Form (Overview Part II)**
- **Device Groups Screen**
  - **Device Group Form**
- **Devices Screen**
  - **Device Form**



# Device Regions Screen

Locate this screen by clicking **Devices > Regions**.



Order is important when adding Regions, Locations, Device Groups and/or Devices in NOC Cloud. Add new Regions, then Locations, and then Device Groups, initially to avoid having to back track and do this in the middle of adding a new device or setting up a notification rule.

**1**

Clicking this green button opens the **Add Region** form in NOC Cloud.

**2**

Click the three vertical dots (ellipsis) to the right of an existing region to view a submenu with options to Edit or Delete that region.

## Device Region Form



Locate this screen by clicking **Devices > Regions > (click + Add) or (click ⋮) > Edit.**

### Add Region

Name\*

Locations

X VCTA CO X BROK CO ▼

Save Cancel

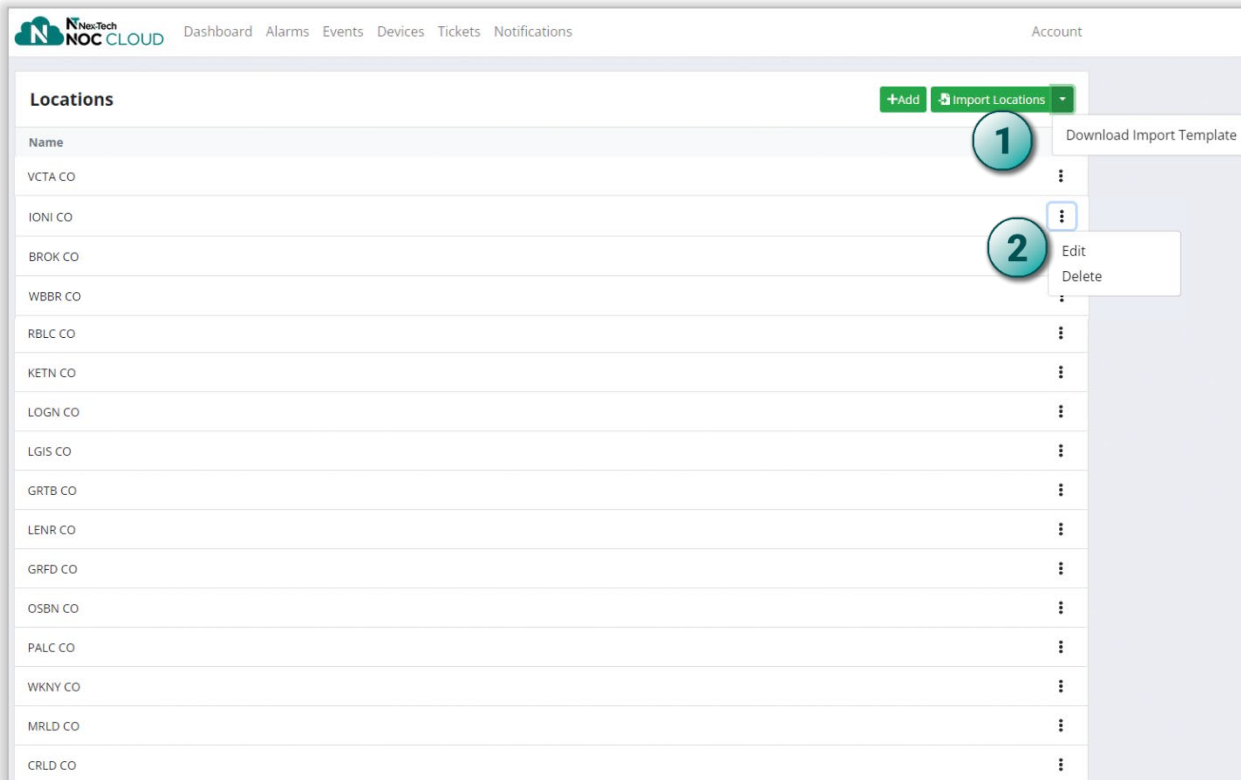
Order is important when adding Regions, Locations, Device Groups and/or Devices in NOC Cloud. Add new Regions, then Locations, and then Device Groups, initially to avoid having to back track and do this in the middle of adding a new device or setting up a notification rule.

One or multiple locations can be selected for a region in NOC Cloud.



# Device Locations Screen

Locate this screen by clicking **Devices > Locations**.



Order is important when adding Regions, Locations, Device Groups and/or Devices in NOC Cloud. Add new Regions, then Locations, and then Device Groups, initially to avoid having to back track and do this in the middle of adding a new device or setting up a notification rule.



These green buttons perform several functions within the Locations Screen of NOC Cloud:



Opens the **Add Location** form.



Opens the file directory to select a .csv file to upload and import multiple locations at once from the template.



Shows a submenu with the form to download a .csv Microsoft Excel file configured as a template for adding and uploading location information.



Click the three vertical dots (ellipsis) to the right of an existing location to view a submenu with options to Edit or Delete that location.

