XR Solution Administrator

XR Solution Technical Certification Training

Session 3:
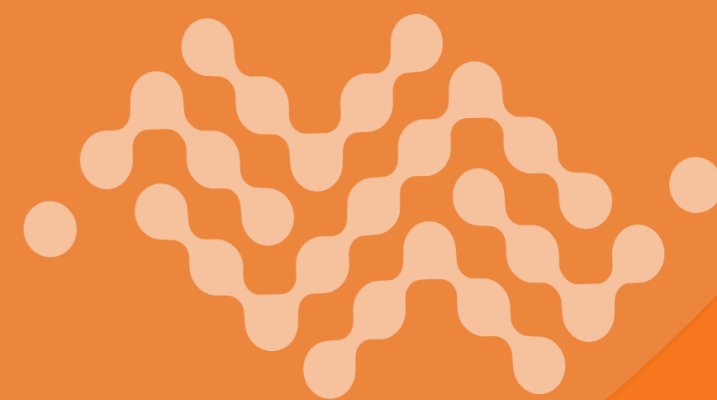
Training | Knowledge Check | Lab Exercise

March 2022

Session 3

- AirLink Services for XR Series

- Basic and Partner-specific ALMS Skills

- Working with Templates in ALMS

- Working with AirLink Support

- What's Next

REVIEW AND LAB RECAP

Review and Lab Recap

What are your questions from last week and the lab?

What did you learn during the lab?

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What You Should Know

- The details and benefits of each AirLink Services offer for XR

- Basic skills in ALMS

- The ALMS tools for deploying and managing routers

- The partner-specific details of ALMS for XR/AirLink OS

- How to create and deploy templates in ALMS

- How to factory reset and upgrade routers using ALMS

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AIRLINK SERVICES FOR XR SERIES

Details of All Services

Accessing Services
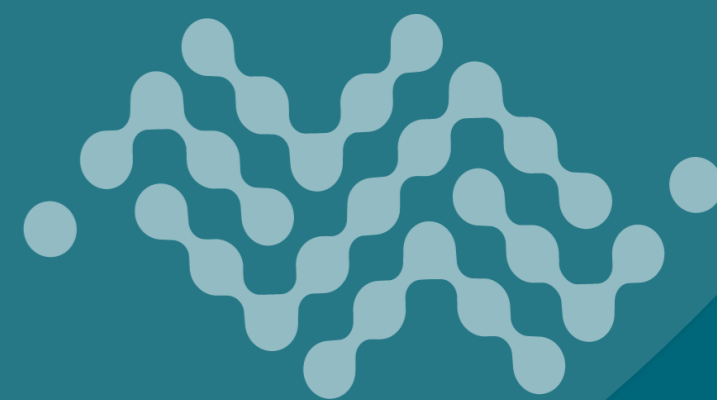
Details of All AirLink Services for XR Series

Router Models	XR80 (All)	XR90
Default Warranty (1 Year)	Yes	Yes
Service Offering	AirLink Complete	AirLink Premium
Management Platform (ALMS)	Yes*	Yes*
Access to SW Support	Yes*	Yes*
ALMS Out-of-Band Management	Yes*	Yes*
Advanced Mobility Reporting	Optional Add-on*	Yes*
Advanced Replacement	No	Yes*
Extended Warranty (up to 5 Years)	Yes*	Yes*

* Requires registration with a valid subscription

Registration is Required

DEVICE
MANAGEMENT
SOFTWARE (ALMS)

