

# Pro Active Life Cycle Management (PALM) eDemo

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## **Introduction**

This is a brief overview of the Pro Active Life Cycle Management eDemo and PALM GUI.

The goal is to provide a short overview of the information presented and how this can be of benefit for Business Partners and End Customers alike.

Assumptions are made that the reader is already familiar with the demo set-up (please refer to “PALM eDemo Information” document for further details).

## **Overview of the Demo**

In this demo we want to show the PALM interface and the different information that can be seen.

The demo consists of highlighting the warranty status for the equipment in the network, for both software and hardware.

Extra information can be obtained by clicking on switch models, and showing the resulting data.

The data itself can be presented in different ways – all equipment at once, or by product line or (in the event of a BP having multiple PALM-enabled customers) by end user.

## **Equipment Requirements**

1. Client PC
2. Internet Connection

## Performing the Demo

### Connecting

Connect to the Business Store and login. Display the front page, which give a summary of all of the information:

**Summary**

Select End-Customer: EBC OV2500 | Select Product Line: All Product Lines | Select Product Model: All Product Models

**OPERATING SYSTEM RELEASE**  
EBC OV2500

**HARDWARE LIFECYCLE**  
EBC OV2500

**WARRANTY STATUS**  
EBC OV2500

**SUPPORT SERVICE**  
EBC OV2500

**LAST UPDATE**  
LAST UPDATE: 12/14/2016 Local Time  
EBC OV2500

**DEVICE COUNT**

Device	Number of Virtual Chassis / Stacks	Total Number of Switches
DAW4350	1	1
OS6250-P2A	2	2
OS6350-P2A	1	1
OS6550-P40X	1	1
OS6850E-P24X	1	1

Total (Number of Virtual Chassis / Stacks) : 18 Total (Number of Switches) : 18

**DEVICE LIST**  
Number of rows: 10

Customer	Device	Operating System Release	Hardware Life Cycle	Warranty Status	Support Service Status	Name	Mac address	Serial Number	ADS version	End of sales
EBC OV2500	DAW4350	Supported	Supported	Not Supported	Not Supported	DAW Colombo	00:1e:00:89:40	84000377	6.4.4.10_56727	
EBC OV2500	OS6550-P40X	End of software correction	Less than two years until no longer supported	Within six months of end of warranty	Not Supported	PROSERV-7-8	00:a0:a1:89:ae:a2	H3250945	6.4.4.343.R01	09/01/2012
EBC OV2500	OS6250-P2A	End of software correction	Supported	Supported	Not Supported	OS6250-7-14	00:a0:a1:e3:43:e4	K4992467	6.4.4.221.R01	
EBC OV2500	OS6250-P2A	Supported	Supported	Supported	Not Supported	BD-81-OS6250-P2A	00:a0:a1:ea:74:14	K3280212	6.4.2.242.R01	
EBC OV2500	OS6350-P2A	Supported	Supported	Supported	Not Supported	VERTICAL-ROOM	2a:fe:e2:22:3a:5e	T3604064	6.7.1.34.R02	
EBC OV2500	OS6900-V40	End of software correction	Supported	Supported	Not Supported	OS6900-1	e8:e7:32:00:00:72	M2060017	7.3.3.646.R01	
EBC OV2500	OS6900-V20	End of software correction	Supported	Supported	Not Supported	OS6900-2	e8:e7:32:00:36:28	M2060004	7.3.3.646.R01	
EBC OV2500	OS6850E-P24X	Supported	Supported	Supported	Not Supported	OS6850E_EBC	e8:e7:32:61:ff:6c	N3935828	6.4.6.125.R01	11/01/2015
EBC OV2500	OS6860E-48	Supported	Supported	Supported	Not Supported	OS6860E-UA	e8:e7:32:a4:89:e3	P418124P	8.5.1.314.R01	
EBC OV2500	OS6860E-P48	Supported	Supported	Supported	Not Supported	OS6860E-4	e8:e7:32:a3:97:93	P528095P	8.1.1.580.R01	

### 1st Set of Menus

Show the options available to the user at the top of the page where there are three drop down menus:

**Summary**

Select End-Customer: EBC OV2500 | Select Product Line: All Product Lines | Select Product Model: All Product Models

The first menu shows the end customers available.

