

## Chapter 6: iQ Networking Application

### Overview

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**Introduction** The **iQ Networking** (Wholesale version known as DIA) **Product** application allows you to manage your **DIA (Dedicated Internet Access)** services associated to your Control Center<sup>®</sup> Enterprise ID. Some of the features available under the iQ Networking (wholesale version known as DIA) product include access to inventory, the ability to request & view reports, configuration status, the ability to create and monitor repair tickets and access to network maps.

**Note:** In Control Center, the system will only display products that apply specifically to your customer account ID. If you do not have a DIA product this page will not display. In addition, the Control Center system currently supports DIA Enhanced services only.

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**In this Chapter** This chapter contains the following topics:

Topic	See Page
Overview	1
IQ-DIA Access Circuits Inventory	3
Viewing the IQ-DIA Access Circuits Inventory	4
IQ-DIA Access Circuit Details	5
Modifying a Service Component	7
iQ Networks & Port Inventory	8
Viewing the IQ Networks & Ports Inventory	9
IQ Networks & Ports Details	10
IQ Networks and Port Access Loops	11
iQ Networking Reports	11
Reports Summary Log	12
Viewing the Reports Summary Log	14
Sorting the Reports Summary Log	14
Edit Report & Schedule (Reports Summary Log)	15
Edit a Schedule (Reports Summary Log)	15
Delete a Report (Reports Summary Log)	15
Scheduled Reports	18
Viewing the Scheduled Reports	19
Sorting the Scheduled Reports	19
Edit Report & Schedule (Scheduled Reports)	21
Updating Report Frequency (Scheduled Reports)	21
Deleting a Scheduled Report	23
Deactivating a Scheduled Report	24
Activating a Scheduled Report	25
IQ-DIA At a glance Report	27
Viewing the IQ-DIA At a glance Report	27

Downloading the IQ-DIA At a glance Report	29
Sorting the At a glance Reports	29
Generating an IQ-DIA At a glance Report	30
IQ-DIA Trend Reports	33
Viewing the IQ-DIA Trend Report	34
Downloading the IQ-DIA Trend Report	36
Sorting the Trend Reports	36
Generating an IQ-DIA Trend Report	37
IQ-DIA Billing Reports	40
Generating an IQ-DIA Billing Report	41
Downloading the IQ-DIA Billing Report	43
IQ-DIA Configuration Requests	44
IQ-DIA Alarm Status	45
Viewing the IQ-DIA Alarm Status	47
Sorting the IQ-DIA Alarm Status	47
Filtering the IQ-DIA Alarm Status List	48
IQ-DIA Alarm Details	49
Viewing the IQ-DIA Alarm Details	49
IQ DIA Repair	50
Contact List	50

## IQ-DIA Access Circuits Inventory

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**Introduction** The **IQ DIA Access Circuits Inventory** screen provides a list of components associated with your internet configuration.

**Fields and Descriptions** The table below describes the fields displayed on the **IQ-DIA Access Circuit(s) Inventory** screen.


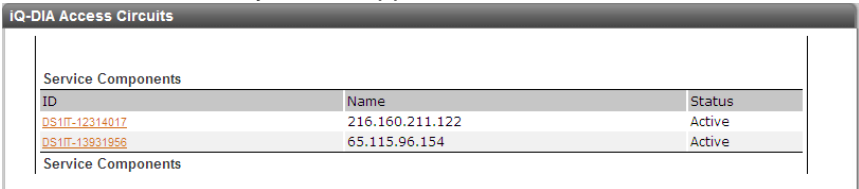
Field Name	Description
<b>ID</b>	This column displays a provider assigned identifier for each service component listed.
<b>Name</b>	This column displays a customer assigned name for each service component listed.  <b>Note:</b> The default name is the <b>IP (Internet Protocol)</b> address for each component. If you have changed the default name, your provided name will appear here.
<b>Status</b>	This column displays the current disposition for each service component. Valid status codes may include: <ul style="list-style-type: none"><li>• <b>Active</b></li><li>• <b>Submitted</b></li><li>• <b>Open</b></li><li>• <b>Approved</b></li><li>• <b>Shipped</b></li><li>• <b>Service Accepted</b></li></ul>

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## Viewing the IQ-DIA Access Circuits Inventory

### Procedure

Follow the steps in the procedure below to **view** the **IQ-DIA Access Circuits Inventory** screen.

Step	Action												
1	<p>From the Landing page, click on the <b>iQ Networking</b> service.</p> <p><b>Result:</b> The <b>iQ Networking</b> drop down appears. Click on the inventory. Note you can click any of the items in the drop down and navigate directly to that service for that product.</p> 												
2	<p>From the drop down, click on the <b>Inventory</b>.</p> <p><b>Result:</b> The Inventory screen appears.</p>  <table border="1" data-bbox="630 1014 1398 1150"> <thead> <tr> <th colspan="3">Service Components</th> </tr> <tr> <th>ID</th> <th>Name</th> <th>Status</th> </tr> </thead> <tbody> <tr> <td><a href="#">DS1IT-12314017</a></td> <td>216.160.211.122</td> <td>Active</td> </tr> <tr> <td><a href="#">DS1IT-13931958</a></td> <td>65.115.96.154</td> <td>Active</td> </tr> </tbody> </table>	Service Components			ID	Name	Status	<a href="#">DS1IT-12314017</a>	216.160.211.122	Active	<a href="#">DS1IT-13931958</a>	65.115.96.154	Active
Service Components													
ID	Name	Status											
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<a href="#">DS1IT-13931958</a>	65.115.96.154	Active											

## IQ-DIA Access Circuit Details

### Introduction

The **iQ-DIA Access Circuit Details** screen provides you detailed information for a selected service component. In addition to providing detailed information, you also have the ability to change the name assigned for the selected service component. This screen is divided into three sections: Functions, Modify IQ-DIA Access Circuit and Network Blocks.

- The **Functions** section provides you additional options for working with your IQ-DIA service
- The **Modify IQ-DIA Access Circuit(s)** section provides you detailed information about the selected service component.
- The **Network Blocks** section provides you additional information about the IP Address(es) and Network Mask(s) associated to the selected service component.

### Fields and Descriptions

The table below describes the fields and buttons displayed on the **IQ-DIA Access Circuit** screen.



Field Name	Description
<b>Functions</b>	
<b>IP Addressing</b>	This link allows you to manage your IP Address(s) for your IQ-DIA services.  <b>Note:</b> For detailed instructions on using the <b>IP Addressing</b> screens, see <b>Chapter 10: Ordering Module</b> .
<b>DNS</b>	This link allows you to manage your DNS (Hosting for your IQ-DIA services).  <b>Note:</b> For detailed instructions on using the <b>DNS</b> screens, see <b>Chapter 10: Ordering Module</b> .
<b>Routing</b>	This link allows you to manage your Routing between the endpoints of your IQ-DIA services.  <b>Note:</b> For detailed instructions on using the <b>Routing</b> screens, see <b>Chapter 10: Ordering Module</b> .
<b>News Feed</b>	This link allows you to manage your News Feed(s) provided to your servers.  <b>Note:</b> For detailed instructions on using the <b>News Feed</b> screens, see <b>Chapter 10: Ordering Module</b> .
<b>Modify iQ-DIA Access Circuit Section</b>	
<b>Name</b>	This field displays the customer maintained identifier assigned to the selected service component.
<b>ID</b>	This field displays the unique provider maintained identifier assigned to the selected service component.

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## IQ-DIA Access Circuit Details, continued

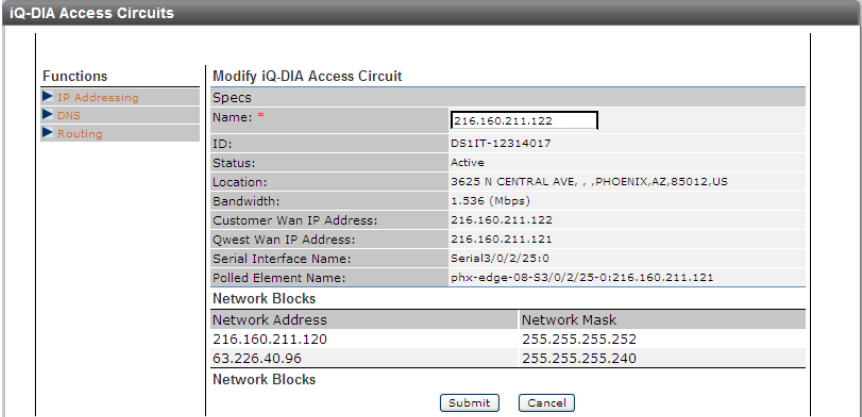
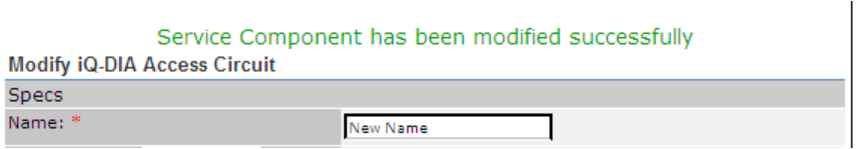
### Fields and Descriptions

(continued)

Field Name	Description
<b>Status</b>	This field displays the selected service component's current disposition. Valid codes may include: <ul style="list-style-type: none"> <li>• <b>Active</b></li> <li>• <b>Submitted</b></li> <li>• <b>Open</b></li> <li>• <b>Approved</b></li> </ul>
<b>Location</b>	This field displays the physical location in which the selected service component resides.
<b>Bandwidth</b>	This field displays the capacity and speed of the IP circuit.
<b>Customer WAN IP Address</b>	This field displays the IP Address of your IP router that connects to your provider's router for internet access.
<b>CenturyLink WAN IP Address</b>	This field displays the IP Address of your provider's router that connects your IP router via a dedicated IP circuit to the internet backbone.
<b>Serial Interface Name</b>	This field displays the unique identifier for the serial interface on your provider's router that corresponds to your dedicated IP circuit.
<b>Polled Element Name</b>	This field displays a name that relates the access circuit's IP address to the specific interface on the router.
<b>Network Blocks Section</b>	
<b>Network Address</b>	This field identifies the public IP address of your circuit.
<b>Network Mask</b>	This field identifies the main IP address that is used to roll a group of internal IP addresses together.
	This button allows you to rename the selected service component.
	This button allows you to return to the previous screen viewed without making any changes.

## Modifying a Service Component


**Procedure** Follow the steps in the procedure below to **modify** a service component.

Step	Action
1	<p>From the <b>Service Components</b> screen, click on the identifier for the service component that needs modified from the <b>ID</b> column.</p> <p><b>Result:</b> The <b>Modify iQ-DIA Access Circuit</b> screen appears.</p> 
2	<p>In the <b>Name</b> field, enter the requested identifier for the selected service component.</p>
3	<p>Click <input type="button" value="Submit"/> to update the name of the selected service component.</p> <p><b>Result:</b> A successful confirmation screen appears.</p> <p style="text-align: center; color: green;">Service Component has been modified successfully</p>  <p><b>Note:</b> Click <input type="button" value="Cancel"/> to exit this process without submitting any changes.</p>

## IQ Networks and Ports Inventory

**Introduction** The **IQ Networks and Ports Inventory** screen provides a list of components associated with your internet configuration.


