Chapter 5:
Dedicated Hosting (DH) Application

Overview

Introduction

The **Hosting Product** application allows you to manage your **DH** (**D**edicated **H**osting) services associated to your Qwest Control® Enterprise ID. Some of the features available under the Hosting product include access to inventory, the ability to request & view reports and access to your account information through a Hosting Portal.

Note: In Qwest Control, the system will only display products that apply specifically to your customer account ID. If you do not have a Dedicated Hosting product this page will not display.

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Hosting Inventory

Introduction

The **Hosting Inventory** screen provides you information on your access circuits, a value representing the physical description of each listed connectivity circuit. This value is a combination of the switch, slot and port information uniquely describing the data connection to your rack.

Fields and Descriptions

The table below describes the fields and buttons displayed on the **Hosting Inventory** screen.

Field Name	Description
Access Circuit	This column displays a value representing the physical description of each listed connectivity circuit. This value is a combination of the switch, slot, and port information uniquely describing the data connection to your rack.
VLAN Name	This column displays a logical representation of the connectivity for each listed connectivity circuit. Your provider uses this value to locate your **LAN** (**L**ocal **A**rea **N**etwork) for troubleshooting and maintenance.

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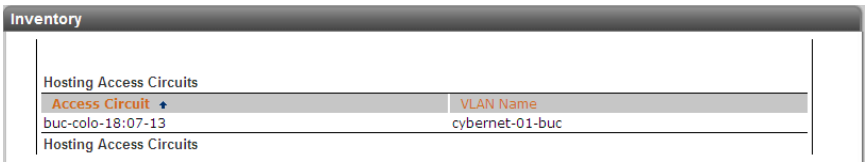
Viewing the Hosting Inventory

Procedure Follow the steps in the procedure below to **view** the **Hosting Inventory** screen.

Step	Action
1	From the **Landing** page, click on the **Hosting** service. **Result:** The **Hosting** drop down appears.
2	From the **Hosting** dropdown, click on the **Inventory** link. **Result**: The **Hosting Inventory** screen appears.  **Note:** You can click any of the items in the drop down and navigate directly to that service for that product.

Sorting the Hosting Inventory

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

Step	Action
1	From the **Hosting Inventory** screen, click on the **Access Circuit** column label to sort the list by the circuit name.
2	From the **Hosting Inventory** screen, click on the **VLAN Name** column label to sort the list by the LAN name.

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Hosting Reports

Introduction

The Hosting Product application provides you the ability to request and view a variety of reports, including:

- **At a glance**
- **Trend**
- **Billing**

Report Selections

The table below describes the available **Hosting** reports.

Field Name	Description
At a glance	The **DH** At a glance report provides information on the performance and bandwidth utilization in a graphical presentation for the selected circuit.
Trend	The **DH** Trend report provides information on trend variables in a graphical presentation for the selected circuit.
Billing	The **DH** Burstable Billing report provides information on the data points used to calculate the 95th percentile point for your internet service.

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At a glance Reports

Introduction

The **DH At a glance Reports** screen provides you a listing of the At a glance reports that have been created for your Qwest Control 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 **Reports** list displays an overview of the reports available.

Fields and Descriptions

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

Field Name	Description
Functions Section	
Generate Report	This link allows you to generate an At a glance report.
Reports List Section	
Created Date	This column displays the date and time each listed report was generated.
Access Circuit	This column displays the Access Circuit on which the report was based.
Report End Date	This column displays the last date each listed report covers.
View PDF	This button allows you to view the selected report in a **PDF** (**P**ortable **D**ocument **F**ormat) file version. **Note**: You will need at least the Adobe Acrobat Reader in order to open the PDF file.
Report Details Section	
Access Circuit(s)	This field displays the Access Circuit on which the report was based.
Date Created	This field displays the date and time the report was generated.
Date Range	This field displays the from date and time and the to date and time range the report covers
Report Graphs Section	
Bandwidth Utilization In	This graph shows you the percentage of your available inbound bandwidth used in each 24-hour period.
Bytes In (bytes/sec)	This graph shows you the number of bytes per second coming into your service component over each 24-hour period.
Bandwidth Utilization Out	This graph shows you the percentage of your available outbound bandwidth used in each 24-hour period.
Bytes Out (bytes/sec)	This graph shows you the number of bytesper second going out of your service component over each 24-hour period.
Bandwidth Utilization	This graph shows you the percentage of your total available bandwidth used in each 24-hour period.
Bytes (bytes/sec)	This graph shows you the total number of bytes per second going into and out of your service component over each 24-hour period.
Done	This button allows you to return to the previous screen viewed.

