



Sharedband

Portal Training for Resellers

*Part 13: Admin options and
telephone support*

Admin Options

➤ The Admin button will take you to the advanced administration options and real-time speed test graphs

Sharedband Customer Portal v2.32 (Earl of Shelburne)

Log Out

HomeStatusConfigurationSupport**Admin**

Home | Admin - 91.108.160.212:01 24 July 2014

Router Settings

- Edit Weightings
- Line Settings
- Routed Mode
- Set MTU
- Test MTU

Line Performance

- Real Time Tests

Admin

The Admin section allows administrators or permitted NOC users to administer router settings.

This section is not visible to customers.

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➤ The Admin options are included within the following submenus:

- Edit Weightings
- Line Settings
- Routed Mode
- Set MTU
- Test MTU
- Real Time Tests



Log Out

Router Settings	
Edit Weightings	1
Line Settings	2
Routed Mode	3
Set MTU	4
Test MTU	5
Line Performance	
Real Time Tests	6

Admin

The Admin section allows administrators or permitted NOC users to administer router settings.

This section is not visible to customers.

➤ Edit Weightings

Sharedband Customer Portal v2.32 (Earl of Shelburne)



Log Out

Home | Admin | Edit Router Weightings - 91.108.180.2 | 12:03 24 July 2014

Router Settings	
Edit Weightings	
Line Settings	
Routed Mode	
Set MTU	
Test MTU	
Line Performance	
Real Time Tests	

Edit Router Weightings

Line	Router	Status	Weighting (Upload)	Set Weighting (Upload)	Weighting (Download)	Set Weighting (Download)
1		Disconnected	<input type="text" value="0"/>	<input type="checkbox"/>	<input type="text" value="0"/>	<input type="checkbox"/>
2		Disconnected	<input type="text" value="0"/>	<input type="checkbox"/>	<input type="text" value="0"/>	<input type="checkbox"/>

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- Please **do not** amend any of these settings. If router weightings need to be forced, Sharedband Support staff will make the necessary changes.

➤ Line Settings - The **only** settings to adjust within this section is the 'Resequencing Mode'. Changing any other setting could negatively impact the Sharedband service.



Log Out

Home | Admin | Line Settings - 109.68.193.1 | 12:04 25 July 2014

Router Settings
Edit Weightings
Line Settings
Routed Mode
Set MTU
Test MTU
Line Performance
Real Time Tests

