

## Cloud Monitoring Service

### User Guide

(Version 1.2)

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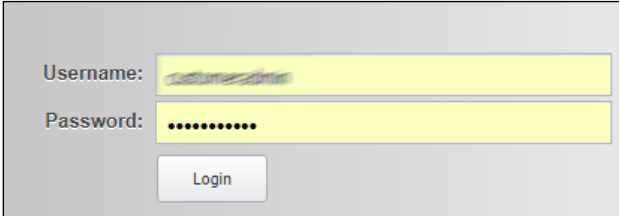
Thank you for subscribing Cloud Monitoring service.

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

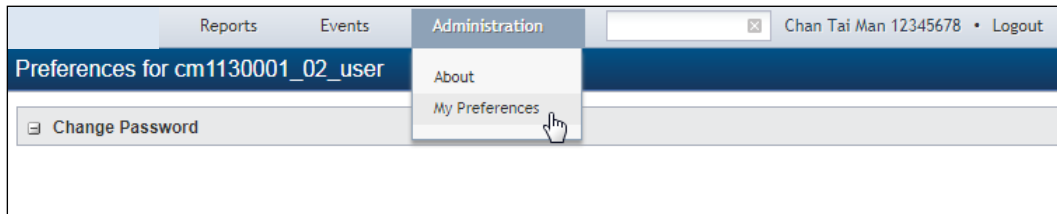
A screenshot of a web login form. It has a light gray background. There are two input fields: the first is labeled 'Username:' and contains the text 'customer@hkbnes.net'; the second is labeled 'Password:' and contains a series of dots. Below these fields is a button labeled 'Login'.

#### Note:

- ♦ 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]**.



- In the **Change Password** Session, enter your **Old Password**.

A screenshot of the 'Change Password' form in the Cloud Monitoring Service. The form is titled 'Change Password' and is located under the 'Administration' tab. It contains three input fields: 'Old Password:', 'New Password:', and 'Confirm Password:'. Each field has a corresponding text input box.

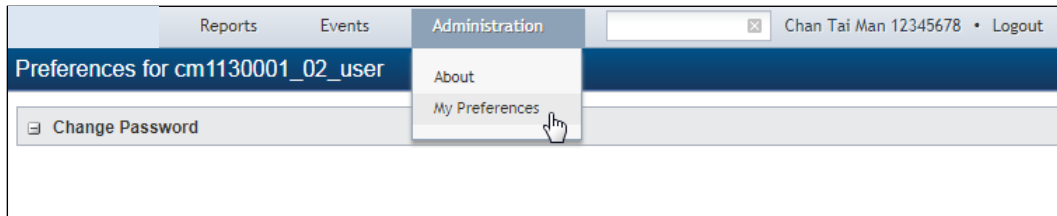
- Then enter your **New Password**.
- Re-enter your New Password** to confirm.
- Click the **[Save]** button.

Note:

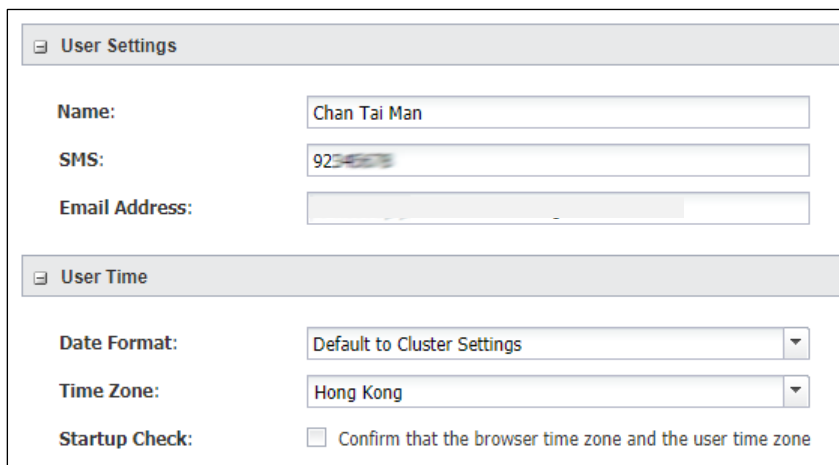
- It is highly recommended that you change the password regularly for security purposes.

### 3. Customize Your SMS Number and Email Address

- Click **[Administration]** and select **[My Preferences]**.



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

A screenshot of the 'User Settings' form. It has two sections: 'User Settings' and 'User Time'. The 'User Settings' section contains fields for 'Name' (Chan Tai Man), 'SMS' (925-45678), and 'Email Address'. The 'User Time' section contains dropdowns for 'Date Format' (Default to Cluster Settings) and 'Time Zone' (Hong Kong), and a 'Startup Check' checkbox with the text 'Confirm that the browser time zone and the user time zone'.

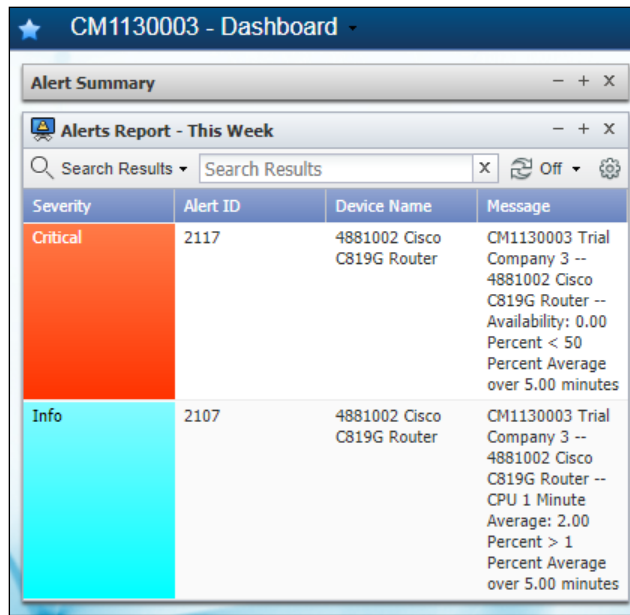
- Finally, click the **[Save]** button.

Note:

- ◆ 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.



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 keywords in Search Box.



