# ManagedBiz User Guide

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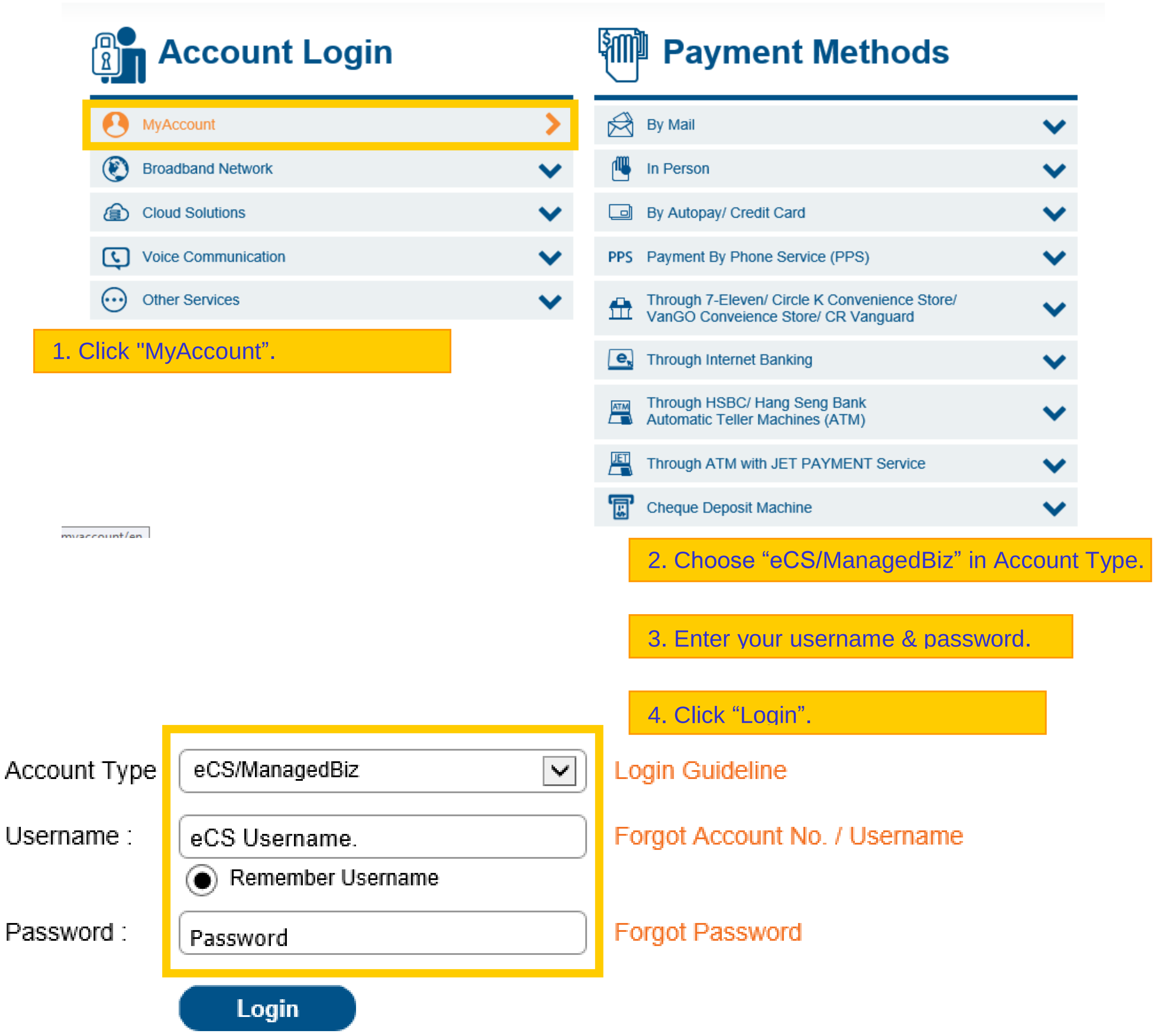
## 1. Login page

### 1.1. Login through HKBN Web site – http://hkbnes.net/en/accountservices

- Click **"MyAccount"** to access the eCustomer Service login page.
- Choose “eCS/ManagedBiz” in Account Type
- Enter your Username and Password and then click the **"Login"** button.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Voice Communication
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In Person
By Autopay/ Credit Card
PPS Payment By Phone Service (PPS)
Through 7-Eleven/ Circle K Convenience Store/ VanGO Conveience Store/ CR Vanguard
Through Internet Banking
Through HSBC/ Hang Seng Bank Automatic Teller Machines (ATM)
Through ATM with JET PAYMENT Service
Cheque Deposit Machine
Login Guideline
Forgot Account No. / Username
Forgot Password
Login

1. Click "MyAccount”.

2. Choose “eCS/ManagedBiz” in Account Type.

3. Enter your username & password.

4. Click “Login”.

Account Type: eCS/ManagedBiz

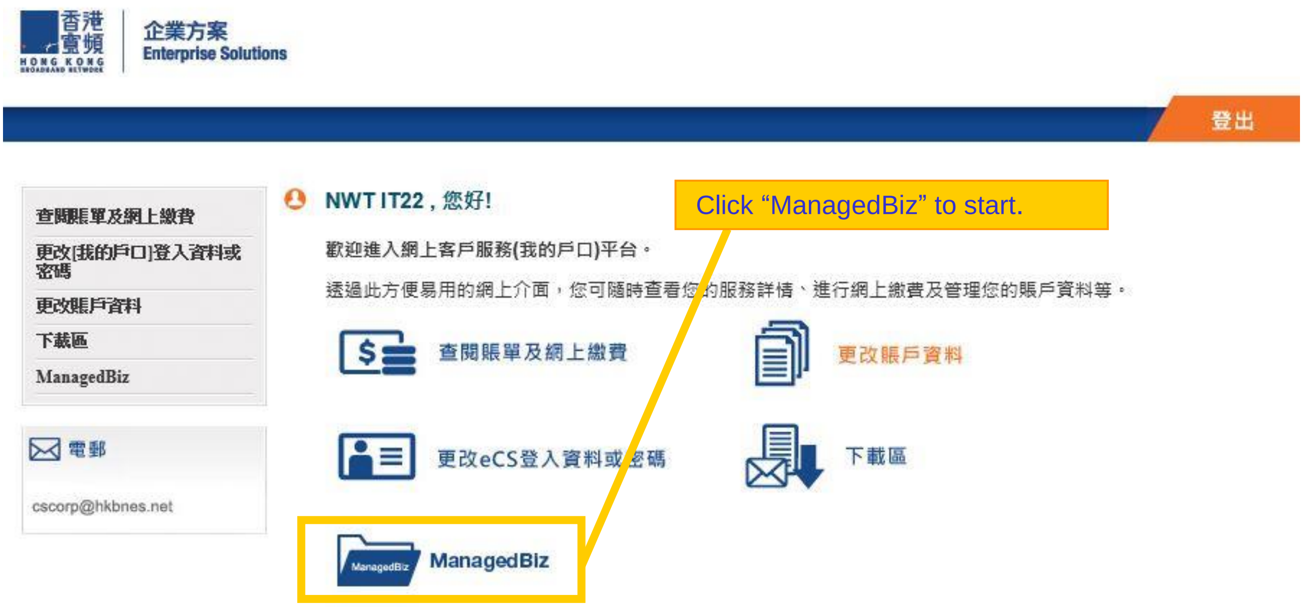
Username : eCS Username.

● Remember Username

Password : Password

## 1.2. To start ManagedBiz

- Click **"ManagedBiz"** to start.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登出
查閱賬單及網上繳費
更改[我的戶口]登入資料或密碼
更改賬戶資料
下載區
ManagedBiz
電郵
cscorp@hkbnes.net
查閱賬單及網上繳費
更改賬戶資料
更改eCS登入資料或密碼
下載區
ManagedBiz
ManagedBiz

NWT IT22，您好!

歡迎進入網上客戶服務(我的戶口)平台。

透過此方便易用的網上介面，您可隨時查看您的服務詳情、進行網上繳費及管理您的賬戶資料等。

Click “ManagedBiz” to start.

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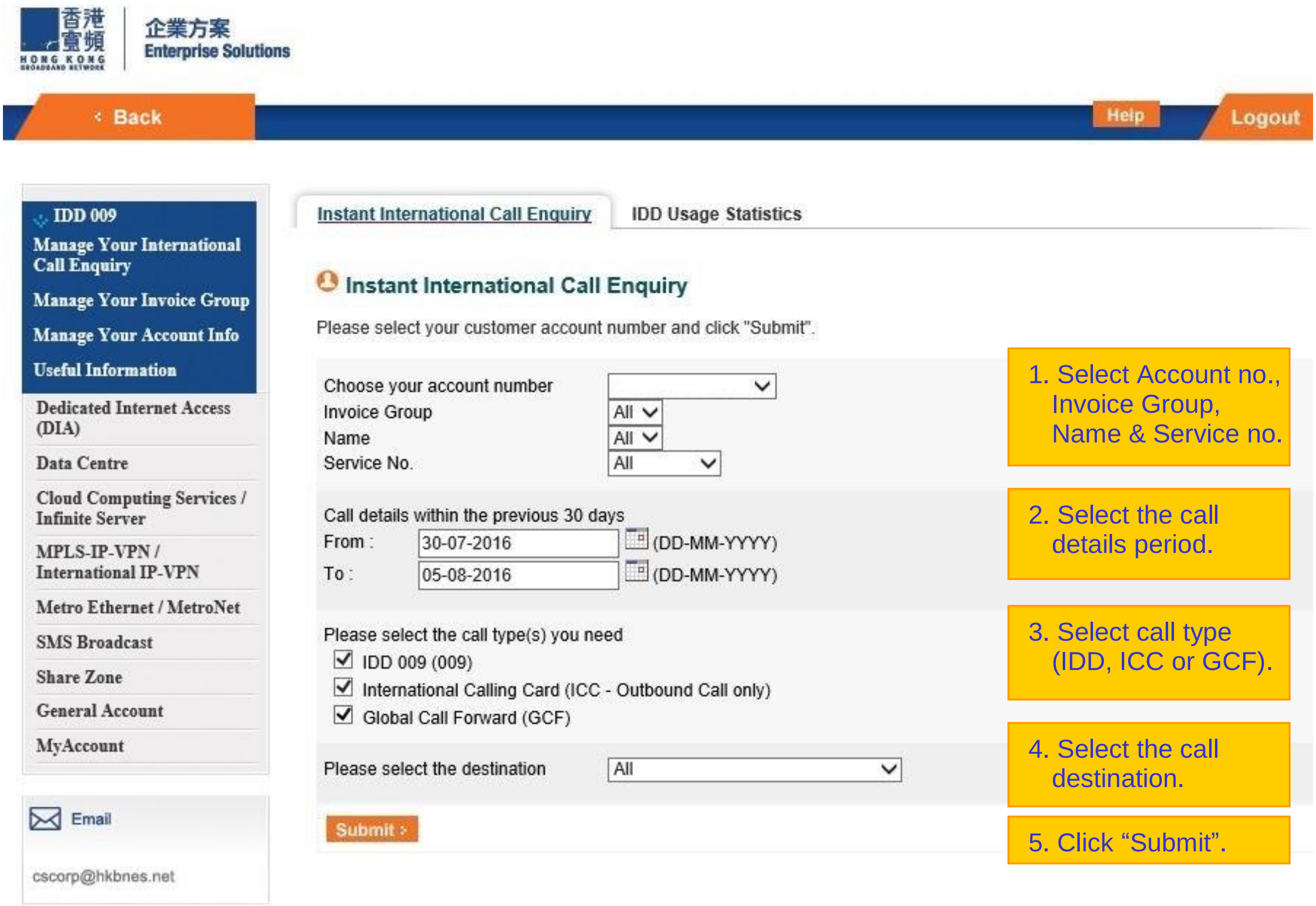
## 2. To Manage your International Call Enquiry

### 2.1. To specify criteria to retrieve instant call records

- Click **"Manage Your International Call Enquiry"** under IDD 009.
- Select the account number that you want to retrieve.
- Select Invoice Group, Name & Service No.
- Specify the time period (within 30 days).
- Select the call type (IDD, ICC or GCF).
- Select the call destination.
- Click the **"Submit"** button.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cscorp@hkbnes.net
Instant International Call Enquiry
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Submit

Instant International Call Enquiry

Please select your customer account number and click "Submit".

Choose your account number
Invoice Group: All
Name: All
Service No.: All

Call details within the previous 30 days
From : 30-07-2016 (DD-MM-YYYY)
To : 05-08-2016 (DD-MM-YYYY)

Please select the call type(s) you need
☑ IDD 009 (009)
☑ International Calling Card (ICC - Outbound Call only)
☑ Global Call Forward (GCF)

Please select the destination: All

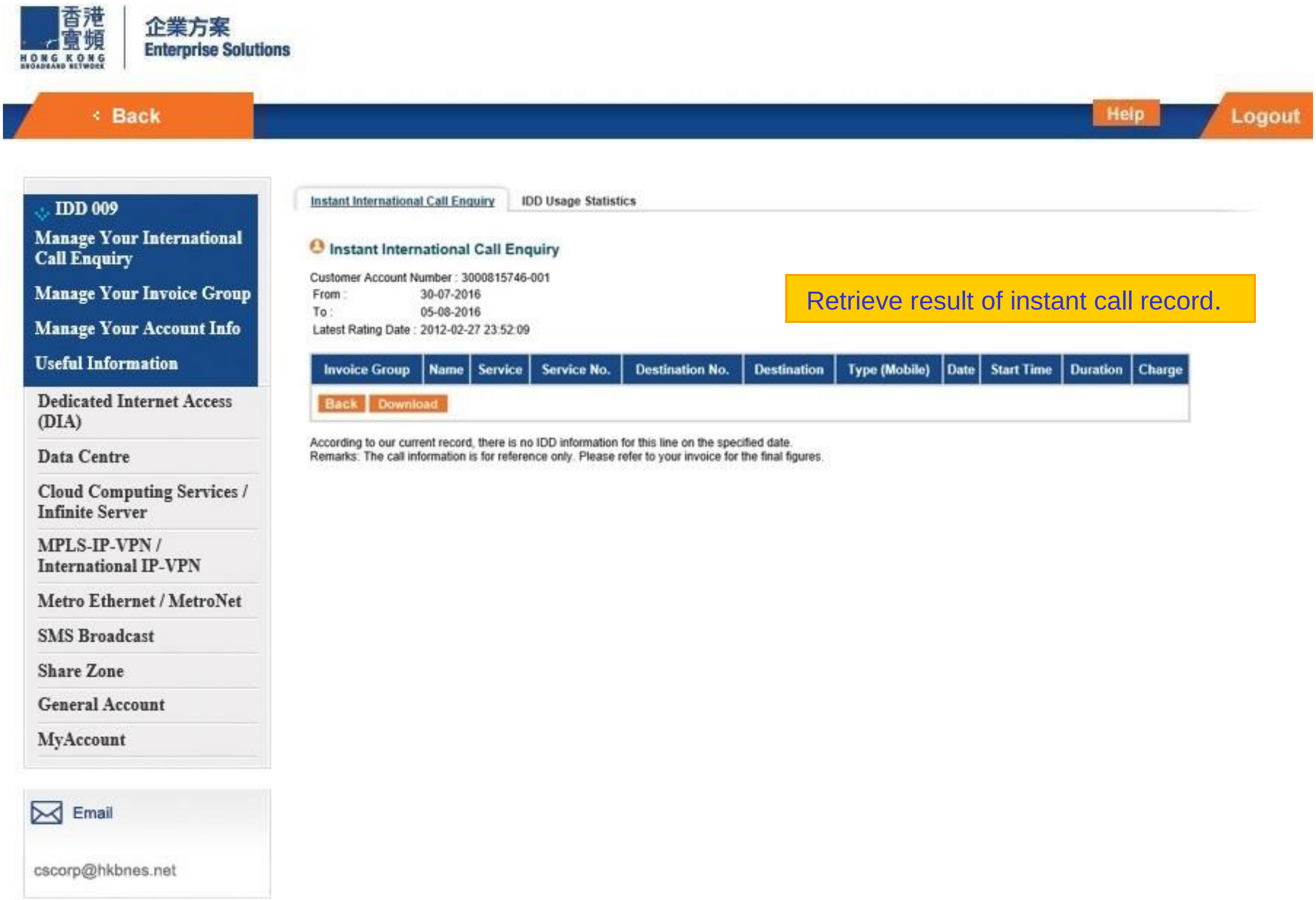
1. Select Account no., Invoice Group, Name & Service no.

2. Select the call details period.

3. Select call type (IDD, ICC or GCF).

4. Select the call destination.

5. Click “Submit”.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Retrieve result of instant call record.

**Instant International Call Enquiry**

Customer Account Number : 3000815746-001
From : 30-07-2016
To : 05-08-2016
Latest Rating Date : 2012-02-27 23:52:09

| Invoice Group | Name | Service | Service No. | Destination No. | Destination | Type (Mobile) | Date | Start Time | Duration | Charge |
|---|---|---|---|---|---|---|---|---|---|---|

According to our current record, there is no IDD information for this line on the specified date.
Remarks: The call information is for reference only. Please refer to your invoice for the final figures.

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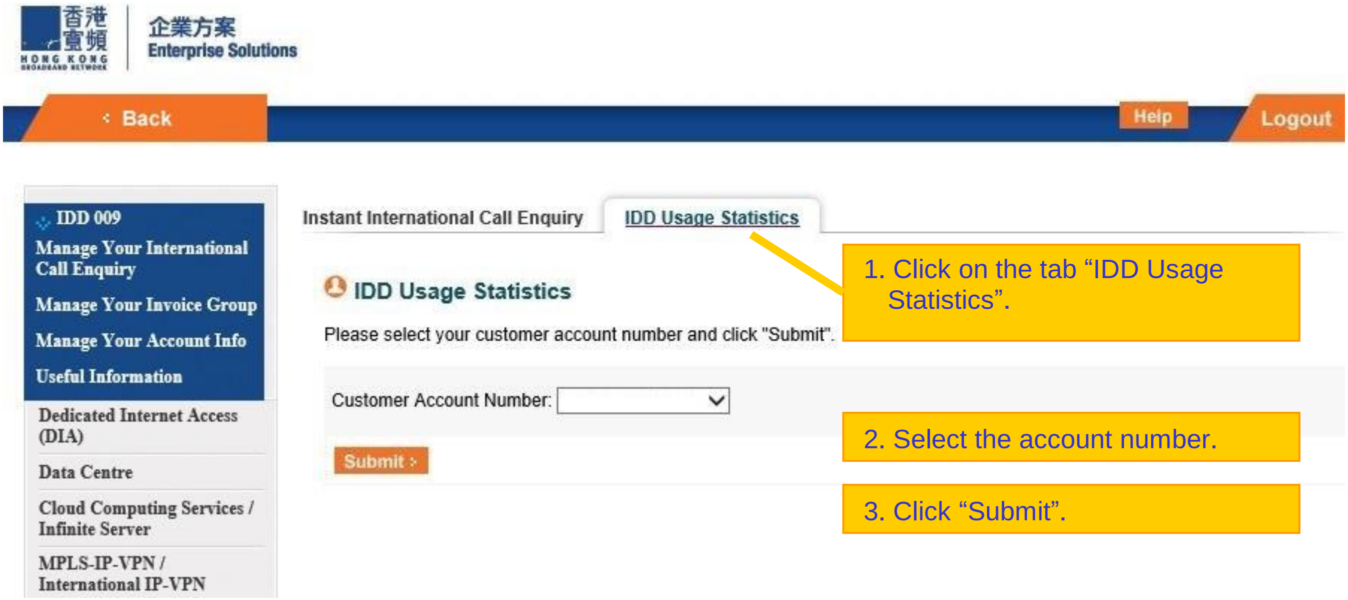
## 2.2. To view IDD Usage Statistics

- Click **"Manage Your International Call Enquiry"** under **IDD 009**.
- Click on the tab **"IDD Usage Statistics"**.
- Select the account number that you want to view.
- Click the **"Submit"** button.
    - Select the month.
    - Select the Sorting Criteria.
    - Click the **"Submit"** button.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Instant International Call Enquiry
IDD Usage Statistics
Submit

**IDD Usage Statistics**

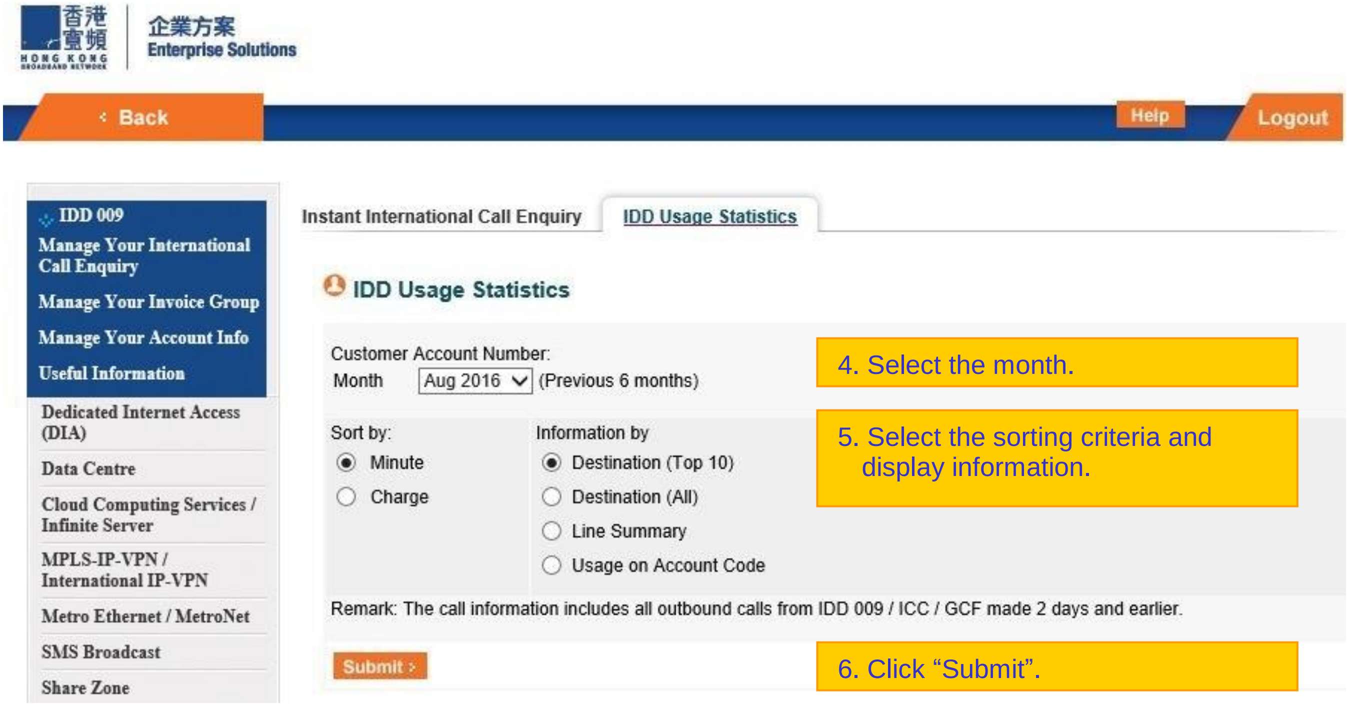
Please select your customer account number and click "Submit".

Customer Account Number:

1. Click on the tab “IDD Usage Statistics”.

2. Select the account number.

3. Click “Submit”.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Submit

**IDD Usage Statistics**

Customer Account Number:

Month Aug 2016 (Previous 6 months)

Sort by:
● Minute
○ Charge

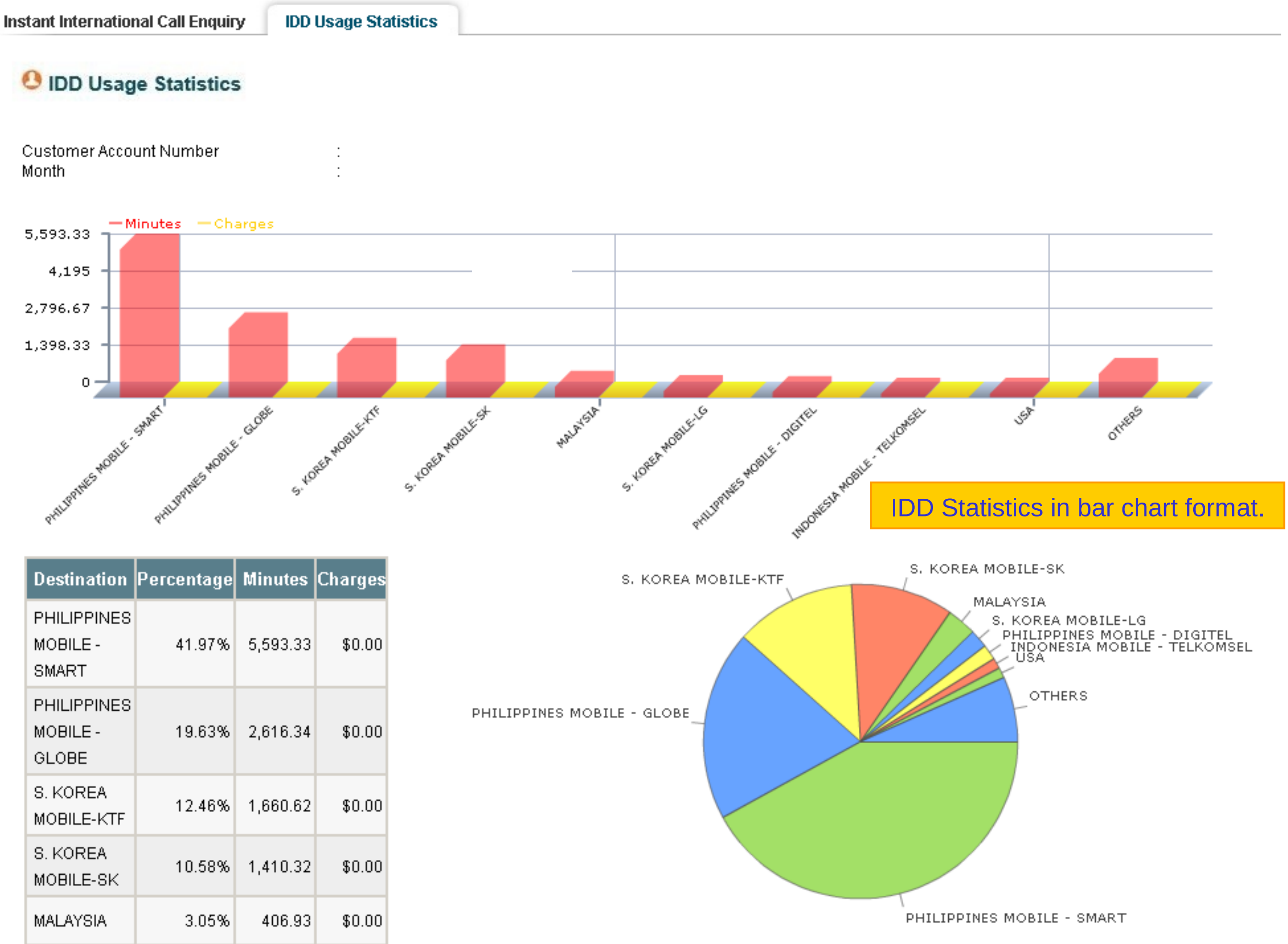
Information by
● Destination (Top 10)
○ Destination (All)
○ Line Summary
○ Usage on Account Code

Remark: The call information includes all outbound calls from IDD 009 / ICC / GCF made 2 days and earlier.

4. Select the month.

5. Select the sorting criteria and display information.

6. Click “Submit”.


Instant International Call Enquiry
IDD Usage Statistics
Minutes
Charges
5,593.33
4,195
2,796.67
1,398.33
0
PHILIPPINES MOBILE - SMART
PHILIPPINES MOBILE - GLOBE
S. KOREA MOBILE-KTF
S. KOREA MOBILE-SK
MALAYSIA
S. KOREA MOBILE-LG
PHILIPPINES MOBILE - DIGITEL
INDONESIA MOBILE - TELKOMSEL
USA
OTHERS
S. KOREA MOBILE-KTF
S. KOREA MOBILE-SK
MALAYSIA
S. KOREA MOBILE-LG
PHILIPPINES MOBILE - DIGITEL
INDONESIA MOBILE - TELKOMSEL
USA
OTHERS
PHILIPPINES MOBILE - GLOBE
PHILIPPINES MOBILE - SMART

## IDD Usage Statistics

Customer Account Number :
Month :

IDD Statistics in bar chart format.

| Destination | Percentage | Minutes | Charges |
|---|---|---|---|
| PHILIPPINES MOBILE - SMART | 41.97% | 5,593.33 | $0.00 |
| PHILIPPINES MOBILE - GLOBE | 19.63% | 2,616.34 | $0.00 |
| S. KOREA MOBILE-KTF | 12.46% | 1,660.62 | $0.00 |
| S. KOREA MOBILE-SK | 10.58% | 1,410.32 | $0.00 |
| MALAYSIA | 3.05% | 406.93 | $0.00 |

IDD Statistics in pie chart format.

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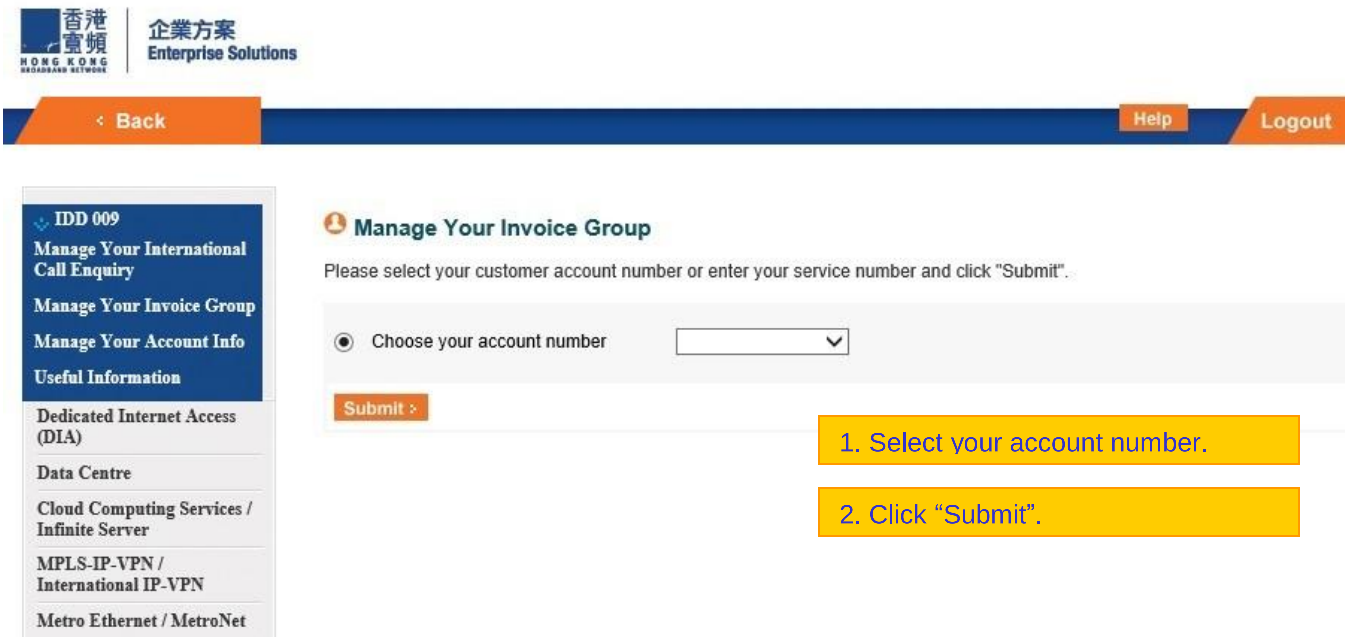
## 2.3. To assign/change Invoice Group and Name to service number

- Click **"Manage Your Invoice Group"** under **IDD 009**.
- Select your customer account number.
- Click the **"Submit"** button.
    - Click the **"Edit"** button.
    - Assign Invoice Group and Name to service number.
    - Click the **"Submit"** button to save changes.
    - Click the **"Back"** button to undo changes.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Metro Ethernet / MetroNet
Submit

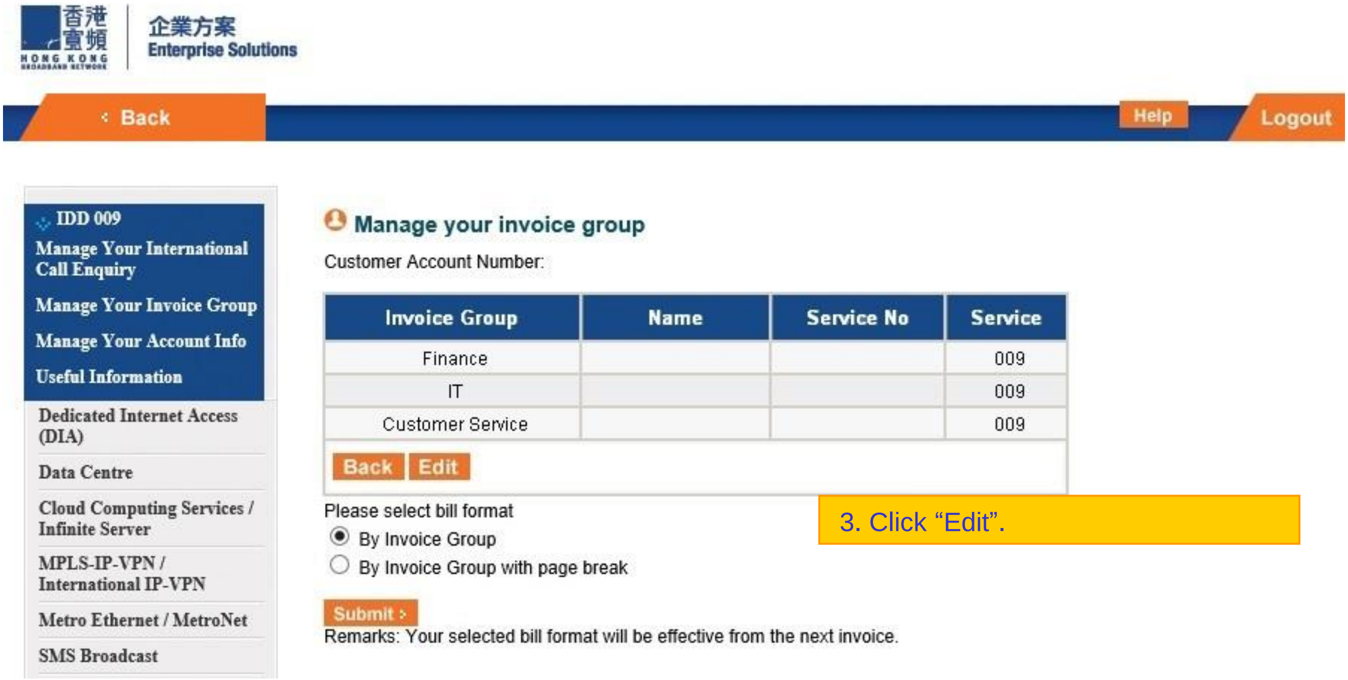
Manage Your Invoice Group

Please select your customer account number or enter your service number and click "Submit".

● Choose your account number

1. Select your account number.

2. Click “Submit”.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Metro Ethernet / MetroNet
SMS Broadcast
Back
Edit
Submit

Manage your invoice group

Customer Account Number:

| Invoice Group | Name | Service No | Service |
|---|---|---|---|
| Finance | | | 009 |
| IT | | | 009 |
| Customer Service | | | 009 |

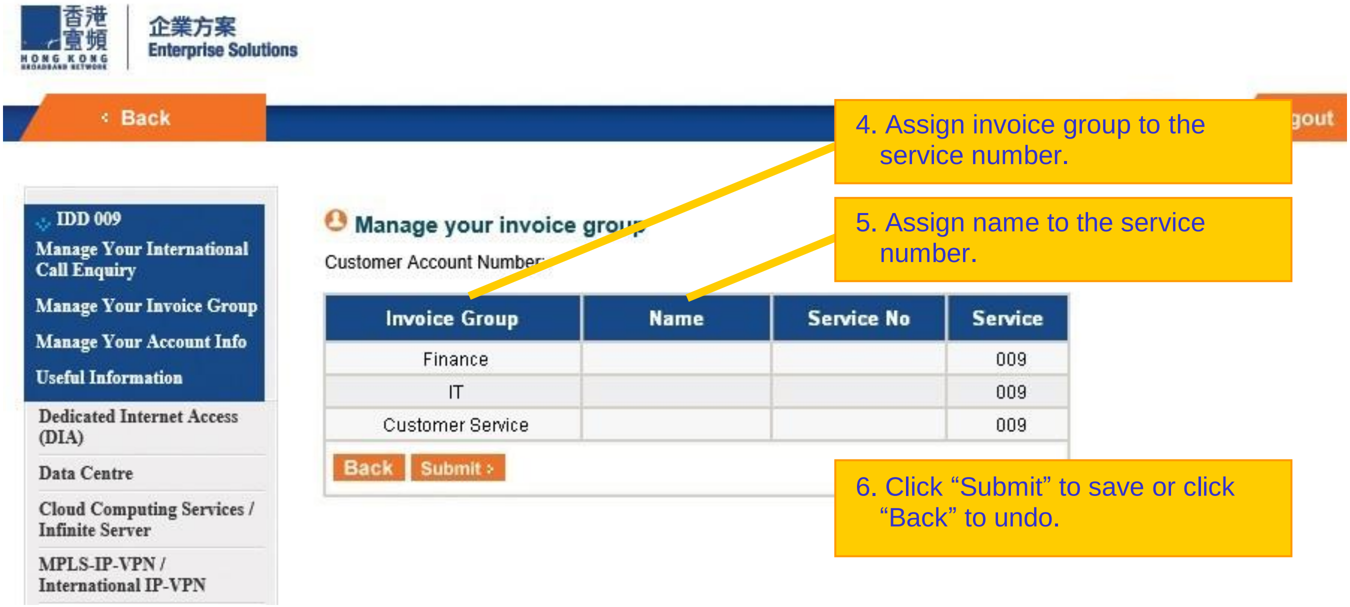
Please select bill format

● By Invoice Group

○ By Invoice Group with page break

Remarks: Your selected bill format will be effective from the next invoice.

3. Click “Edit”.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MPLS-IP-VPN / International IP-VPN
Back
Submit

Manage your invoice group

Customer Account Number:

| Invoice Group | Name | Service No | Service |
|---|---|---|---|
| Finance | | | 009 |
| IT | | | 009 |
| Customer Service | | | 009 |

4. Assign invoice group to the service number.

5. Assign name to the service number.

6. Click "Submit" to save or click "Back" to undo.

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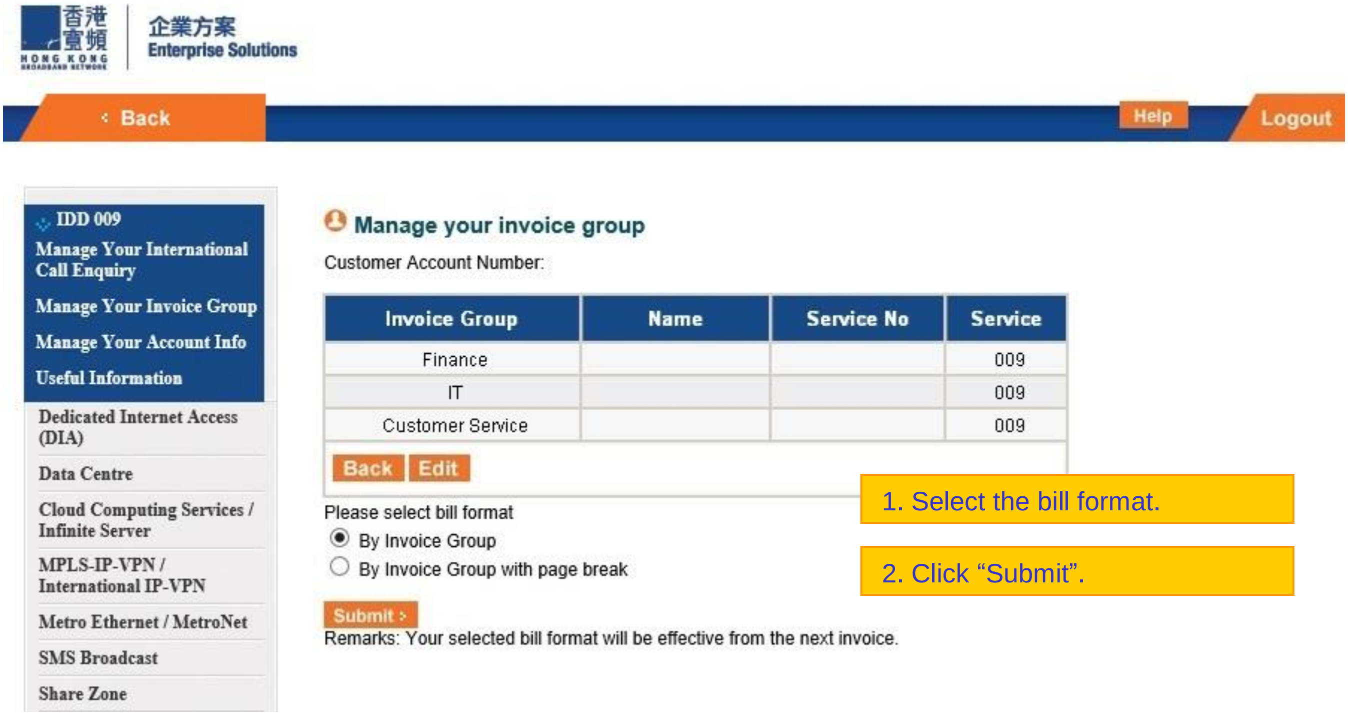
## 2.4. To change bill format

- Click **"Manage Your Invoice Group"** under **IDD 009**.
- Select the bill format.
- Click the **"Submit"** button.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Submit

Manage your invoice group

Customer Account Number:

| Invoice Group | Name | Service No | Service |
|---|---|---|---|
| Finance | | | 009 |
| IT | | | 009 |
| Customer Service | | | 009 |

Please select bill format

● By Invoice Group

○ By Invoice Group with page break

Remarks: Your selected bill format will be effective from the next invoice.

1. Select the bill format.

2. Click "Submit".

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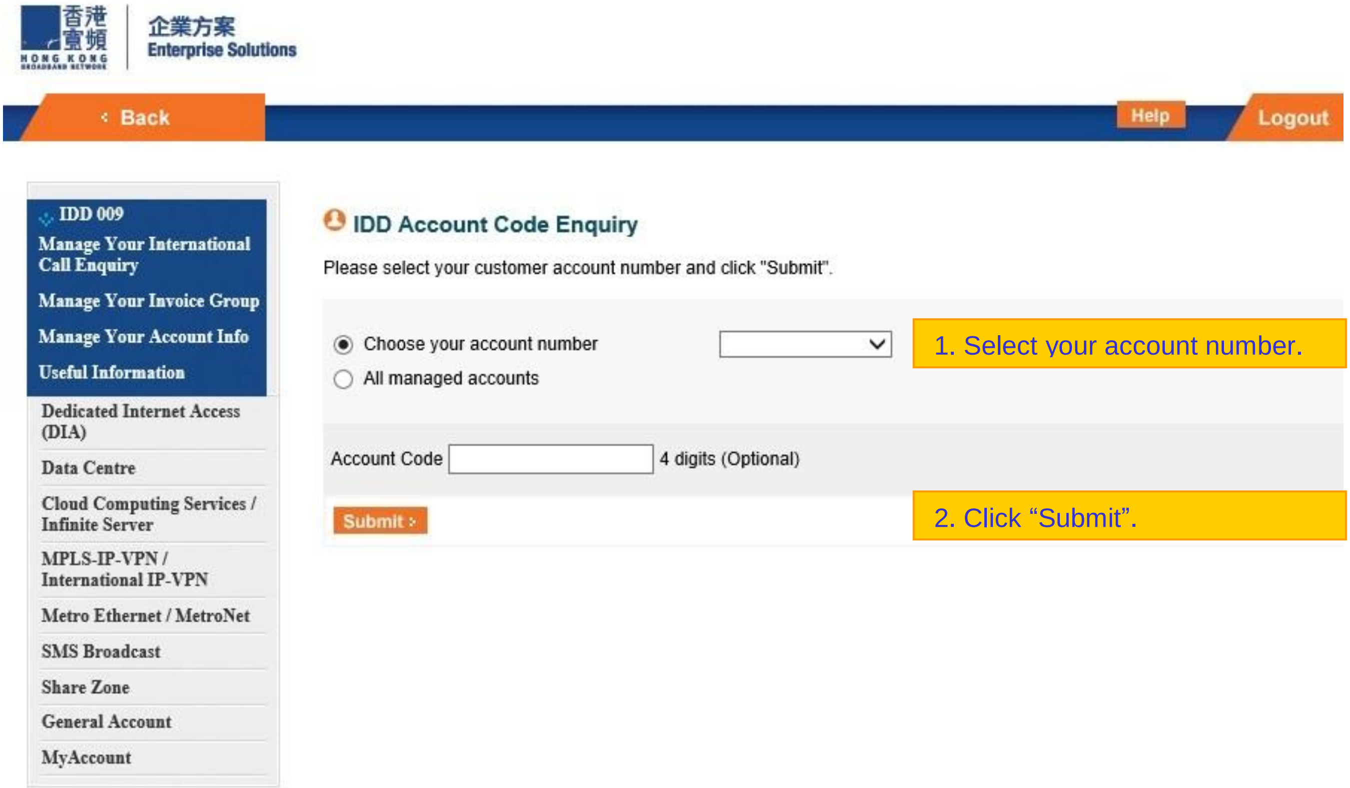
## 2.5. To check your IDD Account Code

- Click **"Manage Your Account Info"** under **IDD 009**.
- Select your account number and click the **"Submit"** button.



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General Account
MyAccount
Submit ›

IDD Account Code Enquiry

Please select your customer account number and click "Submit".

● Choose your account number

○ All managed accounts

Account Code 4 digits (Optional)

1. Select your account number.

2. Click “Submit”.

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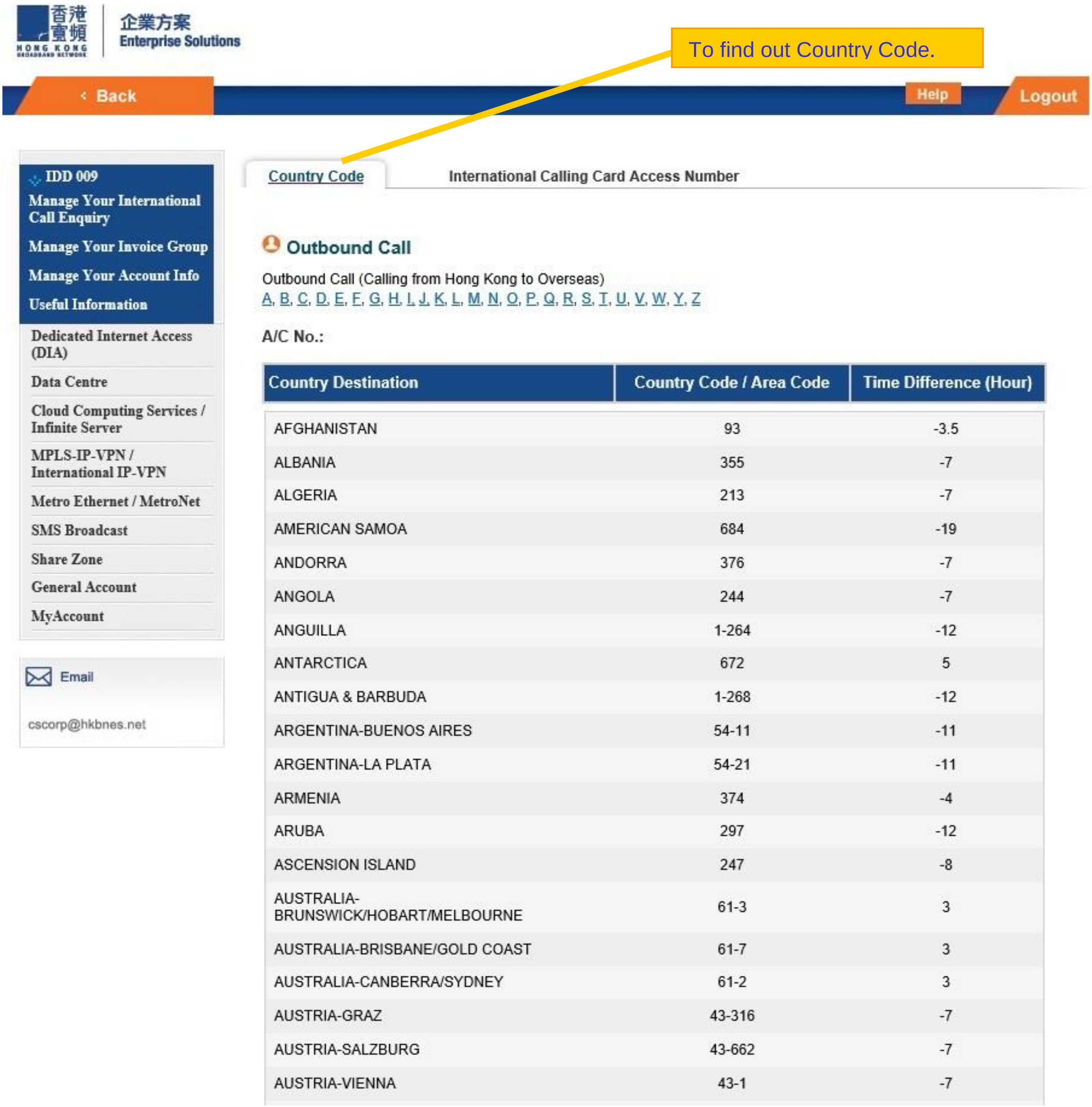
## 2.6. To search for Country Code and Access Number

- Click **"Useful Information"** under **IDD 009**.
- Click on the tab **"Country Code"** to find country code for outbound calls.
- Click on the tab **"International Calling Card Access Number"** to find access number for inbound calls.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SMS Broadcast
Share Zone
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MyAccount
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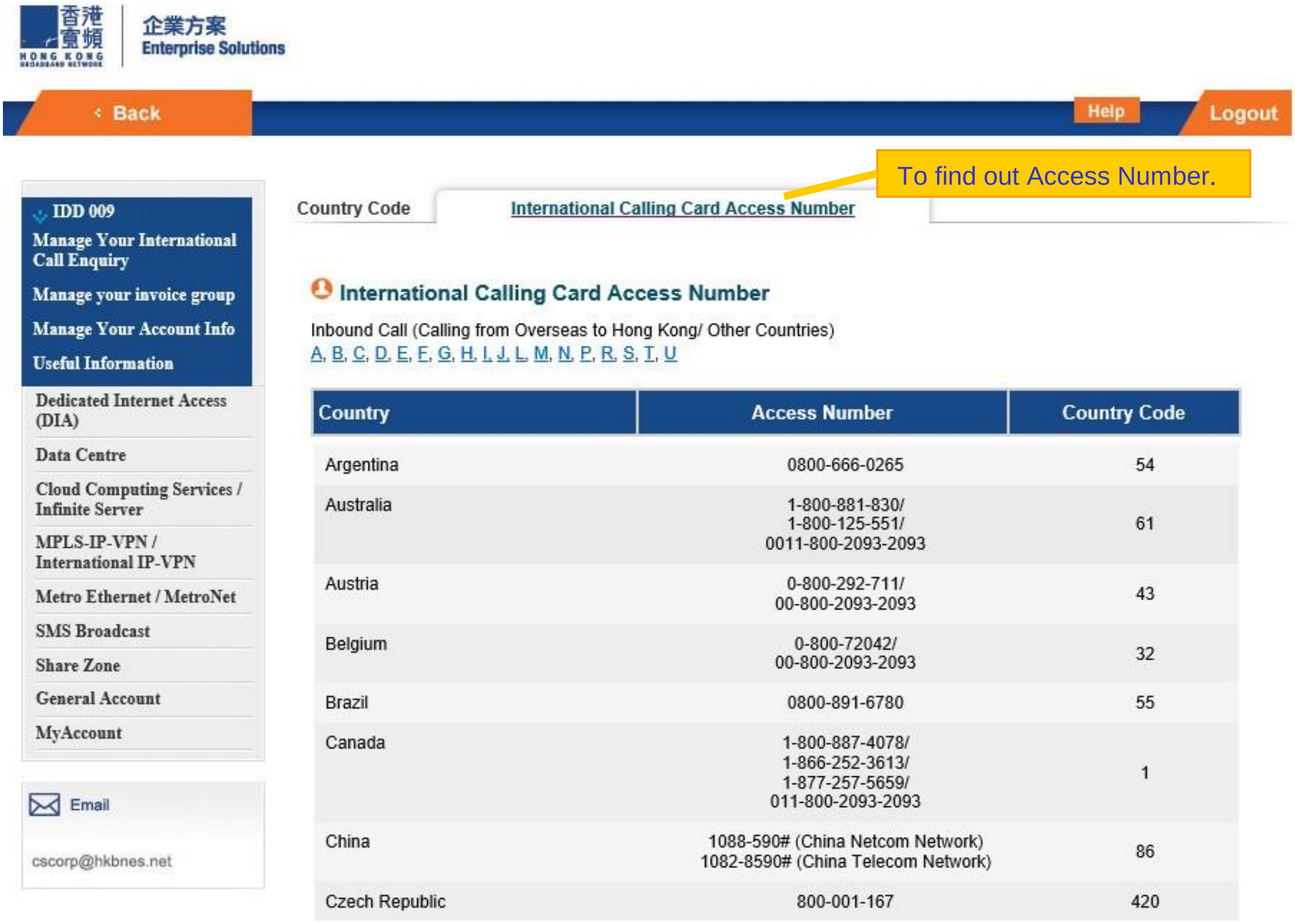
Country Code
International Calling Card Access Number
Outbound Call
A, B, C, D, E, F, G, H, I, J, K, L, M, N, O, P, Q, R, S, T, U, V, W, Y, Z

Outbound Call (Calling from Hong Kong to Overseas)

A/C No.:

| Country Destination | Country Code / Area Code | Time Difference (Hour) |
|---|---|---|
| AFGHANISTAN | 93 | -3.5 |
| ALBANIA | 355 | -7 |
| ALGERIA | 213 | -7 |
| AMERICAN SAMOA | 684 | -19 |
| ANDORRA | 376 | -7 |
| ANGOLA | 244 | -7 |
| ANGUILLA | 1-264 | -12 |
| ANTARCTICA | 672 | 5 |
| ANTIGUA & BARBUDA | 1-268 | -12 |
| ARGENTINA-BUENOS AIRES | 54-11 | -11 |
| ARGENTINA-LA PLATA | 54-21 | -11 |
| ARMENIA | 374 | -4 |
| ARUBA | 297 | -12 |
| ASCENSION ISLAND | 247 | -8 |
| AUSTRALIA-BRUNSWICK/HOBART/MELBOURNE | 61-3 | 3 |
| AUSTRALIA-BRISBANE/GOLD COAST | 61-7 | 3 |
| AUSTRALIA-CANBERRA/SYDNEY | 61-2 | 3 |
| AUSTRIA-GRAZ | 43-316 | -7 |
| AUSTRIA-SALZBURG | 43-662 | -7 |
| AUSTRIA-VIENNA | 43-1 | -7 |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Country Code
International Calling Card Access Number

To find out Access Number.

