

## Chapter 4: Data Application

### Overview

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#### Introduction

The **Data** Service application allows you to manage your domestic **Asynchronous Transfer Mode (ATM)** and **Frame Relay** services associated to your Qwest Control<sup>®</sup> Enterprise ID. Some of the features available under the Data product include access to inventory, the ability to request & view reports, check alarm status, view network maps, and view/create repair tickets.

**Note:** In Qwest Control, the system will only display products that apply specifically to your customer account ID. If you do not have a Data product this page will not display.

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## Overview, continued

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## Data Inventory

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**Introduction** The **Data Inventory** screen provides a listing of the **Ports** and **Virtual Circuits (VC)** associated to your Qwest Control Enterprise ID. In addition, you can create logical groups of **Network Ports** or **VCs**.

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## Ports

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**Introduction** The **Ports** screen provides you a listing of the Ports associated to your Qwest Control Enterprise ID. This screen is divided into two sections: View By filters and Ports list.

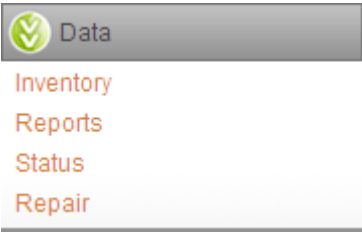

- The **View By** filters section of the screen allows you to define the values you want to see in the **Name** column. You can choose to view your Ports by **Customer ID** (the customer maintained identifier) or by **Carrier ID** (the unique Qwest maintained identifier for each Port).
- The **Ports** list displays the Ports associated with you Qwest Control Enterprise ID.

**Fields and Descriptions** The table below describes the fields and buttons displayed on the **Ports Inventory** screen.

Field Name	Description
<b>Filter Section</b>	
<b>View By</b>	This <i>optional</i> field allows you to select a view by filter to view your Ports by <b>Customer ID</b> or <b>Carrier ID</b> .
<b>Ports Section</b>	
<b>Name</b>	This field displays the name of your Port.  <b>Note:</b> A Qwest provided name appears here by default. If you have renamed an existing Port in Qwest Control, your provided name will appear by default.
<b>Type</b>	This column displays the Port type for each row ( <b>ATM</b> or <b>Frame</b> ).
<b>Location</b>	This column displays the physical location for each Port row.
<b>Speed</b>	This column displays the speed at which data frames are transmitted through this Port (Kilobits per second).

## Viewing the Ports Inventory

**Procedure** Follow the steps in the procedure below to **view** the **Ports Inventory** screen.

Step	Action
1	<p>From the <b>Landing</b> page, click on the <b>Data</b> service.</p> <p>Result: The <b>Data</b> drop down appears. Click on the <b>inventory</b> link.</p>  <p><b>Note:</b> You can click any of the items in the drop down and navigate directly to that service for that product.</p>
2	<p>From the drop down, click on the <b>Inventory</b>.</p> <p><b>Result:</b> The <b>Ports Inventory</b> screen appears.</p>  <p><b>Note:</b> If you do not see the Port you are looking for in the list, use the <b>All</b>, <b>Next</b>, and <b>Last</b> buttons to move through the list of Ports. You can also use the <b>Filters</b> section of the screen to change the view.</p>

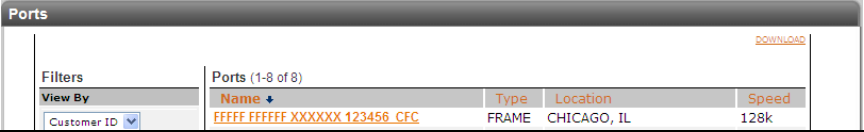
## Sorting the Ports Inventory

**Procedure** Follow the steps in the procedure below to **sort** the **Ports** list.

Step	Action
1	From the <b>Ports Inventory</b> screen, click on the <b>Name</b> column label to sort the list by the name of your Ports.
2	From the <b>Ports Inventory</b> screen, click on the <b>Type</b> column label to sort the list by your Port types.
3	From the <b>Ports Inventory</b> screen, click on the <b>Location</b> column label to sort the list by the physical locations.
4	From the <b>Ports Inventory</b> screen, click on the <b>Speed</b> column label to sort the list by the speed at which data frames are transmitted.

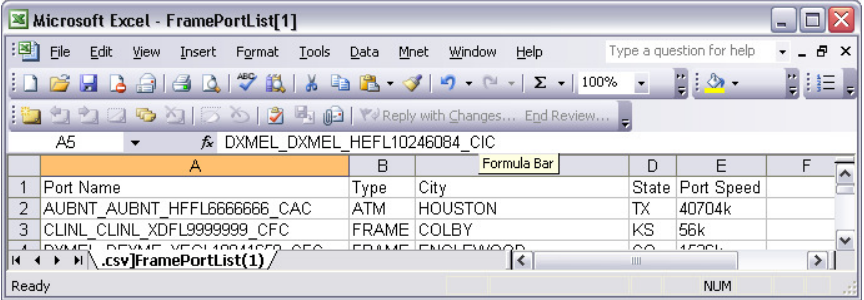
## Filtering the Ports Inventory

**Procedure** Follow the steps in the procedure below to use the **View By** filter for your list of Ports.

Step	Action
1	<p>From the <b>Ports Inventory</b> screen, select <b>Customer ID</b> or <b>Carrier ID</b> from the <b>View By</b> filters section of the screen.</p> <p><b>Result:</b> The <b>Ports</b> list refreshes and displays the data based on your selection.</p> 

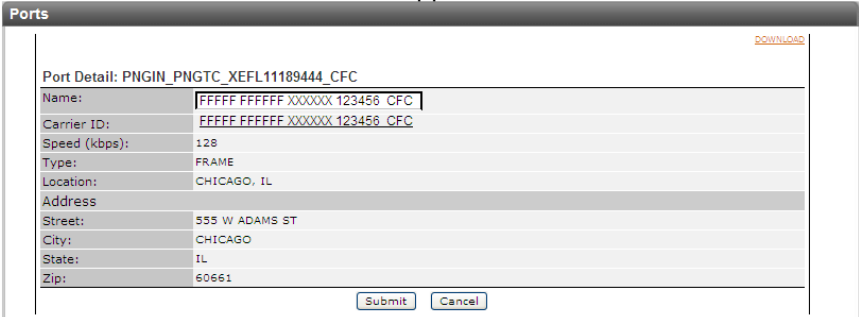

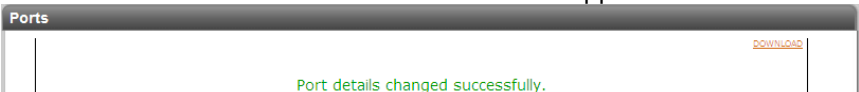

## Downloading the Ports Inventory

**Procedure** Follow the steps in the procedure below to **download** your **Ports Inventory** to a **CSV** (Comma Separated Value) file.

