Next Generation Data Reporting (NGDR) User Guide

Version 0.4 – October 2011

Telstra Corporation Limited
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1. INTRODUCTION

The document provides details on how to log in and navigate through the Next Generation Data Reporting (**NGDR**) system to generate network performance reports. Telstra NGDR is used to create performance reports for compatible Telstra IP Network and access services (including, IPMAN, Ethernet Lite, Frame Relay and ATM). The available reports are:

- Summaries –Provides the user a view of identified important services and their performance at a glance.
- Network Services – provides the user with more detailed information on the performance of compatible services within their network.
- Telstra Network – Provides the user with an indicative view of certain performance metrics across Telstra's core and edge network.
- Inventory – provides the user with a list of services and associated attributes within their network.

These reports are explained more fully in Section 8, Reports.

2. IMPORTANT – SOME TERMS USED IN THIS GUIDE

This guide uses many acronyms and terms, most of which can be found in the Acronyms and Glossary sections at the end, however, there are some which need to be explained here so as to understand how the NGDR system is defined.

NGDR reports on IP Metro Area Network (IPMAN), Government Wideband IP (GWIP) and Ethernet MAN services. IPMAN and GWIP services are reported on at the port level, whilst Ethernet MAN reporting is provided per VLAN.

NGDR also reports on Asynchronous Transfer Mode (ATM), Frame Relay (FR) and Ethernet Lite (ELite) services and the reports are broken down into three levels from the highest to the lowest:

Network – this is the whole of your data network including all of your ATM, FR and Elite services combined. For example, if you run a *network* traffic report it will show the sum of all the traffic on all of these services in your network.

Port – this is the physical link from your premises into the Telstra network and it may be ATM, FR or ELite. There is usually one port for each of your premises but sometimes there may be more than one if you have backup services or large sites with more than one building. Each port has a number referred to as a Full National Number or FNN. Port and FNN are often interchanged and can be considered as the same thing. Ports may have one or many PVCs (see next paragraph). Reports drawn at the port level will sum the data for all PVCs on the port.

Permanent Virtual Circuit or PVC – these are the links in the network that join your Ports together. For example, if you have one frame relay service in Melbourne and another in Adelaide, in order for them to communicate, a PVC is set up between them. NGDR can then report on the traffic between the two ports at the PVC level.

NGDR reports in the same terminology for ATM, Frame Relay and Ethernet Lite using generic terms, e.g. ATM terminology uses SIR and PIR whereas Frame Relay uses CIR and EIR; NGDR uses untagged (=SIR or CIR) and tagged (=PIR or EIR) for all three technologies.

If you wish to determine which of your services are ATM, Frame Relay or Ethernet Lite the simplest way is by comparing the first few characters of the FNNs as follows:

- Y6 = ATM
- Y2 = Frame Relay
- Y0 = Business DSL

3. CLIENT SOFTWARE REQUIREMENTS

The following browser software is required on your client PC:

- Internet Explorer v6 (SP2) or v7
  IE v7 is recommended for performance results
- Mozilla Firefox v2.0

The NGDR Application has been successfully tested with the following versions of Java:

- Version 1.5.0_16,
- Version 1.6.0_10,
- Version 1.6.0_12,
- Version 1.6.0_17 (e)

NGDR has been certified to Java build version 1.6.0_17 (e). More recent versions of Java have been released, but NGDR has not been certified to these recent versions as yet. While upward compatibility is anticipated with the recent Java versions, it is possible that some errors may occur.

Reports are designed for a screen resolution of 1024 x 768 or greater. While lower resolutions may work, the presentation may be affected.

The following steps may be needed for VistaPortal to work correctly to show all the reports:

- Open the Java Control Panel
- Go to the “Advanced” tab
- Expand the Java Plug-in node
- Uncheck "Enable the next-generation Java Plug-in (requires browser restart)"
- Close all Internet Explorer windows and restart the browser.

3.1. Web Browser configuration

The Web Browser must be configured to:

- Accept Cookies
- Enable Java and JavaScript
- If you wish to view PDF-format reports, you must install the Adobe Acrobat Reader software (Acrobat Reader version 6 or above)
- To display PDFs in the browser, the "Display PDF in Browser" option in the PDF preferences has to be checked. If not, the PDF files will be opened in a separate Acrobat Reader window.
- If you wish to view Excel exports, Excel 2003 or greater must be installed

3.2. Microsoft Internet Explorer complementary settings

NGDR does not use Active X but instead only uses Java applets and JavaScript; nevertheless due to Microsoft implementation Active X execution has to be enabled, as follows:

- Open the menu "Tools" / "Internet Options".
- In the “Security” tab, for the “Internet” zone select “Custom Level…” button.
- Enable the option "ActiveX controls and plug-ins" -> "Script ActiveX controls marked safe for scripting".
- Check the parameter ‘Use HTTP 1.1 through proxy connections ’in menu: "Tools / Internet Options", Tab "Advanced", Section "HTTP 1.1".

The web browser must allow encrypted pages to be saved on disk in order to be able to save Report Data Exports (PDF, Txt, ...):

- Open the menu "Tools" / "Internet Options".
- Open the "Advanced" tab.
- In the section "Security", uncheck "Do not save encrypted pages to disk".

To display Excel exports when accessing NGDR through the "Internet" zone, the following security setting must be enabled:

- Open the menu “Tools” / “Internet Options”.
- In the “Security” tab, for the “Internet” zone select “Custom Level…” button.
- Enable "Downloads -> Automatic prompting for file downloads" option.

3.3. Firefox complementary settings

The default Firefox JavaScript execution timeout is very small, so when using NGDR pages, you may occasionally see pop-up messages warning you that a script is not responding. To increase this timeout:

- In the Firefox address bar, type "about:config".
- Using the filter bar, search for "dom.max_script_run_time" option.

Change its value to 30 (seconds), or more if needed

4. HELPDESK

If the user experiences a problem with their reporting service (eg inability to access the reporting portal, reports not displaying properly or at all, slow response times, etc); they should log a trouble ticket with the NGDR help desk. The user should quote their reporting service FNN when logging a call. The reporting FNN can be found on the Help Page

The NGDR Help Desk can be contacted on FREECALL™ 1800 654 135* during business hours (Australian Eastern Time) or via e-mail ngdr-help@team.telstra.com

5. LOGIN

The following steps outline how to gain access to NGDR:

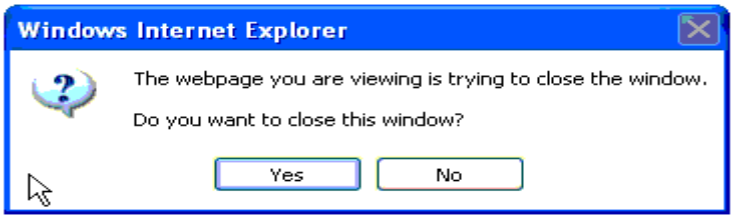
1. Visit the Telstra.com website, where the user will be directed to either the Enterprise and Government or Business log in page.

2. The user should use their valid Digital Certificate or Business ID to login to the portal. If the user does not have a valid Digital Certificate or Business ID then they should follow the registration process to gain access.
3. Once logged in navigate to the Reporting tab and click on the icon labelled "Next Generation Data Reporting" (NGDR)
4. After successful authorisation, another page opens with the NGDR application. The user can now commence reviewing their network performance data.

6. LOGOUT

Report pages contain a Logout icon at the top right corner. There is no separate logout page.

- To Logout, click on the Logout button.
- Once the user has selected to log out, they can not immediately return to the application. A confirmation box will appear as shown below.



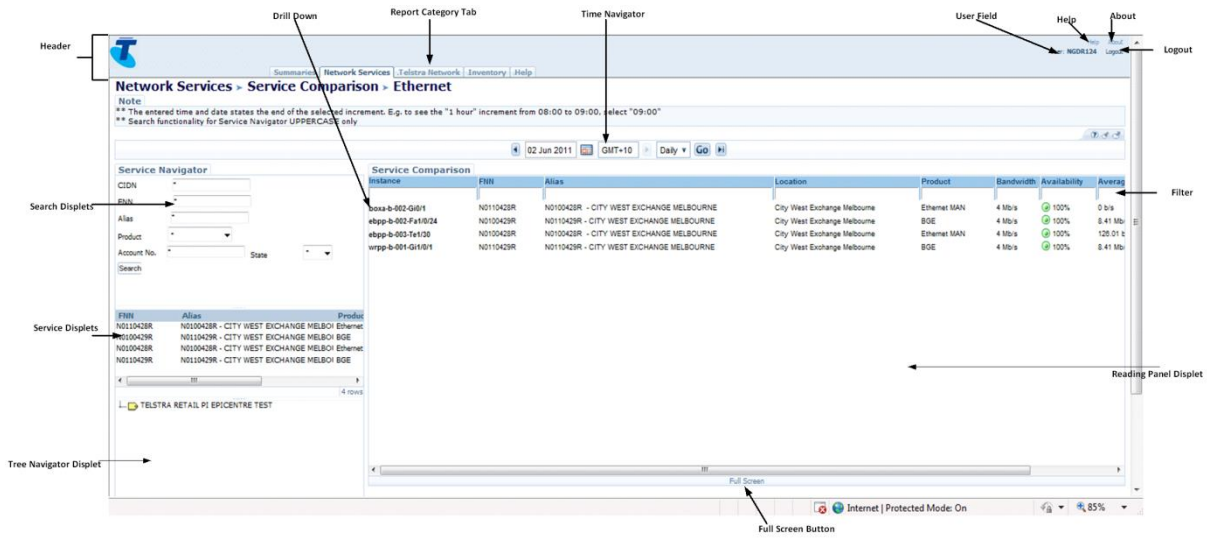
- Select "Yes" and the user will be logged out completely from the reporting system and the web page will get close. To return to the NGDR application simply; click back on the application icon.
- If the user selects "No" they will still be logged out of the system and a blank screen will appear. Please log back into the portal and NGDR application to resume reviewing performance reports.

7. TYPICAL SCREEN LAYOUT

The major elements in the page are:

1. Header Panel
2. Service Navigator Panel
3. Tree Navigator Panel
4. Service Details Panel
5. Time Navigator Panel
6. Report Area Panels (tabular or graphical)

Note: Page layout for the various reports vary.



7.1. Header Panel

The Header panel contains:

- Report Category Tabs - These tabs are used to access the various reports that are available for the selected services.
- Telstra logo - Telstra Logo will be displayed on the Top left corner of all the pages.
- Logout icon - Clicking the logout icon will close the browser window.

7.2. Service Navigator Panel

The Service Navigator Panel is located at the upper left hand side of the window. It contains a search display to all services.

The user can find a service with the use of the following search criteria:

- CIDN.
- FNN.
- Service Alias name (as defined by the user).
- Product type.
- Account number.
- State

Once the required criteria has been selected, click search to retrieve the applicable services list.

Items to note regarding the search fields:

- An "*" can be placed in any of the search fields in order to bring back all services for that specific criteria.
- The "*" can also be used as a wildcard for a search if you only enter a partial number or name if you are not sure of the account or FNN details.
- Each field must have either an "*" or other data captured or the report will return "No Data Found".
- The search fields are case sensitive. Use CAPITALS.
- A loading icon will be displayed once the search button has been selected. Once this disappears, the search results are available.

7.3. Tree Navigator Panel

The Tree Navigator Panel appears on the bottom left hand side of the window. This provides the user with an alternative to a specific search if they do not know the details of a service they are looking for. The user can click on any level of the tree hierarchy to reveal the sub-services to that connection (Network -> Port -> PVC)

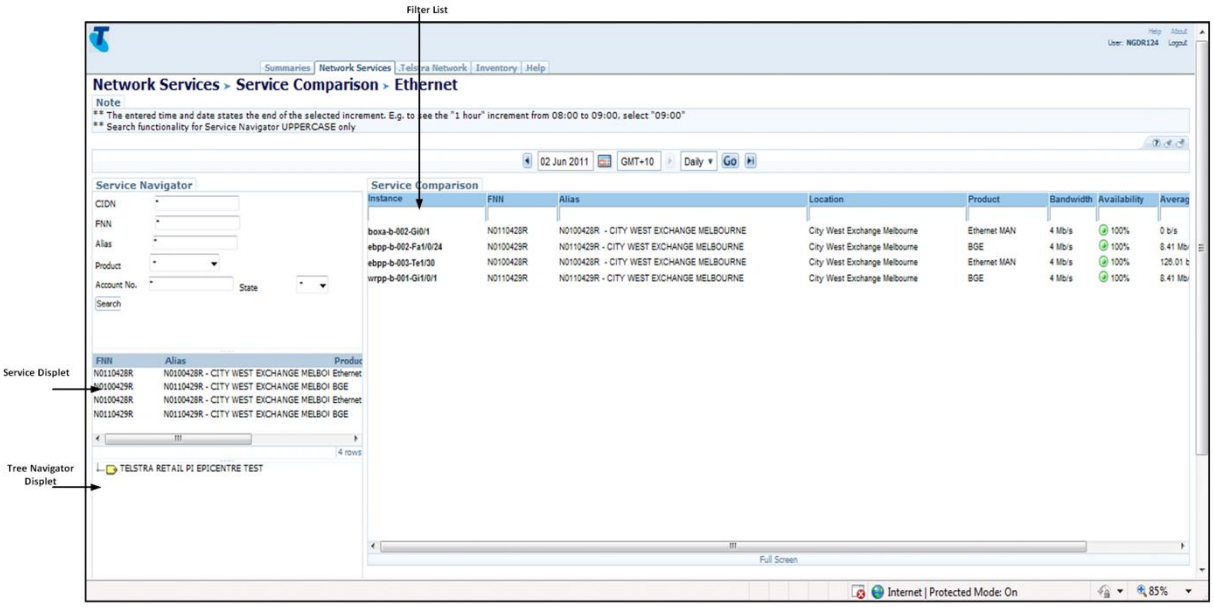
Note: If the user has entered criteria into the Search Navigator, only services relevant to that criteria will appear in the Tree Navigator. To extend the search the user should place an * in each of the search fields to re-set,

The user can double click on the service to display performance data in the Report Area Panel.

