

# Dynamic Network Manager User Guide - Switched E-Line

Version 4.0

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## Switched E-Line Dynamic Network Manager Overview

Switched E-Line Dynamic Network Manager (DNM) enables you to make changes to your Switched E-Line EVC Speed.

### Features & Benefits

Following are the features and benefits of Switched E-Line Dynamic Network Manager:

- Schedule an EVC bandwidth change order up to one year in advance
- Make bandwidth changes in minutes through the Verizon Enterprise Center

### Business Rules for Switched E-Line

The following business rules apply with Switched E-Line Dynamic Network Manager:

- Available to existing and new customers, both customer-managed and those using Verizon Managed Services.
- Available for sites located globally
- Bandwidth for EVCs Ordered prior to Q42021 cannot be decreased below the original bandwidth the EVC was ordered at in the Contract
- Billing is based on the highest reserved bandwidth in a calendar day
- Ethernet Access must be provisioned to meet projected Ethernet EVC needs
- Application response time is within 60 minutes of request
- Service interruption time less than 15 minutes
- Customer entitlement to the tool required
- Incremental bandwidth rates are not discountable
- Capacity availability is first come first serve, no guarantee
- Standard change orders to the base line speed/circuit will have precedent over a Dynamic Bandwidth change. Thus, a Dynamic Bandwidth change order in progress will be overridden and end dated by the standard change order.
  - Recommendation to customer/account team: Customer should place a moratorium on dynamic bandwidth changes until the (increase or decrease) standard change order is completed to the base line bandwidth.
  - Customer doesn't lose enablement of the feature nor does the circuit lose its enablement.
- Below are detailed rules for bandwidth changes per day
  - Unlimited Speed Change Requests: you can make more than one speed change request during a 24-hour period. Greenwich Mean Time (GMT) is used as the start/stop reference for a DNM 24 hour time period. EBOD (Ethernet Bandwidth on Demand) speed changes can be made up until (but not after) 11:00 p.m. GMT.
  - Ability to Reverse Speed Change Requests: Within 60 minutes of making a speed upgrade (or downgrade) request, you can "correct" the request (as needed) by reversing the speed change request back to the original speed. After 60 minutes the speed change will be completed from a billing perspective. One speed correction is allowed during a 24-hour period.
  - Billing: Verizon will continue to bill in 24 hour minimum daily increments. The highest speed change request made during a 24 hour period will be the speed that is passed to billing for that day.
  - Carry Over Speed: The last speed entered for the day will be the one that gets carried over to the next day and be in effect.

## Sign In to Verizon Enterprise Center

1. Go to <http://sso.verizonenterprise.com>. The sign in page appears.
2. Enter your user name and password and Click Sign In.
3. The Verizon Enterprise Center home page appears.

Personal Business Support Stores

Shop Products Plans Solutions Resources Contact Us Why Verizon Log In

# Sign in

## Wireless, enterprise, government and education customers

Connect to Verizon Enterprise Center, My Business, and ThingSpace Manage.

ABEARD247

Password

☒ Remember Me [Forgot username or password?](#)

**Sign In**

[Having trouble signing in? Contact us >](#)  
[Register for an account >](#)  
[Resend my welcome email >](#)

## Fios, internet and phone customers

Sign in to conveniently manage your services from a single platform.

**Sign In**

[Need to pay your bill? Pay now >](#)  
[Register for an account >](#)  
[Having trouble signing in? Contact us >](#)  
[Learn more about My Business >](#)

**Quick tasks and training tools** +

## Additional management portals

<a href="#">APM &gt; (Fluke)</a>	<a href="#">Enterprise Service Activation Platform &gt;</a>	<a href="#">Networkx Enterprise &gt;</a>
<a href="#">Networkx Universal &gt;</a>	<a href="#">Partner Center &gt;</a>	<a href="#">Unified Security Portal/ DDoS Shield Portal &gt;</a>
<a href="#">Verizon NetworkFleet &gt;</a>	<a href="#">XO Hosted PBX &gt; (Admin)</a>	<a href="#">XO Hosted PBX &gt; (End User)</a>
<a href="#">XO DNS Portal &gt;</a>		

## Accessing Dynamic Network Manager

Click Dynamic Network Manager on the Verizon Enterprise Center (VEC) home page to go to DNM Dashboard page

verizon

Manage Account

Support

Portal Updates

Mobile App

Notifications

Impersonated by

Search

Welcome, Robert!

