

Chapter 6: IQ Net (DIA) Application

Overview

Introduction

The **IQ Net** (wholesale version known as DIA) **Product** application allows you to manage your **DIA (Dedicated Internet Access)** services associated to your Qwest Control[®] Enterprise ID. Some of the features available under the IQ Net (wholesale version known as DIA) product include access to inventory, the ability to request & view reports, configuration status, the ability to create and monitor repair tickets and access to network maps.

Note: In Qwest Control, the system will only display products that apply specifically to your customer account ID. If you do not have a DIA product this page will not display. In addition, the Qwest Control system currently supports DIA Enhanced services only.

In this Chapter

This chapter contains the following topics:

Topic	See Page
Overview	1
IQ-DIA Access Circuits Inventory	3
Viewing the IQ-DIA Access Circuits Inventory	3
IQ-DIA Access Circuit Details	4
Modifying a Service Component	6
IQ Net Reports	7
Reports Summary Log	8
Viewing the Reports Summary Log	10
Sorting the Reports Summary Log	10
Edit Report & Schedule (Reports Summary Log)	11
Edit a Schedule (Reports Summary Log)	12
Delete a Report (Reports Summary Log)	13
Scheduled Reports	14
Viewing the Scheduled Reports	15
Sorting the Scheduled Reports	15
Edit Report & Schedule (Scheduled Reports)	16
Updating Report Frequency (Scheduled Reports)	17
Deleting a Scheduled Report	19
Deactivating a Scheduled Report	20
Activating a Scheduled Report	21
IQ-DIA At a glance Report	22
Viewing the IQ-DIA At a glance Report	23
Downloading the IQ-DIA At a glance Report	25
Sorting the At a glance Reports	25
Generating an IQ-DIA At a glance Report	26

Continued on next page

Confidential

1

Copyright 2007. All rights reserved.

No other use of the material is permitted without the express written consent of Qwest.

Overview, continued

In this Chapter (continued)

Topic	See Page
IQ-DIA Trend Reports	29
Viewing the IQ-DIA Trend Report	30
Downloading the IQ-DIA Trend Report	32
Sorting the Trend Reports	32
Generating an IQ-DIA Trend Report	33
IQ-DIA Billing Reports	36
Generating an IQ-DIA Billing Report	37
Downloading the IQ-DIA Billing Report	39
IQ-DIA Configuration Requests	40
IQ-DIA Alarm Status	41
Viewing the IQ-DIA Alarm Status	43
Sorting the IQ-DIA Alarm Status	43
Filtering the IQ-DIA Alarm Status List	44
IQ-DIA Alarm Details	45
Viewing the IQ-DIA Alarm Details	45
IQ DIA Repair	46
IQ-DIA Network Map	47
Viewing the IQ-DIA Network Map	49
Viewing the Service Components	50
Loading the City, State Details	53
Loading the Component Name Details	54
Changing IQ-DIA Network Map Preferences	55
Contact List	56

IQ-DIA Access Circuits Inventory

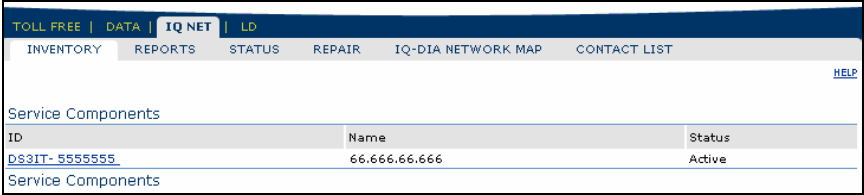
Introduction The **IQ DIA Access Circuits Inventory** screen provides a list of components associated with your internet configuration.

Fields and Descriptions The table below describes the fields displayed on the **IQ-DIA Access Circuit(s) Inventory** screen.

Field Name	Description
ID	This column displays a provider assigned identifier for each service component listed.
Name	This column displays a customer assigned name for each service component listed. Note: The default name is the IP (Internet Protocol) address for each component. If you have changed the default name, your provided name will appear here.
Status	This column displays the current disposition for each service component. Valid status codes may include: <ul style="list-style-type: none"> • Active • Submitted • Open • Approved • Shipped • Service Accepted

Viewing the IQ-DIA Access Circuits Inventory

Procedure Follow the steps in the procedure below to **view** the **IQ-DIA Access Circuits Inventory** screen.

Step	Action
1	<p>From the IQ Net application, select IQ-DIA Access Circuits from the Inventory menu.</p> <p>Result: The Service Components screen appears.</p> 

IQ-DIA Access Circuit Details

Introduction

The **IQ-DIA Access Circuit Details** screen provides you detailed information for a selected service component. In addition to providing detailed information, you also have the ability to change the name assigned for the selected service component. This screen is divided into three sections: Functions, Modify IQ-DIA Access Circuit and Network Blocks.

- The **Functions** section provides you additional options for working with your IQ-DIA service
- The **Modify IQ-DIA Access Circuit(s)** section provides you detailed information about the selected service component.
- The **Network Blocks** section provides you additional information about the IP Address(es) and Network Mask(s) associated to the selected service component.

Fields and Descriptions

The table below describes the fields and buttons displayed on the **IQ-DIA Access Circuit** screen.



Field Name	Description
Functions	
IP Addressing	This link allows you to manage your IP Address(s) for your IQ-DIA services. Note: For detailed instructions on using the IP Addressing screens, see Chapter 10: Ordering Module .
DNS	This link allows you to manage your DNS (Hosting for your IQ-DIA services). Note: For detailed instructions on using the DNS screens, see Chapter 10: Ordering Module .
Routing	This link allows you to manage your Routing between the endpoints of your IQ-DIA services. Note: For detailed instructions on using the Routing screens, see Chapter 10: Ordering Module .
News Feed	This link allows you to manage your News Feed(s) provided to your servers. Note: For detailed instructions on using the News Feed screens, see Chapter 10: Ordering Module .
Modify iQ-DIA Access Circuit Section	
Name	This field displays the customer maintained identifier assigned to the selected service component.
ID	This field displays the unique provider maintained identifier assigned to the selected service component.

Continued on next page

IQ-DIA Access Circuit Details, continued

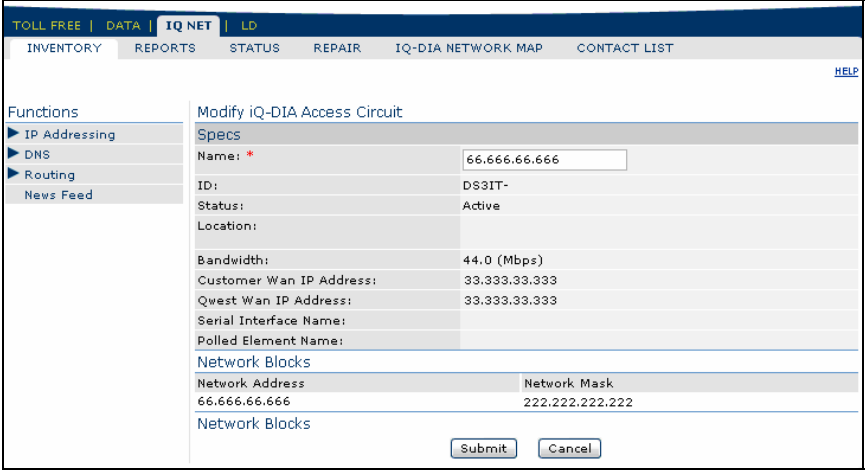

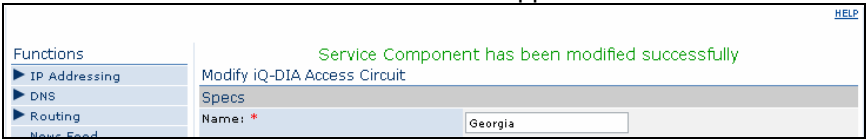

Fields and Descriptions

(continued)

Field Name	Description
Status	This field displays the selected service component's current disposition. Valid codes may include: <ul style="list-style-type: none"> • Active • Submitted • Open • Approved
Location	This field displays the physical location in which the selected service component resides.
Bandwidth	This field displays the capacity and speed of the IP circuit.
Customer WAN IP Address	This field displays the IP Address of your IP router that connects to your provider's router for internet access.
Qwest WAN IP Address	This field displays the IP Address of your provider's router that connects your IP router via a dedicated IP circuit to the internet backbone.
Serial Interface Name	This field displays the unique identifier for the serial interface on your provider's router that corresponds to your dedicated IP circuit.
Polled Element Name	This field displays a name that relates the access circuit's IP address to the specific interface on the router.
Network Blocks Section	
Network Address	This field identifies the public IP address of your circuit.
Network Mask	This field identifies the main IP address that is used to roll a group of internal IP addresses together.
	This button allows you to rename the selected service component.
	This button allows you to return to the previous screen viewed without making any changes.

Modifying a Service Component

Procedure Follow the steps in the procedure below to **modify** a service component.

Step	Action
1	<p>From the Service Components screen, click on the identifier for the service component that needs modified from the ID column.</p> <p>Result: The Modify IQ-DIA Access Circuit screen appears.</p> 
2	<p>In the Name field, enter the requested identifier for the selected service component.</p>
3	<p>Click  to update the name of the selected service component.</p> <p>Result: A successful confirmation screen appears.</p>  <p>Note: Click  to exit this process without submitting any changes.</p>

IQ Net Reports

Introduction

The **IQ Net** (wholesale version known as **DIA**) Product application provides you a host of performance reports that will help you monitor the health of your network; including:

- **IQ-DIA At a glance**
- **IQ-DIA Trend**
- **IQ-DIA Billing**

In addition to the variety of reports listed above, the system also provides you a summary of the reports you have requested and the ability to schedule reports.

Note: The scheduled reports for the IQ-Net product will auto-delete from the system after 90 days. In the event you need your reports longer than 90 days, you will need to save these reports to your local PC.

Report Selections

The table below describes the available **IQ Net** reports.

Field Name	Description
IQ-DIA At a glance	The IQ-DIA At a glance report provides a one page summary of performance and bandwidth utilization for a selected service component during a specified period of time. This report displays charts depicting bandwidth, volume in bytes and circuit type-specific errors.
IQ-DIA Trend	The IQ-DIA Trend report provides information on trend variables in a graphical presentation for the selected service component.
IQ-DIA Billing	The IQ-DIA Billing report provides information on the data points used to calculate the 95th percentile point for your internet service.

Reports Summary Log

Introduction

The **Reports Summary Log** screen displays a list of reports that have been generated for your Qwest Control Enterprise ID. This screen is divided into two sections: Report Summary and Schedule Reports.

- The **Reports Summary** section provides you information on the total number of reports submitted, created, e-mailed, and scheduled.
- The **Scheduled Reports** section provides you a listing of the report title, who generated each report, the file format, status, submission date & time, completed/scheduled date & time and the size of each report.

Fields and Descriptions

The table below describes the fields and buttons displayed on the **Reports Summary Log** screen.

Field Name	Description
Reports Section	
Submitted	This field displays the total number of reports that have been submitted for your services.
Reports Created	This field displays the total number of reports that have been successfully for your services.
Reports Emailed	This field displays the total number of reports that have been emailed for your services.
Reports Scheduled	This field displays the total number of reports that have been scheduled to run for a future date.
Reports List Section	
<input type="checkbox"/>	These check boxes allow you to delete reports that are no longer needed.
Report Title	This column provides the report name that has been submitted for generation.
User	This column displays the unique identifier for the user who submitted each report.
Format	This column displays the format in which each report was created, these include: <ul style="list-style-type: none"> • PDF (Portable Document Format) – This format places the report data in an open file format. Report data is provided in an embedded picture. This format is useful when presenting complex documents that use a variety of fonts, graphics, colors and images. This will be your default format when scheduling a report. • CSV (Comma Separated Value) - This format places the report data in a flat text file. Report data is listed in a single block, with individual items separated by commas. This format is useful for working with the report data. You can import the data into a program such as Microsoft Excel, and manipulate it as needed. • HTML (Hypertext Markup Language) - This format returns the report data in HTML code. Report data is presented in your browser as a Web page. This format is useful when presentation is more important.

