

# Global Ethernet Services - Performance Report

## User Guide

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## Service Overview

The Ethernet Service On-Line Performance Report provides real time and historical data of network performance that allows customers to monitor, plan capacity and reduce potential interruption time. Customer can easily access the report through PCCW Global Customer Service Portal (CSP) simply using common web browsers via Internet

## Service Features

### ⦿ Key Monitoring Attributes:

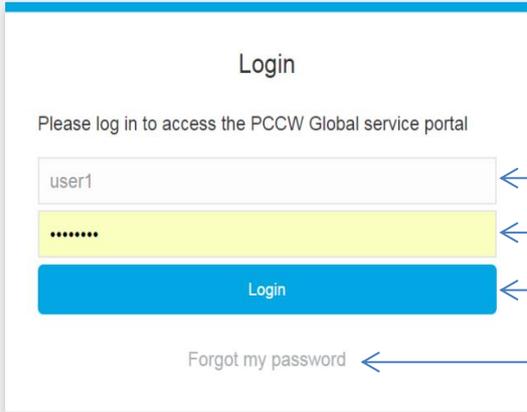
- Frame Loss
- Frame Delay
- Frame Delay Variation (Jitter)
- Service Availability
- Bandwidth Utilization (Port Utilization)

### ⦿ Monitor per Ethernet Virtual Circuit (EVC)

### ⦿ Historical reports are generated based on date and time period selected by user

## Access the Ethernet Performance Report

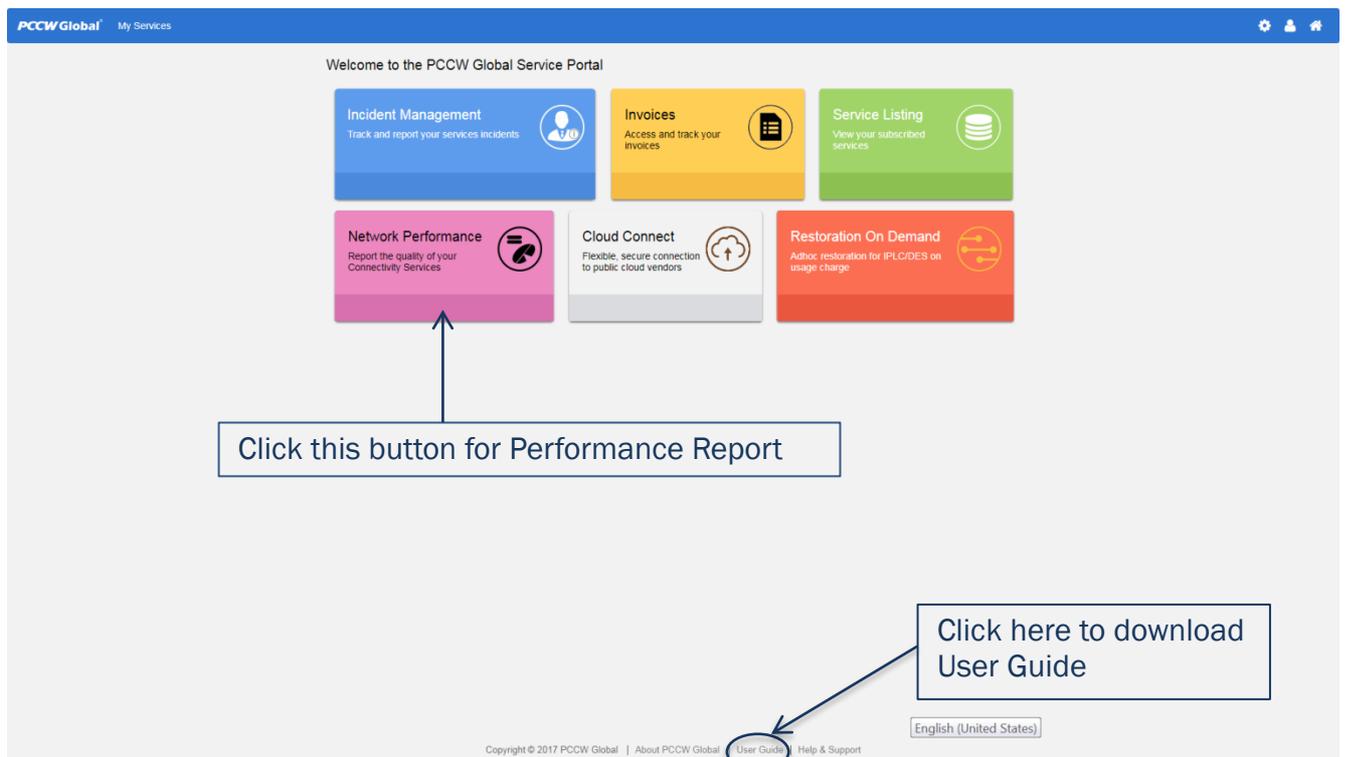
- ⦿ Make sure your computer is internet accessible
- ⦿ Use web browser (Chrome/Firefox/Internet Explorer) to access (please set browser to allow pop-up windows if blocked)
- ⦿ Key in the URL: <https://pccwg-osp.com>
- ⦿ Enter Login Name & Password credential when you see the login page (you should have this information during circuit hand over)



