



# SitePro User Manual

## Version 1.4

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## Chapter 1 - General

This user manual has been revised and updated with new features.

The following table lists the additions and modifications since the last release of SitePro.

New Feature	Description	Chapter
Search Function	Allows you to search for an item such as a rack, panel or terminal equipment. Search results return detailed information about the searched for item and include link information to the port level.	2
Offline Tasks	Allows you to perform offline tasks using SitePro together with PV4E or SiteWiz applications.	3

SitePro is a hand held device that gives the technician detailed information about tasks that need to be performed in the communication room or data center in real time. Using SitePro, the technician is able to perform the auto-patch process guided by the details sent from the *PV4E* or *SiteWiz* applications.

Using the PDA, technicians are able to get a full list of all the tasks that are assigned to them, for example one Work Order can be combined from several tasks, each task can be assigned to different technician.

Several technicians can use SitePro simultaneously, but only a single technician can work on a single panel at any given time.

### 1.1 SitePro Configuration

To install SitePro on your PDA you must synchronize your PDA with your PC.

You will need the Microsoft .NET Compact Framework 2.0 application. This application is available as a freeware application and can be downloaded from the Microsoft site.

Once you have installed the .NET Compact Framework application, search for the .cab file on your PC (***SitePro\_X\_X\_X.cab***). When you have located the .cab file, copy it from your PC to the PDA. The .cab location is dependent on the PDA type. The .cab file is activated from the PDA after it has been copied.

To enter SitePro you must enter a valid name and password set by your administrator.

#### 1.1.1 Requirements

<b>Operating System:</b>	Windows Mobile 2005 for PocketPC
<b>Screen:</b>	QVGA Portrait (240X320)
<b>Memory:</b>	256MB
<b>Add-ons:</b>	Microsoft .NET Compact Framework 2.0 sp1

## 1.1.2 Connection Requirements

SitePro uses a TCP/IP port 29632 for communication between the client and server. If communication is through a firewall the port must be enabled. To change the port settings, please contact RiT customer support.

## 1.1.2 Compatibility

- SitePro is supported by PVMax Master running embedded software version 1.06 and higher.
- SitePro is supported by PVMax Local Scanner running embedded software version 2.46 and higher.
- SitePro is supported by Scanners running embedded software version 2.36 and higher.

## Chapter 2 - SitePro GUI

The following screen captures explain the various settings of the SitePro GUI.

### 2.1 Log-in Screen

This is the first screen of the application. You can navigate back to this screen at any point during the process in order to log-on as a different user. Authentication of the user is done by the PV4E/SiteWiz server.

In order to login, the PDA must be connected to the network. A green light on the right-hand side of the screen indicates that the PDA is connected to the network. If you are not connected, the light is yellow.

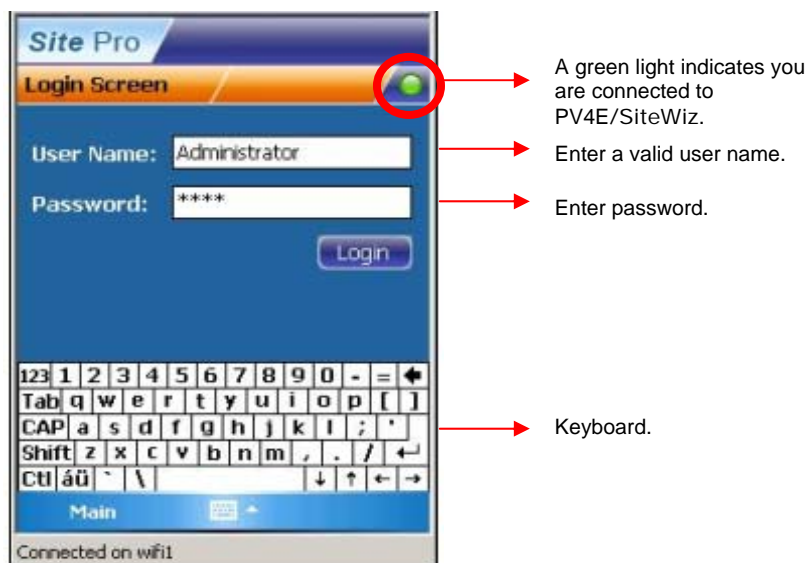


Figure 1 – Log-in Screen

### 2.2 Settings Screen

1. **Settings Screen** - You can set the connectivity to the PV4E/SiteWiz server, and test the connectivity. You can also set the PDA settings



Figure 2 – Settings Screen

## 2.3 Main Menu Screen

2. **Main Menu Screen** - You can navigate to any of the application's features from this screen as well as access the *Settings mode*. You can return to this screen from almost all SitePro's application screens. To exit the application, you must return to this screen.