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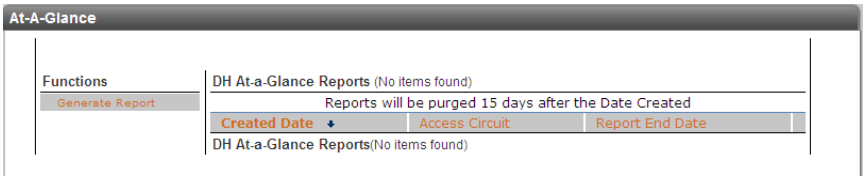
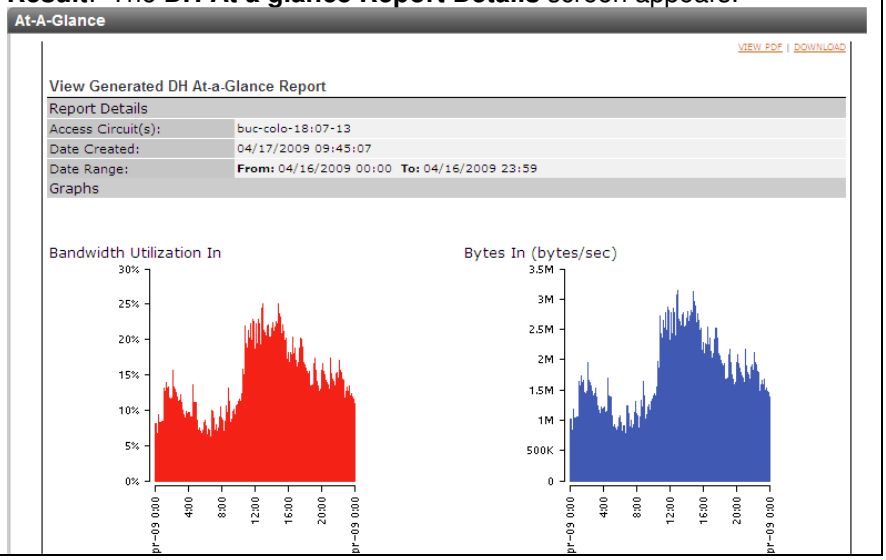
Viewing the At a glance Report

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

Step	Action
1	From the **Hosting** application, click on the **Reports** menu. **Result**: The **At a glance Reports** screen appears. 
2	From the **Date Created** column, click on the corresponding report hyperlink to view the details. **Result**: The **DH At a glance Report Details** screen appears. 

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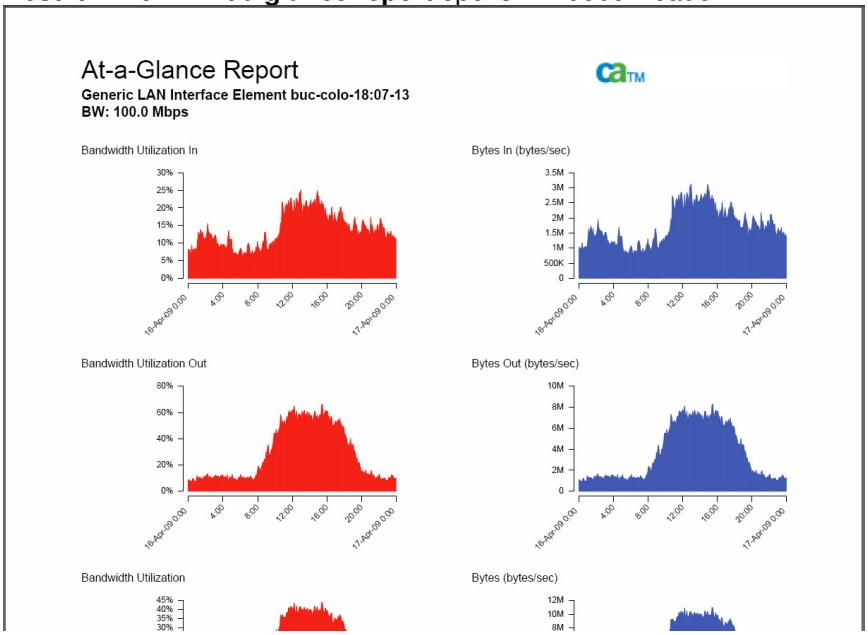
Viewing the At a glance Report, continued