Severity	Alert ID	Device Name	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 – [\[Customize your SMS Number and Email Address\]](#)

### (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

#### Note:

- 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)

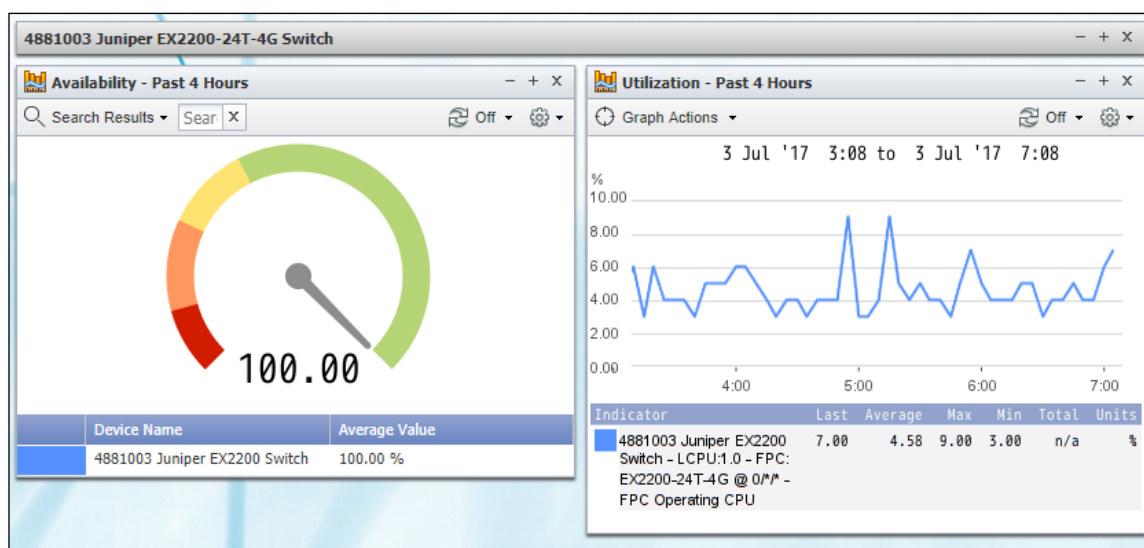
### (ii) Alert via Email

- 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

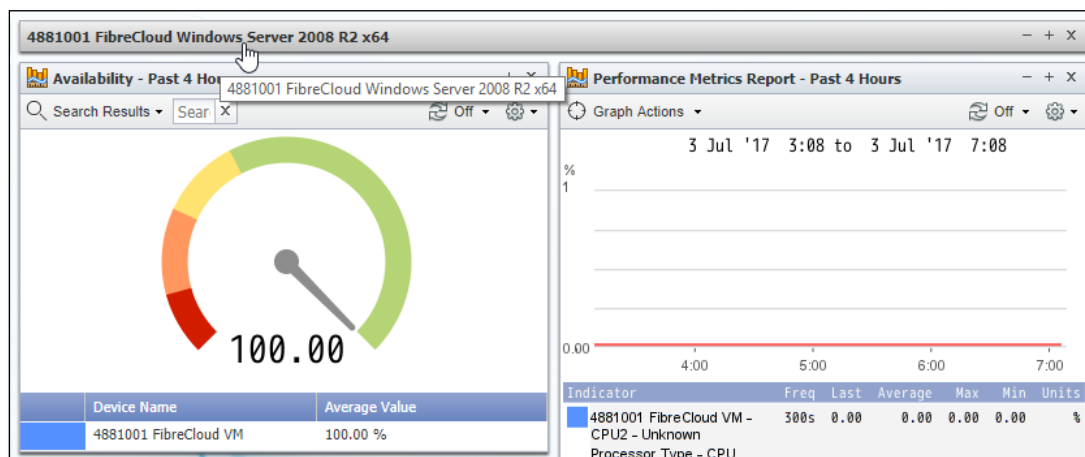
HKBNES has setup and help you to create report in dashboard so that you will see the **[Availability]** and **[Utilization]** of the device when you login on the customer portal.

Note: 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 – [\[Save your Customized Report and Dashboard\]](#)



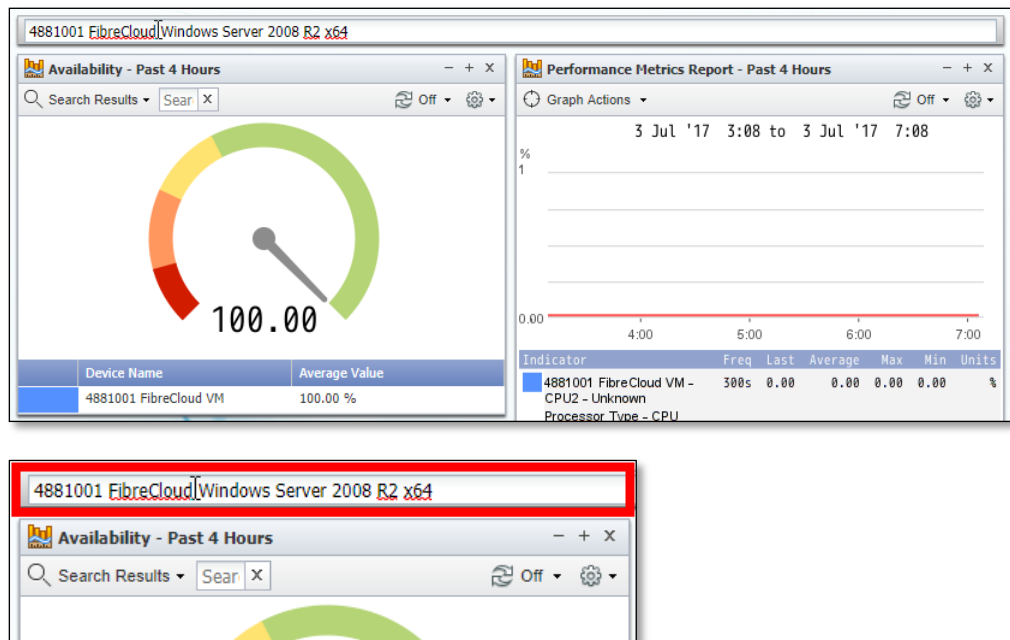
### 6.1. Customize Title Bar of Device

- Double click the name on the title bar



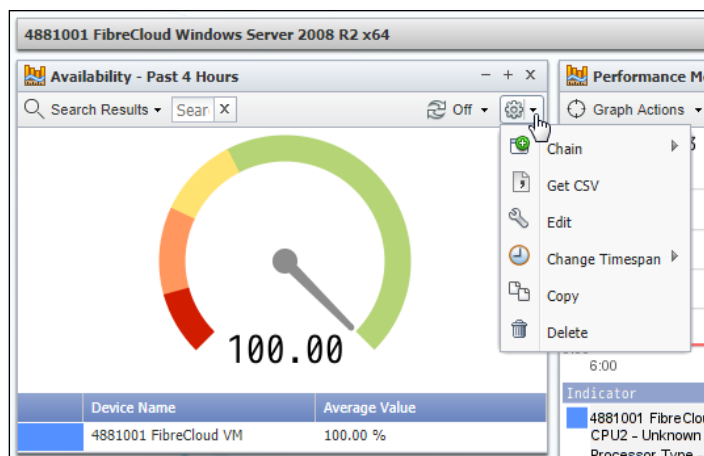


- Enter your preferred new name
- Lastly, press **[Enter]**.

