

# Dynamic Network Manager Service Activation Guide

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V3.0



## Dynamic Network Manager (DNM) Service Activation Guide

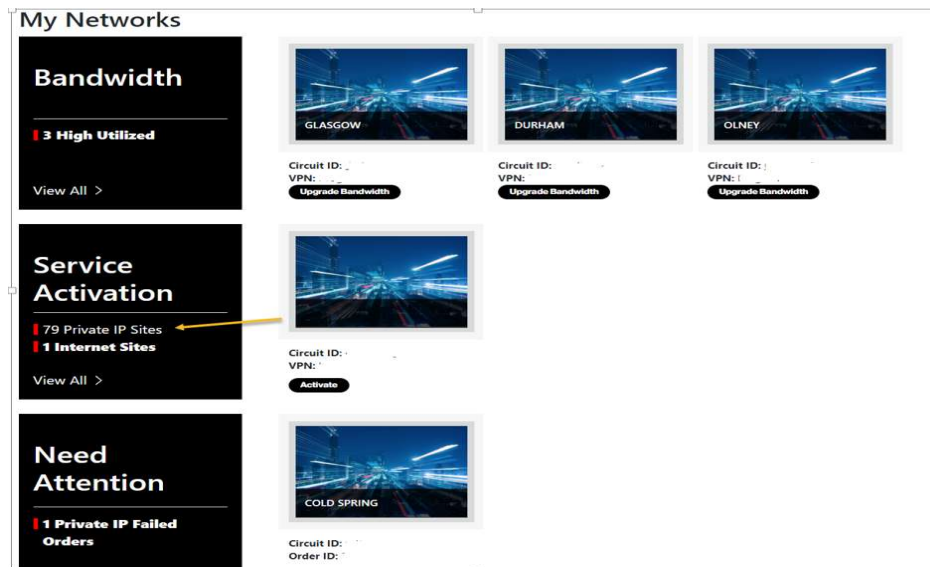
This document will provide you with step by step instructions on how to activate your company pending circuits.

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 setup 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 for a circuit:

- Circuit ID**: Service ID
- Port Speed**: 10 Mbps
- Encapsulation**: ETHERNET
- Service Type**: Not Managed
- PVC**: Realtime CAR
- VPN**: 768 Kbps
- Traffic Rule**: G1
- Description**: [Link]
- Entitlements**: L3, OP, L2
- VPN Address**: 4950 N Basin Ave
- Equipment IP**: [Link]

The 'Activation Status' is 'PENDING' with a red dot and a '1' in a circle. Below this are 'Start' and 'Schedule' buttons. A yellow arrow points to the 'Actions' dropdown menu, which includes 'View Details' and 'Modify Bandwidth'.

The middle section shows a list of VPNs with a dropdown set to 'All VPNs'. On the right, there are 'Bulk Operations', 'Export', and refresh icons. A 'View Details' dropdown and an 'Open' button are also present. 'Preferences' for Utilization and Change Notifications are shown, along with the 'PENDING' activation status and 'Start'/'Schedule' buttons.

The bottom section is a navigation bar with tabs: Details, Network Settings, Orders, Diagnostics, Utilization, Virtual Services, Cloud Services, and Other VRF. The 'Orders' tab is selected, indicated by a green arrow. Below the navigation bar, the 'Circuit Details' section includes:

- Port Speed**: A bar chart showing a current speed of 3 Mbps against a 10 Mbps threshold.
- EF Real Time Car**: A bar chart showing a current speed of 768 Kbps against a 2.5 Mbps maximum speed.
- Utilization Alert Thershold**: %
- Topology**: H
- CE IP Address**: [Field]
- Access Type**: ETH10Gig
- Routing Protocol**: BGP
- Class of Service**: ETM
- Egress Profile**: G1
- Shaping Profile**: Automatic
- Interface Name**: TenGigE0/0/0/2
- 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
<b>Customer Edge Settings</b>							
IPv6 Address / Prefix				Layer 2 Encapsulation		ETHERNET VLAN : 200	
Server Level		Not Managed					
<b>Layer 1/2 Information</b>							
CONNECTOR TYPE			RJ45		CE WAN Interface / Handoff Type		GigE T
VLAN set to			200				
<b>Services(s) Ordered</b>							
Service Order				Work Order			
Managed Service		Not Managed					
<b>Demarcation Information</b>							
<b>11345910C</b>		<b>Site Type</b>	<b>Address</b>	<b>LD1: ROOM</b>	<b>LD2: FLOOR</b>	<b>LD3: BUILDING</b>	
CUST		5100 S Mcclintock Dr	LV1: NE Corner	LV2: Ground Flo	LV3: Main		
<b>General Interface Configuration</b>							
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%	
<b>Virtual Route Forwarding (VRF)</b>							
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:** Overture OVERTUREISG400
- L2A:** Juniper JUNIPER\_MX960
- PCR / PE:** Cisco ASR9010

