

Verizon Internet Dedicated Dynamic Network Manager Version 1.2 User Guide

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Verizon Internet Dedicated Dynamic Network Manager Version 1.2

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Overview – Internet Dedicated Dynamic Network Manager

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

Features and Benefits

- The following are the features and benefits of Internet Dedicated Dynamic Network Manager: Make bandwidth changes in minutes through the Verizon Enterprise Center
- Schedule a port change order up to one year in advance
- Download a site detail report in Microsoft® Excel®
- Issue a specific set of Ping and Show commands on the Provider Edge (PE) Router

Components

Internet Dedicated Dynamic Network Manager consists of the following components:

- Looking Glass: Allows users to view the configuration information of their Internet Dedicated services. It is mainly a “view only” interface, but users are allowed to make certain non-billable Layer 3 configuration changes to their Internet sites. Looking Glass also allows specific PING, Traceroute and Show commands to be issued for ad-hoc diagnostics.
- Dynamic Port (DPORT): Allows users to make service speed changes (up/down) to their Internet Dedicated services.
- Note:** Since DPORT enables price impacting changes, users require a specialized Verizon Enterprise Center (VE) entitlement or permission. Contact your Account Team for assistance with setting up these permissions.

Business Rules for Internet Dedicated Dynamic Port

- The following business rules apply with Internet Dedicated Dynamic Port (DPORT):
- Available to both customer-managed and those using Verizon Managed Services.
- Available on direct connections, i.e. with an interface at a Verizon service edge router. DPORT is not supported

on 3rd party Internet access or Broadband access.

- Available for services with Pricing Plan Tiered. Services with other Pricing Plans (e.g. Burstable Select) are not supportable for DPORT.
- Available for Internet Dedicated services with Ethernet hand-off. DPORT is not supported on services with TDM access (T1, NxT1, T3, OC-n).
- Available for services provisioned on Verizon's Current Platform. The circuit identifiers for these services begin with a C or E prefix. The Service IDs are numerical.
- DPORT is not supported on circuits with other prefixes.
- When you order a new Internet Dedicated service, you can order the service with a lower initial port speed than the maximum available speed on the Ethernet access.
- Once the service is installed, you can use DPORT to raise or lower the speed to the level you want.
- **Unlimited Speed Change Requests:** you can make more than one speed change request during a 24-hour period. Greenwich Mean Time (GMT) is used as the start/stop reference for a DNM 24 hour time period. DPORT speed changes can be made up until (but not after) 11:00 p.m. GMT.
- **Billing:** Verizon bills the Internet port charges prorated per day, i.e. in 24 hour minimum daily increments. The highest speed change request made during a 24 hour period will be the speed that is passed to billing for that day.
- **Carry Over Speed:** The last speed entered for the day will be the one that gets carried over to the next day and be in effect until a subsequent speed change.

The following restriction applies:

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

CPE configuration:

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

Sign In to Verizon Enterprise Center

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

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SupportStores

ShopProductsPlansSolutionsResourcesContact UsWhy Verizon

Log In

✓

Sign in

Wireless, enterprise, government and education customers

Connect to Verizon Enterprise Center, My Business, and ThingSpace Manage.

ABEARD247

Password

☒ Remember Me

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Additional management portals

[APM > \(Fluke\)](#)
[Networkx Universal >](#)
[Verizon NetworkFleet >](#)
[XO DNS Portal >](#)

[Enterprise Service Activation Platform >](#)
[Partner Center >](#)
[XO Hosted PBX > \(Admin\)](#)

[Networkx Enterprise >](#)
[Unified Security Portal/ DDoS Shield Portal >](#)
[XO Hosted PBX > \(End User\)](#)

Attention WAN Analysis Reporting - CA Performance Management Users [View Details](#)

1/3

verizon

Manage AccountSupport

Portal UpdatesMobile AppNotifications

Search

Welcome, Maria!

Get to know your new personalized homepage
[Take the tour](#) >

My workspace

Billing

Make a payment

Manage payment methods

Setup recurring payments

Schedule a payment

Go to billing >

Recent invoices

U0141042

USD 564.64

Due date: Dec 8, 2019

Pay now

U0197695

USD 52.00

Due date: Dec 8, 2019

Pay now

IN00240446

INR 145769.00

Due date: Dec 5, 2019

Pay now

[View all >](#)

Download center

Consolidated Bill Summary

Requested date: Nov 10, 2019

↓

Consolidated Bill Summary

Requested date: Oct 10, 2019

↓

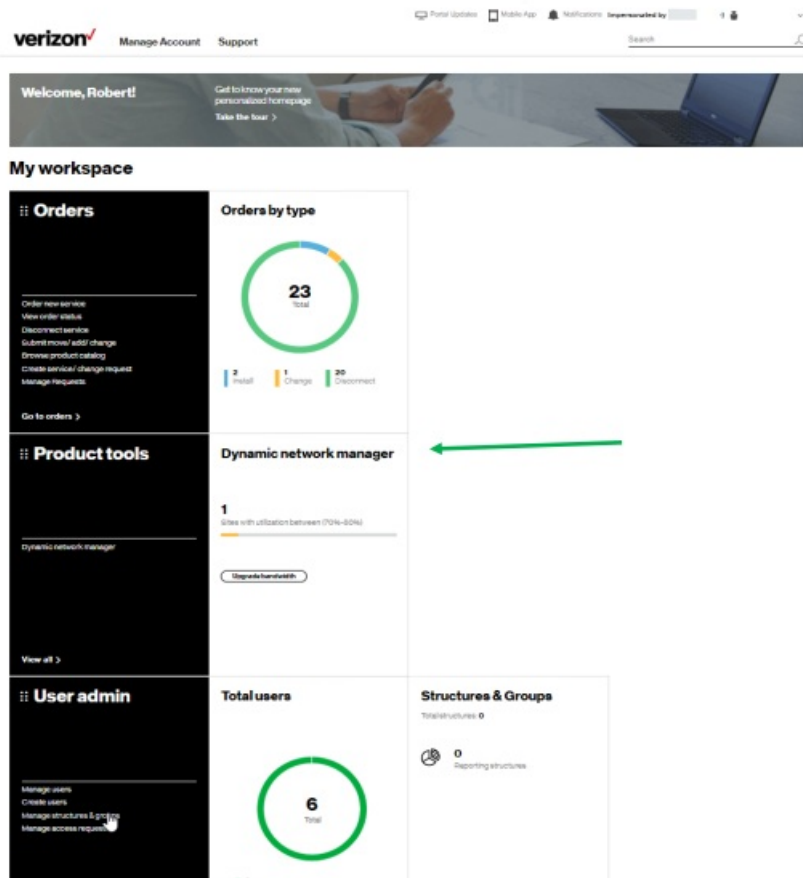
[View all >](#)

