Qwest
Spirit of Service

Interconnect Mediated Access 20.0

CLEC System Administrator's Guide

October 16, 2006

Document information

Version notice

The versions of this guide for the current IMA software release are listed below.

Document date	Description
September 18, 2006	Draft guide for CMP review posted at http://www.qwest.com/wholesale/cmp/review.html
September 25, 2006	Final guide posted at http://www.qwest.com/wholesale/cmp/review_archivesystem.html
October 16, 2006	Final guide posted at http://www.qwest.com/wholesale/ima/gui/index.html

You can obtain the latest version of this guide at http://www.qwest.com/wholesale/ima/gui/index.html

Prior versions of the guide are available at http://www.qwest.com/wholesale/cmp/review_archivesystem.html.

If you use this guide, please let us know at itdocs@qwest.com. We welcome your questions and comments.

Change log

Changes to the IMA application for this release are provided through the CMP (change management process) at http://www.qwest.com/wholesale/cmp/whatiscmp.html. Revisions specific to this guide are as follows:

CMP CR: None

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Getting started

This guide assumes that you have a background in telecommunications local service, which includes some knowledge of Qwest products and order writing conventions. This guide is for CLEC system administrators, whose responsibilities include:

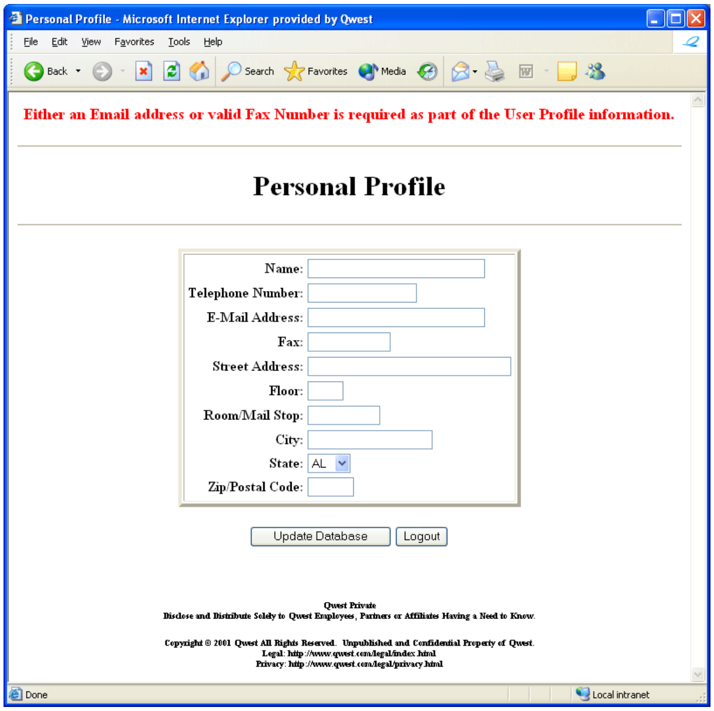
- managing your company's account
- managing IMA users and other administrators
- Although the Account Administration menu lists a command for billing account number, CLEC system administrators are no longer required to manage this information and is done by Qwest.

Note: Several factors external to Qwest and IMA may influence response time, including your internet service provider (ISP), connection speed, and internet traffic.

Creating your personal profile

Before you use IMA, you must create a personal profile, which contains information that is used to contact you. Your personal profile appears the first time you log in to IMA.

1 Log in to IMA.



2 Click in each field and type the appropriate information. All fields are required except for

- **E-mail Address** or **Fax** (but you must fill in at least one of these)
- Floor
- Room/Mail Stop

Note: In the **Telephone Number** and **Fax** fields, use the format 000-000-0000.

3 Click **Update Database**.

IMA displays a message that the database has been updated.

4 Click **Return to Main Menu**.

Note: Clicking **Logout** clears all data and returns you to the **Interconnect Login** window. You will still need to create your personal profile at next log in.

You can change your personal profile at any time to keep it current. See "Modifying your personal profile" on page 9.

Resources

IMA–hours of operation (MT)

Monday–Friday 6:00 AM–Midnight
Saturday 6:00 AM–9:00 PM
Sunday 11:00 AM–7:00 PM

Business Application Help Desk

888-888-7998

Websites

Local Service Ordering Guidelines

http://www.qwest.com/wholesale/clecs/lsog.html

Qwest E-Business

http://ecom.qwest.com

Products and Services

http://www.qwest.com/wholesale/pcat/index.html

Wholesale Customer Contacts Business Procedure. This site provides a single source for customer contact information including telephone numbers and hours of operation.

http://www.qwest.com/wholesale/clecs/escalations.html

Wholesale Resources—IMA

http://www.qwest.com/wholesale/ima/index.html

Documents

In addition to this document, Qwest provides four other guides to help you use IMA.

These guides are available at http://www.qwest.com/wholesale/ima/gui/document.html

- **IMA Connection Guide**

  Guidelines for connecting to IMA.
- **Facility-Based Directory Listing Guide**

  Guidelines for submitting orders for facility-based directory listings.
- **IMA User's Guide**

  Guidelines on preparing, submitting, and following up on LSRs.

The following guide is available at http://www.qwest.com/wholesale/training/coursecatalog.html

- **Loop Qualification and Raw Loop Data CLEC Job Aid**

  Guidelines for retrieving raw loop data and for checking whether a loop qualifies (for Qwest DSL for Resale or for unbundled ADSL service).

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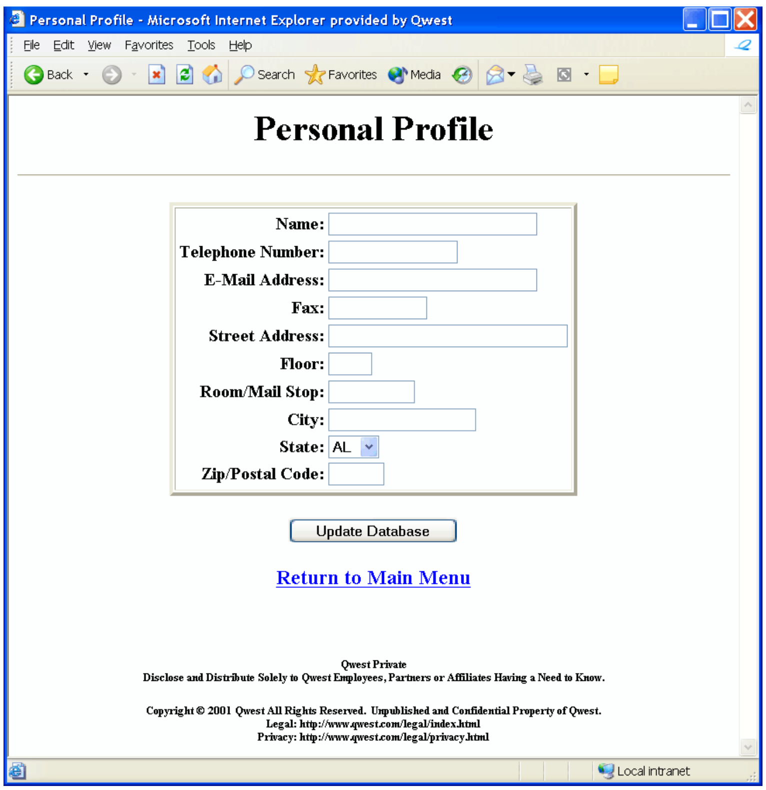
Managing your personal profile and autofill information

Modifying your personal profile

1 In the **Interconnect Functions** window click **User Administration.**



2 Click in each field and type the appropriate information. All fields are required except for

- **E-mail Address** or **Fax** (at least one of these must remain populated)
- Floor
- Room/Mail Stop

3 Click **Update Database**.

IMA displays a message that the database has been updated.

