



Technical Support Note

Introduction to n-Command MSP

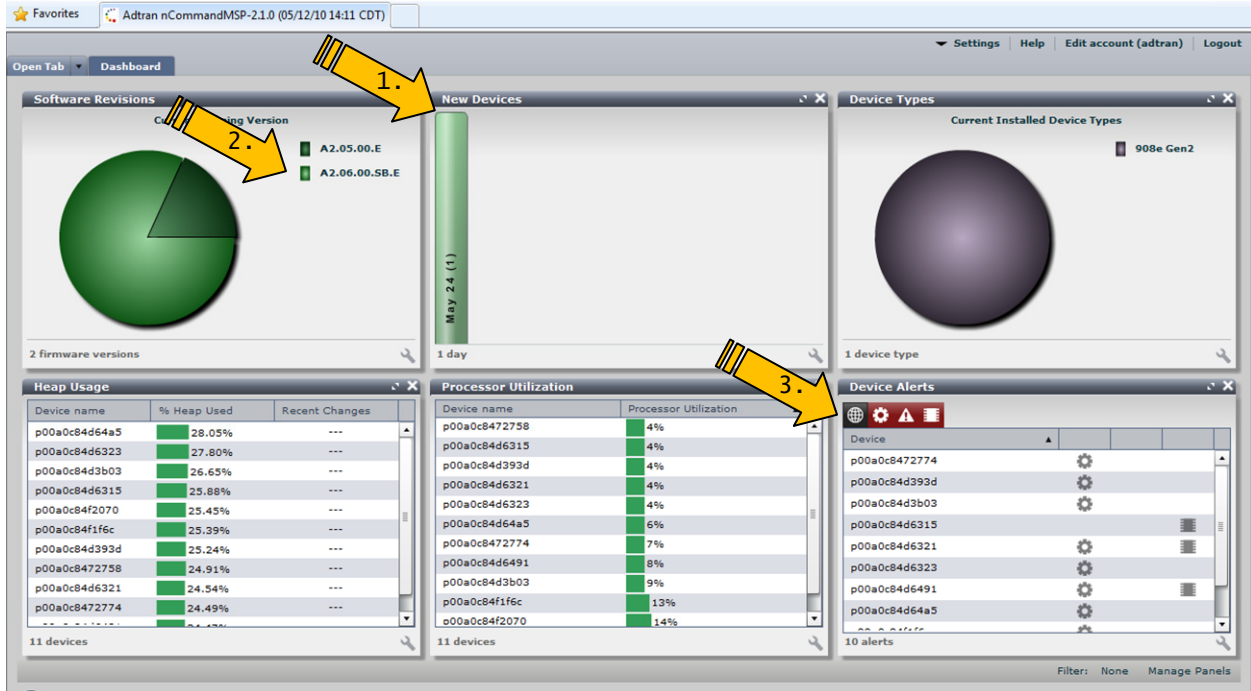
This Technical Support note is intended to provide an overview on the dashboard and how to create jobs on n-Command MSP.

ADTRAN's n-Command MSP is a suite of managed services, software, and network productivity tools for ADTRAN devices running ADTRAN Operating System (AOS). The system aids IT administrators in daily network operation and configuration allowing them to quickly adapt to networking changes, make better use of limited resources, evaluate network performance, and save time and money.

