



Sharedband

# 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)

Log Out

Home**Status**ConfigurationSupportAdmin

Home - 109.68.193.110:48 21 July 2014

Change Password

### Sharedband account details

**Username :** [REDACTED]

**Aggregation server address :** [REDACTED]

**Community ID :** [REDACTED]

**Current number of lines :** 2

**Public IPs :** [REDACTED]

### 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

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- Clicking the 'Status Button' on the side bar <sup>(1)</sup> will display the status of each Sharedband router <sup>(2)</sup>. 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.

Sharedband Customer Portal v2.32 (Earl of Shelburne)

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Log Out

Home | Status | Configuration | Support | Admin

Home | Status | Router Status - 109.68.193.1.v | 12:26 21 July 2014

Router
Status <span style="color: red;">← 1</span>
Visibility
Auto Diagnose
Reporting
Line Health
Performance
Uptime Statistics
Usage Statistics
Event Logs
Line Speed
Current
Historic Graph
Historic Table

### Router Status

Below is a list of Sharedband routers configured for your site along with an indication of its status. You are also able to reboot the router, view its usage statistics and see what hosts are attached and routing through it.

	Status	Reboot	Details	Latency	Stats	Hosts
Router 1	✓	↻	ⓘ	🕒	📊	🖨️
Router 2	✓	↻	ⓘ	🕒	📊	🖨️
Virtual Router					📊	🖨️

2

- 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.

Sharedband Customer Portal v2.32 (Earl of Shelburne)


Log Out

Home
Status
Configuration
Support
Admin

Home | Status | Router Status - 109.68.193.1
10:55 21 July 2014

**Router**

Status

Visibility

Auto Diagnose

**Reporting**

Line Health

Performance

Uptime Statistics

Usage Statistics

Event Logs

**Line Speed**

Current

Historic Graph

Historic Table

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Router 1						
Router 2						
Virtual Router						

- 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.

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Log Out

Home | Status | Router Status - 109.68.193.1 | 10:56 21 July 2014

Router	Status	Visibility	Auto Diagnose
<b>Reporting</b>			
Line Health			
Performance			
Uptime Statistics			
Usage Statistics			
Event Logs			
<b>Line Speed</b>			
Current			
Historic Graph			
Historic Table			

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	Status	Reboot	Details	Latency	Stats	Hosts
Router 1	✓	🔄	📄	🕒	📊	🖨️
Router 2	✗	🔄	📄	🕒	📊	🖨️
Virtual Router	✗				📊	🖨️

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- 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.



Log Out

<b>Router</b>
Status
Visibility
Auto Diagnose
<b>Reporting</b>
Line Health
Performance
Uptime Statistics
Usage Statistics
Event Logs
<b>Line Speed</b>
Current
Historic Graph
Historic Table

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Router 1						
Router 2						
Virtual Router						

- Clicking the Details button will display additional details.

Sharedband Customer Portal v2.32 (Earl of Shelburne)

Log Out

HomeStatusConfigurationSupportAdmin

Home | Status | Router Status - 109.68.193.113:08 21 July 2014

**Router**

Status

Visibility

Auto Diagnose

**Reporting**

Line Health

Performance

Uptime Statistics

Usage Statistics

Event Logs

**Line Speed**

Current

Historic Graph

Historic Table

### Router Status

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Router 1						
Router 2						
Virtual Router						

↑

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

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

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Log Out

Home Status Configuration Support Admin

Home | Status | Router 2 Detail - 109.68.193.1 13:11:21 July 2014

Router	<b>Router 2 Detail</b>
Status	<b>Hardware Information</b>
Visibility	Device Type Netgear DG834v4 <b>1</b>
Auto Diagnose	Firmware Version 2.32
<b>Reporting</b>	<b>LAN Settings</b>
Line Health	LAN IP 192.168.0.2 <b>2</b>
Performance	LAN netmask 255.255.255.0
Uptime Statistics	Virtual Router IP 192.168.0.250
Usage Statistics	DHCP range 192.168.0.100 to 192.168.0.199
Event Logs	<b>Router Weightings</b>
<b>Line Speed</b>	Upload 128 <b>Please ignore router weightings as this is not relevant with the latest firmware revision</b>
Current	Download 19
Historic Graph	<b>Internet Connection</b>
Historic Table	WAN connection status Up <b>3</b>
	Internet Connection IP [IP Address]
	<b>Internet Service Provider</b>
	BT Public Internet Service <b>4</b>
	Connection uptime 2h 14m 46s <b>5</b>

Reboot Statistics Hosts

➤ 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.



