

TPP — Test Productivity Pack



Benefits

- Fewer service calls
- Improved performance and professionalism
- Greater technician confidence—they know the job is done right
- Reduced churn with a better customer experience
- Increased management efficiency with simplified asset management
- Improved technician productivity with centrally-deployed meter configurations

As cable networks grow in scope and complexity, managing equipment, installation quality, and technician performance becomes more time consuming and difficult. Meters must be regularly updated with channel lineups, firmware, test processes, and new features. Supervisors need full access to installation qualification (home certification) test results. Operators need an updated measurement database as a baseline reference for installation quality.

Without proper equipment inventory-management, test-data, and analysis tools, management cannot control and improve operational efficiency. Ultimately, customers feel the impact through unsatisfactory experiences that lead to churn.

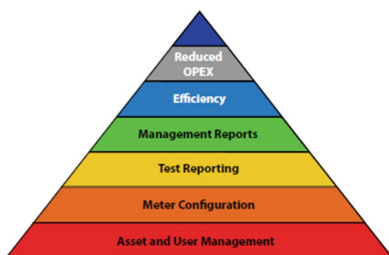
Cable operators need a system to control meter inventory, to collect and analyze data, and to produce reports that will improve technician accountability and job fulfillment, empower supervisors to coach and improve performance, and enable managers to track and see where improvements can be made. This will reduce operational expenses and improve customers' quality of experience.

TPP — Test Productivity Pack

TPP empowers management with tools for asset (inventory) management, workforce and installation quality management, sweep management, proof of performance, and home certification. The system tightens up operations and enables performance management with actionable data that improves productivity, reduces operating expenses, and at the same time improves the customer experience to reduce churn. TPP is completely web based, providing easy access to all managers, supervisors, technicians, and administrators.

Asset Management

The important task of maintaining an accurate meter inventory and keeping track of meter location, calibration, and update status consumes valuable time and resources. The Meter Asset Management tool streamlines this administration by maintaining and organizing a DSAM inventory database and displaying each meter's serial number, firmware and hardware versions, synchronization status, assigned user, the person to whom the user reports, and calibration requirements. Icons with contrasting colors instantly notify supervisors when specific meters require calibration or synchronization.

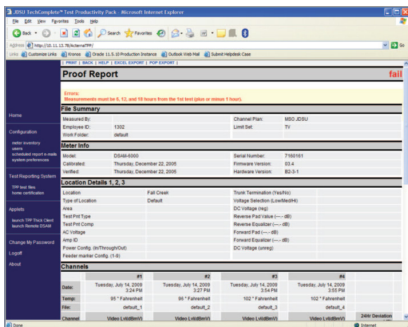
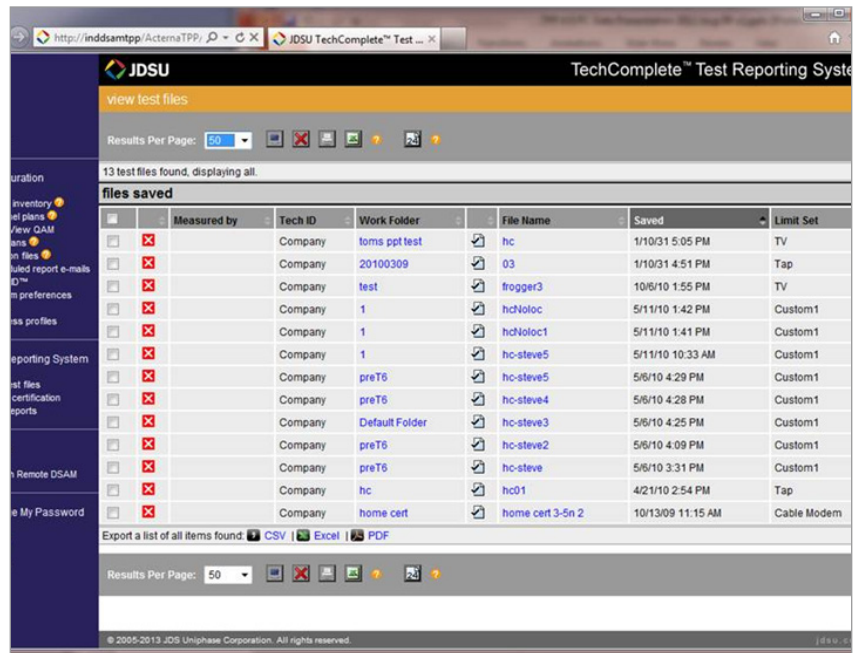




Supervisors can configure network settings on individual instruments and upgrade firmware as necessary. Using proper channel and limit plans is critical to successful testing. TPP lets you edit, deploy, and maintain channel plans, auto-tests, and home-certification tests used on DSAM meters. A central database allows efficient lineup-change roll-out to all meters. Supervisors can use instrument templates to easily manage changes and enforce usage of the latest configurations. Configurations can be secured to prevent unauthorized changes to channel and limit plans in the field.