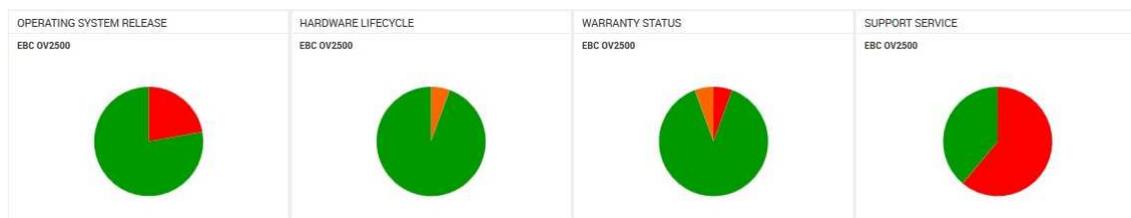
The second menu shows the product lines in the network.

The third menu shows the different models in the network.

Selecting anything in the second or third menus will change the screen information, reducing it to the subset selected.

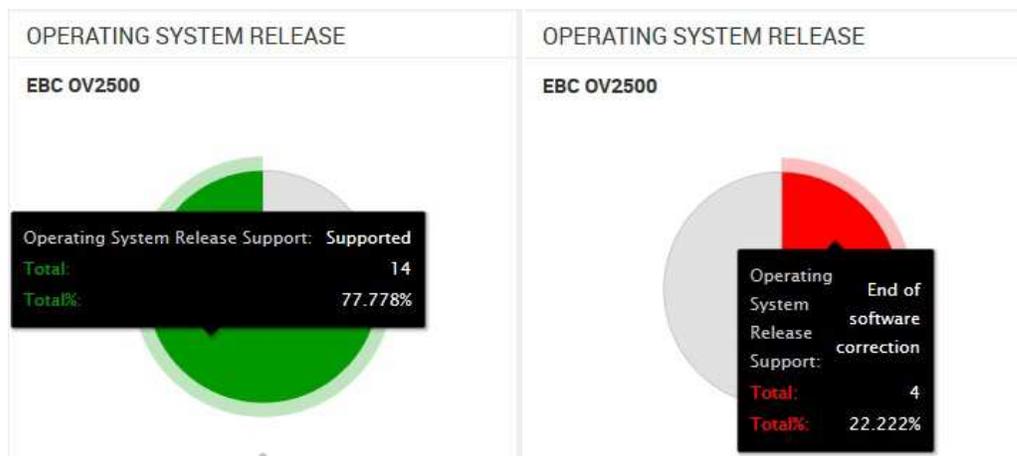
## HW / SW Warranty and Support

Just below the menus there are 4 green/red/orange circles:



This display gives a quick view of the overall status of the network. More details can be found further down the page.

Hover the mouse over the colour of the chart you want to show and you will get some more information:



### HARDWARE LIFECYCLE

EBC OV2500



### HARDWARE LIFECYCLE

EBC OV2500



### WARRANTY STATUS

EBC OV2500



### WARRANTY STATUS

EBC OV2500



### WARRANTY STATUS

EBC OV2500



### SUPPORT SERVICE

EBC OV2500



### SUPPORT SERVICE

EBC OV2500



## Update/Device Count

'Last Update' just informs the user the last time the OV updated the B.Store (NB: the date format is US: month/day/year)

LAST UPDATE

LAST UPDATE: **12/14/2016** Local Time

EBC OV2500

The device count gives number of VC/stacks and the total number of individual switches. Note that there are three pages of info, and it is possible to export this list to excel by clicking on the 'Export to Excel' icon:

DEVICE COUNT		
 Export to Excel		
Device	Number of Virtual Chassis / Stacks	Total Number of Switches
OAW-4550	1	1
OS6250-P24	2	2
OS6350-P24	1	1
OS6850-P48X	1	1
OS6850E-P24X	1	1
« prev 1 2 3 next »		
Total (Number of Virtual Chassis / Stacks) : 18		Total (Number of Switches) : 18

## Device List

This view gives a breakdown of the OS, HW, Warranty and Support status for each switch in the network. Same colour coding applies: Green = good. Red = Bad. Orange = will be bad soon:

DEVICE LIST

Number of rows:

[Export to Excel](#)

**EBC OV2500**

Customer	Device	Operating System Release	Hardware Life Cycle	Warranty Status	Support Service Status	Name	Mac address	Serial Number	AOS version	End of sales
EBC OV2500	OAW-4550	Supported	Supported	Not Supported	Not Supported	OAW Colombo	00:1a:1e:00:89:40	BA0003377	6.4.4.10_56727	
EBC OV2500	OS6850-P48X	End of software correction	Less than two years until no longer supported	Within six months of end of warranty	Not Supported	PROSERV-7-8	00:e0:b1:89:ca:a2	H5280943	6.4.4.343.R01	05/01/2012
EBC OV2500	OS6250-P24	End of software correction	Supported	Supported	Not Supported	OS6250-7-14	00:e0:b1:d8:43:d4	K4982467	6.6.4.221.R01	
EBC OV2500	OS6250-P24	Supported	Supported	Supported	Not Supported	BD-B1-OS6250-P24	00:e0:b1:da:74:14	K5280212	6.6.2.242.R01	
EBC OV2500	OS6350-P24	Supported	Supported	Supported	Not Supported	VERTICAL-RDDM	Zc:fa:a2:22:4b:fc	T3604064	6.7.1.54.R02	
EBC OV2500	OS6900-X40	End of software correction	Supported	Supported	Not Supported	OS6900-1	e8:e7:32:00:00:72	M2060017	7.3.3.646.R01	
EBC OV2500	OS6900-X20	End of software correction	Supported	Supported	Not Supported	OS6900-2	e8:e7:32:00:36:29	M2060004	7.3.3.646.R01	
EBC OV2500	OS6850E-P24X	Supported	Supported	Supported	Not Supported	OS6850E_EBC	e8:e7:32:61:ff:fc	N3985823	6.4.6.125.R01	11/01/2015
EBC OV2500	OS6860E-48	Supported	Supported	Supported	Not Supported	OS6860E-UA	e8:e7:32:a4:89:e5	P418124P	8.3.1.314.R01	
EBC OV2500	OS6860E-P48	Supported	Supported	Supported	Not Supported	OS6860-B2-4	e8:e7:32:b3:37:93	P528095P	8.1.1.580.R01	
EBC OV2500	OS6860E-P24	Supported	Supported	Supported	Not Supported	OS6860-Chopin	e8:e7:32:c2:4d:d5	R148032P	8.2.1.276.R01	
EBC OV2500	OS6860E-P24	Supported	Supported	Supported	Supported	OS6860-B1-1	e8:e7:32:c4:5a:3b	R1681378	8.1.1.497.R01	
EBC OV2500	OS6860E-P24	Supported	Supported	Supported	Supported	OS6860-B2-1	e8:e7:32:c4:5a:f7	R1681359	8.1.1.580.R01	

The number of rows is selected on the top right of this section, and the list can be exported to Excel.

Clicking on an item could reveal more information. In the column 'Name', look for a switch called 'OS6860-UA' and click the name. The page will develop and at the bottom you will see extra information:

Licenses

[Export to Excel](#)

Customer	switchModel	switchName	Serial Number	License	License Key	Licensed Mac Address	licenseCount
EBC OV2500	OS6860E-48	OS6860E-UA	P418124P	afn		e8:e7:32:...	