7.4. Service Details Panel

The results of the search criteria or Tree Navigator selection appear in the Service Details Panel appearing below the Service Navigator section. The panel provides the following service information to the user:

- Service FNN.
- Alias.
- Product Type.
- Service Type (PVC or Port) – ATM, Frame Ethernet Lite only.
- Service Address.



To view the performance information for a single service, double click on the Full National Number (FNN) in the service details panel. This will then display performance information on the right hand side of the page.

A user may wish to select multiple services when on the Service Comparisons page or when viewing Class of Service information on their IPMAN service. To view the service performance of multiple services, use the Shift or Ctrl keys to select the required services; then right click on the mouse. Make a selection from the drop down option depending on the service details you require.

7.5. Time Navigator Panel

NGDR allows you to view the performance of your network and services at the selected date, time and reporting interval. For specific details of the granularity of performance information available please refer to section 8.1.

Step 1) Select the granularity of the reporting required (15 mins, 1 hour, daily, weekly, monthly). This will determine the display of the remainder of the date and time picker.

Step 2) If 15 minute or hourly data has been selected, then enter the time frame required. This is a free text field. Format should be in 24 hour time (eg 15:00)

Important Note 1: Information is displayed for the period before the time selected.

Example – If a customer selects to view information for a 1 hour interval at 9:00 on the 1st November 2009, the data displayed will be from 9am on the 31st October to 9am on the 1st November.

If the customer wishes to see the data from 9am on the 1st November for the following day period, they must select 9:00 on the 2nd November.

Important Note 2: Do not request 15 minute date for an entire month. For better performance select 15 minute data in a maximum of 2 weeks periods.

NGDR uses the following time and date settings:

- Report time zone is Australian Eastern Standard Time (AEST).
- Weekly is defined from Sunday to Saturday.
- Monthly is one calendar month.

7.5.1. Data Display and Retention Rates

Data displayed at different levels of granularity will be retained for different lifetime periods. The following table shows the different data lifetime for each display rate:

Display Rate	Data Lifetime
15min*	7 weeks
Hourly	7 weeks
Daily	14 months
Weekly	3 years
Monthly	5 years

*Note that the 15 minute display rate is only available for Frame Relay, ATM and Ethernet Lite services.

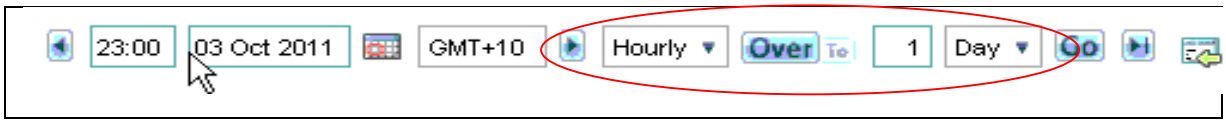
A page with “No data available” is shown if the data requested has exceeded its retention rate.

7.5.2. Graphs – Date and Time Selection

There are two options for selection of required time period once the user has drilled down to view the detail in a graph format.

The default setting shows the date and time selection in the following format. Users can specify an end date, the increment they wish to view the report and the period the report should present.

By clicking on the word "over", users can change the date and time selection for the following format. The user can select a start and end date and the increment required.



7.5.3. CoS Graph – Date and Time Selection

The Class of Service graph can be viewed from the Report Area panel. The CoS graph has its own time navigator option, which enables the user to select a time and date specific to the graph.

Changing the time selector for the graph will not change the data presentation for the COS and WAP tables above. The user must change the top level navigator for this information.

7.6. Report Area Panels

Once a service is selected in the Tree Navigator Panel or the Service Details Panel, reporting data will then appear in the Reporting Area Panel on the right hand side of the page.

Information is displayed for a single service at a time (unless the user is on the service comparisons view). Information is displayed in tabular format by default. A user can access a graphical view by clicking on the relevant metric result (See Graph Display Section 6.7).

7.6.1. Filtering Reports

Data can be filtered using the boxes at the top of the reporting table. The filter boxes will only appear if there is more than one line of information within the table.

- Type in the filter pattern at the top of the column
- Press <Enter>.

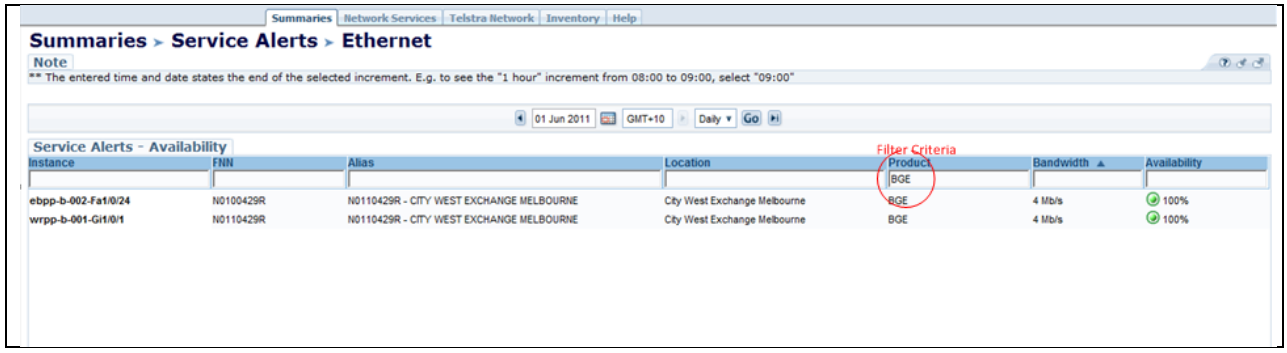


Figure 7.1 Filter Criteria to produce Filtered Report

7.6.2. Sorting Reports

When the user clicks on the title of a column, the entire table is sorted in ascending order according to the chosen column.

A triangular Sort Indicator appears in the heading for the field which is used as the sorting criterion

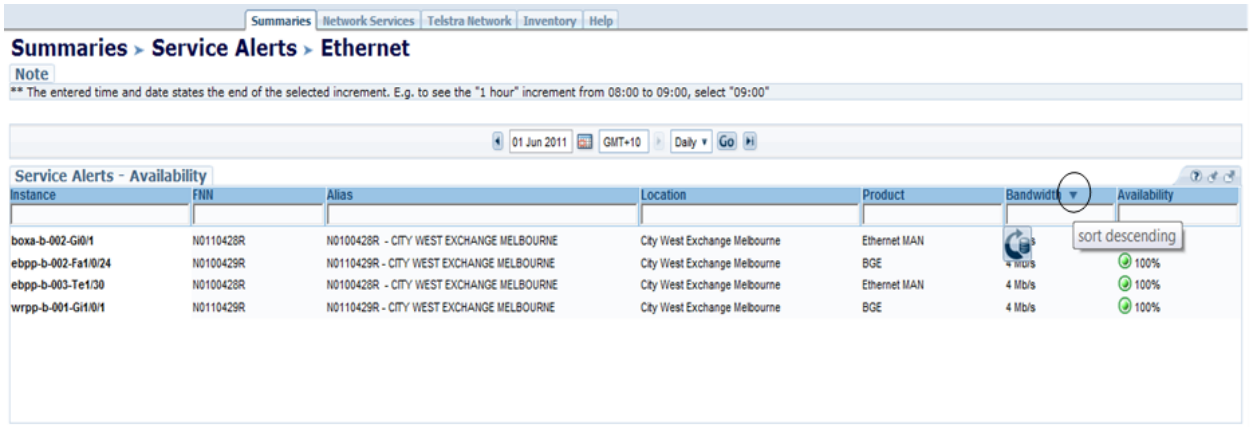


Figure 7.2 Sorted Report

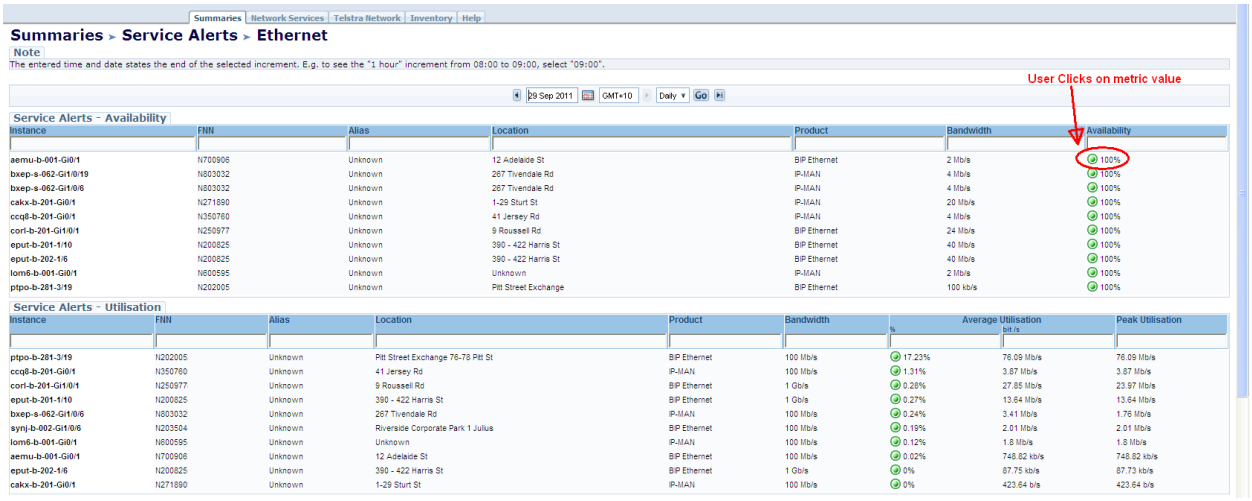
7.6.3. IP Visualisation (IP Vis)

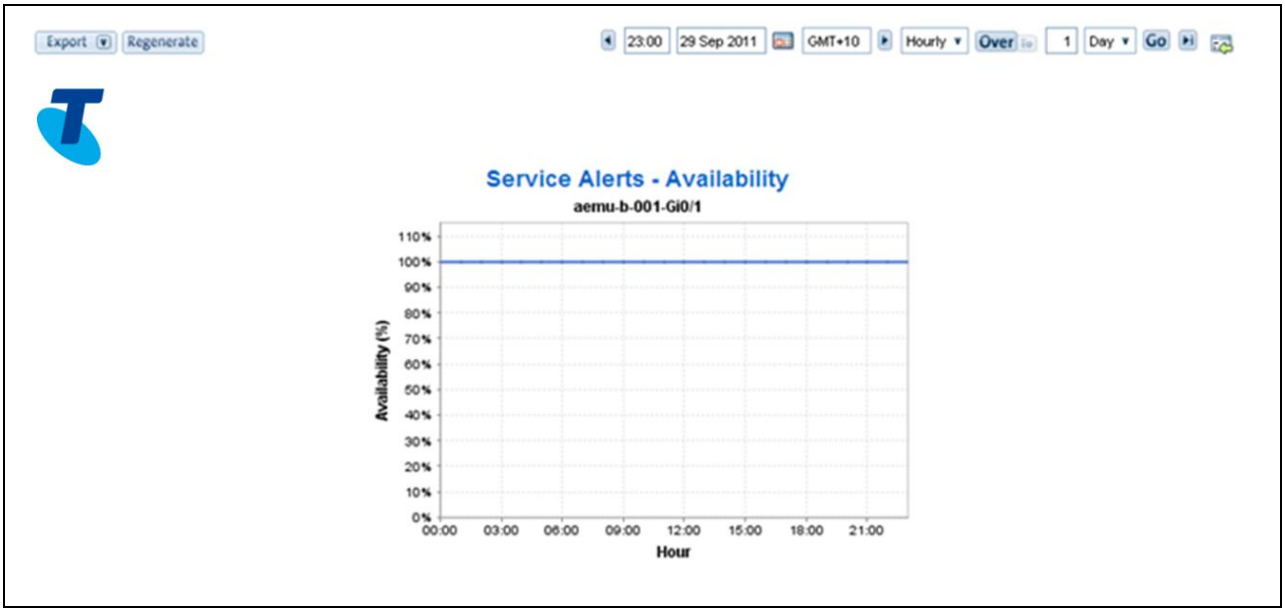
IP Vis is another tool supplied by Telstra that provides users with a topological view of their network. IP Vis can be accessed via Your Telstra Tools (YTT) and the Telstra Business customer facing portals. Users should follow standard registration processes. These will be similar to those for NGDR (see Section 4 Log In).

