OnLine Customer Support (OLCS) Overview

Support on [http://www.alcatel-lucent.com](http://www.alcatel-lucent.com)
Your Web portal for your technical support and repair needs.
Getting to the Web Site

To access the OLCS home page:

• Go to http://www.alcatel-lucent.com > Support & Training > Support

• Sign into OnLine Customer Support

Without an account, you can view the site as a Guest. However, as content limited is available, account registration is encouraged. Find registration instructions here: https://services.support.alcatel-lucent.com/registration/OLCSregister.pdf

You can also access the site directly: http://support.alcatel-lucent.com
How to Register

1. Click ‘Sign In/Register’ on http://alcatel-lucent.com

2. Or Select ‘Register for Access’ https://support.alcatel-lucent.com

3. Follow the Registration Process Steps:

   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.

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

4. 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 Alcatel-Lucent. 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@alcatel-lucent.com or use the site’s Contact Us form.
- Use this contact information for OLCS registration questions, access issues, password resets, navigation inquiries etc.
How to Register: Overview

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2. Or Select ‘Register for Access’ https://support.alcatel-lucent.com
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   - Step 2: Provide business identification.
   - Step 3: Validate email address.
   - Step 4: Confirm business identity and set password.
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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 “My 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.

<table>
<thead>
<tr>
<th>General Access</th>
<th>Warranty Access</th>
<th>Service Agreement Access</th>
</tr>
</thead>
<tbody>
<tr>
<td>Service Offerings</td>
<td>All General Access Content</td>
<td>All General Access Content</td>
</tr>
<tr>
<td>Support Policies</td>
<td>Technical Documentation</td>
<td>All Warranty Access Content</td>
</tr>
<tr>
<td>Site Announcements</td>
<td>Software Downloads (fixes)</td>
<td>CARES Web for ARs, PRs, and FSRs</td>
</tr>
<tr>
<td>Support Announcements</td>
<td>Data Drop Box</td>
<td>ask AL Knowledgebase</td>
</tr>
<tr>
<td>RMA (Repair)</td>
<td>Alerts</td>
<td>Services Collaboration</td>
</tr>
<tr>
<td>Support Phone Numbers</td>
<td>Warranty defect reporting via CARES Web</td>
<td>Utilities and Tools</td>
</tr>
<tr>
<td>Product Index</td>
<td>Hash Codes</td>
<td>Discussion Forums and Wiki’s</td>
</tr>
<tr>
<td>Training</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
Restricted Content after Logging in

- After Log In, content on “My Customer Support” home page will be personalized based on the user’s and company’s support entitlements.
  - The email address that you registered with is your log in.
  - You set your own password while registering, along with a Security Q&A so that you can change it yourself online.
- Click on “Select Default Home Page” to set OLCS as your default page if it is your primary destination on http://www.alcatel-lucent.com (set by default).
- Review the “Guide for New Users” if this is your first time on OLCS.

“My Products” aids in Quick navigation - remember to Save your Favorites

“My Entitlements” lists all of your service agreements with Alcatel-Lucent

“My Subscriptions” aids in managing email notices

“Olile Customer Support (OLCS)” Overview | March 2015

OLCS Overview | March 2015

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**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”**

- My Products
- Product Index
  - Alphabetical or By category
  - Also via the Documentation or Downloads links
- “Technical Content for” portlet
  - 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
  - NAES and OSIA
  - Repair and Exchange Services
  - Support Phone Numbers
  - Site & Support Announcements
  - Wiki’s
Navigating on OLCS

There are four primary ways to navigate on OLCS.

1. “Jump to Content Page” pull-down
   - Found in the upper right corner of most pages
   - Is the primary means to navigate between “My Customer Support” home and the underlying applications, or among the applications without returning home.

2. “Technical Content for” Portlet
   - Easy access to product-specific content and tickets without navigating deeper in to the product pages.
   - If a particular content link does not appear, it means that the content is not available for that product.

