

Dynamic Network Manager Service Activation Guide

October, 2022

V5.0



Dynamic Network Manager (DNM) Service Activation Guide

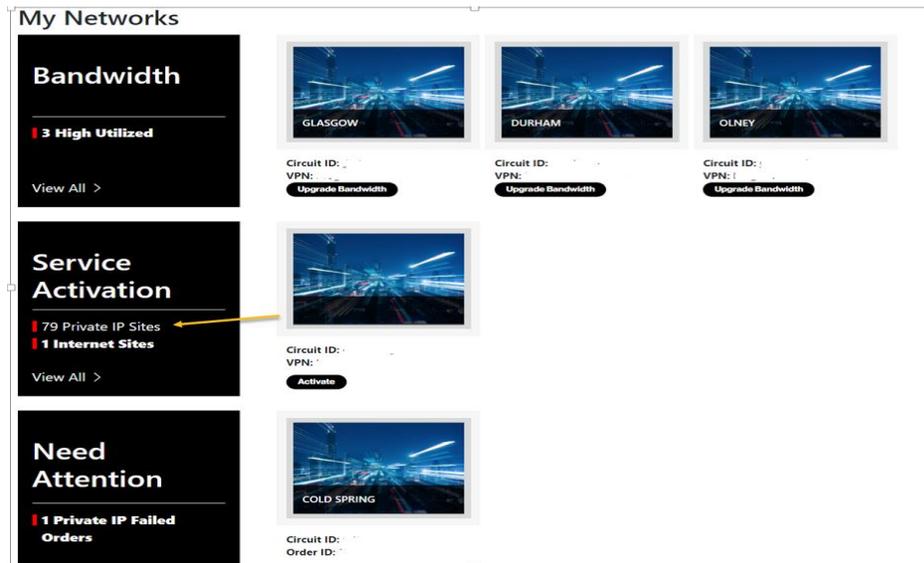
This document will provide you with step by step instructions on how to activate your company pending circuits.

Note: Each client user will need at least “Read only” access in DNM to complete an activation. If the client wants to have DPort or DCar capabilities, the client administrator will need to ensure each user has DPort and DCar enabled on their account because it is a billable feature. After that is confirmed, the client administrator will need to go into the user's profile and grant each individual with that access or create a group profile that all users within that account can utilize.

Step by Step instructions:

Once your user profile is set up with DNM access, you will need to log into the DNM tool.

DNM Home Page



My Network screen shows three different tiles to help find the type of action you want to take within your account.

- The first box labeled Bandwidth – indicates the customer has 3 circuits that have high utilization and are ready to upgrade.
- The second box labeled Service Activation is the new sites that have recently been completed and are ready for activation. Notice there are two vertical red lines.
 - There are 79 PIP sites
 - 1 IDE site that needs to be activated.



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- The third box are orders that have failed an activation attempt and need addition from the client.

If you want to show the list of circuits that need to be activated, click on the circuit that needs to be activated or click on view all.

You can now launch the test directly from the circuit details. However, if you need to review and confirm information regarding the CE and PE configuration you can find this by clicking on actions and then View Details.

The screenshot displays the 'Circuit Details' page in the Dynamic Network Manager. The top section shows key information: Circuit ID, Service ID, PVC, VPN, VRF Name, and VPN Address (4950 N Basin Ave). It also lists Port Speed (10 Mbps), Realtime CAR (768 Kbps), Encapsulation (ETHERNET), Traffic Rule (G1), Equipment IP, Service Type (Not Managed), and Description. An 'Actions' dropdown menu is visible, with 'View Details' and 'Modify Bandwidth' options. The 'Activation Status' is 'PENDING', with 'Start' and 'Schedule' buttons.

The middle section shows a navigation bar with tabs: Details, Network Settings, Orders, Diagnostics, Utilization, Virtual Services, Cloud Services, and Other VRF. The 'Orders' tab is selected, and a green arrow points to it. The 'View Details' dropdown is open, showing 'View Details' and 'Open' options. Preferences for Utilization and Change Notifications are also visible.

The bottom section, titled 'Circuit Details', contains two bar charts: 'Port Speed' (Current - 3 Mbps, Max Speed 10 Mbps) and 'EF Real Time Car' (Current - 768 Kbps, Max Speed 2.5 Mbps). Below these are various configuration parameters:

Utilization Alert Threshold	%	Class of Service	ETM
Topology	H	Egress Profile	G1
CE IP Address		Shaping Profile	Automatic
Access Type	ETH10Gig	Interface Name	TenGigE0/0/0/2
Routing Protocol	BGP	Access Speed	10 Mbps

The Layer 1, 2 and 3 configurations are located in Network Settings. This information will help with the set-up and configuration for the CE device.



