



Sharedband

Portal Training for Resellers

*Part 11: Router reporting
and
line Speed*

Router Reporting

➤ The buttons in the Reporting submenu show additional read-only information regarding the connections. These are:

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



Log Out

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Auto Diagnose
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Line Health
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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					📊	🖨

➤ Line Health (shows disconnections, average line speeds, average latency etc..)



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Line Health

Router	Status	Total Disconnections	Average Time Disconnected	Average Line Speed	Average Latency	Average Loss
1	Direct				94.22	53.56
2	Direct				46.11	48.56

Reporting Snapshot

Disconnections : 1 DAY

Line Speed :
Router 1 : No data
Router 2 : No data

Latency / Loss : 2 Hours

➤ Performance (shows the last returned speed test result from the individual routers in addition to the average and maximum latency of the connections)



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Home | Status | Performance - 109.68.193.1

11:14 23 July 2014

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Performance

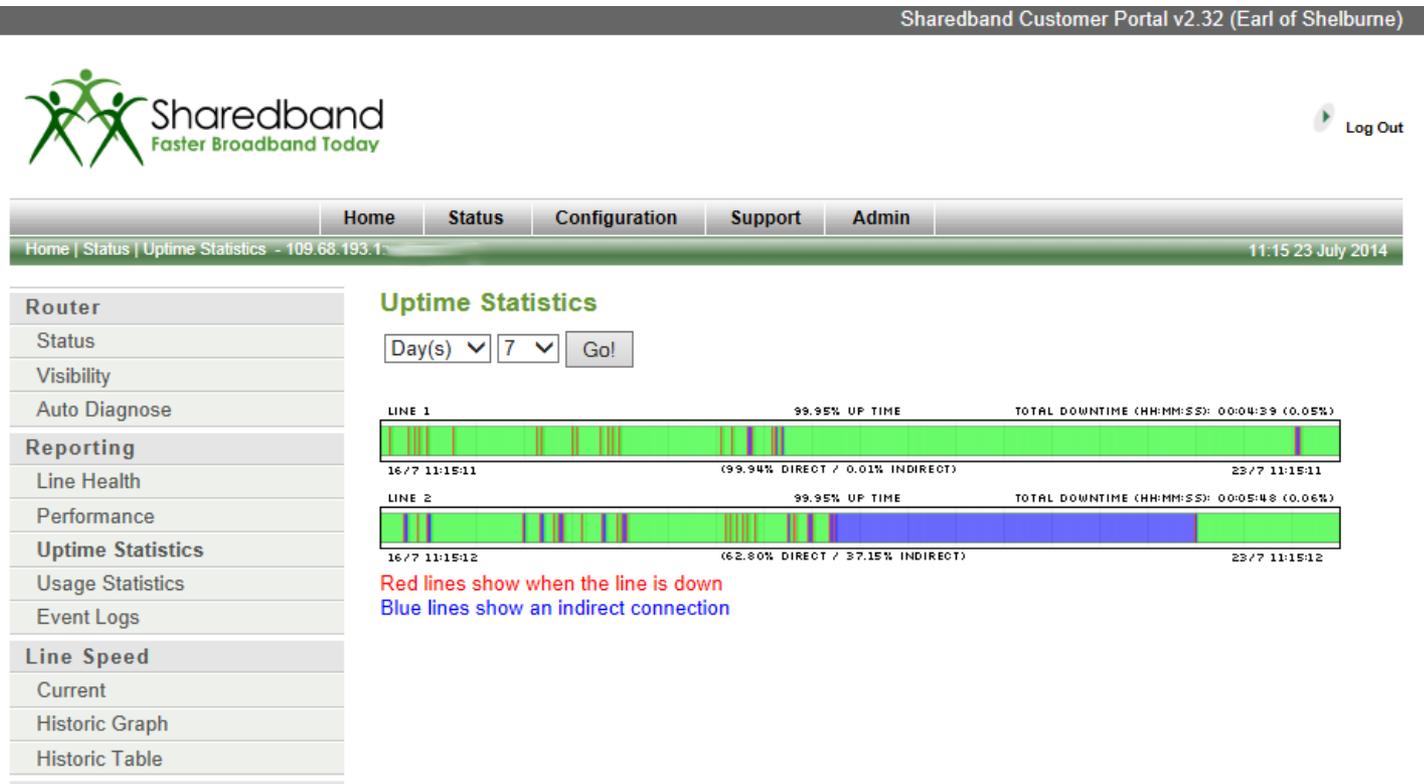
Line	Bandwidth (Kbps)		Latency (ms)		ISP
	Up	Down	Average	Max	
Line 1	755	5631	15.8	22.9	BT Public Internet Service
Line 2	773	6194	15.6	21.9	BT Public Internet Service

Last updated: Some test results did not arrive

This page shows the measured bandwidth, latency and reliability of each line in your Sharedband installation. Average and maximum latencies are calculated from the last 24 hours of data.

If all the boxes are green then your lines are performing perfectly. A couple of yellow backgrounds are no cause for concern, but if any of the boxes are red then your line is performing poorly.

- Uptime Statistics (shows a bar graph for each connection indicating router/line disconnections and reconnections).



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- If there are excessive red and blue lines indicating loss of connection within the graph (and they match up to the event logs) this is an indication of either a faulty xDSL micro filter or a possible connection fault. In the case of it being a connection fault, the underlying ISP will need to be contacted so that they can investigate further.