Continued on next page

Reports Summary Log, continued

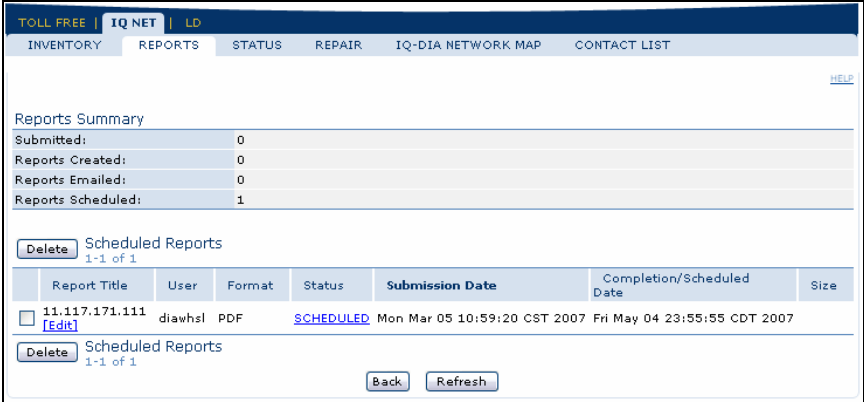
Fields and Descriptions

(continued)

Field Name	Description
Status	This column identifies the current status of each report listed.
Submission Date	This column displays the date and time the report was submitted to the system in the following format: mm/dd/yyyy hh:mm:ss.
Completion/ Scheduled Date	This column displays the date and time the report was completed or scheduled in the system in the following format: mm/dd/yyyy hh:mm:ss.
Size	This column displays the size, in kilobytes, for each report listed.
<input type="button" value="Delete"/>	This button allows you to remove selected reports from the system.
<input type="button" value="Back"/>	This button allows you to return to the last screen viewed.
<input type="button" value="Refresh"/>	This button allows you to retrieve the most current report summary data.

Viewing the Reports Summary Log

Procedure Follow the steps in the procedure below to **view** the **Reports Summary Log** screen.

Step	Action
1	<p>From the IQ-NET application, click on the Reports > Reports Summary Log menu option.</p> <p>Result: The Reports Summary Log screen appears.</p> 



Sorting the Reports Summary Log

Procedure Follow the steps in the procedure below to **sort** the **Reports Summary Log** list.

Step	Action
1	From the Reports Summary Log screen, click on the Report Title column label to sort the list by the report title.
2	From the Reports Summary Log screen, click on the User column label to sort the list by the username.
3	From the Reports Summary Log screen, click on the Format column label to sort the list by the format/file type.
4	From the Reports Summary Log screen, click on the Status column label to sort the list by the status of the report.
5	From the Reports Summary Log screen, click on the Submission Date column label to sort the list by the date and time the order was submitted.
6	From the Reports Summary Log screen, click on the Completed/Scheduled Date column label to sort the list by the date and time the report is scheduled or completed.
7	From the Reports Summary Log screen, click on the Size column label to sort the list by the size of the file.


Edit Report & Schedule (Reports Summary Log)

Procedure Follow the steps in the procedure below to **edit** a **Scheduled** report from the **report title** column.

Step	Action
1	From the Reports Summary Log screen, click on the Edit link next to the report title to update the report parameters. Result: The Generate Report screen appears for the selected report.
2	From the Generate Report screen, update the parameters for the selected report (i.e. Access Circuits, Variables, Sample Size, Charts, Time Zone, Dates, Single Circuit or Billing Cycles; where applicable).
3	Click on the  button. Result: The Schedule Report screen appears for the selected report.
4	In the report Name field (if applicable), enter the report name.
5	In the report Title field (if applicable), enter the report title that will be displayed in the Reports Summary Log.
6	In the report Comments field (if applicable), enter any comments that apply to the selected report.
7	From the Report Format radio buttons, select the desired format for the report.
8	From the Frequency radio buttons, select the desired frequency for the report.
9	In the Start Date field (if applicable), select a date by clicking the calendar icon to open a calendar graphical user interface (GUI) or enter the desired date.
10	In the End Date field (if applicable), select a date by clicking the calendar icon to open a calendar graphical user interface (GUI) or enter the desired date; otherwise select the No End Date radio button.
11	In the Email Address field (if applicable), enter any additional email addresses for users that should receive this report. Note: All email addresses must be separated by commas.
12	Click  to request your changes.


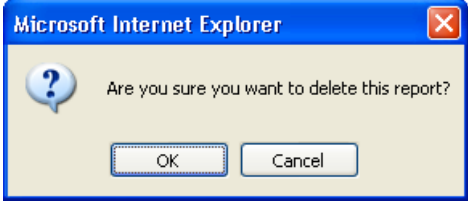
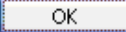
Edit a Schedule (Reports Summary Log)

Procedure Follow the steps in the procedure below to **edit** a **Scheduled** report from the **status** column.

Step	Action
1	From the Reports Summary Log screen, click on the Scheduled link under the Status column. Result: The Schedule Report screen appears for the selected report.
2	In the report Name field (if applicable), enter the report name.
3	In the report Title field (if applicable), enter the report title that will be displayed in the Reports Summary Log.
4	In the report Comments field (if applicable), enter any comments that apply to the selected report.
5	From the Report Format radio buttons, select the desired format for the report.
6	From the Frequency radio buttons, select the desired frequency for the report.
7	In the Start Date field (if applicable), select a date by clicking the calendar icon to open a calendar graphical user interface (GUI) or enter the desired date.
8	In the End Date field (if applicable), select a date by clicking the calendar icon to open a calendar graphical user interface (GUI) or enter the desired date; otherwise select the No End Date radio button.
9	In the Email Address field (if applicable), enter any additional email addresses for users that should receive this report. Note: All email addresses must be separated by commas.
10	Click  to request your changes.

Delete a Report (Reports Summary Log)

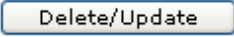
Procedure Follow the steps in the procedure below to **Delete** a report.

Step	Action
1	From the Reports Summary Log screen, click on the checkbox(es) next to each report title that you would like to delete.
2	<p>Click  to remove the selected report(s).</p> <p>Result: A confirmation message dialog box appears.</p>  <p>Note: Only reports created under your username can be deleted by you.</p>
3	<p>Click  .</p> <p>Result: The selected report is deleted from the Reports Summary Log screen.</p>

Scheduled Reports

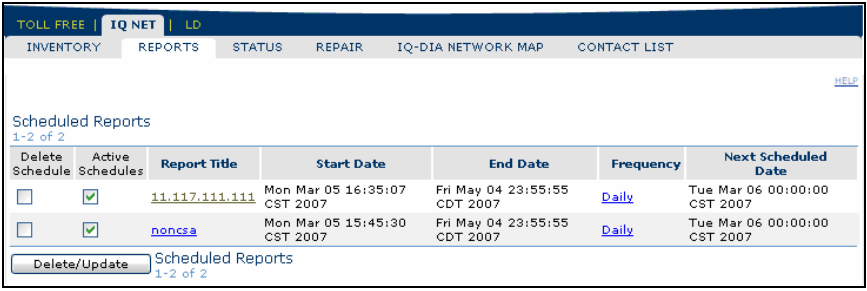
Introduction The **Scheduled Reports** screen allows you to view a listing of reports that are scheduled to run in regular intervals. This screen provides you a list of each report, the start date/end date, its frequency and the next scheduled date. You can also choose to deactivate the schedule or delete the schedule.

Fields and Descriptions The table below describes the fields and buttons displayed on the **Scheduled Reports** screen.

Field Name	Description
Delete Schedule	These checkbox(es) allow you to select the scheduled report(s) you want to eliminate.
Active Schedules	These checkbox(es) allow you to deactivate selected reports without deleting them. When you deselect these check boxes, the reports will remain in the list, but will no longer run at the scheduled times.
Report Title	This column displays the title of each report in the list, as assigned when the report was generated.
Start Date	This column displays the date and time the report was first run.
End Date	This column identifies the date and time the report will stop running.
Frequency	This column displays the schedule in which each listed report will automatically run.
Next Scheduled Date	This column displays the date and time for the next report run.
	This button will allow you to delete or deactivate any selected report.

Viewing Scheduled Reports

Procedure Follow the steps in the procedure below to **view** the **Scheduled Reports** screen.

Step	Action
1	From the IQ Net application, click on the Reports menu.
2	From the Reports menu, select the Scheduled Reports menu. Result: The Scheduled Reports screen appears. 



Sorting the Scheduled Reports

Procedure Follow the steps in the procedure below to **sort** the **Scheduled Reports** list.

Step	Action
1	From the Scheduled Reports screen, click on the Report Title column label to sort the list by the report title.
2	From the Scheduled Reports screen, click on the Start Date column label to sort the list by the date and time the report started.
3	From the Scheduled Reports screen, click on the End Date column label to sort the list by the date and time the scheduled report will stop running.
4	From the Scheduled Reports screen, click on the Frequency column label to sort the list by the frequency in which the report is generated.
5	From the Scheduled Reports screen, click on the Next Scheduled Date column label to sort the list by the date and time the next report will generate.
6	From the Scheduled Reports screen, click on the Report Type column label to sort the list by the type of report scheduled.

Edit Report & Schedule (Scheduled Reports)

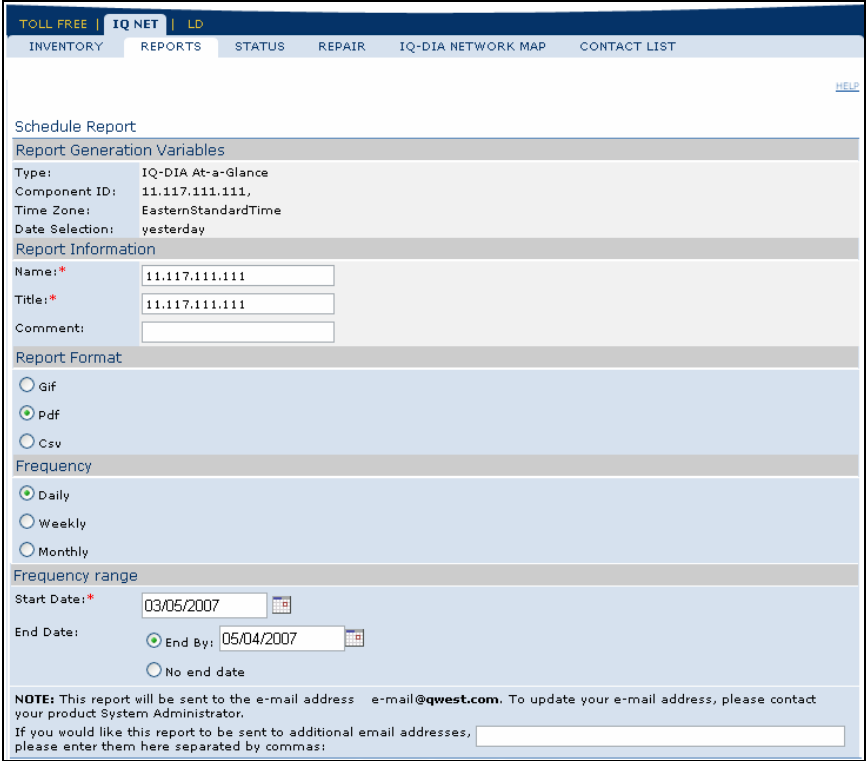
Procedure Follow the steps in the procedure below to **edit** a **Scheduled** report from the **report title** column.

Step	Action
1	From the Scheduled Reports screen, click on the Report Title link to update the report parameters. Result: The Generate Report screen appears for the selected report.
2	From the Generate Report screen, update the parameters for the selected report (i.e. Access Circuits, Variables, Sample Size, Charts, Time Zone, Dates, Single Circuit or Billing Cycles; where applicable).
3	Click on the  button. Result: The Schedule Report screen appears for the selected report.
4	In the report Name field (if applicable), enter the report name.
5	In the report Title field (if applicable), enter the report title that will be displayed in the Reports Summary Log.
6	In the report Comments field (if applicable), enter any comments that apply to the selected report.
7	From the Report Format radio buttons, select the desired format for the report.
8	From the Frequency radio buttons, select the desired frequency for the report.
9	In the Start Date field (if applicable), select a date by clicking the calendar icon to open a calendar graphical user interface (GUI) or enter the desired date.
10	In the End Date field (if applicable), select a date by clicking the calendar icon to open a calendar graphical user interface (GUI) or enter the desired date; otherwise select the No End Date radio button.
11	In the Email Address field (if applicable), enter any additional email addresses for users that should receive this report. Note: All email addresses must be separated by commas.
12	Click  to request your changes.

Updating Report Frequency

Procedure

Follow the steps in the procedure below to **change** the **schedule** in which the system will automatically run the selected report.

