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Overview

The Cox Business DDoS Mitigation Service Portal provides a snapshot of your business’s Internet traffic as it is being analyzed by Cox Business. The Portal enables you to customize and configure reports and views of data based on your specific needs.

This document covers the following topics:

- How to sign in to the Portal
- The Portal’s dashboard layout and descriptions of fields
- DDoS Service Portal Configuration
- Types of Analytics provided

Figure 1.  **Portal Dashboard Navigation menu**
Sign in to the DDoS Service Portal

You can sign in to the DDoS Service Portal two ways: through the MyAccount portal or through the Mitigation portal directly.

**Using MyAccount**

![MyAccount Portal dashboard]

Use the following steps to log in to the DDoS Portal through MyAccount.

1. Enter myaccount.coxbusiness.com in your web browser.
2. Enter your log in credentials.
3. Click the **Sign In** button.
4. From the Welcome page, scroll to the My Services section and click the **Internet** service.
5. Click the **DDoS Mitigation Service** icon.

**Result:** The Cox DDoS Service portal dashboard appears.
Using Direct Access URL

Use the following steps to log in to the portal directly.
2. Enter your email and password.
3. Click the Sign In button.
   
   **Result:** The Cox DDoS Service portal dashboard appears. (See Figure 4.)
DDoS Service Portal Dashboard

The DDoS Service Dashboard provides a snapshot of your traffic. You can customize the timeframe in which the data is captured and view the traffic in real-time.

![DDoS Service Dashboard](image)

Follow the steps listed on page 3 to access the dashboard.

The Dashboard provides the following data points for your account:

<table>
<thead>
<tr>
<th>Label</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Packets In</td>
<td>Total traffic directed to the DDoS Mitigation Service Platform in Packets Per Second</td>
</tr>
<tr>
<td>Clean Packets In</td>
<td>Total clean packets (un-mitigated) directed to the DDoS Platform in Packets Per Second</td>
</tr>
<tr>
<td>Aggregate In</td>
<td>Total traffic directed to the DDoS Mitigation Service Platform in Mbps</td>
</tr>
<tr>
<td>Mitigated Traffic</td>
<td>Total traffic that is being blocked by the DDoS Mitigation Service</td>
</tr>
<tr>
<td>Clean Traffic In</td>
<td>All the clean (un-mitigated) traffic sent to the customer origin server after removing any attack traffic</td>
</tr>
<tr>
<td>Egress Traffic</td>
<td>Total Response Traffic sent, via the DDoS Mitigation Service, to the end user in response to the clean traffic. (Applies to Proxy Only)</td>
</tr>
</tbody>
</table>

The data points are presented in a doughnut chart. The outer ring displays the Maximum, the middle ring displays the 95th Percentile, and the inner ring displays the Average.

The information also appears in a line chart that you may configure to show all or none of the data points.
Mitigation Events

Severe traffic alerts trigger a mitigation. When a mitigation begins, all subsequent alerts are recorded as part of that event until the alerts are cleared.

Figure 5. Mitigation Events

Use the following steps to access the Mitigation Events screen.

1. Log in to the Cox DDoS Service portal.
2. From the left navigation bar, click the Mitigation Events option.
3. Click the Analytics menu option to view types of traffic charts and alert details for the Mitigation Event.
Analytics

The Cox DDoS Service Analytics section enables you to view details about harmful or suspicious activity targeted to your network. You can see an Attack Map, information about Alert(s), and Internet traffic Routes.

**Attack Map**

The Attack Map shows you the originating location of detected attacks on your network. The attacked IP address, type of attack, and location of the source display in the panels at the bottom of the screen.

Use the following steps to view the Attack Map.