IP Vis enables customers to tag services within their network as “Priority” within the service details display. Once the user has selected “Yes” for this category, these services will then automatically appear within the NGDR priority services summary page.

The user can also add “Alias” names to services via a free text option within the service details display for IP Vis. Once the user has saved this information, the service Alias name will then appear in the applicable section of NGDR application.

7.7. Graph Display





The user can generate graphical displays of their reporting information by clicking on the specific metric within the Reporting Area Panel table. Users can also display a graph for all services within a single display by clicking on the instance name on the left side of the table view. Graphs will appear in a new widow.

Users are able to change time display from the graph page (See 6.5.2 Graphs – Date and Time Selection). Users can also show a zoomed in view by clicking on the relevant section of the graph and dragging the mouse across the section they wish to view. The graph display will then update with a more granular view of the selected area.

The graph display can be exported from this page (see 6.8 Exporting Data)

7.7.1. Class of Service – Graph Display

The graph generated for IPMAN Class of Service information is different to that of other graphs within NGDR.

To generate a report the user must:

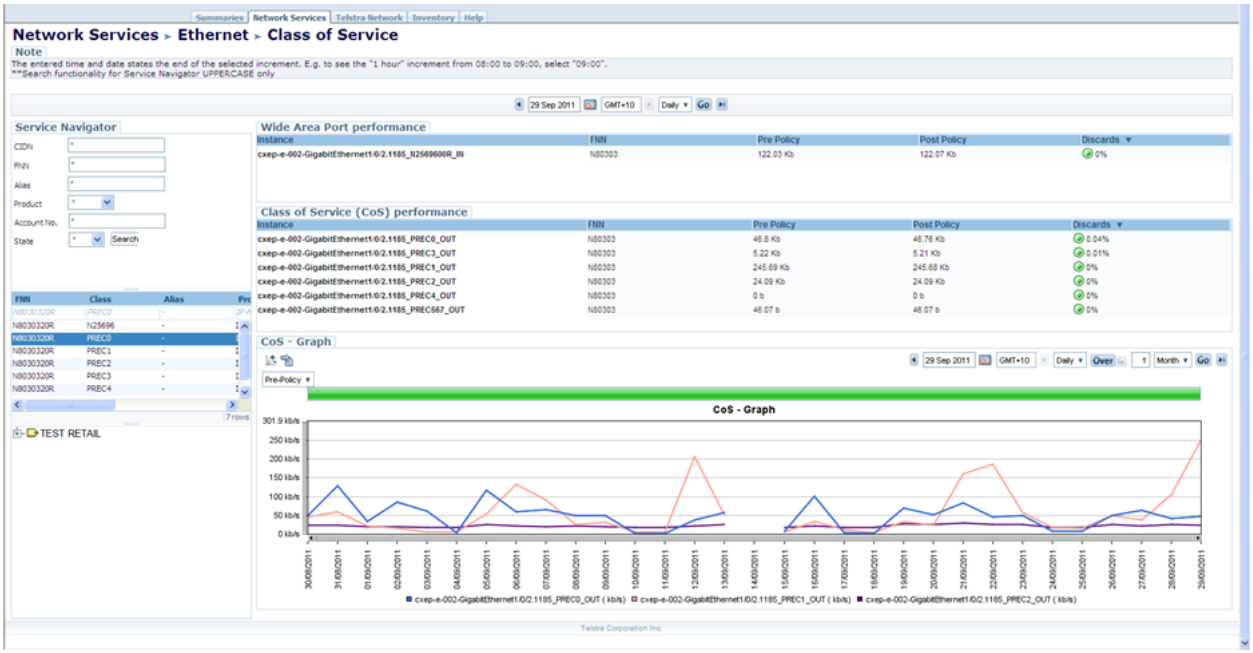
1. Navigate to the Ethernet Class of Service tab.
2. Search for an IPMAN service as per the standard process either using the Service Navigator Panel or the Tree Navigator Panel. All 6 classes for the single service will then be presented in the Service Details Panel.

3. Highlight all 6 Class of Service FNNs and then right click to generate graph (use the shift key to highlight multiple services).

4. Unlike other reporting graphs, the CoS graph will appear at the bottom of Report Area Panel.

The graph will display a single measure for each Class of Service selected. The user can toggle between a view of Pre Policy Bits, Post Policy Bits and Packet Discard by clicking on the drop down selection option in the top left section of the graph.

The user can also select a single Class for a service from the Service Details panel. By right clicking the CoS graph will be generated, displaying all three metrics Bits In, Bits Out and Discards for that class.



7.8. Exporting Data

The user can export data in both graphical and tabular format.

To export data in a table view, the user should select the Full Screen banner at the bottom of the table. This will then open a new window and offer export options in the top left of the page. The user will be provided with the same export options from the graphical display.

If the Full Screen banner option is not available, the user should click on the required metric within the table view. This will generate a graph view of that value. The user should then click on the icon to the right of the Time Navigator display in the top right hand corner of the page “Back to the table report”. This will then display the full table with the option to export.

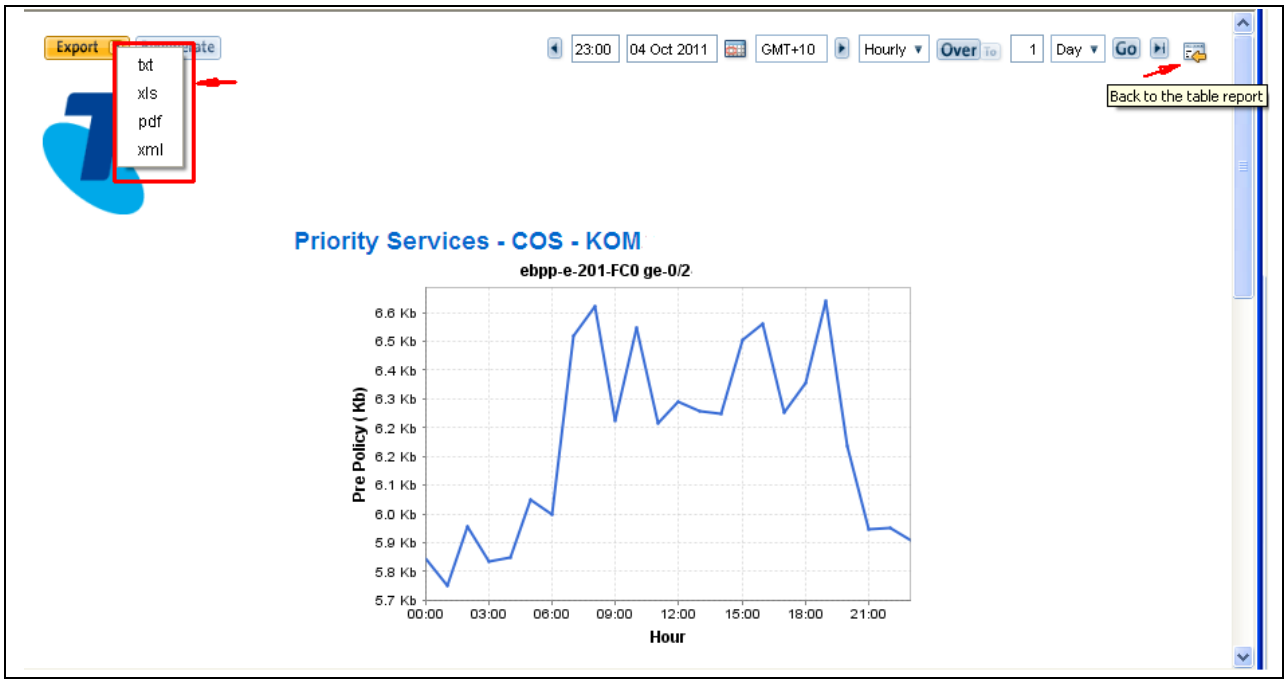
To export a Full Screen Report:

Navigate to the desired report.

Select the desired file format in the Format list.

The following options are available:

- PDF
- Text
- Excel
- XML



You will be given the option to either save the file or to open the file in the appropriate application.

8. REPORTS

This chapter describes the various reports available in NGDR

8.1. Tabs and Report Structure

A high level outline of the reporting page layout is shown below.

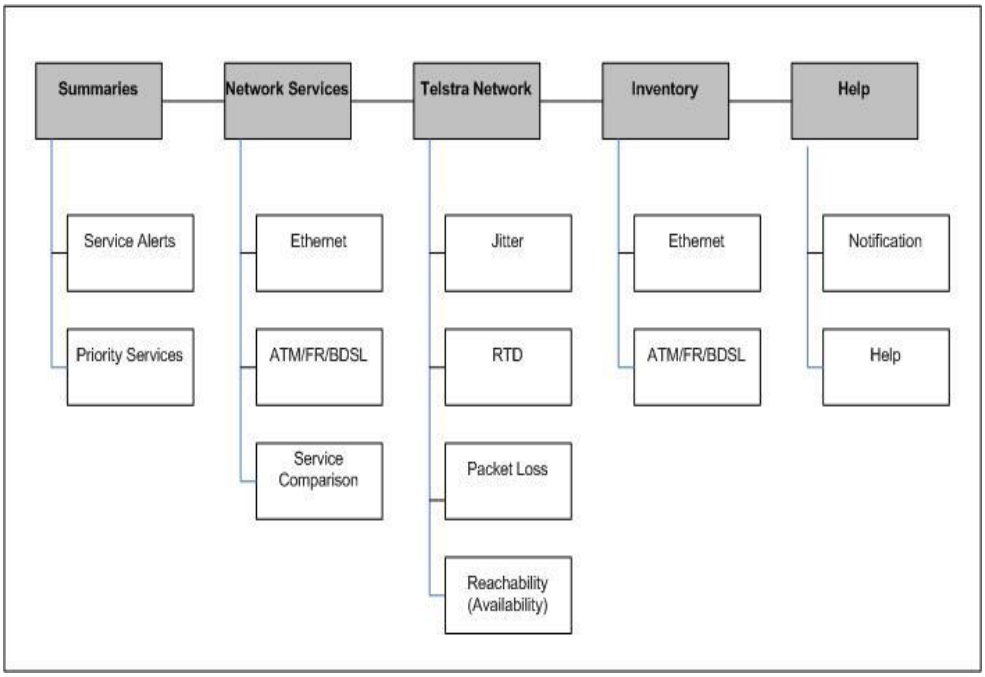


Fig:8.1 Reporting page layout

The user can access five top level tabs to access reporting data:

- Summaries
- Network Services
- Telstra Network
- Inventory
- Help

To move between reporting pages, the user should click on a tab heading, which will reveal relevant pages within that tab. The user should move their mouse to hover over the required sub-heading and left click to access the page.

8.2. Help Page

The first screen or window the user will see after login is the Help page. This page provides the following information:

- Overview of NGDR:
- Information related to the report pages and who to contact if additional help is needed.
- Notification of planned upgrades and impacts relevant to users.
- Notification of unplanned incidents and impacts relevant to users.
- The customer reporting Full National Number for logging and tracking of service faults.
- URL link to historical performance reporting for Frame Relay, ATM and Ethernet Lite prior to November 2011.