Line Settings

Settings for Customer

Speed Testing

Speed Settings: Real Time

Packets Up: 12 Packets Down: 24

Packet Size: 1000

Interval (Secs.): 50

Default Adaption Method

Adaption Method: Dynamic

Up adjust factor: 5

Down adjust factor: 5

Up loss factor: 3

Down loss factor: 3

Base latency test interval: 0

Resequencing Mode

Resequencing: No

Line Timeout

Heartbeat Rate: 1

Suspect Threshold: 4

Timeout Threshold: 7

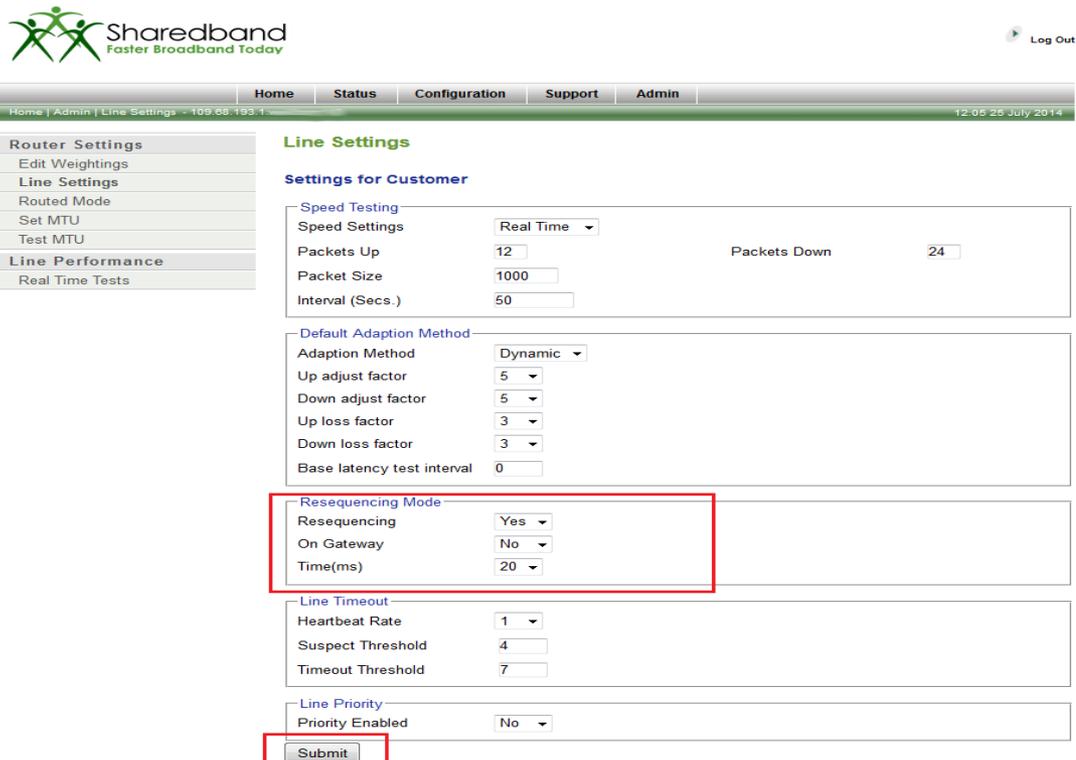
Line Priority

Priority Enabled: No

Submit

➤ Resequencing Mode

- One reason you may need to use Resequencing is if your connections have a significant latency **gap**. In this case, if you are experiencing lower than expected downstream capacity you could try adding Resequencing. Resequencing is determined in milliseconds. The amount of resequencing that is set should be the closest value to the difference between the connection with the highest latency and the one with the lowest latency. For example, if the latency difference between these two connections is 18ms, we would recommend adding 20ms of Resequencing.
- To test for improvement, run three speed tests back to back with Resequencing disabled and note the average downstream speed. Then enable Resequencing while setting the 'On Gateway' dropdown to 'No', click the 'Submit' button (see below diagram) and retest three more speed tests. Taking an average result again, you can then decide whether or not to enable Resequencing permanently. In either case, after changing the Resequencing setting, a restart of the routers are **not** required.
- <http://speedtest.sharedband.net> is recommended to give you the most accurate results when running speed tests of Sharedband deployments.
- Where the speed of one of the two connections affected by a high latency gap is significantly faster or slower than the other, the Resequencing value you set may need to be proportionately increased. For example if one of the connections is operating at twice the speed of another, you may need to double the Resequencing value that you enable. Again, if in doubt, we would recommend testing a before and after scenario to ascertain the best level.
- A second reason for enabling Resequencing would be in the case that the customer has poor VOIP call quality. In this scenario, we often find that enabling Resequencing helps. Again, testing with and without Resequencing enabled will help decide whether or not to permanently enable it.
- You should not enable Resequencing unnecessarily as it does add a performance overhead.



Sharedband
Faster Broadband Today

Log Out

Home Status Configuration Support Admin

Home | Admin | Line Settings - 109.68.193.1 12:05:25 July 2014

Router Settings
Edit Weightings
Line Settings
Routed Mode
Set MTU
Test MTU

Line Performance
Real Time Tests

Line Settings

Settings for Customer

Speed Testing

Speed Settings Real Time

Packets Up 12 Packets Down 24

Packet Size 1000

Interval (Secs.) 50

Default Adaption Method

Adaption Method Dynamic

Up adjust factor 5

Down adjust factor 5

Up loss factor 3

Down loss factor 3

Base latency test interval 0

Resequencing Mode

Resequencing Yes

On Gateway No

Time(ms) 20

Line Timeout

Heartbeat Rate 1

Suspect Threshold 4

Timeout Threshold 7

Line Priority

Priority Enabled No

Submit

➤ Routed Mode



Log Out

	Home	Status	Configuration	Support	Admin
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Home | Admin | Change Customer To Routed Mode - 109.68.193.1 | 12:00 25 July 2014