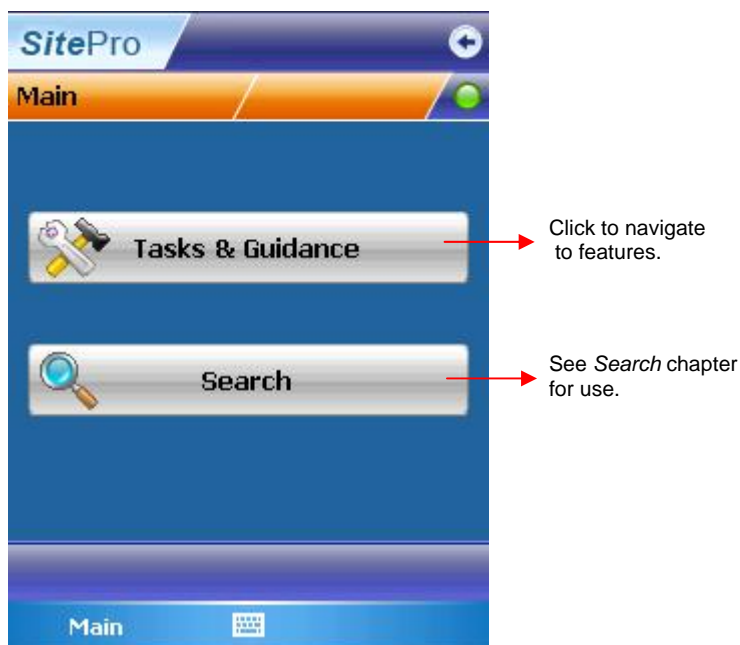


Figure 3 – Main Screen

## 2.4 Tasks Location Screen

3. **Tasks Location Screen** – This screen allows you to view the location in which you are going to work. You will also receive number of tasks to perform for the specific location.

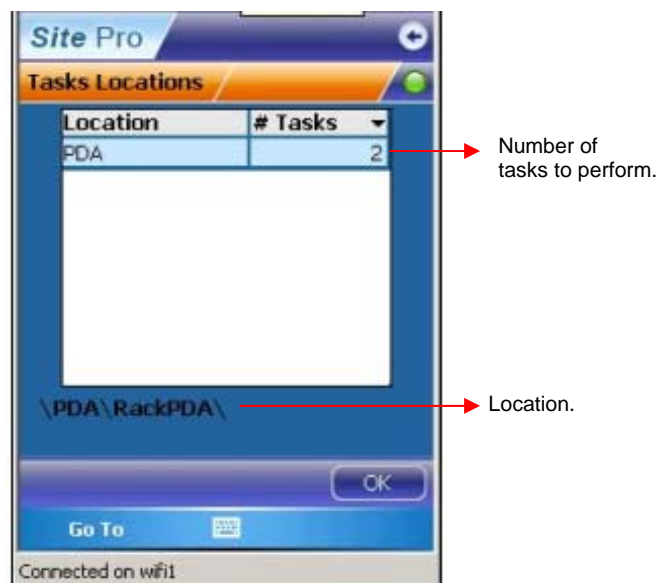


Figure 4 – Task Location Screen



## 2.5 My Tasks Screen

4. **My Tasks Screen** - From the tasks list screen you can view all the tasks that are assigned to you, and relevant to the specific location. From this screen you can mark the tasks to be skipped. A task which is marked as *skipped* will not be part of the task list guidance. You can also get additional information about each task and activate guidance.


**To skip a task:** highlight the task > click **skip** at the foot of the screen 



Figure 5 – My Tasks Screen

## 2.6 My Tasks (Skipped) Screen


5. **My Tasks (skipped) Screen** - This screen displays all the tasks that were skipped in the previous screen. To cancel the skip command click the **cancel skip** icon at the foot of the screen .



Figure 6 – My Tasks (skipped) Screen

## 2.7 Tasks Details Screen

6. **Task Details Screen** – This screen is where you view all the task details, such as: Work Order name, due date, type, etc,

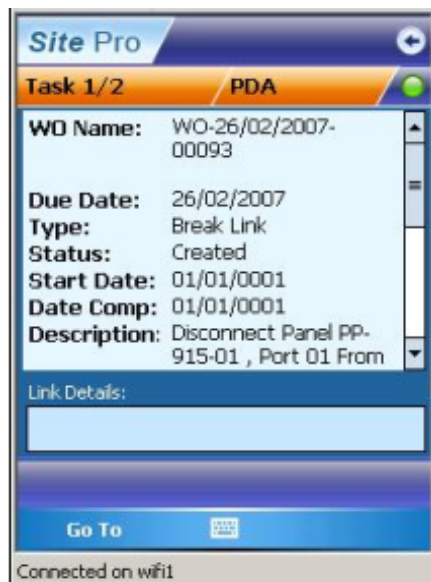


Figure 7 – Task Details Screen

## 2.8 Tasks Notes Screen

7. **Task Notes Screen** – This screen is where you can read and write notes. The notes field is typically used by a technician to store additional information regarding the task. An asterisk (\*) next to the *Notes* field indicates that there are notes in the field. The administrator is able to send notes from the server.

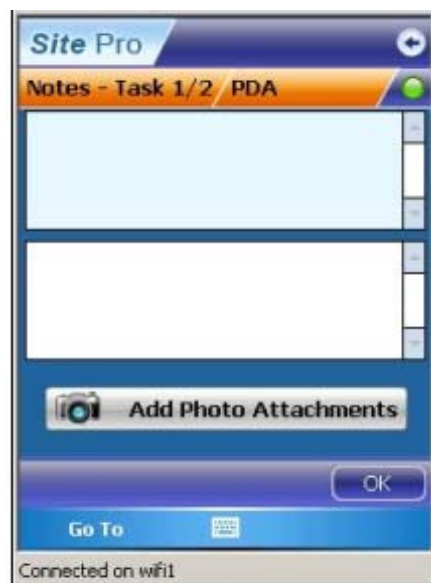


Figure 8 – Task Notes Screen

## 2.9 Task Auto Patch-Connect Screen

8. **Task Auto Patch-Connect Screen** – This screen is displayed after details of the auto-patch operation have been entered. You can view all relevant information about the task that you are performing. If there are unscheduled connections, the *unscheduled connection message bar* appears. By clicking the bar, you will be directed to the *unscheduled tasks*. See the following.

