Chapter 7
Configuring Customer Accounts

This chapter describes how to configure customer accounts and contains the following sections:

Overview

Managing your customers easily and effectively is an important goal of the NMC-RX application. This chapter describes how to configure and logically structure your customer accounts using the NMC-RX software. This chapter also describes how to associate customer accounts with IP interfaces, a key step to managing customer services.

Configuration Tasks

To configure customer accounts, complete the following tasks:

1. Create a customer profile.
2. Create a customer site.
3. Locate and configure IP interfaces.
4. Associate customer profiles with a site.

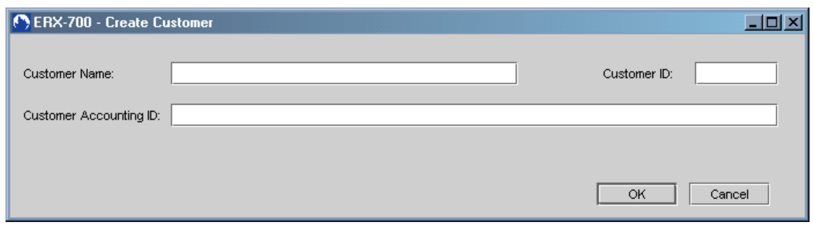
Creating a Customer Profile

As you structure your network hierarchy using the NMC-RX application, you can create customer profiles and begin managing services. When you create a customer profile, it is immediately added to the database and you can view, list, configure, or delete the profile.

To create a customer profile from either the Network Workshop or the Device Workshop:

1. From the Configuration menu, select Create, and click Customer.

   The Create Customer dialog box appears, which lets you set basic identification parameters about the customer.



2. Set the customer parameters (Table 22).

Table 22: Customer Parameters

Field	Description
Customer Name	Name that identifies the customer; maximum 32 alphanumeric characters; may include spaces
Customer ID	Number that identifies the customer; range 0–2147483647
Customer Accounting ID	Accounting ID used for this particular customer; maximum 32 alphanumeric characters; may include spaces

3. Click OK.

Creating a Customer Site

You must create a customer site before you can associate a customer profile with a particular IP interface. You can associate one or more customer sites with a single customer profile. For example, if *Bank XYZ* is a customer, its customer sites can be in multiple locations: Bank XYZ on *5th Avenue*, Bank XYZ on *Main Street*, and Bank XYZ on *River Road*.

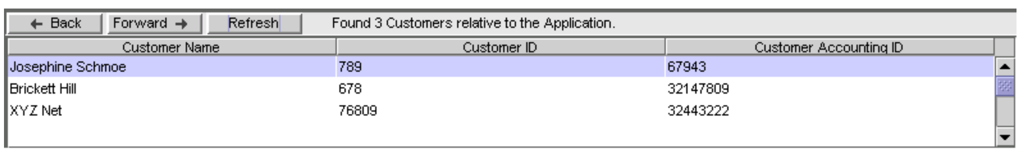
To create a customer site from either the Network Workshop or the Device Workshop:

1. Display all existing customer profiles:

   - Network Explorer—From the Configuration menu, select Customers, and click List All.

   - Device Workshop—In the Device-wide Explorer, select Customers, right-click, and select List All.

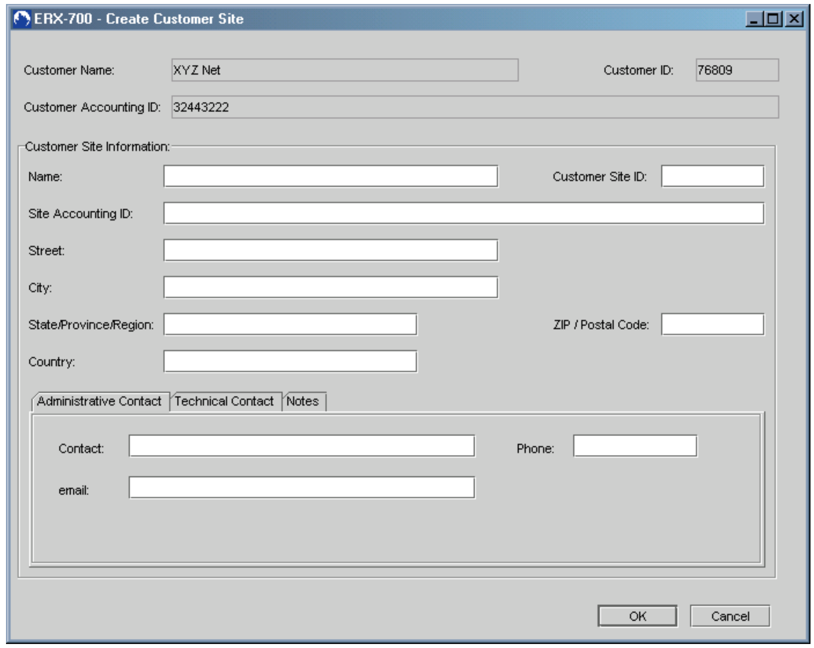
   The customer profiles appear in the list area.