Router Settings	Change Customer To Routed Mode
Edit Weightings	Routed mode is recommended for advanced users only. It allows you to configure your router or server to have a public IP address rather than rely on NAT.
Line Settings	This is particularly useful when you have legacy products that don't work well with NAT. Most recent VPN devices have options in them to side step NAT. We have guides to help configure some of the popular VPN devices with Sharedband (NAT).
Routed Mode	To make routed mode work, the Sharedband routers need to be given public IPs in the same subnet as your server/s or router.
Set MTU	There are two ways to do this:
Test MTU	<ul style="list-style-type: none">• The best way is to obtain a block of 8 or 16 IP's from us and configure your Sharedband routers and other devices to use these addresses. (Note: you need to configure the public address on the LAN side of your Sharedband routers).• The other way to do it involves using public IPs that would be with in the same subnet as your public IP's but they don't belong to you. This method is not ideal because it will make those IP address that don't belong to you unreachable from your Sharedband connection. For instance if you have been given the public IP of 1.1.1.60. The smallest subnet you can use is 255.255.255.248 so the addresses that would be in your subnet are 1.1.1.57 to 1.1.1.62. So you can give your server 1.1.1.60 and assign 1.1.1.57 to the LAN side of router one, 1.1.1.58 to router two etc. Don't forget to change the VRRP address on all the routers to a public IP in this range and change the subnet mask to 255.255.255.248.
Line Performance	Because now one of your routers has 1.1.1.57, if you need to access a website or service that legitimately has the IP 1.1.1.57 you will not be able to because the traffic goes to your router rather than the real address. This will only affect you behind Sharedband, this will not affect other customers connections.
Real Time Tests	Existing allocations for Community 143

109.68.192.215
109.68.192.215 -> SbrIndex Host Port
109.68.194.27 -> SbrIndex 0 Host 192.168.0.50

Changing Community 143 to routed mode will wipe out any settings listed above.

0. 109.68.192.215 => 109.68.192.215
1. 109.68.194.27 => 109.68.194.27

➤ Please **do not** amend this setting as it can cause the internet service to disconnect without warning. If Routed Mode needs to be changed Sharedband Support staff will make the necessary changes.

➤ Set MTU

- If required, this screen allows you to modify the MTU value of the Sharedband routers. When amending the MTUs you must ensure that you set them according to our knowledge base article <http://support.sharedband.com/kb/kb8>.
- The current value ⁽¹⁾ is the MTU that is currently set on the Sharedband routers. The New MTU box ⁽²⁾ is where you input the MTU values that you desire the Sharedband routers to use. Once you have added the New MTU values click the 'Update' button to apply the amendment(s). This will command a reboot of the affected router(s).
- As router reboot(s) are required, internet service at the premises may temporarily be disabled during this time.
- Routers that do not require an MTU change should have their 'New MTU' box left blank.
- You must **not** configure routers to have different MTUs. They must all be set identically to avoid degradation.



Log Out

Home	Status	Configuration	Support	Admin
Home Admin Set MTU Values - 109.68.193.1				12:07 25 July 2014

Router Settings
Edit Weightings
Line Settings
Routed Mode
Set MTU
Test MTU
Line Performance
Real Time Tests

Set MTU Values

Line	Router	Status	Current MTU	Last MTU Test	Result	New MTU
1	Netgear DG834v4	Direct	1492	15:41 22 July 2014	1492	1492
2	Netgear DG834v4	Direct	1492	08:24 23 July 2014	1492	1492

1

2

➤ Test MTU

- This screen allows you to test the MTU value of the Sharedband routers. Click the 'Run' button and after approximately 30 seconds the resulting MTU value returned by each router will be displayed.
- If some of the results are not returned simply wait a moment and retry. If you are using Sharedband routers **not** equipped with an integrated modem, a consistently missing result could be caused by a 3rd party WAN side device interfering with the test mechanism. In this case, we would recommend disabling all security measures on these 3rd party devices as these measures may also interfere with the Sharedband service in other ways.
- If you are using Sharedband routers **not** equipped with an integrated modem and a consistently lower result than the correct MTU for your ISP is returning, it could be caused by a 3rd party WAN side device having its own MTU set at a reduced value. Once you have corrected this on the 3rd party device, rerun the MTU test and the result should be as expected.
- If a fluctuating MTU value is returned over several tests this indicates a line fault that you will need to raise with the underlying ISP for resolution.



