

Portal Training for Resellers

Part 10: Router status

Router status

Clicking the 'Status Button' will open a new side menu of buttons.

	Sharedband Customer Portal v2.32 (Earl of Shelburne)
Sharedband	> Log Out
Home Status Configuration	Support Admin
Home - 109.68.193.1	10:48 21 July 2014
Change Password	
Sharedband account de	tails
Username :	
Aggregation server address :	Tuerroutin cur 7
Community ID :	142
Current number of lines :	2
Public IPs :	10.00
Usage Statistics	
Last Updated :	10:17 21 July 2014
Current Download :	13.97 GB
Current Upload :	13.96 GB
Current Total / Usage Limit :	27.93 GB / 250GB
Last Month (Down/Up/Total):	35.04 GB / 24.41 GB / 59.45 GB

Clicking the 'Status Button' on the side bar ⁽¹⁾ will display the status of each Sharedband router ⁽²⁾. Each router can show three different Status icon. A green tick (as below) indicates that the router is online and actively connected to our service.

					Sh	ared	ban	d Cu	stome	er Portal v2.32 (E	arl of Shelburne)
Sharedk Faster Broadbar	Dand Ind Today Home Status	s Configuration	Support	Adm	nin						🕅 Log Out
Home Status Router Status - 109.6	58.193.1:v										12:26 21 July 2014
Router	Router St	tatus									
Status 🤇 🧲 1	Below is a lis	t of Sharedband ro	iters configured for	you	r site	alo	ng w	ith a	in indi	cation of its statu	s. You are also
Visibility	able to reboo	ot the router, view its	s usage statistics ar	na se	ee w	nati	nosts	s are	attaci	ned and routing t	nrougn it.
Auto Diagnose				tus	00t	ails	ency	ţ	ts		
Reporting				Stat	Reb	Detä	Late	Sta	Hos		
Line Health			Router 1	~	5	(i)		ilin.		2	
Performance			Doutor 2		5	-	0	10 co			
Uptime Statistics			Rouler Z	v	3	Ŷ	3		3		
Usage Statistics			Virtual Router					1	2		
Event Logs											
Line Speed											
Current											
Historic Graph											
maturic Graph											

A red circle with a white embedded exclamation mark indicates that the router is offline from the Sharedband service. We often find that this is caused by either incorrect Sharedband configuration and/or no LAN connection to another online Sharedband router.

						Sh	arec	lban	d Cu	istomer Portal v2.32 (Earl of Shelburne)
Shared Faster Broadbo	band and Today									🕑 Log Out
	Home	Status	Configuration	Support	Adı	nin				
Home Status Router Status - 109	9.68.193.1				-	_	-	-		10:55 21 July 2014
Router	Ro	uter Stat	us							
Status	Belo	w is a list of	f Sharedband route	rs configured f	or you	ır sit	e alo	ng w	/ith a	an indication of its status. You are also
Visibility	able	to reboot th	e router, view its u	sage statistics	and s	ee w	hat	hosts	s are	attached and routing through it.
Auto Diagnose					SI	oot	s	ncy	s	2
Reporting					Stat	Reb	Deta	Late	Stat	Host
Line Health				Router 1	~	5	(j)		lin	—
Performance				Doutor 2		-		0	lille	
Uptime Statistics				Router 2	U		Ŷ	1		
Usage Statistics				Virtual Route	r				11	
Event Logs										
Line Speed										
Current										
Historic Graph										
Historic Table										

A pair of monitors indicates that the router is 'indirectly' visible to the Sharedband service using another LAN connected online Sharedband router. The router is not able to connect using its WAN connection. We often find that this is caused by either incorrect ADSL credentials or an ISP connection fault.

