

# Dynamic Network Manager User Guide - Ethernet Switched E-LAN

Version 1.0

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## Switched E-LAN Dynamic Network Manager overview

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

### Features & benefits

Following are the features and benefits of Switched E-LAN 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

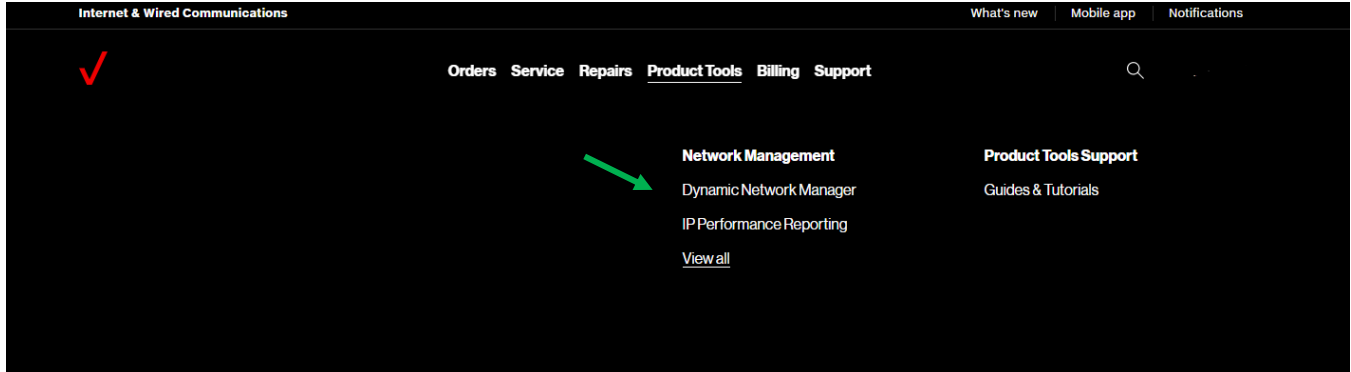
### Business rules for E-LAN

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

- Available to existing and new customers, both customer-managed and those using Verizon Managed Services.
- Available for sites located globally
- EVCs Ordered prior to Q22023 will not have the Dynamic Network Manager feature unless a price impacting change order is submitted.
- 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
- 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

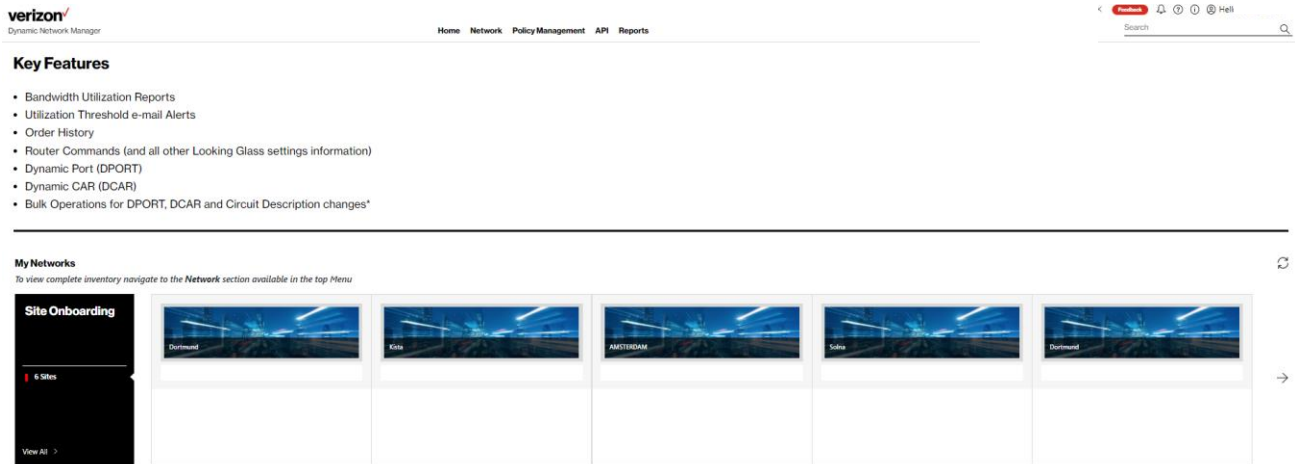
View and manage additional accounts from your workspace. For details, go to [Access Request](#) >

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

## Dashboard

The DNMDashboard 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.

# Dynamic Network Manager User Guide – Switched E-LAN



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



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-LAN virtual circuit List after selection under Network Menu

E-LAN 1

Search Results

287878677  
C4029149

<b>Service ID</b> 287878677 <b>EVC</b> 6013081 <b>Billing ID</b> NA <b>Location</b> Masked for Global Clearance VCCA,FL	<b>Max Bandwidth</b> 0 Kbps  <b>EVC Speed</b> 10 Mbps  <b>Billing Type</b> Dynamic	<b>Uni IdA</b> C4029149	<b>Description</b>  <b>Entitlements</b> <span style="background-color: green; color: white; padding: 2px;">i.d</span>	View Details  <b>Preferences</b> Utilization Notifications  <b>Activation Status</b> <span style="color: red;">●</span> Not Available  Birth Certificate <span style="border: 1px solid black; border-radius: 15px; padding: 5px 15px;">Health Test</span>
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[Details](#) | [Orders](#) | [Utilization](#) | [Diagnostics](#) | [Network Settings](#)

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<b>Committed Speed</b>	10 Mbps	<b>Maximum Speed</b>	0 Kbps
------------------------	---------	----------------------	--------

Modify Bandwidth

**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 program:** 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 user guides, help desk for each product.

## Documentation & Help

### Private IP

-  Help Desk
-  User Guide
-  Welcome Kit

### DNM Activation

-  User Guide

### VEC Support

Verizon Enterprise Center Help Desk  
 US and Canada Customers  
 Live Chat (Sun 8 PM - Sat 8 PM ET)  
 800.569.8799 (Mon - Fri 9 AM - 6 PM ET)

EMEA, APAC, LATAM Customers  
 Live Chat (Mon 1 AM - Sun 1 AM GMT)  
 00.800.4321.5432 (Mon - Fri 9 AM - 5 PM GMT)

### Internet Dedicated

-  Help Desk
-  User Guide
-  Welcome Kit

### E-Line

-  Help Desk
-  User Guide

### Secure Cloud Interconnect

-  Help Desk
-  Welcome Kit

## 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, E-LAN, Secure Cloud Interconnect (SCI) and SDWAN Co Management (Versa)). You can refine your search further by accessing the “Filter” menu.

