

# Online customer support (OLCS) Overview

Support on <https://networks.nokia.com>

Your Web portal for your technical support and repair needs.

September 2016

# OnLine customer support portal

## Portal highlights

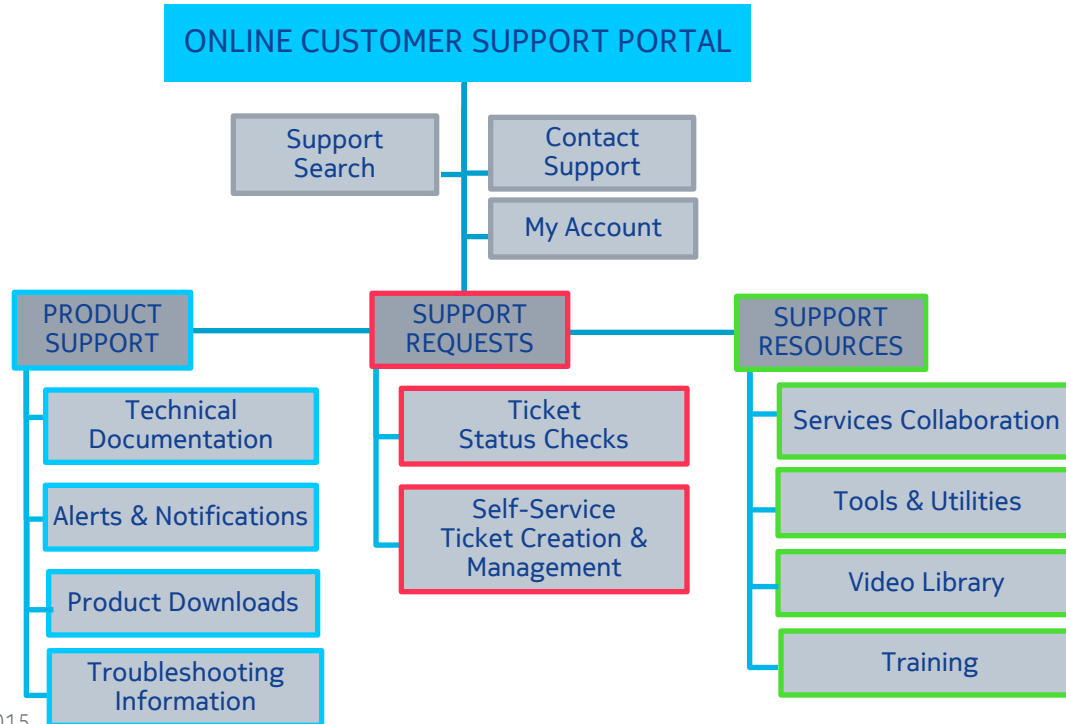
The OnLine Customer Support Portal is a primary online support delivery channel for maintenance customers and partners globally.



# OnLine customer support portal

## Portal Content

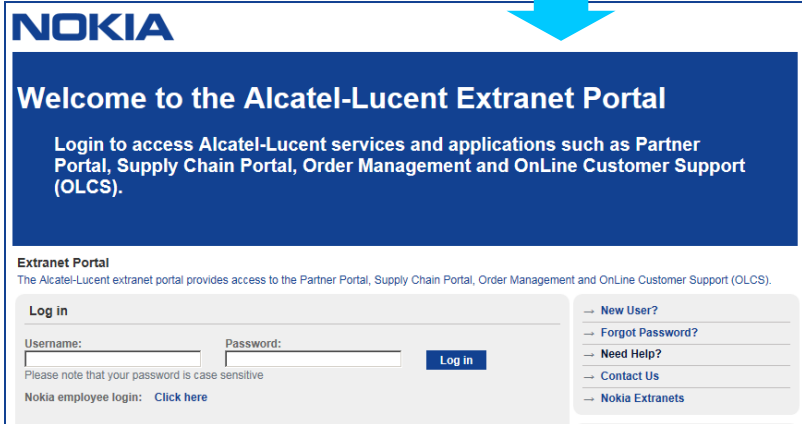
The support portal is a gateway to a wealth of information, support resources & tools.



# Getting to the web site

Log into the portal here:

<https://support.alcatel-lucent.com>



**NOKIA**

## Welcome to the Alcatel-Lucent Extranet Portal

Login to access Alcatel-Lucent services and applications such as Partner Portal, Supply Chain Portal, Order Management and OnLine Customer Support (OLCS).

**Extranet Portal**  
The Alcatel-Lucent extranet portal provides access to the Partner Portal, Supply Chain Portal, Order Management and OnLine Customer Support (OLCS).

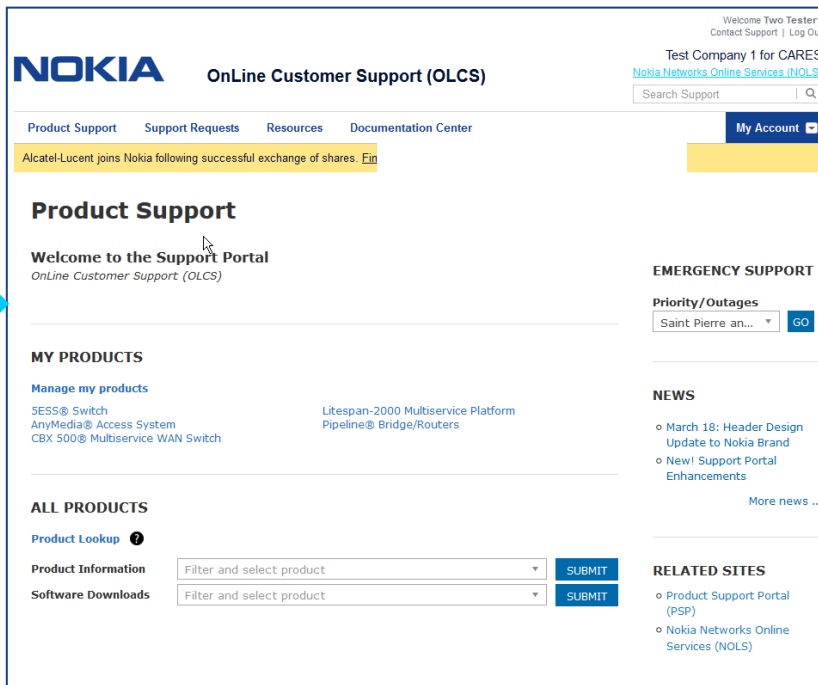
**Log in**

Username:  Password:  **Log in**

Please note that your password is case sensitive

Nokia employee login: [Click here](#)

- New User?
- Forgot Password?
- Need Help?
- Contact Us
- Nokia Extranets



Welcome Two Testert1  
Contact Support | Log Out

Test Company 1 for CARES  
[Nokia Networks Online Services \(NOLS\)](#)

Search Support  **Q**

**NOKIA** OnLine Customer Support (OLCS)

Product Support | Support Requests | Resources | Documentation Center

**My Account**

Alcatel-Lucent joins Nokia following successful exchange of shares. [Fin](#)

## Product Support

Welcome to the Support Portal  
OnLine Customer Support (OLCS)

**MY PRODUCTS**

Manage my products

SESS® Switch  
AnyMedia® Access System  
CBX 500® Multiservice WAN Switch

Litespan-2000 Multiservice Platform  
Pipeline® Bridge/Routers

**ALL PRODUCTS**

Product Lookup ⓘ

Product Information  **SUBMIT**

Software Downloads  **SUBMIT**

**EMERGENCY SUPPORT**

Priority/Outages  
Saint Pierre an...  **GO**

**NEWS**

- o March 18: Header Design Update to Nokia Brand
- o New! Support Portal Enhancements

More news ...

**RELATED SITES**

- o Product Support Portal (PSP)
- o Nokia Networks Online Services (NOLS)

Or access the portal directly:

<https://support.alcatel-lucent.com/portal/web/support>

Without an account, you are able to access limited content; Account registration is encouraged.

Find registration instructions here: <https://services.support.alcatel-lucent.com/registration/OLCSregister.pdf>

Register at: <https://market.alcatel-lucent.com/release/SPRegistrantTypeSvlt>

# How to register

1. Select "New User"?  
<https://support.alcatel-lucent.com>

## Related Links

- [Register for Access](#)
- [Registration Benefits](#)
- [Registration FAQs](#)
- [Need Help?](#)
- [Login to our secure area for Industry Analysts](#)

2. Follow the Registration Process Steps:

### Registration Progress

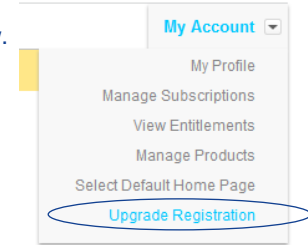
- Step 1 Select role and accept terms of use.
- Step 2 Provide business identification.
- Step 3 Validate email address.
- Step 4 Confirm business identity and set password.
- Step 5 Select content.
- Step 6 Register for selected content.