**International Calling Card Access Number**

Inbound Call (Calling from Overseas to Hong Kong/ Other Countries)

A, B, C, D, E, F, G, H, I, J, L, M, N, P, R, S, T, U

| Country | Access Number | Country Code |
|---|---|---|
| Argentina | 0800-666-0265 | 54 |
| Australia | 1-800-881-830/<br>1-800-125-551/<br>0011-800-2093-2093 | 61 |
| Austria | 0-800-292-711/<br>00-800-2093-2093 | 43 |
| Belgium | 0-800-72042/<br>00-800-2093-2093 | 32 |
| Brazil | 0800-891-6780 | 55 |
| Canada | 1-800-887-4078/<br>1-866-252-3613/<br>1-877-257-5659/<br>011-800-2093-2093 | 1 |
| China | 1088-590# (China Netcom Network)<br>1082-8590# (China Telecom Network) | 86 |
| Czech Republic | 800-001-167 | 420 |

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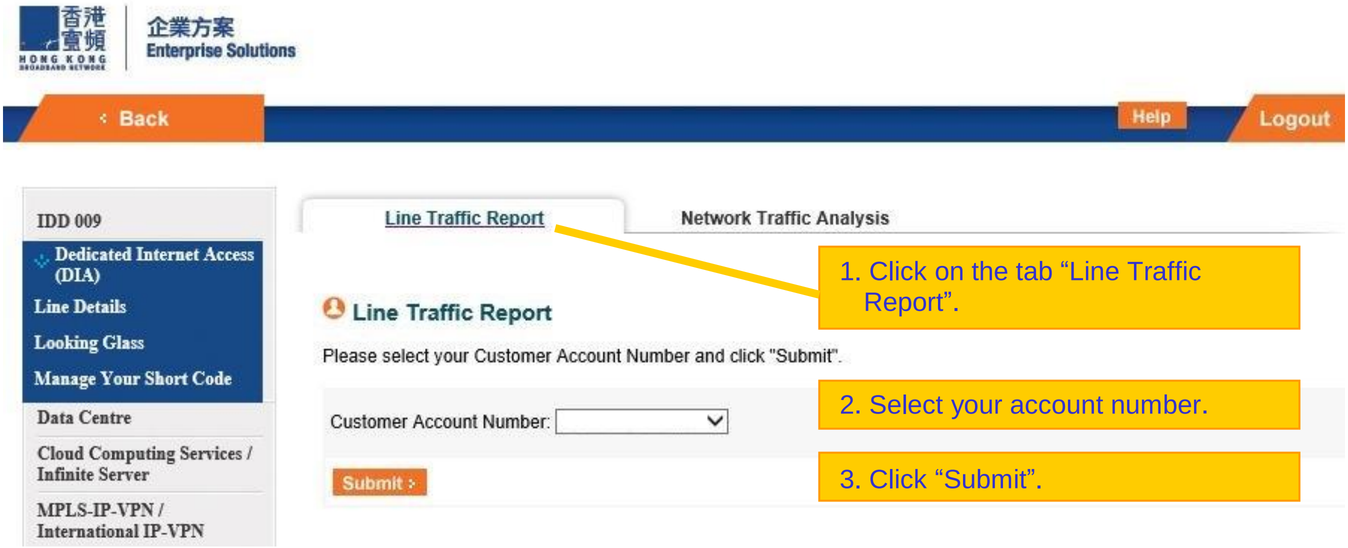
## 3. To Manage Dedicated Internet Access (DIA)

### 3.1. To view Line Traffic Report

- Click **"Line Details"** under **Dedicated Internet Access (DIA)**.
- Click on the tab **"Line Traffic Report"**.
- Select your account number and click the **"Submit"** button.
- Click on the service number to view the detailed traffic report.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Line Traffic Report
Network Traffic Analysis
Submit

**Line Traffic Report**

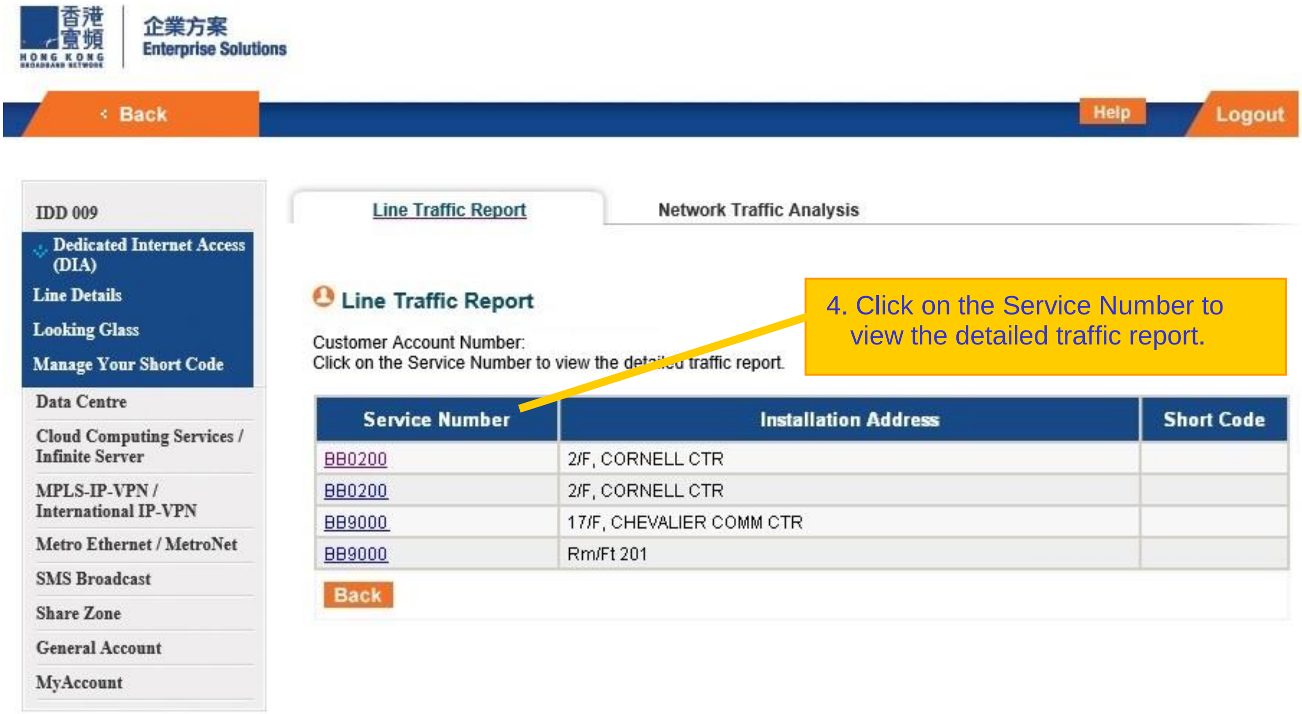
Please select your Customer Account Number and click "Submit".

Customer Account Number:

1. Click on the tab "Line Traffic Report".

2. Select your account number.

3. Click "Submit".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MyAccount
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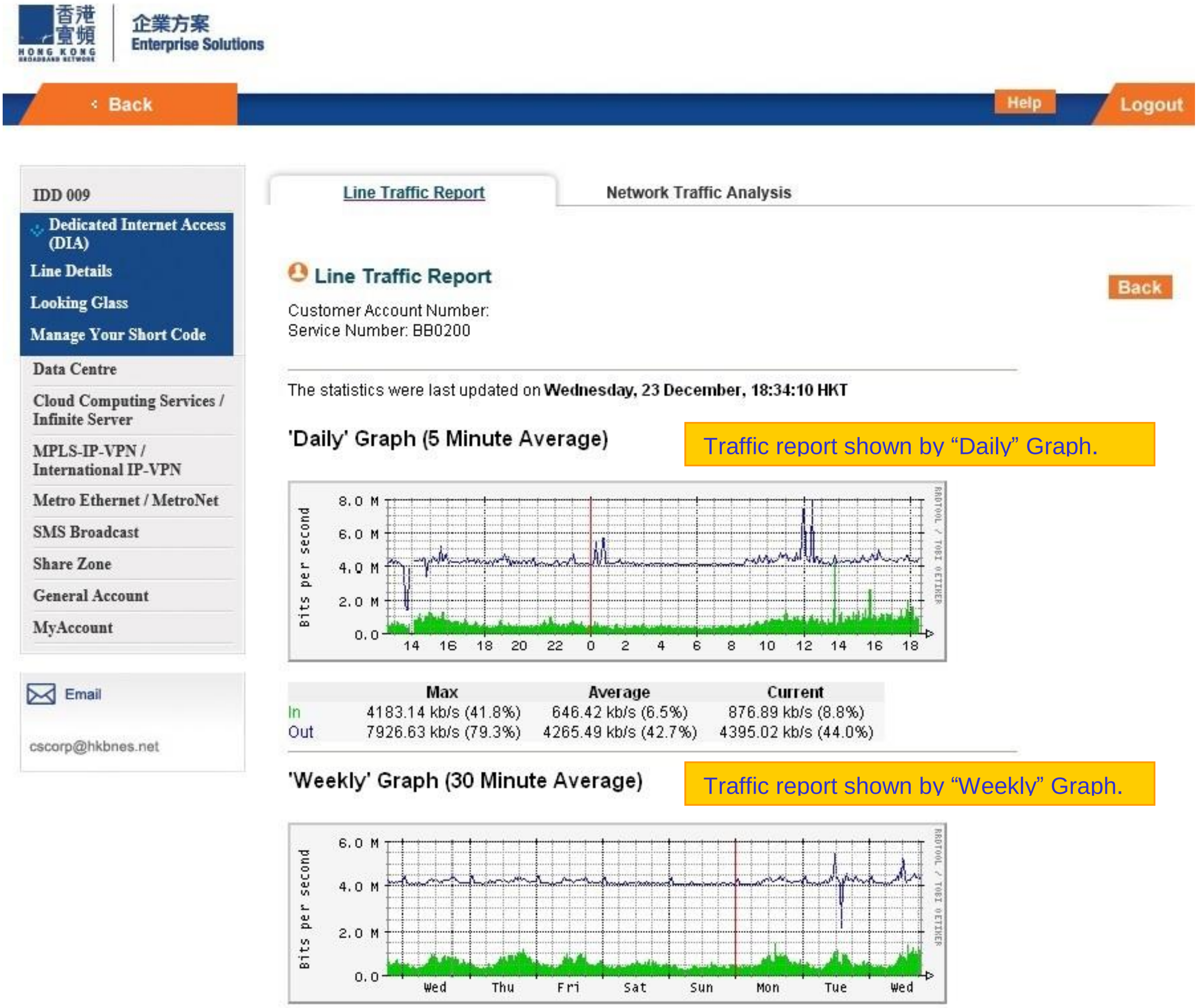
**Line Traffic Report**

Customer Account Number:
Click on the Service Number to view the detailed traffic report.

4. Click on the Service Number to view the detailed traffic report.

| Service Number | Installation Address | Short Code |
|---|---|---|
| BB0200 | 2/F, CORNELL CTR | |
| BB0200 | 2/F, CORNELL CTR | |
| BB9000 | 17/F, CHEVALIER COMM CTR | |
| BB9000 | Rm/Ft 201 | |



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**Line Traffic Report**

Customer Account Number:
Service Number: BB0200

The statistics were last updated on **Wednesday, 23 December, 18:34:10 HKT**

'Daily' Graph (5 Minute Average)

Traffic report shown by "Daily" Graph.

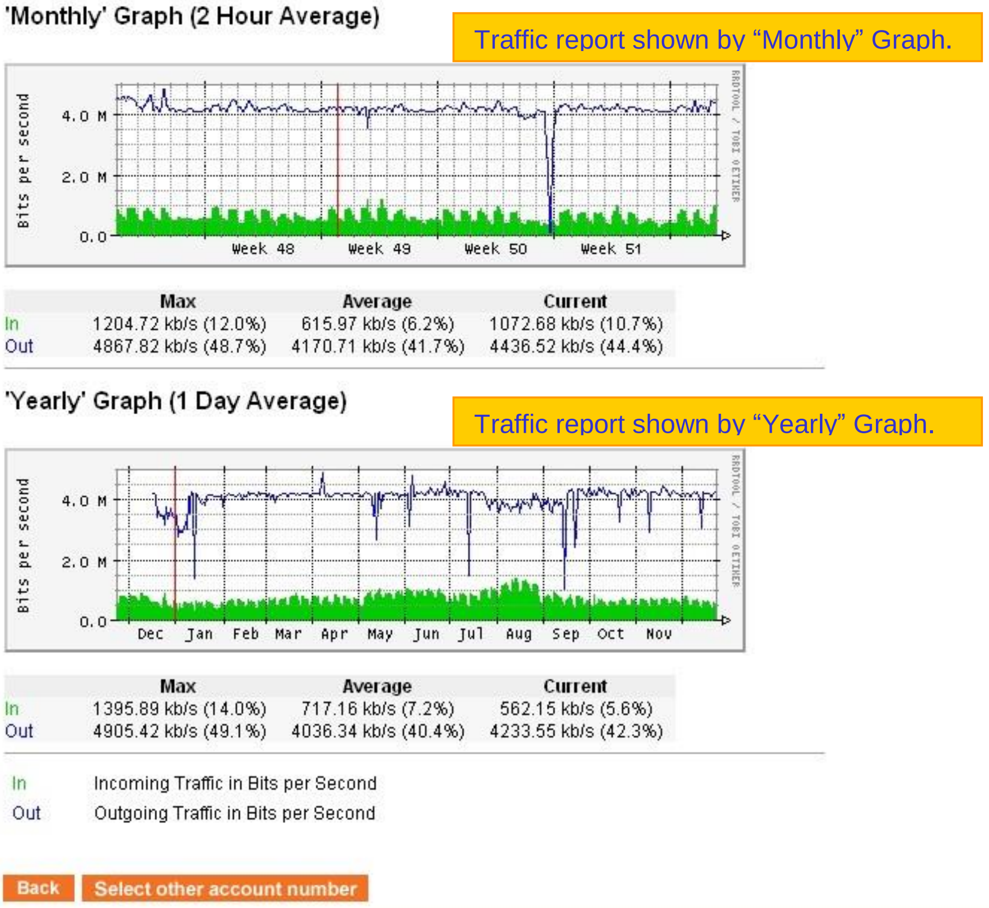
Bits per second
8.0 M
6.0 M
4.0 M
2.0 M
0.0
14 16 18 20 22 0 2 4 6 8 10 12 14 16 18
RRDTOOL / TOBI OETIKER

| | Max | Average | Current |
|---|---|---|---|
| In | 4183.14 kb/s (41.8%) | 646.42 kb/s (6.5%) | 876.89 kb/s (8.8%) |
| Out | 7926.63 kb/s (79.3%) | 4265.49 kb/s (42.7%) | 4395.02 kb/s (44.0%) |

'Weekly' Graph (30 Minute Average)

Traffic report shown by "Weekly" Graph.

Bits per second
6.0 M
4.0 M
2.0 M
0.0
Wed Thu Fri Sat Sun Mon Tue Wed
RRDTOOL / TOBI OETIKER



'Monthly' Graph (2 Hour Average)

Traffic report shown by “Monthly” Graph.

Bits per second
4.0 M
2.0 M
0.0
Week 48
Week 49
Week 50
Week 51
RRDTOOL / TOBI OETIKER

| | Max | Average | Current |
|---|---|---|---|
| In | 1204.72 kb/s (12.0%) | 615.97 kb/s (6.2%) | 1072.68 kb/s (10.7%) |
| Out | 4867.82 kb/s (48.7%) | 4170.71 kb/s (41.7%) | 4436.52 kb/s (44.4%) |

'Yearly' Graph (1 Day Average)

Traffic report shown by “Yearly” Graph.

Bits per second
4.0 M
2.0 M
0.0
Dec
Jan
Feb
Mar
Apr
May
Jun
Jul
Aug
Sep
Oct
Nov
RRDTOOL / TOBI OETIKER

| | Max | Average | Current |
|---|---|---|---|
| In | 1395.89 kb/s (14.0%) | 717.16 kb/s (7.2%) | 562.15 kb/s (5.6%) |
| Out | 4905.42 kb/s (49.1%) | 4036.34 kb/s (40.4%) | 4233.55 kb/s (42.3%) |

| | |
|---|---|
| In | Incoming Traffic in Bits per Second |
| Out | Outgoing Traffic in Bits per Second |

Back
Select other account number

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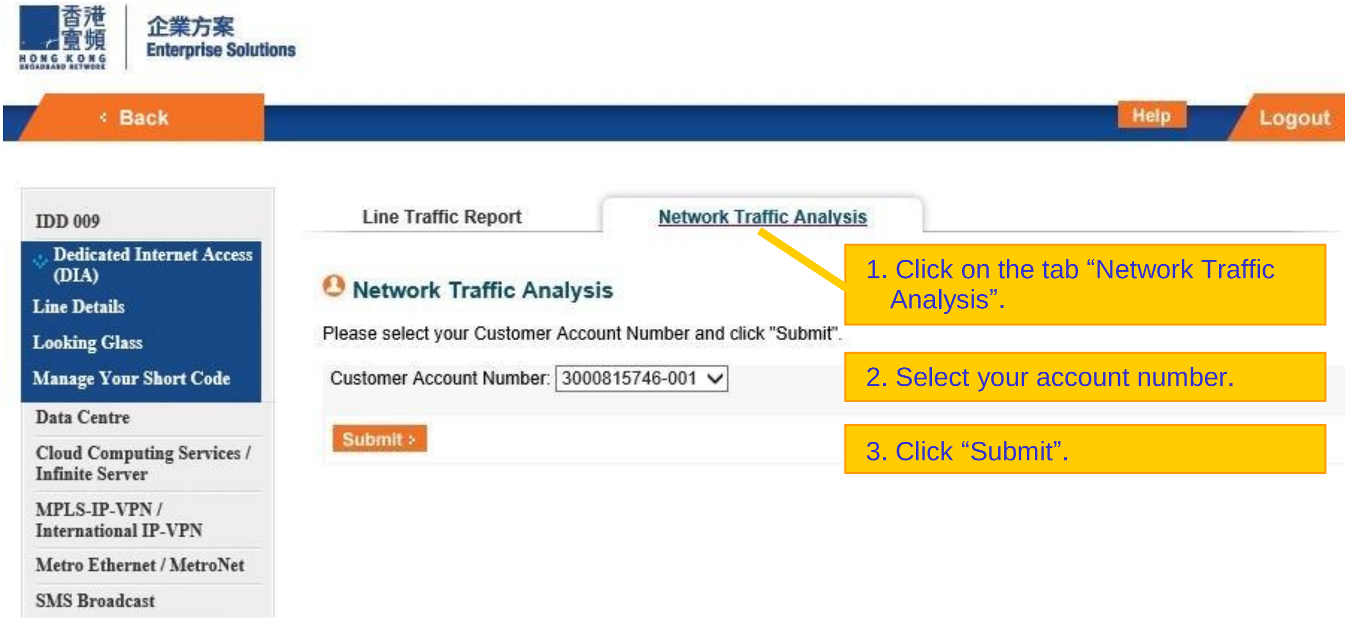
### 3.2. To view Network Traffic Analysis Report

- Click **"Line Details"** under **Dedicated Internet Access (DIA)**.
- Click on the tab **"Network Traffic Analysis"**.
- Select your account number and click the **"Submit"** button.



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Network Traffic Analysis
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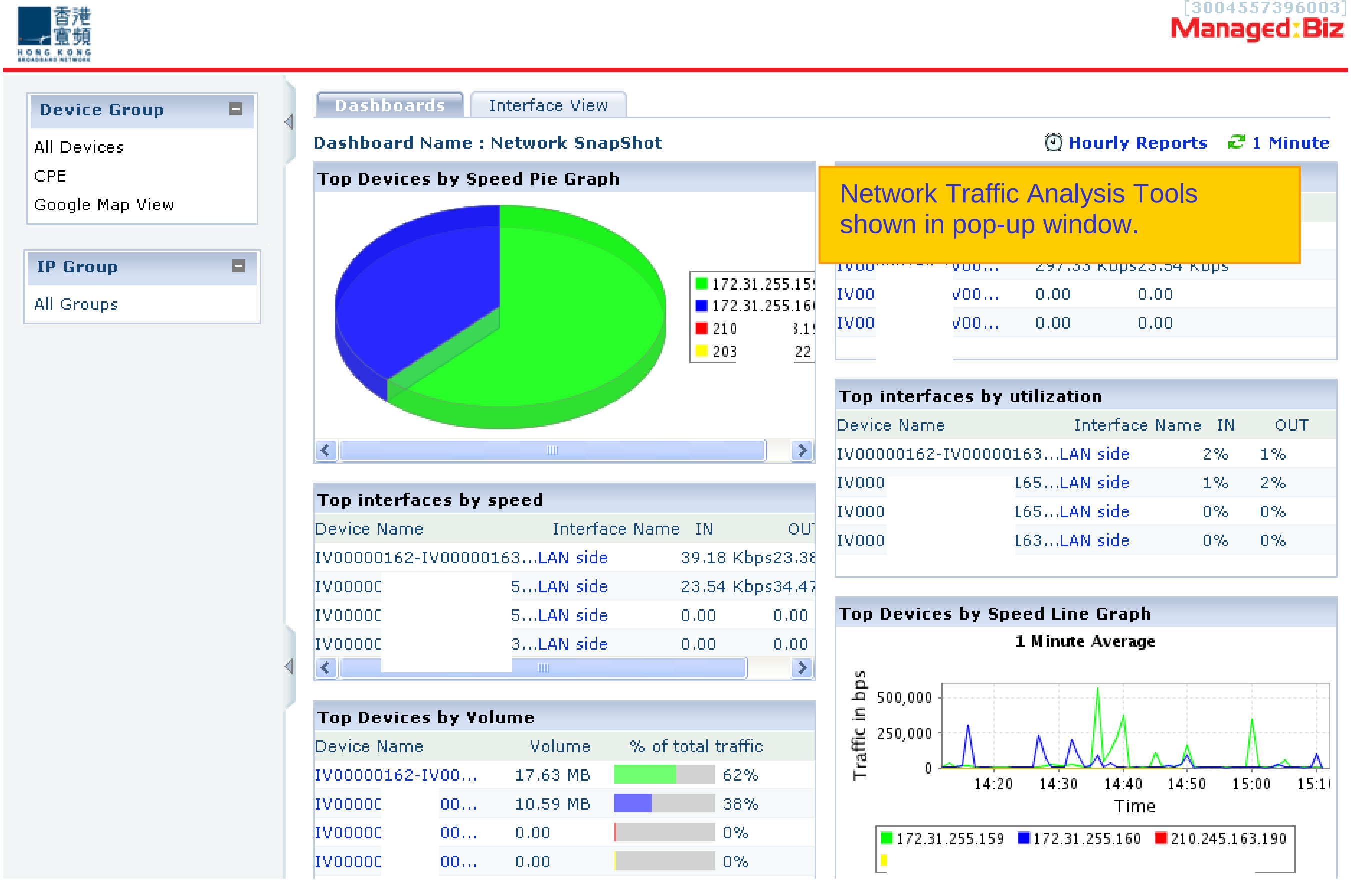
Network Traffic Analysis

Please select your Customer Account Number and click "Submit".

Customer Account Number: 3000815746-001

1. Click on the tab “Network Traffic Analysis”.
2. Select your account number.
3. Click “Submit”.


[3004557396003]
Managed:Biz
Device Group
All Devices
CPE
Google Map View
IP Group
All Groups
Dashboards
Interface View
Hourly Reports
1 Minute

**Dashboard Name : Network SnapShot**

**Top Devices by Speed Pie Graph**

172.31.255.15
172.31.255.16
210
3.1
203
22

Network Traffic Analysis Tools shown in pop-up window.

| | | | |
|---|---|---|---|
| IV00 | V00... | 297.33 Kbps | 23.54 Kbps |
| IV00 | V00... | 0.00 | 0.00 |
| IV00 | V00... | 0.00 | 0.00 |

**Top interfaces by utilization**

| Device Name | Interface Name | IN | OUT |
|---|---|---|---|
| IV00000162-IV00000163... | LAN side | 2% | 1% |
| IV000 | 165...LAN side | 1% | 2% |
| IV000 | 165...LAN side | 0% | 0% |
| IV000 | 163...LAN side | 0% | 0% |

**Top interfaces by speed**

| Device Name | Interface Name | IN | OU |
|---|---|---|---|
| IV00000162-IV00000163... | LAN side | 39.18 Kbps | 23.38 |
| IV00000 | 5...LAN side | 23.54 Kbps | 34.47 |
| IV00000 | 5...LAN side | 0.00 | 0.00 |
| IV00000 | 3...LAN side | 0.00 | 0.00 |

**Top Devices by Speed Line Graph**

1 Minute Average
Traffic in bps
500,000
250,000
0
14:20
14:30
14:40
14:50
15:00
15:1
Time
172.31.255.159
172.31.255.160
210.245.163.190

**Top Devices by Volume**

| Device Name | Volume | % of total traffic |
|---|---|---|
| IV00000162-IV00... | 17.63 MB | 62% |
| IV00000 00... | 10.59 MB | 38% |
| IV00000 00... | 0.00 | 0% |
| IV00000 00... | 0.00 | 0% |

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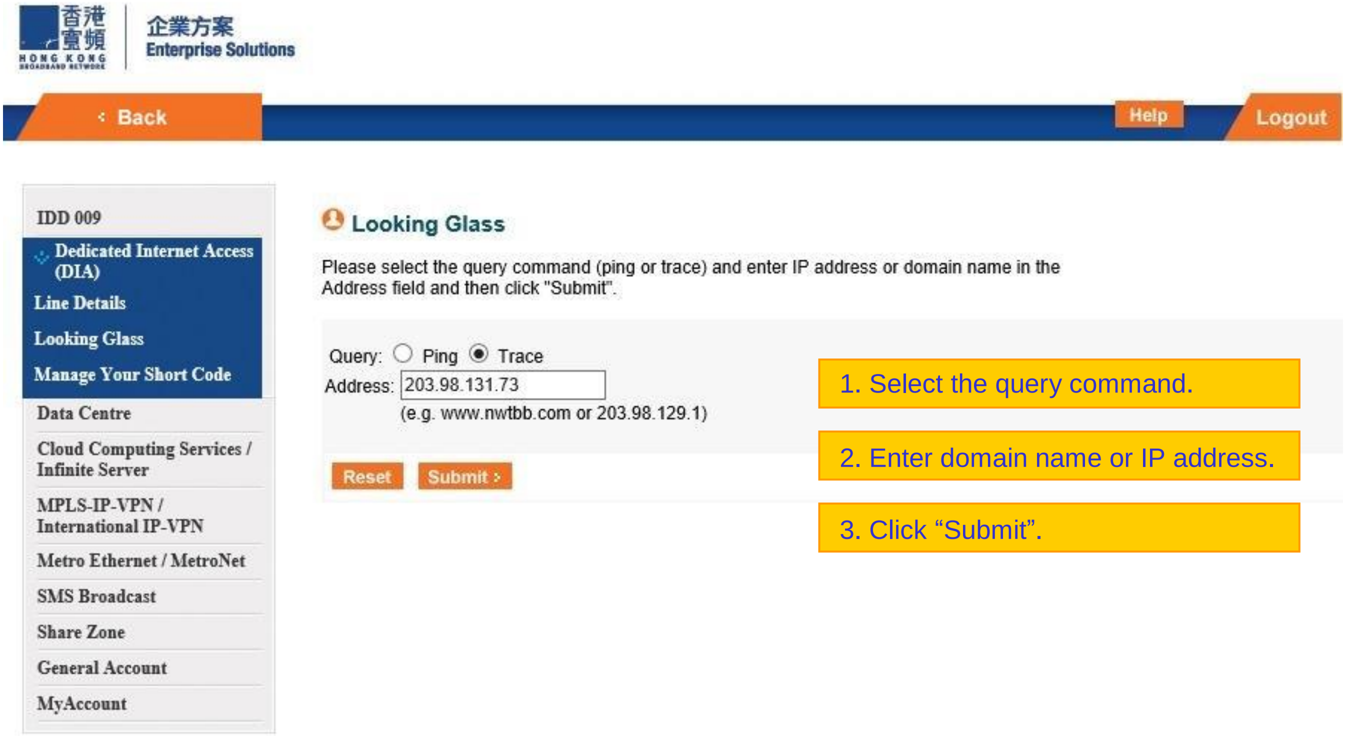
For more details, please refer to the “Network Traffic Analysis Tools 用戶手冊”. You may download the user guide at hkbnes.net/en/support (Others >> ManagedBiz)

## 3.3. To ping a domain name / To trace an IP address

- Click **"Looking Glass"** under **Dedicated Internet Access (DIA)**.
- Select the query command (Ping or Trace).
- Enter domain name or IP address in the Address field.
- Click the **"Submit"** button.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General Account
MyAccount
Reset
Submit

Looking Glass

Please select the query command (ping or trace) and enter IP address or domain name in the Address field and then click "Submit".

Query: ○ Ping ● Trace

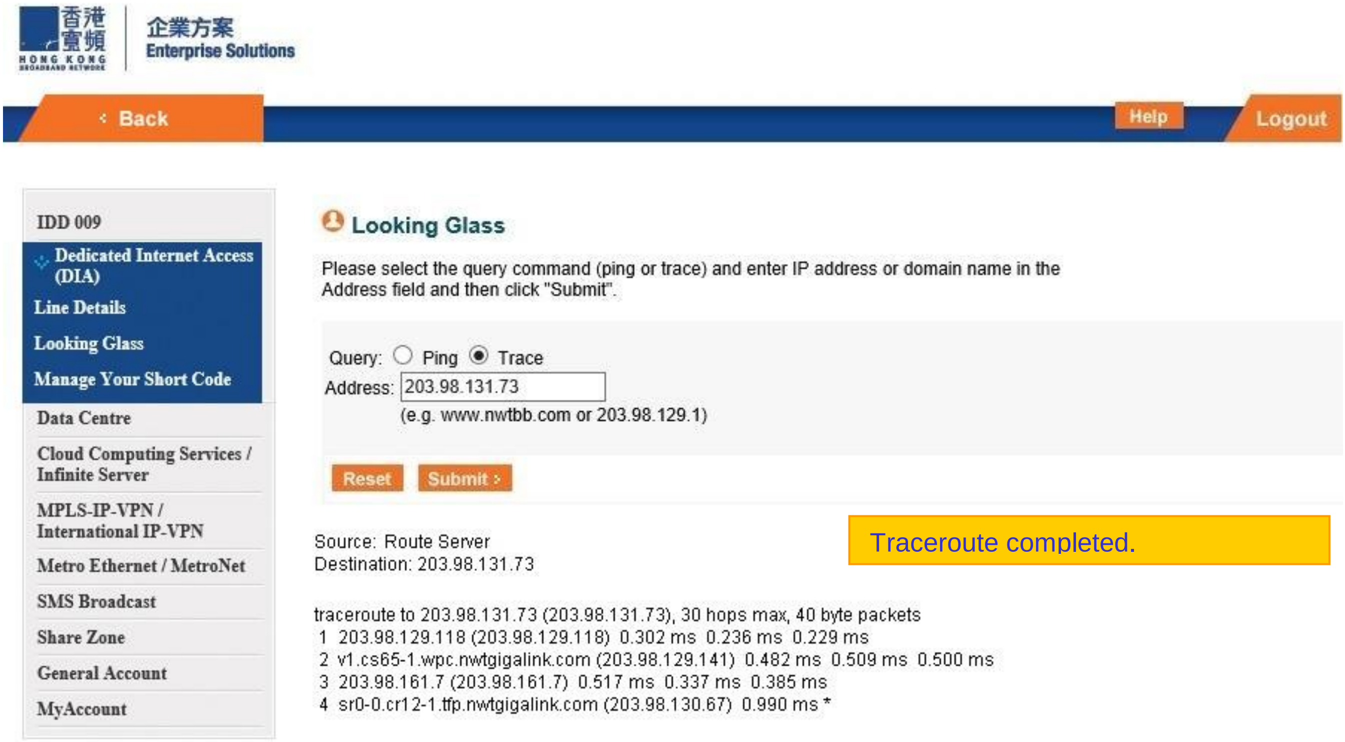
Address: 203.98.131.73

(e.g. www.nwtbb.com or 203.98.129.1)

1. Select the query command.

2. Enter domain name or IP address.

3. Click “Submit”.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Submit ›

Looking Glass

Please select the query command (ping or trace) and enter IP address or domain name in the Address field and then click "Submit".

Query: ○ Ping ● Trace

Address: 203.98.131.73

(e.g. www.nwtbb.com or 203.98.129.1)

Traceroute completed.

```
Source: Route Server
Destination: 203.98.131.73

traceroute to 203.98.131.73 (203.98.131.73), 30 hops max, 40 byte packets
 1  203.98.129.118 (203.98.129.118)  0.302 ms  0.236 ms  0.229 ms
 2  v1.cs65-1.wpc.nwtgigalink.com (203.98.129.141)  0.482 ms  0.509 ms  0.500 ms
 3  203.98.161.7 (203.98.161.7)  0.517 ms  0.337 ms  0.385 ms
 4  sr0-0.cr12-1.tfp.nwtgigalink.com (203.98.130.67)  0.990 ms *
```

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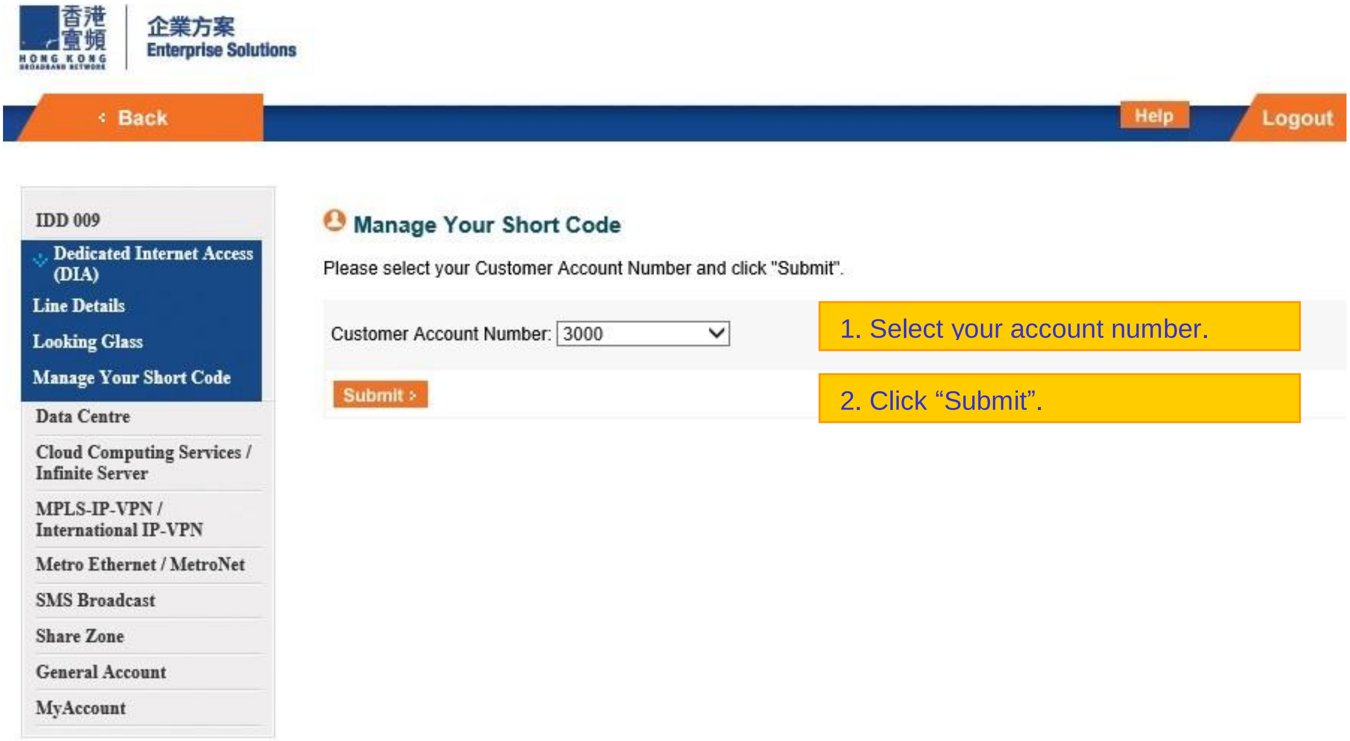
## 3.4. To manage your Short Code

- Click **"Manage Your Short Code"** under **Dedicated Internet Access (DIA)**.
- Select your account number and click the **"Submit"** button.
- Click on the short code to edit.
- Click the **"Submit"** button to save changes.
- Click the **"Back"** button to undo changes.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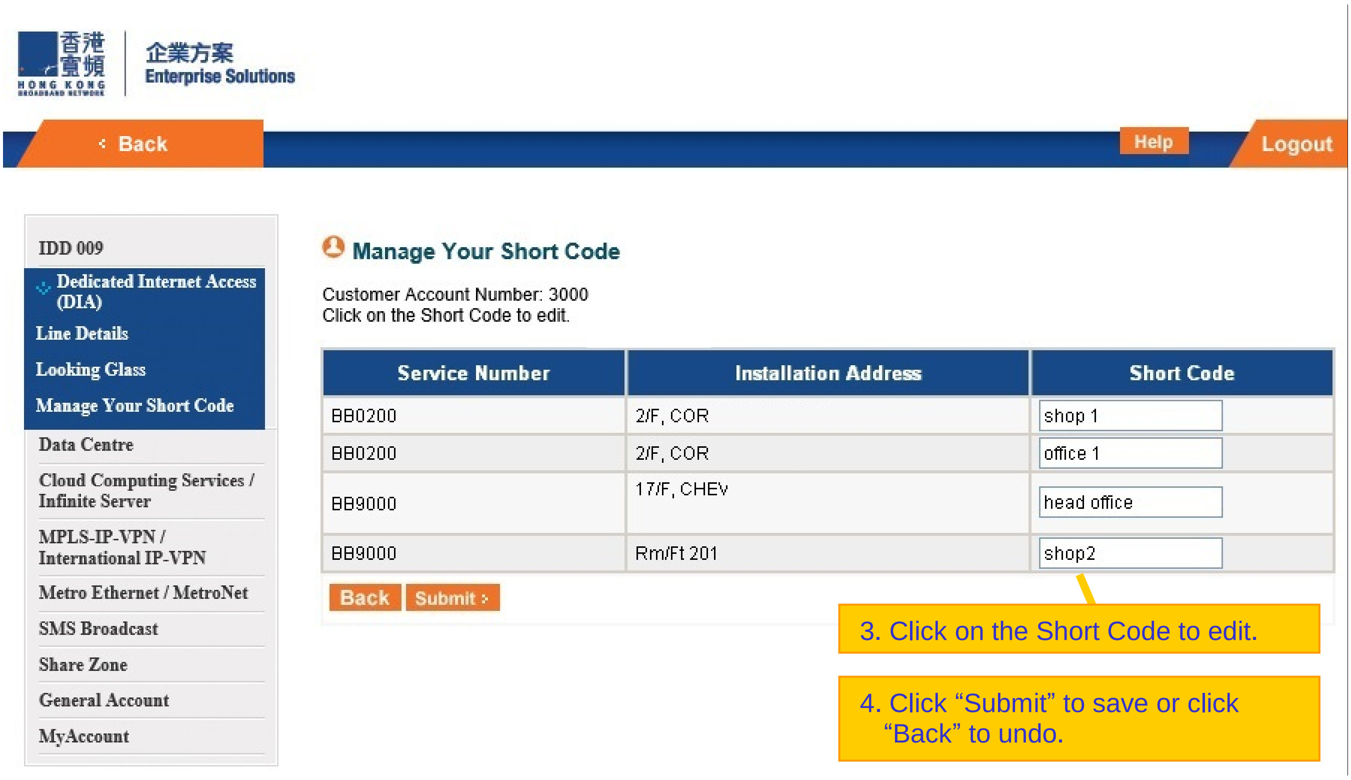
MyAccount
Manage Your Short Code
Submit

Please select your Customer Account Number and click "Submit".

Customer Account Number: 3000

1. Select your account number.

2. Click "Submit".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MyAccount
Back
Submit ›

**Manage Your Short Code**

Customer Account Number: 3000
Click on the Short Code to edit.

| Service Number | Installation Address | Short Code |
|---|---|---|
| BB0200 | 2/F, COR | shop 1 |
| BB0200 | 2/F, COR | office 1 |
| BB9000 | 17/F, CHEV | head office |
| BB9000 | Rm/Ft 201 | shop2 |

3. Click on the Short Code to edit.

4. Click "Submit" to save or click "Back" to undo.

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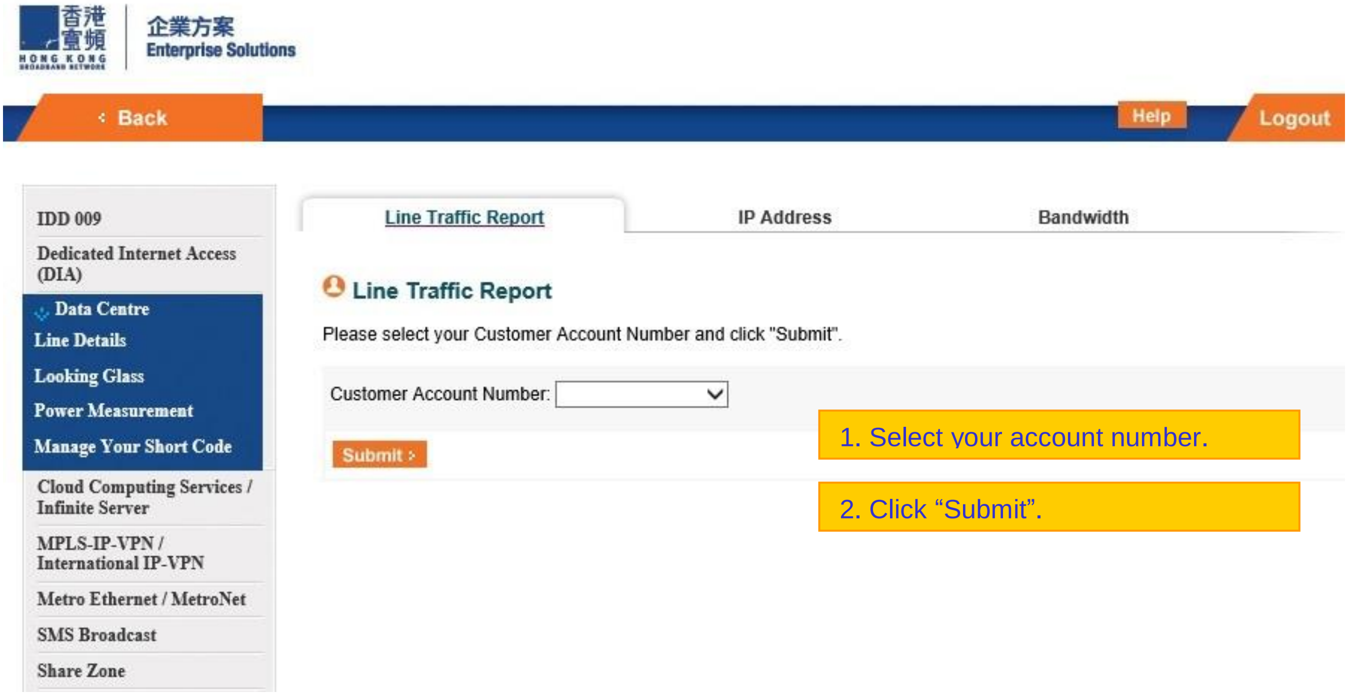
## 4. To Manage Data Centre

### 4.1. To view Line Traffic Report

- Click **"Line Details"** under **Data Centre**.
- Select your account number and click the **"Submit"** button.
- Click on the service number to view the detailed traffic report.
- Select the report period and click the **"Submit"** button.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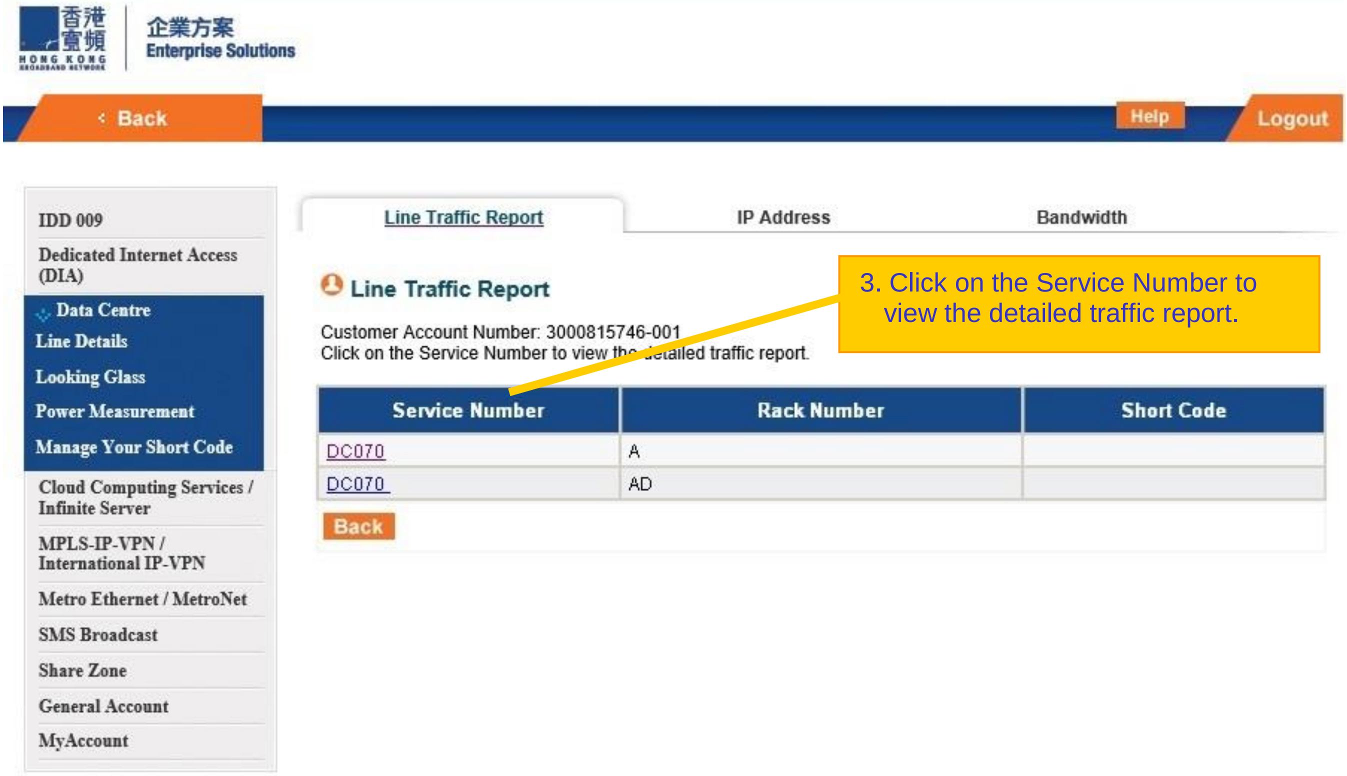
**Line Traffic Report**

Please select your Customer Account Number and click "Submit".

Customer Account Number:

1. Select your account number.

2. Click “Submit”.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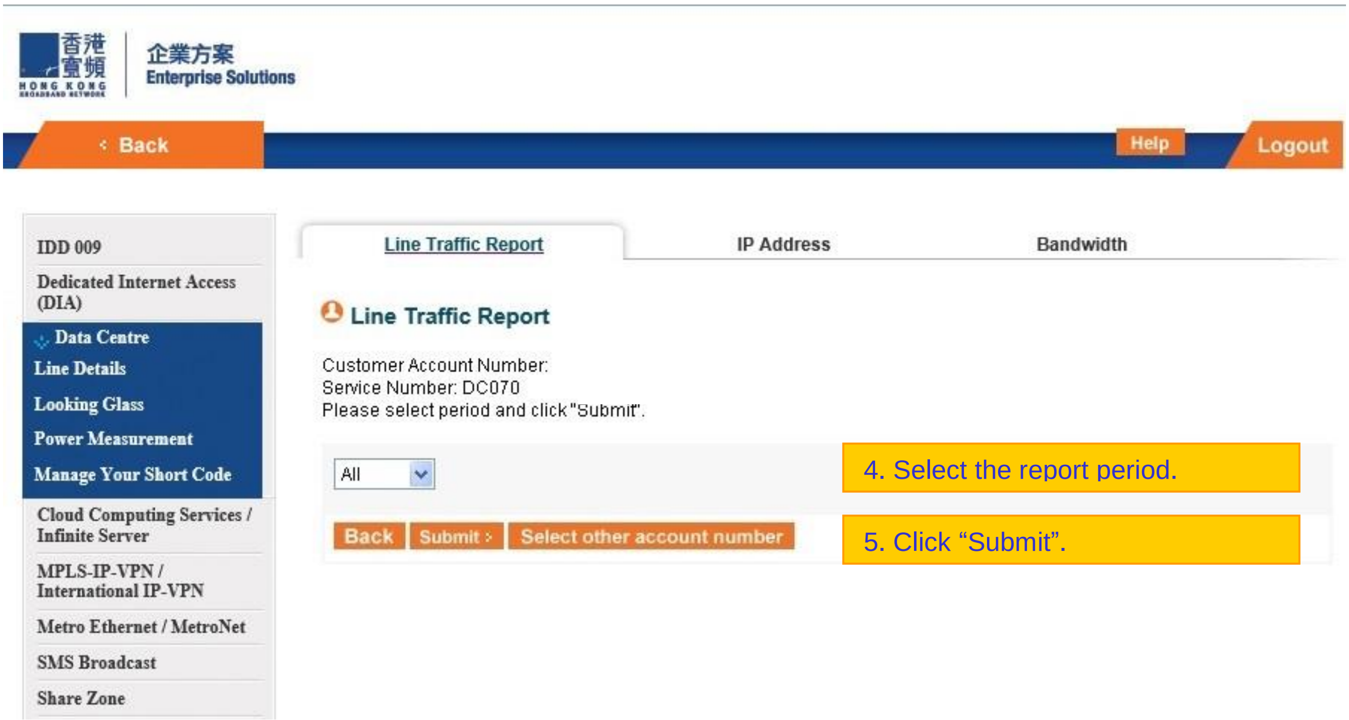
**Line Traffic Report**

Customer Account Number: 3000815746-001
Click on the Service Number to view the detailed traffic report.

3. Click on the Service Number to view the detailed traffic report.

| Service Number | Rack Number | Short Code |
|---|---|---|
| DC070 | A | |
| DC070 | AD | |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**Line Traffic Report**

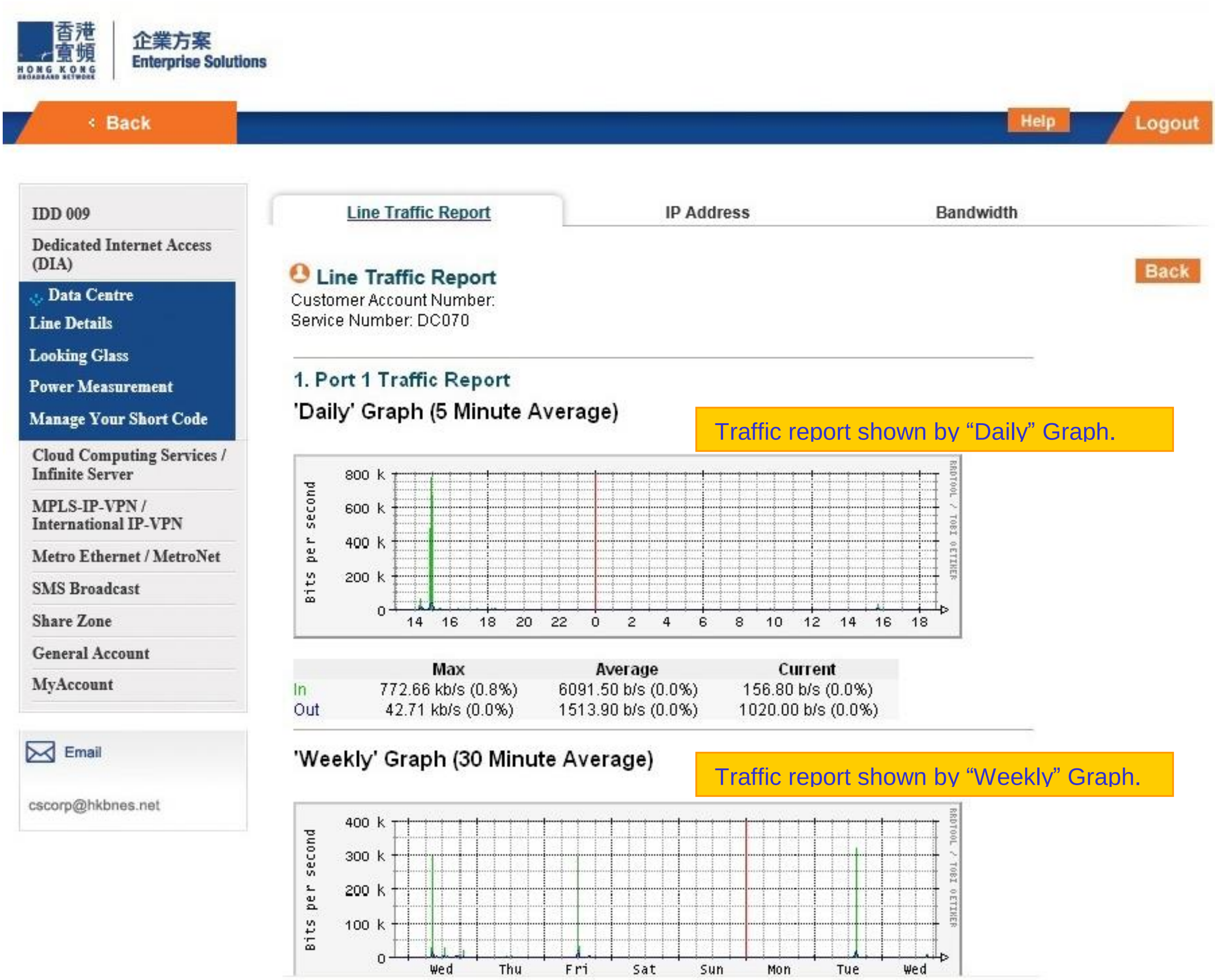
Customer Account Number:
Service Number: DC070
Please select period and click "Submit".

All

Back
Submit >
Select other account number

4. Select the report period.

5. Click "Submit".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**Line Traffic Report**

Customer Account Number:
Service Number: DC070

**1. Port 1 Traffic Report**

'Daily' Graph (5 Minute Average)

Traffic report shown by "Daily" Graph.

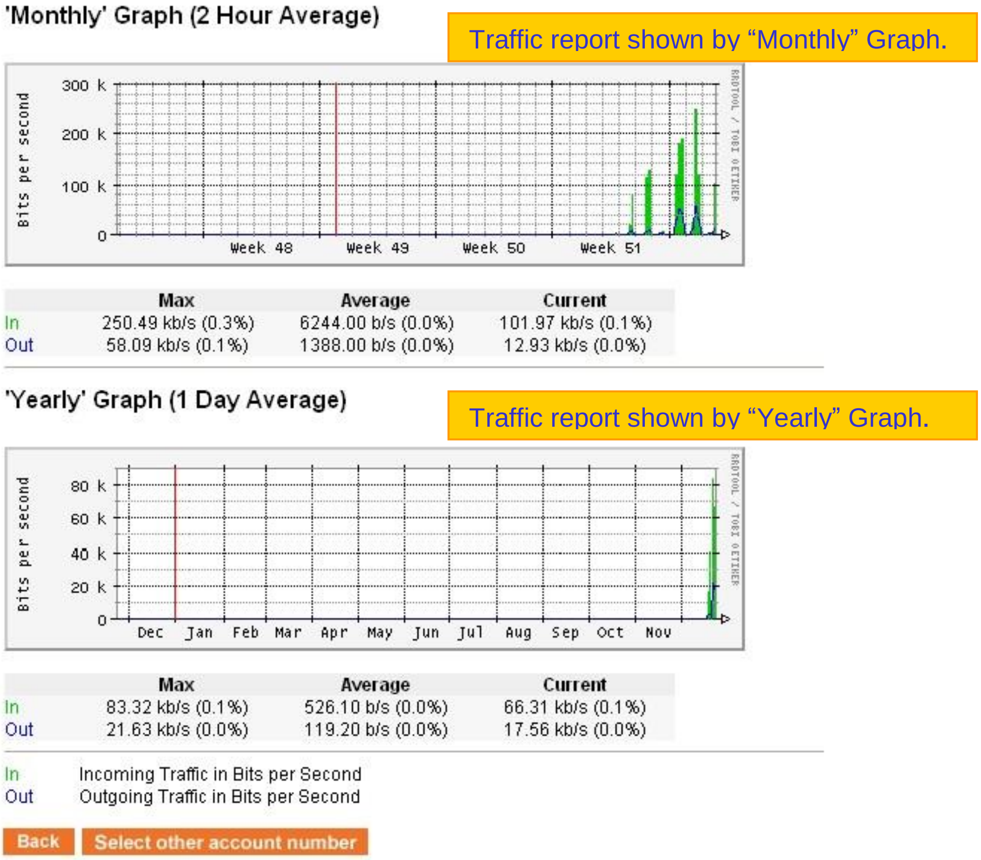
Bits per second
800 k
600 k
400 k
200 k
0
14
16
18
20
22
0
2
4
6
8
10
12
14
16
18
RRDTOOL / TOBI OETIKER

| | Max | Average | Current |
|---|---|---|---|
| In | 772.66 kb/s (0.8%) | 6091.50 b/s (0.0%) | 156.80 b/s (0.0%) |
| Out | 42.71 kb/s (0.0%) | 1513.90 b/s (0.0%) | 1020.00 b/s (0.0%) |

'Weekly' Graph (30 Minute Average)

Traffic report shown by "Weekly" Graph.

