



TDM Data Access

TDM data access is a custom web based report utility that allows for an operator or operators to create customized reports based on their work order information that is being sent up from the field, or down from the flat file. The operator can customize these reports to meet his or her specific needs. This application note will show how to properly use, create, setup users, and go over the general settings of the TDM Data access module.

How Do I Connect to TDM Data Access?

In order to connect to the TDM Data Access Module you will need the link and the IP address of the TDM server you are wishing to pull the data from. You will need to input your servers IP address in the link where it says //IP ADDRESS/. You also need to verify if your server is running the SSL version of TDM, this would require https instead of http. Please see the links below.

NON SSL LINK - <http://IP ADDRESS/TDM/DataAccess/WorkHistory.aspx/Home>

SSL LINK - <https://IP ADDRESS/TDM/DataAccess/WorkHistory.aspx/Home>

How Do I Setup Users for the TDM Data Access Module?

The TDM Data Access Module allows for the administrator of the server to create users via windows login to access the module. There are 3 tiers of access: Trilithic Administrators, Trilithic Power Users, and Users. Depending on the group that a specific user is added to, will depend on the level of access he will have. Trilithic Administrators can create, run, and save reports to the "Work History" page. Trilithic Power Users can create and run reports. Users can just run reports. To add a user to any of these groups, you will need to connect (Remote desktop) or be at the server, you must create the usernames and add them to the groups mentioned above.

To setup user access, perform the following steps:

1. Connect to the TDM server via remote desktop.
2. Click on "Start", then go to "Administrative Tools", then select "Computer Management".
3. Once inside this screen, expand the "Local Users and Groups" branch.
4. Right click on "Users", and select "New User".
5. Enter a "Username" and "Password". Also ensure the following boxes are checked: "User cannot change password", "Password never expires".
6. Once the user is added, click the "Users" folder, then right-click the user name you just created. Select "Properties".
7. A "Properties" screen will display, select the "Member of" tab, click the add button below, and add him to any of the 3 groups mentioned above. Your user should now have access to login to the TDM Data Access Module.

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How Do I Create Reports Using the Data Access Module?

After you log into the TDM Data Access Module, you will be brought to the home screen. The home screen consists of any reports already created and the ability to create new custom reports. To create a new report simple click on the **New Search** button. This will take you to the report customization page. The following sections describe the different types of report criteria that you may select for your reporting.

Search Setup

Search

Go	Save to Work History St
Time Period	
Search Parameters	
Display Columns	
Sorting	
Grouping	
Group Columns	
Group Sorting	

General

Title

Title - Allows you to name the specific report, when saved this will be the name of the report.

Items Per Page

Items per page - Allows you to set how many displayed items per page.

User Group Access

User Group Access - Allows you to enter the specific group to have access to the report, only that group will have access.

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Time Period Setup

Time Period

Clear

Today

This Week

This Month

This Year

Yesterday

Last Week

Last Month

Last Year

Past # Days

Date to Present

Date Range

All Dates

The time period setup allows for setup of a specified period of time. When the report is pulled up (depending on the setup of the time period) you may be prompted to enter a start and end date for searching, along with other specific criteria. In certain cases you will just be able to hit the **Go** button, this will execute the report with whatever date range has been selected.

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Search Parameters Setup

Search Parameters

Clear

Work Order

Work Order #

Tech ID

Job Type

WorkGroups

Director

Manager

Supervisor

Search Parameters allow you to target specific attributes or parameters on which your search will be built around. Pressing the [Save to Work History Start Page](#) will save it to the main Work History Page.

Work Order # - Allows for a search based on the Work order #

Tech ID - Allows for searching on a specific Tech ID

Job Type - Allows for searching on a specific Job Type

Workgroups

Depending on how you have built your workgroups in TDM, by selecting a workgroup will limit your search only on the workgroup selected, this is good for targeting one specific area or group.