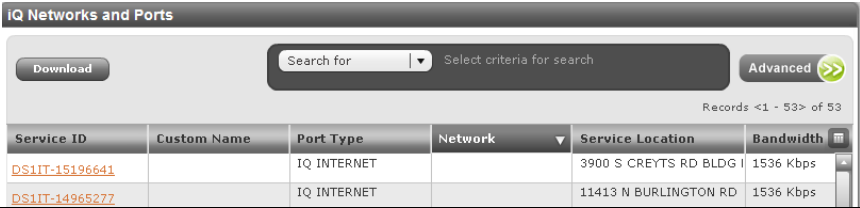
**Fields and Descriptions** The table below describes the fields displayed on the **IQ-Networks and Port(s) Inventory** screen.

Field Name	Description
<b>Service ID</b>	This column displays a provider assigned identifier for each service component listed.
<b>Custom Name</b>	This column displays a customer assigned name for each service component listed.
<b>Port Type</b>	This column displays the Port Type associated to each Service ID. Valid status codes may include: <ul style="list-style-type: none"> <li>• <b>IQ Private</b></li> <li>• <b>IQ Enhanced</b></li> <li>• <b>IQ Internet</b></li> </ul>
<b>Network</b>	This column provides the name of the Network the Service ID is associated with, if applicable
<b>Service Location</b>	This column provides the Service Location where the Service ID is installed
<b>Bandwidth</b>	This column displays the bandwidth associated to the Service ID
	Will allow the user to customize their view of the inventory screen.

## Viewing the IQ Networks and Ports Inventory

### Procedure

Follow the steps in the procedure below to **view** the **IQ-DIA Access Circuits Inventory** screen.

Step	Action
1	<p>From the Landing page, click on the <b>iQ Networking</b> service.</p> <p><b>Result:</b> The <b>iQ Networking</b> drop down appears. Click on the inventory. Note you can click any of the items in the drop down and navigate directly to that service for that product.</p> 
2	<p>From the drop down, click on the <b>Inventory</b>.</p> <p><b>Result:</b> The Inventory screen appears.</p> 
3	The Inventory Screen provides a Download function, Search Filter, and Advanced Search Filter.
4	Clicking on the hyperlinked Service ID will provide the Port Details and the Port Access Loop Details Page.


## IQ Networks and Ports Details

### Introduction

- The **iQ-Networks and Ports Details** screen provides you detailed information for a selected service component. In addition to providing detailed information, you also have the ability to change the name assigned for the selected service component.

### Fields and Descriptions

The table below describes the fields and buttons displayed on the **IQ-DIA Access Circuit** screen.

Field Name – Port Details	Description
<b>Circuit ID</b>	Service ID
<b>Name</b>	This field allows the user to Edit and assign a custom name
<b>IQ Port Type</b>	This identifies the port type for the Circuit ID
<b>Connection Type</b>	This identifies the type of IP Access.
<b>Billing Type</b>	This field identifies the type of Port billing
<b>Connection Speed</b>	This field identifies the Circuit Speed
<b>Bandwidth</b>	This field identifies the Circuit Bandwidth
<b>Encapsulation Type</b>	This field identifies the Encapsulation associated with the Port Type
<b>Diversity Type</b>	This fields identifies if the service has port or circuit diversity
<b>Integrated Management</b>	This field will be either “yes” or “no”
<b>Status</b>	This field will remain blank for future use
<b>E2E Type</b>	This field will remain blank for future use
<b>Configman</b>	This field will be either “yes” or “no”
<b>Customer</b>	This field will be the CenturyLink™ Customer's name of record
<b>Location</b>	This field will contain the address where the service is installed
Field Name – Traffic Allocation	Description
<b>Traffic Allocation</b>	This field contains the traffic allocation ID
<b>CenturyLink IP Address</b>	This field contains the CenturyLink assigned IP Address
<b>Customer IP Address</b>	This field contains the Customer IP Address
<b>QoS</b>	This field will be “YES” or “NO” This field is hyperlinked and allows the user to modify their Quality of Service options
	The Repair Button will redirect the user to the Repair Module to view / create repair tickets. Please see the Repair User Guide for further details.

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## iQ Networks and Port Access Loops

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Field Name	Description
<b>Local Loop ID</b>	This field contains the Service ID
<b>Access</b>	This field contains the Service Type
<b>Access Speed</b>	This field provides the access speed of the circuit
<b>Location</b>	This field provides the location where the circuit is installed

## iQ Networking Reports

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### Introduction

The **iQ Networking** (wholesale version known as **DIA**) Product application provides you a host of performance reports that will help you monitor the health of your network; including:

- **iQ-DIA At a glance**
- **iQ-DIA Trend**
- **iQ-DIA Billing**

In addition to the variety of reports listed above, the system also provides you a summary of the reports you have requested and the ability to schedule reports.

**Note:** The scheduled reports for the IQ-Net product will auto-delete from the system after 90 days. In the event you need your reports longer than 90 days, you will need to save these reports to your local PC.

### Report Selections

The table below describes the available **iQ Networking** reports.

Field Name	Description
<b>iQ-DIA At a glance</b>	The iQ-DIA At a glance report provides a one page summary of performance and bandwidth utilization for a selected service component during a specified period of time. This report displays charts depicting bandwidth, volume in bytes and circuit type-specific errors.
<b>iQ-DIA Trend</b>	The iQ-DIA Trend report provides information on trend variables in a graphical presentation for the selected service component.
<b>iQ-DIA Billing</b>	The iQ-DIA Billing report provides information on the data points used to calculate the 95th percentile point for your internet service.

## Reports Summary Log

### Introduction

The **Reports Summary Log** screen displays a list of reports that have been generated for your Control Center Enterprise ID. This screen is divided into two sections: Report Summary and Schedule Reports.

- The **Reports Summary** section provides you information on the total number of reports submitted, created, e-mailed, and scheduled.
- The **Scheduled Reports** section provides you a listing of the report title, who generated each report, the file format, status, submission date & time, completed/scheduled date & time and the size of each report.

### Fields and Descriptions

The table below describes the fields and buttons displayed on the **Reports Summary Log** screen.

Field Name	Description
<b>Reports Section</b>	
<b>Submitted</b>	This field displays the total number of reports that have been submitted for your services.
<b>Reports Created</b>	This field displays the total number of reports that have been successfully for your services.
<b>Reports Emailed</b>	This field displays the total number of reports that have been emailed for your services.
<b>Reports Scheduled</b>	This field displays the total number of reports that have been scheduled to run for a future date.
<b>Reports List Section</b>	
<input type="checkbox"/>	These check boxes allow you to delete reports that are no longer needed.
<b>Report Title</b>	This column provides the report name that has been submitted for generation.
<b>User</b>	This column displays the unique identifier for the user who submitted each report.
<b>Format</b>	This column displays the format in which each report was created, these include: <ul style="list-style-type: none"> <li>• PDF (Portable Document Format) – This format places the report data in an open file format. Report data is provided in an embedded picture. This format is useful when presenting complex documents that use a variety of fonts, graphics, colors and images. This will be your default format when scheduling a report.</li> <li>• CSV (Comma Separated Value) - This format places the report data in a flat text file. Report data is listed in a single block, with individual items separated by commas. This format is useful for working with the report data. You can import the data into a program such as Microsoft Excel, and manipulate it as needed.</li> <li>• HTML (Hypertext Markup Language) - This format returns the report data in HTML code. Report data is presented in your browser as a Web page. This format is useful when presentation is more important.</li> </ul>

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Confidential

12

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



## Reports Summary Log, continued

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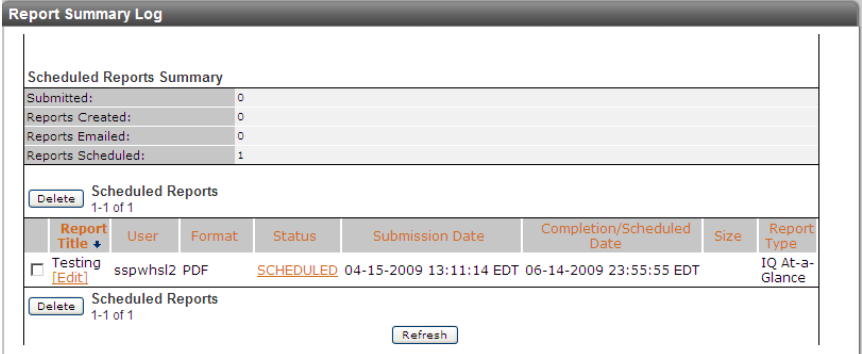
### Fields and Descriptions

(continued)

Field Name	Description
<b>Status</b>	This column identifies the current status of each report listed.
<b>Submission Date</b>	This column displays the date and time the report was submitted to the system in the following format: mm/dd/yyyy hh:mm:ss.
<b>Completion/ Scheduled Date</b>	This column displays the date and time the report was completed or scheduled in the system in the following format: mm/dd/yyyy hh:mm:ss.
<b>Size</b>	This column displays the size, in kilobytes, for each report listed.
	This button allows you to remove selected reports from the system.
	This button allows you to return to the last screen viewed.
	This button allows you to retrieve the most current report summary data.

## Viewing the Reports Summary Log

**Procedure** Follow the steps in the procedure below to **view** the **Reports Summary Log** screen.

Step	Action
1	<p>From the <b>iQ-NET</b> application, click on the <b>Reports &gt; Reports Summary Log</b> menu option.</p> <p><b>Result:</b> The <b>Reports Summary Log</b> screen appears.</p> 



## Sorting the Reports Summary Log

**Procedure** Follow the steps in the procedure below to **sort** the **Reports Summary Log** list.

Step	Action
1	From the <b>Reports Summary Log</b> screen, click on the <b>Report Title</b> column label to sort the list by the report title.
2	From the <b>Reports Summary Log</b> screen, click on the <b>User</b> column label to sort the list by the username.
3	From the <b>Reports Summary Log</b> screen, click on the <b>Format</b> column label to sort the list by the format/file type.
4	From the <b>Reports Summary Log</b> screen, click on the <b>Status</b> column label to sort the list by the status of the report.
5	From the <b>Reports Summary Log</b> screen, click on the <b>Submission Date</b> column label to sort the list by the date and time the order was submitted.
6	From the <b>Reports Summary Log</b> screen, click on the <b>Completed/Scheduled Date</b> column label to sort the list by the date and time the report is scheduled or completed.
7	From the <b>Reports Summary Log</b> screen, click on the <b>Size</b> column label to sort the list by the size of the file.


## Edit Report & Schedule (Reports Summary Log)

**Procedure** Follow the steps in the procedure below to **edit** a **Scheduled** report from the **report title** column.

Step	Action
1	From the <b>Reports Summary Log</b> screen, click on the <b>Edit</b> link next to the report title to update the report parameters.  <b>Result:</b> The <b>Generate Report</b> screen appears for the selected report.
2	From the <b>Generate Report</b> screen, update the parameters for the selected report (i.e. Access Circuits, Variables, Sample Size, Charts, Time Zone, Dates, Single Circuit or Billing Cycles; where applicable).
3	Click on the  button.  <b>Result:</b> The <b>Schedule Report</b> screen appears for the selected report.
4	In the report <b>Name</b> field (if applicable), enter the report name.
5	In the report <b>Title</b> field (if applicable), enter the report title that will be displayed in the Reports Summary Log.
6	In the report <b>Comments</b> field (if applicable), enter any comments that apply to the selected report.
7	From the <b>Report Format</b> radio buttons, select the desired format for the report.
8	From the <b>Frequency</b> radio buttons, select the desired frequency for the report.
9	In the <b>Start Date</b> field (if applicable), select a date by clicking the calendar icon to open a calendar graphical user interface (GUI) or enter the desired date.
10	In the <b>End Date</b> field (if applicable), select a date by clicking the calendar icon to open a calendar graphical user interface (GUI) or enter the desired date; otherwise select the <b>No End Date</b> radio button.
11	In the <b>Email Address</b> field (if applicable), enter any additional email addresses for users that should receive this report.  <b>Note:</b> All email addresses must be separated by commas.
12	Click  to request your changes.

