

Chapter 6: iQ Networking Application

Overview

Introduction

Internet Port is formerly known as Dedicated Internet Access (DIA). Private and Enhanced Port is formerly known as MPLS/VPLS.

The **iQ Networking Product** application allows you to manage your IP Solutions services associated to your Control Center® Enterprise ID. Some of the features available under the iQ Networking 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 Control Center, the system will only display products that apply specifically to your customer account ID, and your User ID must have the product permissions applied by your Customer System Administrator (CSA).

See the Table of Contents for this chapter on the next page.


In this Chapter This chapter contains the following topics:

Topic	See Page
Overview	1
iQ Networks & Ports Inventory	3
Viewing the IQ Networks & Ports Inventory	3
IQ Networks & Ports Details	4
DIA Access Circuits Inventory	6
Viewing the DIA Access Circuits Inventory	7
DIA Access Circuit Details	8
Modifying a Service Component	9
Other Ports Inventory	10
Viewing the Other Ports Inventory	10
Other Ports Detail	11
iQ Networking Reports	13
Reports Summary Log	14
Viewing the Reports Summary Log	15
Sorting the Reports Summary Log	16
Edit Report & Schedule (Reports Summary Log)	17
Edit a Scheduled Report (Reports Summary Log)	18
Delete a Report (Reports Summary Log)	19
Scheduled Reports	19
Viewing the Scheduled Reports	20
Sorting the Scheduled Reports	20
Edit Report & Schedule (Scheduled Reports)	21
Updating Report Frequency (Scheduled Reports)	22
Deleting a Scheduled Report	23
Deactivating a Scheduled Report	24
Activating a Scheduled Report	24
IQ-DIA At a glance Report	25
Viewing the IQ-DIA At a glance Report	26
Downloading the IQ-DIA At a glance Report	28
Sorting the At a glance Reports	28
Generating an IQ-DIA At a glance Report	29
IQ-DIA Trend Reports	31
Viewing the IQ-DIA Trend Report	32
Downloading the IQ-DIA Trend Report	34
Sorting the Trend Reports	34
Generating an IQ-DIA Trend Report	35
IQ-DIA Billing Reports	37
Generating an IQ-DIA Billing Report	38
Downloading the IQ-DIA Billing Report	40
E2E Performance – Near Real Time	41
Inventory (E2E Performance)	43
Top Hitters (E2E Performance)	45
At-a-Glance (E2E Performance)	46
Reports (E2E Performance)	48
Threshold Rules (E2E Performance)	51
QoS Queue Statistics (E2E Performance)	52
Locations	53
Repair	53
Notify Contacts List	53

IQ Networks and Ports Inventory

Introduction The **IQ Networks and Ports Inventory** screen provides a list of components associated with your internet configuration.

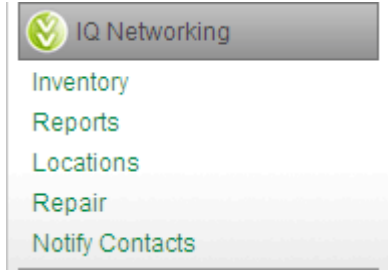
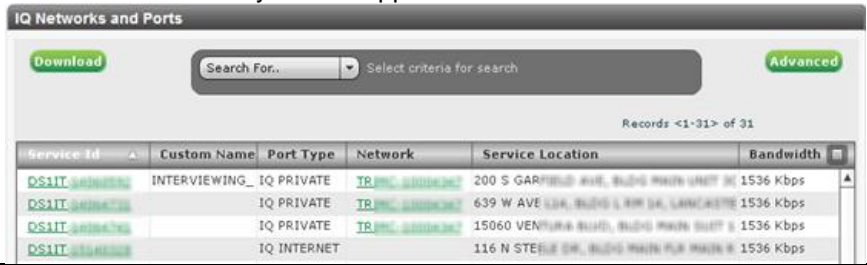
Fields and Descriptions The table below describes the fields displayed on the **IQ-Networks and Port(s) Inventory** screen.

Field Name	Description
Service ID	This column displays a provider assigned identifier for each service component listed.
Custom Name	This column displays a customer assigned name for each service component listed.
Port Type	This column displays the Port Type associated to each Service ID. Valid status codes may include: <ul style="list-style-type: none">• IQ Private• IQ Enhanced• IQ Internet
Network	This column provides the name of the Network the Service ID is associated with, if applicable. This is also a hyperlink which if clicked gives details of the Network including the Ports associated to this network and VPN Extension if applicable.
Service Location	This column provides the Service Location where the Service ID is installed
Bandwidth	This column displays the bandwidth associated to the Service ID
	Will allow the user to customize their view of the inventory screen.

Viewing the IQ Networks and Ports Inventory

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

Step	Action
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1	<p>From the Landing page, click on the iQ Networking service.</p> <p>Result: The iQ Networking drop down appears. Click on the inventory. Note you can click any of the items in the drop down and navigate directly to that service for that product.</p> 
2	<p>From the drop down, click on the Inventory.</p> <p>Result: The Inventory screen appears.</p> 
3	The Inventory Screen provides a Download function, Search Filter, and Advanced Search Filter.
4	Clicking on the hyperlinked Service ID will provide the Port Details and the Port Access Loop Details Page.

IQ Networks and Ports Details


Introduction

- The **iQ-Networks and Ports 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.

Fields and Descriptions

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

Field Name – Port Details	Description
Service ID	Circuit ID
Custom Name	This field allows the user to Edit and assign a custom name
IQ Port Type	This identifies the port type for the Circuit ID
Ethernet Access Type	This field is populated for Ethernet circuits to provide the Access Type.
Connection Type	This identifies the type of IP Access

Field Name – Port Details	Description
Billing Type	This field identifies the type of Port billing
Connection Speed	This field identifies the Circuit Speed
Bandwidth	This field identifies the Circuit Bandwidth
Encapsulation Type	This field identifies the Encapsulation associated with the Port
Diversity Type	This fields identifies if the service has port or circuit diversity
Integrated Management	This field will be either “yes” or “no”
Status	This field will remain blank for future use
E2E Type	This field will remain blank for future use
Configman	This field will be either “yes” or “no”
Customer	This field will be the CenturyLink™ Customer’s name of record
Location Name	Displays custom location name. Click Edit Location Name button to change this field.
Location	This field will contain the address where the service is installed
Backbone Prioritization	This field will be either “yes” or “no”
Field Name – Traffic Allocation	Description
Traffic Allocation	This field contains the traffic allocation ID
CenturyLink IP Address	This field contains the CenturyLink assigned IP Address
Customer IP Address	This field contains the Customer IP Address
QoS	This field will be “YES” or “NO” This field is hyperlinked and allows the user to modify their Quality of Service options
	The Repair Button will redirect the user to the Repair Module to view / create repair tickets. Please see the Repair User Guide for further details.

Field Name Port Access Loops	Description
Local Loop ID	This field contains the Service ID
Access	This field contains the Service Type
Access Speed	This field provides the access speed of the circuit
Location	This field provides the location where the circuit is installed

DIA Access Circuits Inventory

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


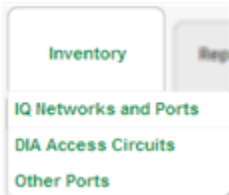
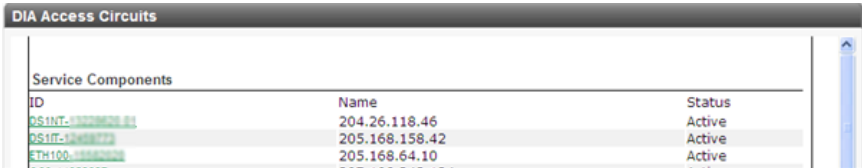
Fields and Descriptions The table below describes the fields displayed on the **DIA Access Circuit(s) Inventory** screen.

Field Name	Description
ID	This column displays a provider assigned identifier for each service component listed.
Name	<p>This column displays a customer assigned name for each service component listed.</p> <p>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.</p>
Status	<p>This column displays the current disposition for each service component. Valid status codes may include:</p> <ul style="list-style-type: none">• Active• Submitted• Open• Approved• Shipped• Service Accepted

Viewing the DIA Access Circuits Inventory

Procedure

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

Step	Action
1	<p>From the Landing page, click on the iQ Networking service.</p> <p>Result: The iQ Networking drop down appears. Click on the Inventory. Note you can click any of the items in the drop down and navigate directly to that service for that product.</p> <div></div>
2	<p>After Inventory page loads, hover the mouse over the Inventory tab, select DIA Access Circuits.</p> <div></div> <p>Result: The DIA Access Circuits Inventory screen appears.</p> <div></div>
3	<p>Clicking on the hyperlink of the ID, takes you to the DIA Access Circuit Details page.</p>



DIA Access Circuit Details

Introduction

The **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.