## Device Location Form (Overview Part I)



Locate this screen by clicking **Devices > Locations > (click [+ Add](#)) or (click [ⓘ](#)) > Edit.**

**Edit Location**

Name\*  
IONI CO

Regions  
▼

Latitude  
\_\_\_\_\_

Longitude  
\_\_\_\_\_

Address  
\_\_\_\_\_

Company info  
\_\_\_\_\_

Order is important when adding Regions, Locations, Device Groups and/or Devices in NOC Cloud. Add new Regions, then Locations, and then Device Groups, initially to avoid having to back track and do this in the middle of adding a new device or setting up a notification rule.

## Device Location Form (Overview Part II)



Locate this screen by clicking **Devices > Locations > (click  ) or (click  ) > Edit.**

Company info

Lock codes

Contact info

Electric company

Electric contact no

Electric meter no

Electric account no

Notes

Order is important when adding Regions, Locations, Device Groups and/or Devices in NOC Cloud. Add new Regions, then Locations, and then Device Groups, initially to avoid having to back track and do this in the middle of adding a new device or setting up a notification rule.

# Device Groups Screen

Locate this screen by clicking **Devices > Device Groups**.



Order is important when adding Regions, Locations, Device Groups and/or Devices in NOC Cloud. Add new Regions, then Locations, and then Device Groups, initially to avoid having to back track and do this in the middle of adding a new device or setting up a notification rule.



Clicking this green button opens the **Add Device Group** form in NOC Cloud.



Click the three vertical dots (ellipsis) to the right of an existing device group to view a submenu with options to Edit or Delete that device group.



Click the arrows to change the sort order of the device group results in this screen.

## Device Group Form



Locate this screen by clicking **Devices > Device Groups > (click  Add )** or **(click  ) > Edit.**

### Add Device Group

Name\*

[Save](#) [Cancel](#)

Order is important when adding Regions, Locations, Device Groups and/or Devices in NOC Cloud. Add new Regions, then Locations, and then Device Groups, initially to avoid having to back track and do this in the middle of adding a new device or setting up a notification rule.

# Devices Screen

Locate this screen by clicking **Devices > Devices**.



| Name                   | Match Alarm Content | Device Group |
|------------------------|---------------------|--------------|
| SALN-10Gig-LTS-KUMC    | 18.18.13.132        | Accedian     |
| HAYS-10Gig-LTS-KUMC    | 18.18.163.17        | Accedian     |
| CTLD-RT-DMW323         | 18.18.13.2          | Accedian     |
| SALN-RT-DMW#396        | 18.18.13.171        | Accedian     |
| HAYS-RT-DMW399         | 18.18.102.41        | Accedian     |
| NORC-RT-DMW131         | 18.18.124.7         | Accedian     |
| HLCY-RT-DMW#290        | 18.18.102.71        | Accedian     |
| DAMR-RT-DMW#247        | 21.48.98.2          | Accedian     |
| MRLD-RT-DMW#200        | 18.18.102.59        | Accedian     |
| GRTB-RT-DMW#387        | 18.18.102.28        | Accedian     |
| ATHL-RT-DMW#289        | 18.18.13.66         | Accedian     |
| DMWLS-MT50-10Gig-LTS-2 | 18.18.102.32        | Accedian     |
| VCTA-CO-KFC10          | 18.18.102.19        | Accedian     |
| VCTA-CO-KFCS           | 18.18.13.46         | Accedian     |
| VCTA-CO-KFC4           | 18.18.13.45         | Accedian     |

Order is important when adding Regions, Locations, Device Groups and/or Devices in NOC Cloud. Add new Regions, then Locations, and then Device Groups, initially to avoid having to back track and do this in the middle of adding a new device or setting up a notification rule.



These green buttons perform several functions within the Devices Screen of NOC Cloud:



Opens the **Add Device** form.



Opens the file directory to select a .csv file to upload and import multiple devices at once from the template.



Shows a submenu with the form to download a .csv Microsoft Excel file configured as a template for adding and uploading device information.



Click the three vertical dots (ellipsis) to the right of an existing device to view a submenu with options to Edit or Delete that device.



Click the arrows to change the sort order of the device results in this screen.



## Device Form



Locate this screen by clicking **Devices** > (click ) or (click ) > Edit.

### Add Device

Match content\*

Device Name\*

Device groups\*

× Calix Blade × Medical Alert

Location

[Save](#) [Cancel](#)

Order is important when adding Regions, Locations, Device Groups and/or Devices in NOC Cloud. Add new Regions, then Locations, and then Device Groups, initially to avoid having to back track and do this in the middle of adding a new device or setting up a notification rule.

When adding or editing devices in NOC Cloud, one or multiple device groups can be selected, but only one device location.

# Tickets



## Category Topics

- [Tickets Screen](#)
  - [Ticket Form \(Overview Part I\)](#)
  - [Ticket Form \(Overview Part II\)](#)
- [Ticket Details Screen](#)
  - [View Ticket Notification Log](#)

# Tickets Screen

Locate this screen by clicking **Tickets**.

