



Dynamic Network Manager Activation Testing Job Aid

Things to Know

Products that are supported for **Activation Testing** are:

1. Private IP (PIP)
2. Internet
3. Ethernet

You may experience a 5 min delay in retrieving test results when:

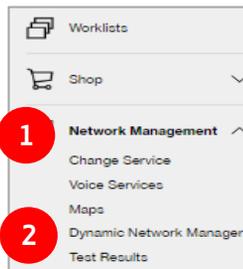
- Activation Testing involves a Canoga Perkins device

Getting Started

Login to [Verizon Partner Solutions Exchange](#) portal

From the **Hamburger** menu  select:

1. Network Management
2. Dynamic Network Manager



Note: Access to Dynamic Network Manager must be enabled within the Verizon Partner Solutions portal prior to use:

Open a [Care Request](#) and include the following detail:

- Provide: Company Name
- User(s): First & Last Name
- List the specific Bans associated to these products: Dedicated Internet, Private IP or Switched E-Line

Search

There are **four** ways to locate a circuit ID to begin Activation testing

Option 1: From **Search bar**



Search by Circuit ID

Option 2: From **Network**



Search by Product

Option 3: From **My Networks**



Option 4: From **Service Activation**



Activation Prep

After retrieving the circuit details, click **Open**

Circuit ID	Service ID	PVC	VPN	Access Circuit ID	Description	Street	City	State	Country	Zip	Port Speed	VPN ID
C119	153802	6332	Internet	E4109		691 ROUTE 2	MILLER PL	NY	USA	11764-2	100 Mbps	153



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Activation Prep (continued)

1. Click the (+) to expand the details and review your configuration information for accuracy
2. Review Service Address
3. Review Network Settings:
 - CE Settings: IP address | Layer 2 Encapsulation | Demarc
 - Layer 1 / 2: Connector | Handoff | VLAN
 - Static Route: Location | Routing Configuration | Interface ID | IP Address
4. Click Actions and select Pre-Test Validation to conduct a pre activation test (as applicable)

Use the pencil to edit certain configuration details (as applicable)

This screenshot shows the service details page for Circuit ID C119. Callout 1 points to the '+' icon in the Actions menu. Callout 2 points to the Service Address field (91 ROUTE 25 MILLER PLACE, NY 11764). Callout 3 points to the Network Settings tab. Callout 4 points to the Actions menu.

Circuit ID C119	Port Speed 100 Mbps	Encapsulation ETHERNET	Routing Protocol STATIC	Description	Actions
Service ID 15380					Preferences
PVC 63327	Service Type Not Managed	Network IPv4 Address 3.114.60.17 /30	Start DDoS Mitigation	Entitlements	Utilization Notifications
Service Address 91 ROUTE 25 MILLER PLACE, NY 11764			Add DDoS Security		Activation Status Ready for Traffic
					Retry Activation
					Escalate Activation
					Birth Certificate

This screenshot shows the Network Settings tabs. Callout 3 points to the Network Settings tab. The tabs include Details, Network Settings, Static, Diagnostics, Utilization, Orders, DNS, and Virtual Services.

Below the tabs are sections for CE Settings, Layer 1/2 Information, PE Settings, and Static Route, each with a '+' icon to expand.

This is an expanded view of the CE Settings section. Callout 3 points to the IP address field (3.114.60.17 /30) in the Customer Edge Settings table.

Customer Edge Settings					
Address / Prefix	3.114.60.17 /30	Layer 2 Encapsulation	ETHERNET Untagged		
Server Level	Not Managed				
Demarcation Information					
24791253C	Site Type CUST	Address 91 ROUTE 25	LD1: BLDG LV1: MAIN	LD2: FL LV2: 1ST	LD3: RM LV3: ELECTRIC

This is an expanded view of the Layer 1/2 Information section.

CONNECTOR TYPE	RJ45	CE WAN Interface / Handoff Type	100BASE-TX INTERFACE 100M
VLAN set to	Untagged		

This is an expanded view of the Static Route section.

