



Notifications System User's Guide

Network and Equipment

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Gilat Satellite Networks Ltd.

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1. Introduction

1.1 Existing Users – What is new and Why have we done it?

Gilat has hundreds of Hubs and hundreds of thousands of VSATs in service around the world. As part of our efforts to give our valued customers the best service possible Gilat has developed the Report-A-Case system for reporting and tracking network operations problems and the RMA system for equipment problems and repairs.

In the past, these two systems were completely independent and had completely separate paths of access. Gilat has decided to use a world-class ERP system that will enable us to improve our quality of service to even a higher level. This system uses a single source for all of the data that users have to enter in order to receive services. Both network and equipment problems are accessed from the same web page. Gilat has automatically given all existing Report-A-Case users RMA access also. Existing RMA users will be given new user names and passwords that will also be valid for Network Notifications.

We are sure that you will quickly see the advantages of the new system that Gilat has built for its customers and that the service that you will be receiving in the future will be even better than in the past. Gilat is committed to improving the service that we give to our customers to the highest level possible.

1.2 New Users – Signing Up



NOTE

- If you already have access to the existing RMA on the Web site, you must sign up as shown below.
- If you have RAC access, you can use your RAC user name and password for the RMA requests also.

1. If you are a new user who wants to sign up on our web site go to <http://extranet.gilat.com/extranet/home.asp> and bookmark the site. Click **Sign Up** or **Click here to join** and you will be shown the registration page.



About Customer Services

A customer-focused company is formed when the people at the top truly believe that service is critical to the success of the company. Customer Services and Customer Satisfaction are not buzz words – they are a conceptual approach.

Gilat Customer Services is committed to overseeing the overall success of the customer's network from a technical, logistical, operational and business perspective.

Gilat has been, is, and will always be a customer-oriented company. It is the task of all of us here at Customer Services to continue and carry out this mission.

We hope you enjoy and benefit from our newest web site service.

This site is best viewed at 1024 x 768 screen resolution with IE 5.5 or higher

Sign In Information:

You are not logged in.

→ [Click here to login](#)

→ [Forgot Your Password?](#)

Figure 1: Customer Services Web Site

Registration

Please take a moment to fill in the following registration form and click the submit button. Your login name and password will be sent via e-mail within a few days.

Please note: this site is aimed only for Gilat Hub Operators. Other requests will be denied.


* Denotes required field

First Name:	<input type="text"/>	*			
Last Name:	<input type="text"/>	*			
Middle Name:	<input type="text"/>				
Position:	<input type="text"/>	*			
Company:	<input type="text"/>	*			
Address:	<input type="text"/>	*			
City:	<input type="text"/>	*			
Country:	<input type="text"/>	▼*			
State:	<input type="text"/>	▼			
Phone:	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	*
Mobile phone:	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	
Fax:	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	*
E-mail:	<input type="text"/>	*			
Notification Type:	<input type="text"/>	▼			
Select your Product:	<input type="text"/>	▼			
	Skystar Advantage	▲			
	DialAw@yIP	▬			
	FaraWay	▬			
	Skystar 360E	▼*			

Figure 2: Registration



2. Complete the registration form. Be sure not to leave out any fields.

	NOTE
The email address used must be a company address. If a Hotmail, Yahoo or Gmail address is used, registration will be denied.	

3. In the Notification Type field, select your desired access from the list below. Select **RMA** for Equipment notification, **Technical** for Network Notification and **Both** for both types of notification

Notification Type:

Select your Product:

RMA

Technical

Both

4. Select the desired product or products (by holding down the Ctrl key) from the list below. This will enable you to be able to see the documentation for the products selected.

Select your Product:


Skystar Advantage

DialAw@yIP

FaraWay

Skystar 360E

SkyEdge

5. Click  to send the request to Gilat.
6. You will receive your personal user name and password from Gilat within 3 working days.

If you have any difficulties with the system at any point, please contact us at extranet@gilat.com for assistance.