Bits per second
400 k
300 k
200 k
100 k
0
Wed
Thu
Fri
Sat
Sun
Mon
Tue
Wed
RRDTOOL / TOBI OETIKER



'Monthly' Graph (2 Hour Average)

Traffic report shown by “Monthly” Graph.

Bits per second
300 k
200 k
100 k
0
Week 48
Week 49
Week 50
Week 51
RRDTOOL / TOBI OETIKER

| | Max | Average | Current |
|---|---|---|---|
| In | 250.49 kb/s (0.3%) | 6244.00 b/s (0.0%) | 101.97 kb/s (0.1%) |
| Out | 58.09 kb/s (0.1%) | 1388.00 b/s (0.0%) | 12.93 kb/s (0.0%) |

'Yearly' Graph (1 Day Average)

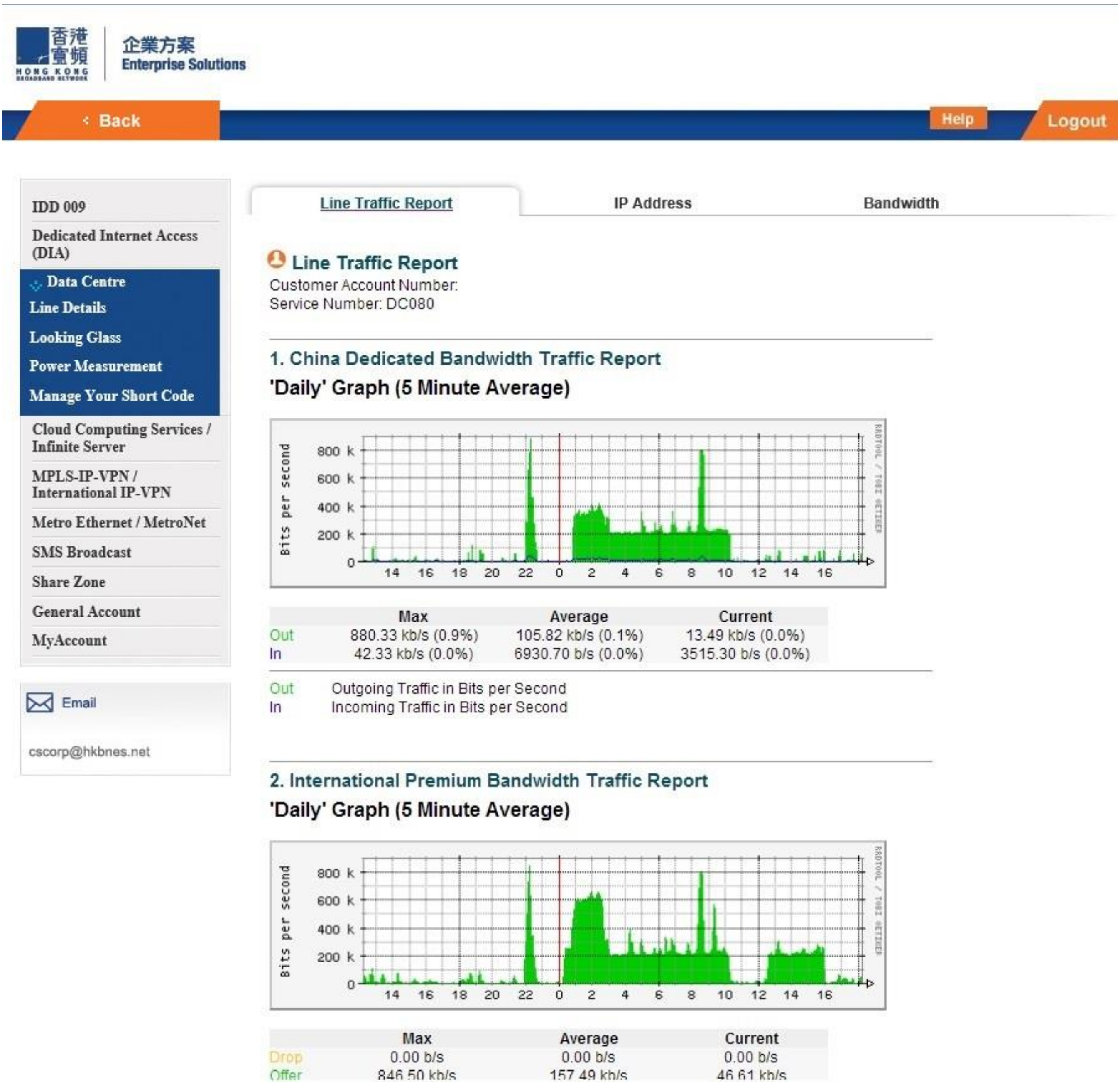
Traffic report shown by “Yearly” Graph.

Bits per second
80 k
60 k
40 k
20 k
0
Dec
Jan
Feb
Mar
Apr
May
Jun
Jul
Aug
Sep
Oct
Nov
RRDTOOL / TOBI OETIKER

| | Max | Average | Current |
|---|---|---|---|
| In | 83.32 kb/s (0.1%) | 526.10 b/s (0.0%) | 66.31 kb/s (0.1%) |
| Out | 21.63 kb/s (0.0%) | 119.20 b/s (0.0%) | 17.56 kb/s (0.0%) |

| | |
|---|---|
| In | Incoming Traffic in Bits per Second |
| Out | Outgoing Traffic in Bits per Second |

Back
Select other account number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## Line Traffic Report

Customer Account Number:
Service Number: DC080

### 1. China Dedicated Bandwidth Traffic Report

'Daily' Graph (5 Minute Average)

Bits per second
800 k
600 k
400 k
200 k
0
14
16
18
20
22
0
2
4
6
8
10
12
14
16
RRDTOOL / TOBI OETIKER

| | Max | Average | Current |
|---|---|---|---|
| Out | 880.33 kb/s (0.9%) | 105.82 kb/s (0.1%) | 13.49 kb/s (0.0%) |
| In | 42.33 kb/s (0.0%) | 6930.70 b/s (0.0%) | 3515.30 b/s (0.0%) |

| | |
|---|---|
| Out | Outgoing Traffic in Bits per Second |
| In | Incoming Traffic in Bits per Second |

### 2. International Premium Bandwidth Traffic Report

'Daily' Graph (5 Minute Average)

Bits per second
800 k
600 k
400 k
200 k
0
14
16
18
20
22
0
2
4
6
8
10
12
14
16
RRDTOOL / TOBI OETIKER

| | Max | Average | Current |
|---|---|---|---|
| Drop | 0.00 b/s | 0.00 b/s | 0.00 b/s |
| Offer | 846.50 kb/s | 157.49 kb/s | 46.61 kb/s |

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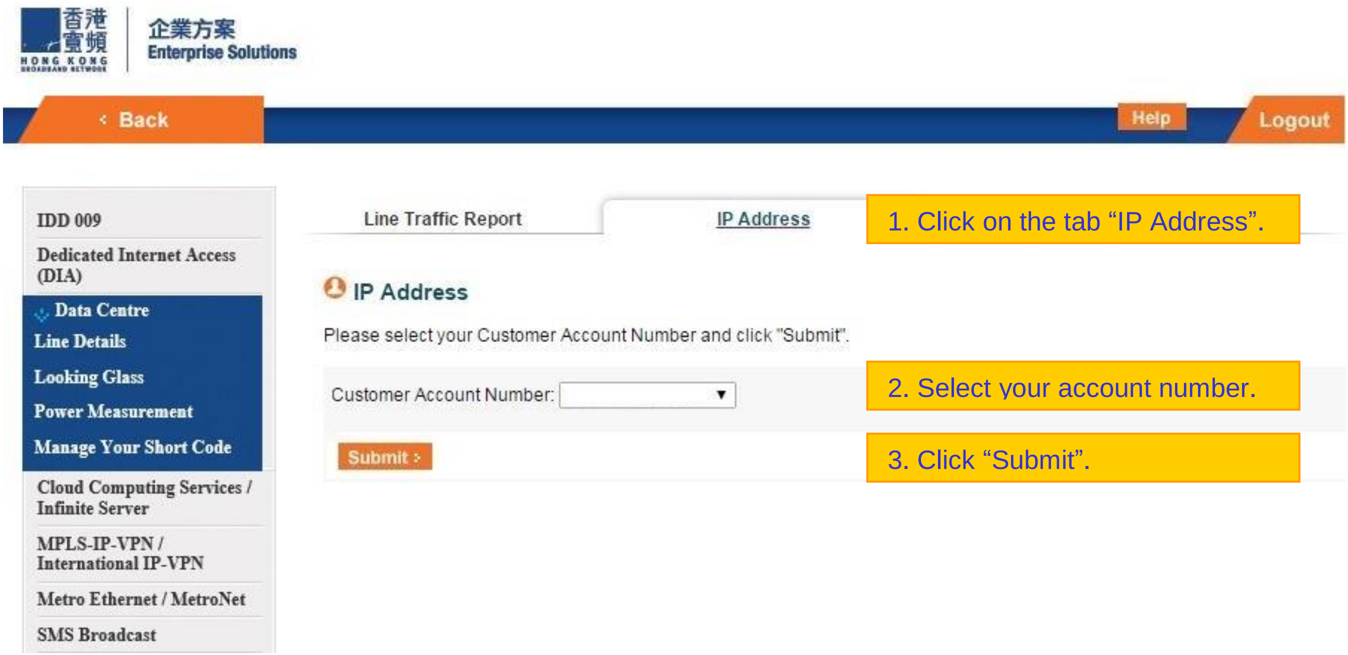
## 4.2. To view IP Address

- Click **"Line Details"** under **Data Centre**.
- Click on the tab **"IP Address"**.
- Select your account number and click the **"Submit"** button.
- Click on the IP address to view details.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IP Address
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**IP Address**

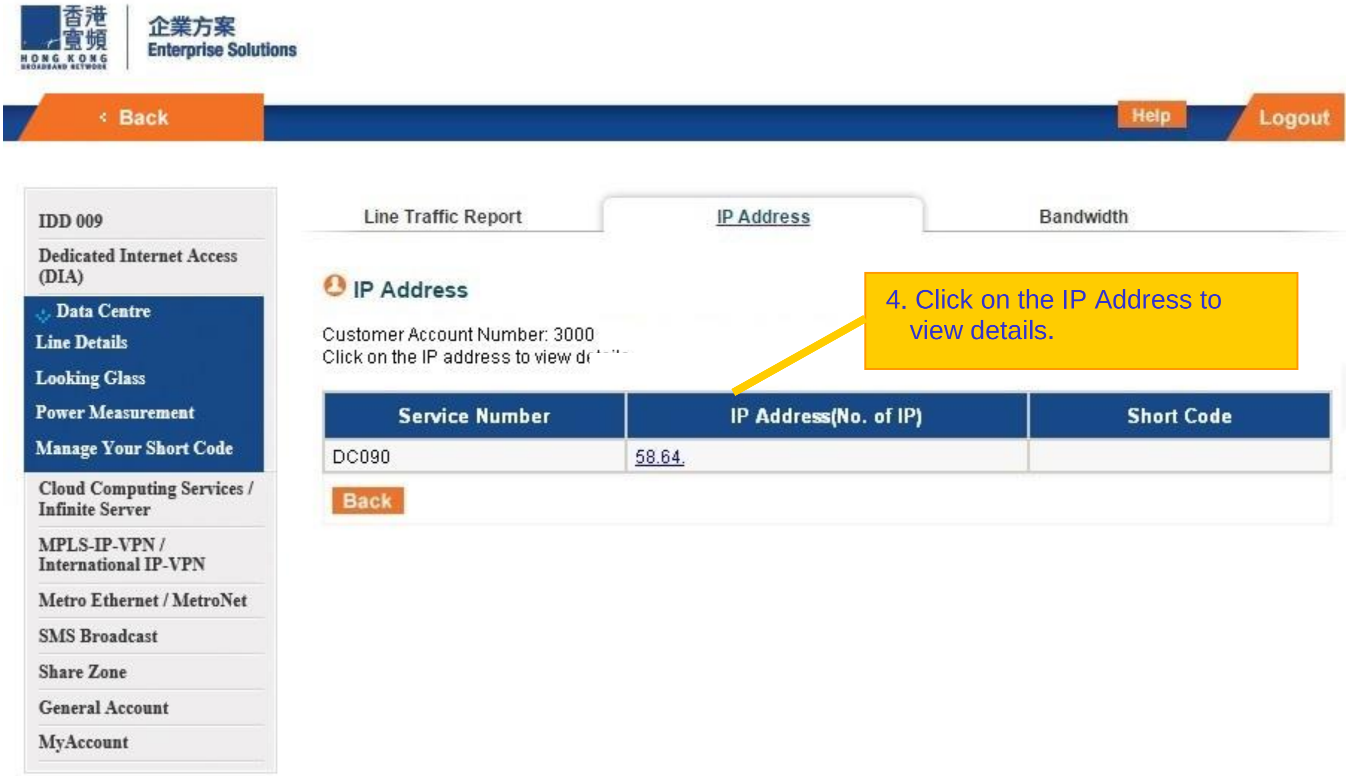
Please select your Customer Account Number and click "Submit".

Customer Account Number: ▾

1. Click on the tab “IP Address”.

2. Select your account number.

3. Click “Submit”.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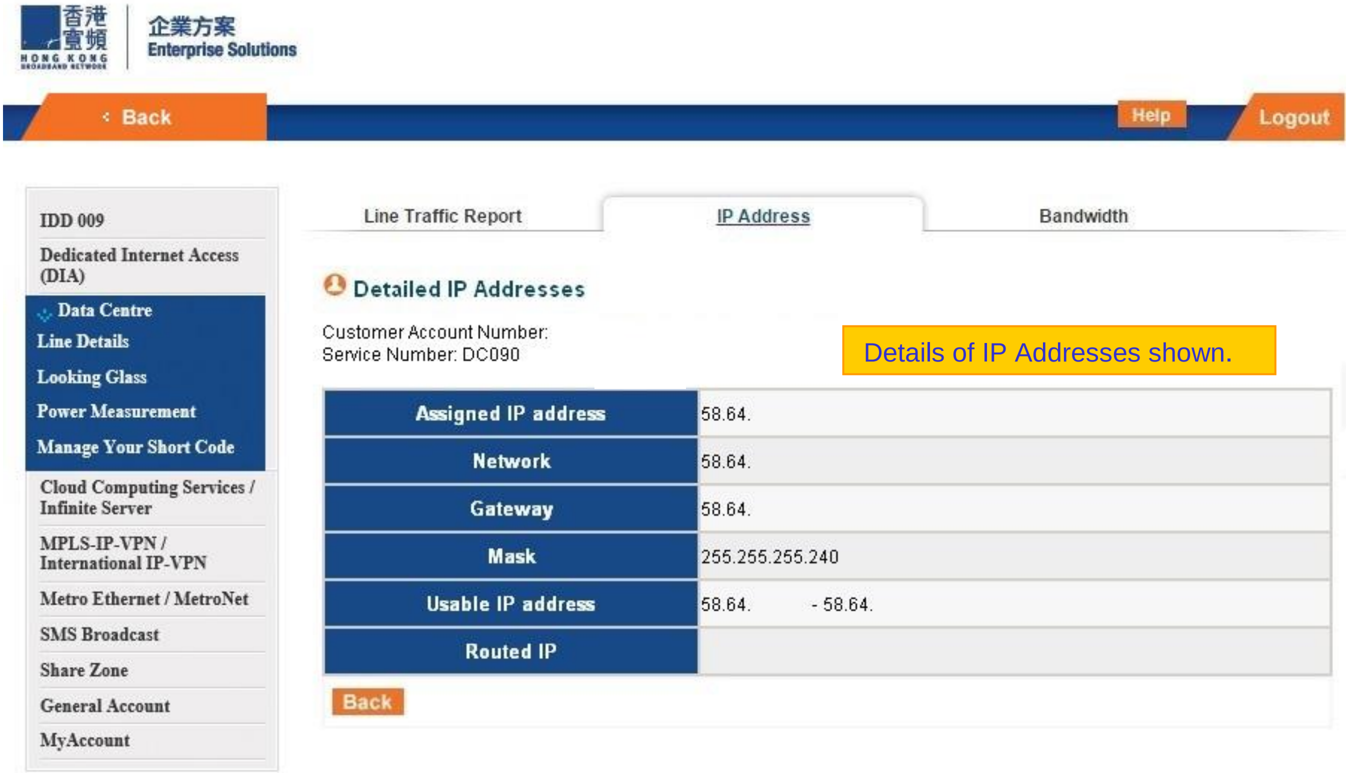
**IP Address**

Customer Account Number: 3000
Click on the IP address to view de

| Service Number | IP Address(No. of IP) | Short Code |
|---|---|---|
| DC090 | 58.64. | |

4. Click on the IP Address to view details.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**Detailed IP Addresses**

Customer Account Number:
Service Number: DC090

Details of IP Addresses shown.

| | |
|---|---|
| Assigned IP address | 58.64. |
| Network | 58.64. |
| Gateway | 58.64. |
| Mask | 255.255.255.240 |
| Usable IP address | 58.64. - 58.64. |
| Routed IP | |

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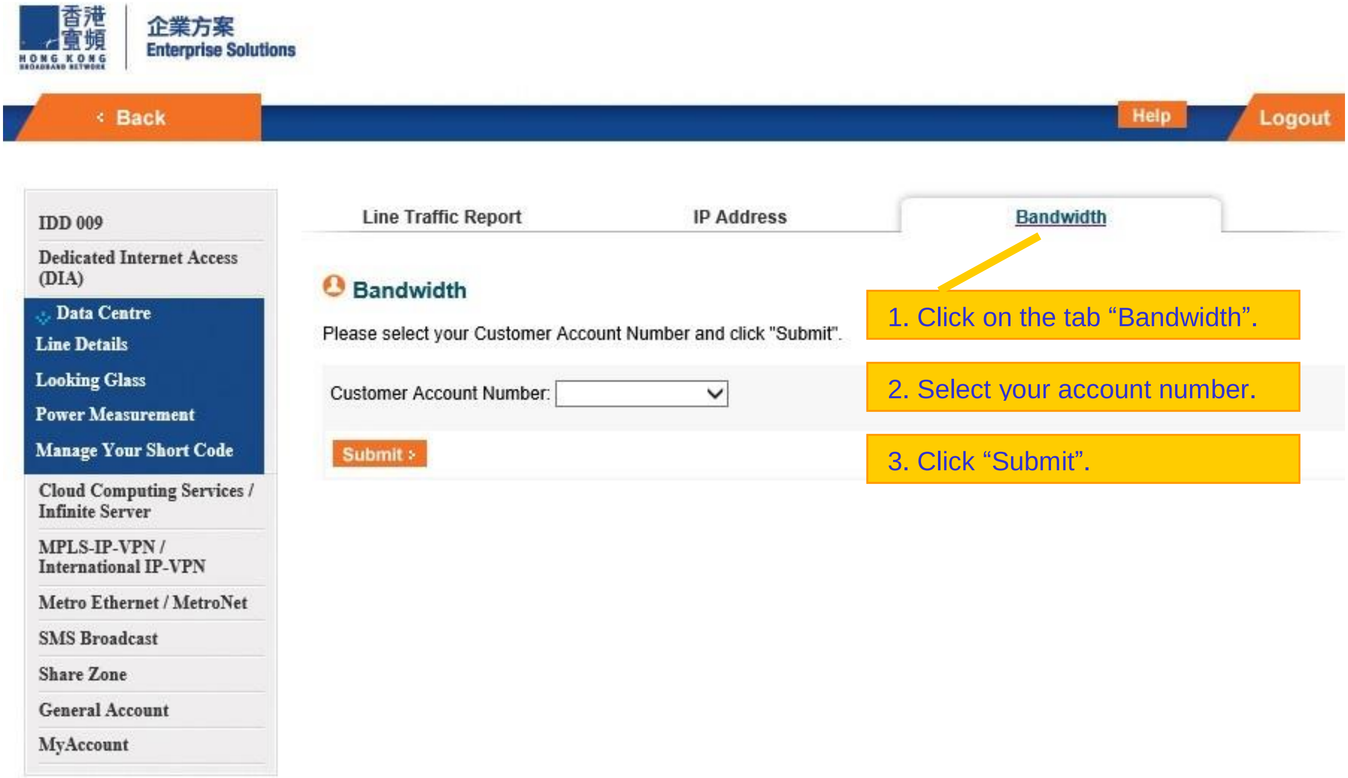
## 4.3. To view Bandwidth

- Click **"Line Details"** under Data Centre.
- Click on the tab **"Bandwidth"**.
- Select your account number and click the **"Submit"** button.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Line Traffic Report
IP Address
Bandwidth
Submit

**Bandwidth**

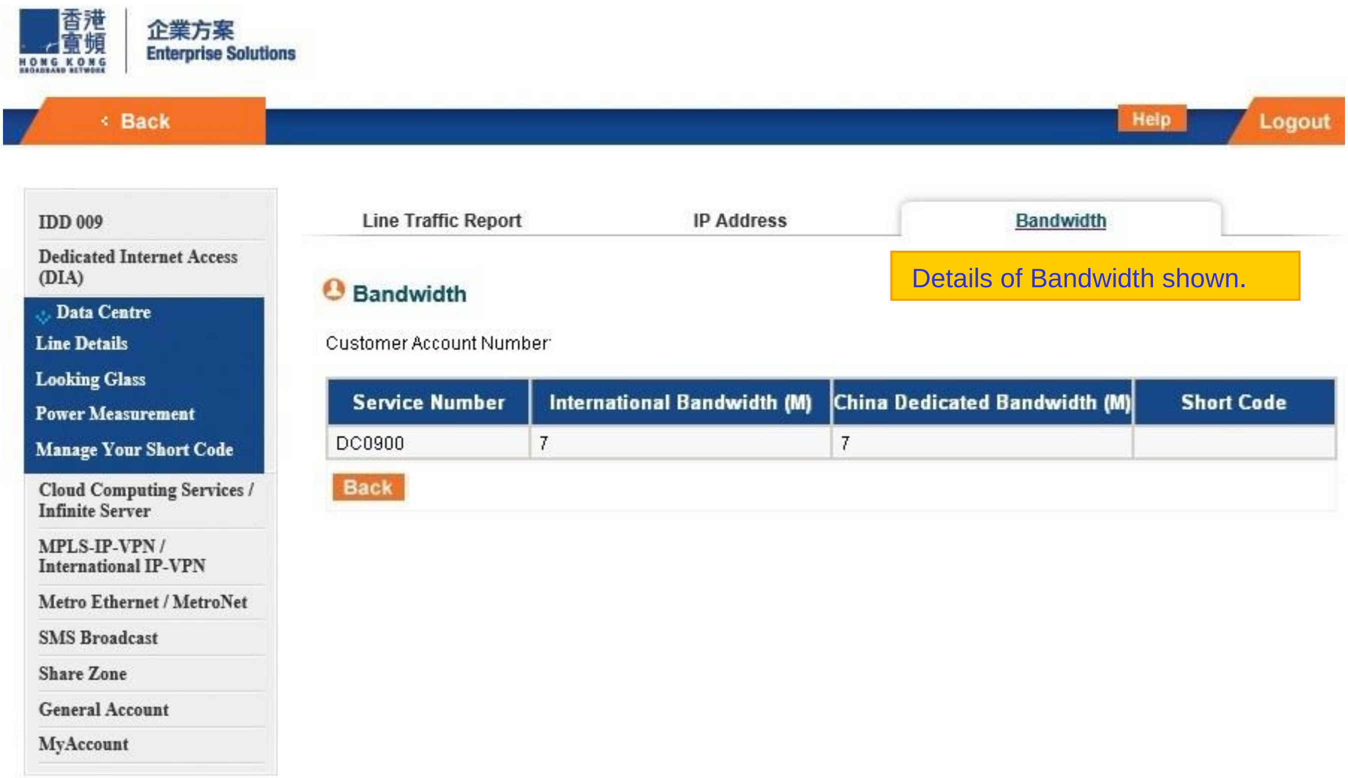
Please select your Customer Account Number and click "Submit".

Customer Account Number:

1. Click on the tab “Bandwidth”.

2. Select your account number.

3. Click “Submit”.


香港寬頻 HONG KONG BROADBAND NETWORK
企業方案 Enterprise Solutions
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IDD 009
Dedicated Internet Access (DIA)
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Metro Ethernet / MetroNet
SMS Broadcast
Share Zone
General Account
MyAccount
Line Traffic Report
IP Address
Bandwidth
Back

Details of Bandwidth shown.

Bandwidth

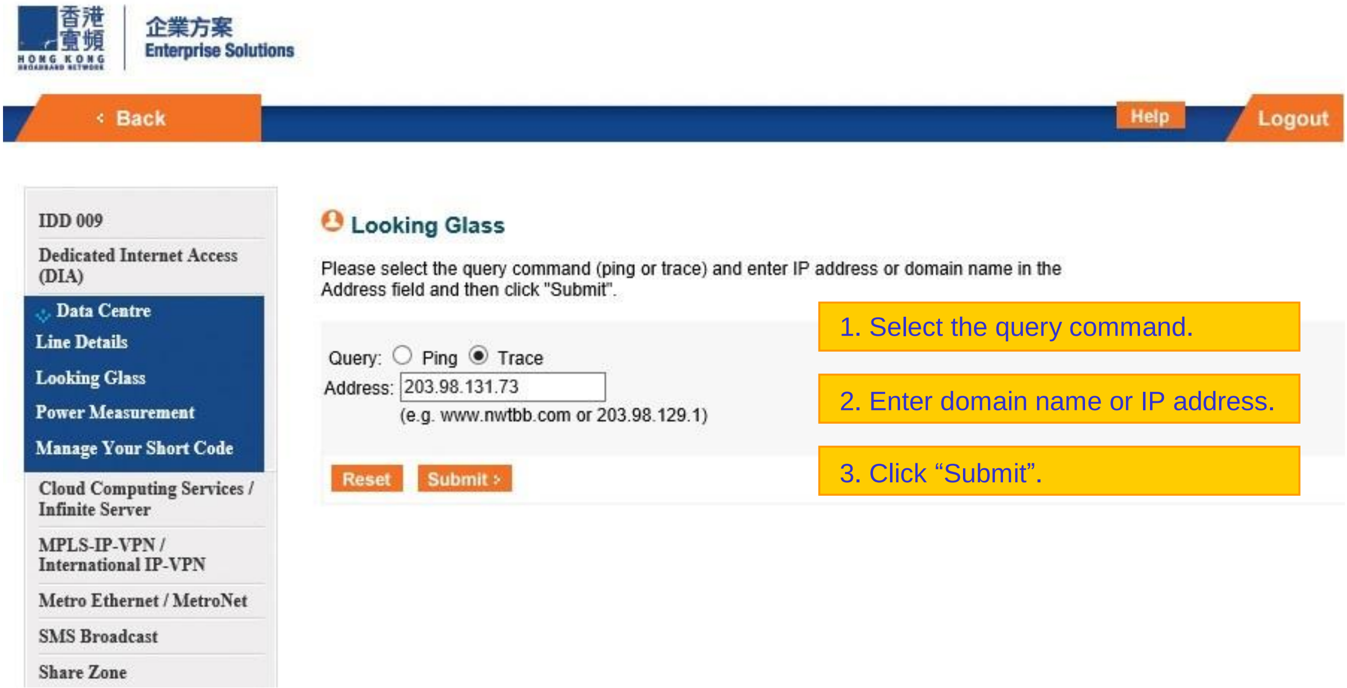
Customer Account Number:

| Service Number | International Bandwidth (M) | China Dedicated Bandwidth (M) | Short Code |
|---|---|---|---|
| DC0900 | 7 | 7 | |

<Top>

### 4.4. To ping a domain name / To trace an IP address

- Click **"Looking Glass"** under Data Centre.
- Select the query command (Ping or Trace).
- Enter domain name or IP address in the Address field.
- Click the **"Submit"** button.


香港寬頻 HONG KONG BROADBAND NETWORK
企業方案 Enterprise Solutions
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IDD 009
Dedicated Internet Access (DIA)
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Manage Your Short Code
Cloud Computing Services / Infinite Server
MPLS-IP-VPN / International IP-VPN
Metro Ethernet / MetroNet
SMS Broadcast
Share Zone
Reset
Submit ›

Looking Glass

Please select the query command (ping or trace) and enter IP address or domain name in the Address field and then click "Submit".

Query: ○ Ping ● Trace

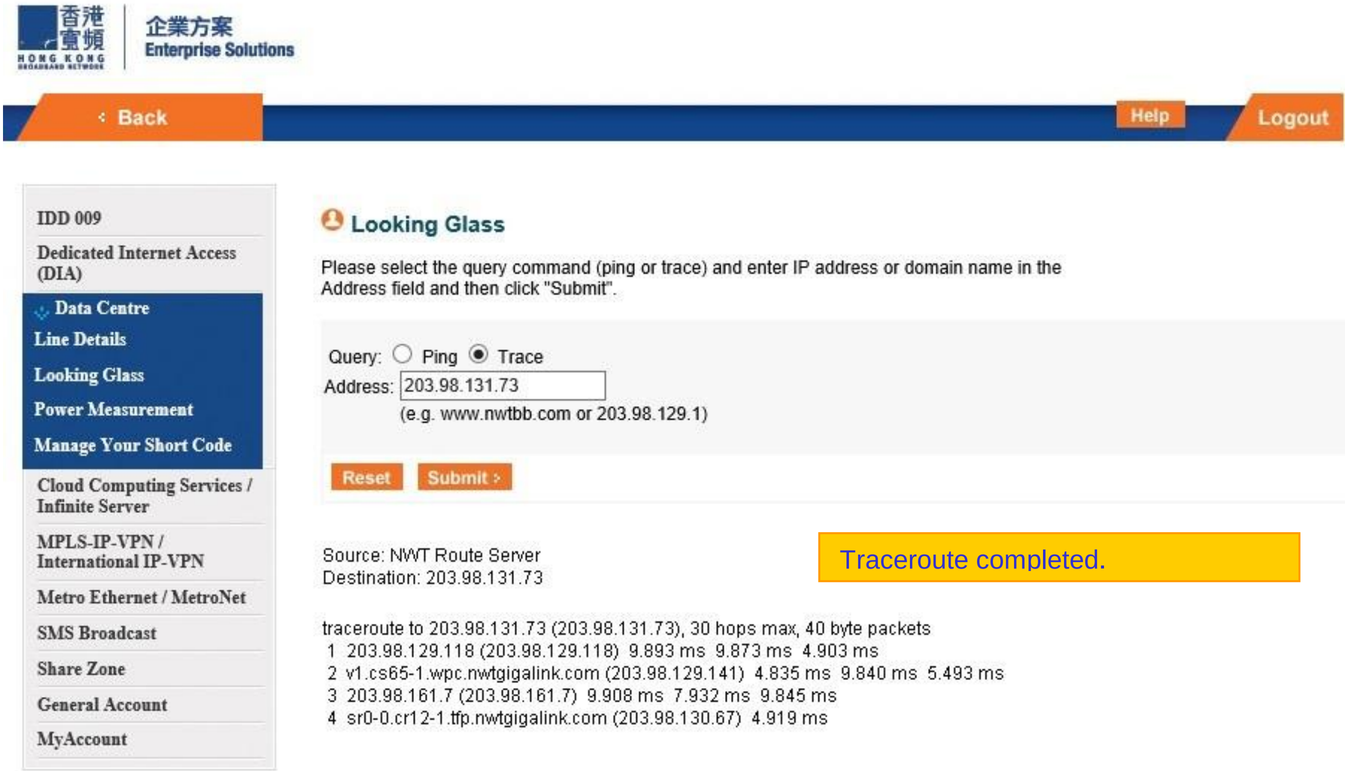
Address: 203.98.131.73

(e.g. www.nwtbb.com or 203.98.129.1)

1. Select the query command.

2. Enter domain name or IP address.

3. Click “Submit”.


香港寬頻 HONG KONG BROADBAND NETWORK
企業方案 Enterprise Solutions
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MPLS-IP-VPN / International IP-VPN
Metro Ethernet / MetroNet
SMS Broadcast
Share Zone
General Account
MyAccount
Reset
Submit ›

**Looking Glass**

Please select the query command (ping or trace) and enter IP address or domain name in the Address field and then click "Submit".

Query: ○ Ping ● Trace
Address: 203.98.131.73
(e.g. www.nwtbb.com or 203.98.129.1)

Source: NWT Route Server
Destination: 203.98.131.73

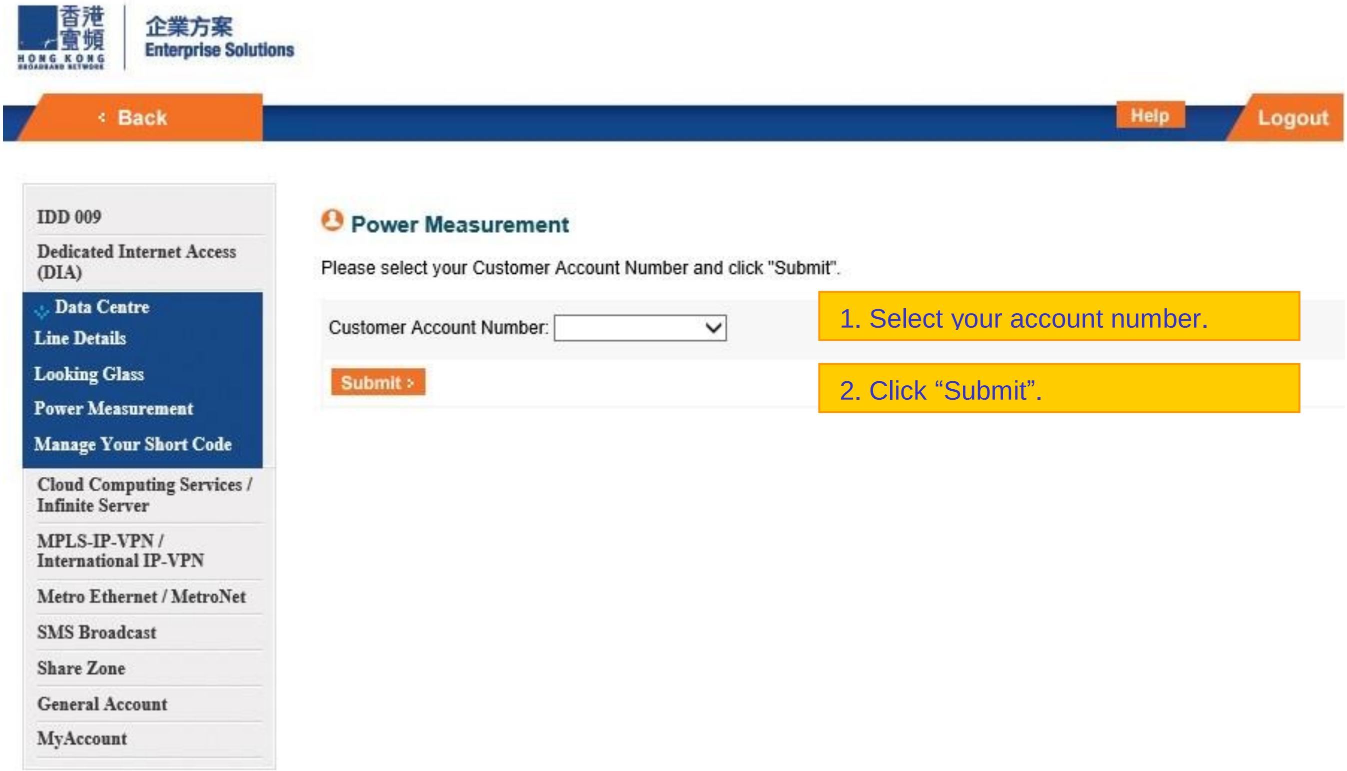
```
traceroute to 203.98.131.73 (203.98.131.73), 30 hops max, 40 byte packets
 1  203.98.129.118 (203.98.129.118)  9.893 ms  9.873 ms  4.903 ms
 2  v1.cs65-1.wpc.nwtgigalink.com (203.98.129.141)  4.835 ms  9.840 ms  5.493 ms
 3  203.98.161.7 (203.98.161.7)  9.908 ms  7.932 ms  9.845 ms
 4  sr0-0.cr12-1.tfp.nwtgigalink.com (203.98.130.67)  4.919 ms
```

Traceroute completed.

<[Top](#)>

### 4.5. To view Power Measurement

- Click **"Power Measurement"** under **Data Centre**.
- Select your account number and click the **"Submit"** button.
- Click on the service number to view the detailed power measurement report.


香港寬頻 HONG KONG BROADBAND NETWORK
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Dedicated Internet Access (DIA)
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Cloud Computing Services / Infinite Server
MPLS-IP-VPN / International IP-VPN
Metro Ethernet / MetroNet
SMS Broadcast
Share Zone
General Account
MyAccount
Submit ›

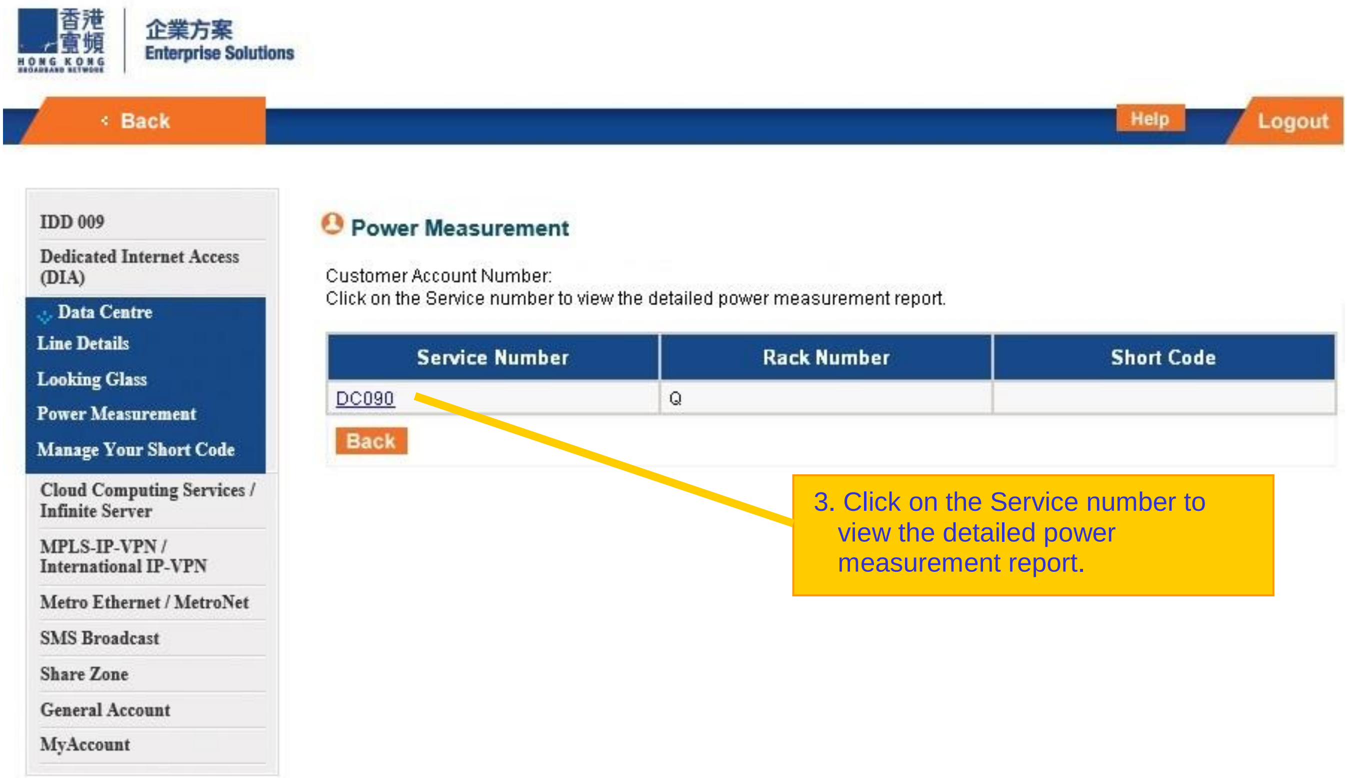
**Power Measurement**

Please select your Customer Account Number and click "Submit".

Customer Account Number:

1. Select your account number.

2. Click “Submit”.


香港寬頻 HONG KONG BROADBAND NETWORK
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Dedicated Internet Access (DIA)
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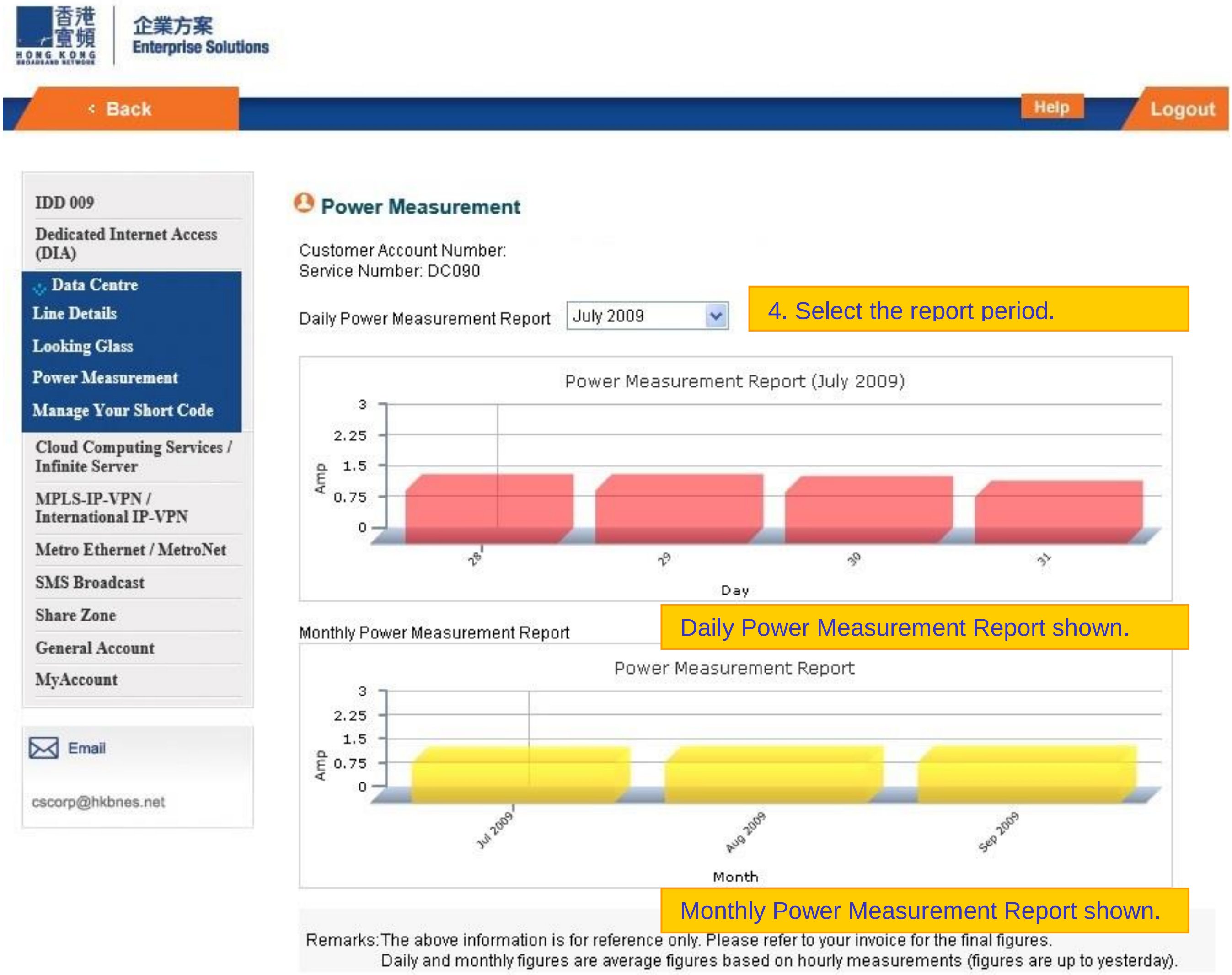
Metro Ethernet / MetroNet
SMS Broadcast
Share Zone
General Account
MyAccount
Back

**Power Measurement**

Customer Account Number:
Click on the Service number to view the detailed power measurement report.

| Service Number | Rack Number | Short Code |
|---|---|---|
| DC090 | Q | |

3. Click on the Service number to view the detailed power measurement report.


香港寬頻 HONG KONG BROADBAND NETWORK
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IDD 009
Dedicated Internet Access (DIA)
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Line Details
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Manage Your Short Code
Cloud Computing Services / Infinite Server
MPLS-IP-VPN / International IP-VPN
Metro Ethernet / MetroNet
SMS Broadcast
Share Zone
General Account
MyAccount
Email
cscorp@hkbnes.net
Power Measurement Report (July 2009)
3
2.25
1.5
0.75
0
Amp
28
29
30
31
Day
Power Measurement Report
3
2.25
1.5
0.75
0
Amp
Jul 2009
Aug 2009
Sep 2009
Month

**Power Measurement**

Customer Account Number:
Service Number: DC090

Daily Power Measurement Report: July 2009

4. Select the report period.

Daily Power Measurement Report shown.

Monthly Power Measurement Report

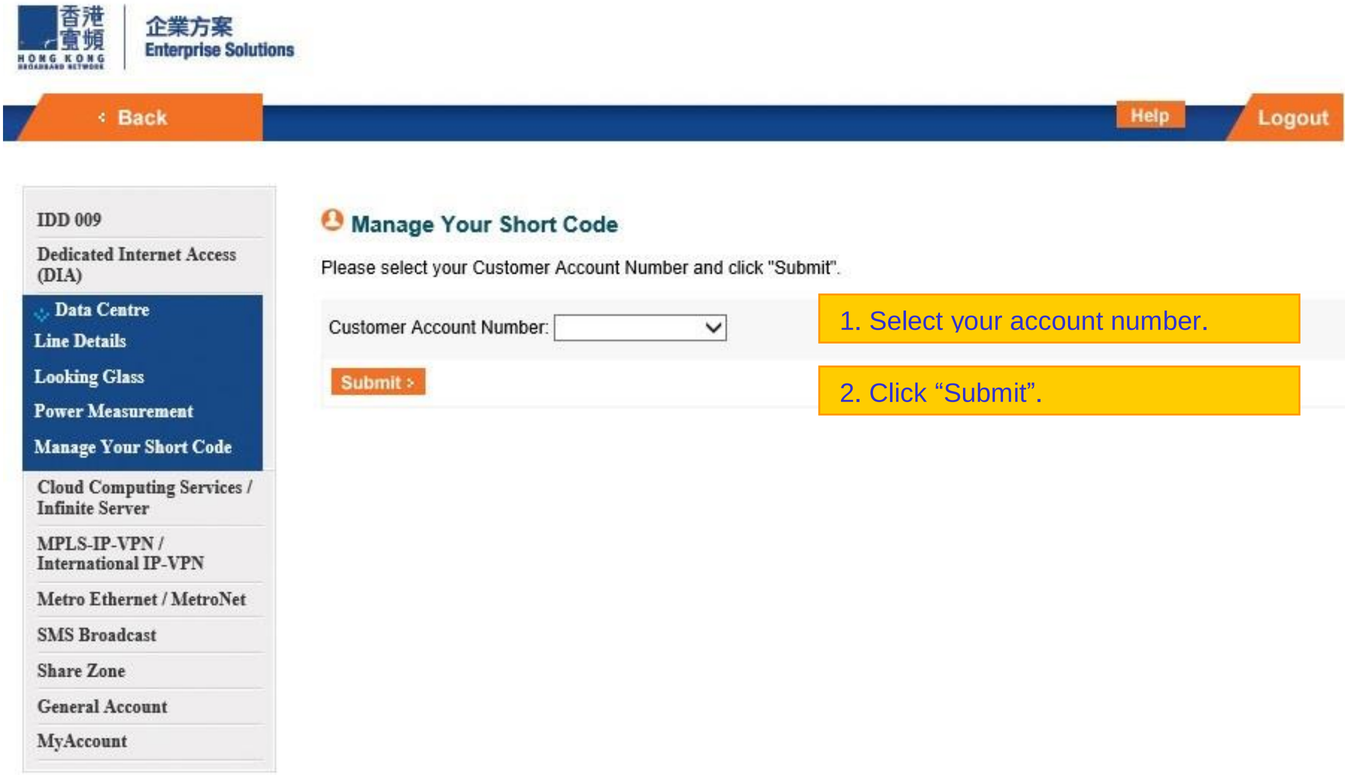
Monthly Power Measurement Report shown.

Remarks: The above information is for reference only. Please refer to your invoice for the final figures.
Daily and monthly figures are average figures based on hourly measurements (figures are up to yesterday).

<[Top](#)>

## 4.6. To manage your Short Code

- Click **"Manage Your Short Code"** under **Data Centre**.
- Select your account number and click the **"Submit"** button.
- Click on the short code to edit.
- Click the **"Submit"** button to save changes.
- Click the **"Back"** button to undo changes.


香港寬頻
HONG KONG BROADBAND NETWORK
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Dedicated Internet Access (DIA)
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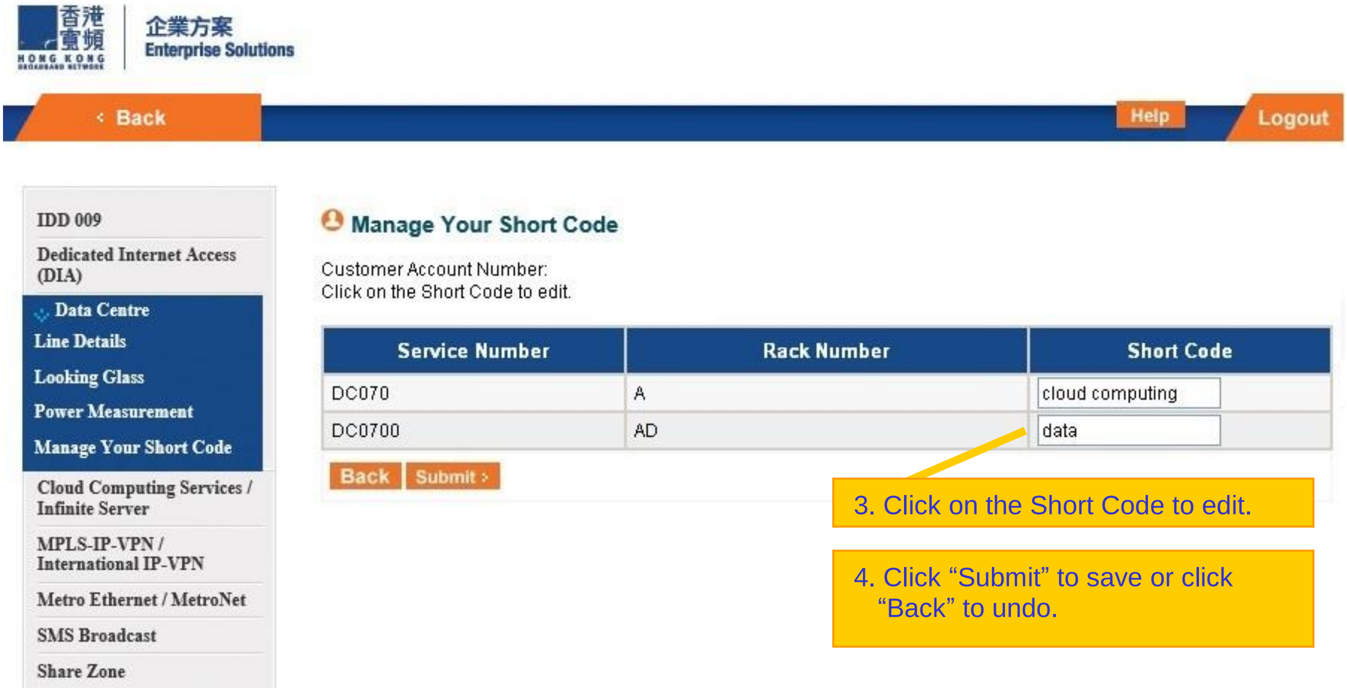
Cloud Computing Services / Infinite Server
MPLS-IP-VPN / International IP-VPN
Metro Ethernet / MetroNet
SMS Broadcast
Share Zone
General Account
MyAccount
Manage Your Short Code
Submit

Please select your Customer Account Number and click "Submit".

Customer Account Number:

1. Select your account number.

2. Click “Submit”.


香港寬頻
HONG KONG BROADBAND NETWORK
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MPLS-IP-VPN / International IP-VPN
Metro Ethernet / MetroNet
SMS Broadcast
Share Zone
Manage Your Short Code
Back
Submit

Customer Account Number:
Click on the Short Code to edit.

| Service Number | Rack Number | Short Code |
|---|---|---|
| DC070 | A | cloud computing |
| DC0700 | AD | data |

3. Click on the Short Code to edit.

4. Click “Submit” to save or click “Back” to undo.

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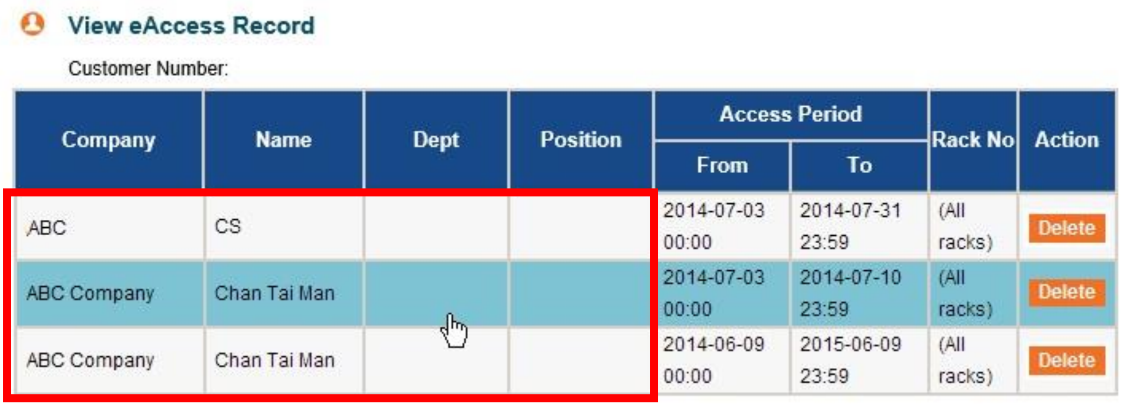
### 4.7. To view eAccess Record

- Click **Manage Your Access List** under Data Centre
- Submitted Access list will be shown in table format. Please note only “**Active**” access record will be shown here. To view the expired access record, please refer to **Part 4.11** of this guide
- To view the details, you can click into the specify record
- To **Delete** or **Edit** the record, please refer to **Part 4.8** & **Part 4.10**



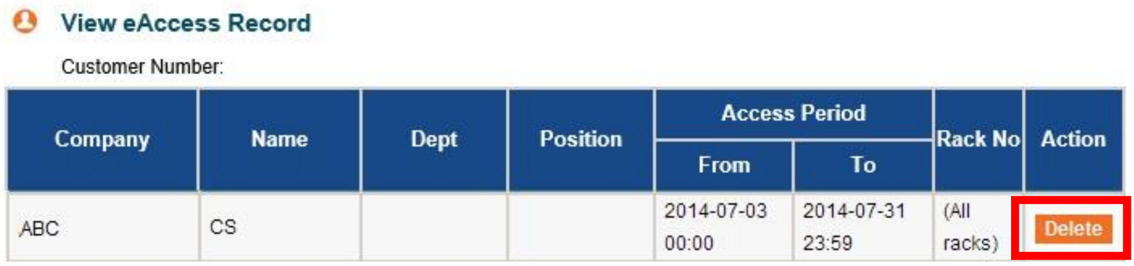
View eAccess Record

Customer Number:

| Company | Name | Dept | Position | Access Period | | Rack No | Action |
|---|---|---|---|---|---|---|---|
| | | | | From | To | | |
| ABC | CS | | | 2014-07-03 00:00 | 2014-07-31 23:59 | (All racks) | Delete |
| ABC Company | Chan Tai Man | | | 2014-07-03 00:00 | 2014-07-10 23:59 | (All racks) | Delete |
| ABC Company | Chan Tai Man | | | 2014-06-09 00:00 | 2015-06-09 23:59 | (All racks) | Delete |

### 4.8. To delete eAccess record

- Click **Delete** to clear the relevant record

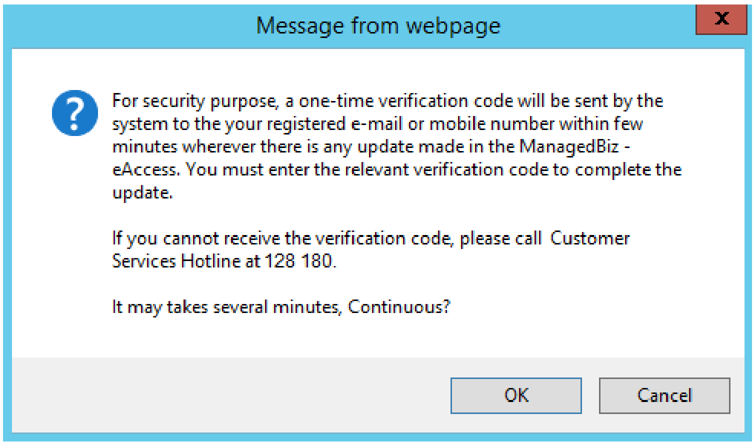


View eAccess Record

Customer Number:

| Company | Name | Dept | Position | Access Period | | Rack No | Action |
|---|---|---|---|---|---|---|---|
| | | | | From | To | | |
| ABC | CS | | | 2014-07-03 00:00 | 2014-07-31 23:59 | (All racks) | Delete |

- An alert message will be prompted as below. Press **OK** to proceed the one-time verification code sending
  - A one-time verification code will be sent to client email or mobile within 5 minutes for each updating record made in the eAccess system. If you cannot receive the verification code within 5 minutes, please call our Customer Services Hotline at **128 180**.