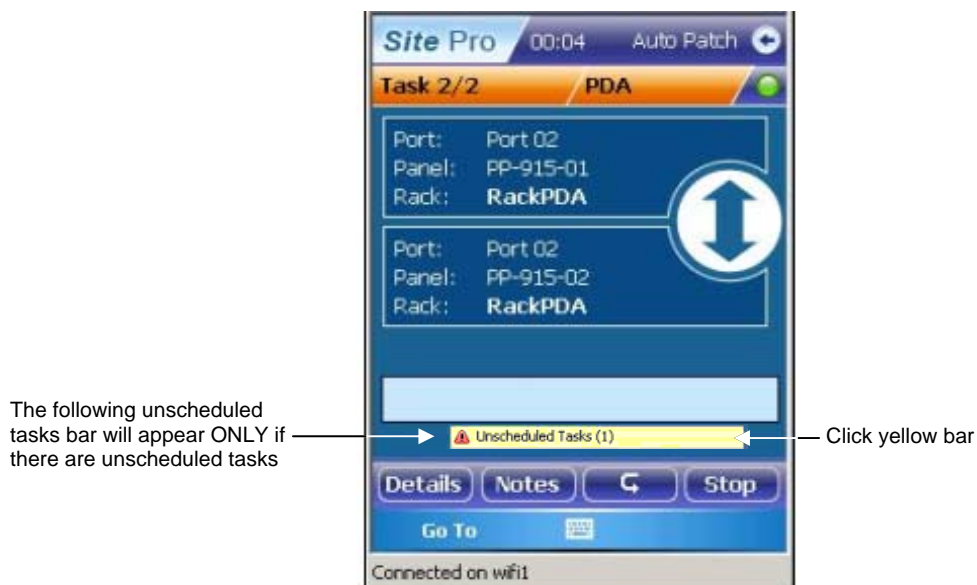


Figure 9 – Task- Auto Patch-Connect Screen

## 2.10 Task Auto Patch-Disconnect Screen

9. **Task Auto Patch-Disconnect Screen** – This screen is for stopping the auto patching process. It is also used to guide you through tasks. You can select which task you want to start from.



Figure 10 – Task Auto Patch-Disconnect Screen

## 2.11 Unscheduled Task Indicator Screen

10. **Unscheduled Task Indicator Screen** – This screen is only presented if there are unscheduled tasks. You can get to the *unscheduled connections* screen from here.

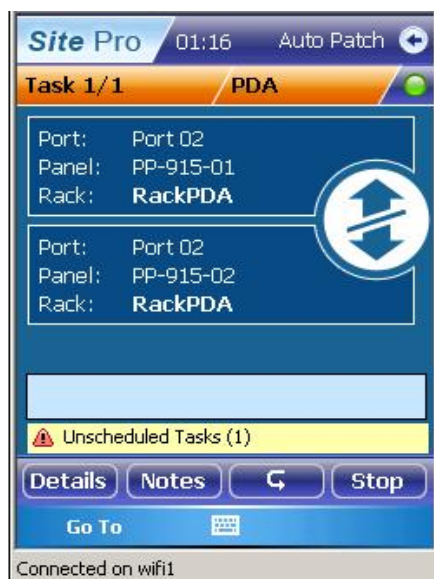


Figure 11 – Unscheduled Task Indicator Screen

## 2.12 Unscheduled Connect Screen

11. **Unscheduled Connect Screen** – From this screen you can undo an action by clicking **Undo**. The forward **>>** and back **<<** buttons allow you to move between the *Unscheduled Action Connect screen* tasks



Figure 12 – Unscheduled Connect Screen

## 2.13 Unscheduled Action Disconnect Screen

12. **Unscheduled Action Disconnect Screen** – This screen is displayed after entering the undo operation. Any active notes (marked with an asterisk \*) also appear in this screen. If there is no asterisk (\*) next to the *Notes* button, the *Notes* field is empty.



Figure 13 – Unscheduled Action Disconnect Screen

## 2.14 Unscheduled Disconnect Screen

13. **Unscheduled Disconnect Screen** - From this screen you are able to undo the action by clicking **Undo**. If you click **Undo** the *Unscheduled Action Connect screen* opens (see Fig 17)



Figure 14 – Unscheduled Disconnect Screen

## 2.14 Unscheduled Action Connect Screen

14. **Unscheduled Action Connect Screen** – If you clicked **Undo** in the previous screen, the following screen opens. You are able to view instructions to correct the unscheduled action, in order to return to auto patch.

