Itron Cellular Solutions

Meter Activation and Provisioning

Technical
Communications

knowledge to **shape your future**

Identification
Meter Activation and Provisioning
27 March 2013

Suggestions
If you have comments or suggestions on how we may improve this documentation, send them to TechnicalCommunicationsManager@itron.com
If you have questions or comments about the software or hardware product, contact Itron Technical Support Services:

Contact
- Internet: www.itron.com
- E-mail: support@itron.com
- Phone: 1 877 487 6602

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Cellular Meter Activation and Provisioning

To initialize TMS communication with a cellular meter provided by Itron Cellular Solutions (formerly SmartSynch), you must first activate the meter. All cellular-enabled meters from Itron ship to customers in an inactive state (that is, without Communication IDs, CTNs, or phone numbers). These meters remain inactive until activation is requested. To request activation, please follow the steps described in Activating a Cellular Meter on page 5.

Note The term *activation* refers to the process of enabling a cellular modem or SIM card so that the associated device may transmit and receive data over a cellular network. This should not be confused with *provisioning*, a term associated with setting up a meter profile within TMS.

Please see Provisioning the Meter in TMS on page 8 to set up meter profiles in TMS.

Activating a Cellular Meter

In order for a meter to communicate via cellular network, it must be activated, just like any cellular device. If the meter is already activated on the cellular network, skip this section and go to Provisioning the Meter in TMS on page 8 (to set up the meter profile in TMS).

Important Once a meter has been activated, the customer is responsible for all airtime charges. Customers must request meter deactivations and will be billed for airtime charges until deactivation occurs.

There are two ways to request meter activation or deactivation:

- Itron Access Web Portal
- Service Request Email

Option 1: Itron Access Web Portal

You can create and update Service Requests online via Itron's website.

To create a service request

1. Go to www.itron.com and click **Itron Access** at the top of the page. You can also enter Itron Access directly by going to support.itron.com.
2. Enter your credentials and click **Sign In**, or click **Create a New Account** and follow the instructions. Please allow up to three business days for a new account to be processed.
3. Once you are logged on, click **Support Services**.
4. Under **Service Requests**, click **New Service Request Form**.

5. Fill out the form to create a service request. If Itron is activating the meter(s) for you, be sure to provide the associated items:
   - **Purchase Order Number**
   - **Meter Serial Number**
   - **ICCID** (integrated circuit card identifier on SIM cards in GSM devices) or **ESN** (electronic serial number for GSM and CDMA devices).

   If you have already activated the meter(s) with the cellular carrier, include the following in addition to the above items:
   - **MSISDN** (phone number)
   - **IP address** (if applicable)

   If available, please attach a copy of your purchase order. For multiple meters, you may attach a spreadsheet with the required information.

   Note Incomplete or incorrect submissions will result in delays and may cause the wrong modules to be activated. Please make certain that the cellular modules' ICCID or ESN numbers match up correctly with the meters they are integrated with.

   Important You must provide a purchase order number. No activation requests will be processed without this. By submitting a Service Request for meter activation, you are authorizing Itron to apply any applicable activation and airtime charges.

To update a service request via Itron Access

1. Follow the steps above to create a Service Request.
2. Under **Service Requests**, click "**Your account currently has X open Service Requests**" ("X" will be replaced by the actual number).
3. Click the appropriate **Service Request Number**.
4. Click **Add Update** to expose the comment field. If you have an attachment to add to the case, click **Add Attachment** and choose the appropriate file to upload.
5. Click **Submit**.

Option 2: Service Request Email

You may initiate a service request by sending an email to support@itron.com.

- The email message should contain the keyword **ICSACT** in either the subject line or the body of the email. **This keyword is very important and will ensure that your message is routed correctly**.
- In the body of the email, include the following information. If Itron is activating the meter(s) for you, be sure to provide the associated items:
  - **Purchase Order Number**
  - **Meter Serial Number**

- **ICCID** (integrated circuit card identifier on SIM cards in GSM devices) or **ESN** (electronic serial number for GSM and CDMA devices).

If you have already activated the meter(s) with the cellular carrier, include the following in addition to the above items:

- **MSISDN** (phone number)
- **IP address** (if applicable)

If available, please attach a copy of your purchase order. For multiple meters, you may attach a spreadsheet with the required information.

Note Incomplete or incorrect submissions will result in delays and may cause the wrong modules to be activated. Please make certain that the cellular modules' ICCID or ESN numbers match up correctly with the meters they are integrated with.

- You will receive a confirmation email with a **Case Number** and a **Reference ID Number**. Please keep this information for future reference.

Important You must provide a Purchase Order Number. No activation requests will be processed without this. By submitting a Service Request for meter activation, you are authorizing Itron to apply any applicable activation and airtime charges.

To update a service request via email

Simply reply to a support email in order to preserve the original subject line containing the Reference ID Number. Make sure that the **subject line** contains the **Reference ID Number**.

Auto-Registration with TMS

When a cellular meter is processed through a utility's meter shop (or deployed directly from a meter integrator), the device will automatically direct a registration message to TMS. Upon receipt, the device PIN number and serial number are added to TMS in a folder named "Registration," located in the Master folder, with the serial number used as the device name. The device is unprovisioned until you provision it. You can also modify the device name.

To confirm the provision status of an auto-registered meter

1. From the main navigation menu, choose **Monitor**.
2. Change the **time** and **date** fields to narrow the range to the relevant auto-registration dates.
3. From the **Task Type** dropdown menu, choose **Provision**.
4. Click **Search**.
5. In the search results list, click the appropriate link in the **Task Type** column.

The **Task State** column indicates the status of a Task Type and can be:

- Initialized
- In_route
- Completed
- Error

Refresh the screen to update this field. When provisioning has completed, all Task States will reflect this. If the meter does not show a provisioned state, it could be waiting for the next registration packet to be sent to TMS. This will occur every 25 hours until successful.

Provisioning the Meter in TMS

Note Access to this functionality is not available to users with Analyst and Contact roles.

On the **Device Administration** screen, a device name is listed with an icon that identifies the **Provision Status** of that device:

Icon Color	Provision Status
Green	Provisioned
Yellow	Provisioning in process
Red	Not Provisioned

To provision a meter in TMS

Note The following procedure is not necessary if the meter being deployed is programmed for auto-provisioning.

1. Go to **Devices**.
2. Select **Menu** > **Device Search** or **Menu** > **Device List**.
3. Search for and select a device.
4. Select **Operations** > **Execute Tasks**.
5. Select **Provision** and click **Next**.
6. Enter the **Assign Notification** information and click **Done**. The meter is now provisioned.

If you entered a notification recipient in the workflow assignment, the recipient is notified upon completion of the workflow. To confirm the event, go to **Monitor** and execute an **Event Search**.

To confirm provision status

1. From the main navigation menu, choose **Monitor**.
2. Change the **time** and **date** fields to narrow the range to the relevant auto-registration dates.

3. From the **Task Type** dropdown menu, choose **Provision**.
4. Click **Search**.
5. In the search results list, click the appropriate link in the **Task Type** column.

The **Task State** column indicates the status of a Task Type and can be:

- Initialized
- In_route
- Completed
- Error

Refresh the screen to update this field. When provisioning has completed, all Task States will reflect this. If the meter does not show a provisioned state, it could be waiting for the next registration packet to be sent to TMS.