



企業方案  
Enterprise Solutions

# **iMonitor Service**

## **User Guide**

(Version 2.0)

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

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## iMonitor

iMonitor provides real-time network utilisation reports via a web-based network monitoring interface to keep your network performance monitored closely.

The report data is updated every 5 minutes with hourly, daily, weekly, monthly, yearly, and even customised performance reports to address your record-keeping and reporting needs.

We do support most of the common browsers, including:

- ✓ Internet Explorer (version 9.0 or later)
- ✓ Firefox (version 27 or 28)
- ✓ Chrome (version 32 or 33)
- ✓ Safari (version 5.1 or later)

This user guide will give interpretations on how iMonitor functions.

**Please contact our Customer Services Hotline at (852) 121-000 for any further assistance required.**

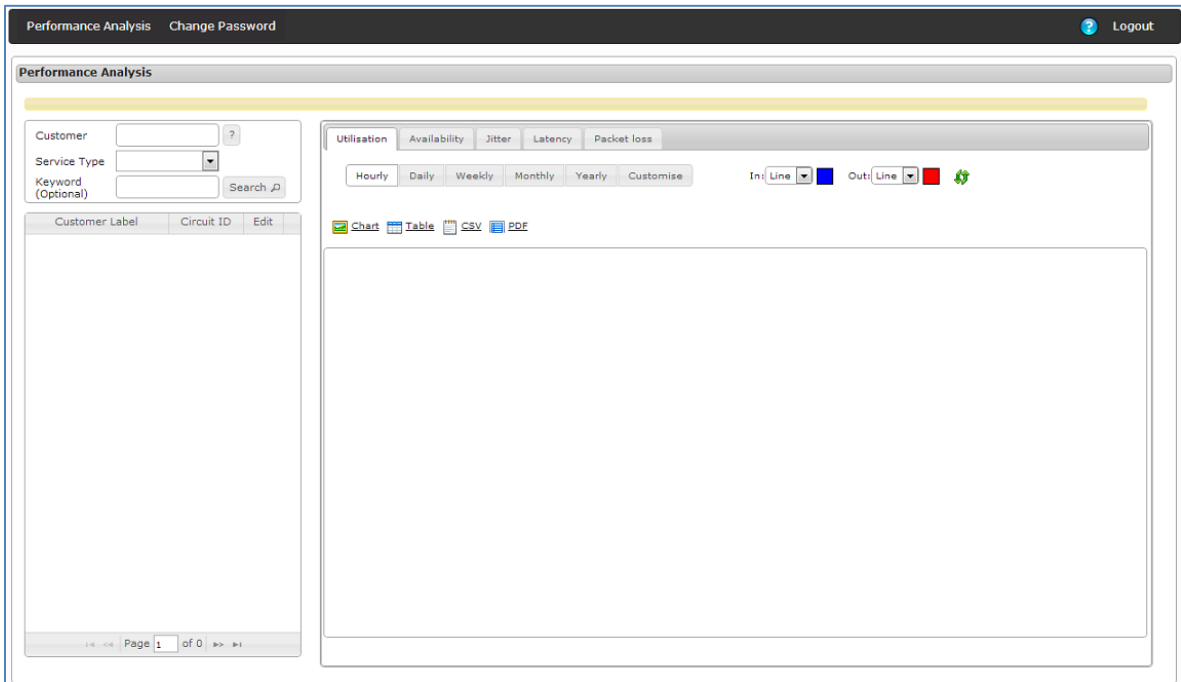
### 1.1 Portal Login

1. iMonitor (<https://imonitor.hkbnes.net>) username and password can be found on iMonitor Service Activation Notification which has been sent to you upon successful application.



The image shows the iMonitor login page. It has a dark blue header with the text "iMonitor". Below the header is a light gray box containing the login form. The form has a "Login" title, a "Username:" label with a text input field, a "Password:" label with a text input field, and two buttons: "Login" and "Clear".