4 Click **Return to Main Menu**.

Creating or modifying autofill information

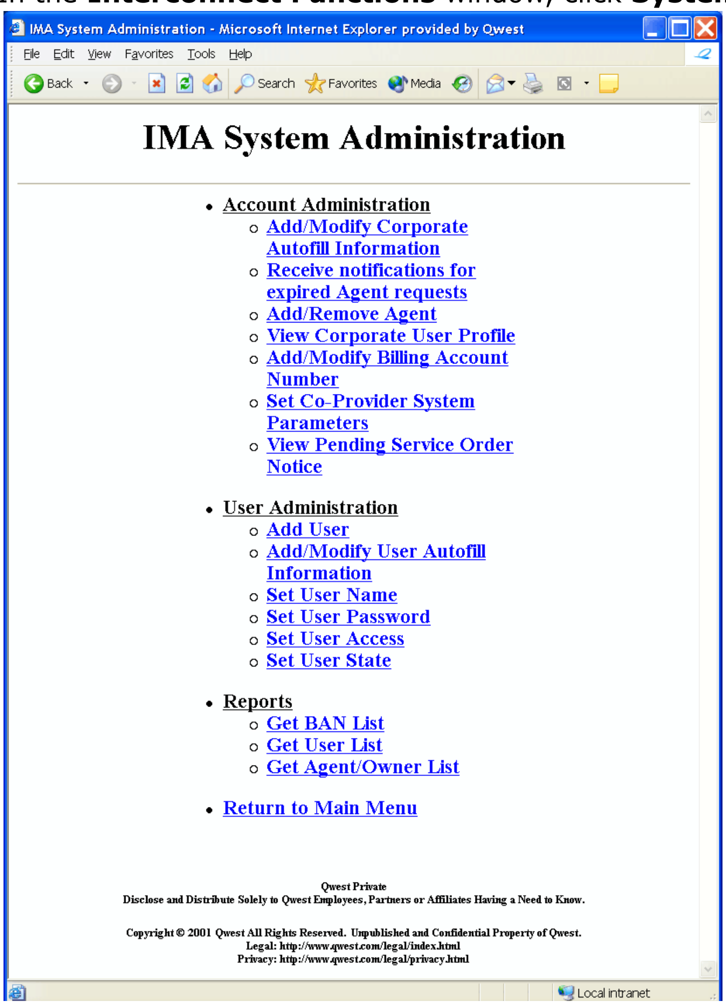
You can have IMA automatically fill in information about implementation and design engineering contacts when your users prepare the LSR form. To do so, you create corporate autofill information or user autofill information (or both). You can modify the autofill information to keep it current.

To create or modify autofill information for your corporate ID as a whole and to turn autofill on or off, you complete *corporate* autofill information. To create or modify autofill information for a specific user, you complete *user* autofill information. If you create user autofill information, that information appears on the LSR form whenever it is prepared by that user. If there is no user information for a user, the corporate autofill information appears if you have turned autofill on.

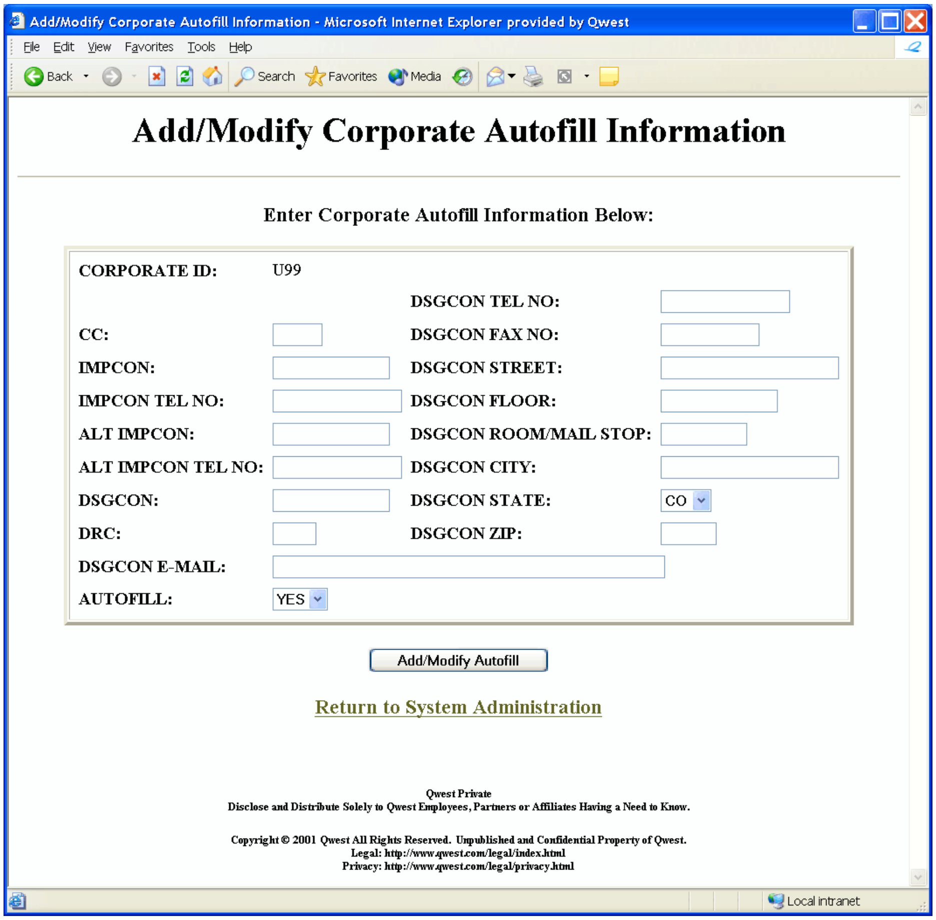
Creating or modifying corporate autofill information

Corporate autofill information fills in contact information for your corporate ID as a whole. It is not customized for individual users.

1 In the **Interconnect Functions** window, click **System Administration.**



2 Under **Account Administration**, click **Add/Modify Corporate Autofill Information.**



3 Fill in or modify any or all of the fields, giving information about the implementation and design/engineering contacts for your corporate ID. You must fill either the **DRC** or the **DSGCON FAX NO** field, but not both.

Follow the guidelines below:

In this field ...	Enter or modify ...
CC	Your CIC (carrier identification code)
IMPCON	Implementation contact
IMPCON TEL NO	Phone number for implementation contact
ALT IMPCON	Alternate implementation contact
ALT IMPCON TEL NO	Phone number for alternate implementation contact
DSGCON	Design engineering contact
DRC	Design routing code
DSGCON E-MAIL	E-mail address for design engineering contact
DSGCON TEL NO	Phone number for design engineering contact
DSGCON FAX NO	Fax number for design engineering contact

In this field ...	Enter or modify ...
DSGCON STREET	Street address for design engineering contact
DSGCON FLOOR	Floor or suite number for design engineering contact
DSGCON ROOM/MAIL STOP	Room or mail stop for design engineering contact
DSGCON CITY	City for design engineering contact
DSGCON STATE	State for design engineering contact
DSGCON ZIP	ZIP Code for design engineering contact

4 If you want IMA to automatically fill in this information when your users prepare the LSR form, select **YES** in the **AUTOFILL** field.

5 Click **Add/Modify Autofill**.

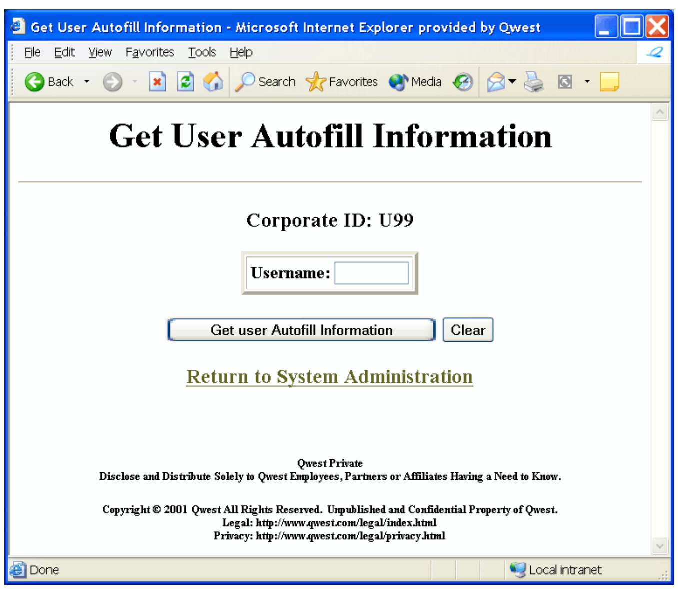
6 Click **Return to System Administration**.

Creating or modifying user autofill information

User autofill information customizes contact information for individual users.