Step	Action
1	<p>From the Scheduled Reports screen, click on the hyperlink in the Frequency column.</p> <p>Result: The Schedule Report Frequency screen appears.</p>  <p>Note: You can also access the Scheduled Reports screen by clicking on the Scheduled link from the Status column in the Reports Summary Log screen.</p>
2	In the report Name field (if applicable), enter the report name.
3	In the report Title field (if applicable), enter the report title that will be displayed in the Reports Summary Log.
4	In the report Comments field (if applicable), enter any comments that apply to the selected report.
5	From the Report Format radio buttons, select the desired format for the report.
6	From the Frequency radio buttons, select the desired frequency for the report.

Continued on next page

Updating Report Frequency, continued

Procedure (continued)


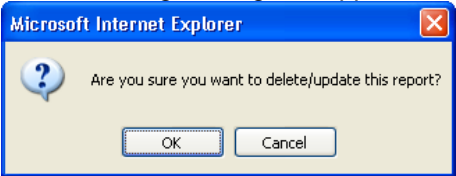
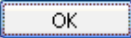
Step	Action
7	In the Start Date field (if applicable), select a date by clicking the calendar icon to open a calendar graphical user interface (GUI) or enter the desired date.
8	In the End Date field (if applicable), select a date by clicking the calendar icon to open a calendar graphical user interface (GUI) or enter the desired date; otherwise select the No End Date radio button.
9	In the Email Address field (if applicable), enter any additional email addresses for users that should receive this report. Note: All email addresses must be separated by commas.
10	Click <input type="button" value="Submit"/> to request your changes.
11	Click <input type="button" value="Cancel"/> to withdraw your requested changes and return to the Scheduled Reports screen.
12	Click <input type="button" value="Reset"/> to clear your requested changes.

Deleting a Scheduled Report

Procedure

Follow the steps in the procedure below to **delete** a report that is set-up to run automatically in specific intervals.

Note: This procedure will delete the report itself; to temporary stop the report without eliminating it, please reference **Deactivating a Scheduled Report**.


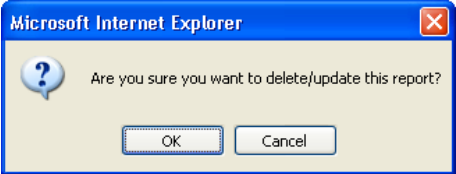
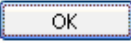
Step	Action
1	From the Scheduled Reports screen, select each checkbox next to the report(s) you want to delete under the Delete Schedules column.
2	<p>Click  to delete the selected scheduled reports.</p> <p>Result: A confirmation message dialog box appears</p> 
3	<p>Click  .</p> <p>Result: The selected report is deleted from the Scheduled Reports screen.</p>

Deactivating a Scheduled Report

Procedure

Follow the steps in the procedure below to **deactivate** a **report** that is set-up to run automatically in specific intervals.


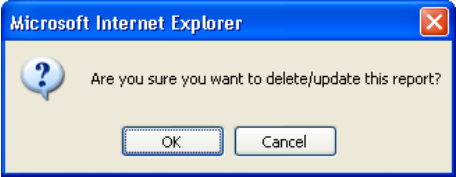
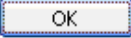
Note: This procedure will temporarily stop the report without eliminating it, to delete a report itself please reference **Deleting a Scheduled Report**.

Step	Action
1	From the Scheduled Reports screen, remove each checkmark next to the report(s) you want to deactivate under the Active Schedules column.
2	Click  to deactivate the selected scheduled reports. Result: A confirmation message dialog box appears 
3	Click  . Result: A successful confirmation message appears.

Activating a Scheduled Report

Procedure

Follow the steps in the procedure below to **re-activate** a **report** that was set-up to run automatically in specific intervals.

Step	Action
1	From the Scheduled Reports screen, select each checkbox next to the report(s) you want to re-activate under the Active Schedules column.
2	<p>Click  to activate the selected scheduled reports.</p> <p>Result: A confirmation message dialog box appears</p> 
3	<p>Click  .</p> <p>Result: A successful confirmation message appears.</p>

IQ-DIA At a glance Report



Introduction

The **IQ-DIA At a glance Reports** screen provides you a listing of the At a glance reports that have been created for your Qwest Control Enterprise ID within the last 14 days. This screen is divided into two sections: Functions and Reports list.

- The **Functions** section of the screen allows you to generate an **At a glance** report.
- The **IQ-DIA At a glance Reports** list displays an overview of the reports available.

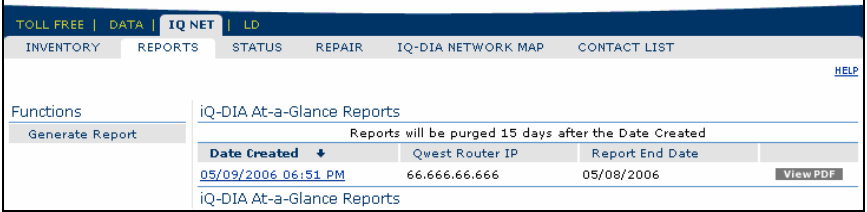
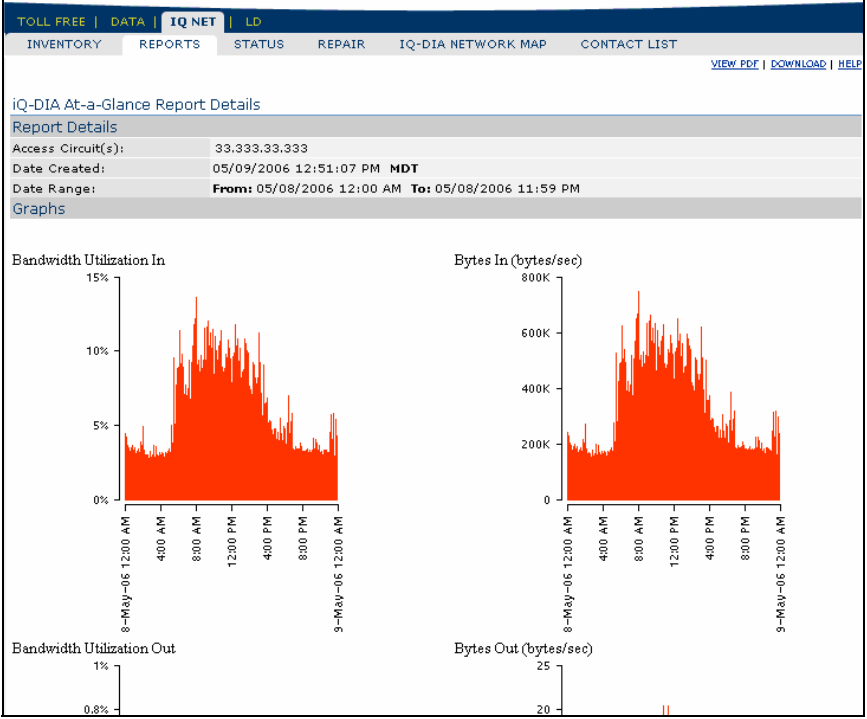
Fields and Descriptions

The table below describes the fields and buttons displayed on the **IQ-DIA At a glance** report.

Field Name	Description
Functions	
Generate Report	This link allows you to generate an At a glance report.
Reports List Section	
Date Created	This column displays the date and time each listed report was generated.
Qwest Router IP	This column displays the IP Address of your provider's router that connects your access circuit to the internet backbone.
Report End Date	This column displays the last date each listed report covers.
	This button allows you to view the selected report in a PDF (Portable Document Format) file version. Note: You will need at least the Adobe Acrobat Reader in order to open the PDF file.
Report Details Section	
Access Circuit(s)	This field displays the service component on which the report was based.
Date Created	This field displays the date and time the report was generated.
Date Range	This field displays the from date and time and the to date and time range the report covers
Report Graphs Section	
Bandwidth Utilization In	This graph shows you the percentage of your available inbound bandwidth used in each 24-hour period.
Bytes In (bytes/sec)	This graph shows you the number of bytes per second coming into your service component over each 24-hour period.
Bandwidth Utilization Out	This graph shows you the percentage of your available outbound bandwidth used in each 24-hour period.
Bytes Out (bytes/sec)	This graph shows you the number of bytes per second going out of your service component over each 24-hour period.
Bandwidth Utilization	This graph shows you the percentage of your total available bandwidth used in each 24-hour period.
Bytes (bytes/sec)	This graph shows you the total number of bytes per second going into and out of your service component over each 24-hour period.
	This button allows you to return to the previous screen viewed.

Viewing the IQ-DIA At a glance Report

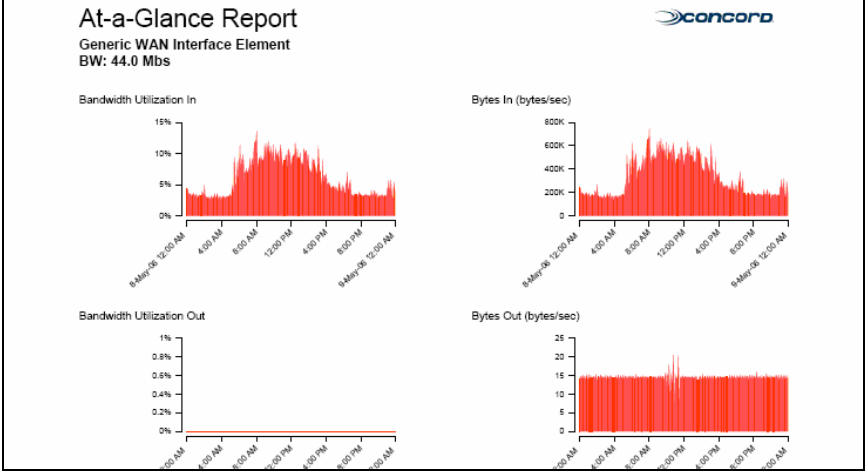
Procedure Follow the steps in the procedure below to **view** the **IQ-DIA At a glance Reports** screen.

Step	Action
1	<p>From the IQ Net application, select IQ-DIA At a glance from the Reports menu.</p> <p>Result: The IQ-DIA At a glance Reports screen appears.</p> 
2	<p>From the Date Created column, click on the corresponding report hyperlink to view the details.</p> <p>Result: The IQ-DIA At a glance Report Details screen appears.</p> 

Continued on next page

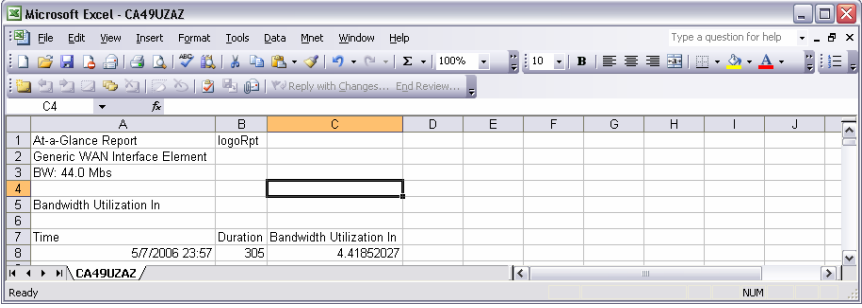
Viewing the IQ-DIA At a glance Report, continued

Procedure (continued)

Step	Action
3	<p>To view the report in a PDF file version, click on the corresponding View PDF button from the IQ-DIA At a glance Reports screen.</p> <p>Result: The IQ-DIA At a glance report opens in Adobe Reader:</p>  <p>Note: The At a glance report may also be opened in a PDF file version from the IQ-DIA At a glance Report Details screen by clicking on the View PDF (VIEW PDF) hyperlink.</p>

Downloading the IQ-DIA At a glance Report

Procedure Follow the steps in the procedure below to **download** your **IQ-DIA At a glance Report** to a **CSV** (Comma Separated Value) file.