Sharedbard														ø	Log Out
	Home	Status	Configuration	Support	Adı	nin									
Home Status Router Status - 109.68.1	193.1				_			_	-		_	_	10:5	6 21 July	2014
Router	Ro	uter Stat	us												
Status	Belo	w is a list of	Sharedband route	rs configured fo	or you	ur sit	e alo	ng w	/ith a	an indi	cation (of its st	tatus. Y	'ou are	also
Visibility	able	to reboot th	e router, view its us	sage statistics a	and s	ee w	hat	hosts	s are	attac	hed an	d routi	ng thro	ugh it.	
Auto Diagnose					sn	001	ils	ncy	2	\$					
Reporting					Stat	Reb	Deta	Late	Sta	Hos					
Line Health				Router 1	~	S	i)		10 m						
Performance				Router 2		-	(1)	0	life						
Uptime Statistics					1	9	Ŷ	0.9							
Usage Statistics				Virtual Router	ſ				L III	2					
Event Logs															
Line Speed															
Current															
Historic Graph															
Historic Table															

Provided that the router is not offline (indicated by a red circle with a white embedded exclamation mark), clicking the Reboot button next to the router status icon and confirming when prompted will remotely command the specified router to reboot. Be cautious of rebooting routers that are daisy-chained as by doing so you may disconnect your customer's internet service.

						3	nareo	inadi	a Cu	stomer Portal v2.52 (I	carr of Sheiburne)
Sharedb Faster Broadbar	oand Ind Today										Cog Out
	Home	Status	Configuration	Support	Adı	min					
Home Status Router Status - 109.6	68. 193.1	4.45				_					12:58 21 July 2014
Router	Ro	uter Stat	us								
Status	Belo	w is a list of	f Sharedband route	rs configured f	or you	ur si	te alo	ong v	vith a	in indication of its stat	us. You are also
Visibility	able	to reboot th	ne router, view its us	sage statistics	and s	ee v	vhat	host	s are	attached and routing	through it.
Auto Diagnose					sn	oot	s	ncy	s	2	
Reporting					Stat	Reb	Deta	Late	Stat	Host	
Line Health				Router 1	~	10	•		lin.		
Performance				Doutor 2		5	-	0	10-		
Uptime Statistics				Router Z	\checkmark		Ŷ	3			
Usage Statistics				Virtual Route	r	4			1 IL		
Event Logs						U					
Line Speed											
Current											
Historic Graph											
Historic Table											

Clicking the Details button will display additional details.

						SI	narec	Iban	d Cu	stomer Po	tal v2.3	2 (Earl of	Shelburr	ne)
Shared Faster Broadb	band and Today												🕑 Log	Out
	Home	Status	Configuration	Support	Adr	min								
Home Status Router Status - 10	9.68.193.1:				_	_		_	_		_	13:08	21 July 201	14
Router	Ro	uter Stat	us											
Status	Belo	w is a list of	Sharedband route	ers configured for	r you	ur sit	e alo	ng w	/ith a	n indicatio	n of its s	tatus. Yo	u are als	3 0
Visibility	able	to reboot th	ie router, view its u	sage statistics a	nd s	ee v	vhat l	hosts	s are	attached a	and routi	ng throu	jh it.	
Auto Diagnose					sn	oot	s	ncy	s	2				
Reporting					Stat	Reb	Deta	Late	Stat	Hos				
Line Health				Router 1	~	5	(i)		lin,					
Performance				Router 2	2	-	(i)	0	life					
Uptime Statistics					•	9	Ă	0.9		2				
Usage Statistics				Virtual Router			17			2				
Event Logs							u							
Line Speed														
Current														
Historic Graph														
Historic Table														

> The additional read-only details that are displayed include:

- ▶ Router model, version and operating firmware revision ⁽¹⁾
- LAN IP address ⁽²⁾
- Internet connection IP address ⁽³⁾
- ISP name ⁽⁴⁾
- > The router's connection uptime ⁽⁵⁾

					Sr	haredband Customer Portal v2.32 (Earl of Shel
Shared Faster Broadbo	band and Today					8
Home Status Router 2 Detail - 1	Home Status Config	juratior	n Suppor	t A	dmin	13:11 21 July
	Router 2 Detail					13. 11 21 ouiy
Chathan	Hardware Information			7		
Vicibility	Device Type	Netre	ar DG834v4			
Auto Diagnoso	Cierce Type	1101ge	ai D0034v4	1		
Auto Diagnose	Firmware version	2.52				
Keporting	LAN Settings					1
Borformanco	LAN IP	LAN IP 192.168.0.2				
Untime Statistics	LAN netmask	255.2	55.255.0			2
Usage Statistics	Virtual Router IP	192 1	68 0 250			
Event Logs	DHCP range	102.1	68.0.100 to 1	02 168 (1 1 0 0	
Line Sneed	Difer lange	132.1	00.0.100 10 1	52.100.0	.155	
Current	Router Weightings		Please ign	ore roi	iter v	- veightings as
Historic Graph	Upload	128	this is not	releva	nt wi	th the latest
Historic Table	Download	19	firmware	revisior	1	
	Internet Connection		_			
	WAN connection status	Up		3		
	Internet Connection IP	.1	0.80.5			
	Internet Service Provider	BT Pi	ublic Internet	Service	4	
	Connection uptime	2h 14	m 46s		5	

≻You can also reboot the router from this screen and review the line usage statistics using the buttons at the bottom of the screen.