Log Out

Home | Admin | Test For Optimum MTU - 109.68.193.1 | 12:09 25 July 2014

Test For Optimum MTU

Below are the current MTU settings for all attached routers.
Before running a test it's advisable to **set the MTU values to 1500**, if they aren't already.

Line	Router	Status	Current MTU	Last MTU Test	Last Result
1	Netgear DG834v4	Direct	1492	15:41 22 July 2014	1492
2	Netgear DG834v4	Direct	1492	08:24 23 July 2014	1492

Router Settings

- Edit Weightings
- Line Settings
- Routed Mode
- Set MTU
- Test MTU

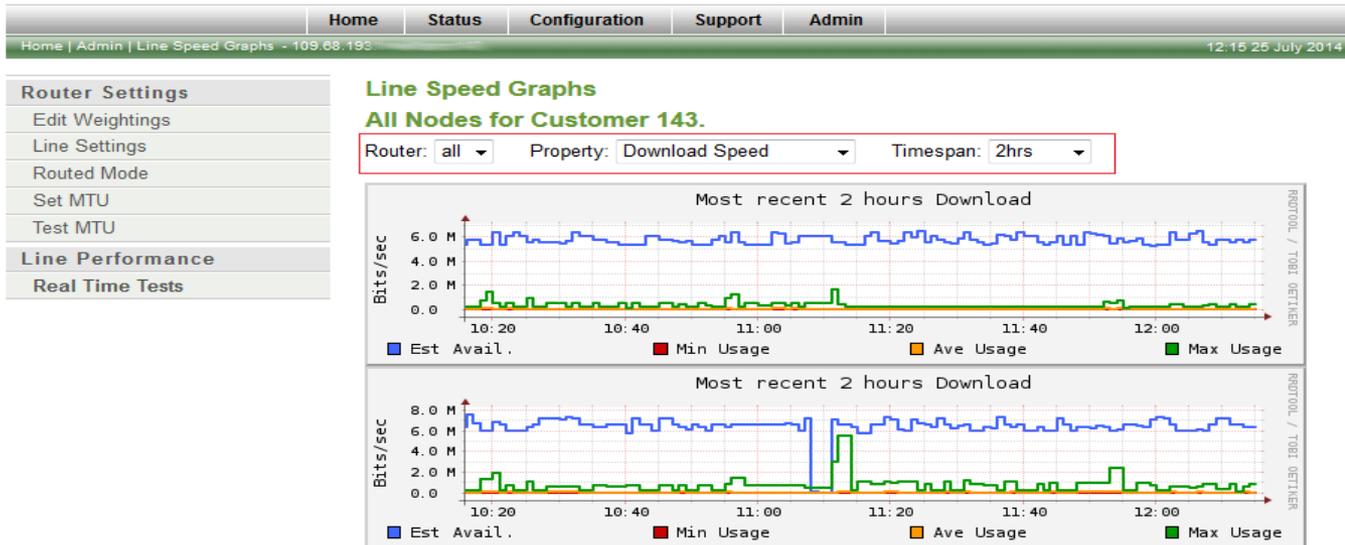
Line Performance

- Real Time Tests

➤ Real Time Tests graph in real-time the average capacities of the individual lines.



Log Out



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- You can adjust the view of the graph by altering the options highlighted in the example above.
- The blue lines indicate the estimated available capacity of the lines.
- The green lines show the maximum usage the lines have delivered over the given period of time
- The orange lines show the average usage the lines have delivered over the given period of time
- The red lines show the minimum usage the lines have delivered over the given period of time.

Telephone Support

➤ Accessing Sharedband Support

- As a reseller you **must** offer all support to your customers as we will never be able to directly support them.
- If our knowledgebase (<http://support.sharedband.com/kb>) doesn't provide the answer you require, advanced support can be obtained from Sharedband. Please either raise a support ticket (see 'Reseller Training part 6') or telephone Sharedband's Support department.
- A support ticket is the preferred method of communication as it allows us to collect device log information, network diagrams and test results from you as appropriate.
- If you do contact the Support department by telephone (on 01473 287207 +option 2), please ensure that you inform them that you are a reseller, provide your Portal email address login and the Sharedband username for the account you wish to discuss. Please provide Support staff with as much information as possible about the issue and the troubleshooting you have already completed. This will ensure that we don't ask you to duplicate tests.



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