The screenshot shows the 'Tickets' screen in the NOC Cloud interface. At the top, there is a navigation bar with 'NOC CLOUD' logo and menu items: Dashboard, Alarms, Events, Devices, Tickets, Notifications, and Account. The main content area has a 'Tickets' header with a '+ Add' button (callout 1). Below this is a filter section with 'Status' (Open), 'Closed after', and 'Closed before' fields, and an 'Apply' button (callout 2). A table of tickets follows, with columns: Ticket Number, Subject, Created At, Author, Starts At, and Ends At. The second row has a blue link in the Subject column (callout 4) and a three-dot menu icon (callout 3) to its right. The table contains the following data:

| Ticket Number | Subject   | Created At          | Author    | Starts At           | Ends At        |
|---------------|---|---------------------|-----------|---------------------|----------------|
| 36            | <a href="#">Test Ticket 2</a>   | 2024/01/11 15:50:20 | Sara Kuhl | 2023/11/14 13:49:09 | None           |
|               | <a href="#">Demo Calix E7 HAYS-2N-2E-A9-C1-S12 ( 21.48.8.22 ) Cold Start</a>                              | 2024/02/09 05:54:31 | Test User | 2024/01/23 13:10:00 | Edit<br>Delete |
| 39            | <a href="#">Test Ticket Demo Calix</a>  | 2024/01/25 08:21:07 | Test User | 2024/01/23 13:10:23 | None           |
| 40            | <a href="#">Testing Ticket Demo Calix</a>   | 2024/02/15 05:20:16 | Test User | 2024/02/01 01:54:26 | None           |
| 41            | <a href="#">Ticket for alarm Demo Calix E7 WDTN-AX-A0-C2 (20.55.6.195) 10G Port 1/1/x4 loss-of-signal</a> | 2024/02/15 05:41:06 | Test User | 2024/02/01 01:54:26 | None           |
| 42            | <a href="#">Ticket for alarm Demo Calix E7 WDTN-AX-A0-C2 (20.55.6.195) 10G Port 1/1/x4 loss-of-signal</a> | 2024/02/15 05:42:12 | Test User | 2024/02/01 01:54:26 | None           |



- 1** Clicking this green button opens the **Add Ticket** form in NOC Cloud.
- 2** Click the Apply button to filter results in the Tickets Screen, after selecting a Status, Closed After, and Closed before date.
- 3** Click the three vertical dots (ellipsis) to the right of an existing ticket to view a submenu with options to Edit or Delete that ticket.
- 4** Click the **blue text** in the Subject column of a ticket to view the **Details Screen** for that ticket.



## Ticket Form (Overview Part I)

**TICKETS SCREEN:** To locate click Tickets > (click [+ Add](#)) or (click [ⓘ](#)) > Edit.

**TICKET DETAILS SCREEN:** To locate click Tickets > (click [blue text](#) in Subject column) > (click [Edit](#)).

**Add Ticket**

1 Status\*  
Open

2 Subject\*

3 Starts

Ends

4 Assigned users

Location

Device

Circuit

- 1** STATUS defaults to “Open” when adding a new ticket. Other options, such as Closed, Waiting for Parts, or Waiting for Vendor can also be used if appropriate.
- 2** SUBJECT becomes the [blue text](#) in the Subject column of the [Tickets Screen](#), that opens the [Details Screen](#) for that ticket when clicked.
- 3** STARTS and ENDS fields may be used for outage start and stop times or maintenance start and stop times.
- 4** ASSIGNED USERS allows for one or more NOC Cloud users to be assigned to a ticket. Assigned users will receive notifications when the ticket status changes or comments are added.



## Ticket Form (Overview Part II)

**TICKETS SCREEN:** To locate click Tickets > (click **+ Add**) or (click **ⓘ**) > Edit.

**TICKET DETAILS SCREEN:** To locate click Tickets > (click **blue text** in Subject column) > (click **Edit**).

The screenshot shows a form with the following fields:

- Contact name
- Contact email
- Contact phone
- External ticket number
- Additional detail

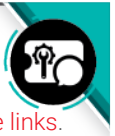
At the bottom of the form are two buttons: **Save** and **Cancel**.

Callout 5 points to the Contact name, Contact email, and Contact phone fields. Callout 6 points to the External ticket number field.

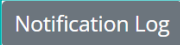



- 5** **CONTACT NAME, CONTACT EMAIL, and CONTACT PHONE** are for reference only, and **DO NOT** assign other NOC Cloud users to receive notifications regarding alarms related to the ticket. Alarm notifications must be configured within **Notification Rule** forms.
- 6** **EXTERNAL TICKET NUMBER** is also for reference only, and not connected to other functions within NOC Cloud.

# Ticket Details Screen

Locate this screen by clicking Tickets > (click [blue text](#) in Subject column).



Buttons with a light teal outline are links.

