

Last Updated: February 26, 2024

Nex-Tech

# NOC

The logo for NOC CLOUD features the letters 'NOC' in a large, bold, black sans-serif font. To the right of 'NOC', the word 'CLOUD' is written in a teal, rounded, sans-serif font. The 'C' in 'CLOUD' is stylized with a teal outline and a circular arrow pointing clockwise, suggesting a cycle or refresh. The word 'CLOUD' is positioned below the 'C' of 'NOC'.

USER GUIDE

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## About the Nex-Tech NOC Cloud

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

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

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

## Initial Training for NOC Cloud

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

## Important Notes within this User Guide

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

## General Tips for Using and Administering NOC Cloud

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

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

# Dashboard



## Category Topics

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

# Dashboard and Navigation Menu

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

The screenshot shows the NOC Cloud dashboard interface. At the top, there is a navigation menu with buttons for Dashboard, Alarms, Events, Devices, Tickets, Notifications, and Users, plus an Account button. The dashboard itself is a grid of nine cards. The first row contains three cards: Active Critical Alarms (4), Active Major Alarms (47), and Active Minor Alarms (102). The second row contains three cards: Open Tickets (3), Active Alarms (193), and Notifications Sent Past 24 hours (0). The third row contains three cards: Alarms Received Past 24 hours (0), Alarms Cleared Past 24 hours (0), and Unmatched Alarms (4). Numbered callouts 1 through 9 are placed over the navigation menu and the dashboard grid to indicate the location of various elements.

Active Critical Alarms	Active Major Alarms	Active Minor Alarms
4	47	102
Open Tickets	Active Alarms	Notifications Sent Past 24 hours
3	193	0
Alarms Received Past 24 hours	Alarms Cleared Past 24 hours	Unmatched Alarms
0	0	4



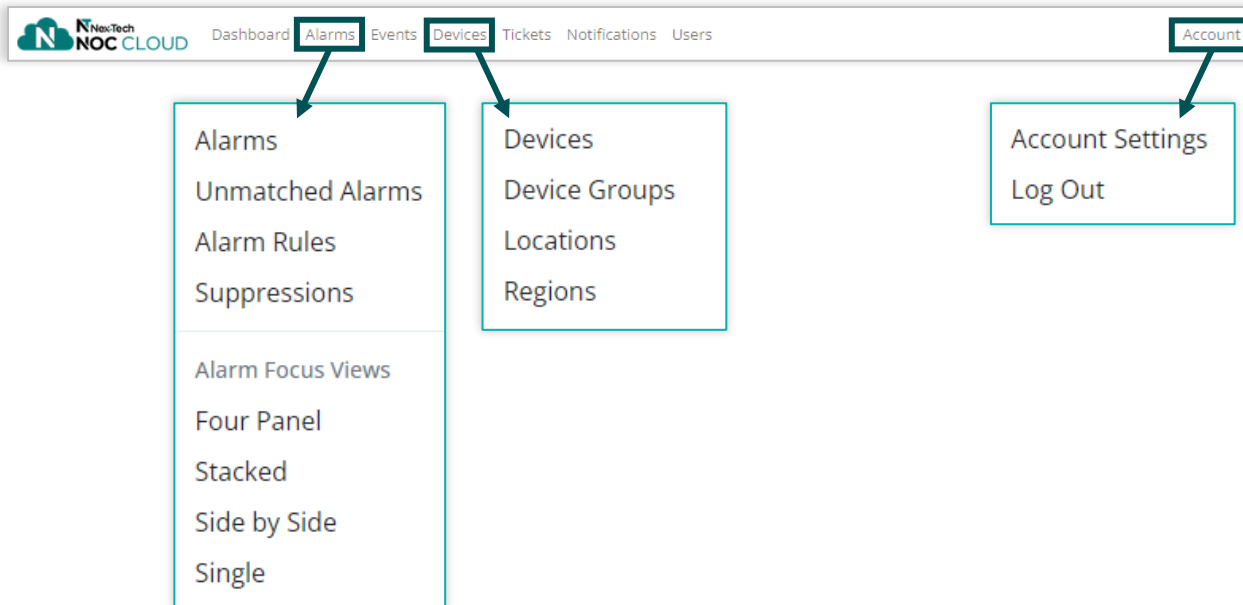
Buttons with a light teal outline are links.

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



# Navigation Submenus

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



Submenus with a light teal outline are links.

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



# Account



## Category Topics

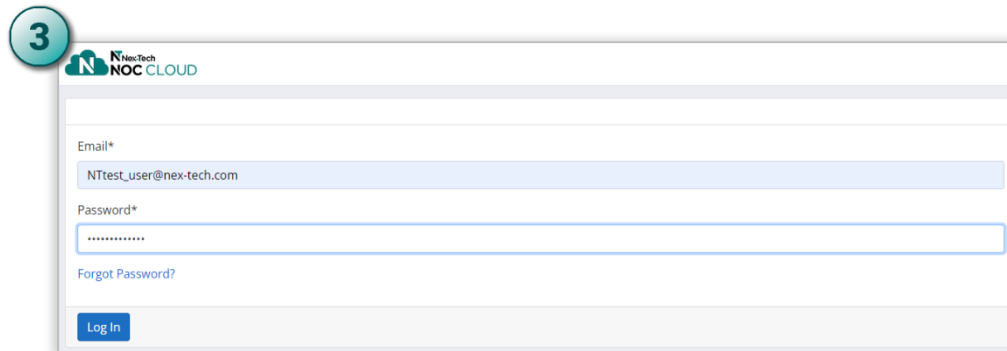
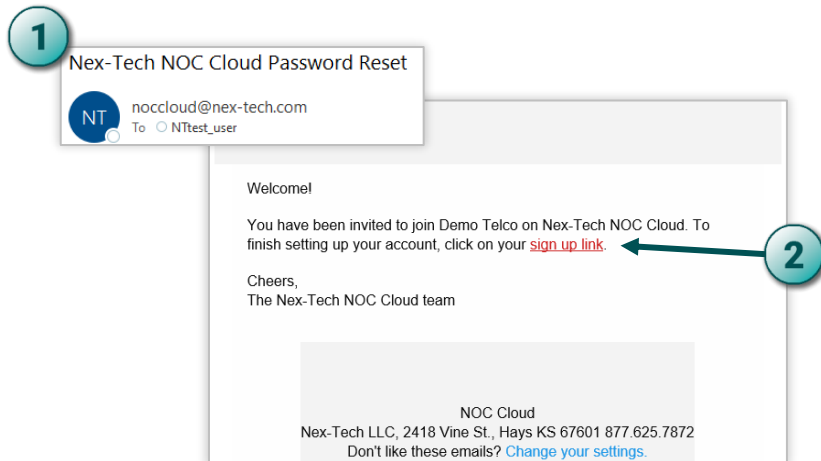
- [Initial Account Setup](#)
- [Two Factor Authentication \(Part I\)](#)
- [Two Factor Authentication \(Part II\)](#)
- [Two Factor Authentication \(Part III\)](#)
- [Account Settings Form](#)



# Initial Account Setup

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

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





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

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

**1**

### Authentication Method

Please select which authentication method you would like to use.

