



Cloud Monitoring Service

User Guide

(Version 1.2)

HKBN Enterprise Solutions is the brand / trading name of HKBN Enterprise Solutions Limited and/or HKBN Enterprise Solutions HK Limited

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Thank you for subscribing Cloud Monitoring service.

Cloud Monitoring is a form of "Monitoring as a Service" (MaaS) which helps you & IT managers to closely monitor all the networking devices (such as routers and switches), FibreCloud and IT hardware (like physical servers and access points) in a centralized manner.

Simply login the Cloud Monitoring Customer Web Portal or Mobile App to grasp the utilization data of all devices or equipment. Devices with abnormalities can be quickly identified and alerts will be sent promptly through multiple channels.

1. Login Cloud Monitoring Customer Portal

- Login Cloud Monitoring Customer Portal.
- Visit <u>https://cloud-monitoring.hkbnes.net</u> with your web browser.
- Proceed to the Customer Portal site by clicking the above link.
- Enter your **Username** and **Password**.
- Click the **[Login]** button.

Username:	Customeratinin
Password:	
	Login

- Please refer to your Cloud Monitoring Service welcome letter for the login Username and Password.
- For security reason, it will be automatically logout in case of idle for longer than 15 minutes.
- Please note that the web portal is best viewed at 1200x768 screen resolution with Internet Explorer 10.0 (or later version) and FireFox Evergreen with version > 30.

2. Change Login Password

• Click [Administration] and select [My Preferences].

	Reports	Events	Administration	Chan Tai Man 12345678 • Logout
Preferences for	or cm1130001	_02_user	About	
☐ Change Password		My Preferences		

• In the Change Password Session, enter your Old Password.

	Reports	Events	Administration				
Preferences for cm1130001_02_user							
Change Pas	sword						
Old Passwo New Passw							
Confirm Passw							
Comment	Solitora.						

- Then enter your **New Password**.
- Re-enter your New Password to confirm.
- Click the [Save] button.

Note:

• It is highly recommended that you change the password regularly for security purposes.

3. Customize Your SMS Number and Email Address

• Click [Administration] and select [My Preferences].

Reports Events	Administration	Chan Tai Man 12345678 • Logout
Preferences for cm1130001_02_user	About	
Change Password	My Preferences	

• In the **[User Setting]** session, you can edit your information like the **Email Address** and mobile number for receiving **SMS**.

☐ User Settings								
Name:	Chan Tai Man							
SMS:	92							
Email Address:								
User Time								
Date Format:	Default to Cluster Settings							
Time Zone:	Hong Kong 🔻							
Startup Check:	Confirm that the browser time zone and the user time zone							

• Finally, click the **[Save]** button.

- Please make sure the SMS phone number and Email Address information are correct so that you can well receive the alert notification messages and emails accordingly.
 - SMS phone number 8 digits with no space. HK mobile number only.
 - Email Address Contains "@" and at least one dot.

4. Alert Summary

HKBNES has already setup & created default [Alert Report] in the left of their dashboard so that you will see the alert list of all the devices (if any) once you login.

★ CM1130003 - Dashboard										
Alert Summary - + X										
Alerts Report - This Week - + ×										
Q Search Results	- Search Results		X ဥ Off - ல							
Severity	Alert ID	Device Name	Message							
Critical	2117	4881002 Cisco C819G Router	CM1130003 Trial Company 3 4881002 Cisco C819G Router Availability: 0.00 Percent < 50 Percent Average over 5.00 minutes							
Info	2107	4881002 Cisco C819G Router	CM1130003 Trial Company 3 4881002 Cisco C819G Router CPU 1 Minute Average: 2.00 Percent > 1 Percent Average over 5.00 minutes							

- The alert summary has 2 different severity levels like
 - **Critical**: Device is detected to be unreachable. This may be caused by connectivity lost or device down.
 - **Info**: The resource of device being monitored has exceeded the pre-set threshold (e.g., WAN uplink bandwidth utilization is 30% exceeded the previous trend.)
- You can filter the alerts by entering the keyboards in Search Box.