The page layout is given in the following figure:

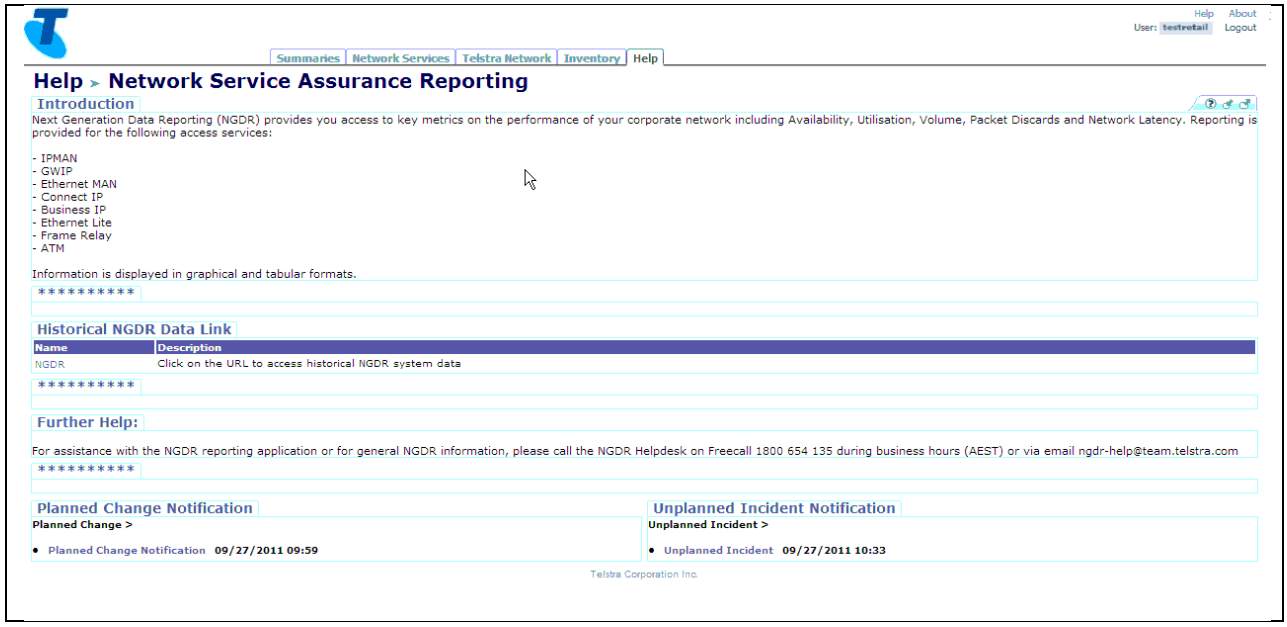


Figure 8.1 – Help page

8.3. Summaries Page

The summaries pages are designed to provide a high level snap shot of the health of the user's network. The summaries pages therefore provide the user with a subset of key metrics and performance indicators.

Performance measures displayed for IPMAN services:

- Availability.
- Peak and Average Utilisation.
- Class of Service, Pre Policy, Post Policy and Packet Discards (For Prec 3 to 5 only).
- Wide Area Port, Pre Policy, Post Policy and Packet Discards.

Performance measures displayed for Frame Relay, ATM and Ethernet Lite services:

- Availability.
- Peak and Average Utilisation.

The summaries tab has two drop down option: Priority Services and Service Alerts

8.3.1. Priority Services

The priority services page is designed to provide the user with a view of the most critical services within their network. A service can be tagged as a priority service within the IP Visualisation application (See IP Visualisation).

If the user has not selected any priority services, the page will display the following notice within the Tree Navigator Panel "No priority services provisioned for this customer".

8.3.2. Service Alerts

The service alerts page is designed to provide the user a view of the Top 10 poorest performing services for a specific metric within the network.

The page layout is given in the next figure:

Fig:8.2 Summaries Page

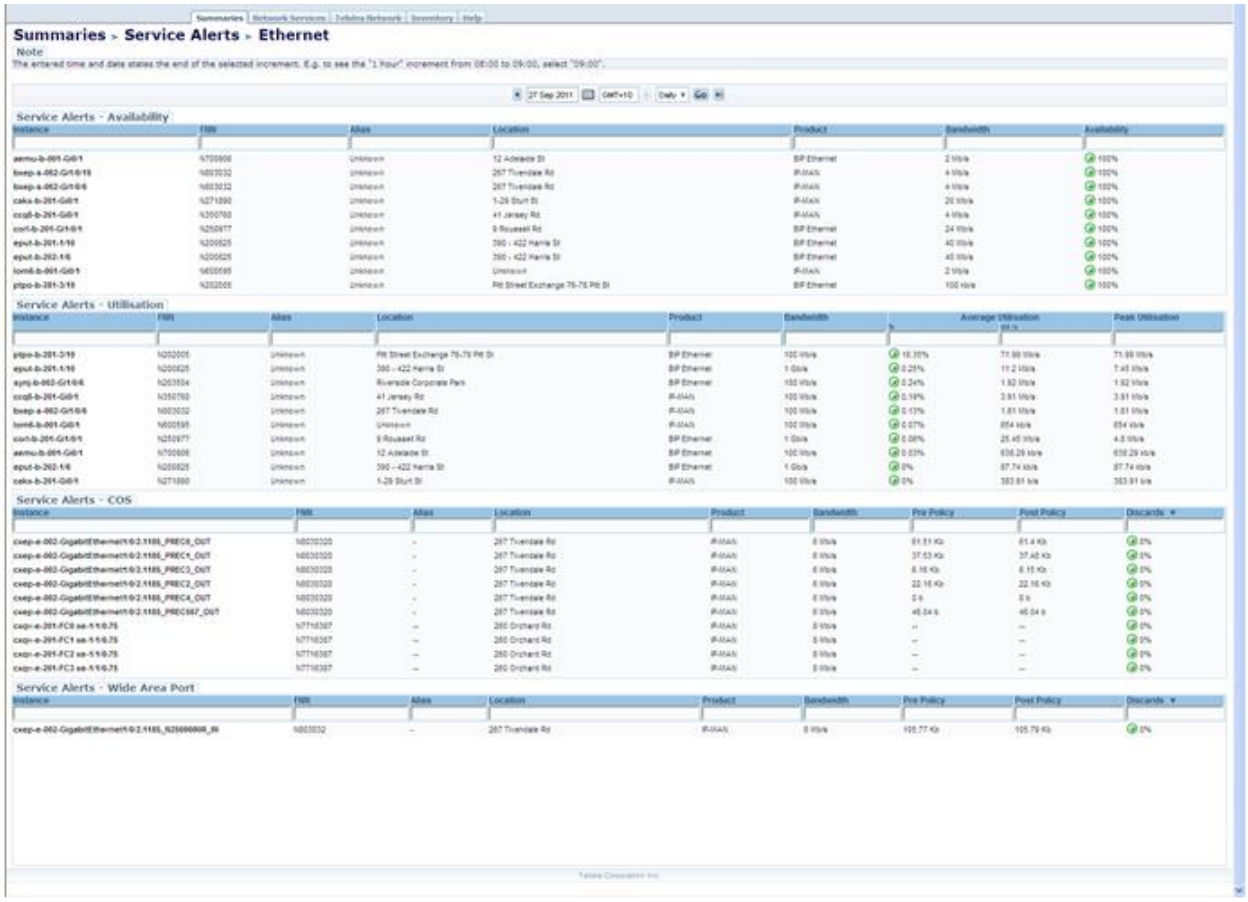


Figure 8.3 Service Alert Ethernet

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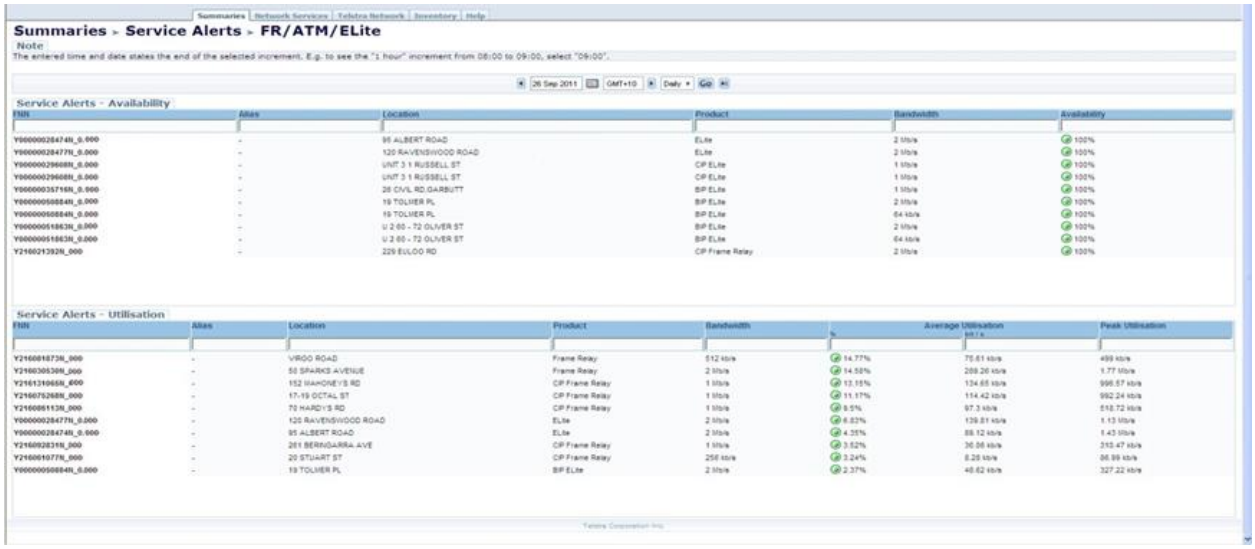