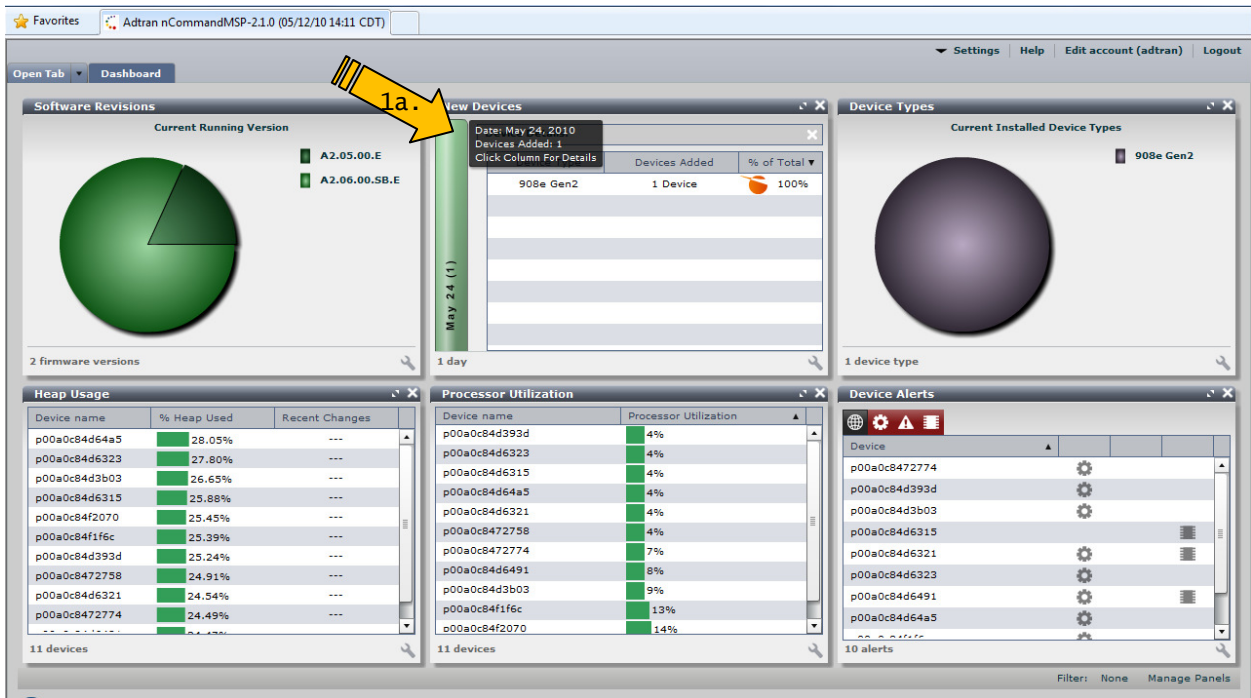
General n-Command MSP Widget Overview

Initial access to the dashboard is done via a web browser to the MSP server. The portal is setup with widgets to display important information:

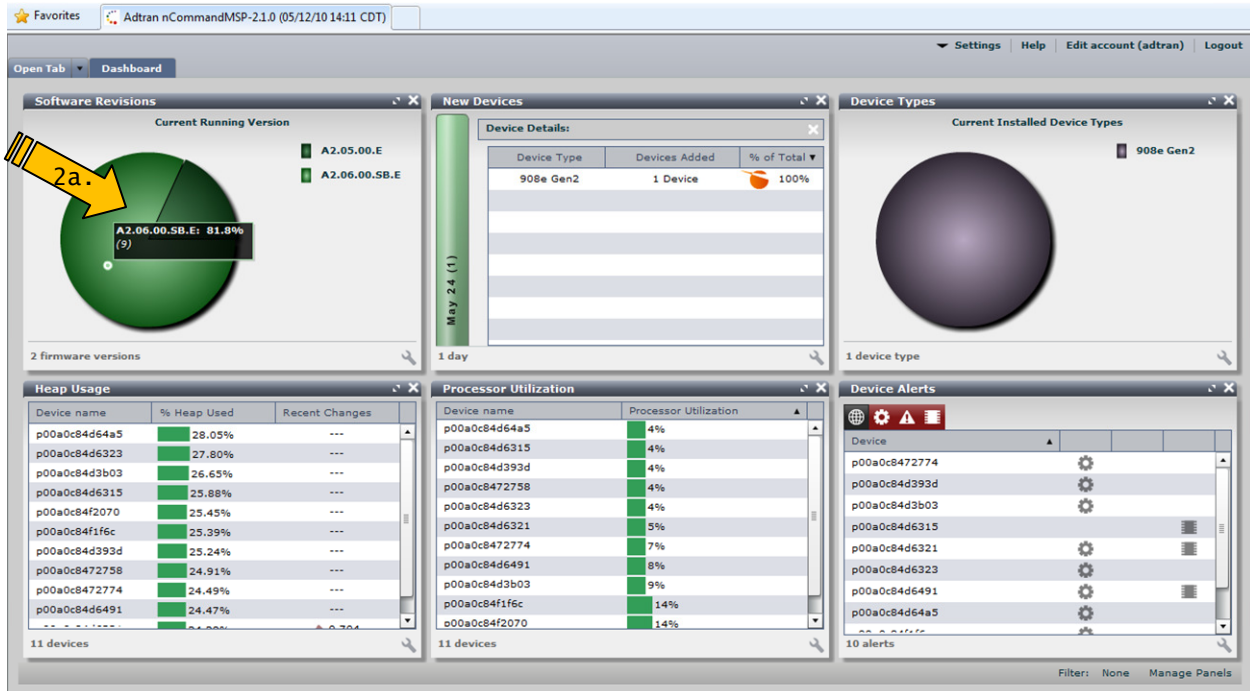
Note: To ensure proper communication between the n-Command server and AOS devices, the Network Security Considerations from the [n-Command MSP Quick Start Guide](#) should be evaluated.