All Products ▼ richardson Search

Search results for richardson 8 record(s) found

---

Private IP 2 Internet Dedicated 3 E-LAN 3

Search Results

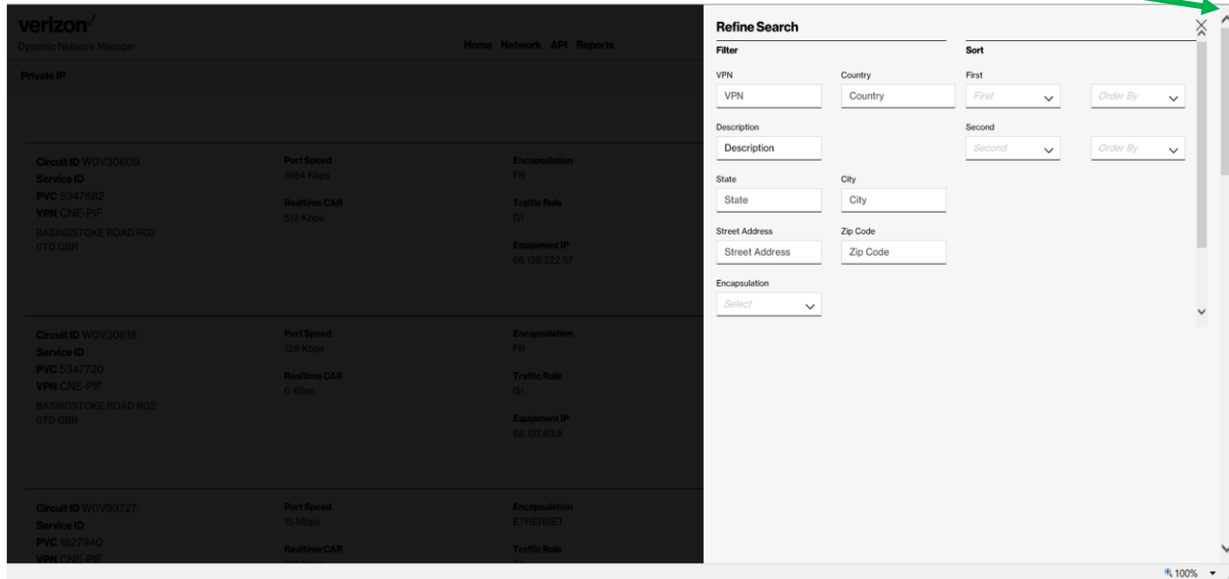
---

**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	196853498	5935872	VNS-170463823		400 INTERNATIONAL PKWY	RICHARDSON	TX	USA	75081-6606	10 Mbps	<span style="background-color: #333; color: white; padding: 2px 5px; border-radius: 3px;">Open</span>
C0233578	1461876187	6286290	Vz-Test-B		400 INTERNATIONAL PKWY	RICHARDSON	TX	USA	75081-2805	1 Gbps	<span style="background-color: #333; color: white; padding: 2px 5px; border-radius: 3px;">Open</span>

## Search filter options

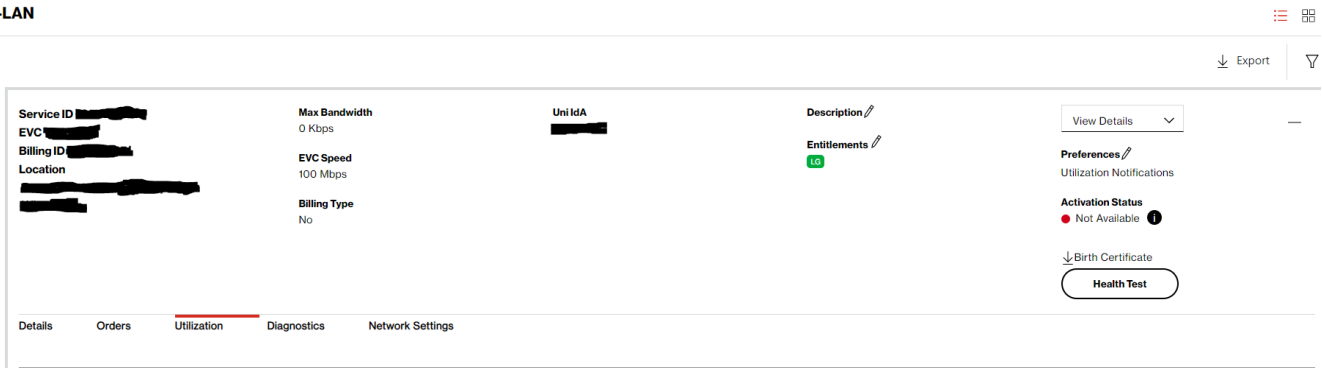




## Export

Export allows a user to export the current screen data to a CSV file.

E-LAN



## 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

### Private IP

Help Desk

User Guide

Welcome Kit

### Internet Dedicated

Help Desk

User Guide

Welcome Kit

### Secure Cloud Interconnect

Help Desk

Welcome Kit

### DNM Activation

User Guide

### E-Line

Help Desk

User Guide

### VEC Support

Verizon Enterprise Center Help Desk  
US and Canada Customers  
Live Chat (Sun 8 PM - Sat 8 PM ET)  
800.569.8799 (Mon - Fri 9 AM - 6 PM ET)



EMEA, APAC, LATAM Customers  
Live Chat (Mon 1 AM - Sun 1 AM GMT)  
00.800.4321.5432 (Mon - Fri 9 AM - 5 PM GMT)



## How to modify E-LAN EVC bandwidth

Select Network to see your ELAN Services.



Dynamic Network Manager

Home **Network** API Policy Management VNS Operations Reports

testa\_amer X



Feedback



Search

### Private IP

View All

High Utilized Sites

Pending Activation

### Internet Dedicated

View All

Pending Activation

### SCI

View All

Microsoft

AWS

Oracle

Google

### Ethernet

Access

**Switched E-LAN**

E-Line

### Service Management

Application Delivery  
Management



Click modify bandwidth.

E-LAN 1

Search Results 287878677 C4029149

<b>Service ID</b> 287878677 <b>EVC</b> 6013081 <b>Billing ID</b> NA <b>Location</b> Masked for Global Clearance VCCA,FL	<b>Max Bandwidth</b> 0 Kbps <b>EVC Speed</b> 10 Mbps <b>Billing Type</b> Dynamic	<b>Uni IdA</b> C4029149	<b>Description</b> <b>Entitlements</b> LG	<b>View Details</b> ▾ <b>Preferences</b> Utilization Notifications <b>Activation Status</b> ● Not Available ⓘ Birth Certificate <b>Health Test</b>
--	---	----------------------------	---	--

Details Orders Utilization Diagnostics Network Settings

<b>Committed Speed</b>	10 Mbps	<b>Maximum Speed</b>	0 Kbps
------------------------	---------	----------------------	--------

**Modify Bandwidth**

### Modify bandwidth:

Select speed from drop down.

Please check the dropdown to see the available EVC speeds.

EVC Speed\*  
10 Mbps ▾

- 1 Mbps
- 2 Mbps
- 3 Mbps
- 4 Mbps
- 5 Mbps
- 6 Mbps
- 7 Mbps
- 8 Mbps

**Scheduling**  
 Schedule change to happen later

**Submit Order** **Cancel** **Live Chat**

Place order for new speed.

**EVC Speed**

10 Mbps  
Current Speed

Please check the dropdown to see the available EVC speeds.

EVC Speed\*  
10 Mbps

- 1 Mbps
- 2 Mbps
- 3 Mbps
- 4 Mbps
- 5 Mbps
- 6 Mbps
- 7 Mbps
- 8 Mbps

**Scheduling**

Schedule change to happen later

Submit Order Cancel

Live Chat

<b>BGW ID</b> C4029305 <b>Service ID</b> 299754195 <b>EVC</b> 6023563 <b>Billing ID</b> U0262552 <b>Location</b> 141 NE 3RD AVE MIAMI,FL	<b>Max Bandwidth</b> 0 Kbps  <b>EVC Speed</b> 10 Mbps  <b>Billing Type</b> Dynamic	<b>Uni IdA</b> E4083015	<b>Description</b>  <b>Entitlements</b> LG	Actions View Details Modify Bandwidth View Orders View Utilization Pre-Test Validation <b>Network Settings</b>
--	---	----------------------------	---	--

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

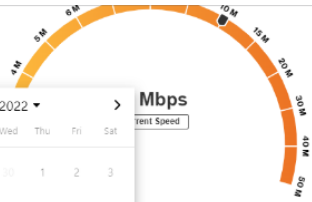
**Scheduling**

Schedule change to happen later

12/23/2022, 10:17 AM

- [GMT 0:0 ]Africa/Abidjan
- [GMT 0:0 ]Africa/Accra
- [GMT 3:0 ]Africa/Addis\_Ababa
- [GMT 1:0 ]Africa/Algiers
- [GMT 3:0 ]Africa/Asmara
- [GMT 3:0 ]Africa/Asmera
- [GMT 0:0 ]Africa/Bamako
- [GMT 1:0 ]Africa/Bangui
- [GMT 0:0 ]Africa/Banjul
- [GMT 0:0 ]Africa/Bissau

---



Please check the dropdown to see the available EVC speeds.