TECHNICAL
SUPPORT

AIRLINK
PREMIUM

OUT-OF-BAND
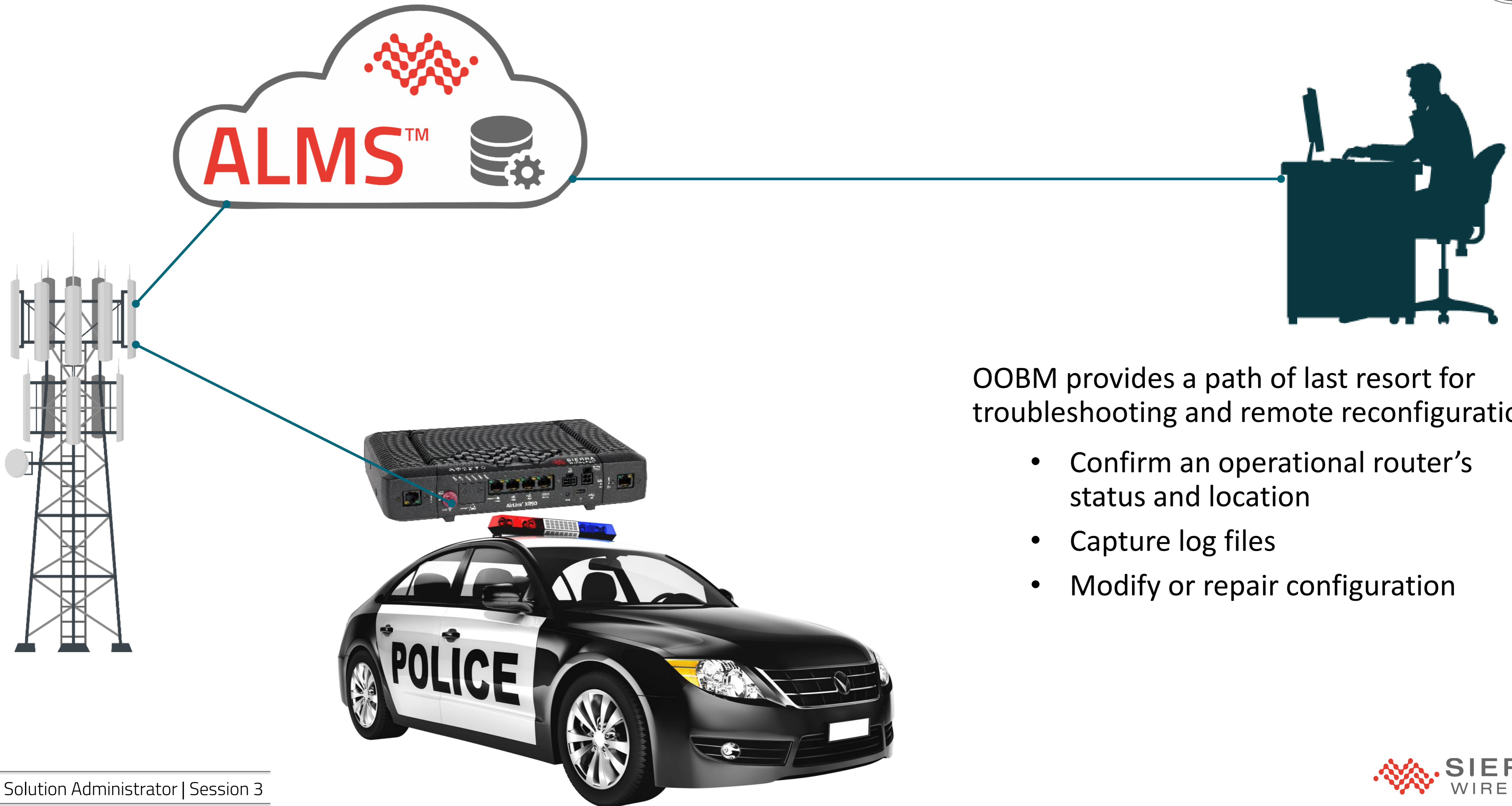MANAGEMENT

HARDWARE
WARRANTY

ADVANCED
REPORTING

Most features come with AirLink Premium or AirLink Complete and require registration

Some features absolutely require access to ALMS

Devices can be registered anytime within the first year, but the 1-year coverage is based on a fixed clock

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ALMS Out-of-Band Management

OOBM provides a path of last resort for troubleshooting and remote reconfiguration

- Confirm an operational router's status and location
- Capture log files
- Modify or repair configuration

Advanced Mobility Reporting

Coverage

Coverage Map (Beta)

Coverage Trails (Beta)

Link Utilization (Beta)

Driver

Driver Behavior

Seat Belt

Trip Replay

Vehicle

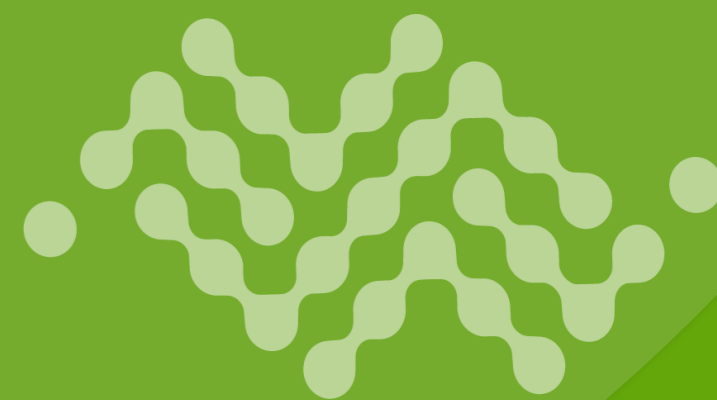Engine Fault Summary

Odometer Report

Vehicle Report

Vehicle Utilization

Geographic

Trips Report

Zone Summary

BASIC ALMS SKILLS FOR XR SERIES

Basic Skills in ALMS

Additional Skills for Partners

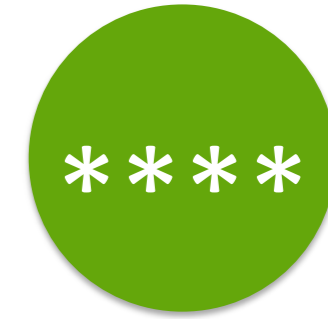Helping Customers Sign Up
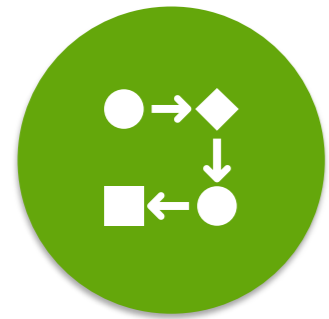
Basic ALMS Skills