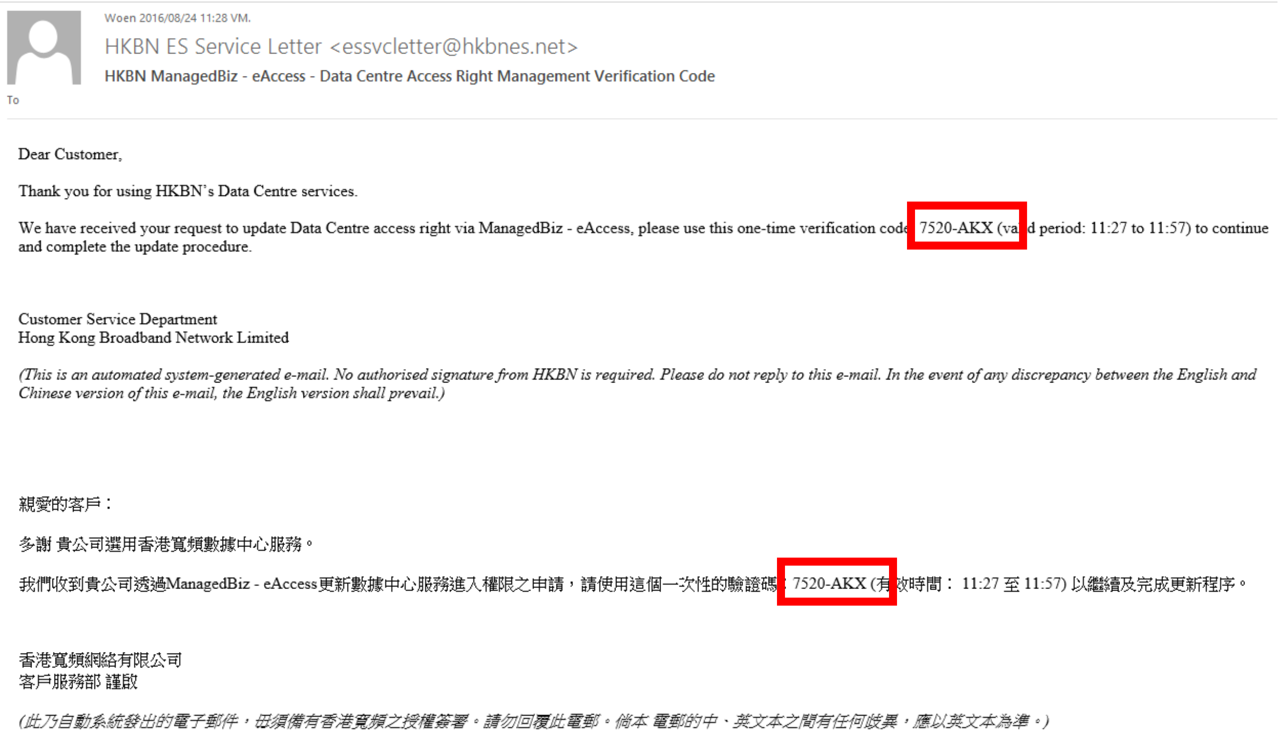
Message from webpage

For security purpose, a one-time verification code will be sent by the system to the your registered e-mail or mobile number within few minutes wherever there is any update made in the ManagedBiz - eAccess. You must enter the relevant verification code to complete the update.

If you cannot receive the verification code, please call Customer Services Hotline at 128 180.

It may takes several minutes, Continuous?

- The one-time verification code will be stated on the email / SMS



Woen 2016/08/24 11:28 VM.

HKBN ES Service Letter <essvcletter@hkbnes.net>

HKBN ManagedBiz - eAccess - Data Centre Access Right Management Verification Code

To

Dear Customer,

Thank you for using HKBN's Data Centre services.

We have received your request to update Data Centre access right via ManagedBiz - eAccess, please use this one-time verification code 7520-AKX (va d period: 11:27 to 11:57) to continue and complete the update procedure.

Customer Service Department
Hong Kong Broadband Network Limited

*(This is an automated system-generated e-mail. No authorised signature from HKBN is required. Please do not reply to this e-mail. In the event of any discrepancy between the English and Chinese version of this e-mail, the English version shall prevail.)*

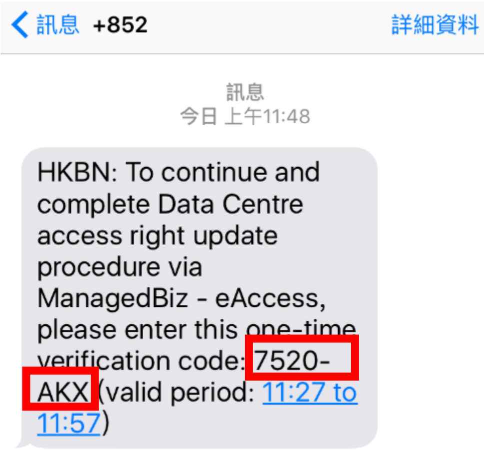
親愛的客戶：

多謝 貴公司選用香港寬頻數據中心服務。

我們收到貴公司透過ManagedBiz - eAccess更新數據中心服務進入權限之申請，請使用這個一次性的驗證碼 7520-AKX (有效時間： 11:27 至 11:57) 以繼續及完成更新程序。

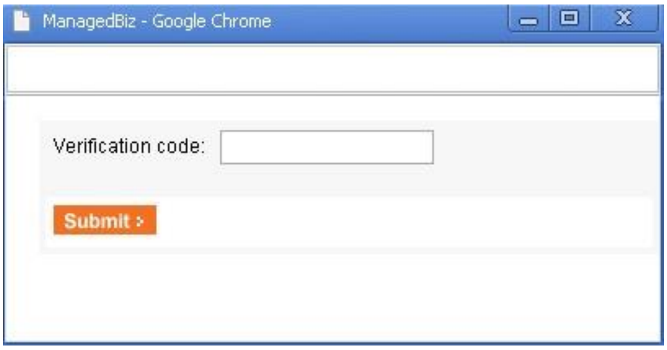
香港寬頻網絡有限公司
客戶服務部 謹啟

*(此乃自動系統發出的電子郵件，毋須備有香港寬頻之授權簽署。請勿回覆此電郵。倘本 電郵的中、英文本之間有任何歧異，應以英文本為準。)*



HKBN: To continue and complete Data Centre access right update procedure via ManagedBiz - eAccess, please enter this one-time verification code: 7520-AKX (valid period: 11:27 to 11:57)

- Enter the one-time verification code in the pop-up windows, if the pop-up window is not displayed, please go to **Appendix A** to allow Pop-ups in your browser.

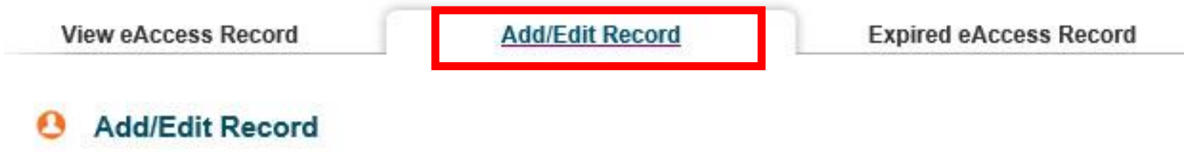


Verification code:

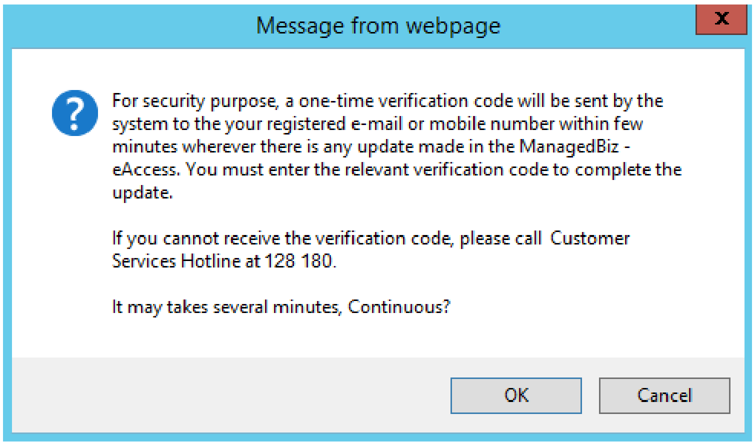
- Repeat Step 1 to delete the record after entered the one-time verification code.
- Press **OK** to confirm

## 4.9. To add eAccess Record

- Click **Manage Your Access List** under Data Centre
- Click **ADD/Edit Record** under Manage Your Access List



- Input eAccess personal information
  - ID Card No. (First 4 Digits) or you may select to input Passport / Staff ID
  - Company Name
  - Visitor Name
  - Department
  - Position
  - Telephone No.
  - Fax No.
  - Email address
  - Select the Line/Rack No.
  - Input Remarks
  - Select the Start Date of visit
  - Select the End Date of visit
- Click Submit
- An alert message will be prompted as below. Press **OK** to proceed the one-time verification code sending
  - A one-time verification code will be sent to client email or mobile within 5 minutes for each updating record made in the eAccess system. If you cannot receive the verification code within 5 minutes, please call our Customer Services Hotline at **128 180**.

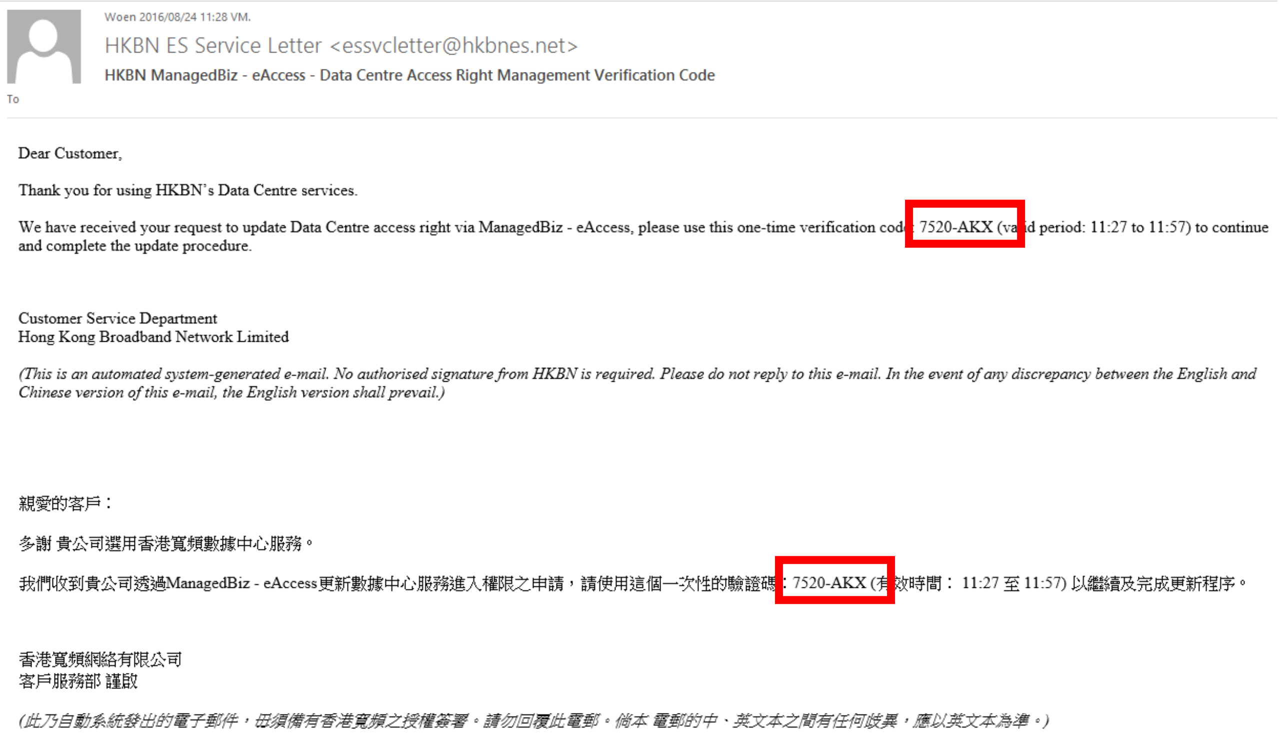


For security purpose, a one-time verification code will be sent by the system to the your registered e-mail or mobile number within few minutes wherever there is any update made in the ManagedBiz - eAccess. You must enter the relevant verification code to complete the update.

If you cannot receive the verification code, please call Customer Services Hotline at 128 180.

It may takes several minutes, Continuous?

- The one-time verification code will be stated on the email / SMS



Woen 2016/08/24 11:28 VM.

HKBN ES Service Letter <essvcletter@hkbnes.net>

HKBN ManagedBiz - eAccess - Data Centre Access Right Management Verification Code

To

Dear Customer,

Thank you for using HKBN's Data Centre services.

We have received your request to update Data Centre access right via ManagedBiz - eAccess, please use this one-time verification cod 7520-AKX (va id period: 11:27 to 11:57) to continue and complete the update procedure.

Customer Service Department
Hong Kong Broadband Network Limited

*(This is an automated system-generated e-mail. No authorised signature from HKBN is required. Please do not reply to this e-mail. In the event of any discrepancy between the English and Chinese version of this e-mail, the English version shall prevail.)*

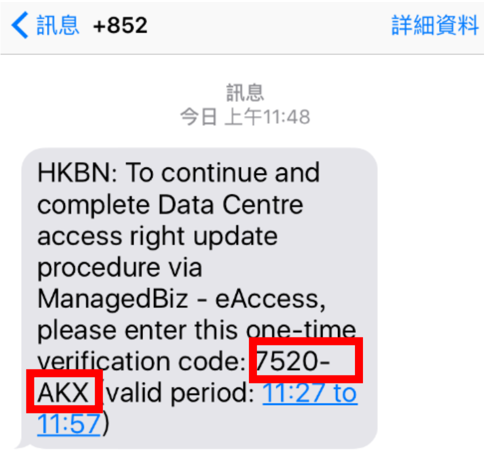
親愛的客戶：

多謝 貴公司選用香港寬頻數據中心服務。

我們收到貴公司透過ManagedBiz - eAccess更新數據中心服務進入權限之申請，請使用這個一次性的驗證碼：7520-AKX (有效時間： 11:27 至 11:57) 以繼續及完成更新程序。

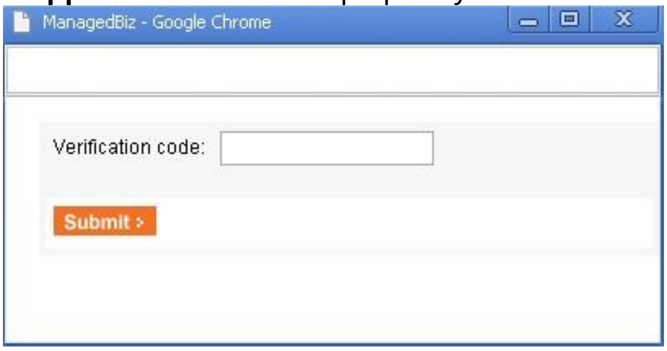
香港寬頻網絡有限公司
客戶服務部 謹啟

*(此乃自動系統發出的電子郵件，毋須備有香港寬頻之授權簽署。請勿回覆此電郵。倘本 電郵的中、英文本之間有任何歧異，應以英文本為準。)*

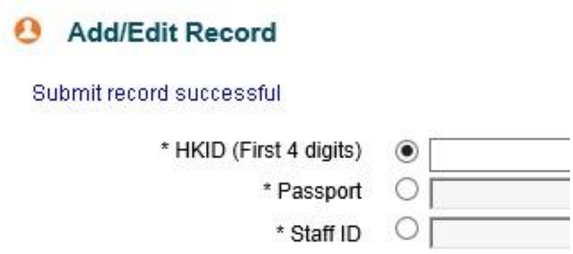


HKBN: To continue and complete Data Centre access right update procedure via ManagedBiz - eAccess, please enter this one-time verification code: 7520-AKX valid period: 11:27 to 11:57)

- Enter the one-time verification code in the pop-up windows, if the pop-up window is not displayed, please go to **Appendix A** to allow Pop-ups in your browser.



- Repeat Step 1 to confirm to add the access record after the one-time verification code
- Press **OK** to confirm
- A message "**Submitted Record Successfully**" will be displayed



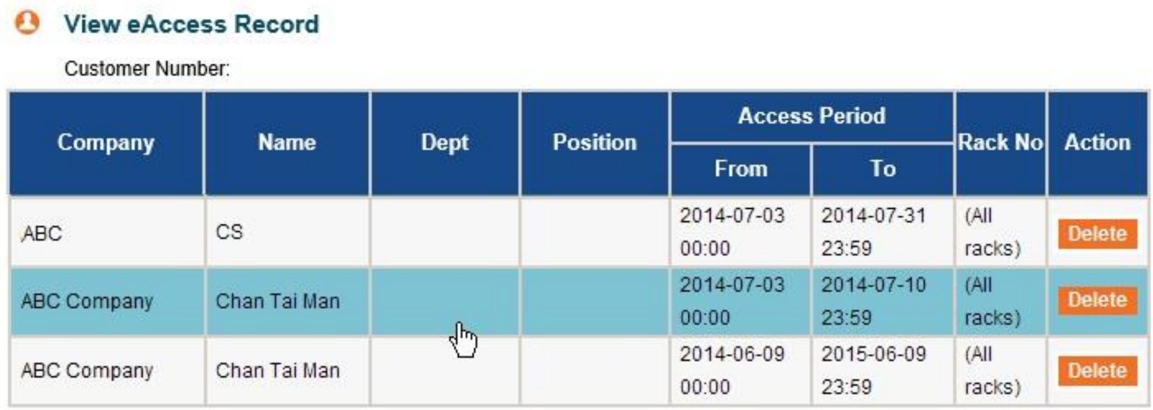
**Add/Edit Record**

Submit record successful

* HKID (First 4 digits) ●
* Passport ○
* Staff ID ○

## 4.10. To edit eAccess Record

- Click **Manage Your Access List** under Data Centre
- Click **eAccess Record** under Manage Your Access List

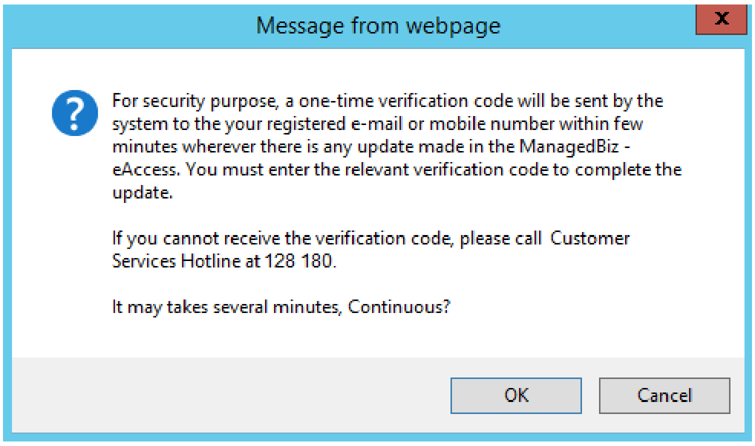


**View eAccess Record**

Customer Number:

| Company | Name | Dept | Position | Access Period | | Rack No | Action |
|---|---|---|---|---|---|---|---|
| | | | | From | To | | |
| ABC | CS | | | 2014-07-03 00:00 | 2014-07-31 23:59 | (All racks) | Delete |
| ABC Company | Chan Tai Man | | | 2014-07-03 00:00 | 2014-07-10 23:59 | (All racks) | Delete |
| ABC Company | Chan Tai Man | | | 2014-06-09 00:00 | 2015-06-09 23:59 | (All racks) | Delete |

- Modify the eAccess record and click **Submit** afterward
- An alert message will be prompted as below. Press **OK** to proceed the one-time verification code sending
  - A one-time verification code will be sent to client email or mobile within 5 minutes for each updating record made in the eAccess system. If you cannot receive the verification code within 5 minutes, please call our Customer Services Hotline at **128 180**.



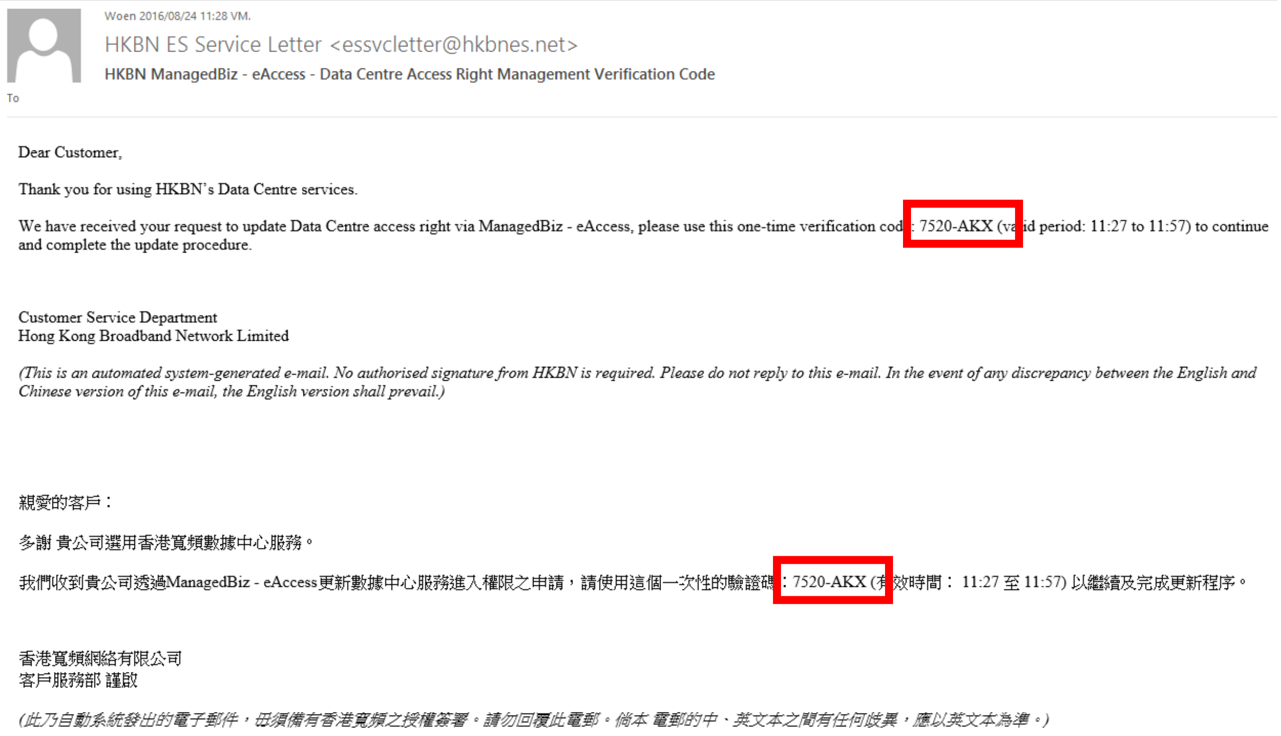
Message from webpage

For security purpose, a one-time verification code will be sent by the system to the your registered e-mail or mobile number within few minutes wherever there is any update made in the ManagedBiz - eAccess. You must enter the relevant verification code to complete the update.

If you cannot receive the verification code, please call Customer Services Hotline at 128 180.

It may takes several minutes, Continuous?

- The one-time verification code will be stated on the email / SMS



Woen 2016/08/24 11:28 VM.

HKBN ES Service Letter <essvcletter@hkbnes.net>

HKBN ManagedBiz - eAccess - Data Centre Access Right Management Verification Code

To

Dear Customer,

Thank you for using HKBN's Data Centre services.

We have received your request to update Data Centre access right via ManagedBiz - eAccess, please use this one-time verification cod : 7520-AKX (va id period: 11:27 to 11:57) to continue and complete the update procedure.

Customer Service Department
Hong Kong Broadband Network Limited

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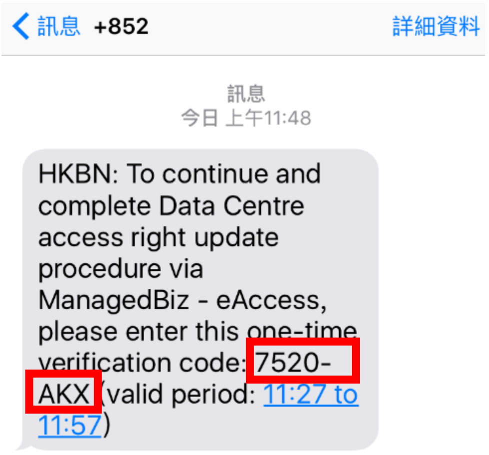
親愛的客戶：

多謝 貴公司選用香港寬頻數據中心服務。

我們收到貴公司透過ManagedBiz - eAccess更新數據中心服務進入權限之申請，請使用這個一次性的驗證碼：7520-AKX (有效時間： 11:27 至 11:57) 以繼續及完成更新程序。

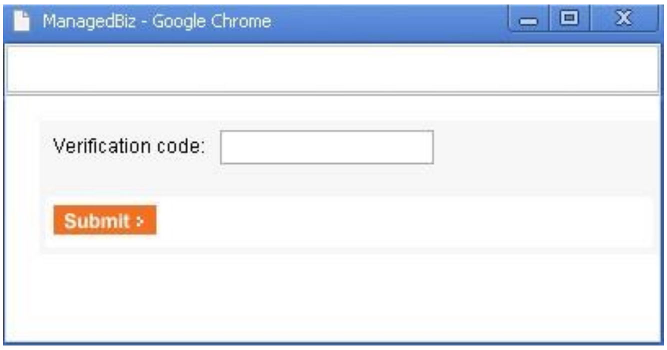
香港寬頻網絡有限公司
客戶服務部 謹啟

*(此乃自動系統發出的電子郵件，毋須備有香港寬頻之授權簽署。請勿回覆此電郵。倘本 電郵的中、英文本之間有任何歧異，應以英文本為準。)*



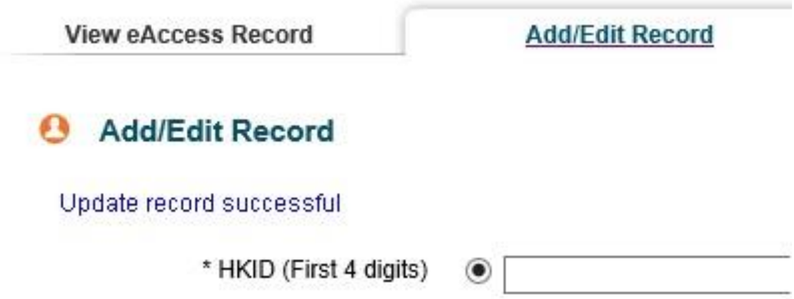
HKBN: To continue and complete Data Centre access right update procedure via ManagedBiz - eAccess, please enter this one-time verification code: 7520-AKX (valid period: 11:27 to 11:57)

- Enter the one-time verification code in the pop-up windows, if the pop-up window is not displayed, please go to **Appendix A** to allow Pop-ups in your browser.



- Repeat Step 1 to confirm to add the access record after the one-time verification code

- A message "**Submitted Record Successfully**" will be displayed


View eAccess Record
Add/Edit Record

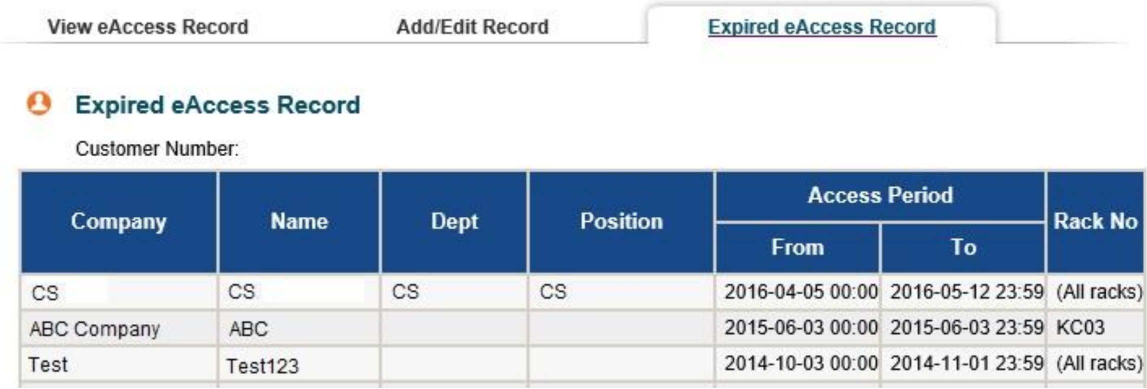
Add/Edit Record

Update record successful

* HKID (First 4 digits) ●

## 4.11. To check the expired eAccess Record

- Click **Manage Your Access List** under Data Centre
- Click **Expired eAccess Record** under Manage Your Access List


View eAccess Record
Add/Edit Record
Expired eAccess Record

Expired eAccess Record

Customer Number:

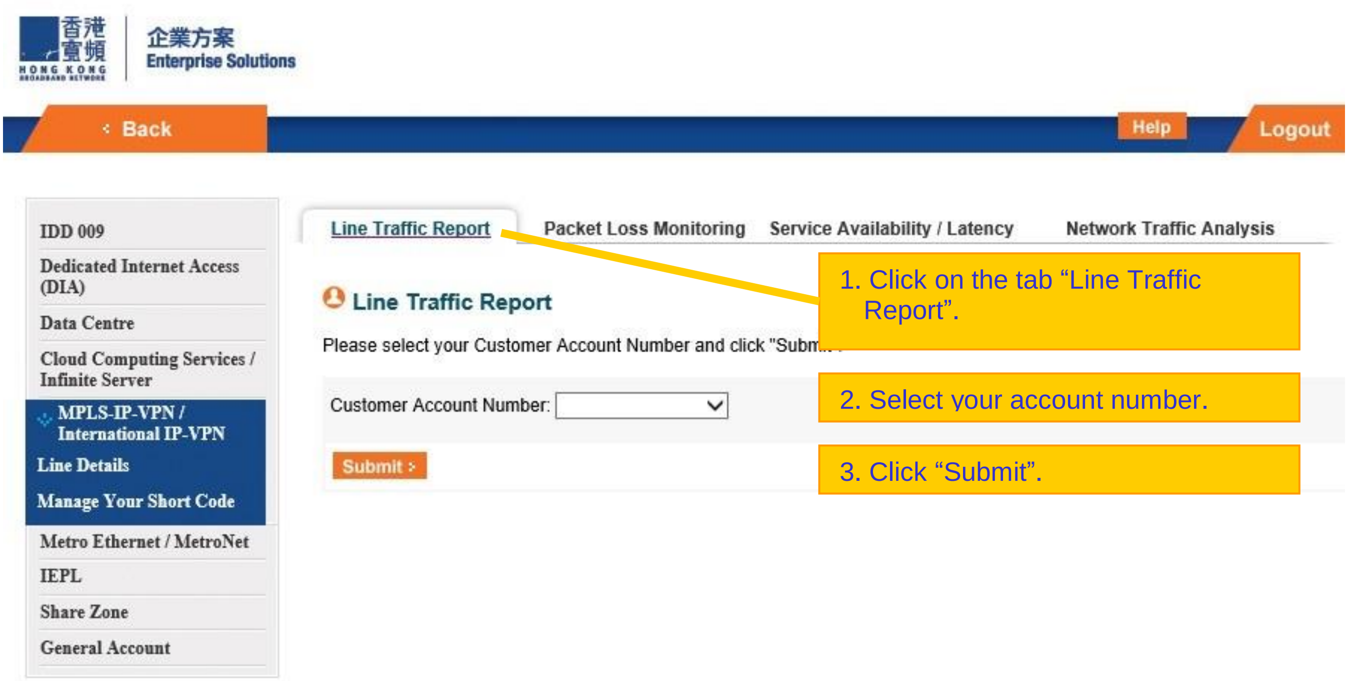
| Company | Name | Dept | Position | Access Period | | Rack No |
|---|---|---|---|---|---|---|
| | | | | From | To | |
| CS | CS | CS | CS | 2016-04-05 00:00 | 2016-05-12 23:59 | (All racks) |
| ABC Company | ABC | | | 2015-06-03 00:00 | 2015-06-03 23:59 | KC03 |
| Test | Test123 | | | 2014-10-03 00:00 | 2014-11-01 23:59 | (All racks) |

- To view the details, you can click into the specify record

## 5. To Manage MPLS-IP-VPN / International IP-VPN

### 5.1. To view Line Traffic Report

- Click **"Line Details"** under **MPLS-IP-VPN / International IP-VPN**.
- Click on the tab **"Line Traffic Report"**.
- Select your account number and click the **"Submit"** button.
- Click on the service number to view the detailed traffic report.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Data Centre
Cloud Computing Services / Infinite Server
MPLS-IP-VPN / International IP-VPN
Line Details
Manage Your Short Code
Metro Ethernet / MetroNet
IEPL
Share Zone
General Account
Line Traffic Report
Packet Loss Monitoring
Service Availability / Latency
Network Traffic Analysis
Submit

**Line Traffic Report**

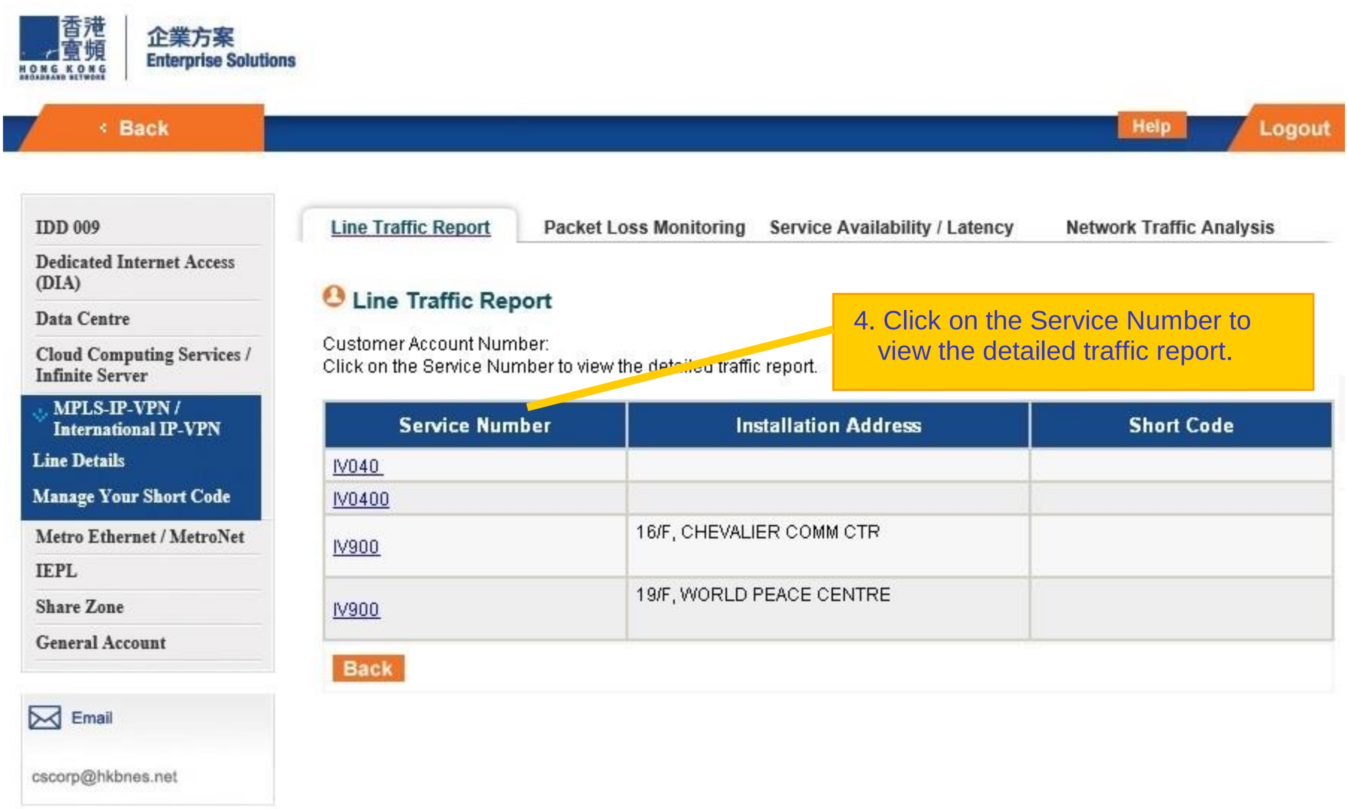
Please select your Customer Account Number and click "Subm...

Customer Account Number:

1. Click on the tab "Line Traffic Report".

2. Select your account number.

3. Click "Submit".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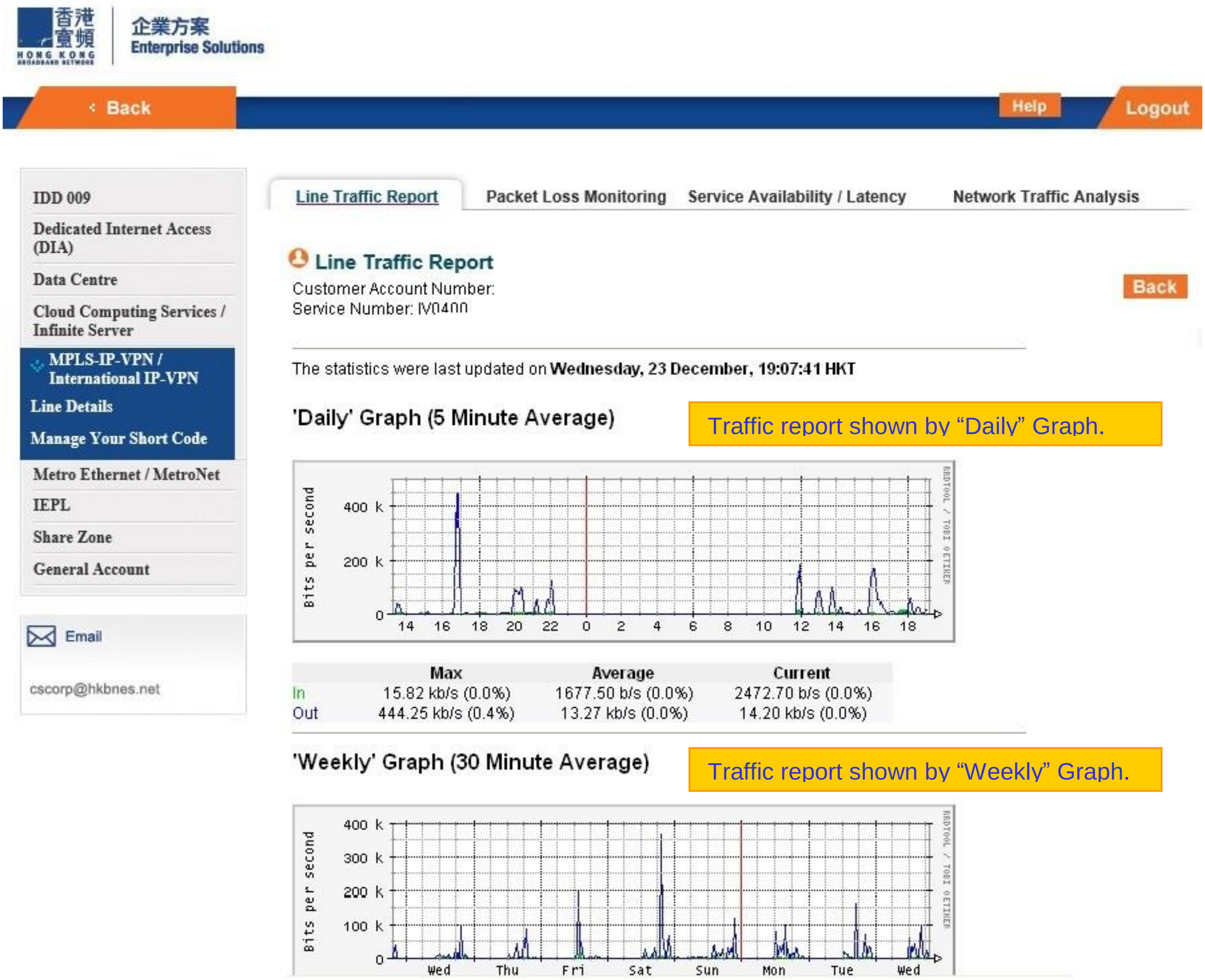
**Line Traffic Report**

Customer Account Number:
Click on the Service Number to view the detailed traffic report.

4. Click on the Service Number to view the detailed traffic report.

| Service Number | Installation Address | Short Code |
|---|---|---|
| IV040 | | |
| IV0400 | | |
| IV900 | 16/F, CHEVALIER COMM CTR | |
| IV900 | 19/F, WORLD PEACE CENTRE | |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Bits per second
400 k
200 k
0
14
16
18
20
22
0
2
4
6
8
10
12
14
16
18
RRDTOOL / TOBI OETIKER
400 k
300 k
200 k
100 k
0
Wed
Thu
Fri
Sat
Sun
Mon
Tue
Wed

## Line Traffic Report

Customer Account Number:
Service Number: IV0400

The statistics were last updated on **Wednesday, 23 December, 19:07:41 HKT**

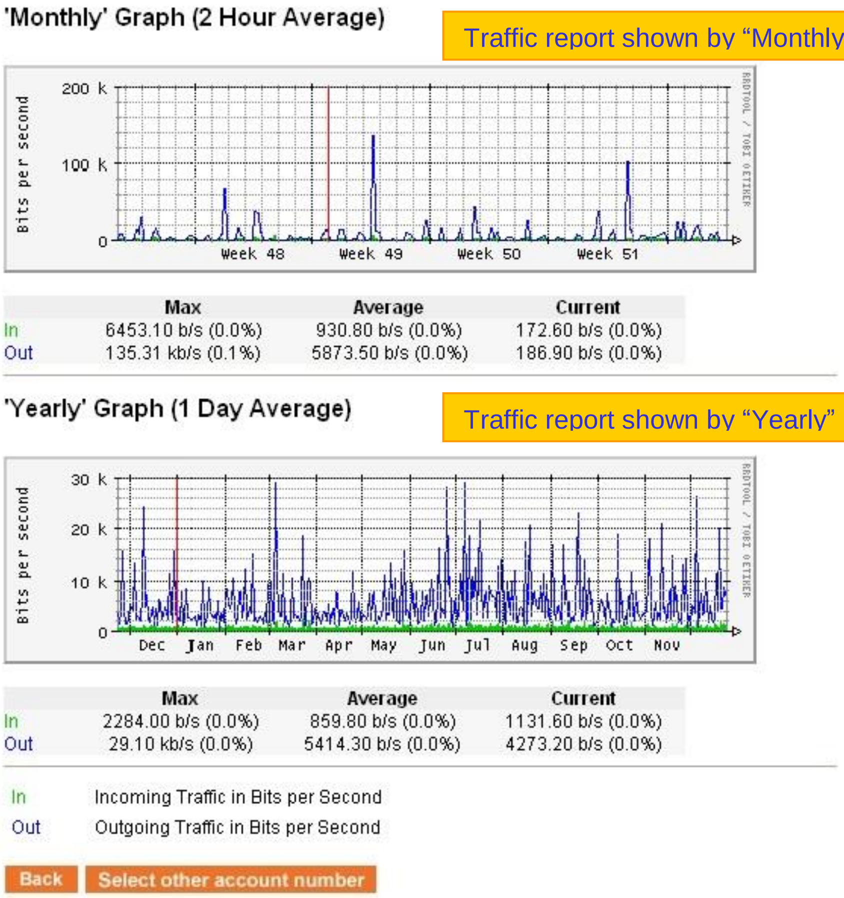
'Daily' Graph (5 Minute Average)

Traffic report shown by "Daily" Graph.

| | Max | Average | Current |
|---|---|---|---|
| In | 15.82 kb/s (0.0%) | 1677.50 b/s (0.0%) | 2472.70 b/s (0.0%) |
| Out | 444.25 kb/s (0.4%) | 13.27 kb/s (0.0%) | 14.20 kb/s (0.0%) |

'Weekly' Graph (30 Minute Average)

Traffic report shown by "Weekly" Graph.


Bits per second
200 k
100 k
0
Week 48
Week 49
Week 50
Week 51
RRDTOOL / TOBI OETIKER
Bits per second
30 k
20 k
10 k
0
Dec
Jan
Feb
Mar
Apr
May
Jun
Jul
Aug
Sep
Oct
Nov
RRDTOOL / TOBI OETIKER
Back
Select other account number

'Monthly' Graph (2 Hour Average)

Traffic report shown by “Monthly” Graph.

| | Max | Average | Current |
|---|---|---|---|
| In | 6453.10 b/s (0.0%) | 930.80 b/s (0.0%) | 172.60 b/s (0.0%) |
| Out | 135.31 kb/s (0.1%) | 5873.50 b/s (0.0%) | 186.90 b/s (0.0%) |

'Yearly' Graph (1 Day Average)

Traffic report shown by “Yearly” Graph.

| | Max | Average | Current |
|---|---|---|---|
| In | 2284.00 b/s (0.0%) | 859.80 b/s (0.0%) | 1131.60 b/s (0.0%) |
| Out | 29.10 kb/s (0.0%) | 5414.30 b/s (0.0%) | 4273.20 b/s (0.0%) |

| | |
|---|---|
| In | Incoming Traffic in Bits per Second |
| Out | Outgoing Traffic in Bits per Second |

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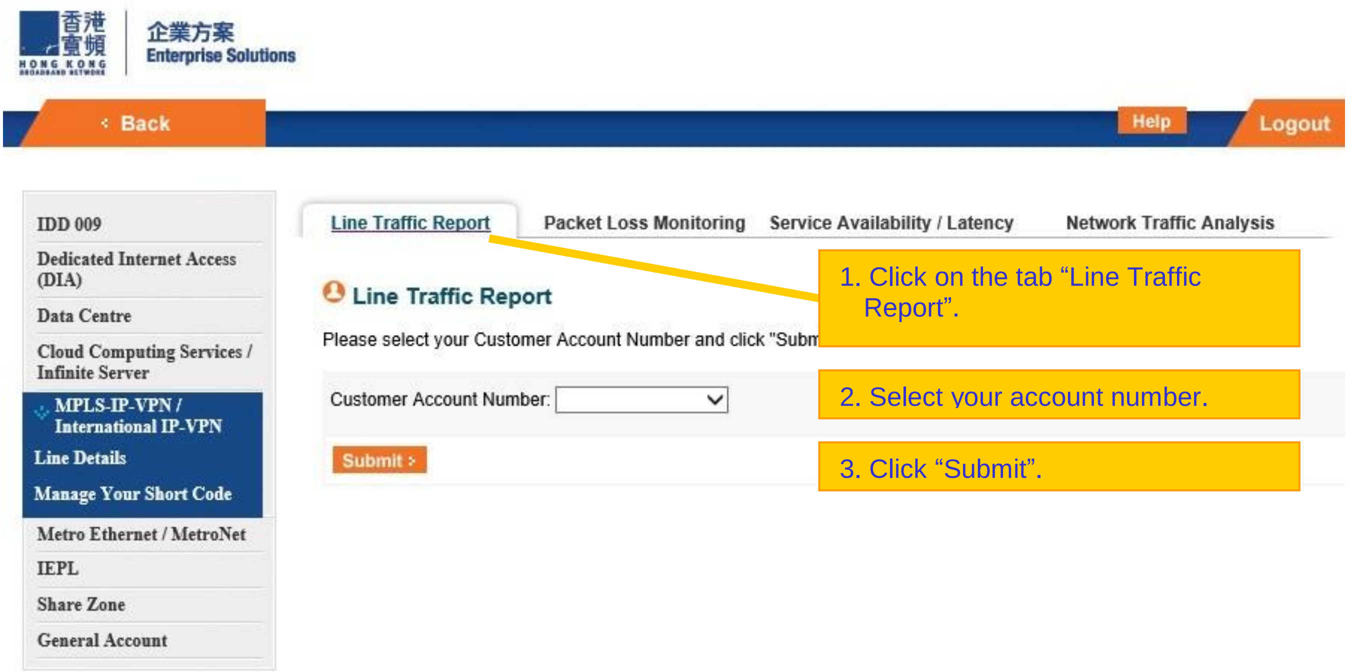
## 5.2. To view China Cross Border Line Traffic Report

- Click **"Line Details"** under **MPLS-IP-VPN / International IP-VPN**.
- Click on the tab **"Line Traffic Report"**.
- Select your account number and click the **"Submit"** button.
- Click the **"China Cross Border Traffic Report"** button.
- Select report period and click the **"Submit"** button.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IEPL
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General Account
Line Traffic Report
Packet Loss Monitoring
Service Availability / Latency
Network Traffic Analysis
Submit

Line Traffic Report

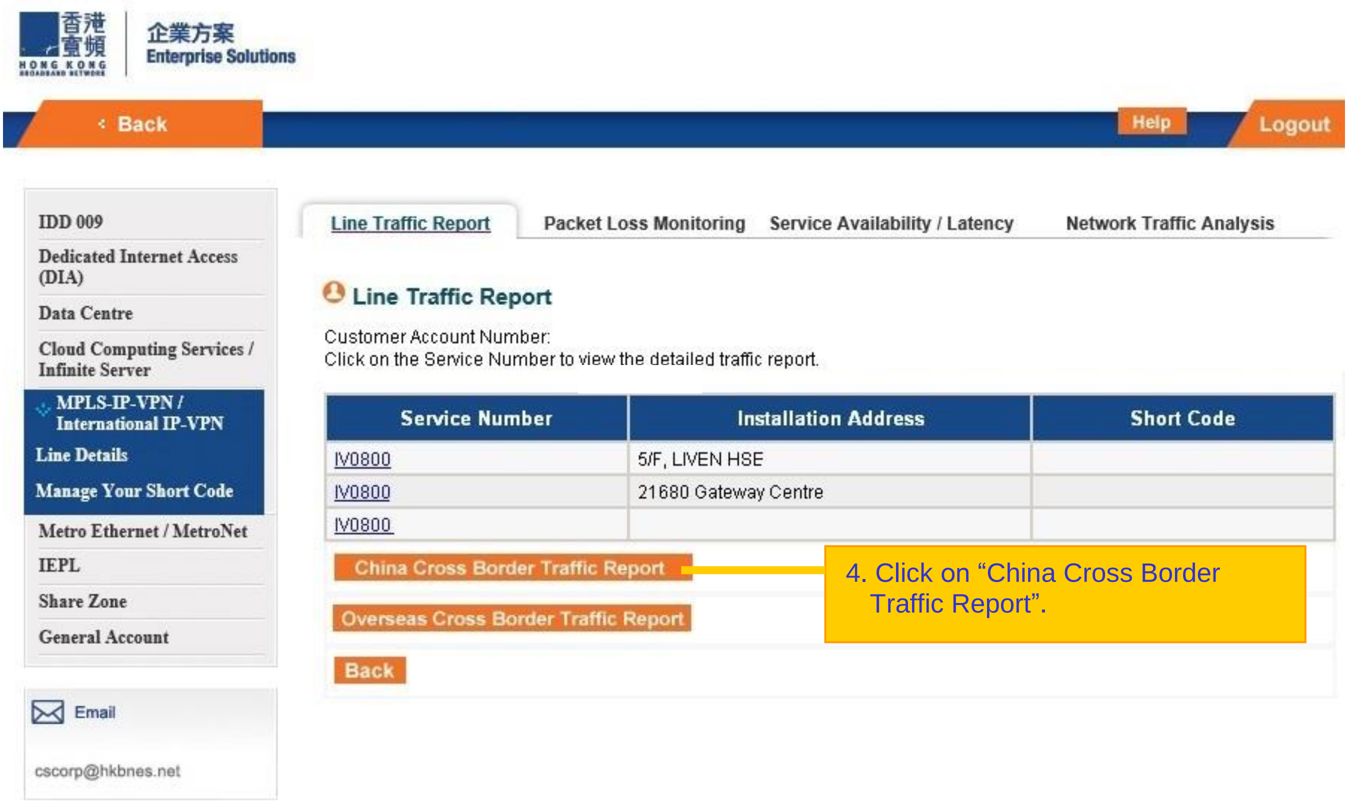
Please select your Customer Account Number and click "Subm

Customer Account Number:

1. Click on the tab "Line Traffic Report".

2. Select your account number.

3. Click "Submit".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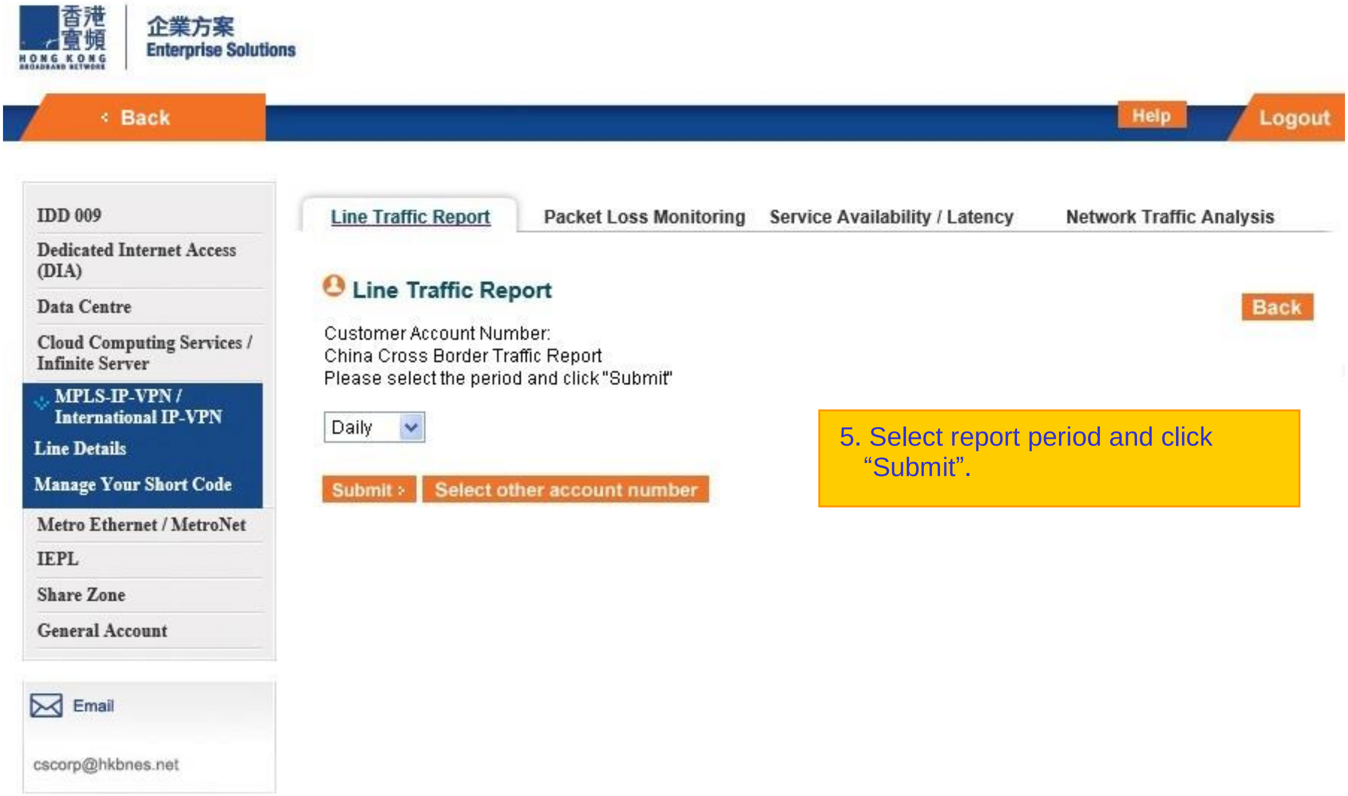
Line Traffic Report