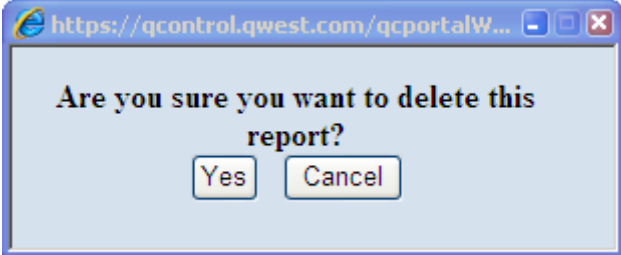
## Edit a Schedule (Reports Summary Log)

**Procedure** Follow the steps in the procedure below to **edit** a **Scheduled** report from the **status** column.

Step	Action
1	From the <b>Reports Summary Log</b> screen, click on the <b>Scheduled</b> link under the Status column.  <b>Result:</b> The <b>Schedule Report</b> screen appears for the selected report.
2	In the report <b>Name</b> field (if applicable), enter the report name.
3	In the report <b>Title</b> field (if applicable), enter the report title that will be displayed in the Reports Summary Log.
4	In the report <b>Comments</b> field (if applicable), enter any comments that apply to the selected report.
5	From the <b>Report Format</b> radio buttons, select the desired format for the report.
6	From the <b>Frequency</b> radio buttons, select the desired frequency for the report.
7	In the <b>Start Date</b> field (if applicable), select a date by clicking the calendar icon to open a calendar graphical user interface (GUI) or enter the desired date.
8	In the <b>End Date</b> field (if applicable), select a date by clicking the calendar icon to open a calendar graphical user interface (GUI) or enter the desired date; otherwise select the <b>No End Date</b> radio button.
9	In the <b>Email Address</b> field (if applicable), enter any additional email addresses for users that should receive this report.  <b>Note:</b> All email addresses must be separated by commas.
10	Click  to request your changes.

## Delete a Report (Reports Summary Log)

**Procedure** Follow the steps in the procedure below to **Delete** a report.


Step	Action
1	From the <b>Reports Summary Log</b> screen, click on the checkbox(es) next to each report title that you would like to delete.
2	<p>Click <input type="button" value="Delete"/> to remove the selected report(s).</p> <p><b>Result:</b> A confirmation message dialog box appears.</p>  <p><b>Note:</b> Only reports created under your username can be deleted by you.</p>
3	<p>Click <input type="button" value="Yes"/>.</p> <p><b>Result:</b> The selected report is deleted from the Reports Summary Log screen.</p>

## Scheduled Reports

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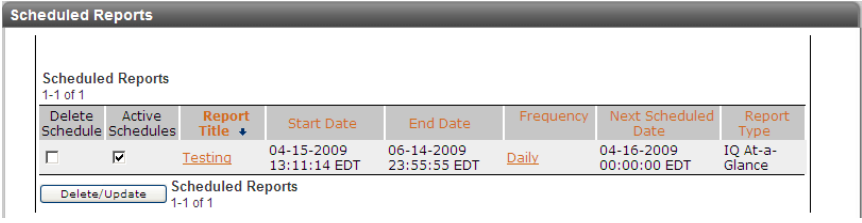
**Introduction** The **Scheduled Reports** screen allows you to view a listing of reports that are scheduled to run in regular intervals. This screen provides you a list of each report, the start date/end date, its frequency and the next scheduled date. You can also choose to deactivate the schedule or delete the schedule.

**Fields and Descriptions** The table below describes the fields and buttons displayed on the **Scheduled Reports** screen.

Field Name	Description
<b>Delete Schedule</b>	These checkbox(es) allow you to select the scheduled report(s) you want to eliminate.
<b>Active Schedules</b>	These checkbox(es) allow you to deactivate selected reports without deleting them. When you deselect these check boxes, the reports will remain in the list, but will no longer run at the scheduled times.
<b>Report Title</b>	This column displays the title of each report in the list, as assigned when the report was generated.
<b>Start Date</b>	This column displays the date and time the report was first run.
<b>End Date</b>	This column identifies the date and time the report will stop running.
<b>Frequency</b>	This column displays the schedule in which each listed report will automatically run.
<b>Next Scheduled Date</b>	This column displays the date and time for the next report run.
	This button will allow you to delete or deactivate any selected report.

## Viewing Scheduled Reports

**Procedure** Follow the steps in the procedure below to **view** the **Scheduled Reports** screen.

Step	Action
1	From the <b>iQ Networking</b> application, click on the <b>Reports</b> menu.
2	From the <b>Reports</b> menu, select the <b>Scheduled Reports</b> menu.  <b>Result:</b> The <b>Scheduled Reports</b> screen appears. 



## Sorting the Scheduled Reports

**Procedure** Follow the steps in the procedure below to **sort** the **Scheduled Reports** list.

Step	Action
1	From the <b>Scheduled Reports</b> screen, click on the <b>Report Title</b> column label to sort the list by the report title.
2	From the <b>Scheduled Reports</b> screen, click on the <b>Start Date</b> column label to sort the list by the date and time the report started.
3	From the <b>Scheduled Reports</b> screen, click on the <b>End Date</b> column label to sort the list by the date and time the scheduled report will stop running.
4	From the <b>Scheduled Reports</b> screen, click on the <b>Frequency</b> column label to sort the list by the frequency in which the report is generated.
5	From the <b>Scheduled Reports</b> screen, click on the <b>Next Scheduled Date</b> column label to sort the list by the date and time the next report will generate.
6	From the <b>Scheduled Reports</b> screen, click on the <b>Report Type</b> column label to sort the list by the type of report scheduled.

## Edit Report & Schedule (Scheduled Reports)

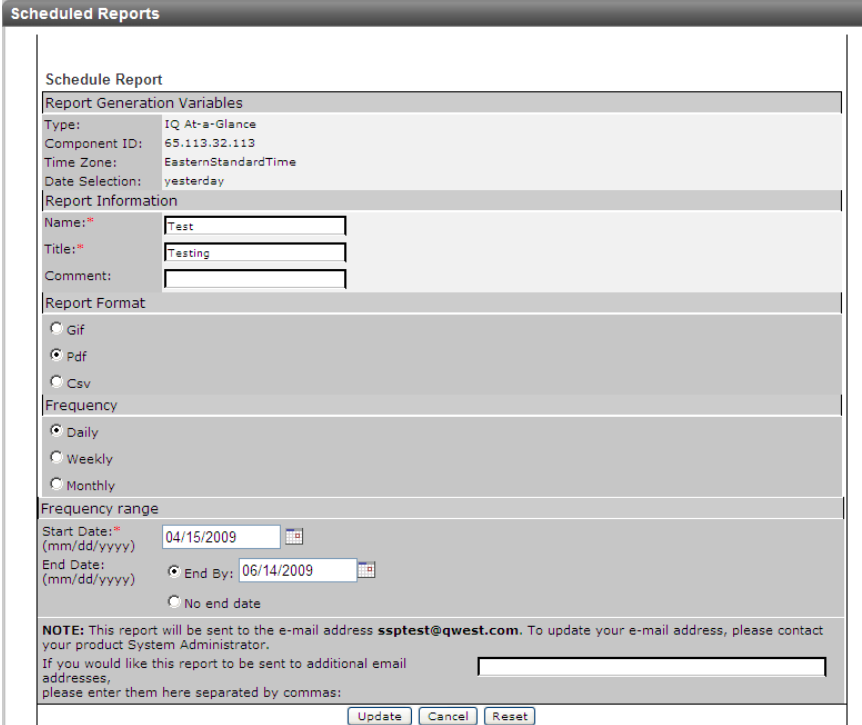
**Procedure** Follow the steps in the procedure below to **edit** a **Scheduled** report from the **report title** column.

Step	Action
1	From the <b>Scheduled Reports</b> screen, click on the <b>Report Title</b> link to update the report parameters.  <b>Result:</b> The <b>Generate Report</b> screen appears for the selected report.
2	From the <b>Generate Report</b> screen, update the parameters for the selected report (i.e. Access Circuits, Variables, Sample Size, Charts, Time Zone, Dates, Single Circuit or Billing Cycles; where applicable).
3	Click on the  button.  <b>Result:</b> The <b>Schedule Report</b> screen appears for the selected report.
4	In the report <b>Name</b> field (if applicable), enter the report name.
5	In the report <b>Title</b> field (if applicable), enter the report title that will be displayed in the Reports Summary Log.
6	In the report <b>Comments</b> field (if applicable), enter any comments that apply to the selected report.
7	From the <b>Report Format</b> radio buttons, select the desired format for the report.
8	From the <b>Frequency</b> radio buttons, select the desired frequency for the report.
9	In the <b>Start Date</b> field (if applicable), select a date by clicking the calendar icon to open a calendar graphical user interface (GUI) or enter the desired date.
10	In the <b>End Date</b> field (if applicable), select a date by clicking the calendar icon to open a calendar graphical user interface (GUI) or enter the desired date; otherwise select the <b>No End Date</b> radio button.
11	In the <b>Email Address</b> field (if applicable), enter any additional email addresses for users that should receive this report.  <b>Note:</b> All email addresses must be separated by commas.
12	Click  to request your changes.

## Updating Report Frequency

### Procedure

Follow the steps in the procedure below to **change** the **schedule** in which the system will automatically run the selected report.

Step	Action
1	<p>From the <b>Scheduled Reports</b> screen, click on the hyperlink in the <b>Frequency</b> column.</p> <p><b>Result:</b> The <b>Schedule Report Frequency</b> screen appears.</p>  <p><b>Note:</b> You can also access the <b>Scheduled Reports</b> screen by clicking on the <b>Scheduled</b> link from the <b>Status</b> column in the <b>Reports Summary Log</b> screen.</p>
2	In the report <b>Name</b> field (if applicable), enter the report name.
3	In the report <b>Title</b> field (if applicable), enter the report title that will be displayed in the Reports Summary Log.
4	In the report <b>Comments</b> field (if applicable), enter any comments that apply to the selected report.
5	From the <b>Report Format</b> radio buttons, select the desired format for the report.
6	From the <b>Frequency</b> radio buttons, select the desired frequency for the report.

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## Updating Report Frequency, continued

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**Procedure** (continued)

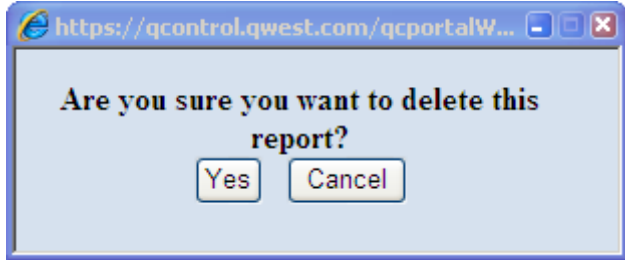
Step	Action
7	In the <b>Start Date</b> field (if applicable), select a date by clicking the calendar icon to open a calendar graphical user interface (GUI) or enter the desired date.
8	In the <b>End Date</b> field (if applicable), select a date by clicking the calendar icon to open a calendar graphical user interface (GUI) or enter the desired date; otherwise select the <b>No End Date</b> radio button.
9	In the <b>Email Address</b> field (if applicable), enter any additional email addresses for users that should receive this report.  <b>Note:</b> All email addresses must be separated by commas.
10	Click <input type="button" value="Submit"/> to request your changes.
11	Click <input type="button" value="Cancel"/> to withdraw your requested changes and return to the <b>Scheduled Reports</b> screen.
12	Click <input type="button" value="Reset"/> to clear your requested changes.