EVC Speed\*

**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

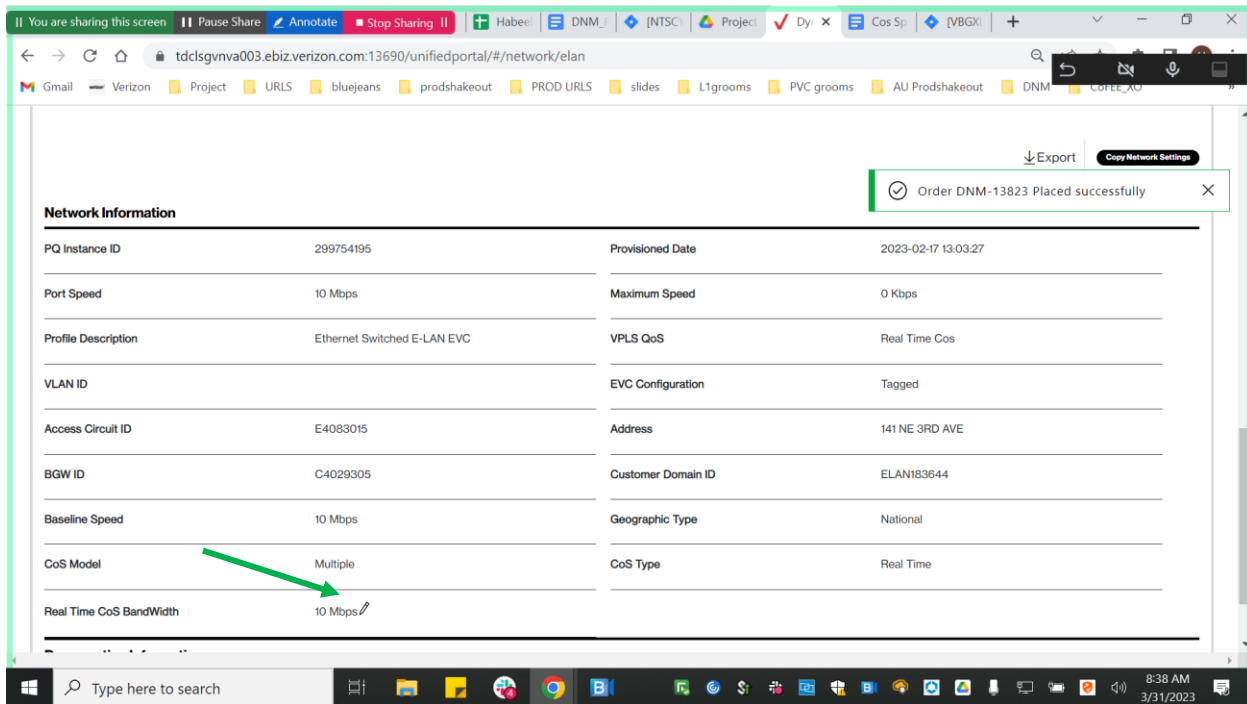


## How to modify E-LAN Real Time CoS bandwidth

Click Network Settings in the action's menu.



Click on the pen to change Real Time CoS Bandwidth.



Select the new Real Time CoS Bandwidth and press Submit to complete the change.

The screenshot displays the configuration interface for a Switched E-LAN service. On the left, there are two speed selection arcs. The first arc shows speeds from 64 K to 512 K, with a 'Current Speed' of 10 Mbps. The second arc shows speeds from 5 M to 10 M. Below these is the heading 'Class of Service (CoS) Speed'. Underneath is the 'Scheduling' section, which includes two toggle switches: 'Schedule change to happen later' (currently off) and 'Multiple changes' (currently off). A 'Submit' button is located at the bottom right of the scheduling section. To the right of the submit button is a dropdown menu labeled 'CoS Speed\*' with a 'Select' button. The dropdown menu is open, showing a list of speed options: 1 Mbps, 2 Mbps, 3 Mbps, 4 Mbps, 5 Mbps, 6 Mbps, 8 Mbps (highlighted in yellow), 10 Mbps, and 10 Mbps. A green arrow points from the 'Submit' button to the dropdown menu.

## 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 E-LAN services.

The screenshot shows the Verizon Dynamic Network Manager navigation menu. The top navigation bar includes 'Home', 'Network', 'Policy Management', 'API', and 'Reports'. Below this, there are four main categories: 'Private IP', 'Public IP', 'SCI', and 'Ethernet'. Under 'Private IP' are links for 'View All', 'High Utilized Sites', and 'Pending Activation'. Under 'Public IP' are links for 'View All' and 'Pending Activation'. Under 'SCI' are links for 'View All', 'Microsoft', 'AWS', 'Oracle', and 'Google'. Under 'Ethernet' are links for 'Access', 'ELAN', and 'ELINE'. A green arrow points to the 'ELAN' link under the 'Ethernet' category.

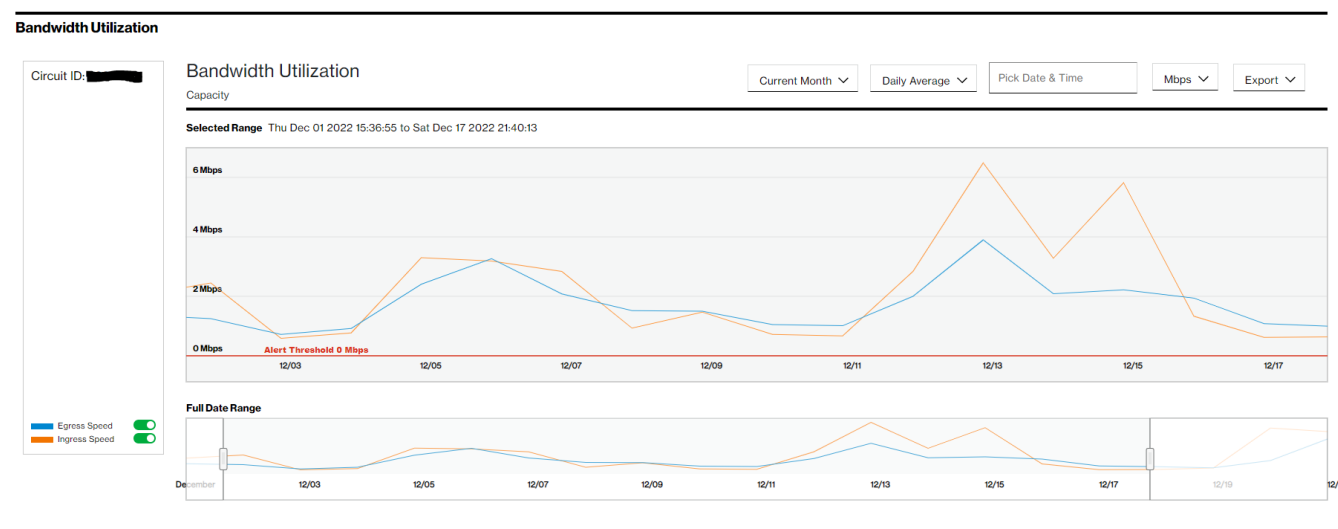


Click View Details in the action's menu and Select Utilization

E-LAN

The screenshot shows the E-LAN service details page. At the top, there are fields for Service ID, EVC, Billing ID, Location, Max Bandwidth (0 Kbps), EVC Speed (100 Mbps), Billing Type (No), Uni ID A, Description, Entitlements (LG), and a 'View Details' dropdown menu. Below these fields is a navigation bar with tabs for Details, Orders, Utilization (selected), Diagnostics, and Network Settings. A 'Health Test' button is visible in the bottom right corner.