3. “My Products”
   - Clicking on a product on your “My Products” list will take you to the Product Summary page, our traditional access to both product-specific content and any other available applications. You can also access these pages via the “Product Index”.
   - If your company has purchased many products from Alcatel-Lucent, and you wish to shorten the list to only those that you are responsible for, select “Manage My Products”.

4. Quick Access Portlets
   - Easy access from the home page to heavily used applications, such as CARES and ask AL. They can also be accessed from the “Jump to Content Page” pull down, or under “Other Resources”.

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Quick Access Portlets

For convenience, we have ‘Quick Access Portlets” on your My Customer Support home page, for some of our most heavily used features.

- Use the “CARES Requests” portlet if you know your AR, PR or FSR number for a quick status lookup. It also provides easy accessibility to Create a new request or to the full Query page (Find a Request).

- Use the “Technical Content for” portlet to display product specific content and tickets. You can choose to select from your Favorite Products or All Entitled Products. This content can also be accessed in the traditional way, by clicking on a product in your “My Products” list.

- Use the ask AL query box after selecting a product for quick access to solutions.
  - You can also access ask AL under the “Other Resources” portlet.
Quick Access Portlets (continued)

- The “My Status” portlet allows you quick access to quickly assess whether there is recently updated content for Alerts, Documentation or Product Change notices based on your product entitlements. Your Ticket counts can also be swapped to reflect your own personal tickets or your company tickets.

- The “Services Collaboration” portlet will list any customer-specific or project-specific spaces you are entitled to see.

- The “Order Management” portlet gives you access to applicable Software Orders (currently limited deployment) and Software License Keys. If you are approved for Alcatel-Lucent OM, you will have a general link to the Order Management site.
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.

In addition to making the list that appears under “My Products” shorter, the saved list will also be reflected under the 'Technical Content for' portlet, 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.
# 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:

<table>
<thead>
<tr>
<th>Subscriptions</th>
<th>Action</th>
</tr>
</thead>
<tbody>
<tr>
<td>Alerts</td>
<td>Review/Edit</td>
</tr>
<tr>
<td>CARES AR Notifications</td>
<td>Review/Edit</td>
</tr>
<tr>
<td>CARES PR Notifications</td>
<td>Review/Edit</td>
</tr>
<tr>
<td>OLCS Site Announcements</td>
<td>Review/Edit</td>
</tr>
<tr>
<td>OLCS Support Announcements</td>
<td>Review/Edit</td>
</tr>
</tbody>
</table>

### You Are Not Subscribed To:

<table>
<thead>
<tr>
<th>Subscriptions</th>
<th>Action</th>
</tr>
</thead>
<tbody>
<tr>
<td>Alerts (Documentation)</td>
<td>Subscribe</td>
</tr>
<tr>
<td>Wireless Utilities and Tools</td>
<td>Subscribe</td>
</tr>
<tr>
<td>Wireless Asserts Dictionary Database</td>
<td>Subscribe</td>
</tr>
<tr>
<td>Wireless FDD &amp; FFRD</td>
<td>Subscribe</td>
</tr>
</tbody>
</table>

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.
My Bookmarks

- For convenience, you can bookmark pages or content. The “My Bookmarks” portlet will appear only if you have bookmarked items.

- You can view all of your bookmarks, or edit/remove those no longer needed, by clicking on “View All/Edit”.

- To bookmark at the page level, go to the desired page and select “Add to Bookmarks” from the “Jump To Content Page” pull down list in the upper right corner.

- It is also possible to bookmark selected documents. If you see a bookmark checkbox, simply click it and confirm your bookmark selection.
Customizing Your Home Page

- All entitled content and tools elements on the site will be automatically set to display.

- If you wish to remove items that you do not use, select “Customize Page Layout” under the “Administer” section on the right side of the page.

- To remove items from your home page view, de-select the check boxes and click ‘Submit’.