1. Log in to the Cox DDoS Service portal.
2. From the left navigation bar, expand theAnalytics drop-down and click the Attack Map option.
3. View details of the attack in the gray boxes at the bottom of the screen. *(Note: From the upper right corner of the screen, click the icon on the left to hide or show the gray boxes. Click the middle and right icon in the upper right corner of the screen to see Heat Map Points From and Heat Map Points To.)*
4. Place your cursor over any country to view “Attacks From” and “Attacks To” for that country.
**Alerts**

The Alerts tab lists all warnings that have been triggered for your account. The alerts appear in a table that highlighting the following features:

- **(Alert) Type** – the type of the attack
- **(Alert) Severity**: the level of the attack (Low, Medium, High)
- **Status** – the status of the alert
- **Destination** – the destination IP address
- **Start Time** – the time the alert was triggered
- **End Time** – the time that the alert expired
- **Duration** – the amount of time the alert was active
- **Report** – the details of the Alert in a PDF document

![Alert display](image)

Use the following steps to view the Alerts tab.

1. Log in to the Cox DDoS Service portal.
2. From the left navigation bar, expand the **Analytics** drop-down and click the **Alerts** option. *(Note: You may sort the data by clicking the individual column headings.)*
3. *(Optional)* From the **Show Entries** drop-down menu, select the number of Alerts you want to display on the screen.
4. *(Optional)* Click the green **Export** button to download a PDF of the Alert information.
Routed

Routing makes sure that Internet traffic gets from one network to another network. The Routed tab displays the following types of routing: IP Address, Autonomous Systems Number, and Transmission Control Protocol (TCP) Flags by IP.

Note: Each type of routed traffic includes similar functionality, such as:
- the time range (1 hour to 90 days) you want to view Total Mbps
- a menu icon in each graph panel that provides multiple formats from which you can choose to download information
- the format you want for the exported report—JSON, CSV, or PDF.

IP Address

The following information is included in the Routed Traffic by IP:

- **Aggregate In** is an Internet traffic stream in which a collection of IP flows is grouped together for common treatment between two points in a network. The Aggregate In screen includes information about All IPs, Total Mbps by IP (Top 10), Total Mbps by IP (Pie), and Total Mbps by IP (All Stacked)
- **Clean In** encompasses All Clean IPs, Clean Mbps by IP (Top 10), Clean Mbps by IP (Pie [chart]), and Clean Mbps by IP (All Stacked)
- **Mitigated** comprises All Mitigated IPs, Total Mitigated Mbps by IP, Mitigated Mbps by IP (Pie [chart]), and Mitigated MBPS by IP (All Stacked).

Figure 8. **Routed Analytics by IP Address**
Use the following steps to access the Routed/IP Address screen.

1. Log in to the Cox DDoS Service portal.
2. From the dashboard, expand the Analytics menu option in the left navigation bar and click the Routed sub-menu.
3. Expand the Routed sub tab and click the IP Address option.

**Autonomous Systems**

An Autonomous System (AS) is a collection of routers whose prefixes and routing policies are under common administrative control, such as a network service provider. An AS Number (ASN) is a unique number that identifies an autonomous system.

In the DDoS Service portal, the AS page displays recent traffic based on the ASN of the attack source. You may view the information in a table or in graphs.

**Figure 9. Routed Traffic by Autonomous System Number (ASN)**

Use the following steps to access the Routed/Autonomous Systems screen.

1. Log in to the Cox DDoS Service portal.
2. From the dashboard, expand the Analytics menu option in the left navigation bar and click the Routed sub-menu.
3. Expand the Routed sub tab and click the Autonomous Systems option.
TCP Flags by IP

The Transmission Control Protocol (TCP) is a set of networking protocols that allows two or more computers to communicate. TCP has “flags” or predefined bits or bit sequences that a program can use to remember something or to leave a sign for another program.

The TCP Flag by IP Source screen displays flags for the IP address of the attack source. You can view this information in a table or in graphs.

Figure 10. Routed Traffic by TCP Flag by Source IP

Use the following steps to access the Routed/Autonomous Systems screen.

1. Log in to the Cox DDoS Service portal.
2. From the dashboard, expand the Analytics menu option in the left navigation bar and click the Routed sub-menu.
3. Expand the Routed sub tab and click the TCP Flags by IP option.

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