Performance Management Reporting
User Guide for IP-VPN

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Purpose

This guide provides Cox Business customers with steps on how to use the IP-VPN Performance Management Reporting portal.

System Requirements

Cox Business Performance Management Reporting portals, which includes IP-VPN, Ethernet, and Internet, currently support the following internet browsers:

- Mozilla Firefox (versions 3.0 and higher)
- Google Chrome (versions 12 and higher)
- Apple Safari (versions 4 and higher)
- Internet Explorer (versions 8 and higher)
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IP–VPN - Getting Started

Cox Business IP-VPN Performance Management Reporting (IP-VPN PMR), Ethernet Performance Management Reporting (EPMR), and Internet Performance Management Reporting (IPMR) are now known as Performance Management Reporting (PMR). This service enables you to assess the performance of your circuits via a web-based portal.

The PMR User Guide for IP-VPN instructs you on how to access its portal to find information you need about your company’s networks and circuits.

Let’s begin by learning how to log in to the application.

Logging in

Figure 1. MyAccount Login page

Use the following steps to access PMR.

1. Open the MyAccount portal.

2. Enter your User ID and Password in the corresponding fields. (Note: As an option, you can click the Remember User ID checkbox to automatically populate the User ID field with your information the next time you log in.) If you forget your password, click the Forgot Password? link and follow the prompts.

Note: If you forget your User ID, contact the Cox Business Customer Support Center.

3. Click the Sign In button.

Result: The MyAccount page displays.
MyAccount Left Navigation Bar

Once you successfully log in to MyAccount, the main menu bar displays on the left side of the screen.

![Diagram of MyAccount Left Navigation Bar]

Figure 2. Ethernet Performance / IP-VPN Performance / Internet Performance menu options

1. From the Data Tools menu on the left navigation bar, click the **IP-VPN Performance**, **Ethernet Performance**, or **Internet Performance** link to view the service you want to monitor. See Figure 2.
   
   **Result**: The **Welcome** page for the selected PMR type appears.
Welcome Panel

The **Welcome** panel opens for the type of service you select. In Figure 3, the **Welcome to the Cox IPVPN Portal** page appears. When you click the link, a second dialog box appears that includes hyperlink(s) to commonly referenced documents, such as the User Guide.

**Figure 3. Welcome page**
**Account Settings**

The Account Settings window allows you to modify your personal or account view information.

>Note: The **Account Settings** link is found in the lower left corner of every page.

**Figure 4. Account Settings**

Use the following steps to modify your user settings.

1. From the **Welcome** page, click the **Account Settings** link in the lower left corner. **Result:** The **Edit User** window displays.
2. Change any User Settings field(s) as necessary. **(Note:** The fields in the right column are defined below.)
   - **Timezone:** reflects real-time data capture value (check the DST box to include Daylight Savings Time for that time zone)
   - **Default Level:** the option you choose to auto display when you log in to the system
   - **Default Domain:** the pre-selected area you want to view in the Overview Domain. For example, if the Default Domain value is “My Circuits,” all of the circuits in a domain will display
3. Click the **Save Settings** button.
4. Log out and log back in to confirm the new settings.
Retrieve Password

If you forget your MyAccount password, follow the steps below to reset and create a new one. If you forget your User ID, you must contact the Cox Business Customer Support Center.

Figure 5. Password Reset

Use the following steps to reset your password.

1. From the MyAccount Sign-In home page, click the Forgot Password? link located below the Password text field.

2. Enter your E-mail Address and click the Reset Password link. **Result:** A temporary password will be emailed to the address assigned to your username.
IP-VPN PMR - Interface Overview

This section describes the headings found in the Performance Management menu bar and discusses the functions of the Circuit Manager.

Menu Bar

The Menu Bar is located at the top of the window and contains links to Circuit Manager and Report Manager.

Figure 6. Menu Bar

Menu Column

The menu column for Circuit Manager and Report Manager depends on which link you click. (The default view is Circuit Manager.) If you click the Circuit Manager link, you will see the health and performance details of all circuits in a domain(s). If you click the Report Manager link in the menu bar, you will see the types of reports that are available in the menu column.
IP-VPN PMR - Circuit Manager

Circuit Manager provides near real-time on-screen views or “profiles” of the health and performance of all circuits in a domain.