Your customized page layout will take effect immediately. You can reverse your changes or make additional changes at any time.
Finding Your Product

- For convenient access to your entitled products, select “My Products”:
- OR access the full Product Index:
  - Click on Product Index > View List
  - or Jump to Content Page pull down list and select “Documentation” or “Downloads”

To make your product selection from the Product Index, use the Alphabetical or the Category listing:

**Product Index (Alphabetical listing)**

Select a link from the list below for any product documentation or software downloads you need. If you do not find your product here, please look in the Product index by product category, or use our Product Name Lookup, which is on the right side of this page. For information on discontinued products, please consult the Alcatel-Lucent End of Life Policy.

<table>
<thead>
<tr>
<th>Category listing</th>
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</thead>
<tbody>
<tr>
<td>Products 1-999</td>
</tr>
<tr>
<td>1000-1999</td>
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<tr>
<td>2000-2999</td>
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<tr>
<td>3000-3999</td>
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<td>8000-8999</td>
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<tr>
<td>9000-9999</td>
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<tr>
<td>10000+</td>
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<tr>
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<td>V</td>
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<tr>
<td>W</td>
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<tr>
<td>X</td>
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<tr>
<td>Y</td>
</tr>
<tr>
<td>Z</td>
</tr>
</tbody>
</table>

**Product Name Look-up**

If you can’t find your product? Use Product Name Look-up to find products that are renamed, migrated etc.

If you can’t find your product? It may have been renamed, be a model under a parent product, or be listed under a third party vendor brand. Enter the name you know it by (case insensitive), and click Go. Make your search less precise if you get no results.
Product Summary Page

Selecting a Product opens the Product Summary page and displays available content items:

- Content will vary by product:
  - Access from this page directly
  - or Filter by Release
- If contract entitlements do not allow access to posted content, a “key” icon will be displayed next to unavailable content item(s).

Find the State of the Product and a short “Vanity URL” for convenient access posted in the page footer.
**Combined Product Summary Page**

*Filter by Release* to access Documentation, Alerts and Software Downloads for the selected release from a single Combined Product Summary page.

- Filter on sub-release, model, title or doc number.
- Sort by Title, Doc Number or Date.
- Use checkboxes to include additional documents/downloads in the results list.
- Combine access to Alerts, Documentation, and Electronic Delivery/Software Downloads on a single page.
Documentation: Content

Available product documentation may include:

- **Manuals and Guides**
  - User guides, OA&M manuals and other technical documents.

- **Technical Notes**
  - Product Information Bulletins (PIB), troubleshooting tips, FAQs and Operator Sheets.

- **Release Information**
  - Documents on software releases, features and upgrades.

In addition to .pdf and .html formats for online document viewing, other document formats may also be available. These include:

- Downloadable collections (iso, tar, zip or gzip formats)
- EPUB (iPhone/iPad)
- MOBI (Kindle)

Document libraries may also include CD-ROMs, DVDs or other tangible media for purchase.

*Note: Document content and format availability vary by product.*
Documentation: Search

There are multiple methods available to search for product documentation:

- Full Text
- Title
- Document Number
- Topic

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

- 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

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.

Browse Alerts by Product:
Browse Alerts by Type:

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.
Alerts - Advanced Search

- 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.

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:

<table>
<thead>
<tr>
<th>port monitoring warnings</th>
</tr>
</thead>
<tbody>
<tr>
<td>Add more details to your question</td>
</tr>
<tr>
<td>Go</td>
</tr>
</tbody>
</table>

Do any of these facts resemble your environment?

<table>
<thead>
<tr>
<th>Do any of these facts resemble your environment?</th>
</tr>
</thead>
<tbody>
<tr>
<td>Go</td>
</tr>
</tbody>
</table>

Select any other associated statements?