Get to know your new personalized homepage  
Take the tour >

Orders

Order new service  
View order status  
Disconnect service  
Submit move/ add/ change  
Browse product catalog  
Create service/ change request  
Manage Requests

Go to orders >

Product tools

Dynamic network manager

View all >

User admin

Manage users  
Create users  
Manage structures & groups  
Manage access requests

Orders by type

23

Total

2

Install

1

Change

20

Disconnect

Dynamic network manager

1

Sites with utilization between (70%-80%)

Upgrade bandwidth

Total users

6

Total

Structures & Groups

Total structures: 0

0

Reporting structures

verizon


## Alternative VEC Menu Access to DNM

Attention Dynamic Network Manager Users [View Details](#) 1/3 →

Portal Updates Mobile App Notifications

**verizon** Manage Account Support Search

**Internet & Wired Communications**

My Workspace	Service	Orders	Repairs & Troubleshooting
<b>Billing</b> <a href="#">View Invoices</a> <a href="#">View Inquiry</a> <a href="#">Reports</a> <a href="#">Make a Payment</a> <a href="#">Manage Payment Methods</a> <a href="#">Create Inquiry</a> <a href="#">Change Billing Address</a> <a href="#">Update Paperless Billing</a>	<a href="#">View Inventory</a> <a href="#">Manage Requests</a> <a href="#">View Alarms</a> <a href="#">My Contract Summary</a> <a href="#">Create Service/Change Request</a> <a href="#">My Price Book</a> <a href="#">Service Management Reporting</a> <a href="#">Submit Move/Add/Change Order</a> <a href="#">Disconnect Services</a>	<a href="#">Create Order</a> <a href="#">View Order Status</a>	<a href="#">Create Repair Ticket</a> <a href="#">View Repair Ticket</a> <a href="#">Original Repairs &amp; Troubleshooting</a> <b>Product Tools</b> <a href="#">Inbound Network Manager</a> <a href="#">Dynamic Network Manager</a> ←  <a href="#">IP Performance Reporting</a> <a href="#">View All</a>

[Make a payment](#)  
[Manage payment methods](#)  
[Setup recurring payments](#)  
[Schedule a payment](#)  
[Go to billing >](#)

Due date: Dec 6, 2019

U0197695  
**USD 52.00**  
Due date: Dec 8, 2019 [Pay now](#)

IN00240446  
**INR 145769.00**  
Due date: Dec 5, 2019 [Pay now](#)

[View all >](#)

Consolidated Bill Summary  
Requested date: Oct 15, 2019

[View all >](#)

**Orders**

**Orders by type**


**Action required**  
Total actions: 4

## How to Modify E-Line EVC Bandwidth

Select Network to see your ELINE Services

**verizon** Dynamic Network Manager

Home **Network** Policy Management API Reports

Private IP	Public IP	SCI	Ethernet
<a href="#">View All</a> <a href="#">High Utilized Sites</a> <a href="#">Pending Activation</a>	<a href="#">View All</a> <a href="#">Pending Activation</a>	<a href="#">View All</a> <a href="#">Microsoft</a> <a href="#">AWS</a> <a href="#">Oracle</a> <a href="#">Google</a>	<a href="#">Access</a> <a href="#">ELAN</a> <a href="#">ELINE</a> ← 

Click Modify Bandwidth in the Actions Menu

ELINE

⌵ ⌵ ⌵

↓ Export ⌵ ↺

Service ID 183766724

PVC ID 5936266

Billing ID U0148875

BGW ID C1064220

Port Speed

3 Mbps

Max Bandwidth

100 Mbps

Description

label's

Entitlements

EBOD

Actions ⌵

View Details

Modify Bandwidth

View Utilization

A Side

●

Z Side

● ①

RICHARDSON

CARY

Modify Bandwidth:

Select speed from Drop down

Service ID 183766724

PVC ID 5936266

Billing ID U0148875

BGW ID C1064220

Port Speed

3 Mbps

Max Bandwidth

100 Mbps

Description

label's

Entitlements

EBOD

Modify Bandwidth ⌵

Activation Status

PENDING

Start

A Side

●

Z Side

● ①

RICHARDSON

CARY

Details

Orders

Utilization

Modify Bandwidth

\*Required Fields

Circuit Settings

3 Mbps ⌵

2 Mbps

3 Mbps

4 Mbps

5 Mbps

6 Mbps

7 Mbps

8 Mbps

9 Mbps

2 M

3 M

4 M

5 M

6 M

7 M

8 M

9 M

10 M

15 M

20 M

30 M

40 M

50 M

60 M

70 M

80 M

90 M

100 M

Scheduling

☒

 Schedule change to happen later

Place Order

Cancel

Place Order for New Speed

Service ID 183766724

PVC ID 5936266

Billing ID U0148875

BGW ID C1064220

Port Speed

3 Mbps

Max Bandwidth

100 Mbps

Description

label's

Entitlements

EBOG

Modify Bandwidth

Activation Status

PENDING

Start

A Side

Z Side

RICHARDSON

CARY

Details

Orders

Utilization

Modify Bandwidth

\*Required Fields

Circuit Settings

3 Mbps

2 Mbps

3 Mbps

4 Mbps

5 Mbps

6 Mbps

7 Mbps

8 Mbps

9 Mbps

2 M

3 M

4 M

5 M

6 M

7 M

8 M

9 M

10 M

15 M

20 M

30 M

50 M

60 M

70 M

80 M

90 M

100 M

Scheduling

Schedule change to happen later

Place Order

Cancel



Scheduler: User may optionally schedule changes out to a year in advance

**Modify Bandwidth**\*Required Fields

**Circuit Settings**

< Feb 2022 >

Sun Mon Tue Wed Thu Fri Sat

30 31 1 2 3 4 5

6 7 8 9 10 11 12

13 14 15 16 17 18 19

20 21 22 23 24 25 26

27 28 1 2 3 4 5

6 7 8 9 10 11 12

07 13

Cancel Set

4 Mbps

Current Speed

Port Speed

Scheduling

☒ Schedule change to happen later

2/3/2022, 7:13 AM [GMT -10:0 ]America/Adak

Add to List of Jobs

Place Order Cancel

**Confirmation:** Accept to complete the change request

## Confirm Your Order

You acknowledge that by submitting this order, the monthly charges billed to this account may increase or decrease, in accordance with your contract and the changes you have made to your network bandwidth. Note that these changes may impact your network performance if they are not in accordance with the technical and business rules.

Click "Accept" below to acknowledge your acceptance of these changes to your account.

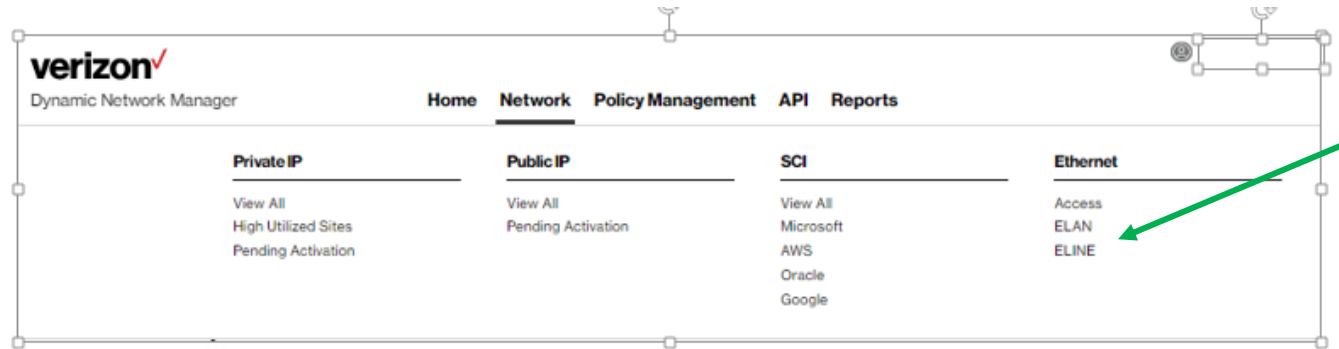
Accept

Cancel

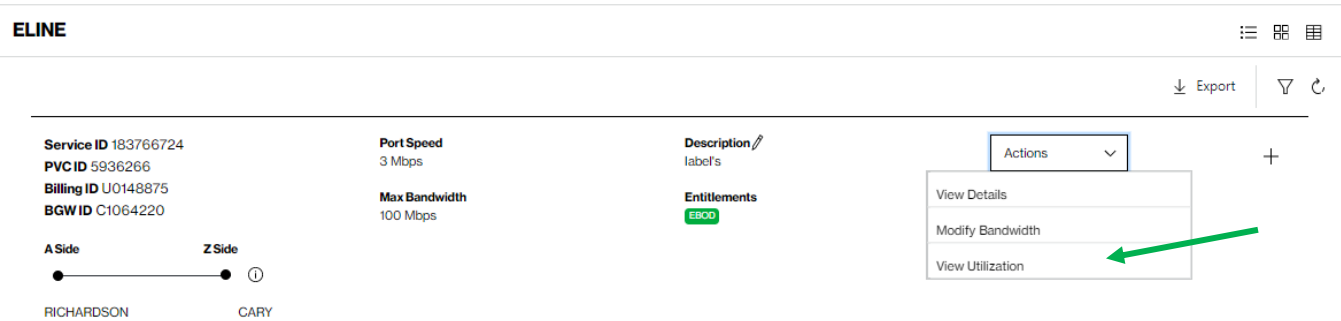
Bandwidth Utilization

Users can view a chart displaying circuit utilization over a time period of 1 day through 30 days. The example below shows received and transmitted results for the Verizon Ethernet Virtual Connection (EVC). Ingress/Received is what Verizon receives from a customer, and Egress/Transmitted is what Verizon sends to a customer. If you were to view the Customer Equipment (CE) port then you would see the opposite measurements. Verizon EVC measurements and CE EVC Measurements should closely match.