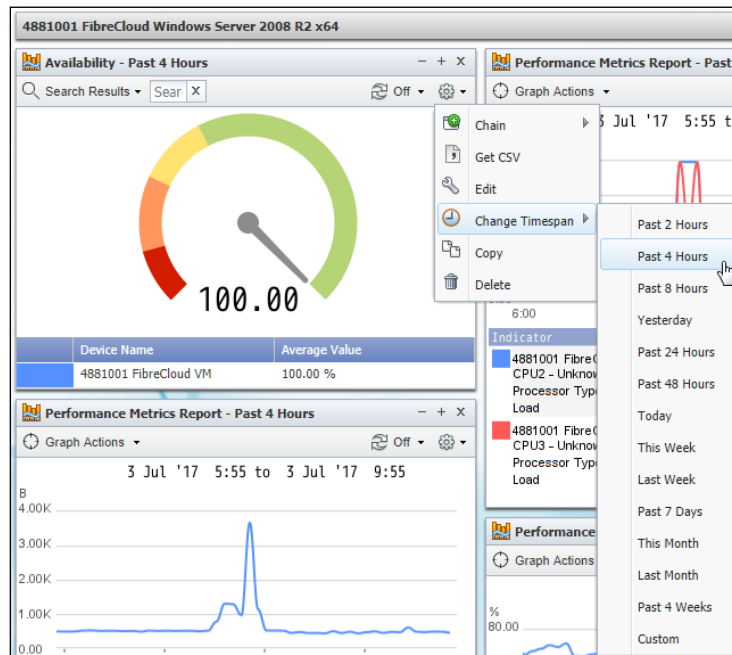


## 6.2. Change the Timespan of Graph

- Click  button of the graph.



- Select **[Change Timespan]**



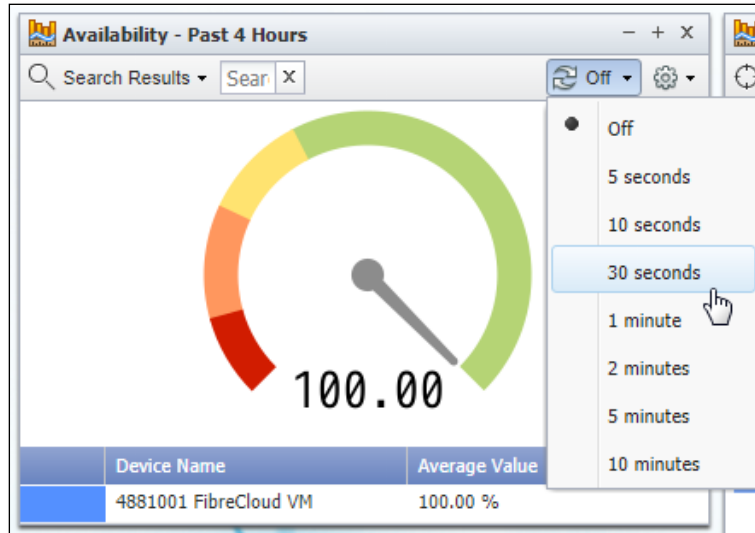
- Select the preferred options:
  - Past 2 Hours
  - Past 4 Hours ← Default setting
  - Past 8 Hours
  - Yesterday
  - Past 24 Hours
  - Past 48 Hours
  - Today
  - This Week
  - Last Week
  - Past 7 Days
  - This Month
  - Last Month
  - Past 4 Weeks
  - Custom (i.e. you can customize the timespan like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

- Click the **[Automatic Refresh]**  button of the graph.




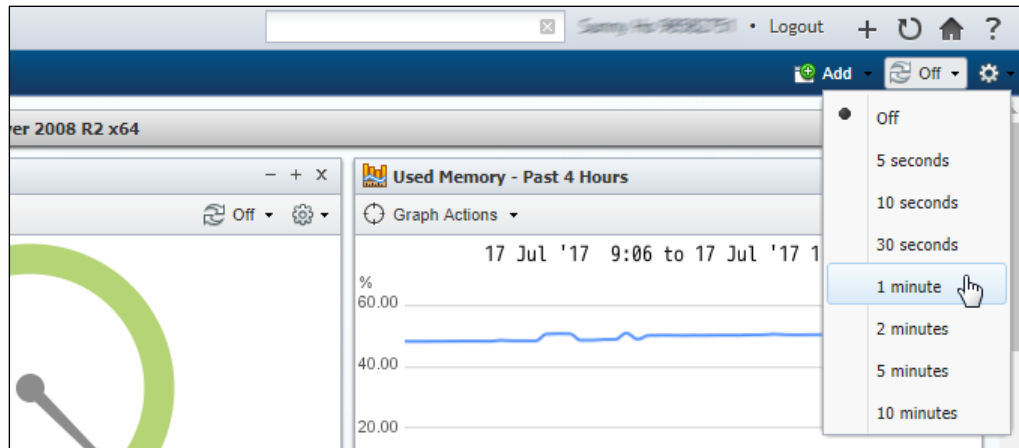
- Select the preferred options:
  - Off ← Default setting (i.e. the graphs will not be automatically refreshed and need to be manually refreshed.)
  - 5 seconds
  - 10 seconds
  - 30 second
  - 1 minute
  - 2 minutes
  - 5 minutes
  - 10 minutes

Note:

- ♦ 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]**  button of the dashboard on the top right corner of the page.



- 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

### Note:

- ♦ 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

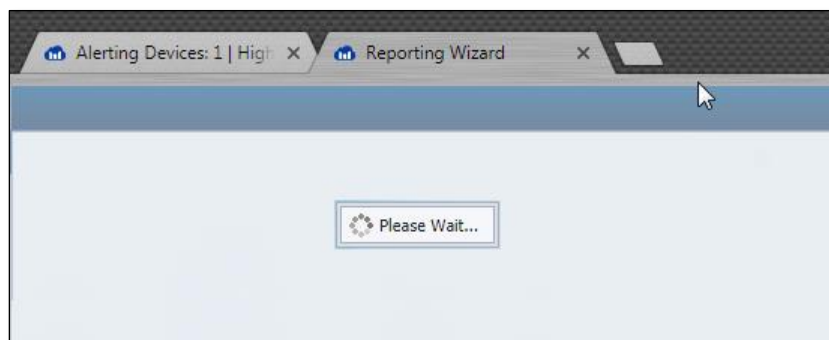
Apart from viewing the default report in the dashboard, you can also create the report by yourself. There are different types of report such as Performance Metrics, TopN, Alerts and Status... etc. The followings are the procedures for creating Performance Metrics Report.

Note: 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.