2. After log in, the below page shall be seen.

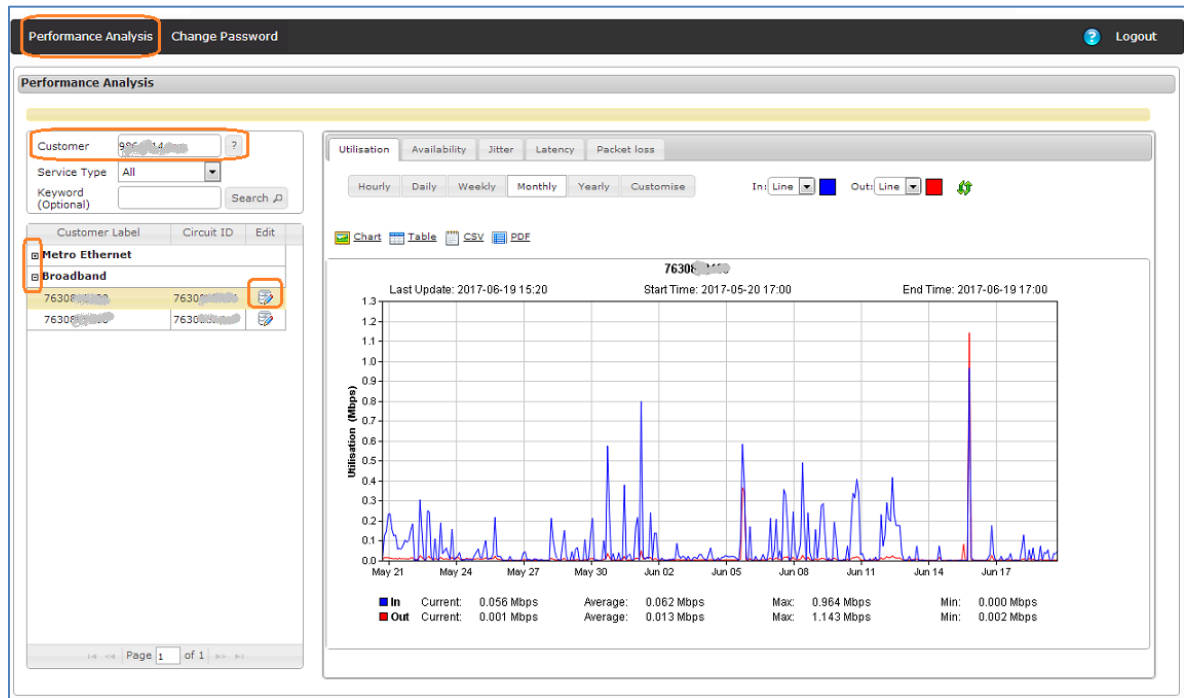



The image shows the iMonitor Performance Analysis dashboard. It has a dark gray header with "Performance Analysis" and "Change Password" links, and a "Logout" button. Below the header is a "Performance Analysis" section. On the left, there is a search form with fields for "Customer", "Service Type", and "Keyword (Optional)", and a "Search" button. Below the search form is a table with columns "Customer Label", "Circuit ID", and "Edit". On the right, there is a "Utilisation" section with tabs for "Utilisation", "Availability", "Jitter", "Latency", and "Packet loss". Below the tabs are buttons for "Hourly", "Daily", "Weekly", "Monthly", "Yearly", and "Customise". There are also dropdown menus for "In Line" and "Out Line", and a "Line" button. Below the buttons are icons for "Chart", "Table", "CSV", and "PDF". The main area is a large empty box. At the bottom, there is a pagination bar showing "Page 1 of 0".

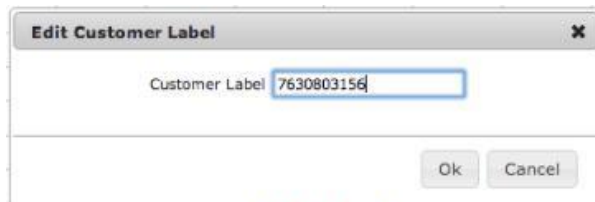
3. You are recommended to change the password after your first log in. Please refer to Section 1.3 for more details.

### 1.3 Utilisation Reports

1. To retrieve relevant circuit, you may:
  - (a) Click  /  to maximise / minimise the relevant circuit list respectively, or
  - (b) Enter the **Keyword** (for either the Circuit ID or Customer Label) and click **Search**.