<table>
<thead>
<tr>
<th>Select any other associated statements?</th>
</tr>
</thead>
<tbody>
<tr>
<td>Go</td>
</tr>
</tbody>
</table>

1. Port monitoring mode does not change to MONITORED 30%
2. LambdaUnite NSS: Manual change of the port monitoring mode of GE1 from MONITORED to AUTOMATIC does not work 30%
3. LambdaUnite NSS: Change of port performance monitoring PM not possible via OMS GUI 30%
4. LambdaUnite NSS: Why and when the port mode of EPS1 changes unexpectedly from AUTO to MONITORED (2) 30%
5. Why and when the port mode of EPS1 changes unexpectedly from AUTO to MONITORED? 30%
6. Incorrect received tributary substructure (crstat) notifications for 4fibre BLSR ports in adaptive mode 28%
7. LambdaUnite NSS: Port mode changes to 'Monitored' when an OMK10/10KM1 is inserted into an OP10/PAR1xKFP pack 28%

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 MONF although no valid signal is present

Related Environment

- 3675 LambdaUnite NSS
- R7.0
- All later NE releases
- Area Gigabit EtherNET
- Hint 7.0 - n50001

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

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!
CARES Assistance Requests (ARs)

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 an AR” gives the customer easy access if they know the AR number. This is a very popular interface to do simple status checking.

The very popular “Quick Reports” feature gives 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 Site News.

CARES is a database of technical support information that includes solutions, production notifications and assistance requests (ARs). CARES currently supports Internet Explorer 7 or Mozilla Firefox 3.5. Other browsers may result in an inconsistent web experience.

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...

5ESS IMRs

5ESS IMRs are answers to well known or frequently reported problems. More...

Search for, and read, archived Product Notifications (UPNs, Bulletins…) on many products.

Note: current notifications are sent via Alerts.

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.

Create and submit an request online; update it online; view attachments online.
Highlights of CARES Web Capabilities

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

<table>
<thead>
<tr>
<th>Service</th>
<th>Request Type</th>
</tr>
</thead>
<tbody>
<tr>
<td>Technical Support</td>
<td>Assistance Request (AR)</td>
</tr>
<tr>
<td>Repair and Exchange Service (Advanced Exchange &amp; Return for Repair)</td>
<td>Parts Request (PR)</td>
</tr>
<tr>
<td>Field Intervention (formerly On Site Technical Support)</td>
<td>Field Service Request (FSR)</td>
</tr>
</tbody>
</table>

- 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.

- 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

<table>
<thead>
<tr>
<th>Field</th>
<th>Value</th>
</tr>
</thead>
<tbody>
<tr>
<td>Name</td>
<td>Tester1, One</td>
</tr>
<tr>
<td>Contact id</td>
<td>5434817</td>
</tr>
<tr>
<td>Company</td>
<td>Test Company 1 for CARES</td>
</tr>
<tr>
<td>Phone</td>
<td><strong>1</strong>.*.555555555555 extension **</td>
</tr>
<tr>
<td>Additional info</td>
<td></td>
</tr>
</tbody>
</table>

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

#### Service Request

<table>
<thead>
<tr>
<th>Field</th>
<th>Value</th>
</tr>
</thead>
<tbody>
<tr>
<td>Company</td>
<td>Test Company 1 for CARES</td>
</tr>
<tr>
<td>Initial service requested</td>
<td>Remote Technical Support</td>
</tr>
</tbody>
</table>

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

**Reference**

<table>
<thead>
<tr>
<th>Field</th>
<th>Value</th>
</tr>
</thead>
<tbody>
<tr>
<td>Customer ticket</td>
<td></td>
</tr>
</tbody>
</table>

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).

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

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

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

*Edit preferences to change your default options.*

Upload attachments during AR creation or from the Acknowledgement page, after the AR is created.

*Default ticket creation method is based on your preference settings.*
Create an AR - By Product

Choose Model, Version, Sub-product as applicable.

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.

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.

Click Show to display / Hide to collapse.

Classified 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.

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

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

The data from the existing AR is automatically populated into 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.

