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MANAGED ROUTER SERVICE

Portal User Guide - Cisco

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Table of contents

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Introduction
Managed Router Service overview
Spectrum Enterprise Managed Router Service (MRS) provides a fully managed internet, WAN and LAN security solution without the cost of purchasing, maintaining or upgrading any equipment or software. Spectrum Enterprise MRS integrates service and network management into one solution, providing turnkey provisioning, configuration, change management, monitoring, and remote operations management of data and security services for on-customer-premise routers.

The MRS portal provides a window into the service assurance features in one convenient location.

Features include:

Performance monitoring KPI, SNMP, threshold crossing alarms, history and trending

Event management Log collection and aggregation, event alerting, long-term, tamperproof archiving

Asset management Hardware, software, and license inventory and change/ update tracking

All events sent by the MRS devices are collected, classified and analyzed centrally. SLA management statistics, security dashboards and detailed reports are available in the portal to facilitate operations management and troubleshooting throughout the lifecycle of the devices and services.

User guide overview
This user guide is divided into five main sections to allow you to find the most useful information when you need it.

• **Introduction** – A short section to get you started right away

• **Devices** – How to understand the wealth of information available regarding the devices in your network

• **Monitoring** – Detailed information about how to understand your monitoring reports

• **Logs & reports** – How to view specific logs and reports about the performance of your devices

• **Support** - Find help and resources for using the portal

• **Customer profile** – How to view and edit your profile information

As part of your Spectrum Enterprise Managed Router Service (MRS), you have access to a free, web-based portal where you can view information and generate reports on your services. This user guide is intended to be used by account administrators. It provides information about how to access the portal, the types of information available and how to generate reports.

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Supported browsers

The Managed Security portal is best viewed in the following browsers:

- Chrome®

- Firefox®

- Internet Explorer® (PC only)

- Safari® (MAC only)

Account access

The Managed Services portal provides access to the Managed Security Services and Managed Router Services reporting tools. The Managed Services portal is located at https://ms.spectrumenterprise.net.

Access your account by logging in with your username and password. If you have forgotten your password, click the "Forgot Password?" link.
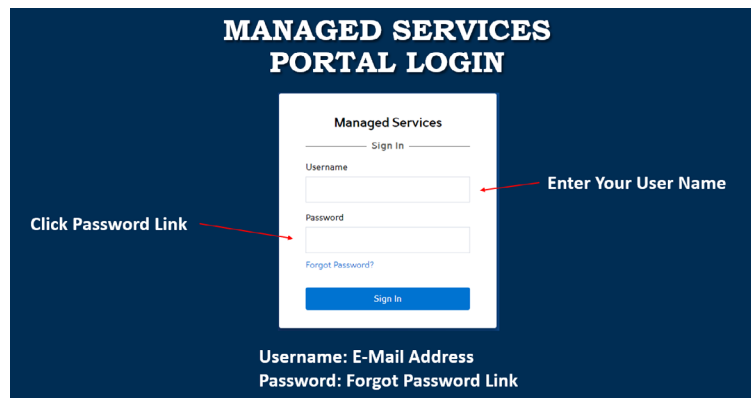

When you click on the "Forgot Password" link and fill out the information below, the system will send you an email to reset your password. If the email doesn't show in your inbox, please check your Spam or Junk File in case your network doesn't recognize the sender.