2. From the list of customers, select the customer profile for which you want to create a customer site.

3. Right-click, select Create, and click Customer Site.

   The Create Customer Site dialog box appears.



4. Set the customer site parameters (Table 23).

Table 23: Customer Site Parameters

Parameter	Description
Customer Name	Name of customer; cannot edit
Customer ID	Number that identifies customer; cannot edit
Customer Accounting ID	Accounting ID associated with customer; cannot edit
Customer Site Information	
Name	Name of a specific customer site
Customer Site ID	Number that identifies the customer site; range 0–2147483647
Administrative Contact, Technical Contact, Notes tabs	
Contact	Name of the administrative or technical contact
Email	E-mail address for the administrative or technical contact
Phone	Phone number for the administrative or technical contact
Notes	Area for additional information. The note appears whenever you access an associated customer site.

5. Click OK.

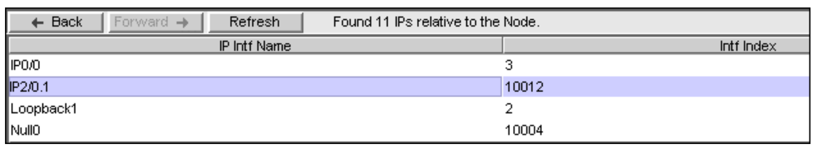
Associating Customer Profiles with IP Interfaces

After you create and configure a customer profile and customer site, you can associate the customer profile with an IP interface.

To access the Customer Information dialog box:

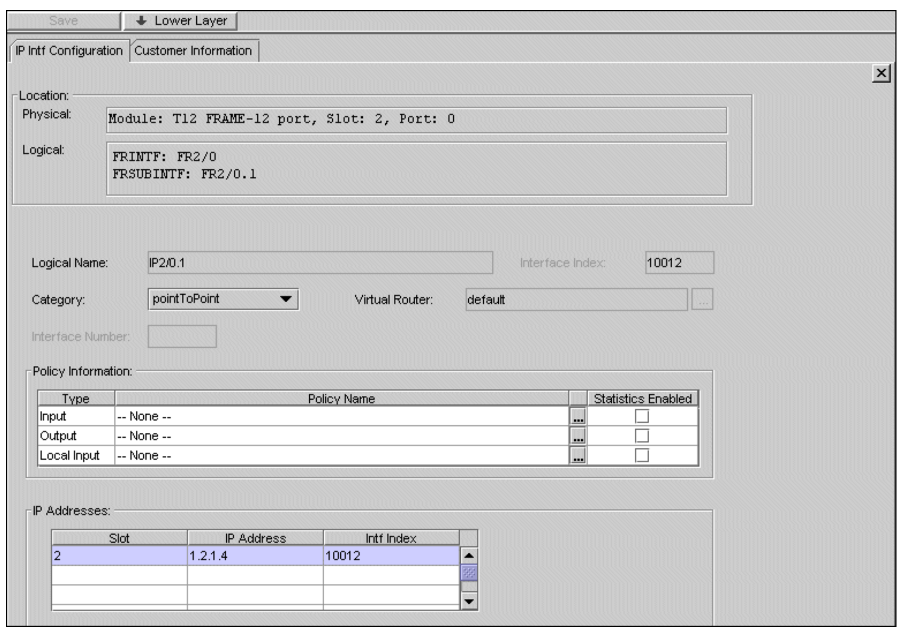
1. From the Device-wide Explorer, select IP Interfaces, right-click, and select List All.

   All IP interfaces appear in the list area.



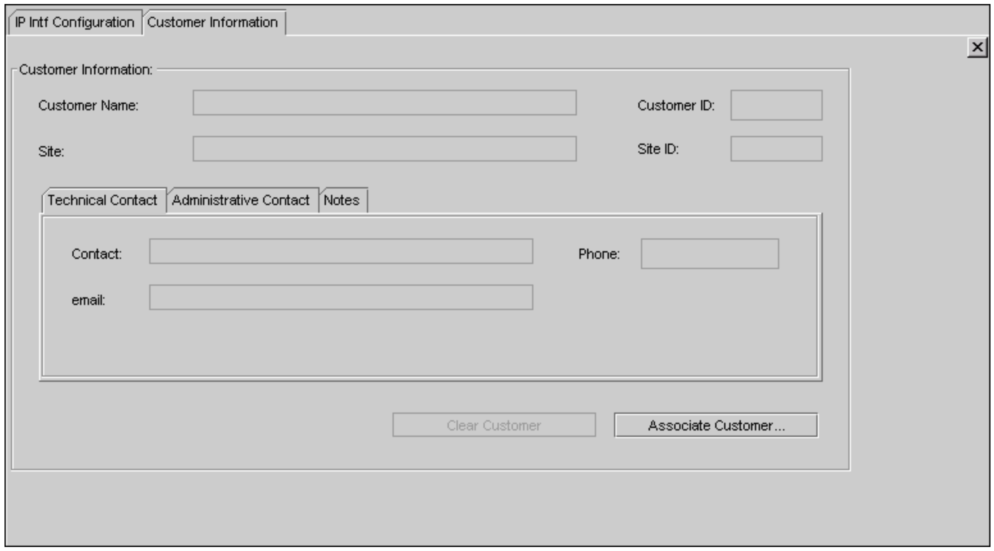
2. Select an IP interface from the list, right-click, and select Configure.