Clear to remove existing text.
Create an AR - Acknowledgement

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.
  - Alcatel-Lucent 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

### Default values -> all subscriptions set to “receive”

| Email address | umag.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
    - Include
  - Notify when:
    - State Change (Created, Resolved, Pending, Closed)
    - Text Fields Updated (Current Summary, Short Description, Detailed Description, Resolution)
    - Investigation Text Updated

- Additional recipients

### PR notifications

- Customize your PR email notifications with the following options:

<table>
<thead>
<tr>
<th>Notify when</th>
<th>Advanced Exchange</th>
<th>Return for Repair</th>
<th>Additional recipients</th>
</tr>
</thead>
<tbody>
<tr>
<td>Order Confirmed (May contain RMA details)</td>
<td>✓</td>
<td>✓</td>
<td></td>
</tr>
<tr>
<td>Order Pending</td>
<td>✓</td>
<td>✓</td>
<td></td>
</tr>
<tr>
<td>Order Progress (May contain RMA details)</td>
<td>✓</td>
<td>✓</td>
<td></td>
</tr>
<tr>
<td>Order Canceled</td>
<td>✓</td>
<td>✓</td>
<td></td>
</tr>
<tr>
<td>Return Part Reminders *</td>
<td>✓</td>
<td>✓</td>
<td></td>
</tr>
</tbody>
</table>

* You cannot unsubscribe from these kinds of notifications.

### FSR notifications

- Customize your Field Intervention email notifications with the following options:

<table>
<thead>
<tr>
<th>Notify when</th>
<th>Additional recipients</th>
</tr>
</thead>
<tbody>
<tr>
<td>ETA Updated</td>
<td></td>
</tr>
<tr>
<td>Field Agent Details Updated</td>
<td></td>
</tr>
<tr>
<td>Order Completed</td>
<td></td>
</tr>
</tbody>
</table>

### Additional Help

- 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.
Software Downloads

- Alcatel-Lucent 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.

- 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
Repair and Return Services

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

- **Repair and Exchange contact information with phone numbers and e-mails for each region.**
- **Submit requests for part repair or exchange.**
- **Check part warranty information**
- **Search our Parts Catalog**
## 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.**

<table>
<thead>
<tr>
<th>Part</th>
<th>Revision</th>
<th>Comcode</th>
<th>CLEI Code</th>
<th>Other</th>
<th>Part Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>TN16</td>
<td></td>
<td>106703185</td>
<td>SPM000ZAXX</td>
<td></td>
<td>5ESS TN16 Circuit Pack</td>
</tr>
<tr>
<td>TN16</td>
<td>S3:3</td>
<td>106995525</td>
<td>CEMQ00AAAAA</td>
<td></td>
<td>5ESS TN16 Circuit Pack</td>
</tr>
<tr>
<td>TN16</td>
<td>S4:4</td>
<td>106995525</td>
<td>CEMQ00AAAAA</td>
<td></td>
<td>5ESS TN16 Circuit Pack</td>
</tr>
<tr>
<td>TN160</td>
<td>S2</td>
<td>101574703</td>
<td>MRPQ025AXX</td>
<td></td>
<td>5ESS, TN160, Circuit Pack TN 160(ALL SER-RNA-NOTE D)</td>
</tr>
<tr>
<td>TN160B</td>
<td>S1</td>
<td>104024948</td>
<td>MRPQ04AKAXX</td>
<td></td>
<td>5ESS, TN160B, Circuit Pack TN 160B(ALL SER-RNA-NOTE D)</td>
</tr>
<tr>
<td>TN161</td>
<td>S3</td>
<td>103691556</td>
<td>MRPQ033AXX</td>
<td></td>
<td>5ESS, TN161, Circuit Pack TN 161(ALL SER-RNA-NOTE D)</td>
</tr>
<tr>
<td>TN1611B</td>
<td></td>
<td>106658339</td>
<td>ESMQAB3AAA</td>
<td>201031267</td>
<td>5ESS TN1611B Circuit Pack</td>
</tr>
<tr>
<td>TN1611B</td>
<td>S1:1</td>
<td>106650039</td>
<td>ESMQAB3AAA</td>
<td>201031267</td>
<td>5ESS TN1611B Circuit Pack</td>
</tr>
<tr>
<td>TN1611C</td>
<td></td>
<td>106902422</td>
<td></td>
<td></td>
<td>5ESS TN1611C 48 Channel Trunk Digital Interface 2 Circuit Pack</td>
</tr>
<tr>
<td>TN1611C</td>
<td>II:1</td>
<td>106902620</td>
<td>ESMQADHAAA</td>
<td>201053782</td>
<td>5ESS TN1611C 48 Channel Trunk Digital Interface 2 Circuit Pack</td>
</tr>
</tbody>
</table>