Register routers

Create and deploy templates

Upgrade router software

Set passwords and unique values

Use a workflow

Synchronize a router

Run a report

View a router configuration

Monitor operations

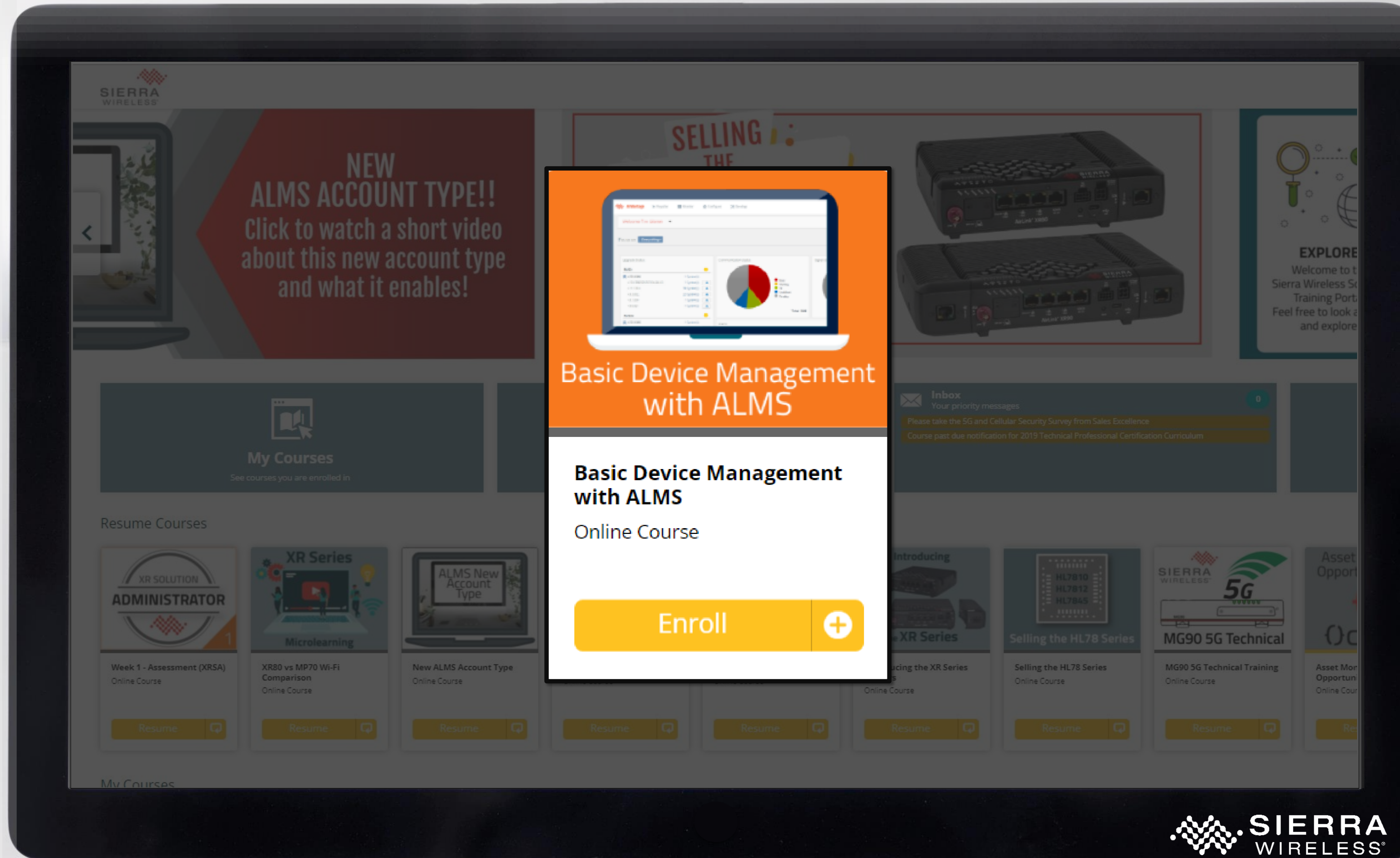Retrieve a router log file

Read the timeline

Factory Reset

Basic Skills Reinforcement

Take the **Basic Device Management with ALMS** course

Most of these basic skills have not changed at all for XR

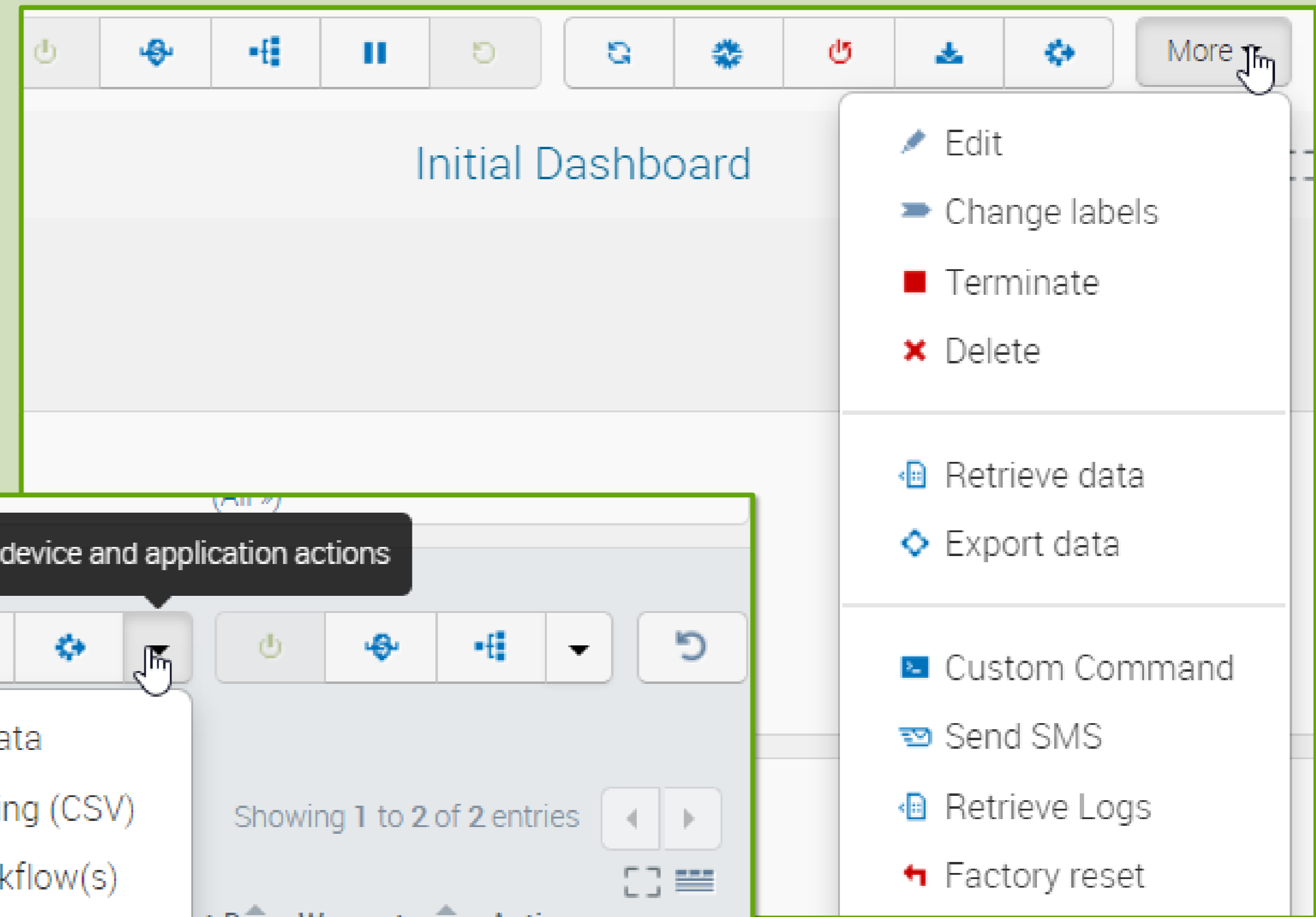Some, like registration, have had very small changes