**DETAILED DEVICE LIST**

[Export to Excel](#)

Customer	Device	Module Sw	Module HW Life Cycle	Module Warranty	Module Support	AOS version	Module Model	Module Physical Name	Module SerialNum	Module PhysDescr	Module HwVersion	Module Mac Address	Module Index	Module Short Version	Module FirmVersion	Physical Containm
EBC OV2500																
▼ Chassis	OS6860E-48	Supported	Not Available	Not Supported	Not Supported	8.2.1.258.R01	OS6860E-48	CHASSIS-1	P418124P	OmniSwitch 6860 Series	06	e8:e7:32:1:...	209			0
		Supported	Not Available	Not Supported	Not Supported	8.2.1.258.R01	OS6860E-48	1/SLOT-1	P418124P	OmniSwitch 6860 Series	06	e8:e7:32:1:...	1	8.1.1.70.R01	0.9	209
		Supported	Not Available	Not Supported	Not Supported	8.2.1.258.R01	OS6860E-48	1/CMM-A	P418124P	OmniSwitch 6860 Series	06	e8:e7:32:1:...	65		0.9	209
		Not Applicable	Not Available	Not Supported	Not Supported		OS6860_PS_150W_AC	1/PS-1	1335000992	OmniSwitch 6860 Series AC power supply FR (evacuate)	A04	00:00:00:00:00:00	275			209
		Not Applicable	Not Available	Not Supported	Not Supported		SFP-10G-GIG-SR	1/SLOT-1 TRANSCIEVER-S1	C1106170124	OmniSwitch 6860 Series Multi Mode 10G Dual Mode 180Base-SR/SW1000Base-SX Interface Card	A	00:00:00:00:00:00	903			1

## Lifecycle Component

Return to the top of the page and click on 'Lifecycle Component':

Lifecycle Component

This gives the user a direct view on the status of all the individual equipment, covering the various warranty/support status.

There are two menus: the first allows you to choose between the type of status, or all of them at once, and the second menu is just to increase the number of lines displayed per page:

All Lifecycle Component

Select a product status:  Number of rows:

Customer	Device	Operating System Release	Hardware Life Cycle	Warranty Status	Support Service Status	Name	Description	Mac address	Serial Number	ADS version	End of sales
EBC OV2500	OS6250-P24	End of software maintenance	Not Available	Supported	Not Supported	NI-1	OmniSwitch 6250-P24 Stackable Chassis consisting of 24 copper PoE Ports, 2 Fiber, 2xGigE Copper, 2xGigE combo ports and 2 HDMI Stacking ports.	00:40:b1:d8:43:06	K4982467	6.4.221.R01	
EBC OV2500	OS6800E-P48	Not Applicable	Not Available	Supported	Not Supported	Chassis	OmniSwitch 6860 Series	e8:e7:32:61:ff:fc	P528959P		
EBC OV2500	OS6860_FS_320W_AC	Not Applicable	Not Available	Not Available	Not Supported	PS-1	OmniSwitch 6860 Series AC power supply FR (evacuate)	00:00:00:00:00:00	1403000035		
EBC OV2500		Not Applicable	Not Available	Not Available	Not Supported	GBIC		00:00:00:00:00:00	C1311070209		
EBC OV2500	OS6850E-P24X	Supported	Supported	Supported	Not Supported	Virtual Chassis	OmniSwitch 6850-E POE 24 copper ports with two fixed SFP+ uplink ports	e8:e7:32:61:ff:fc	N3985823	6.4.6.125.R01	11/01/2015
EBC OV2500		Not Applicable	Not Available	Not Available	Not Supported	port		00:00:00:00:00:00	C1106170130		
EBC OV2500	OS6850E-P24X	Supported	Supported	Supported	Not Supported	NI-1	OmniSwitch 6850-E POE 24 copper ports with two fixed SFP+ uplink ports	e8:e7:32:61:ff:fc	N3985823	6.4.6.125.R01	11/01/2015
EBC OV2500	OS6850E-P24X	Supported	Supported	Supported	Not Supported	CMMA	OmniSwitch 6850-E POE 24 copper ports with two fixed SFP+ uplink ports	e8:e7:32:61:ff:fc	N3985823	6.4.6.125.R01	11/01/2015
EBC OV2500	OS6850-BPS-PS	Not Applicable	Not Applicable	Not Available	Not Applicable	PS-1	OmniSwitch 6850 Back Up Power Supply	00:00:00:00:00:00			
EBC OV2500	OS6800E-P48	Not Applicable	Not Available	Supported	Not Supported	NI	OmniSwitch 6860 Series	e8:e7:32:c4:6a:7c	R1681417		