1.3 Sign In

To Sign In on the website:

1. When you access the web site enter your user name and password.

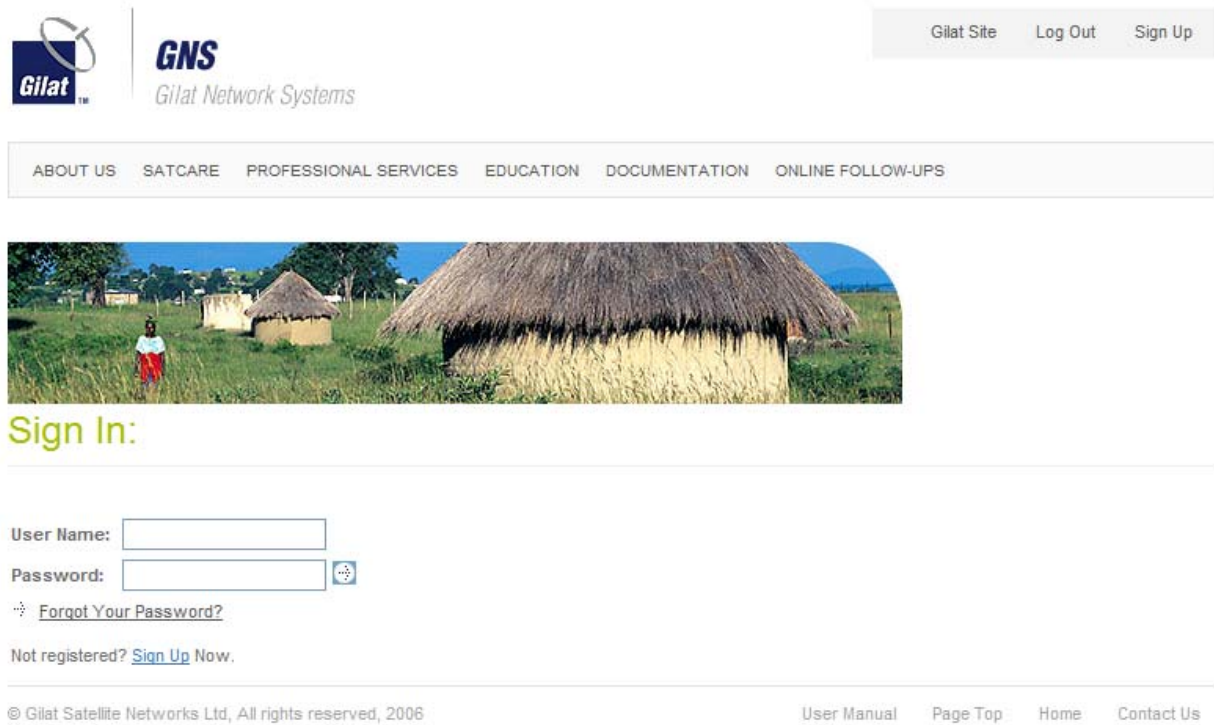


Figure 3: Sign In

2. Click

Result: Your user name appears as shown below.

Sign In:

You are now logged in as:
SCHWARTZSCHWARTZ

Figure 4: Signed In

3. Select **Online Follow-ups** and the link desired.



2. Network Notification

The Network Notification system is used to report problems with your Gilat network. The following actions can be performed:

- Reporting a new Network Notification (Case in the Report-A-Case)
- Searching the notifications for your network
- Sorting the network notifications using the built-in sort mechanism

2.1 Reporting a New Network Notification

To report a new notification:

1. After **Sign In**, see Figure 4, click on **Online Follow-Ups** → **Network Notifications**.

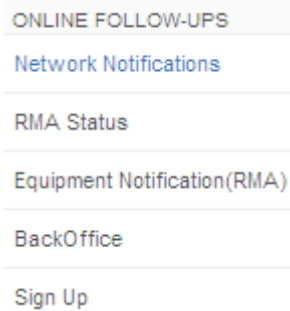


Figure 5: Network Notification

Result: The Network Notification page opens.

Open New Notification **Network Notification**

Search Notifications By: Notification #:

Hub Operator: Network:

Severity: Status:

From: To:

Found 3 record(s).

