

# Dynamic Network Manager User Guide - Ethernet E-Line

Version 7.1

Last Updated: October 2023



## Table of Contents

Switched E-Line Dynamic Network Manager overview	3
Features & benefits	3
Business rules for E-Line	3
Search, notification alert, documentation & help, interactive tour	7
Site activations	9
How to modify E-Line EVC bandwidth	10
Bandwidth utilization	14
DNM order summary	17
Diagnostics > Router commands	18
DNM order history	22
DNM order summary	23
Bulk operations	24
Bulk EVC description updates	25
Bulk bandwidth change transactions	28
Bulk subscriptions	30
Threshold alerting options	31
How to set up threshold alerting	32
How to set up 30 day daily average alerting	33
How to turn off utilization alerting	34
How to set up busy hours alerting	35
Unsubscribe from busy hours	37
Network Settings	38
Customer support & training	39

## 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

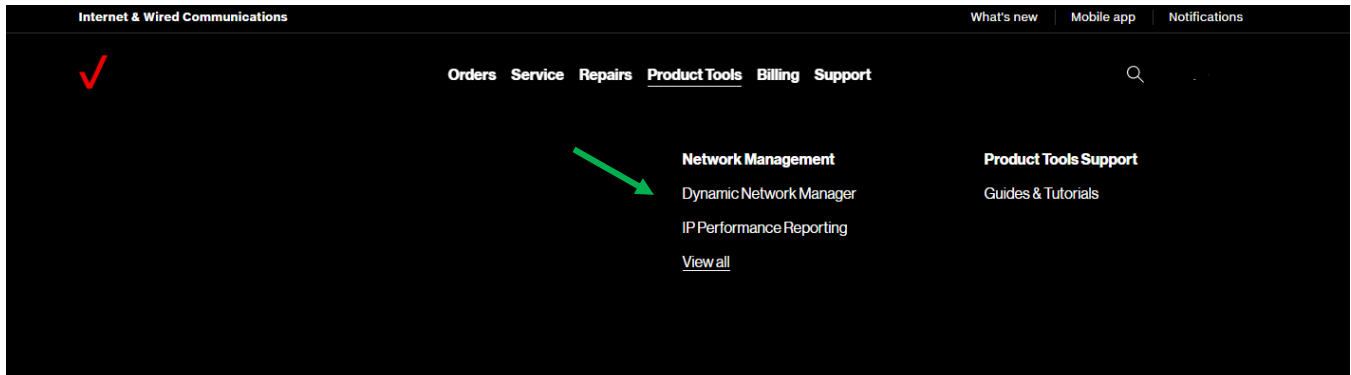
### Business rules for E-Line

The following business rules apply with 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: Customers 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.

## Accessing Dynamic Network Manager

When you log into the Verizon Enterprise Center (VEC) home page to go to the Dynamic Network Manager (DNM) Dashboard page. It can be found under “Product Tools.”



## Internet & Wired Communications workspace

View and manage additional accounts from your workspace. For details, go to [Access Request](#) >

1. Go to <http://sso.verizonenterprise.com>. The sign in page appears.
2. Enter your user name and password and Click Sign In.
3. Verizon Enterprise Center home page appears.
4. Click on Dynamic Network Manager, found under Product Tools.

## Dashboard

The DNM Dashboard presents Users with circuits that might require immediate attention. The circuits are arranged by category in horizontal rows. These categories include circuits exhibiting high utilization (thus at risk for packet loss), New Activations, and so on. DNM includes artificial intelligence capability to allow it to learn over time which issues/circuits are of most interest to a User and adjust screen presentation around those preferences.



Report an issue 🔔 ? ① 🗺️ Hello, Manjun

[Home](#) [Network](#) [API](#) [Reports](#)

Search 🔍

### My Networks

To view complete inventory navigate to **Network** section available in top menu


Last 30 days ▼

Manage Widgets ⋮

## Service Activation

- Private IP Sites (44)
- Internet Sites (20) >
- Switched Elan Sites (5) >
- E-Line Sites (20) >

### Private IP Sites



**44**  
Total

27 Completed  
8 Ready for Activation  
9 Cancelled

### Private IP Circuits


<b>Circuit ID:</b> C4029149 <b>PVC:</b> 6013801 1600 w 7th ST Fortworth, TX 76102-2504 USA <a href="#">View Details</a>	<a href="#">Activate</a>	<b>Circuit ID:</b> C4029160 <b>PVC:</b> 6013855 200 w 7th ST Fortworth, TX 76102-2504 USA <a href="#">View Details</a>	<a href="#">Activate</a>
<b>Circuit ID:</b> C4029150 <b>PVC:</b> 6013802 800 w 7th ST Fortworth, TX 76102-2504 USA <a href="#">View Details</a>	<a href="#">Activate</a>	<b>Circuit ID:</b> C4029177 <b>PVC:</b> 6013854 1200 w 7th ST Fortworth, TX 76102-2504 USA <a href="#">View Details</a>	<a href="#">Activate</a>
<b>Circuit ID:</b> C4029148 <b>PVC:</b> 6013803 600 w 7th ST Fortworth, TX 76102-2504 USA <a href="#">View Details</a>	<a href="#">Activate</a>	<b>Circuit ID:</b> C4029187 <b>PVC:</b> 6013833 1000 w 7th ST Fortworth, TX 76102-2504 USA <a href="#">View Details</a>	<a href="#">Activate</a>

[View All >](#)

## Needs Attention

- Private IP Failed Orders (20)
- Internet Failed Orders (20) >
- Switched Elan Failed Orders (5) >
- E-Line Failed Orders (20) >

### Private IP Failed Orders



**20**  
Total

12 Order Failure (DCAR)  
8 Order Failure (DPORT)

### Private IP Circuits

<b>Order ID:</b> 3369334 <b>Circuit ID:</b> C4029149 <b>Order Type:</b> DBW <b>Status:</b> L2Failed <a href="#">View Details</a>	<a href="#">View Milestones</a>	<a href="#">Support</a>
<b>Order ID:</b> 3369564 <b>Circuit ID:</b> C4029150 <b>Order Type:</b> DBW <b>Status:</b> L2Failed <a href="#">View Details</a>	<a href="#">View Milestones</a>	<a href="#">Support</a>
<b>Order ID:</b> 3369578 <b>Circuit ID:</b> C4029148 <b>Order Type:</b> DBW <b>Status:</b> CMRCREATED <a href="#">View Details</a>	<a href="#">View Milestones</a>	

[View All >](#)

Select **Network** to see your Verizon Private IP, Internet Dedicated, Ethernet E-Line or Secure Cloud Interconnect (SCI) Services.



[Home](#) [Network](#) [API](#) [Reports](#)

#### Private IP

[View All](#)  
High Utilized Sites  
Pending Activation

#### Internet Dedicated

[View All](#)  
Pending Activation

#### SCI

[View All](#)  
Microsoft  
AWS  
Oracle  
Google

#### Ethernet

E-Line



The Dashboard displays a menu of your Verizon Enterprise Center entitled service choices. Choose Network to list the circuits or EVCs in inventory that you have permission to review.

E-Line virtual circuit List after selection under Network Menu

The screenshot shows the Verizon Dynamic Network Manager interface. At the top, there is a header with the Verizon logo, navigation tabs (Home, Network, API, Reports), a search bar, and user information (Hello, Anna). Below the header, there are bulk operation and export options. The main content area displays two circuit entries. Each entry shows service details (Service ID, EVC ID, Billing ID, BGW ID), A and Z side locations, bandwidth information (EVC Speed, EVC Max Bandwidth, Access Max Bandwidth), description, and entitlements (EBOD). The 'Activation Status' is 'Ready for Traffic' with a 'Start' button. A green arrow points to the 'Birth Certificate' link in the first entry. A 'Live Chat' button is visible at the bottom right.

**Birth certificate:** This option is for information only and allows users to download the initial details for the circuit. This includes the RFC 1564 test, if it exists, the initial activation of a circuit. It will provide the Activation date, user that activated the circuit, RFC 1564 test results if they exist. Current PVC / EVC Configuration and Traffic Utilization.