Alert Summary - +							
🚇 Alerts Report	t - Past 4 Weeks		- + x				
Q Search Result	Q Search Results - Cisco						
Severity	Alert ID	Message					
Critical	2117	4881002 Cisco C819G Router	CM1130003 Trial Company 3 4881002 Cisco				

5. Alert Notification

Apart from retrieving the device status via login the portal, you can also be able to receive the information via SMS and Email. For changing your SMS number and Email Address, please refer to the previous chapter – [Customzie your SMS Number and Email Address]

- (i) Alert via SMS
 - You will receive SMS Notification if the device status is having unstable and resume to normal.

Cloud Monitoring: Your device (Cisco 891 Router) is detected to be unstable at 2017-06-17 15:36

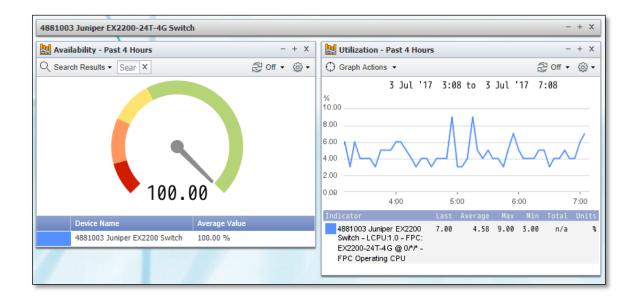
Cloud Monitoring: Your device (Cisco 891 Router) is detected to resume normal at 2017-06-17 15:40

- > You can additionally select to receive SMS Alert upon device exceeding the pre-set limit.
- > The SMS will be delivered to HK mobile number (overseas phone number is not available)
- (ii) Alert via Email
 - You will receive Email Alert Notification if the device status is having abnormal status (e.g. Up and Down) or device exceeding the pre-set limit.

6. Dashboard Summary

HKBNES has setup and help you to create report in dashboard so that you will see the **[Availability]** and **[Utilization]** of the device when you login on the customer portal.

<u>Note</u>: If you are the user with **Administrator** rights (Admin), you can save the customized dashboard so that it can be reviewed in future again. Please refer to the chapter – [Save your Customized Report and Dashboard]

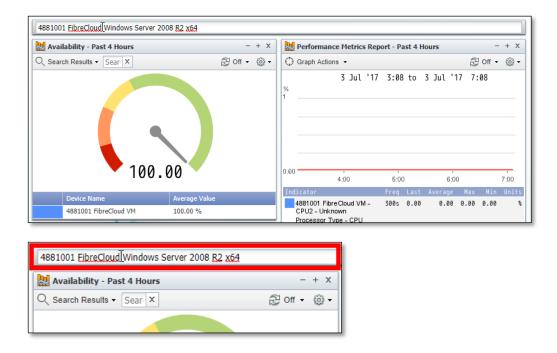


6.1. Customize Title Bar of Device

4881001 FibreCloud Windows Server 2008 R2 x64								+ X
Availability - Past 4 Hot 4881001 FibreCloud Win	dows Server 2008 R2 x64	🔛 Perform	ance Metrics Rep	ort - Past 4	Hours		-	+ X
Q Search Results - Sear X	군 Off ▼ ଊ ▼	🕀 Graph Ac	tions -			2	Off 🝷	، ش
		×6	3 Jul '17	3:08 to) 3 Jul '	17 7:0	8	
100.00		1.00 Indicator	4:00	5:00 Freq Las	- 6:0 st Average	0 Max		7:00 Units
Device Name Average Vi 4881001 FibreCloud VM 100.00 %	alue	4881001 I CPU2 - U	FibreCloud VM - nknown r Tvpe - CPU	300s 0.0			0.00	\$

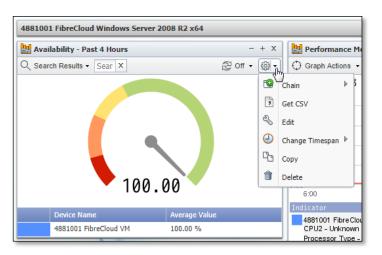
• Double click the name on the title bar

- Enter your preferred new name
- Lastly, press [Enter].