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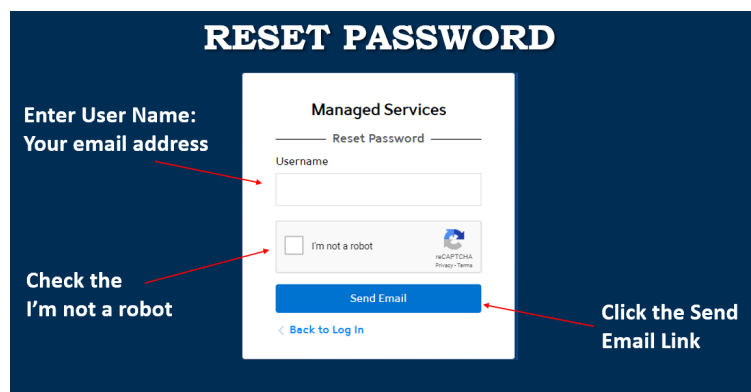
The following page will appear with instructions on resetting your password:
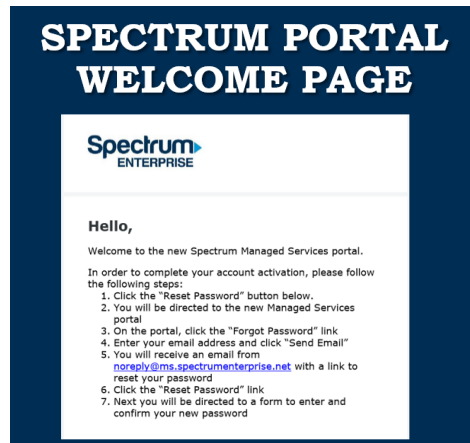
Once you have logged into the Managed Services portal, the Managed Services landing page will appear:
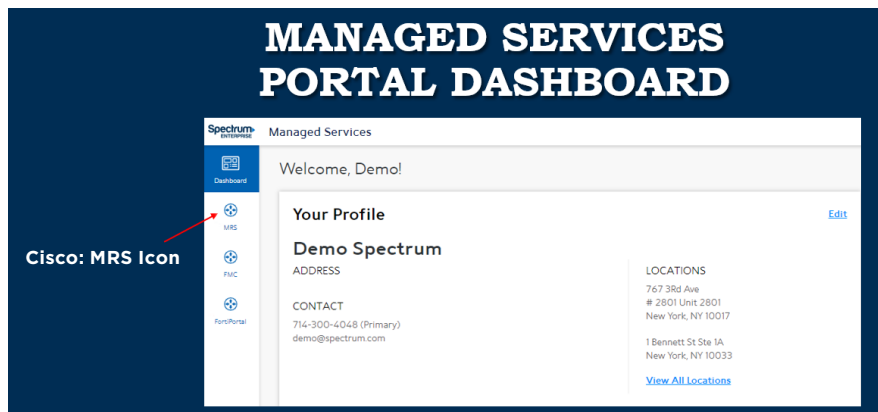
Click on the "Radio Button"; this will bring you to the portal login page:

Username: E-Mail Address
Password:

• The very first time a user logs in to the portal they'll have to change their password. The password the Spectrum portal shows the first time they click the icon is the password they use the first time.

• When a user logs in with these credentials, the system will ask them to change their password.

Once you create your new password and log into the portal, it will bring you to the landing page.

Additional resources

The MRS portal provides access to frequently asked questions and a glossary of terms in the support area. Click on the support tab in the portal to view these resources for answers to your questions. If you wish to contact Spectrum Enterprise customer support, you can do so by clicking Call us:
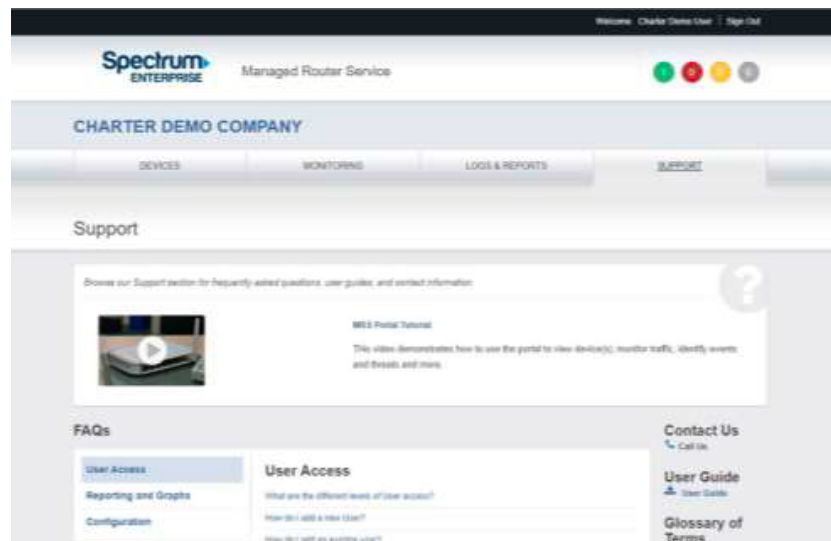

Figure 1: Support

A list of contact numbers for our dedicated support teams will be displayed. Please call the number applicable to your location. If your business has locations spanning more than one geographic region, please contact our national support team at 1-888-812-2591.