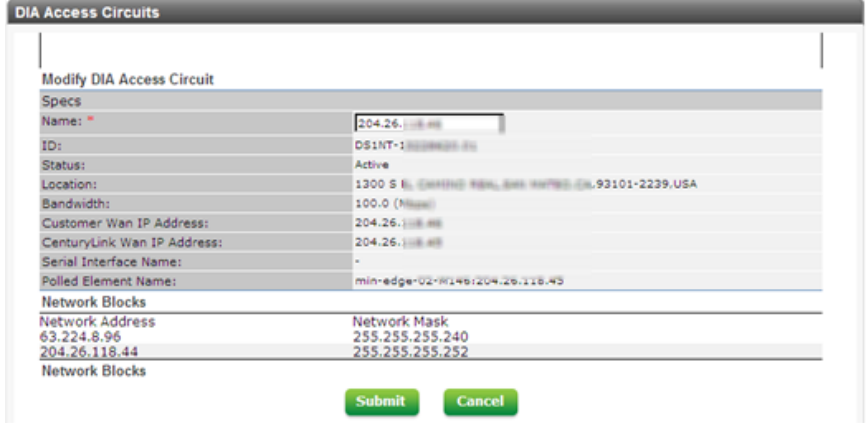

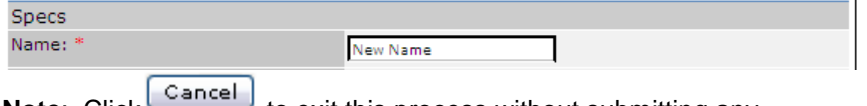

Fields and Descriptions

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

Field Name	Description
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.
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.
CenturyLink 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 DIA Access Circuits Inventory screen, click on the identifier for the service component that needs modified from the ID column.</p> <p>Result: The Modify 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>Service Component has been modified successfully</p> <p>Modify iQ-DIA Access Circuit</p>  <p>Note: Click  to exit this process without submitting any changes.</p>

Other Ports Inventory

Introduction

The **Other Ports Inventory** screen provides you information for ports that fall outside of IQ Port locations or DIA access locations. An example would be Frame Ports (FRATM-PORT), international circuit and so on. The screen also provides access to the Other Port Details page.

Fields and Descriptions

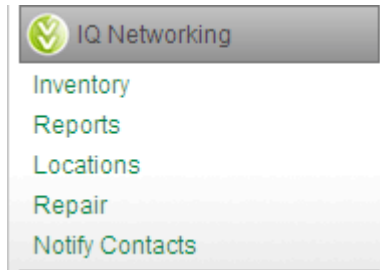
The table below describes the fields and buttons displayed on the **Other Ports Inventory** screen.

Field Name	Description
Circuit ID	This field displays the unique provider maintained identifier assigned to the selected service component.
Port Type	This identifies the port type for the Circuit ID.
Bandwidth	This field displays the capacity and speed of the IP circuit.
Filter	Fields under this section allow you to narrow the ports list presented on the screen by Circuit ID or Port Type.
All Next Last	These links allow pagination in order to view the ports (if the number of ports listed is more than 25).
DOWNLOAD	This link allows you to download in a CSV file the ports list based on the screen selection.

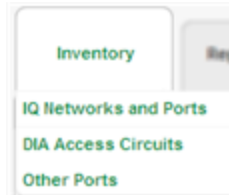
Viewing the Other Ports Inventory

Procedure

Follow the steps in the procedure below to **view** the **Other Ports Inventory** screen.

Step	Action
1	<p>From the Landing page, click on the iQ Networking service.</p> <p>Result: The iQ Networking drop down appears. Click on the Inventory.</p> 

- 2 After **Inventory** page loads, hover the mouse over the **Inventory** tab, select **Other Ports**.



Result: The **Other Ports Inventory** screen appears.

Other Ports			
Filters		Ports (1-25 of 37)	
Circuit ID		CircuitID	Bandwidth
Show All		FRFTWGR-7281510 01	FR 128
Port Type		FRBR-001-10226367 01	FR
Show All		DS1IT-7300017	IP
Go		DS1IT-10370726	IP
		DS1IT-10553824	IP
		DS1IT-10556560	IP 1536000
		DS1IT-10636260	IP 1536000
		DS1IT-10641564	IP
		DS1IT-10699721	IP

- 3 Clicking on the hyperlink of the ID, takes you to the **Other Ports Detail** page.

Other Ports Detail


Introduction

The **Other Ports Detail** 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.

Fields and Descriptions

The table below describes the fields and buttons displayed on the **Other Ports Detail** screen.

Field Name – Port Details	Description
Circuit ID	This field displays the unique provider maintained identifier assigned to the selected service component.
Name	This field displays the custom name (if any)
IQ Port Type	This identifies the port type for the Circuit ID
Connection Type	This identifies the type of IP Access
Billing Type	This field identifies the type of Port billing
Connection Speed	This field identifies the Circuit Speed
Bandwidth	This field identifies the Circuit Bandwidth
Encapsulation Type	This field identifies the Encapsulation associated with the Port
Diversity Type	This fields identifies if the service has port or circuit diversity

Field Name – Port Details	Description
Backbone Prioritization	This field will be either “yes” or “no”
Integrated Management	This field will be either “yes” or “no”
Status	This field will remain blank for future use
E2E Type	This field will remain blank for future use
Configman	This field will be either “yes” or “no”
Customer	This field will be the CenturyLink™ Customer's name of record
Location	This field will contain the address where the service is installed. This field is hyperlinked and allows the user to access the location details and list of associated ports for that location.
Field Name – Traffic Allocation	Description
Traffic Allocation	This field contains the traffic allocation ID
CenturyLink IP Address	This field contains the CenturyLink assigned IP Address
Customer IP Address	This field contains the Customer IP Address
QoS	This field will be “YES” or “NO” This field is hyperlinked and allows the user to modify their Quality of Service options
	The Repair Button will redirect the user to the Repair Module to view / create repair tickets. Please see the Repair User Guide for further details.
Field Name Port Access Loops	Description
Local Loop ID	This field contains the Service ID
Access	This field contains the Service Type
Access Speed	This field provides the access speed of the circuit
Location	This field provides the location where the circuit is installed

iQ Networking Reports

Introduction

The **iQ Networking** Product application provides you a host of performance reports that will help you monitor the health of your network; including:

- **At-a-Glance**
- **Trend Report**
- **DIA At-a-Glance**
- **DIA Trend**
- **DIA Billing**
- **E2E Performance - Near Real Time**

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 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 Networking** reports.

Field Name	Description
At-a-Glance	The At-a-Glance report provides a one page summary of performance and bandwidth utilization for a selected IQ service component during a specified period of time. This report displays charts depicting bandwidth, volume in bytes and circuit type-specific errors.
Trend Report	The Trend Report provides information on trend variables in a graphical presentation for the selected IQ service component.
DIA At-a-Glance	The DIA At-a-Glance report provides a one page summary of performance and bandwidth utilization for a selected DIA service component during a specified period of time. This report displays charts depicting bandwidth, volume in bytes and circuit type-specific errors.
DIA Trend	The DIA Trend report provides information on trend variables in a graphical presentation for the selected DIA service component.
DIA Billing	The DIA Billing report provides information on the data points used to calculate the 95th percentile point for your internet service.
E2E Performance - Near Real Time	This report directs you to the CenturyLink Performance Reporting tool. This tool enables you to pull various reports that give insight into your network's health and performance.

Reports Summary Log

Introduction

The **Reports Summary Log** screen displays a list of reports that have been generated for your Control Center 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	<p>This column displays the format in which each report was created, these include:</p> <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.

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Reports Summary Log, continued

Fields and Descriptions


(continued)

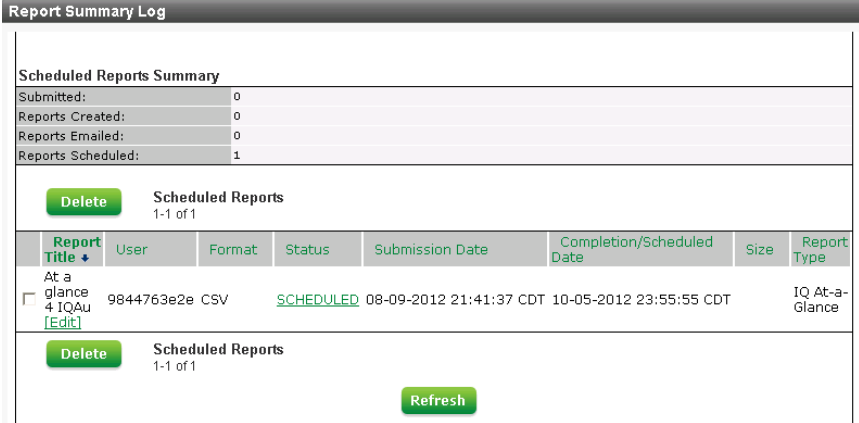
Field Name	Description
Status	This column identifies the current status of each report listed.
Submission Date	This column displays the date and time the report was submitted to the system in the following format: mm/dd/yyyy hh:mm:ss.
Completion/ Scheduled Date	This column displays the date and time 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.
Report Type	This column displays the report type for each report listed.
	This button allows you to remove selected reports from the system.
	This button allows you to return to the last screen viewed.
	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 Landing page, click on the iQ Networking service.</p> <p>Result: The iQ Networking drop down appears. Click on Reports.</p> 

Step	Action
2	<p>On the Reports page, hover over the Reports tab and click on 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.
8	From the Reports Summary Log screen, click on the Report Type column label to sort the list by the type of report.

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 Update 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 Update button to request your changes.

Edit a Scheduled Report (Reports Summary Log)


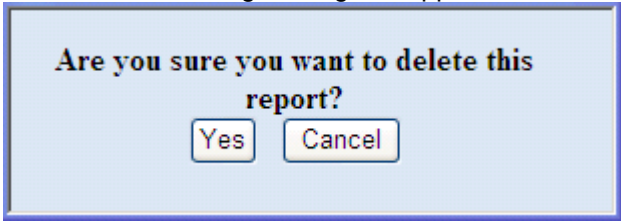

Procedure Follow the steps in the procedure below to **edit** a **Scheduled** report from the **status** column.

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 Update button 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

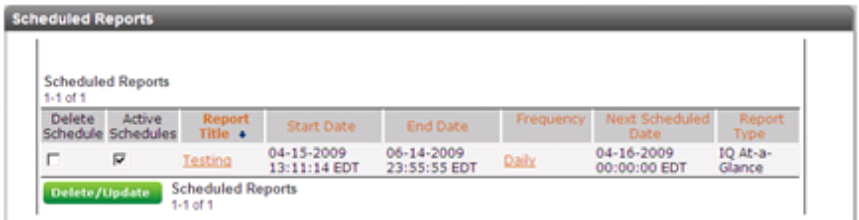
The table below describes the fields and buttons displayed on the **Scheduled Reports** screen.