6.2. Change the Timespan of Graph

• Click 🙆 button of the graph.



• Select [Change Timespan]

4881001 FibreCloud Windows Server 2008 R2 x64				
🔛 Availability - Past 4 Hours	- +	x	Performance	Metrics Report - Past
Q Search Results - Sear X	දි <mark>Off ▼</mark> දි	3 -	Graph Actions	•
100.00 Device Name Average Value			Chain Get CSV Edit Change Timespan Copy Delete 6:00 Indicator 4881001 Fibre(Jul '17 5:55 t Past 2 Hours Past 4 Hours Past 8 Hours Vesterday Past 24 Hours
4881001 FibreCloud VM 100.00 %	- + x		CPU2 - Unknov Processor Typ Load	Past 48 Hours Today
	ළි <mark>Off ▼</mark> දි	3 -	4881001 Fibre(CPU3 - Unknov	This Week
3 Jul '17 5:55 to 3 Jul '17 8.00K 3.00K	9:55	_	Processor Type Load Performance	Last Week Past 7 Days This Month Last Month
2.00K		_	% 80.00	Past 4 Weeks Custom

- Select the preferred options:
 - Past 2 Hours
 - Past 4 Hours ← Default setting
 - Past 8 Hours
 - Yesterday
 - Past 24 Hours
 - Past 48 Hours
 - Today
 - This Week
 - Last Week
 - Past 7 Days
 - This Month
 - Last Month
 - Past 4 Weeks
 - Custom (i.e. you can customize the timespan like 5 minutes)

Note:

• If you are the user with Administrator rights (Admin), you can save the customized Timespan so that the customized graphs can be reviewed in future again.

6.3. Change Automatic Refresh Time of Graph

- + X 🔛 Availability - Past 4 Hours Q Search Results - Sean X [권 Off ▼ 6월 ▼ Ð • Off 5 seconds 10 seconds 30 seconds 5 1 minute 2 minutes 100.00 5 minutes Device Name Average Value 10 minutes 4881001 FibreCloud VM 100.00 %
- Click the [Automatic Refresh] 😂 button of the graph.

- Select the preferred options:
 - Off ← Default setting (i.e. the graphs will not be automatically refreshed and need to be manually refreshed.)
 - 5 seconds
 - 10 seconds
 - 30 second
 - 1 minute
 - 2 minutes
 - 5 minutes
 - 10 minutes

- The graph will not be automatically refreshed unless you configure the "Automatic Refresh" setting every time you login to the portal.
- The **[Save]** button on the top right corner of the page is not applicable for saving the refresh time.

6.4. Change Automatic Refresh Time of Dashboard

Click the [Automatic Refresh] ^C button of the dashboard on the top right corner of the page.

	Sample 2005 • Logout	-	- V 🛖 ?
	10 A	Add	🔁 Off 🚽 🔅
er 2008 R2 x64		٠	Off
- + x	Used Memory - Past 4 Hours		5 seconds
군 Off - 🛞 -	← Graph Actions		10 seconds
	17 Jul '17 9:06 to 17 Jul '17 1		30 seconds
	% 60.00		1 minute 👆
			2 minutes
	40.00		5 minutes
	20.00		10 minutes

- Select the preferred options:
 - Off ← Default setting (i.e. the graphs will not be automatically refreshed and need to be manually refreshed.)
 - 5 seconds
 - 10 seconds
 - 30 second
 - 1 minute
 - 2 minutes
 - 5 minutes
 - 10 minutes

- The dashboard will not be automatically refreshed unless you configure the "Automatic Refresh" setting every time you login to the portal.
- The [Save] button on the top right corner of the page is not applicable for saving the refresh time.
- After you change the "Refresh Time" of dashboard, it will also refresh all the graph(s) of the dashboard page.