Step	Action														
1	<p>From the IQ-DIA At a glance Report Details screen, click on the Download hyperlink to export your data to a CSV file.</p> <p>Result: The data file opens in a new window.</p>  <p>The screenshot shows a Microsoft Excel window titled 'Microsoft Excel - CA49UZAZ'. The spreadsheet contains the following data:</p> <table border="1"> <thead> <tr> <th>At-a-Glance Report</th> <th>Generic WAN Interface Element</th> <th>BW</th> <th>Bandwidth Utilization In</th> <th>Time</th> <th>Duration</th> <th>Bandwidth Utilization In</th> </tr> </thead> <tbody> <tr> <td>logoRpt</td> <td></td> <td></td> <td></td> <td>5/7/2006 23:57</td> <td>305</td> <td>4.41852027</td> </tr> </tbody> </table>	At-a-Glance Report	Generic WAN Interface Element	BW	Bandwidth Utilization In	Time	Duration	Bandwidth Utilization In	logoRpt				5/7/2006 23:57	305	4.41852027
At-a-Glance Report	Generic WAN Interface Element	BW	Bandwidth Utilization In	Time	Duration	Bandwidth Utilization In									
logoRpt				5/7/2006 23:57	305	4.41852027									

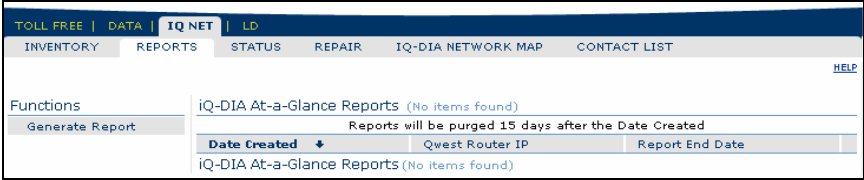
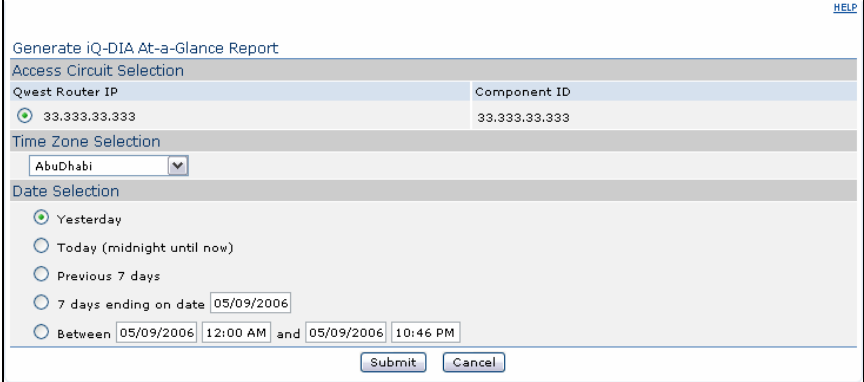
Sorting the At a glance Reports

Procedure Follow the steps in the procedure below to **sort** the **IQ-DIA At a glance Reports** list.

Step	Action
1	From the IQ-DIA At a glance Reports screen, click on the Date Created column label to sort the list by the date and time each listed report was generated.
2	From the IQ-DIA At a glance Reports screen, click on the Qwest Router IP column label to sort the list by the IP Address
3	From the IQ-DIA At a glance Reports screen, click on the Report End Date column label to sort the list by the last date each listed report covers.

Generating an IQ-DIA At a glance Report



Procedure Follow the steps in the procedure below to **generate** an **IQ-DIA At a glance** report.

Step	Action
1	<p>From the IQ Net application, select IQ-DIA At a glance from the Reports menu.</p> <p>Result: The IQ-DIA At a glance Reports screen appears.</p> 
2	<p>From the Functions section, click on the Generate Report link.</p> <p>Result: The Generate IQ-DIA At a glance Report screen appears.</p> 
3	<p>From the Qwest Router IP radio buttons, select the service component for the report.</p>
4	<p>From the Time Zone Selection drop-down menu, select the Time Zone in which the service component resides.</p>

Continued on next page

Generating an IQ-DIA At a glance Report, continued


Procedure (continued)

Step	Action								
5	<p>From the Date Selection radio buttons, enter the Time Period for your report.</p> <table border="1" data-bbox="618 489 1430 1276"> <thead> <tr> <th data-bbox="618 489 951 558">If you want the report to cover...</th> <th data-bbox="951 489 1430 558">Then...</th> </tr> </thead> <tbody> <tr> <td data-bbox="618 558 951 653">The current, previous or last seven days.</td> <td data-bbox="951 558 1430 653">Select the Today, Yesterday, or Previous 7 days radio buttons, as appropriate.</td> </tr> <tr> <td data-bbox="618 653 951 873">A seven-day period starting on a specific date.</td> <td data-bbox="951 653 1430 873"> <ol style="list-style-type: none"> 1. Select the 7 days ending on date radio button. 2. In the corresponding field, enter the begin date. <p>Note: The date should follow the listed format: MM/DD/YYYY.</p> </td> </tr> <tr> <td data-bbox="618 873 951 1276">A specific range of dates.</td> <td data-bbox="951 873 1430 1276"> <ol style="list-style-type: none"> 1. Select the Between...and radio button. 2. In the first set of corresponding fields, enter the earliest date and time your report should cover. 3. In the second set of corresponding fields, enter the latest date and time your report should cover. <p>Note: The date should follow the listed format: MM/DD/YYYY.</p> </td> </tr> </tbody> </table>	If you want the report to cover...	Then...	The current, previous or last seven days.	Select the Today, Yesterday, or Previous 7 days radio buttons, as appropriate.	A seven-day period starting on a specific date.	<ol style="list-style-type: none"> 1. Select the 7 days ending on date radio button. 2. In the corresponding field, enter the begin date. <p>Note: The date should follow the listed format: MM/DD/YYYY.</p>	A specific range of dates.	<ol style="list-style-type: none"> 1. Select the Between...and radio button. 2. In the first set of corresponding fields, enter the earliest date and time your report should cover. 3. In the second set of corresponding fields, enter the latest date and time your report should cover. <p>Note: The date should follow the listed format: MM/DD/YYYY.</p>
If you want the report to cover...	Then...								
The current, previous or last seven days.	Select the Today, Yesterday, or Previous 7 days radio buttons, as appropriate.								
A seven-day period starting on a specific date.	<ol style="list-style-type: none"> 1. Select the 7 days ending on date radio button. 2. In the corresponding field, enter the begin date. <p>Note: The date should follow the listed format: MM/DD/YYYY.</p>								
A specific range of dates.	<ol style="list-style-type: none"> 1. Select the Between...and radio button. 2. In the first set of corresponding fields, enter the earliest date and time your report should cover. 3. In the second set of corresponding fields, enter the latest date and time your report should cover. <p>Note: The date should follow the listed format: MM/DD/YYYY.</p>								
6	Click  (if applicable) to withdraw your requested changes and return to the previous screen.								
7	<p>Click  (if applicable).</p> <p>Result: The system saves your criteria and opens the Schedule Report screen. See Updating Report Frequency on page 17 for more information on setting up the report frequency.</p>								

Continued on next page

Generating an IQ-DIA At a glance Report, continued

Procedure (continued)

Step	Action
8	<p>Click  to generate your requested report.</p> <p>Result: A Report Being Generated message screen appears; however you will need to access the IQ-DIA At a glance Reports screen to view the report.</p> <div data-bbox="597 573 1458 751" style="border: 1px solid black; padding: 5px;"> <p style="text-align: right;">HELP</p> <p>REPORT BEING GENERATED</p> <p>PLEASE WAIT</p> <p>Your Report is being generated</p> <p>The report will be loaded after it has been generated.</p> </div>

IQ-DIA Trend Reports

Introduction



The **IQ-DIA Trend Reports** screen provides you a listing of the trend reports that have been created for your Qwest Control Enterprise ID within the last 14 days. This screen is divided into two sections: Functions and Reports list.

- The **Functions** section of the screen allows you to generate an **IQ-DIA Trend** report.
- The **IQ-DIA Trend Reports** list displays an overview of the reports available.

Note: Trend reports may be generated using up to 10 variables for a single IP Address or a single variable for up to 10 IP Addresses.

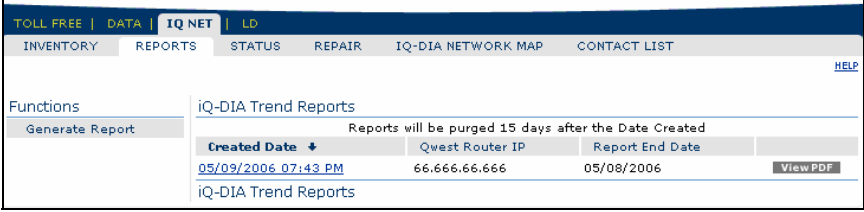
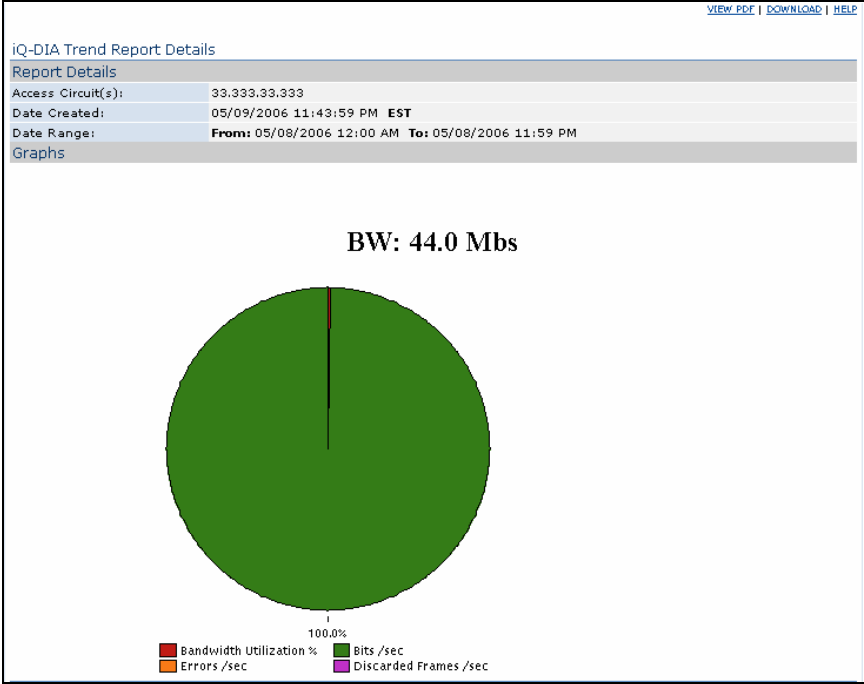
Fields and Descriptions

The table below describes the fields and buttons displayed on the **IQ-DIA Trend** report.

Field Name	Description
Functions Section	
Generate Report	This link allows you to generate a Trend report.
Reports List Section	
Created Date	This column displays the date and time each listed report was generated.
Qwest Router IP	This column displays the IP Address of your provider's router that connects your access circuit to the internet backbone.
Report End Date	This column displays the last date each listed report covers.
	This button allows you to view the selected report in a PDF file version. Note: You will need at least the Adobe Acrobat Reader in order to open the PDF file.
Report Details Section	
Access Circuit(s)	This field displays the service component on which the report is based.
Date Created	This field displays the date and time the report was generated.
Date Range	This field displays the from date and time and the to date and time range the report covers
Report Graphs Section	
Graph	This graph displays the trend variables you selected in the graphical presentation you selected.
	This button allows you to return to the previous screen viewed.

Viewing the IQ-DIA Trend Report

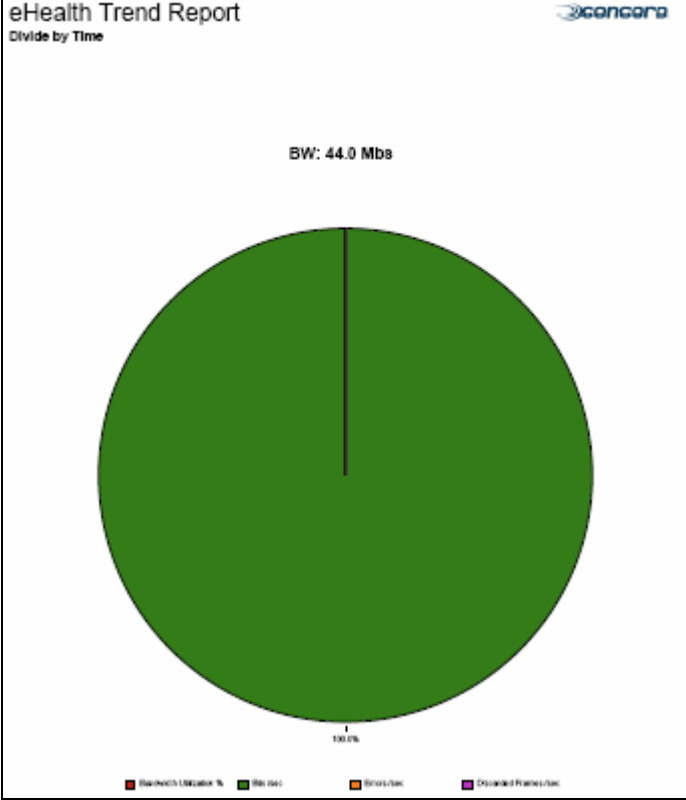
Procedure Follow the steps in the procedure below to **view** the **IQ-DIA Trend Reports** screen.