Figure 8.4 Service Alerts FR/ATM/Elite for Retail

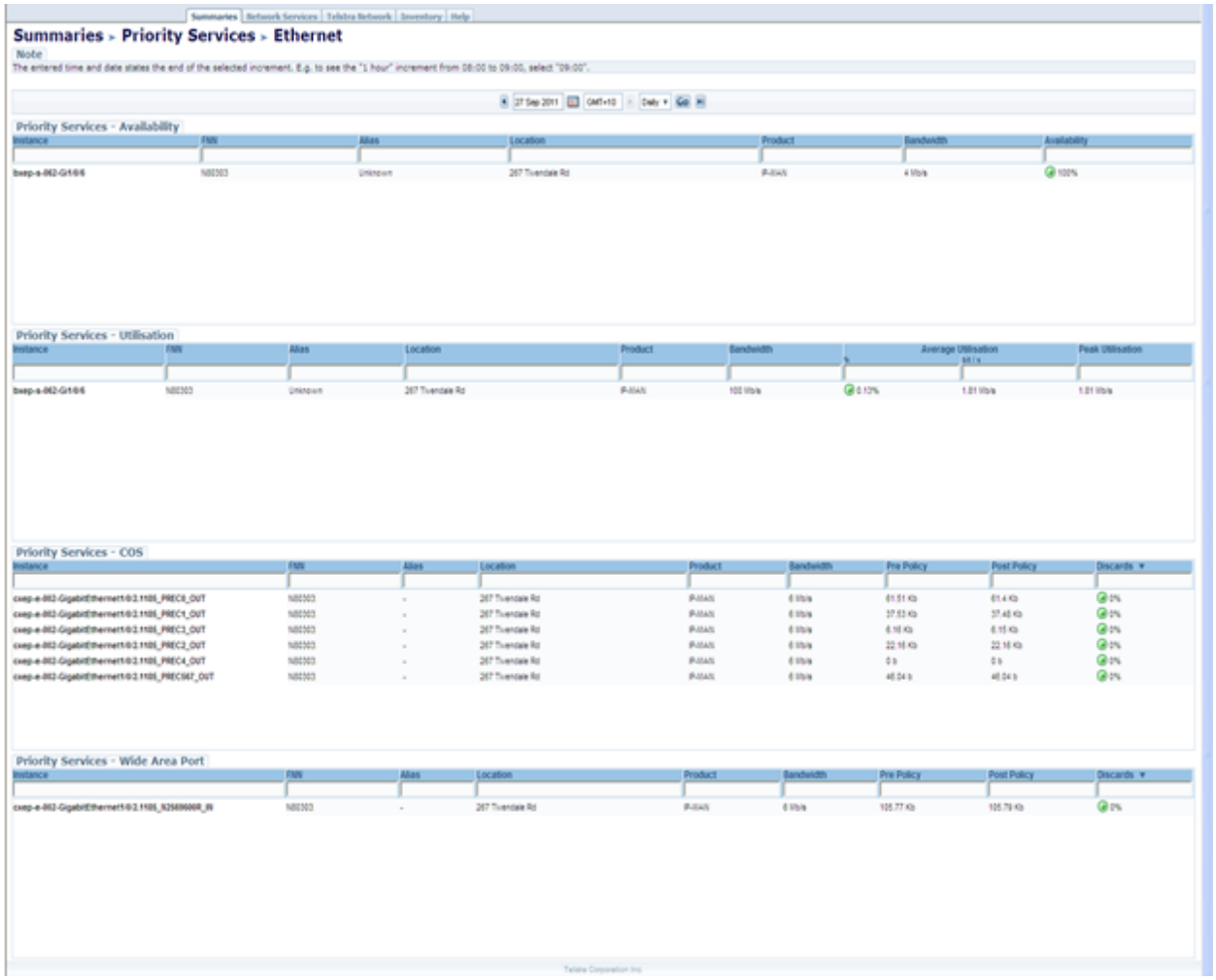


Figure 8.5 Priority Services- Ethernet

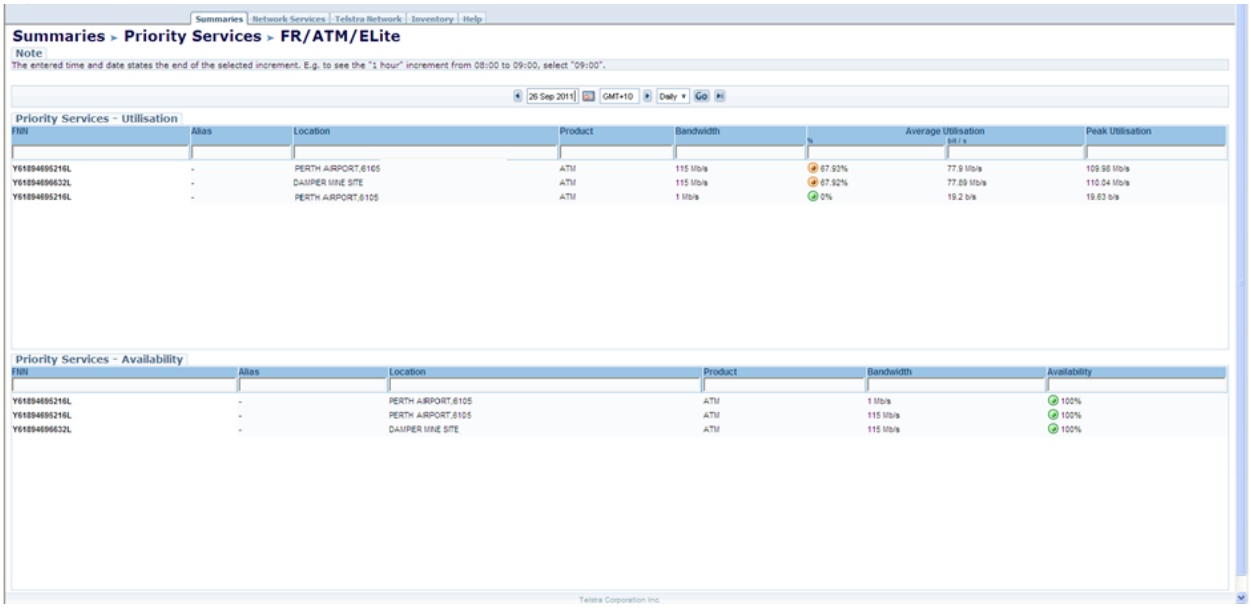


Figure 8.6 Priority Services- FR/ATM/ELite

8.4. Network Services

The Network Services pages provide the user with a detailed view of all available metrics across compatible services within their network. Measures are split into 3 page views

- Ethernet
- Frame Relay, ATM, Ethernet Lite
- Service Comparisons

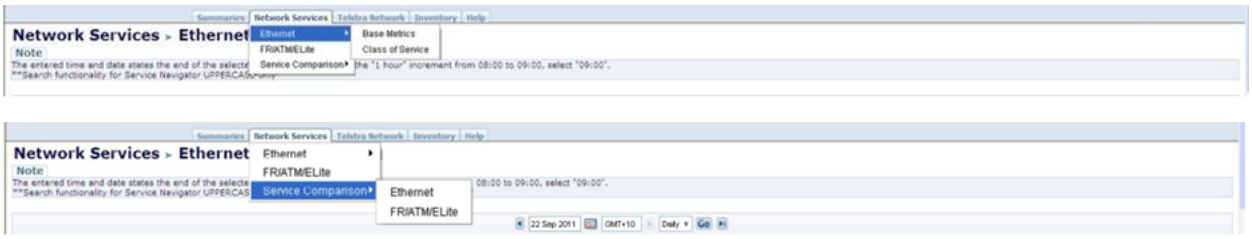


Figure 8.7 Network services

8.4.1. Ethernet – Report Page

These pages provides the user with detailed information for their IPMAN, Ethernet MAN, GWIP, Connect IP Ethernet and Business IP Ethernet services.

8.4.1.1. Base Services

The following metrics are displayed:-

- Service Availability.
- Ingress Volume.
- Egress Volume.

- Ingress Average Utilisation.
- Ingress Peak Utilisation.
- Ingress Average Utilisation 3 month Forecast.
- Egress Average Utilisation.
- Egress Peak Utilisation.
- Egress Average Utilisation 3 month Forecast.

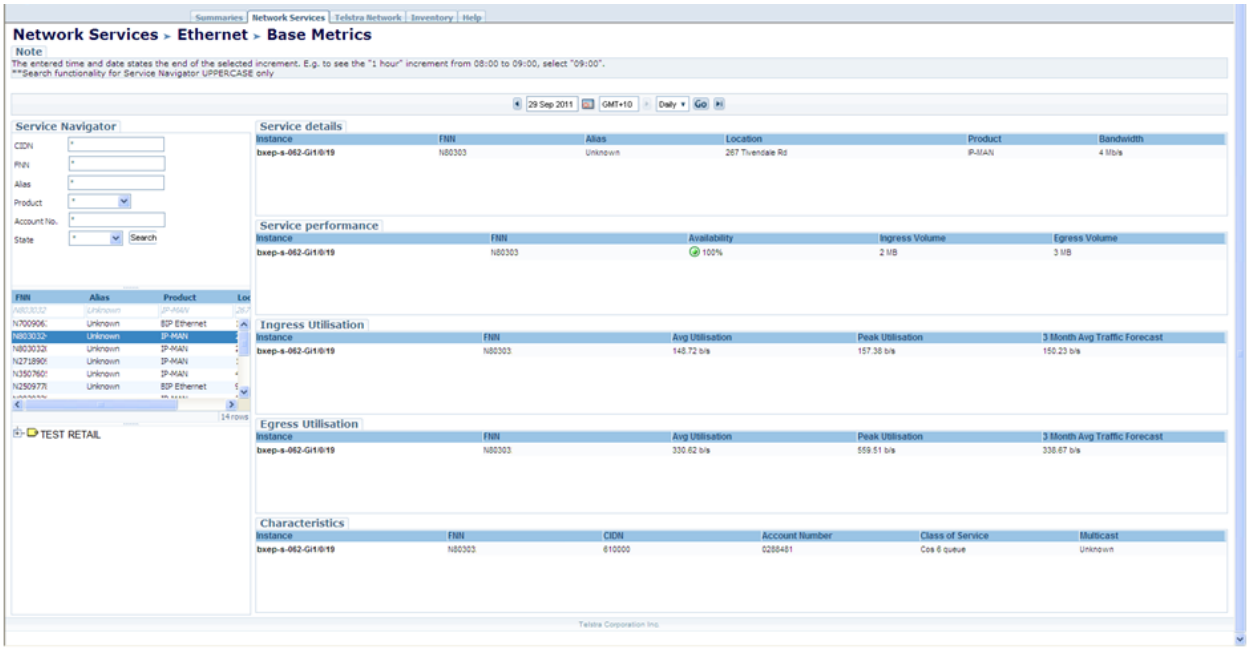


Figure 8.8 Ethernet page – Base Metrics

8.4.1.2. Class of Service

For IPMAN services, the following metrics per Class of Service are also available:

- Pre Policy Bits.
- Post Policy Bits.
- % Packet Discard.

For IPMAN services where the user has also purchased a Wide Area Port for national connectivity, the following metrics are available with respect to that port:

- Pre Policy Bits.
- Post Policy Bits.
- % Packet Discard.

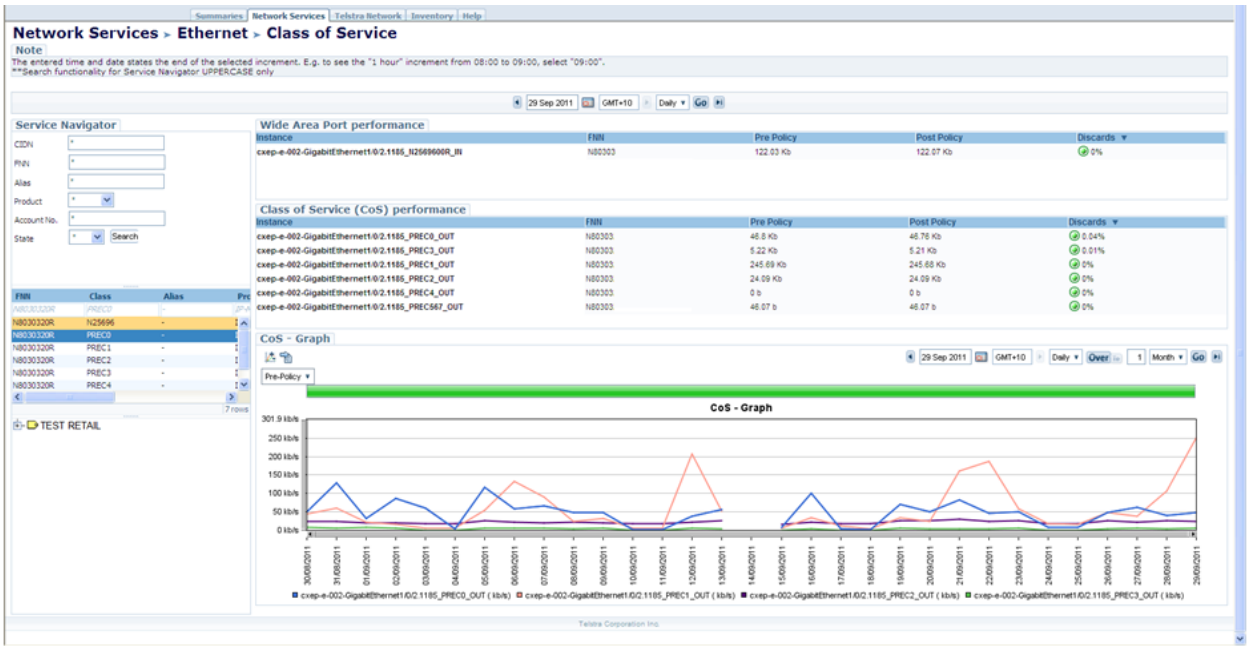


Figure 8.9 Ethernet page – Class of Service page

8.4.2. Frame Relay, ATM and Ethernet Lite – Report Page

This page provides the user with detailed information for their Frame Relay, ATM and Ethernet Lite services.

The metrics displayed will be determined by the service selection (Network, Port or PVC).

The following information is displayed when the user chooses services at the full network level:

- Customer Name.
- Availability.
- Number of PVC ends with outages.
- Total Ingress Volume.
- Total Egress Volume.

The following information is displayed when the user chooses a Port:

- Full National Number (FNN).
- Alias.
- Service Address.
- Bandwidth.
- Product Type.
- Availability.
- Average Total Ingress Utilisation.

- Peak Total Ingress Utilisation.
- Average Total Egress Utilisation.
- Peak Total Egress Utilisation.
- 3 Month Average Ingress Utilisation.
- 3 Month Average Egress Utilisation.
- Total Ingress Volume.
- Total Egress Volume.

The following information is displayed when the user chooses a PVC:

- Full National Number (FNN).
- Alias.
- Service Address.
- Bandwidth.
- Product Type.
- Availability.
- Total Outage Duration.
- Average Untagged Ingress Utilisation.
- Average Tagged Ingress Utilisation.
- Peak Untagged Ingress Utilisation.
- Peak Tagged Ingress Utilisation.
- Average Untagged Egress Utilisation.
- Average Tagged Egress Utilisation.
- Peak Untagged Egress Utilisation.
- Peak Tagged Egress Utilisation.
- Total Untagged Ingress Volume.
- Total Tagged Ingress Volume.
- Total Untagged Egress Volume.
- Total Tagged Egress Volume.
- Ingress Discards.
- Egress Discards.

Note: To view reporting data for BIP and CIP services, with 1:1 port to access ratio, choose the PVC level data.