Customer Account Number:
Click on the Service Number to view the detailed traffic report.

| Service Number | Installation Address | Short Code |
|---|---|---|
| IV0800 | 5/F, LIVEN HSE | |
| IV0800 | 21680 Gateway Centre | |
| IV0800 | | |

4. Click on "China Cross Border Traffic Report".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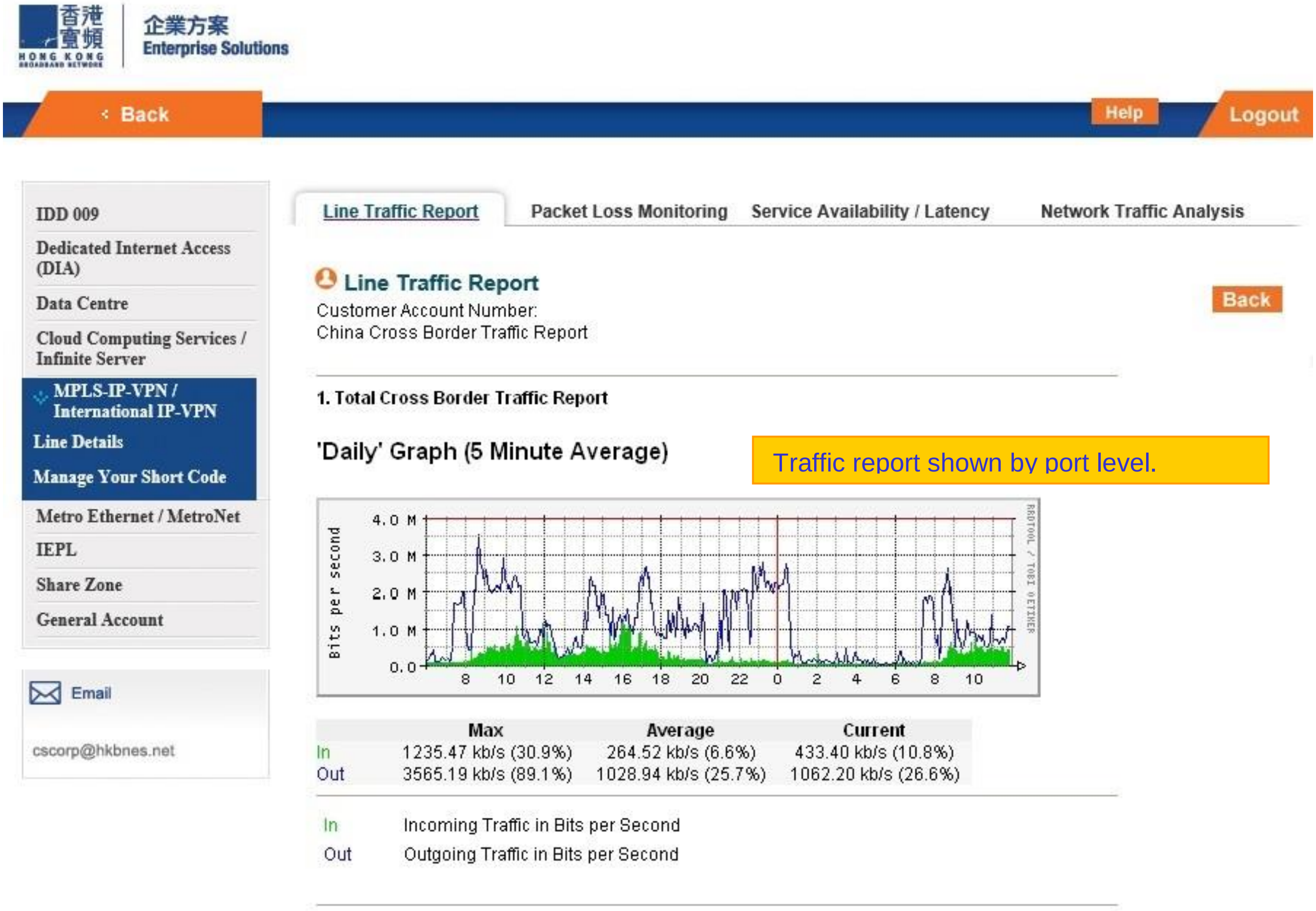
Submit
Select other account number

**Line Traffic Report**

Customer Account Number:
China Cross Border Traffic Report
Please select the period and click "Submit"

Daily

5. Select report period and click "Submit".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Bits per second
4.0 M
3.0 M
2.0 M
1.0 M
0.0
8
10
12
14
16
18
20
22
0
2
4
6
8
10
RRDTOOL / TOBI OETIKER

**Line Traffic Report**

Customer Account Number:
China Cross Border Traffic Report

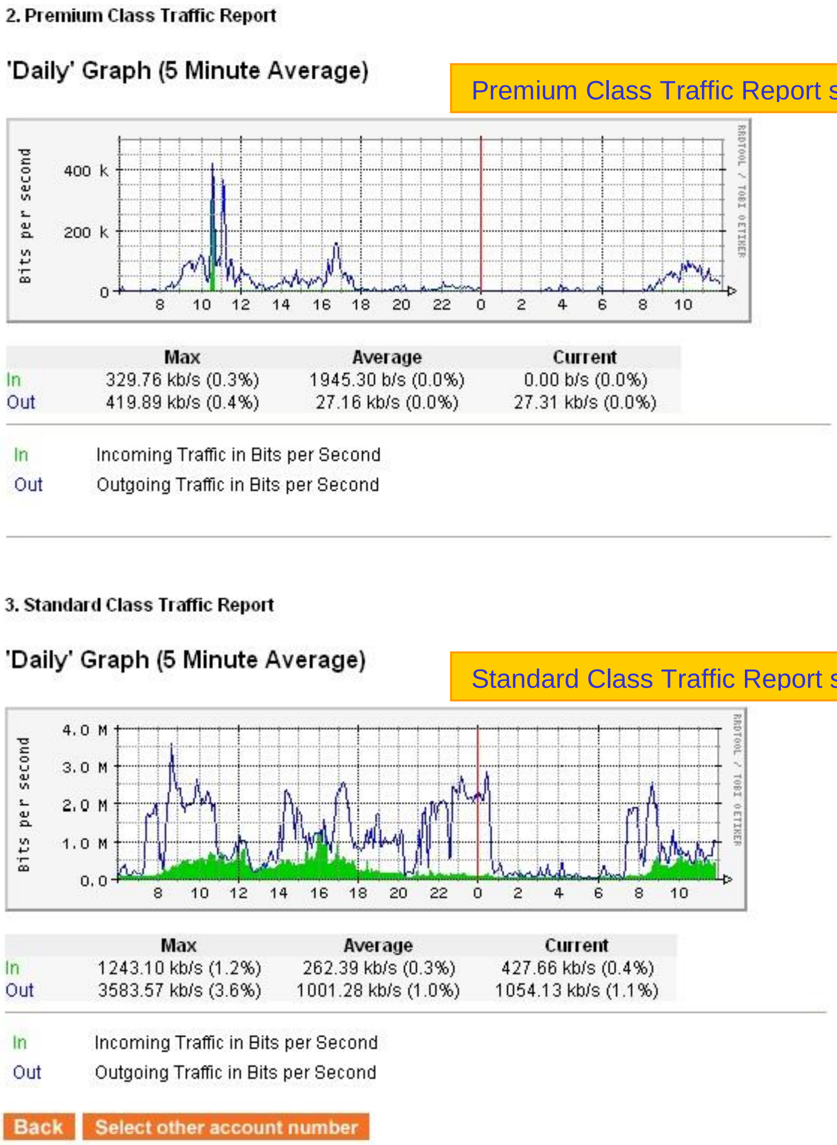
**1. Total Cross Border Traffic Report**

'Daily' Graph (5 Minute Average)

Traffic report shown by port level.

| | Max | Average | Current |
|---|---|---|---|
| In | 1235.47 kb/s (30.9%) | 264.52 kb/s (6.6%) | 433.40 kb/s (10.8%) |
| Out | 3565.19 kb/s (89.1%) | 1028.94 kb/s (25.7%) | 1062.20 kb/s (26.6%) |

| | |
|---|---|
| In | Incoming Traffic in Bits per Second |
| Out | Outgoing Traffic in Bits per Second |


Bits per second
400 k
200 k
0
8
10
12
14
16
18
20
22
0
2
4
6
8
10
RRDTOOL / TOBI OETIKER
4.0 M
3.0 M
2.0 M
1.0 M
0.0
Back
Select other account number

**2. Premium Class Traffic Report**

'Daily' Graph (5 Minute Average)

Premium Class Traffic Report shown.

| | Max | Average | Current |
|---|---|---|---|
| In | 329.76 kb/s (0.3%) | 1945.30 b/s (0.0%) | 0.00 b/s (0.0%) |
| Out | 419.89 kb/s (0.4%) | 27.16 kb/s (0.0%) | 27.31 kb/s (0.0%) |

| | |
|---|---|
| In | Incoming Traffic in Bits per Second |
| Out | Outgoing Traffic in Bits per Second |

**3. Standard Class Traffic Report**

'Daily' Graph (5 Minute Average)

Standard Class Traffic Report shown.

| | Max | Average | Current |
|---|---|---|---|
| In | 1243.10 kb/s (1.2%) | 262.39 kb/s (0.3%) | 427.66 kb/s (0.4%) |
| Out | 3583.57 kb/s (3.6%) | 1001.28 kb/s (1.0%) | 1054.13 kb/s (1.1%) |

| | |
|---|---|
| In | Incoming Traffic in Bits per Second |
| Out | Outgoing Traffic in Bits per Second |

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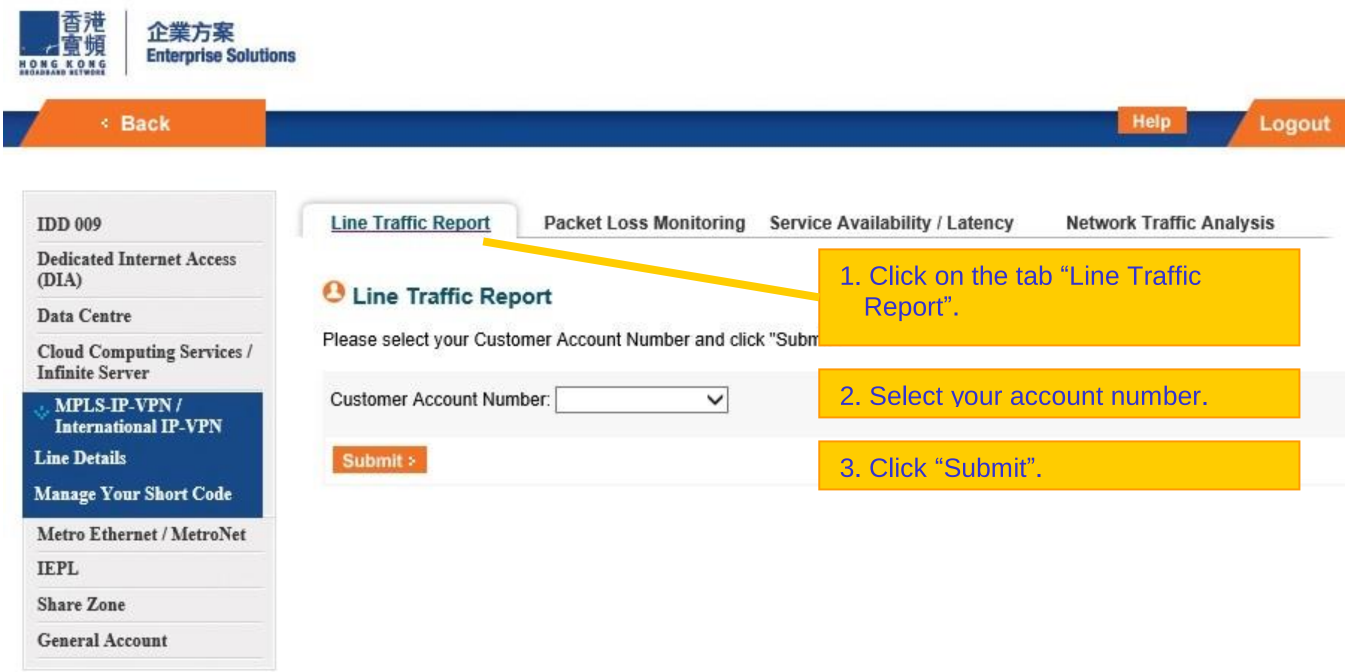
## 5.3. To view Overseas Cross Border Line Traffic Report

- Click **"Line Details"** under **MPLS-IP-VPN / International IP-VPN**.
- Click on the tab **"Line Traffic Report"**.
- Select your account number and click the **"Submit"** button.
- Click the **"Overseas Cross Border Traffic Report"** button.
- Select report period and click the **"Submit"** button.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General Account
Line Traffic Report
Packet Loss Monitoring
Service Availability / Latency
Network Traffic Analysis
Submit

Line Traffic Report

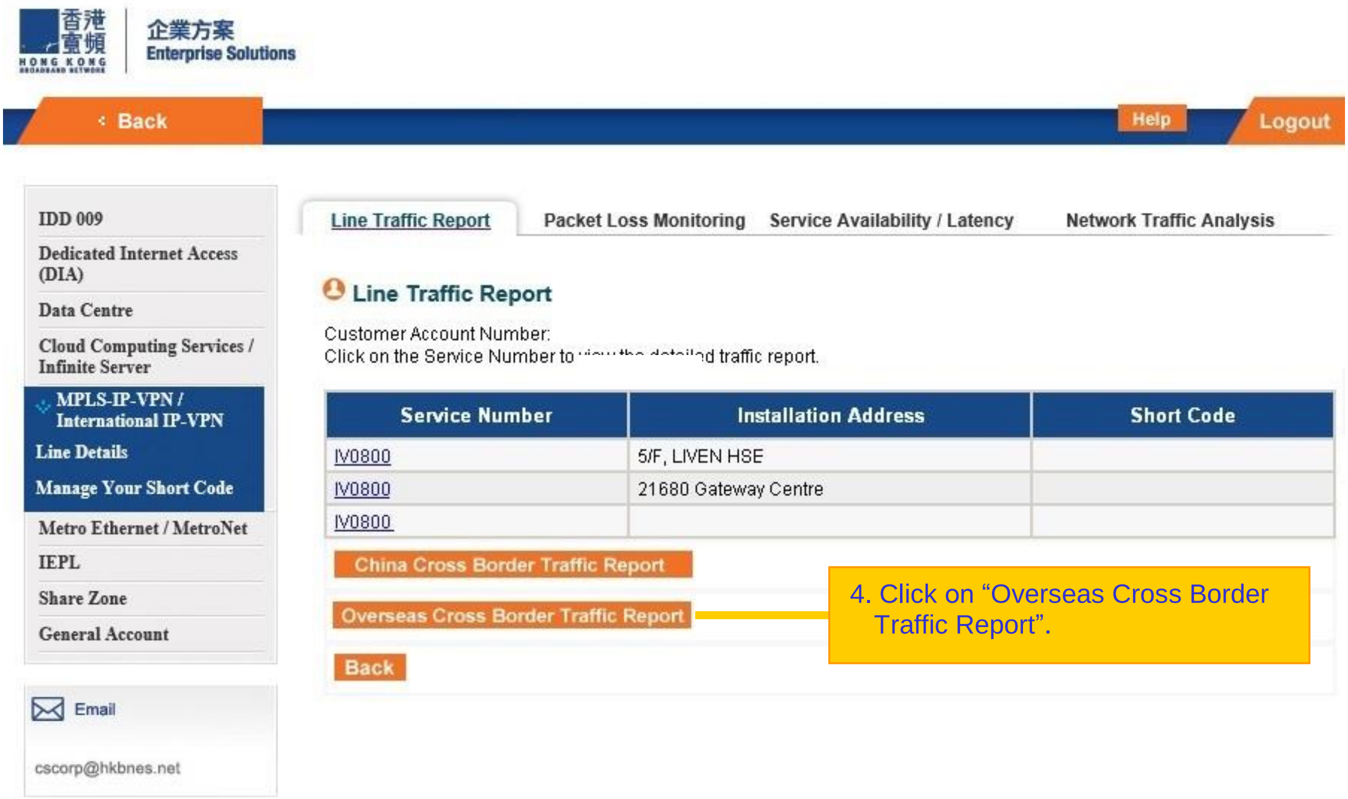
Please select your Customer Account Number and click "Subm

Customer Account Number:

1. Click on the tab "Line Traffic Report".

2. Select your account number.

3. Click "Submit".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Line Traffic Report

Customer Account Number:
Click on the Service Number to view the detailed traffic report.

| Service Number | Installation Address | Short Code |
|---|---|---|
| IV0800 | 5/F, LIVEN HSE | |
| IV0800 | 21680 Gateway Centre | |
| IV0800 | | |

4. Click on "Overseas Cross Border Traffic Report".

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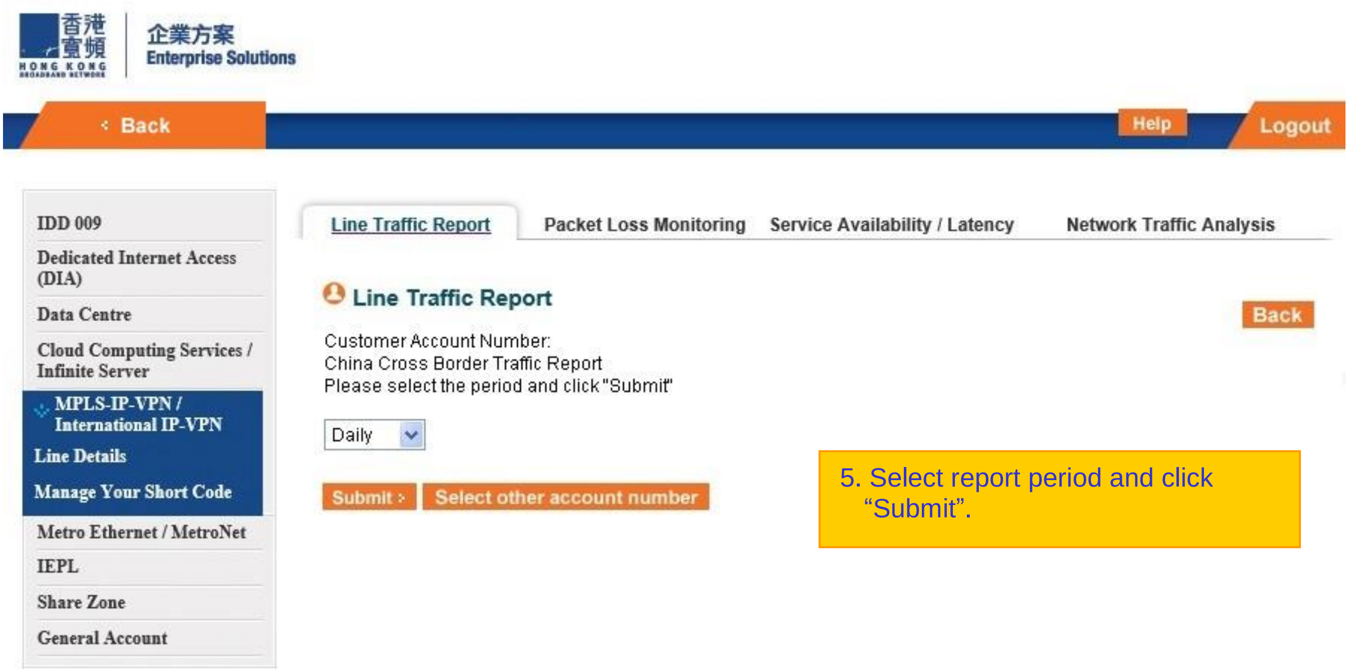
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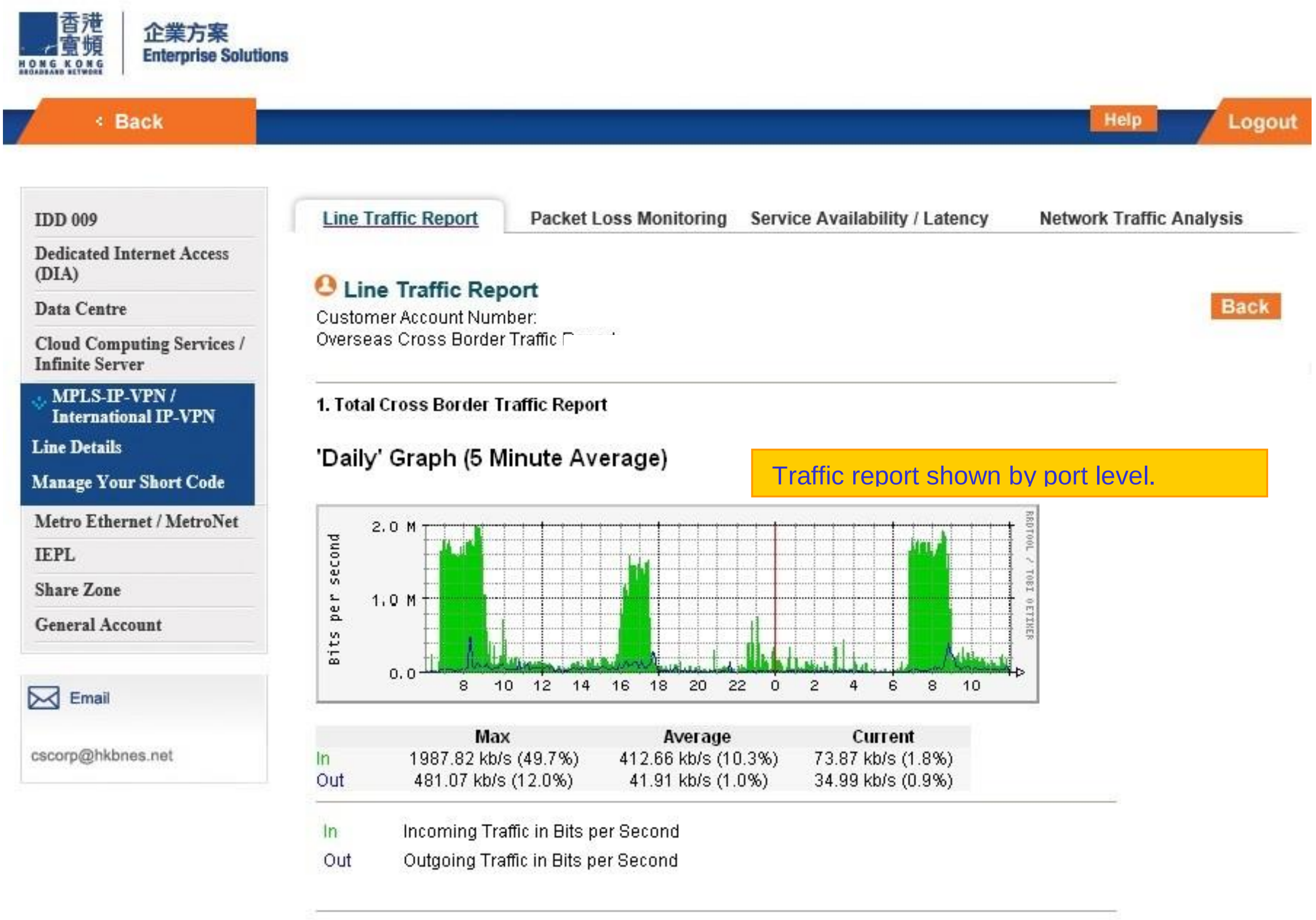
Daily
Submit
Select other account number

**Line Traffic Report**

Customer Account Number:
China Cross Border Traffic Report
Please select the period and click "Submit"

5. Select report period and click "Submit".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Bits per second
2.0 M
1.0 M
0.0
8
10
12
14
16
18
20
22
0
2
4
6
8
10
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**Line Traffic Report**

Customer Account Number:
Overseas Cross Border Traffic

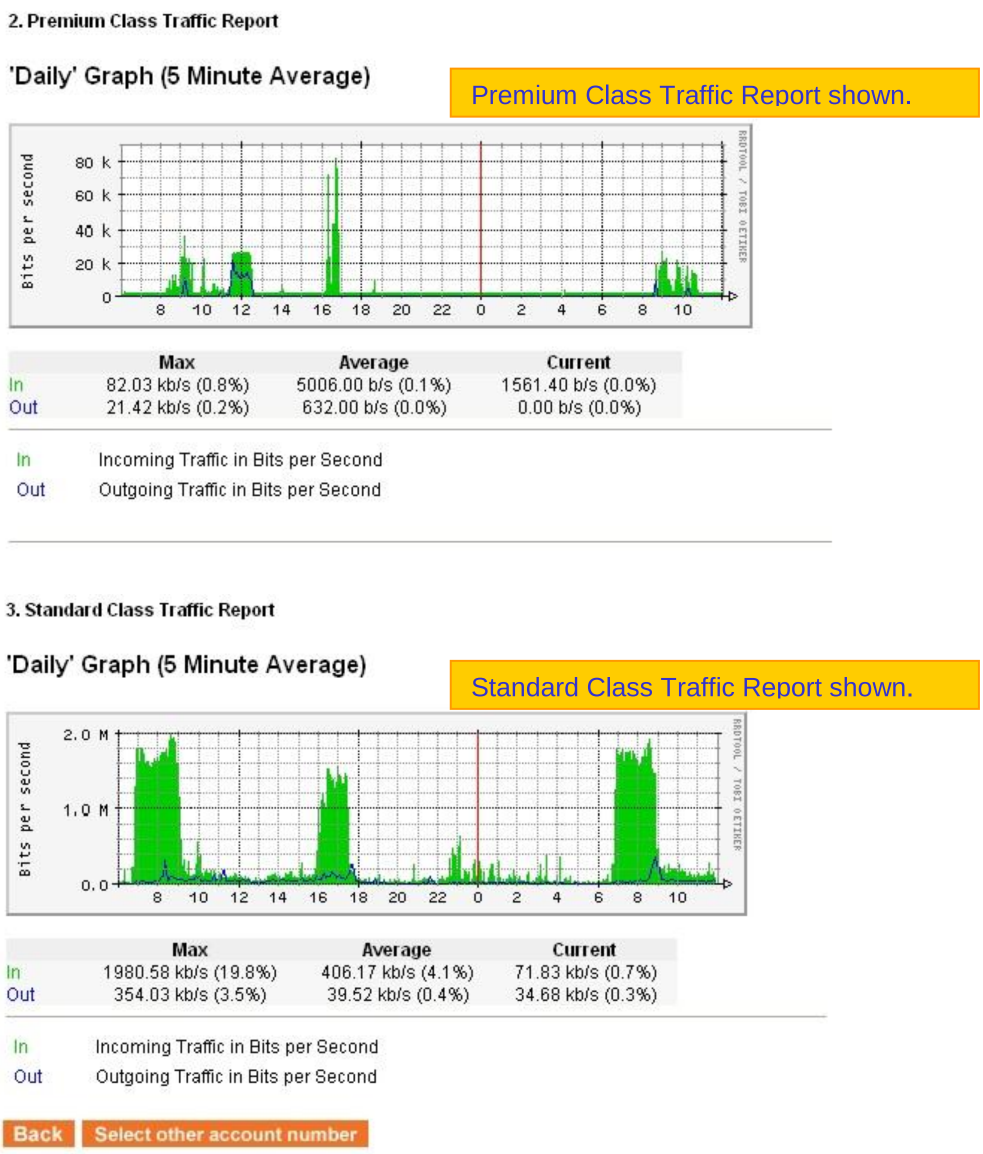
**1. Total Cross Border Traffic Report**

'Daily' Graph (5 Minute Average)

Traffic report shown by port level.

| | Max | Average | Current |
|---|---|---|---|
| In | 1987.82 kb/s (49.7%) | 412.66 kb/s (10.3%) | 73.87 kb/s (1.8%) |
| Out | 481.07 kb/s (12.0%) | 41.91 kb/s (1.0%) | 34.99 kb/s (0.9%) |

| | |
|---|---|
| In | Incoming Traffic in Bits per Second |
| Out | Outgoing Traffic in Bits per Second |


Bits per second
80 k
60 k
40 k
20 k
0
8
10
12
14
16
18
20
22
0
2
4
6
8
10
RRDTOOL / TOBI OETIKER
2.0 M
1.0 M
0.0

**2. Premium Class Traffic Report**

'Daily' Graph (5 Minute Average)

Premium Class Traffic Report shown.

| | Max | Average | Current |
|---|---|---|---|
| In | 82.03 kb/s (0.8%) | 5006.00 b/s (0.1%) | 1561.40 b/s (0.0%) |
| Out | 21.42 kb/s (0.2%) | 632.00 b/s (0.0%) | 0.00 b/s (0.0%) |

| | |
|---|---|
| In | Incoming Traffic in Bits per Second |
| Out | Outgoing Traffic in Bits per Second |

**3. Standard Class Traffic Report**

'Daily' Graph (5 Minute Average)

Standard Class Traffic Report shown.

| | Max | Average | Current |
|---|---|---|---|
| In | 1980.58 kb/s (19.8%) | 406.17 kb/s (4.1%) | 71.83 kb/s (0.7%) |
| Out | 354.03 kb/s (3.5%) | 39.52 kb/s (0.4%) | 34.68 kb/s (0.3%) |

| | |
|---|---|
| In | Incoming Traffic in Bits per Second |
| Out | Outgoing Traffic in Bits per Second |

Back
Select other account number

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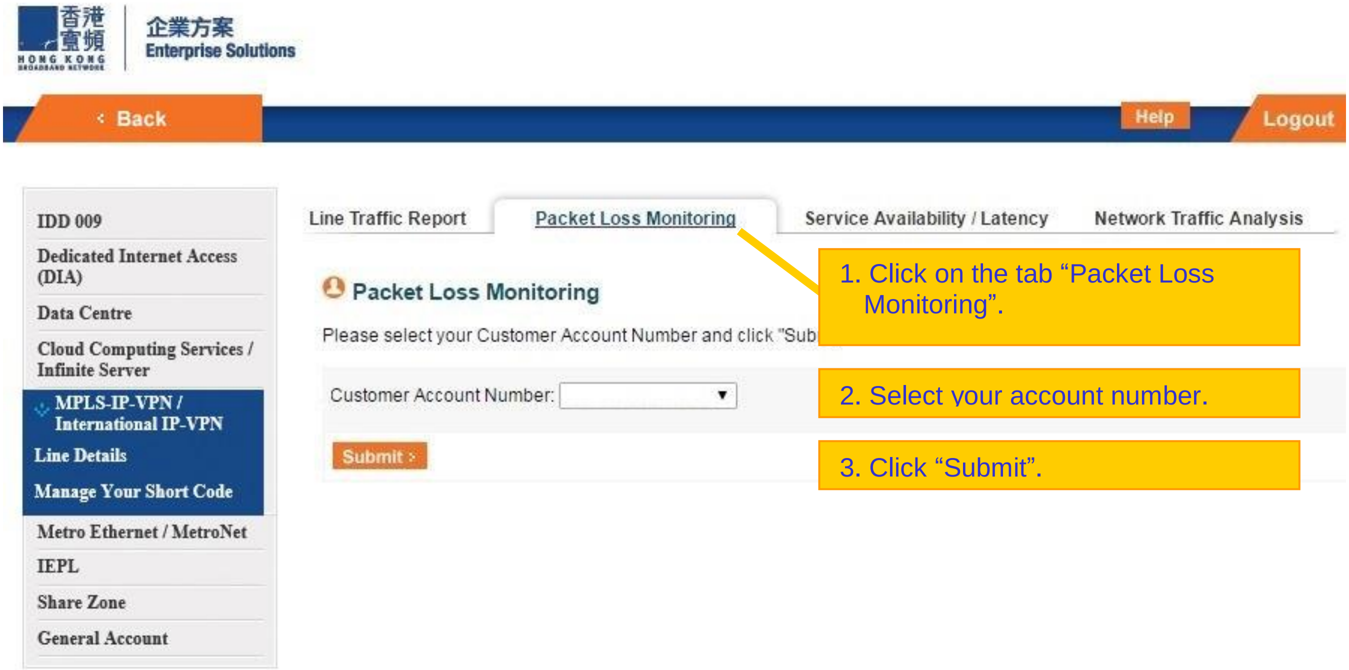
## 5.4. To monitor the Packet Loss Rate

- Click **"Line Details"** under **MPLS-IP-VPN / International IP-VPN**.
- Click on the tab **"Packet Loss Monitoring"**.
- Select your account number and click the **"Submit"** button.
- Click on the service number to view the Packet Loss report.
- Select report period and click the **"Submit"** button.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Packet Loss Monitoring

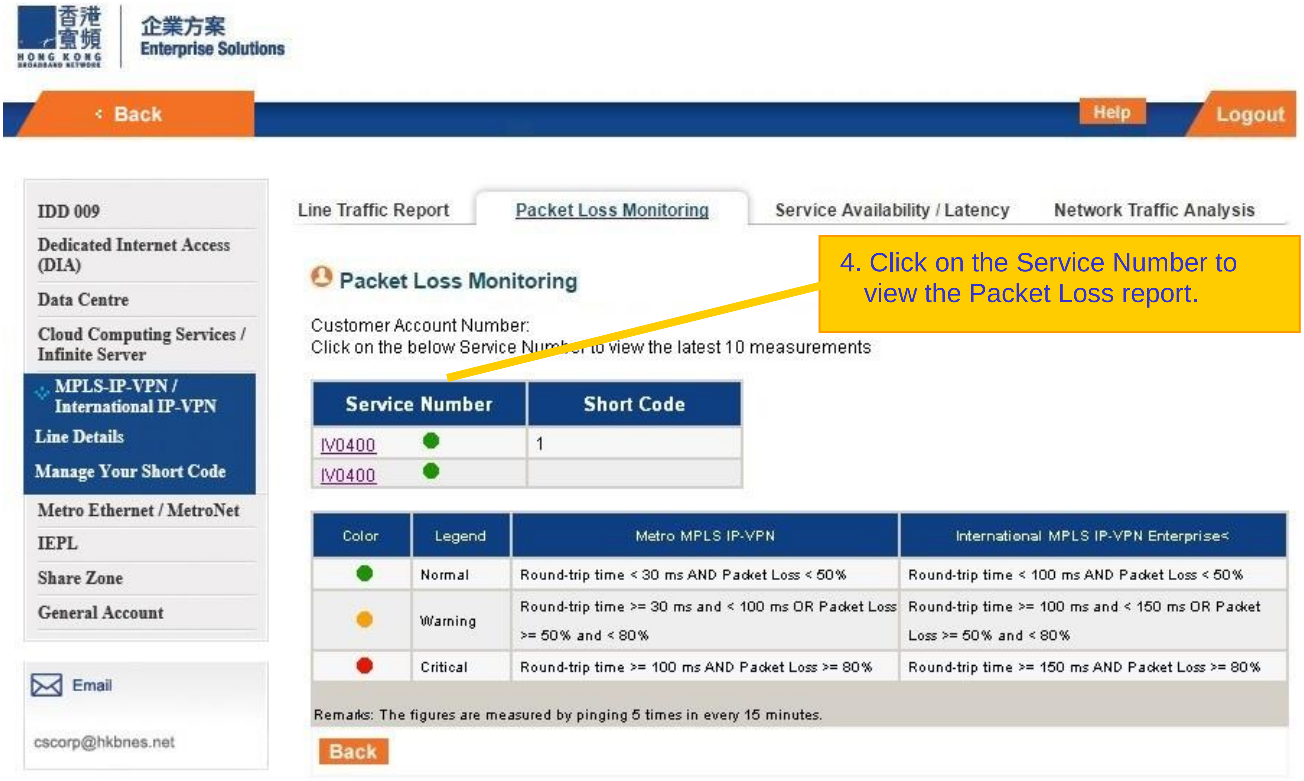
Please select your Customer Account Number and click "Sub

Customer Account Number:

1. Click on the tab “Packet Loss Monitoring”.

2. Select your account number.

3. Click “Submit”.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## Packet Loss Monitoring

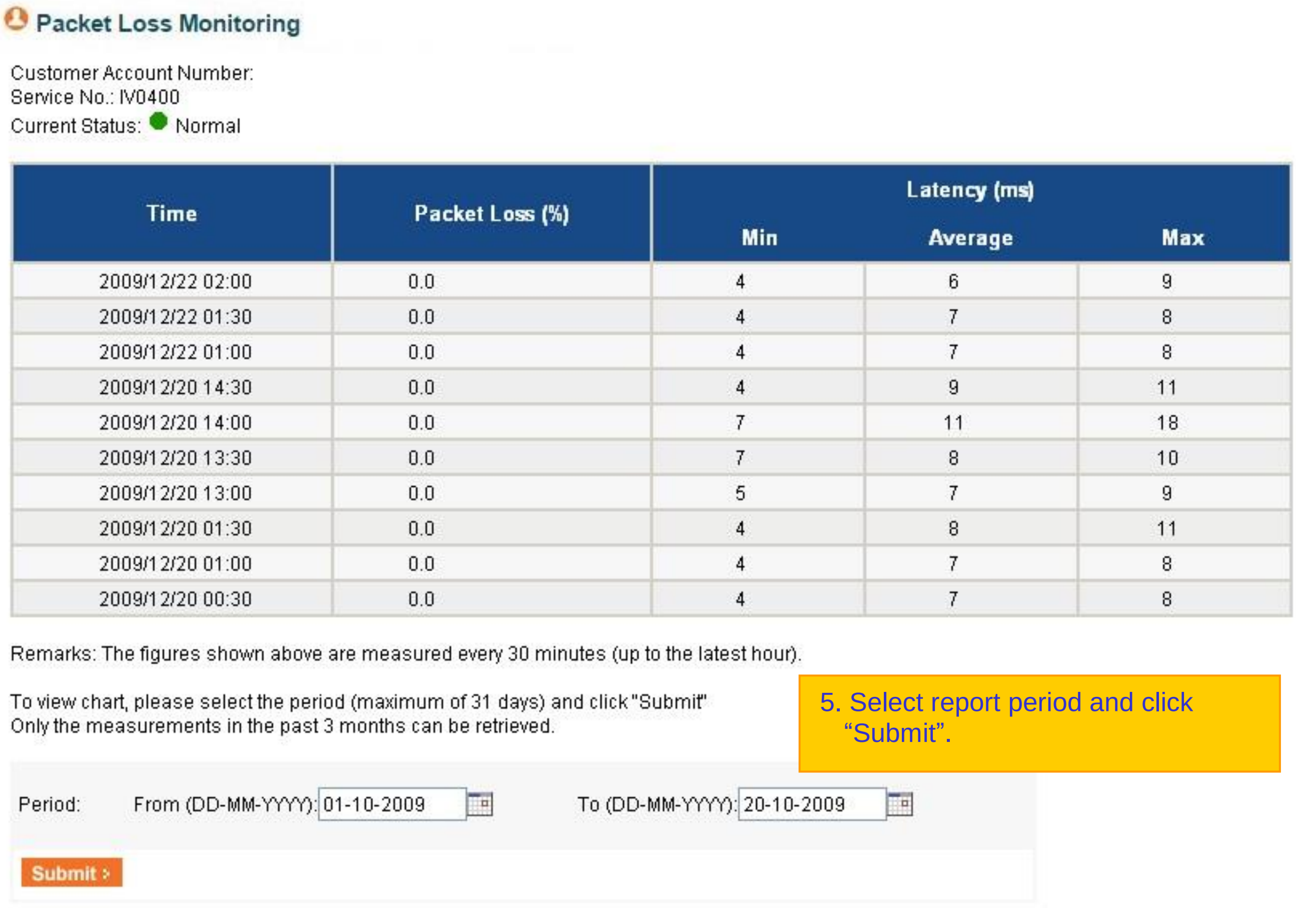
Customer Account Number:
Click on the below Service Number to view the latest 10 measurements

| Service Number | Short Code |
|---|---|
| IV0400 ● | 1 |
| IV0400 ● | |

| Color | Legend | Metro MPLS IP-VPN | International MPLS IP-VPN Enterprise< |
|---|---|---|---|
| ● | Normal | Round-trip time < 30 ms AND Packet Loss < 50% | Round-trip time < 100 ms AND Packet Loss < 50% |
| ● | Warning | Round-trip time >= 30 ms and < 100 ms OR Packet Loss >= 50% and < 80% | Round-trip time >= 100 ms and < 150 ms OR Packet Loss >= 50% and < 80% |
| ● | Critical | Round-trip time >= 100 ms AND Packet Loss >= 80% | Round-trip time >= 150 ms AND Packet Loss >= 80% |

Remarks: The figures are measured by pinging 5 times in every 15 minutes.

4. Click on the Service Number to view the Packet Loss report.



## Packet Loss Monitoring

Customer Account Number:
Service No.: IV0400
Current Status: ● Normal

| Time | Packet Loss (%) | Latency (ms) | | |
|---|---|---|---|---|
| | | Min | Average | Max |
| 2009/12/22 02:00 | 0.0 | 4 | 6 | 9 |
| 2009/12/22 01:30 | 0.0 | 4 | 7 | 8 |
| 2009/12/22 01:00 | 0.0 | 4 | 7 | 8 |
| 2009/12/20 14:30 | 0.0 | 4 | 9 | 11 |
| 2009/12/20 14:00 | 0.0 | 7 | 11 | 18 |
| 2009/12/20 13:30 | 0.0 | 7 | 8 | 10 |
| 2009/12/20 13:00 | 0.0 | 5 | 7 | 9 |
| 2009/12/20 01:30 | 0.0 | 4 | 8 | 11 |
| 2009/12/20 01:00 | 0.0 | 4 | 7 | 8 |
| 2009/12/20 00:30 | 0.0 | 4 | 7 | 8 |

Remarks: The figures shown above are measured every 30 minutes (up to the latest hour).

To view chart, please select the period (maximum of 31 days) and click "Submit"
Only the measurements in the past 3 months can be retrieved.

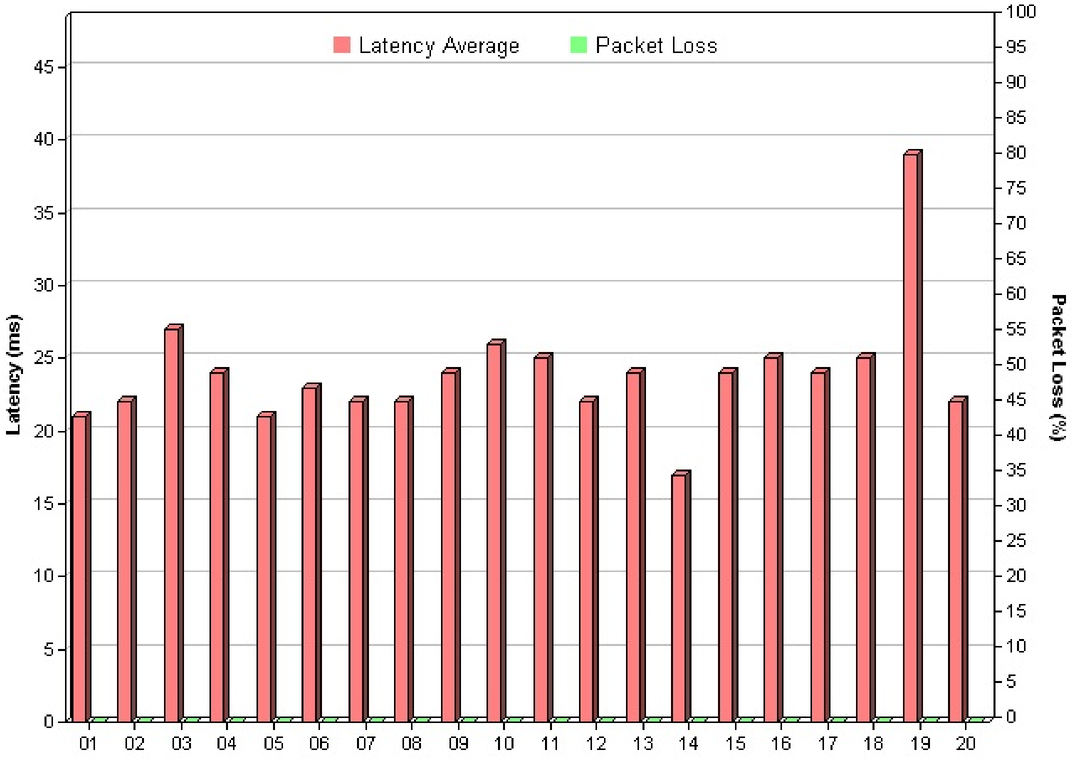
Period: From (DD-MM-YYYY): 01-10-2009 To (DD-MM-YYYY): 20-10-2009

5. Select report period and click "Submit".

**Service Number: IV0**

From Oct 01, 2009 to (

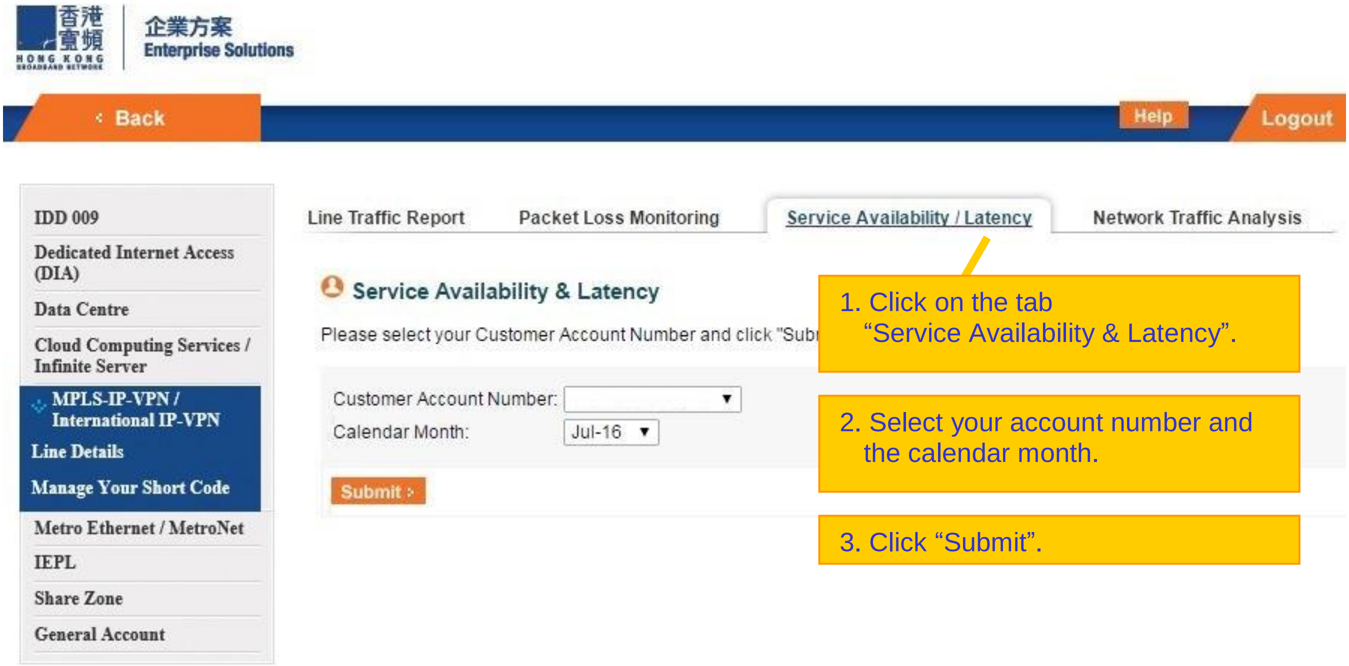
Chart with packet loss figures in chosen period.