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.

Field Name	Description
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.
Report Type	This column displays the report type for each report listed.
Delete/Update	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 Networking application, click on the Reports menu.
2	From the Reports menu, select the Scheduled Reports menu.
	<p>Result: The Scheduled Reports screen appears.</p> 

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)

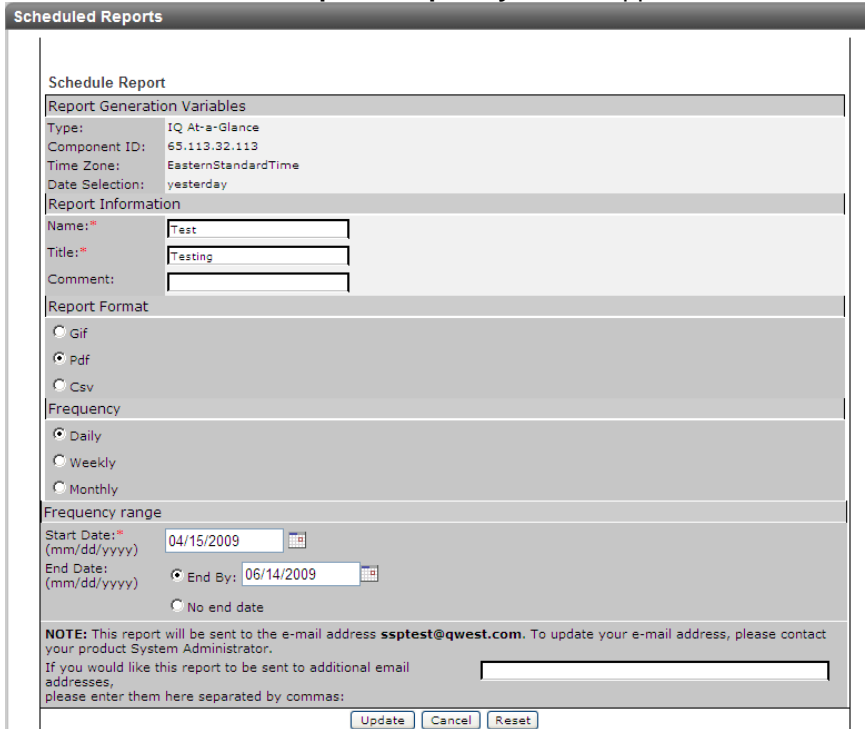
Procedure Follow the steps in the procedure below to **edit** a **Scheduled** report from the **report title** column.

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 Update 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 Update button 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


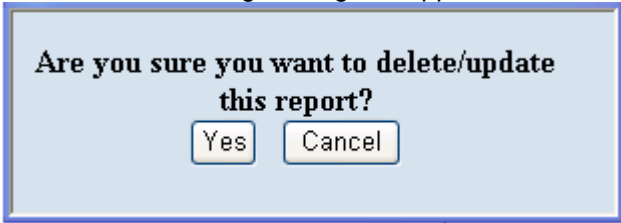

Procedure (continued)

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 Update button to request your changes.
11	Click Cancel button to withdraw your requested changes and return to the Scheduled Reports screen.
12	Click Reset button 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 Schedule column.
2	Click  to delete the selected scheduled reports. Result: A confirmation message dialog box appears 
3	Click  . Result: The selected report is deleted from the Scheduled Reports screen.

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: The report is deactivated.

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	Click  to activate the selected scheduled reports. Result: A confirmation message dialog box appears 

3	Click  .
	Result: The report is activated.

iQ-DIA At a glance Report

Introduction


For purpose of this documentation, the denotation iQ-DIA refers to functionality that is same for both iQ and DIA albeit on different screens if applicable and hence, any steps outlined in this documentation below will work the same in both instances.


The **iQ-DIA At a glance Reports** screen provides you a listing of the At a glance reports that have been created for your Control Center 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

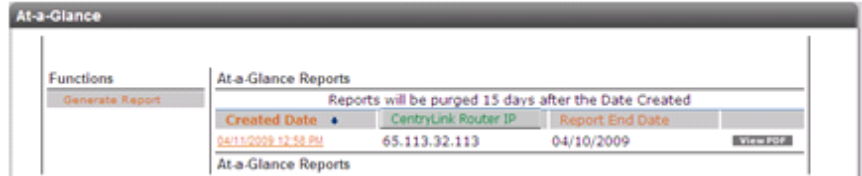
The table below describes the fields and buttons displayed on the **iQ-DIA At a glance** report.

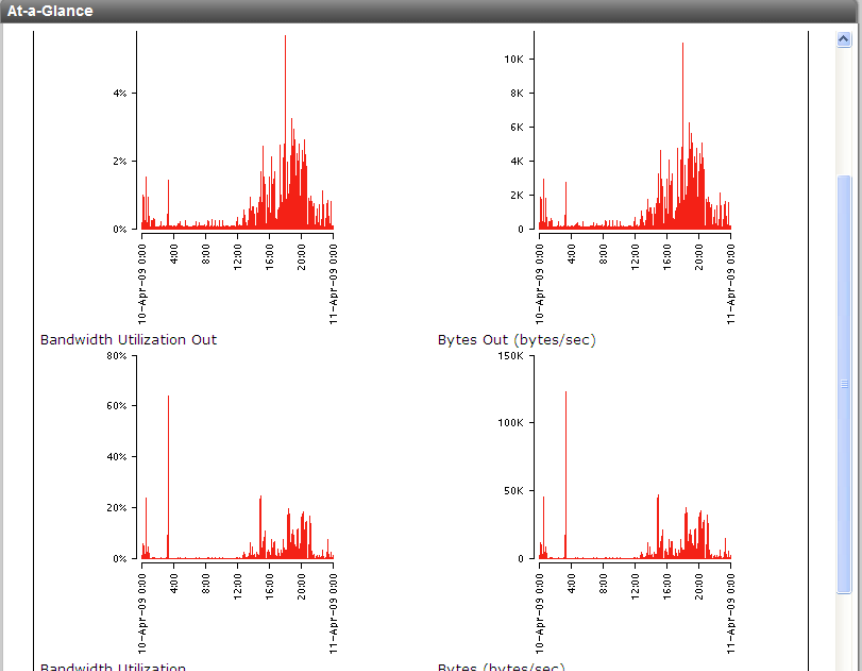
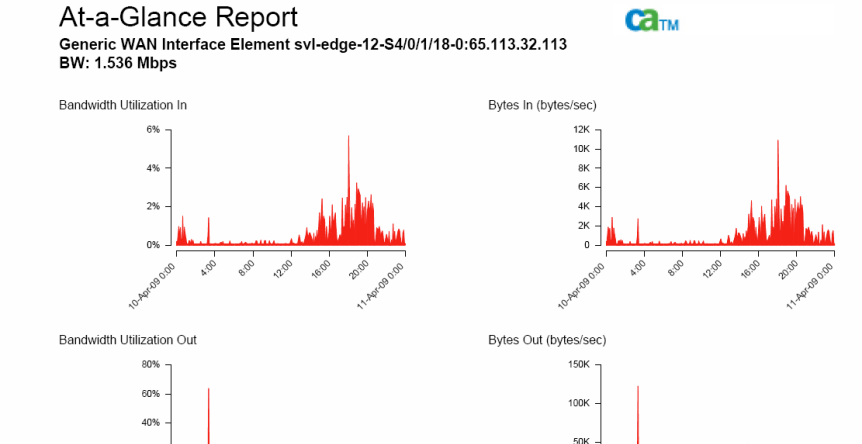
Field Name	Description
Functions	
Generate Report	This link allows you to generate an At a glance report.
Reports List Section	
Date Created	This column displays the date and time each listed report was generated.
CenturyLink Router IP	This column displays the IP Address of your provider's router that connects your access circuit to the internet backbone.
Report End Date	This column displays the last date each listed report covers.
	<p>This button allows you to view the selected report in a PDF (Portable Document Format) file version.</p> <p>Note: You will need at least the Adobe Acrobat Reader in order to open the PDF file.</p>
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.

Field Name	Description
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.

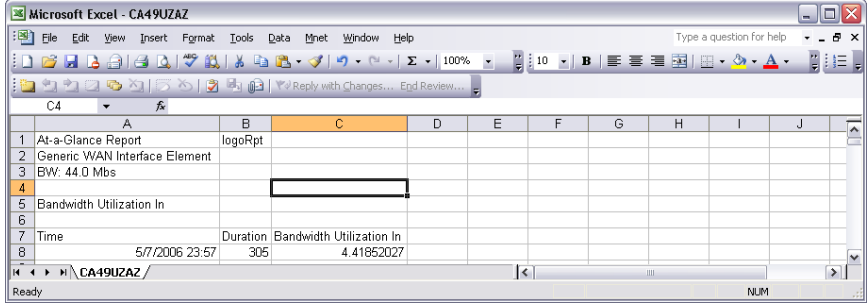
Step	Action
1	<p>From the iQ Networking application, select iQ-DIA At a glance from the Reports menu.</p> <p>Result: The iQ-DIA At a glance Reports screen appears.</p> 

Step	Action
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> 
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> 

Sorting the At a glance Reports

Procedure

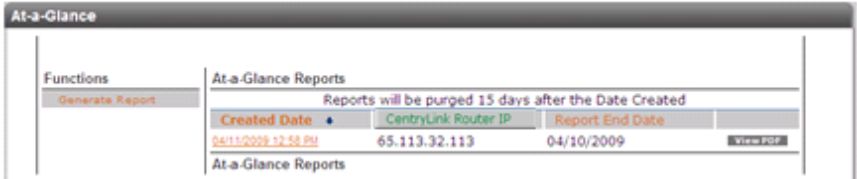

Follow the steps in the procedure below to **sort** the **iQ-DIA At a glance Reports** list.

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 CenturyLink 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.

