Windstream 2011

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1 Introduction

Welcome to the Windstream Network Portal!

The Windstream Network Portal is a web-based reporting tool that enables you to view Windstream core network performance statistics, such as Availability, Latency, Packet Loss and Jitter. You can also view the bandwidth utilization and connectivity status of your products.

This Portal supports Windstream IP products including:
- Dedicated Internet (DI)
- Ethernet Internet (EI)
- Dynamic IP (DYIP)
- Virtual PBX (vPBX)
- Virtual LAN Services (VLS)
- Virtual Private Network (VPN)

This Customer User Guide covers:
- What you see when you log in to the Network Portal
- The views available to you
- How the views can be used day-to-day

The Network Portal works best when accessed with one of these web browsers:
- Internet Explorer 7 or higher with Adobe SVG plug-in
- Firefox 3.6/4.0

System requirements:
- Windows XP SP2 or higher
- Mac OS X 10.6 or higher
- Red Hat Linux/CentOS 5.x or higher

If you are using Internet Explorer and you do not have SVG Plug-In, go to the Adobe website and download the plug-in.

For technical support, contact the Customer Experience Center at Windstream: 800-600-5050

The views in this document are considered typical and may vary slightly from what you experience in your Customer account.
1.1a Login into Network Portal via Windstream Online

Now that the Windstream Network Portal can be accessed via Windstream Online all first time or new users must register into Windstream Online by using the following instructions. To register select register for access.

To register a customer/user for first time use the following information is required.

- Billing Account Number
- PIN Number "Which can be found on the Billing Invoice"
- Zip Code

Once the required information is placed into the form select validate and once validation is complete the user will now be able to login to Windstream Online.
Now that the customer/user is registered the customer can now login via the initial login screen with his or her registered email address and password.

Once customer/user logs into Windstream Online select the option called "My Network Tools"
Next select my “Network Health Reporting” and the customer/user should now be connected to the Windstream Network Portal.

If the portal doesn’t display immediately, just click here as shown below and the customer/user will be directed to the Windstream Network Portal.
1.1 The Initial View of the Network Portal

The default dashboard displays when you log in to the Network Portal. The components of this dashboard are explained in Section 2 - *Using the NETwork Portal Dashboards.*
2 Using the Network Portal Dashboards

2.1 The Parts of the Dashboard Interface

The Network Portal dashboard interface is made up of several parts, with the main areas being the Dashboard Navigation Panel (1) and the Dashboard Display Area (2).
2.1.1 The Dashboard Navigation Panel
The Dashboard Navigation Panel is used to select the dashboard you want to view. By default, when you log in to the Portal the Service Level Agreement (SLA) dashboard displays. To select a different dashboard, click on its name. You can also expand any folder in the Navigational Panel by clicking on it.
2.1.2 Viewing the SLA Reporting Dashboard

The SLA Reporting dashboard displays information about the general state of the Windstream Customer Delivery Network as well as information specific to your account. The areas of this dashboard are the:

Overall Windstream Customer Delivery Network Health Chart (1)
Windstream Network Health Gauge (2)
Customer Information Area (3)
Customer Overview Navigation Bar (4)

(1) Network Health Chart  
(2) Windstream Health Gauge  
(3) Customer Information  
(4) Overview Navigation Bar
2.1.2.1 The Network SLA Performance Chart

The Network SLA Performance Chart displays four Average Network Service Measurements for each of the four Classes of Service offered by Windstream for the Network Portal products. Each of the measurements cells offers a numerical value, as well as a color code indicating one of three statuses: Performing (green), Marginal (yellow), or Under Performing (red).

Clicking on any of the labels or titles takes you to a detailed explanation of these terms and how they are measured. Clicking on a measurement cell opens a set of graphs in a separate window showing the history of the measurement over the last day, week, month, and year.

