KPNQWEST Italia

Quick guide

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NetMon

NetMon is a monitoring and notice system, it provides continuous monitoring on xDSL lines and noticing to customers any "critical status" detected.

NetMon includes**:**

- An automatic detecting system, monitoring xDSL lines status;
- A web interface, useful for data reference;
- An email notifier, it provides email notice to customer any time a critical status is detected.

Authentication and access to web interface

NetMon is protected by an authentication system.

Usually user-id and password are provided by the "ready for use" communication.

The access to NetMon is also granted to customer with following credentials:

- Responsabile Tecnico
- Responsabile Unico

These user are able to access to NetMon using same credentials normally used for our customer area.

Detecting system

The detecting system works only on service, with the following characteristics:

- must be active;
- has passed the "Availability test" (see following description);
- is provided by IPoA protocol;
- is provided with a reachable static IP address.

NetMon controls the recipient router through a "probe", made by 2 ping transmitted every 2 minutes.

After probe transmission, NetMon works according the following procedure:

- if only one ping is received, or elapsed time between 1st and 2nd ping is longer than 2 seconds:
  - o NetMon "labels" the line with a "warning" status;
- If the probe does not receive any feedback:
  - o NetMon "labels" the line with a "down" status.

xDSL line ID

In NetMon, every line is tagged with an unique alphanumeric code.

This code has the following structure:

[customer code]-[TD]–[Position]

- customer_code: is the unique code assigned by KPNQwest Italia to each customers;
- TD: is the code that identifies the xDSL lines;
- Position: is the company name that identifies the service location, usually it is specified by customer, during the line activation procedure.

Here an example of a xDSL line ID:

COMM-023503XXX-ACME-CORP

Important:

- If TD code is unavailable it is replaced usually, by the line IP address.

Availability test

The availability is performed by NetMon in order to include the service in the monitoring system.

The test is carried out launching a ping series, four times a day.

If the test is successful, the line is included in the system and, NetMon starts monitoring it.

NetMon performs the availability test every day, for each line, until success is achieved.

Important: in order to pass the test, the router recipient must be properly configured to accept ping from KPNQwest Italia IP addresses.

NetMon sends ping from IP 89.186.92.1 to 89.186.92.14 IP.

Routers directly provided by KPNQwest Italia are already configured to allow NetMon operations.

Email "notifier"

This NetMon function provides notifications by mail, if a warning or a down status is detected on a xDSL line.

The notifier sends email to "Responsabile Tecnico" or "Responsabile Unico users" email.

A single email message is sent when following circumstances are occurred:

- If NetMon detects a warning status 3 times, sequentially;
- If NetMon detects a "down" status 3 times, sequentially.

Important: Normally the notifier is not active, customers can ask for email notifier activation at: netmon@kpnqwest.it.

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