7. Create Your Own Report

Apart from viewing the default report in the dashboard, you can also create the report by yourself. There are different types of report such as Performance Metrics, TopN, Alerts and Status... etc. The followings are the procedures for creating Performance Metrics Report.

<u>Note</u>: If you are the user with **Administrator** rights (Admin), you can copy/save the customized report and share with your colleagues so that the report can be reviewed in future again.

• Click [Reports] on the top left corner of the page.



- Click [Create Report].
- [The Reporting Wizard] will be loaded in the New Tab of your browser.



• Please select the report type [Performance Metrics] via [Sources], then Click [Next] button.



 In [Resources] page, please select [Indicator] via [Type], then select [Everything] via [Device Group].

Performance Metrics							
Sources	Resources						
🚱 Resources	Resource Selection						
Time	Type: Indicator 🔻						
🔏 Settings	Device Group: Everything						
📊 Visualizations	Device:		-				
Summary	Object:						

• Select one of the devices like router.

Performance Metrics		
Sources	Resource	es
🚱 Resources	Resource Selection	
Time	Туре:	Indicator
🔏 Settings	Device Group:	Everything
📊 Visualizations	Device:	
Summary	Object:	Search
		4881001 FibreCloud VM
	Indicator:	4881002 Cisco C819G Router
	Current Resources	4881003 Juniper EX2200 Switch 4881002 Cisco C819G Router
		4881004 Ruijie RSR10-01G-T(W)-SIMCard Router
	Remove Selected	
	Device	

• Select (for example) [SNMP Availability] via [Object].

Performance Metrics	<u>~</u> -	
Sources		es
Resources	Resource Selection	
Time	Туре:	Indicator
🔏 Settings	Device Group:	Everything
🚮 Visualizations	Device:	4881002 Cisco C819G Router
Junnary	Object:	
	Indicator:	Search
		SNMP Poller
	Current Resources	Ce0 - *** Wan link ***
	X Remove Selected	CPU1 - CPU
	Device	Memory1 - Processor
		Memory2 - I/O
		SNMP Availability
		SNMP Availability

• Select (for example) [Availability] via [Indicator].

Performance Metrics	~	
Sources	Resource	es
Resources	Resource Selection	
Time	Туре:	Indicator
🔏 Settings	Device Group:	Everything
📊 Visualizations	Device:	4881002 Cisco C819G Router
Summary	Object:	SNMP Availability
	Indicator:	
		Search
	Current Resources	Availability
	Remove Selected	Availability
	Device	

Performance Metrics	<u>∼</u> .			
Bources	Resource	es		
Resources	Resource Selection	1		
Time	Туре:	Indicator		
🔏 Settings	Device Group:	Everything		
Visualizations	Device:	4881002 Cisco C819G Route	er	
Summary	Object:	SNMP Availability 🗵		
	Indicator:	Availability 🗵		
	Current Resources			
	X Remove Selected	d X Remove All		
	Device		Object	
	4881002 Cisco C8190	G Router	SNMP Availability	6
				N.

• In [Time] page, click [Next] button.

Performance Metrics			? X
Sources	🤝 Time	Search	X
Resources	Time Zone:	Hong Kong	-
 Time 	Time Span:	Today	-
🔏 Settings		,	
Visualizations			
Jummary			
Cancel Reset		Previous Next (h)	Finish

• In [Setting] page, click [Next] button.

Performance Metrics	N. a			? X
Sources	X Settings		Search	X
Resources	Settings			
Time	Percentage:			
🔏 Settings				
Visualizations	Data Aggregation			
Summary	Use Aggregation:			
	— Data Analysis ———			
	Trending:	None		•
	Display Percentiles:			
	Display Baselines:			
	Use Time Over Time:			
	Work Hours Group:	None		
Cancel Reset			Previous Next dr	Finish

• In [Visualizations] page, click [Next] button.



• In [Summary] page, click [Next] button.