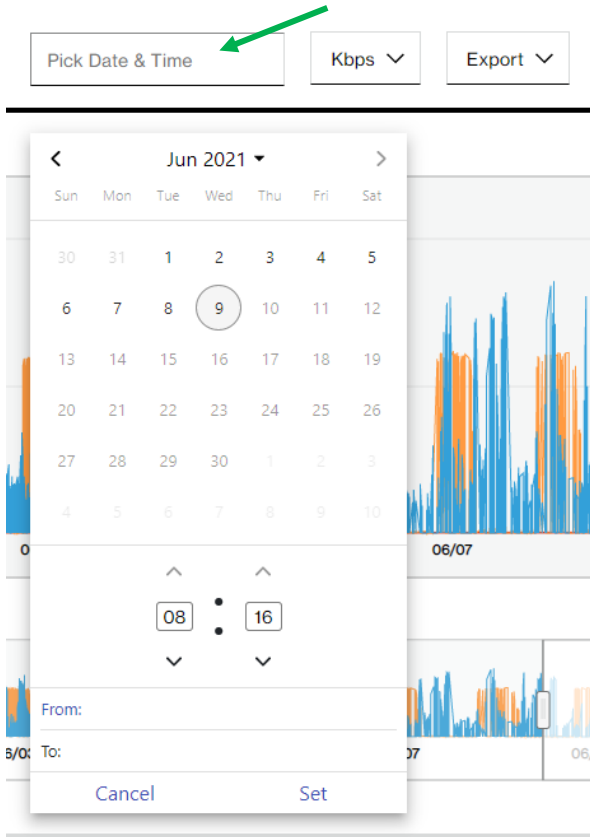
Utilization report will be displayed for the last 30 days with the option to pull specific date range to pull history for the last 12 months, starting as of January 2022.



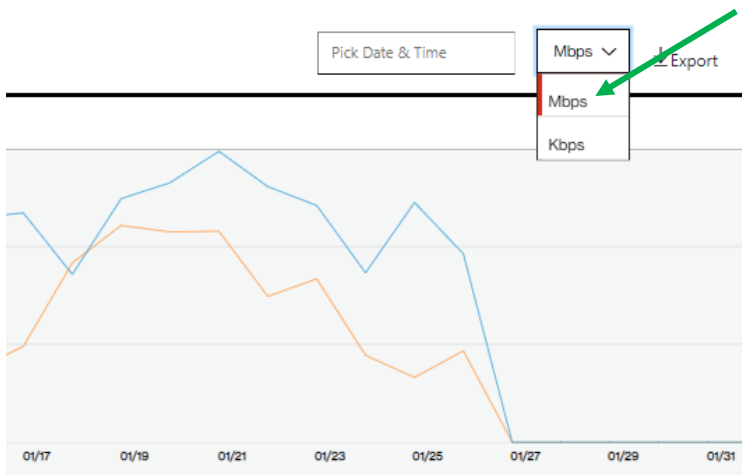
1. Click on the utilization tab to view the utilization details.
2. By default, the daily summary utilization details will be shown.
3. To view 15 min interval usage, select and drag to specific duration so that 15 mins interval usage duration can be viewed.
4. Use the toggle buttons next to egress and 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.

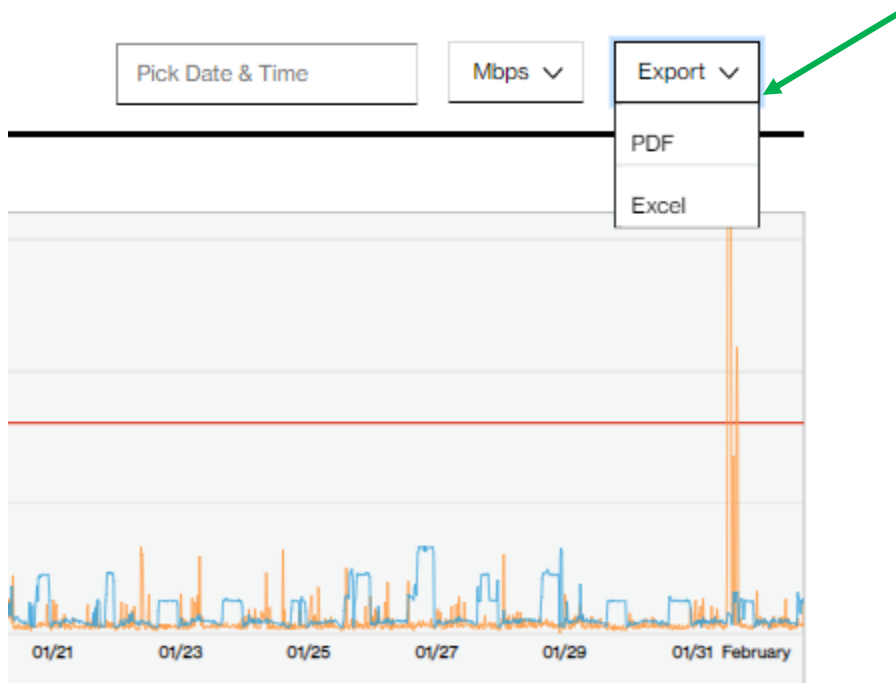
You can change the date range for the utilization reports by selecting the “Pick Date & Time” option, then select your date range from 1 day to 30 days.



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.

**E-LAN**

List of orders will be displayed.

