

Chapter 8

Configuring Customer Accounts

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

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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.

The screenshot shows a dialog box titled "ERX-700 - Create Customer". It has three text input fields: "Customer Name", "Customer ID", and "Customer Accounting ID". The "Customer Name" and "Customer ID" fields are on the top row, and "Customer Accounting ID" is on the bottom row. At the bottom right, there are two buttons: "OK" and "Cancel".

2. Set the customer parameters (Table 28).

Table 28: 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.

Customer Name	Customer ID	Customer Accounting ID
Josephine Schmoie	789	67943
Brickett Hill	678	32147809
XYZ Net	76809	32443222

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 29).

Table 29: 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.

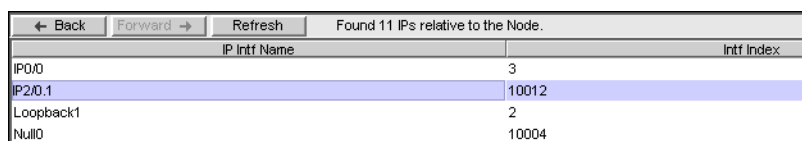
Associating Customer Profiles with IP Interfaces

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.

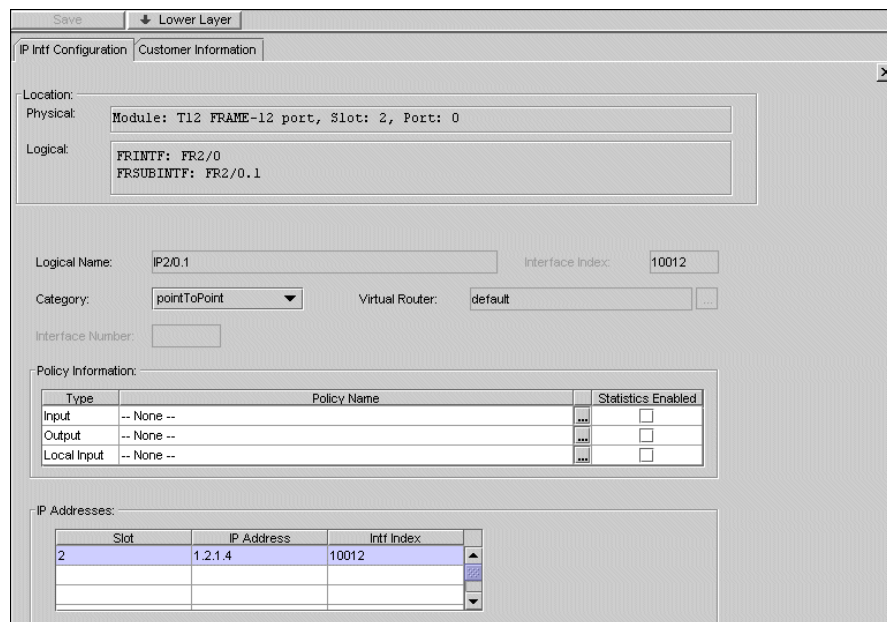
All IP interfaces appear in the list area.



IP Intf Name	Intf Index
IPO/0	3
IP2/0.1	10012
Loopback1	2
Null0	10004

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

The IP Intf Configuration tab appears in the work area.



Save Lower Layer

IP Intf Configuration Customer Information

Location:

Physical: Module: T12 FRAME-12 port, Slot: 2, Port: 0

Logical: FRINTF: FR2/0
FRSUBINTF: FR2/0.1

Logical Name: IP2/0.1 Interface Index: 10012

Category: pointToPoint Virtual Router: default

Interface Number:

Policy Information:

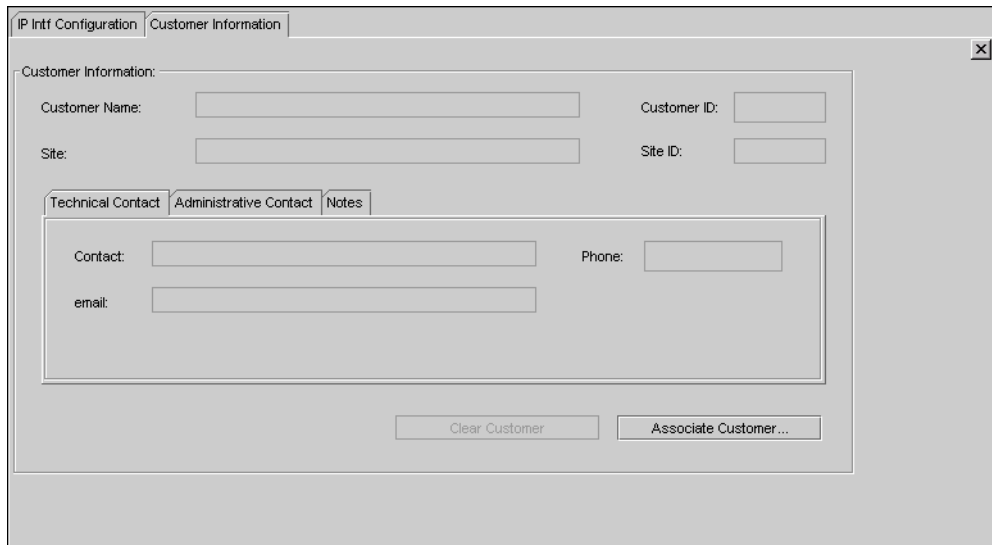
Type	Policy Name	Statistics Enabled
Input	-- None --	<input type="checkbox"/>
Output	-- None --	<input type="checkbox"/>
Local Input	-- None --	<input type="checkbox"/>

IP Addresses:

Slot	IP Address	Intf Index
2	1.2.1.4	10012

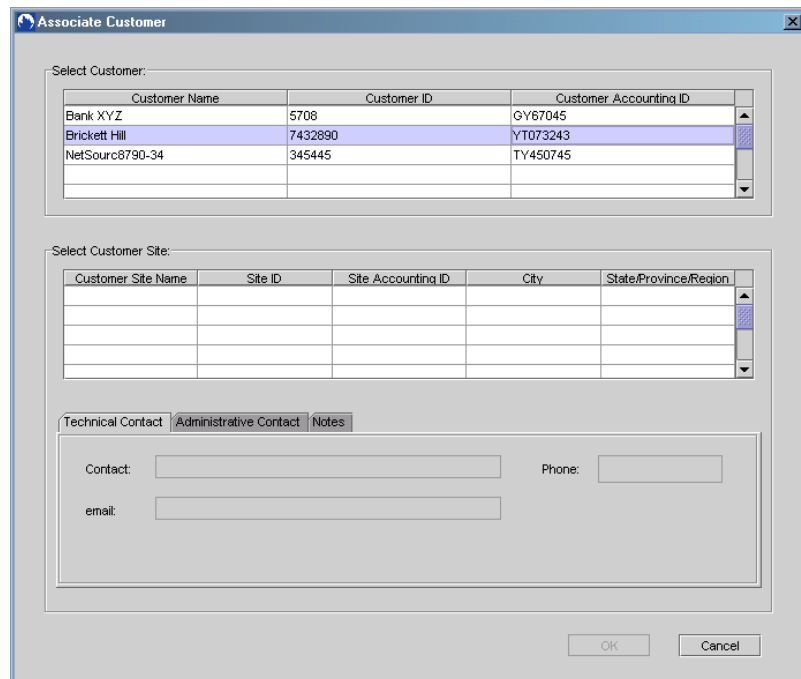
3. Click the Customer Information tab.

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.

- 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.

- 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:

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

The screenshot shows a software window titled "IP Intf Configuration" with a "Customer Information" tab selected. The window has a "Save" button and a "Lower Layer" dropdown menu at the top. The "Customer Information" section contains the following fields:

- Customer Name: State U
- Customer ID: 800200
- Site: Amherst campus
- Site ID: 800201

Below these fields are three tabs: "Technical Contact", "Administrative Contact", and "Notes". The "Technical Contact" tab is active and contains the following fields:

- Contact: John Pirez
- Phone: 413-555-3699
- email: jp@stateu.com

At the bottom right of the window, there are two buttons: "Clear Customer" and "Associate Customer...". A mouse cursor is pointing at the "Clear Customer" button.

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

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