Procedure (continued)

Step	Action
3	To view the report in a PDF file version, click on the corresponding "**View PDF**" button from the **At a glance Reports** screen. **Result**: The **DH At a glance report** opens in Adobe Reader:  **Note**: The At a glance report may also be opened in a PDF file version from the **DH At a glance Report Details** screen by clicking on the **View PDF** (VIEW PDF) hyperlink.

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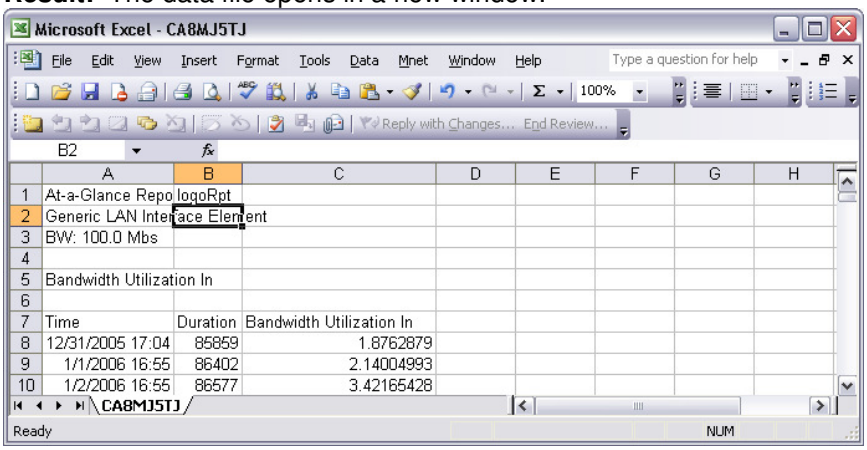
Downloading the At a glance Report

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

Step	Action
1	From the **DH At a glance Report Details** screen, click on the **Download** hyperlink to export your data to a CSV file. **Result:** The data file opens in a new window. 

Sorting the At a glance Reports

Procedure Follow the steps in the procedure below to **sort** the **At a glance Reports** list.

Step	Action
1	From the **At a glance Reports** screen, click on the **Date Created** column label to sort the list by the date and time each listed report was generated.
2	From the **At a glance Reports** screen, click on the **Access Circuit** column label to sort the list by the circuit name.
3	From the **At a glance Reports** screen, click on the **Report End Date** column label to sort the list by the last date each listed report covers.

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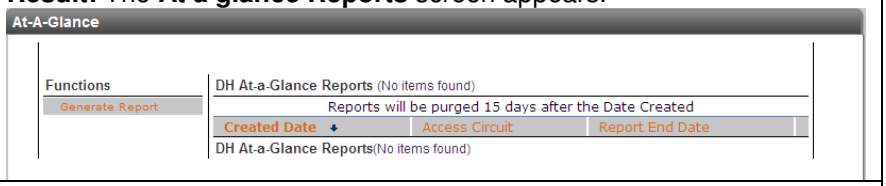
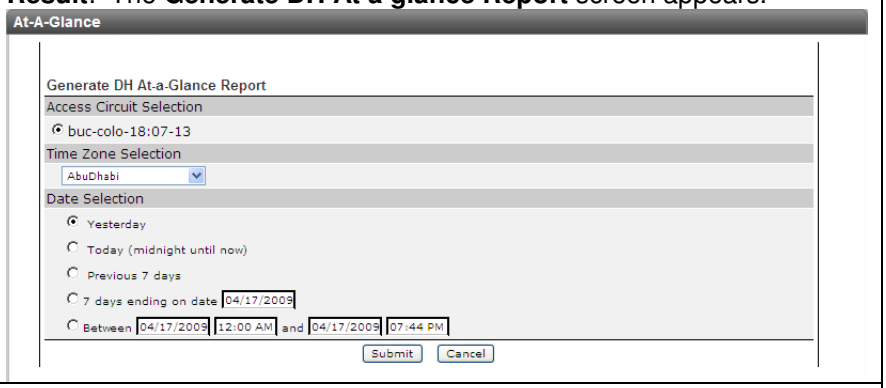
Generating an At a glance Report