Orders

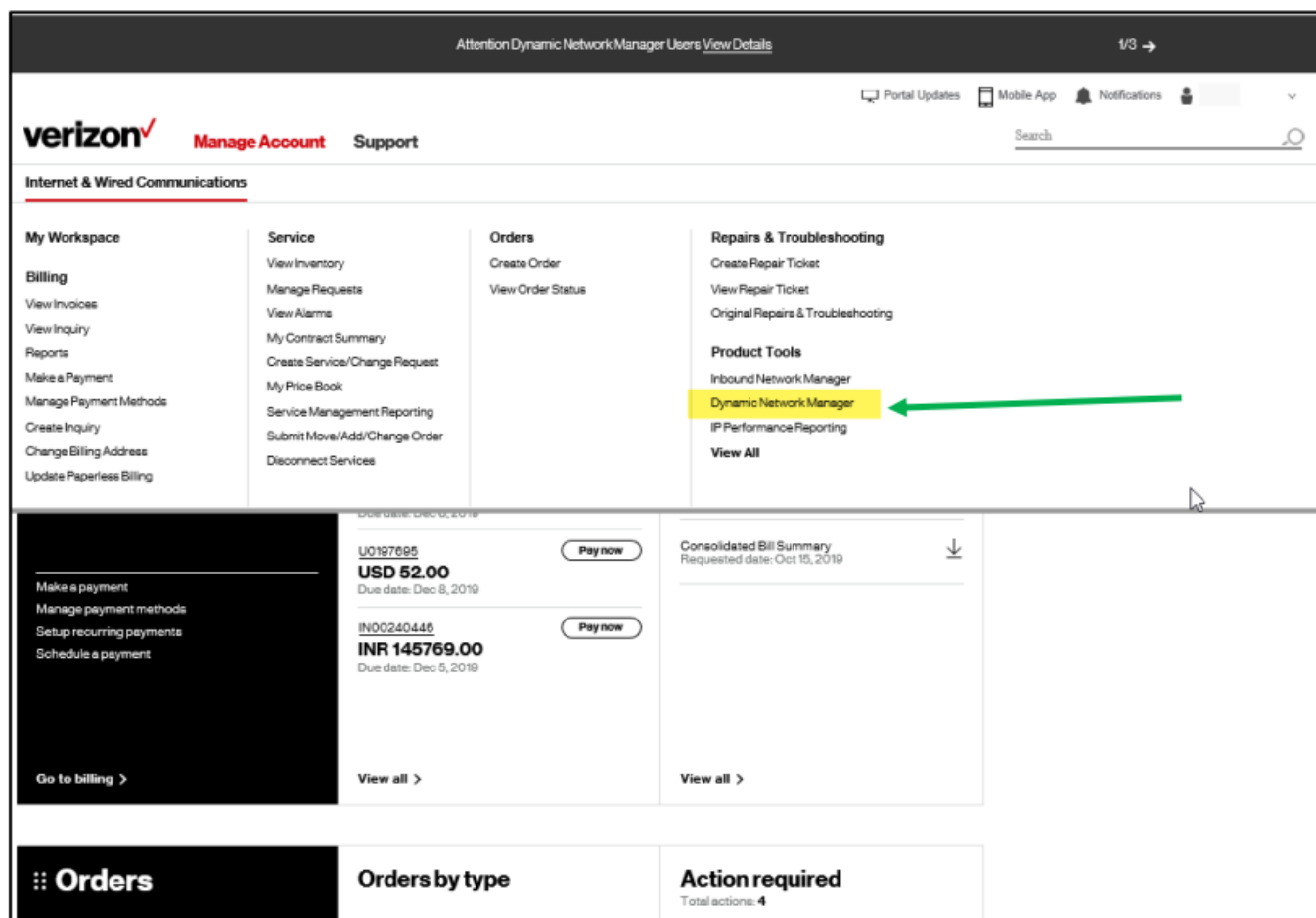
Orders by type

Accessing Dynamic Network Manager

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



Alternative Verizon Enterprise Center Menu Access to DNM



Dashboard

The Dynamic Network Manager (DNM) Dashboard presents users with circuits that might require immediate attention. The circuits are arranged by category in horizontal rows. These categories include circuits exhibiting high utilization (thus at risk for packet loss), New Activations, and so on. Dynamic Network Manager (DNM) includes artificial intelligence capability to allow it to learn over time which issues/circuits are of most interest to a user and adjust screen presentation around those preferences.

verizon Dashboard Network Diagnostics Policy Management Operations Hello Jenny

Welcome back, Jenny.

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

My Network

Bandwidth

- 22 Highly Utilized Sites
- 9 Moderately Utilized Sites
- [View All](#)

Location	Address	Region	CID	VPN	Action
Johannesburg	10000 Churchspire Street New York, NY, US 10002	Northeast Region	3932383843	Northwest_COR	Upgrade Bandwidth
Edinburgh	10000 Churchspire Street New York, NY, US 10002	Northeast Region	3932383843	VPN: Southwest_COR	Upgrade Bandwidth
Munich	10000 Churchspire Street New York, NY, US 10002	Northeast Region	3932383843	Northwest_COR	Upgrade Bandwidth
Lagos	10000 Churchspire Street New York, NY, US 10002	Northeast Region	3932383843	Northwest_COR	Upgrade Bandwidth
Houston	10000 Churchspire Street New York, NY, US 10002	Northeast Region	3932383843	VPN: Northeast_COR	Upgrade Bandwidth

Cloud Activation

- 5 Google Connections
- 5 Microsoft Connections
- [View All](#)

Location	Address	Region	CID	VPN	Action
Kathmandu	10000 Churchspire Street New York, NY, US 10002	Northeast Region	3932383843	Northwest_COR	Upgrade Bandwidth
Ibadan	10000 Churchspire Street New York, NY, US 10002	Northeast Region	3932383843	VPN: Southwest_COR	Upgrade Bandwidth
Osaka	10000 Churchspire Street New York, NY, US 10002	Northeast Region	3932383843	Northwest_COR	Upgrade Bandwidth
Chicago	10000 Churchspire Street New York, NY, US 10002	Northeast Region	3932383843	Northwest_COR	Upgrade Bandwidth
Gothenburg	10000 Churchspire Street New York, NY, US 10002	Northeast Region	3932383843	VPN: Northeast_COR	Upgrade Bandwidth