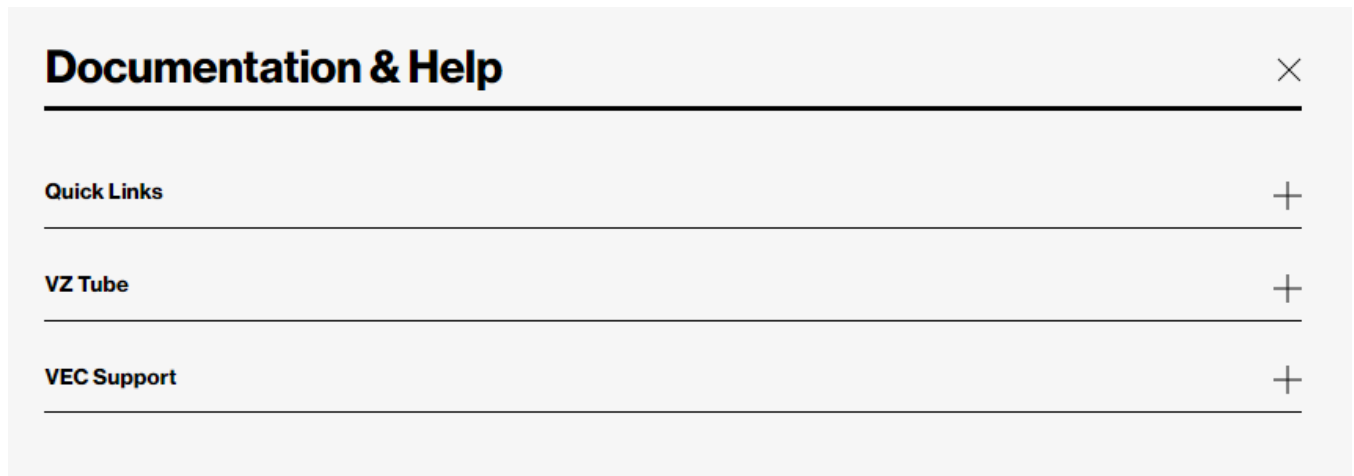
**Health test:** This option is for users to verify the health of the logical systems to ensure all systems are accurate. Users can use this option, if they are seeing order failures to run through to verify DNM that interact with DNM.

## Search, notification alert, documentation & help, interactive tour



### Documentation & help, interactive tour

The documentation help screen provides links to self-service training materials, product user guides, help desk for each product.



Click on the “+” to open the details

# Documentation & Help

---

**Quick Links**

**Private IP**

- Help Desk
- Service Guide
- Welcome Kit

**DNM Activation**

- Service Guide

**Internet Dedicated**

- Help Desk
- Service Guide
- Welcome Kit

**E-Line**

- Help Desk
- Service Guide

**Secure Cloud Interconnect**

- Help Desk
- Service Guide
- Welcome Kit

**Switched E-LAN**

- Service Guide

## Search

Search allows users to look up circuits by circuit ID, service ID, VPN, or location. You can also display search results by Location for multiple service types (e.g., Private IP, Public IP, E-Line, Secure Cloud Interconnect (SCI) and SDWAN Co Management (Versa)). You can refine your search further by accessing the “Filter” menu.

All Products ▾ richardson

**Search results for richardson** 8 record(s) found

---

Private IP 2 Internet Dedicated 1 E-LAN 2

Search Results

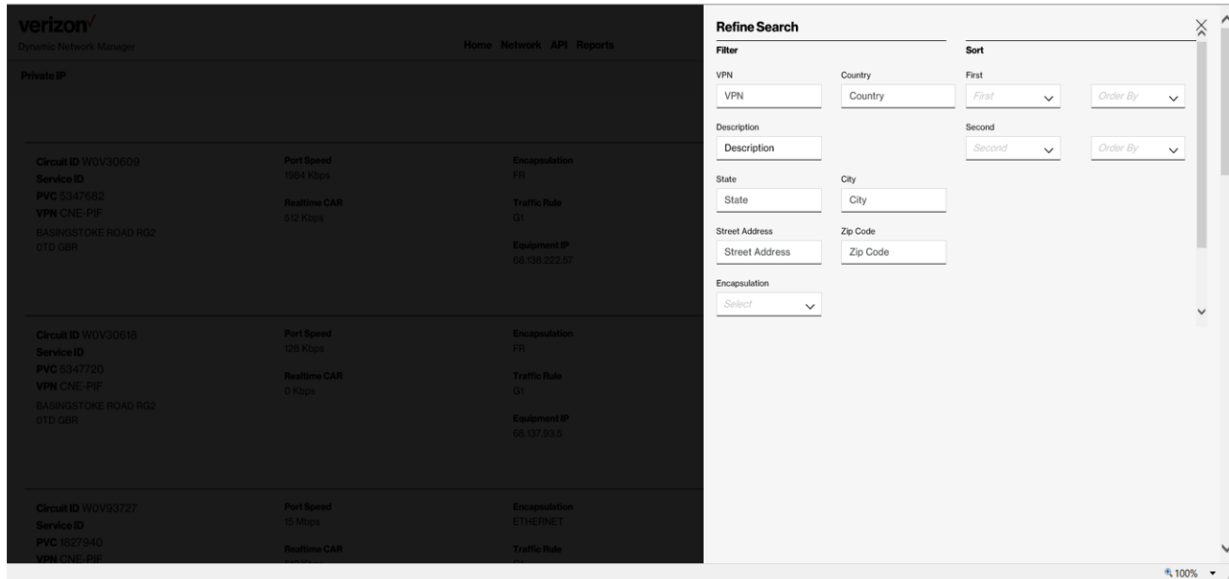
**Private IP** 2 record(s) Export | List View | Compact View

Circuit ID	Service ID	PVC	VPN	Description	Street	City	State	Country	Zip	Port Speed	
C0133178	196653498	5935872	VNS-170463823		400 INTERNATIONAL PKWY	RICHARDSON	TX	USA	75081-6606	10 Mbps	<input type="button" value="Open"/>
C0233578	1461876187	6286290	Vz-Test-B		400 INTERNATIONAL PKWY	RICHARDSON	TX	USA	75081-2805	1 Gbps	<input type="button" value="Open"/>

## Search filter options

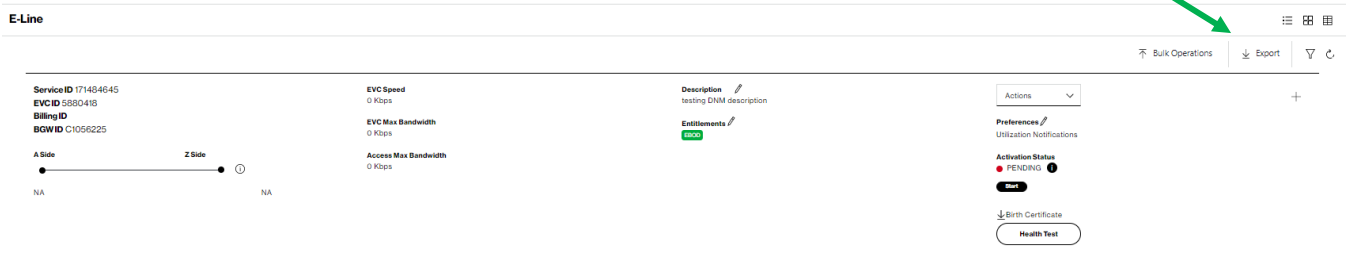






### Export

Export allows a user to export the current screen data to a CSV file. It will export the total list of E-Line EVCs that are displayed.

















### Site activations

Users can activate their network circuits and EVC's using DNM. Site Activation User Guide was developed specific for that function. Refer to the “?” on the top right section of the home page to pull open the documentation and step by step guide.

## Documentation & Help ✕

---

**Quick Links**

<p><b>Private IP</b></p> <ul style="list-style-type: none"> <li> Help Desk</li> <li> Service Guide</li> <li> Welcome Kit</li> </ul>	<p><b>Internet Dedicated</b></p> <ul style="list-style-type: none"> <li> Help Desk</li> <li> Service Guide</li> <li> Welcome Kit</li> </ul>	<p><b>Secure Cloud Interconnect</b></p> <ul style="list-style-type: none"> <li> Help Desk</li> <li> Service Guide</li> <li> Welcome Kit</li> </ul>
<p><b>DNM Activation</b></p> <ul style="list-style-type: none"> <li> Service Guide </li> </ul>	<p><b>E-Line</b></p> <ul style="list-style-type: none"> <li> Help Desk</li> <li> Service Guide</li> </ul>	<p><b>Switched E-LAN</b></p> <ul style="list-style-type: none"> <li> Service Guide</li> </ul>


## How to modify E-Line EVC bandwidth

Select Network to see your ELINE Services.



Dynamic Network Manager

**Home** **Network** API Reports

<p><b>Private IP</b></p> <p>View All</p> <p>High Utilized Sites</p> <p>Pending Activation</p>	<p><b>Internet Dedicated</b></p> <p>View All</p> <p>Pending Activation</p>	<p><b>SCI</b></p> <p>View All</p> <p>Microsoft</p> <p>AWS</p> <p>Oracle</p> <p>Google</p>	<p><b>Ethernet</b></p> <p>E-Line </p>

Click modify bandwidth in the action's menu.

The screenshot shows the E-Line configuration page. On the left, there is a diagram with 'A Side' and 'Z Side' both labeled 'NA'. The main configuration area includes: Service ID 171484645, EVC ID 5880418, Billing ID C1056225, EVC Speed 0 Kbps, EVC Max Bandwidth 0 Kbps, Access Max Bandwidth 0 Kbps, Description 'testing DNM description', and Entitlements 'EBOD'. On the right, an 'Actions' dropdown menu is open, listing options: View Details, Modify Bandwidth (highlighted with a green arrow), View Utilization, View Orders, Pre-Test Validation, and Network Settings.