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

Order Number	CircuitId	Status	CreatedDate	ScheduledDate	BillingId	Order Type	PortSpeed	User Id	Status Date	Change Type
2772857	5880418	COMPLETED			HK00209984	EBOD	10		2018/01/28 11:03:36 GMT	+
2750601	5880418	COMPLETED			HK00209984	EBOD	50		2017/10/02 12:43:44 GMT	+

Order Number	CircuitId	Status	CreatedDate	ScheduledDate	BillingId	Order Type	PortSpeed	User Id	Status Date	Change Type
2772857	5880418	COMPLETED			HK00209984	EBOD	10		2018/01/28 11:03:36 GMT	-

**Order Milestones**

- PENDING (01/27/2018 18:17:55)
- SCHEDULED (01/27/2018 18:17:55)
- SUBMITTED (01/28/2018 05:00:00)
- VALIDATING (01/28/2018 05:00:00)
- VALIDATED (01/28/2018 05:00:00)
- APPROVING (01/28/2018 05:00:00)
- APPROVING (01/28/2018 05:00:05)
- COMPLETED (01/28/2018 05:03:36)

## 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.



Home Network Policy Management API Reports

**Private IP**

DNM Order Summary  
Network Stats  
Network Transit Delay

**Public IP**

View All  
DNM Order Summary

**SCI**

SCI Consumption

**Reports**

**Ethernet**

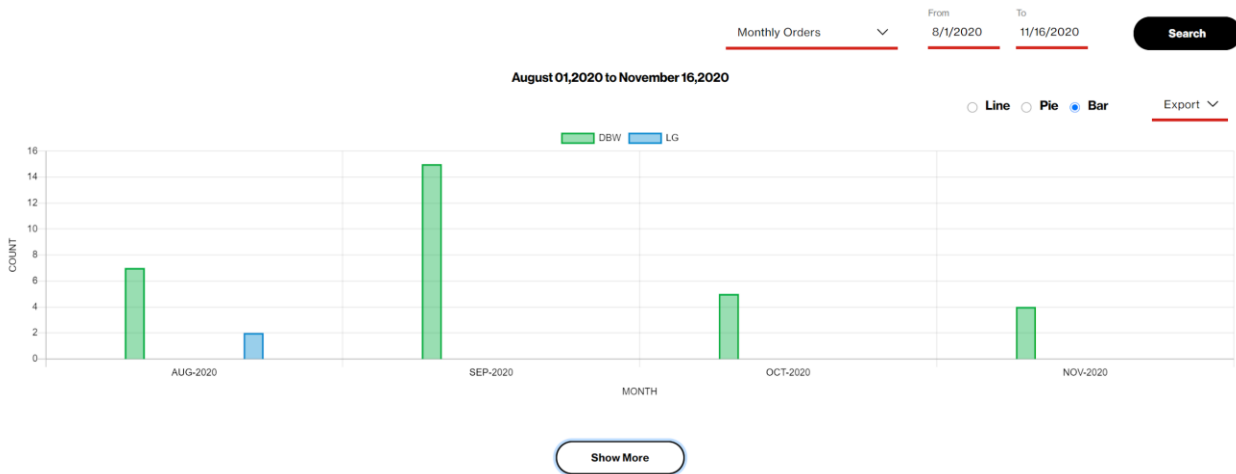
View All  
DNM Order Summary

**Miscellaneous**

Work Orders  
MOS Score  
Port Availability  
Pending Activations  
Auto Activation Report  
Bulk Activation

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.

Show Less

Show  Order Pending  Order Failed  Order Completed

Enter Search Criteria

<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> verizonnm@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> verizonnm@gmail.com				

## Diagnostics > Router commands

### Ethernet access pre-activation test results and test (US only)



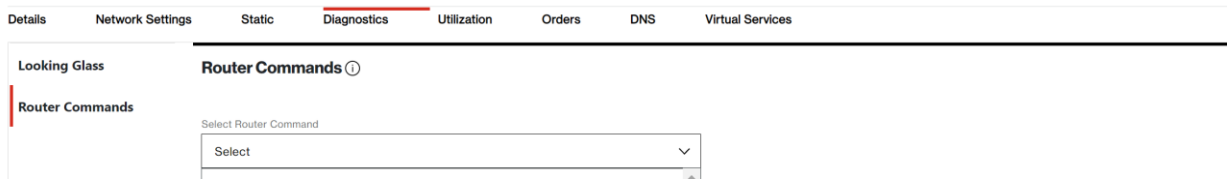
Verizon performs Ethernet Access Service Activation Test (Y.1564) prior to activation. Users can view results from Ethernet Access test:

**Conditions:**

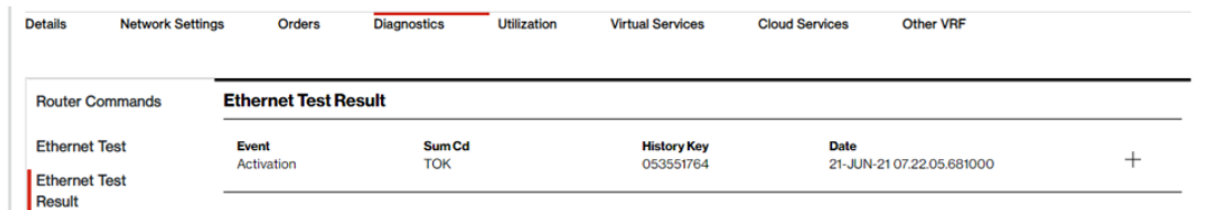
- Encapsulation must be Ethernet.
- Region must be a US domestic circuit.
- Port Speed must be less than or equal to 1GB.

**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  
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.

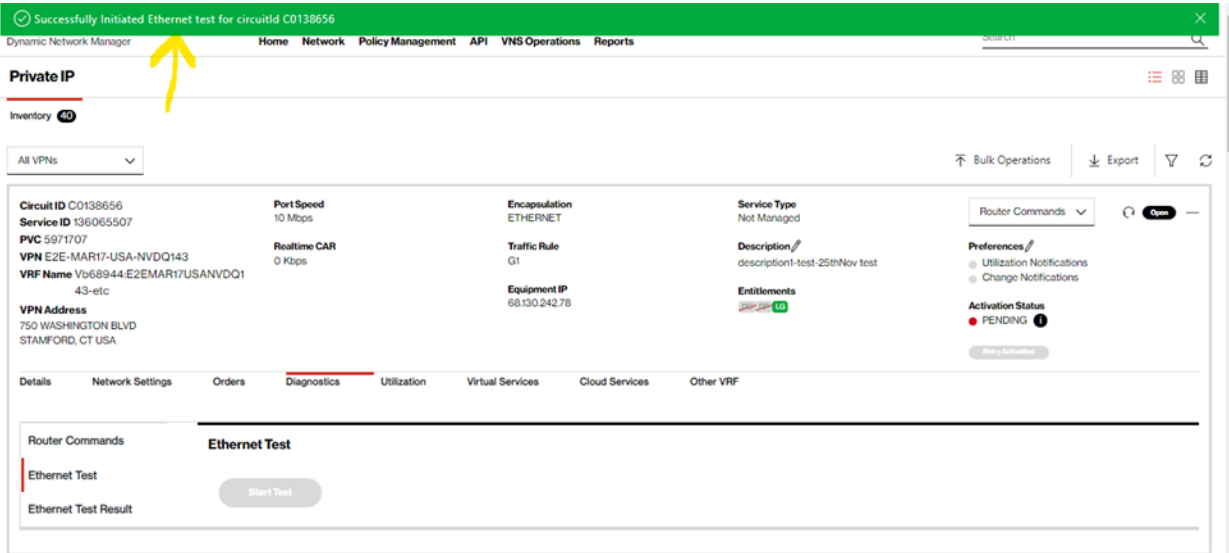
Continue Cancel

Click Continue.

After confirmation

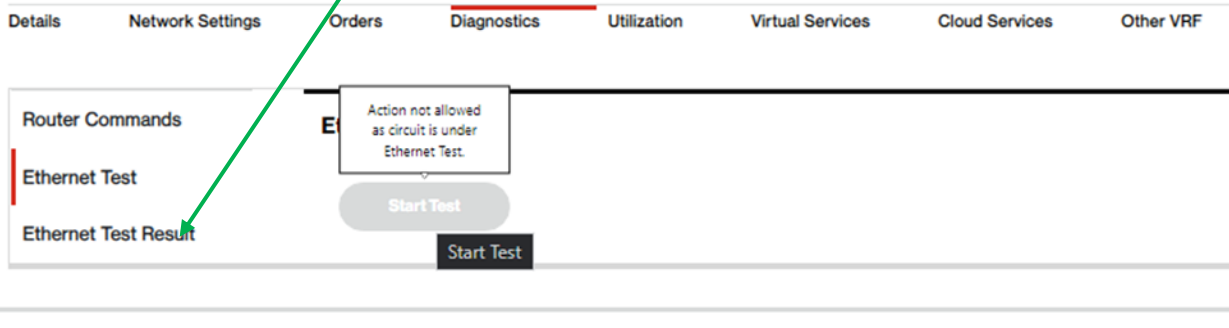
Green bar will appear which states the Ethernet access test was successfully submitted.





