Gunslinger®

Gunslinger is a suite of service management products designed for the Operator who offers high speed internet services to MDU's and small residential settings. Private Operators need tools to help them manage their services yet there have been few options at a reasonable cost, until now.

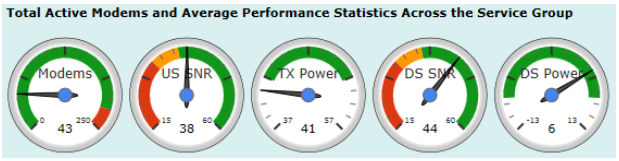
Gunslinger helps you triage problems quickly with a graphical view of the health of your service environment. Drill into individual sites quickly and compare the quality and performance of your customer network connections with a couple quick clicks.

CNM
Gunslinger
Cable Node Monitor

Cable Node Monitor, or CNM, is the flagship module of Gunslinger supporting DOCSIS cable modem networks where small to medium scale DOCSIS CMTS technology has been deployed. Cable Node Monitor gives you a single pane of glass to see the overall health of your sites and lets you drill down into the smallest details of a customer connection. CNM has been tested with many different CMTS manufacturers including Blonder Tongue, Arris, Casa, Pico, and Cisco uBR7246 and uBR 10K.

CNM collects information from the CMTS and from cable modems and stores that data for visualization and trend analysis. On a single screen, the CNM dashboard presents all your monitored systems quickly revealing systems that are having challenges maintaining a stable RF environment. For example, a trend analysis of the signal quality and noise immunity of each CMTS upstream channel is displayed using a profile you establish using Gunslingers service group tools. If a CMTS is underperforming, the summary information is presented clearly so you know to take appropriate action.

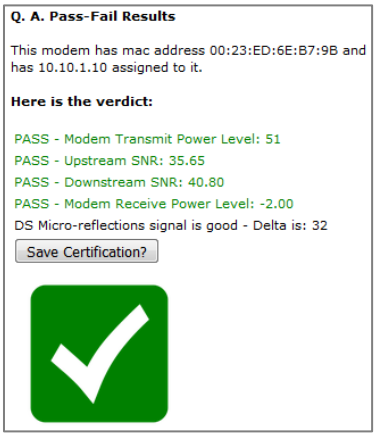
CNM aggregates your system data and provides a hierarchical view of your universe. With a single click you can drill down into a site and see that collection of cable modems and their health. With another click you can drill down to the modem detail and examine the RF performance trends and other important data. You can even scroll back in time to see what the performance was every hour up to 60 days prior.



Every cable plant is unique, and you can customize the performance thresholds for each site individually so that trends are relevant to that location. Each service group has a "Pane of Glass" profile that defines the characteristics of health for that location. You can adjust the performance threshold criteria to fine tune the health parameters based on the configuration of the DOCSIS environment and the performance limitations of the actual RF cabling on the premises.

How often do you hear, “it worked when I was there”?

Gunslinger QA Test and Certs reports enable any technician to run a quality assessment check and know that the modem is operating properly. Those checks can be stored and recalled later for review. Your Customer Service Representatives can run this same test when a customer calls your help desk to quickly assess whether the modem is working properly before dispatching a technician to the site.



Gunslinger Cable Quartermaster is a one-stop provisioning tool for cable modems, eMTA voice adapters, and customer equipment including personal computers, set top boxes and DOCSIS enabled wireless access points. Designed for ease of use in smaller market settings, Cable Quartermaster incorporates DHCP, TFTP and FTP services, and uses provider-defined service profiles to bring modems and consumers online quickly.

The Quartermaster dashboard reveals the active DHCP environment. Drill down into the active lease listings or browse the DHCP pool configurations to see the status of your provisioning system. Quartermaster lets you modify your DHCP environment gracefully. A hierarchical structure using a relational database keeps your provisioning environment well organized.

Quartermaster allows you to give the cable modems in a service group a default service class, and individually manage modems to upgrade them to a higher service tier, or even disable them if needed. Customer management is easy with a built in tool for individual customer record management, as well as an import tool for bulk customer record refreshing.

The Gunslinger API offers a RESTful interface for posting customer record changes from your billing system in real-time, adding automation for customer management.

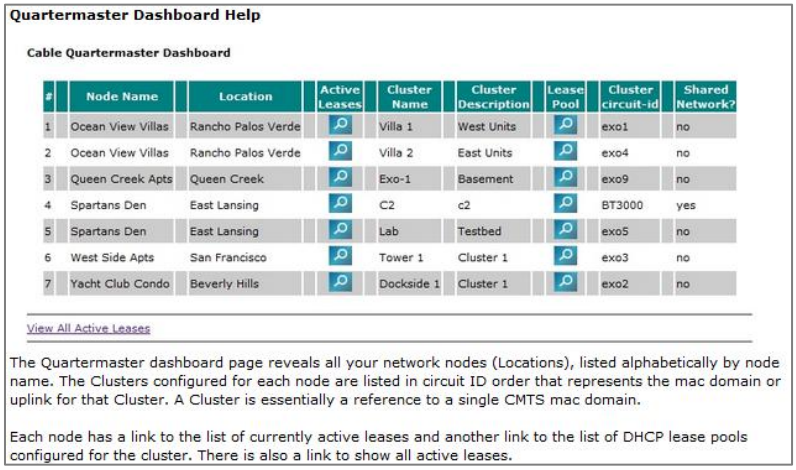
Gunslinger is designed for deployment in a centralized fashion so one Gunslinger system can service many service locations, or "service groups". Gunslinger lives in a virtual world, and is distributed with an Open Virtual Appliance (OVA) file that we build for you. You can install the OVA on Oracle Virtual Box or VMWare ESXi 6.0 and higher. Deploy Gunslinger on a low-cost server on your network at a location that has connectivity to your service groups and Gunslinger will do the rest.

Need Help?

Gunslinger has integrated context sensitive help.

On any screen simply click the “Need Help?” button and a popup window reveals what this page tells you and how it is relevant.

There are many more features that empower your staff with knowledge that you only get with direct access to a CMTS.



Contact a sales representative at Diablo Data or call your DOCSIS equipment provider and ask about Gunslinger today!

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