Method\*

Token generator  
 Phone call  
 Text message

[Next](#)

**2**

### Set up your authenticator app

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

QR Code

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

Secret Key:

Then, enter the OTP generated by the app.

Token\*

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

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

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

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



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

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

**3**

## Enable Two-Factor Authentication

Two factor authentication is now enabled on your account.

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

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

**4**

## Add Backup Phone

### Add Backup Phone

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

Phone Number\*

Method\*

Phone call  
 Text message

[Next](#)

**5**

## Add Backup Phone

### Add Backup Phone

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

Token\*

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

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

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

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



6

NexTech  
NOC CLOUD

Token\*

252811

Don't ask again on this device for 5 minutes

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

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

Back Next

6

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

# Account Settings Form

Locate this screen by clicking Account > Account Settings.



### Account Settings

First name

Last name

Email\*

Phone number

SMS Phone Number

Reset Password

New password

Confirm new password

[Manage Two Factor Authentication](#)

Notifications

Email notifications

Voice notifications

SMS Notifications

Daily summary

1

2

3

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

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

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

[Configure Two Factor Authentication](#)

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

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

# Alarms



## Category Topics

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



# Alarms Screen

Locate this screen by clicking Alarms > Alarms.

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

- 1**: Points to the top navigation bar containing 'Wall View', 'Advanced Search (3)', 'Columns', 'Unpause', 'Export', 'Save View', and 'Load View'.
- 2**: Points to the column headers and filter buttons (e.g., 'Active', 'Action', 'Message', 'Location', 'Severity', 'Log Time', 'Ack. Time', 'Clear Time').
- 3**: Points to the checkboxes in the 'Status' column for selecting multiple alarms.
- 4**: Points to the context menu that appears when right-clicking an alarm, listing actions like 'Clear', 'Suppress', 'Acknowledge', 'Alarm Details', and 'Re-process Alarm'.
- 5**: Points to the sub-menu for the 'Suppress' action, showing duration options: '30 Minutes', '1 Hour', '2 Hours', '3 Hours', '4 Hours', '6 Hours', '8 Hours', '12 Hours', '18 Hours', '24 Hours', and 'Custom Suppression'.

**1** This gray controls menu contains multiple options for working within the alarms screen.

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

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

**4** Right-clicking any alarm will display a submenu with available alarm actions.

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





## Wall View (Alarms Screen)

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

### Alarms Screen (Standard NOC Cloud View)

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

### Alarms Screen (Wall View)

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

[Return to Alarms Menu](#)

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## Advanced Search (Alarms Screen)

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

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

### 1 **Advanced Search (3)**

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

### 2 **Clear All**

This button removes all search rows.

### 3 **X**

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

### 4 **> <**

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

### 5 **And Or**

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

### 6 **Add Condition**

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

### 7 **Data**

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

### 8 **Condition**

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

### 9 **Value**

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



## Columns View (Alarms Screen)

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

Alarms Screen (All Columns Highlighted and Displayed)

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

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

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



## Pause or Unpause (Alarms Screen)

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

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

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

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

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



## Export Alarms Screen Results

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

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

The screenshot shows the NOC Cloud Alarms interface. At the top, there's a navigation bar with 'Dashboard', 'Alarms', 'Events', 'Devices', 'Tickets', and 'Notifications'. A download notification for 'xlsx (1).xlsx' (18.7 KB) is visible in the top right. The main area displays a table of alarms with columns for Status, Actions, Message, Location, Severity, Log Time, Ack. Time, and Clear Time. The table contains 10 rows of active alarms, with the first row highlighted in red. A pagination control at the bottom shows 'Showing 1 to 10 of 193 entries' and a page number '1'.

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

[Return to Alarms Menu](#)

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## Save View (Alarms Screen)

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

Save View

View Name

Test View

Save View

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

## Load or Delete View (Alarms Screen)

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

Load View

View List

Default View

Test View

Delete

Load View

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



## Alarm Details Screen (Overview Part I)

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

**Alarm Details**

Severity  
Major

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

Clear Time  
Not Cleared

Number of alarms before clear  
1

Acknowledged Time  
Not Acknowledged

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

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

Matched Rule  
Demo Calix E7 Cold Start

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

## Alarm Details Screen (Overview Part II)



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

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

- 8** MESSAGE (1st Section): Displays the text in the Message column of the alarm as it is shown in the main Alarms Screen of NOC Cloud. The message text is: "Demo Calix E7 HAYS-2N-2E-A9-C1-S12 ( 21.48.8.22 ) Cold Start".
- 9** MESSAGE (2nd Section): Displays the SNMP trap information for the alarm. The message text is: "ISD4000 SNMP SNMP Lv14 DEMOKS02 20:36:28 20:36:31 2023-10-25 20:36:28 21.48.8.22 [21.48.8.22]:v2 DISMAN-EVENT-MIB:sysUpTimeInstance = Timeticks: (32) 0:00:00.32 TrapOID = OID: SNMPV2-MIB:coldStart snmpTrapEnterprise.0 = OID: OCCAM-REG-MODULE:occamProducts ISDEOM".
- 10** Create a ticket from this alarm: A section with a "Subject" input field and a "Create ticket" button.
- 11** ALARM ACTIVITY section: Displays all actions and comments associated with the alarm. It includes a green bar for "Alarm received at 2024/01/23 13:10:23", a calendar icon for "Test User at 2024/01/23 13:13:19", and a comment icon for "Ticket 'Demo Calix E7 HAYS-2N-2E-A9-C1-S12 ( 21.48.8.22 ) Cold Start' Opened From Alarm". Below these are "Test User at 2024/01/23 13:14:29" and "Test Comment".
- 12** Add Comment: A section with a "Comment" input field and an "Add Comment" button.