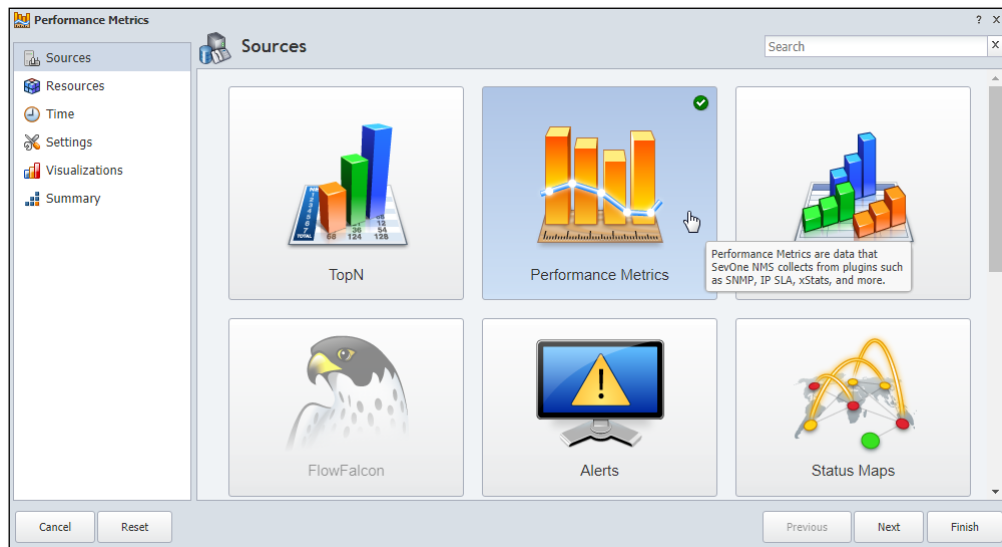
- Click **[Reports]** on the top left corner of the page.



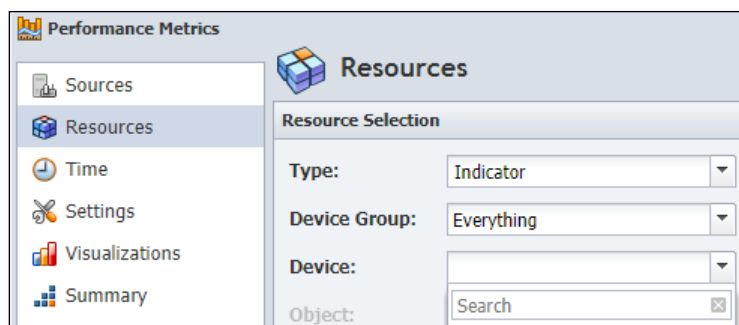
- Click **[Create Report]**.
- **[The Reporting Wizard]** will be loaded in the **New Tab** of your browser.



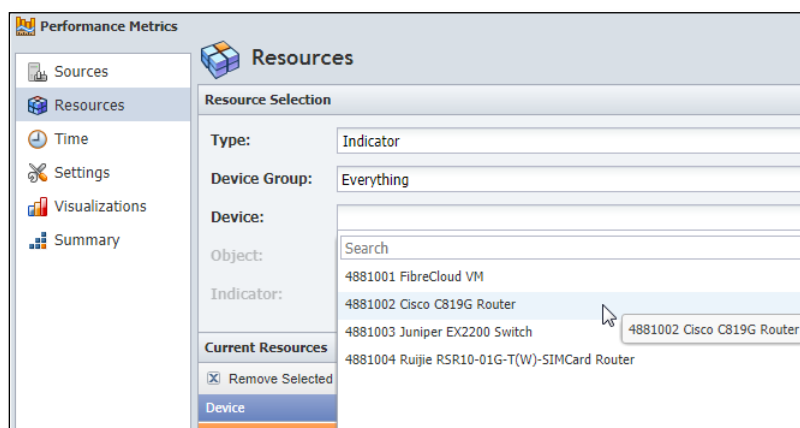
- Please select the report type **[Performance Metrics]** via **[Sources]**, then Click **[Next]** button.



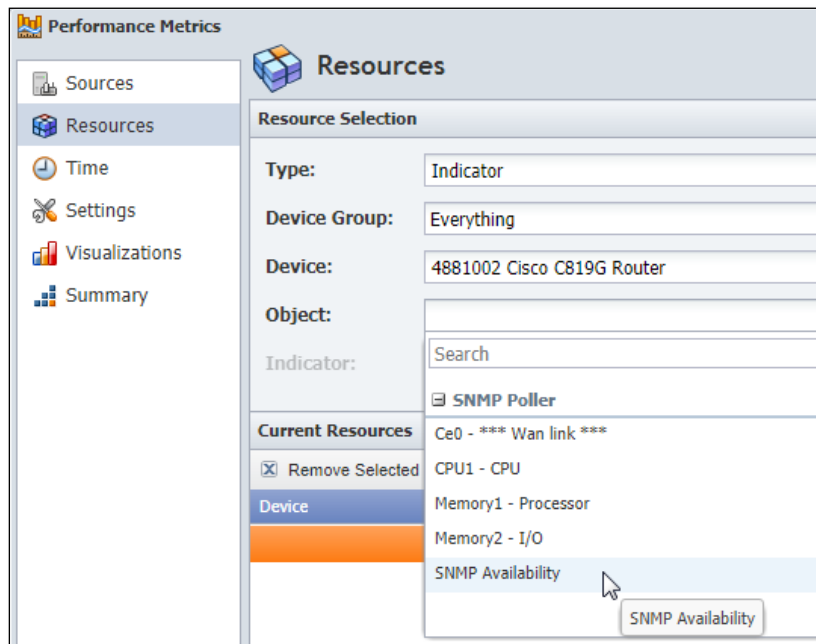
- In **[Resources]** page, please select **[Indicator]** via **[Type]**, then select **[Everything]** via **[Device Group]**.



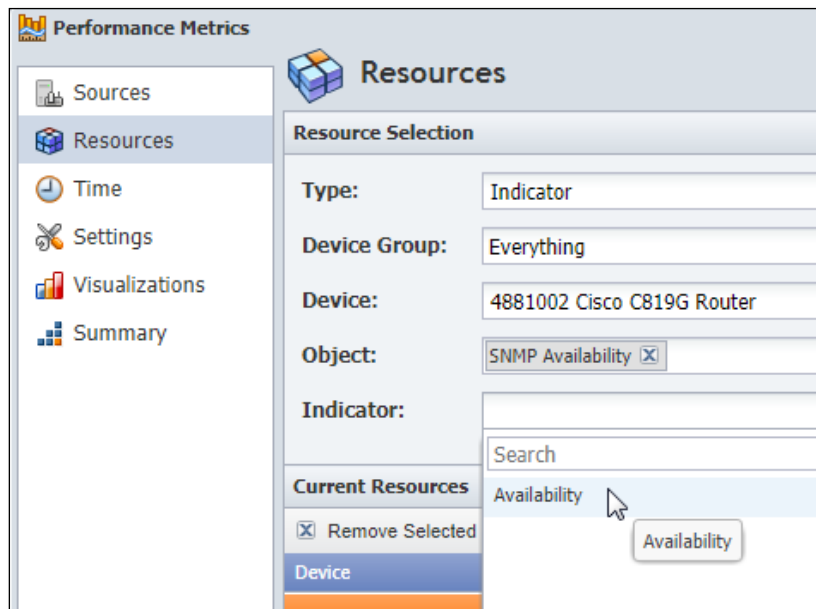
- Select one of the devices like router.