- 1**  Clicking this button opens the **Notification Log** in NOC Cloud.
- 2**  Click to open the **Edit Ticket** form and modify the existing ticket details.
- 3**  This will toggle subscribing/unsubscribing to notifications regarding alarm activity related to the ticket.
- 4** **TICKET ACTIVITY** section displays all actions and comments for the ticket.
- 5**  Click to add a comment to the Activity section of the ticket after entering a value in the Comment field. **After clicking Add Comment, the comment cannot be edited.**
- 6**  Click to add any content in the Comment field into the Ticket Activity section, and simultaneously close the ticket in NOC Cloud. **Only available if the ticket is open.**  
 Click to add any content in the Comment field into the Ticket Activity section, and simultaneously open the ticket in NOC Cloud. **Only available if the ticket is closed.**

## View Ticket Notification Log



Locate this log by clicking Tickets > (click [blue text](#) in Subject column) > (click [Notification Log](#)).

| Notification Log |                     |           |       |     |       |
|------------------|---------------------|-----------|-------|-----|-------|
| Recipient        | Sent                | Responded | Email | SMS | Voice |
| Test User        | 2024/01/23 13:11:24 |           | ✓     | ✓   |       |

[Close](#)

The pop-up that appears after clicking the Notification Log button in the **Ticket Details Screen** indicates which NOC Cloud users are currently receiving alarm notifications associated with the ticket, and the methods by which the notifications are sent. **Information will only display in this pop-up due to activity related to an alarm.**

# Notifications



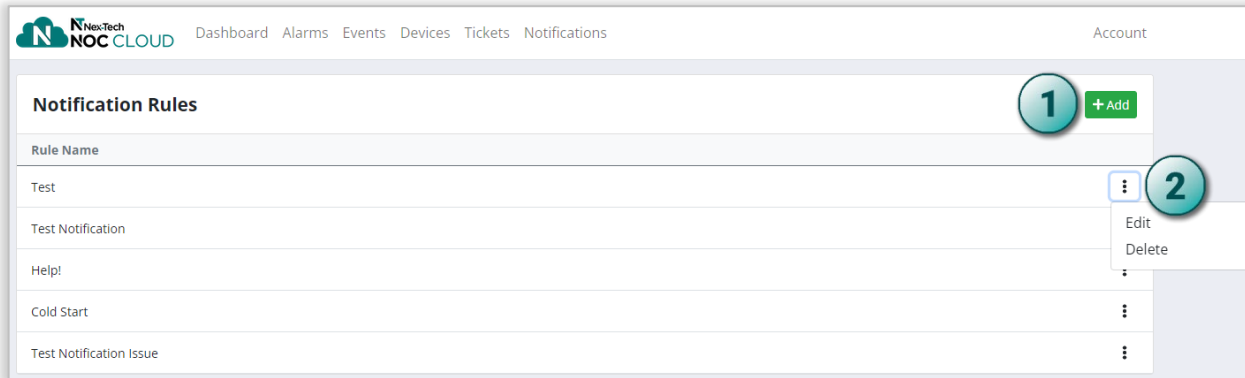
## Category Topics



- [Notification Rules Screen](#)
  - [Notification Rule Form](#)
  - [Notification Rule Escalation Steps](#)





# Notification Rules Screen

Locate this screen by clicking Notifications.



- 1**  Clicking this green button opens the **Notification Rule** form in NOC Cloud.
- 2**  Click the three vertical dots (ellipsis) to the right of an existing notification rule to view a submenu with options to Edit or Delete that rule.

## Notification Rule Form

Locate by clicking Notifications > (click  ) or (click  ) > Edit.