Select Network to see your Verizon IP Services.

verizon Dynamic Network Manager Home Network API Reports Hello, Alexander Harvey

Network

- Private IP
- Public IP
- SCI
- Ethernet

Key Features

- Bandwidth Utilization Reports
- Utilization Threshold e-mail Alerts
- Order History
- Router Commands (and all other Looking Glass settings information)
- Dynamic Port (DPORT)
- Dynamic CAR (DCAR)
- Bulk Operations for DPORT, DCAR and Circuit Description changes*

The Dashboard displays a menu of your Verizon Enterprise Center entitled IP services choices. Choose Network to search/list the circuits that you have permission to review. Public IP circuit list after selection under Network Menu, shown in List view:

Search

Search allows users to look up circuits by circuit ID, service ID, VPN, or location. You can also display search results by Location for multiple service types (e.g. Private IP, Public IP, Secure Cloud Interconnect (SCI) and SDWAN Co Management (Versa)). You can refine your search further by accessing the “Filter” menu.

Richardson

Search

Search results for **Richardson**

2 record(s) found

PIP

1 record(s) found

[show more](#)

PVC ID XXXXXXXX Site ID XXXXXXXX VPN ID XXXXXXXX	Circuit ID XXXXXXXX Description Data Update May 3rd second time	VPN Name XXXXX XXXXXXXX - XXXXXXXX	Address 400 INTERNATIONAL PKWY RICHARDSON TX USA 75081-6606		<div>View</div>
---	--	---	---	--	-----------------

IDA

1 record(s) found

[show more](#)

PVC ID XXXXXXXX Site ID XXXXXXXX VPN ID XXXXXXXX	Circuit ID XXXXXXXX Description	VPN Name Internet	Address 400 INTERNATIONAL PKWY RICHARDSON TX USA 75081-6606		<div>View</div>
---	--	--------------------------	---	--	-----------------

Search Filter Options

verizon

Dynamic Network Manager

Home Network API Reports

Private IP

Circuit ID W0V30603	Port Speed 100 Mbps	Encapsulation FR
Service ID PVD 5347682	Realtime CAR 0 Mbps	Traffic Rule 01
VPN CNE PIF		Equipment IP 68.136.222.57
BASINGSTONE ROAD RD2 OTD GBR		

Circuit ID W0V30618	Port Speed 100 Mbps	Encapsulation FR
Service ID PVD 5347720	Realtime CAR 0 Mbps	Traffic Rule 01
VPN CNE PIF		Equipment IP 68.137.83.5
BASINGSTONE ROAD RD2 OTD GBR		

Circuit ID W0V33727	Port Speed 10 Mbps	Encapsulation ETH-IPNET
Service ID PVD 1027940	Realtime CAR	Traffic Rule
VPN CNE PIF		

Refine Search

Filter

VPN
VPN

Description
Description

State
State

Street Address
Street Address

Encapsulation
Select

Country
Country

City
City

Zip Code
Zip Code

Sort

First
First

Second
Second

Order By
Order By

Export

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

Public IP



Inventory **8**

Export

Circuit ID C9999999
Service ID 99999999
PVC 9999999

Port Speed
1536 Kbps

Network Type
Internet

Encapsulation
ETHERNET

IPv4 Address
xxx.xxx.xxx.xx/30

Routing Protocol
STATIC

Global Region
Richardson TX

Actions Open +

Description

Activation Status
● PENDING **1**

Start

Circuit ID C9999998
Service ID 99999998
PVC 9999998

Port Speed
1536 Kbps

Network Type
Internet

Encapsulation
FR

IPv4 Address
xxx.xxx.xxx.xx/30

Routing Protocol
STATIC

Global Region
Richardson TX-2

Actions Open +

Description

Activation Status
● PENDING **1**

Start

Internet - 4_6_202...xlsx

Show all x

View Circuit Details

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

Public IP



Inventory **4**

Export

Circuit ID
Service ID
PVC 5366917

Port Speed
10 Mbps

Network Type
Internet

Encapsulation
ETHERNET

IPv4 Address
152.179.49.72/30

Routing Protocol
STATIC

Global Region
New York NY

Description Open +

Activation Status
● PENDING **1**

Start

Schedule

Note: You can change the description for each circuit. Click on the “pencil” symbol near the Description. View the pop up. Enter the description that needs to be changed. Click on “save changes.” Upon clicking on the “add symbol” (“+”), you can review Verizon provider edge interface information and drill down to further details related to the circuit:

Export

Circuit ID Service ID PVC 5366917	Port Speed 10 Mbps Network Type Internet	Encapsulation ETHERNET IPv4 Address 152.179.49.72/30	Routing Protocol STATIC Global Region New York NY	Description Open
Activation Status ● PENDING 1 Start Schedule				

Details
Network Settings
Static
Diagnostics
Utilization
Orders
DNS
Virtual Services

PE General Information

Router Name	GW12NYC4
Interface	GigabitEthernet4/1
Global Region	New York NY

PE Interface Information

PE Interface Address	152.179.49.73
Routing Protocol	STATIC
Class of Service	NONE

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

Network Settings

- This section contains
- Customer Edge (CE) and Provider Edge (PE) settings information.
- IP routing information
- Demarcation / Location information
- Click on the “add symbol” (“+”) to view the details of the circuit ID.
- Click on the “Network Settings” tab to view PE and CE settings details of the circuit.

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

PE General Information		PE Interface Information	
Router Name	GW2FFT3	PE Interface Address	139.4.77.109
Interface	xe-2/3/1	Routing Protocol	BGP
Global Region	Frankfurt Am Main HESSEN DEU	Class of Service	NONE

IPv4 eBGP			
Location	Frankfurt Am Main HESSEN DEU	Maximum Prefix	1000
Description		MD5 Password	
Router	GW2FFT3	Shutdown BGP?	No
Local IP	139.4.77.110	Peer Address	139.4.77.110
Interface	xe-2/3/1	Peer Group	default-only
Customer AS Number	2830	eBGP Multihop	

Edit IPv4 eBGP

Customer Edge Settings			
Address / Prefix	/ 0	Layer 2 Encapsulation	undefined undefined
Server Level			

Layer 1/2 Information			
CONNECTOR TYPE	LC	VLAN set to	300

Demarcation Information			
--------------------------------	--	--	--

DNM Order History

- Users can review the details and the status of Dynamic Network Manager (DNM) orders per circuit.
1. Click on “Orders”
 2. Click on the “add symbol” (“+”) to view the details of an order.

