

# Dynamic Network Manager User Guide – Internet Dedicated

February 10, 2022

Version 1.2

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### Overview – Internet Dedicated Dynamic Network Manager

Dynamic Network Manager (DNM) enables you to review the configuration of your Internet Dedicated services and make changes to your port speeds.

### Features and Benefits

The following are the features and benefits of Internet Dedicated Dynamic Network Manager:

Make bandwidth changes in minutes through the Verizon Enterprise Center

Schedule a port change order up to one year in advance

Download a site detail report in Microsoft® Excel®

Issue a specific set of Ping and Show commands on the Provider Edge (PE) Router

### Components

Internet Dedicated Dynamic Network Manager consists of the following components:

- **Looking Glass:** Allows users to view the configuration information of their Internet Dedicated services. It is mainly a “view only” interface, but users are allowed to make certain non-billable Layer 3 configuration changes to their Internet sites. Looking Glass also allows specific PING, Traceroute and Show commands to be issued for ad-hoc diagnostics.
- **Dynamic Port (DPORT):** Allows users to make service speed changes (up/down) to their Internet Dedicated services.

Note: Since DPORT enables price impacting changes, users require a specialized Verizon Enterprise Center (VE) entitlement or permission. Contact your Account Team for assistance with setting up these permissions.

### Business Rules for Internet Dedicated Dynamic Port

The following business rules apply with Internet Dedicated Dynamic Port (DPORT):

- Available to both customer-managed and those using Verizon Managed Services.
- Available on direct connections, i.e. with an interface at a Verizon service edge router. DPORT is not supported on 3rd party Internet access or Broadband access.
- Available for services with Pricing Plan Tiered. Services with other Pricing Plans (e.g. Burstable Select) are not supportable for DPORT.
- Available for Internet Dedicated services with Ethernet hand-off. DPORT is not supported on services with TDM access (T1, NxT1, T3, OC-n).
- Available for services provisioned on Verizon’s Current Platform. The circuit identifiers for these services begin with a C or E prefix. The Service IDs are numerical. DPORT is not supported on circuits with other prefixes.
- When you order a new Internet Dedicated service, you can order the service with a lower initial port speed than the maximum available speed on the Ethernet access. Once the service is installed, you can use DPORT to raise or lower the speed to the level you want.

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- 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. DPORT speed changes can be made up until (but not after) 11:00 p.m. GMT.
- Billing: Verizon bills the Internet port charges prorated per day, i.e. 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 until a subsequent speed change.

The following restriction applies:

- DPORT is not supported on services with non-standard port speed which require a capacity check by the Verizon Network Planning team. Speed changes for these services need to be requested through the Verizon Sales team.

CPE configuration:

- It is important to modify your router configuration for Dynamic PORT in order to keep your router in sync.

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## Sign In to Verizon Enterprise Center

1. Go to <https://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.

The screenshot shows the Verizon Enterprise Center sign-in page. At the top, there is a navigation bar with 'Personal' and 'Business' tabs, and links for 'Support', 'Stores', and a globe icon. Below this is a secondary navigation bar with 'Shop', 'Products', 'Plans', 'Solutions', 'Resources', 'Contact Us', and 'Why Verizon'. A 'Log In' button and a search icon are on the right. The main heading is 'Sign in'. Below this, there are two columns of text. The left column is for 'Wireless, enterprise, government and education customers' and includes a sign-in form with fields for 'ABEAR0247' (username) and 'Password', a 'Remember Me' checkbox, and a 'Forgot username or password?' link. The right column is for 'Fios, internet and phone customers' and includes a 'Sign In' button and links for 'Need to pay your bill?', 'Register for an account', 'Having trouble signing in?', and 'Learn more about My Business'. Below the sign-in form is a 'Quick tasks and training tools' section with a plus sign. At the bottom, there is an 'Additional management portals' section with links to 'APM', 'Network Universal', 'Verizon NetworkFleet', 'XO DNS Portal', 'Enterprise Service Activation Platform', 'Partner Center', 'XO Hosted PBX', 'Network Enterprise', 'Unified Security Portal/ DDoS Shield Portal', and 'XO Hosted PBX (End User)'.

The screenshot shows the Verizon Enterprise Center home page. At the top, there is a navigation bar with 'verizon' logo, 'Manage Account', and 'Support' links. Below this is a search bar. The main heading is 'Welcome, Maria!'. Below this, there is a 'My workspace' section with three main areas: 'Billing', 'Recent invoices', and 'Download center'. The 'Billing' section has links for 'Make a payment', 'Manage payment methods', 'Setup recurring payments', and 'Schedule a payment'. The 'Recent invoices' section shows three invoices with 'Pay now' buttons. The 'Download center' section shows two 'Consolidated Bill Summary' downloads with download icons. Below this is an 'Orders' section with 'Orders by type'.

## Accessing Dynamic Network Manager

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

The screenshot shows the Verizon Enterprise Center dashboard. At the top, there is a navigation bar with the Verizon logo, "Manage Account", and "Support" links. On the right, there are links for "Portal Updates", "Mobile App", "Notifications", and "Impersonated by" with a user icon. A search bar is also present.

Below the navigation bar is a welcome banner for "Robert" with a "Take the tour" link. The main content area is titled "My workspace" and is divided into three vertical sections:

- Orders:** A sidebar menu with options like "Order new service", "View order status", "Disconnect service", "Submit move/ add/ change", "Browse product catalog", "Create service/ change request", and "Manage Requests". A "Go to orders" link is at the bottom.
- Product tools:** A sidebar menu with "Dynamic network manager" and "View all" link.
- User admin:** A sidebar menu with "Manage users", "Create users", "Manage structures & groups", and "Manage access request".

The main content area displays several metrics:

- Orders by type:** A donut chart showing 23 total orders, broken down into 2 Install, 1 Change, and 20 Disconnect.
- Dynamic network manager:** A section showing 1 site with utilization between 70%-80%, with an "Upgrade bandwidth" button.
- Total users:** A donut chart showing 6 total users.
- Structures & Groups:** A section showing 0 total structures and 0 reporting structures.

A green arrow points to the "Dynamic network manager" section in the main content area.

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## Alternative Verizon Enterprise Center Menu Access to DNM

The screenshot displays the Verizon Enterprise Center interface. At the top, the page title is "Attention Dynamic Network Manager Users View Details" and the page number is "1/3". The Verizon logo is on the left, with "Manage Account" and "Support" links. A search bar is on the right. Below the header, the "Internet & Wired Communications" section is active. The main content area is divided into four columns: "My Workspace", "Service", "Orders", and "Repairs & Troubleshooting". The "Product Tools" sub-section under "Repairs & Troubleshooting" is highlighted, and the "Dynamic Network Manager" link is specifically pointed out with a green arrow. Below this, there are sections for "Make a payment" (with bill details for USD 52.00 and INR 145769.00) and "Orders" (with "Orders by type" and "Action required" sub-sections).

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

Portal Updates Mobile App Notifications Search

**verizon** Manage Account Support

**Internet & Wired Communications**

**My Workspace**

**Billing**

- View Invoices
- View Inquiry
- Reports
- Make a Payment
- Manage Payment Methods
- Create Inquiry
- Change Billing Address
- Update Paperless Billing

**Service**

- View Inventory
- Manage Requests
- View Alarms
- My Contract Summary
- Create Service/Change Request
- My Price Book
- Service Management Reporting
- Submit Move/Add/Change Order
- Disconnect Services

**Orders**

- Create Order
- View Order Status

**Repairs & Troubleshooting**

- Create Repair Ticket
- View Repair Ticket
- Original Repairs & Troubleshooting

**Product Tools**

- Inbound Network Manager
- Dynamic Network Manager**
- IP Performance Reporting
- View All

**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](#)

IN00240448 **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

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## Dashboard

The Dynamic Network Manager (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. Dynamic Network Manager (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.

