

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

						Sł	nared	lban	d Cu	istomer Portal v2.32 (Earl of	Shelburne)
Shared Faster Broad	dband band Today										🕑 Log Out
	Home	Status	Configuration	Support	Adı	nin					
Home Status Router Status -	109.68.193.1				_	_		_	_	13:08 2	21 July 2014
Router	Ro	uter Stat	us								
Status	Belo	w is a list of	Sharedband route	rs configured	for you	ır sit	e alo	ng w	ith a	an indication of its status. Yo	u are also
Visibility	able	to reboot th	e router, view its u	sage statistics	and s	ee w	vhat	hosts	are	e attached and routing throug	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				Poutor 2		-		0	lile		
Uptime Statistics					~	3	Ŷ	1			
Usage Statistics				Virtual Route	er						
Event Logs											
Line Speed											
Current											
Historic Graph											
Historic Table											

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

					Share	dband Cus	stomer Portal v	2.32 (Earl of Shelburne
Shared Faster Broadt	band band Today							🕑 Log O
	Home	Status	Configuration	Support	Admin			
Home Status Line Health - 109	.68.193.1:	_						11:02 23 July 2014
Router	Lin	e Health						
Status			Total	Average Time	Average	Average	Average	
Visibility	Kou	ter Status	Disconnections	Disconnected	Line Speed	Latency	Loss	
Auto Diagnose		1 Direct				94.22	53.56	
Reporting		2 Direct				46.11	48.56	
Line Health								
Performance	Rep	orting Sn	apshot					
Uptime Statistics	Disc	onnection	s : 1 DAY					
Usage Statistics	Line	Conserved a						
Event Logs	Ro	uter 1 : No	data					
Line Speed	Ro	uter 2 : No	data					
Current	Late	ncv / Loss	: 2 Hours					
Historic Graph	2410							
Historic Table								

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

				Sh	naredband Customer Portal v2.32 (Earl of Shelburne
Shared Faster Broad	dband band Today				🕑 Log Ou
	Home Statu	s Configuration	Support	Admin	
Home Status Performance - 1	09.68.193.1:welling 4.40				11:14 23 July 2014
Router	Performa	nce			
Status	Ban	dwidth (Kbps) Later	ncy (ms)		
Visibility	Line	p Down Aver	age Max	ISP	
Auto Diagnose	Line 1 75	5 5631 15. 3 6194 15.	5 22.9 BT F	Public Internet Public Internet	t Service t Service
Reporting	Last updated	I: Some test results die	d not arrive		
Line Health	This name sh	ows the measured ha	ndwidth later	ncy and relia	ability of each line in your Sharedband installation
Performance	Average and	maximum latencies a	re calculated	from the las	st 24 hours of data.
Uptime Statistics	If all the box	es are green then your	lines are ner	forming per	fectly. A couple of vellow backgrounds are no cause
Usage Statistics	for concern,	but if any of the boxes	are red then	your line is	performing poorly.
Event Logs					
Line Speed					
Current					
Historic Graph					
Historic Table					

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

		Sharedba	ind Customer Portal v2.32 (Earl of Shelbu
Shared Faster Broad	band Today		0 La
	Home Status Configuration	Support Admin	
Home Status Uptime Statistics	- 109.68.193.1.		11:15 23 July 2
Router	Uptime Statistics		
Status	Dav(s) X 7 X Gol		
Visibility			
Auto Diagnose	LINE 1	99.95% UP TIME	TOTAL DOWNTIME (HH:MM:SS): 00:04:39 (0.05%)
Reporting			
Line Health	16/7 11:15:11	(99.94% DIRECT / 0.01% INDIRECT)	23/7 11:15:11
Performance		99.95% UP TIME	TOTAL DOWNTIME (HH:MM:SS): 00:05:48 (0.06%)
Uptime Statistics	16/7 11:15:12	(62.80% DIRECT / 37.15% INDIRECT)	23/7 11:15:12
Usage Statistics	Red lines show when the line is a	down	
Event Logs	Blue lines show an indirect conn	ection	
Line Speed			
Current			
Historic Graph			
Historic Table			

© 2007-2014 Sharedband Ltd. All rights reserved.

