

# *SPyDeR*

## *Servicios de Planeación y Desempeño de la Red*



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- I. SPyDeR (Servicios de Planeación y Desempeño de la Red)***
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# *SPyDeR*

## *Servicios de Planeación y Desempeño de la Red*

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# Introduction

- Technology leadership and Customer Service passion are features that distinguish Alestra from others since more than 15 years, since the beginning, Alestra build their own experience in Telecommunications, Informatics and Managed Services. The solutions that Alestra offers are focused in order to satisfy the Customer's Telecommunications and Informatics requirements, that improve their growing and develop newest ways to do business in a global business environment..
- Alestra it's an ISO 9001:2000 certified in all their Customer Process, focus in satisfaction and continues improvement, process and practices ITIL Based.
- The **SPyDeR (Servicio de Planeación y Desempeño de la Red)** solution has the objective to provide a tool that allows to our Customers that has VPN, Internet and Managed Services have an easy way to do their planning network, services and review the service's performance, checking all the elements involved in the services, like interfaces and managed devices (CPEs) that belongs to each customer's service.
- The main benefits are as follows:
  - ✓ Managed Service in the Cloud with a easy, friendly and simple interface platform.
  - ✓ No investment in infrastructure, because this is a service and tools in the Cloud.
  - ✓ **Know** everything that happens and performance in their VPN, Internet and Managed Services
  - ✓ It helps you to detect in a proactive mode, and take right decisions on time, because you'll know what it's about your services and prevent from incidents that may be an operation business risk checking the variables thresholds, like % BW utilization for low, medium and high capacity links
  - ✓ ces de baja, mediana y alta capacidad.
  - ✓ Useful information to take the right decisions, and takes the better choices for your service performance
  - ✓ Identify where is the high traffic consumptions.

# SPyDeR (Servicios de Planeación y Desempeño de la Red)

- **SPyDeR:** It's a web portal that helps you to track your services performance about the elements, interfaces or devices that belongs to the service that you has contracted to Alestra:
  - **Dedicated Internet and Internet Advanced Managed Services**
  - **Dedicated VPN and VPN Advanced Managed Services**
  - **Secure Managed Devices Services**
- WEB Access, secure (**Https**)
- The informs or reports don't need be scheduled, because you can select the period that you are interested to review.
- In the Standar Informs that you can review:
  - Interfaces Utilization
  - Availability
  - Errors
- Plus, for Managed Services you can review the following:
  - CPU and Memory % of Utilization
  - Reachability
  - Enviroment Varibale (p.ej. Temperature)

# *Access to the platform*

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**Secure WEB (https), just type your “user” and “password” that has been shared to you in the Service Delivery process**

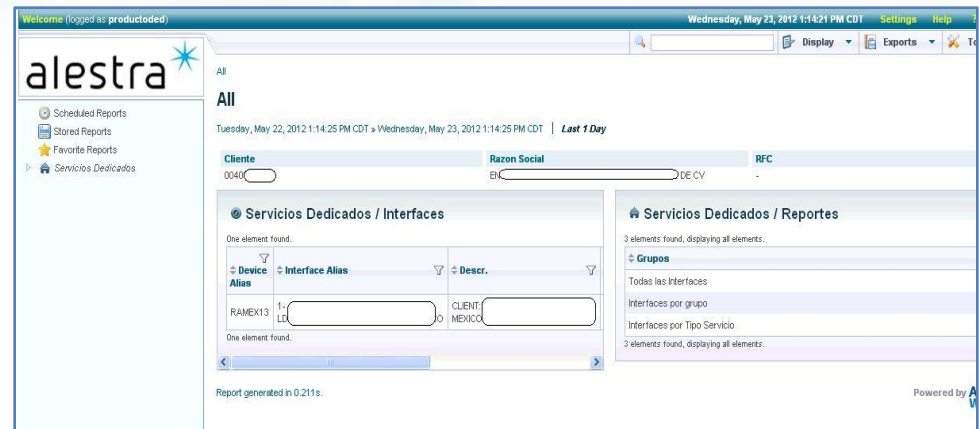


The image shows a screenshot of the Alestra login interface. At the top, the Alestra logo is displayed. Below it, the word "Login" is centered. There are two input fields: "User Name" and "Password". A "Sign In" button is located below the password field. At the bottom of the login area, it says "License granted to Alestra".

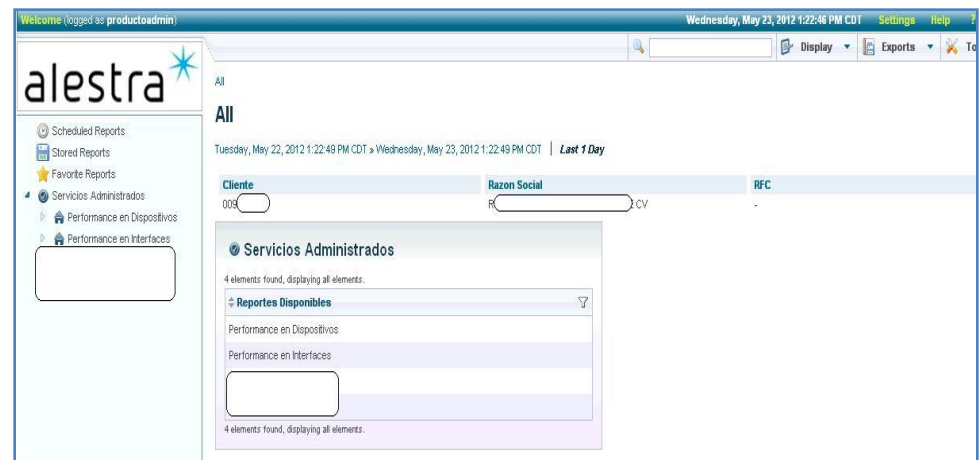
# SPyDeR, initial view

## View for a Customer with a Dedicated Service only

- This is the first screen that you'll see when get in the system.
- The Customer's view for a Dedicated VPN or Internet Services will show only this concept:
  - **Interfaces Performance**
- For a Customers with Managed VPN or Managed Internet Services, the view will show the forllowig:
  - **Devices Performance**
  - **Interfaces Performance**
- For any thus customers that select and has contracted Managed Services, there are an special informs, these informs has an extra charges to get access to them, and are as follows:
  - Topology Map & Alerts by e-mail
  - Special reports (charges apply):
    - QoS
    - NBAR (Protocols)
    - IP SLA



## View for a Customer with a Managed Services





# ***SPyDeR***

## ***Interface Performance***

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# SPyDeR, Interfaces Performance

- To get access to the Interface Performance, will be done in two ways, clicking on the right concept that are placed in the right hand or window, or, in the left hand or window.
- In this view you'll see:
  - A group number, that is the number where the interfaces belongs, and you'll see many interfaces as a service has.
  - Inside the group there are all and each interface that is on monitoring.

Interfaces list that belongs to this service

Welcome (logged as productoadmin) Wednesday, May 23, 2012 1:31:11 PM CD

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All

Tuesday, May 22, 2012 1:31:15 PM CDT » Wednesday, May 23, 2012 1:31:15 PM CDT | Last 1 Day

Ciente	Razon Social	RFC
000000	R	CV

Servicios Administrados

4 elements found, displaying all elements.

Reportes Disponibles

- Performance en Dispositivos
- Performance en Interfaces

4 elements found, displaying all elements.

Report generated in 0.456s.

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# SPyDeR, Interfaces Performance (Cont.)

In this view you'll find a report according to the temporality that has chosen, with the list of the interfaces that comprise of their service, with identifiers of each interfaces and/or links, the indicators of the representative variables about bandwidth utilization in or out direction from the interface, the availability and a curve about the usage behavior.

The screenshot shows the Alestra SPyDeR interface performance report. The main content area displays a table of traffic data for various devices. The table includes columns for Device, Alias, Description, Speed (kbps), Incoming (kbps), Outgoing (kbps), Utilization (%), and Availability (%). Each row also features a small line graph representing usage behavior over time. The interface includes a sidebar with navigation options like 'Scheduled Reports', 'Stored Reports', and 'Performance en Interfaces'. The top navigation bar shows the current date and time, and the user is logged in as 'productoadmin'.

Callouts in the image explain the following menu options:

- In this menu you can select the period of time in the inform**: Points to the 'Last 1 Day' dropdown menu.
- In this menu you can select a specific format to export the information generated**: Points to the 'Exports' dropdown menu.
- Inform's period of time**: Points to the date range selection area.

Device	Alias	Descr.	Speed (kbps)	Incoming (kbps)	Outgoing (kbps)	Utilization (%)	Availability (%)
1-1-15 TOLUCA	1-1-15	CLIENT: TOLUCA	9,920	3,488.13	509.34	35.28	100.00
1-1-15 CUAJIMA	1-1-15 (MA)	<<<< EN ALESTR	3,968	714.94	649.70	24.40	100.00
1-1-15 BEZERRA	1-1-15 PRIN	CLIENT: Miguel P	100,000	1,397.78	5,950.25	6.03	100.00
1-1-15 BOCA	1-1-15	ENLACE	1,984	36.33	28.51	2.70	100.00
1-1-15 GDL	1-1-15	CLIENT: GDL 1-1	3,968	87.27	30.72	2.30	100.00
1-1-19 Monterrey	1-1-19	CLIENT: MONTER 1991K7	3,968	59.68	52.85	2.13	100.00
1-1-15 STA	1-1-15 L2V	CLIENT: Cuajima	100,000	1,871.83	684.86	1.95	100.00
1-1-15 STA	1-1-15	CLIENT: Cuajima	3,968	0.57	0.69	0.02	100.00

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# SPyDeR, Interfaces Performance (Cont.)

- In this view in the left side, when giving a click in the number / of the group that was created for the service of that client, then the the view in the right side are listing the way in where the total interfaces that belongs the service for this client and which they are being monitored by the tool.

- Device:** Name for the CPE, it's how is named in the tool
- Alias:** This is a hostame that this interface belongs.
- Descriptio:** Is an Interface label ID that belongs to the CPEs configuration.
- Speed:** Bandwidth monitored and belongs to each interface
- Incomming:** It's the inbound data traffic that belongs to each interface.
- Outgoing:** It's the outbound data traffic that belongs to each interface.
- Utilization (%):** It's an utilization percentage in each interface that belongs to this inform an period of time chossen.
- Availability (%):** It's an availability percentage in each interface that belongs to this inform an period of time chossen.