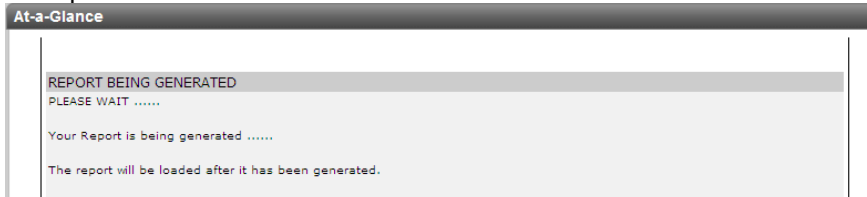
Step	Action
1	<p>From the iQ Networking application, select iQ-DIA At a glance from the Reports menu.</p> <p>Result: The iQ-DIA At a glance Reports screen appears.</p> 
2	<p>From the Functions section, click on the Generate Report link.</p> <p>Result: The Generate iQ-DIA At a glance Report screen appears.</p> 
3	<p>From the CenturyLink 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"> <thead> <tr> <th>If you want the report to cover...</th><th>Then...</th></tr> </thead> <tbody> <tr> <td>The current, previous or last seven days.</td><td>Select the Today, Yesterday, or Previous 7 days radio buttons, as appropriate.</td></tr> <tr> <td>A seven-day period starting on a specific date.</td><td> <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>A specific range of dates.</td><td> <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 Cancel button (if applicable) to withdraw your requested changes and return to the previous screen.								
7	<p>Click Schedule button (if applicable).</p> <p>Result: The system saves your criteria and opens the Schedule Report screen. See Updating Report Frequency section for more information on setting up the report frequency.</p>								
8	<p>Click Submit button 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> 								

iQ-DIA Trend Reports

Introduction

For purpose of this documentation, the denotation iQ-DIA refers to functionality that is same for both iQ and DIA albeit on different screens if applicable and hence, any steps outlined in this documentation below will work the same in both instances.



The **iQ-DIA Trend Reports** screen provides you a listing of the trend reports that have been created for your Control Center 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.

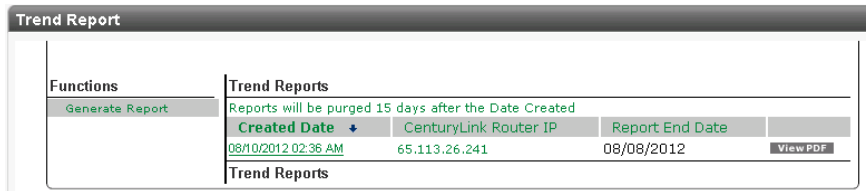
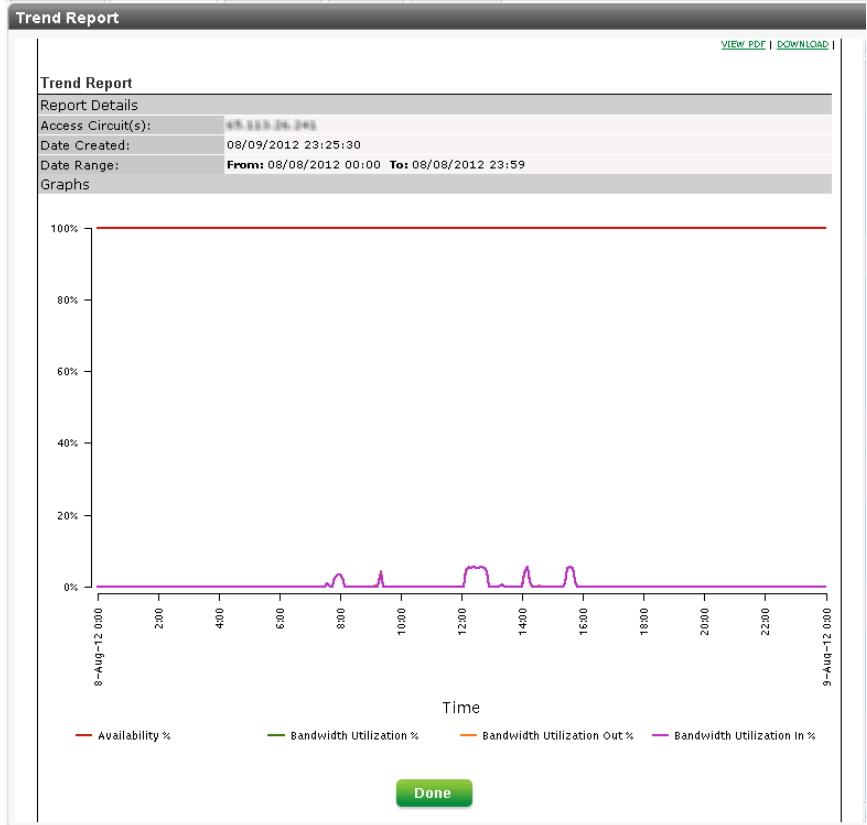
Fields and Descriptions

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.
CenturyLink 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

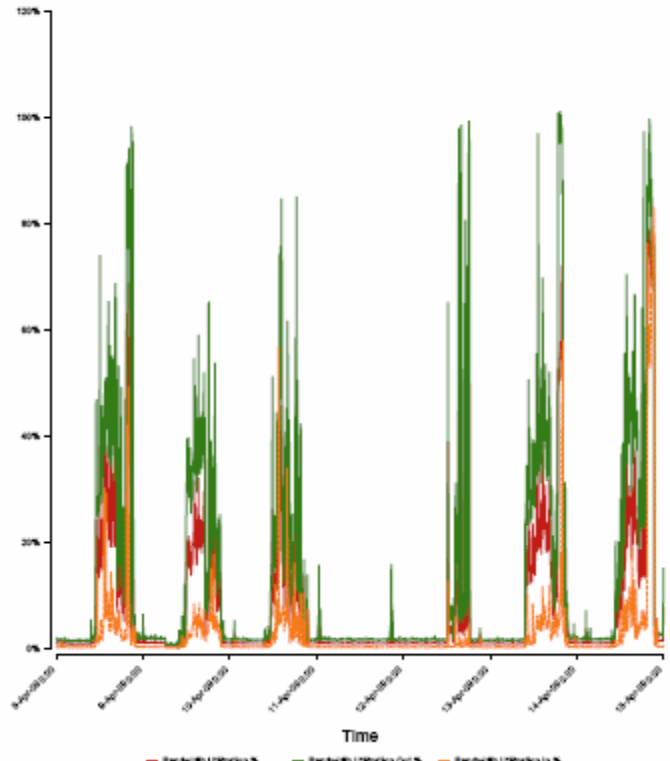
Procedure Follow the steps in the procedure below to **view** the **iQ-DIA Trend Reports** screen.

Step	Action
1	<p>From the iQ Networking application, click on the iQ-DIA Trend option from the Reports menu.</p> <p>Result: The iQ-DIA Trend 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

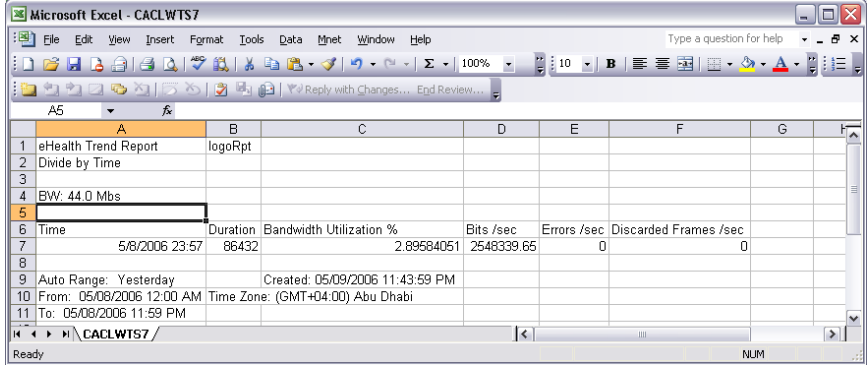
Procedure (continued)

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

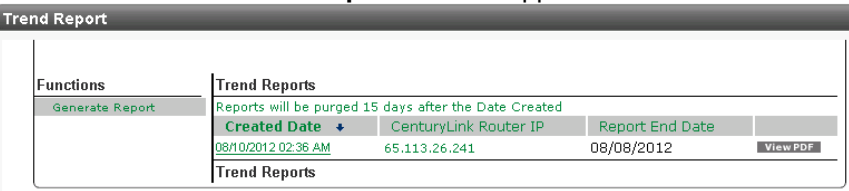
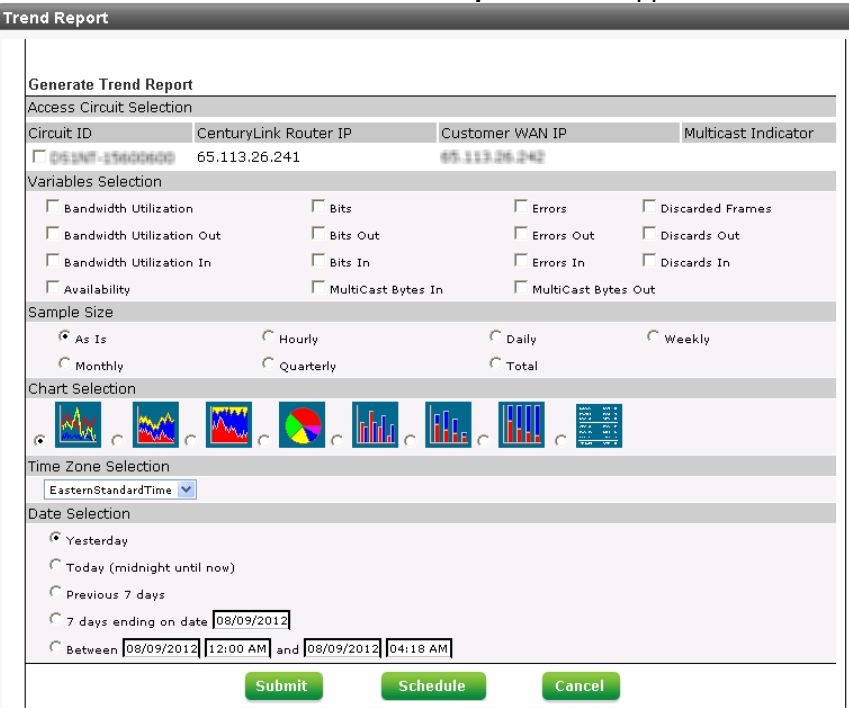
Follow the steps in the procedure below to **sort** the **Trend Reports** list.