<table>
<thead>
<tr>
<th>QoS Class of Service</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Real Time</td>
<td>Real Time Class of Service (CoS) delivers premium Quality of Service (QoS) to your site and is optimized for low latency and low jitter performance required for voice communications.</td>
</tr>
<tr>
<td>Mission Critical Data</td>
<td>Mission Critical Data CoS provides the highest priority treatment for data. This CoS is intended for applications with high-business value, large bandwidth allocation and/or lower latency requirements such as interactive video conferencing, streaming video, credit card transactions and Enterprise Resource Planning (ERP) applications.</td>
</tr>
<tr>
<td>Business Critical Data</td>
<td>Business Critical Data CoS provides priority treatment for transactional and interactive data such as email or client/server applications.</td>
</tr>
<tr>
<td>Standard Data</td>
<td>Standard Data CoS enables you to share latency and jitter tolerant data and Internet applications across all locations.</td>
</tr>
</tbody>
</table>
Click the gray area (background color) around any of the graphs, the Metric Manager Performance Details window displays. \(^{(1)}\) takes you to a detailed graph view that lets you view any time period in detail using the daily, weekly, monthly, or yearly Time Period controls \(^{(2)}\) or export the data to Microsoft Excel using the export icon \(^{(3)}\). To get back to the previous page click the Performance tab \(^{(4)}\). This functionality is part of all of the graphs in any dashboard.
2.1.2.2 The Windstream Network Health Gauge

The Windstream Network Health Gauge is a single measurement derived from all of the individual measurements found in the Overall Windstream Customer Delivery Network Health Chart. It indicates the overall health of the Windstream Customer Delivery Network on a scale of zero (0) to one hundred (100), with one hundred indicating that the network is operating optimally. The gauge displays the health based on the past 24-hour window and is updated every 5 minutes.

2.1.2.3 The Customer Information Area

The Customer Information Area displays information about your account and services.

The following information displays in this area:

- Your Customer name (1)
- The username you used to login (2)
- The current date and time (3)
- Windstream Maintenance Operation (MOP) (4)

The MOP field displays:

- **Next MOP: None** - If no maintenance operation is scheduled for your equipment.
- **Next MOP: [Start Time]** - If you have an upcoming maintenance operation.
- **Current MOP: [Start Time]** - If you are currently in the middle of a maintenance operation.
2.1.2.4 The SLA Reporting Navigation Bar

The SLA Reporting Navigation Bar at the bottom of the window has links to Windstream information and navigation shortcuts to Windstream services.

**HOME** – Allows you to navigate back to the initial dashboard view, resetting your entire web browser window. This same function can be performed by clicking the Dashboard button in the upper left of the dashboard interface.

**WINDSTREAM BUSINESS** – Opens a new page with the Windstream Business web site.

**SLA** – Opens a new page with a detailed explanation of Windstream Service Level Agreements.

**PRIVACY STATEMENT** – Opens a new page with the Windstream Privacy Statement.

**TERMS AND CONDITIONS** – Opens a new page with the Terms and Conditions for Services and/or Equipment Provided by Windstream.

**CONTACT US** – Opens a new page with the Windstream Contact Form.

**HELP/FAQ** – Opens a new page with detailed Help and Frequently Asked Questions information.

**User Guide** – Links you to the current version of this guide.
2.1.3 Viewing the WAN Utilization Dashboard
For site level bandwidth utilization reporting, the Portal system polls the Windstream managed handoff device every five minutes (managed router, Internet Access Device (IAD), etc.) to determine inbound and outbound bandwidth use at the WAN interface to the network.

Results are then compiled and displayed through the Portal dashboards to Customers. Bandwidth utilization statistics are available in daily, weekly, monthly, and yearly graphical views.

From the Dashboard Navigation Panel, click the plus sign to open the WAN Utilization folder. Then click the site to view the dashboard.
On this Dashboard you find the following information:

CPE\(^{(1)}\) - availability of your managed device
Daily Average Bandwidth\(^{(2)}\) – displays the status of your outward facing circuit; click to display additional information
Detailed measurements\(^{(3)}\) - inbound traffic, errors, and discards on your outward facing circuit; click to display additional information
Windstream Network cloud graphic\(^{(4)}\) - click to return to the SLA Reporting Dashboard
Circuit ID \(^{(5)}\) - Displays the circuit identification number for the location.