**verizon** Dashboard Network Diagnostics Policy Management Operations Hello Jenny

Welcome back, Jenny.

Verizon is launching Palo Alto virtual firewall. Increased scalability | More savings | Ease of management. [Learn More](#)

### My Network

#### Bandwidth

- 22 Highly Utilized Sites
- 9 Moderately Utilized Sites

[View All](#)

Location	Address	Region	CID	VPN	Action
Johannesburg	10000 Churchspire Street New York, NY, US 10002	Northeast Region	3932383843	Northwest_COR	<a href="#">Upgrade Bandwidth</a>
Edinburgh	10000 Churchspire Street New York, NY, US 10002	Northeast Region	3932383843	VPN: Southwest_COR	<a href="#">Upgrade Bandwidth</a>
Munich	10000 Churchspire Street New York, NY, US 10002	Northeast Region	3932383843	Northwest_COR	<a href="#">Upgrade Bandwidth</a>
Lagos	10000 Churchspire Street New York, NY, US 10002	Northeast Region	3932383843	Northwest_COR	<a href="#">Upgrade Bandwidth</a>
Houston	10000 Churchspire Street New York, NY, US 10002	Northeast Region	3932383843	VPN: Northeast_COR	<a href="#">Upgrade Bandwidth</a>

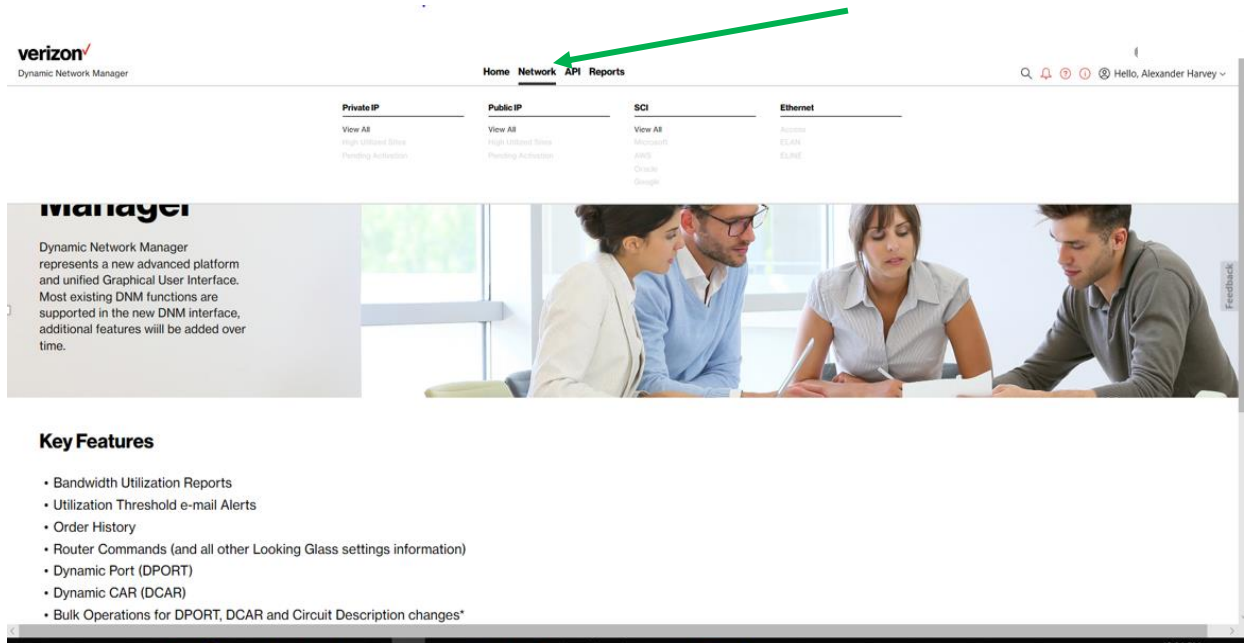
#### Cloud Activation

Location	Address	Region
Kathmandu	10000 Churchspire Street New York, NY, US 10002	Northeast Region
Ibadan	10000 Churchspire Street New York, NY, US 10002	Northeast Region
Osaka	10000 Churchspire Street New York, NY, US 10002	Northeast Region
Chicago	10000 Churchspire Street New York, NY, US 10002	Northeast Region
Gothenburg	10000 Churchspire Street New York, NY, US 10002	Northeast Region



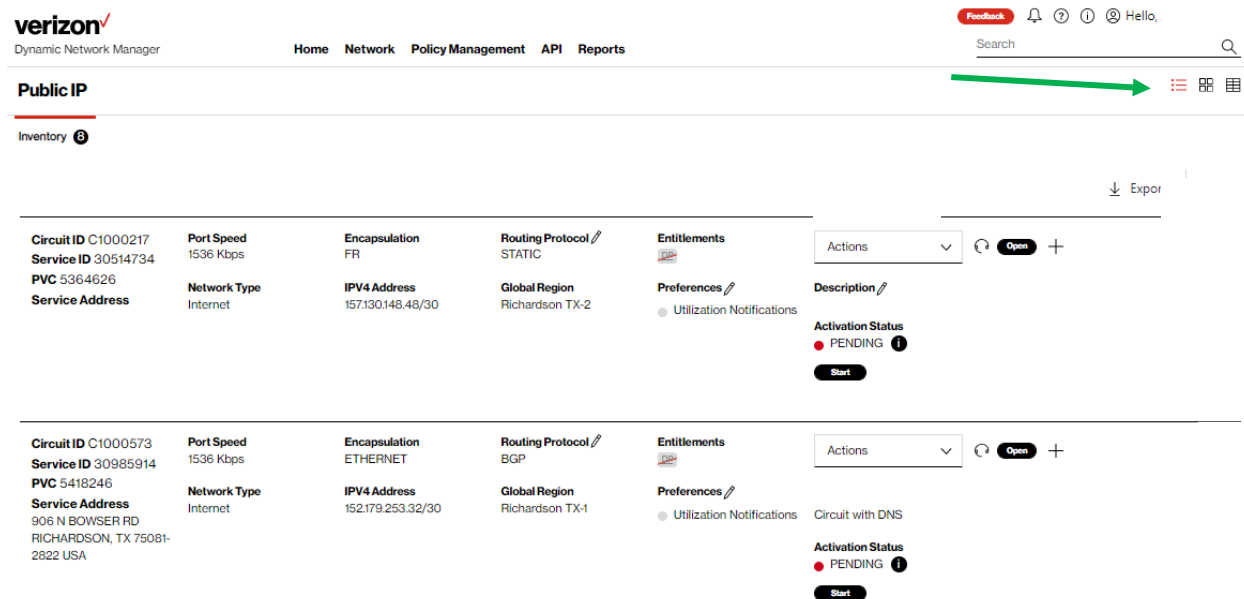
# Dynamic Network Manager User Guide – Internet Dedicated

Select Network to see your Verizon IP Services.



The Dashboard displays a menu of your Verizon Enterprise Center entitled IP services choices. Choose Network to search / list the circuits that you have permission to review.