Clicking the Latency button next to the router will display a latency graph for that connection.



The graph shows the average latency as measured for that connection.

- > Lower latencies are typical of higher quality connections (around 20-25 milliseconds is average)
- > To attain the largest capacity Sharedband connection, all of the bonded lines should have as closer latency gap as possible
- If the latency gap on the lines is >60ms we would recommend that you contact your ISP(s) to ascertain whether this can be reduced as your Sharedband capacity will unlikely meet your expectations
- > The enablement or disablement of interleaving will impact a connection's latency (by \geq 10ms) and can be adjusted by the ISP on request



Clicking the Stats button graphs you average download and upload statistics.



Depending on the selected stats button that you chose, the graphs will appear for either each individual connections or the virtual router (fully bonded connection).



The Hosts button lists the IP addresses of any hosts connected to the LAN of the Sharedband service. There should never be any hosts listed in the individual router host lists. Only the Virtual Router list should be populated.



Sometimes the Host list may list some spurious IP addresses that are not part of the Sharedband LAN subnet. The usual cause of this is a device on the LAN sending malformed data packets. This can safely be ignored unless the number of hosts reaches 252 in number. At this level, due to exhaustion, further devices on the LAN will be unable to gain internet access. Sharedband support department can be contacted to alleviate the problem.

Home Status Configuration Support Admin Home Status Hosts - 109.66.193.1 Router Router Hosts Status Status Hosts There are currently 2 hosts connected to the virtual router, and are listed below. Please note that the list of hosts is cleared every time the aggregation server is restarted, so may show hosts that have not connected for some time. Auto Diagnose > 192.168.0.50 Neformance > 200.164.98.38 Uptime Statistics > 200.164.98.38 Event Logs Statistics Line Speed Current Historic Graph Historic Graph	Sharedbor Faster Broadband	and Today	Log Out
Home Status Hosts - 109.68.193.1 16.47 21 July 2014 Router Status Hosts Status There are currently 2 hosts connected to the virtual router, and are listed below. Please note that the list of hosts is is cleared every time the aggregation server is restarted, so may show hosts that have not connected for some time. Auto Diagnose > 192.168.0.50 Reporting > 200.164.98.38 Line Health > 200.164.98.38 Performance > 200.164.98.38 Uptime Statistics > 200.164.98.38 Event Logs Steffresh		Home Status Configuration Support Admin	
Router Hosts Status There are currently 2 hosts connected to the virtual router, and are listed below. Please note that the list of hosts is cleared every time the aggregation server is restarted, so may show hosts that have not connected for some time. Auto Diagnose > 192.168.0.50 Line Health > 200.164.98.38 Uptime Statistics > 200.164.98.38 Event Logs Kefresh Line Speed Current Historic Graph Kefresh	Home Status Hosts - 109.68.193.1.	16:47 21 July	2014
Status Visibility Auto Diagnose Reporting Line Health Performance Uptime Statistics Event Logs Line Speed Current Historic Graph There are currently 2 hosts connected to the virtual router, and are listed below. Please note that the list of hosts is cleared every time the aggregation server is restarted, so may show hosts that have not connected for some time. > 192.168.0.50 > 200.164.98.38 Current	Router	Hosts	
Visibility hosts is cleared every time the aggregation server is restarted, so may show hosts that have not connected for some time. Auto Diagnose >> 192.168.0.50 Line Health >> 200.164.98.38 Performance >> 200.164.98.38 Uptime Statistics >> 200.164.98.38 Event Logs Seffresh Line Speed Current Historic Graph Historic Graph	Status	There are currently 2 hosts connected to the virtual router, and are listed below. Please note that the list of	of
Auto Diagnose Reporting Line Health Performance Uptime Statistics Usage Statistics Event Logs Line Speed Current Historic Graph	Visibility	hosts is cleared every time the aggregation server is restarted, so may show hosts that have not connected some time.	d for
Reporting Line Health Performance Uptime Statistics Usage Statistics Event Logs Line Speed Current Historic Graph	Auto Diagnose	Joing une.	
Line Health Performance Uptime Statistics Usage Statistics Event Logs Line Speed Current Historic Graph	Reporting	» 192.168.0.50	
Performance Uptime Statistics Usage Statistics Event Logs Line Speed Current Historic Graph	Line Health	» 200.164.98.38	
Uptime Statistics Usage Statistics Event Logs Line Speed Current Historic Graph	Performance		
Usage Statistics Greenessing Event Logs Line Speed Current Historic Graph	Uptime Statistics	D. fach	
Event Logs Line Speed Current Historic Graph	Usage Statistics	Sa Refresh	
Line Speed Current Historic Graph	Event Logs		
Current Historic Graph	Line Speed		
Historic Graph	Current		
	Historic Graph		
Historic Table	Historic Table		