You can click on objects and labels on the Dashboard to view additional information, if available.
2.1.3.1 CPE – Managed Device

The CPE area of the Dashboard displays the availability of the CPE device. The percentage of availability displays (e.g. 100%) and it is color coded: Performing (green), Marginal (yellow), or Under Performing (red).

One of two CPE icons display in the CPE (Managed Device) area:

- **Router** – performs routing of traffic; does not have firewalling capabilities
- **Firewall** – performs routing and firewalling functions.
2.1.3.2 Daily Average Bandwidth and Circuit ID

The Daily Average Bandwidth area displays the status of your outward facing circuit. You can click this area to display additional information. The circuit ID for the location is also displayed.

When you click the Daily Average Bandwidth area, four graphs display showing the measurement over the last day, week, month and year. Here is an example of a Daily graph:
Click the gray area (background color) around the graph, the Metric Manager Performance Details window displays. You can use the toolbar to export to Microsoft Excel, change the timeframe for the reporting (e.g. monthly) and more. See details below.

Export to Excel
Select Daily Time Frame
Select Weekly Time Frame
Select Monthly Time Frame
Select Yearly Time Frame
Select Next Time Period
Refresh Screen
Enable Zoom Function for Bandwidth and Time Axes
Enable Full Scale View
View 75% and 90% Bandwidth Thresholds
Enable Abnormal Lines (Not currently used)
2.1.3.3 Detailed Circuit Measurements

The detailed circuit measurements display on the dashboard. The measurements include three graphs for: In/Out Traffic, Errors and Discards. You can click the graphs to display daily, weekly, monthly and yearly measurements. More details on Traffic, Errors and Discards are in the Help/FAQ in the Portal.

2.1.3.4 Buttons – bottom of WAN Utilization Dashboard

At the bottom of the dashboard are three buttons that give you access to Product Information (1), User Information (2), and a Site List (3).
2.1.3.5 Customer Account and Services

At the bottom of the dashboard are the account name and a list of the IP services at the location.

<table>
<thead>
<tr>
<th>Customer Service</th>
<th>Service field</th>
</tr>
</thead>
<tbody>
<tr>
<td>Dedicated Internet</td>
<td>DIA</td>
</tr>
<tr>
<td>Ethernet Internet</td>
<td>EIA</td>
</tr>
<tr>
<td>Dynamic IP</td>
<td>VAD (Voice and Data)</td>
</tr>
<tr>
<td>vPBX</td>
<td>HVAD (Hosted Voice and Data)</td>
</tr>
<tr>
<td>VPN</td>
<td>L3VPN</td>
</tr>
<tr>
<td>VLS</td>
<td>VLS</td>
</tr>
</tbody>
</table>

Note: If you have a multi-site location, click the location in the navigation panel to see the dashboard for that site.
2.1.4 Viewing the WAN Health Summary

The dashboard displays the availability of your network for each location. If you have multiple hub sites they are listed first followed by the remote sites.

On this Dashboard you find the:

Buttons (1) - These 3 buttons provide access to Product Information, Update User Information, and a Site List.

Status Indicators (2) – displays availability, inbound utilization and outbound utilization for each site. Clicking on any of the outward facing circuit status elements or on any of the utilization indicators for your sites opens a set of graphs in a separate window showing the history of the measurement over the last day, week, month, and year.

- Green – Performing optimally
- Yellow – Marginal performance
- Red – Under performing

You can click on the Status Indicators on the dashboard to view the detailed circuit measurements.

☞ Note: If you have multiple hub sites the hub sites will be listed first then the remote locations.
### 2.1.5 Displaying Your Site List

The Site List displays each Site Address, Circuit ID, services at the site, and Device Name. The Site List can be accessed either from the Dashboard Navigation Panel or from the gray button within any of your dashboards.

Clicking this button opens a window like the one below, giving the Device Name, Site Name, and Site Address for your managed devices. The information contained in the Network Portal is updated once every 24 hours and any changes in your site information are available from this dashboard at that time.
2.1.6 Bandwidth Utilization Alerts

The Network Portal will automatically generate and send e-mail alerts to designated contacts when bandwidth utilization for a particular location exceeds pre-set thresholds of 75% and 90%, respectively.