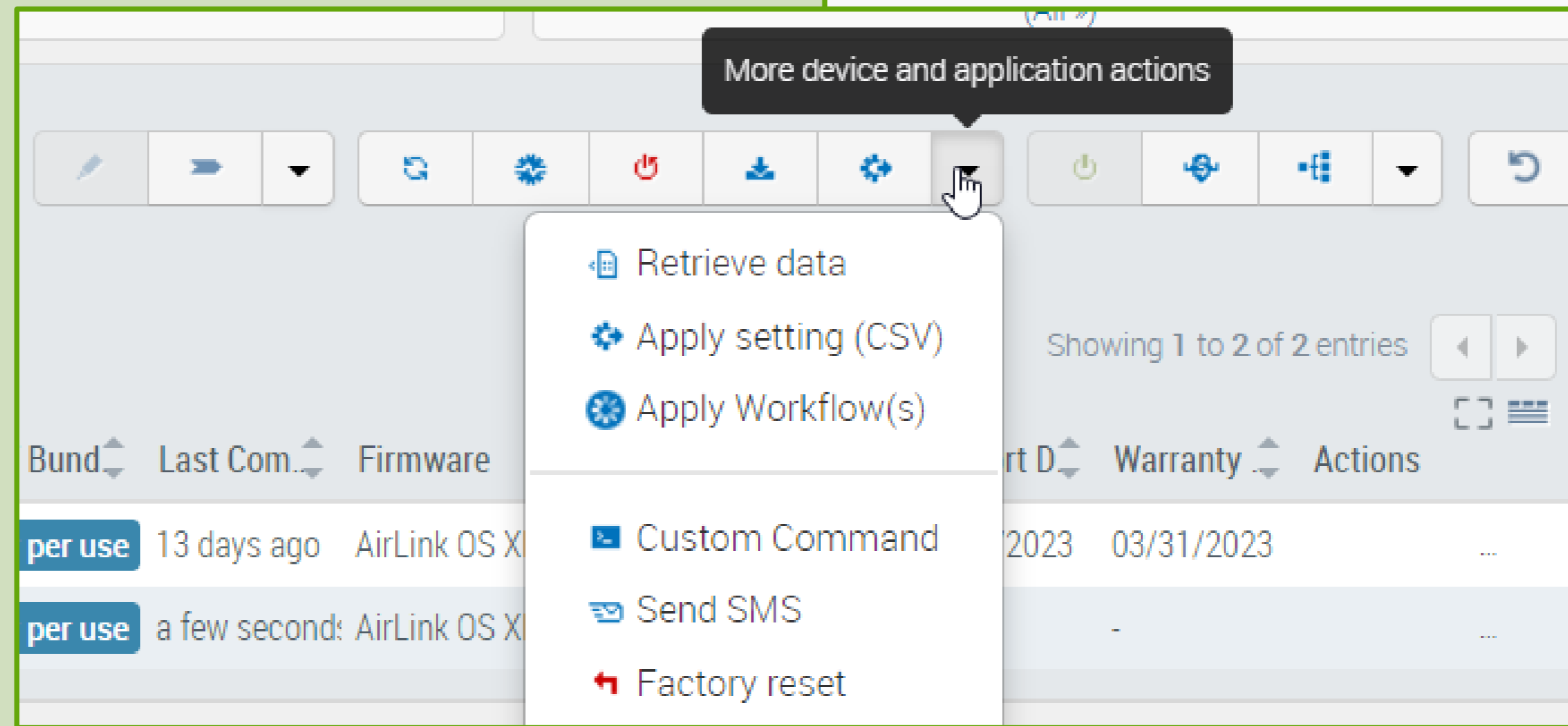# Perform Operations on a Single Router or a Fleet

- One router at a time on Device Monitor page
- A large number of routers on the Systems Monitor page

These operations include:

- Synchronize
- Apply template
- Reboot
- Factory reset
- Change labels
- Upgrade firmware

Individual router

Monitor > Systems

The ALMS Toolkit

Widgets

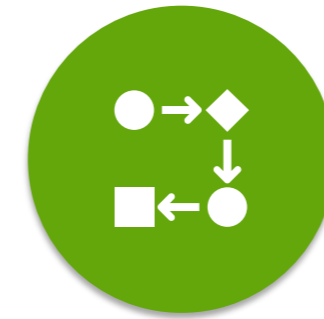Alerts and Datasets

Dashboards

Labels

Names

Operations

Workflow

Apply Settings CSV tool

Timeline

Configuration view

Template Management

Software Management

Changes in ALMS for AirLink OS and XR

Registration Options

More Data in Timeline

One UI for Configurations

Multiple Dashboards

Register routers

Timeline + Widgets + Reports

Template + Configuration

Dashboards

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How the Timeline is Different

Data streams almost instantaneously

More data means more precision for diagnostics and better reporting

Everything happens more quickly

Additional ALMS Skills for Partners
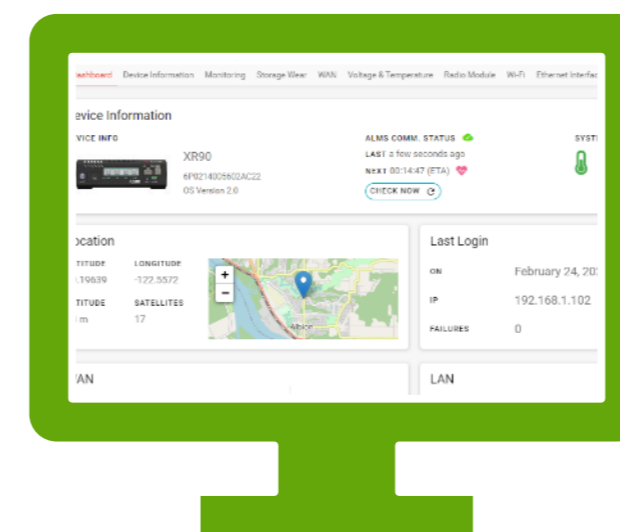
Help customers set up a new ALMS account
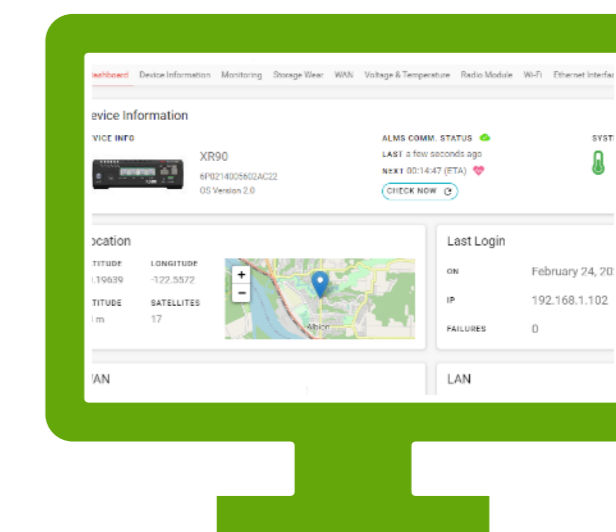
Register routers for customers