Configure Static Routers			
Location	Miller Pl	Description	
Your Routing Protocol is Configured to	STATIC	Interface ID	xe-5/2/1
CE IP Address	3.114.60.17 /30		



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Start Activation

1. Click **Start**

Circuit ID C5024 Service ID 153827 PVC 6332698 Service Address 150 JERICHO TPKE COMM.	Port Speed 300 Mbps Service Type Not Managed	Encapsulation ETHERNET Network IPv4 Address 52.186.232.8 /30	Routing Protocol STATIC Start DDoS Mitigation Add DDoS Security	Description Entitlements 	Actions Open Preferences Utilization Notifications Activation Status <input checked="" type="radio"/> Ready for Traffic 1 Start
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Note: Activation results may take up to 5 minutes before the results are displayed

2. The Activation (NID & PE Activation Status etc.) consists of several connectivity tests to measure how your configured in our network

Activate Internet Dedicated for C5024

NID USANY124837911CCN390001.CHASSIS.1.1	Ciena CIENA3903
L2A VFI.4D.0.1	Juniper JUNIPER_MX960
PE A83.12A.0.1	Juniper JUNIPER_MX960

Click on the plus sign to view the details of the activation test

NID Activation Status

- Check EVC Status
- Check EVC Statistics
- Check Subscriber Status

PE Activation Status

- Check Interface
- Check Connectivity

Check Connectivity Started
Response after Check Connectivity execution :
PING 152.186.232.90 (152.186.232.90): 1400 data bytes

--- 152.186.232.90 ping statistics ---
5 packets transmitted, 0 packets received, 100% packet loss

Check Connectivity Failed
Interface is down.
Response after Check Connectivity execution :

I. Customer Interface not coming up

- Check cabling for correct Demarcation Assignment.
- Validate Secure/tight and well seated connection, so the port status lights clear?

Re-Test **Schedule** **Close** **Activation Support** **Confirm Activation**

Admin Ports State

Up Down

Auto-Negotiation <input type="radio"/> Enable <input checked="" type="radio"/> Disable	Speed Select	Duplex Select
Vlan Loopback <input type="radio"/> Up <input checked="" type="radio"/> Down	Loopback Vlan Id	

Update

Activation Results

- When the **initial test** begins, a **blue bar** will be displayed
- If the activation test was **successful**, a **green bar** will be displayed
- If the activation test was **unsuccessful**, a **red bar** will be displayed with troubleshooting tips to help resolve the issue

Action Buttons

- Re-Test: Repeat the Activation Test
- Schedule: Coordinate an Activation test with Verizon
- Close Activation test window
- Activation Support: Request support
- Confirm Activation



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Activation Results

Once the Activation test is completed, you will have a couple of options to choose from:

Successful Activation: Activation Support & Confirm Activation buttons will be displayed

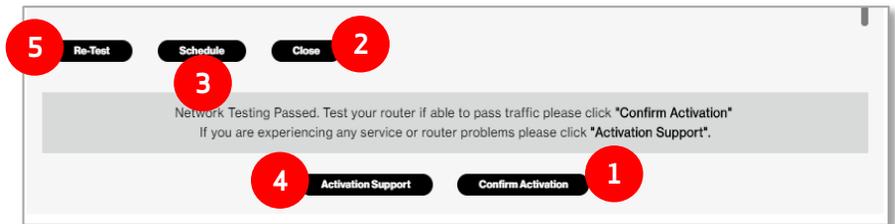
1. Once the Activation is test is successfully completed, click on Confirm Activation
2. Click Close