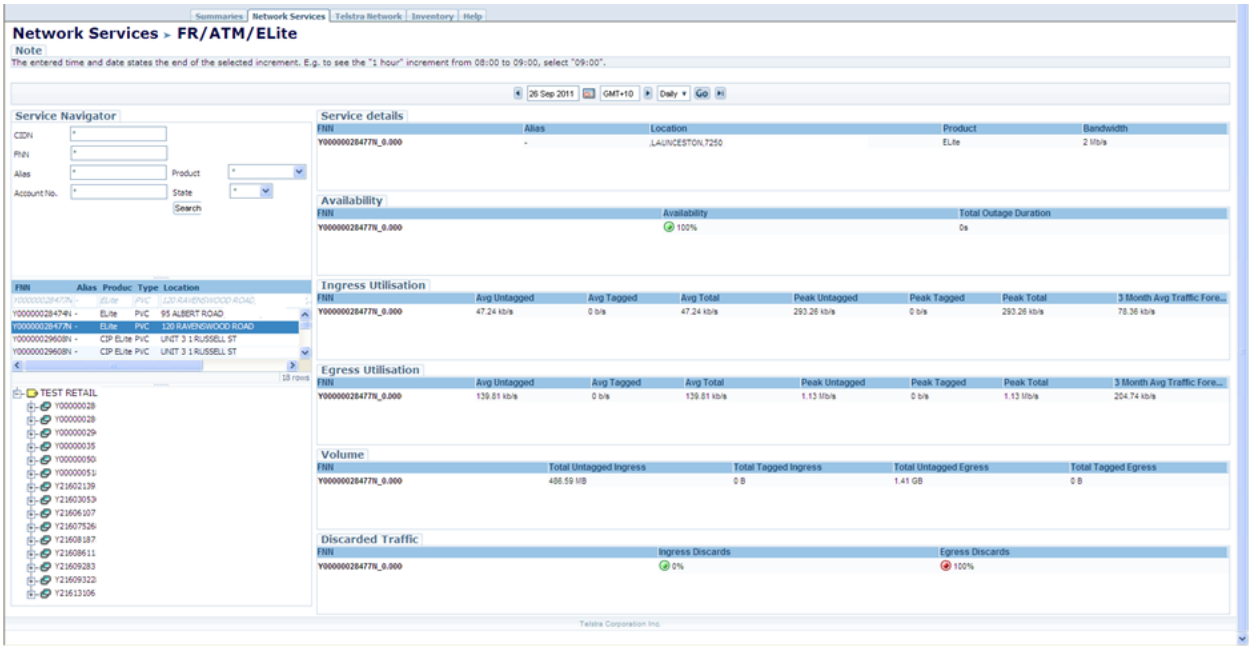


Figure 8.10 FR/ATM/Elite page

8.4.3. Service Comparison – Report Page

The Network Services Ethernet and Network Services Frame, ATM, Ethernet Lite pages only enable a user to view a single service at any one time. This Service Comparisons page therefore enables the user to compare multiple services at the one time.

This page displays the following metrics:

- Availability.
- Average Utilisation.
- Peak Utilisation.

To select multiple services use the 'Shift' key to highlight multiple services in the Service Details Panel and then right click to generate the report.

The page layout is given in the next figure:

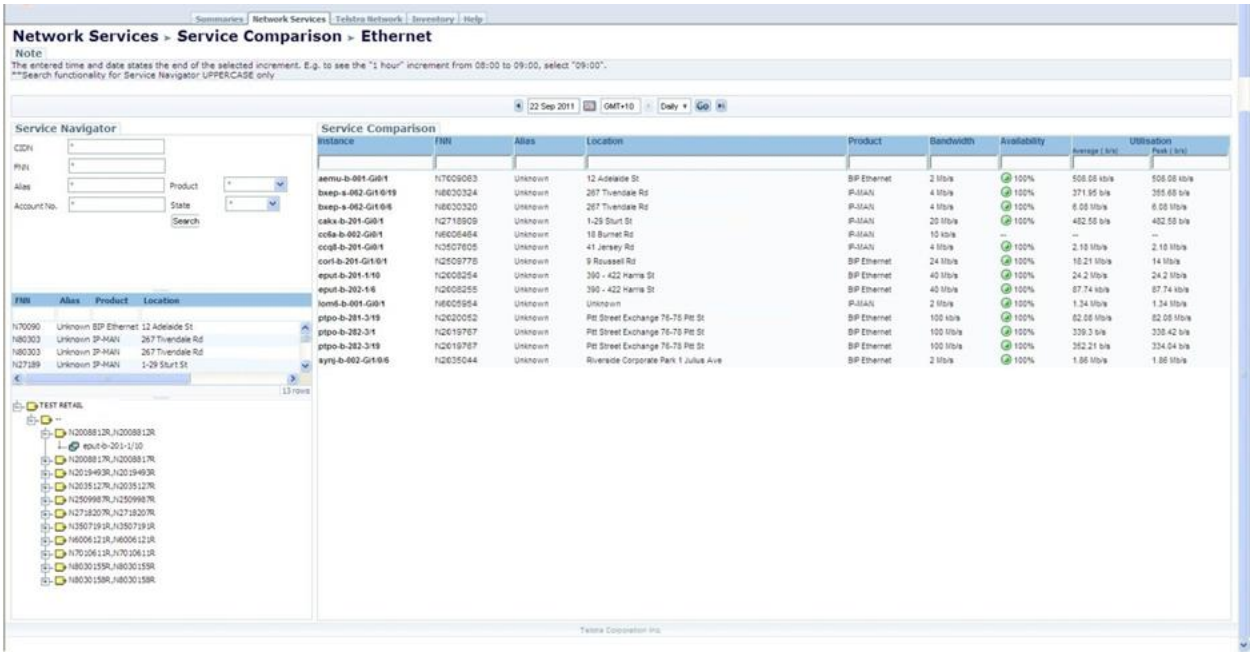


Figure 8.11 Service Comparison Ethernet page

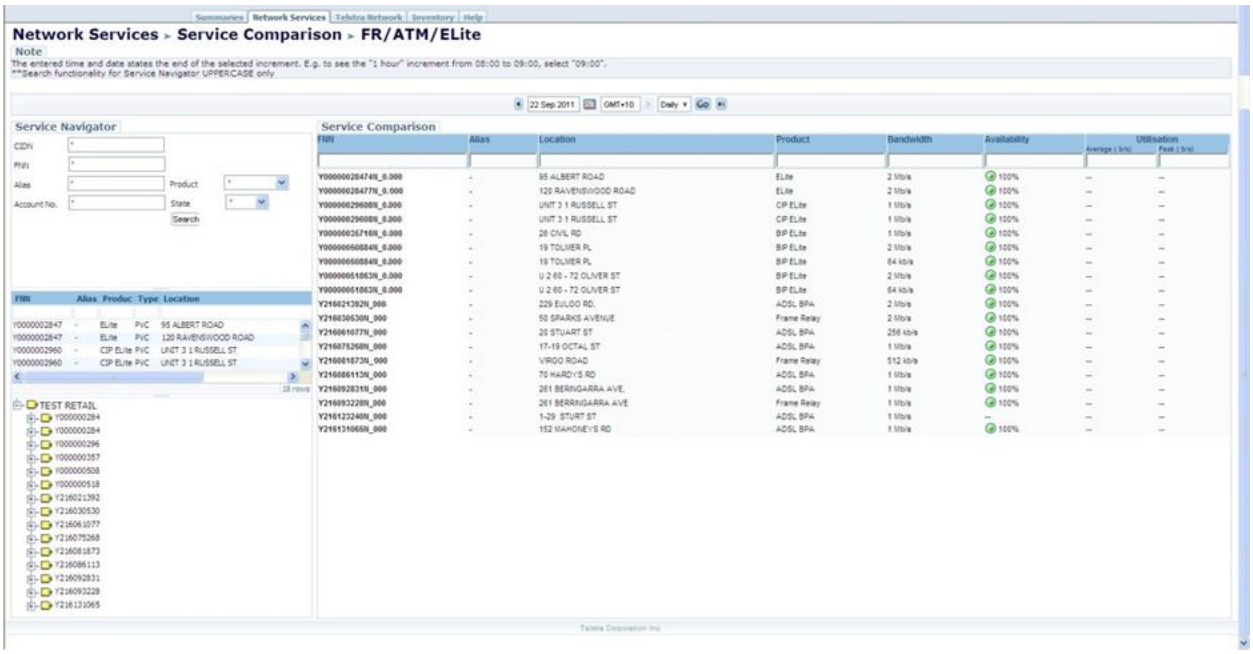


Figure 8.12 Service Comparison FR/ATM/ELite page

8.5. Telstra Network

This tab provides the user with indicative information on the performance of data traversing the Telstra core and edge networks.

Performance data is displayed for all 6 Classes of Services (CoS). Note that CoS is only applicable to IP Networks services. As a result the default Precedence level 0 is displayed when the user initially accesses the Telstra Network tab.

The following metrics are displayed:

- Availability.
- Jitter.
- Round Trip Transit Delay.
- Packet Discard.

The user can view network performance between the following state capitals:

- Sydney.
- Melbourne.
- Adelaide.
- Perth.
- Brisbane.
- Darwin.
- Canberra.
- Auckland (as a destination only).

The user is also able to access Round Trip Transit Delay performance data between key capital cities and large regional cities within the same state.

- NSW – Sydney to ….. Albury, Broken Hill, Coffs Harbour, Dubbo, Newcastle, Parramatta, Wagga Wagga and Wollongong.
- QLD – Brisbane to …. Bundaberg, Cairns, Mackay, Rockhampton and Townsville.
- VIC/TAS – Melbourne to …. Albury, Ballarat, Geelong, Launceston, Mildura, Morwell and Warnambool.
- SA – Adelaide to …. Alice Springs, Mt Gambier.
- NT – Darwin to …. Alice Springs.
- WA – Perth to …. Geraldton, Kalgoorlie and Karratha.