Circuit ID C0108468

Service ID 146124672

PVC 5620282

VPN ACME-Fabrication

VPF Name V795957:ACMEFabrication

VPN Address

180 ALLEN RD ATLANTA, GA

30328-4962 USA

Port Speed

8 Mbps

Realtime CAR

128 Kbps

Encapsulation

ETHERNET

Traffic Rule

G4

Equipment IP

68.139.174.86

Service Type

Not Managed

Description

LA Office

Endlements

000

View Details

Preferences

Utilization Notifications

Change Notifications

Activation Status

Active

Details

Network Settings

Orders

Diagnostics

Utilization

Virtual Services

Cloud Services

Other VRF

Orders

Search

Order Number	CircuitID	Status	Requested Date	Expected Date	BillingId	Order Type	Port Speed	User ID	Status Date	Change Type
3171941	C0108468	COMPLETED		2021/03/18 19:30:20 GMT		DBW	8 Mbps	markkanta.saga@one.verizon.com	2021/03/18 19:30:20 GMT	+
3165535	C0108468	COMPLETED		2021/03/07 20:30:17 GMT		DBW	8 Mbps	goodmans323	2021/03/07 20:30:17 GMT	+
3161438	C0108468	COMPLETED	2021/02/28 05:46:00 GMT	2021/02/28 06:30:17 GMT		DBW	9 Mbps	verizonnm@gmail.com	2021/02/28 06:30:17 GMT	+
3155935	C0108468	COMPLETED	2021/02/14 03:05:42 GMT	2021/02/14 03:30:14 GMT		DBW	10 Mbps	verizonnm@gmail.com	2021/02/14 03:30:14 GMT	+
3155636	C0108468	COMPLETED	2021/02/13 08:13:23 GMT	2021/02/13 08:30:16 GMT		DBW	9 Mbps	verizonnm@gmail.com	2021/02/13 08:30:16 GMT	+

Show: 5

Go to: 1 / 4

Orders

Search

Order Number	CircuitID	Status	Requested Date	Expected Date	BillingID	Order Type	Port Speed	User ID	Status Date	Change Type
3171941	C0108468	COMPLETED		2021/03/18 19:30:20 GMT		DBW	8 Mbps	markkanta.saga@one.verizon.com	2021/03/18 19:30:20 GMT	---

Port Speed	EVC ID	VPF	Service	Peak Speed	EP Real Time CAR	Connection Car	Egress Profile
8 Mbps	C0108468	ACME-Fabrication	ETM		128 Kbps		G4

Order Milestones

PENDING

03/16/2021 19:39:39

SUBMITTED

03/16/2021 19:39:41

VALIDATED

03/16/2021 19:39:41

PROVISIONING

03/16/2021 19:39:41

PREPROVISIONED

03/16/2021 19:42:41

APPROVING

03/16/2021 20:30:04

COMPLETED

03/16/2021 20:30:20

DNM Order Summary

This report allows users to see multiple circuit change activity versus single circuit events (shown in Order History). You can tailor the report to show a defined range of time and frequency of change orders. Results can be exported to PDF and Excel file formats.

Dynamic Network Manager

Home Network API **Reports**

Private IP
 DNM Order Summary
 Network Transit Delay

Public IP
 View All

SCI
 SCI Consumption
 View All

Ethernet
 View All

Miscellaneous
 Port Availability
 Auto Activation Report

DNM Order Summary



Show <input type="checkbox"/> Order Pending <input type="checkbox"/> Order Failed <input type="checkbox"/> Order Completed	Enter Search Criteria				
Order ID 3128835 Circuit ID C0178638 User ID verizonnm@gmail.com	Status COMPLETED Order Type DBW	Port Speed 150 Mbps Change Type	Billing ID Scheduled Date [GMT] 2020/11/14 06:30:06 GMT	Billing Status BILLING NOTIFIED Status Date [GMT] 2020/11/14 06:30:06 GMT	
Order ID 3127165 Circuit ID C0178638 User ID verizonnm@gmail.com	Status COMPLETED Order Type DBW	Port Speed 200 Mbps Change Type	Billing ID Scheduled Date [GMT] 2020/11/11 20:30:07 GMT	Billing Status BILLING NOTIFIED Status Date [GMT] 2020/11/11 20:30:07 GMT	

Diagnostics > Looking Glass

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

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

The screenshot shows the 'Diagnostics' tab selected in the top navigation bar. On the left sidebar, 'Looking Glass' is highlighted. The main content area is titled 'Looking Glass' and includes a description: 'The Verizon Looking Glass provides routing information across the Public IP network infrastructure.' Below this, there are three sections: 'Choose Source' with buttons for 'Circuit' and 'Verizon Gateway' (the latter is selected), a 'Gateway*' dropdown menu, and a 'Command' section with radio buttons for 'Ping' (selected), 'Trace', and 'Show BGP Route'. There is also a toggle for 'IPv4' (checked) and 'IPv6' (unchecked). The 'Choose Destination' section has buttons for 'IP Address' (selected), 'Circuits', and 'Verizon Gateway', followed by an 'IP Address*' input field with the example 'ex. 12.25.232.0/24'. A 'Submit' button is at the bottom right.

Diagnostics > Router Commands

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

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

The screenshot shows the 'Diagnostics' tab selected in the top navigation bar. On the left sidebar, 'Router Commands' is highlighted. The main content area is titled 'Router Commands' and includes a description: 'Select Router Command'. Below this, there is a 'Select Router Command' dropdown menu. The dropdown list is open, showing the following options: 'Select', 'Ping CE [152.179.49.74]', 'Ping an IP [target_ip_address]', 'traceroute an IP [target_ip_address]', 'Show an IP in Routing Table', 'Show BGP Neighbor of CE [152.179.49.74]', 'Show incoming routes of the BGP Neighbor [152.179.49.74]', 'Show outgoing routes of the BGP Neighbor [152.179.49.74]', and 'Show BGP route'.

Diagnostics > Router Commands

Ethernet Access Pre-Activation Test (US only)

- Users can issue an Ethernet Access test prior to activating the circuit.
- If all the below conditions are satisfied DNM allows the Ethernet Access Test and will display the Ethernet Access Test Results tab.

