

Vecima's **Terrace View** provides a proactive global monitoring and automated reporting system for MSOs with a significant installed base of Terrace commercial video products. Monitor alarms, CableCARD information, channel lineups and device information (serial number, IP addresses, MAC addresses, etc). Critical management operations (upgrade, reboot, debug dump) can be scheduled and/or performed remotely.

Terrace View provides central access to all Terrace devices on a user's network, eliminating the need to log into each device individually. Analyzing service impacting problems before customers notice a degradation of service is simplified and common issues affecting multiple units are easier to identify. Simply open a support case with Vecima's support team from within Terrace View to assist in resolving detected issues. This in turn reduces No Fault Found (NFF) returns and makes engagement with support personnel more effective.



# Highlights

- Groups page allows the Region, Headend, Hub, and Site location to be defined for Terrace devices
- Audit trail shows history of important actions taken within Terrace View such as login to Terrace View, creation/modification of regions or groups, redefining a Terrace device location, etc.
- Schedule and/or perform upgrades, reboots and debug dumps for Terrace devices remotely
- Central view of all Terrace devices simplifies data analysis and troubleshooting issues affecting multiple devices are more easily detected
- View device information (listing, firmware, MIA, CableCARDs, QAM input mappings, analog output mappings, active alarms, QAM mappings, and OOB SI channel map) and current operational status
- Assists in detecting problems caused by equipment upstream of Terrace devices in the network chain
- Predefined user roles allow system administrators to control access
- Reports can be created for all devices, or devices found within a region, headend, hub, or site



## Dashboard

Information at a glance for how the Terrace devices are performing

Terrace View X					Raadh o II I
← → C © monitor.vecima.c	:om/#/app/dashboard				Y 🖈 🔕 🖓 🄳 🖴 🗔 🗄
Vecima # TERRACE VIEW	O Time: 7:20 PM				View User
1 Dashboard	Dashboard				
A Sites	DEVICES MONITORED	REBOOT	ALARM STATUS	ж	
96 Devices	All devices	Units rebooted in the last 24hrs	Critical Major		
Reports	6 New This Week MIA	1	Critical Major 0 21		
🖵 Management <	3 0				

### Sites

Organize Terrace devices into sites to get a customer view of multiple devices. View a combined site channel map and pull together all the information required to quickly respond to customer calls.

ce View X										
C ( monitor/vecima	a.com/#/app/sites								F 🕸 🔇 🤇	7 BB 64 C
ecima TERRACE VIEW	Name		Location		Customer			Devices	Alarm Status	
TERRICE VIEW	Billford Suites		Manhatten. EastCentral. New	York	Bilford Suites			1	000	
shboard	Hilton Garden	,	SanDiegoHub1, WestCentral,	SanDiegoNorth	Hilton			2	000	
15										
vices	Site Locat									0
ports										
anagement <										
	Account num									
	Name		IP Address	Serial	Model	Last Conta	ct		Alarm Status	
	Hilton Arcus	Test	184.69.62.30	2808478	TC600LF	Sep 13 201	5. 07:19:45 PM		0 0 0	
	Hilton Arcus	Test	184.69.62.30	2936619	TC600HF	Sep 13 201	5. 07:19:51 PM		000	
	EIA Chanr	nel Man								
	EIA	Source ID	VCN	State		Name	SI Source		Encrypted	
				(undefined)		(undefined)	(undefined)		(undefined)	
	0	0	0	(underned)		(undernied)	(undereness)		(undefined)	