There are two default profiles in the Circuit Manager: **Overview Profiles** and **Overview Domain**. Additional profiles that show performance-related data for circuits may be available in the Circuit Manager navigation column. This is based on the settings that have been established by the Cox Performance Management Reporting administrator(s) for your company and/or individual user permission levels.

Each profile contains links that you can click to view information about the health of a circuit or Cox Metro Network, the performance of circuits in a domain, and the health of the state, regional, and national networks.

**Figure 7. Menu column for Circuit Manager**

![Figure 7. Menu column for Circuit Manager](image)

Note: Enter a full or partial Circuit ID number in the search field to quickly locate a specific circuit by entering a full or partial **Circuit ID** value.
**Overview Profiles**

**Domain Summary**

The Domain Summary display provides information to the performance and health of the Cox Core Network in which your IP-VPN network resides.

**Figure 8. Circuit Manager – Domain Summary**

From the Circuit Manager menu, click the **Domain Summary** link in the left navigation bar to see the number of domains in a company.
Circuit Health

The Circuit Health window displays a status of the Cox Network. It also provides information about the Network, such as:

- the name of the domain to which the Network belongs (National, Regional or State)
- the circuit’s identifier (which is the name of the Network in a domain) (e.g., Arizona in state domain)
- the number and events in a network
- a visual representation (Cloud) of the health of the Cox Network

Figure 9. Circuit Health (sample)
Performance

The Performance profile is another view of circuit performance and metrics over the last 15 minutes, such as:

- the circuit’s identifier (Circuit ID)
- 2-Way Latency Avg (A-Z): the average time required to transmit and receive Ethernet service frames for the past hour from Point A to Z and Point Z to Point A.
- 2-Way Jitter Avg (A-Z): the average variation in the delay between consecutive Ethernet service frames for the past hour from Point A to Z and Point Z to Point A.
- Packetloss (A-Z): the ratio, expressed as a percentage, of the number of test packets lost to the number of test packets transmitted from Point A to Z and Point Z to Point A.
- Data Delivery Ratio (DDR) (%) (A-Z): the ratio, expressed as a percentage of the number, of test packets received successfully in relation to the number of test packets transmitted from Point A to Point Z.

Figure 10. Performance (sample)

Click the Performance link in the Circuit Manager / Overview Profiles menu to view information about a circuit’s functions.
Overview Domain

Networks

The Network view shows the performance of the Cox Core network that currently provides connectivity to your locations.

There are three views of the Cox MPLS Core network:

1. National
2. Regional
3. State

Note: These appear as a “cloud” icon and provide insight into the Cox network.

Figure 11.  Circuit Manager – Circuit Health

Use the following steps to view network performance graphs by region.

1. From the Domain Summary window, click the Regional Networks link to open the status screen.
2. Click the West link to display the performance graphs for a network’s status in the western region.
Figure 12. Network Details – Western Region

Circuit Manager

Network Details

Domain(s): Regional Networks
Network ID: West
Description:
Customer Name:
Market:

Visualization
Network
West

Graphs

Two-way Graphs

Latency
2,000ms @ 9:30 am
0.000ms @ 9:30 am
Packet Loss
0.00%
Threshold of 0%

Jitter
2,000ms @ 9:30 am
0.000ms @ 9:30 am
Packet Delivery Ratio
100.0%
Threshold of 100%
IP-VPN PMR - Report Manager

The IP-VPN Report Manager function allows you to run, print, and export pre-defined reports on the performance of your circuits for timeframes that you define.

Reports are configured to run automatically on daily, weekly and monthly time intervals; and you can subscribe to have these reports emailed to you in a regular and CSV format when the reports are generated.

The reports that are available in Report Manager are those that have been configured for your company by the Cox IP-VPN administrator. Each report contains performance statistics for your circuit(s) based on the time period designated for the report.

Figure 13. IP-VPN Report Manager

Report Summary

Report Manager

Reports are executed in one of three categories depending on the timeframe in which the output is generated. These classifications are Dynamic, Requested, or Autogenerated.

Use the following step to access Performance Reports.