Conditions:

- The encapsulation must be Ethernet
- The region must be US domestic Circuit
- Port Speed must be less than or equal to 1GB
- Circuit Activation Status cannot be active

Submission of the Test Steps:

- Click Router Commands under Site Details. The Router Commands section appears above Site Details.
- Select the “Ethernet Test” from the Router Command drop-down list.
- Initiate the Test

DNM Ethernet Tab

Circuit ID C0138656
Service ID 136065507
PVC 5971707
VPN E2E-MAR17-USA-NVDQ143
VRF Name Vb68944.E2EMAR17USANVDQ1
43-etc
VPN Address
750 WASHINGTON BLVD
STAMFORD, CT USA

Port Speed
10 Mbps
Realtime CAR
0 Kbps

Encapsulation
ETHERNET
Traffic Rule
G1
Equipment IP
68.130.242.78

Service Type
Not Managed
Description
description-test-25thNov test
Entitlements
25thNov test

Router Commands
Preferences
Utilization Notifications
Change Notifications
Activation Status
PENDING
Ready for Activation

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

Router Commands
Ethernet Test
Ethernet Test Result

Start Test

Click Start Test.

Disclaimer

The test you are about to attempt for C0138656 is an intrusive test. The circuit will be out of service during the testing period. If you agree to this, please hit continue to proceed.

Continue **Cancel**

Successfully Initiated Ethernet test for circuit C0138656

Dynamic Network Manager

Home Network Policy Management API VNS Operations Reports

Private IP

Inventory

All VRFs

Bulk Operations Export

Circuit ID C0138656
Service ID 136065507
PVC 5971707
VPN E2E-MAR17-USA-NVDQ143
VRF Name Vb68944.E2EMAR17USANVDQ1
43-etc
VPN Address
750 WASHINGTON BLVD
STAMFORD, CT USA

Port Speed
10 Mbps
Realtime CAR
0 Kbps

Encapsulation
ETHERNET
Traffic Rule
G1
Equipment IP
68.130.242.78

Service Type
Not Managed
Description
description-test-25thNov test
Entitlements
25thNov test

Router Commands
Preferences
Utilization Notifications
Change Notifications
Activation Status
PENDING
Ready for Activation

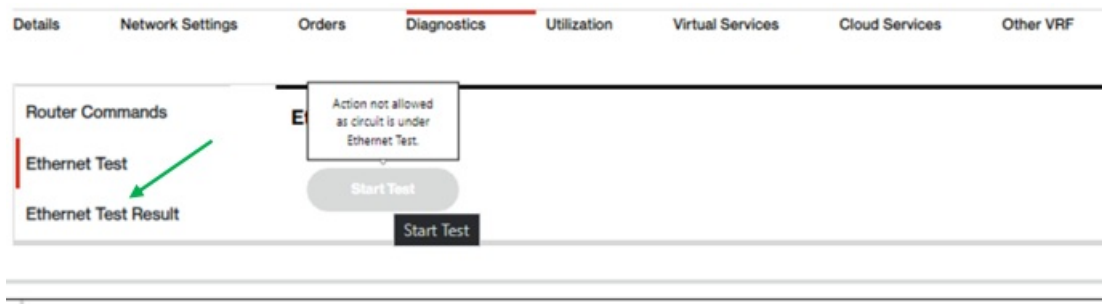
Details Network Settings Orders **Diagnostics** Utilization Virtual Services Cloud Services Other VRF