### Modify bandwidth:

Select speed from drop down.

The screenshot shows the 'Modify Bandwidth' configuration page. At the top, it displays Service ID 183766724, EVC ID 0038266, Billing ID L0048875, and BGW ID C1064220. The EVC Speed is set to 2 Mbps and Max Bandwidth is 100 Mbps. A 'Modify Bandwidth' button is visible in the top right. Below the configuration, there is a 'Circuit Settings' section with a speed selection dropdown menu. The dropdown is open, showing options from 2 Mbps to 9 Mbps. A green arrow points to the 2 Mbps option. At the bottom, there is a 'Scheduling' section with a toggle switch and 'Place Order' and 'Cancel' buttons.

Place order for new speed.

Service ID 183766724  
 EVC ID 5936266  
 Billing ID U0148875  
 BGW ID C1064220

EVC Speed  
 2 Mbps

Max Bandwidth  
 100 Mbps

Description  
 company-specific search criteria

Entitlements  
 100%

Modify Bandwidth

Preferences  
 Utilization Notifications

Activation Status  
 PENDING

A Side RICHARDSON Z Side CARY

Details Orders Utilization

**Modify Bandwidth** \*Required Fields

Circuit Settings

2 Mbps

2 Mbps  
 3 Mbps  
 4 Mbps  
 5 Mbps  
 6 Mbps  
 7 Mbps  
 8 Mbps  
 9 Mbps

**Scheduling**

Schedule change to happen later

Place Order Cancel

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

**Modify Bandwidth** \*Required Fields

Circuit Settings

4 Mbps

Current Speed

Port Speed

Feb 2022

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

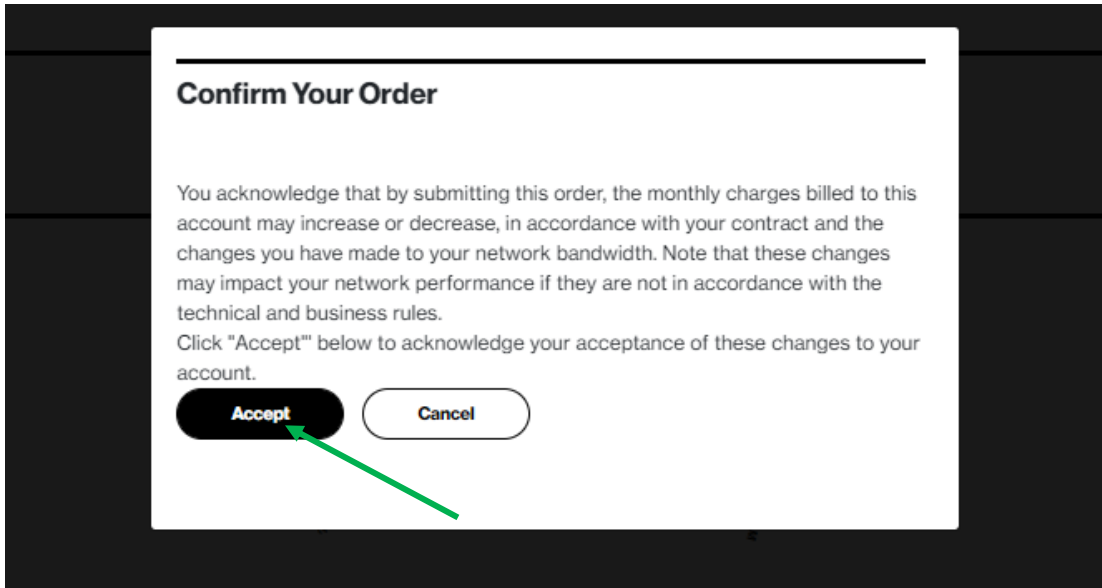
**Scheduling**

Schedule change to happen later

Place Order Cancel

Add to List of Jobs

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



## 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 View Utilization from the drop-down list for the specific E-Line site.

The screenshot shows the Verizon Dynamic Network Manager interface. At the top, there is a navigation bar with 'Home', 'Network', 'API', and 'Reports'. Below this, the 'E-Line' section is displayed. On the left, there are details for Service ID 171484645, EVC ID 5880418, Billing ID, and BGW ID C1056225. A diagram shows 'A Side' and 'Z Side' ports, both labeled 'NA'. On the right, there are fields for EVC Speed (0 Kbps), EVC Max Bandwidth (0 Kbps), and Access Max Bandwidth (0 Kbps). Below these are 'Description' (testing DNM description) and 'Entitlements' (EB00). An 'Actions' dropdown menu is open, showing options: View Details, Modify Bandwidth, View Utilization (highlighted with a green arrow), View Orders, Pre-Test Validation, and Network Settings.

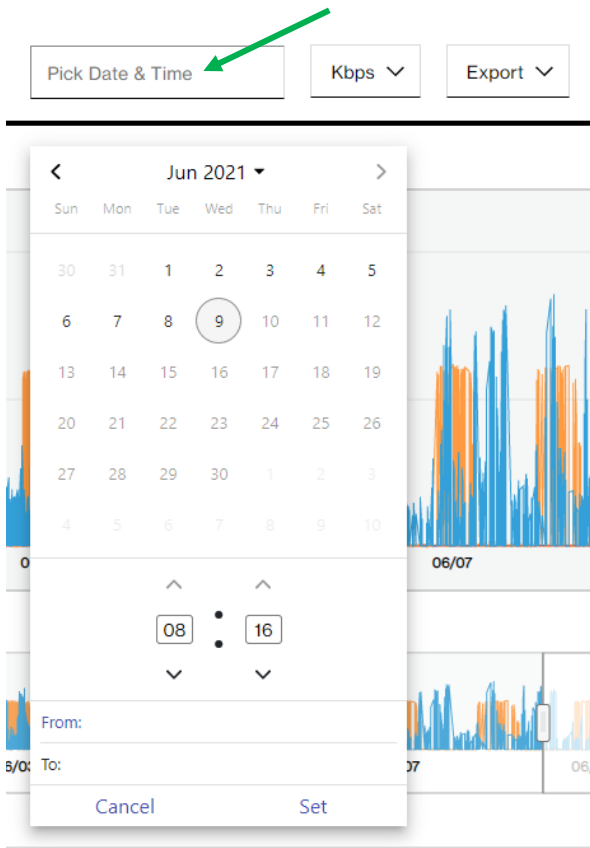
Utilization report will be displayed for the last 30 days with the option to pull specific date ranges to pull history for the last 12 months, starting as of January 2022.

The screenshot shows the 'Bandwidth Utilization' report. It includes a 'Circuit ID' field, 'Port Speed' (4000000 Kbps), and a 'Capacity' of 4000000 Kbps. There are buttons for 'Pick Date & Time', 'Mbps' (dropdown), and 'Export'. The main chart shows 'Selected Range' from Thu May 20 2021 16:56:43 to Thu Jun 10 2021 14:18:16. The chart displays two data series: Egress Speed (blue line) and Ingress Speed (orange line). A tooltip is shown for a specific date and time: Date 6/5/2021 18:50:15, Egress Speed 435.361Mbps, and Ingress Speed 4.000Mbps. A green arrow points to the tooltip. Below the main chart is a 'Full Date Range' view showing the same data from 05/21 to 06/11. A legend at the bottom left shows 'Egress Speed' with a blue line and 'Ingress Speed' with an orange line, both with toggle buttons.

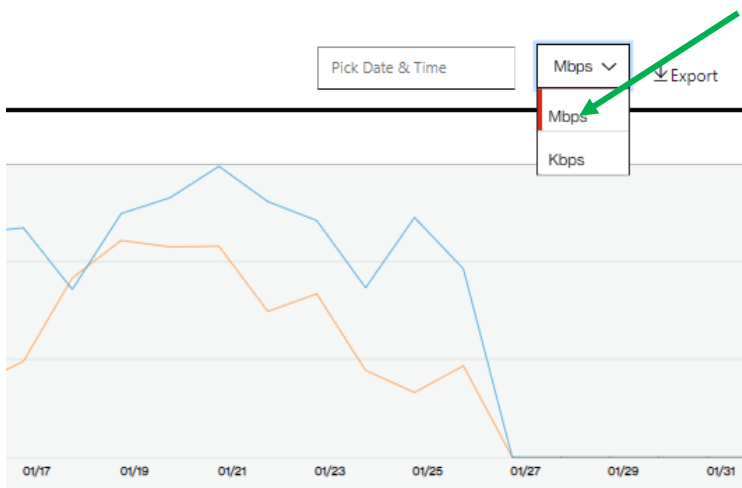
1. Click on the utilization tab to view the utilization details.
2. By default, the daily summary utilization details will be shown.
3. To view 15 min interval usage, select and drag to specific duration so that 15 mins interval usage duration can be viewed.
4. Use the toggle buttons next to egress and 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 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. At the top, there are navigation tabs: Home, Network, API, and Reports. The Reports tab is selected. Below the navigation, there are several menu items: Private IP, Internet Dedicated, SCI, Ethernet, Activation, and Utilities. The Ethernet menu item is highlighted with a green arrow. Below the navigation, there is a search bar and a user profile (Hello, Anna). The main content area displays service details for Service ID 171484645, EVC ID 5880418, and Billing ID C1056225. It also shows EVC Speed, EVC Max Bandwidth, and Access Max Bandwidth, all at 0 Kbps. A description of the service is provided: 'testing DNM description'. There are also sections for Entitlements (E200), Actions, Preferences, and Activation Status (Ready for Traffic).