Log Out

Home	Status	Configuration	Support	Admin
Home   Status   Router Status - 109.68.193.1				13:08 21 July 2014

<b>Router</b>
Status
Visibility
Auto Diagnose
<b>Reporting</b>
Line Health
Performance
Uptime Statistics
Usage Statistics
Event Logs
<b>Line Speed</b>
Current
Historic Graph
Historic Table

### Router Status

Below is a list of Sharedband routers configured for your site along with an indication of its status. You are also able to reboot the router, view its usage statistics and see what hosts are attached and routing through it.

	Status	Reboot	Details	Latency	Stats	Hosts
Router 1	✓	↻	ⓘ	🕒	📊	🖨
Router 2	✓	↻	ⓘ	🕒	📊	🖨
Virtual Router				🕒	📊	🖨

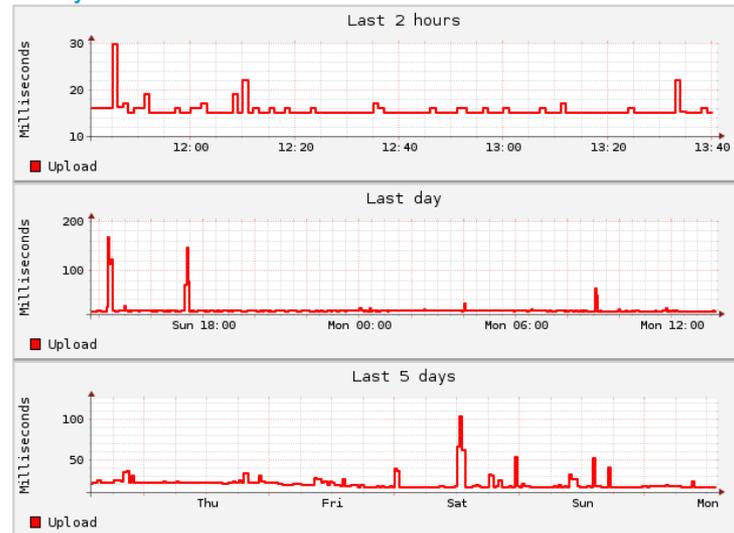
- The graph shows the average latency as measured for that connection.
  - Lower latencies are typical of higher quality connections (around 20-25 milliseconds is average)
  - To attain the largest capacity Sharedband connection, all of the bonded lines should have as closer latency **gap** as possible
  - 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  $\geq 10$ ms) and can be adjusted by the ISP on request



Log Out

<b>Router</b>
Status
Visibility
Auto Diagnose
<b>Reporting</b>
Line Health
Performance
Uptime Statistics
Usage Statistics
Event Logs
<b>Line Speed</b>
Current
Historic Graph
Historic Table

**Performance**  
Latency of line 1



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



Log Out

Home	Status	Configuration	Support	Admin
Home   Status   Router Status - 109.68.193.1				13:08 21 July 2014

<b>Router</b>
Status
Visibility
Auto Diagnose
<b>Reporting</b>
Line Health
Performance
Uptime Statistics
Usage Statistics
Event Logs
<b>Line Speed</b>
Current
Historic Graph
Historic Table

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Router 1						
Router 2						
Virtual Router						

- 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).



Log Out

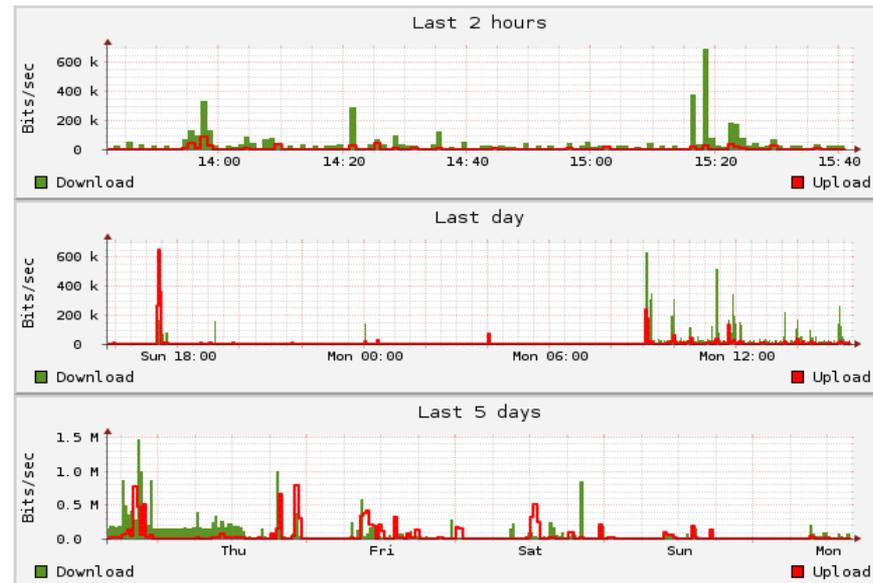
<b>Router</b>
Status
Visibility
Auto Diagnose
<b>Reporting</b>
Line Health
Performance
Uptime Statistics
<b>Usage Statistics</b>
Event Logs
<b>Line Speed</b>
Current
Historic Graph
Historic Table