*You will be asked to enter an authentication code that will be emailed to you.*

3. Receive email confirmation of your registration and site access privileges within two business days or less.

Your registration profile data will be used to pre-populate forms and customize your Web view.

We will automatically grant access across the full spectrum of service agreements you have with Nokia. If you believe we may have overlooked something, you can select Upgrade Registration.



## Need Help while registering?

- From within the US: 1 (866) 582-3688, prompt 7.
- From outside the US: 1 (630) 224-9000.
- Contact your regional Global Welcome Center and select prompt 7.
- Email: [olcshelp@nokia.com](mailto:olcshelp@nokia.com) or use the site's Contact Us form.
- Use this contact information for OLCS registration questions, access issues, password resets, navigation inquiries etc.

# OLCS site access policies

- Your access to content on the OLCS Web Site is determined by your service agreements.
  - Any changes or updates that are recorded to your service agreements will automatically refresh your Web experience; typically in under an hour.
- Select “View Entitlements” on OLCS to view the service agreements which you or your company are authorized under. (See slides at the end of this package)
  - You may also access this via My Profile > Customer Support > View Support Entitlements
- A high level summary of access policies is shown below; however there may be differences for specific offers and products.

General Access	Warranty Access	Service Agreement Access
Service Offerings	All General Access Content	All General Access Content
Support Policies	Technical Documentation	All Warranty Access Content
Site Announcements	Software Downloads (fixes)	CARES Web for ARs, PRs, and FSRs
Support Announcements	Data Drop Box	ask AL Knowledgebase
RMA (Repair)	Alerts	Services Collaboration
Support Phone Numbers	Warranty defect reporting via CARES Web	Utilities and Tools
Product Index	Hash Codes	Discussion Forums and Wiki's
Training		

# Site design

## OLCS

The “My Customer Support” portal is the umbrella portal to all of the underlying content and tools.

Product-specific content is organized “by product”

- Technical Content
  - Documentation
  - Software Downloads
  - ask AL Knowledgebase
  - Alerts
  - Product Change Notices (PCN)
  - Wireless Utilities and Tools
  - Service Router Knowledge Base (SRKB)

Access to content and tools can also be done functionally, by going directly to each of the underlying applications

- All of the items listed on the left, plus:
  - CARES Web
  - Services Collaboration areas
  - Software License Keys
  - Hash Codes
  - Data Drop Box
  - Discussion Forums
  - Repair and Exchange Services
  - Support Phone Numbers
  - Site Announcements
  - Wiki’s

# Product Support

The portal entry point provides easy access to support information and resources.

The screenshot shows the Nokia OnLine Customer Support (OLCS) portal. The header includes the Nokia logo, the title "OnLine Customer Support (OLCS)", a search bar, and a "My Account" button. Below the header is a navigation menu with "Product Support", "Support Requests", "Resources", and "Documentation Center". A yellow banner contains the news item "Alcatel-Lucent joins Nokia following successful exchange of shares. [Find out more.](#)".

The main content area is titled "Product Support" and includes a "Welcome to the Support Portal" message. It features several sections:

- MY PRODUCTS**: A section titled "Manage my products" with a list of products: "SESS@ Switch", "AnyMedia@ Access System", "CBX 500@ Multiservice WAN Switch", "Litespan-2000 Multiservice Platform", and "Pipeline@ Bridge/Routers".
- ALL PRODUCTS**: A section with a "Product Lookup" icon and two search boxes. The first is labeled "Product Information" and the second "Software Downloads". Both have a "Filter and select product" dropdown and a "SUBMIT" button.
- EMERGENCY SUPPORT**: A section titled "Priority/Outages" with a dropdown menu showing "Saint Pierre an..." and a "GO" button.
- NEWS**: A section with a list of news items, including "March 18: Header Design Update to Nokia Brand" and "New! Support Portal Enhancements".
- RELATED SITES**: A section with a link to "Product Support Portal (PSP)".

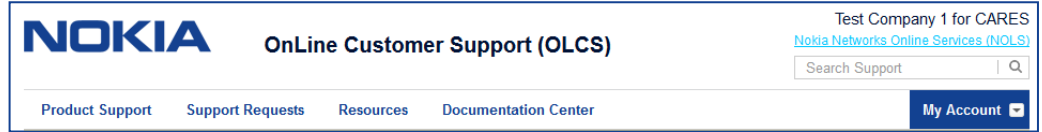
Callout boxes on the left and right provide additional context:

- standard header --- site navigation**: Points to the top navigation bar.
- product navigation options:** Points to the "Product Support" menu item.
- select a favorite product**: Points to the "MY PRODUCTS" section.
- filter & select a product**: Points to the "Product Information" search box.
- look up renamed & merged products**: Points to the "Software Downloads" search box.
- contact support --- contact search --- my account**: Points to the search bar and "My Account" button.
- support telephone numbers**: Points to the "EMERGENCY SUPPORT" section.
- portal news**: Points to the "NEWS" section.
- related site resources**: Points to the "RELATED SITES" section.



# Navigating on OLCS

There are four primary ways to navigate on OLCS.



## 1. Product Support

- Also referred to as the “home” page.
- The primary means to navigate between “OLCS” home and the underlying applications, or among the applications without returning home.
- Allows you to filter and select a product for additional product information or software delivery.

## 2. Support Requests

- Easy access to the CARES Ticketing system for viewing or creating requests.
- Look up Warranty or part information
- Quick view of open tickets.

## 3. Resources

- Additional support related resources such as collaboration areas, Data Drop Box, Utilities & Tools and Training

## 4. Documentation Center

- Quick access to documentation with advanced search and filtering capabilities. Access to documentation will be restricted by the care contract details between your company and Nokia.

# Manage my products

- You can manage your list of entitled products to select your favorites.
- Under “My Products”, select “Manage My Products”.
- Simply check the boxes for the products that you want to appear on your page. Your selections will take effect immediately. You can edit your selections or restore the full list at any time.

### MY PRODUCTS

**Manage my products**

5ESS® Switch  
AnyMedia® Access System  
CBX 500® Multiservice WAN Switch

Litespan-2000 Multiservice Platform  
Pipeline® Bridge/Routers

## Manage My Favorite Products

You may limit the number of products that appear on various forms throughout this site by using “Manage My Favorite Products” to select your favorites. This is useful if you only have responsibility for a subset of products that your company has purchased from Alcatel-Lucent. Populate the check boxes for the products that you want to appear on your favorite products list, and click Save. Changes take effect immediately. You may edit your selections at any time.

5ESS® Switch  
 AnyMedia® Access System  
 CBX 500® Multiservice WAN Switch  
 Litespan-2000 Multiservice Platform  
 MAX TNT® Universal Gateway  
 Pipeline® Bridge/Routers

- In addition to making the list that appears under “My Products” shorter, the saved list will also be reflected under the Alerts Advanced Search, and in your CARES product lists for ticket creation and queries.
- This will make your experience on the site more efficient, based on your specific product responsibilities.

# Navigate by product

Choose one of your “favorite” products

## MY PRODUCTS

### Manage my products

5ESS® Switch  
AnyMedia® Access System  
CBX 500® Multiservice WAN Switch

Or select from **ALL PRODUCTS**:

1. Select from All Products or choose Show My Entitled Products to shorten the list.
2. Begin typing to filter & select a product and SUBMIT

The screenshot shows a web interface for product selection. On the left, there are sections for 'ALL PRODUCTS', 'Product Lookup' (with a help icon), and 'Product Information'. The main area features a dropdown menu with the following items: 'All Products' (highlighted), 'Show My Entitled Products', '1000 ADSL (Asymmetric Digital Subscriber Line) Modems', '1000 ASAM (Advanced Services Access Manager)', '1000 LGW (Line Gateway)', '1000 MM E10 (Multiservice Multimedia)', '1000 MSC LM (Mobile Switching Center LeistungsMerkmal)', '1000 Multiservice Multimedia (MM) E10 CSN / CNE', '1000 S12 AMADEUS Pro Application', and '1000 S12 OAS (Operator Assisted Services)'. Below the dropdown is a search input field with the placeholder text 'Filter and select product' and a 'SUBMIT' button to the right.

# Product information and downloads

Product results are displayed on the Product Information and Downloads page:

Welcome Two Testert  
Contact Support | Log Out

Test Company 1 for CARES  
[Nokia Networks Online Services \(NOLS\)](#)

Search Support

Product Support | Support Requests | Resources | Documentation Center | My Account

Alcatel-Lucent joins Nokia following successful exchange of shares. [Find out more](#)

## Product Information and Downloads

Product Lookup ?