Public IP circuit list after selection under Network Menu, shown in List view:

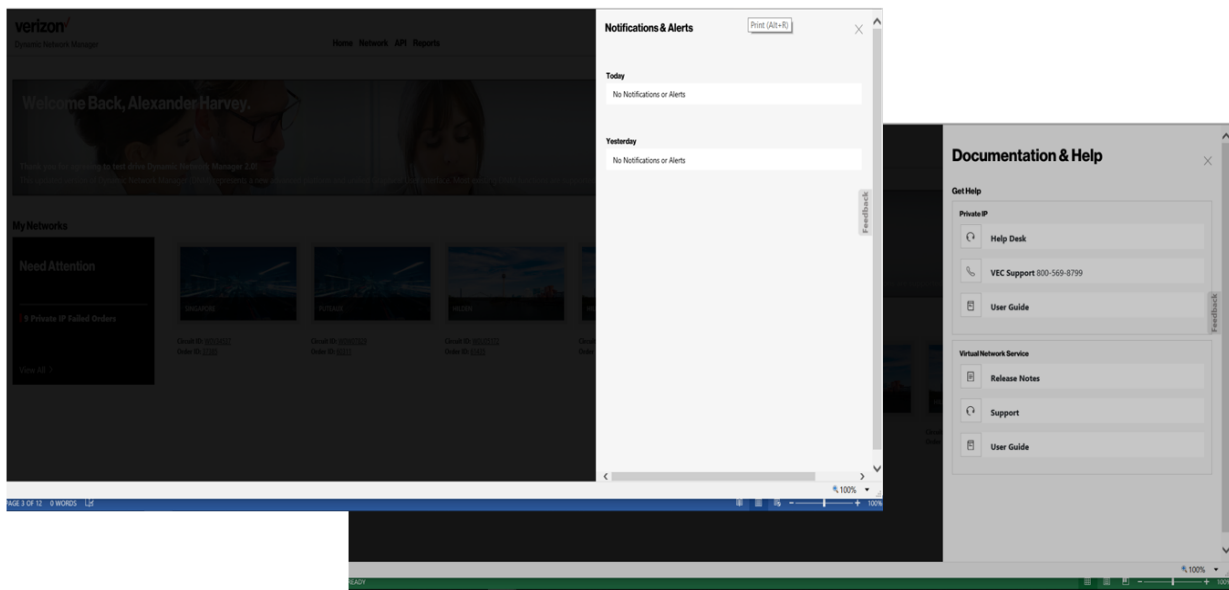


# Dynamic Network Manager User Guide – Internet Dedicated

## Search, Notification Alert, Documentation & Help, Interactive Tour



## Notification Alerts, Documentation & Help



# Dynamic Network Manager User Guide – Internet Dedicated

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

Richardson Search

**Search results for Richardson** 2 record(s) found

---

**PIP** 1 record(s) found show more

<b>PVC ID</b> XXXXXXXX <b>Site ID</b> XXXXXXXX <b>VPN ID</b> XXXXXXXX	<b>Circuit ID</b> XXXXXXXX <b>Description</b> Data Update May 3rd second time	<b>VPN Name</b> XXXXXX XXXXXXXX - XXXXXXXXXX	<b>Address</b> 400 INTERNATIONAL PKWY RICHARDSON TX USA 75081- 6606	♡ <span style="float: right;">View</span>
---	--	--	---	---

---

**IDA** 1 record(s) found show more

<b>PVC ID</b> XXXXXXXX <b>Site ID</b> XXXXXXXX <b>VPN ID</b> XXXXXXXX	<b>Circuit ID</b> XXXXXXXX <b>Description</b>	<b>VPN Name</b> Internet	<b>Address</b> 400 INTERNATIONAL PKWY RICHARDSON TX USA 75081- 6606	♡ <span style="float: right;">View</span>
---	--	-----------------------------	---	---

## Search Filter Options

verizon  
Dynamic Network Manager

Home Network API Reports

Private IP

<b>Circuit ID</b> W0V30809	<b>Port Speed</b> 100 Mbps	<b>Encapsulation</b> FR
<b>Service ID</b>		
<b>PVC</b> 5347632	<b>Realtime CAR</b>	<b>Traffic Rate</b>
<b>VPN</b> CND-PIF	0 Mbps	0
<b>BASINGSTOKE ROAD R02</b>		<b>Equipment IP</b>
<b>07D 08R</b>		10.100.222.97

---

<b>Circuit ID</b> W0V30518	<b>Port Speed</b> 100 Mbps	<b>Encapsulation</b> FR
<b>Service ID</b>		
<b>PVC</b> 5347720	<b>Realtime CAR</b>	<b>Traffic Rate</b>
<b>VPN</b> CND-PIF	0 Mbps	0
<b>BASINGSTOKE ROAD R02</b>		<b>Equipment IP</b>
<b>07D 08R</b>		10.107.83.5

---

<b>Circuit ID</b> W0V30727	<b>Port Speed</b> 10 Mbps	<b>Encapsulation</b> ETHERNET
<b>Service ID</b>		
<b>PVC</b> 1627940	<b>Realtime CAR</b>	<b>Traffic Rate</b>
<b>VPN</b> CND-PIF		

**Refine Search**

**Filter**

<input type="text" value="VPN"/>	<input type="text" value="Country"/>
<input type="text" value="Description"/>	<input type="text" value="City"/>
<input type="text" value="State"/>	<input type="text" value="Zip Code"/>

Encapsulation:

Sort: First  Second

100%

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## Export

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

The screenshot shows the Verizon Dynamic Network Manager interface. The top navigation bar includes 'Home', 'Network', 'API', and 'Reports'. The main content area is titled 'Public IP' and shows an 'Inventory' section with a table of circuit details. A green arrow points to the 'Export' button in the top right corner of the table area.


Circuit ID	Port Speed	Encapsulation	Routing Protocol	Actions
C9999999	1536 Kbps	ETHERNET	STATIC	Open +
Service ID 99999999				
PVC 9999999	Network Type Internet	IPv4 Address xxx.xxx.xxx.xx/30	Global Region Richardson TX	Description
				Activation Status PENDING Start
Circuit ID C9999998	Port Speed 1536 Kbps	Encapsulation FR	Routing Protocol STATIC	Actions Open +
Service ID 99999998				
PVC 9999998	Network Type Internet	IPv4 Address xxx.xxx.xxx.xx/30	Global Region Richardson TX-2	Description
				Activation Status PENDING

## View Circuit Details

Click on the “add symbol” (“+”) to view the details of the circuit.

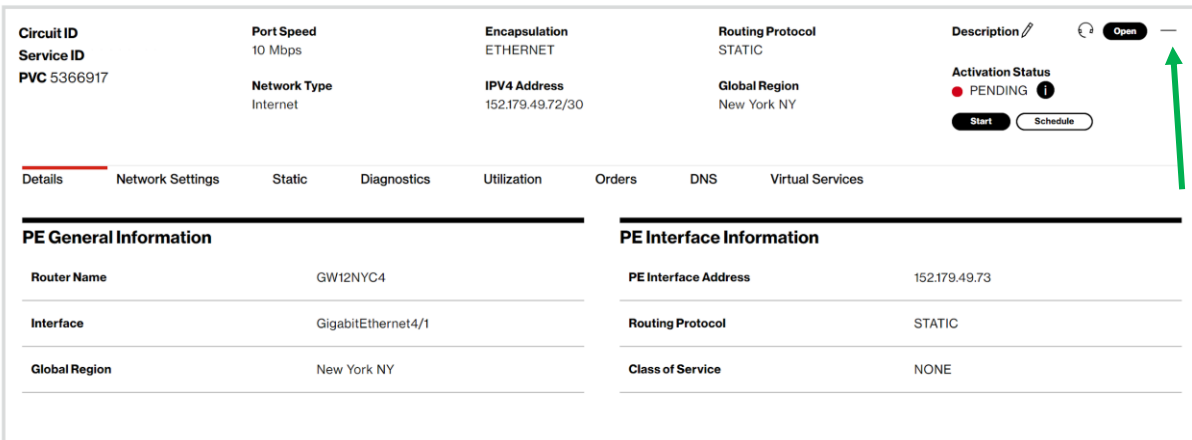
The screenshot shows the Verizon Dynamic Network Manager interface. The top navigation bar includes 'Home', 'Network', 'API', and 'Reports'. The main content area is titled 'Public IP' and shows an 'Inventory' section with a table of circuit details. A green arrow points to the 'add symbol' (+) button in the top right corner of the table area.

