

Device Interoperability Testing ServAssure EDGE Visibility ARRIS Global Services



SERVICE OVERVIEW:

Service providers regularly deploy new devices and new firmware loads on existing devices to offer new features and correct field issues. The ServAssure EDGE Visibility Device Interoperability Certification and Integration service ensures that these TR-069 based devices and firmware loads function correctly with your production ServAssure EDGE Visibility remote management solution. Before a CPE device is deployed in the field it is fully tested against TR-069 protocols and against the EDGE Visibility (or ServAssure Subscriber Portal) solution. Any inconsistencies are addressed via mapping and/or scripts.

This service ensures your ServAssure EDGE Visibility solution will work optimally with the specific devices/firmware loads deployed in your network. Interoperability must be certified for your support agreement to cover issues related to this device and its particular firmware level. Deploying a device without testing can create hundreds of hours of support calls and possibly truck rolls to correct issues that could have been found before deployment. ARRIS time spent handling support tickets that are determined to have a root cause attributed to a device may be billable if the device has not been certified.

Service Overview

TR-069 Protocol Testing

- Test for compliance with the TR-069 standard remote procedure calls (RPCs)
- Test any TR-069 vendor extended RPCs
- Test the TR-069 data model including any vendor extension parameters

EDGE Visibility Testing

- Test for the correct operation of the standard EDGE Visibility device management functions such as: diagnostics, profiles, firmware upgrades, network map, device configuration, and device monitoring
- Test any customer specific EDGE functionality such as auto-registration or custom profiles
- Create a test report highlighting issues that need to be addressed in new firmware or via integration scripting

Integration Activities

- Optionally create EDGE Visibility normalization mapping so the administrative UI can be used to create diagnostics, profiles and monitors
- Implement scripts to work around any device issues that will not be fixed with a firmware update
- Validate that all issues were fixed either with a firmware update or through EDGE Visibility scripting
- Demonstrate that the device functions correctly on the customers EDGE Visibility test bed
- Schedule and deploy to the customer production system during a maintenance window

Deliverables

- Interoperability test report highlighting issues that need to be addressed either in new firmware or through EDGE Visibility integration scripting
- System patch kit including normalization and integration scripts

Part Numbers

The interoperability certification and integration fee covers the testing and integration into EDGE Visibility of a single device with a specific version of firmware. New versions of firmware for previously certified devices are re-certified at a discounted price.

580327-001-00– ServAssure EDGE Visibility Gateway Interoperability
580328-001-00– ServAssure EDGE Visibility STB Interoperability
580329-001-00– ServAssure EDGE Visibility Gateway Retest
580330-001-00– ServAssure EDGE Visibility STB Retest

The customer must meet the requirements stated in the 'ServAssure EDGE Visibility Device Integration Pre-Submissions Guidelines' document.

Devices that use a management protocol other than TR-069 such as SNMP or TELNET must be quoted as a time and materials statement of Work (SOW).

The customer must send physical units and technical information to an ARRIS certification lab. The mailing addresses of the labs and details of what is required are covered in the 'ServAssure EDGE Visibility Device Integration Pre-Submission Guidelines' document.

Normally ARRIS does not return the devices unless requested to by the customer. ARRIS will re-use the devices when requested to re-certify with new firmware and in diagnosing support issues with the customer.

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