Group ID that these interfaces belongs

Period of time chossen to this this inform

Device	Alias	Descri.	Speed (kbps)	Incoming (kbps)	Outgoing (kbps)	Utilization (%)	Availabil (%)
1-1-15 TO...	1-15	CLIENT: TOLUCA	9,920	3,488.13	509.34	35.28	100.00
1-1-15 CU...	1-15 (MA)	<<<< EN ALESTR	3,968	714.94	649.70	24.40	100.00
1-1-15 BEZ...	1-15 PRIN	CLIENT: Miguel H	100,000	1,397.78	5,950.25	6.03	100.00
1-1-15 BO...	1-15	ENLACE	1,984	36.33	28.51	2.70	100.00
1-1-15 GD...	1-15	CLIENT: GDL 1-	3,968	87.27	30.72	2.30	100.00
1-1-15 Mo...	1-15	CLIENT: MONTE 1991K7	3,968	59.68	52.85	2.13	100.00
1-1-15 STA...	1-15 LZV	CLIENT: Cuajima	100,000	1,871.83	684.86	1.95	100.00
1-1-15 STA...	1-15	CLIENT: Cuajima	3,968	0.57	0.69	0.02	100.00

# SPyDeR, interfaces Performance (Cont.)

- This tool can display de information in distinct ways.
- If you click on the **Display** button, you can select a measure sample into an specific period of time that you wish to review in this inform.
- It Allows to user select how the information will be displayed, by default there is one **graph** per line, and you can select tow or three graphs per line.
- If you click on the “**Export**” button, then you can select export the information y some formats, like PDF, CSV, XLS, etc.
- The “**Tools**” button, allows you, select the feature to send a e-mail about the inform that you are reviewing, store it in your PC for futher references, or send it to print.
- The tool sotorage the polls for 30 days only, after that period the polls will be compact in order to keep the platforms health. At any time you could download an export information about the informs
- If you push the de “**apply**” button, you´l apply the changes in the information displayed.

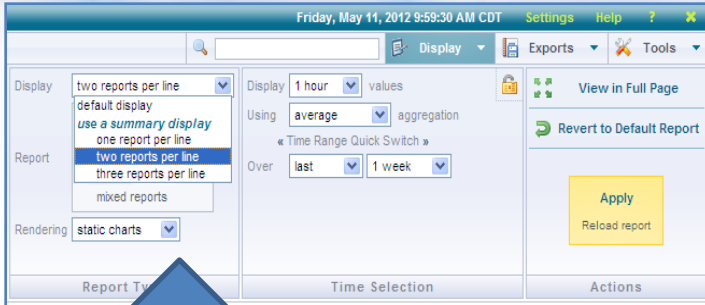
Here you can pick the quantity of graphs that you want to be displayed

Choice the period of time that you want to see the data

Exports

Tools

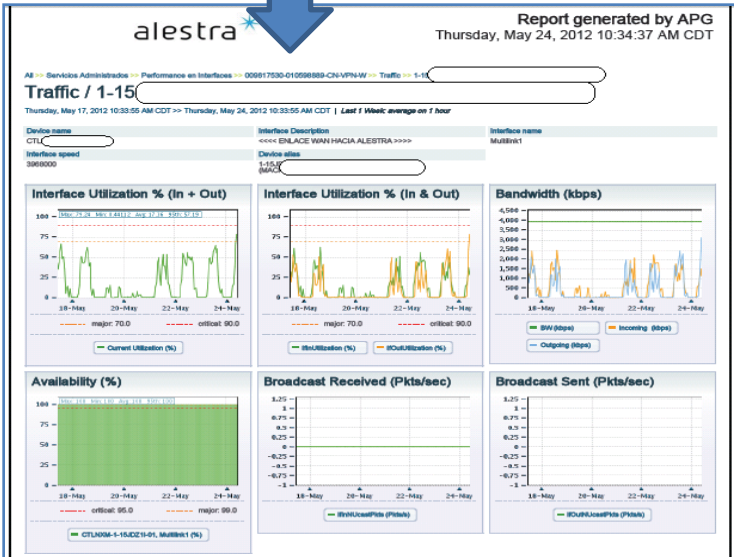
# SPyDeR, Interfaces Performance (Information Display)



Pick the quantity of graphs that you want to see per line

This is a PDF format about one inform

There's showed a two graphs view



There's showed a three graphs per line

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# SPyDeR, Interfaces Performance (Cont.)

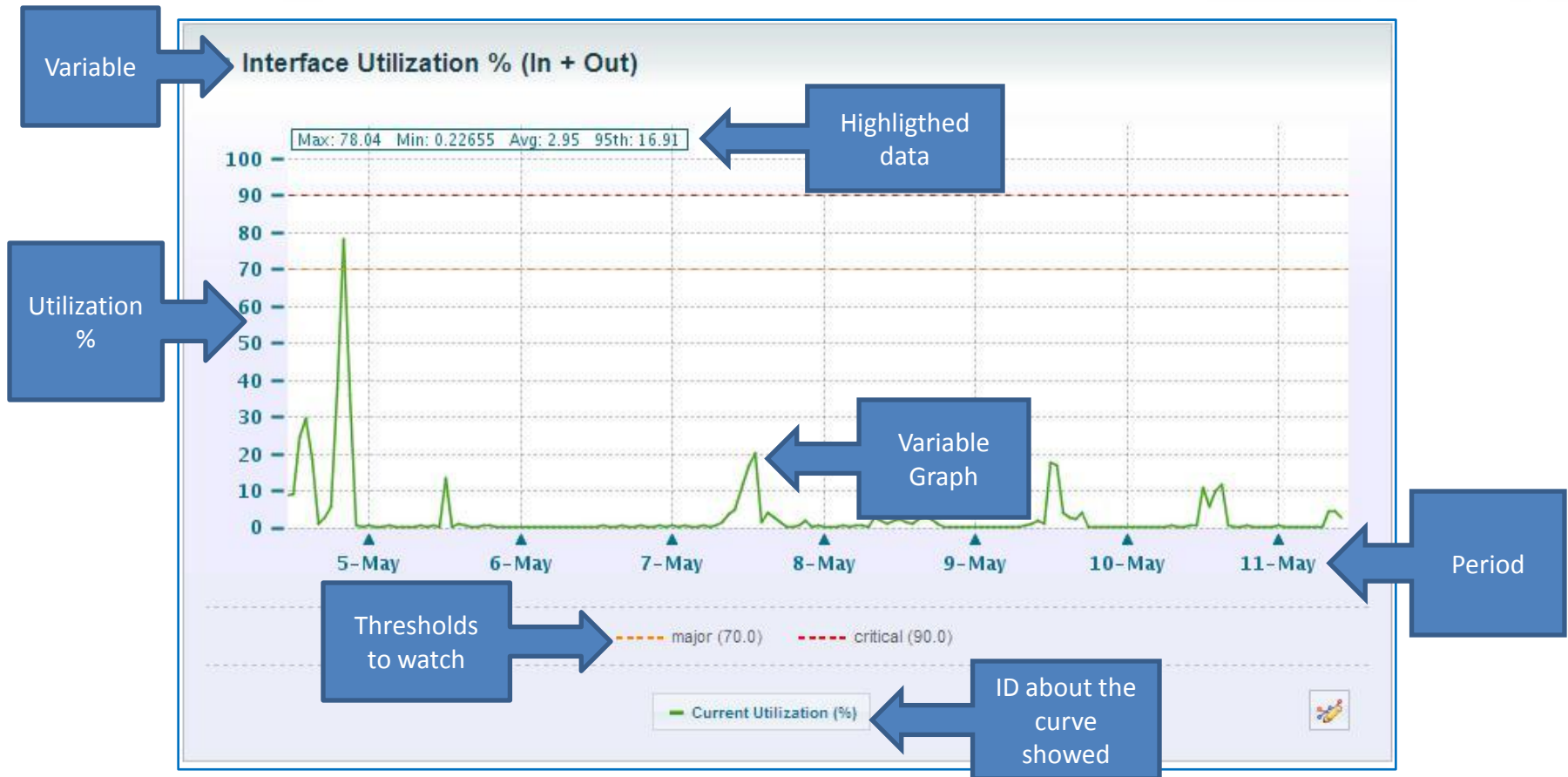
- If you click on the ID showed in the left view, then it will be show in a three fashion a list of variables that are monitored by the system.
- On the right view, you'll see the following:
  - Customer's name
  - Interface's ID
  - Bandwidth
  - Date
  - Inform's period of time showed.

The screenshot displays the 'alestra' web interface. On the left, a sidebar lists various reports and services. The main content area shows details for interface '1-15 (MAC)'. A table lists metrics such as Device alias, Device name, Interface name, Interface speed, and Interface Description. Below this is a line graph titled 'Interface Utilization % (In + Out)' showing utilization over time from May 17 to May 22. The graph includes a legend with Max, Min, Avg, and 95th percentile values. Callouts with arrows point to specific UI elements: 'Interface ID' points to the interface identifier; 'Inform's period of time showed' points to the date range; 'Variable' points to the graph title; 'Variable's graph' points to the graph area; and 'Period' points to the x-axis dates.

# SPyDeR, Interfaces Performance (Cont.)

- **Interface utilization % (In + Out)**

- This graph shows a sample that includes in the same curve both traffics (in + out).
- The “Y” axis shows the utilization %, and “X” axis shows the inform’s period of time
- Also, it shows a dotted line that has two important thresholds to watch in where consumption behavior are, the thresholds are 70% and 90% utilization, and it allows to customer take decisions about it.