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 criterion.

Click on the Show More button to see the details.

Show Less

Show  Order Pending  Order Failed  Order Completed

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

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

## Diagnostics > Router commands

DNM provides users with multiple router commands.

Details Network Settings Static **Diagnostics** Utilization Orders DNS Virtual Services

---

Looking Glass **Router Commands** ⓘ

Router Commands

Select Router Command

Select

### 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:

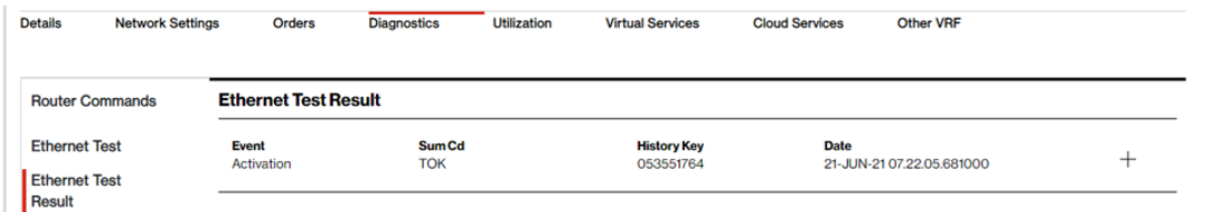
**Conditions:**

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

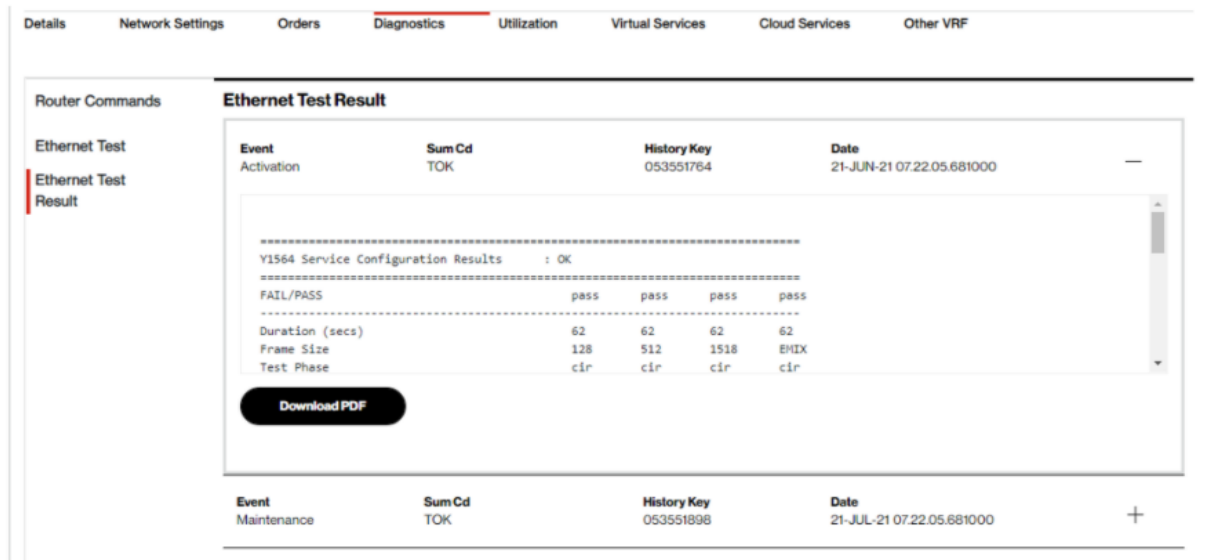
**To view Test Results:**

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.



Click on specific Ethernet test result to view details:



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 a 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.

Circuit ID C0138656  
Service ID 136065507  
PVC 5971707  
VPN E2E-MAR17-USA-NVDQ143  
VRF Name Vb68944:E2EMAR17USANVDQ143-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

Ethernet Test Result

Start Test

Click Start Test.

**Disclaimer**

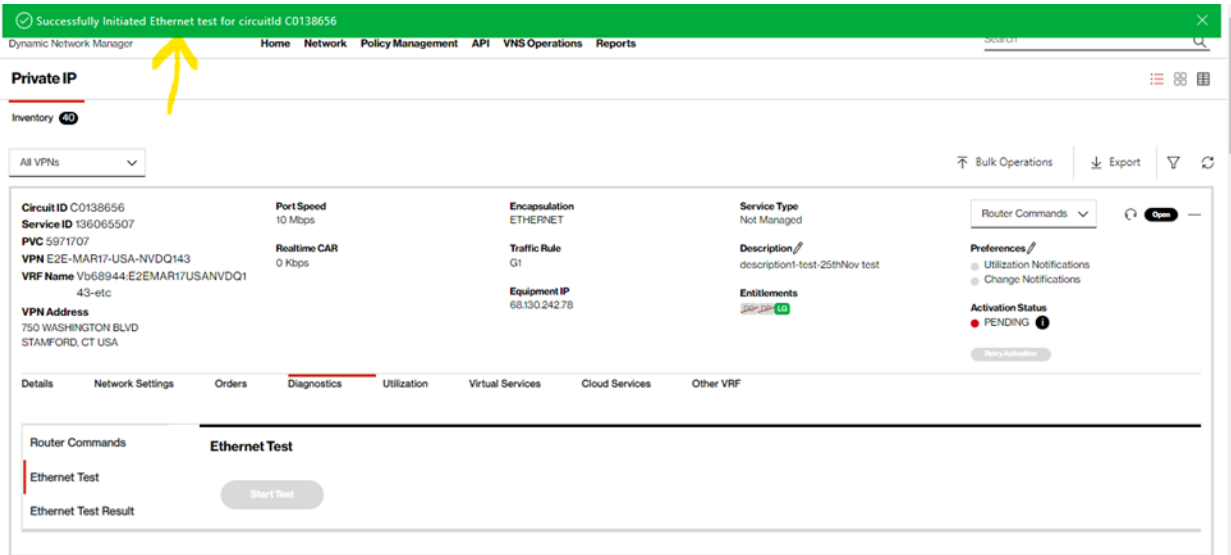
The test you are about to attempt for C0138656 is an intrusive test. The circuit will be out of service during the testing period. If you agree to this, please hit continue to proceed.

Continue Cancel

Click Continue.

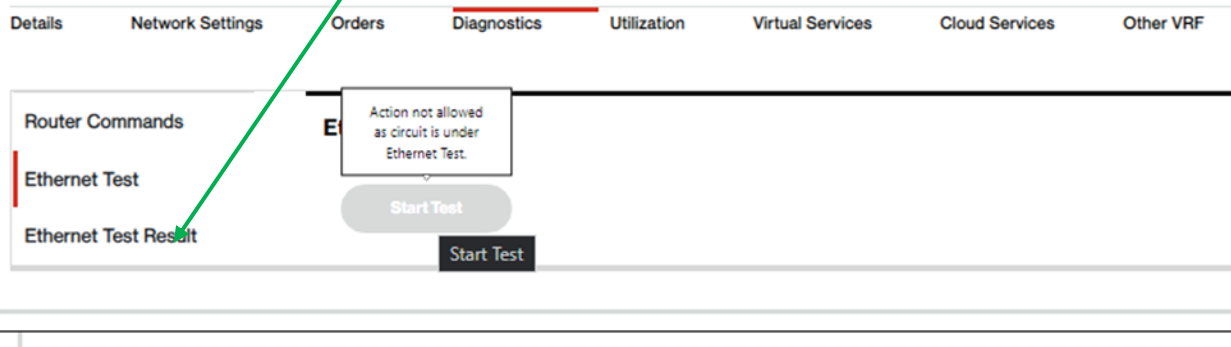
After confirmation

Green bar will appear which states the Ethernet access test was successfully submitted.



After the Ethernet test is completed.