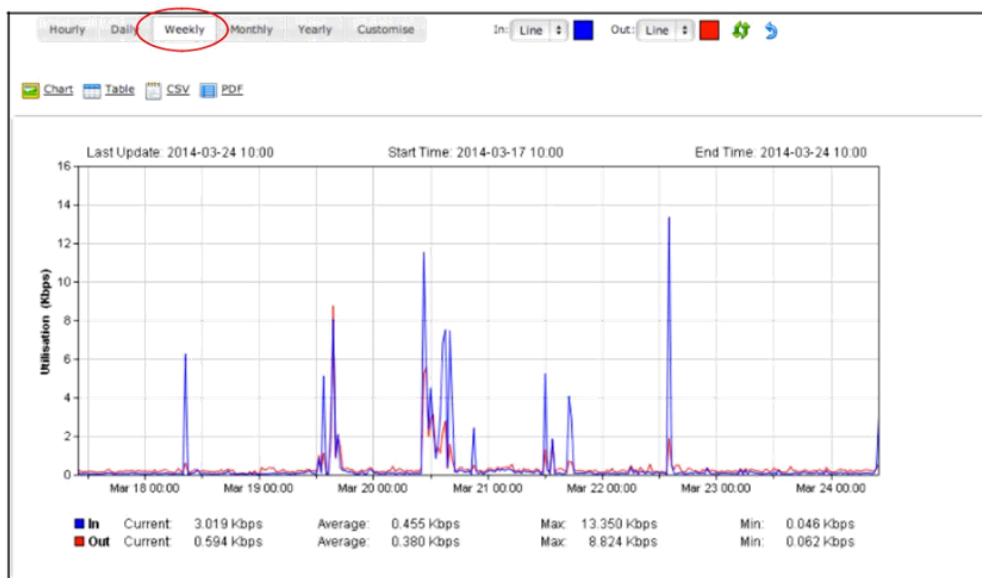
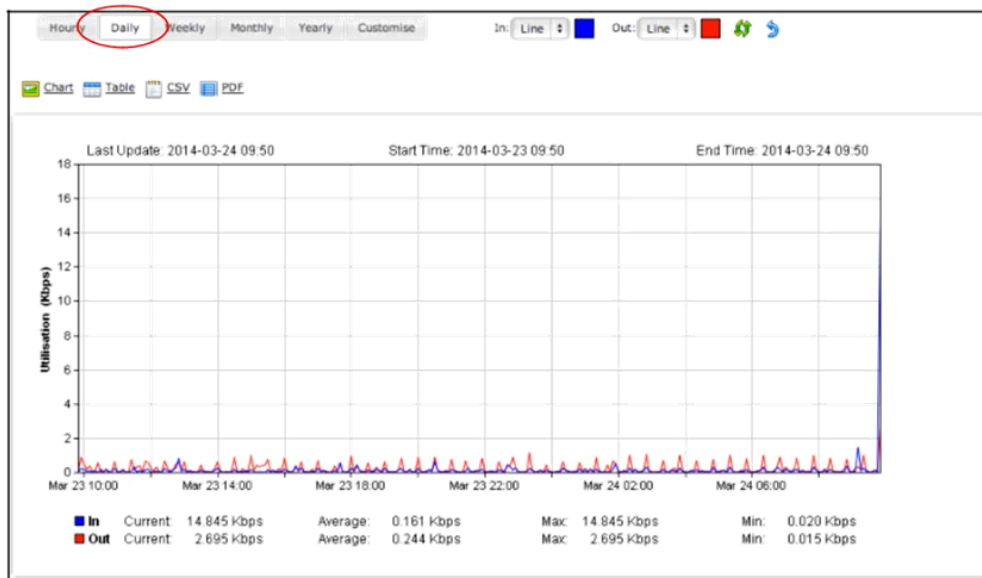
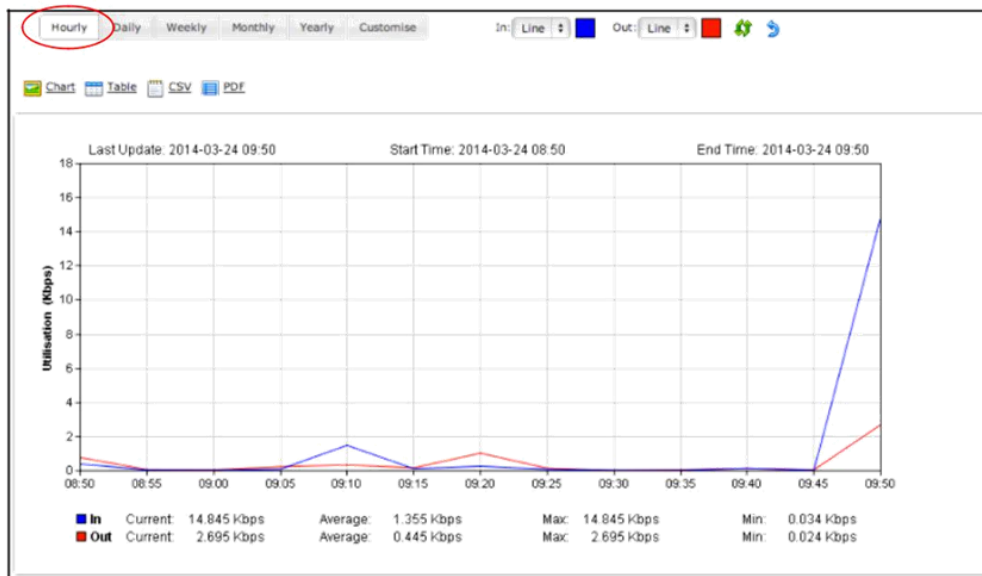
2. (Optional) Click  to **Edit** Customer Label.