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))



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

Faster Broad	and Today	🔊 и
	Home Status Configuration Support Admin	
Home Status Event Logs - 10	.68.193.1	11:17 23 July 2
Router	Event Logs	
Status	18-07-2014 18:26:57 Router 2 logged on indirectly	
Visibility	18-07-2014 18:27:06 Router 2 Disconnected	^
Auto Diagnose	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	5
Poporting	18-07-2014 20:32:32 Router 2 Disconnected	
Line Health	18-07-2014 20:32:32 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	
Performance	18-07-2014 20:33:25 Router 2 logged on indirectly	
Uptime Statistics	21-07-2014 10:55:28 Router 2 Shutdown Requested	
Usage Statistics	21-07-2014 10:57:04 Router 2 logged on from 86.140.80.95	
EventLogs	22-07-2014 10:12:53 Router 1 logged on indirectly	
Event Logo	22-07-2014 10:12:53 Router 1 logged on indirectly	
Line Speed	22-07-2014 10:12:59 Router 1 Disconnected	
Current	22-07-2014 10:13:01 Router 1 logged on from 86.169.113.10	08
	22-07-2014 10:13:01 Router 1 logged on from 86.169.113.10	08 🗸

Charadhand Customer Destal v2.22 (East of Challs)

© 2007-2014 Sharedband Ltd. All rights reserved.

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

						S	arec	ibano	ı Cu	stomer Po	rtar vz.5	oz (⊏ari o	n Sneiburne,
Shared Faster Broadt	band band Today												🕑 Log Ou
	Home	Status	Configuration	Support	Adı	min							
Home Status Router Status - 1	09.68.193.1:				_				_			13:08	21 July 2014
Router	Rou	uter Stat	us										
Status	Belo	w is a list of	Sharedband route	ers configured f	or you	ur sit	e alo	ng w	ith a	n indicatio	n of its s	status. Y	ou are also
Visibility	able	to reboot th	ie router, view its u	sage statistics	and s	ee w	/hat	hosts	are	attached a	and rout	ing throu	igh it.
Auto Diagnose					SI	oot	s	ncy	s	<u>80</u>			
Reporting					Stat	Reb	Deta	ate	Stat	Host			
Line Health				Router 1	~	5	D		lin				
Performance				Deuter 2		5	*	0	10.0				
Uptime Statistics				Router Z	\checkmark	3	ψ	1					
Usage Statistics				Virtual Route	r				1h				
Event Logs													
Line Speed													
Current													
Historic Graph													
Historic Table													

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)

	Sharedband Customer Portal v2.32 (Earl of Shelbu dband dband Today
/ \/ \	Home Status Configuration Support Admin
Home Status Current Line Per	rformance Results - 109.68.193.1: 11:17 23 July 20
Router	Current Line Performance Results
Status	Bandwidth (Khos)
Visibility	Line Down
Auto Diagnose	Line 1 755 5631
Reporting	Line 2 773 6194
Line Health	Start Time: 18-Jul-2014 17:05:56
Performance	End Time: Some test results did not arrive
Uptime Statistics	
Usage Statistics	Test Now
Event Logs	Set up to run automatically
Line Speed	This table shows the meet recent set of handwidth results and the paried of time over which they were taken
Current	Greyed out line details mean the line is currently being tested, or is off-line. Speed tests can be run on-dema
Historic Graph	by clicking the 'test now' button, or scheduled by clicking 'set up to run automatically'.
Historic Table	

© 2007-2014 Sharedband Ltd. All rights reserved.

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)

					Sharedbar	nd Customer Portal v2.32 (Earl of Shelburne)
Shared Faster Broad	dband Iband Today					Log Out
	Home	Status	Configuration	Support	Admin	
Home Status Speed Test Grap	oh - 109.68.193.1.	-				12:53 23 July 2014
Router	Spe	eed Test	Graph			
Status	Dav	rs: 7 ∨ R	outers: All 🗸 🖸			
Visibility	Suj	0.				
Auto Diagnose						
Reporting						
Line Health						
Performance						
Uptime Statistics						
Usage Statistics						
Event Logs						
Line Speed						
Current						
Historic Graph						
Historic Table						

© 2007-2014 Sharedband Ltd. All rights reserved.

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)

	_				Sha	aredband Customer Portal v2.32 (Earl of Shelburne)
Shared Faster Broad	dband Iband Today					🗨 Log Out
	Home	Status	Configuration	Support	Admin	
Home Status Historic Speed T	ests - 109.68.193.1:					12:57 23 July 2014
Router	Hist	toric Spe	ed Tests			
Status	Davs	s: 7 🗸 Re	outers: All 🗸 Go	1		
Visibility						
Auto Diagnose	The t	able below	shows historic line	speed tests fo	r the chose	en router(s) and over the selected time period
Reporting						
Line Health	Da	te Ro Up	uter1 Rout Down UpE	er 2 Jown		
Performance	Spee	dtest has not	been run within last '	7 day(s).		
Uptime Statistics	oper					
Usage Statistics						
Event Logs						
Line Speed						
Current						
Historic Graph						
10 A 1 T 11						

© 2007-2014 Sharedband Ltd. All rights reserved.

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.



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