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





# Alarm Rules Screen

Locate this screen by clicking [Alarms > Alarm Rules](#). **ADMIN VIEW ONLY**

Rule Name	Order	Status	
Demo Accedian	7	Enabled	⋮
Demo Accedian CCM	6	Enabled	⋮
Demo Accedian coldStart I	6	Enabled	⋮
Demo Accedian coldStart II	6	Enabled	⋮
Demo Accedian Defects	8	Enabled	⋮
Demo Accedian Dying Gasp	6	Enabled	⋮
Demo Accedian Link Down	6	Enabled	⋮
Demo Accedian NTP	6	Enabled	⋮
Demo Accedian rMEP Failed	7	Enabled	⋮
Demo Adva Link Down	1	Enabled	⋮
Demo C2	7	Enabled	⋮
Demo C2 DIAGS	6	Enabled	⋮
Demo C2 Heartbeat	4	Enabled	⋮
Demo C2 Missing Heartbeat	6	Enabled	⋮
Demo Calix B6 10G Linkdown	6	Enabled	⋮
Demo Calix B6 ClieDemo Queue Threshold	8	Enabled	⋮
Demo Calix B6 coldStart I	7	Enabled	⋮
Demo Calix B6 coldStart II	7	Enabled	⋮
Demo Calix B6 DSL Modem	7	Enabled	⋮

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

### THREE WAYS TO ADD ALARM RULES

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

**Adding a Rule** ✕

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

Start with unmatched alarm
Enter my own alarm

**Alarm Details**

**Severity**  
Critical

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

**Clear Time**  
Not Cleared

**Number of alarms before clear**  
1

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

**Acknowledged By**  
Austin Gagnon

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

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

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

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

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



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



## Alarm Rules Form (Overview Part I)

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

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

**Add Alarm Rule**

1
History

Alarm Body\*

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

Rule Name\*

Group

.....

Processing order\*

1

Automatically Clear After (minutes)\*

0

Severity\*

Critical

- 1

History

Click to view time-stamped history of all configuration changes made to a rule.
- 2

**ALARM BODY** contains the SNMP Trap (can be a set or clear trap). The first line must be from/include the ISD4000. The last line must say ISDEOM.
- 3

**GROUP** feature not available at this time.
- 4

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

**AUTOMATICALLY CLEAR AFTER (Minutes)** is utilized to automatically clear the alarm after the specified number of minutes (For traps that do not already have a clear). Leave this option at 0 for traps that include a set and clear. **Minutes must be whole numbers in this field.**
- 6

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



## Alarm Rules Form (Overview Part II)

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

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

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

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

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

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

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

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

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

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

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

Output format\*

@AlarmTime

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

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

Buttons with a light teal outline are links.

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



## Alarm Rules Form (Advanced Severity)

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

### Advanced Severity

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

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

severity

AXOS-ALARM-MIB:axosAlarmSeverity

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

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

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

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



## Alarm Rules Form (Custom Variables)

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

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

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

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

Use names that identify the custom variable's function.

Select the variable associated with verbiage required for specific severity.

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

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

### BETWEEN POSITION OPERATOR

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

### BETWEEN CHARACTERS OPERATOR

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

### WORD POSITION OPERATOR

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



## Alarm Rules Form (Device Groups Basic)

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

### Device Groups (Optional)

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

Device Variable

IPAddress Switch to Advanced Format

Variable output: 20.55.3.133

Calix SNMP IP Add discovered devices

Device name: DWNS-AX-A0-C3

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

[+ Add Device Group](#)

Buttons with a light teal outline are links.

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

[Switch to Advanced Format](#)

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

### BASIC SELECTION

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



## Alarm Rules Form (Device Groups Advanced)

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

### Device Groups (Optional)

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

Device Variable ✕

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

Variable output:

Demo Device Group ▼  Add discovered devices

Device name:

Device group variable:

[+ Add Device Group](#)

Buttons with a light teal outline are links.

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

[Switch to Basic Selection](#)

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

### ADVANCED FORMAT

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



## Alarm Rules Form (Rule Conditions)

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

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

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

[+ Add Rule Condition](#)

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

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

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

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

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

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

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

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





# Unmatched Alarms Screen

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

**Unmatched Alarms**

Search:

<input type="checkbox"/>	Message	Log Time
<input checked="" type="checkbox"/>	ISD4000 SNMP SNMP Lvl4 DEMONC02 08:39:33 08:39:37 2024-01-24 08:39:33 0.0.0.0 [0.0.0.0]:v2 DISMAN-EVENT-MIB:sysUpTimeInstance = TimeTicks: (4084306838) 472 days, 17:17:48.38 SNMPv2-MIB:snmpTrapOID.0 = OID: ADTRAN-GENGPON-MIB:adGenGponOntSetLossAlarm ADTRAN-GENRAPINFORM-MIB:adTrapInformSeqNum.0 = 123456 SNMPv2-MIB:sysName.0 = WEST-SYSII IF-MIB:ifDescr.1645766656 = Shelf: 2. Slot: 2. Port: 5. ONT: 26. ONT Serial No: 12345678. ONT Reg ID: 0123456789 IF-MIB:ifIndex.1645766656 = 1645766656 ISDEOM	2024/02/12 13:16:07
<input checked="" type="checkbox"/>	ISD4000 SNMP SNMP Lvl4 DEMONC02 08:37:06 08:37:08 2024-01-24 08:37:06 0.0.0.0 [0.0.0.0]:v2 DISMAN-EVENT-MIB:sysUpTimeInstance = TimeTicks: (246953278) 28 days, 13:58:52.78 SNMPv2-MIB:snmpTrapOID.0 = OID: CISCO-EM-MIB:wwpLeosCfmExtFaultTrapSet wwpLeosCfmServiceName.2 = TestEVC123 wwpLeosCfmServiceType.2 = vlang wwpLeosCfmServiceAdminState.2 = enabled(2) wwpLeosCfmServiceOperState.2 = up wwpLeosCfmServiceFaultType.2 = 3 wwpLeosCfmServiceFaultTime.2 = 0 wwpLeosCfmServiceFaultType.2 = someRM wwpLeosCfmServiceFaultDesc.2 = Remote MEP CCM Failure wwpLeosCfmServiceFaultMap.2 = 2 ISDEOM	2024/02/12 13:16:07
<input type="checkbox"/>	ISD4000 SNMP SNMP Lvl4 DEMONC02 08:37:21 08:37:23 2024-01-24 08:37:21 0.0.0.0 [0.0.0.0]:v2 DISMAN-EVENT-MIB:sysUpTimeInstance = TimeTicks: (3754397433) 434 days, 12:52:54.33 SNMPv2-MIB:snmpTrapOID.0 = OID: CIENA-CES-ALARM-MIB:cienaCesAlarmRaisedNotification CIENA-GLOBAL-MIB:cienaGlobalSeverity.0 = warning(6) CIENA-GLOBAL-MIB:cienaGlobalMacAddress.0 = 00:00:00:00:00:00 cienaCesAlarmActiveManagedObjectInterpret."" = "2" cienaCesAlarmDescription."" = "12.3 = XCVR Rx Power High ALARM-MIB:alarmModelIndex."" = 11 cienaCesAlarmActiveManagedObjectInstance."" = "12345."" = 12345 ISDEOM	2024/02/12 13:16:07
<input type="checkbox"/>	ISD4000 SNMP SNMP Lvl4 DEMONC02 08:40:15 08:40:15 2024-01-24 08:40:15 0.0.0.0 [0.0.0.0]:v2 DISMAN-EVENT-MIB:sysUpTimeInstance = TimeTicks: (1236790) 3:26:07.90 SNMPv2-MIB:snmpTrapOID.0 = OID: CM-ALARM-MIB:cmNetworkElementAlmTrap cmAlmIndex.0 = 6 cmNetworkElementAlmNotifCode.1.6 = cleared(6) cmNetworkElementAlmType.1.6 = loopbackActive(288) cmNetworkElementAlmSrvEff.1.6 = nonServiceAffecting(1) cmNetworkElementAlmTime.1.6 = 2024-1-24,08:39:57.0-.6:0 cmNetworkElementAlmLocation.1.6 = nearEnd(3) cmNetworkElementAlmDirection.1.6 = receiveDirectionOnly(4) cmNetworkElementAlmDescr.1.6 = "Loopback Active" cmNetworkElementAlmObject.1.6 = OID: CM-FACILITY-MIB:cmEthernetTrafficPortIndex.1.1.1.1 cmNetworkElementAlmObjectName.1.6 = ETH PORT-1-1-1-1 cmNetworkElementAlmAdditionalInfoObject.1.6 = OID: SNMPv2-SMI:zeroDotZero cmNetworkElementAlmAdditionalInfoName.1.6 = Facility VLAN RMON2-MIB:probeDateTime.0 = 07 E8 01 17 0D 12 39 00 2D 06 00 ADVA-MIB:neEventLogIndex.1111 = 1111 ADVA-MIB:neEventLogTimeStamp.1111 = 2024-1-24,08:39:58.0-.6:0 ISDEOM	2024/02/12 13:16:07