<[Top](#)>

## 5.5. To view Service Availability and Latency

- Click **"Line Details"** under **MPLS-IP-VPN / INTERNATIONAL IP-VPN**.
- Click on the tab **"Service Availability & Latency"**.
- Select your account number and the desired calendar month.
- Click the **"Submit"** button.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General Account
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Packet Loss Monitoring
Service Availability / Latency
Network Traffic Analysis
Submit

Service Availability & Latency

Please select your Customer Account Number and click "Sub

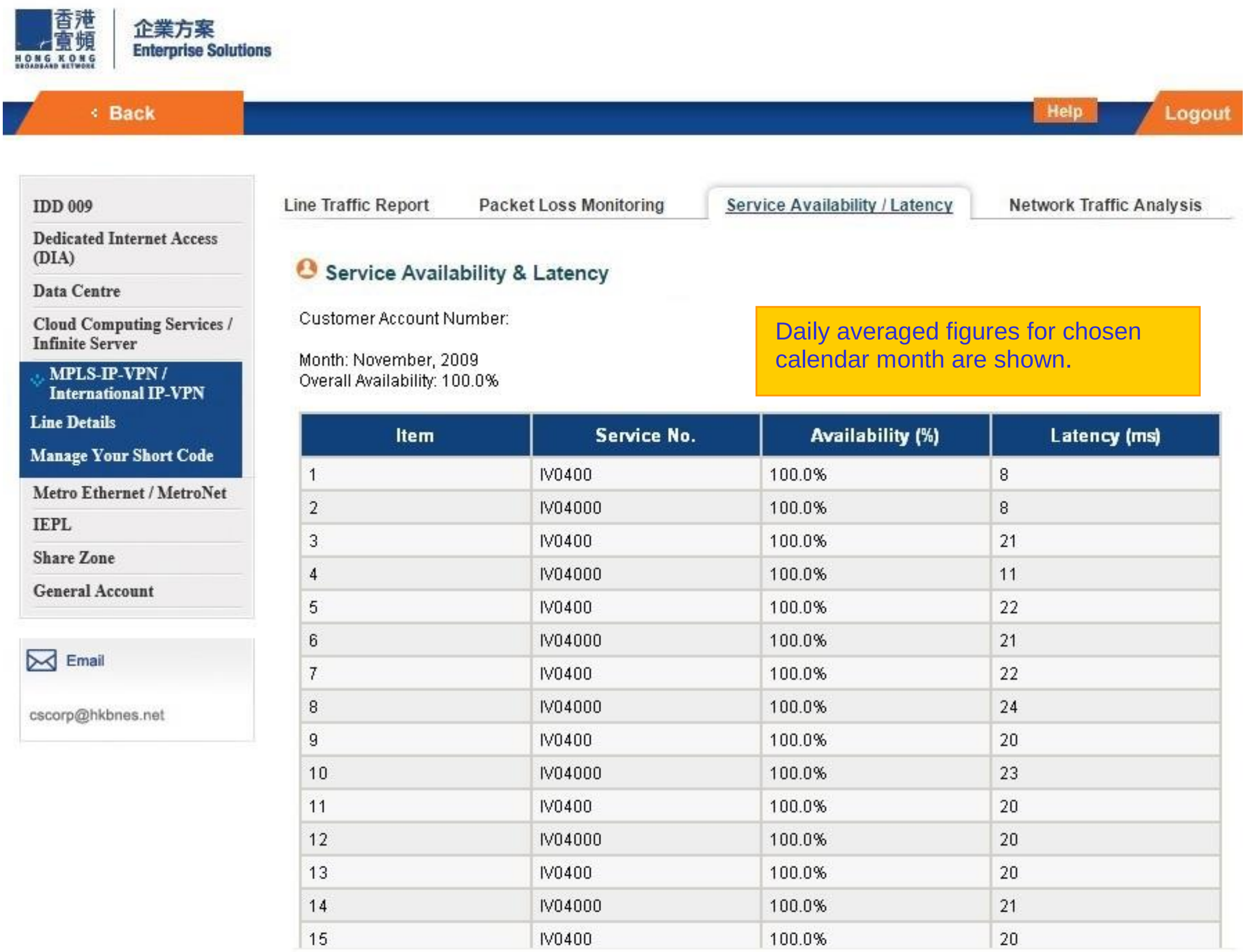
Customer Account Number:

Calendar Month: Jul-16

1. Click on the tab "Service Availability & Latency".

2. Select your account number and the calendar month.

3. Click "Submit".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cscorp@hkbnes.net
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Packet Loss Monitoring
Service Availability / Latency
Network Traffic Analysis

Service Availability & Latency

Customer Account Number:

Month: November, 2009
Overall Availability: 100.0%

Daily averaged figures for chosen calendar month are shown.

| Item | Service No. | Availability (%) | Latency (ms) |
|---|---|---|---|
| 1 | IV0400 | 100.0% | 8 |
| 2 | IV04000 | 100.0% | 8 |
| 3 | IV0400 | 100.0% | 21 |
| 4 | IV04000 | 100.0% | 11 |
| 5 | IV0400 | 100.0% | 22 |
| 6 | IV04000 | 100.0% | 21 |
| 7 | IV0400 | 100.0% | 22 |
| 8 | IV04000 | 100.0% | 24 |
| 9 | IV0400 | 100.0% | 20 |
| 10 | IV04000 | 100.0% | 23 |
| 11 | IV0400 | 100.0% | 20 |
| 12 | IV04000 | 100.0% | 20 |
| 13 | IV0400 | 100.0% | 20 |
| 14 | IV04000 | 100.0% | 21 |
| 15 | IV0400 | 100.0% | 20 |

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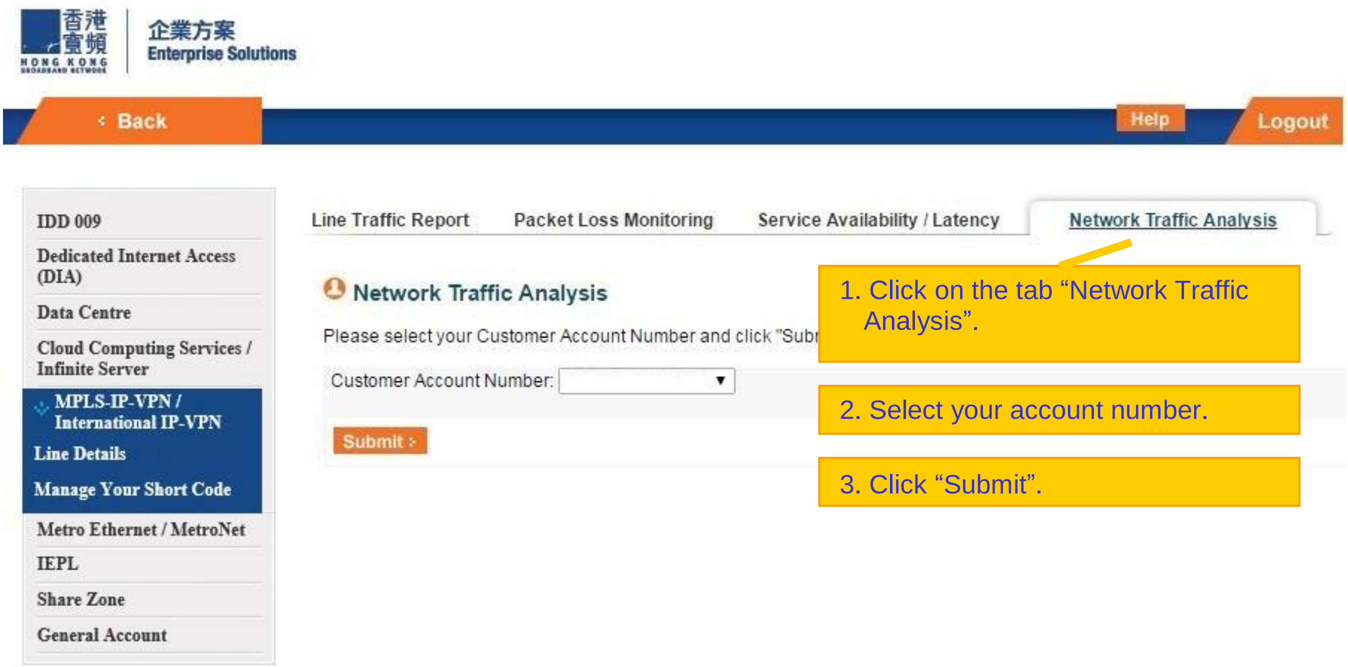
## 5.6. To view Network Traffic Analysis Report

- Click **"Line Details"** under **MPLS-IP-VPN / INTERNATIONAL IP-VPN**.
- Click on the tab **"Network Traffic Analysis"**.
- Select your account number and click the **"Submit"** button.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Packet Loss Monitoring
Service Availability / Latency
Network Traffic Analysis

Network Traffic Analysis

Please select your Customer Account Number and click "Subr

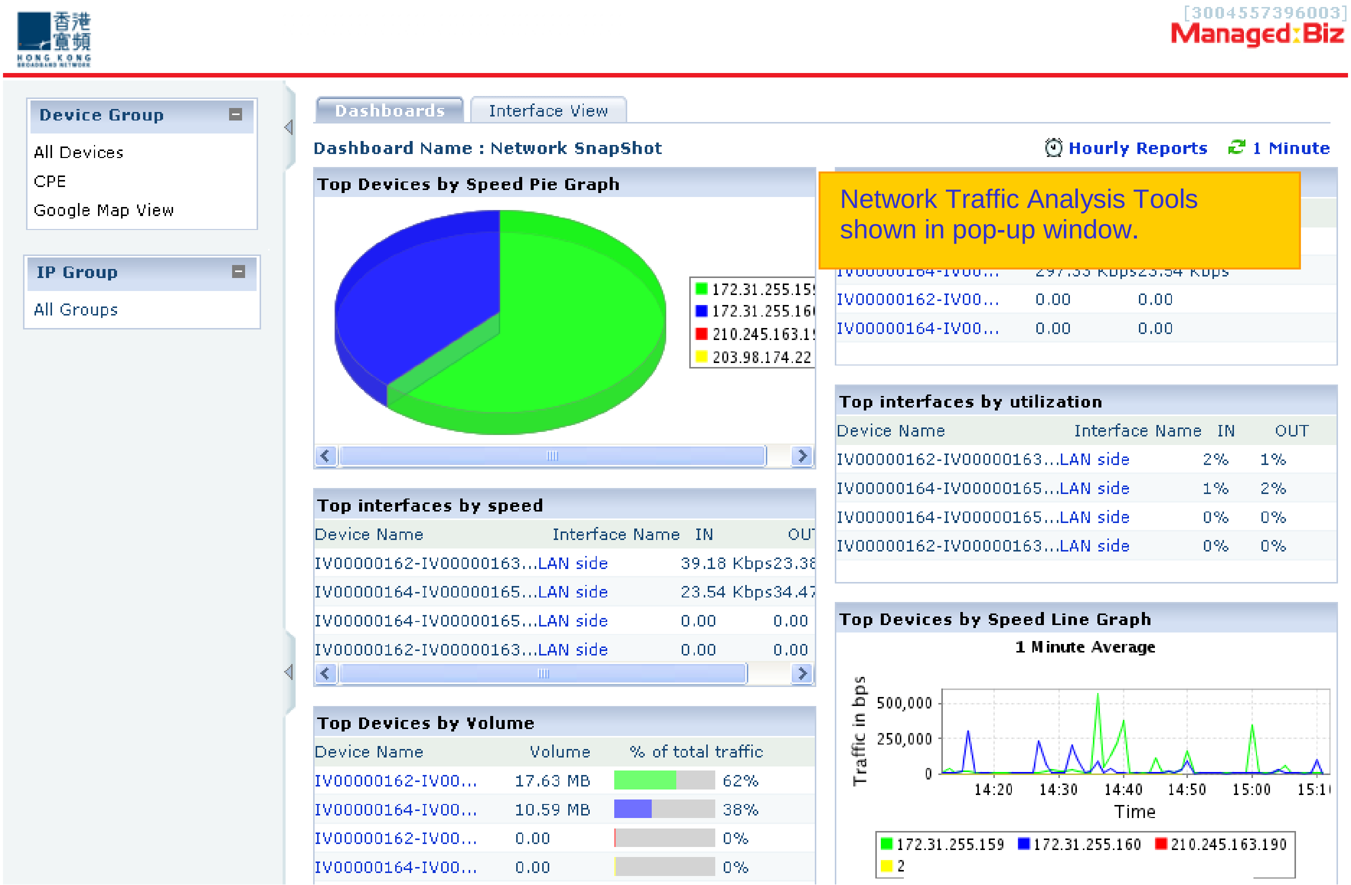
Customer Account Number: ▾

Submit ›

1. Click on the tab “Network Traffic Analysis”.

2. Select your account number.

3. Click “Submit”.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[3004557396003]
Managed:Biz
Device Group
All Devices
CPE
Google Map View
IP Group
All Groups
Dashboards
Interface View
Hourly Reports
1 Minute
Top Devices by Speed Pie Graph
🟩 172.31.255.15
🟦 172.31.255.16
🟥 210.245.163.1
🟨 203.98.174.22
Top Devices by Speed Line Graph
1 Minute Average
Traffic in bps
500,000
250,000
0
14:20
14:30
14:40
14:50
15:00
15:1
Time
🟩 172.31.255.159
🟦 172.31.255.160
🟥 210.245.163.190
🟨 2

Dashboard Name : Network SnapShot

Network Traffic Analysis Tools shown in pop-up window.

| | | |
|---|---|---|
| IV00000164-IV00... | 297.33 Kbps | 23.54 Kbps |
| IV00000162-IV00... | 0.00 | 0.00 |
| IV00000164-IV00... | 0.00 | 0.00 |

Top interfaces by utilization

| Device Name | Interface Name | IN | OUT |
|---|---|---|---|
| IV00000162-IV00000163... | LAN side | 2% | 1% |
| IV00000164-IV00000165... | LAN side | 1% | 2% |
| IV00000164-IV00000165... | LAN side | 0% | 0% |
| IV00000162-IV00000163... | LAN side | 0% | 0% |

Top interfaces by speed

| Device Name | Interface Name | IN | OU |
|---|---|---|---|
| IV00000162-IV00000163... | LAN side | 39.18 Kbps | 23.38 |
| IV00000164-IV00000165... | LAN side | 23.54 Kbps | 34.47 |
| IV00000164-IV00000165... | LAN side | 0.00 | 0.00 |
| IV00000162-IV00000163... | LAN side | 0.00 | 0.00 |

Top Devices by Volume

| Device Name | Volume | % of total traffic |
|---|---|---|
| IV00000162-IV00... | 17.63 MB | 62% |
| IV00000164-IV00... | 10.59 MB | 38% |
| IV00000162-IV00... | 0.00 | 0% |
| IV00000164-IV00... | 0.00 | 0% |

For more details, please refer to the “Network Traffic Analysis Tools 用戶手冊”. You may download the user guide at hkbnes.net/en/support (Others >> ManagedBiz)

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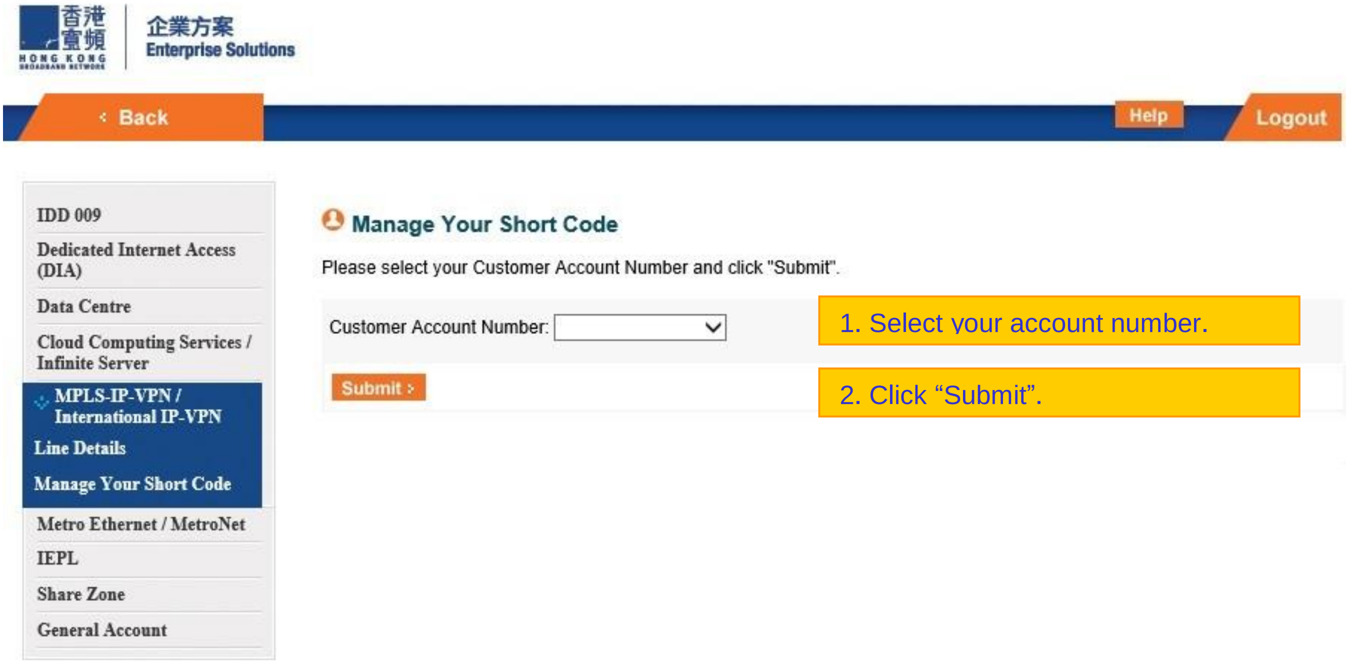
### 5.7. To manage your Short Code

- Click **"Manage Your Short Code"** under **MPLS-IP-VPN / INTERNATIONAL IP-VPN**.
- Select your account number and click the **"Submit"** button.
- Click on the short code to edit.
- Click the **"Submit"** button to save changes.
- Click the **"Back"** button to undo changes.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Line Details
Manage Your Short Code
Metro Ethernet / MetroNet
IEPL
Share Zone
General Account
Submit ›

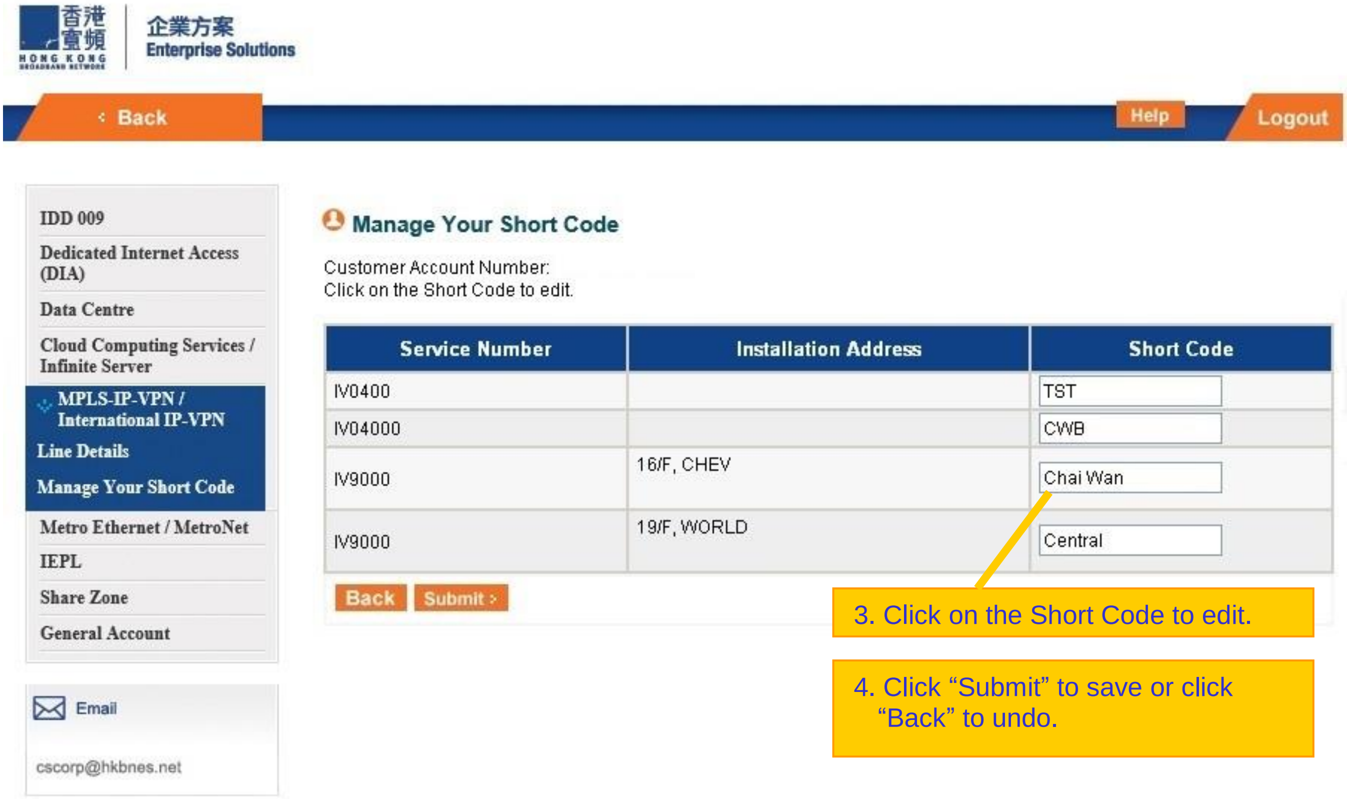
**Manage Your Short Code**

Please select your Customer Account Number and click "Submit".

Customer Account Number:

1. Select your account number.

2. Click “Submit”.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Metro Ethernet / MetroNet
IEPL
Share Zone
General Account
Email
Back
Submit ›

cscorp@hkbnes.net

**Manage Your Short Code**

Customer Account Number:
Click on the Short Code to edit.

| Service Number | Installation Address | Short Code |
|---|---|---|
| IV0400 | | TST |
| IV04000 | | CWB |
| IV9000 | 16/F, CHEV | Chai Wan |
| IV9000 | 19/F, WORLD | Central |

3. Click on the Short Code to edit.

4. Click “Submit” to save or click “Back” to undo.

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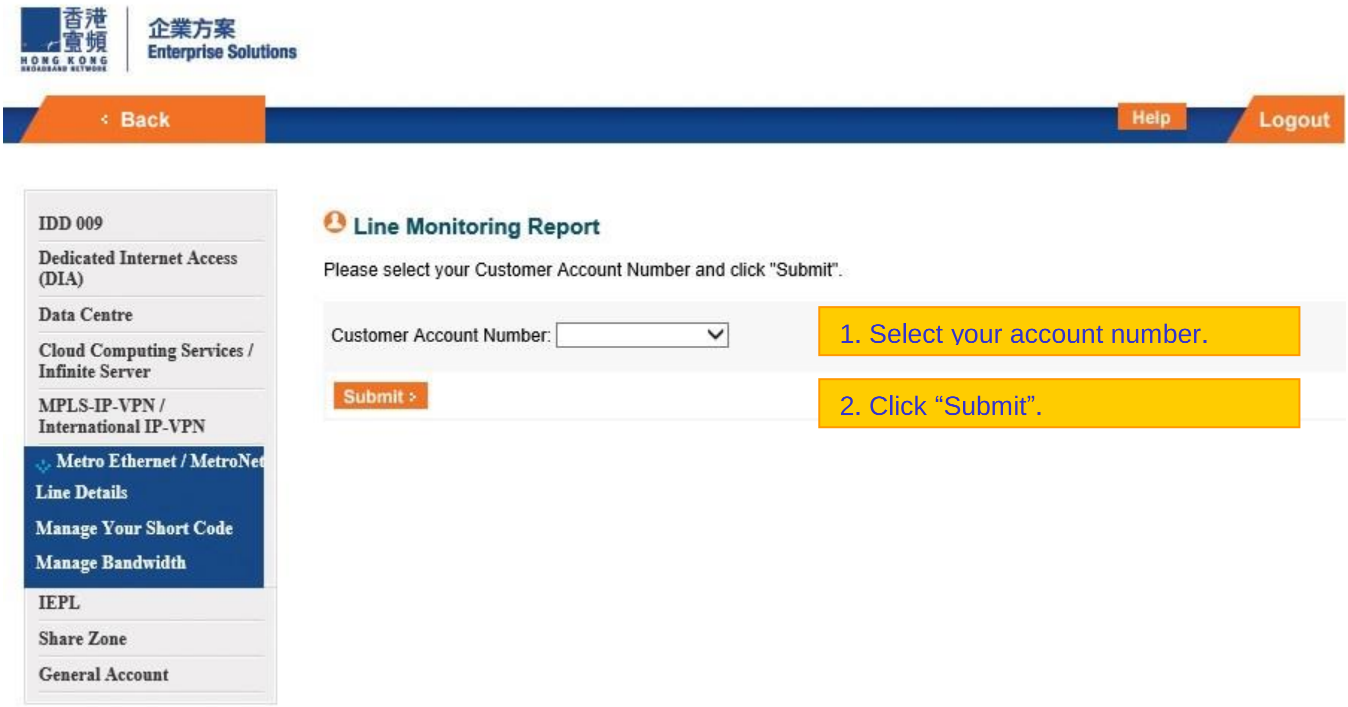
## 6. To Manage Metro Ethernet / MetroNet

### 6.1. To view Line Traffic Report

- Click **"Line Details"** under **Metro Ethernet / MetroNet**.
- Select your account number and click the **"Submit"** button.
- Click on the service number to view the detailed traffic report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MPLS-IP-VPN / International IP-VPN
Metro Ethernet / MetroNet
Line Details
Manage Your Short Code
Manage Bandwidth
IEPL
Share Zone
General Account
Submit ›

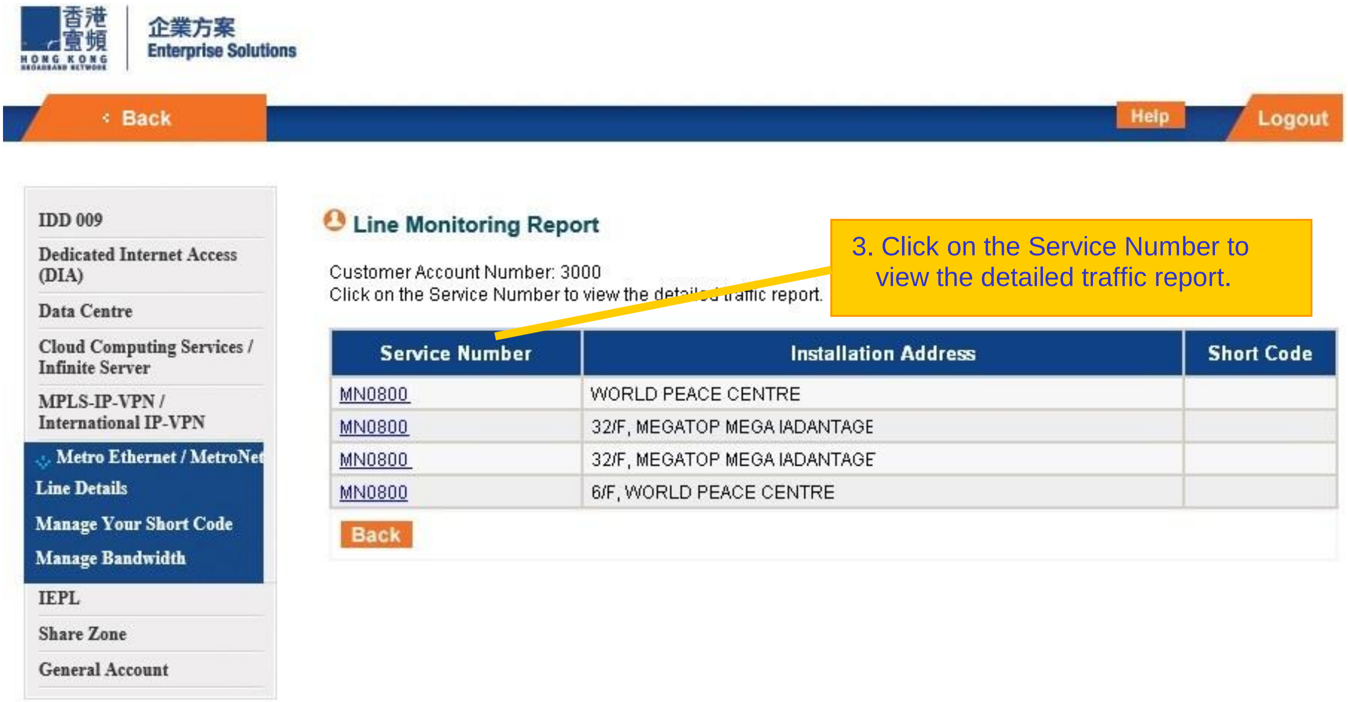
Line Monitoring Report

Please select your Customer Account Number and click "Submit".

Customer Account Number:

1. Select your account number.

2. Click "Submit".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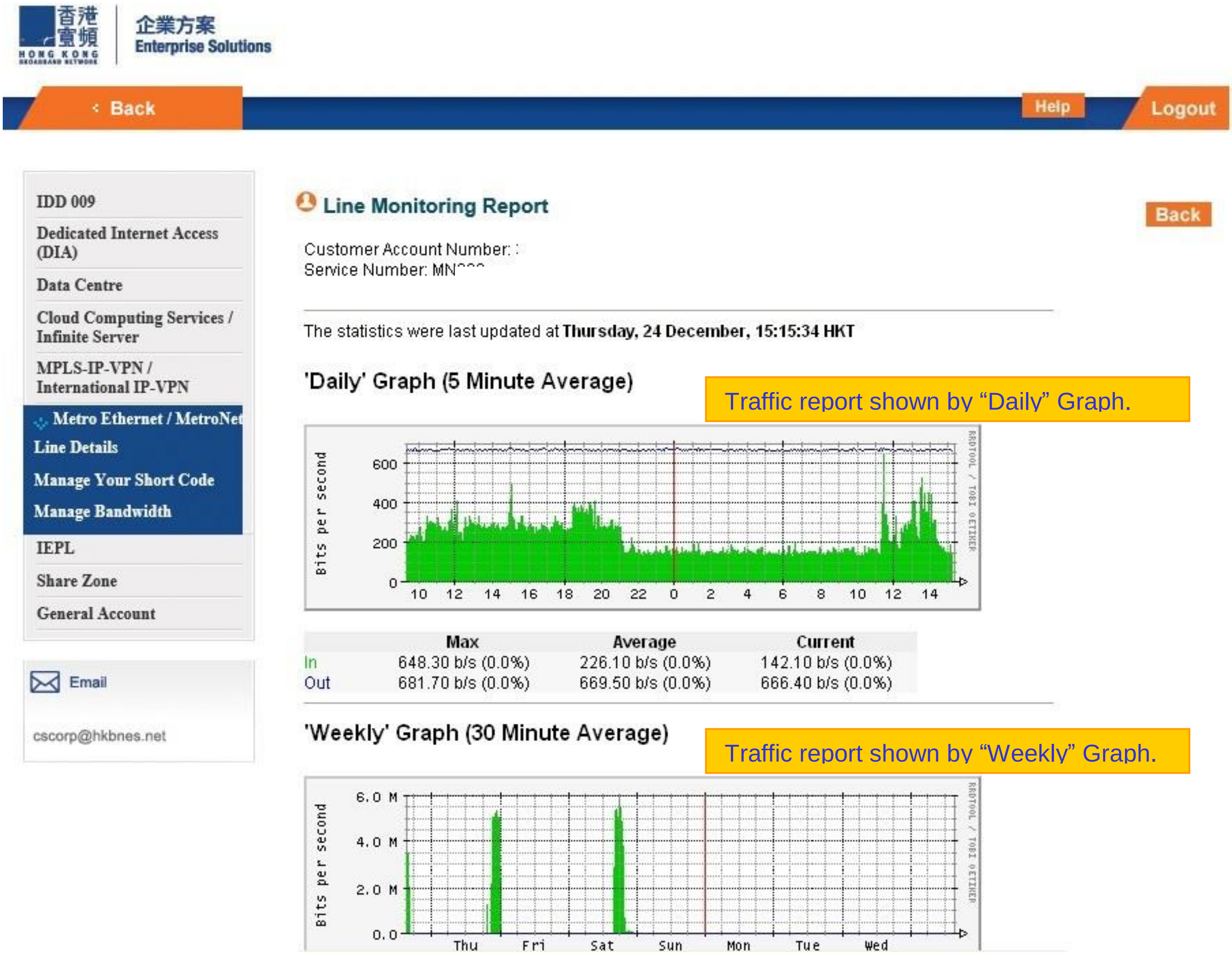
Metro Ethernet / MetroNet
Line Details
Manage Your Short Code
Manage Bandwidth
IEPL
Share Zone
General Account
Back

Line Monitoring Report

Customer Account Number: 3000
Click on the Service Number to view the detailed traffic report.

3. Click on the Service Number to view the detailed traffic report.

| Service Number | Installation Address | Short Code |
|---|---|---|
| MN0800 | WORLD PEACE CENTRE | |
| MN0800 | 32/F, MEGATOP MEGA IADANTAGE | |
| MN0800 | 32/F, MEGATOP MEGA IADANTAGE | |
| MN0800 | 6/F, WORLD PEACE CENTRE | |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General Account
Email
cscorp@hkbnes.net
Back
Bits per second
600
400
200
0
10
12
14
16
18
20
22
0
2
4
6
8
10
12
14
RRDTOOL / TOBI OETIKER
Bits per second
6.0 M
4.0 M
2.0 M
0.0
Thu
Fri
Sat
Sun
Mon
Tue
Wed
RRDTOOL / TOBI OETIKER

**Line Monitoring Report**

Customer Account Number: [redacted]
Service Number: MN[redacted]

The statistics were last updated at **Thursday, 24 December, 15:15:34 HKT**

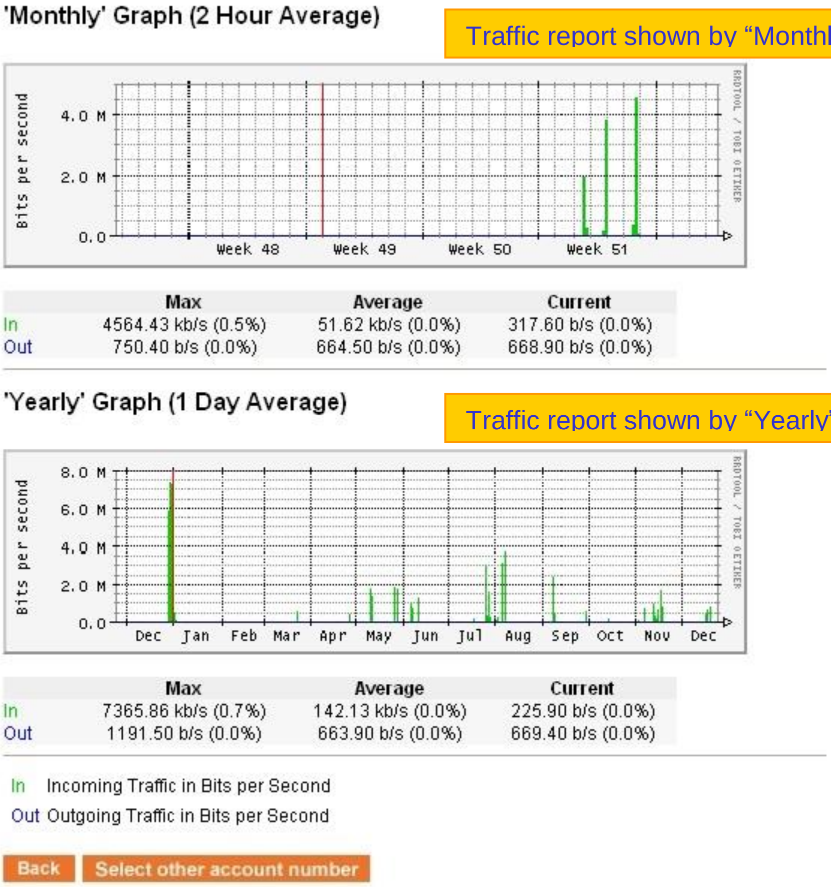
**'Daily' Graph (5 Minute Average)**

Traffic report shown by “Daily” Graph.

| | Max | Average | Current |
|---|---|---|---|
| In | 648.30 b/s (0.0%) | 226.10 b/s (0.0%) | 142.10 b/s (0.0%) |
| Out | 681.70 b/s (0.0%) | 669.50 b/s (0.0%) | 666.40 b/s (0.0%) |

**'Weekly' Graph (30 Minute Average)**

Traffic report shown by “Weekly” Graph.


Bits per second
4.0 M
2.0 M
0.0
Week 48
Week 49
Week 50
Week 51
RRDTOOL / TOBI OETIKER
8.0 M
6.0 M
4.0 M
2.0 M
0.0
Dec
Jan
Feb
Mar
Apr
May
Jun
Jul
Aug
Sep
Oct
Nov
Dec

'Monthly' Graph (2 Hour Average)

Traffic report shown by “Monthly” Graph.

| | Max | Average | Current |
|---|---|---|---|
| In | 4564.43 kb/s (0.5%) | 51.62 kb/s (0.0%) | 317.60 b/s (0.0%) |
| Out | 750.40 b/s (0.0%) | 664.50 b/s (0.0%) | 668.90 b/s (0.0%) |

'Yearly' Graph (1 Day Average)

Traffic report shown by “Yearly” Graph.

| | Max | Average | Current |
|---|---|---|---|
| In | 7365.86 kb/s (0.7%) | 142.13 kb/s (0.0%) | 225.90 b/s (0.0%) |
| Out | 1191.50 b/s (0.0%) | 663.90 b/s (0.0%) | 669.40 b/s (0.0%) |

| | |
|---|---|
| In | Incoming Traffic in Bits per Second |
| Out | Outgoing Traffic in Bits per Second |

Back
Select other account number

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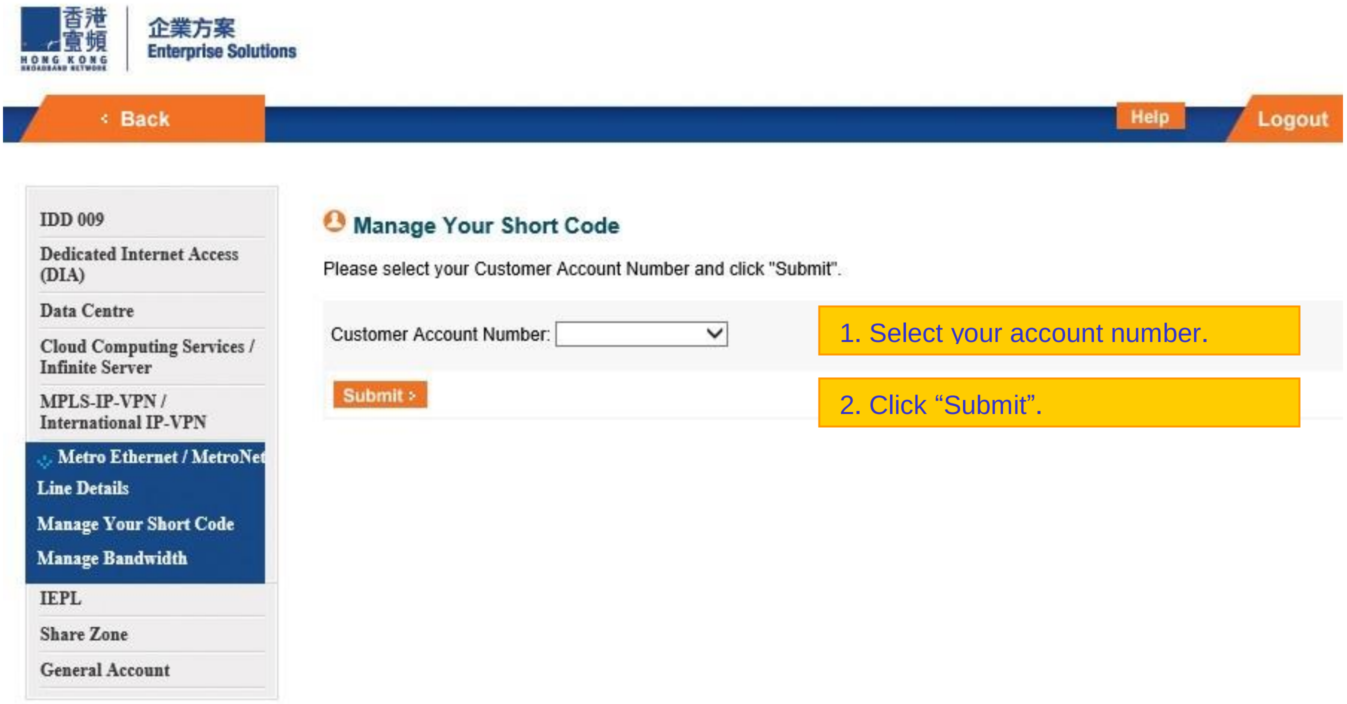
## 6.2. To manage your Short Code

- Click **"Manage Your Short Code"** under **Metro Ethernet / MetroNet**.
- Select your account number and click the **"Submit"** button.
- Click on the short code to edit.
- Click the **"Submit"** button to save changes.
- Click the **"Back"** button to undo changes.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Metro Ethernet / MetroNet
Line Details
Manage Your Short Code
Manage Bandwidth
IEPL
Share Zone
General Account
Submit

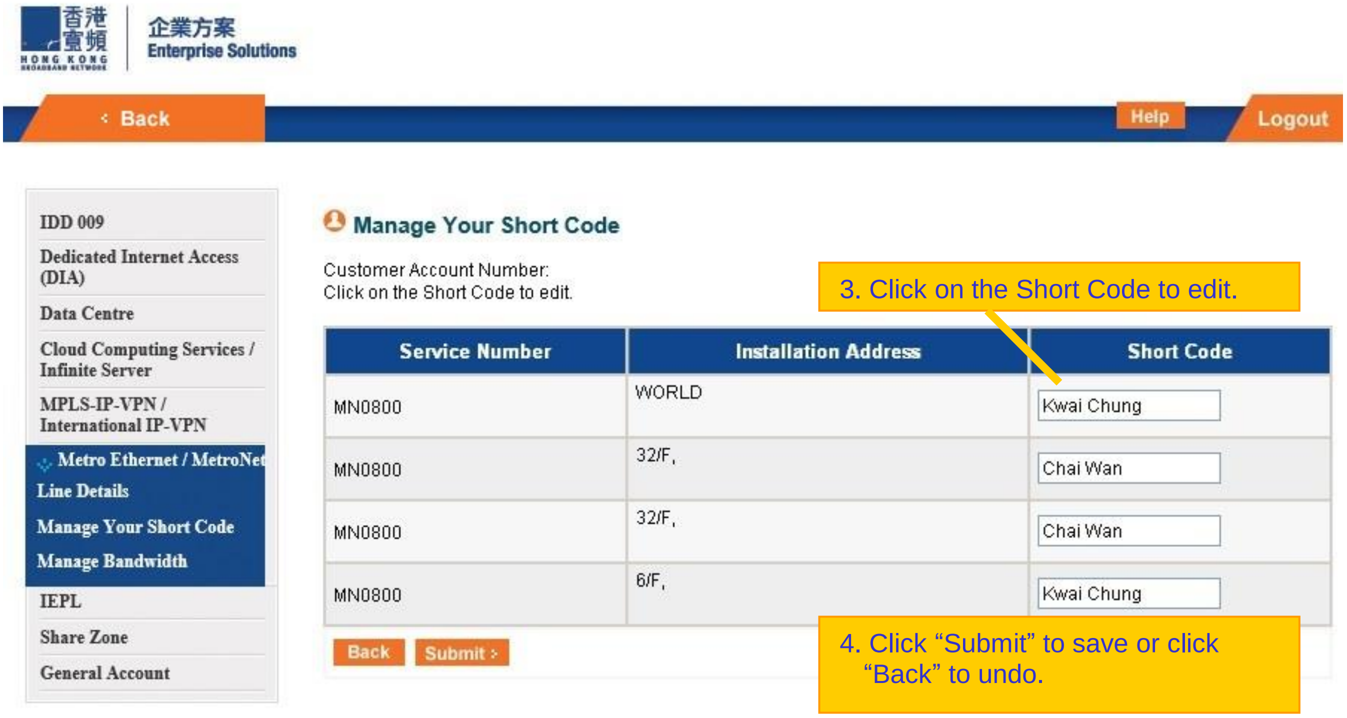
Manage Your Short Code

Please select your Customer Account Number and click "Submit".

Customer Account Number:

1. Select your account number.

2. Click “Submit”.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Manage Bandwidth
IEPL
Share Zone
General Account
Back
Submit

Manage Your Short Code

Customer Account Number:
Click on the Short Code to edit.

3. Click on the Short Code to edit.

| Service Number | Installation Address | Short Code |
|---|---|---|
| MN0800 | WORLD | Kwai Chung |
| MN0800 | 32/F, | Chai Wan |
| MN0800 | 32/F, | Chai Wan |
| MN0800 | 6/F, | Kwai Chung |

4. Click “Submit” to save or click “Back” to undo.

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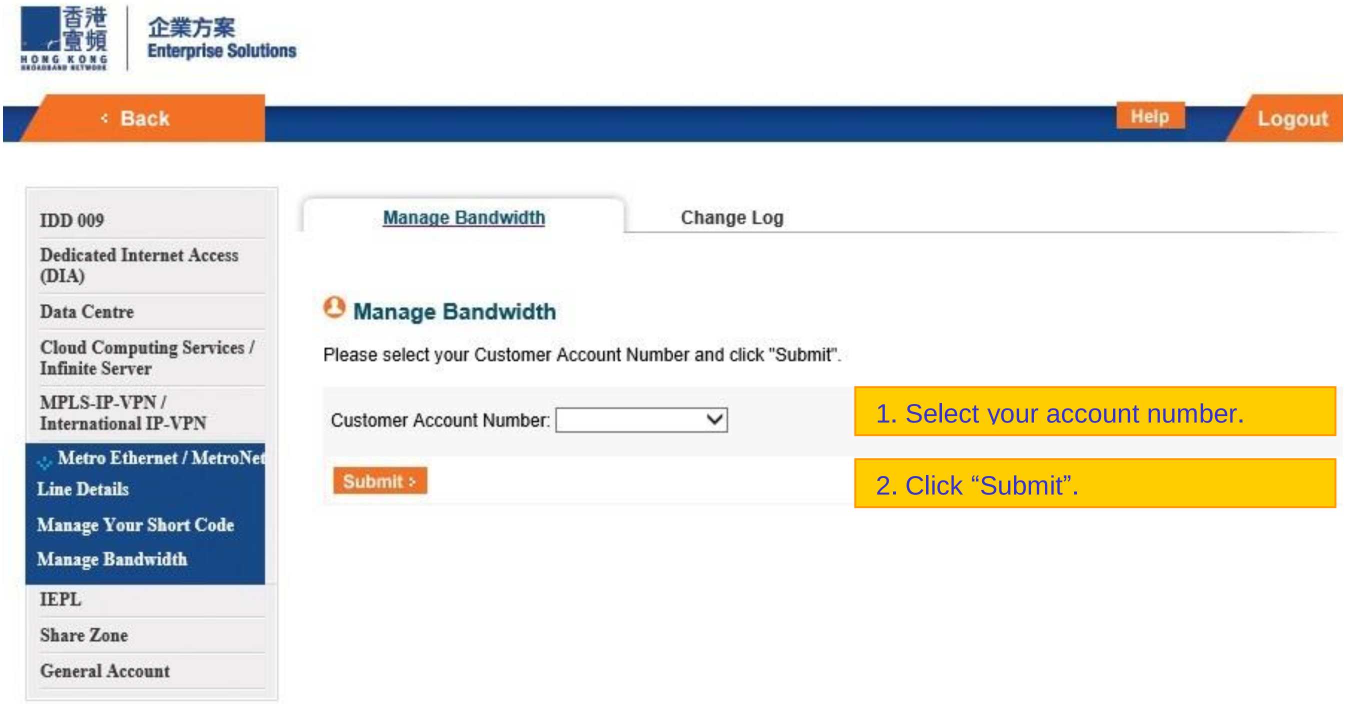
## 6.3. To manage your bandwidth threshold

- Click **"Manage Bandwidth"** under **Metro Ethernet / MetroNet**.
- Select your account number and click the **"Submit"** button.
- Click on the service number to open self-bandwidth management window.
- Assign a new bandwidth to the service.
- Click the **"Submit"** button to save changes.
- Click the **"Back"** button to undo changes.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Manage Bandwidth
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General Account
Manage Bandwidth
Change Log
Submit

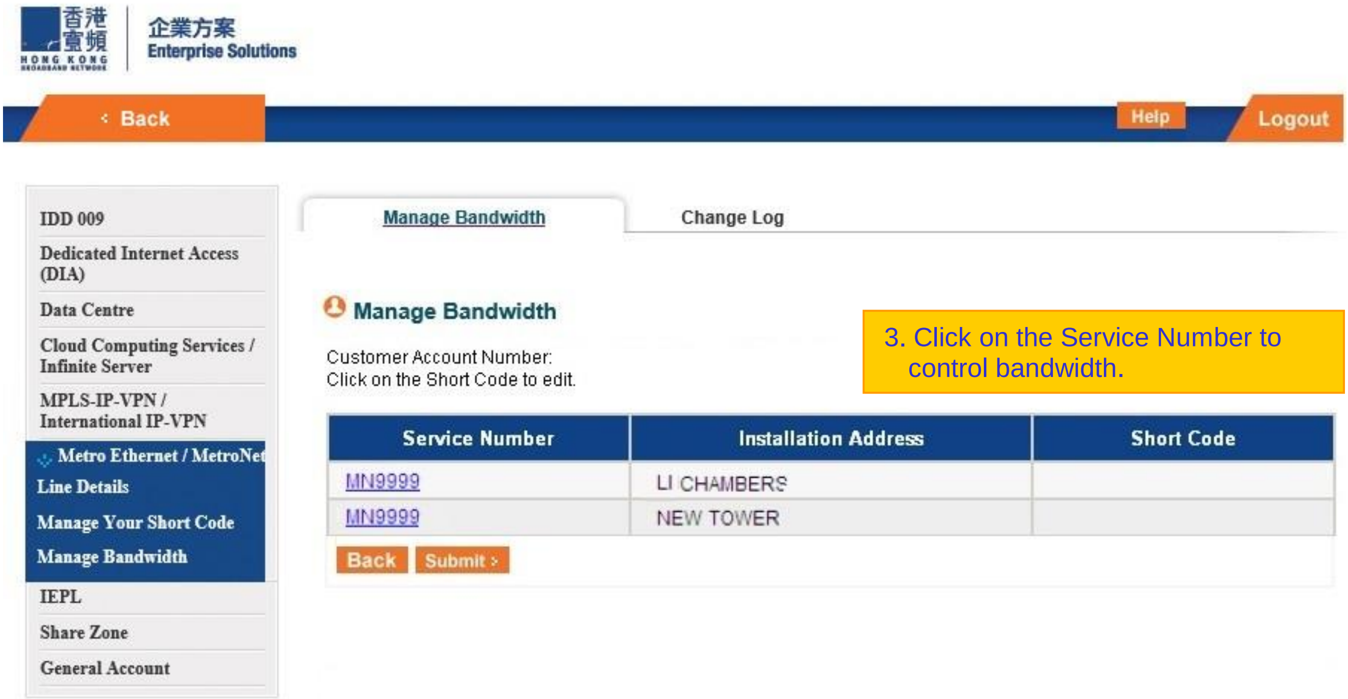
**Manage Bandwidth**

Please select your Customer Account Number and click "Submit".

Customer Account Number:

1. Select your account number.

2. Click “Submit”.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IEPL
Share Zone
General Account
Manage Bandwidth
Change Log
Back
Submit

**Manage Bandwidth**

Customer Account Number:
Click on the Short Code to edit.

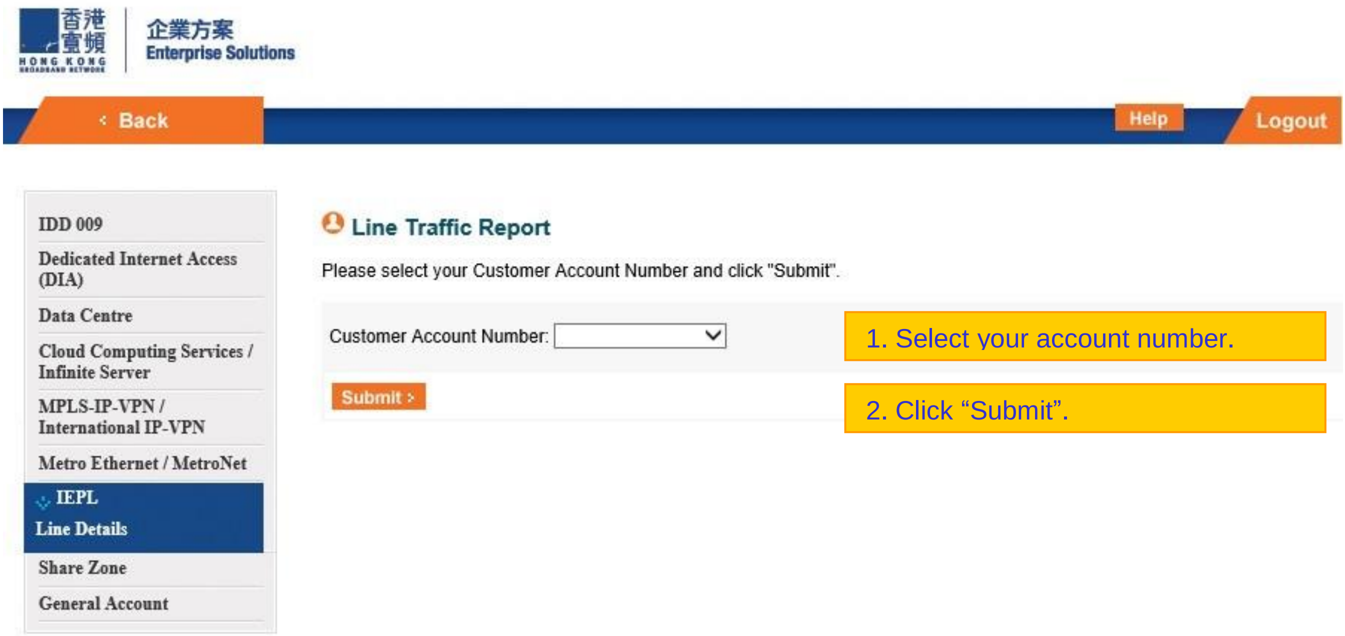
3. Click on the Service Number to control bandwidth.

| Service Number | Installation Address | Short Code |
|---|---|---|
| MN9999 | LI CHAMBERS | |
| MN9999 | NEW TOWER | |

## 7. To Manage IEPL

### 7.1. To view Line Traffic Report

- Click **"Line Details"** under **IEPL.**
- Select your account number and click the **"Submit"** button.
- Click on the service number to view the detailed traffic report.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Metro Ethernet / MetroNet
IEPL
Line Details
Share Zone
General Account
Submit

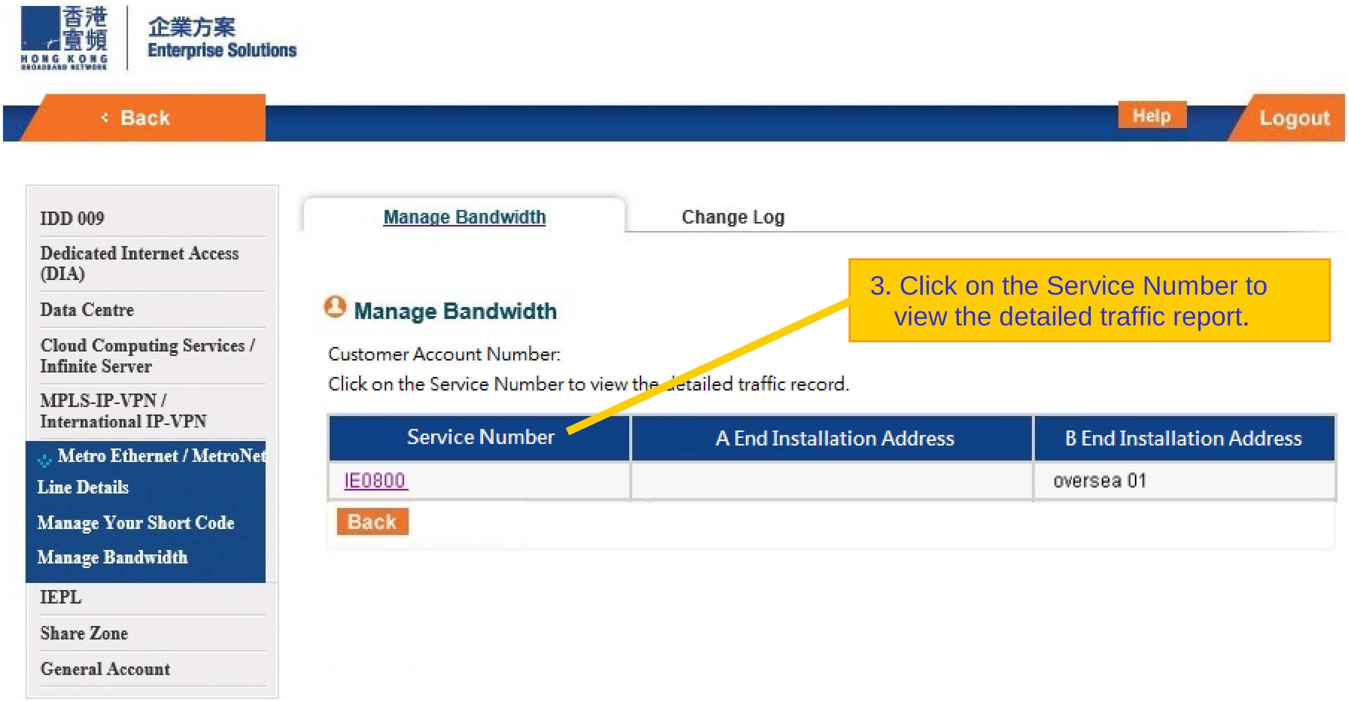
Line Traffic Report

Please select your Customer Account Number and click "Submit".

Customer Account Number:

1. Select your account number.

2. Click “Submit”.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Manage Bandwidth
IEPL
Share Zone
General Account
Manage Bandwidth
Change Log
Back

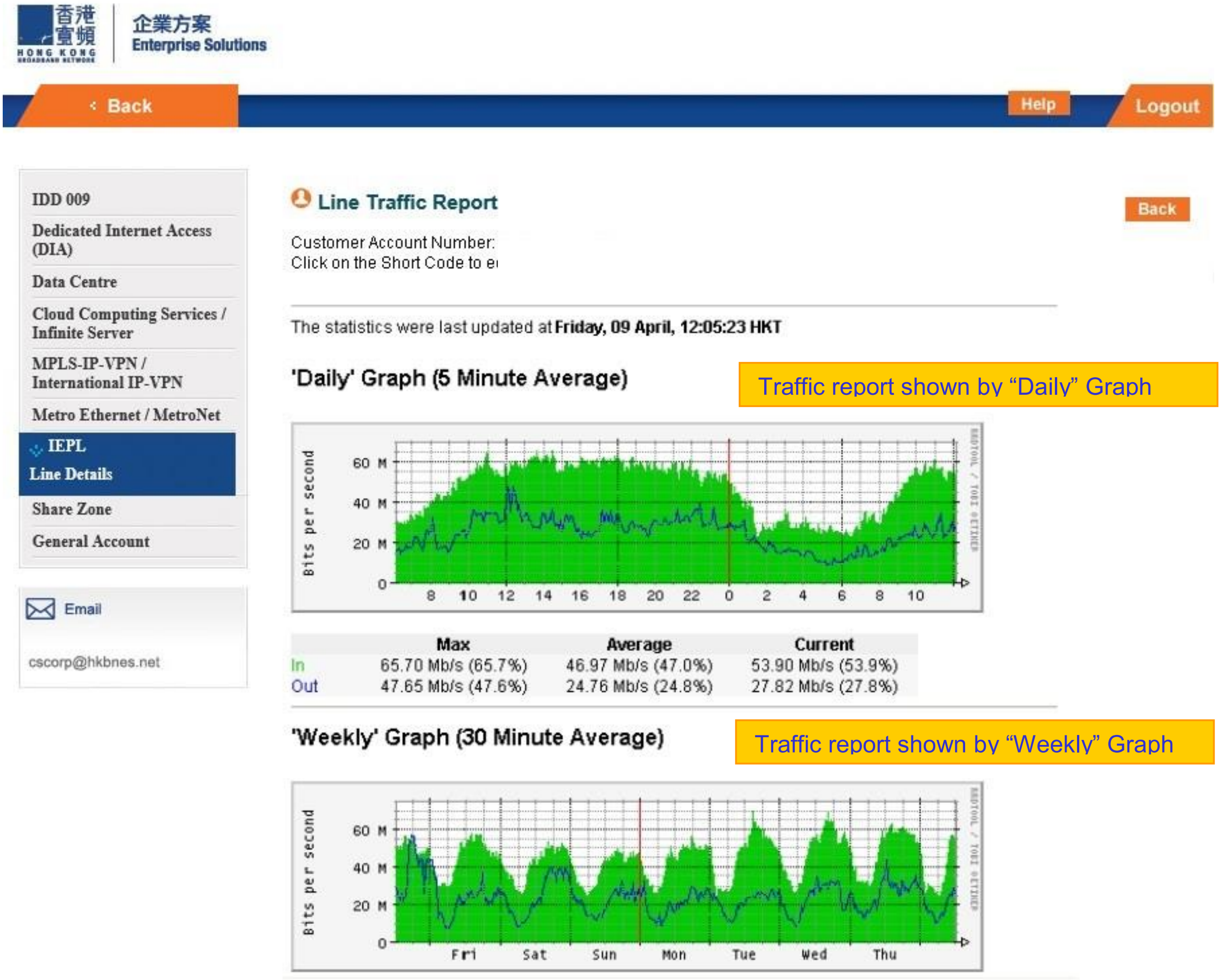
3. Click on the Service Number to view the detailed traffic report.