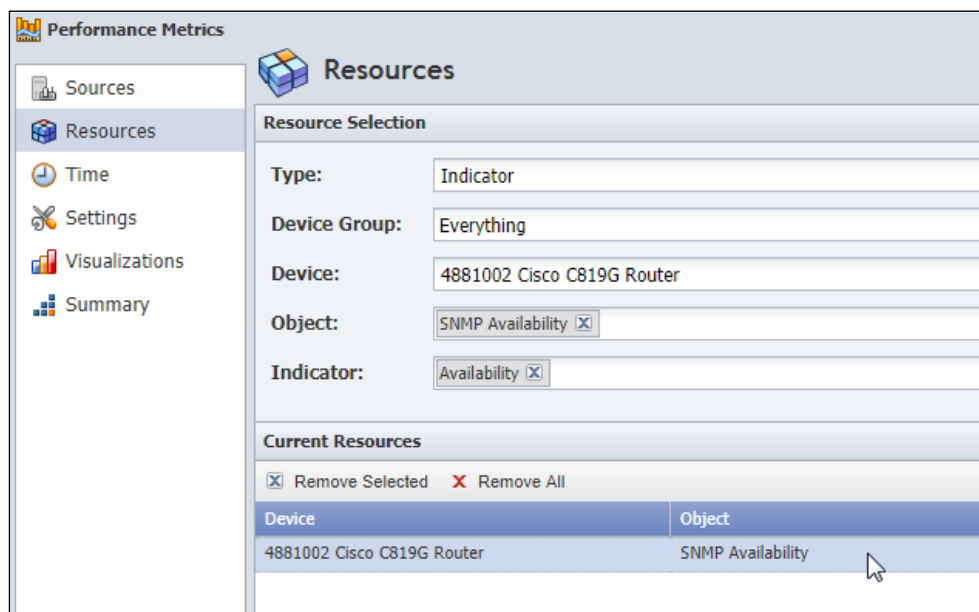


- Select (for example) **[SNMP Availability]** via **[Object]**.

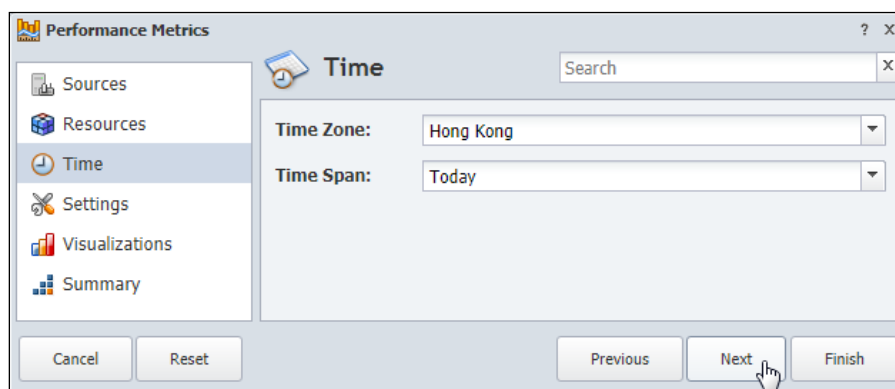


- Select (for example) **[Availability]** via **[Indicator]**.



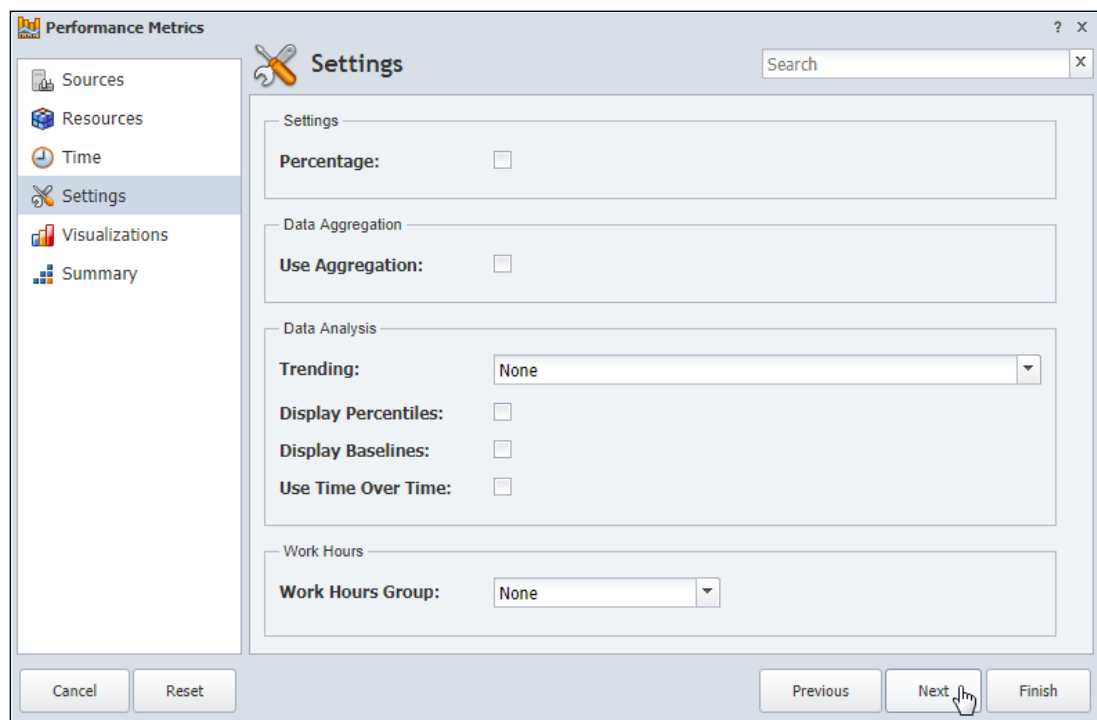


- In [Time] page, click [Next] button.