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Details	Network Settings	Orders	Diagnostics	Utilization	Virtual Services	Cloud Services	Other VRF
Customer Edge Settings							
IPv6 Address / Prefix				Layer 2 Encapsulation		ETHERNET VLAN : 200	
Server Level		Not Managed					
Layer 1/2 Information							
CONNECTOR TYPE			RJ45		CE WAN Interface / Handoff Type		GigE T
VLAN set to		200					
Services(s) Ordered							
Service Order				Work Order			
Managed Service		Not Managed					
Demarcation Information							
11345910C		Site Type	Address	LD1: ROOM	LD2: FLOOR	LD3: BUILDING	
		CUST	5100 S Mcclintock Dr	LV1: NE Corner	LV2: Ground Flo	LV3: Main	
General Interface Configuration							
Router Name		WIT9E01		Encapsulation		ETHERNETVLAN : 200	
Router Type		ASR9K		IPv4 Address / Prefix			
Access Type		ETH10Gig		IPv6 Address / Prefix			
Interface Name		TenGigE0/0/0/2.5073					
Routing Protocol		BGP		Shape Adjustment for Ethernet		85%	
Virtual Route Forwarding (VRF)							
VRF Name				WAN Analysis Reporting		No	
Topology		HUB		MAX Paths		0	
Max Routes		25000		Max Paths Routes Load Sharing		No	

Once you are ready to begin and you have confirmed that the router is connected to the NID and the CE configuration is loaded correctly, then Click on Start Activation.

The first portion of the test will show the topology path of the circuit.

NID: Overture or Ciena 3903 (This is NID device located at the DMARC installed by Verizon).

L2A: Verizon Layer 2 Switch

PE: PIP Router



The screenshot displays the 'Activate Private IP' configuration page. It features three main configuration boxes:

- NID:** Includes a menu icon, the label 'NID', and the value 'Overture OVERTUREISG400'.
- L2A:** Includes a menu icon, the label 'L2A', and the value 'Juniper JUNIPER_MX960'.
- PCR / PE:** Includes a menu icon, the label 'PCR / PE', and the value 'Cisco ASR9010'.

Below these boxes is the 'NID Activation Status' section, which contains three green status bars, each with a plus sign on the right side:

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

Each individual test is shown by the green status bar above. When the test is running this bar will turn blue. If it fails, it will turn Red and give you a troubleshooting guide to help resolve the issue. If it turns Green then the test passes. In order to see what the results click on the green bar and it will expand to show you the results.

DNM has an interactive feature which allows real time changing of the speed and duplex. Below is the configuration of the port facing the CE. It shows the speed/duplex settings within the Overture or Ciena.



```
Check Subscriber Status

#####
Check Subscriber Status - Command:Configuration : Started.
#####
Port : 1
Slot : 0
AutoNegotiation : complete
CrossOver : mdi
Duplex : fullDuplex
EtherStatusOperState : up
EthernetConfigAdminState : enabled
EthernetConfigAutoNegotiation : enabled
EthernetConfigCrossOver : automatic
EthernetConfigDuplex : fullDuplex
EthernetConfigSpeed : 1000
EthernetName : SNM.Circuit[REDACTED]
#####
Check Subscriber Status - Command:Configuration : Success.
#####
```

If you look below, this screen allows you to make changes to the Overture/Ciena 3903 via DNM directly.

Admin Ports State
 Up Down

Auto-Negotiation **Speed** **Duplex**
 Enable Disable 1000 [v] Full Duplex [v]

Vlan Loopback **LoopBack Vlan Id**
 Up Down

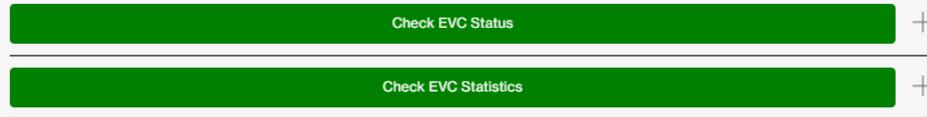
Update

You can admin down the user port to confirm connectivity or change Negotiation settings, Speed/Duplex and hit update.

Next we move on to the L2 device. The L2A device is the Verizon switch connected to the circuit to the DMARC and to the Verizon PIP router.



L2A Activation Status

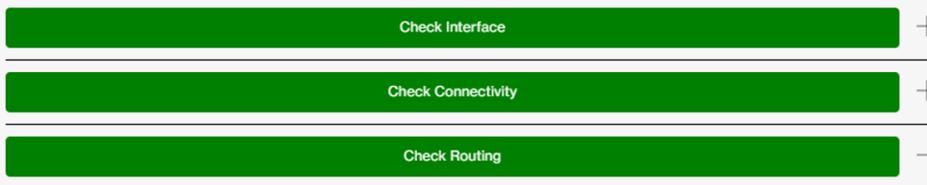


Check EVC Status confirms that the sub-interface the circuit being attempted is up.

