

Xpresscare PORTAL SERVICE

1.1 Description

RCOM Data service products – VPN, Internet Services and point-to-point Ethernet Services – are available through high capacity MPLS enabled backbone Reliance Data Network. The access technologies include Metro Ethernet, Leased Line, and LMDS Radio. The Xpresscare portal is deployed to provide an integrated view to the Customers of their subscribed Service.

Networks are becoming increasingly complex with an ever-expanding list of equipment to be managed. RCOM addresses all these complexities wherein complete Network is managed and monitored 24X7 done effectively by network management experts on a global basis using a common network management infrastructure based on an open, scalable architecture and with an integrated set of network management tools.

The Xpresscare Portal provides an integrated view of the Services subscribed to the Customer including fault and performance. All parts of the customer's network are managed 24 hours a day, seven days a week from the network element layer to the XPRESSCARE layer, which integrates Element Management systems and Network Management Systems from where the SNMP/non SNMP information is, collected which is integrated with OSS/BSS Systems to provide integrated XPRESSCARE portal view to Customer.

The Xpresscare provides Uptime Report, Latency, Packet Loss, Access link online utilization Reports to the customers. The customers can also book the trouble ticket and view the status through the portal

1.2 Frequently Asked Questions

Service & Benefits	Login Related & Subscription Process	Network Management	Report Related	Fault & TT Booking
--------------------	--------------------------------------	--------------------	----------------	--------------------

1.2.1 XPRESSCARE Service & Benefits

Q1. What is XPRESSCARE Service and its Subscription benefits?

Ans.

Through XPRESSCARE portal one can view the performance of connections and components throughout the entire networked infrastructure, enabling IT managers to detect, isolate and resolve network service level problems apart from helping with Service Provider SLA adherence

Q2. What all services can I access using the portal?**Ans.**

- View all the services subscribed
- Create Trouble Ticket and View the Status
- View Reports for BW Utilization, Latency, Packet Loss, Jitter and other advanced reports for MPLS VPN and Broadband Internet Services.

1.2.2 Login Related & Subscription Process

Q1. How do I subscribe to this service?**Ans.**

During CAF entry, please select the option of “XPRESSCARE Class”

Q2. I have not received the login password for my portal. How do I get it?**Ans.**

Please contact the Service Assurance Manager for your account to get Login Details of XPRESSCARE Portal

Q3. How to log in to the portal with my user-id and password?**Ans.**

Please enter details of Login Id, Password and CAN at the Homepage of XPRESSCARE Portal- <http://Xpresscare.rcom.co.in/>

- Login Id is in format. e.g. admin@pidilite.com, will be provided by RCOM
 - CAN is the Customer Account Number provided by RCOM
 - Password is Case Sensitive. Default password is 123456. Password will be sent to the email id (As mentioned in the CAF)
-

Q4. How can I change the Password?**Ans.**

You can change the password using Change Password option. Profile>> Profile >> Change Password

Q5. What is Aliases?**Ans.**

Aliases are used to create user defined names for the services which are shown in the form of Subscriber Ids, in XPRESSCARE Portal. This helps the user to identify links with the name defined by the user. You can Set / Edit Alias for the Circuit Header and location by clicking “Aliases”.

1.2.3 Network Management

Q1. How do I search my service from the entire list?

Ans.

Search Service Option is available to quickly find the desired link. The service can be searched by entering the subscriber id or aliases name

Q2. How to add more profiles (users) to the XPRESSCARE Service?

Ans.

Yes you can add more profiles in profiles section. Additionally you can view and manage the profiles

You can create additional user login and define access rights using Profile.

Profile >> Profile >> Add Profile

Profile >> Profile >> Manage Profile

1.2.4 Reports Related

Q1. Which all reports are available? Are there any restrictions to the kind of reports I can see?

Ans.

The type of report you can see depends upon the XPRESSCARE class you have subscribed. Below is the list of Products and kind of report available against the specific XPRESSCARE Class

XPRESSCARE Class	Product Applicable	Description
None	VPN , ELL & DIA-E	No Reports to be shown. Only TT, Online MACD & Site status.
Basic	For VPN & ELL For BIA-E	PE to PE Reports IPE to IPE Reports
Basic +CoS	VPN & ELL	PE to PE Reports & CoS Reports (PE to PE)
Enhanced	For VPN & ELL For DIA-E	CPE to CPE Reports CPE to Internet Gateway
Enhanced+CoS	VPN & ELL	CPE to CPE Reports & CoS Reports (CPE to CPE)

Note: BIA-E are not available to the Basic + Cos & Enhanced + Cos Customers as of Now

The various reports Available in XPRESSCARE Portal are

Service Availability Report (for LL, ELL, MPLS VPN, DIA, E1)

Bandwidth Utilization (for MPLS VPN, DIA)

InfoVista Reports (for MPLS VPN, DIA)

Q2. Between which two end points End to end reports will be available for my VPN service?**Ans.**

For your VPN service End to end reports will be available from 'Customer premise equipment' at one site to the 'Customer premise equipment' at other site.