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 CenturyLink 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-Networking 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	From the Access Circuit Selection checkboxes, select the service component(s) for your report.
4	From the Variables Selection checkboxes, select the criteria for your report.
5	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.
6	From the Chart Selection radio buttons, select the manner in which you want trend data displayed in the report.

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"> <thead> <tr> <th>If you want the report to cover...</th><th>Then...</th></tr> </thead> <tbody> <tr> <td>The current, previous or last seven days.</td><td>Select the Today, Yesterday, or Previous 7 days radio buttons, as appropriate.</td></tr> <tr> <td>A seven-day period starting on a specific date.</td><td> 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>A specific range of dates.</td><td> 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 Cancel button (if applicable) to withdraw your requested changes and return to the previous screen.								
10	<p>Click Schedule button (if applicable).</p> <p>Result: The system saves your criteria and opens the Schedule Report screen. See Updating Report Frequency section for more information on setting up the report frequency.</p>								

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Generating an iQ-DIA Trend Report, continued

Procedure (continued)

Step	Action
11	<p>Click Submit button 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> 


DIA Billing Reports

Introduction

The **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

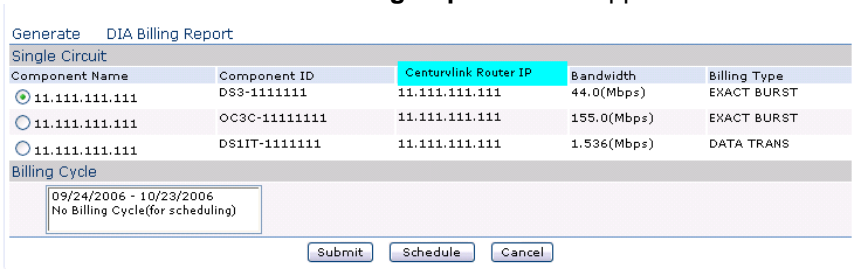
The table below describes the fields and buttons displayed on the **DIA Billing** report.

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.
CenturyLink 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 DIA Billing Report

Procedure

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

Step	Action
1	<p>From the iQ Networking application, select DIA Billing from the Reports menu.</p> <p>Result: The Generate 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	From the Billing Cycle list box, select the cycle for which you want to see billing data.
4	Click Cancel button (if applicable) to withdraw your requested changes and return to the previous screen.
5	<p>Click Schedule button (if applicable).</p> <p>Result: The system saves your criteria and opens the Schedule Report screen. See Updating Report Frequency section for more information on setting up the report frequency.</p>

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Generating an DIA Billing Report, continued

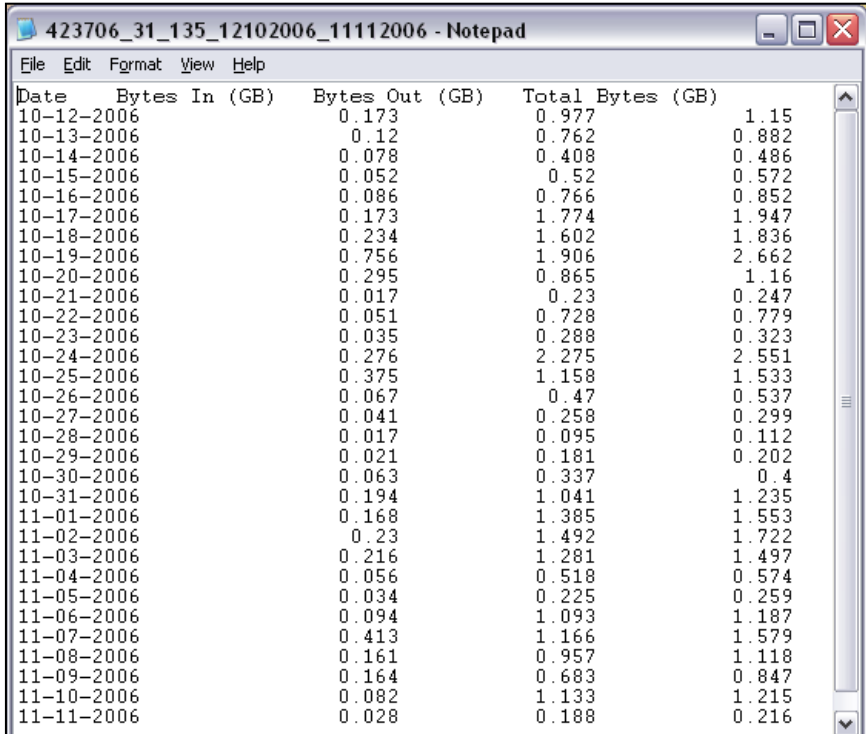
Procedure (continued)

Step	Action														
6	<p>Click Submit button to generate your requested report.</p> <p>Result: The system retrieves the selected billing data and displays it in the DIA Billing Reports screen.</p> <p>DIA Burstable Billing Report</p> <table border="1"> <thead> <tr> <th colspan="2">Component Information</th></tr> </thead> <tbody> <tr> <td>Component Name:</td><td>11.111.111.111</td></tr> <tr> <td>Component ID:</td><td>D63-1111111</td></tr> <tr> <td>Centurmlink 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> </tbody> </table>	Component Information		Component Name:	11.111.111.111	Component ID:	D63-1111111	Centurmlink Router IP:	11.111.111.111	Bandwidth:	44.0(Mbps)	Billing Cycle:	09/24/2006-10/23/2006	95th Percentile:	10.217(Mbps)
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95th Percentile:	10.217(Mbps)														

Downloading the DIA Billing Report

Procedure

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

Step	Action
1	<p>From the DIA Billing 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> 

E2E Performance – Near Real Time

Introduction

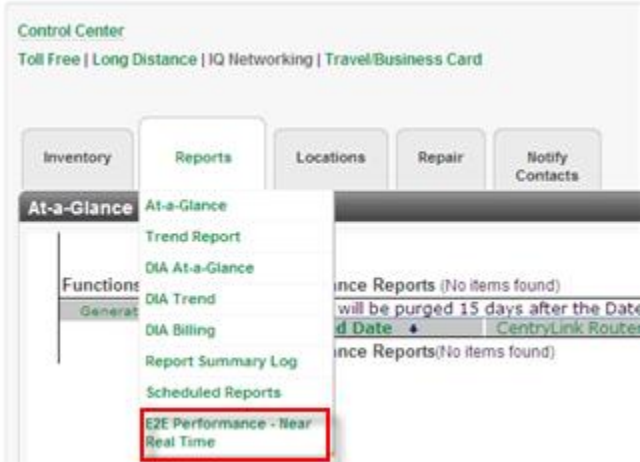
E2E Performance – New Real Time is an “on-demand” tool and almost entirely “read-only”.

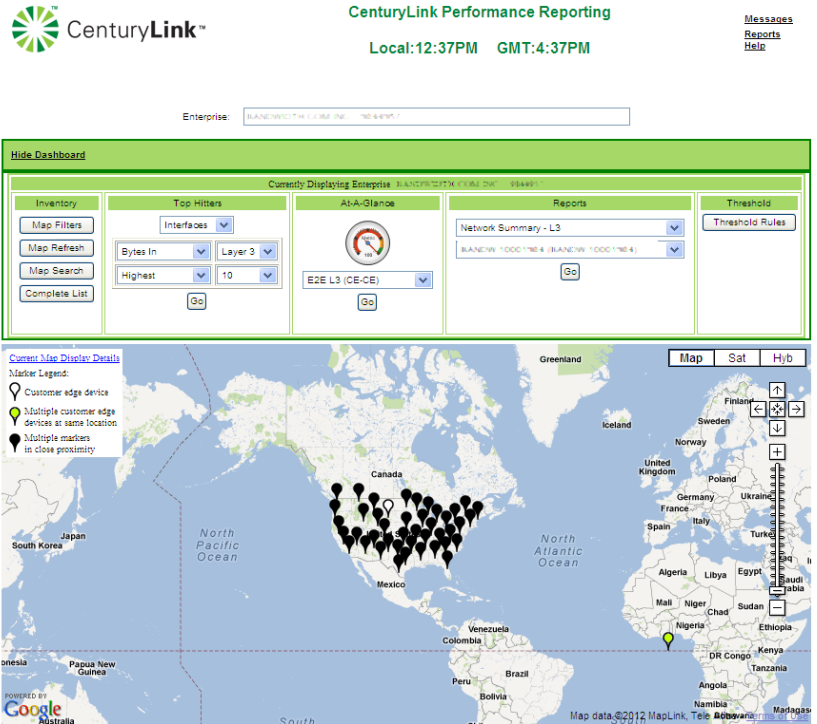
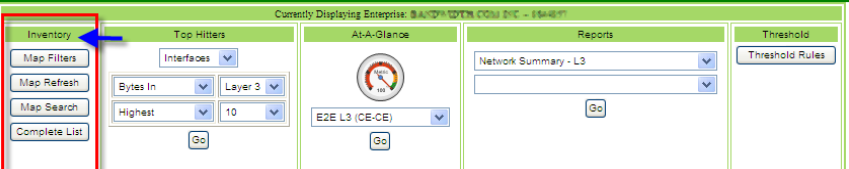
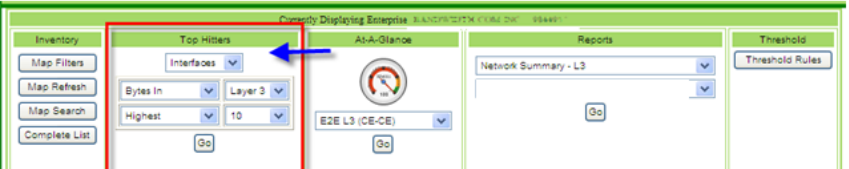
If a customer does not have the E2EPM feature, the report will display the Passive Metrics we collect every 5 minutes from the Edge Routers. We aggregate and average these into a sampling size of 15 minute measurements for display in the tool. Metrics collected here include Bandwidth (BW) Utilization IN and OUT, Packet Counts IN and OUT, Packet Size Averages IN and OUT, Discard Counts IN and OUT, and Discard Percentages IN and OUT.