Check EVC Statistics is checking for two-way traffic in the L2 Device.

Finally we move to the Layer 3 portion of the test. Each test runs some validation Layer 3 tests to confirm connectivity.

PCR / PE Activation Status



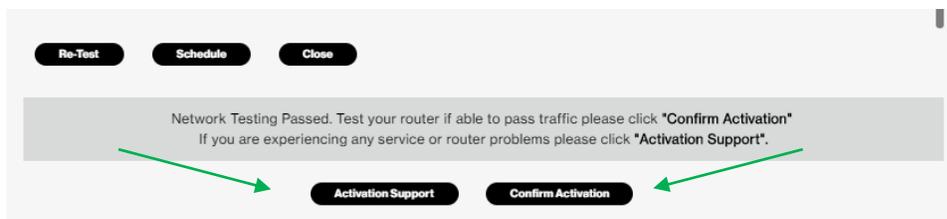
Check Interface is the PE Interface on the PIP router.

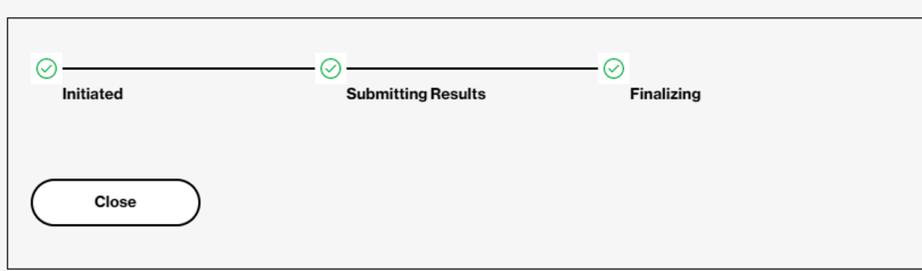
Check Connectivity is a Ping Test from the PE to the CE.

Check Routing confirms BGP or Static Route state, Remote and Local AS Number and the peering IP address.

Once the Activation is complete and successful you will have a couple of options to choose from:

Confirm Activation: This confirms the activation and will create and document of record with all the results.





Network Testing Passed. Test your router if able to pass traffic please click "Confirm Activation"
If you are experiencing any service or router problems please click "Activation Support".

Activation Support:

This option allows the user to request a real time Activation Support from a Verizon technician.

If the activation fails and/or is successful but doesn't see some information from the test they can click on Activation Support. The dialog box will show. Please fill out the required information and a Verizon Technician will call you back within 30 mins on a Verizon Bridge or a Bridge provided by user.

The 'Activation Support' dialog box contains the following fields and options:

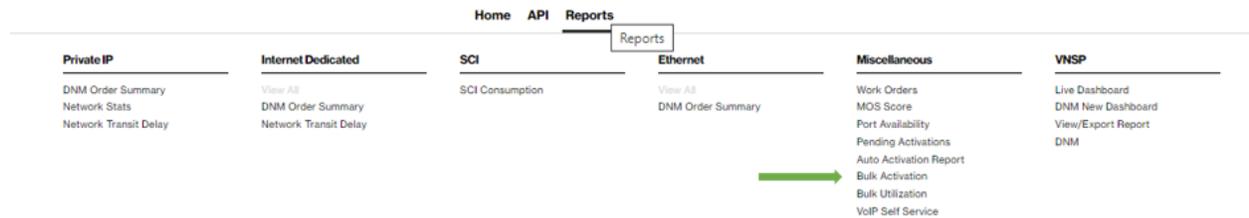
- Contact Name***: Input field with 'Customer Name'.
- Contact Number***: Input field with 'Callback' and a red error message 'Enter valid Phone number'.
- Email Address***: Input field with 'Customer email' and a red error message 'Enter valid Mail ID'.
- Audio Conference Information**:
 - Bridge**: Radio buttons for 'Verizons Bridge' and 'Use My Audio Bridge'. A blue arrow points to 'Use My Audio Bridge' with the text 'Direct Callback'.
 - Phone Number***: Input field with 'Direct Call back' and a red error message 'Enter valid Phone number'.
 - Passcode***: Input field with '0000' and a dropdown arrow. A blue arrow points to this field with the text 'Direct Call back and no passcode required'.
- Buttons**: 'Submit' and 'Close'.



Bulk activations:

This option allows you to schedule multiple circuit / EVC activations via one submission. If you are wanting to activate circuits for multiple products it all can be completed via one submission

Under the “Reports” tab, select “Bulk Activations”



There are two options to provide the circuits / EVC's to be activated

1) Excel Template load:

Select “Download Template”, enter all the circuits and PVC' within the spreadsheet. Save the file and drag it into the box.



Click “Upload”

2) Direct circuit / PVC enter:



Users can directly enter the circuit ID's and PVC ID into the screen.