   The IP Intf Configuration tab appears in the work area.



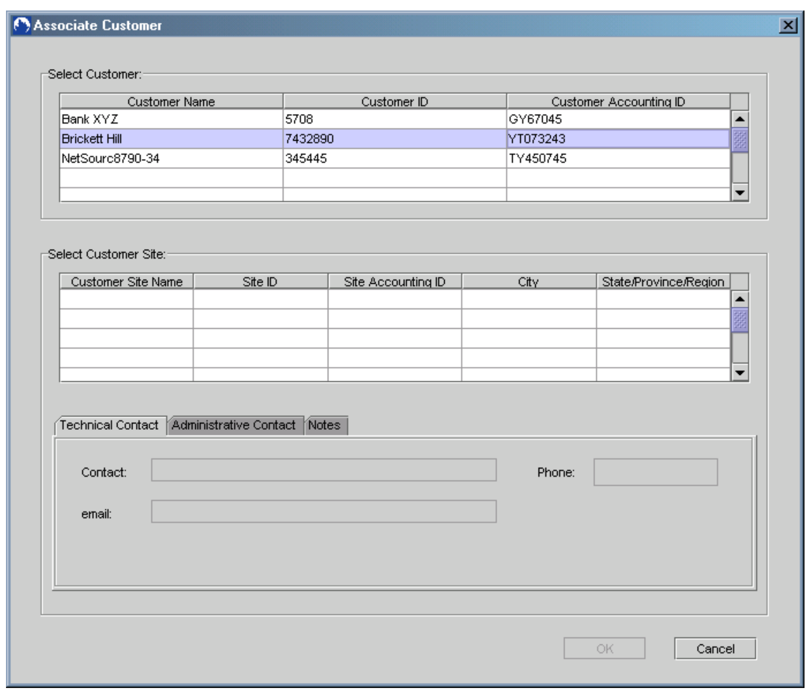
3. Click the Customer Information tab.

   The Customer Information tab appears.



4. Click the Associate Customer button.

   The Associate Customer dialog box appears.



5. From the Select Customer group box, click the customer name that you want to associate with the IP interface.

   The Select Customer Site group box becomes active.

6. From the Select Customer Site group box, click the customer site with which you want to associate with a customer profile.

   The technical and administrative contact information appears.

7. Click OK.

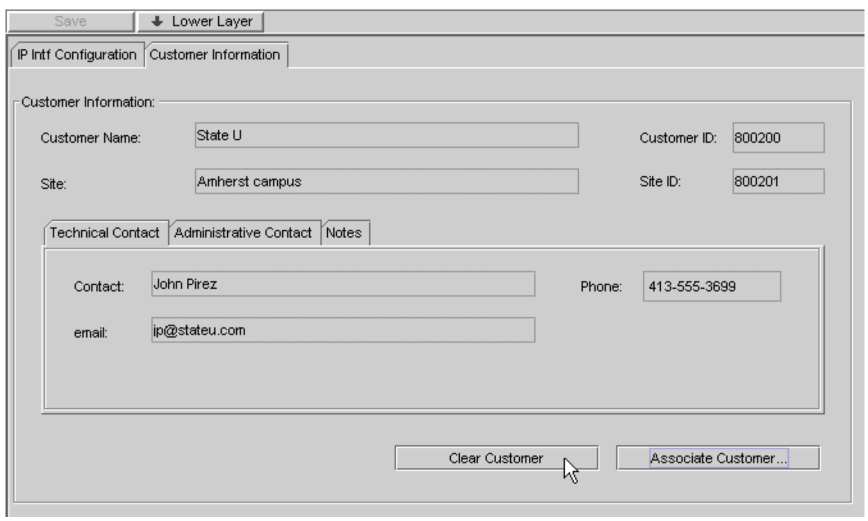
   The new customer site information appears on the Customer Information tab.

Now that the customer profile is associated with the IP interface you selected, refer to *NMC-RX User Guide, Vol. 2, Chapter 6, Configuring IP*, to continue the IP interface configuration process.

Removing a Customer Profile from an Interface

To dissociate, or remove, a customer profile from an IP interface:

1. From the Customer Information tab, click the Clear Customer button.



   All customer information listed in the fields is cleared. The customer profile is no longer associated with the IP interface.

2. Click the Associate Customer button, and make new selections. You could also select a different IP interface and start this procedure again.