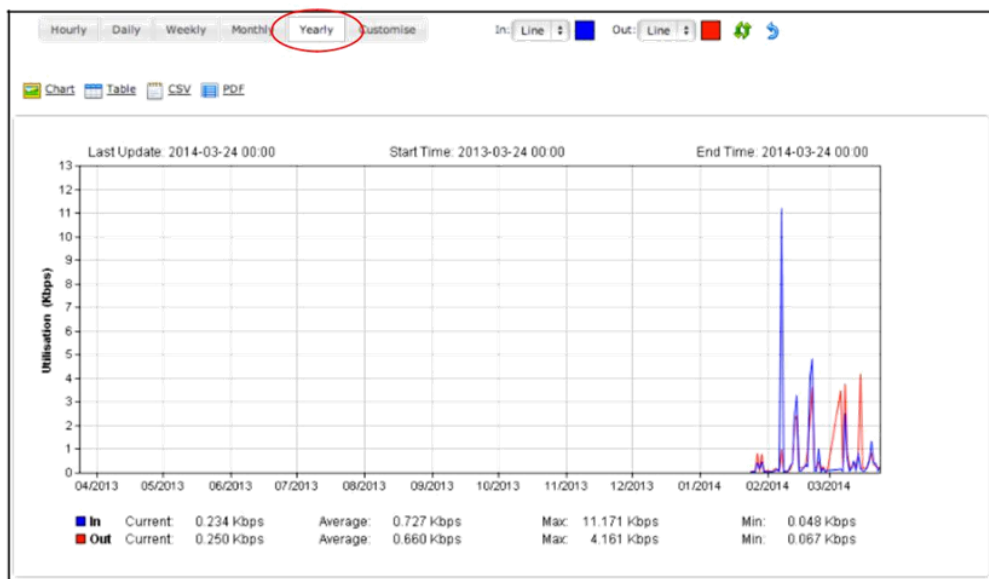
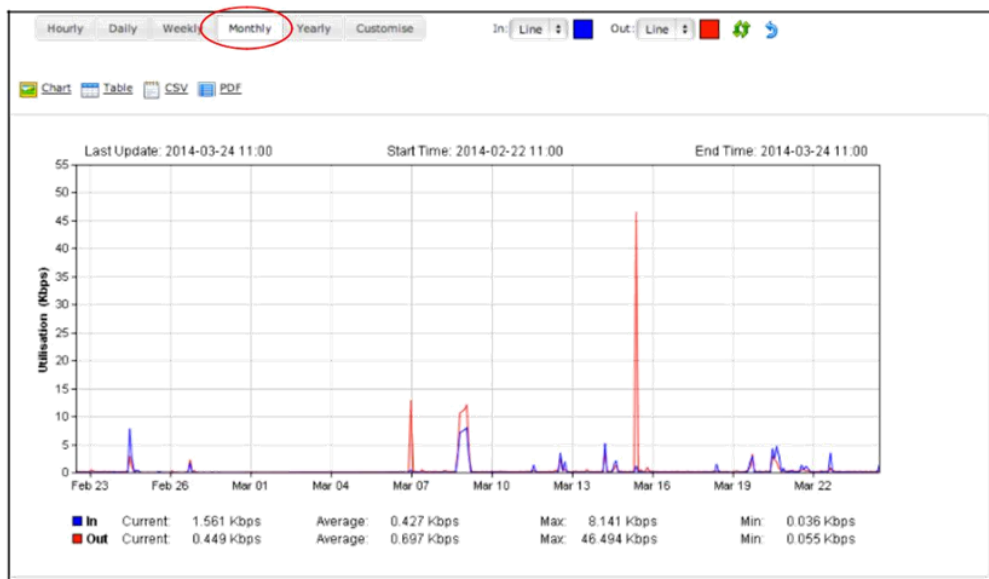