Q3. Between which two end points BN to BN reports will be available for my ELL service?**Ans.**

For your ELL service BN to BN reports will be available from the BN where your originating CPE is connected to the BN where your terminating CPE is connected.

Q4. Between which two end points End to end reports will be available for my ELL service?**Ans.**

For your ELL service End to end reports will be available from 'Customer premise equipment' at originating location to the 'Customer premise equipment' at terminating location.

Q5. Between which two end points End to end reports will be available for my DIA service?**Ans.**

For your Internet service End to end reports will be available from 'Customer premise equipment' at your site to the Internet gateway.

Q6. What is the pooling frequency to generate the data for reports?**Ans.**

Reports are polled out at the 5 min interval

Q7. In case of CPE reports are there any additional CPE requirements?**Ans.**

Yes to view CPE reports you need to have Cisco routers as the CPE

Q8. How to view Service Availability Report?

Ans

On the Home Page select Delivery Status and then the service type of which Availability report to be viewed select the subscriber ID and click the service availability tab it will show the service availability of last three months.

You can also use search service to view service availability report.

Service Availability Report can be viewed for LL, ELL, MPLS VPN, DIA, and E1

Q9. How to view Bandwidth Utilization report?

Ans

Pls refer Infovista Report

Q10. What is Service Availability Report?

Ans

It is the percentage uptime for the service given to the customer.

Q11. What is Latency Report?

Ans

Latency (or Delay) is the round-trip transmission time for a data packet to travel between two end points. The Latency values being provided on this portal include Latency between Provide Edge Router to another Provider Edge router of RCOM Data backbone Network for VPN Service customers. For Broadband Internet Customers Latency values being provided are between Provide Edge Router of specific City to reliance International Gateway Routers. The Latency is expressed in milliseconds.

Q12. What is Packet Loss Report?

Ans

The packets lost during transmission expressed in percentage are defined as Packet Loss. Conversely Packet Delivery Ratio, also termed as deliverability, is defined as 100 minus the percentage packet loss and is the percentage of successfully delivered packets. The Packet Loss or Packet Delivery Ratio is expressed in percentage.

Q13. What is Jitter?

Ans

Jitter is an unwanted variation of one or more signal characteristics in communications. Jitter may be seen in characteristics such as the interval between successive pulses, or the amplitude, frequency, or phase of successive cycles.

Q14. What are PE Interface Reports?**Ans**

The PE Interface Report includes Bandwidth Utilization IN / OUT and Error IN / OUT Report configured at Reliance Provider Edge Router.

Q15. What are CPE Interface Reports?**Ans**

The CPE Interface Report includes Bandwidth Utilization IN / OUT and Error IN / OUT Report configured at Customer Premise Equipment Router.

Q16. What are End-End Reports?**Ans**

The End-End Reports include Latency and Packet Loss Report configured at PE-PE and CPE-CPE routers.

Q17. What are Enhanced Reports?**Ans**

Enhanced Reports includes CPE reports along with PE Interface reports.

Q18. What is Ping & Trace utility?**Ans**

With this utility customer can take the ping and trace reports.

1.2.5 Fault & TT Booking

Q1. How do I register a complaint for my service?**Ans.**

- For faster searching of the Subscriber ID of which TT to be booked use “Search Service.”
- Search will directly take you to the concern page & reflect the subscriber ID.
- Then click the subscriber ID & create TT.
- Please enter First Name, Last name, Phone No.
- Please select the appropriate case type from the options available.
- The Trouble Ticket Number will be given after successfully creating the case in the portal.

In case the fault type is Slow Speed / Packet Loss / Latency. Please mention the Ping and Trace report for faster resolution.

Q2. What to do if I am not able to view the selected reports?**Ans.**

Call to our customer care centre *383

Q3. How do I view the status of my complaint booked?**Ans.**

You can view the complaint booked using the option View TT
On Home page select Delivery Status>>Service Type>>Select circuit>>View TT. The current status of the fault will also be shown

Q4. When does the billing start?**Ans.**

You will be billed from the date when service gets activated based on your billing periodicity