1 In the **Interconnect Functions** window, click **System Administration**.

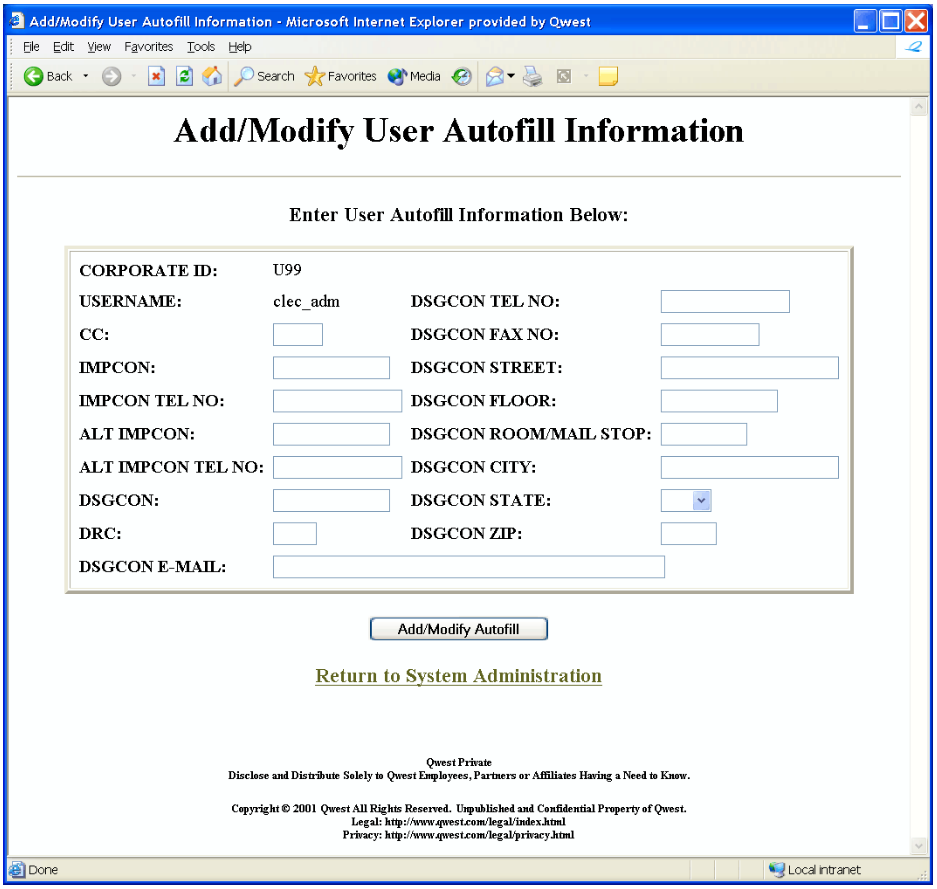
2 Under **User Administration**, click **Add/Modify User Autofill Information.**



The **Corporate ID** field is always pre-populated with your Qwest-assigned corporate ID.

3 Type the username of the user for whom you want to create autofill information.

4 Click **Get user Autofill Information.**



5 Fill in or modify any or all of the fields, giving information about the implementation and design engineering contacts for the user you specified. Fill in either the **DRC** or the **DSGCON FAX NO** field, but not both.

Follow the guidelines for corporate autofill information above.

6 Click **Add/Modify Autofill**.

7 Click **Return to System Administration**.

Managing your account

You manage your account by

- viewing your company's user profile (see "Viewing your company's corporate user profile" below)
- changing your LSR purge interval (page 17)
- viewing your pending service order notice (PSON) parameters (page 18)

Although the tasks listed on the **Interconnect Functions** window include viewing reference data, that task is normally done by the users in your company. The guidelines for viewing the reference data are in the *IMA User's Guide* on page 24 at: http://www.qwest.com/wholesale/ima/gui/document.html

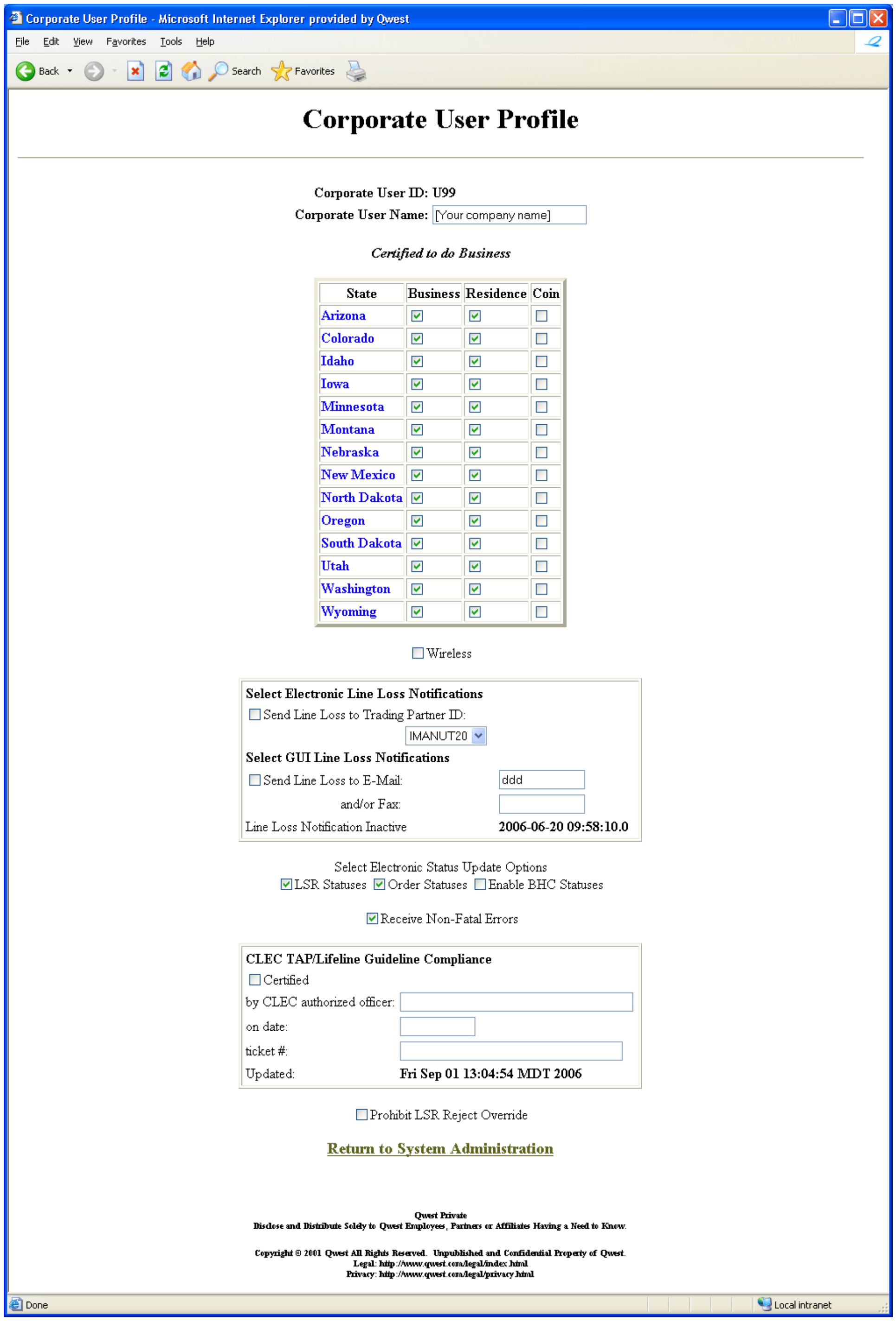
Viewing your company's corporate user profile

You can view your company's corporate user profile. The corporate user profile lists, by state, what services your company is allowed to offer. It also verifies how your company wants to receive various types of notices. This is a view-only window. To change the corporate user profile, contact the Qwest Wholesale Systems Help Desk at 888-796-9102 and select option 3.

To view your company's corporate user profile:

1. In the **Interconnect Functions** window, click **System Administration**.

2 Under **Account Administration**, click **View Corporate User Profile**.



3 Review the information in the window.

Field	Description
Certified to do Business	A list of states in which you are certified to do business and the type of business you are authorized to perform.
Wireless	If checked, you have authorization for wireless business.
Select Electronic Line Loss Notifications	If checked, you want to send Line Loss information to a trading partner..
Select GUI Line Loss Notifications	If checked, you want to be notified of line loss via e-mail or fax.
Select Electronic Status Update Options	If checked, you want updates on LSR status, order statuses or Batch Hot Cut statuses or all three.
Receive Non-Fatal Errors	If checked, you want to receive non-fatal errors.
CLEC TAP/Lifeline Guideline Compliance	If checked, indicates the CLEC has TAP/Lifeline certification allowing for low income assistance program for subsidized phone service.
Prohibit LSR Reject Override	If checked, the LSR Reject Override is not available.

4 When you are done, click **Return to System Administration**.

Changing your LSR purge interval

You can change the frequency with which IMA purges your LSR queue. This queue contains LSRs that were submitted after IMA business hours and that could not be processed when IMA reopened for business because of errors.

1 In the **Interconnect Functions** window, click **System Administration**.

2 Under **Account Administration**, click **Set Co-Provider System Parameters.**

The **Corporate ID** field is always pre-populated with your Qwest-assigned corporate ID.

3 Select the purge interval you want from the list.

4 Click **Set Parameters**.

IMA displays a message that the LSR purge interval was changed.