Notification No#	Network	Status	Reported By	Severity	Date Entered	Subject
000300000239	SE-Mexico	In Process	RONALDOP	Major	31/05/2008	Falla del CX960
000300000237	SE-Mexico	Closed	SERGIO	Inquiry	31/05/2008	IPE failure
000300000234	SE-Mexico	In Process	SERGIOR	Minor	31/05/2008	Internet Farm Problem

Figure 6: Search Network Notifications Page

2. Click **Open New Notification**.

Result: The Create Network Notification page opens.

Network Notification

[Back To Notification List](#)

Notification #:

Hub Operator: Network:

Severity:

Date Entered: _____
Time Entered: _____
Reported By: _____

Subject:

Problem Description:

[Attachments](#) [Submit](#)

Figure 7: Network Notification




NOTE

The Hub Operator field will be filled in according to your registration parameters.

3. Select the relevant **Network** from the list. If you only have one network, it will be shown.
4. Select the Severity of the Notification based upon the following guidelines:
 - **Critical Problem** A defect or problem that results in a complete system failure (both main and redundant modules) or a failure of major services that affects the majority of the end users.
A Critical problem that has been circumvented or solved by a temporary solution has been implemented will be considered a Major problem.
 - **Major Problem** A defect or problem that severely impairs system administration or has a major, significant effect on end user performance.
A Major problem that has been circumvented or solved by a temporary solution that has been implemented will be considered a Minor problem.
 - **Minor Problem** - Any problem that does not fall into either the Critical or Major
 - **Inquiry** – Any request for information or explanation only that does not indicate that a current problem exists is defined as an inquiry.



5. Type the **Subject** and **Problem Description**. Try to be as clear as possible so that your problem can be identified and solved as soon as possible.
6. Add any attachments that you think may be relevant. These may include log files and screen captures.
7. Click  .

Result: The Notification is given a number and is sent to the system. It can be found on the Search Network Notifications page (Figure 6).

2.2 Searching Network Notifications

You, the Hub Operator, can search all of the notifications for your networks (see Figure 5).

If you know the Notification Number, you can enter it in the field and click the arrow as shown below.

Notification #: 

All of the other search parameters can be used in any combination desired:

- **Network** – if there are multiple networks, any combination of them can be included in the search.
- **Severity** – Critical, Major, Minor or Inquiry
- **Status** – as shown in the table below.


Table 1: Statuses

Required Status List	Explanation
Opened	The Notification has not yet been processed
In Process	The Notification is being handled
Waiting for Customer Data	Gilat TS requires more information from the customer in order to continue working on the problem
Waiting for Future Release	The Notification will be solved with a new software release that will be available in the future
Pending Customer Approval	The Notification was solved and is waiting for the customer to approve the solution
Waiting for Closure	The Notification was solved and approved by the customer to be closed. Gilat TS needs to close it
Scheduled Activity	The Notification solution is waiting for an activity that has to be scheduled by the customer.
Scheduled Activity - Upgrade	The Notification solution is waiting for a software upgrade that has to be scheduled by the customer



Required Status List	Explanation
Sched. Activity - Fq./Param.	The Notification solution is waiting for a frequency plan or parameter change that has to be scheduled by the customer
Closed	The Notification is closed
Cancelled	The Notification is cancelled

- **Dates** – select the **From** and **To** dates using the calendar boxes. If nothing is selected, all dates will be searched

After completing your selection, click  .