1. Ethernet test results option will appear.
2. Click Ethernet test result.



Click on specific Ethernet Test Result to view details:

**Ethernet Test Result**

Event	Sum Cd	History Key	Date
Activation	TOK	053551764	21-JUN-21 07:22:05.681000
<pre> 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                     </pre>			
Maintenance	TOK	053551898	21-JUL-21 07:22:05.681000

## DNM order history

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

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

**Orders**

Order Number	CircuitID	Status	Requested Date	Expected Date	Billable	Order Type	Port Speed	User ID	Status Date	Change Type
317941	C0108468	COMPLETED		2021/03/18 19:30:20 GMT		DBW	8 Mbps	mankanta.segu@one.verizon.com	2021/03/18 19:30:20 GMT	+
316535	C0108468	COMPLETED		2021/03/07 20:30:17 GMT		DBW	8 Mbps	goodmans323	2021/03/07 20:30:17 GMT	+
3161438	C0108468	COMPLETED	2021/02/28 05:46:00 GMT	2021/02/28 06:30:17 GMT		DBW	9 Mbps	verizondm@gmail.com	2021/02/28 06:30:17 GMT	+
3155935	C0108468	COMPLETED	2021/02/14 03:05:42 GMT	2021/02/14 03:30:14 GMT		DBW	10 Mbps	verizondm@gmail.com	2021/02/14 03:30:14 GMT	+
3155636	C0108468	COMPLETED	2021/02/13 08:15:23 GMT	2021/02/13 08:30:16 GMT		DBW	9 Mbps	verizondm@gmail.com	2021/02/13 08:30:16 GMT	+

Order Number	CircuitId	Status	CreatedDate	Scheduled Date	BillingId	Order Type	PortSpeed	User Id	Status Date	Change Type
2772857	5880418	COMPLETED			HK00209984	EBOD	10		2018/01/28 11:03:36 GMT	
2750801	5880418	COMPLETED			HK00209984	EBOD	50		2017/10/02 12:43:44 GMT	

**Order Milestone**

Status: Success Failed Skipped In progress



**DNM order summary**

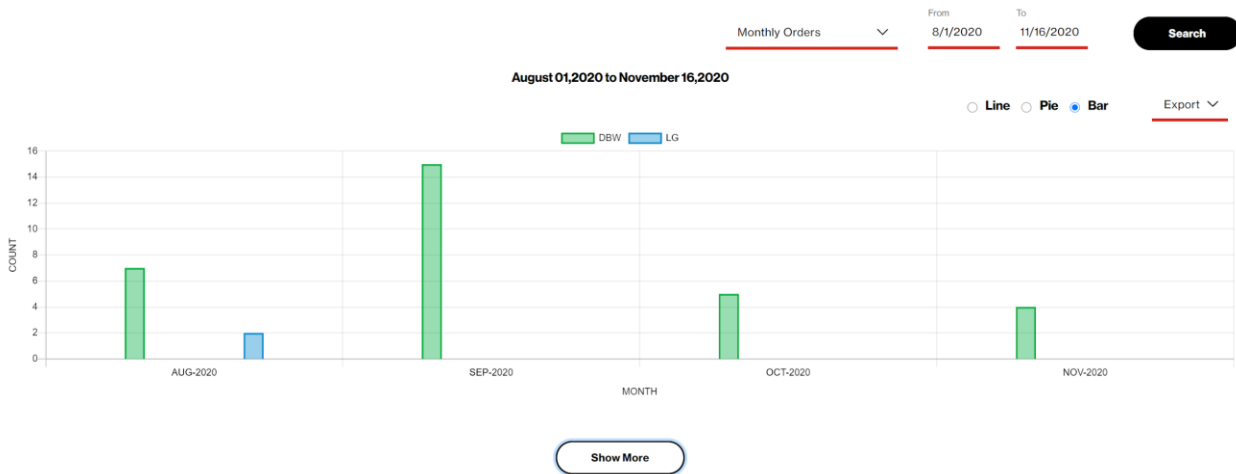
This report allows users to see multiple EVC change activity versus single EVC events (shown in Order History). You can tailor the report to show a defined range of time and frequency of change orders. Results can be exported to PDF and excel file formats.

Select Reports, under the Ethernet option, select E-Line Order Summary.

Home Network API Reports					
<b>Private IP</b> Order Summary Network Transit Delay Port Availability	<b>Internet Dedicated</b> Order Summary Network Transit Delay	<b>SCI</b> Consumption Port Availability	<b>Ethernet</b> E-Line Order Summary E-LAN Order Summary	<b>Activation</b> Bulk Pre-Test	<b>Utilities</b> Work Orders MOS Score

Modify the date ranges to see the change orders within that date Range, click search.

**DNM Order Summary**



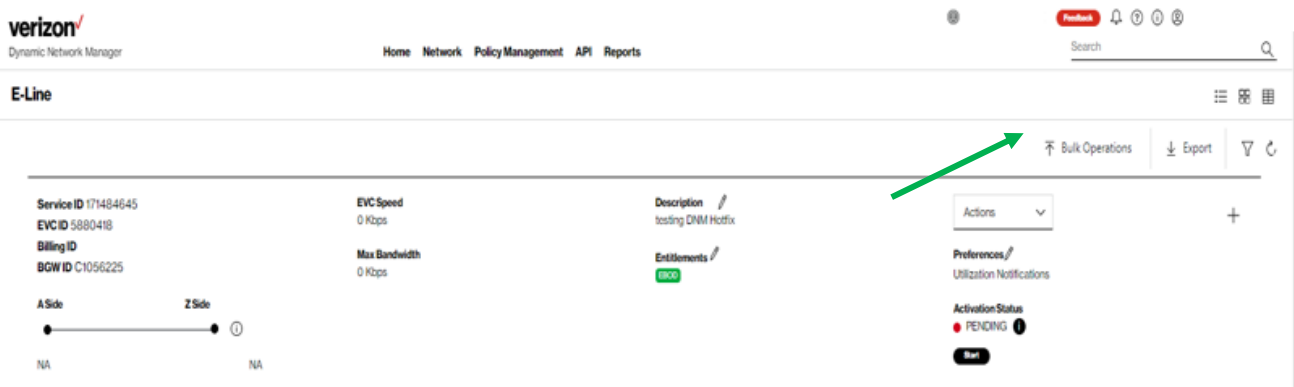
Click on the Show More button to see the individual orders within the date range selected.

**Bulk operations**

This Dynamic Network Manager (DNM) feature allows Users to submit multiple circuit changes at one time. There are two categories of DNM bulk changes: 1) Circuit descriptions, 2) Bandwidth (Ethernet Bandwidth on Demand EBOD) and 3) Bulk Subscriptions. Bulk change requests can be manually entered directly into the tool or via a DNM spreadsheet template (where applicable).

**Tip:** If you elect to use the DNM spreadsheet template to enter your circuits, you can first use DNM’s Export function to download the EVC list you wish to modify and then copy/paste the appropriate values into the Bulk spreadsheet template fields.

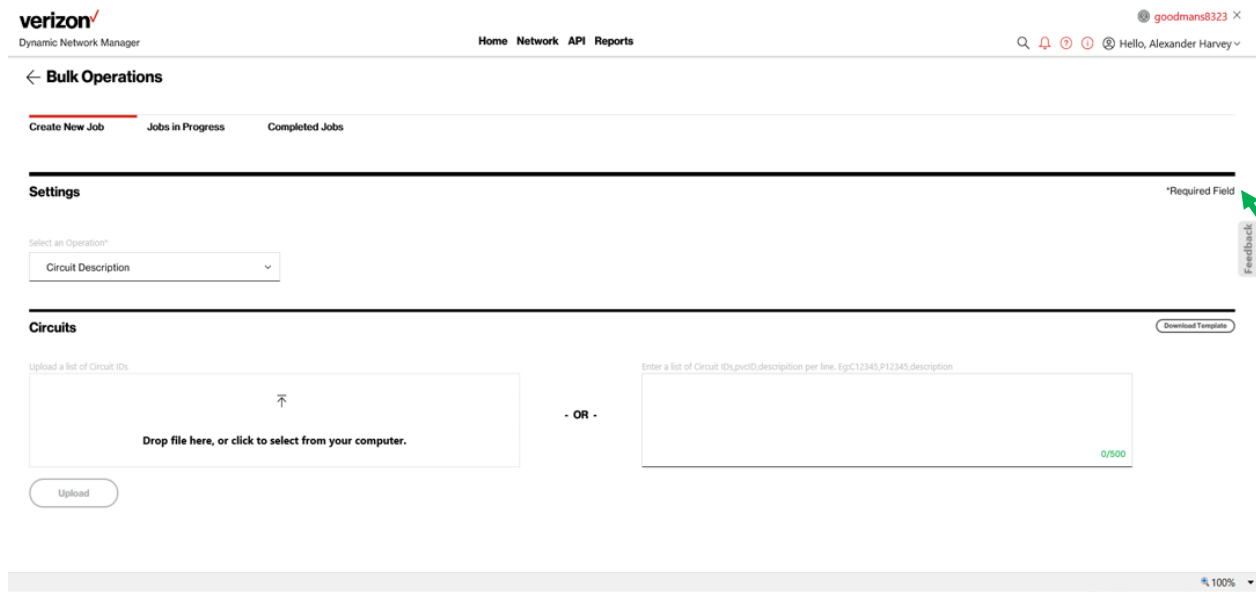
Click on the bulk operations drop down to select the requested bulk activity.