5 Click **Return to System Administration**.

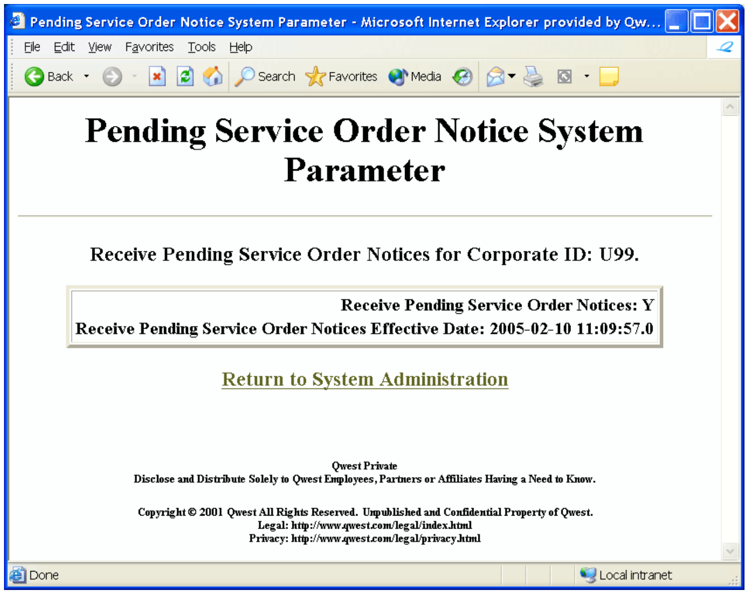
Viewing the pending service order notice parameters

You can view the pending service order notices parameters for your corporate ID.

This is a view-only window. To change the parameters on this screen, contact the Qwest Wholesale Systems Help Desk at 888-796-9102 and select option 3.

1 In the **Interconnect Functions** window, click **System Administration**.

2 Under **Account Administration**, click **View Pending Service Order Notice.**



3 Review the information in the window.

4 When you are done, click **Return to System Administration**.

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Managing users

As a system administrator, you manage the users within your company, including:

- adding a user (see “Adding a user” below)
- changing a user’s access level (page 23)
- changing a user’s system access (page 24)
- changing a username (page 25)
- changing a user’s password (page 26)
- viewing a list of users (page 27)

Adding a user

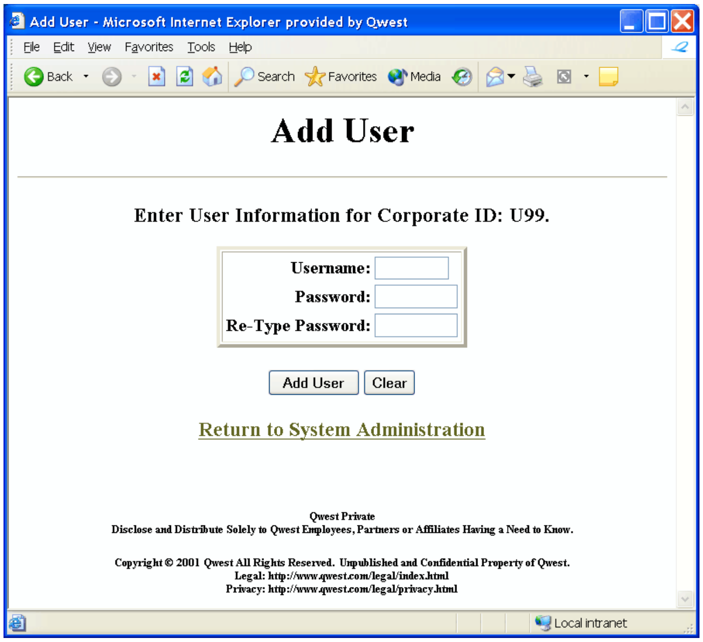
You can add a new user in either of two ways:

- by following the procedure below
  This is the most direct way to create a new user.
- by reactivating an inactive user account (see page 24) and assigning a new username (see page 25)
  This procedure is less direct, but it is a good way to reuse inactive accounts and maintain a more efficient database.

If a single user needs two different access levels (see page 23), you must add the user twice—that is, with two different usernames. You then assign the appropriate level of access to each username.

1 In the **Interconnect Functions** window, click **System Administration**.

2 Under **User Administration**, click **Add User.**



Note: The **Corporate ID** field is always pre-populated with your Qwest-assigned corporate ID.

3 Fill in the fields:

In this field ...	Type ...
Username	The username for the new user The username must have three to eight characters (alphabetic or numeric) and must be unique within the user’s Corporate ID.
Password	The password for the new user The password must have six to eight characters; at least one or all of the characters must be numeric.
Re-Type Password	The password you entered in the **Password** field

4 Click **Add User**.

IMA displays a message that the user was added. IMA automatically sets the new user access level to **user** and their status to **active.**

5 Click **Return to System Administration**.

6 If the user you added performs both user and admin tasks, repeat this entire procedure to add a second username for the user.

7 If the access level for the new user needs to be different than the IMA default of user**,** see “Changing a user’s access level” below.

Deleting a user

You cannot directly delete users from the IMA system. But if users no longer require access to the system, you can inactivate their usernames, subsequently reactivate those usernames and reassign them to new users (see "Changing a user's access level" on page 23 and "Changing a username" on page 25).

Changing a user's access level

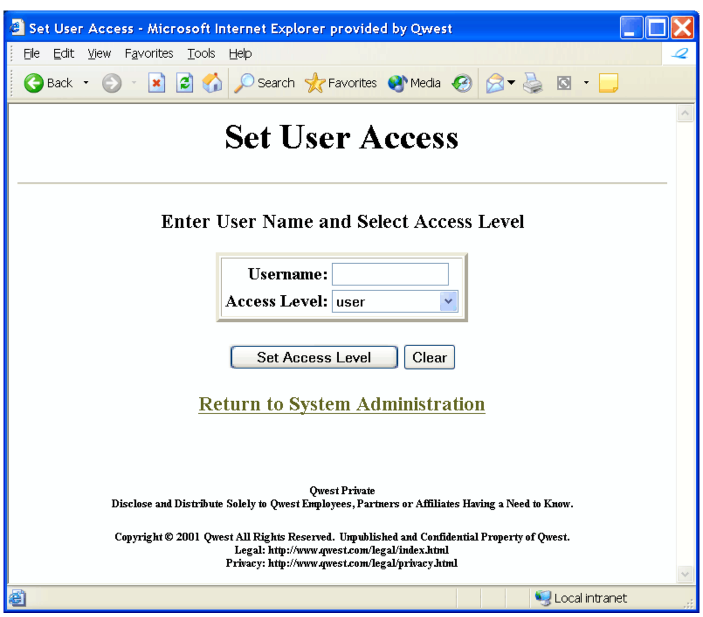
There are three types of user access levels.

Access Level	Description
User	Users who need access to IMA PreOrder, Order and PostOrder functions—the default access level when you create a new user
Admin	Other administrators
Pre_order_user	Users who need access to IMA PreOrder functions only

You can change a user's **user** access level to **admin** or **pre_order_user**. You can also change an existing **admin** or **pre_order_user** access level back to **user**.

1 In the **Interconnect Functions** window, click **System Administration**.

2 Under **User Administration**, click **Set User Access.**



3 Fill in the fields:

In this field ...	Do the following ...
Username	Enter the username whose access level you want to change
Access Level	Select the new access level from the list

4 Click **Set Access Level**.

IMA displays a message stating that the user’s access level was changed.

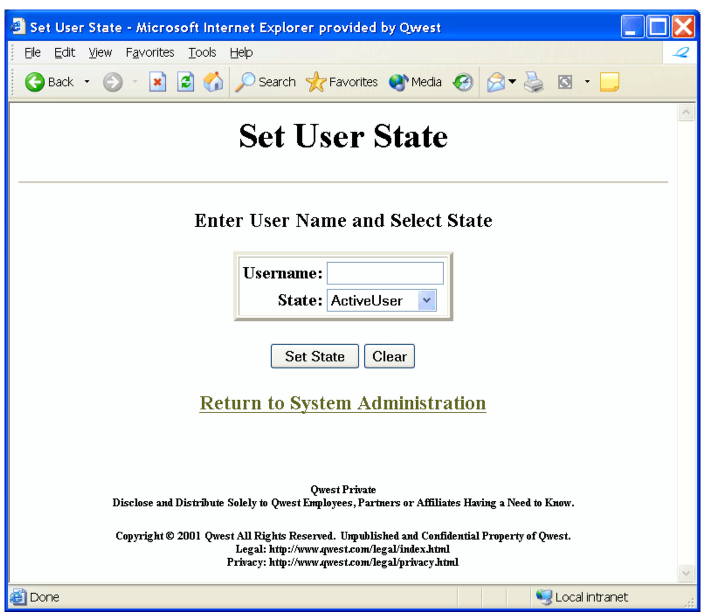
5 Click **Return to System Administration**.