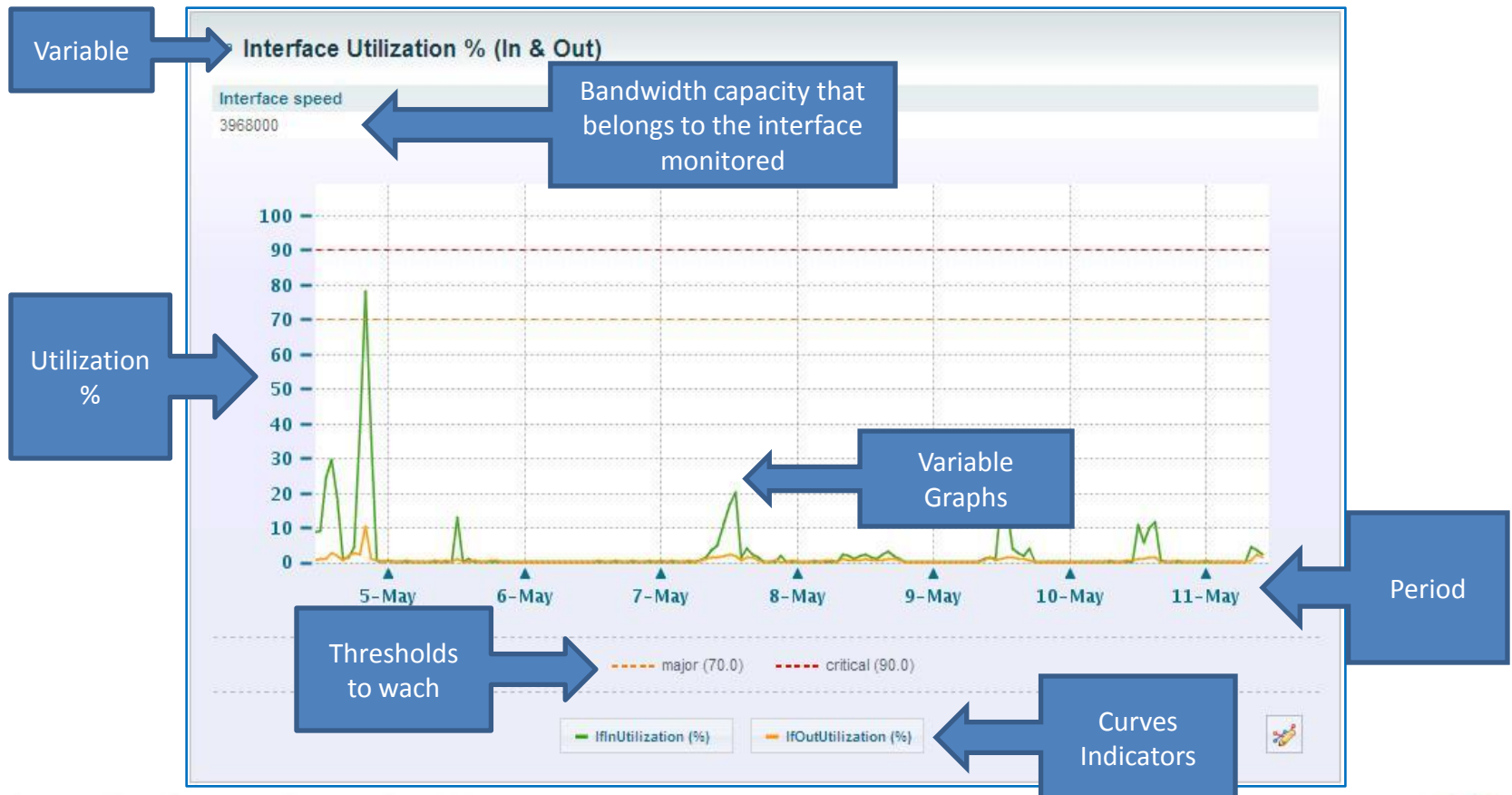




# SPyDeR, Interfaces Performance (Cont.)

- **Interface utilization % (In y Out)**

- This graph shows in a separate curves each kind of interface's traffic **In** and **Out** that belongs to the monitored device.
- For managed services you'll interpret as is, **In** and **Out**.
- For dedicated services only, you should interpret the traffics in an inverse way, because the interface that is monitored belongs to the PE or Access Router, and it means, that you customer, the "In traffic" curve represents in fact the "out traffic" that comes from your side, like wise for the "Out traffic" curve.



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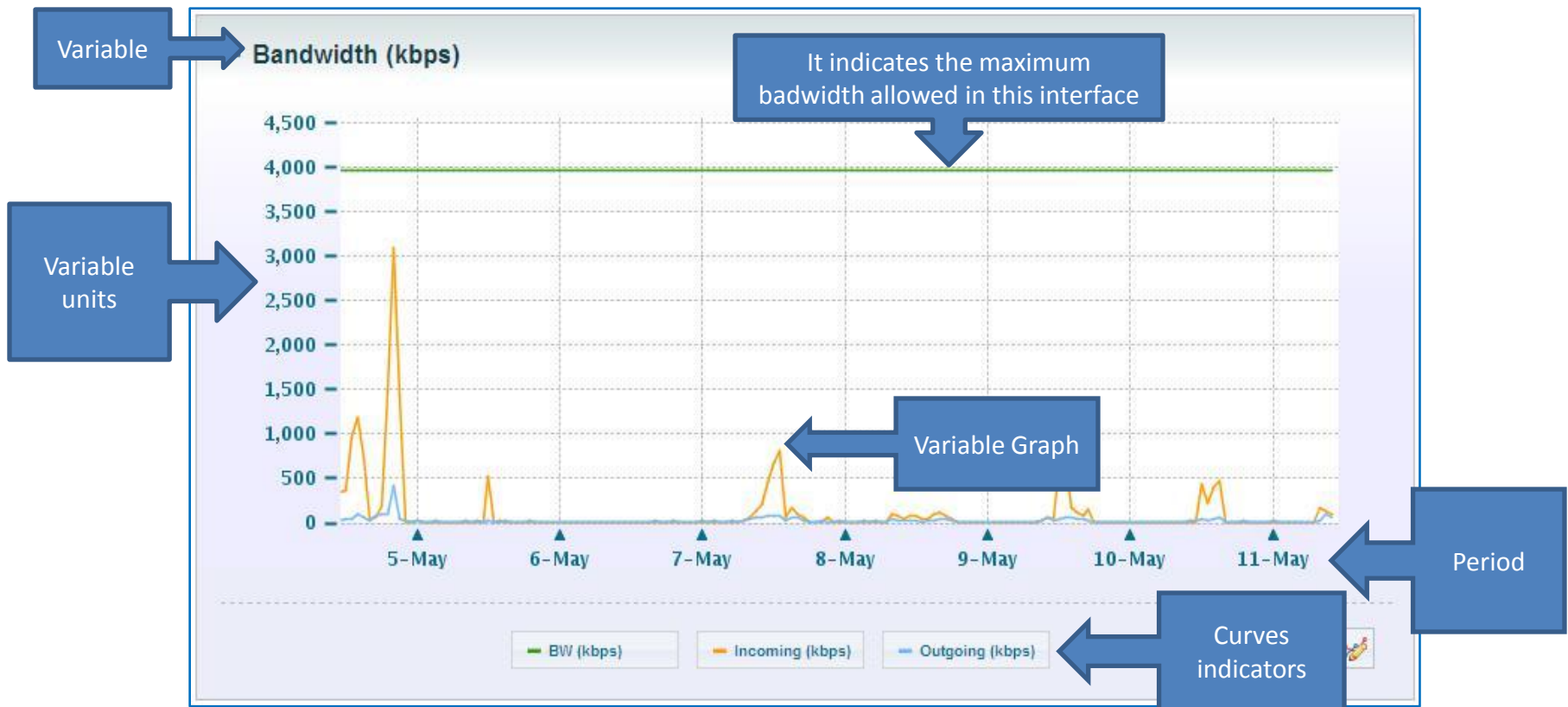
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# SPyDeR, Interfaces Performance (Cont.)

- **Bandwidth (Kbps)**

- This graph shows the traffic consumption in Kbps
- The “Y” axis shows the Bandwidth values.
- The green line shows the Bandwidth interface’s top
- The “X” axis shows an inform’s period of time.
- The indicators below allows you identify by the curve color if the traffic is “Incomming” or “Outgoing” and the interface’s top’s bandwidth.



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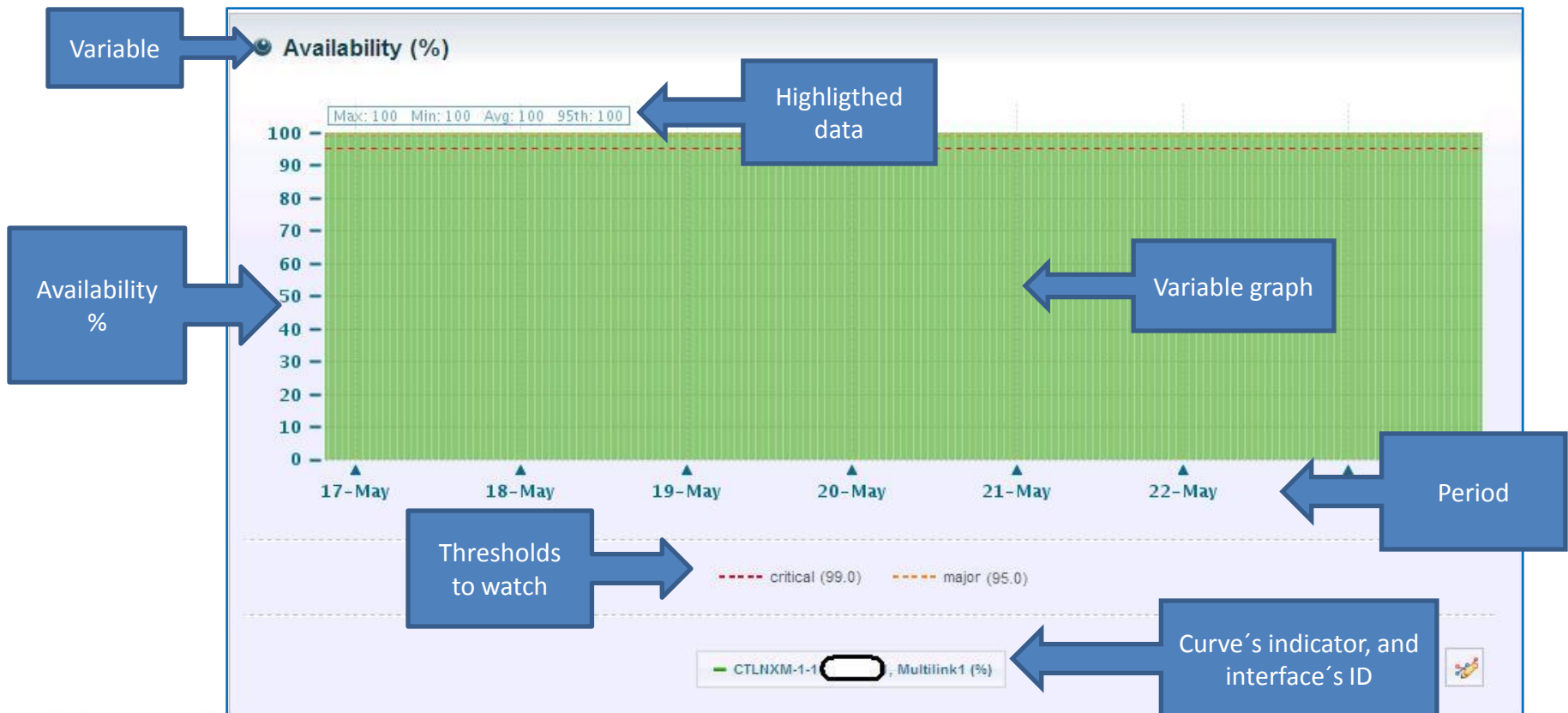
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# SPyDeR, Interfaces Performance (Cont.)