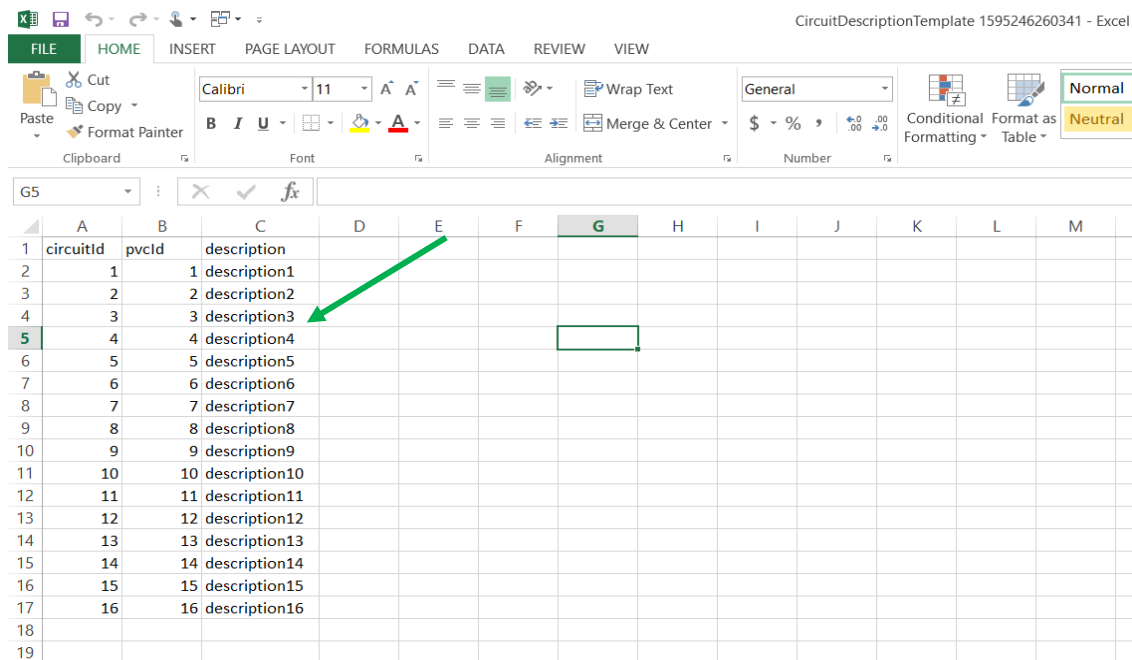


## Bulk EVC description updates

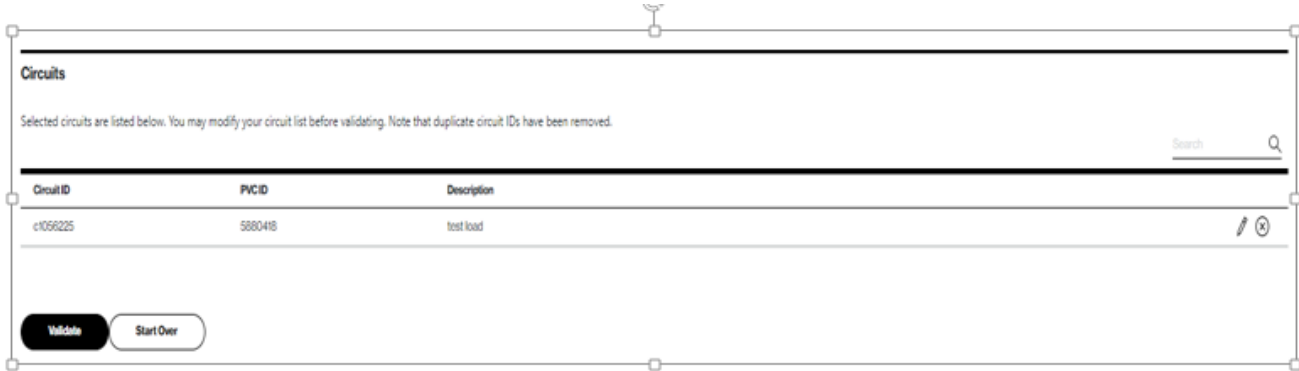
This option allows changes to EVC descriptions (only). You can manually enter circuit information or enter it into a DNM spreadsheet template.



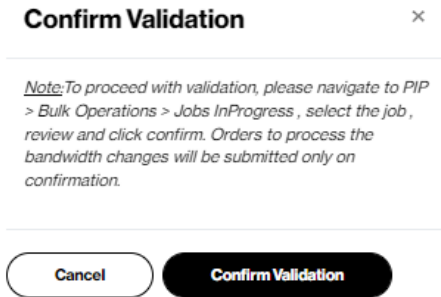
Users would click on the download template.



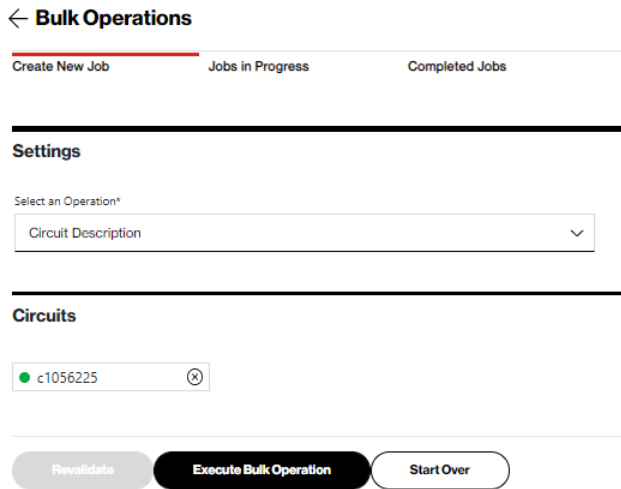
1. Users would enter the BWG circuit ID in the circuit ID field, the EVC ID in the “PVC ID” field and related descriptions.
2. Users would save the template and drag and drop it into the DNM field.
3. Users would click upload.



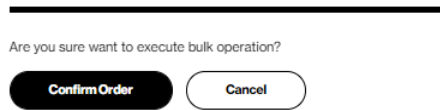
Tool will display the list of items being updated. The description field can be edited using the pencil on the far right or the update can be removed by hitting the “X” to remove the line item. Once completed, click validate.



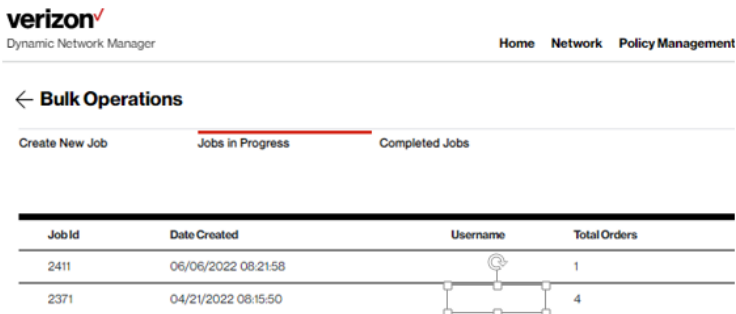
Click confirm validation.



Click execute bulk operation.



Click confirm order.







Order will progress through Jobs in Progress and Completed Jobs.


Updated description will appear on the EVC detail page.

E-Line

---

<b>Service ID</b> 171484645	<b>EVC Speed</b> 0 Kbps	<b>Description</b>  testing DNM description 
<b>EVC ID</b> 5880418		
<b>Billing ID</b>	<b>Max Bandwidth</b> 0 Kbps	<b>Entitlements</b>  
<b>BGW ID</b> C1056225		

A Side                      Z Side

●                              ● 

NA                              NA

Note: EVC (circuit id) information submitted via spreadsheet for any DNM bulk change request must be entered in a DNM spreadsheet template format. If data does not match the template format provided, the sheet will not be uploaded.

### Bulk bandwidth changes transactions

Users can set up bandwidth changes on multiple E-Line EVC's at one time, following the step-by-step process to complete the notifications. Users have two options for making bulk changes.


Upload an excel spreadsheet with custom speeds for each change or multiple changes with pre-set speed.

## ← Bulk Operations

Create New Job      Jobs in Progress      Completed Jobs

### Settings

Select an Operation\*

Select 
Bandwidth - Upload excel with custom speeds
Bandwidth - Change with pre-set speeds

## Bulk subscriptions

Users can use the bulk subscriptions to update the threshold alerting on multiple EVC's at one time.

Click on Bulk Subscriptions

### ← Bulk Operations

Create New Job      Jobs In Progress      Completed Jobs

#### Settings

Select an Operation\*

Select	▼
Bandwidth - Upload excel with custom speeds	
Bandwidth - Change with pre-set speeds	
Circuit Description	
Bulk Subscription	

User will be provided with the following options:

### ← Bulk Subscription

#### Utilization Notifications

Select VPN to Subscribe

Select ▼	UnSubscribe 30 Days	UnSubscribe Busy Hours
Select		
Ethernet E-line		

Select Ethernet E-Line from the dropdown.