Changing a user’s system access

Whether a user can log in to the system is determined by their state. When you create a new user, IMA automatically makes the user’s state active so that they can log in. When a user no longer requires access to the system, you can change their state to inactive. If an inactive user again requires access to the system, you can set their user state back to active. You can reassign an inactive user’s account by changing it to active and then changing the user name. See “Viewing a list of users” on page 27.

1 In the **Interconnect Functions** window, click **System Administration**.

2 Under **User Administration**, click **Set User State.**



3 In the **Username** field, type the username whose access you want to change.

4 Do one of the following:

- To deactivate the user, select **InActiveUser** from the list.

- To reactivate the user, select **ActiveUser** from the list.

5 Click **Set State**.

IMA displays a message that the user has been set to Active or InActive.

6 Click **Return to System Administration**.

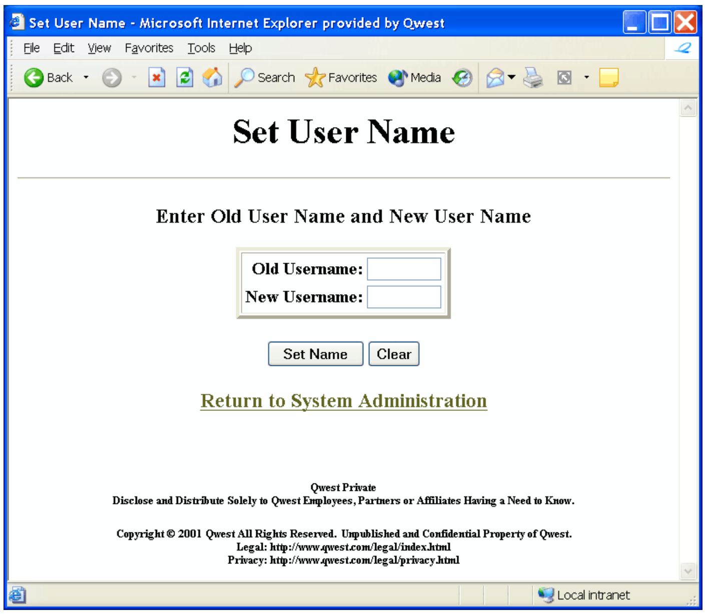
Changing a username

You can change a username to get a better match between the username and the user’s actual name.

You can assign a new username only to an active user ID, not an inactive user ID (see “Changing a user’s system access” on page 24). If the username is inactive, be sure to activate it first.

1 In the **Interconnect Functions** window, click **System Administration**.

2 Under **User Administration**, click **Set User Name.**



3 Fill in the fields:

In this field ...	Type ...
Old Username	The username you want to change
New Username	The new username you want to use

4 Click **Set Name**.

IMA displays a message that the username was changed.

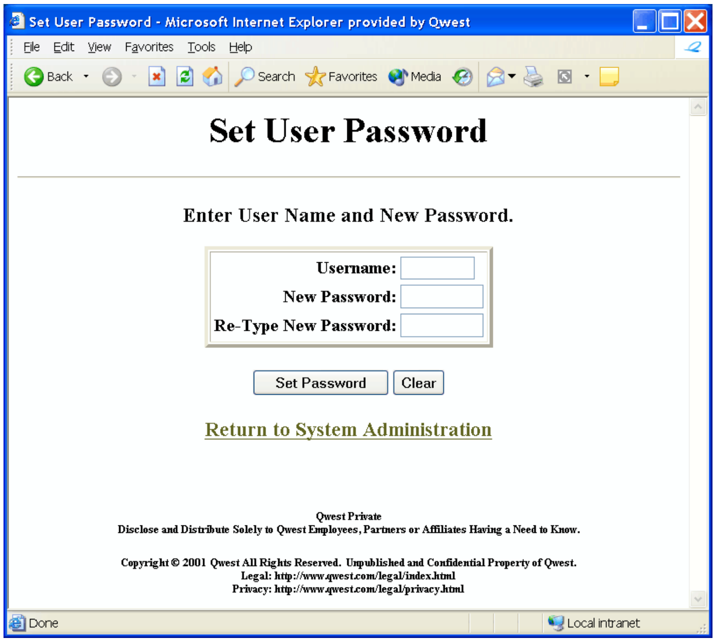
5 Click **Return to System Administration**.

Changing a user's password

If a user cannot log in because they have forgotten their password, you can assign a new password. The Qwest Wholesale Systems Help Desk (888-796-9102) can also change a user's password.

1 In the **Interconnect Functions** window, click **System Administration**.

2 Under **User Administration**, click **Set User Password.**



3 Fill in the fields:

In this field ...	Type ...
Username	The username for the user
New Password	The new password for the user The password must have six to eight characters; at least one or all of the characters must be numeric. **Note:** IMA will not display old passwords for users who might want to use them. Also, there is no expiration date for a password within IMA.
Re-Type New Password	The password you entered in the **Password** field

4 Click **Set Password**.

IMA displays a message that the user's password was changed.

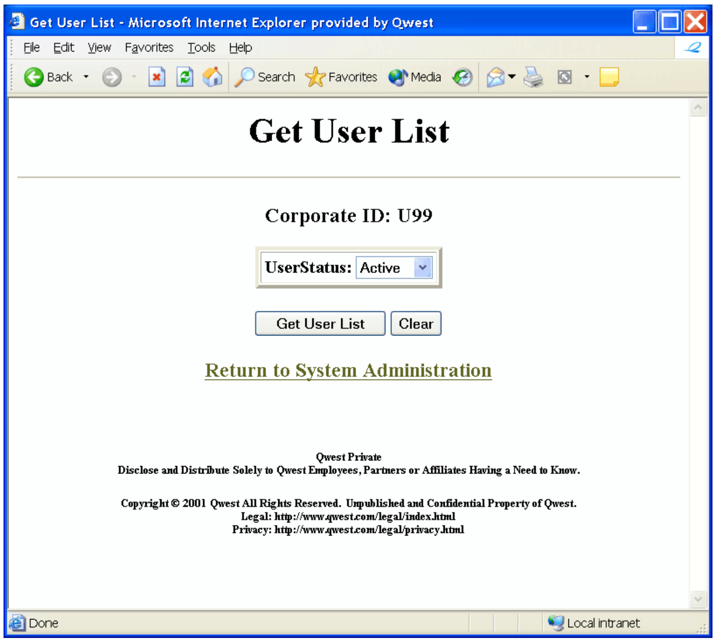
5 Click **Return to System Administration**.

Viewing a list of users

You can view a list of users for your corporate ID. The list shows each user's ID, user name, state, and access level.

1 In the **Interconnect Functions** window, click **System Administration**.

2 Under **Reports**, click **Get User List.**



3 From the **UserStatus** list, select whether you want to view active users, inactive users, or both.

4 Click **Get User List**.

IMA displays a list of users for your Corporate ID.

Note: If an entry in the user list does not contain the user's name, the user has not completed their personal profile.

5 When you are done with the list, click **Return to System Administration**.

5

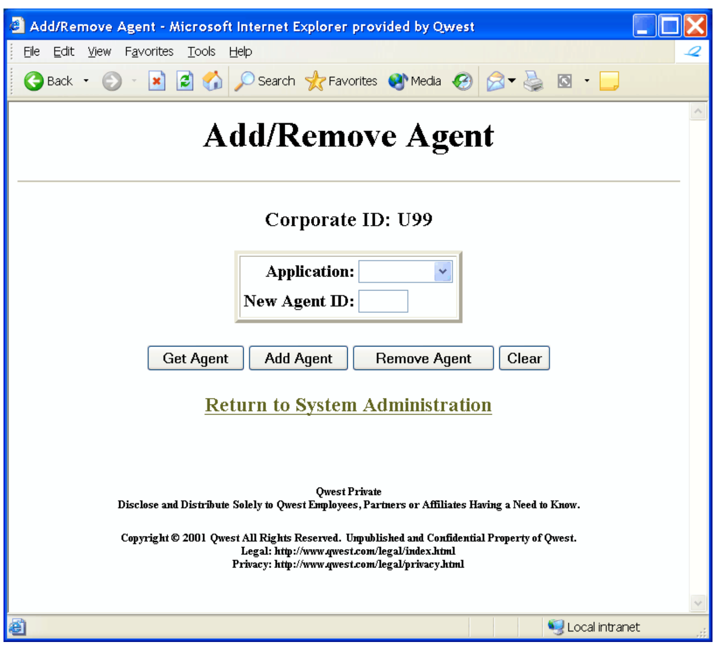
Working with other CLECs

As a CLEC system administrator, you can add or remove agents who process LSRs or trouble reports on your behalf. When you add an agent, you authorize them to use IMA, CEMR, or MEDIACC. When you remove an agent, you can redirect the LSR notices that were originally submitted by that agent.