Showing 1 to 10 of 34 entries

Previous      ...  Next

This information can be exported to Excel.

## Licenses & Detailed Device List

Returning to the top of the page and clicking 'Licenses & Detailed Device List' will develop the page to show all licenses detected by OV, and a detailed list of information covering the switches:

LICENSES

Number of rows: 10

Export to Excel

Customer	Device	Name	Serial Number	License	License Key	Licensed Mac Address	licenseCount
EBC DV2500	05680E-P24	05680D-02-1	R1681359	afn	None	e84732.....	
EBC DV2500	05680E-P24	05680E-24-AppMonDemo	T0581571	afn	None	e84732.....	
EBC DV2500	05680E-P48	05680D-02-4	P528095P	advanced	None	e84732.....	
EBC DV2500	05680E-P48	05680D-02-4	P528095P	afn	None	e84732.....	
EBC DV2500	QAW-4550	QAW Colombes	BA0003377	Next Generation Policy Enforcement Firewall Module			512
EBC DV2500	QAW-4550	QAW Colombes	BA0003377	Access Points			512
EBC DV2500	QAW-4550	QAW Colombes	BA0003377	Policy Enforcement Firewall for VPN users			
EBC DV2500	QAW-4550	QAW Colombes	BA0003377	RF Protect			512
EBC DV2500	05680E-P24	05680D-02-1	R148032P	afn	None	e84732.....	
EBC DV2500	05680E-P48	05680E-4A	P418124P	afn	None	e84732.....	

DETAILED DEVICE LIST

Number of rows: 10

Export to Excel

Customer	Device	Module Hw Life Cycle	Module Warranty	Module Support	Mac address	Serial Number	ACS version	End of sales	Module Model	Module Physical Name	Module SerialNum	Module PhysDescr
EBC DV2500	05680E-P24	Supported	Supported	Not Supported	e84732.....	R148032P	0.2.1.276.R01		05680E-P24	1/CMA-A	R148032P	OmniSwitch 6860 Series
EBC DV2500	05680E-P24	Supported	Supported	Not Supported	e84732.....	R148032P	0.2.1.276.R01		05680E_PS_500W_AC	1/PS-1	1409000115	OmniSwitch 6860 Series AC power supply FR (evacuate)
EBC DV2500	05680E-P48	Supported	Supported	Not Supported	e84732.....	P528095P	0.1.1.580.R01		05680E_PS_520W_AC	PS-1	1403000025	OmniSwitch 6860 Series AC power supply FR (evacuate)
EBC DV2500	05680E-P48	Supported	Supported	Not Supported	e84732.....	P528095P	0.1.1.580.R01		05680E-P48		P528095P	OmniSwitch 6860 Series
EBC DV2500	05680E-P48	Supported	Supported	Supported	e84732.....	R1681417	0.1.1.407.R01		05680E-P48	Chassis	R1681417	OmniSwitch 6860 Series

Note that in the above images, MAC addresses and License numbers have been deliberately obscured. This is not the case on the PALM website.

## Conclusions

The PALM website and functionality gives a quick and easy way to verify a customer's warranty and support status for hardware and software on the network. It warns when an equipment will soon fall out of support allowing BPs and customers the opportunity to either purchase support or refresh their network, providing the best possible environment for the business to flourish.