The 'Edit Customer Label' dialog box shows the current customer label '7630803156' in a text field. Below the text field are 'Ok' and 'Cancel' buttons.

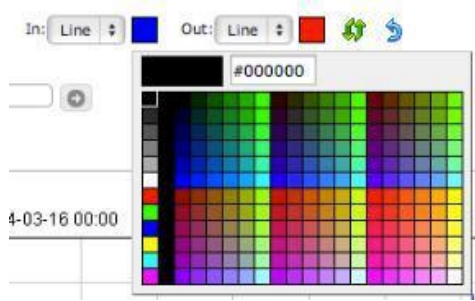
3. Select the circuit on the left, corresponding **Chart** will be shown on the right.
4. There are 6 types of reports available:
  - i) Hourly
  - ii) Daily
  - iii) Weekly
  - iv) Monthly
  - v) Yearly
  - vi) Customise

Click the tab to check them out accordingly.





5. A range of line colours is also available for selection.

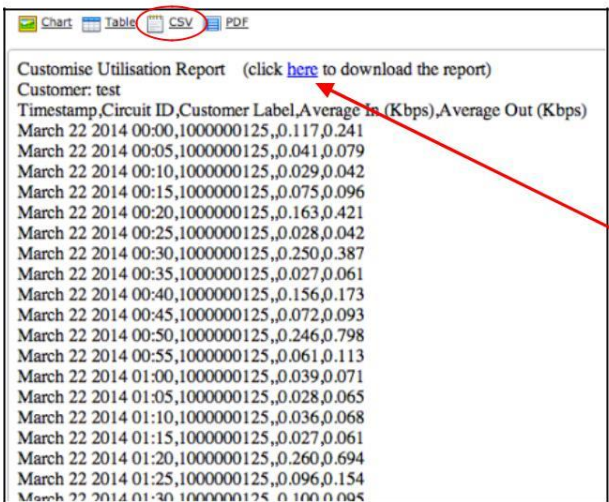


6. Click  to **Refresh** whenever required.

7. Other than Chart, data may also be retrieved in **Table/ CSV/ PDF** format:



| Timestamp                    | Average In (Kbps) | Average Out (Kbps) |
|------------------------------|-------------------|--------------------|
| Sat Mar 22 00:00:00 HKT 2014 | 0.117             | 0.241              |
| Sat Mar 22 00:05:00 HKT 2014 | 0.041             | 0.079              |
| Sat Mar 22 00:10:00 HKT 2014 | 0.029             | 0.042              |
| Sat Mar 22 00:15:00 HKT 2014 | 0.075             | 0.096              |
| Sat Mar 22 00:20:00 HKT 2014 | 0.163             | 0.421              |
| Sat Mar 22 00:25:00 HKT 2014 | 0.028             | 0.042              |
| Sat Mar 22 00:30:00 HKT 2014 | 0.250             | 0.387              |
| Sat Mar 22 00:35:00 HKT 2014 | 0.027             | 0.061              |
| Sat Mar 22 00:40:00 HKT 2014 | 0.156             | 0.173              |
| Sat Mar 22 00:45:00 HKT 2014 | 0.072             | 0.093              |
| Sat Mar 22 00:50:00 HKT 2014 | 0.246             | 0.798              |
| Sat Mar 22 00:55:00 HKT 2014 | 0.061             | 0.113              |
| Sat Mar 22 01:00:00 HKT 2014 | 0.039             | 0.071              |
| Sat Mar 22 01:05:00 HKT 2014 | 0.028             | 0.065              |