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

Step	Action
1	From the **Hosting** application, select **At a glance** from the **Reports** menu. **Result:** The **At a glance Reports** screen appears. 
2	From the **Functions** section, click on the **Generate Report** link. **Result**: The **Generate DH At a glance Report** screen appears. 
3	From the **Access Circuit Selection** radio buttons, select the **Access Circuit** for your report.
4	From the **Time Zone Selection** drop-down menu, select the **Time Zone** in which the service component resides.

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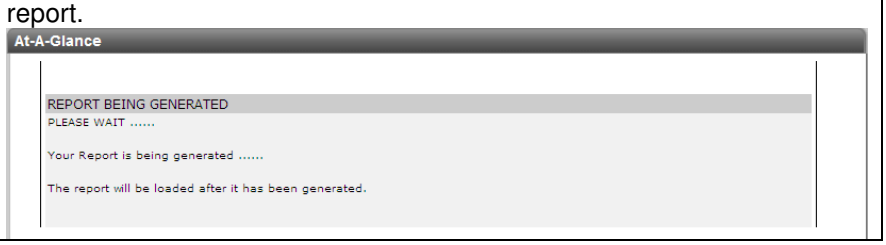
Generating an At a glance Report, continued

Procedure (continued)

<table>
<tr><th>Step</th><th>Action</th></tr>
<tr><td>5</td><td>From the Date Selection radio buttons, enter the Time Period for your report.
<table>
<tr><th>If you want the report to cover...</th><th>Then...</th></tr>
<tr><td>The current, previous or last seven days.</td><td>Select the Today, Yesterday, or Previous 7 days radio buttons, as appropriate.</td></tr>
<tr><td>A seven-day period starting on a specific date.</td><td>1. Select the 7 days ending on date radio button.
2. In the corresponding field, enter the begin date.

Note: The date should follow the listed format: MM/DD/YYYY.</td></tr>
<tr><td>A specific range of dates.</td><td>1. Select the Between...and radio button.
2. In the first set of corresponding fields, enter the earliest date and time your report should cover.
3. In the second set of corresponding fields, enter the latest date and time your report should cover.

Note: The date should follow the listed format: MM/DD/YYYY.</td></tr>
</table></td></tr>
<tr><td>6</td><td>Click Cancel (if applicable) to withdraw your requested changes and return to the previous screen.</td></tr>
<tr><td>7</td><td>Click Submit to generate your requested report.

Result: A Report Being Generated message screen appears; however you will need to access the At a glance Reports screen to view the report.
 
</td></tr>
</table>

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Trend Reports

Introduction

The **DH Trend Reports** screen provides you a listing of the Trend reports that have been created for your Qwest Control 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 a **Trend** report.
- The **Reports** list displays an overview of the reports available.

Note: Trend reports may be generated using a combination of either one access circuit and up to ten variables or up to ten access circuits and one variable.

Fields and Descriptions

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

Field Name	Description
Functions Section	
Generate Report	This link allows you to generate a Trend report.
Reports List Section	
Created Date	This column displays the date and time each listed report was generated.
Access Circuit	This column displays the Access Circuit on which the report was based.
Report End Date	This column displays the last date each listed report covers.
View PDF	This button allows you to view the selected report in a **PDF** (**P**ortable **D**ocument **F**ormat) file version. **Note**: You will need at least the Adobe Acrobat Reader in order to open the PDF file.
Report Details Section	
Access Circuit(s)	This field displays the Access Circuit on which the report was based.
Date Created	This field displays the date and time the report was generated.
Date Range	This field displays the from date and time and the to date and time range the report covers
Report Graphs Section	
Graph	This graph displays the trend variables you selected in the graphical presentation you selected.
Done	This button allows you to return to the previous screen viewed.