## Deleting a Scheduled Report

### Procedure

Follow the steps in the procedure below to **delete** a report that is set-up to run automatically in specific intervals.

**Note:** This procedure will delete the report itself; to temporary stop the report without eliminating it, please reference **Deactivating a Scheduled Report**.


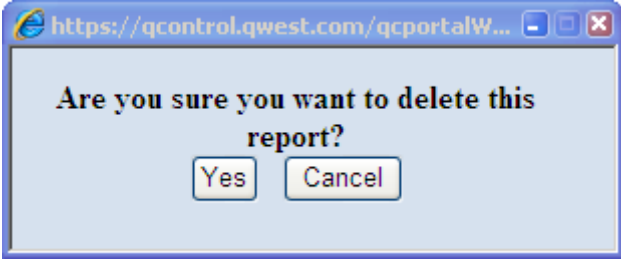

Step	Action
1	From the <b>Scheduled Reports</b> screen, select each checkbox next to the report(s) you want to delete under the <b>Delete Schedules</b> column.
2	<p>Click <input type="button" value="Delete/Update"/> to delete the selected scheduled reports.</p> <p><b>Result:</b> A confirmation message dialog box appears</p> 
3	<p>Click <input type="button" value="Yes"/>.</p> <p><b>Result:</b> The selected report is deleted from the Scheduled Reports screen.</p>

## Deactivating a Scheduled Report

### Procedure

Follow the steps in the procedure below to **deactivate** a **report** that is set-up to run automatically in specific intervals.


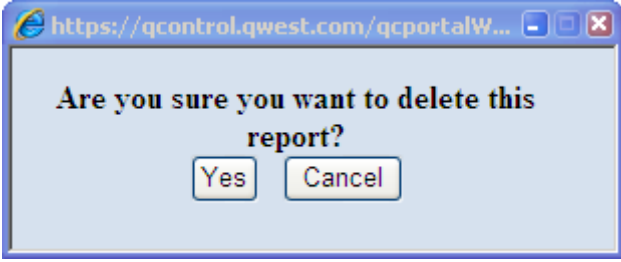

**Note:** This procedure will temporarily stop the report without eliminating it, to delete a report itself please reference **Deleting a Scheduled Report**.

Step	Action
1	From the <b>Scheduled Reports</b> screen, remove each checkmark next to the report(s) you want to deactivate under the <b>Active Schedules</b> column.
2	Click  to deactivate the selected scheduled reports.  <b>Result:</b> A confirmation message dialog box appears  
3	Click  .  <b>Result:</b> A successful confirmation message appears.

## Activating a Scheduled Report

### Procedure

Follow the steps in the procedure below to **re-activate** a **report** that was set-up to run automatically in specific intervals.

Step	Action
1	From the <b>Scheduled Reports</b> screen, select each checkbox next to the report(s) you want to re-activate under the <b>Active Schedules</b> column.
2	<p>Click  to activate the selected scheduled reports.</p> <p><b>Result:</b> A confirmation message dialog box appears</p> 
3	<p>Click .</p> <p><b>Result:</b> A successful confirmation message appears.</p>

## iQ-DIA At a glance Report



### Introduction

The **iQ-DIA At a glance Reports** screen provides you a listing of the At a glance reports that have been created for your Control Center Enterprise ID within the last 14 days. This screen is divided into two sections: Functions and Reports list.

- The **Functions** section of the screen allows you to generate an **At a glance** report.
- The **iQ-DIA At a glance Reports** list displays an overview of the reports available.

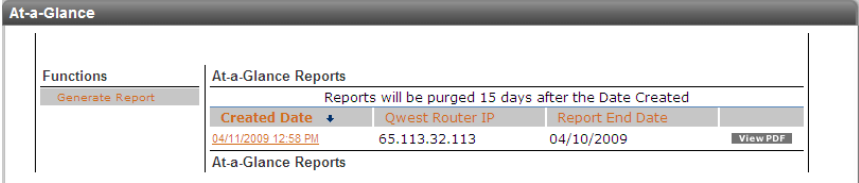
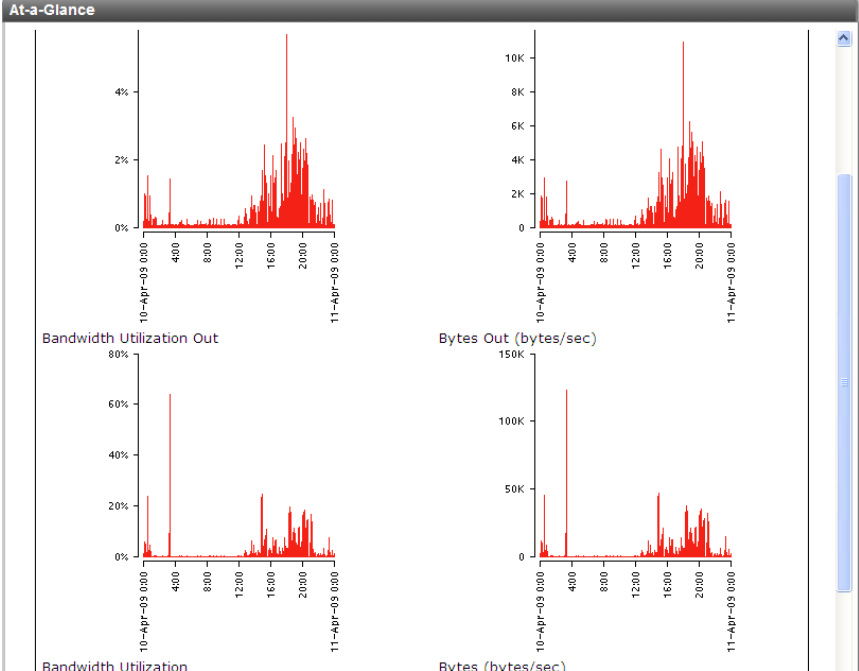
### Fields and Descriptions

The table below describes the fields and buttons displayed on the **iQ-DIA At a glance** report.

Field Name	Description
<b>Functions</b>	
<b>Generate Report</b>	This link allows you to generate an At a glance report.
<b>Reports List Section</b>	
<b>Date Created</b>	This column displays the date and time each listed report was generated.
<b>CenturyLink Router IP</b>	This column displays the IP Address of your provider's router that connects your access circuit to the internet backbone.
<b>Report End Date</b>	This column displays the last date each listed report covers.
	This button allows you to view the selected report in a <b>PDF (Portable Document Format)</b> file version.  <b>Note:</b> You will need at least the Adobe Acrobat Reader in order to open the PDF file.
<b>Report Details Section</b>	
<b>Access Circuit(s)</b>	This field displays the service component on which the report was based.
<b>Date Created</b>	This field displays the date and time the report was generated.
<b>Date Range</b>	This field displays the from date and time and the to date and time range the report covers
<b>Report Graphs Section</b>	
<b>Bandwidth Utilization In</b>	This graph shows you the percentage of your available inbound bandwidth used in each 24-hour period.
<b>Bytes In (bytes/sec)</b>	This graph shows you the number of bytes per second coming into your service component over each 24-hour period.
<b>Bandwidth Utilization Out</b>	This graph shows you the percentage of your available outbound bandwidth used in each 24-hour period.
<b>Bytes Out (bytes/sec)</b>	This graph shows you the number of bytes per second going out of your service component over each 24-hour period.
<b>Bandwidth Utilization</b>	This graph shows you the percentage of your total available bandwidth used in each 24-hour period.
<b>Bytes (bytes/sec)</b>	This graph shows you the total number of bytes per second going into and out of your service component over each 24-hour period.
	This button allows you to return to the previous screen viewed.

# Viewing the iQ-DIA At a glance Report

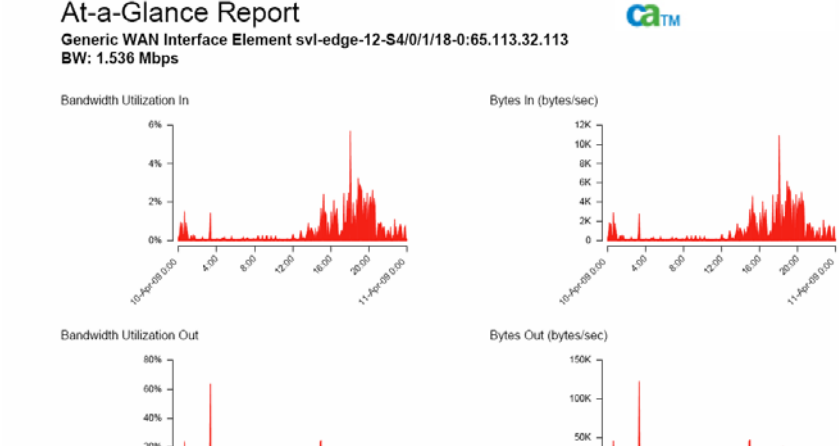
**Procedure** Follow the steps in the procedure below to **view** the **iQ-DIA At a glance Reports** screen.

Step	Action
1	<p>From the <b>iQ Networking</b> application, select <b>iQ-DIA At a glance</b> from the <b>Reports</b> menu.</p> <p><b>Result:</b> The <b>iQ-DIA At a glance Reports</b> screen appears.</p> 
2	<p>From the <b>Date Created</b> column, click on the corresponding report hyperlink to view the details.</p> <p><b>Result:</b> The <b>iQ-DIA At a glance Report Details</b> screen appears.</p> 

*Continued on next page*

## Viewing the iQ-DIA At a glance Report, continued

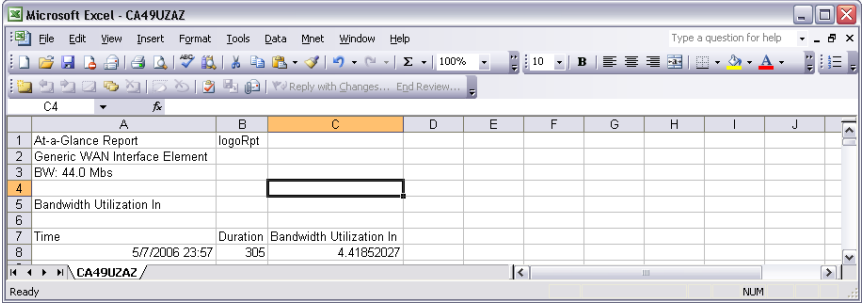
Procedure (continued)

Step	Action
3	<p>To view the report in a PDF file version, click on the corresponding <b>View PDF</b> button from the <b>iQ-DIA At a glance Reports</b> screen.</p> <p><b>Result:</b> The <b>iQ-DIA At a glance report</b> opens in Adobe Reader:</p>  <p><b>Note:</b> The At a glance report may also be opened in a PDF file version from the <b>iQ-DIA At a glance Report Details</b> screen by clicking on the <b>View PDF</b> (<a href="#">VIEW PDF</a>) hyperlink.</p>

## Downloading the iQ-DIA At a glance Report

### Procedure

Follow the steps in the procedure below to **download** your **iQ-DIA At a glance Report** to a **CSV** (Comma Separated Value) file.