Test Reporting

The powerful TPP Test Reporting System gives users access to meaningful data. It lets users search for specific information and create reports relevant to their daily jobs. For example, a manager can configure and view all home-certification reports or search for and view test files conducted by all technicians or just those technicians reporting to a specific supervisor. Users can create combo reports and view measurement results with graphs. Sweep technicians or contractors can generate powerful sweep reports. And, all of these functions are web-browser accessible.



24 hour POP report

TPP can be configured to automatically e-mail saved queries and reports to managers and supervisors. This significantly reduces report access time, giving them easy, fast access to relevant information. Users can configure the system to e-mail reports anytime and anywhere without the need to access TPP or take the time to re-create queries. At a glance, users can review relevant reports such as *Weekly Home Certification Files*, *Work Order Compliance for Yesterday*, *All Work Order Compliance for Yesterday*, *Failed Work Orders*, *Not Tested Work Orders*, *Audit Reporting*, *Service Needed Reports*, and other reports that users can customize.

With the Test Reporting System, TPP makes measurement data readily available to end users with an open, standards-based interface. TPP provides open access to its MySQL database with simplified view tables, giving advanced users the ability to integrate home certification data into their internal systems.



Sweep report

Sweep Management

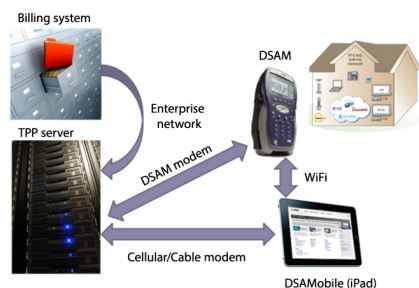
Heavy sweep users generate a lot of files quickly. With TPP, sweep users can select up to 75 sweep files and create a report in one web page. If users have accumulated sweep files over the years with JDSU SDA meters and saved them with StealthWare, TPP lets them import individual SDA sweep files or import all SDA sweep files in a Zip file. And, TPP saves time and effort by consolidating sweep reports.

Data Backup

Test data accumulated over time by technicians are valuable assets to review for workforce performance and network health trends. TPP eases backup scheduling and database optimization using a web client. A user can simply define the backup destination directory, the number of backup codes, what to back up, and start/end dates.

Live backup and speed optimization benefits include:

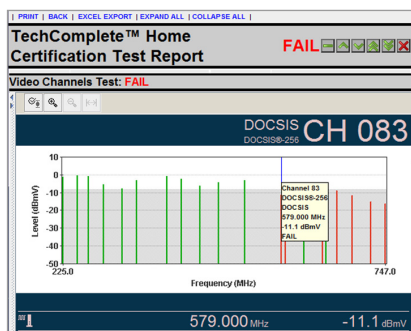
- No need to shut down a server—meters can still synchronize and users can still generate reports
- Optimization quickens system queries and report generation, making information available when needed



Remote Synchronization and Access

TPP enables field data and test file synchronization to and from DSAM meters via a LAN interface or WiFi, or through the existing RF plant using the (real-time) DOCSIS communications network. Using DSAMobile™ enables automated synchronization whenever Internet access is available. Remote access to information is especially useful for technicians because they do not have to return to a central location to receive valuable test results. In addition, remote access to archived test results improves the ability of both technicians and supervisors to troubleshoot the network. Channel plans, limit plans, and test results archived and retrieved remotely eliminate the need for technicians to drive back to the main office to connect to a PC or to program the DSAM to receive updates. This makes real-time synchronization a reality with TPP, DSAM meters, and a DOCSIS or Ethernet connection.

Additionally, with DSAM remote access, supervisors or senior technicians can view and control what occurs on a DSAM connected to the LAN or a cable modem. With this powerful capability, more-experienced staff can directly help a technician who is having difficulty interpreting test results—without rolling a truck.



Drill-down details from home certification

Home Certification

Home-certification procedures that include DSAM-automated tests improve reliability because they ensure test completeness and accuracy, reducing repeat truck rolls, improving overall customer satisfaction, and reducing churn. This process also permits workforce accountability and control and helps to identify equipment issues or employees who need coaching. A home-certification test establishes baseline performance for the home for technicians to use later in comparing current performance.

Automatically synchronizing test results from the field to a TPP central database enables individual review and analysis by supervisors and managers to ensure proper performance and compliance with operating procedures. The Test Reporting System and Home Certification Management Reporting System provide powerful analysis tools for technician coaching and training and for correlating test data with work orders.