Custom Attributes

ACCTCORP

Address

City

ComplDate

CUST

FTAX

HOUSE

MGT

Node

OpenDate

Resolutions

State

Task Id

Tech

Type

WSTAT

Zip

Custom Attributes

The Customer Attributes search allows you to target specific attributes sent down from the flat file. Any attribute listed can be searched on such as node, city, house, ect.. This gives a flexible way to quickly target specific customers or problematic nodes. Multiple attributes under the "Search Parameters" area can be selected for a very targeted search.

Note * By clicking on any of these columns you can always use the * as a wild card.

By clicking a search criteria you will see , this would allow for entry of a specific work order #, or you can use the * to return all.

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Display Columns Setup

Display Columns

Clear Clear Sort

Work Order

Work Date

Shows the work order date in a column

Tech ID

Shows the Tech ID in a column

Job Type

Shows the Job Type in a column

Pass / Fail Limits

Shows the Pass/Fail Limits in a column

Pass / Fail Requirements

Shows the Pass or Fail Requirements in a column

Completed Requirements

Shows the completed requirements in a column

Results

Auto Tests Run

Shows how many total auto tests were ran

Auto Tests Failed

Shows how many total auto tests failed

Auto Tests Passed

Shows how many total auto tests passed

Required Auto Tests

Shows the total auto tests required to run

Required Auto Tests Run

Shows how many required auto tests were run

Required Auto Tests Failed

Shows the total amount of required auto tests failed

Required Auto Tests Passed

Shows the total amount of required auto tests passed

WorkGroups

Director

WorkGroups - When selected will show a display column with the associated workgroup based on the search criteria.

Manager

Supervisor

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Custom Attributes

ACCTCORP
Address
City
CompIDate
CUST
FTAX
HOUSE
MGT
Node
OpenDate
Resolutions
State
Task Id
Tech
Type
WSTAT
Zip

Custom Attributes - Allow a display column to show any of the following information that might be coming down from your flat file. Using the Custom Attributes in your search allows you to see a column filled with the selected Custom Attribute.

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Grouping Setup

Grouping

Clear

Work Order

Work Order #

Tech ID

Job Type

WorkGroups

Director

Manager

Supervisor

Grouping - Allows you select which group will be displayed first. Once displayed you will be able to drill down into your grouping. (Example is selecting Manager, then Tech ID. The first pages results will be listed by manager and by clicking a manager the second pages results will be listed by Tech ID.)

Group by Work Order #

Group by Tech ID

Group by Job Type

Group by Director

Group by Manager

Group by Supervisor

(this can be different depending on your TDM Workgroup structure)

Custom Attributes

ACCTCORP

Address

City

CompIDate

CUST

FTAX

HOUSE

MGT

Node

OpenDate

Resolutions

State

Task Id

Tech

Type

WSTAT

Zip

Custom Attributes - The Custom Attributes allows you to group specific attributes sent down from the flat file. Any attribute listed can be groupd on such as node, city, house, ect.. This gives a flexible way to quickly target specific customers or problematic nodes, as an example.

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Group Columns

Group Columns

Clear Clear Sort

Results

Work Orders	Total number of Work Orders
Failed Requirements	Total number of work orders which failed requirements
% Failed Requirements	The Percentage of work orders which Failed Requirements
Passed Requirements	Total number of work orders that Passed Requirements
% Passed Requirements	The Percentage of work orders Passed Requirements
Completed	Total number of jobs where all required macro's were ran
% Completed	Percentage of jobs where all required macro's were run
Not Completed	Total number of Jobs where some required macro's weren't run
% Not Completed	Percentage of jobs where some required macro's weren't run
Failed Limits	Work orders containing required macro's that failed limits
% Failed Limits	Percentage of work orders that failed required macro limits
Passed Limits	Work orders containing only macro's with passed limits
% Passed Limits	Percentage of work orders containing macros with passed limits
Auto Tests Run	Total number of auto tests run
Auto Tests Failed	Total number of auto tests failed
Auto Tests Passed	Total number of auto tests passed
Auto Tests Required	Total number of auto tests required
Required Auto Tests Run	Total number of required auto tests ran
Required Auto Tests Failed	Total number of required auto tests failed
Required Auto Tests Passed	Total number of required auto tests passed

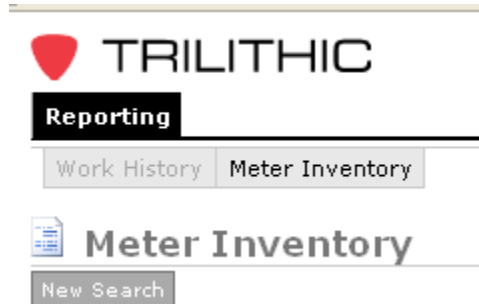
Group Columns - will take the select results of that column and display them in the order selected.