In order for bandwidth utilization alerts to be generated, bandwidth usage must exceed these pre-set thresholds for three consecutive five minute polling intervals. Bandwidth alerts provide you with near real-time notification when site level port utilization begins to approach a congested condition.

Below are examples of the Bandwidth Utilization Alerts you will receive:

-----Original Message-----
From: Windstream Data Network Operations [mailto:donotreply@windstream.com]
Sent: Thursday, November 29, 2012 8:58 AM
To: Carmine Camilian
Subject: Windstream Notification Alert

This email is to notify you that we have received the following alert:

SEVERITY: Minor, Bandwidth Greater Than 75%

If you have any questions, please contact the Windstream Customer Experience Center at 877-275-9057.

Windstream Network Portal: https://networkportal.windstreambusiness.net

Please do not reply to this e-mail address. This e-mail was auto-generated and is an unmonitored e-mail account.

-----Original Message-----
From: Windstream Data Network Operations [mailto:donotreply@windstream.com]
Sent: Thursday, November 29, 2012 9:58 AM
To: Jacob Molton; Gerry Butler
Subject: Windstream Notification Alert

This email is to notify you that we have received the following alert:

SITE / DEVICE NAME: Quadruplex Billing Services - 1234 Near Bye Road, Suite A1, North Charleston, SC 29426 - 191966-quadruplex ALARM TYPE: Interface Bandwidth TRAFFIC DIRECTION: Outbound
SEVERITY: Major, Bandwidth Greater Than 90%

If you have any questions, please contact the Windstream Customer Experience Center at 877-275-9057.

Windstream Network Portal: https://networkportal.windstreambusiness.net

Please do not reply to this e-mail address. This e-mail was auto-generated and is an unmonitored e-mail account.
2.1.7 Updating Your User Information

You can request an update to your User Information by accessing the Update User Information dashboard either from the Dashboard Navigation Panel or from the blue button at the bottom of the Dashboards.

The Update User Information dashboard displays your current User information and the Contact information for up to 10 of your registered contacts in the Network Portal. This means up to 10 people can receive email notifications related to the Network Portal (e.g. Bandwidth Utilization Alerts).

The User and Contact information relates to the Network Portal only. It does not relate to other Windstream business, such as billing contacts. Regardless of Contact Type (e.g. Primary, Secondary), every Contact receives all emails related to the Network Portal, unless the Enable Notifications \(^{(1)}\) box is unchecked.

To modify an existing contact, type over the existing information and click Submit \(^{(2)}\).

To add a new contact, scroll down to a blank contact area, complete the contact information and click Submit.
When you click the **Submit** button, a confirmation window displays and the changes are highlighted in red. In the example below, the Mobile Phone of John Smith is in red text to indicate it is being changed (1).

If the request is correct, click the **Yes** button (2). The message *Customer Information Request Has Been Sent* displays.

If the request is *not* correct, click the **No** button (3). The message *User Information Update Aborted* displays.

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**Important:** You can only submit one User information Update request per day.

When your User Information Update request is sent to Windstream for processing, you receive the following window. The information contained in the Network Portal is updated once every 24 hours. Once your change has been processed by Windstream, it is reflected in the Update Customer Information dashboard the next day. Please do not submit the same request multiple times.
2.1.8 Viewing General Product Information and User Guide

General information about any Windstream product supported by the Network Portal is obtained from the Production Information dashboards in the General Information dashboard folder (1). You can also access the Windstream Customer User Guide (2). There are currently six products supported by the Network Portal whose corresponding dashboards can be seen below: Dedicated Internet Access (DIA) (3), Ethernet Internet Access (EIA) (4), Hosted VoIP and Data Bundle (HVAD) (5), VoIP and Data Bundle (VAD) (6), Virtual LAN Services (VLS) (7), and Virtual Private Network (VPN) (8) products. Clicking one of the products displays product information on windstream.com.