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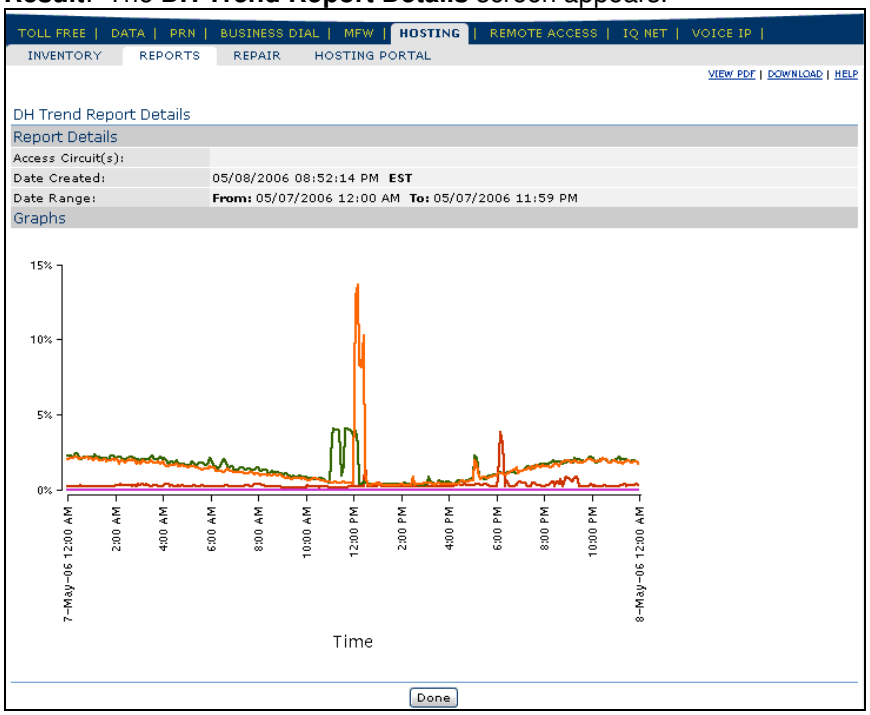
Viewing the Trend Report

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

Step	Action
1	From the **Hosting** application, click on the **Trend** option from the **Reports** menu. **Result**: The **Trend Reports** screen appears.
2	From the **Date Created** column, click on the corresponding report hyperlink to view the details. **Result**: The **DH Trend Report Details** screen appears. 

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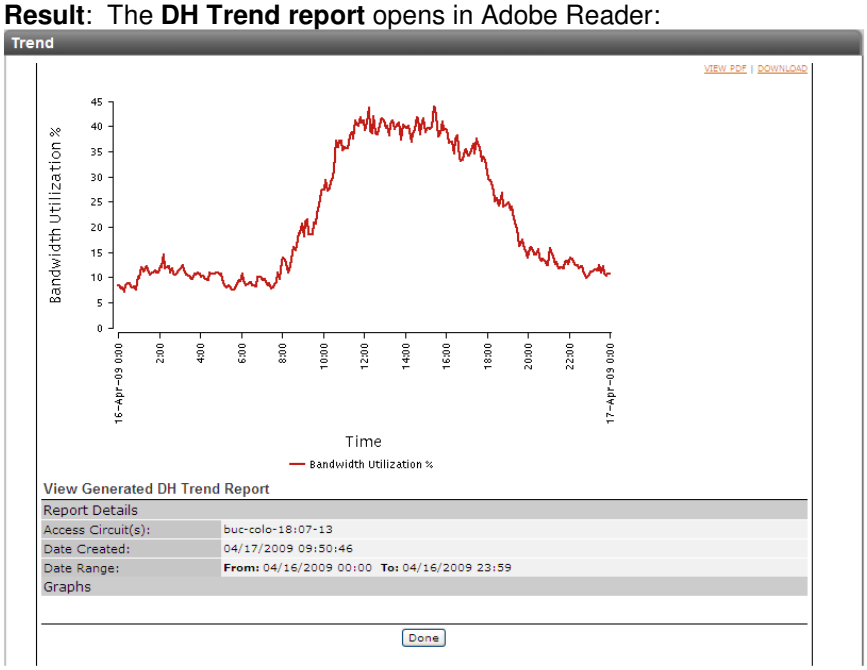
Viewing the Trend Report, continued