Step	Action
1	<p>From the <b>Ports Inventory</b> screen, click on the <b>Download</b> hyperlink to export your data to a CSV file.</p> <p><b>Result:</b> The data file opens in a new window.</p> 

# Modifying a Port Name

**Procedure** Follow the steps in the procedure below to **modify** a **Port Name**.

Step	Action
1	<p>From the <b>Ports Inventory</b> screen, click on the <b>Port Name</b> that needs to be modified.</p> <p><b>Result:</b> The <b>Port Details</b> screen appears.</p>  <p>The screenshot shows a 'Ports' header with a 'DOWNLOAD' link. Below it is a 'Port Detail: PNGIN_PNGTC_XEFL11189444_CFC' section. Fields include: Name (FFFFF FFFFFFFF XXXXXX 123456_CFC), Carrier ID (FFFFF FFFFFFFF XXXXXX 123456_CFC), Speed (128 kbps), Type (FRAME), Location (CHICAGO, IL), and Address (555 W ADAMS ST, CHICAGO, IL, 60661). 'Submit' and 'Cancel' buttons are at the bottom.</p>
2	<p>In the <b>Name</b> field, enter the name you want to assign to the Port.</p>
3	<p>Click  .</p> <p><b>Result:</b> A successful confirmation message appears and system renames the selected Port in the Qwest Control application.</p>  <p>The screenshot shows the same 'Port Detail' section as above, but with a green message at the bottom: 'Port details changed successfully.' The 'Submit' and 'Cancel' buttons are still present.</p>
4	<p>Click  to clear your entry and return to the Ports Inventory screen (if applicable).</p>

## Virtual Circuits

### Introduction

The **Virtual Circuits** screen provides you a listing of the **VCs** associated to your Qwest Control Enterprise ID. This screen is divided into two sections: View By filters and Virtual Circuits list.

- The **View By** filters section of the screen allows you to define the values you want to see in the **Name** column. You can choose to view your Virtual Circuits by **Customer ID** (the customer maintained identifier) or by **Carrier ID** (the unique Qwest maintained identifier for each Virtual Circuit).
- The **Virtual Circuits** list displays the Virtual Circuits associated with you Qwest Control Enterprise ID.

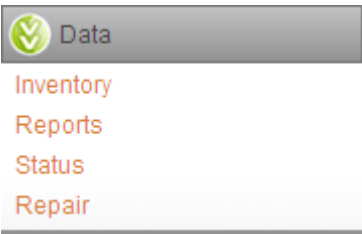

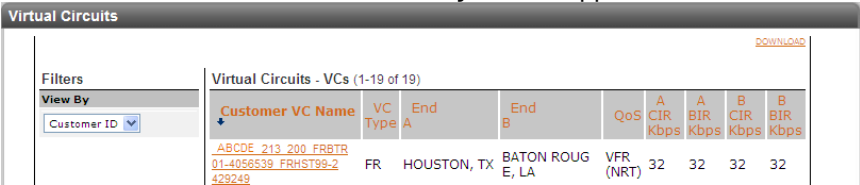
### Fields and Descriptions

The table below describes the fields and buttons displayed on the **Virtual Circuits Inventory** screen.

Field Name	Description
<b>Filter Section</b>	
<b>View By</b>	This <i>optional</i> field allows you to select a view by filter to view your Virtual Circuits by <b>Customer ID</b> or <b>Carrier ID</b> .
<b>Virtual Circuits Section</b>	
<b>Customer VC Name</b>	This field displays the name assigned to the Virtual Circuit.  <b>Note:</b> A Qwest provided name appears here by default. If you have renamed an existing Virtual Circuit in Qwest Control, your provided name will appear by default.
<b>VC Type</b>	This column displays the Virtual Circuit type for each row ( <b>ATM</b> or <b>Frame</b> ).
<b>End A</b>	This column displays the city and state in which the End A Port is located at a provider <b>POP</b> .
<b>End B</b>	This column displays the city and state in which the End B Port is located at a provider <b>POP</b> .
<b>QoS</b>	This column displays the throughput level that end-to-end latency will not exceed at a given level.
<b>A CIR</b>	The column displays the information rate at End A of the VC.
<b>A BIR</b>	This column displays the speed at which the Burst Information Rate data is transmitted through the VC in the A to B or "forward" direction.  <b>Note:</b> For Frame Relay VCs, the BIR is in addition to the CIR. For ATM VCs, BIR includes the CIR.
<b>B CIR</b>	The column displays the information rate at End B of the VC.
<b>B BIR</b>	This column displays the speed at which the Burst Information Rate data is transmitted through the VC in the B to A or "reverse" direction.  <b>Note:</b> For Frame Relay VCs, the BIR is in addition to the CIR. For ATM VCs, BIR includes the CIR.

## Viewing the Virtual Circuits Inventory

**Procedure** Follow the steps in the procedure below to **view** the **Virtual Circuits Inventory** screen.

Step	Action
1	<p>From the <b>Landing</b> page, click on the <b>Data</b> service.</p> <p>Result: <b>The Data drop down appears.</b> Click on the inventory. Note you can click any of the items in the drop down and navigate directly to that service for that product.</p> 
2	<p>From the drop down, click on the <b>Inventory</b>.</p> <p><b>Result:</b> The <b>Ports Inventory</b> screen appears.</p>  <p><b>Note:</b> If you do not see the Port you are looking for in the list, use the <b>All</b>, <b>Next</b>, and <b>Last</b> buttons to move through the list of Ports. You can also use the <b>Filters</b> section of the screen to change the view.</p>
3	<p>From the <b>Inventory</b> drop down select <b>Virtual Circuits</b></p> <p>Result: The <b>Virtual Circuits Inventory</b> screen appears.</p> 

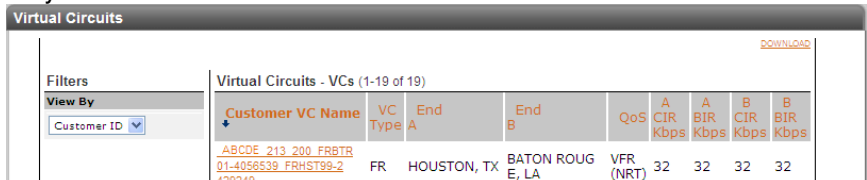
## Sorting the Virtual Circuits Inventory

**Procedure** Follow the steps in the procedure below to **sort** the **Virtual Circuits** list.

Step	Action
1	From the <b>Virtual Circuits Inventory</b> screen, click on the <b>Customer VC Name</b> column label to sort the list by the name assigned to the Virtual Circuits.
2	From the <b>Virtual Circuits Inventory</b> screen, click on the <b>VC Type</b> column label to sort the list by your Virtual Circuits types.
3	From the <b>Virtual Circuits Inventory</b> screen, click on the <b>End A</b> column label to sort the list by the city and state in which the Ports are located.
4	From the <b>Virtual Circuits Inventory</b> screen, click on the <b>End B</b> column label to sort the list by the city and state in which the Ports are located.
5	From the <b>Virtual Circuits Inventory</b> screen, click on the <b>QoS</b> column label to sort the list by the throughput levels.
6	From the <b>Virtual Circuits Inventory</b> screen, click on the <b>A CIR</b> column label to sort the list by the information rates at End A.
7	From the <b>Virtual Circuits Inventory</b> screen, click on the <b>A BIR</b> column label to sort the list by the A to B speed direction.
8	From the <b>Virtual Circuits Inventory</b> screen, click on the <b>B CIR</b> column label to sort the list by the information rates at End B.
9	From the <b>Virtual Circuits Inventory</b> screen, click on the <b>B BIR</b> column label to sort the list by the B to A speed direction.

## Filtering the Virtual Circuits Inventory

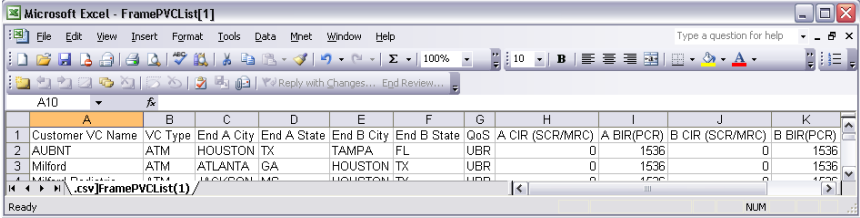
**Procedure** Follow the steps in the procedure below to use the **View By** filter for your list of Virtual Circuits.