Select Product: 5620 SAM (Service Aware Manager) [SUBMIT]

Select Release: Release version [SUBMIT]

EMERGENCY SUPPORT  
Priority/Outages  
Saint Pierre an... [GO]

RELATED SITES  
Product Support Portal (PSP)  
Nokia Networks Online Services (NOLS)

### 5620 SAM (Service Aware Manager)

The Nokia 5620 Service Aware Manager (SAM) enables end-to-end network and service management of Nokia's Network Elements (NEs), and limited management of third-party NEs, accelerating the configuration of network infrastructure through bulk provisioning and deployment automation when launching new services. Proactive service assurance, fault correlation, and troubleshooting help to diagnose and Read More...

Technical Documentation	Product Downloads
Manuals and Guides Release Information	Downloads: Electronic Delivery Software License Keys
Alerts and Notifications	Troubleshooting Information
Product Alerts Product Change Notices (PCN)	CARES (ARs, PRs, and FSRs) Knowledge Base Articles Data Drop Box

Currently, you are not entitled to access these item(s). For access requirements, please review your Support options.

select release version (optional)  
--  
opens a combined content page

product information & resources  
--  
available content is displayed

content to which a user is not entitled is identified with a lock

# Combined product summary page

Combined content page includes release-specific results for Documentation, Alerts and Downloads

**NOKIA** OnLine Customer Support (OLCS) Nokia  
[Nokia Networks Online Services \(NOLS\)](#)

Search Support

Product Support | Support Requests | Resources | Documentation Center | Partners | My Account

Alcatel-Lucent joins Nokia following successful exchange of shares. [Find out more.](#)

### 5620 SAM (Service Aware Manager) Combined Product Summary

Filter by Release:  Include: Non-Release Specific Content  Untagged content

#### Documentation

Advanced Search

Format	Title	Document / Date
html	5620 SAM 13.0 R1 Infocenter	<a href="#">5620SAM130R1A</a> 20150325 Iss: 1
html	5620 SAM 13.0 R1 Infocenter - Restricted content	<a href="#">5620SAM130R1</a> 20150325 Iss: 2
html	5620 SAM 13.0 R2 Infocenter	<a href="#">5620SAM130R2A</a> 20150506 Iss: 2
html	5620 SAM 13.0 R2 Infocenter - Restricted content	<a href="#">5620SAM130R2</a> 20150506 Iss: 1
html	5620 SAM 13.0 R3 Infocenter	<a href="#">5620SAM130R3A</a> 20150624 Iss: 1
html	5620 SAM 13.0 R3 Infocenter - Restricted content	<a href="#">5620SAM130R3</a> 20150624 Iss: 1
html	5620 SAM 13.0 R4 Infocenter	<a href="#">5620SAM130R4A</a> 20150812 Iss: 1
html	5620 SAM 13.0 R4 Infocenter - Restricted content	<a href="#">5620SAM130R4</a> 20150812 Iss: 1
html	5620 SAM 13.0 R5 Infocenter	<a href="#">5620SAM130R5A</a> -----

#### Electronic Delivery

Rls ID	Path to download
13	<a href="#">5620SAM_13_0_Patches &gt; SAM_13_0_R1-P7</a>
13	<a href="#">5620SAM_13_0_Patches &gt; SAM_13_0_R1-P7_Patch_Notes</a>
13	<a href="#">5620SAM_13_0_Patches &gt; SAM_13_0_R1-P5</a>
13	<a href="#">5620SAM_13_0_Patches &gt; SAM_13_0_R1-P5_Patch_Notes</a>
13	<a href="#">5620SAM_13_0_Patches &gt; SAM_13_0_R1-P4</a>
13	<a href="#">5620SAM_13_0_Patches &gt; SAM_13_0_R1-P4_Patch_Notes</a>

#### Alerts

Alert (pdf)	Type	Urgency	Title	Product	Attachment	Published	Version	Author
15-1021	Informational	Medium	5620 SAM Installation issues with Red Hat Enterprise Linux Release 6.7	• 5620 SAM (Service Aware Manager)		2015-08-19	11.0 12.0	asnajder

technical documentation

product downloads

alerts & notifications

# Alerts

Alerts are our cross-product communication vehicle to share product and support issues that are of a maintenance, preventive, informational, product change or product life cycle nature.

The screenshot shows the 'Alerts Subscription' form. It includes fields for 'Contact' (Name, Phone, Email), 'Classification' (Type and Urgency), and 'Region'. The 'Type' section has checkboxes for Maintenance, Security, LifeCycle, Informational, and Product Change. The 'Urgency' section has checkboxes for Urgent, High, Medium, and Low. The 'Region' section has checkboxes for ALL, Europe (including Russia), Asia Pacific (excluding China), Middle East, Africa, Caribbean & Latin America & Mexico, and North America (US & Canada), and China. There is also an 'Additional Recipients' text input field. A note at the bottom states: 'You may add Additional Recipients in your company, to be copied on your subscription choices. Each additional email address must end with the same corporate email domain as yours. separate multiple addresses.'

- You can subscribe to Alerts during the account registration process or after you are registered.
- Easy subscription process. Select Type, Urgency and Products for which you wish to receive Alerts.
- Alerts will be sent via email.

Access Alerts subscriptions under “My Subscriptions”, directly on the Alerts page or via My Profile > Customer Support.

Alerts keep you proactively informed on issues that affect you, your network, and your service to your customers.

# Alerts - home page

Welcome Carrie FISHER  
Contact Support | Logout

**NOKIA** OnLine Customer Support (OLCS) [Nokia Networks Online Services \(NOLS\)](#)

Search Support

Product Support | Support Requests | Resources | Documentation Center **My Account**

Alcatel-Lucent joins Nokia following successful exchange of shares. [Find out more](#)

### Alerts

Cross-product communication vehicle providing notification of product and support issues of a maintenance, preventive, security, lifecycle, product change or informational nature.

#### Subscribe to alerts

#### Search for alerts

Choose from the standard Search options below or [Advanced Search and Reporting](#).

Enter Alert Number:  **GO**  
(Format is yy-nnnn, e.g., 14-0123)

Enter a text search:  **WEB REPORT** **EXCEL REPORT**  
(Exact match results. Use \* as wildcard)

Browse Alerts by Product:  **WEB REPORT** **EXCEL REPORT**

Browse Alerts by Type:  **WEB REPORT** **EXCEL REPORT**

#### Documentation alerts

To receive notification when new documents are published for selected product(s), [subscribe to Documentation Alerts](#).

#### Product change notices

For Product Change details and searches, visit the [Product Change Notices](#) page.

#### Need to update your email address?

[Contact Us](#)

- Archived for online viewing.
- Emailed in PDF format, by subscription.
- Alert “Attachments” can be received in subscriber’s inbox or via link for web viewing.
- Advanced Search and Reporting enables user to save queries for re-use, search by date range or download results to Excel.

**NOKIA** Nokia Alerts

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**16-0862** CDMA Software Support - Discontinued Availability (DA) of CDMA release R41.1

Type:	LifeCycle
Life Cycle State	Effective Date
Discontinued Availability (DA)	30 Sep 2016
Urgency:	Medium
Publish Date:	28 Sep 2016
Region:	ALL
Expiration:	When replaced.
Product Category:	Communications and Collaboration, Mobile, Services

**Overview:**  
Announcement that CDMA 41.1 will DA September 30, 2016 and the planned progression of CDMA 41.3 and 42.1 through June 30, 2017

This Alert supersedes Alert 16-0484.

**Description:**  
Effective September 30, 2016 the following software support status ratings will apply:  
R42.1 - Generally Available (GA)  
R41.3 - Additions and Maintenance (A & M)  
R41.1 and earlier - Discontinued Availability (DA)

# Alerts – advanced search

**Advanced search and reporting**

Urgency:  ALL  Urgent  High  Medium  Low

Type:  ALL  Maintenance  Security  LifeCycle  Informational  Product Change  Preventive (legacy)

Product Category: IP Networking

My Favorite Products: [Show All Entitled Products](#)  
5620 SAM (Service Ag...  
7705 SAR (Service Ag...

Version:

Include Alerts applicable to all versions

Find Alerts Published From: [ ] [ ] To: [ ] [ ]

or

Find Alerts Published in the Year: [ ]

Output Alert Counts Only  
Counts Report Options  
 Year  Lifecycle  Urgency  
 Type  Month  Product

Download Report in Excel Format

**SEARCH ALERTS** **CLEAR FORM**

- Advanced Search for Alerts permits filtering by:

- Type
- Urgency
- Product Category
- Products (Favorites or All)
- Date Range
- Year

- Report options include:

- Web viewing
- Excel format
- Counts only view

- Saved Query

- If you routinely query for the same set of products or parameters, consider saving your query so that you can call it and reuse it at any time.