Performance Metrics			? :
لم Sources	🛛 🌒 Summary	Search	1
a Resources	Summary		
) Time	Name	Value	
Settings	∃ Resources (1)		
	Indicator	4881002 Cisco C819G Router - SNMP Availability - Availabili	ity
Visualizations	☐ Settings (9)		
Summary	Percentage	No	
	Use Aggregation	No	
	Trending	None	
	Display Percentiles	No	
	Display Baselines	No	
	Use Time Over Time	No	
	Time Over Time Period	1	
	Time Over Time Period Units	Weeks	
Cancel Reset]	Previous	ext Finish

• A New Report will then be created.

🚖 New Report 1	0 Jul '17 9:40									
Nerformance Metri	ics Report - Today								-	+ X
Graph Actions 👻								Ŕ	권 Off 🗕	، ش
		10 Jul '17 0:00	to 10 Jul '17	10:3	2					
% 100.00		10 Jul '17 2:51								_
80.00		◀ 99.99 %								_
60.00										_
40.00										-
20.00										-
0.00 ,	2:00	4:00	6:00			8:00			10:00	_
Indicator				Freq	Last	Average	Max	Min	Total	Units
4881002 Cisco C819	G Router - SNMP Availabi	lity - Availability		300s	100.00	100.00	100.00	100.00	n/a	\$

<u>Note</u>: If you are the user with **Administrator** rights (Admin), you can save your report template so that you can view this new report in future again.

8. Make report as your Dashboard

You can set a report as your default dashboard when you login customer portal

- Click [Reports] on the top left corner of the page.
- Click [Report Manager].

Rep	orts			
<u>ن</u>	· 🏦 🛛	Delete Selec	ted O	Search 🕶 🛓
		Report I		
		\otimes		CM1130
		8		CM1130
		0		CM1130
		\bigotimes		CM1130
		\bigotimes		CM1130
		\bigotimes		CM1130

Note: The [Star] 🛱 Symbol means it is currently showing in Dashboard.

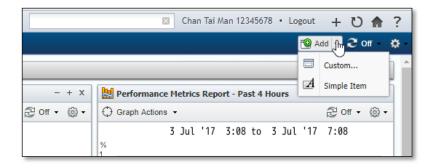
• [Right Click] the Report, and select [Mark as Dashboard].

	Fla	gs			Report Name	
	ø				CM1130003 - 4	88
	\bigotimes				CM1130003 - 4	88
	ø		e %	View		er
	\bigotimes		☆	Mark a	s Favorite	er
	\otimes			Unmar	k as Favorite	as
	\bigotimes		\checkmark	Mark a	s Dashboard	ev
	ø		~			ev
	ര്		T	Unmar	k as Dashboard	lin

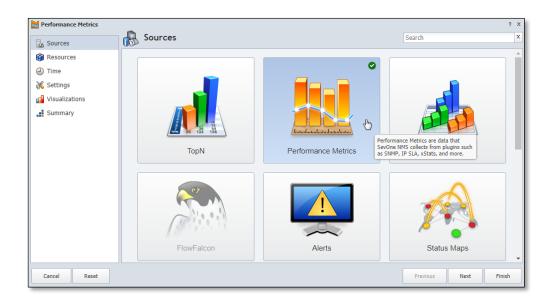
9. Add New Reports to Dashboard

If you are the user with **Administrator** rights (Admin), you can customize your dashboard and share with your colleague by adding new reports.

• On the top right corner of the page, click **[Add]** button.



- For the details and screens of creating new report, you can refer to the previous chapter –
 [Create Your Own Report]
- Please select the report type [Performance Metrics] via [Sources], then Click [Next] button.

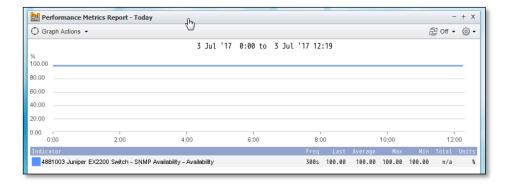


- In [Resources] page, please select [Indicator] via [Type],
 Then select [Everything] via [Device Group].
- Select one of the devices like router.
- Please select [SNMP Availability] via [Object].
- Please select [Availability] via [Indicator].