Showing 1 to 4 of 4 entries 2 rows selected

Previous 1 Next

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



## Unmatched Alarm Details Screen

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

The screenshot shows the 'Alarm Details' page for an unmatched alarm. It includes sections for Log Time, Re-process alarm, Create Rule for Alarm, Message, and a comment section. Numbered callouts 1 through 5 point to the 'Re-process alarm' button, 'Create Rule' button, the Message text area, the 'Alarm received' notification bar, and the 'Add Comment' button respectively.

```
ISD4000 SNMP          SNMP          Lv14 DEMONC02 08:39:33 08:39:37
2024-01-24 08:39:33 0.0.0.0 [0.0.0.0]:v2
DISMAN-EVENT-MIB:sysUpTimeInstance = Timeticks: (4084306838) 472 days, 17:17:48.38
SNMPv2-MIB:snmpTrapOID.0 = OID: ADTRAN-GENGPON-MIB:adGenGponOntSetLOSAAlarm
ADTRAN-GENTRAPINFORM-MIB:adTrapInformSeqNum.0 = 123456
SNMPv2-MIB:sysName.0 = WEST-SYSII
IF-MIB:ifDescr.1645766656 = Shelf: 2, Slot: 2, Pon: 5, ONT: 26, ONT Serial No: 12345678, ONT Reg ID: 0123456789
IF-MIB:ifIndex.1645766656 = 1645766656
ISDEOM
```

Alarm received at 2024/02/12 13:16:07

Comment

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


# AlarmSuppressions Screen


Locate this screen by clicking Alarms > Suppressions.



The screenshot shows the 'Suppressions' screen in the NexTech NOC CLOUD interface. At the top, there is a navigation bar with 'Dashboard', 'Alarms', 'Events', 'Devices', 'Tickets', 'Notifications', 'Users', and 'Account'. Below the navigation bar, the 'Suppressions' section is displayed. It includes a search field (callout 1), a 'Show 50 entries' dropdown, and a table with columns: Name, Start Date, End Date, and Organization. The table contains four entries. A callout 2 points to the sort arrows on the 'Name' column header. A callout 3 points to the three-dot menu icon on the right side of the table. Below the table, there is a pagination control showing 'Showing 1 to 4 of 4 entries' and 'Previous 1 Next'.

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

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

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



## AlarmSuppressions Form

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

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

### Edit Suppression

Organization\*

Demo Telco

Name\*

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

Reason\*

Quick Suppression

Match text\*

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

Start date\*

2024-01-18 09:41:47

End date\*

2024-01-18 10:11:47

Last modified by

Marie Stephens

Save Cancel Delete

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

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



# Alarm Focus Views

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

Four Panel

Stacked

Side by Side

Single

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

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

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

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



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

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

Return to Alarms Menu

Return to Table of Contents

# Events



## Category Topics

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



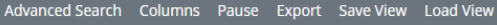
# Events Screen


Locate this screen by clicking **Events**.

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

Showing 1 to 10 of 869 entries  
 Show  entries

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

**1**  This gray controls menu contains multiple options for working within the Events Screen.

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

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

## Advanced Search (Events Screen)

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



ID	Action	Message	Timestamp
256354341	Report Sent	The Chronic Alarms Report has been sent to recipients:	2024/02/09 08:16:25
256349119	Report Sent	The Chronic Alarms Report has been sent to recipients:	2024/02/08 08:18:41
256344035	Report Sent	The Chronic Alarms Report has been sent to recipients:	2024/02/07 06:07:34
256342907	Report Sent	The Chronic Alarms Report has been sent to recipients:	2024/02/06 05:35:02

### 1 **Advanced Search (3)**

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

### 2 **Clear All**

This button removes all search rows.

### 3 **X**

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

### 4 **> <**

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

### 5 **And Or**

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

### 6 **Add Condition**

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

### 7 **Data**

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

### 8 **Condition**

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

### 9 **Value**

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





## Columns View (Events Screen)

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

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

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

Showing 1 to 10 of 139 entries  
Show 10 entries

Previous 1 2 3 4 5 6 7 8 9 10 Next

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

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

Showing 1 to 10 of 139 entries  
Show 10 entries

Previous 1 2 3 4 5 6 7 8 9 10 Next



## Pause or Unpause (Events Screen)

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

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

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

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

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



## Export Events Screen Results

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

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

The screenshot shows the NOC Cloud interface with the 'Events' screen. A notification at the top right indicates a file named 'xlsx.xlsx' (16.1 KB) has been downloaded. The main content is a table of events with the following data:

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

Showing 1 to 7 of 7 entries  
Show 10 entries



## Save View (Events Screen)

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

Save View

View Name

Test Events View

Save View

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

## Load or Delete View (Events Screen)

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

Load View

View List

Default View

No Action Column

Test Events View

Delete Load View

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

# Devices

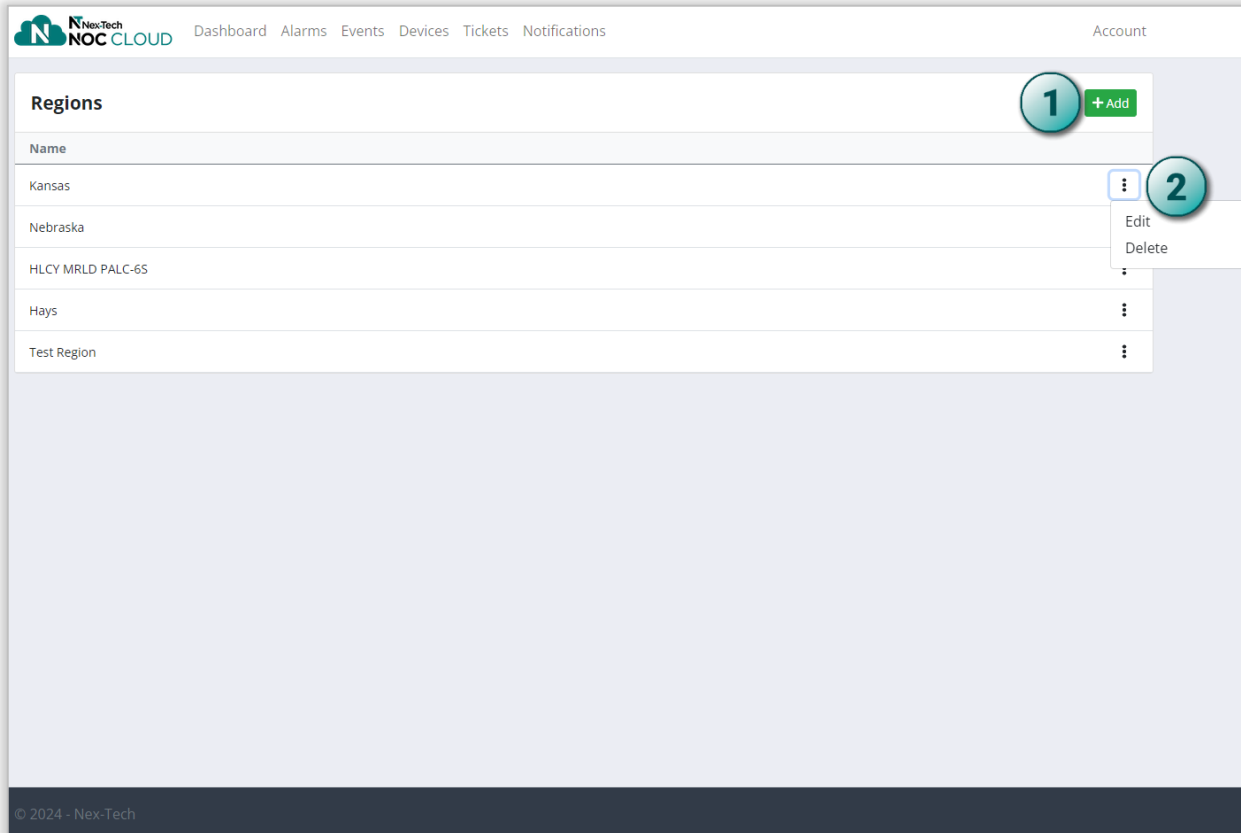


## Category Topics

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

# Device Regions Screen

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



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



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



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

## Device Region Form



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

### Add Region

Name\*

Locations

X VCTA CO X BROK CO ▼

Save Cancel

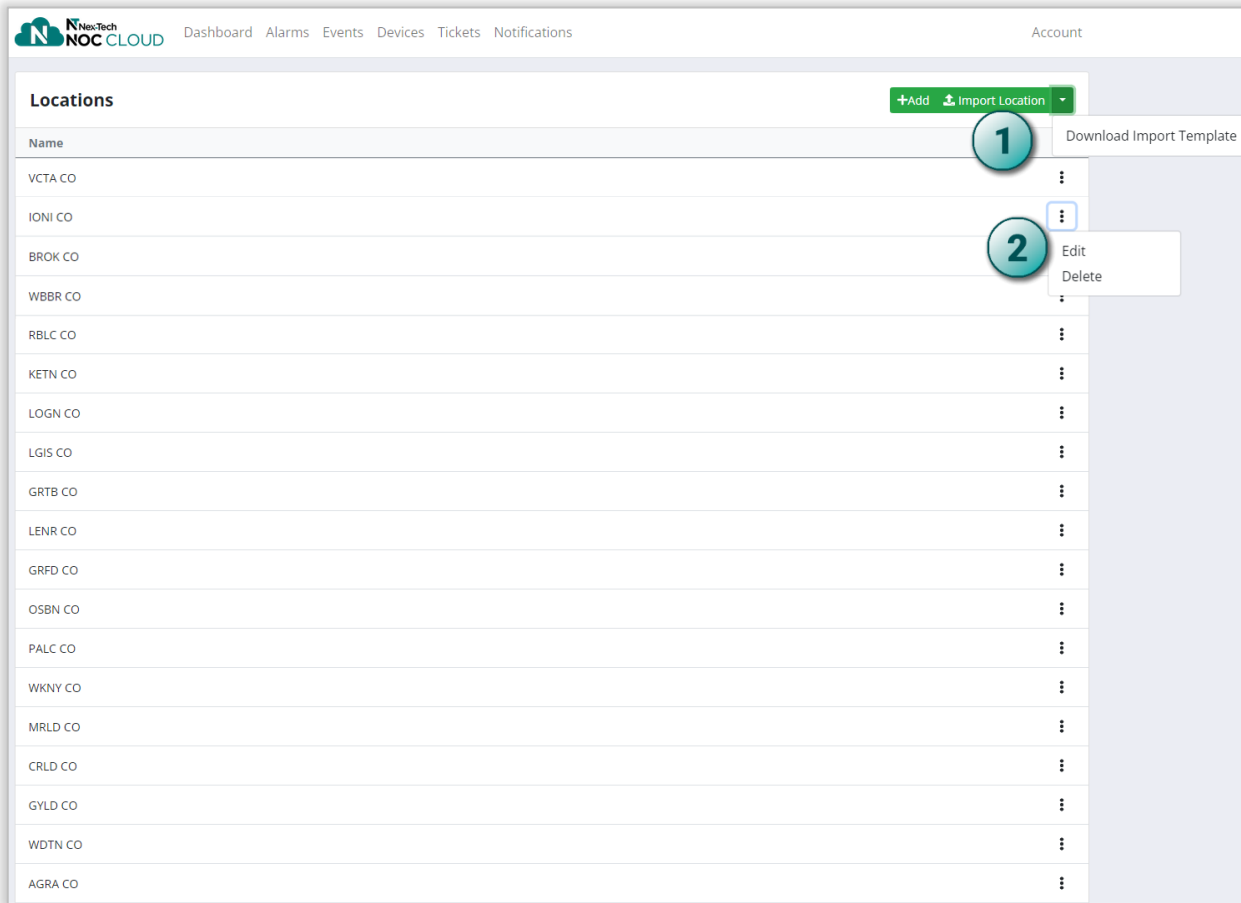
Order is important when adding Regions, Locations, Device Groups and/or Devices in NOC Cloud. Add new Regions, then Locations, and then Device Groups, initially to avoid having to back track and do this in the middle of adding a new device or setting up a notification rule.