- 1) List of available circuits will be display to add threshold alerting

Or if threshold alerting needs to be removed, click on either Unsubscribe 30 Days or Unsubscribe Busy Hours depending on the type of alerting that was setup.

← **Bulk Subscription**

---

**Utilization Notifications**

Select VPN to Subscribe

Ethernet E-line ▾

**Circuit List** Clear All

<input type="checkbox"/>	Circuit ID	PVC
<input type="checkbox"/>	C1056225	5880418
<input type="checkbox"/>	C1042394	5781239
<input type="checkbox"/>	C1043728	5781374
<input type="checkbox"/>	C1064220	5936266
<input type="checkbox"/>	C1064219	5936264
<input type="checkbox"/>	C1064218	5936263
<input type="checkbox"/>	C0113530	5838039

30 Days Busy Hours

To add threshold Alerting in bulk, click on each circuit from the list to set up either 30 days alerting or Busy hours. To understand the different options, refer to the Threshold alerting options section.

## Threshold alerting options

Threshold alerting allows customers to set up utilization bandwidth alerts. Customers can choose which circuit to enable threshold alerting as well as the percentage of utilization from 30% up to 90%. They can decide to alert daily, weekly or monthly based on their preferences. Follow these steps to activate threshold alerting on your specific sites. Utilization alerting is a user selected option. The tool will notify the user who has subscribed to the alert only. The alert will come via email to the specific user.

There are two types of Utilization alerting to choose from:

- 1) **Busy Hours.** This allows each circuit to be set up to alert when the circuit utilization exceeds the selected percentage. The user is provided the option to select the following options:
  - a) **Alerting time period average:** Day, Week, or Month. The Utilization statistics are summed together and averaged over this time period.
  - b) **Busy Hours:** User chooses the busy hours for the given circuit
  - c) **Days to monitor:** Monday, Tuesday, Wednesday, Thursday, Friday, Saturday, Sunday.
  - d) **Time Zone:** User is allowed to select the time zone for that circuit.
  - e) **Alerting Percentage:** User selects the percentage, 60, 70, 80% when the average exceeds this percentage an alert is provided.

Users will select the specific criteria. Based on the selections, the utilization statistics will be averaged and alert if the value exceeds the given alert percentage value.

Example: Circuit C123456 is in New York. User selects these options:

- a) Alert average of weekly.
- b) Busy hours of 7 am to 6 pm.
- c) Days to monitor: Monday through Friday.
- d) Time zone of EST.
- e) Alerting percentage of 80%.

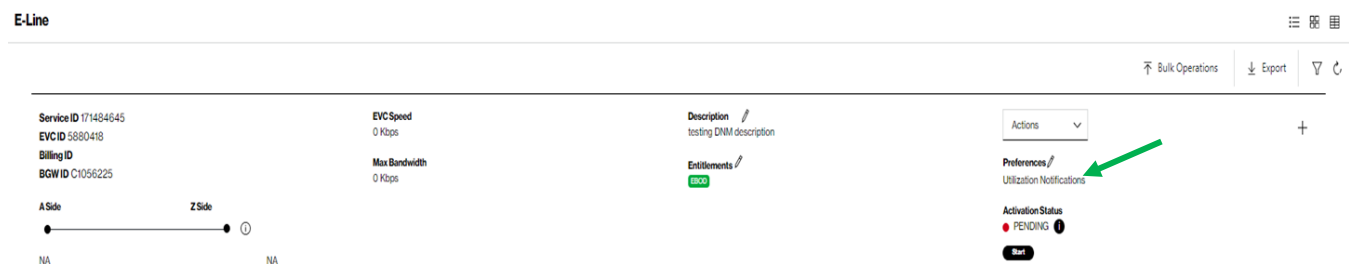
Tool will average the utilization statistics weekly for this circuit. The utilization data will be pulled for all 5 minutes increments within the 7 am to 6 pm EST for Monday through Friday. If the average for the week exceeds 80% an email alert will be sent to the user who subscribed to the alerts.

- 2) 30 Days or Daily Average. This is the daily average of the sum of the utilization statistics captured for the 30 days for each 5-minute increment within a 24-hour day.

Example: All utilization data is summed together for the full month, for every 5-minute increment and averaged for the number of days. If the average exceeds the percentage selected the tool will alert the user who subscribes to the alert.

## How to set up threshold alerting

From the circuit listing page:



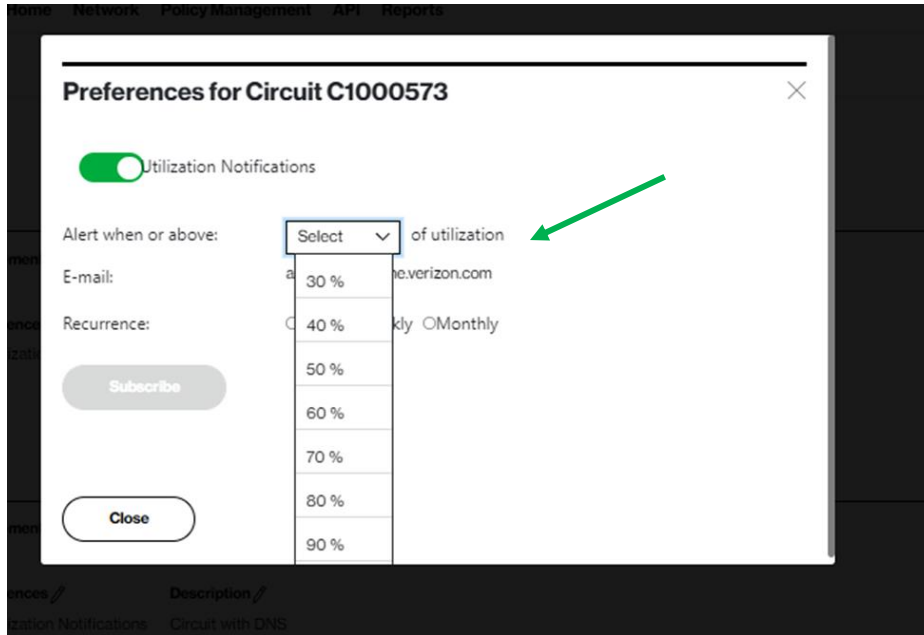
Next to the preferences, Click on pencil.

Click the Utilization Notifications button to change it from red to green.

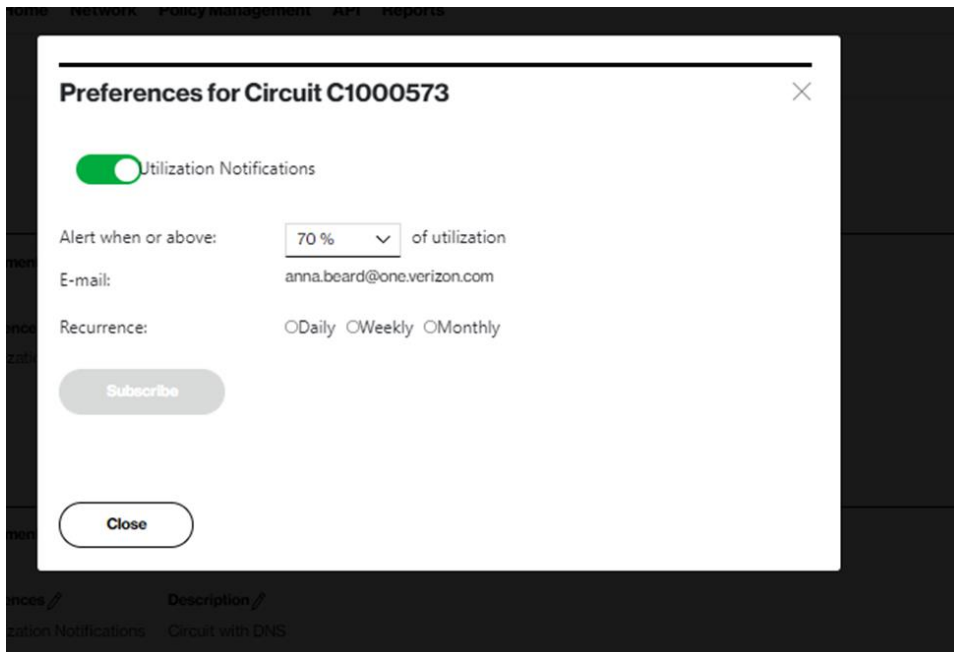
Choose from the drop down the type of utilization alerting preferred.

- 1) Busy Hours.
- 2) 30 Days (30 Daily Average).

## How to set up 30 day daily average alerting



Select alert percentage from drop down box.



Select how often you want to be alerted; Daily, Weekly or Monthly.