Router Commands
Ethernet Test
Ethernet Test Result

Start Test

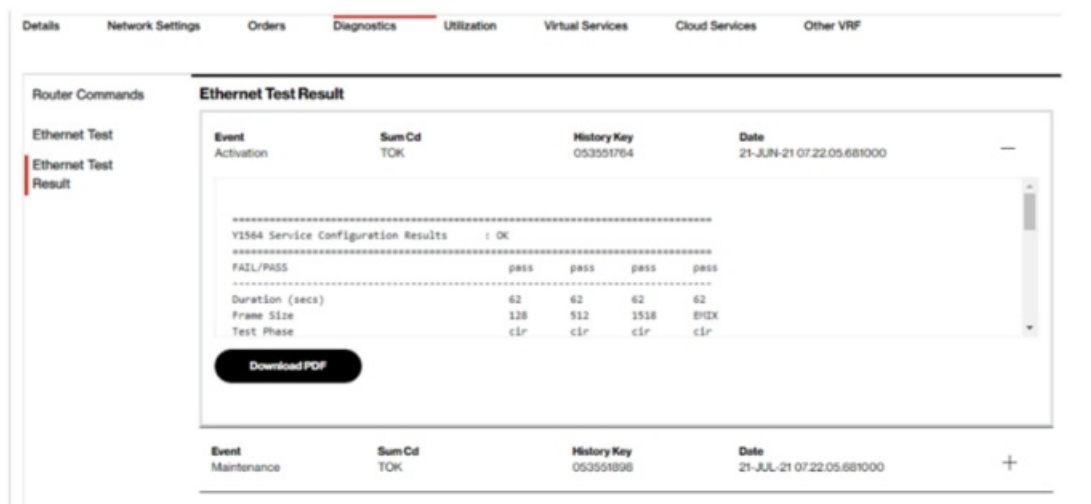
After Ethernet test is completed

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



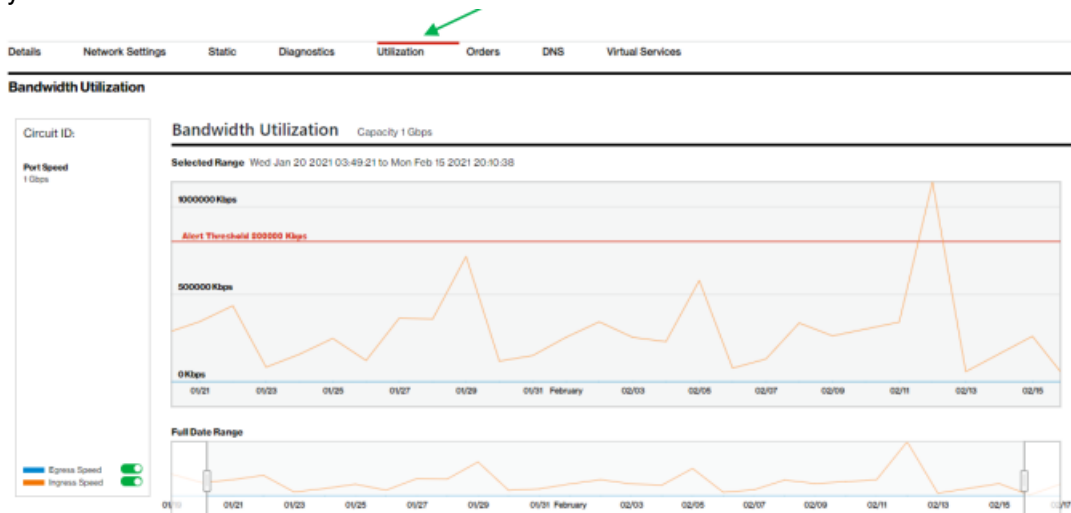
Response from Test

- Ethernet Access Test Results



Bandwidth Utilization

Users can view a high-level chart displaying peak circuit utilization figures per day over a time period of 1 day through 30 days. The example below shows the peak utilization figures for received and transmitted results taken from the Verizon Provider Edge (PE) port. Ingress/Received is what Verizon receives from a customer, and Egress/Transmitted is what Verizon sends to a customer. If you were to view the Customer Equipment (CE) port then you would see the opposite measurements. Verizon PE port measurements and CE port measurements should closely match.



1. Click on the utilization tab to view the utilization details.
 2. By default the graphs display the data for the last 30 days.
 3. To enlarge the view for a specific time period, drag the start and stop date to the requested dates.
 4. Use the toggle buttons next to Egress and Ingress speed to view specific usage details (i.e. Only Egress or Ingress traffic).
 5. Use the Export function to download the traffic figures in table format.
- **Note:** Detailed usage/utilization reporting for Internet Dedicated services is available in the Verizon Enterprise Center application "IP Performance Reporting (IPR)."

IPv4 eBGP Routing / Static Routes

- If your service is configured for BGP routing, related configuration details are displayed under "Network Settings" and are also directly accessible under the tab "IPv4 eBGP". Users can submit certain changes, such as "Shutdown BGP."
- If your service is configured for static routing, related configuration details are displayed under "Network Settings" and are also directly accessible under the tab "Static." Changes to static routing configuration are currently not supported in the Dynamic Network Manager tool.

Port Speed Changes: Dynamic Port (DPORT)

- The Dynamic Port (DPORT) feature allows users to submit a change order online to raise/lower port speeds for entitled services. After an Internet Dedicated port is provisioned and has been entitled for DPORT, you can use the Dynamic Network Manager to adjust the port to a desired speed value.
- After Verizon Enterprise Center entitlements for Dynamic Port are confirmed, you must initially wait 24 hours before the first change order can be issued. This is due to the IT processing time for the submitted entitlements/permissions.
- DPORT for Internet Dedicated is only available for services that meet the following criteria:
- Provisioned on Verizon's Current Platform. These services have numeric service ID and circuit IDs with a "C" prefix,
- Ordered with pricing plan = Tiered,
- Installed with a standard speed, i.e. a speed that does not require a capacity check, and
- Ethernet circuit types
- The entitlement status of a circuit is displayed on the circuit summary under "Entitlements":



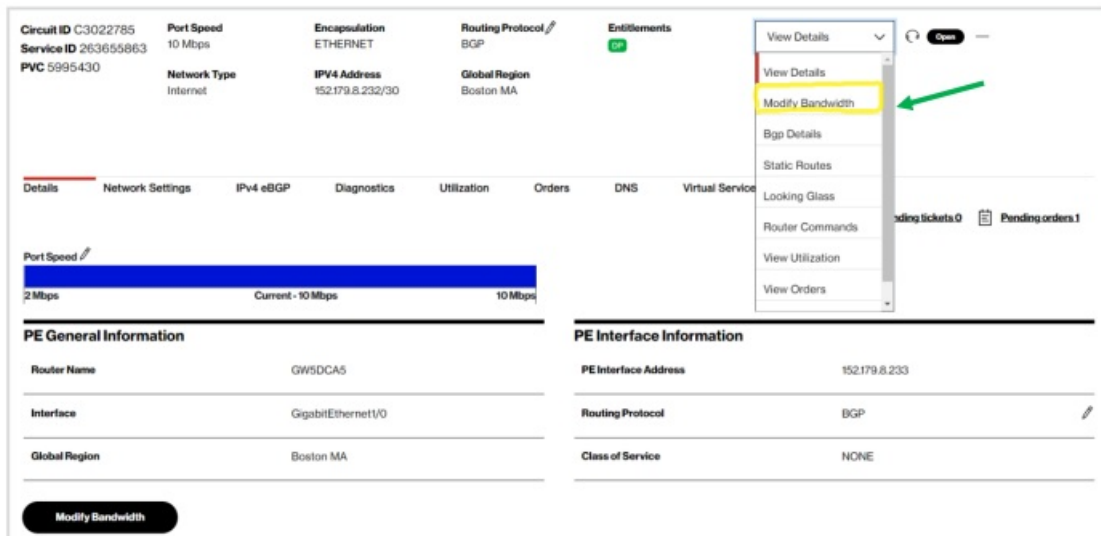
Entitlement codes are:

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

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

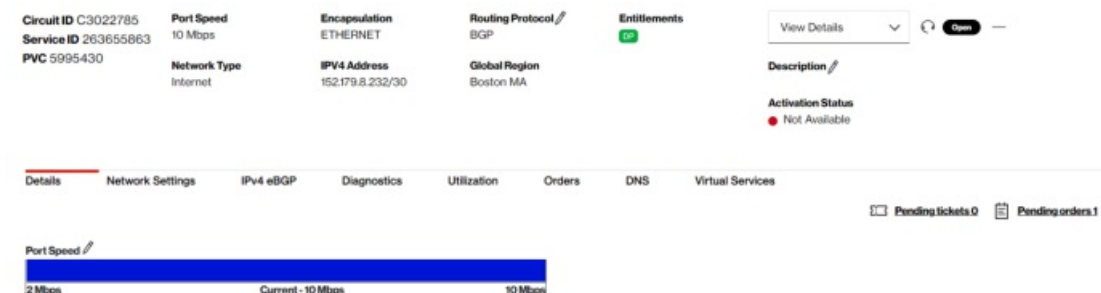
How to Modify Port Bandwidth

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



The screenshot displays the DNM interface for a specific circuit. At the top, a summary bar shows key details: Circuit ID C3022785, Service ID 263655863, PVC 5995430, Port Speed 10 Mbps, Encapsulation ETHERNET, Routing Protocol BGP, and Global Region Boston MA. Below this, a navigation bar includes tabs for Details, Network Settings, IPv4 eBGP, Diagnostics, Utilization, Orders, DNS, and Virtual Services. The 'Details' tab is active, showing a 'Port Speed' section with a bar chart indicating a current speed of 10 Mbps. A dropdown menu is open on the right, with 'Modify Bandwidth' highlighted. Other options in the menu include View Details, Bgp Details, Static Routes, Looking Glass, Router Commands, View Utilization, and View Orders. A green arrow points to the 'Modify Bandwidth' option. At the bottom left, a 'Modify Bandwidth' button is visible.