The screenshot shows the PCCW Global Service Portal Login page. The page title is "PCCW Global Service Portal" and the main heading is "Login". Below the heading, it says "Please log in to access the PCCW Global service portal". There are two input fields: the first contains "user1" and is labeled "Input login ID"; the second contains "....." and is labeled "Input password". Below the password field is a blue "Login" button labeled "Click to login". At the bottom, there is a link "Forgot my password" labeled "Click here if forget password. An email will be sent to your pre-registered email box".

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- ⦿ After your account credential is verified, the PCCW Global Service Portal Landing Page will be loaded
- ⦿ Click “Network Performance” tab for accessing the report



*\*\*\*For more information to access PCCW Global Customer Service Portal, please refer to the document “Service Portal user guide”. You can download the document by clicking “user guide” tab in CSP landing page (shown above) which guide you to the user guide downloading page where the document is located*

## Characteristics of the Performance Report

### ◎ 5 Sets of Performance Reports (SOAM Reports)

- Service Availability Report
- Frame Lost Report
- Two Way Frame Delay Report
- Two Way Frame Delay Variation Report
- Port Traffic Report

### ◎ Report Types

- Tabular Form
- Graphical Form
  - Line Graph

### ◎ Reporting Units (Data Sampling Time)

- 5min, hourly, Daily, Weekly, Monthly

### ◎ Reporting Periods (Time-Span)

- 5min, 10min, 15min, 30min, Hourly, Daily, Weekly, Monthly, Quarterly & Yearly

### ◎ Supported Export Formats

- Text
- Excel
- PDF
- XML

\*\*\* ALL Time shown in report is in UTC (Coordinated Universal Time)

## Report Layout

The Ethernet Service Performance Report Portal is organized into three reporting area called displets. They are the Resources Navigator, Summary, and the Ethernet Performance Report:

1. The Resources Navigator Displet displays the listing of Global Ethernet Service ID that customer has subscribed
2. The Summary Displet lists all of the performance indicators in table format
3. The Ethernet Performance Report Displet displays the performance indicators in graphical format



## The Time Navigator

- ⦿ The Time Navigator Displet interacts with the 3 report displet(s) present on a page that contains it. You use the Time Navigator to synchronize the date of all report displets in one action, and to navigate all compatible displets forward and backwards in time
- ⦿ The time displayed on a particular report is two time periods behind the current time. For example, if the time is 13:15 and you are looking at a five minute report, the report will show data from 13:05 to 13:10. This logic is true for all reporting time periods