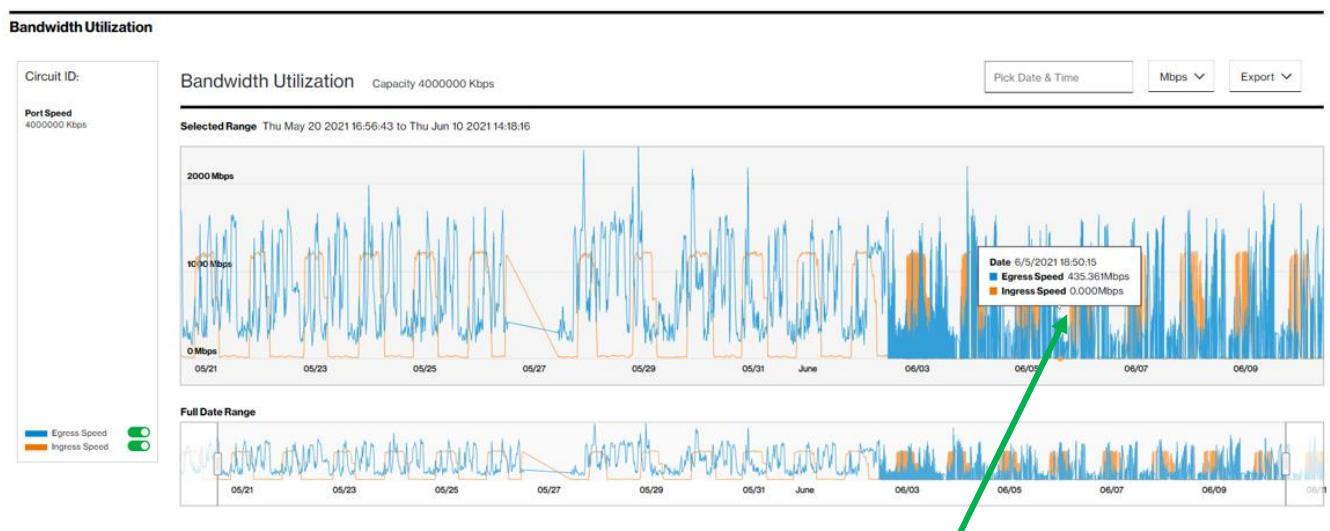
Select Network to see your ELINE Services



Click View Utilization in the Actions Menu



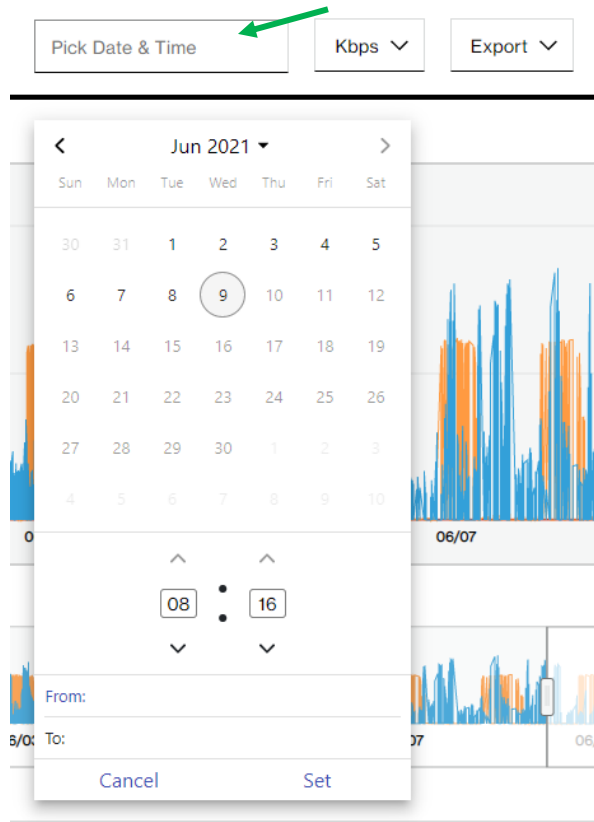
Utilization Report will be displayed for the last 30 days.



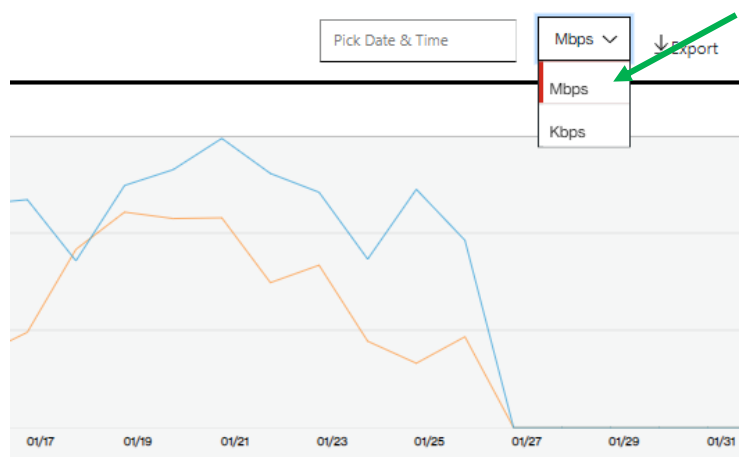
1. Click on the utilization tab to view the utilization details.
2. By default the daily summary utilization details will be shown.
3. To view 15 min interval usage, select and drag to specific duration so that 15 mins interval usage duration can be viewed.
4. Use the toggle buttons next to Egress and Ingress speed to view specific usage details (i.e. Only Egress or Ingress traffic).

There are different options you can change on the Utilization Reports page.