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



# Device Locations Screen

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



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

## 1

The green "button" pictured above is actually three buttons that perform different functions within the Locations Screen:



Opens the **Add Location** form.



Opens the device to upload a Microsoft Excel file configured as the Location Template.



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

## 2

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





## Device Location Form (Overview Part I)

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

**Edit Location**

Name\*

Regions

Latitude

Longitude

Address

Company info

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



## Device Location Form (Overview Part II)

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

Company info

Lock codes

Contact info

Electric company

Electric contact no

Electric meter no

Electric account no

Notes

Save Cancel

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

# Device Groups Screen

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



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



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



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



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

## Device Group Form



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

### Add Device Group

Name\*

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

# Devices Screen

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



**Devices** All device groups + Add

Show 50 entries Search:

Name	Match Alarm Content	Device Group
ATWD-RT-DMW#145	18.18.13.210	Accedian
CWKR-CITY-LTS-1	18.18.11.252	Accedian
BRCY-RT-T-MOBILE	18.18.13.211	Accedian
JNGS-RT-DMW#129	18.18.11.75	Accedian
SALN-RT-DMW426	18.18.13.163	Accedian
DAMR-RT-DMW#247	21.48.98.2	Accedian
18.18.132.119	18.18.132.119	Accedian, Calix SNMP IP
EDWARDS-CO-HOSP-6246	21.48.86.220	Calix SNMP IP
RPBL-AX-A0-C2	20.55.4.195	Calix SNMP IP
GALA-AX-A0-C1	20.55.6.2	Calix SNMP IP
LGIS-AX-A0-C2	20.55.1.163	Calix SNMP IP
LGIS-AX-A0-C1	20.55.1.162	Calix SNMP IP
ESBN-AX-A0-C2	20.55.3.227	Calix SNMP IP
ESBN-AX-C1-C1	20.55.3.230	Calix SNMP IP
MNRG-T1s-C1-S1	19.61.254.66	Calix SNMP IP
MNRG-T1s-C1-S5	19.61.254.70	Calix SNMP IP
MNRG-T1s-C1-S2	19.61.254.67	Calix SNMP IP
MNRG-T1s-C1-S3	19.61.254.68	Calix SNMP IP

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



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



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



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

## Device Form



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

### Add Device

Match content\*

Device Name\*

Device groups\*

× Calix Blade × Medical Alert

Location

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

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

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

# Tickets



## Category Topics

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

# Tickets Screen

Locate this screen by clicking **Tickets**.



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



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





## Ticket Form (Overview Part I)

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

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

**Add Ticket**

1 Status\*  
Open

2 Subject\*

3 Starts  
Ends

4 Assigned users

Location  
-----

Device  
-----

Circuit

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



## Ticket Form (Overview Part II)

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

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

The screenshot shows a form with the following fields:

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

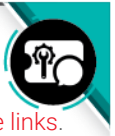
At the bottom of the form are two buttons: **Save** and **Cancel**.

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

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

# Ticket Details Screen

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



**Test Ticket Demo Calix**

Notification Log Edit Subscribe

<b>Ticket Number</b> 39	<b>Status</b> Open	<b>Contact Name</b> None
<b>Starts At</b> 2024/01/23 13:10:23	<b>Location</b>	<b>Contact E-mail</b> None
<b>Ends At</b> None	<b>Device Name</b>	<b>Contact Phone</b> None
<b>Affected Circuit</b> None		<b>External Ticket Number</b> None

Demo Calix E7 HAYS-2N-2E-A9-C1-512 ( 21.48.8.22 ) Cold Start

+ Ticket Opened by Test User at 2024/01/25 08:21:07

Comment

Add Comment Comment and Close Ticket

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Buttons with a light teal outline are links.

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

## View Ticket Notification Log



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

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

[Close](#)

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

# Notifications

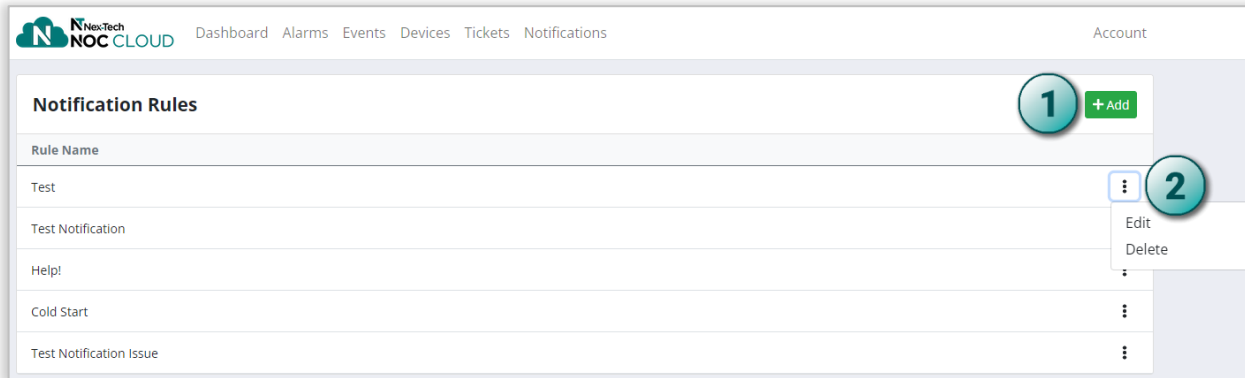




## Category Topics

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



# Notification Rules Screen

Locate this screen by clicking Notifications.