Transfer routers for trials

Things Partners need to understand:

ALMS account changes and migration plan

Partnerships in ALMS

Registering Routers for Customers

Entire process is documented at

https://source.sierrawireles
s.com/airvantage/almsc/ref
erence/register/howtos/reg
isterSystemsToMultiplePart
ners/

CUSTOMER

PARTNER

Create new ALMS account → Coach customer

Send new account UID → Register routers
From Reseller account

Accept registration
Auto-accept option

Add User Profile
Give partner access

ℹ Customer Account UID and Serial Numbers are needed for all orders with AirLink Complete/Premium SKUs

Process for New Customer Account Creation

Job Aid available for coaching customers

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Why the changes in ALMS accounts and process?

- Varying needs for
  - Customer security
  - Partner access

- Change to subscription model
- New requirements for OOBM

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Setting up a New ALMS Account for XR Series routers

The New ALMS Account

The legacy AirLink Management Service (ALMS) accounts used for previous generations of Sierra Wireless devices are not compatible with the new XR Series routers.

Sierra Wireless plans to migrate all legacy ALMS accounts in the fall of 2022, but until then each Customer must create a new ALMS account when they purchase XR Series routers. The new account can be linked to their legacy account upon request, to provide access to both with a single login.

In the account setup process, the Customer will have the option to provide billing information. Customers planning to purchase annual renewals or additional years of AirLink Complete or Premium via purchase order through their Sierra Wireless Reseller **must not** provide billing information during the account creation.

When to set up the New ALMS Account
The New ALMS account must be set up before any orders for AirLink Complete or AirLink Premium subscriptions (extensions or renewals) can be processed. It is recommended that it be created upon receiving the customer order for XR Series routers.

Who can set up the New ALMS Account
The account creation process requires the acceptance of standard terms and conditions, which Resellers cannot do on behalf of Customers. As a result, the Customer must create the new account.

Procedure
1. The Customer creates a new ALMS account using this link:
   https://www.sierrawireless.com/products-and-solutions/routers-gateways/alms/register/

   Note: if the Customer representative does not know who should ultimately be the administrator of the account, the account can be created by someone in their purchasing or IT department and administrator(s) can be updated at a later date.

Page 1

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CUSTOMER

PARTNER

Create new ALMS account

Coach customer

Send Partnership request*

Transfer routers
From Reseller account

Engage in Trial
full solution experience

Transfer routers
Clean-up partnerships

The Partnership request must have evidence of being customer-initiated but can be in a partner support ticket

Process for a customer Trial/Demo

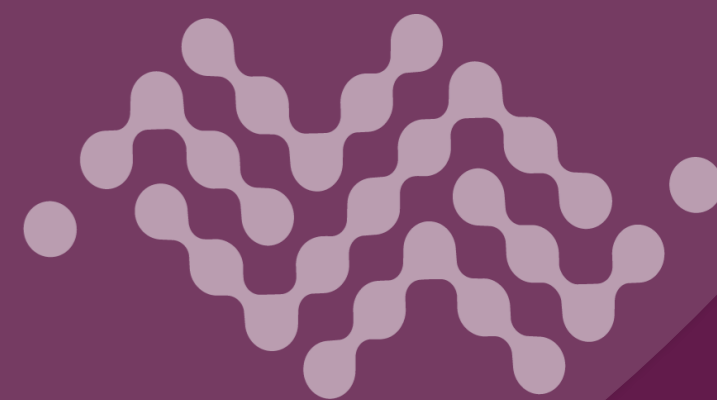One example that requires creation of a partnership before customer purchases any equipment

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WORKING WITH TEMPLATES IN ALMS