Circuit ID	Port Speed	Encapsulation	Routing Protocol	Description	Open +
Circuit ID	10 Mbps	ETHERNET	STATIC		Open +
Service ID					
PVC 5366917	Network Type Internet	IPv4 Address 152.179.49.72/30	Global Region New York NY	Description	Open +
				Activation Status PENDING Start Schedule	





Note: You can change the description for each circuit. Click on the “pencil” symbol  near the Description. View the pop up. Enter the description that needs to be changed. Click on “save changes.”

Upon clicking on the “add symbol” (“+”), you can review Verizon provider edge interface information and drill down to further details related to the circuit:

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The screenshot displays the Dynamic Network Manager interface for a circuit. At the top right, there are options for 'Export', a filter icon, and a refresh icon. The main content area is divided into two columns of key-value pairs:

<b>Circuit ID</b> Service ID PVC 5366917	<b>Port Speed</b> 10 Mbps	<b>Encapsulation</b> ETHERNET	<b>Routing Protocol</b> STATIC	<b>Description</b>    <b>Open</b>
	<b>Network Type</b> Internet	<b>IPv4 Address</b> 152.179.49.72/30	<b>Global Region</b> New York NY	<b>Activation Status</b> <span style="color: red;">●</span> PENDING 

Below this, there are buttons for 'Start' and 'Schedule'. A green arrow points to the minus icon in the top right corner of the circuit details section.

Below the circuit details, there are tabs for 'Details', 'Network Settings', 'Static', 'Diagnostics', 'Utilization', 'Orders', 'DNS', and 'Virtual Services'. The 'Network Settings' tab is selected.

The 'Network Settings' section is divided into two columns:

<b>PE General Information</b>		<b>PE Interface Information</b>	
<b>Router Name</b>	GW12NYC4	<b>PE Interface Address</b>	152.179.49.73
<b>Interface</b>	GigabitEthernet4/1	<b>Routing Protocol</b>	STATIC
<b>Global Region</b>	New York NY	<b>Class of Service</b>	NONE

Click on the “minus symbol” (“-”) to hide the details of the circuit.

### Network Settings

This section contains

- Customer Edge (CE) and Provider Edge (PE) settings information.
- IP routing information
- Demarcation / Location information

Click on the “add symbol” (“+”) to view the details of the circuit ID.

Click on the “Network Settings” tab to view PE and CE settings details of the circuit.

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Details **Network Settings** IPv4 eBGP Diagnostics Utilization Orders DNS Virtual Services

## PE General Information

Router Name	GW2FFT3
Interface	xe-2/3/1
Global Region	Frankfurt Am Main HESSEN DEU

## PE Interface Information

PE Interface Address	139.4.77.109
Routing Protocol	BGP
Class of Service	NONE

## IPv4 eBGP

Location	Frankfurt Am Main HESSEN DEU
Description	
Router	GW2FFT3
Local IP	139.4.77.110
Interface	xe-2/3/1
Customer AS Number	2830

Maximum Prefix	1000
MD5 Password	
Shutdown BGP?	No
Peer Address	139.4.77.110
Peer Group	default-only
eBGP Multihop	

[Edit IPv4 eBGP](#)

## Customer Edge Settings

Address / Prefix	/ 0	Layer 2 Encapsulation	undefined undefined
Server Level			

## Layer 1/2 Information

CONNECTOR TYPE	LC	VLAN set to	300
----------------	----	-------------	-----

## Demarcation Information

## 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.

**Circuit ID** C0108468  
**Service ID** 146124672  
**PVC** 5820282  
**VPN** ACME-Fabrication  
**VRF Name** V795957:ACMEFabrication  
**VPN Address**  
 180 ALLEN RD ATLANTA, GA  
 30328-4892 USA

**Port Speed**  
 8 Mbps

**Encapsulation**  
 ETHERNET

**Service Type**  
 Not Managed

**Realtime CAR**  
 128 Kbps

**Traffic Rule**  
 G4

**Description**  
 LA Office

**Equipment IP**  
 68.139.174.86

**Entitlements**  
 [Active] [OK] [Cancel]

**View Details** [Dropdown] [Open]

**Preferences**  
 [Utilization Notifications] [Change Notifications]

**Activation Status**  
 Active [1]

**Orders**

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	+
3165535	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	verizondnm@gmail.com	2021/02/28 06:30:17 GMT	+
3155905	C0108468	COMPLETED	2021/02/14 03:05:42 GMT	2021/02/14 03:30:14 GMT		DBW	10 Mbps	verizondnm@gmail.com	2021/02/14 03:30:14 GMT	+
3155636	C0108468	COMPLETED	2021/02/13 08:13:23 GMT	2021/02/13 08:30:16 GMT		DBW	9 Mbps	verizondnm@gmail.com	2021/02/13 08:30:16 GMT	+

Show: 5 / Go to: 1 / 4

**Orders**

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	—

Port Speed	EVC Id	VRF	Service	Peak Speed	EF Real Time CAR	Connection Car	Egress Profile
8 Mbps	C0108468	ACME-Fabrication	ETM		128 Kbps		G4

**Order Milestones**

## 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.

### DNM Order Summary



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>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 Type</b>	DBW	<b>Change Type</b>					
<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>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	<b>Order Type</b>	DBW	<b>Change Type</b>					



### Diagnostics > Looking Glass

The Looking Glass provides routing information across the Public IP network infrastructure. Users can issue Ping, Traceroute and Show BGP Route commands to review network latencies and routing details between selectable network locations.

1. Click on the “add symbol” (“+”) to view the details of the circuit ID.
2. Click on the “Diagnostics” tab to view the *Looking Glass* section and the *Router Commands* section. The *Looking Glass* section is displayed upon clicking in “Diagnostics.”
3. Select a command from the Command list (Ping, Trace, or Show BGP Route).
4. Select Source and Destination and make respective selection or entries.
5. Click Submit. The system displays the response from the router.

The screenshot shows the 'Diagnostics' tab selected in the top navigation bar. The main content area is titled 'Looking Glass' and includes a sub-section 'Router Commands'. Below this, there are three main sections: 'Choose Source', 'Command', and 'Choose Destination'. 'Choose Source' has two tabs: 'Circuit' and 'Verizon Gateway', with 'Verizon Gateway' selected. Below it is a 'Gateway\*' dropdown menu with 'Select' as the current value. 'Command' has three radio buttons: 'Ping' (selected), 'Trace', and 'Show BGP Route'. Below these are two toggle switches for 'IPV4' (checked) and 'IPV6' (unchecked). 'Choose Destination' has three tabs: 'IP Address', 'Circuits', and 'Verizon Gateway', with 'IP Address' selected. Below it is an 'IP Address\*' input field with the example 'ex. 12.25.232.0/21'. A 'Submit' button is located at the bottom right of the form.

### Diagnostics > Router Commands

Users can issue router commands to verify specifics in their network.

1. Click Router Commands under Site Details. The Router Commands section appears above Site Details.
2. Select a command from the Select Router Command drop-down list.
3. Click Submit. The system displays the response from the router.

The screenshot shows the 'Diagnostics' tab selected in the top navigation bar. The main content area is titled 'Router Commands' and includes a sub-section 'Router Commands'. Below this is a 'Select Router Command' dropdown menu with 'Select' as the current value.

Select	▼
Ping CE [152.179.49.74]	▲
Ping an IP [target_ip_address]	
traceroute an IP [target_ip_address]	
Show an IP in Routing Table	
Show BGP Neighbor of CE [152.179.49.74]	
Show incoming routes of the BGP Neighbor [152.179.49.74]	
Show outgoing routes of the BGP Neighbor [152.179.49.74]	
Show BGP route	▼

### Diagnostics > Router Commands

#### Ethernet Access Pre Activation Test (US only)

Users can issue an Ethernet Access test prior to activating the circuit.

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:

Click Router Commands under Site Details. The Router Commands section appears above Site Details.

Select the “Ethernet Test” from the Router Command drop-down list.