Step	Action
1	<p>From the <b>Virtual Circuits Inventory</b> screen, select <b>Customer ID</b> or <b>Carrier ID</b> from the <b>View By</b> filters section of the screen.</p> <p><b>Result:</b> The <b>Virtual Circuits</b> list refreshes and displays the data based on your selection.</p>  <p>The screenshot shows the 'Virtual Circuits' interface. On the left, there is a 'Filters' section with a 'View By' dropdown menu set to 'Customer ID'. The main area displays a table titled 'Virtual Circuits - VCs (1-19 of 19)'. The table has the following columns: Customer VC Name, VC Type, End A, End B, QoS, A CIR (Kbps), A BIR (Kbps), B CIR (Kbps), and B BIR (Kbps). A single row of data is visible with the following values: ABCDE_213_200_FRBTR, 01-4058539_FRHST99-2, 429249, FR, HOUSTON, TX, BATON ROUG E, LA, VFR (NRT), 32, 32, 32, 32.</p>

## Downloading the Virtual Circuits Inventory

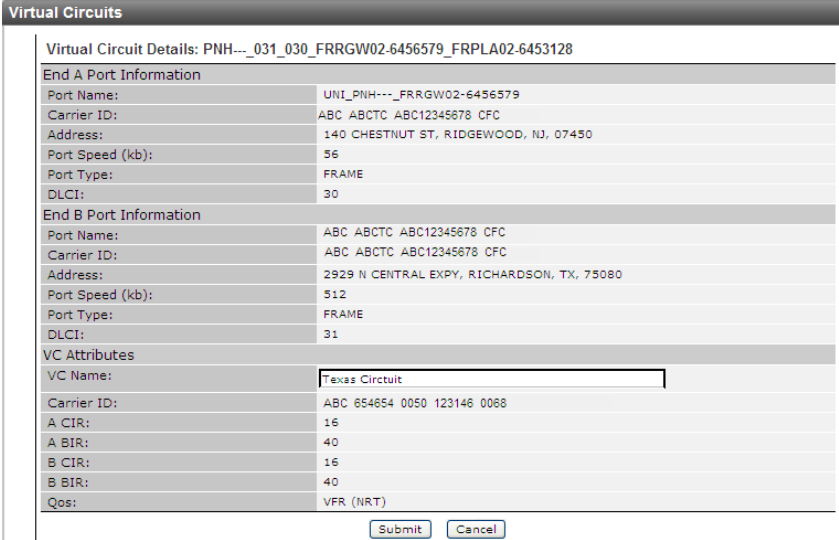
**Procedure**

Follow the steps in the procedure below to **download** your **Virtual Circuits Inventory** to a **CSV** (Comma Separated Value) file.

Step	Action																																		
1	<p>From the <b>Virtual Circuits Inventory</b> screen, click on the <b>Download</b> hyperlink to export your data to a CSV file.</p> <p><b>Result:</b> The data file opens in a new window.</p>  <table border="1" data-bbox="597 667 1451 772"> <thead> <tr> <th>Customer</th> <th>VC Name</th> <th>VC Type</th> <th>End A City</th> <th>End A State</th> <th>End B City</th> <th>End B State</th> <th>QoS</th> <th>A CIR (SCR/MRC)</th> <th>A BIR(PCR)</th> <th>B CIR (SCR/MRC)</th> <th>B BIR(PCR)</th> </tr> </thead> <tbody> <tr> <td>1</td> <td>AUBNT</td> <td>ATM</td> <td>HOUSTON TX</td> <td>TAMPA FL</td> <td>UBR</td> <td></td> <td>0</td> <td>1536</td> <td>0</td> <td>1536</td> </tr> <tr> <td>3</td> <td>Milford</td> <td>ATM</td> <td>ATLANTA GA</td> <td>HOUSTON TX</td> <td>UBR</td> <td></td> <td>0</td> <td>1536</td> <td>0</td> <td>1536</td> </tr> </tbody> </table>	Customer	VC Name	VC Type	End A City	End A State	End B City	End B State	QoS	A CIR (SCR/MRC)	A BIR(PCR)	B CIR (SCR/MRC)	B BIR(PCR)	1	AUBNT	ATM	HOUSTON TX	TAMPA FL	UBR		0	1536	0	1536	3	Milford	ATM	ATLANTA GA	HOUSTON TX	UBR		0	1536	0	1536
Customer	VC Name	VC Type	End A City	End A State	End B City	End B State	QoS	A CIR (SCR/MRC)	A BIR(PCR)	B CIR (SCR/MRC)	B BIR(PCR)																								
1	AUBNT	ATM	HOUSTON TX	TAMPA FL	UBR		0	1536	0	1536																									
3	Milford	ATM	ATLANTA GA	HOUSTON TX	UBR		0	1536	0	1536																									

# Modifying a Virtual Circuit Name

**Procedure** Follow the steps in the procedure below to **modify a Port Name**.


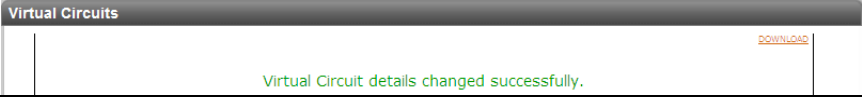

Step	Action
1	<p>From the <b>Virtual Circuits Inventory</b> screen, click on the <b>Customer VC Name</b> that needs modified.</p> <p><b>Result:</b> The <b>Virtual Circuit Details</b> screen appears.</p>  <p>The screenshot shows the 'Virtual Circuit Details' screen for a specific VC. It is divided into three main sections: 'End A Port Information', 'End B Port Information', and 'VC Attributes'. Each section contains several fields with their corresponding values. At the bottom of the 'VC Attributes' section, there are 'Submit' and 'Cancel' buttons.</p>
2	In the <b>Port Name</b> field (if applicable), enter the desired Port Name.
3	In the <b>Street</b> field (if applicable), enter the Street Address for the Port.
4	In the <b>City</b> field (if applicable), enter the City for the Port.
5	In the <b>State</b> field (if applicable), enter the State for the Port.
6	In the <b>Zip</b> field (if applicable), enter the Zip Code for the Port.
7	In the <b>VC Name</b> field (if applicable), enter the desired VC Name.

*Continued on next page*

## Modifying a Virtual Circuit Name, continued

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**Procedure** (continued)

Step	Action
8	<p>Click .</p> <p><b>Result:</b> A successful confirmation message appears and system modifies the selected VC details in the Qwest Control application.</p> 
9	<p>Click  to clear your entry and return to the Virtual Circuits Inventory page (if applicable).</p>

## Network Groups

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### Introduction

The **Network Groups** screen provides you a listing of groups that have been created under your Qwest Control Enterprise ID. Network Groups are a collection of Ports grouped together for ease of statistical reporting. In addition a Network Group may consist of Ports within a given region or pertain to a department within your organization. You can assign a given Port to more than one Network Group. This screen is divided into two sections: Create Network Group and Network Groups.

- The **Create Network Group** function allows you to generate a new Network Group and assign Ports to it.
- The **Network Groups** section allows you view a listing of the Network Groups that have been created under your Qwest Control Enterprise ID.

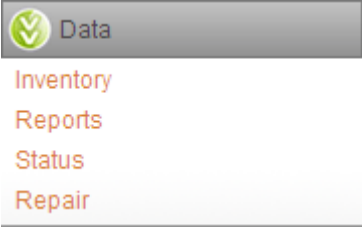


### Fields and Descriptions

The table below describes the fields and buttons displayed on the **Network Groups** screen.

Field Name	Description
<b>Group Name</b>	This column displays the name assigned to each Network Group.
<b>No. of Ports</b>	This column displays the number of data Ports assigned to each Network Group.