- In [Time] page, click [Next] button.
- In [Setting] page, click [Next] button.
- In [Visualizations] page, click [Next] button.
- In [Summary] page, click [Next] button.
- A New Report will be created and displayed at the bottom of the dashboard page.

Customer	cm1130001 - E	Jashboard	over 5.00 minutes 1				Md 📿 Off
Info		Router Cisco SPE C819G-4G-GA-K9	CM1130001 Router Cisco SPE CB19G-4G-GA-K9 CPU 1 Minute Average 5.50 Percent > 1 Percent Average over 5.00				
👷 Performance M	etrics Report - To	lay				- + X	
Graph Actions						ළ on • @ •	
			3 Jul '17 0:00 to	3 Jul '17 12:17			
% 100.00							
0.00							
0.00							
0.00							
0.00							
0.00 /	2:00	4:00	6:00	8:00	10:00	12:00	
Indicator				Fred Last	Average Max	Min Total Units	

• You can move the graphs of report to your favorite position.



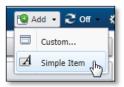
<u>Note</u>: Once you have customized your own report(s) in the dashboard, the HKBNES's pre-set report will not be available. You need to issue order request to HKBNES if you wish to view the report based on HKBNES preset format (reconfiguration charge will be levied).

10. Add Report Separator to the Report in Dashboard

• On the top right corner of the page, click [Add] button under the [Logout] Link.

	Chan Tai Man 12345678 •	Logout	+ U 🏫	?
		10 A	Add 🗕 🔁 Off –	\$
			Custom	
- + x	Performance Metrics Report - Past 4 Hours	A	Simple Item	

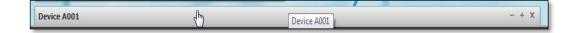
• Click [Simple Item] button



• Select [Separator] via [Type].

Add Element	x				
Type:	Separator 🔻				
Name:	Device A001				
Size:	One Column				
	 Two Column 				
	Three Column				
	Finish Cancel				

- Enter the Name.
- Select the Size:
 - One Column
 - Two Columns
 - Three Columns
- The new created [Separator] will be shown in the bottom of the page.

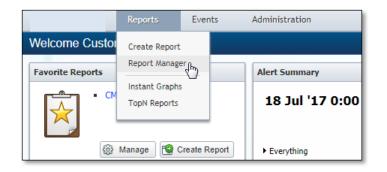


• You can move the graph of report to your favorite position.

11. Preset Report and Restricted Report

HKBNES has setup some reports in beginning; those are in restricted and read-only. If you are the user with **Administrator** rights (Admin), you can save as report to new name.

• Click **[Reports]** on the top left corner of the page.



• Click [Report Manager]

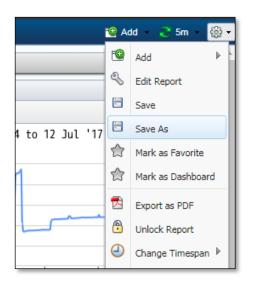
Rep	orts				
<u>ن</u>	• 👘 0	Delete Se	lected	Q Se	arch 👻 🏻
	Flags			Report I	
		\otimes			CM1130
		\bigotimes			CM1130
		Ø			CM1130
		\bigotimes			CM1130
		\bigotimes			CM1130
		\bigotimes			CM1130

- The [Restricted] Symbol means the report is restricted and read-only.
- The [Dashboard] Symbol means the report will be run when you first log into Cloud Monitoring Portal.
- The **[Favorite]** Symbol means the report is favorite and will be seen on your Welcome Page.

12. Save your Customized Report and Dashboard

If you are the user with **Administrator** rights (Admin), you can copy/save the customized report and share with your colleagues so that the report can be reviewed in future again.