Procedure (continued)

Step	Action
3	To view the report in a PDF file version, click on the corresponding "**View PDF**" button from the **Trend Reports** screen. **Result**: The **DH Trend report** opens in Adobe Reader:  **Note**: The Trend report may also be opened in a PDF file version from the **DH Trend Details** screen by clicking on the **View PDF** (VIEW PDF) hyperlink.

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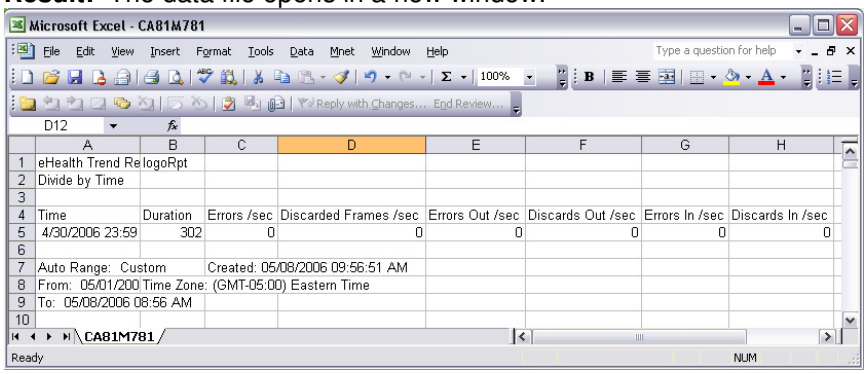
Downloading the Trend Report

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

Step	Action
1	From the **DH Trend Report Details** screen, click on the **Download** hyperlink to export your data to a CSV file. **Result:** The data file opens in a new window. 

Sorting the Trend Reports

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

Step	Action
1	From the **Trend Reports** screen, click on the **Date Created** column label to sort the list by the date and time each listed report was generated.
2	From the **Trend Reports** screen, click on the **Access Circuit** column label to sort the list by the circuit name.
3	From the **Trend Reports** screen, click on the **Report End Date** column label to sort the list by the last date each listed report covers.

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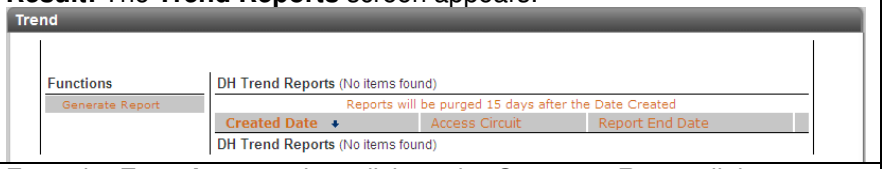
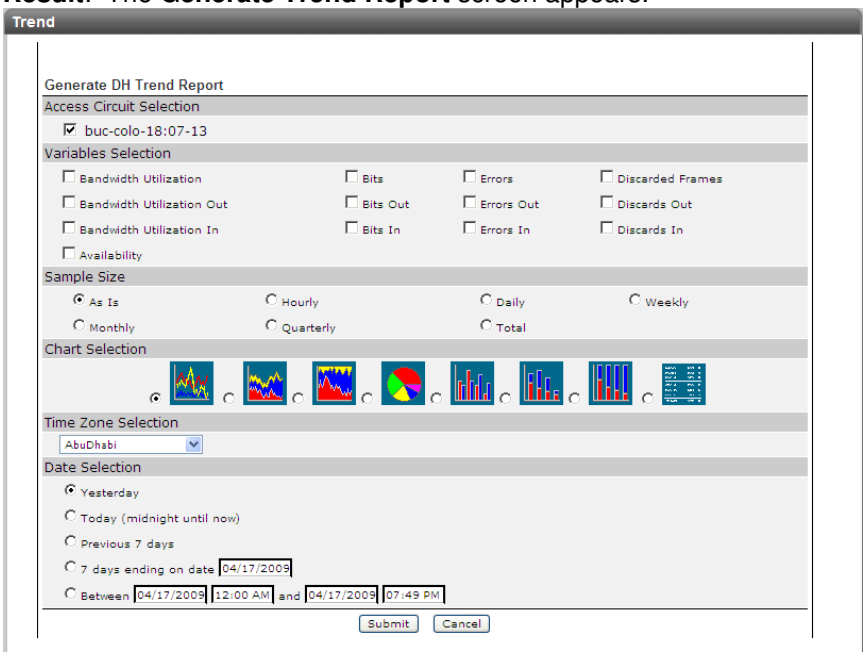
Generating a Trend Report