---

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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: [Field]

Go

Select one of the following Search Options:
- An exact phrase match
- Matches on all words (AND)
- Matches on any word (OR)

Subscribe for PCN Alerts.

Search capability on PCNs.
- Includes Class A, B, and D Cross Reference, Application Status, and other PCN information.

More Options

- Class A PCNs New/Updated in Past 30 days
  - Former Lucent (Wireless)
  - Former Lucent (All Others)
  - Former Alcatel

- CN/CCN to Class A PCN Cross Reference
  - Former Lucent (Wireless)
  - Former Lucent (All Others)
  - Former Alcatel

- Profiles
  - PCN Entitlement Profile

- About Us
  - About Us

- Feedback
  - Feedback (PCM) on the PCN site
Mobility Features

In addition to the standard OLCS features, the following are available for our Mobility customers:

- Utilities and Tools
- Asserts (searchable error codes)
- RDAF Requests (Requests for new features)
- FDD / FFRD (Feature Design Documents / Fast Feature Requirements Documents)
- Information Exchange (has evolved to Services Collaboration)
- User Conference (CEMUG) registration and presentations
- Release information/notes (for cell releases, retrofits, BWMs, Crafts, etc)
- Wireless specific training material and tutorials
- Data MRs (RCV/DB changes in the ECP release)
- Ordering of IBM Prospect CDs online
- Mobility subscription services (for notices of new FDDs, tools, some release notes)
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.

The publisher defines the folder navigation structure.

The file publishing is simple to use.

If you have access to one or more Services Collaboration spaces this portlet will display on “My Customer Support” home.
File Sharing (Data Drop Box)

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

- 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.

Uploads to Download a File

Example fields for uploading:
- File Name
- Send Email To
- Comments/Notes
- AR Number

To download:

Example fields for downloading:
- File Name

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Network Administration and Engineering Support (NAES)

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

- NAES Information includes:
  - ENEC & LUSAT Forum
  - 5ESS Engineering
  - Topaz configuration tool

Access to NAES content is included with your 5ESS Technical Support agreement

Network Administration and Engineering Support

Switch administration and engineering support, Topaz, and ENEC/LUSAT Customer Forums.

Customer Forums

<table>
<thead>
<tr>
<th>Title/Description</th>
<th>Published Date</th>
<th>Format</th>
</tr>
</thead>
<tbody>
<tr>
<td>Combined ENEC and LUSAT Forum</td>
<td>06/26/2002</td>
<td>shtml</td>
</tr>
<tr>
<td>ENEC (Enhanced Network Engineering Committee) and LUSAT (Lucent Switch and Translation) forums are now combined into one customer forum.</td>
<td></td>
<td></td>
</tr>
<tr>
<td>ENEC Enhanced Network Engineering Committee</td>
<td>06/19/2002</td>
<td>shtml</td>
</tr>
<tr>
<td>LUSAT Lucent Switch Administration &amp; Translations Committee</td>
<td>05/21/2002</td>
<td>shtml</td>
</tr>
</tbody>
</table>