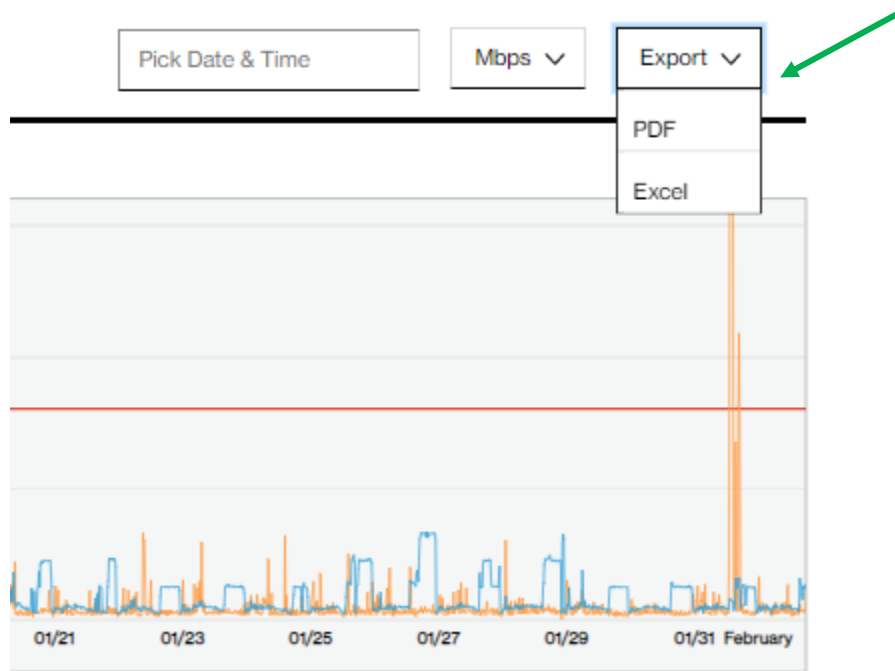
You can change the date range for the Utilization reports by selecting the “Pick Date & Time” option, then select your date range from 1 day to 30 days.



You can change the display of stats from Kbps to Mbps



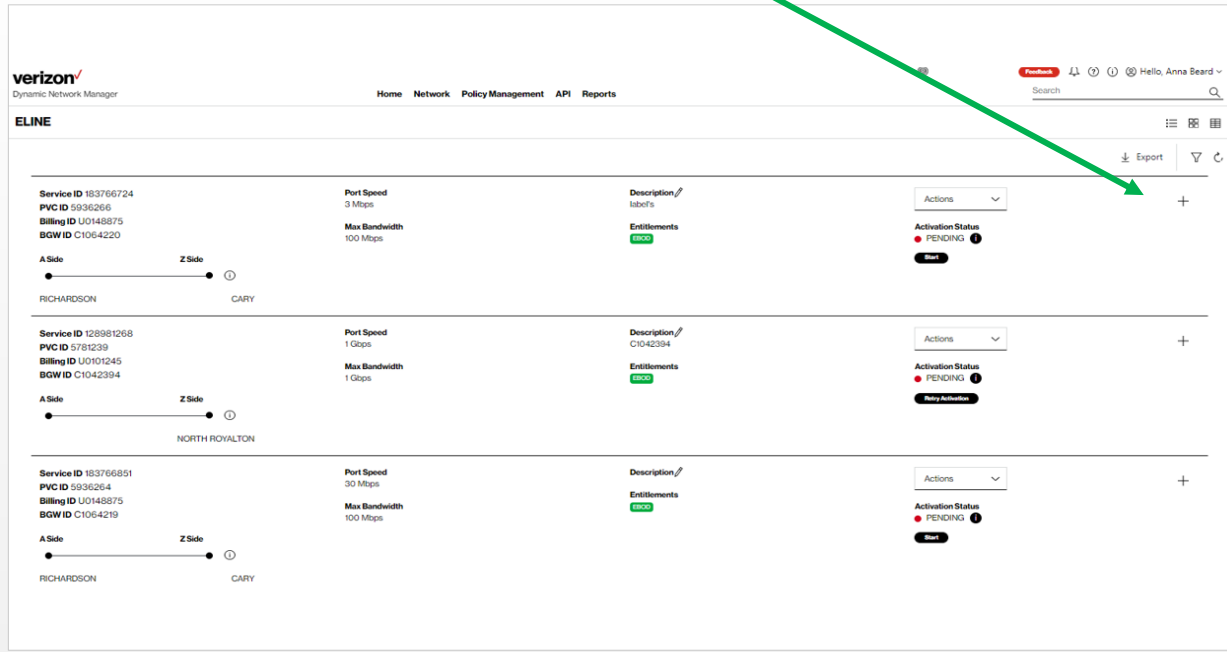
You can export the report to PDF or Excel spreadsheet by selecting the option in the drop down.



## DNM Order History

Users can review the details and the status of Dynamic Network Manager (DNM) orders per circuit.