Two ways to work with Templates

Creating Templates

Deploying Templates

Pre-Configure Systems and Workflows
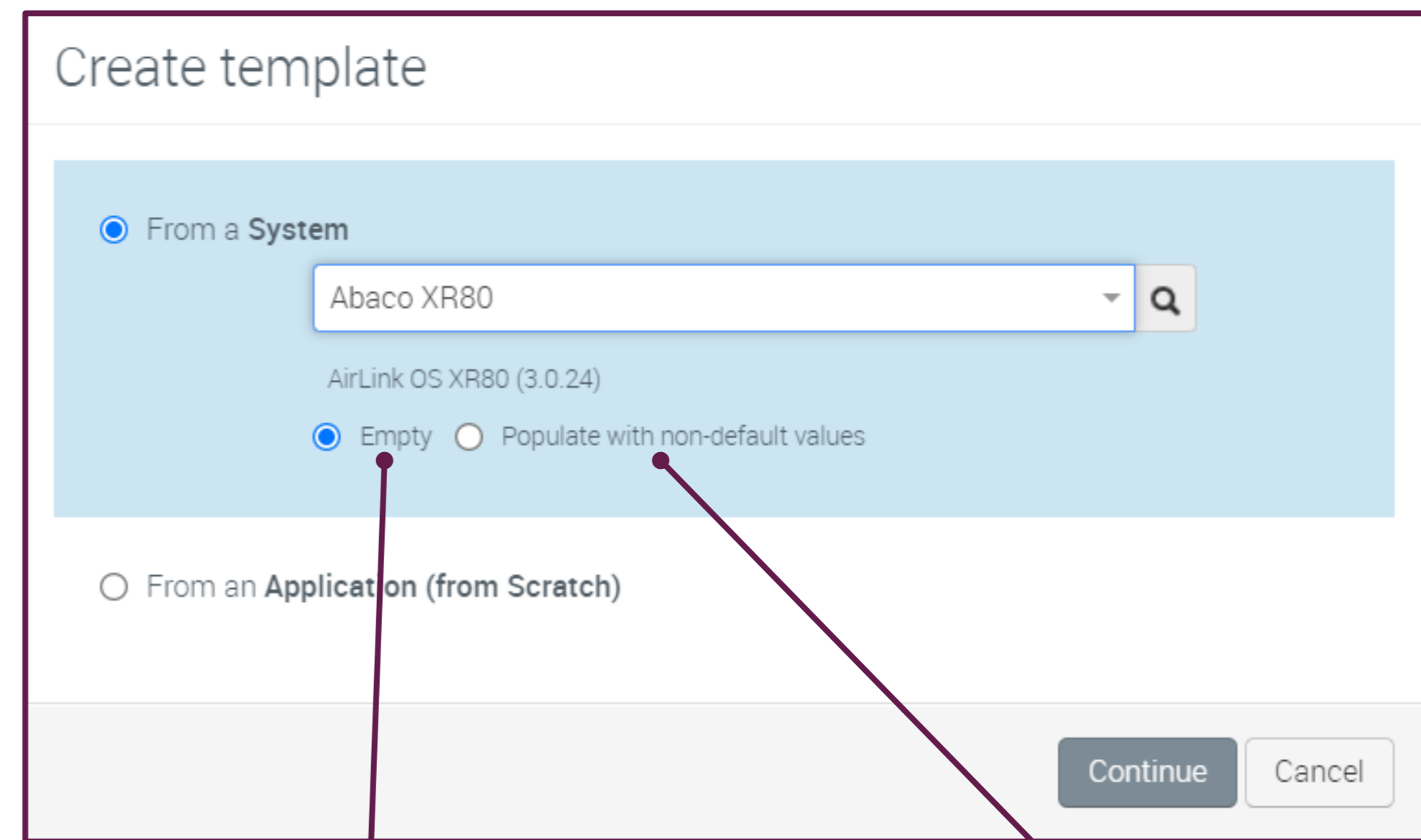
Two options to create Templates in Configure > Templates

Navigate to Configure > Templates and click the + icon to create a new template, or select an existing template to edit it.

You must have a compatible router in your ALMS account

This is slightly different behavior than with ALEOS routers

Create template

● From a **System**

Abaco XR80

AirLink OS XR80 (3.0.24)

● Empty ○ Populate with non-default values

○ From an **Application (from Scratch)**

Continue   Cancel

Create a template with no settings (empty)

Create a template with all non-default values

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Template Mode

Template mode through ALMS looks identical to template mode working directly on an AirLink OS router
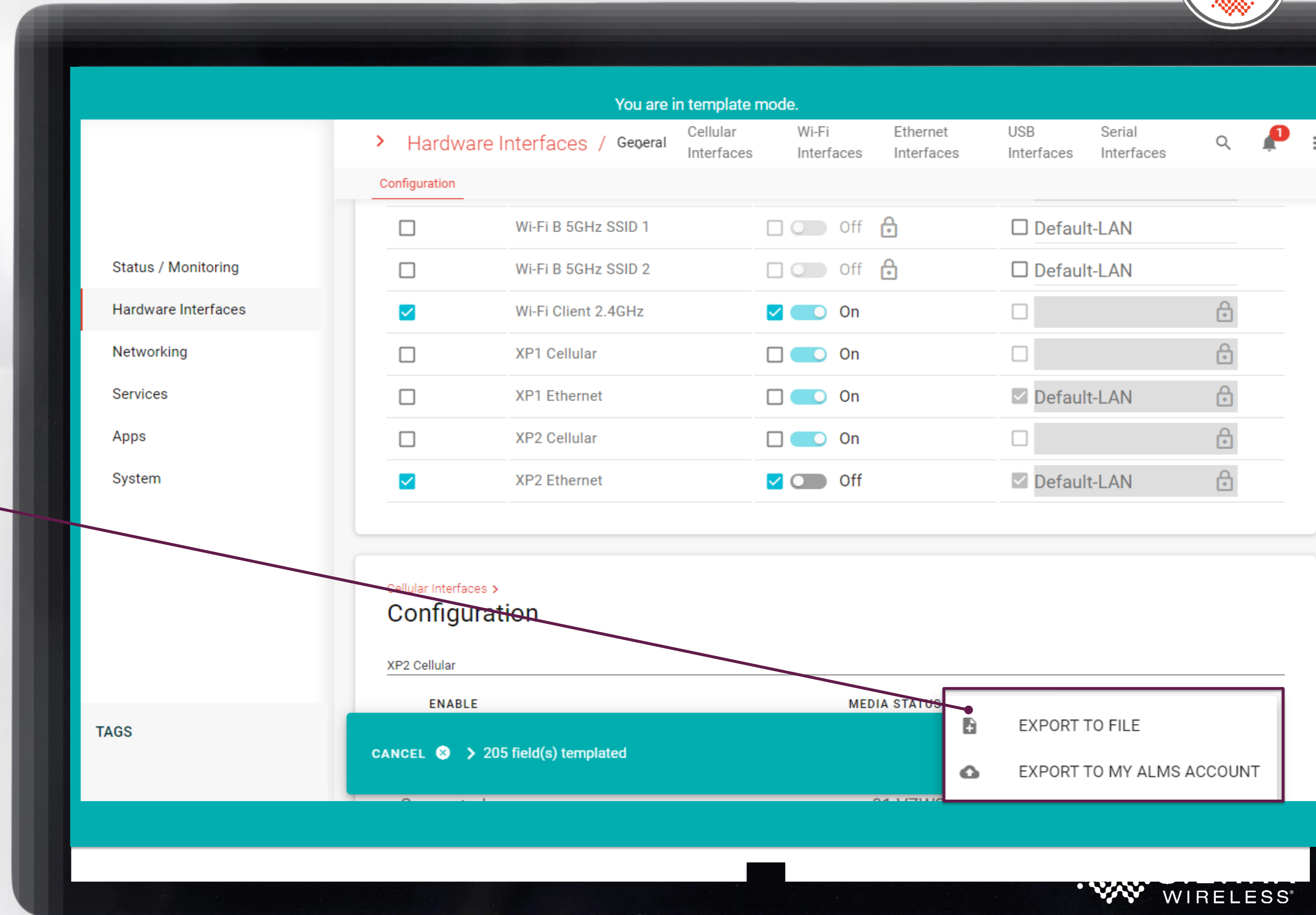
Template Export