Step	Action
1	<p>From the IQ Net application, click on the IQ-DIA Trend option from the Reports menu.</p> <p>Result: The IQ-DIA Reports screen appears.</p> 
2	<p>From the Created Date column, click on the corresponding report hyperlink to view the details.</p> <p>Result: The IQ-DIA Trend Report Details screen appears.</p> 

Continued on next page

Viewing the IQ-DIA Trend Report, continued

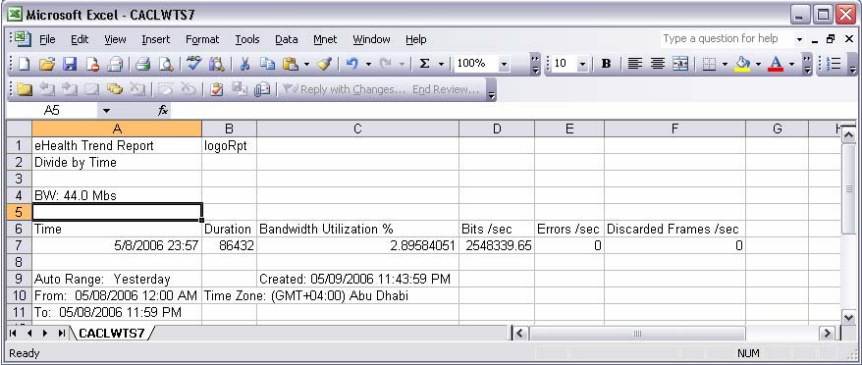
Procedure (continued)

Step	Action
3	<p>To view the report in a PDF file version, click on the corresponding View PDF button from the IQ-DIA Trend Reports screen.</p> <p>Result: The IQ-DIA Trend report opens in Adobe Reader:</p>  <p>Note: The Trend report may also be opened in a PDF file version from the IQ-DIA Trend Details screen by clicking on the View PDF (VIEW PDF) hyperlink.</p>

Downloading the IQ-DIA Trend Report

Procedure

Follow the steps in the procedure below to **download** your **IQ-DIA Trend Report** to a **CSV** (Comma Separated Value) file.

Step	Action
1	<p>From the IQ-DIA Trend Report Details screen, click on the Download hyperlink to export your data to a CSV file.</p> <p>Result: The data file opens in a new window.</p> 

Sorting the Trend Reports

Procedure

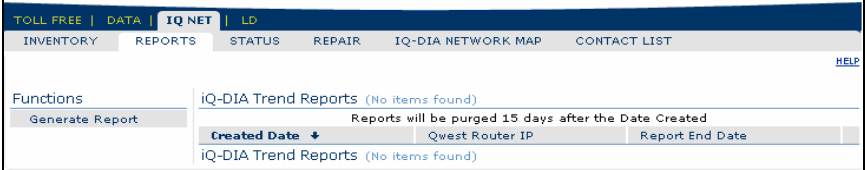
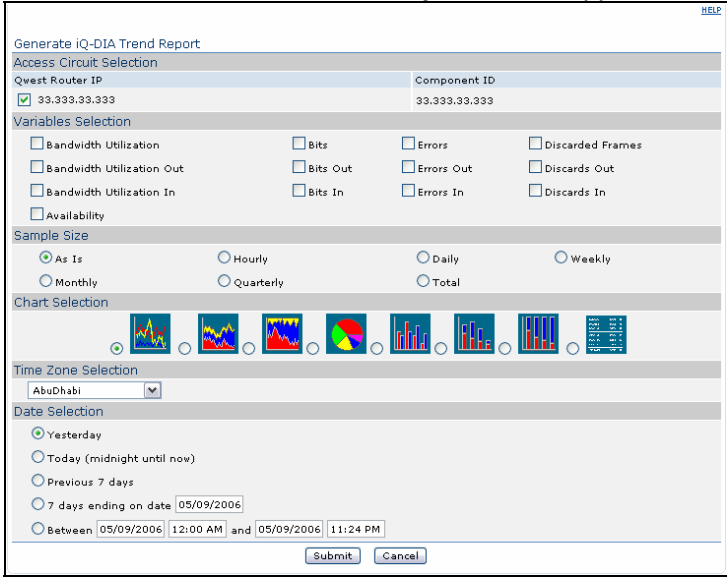
Follow the steps in the procedure below to **sort** the **Trend Reports** list.

Step	Action
1	From the IQ-DIA Trend Reports screen, click on the Created Date column label to sort the list by the date and time each listed report was generated.
2	From the IQ-DIA Trend Reports screen, click on the Qwest Router IP column label to sort the list by the IP Address.
3	From the IQ-DIA Trend Reports screen, click on the Report End Date column label to sort the list by the last date each listed report covers.

Generating an IQ-DIA Trend Report

Procedure Follow the steps in the procedure below to **generate** an **IQ-DIA Trend** report.



Note: Trend reports may be generated using up to 10 variables for a single IP Address or a single variable for up to 10 IP Addresses.

Step	Action
1	<p>From the IQ-Net application, select IQ-DIA Trend from the Reports menu.</p> <p>Result: The IQ-DIA Trend Reports screen appears.</p> 
2	<p>From the Functions section, click on the Generate Report link.</p> <p>Result: The IQ-DIA Generate Trend Report screen appears.</p> 
3	<p>From the Access Circuit Selection checkboxes, select the service component(s) for your report.</p>
4	<p>From the Variables Selection checkboxes, select the criteria for your report.</p>
5	<p>From the Sample Size section, select the appropriate radio button to indicate size of the data sample over which you want to see usage trends.</p>
6	<p>From the Chart Selection radio buttons, select the manner in which you want trend data displayed in the report.</p>

Continued on next page

Generating an IQ-DIA Trend Report, continued


Procedure (continued)

Step	Action								
7	From the Time Zone Selection drop-down menu, select the Time Zone in which the service component resides.								
8	<p>From the Date Selection radio buttons, enter the Time Period for your report.</p> <table border="1" data-bbox="618 541 1430 1325"> <thead> <tr> <th data-bbox="618 541 951 604">If you want the report to cover...</th> <th data-bbox="951 541 1430 604">Then...</th> </tr> </thead> <tbody> <tr> <td data-bbox="618 604 951 705">The current, previous or last seven days.</td> <td data-bbox="951 604 1430 705">Select the Today, Yesterday, or Previous 7 days radio buttons, as appropriate.</td> </tr> <tr> <td data-bbox="618 705 951 919">A seven-day period starting on a specific date.</td> <td data-bbox="951 705 1430 919"> 3. Select the 7 days ending on date radio button. 4. In the corresponding field, enter the begin date. Note: The date should follow the listed format: MM/DD/YYYY. </td> </tr> <tr> <td data-bbox="618 919 951 1325">A specific range of dates.</td> <td data-bbox="951 919 1430 1325"> 4. Select the Between...and radio button. 5. In the first set of corresponding fields, enter the earliest date and time your report should cover. 6. In the second set of corresponding fields, enter the latest date and time your report should cover. Note: The date should follow the listed format: MM/DD/YYYY. </td> </tr> </tbody> </table>	If you want the report to cover...	Then...	The current, previous or last seven days.	Select the Today, Yesterday, or Previous 7 days radio buttons, as appropriate.	A seven-day period starting on a specific date.	3. Select the 7 days ending on date radio button. 4. In the corresponding field, enter the begin date. Note: The date should follow the listed format: MM/DD/YYYY .	A specific range of dates.	4. Select the Between...and radio button. 5. In the first set of corresponding fields, enter the earliest date and time your report should cover. 6. In the second set of corresponding fields, enter the latest date and time your report should cover. Note: The date should follow the listed format: MM/DD/YYYY .
If you want the report to cover...	Then...								
The current, previous or last seven days.	Select the Today, Yesterday, or Previous 7 days radio buttons, as appropriate.								
A seven-day period starting on a specific date.	3. Select the 7 days ending on date radio button. 4. In the corresponding field, enter the begin date. Note: The date should follow the listed format: MM/DD/YYYY .								
A specific range of dates.	4. Select the Between...and radio button. 5. In the first set of corresponding fields, enter the earliest date and time your report should cover. 6. In the second set of corresponding fields, enter the latest date and time your report should cover. Note: The date should follow the listed format: MM/DD/YYYY .								
9	Click  (if applicable) to withdraw your requested changes and return to the previous screen.								
10	<p>Click  (if applicable).</p> <p>Result: The system saves your criteria and opens the Schedule Report screen. See Updating Report Frequency on page 17 for more information on setting up the report frequency.</p>								

Continued on next page

Generating an IQ-DIA Trend Report, continued


Procedure (continued)

Step	Action
11	<p>Click  to generate your requested report.</p> <p>Result: A Report Being Generated message screen appears; however you will need to access the IQ-DIA Trend Reports screen to view the report.</p> <div data-bbox="605 558 1442 735" style="border: 1px solid black; padding: 5px;"> <p style="text-align: right;">HELP</p> <p>REPORT BEING GENERATED</p> <p>PLEASE WAIT</p> <p>Your Report is being generated</p> <p>The report will be loaded after it has been generated.</p> </div>

IQ-DIA Billing Reports

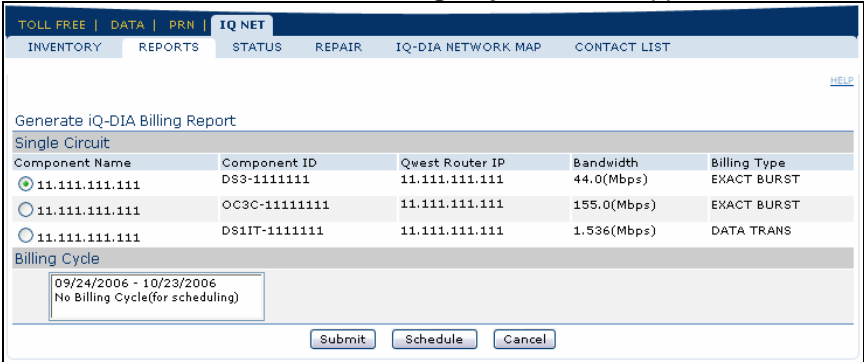


Introduction The **IQ-DIA Billing Reports** screen provides you a graph of the samples collected at different points during the billing cycle and offers a "view text" option to show the exact values of the samples. A line on the graph represents the 95th percentile.

Fields and Descriptions The table below describes the fields and buttons displayed on the **IQ-DIA Billing** report.

Field Name	Description
Reports List Section	
Component Name	This field displays the customer maintained name associated with the service component.
Component ID	This field displays the unique provider maintained identifier for the service component.
Qwest Router IP	This field displays the IP Address of the router connecting your service component to the internet.
Bandwidth	This column displays the capacity and speed for each listed service component.
Billing Cycle	This field displays the billing cycle for the selected service component.
95th Percentile	This field displays the 95th percentile point at which your billing is based.
Graph	This graph provides a visual representation of the usage based billing data.
	This button allows you to return to the previous screen viewed.

Generating an IQ-DIA Billing Report

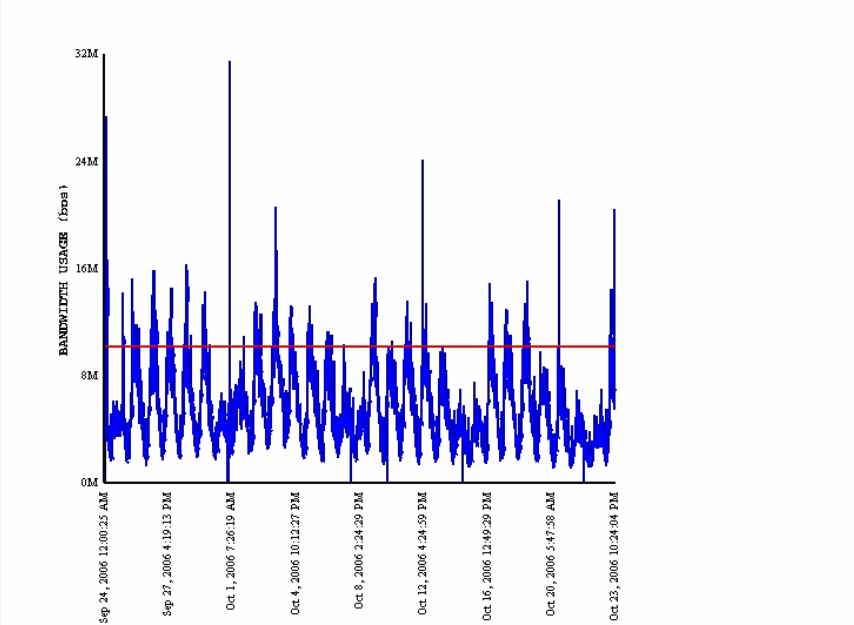
Procedure Follow the steps in the procedure below to **generate** an **IQ-DIA Billing** report.