1. Click on “Orders”
2. Click on the “add symbol” (“+”) to view the details of an order.

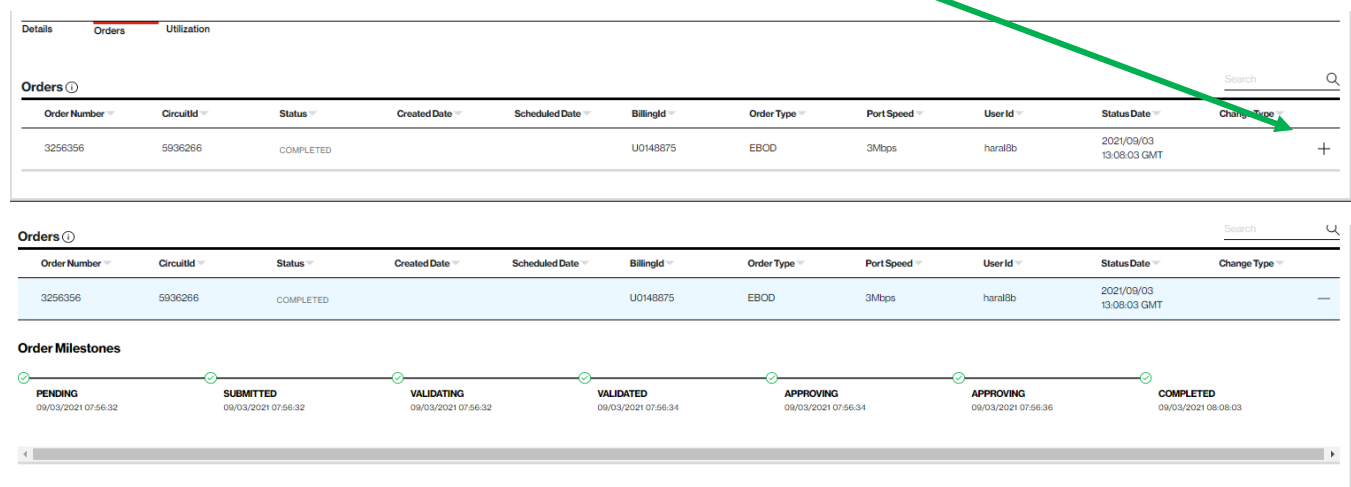


The screenshot shows the Verizon Dynamic Network Manager (DNM) interface. The top navigation bar includes links for Home, Network, Policy Management, API, and Reports. The main content area displays a list of orders under the 'ELINE' section. Each order row includes details such as Service ID, PVC ID, Billing ID, BGW ID, Port Speed, Max Bandwidth, Description, Entitlements, and Activation Status. A green arrow points to the '+' icon in the Actions column of the first order row.

Service ID	PVC ID	Billing ID	BGW ID	Port Speed	Max Bandwidth	Description	Entitlements	Activation Status
183766724	5936266	U0148875	C1064220	3 Mbps	100 Mbps	label's	ENT	PENDING
128981268	5781239	U0101245	C1042394	1 Gbps	1 Gbps	C1042394	ENT	PENDING
183766851	5936264	U0148875	C1064219	30 Mbps	100 Mbps		ENT	PENDING

List of “Orders” will be displayed

Click on the “add symbol” (“+”) to view the milestones of an order.



The screenshot shows the Verizon Dynamic Network Manager (DNM) interface with the 'Orders' tab selected. The 'Orders' table displays a list of orders with columns for Order Number, CircuitId, Status, Created Date, Scheduled Date, BillingId, Order Type, Port Speed, User Id, Status Date, and Change Type. A green arrow points to the '+' icon in the 'Change Type' column of the first order row.

Order Number	CircuitId	Status	Created Date	Scheduled Date	BillingId	Order Type	Port Speed	User Id	Status Date	Change Type
3256356	5936266	COMPLETED			U0148875	EBOD	3Mbps	haral8b	2021/09/03 13:08:03 GMT	+

Below the table, the 'Order Milestones' section shows a timeline of the order's progress:

- PENDING (09/03/2021 07:56:32)
- SUBMITTED (09/03/2021 07:56:32)
- VALIDATING (09/03/2021 07:56:32)
- VALIDATED (09/03/2021 07:56:34)
- APPROVING (09/03/2021 07:56:34)
- APPROVING (09/03/2021 07:56:36)
- COMPLETED (09/03/2021 08:08:03)