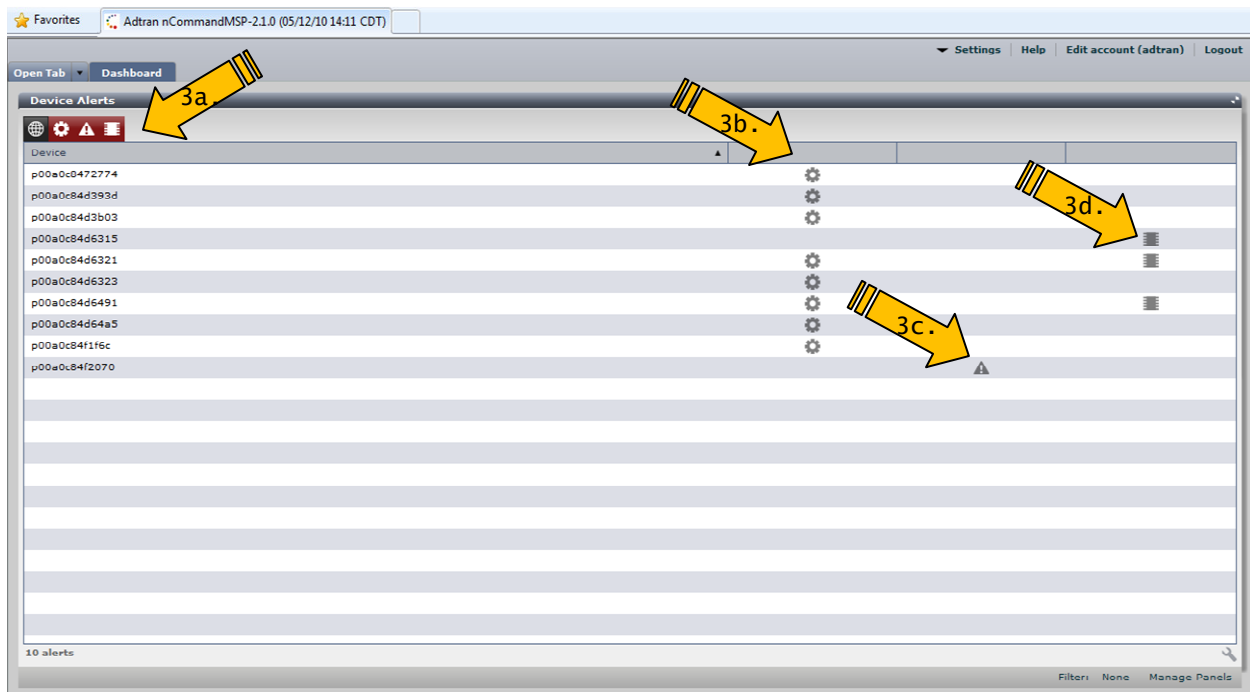
1. For identifying newly discovered AOS units, check the **New Devices** widget
2. For finding AOS units running varied software revisions, check the **Software Revisions** widget
3. For checking on AOS units with alerts, use the **Device Alerts** widget



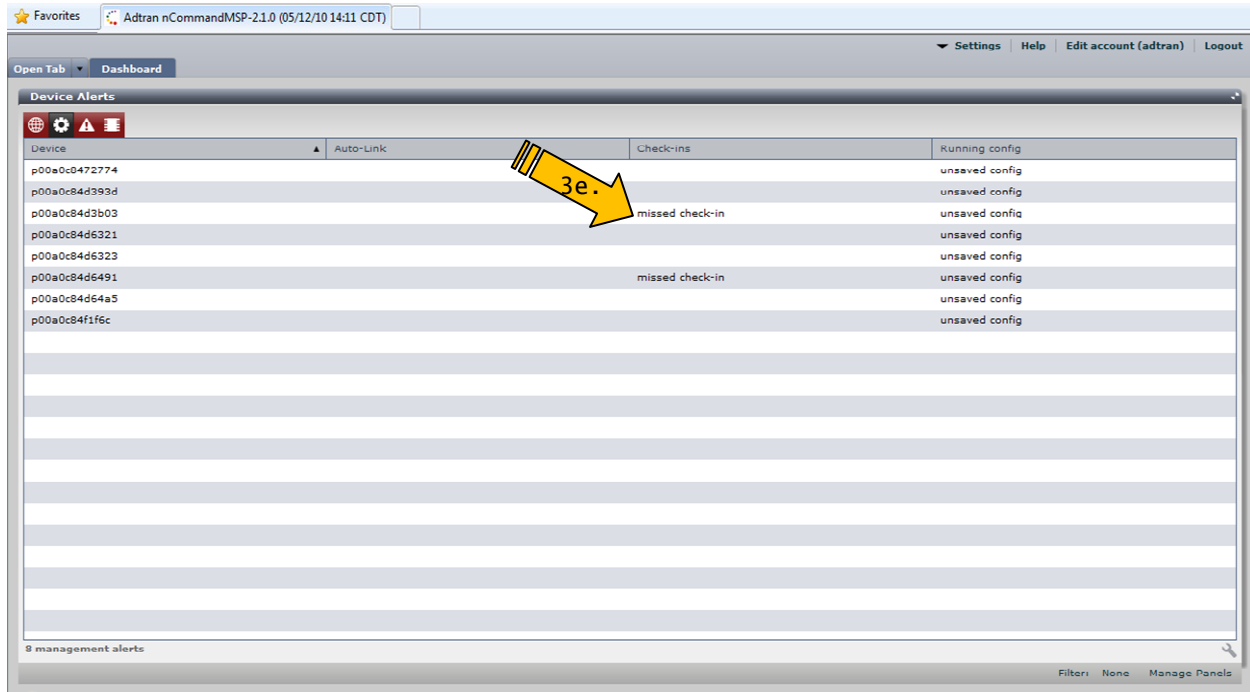
- 1a. Hovering over the **New Devices** bar or double clicking displays additional info