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> The best way of fully preventing this issue is to deploy a hardware firewall between the Sharedband routers and the LAN.

> The 'Line Visibility' button shows the Sharedband router LAN interconnects are correct.



➤The Sharedband routers **must** be able to access each other on their LAN interfaces (either daisy-chained together if they have an integrated switch **or** via an <u>un</u>managed switch if they do not). It is normal that they cannot see their own interface.

Shared Faster Broad	dband Iband Today	🕑 Log Out
	Home Status Configuration Support Admin	
Home Status Router Visibility	- 109.68.193.1	17:05 21 July 2014
Router	Router Visibility	
Status	The matrix below shows which routers are in communication with others. This sc	reen is useful to determine
Visibility	whether there is a connectivity issue between routers	
Auto Diagnose	1 2	
Reporting	Router 1 can see router	
Line Health	Router 2 can see router	
Performance		
Uptime Statistics		
Usage Statistics		
Event Logs		
Line Speed		
Current		
Historic Graph		
Historic Table		

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A managed or smart switch is <u>not</u> supported to directly interconnect the Sharedband routers due to the employment of MAC/ARP spoof detection/filtering on these switches. This security measure interferes with the multiple MAC addresses that are presented by our routers when sharing the VRRP role.

> The Auto Diagnose button shows the result of background configuration tests that Sharedband continuously runs.



>There are three different outcomes that can be displayed for each test. These are:

>Passed: This shows the test has been run and returned a successful result. No further action is required

> Warning: This shows the test has been run however there is a problem. (The problem is not usually service limiting but does need resolving)

Error: This shows the test has been run but failed due to an issue which will seriously affect your Sharedband service. (You must resolve this error urgently)

Sharedband Customer Portal v2.32 (Ea								
Sharedband Faster Broadband Today								
	Home Status Configuration Support Admin							
Home Status Auto Diagnose -	109.68.193.1.*********************************							
Router	Auto Diagnose							
Status	Sharedband has run 19 tests to ensure your system is running correctly							
Visibility								
Auto Diagnose	Passed							
Reporting	All routers are online							
Line Health	All online routers are connected by WAN							
Performance	All online routers are connected by LAN							
Uptime Statistics	Virtual Router is consistently activated across routers							
Usage Statistics	Virtual Router is switched on across all routers							
Event Logs	Virtual Router address is consistent across routers							
Line Speed	Virtual Router subnet masks are consistently set across routers							
Current	LAN devices are using the Virtual router							
Historic Graph	MTUs are consistent across Sharedband routers							
Historic Table	WAN MTUs settings on routers are valid i.e. no more than 1500.							
	All Sharedband routers have different LAN IP addresses							
	Sharedband LAN routers netmask are consistent							
	Sharedband routers are all on the same subnet							
	All Sharedband routers have DHCP activated							
	All routers with DHCP are using the same address range							
	UHCP Range on same subnet							
	All Directly connected routers have weightings set							
	All Sharedbard routers are on separate internet connections							
	All Sharedband routers have DHCP activated All routers with DHCP are using the same address range DHCP Range on same subnet All Directly connected routers have weightings set All Sharedband routers are on seperate internet connections All Sharedband routers are using the latest firmware							



Portal Training for Resellers

Thank you for viewing

If you have any questions please visit our knowledgebase at <u>http://support.sharedband.com/kb</u> or contact our support department by ticket or phone