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:

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

Router Commands

Ethernet Test

Ethernet Test Result

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   EHXD
Test Phase                cir    cir    cir    cir
    
```

Download PDF

Event	Sum Cd	History Key	Date
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.

Circuit ID C0108468  
 Service ID 166124872  
 PVC 5820292  
 VPN ACME-Fabrication  
 VRF Name V795957:ACMEFabrication  
 VPN Address  
 180 ALLEN RD ATLANTA, GA  
 30328-4862 USA

Port Speed  
 8 Mbps  
 Realtime CAR  
 128 Kbps

Encapsulation  
 ETHERNET  
 Traffic Rule  
 G4  
 Equipment IP  
 68.139.174.86

Service Type  
 Not Managed  
 Description  
 LA Office  
 Entitlements  
 [OK] [OK] [OK]

View Details [X]

Preferences  
 [x] Utilization Notifications  
 [x] Change Notifications

Activation Status  
 Active [1]

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

Orders [0]

Order Number	CircuitID	Status	Requested Date	Expected Date	BillingId	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	+

Show: 5 Go to: 1 / 4

Orders Search

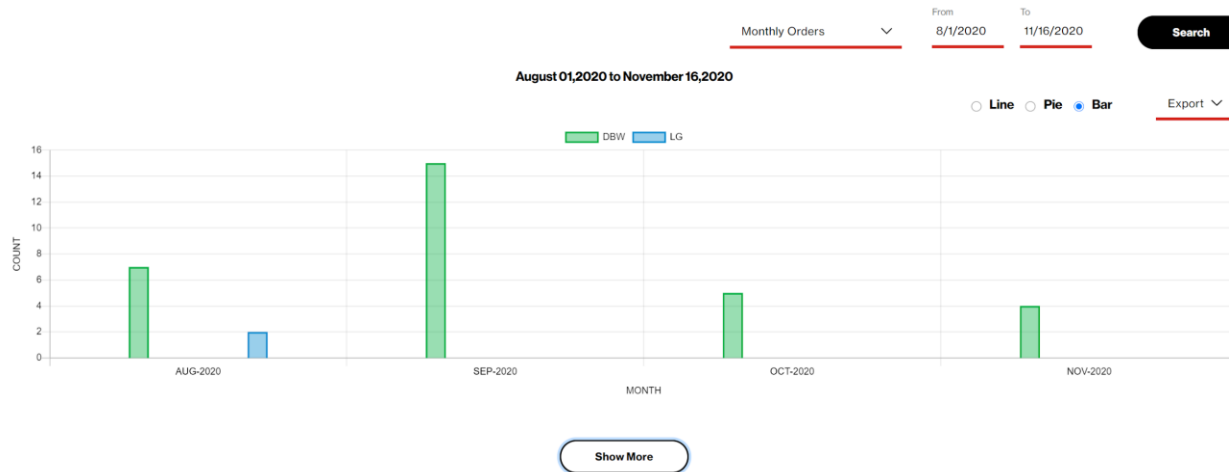
Order Number	CircuitId	Status	Created Date	Scheduled Date	BillingId	Order Type	Port Speed	User Id	Status Date	Change Type
2772657	5880418	COMPLETED			HK00209864	EBOD	10		2018/01/28 11:03:36 GMT	—

**Order Milestones**

## 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.

### DNM Order Summary



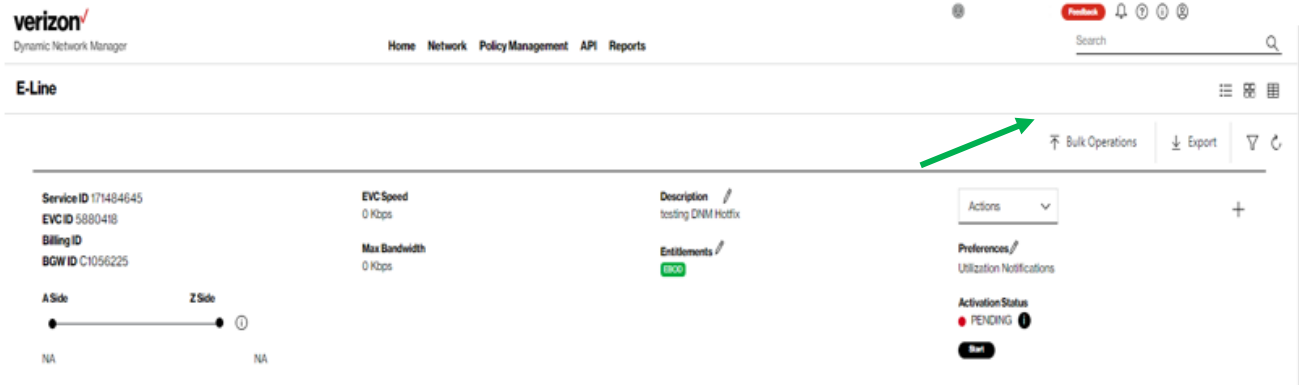
## Bulk operations

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, and 2) Bandwidth (Ethernet Bandwidth on Demand EBOD). Bulk change requests can be manually entered directly into the tool or via a

DNM spreadsheet template (where applicable).

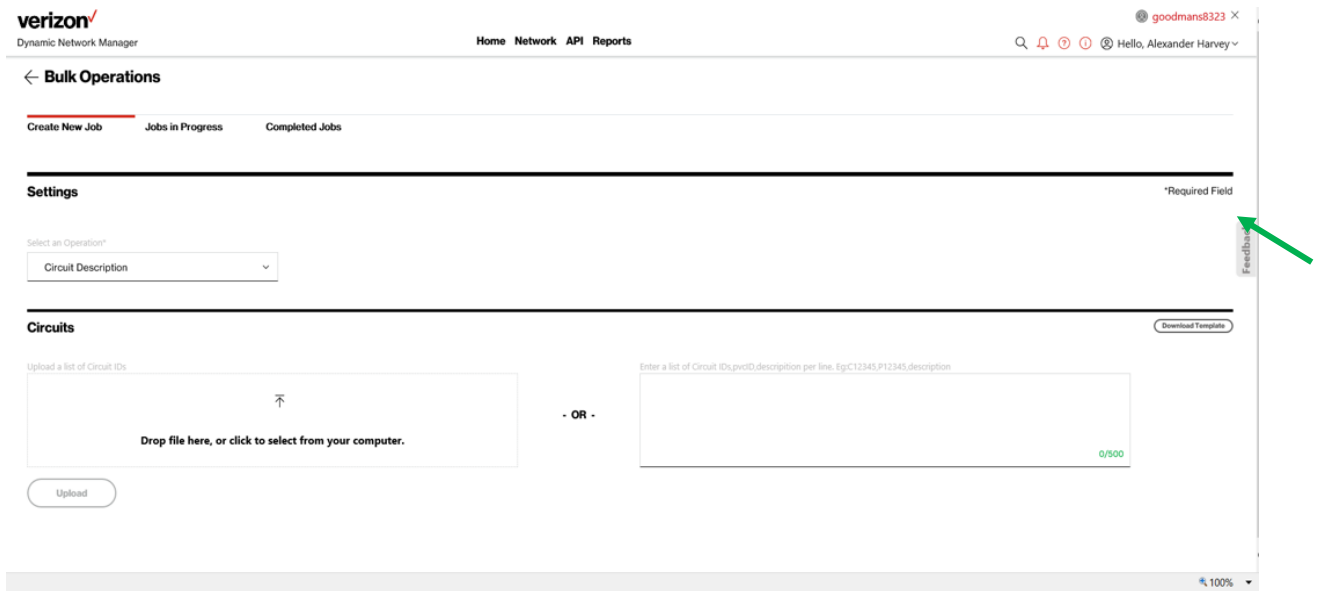