#### **Device** Details

O monitor.vecima.co	m/#/spp/devices							¥ 🕁 😣 🤤	<b>B</b> 4
Vecima # TERRACE VIEW		WestCentral Hilton Garden	184.69.62.30:4432	2936619	TC600HF	Sep 13 2016. 07:	19:51 PM 🛛 💽 💽	0	
Dashboard	t at la sa								
k Sites	Actions Create Sup	port Case Reboot							
Devices									
) Reports	Comment D		De aleura las anas		In stalls	tion Data			0
Anagement <	Current FV 2,2,22	N	Backup Image -		Sep 02 20	ation Date			0
	Notes								0
	No Notes								
	CableCAR		****	Card ID	Card	Ferial	that Address	Set = 10	
	MOCUR	Host ID	MAC	Card ID		Serial	Unit Address	Data ID	
	MOCUR 1	Host ID 058-000-052-647-6	N/A (Motorola)	000-011-408-059-1	MAO	837CAAIF5	000-00114-08059-067	336-792-701-74	
	MOCUR	Host ID			MAO				
	MOCUR 1	Host ID 058-000-052-647-6	N/A (Motorola)	000-011-408-059-1	MA0	837CAAIF5	000-00114-08059-067	336-792-701-74	
	MOCUR 1 2	Host ID 058-000-052-647-6 058-000-052-648-4	N/A (Motorola) N/A (Motorola)	000-011-408-059-1 000-037-272-961-6	MA0	837CAAIF5 109FSV535	000-00114-08059-067 000-00372-72961-219	336-792-701-74 049-003-800-17	
	MOCUR 1 2 3	Hest ID 058-000-052-647-6 058-000-052-648-4 058-000-052-645-0	N/A (Motorola) N/A (Motorola) Unavailable	000-011-408-059-1 000-037-272-961-6 Unavailable	MA01 MA11 Unav	837CAAIF5 109FSV535	000-00114-08059-067 000-00372-72961-219 Unavailable	336-792-701-74 049-003-800-17 Unavailable	
	MOCUR 1 2 3 4	Hest ID 058-000-052-647-6 058-000-052-648-4 058-000-052-645-0 058-000-052-645-0	N/A (Motorola) N/A (Motorola) Unavailable Unavailable	000-011-408-059-1 000-037-272-961-6 Unavailable Unavailable	MA0 MA1 Unav	837CAAIF5 109FSV535 ailable	000-00114-08059-067 000-00372-72961-219 Unavailable Unavailable	336-792-701-74 049-003-800-17 Unavailable Unavailable	
	MOCUR 1 2 3 4 5	Hest ID 058-000-052-647-6 058-000-052-648-4 058-000-052-645-0 058-000-052-648-8 058-000-052-648-3	N/A (Motorola) N/A (Motorola) Unavailable Unavailable Unavailable	000-011-408-059-1 000-037-272-961-6 Unavailable Unavailable Unavailable	MA0 MA1 Unav	837CAAIF5 109FSVS35 ailable ailable	000-00114-8859-067 000-00372-72961-219 Unavailable Unavailable Unavailable	336-792-701-74 049-003-800-17 Unavailable Unavailable Unavailable	
	MOCUR 1 2 3 4 5	Hest ID 058-000-052-647-6 058-000-052-648-4 058-000-052-645-0 058-000-052-648-8 058-000-052-648-3	N/A (Motorola) N/A (Motorola) Unavailable Unavailable Unavailable	000-011-408-059-1 000-037-272-961-6 Unavailable Unavailable Unavailable	MA0 MA1 Unav	837CAAIF5 109FSVS35 ailable ailable	000-00114-8859-067 000-00372-72961-219 Unavailable Unavailable Unavailable	336-792-701-74 049-003-800-17 Unavailable Unavailable Unavailable	

CableCARD details, Alarms, and more, aggregated into a single sign-on easy to use interface.

### Reports

Multiple reports that are quickly and easily exported to Microsoft Excel® to get key information when required.

Terrace View X				Ba			
← → C © monitor/vecima	.com/#/app/report		芋☆	0.0	<b>≣</b> ≙		:
Vecima #TERRACE VIEW	O Time: 7:21 PM			View	User	0	*
† Dashboard	Create a Re	port					
A Sites	Report Type	Device CableCards •					
96 Devices							
Reports	Group	Region *					
🖵 Management <	Region	WestCentral					
		Create					
		_					

Microsoft and Excel are registered trademarks of Microsoft Corporation



#### Support

Existing debug dumps may be downloaded to assist with troubleshooting. New debug dumps may be generated prior to downloading if desired.

Quickly and easily open a support case if a device is not performing as expected.

📴 Terrace View	×								
⊢ → C © monitor	r/vecima.com/#/app/devices							7 x 🔇	0 B 4 1
Vecima TV #TERRACE VII	Customer support							×	View User
	Your Contact Info	D:		Device Info:					Ų
Devices	Name View User			Model Transm					
Reports	Phone number			Sine					
	3069557075			protect a					
	Email address			IP address					
	dennis.vanee@vecima.i	com		(9449-62-59					
	Problem Description:								
							0	Submit	
	Current FV	v	Reckup Im	age .	Installation Cate				•
					Subject Serve				
	Notes No Notes								0
	CableCARD	Ds							
	MOCUR	Next ID	MAC	Card ID	Card Serial	Unit Address		Data ID	

#### Server Requirements

For optimal operation, Terrace View should be deployed on a server with the following configuration:

- Operating System: CentOS Linux Version 7
- CPU Count: 4
- Memory: 16 GB
- Storage: 100 GB
- Database: External MYSQL

Copyright © Vecima Networks Inc. Vecima reserves the right to modify or discontinue any product or piece of literature at anytime without prior notice. All Trademarks are property of their respective owners. Compliance with export control laws: Various export control laws of Canada, the United States or other countries may restrict or prohibit the export to certain countries of products sold by Vecima. Vecima shall not be liable for anything arising from compliance, or efforts to comply, with export control laws.

p: 1.306.955.7075 e: sales@vecima.com

Publish Date: 2021 Nov. 27