

Dynamic Network Manager Service Activation Guide

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V3.0



Dynamic Network Manager (DNM) Service Activation Guide

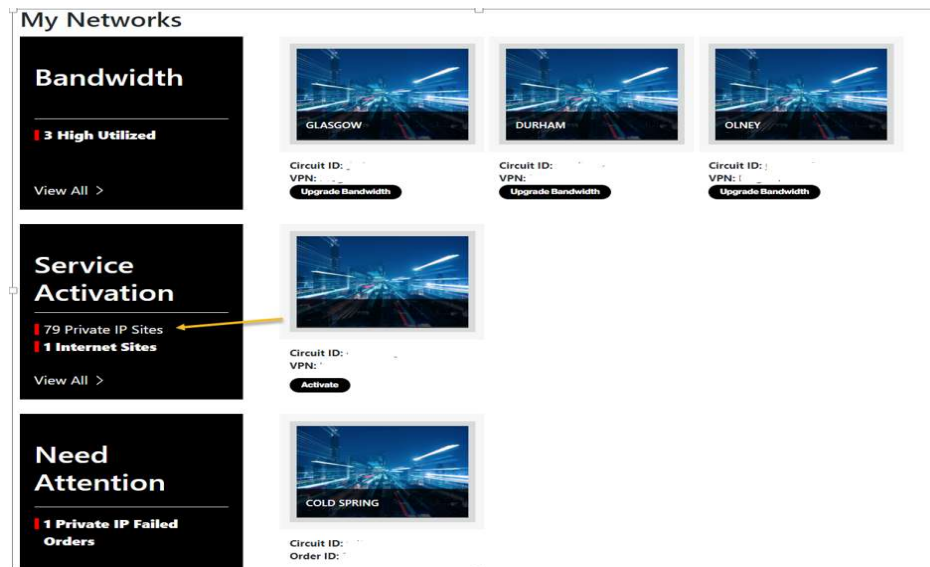
This document will provide you with step by step instructions on how to activate your company pending circuits.

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.



- 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:** [Icons: 0.5, 0.5, 1.0]
- Equipment IP:** [Field]
- VPN Name:** [Field]
- VPN Address:** 4950 N Basin Ave

On the right, there is an 'Actions' dropdown menu with options: 'View Details' and 'Modify Bandwidth'. Below this, the 'Activation Status' is shown as 'PENDING' with a red dot and a '1' icon. There are 'Start' and 'Schedule' buttons.

The bottom section of the interface shows a navigation bar with tabs: Details, Network Settings, Orders, Diagnostics, Utilization, Virtual Services, Cloud Services, and Other VRF. The 'Orders' tab is currently selected, indicated by a green arrow. Below the navigation bar, there are two progress bars:

- Port Speed:** A bar showing 'Current - 3 Mbps' out of a '10 Mbps' threshold.
- EF Real Time Car:** A bar showing 'Current - 768 Kbps' out of a '2.5 Mbps' threshold.

Below the progress bars, there are two columns of configuration details:

- Left Column:**
 - Utilization Alert Threshold: %
 - Topology: H
 - CE IP Address: [Field]
 - Access Type: ETH10Gig
 - Routing Protocol: BGP
- Right Column:**
 - Class of Service: ETM
 - Egress Profile: G1
 - Shaping Profile: Automatic
 - Interface Name: TenGigE0/0/0/2
 - Access Speed: 10 Mbps

At the top right of the bottom section, there are two status indicators: 'Pending tickets 0' and 'Pending orders 0'.