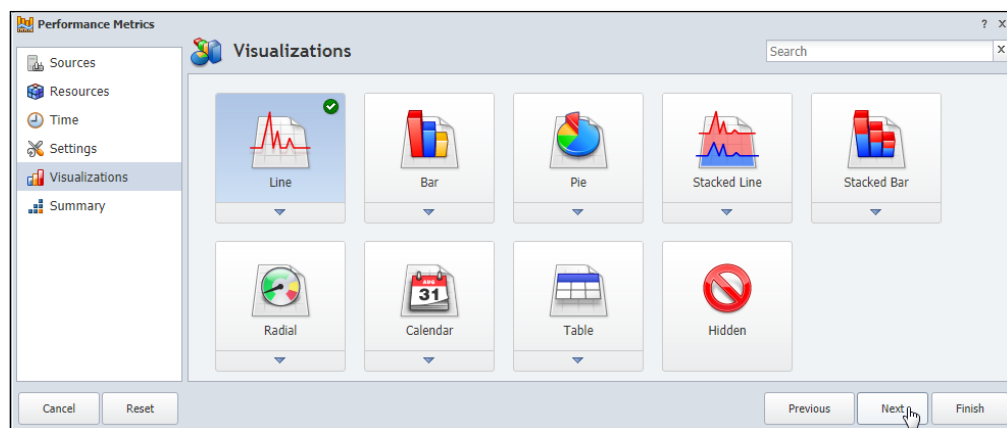




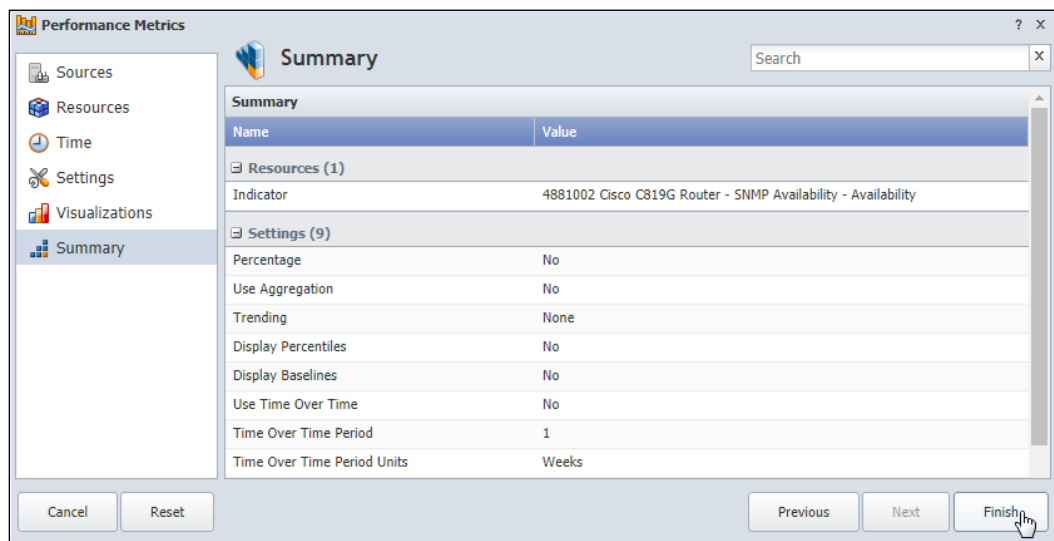
- In **[Setting]** page, click **[Next]** button.



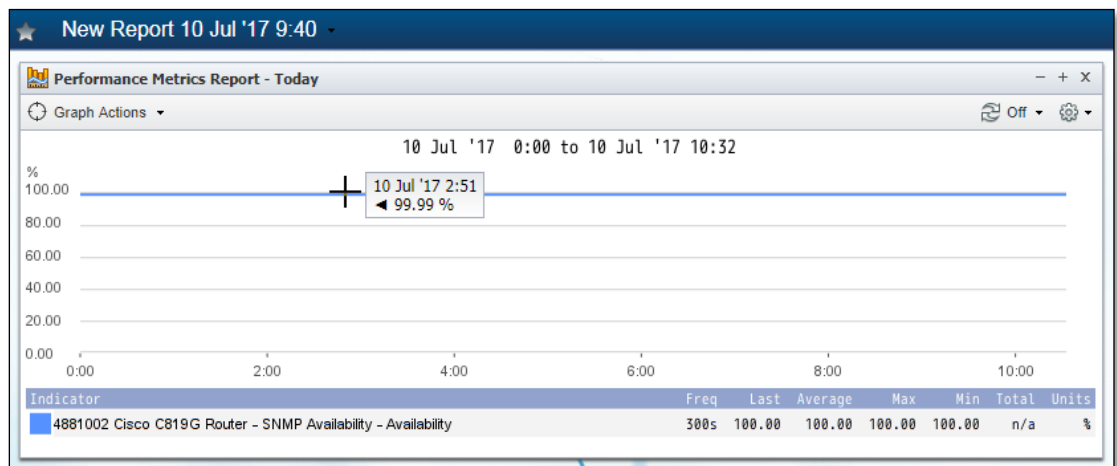
- In **[Visualizations]** page, click **[Next]** button.



- In **[Summary]** page, click **[Next]** button.



- A New Report will then be created.

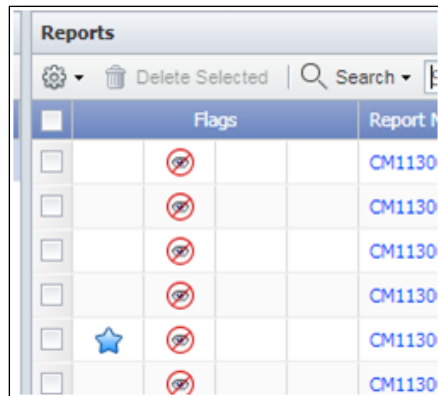


Note: If you are the user with **Administrator** rights (Admin), you can save your report template so that you can view this new report in future again.

## 8. Make report as your Dashboard

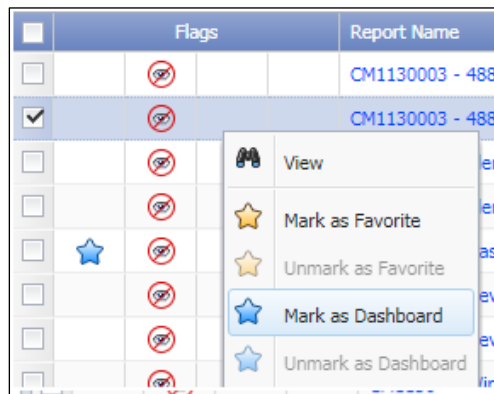
You can set a report as your default dashboard when you login customer portal

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



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

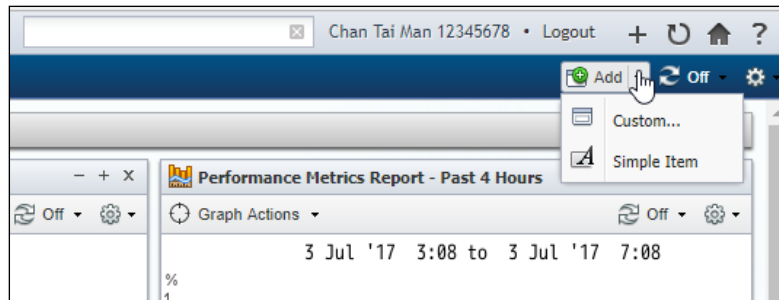
- **[Right Click]** the Report, and select **[Mark as Dashboard]**.