- **Availability (%)**

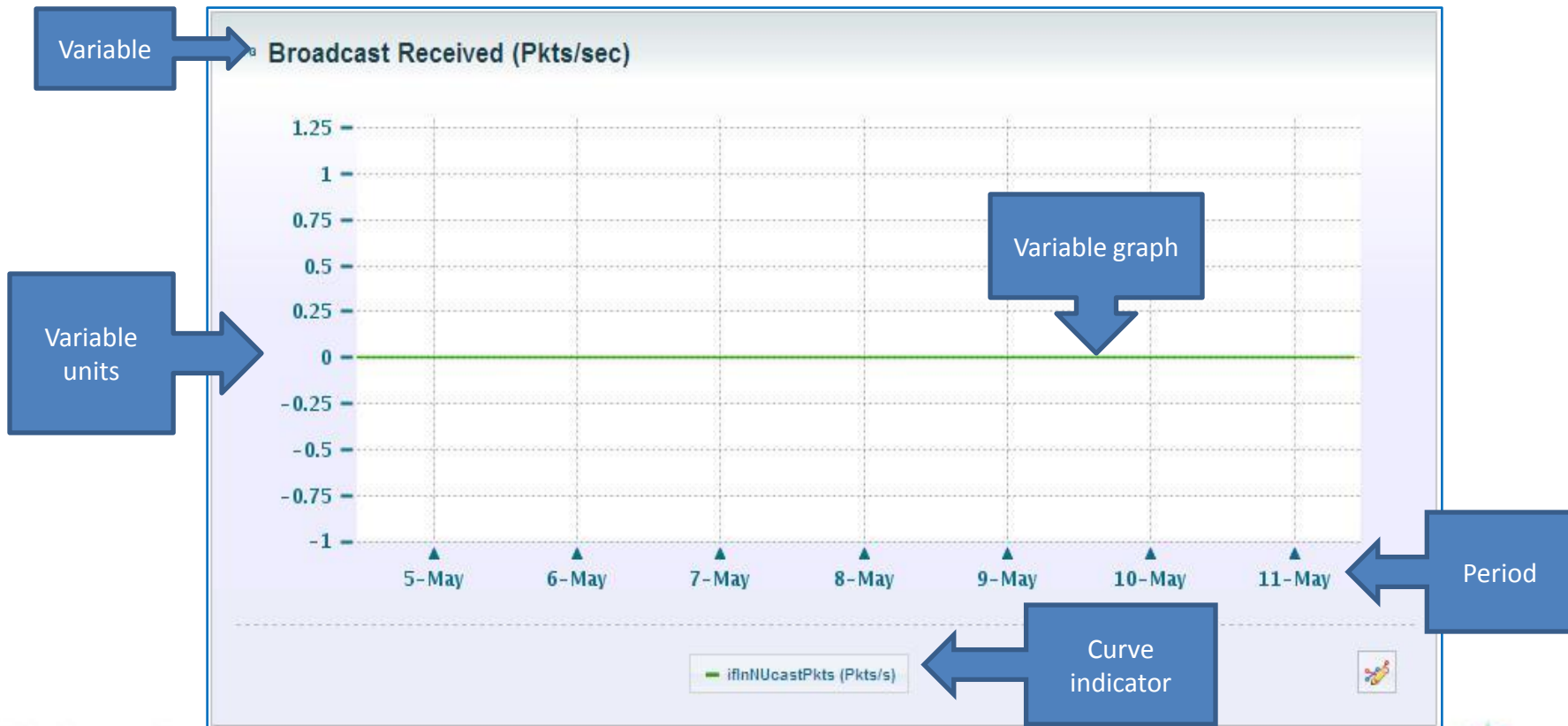
- This graph shows the availability % interface's behavior monitored.
- The "Y" axis shows the percentage.
- The "x" axis shows the period of time.
- The indicator below shows the Interface's ID.
- Also shows a dotted line, that helps, there are two thresholds to watch



# SPyDeR, Interfaces Performance (Cont.)

- **Broadcast Received (Packets)**

- This graph shows if the interface are receiving a **broadcast packets**, and are measured packets/sec.
- There is important that the value keep as possible nearest to zero.
- The “Y” axis shows a broadcast packets quantity and them are received by the monitored interface in this inform.
- The “X” axis indicates the period of time of this inform.



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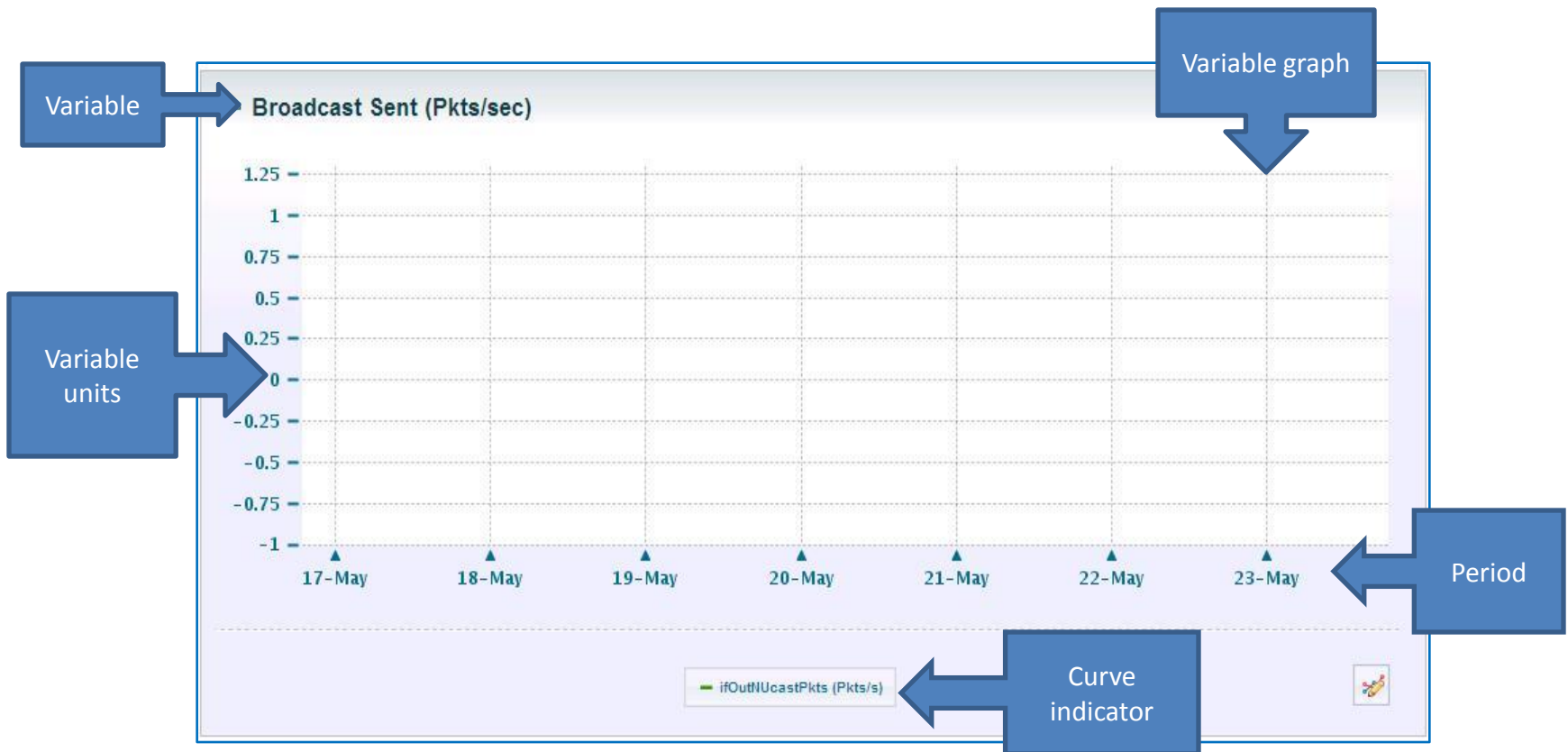
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# SPyDeR, Interfaces Performance (Cont.)

- **Broadcast Sent (Packets)**

- This graphs shows a **broadcast sent** packets, measured packets/sec.
- There is important that the value keep as possible nearest to zero.
- The “Y” axis indicates **broadcast** packets that has been sent to the monitored interface in this inform
- The “X” axis shows the period of time.



# SPyDeR, Interfaces Performance (Cont.)

- **Error (Pckts)**

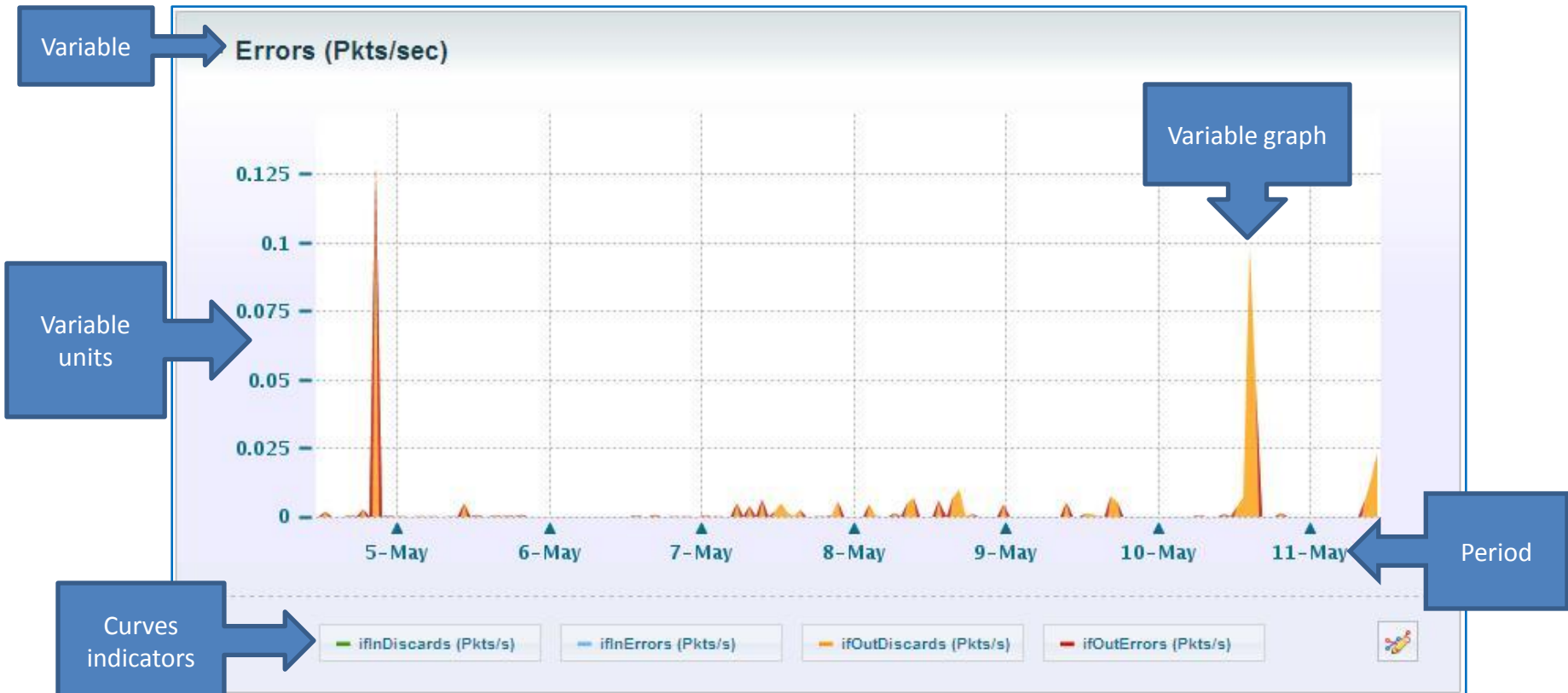
- This graphs shows if the monitored interface has errors.
- There is important that the value keep as possible nearest to zero.
- The “Y” axis shows a quantity error packets that this interface has.
- The “X” axis shows a period of time.
- The indicators below, shows by color the kind of error packets that are present in the monitored interface.