Step	Action
1	<p>From the IQ Net application, select IQ-DIA Billing from the Reports menu.</p> <p>Result: The Generate IQ-DIA Billing Report screen appears.</p> 
2	<p>From the Component ID column, select the radio button for the desired service component.</p> <p>Result: The Billing Cycle list box changes to reflect the available cycles for the selected access circuit.</p>
3	<p>From the Billing Cycle list box, select the cycle for which you want to see billing data.</p>
4	<p>Click  (if applicable) to withdraw your requested changes and return to the previous screen.</p>
5	<p>Click  (if applicable).</p> <p>Result: The system saves your criteria and opens the Schedule Report screen. See Updating Report Frequency on page 17 for more information on setting up the report frequency.</p>

Continued on next page

Generating an IQ-DIA Billing Report, continued

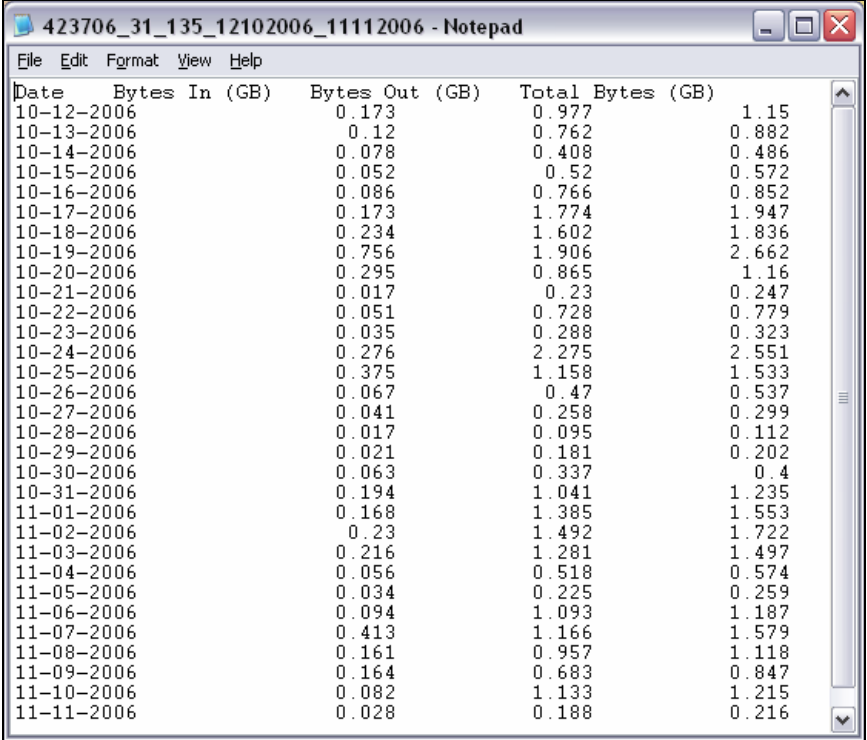
Procedure (continued)

Step	Action												
6	<p>Click <input type="button" value="Submit"/> to generate your requested report.</p> <p>Result: The system retrieves the selected billing data and displays it in the IQ-DIA Billing Reports screen.</p> <div data-bbox="597 533 1455 1320" style="border: 1px solid black; padding: 5px;"> <p>iQ-DIA Burstable Billing Report</p> <p>Component Information</p> <table border="1"> <tr> <td>Component Name:</td> <td>11.111.111.111</td> </tr> <tr> <td>Component ID:</td> <td>DS3-1111111</td> </tr> <tr> <td>Qwest Router IP:</td> <td>11.111.111.111</td> </tr> <tr> <td>Bandwidth:</td> <td>44.0(Mbps)</td> </tr> <tr> <td>Billing Cycle:</td> <td>09/24/2006-10/23/2006</td> </tr> <tr> <td>95th Percentile:</td> <td>10.217(Mbps)</td> </tr> </table>  </div>	Component Name:	11.111.111.111	Component ID:	DS3-1111111	Qwest Router IP:	11.111.111.111	Bandwidth:	44.0(Mbps)	Billing Cycle:	09/24/2006-10/23/2006	95th Percentile:	10.217(Mbps)
Component Name:	11.111.111.111												
Component ID:	DS3-1111111												
Qwest Router IP:	11.111.111.111												
Bandwidth:	44.0(Mbps)												
Billing Cycle:	09/24/2006-10/23/2006												
95th Percentile:	10.217(Mbps)												

Downloading the IQ-DIA Billing Report

Procedure

Follow the steps in the procedure below to **download** your **IQ-DIA Billing Report** to a **CSV** (Comma Separated Value) file.

Step	Action																																																																																																																																
1	From the IQ-DIA Billing Report Details screen, click on the Download hyperlink to export your data to a CSV file.																																																																																																																																
	<p>Result: The data file opens in a new window.</p>  <table border="1"> <thead> <tr> <th>Date</th> <th>Bytes In (GB)</th> <th>Bytes Out (GB)</th> <th>Total Bytes (GB)</th> </tr> </thead> <tbody> <tr><td>10-12-2006</td><td></td><td>0.173</td><td>0.977</td></tr> <tr><td>10-13-2006</td><td></td><td>0.12</td><td>0.762</td></tr> <tr><td>10-14-2006</td><td></td><td>0.078</td><td>0.408</td></tr> <tr><td>10-15-2006</td><td></td><td>0.052</td><td>0.52</td></tr> <tr><td>10-16-2006</td><td></td><td>0.086</td><td>0.766</td></tr> <tr><td>10-17-2006</td><td></td><td>0.173</td><td>1.774</td></tr> <tr><td>10-18-2006</td><td></td><td>0.234</td><td>1.602</td></tr> <tr><td>10-19-2006</td><td></td><td>0.756</td><td>1.906</td></tr> <tr><td>10-20-2006</td><td></td><td>0.295</td><td>0.865</td></tr> <tr><td>10-21-2006</td><td></td><td>0.017</td><td>0.23</td></tr> <tr><td>10-22-2006</td><td></td><td>0.051</td><td>0.728</td></tr> <tr><td>10-23-2006</td><td></td><td>0.035</td><td>0.288</td></tr> <tr><td>10-24-2006</td><td></td><td>0.276</td><td>2.275</td></tr> <tr><td>10-25-2006</td><td></td><td>0.375</td><td>1.158</td></tr> <tr><td>10-26-2006</td><td></td><td>0.067</td><td>0.47</td></tr> <tr><td>10-27-2006</td><td></td><td>0.041</td><td>0.258</td></tr> <tr><td>10-28-2006</td><td></td><td>0.017</td><td>0.095</td></tr> <tr><td>10-29-2006</td><td></td><td>0.021</td><td>0.181</td></tr> <tr><td>10-30-2006</td><td></td><td>0.063</td><td>0.337</td></tr> <tr><td>10-31-2006</td><td></td><td>0.194</td><td>1.041</td></tr> <tr><td>11-01-2006</td><td></td><td>0.168</td><td>1.385</td></tr> <tr><td>11-02-2006</td><td></td><td>0.23</td><td>1.492</td></tr> <tr><td>11-03-2006</td><td></td><td>0.216</td><td>1.281</td></tr> <tr><td>11-04-2006</td><td></td><td>0.056</td><td>0.518</td></tr> <tr><td>11-05-2006</td><td></td><td>0.034</td><td>0.225</td></tr> <tr><td>11-06-2006</td><td></td><td>0.094</td><td>1.093</td></tr> <tr><td>11-07-2006</td><td></td><td>0.413</td><td>1.166</td></tr> <tr><td>11-08-2006</td><td></td><td>0.161</td><td>0.957</td></tr> <tr><td>11-09-2006</td><td></td><td>0.164</td><td>0.683</td></tr> <tr><td>11-10-2006</td><td></td><td>0.082</td><td>1.133</td></tr> <tr><td>11-11-2006</td><td></td><td>0.028</td><td>0.188</td></tr> </tbody> </table>	Date	Bytes In (GB)	Bytes Out (GB)	Total Bytes (GB)	10-12-2006		0.173	0.977	10-13-2006		0.12	0.762	10-14-2006		0.078	0.408	10-15-2006		0.052	0.52	10-16-2006		0.086	0.766	10-17-2006		0.173	1.774	10-18-2006		0.234	1.602	10-19-2006		0.756	1.906	10-20-2006		0.295	0.865	10-21-2006		0.017	0.23	10-22-2006		0.051	0.728	10-23-2006		0.035	0.288	10-24-2006		0.276	2.275	10-25-2006		0.375	1.158	10-26-2006		0.067	0.47	10-27-2006		0.041	0.258	10-28-2006		0.017	0.095	10-29-2006		0.021	0.181	10-30-2006		0.063	0.337	10-31-2006		0.194	1.041	11-01-2006		0.168	1.385	11-02-2006		0.23	1.492	11-03-2006		0.216	1.281	11-04-2006		0.056	0.518	11-05-2006		0.034	0.225	11-06-2006		0.094	1.093	11-07-2006		0.413	1.166	11-08-2006		0.161	0.957	11-09-2006		0.164	0.683	11-10-2006		0.082	1.133	11-11-2006		0.028	0.188
Date	Bytes In (GB)	Bytes Out (GB)	Total Bytes (GB)																																																																																																																														
10-12-2006		0.173	0.977																																																																																																																														
10-13-2006		0.12	0.762																																																																																																																														
10-14-2006		0.078	0.408																																																																																																																														
10-15-2006		0.052	0.52																																																																																																																														
10-16-2006		0.086	0.766																																																																																																																														
10-17-2006		0.173	1.774																																																																																																																														
10-18-2006		0.234	1.602																																																																																																																														
10-19-2006		0.756	1.906																																																																																																																														
10-20-2006		0.295	0.865																																																																																																																														
10-21-2006		0.017	0.23																																																																																																																														
10-22-2006		0.051	0.728																																																																																																																														
10-23-2006		0.035	0.288																																																																																																																														
10-24-2006		0.276	2.275																																																																																																																														
10-25-2006		0.375	1.158																																																																																																																														
10-26-2006		0.067	0.47																																																																																																																														
10-27-2006		0.041	0.258																																																																																																																														
10-28-2006		0.017	0.095																																																																																																																														
10-29-2006		0.021	0.181																																																																																																																														
10-30-2006		0.063	0.337																																																																																																																														
10-31-2006		0.194	1.041																																																																																																																														
11-01-2006		0.168	1.385																																																																																																																														
11-02-2006		0.23	1.492																																																																																																																														
11-03-2006		0.216	1.281																																																																																																																														
11-04-2006		0.056	0.518																																																																																																																														
11-05-2006		0.034	0.225																																																																																																																														
11-06-2006		0.094	1.093																																																																																																																														
11-07-2006		0.413	1.166																																																																																																																														
11-08-2006		0.161	0.957																																																																																																																														
11-09-2006		0.164	0.683																																																																																																																														
11-10-2006		0.082	1.133																																																																																																																														
11-11-2006		0.028	0.188																																																																																																																														

IQ-DIA Configuration Requests

Introduction

The **IQ-DIA Configuration Requests** menu provides you a listing of all your service configuration requests (i.e. IP Addressing, DNS, Routing, and New Feed) that are currently in progress with Qwest. This screen provides you the status of each request, the request type and the product affected. This functionality can be accessed via the **IQ Net** (wholesale version known as DIA) product application or the **Ordering** Module.

For detailed instructions, see **Chapter 10: Ordering Module**.

IQ-DIA Alarm Status

Introduction






The **View Alarm Status** screen displays network alarms for your DIA services. These alarms indicate problems of varying severity for specific DIA service components. This screen is divided into two sections: Filters and Alarm Information.