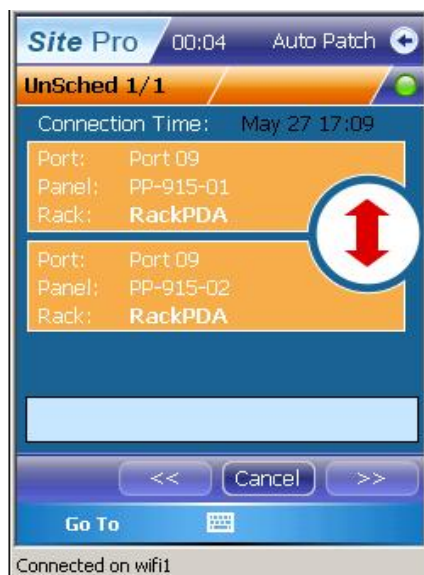


Figure 15 – Unscheduled Action Connect Screen

## 2.15 No Unscheduled Tasks Screen

15. **No Unscheduled Tasks Screen** – Indicates there are no outstanding unscheduled tasks to be performed.



Figure 16 – No Unscheduled Tasks Screen

## 2.15 No Current Tasks Available Screen

16. **No Current Tasks Available Screen** – The message indicates that all auto patching has been completed.

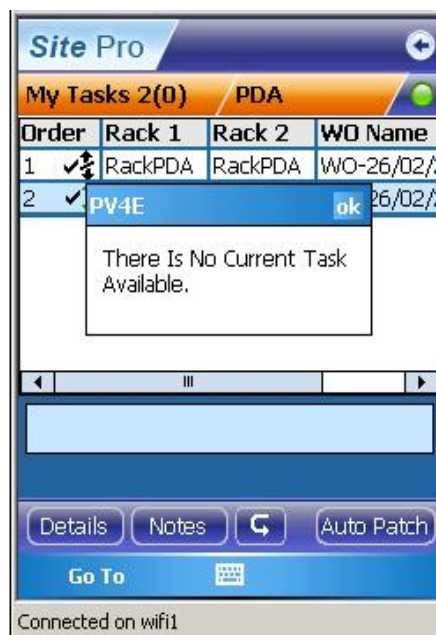


Figure 17 – No Current tasks available Screen



## Chapter 3 - Search Function

A new *Search* function has been added to SitePro that allows to you search for items such as Racks, Panels and Terminal Equipment, including: Stations, Printers IP phones, KVM devices and also blade servers. You can also search for network equipment as well as PatchView equipment.

Search results also include detailed link information down to the port level.

### 3.1 Search Screen

The following screenshot is of the *Search* screen.

Different result types (racks, panels...) are displayed in different screens and provide different functionalities. Refer to the relevant sections below.



Figure 18 – Search Screen

#### 3.1.1 Search Field Description

Location Field	You must enter a location in this field to prevent a list of all locations in the database being displayed. Wildcards can be used to narrow down your search. Enter a backslash (\) as a location separator. See above fig.
Search by	Select the item you want to search, i.e. Work Orders, Panels, Racks, PVMax equipment, servers, stations and switches.
Name field	Enter the <i>name</i> of the item, wildcards can be used either



before or after, for example Ra\* or \*Ra. All previous searches are stored in this field and can be viewed by clicking the drop-down menu.

Back arrow

Click to return to the SitePro main screen.

### 3.1.1.1 Number of Search Results per Page

Each search displays 10 results. You can view all searches by using the *Next Page*, *Previous page*, *First Page* and *Last Page* functions.

### 3.1.1.2 Messages

If no items are found during a search, a '*No Results*' error box appears.

## 3.2 Performing a Search

To search for an item, open the Main Screen of the SitePro application.


### 3.2.1 Search for all Items

1. From the main SitePro menu, select **Search**.



Figure 19 – Main SitePro Screen

**Note:**

You can return to the previous screen at anytime during a search. To return click the back arrow 

2. The following *Search* screen opens:



Figure 20 – Basic Search Screen

3. To perform a basic search, enter the item name in the *Search By* field, (a rack is used in the example). Leave the *Location* and *Name* fields empty. Click **Search**.



Figure 21 – Search by item Screen

4. The following screen opens and displays all the Rack items found.



Figure 22 – Results Screen

- The search displays all Racks found in the database. Use the forward and back arrows to move through the pages. Click the arrow next to each header: **Device** to sort. The arrow appears once you click on the header. You can sort in alphabetical order, from A to Z or from Z to A.

The information pane displays the full name of the item together with the path and category name. Use the side scroll bar to scroll up and down.

- To drill down into an item, select the item row, the selected line is highlighted in blue, click **Details**. The following screen opens:

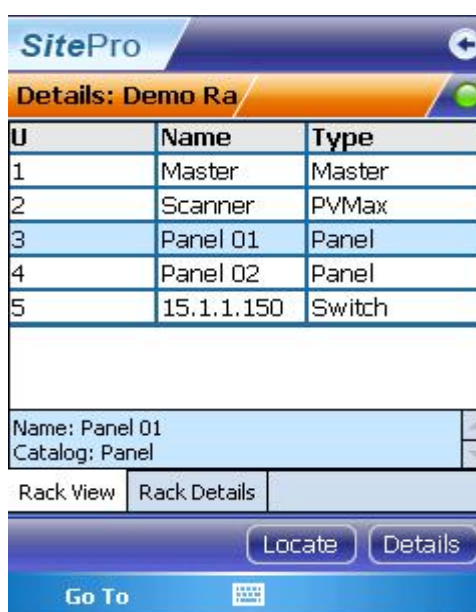
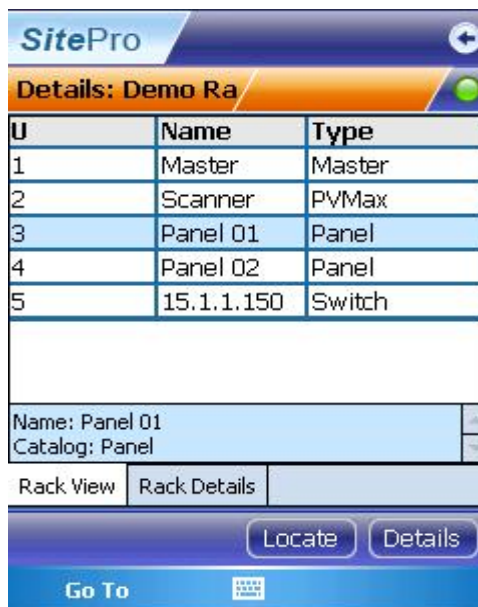


Figure 23 – Rack Details Screen

7. The **Rack View** screen displays all items in the rack. Namely, the U number on the rack, the item name and the type of item. To drill down further into an item, select the item line and click **Details**. The following screen opens:



8. To drill down further, select the item and click **Details**. The following screen opens:

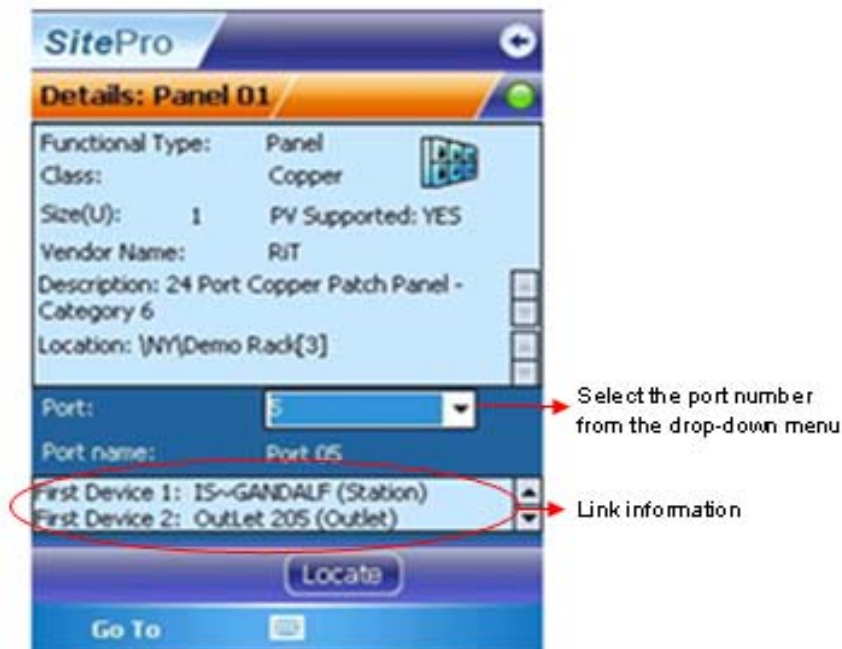


Figure 24 – Search Results Screen (3)

9. Select the port number from the drop-down list. To return to the previous screen click the **back** arrow.
10. All related information is displayed. You can view detailed information of the item such as functional type, Class, Size U and Location etc. If

the item is a multiple Port entity (such as a Panel, Switch), you can see the detailed link information down to the port level

11. Click the drop-down menu next to the port field. See the following:

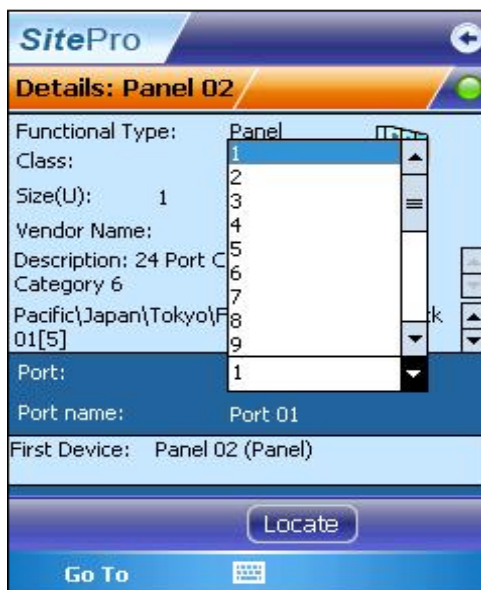



Figure 25 – Search Screen for Ports

**Note:**

To move back to the previous screen click the back arrow  located at the top right-hand side of the screen