# SPyDeR, Interfaces Performance (Cont.)

- **Errors (Pckts/seg)**

- This graph shows if the interface monitored has a **error packets**, there are mesuared in packets/sec
- There is important that the value keep as possible nearest to zero.
- The “Y” axis shows a quantity **error packets/sec** that this interface has.
- The “X” axis shows a period of time.
- The indicators below, shows by color the kind of **error packets/sec** that are present in the monitored interface.



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# SPyDeR, Interfaces Performance (Cont.)

- **Packet Queue (Pckts/seg)**

- This graph shows the quantity of queued packets/sec dropped rate in the monitored interface.
- There is important that the value keep as possible nearest to zero.
- The “Y” axis shows the packets/sec queued in the monitored interface.
- The “X” axis shows the period of time.
- The indicators below shows by color the kind of packet/sec queued dropped, in or out in the monitored interface in this inform.



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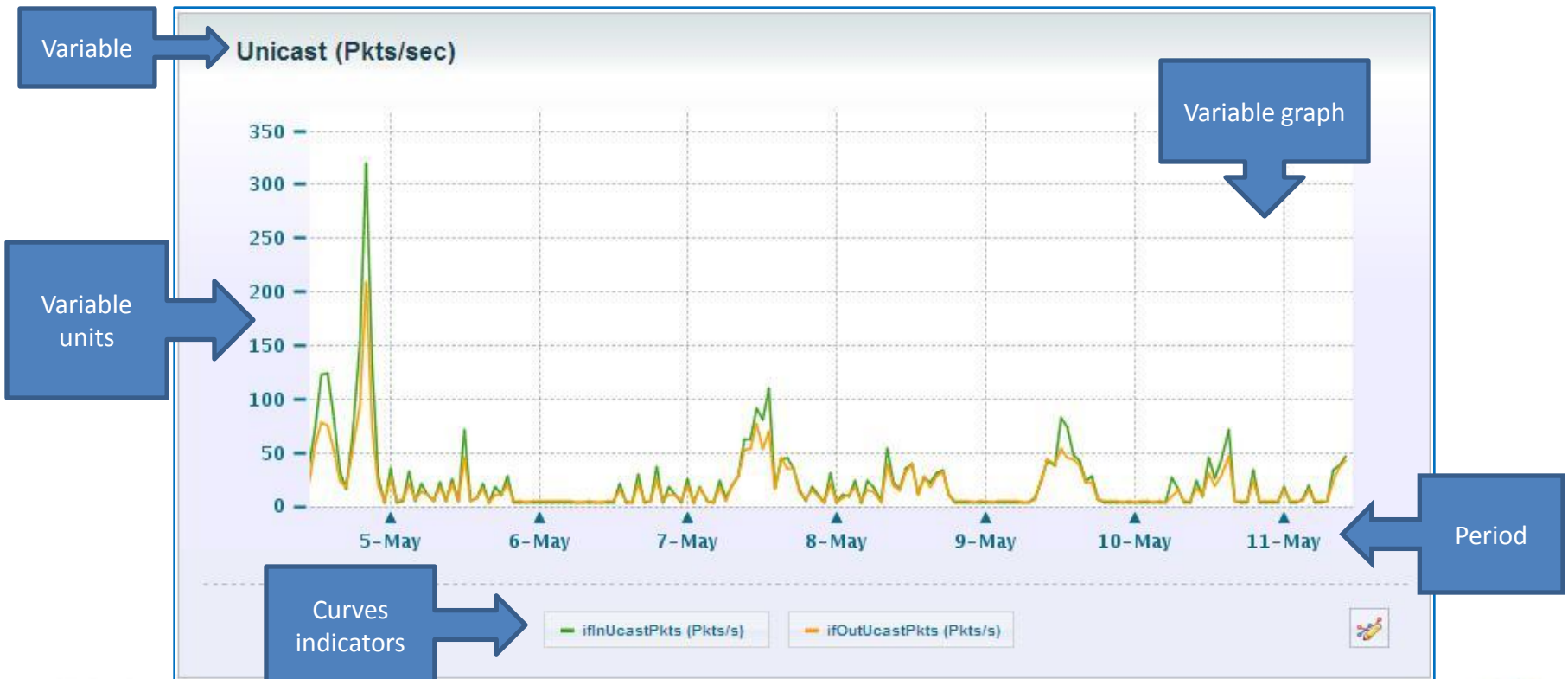
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# SPyDeR, Interfaces Performance (Cont.)

- **Unicast(Pkts/seg)**


- This graph shows if the monitored interface has a **Unicast packets** measured by packets/sec sent from this interface.
- The “Y” axis indicates the **Unicast** packets/sec in the monitored interface.
- The “X” axis shows the period of time.
- The indicators below shows by color the kind of “In” or “Out” **Unicast packets/sec** in the monitored interface.



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# SPyDeR, Interfaces Performance (Cont.)

## Recommendations

- ✓ There is very important watch the links and interfaces utilization.
- ✓ The Bandwidth Utilization % (data traffic) “In” or “Out” should be always in acceptable values.
- ✓ Most of the time the data traffics has an asymmetric behavior, it means that one direction will have more traffic than the other one, then this indicator in the graph should be watched in order to see if one of them increases the bandwidth consumption and see if this is normal or is abnormal behavior. If there is evidence about the increasing consumption, then you should take actions to ask for more bandwidth to this interface as soon as possible in order to minimize the risk about overflow in the service.
- ✓ In the graphs that we seen previously has a dotted lines that indicates the thresholds to watch.
- ✓ When you are seeing that the Bandwidth utilization rate are most of the time above the dotted lines in the day, week or month, then this is an indicator the interface has a heavy utilization and needs an immediately analysis and should be evaluated to increase the bandwidth in the interface or WAN link.
- ✓ These graphics are useful evidence to detect, do analysis and take actions for a network planning, growing or decrease the services, and it will be online with the business needs.
- ✓ There is very important watch frequently the variable status, the value for each one, and then you could anticipate overflows, or extraordinary consumptions in the service and take the right decisions in the right time that will help you to improve the VPN or Internet services performance.

# *SPyDeR*

## *Devices Performance*

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# SPyDeR, Devices Performance

- To get access to the Devices Performance (CPE) will be done by two ways, clicking on the “**Servicios Administrados**” subject in the right or in the left window side.
- In this concept **Servicios Administrados / Performance en Dispositivos** you'll see:
  1. **Cliente:** This is the customer ID
  2. **Razón Social:** This is the customer's name
  3. **Grupo:** To this ID belongs all the Devices that are taking part of the customer's VPN or Internet service
  4. **Devices Count:** Shows the quantity of CPE that belongs to this group or service.
  5. **Disponibilidad,** This is the availability about the group of devices

Click here to see the devices

Period of time of the inform selected

Cliente	Razon Social	RFC
0096		

One element found.

Grupo	Devices Count	Disponibilidad
0096-CPE	9	100.00

One element found.

# SPyDeR, Devices Performance (Cont.)

- In the left view, when you do a click on the group number that has been created to have the customers managed service devices, then in the right view will show a list about the total devices that takes part in the customer's service.

- Device Alias:** This is how the device has been identified into this tool, and how has been named (router's hostname).
- IP:** This is the Interface's IP loopback that is used to be monitored by this tool.
- Model:** Shows the model device identified by the manufacture company.
- Availability (%):** This is the availability percentage rate for this device in the period of time showed.
- Cur. Availability (%):** This is the CPE's currents availability.
- Cur. Reachability (%):** This is the CPE's currents reachability.
- Reachability (%):** This is the reachability percentage rate for this device in the period of time showed..
- Cur. CPU (%):** This is the CPU's utilization percentage rate in the period of time showed.
- Cur. Mem (%):** This is the CPE's currents memory utilization.

The screenshot shows the Alestra SPyDeR interface. The main window displays performance data for CPE 0096. The table below is a representation of the data shown in the interface:

Device Alias	IP	Model	Availability (%)	Cur. Availability (%)	Cur. Reachability (%)	Reachability (%)	Cur. CPU (%)	Cur. Mem (%)
1-15	17	6 2811	100.00	100.00	100.00	100.00	5.00	9.18
1-15	17	7 2851	100.00	100.00	100.00	100.00	1.00	10.19
1-15	17	2 2851	100.00	100.00	100.00	100.00	13.50	9.97
1-19	17	9 C1900, 1921K9	100.00	100.00	100.00	100.00	1.00	8.22
1-15	17	6 2851	100.00	100.00	100.00	100.00	6.50	9.84
1-15	17	7 2811	100.00	100.00	100.00	100.00	1.00	9.85
1-15	17	7 2811	100.00	100.00	100.00	100.00	15.00	5.59
1-15	17	9 2801	100.00	100.00	100.00	100.00	3.00	16.42
1-15	17	6 2851	100.00	100.00	100.00	100.00	12.00	10.16

Callouts in the image point to specific elements:

- 1: Device Alias
- 2: IP
- 3: Model
- 4: Availability (%)
- 5: Cur. Availability (%)
- 6: Cur. Reachability (%)
- 7: Reachability (%)
- 8: Cur. CPU (%)
- 9: Cur. Mem (%)

Other callouts include:

- Period: Points to the date range (Wednesday, May 23, 2012 11:12:59 AM CDT to Thursday, May 24, 2012 11:12:59 AM CDT).
- CPE: Points to the CPE ID (0096).
- CPE's list of IDs: Points to the sidebar navigation menu.

# SPyDeR, Devices Performance (Cont.)

- When you do a click on the CPE's ID in left side, then you'll see a variable list that are been monitoring.
- In the right window you'll see the following:
  1. Customer's ID
  2. Customer's name
  3. Device name
  4. Device IP loopback
  5. Device Description
  6. Serial number
  7. Period of time the inform showed.

The screenshot displays the Alestra SPyDeR interface. On the left, a sidebar shows a tree view under 'Performance en Dispositivos' with a selected CPE ID '0096'. A blue arrow labeled 'CPE's ID' points to this selection. Below it, a 'Variables' list includes metrics like Availability, Reachability, CPU Utilization, etc. A blue arrow labeled 'Variables' points to this list. The main content area shows a table with columns for 'Cliente', 'Razon Social', 'RFC', 'Device name', 'Device type', 'Device IP address', 'Device location', 'Device description', and 'Serial Number'. Blue arrows numbered 1 through 7 point to these columns. A blue box at the top right says 'CPE's ID monitored'. At the bottom, a 'Variable graph' shows an 'Availability (%)' chart with a green line at 100% and a legend indicating 'Max: 100 Min: 100 Avg: 100 95th: 100'. The Alestra logo is visible in the top left and bottom right.