Documentation

<table>
<thead>
<tr>
<th>Title/Description</th>
<th>Published Date</th>
<th>Format</th>
</tr>
</thead>
<tbody>
<tr>
<td>EI Documentation Engineering Information &amp; DOPSMOD/Topaz Documentation</td>
<td>06/26/2002</td>
<td>shtml</td>
</tr>
<tr>
<td>SESS Switch Administration Newsletters Administration information</td>
<td>06/26/2002</td>
<td>shtml</td>
</tr>
<tr>
<td>Traffic Measurement Structure</td>
<td>05/21/2002</td>
<td>shtml</td>
</tr>
<tr>
<td>SEI Documentationswitch engineering information (SESS engineering and administration information in advance of Topaz support and Documentation Support)</td>
<td>05/21/2002</td>
<td>shtml</td>
</tr>
</tbody>
</table>

Downloads

<table>
<thead>
<tr>
<th>Title/Description</th>
<th>Published Date</th>
<th>Format</th>
</tr>
</thead>
<tbody>
<tr>
<td>Topaz Enter this page to get the latest version of Topaz (SESS NAR configurator)</td>
<td>07/10/2002</td>
<td>shtml</td>
</tr>
</tbody>
</table>

General Information

<table>
<thead>
<tr>
<th>Title/Description</th>
<th>Published Date</th>
<th>Format</th>
</tr>
</thead>
</table>
OLCS Search Capability - Standard

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

Search is available from all pages on OLCS.

Results are default-sorted by Relevance but can also be sorted by Title or Date.

Results can be refined by various criteria and across different areas of OLCS, including Alerts, Documentation, Software Downloads and Services Collaboration.

Search terms are highlighted to show document matches.

Note: pdf documents open to include a search results list with file paths and matches highlighted.
Using Advanced Search capabilities, you can further refine your search criteria.

- **Help** provides details about search functionality and available refinement options.
- **Refine search terms.**
- **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 and/or title metadata.**

**Search Results**

- With all of these words:
  - disable gtp echo
- With this exact phrase:
  - disable gtp echo
- But with none of these exact words:
- With at least one of these words:

**Product Area:**
- All Product Areas
- 7750 SR (Service Router)

**Content Type:**
- All Content Types

**Search Criteria**

- **Category:** Documentation
- **Product:** 7750 SR (Service Router)

**Refine By:**
- **Category**
Understanding “My Profile”

Access Select “My Profile” to view the Service Agreements you are authorized under for Web content.

- See example on next page

Also use My Profile to manage your business information and subscriptions.

- Subscriptions can also be conveniently managed from “My Subscriptions” on My Customer Support home.

---

**My profile**

Most of the information you provided during registration is in “My Profile.” Your contact information combined with your approved application entitlement(s) determines your entitlements and creates a personalized user experience. At the same time, the information in your profile will enable Alcatel-Lucent to deliver content that meets your information and professional needs. Managing your profile and keeping it up to date allows us to provide convenient access to the information and tools you need.

- **Your contact information**
  Review or edit basic information about yourself or business.

- **Order management**
  Tools that facilitate order generation, placement and tracking.

- **Customer support**
  Register for additional entitlements, view your current entitlements and set preferences.

- **Collaboration workspace**
  Tools that facilitate communications with Alcatel-Lucent teams. You can share project plans, documents and more.

- **MyExtranet**
  Register for additional MyExtranet functions.

---

**Customer Support profile**

- **Customer Support registration**
  Register your service agreements, warranties or products for online support or upgrade your existing support entitlements.

- **View support entitlements**
  View your current support entitlements.

- **Site and Support Announcement subscriptions**
  Receive email announcements about Web site news, such as information about planned outages, new OLCS features and functionality, and other general Web information. Also, email announcements about our Support portfolio and policies are now available.

- **CARES Assistance Request notifications**
  Update subscription information for AIR status update emails.

- **Alerts subscriptions**
  Subscribe to receive email Alerts, which are maintenance, preventive, or informational notices.

- **Alerts (PCN) subscriptions**
  Subscribe to receive email Alerts on Product Change Notices (PCNs).