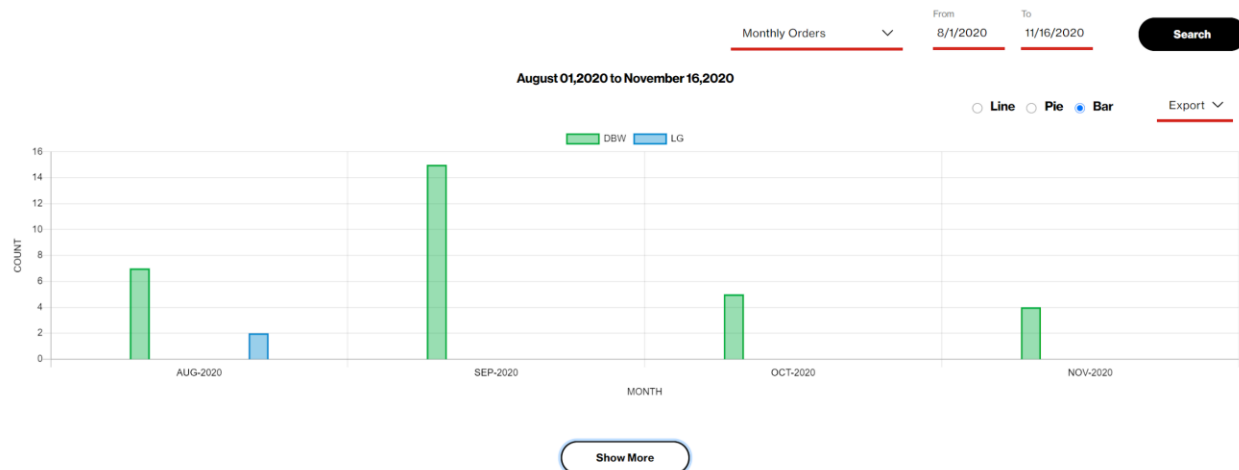
## DNM Order Summary

This report allows users to see multiple circuit change activity versus single circuit events (shown in Order History). You can tailor the report to show a defined range of time and frequency of change orders. Results can be exported to PDF and Excel file formats.

The screenshot shows the Verizon Dynamic Network Manager interface. The top navigation bar includes Home, Network, Policy Management, API, and Reports. The Reports tab is selected, and a sub-menu is open showing options for Private IP, Public IP, SCI, Ethernet, and Miscellaneous. Under the Ethernet section, the DNM Order Summary link is highlighted with a green arrow. Another green arrow points to the Reports tab in the main navigation bar.

Click on Reports tab, under Ethernet, Click on DNM Order Summary

### DNM Order Summary



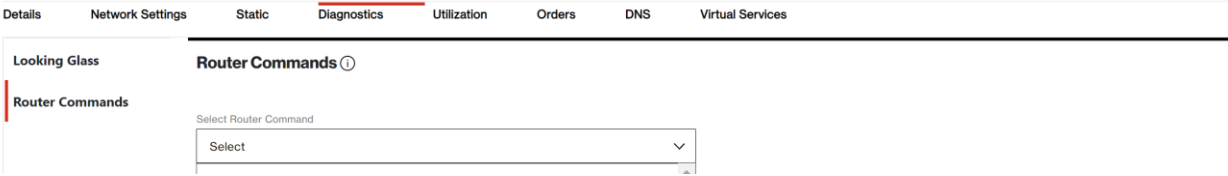
Change the options underlined in Red to select the specific Order Summary range you require and click on the Search button. The report will be updated based on that criteria

Show Less

Show

☐ Order Pending
 ☐ Order Failed
 ☐ Order Completed

<b>Order ID</b> <b>Circuit ID</b> <b>User ID</b>	3128835 C0178638 verizondnm@gmail.com	<b>Status</b> COMPLETED  <b>Order Type</b> DBW	<b>Port Speed</b> 150 Mbps  <b>Change Type</b>	<b>Billing ID</b>  <b>Scheduled Date [GMT]</b> 2020/11/14 06:30:06 GMT	<b>Billing Status</b> BILLING NOTIFIED  <b>Status Date [GMT]</b> 2020/11/14 06:30:06 GMT
<b>Order ID</b> <b>Circuit ID</b> <b>User ID</b>	3127165 C0178638 verizondnm@gmail.com	<b>Status</b> COMPLETED  <b>Order Type</b> DBW	<b>Port Speed</b> 200 Mbps  <b>Change Type</b>	<b>Billing ID</b>  <b>Scheduled Date [GMT]</b> 2020/11/11 20:30:07 GMT	<b>Billing Status</b> BILLING NOTIFIED  <b>Status Date [GMT]</b> 2020/11/11 20:30:07 GMT



Diagnostics > Router Commands

Ethernet Access Pre Activation Test Results and Test (US only)

Verizon performs Ethernet Access Service Activation Test (Y.1564) prior to Activation. Users can view results from Ethernet Access test:

Conditions:

- Encapsulation must be Ethernet
- Region must be US domestic Circuit
- Port Speed must be less than or equal to 1GB

To view Test Results:

1. Click Router Commands under Site Details. The Router Commands section appears above Site Details.
2. Select the “Ethernet Test Results” from the Router Command drop-down list.

Tests performed for the Access Circuits will appear and can be viewed.

Details	Network Settings	Orders	Diagnostics	Utilization	Virtual Services	Cloud Services	Other VRF
Router Commands	Ethernet Test Result						
Ethernet Test	Event	Sum Cd	History Key	Date			
Ethernet Test Result	Activation	TOK	053551764	21-JUN-21 07:22:05.681000	+		

Click on specific Ethernet Test Result to view details:



Event	Sum Cd	History Key	Date
Activation	TOK	053551764	21-JUN-21 07:22:05.681000

```

=====
Y1564 Service Configuration Results : OK
=====
FAIL/PASS      pass  pass  pass  pass
-----
Duration (secs)  62    62    62    62
Frame Size      128   512   1518  8192
Test Phase      cir   cir   cir   cir
  
```

[Download PDF](#)

Event	Sum Cd	History Key	Date
Maintenance	TOK	053551898	21-JUL-21 07:22:05.681000

Users can, in addition to the test performed by Verizon, perform additional Ethernet Access test(s). The access circuit will be out of service during the test and test can only be done prior to Circuit Activation Status being Active.