Step	Action														
1	<p>From the <b>iQ-DIA At a glance Report Details</b> screen, click on the <b>Download</b> hyperlink to export your data to a CSV file.</p> <p><b>Result:</b> The data file opens in a new window.</p>  <p>The screenshot shows a Microsoft Excel window titled 'Microsoft Excel - CA49UZAZ'. The spreadsheet contains the following data:</p> <table border="1"> <thead> <tr> <th>At-a-Glance Report</th> <th>Generic WAN Interface Element</th> <th>BW</th> <th>Bandwidth Utilization In</th> <th>Time</th> <th>Duration</th> <th>Bandwidth Utilization In</th> </tr> </thead> <tbody> <tr> <td></td> <td>logoRpt</td> <td></td> <td></td> <td>5/7/2006 23:57</td> <td>305</td> <td>4.41852027</td> </tr> </tbody> </table>	At-a-Glance Report	Generic WAN Interface Element	BW	Bandwidth Utilization In	Time	Duration	Bandwidth Utilization In		logoRpt			5/7/2006 23:57	305	4.41852027
At-a-Glance Report	Generic WAN Interface Element	BW	Bandwidth Utilization In	Time	Duration	Bandwidth Utilization In									
	logoRpt			5/7/2006 23:57	305	4.41852027									

## Sorting the At a glance Reports


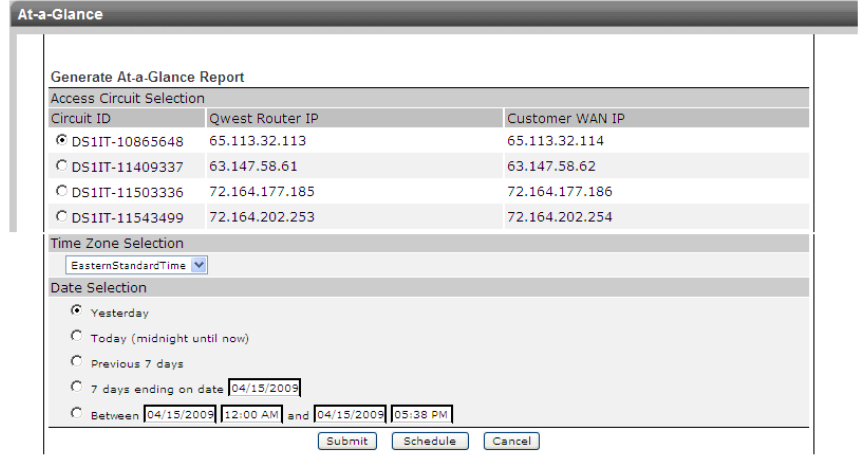
### Procedure

Follow the steps in the procedure below to **sort** the **iQ-DIA At a glance Reports** list.

Step	Action
1	From the <b>iQ-DIA At a glance Reports</b> screen, click on the <b>Date Created</b> column label to sort the list by the date and time each listed report was generated.
2	From the <b>iQ-DIA At a glance Reports</b> screen, click on the <b>CenturyLink Router IP</b> column label to sort the list by the IP Address
3	From the <b>iQ-DIA At a glance Reports</b> screen, click on the <b>Report End Date</b> column label to sort the list by the last date each listed report covers.

## Generating an iQ-DIA At a glance Report



**Procedure** Follow the steps in the procedure below to **generate** an **iQ-DIA At a glance** report.

Step	Action
1	<p>From the <b>iQ Networking</b> application, select <b>iQ-DIA At a glance</b> from the <b>Reports</b> menu.</p> <p><b>Result:</b> The <b>iQ-DIA At a glance Reports</b> screen appears.</p> 
2	<p>From the <b>Functions</b> section, click on the <b>Generate Report</b> link.</p> <p><b>Result:</b> The <b>Generate iQ-DIA At a glance Report</b> screen appears.</p> 
3	From the <b>CenturyLink Router IP</b> radio buttons, select the service component for the report.
4	From the <b>Time Zone Selection</b> drop-down menu, select the <b>Time Zone</b> in which the service component resides.

*Continued on next page*

## Generating an iQ-DIA At a glance Report, continued

Procedure (continued)


Step	Action								
5	<p>From the <b>Date Selection</b> radio buttons, enter the <b>Time Period</b> for your report.</p> <table border="1" data-bbox="618 489 1430 1274"> <thead> <tr> <th data-bbox="618 489 954 554">If you want the report to cover...</th> <th data-bbox="954 489 1430 554">Then...</th> </tr> </thead> <tbody> <tr> <td data-bbox="618 554 954 653">The current, previous or last seven days.</td> <td data-bbox="954 554 1430 653">Select the <b>Today</b>, <b>Yesterday</b>, or <b>Previous 7 days</b> radio buttons, as appropriate.</td> </tr> <tr> <td data-bbox="618 653 954 871">A seven-day period starting on a specific date.</td> <td data-bbox="954 653 1430 871"> <ol style="list-style-type: none"> <li>1. Select the <b>7 days ending on date</b> radio button.</li> <li>2. In the corresponding field, enter the begin date.</li> </ol> <p><b>Note:</b> The date should follow the listed format: <b>MM/DD/YYYY</b>.</p> </td> </tr> <tr> <td data-bbox="618 871 954 1274">A specific range of dates.</td> <td data-bbox="954 871 1430 1274"> <ol style="list-style-type: none"> <li>1. Select the <b>Between...and</b> radio button.</li> <li>2. In the first set of corresponding fields, enter the earliest date and time your report should cover.</li> <li>3. In the second set of corresponding fields, enter the latest date and time your report should cover.</li> </ol> <p><b>Note:</b> The date should follow the listed format: <b>MM/DD/YYYY</b>.</p> </td> </tr> </tbody> </table>	If you want the report to cover...	Then...	The current, previous or last seven days.	Select the <b>Today</b> , <b>Yesterday</b> , or <b>Previous 7 days</b> radio buttons, as appropriate.	A seven-day period starting on a specific date.	<ol style="list-style-type: none"> <li>1. Select the <b>7 days ending on date</b> radio button.</li> <li>2. In the corresponding field, enter the begin date.</li> </ol> <p><b>Note:</b> The date should follow the listed format: <b>MM/DD/YYYY</b>.</p>	A specific range of dates.	<ol style="list-style-type: none"> <li>1. Select the <b>Between...and</b> radio button.</li> <li>2. In the first set of corresponding fields, enter the earliest date and time your report should cover.</li> <li>3. In the second set of corresponding fields, enter the latest date and time your report should cover.</li> </ol> <p><b>Note:</b> The date should follow the listed format: <b>MM/DD/YYYY</b>.</p>
If you want the report to cover...	Then...								
The current, previous or last seven days.	Select the <b>Today</b> , <b>Yesterday</b> , or <b>Previous 7 days</b> radio buttons, as appropriate.								
A seven-day period starting on a specific date.	<ol style="list-style-type: none"> <li>1. Select the <b>7 days ending on date</b> radio button.</li> <li>2. In the corresponding field, enter the begin date.</li> </ol> <p><b>Note:</b> The date should follow the listed format: <b>MM/DD/YYYY</b>.</p>								
A specific range of dates.	<ol style="list-style-type: none"> <li>1. Select the <b>Between...and</b> radio button.</li> <li>2. In the first set of corresponding fields, enter the earliest date and time your report should cover.</li> <li>3. In the second set of corresponding fields, enter the latest date and time your report should cover.</li> </ol> <p><b>Note:</b> The date should follow the listed format: <b>MM/DD/YYYY</b>.</p>								
6	Click  (if applicable) to withdraw your requested changes and return to the previous screen.								
7	<p>Click  (if applicable).</p> <p><b>Result:</b> The system saves your criteria and opens the <b>Schedule Report</b> screen. See <b>Updating Report Frequency</b> on page 18 for more information on setting up the report frequency.</p>								

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## Generating an iQ-DIA At a glance Report, continued

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Procedure (continued)

Step	Action
8	<p>Click  to generate your requested report.</p> <p><b>Result:</b> A <b>Report Being Generated</b> message screen appears; however you will need to access the <b>iQ-DIA At a glance Reports</b> screen to view the report.</p> 

## iQ-DIA Trend Reports

### Introduction



The **iQ-DIA Trend Reports** screen provides you a listing of the trend reports that have been created for your Control Center Enterprise ID within the last 14 days. This screen is divided into two sections: Functions and Reports list.

- The **Functions** section of the screen allows you to generate an **iQ-DIA Trend** report.
- The **iQ-DIA Trend Reports** list displays an overview of the reports available.

**Note:** Trend reports may be generated using up to 10 variables for a single IP Address or a single variable for up to 10 IP Addresses.

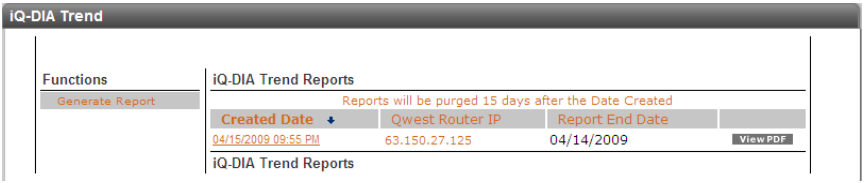
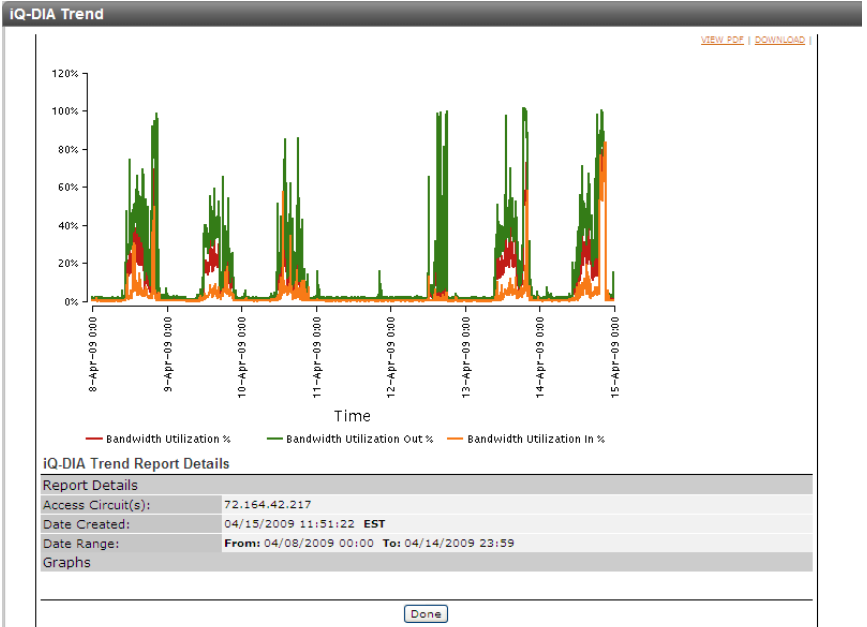
### Fields and Descriptions

The table below describes the fields and buttons displayed on the **iQ-DIA Trend** report.

Field Name	Description
<b>Functions Section</b>	
<b>Generate Report</b>	This link allows you to generate a Trend report.
<b>Reports List Section</b>	
<b>Created Date</b>	This column displays the date and time each listed report was generated.
<b>CenturyLink Router IP</b>	This column displays the IP Address of your provider's router that connects your access circuit to the internet backbone.
<b>Report End Date</b>	This column displays the last date each listed report covers.
	This button allows you to view the selected report in a PDF file version.  <b>Note:</b> You will need at least the Adobe Acrobat Reader in order to open the PDF file.
<b>Report Details Section</b>	
<b>Access Circuit(s)</b>	This field displays the service component on which the report is based.
<b>Date Created</b>	This field displays the date and time the report was generated.
<b>Date Range</b>	This field displays the from date and time and the to date and time range the report covers
<b>Report Graphs Section</b>	
<b>Graph</b>	This graph displays the trend variables you selected in the graphical presentation you selected.
	This button allows you to return to the previous screen viewed.