# ask AL knowledgebase

- ask AL is the Web interface to the Knowledge Management solutions database.

Customer Center Solutions Products Services Innovation Support About Us

My Customer Support > ask AL Jump to content page

## ask AL Knowledgebase

Ask us a question [New user Tutorial](#) [ask AL Knowledgebase](#)

To use ask AL, first select a product(s), and then type in a question in the text box at the bottom of the product list.

EMPLOYEE NOTE: For Alcatel-Lucent employees, products specifically tagged as ALRR will no longer be shown on this page. This is to comply with the US Government regulatory restrictions. Also, due to product groupings in the knowledge database, other products shown here may yield no search results for employees because of security at the solution level (this will mainly impact 'Mobility Products').

[^ Back to Top](#) [Check All](#)

OnLine Customer Support

OnLine Customer Support

[^ Back to Top](#) [Check All](#)

Access

<input type="checkbox"/> Access Point	<input type="checkbox"/> AnyMedia	<input type="checkbox"/> APX
<input type="checkbox"/> MAX 2000	<input type="checkbox"/> MAX 3000	<input type="checkbox"/> MAX 4000
<input type="checkbox"/> MAX 6000	<input type="checkbox"/> MAXXTNT	<input type="checkbox"/> Multiband
<input type="checkbox"/> Navis AnyMedia Element Manager	<input type="checkbox"/> Pipeline	<input type="checkbox"/> SLC Series 5
<input type="checkbox"/> SLC-2000	<input type="checkbox"/> SLC96	<input type="checkbox"/> Stinger
<input type="checkbox"/> SuperPipe		

Example:  
Select product:  
1675 LambdaUnite MSS  
Enter your query:  
*port monitoring warnings*

- When you click on the ask AL link, it will display all products that have solutions available, for which you are entitled to see the ask AL database.
- Search for solutions using natural language queries
- To narrow search, unclick all boxes except for the product of interest
- Available only for premium Technical Support customers

# ask AL knowledgebase (continued)

- Enter your query (as shown on previous slide)
- Solutions are returned showing percentage weight or % match based on search criteria
- Ability to refine results:
  - Are any of these statements related to your question?
  - or Do any of these facts resemble your environment?
  - Ability to refine based on actual database content.

The information provided:	port monitoring warnings
Add more details to your question	<input type="text"/> Go
Do any of these facts resemble your environment?	<input type="text" value="Do any of these facts resemble your environment?"/>
Select any other associated statements?	<input type="text" value="Select any other associated statements?"/>
<input checked="" type="radio"/> 1. Port monitoring mode does not change to MONITORED	30%
<input checked="" type="radio"/> 2. LambdaUnit MSS: Manual change of the port monitoring mode of GE1 from MONITORED to AUTOMATIC does not work	30%
<input checked="" type="radio"/> 3. LambdaUnit MSS: Change of port performance monitoring PM not possible via OMNS GUI	30%
<input checked="" type="radio"/> 4. LambdaUnit MSS: Why and when the port mode of EP51 changes unexpectedly from AUTO to MONITORED (2)	30%
<input checked="" type="radio"/> 5. Why and when the port mode of EP51 changes unexpectedly from AUTO to MONITORED?	30%
<input checked="" type="radio"/> 6. Incorrect received tributary substructure (crstat) notifications for 4fibre BLSR ports in adaptive mode	28%
<input checked="" type="radio"/> 7. LambdaUnit MSS: Port mode changes to 'Monitored' when an OMX10/10KM1 is inserted into an OP10/PAR1XFP pack	28%

Back List Next Solves Problem!

> Provide Feedback

The information on this page is provided solely for viewing during the period in which a valid contract is in place that entitles you to ask AL access for the products in question. COPY AND STORAGE OF THE INFORMATION ON THIS PAGE FOR FUTURE USE IS PROHIBITED.

### LambdaUnit MSS: Manual change of the port monitoring mode of GE1 from MONITORED to AUTOMATIC does not work

**Solution**  
Workaround: Switch from MON to NMON and then switch from NMON to AUTO.

**Related Issues/Questions**  
Manual change of the port monitoring mode of GE1 from MONITORED to AUTOMATIC does not work  
Manual change of the port monitoring mode of GE1 from MON to AUTO does not work  
When changing the port monitoring mode of GE1 to AUTO , it changes back to MON although no valid signal is present

**Related Environment**  
1675 LambdaUnit MSS  
R7.0  
all later NE releases  
Area Gigabit EtherNET  
Hint 7.0 - nb50031

**Cause**  
Software problem

## More on ask AL content

- Solutions : either a "problem" or a "question"
- Most solution creation is driven by actual customer inquiries from Assistance Requests (ARs)
- Solutions go through a quality and technical review process before availability
  - Content can grow every day as solutions move through review cycle
- Statement roles and weights are based on industry research on how people solve problems
- ask AL represents substantial person-years of product knowledge and technical support experience

**Give us feedback**

This answers my question!

This may help, but I'm not certain.

This content item is not clear.

Do you have any additional comments:

[Continue](#)

Customers are asked for feedback after a solutions query.

Feedback indicates ask AL answers their question and saves them a call well over 50% of the time!

# Software downloads

Nokia Electronic Delivery (ALED) is our software download platform.

Benefits of using ALED:

- **Greater convenience** to the software you need – in any location. No more searching for that disk!
- **Around-the-clock access** - with 24/7 availability for emergency fixes and installation.
- **Simplified maintenance** - streamlined access to tested releases for multi-product Solution software through customized web pages
- **Lower OPEX** – through faster availability for your deployments, and minimizes your time tracking and routing software disks.
- **Built-in file integrity** – highly secure platform with sophisticated integrity checks.

**NOKIA** OnLine Customer Support (OLCS)

Product Support Support Requests Resources Documentation Center Partners

Alcatel-Lucent joins Nokia following successful exchange of shares. [Find out more](#)

**Electronic Delivery > Downloads**

Please select a Product / Sub-category:  
5620 SAM (Service Aware Manager) [Product LookUp](#)

Please navigate through the hierarchy to download:  
Release\_11.0

Select One

**CANCEL** **HELP**

- Multiple delivery options globally
  - Both Web (HTTPS) and private network (FTP) interfaces may be used
  - State of the art B2B VPN solution
  - Dedicated T1/E1 connections possible if volumes warrant it
  - Secure Shell FTP interface

# Product change notices (PCN)

Access to web-based PCN content is included with your Technical Support agreement.

**PCN Search (General)**

**Subscribe for PCN Alerts**

Search all PCNs by product, PCN number, text, date issued (mm/dd/yyyy)

Enter Search String:  **GO**

Select one of the following Search Options:

- An exact phrase match
- Matches on all words (AND)
- Matches on any word (OR)

---

More Options

<b>PCNs New/Updated in Past 30 days</b> <ul style="list-style-type: none"><li>&gt; <b>Former Lucent (Wireless)</b></li><li>&gt; <b>Former Lucent (All Others)</b></li><li>&gt; <b>Former Alcatel</b></li></ul>	<b>CN/CCN to PCN Cross Reference</b> <ul style="list-style-type: none"><li>&gt; <b>Former Lucent (Wireless)</b></li><li>&gt; <b>Former Lucent (All Others)</b></li><li>&gt; <b>Former Alcatel</b></li></ul>
<b>Search PCNs</b> <ul style="list-style-type: none"><li>&gt; <b>Former Lucent (Wireless)</b></li><li>&gt; <b>Former Lucent (All Others)</b></li><li>&gt; <b>Former Alcatel</b></li></ul>	<b>About Us</b> <ul style="list-style-type: none"><li>&gt; <b>About Us</b></li><li>&gt; <b>PCN Class Definitions</b></li></ul>
	<b>Feedback</b> <ul style="list-style-type: none"><li>&gt; <b>Feedback (PCM) on the PCN site</b></li></ul>

Subscribe for PCN Alerts.

Search capability on PCNs.  
• Includes Class A, B, and D

Cross Reference, Application Status and other PCN information.

# Product information and downloads

## Content Summary

### Technical Documentation

- Technical documentation varies by product and may include:
  - Manuals and Guides
  - Technical Notes
  - Release Information
- Standard formats available for online viewing are .pdf and .html

### Alerts & Notifications

- Alerts communicate various product and support issues:
  - Maintenance, Preventive, Informational, Product Change, Product Lifecycle
- When you register for your online account, you are auto-subscribed to receive Alerts via email for products to which you are entitled.
- You can also query published Alerts from the Alerts home page.

### Product Downloads

- Electronic Delivery (ALED) is our online platform:
  - Convenient access to software downloads to which you are entitled.
  - Highly secure platform with sophisticated integrity checks.
  - 24x7 availability for emergency fixes and installation.
- Software Key management is available for some products.