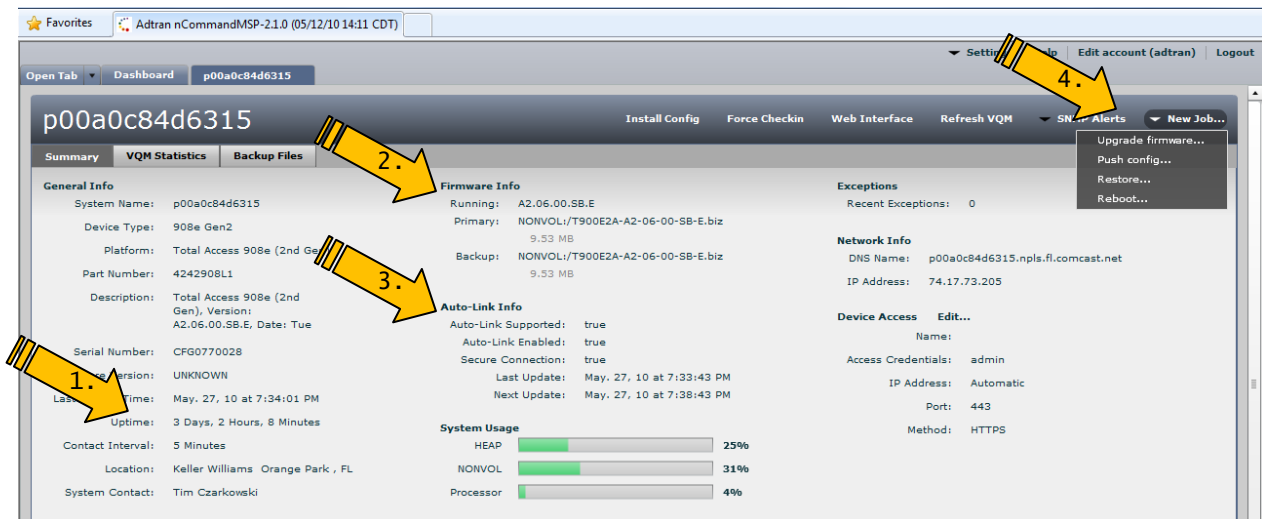
2a. Hovering over **Software Revisions** pie chart displays additional info. Double clicking will display the **Devices** tab with all AOS units running that software release



- 3a. The **Device Alerts** widget shows a number of different alarm indications that can be shown in more detail by selecting the appropriate icon
- 3b. The **Gear** icon displays Management Alerts
- 3c. The **Caution** icon displays Exception Alerts
- 3d. The **IC Chip** icon displays Alerts for software issues



3e. Each alert is important, but the Management Alerts will be the most informative for device related issues. AOS units that missed check-ins may indicate an AOS unit is not connected to the network. Unsaved running configurations may cause service issues if the AOS units loses power or resets.