- On the top right corner of the page, click 🙆 button.
- Click E [Save] button to save your report / dashboard.
- Alternatively, you can also click E [Save As] button to save the report with new name.



13. Monitor Devices and Review Reports in Mobile Application

You can install the iOS/Android Apps to your mobiles and then login for reviewing the device report and receiving alert with push notification. Mobile App is available for iPhone (iOS with 7 or above) or Android (with version 4.1 or above).

- <u>Note:</u> The Mobile App is not designed for iPad and Android Tablet. User can use the web browser of iPad/Android Tablet to access the customer web portal and enjoy the same behavior like desktop browser.
- For Apple iPhone, click the **[App Store]** button in your iOS device and search the keywords **[Cloud Monitoring]**. You will see the Apps in the list and please click the **[Install]** button.



• For Android mobile phone, click the **[Google Play]** button in your Android device and search the keywords **[Cloud Monitoring]**. You will see the Apps in the list and please click the **[Install]** button.



- After the App installation is completed, click the Apps button
- Enter your User Name and Password. Click the [Login] button.

Username		
Password		
	Login	

- For security reason, it will be automatically logout in case of idle for longer than 15 minutes.
- Please refer to your Cloud Monitoring Service welcome letter for the login User Name and Password.
- Password can be changed by full function web browser through customer web portal.
- Per Login Account on mobile device will be automatically registered for receiving push notification during login process. Only the last one of registered mobile device will be able to receive push notification.

• After login success, you can click the pull-down menu in your device and review the utilization, alert summary, device availability or dashboard report as below.

lestFlight ●●●●○	LTE 4:08 PM	1 10 🕴 45% ■ +	•••• SMC HK LTE	4:10 PM	1 0 \$ 45%		
	Cloud Monitoring		≡				
	Report			Report			
/1130003 - 48	381002 Cisco C819G Route	r – Utilization 🔻	CM1130003 - 48810	02 Cisco C819G Ro	uter - Utilizatio		
	8 - 4881002 Cisco C819G F		CM1130003 - 4881002	2 Cisco C819G Router -	Utilization - Mo		
Graph Actions -	ours	× + - • 읎 • mo 당			_ /		
27 Ju	ıl '17 12:07 to 27 Jul '17 1		CM1130003 -	Win08 - Utiliza	tion Mobil		
			CM1130003 - Alert Summary - Mobile				
)			CM1130003 -	Device Availabi	ility - Mobil		
13:00 licator	Last Average Max M		CM113000	03 - Dashboard	(mobile)		
4881002 Cisco C8 Router - CPU1 - C CPU1 Minute Aver	PU -	00 n/a %		Cancel			
Alert Sumr		- + X	CPU - Past 4 Hours		- + X		
the second second second second second	teport - Past 4 Hours	- + x	Graph Actions •		② of • @ •		
Q Search R	esults • Search Results	x @ of • @	27 Jul '17 1	2:07 to 27 Jul '17 16	:07		
info	2123 4991002 Caco C819G Router	CM1130003 Trial Company 3 4831002 Cisco C8196 Router CPU 1 Minute Average: 2:00 Percent > 1 Percent Average over 5:00 minutes	2.00 2.00 1.00	ΛΛ	_/_		
4881001 F	ibreCloud Windows Server 2008 R	2 x64 - + X	13.00	14:00 15:00	16.00		
1000	Walk - A Stranger and	- + x	4981002 Ceco CB19G	2.00 2.00 3.00 2.00	n/a %		
Availability - Past 4 Hours - + X Q. Search Results - [fear X] @ Off - @ -		Router - CPU1 - CPU - CPU1 Minute Average					
		-	Memory - Past 4 Hours		- + x		
			Graph Actions •		201.0.		
				2:07 to 27 Jul '17 16	The second second second		
			b 900.00M				
			600.00M				
100.00			400.00M				
							48
115	5,160,184.30		12:00 13:00	14:00 15:00	16:00		

--- THE END ----