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

## Notification Rule Form

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



### Add Notification Rule

Name\*


Alarm Contains Text


Device in Region


Match Alarm Rule

Severity

- Unknown
- Critical
- Major
- Minor
- Informational

 Receive Alarm





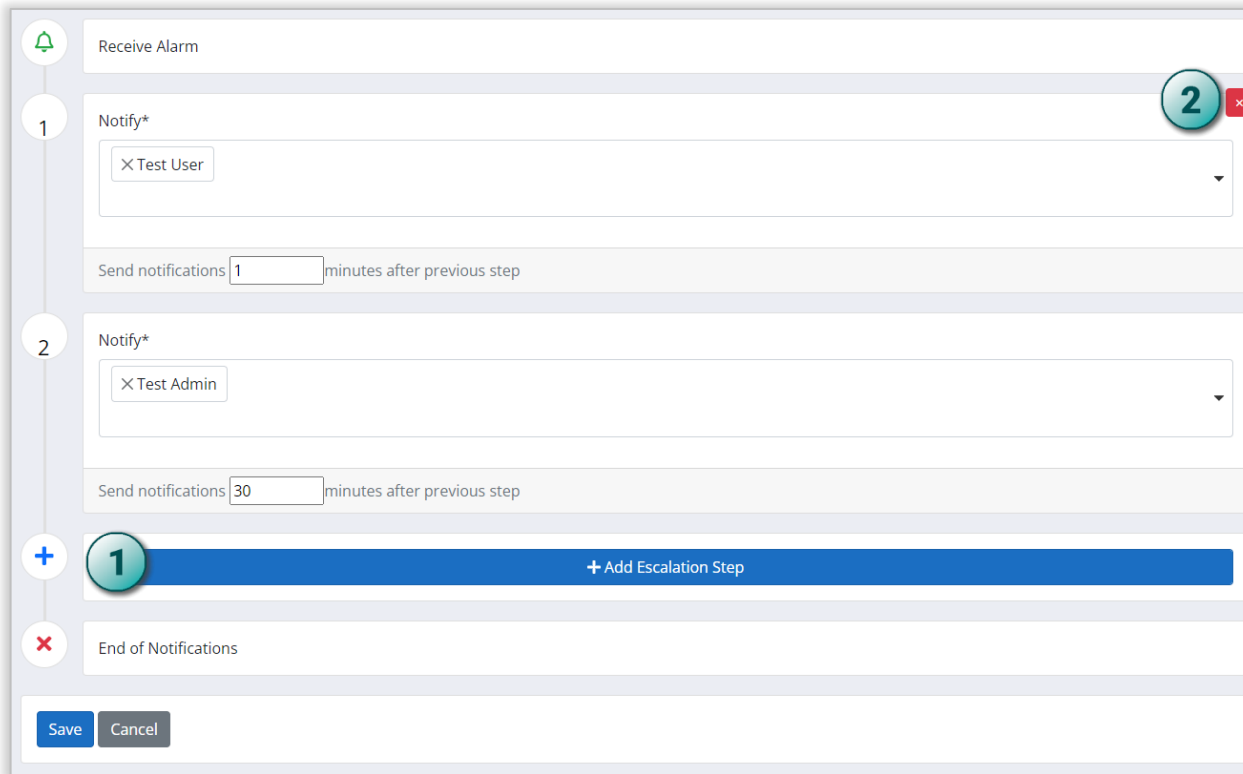
 End of Notifications

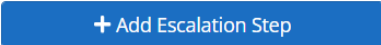
ALARM CONTAINS TEXT, DEVICE IN REGION, OR MATCH ALARM RULE fields are not required, but a value is needed in at least one of their fields to create a functional notification rule.


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

## Notification Rule Escalation Steps

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



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

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

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

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



# Users

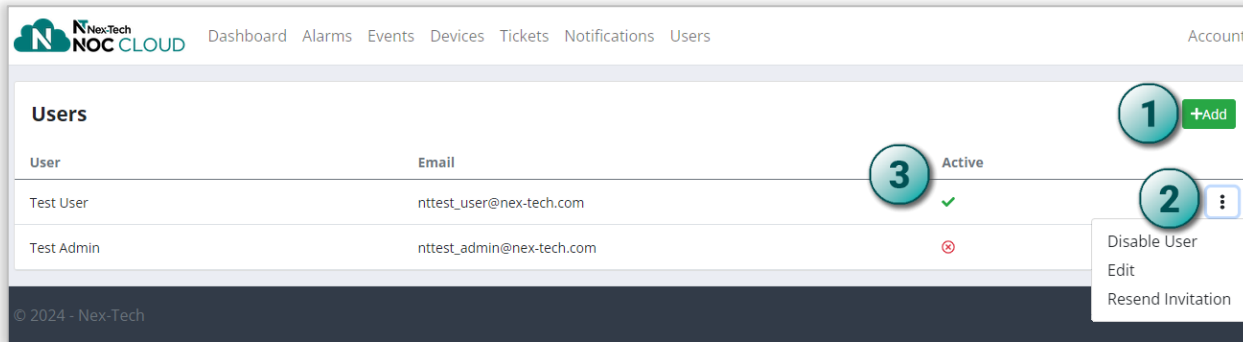


## Category Topics

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



# Users Screen

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



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

## User Account Form

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



### Edit User

First name

Last name

Email\* **1**

Phone number

SMS Phone Number

Two factor enabled

Email notifications **2**

Voice notifications

SMS Notifications

Daily summary

Permission Groups **3**

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

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

# Troubleshooting



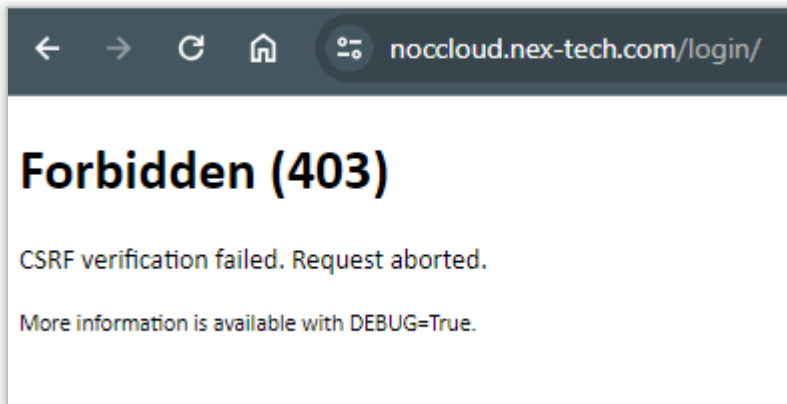
## Category Topics

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



## Login Issue: Forbidden (403) TROUBLESHOOTING

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



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

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

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

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

#### Download Google Chrome

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

#### Update Latest Version of Google Chrome

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

#### Clear Cache in Google Chrome

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

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

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

#### NOC Cloud Login Page

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

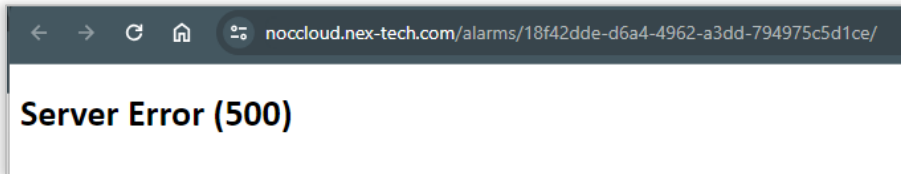
### **3. CONTACT NOC CLOUD ADMINISTRATOR**

