

FlexNet Operator Daily Monitoring Job Aid



FOR GAS UTILITY OPERATORS, RNI 4.1

DAILY CHECKLIST

1. Verify Overall Read / Network Performance

A. View Read Performance

- Compare RIS rates using CommStats > System Statistics
- Determine when getting reads became a problem using CommStats > System Statistics and comparing Last TTM Hrs to Last Read Hrs
- Determine scope of read issue using CommStats > System Statistics and HR Stales 96
- Review the trend for read success using CommStats > System Statistics > System Graphs

B. View Network Performance

- View throughput using CommStats > System Statistics > Message Counts
- Review trend for Throughput success using CommStats > System Statistics > System Graphs

2. Verify Base Station / RF Network Operation

A. View Base Station status

- Verify Base Stations are online using CommStats > Tower Status > Tower Status
- Verify any current alarms using CommStats > Tower Status > Tower Status
- Verify CPCs are operating in safe temperature range using CommStats > Tower Status > CPC Status
- View status messages using CommStats > Tower Status > Recent Status Messages

B. View Base Station Performance

- Review throughput trend using CommStats > Tower Status > Message Counts
- Evaluate system noise level using CommStats > Tower Status > Tower Graphs
- Compare SNR to signal strength using CommStats > Overall Charts

3. Verify RNI Operation

A. Review Scheduled Jobs

- Verify servers are connected using the RNI Scheduler > Scheduler Agents
- Verify scheduled jobs are running using the RNI Scheduler > Manage Jobs

4. Verify Meter Operation

A. Verify Meter Installation State

- Check for meters with the HeardInInventory exception using the DM > Reports > Lifecycle Report
- Check for meters in the Unknown state using DM > Devices > Meters

B. Verify Meter Configuration

- Check for meters MissingManufacturingInformation exception using the DM > Reports > Lifecycle Report

C. Identify Meter Operational State

- Check for meters in RMA state using the DM > Reports > Lifecycle Report
- Check for Quarantined Reads using the DM > Alerts > filter by Read Data Quarantine alert
- Check for meters without power using the DM > Reports > Outage Report

D. Identify Meters with Communication Issues

- Check for meters with poor SNR ratios using DM > Reports > Communication Report
- Check for meters with excessive buddying using DM > Reports > Communication Report
- Check for meters with sporadic read deliveries using DM > Reports > Troubled Meter Report

A. Identify Meters with Alerts

- Check for meters with power related alerts using DM > Alerts > filter by Alert Category: Feature, and Battery alerts
- Check for meters with meter operation alerts using DM > Alerts > filter by Meter Read Failure 35 Day, Weekly Non-Numeric Read, Read Data Quarantine, Pressure High Limit or Severe Hardware Problem
- Check for meters with resource losses/theft alerts using DM > Alerts > filter by Alert Category=Service, Alert Category=Security, and Tamper alerts