Customise Utilisation Report (click [here](#) to download the report)

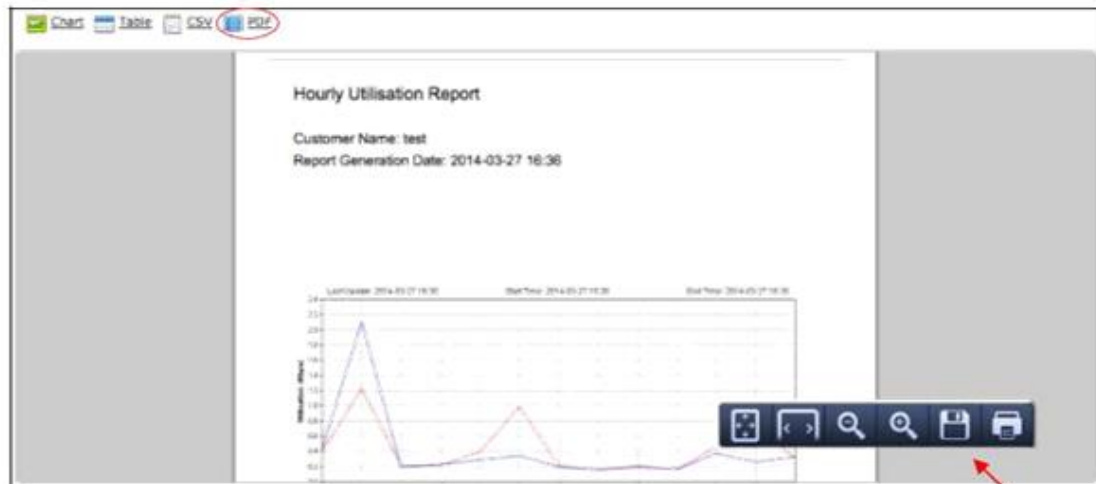
Customer: test

Timestamp,Circuit ID,Customer Label,Average In (Kbps),Average Out (Kbps)

|                     |            |       |       |
|---------------------|------------|-------|-------|
| March 22 2014 00:00 | 1000000125 | 0.117 | 0.241 |
| March 22 2014 00:05 | 1000000125 | 0.041 | 0.079 |
| March 22 2014 00:10 | 1000000125 | 0.029 | 0.042 |
| March 22 2014 00:15 | 1000000125 | 0.075 | 0.096 |
| March 22 2014 00:20 | 1000000125 | 0.163 | 0.421 |
| March 22 2014 00:25 | 1000000125 | 0.028 | 0.042 |
| March 22 2014 00:30 | 1000000125 | 0.250 | 0.387 |
| March 22 2014 00:35 | 1000000125 | 0.027 | 0.061 |
| March 22 2014 00:40 | 1000000125 | 0.156 | 0.173 |
| March 22 2014 00:45 | 1000000125 | 0.072 | 0.093 |
| March 22 2014 00:50 | 1000000125 | 0.246 | 0.798 |
| March 22 2014 00:55 | 1000000125 | 0.061 | 0.113 |
| March 22 2014 01:00 | 1000000125 | 0.039 | 0.071 |
| March 22 2014 01:05 | 1000000125 | 0.028 | 0.065 |
| March 22 2014 01:10 | 1000000125 | 0.036 | 0.068 |
| March 22 2014 01:15 | 1000000125 | 0.027 | 0.061 |
| March 22 2014 01:20 | 1000000125 | 0.260 | 0.694 |
| March 22 2014 01:25 | 1000000125 | 0.096 | 0.154 |
| March 22 2014 01:30 | 1000000125 | 0.100 | 0.095 |

Click here to download the raw data





### 1.4 Change Password

1. For security reason, you are recommended to change the password periodically.

Performance Analysis Change Password Logout

Change Password

Old password

New password  Password Restrictions : 1) at least 4 valid characters consisting of digits or letters; 2) No special characters, symbols or space.

Confirm password

Submit Reset