**Tip:** If you elect to use the DNM spreadsheet template to enter your circuits, you can first use DNM's Export function to download the EVC list you wish to modify and then copy/paste the appropriate values into the Bulk spreadsheet template fields.

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

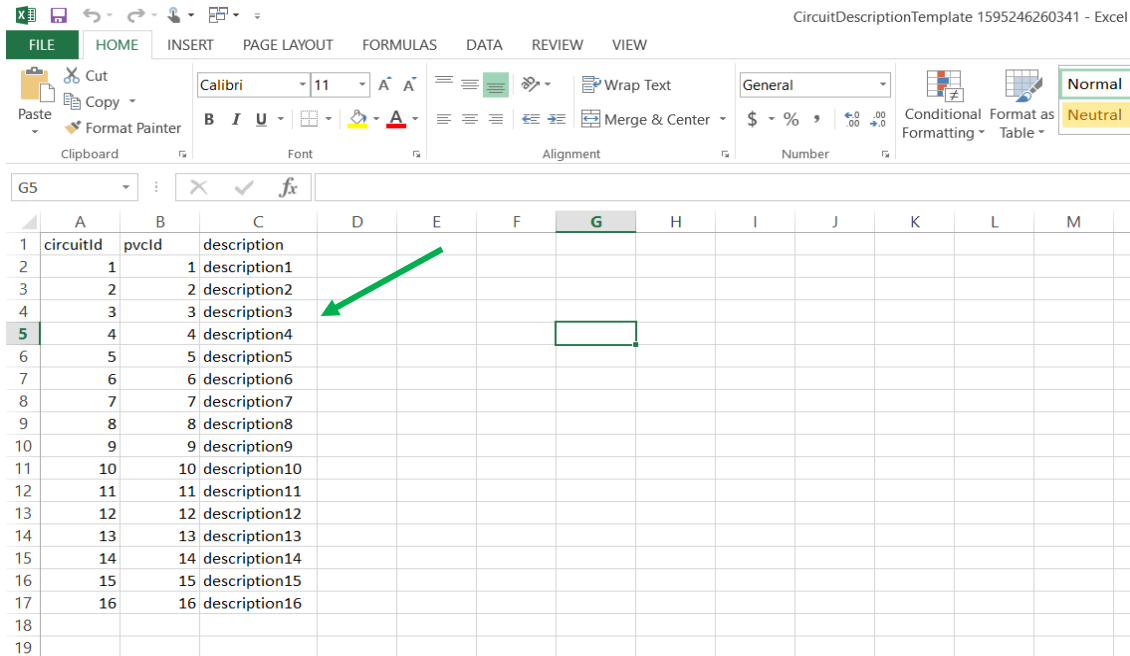


## Bulk EVC description updates

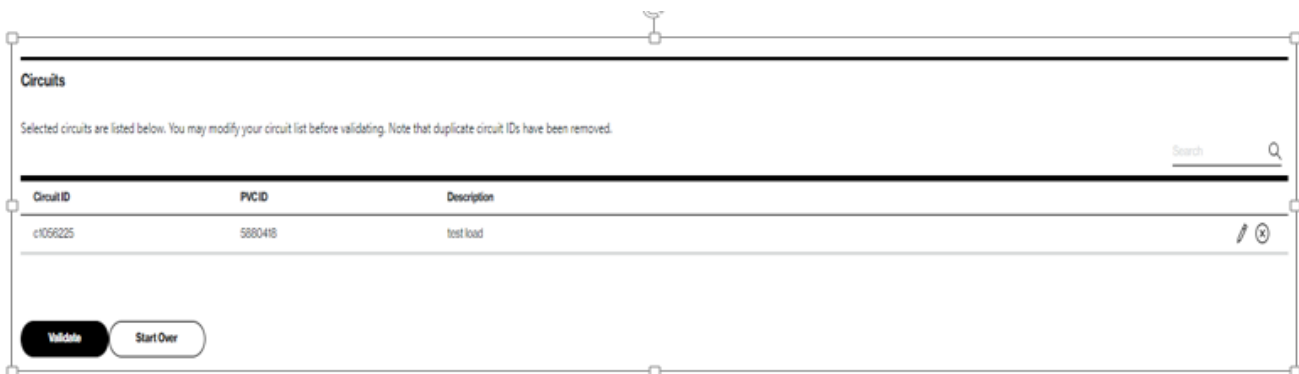
This option allows changes to EVC descriptions (only). You can manually enter circuit information or enter it into a DNM spreadsheet template.



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.

### Confirm Validation ×

*Note:* To proceed with validation, please navigate to PIP > Bulk Operations > Jobs InProgress, select the job, review and click confirm. Orders to process the bandwidth changes will be submitted only on confirmation.

Click confirm validation.

### ← Bulk Operations

Create New Job    Jobs in Progress    Completed Jobs

#### Settings

Select an Operation\*

Circuit Description

#### Circuits

Click execute bulk operation.

Are you sure want to execute bulk operation?

Click confirm order.

Job Id	Date Created	Username	Total Orders
2411	06/06/2022 08:21:58		1
2371	04/21/2022 08:15:50		4

Order will progress through Jobs in Progress and Completed Jobs.

Updated description will appear on the EVC detail page.

**E-Line**

Service ID 171484645  
 EVC ID 5880418  
 Billing ID  
 BGW ID C1056225

A Side: ● — Z Side: ● ⓘ  
 NA — NA

EVC Speed: 0 Kbps  
 Max Bandwidth: 0 Kbps

Description: testing DNM description  
 Entitlements: EVC

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 change 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	