Adding or removing agents

1 In the **Interconnect Functions** window, click **System Administration**.

2 Under **Account Administration**, click **Add/Remove Agent.**



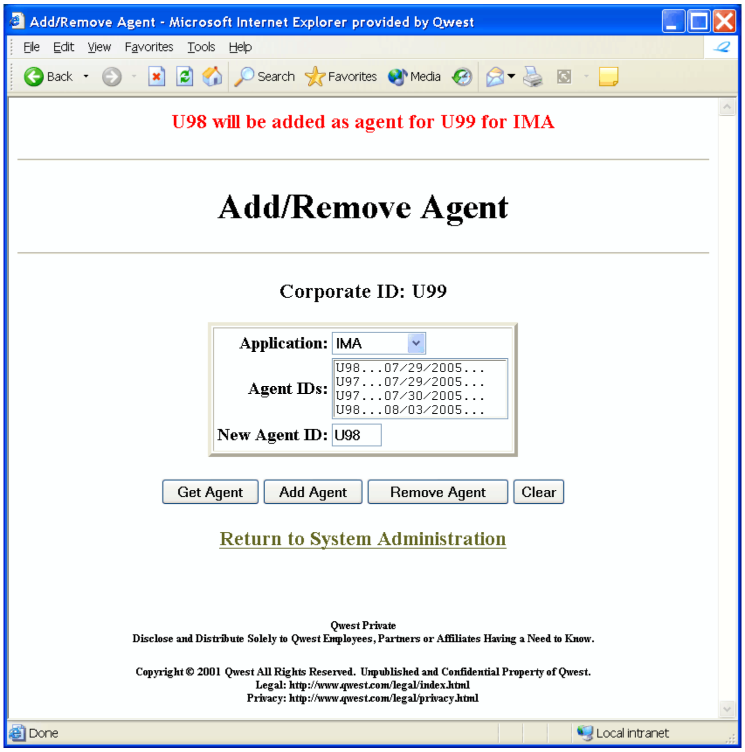
3 To add an agent, continue with the procedure directly below. To remove an agent, skip to “Removing an agent” on page 30.

Adding a new agent

1 In the **Application** field, select the application for which you want to add the agent.

2 In the **New Agent ID** field, type the corporate ID of the agent you want to add.

3 Click **Add Agent**.



A message at the top of the window indicates that the agent will be added for the corporate ID and application you specified. This becomes effective in eight calendar days.

Note: You cannot add multiple relationships with the same agent. Your corporate ID and agent ID cannot be the same.

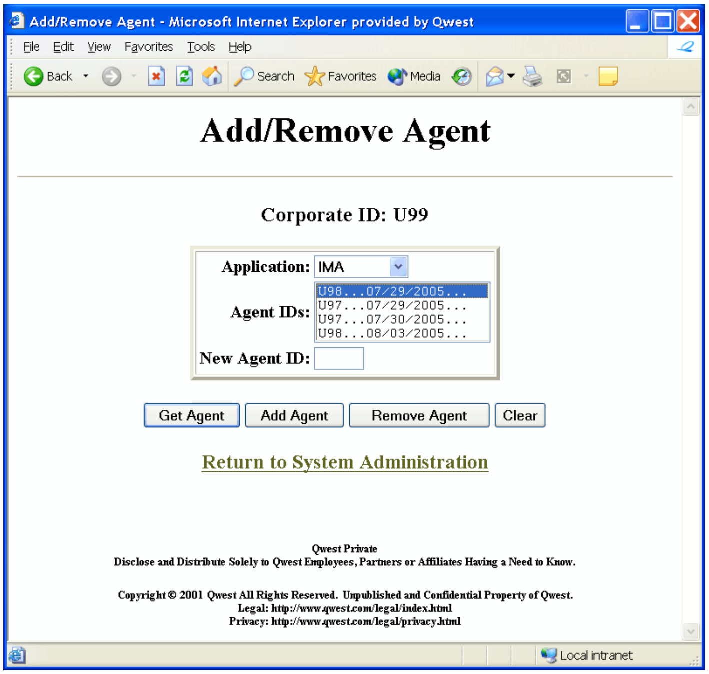
Removing an agent

Important: *Before you can remove an agent, you must first redirect the LSR notices for LSRs submitted by that agent—that is, you must specify who is to get those notices when the agent relationship actually expires. If you do not first redirect the notices, the agent will not be removed after the required eight day period.*

If you haven’t already redirected the notices for the agent you want to remove, follow the guidelines in the next section.

1 In the **Application** field, select the application for which you want to remove the agent.

2 Click **Get Agent**.



3 In the **Agent IDs** list, select (highlight) the agent you want to remove and click **Remove Agent**.

The agent relationship actually expires in eight calendar days.

4 If IMA prompts you to redirect the notices for LSRs submitted by expired agents, follow the guidelines in the next section.

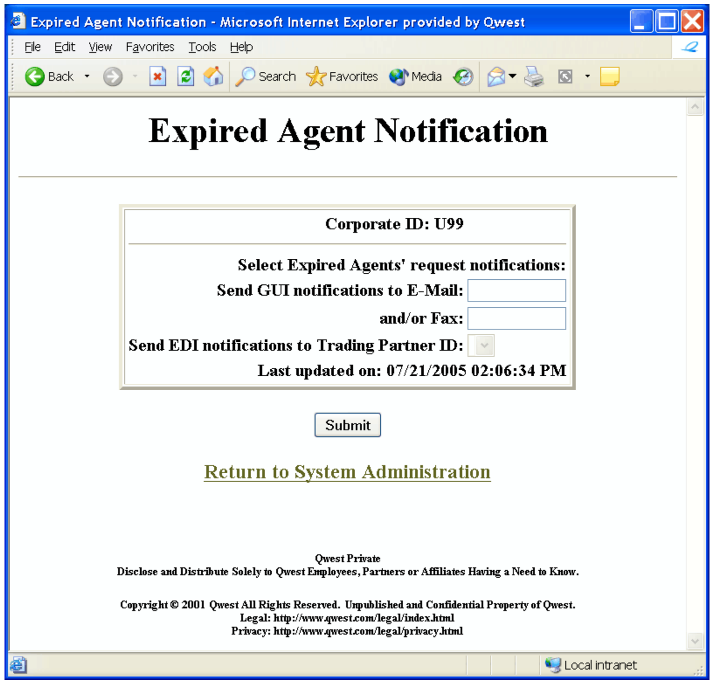
Redirecting notices for LSRs submitted by expired agents

If agents submit LSRs on behalf of your company, LSR notices are normally sent to those agents. Before you can remove an agent, you must specify where you want LSR notices to be sent, so they'll be redirected if the agent relationship expires after the agent has submitted an LSR.

Note: You can forward the notices to agents, but only the owner can actually work with LSRs submitted by former agents—that is, only the owner can view or open those LSRs or their status updates, submit supplements to the LSRs, or work with their jeopardies.

1 In the **Interconnect Functions** window, click **System Administration**.

2 Under **Account Administration**, click **Receive notifications for expired Agent requests**.



3 For LSR notices, type the e-mail address and/or the fax number to which you want the notices to be sent.

4 For EDI notices, select the trading partner ID to which you want the notices to be sent.

Note: Be sure to select a trading partner that uses the same EDI release as the expired agent; otherwise, the trading partner you select won’t receive the notices.

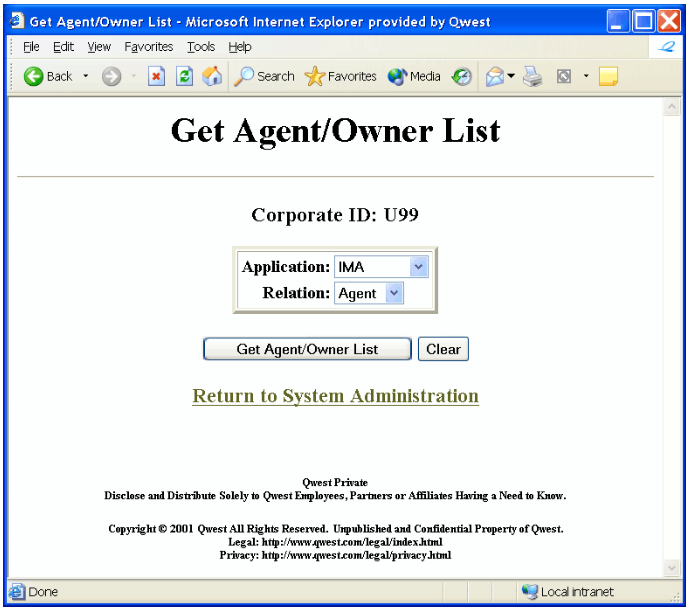
5 Click **Submit**.