# Viewing the iQ-DIA Trend Report

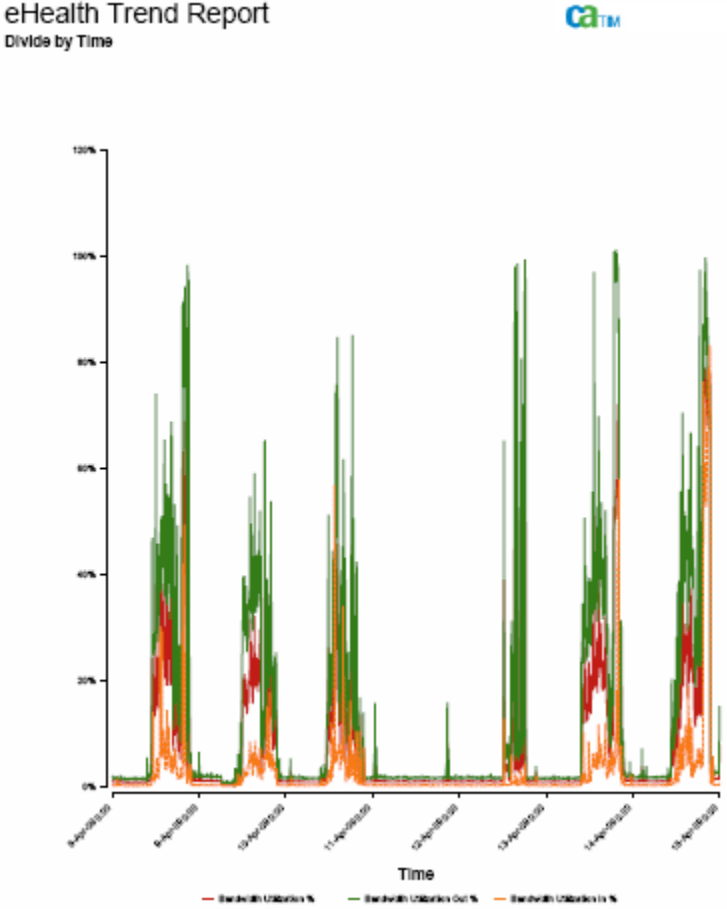
**Procedure** Follow the steps in the procedure below to **view** the **iQ-DIA Trend Reports** screen.

Step	Action
1	<p>From the <b>iQ Networking</b> application, click on the <b>iQ-DIA Trend</b> option from the <b>Reports</b> menu.</p> <p><b>Result:</b> The <b>iQ-DIA Reports</b> screen appears.</p> 
2	<p>From the <b>Created Date</b> column, click on the corresponding report hyperlink to view the details.</p> <p><b>Result:</b> The <b>iQ-DIA Trend Report Details</b> screen appears.</p> 

*Continued on next page*

## Viewing the iQ-DIA Trend Report, continued

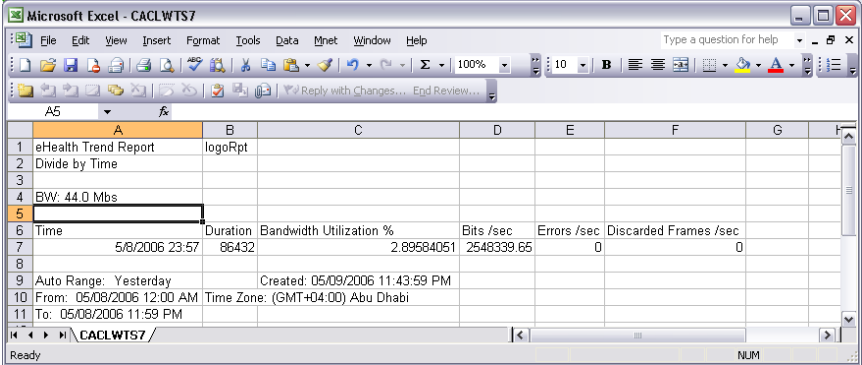
Procedure (continued)

Step	Action
3	<p>To view the report in a PDF file version, click on the corresponding <b>View PDF</b> button from the <b>iQ-DIA Trend Reports</b> screen.</p> <p><b>Result:</b> The <b>iQ-DIA Trend report</b> opens in Adobe Reader:</p>  <p><b>Note:</b> The Trend report may also be opened in a PDF file version from the <b>iQ-DIA Trend Details</b> screen by clicking on the <b>View PDF</b> (<a href="#">VIEW PDF</a>) hyperlink.</p>

## Downloading the iQ-DIA Trend Report

### Procedure

Follow the steps in the procedure below to **download** your **iQ-DIA Trend Report** to a **CSV** (Comma Separated Value) file.

Step	Action												
1	<p>From the <b>iQ-DIA Trend Report Details</b> screen, click on the <b>Download</b> hyperlink to export your data to a CSV file.</p> <p><b>Result:</b> The data file opens in a new window.</p>  <p>The screenshot shows a Microsoft Excel window titled 'Microsoft Excel - CACLWTS7'. The spreadsheet contains the following data:</p> <table border="1"> <thead> <tr> <th>Time</th> <th>Duration</th> <th>Bandwidth Utilization %</th> <th>Bits /sec</th> <th>Errors /sec</th> <th>Discarded Frames /sec</th> </tr> </thead> <tbody> <tr> <td>5/8/2006 23:57</td> <td>86432</td> <td>2.89584051</td> <td>2548339.65</td> <td>0</td> <td>0</td> </tr> </tbody> </table> <p>Additional information shown in the spreadsheet includes: eHealth Trend Report, logoRpt, BW: 44.0 Mbs, Auto Range: Yesterday, Created: 05/09/2006 11:43:59 PM, From: 05/08/2006 12:00 AM, To: 05/08/2006 11:59 PM, and Time Zone: (GMT+04:00) Abu Dhabi.</p>	Time	Duration	Bandwidth Utilization %	Bits /sec	Errors /sec	Discarded Frames /sec	5/8/2006 23:57	86432	2.89584051	2548339.65	0	0
Time	Duration	Bandwidth Utilization %	Bits /sec	Errors /sec	Discarded Frames /sec								
5/8/2006 23:57	86432	2.89584051	2548339.65	0	0								

## Sorting the Trend Reports

### Procedure

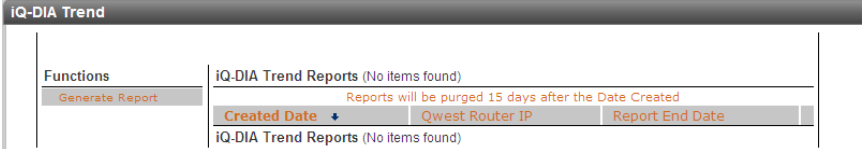
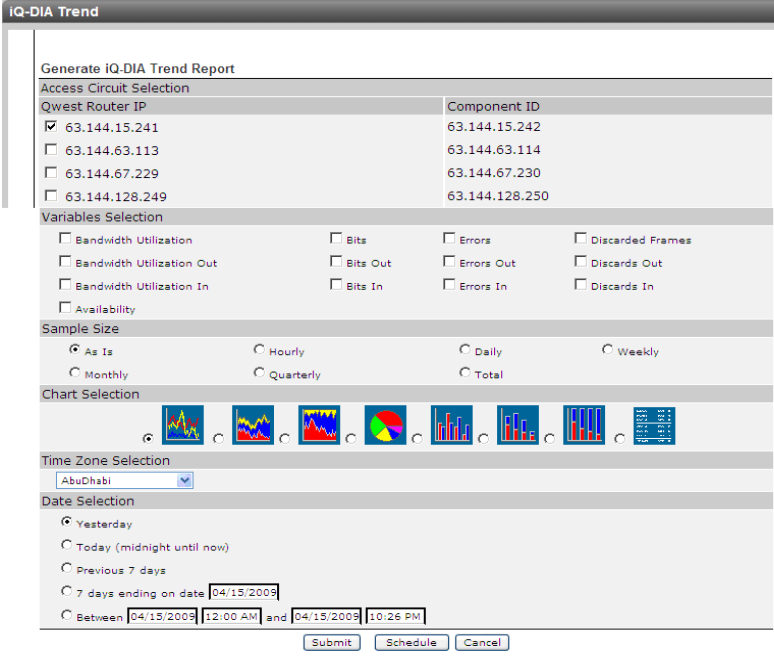
Follow the steps in the procedure below to **sort** the **Trend Reports** list.

Step	Action
1	From the <b>iQ-DIA Trend Reports</b> screen, click on the <b>Created Date</b> column label to sort the list by the date and time each listed report was generated.
2	From the <b>iQ-DIA Trend Reports</b> screen, click on the <b>CenturyLink Router IP</b> column label to sort the list by the IP Address.
3	From the <b>iQ-DIA Trend Reports</b> screen, click on the <b>Report End Date</b> column label to sort the list by the last date each listed report covers.

## Generating an iQ-DIA Trend Report

**Procedure** Follow the steps in the procedure below to **generate** an **iQ-DIA Trend** report.

**Note:** Trend reports may be generated using up to 10 variables for a single IP Address or a single variable for up to 10 IP Addresses.

Step	Action
1	<p>From the <b>iQ-Net</b> application, select <b>iQ-DIA Trend</b> from the <b>Reports</b> menu.</p> <p><b>Result:</b> The <b>iQ-DIA Trend Reports</b> screen appears.</p> 
2	<p>From the <b>Functions</b> section, click on the <b>Generate Report</b> link.</p> <p><b>Result:</b> The <b>iQ-DIA Generate Trend Report</b> screen appears.</p> 
3	From the <b>Access Circuit Selection</b> checkboxes, select the service component(s) for your report.
4	From the <b>Variables Selection</b> checkboxes, select the criteria for your report.
5	From the <b>Sample Size</b> section, select the appropriate radio button to indicate size of the data sample over which you want to see usage trends.
6	From the <b>Chart Selection</b> radio buttons, select the manner in which you want trend data displayed in the report.