2.3 *Sorting Network Notifications*

When the Network Notifications page is opened (Figure 5), all of the columns in the table are sortable. This can be accomplished by clicking on one of the column headings. An arrow will appear next to the heading pointing down (▼), indicating that the sort has been performed in descending order. A second click on the column heading reverses the order of the sort (▲). The sortable fields are:

- Notification Number
- Network (this is not relevant for operators with a single network)
- Status
- Reported By
- Severity
- Date Entered
- Subject



3. Equipment Notification

The Equipment Notification system is used to report problems with the physical components of your Gilat network. The following actions can be performed:

- Reporting a new Equipment Notification (RMA)
- Searching the notifications for your network
- Sorting the notifications using the built-in sort mechanism

3.1 Reporting a New Equipment Notification

To report a new notification:

1. After **Sign In**, see Figure 4, click on **Online Follow-Ups** → **Equipment Notification**.

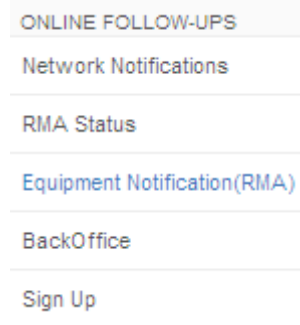


Figure 8: Equipment Notification

Result: The Equipment Notification page opens.



Report New RMA Equipment Notification Notification #:


Filter Parameters

RMA:	<input type="text"/>	Hub Operator:	DEMO Gilat	<input type="button" value="Search"/>
From Date:	27/05/2008	Network:	*All	<input type="button" value="Excel"/>
To Date:	03/06/2008	Status:	*All	

Found 16 record(s).


Notification No#	RMA	Date entered	Network	Status
000300000085		03/06/2008	Telmex-FW-Mexico-Telmex	Notification in process
000300000080	000000299	02/06/2008	RaySat (Pilot)-SE-USA	Outstanding notification
000300000079	000000293	02/06/2008	RaySat (Pilot)-SE-USA	Outstanding notification
000300000078	000000292	02/06/2008	RaySat (Pilot)-SE-USA	Outstanding notification
000300000077	000000291	02/06/2008	RaySat (Pilot)-SE-USA	Outstanding notification
000300000073	000000290	01/06/2008	RaySat (Pilot)-SE-USA	Outstanding notification
000300000072	000000289	01/06/2008	RaySat (Pilot)-SE-USA	Outstanding notification
000300000071	000000286	01/06/2008	RaySat (Pilot)-SE-USA	Outstanding notification
000300000068	000000278	01/06/2008	RaySat (Pilot)-SE-USA	Outstanding notification
000300000067	000000277	01/06/2008	RaySat (Pilot)-SE-USA	Outstanding notification
000300000066	000000276	01/06/2008	HCL-360E-India	Outstanding notification
000300000051	000000275	29/05/2008	RaySat (Pilot)-SE-USA	Outstanding notification

Figure 9: Equipment Notification Page

- Click  .

Result: The RMA Page opens (Figure 10).

- Select **Hub Operator** and **Network** from the lists shown. For a single network by a single operator no choices are possible.

	NOTE
It may take a few seconds for the Hub Operator field to load	



Submit RMA Document Back To RMA List

RMA:
Hub Operator: HCL Comnet Systems & S Network: HCL-SSA-India
Reported by: shmuels

S/N	Marketing P/N	P/N Description	Family	Manufacturer S/N	Notification	Status	Damage Catalog	Failure Description	Lab Description	Warranty	Attachment
-----	---------------	-----------------	--------	------------------	--------------	--------	----------------	---------------------	-----------------	----------	------------

ADD DELETE

Figure 10: Submit RMA Page

4. Click **ADD**.

Result: A new line, numbered 1, is added to the table.

S/N	Marketing P/N	P/N Description	Family	Manufacturer S/N	Notification	Status	Damage Catalog	Failure Description	Lab Description	Warranty	Attachment
1											

Figure 11: Line Added

5. Double-click in the **S/N** box to activate it. Enter the Gilat S/N from the sticker on the specific piece of equipment.

6. Double-click in the **Damage Catalog** box and select the damage cause from the list.
7. Double-click in the **Failure Description** box and describe, in your own words, the failure. Click outside the box.

Result: The information is entered in the fields as shown below. Some of the fields are entered automatically by the system. If information is missing, an error message will appear. Please enter the missing information and click outside of the box to update the field.