Generating a list of agents or owners

You can display a list of the agents currently working on your behalf or a list of other CLECs you are currently supporting.The list shows the beginning date of the agreement and—if the agreement has been terminated—the date it will expire.

1 In the **Interconnect Functions** window, click **System Administration**.

2 In the **IMA System Administration** window, under **REPORTS**, click **Get Agent/Owner List**.



3 In the **Application** list, accept IMA unless you are a CEMR or MEDIACC system administrator.

4 In the **Relation** field, select either **Agent** or **Owner**.

5 Click **Get Agent/Owner List**.

Enabling copying and pasting between IMA and external applications

You can configure an individual workstation so that a user can copy and paste content between the IMA GUI and external applications that have system clipboard access, such as e-mail. To do this, you must modify your java.policy file, as explained in this chapter. If you do not want to modify your java.policy file, your users can still copy and paste within IMA.

Before you begin

1 Please read the important legal disclaimer below before beginning this procedure.

2 It is strongly recommended that an appropriate IT system administrator complete this procedure.

3 Close all applications on your system.

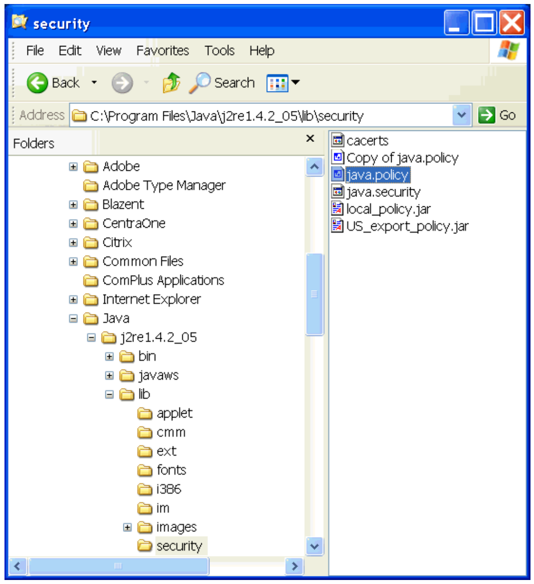
Disclaimer

Caution: Enabling System Clipboard access may have adverse effects on the user's system, and could allow malfeasant code to share potentially sensitive or confidential clipboard information with external sources. Qwest advises against enabling System Clipboard access, and disclaims responsibility for any resulting adverse effects. User acknowledges that by enabling this access it is doing so at its own risk.

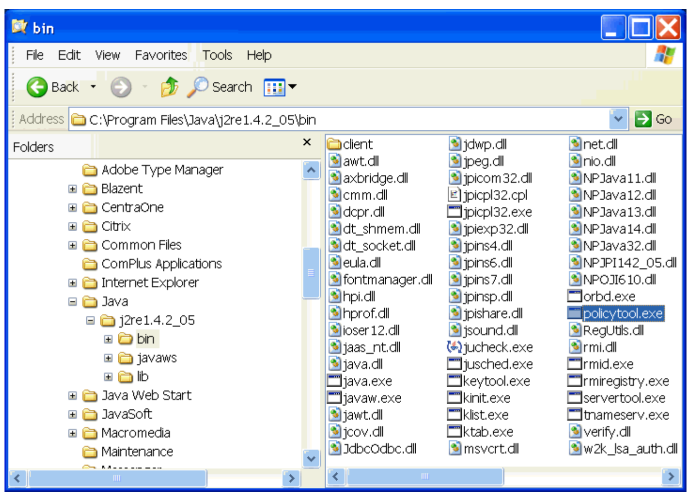
Procedure for enabling system clipboard access

1 Create a backup copy of the "java.policy" file from the folder C:\Program Files\Java\j2re1.4.2_05\lib\security.

Note: To backup the file, highlight it, select **Edit>Copy**, then select **Edit>Paste**



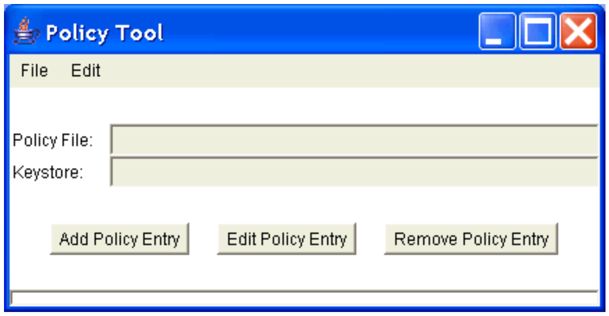
2 Execute the Java Policy Tool file (policytool.exe) by double-clicking on it from the following folder: Program Files\Java\j2re1.4.2_05\bin.



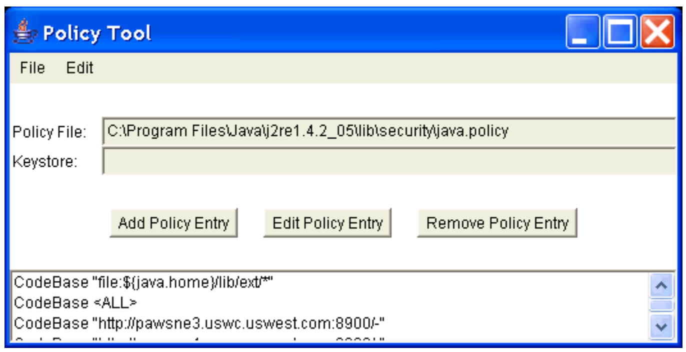
Note: The .exe portion may not appear in the file name, depending on your Windows folder options configuration.

Note: If an error dialog appears that starts with"Could not find policy file …", click **OK**.

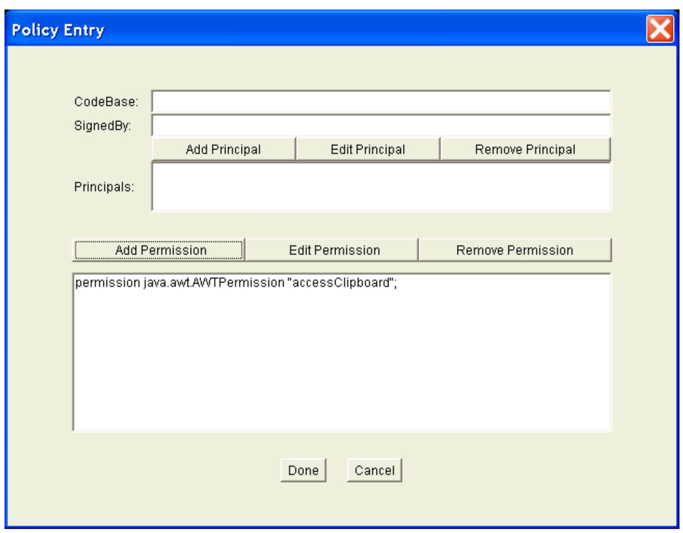
The **Policy Tool** pop-up window appears.



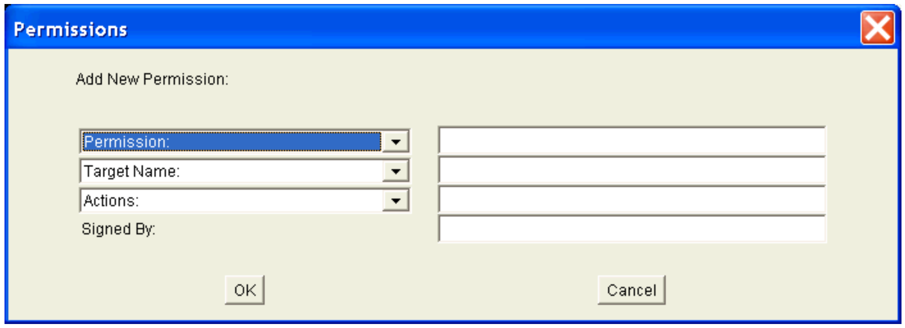
3 Select **File>Open** to open the "java.policy" file in the folder Program Files\Java\j2re1.4.2_05\lib\security.
The path and filename now appear in the **Policy File** text field.