Select "Ethernet Performance Report" from list of reports that is available

Click to forward or backward for one report unit

Click to update after selecting options in Time Navigator

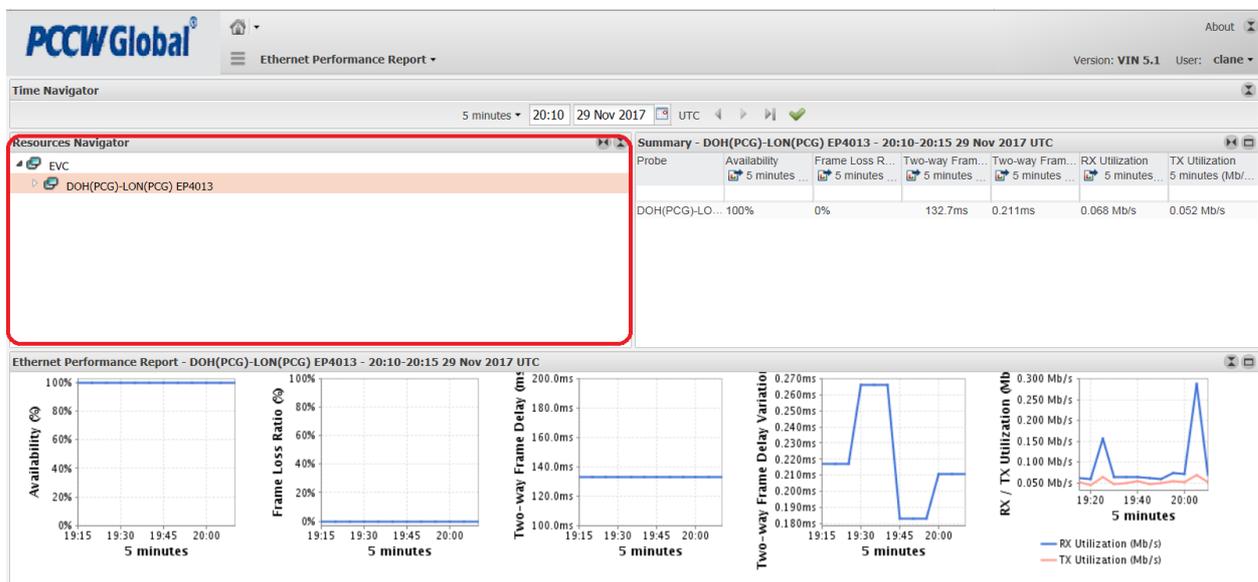
Select "Report Unit - Data Sample time"

Click to get latest report

The screenshot shows the PCCWGlobal interface. At the top, there is a navigation bar with the PCCWGlobal logo and a menu icon. Below the navigation bar, the 'Time Navigator' is highlighted with a red box. It contains a dropdown menu for 'Ethernet Performance Report', a '5 minutes' dropdown, a date/time selector '20:10 29 Nov 2017 UTC', and navigation buttons. Below the Time Navigator, the 'Resources Navigator' shows a tree view with 'DOH(PCG)-LON(PCG) EP4013' selected. The main content area displays a 'Summary - DOH(PCG)-LON(PCG) EP4013 - 20:10-20:15 29 Nov 2017 UTC' table with columns for Availability, Frame Loss Ratio, Two-way Frame Delay, Two-way Frame Delay Variation, RX Utilization, and TX Utilization. Below the table, there are five charts: Availability (%), Frame Loss Ratio (%), Two-way Frame Delay (ms), Two-way Frame Delay Variation, and RX / TX Utilization (Mb/s). The charts show data for the 5-minute period from 19:15 to 20:00.