# Viewing a Network Group

**Procedure** Follow the steps in the procedure below to **view** the **Network Groups** screen.

Step	Action
1	<p>From the <b>Landing</b> page, click on the <b>Data</b> service.</p> <p>Result: The <b>Data</b> drop down appears. Click on the inventory. Note you can click any of the items in the drop down and navigate directly to that service for that product.</p> 
2	<p>From the drop down, click on the <b>Inventory</b>.</p> <p><b>Result:</b> The <b>Ports Inventory</b> screen appears.</p>  <p><b>Note:</b> If you do not see the Port you are looking for in the list, use the <b>All</b>, <b>Next</b>, and <b>Last</b> buttons to move through the list of Ports. You can also use the <b>Filters</b> section of the screen to change the view.</p>
3	<p>From the <b>Inventory</b> drop down select <b>Network Groups</b></p> <p>Result: The <b>Network Groups</b> screen appears.</p> 

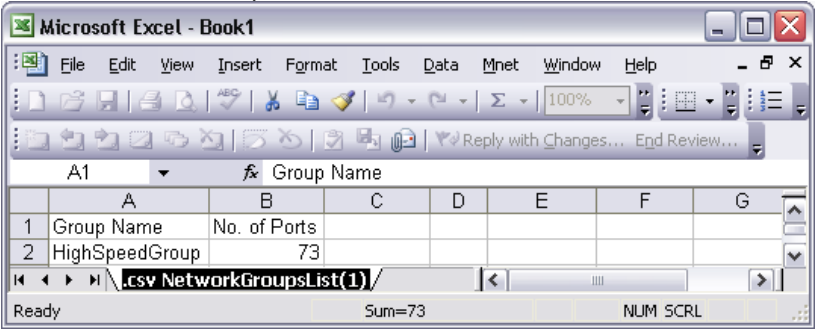
## Sorting a Network Group

**Procedure** Follow the steps in the procedure below to **sort** the **Network Groups** list.

Step	Action
1	From the <b>Network Groups</b> screen, click on the <b>Group Name</b> column label to sort the list by the name assigned to each Network Group.
2	From the <b>Network Groups</b> screen, click on the <b>No. of Ports</b> column label to sort the list by the number of data Ports assigned to each Network Group.

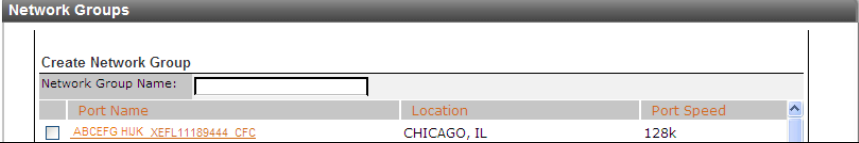

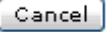
## Downloading the Network Groups

**Procedure** Follow the steps in the procedure below to **download** your **Network Groups** list to a **CSV** (Comma Separated Value) file.

Step	Action
1	<p>From the <b>Network Groups</b> screen, click on the <b>Download</b> hyperlink to export your data to a CSV file.</p> <p><b>Result:</b> The data file opens in a new window.</p>  <p>The screenshot shows a Microsoft Excel window titled 'Microsoft Excel - Book1'. The spreadsheet has two columns: 'Group Name' and 'No. of Ports'. The first row is a header with 'Group Name' in column A and 'No. of Ports' in column B. The second row contains the data 'HighSpeedGroup' in column A and '73' in column B. The status bar at the bottom indicates 'Sum=73' and 'NUM SCRL'.</p>

## Creating a Network Group

**Procedure** Follow the steps in the procedure below to **Create a Network Group**.

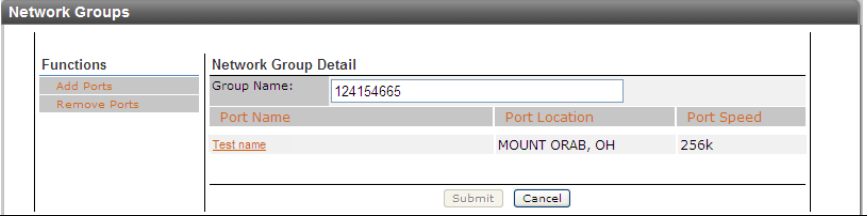


Step	Action
1	<p>From the <b>Network Groups</b> screen, click on the <b>Create Network Group</b> function.</p> <p><b>Result:</b> The <b>Create Network Group</b> screen appears.</p> 
2	<p>In the <b>Network Group Name</b> field, enter a unique identifier that will identify your Network Group.</p>
3	<p>From the <b>Network Groups</b> screen, select the checkbox(es) next to each Port Name that you want to assign to this group.</p> <p><b>Note:</b> You can view the details for any Port in the list by clicking the <b>Port Name</b> hyperlink.</p>
4	<p>Click  .</p> <p><b>Result:</b> A successful confirmation message appears and the system creates the requested Network Group in the Qwest Control application.</p>
5	<p>Click  to clear your entry and return to the Network Groups list screen (if applicable).</p>

## Modifying a Network Group

**Procedure**

Follow the steps in the procedure below to **modify** a **Network Group** name.

**Note:** Ports and network layout are not impacted by this action. Modifying a network group only changes a specific grouping of Ports set up for reporting purposes.


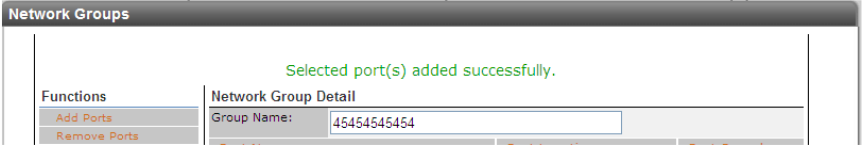
Step	Action
1	<p>From the <b>Network Groups</b> screen, click on the group that needs modified.</p> <p><b>Result:</b> The <b>Network Group Details</b> screen appears.</p> 
2	<p>In the <b>Network Group Name</b> field, enter the name you want to assign to the Network Group.</p>
3	<p>Click  .</p> <p><b>Result:</b> A successful confirmation message appears and the system modifies the requested Network Group in the Qwest Control application.</p>
4	<p>Click  to clear your entry and return to the Network Groups list screen (if applicable).</p>

## Add Ports To a Network Group

**Procedure**

Follow the steps in the procedure below to **Add** a port to a **Network Group**.

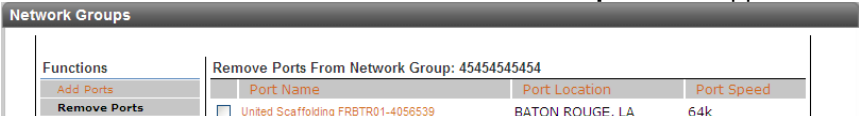

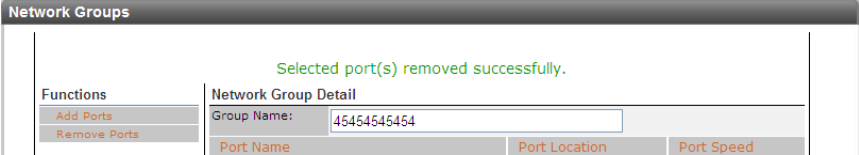
**Note:** Ports and network layout are not impacted by this action. Adding a port to a network group only changes a specific grouping of Ports set up for reporting purposes.

Step	Action
1	<p>From the <b>Network Group Details</b> screen, select <b>Add Ports</b> from the functions section of the screen.</p> <p><b>Result:</b> The <b>Add Ports To Network Group:</b> screen appears.</p> 
2	<p>From the <b>Add Ports To Network Group:</b> screen, select the checkbox(es) next to each Port Name that you want to assign to this group.</p> <p><b>Note:</b> You can view the details for any Port in the list by clicking the <b>Port Name</b> hyperlink.</p>
3	<p>Click <b>Add</b>.</p> <p><b>Result:</b> A successful confirmation message appears and the system modifies the requested Network Group in the Qwest Control application.</p> 

## Remove Ports From a Network Group

**Procedure** Follow the steps in the procedure below to **Remove** a port from a **Network Group**.

**Note:** Ports and network layout are not impacted by this action. Removing a port from a network group only changes a specific grouping of Ports set up for reporting purposes.