Figure 8.13 Telstra Network

8.5.1. RTD Report Page

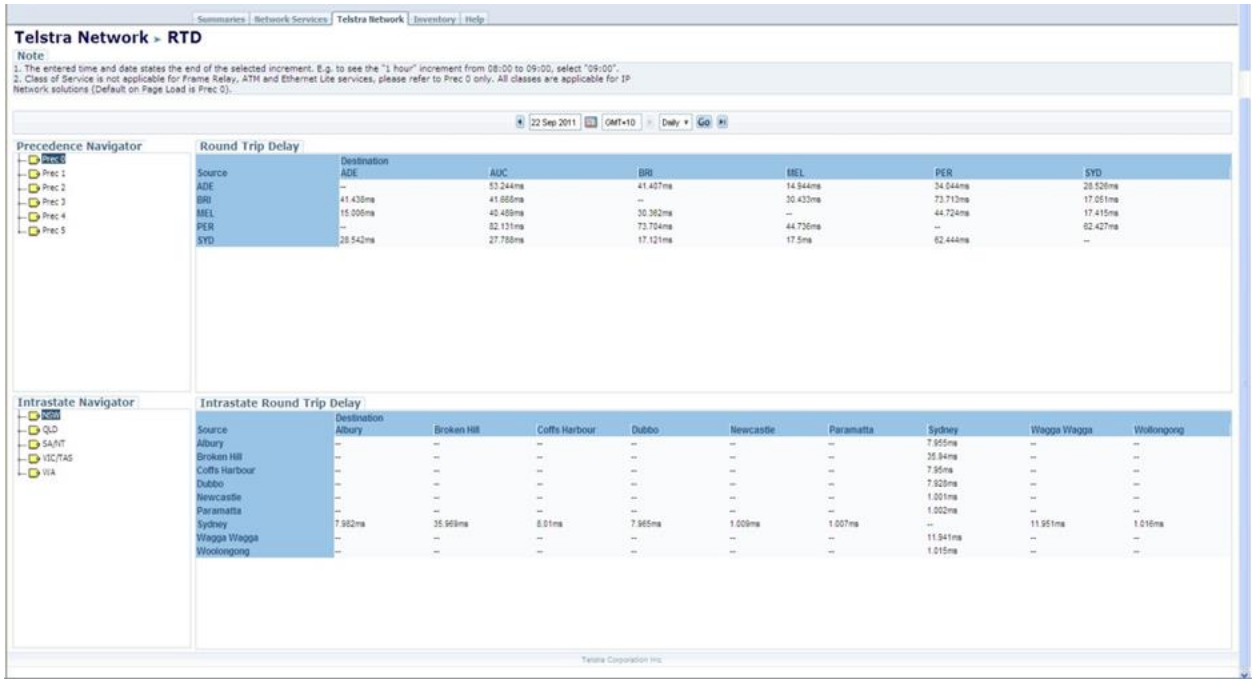


Figure 8.14 – RTD page

8.5.2. Jitter Page

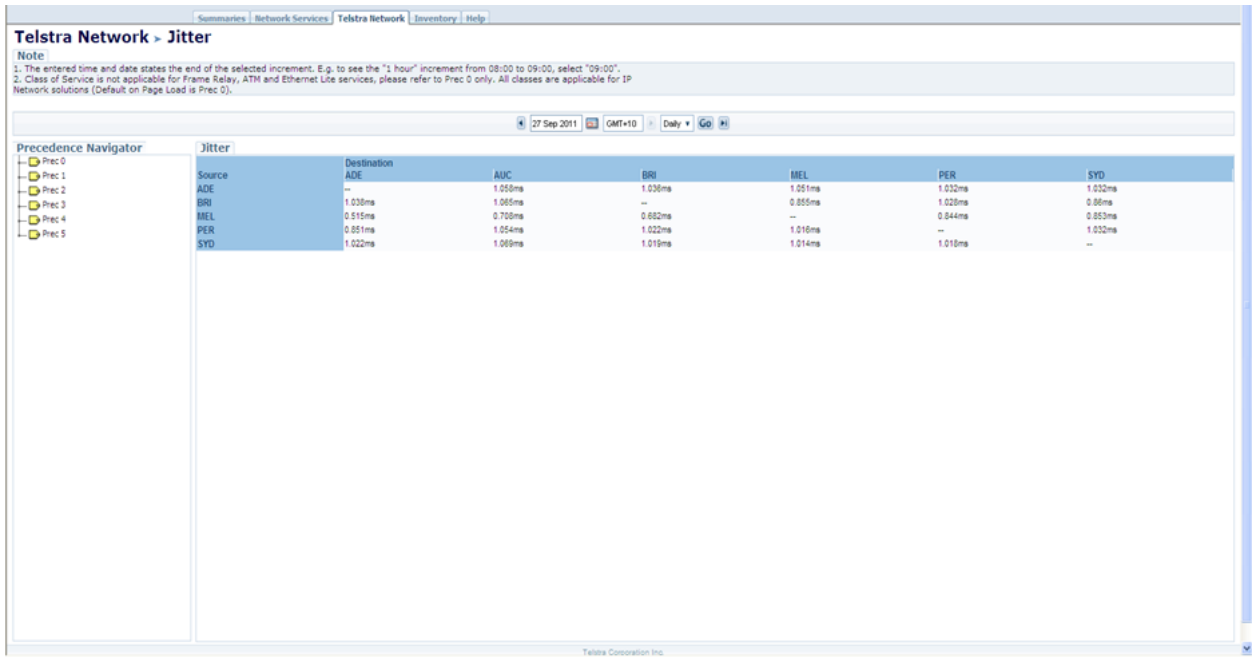


Figure 8.15 – Jitter page

8.5.3. Availability

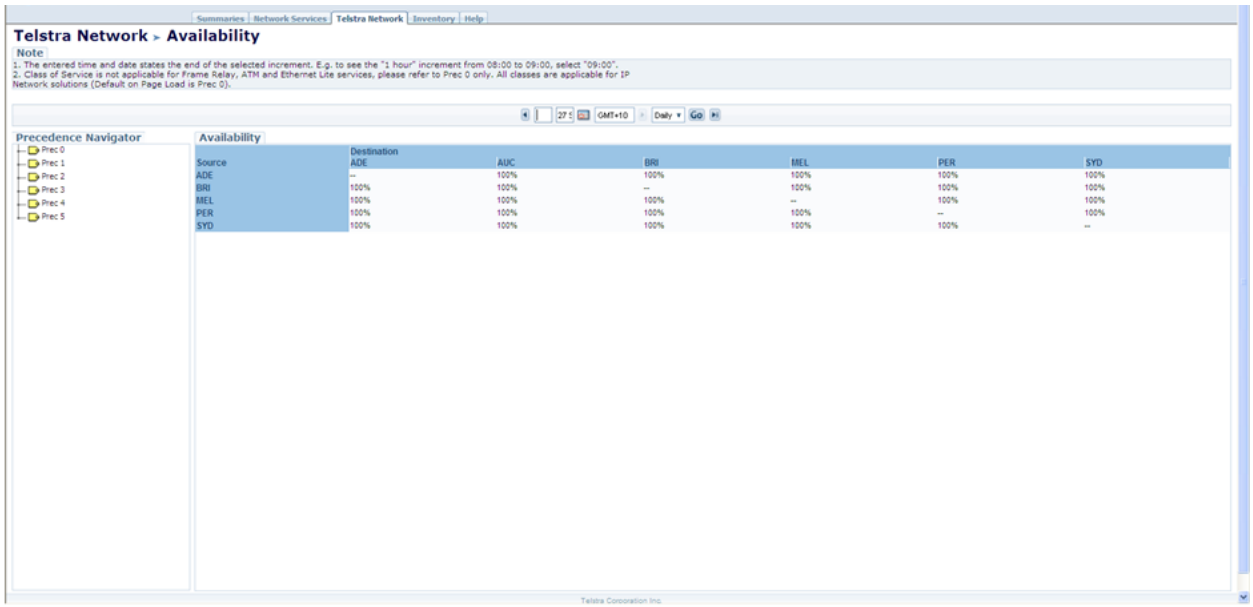


Figure 8.16 – Availability

8.5.4. Packet Loss

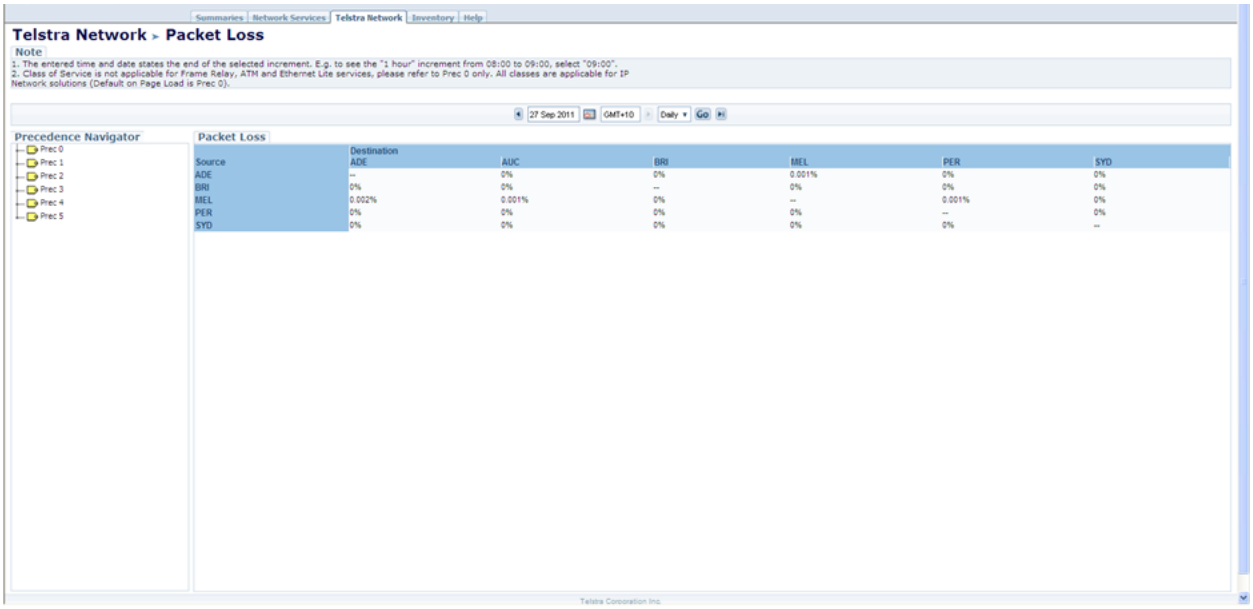


Figure 8.17 – Packet Loss

8.6. Inventory

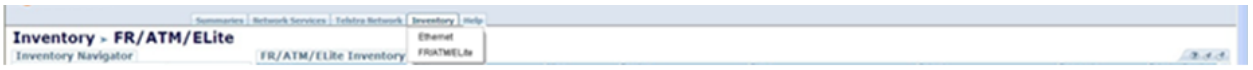


Figure 8.18 Inventory menu – Retail

8.6.1. Ethernet Inventory– Report Page

This page provides the user with an inventory overview on the Ethernet services (IPMAN and Ethernet MAN). It does not contain any performance related data.

The user is provided the following inventory information:

- Service FNN.
- Alias.
- Account Number.
- Customer Name.
- CIDN.
- Product, BandWidth(Mb/s).
- Class of service.
- MultiCast.

The page layout is given in the following figure:

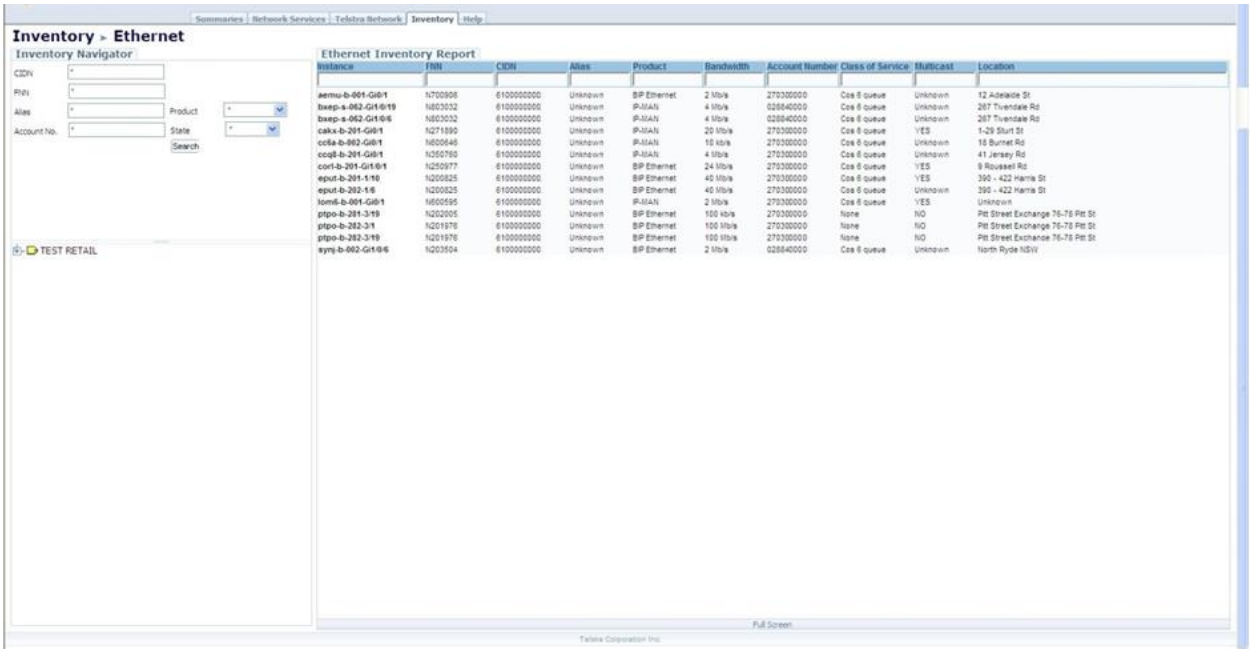


Figure 8.19 – Ethernet Inventory page

8.6.2. FR/ATM/ ELite Inventory– Report Page

This page provides the user with an inventory overview on the ATM/FR/ELite services. It does not contain any performance related data. The page layout is given in the following figure:

This page provides the user with an inventory overview on the ATM, Frame Relay and Ethernet Lite services. It does not contain any performance related data.

The user is provided the following inventory information :

- Service Full National Number (FNN).
- CIDN.
- Customer Name.
- Alias.
- Product.
- A-end Address.
- SLA.
- Account Number.
- Bandwidth.
- Zone.
- PVCs.
- Local Circuit ID.
- Subscriber No (Remote).
- Remote Circuit ID.
- Untagged Rate.
- Tagged Rate.
- Remote Address (B-end).
- NTU Mode.