If all the below conditions are satisfied DNM allows the Ethernet Access Test and will display the Ethernet Access Test Results tab.

#### Conditions:

- Encapsulation must be Ethernet
- Region must be US domestic Circuit
- Port Speed must be less than or equal to 1GB
- Circuit Activation Status cannot be active

### Submission of the Test Steps:

1. Click Router Commands under Site Details. The Router Commands section appears above Site Details.
2. Select the “Ethernet Test” from the Router Command drop-down list.
3. Initiate the Test

The screenshot shows the 'Router Commands' section of the Dynamic Network Manager interface. The 'Ethernet Test' option is selected in the drop-down menu. The 'Start Test' button is visible next to the 'Ethernet Test' option. The interface also displays various circuit details such as Circuit ID, Service ID, Port Speed, Encapsulation, Service Type, Description, Entitlements, and Activation Status.

Click Start Test.

**Disclaimer**

The test you are about to attempt for C0138656 is an intrusive test. The circuit will be out of service during the testing period. If you agree to this, please hit continue to proceed.

**Continue** **Cancel**

Click Continue

After Confirmation

Green Bar will appear which states the Ethernet Access Test was successfully submitted

## Dynamic Network Manager User Guide – Switched E-Line

Successfully Initiated Ethernet test for circuitid C0138656

Dynamic Network Manager

Home Network Policy Management API VNS Operations Reports

Private IP

Inventory 40

All VPNs

Bulk Operations Export

Circuit ID C0138656  
Service ID 136065507  
PVC 5971707  
VPN E2E-MAR17-USA-NVDQ143  
VRF Name Vb68944.E2EMAR17USANVDQ1  
43-etc  
VPN Address  
750 WASHINGTON BLVD  
STAMFORD, CT USA

Port Speed  
10 Mbps  
Realtime CAR  
0 Kbps

Encapsulation  
ETHERNET  
Traffic Rule  
G1  
Equipment IP  
68.130.242.78

Service Type  
Not Managed  
Description  
description1-test-25thNov test  
Entitlements

Router Commands

Preferences  
Utilization Notifications  
Change Notifications  
Activation Status  
PENDING

Details Network Settings Orders Diagnostics Utilization Virtual Services Cloud Services Other VRF

Router Commands

Ethernet Test

Ethernet Test Result

Start Test

After Ethernet test is completed

1. Ethernet test results option will appear
2. Click Ethernet Test Result.

Details Network Settings Orders Diagnostics Utilization Virtual Services Cloud Services Other VRF

Router Commands

Ethernet Test

Ethernet Test Result

Start Test

Action not allowed as circuit is under Ethernet Test.

Start Test

Click on specific Ethernet Test Result to view details:

Event	Sum Cd	History Key	Date																				
Activation	TOK	053551764	21-JUN-21 07:22:05.681000																				
<p>*****</p> <p>Y1564 Service Configuration Results : OK</p> <p>*****</p> <table border="1"> <thead> <tr> <th>FAIL/PASS</th> <th>pass</th> <th>pass</th> <th>pass</th> <th>pass</th> </tr> </thead> <tbody> <tr> <td>Duration (secs)</td> <td>62</td> <td>62</td> <td>62</td> <td>62</td> </tr> <tr> <td>Frame Size</td> <td>128</td> <td>512</td> <td>1518</td> <td>8192</td> </tr> <tr> <td>Test Phase</td> <td>cir</td> <td>cir</td> <td>cir</td> <td>cir</td> </tr> </tbody> </table> <p>Download PDF</p>				FAIL/PASS	pass	pass	pass	pass	Duration (secs)	62	62	62	62	Frame Size	128	512	1518	8192	Test Phase	cir	cir	cir	cir
FAIL/PASS	pass	pass	pass	pass																			
Duration (secs)	62	62	62	62																			
Frame Size	128	512	1518	8192																			
Test Phase	cir	cir	cir	cir																			
Maintenance	TOK	053551898	21-JUL-21 07:22:05.681000																				

## Customer Support & Training

### Customer Support

Contact customer support for product and general platform questions or errors.

Contact your account team with any account specific questions on equipment or service, pricing information, or adding additional users to the Verizon Enterprise Center.

Click on your name in the top right corner of the screen. Click Contact Us & Send Feedback.

- U.S. Call 1- 800.569.8799 (M-F 9 AM – 6 PM ET)
- Live Chat: Icon located in VEC, Networkx and Calnet Portals
- EMEA Customers: 00 800,43215432 or customer-care-emea@intl.verizon.com|
- APAC Customers: apac.vec.support@intl.verizon.com

### Training

Go to <https://customertraining.verizon.com> to enroll in training or to download user and other reference guides. Log in with an existing login or create a new one.

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