*Continued on next page*

Confidential



38

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## Generating an iQ-DIA Trend Report, continued

Procedure (continued)


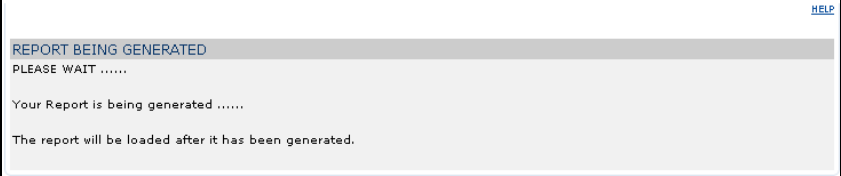
Step	Action								
7	From the <b>Time Zone Selection</b> drop-down menu, select the <b>Time Zone</b> in which the service component resides.								
8	<p>From the <b>Date Selection</b> radio buttons, enter the <b>Time Period</b> for your report.</p> <table border="1"> <thead> <tr> <th>If you want the report to cover...</th> <th>Then...</th> </tr> </thead> <tbody> <tr> <td>The current, previous or last seven days.</td> <td>Select the <b>Today, Yesterday, or Previous 7 days</b> radio buttons, as appropriate.</td> </tr> <tr> <td>A seven-day period starting on a specific date.</td> <td> <ol style="list-style-type: none"> <li>Select the <b>7 days ending on date</b> radio button.</li> <li>In the corresponding field, enter the begin date.</li> </ol> <p><b>Note:</b> The date should follow the listed format: <b>MM/DD/YYYY</b>.</p> </td> </tr> <tr> <td>A specific range of dates.</td> <td> <ol style="list-style-type: none"> <li>Select the <b>Between...and</b> radio button.</li> <li>In the first set of corresponding fields, enter the earliest date and time your report should cover.</li> <li>In the second set of corresponding fields, enter the latest date and time your report should cover.</li> </ol> <p><b>Note:</b> The date should follow the listed format: <b>MM/DD/YYYY</b>.</p> </td> </tr> </tbody> </table>	If you want the report to cover...	Then...	The current, previous or last seven days.	Select the <b>Today, Yesterday, or Previous 7 days</b> radio buttons, as appropriate.	A seven-day period starting on a specific date.	<ol style="list-style-type: none"> <li>Select the <b>7 days ending on date</b> radio button.</li> <li>In the corresponding field, enter the begin date.</li> </ol> <p><b>Note:</b> The date should follow the listed format: <b>MM/DD/YYYY</b>.</p>	A specific range of dates.	<ol style="list-style-type: none"> <li>Select the <b>Between...and</b> radio button.</li> <li>In the first set of corresponding fields, enter the earliest date and time your report should cover.</li> <li>In the second set of corresponding fields, enter the latest date and time your report should cover.</li> </ol> <p><b>Note:</b> The date should follow the listed format: <b>MM/DD/YYYY</b>.</p>
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9	Click  (if applicable) to withdraw your requested changes and return to the previous screen.								
10	<p>Click  (if applicable).</p> <p><b>Result:</b> The system saves your criteria and opens the <b>Schedule Report</b> screen. See <b>Updating Report Frequency</b> on <a href="#">page 17</a> for more information on setting up the report frequency.</p>								

*Continued on next page*

## Generating an iQ-DIA Trend Report, continued

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Procedure (continued)


Step	Action
11	<p>Click  to generate your requested report.</p> <p><b>Result:</b> A <b>Report Being Generated</b> message screen appears; however you will need to access the <b>iQ-DIA Trend Reports</b> screen to view the report.</p> 

## iQ-DIA Billing Reports

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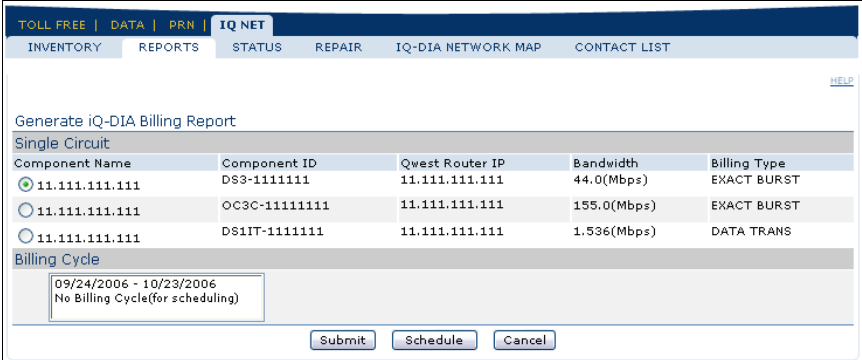
**Introduction** The **iQ-DIA Billing Reports** screen provides you a graph of the samples collected at different points during the billing cycle and offers a "view text" option to show the exact values of the samples. A line on the graph represents the 95th percentile.

**Fields and Descriptions** The table below describes the fields and buttons displayed on the **iQ-DIA Billing** report.

Field Name	Description
<b>Reports List Section</b>	
<b>Component Name</b>	This field displays the customer maintained name associated with the service component.
<b>Component ID</b>	This field displays the unique provider maintained identifier for the service component.
<b>CenturyLink Router IP</b>	This field displays the IP Address of the router connecting your service component to the internet.
<b>Bandwidth</b>	This column displays the capacity and speed for each listed service component.
<b>Billing Cycle</b>	This field displays the billing cycle for the selected service component.
<b>95<sup>th</sup> Percentile</b>	This field displays the 95th percentile point at which your billing is based.
<b>Graph</b>	This graph provides a visual representation of the usage based billing data.
	This button allows you to return to the previous screen viewed.

## Generating an iQ-DIA Billing Report


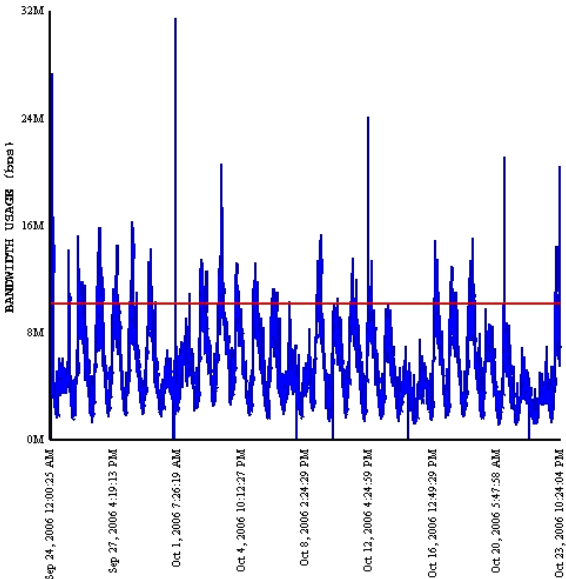
**Procedure** Follow the steps in the procedure below to **generate** an **iQ-DIA Billing** report.

Step	Action
1	<p>From the <b>iQ Networking</b> application, select <b>iQ-DIA Billing</b> from the <b>Reports</b> menu.</p> <p><b>Result:</b> The <b>Generate iQ-DIA Billing Report</b> screen appears.</p> 
2	<p>From the <b>Component ID</b> column, select the radio button for the desired service component.</p> <p><b>Result:</b> The <b>Billing Cycle</b> list box changes to reflect the available cycles for the selected access circuit.</p>
3	<p>From the <b>Billing Cycle</b> list box, select the cycle for which you want to see billing data.</p>
4	<p>Click <input type="button" value="Cancel"/> (if applicable) to withdraw your requested changes and return to the previous screen.</p>
5	<p>Click <input type="button" value="Schedule"/> (if applicable).</p> <p><b>Result:</b> The system saves your criteria and opens the <b>Schedule Report</b> screen. See <b>Updating Report Frequency</b> on page 17 for more information on setting up the report frequency.</p>

*Continued on next page*

## Generating an iQ-DIA Billing Report, continued

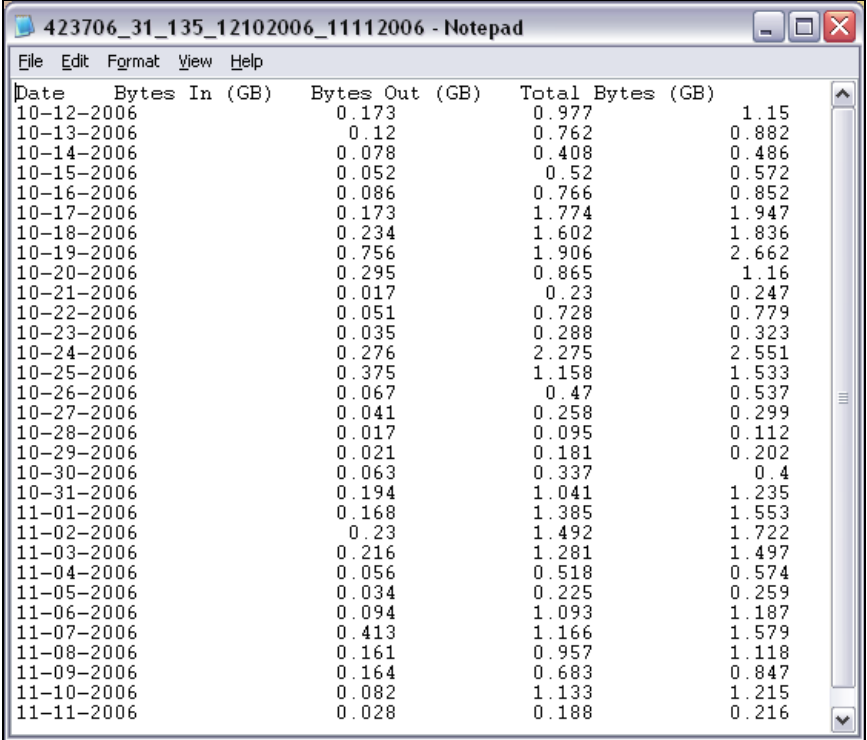
Procedure (continued)

Step	Action												
6	<p>Click  to generate your requested report.</p> <p><b>Result:</b> The system retrieves the selected billing data and displays it in the <b>iQ-DIA Billing Reports</b> screen.</p> <div data-bbox="597 533 1455 1318" style="border: 1px solid black; padding: 5px;"> <p>iQ-DIA Burstable Billing Report</p> <p><b>Component Information</b></p> <table border="1"> <tr><td>Component Name:</td><td>11.111.111.111</td></tr> <tr><td>Component ID:</td><td>DS3-1111111</td></tr> <tr><td>Qwest Router IP:</td><td>11.111.111.111</td></tr> <tr><td>Bandwidth:</td><td>44.0(Mbps)</td></tr> <tr><td>Billing Cycle:</td><td>09/24/2006-10/23/2006</td></tr> <tr><td>95th Percentile:</td><td>10.217(Mbps)</td></tr> </table>  </div>	Component Name:	11.111.111.111	Component ID:	DS3-1111111	Qwest Router IP:	11.111.111.111	Bandwidth:	44.0(Mbps)	Billing Cycle:	09/24/2006-10/23/2006	95th Percentile:	10.217(Mbps)
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Qwest Router IP:	11.111.111.111												
Bandwidth:	44.0(Mbps)												
Billing Cycle:	09/24/2006-10/23/2006												
95th Percentile:	10.217(Mbps)												

## Downloading the iQ-DIA Billing Report

### Procedure

Follow the steps in the procedure below to **download** your **iQ-DIA Billing Report** to a **CSV** (Comma Separated Value) file.