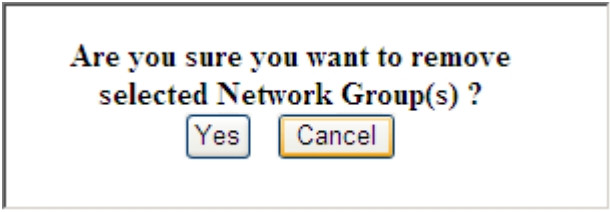

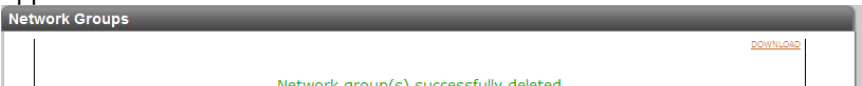
Step	Action
1	<p>From the <b>Network Group Details</b> screen, select <b>Remove Ports</b> from the functions section of the screen.</p> <p><b>Result:</b> The <b>Remove Ports From Network Group:</b> screen appears.</p> 
2	<p>From the <b>Remove Ports From Network Group:</b> screen, select the checkbox(es) next to each Port Name that you want to remove from this group.</p> <p><b>Note:</b> You can view the details for any Port in the list by clicking the <b>Port Name</b> hyperlink.</p>
3	<p>Click .</p> <p><b>Result:</b> A successful confirmation message appears and the system modifies the requested Network Group in the Qwest Control application.</p> 

## Deleting a Network Group

**Procedure**

Follow the steps in the procedure below to **delete** a **Network Group**.

**Note:** Ports and network layout are not impacted by this action. Deleting a network group only changes a specific grouping of Ports set up for reporting purposes.

Step	Action
1	From the <b>Network Groups</b> screen, select the checkbox(es) next to each group(s) you want to remove from the list.
2	<p>Click .</p> <p><b>Result:</b> A pop-up window appears, prompting you to confirm the deletion.</p> 
3	<p>Click  to delete the selected group(s).</p> <p><b>Result:</b> A successful confirmation message appears and the system removes the requested Network Group from the Qwest Control application.</p> 

## Data Reports

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### Introduction

The Data Product application provides you the ability to request and view a variety of reports, including:

- **Port Utilization and Performance**
- **VC Utilization and Performance**
- **Port SLA Summary**
- **VC SLA Summary**

Statistical data on Port and PVC utilization, availability and performance on your network is continuously monitored, processed, and made available to you via the Qwest Control's reporting function. You can generate reports that cover daily, weekly and monthly time periods or custom date ranges.

### Report Selections

The table below describes the **Data** reports.

Field Name	Description
<b>Port Utilization and Performance</b>	This report provides information on the overall utilization of a selected Port as indicated by average and peak average percentages of bandwidth utilized and the number & size of inbound/outbound frames received or sent. In addition, it provides information on Port efficiency as measured by inbound/outbound error rates and the rate of discarded frames within specified time periods on the selected Port or Qwest Control Enterprise ID.
<b>VC Utilization and Performance</b>	This report provides information on the overall utilization of a selected VC as measured within specified time periods, as well as, the number and size of inbound/outbound frames and bytes at endpoints (End A and End B Ports).
<b>Port SLA Summary</b>	This report allows you to monitor the Ports for <b>SLAs (Service Level Agreements)</b> with your provider (where applicable)
<b>VC SLA Summary</b>	This report allows you to monitor the VCs for <b>SLAs (Service Level Agreements)</b> with your provider (where applicable)

## Port Utilization and Performance Report

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**Introduction** The **Port Utilization and Performance** report provides you detailed information on how your Ports have been utilized and/or performed over a time period specified.

**Fields and Descriptions** The table below describes the fields and buttons displayed on the **Port Utilization and Performance** report.

Field Name	Description
<b>Port Name</b>	This column lists the name of each Port in your Qwest Control Enterprise Id.  <b>Note:</b> This column does not appear on reports generated for a single Port.
<b>Date</b>	This column lists the date or time period for the report.  <b>Note:</b> To obtain additional information, click on any Date or Time field provided in the list for more details.
<b>Type</b>	This column displays the Port Type (FR= <b>FR</b> ame or ATM= <b>A</b> synchronous <b>T</b> ransfer <b>M</b> ode).  <b>Note:</b> This column does not appear on reports generated for a single Port.
<b>Total Bytes</b>	This column displays the sum of the Ingress and Egress bytes, including Committed, Discard Eligible, and Over Discard Eligible for FR Ports.  For ATM Ports, this column displays the sum of Ingress and Egress cells, both CLP (Cell Loss Priority) "0" and "1".
<b>Avg Tx Util %</b>	This column displays the average Ingress utilization percentage measured on the Port.  <b>Note:</b> Ingress traffic is that traffic transmitted from the customer premise equipment, through the network, to the far end user connection.
<b>Avg Peak TX Util %</b>	This column displays the average of the hourly peak Ingress utilization measurements for the Port.  <b>Note:</b> The average peak utilization is an average of the maximum hourly utilization rate recorded for the Port during 5 minute "peak measurement" periods.
<b>Tx Bytes</b>	This column displays the Port Ingress traffic transmitted from the user. <ul style="list-style-type: none"> <li>• For FR Ports, this value is measured in bytes.</li> <li>• For ATM Ports, this value is measured in cells.</li> </ul>

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## Port Utilization and Performance Report, continued

### Fields and Descriptions

(continued)

Field Name	Description
<b>Avg Rx Util %</b>	This column displays the average Egress utilization percentage measured on the Port.  <b>Note:</b> Egress traffic is received by the Port from the far end user connection.
<b>Avg Peak Rx Util %</b>	This column displays the average of the hourly peak Egress utilization measurements for the Port.  <b>Note:</b> The average peak utilization is an average of the maximum hourly utilization rate recorded for the Port during 5 minute "peak measurement" periods.
<b>Rx Bytes</b>	This columns display the Port Egress traffic received from the network.  <b>Note:</b> This value is measured in bytes for FR Ports, and in cells for ATM Ports.
<b>In Discard Rate</b>	This column displays the ratio of discarded ingress frames to total ingress frames for FR Ports.  <b>Note:</b> Discards are complete frames that are discarded due to bad DLCI or invalid Frame header. This can occur if an interface receives frames for a VC that is down. This measurement is not applicable to ATM Ports.
<b>In Error Rate</b>	This column displays the ratio of ingress frames or cells with errors to total ingress frames or cells. <ul style="list-style-type: none"> <li>For FR Ports, inbound error frames are discarded due to physical errors.</li> <li>For ATM OC3/DS3/T1 Ports, cells are discarded due to uncorrectable HEC errors. For OC12 Ports this is a count of the number of cells received with correctable HEC errors.</li> </ul>
<b>Out Discard Rate</b>	This column displays the ratio of discarded egress frames or cells to total egress frames or cells received from the far end user connection. <ul style="list-style-type: none"> <li>For FR Ports, frames are normally discarded at egress as a result of insufficient Port capacity in relation to the traffic arrival rate from other sites.</li> <li>For ATM Ports, the measurement applies only if Flow Control is enabled and applies to cells discarded at egress due to not passing Flow Control parameters.</li> </ul>

## Virtual Port Utilization and Performance Report

**Introduction** The **Virtual Port Utilization and Performance** report offers a unified display of **VC** performance and utilization statistics for your VCs. Statistics for VCs connecting to “virtual access link” Ports are provided to the applicable Network to Network Interface.