Options to **Export to File** or **Export to My ALMS Account**

Access Template creation through ALMS Configuration

From the selected router's Monitor Device page, click on the Configuration button

The AirLink OS UI will appear in the ALMS session

Click on the Template icon in the top right corner just as you would locally
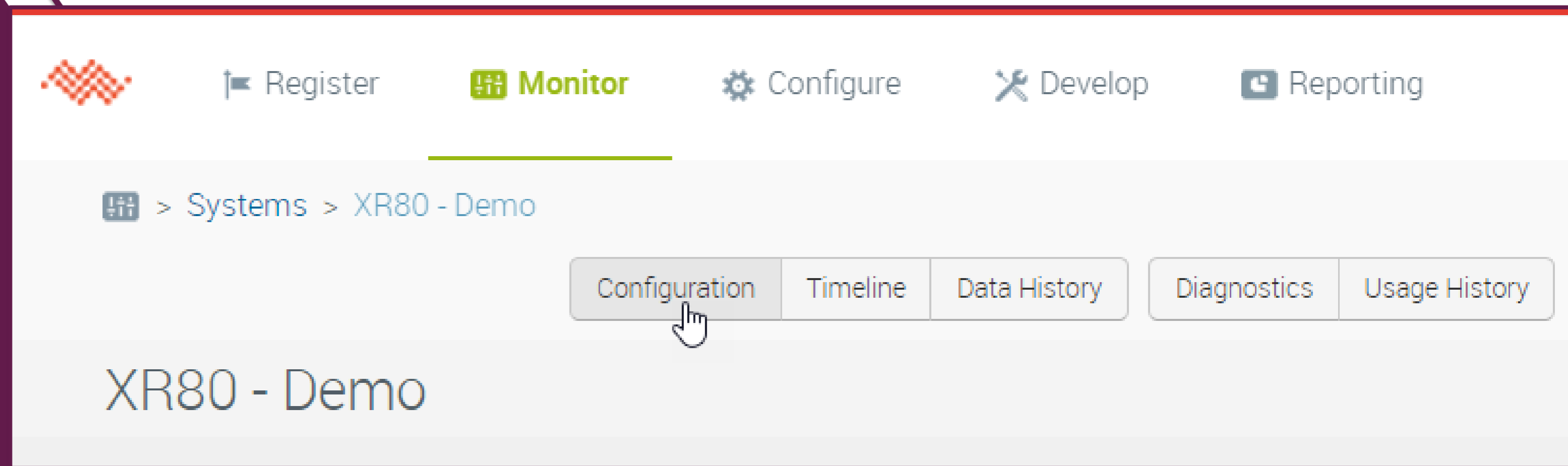
You will have the option to export to your ALMS account when working through ALMS Configuration

Including Passwords in Templates

Passwords can be included within ALMS templates but requires entering all passwords during the template creation process
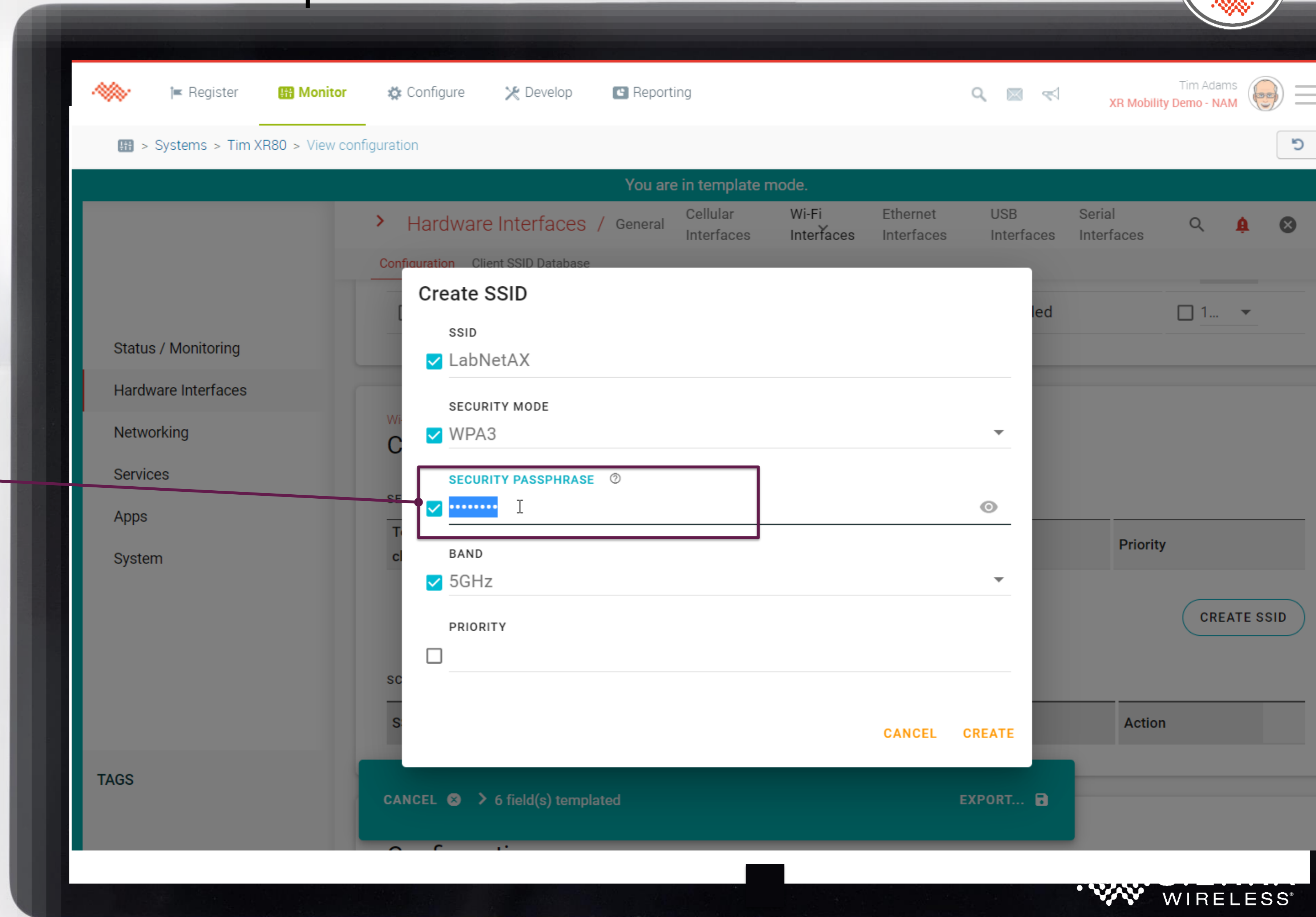
WORKING WITH AIRLINK SUPPORT