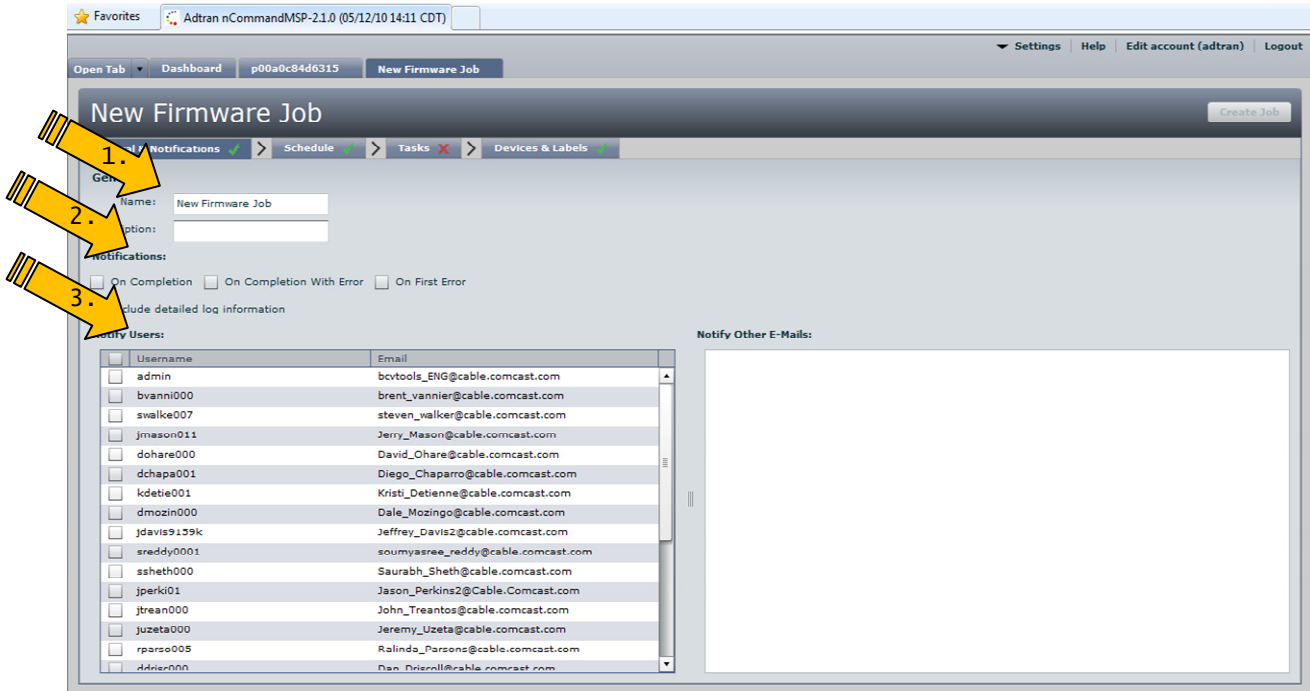
On any screen in MSP, double clicking **System Name** opens up the specific AOS unit's device page.

Information is displayed on this screen for use in turn up and troubleshooting:

1. Uptime – Total up time of the AOS unit
2. Firmware Info – Current code (*Note: Primary and Backup mismatch can cause an alert*)
3. Auto-Link Info – Shows Last and Next Updates (*Note: Missing Updates causes an alert*)

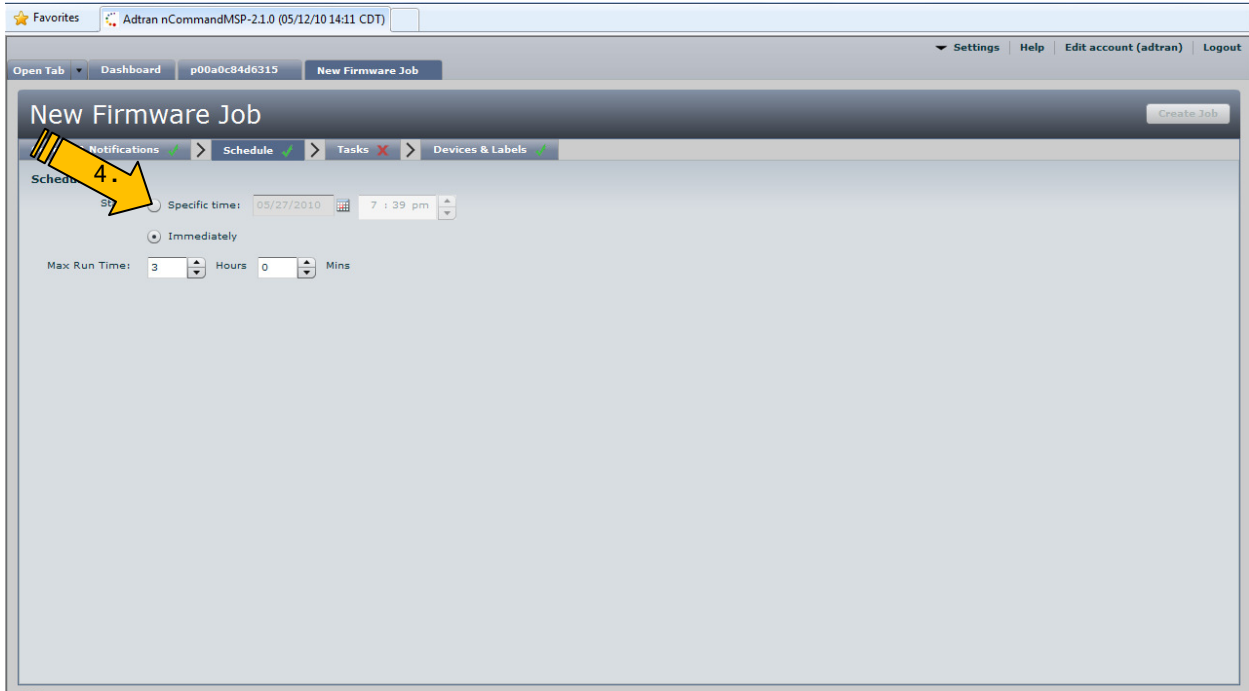
4. New Job – Scheduled task to Upgrade Firmware, Push config, Restore, or Reboot