Devices
The header navigation
At the top of every page in the MRS portal you will see navigation and informational tools.
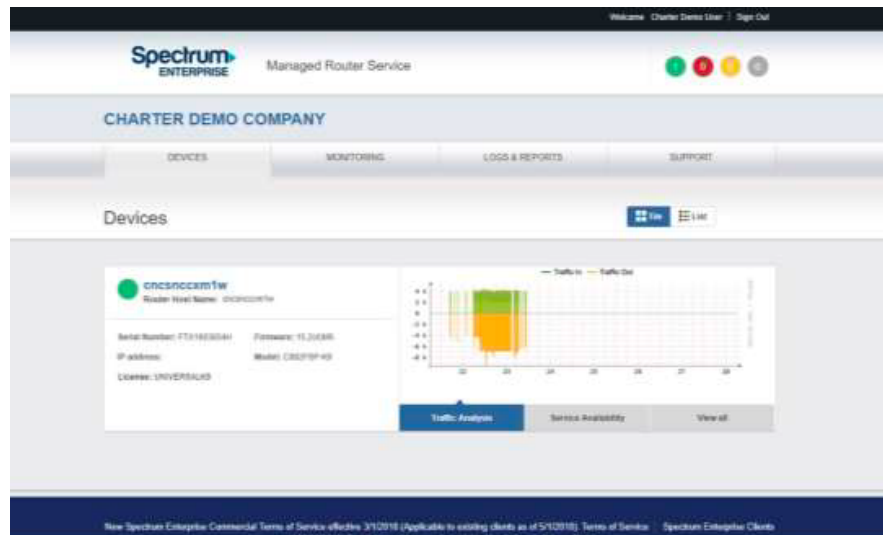
**Figure 3: The navigation bar**

From here you can:

1. View your profile or sign out of the portal.

2. View status indicators to see the status of your devices. The device Status can be one of the following:

   a. Green: Available and working correctly. Continue to monitor.

   b. Yellow: Critical, there is a performance issue with this device, such as operating at too high of a temperature. Check the device alarms and log. If the condition persists, contact Customer Support.

   c. Red: The device is unreachable. Ensure your equipment is turned on, connected to a power source and all cables are securely connected. If your device is connected and powered but you do not have service, contact Customer Support.

   d. Grey: The device is pending installation/ turn-up in the MRS portal.

3. Navigate to other parts of the portal to view more detailed information.

You can click on a status indicator to view more detailed information about your devices.

The Devices page provides a list of all the Managed Router Service devices in your account. It provides a number of ways to view your devices.

The Devices page

When you sign in to the MRS portal you will see the Devices page. This page shows a list of all of your devices in tile view, with information about the router name, serial number, IP address, services etc. You can also view charts regarding its bandwidth, and memory usage. Clicking on View All will display the Router Overview page where you can view more detailed information about that device.
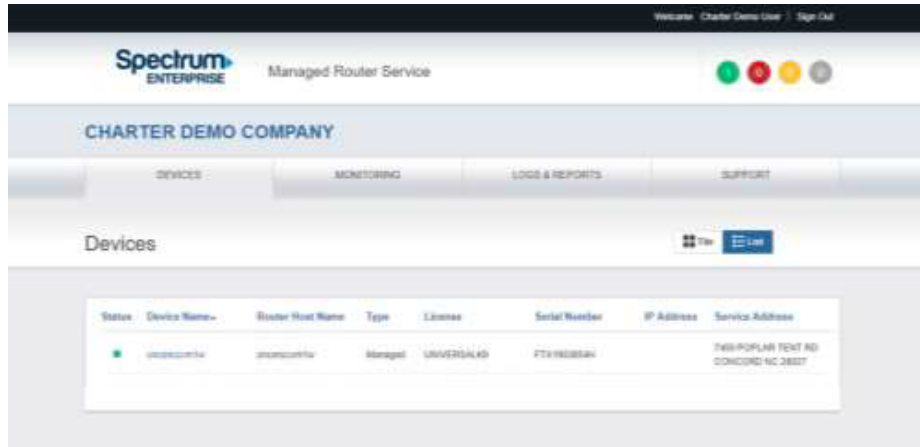
Figure 4: Devices page in tile view

The tile view will display summary information about your devices, including their names, statuses, and types, services associated with them, and serial numbers and addresses.

1. The device status can be one of the following:

   a. Green: Available and working correctly. Continue to monitor.

   b. Yellow: Critical, there is a performance issue with this device, such as operating at too high of a temperature. Check the device alarms and log. If the condition persists, contact customer support.

   c. Red: The device is unreachable. Ensure your equipment is turned on, connected to a power source and all cables are securely connected. If your device is connected and powered but you do not have service, contact customer support.

   d. Grey: The device is pending installation/ turn-up in the MRS portal.

2. The router name and host name are assigned by Spectrum Enterprise. The host name will use a code for the device/ location based on Spectrum Enterprise naming convention.

3. The serial number, firmware, license and model name are assigned by the manufacturer of the equipment.

A number of graphs are available for each device when in tile mode:

4. The Traffic Analysis graph – This graph shows the amount of incoming and outgoing traffic, in millions of bytes, on the particular device over time.

5. The Service Availability graph – This graph shows the amount of time the device was available, over time.

6. Clicking on View All will display the Device Overview page where all of the available information about this device is displayed.

