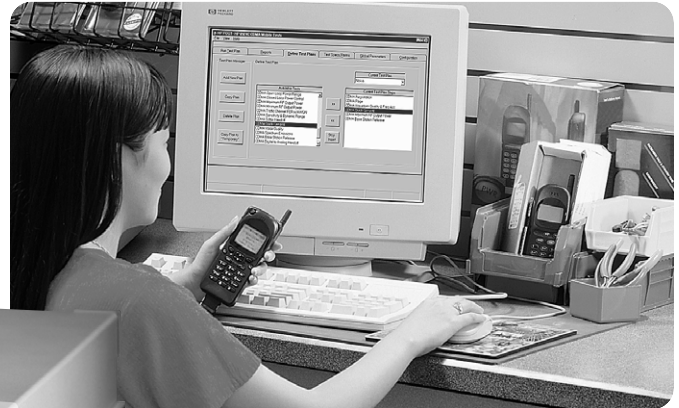


# Agilent E8298A Point of Service Test (PoST) Server Software

## Product Overview



Network multiple distributed test sets running PoST Server Software via the Internet or intranets.

- reduces mobile phone test and repair costs by up to 50% when used in conjunction with Agilent's E6393A test set and PoST software
- improves the efficiency of the mobile phone test & repair process by screening out 'no trouble found' phones
- improves service network management by collecting test data into a central data base for further analysis and reporting
- manages the entire service network with ease by distributing test plans over the Internet or intranets
- interfaces directly with Agilent's PoST software for seamless integration between server, local PCs, and test sets



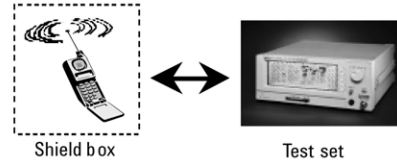
## Simplifies repair process and test administration

Wireless service providers, their retail outlets, and service centers rely on mobile phone test sets to prevent no-trouble found (NTF) phone charge backs, validate warranty claims, and improve customer service. Yet, today's testing efforts are marked by inconsistently managed test administration plans and test scripts.

To fully leverage investments in test equipment and to produce truly relevant business intelligence, Agilent Technologies introduces Point of Service Test (PoST) Server software. PoST Server software is designed to significantly reduce your mobile phone test and repair costs and streamline your repair process.

PoST Server interfaces directly with Agilent's PoST software to provide automatic download of test plans, phone measurement calibration data and for the upload of measured data to a central server via the Internet or Intranets from multiple distributed test sets running PoST software. Combining Agilent's PoST Server and PoST software creates a user friendly and powerful application that simplifies test administration, centralizes the collection of test data and centralizes the management of test scripts. In addition, PoST and PoST Server enable your retail personnel to quickly diagnose handset errors and improve your current level of customer service.

### 1. Test hardware



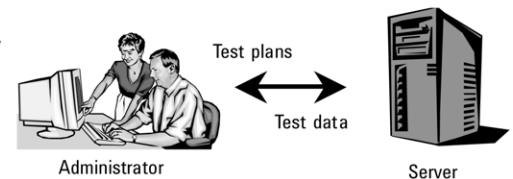
### 2. 'PoST' Software



PC interface,  
Go/No Go or repair  
station, local language

### 3. 'PoST Server' link via Intranets or Internet

- Test plan generation, optimization and distribution.
- Test data analysis
- Test plan library



**Example of Agilent's simple 3-step repair process.**

## Reduces costs

Each year approximately 10 to 20 percent of the 425 million wireless phones in use are returned to their point of purchase for repair or replacement. Nearly 40 percent of the phones returned are found to be in good working order and service providers end up paying not only the cost of testing, but also the related costs of shipping and handling the returned phone, as well as the price of replacement.

It is not uncommon for a customer to return a wireless phone simply because the phone dropped a call.

Standard practice is to give the customer a replacement phone and send the questionable phone back to the manufacturer or third party repair center for test and repair.

At an estimated cost of \$25 to \$50 per phone, carriers spend millions of dollars annually managing this process. PoST Server aims to reduce repair and administrative costs by as much as 50 percent by reducing the number of NTF mobile phone returns, repairs and warranty claims- potentially saving millions of dollars and enhancing customer service.