# Support requests

Welcome Ken Bertram  
Contact Support | Log Out

AT&T Mobility LLC  
[Nokia Networks Online Services \(NOLS\)](#)

**NOKIA** OnLine Customer Support (OLCS)

Search Support | Q

Product Support | **Support Requests** | Resources | Documentation Center | My Account

Alcatel-Lucent joins Nokia following successful exchange of shares. [Find out more.](#)

## Support Requests

### Self-service

Search knowledge base  
CARES Home  
Create a Request  
Find a Request

create and  
manage tickets

### Check warranty status

Enter Serial Number

### Part search

Enter part name, Comcode or CLEI code

Repair and Exchange  
Support Contact Information

warranty  
status  
---  
part search

### My status

My own My company's

	Refresh
Active Assistance Requests (AR)	5
Active Parts Requests (PR)	2
Active Field Requests (FSR)	1

Or enter AR, PR, or FSR number

Recent Alerts  
Recent Documentation  
Recent PCNs

### Emergency support

#### Priority/outages

USA

### Related sites

Product Support Portal (PSP)

active ticket status  
my own & my company's  
---  
query by ticket number  
---  
recently published  
technical content

# CARES requests

Customers have options to query for status and view their ARs (and the underlying Parts Requests (PRs) and Field Service Requests (FSRs)): Display Your Request - Find a Request - Quick Reports

The "Display Your Request" provides easy access if you know the AR number. This is a very popular interface to do simple status checking.

The very popular "Quick Reports" feature offers customers convenient access to standard, pre-formatted reports on their requests – Support ARs, Repair PRs, and On-site FSRs.

Advance notice of any planned maintenance will be posted here, as well as under OLCS News.

**NOKIA** OnLine Customer Support (OLCS) AT&T Mobility LLC  
Nokia Networks Online Services (NOLS)

Product Support Support Requests Resources Documentation Center My Account

Alcatel-Lucent joins Nokia following successful exchange of shares. [Find out more.](#)

### CARES

**Display Your Request**  
(Enter AR, PR, or FSR number)  
Use this feature to Display or Copy an existing Assistance Request.

**Quick Reports**  
Select a report, confirm your display preferences and go.

**My own**  
Support Services

**My company's**  
AT&T Mobility LLC  
Support Services

Sort by  
AR number (descending)

Rows per page  
25

**Assistance Requests (ARs)**  
Technical support issues you've reported to us are called Assistance requests (ARs). Technical support includes many types of service from clarifying documentation and usage assistance to diagnosing and resolving product defects. ARs are assigned unique tracking numbers to ensure that we follow-up on every request. More...  
For a quick view of the issues we're tracking for you, select a **Quick Report** from **My own** in the left column and click **Go**.

**Legacy Notifications**  
Legacy Notifications are important messages about products. Typical notifications concern failure avoidance or recovery, circuit pack problems and other potentially negative situations. More...

**CARES**

**Service Requests**  
Search knowledge base  
Find a Request  
Create a Request

**Reports**  
Create or Run Reports

**Preferences**  
User Preferences

**Legacy Searches**  
Find a Notification  
Find an IMR

Create and submit a request online; update it online; view attachments online

Customers may set user preferences, including report options and subscription choices for receiving AR, PR and FSR notifications.

Easy to understand instructions to use the CARES Web interface are available online.



# Highlights of CARES web capabilities

- CARES Web capabilities span the three major types of maintenance requests:

Service	Request Type
Technical Support	Assistance Request (AR)
Repair and Exchange Service (Advanced Exchange & Return for Repair)	Parts Request (PR)
Field Intervention (formerly On Site Technical Support)	Field Service Request (FSR)

- Capabilities include:

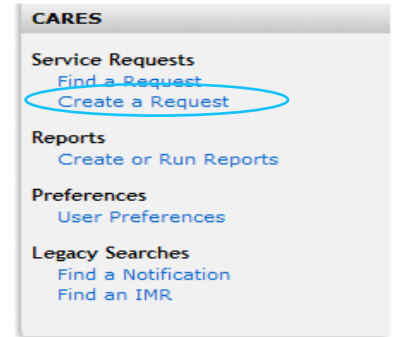
- Create and submit new requests
- Update an existing request
- Query requests online with a variety of different reports and filters.
- Save Report Queries for convenient re-use later
- Download reports to your desktop
- Subscribe to receive emailed AR/PR/FSR Notifications to track your request.

CARES: Customer Assistance Request Entry System

- ARs will be routed to the correct Global Welcome Center based on product and country and will be resolved per your support agreement.
  - Please allow an extra 5 minutes for Response targets.
- The Web can be used for Severity 2, 3 & 4 Ars ARs.  
Customers should *not* enter service outage ARs/Severity 1 via the Web.

# Create an AR (technical support)

- Click on “Create a Request” in the right navigation menu.
- The ticket header screen is displayed.



## Create a Request

Submit a request for an AR. Required fields are marked "\*". [Help](#) on this form.

**Contact**

Name: Tester1, One  
Contact id: 5434817  
Company: Test Company 1 for CARES  
Phone: 1 \* - 5555555555 \* extension [ ] Find Country Code  
Additional contact info: [ ]

**Service Request**

Company: Test Company 1 for CARES  
Initial service requested: Remote Technical Support

**Reference**

Customer ticket: [ ]

[Next](#)

Contact and Company information specified on this screen will carry forward though this request.

Use **Additional contact info** field to provide additional contact information for this request only.

Update default **Company** if/as necessary. You may be authorized to create requests for multiple companies; each will have a set of entitled products.

Initial service requested is “**Remote Technical Support**” (default).

If your Company uses its own ticket tracking number, you can enter it in “**Customer ticket**”. You can also use this text field to enter other ticket references (e.g., project name).

# Create an AR

This screen prompts for selection of AR creation method:

- **By Product:** Create a request by selecting the product for which you are requesting support (i.e., default creation method).
- **By Product Instance:** Populate specific request details based on the selected Product Instance.
- **By Copying Existing AR:** Copy/replicate ticket information from a previously created request.

Upon selection of the ticket creation method that best suits your needs, the remainder of the request form will display.

**Create a Request (RTS)**

Submit a request for an AR. Required fields are marked "\*". Help on this form. You will be able to upload an attachment on the Acknowledgement page. [Edit Preferences](#) for this form.

All dates and times are displayed in **AST (Atlantic Standard Time)** time zone.

**Contact**

Name: Tester1, One  
Contact id: 5434817  
Company: Test Company 1 for CARES  
Phone: 1 \* - 5555555555 \* extension [ ] Find Country Code  
Additional contact info: [ ]

**Service Request**

Company: Test Company 1 for CARES \*  
Initial service requested: Remote Technical Support \*

**Reference**

Customer ticket: [ ]

**By Product**  By Product Instance  By Copying Existing AR

**Product**

Product: - Select One - \* Show my favorites

**Annotations:**

- Upward arrows point to the [Edit Preferences](#) link.
- Callout: "Edit preferences to change your default options." points to the [Edit Preferences](#) link.
- Callout: "Upload attachments during AR creation or from the Acknowledgement page, after the AR is created." points to the Acknowledgement page link.
- Callout: "Default ticket creation method is based on your preference settings." points to the radio button selection.

# Create an AR - by product

By Product
  By Product Instance
  By Copying Existing AR

**Product**

Product: AnyMedia  Existing solutions in ask AL may be relevant to your issue.

Model: - Product has no models -

Version: - Select One -

Sub-product: - Select One -

**Service**

**Product Location** (Either use the pull down menus or search for an instance by name)

Product instance:

Country: USA

State/Province: - Select One -

City: - None Defined -  Only selected company's data

Site: - None Defined -  Only site

Instance: - None Defined -

**Classification**

Request type: Support

Severity: 4 - No Operational Impact

**Description**

Short description:

Detailed description:

**Attachment**

You can select 5 attachments to upload. Total file size should be less than 50 MB.

Description:

Contains Subscriber Information:

File name:

Choose Model, Version, Sub-product as applicable.

Select Request type (Support, Defect, Enhancement)  
Enter Severity; default value is (4). Severity 1 requests cannot be opened via the web; please contact the Global Welcome Center to report .

Click Submit to finalize your request

**Service** If there are multiple service options, you will be prompted to select the applicable Service Agreement and Service Offer. If there is only one selection, values are pre-selected and this section is hidden from view.

**Hide Service Fields**

Company	Test Company 1 for CARES
Initial service requested	Remote Technical Support
Service agreement	210496 TJR - Test SA - RTS Validation On
Service offer	003 USA TS 24x7 (Legacy Contract without ELTS)

Click Show to display / Hide to collapse.

**Product Location** Specify product's geographic location using one of three methods:

- Geographic hierarchy
- Find Instance
- List All to select from the Instances recorded for the selected product.