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

Note: Trend reports may be generated using a combination of either one access circuit and up to ten variables or up to ten access circuits and one variable.

Step	Action
1	From the **Hosting** application, select **Trend** from the **Reports** menu. **Result:** The **Trend Reports** screen appears. 
2	From the **Functions** section, click on the **Generate Report** link. **Result**: The **Generate Trend Report** screen appears. 
3	From the **Access Circuit Selection** checkboxes, select the **Access Circuit(s)** for your report.
4	From the **Variables Selection** checkboxes, select the criteria for your report.
5	From the **Sample Size** radio buttons, select the size of the data sample for which you want to see trends.
6	From the **Chart Selection** radio buttons, select the manner in which you want trend data displayed in the report.

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Generating a Trend Report, continued

Procedure (continued)

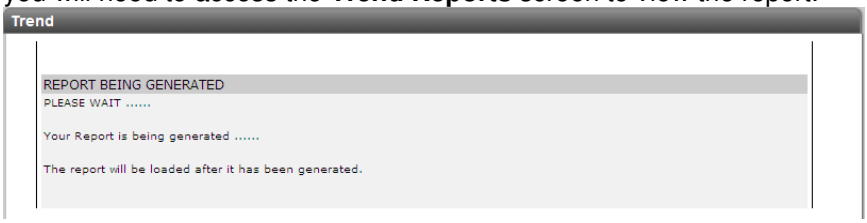
<table>
<tr><th>Step</th><th>Action</th></tr>
<tr><td>7</td><td>From the Chart Selection radio buttons, select the manner in which you want trend data displayed in the report.</td></tr>
<tr><td>8</td><td>From the Time Zone Selection drop-down menu, select the Time Zone in which the service component resides.</td></tr>
<tr><td>9</td><td>From the Date Selection radio buttons, enter the Time Period for your report.
<table>
<tr><th>If you want the report to cover...</th><th>Then...</th></tr>
<tr><td>The current, previous or last seven days.</td><td>Select the Today, Yesterday, or Previous 7 days radio buttons, as appropriate.</td></tr>
<tr><td>A seven-day period starting on a specific date.</td><td>3. Select the 7 days ending on date radio button.
4. In the corresponding field, enter the begin date.

Note: The date should follow the listed format: MM/DD/YYYY.</td></tr>
<tr><td>A specific range of dates.</td><td>4. Select the Between...and radio button.
5. In the first set of corresponding fields, enter the earliest date and time your report should cover.
6. In the second set of corresponding fields, enter the latest date and time your report should cover.

Note: The date should follow the listed format: MM/DD/YYYY.</td></tr>
</table></td></tr>
<tr><td>10</td><td>Click

(if applicable) to withdraw your requested changes and return to the previous screen.</td></tr>
<tr><td>11</td><td>Click

to generate your requested report.

Result: A Report Being Generated message screen appears; however you will need to access the Trend Reports screen to view the report.

</td></tr>
</table>

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Billing Reports

Introduction

The **DH Burstable 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 **Billing** report.

Field Name	Description
Reports List Section	
Component ID	This column displays the unique identifier for each of your Access Circuits. **Note:** The **Billing Cycle** list changes to display the available cycles for each selected component.
VLAN Name	This column displays the VLAN Name associated with each component.
Bandwidth	This column displays the capacity and speed for each listed component. **Note**: The bandwidth is measured in kilobits per second (one kilobit = 1000 bits).
Billing Cycle	This field displays the billing cycle for the selected component.
95th Percentile	This field displays the 95th percentile point on which your burstable billing is based.
Graph	This graph provides a visual representation of the usage based billing data.
Done	This button allows you to return to the previous screen viewed.