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Meter Inventory

TDM Data Access also has an inventory management feature. This will allow the user to create reports showing the specifics of 860 DSPi meters that are listed on the TDM server. To use this function click on the Meter Inventory tab and select New Search:



The search options are as follows:

Search

Go Save to Meter Inventory Start Page

Title	Search Parameters
<input type="text"/>	Display Columns
Items Per Page	Sorting
20	Grouping
User Group Access	Group Columns
<input type="text"/>	Group Sorting

As in the workforce management section the search can be named and saved for future use, the items per page can be determined, and access can be restricted.

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Search Parameters

The search parameters are shown in the picture below. Any one field or multiple fields can be used as search parameters. The search parameter limits the results to only those fields that match the search field. In other words, if Workgroup Level 1 is used the report will display all meters in the specific workgroup entered in the search field. If an asterisk (*) is used the report will display all meters in all Level 1 workgroups.

The asterisk can also be used in combination with text. For example, if Operator Name is the search field and 12* is entered in this field, the report will display all meters with an operator name beginning with 12. As shown below, any option on the 860 DSPi can be searched or reported on.

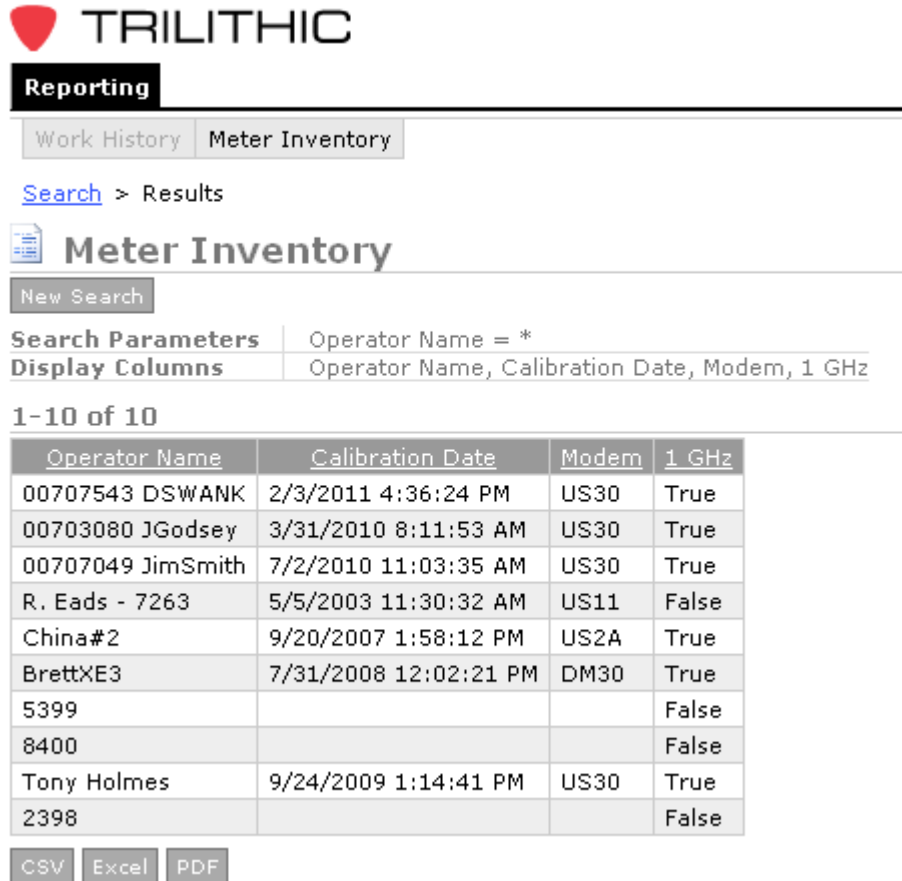
<p>Search Parameters</p> <p>Clear</p> <p>Meter</p> <p>Mac Address</p> <p>Operator Name</p> <p>Authorized</p> <p>Company</p> <p>Firmware Version</p> <p>Lockout</p> <p>Serial Number</p> <p>Modem</p> <p>Modem Firmware</p> <p>CM Mac 1</p> <p>CM Mac 2</p>	<p>Options</p> <p>1 GHz</p> <p>Advanced Spectrum</p> <p>Web Browser</p> <p>Cable Modem to RJ-45</p> <p>DOCSIS 3.0</p> <p>Dual Mac</p> <p>Enhanced Digital Video</p> <p>Ethernet</p> <p>FDR</p> <p>High Speed Throughput</p> <p>MoCA</p> <p>Power Pack</p> <p>QAM EVS</p> <p>Full QAM and EVS</p> <p>QAM Lite</p> <p>QAM Source</p> <p>8310 RSA Sweep</p> <p>RSVP and Source</p> <p>Speed Sweep</p> <p>SSR and Source</p> <p>Tektronix RTP Reflector</p> <p>TrafficControl</p> <p>Upstream EQ</p> <p>NTSC Analog VITS</p> <p>8 VSB</p> <p>WiFi</p>	<p>Hardware</p> <p>COM 1</p> <p>COM 2</p> <p>COM 3</p> <p>COM 4</p> <p>DOCSIS 1.1</p> <p>DOCSIS 2.0</p> <p>DOCSIS 3.0</p> <p>DSP Type</p> <p>Digital Video</p> <p>Ethernet</p> <p>Inputs</p> <p>RF Option</p> <p>RF</p> <p>USB Client</p> <p>USB Host</p> <p>WorkGroups</p> <p>Level6</p> <p>Level5</p> <p>Level4</p> <p>Level3</p> <p>Level2</p> <p>Level1</p>
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Display Columns