## The Resources Navigator

- ① The Resources Navigator enables you to select and view your subscribed Ethernet Service. You can view the reports running on your selected Service. The Resources Navigator can display this information in a variety of ways
- ① In the Resources Navigator, monitored services are displayed as a tree view (which you can expand with the right arrow icon). The top level of the tree is EVC, which stands for Ethernet Virtual Circuit. The next level is the name of the circuit that is being monitored
- ① A right-mouse click on a circuit displays a sub-menu that contains options to select the Summary (show latest 5 minute performance reading in data form) or Ethernet Performance Reports (show last one hour performance reading in graphical form) displets

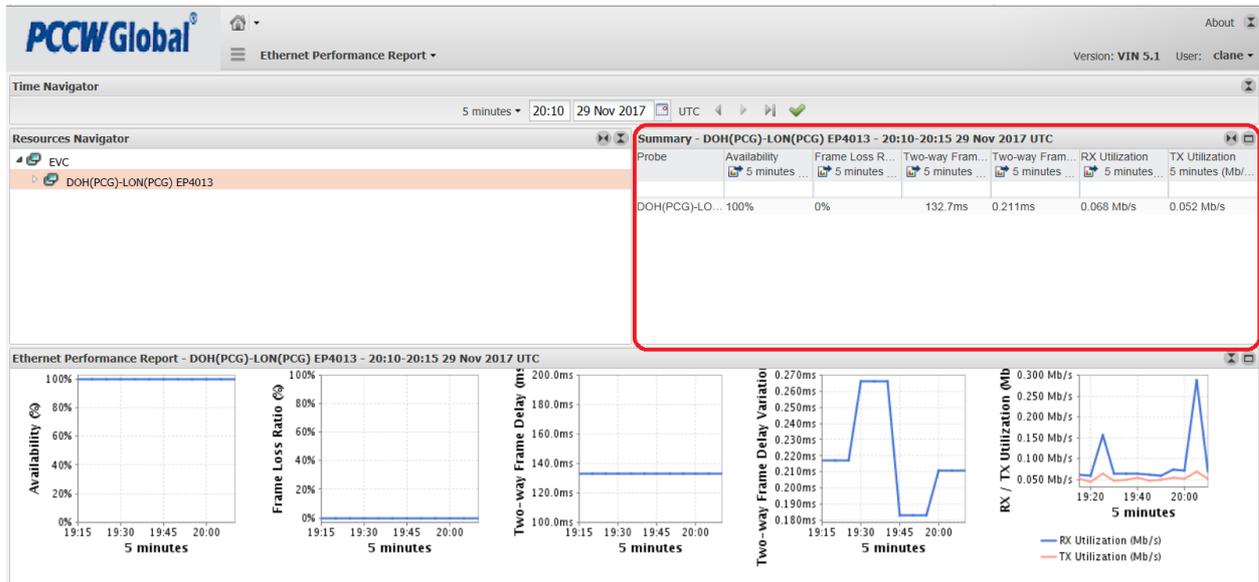


## The Summary Pane

- ① The Summary Pane displays performance indicators in a tabular format according to the selection in the Resources Navigator. Clicking a specific circuit loads all performance indicators in the Summary Pane
  
- ① If the total number of rows in a list exceeds the number of visible rows, a filter panel appears between the data row and the header row, enabling you to perform dynamic searches. To use the dynamic search feature, you enter the value you would like to filter on in the text box below the column heading
  
- ① The primary performance indicators that are being monitored are listed as:
  - Probe**
    - The name of the Ethernet Virtual Circuit (EVC) that is being monitored
  - Availability**
    - The availability of the EVC expressed as a percentage
  - Frame Loss Ratio**
    - The ratio between the number of frames that are lost during the period and the total number of frames that were sent, expressed as a percentage
  - Two-Way Frame Delay (Round Trip Latency)**
    - The average round trip delay of the samples during the reference period expressed in milliseconds
  - Two-Way Frame Delay Variation (Jitter)**
    - The average two-way delay variation of the samples during the reference period, expressed in milliseconds
  - RX Utilization**
    - The average bandwidth used for the reception of incoming traffic on the selected port in a reference period, expressed as bit/second