1. From the Report Summary sub-menu, click the Report Manager link.
   
   Result: The Report Manager >Report Summary window displays. (Note: On the right side of the window, three categories of Performance Reports appear. They are Dynamic, Requested, and Autogenerated. These types of reports are explained on the following pages.)
Dynamic Reports

Dynamic reports, which include **SLA stats** and **Packetloss stats** run on demand. The output displays on the screen and the report can be printed immediately or exported to a CSV file format. When you click the link for any dynamic report, the system defaults the time range to the past 24 hours (see Figure 15) in which the data has been filtered; however, you can change the time and date range to your preference when you use the date field and time drop-down menus. You can also sort the data when you click the up and down arrows to the right of the column headings.

*The SLA Stats and Packetloss stats reports are described later in this chapter.*

**Figure 14. Performance Report types**

![](image1.png)

**Figure 15. SLA Performance Report (sample)**

![](image2.png)
Requested Reports

IP-VPN runs time-consuming reports—such as those with a long date range or a significant amount of data—in the background. When the reports are done, they display in the Requested Report section of the Report Manager.

When you run a report, the IP-VPN portal alerts you as to whether or not the report is queued to run in the background. Once the report is completed, you receive a pop-up in the portal and an email with the report attached in an Excel format. The email also contains a link to where you can access the report in the Requested Reports tab of the Report Manager.

Requested Reports include the date and time the request was made, and the date range of when the data was collected. You can click a report to view it onscreen and print or export it to a CSV file format.
Autogenerated Reports

In addition to being able to run reports on demand, performance reports in the IP-VPN portal are pre-configured to run automatically. These reports are Autogenerated on daily, weekly and monthly intervals, based on the radio button that you select. Figure 17 displays Autogenerated reports that are produced on a daily basis.

The types of Autogenerated reports show the date range in which the data has been collected for SLA Performance and Packetloss Performance.

Figure 17. Autogenerated Report (sample)
Queue Manager

The Queue Manager function allows you to view reports that are processing or are in line to be processed.

**Note:** A maximum of three (3) reports can be “in queue” at the same time. Autogenerated reports do not affect this number.

**Figure 18. Queue Manager Report (sample)**

With the exception of Autogenerated reports, you can click the **Remove** button to delete a pending report from the queue.
User Subscriptions

The User Subscriptions function enables you to activate or deactivate sign up for reports that will be emailed to you based on the timeframe that you select.

1. From the Report Manager menu, click the User Subscriptions link.
2. Place your cursor on the ON / OFF slider button under the Daily, Weekly, and / or Monthly column headers and click to activate or deactivate your subscription to receive emailed reports for either the SLA Performance stats or Packet Loss Performance stats. Result: A confirmation message for either action displays above the Report Name menu bar.
**Performance Reports**

**SLA Stats**

The **SLA Performance** report displays the Service Level Agreement of a mutually agreed upon type of performance between a customer and service provider. The report shown in Figure 20 displays the amount of one-way and two-way latency and jitter between points A-Z that must fall within the pre-determined level of acceptance within the defined time range.

You can retrieve statistics for the health and status of the circuit(s) within your domain through the **SLA Stats** report.

Figure 20. **SLA Performance Report**

![SLA Performance Report](image)

Use the following steps to access the **SLA Stats** report.

1. From the **Report Manager** menu, select **SLA stats** from the **Performance Reports** sub-menu.
   **Result:** The **SLA Performance** window displays.

2. Click the **SLA stats** link. The health of the specified circuit displays on the right side of the screen.
   **Result:** The **1-way and 2-way latency** and **1-way and 2-way Jitter** (in milliseconds) display.
Packetloss Stats

A Packetloss Performance report, shown in Figure 21, displays the percentage of the minimum and maximum number of test packets lost to the number of test packets transmitted from Point Z to Point A for a particular circuit.

Figure 21. Packet Loss Stats Report sample

Use the following steps to access the SLA Stats report.

1. From the Report Manager menu, select Packetloss stats from the Performance Reports sub-menu.
2. Click the Packet Loss stats link.
   Result: The percentage of a circuit’s packet loss from Point Z to Point A appears, as well as the percentages for Minimum Packet Loss and Maximum Packet Loss.
**Batch Reporting**

Batch reporting sends reports that exceed a pre-defined size and places them in a queue that runs in the background and processes them for the system. The queue can hold a maximum of three reports per user and ten reports in the system simultaneously. Autogenerated reports do not impact the maximum concurrent reports that can be queued at any given time.

When your report is complete, the system automatically emails you a notification that the report has processed. You can view the report when you log back into the application.

*Figure 22. Batch Process Flow*

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