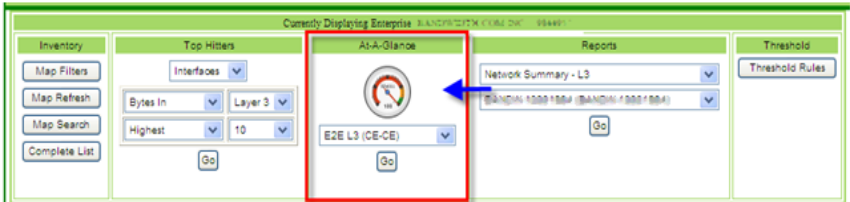
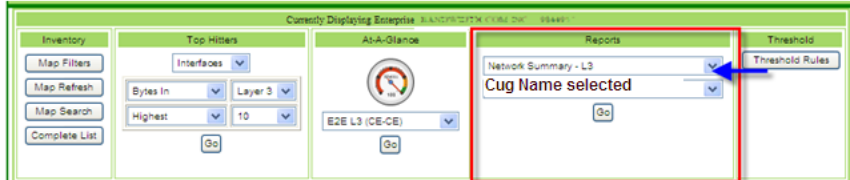
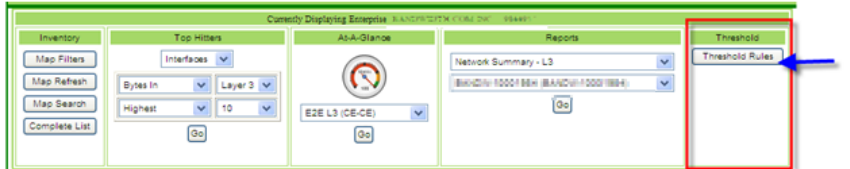
If a customer has the E2EPM Feature, we gather “Active Metrics” through the Customer Edge (CE) devices by doing ping tests from our POPs (points of presence) every 5 minutes, and the customer will have additional reporting options. Metrics collected here include Availability, Jitter, Latency, and Packet Delivery Rate.

Procedure

Follow the steps in the procedure below to **access E2E Performance – Near Real Time** (also available from Control Center Home > Reports Module > Network Performance):

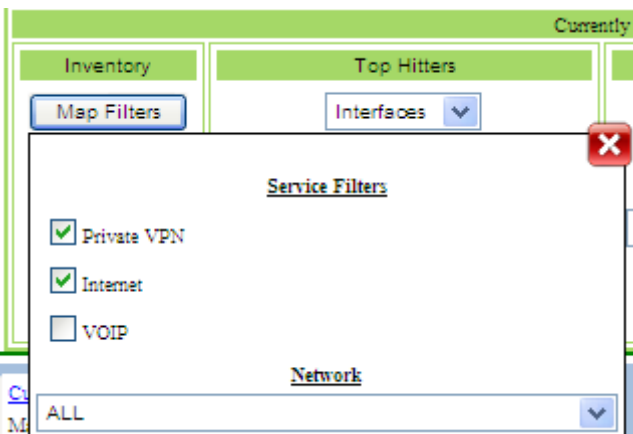
Step	Action
1	<p>From the IQ Networking Module, Reports Tab, Select E2E Performance – Near Real Time</p> 

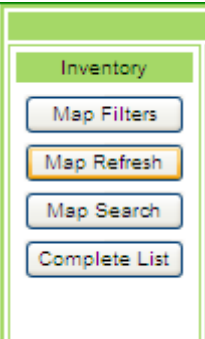

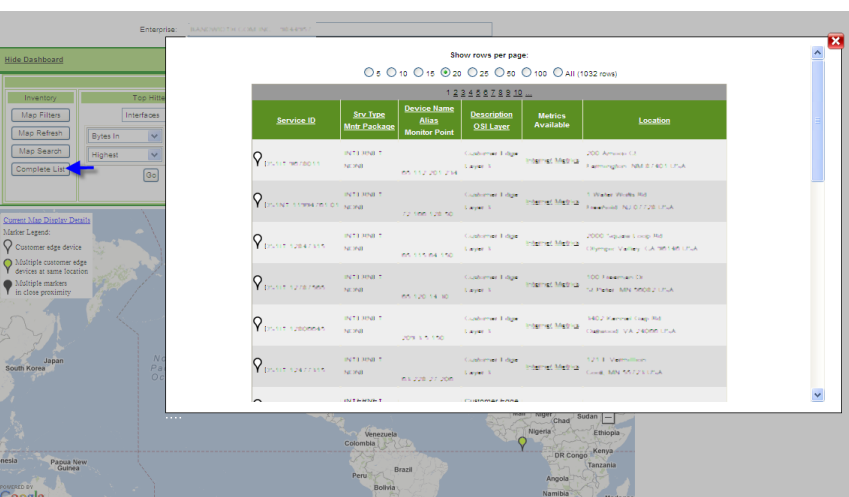
Step	Action
2	<p>A new window will open, displaying the CenturyLink Performance Reporting tool,</p> 
3	<p>Inventory: Allows user to filter items displayed on the Map, search inventory, or use a complete list to examine statistics.</p> 
4	<p>Top Hitters: Allows user to select by descending or ascending and a quantity, the “top hitting” IQ Port statistics of bandwidth % IN or OUT, BYTES IN or OUT, etc. If the enterprise has E2EPM, the ports’ corresponding Customer Edge statistics of Availability, Jitter, Latency, and Packet Delivery Rate will be available.</p> 

Step	Action
5	<p>At-A-Glance: Provides a quick dashboard of gauges displaying the relevant metrics from the most recent polling of PE (if applicable CE) metrics.</p> 
6	<p>Reports: User may run full enterprise or CUG level reports to display metrics for all IQ Ports for most recent 15 minutes, hourly, daily, weekly, or monthly summaries.</p> 
7	<p>Thresholds: User may set threshold rules at the enterprise level or on individual interfaces for passive or active metrics they wish to monitor and be automatically notified by e-mail any time a given threshold is exceeded.</p> 

Inventory

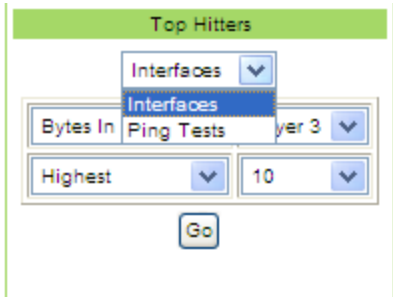
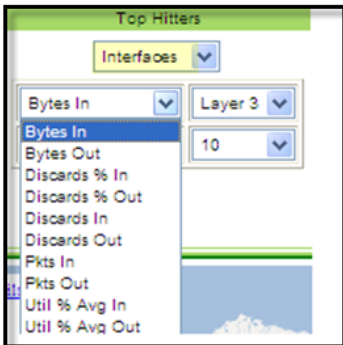
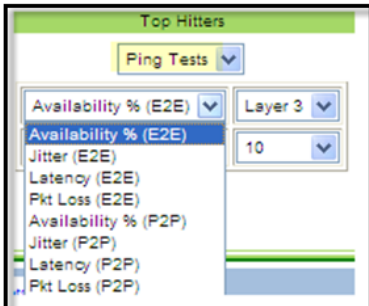
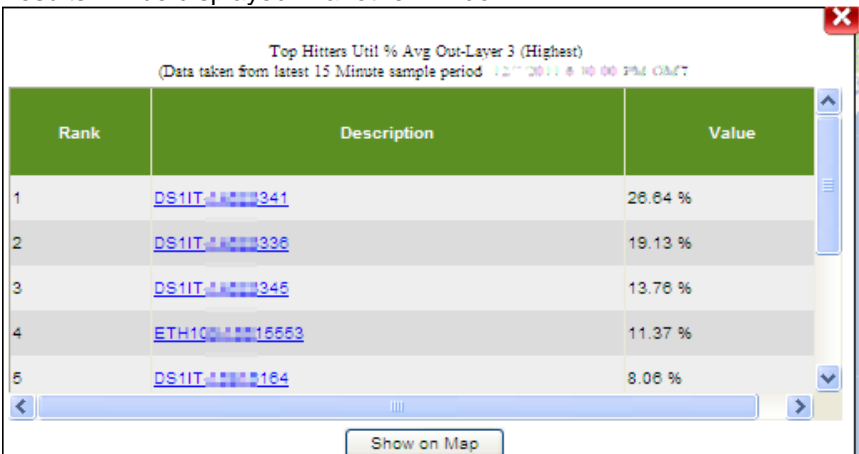
Provides Map Filters, Map Refresh, Map Search, and Complete List