Initiate the Test

## DNM Ethernet Tab

Circuit ID C0138656  
Service ID 136065507  
PVC 5971707  
VPN E2E-MAR17-USA-NVDO143  
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  
10

Router Commands

Preferences  
Utilization Notifications  
Change Notifications

Activation Status  
PENDING

Relay Activation

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

Router Commands  
Ethernet Test  
Ethernet Test Result

**Start Test**

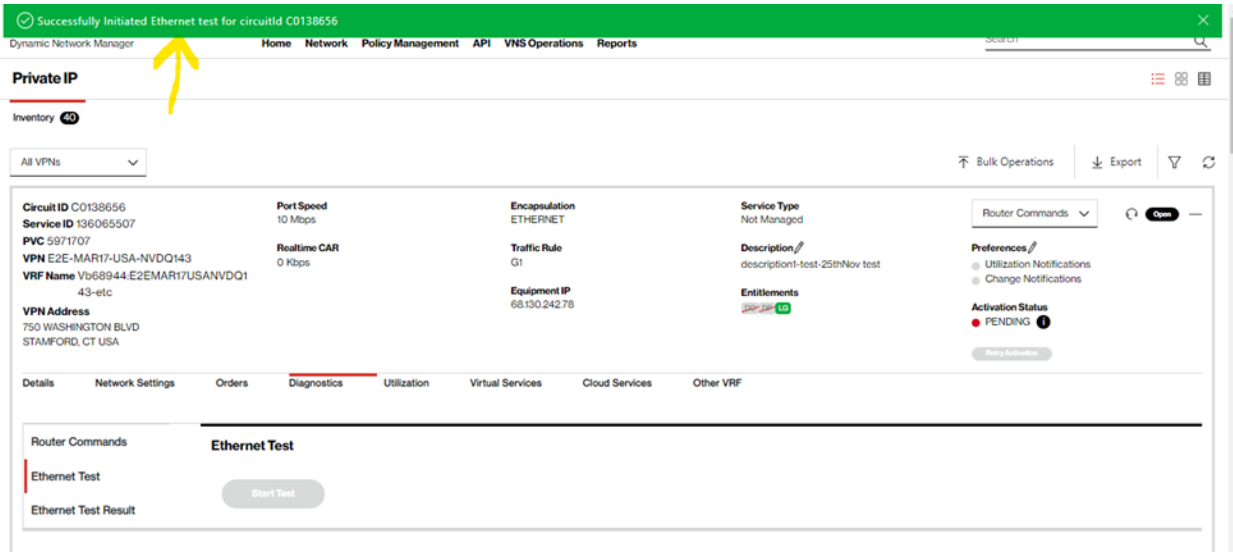
Click Start Test.

**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.

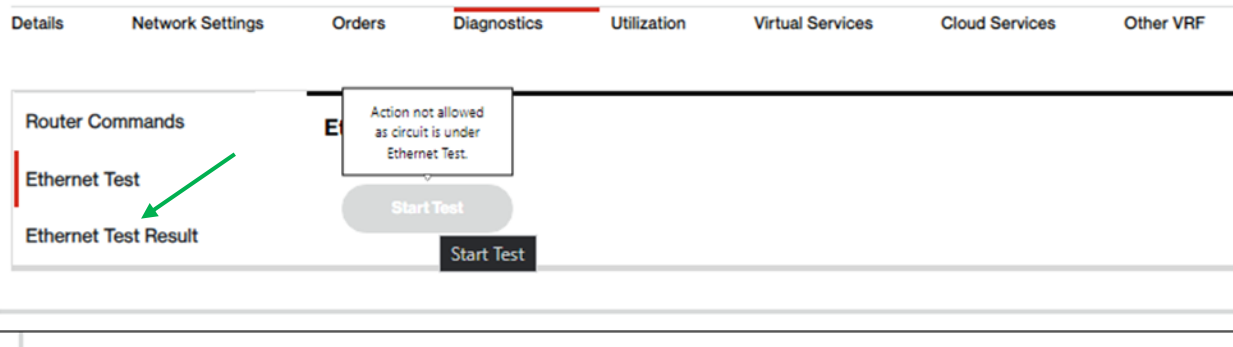
**Continue** **Cancel**

# Dynamic Network Manager User Guide – Internet Dedicated



## After Ethernet test is completed

- Ethernet test results option will appear
- Click Ethernet Test Result.



## Response from Test

### Ethernet Access Test Results

The screenshot displays the 'Ethernet Test Result' section within the Dynamic Network Manager. The interface includes a navigation bar at the top with tabs for 'Details', 'Network Settings', 'Orders', 'Diagnostics', 'Utilization', 'Virtual Services', 'Cloud Services', and 'Other VRF'. The 'Diagnostics' tab is currently selected. On the left side, there is a sidebar with 'Router Commands' and 'Ethernet Test' sections. The main content area shows a table of test results with the following data:

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

Below the table, there is a scrollable area containing the following text:

```

-----
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
    
```

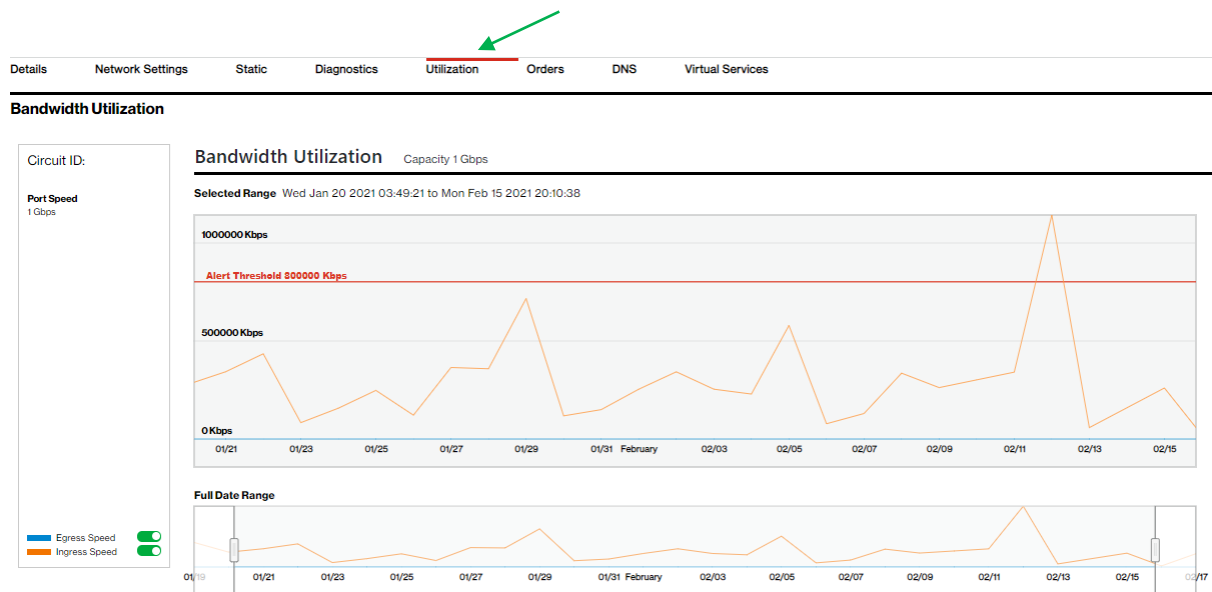
A 'Download PDF' button is located below the scrollable area. At the bottom of the main content area, there is another table entry:

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

### Bandwidth Utilization

Users can view a high-level chart displaying peak circuit utilization figures per day over a time period of 1 day through 30 days. The example below shows the peak utilization figures for received and transmitted results taken from the Verizon Provider Edge (PE) port. 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 PE port measurements and CE port measurements should closely match.