Access to AirLink Support

Information to Provide for Support

Log Files and Templates

Troubleshooting Package

Troubleshooting Tools
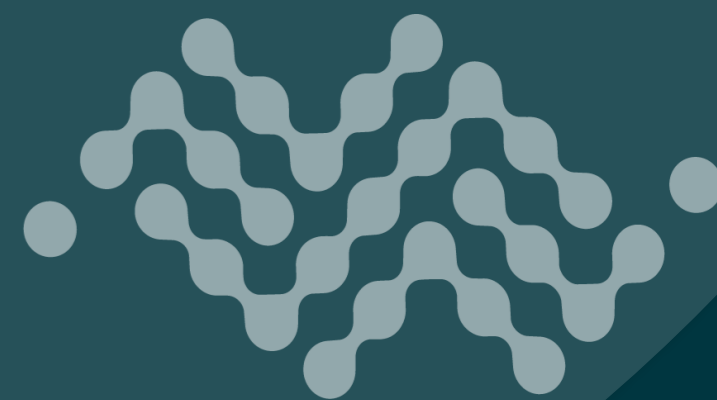
Who Has Access to AirLink Support

Access to Support is now controlled by each router's active subscription status

This began with the introduction of AirLink Complete

Access to ALMS-only is now called AirLink Basic and does not include access to Support

i Customers will be directed to register or subscribe the router before contacting Sierra Wireless

i Customers unable to register routers will be directed to their reseller for support

i Sierra will work with resellers on unsubscribed routers but not directly with end users

Services and Warranty Status

ℹ There are multiple ways but the quickest is probably the Warranty Checker.

ℹ You can check a single router or upload a list of routers.

http://csm.sierrawireless.com/warrantychecker.aspx

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Warranty Information

Check Single Device:

Any Serial or IMEI Number *

Check Warranty

- or -

Check Multiple Devices from File: ?

Choose File No fil...hosen

Check Multiple Warranties

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Warranty Information

Model ID (SKU):	XR80 (1104789) – XR80,SWIR,NA,5G SUB-6GHZ,AIR
Serial Number:	6Q1065006502AC24
IMEI Number(s):	359414100105857, 350546850113471
Product Warranty Ends:	08/31/2024
Support Plan:	AirLink Complete
Support Plan End Date:	10/26/2022

➕ **Open RMA (0)**

What to Provide When You Open a Support Ticket

Most of this has not changed for XR Series routers and is the same as it is for ALEOS routers

The Troubleshooting Package is an encrypted set of files with richer diagnostic information which is needed for escalation to L3 support

Router Serial Number

Problem Description

Steps Already Taken

Log File

Configuration Template

Troubleshooting Package (AOS 3.0)

Getting Logs and Troubleshooting Package (AirLink OS 3.0)

Logs and Template can be accessed locally or from ALMS. Troubleshooting Package is local only

Tools Available for Troubleshooting

Status Screens

Status LEDs

TCP/IP

IP Capture

Traceroute + Ping

Audit Log

Timeline + Widgets

Reading log files isn't for everyone.

There are many other tools available.

Thanks to the increased amount of data being sent, remote and historical diagnostics are better than ever.

WHAT'S NEXT

Knowledge Check

Online Quiz

Lab Exercise #3 and Submission

Final Exam (Cumulative)
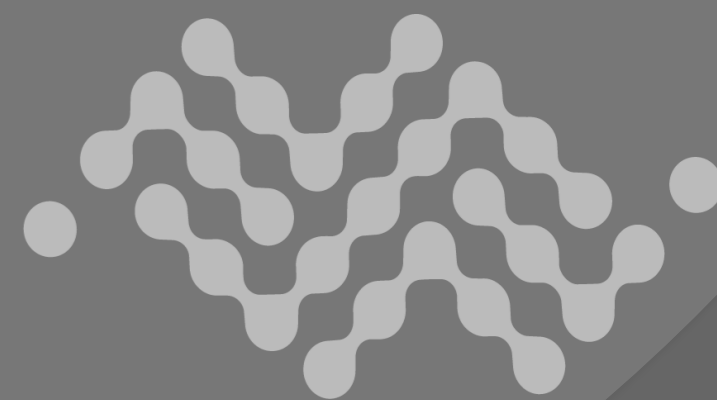
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- How to create and deploy templates in ALMS

- How to factory reset and upgrade routers using ALMS

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Introduction to Lab Exercise #3

In this lab exercise you will:

- Create and save a configuration template in ALMS

- Perform a factory reset in ALMS

- Deploy a saved config template and change the AOS UI password using a Workflow

- Perform a software upgrade remotely using ALMS

- Create and test an Alert Rule

Take the Online Quiz

As part of the certification program, you are required to demonstrate mastery of requirements to work with the XR Series routers

Complete the online quiz with >80% prior to the start of the next session

You do not need to complete the lab exercise prior to taking the quiz, because it is based on the presentation content

Complete the Course Requirements

Complete Labs

Review Materials

Pass Knowledge Checks

Take Final Exam

Once you have completed all course requirements and are ready to take the final exam, you can take it in the same way you have taken the weekly knowledge check quizzes.

After successful completion, you will receive a certificate and icon to display in your email signature.

XR SOLUTION ADMINISTRATOR

Certificate of Completion
This certificate has been awarded to
Timothy Adams
from
Sierra Wireless
for completion of:
XR Solution Administrator

March 31, 2022
Awarded On

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XRSA

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END OF SESSION 3

Thank you!