### Add Notification Rule

Name\*


Alarm Contains Text


Device in Region


Match Alarm Rule

Severity

Unknown  
 Critical  
 Major  
 Minor  
 Informational

 Receive Alarm





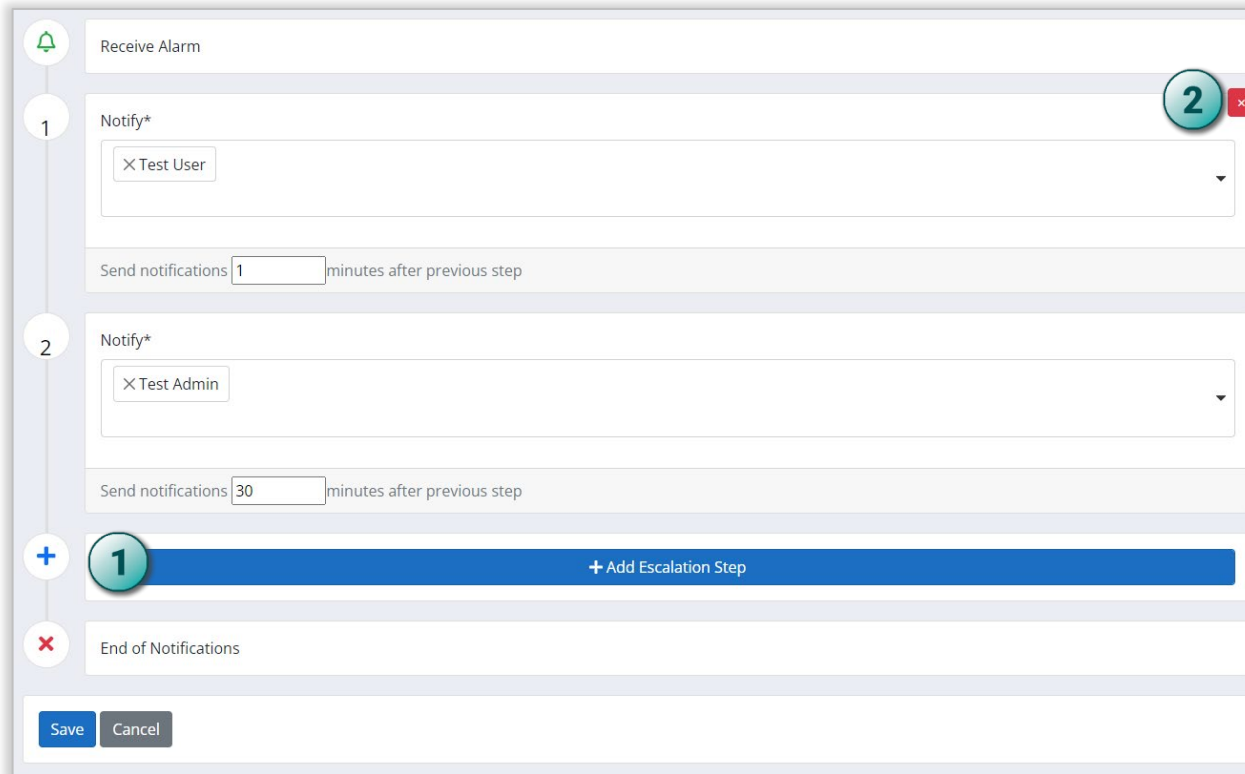
 End of Notifications

ALARM CONTAINS TEXT, DEVICE IN REGION, OR MATCH ALARM RULE fields are not required, but a value is needed in at least one of their fields to create a functional notification rule.



MATCH ALARM RULE provides the option for the notification rule to be matched to an existing alarm rule, by selecting one from the dropdown menu.

## Notification Rule Escalation Steps


Locate by clicking Notifications > (click ) or (click ) > Edit.





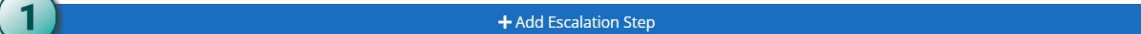
Receive Alarm


1 Notify\*  

Send notifications  minutes after previous step

2 Notify\* 


Send notifications  minutes after previous step

 End of Notifications



**1**   
Click to add a new Notify section to the **Notification Rule** form in NOC Cloud.

**2**   
Click the **red X** button to Delete an escalation step. **This button is only available when editing the Notification Rule form. If an escalation step is added, but then needs to be removed, the form must be saved, and then re-opened by selecting Edit from the submenu for the corresponding rule in the Notification Rules Screen.**

After selecting one or more users to notify, and setting the number of minutes for NOC Cloud to wait after the previous escalation step before sending the new notification, additional escalation steps may be added by continuing to click the +Add Escalation Step button. There is no limit to how many steps can be added.

Changing the notifications methods for a user can be done in the individual's **Account Settings** or by a NOC Cloud Administrator in the **Users Screen**.

# Users

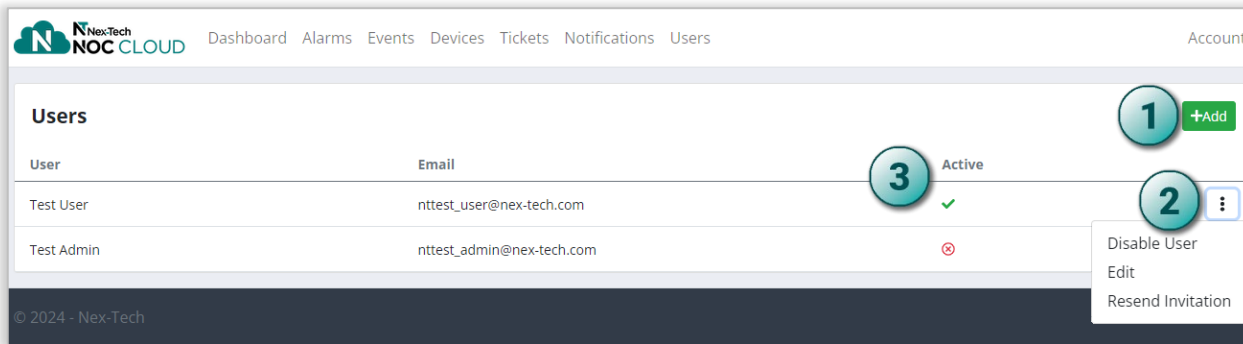


## Category Topics

- [Users Screen](#)
- [User Account Form](#)



# Users Screen

Locate this screen by clicking **Users**. **ADMIN VIEW ONLY**



- 1** **+ Add**  
Clicking this green button opens a blank **User Account** form in NOC Cloud.
- 2** **:**  
Click the three vertical dots (ellipsis) to the right of an existing user to view submenu options to Enable or Disable that user, Edit their **Account Settings**, or resend an invitation to complete **Initial Account Setup** for NOC Cloud using the email listed for that user.
- 3** **ACTIVE COLUMN**
  - indicates user is currently active.
  - indicates user is currently disabled.