Below these is the 'NID Activation Status' section, which contains three green status bars with expandable options:

- 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

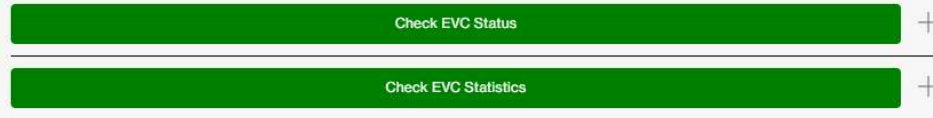
**Update**

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

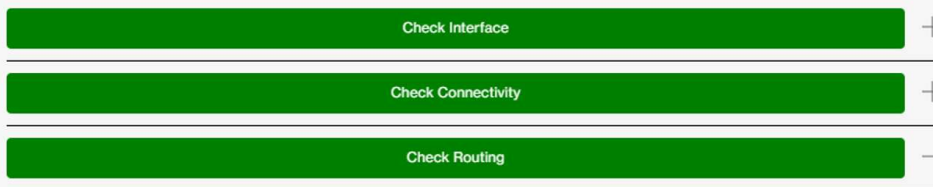


Check EVC Status confirms that the sub-interface the circuit being attempted is up.

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



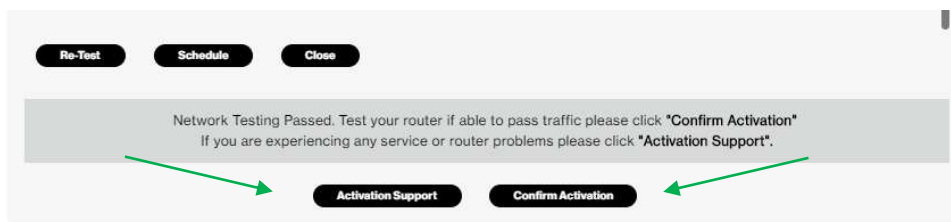
Check Interface is the PE Interface on the PIP router.

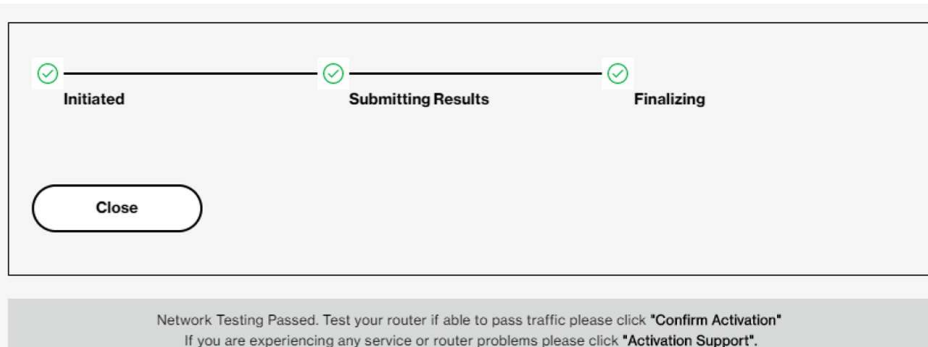
Check Connectivity is a Ping Test from the PE to the CE.

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 screenshot shows the 'Activation Support' dialog box. It has a title bar with a close button (X). The form contains the following fields and sections:

- Contact Name\***: Input field with 'Customer Name' entered.
- Contact Number\***: Input field with 'Callback' entered. Below it is the error message 'Enter valid Phone number'.
- Email Address\***: Input field with 'Customer email' entered. Below it is the error message 'Enter valid Mail ID'.
- Audio Conference Information**:
  - Bridge**: Two radio buttons, 'Verizons Bridge' and 'Use My Audio Bridge'. A blue arrow labeled 'Direct Callback' points to the 'Use My Audio Bridge' button.
  - Phone Number\***: Input field with 'Direct Call back' entered. Below it is the error message 'Enter valid Phone number'.
  - Passcode\***: Input field with '0000' entered. A blue arrow points to this field with the text 'Direct Call back and no passcode required' below it.
- Buttons: 'Submit' and 'Close'.

### Schedule Option:

This option allows you to schedule an Install Scheduler request to have a Verizon technician join at a requested date and time 48-72 hours in the future.