12. The *Rack Details* tab displays names of devices, panels, expanders and masters etc.

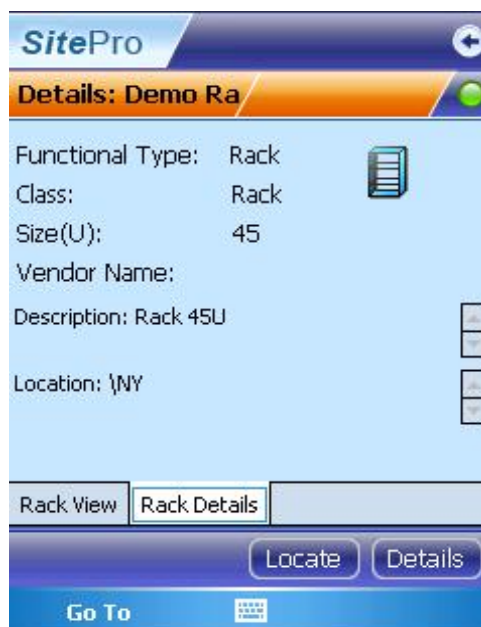


Figure 26 – Rack Details Screen

### 3.2.2 Search by Device Name

To search device by name, select an item from the drop-down menu in the *Search By* field.

Enter the name or use a wildcard (\*) in the *Name* field, for example ra\*. Click **Search**.

All items starting with the beginning of the wildcard are displayed, or if you enter an exact name, the item and associated details are displayed.



Figure 27 – Search with Wildcards

### 3.2.3 Search by Location

To search by *Location*, enter either full or part of the location path using back-slashes (\), for example: `\UK\London\` into the *Location* field. You can enter details up until the very last location or you can simply enter just the name of the location. You can also use wild cards to search (\*) Click **Search**.

The screenshot shows the SitePro Search interface. At the top is the 'SitePro' logo and a back arrow. Below is a 'Search' header. The 'Location' field contains '\\UK\\London\\'. The 'Search By' dropdown is set to 'All'. The 'Name' field contains 'Rack01'. A 'Search' button is located below the name field. At the bottom, there is a 'Main' button and a keyboard icon.

Figure 28 – Search by Location

### 3.3 Search Result Screens

#### 3.3.1 Switch List Search Results Screen

The following screenshot displays the search results for switch.

The screen displays the results of the switch search in a table format. You can sort the table to locate racks and drill down into them. To sort the table, click on the arrows in the Device, Location and Catalog fields. The arrows appear when you click on the heading field.

The screenshot shows the SitePro Search Results screen. The 'Search By' dropdown is set to 'Switch'. The 'Name' field is empty. Below is a table with the following data:

Device	Location	Catalog
10.100.20.2	PC Room	Default
15.1.1.150	Demo	Default
192.115.241	PC Room	Default
Switch	Rack 1[2]	WS-2924XL
Switch	Rack 2[3]	3Com
Switch 11	Comm	WS-2924XL
Switch 12	Comm	WS-2924XL

Below the table, there is a 'Go To' section with the following fields and buttons:

Name: 15.1.1.150  
Path: \\NY\\Demo Rack[5]

Navigation buttons: Previous, Next, 1/2, Locate, Details

Go To button and keyboard icon at the bottom.

Figure 29 – Switch Results Screen

The *Switch List* Search screen displays information relating to switches. You can drill down into a selected item in the list.



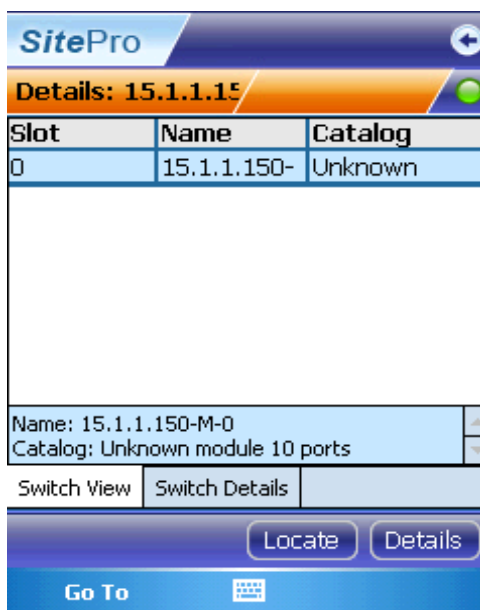


Figure 30 – Switch List Screen

The screen displays information regarding the switch modules in a specific switch and presents only switch slots that are populated with switch modules.

The table can be sorted by Slot Number, Name and Catalog name.

You can also drill down to any of the specified modules which reside within the switch.

Click on the switch details to view switch's attributes.

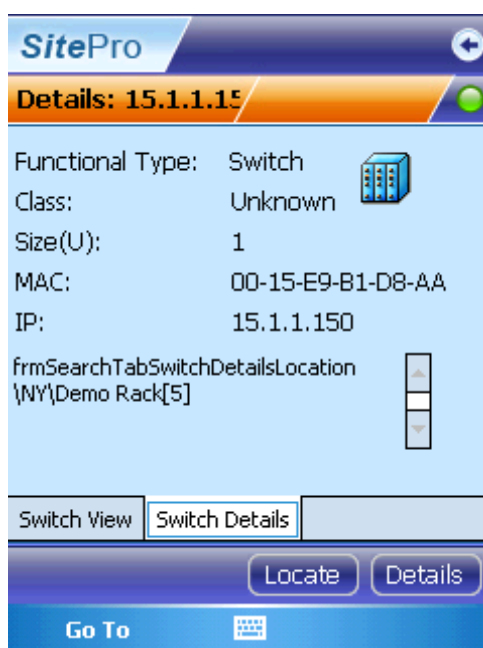


Figure 31 – Switch Attributes Screen

The screen specifies the following switch attributes:

- Functional Type
- Class



- Size (In U)
- MAC address (Following the standard format of MAC addresses)
- IP address (Following the standard format of IP addresses)

### 3.3.2 Other Search Items



Figure 32 – Panel Results Screen

You can also search for the following items using SitePro:

Panel	Outlet	Switch	Router
Hub	Expander	Master	PVMax Scanner
Station	Printer	IP Phone	KVM Device
Rack	Cabinet	Blade Servers	

1. Click the **Details** button for the selected item in the search results screen.
2. Run a search for all the devices in a specific location, select specific item and click the **Details** button.
3. If this is an item with [Multiple Port Entities](#) you can view the detailed link information right down to the port level.

### 3.3.3 Device Screen

The device screen specifies information for any item that does not have sub-components, for example stations, printers and racks.

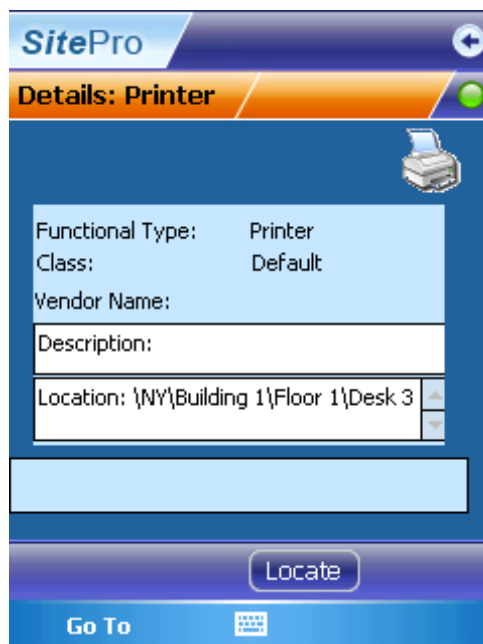


Figure 33 – Device Screen

For this reason, the *Device Screen* applies to the following entities:

- Stations
- Servers
- Blades
- Routers
- Printers
- IP Phones
- KVM devices
- PV Max equipment

### 3.3.4 Multiple Port Entities

Entities that have multiple ports have the same display screen as the *Panel* screen. For a full description, see section 3.2.1 numbers [8-11](#).

The entities that come under *Multiple Port Entities* are:

- Panels
- Switch modules – see section Switch List Search Results Screen
- Outlets
- Hubs

**SitePro**

**Details: Panel 01**

Functional Type: Panel

Class: 1

Size(U): 1

Vendor Name: 2

Description: 24 Port C 3

Category 6 4

Location: \NY\Demo R 5

Port: 5

Port name: Port 05

First Device 1: IS~GANDALF (Station)

First Device 2: OutLet 205 (Outlet)

Locate

Go To

*Figure 34 –Multiple port entitiesScreen*

## Chapter 4 - Offline Tasks

SitePro supports offline tasks. Offline tasks are similar to the current tasks support, the only difference being is that the technician needs to manually mark that the offline task is completed.

Generally, there are three types of tasks:

- Offline link (new) – Patching link task, for regular panels (i.e. not a RiT panel). You will need to manually inform the system that the task is completed.
- Offline task (new) - Any task which can be described in a written sentence, for example: Put label on the cable, scan device, move table.

Offline tasks include:

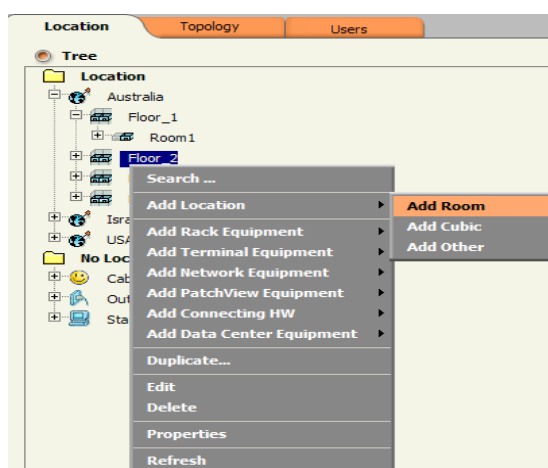
- Install
- Remove
- Relocate
- Change
- End reserved for device

You can add from the PV4E/SiteWiz application any task which can be described in a written sentence. More information about adding an offline tasks can be found in the PV4E/SiteWiz User Manual.