## Tracks product performance

PoST Server & PoST software enables networking of multiple distributed mobile station test sets, providing an enterprise-wide view to product performance and mobile station test set use. You are able to capture critical handset data for product performance trend analysis. This business intelligence is valuable for purchasing decisions and can drive more effective management of retail and service operations. PoST Server provides a comprehensive set of system administration tools and utilities for centralized management and rapid deployment of testing processes, test plan maintenance, scripts, software updates and user maintenance.

Aggregating test data is extremely important. This data provides insight into the performance trends of handsets – where they are failing, which phones are failing, why they are failing, and how often they are failing. For a wireless service provider, who purchases millions of phones every year, this information is critical. PoST Server & PoST software offers immediate benefits, either in the retail outlet or the service center environment:

- large volumes of test results can be analyzed for failure trends, allowing handset performance to be compared by model
- handset test results are permanently available as backup support for warranty claims and as part of historical service records
- Agilent test equipment becomes easier to administer and use, reducing end-user training time and pinpointing places where further training is required
- authorized service centers have early visibility to defective handsets headed their way

## Improves service network management

With PoST Server software, your service network administrators can locally access the software's full set of capabilities to create customized tests for different phone models. Test plans, as well as test specifications and parameters, can all be set up, organized into a test library and modified with ease.

By adding PoST server software, your service network administrators can upload and change specific test plans anywhere in the network. These test plans can be made specific down to the individual test set. For example, this becomes essential when one of your regional markets may have a different test plan requirement due to the different mobile phone models sold. You are able to specify the available test plans to that specific region service network by uploading and specifying the test plans to be downloaded to the local test sets.

This offers dramatic improvement in how the service network is being managed. Your service network administrators will be able to quickly and effectively respond to the changes to the mobile stations test requirements.

## Configuration information

E8298A-010	Post Server Software with 10 user licenses
E8298A-020	Post Server Software with 20 user licenses
E8298A-030	Post Server Software with 30 user licenses
E8298A-040	Post Server Software with 40 user licenses
E8298A-050	Post Server Software with 50 user licenses

## Data collection specifications

Upon completion of each PoST Test Plan the measured data and select customer data is passed to PoST Server (see below for select data types). Data is transferred via the Internet or intranets to a central or customer specified data base server. Your network can be configured for either Internet or intranet data transfer.

If the network connection is not available at the completion of the test, PoST Server software will store the information and transmit it when the network becomes available.

The following PoST test results information is copied to the central server:

- test plan name
- test plan version
- test date and time
- analyzer serial number
- analyzer model
- phone ESN
- phone manufacturer
- phone model
- phone type
- phone number

The following information is copied during each test step:

- test step title
- upper value
- lower value
- measured value
- pass/fail result

The licensing method used in PoST Server keys off a list of measuring hardware serial numbers and an authorized number of licensed users. If data is received from the measuring hardware that is not on the authorized list, the data will not be stored on the customer's data base, but will be stored in another location. This data can be recovered once the measuring hardware serial number is added to the authorized list and the license file is updated (see System management specifications).

## Test Plan/Path Loss specifications:

### Creation/modification

PoST Server provides functionality to store Test Plans\* and the Path Loss\*\* plans from the PoST program in any licensed client PC in the customer's network to the central server database (see System management specifications for license limitations). New Test Plans can be created and stored, and existing Test Plans can be modified and restored under the same name or under a new name.

Entries in the Path Loss Plan can also be made, modified, or deleted. As these changes are made they are stored in the client PoST application, per the normal PoST functionality. Upon completion of the changes the operator can store these plans on the central server by invoking the 'Upload Now' command in the 'Post Server' tab in PoST's main page. (Standard password protections of PoST control access to this capability.) A message to the user is displayed indicating the progress/status of this upload.

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\* Test plan is the name used by PoST to describe the collection of individual test steps that are combined for the testing of a particular phone. Each test step typically requires some parameters to be set and these are also stored as part of the test plan.

\*\* Path loss plans provides a place to enter information about the RF path loss associated with the measuring system and each different phone under test.