Device views

At any time you can elect to view your devices either in a list view or a map view by selecting the buttons at the top right of the Device Overview page:

1. If you select the list view, your devices will be displayed in a list with the following fields:

    a. Status

    b. Device name

    c. Router host name

    d. Type

    e. License

    f. Serial number

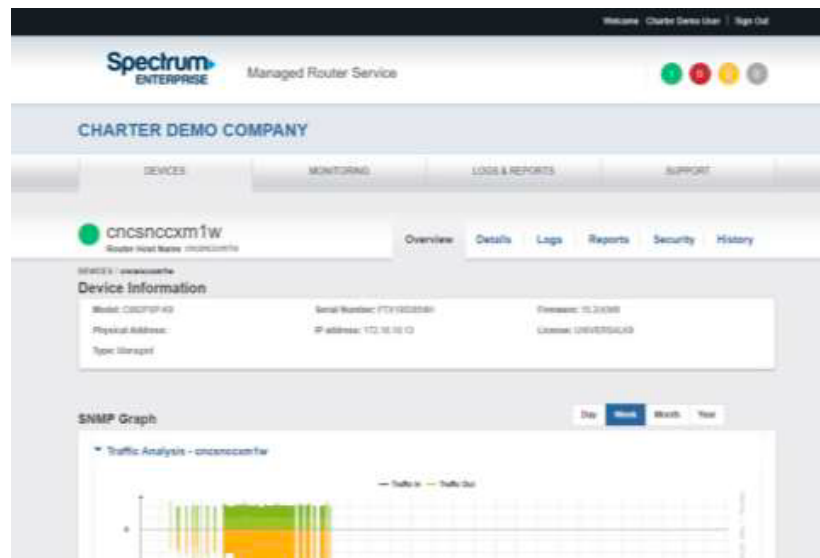   g. IP Address

    h. Service address

Figure 5: The Devices List view

Click on a column title and then the arrow next to the title to sort the list by that column.

Click on a device name to open the Device Overview page. The following information and tools are available to you:
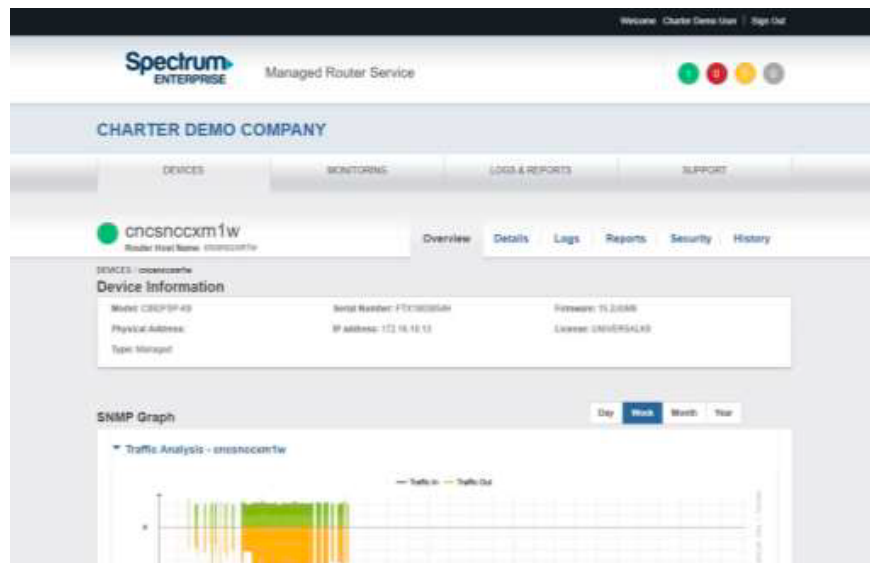

Figure 6: The Device Information section

1. The Device Information section includes the model name, serial number, firmware version, physical address, IP Address, license, services and type.

2. Graphs for this device will be displayed and you can adjust the time periods to suit your needs.

3. Clicking on the Details tab provides more information about this device.

4. A number of graphs about the device are included on this tab. The SNMP Graphs section: SNMP stands for Simple Network Management Protocol. These graphs are customized graphs that were created for your account by the account administrator. The following graphs are displayed:

    a. **The Traffic Analysis graph** – This graph shows the amount of incoming and outgoing traffic, in millions of bytes, on the particular device over time

    b. **The Device CPU usage graph** – Shows CPU utilization for the device as a percentage. The chart is color coded to show normal utilization, high utilization and CPU saturation

    c. **The Service Availability graph** – This graph shows the amount of time the device was up and operational, over time

    d. **The Memory Usage graph** – This graph shows the amount of processor memory was consumed, over time