**Description** Select 'Find similar issues' to perform text search

**Text Search** Please perform text search with populated parameters below to find issues related to your problem.

Select a product, enter the text to search for and click Search (Remote Technical Support only). Reset to create a new report.

Product: AnyMedia

Search for: outage

using: All Words

include: 12 months

of: Test Company 1 for CARES ARs

10 Rows per page

Name your report:

**Attachment** At time of ticket creation select and upload up to five attachments with total file size not to exceed 50 MB. Note: After the ticket has been created, individual file(s) with maximum file size of 50 MB can be uploaded.

# Create an AR - by product instance

By Product **By Product Instance** By Copying Existing AR

**Product Instance** [Search for an instance by name]

Product instance

**Product**

Product

Model

Version

Sub-product

**Service**

**Hide Service Fields**

Company	Test Company 1 for CARES
Initial service requested	Remote Technical Support
Service agreement	210496 TJR - Test SA - RTS Validation On
Service offer	003 USA TS 24x7 (Legacy Contract without ELTS)

**Product Location**

**Hide Product Location Fields**

Country	<input type="text" value="USA"/>
State/Province	<input type="text" value="Illinois"/>
City	<input type="text" value="Geneva"/> <input checked="" type="checkbox"/> Only selected company's data
Site	<input type="text" value="Test Site 3 - Geneva"/> <input checked="" type="checkbox"/> Only sites with selected product
Instance	<input type="text" value="AnyMedia : 1234 : Test Product Instance"/>

**Classification**

request type

Severity

**Description**

Short description

Detailed description

[Find similar issues](#)

**Attachment**

You can select 5 attachments to upload. Total file size should be less than 50 MB.

Description

Contains Subscriber Information

File name

When the by Product Instance ticket creation method is selected, the Product Instance is selected first and the Product Location is subsequently auto-populated.

The remainder of the page contains the same data fields as the other ticket creation methods.

# Create an AR – by copying existing AR

**By Copying Existing AR**

**Copy AR** [Use this feature to copy data from an existing AR]

Copy from: 1-4820768

**Product**

Product: AnyMedia Existing solutions in ask AL may be relevant to your issue.

Model: - Product has no models -

Version: - Select One -

Sub-product: - Select One -

**Service**

Company: Test Company 1 for CARES

Initial service requested: Remote Technical Support

Service agreement: 210496 TJR - Test SA - RTS Validation On

Service offer: 003 USA TS 24x7 (Legacy Contract without ELTS)

**Product Location** [Either use the pull down menus or search for an instance by name]

Product instance:

List All

Country: USA

State/Province: Illinois

City: Geneva  Only selected company's data

Site: Test Site 3 - Geneva  Only sites with selected product

Instance: AnyMedia : 1234 : Test Product Instance

**Classification**

Request type: Support

Severity: 4 - No Operational Impact

**Description**

Short description: RTS Verification Required

Detailed description: test

**Attachment**

You can select 5 attachments to upload. Total file size should be less than 50 MB.

Description:


Contains Subscriber Information:

File name:

The data from the existing AR is automatically populated in to the each field. This allows for the duplication of the common elements in both requests.

You may override any field that may be unique to this request.

# Create an AR – acknowledgement

**Alcatel-Lucent**  Welcome One Tester1 | Test Company 1 for CARES  
My Profile | Contact Us | Log Out

**My Alcatel-Lucent**   **Solutions**   **Products**   **Services**   **Innovation**

My Customer Support > CARES > Create a Request

## Acknowledgement

**AR Number 1-4821447**

**This request, covered by Service Agreement 210496, requires additional entitlement verification review by Alcatel-Lucent. It will be routed to the Alcatel-Lucent Welcome Center.**

Please record your AR number. You will also receive a separate email for this. You can search for the assistance request by using this number. All dates and times are displayed in **AST(Atlantic Standard Time)** time zone.

### Attachments

**Your upload (WJ III.docx) was successful. The attachment identifier is: 1-0000002172136.**  
**Your upload (1-4270278-RMA1.pdf) was successful. The attachment identifier is: 1-0000002172137.**

Upload an attachment.

### Contact

Name	Tester1, One
Company	Test Company 1 for CARES
Contact ID	5434817
Phone	1-5555555555/ 1234567890
Additional contact info	

### Service Request

Company	Test Company 1 for CARES
Initial service requested	Remote Technical Support

### Classification

Short description	Problems with retrofit
Request type	Support
Severity	4

### Product

Product	5ESS
Model	
Version	None
Sub-product	

### Service Agreement

Service Agreement	210496-TJR - Test SA - RTS Validation On
Service Offer	RTS 24x7 (NAR Switching)

### Product Location

Country	USA
State/province	Illinois
City	Geneva
Site	Test Site 3 - Geneva
Instance	5ESS : 1234 : Test Product Instance

### Detailed Description

Retrofit aborts with numerous audits

After submitting your request, you will receive an on-screen acknowledgement with the AR number immediately. Please make a note of the AR Number.

If you added one or more attachment(s) during the ticket's creation, they will be listed directly under the AR Number.

If you are subscribed for AR Notifications, you will receive an email acknowledgement of the ticket's creation.

Any additional information will be displayed as a message in green font below the AR number.

# Stay informed about your requests

At certain points in the lifecycle of an Assistance Request (AR), Parts Request (PR) or Field Services Request (FSR), a CARES notification can be sent to the requester and, if desired, to additional recipient(s). Notification options can be customized by category (AR, PR, FSR).

- Subscribe to receive AR, PR and FSR Notifications as desired.
- Specify additional email addresses within the company to be copied on notifications.
- Specify the conditions upon which to receive AR Notification:
  - AR State changes to Created, Resolved, Closed or Pending.
  - Nokia engineer modifies the Investigation text field.
  - Short Description, Current Summary, Description or Resolution text fields are modified.
- Specify the conditions upon which to receive PR Notifications:
  - Order Confirmed, Order Pending, Order Progress, Order Canceled
  - Return Part Reminders (default subscription; cannot be unsubscribed)
- Specify the conditions upon which to receive FSR Notifications:
  - ETA Updated, Field Agent Details Updated, Order Completed



# Subscribing for CARES notifications

Manage notification preferences from the User Preferences link on OLCS CARES Web Home

Longer messages that include some details about their transactions.

**Email address** uma.basavaraju@alcatel-lucent.com  
For your protection, changes to your primary email address are individually reviewed. To update your email address, please submit an [OnLine Assistance form](#) and select "Change Email" from the list of topics.

**AR notifications** Customize your AR email notifications with the following options:

**Detailed attachment**  Each address must end with "alcatel-lucent.com". Use a comma (",") to separate multiple addresses.

**Notify when**

- State Change  
(Created, Resolved, Pending, Closed)
- Text Fields Updated  
(Current Summary, Short Description, Detailed Description, Resolution)
- Investigation Text Updated

**Additional recipients**

[Copy to all](#)

**PR notifications** Customize your PR email notifications with the following options:

Notify when	Advanced Exchange	Return for Repair	Additional recipients
Order Confirmed (May contain RMA details)	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="text"/> <a href="#">Copy to all</a>
Order Pending	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="text"/>
Order Progress (May contain RMA details)	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="text"/>
Order Canceled	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="text"/>
Return Part Reminders *	<input checked="" type="checkbox"/>		<input type="text"/>

\* You cannot unsubscribe from these kind of notifications.

**FSR notifications** Customize your Field Intervention email notifications with the following options:

**Notify when**

- ETA Updated
- Field Agent Details Updated
- Order Completed

**Additional recipients**

[Copy to all](#)

Save

- Easily manage your notification subscription preferences by category (AR, PR, FSR).

- An online help link is available at the top of the page if needed.

- For each subscription, you can specify additional recipient(s) (given corporate email domain matches yours). Team or workgroup aliases are permitted.

- The AR notification category includes three subscription choices and the option to include a detailed attachment.

- The PR notification category includes four subscription choices for Advanced Exchange and Return for Repair.

- Return Part Reminders cannot be unsubscribed.

- The FSR notification category includes three subscription choices.

- Additional Help is available online.

# Warranty & parts

Links to available repair web sites for Nokia products are conveniently grouped on the OLCS Home page:

The image shows two search forms on a website. The first form is titled "Check Warranty Status" and has a text input field with the placeholder "Enter Serial Number" and a blue "SEARCH" button. A blue callout box with the text "Check part warranty information" has a white arrow pointing to the "SEARCH" button. The second form is titled "Part Search" with a question mark icon and has a text input field with the placeholder "Enter part name, Comcode or CLEI code" and a blue "SEARCH" button. A blue callout box with the text "Search our Parts Catalog" has a white arrow pointing to the "SEARCH" button.

# Parts search

Search our parts catalog by part number, Comcode, CLEI code, Borg/Legacy codes, or Description.

