

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.



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 Total Active Modems and Average Performance Statistics Across the Service Group

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.

Q. A. Pass-Fail Results

This modem has mac address 00:23:ED:6E:B7:9B and has 10.10.1.10 assigned to it

Here is the verdict:

PASS - Modem Transmit Power Level: 51 PASS - Upstream SNR: 35.65 PASS - Downstream SNR: 40.80 PASS - Modem Receive Power Level: -2.00 DS Micro-reflections signal is good - Delta is: 32 Save Certification?





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 realtime, 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.



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.

Quartermaster Dashboard							
Node Name	Location	Active Leases	Cluster Name	Cluster Description	Lease Pool	Cluster circuit-id	Shared Network?
Ocean View Villas	Rancho Palos Verde	2	Villa 1	West Units	ρ	exo1	no
Ocean View Villas	Rancho Palos Verde	Q	Villa 2	East Units	D.	exo4	no
Queen Creek Apts	Queen Creek	2	Exo-1	Basement	2	exo9	no
Spartans Den	East Lansing	A	C2	c2	Q	BT3000	yes
Spartans Den	East Lansing	P	Lab	Testbed	2	exo5	no
West Side Apts	San Francisco	P	Tower 1	Cluster 1	Q	exo3	no
Yacht Club Condo	Beverly Hills	2	Dockside 1	Cluster 1	D	exo2	no

The Quartermaster dashboard page reveals all your network nodes (Locations), listed alphabetically by node name. The Clusters configured for each node are listed in circuit ID order that represents the mac domain or uplink for that Cluster. A Cluster is essentially a reference to a single CMTS mac domain.

Each node has a link to the list of currently active leases and another link to the list of DHCP lease pools configured for the cluster. There is also a link to show all active leases.

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

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