Manage Bandwidth

Customer Account Number:

Click on the Service Number to view the detailed traffic record.

| Service Number | A End Installation Address | B End Installation Address |
|---|---|---|
| IE0800 | | oversea 01 |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Email
cscorp@hkbnes.net
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**Line Traffic Report**

Customer Account Number:
Click on the Short Code to e

The statistics were last updated at **Friday, 09 April, 12:05:23 HKT**

**'Daily' Graph (5 Minute Average)**

Traffic report shown by “Daily” Graph

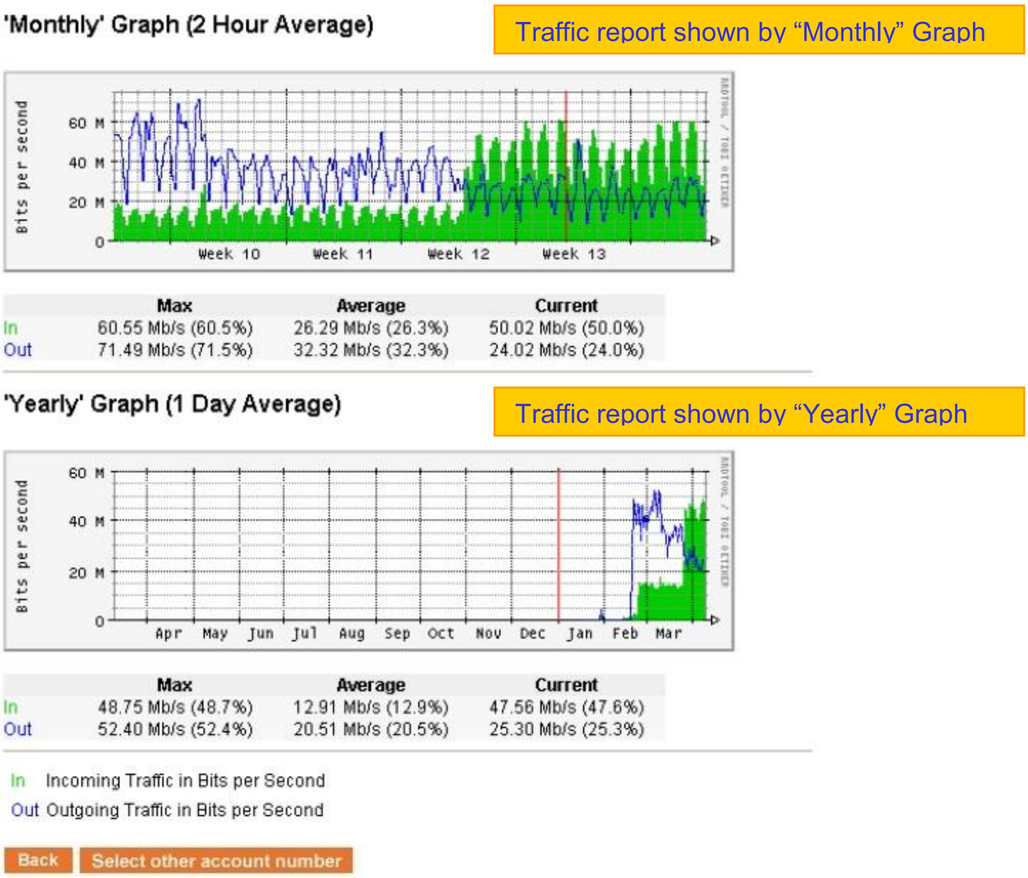
Bits per second
60 M
40 M
20 M
0
8
10
12
14
16
18
20
22
0
2
4
6
8
10

| | Max | Average | Current |
|---|---|---|---|
| In | 65.70 Mb/s (65.7%) | 46.97 Mb/s (47.0%) | 53.90 Mb/s (53.9%) |
| Out | 47.65 Mb/s (47.6%) | 24.76 Mb/s (24.8%) | 27.82 Mb/s (27.8%) |

**'Weekly' Graph (30 Minute Average)**

Traffic report shown by “Weekly” Graph

Bits per second
60 M
40 M
20 M
0
Fri
Sat
Sun
Mon
Tue
Wed
Thu



'Monthly' Graph (2 Hour Average)

Traffic report shown by "Monthly" Graph

Bits per second
60 M
40 M
20 M
0
Week 10
Week 11
Week 12
Week 13
RRDTOOL / TOBI OETIKER

| | Max | Average | Current |
|---|---|---|---|
| In | 60.55 Mb/s (60.5%) | 26.29 Mb/s (26.3%) | 50.02 Mb/s (50.0%) |
| Out | 71.49 Mb/s (71.5%) | 32.32 Mb/s (32.3%) | 24.02 Mb/s (24.0%) |

'Yearly' Graph (1 Day Average)

Traffic report shown by "Yearly" Graph

Bits per second
60 M
40 M
20 M
0
Apr
May
Jun
Jul
Aug
Sep
Oct
Nov
Dec
Jan
Feb
Mar
RRDTOOL / TOBI OETIKER

| | Max | Average | Current |
|---|---|---|---|
| In | 48.75 Mb/s (48.7%) | 12.91 Mb/s (12.9%) | 47.56 Mb/s (47.6%) |
| Out | 52.40 Mb/s (52.4%) | 20.51 Mb/s (20.5%) | 25.30 Mb/s (25.3%) |

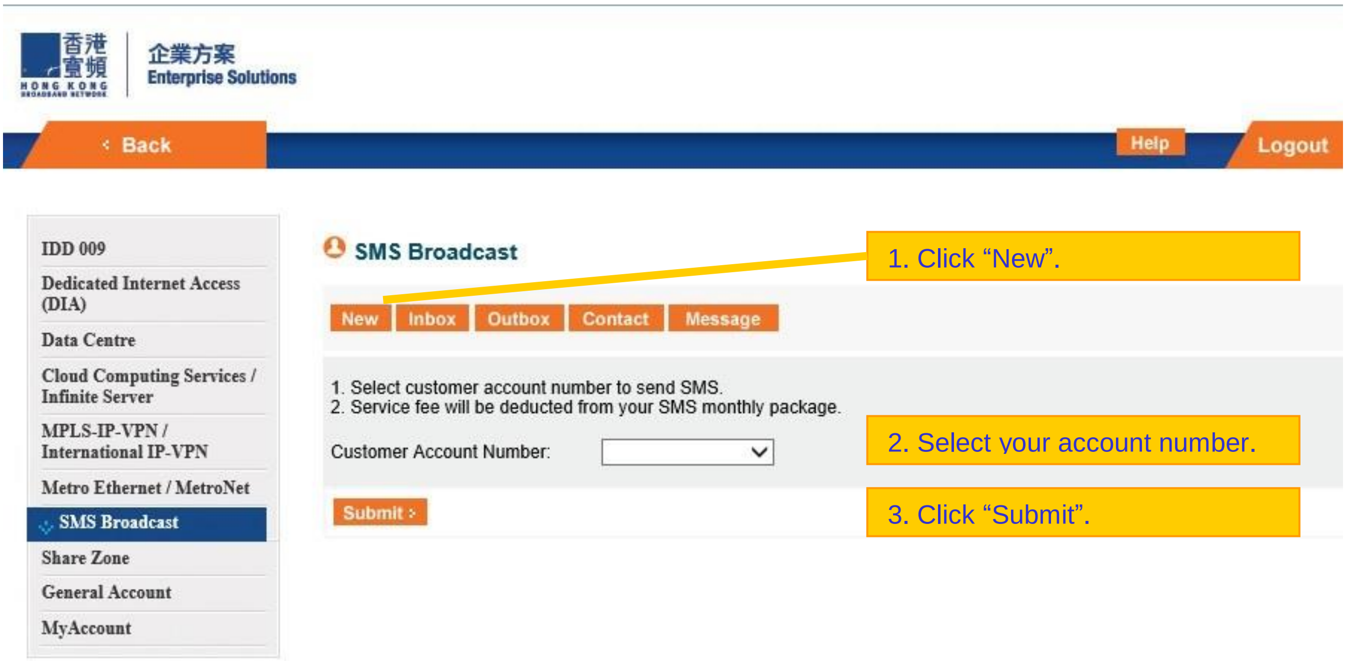
| | |
|---|---|
| In | Incoming Traffic in Bits per Second |
| Out | Outgoing Traffic in Bits per Second |

Back
Select other account number

## 8. To Manage SMS Broadcast

### 8.1. To create a new message

- Click on **SMS Broadcast**.
- Click the **"New"** button to create a new message.
    - Select your account number and click the **"Submit"** button.
    - Select your line number and click the **"Submit"** button.
    - Enter telephone no. of recipient and SMS message.
    - Click the **"Submit"** button.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SMS Broadcast
Share Zone
General Account
MyAccount
SMS Broadcast
New
Inbox
Outbox
Contact
Message
Submit

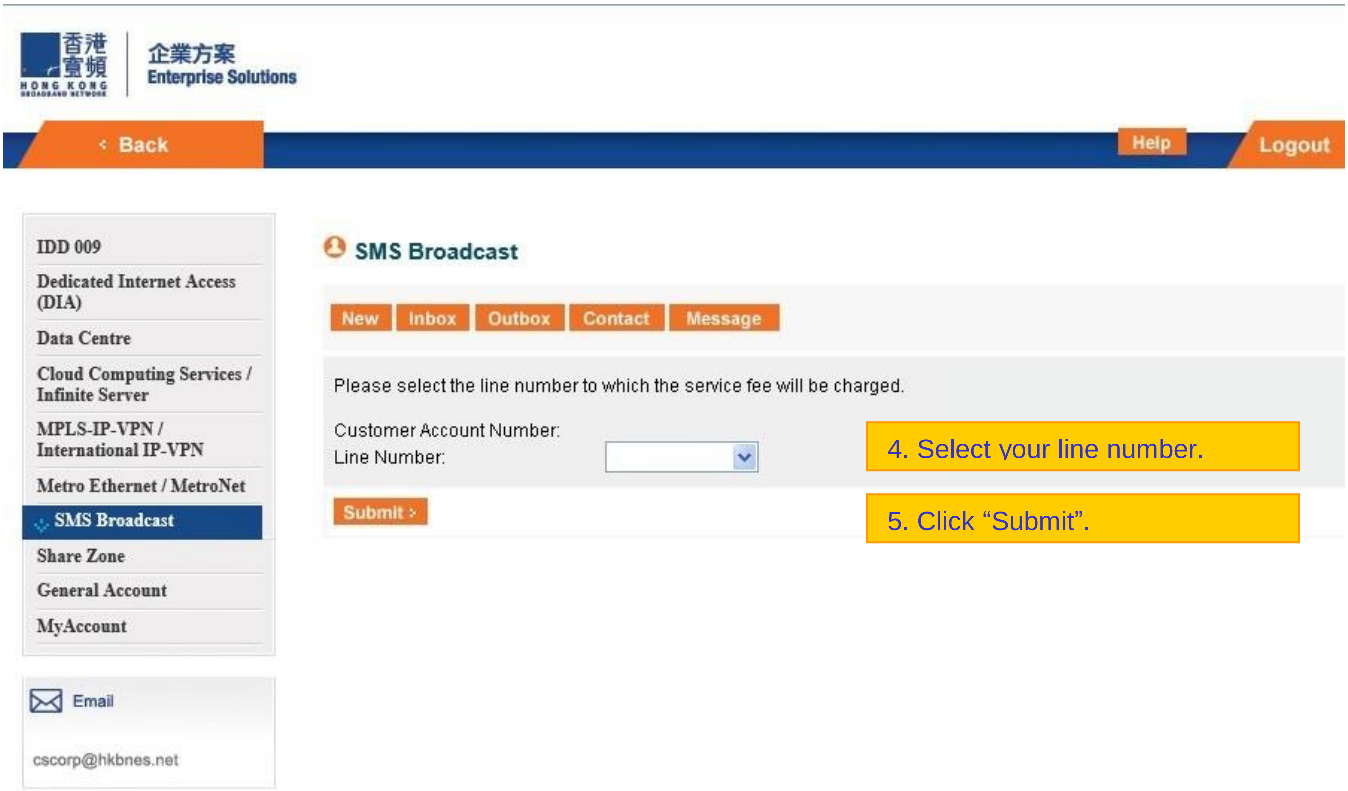
1. Select customer account number to send SMS.
2. Service fee will be deducted from your SMS monthly package.

Customer Account Number:

1. Click "New".

2. Select your account number.

3. Click "Submit".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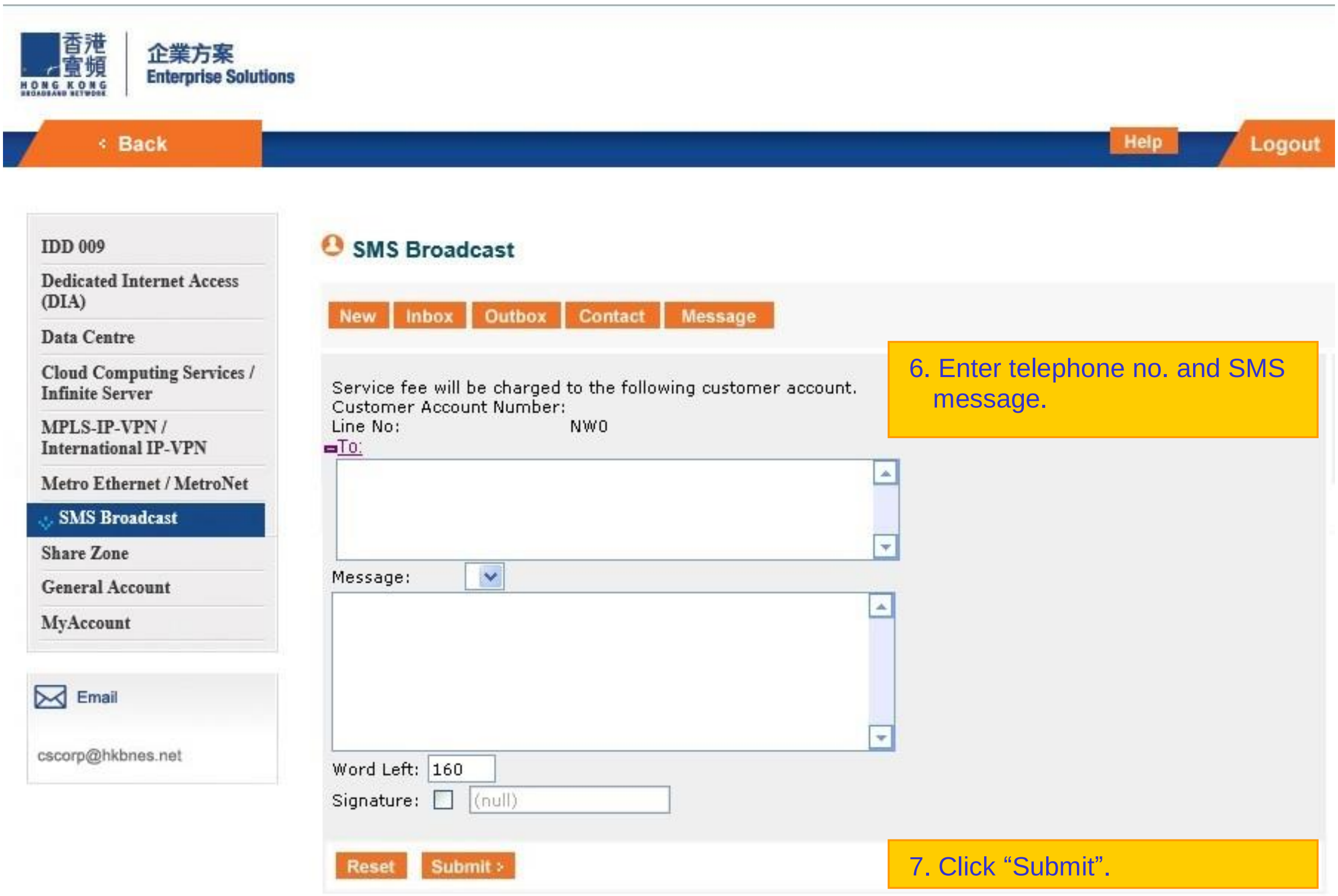
MyAccount
Email
cscorp@hkbnes.net
SMS Broadcast
New
Inbox
Outbox
Contact
Message
Submit

Please select the line number to which the service fee will be charged.

Customer Account Number:
Line Number:

4. Select your line number.

5. Click "Submit".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Share Zone
General Account
MyAccount
Email
cscorp@hkbnes.net
SMS Broadcast
New
Inbox
Outbox
Contact
Message
To:
Message:
Reset
Submit ›

Service fee will be charged to the following customer account.
Customer Account Number:
Line No: NW0

Word Left: 160
Signature: ☐ (null)

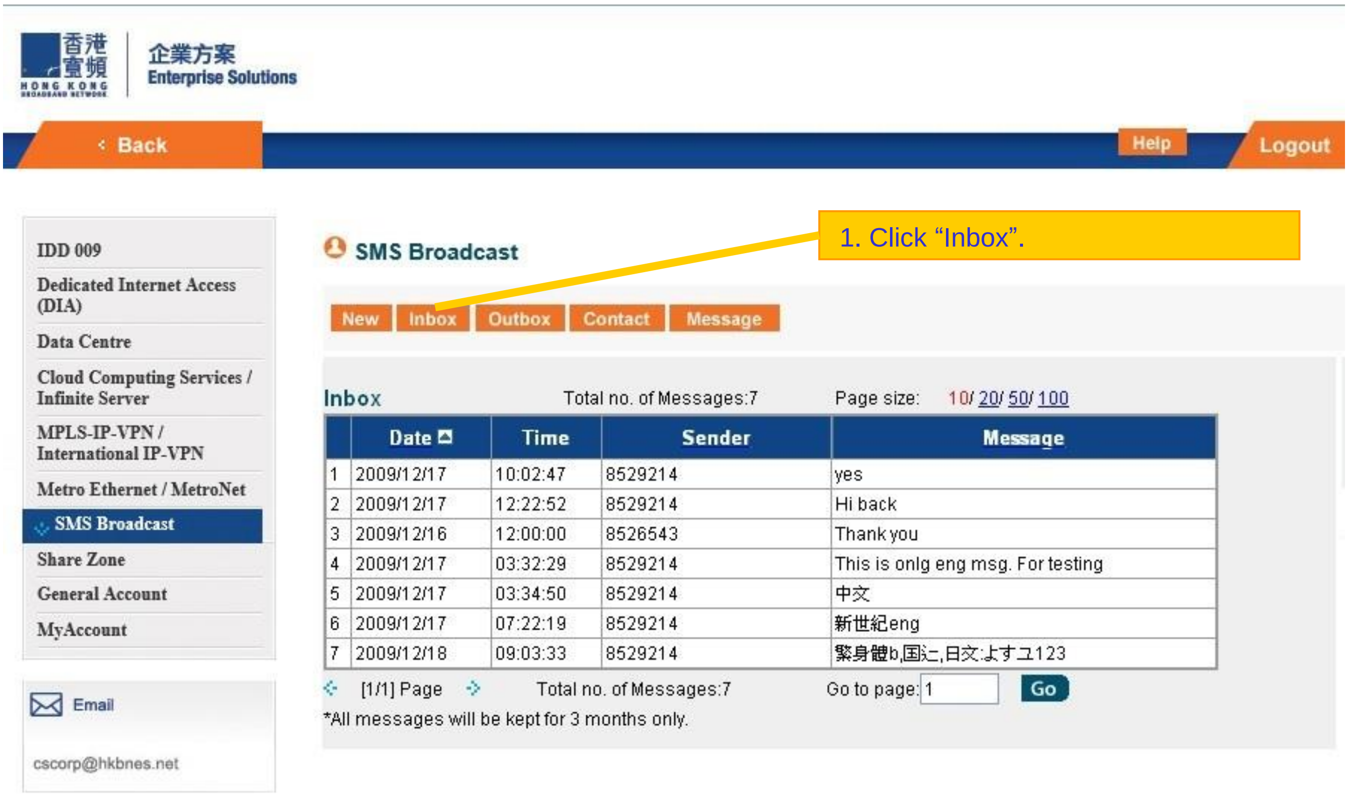
6. Enter telephone no. and SMS message.

7. Click “Submit”.

<Top>

### 8.2. To check the received message

- Click on **SMS Broadcast**.
- Click the **"Inbox"** button to check the received message.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Email
cscorp@hkbnes.net
SMS Broadcast
New
Inbox
Outbox
Contact
Message
Go

1. Click “Inbox”.

Inbox Total no. of Messages:7 Page size: 10/ 20/ 50/ 100

| | Date | Time | Sender | Message |
|---|---|---|---|---|
| 1 | 2009/12/17 | 10:02:47 | 8529214 | yes |
| 2 | 2009/12/17 | 12:22:52 | 8529214 | Hi back |
| 3 | 2009/12/16 | 12:00:00 | 8526543 | Thank you |
| 4 | 2009/12/17 | 03:32:29 | 8529214 | This is onlg eng msg. For testing |
| 5 | 2009/12/17 | 03:34:50 | 8529214 | 中文 |
| 6 | 2009/12/17 | 07:22:19 | 8529214 | 新世紀eng |
| 7 | 2009/12/18 | 09:03:33 | 8529214 | 緊身體b,国辷,日文:よすユ123 |

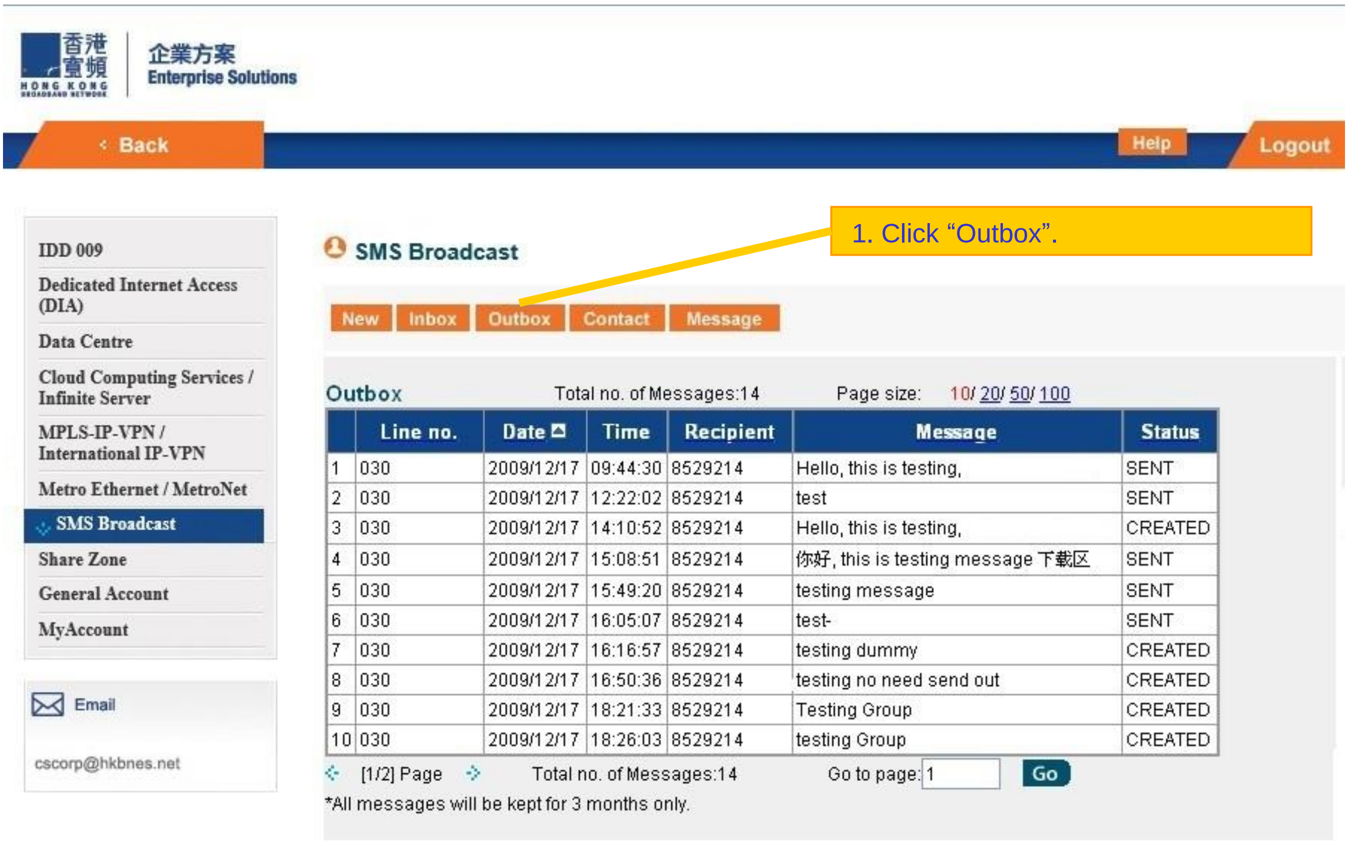
[1/1] Page Total no. of Messages:7 Go to page: 1

*All messages will be kept for 3 months only.

<Top>

## 8.3. To check the sent message

- Click on **SMS Broadcast**.
- Click the **"Outbox"** button to check the sent message.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Email
cscorp@hkbnes.net
SMS Broadcast
New
Inbox
Outbox
Contact
Message

1. Click “Outbox”.

Outbox Total no. of Messages:14 Page size: 10/ 20/ 50/ 100

| | Line no. | Date | Time | Recipient | Message | Status |
|---|---|---|---|---|---|---|
| 1 | 030 | 2009/12/17 | 09:44:30 | 8529214 | Hello, this is testing, | SENT |
| 2 | 030 | 2009/12/17 | 12:22:02 | 8529214 | test | SENT |
| 3 | 030 | 2009/12/17 | 14:10:52 | 8529214 | Hello, this is testing, | CREATED |
| 4 | 030 | 2009/12/17 | 15:08:51 | 8529214 | 你好, this is testing message 下载区 | SENT |
| 5 | 030 | 2009/12/17 | 15:49:20 | 8529214 | testing message | SENT |
| 6 | 030 | 2009/12/17 | 16:05:07 | 8529214 | test- | SENT |
| 7 | 030 | 2009/12/17 | 16:16:57 | 8529214 | testing dummy | CREATED |
| 8 | 030 | 2009/12/17 | 16:50:36 | 8529214 | testing no need send out | CREATED |
| 9 | 030 | 2009/12/17 | 18:21:33 | 8529214 | Testing Group | CREATED |
| 10 | 030 | 2009/12/17 | 18:26:03 | 8529214 | testing Group | CREATED |

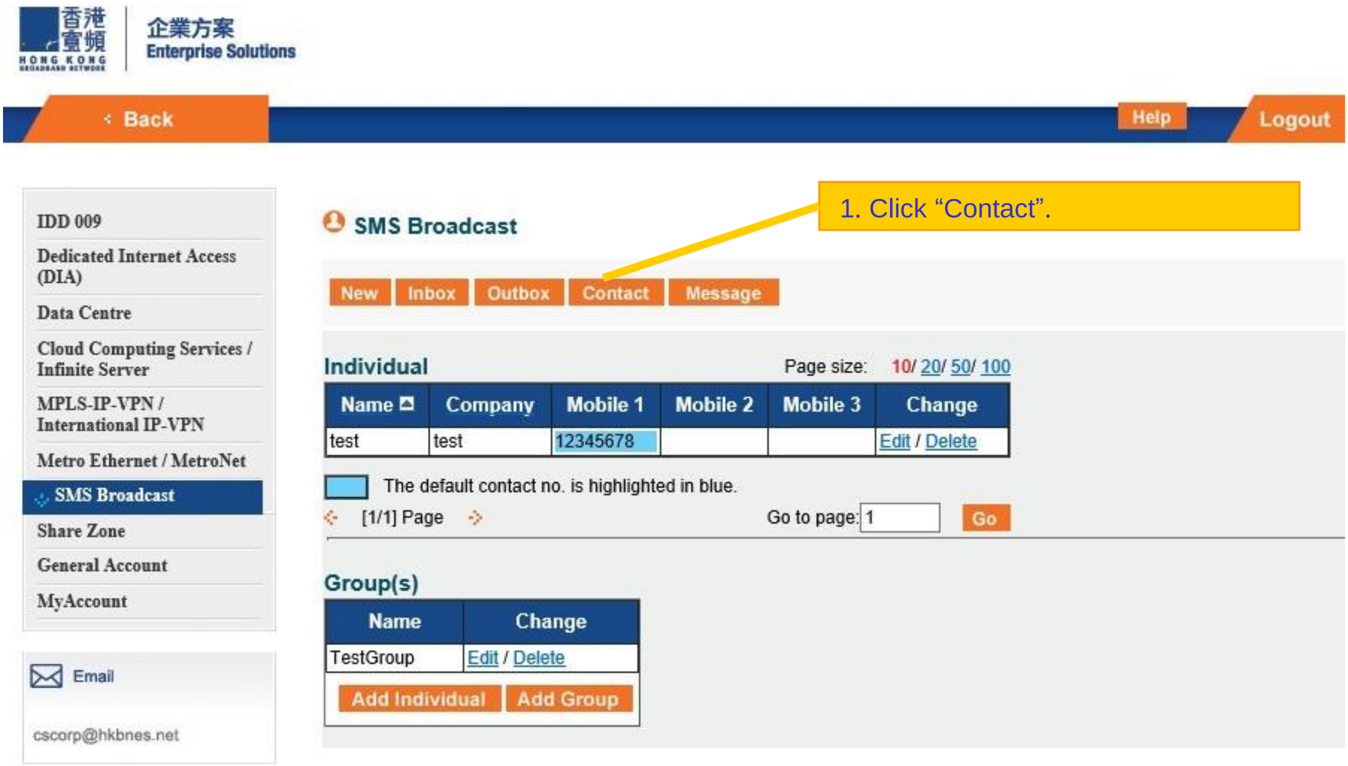
[1/2] Page Total no. of Messages:14 Go to page: 1 Go

*All messages will be kept for 3 months only.

<Top>

### 8.4. To manage the contact list

- Click on **SMS Broadcast**.
- Click the **"Contacts"** button to manage the contact list.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Email
cscorp@hkbnes.net
SMS Broadcast
New
Inbox
Outbox
Contact
Message
Add Individual
Add Group
Go

1. Click “Contact”.

**Individual** Page size: 10/ 20/ 50/ 100

| Name | Company | Mobile 1 | Mobile 2 | Mobile 3 | Change |
|---|---|---|---|---|---|
| test | test | 12345678 | | | Edit / Delete |

The default contact no. is highlighted in blue.

[1/1] Page Go to page: 1

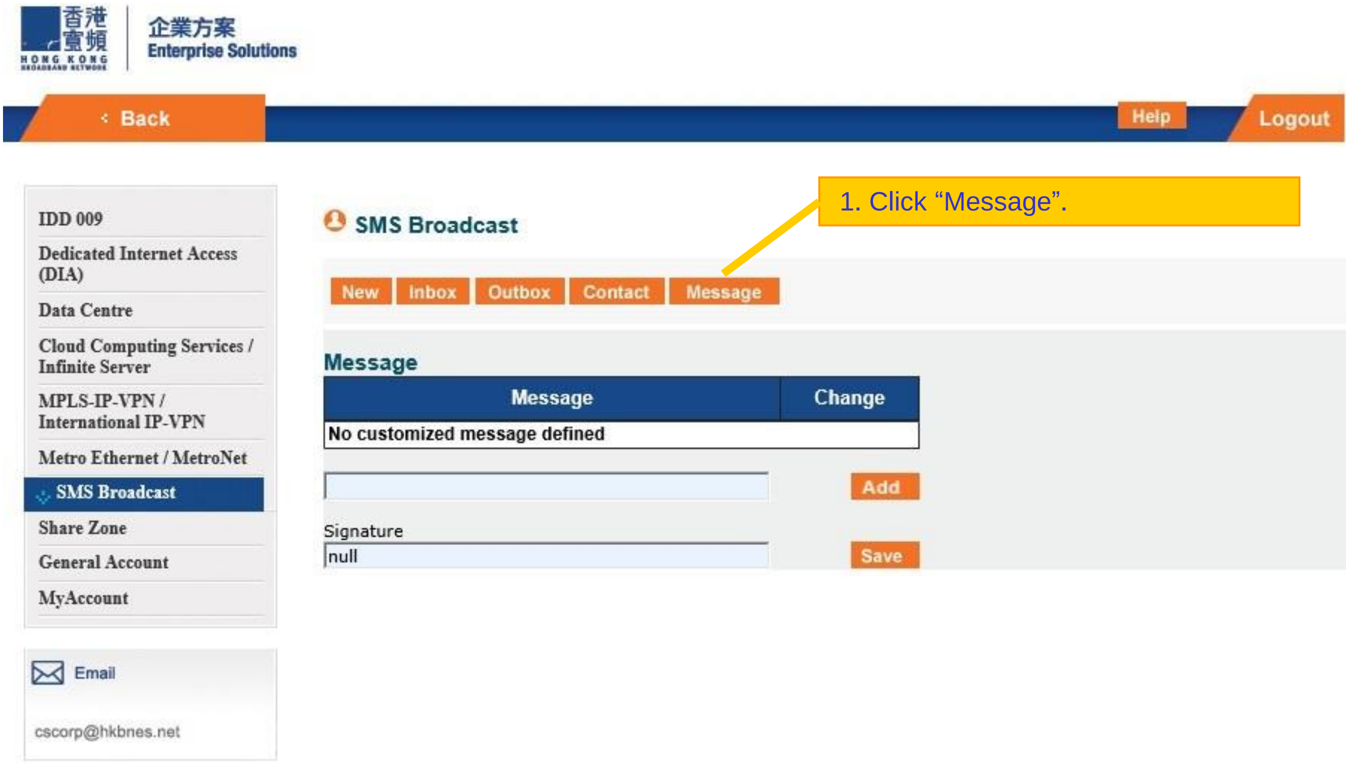
**Group(s)**

| Name | Change |
|---|---|
| TestGroup | Edit / Delete |

<Top>

### 8.5. To view and edit saved message

- Click on **SMS Broadcast**.
- Click the **"Message"** button to view and edit saved message.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Email
cscorp@hkbnes.net
SMS Broadcast
New
Inbox
Outbox
Contact
Message
Add
Save

1. Click “Message”.

Message

| Message | Change |
|---|---|
| No customized message defined | |

Signature: null

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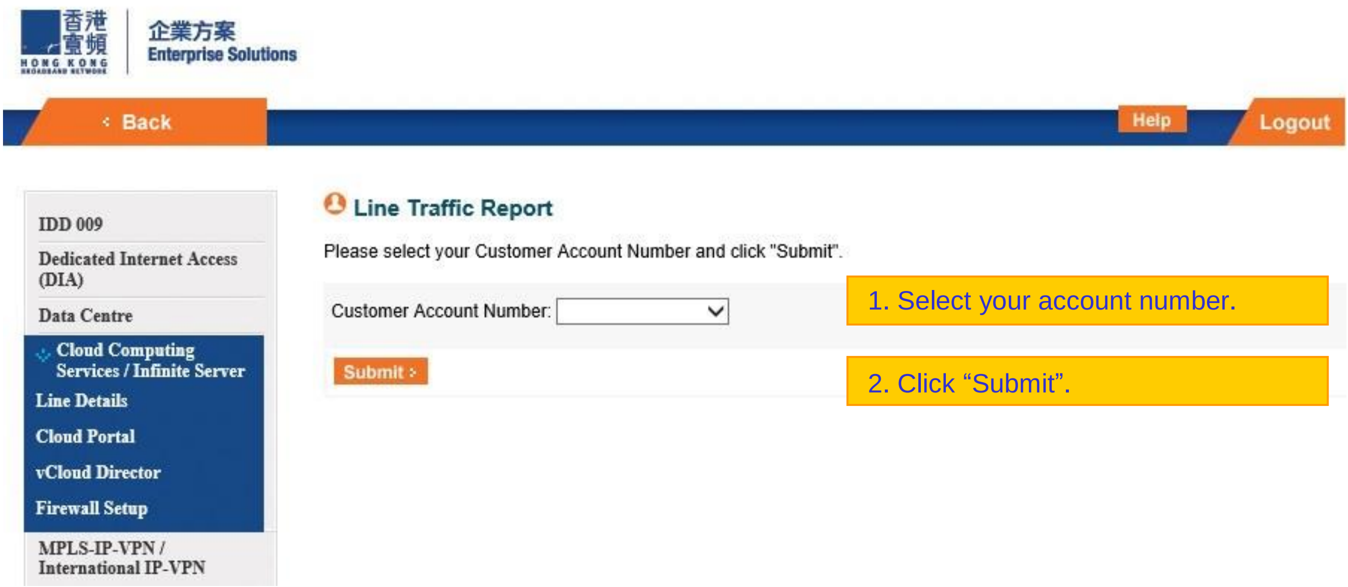
## 9. To Manage Cloud Computing Services / Infinite Server

### 9.1. To view Line Traffic Report

- Click "Line Details" under Cloud Computing Services / Infinite Server
- Select your account number and click the "Submit" button.
- Click on the service number to view the detailed traffic report.
- Select the report period and click the "Submit" button.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Firewall Setup
MPLS-IP-VPN / International IP-VPN
Submit

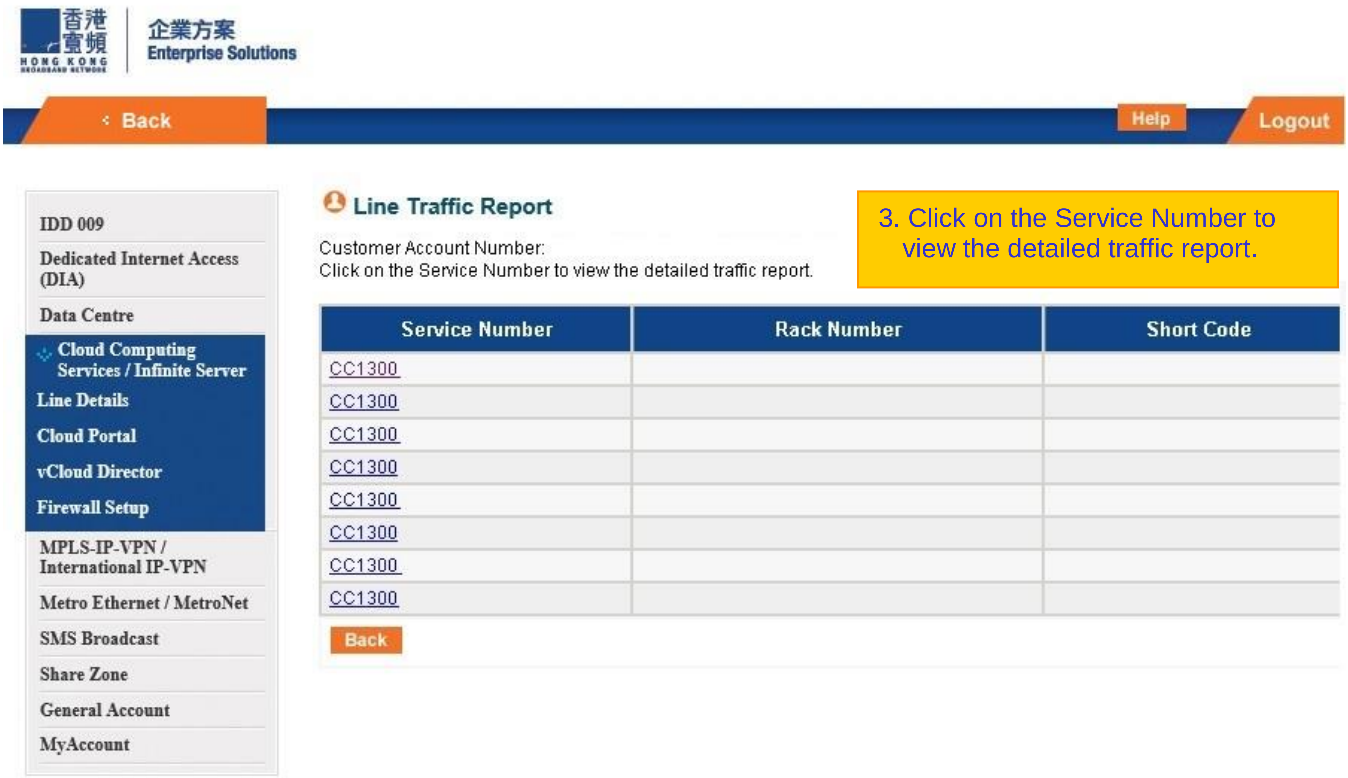
Line Traffic Report

Please select your Customer Account Number and click "Submit".

Customer Account Number:

1. Select your account number.

2. Click "Submit".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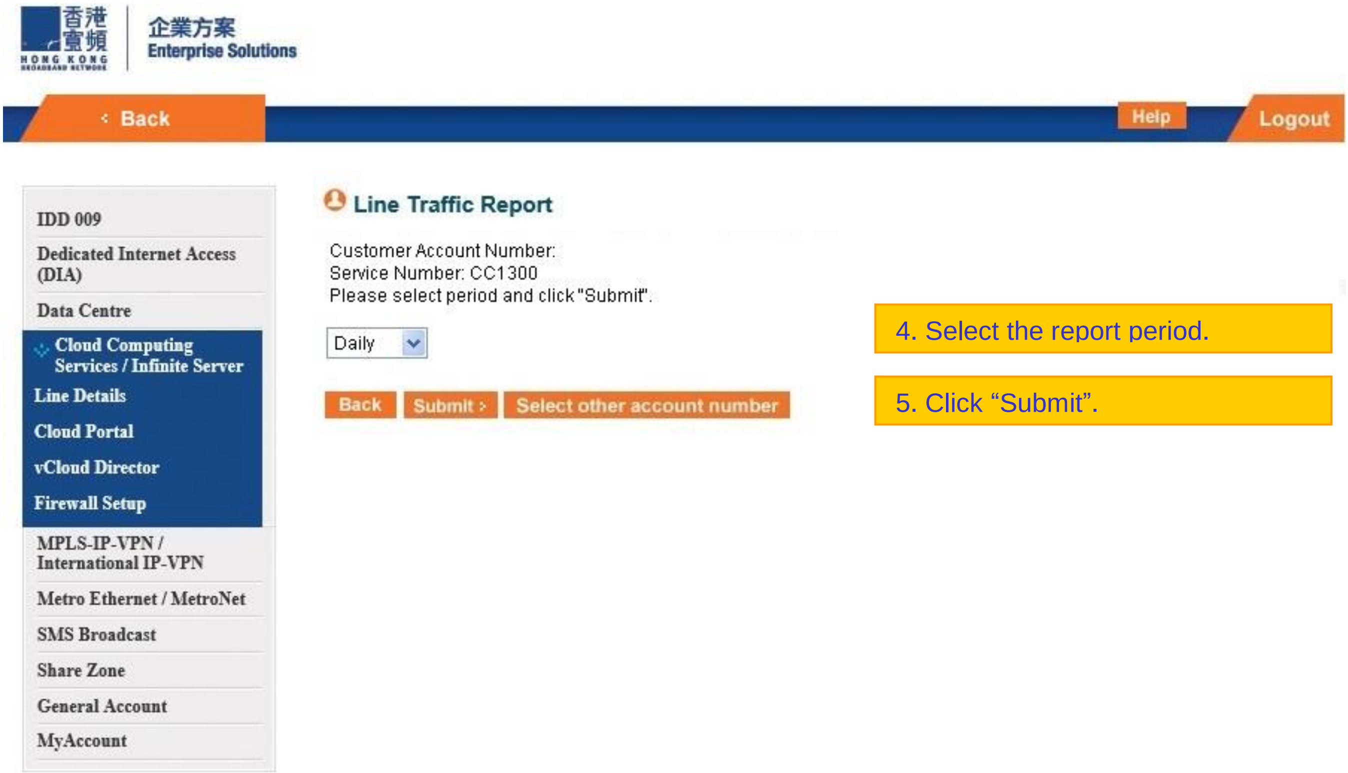
Line Traffic Report

Customer Account Number:
Click on the Service Number to view the detailed traffic report.

3. Click on the Service Number to view the detailed traffic report.

| Service Number | Rack Number | Short Code |
|---|---|---|
| CC1300 | | |
| CC1300 | | |
| CC1300 | | |
| CC1300 | | |
| CC1300 | | |
| CC1300 | | |
| CC1300 | | |
| CC1300 | | |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Share Zone
General Account
MyAccount
Back
Submit ›
Select other account number

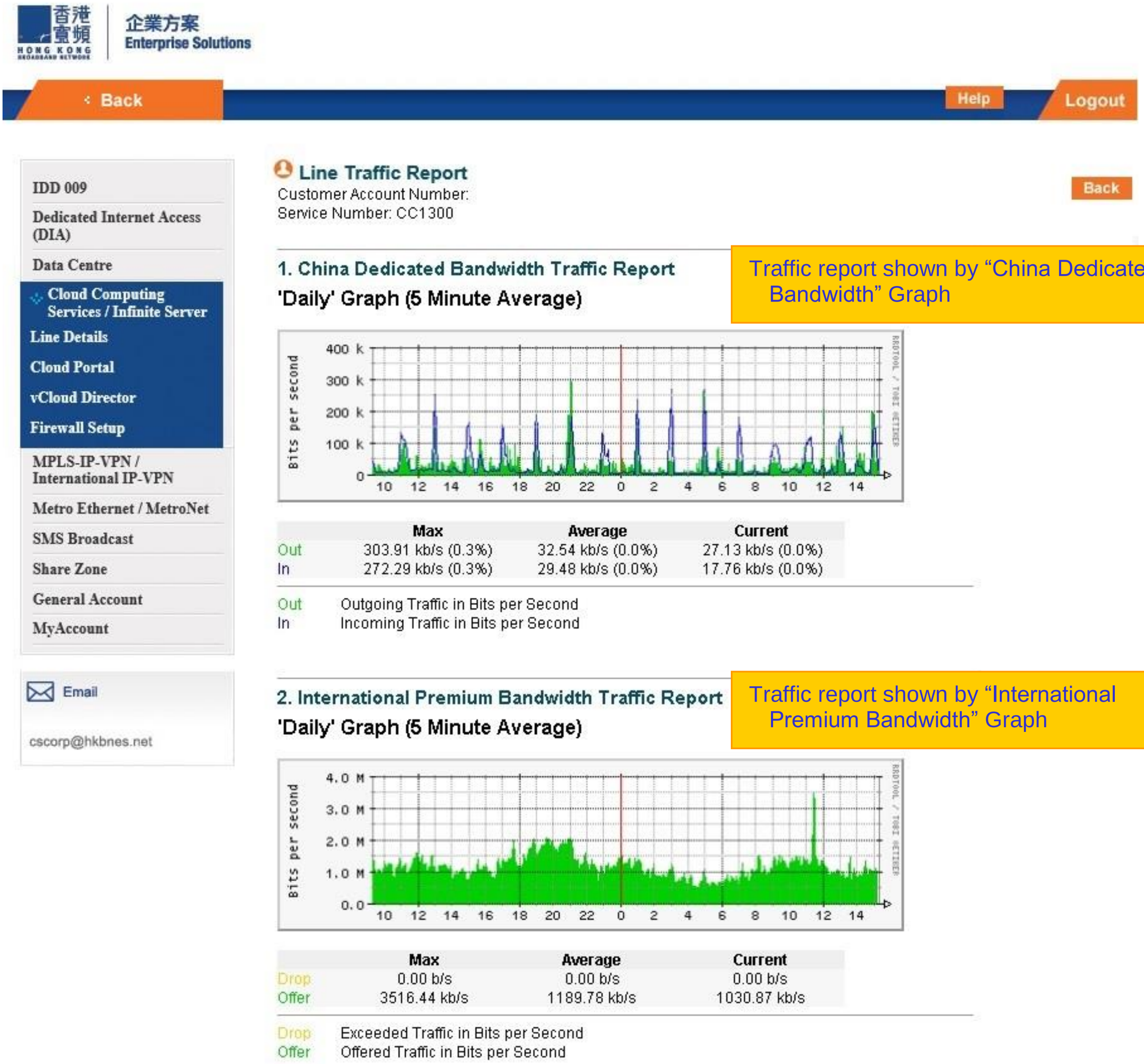
Line Traffic Report

Customer Account Number:
Service Number: CC1300
Please select period and click "Submit".

Daily

4. Select the report period.

5. Click “Submit”.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MyAccount
Email
cscorp@hkbnes.net
Back
Bits per second
400 k
300 k
200 k
100 k
0
4.0 M
3.0 M
2.0 M
1.0 M
0.0
10 12 14 16 18 20 22 0 2 4 6 8 10 12 14
RRDTOOL / TOBI OETIKER

**Line Traffic Report**

Customer Account Number:
Service Number: CC1300

**1. China Dedicated Bandwidth Traffic Report**

**'Daily' Graph (5 Minute Average)**

Traffic report shown by "China Dedicated Bandwidth" Graph

| | Max | Average | Current |
|---|---|---|---|
| Out | 303.91 kb/s (0.3%) | 32.54 kb/s (0.0%) | 27.13 kb/s (0.0%) |
| In | 272.29 kb/s (0.3%) | 29.48 kb/s (0.0%) | 17.76 kb/s (0.0%) |

| | |
|---|---|
| Out | Outgoing Traffic in Bits per Second |
| In | Incoming Traffic in Bits per Second |

**2. International Premium Bandwidth Traffic Report**

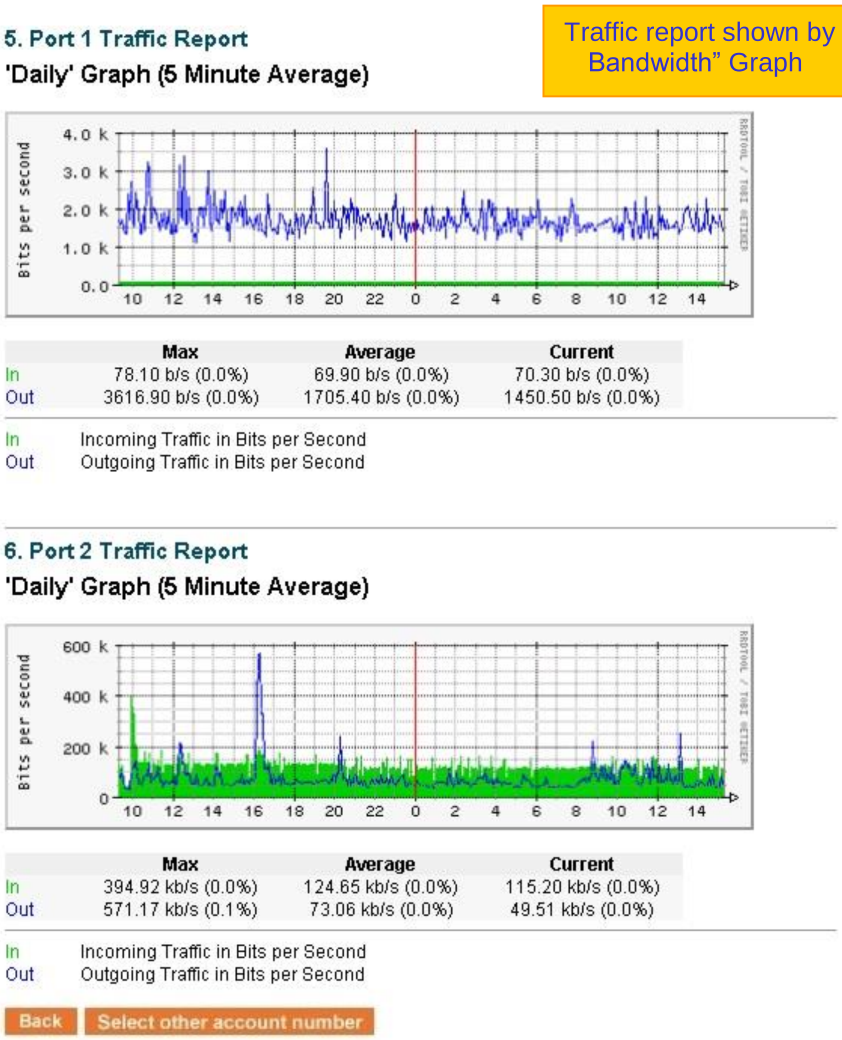
**'Daily' Graph (5 Minute Average)**

Traffic report shown by "International Premium Bandwidth" Graph

| | Max | Average | Current |
|---|---|---|---|
| Drop | 0.00 b/s | 0.00 b/s | 0.00 b/s |
| Offer | 3516.44 kb/s | 1189.78 kb/s | 1030.87 kb/s |

| | |
|---|---|
| Drop | Exceeded Traffic in Bits per Second |
| Offer | Offered Traffic in Bits per Second |

Traffic report shown by “Local Bandwidth” Graph


Bits per second
4.0 k
3.0 k
2.0 k
1.0 k
0.0
10
12
14
16
18
20
22
0
2
4
6
8
10
12
14
RRDTOOL / TOBI OETIKER
600 k
400 k
200 k
0
Back
Select other account number

**5. Port 1 Traffic Report**

**'Daily' Graph (5 Minute Average)**

| | Max | Average | Current |
|---|---|---|---|
| In | 78.10 b/s (0.0%) | 69.90 b/s (0.0%) | 70.30 b/s (0.0%) |
| Out | 3616.90 b/s (0.0%) | 1705.40 b/s (0.0%) | 1450.50 b/s (0.0%) |

| | |
|---|---|
| In | Incoming Traffic in Bits per Second |
| Out | Outgoing Traffic in Bits per Second |

**6. Port 2 Traffic Report**

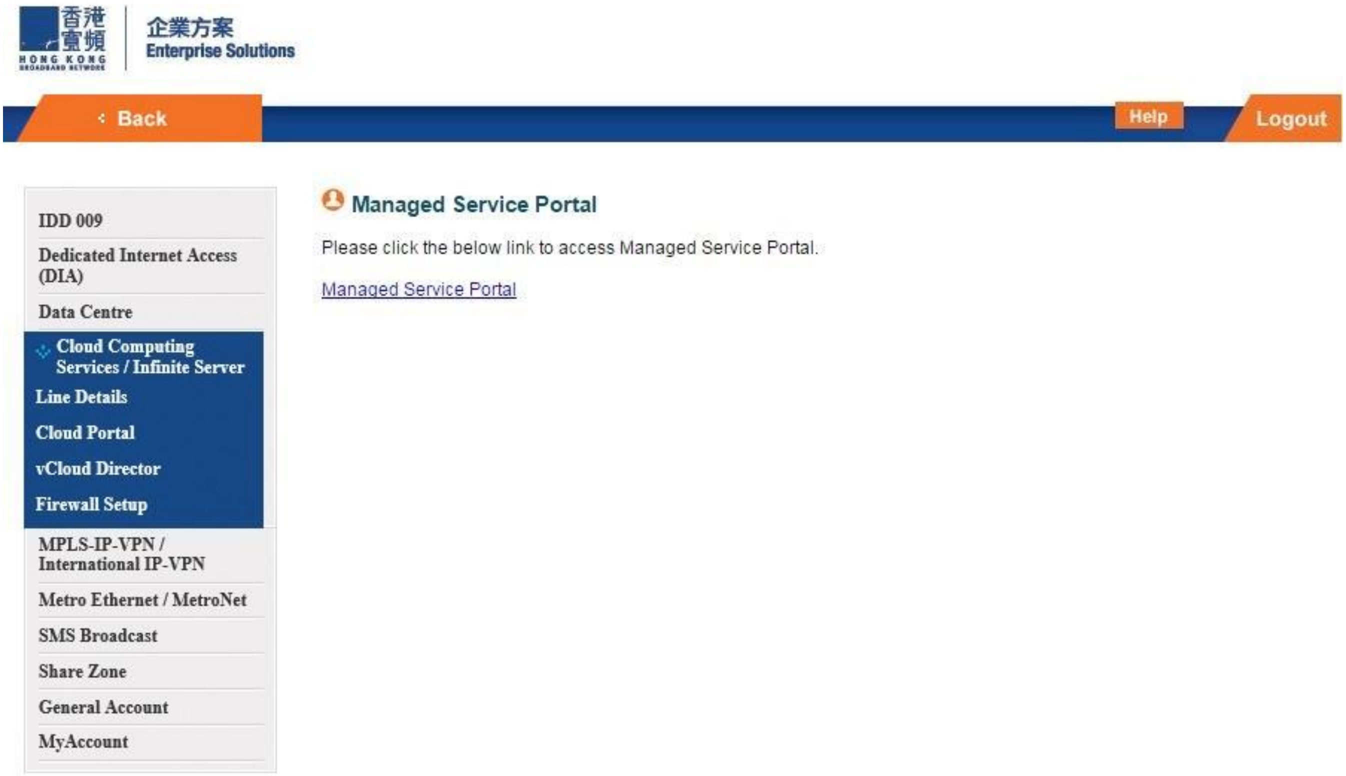
**'Daily' Graph (5 Minute Average)**

| | Max | Average | Current |
|---|---|---|---|
| In | 394.92 kb/s (0.0%) | 124.65 kb/s (0.0%) | 115.20 kb/s (0.0%) |
| Out | 571.17 kb/s (0.1%) | 73.06 kb/s (0.0%) | 49.51 kb/s (0.0%) |

| | |
|---|---|
| In | Incoming Traffic in Bits per Second |
| Out | Outgoing Traffic in Bits per Second |

## 9.2. To Manage cloud service portal

- Click "Cloud Portal" under Cloud Computing Services / Infinite Server
- Click on the "Managed Service Portal"
- Managed Service Portal shown in pop-up window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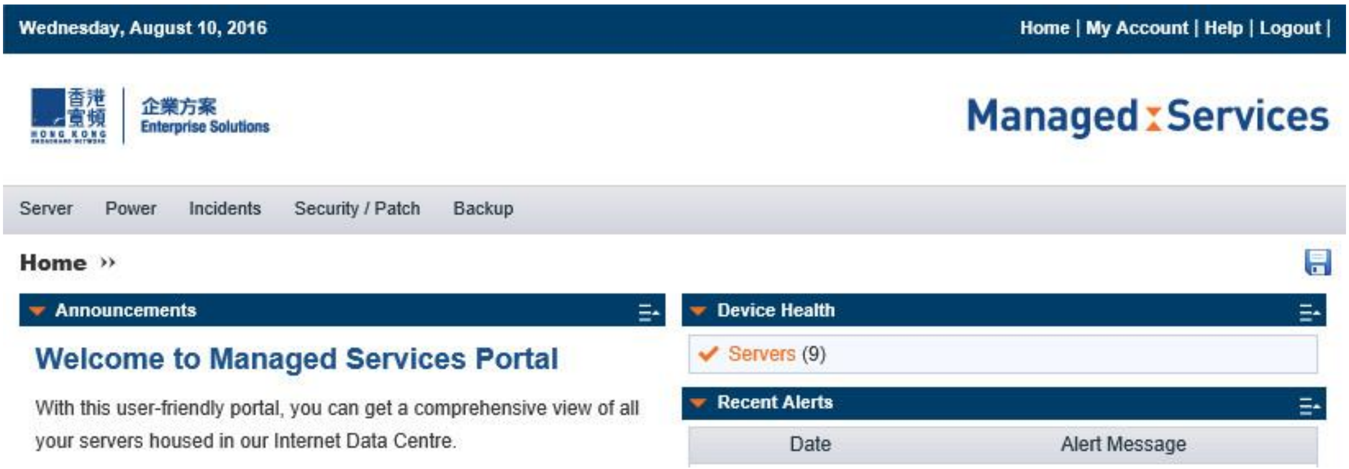
Metro Ethernet / MetroNet
SMS Broadcast
Share Zone
General Account
MyAccount

Managed Service Portal

Please click the below link to access Managed Service Portal.