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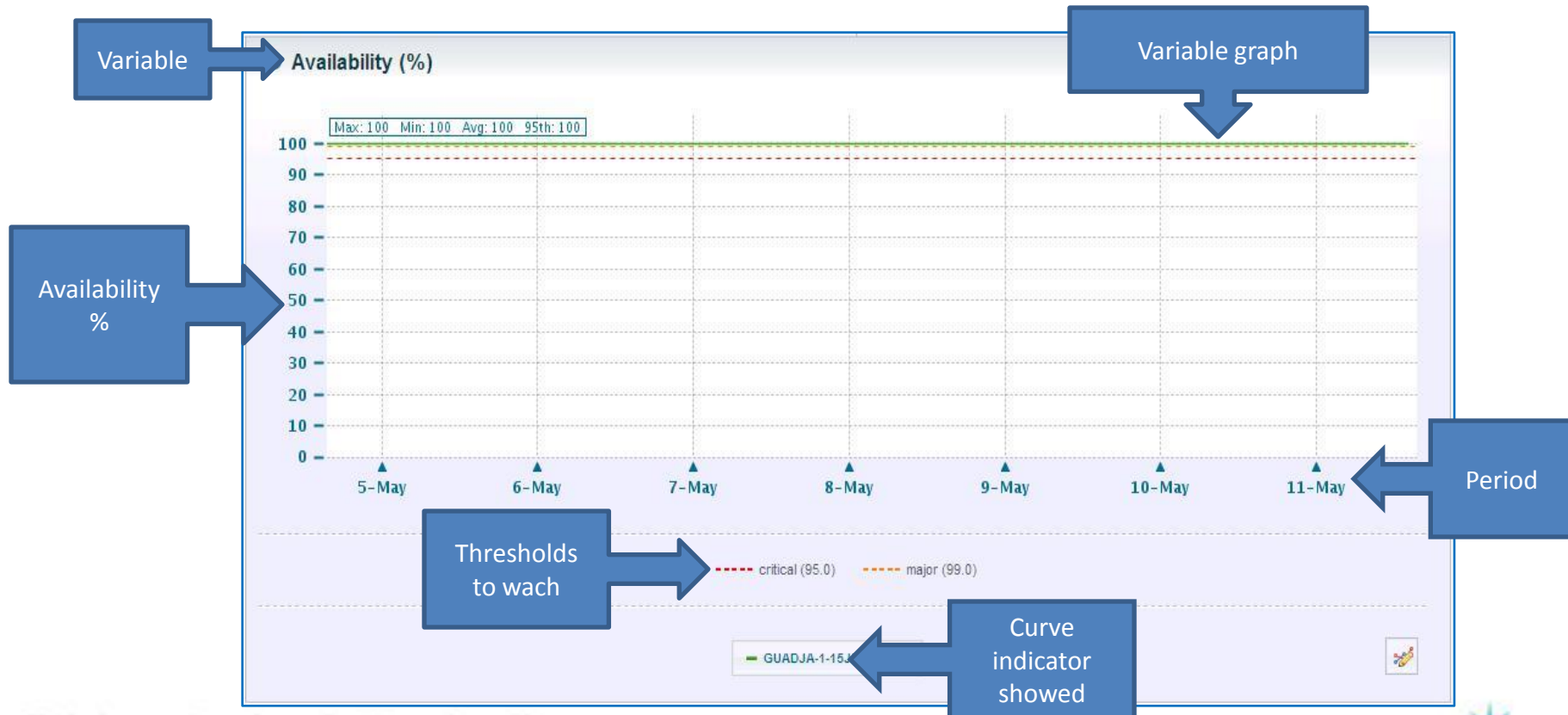
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# SPyDeR, Devices Performance (Cont.)

- **Availability (%)**

- This is an Availability % indicator that belongs to the monitored CPE.
- The “Y” axis indicates the % rate.
- The “X” axis indicates the period of time.
- The indicator below shows the monitored CPE’s ID.
- Also, it shows a dotted lines that helps as a reference about the thresholds to watch about the monitored variable.



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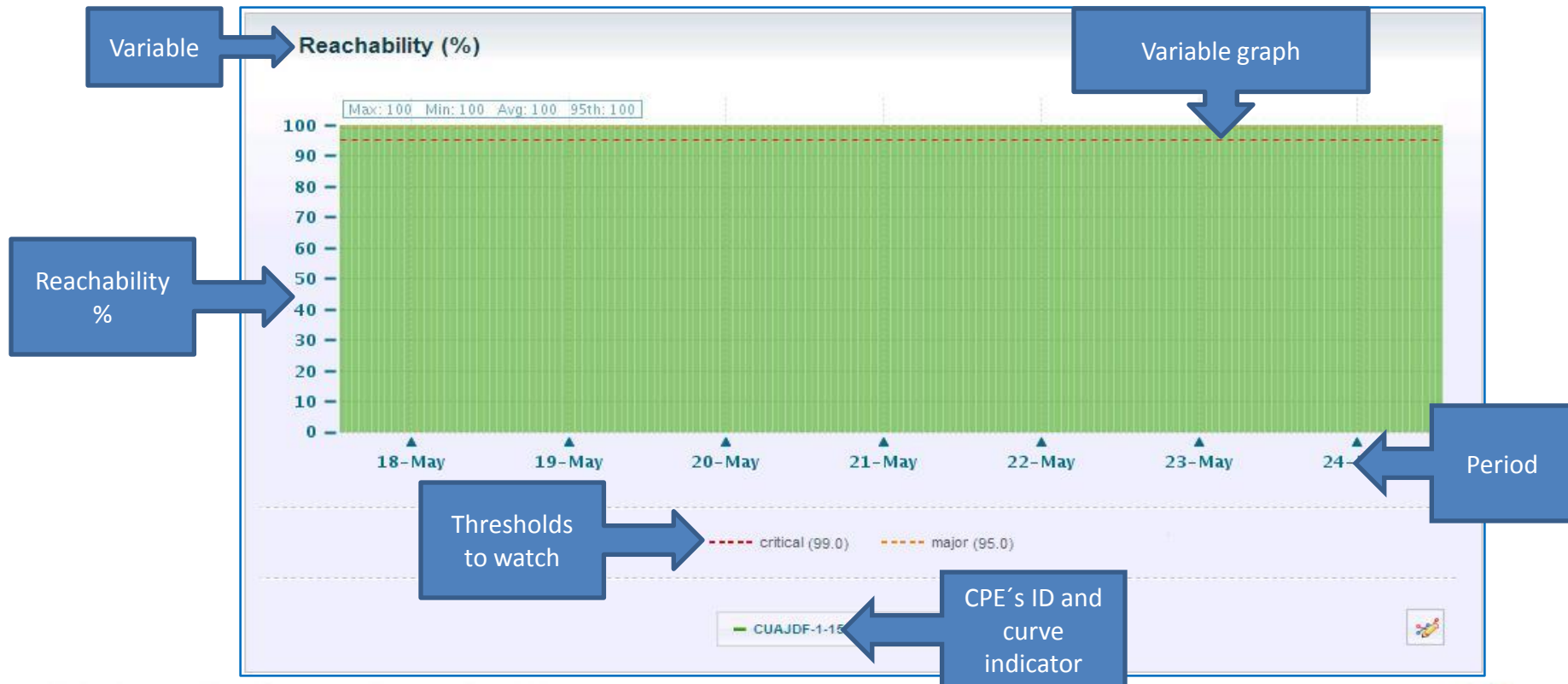
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# SPyDeR, Devices Performance (Cont.)

- **Reachability (%)**

- This is a reachability % indicator that belongs to the monitored CPE.
- The “Y” axis indicates the % rate.
- The “X” axis indicates the period of time.
- The ID below shows the monitored CPEs ID.
- Also, it shows a dotted lines that helps as a reference about the thresholds to watch about the monitored variable.



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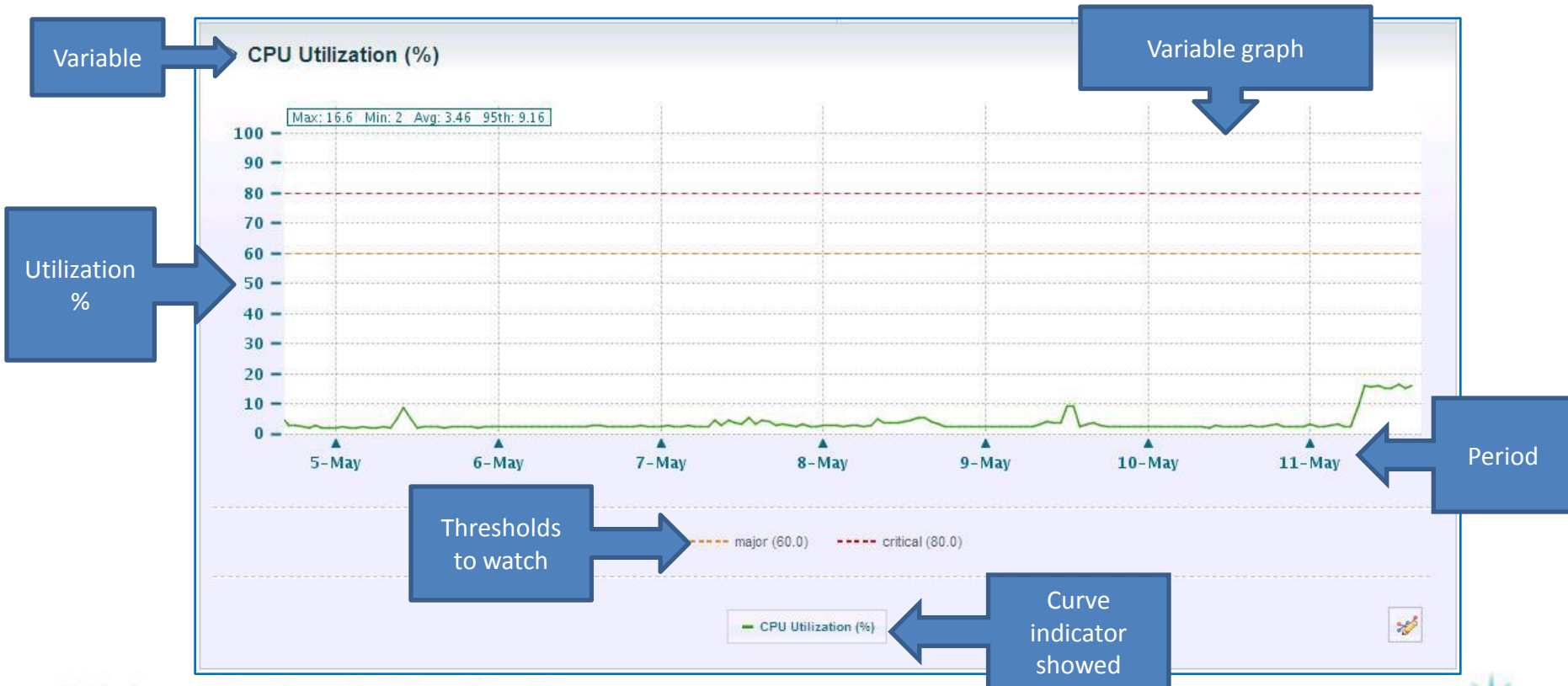
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# SPyDeR, Devices Performance (Cont.)