- The **Filters** section allows you to find specific alarms quickly by entering the criteria for the alarms you want to see.
- The **Alarm Information** list displays information on the alarms that match your criteria.

Note: The system continuously monitors the network for alarms and updates the open alarms list every 60 seconds. If the situation that triggered the alarm is resolved, the network will close that alarm automatically. In addition, by default, this page lists alarms for the last 30 days with a status of **Open** (🔴).

Fields and Descriptions

The table below describes the fields and buttons displayed on the **IQ-DIA View Alarm Status** screen.





Field Name	Description
Filters Section	
Status	These radio buttons allow you to filter alarms by an Open , Closed or All status.
Select Date From	This field allows you to enter a Month , Day and Year date for the first alarm in your selected range.
Select Date To	This field allows you to enter a Month , Day and Year date for the last alarm in your selected range.
	This button allows you to retrieve the network alarms that match the criteria you selected
Alarm Details Section	
Product(s)	This field indicates the internet product(s) for which alarms are listed in the Alarm Information section.
Status	This field indicates the status of the alarms listed in the Alarm Information section
Report Period	This field indicates the range of dates for which alarms are listed in the Alarm Information section
Severity Level	<p>This field displays the severity of each alarm:</p> <ul style="list-style-type: none"> •  (gray) = warning •  (yellow) = minor •  (orange) = major •  (red) = critical <p>Note: The first column in the alarms list indicates the severity of each alarm.</p>

Continued on next page

IQ-DIA Alarm Status, continued

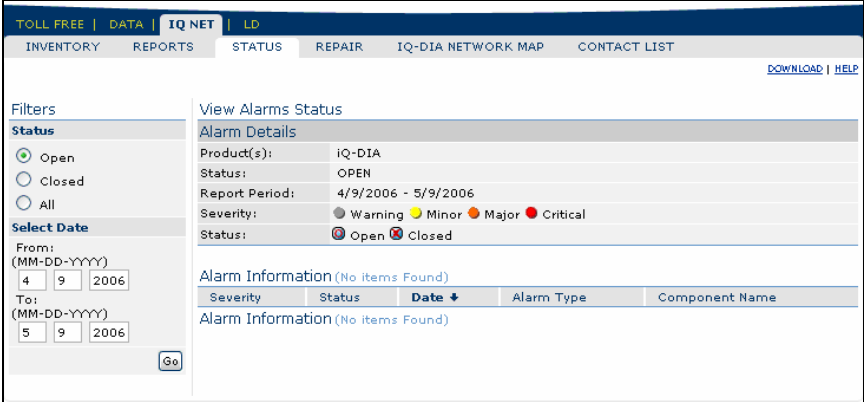
Fields and Descriptions

(continued)

Field Name	Description
Status	This field displays the status of the alarm; Closed, Open or Both.
Alarm Information Section	
Severity Level	<p>This field displays the severity of each alarm:</p> <ul style="list-style-type: none"> •  (gray) = warning •  (yellow) = minor •  (orange) = major •  (red) = critical <p>Note: The first column in the alarms list indicates the severity of each alarm.</p>
Status	This field displays the status of the alarm; Closed, Open or Both.
Date	This column displays the date the network detected each listed alarm.
Alarm Type	This column displays the specific issue that triggered each alarm in the list.
Component Name	This column displays the unique customer maintained name of each component experiencing the alarm.

Viewing the IQ-DIA Alarm Status

Procedure Follow the steps in the procedure below to **view** the **IQ-DIA Alarm Status** screen.

Step	Action
1	<p>From the IQ Net application, select IQ-DIA Alarms from the Status menu.</p> <p>Result: The IQ-DIA View Alarms Status screen appears.</p> 


Sorting the IQ-DIA Alarm Status

Procedure Follow the steps in the procedure below to **sort** the **IQ-DIA View Alarm Status** list.

Step	Action
1	From the IQ-DIA View Alarm Status screen, click on the Severity Level column label to sort the list by the severity of each alarm.
2	From the IQ-DIA View Alarm Status screen, click on the Status column label to sort the list by the current status of each alarm.
3	From the IQ-DIA View Alarm Status screen, click on the Date column label to sort the list by the date for each alarm.
4	From the IQ-DIA View Alarm Status screen, click on the Alarm Type column label to sort the list by the reason each alarm occurred.
5	From the IQ-DIA View Alarm Status screen, click on the Component Name column label to sort the list by each component that experienced an alarm.

Filtering the IQ-DIA Alarm Status List


Procedure Follow the steps in the procedure below to **filter** the list of **alarms**.

Step	Action
1	From the IQ-DIA View Alarm Status screen, select Open , Closed or All from the Status radio buttons.
2	In the Select Date From fields, enter the Month , Day and Year of the first alarm that should display.
3	In the Select Date To fields, enter the Month , Day and Year of the last alarm that should display.
4	Click  Result: The system retrieves the alarms that match you criteria.

IQ-DIA Alarm Details

Introduction The **IQ-DIA Alarm Details** screen provides you additional information about a selected alarm and the affected service component.

Fields and Descriptions The table below describes the fields and buttons displayed on the **IQ-DIA Alarm Details** screen.

Field Name	Description
Component Name	This field displays the name assigned to the affected service component. Note: A network assigned name appears here by default. If you have already renamed the component, your selected name appears here.
Component ID	The field displays a unique identifier assigned to the selected service component.
Component Type	This field displays the type of network component affected by the event that caused the alarm.
Last Status Time	This field displays the date and time at which the network last measured the service component's status.
Alarm Open Time	This field displays the date and time at which the network detected the event that caused the alarm.
Status	This field displays the current status of the selected alarm.
Severity	This field displays the severity level of the alarm.
Type	This field displays the reason for the selected alarm.
Description	This field displays a brief description of the reason for the alarm.
	This button allows you to return to the previous screen viewed.

Viewing the IQ-DIA Alarm Details

Procedure Follow the steps in the procedure below to **view** the **IQ-DIA Alarm Details** screen.

Step	Action
1	From the IQ-DIA View Alarms Status screen, click on the name of any value in the Component Name column. Result: The IQ-DIA Alarm Details screen appears.

IQ DIA Repair

Introduction The **Repair** menu provides you the ability to view and create repair tickets for your DIA, IQ Internet, IQ Enhanced and IQ Private services. This functionality can be accessed via the **IQ Net** (wholesale version known as DIA) product application or the **Repair** Module.

For detailed instructions, see **Chapter 11: Repair Module**.

IQ-DIA Network Map










Introduction

The **IQ-DIA Network Map** screen allows you to view your service configurations in a geographical presentation. The Network Map displays alarms and trouble tickets associated with your service components by either the location name or address.

Note: A yellow letter "T" indicates that the component has one or more open tickets associated with it. Alarms are indicated by the color of the service component.

Fields and Descriptions

The table below describes the fields and buttons displayed on the **IQ-DIA Network Map** screen.

Field Name	Description
	This button allows you to select specific service components on the map
	This button allows you to zoom in and out on the network map. Note: Your left mouse button zooms in and your right mouse button zooms out.
	This button allows you to zoom to box of a specific location on the map. Note: Click this button, then click a point on the map and drag a box around the area you want to magnify.
	This button allows you to move the map. Note: Click this button, then click anywhere on the map and drag until the region you want to see is displayed.
	This button allows you to reset the map to the default view.
	This icon provides the location of your Service Component . Note: This icon has a set of color code rules depicting Alarm Severity Levels; if this icon is green there are no alarms. Listed below are the additional codes: <ul style="list-style-type: none"> •  (yellow) = minor •  (orange) = major •  (red) = critical

Continued on next page

IQ-DIA Network Map, continued

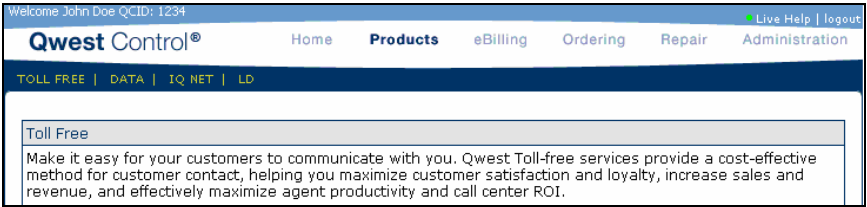
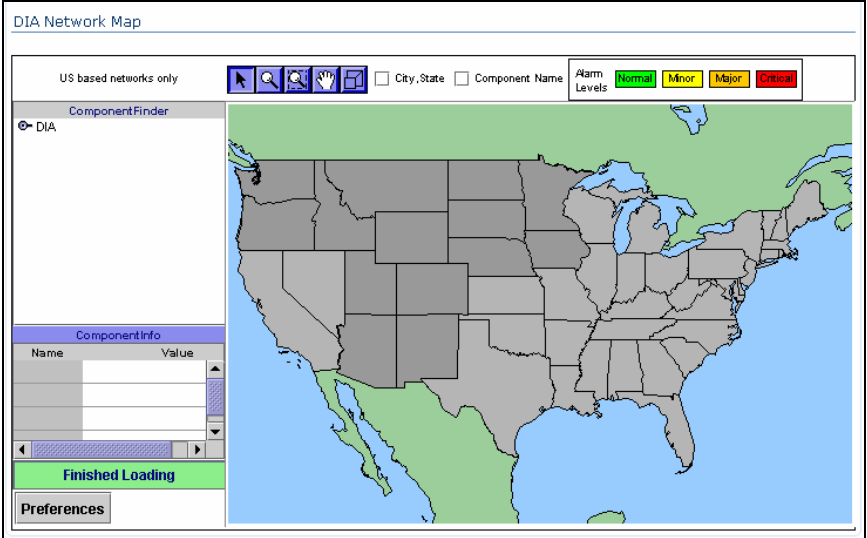
Fields and Descriptions

(continued)

Field Name	Description
City, State	This checkbox allows you to display the service component label on the network map with the city and state in which it resides.
Component Name	This checkbox allows you to display the service component label on the network map with the assigned name.
Alarm Levels	This key box explains the severity level of each alarm color.
Component Finder	This list box allows you to select the type of service component displayed on the map.
Preferences	This button allows you to set your default display preferences for the network map.

Viewing the IQ-DIA Network Map

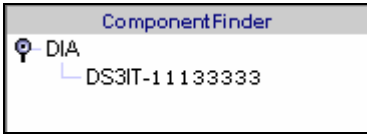
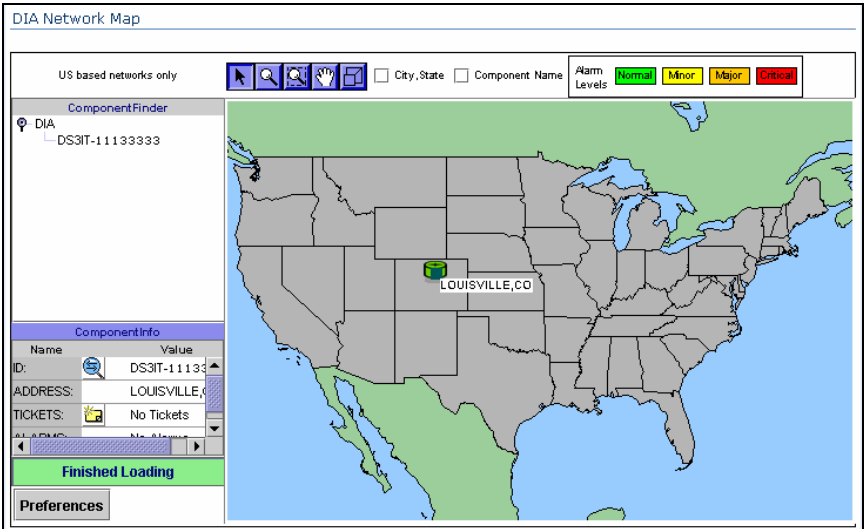
Procedure Follow the steps in the procedure below to **view** the **IQ-DIA Network Map** screen.