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

# Unmatched Alarms Issue: Server Error (500) TROUBLESHOOTING



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



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

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

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

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

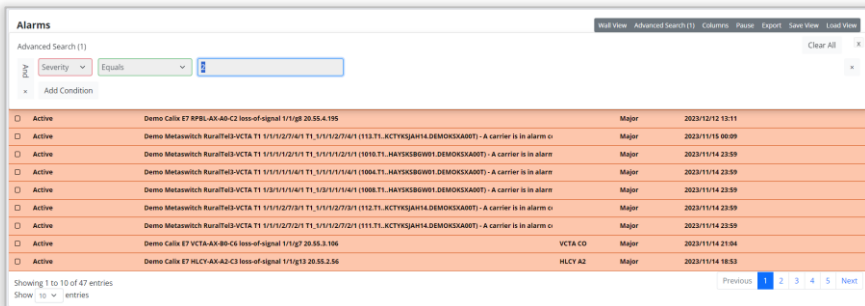
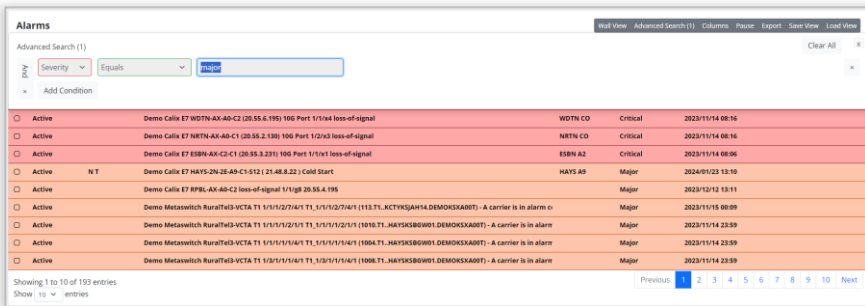
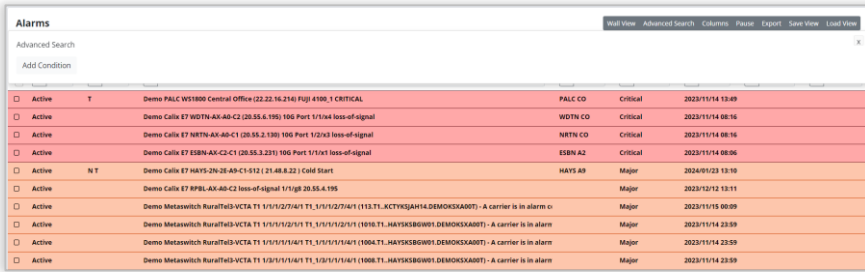
## **2. CONTACT NOC CLOUD ADMINISTRATOR**

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



# Advanced Search Issue: Values Field TROUBLESHOOTING

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



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

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

## EXAMPLE: Severity Values

DESIRED RESULT	CORRECT VALUE
Critical	1
Major	2
Minor	3
Informational	4

# Resources




## Category Topics

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



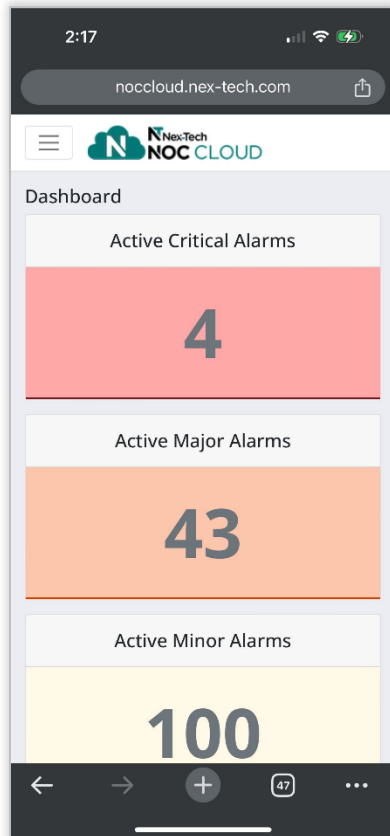
# Viewing NOC Cloud on Mobile Devices



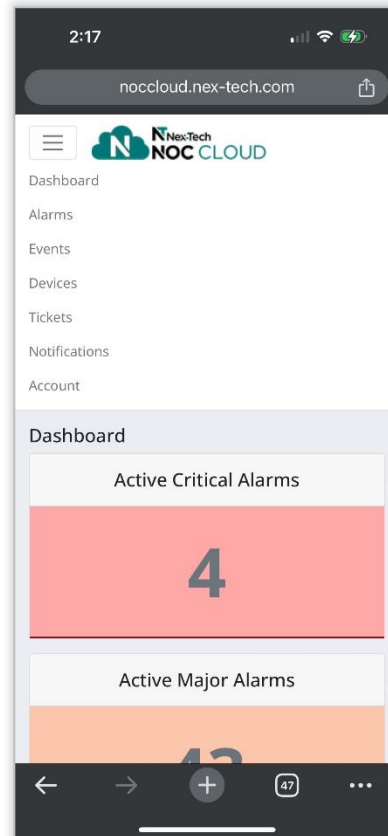
Since NOC Cloud is a web-based application, it can be accessed on mobile devices in addition to desktop and laptop computers. When viewing NOC Cloud on your mobile device, you will find that the **Dashboard Screen** is optimized for mobile viewing, with the **Navigation Menu** displaying as a  icon that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



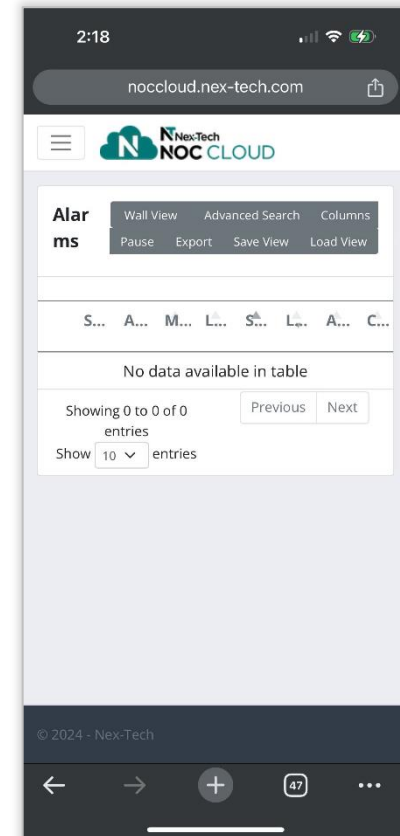
## NOC Cloud Dashboard



## NOC Cloud Navigation Menu



## NOC Cloud Alarms Screen



## Resources for Print Guides

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



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

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

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

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



### How to Download the Google Chrome Web Browser

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

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

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



### How to Download the Microsoft Edge Web Browser

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

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

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



### How to Download the Mozilla Firefox Web Browser

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

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

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