## User Account Form

Locate by clicking Users > (click ) or (click ) > Edit. **ADMIN VIEW ONLY**



**Edit User**

First name

Last name

Email\* **1**

Phone number

SMS Phone Number

Two factor enabled

Email notifications **2**

Voice notifications

SMS Notifications

Daily summary

Permission Groups **3**

The form used by NOC Cloud Administrators to view and modify existing user accounts is similar to the **Account Settings** form accessible to non-administrators. This form also provides additional options to determine the permissions of the user within NOC Cloud.

- 1 EMAIL** indicates the address the user will receive email notifications, and the invite to complete **Initial Account Setup** for NOC Cloud.
- 2 CHECKBOXES** enable (checked) or disable (unchecked) options like Two Factor Authentication (2FA) and alarm notification methods for the user account. Checking Daily summary sends one notification to the user every 24 hours that includes a list of all alarms, with a count of each one triggered.
- 3 PERMISSION GROUPS** can include one or multiple selections, which will determine what access the user will have to various features of NOC Cloud (based on how permissions were configured with your organization).

# Troubleshooting



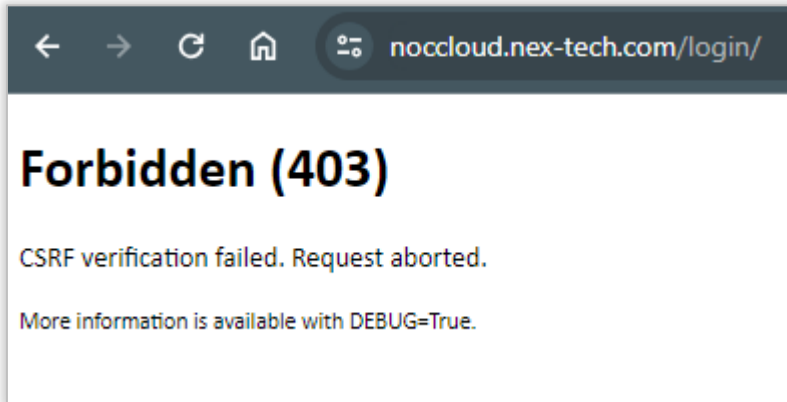
## Category Topics

- [Login Issue: Forbidden \(403\)](#)
- [Unmatched Alarms Issue: Server Error \(500\)](#)
- [Advanced Search Issue: Values Field](#)

# Login Issue: Forbidden (403) TROUBLESHOOTING



Follow these steps to troubleshoot NOC Cloud if you are unable to login, and/or get an error such as the Forbidden (403) message pictured below.



## PROBLEM **NOC CLOUD CANNOT AUTHENTICATE THE USER**

In the case of this error, an issue has occurred where the user trying to access NOC Cloud could not be authenticated.

### SOLUTIONS **1. CLEAR BROWSER CACHE**

Follow the steps to clear cache in the browser you are using to access NOC Cloud. Nex-Tech recommends using the latest version of Google Chrome. Below are the websites to find support for the Chrome browser:

#### Download Google Chrome

<https://support.google.com/chrome/answer/95346?hl=en&co=GENIE.Platform%3DDesktop>

#### Update Latest Version of Google Chrome

<https://support.google.com/chrome/answer/95414?hl=en-GB&co=GENIE.Platform%3DDesktop&sjid=4447825371073933412-NC>

#### Clear Cache in Google Chrome

<https://support.google.com/chrome/answer/2392709?hl=en-GB&co=GENIE.Platform%3DDesktop&sjid=4447825371073933412-NC>

### **2. RETURN TO NOC CLOUD WEB PAGE AND RETRY LOGIN**

After clearing browser cache, navigate back to NOC Cloud in your browser and attempt to login again.

#### NOC Cloud Login Page

<https://noccloud.nex-tech.com/login/>

### **3. CONTACT NOC CLOUD ADMINISTRATOR**

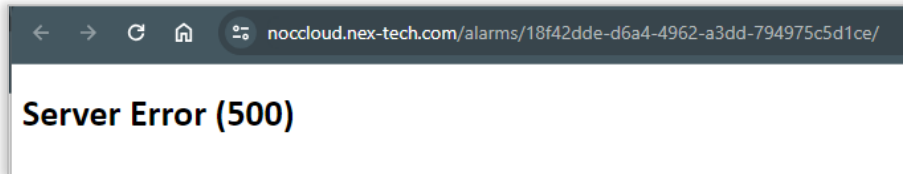
If you still receive this error while attempting to access NOC Cloud after trying the first solution, it is best to contact your NOC Cloud Administrator for immediate assistance before attempting additional troubleshooting.



# Unmatched Alarms Issue: Server Error (500) TROUBLESHOOTING



Follow these steps to troubleshoot NOC Cloud if you get a Server Error (500) such as the one pictured below, after clicking the blue Messages link for an unmatched alarm.



## PROBLEM **UNMATCHED ALARM IS RESOLVED BUT NOT OUT OF QUEUE YET**

This error occurs when clicking on the blue Messages link of an Unmatched Alarm that has been modified or resolved, but the NOC Cloud system has not yet removed it from the results section within the Unmatched Alarms Screen.