Unsuccessful Activation: will display the following options

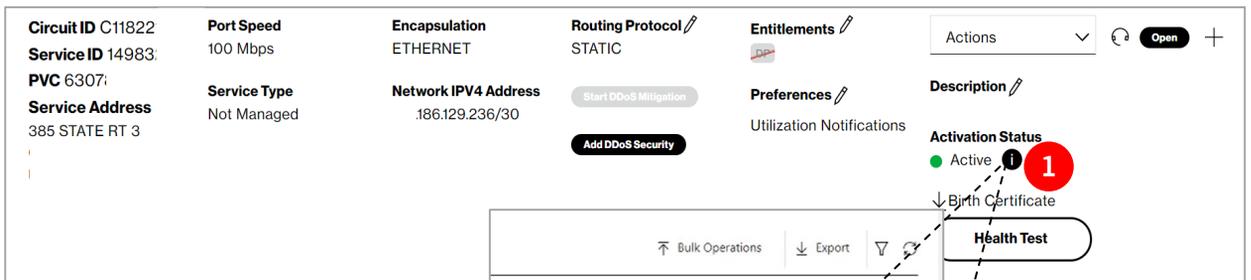
3. Schedule Activation
4. Activation support

Re-Test: will display the following options

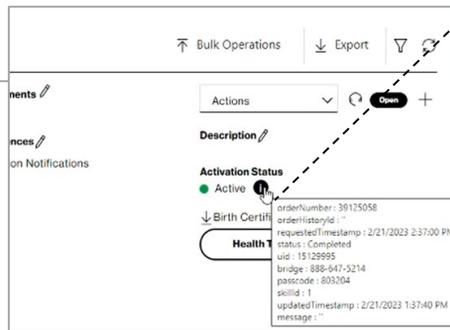
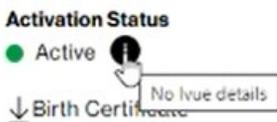
5. Available whether test is successful or unsuccessful



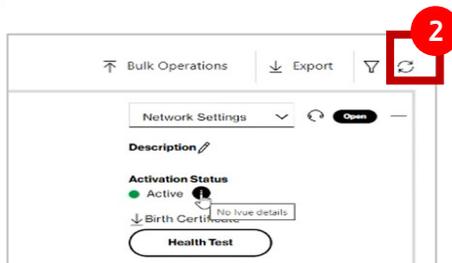
1. Click the **1** information icon to see details of the activation



2. If No Ivue details appear:



Click the **refresh button**, to refresh the page



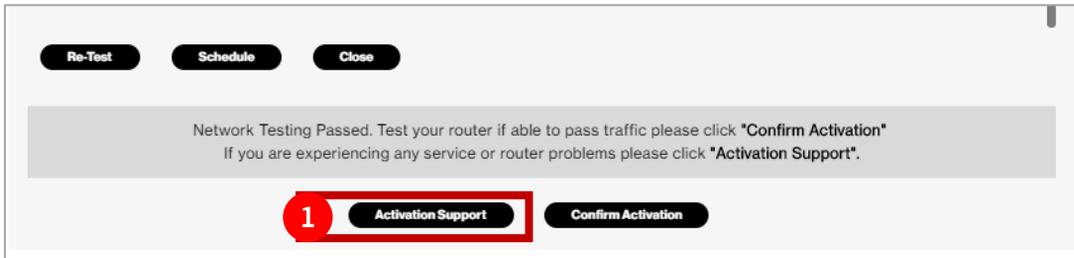


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Activation Support

To request Activation Support (30 min window) from a Verizon technician if the activation fails:

1. Click **Activation Support**



2. Complete the required information and click submit. A Verizon technician will call you back within 30 minutes.

Activation Support 2

Contact Name*
Customer Name

Contact Number*
Callback
Enter valid Phone number

Email Address*
Customer email
Enter valid Mail ID

Audio Conference Information

Bridge
Verizons Bridge Use My Audio Bridge ← Direct Call back

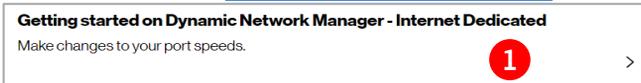
Phone Number*
Direct Call back
Enter valid Phone number

Passcode*
0000
↑ Direct Call back and no passcode required

Submit Close

Resource Documentation

1. Access additional [Resource Documentation](#) within Dynamic Network Manager



2. For system related matters, please open a [CARE Support Ticket](#) within the Verizon Partner Solutions Exchange portal