Step	Action
1	<p>Map Filters: Map inventory using service / network filters</p> 


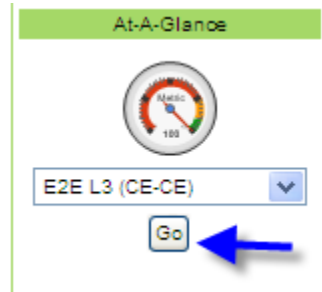
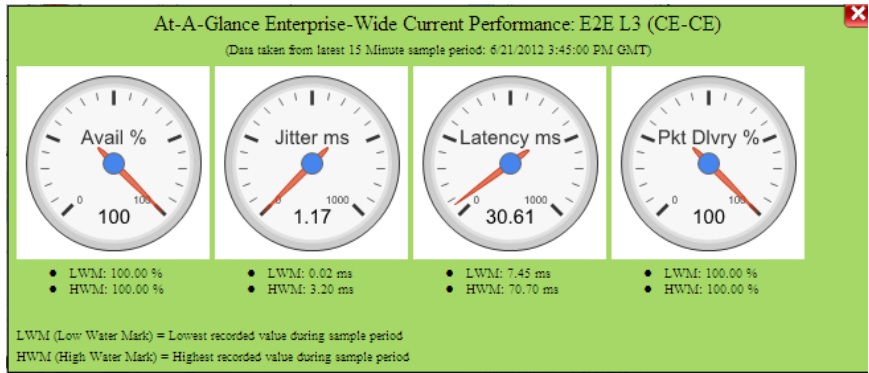
Step	Action
2	<p>Map Refresh: Refresh inventory map display using selected map filters</p> 
3	<p>Map Search: Search for a device using Service ID or Port Alias and display on map</p> 
4	<p>Complete List: Provides complete list of all devices and services for the enterprise.</p> 

Top Hitters

User may choose Interfaces (passive metrics) or Ping Tests (active metrics, only available if the enterprise has the E2EPM Feature)

Step	Action
1	<p>Interfaces: The choice will control the metrics available for examination in the subsequent dropdown menus. For example, Interfaces can be examined in Descending or Ascending order of measured Bytes IN or OUT, Util % Avg IN or OUT, etc. Choose “Highest” for Descending and “Lowest” for Ascending order. The system defaults to displaying the top 10 IQ Ports by the chosen metric, but user may choose a different quantity if desired.</p> <div></div> <div></div> <div>OR</div> <div></div>
2	<p>Results will be displayed in another window</p> <div></div>

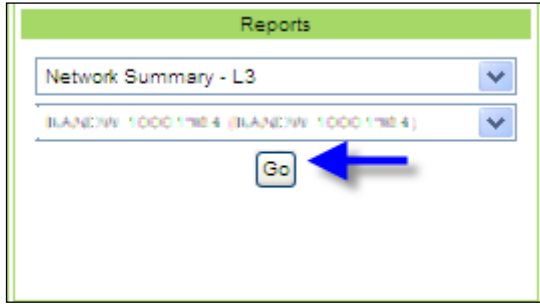
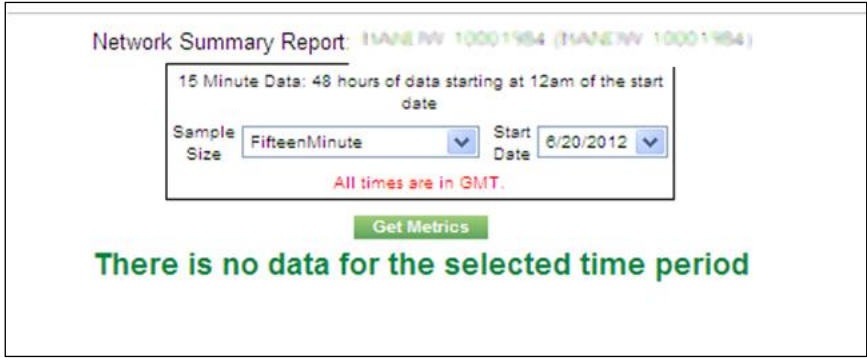

At-a-Glance User may choose to look at most recent averages across the enterprise

Step	Action
1	<p>User may choose to look at most recent averages across the enterprise for Interfaces (passive), and if the enterprise has the E2EPM feature, also examine average (active) metrics PE-CE or CE-CE on their network.</p> 
2	<p>After making their selection, user will select GO to proceed</p> 
3	<p>Example of L3 (CE-CE)</p> <p>Below each gauge, the High Water Mark (HWM) and Low Water Mark (LWM) indicate the highest and lowest measured value from any IQ Port on the enterprise during the sampling period.</p> 

Step	Action
4	<p>Example of P2P L3 (PE-CE)</p> <p>Below each gauge, the High Water Mark (HWM) and Low Water Mark (LWM) indicate the highest and lowest measured value from any IQ Port on the enterprise during the sampling period.</p> <div><div>At-A-Glance Enterprise-Wide Current Performance: P2P L3 (PE-CE)</div><div>(Data taken from latest 15 Minute sample period: 6/21/2012 4:00:00 PM GMT)</div><div><div><div>Avail %</div><div>100</div><div><div>LWM: 100.00 %</div><div>HWM: 100.00 %</div></div></div><div><div>Jitter ms</div><div>0.54</div><div><div>LWM: 0.03 ms</div><div>HWM: 1.54 ms</div></div></div><div><div>Latency ms</div><div>7.74</div><div><div>LWM: 4.91 ms</div><div>HWM: 13.27 ms</div></div></div><div><div>Pkt Dlvry %</div><div>100</div><div><div>LWM: 100.00 %</div><div>HWM: 100.00 %</div></div></div></div><div><div>LWM (Low Water Mark) = Lowest recorded value during sample period</div><div>HWM (High Water Mark) = Highest recorded value during sample period</div></div></div>
5	<p>Example of Interfaces L3 (PE Only)</p> <p>Below each gauge, the High Water Mark (HWM) and Low Water Mark (LWM) indicate the highest and lowest measured value from any IQ Port on the enterprise during the sampling period.</p> <div><div>At-A-Glance Enterprise-Wide Current Performance: Interfaces L3 (PE Only)</div><div>(Data taken from latest 15 Minute sample period: 6/21/2012 4:00:00 PM GMT)</div><div><div><div>Util In%</div><div>3.97</div><div><div>LWM: 0.00 %</div><div>HWM: 98.31 %</div></div></div><div><div>Util Out%</div><div>6.29</div><div><div>LWM: 0.00 %</div><div>HWM: 97.14 %</div></div></div><div><div>Discards In%</div><div>0</div><div><div>LWM: 0.00 %</div><div>HWM: 0.00 %</div></div></div><div><div>Discards Out%</div><div>0.48</div><div><div>LWM: 0.00 %</div><div>HWM: 49.49 %</div></div></div></div><div><div><div>Pkts In(M)</div><div>109.89</div><div><div>LWM (single IP): 0</div><div>HWM (single IP): 8.60 M</div></div></div><div><div>Pkts Out(M)</div><div>123.19</div><div><div>LWM (single IP): 0</div><div>HWM (single IP): 12.74 M</div></div></div><div><div>Dscrds In</div><div>0</div><div><div>LWM (single IP): 0</div><div>HWM (single IP): 0</div></div></div><div><div>Dscrds Out(k)</div><div>243.99</div><div><div>LWM (single IP): 0</div><div>HWM (single IP): 16.29 k</div></div></div><div><div>Bytes In(G)</div><div>28.76</div><div><div>LWM (single IP): 0</div><div>HWM (single IP): 2.66 G</div></div></div><div><div>Bytes Out(G)</div><div>67.63</div><div><div>LWM (single IP): 0</div><div>HWM (single IP): 14.62 G</div></div></div></div><div><div>LWM (Low Water Mark) = Lowest recorded value during sample period</div><div>HWM (High Water Mark) = Highest recorded value during sample period</div></div></div>

Reports

User may select from four types of reports: Network Summary – L3, Interface Summary L3, Active E2E Summary – L3, and Active P2P Summary – L3

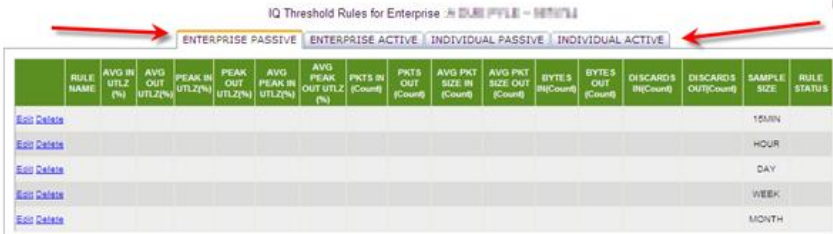
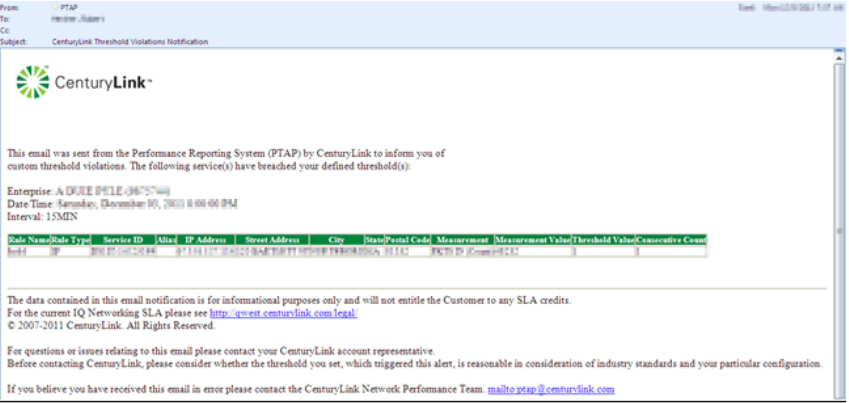
Step	Action
1	<p>Network Summary will display a drop down menu of the enterprise's CUGs. User will select a CUG from the list and select GO</p> 
2	<p>Results will appear in a new window.</p> 
3	<p>Interface Summary will provide Date/ Time, Interface Name, Service Type and Interface Speed, Service ID (Alias) Quality of Service, Utilization Percentage Metrics, Packet Metrics, Bytes IN / OUT, and Discards IN / OUT. User will select GO to retrieve the report.</p> 