**Fields and Descriptions** The table below describes the fields and buttons displayed on the **Virtual Port Utilization and Performance** report.

Field Name	Description
<b>VC Name</b>	This column displays the name assigned to each VC in the list.  <b>Note:</b> The default value is the initial network name assigned to the VC. If you have changed the VC name, the name you assigned appears here.
<b>Total Frames</b>	This column displays the total Ingress Frames measured at both endpoints for FR VCs.  For ATM VCs, the sum of Ingress cells (both Cell Loss Priority "0" and "1") measured at both endpoints.
<b>Total Bytes</b>	This column displays the count for the following determinations: <ul style="list-style-type: none"> <li>• For FR, the average frame size.</li> <li>• For ATM VCs, whether the VC carries OAM Traffic.</li> </ul>
<b>Direction Type</b>	This column displays the direction in which traffic flows on the VC and the protocol the VC uses to transmit data.
<b>TX CIR Bytes</b>	This column displays both the A and B endpoints and the transmitted <b>CIR</b> ( <b>Committed Information Rate</b> from the end user) volume.  <b>Note:</b> The CIR is measured in Bytes at FR endpoints and Cells at ATM endpoints.
<b>RX CIR Bytes</b>	This column displays both the A and B endpoints and the received CIR volume.  <b>Note:</b> RX counts at the B end are compared to TX counts at the A end in calculating data delivery rate in the A-B direction. Similarly, RX Counts at the A end are compared to TX counts at the B end.
<b>TX DE Bytes</b>	This column displays both the A and B endpoints and the transmitted <b>BIR</b> ( <b>Burst Information Rate</b> from the end user) volume.  <b>Note:</b> BIR is measured in Bytes at FR endpoints and Cells at ATM endpoints.
<b>RX DE Bytes</b>	This column displays both the A and B endpoints and the received BIR (discard eligible) volume.

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## Virtual Port Utilization and Performance Report, continued

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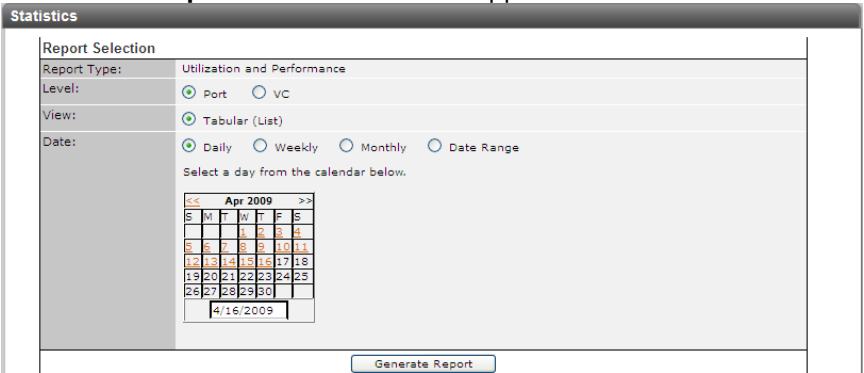

### Fields and Descriptions

(continued)

Field Name	Description
<b>TX ODE Bytes</b>	This column displays both the A and B endpoints and the transmitted ODE ( <b>O</b> verburst Information Rate - <b>D</b> iscard <b>E</b> ligible from the end user) volume. This is measured in Bytes at FR endpoints.  <b>Note:</b> The count is not applicable for ATM endpoints.
<b>RX ODE Bytes</b>	This column displays both the A and B endpoints (if applicable) and the received ODE volume. This is measured in Bytes at FR endpoints.  <b>Note:</b> The count is not applicable for ATM endpoints.
<b>In Discard</b>	This column displays the number of frames or cells (as appropriate) discarded at ingress to the network due to rate enforcement.

## Generating a Utilization and Performance Report

**Procedure** Follow the steps in the procedure below to **generate** a **Port** or **VC Utilization and Performance** report.

Step	Action
1	<p>From the <b>Data</b> application, select <b>Statistics</b> from the <b>Reports</b> menu.</p> <p><b>Result:</b> The <b>Reports Selection</b> screen appears.</p> 
2	<p>From the <b>Level</b> radio buttons, select <b>Port</b> or <b>VC</b> to generate the desired report.</p>
3	<p>From the <b>Date</b> radio buttons, select a single <b>day</b>, <b>week</b>, <b>month</b> or custom <b>date range</b> to generate your report range.</p>
4	<p>From the interactive calendar, select the specific date(s) you want the report to generate data for.</p>
5	<p>Click  .</p> <p><b>Result:</b> The system retrieves the data matching your criteria, then displays it in the appropriate <b>Port</b> or <b>VC Utilization and Performance</b> report.</p>

## Port SLA Summary Report

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**Introduction** The **Port SLA Summary** report allows you to monitor your Ports for **SLAs** (Service Level Agreements) with your provider (where applicable).

**Fields and Descriptions** The table below describes the fields and buttons displayed on the **Port SLA Summary** report.

Field Name	Description
<b>Customer Port Name</b>	This column displays the name of your Port.  <b>Note:</b> A network-assigned name appears here by default. If you have renamed your Port, your Port name appears here.
<b>Port Type</b>	This column displays the Port Type (FR=Frame or ATM=Asynchronous Transfer Mode).
<b>Edge – Edge Availability (%)</b>	This column displays the percentage of time that the Port was operational from Edge to Edge during the defined period.  <b>Note:</b> Edge to Edge Availability calculations reflect non-availability due to physical Port alarms on the network traceable to physical layer issues within the network.
<b>End – End Availability (%)</b>	This column displays the percentage of time that the Port was operational from Customer Premise to Customer Premise during the defined period.  <b>Note:</b> The term “End to End” assumes that you have ordered end to end service. Virtual access Ports not provisioned by your network provider do not entail an “end to end” calculation, since the provider's responsibility ends at the edge of the provider network.
<b># TTs</b>	This column displays the number of trouble tickets closed on the Port during the defined report period.
<b>MTTR (Hrs)</b>	This column displays the <b>MTTR (Mean Time To Repair)</b> hours calculated to the nearest decimal point.  <b>Note:</b> MTTR is determined based on the interval between the originating alarm or ticket opened and the time the ticket was resolved.

## VC SLA Summary Report

### Introduction

The **VC SLA Summary** report allows you to monitor your VCs for **SLAs** (Service Level Agreements) with your provider (where applicable).

**Note:** Current configuration information for your Ports is updated nightly. New services will appear in the list on the day after they are added.

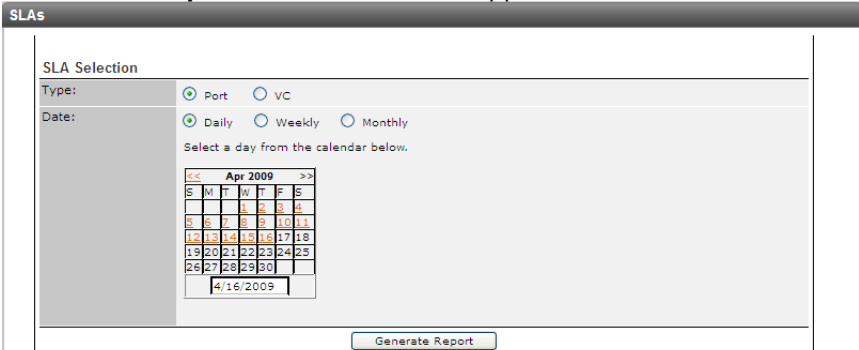
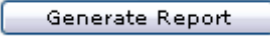
### Fields and Descriptions

The table below describes the fields and buttons displayed on the **VC SLA Summary** report.