    e. **The File System Usage graph** – This graph shows what percentage of filesystem was used over time
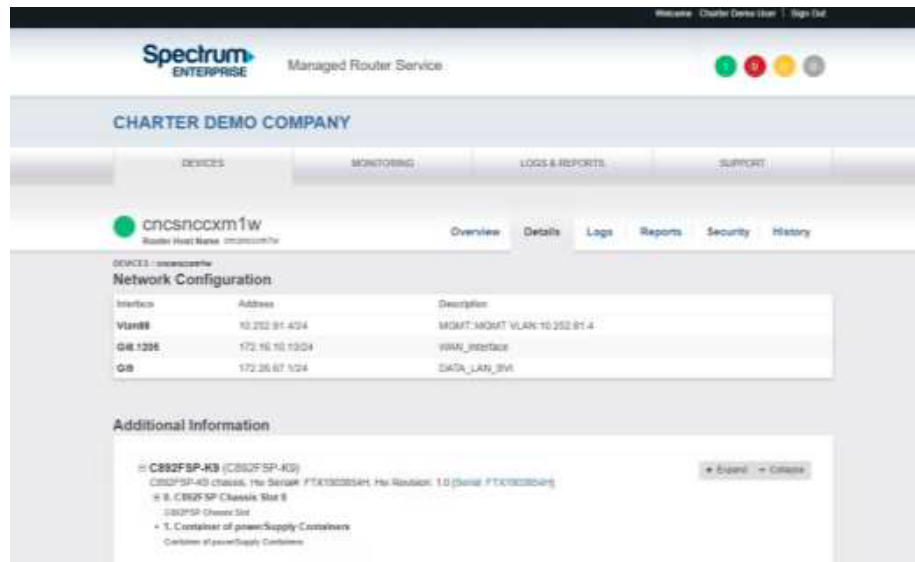
Figure 7: Device Details tab - Network configuration and updates

1. On the Device Details tab, the Network Configuration section initially displays:

   a. Interface name

   b. Interface IP address

   c. Interface description

   d. Mask

2. Clicking "Expand" displays information about:

   a. Additional interface

   b. Optional card

3. Click "Collapse" to hide this additional information.

The Device Logs tab
Click on the Device Logs tab to display the Device Logs page. This page lets you view, sort and filter the logs for this device. It provides information about the date an event was logged, the type of event, the level of severity, a reference number and the count of records in the log.

1. To open a log to view the records, click on the arrows next to the count column. You can also download the log by clicking Download Log within the modal that appears.

2. To filter the list select the filters from above the log output. Only records meeting the criteria you select will be displayed. You can filter based on the following criteria:

   a. Message

b. Date range

    i.   Last 6 hours

    ii.   Today

    iii. Yesterday

    iv. This week

    v.   Last week

    vi. This month

    vii. Last month

    viii. This quarter

    ix. Last quarter

    x.   This year

    xi. Last year

    xii. Custom

c. Priorities

    i.   Notification

    ii.   Error

d. Program

    i.   AAA

    ii.   OSPF

    iii. PIM

    iv. SYS

The Device Reports tab

Click on the Device Reports tab to display the Device Reports page. This page provides the options to view and download reports about this device. You can view and download a copy of the current configuration for this device.

1. To download a copy of the running configuration report, click on the download button. A text file copy of the report will be downloaded to your computer.

2. You can see the configuration of the device in the Get the Running Configuration section.
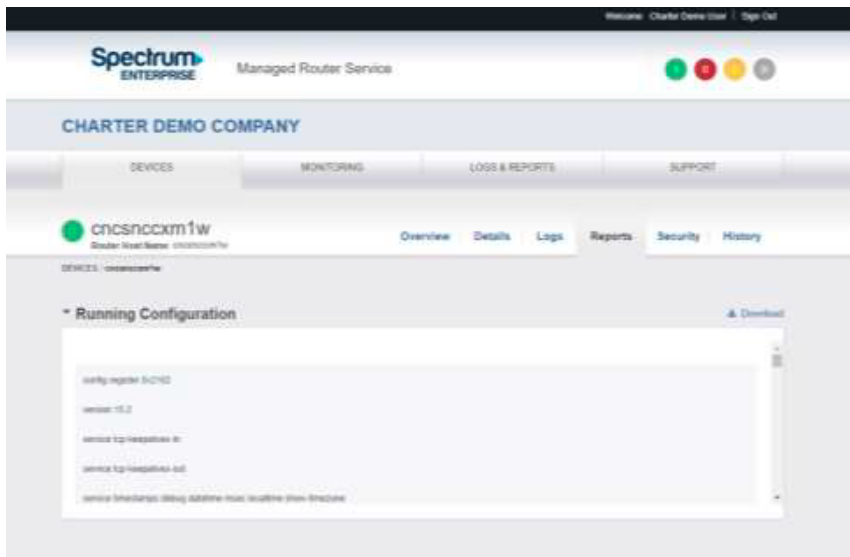
Figure 8: The Device Reports page

The Device History tab
Click on the Device History tab to display the Device History page. This page provides details of updates to the device's firmware, licenses and hardware.