## Dynamic Network Manager User Guide – Internet Dedicated



1. Click on the utilization tab to view the utilization details.
2. By default the graphs display the data for the last 30 days.
3. To enlarge the view for a specific time period, drag the start and stop date to the requested dates.
4. Use the toggle buttons next to Egress and Ingress speed to view specific usage details (i.e. Only Egress or Ingress traffic).
5. Use the Export function to download the traffic figures in table format.

↓ Export

Note: Detailed usage/utilization reporting for Internet Dedicated services is available in the Verizon Enterprise Center application “IP Performance Reporting (IPR).”

### IPv4 eBGP Routing / Static Routes

If your service is configured for BGP routing, related configuration details are displayed under “Network Settings” and are also directly accessible under the tab “IPv4 eBGP”. Users can submit certain changes, such as “Shutdown BGP.”

If your service is configured for static routing, related configuration details are displayed under “Network Settings” and are also directly accessible under the tab “Static.” Changes to static routing configuration are currently not supported in the Dynamic Network Manager tool.

## Port Speed Changes: Dynamic Port (DPORT)

The Dynamic Port (DPORT) feature allows users to submit a change order online to raise/lower port speeds for entitled services. After an Internet Dedicated port is provisioned and has been entitled for DPORT, you can use the Dynamic Network Manager to adjust the port to a desired speed value.

After Verizon Enterprise Center entitlements for Dynamic Port are confirmed, you must initially wait 24 hours before the first change order can be issued. This is due to the IT processing time for the submitted entitlements/permissions.

DPORT for Internet Dedicated is only available for services that meet the following criteria:

- Provisioned on Verizon’s Current Platform. These services have numeric service ID and circuit IDs with a “C” prefix,
- Ordered with pricing plan = Tiered,
- Installed with a standard speed, i.e. a speed that does not require a capacity check, and
- Ethernet circuit types

The entitlement status of a circuit is displayed on the circuit summary under “Entitlements”:

The screenshot shows a circuit summary page with the following fields:

<b>Circuit ID</b>	<b>Port Speed</b> 30 Mbps	<b>Encapsulation</b> ETHERNET	<b>Service Type</b> Not Managed	<b>Actions</b> [dropdown] [Open] +
<b>Service ID</b>	<b>Realtime CAR</b> 768 Kbps	<b>Traffic Rule</b> G1	<b>Description</b> [edit icon]	<b>Preferences</b> [edit icon]
<b>PVC</b>		<b>Equipment IP</b> 68.138.168.214	<b>Entitlements</b> DC DP LG [green arrow points here]	<b>Activation Status</b> ● Active
<b>VPN</b>				● Utilization Notifications
<b>VRF Name</b>				● Change Notifications
<b>VPN Address</b>				

Entitlement codes are:

- DC = Dynamic CAR: this is not used with Internet Dedicated
- DP = Dynamic Port
- LG = Looking Glass

Please refer to the applicable rules for Internet Dynamic Port, which are provided above in section “Business Rules for Internet Dedicated Dynamic Port.”

## How to Modify Port Bandwidth

Click Modify Bandwidth in the Actions Menu (or in the Expanded Details view, bottom left of screen):

## Dynamic Network Manager User Guide – Internet Dedicated

The screenshot displays the 'Details' tab of a circuit configuration page. At the top, key information is listed: Circuit ID C3022785, Service ID 263655863, PVC 5995430, Port Speed 10 Mbps, Encapsulation ETHERNET, Routing Protocol BGP, Entitlements DP, Network Type Internet, IPv4 Address 152.179.8.232/30, and Global Region Boston MA. A dropdown menu is open, with 'Modify Bandwidth' highlighted in yellow and a green arrow pointing to it. Below the menu, a 'Port Speed' section shows a bar chart with 'Current - 10 Mbps' and a '2 Mbps' label. The 'PE General Information' section includes Router Name GW5DCA5, Interface GigabitEthernet1/0, and Global Region Boston MA. The 'PE Interface Information' section includes PE Interface Address 152.179.8.233, Routing Protocol BGP, and Class of Service NONE. A 'Modify Bandwidth' button is located at the bottom left. On the right, there are indicators for 'Pending tickets 0' and 'Pending orders 1'.

Review, if there are pending orders on the circuit. Pending orders must be completed first before you can submit a new bandwidth change request in the Dynamic Network Manager (DNM).

This screenshot shows the same circuit details page but with the 'Activation Status' section expanded. It shows a red dot and the text 'Not Available'. The 'Port Speed' bar chart and other circuit information remain the same as in the previous screenshot.

Upon clicking on “Modify Bandwidth”, you can review the current bandwidth settings and select new values from the respective dropdown menus:



# Dynamic Network Manager User Guide – Internet Dedicated

**Circuit ID** C3022785    **Port Speed** 10 Mbps    **Encapsulation** ETHERNET    **Routing Protocol** BGP    **Entitlements** DP

**Service ID** 263655863    **Network Type** Internet    **IPv4 Address** 152.179.8.232/30    **Global Region** Boston MA

**PVC** 5995430

**Description** [View Details] [Open]

**Activation Status**  
● Not Available

---

**Details**    **Network Settings**    **IPv4 eBGP**    **Diagnostics**    **Utilization**    **Orders**    **DNS**    **Virtual Services**

[Pending tickets:0] [Pending orders:1]

**Port Speed** [Edit]

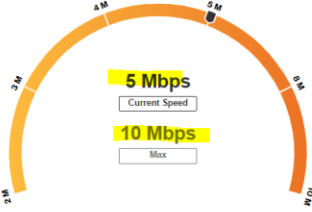
2 Mbps    Current - 10 Mbps    10 Mbps

---

**Modify Bandwidth**  
\*Required Fields

Please check the dropdown to see the a

Port Speed\*  
5 Mbps



**Port Speed**

**Scheduling**  
 Schedule change to happen later

**Submit Order**    **Cancel**

The dropdown menu for the port speed is specific to the service and includes the eligible speeds for change requests in the Dynamic Network Manager (DNM). These port speeds are included in the respective service contract together with their respective monthly recurring charge. Please contact your Verizon account team if you wish to upgrade or downgrade to a speed that is not included in the dropdown.

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

# Dynamic Network Manager User Guide – Internet Dedicated

The screenshot displays the Dynamic Network Manager interface for an Internet Dedicated service. At the top, there are two main sections: "Port Speed" on the left and "EF Realtime CAR" on the right. The "Port Speed" section includes a dropdown menu set to "ETM" and an "Egress Profile\*" dropdown set to "G1". Below these is a "Scheduling" section with a toggle switch labeled "Schedule change to happen later" which is currently turned on. There are two buttons: "Submit Order" and "Cancel". A calendar overlay is visible, showing the month of November 2019. The date 27 is selected. Below the calendar are two input fields for time, with "12" and "43" entered, and "Cancel" and "Set" buttons. The bottom section of the interface contains various service details: "Circuit ID WOV32760", "Service ID", "PVC 1795192", "VPN LemonAPA", and "JAPAN TOKYO, N/A JPN". On the right, there are sections for "Encapsulation FR", "Traffic Rule G1", "Equipment IP 206.155.31.17", "Service Type Not Managed", "Description Testing the bulk update test process", "Entitlements" (with icons for DC, DP, and another), "Preferences" (with "Utilization Notifications" checked and "Change Notifications" unchecked), and "Activation Status Active".

Note: Users cannot change or remove scheduled orders in the Dynamic Network Manager (DNM) portal. Please open a ticket (see below), if you want to remove a scheduled order in the DNM.

**Order Confirmation Pop-Up:**

---

### 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.

Depending on your traffic profile, the actual bandwidth available to you may be reduced due to related Ethernet protocol overhead. You must apply bandwidth shaping policies at your CE egress to prevent packet loss due to the Ethernet protocol overhead used within the Company Network.

If your Customer Edge (CE) router is not managed by Verizon, please be sure to implement any corresponding CE configuration changes. If your CE router is managed by Verizon, please be aware that your requested changes may take up to 72 hours before the CE routers are manually updated by Verizon.