Creating a New Job

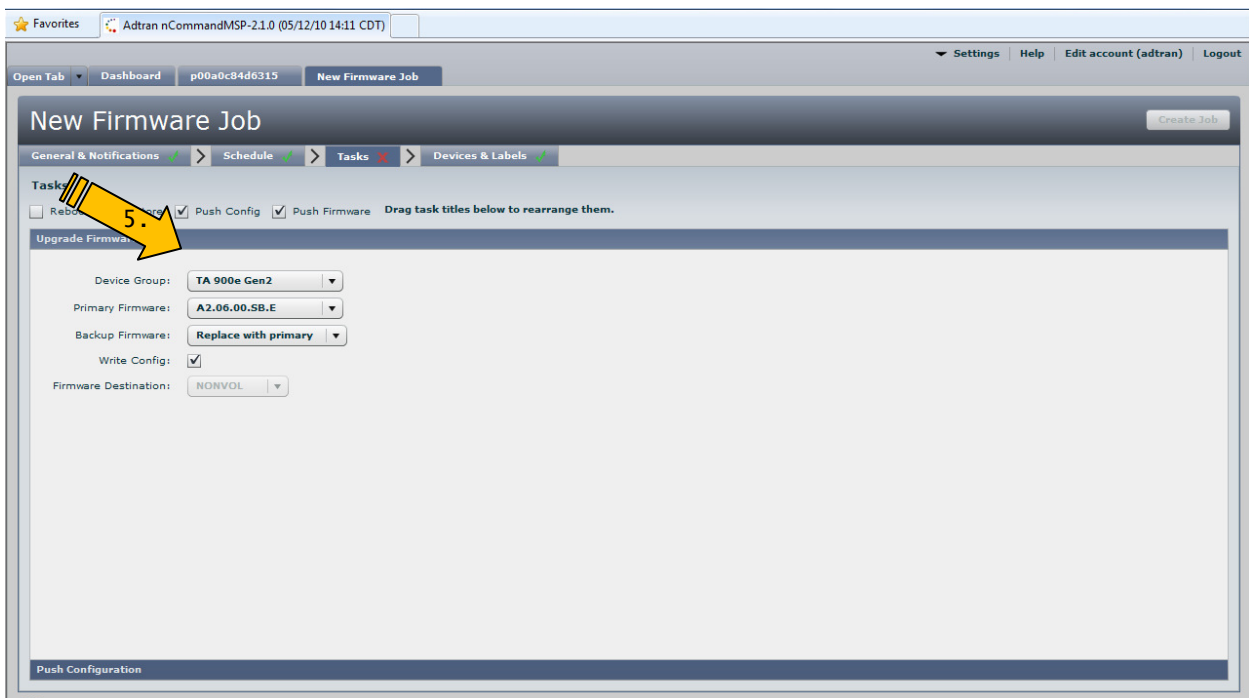


Jobs give the ability to do the following:

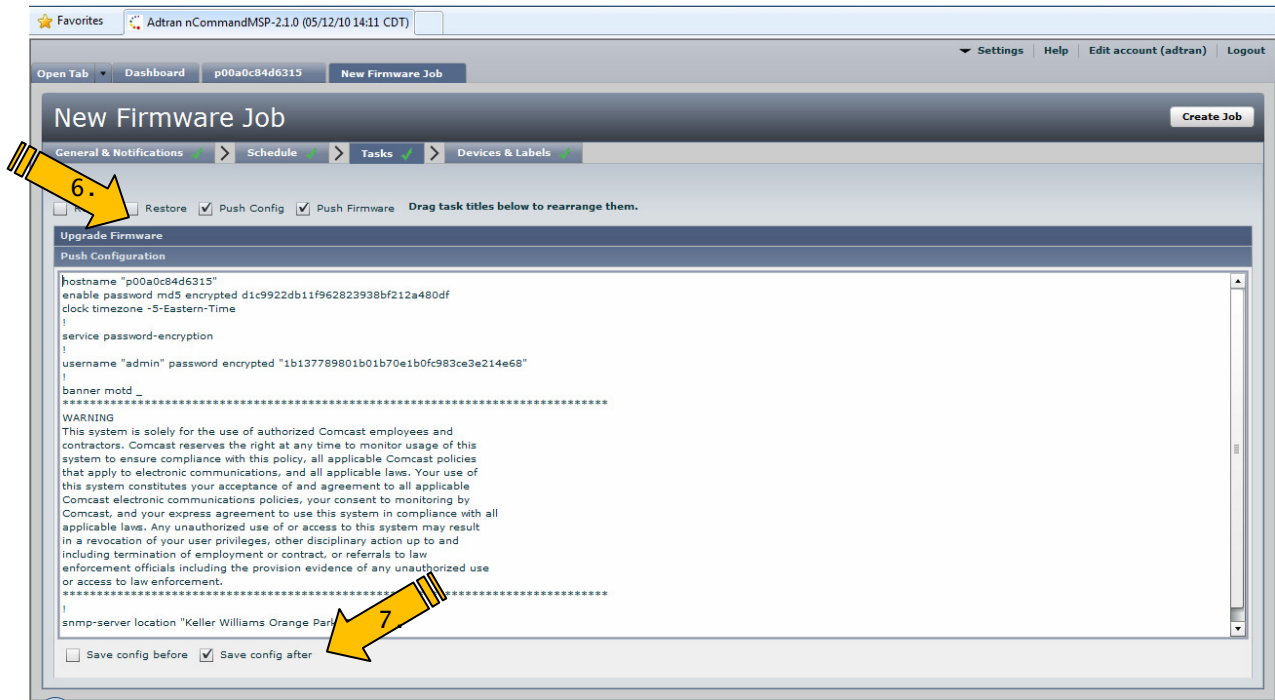
1. Add name and description
2. Provide notification on various conditions with a detailed log
3. Add users to receive email notification



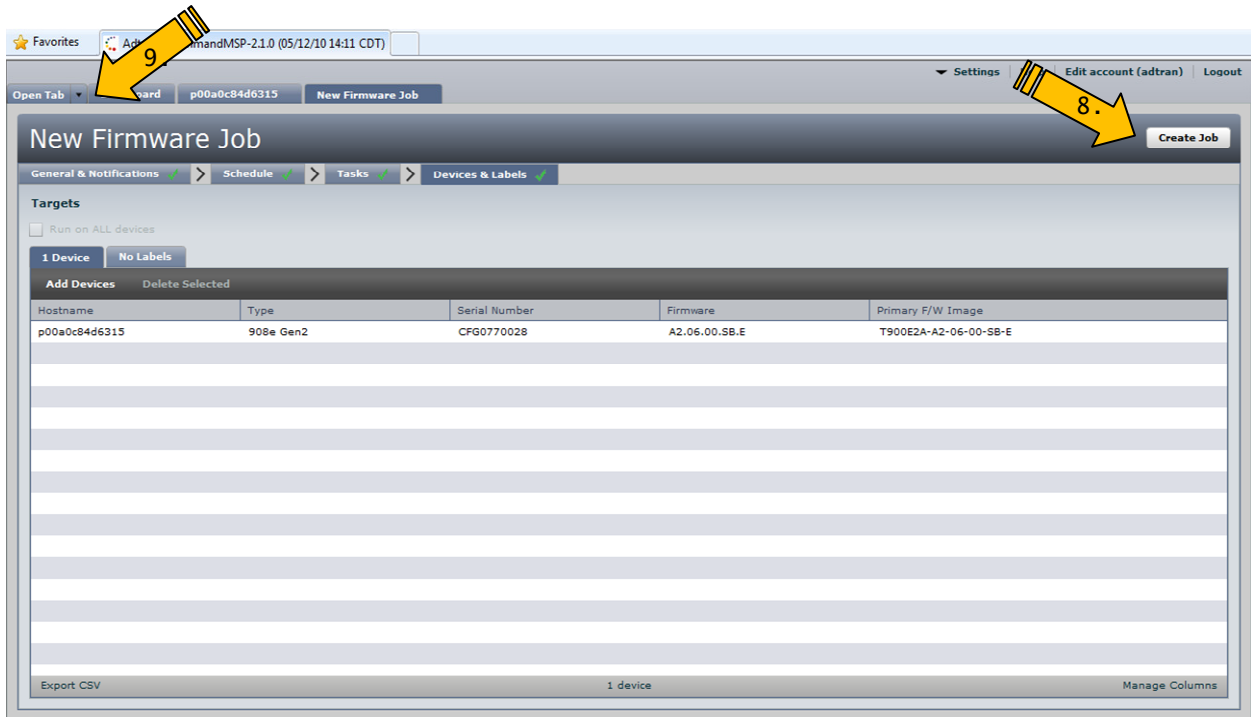
4. Set Jobs for Immediate or Scheduled execution (*Note: Selecting Immediate will immediately perform this job at the unit's next check-in. To bypass waiting for the next check-in time, Force check-in will make the device check-in and immediately perform the job*)