4 In the **Policy Tool** window, click **Add Policy Entry.**



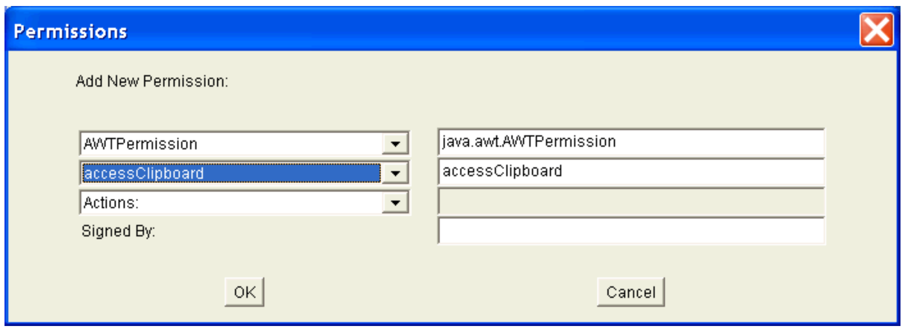
5 In the **Policy Entry** window, click **Add Permission.**



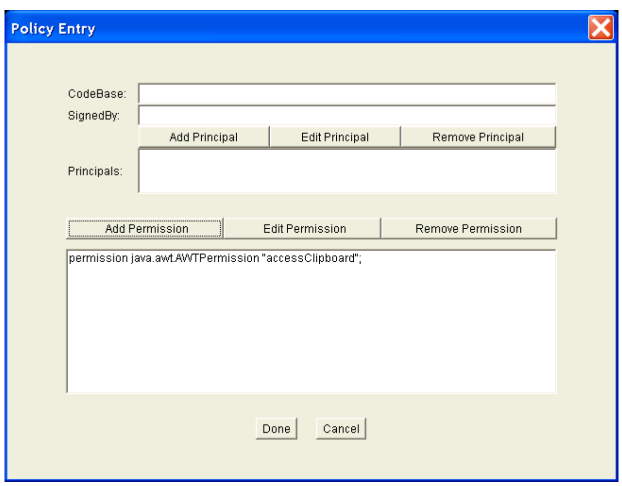
6 Select AWTPermission from the **Permission** drop down list.

7 Select accessClipboard from the **Target Name** drop down list.

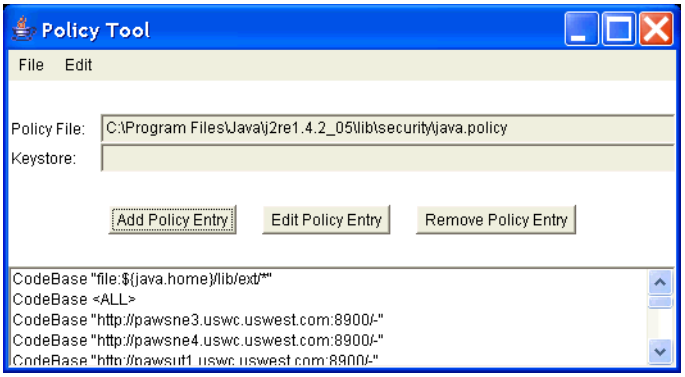
8 Click **OK**.



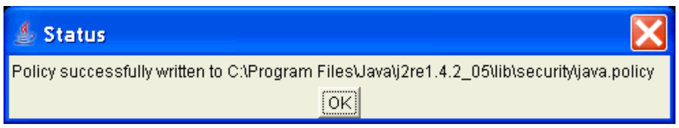
"permission java.awt.AWTPermission 'accessClipboard'" appears in **Policy Entry** window.



9 Click **Done** in the **Policy Entry** window.
A new "CodeBase<ALL>" entry appears in the **Policy Tool** window.



10 Select File>Save in the **Policy Tool** window.



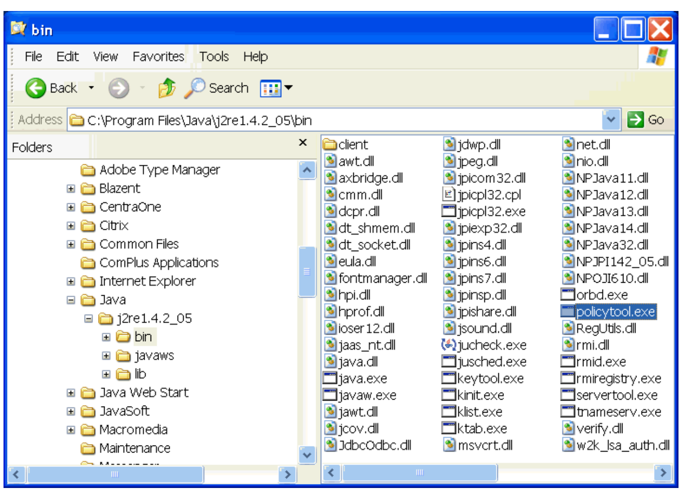
11 Click **OK.**
The new permission is in effect.

12 Select **File>Exit** to exit the **Policy Tool** window.

Procedure for disabling system clipboard access

The following steps explain how to reverse the above procedure to disable the System Clipboard access.

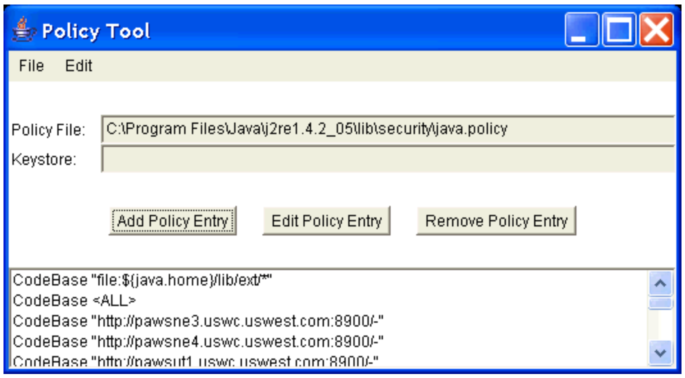
1 Execute the Java Policy Tool file (policytool.exe) by double-clicking on it from the following folder: Program Files\Java\j2re1.4.2_05\bin.



2 Select **File>Open** to open the "java.policy" file in the folder Program Files\Java\j2re1.4.2_05\lib\security.
The path and filename appear in the **Policy File** text field and the policy entries appear in the window.

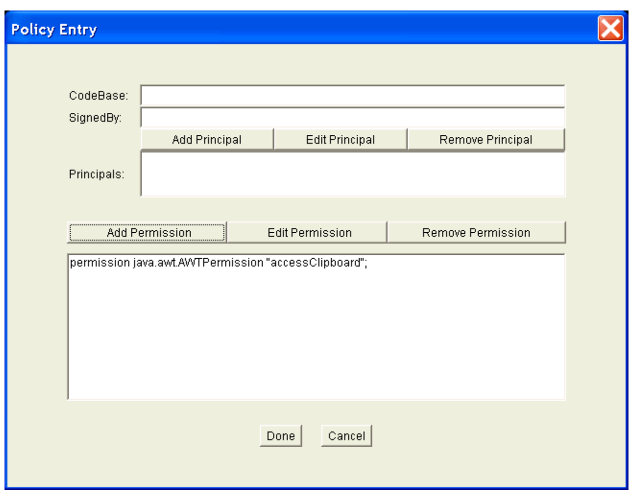
3 Highlight the appropriate policy entry.

Note: The "appropriate" policy entry is difficult to determine by just looking at the list. Always view the contents of the policy entry (steps 3 and 4) to ensure correctness.



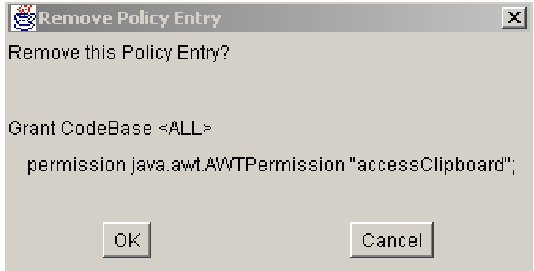
4 Select **Edit Policy Entry** button to view the contents of the highlighted policy entry to confirm you have the right entry.
The **Policy Entry** window appears, showing the "accessClipboard" permission as the correct entry.

Note: If the line of text ends with anything other than "accessClipboard", you have chosen the wrong policy entry and must choose a different policy entry (return to step 3).



5 Click **Cancel** to exit the **Policy Entry** window.

6 With the confirmed entry highlighted in the **Policy Tool** window, click **Remove Policy Entry**.
The **Remove Policy Entry** verification dialog appears.



7 Click **OK** to remove the policy entry.

8 Select **File->Save**

9 Select **File->Exit** to exit the application.

Troubleshooting tips

If you do not achieve the correct outcome for either of these procedures, please work through the steps below in chronological order.

1 You may need to exit out of Netscape and restart the IMA application before changes take effect.

2 Retry the procedure to make sure you completed every step.

3 Reinstate your backup copy of the “java.policy” file, create a new backup of it, and retry the procedure.

4 Have your System Administrator contact the Qwest IT Wholesale Systems Help Desk to inquire if any further assistance is available. (See contact information below.)

Further assistance

- For general information about the Java Policy File you may go to the following link:**http:java.sun.comdocsbookstutorialsecurity1.2tour1step2.html**
- If you are a System Administrator and wish to speak with a Qwest IT Wholesale Systems Help Desk representative, please dial 1-888-796-9102, Option 3.

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