-

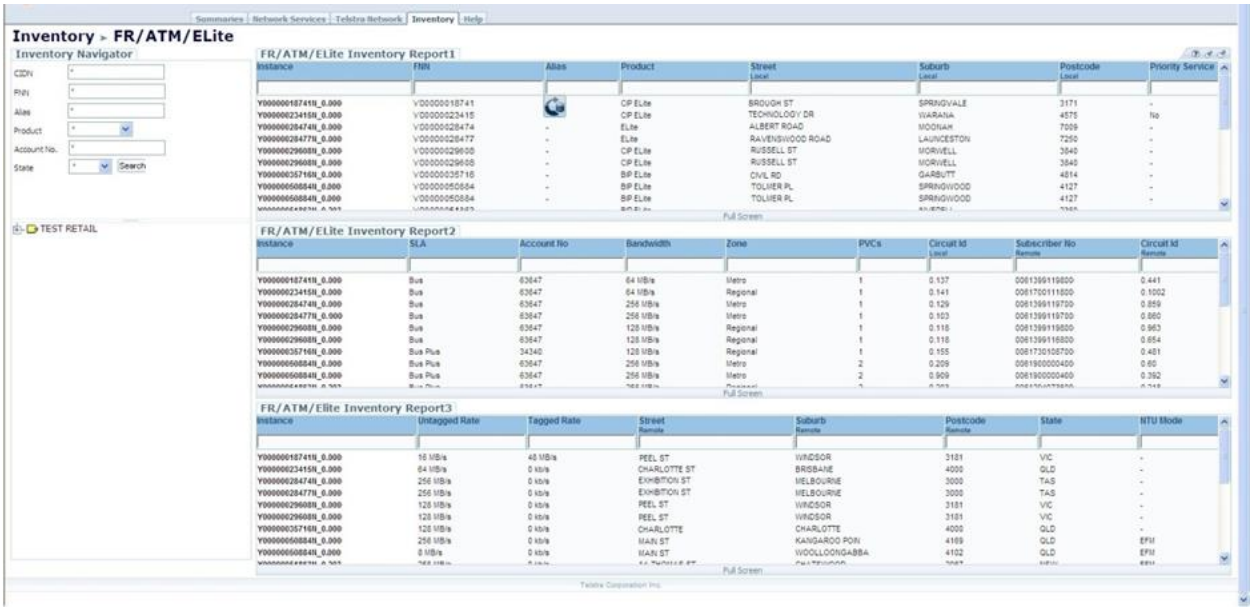
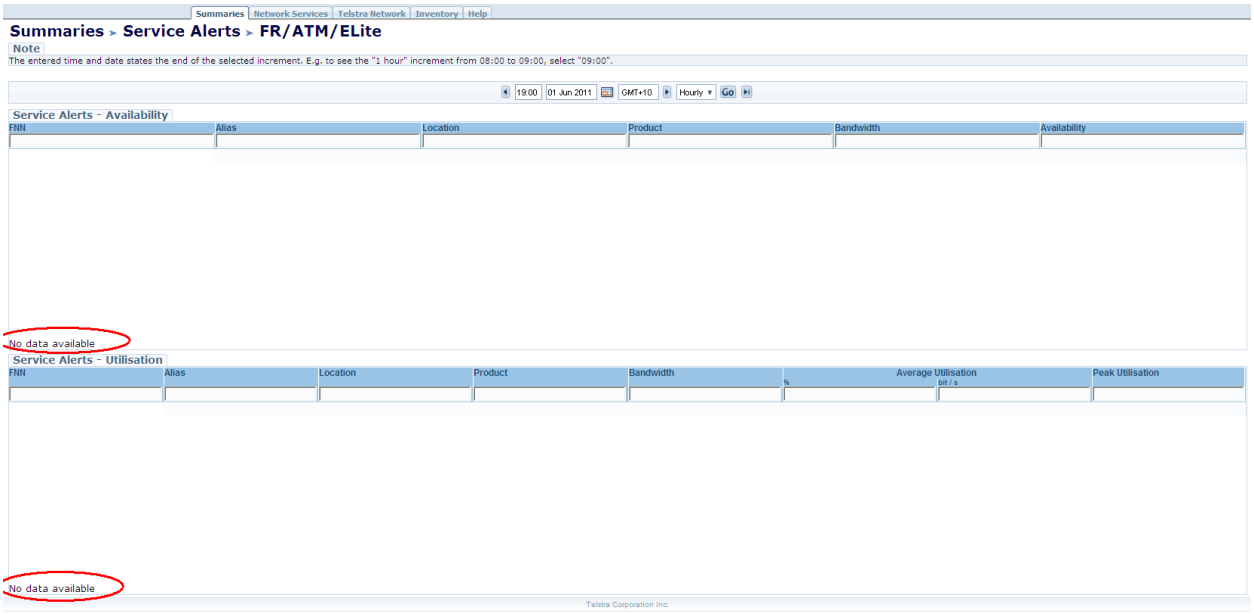


Figure 8.20– ATM/FR/ELite Inventory page

9. TROUBLESHOOTING

9.1. No Data Available



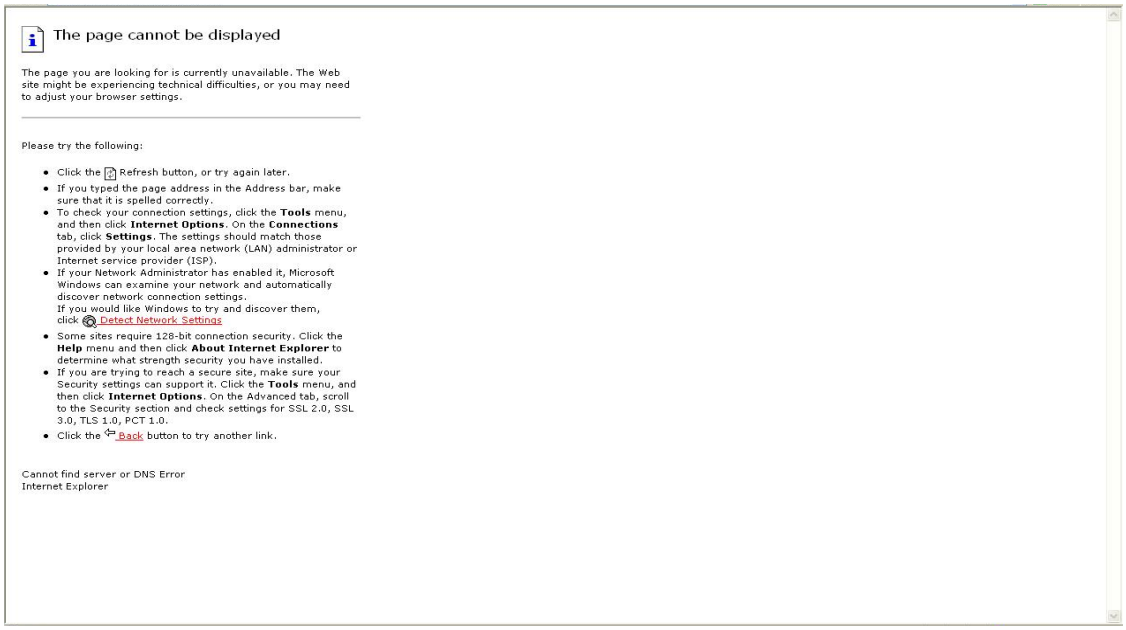
The message *No Data Available* may appear for the following reasons:

1. There is no data available for the selected time period.
2. The selected metrics may not be applicable for the service.
3. There may be a data error in the report

Actions to resolve:

- Select a new time period. If there is still no data, check the user guide to determine whether the selected metric is applicable for the service.
- Check outage notifications on the Help Page for any data errors.
- Log fault with the NGDR Help Desk.

9.2. Web Server Inaccessible

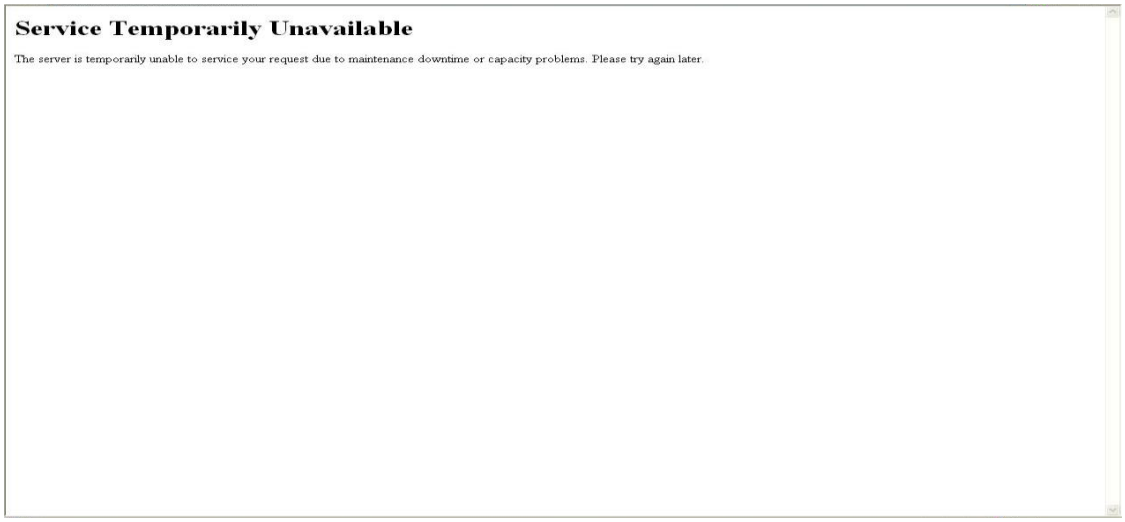


NGDR is accessed via a web browser. If the browser cannot connect to the web server, the message above appears.

Action to resolve:

- Check that your computer has network access by browsing to other pages on the Intranet.
- If the above message appears when trying to connect to NGDR, contact the NGDR helpdesk.

9.3. NGDR Portal Down



Error message indicates NGDR Portal cannot service incoming requests.

Actions to resolve:

- Retry the connection after a few minutes.
- If the message still appears, contact Telstra's NGDR helpdesk.

9.4. NGDR Portal Display Issue

There may be some instances where the Internet Explorer web browser (or other web browsers) used may not display the NGDR reports to the user properly. This may be related to the web browser caching issue.

Actions to resolve:

In this instance, it is advised that the user clear out any temporary internet files and cookies and restart the web browser.

For Internet Explorer, the browsing history can be located in the "Tools", "Internet Options".

10.ACRONYMS

The following acronyms are referred to in this document.

Term	Definition
AEST	Australian Eastern Standard Time
ATM	Asynchronous Transfer Mode
CIDN	Customer ID Number
CIR	Committed Information Rate
CoS	Class of Service
DDR	Data Delivery Rate
DLCI	Data Link Connection Identifier
DSL	Digital Subscriber Line
EIR	Excess Information Rate
ELite	Ethernet Lite
FNN	Full National Number
FR	Frame Relay
GWIP	Government Wideband IP
IP	Internet Protocol
IPMAN	Internet Protocol Metro Area Network
IPWAN	Internet Protocol Wide Area Network
IP Vis	IP Visualisation Tool
MB	Megabyte/s
MBS	Megabits per second
NGDR	Next Generation Data Reporting
PDF	Portable Document Format
PIR	Peak Information Rate
PVC	Permanent Virtual Circuit
RTD	Round Trip Delay
SDN	Switched Data Network
SDNR	Switched Data Network Reporting
SIR	Sustained Information Rate
TXT	Text
VP.VC	Virtual Path. Virtual Circuit

11.GLOSSARY

Term	Explanation
Access Rate	Bandwidth of the access link from your premises to the Telstra network
Charging Zone	Access services and PVCs are categorised into zones for charging purposes. Please refer to Our Customer Terms for more information.
Data Delivery Rate	The amount of data successfully delivered across the network from point A to point B or the amount of data that arrived at point B versus the amount of data sent from point A, expressed as a percentage
Discarded	Packets dropped in the network
Distance Charge Code Backup	If you have backup PVCs configured, this is the charging zone applicable to the backup PVC (see Charging Zone)
Distance Charge Code Primary	If you have backup PVCs configured, this is the charging zone applicable to the main or primary PVC (see Charging Zone)
Egress	Data exiting the Telstra network towards your premises
Frame	A Frame Relay packet
Graphical	Reports provided in a chart or diagram format
Ingress	Data sent into the Telstra network from your premises
Management Protocol	Often referred to as Local Management Interface or LMI, this is the protocol chosen for the Customer Premises Equipment (CPE) to communicate and synchronise with the network – only applicable to Frame Relay?
PVC Identifier	Generic term used to identify a PVC on a Port (FNN). This refers to a DLCI in Frame Relay terms or a VPI.VCI in ATM/BDSL terms
PVC Status	This shows PVCs that are either 'Active' or 'Propagated'. The latter means there is an outstanding order awaiting completion e.g. increasing CIR bandwidth.
PVC Type	For ATM/BDSL PVCs this shows PVC type such as VBR-NRT, VBR-RT etc
Service Assurance	The service package chosen for response and restoration of faults
Tabular	Reports provided in a table or spreadsheet style format
Tagged	Generic term for burst traffic over and above subscribed data rate. Also known as discard eligible, EIR, CLP1
Untagged	Generic term for traffic within or below the subscribed data rate. Also known as CIR, CLP0

12.REFERENCES

Ref #	Document Title	Telstra Doc Data	
		DME	Ver.
[1]	InfoVista Manuals	TAF0001-	
[2]	Solution Blueprint - IT Transformation Network Service Assurance Project - Next Generation Data Reporting	TAF0001-334204	V8.0
[3]	InfoVista Detailed Design.doc	TAF0001-423051	1p13
[4]	IVPM/SID/VD Detailed Design.doc	TAF0001-423053	3p16
[5]	PM Requirements Definition document	TAF0001-337650	
[6]	NSA- Performance Management FS PM 1.2 Functional Specification	TAF0001-397209	1p13
[7]	PM1.1-1.2 device list	TAF0001-385237	
[8]	VistaPortal® SE 4.1 SP1 – User Guide	TAF0001-	
[9]	NSA PM Solution Architecture Definition (SAD)	TAF0001-337655	1p20
[10]	NSA – Performance Management FS PM 1.2 Functional Specification	TAF0001-513737	2p5
[11]	Addendum Functional Specifications PM1.2 - External User Pages	TAF0001-669758	1p7

Table 12-1 References