Field Name	Description
<b>Filter Section</b>	
<b>View By</b>	This <i>optional</i> field allows you to select a view by filter to view the VC SLA Summary Report by <b>Customer ID</b> or <b>Carrier ID</b> .
<b>VC SLA Summary Details</b>	
<b>VC Name</b>	This column displays the name assigned to each VC in the list.  <b>Note:</b> The default value is the initial network name assigned to the VC. If you have changed the VC name, the name you assigned appears here
<b>VC Type</b>	This column displays the protocol the VC uses to transmit data (FR=Frame or ATM=Asynchronous Transfer Mode).
<b>Total Frames</b>	This column displays the VC activity during the display period. <ul style="list-style-type: none"> <li>For Frame VCs, this field displays the total Egress Frames measured at both endpoints.</li> <li>For ATM VCs, this field displays the sum of Ingress cells, both <b>CLP (Cell Loss Priority) "0"</b> and <b>CLP (Cell Loss Priority) "1"</b>, measured at both endpoints.</li> </ul>
<b>QoS</b>	This column displays the relative performance SLA associated with a VC. <ul style="list-style-type: none"> <li>For Frame, choices are VFR-rt, VFR-nrt, and UFR.</li> <li>For ATM, choices are CBR, VBR-rt, VBR-nrt, ABR, and UBR.</li> </ul>
<b>CIR/CLP 0 DDR</b>	This columns displays the cumulative CIR bytes or CLP 0 cells received by both ends of the VC (as appropriate to the VC type) divided by the cumulative bytes or cells transmitted by both ends of the VC. The resultant calculation is thus a weighted average of the End A to End B and End B to End A <b>DDR (Directional Delivery Rate)</b> .
<b>Avg RTD</b>	This column displays the VC's average <b>RTD (Round Trip Delay)</b> . <ul style="list-style-type: none"> <li>For Frame VCs, this measurement is normally reported by the network automatically.</li> <li>For ATM VCs, the measurement is derived from the average aggregate round trip delay measured for each of the inter-switch trunks the VC traverses.</li> </ul> <p><b>Note:</b> RTD is defined as the delay over the path traversed by the customer's VC.</p>

## Generating a SLA Report


**Procedure** Follow the steps in the procedure below to **generate** a **Port** or **VC SLA** report.

Step	Action
1	<p>From the <b>Data</b> application, select <b>SLAs</b> from the <b>Reports</b> menu.</p> <p><b>Result:</b> The <b>Reports Selection</b> screen appears.</p> 
2	<p>From the <b>Type</b> radio buttons, select <b>Port</b> or <b>VC</b> to generate the desired report.</p>
3	<p>From the <b>Date</b> radio buttons, select a single <b>day</b>, <b>week</b>, <b>month</b> or custom <b>date range</b> to generate your report range.</p>
4	<p>From the interactive calendar, select the specific date(s) you want the report to generate data for.</p>
5	<p>Click .</p> <p><b>Result:</b> The system retrieves the data matching your criteria, then displays it in the appropriate <b>Port</b> or <b>VC SLA</b> report.</p>

## Alarm Status






### Introduction

The **View Alarm Status** screen allows you to view high level information about alarms that have been detected on your network.

**Note:** By default, this page lists alarms for the last 30 days with a status of **Open** ()

### Fields and Descriptions

The table below describes the fields and buttons displayed on the **View Alarm Status** screen.

Field Name	Description
<b>Filters Section</b>	
<b>View By</b>	This <i>optional</i> field allows you to select a view by filter to view your Ports by <b>Customer ID</b> or <b>Carrier ID</b> .
<b>Status</b>	These radio buttons allow you to filter alarms by an <b>Open</b> , <b>Closed</b> , or <b>All</b> status.
<b>Select Date From</b>	This field allows you to enter a <b>Month</b> , <b>Day</b> and <b>Year</b> date for the first alarm in your selected range.
<b>Select Date To</b>	This field allows you to enter a <b>Month</b> , <b>Day</b> and <b>Year</b> date for the last alarm in your selected range.
	This button allows you to retrieve the network alarms that match the criteria you selected
<b>Functions</b>	
<b>Create Ticket</b>	This function allows you to create a repair ticket for the alarm displayed.
<b>View Alarm Status Section</b>	
<b>Alarm Status</b>	This field displays the status of the alarm; <b>Closed</b> , <b>Open</b> or <b>Both</b> .
<b>Report Period</b>	This field displays the date range for the alarms.
<b>Severity Level</b>	<p>This field displays the severity of each alarm:</p> <ul style="list-style-type: none"> <li>•  (gray) = warning</li> <li>•  (yellow) = minor</li> <li>•  (orange) = major</li> <li>•  (red) = critical</li> </ul> <p><b>Note:</b> The first column in the alarms list indicates the severity of each alarm.</p>
<b>Alarm Status</b>	<p>This field displays the icons used to indicate alarm status.</p> <p><b>Note:</b> The second column in the alarms list indicates the current status of each alarm.</p>

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## Alarm Status, continued

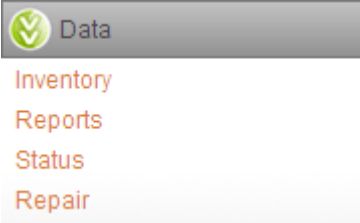
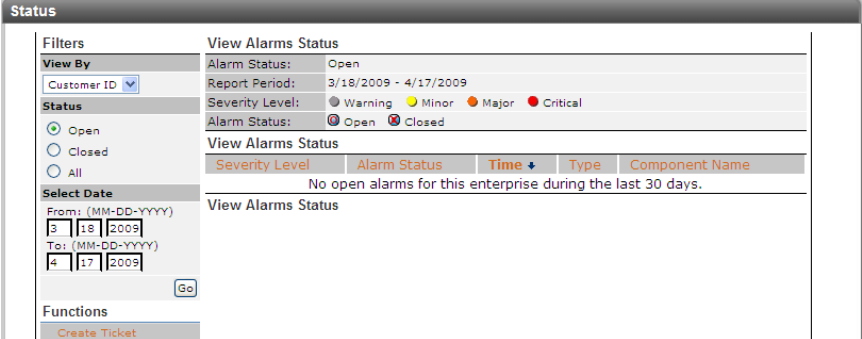
### Fields and Descriptions

(continued)

Field Name	Description
<b>Time</b>	This column displays the date and time at which each alarm in the list occurred.
<b>Type</b>	This column displays the reason for which each alarm occurred.
<b>Component Name</b>	This column displays each component that has experienced an alarm by Port Name or PVC Name.
Alarm Types	
<b>PPort (Physical Port)</b>	Network trap reporting LPort Link down (verified by polling); no network LPort Link up trap reported on the LPort for five minutes. LPort Down (closed) Network trap reporting LPort Link up, indicating an LPort previously meeting LPort Down event criteria has returned to an operational status.
<b>LPort Congested (open)</b>	As received from the network. LPortCongested traps indicate that traffic on a network LPort has exceeded the 90% congestion threshold percentage set for a one-minute period. The frequency of these events may point to the need for additional bandwidth.
<b>LPort Congested (closed)</b>	A logical Port previously experiencing congestion has remained below the 90% congestion threshold percentage for a period of three consecutive minutes.
<b>LPort Bouncing (open)</b>	Three network traps rePorting LPort Link "down" (verified by polling); within a sliding 30 minute period.
<b>LPort Bouncing (closed)</b>	LPort Bouncing event followed by network trap reporting LPort Link up; no subsequent network traps indicating LPort Link down for 15 minutes.
<b>LPort Down (open)</b>	Network trap reporting LPort Link down (verified by polling); no network LPort Link up trap reported on the LPort for five consecutive minutes.
<b>LPort Down (closed)</b>	Network trap reporting LPort Link up, indicating an LPort previously meeting LPort Down event criteria has returned to an operational status. This trap is not issued if a subsequent LPort Link down trap recurs within one minute of the network trap reporting LPort Link up.

