VIAVI

StrataSync 16.0

Release Notes

Notice

Every effort was made to ensure that the information in this manual was accurate at the time of printing. However, information is subject to change without notice, and VIAVI reserves the right to provide an addendum to this manual with information not available at the time that this manual was created.

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Summary of StrataSync 16.0 changes

- New features

- General improvements / Bug fixes

- New test instrument support

- Known issues

- Supported browsers

- Advanced notices

    - VIAVI Support user profiles

   - Workflow and Test Results JSON APIs usage

New features

Floating option checkout via VIAVI Mobile Tech app

Floating options are a special type of instrument software option that, when installed on a test instrument, enable particular capabilities for a specific time period. They are managed in 'pools' of options within the StrataSync system, so that options can be shared amongst a large group of technicians, whereby once an option has expired, the instrument no longer supports the option capabilities, and the option is returned to the pool for use by another technician.

Previously, floating options were assigned to field test instruments using a web login to the StrataSync system. Now technicians can use the VIAVI Mobile Tech app to connect to their company's StrataSync account, and view any applicable and available floating options for their currently connected instrument, (as well as view options already installed on the instrument), and 'checkout' one or more options to be installed on the instrument.

When a technician's Mobile Tech app is connected to their StrataSync account, when they connect an instrument which supports floating options, if floating options are available for this technician, then a **Manage Floating Options** link will appear in the instrument summary box at the top of the UI.

Manage Floating Options
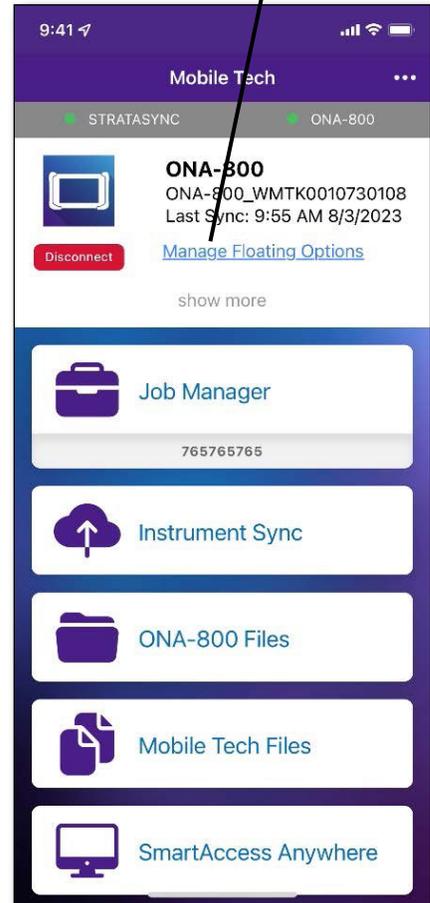
Mobile Tech main menu

After selecting this, the technician will see the 'Floating Options' screen which by default shows the currently 'Installed Options' on the connected instrument/asset. The technician can scroll through the list of options to review if any options required by their next job are missing or rapidly filter the list using the search textbox.

The search function can also filter the 'Available Options' list, which allows the technician to checkout the options required, as well as showing the duration available for those options and how many are currently available in the option pool within the StrataSync account.

Once options are checked out using the **Check Out** button, they are added to the 'Pending Options' list. Once the technician has checked out all required options, they can then press the **Send to Meter** button, which checks out the options on the StrataSync account and instructs the instrument to install them. Once installed, the checked-out options will appear in the 'Installed Options' list.

Please note that options are only checked out from StrataSync and installed on the meter when the **Send to Meter** button is pressed – this is because some instruments require a reboot to fully install options, so it is more efficient to do this as one action instead of rebooting every time a new option is selected.

For instruments that do not require a reboot, the technician can swipe-down on the Mobile Tech screen to refresh the options list to verify that options have been correctly installed. For several options, this process may take tens of seconds.

For customers who utilize custom user roles, technician users need the 'Manage Floating Options' permission in their associated user role to use this new capability with Mobile Tech. However, if technicians are associated with the 'Default' user role, then this permission is already included.