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

#### Confirm Settings

PVCID	Port Speed
5996043	5 Mbps
↓	↓
5996043	4 Mbps

**Change Order Acceptance (Full Text):**

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.

Depending on your traffic profile, the actual bandwidth available to you may be reduced due to related Ethernet protocol overhead. You must apply bandwidth shaping policies at your CE egress to prevent packet loss due to the Ethernet protocol overhead used within the Company Network.

## Dynamic Network Manager User Guide – Internet Dedicated

If your Customer Edge (CE) router is not managed by Verizon, please be sure to implement any corresponding CE configuration changes. If your CE router is managed by Verizon, please be aware that your requested changes may take up to 72 hours before the CE routers are manually updated by Verizon.

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

### Note for Ethernet Access

Ethernet Access goes from the customer premise to the nearest Layer 2 device. A Network to Network Interface (NNI) connects the Layer 2 device to the nearest Internet Dedicated Provider Edge over a shared interface. The bandwidth on the NNI is not reserved. In the event the NNI or Provider Edge device has reached capacity it will not be possible to increase your Ethernet Port speed. You will however be able to lower the speed. The dropdown menu on Dynamic Port will reflect the port speeds available based on the amount of bandwidth on the NNI. If the NNI or Provider Edge has been capped you will need to engage your Verizon account team (or the Verizon Enterprise Help Desk) to enable submission of an order to increase bandwidth. As part of the ordering process your Ethernet Port will be migrated to an NNI with sufficient bandwidth to support the higher port speed. There will be no change in the Circuit ID; it will remain the same.

## How to Setup Threshold Alerting

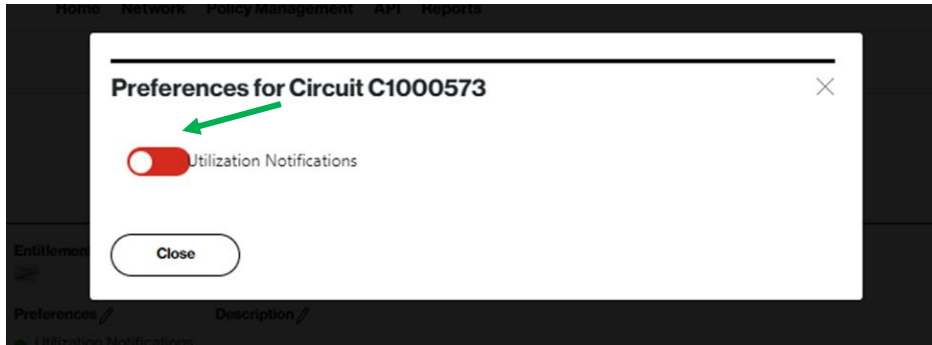
Threshold Alerting allows customers to set up Utilization Bandwidth alerts. Customers can choose which circuit to enable threshold alerting as well as the percentage of utilization from 30% up to 90%. They can decide to alert daily, weekly or monthly based on their preferences. Follow these steps to activate threshold alerting on your specific sites.

From the Circuit listing page

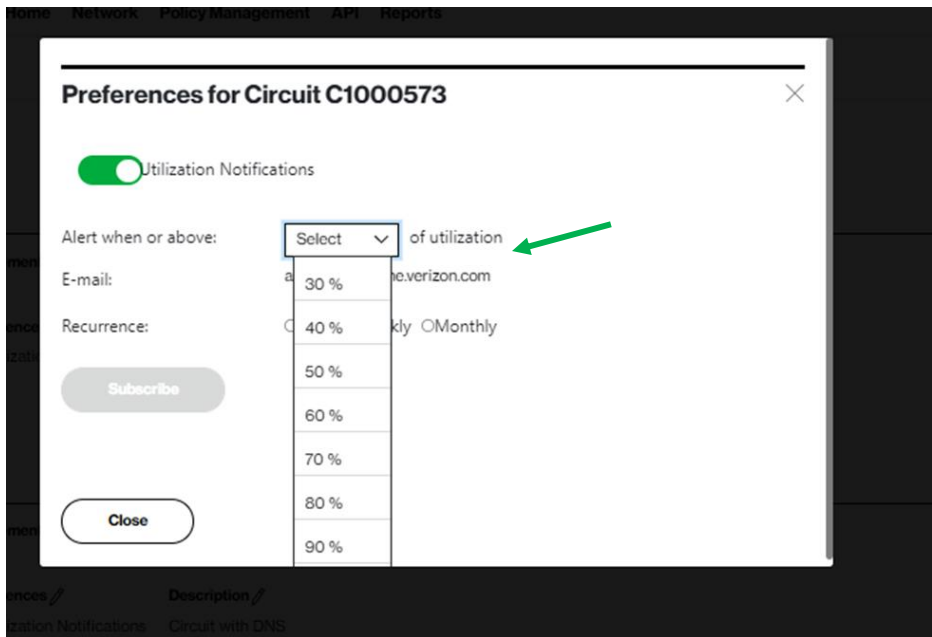
<b>Circuit ID</b> C1000573 <b>Service ID</b> 30985914 <b>PVC</b> 5418246 <b>Service Address</b> 906 N BOWSER RD RICHARDSON, TX 75081- 2822 USA	<b>Port Speed</b> 1536 Kbps <b>Network Type</b> Internet	<b>Encapsulation</b> ETHERNET <b>IPv4 Address</b> 152.179.253.32/30	<b>Routing Protocol</b> BGP <b>Global Region</b> Richardson TX-1 <a href="#">Add DDoS Security</a>	<b>Entitlements</b>  <b>Preferences</b> ● Utilization Notifications	<b>Actions</b>  <b>Description</b> Circuit with DNS <b>Activation Status</b> ● PENDING 
--	---	--	--	--	---