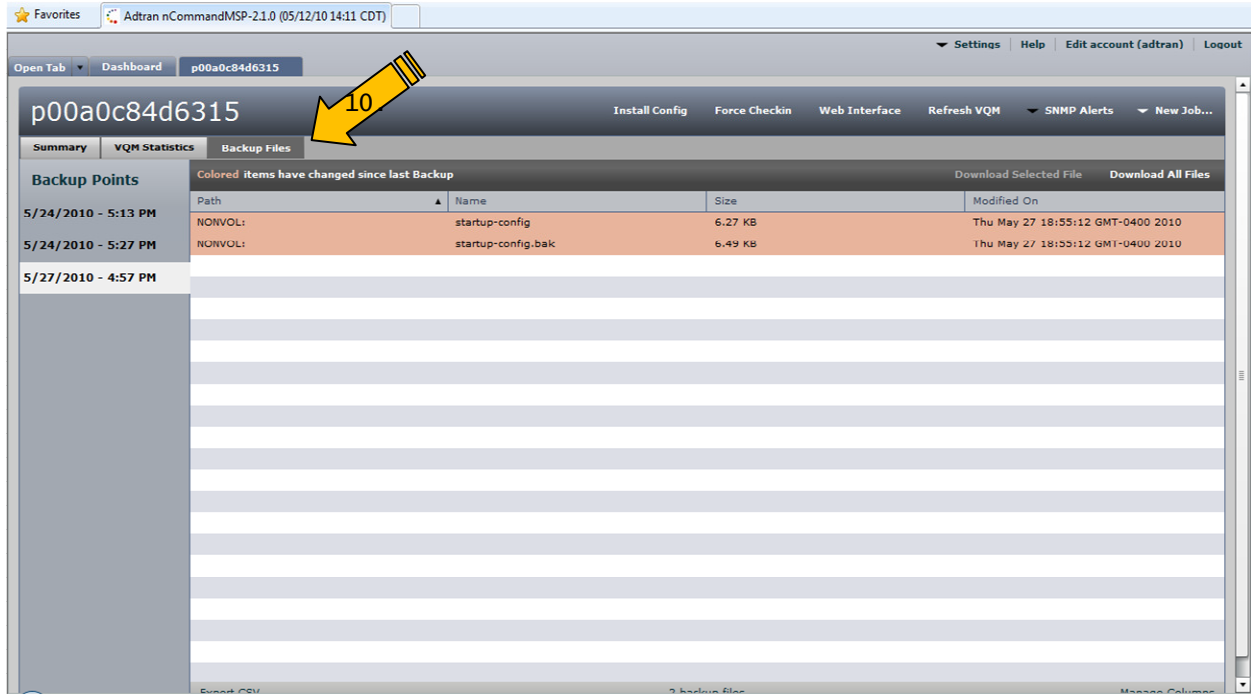
5. Add tasks to execute. In Firmware, use Drop down boxes to select Firmware to load. Select Checkbox for Write Config to save any provisioning.



6. Each task has its own window for specifics relating to the task. Push Configuration allows a cut and paste of configuration changes, such as adding ACLs or enabling services to load for the unit. The script should be pasted as though at the Router(config)# prompt.
7. Click on Save config after checkbox to be sure it is saved.



- Once the Tasks are defined, the final step is to Create Job. This will schedule and execute the job based on information selected in previous screens. *(Note: Jobs are run based on the next auto-link check-in by the end device. A job will fail if the target device is missing check-ins or does not check-in during the job's configured window)*
- Scheduled Jobs can be viewed in the **Open Tab** → **Jobs** screen from the Top Tabs



- Another valuable tab in the unit screen is Backup Files. This will allow you to restore a configuration if the unit onsite ever have a catastrophic failure and needs to be replaced. *(Note: Multiple backups are stored every time the device checks-in and its configuration has a different checksum than the last stored backup file.)*