1. The Device Information section lists information such as the model name, the serial number, firmware version, certificate expiration date, license number, memory and information about the IPS version and expiration.

2. The Firmware Inventory section provides the dates when new firmware was installed, along with the attributes and version numbers for the old and new firmware.
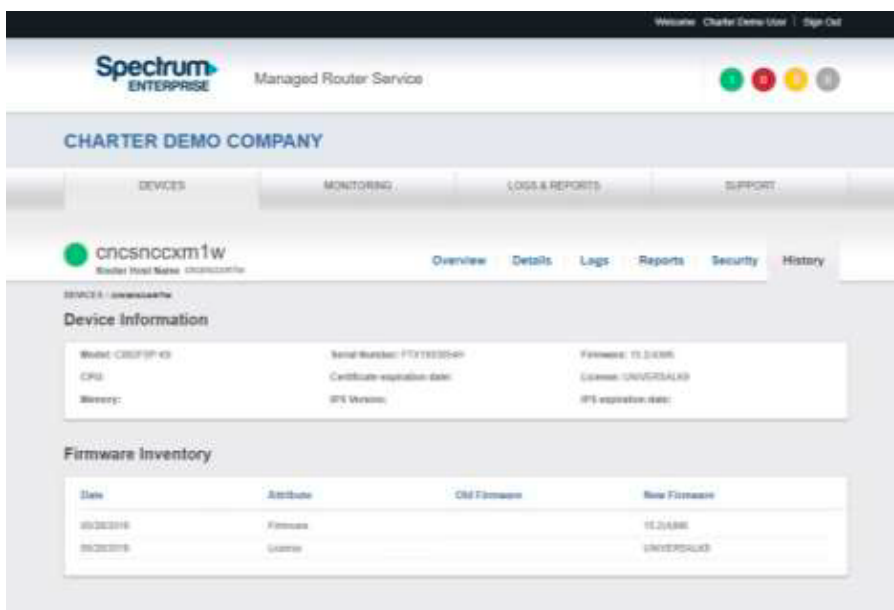

Figure 9: The Device History page

Monitoring

When you click on the Monitoring tab, the monitoring reports are displayed.

Figure 10: The Monitoring home page

1. Select the device you would like to monitor from the device list dropdown menu

2. Select timeframe to monitor. The following options are available:

    a. Last 6 hours

    b. Today

    c. Yesterday

    d. This week

    e. Last week

    f. This month

    g. Last month

    h. This quarter

    i. Last quarter

    j. This year

    k. Last year

    l. Custom

3. Click update to refresh page with selected filters.

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The following reports are available on this page.

1. Packet statistics

2. Fragmentation statistics

3. ICMP Statistics

4. ICMP Informational statistics

5. IP Statistics

6. IP Fragmentation statistics

7. TCP Established connections

8. TCP Segments

9. UDP Datagrams

10. UDP Errors

Logs and reports
The Logs page
Click on the Logs and reports tab to view the Logs page. This page shows all devices and allows youto use a smart filter for more than one device.

The Logs page lets you view, sort and filter the detailed logs. It provides information about the date an event was logged, the type of event, and the level of severity of the information, a reference number and the count of records in the log.

To filter the list, select the filters listed above the log output. Only records meeting the criteria you select will be displayed. Logs can be filtered based on the following criteria:

1. Message

2. Date Range

      i. Last 6 hours

      ii. Today

      iii. Yesterday

      iv. This week

      v. Last week

      vi. This month

      vii. Last month

      viii. This quarter

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        ix.   Last quarter

        x.   Custom

3.   Priorities

        i.   Warning

        ii.   Error

        iii.   Critical

        iv.   Alert

        v.   Emergency

4.   Program

        i.   AAA

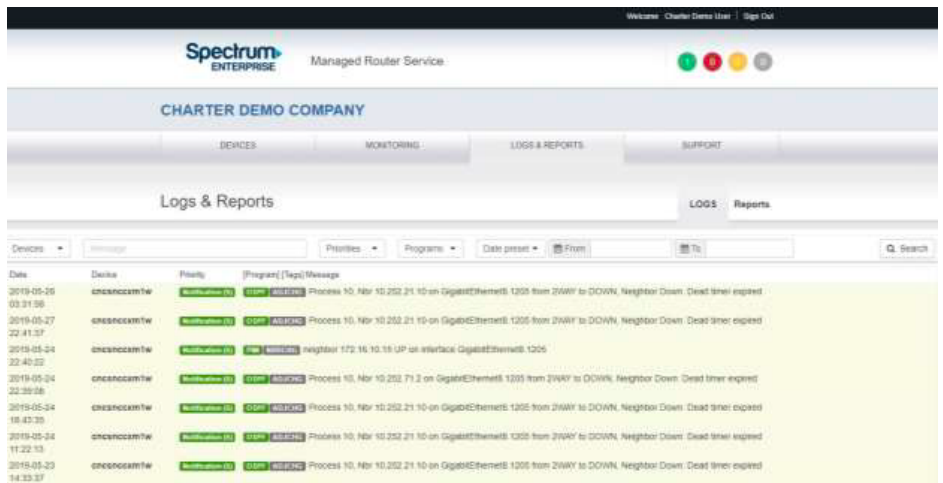   ii.   OSPF

        iii.   PIM

        iv.   SYS

Figure 11: The Logs and Reports page

The Reports Page

Click on the Logs and Reports tab and then the Reports tab to view the Reports page. This page lets you create and view charts for selected devices and metrics. You can choose specific devices and ten select the date and type of charts you wish to view.

1.   Select the devices you wish to view from the Devices dropdown.

2. To filter the list, select the filters from the list in the left column. Only dates and records meeting the criteria you select will be included in the chart. You can filter based on:

    a. Date range

        i.   Last 6 hours today

        ii.   Yesterday

        iii.   This week

        iv.   Last week

        v.   This month

        vi.   Last month

        vii.   This quarter

        viii.   Last quarter

        ix.   Custom

    b. Type

        i.   Traffic

        ii.   CPU

        iii.   Service availability

        iv.   Memory usage

        v.   Filesystem usage

3. When you are finished with your analysis, click on Update button to clear the filters and display the default charts.
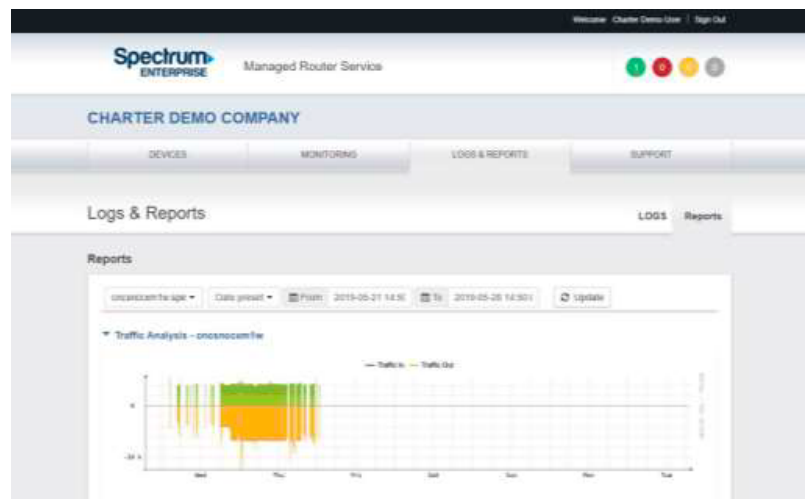

Figure 12: The Reports page

Support

To find information about your services or the features available in the MRS portal, click the Support tab.

Specific information available on the Support tab includes:

1. Frequently asked questions and their answers. These are categorized by topic for ease of use.

2. Contact information for your Spectrum Enterprise support.

3. An option to download a copy of this user guide.

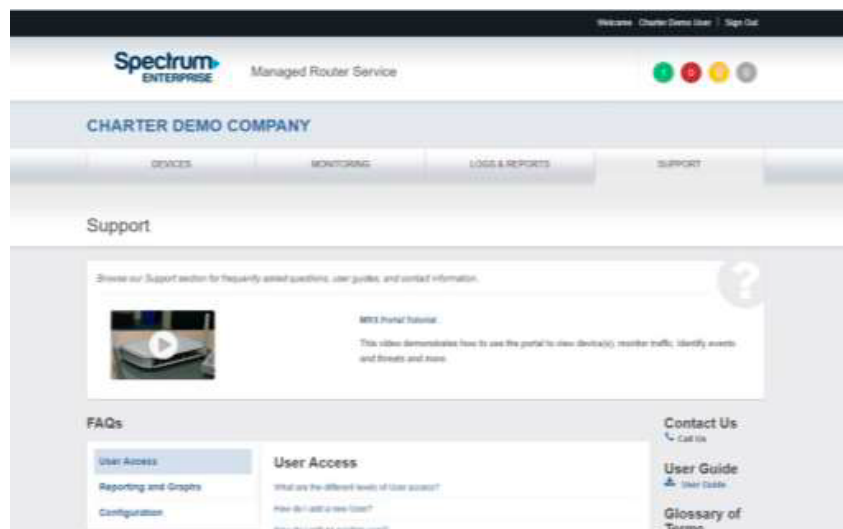4. A glossary of terms used in this portal.