Next to the preferences, Click on pencil

## How to Setup Threshold Alerting

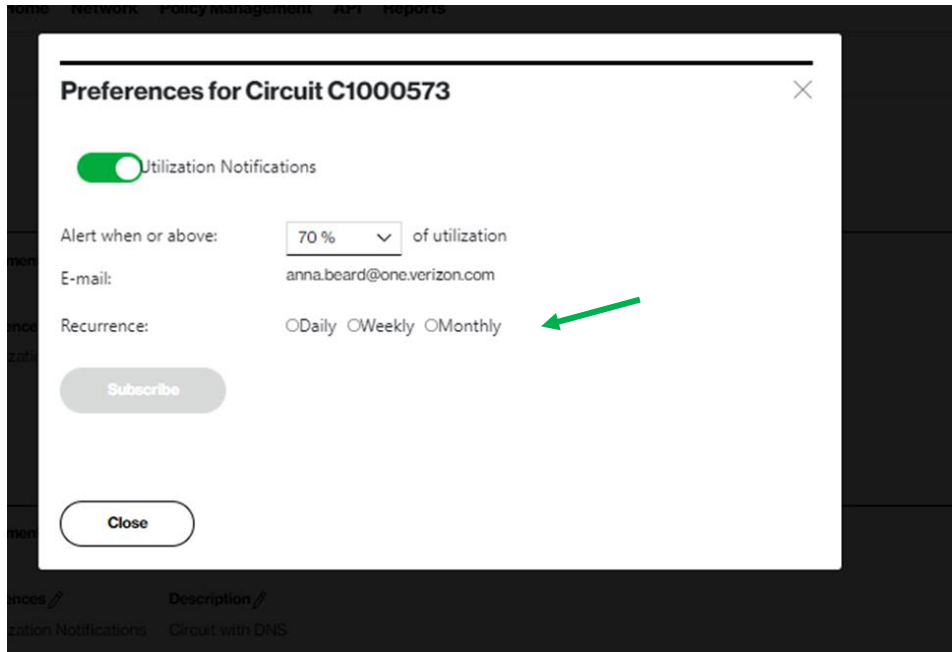


Click Utilization Notifications button to change it from Red to Green



Select Alert Percentage from drop down box

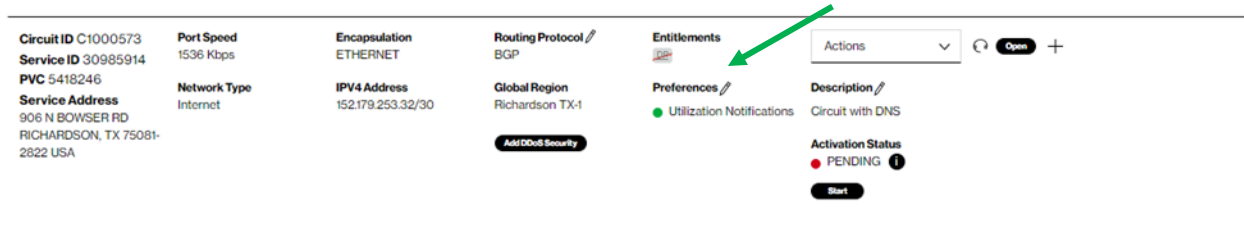
## Dynamic Network Manager User Guide – Internet Dedicated



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

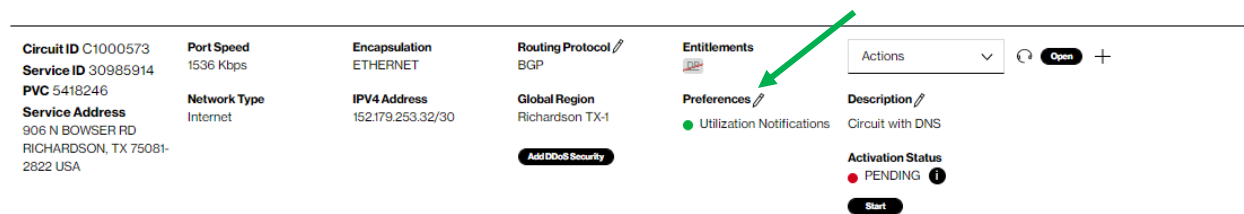
Click on Subscribe

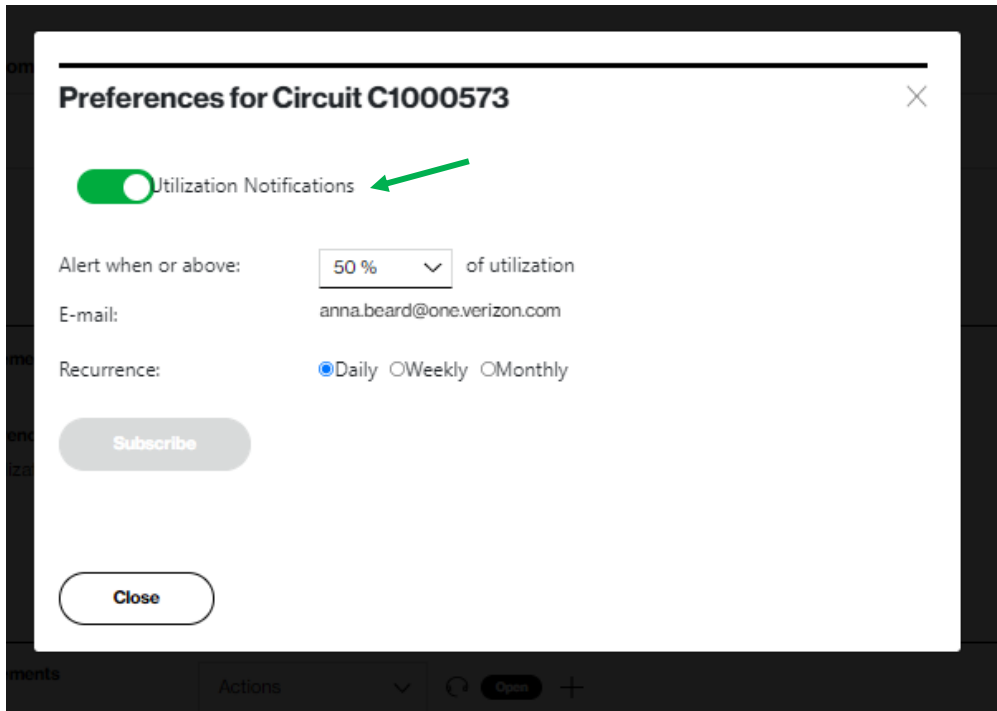
Click Close



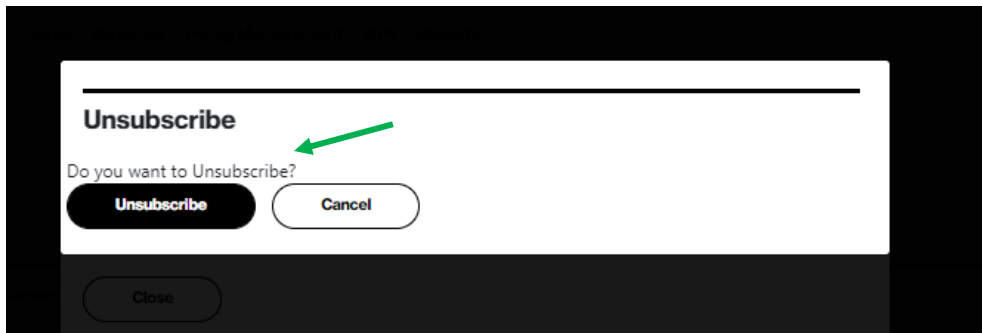
Utilization Notification will display Green as active.

To turn the notifications off, just start from the beginning, click on the Pencil next to Preferences

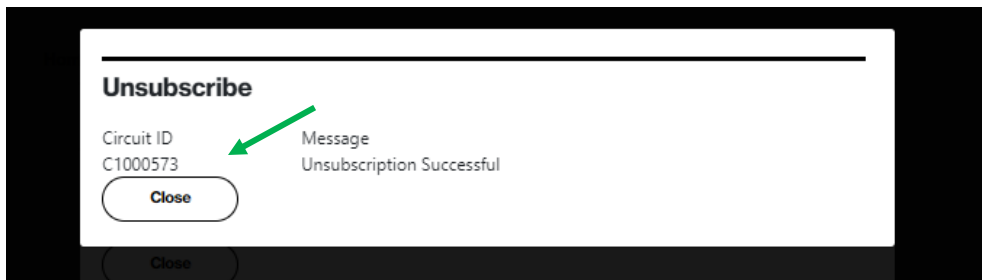




Click on Green Button next to Utilization Notifications



Click on Unsubscribe



It will confirm Unsubscribe is Successful, Click close

## DNS

DNS = Domain Name System. This tab/functionality is not available yet. It shall enable users to view and edit DNS zone files for Internet domains that are associated with an Internet Dedicated service. Associated domains will be displayed in a dropdown.

<b>Circuit ID</b>	<b>Port Speed</b>	<b>Encapsulation</b>
<b>Service ID</b>	100 Mbps	ETHERNET
<b>PVC</b>	<b>Network Type</b>	<b>IPV4 Address</b>
	Internet	




---

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




Select Domain


## Open Quick (Trouble) Ticket

Click the Headphone icon  under Site Details. The Create Quick Ticket pop-up appears.

 Export      

---

<b>Description</b> 	 <b>Open</b> 
--	---



1. When you open a ticket, the Service ID for which you are viewing in the Site Details automatically populates. Enter a different Service ID, if applicable.
2. Click Next to verify service and enter the ticket information.



### 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 Verizon Enterprise Center, Network and Calnet Portals
- EMEA Customers: 00 800 4321 5432 or [customer-care-emea@intl.verizon.com](mailto:customer-care-emea@intl.verizon.com)
- APAC Customers: [apac.vec.support@intl.verizon.com](mailto: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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