- **CPU Utilization (%)**

- This is a CPU utilization % that belongs to the monitored CPE.
- The “Y” axis indicates the % rate.
- The “X” axis indicates the period of time.
- The indicator below is a variable ID about the monitored CPE.
- Also, it shows a dotted lines that helps as a reference about the thresholds to watch about the monitored variable.



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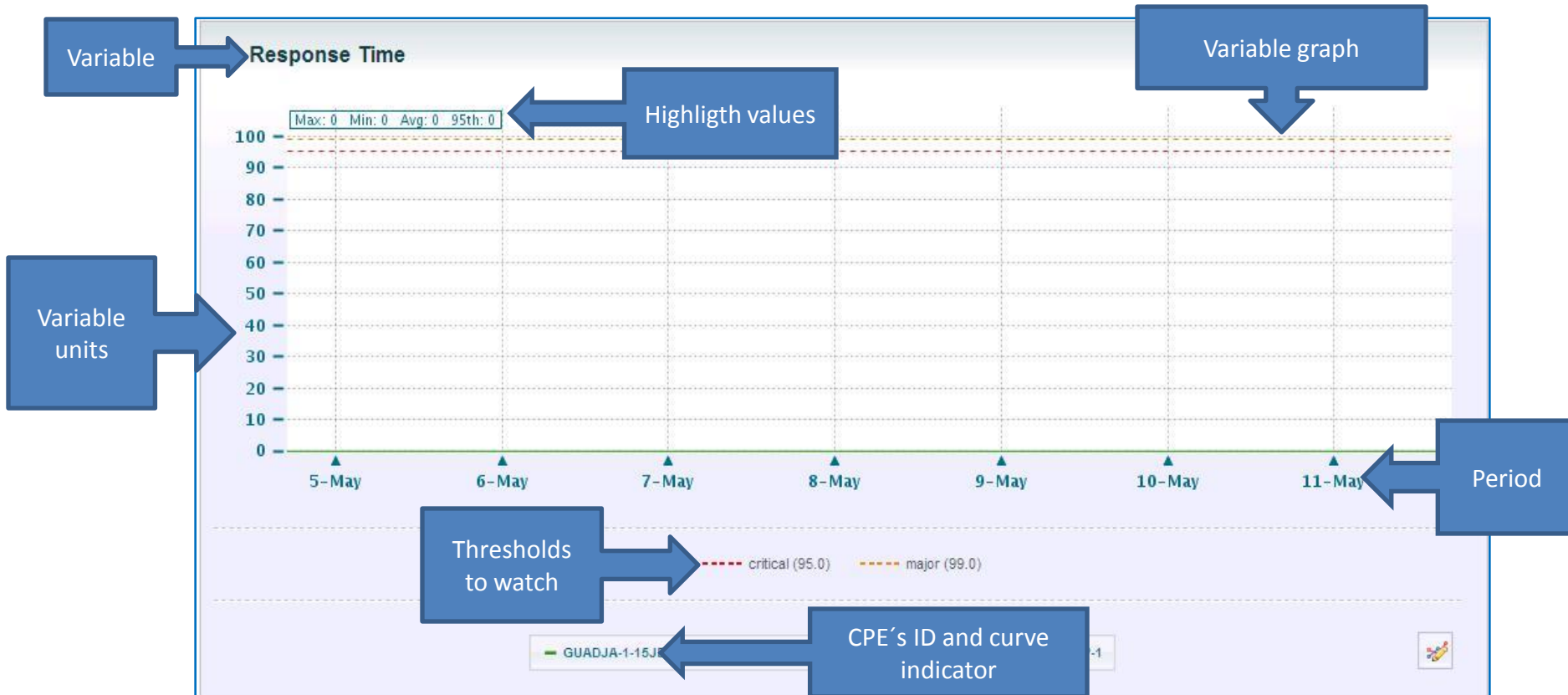
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# SPyDeR, Devices Performance (Cont.)

- **Response Time**

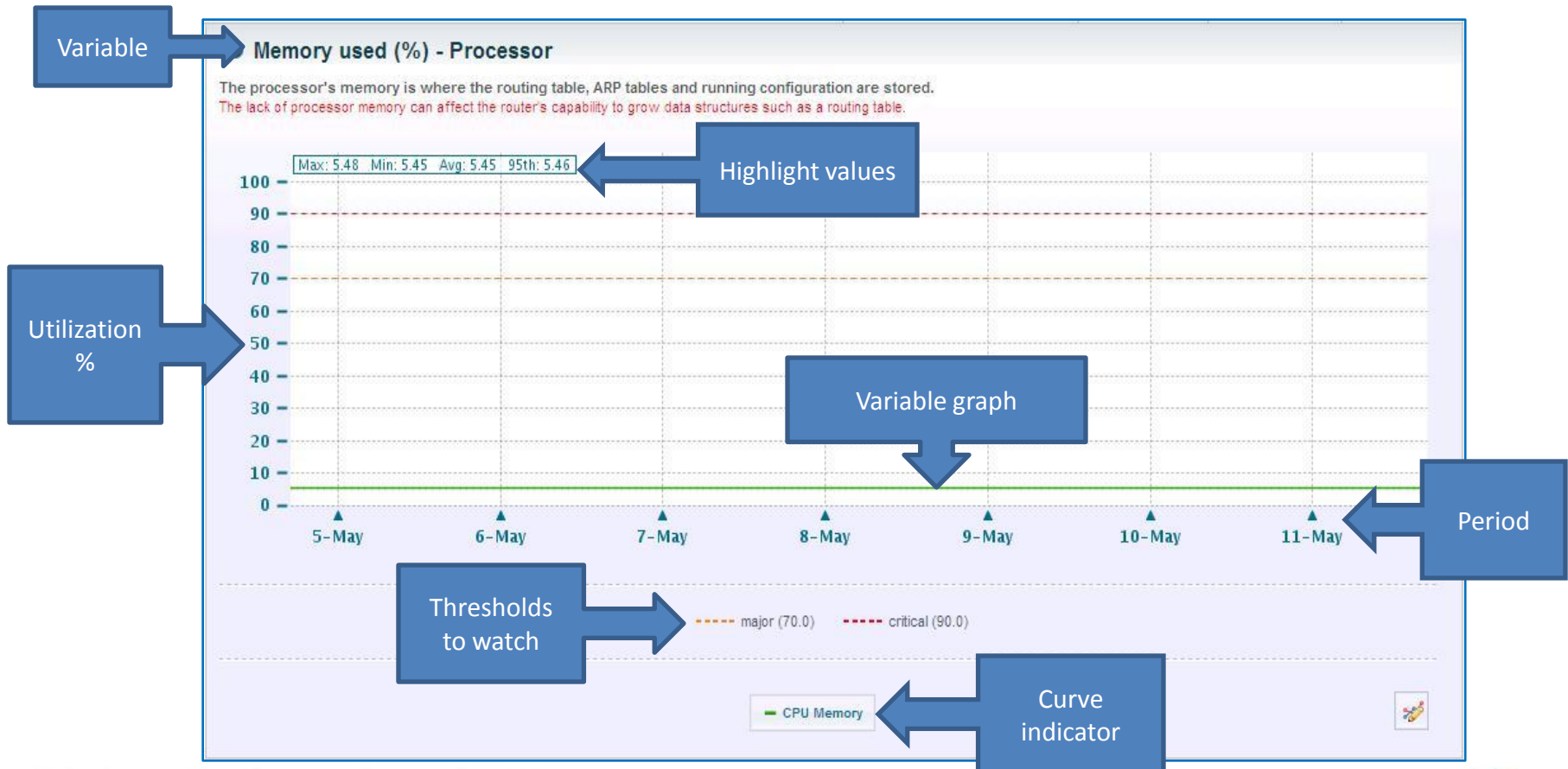
- These graphs shows a response time indicator between the monitored CPE.
- The “Y” axis indicates the variable units.
- The “X” axis indicates the period of time.
- The indicator below is a variable ID about the monitored CPE.
- Also, it shows a dotted lines that helps as a reference about the thresholds to watch about the monitored variable.



# SPyDeR, Devices Performance (Cont.)

- **Memory Used (%) - Processor**

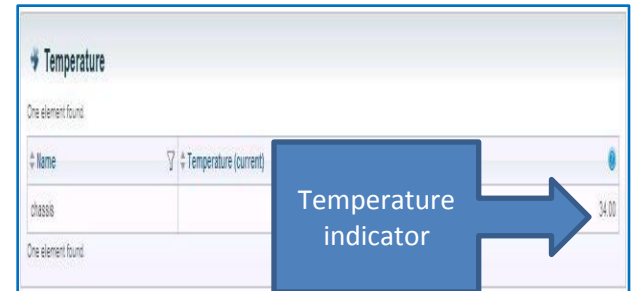
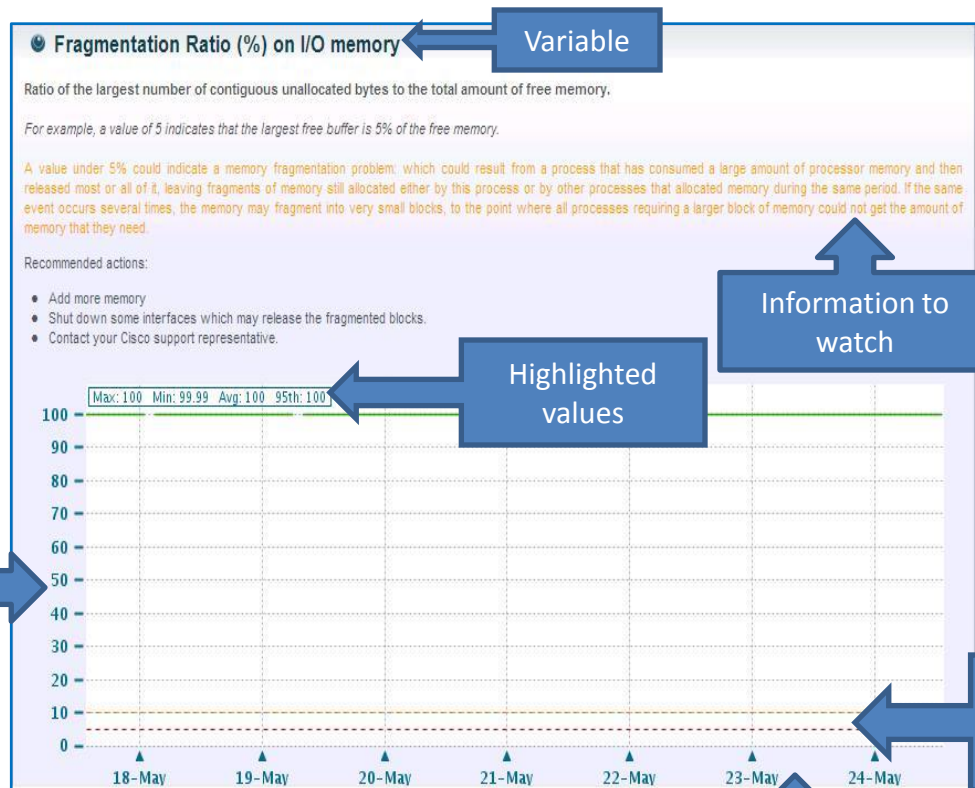
- This is a Memory Used % processor indicator that belongs to the monitored CPE.
- The “Y” axis indicates the % rate.
- The “X” axis indicates the period of time.
- The indicator below is a variable ID about the monitored CPE.
- Also, it shows a dotted lines that helps as a reference about the thresholds to watch about the monitored variable.