Figure 13: Support

Your Profile

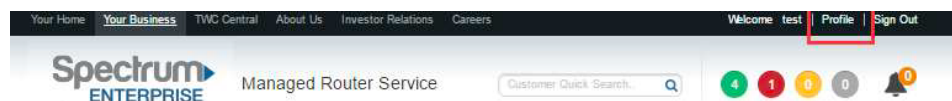To view your Profile in the MRS portal, click on the Profile link at the top of any page:


Figure 14: The Profile link

1. Your User Info will be displayed, including your name, role, address, username, email address, phone number, fax number, and a password field (you will not be able to see your password, just the number of characters in the password).

2. To change your password, click on Change Password.
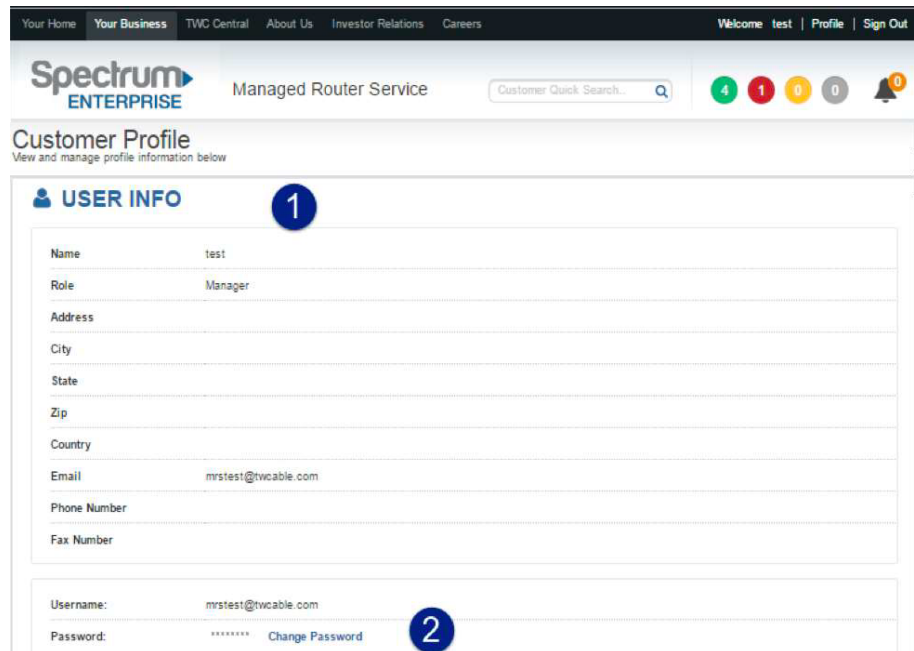
Figure 15: Your profile

If you clicked on Change Password, the Change Password form will be displayed.

1. Enter your current password and your new password twice

2. Click Save.
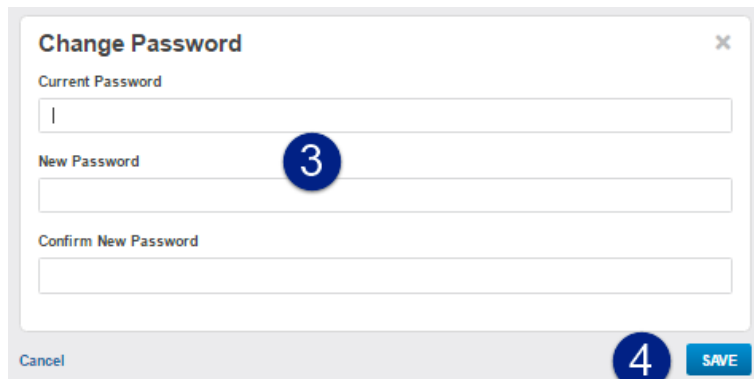
Figure 16: The Change Password form

If you forget your password, please contact your Spectrum Enterprise account administrator to have your password reset to the default

About Spectrum Enterprise

Spectrum Enterprise, a part of Charter Communications, Inc., is a national provider of scalable, fiber technology solutions serving America's largest businesses and communications service providers. The broad Spectrum Enterprise portfolio includes networking and managed services solutions: Internet access, Ethernet access and networks, Voice and TV solutions. Spectrum Enterprise's industry-leading team of experts works closely with clients to achieve greater business success by providing solutions designed to meet their evolving needs. More information about Spectrum Enterprise can be found at enterprise.spectrum.com.