➤ Usage Statistics (graphs the average volume of data being consumed through the fully bonded Sharedband service (the same screen as the Virtual router Stats))



Log Out

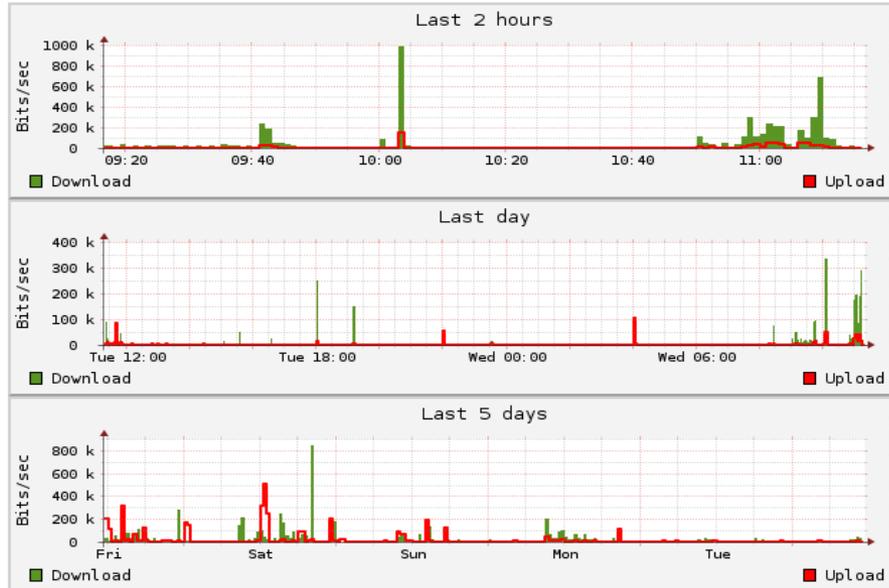
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Usage Statistics

Usage Statistics for all routers

Protocol: Counter:

Traffic counters



➤ Event Logs (shows connectivity events occurring on all Sharedband routers)

Sharedband Customer Portal v2.32 (Earl of Shelburne)

Log Out

HomeStatusConfigurationSupportAdmin

Home | Status | Event Logs - 109.68.193.111:17 23 July 2014

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Event Logs

18-07-2014 18:26:57	Router 2	logged on indirectly
18-07-2014 18:26:57	Router 2	Disconnected
18-07-2014 18:27:06	Router 2	Disconnected
18-07-2014 18:27:08	Router 2	logged on from 86.178.145.35
18-07-2014 18:27:09	Router 2	logged on from 86.178.145.35
18-07-2014 20:32:32	Router 2	Disconnected
18-07-2014 20:32:32	Router 2	logged on indirectly
18-07-2014 20:32:33	Router 2	logged on indirectly
18-07-2014 20:32:38	Router 2	Disconnected
18-07-2014 20:33:25	Router 2	logged on indirectly
18-07-2014 20:33:25	Router 2	logged on indirectly
21-07-2014 10:55:28	Router 2	Shutdown Requested
21-07-2014 10:56:08	Router 2	logged on indirectly
21-07-2014 10:57:04	Router 2	logged on from 86.140.80.95
22-07-2014 10:12:53	Router 1	logged on indirectly
22-07-2014 10:12:53	Router 1	logged on indirectly
22-07-2014 10:12:53	Router 1	Disconnected
22-07-2014 10:12:59	Router 1	Disconnected
22-07-2014 10:13:01	Router 1	logged on from 86.169.113.108
22-07-2014 10:13:01	Router 1	logged on from 86.169.113.108

 Refresh log  Clear log

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➤ Event Logs can be used in conjunction with the Uptime Statistics screen to assess frequent connection disconnections. This can help troubleshoot issues with routers or lines.

Line Speed

- Buttons in the Line Speed submenu show information about the individual connection speeds. These are:
 - Current
 - Historic Graph
 - Historic Table



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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						

➤ Current (shows the last returned speed test result from the individual routers and also indicates if the most recent tests did not return a result)

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Log Out

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Home | Status | Current Line Performance Results - 109.68.193.1 | 11:17 23 July 2014

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Current Line Performance Results

Line	Bandwidth (Kbps)	
	Up	Down
Line 1	755	5631
Line 2	773	6194

Start Time: 18-Jul-2014 17:05:56
End Time: Some test results did not arrive

This table shows the most recent set of bandwidth results and the period of time over which they were taken. Greyed out line details mean the line is currently being tested, or is off-line. Speed tests can be run on-demand by clicking the 'test now' button, or scheduled by clicking 'set up to run automatically'.

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➤ By default these speed tests will run every 4 hours however you can press the 'Test Now' button to run an immediate speed test. The results of all speed tests are archived under the Historic Table screen.

➤ You do not normally need to press the 'Set up Automatically' button as speed testing is enabled by default

➤ Historic Graph (graphs the speed test measurements that have been recorded in the Historic Table)

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[Home](#) | [Status](#) | [Speed Test Graph - 109.68.193.1](#) 12:53 23 July 2014

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Speed Test Graph

Days: Routers:

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NB: The Speed Test graph may not show (as in the above example) depending on the web browser or the web extensions/add-on's you have installed/enabled

- Historic Table (shows a table of archived speed tests that have been measured over the previous 30 days)

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Sharedband
Faster Broadband Today

Log Out

Home | Status | Historic Speed Tests - 109.68.193.1 | 12:57 23 July 2014

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Historic Speed Tests

Days: Routers:

The table below shows historic line speed tests for the chosen router(s) and over the selected time period

Date	Router 1 Up Down	Router 2 Up Down
Speedtest has not been run within last 7 day(s).		

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- This is a good screen to check for evidence of connection fluctuations. The Sharedband solution requires stable connections to bond effectively.
- If one of the connection 's speed becomes erratic but remains online this will cause capacity degradation. As our service is a true bonded solution not a load balanced solution if a line destabilises and data cannot transit in an orderly and timely fashion, capacity will suffer from data retransmission delays.

NB: As the account displayed in the above example image has not run any tests yet, there are no results tabled.



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