Step	Action
1	<p>From the Home page, click on the Products module.</p> <p>Result: The Products module appears.</p> 
2	<p>From the Products module, click on the IQ Net application.</p>
3	<p>From the IQ Net application, click on the IQ-DIA Network Map menu.</p> <p>Result: The IQ-DIA Network Map screen opens in a new browser.</p> 

Viewing the Service Components

Procedure


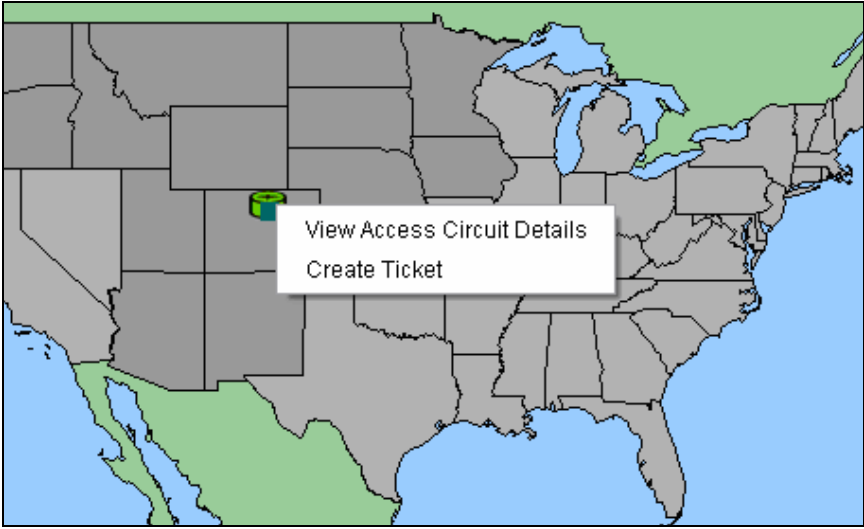
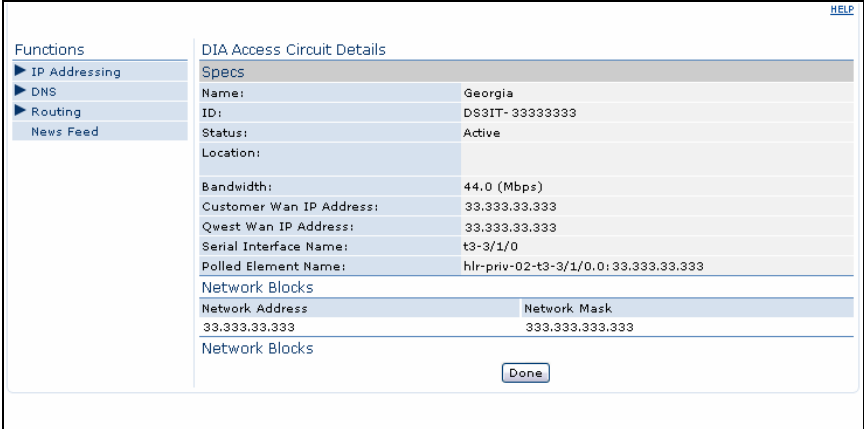
Follow the steps in the procedure below to **view** your service components on the **IQ-DIA Network Map** screen.

Step	Action
1	<p>From the IQ-DIA Network Map screen, click on the DIA product from the Component Finder list.</p> <p>Result: The service components under the DIA product are displayed.</p> 
2	<p>From the Component Finder list, click on the service component that you want to display.</p> <p>Result: The Component Info details are displayed and the Service Component is loaded on the IQ-DIA Network Map.</p> 

Continued on next page

Viewing the Service Components, continued

Procedure (continued)

Step	Action
3	<p>From the Service Component icon (), right click to view additional functions.</p> <p>Result: The system provides the user the option to View Access Circuit Details or Create Ticket.</p> 
4	<p>From the Functions menu, select View Access Circuits Details to view the access circuit details for the selected service component.</p> <p>Result: The DIA Access Circuit Details screen appears.</p> 

Continued on next page

Viewing the Service Components, continued

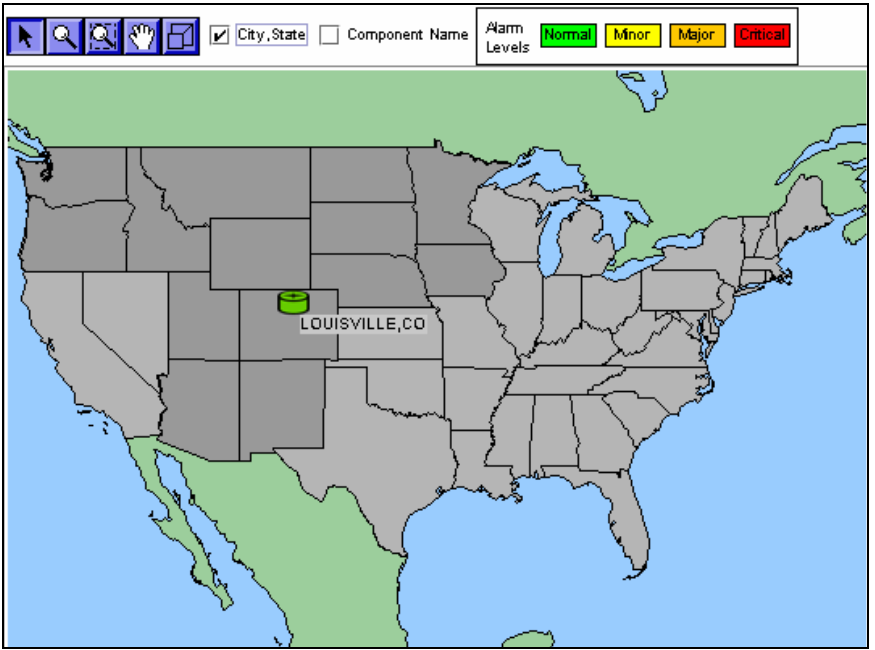
Procedure (continued)

Step	Action										
5	<p>From the FUNCTIONS menu, select Create Ticket to create a ticket for the for the selected service component.</p> <p>Result: The Create Ticket screen appears.</p> <div data-bbox="597 556 1458 1123" style="border: 1px solid black; padding: 5px;"> <p>Create Ticket</p> <p>Product And Problem Information</p> <p>* Indicates Required Field</p> <p>Product: * <input type="text" value="DIA"/></p> <p>Product Component Type: * <input type="text" value="IP - Dedicated"/> IP - DIA FR / ATM</p> <p>Component ID: * <input type="text" value="DS3IT-33333333"/> <input type="button" value="Lookup"/></p> <p>Problem/Component Type: * <input type="text"/></p> <p>Symptom Type: * <input type="text"/></p> <p>Problem Description: * <input type="text"/></p> <hr/> <p>Contact Information:</p> <table border="0" style="width: 100%;"> <thead> <tr> <th style="text-align: left;">Primary Contact</th> <th style="text-align: left;">Secondary Contact</th> </tr> </thead> <tbody> <tr> <td>First Name: * <input type="text"/></td> <td>First Name: <input type="text"/></td> </tr> <tr> <td>Last Name: * <input type="text"/></td> <td>Last Name: <input type="text"/></td> </tr> <tr> <td>Phone: * Eg: 303-111-1111 <input type="text" value="666-666-6666"/></td> <td>Phone: <input type="text"/></td> </tr> <tr> <td>Email: * Eg: john.doe@qwest.com <input type="text"/></td> <td>Email: <input type="text"/></td> </tr> </tbody> </table> <p style="text-align: right;"><input type="button" value="Submit"/> <input type="button" value="Cancel"/></p> </div>	Primary Contact	Secondary Contact	First Name: * <input type="text"/>	First Name: <input type="text"/>	Last Name: * <input type="text"/>	Last Name: <input type="text"/>	Phone: * Eg: 303-111-1111 <input type="text" value="666-666-6666"/>	Phone: <input type="text"/>	Email: * Eg: john.doe@qwest.com <input type="text"/>	Email: <input type="text"/>
Primary Contact	Secondary Contact										
First Name: * <input type="text"/>	First Name: <input type="text"/>										
Last Name: * <input type="text"/>	Last Name: <input type="text"/>										
Phone: * Eg: 303-111-1111 <input type="text" value="666-666-6666"/>	Phone: <input type="text"/>										
Email: * Eg: john.doe@qwest.com <input type="text"/>	Email: <input type="text"/>										

Loading the City, State Details

Procedure

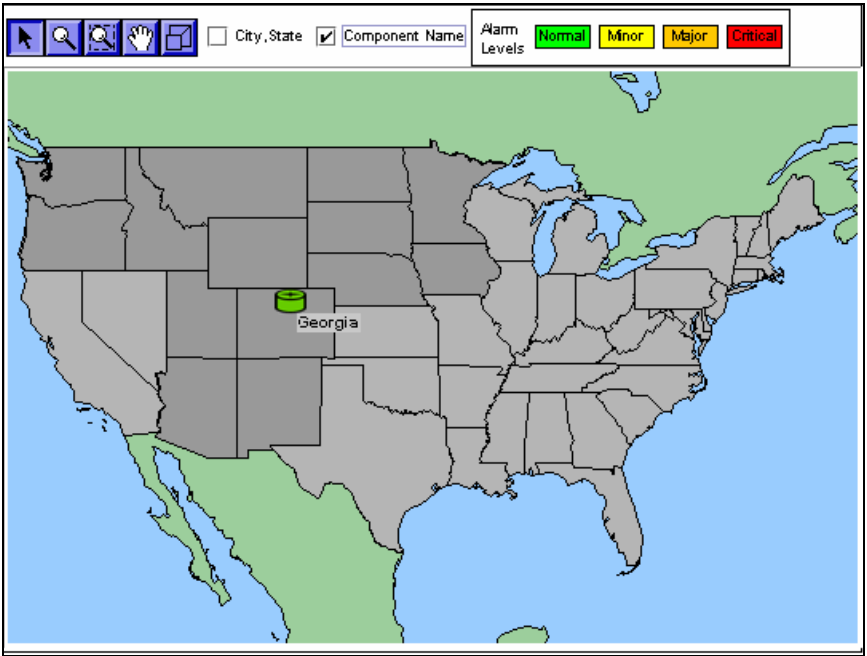
Follow the steps in the procedure below to **load** the **City** and **State** details for each service component listed on the **IQ-DIA Network Map**.

Step	Action
1	<p>From the IQ-DIA Network Map screen, click on the City, State checkbox.</p> <p>Result: The service component City and State details are loaded on the IQ-DIA Network Map.</p> 

Loading the Component Name Details

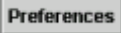


Procedure

Follow the steps in the procedure below to **load** the **Component Name** details for each service component listed on the **IQ-DIA Network Map**.

Step	Action
1	<p>From the IQ-DIA Network Map screen, click on the Component Name checkbox.</p> <p>Result: The service Component Name details are loaded on the IQ-DIA Network Map.</p>  <p>The screenshot shows a software interface with a toolbar containing icons for navigation and zoom. Below the toolbar are two checkboxes: 'City, State' (unchecked) and 'Component Name' (checked). To the right is an 'Alarm Levels' legend with four colored boxes: Normal (green), Minor (yellow), Major (orange), and Critical (red). The main area is a map of the United States with state boundaries. A green cylinder marker is placed over the state of Georgia, which is also highlighted in green.</p>

Changing IQ-DIA Network Map Preferences

Procedure Follow the steps in the procedure below to **change** your **IQ-DIA Network Map** preferences.

Step	Action
1	<p>From the IQ-DIA Network Map screen, click on the  button.</p> <p>Result: The Network Map Preference screen appears.</p> <div data-bbox="597 604 1458 863" style="border: 1px solid black; padding: 5px;"> <p>Please select options for configuring the map.</p> <p>Enable DIA services: <input checked="" type="checkbox"/> Tickets <input checked="" type="checkbox"/> Alarms</p> <p>Select speed for refreshing DIA tickets. <input checked="" type="radio"/> Slow <input type="radio"/> Medium <input type="radio"/> Fast</p> <p>Select speed for refreshing DIA alarms. <input checked="" type="radio"/> Slow <input type="radio"/> Medium <input type="radio"/> Fast</p> <p style="text-align: right;"></p> </div>
2	<p>From the Enable DIA services checkboxes, select whether you would like to view Tickets, Alarms or Both.</p>
3	<p>From the speed for refreshing DIA tickets radio buttons, select Slow, Medium or Fast.</p>
4	<p>From the speed for refreshing DIA alarms radio buttons, select Slow, Medium or Fast.</p>
5	<p>Click .</p> <p>Result: Your selected preferences are updated on the Network Map.</p>

Contact List

Introduction The proactive notification **Contact List** menu allows you to view and create a list of contacts for your DIA services. This functionality can be accessed via the **IQ Net** (wholesale version known as DIA) product application or the **Home** Module.

For detailed instructions, see **Chapter 2: Home Module**.