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
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Customer Edge Settings

IPv6 Address / Prefix	Layer 2 Encapsulation	ETHERNET VLAN : 200
Server Level	Not Managed	

Layer 1/2 Information

CONNECTOR TYPE	RJ45	CE WAN Interface / Handoff Type	GigE T
VLAN set to	200		

Services(s) Ordered

Service Order	Work Order
Managed Service	Not Managed

Demarcation Information

11345910C	Site Type CUST	Address 5100 S McClintock Dr	LD1: ROOM LV1: NE Corner	LD2: FLOOR LV2: Ground Flo	LD3: BUILDING LV3: Main
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General Interface Configuration

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	IPv4 MTU	
Routing Protocol	BGP	Shape Adjustment for Ethernet	85%

Virtual Route Forwarding (VRF)

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



Activate Private IP

	NID	Overture OVERTUREISG400
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	L2A	Juniper JUNIPER_MX960
	PCR / PE	Cisco ASR9010

NID Activation Status

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

Re-Test

```

#####
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

☒ Enable
 ☐ Disable

Speed

1000

Duplex

Full Duplex

Vlan Loopback

☐ Up
 ☐ Down

LoopBack Vlan Id

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	+
Check EVC Statistics	+

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	+
Check Connectivity	+
Check Routing	-

Check Interface is the PE Interface on the PIP router.

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

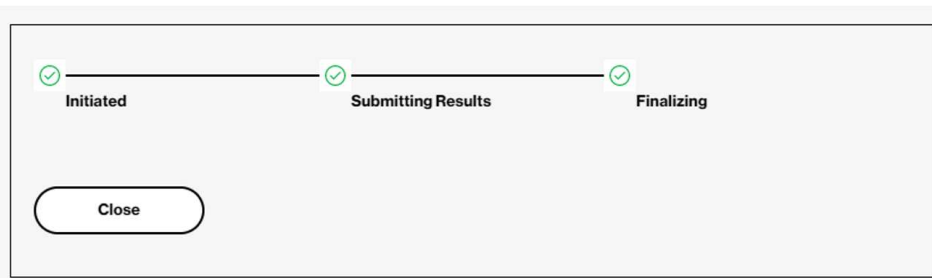
Check Routing confirms BGP or Static Route state, Remote and Local AS Number and the peering IP address.

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.

Re-Test	Schedule	Close
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		Confirm Activation





Initiated Submitting Results Finalizing

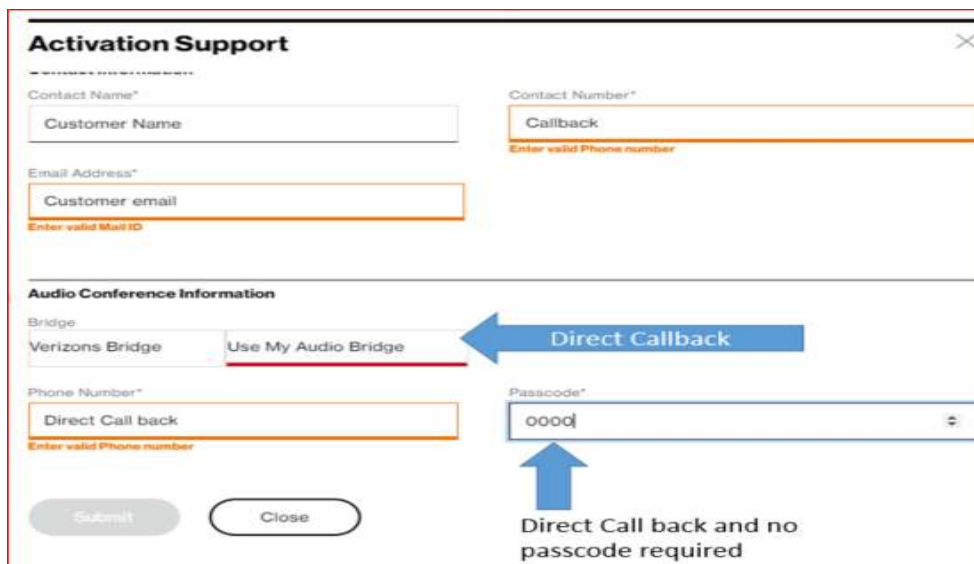
Close

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.



Activation Support

Contact Name*
Customer Name

Contact Number*
Callback
Enter valid Phone number

Email Address*
Customer email
Enter valid Mail ID

Audio Conference Information

Bridge
Verizons Bridge Use My Audio Bridge

Phone Number*
Direct Call back
Enter valid Phone number

Passcode*
0000

Submit Close

Direct Callback

Direct Call back and no passcode required

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.