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



This screenshot shows the same DNM interface as the previous one, but with a focus on the 'Pending orders' status. The 'Port Speed' section still shows 10 Mbps. In the top right corner, there is a 'View Details' dropdown and an 'Open' button. Below the navigation bar, the 'Pending orders' status is indicated by a red dot and the text 'Not Available'. The 'Pending orders' tab is also visible in the bottom right corner, showing 'Pending orders: 1'.

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

Circuit ID C3022785
Service ID 263655863
PVC 5995430

Port Speed
10 Mbps
Network Type
Internet

Encapsulation
ETHERNET
IPv4 Address
152.179.8.232/30

Routing Protocol
BGP
Global Region
Boston MA

Entitlements
CC

View Details
Open

Description
Activation Status
Not Available

Details Network Settings IPv4 eBGP Diagnostics Utilization Orders DNS Virtual Services

Pending tickets 0 Pending orders 1

Port Speed
2 Mbps Current - 10 Mbps 10 Mbps

Modify Bandwidth
*Required Fields

Please check the dropdown to see the available Port Speeds
5 Mbps

Port Speed

Scheduling
Schedule change to happen later

Submit Order Cancel

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

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

Port Speed

ETM
Egress Profile*
31

EF Realtime CAR

Scheduling
Schedule change to happen later

Submit Order Cancel

Nov 2019
Sun Mon Tue Wed Thu Fri Sat
27 28 29 30 31 1 2
3 4 5 6 7 8 9
10 11 12 13 14 15 16
17 18 19 20 21 22 23
24 25 26 27 28 29 30
1 2 3 4 5 6 7
12 43
Cancel Set

Circuit ID W0V32760
Service ID
PVC 1795192
VPN LemonAPA
JAPAN TOKYO, N/A JPN

Encapsulation
FR
Traffic Rule
G1
Equipment IP
206.155.31.17

Service Type
Not Managed
Description
Testing the bulk update test process
Entitlements
CC CC

Actions
Preferences
Utilization Notifications
Change Notifications
Activation Status
Active

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

Order Confirmation Pop-Up:

Confirm Your Order

You acknowledge that by submitting this order, the monthly charges billed to this account may increase or decrease, in accordance with your contract and the changes you have made to your network bandwidth.

Note that these changes may impact your network performance if they are not in accordance with the technical and business rules.

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

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

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

Confirm Settings

PVCID	Port Speed
5996043	5 Mbps
↓	↓
5996043	4 Mbps

Accept

Cancel

Change Order Acceptance (Full Text):

- You acknowledge that by submitting this order, the monthly charges billed to this account may increase or decrease, in accordance with your contract and the changes you have made to your network bandwidth.
- Note that these changes may impact your network performance if they are not in accordance with the technical and business rules. Depending on your traffic profile, the actual bandwidth available to you may be reduced due to related Ethernet protocol overhead. You must apply bandwidth shaping policies at your CE egress to prevent packet loss due to the Ethernet protocol overhead used within the Company Network.
- If your Customer Edge (CE) router is not managed by Verizon, please be sure to implement any corresponding CE configuration changes. If your CE router is managed by Verizon, please be aware that your requested changes may take up to 72 hours before the CE routers are manually updated by Verizon. Click "Accept" below to acknowledge your acceptance of these changes to your account.

Note for Ethernet Access

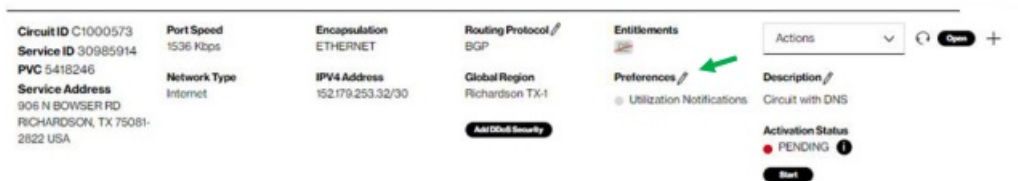
- Ethernet Access goes from the customer premise to the nearest Layer 2 device. A Network to Network Interface (NNI) connects the Layer 2 device to the nearest Internet
- Dedicated Provider Edge over a shared interface. The bandwidth on the NNI is not reserved. In the event the NNI or Provider Edge device has reached capacity it will not be possible to increase your Ethernet Port speed. You will however be able to lower the speed. The dropdown menu on Dynamic Port will reflect the port speeds available based on the amount of bandwidth on the NNI. If the NNI or Provider Edge has been capped you will

need to engage your Verizon account team (or the Verizon

- Enterprise Help Desk) to enable submission of an order to increase bandwidth. As part of the ordering process your Ethernet Port will be migrated to an NNI with sufficient bandwidth to support the higher port speed. There will be no change in the Circuit ID; it will remain the same.