Both values are required and must be no spaces with a comma between the two values.

Enter a list of Circuit IDs,pvcID(Optional) per line. Eg:C12345,P12345

C02241111,4244301 C0221119,4244266 C022000,2227970	50/500
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Click "Upload"

After the Upload of either option the process is the same

Circuits

Selected circuits are listed below. You may modify your circuit list before validating. Note that duplicate circuit IDs have been removed.

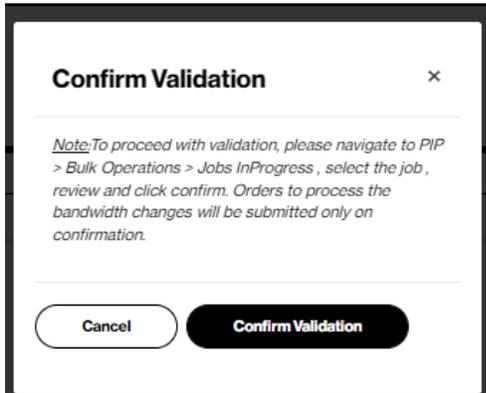
Search

Circuit ID	PVC ID	
C02241111	4244301	 
C0221119	4244266	 
C022000	2227970	 

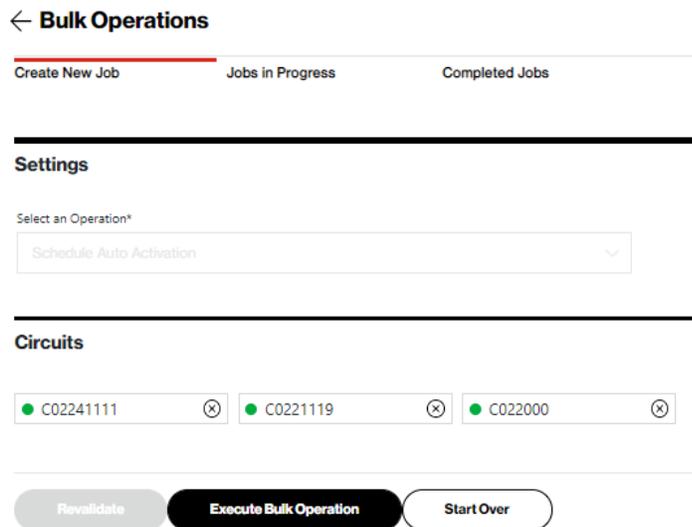
List of circuits will be detailed. There is a pencil to correct any errors or "X" to remove the circuit

Click on "Validate"





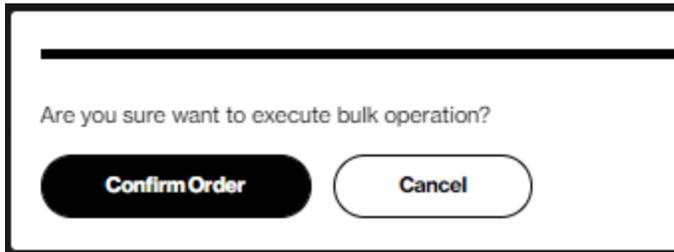
Click on "Confirm Validation"



This list of circuits will be displayed for validation.

Click on "Execute Bulk Operation"





Click on "Confirm Order"



Green bar will display with "Bulk Operation Started"

← Bulk Operations

Create New Job **Jobs in Progress** Completed Jobs

Job Id	Date Created	Username	Total Orders	Orders Completed	Operation	
2532	07/06/2022 10:42:29		48	3257	Bulk Schedule Auto Activation	—

Circuit ID	PVC ID	Status	Error Description
C0111111	22111111	COMPLETED	
C0211111	23111111	COMPLETED	
C0311111	24111111	COMPLETED	
C0411111	25111111	COMPLETED	
C0811111	28111111	COMPLETED	

Show: 5 / Go to: 1 / 10

Navigation: << | < | 1 | 2 3 4 5 6 7 8 9 10 | > | >>

Job will be created that will appear under Jobs in Progress



← Bulk Operations

Create New Job **Jobs in Progress** Completed Jobs

No data found

When the Job completes it will appear under Jobs Completed.

← Bulk Operations

Create New Job Jobs in Progress **Completed Jobs**

Job Id	Date Created	Username	Total Orders	Operation	
2531	07/08/2022 07:36:24		39	Bulk Schedule Auto Activation	+

Circuit ID	PVC ID	Status	Error Description
C0111111	2211111	COMPLETED	
C0211111	2311111	COMPLETED	
C0311111	2411111	COMPLETED	
C0411111	2511111	COMPLETED	
C0811111	2811111	COMPLETED	

Users will want to expand the “Completed Job” by clicking on the + sign at the far right, to validate the job was successful for all circuits entered. If one fails, User can click on the Activation Support Button to gain help in resolving the issue.