# SPyDeR, Devices Performance(Cont.)

- **Fragmentation Ratio (%) in I/O Memory**

- This is a Fragmentation Ratio (%) in I/O Memory that belongs to the monitored CPE.
- The “Y” axis indicates % rate.
- The “X” axis indicates the period of time.
- The indicator below is a variable ID about the monitored CPE.
- Also, it shows a dotted lines that helps as a reference about the thresholds to watch about the monitored variable.



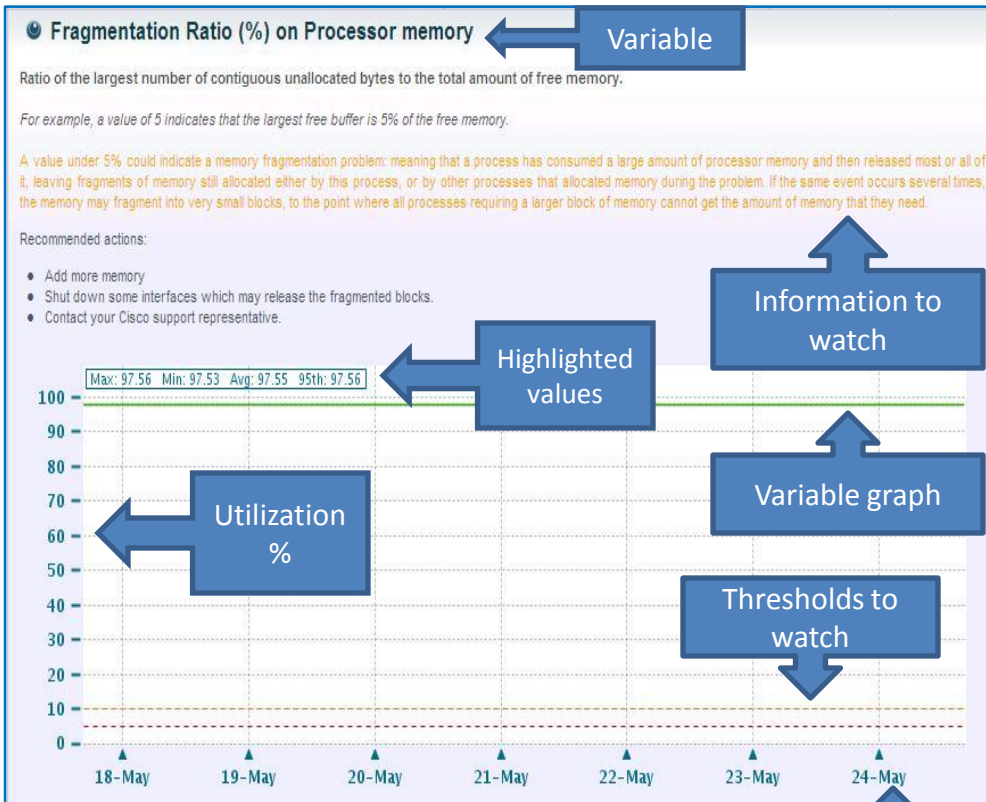
- **Temperature**

- This is the temperature in where the device are working.

# SPyDeR, Devices Performance(Cont.)

- **Fragmentation Ratio (%) on Processor Memory**

- This is a Fragmentation Ratio (%) on Processor Memory that belongs to the monitored CPE.
- The “Y” axis indicates % rate.
- The “X” axis indicates the period of time.
- The indicator below is a variable ID about the monitored CPE.
- Also, it shows a dotted lines that helps as a reference about the thresholds to watch about the monitored variable.



- **FAN**

- FANS’s availability about this CPE

**Fan** ← Variable

3 elements found, displaying all elements:

Name	Availability
Fan 1	100.00%
Fan 3	100.00%
Fan 2	100.00%

3 elements found, displaying all elements.

'Fans' annotation points to the table.

- **Power Supply**

- CPE’s power supply about this CPE

**PowerSupply** ← Variable

One element found:

Name	Availability
Main Power Supply	100.00%

One element found.

'Availability' annotation points to the availability column.

# SPyDeR, Devices Performance (Cont.)

## Recommendations

- ✓ About the CPE's performance there is very important pay attention in the environment variables and in the device's performance, because that lectures will be the right indicator if the managed CPE are working properly, into the right values and there's not an issue with the device that could be a risk, and put in risk the good service operation.
- ✓ You should be attent about the CPU's utilization %, and the memory utilization %. In the graphs that we seen previously there are dotted lines that can helps you if there are lectures that passing over that thresholds, and if them were by a while or keep over the threshold in a sustained time. For example if the lecture about the CPU utilization is over the trheshold "critical", it could compromise the CPEs operation if there is a routes reconverge in bgp session.
- ✓ Could be peaks or over thresholds highlighted in the graph, there is very important detect sustained time intervals about the overuse to this variables that can suddenly put in risk the CPE's operation or if the memory is overused too, the service would be interrupted or present a malfunction.
- ✓ These graphs are very useful evidence in order to detect if there is necessary do an upgrade or change the CPEs by new ones that has better performance or features, and with this keep in the righth levels the managed service.
- ✓ There is very important whatch very frecuently the CPU status and each vairiable that has been monitoring, be prepared to any suddenly change that may occur, and in fact anticipate the risks that could appear and take actions a priori, and with this you can keep your service level in a your business benefit.

***SPyDeR***  
***Management Section***  
***Access Password Change***

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# SPyDeR, password change to access the platform

- In the **settings**, is where you'll have access to change the password that you are been using.

The screenshot shows the Alestra SPyDeR web interface. The top navigation bar includes 'Welcome (logged as productoadmin)', the date and time 'Thursday, May 24, 2012 9:41:49 AM CDT', and a 'Settings' link. A blue arrow points from a 'Settings menu' callout box to the 'Settings' link in the top bar. The main content area displays 'All / Servicios Administrados' and a table with columns 'Cliente', 'Razon Social', and 'RFC'. The table contains one row with values '0096', 'R', and '-'. Below the table, it says '4 elements found, displaying all elements.' and a 'Reportes Disponibles' section with 'Performance en Dispositivos' and 'Performance en Interfaces'.

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# SPyDeR, password change to access the platform

- When you do the passwords's change, there is recommend keep in mind the new password in order to maintain the access to this tool, and keep you informed about the VPN, Internet or Managed Service performance or issues that may occur.

The image shows a screenshot of the 'User Settings' dialog box in SPyDeR. The dialog has three tabs: 'User Data', 'Preferences', and 'Custom Tree'. The 'User Data' tab is selected. Below the tabs, there is a section for 'User Data' with fields for Title, First Name, Last Name, and Email Address. Below that, there is a section for 'Password Change' with fields for Old Password, New Password, and Confirm Password. At the bottom, there are 'Cancel' and 'Save' buttons. Annotations with arrows point to these elements:

- An arrow points to the 'User Data' tab with the text: 'Select this tab to get access to change your password'.
- An arrow points to the 'Preferences' and 'Custom Tree' tabs with the text: 'The content about these other two tab will be without any change'.
- An arrow points to the 'Old Password', 'New Password', and 'Confirm Password' fields with the text: 'To do the password change, it's necessary know the actual password'.
- An arrow points to the 'Save' button with the text: 'Save the changes'.

# *SPyDeR*

## *Cosluntant Library and Help*

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# SPyDeR, Consultant Library and Help

- The portal SPyDeR Performance has an online support guide that you can review at any time.
- This will help you to get in deep detail about the variables, their values that has been displayed into the graphs, and also the thresholds that you have to know and keep in mind.

Welcome (logged as productoadmin) Thursday, May 24, 2012 9:41:49 AM CDT Settings Help ?

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All >> Servicios Administrados

## All / Servicios Administrados

Wednesday, May 23, 2012 5:10:42 PM CDT » Thursday, May 24, 2012 5:10:42 PM CDT | Last 1 Day

Cliente	Razon Social	RFC
0096 <input type="text"/>	R <input type="text"/> V	-

4 elements found, displaying all elements.

Reportes Disponibles

- Performance en Dispositivos
- Performance en Interfaces

Help menu

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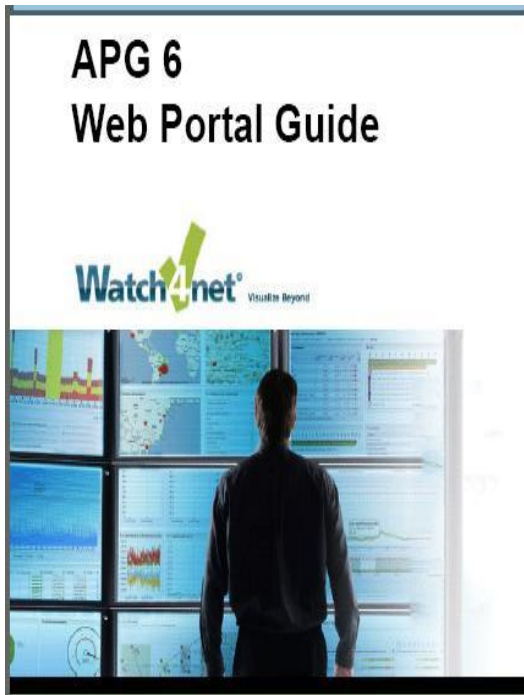
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# SPyDeR, Consultant Library and Help

- This document it's a PDF document, it's a very clear and you should go to the right section to see in deep the details about the informs, the graphs and any other interesting information that this tool can provide to you.
- **IMPORTANT:** The Customer's user level has been generated with a limited access and privileges and this will be the reason that only some or part of this document it's a customer's interesting. The rest of the features and fuctions are under the Alestra's administrator control.



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