

Support Gateway

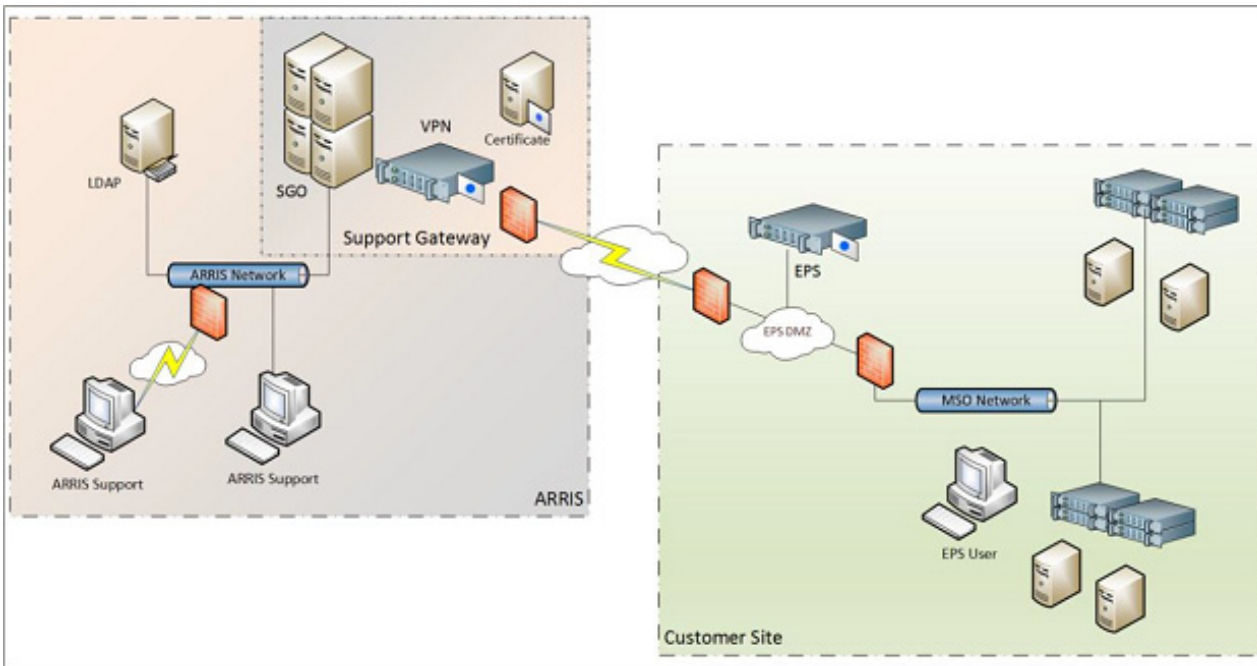
ARRIS Solution



SOLUTION OVERVIEW: What is it?

Support Gateway is the ARRIS solution to provide secure communications between authorized ARRIS support personnel and headend devices installed at the customer facility while offering enhanced services such as reporting and Multiplatform Automated Backup Service (MABS). The Support Gateway (SGW) solution consists of four parts: the client-side End Point Server (EPS) which is deployed in the customer network, Secure VPN Communications System, the back-end Support Gateway Operations (SGO) which includes Web Application, User Interface, Process, and Database, and the Support Gateway User Community.

Based on user groups set up by the support team, the SGW collects a wide range of device data and network events that will allow ARRIS personnel to evaluate in a timely manner. Support Gateway's analysis routines can trigger actions ranging from adding collections to notifying both you and ARRIS of potential problems. We locate the other major Support Gateway component, the Support Gateway Operations, at our technical support facility. The SGO defines, maintains, and distributes troubleshooting routines. It also provides advanced diagnostic analysis for problems escalated from the EPS. We create, test, and distribute troubleshooting routines so you're assured of always having the most up-to-date support for your system.



Fast, Convenient, Reliable, Secure

How does Support Gateway work? Simple: by establishing a connection with your system. The SGW uses a distributed software infrastructure that detects, escalates, logs, and analyzes the root cause emergency problems and automates routine health checks. As a result, the SGW all but eliminates the lengthy data collection and identification that begins most support calls. Thanks to Support Gateway, our support staff engineers can begin resolving your issue immediately, from the moment they pick up the phone. And that's not all—since Support Gateway allows the support staff to perform custom trend analysis, we can use it to predict potential problems before they occur. Reliable system function was never so easy.

Support Gateway isn't only about analytical capabilities. With its comprehensive device and software revision level knowledge, SGW can be utilized to perform software upgrades. Communication is secure, encrypted, and high-speed, because the SGW's architectural design eliminates slow dial-up and it does all this while significantly reducing the time it takes to arrange for outside access, transmit software, collect data, and perform secure desktop sharing.

If all this has you worried about security, you can relax. All SGW communications operate on a secure VPN infrastructure; the IPSec tunnel is supported and can be terminated.

Support Gateway also employs Authentication, Authorization, and Accounting for peace of mind. Before ARRIS personnel can access a customer site, they must first be authenticated within Support Gateway. Once the user credentials have been authenticated, the user must have the proper authorization before they can manipulate the customer system. Once the user logs in, there may be fields they are unable to access or manipulate based on their authorization level. Finally, if a user has been authenticated and authorized to make changes, there is a log that will track the changes that the user makes. Furthermore, these connections are made through a VPN connection via Support Gateway.

Highlights

- Flexible monitoring levels
- Secure systems communication
- Trend analysis to predict potential problems
- Electronic software distribution
- Faster response time
- Supports all DVS products
- DAC dial-in survey
- Automated ticket logging
- Multiplatform Automated Backup Service (MABS)
- Custom reporting

Key Features

Security has never been made easier. The EPS has predefined security groups for designated users. This feature will lockout any unauthorized users from manipulating the customer system.

The EPS also maintains a list of devices that catalogs device names, device types, IP Addresses, and versions of software for each device. Tracking the status of the headend equipment has never been easier. If a device should fail, the events page will track the device in trouble and display the case identification number and the date on which the case was created. This is a one stop evaluation for the site to give a quick status of the headend in an easy to read format.

Finally, the configuration page provides a snapshot of the host device IP address(es), gateways, and routes. The web based interface will allow the user to capture this data by making a simple click on this tab; no more command lines for basic system information.

Functions

The Support Gateway service executes advanced service routines that collect and analyze data in real time to detect anomalies in your system's behavior—and initiate various actions based on the analysis results, if you request it. Routines are comprehensive, too. They monitor and analyze hundreds of system parameters, including configurations, status, loads, queues, database parameters, network connectivity, and log files. Routines also monitor all system layers, including hardware, network, operating system, and applications, accurately assessing your system's health while also identifying—and predicting—problems with your headend equipment. When the system detects a problem, it automatically logs a report, where it is reviewed by a technical support engineer. Furthermore, the site has the ability to manage their connection and collection policy. It's like having staff that never goes home and never sleeps.

What's not to like?

ORDERING INFORMATION

Part Number	Description
595906-001-00	End Point Server (EPS)