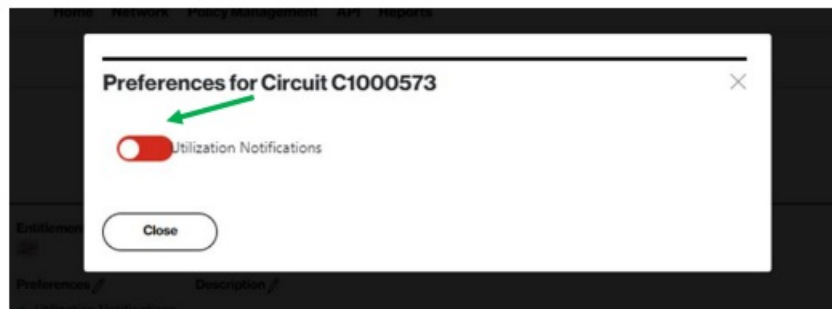
How to Setup Threshold Alerting

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

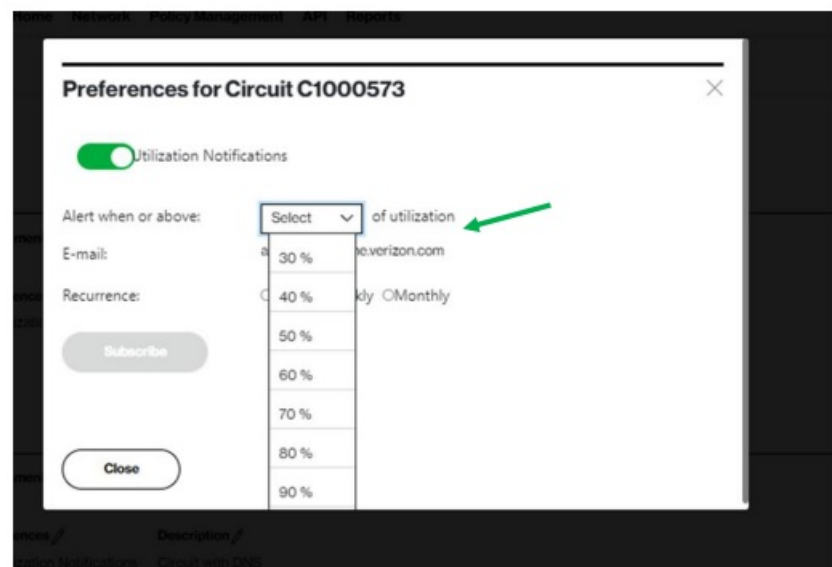


- Next to the preferences, Click on pencil

How to Setup Threshold Alerting



Click Utilization Notifications button to change it from Red to Green



Select Alert Percentage from drop down box

Preferences for Circuit C1000573

☒ Utilization Notifications

Alert when or above: of utilization

E-mail: anna.beard@one.verizon.com

Recurrence: ☒ Daily ☐ Weekly ☐ Monthly

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

Click on Subscribe

Click Close

Circuit ID C1000573
Service ID 30985914
PVC 5418246
Service Address
906 N BOWSER RD
RICHARDSON, TX 75081-2822 USA

Port Speed
1536 Kbps

Network Type
Internet

Encapsulation
ETHERNET

IPv4 Address
152.179.253.32/30

Routing Protocol
BGP

Global Region
Richardson TX-1

Entitlements
Utilization Notifications

Preferences

Activation Status
PENDING

Utilization Notification will display Green as active.

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

Circuit ID C1000573
Service ID 30985914
PVC 5418246
Service Address
906 N BOWSER RD
RICHARDSON, TX 75081-2822 USA

Port Speed
1536 Kbps

Network Type
Internet

Encapsulation
ETHERNET

IPv4 Address
152.179.253.32/30

Routing Protocol
BGP

Global Region
Richardson TX-1

Entitlements
Utilization Notifications

Preferences

Activation Status
PENDING

Preferences for Circuit C1000573

☒ Utilization Notifications

Alert when or above: of utilization

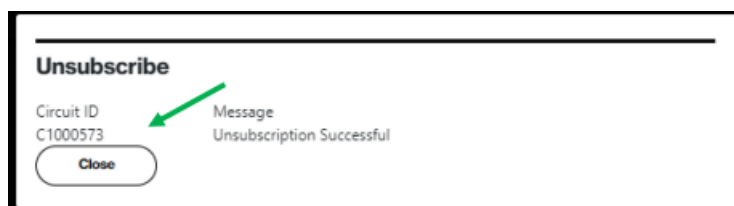
E-mail: anna.beard@one.verizon.com

Recurrence: ☒ Daily ☐ Weekly ☐ Monthly

Click on Green Button next to Utilization Notifications



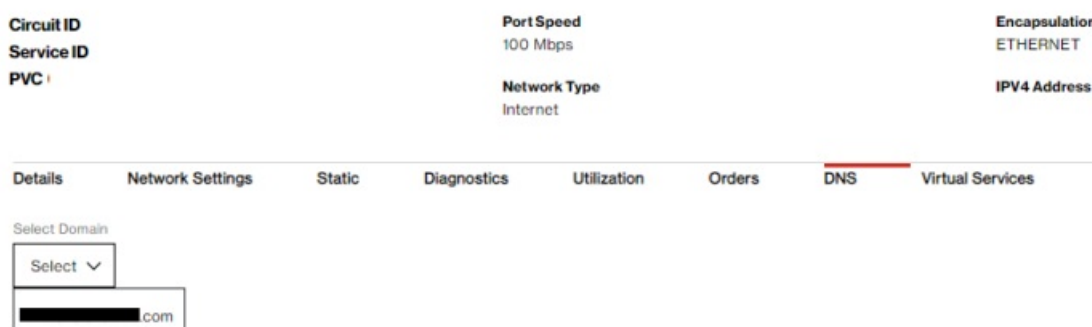
Click on Unsubscribe



It will confirm Unsubscribe is Successful, Click close

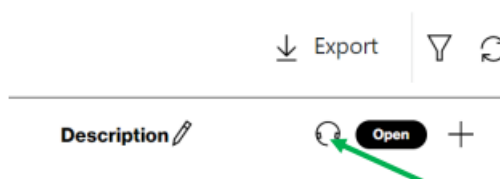
DNS

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



Open Quick (Trouble) Ticket

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



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

Customer Support & Training

Customer Support

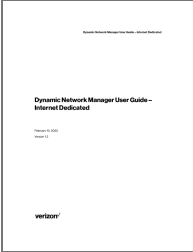
- Contact customer support for product and general platform questions or errors.
- Contact your account team with any account specific questions on equipment or service, pricing information, or adding additional users to the Verizon Enterprise Center.

- Click on your name in the top right corner of the screen. Click Contact Us & Send Feedback.
- ● U.S. Call 1.800.569.8799 (M-F 9 AM – 6 PM ET)
- ● Live Chat: Icon located in Verizon Enterprise Center, Networx and Calnet Portals
- ● EMEA Customers: 00 800 4321 5432 or customer-care-emea@intl.verizon.com
- ● APAC Customers: apac.vec.support@intl.verizon.com

Training

- Go to <https://customertraining.verizon.com> to enroll in training or to download user and other reference guides. Log in with an existing login or create a new one.
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Documents / Resources

	<p>Verizon Internet Dedicated Dynamic Network Manager Version 1.2 [pdf] User Guide Internet Dedicated Dynamic Network Manager Version 1.2, Internet Dedicated, Dynamic Network Manager Version 1.2, Manager Version 1.2</p>
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References

-  [Verizon: Wireless, Internet, TV and Phone Services | Official Site](#)
-  [Customer Training and Development | Home](#)
-  sso.verizonenterprise.com/