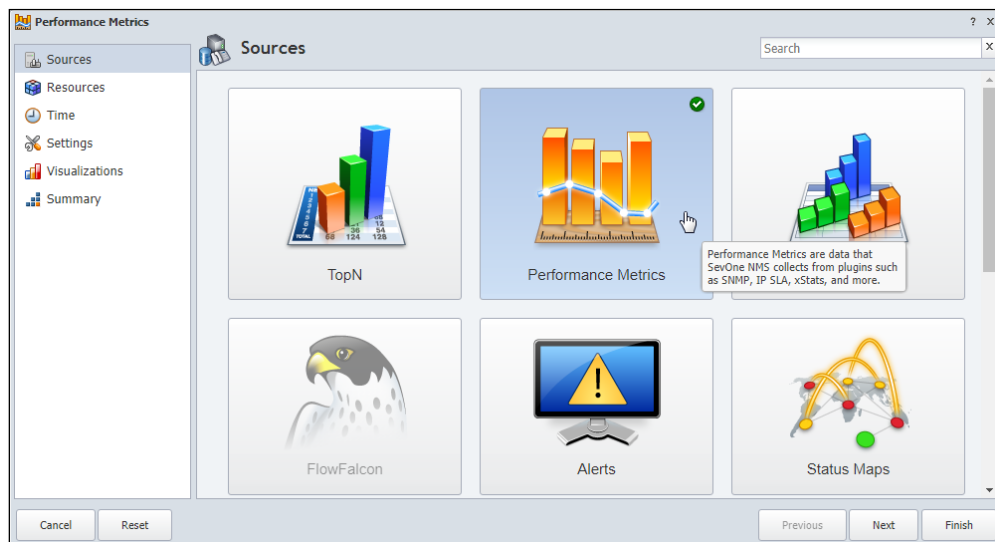
## 9. Add New Reports to Dashboard

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.

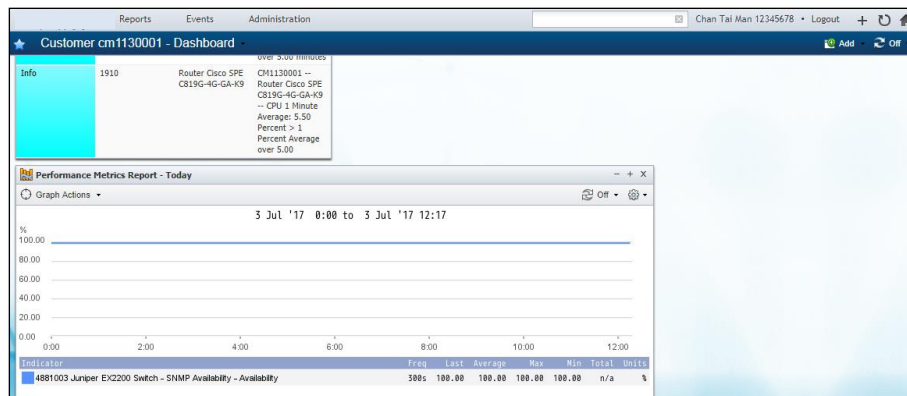


- For the details and screens of creating new report, you can refer to the previous chapter – [\[Create Your Own Report\]](#)
- Please select the report type [Performance Metrics] via [Sources], then Click [Next] button.

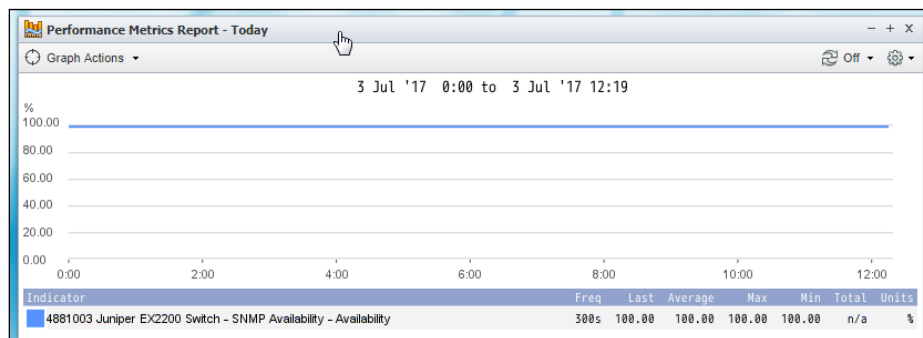


- In **[Resources]** page, please select **[Indicator]** via **[Type]**, Then select **[Everything]** via **[Device Group]**.
- Select one of the devices like router.
- Please select **[SNMP Availability]** via **[Object]**.
- Please select **[Availability]** via **[Indicator]**.

- 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.



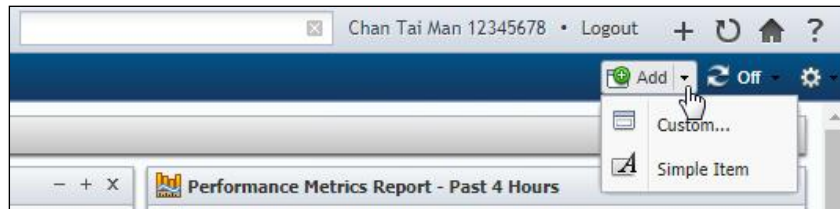
- You can move the graphs of report to your favorite position.



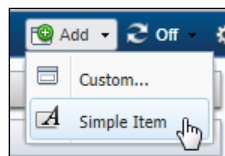
**Note:** Once you have customized your own report(s) in the dashboard, the HKBNES's pre-set report will not be available. You need to issue order request to HKBNES if you wish to view the report based on HKBNES preset format (reconfiguration charge will be levied).

## 10. Add Report Separator to the Report in Dashboard

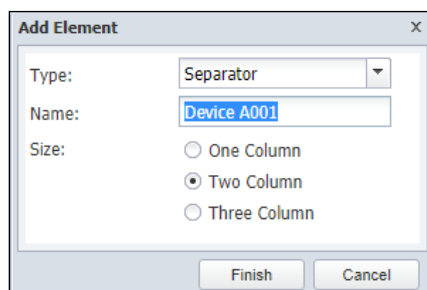
- On the top right corner of the page, click **[Add]** button under the **[Logout]** Link.



- Click **[Simple Item]** button



- Select **[Separator]** via **[Type]**.



- 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.

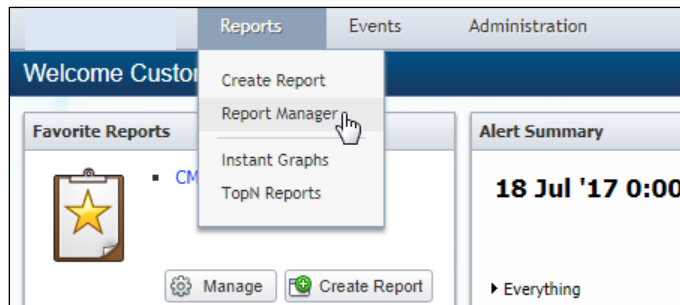


- You can move the graph of report to your favorite position.

## 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]**

The screenshot shows a table titled 'Reports' with columns for selection, flags, and report names. The table contains six rows of reports, all named 'CM1130'. The first five rows have a red 'X' icon in the flags column, indicating they are restricted. The sixth row has a blue star icon in the flags column, indicating it is a dashboard report. The table also has a search bar and a 'Delete Selected' button at the top.