### 4.1 Creating an Offline Task

An offline task can only be created from a *room* in the location tree. To create an offline task, do the following:

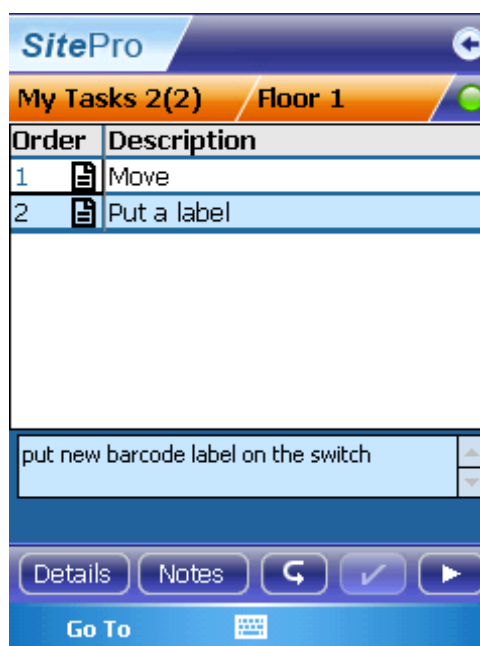
1. Open PV4E/Sitewiz. Select a location and expand the tree until you arrive to a room. If the location does not have a room, you will need to add one **before** creating the offline task. See the following:




**Note:**

*More information about adding a room to the location tree can be found in the PV4E/SiteWiz User Manual.*

2. After you have located/created a new room, go to the Work Order screen and create a new Work Order by clicking **New** at the foot of the screen.
3. Create a new task from the drop-down menu and enter a description in the description field.
4. Select the location where the device is located and click **OK**.
5. Open the SitePro application on the PDA. Go back to PV4E/SiteWiz > Tasks. In the assign menu, select the technician to who the task is going to be assigned.
6. Log into PV4E/SiteWiz from the PDA. Click **Tasks**. All tasks are displayed that are assigned to the current user. An offline task is indicated by a page icon.

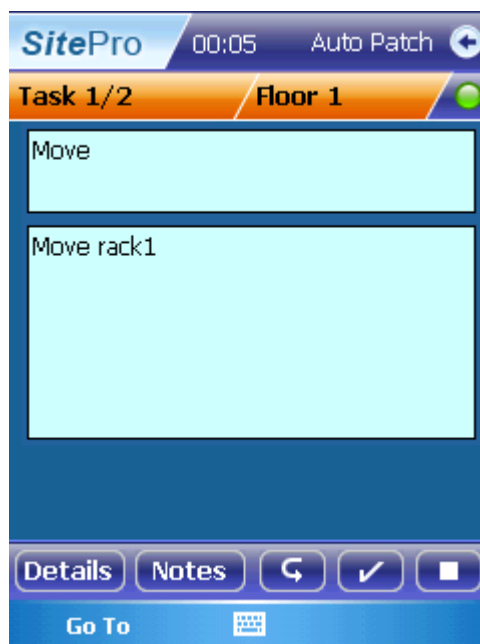


*Figure 35 – Tasks Screen*

7. Click **play** on the triangle . The timer starts.
8. The *Detailed* screen information opens.

**Note:**

*Offline tasks must be under room level, within a floor.*



9. After the offline task has completed, click the **check** button.
10. The Skip, Details, Notes and Stop Button are the same as for **online tasks**. Go to [My Tasks](#) screen (section 4 ) for more details

## 4.2 Offline Links

Offline links are performed similarly to online links but the panels are not connected to the online scanners. You will not be able to connect to the actual panels when tasks are performed offline.

The only difference between offline task and online task is that the system will not detect automatically that the task is completed. The user will have to Click the **check** button to complete the task.

## Chapter 5 - Troubleshooting Messages

### 5.1 Login Failed

The following error message is displayed if login fails:



Check your user name and password and try again. If the problem persists go to the PV4E/SiteWiz application and check user and password in the *Permissions* menu. If the problem persists, contact RiT technical support.

### 5.2 Message Text and Buttons

The following table lists each message you may encounter when using SitePro and the appropriate action.

Message Text	Message Title & Name	Action
Are you sure you want to exit without saving the task changes?	Exit message appears when you click the exit button.	Click <b>Yes/No</b>
In order to use this application, there must be a connection to the network. Please check the connection.	No connection message	
Please specify the PV4E/SiteWiz server you would like to login to.	Specify a PV4E/SiteWiz server	
System could not log you in. Try again or contact your system administrator	Could not log you in	Click <b>OK</b>
The system could not find any matching items.	No Results	Click <b>OK</b>

Message Text	Message Title & Name	Action
	Panel in different room	
System could not connect to the specified server. Please try again, or contact your system administrator.	Connection Failed	Click <b>OK</b> or < <b>Try Again</b> >
Please note that a technician has entered this location.	Another technician has entered the room – show this message each time an engineer enters the room	Click <b>OK</b>
There is no connection to the PV4E/SiteWiz sever. Please check the network connection, and that the PV4E/SiteWiz is running.	Connection Broken	Click <b>OK</b>
Rack XXXX indicator will be turned off.	Rack indicator turn off.	Click <b>OK</b> or <b>Cancel</b>
	There are no additional unscheduled tasks	Click <b>OK</b>
	You have changed the PV4E/SiteWiz server specification. Do you want to continue?	Click <b>Yes/No</b>
The connection to the PV4E/SiteWiz server was lost. Would you like to work offline?	No connection – work offline	Click <b>Yes</b> to enter off line mode or Click <b>No</b>
Connection cannot be performed; one or both ports are occupied. Press OK to continue to the next task.	Connection cannot be performed	Click <b>OK</b>
The system is waiting for patching to be made. Would you like to continue?	System is waiting	Click <b>Yes</b> to continue or <b>No</b> to Exit
You have made the wrong patching. Please connect/disconnect port X from port XX and then continue. ( <b>Note</b> this is dynamic text).	Patching Error	Click <b>OK</b>