Installed floating options   **Available floating options**   **Available and pending floating options**
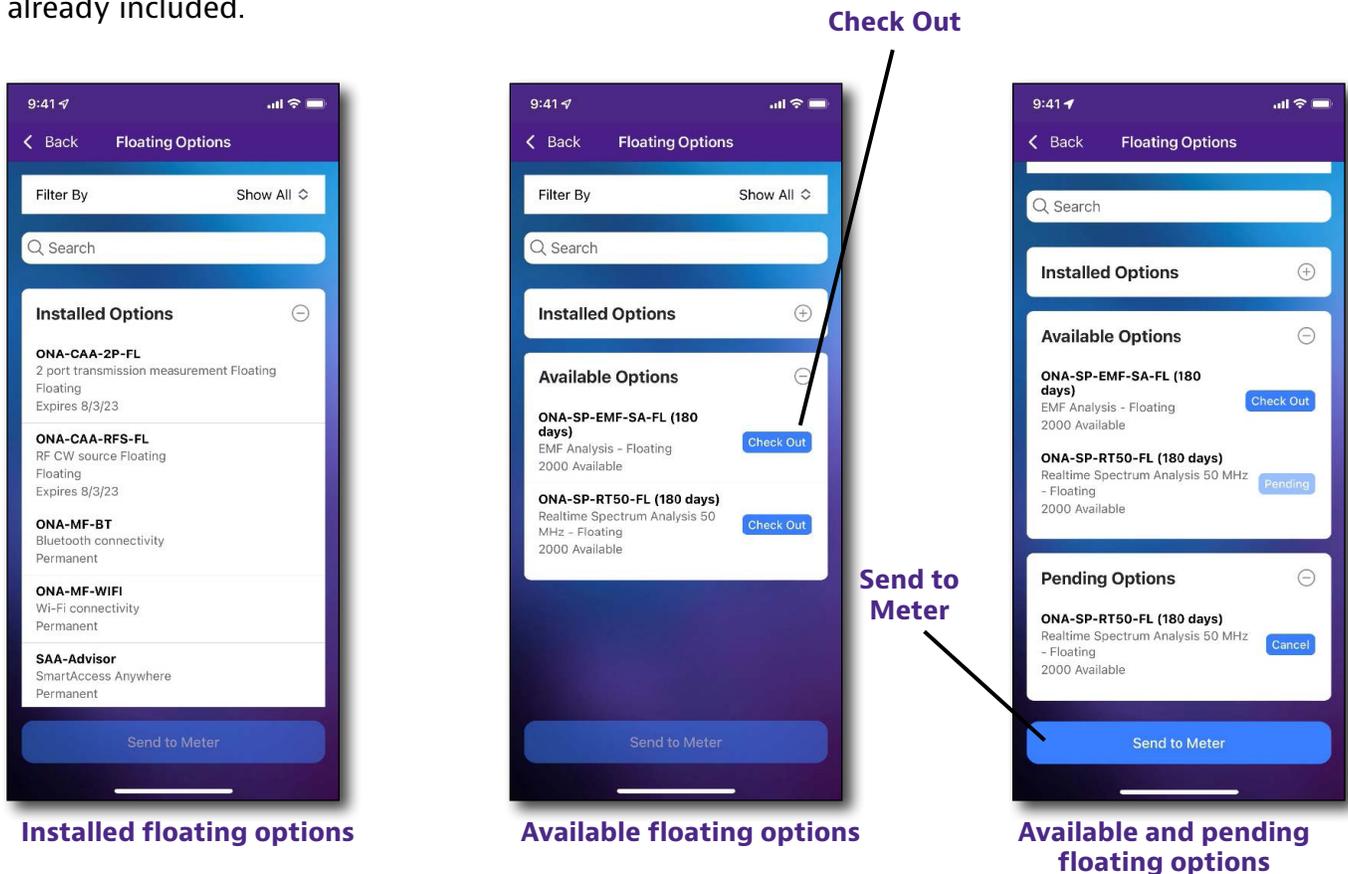
StrataSync account and user details in VIAVI Mobile Tech app

Increasingly, contractor companies perform work for multiple prime contractors and/or service provider customers, and their technicians may be required to directly connect to these customer StrataSync accounts. To ensure that technicians know which customer account they are currently connected to, prior to downloading jobs or uploading test results, the VIAVI Mobile Tech app now displays the following information in the top-right pop-up, when the technician presses **Options** (three-dot elipse) at the top of the screen:

- Technician's name (first name / last name in StrataSync)

- Technician's login username

- StrataSync Account ID

- StrataSync Account Name (e.g. the name of the customer)

- Technician's Tech ID
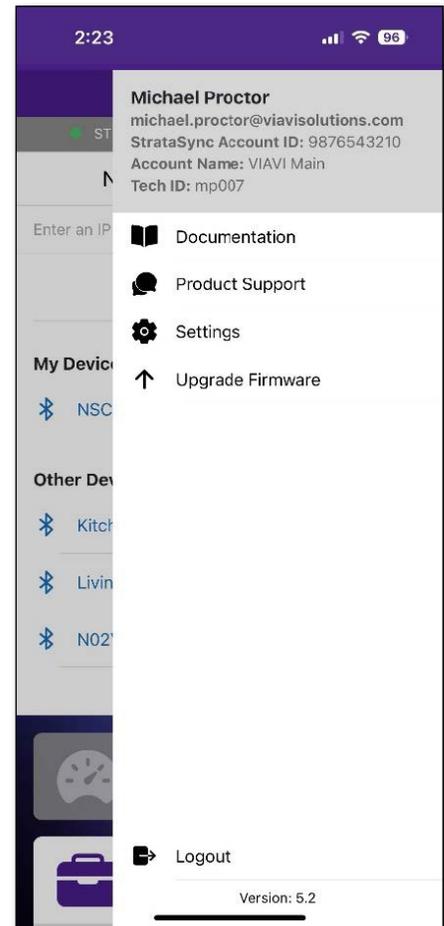
StrataSync account and user details