Ch	Type	Label	Frequency (MHz)	Level (dBmV)	V/A (dB)	MER (dB)	Pre-FEC BER	Post-FEC BER
40	III	HISTORY	321.000	-7.7	---	---	---	---
44	III	ABC FAM	345.000	-3.3	---	+38.1	---	---
52	III	FOX NEWS	393.000	-0.7	---	+38.8	---	---
56	III	MUX 33	417.000	-2.3	---	---	---	---
61	III	TRAVEL	447.000	-6.2	---	+36.2	---	---
66	III	TRU TV	477.000	-4.5	---	---	---	---
73	III	WISH HD	519.000	-3.2	---	---	---	---
83	III	DOCSIS	579.000	-11.1	✗	✗	✗	✗
84	III	TNT HD	585.000	-9.8	✗	+30.2	---	---

Auto-test details with per-channel status

Channel failure causes and count									
Total Tests Run								172	
Number Of Fails								24	
Video Channel Test- Analog									
Channel	Status	Level hi	Level lo	Level Fail	Other	V/A	V/A2	Adj.Chan	HUM C/N
Total	0	0	0	0	0	0	0	0	0
Video Channel Test- Digital/DOCSIS									
Channel	Status	Level hi	Level lo	Level Fail	Other	MER	PreBER	PostBER	Deviation
15	4	1	3	0	0	0	0	0	0
24	3	1	2	0	0	0	0	0	0
28	3	1	2	0	0	0	0	0	0
31	1	0	1	0	0	0	0	0	0
35	5	1	4	0	0	0	0	0	0
107	7	0	7	0	0	0	0	0	0
112	11	0	11	0	0	2	0	0	0
116	10	1	9	0	0	2	0	0	0
Total	94	13	79	2	7	1	1	1	0
Cable Modem Channel Test									
Channel	Status	US Level Headroom	US Transmit Level	DS Level	DS MER	DS PreBER	DS PostBER		
80	13	9	0	2	0	2	1		
Total	13	9	0	2	0	2	1		

Drill down failure reporting from Home Certification

Supervisors can view test results, archive measurement files, and create or deploy new work folders using the DSAM family's unique work folder structure that stores files such as spectrum, miniscan, home-certification, and DOCSIS®. With work folders deployed to DSAMs in the field, technicians can access previous test results for a specific site and use that information to make intelligent decisions. The Home Certification Management Reporting System can automatically populate technicians' work folder lists with the jobs assigned to them from the workforce management system, resulting in further time savings.

Eliminating callbacks or unsuccessful installs will increase customer satisfaction and ensure that technicians are conducting the right tests with the right data. TPP provides field data-management tools required to ensure proper testing. Management can depend on rigorous and repeatable results with the addition of the Home Certification Management Reporting System.

Home certification requires a DSAM to be enabled with the Home Certification option.

Failure Report Option

Users can easily determine a problem source by drilling down to specific-location test data. System performance problems can be identified based on service type, channel type, and channel lineup to identify customer-affecting issues quickly.

Proof of Performance Reporting Option

Easily collect test data for proof-of-performance reports that meet filing requirements.

Ordering Information

Model	Part Number	Description
Test Productivity Pack server, 5 meters	1010-00-0926	Test Productivity Pack Server, supports up to 5 meters
Test Productivity Pack server, 10 meters	1010-00-0911	Test Productivity Pack Server, supports up to 10 meters
Test Productivity Pack server, 50 meters	1010-00-0894	Test Productivity Pack Server, supports up to 50 meters
Test Productivity Pack, add 5 meters	TPP-ADD-5-METERS-UPGRD	Add additional support for 5 meters
Test Productivity Pack, add 10 meters	1019-00-1538	Add additional support for 5 meters
Test Productivity Pack, add 50 Meters	1019-00-1525	Add additional support for 50 meters
Test Productivity Pack, add 250 Meters	1019-00-1526	Add additional support for 250 meters
Test Productivity Pack, add 500 Meters	1019-00-1527	Add additional support for 500 meters
Home Certification Failure Reports	TPP-FAILURE-RPRT-LIC	Test Productivity Pack – Failure Reports for Home Certification
Proof of Performance Reports	TPP-POP-RPRT-LIC-FAC	Proof of Performance reporting option
Proof of Performance Reports (field upgrade)	TPP-POP-RPRT-LIC-FLD	Field upgrade to add Proof of Performance support

TPP 5.0 Server Requirements

Windows Server 2008 Enterprise Edition R2 64 bit
 Windows Server 2012 Standard Edition 64 bit
 Windows Server 2008 or 2012 are recommended for medium to large installations
 Windows 7 Pro 64 bit
 Windows 8 Pro 64 bit
 4 GB is the minimum RAM for server PCs with 8 GB recommended for medium to large installations.

TPP 5.0 Web Browser Client Requirements

TPP web-browser support for:

- Internet Explorer 8, 9, 10
- Firefox (beta support only)
- Chrome (beta support only)

TPP web-browser client support for various Windows operating systems:

- Windows XP Pro 32 bit
- Windows 7 Pro 32 bit, Windows 7 Pro 64 bit
- Windows 8 Pro 32 bit, Windows 8 Pro 64 bit
- Windows Server 2008 Enterprise Edition R2 64 bit
- Windows Server 2012 Standard Edition 64 bit

2 GB is the minimum recommended RAM for client PCs

Test & Measurement Regional Sales

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