



Sharedband

Portal Training for Resellers

Part 5: Service Status

Service Status

➤The 'Service Status' button hyperlinks to Sharedband's Service Status webpage. This webpage can also be accessed directly at <http://status.sharedband.net/>

The screenshot shows the Sharedband Portal interface. At the top, the Sharedband logo and 'Sharedband Portal' are on the left, and 'Version 1.0.3', 'Logged in as [redacted]', and 'Logout' are on the right. A left-hand navigation menu contains buttons for 'View Accounts', 'Company Management', 'Portal User Management', 'Line Visibility', 'Bandwidth Usage', 'Bandwidth Overages', 'Reporting', 'Service Status', and 'Support'. The 'Reporting' button is highlighted in green. The 'Service Status' button is highlighted in grey and has a red arrow pointing to it from the right. The main content area is titled 'Reporting' and contains a table of 'Standard Reports'.

| Name | Description | |
|-----------------------|---|-----|
| Current Usage Report | List active accounts usage for the current month (Non-Zero) | CSV |
| Historic Usage Report | List all accounts usage for the last 3 months | CSV |

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➤ The Service Status page allows you to see Sharedband's planned platform maintenance windows and open issues.

Latest Service Status on [Redacted] BST

Click on a service category below to view detailed status information

| | | | |
|-------------------|--------------------------------------|-------------------|--------------------------------------|
| UK Service | ● | US Service | ● |
|-------------------|--------------------------------------|-------------------|--------------------------------------|

Open Issues / Planned Maintenance

[Redacted] 3 BST There are currently no open issues.

Future Planned Maintenance

There is 0 future planned maintenance item.

as11.london Maintenance

Services Affected: *as11.london*
Start Time: [Redacted] BST
Estimated Finish Time: [Redacted] BST
Overview: *During this window we are performing maintenance on London AS11, Routers will reconnect automatically...*


Recently Completed Issues / Planned Maintenance

There are 3 recently completed issues.

 **as11.london Maintenance**

Services Affected: *as11.london*
Start Time: [Redacted] BST
Estimated Finish Time: [Redacted] BST
Completion Time: [Redacted] BST
Overview: *During this window we are performing maintenance on London AS11, Routers will reconnect automatically...*




➤ Selecting UK or US Service drills down into the chosen territory.

 **Sharedband**
Faster Broadband Today

Service Status

Latest Service Status on BST

Click on a service category below to view detailed status information

| | |
|---|---|
| UK Service   | US Service   |
|---|---|

Open Issues / Planned Maintenance

3 BST There are currently no open issues.

Future Planned Maintenance

There is future planned maintenance item.

as11.london Maintenance

Services Affected: *as11.london*
Start Time: BST
Estimated Finish Time: BST
Overview: *During this window we are performing maintenance on London AS11, Routers will reconnect automatically....*

Recently Completed Issues / Planned Maintenance

There are recently completed issues.

as11.london Maintenance

Services Affected: *as11.london*
Start Time: BST
Estimated Finish Time: BST
Completion Time: BST
Overview: *During this window we are performing maintenance on London AS11, Routers will reconnect automatically....*

➤ Selecting the desired aggregation server from the displayed list drills down into that specific aggregation server.

Sharedband **Service Status** [Dropdown Menu]
Faster Broadband Today

Latest Service Status on [Dropdown Menu] BST

Click on a service category below to view detailed status information

| UK Service | | ● | US Service | | ● |
|---------------------|--|---|------------|--|---|
| UK TH1 | | ● | US NOC | | ● |
| as1.london | | ● | as1.atl | | ● |
| as2.london | | ● | as1.chi | | ● |
| as3.london | | ● | as1.dal | | ● |
| as4.london | | ● | as1.lax | | ● |
| as5.london | | ● | as1.nyc | | ● |
| as6.london | | ● | as1.sea | | ● |
| UK TH2 | | ● | | | |
| as11.london | | ● | | | |
| as10.london | | ● | | | |
| as7.london | | ● | | | |
| as8.london | | ● | | | |
| as9.london | | ● | | | |
| London Test Service | | ● | | | |

➤ This screen gives you detailed and historical reports of that individual aggregation server.

as11.london

Status History



Related Issue History

as11 Service Provision

Services Affected: *as11.london*
Start Time: *[Redacted]* GMT
Estimated Finish Time: *[Redacted]* GMT
Completion Time: *[Redacted]* GMT
Overview: *We are in the process of provisioning AS11 in London, during this time this service may show as RED/Orange...*

as11.london Maintenance

Services Affected: *as11.london*
Start Time: *[Redacted]* BST
Estimated Finish Time: *[Redacted]* BST
Completion Time: *[Redacted]* BST
Overview: *We are performing maintenance on London AS11, Customers routers will reconnect automatically...*

➤ The Status History is updated every 5 minutes showing aggregation server health. Hovering the mouse over a dot will display the period of time that it covers.

as11.london

Status History



Related Issue History

as11 Service Provision

Services Affected: *as11.london*
Start Time: *██████████* GMT
Estimated Finish Time: *██████████* GMT
Completion Time: *██████████* GMT
Overview: *We are in the process of provisioning AS11 in London, during this time this service may show as RED/Orange...*

as11.london Maintenance

Services Affected: *as11.london*
Start Time: *██████████* BST
Estimated Finish Time: *██████████* BST
Completion Time: *██████████* BST
Overview: *We are performing maintenance on London AS11, Customers routers will reconnect automatically....*



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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