General improvements / Bug fixes

Improvements

- For the TPA solution, the following labels now additionally support the latin1 characters À-ÿ:

    - workOrderId

    - workOrderLabel

    - typeName (name of the Job Template)

- The 'What's New' section now supports vertical scrolling through multiple notifications, navigation to older notifications, and correct filtering by asset type when clicking asset type tags. In addition, the look-and-feel of this section, as well as the 'Help' section has been updated.

Deprecations

- The 'Reports' tab which contained CATV Workorder Compliance reports and legacy fiber OTDR audit reports has been removed, as well as any scheduled emails referencing these reports. Customers with the appropriate subscription plan (SS-ANALYTICS or SS-ENT-WRKFLW) may take advantage of similar capabilities in the newer Analytics dashboards.

New test instrument support

CX100 ComExpert

The CX100 ComExpert is now supported as a syncable asset type in StrataSync via direct sync and syncing via the VIAVI Mobile Tech app.

- Supports asset information sync
- Supports template test configurations
- Supports upload of test data files
- Supports firmware deployment

CX700 ComExpert

The CX700 ComExpert is now supported as a syncable asset type in StrataSync via direct sync.

- Supports asset information sync
- Supports template test configurations
- Supports upload of test data files
- Supports firmware deployment

Known issues

- Admin users associated with an organization at a higher level than a sub-organization where TPA (Test Process Automation) is enabled, will not see the TPA sub-menu from the existing StrataSync web UI to access the new TPA UI.

  Workaround – create a new user profile associated with the TPA-enabled organization and login with this profile to access the new TPA UI. This issue will be rectified in an upcoming release.

- When viewing instrument software options in the per-asset details, a floating option may appear both in the 'Software Options' list, as well as the 'Floating Software Options' list, depending on the sync state of the asset in question. All floating option counts, however, are calculated correctly. This issue will be rectified in an upcoming release.

Supported browsers

StrataSync supports the following browsers. VIAVI recommends using the latest browser versions:

- Chrome
- Firefox
- Microsoft Edge

Advanced notices

VIAVI Support user profiles

By default, when a StrataSync customer account is created, a VIAVI StrataSync support user profile is created also which enables VIAVI Technical Assistance Center (TAC) personnel to troubleshoot customer issues and/or VIAVI StrataSync Operations personnel to provide operational assistance. This profile typically has the login username of **stratasync-support@*accountID*.com**. By default, this user profile has full admin permissions at the root organization.

This support profile can always be modified (changing assigned user role to reduce permissions) or deleted at any time, but please note that to receive timely technical support or operational assistance, VIAVI may request re-instatement of a support account and appropriate permissions and organization visibility. In the case where the support profile has been deleted, VIAVI will request permission to add the profile back – it is the customer's responsibility to delete it (if required) after the technical support/operational assistance has been furnished.

Customers may additionally have given permission for VIAVI to add user profiles for specific sales or sales support personnel from VIAVI or a VIAVI Authorized Partner. Customers are responsible for maintaining these profiles (organization visibility and permissions).

Moving forward, VIAVI StrataSync Operations (*stratasyncadmin@viavisolutions.com*) will ask for customer written consent (e.g. email) for VIAVI or VIAVI Authorized partner employees wishing to create a specific user profile for themselves, or customer admins may create these profiles themselves.

Workflow and Test Results JSON APIs usage

As VIAVI adds more StrataSync customer accounts, and customers transition to more automated and near real-time workflow processes, the probability of API traffic microbursts increases.

While VIAVI is adding more granular anonymized and aggregated traffic monitoring within StrataSync, to detect peak load conditions to trigger resource auto-scaling, we would also like to draw attention to graceful resource congestion handling built into our workflow and test results JSON APIs using the 503-response mechanism.

When our servers experience high peak traffic loads and the response time increases to tens of seconds, StrataSync may start to send 503 responses to customer systems. This enables the customer systems (for non-real-time use cases) to implement exponential backoff, which prevents excessive re-tries and allows the system to recover, whilst also servicing the real-time use cases as quickly as possible.

Utilizing the 503 response and correct backoff mechanism is voluntary but usage per-customer can ensure more consistent real-time use case response time, even in short periods of high traffic usage.

Please contact the VIAVI Technical Assistance Center (+1 844 468 4284 or *tac@viavisolutions.com*) if you are an API customer and would like to review the 503 section of the latest API developer documentation.

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