## 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:

The screenshot shows the E-LAN circuit listing page. At the top, there is a search bar with the results '287878677' and 'C4029149'. Below this, the details for service ID 287878677 are displayed. The details are organized into columns: Service ID (287878677), EVC (6013081), Billing ID (NA), Location (Masked for Global Clearance, VCCA,FL), Max Bandwidth (0 Kbps), EVC Speed (10 Mbps), Billing Type (Dynamic), Uni IdA (C4029149), Description, Entitlements (LG), View Details (dropdown), Preferences (pencil icon), Utilization Notifications (highlighted with a green arrow), Activation Status (Not Available with a red dot and info icon), Birth Certificate (download icon), and Health Test (button). Below the details, there are tabs for Details, Orders, Utilization, Diagnostics, and Network Settings. At the bottom, there is a 'Committed Speed' of 10 Mbps and a 'Maximum Speed' of 0 Kbps, with a 'Modify Bandwidth' button.

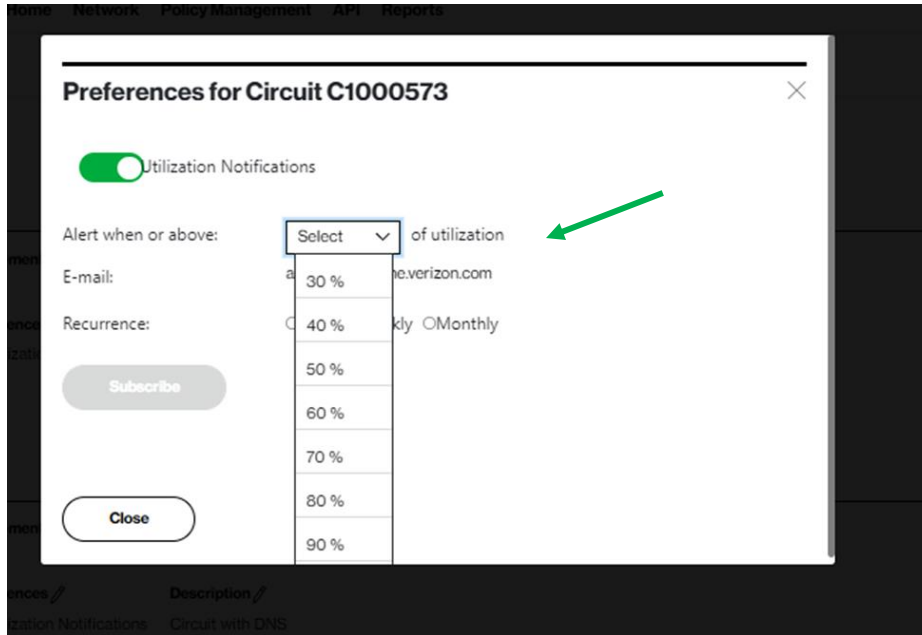
Next to the preferences, Click on pencil.

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

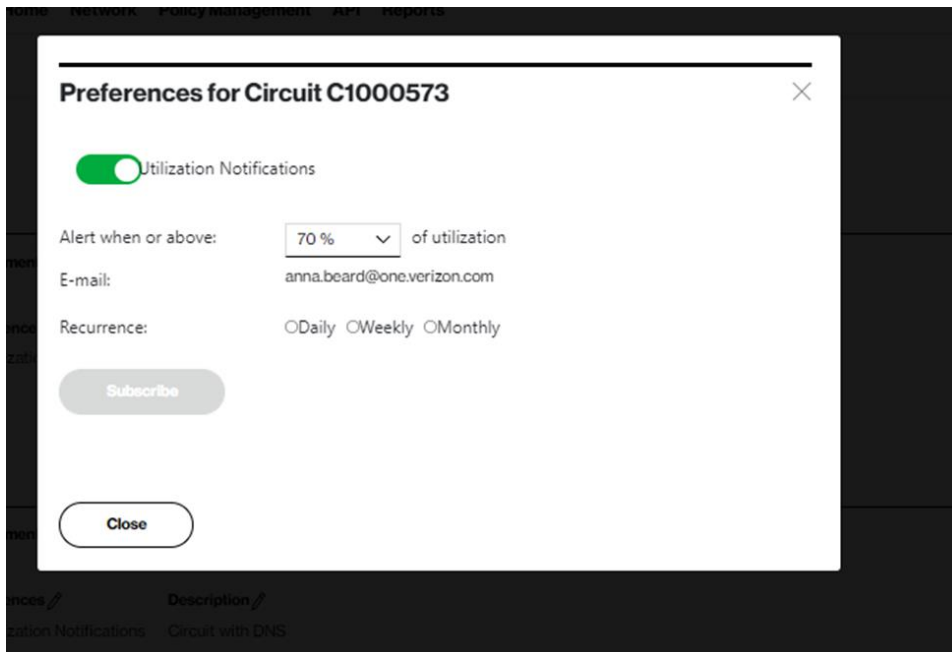
Choose from the dropdown the type of utilization alerting preferred.

- 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.

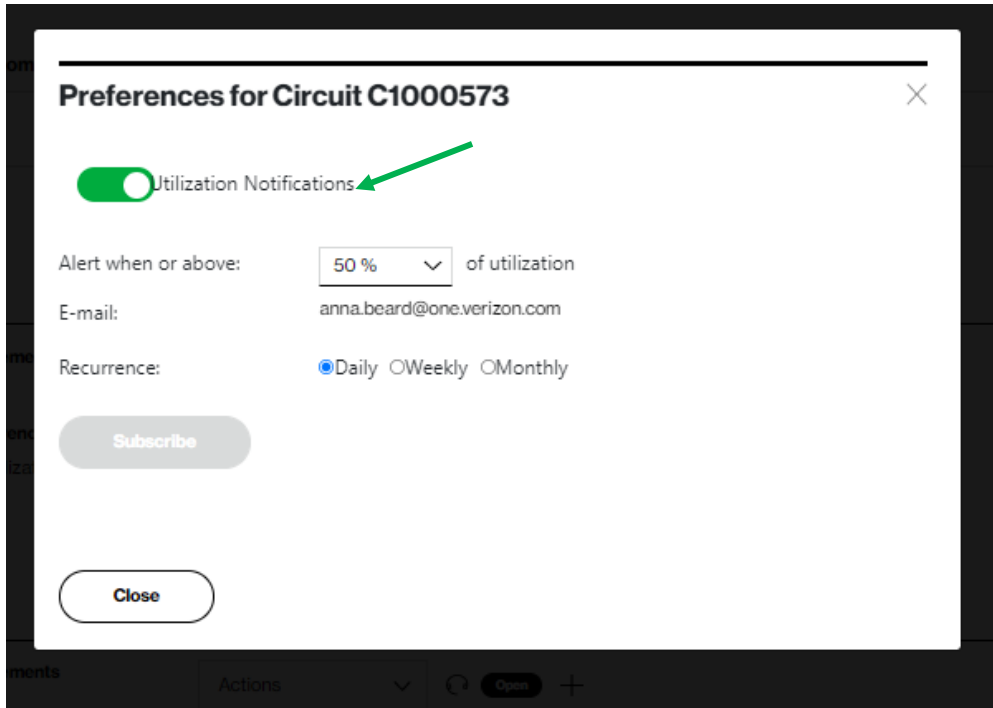


Select how often you want to be alerted; Daily, Weekly or Monthly.

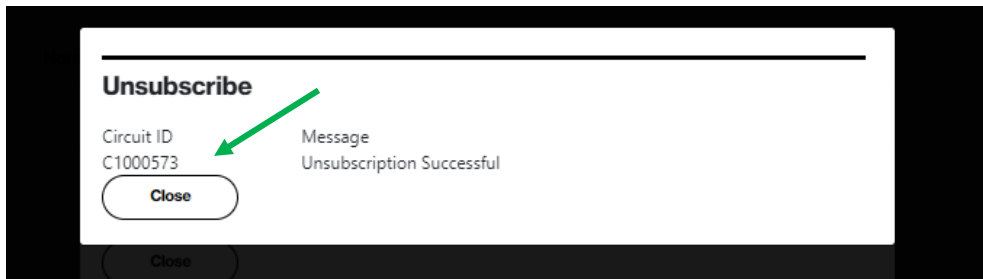
Click on subscribe, click close.

## How to turn off utilization alerting

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:  Stop Time:

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:

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 successful 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 ▾



- Busy Hours
- 30 Days

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.

## 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.

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