Step	Action																																																																																																																																
1	<p>From the <b>iQ-DIA Billing Report Details</b> screen, click on the <b>Download</b> hyperlink to export your data to a CSV file.</p> <p><b>Result:</b> The data file opens in a new window.</p>  <table border="1"> <thead> <tr> <th>Date</th> <th>Bytes In (GB)</th> <th>Bytes Out (GB)</th> <th>Total Bytes (GB)</th> </tr> </thead> <tbody> <tr><td>10-12-2006</td><td></td><td>0.173</td><td>0.977</td></tr> <tr><td>10-13-2006</td><td></td><td>0.12</td><td>0.762</td></tr> <tr><td>10-14-2006</td><td></td><td>0.078</td><td>0.408</td></tr> <tr><td>10-15-2006</td><td></td><td>0.052</td><td>0.52</td></tr> <tr><td>10-16-2006</td><td></td><td>0.086</td><td>0.766</td></tr> <tr><td>10-17-2006</td><td></td><td>0.173</td><td>1.774</td></tr> <tr><td>10-18-2006</td><td></td><td>0.234</td><td>1.602</td></tr> <tr><td>10-19-2006</td><td></td><td>0.756</td><td>1.906</td></tr> <tr><td>10-20-2006</td><td></td><td>0.295</td><td>0.865</td></tr> <tr><td>10-21-2006</td><td></td><td>0.017</td><td>0.23</td></tr> <tr><td>10-22-2006</td><td></td><td>0.051</td><td>0.728</td></tr> <tr><td>10-23-2006</td><td></td><td>0.035</td><td>0.288</td></tr> <tr><td>10-24-2006</td><td></td><td>0.276</td><td>2.275</td></tr> <tr><td>10-25-2006</td><td></td><td>0.375</td><td>1.158</td></tr> <tr><td>10-26-2006</td><td></td><td>0.067</td><td>0.47</td></tr> <tr><td>10-27-2006</td><td></td><td>0.041</td><td>0.258</td></tr> <tr><td>10-28-2006</td><td></td><td>0.017</td><td>0.095</td></tr> <tr><td>10-29-2006</td><td></td><td>0.021</td><td>0.181</td></tr> <tr><td>10-30-2006</td><td></td><td>0.063</td><td>0.337</td></tr> <tr><td>10-31-2006</td><td></td><td>0.194</td><td>1.041</td></tr> <tr><td>11-01-2006</td><td></td><td>0.168</td><td>1.385</td></tr> <tr><td>11-02-2006</td><td></td><td>0.23</td><td>1.492</td></tr> <tr><td>11-03-2006</td><td></td><td>0.216</td><td>1.281</td></tr> <tr><td>11-04-2006</td><td></td><td>0.056</td><td>0.518</td></tr> <tr><td>11-05-2006</td><td></td><td>0.034</td><td>0.225</td></tr> <tr><td>11-06-2006</td><td></td><td>0.094</td><td>1.093</td></tr> <tr><td>11-07-2006</td><td></td><td>0.413</td><td>1.166</td></tr> <tr><td>11-08-2006</td><td></td><td>0.161</td><td>0.957</td></tr> <tr><td>11-09-2006</td><td></td><td>0.164</td><td>0.683</td></tr> <tr><td>11-10-2006</td><td></td><td>0.082</td><td>1.133</td></tr> <tr><td>11-11-2006</td><td></td><td>0.028</td><td>0.188</td></tr> </tbody> </table>	Date	Bytes In (GB)	Bytes Out (GB)	Total Bytes (GB)	10-12-2006		0.173	0.977	10-13-2006		0.12	0.762	10-14-2006		0.078	0.408	10-15-2006		0.052	0.52	10-16-2006		0.086	0.766	10-17-2006		0.173	1.774	10-18-2006		0.234	1.602	10-19-2006		0.756	1.906	10-20-2006		0.295	0.865	10-21-2006		0.017	0.23	10-22-2006		0.051	0.728	10-23-2006		0.035	0.288	10-24-2006		0.276	2.275	10-25-2006		0.375	1.158	10-26-2006		0.067	0.47	10-27-2006		0.041	0.258	10-28-2006		0.017	0.095	10-29-2006		0.021	0.181	10-30-2006		0.063	0.337	10-31-2006		0.194	1.041	11-01-2006		0.168	1.385	11-02-2006		0.23	1.492	11-03-2006		0.216	1.281	11-04-2006		0.056	0.518	11-05-2006		0.034	0.225	11-06-2006		0.094	1.093	11-07-2006		0.413	1.166	11-08-2006		0.161	0.957	11-09-2006		0.164	0.683	11-10-2006		0.082	1.133	11-11-2006		0.028	0.188
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## iQ-DIA Configuration Requests

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### Introduction

The **iQ-DIA Configuration Requests** menu provides you a listing of all your service configuration requests (i.e. IP Addressing, DNS, Routing, and New Feed) that are currently in progress with CenturyLink. This screen provides you the status of each request, the request type and the product affected. This functionality can be accessed via the **iQ Networking** (wholesale version known as DIA) product application or the **Ordering** Module.

For detailed instructions, see **Chapter 10: Ordering Module**.

## iQ-DIA Alarm Status

### Introduction






The **View Alarm Status** screen displays network alarms for your DIA services. These alarms indicate problems of varying severity for specific DIA service components. This screen is divided into two sections: Filters and Alarm Information.

- The **Filters** section allows you to find specific alarms quickly by entering the criteria for the alarms you want to see.
- The **Alarm Information** list displays information on the alarms that match your criteria.

**Note:** The system continuously monitors the network for alarms and updates the open alarms list every 60 seconds. If the situation that triggered the alarm is resolved, the network will close that alarm automatically. In addition, by default, this page lists alarms for the last 30 days with a status of **Open** (🔴).

### Fields and Descriptions

The table below describes the fields and buttons displayed on the **iQ-DIA View Alarm Status** screen.





Field Name	Description
<b>Filters Section</b>	
<b>Status</b>	These radio buttons allow you to filter alarms by an <b>Open</b> , <b>Closed</b> or <b>All</b> status.
<b>Select Date From</b>	This field allows you to enter a <b>Month</b> , <b>Day</b> and <b>Year</b> date for the first alarm in your selected range.
<b>Select Date To</b>	This field allows you to enter a <b>Month</b> , <b>Day</b> and <b>Year</b> date for the last alarm in your selected range.
	This button allows you to retrieve the network alarms that match the criteria you selected
<b>Alarm Details Section</b>	
<b>Product(s)</b>	This field indicates the internet product(s) for which alarms are listed in the <b>Alarm Information</b> section.
<b>Status</b>	This field indicates the status of the alarms listed in the <b>Alarm Information</b> section
<b>Report Period</b>	This field indicates the range of dates for which alarms are listed in the <b>Alarm Information</b> section
<b>Severity Level</b>	<p>This field displays the severity of each alarm:</p> <ul style="list-style-type: none"> <li>•  (gray) = warning</li> <li>•  (yellow) = minor</li> <li>•  (orange) = major</li> <li>•  (red) = critical</li> </ul> <p><b>Note:</b> The first column in the alarms list indicates the severity of each alarm.</p>

*Continued on next page*

## iQ-DIA Alarm Status, continued

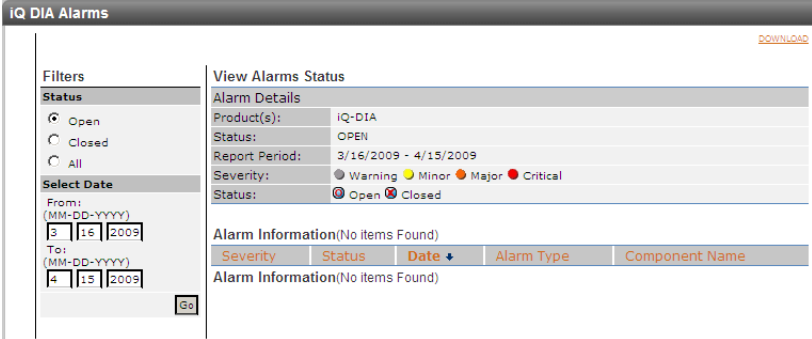
### Fields and Descriptions

(continued)

Field Name	Description
<b>Status</b>	This field displays the status of the alarm; <b>Closed, Open or Both.</b>
<b>Alarm Information Section</b>	
<b>Severity Level</b>	<p>This field displays the severity of each alarm:</p> <ul style="list-style-type: none"> <li>•  (gray) = warning</li> <li>•  (yellow) = minor</li> <li>•  (orange) = major</li> <li>•  (red) = critical</li> </ul> <p><b>Note:</b> The first column in the alarms list indicates the severity of each alarm.</p>
<b>Status</b>	This field displays the status of the alarm; <b>Closed, Open or Both.</b>
<b>Date</b>	This column displays the date the network detected each listed alarm.
<b>Alarm Type</b>	This column displays the specific issue that triggered each alarm in the list.
<b>Component Name</b>	This column displays the unique customer maintained name of each component experiencing the alarm.

## Viewing the iQ-DIA Alarm Status

**Procedure** Follow the steps in the procedure below to **view** the **iQ-DIA Alarm Status** screen.

Step	Action
1	<p>From the <b>iQ Networking</b> application, select <b>iQ-DIA Alarms</b> from the <b>Status</b> menu.</p> <p><b>Result:</b> The <b>iQ-DIA View Alarms Status</b> screen appears.</p> 


## Sorting the iQ-DIA Alarm Status

**Procedure** Follow the steps in the procedure below to **sort** the **iQ-DIA View Alarm Status** list.

Step	Action
1	From the <b>iQ-DIA View Alarm Status</b> screen, click on the <b>Severity Level</b> column label to sort the list by the severity of each alarm.
2	From the <b>iQ-DIA View Alarm Status</b> screen, click on the <b>Status</b> column label to sort the list by the current status of each alarm.
3	From the <b>iQ-DIA View Alarm Status</b> screen, click on the <b>Date</b> column label to sort the list by the date for each alarm.
4	From the <b>iQ-DIA View Alarm Status</b> screen, click on the <b>Alarm Type</b> column label to sort the list by the reason each alarm occurred.
5	From the <b>iQ-DIA View Alarm Status</b> screen, click on the <b>Component Name</b> column label to sort the list by each component that experienced an alarm.

## Filtering the iQ-DIA Alarm Status List

**Procedure** Follow the steps in the procedure below to **filter** the list of **alarms**.

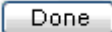
Step	Action
1	From the <b>iQ-DIA View Alarm Status</b> screen, select <b>Open</b> , <b>Closed</b> or <b>All</b> from the <b>Status</b> radio buttons.
2	In the <b>Select Date From</b> fields, enter the <b>Month</b> , <b>Day</b> and <b>Year</b> of the first alarm that should display.
3	In the <b>Select Date To</b> fields, enter the <b>Month</b> , <b>Day</b> and <b>Year</b> of the last alarm that should display.
4	Click  <b>Result:</b> The system retrieves the alarms that match you criteria.

## iQ-DIA Alarm Details

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**Introduction** The **iQ-DIA Alarm Details** screen provides you additional information about a selected alarm and the affected service component.

**Fields and Descriptions** The table below describes the fields and buttons displayed on the **iQ-DIA Alarm Details** screen.

Field Name	Description
<b>Component Name</b>	This field displays the name assigned to the affected service component.  <b>Note:</b> A network assigned name appears here by default. If you have already renamed the component, your selected name appears here.
<b>Component ID</b>	The field displays a unique identifier assigned to the selected service component.
<b>Component Type</b>	This field displays the type of network component affected by the event that caused the alarm.
<b>Last Status Time</b>	This field displays the date and time at which the network last measured the service component's status.
<b>Alarm Open Time</b>	This field displays the date and time at which the network detected the event that caused the alarm.
<b>Status</b>	This field displays the current status of the selected alarm.
<b>Severity</b>	This field displays the severity level of the alarm.
<b>Type</b>	This field displays the reason for the selected alarm.
<b>Description</b>	This field displays a brief description of the reason for the alarm.
	This button allows you to return to the previous screen viewed.

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## Viewing the iQ-DIA Alarm Details

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**Procedure** Follow the steps in the procedure below to **view** the **iQ-DIA Alarm Details** screen.

Step	Action
1	From the <b>iQ-DIA View Alarms Status</b> screen, click on the name of any value in the <b>Component Name</b> column.  <b>Result:</b> The <b>iQ-DIA Alarm Details</b> screen appears.

## iQ DIA Repair

**Introduction** The **Repair** menu provides you the ability to view and create repair tickets for your DIA, iQ Internet, iQ Enhanced and iQ Private services. This functionality can be accessed via the **iQ Networking** (wholesale version known as DIA) product application or the **Repair** Module.

For detailed instructions, see **Chapter 9: Repair Module**.

## Notify Contacts List

**Introduction** The proactive notification **Contact List** menu allows you to view and create a list of contacts for your DIA services. This functionality can be accessed via the **iQ Networking** (wholesale version known as DIA) product application or the **Home** Module.

For detailed instructions, see **Chapter 2: Home Module**.