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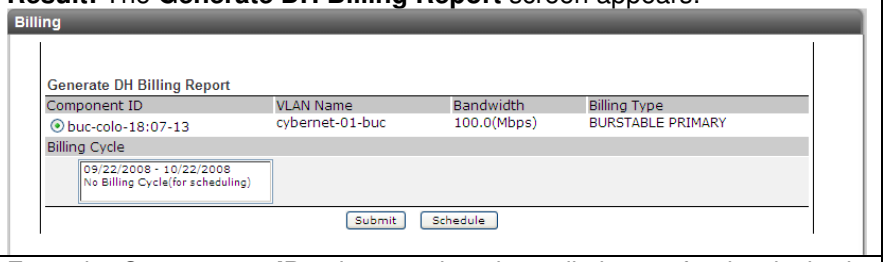
Generating a Billing Report

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

Step	Action
1	From the **Hosting** application, select **Billing** from the **Reports** menu. **Result:** The **Generate DH Billing Report** screen appears. 
2	From the **Component ID** column, select the radio button for the desired Access Circuit. **Result**: The **Billing Cycle** list box changes to reflect the available cycles for the selected access circuit.
3	From the **Billing Cycle** list box, select the cycle for which you want to see billing data.
4	Click Cancel (if applicable) to withdraw your requested changes and return to the previous screen.
5	Click Submit to generate your requested report. **Result**: The system retrieves the selected billing data and displays it in the **DH Burstable Billing Reports** screen.

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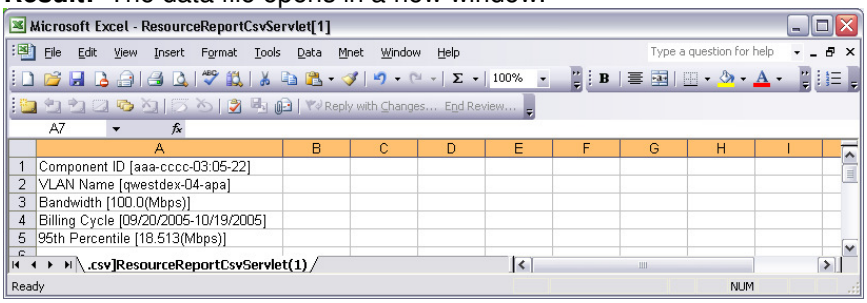
Downloading the Billing Report

Procedure

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

Step	Action
1	From the **DH Burstable Billing Report Details** screen, click on the **Download** hyperlink to export your data to a CSV file. **Result:** The data file opens in a new window. 

Hosting Repair

Introduction

The **Repair** menu provides you the ability to view and create repair tickets for your **Hosting** services. This functionality can be accessed via the **Hosting** product application or the **Repair** Module.

For detailed instructions, see **Chapter 11: Repair Module**.

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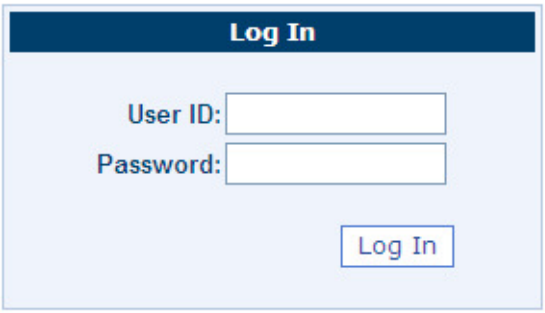
Hosting Portal

Introduction The **Hosting Portal** screen allows you to access your account information.

Note: You must have a separate login to access the Hosting Portal.

Accessing the Hosting Portal

Procedure Follow the steps in the procedure below to **access** the **Hosting Portal**.

Step	Action
	From the **Hosting** application, click on the **Hosting Portal** menu. **Result:** A Pop up screen will appear. Click **Result:** The **Hosting Operations Performance Monitoring** portal appears. 
2	In the **User Name** field, enter your username.
3	In the **Password** field, enter you corresponding password.

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4	Click Login. **Result**: The **Customer View Selection** screen appears.

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