Click on subscribe, click close.

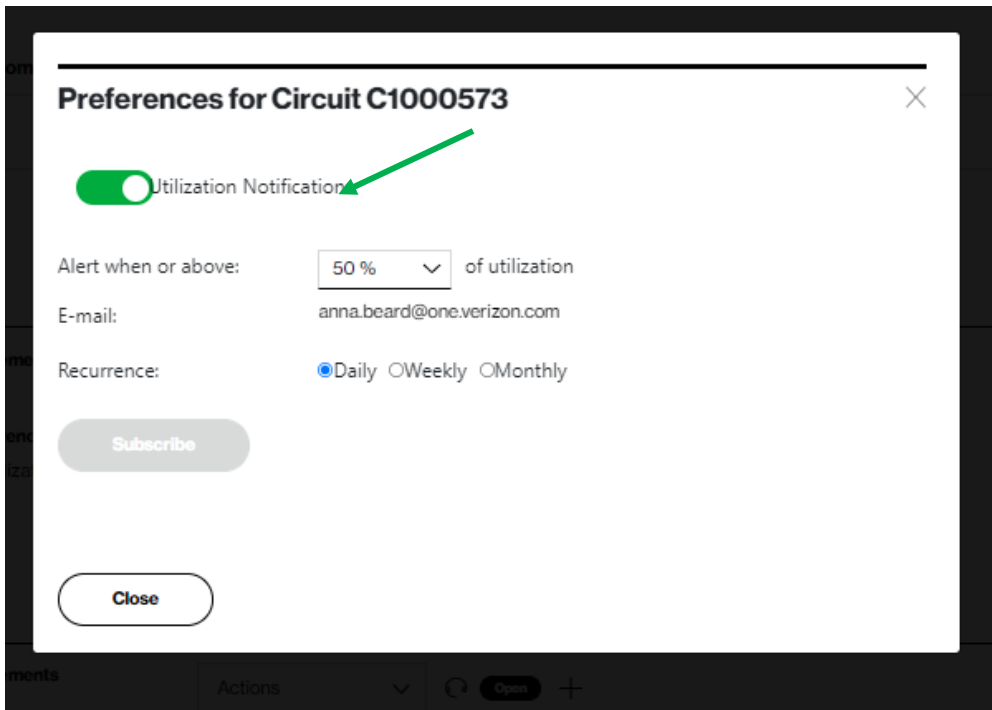
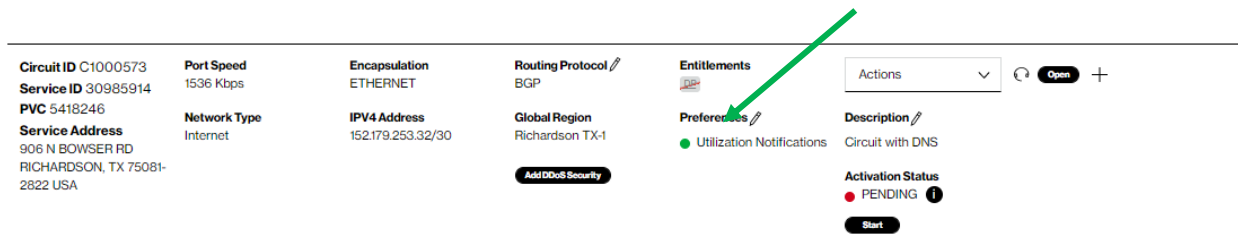




Utilization notification will display green as active.

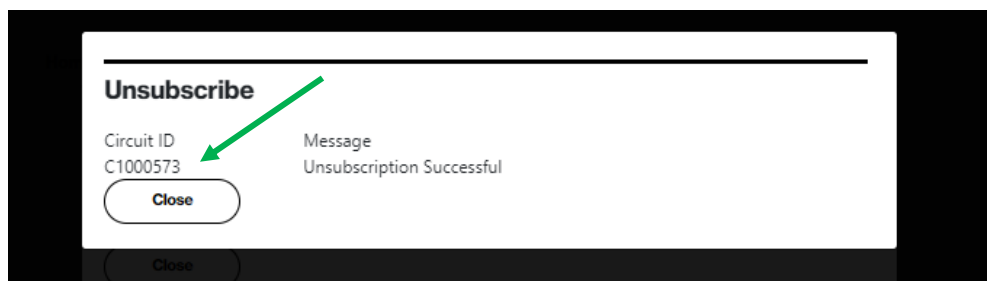
### How to turn off utilization alerting

To turn the notifications off, just start from the beginning, click on the pencil next to preferences.



Click on the green button next to utilization notifications.

Click on unsubscribe.



It will confirm unsubscribe is successful, click close.

## How to set up busy hours alerting

### Preferences for Circuit C0232107

Utilization Notifications

Alert Mode:

Select ▼  
Busy Hours  
30 Days

Users will select busy hours from the drop down.

### Preferences for Circuit C0232107 ✕

Utilization Notifications

Alert Mode: Busy Hours ▾

Busy Hours: Start Time: 9:00 AM Stop Time: 5:00 PM

Busy Days: Monday x Tuesday x Wednesday x Thursday x Friday x x ▾

Time Zone: Select ▾

Threshold: Select ▾

Alert Calculation Window:  Daily  Weekly  Monthly

E-mail: anna.beard@one.verizon.com

Subscribe

The system has default most common values.

Click the utilization notifications button to change it from red to green.

Users should select actual values for each selection option as needed for their circuit.

Once all selections are complete the subscribe button will appear. Click on the subscribe button.



Tool will return a subscription successfully when active.

If one of the options needs to be changed.

**Preferences for Circuit C0232107** ✕

Utilization Notifications

Alert Mode: Busy Hours ▾

Busy Hours: Start Time: 9:00 AM Stop Time: 5:00 PM

Busy Days: Monday x Tuesday x Wednesday x Thursday x Friday x x ▾

Time Zone: CAT-Central African Time ▾

Threshold: 30 ▾

Alert Calculation Window:  Daily  Weekly  Monthly

E-mail: anna.beard@one.verizon.com

Update
Unsubscribe

Change the specific option(s) that requires to be changed.

Click on update.



Tool will return the green bar with the subscription successful.

### Unsubscribe from busy hours

**Preferences for Circuit C0232107**

Utilization Notifications

Alert Mode: Select ▾

Users will select busy hours from the drop-down menu.

**Preferences for Circuit C0232107** ✕

Utilization Notifications

Alert Mode: Busy Hours ▾

Busy Hours: Start Time: 9:00 AM Stop Time: 5:00 PM

Busy Days: Monday x Tuesday x Wednesday x Thursday x Friday x x ▾

Time Zone: CAT-Central African Time ▾

Threshold: 30 ▾

Alert Calculation Window:  Daily  Weekly  Monthly

E-mail: anna.beard@one.verizon.com

Update
Unsubscribe

User will select the unsubscribe button.



Tool will respond with a successful subscription.

## Network Settings

This section contains both Provider Edge (PE) settings information. You can view the Network Information, Demarcation information for both the A side and Z side.

E-Line ☰ ☰ ☰

Bulk Operations | Export | Filter | Refresh

<p>Service ID 171494645 EVC ID 3800418 Billing ID BGW ID C1058225</p> <p>A Side <span style="margin-left: 100px;">Z Side</span></p> <p>NA <span style="margin-left: 100px;">NA</span></p>	<p><b>EVC Speed</b> 0 Kbps</p> <p><b>EVC Max Bandwidth</b> 0 Kbps</p> <p><b>Access Max Bandwidth</b> 0 Kbps</p>	<p><b>Description</b> testing DNM description</p> <p><b>Entitlements</b> 100%</p>	<p><b>Network Settings</b> ▾</p> <p><b>Preferences</b> ↗</p> <p>Utilization Notifications</p> <p><b>Activation Status</b> ● PENDING</p> <p><b>Start</b></p> <p>Birth Certificate</p> <p><b>Health Test</b></p>
---	---	---	--

- From the Actions Menu, select the Network Settings option. The tool will display the Network information and Demarcation information.

Network Information

BGW ID	C1056225
PQ Instance ID	171484645
Provisioned Date	NA

A End		Z End	
A Access Circuit ID	E4021124	Z Access Circuit ID	E4020856
A PQ Instance ID	171483889	Z PQ Instance ID	171483891
Address	NA	Address	NA
Port Speed		Port Speed	
EVC Configuration	NA	EVC Configuration	NA
VLAN ID	NA	VLAN ID	NA

Demarcation Information

A End Demarcation Information		Z End Demarcation Information	
Site		Site	
Site Type		Site Type	
Address		Address	

## 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.

### 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.

Proprietary & Confidential Statement: This document and the information disclosed within, including the document structure and contents, are confidential and the proprietary property of Verizon and are protected by patent, copyright and other proprietary rights. Any disclosure to a third party in whole or in part in any manner is expressly prohibited without the prior written permission of Verizon.