## SOLUTIONS **1. DISREGARD THE UNMATCHED ALARM FOR 7 DAYS**

Unmatched alarms that display this error typically will be automatically removed from the results section of the **Unmatched Alarms Screen** within seven days.

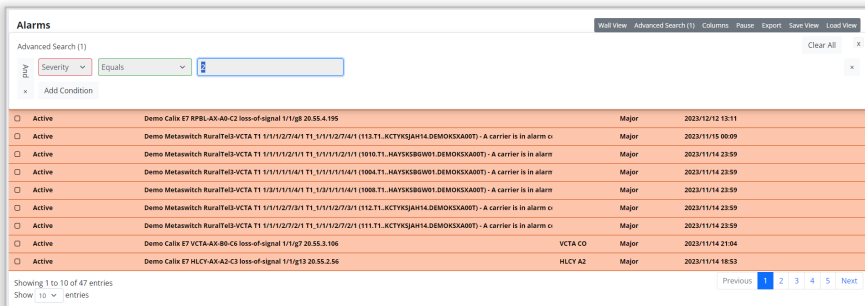
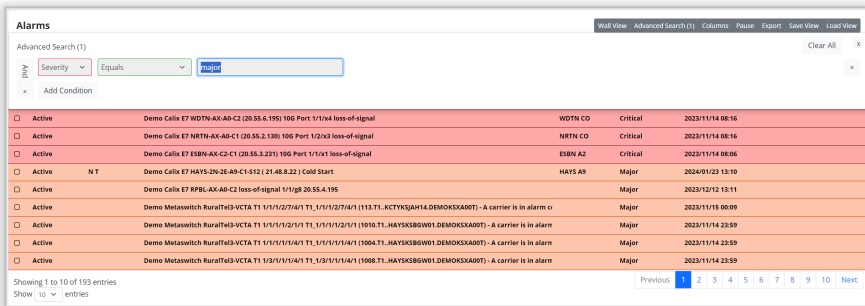
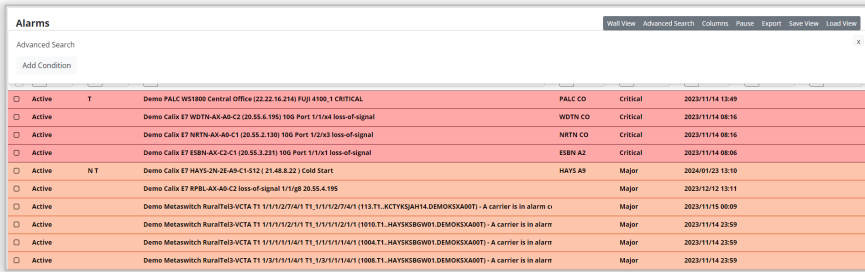
## **2. CONTACT NOC CLOUD ADMINISTRATOR**

If the unmatched alarm remains in the results section of the **Unmatched Alarms Screen** longer than seven days, and clicking the blue Messages link still results in the same error, it is best to contact your NOC Cloud Administrator for assistance rather than attempting further troubleshooting.



# Advanced Search Issue: Values Field TROUBLESHOOTING

Follow these steps to troubleshoot NOC Cloud if you are having difficulty getting the desired results using the Advanced Search feature. This is commonly encountered when filtering by severity in the **Alarms Screen**.



**PROBLEM NOC CLOUD DOES NOT RECOGNIZE VALUES IN THE VALUES FIELD**  
 The values entered in the Values field of each advanced search row must match the values the NOC Cloud system is using to find matching results based on the selected Data and Condition options in the same row. If what is entered in the Values field of the search row is not what NOC Cloud is using to find a match, no results will be returned.

**SOLUTION ENSURE THE CORRECT VALUE IS ENTERED IN THE VALUES FIELD**  
 Some Data Options (such as Severity) require specific values in the Values field of the advanced search row. For example, typing the name "major" in this field does return all alarms with major severity, but using the number "2" in the Values Field will return only alarms with major severity.

## EXAMPLE: Severity Values

| DESIRED RESULT | CORRECT VALUE |
|----------------|---------------|
| Unkown         | 0             |
| Critical       | 1             |
| Major          | 2             |
| Minor          | 3             |
| Informational  | 4             |

# Resources




## Category Topics

- [Viewing NOC Cloud on Mobile Devices](#)
- [Resources for Print Guides](#)