Please “Tell Us” if you cannot find the part that you are looking for. An email will be sent to the Parts Administration team with your inquiry.

## Part Search Results

[Tell us if you cannot find a part.](#)

Showing 1-10 of 157 [More Results](#)>

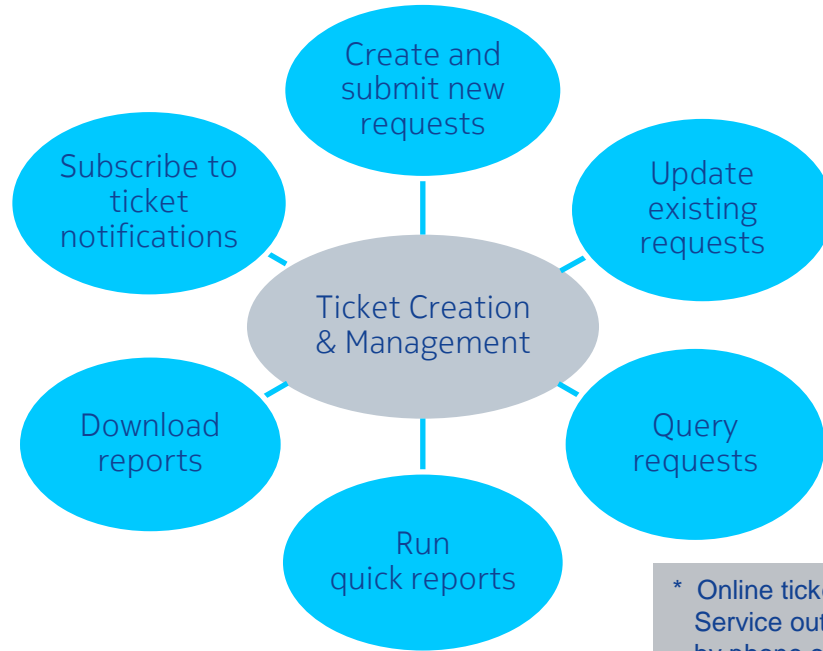
<Previous 1 2 3 4 5 Next>

PART	REVISION	COMCODE CLEI OTHER	PART DESCRIPTION
TN16		103703195 SPMQ00ZAXX	CP MC-MC4C003A1 I11:11 1*
TN16	S3:3	106995525 CEMQOAAAA	CP MC-MC4C003A1 I11:11 1*
TN16	S4:4	106995525 CEMQOAAAA	CP MC-MC4C003A1 I11:11 1*
TN160	S2	103574703 MRPQ025AXX	5ESS, TN160, Circuit Pack TN 160(ALL SER-RNA-NOTE D)
TN160B	S1	104024948 MRPQ0AKAXX	5ESS, TN160B, Circuit Pack TN 160B(ALL SER-RNA-NOTE D)
TN161	S3	103691556 MRPQ023AXX	5ESS, TN161, Circuit Pack TN 161(ALL SER-RNA-NOTE D)
TN1611		104407895	PACK CKT TN1611
TN1611	S3	105639058	PACK CKT TN1611
TN1611B		106658339 E5MQAB3AAA 201031267	5ESS TN1611B Circuit Pack
TN1611B	S1:1	106658339 E5MQAB3AAA 201031267	5ESS TN1611B Circuit Pack

<Previous 1 2 3 4 5 Next>

# Support requests

## Content Summary



\* Online ticket creation is available for Severity 2, 3, 4. Service outage tickets (Severity 1) are initiated by phone call to the Global Welcome Center.

# Support resources

Access to various other support resources is readily available:

The screenshot displays the 'Resources' page with the following sections and callouts:

- COLLABORATION ZONE**
  - 5060 MGC-8 Releases
  - 7342 ISAM FTTU Solution Releases...
  - 8610 ICC
  - 8611 UC
  - 8690 OSP and mCAS Solution Pages...
  - 9360 Small Cells Solution
  - 9380 Mobile Voice Core
  - ALU 9980
  - AMADEUS Project
  - AMADEUS UK Project

Callout: customized document sharing --- collaboration spaces to which the user is entitled are displayed
- EMERGENCY SUPPORT**
  - Priority/Outages: USA (dropdown), GO (button)
- RELATED SITES**
  - Product Support Portal (PSP)
  - Nokia Networks Online Services (NOLS)
- TOOLS & UTILITIES**
  - Alerts
  - Hash Code Generator
  - My Extranet
  - Discussion Forums
  - Wireless Utilities & Tools

Callout: tools & utilities --- video library
- VIDEO LIBRARY**
  - Product Support Videos
- DATA DROP BOX**
  - Follow this link if you are a registered client sharing data
- SUPPORT POLICIES**
  - Support Policies
  - Service Offerings
  - Product Security Inquiries
  - Remanufactured Products

Callout: data drop box file exchange --- support policies --- training resources
- TRAINING**
  - Alcatel-Lucent University
  - Service Routing Certification
  - Support Portal Tutorials


# Services collaboration area

- Private “Services Collaboration” spaces can be set up on OLCS for customers upon request.
- Typically these are for special projects or for customers with customized information needs.
- Users of the services collaboration space are granted permissions. A user with “publisher” permission can grant access to others and define navigation of the folder structure.
- Any file type is allowed for upload.
- There are no nominal size constraints, although space usage will be monitored.

If you have access to one or more Services Collaboration spaces this portlet will display on “Resource” page.



The publisher defines the folder navigation structure.

Name	Last Modified
 <a href="#">Documentation</a>	Thu Dec 14 12:50:41 2006
 <a href="#">Folder1</a>	Thu Dec 14 12:48:22 2006
 <a href="#">Sample Folder</a>	Fri Jan 5 18:24:16 2007

The file publishing interface is simple to use for users granted publishing permissions.

*Publishers: Use the form below to manage the files and folders in this directory.*

**Upload File:**

**Description:**

**New Folder:**

**Update:**

**Delete:**

# File sharing (data drop box)

Access via “Other Resources” portlet or “Jump To Content page” dropdown.

My Customer Support Jump to Content Page

## Data Drop Box

Using the Data Drop Box feature, Alcatel-Lucent support technicians can provide you with software patches, protocol traces, network information, etc. In addition, you can upload any files that might help troubleshoot your problem, as requested by a technician.  
NOTE: Please do not upload files unless instructed by a Alcatel-Lucent support technician.

Select an option:

[Upload a File](#) [Download a File](#)

You can also transfer files with us by following the instructions on the [File Transfer Protocol \(FTP\)](#) page.

Uploads

Downloads

### Upload a File

Use the form below to upload a file from your PC to the Data Drop Box. Click on the **Browse...** button to select the file that you want to upload, or enter the path name to the file in the **FileName** text box.

You may also enter an email address of the person who is to receive the file in the **Send Email To** text field. If this field is supplied, the person will be notified via email that you have put this file in the Data Drop Box. When you are ready to begin the upload, select the **Upload** button.

\* Required Field

\* **FileName:**

**Send Email To:**

Enter email addresses separated by commas.

**Comments/Notes:**

**AR Number:**

### Download a File

Use the form below to download a file to your PC from the Data Drop Box. In the **FileName** text field, enter the exact name of the file to be downloaded. When you are ready to begin the download, select the **Download** button.

**FileName**

The file name is case-sensitive.

- To increase responsiveness of troubleshooting issues, technical support teams and customers can share files (uploads/downloads)
- Data Drop Box can be used by a customer in tandem with guidance and direction from their technical support engineer
- HTTP or FTP protocol options
- Temporary file repository only – all files deleted after 14 days
- Accommodates file sizes up to 50MB
- Contract customers with CARES access can also use Attachments on their ARs to share information to assist with troubleshooting.