	Flags	Report Name
<input type="checkbox"/>		CM1130
<input type="checkbox"/>		CM1130
<input type="checkbox"/>		CM1130
<input type="checkbox"/>		CM1130
<input type="checkbox"/>		CM1130
<input checked="" type="checkbox"/>		CM1130
<input type="checkbox"/>		CM1130

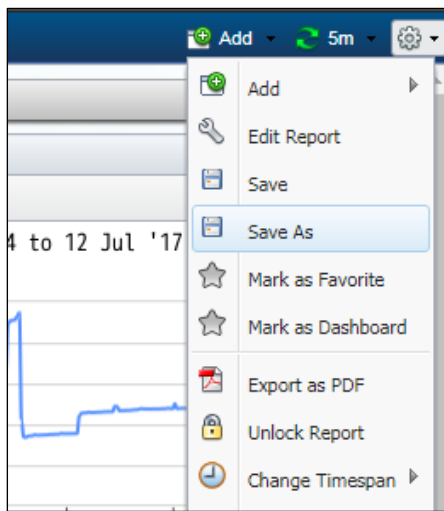
Note:

- 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  **[Save]** button to save your report / dashboard.
- Alternatively, you can also click  **[Save As]** button to save the report with **new name**.



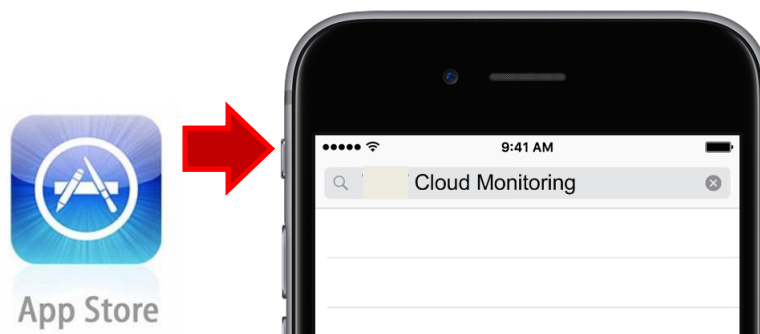


### 13. Monitor Devices and Review Reports in Mobile Application

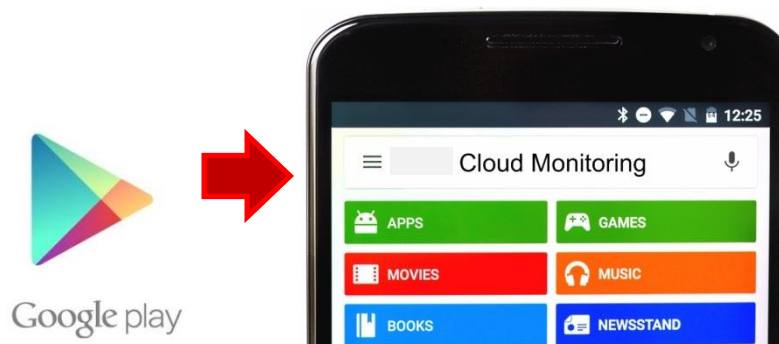
You can install the iOS/Android Apps to your mobiles and then login for reviewing the device report and receiving alert with push notification. Mobile App is available for iPhone (iOS with 7 or above) or Android (with version 4.1 or above).

Note: 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.

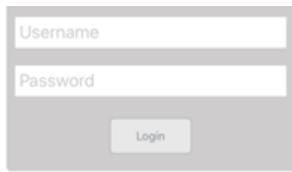
- For Apple iPhone, click the **[App Store]** button in your iOS device and search the keywords **[Cloud Monitoring]**. You will see the Apps in the list and please click the **[Install]** button.



- 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.

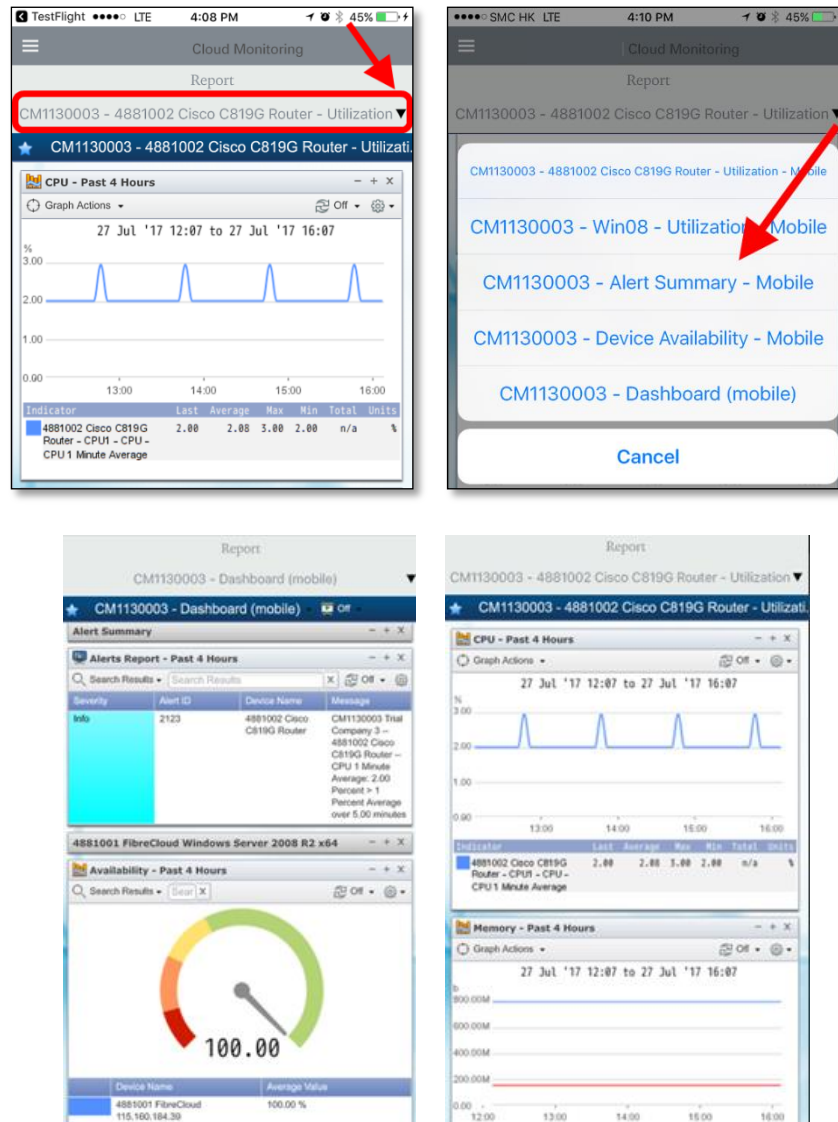


A login form with two input fields labeled 'Username' and 'Password', and a 'Login' button below them.

Note:

- ♦ 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.



--- THE END ---