	S/N	Marketing P/N	P/N Description	Family	Manufacturer S/N	Notification	Status	Damage Catalog	Failure Description	Lab Description	Warranty	Attachment
1	001438915	43700 F706	TURBO G. AC	DW/SSA NG AC		000300000199	Outstanding notification	Broken chassis	does not transmit	RT Delhi	Not-under warranty	

Figure 12: RMA Entered

8. If there are additional pieces of equipment to be added to the RMA, click **ADD** and complete steps 5-7 for each item.

Result: If there are no errors, the RMA will be entered in the system with each piece of equipment having its own Notification Number as shown in Figure 9.

If there is a mismatch between the S/N entered and the system database the following message is shown.

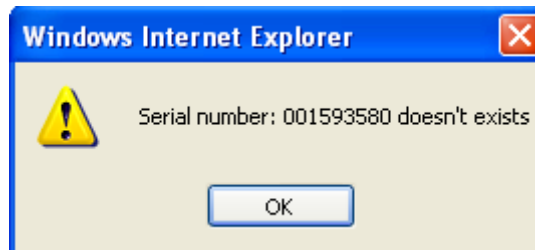
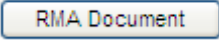
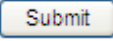


Figure 13: Serial Number Mismatch

Prior to submitting the RMA, please check the following items:

- All fields have been completed. Only the **Manufacturer S/N** and **Attachment** fields may be left empty.
- Check all items that are listed as **Not under warranty**. These non-warranty items will receive a repair quotation within a few days. If you do not want to pay for the repairs, delete the line. Gilat does not repair out of warranty items if the customer does not approve the repair quotation. Gilat will close the Notification if the quotation is rejected. Click on the row and press **DELETE** to remove them from the list.



- If there are items that you do not know the Gilat S/N, enter the Marketing P/N and then the Manufacturers S/N in the appropriate boxes. You will be contacted by Gilat in order to clarify the item.
 - Click  to obtain a pdf document with all of the pieces of equipment included along with the location to which they should be sent. This is a very useful document for customs purposes.
9. Click  .
10. Copy the S/N to the Manufacturer's S/N box and re-submit the data. You will be contacted by Gilat for further verification.

3.2 Searching Equipment Notifications

You can search all of the equipment notifications for your networks (see Figure 8).

If you know the Notification Number, you can enter it in the field and click the arrow as shown below.

Notification #: 

All of the other search parameters can be used in any combination desired:

- **RMA**
- **Hub Operator** – if you are authorized for more than one hub operator, select the desired one from the list.
- **Network** – if there are multiple networks, any combination of them can be included in the search.
- **Status** – as shown in the figure below.

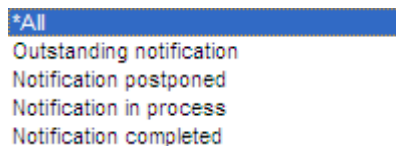


Figure 14: Equipment Status

- **Dates** – select the **From** and **To** dates using the calendar boxes.

After completing your selection, click  to obtain the results as a web page or  to obtain the results as a spreadsheet.



3.3 *Sorting Equipment Notifications*

When the Equipment Notifications page is opened (Figure 8), all of the columns in the table are sortable. This can be accomplished by clicking on one of the column headings. An arrow will appear next to the heading pointing down (▼), indicating that the sort has been performed in descending order. A second click on the column heading reverses the order of the sort (▲). The sortable fields are:

- Notification Number – this is a unique number for each piece of equipment
- RMA – this is a number generated for each submission by a specific customer. A single RMA can have multiple notifications.
- Date Entered
- Network
- Status



4. RMA Notification Form



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(972)3-921-3353
Yair Hanina, yairh@gilat.com
Fortuna Stein, fortuna@gilat.com

DATE:18.06.2008

Customer No:369
TO:HCL COMNET SYSTEMS & SERVICES LTD
Network:HCL-SSA-India
Att:PRASHANT JHA .
cc:PRASHANT JHA .
e-mail:

RMA NO.384

Ship faulty equipment to:RT Delhi

Part Number	Description	Serial Number	Warranty	Failure Description
43700 F706	134 TG. AC (ASIC II	001438915	NO	does not transmit
Number of items:001				