### Usage Statistics

#### Usage Statistics for all routers

Protocol:  Counter:

#### Traffic counters



- 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.



Log Out

Home	Status	Configuration	Support	Admin
Home   Status   Router Status - 109.68.193.1				13:08 21 July 2014

<b>Router</b>
Status
Visibility
Auto Diagnose
<b>Reporting</b>
Line Health
Performance
Uptime Statistics
Usage Statistics
Event Logs
<b>Line Speed</b>
Current
Historic Graph
Historic Table

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Router 1						
Router 2						
Virtual Router						

- 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.

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Log Out

Home Status Configuration Support Admin

Home | Status | Hosts - 109.68.193.1 16:47 21 July 2014

**Router**

- Status
- Visibility
- Auto Diagnose

**Reporting**

- Line Health
- Performance
- Uptime Statistics
- Usage Statistics
- Event Logs

**Line Speed**

- Current
- Historic Graph
- Historic Table

**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.

- » 192.168.0.50
- » 200.164.98.38

Refresh

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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.



Log Out

Home	Status	Configuration	Support	Admin
Home   Status   Router Status - 109.68.193.1				13:08 21 July 2014

<b>Router</b>
Status
Visibility
Auto Diagnose
<b>Reporting</b>
Line Health
Performance
Uptime Statistics
Usage Statistics
Event Logs
<b>Line Speed</b>
Current
Historic Graph
Historic Table

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Router 2						
Virtual Router						

➤ 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 unmanaged switch if they do not). It is normal that they cannot see their own interface.

Sharedband Customer Portal v2.32 (Earl of Shelburne)

Log Out

Home	Status	Configuration	Support	Admin
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Home | Status | Router Visibility - 109.68.193.1 17:05 21 July 2014

<b>Router</b>
Status
<b>Visibility</b>
Auto Diagnose
<b>Reporting</b>
Line Health
Performance
Uptime Statistics
Usage Statistics
Event Logs
<b>Line Speed</b>
Current
Historic Graph
Historic Table

### Router Visibility

The matrix below shows which routers are in communication with others. This screen is useful to determine whether there is a connectivity issue between routers

	1	2
Router 1 can see router	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Router 2 can see router	<input checked="" type="checkbox"/>	<input type="checkbox"/>

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➤ A managed or smart switch is **not** 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.

Sharedband Customer Portal v2.32 (Earl of Shelburne)

Log Out

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Home | Status | Router Status - 109.68.193.113:08 21 July 2014

**Router**

Status

Visibility

Auto Diagnose 

**Reporting**

Line Health

Performance

Uptime Statistics

Usage Statistics

Event Logs

**Line Speed**

Current

Historic Graph

Historic Table

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Router 2						
Virtual Router						

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➤ 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)



[Log Out](#)

<b>Router</b>
Status
Visibility
<b>Auto Diagnose</b>
<b>Reporting</b>
Line Health
Performance
Uptime Statistics
Usage Statistics
Event Logs
<b>Line Speed</b>
Current
Historic Graph
Historic Table

### Auto Diagnose

Sharedband has run 19 tests to ensure your system is running correctly

#### Passed

- All routers are online
- All online routers are connected by WAN
- All online routers are connected by LAN
- Virtual Router is consistently activated across routers
- Virtual Router is switched on across all routers
- Virtual Router address is consistent across routers
- Virtual Router subnet masks are consistently set across routers
- LAN devices are using the Virtual router
- MTUs are consistent across Sharedband routers
- 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
- DHCP Range on same subnet
- All Directly connected routers have weightings set
- All Sharedband routers are on separate internet connections
- All Sharedband routers are using the latest firmware



# Sharedband

## Portal Training for Resellers

*Thank you for viewing*

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