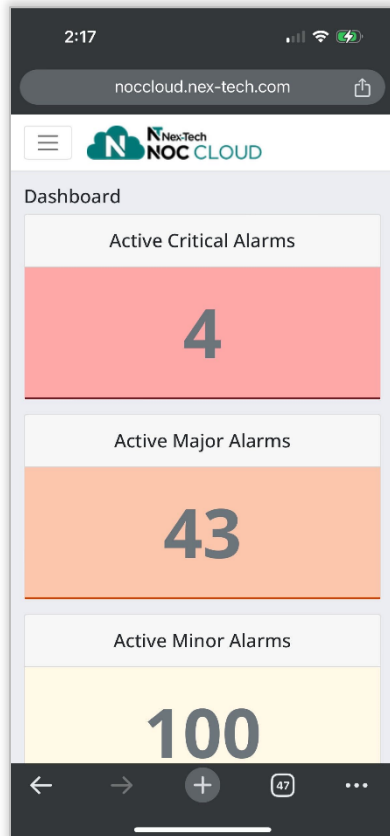
# Viewing NOC Cloud on Mobile Devices



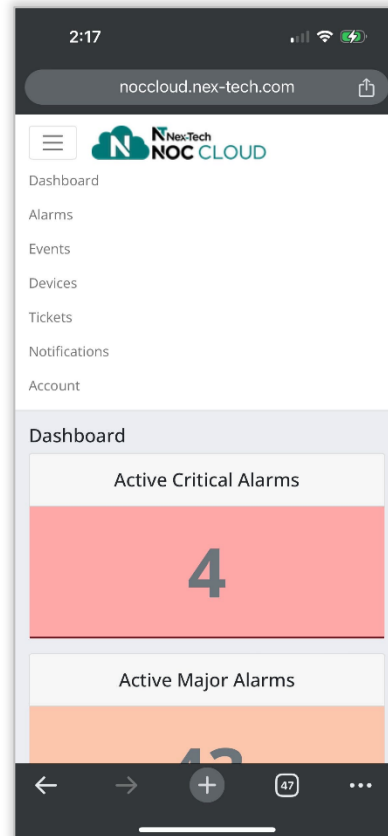
Since NOC Cloud is a web-based application, it can be accessed on mobile devices in addition to desktop and laptop computers. When viewing NOC Cloud on your mobile device, you will find that the **Dashboard Screen** is optimized for mobile viewing, with the **Navigation Menu** displaying as a  icon that will reveal the navigation options when tapped. While the Dashboard is optimized for mobile, other NOC Cloud screens (Alarms, Events, Tickets, etc.) may not display in a way that is user-friendly on a mobile device. To utilize these features, a Desktop or Laptop is recommended.



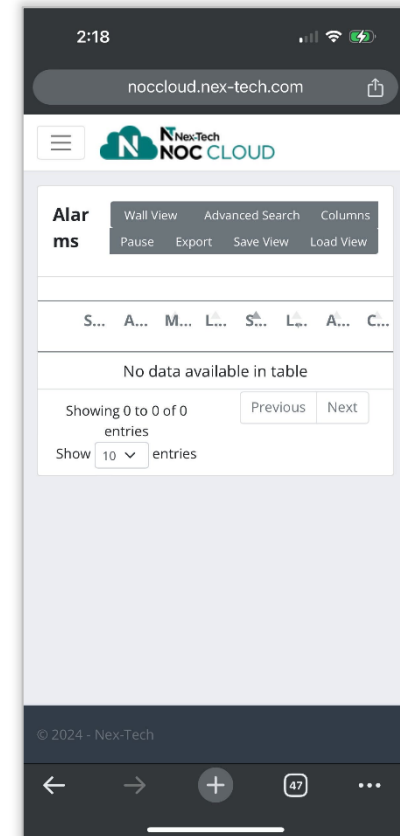
## NOC Cloud Dashboard



## NOC Cloud Navigation Menu



## NOC Cloud Alarms Screen



## Resources for Print Guides

The PDF version of this guide offers many features such as hyperlinked text that cannot be accessed in the printed format. This page includes the full web address (URL) information for these resources if using a printed copy of the guide. Nex-Tech recommends using the latest version of Google Chrome, along with a Password Manager when using the NOC Cloud application. For additional questions or assistance please contact your system administrator.



### Web Address (URL) for Accessing NOC Cloud by Nex-Tech

<https://noccloud.nex-tech.com/>

### Where to Get Support for NOC Cloud by Nex-Tech

<https://www.nex-tech.com/carrier/network-monitoring/>



### How to Download the Google Chrome Web Browser

[https://support.google.com/chrome/answer/95346?hl=en&ref\\_topic=7439538&sjid=6404140718643717510-NC](https://support.google.com/chrome/answer/95346?hl=en&ref_topic=7439538&sjid=6404140718643717510-NC)

### How to Update to the Latest Version of Google Chrome Web Browser

<https://support.google.com/chrome/answer/95414?hl=en&sjid=6404140718643717510-NC>



### How to Download the Microsoft Edge Web Browser

<https://support.microsoft.com/en-gb/microsoft-edge/download-the-new-microsoft-edge-based-on-chromium-0f4a3dd7-55df-60f5-739f-00010dba52cf>

### How to Update to the Latest Version of Microsoft Edge

<https://support.microsoft.com/en-us/topic/microsoft-edge-update-settings-af8aaca2-1b69-4870-94fe-18822dbb7ef1>



### How to Download the Mozilla Firefox Web Browser

<https://support.mozilla.org/en-US/kb/how-install-firefox-windows>

### How to Update to the Latest Version of Mozilla Firefox

<https://support.mozilla.org/en-US/kb/update-firefox-latest-release>