# Viewing the Alarm Status

**Procedure** Follow the steps in the procedure below to **view** the **Alarm Status** screen.

Step	Action
1	<p>From the <b>Landing</b> page, click on the <b>Data</b> service.</p> <p>Result: The <b>Data</b> drop down appears. Click on the inventory. Note you can click any of the items in the drop down and navigate directly to that service for that product.</p> 
2	<p>From the drop down, click on the <b>Status</b>.</p> <p><b>Result:</b> The <b>Status</b> screen appears.</p> 


## Sorting the Alarm Status

**Procedure** Follow the steps in the procedure below to **sort** the **View Alarm Status** list.

Step	Action
1	From the <b>View Alarm Status</b> screen, click on the <b>Severity Level</b> column label to sort the list by the severity of each alarm.
2	From the <b>View Alarm Status</b> screen, click on the <b>Alarm Status</b> column label to sort the list by the current status of each alarm.
3	From the <b>View Alarm Status</b> screen, click on the <b>Time</b> column label to sort the list by the date and time for each alarm.
4	From the <b>View Alarm Status</b> screen, click on the <b>Type</b> column label to sort the list by the reason for which each alarm occurred.
5	From the <b>View Alarm Status</b> screen, click on the <b>Component Name</b> column label to sort the list by each component that experienced an alarm by Port or VC Name.

## Filtering the Alarm Status List

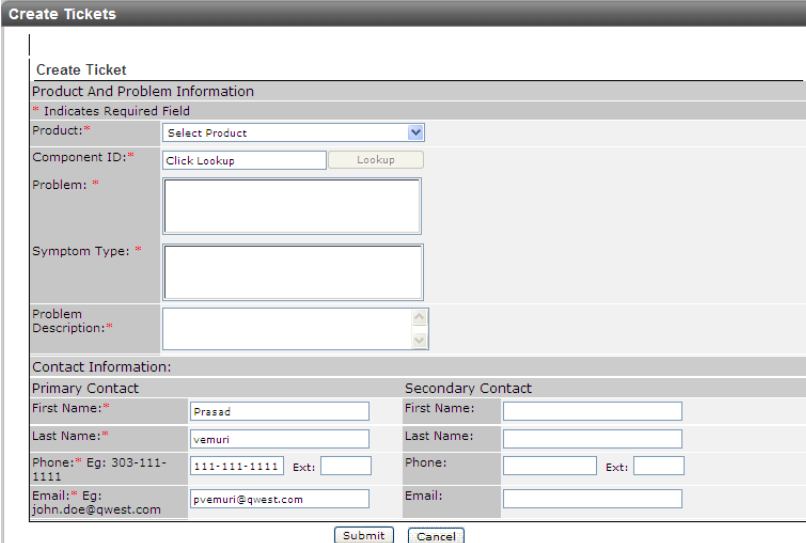
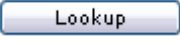
**Procedure** Follow the steps in the procedure below to **filter** the list of **alarms**.

Step	Action
1	From the <b>View Alarm Status</b> screen, select <b>Customer ID</b> or <b>Carrier ID</b> from the <b>View By</b> drop down list.
2	From the <b>Status</b> radio buttons, select <b>Open</b> , <b>Closed</b> or <b>All</b> to filter the alarms by the selected criteria.
3	In the <b>Select Date From</b> fields, enter the <b>Month</b> , <b>Day</b> and <b>Year</b> of the first alarm that should display.
4	In the <b>Select Date To</b> fields, enter the <b>Month</b> , <b>Day</b> and <b>Year</b> of the last alarm that should display.
5	Click  <b>Result:</b> The system retrieves the alarms that match you criteria..

# Create Ticket

**Procedure** Follow the steps in the procedure below to access the **Create Ticket** functionality. This screen allows you to report issues resulting in an alarm via the creation of a repair ticket.

**Note:** For additional details, see **Chapter 11: Repair Module**.



Step	Action
1	<p>From the <b>View Alarm Status</b> screen, click on the <b>Create Ticket</b> link from the <b>Functions</b> section of the screen.</p> <p><b>Result:</b> The <b>Create Ticket</b> screen appears.</p> 
2	<p>From the <b>Product</b> drop down list, select the appropriate product to report for your repair request.</p> <p><b>Note:</b> Once you have selected your product, the system refreshes your browser displaying detailed fields for the product selected.</p>
3	<p>From the <b>Component ID</b> field, click .</p> <p><b>Result:</b> A list of service components appears in a new browser window.</p>
4	<p>From the list of service components, select the value that is experiencing the problem.</p> <p><b>Result:</b> The system inserts the service component selected in the <b>Component ID</b> field and closes the browser window containing the service components list.</p>

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## Create Ticket, continued

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### Procedure (continued)

Step	Action
5	From the <b>Problem/Component Type</b> field, select one of the values provided in the list box.
6	From the <b>Symptom Type</b> field, select a value that best matches the symptom that is being experienced.
7	In the <b>Problem Description</b> field, enter a brief description of the issue being experienced.
8	In the <b>Primary Contact</b> fields, enter your <b>First Name</b> , <b>Last Name</b> , <b>Phone</b> and <b>Email</b> address in the corresponding fields.
9	In the <b>Secondary Contact</b> fields (if applicable), enter <b>First Name</b> , <b>Last Name</b> , <b>Phone</b> and <b>Email</b> address for any additional contacts for the repair ticket.
10	Click  to create your repair ticket.  <b>Note:</b> Click  to exit this process without submitting the repair ticket.

## Alarm Details


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### Introduction

The **Alarm Details** screen provides you additional information about a selected alarm and the affected component.

### Fields and Descriptions

The table below describes the fields and buttons displayed on the **Alarm Details** screen.

Field Name	Description
<b>Component Name</b>	This field displays the name assigned to the affected component.  <b>Note:</b> A network-assigned name appears here by default. If you have already renamed the component, your selected name appears here.
<b>ID</b>	The field displays a unique identifier assigned to the selected component.
<b>Component Type</b>	This field displays the type of network component affected by the event that caused the alarm.
<b>Alarm Logged Time</b>	This field displays the date and time at which the server detected the alarm.
<b>Alarm Open Time</b>	This field displays the date and time at which the network detected the event that caused the alarm.
<b>Status</b>	This field displays the current status of the selected alarm.
<b>Severity</b>	This field displays the severity level of the alarm.  Note: This is determined by the component that is down. Warning levels <b>Cleared, Indeterminate, Warnings</b> are recorded, as well as, color-coded severity levels <b>Minor, Major, and Critical</b> .
<b>Type</b>	This field displays the reason for the selected alarm.
<b>Description</b>	This field displays a brief description of the reason for the alarm.
	This button allows you to return to the previous screen viewed.

## Viewing the Alarm Details

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**Procedure** Follow the steps in the procedure below to **view** the **Alarm Details** screen.

Step	Action
1	From the <b>View Alarms Status</b> screen, click on name of any value in the <b>Component Name</b> column.  <b>Result:</b> The <b>Alarm Details</b> screen appears.

## Data Repair

**Introduction** The **Repair** menu provides you the ability to view and create repair tickets for your Data services. This functionality can be accessed via the **Data** product application or the **Repair** Module.

For detailed instructions, see **Chapter 9: Repair Module**.

## Contact List

**Introduction** The proactive notification **Contact List** menu allows you to view and create a list of contacts for your data services. This functionality can be accessed via the **Data** product application or the **Home** Module.

For detailed instructions, see **Chapter 2: Home Module**.