- **Alerts (Documentation) subscriptions**
  Subscribe to receive email Alerts on new or updated documentation on your entitled products.
## View Support Entitlements

**My Profile >> Customer support >> View support entitlements - or-**

### 215379

<table>
<thead>
<tr>
<th>Service Contract</th>
<th>USA</th>
</tr>
</thead>
<tbody>
<tr>
<td>Service Contract</td>
<td></td>
</tr>
</tbody>
</table>

**Products:**
- 5ESS® Switch,
- MAX TNT® Universal Gateway.

**Services:**
- Remote Technical Support,
- Repair or Exchange Service,
- On Site Technical Support,
- CARES,
- Downloads: ALED,
- Manuals and Guides.

**Offers:**
- 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 (VAR Data, Merge, Telica)
- OTS Std Hours Same Day Dispatch (4 Hr Response)

### 272670

<table>
<thead>
<tr>
<th>Service Contract</th>
<th>MULTIPLE</th>
</tr>
</thead>
<tbody>
<tr>
<td>Service Contract</td>
<td></td>
</tr>
</tbody>
</table>

**Products:**
- Pipeline® Bridge/Routers.

**Services:**
- Remote Technical Support,
- On Site Technical Support,
- CARES,
- Downloads: ALED,
- Manuals and Guides.

**Offers:**
- OTS Std Hours Same Day Dispatch (Assign Metrics)
- TS Std Hours (Gold, Sev 1+2 24x7, MV)

### 272680

<table>
<thead>
<tr>
<th>Service Contract</th>
<th>USA</th>
</tr>
</thead>
<tbody>
<tr>
<td>Service Contract</td>
<td></td>
</tr>
</tbody>
</table>

**Products:**
- 5ESS® Switch.

**Services:**
- Remote Technical Support,
- Repair or Exchange Service,
- On Site Technical Support,

**Offers:**
- ESS Std Hours Pre-Retrofit

### My Support

- **My Products**
- **My Entitlements**
- **My Subscriptions**

- **This screen shows a summary of the services you have purchased from Alcatel-Lucent, 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

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

<table>
<thead>
<tr>
<th>Line</th>
<th>Product</th>
<th>Coverage</th>
<th>Start Date</th>
<th>End Date</th>
<th>State</th>
</tr>
</thead>
<tbody>
<tr>
<td>001</td>
<td>Pipeline@ Bridge/Router</td>
<td>OTS Std Hours Same Day Dispatch (Assign Metrics)</td>
<td>1 Jan 2006</td>
<td>1 Jan 2010</td>
<td>Active</td>
</tr>
<tr>
<td></td>
<td></td>
<td>On Site Technical Support, CARES, Manuals and Guides.</td>
<td>Release Information, Technical Notes,</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td>TS Std Hours (Gold, Sev 1+2 24x7, MV)</td>
<td>Release Information, Technical Notes,</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td>Remote Technical Support, CARES, Manuals and Guides,</td>
<td>ask AL Knowledgebase.</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

Drill down to see details by product.

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

Online Guide for New Users will help you get started
Use ‘Upgrade Registration’ if you believe the records that you see under “My Profile” are incomplete. Please include the Service Agreement number.

Technical Support phone number listings
— Please use these if your coverage includes phone support for technical support
— Select a country

Read our Site Announcements to stay current with changes to this Web site

All conveniently available from My Customer Support home page
For your awareness and convenience, we’ve added linkage from the OLCS product summary pages to highlighted Service offerings.
Maintenance Services Portfolio and Support Policies

Convenient access to portfolio and policy information:

- **Maintenance Services Portfolio:** [http://www.alcatel-lucent.com/services/maintenance-services.html](http://www.alcatel-lucent.com/services/maintenance-services.html)

- **Support Policies:** [https://support.alcatel-lucent.com/portal/supportPolicies.do](https://support.alcatel-lucent.com/portal/supportPolicies.do)