<div>Step</div> <div>4</div>	<div>Interface Summary Sample Report</div> <div><div>Interface Summary (LAYER 3) for Enterprise: HANDEWORTH COMM INC. 964499.7</div><div><div>Select Sample Size, Date, and Time for the Sample Desired</div><div><div>Sample Size: FifteenMinute</div><div>Date: 06/21/2012</div><div>Time: 04:15 PM</div></div><div>Metrics are available from 6/11/2012 12:00 AM to 6/21/2012 04:15 PM.</div><div>All times are in GMT.</div><div>Get Metrics</div></div><div><div>Show Metric Categories: <input checked="" type="checkbox"/> Names <input checked="" type="checkbox"/> Utilization <input checked="" type="checkbox"/> Packets <input checked="" type="checkbox"/> Discards</div><div><div>Show rows per page:</div><div><div>5</div><div>10</div><div>15</div><div>20</div><div>25</div><div>50</div><div>100</div><div>All (1029 rows)</div></div></div><table><tr><th colspan="4"></th><th colspan="3">UTILIZATION PERCENTAGE METRICS</th><th colspan="4">PACKET METRICS</th></tr><tr><th>Date/Time (GMT)</th><th>IP Node Name</th><th>Service Type</th><th>Service M (Alias)</th><th>Go5</th><th>Average In Average Out</th><th>Peak In Peak Out</th><th>Avg Peak In Avg Peak Out</th><th>Pkts/Frm In Pkts/Frm Out</th><th>Avg Pkt / Frm Size In Avg Pkt / Frm Size Out</th><th>Bytes In Bytes Out</th><th>Discards</th></tr><tr><td>6/21/2012 4:15:00 PM</td><td>PRP-PRIV-03</td><td>IQ PRIVATE</td><td>DS-1-12783179</td><td>4</td><td>0 0</td><td>0 0</td><td>0 0</td><td>80 80</td><td>80 80</td><td>5400 5400</td><td>0</td></tr><tr><td>6/21/2012 4:15:00 PM</td><td>USUP-PRIV-10</td><td>IQ PRIVATE</td><td>DS-NY-13897832</td><td>4</td><td>0.32 0.29</td><td>0.35 0.31</td><td>0.35 0.31</td><td>2.656 k 2.717 k</td><td>189.41 179.25</td><td>529629 497016</td><td>0</td></tr><tr><td>6/21/2012 4:15:00 PM</td><td>TUN-PRIV-03</td><td>IQ PRIVATE</td><td>FRSUND-13854378.01</td><td>4</td><td>3.54 0.65</td><td>9.60 0.72</td><td>9.60 0.72</td><td>9.556 k 7.712 k</td><td>639.68 148.11</td><td>6112800 1126769</td><td>0</td></tr></table></div></div>					UTILIZATION PERCENTAGE METRICS			PACKET METRICS				Date/Time (GMT)	IP Node Name	Service Type	Service M (Alias)	Go5	Average In Average Out	Peak In Peak Out	Avg Peak In Avg Peak Out	Pkts/Frm In Pkts/Frm Out	Avg Pkt / Frm Size In Avg Pkt / Frm Size Out	Bytes In Bytes Out	Discards	6/21/2012 4:15:00 PM	PRP-PRIV-03	IQ PRIVATE	DS-1-12783179	4	0 0	0 0	0 0	80 80	80 80	5400 5400	0	6/21/2012 4:15:00 PM	USUP-PRIV-10	IQ PRIVATE	DS-NY-13897832	4	0.32 0.29	0.35 0.31	0.35 0.31	2.656 k 2.717 k	189.41 179.25	529629 497016	0	6/21/2012 4:15:00 PM	TUN-PRIV-03	IQ PRIVATE	FRSUND-13854378.01	4	3.54 0.65	9.60 0.72	9.60 0.72	9.556 k 7.712 k	639.68 148.11	6112800 1126769	0																																							
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<div>5</div>	<div>Active E2E Summary – L3 Provides Aggregate Time Stamp, From IP Node, From IP Interface, From Customer IP, From Service Type, From Customer Service, From Port Alias, To IP Interface, To Customer IP, To Service Type, To Customer Service, To Port Alias, Availability, Jitter, Latency, and Packet Rate. User will select GO to retrieve the report.</div> <div><div>Reports</div><div>Active E2E Summary - L3</div><div>Go</div></div>																																																																																																		
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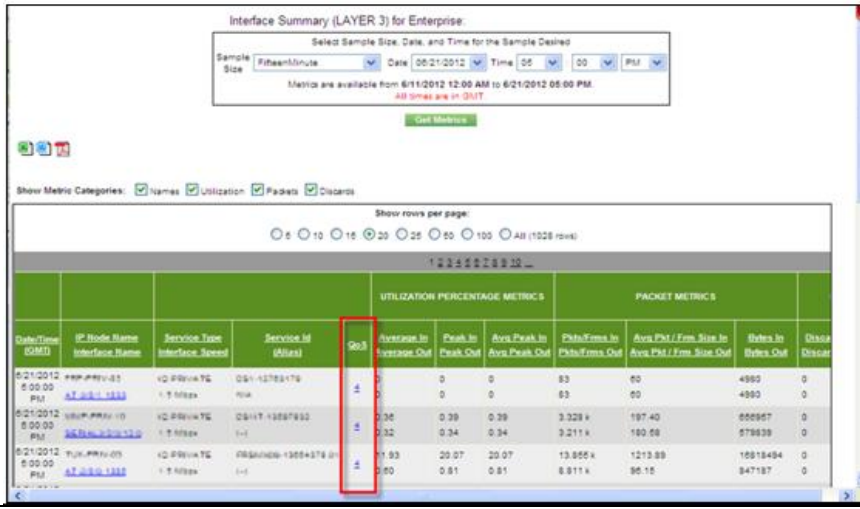
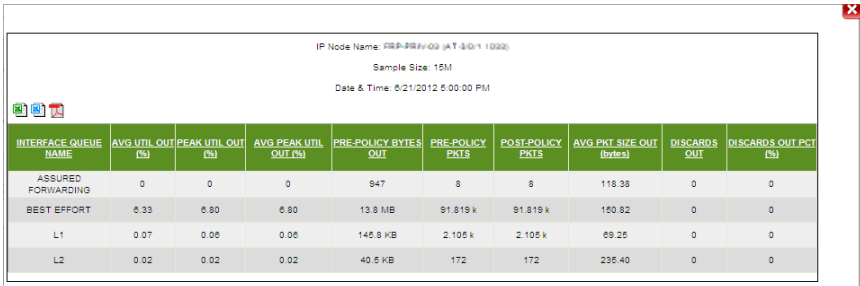
Threshold Rules

Users who access the tool via Control Center may set their own threshold rules on any of the metrics available on their enterprise, and will receive an e-mail alert any time that threshold has been breached. The e-mail will be delivered to the e-mail address in the user's Control Center user profile.

Step	Action
1	<p>Clicking into the Threshold Rules link will open a dialogue as shown below. Four tabs are available on which a user may define thresholds at the <u>Enterprise</u> or <u>Individual Interface</u> level, on the <u>passive</u> (PE-only) stats for any IQ customer, and on the <u>active</u> (CE ping tests) stats for any IQ customer with the E2EPM Feature.</p> 
2	<p>To build a new rule, the user clicks “Edit” on an available line for the Sample Size. The user must have some intuition to understand the rule evaluation will be “greater than” or “less than” on a particular metric. In other words, the rule will be triggered if measured BW Util IN or OUT is greater than the value (percentage) they enter, and will be triggered if Availability % is less than some value they enter.</p>
3	<p>A Rule can be built, modified, enabled or disabled, or deleted as per the user's discretion.</p>
4	<p>An e-mail will be generated if a given threshold is breached. Below is an example.</p> 

QoS Queue Statistics

Users may now drill down to queue-level statistics for the priority queues on their CenturyLink interfaces. The information is accessible from either an Interface Summary report or from an individual IQ Port's interface summary.

Step	Action
1	<p>The QoS column is available as shown below. The value displayed on each row indicates the number of active priority queues on the interface.</p> 
2	<p>When the hyperlink is clicked, the report will display the measured values through each of the selected queues. In the example below, Assured Forwarding, Best Effort, L1 and L2 are displayed. These will be changed based on the report selected.</p> 

Locations

Introduction

The IQ Networking Locations page displays a listing of all the network locations associated with your Enterprise. This page gives you basic information about each location. You can access detailed information about any listed network location by clicking the appropriate name. This page is divided into two sections. The Filters section allows you to narrow the list of locations so that only those that match specific criteria will appear. The IQ Networking Locations section displays the list of all locations (or all locations that match your criteria, if you entered a filter), allowing you to access detailed information for any port in the list.

These locations can be filtered by Location Name, Address Number, Street Directional Prefix, Street Name, Street Directional Suffix, Street Type, City, State and Zip Code. The system retrieves the location information, and then refreshes your browser window. When the page reappears, only those locations matching the criteria you entered should appear.

To view Location Name Details, click the Location Name hyperlink for the location you want to see. The system will take you to the Location Details page.

The locations can also be downloaded into a .CSV file. Click the Download link in the upper right hand corner. The File Download window will appear with Open, Save and Cancel options. The file can be renamed (ensure to retain the .CSV extension) and saved to your computer.

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 Networking** application or the **Repair** Application under the Service Management Module.

For detailed instructions, see **Chapter 9: Repair and Circuit Testing**.

Notify Contacts List

Introduction

The proactive notification **Contact List** menu allows you to view and create a list of contacts for your IQ/DIA services. This functionality can be accessed via the **iQ Networking** product application or the **Home** Module.

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