# Documentation Center

## Manuals & Guides, Technical Notes, Release Information

List Products by:  My Favorites  My Open/Entitled  All (A-Z)  Most Accessed  Category Help and Feedback options: ▾

All (A-Z) Release:  Model:  Search for: (Search Hints)  in  Search

Category:  Content Type:  Format:  Sort:  Reset

### 5620 SAM (Service Aware Manager)

1313 documents found with the specified criteria. Selected library size = 9.708 GB: (library download available at <1.5GB)

Title	Document	Issue	Issue Date	Format
5620 SAM GNE Driver Compatibility Guide	3HE 10374 AAAA TQZZA 01	1	May 12, 2016	
5620 SAM Release 14.0 R1 Infocenter - Restricted Content	5620SAM140R1	3	May 5, 2016	
5620 SAM Release 14.0 R1 Installation and Upgrade Guide	3HE 10690 AAAA TQZZA 01	2	May 5, 2016	
5620 SAM Network Element Compatibility Guide (5620 SAM Releases 10.0 and later)	3HE 10694 AAAA TQZZA 14	3	May 5, 2016	
5620 SAM Release 14.0 R1 Infocenter	5620SAM140R1A	3	May 5, 2016	
5620 SAM Release 14.0 R1 Optics Integration Module User Guide	3HE 10923 AAAA TQZZA 01	2	May 4, 2016	
5620 SAM Release 14.0 R1 Optical User Guide	3HE 10697 AAAA TQZZA 01	2	May 4, 2016	
5620 SAM Release 14.0 R1 NFV Solutions Guide	3HE 10695 AAAA TQZZA 01	2	May 4, 2016	
5620 SAM Release 14.0 R1 delta files	3HE 11032 AAAA TQZZA 01	1	Apr 27, 2016	
VSAP 14.0 R1 User Guide	3HE 10709 AAAA TQZZA 02	1	Apr 21, 2016	

*Note: Full Text search utilizes the powerful OLCS Search interface highlighted later in this presentation.*



# OLCS search capability

A powerful search capability, available from all pages on OLCS, enables you to easily search information across all OLCS-entitled products and solutions within the portal. Results are based on your service agreements

**Search Results**

Filter Criteria:   [Advanced Search](#) | [Help](#)

Filters: None

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DPORT=22) • TCP/SSH/NETCONF (DPORT=830) • TCP/SSH/SFTP (SPORT=22) • TCP/other • UDP/GTP (echo) (DPORT=2152) • UDP/SNMP (DPORT=161) - UDP/PTP (DPORT=319, 320)  
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\* Refine criteria to search all products or a specific product with the ability to narrow your search to a specific product category or release.

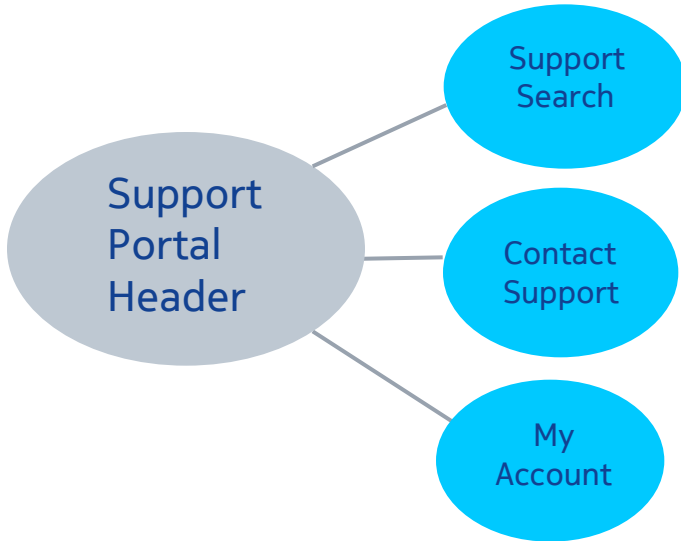
\* Find documents by number or title metadata.

\* If you wish to further refine your search criteria, use **Advanced Search**.

# OnLine Customer Support

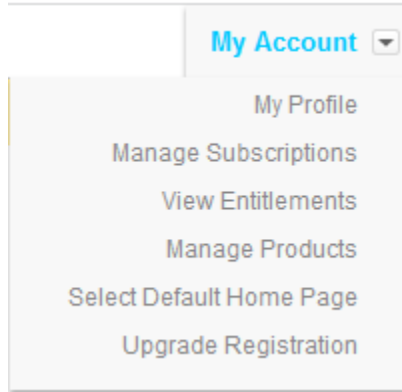
## Header functions

Portal header functionality is available on all support portal pages:



# My Account

- Your password, along with a Security Q&A and other personal attributes can be changed via the My Profile
- Manage subscriptions is a consolidated page where you view and change your subscriptions to Nokia content.
- Your individual Service Agreements and product access is available via the View Entitlements link
- Manage products will allow you to select your most commonly accessed products for display and use on the home page, Alerts and ticketing applications.
- By default, your home page is OLCS, but you have an option of changing your home page if you have multiple roles with Nokia.
- If you are not seeing the content you believe you are entitled to, you can select Upgrade Registration to request addition product entitlements.



# My subscriptions

- “My Subscriptions” consolidates all of your active OLCS subscriptions on one page.
- In addition, all other available subscriptions are conveniently listed, to make it easy for you to add these choices as well.

## My Subscriptions

**Your Active Subscriptions:**

Alerts	<a href="#">Review/Edit</a>
CARES AR Notifications	<a href="#">Review/Edit</a>
CARES PR Notifications	<a href="#">Review/Edit</a>
OLCS Site Announcements	<a href="#">Review/Edit</a>
OLCS Support Announcements	<a href="#">Review/Edit</a>

**You Are Not Subscribed To:**

Alerts (Documentation)	<a href="#">Subscribe</a>
Wireless Utilities and Tools	<a href="#">Subscribe</a>
Wireless Asserts Dictionary Database	<a href="#">Subscribe</a>
Wireless FDD & FFRD	<a href="#">Subscribe</a>

On existing subscriptions you can review your choices, edit or update, and unsubscribe via these links.

You can also subscribe to choices that you are not currently using.

# “View entitlements”

My Account >> View entitlements

<b>215379</b>	Service Contract	USA
	Active	
<i>Products</i>	5ESS@ Switch,	MAX TNT@ Universal Gateway.
<i>Services</i>	Remote Technical Support, Repair or Exchange Service, On Site Technical Support, CARES, Downloads: ALED, Manuals and Guides.	NAES, Product Change Notices (PCN), Release Information, ask AL Knowledgebase, Technical Notes,
<i>Offers</i>	RTS 24x7 (Assign Metrics) RES Advanced Exchange (Same Day 4 Hour) OTS 24x7 Same Day Dispatch (4 Hr Response) RES Advanced Exchange (Next Business Day) RTS Std Hours (NAR Data, iMerge, Telica) OTS Std Hours Same Day Dispatch (4 Hr Response)	
<b>272670</b>	Service Contract	MULTIPLE
	Active	
<i>Products</i>	RTS Validation On Pipeline@ Bridge/Routers.	
<i>Services</i>	Remote Technical Support, On Site Technical Support, CARES, Manuals and Guides.	Release Information, Technical Notes, ask AL Knowledgebase,
<i>Offers</i>	OTS Std Hours Same Day Dispatch (Assign Metrics) TS Std Hours (Gold, Sev 1+2 24x7, MV)	
<b>272680</b>	Service Contract	USA
	Active	(portions expired)
<i>Products</i>	5ESS@ Switch.	
<i>Services</i>	Remote Technical Support, Repair or Exchange Service, On Site Technical Support,	Downloads: ALED, CARES, Release Information.
<i>Offers</i>	BRSS Std Hours Pre-Retrofit	

- This screen shows a summary of the services you have purchased from Nokia and which products they cover; and it also shows the applicable Web content available to you.

Click on Service Agreement number for a more detailed view.

# Service agreement details

**Contract** 272670

You are authorized for support under the following service agreement. Expiring coverage is shown in red, expired coverage is shown in grey.

The coverage shown in this summary is an approximate representation of the actual Agreement. Not all services, offers or dates apply to all products, sites or units. The actual Agreement often contains additional terms and conditions that are not shown here. Alcatel-Lucent makes no representation or warranty whatsoever concerning the accuracy or completeness of this summary. In the event of any discrepancies or disputes between this summary and an actual Agreement, the terms of the actual Agreement will prevail.

**Identification**

Service Agreement Number	272670
Contract Number	RTS Validation On
Company Name	US Long ' Distance
Title	TJR - Test SA - RTS Validation On
Purchaser Type	Customer - Service Provider
Service Agreement Type	Service Contract
State	Active
Start Date	1 Jan 2006
End Date	1 Jan 2010

**Service Details**

Line	Product	Coverage	Start Date	End Date	State
001	Pipeline@ Bridge/Routers	<b>OTS Std Hours Same Day Dispatch (Assign Metrics)</b> On Site Technical Support, CARES, Manuals and Guides. <b>TS Std Hours (Gold, Sev 1+2 24x7, MV)</b> Remote Technical Support, CARES, Manuals and Guides,	1 Jan 2006	1 Jan 2010	Active

Drill down to see details by product.

This date will display in red as your contract nears expiration.

# OnLine Customer Support

## Key Takeaways

The OnLine Customer Support Portal is your gateway to valuable support information, resources & tools

### PRODUCT SUPPORT

Use product-based navigation to quickly find technical documentation, alerts & notifications and product downloads.

### SUPPORT REQUESTS

Check ticket status & use web-based ticket creation/management capabilities 24x7.

### RESOURCES

Find links to customized document sharing spaces, tools & utilities, training and more.

Whether you need to review documentation? check ticket status? open a support request? download software? The OnLine Customer Support Portal makes it easy for you!

**NOKIA**