Managed Service Portal

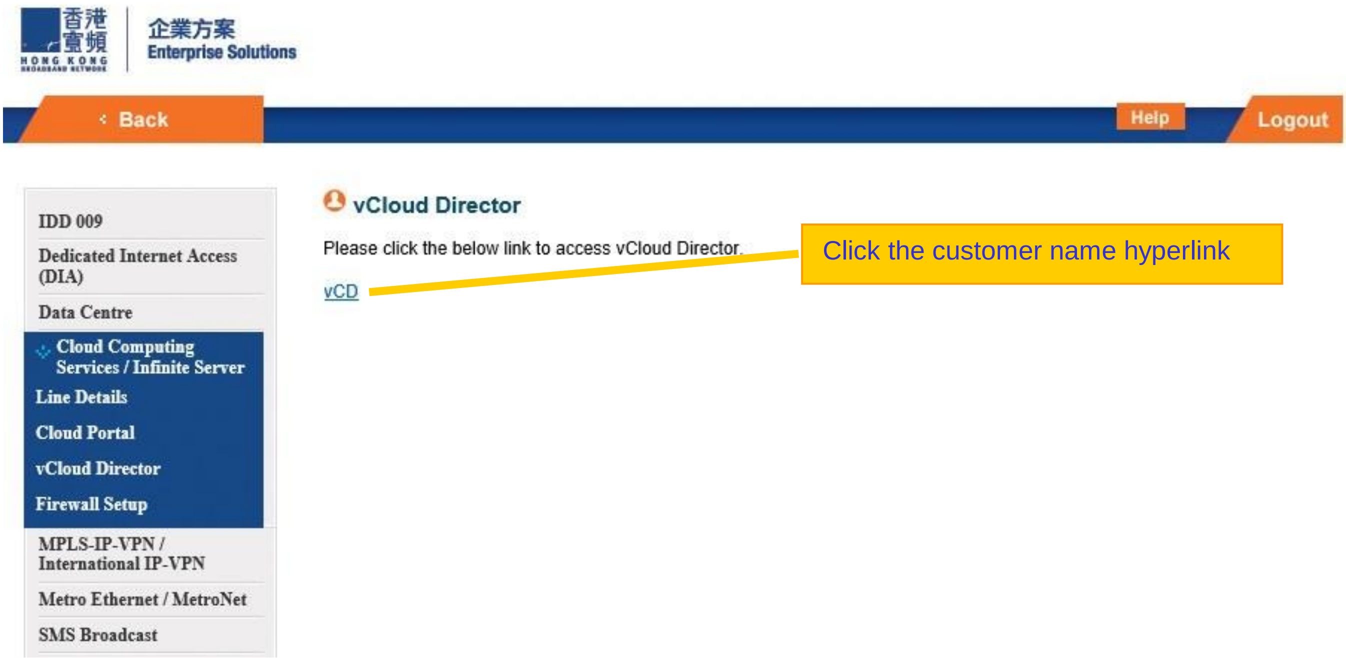

Wednesday, August 10, 2016
Home | My Account | Help | Logout |
企業方案
Enterprise Solutions
Managed Services
Server
Power
Incidents
Security / Patch
Backup
Home
Announcements
Device Health
Servers (9)
Recent Alerts
Date
Alert Message

Welcome to Managed Services Portal

With this user-friendly portal, you can get a comprehensive view of all your servers housed in our Internet Data Centre.

## 9.3. To use vCloud Director

- Click “vCloud Director” under Cloud Computing Services / Infinite Server
- Click on the Customer name hyperlink
- vCloud Director portal shown in pop-up window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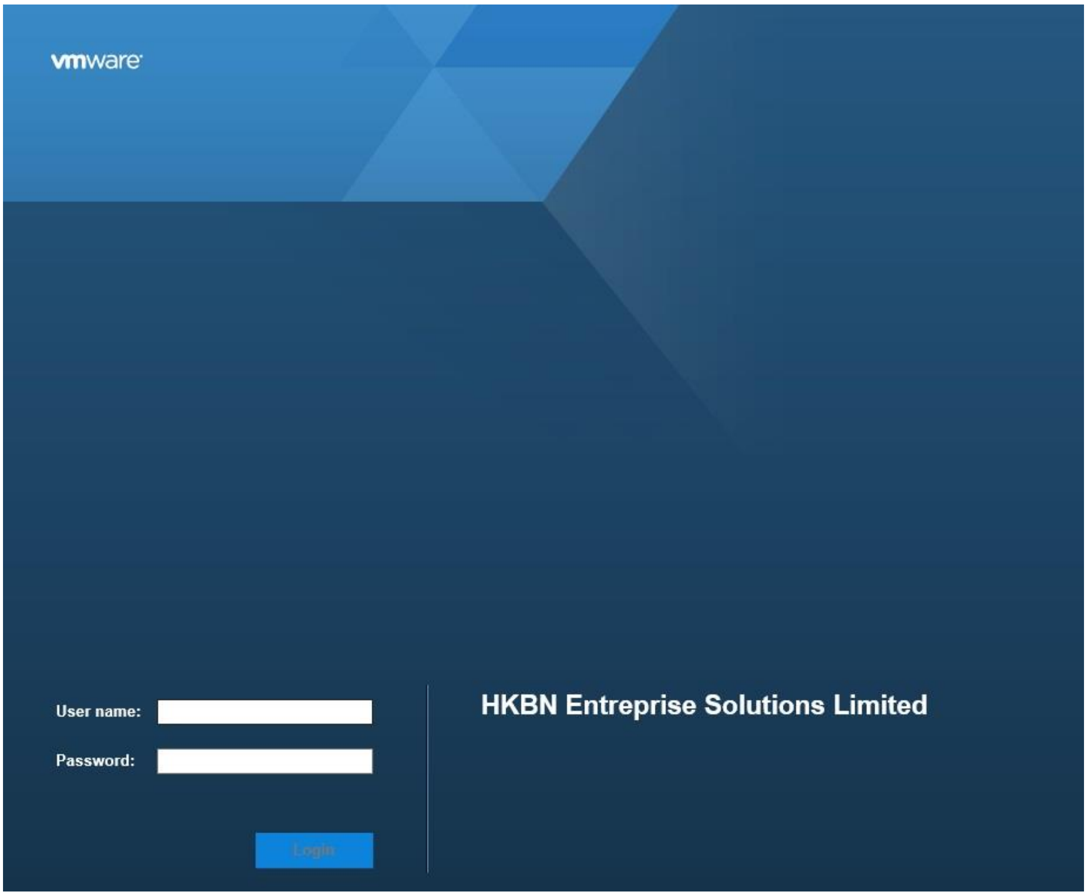
vCloud Director

Please click the below link to access vCloud Director.

vCD

Click the customer name hyperlink

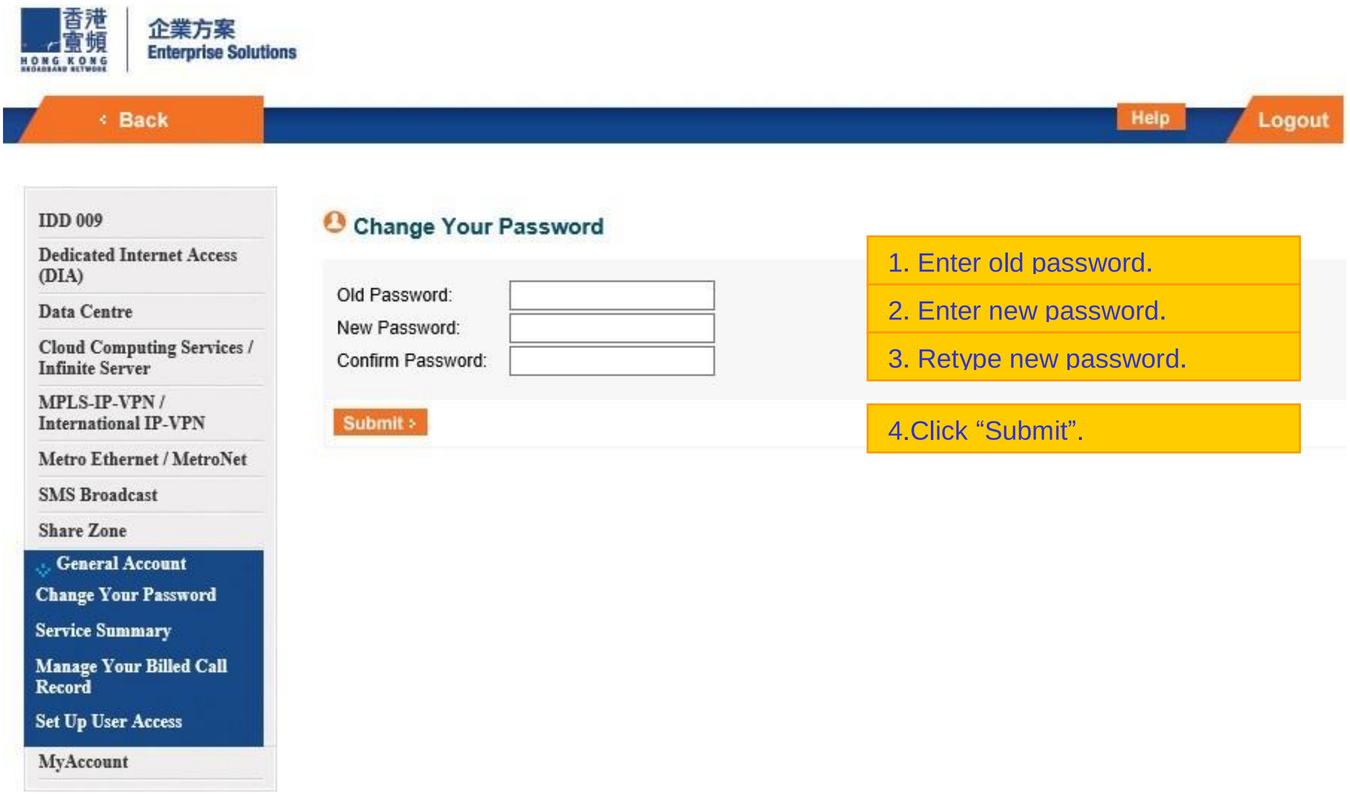

vmware
User name:
Password:
Login
HKBN Entreprise Solutions Limited

For more details, please refer to the “vCloud Director” user guide. You may download the user guide at hkbnes.net/en/support (Others >> Cloud Enterprise Solution)

## 10. General Account

### 10.1. To change your Password

- Click **"Change Your Password"** under **General Account**.
- Enter old password.
- Enter new password.
- Retype new password.
- Click the **"Submit"** button.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Metro Ethernet / MetroNet
SMS Broadcast
Share Zone
General Account
Change Your Password
Service Summary
Manage Your Billed Call Record
Set Up User Access
MyAccount
Change Your Password
Old Password:
New Password:
Confirm Password:
Submit

1. Enter old password.
2. Enter new password.
3. Retype new password.
4.Click “Submit”.

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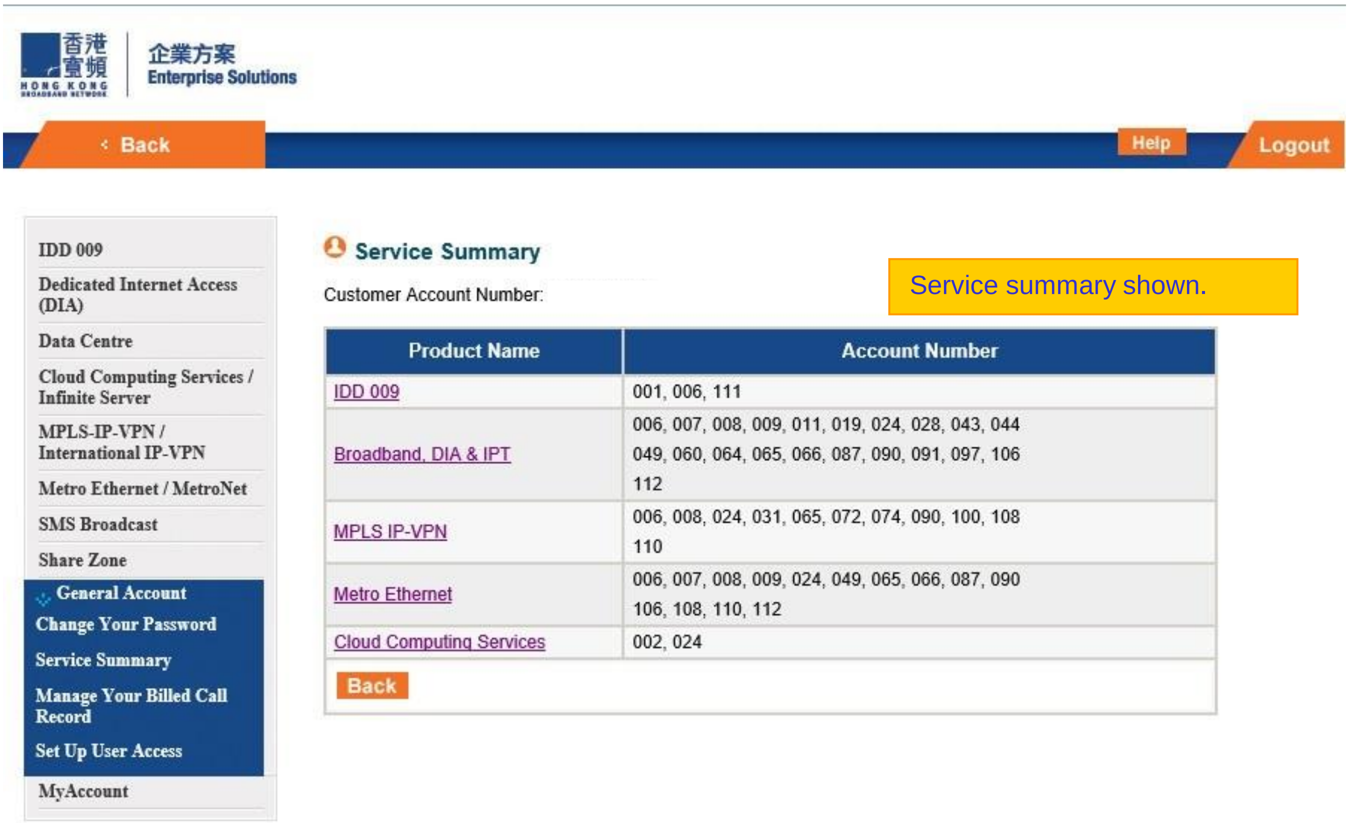
## 10.2. To view your Service Summary

- Click **"Service Summary"** under **General Account**.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SMS Broadcast
Share Zone
General Account
Change Your Password
Service Summary
Manage Your Billed Call Record
Set Up User Access
MyAccount
Back

Service Summary

Customer Account Number:

Service summary shown.

| Product Name | Account Number |
|---|---|
| IDD 009 | 001, 006, 111 |
| Broadband, DIA & IPT | 006, 007, 008, 009, 011, 019, 024, 028, 043, 044<br>049, 060, 064, 065, 066, 087, 090, 091, 097, 106<br>112 |
| MPLS IP-VPN | 006, 008, 024, 031, 065, 072, 074, 090, 100, 108<br>110 |
| Metro Ethernet | 006, 007, 008, 009, 024, 049, 065, 066, 087, 090<br>106, 108, 110, 112 |
| Cloud Computing Services | 002, 024 |

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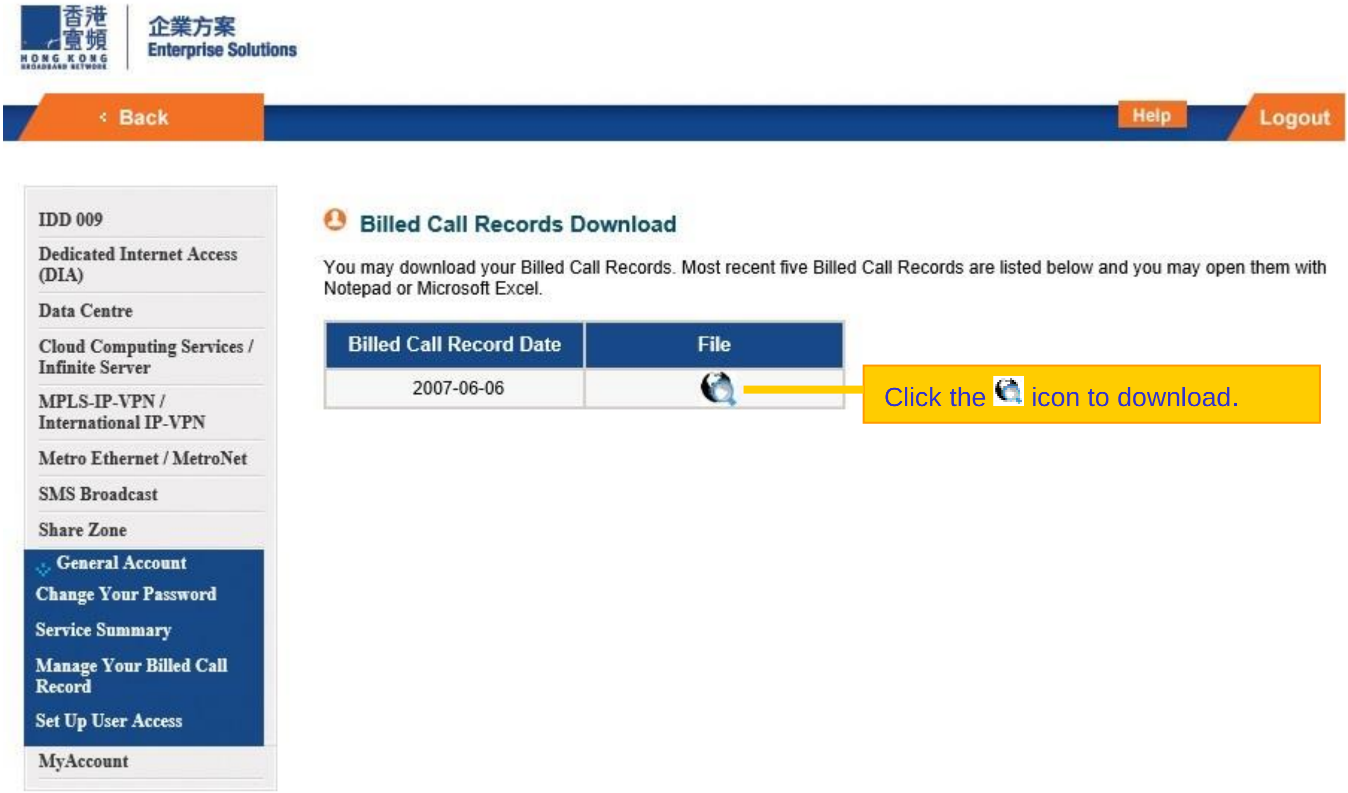
### 10.3. To download your Billed Call Records (for Administrator Account only)

- Click **"Manage Your Billed Call Record"** under **General Account**.
- Click the icon to start download.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Share Zone
General Account
Change Your Password
Service Summary
Manage Your Billed Call Record
Set Up User Access
MyAccount

**Billed Call Records Download**

You may download your Billed Call Records. Most recent five Billed Call Records are listed below and you may open them with Notepad or Microsoft Excel.

| Billed Call Record Date | File |
|---|---|
| 2007-06-06 | |

Click the icon to download.

Remark: Only Soft-Bill customer can download the billed call records.

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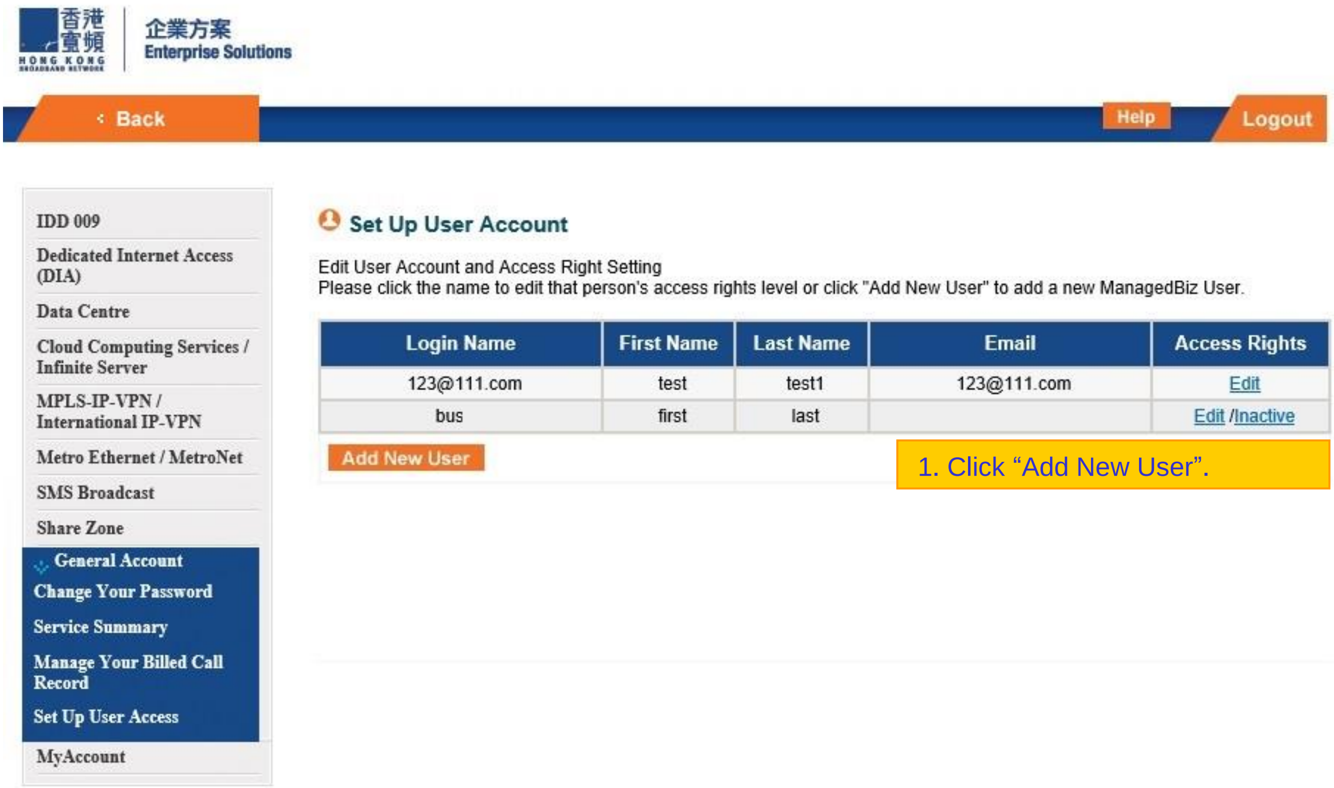
## 10.4. To set up user account (for Administrator Account only)

- Click **"Set Up User Access"** under **General Account**.
- Click the **"Add New User"** button.
- Enter the email address of the new user.
- Click the **"Submit"** button.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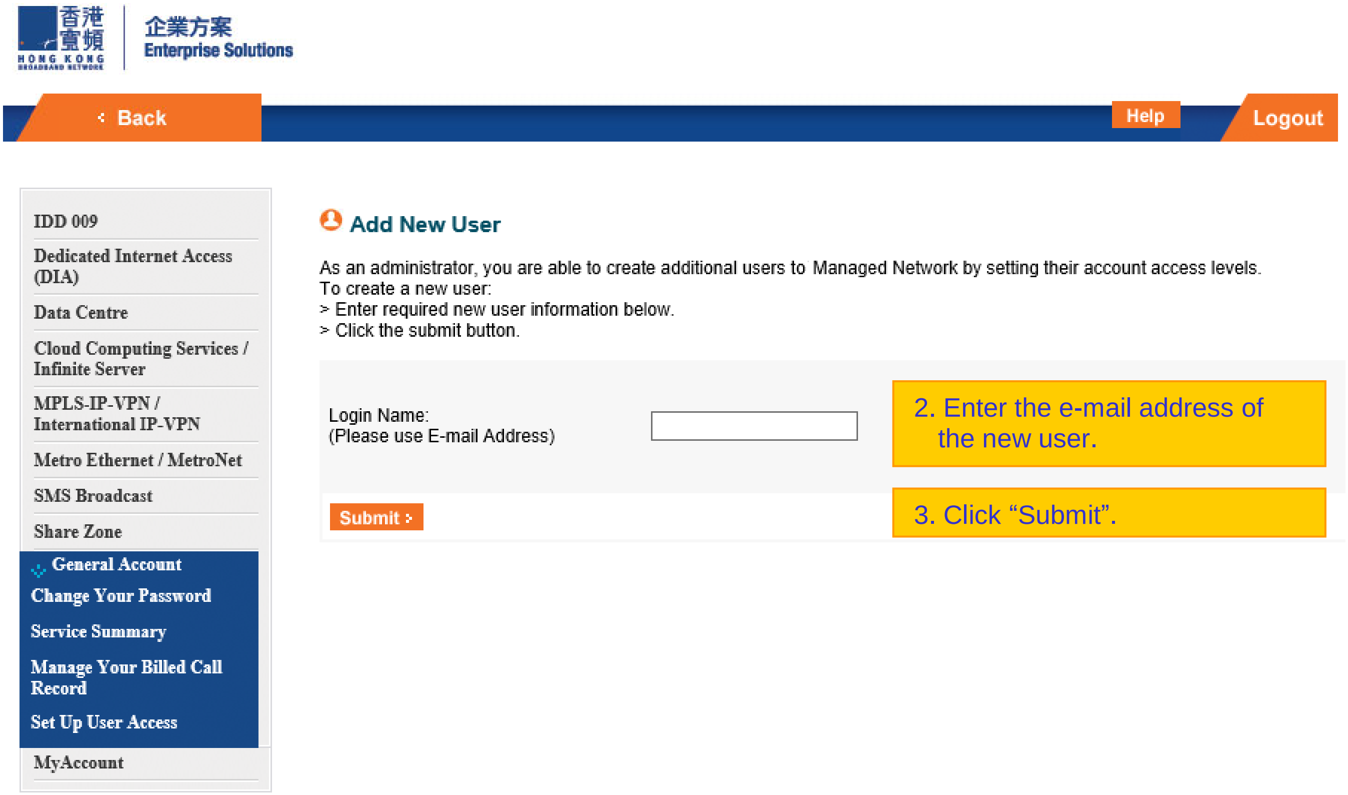
General Account
Change Your Password
Service Summary
Manage Your Billed Call Record
Set Up User Access
MyAccount
Add New User

**Set Up User Account**

Edit User Account and Access Right Setting
Please click the name to edit that person's access rights level or click "Add New User" to add a new ManagedBiz User.

| Login Name | First Name | Last Name | Email | Access Rights |
|---|---|---|---|---|
| 123@111.com | test | test1 | 123@111.com | Edit |
| bus | first | last | | Edit /Inactive |

1. Click “Add New User”.



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Share Zone
General Account
Change Your Password
Service Summary
Manage Your Billed Call Record
Set Up User Access
MyAccount
Submit

Add New User

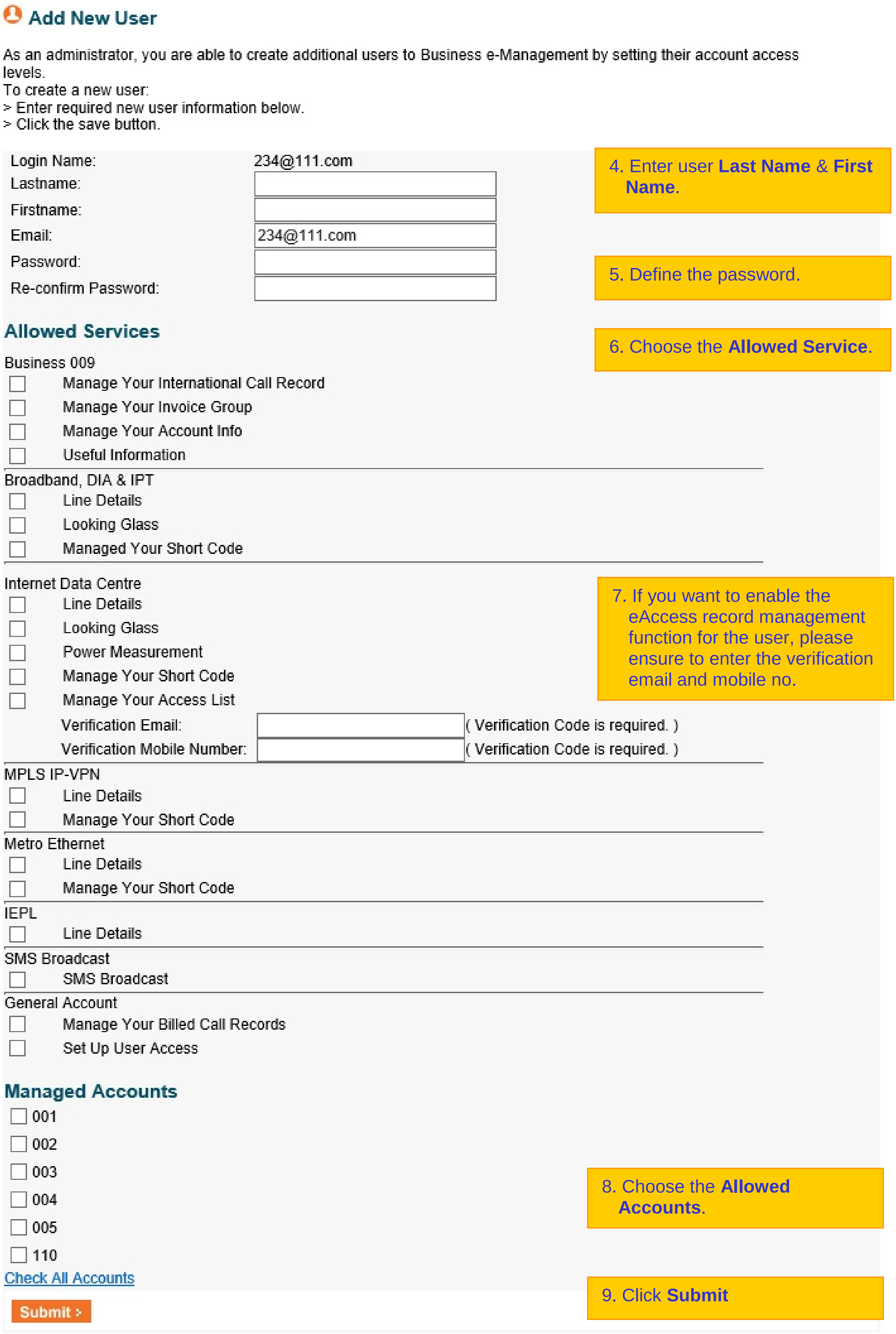
As an administrator, you are able to create additional users to Managed Network by setting their account access levels.
To create a new user:
> Enter required new user information below.
> Click the submit button.

Login Name:
(Please use E-mail Address)

2. Enter the e-mail address of the new user.

3. Click “Submit”.

<Top>



## Add New User

As an administrator, you are able to create additional users to Business e-Management by setting their account access levels.
To create a new user:
> Enter required new user information below.
> Click the save button.

Login Name: 234@111.com
Lastname:
Firstname:
Email: 234@111.com
Password:
Re-confirm Password:

4. Enter user **Last Name** & **First Name**.

5. Define the password.

### Allowed Services

6. Choose the **Allowed Service**.

Business 009
- ☐ Manage Your International Call Record
- ☐ Manage Your Invoice Group
- ☐ Manage Your Account Info
- ☐ Useful Information

Broadband, DIA & IPT
- ☐ Line Details
- ☐ Looking Glass
- ☐ Managed Your Short Code

Internet Data Centre
- ☐ Line Details
- ☐ Looking Glass
- ☐ Power Measurement
- ☐ Manage Your Short Code
- ☐ Manage Your Access List

Verification Email: ( Verification Code is required. )
Verification Mobile Number: ( Verification Code is required. )

7. If you want to enable the eAccess record management function for the user, please ensure to enter the verification email and mobile no.

MPLS IP-VPN
- ☐ Line Details
- ☐ Manage Your Short Code

Metro Ethernet
- ☐ Line Details
- ☐ Manage Your Short Code

IEPL
- ☐ Line Details

SMS Broadcast
- ☐ SMS Broadcast

General Account
- ☐ Manage Your Billed Call Records
- ☐ Set Up User Access

### Managed Accounts

- ☐ 001
- ☐ 002
- ☐ 003
- ☐ 004
- ☐ 005
- ☐ 110

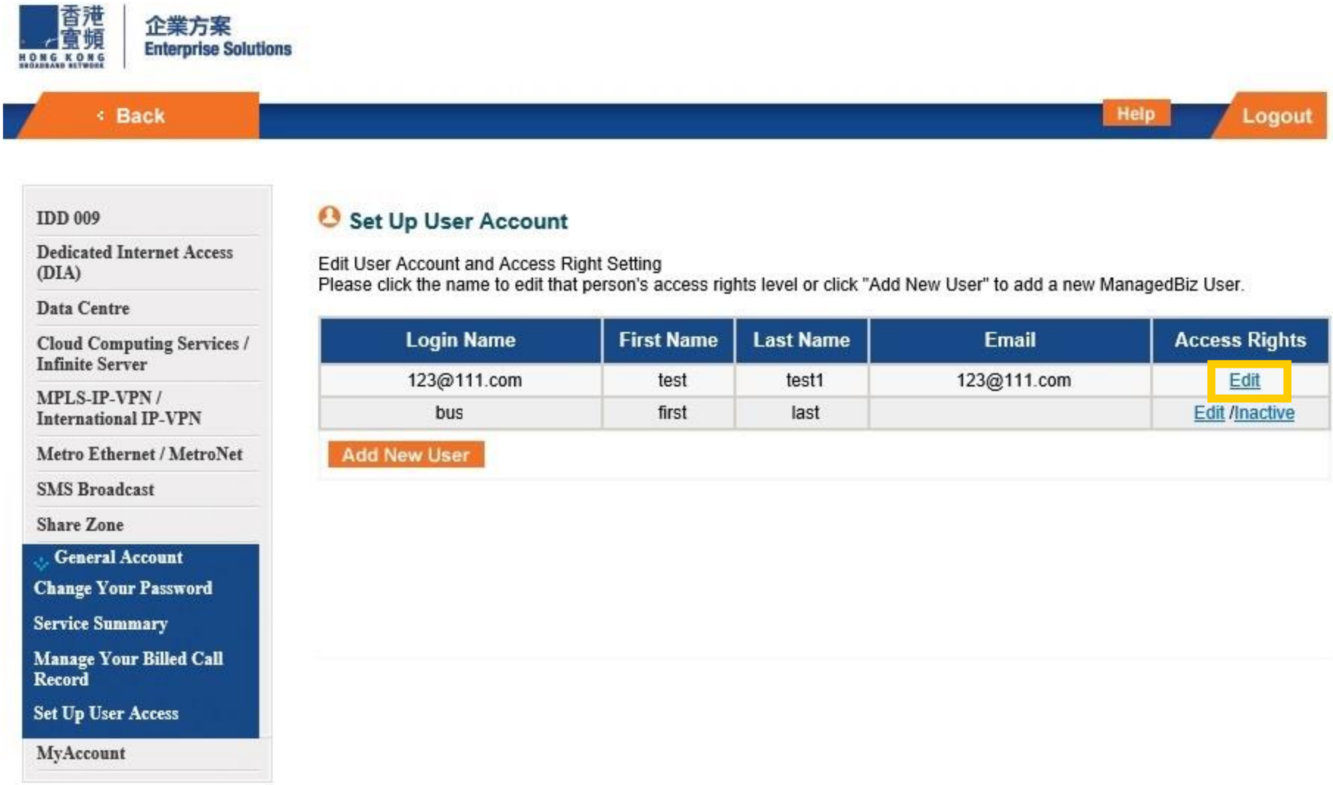
Check All Accounts

8. Choose the **Allowed Accounts**.

9. Click **Submit**

## 10.5. To Edit or Change Password for user account (for Administrator Account only)

- Click **"Edit"** under **Access Rights**.
- Choose the **Allowed Services**.
- Click “**Change Password”** if you want to change the user password
- Click the **"Submit"** button.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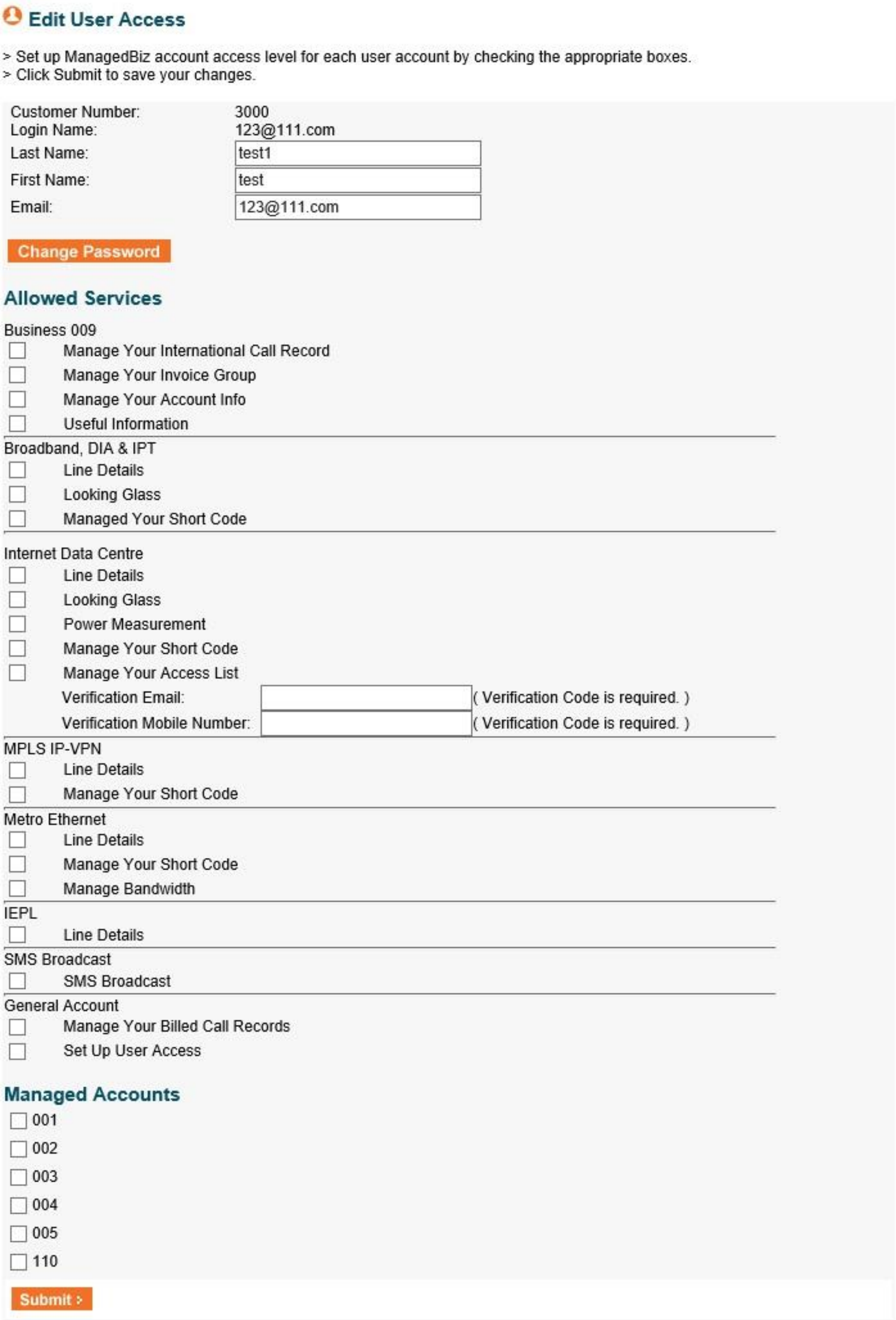
MyAccount
Set Up User Account
Add New User

Edit User Account and Access Right Setting
Please click the name to edit that person's access rights level or click "Add New User" to add a new ManagedBiz User.

| Login Name | First Name | Last Name | Email | Access Rights |
|---|---|---|---|---|
| 123@111.com | test | test1 | 123@111.com | Edit |
| bus | first | last | | Edit /Inactive |



## Edit User Access

> Set up ManagedBiz account access level for each user account by checking the appropriate boxes.
> Click Submit to save your changes.

Customer Number: 3000
Login Name: 123@111.com
Last Name: test1
First Name: test
Email: 123@111.com

### Allowed Services

Business 009
☐ Manage Your International Call Record
☐ Manage Your Invoice Group
☐ Manage Your Account Info
☐ Useful Information

Broadband, DIA & IPT
☐ Line Details
☐ Looking Glass
☐ Managed Your Short Code

Internet Data Centre
☐ Line Details
☐ Looking Glass
☐ Power Measurement
☐ Manage Your Short Code
☐ Manage Your Access List
Verification Email: ( Verification Code is required. )
Verification Mobile Number: ( Verification Code is required. )

MPLS IP-VPN
☐ Line Details
☐ Manage Your Short Code

Metro Ethernet
☐ Line Details
☐ Manage Your Short Code
☐ Manage Bandwidth

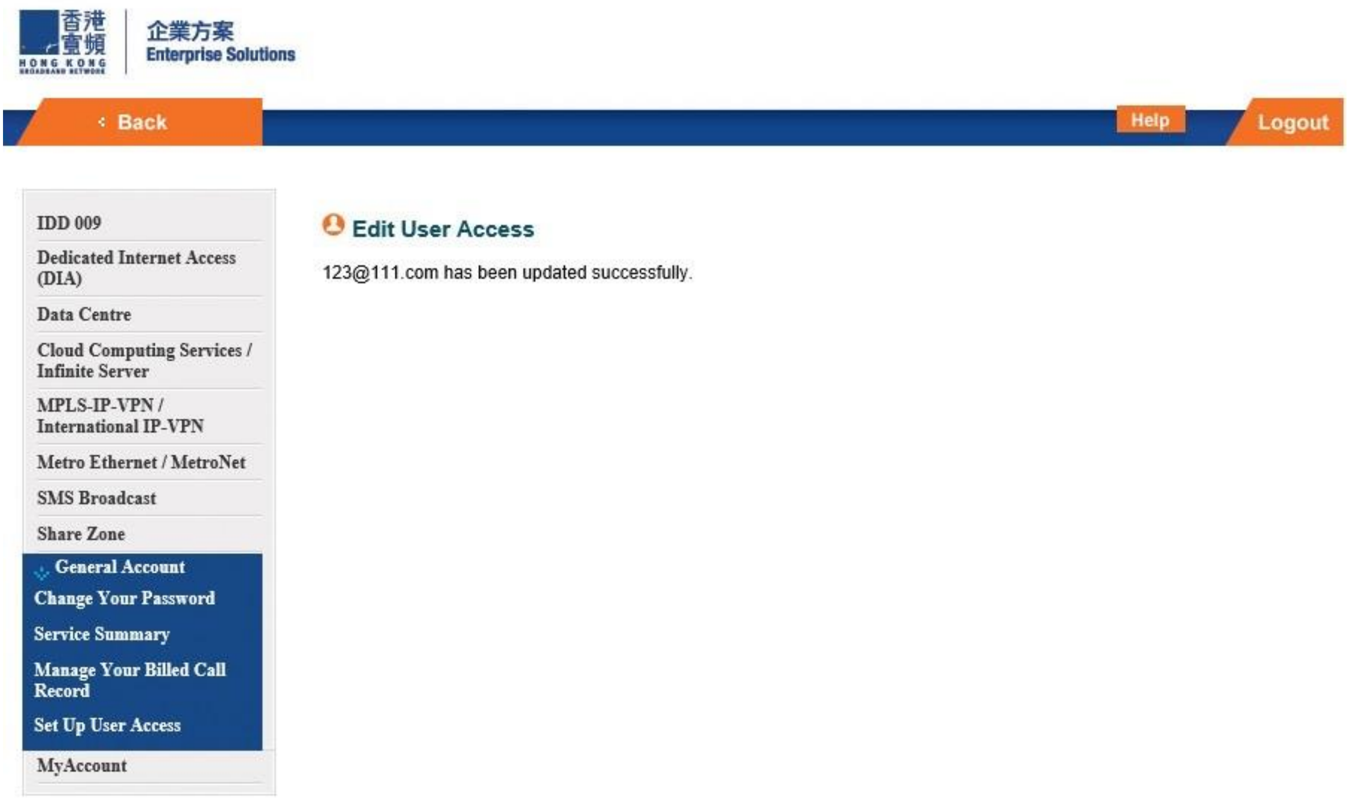
IEPL
☐ Line Details

SMS Broadcast
☐ SMS Broadcast

General Account
☐ Manage Your Billed Call Records
☐ Set Up User Access

### Managed Accounts

☐ 001
☐ 002
☐ 003
☐ 004
☐ 005
☐ 110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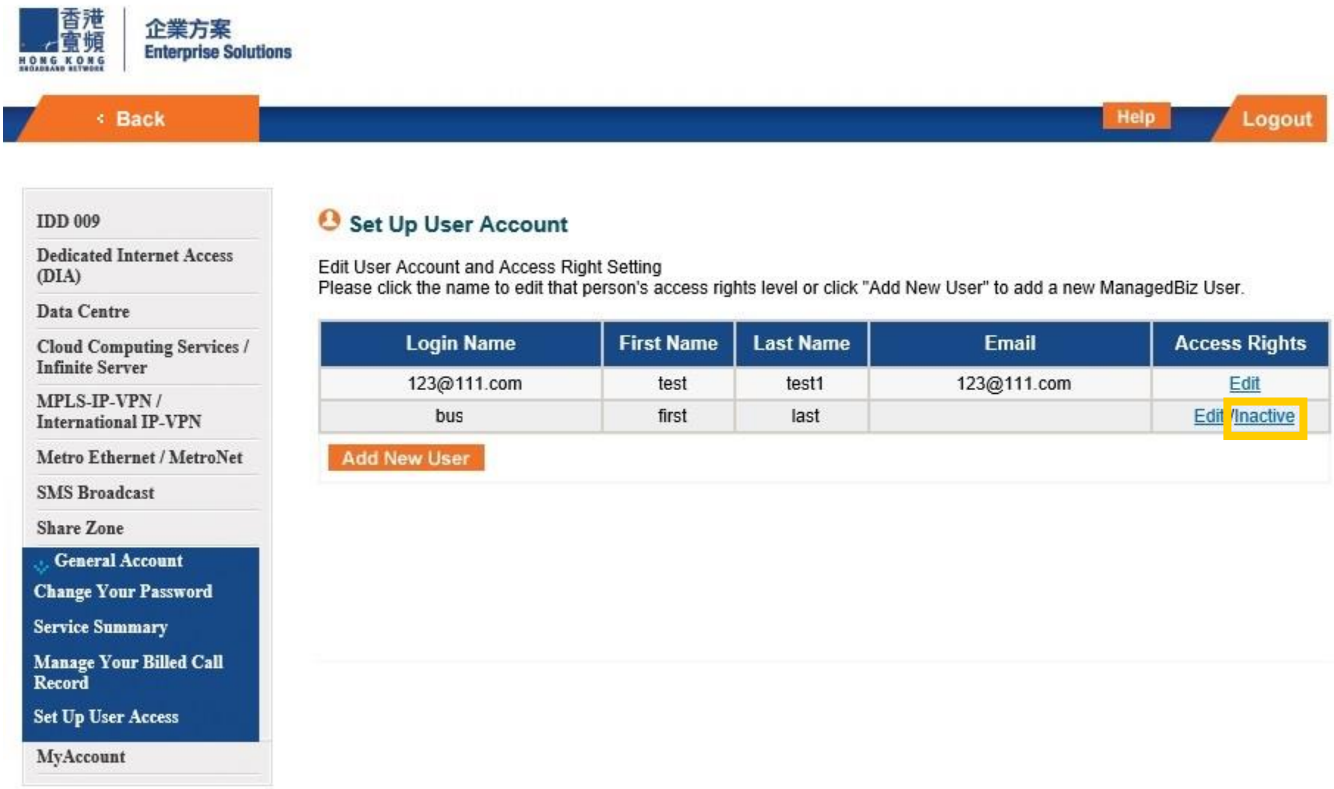
**Edit User Access**

123@111.com has been updated successfully.

## 10.6. To Inactivate user account (for Administrator Account only)

- Click **"Inactive"** under **Access Rights**.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Set Up User Access
MyAccount

**Set Up User Account**

Edit User Account and Access Right Setting
Please click the name to edit that person's access rights level or click "Add New User" to add a new ManagedBiz User.

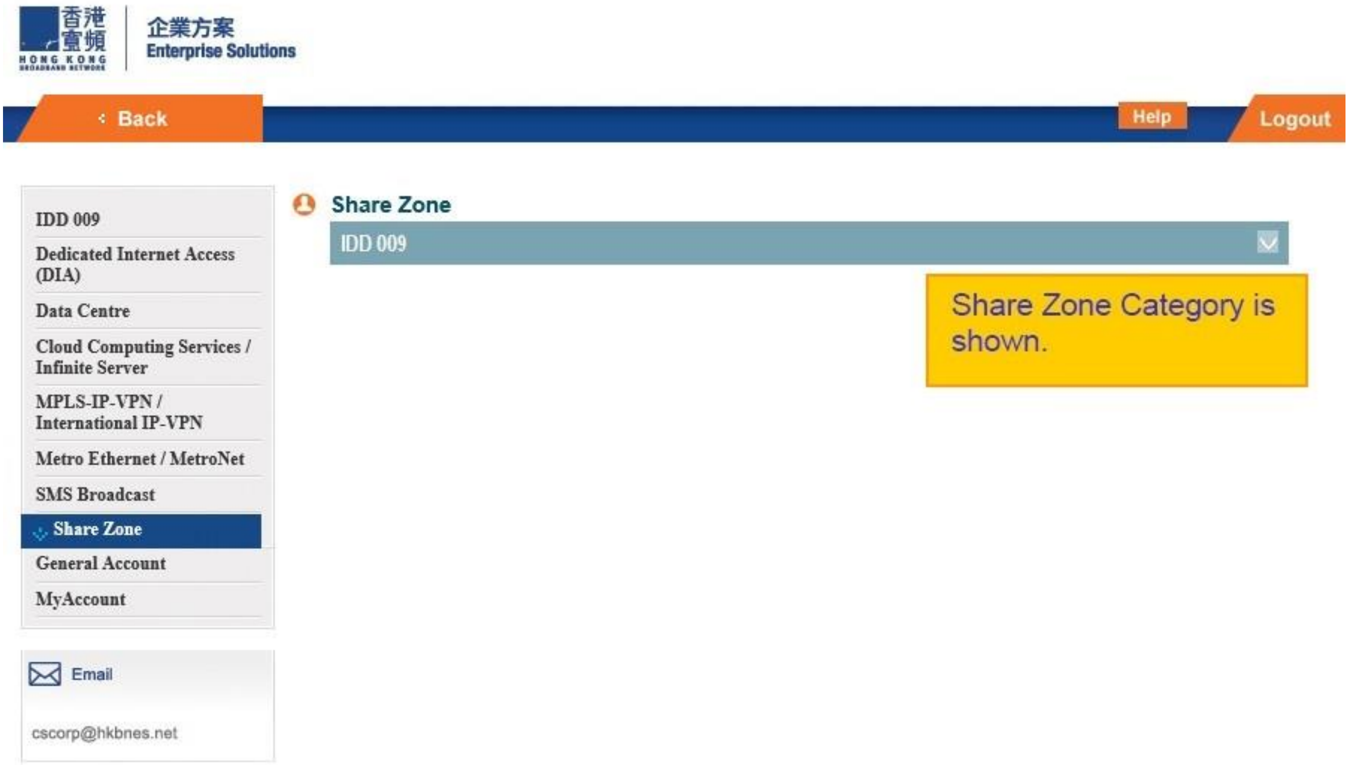
| Login Name | First Name | Last Name | Email | Access Rights |
|---|---|---|---|---|
| 123@111.com | test | test1 | 123@111.com | Edit |
| bus | first | last | | Edit /Inactive |

Add New User

## 11. Share Zone

### 11.1. To access Share Zone under your account

- Click **Share Zone** to open share zone category listing.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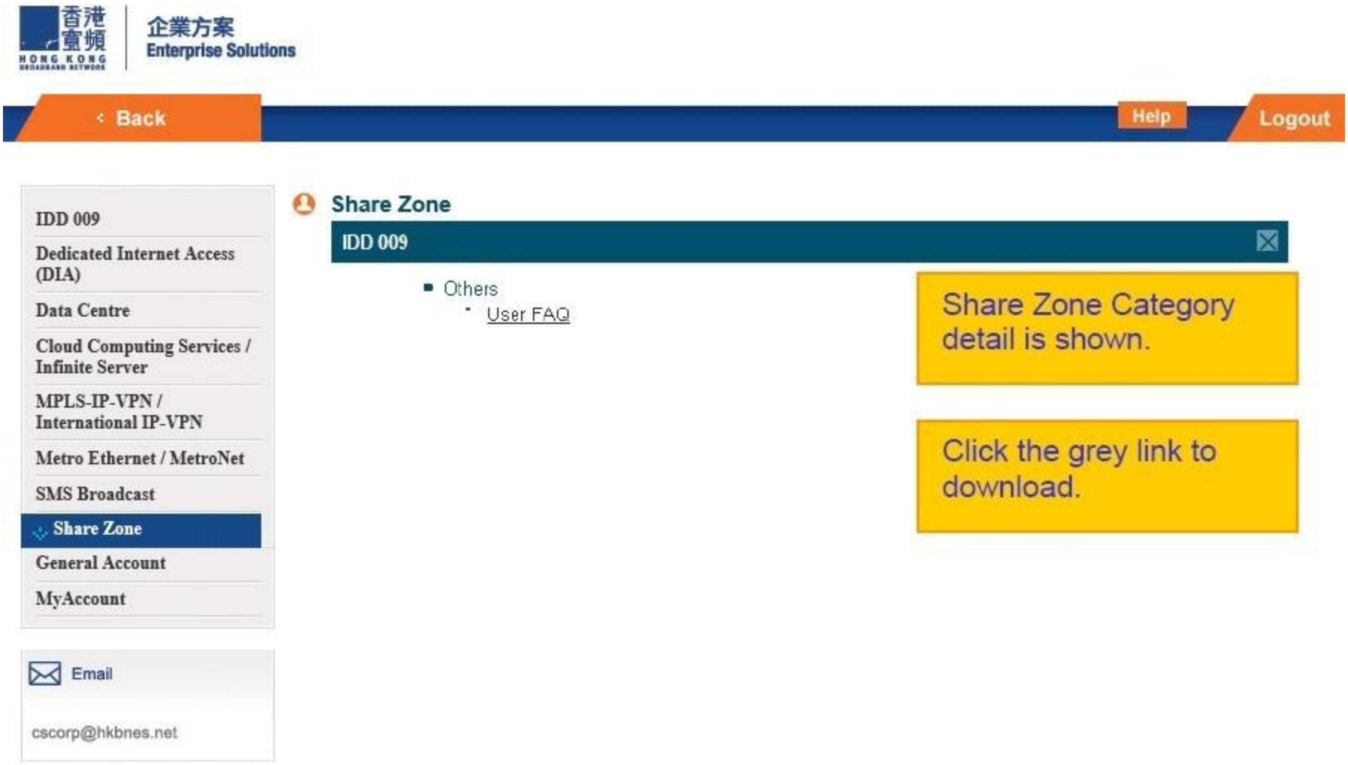
SMS Broadcast
Share Zone
General Account
MyAccount
Email
cscorp@hkbnes.net
Share Zone
IDD 009

Share Zone Category is shown.

## 11.2. To download material in Share Zone

- Click the service item (e.g.: IDD 009), to open the detail
- Click the link to download the selected document.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Share Zone
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MyAccount
Email
cscorp@hkbnes.net
Share Zone
IDD 009
Others
User FAQ

Share Zone Category detail is shown.

Click the grey link to download.

**- END -**