The display column fields are the same fields shown in the Search Options section. These fields will display the information or options for all meters matching the search Options criteria. The order these fields are selected will determine the order they are displayed in the report. As an example, if Operator Name is the search field and an asterisk is entered, and if Operator Name, Calibration Date, Modem, and 1GHz are selected as display columns, the report displayed will be as follows:



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Reporting

Work History | Meter Inventory

[Search](#) > Results

Meter Inventory

New Search

Search Parameters | Operator Name = *

Display Columns | Operator Name, Calibration Date, Modem, 1 GHz

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Operator Name	Calibration Date	Modem	1 GHz
00707543 DSWANK	2/3/2011 4:36:24 PM	US30	True
00703080 JGodsey	3/31/2010 8:11:53 AM	US30	True
00707049 JimSmith	7/2/2010 11:03:35 AM	US30	True
R. Eads - 7263	5/5/2003 11:30:32 AM	US11	False
China#2	9/20/2007 1:58:12 PM	US2A	True
BrettXE3	7/31/2008 12:02:21 PM	DM30	True
5399			False
8400			False
Tony Holmes	9/24/2009 1:14:41 PM	US30	True
2398			False

CSV | Excel | PDF

As shown above, the search parameters and the display columns are listed at the top of the report. The meters listed that have no information have been manually entered into TDM but have not yet connected to the TDM server.

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Grouping

Grouping allows you to select which group will be displayed first. This is typically used in the workforce management section of TDM Data Access but is included in the meter inventory section as well. The Grouping fields are the same as the Search Options and Display Columns fields. Grouping fields do not have to be selected unless their use is desired.

Grouping Columns

Group Columns will take the selected results of that column and display them in the order selected. Meters is the only option in this section. If selected, the meters can be displayed in ascending or descending order. This option will not appear unless a Grouping field is selected.

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