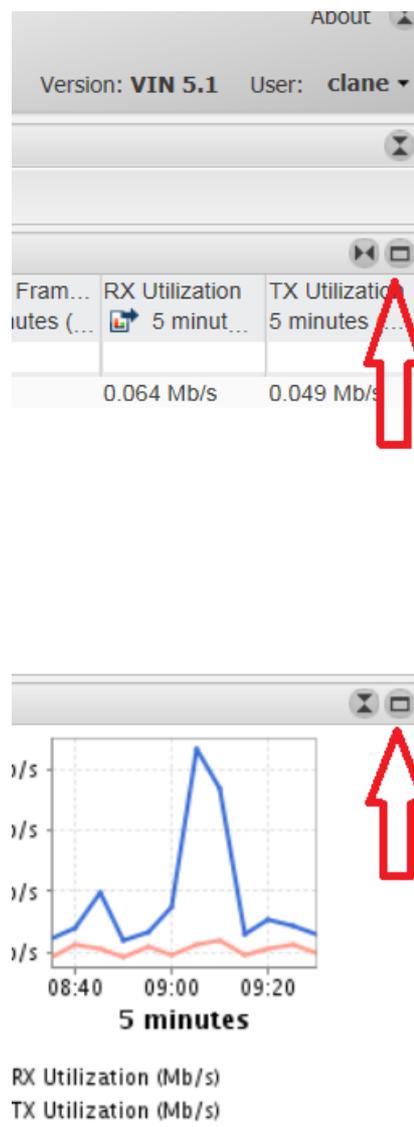
## TX Utilization

- The bandwidth currently used for the transmission of outgoing traffic on the selected port in a reference period, expressed as bit/second



## Full Screen Mode

- In the upper right hand corner of the Summary and Ethernet Performance Report displays you will see a small square box. If you hover over that box, the wording 'Display in Full Screen' will appear. Clicking on Full Screen will open a new window with just the report you are viewing. You can use Full Screen to see all of the information contained in a report in a window all by itself



- ⦿ In Full Screen mode, you also have the ability to export the report to a text file, excel file, PDF file, or XML file by selecting either of those options in the upper left-hand corner of the window. You can also choose more granular time reporting options

The screenshot shows the 'Ethernet Performance Report' interface. At the top, there is a control bar with the following elements:
 

- Export menu:** A dropdown menu with options: text, excel, PDF, XML.
- Regenerate button:** A green circular arrow icon.
- Time Selection:** A dropdown set to '5 minutes', followed by 'over 1 Hour', and a date/time selector showing '09:30 30 Nov 2017 UTC'.
- Navigation buttons:** Left and right arrow buttons.
- Refresh button:** A green checkmark icon.

 Callout boxes point to these elements:
 

- 'Select format for export' points to the Export menu.
- 'Select "Report Unit - Data Sample time"' points to the '5 minutes' dropdown.
- 'Select "Reporting Period - Time Span"' points to the 'over 1 Hour' dropdown.
- 'Click to forward or backward for one report unit' points to the navigation arrows.
- 'Click to get latest report' points to the refresh button.
- 'Click to update after selecting options' points to the refresh button.

 Below the control bar are five performance graphs:
 

- Availability (%):** A line graph showing 100% availability from 08:40 to 09:30.
- Frame Loss Ratio (%):** A line graph showing 0% frame loss ratio from 08:40 to 09:30.
- Two-way Frame Delay (m):** A line graph showing a constant delay of approximately 130ms from 08:40 to 09:30.
- Two-way Frame Delay Variatio (m):** A line graph showing delay variation between 0.100ms and 0.350ms.
- RX / TX Utilization (Mb/s):** A line graph showing RX utilization (blue) peaking at ~0.200 Mb/s and TX utilization (red) remaining below 0.050 Mb/s.

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