## Downloading

Test Plan and Path Loss data bases are downloaded according to two conditions:

1. Each time the PoST program on a client machine is started PoST Server downloads the Test Plan and Path Loss files that have been specified by the administrator (see System management specifications). If the network is not available at this time the existing data bases will continue to be used and a message to the operator will be displayed, indicating that the download was not accomplished. This automatic download can be disabled in each separate instance of PoST if desired. (Standard password protections of PoST control access to this disable capability.)

2. The operator can force an immediate download by invoking the 'Download Now' command from the 'PoST Server' tab on the PoST main menu. A message indicating the status of this download will be displayed as well as a notice if the network is not available for download. (Standard password protections of PoST control access to this capability.)

## **Data analysis specifications:**

The user can access the collected data through:

### 1. Built in reports

The following reports are included with the PoST Server software:

- ESN Failure Count Report
- Analyzer Usage Report
- Aggregate Failure Report
- Invalid Test Result Report
- Test Results Report

2. Customer's report generator or other analysis software such as Oracle SQL Plus

## **System management specifications:**

The customer specified system administrator interacts with PoST Software on the web server to control the following:

### 1. authorization of client hardware:

When PoST Server is installed on the server it contains a table for recording the serial numbers of authorized measuring hardware (E6393s). The number of available entry fields in this table is set by the number of licenses purchased. (The number can be increased at any time by purchasing additional licenses.) The system administrator enters the serial numbers of the measuring hardware that are to be part of the network. If any measuring hardware is subsequently removed or replaced the system administrator must update this table to enable any new hardware.

### 2. identification of Test Plans and Path Loss Plans to be downloaded:

For each analyzer the system administrator can specify which Test Plans and Path Loss Plans are to be downloaded.

### 3. password protection of PoST clients

### 4. resolution of error messages generated by the system



Interfaces directly with Agilent's PoST software.

## **System requirements:**

Agilent E6393A CDMA Test Set (measurement hardware)

Agilent E8294A PoST software for E6393A

Agilent E8298A PoST Server software

### Client PC:

MS Windows®, 98, 2000, NT 4.0 Workstation. Minimum P200, 64 MB RAM, 100 MB Available HD space. MS-Internet Explorer or Netscape 4.0 or higher. Dedicated serial port.

### Central servers:

Dedicated Web server:

MS Windows NT® 4 with Service Pack 4+

MS Windows® 2000

P400 processor or faster 128 MB RAM or greater

9 G HD or larger

Microsoft® IIS 4.0+ standard

### Data base server:

Dedicated or shared

PoST Server supports the following ODBC-compliant data base server types:

- Oracle 8i
- SQL Server
- Sybase

### Report server

Dedicated or shared report server, but cannot be on same hardware as Web Server. MS Windows NT® 4, Service Pack 4+, or MS Windows® 2000, P400 processor or faster 128 MB RAM or greater, 9G HD or larger. Seagate Crystal Reports Professional version 8.0+ or other compatible report generating software.

## **Materials included with PoST Server:**

1. CD containing the part of PoST Server software that runs on the webserver and the software that must be downloaded to each client PC.

2. Floppy Disk with the license authorizations.

3. The following documentation:

PoST Server Administrator's Guide (in PDF format)

PoST Server Install Manual (in PDF format)

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Agilent's test set improves efficiency by screening out "no trouble found" phones.

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Call your local Agilent sales representative to learn more about how PoST Server can reduce your mobile phone test and repair costs or visit our Web site at [www.agilent.com/find/mobiles](http://www.agilent.com/find/mobiles) for the latest news, product and support information, and to view application literature.

## Additional Agilent literature

### Brochures

Point of Service Test (PoST) Software  
Family E8290A, E8291A, E8292A, E8294A. . . . .5968-6255E

### Product Overviews

E6393A CDMA/AMPS  
Mobile Station Test Set. . . . .5988-0924EN  
E6393B cdma2000/AMPS  
Mobile Station Test Set . . . . .5988-4518EN  
E6392B GSM (GPRS) Mobile Station Test Set. . 5968-8761E

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