

# ManagedBiz User Guide

1.	Login page .....	3
1.1.	Login through HKBN Web site – <a href="http://hkbnes.net/en/accountservices">http://hkbnes.net/en/accountservices</a> .....	3
1.2.	To start ManagedBiz.....	4
2.	To Manage your International Call Enquiry .....	5
2.1.	To specify criteria to retrieve instant call records.....	5
2.2.	To view IDD Usage Statistics .....	7
2.3.	To assign/change Invoice Group and Name to service number .....	9
2.4.	To change bill format .....	10
2.5.	To check your IDD Account Code .....	11
2.6.	To search for Country Code and Access Number .....	12
3.	To Manage Dedicated Internet Access (DIA) .....	14
3.1.	To view Line Traffic Report.....	14
3.2.	To view Network Traffic Analysis Report.....	16
3.3.	To ping a domain name / To trace an IP address.....	18
3.4.	To manage your Short Code .....	20
4.	To Manage Data Centre.....	22
4.1.	To view Line Traffic Report.....	22
4.2.	To view IP Address .....	26
4.3.	To view Bandwidth .....	27
4.4.	To ping a domain name / To trace an IP address.....	28
4.5.	To view Power Measurement.....	29
4.6.	To manage your Short Code .....	31
4.7.	To view eAccess Record .....	32
4.8.	To delete eAccess record .....	32
4.9.	To add eAccess Record.....	34
4.10.	To edit eAccess Record .....	36
4.11.	To check the expired eAccess Record .....	38
5.	To Manage MPLS-IP-VPN / International IP-VPN.....	39
5.1.	To view Line Traffic Report.....	39
5.2.	To view China Cross Border Line Traffic Report .....	42
5.3.	To view Overseas Cross Border Line Traffic Report.....	45
5.4.	To monitor the Packet Loss Rate .....	48
5.5.	To view Service Availability and Latency .....	51
5.6.	To view Network Traffic Analysis Report.....	53
5.7.	To manage your Short Code .....	54
6.	To Manage Metro Ethernet / MetroNet.....	55
6.1.	To view Line Traffic Report.....	55
6.2.	To manage your Short Code .....	58
6.3.	To manage your bandwidth threshold .....	59
7.	To Manage IEPL .....	60
7.1.	To view Line Traffic Report.....	60
8.	To Manage SMS Broadcast .....	63
8.1.	To create a new message .....	63
8.2.	To check the received message .....	65
8.3.	To check the sent message.....	66

8.4.	To manage the contact list.....	67
8.5.	To view and edit saved message .....	68
9.	To Manage Cloud Computing Services / Infinite Server.....	69
9.1.	To view Line Traffic Report.....	69
9.2.	To Manage cloud service portal.....	73
9.3.	To use vCloud Director.....	74
10.	General Account .....	75
10.1.	To change your Password .....	75
10.2.	To view your Service Summary .....	76
10.3.	To download your Billed Call Records (for Administrator Account only).....	77
10.4.	To set up user account (for Administrator Account only).....	78
10.5.	To Edit or Change Password for user account (for Administrator Account only) .....	81
10.6.	To Inactivate user account (for Administrator Account only) .....	83
11.	Share Zone .....	84
11.1.	To access Share Zone under your account.....	84
11.2.	To download material in Share Zone .....	85

## 1. Login page

### 1.1. Login through HKBN Web site – <http://hkbnes.net/en/accountservices>

- Click "**MyAccount**" to access the eCustomer Service login page.
- Choose "eCS/ManagedBiz" in Account Type
- Enter your Username and Password and then click the "**Login**" button.

The screenshot shows the HKBN website's navigation menu. On the left, under "Account Login", the "MyAccount" option is highlighted with a yellow box and an orange arrow. Below it are other service categories like Broadband Network, Cloud Solutions, Voice Communication, and Other Services. On the right, under "Payment Methods", various options like By Mail, In Person, and Internet Banking are listed with dropdown arrows.

1. Click "MyAccount".

2. Choose "eCS/ManagedBiz" in Account Type.

3. Enter your username & password.

4. Click "Login".

Account Type:

Username :   
 Remember Username

Password :

**Login**

[Login Guideline](#)

[Forgot Account No. / Username](#)

[Forgot Password](#)

## 1.2. [To start ManagedBiz](#)

- Click "ManagedBiz" to start.

**HKBN**  
ENTERPRISE SOLUTIONS

登出

查閱賬單及網上繳費  
更改[我的戶口]登入資料或密碼  
更改賬戶資料  
下載區  
ManagedBiz

✉ 電郵  
cscorp@hkbnes.net

**NWT IT22, 您好!**  
歡迎進入網上客戶服務(我的戶口)平台。  
透過此方便易用的網上介面，您可隨時查看您的服務詳情、進行網上繳費及管理您的賬戶資料等。

查閱賬單及網上繳費  
更改eCS登入資料或密碼  
更改賬戶資料  
下載區

ManagedBiz

Click "ManagedBiz" to start.

[<Top>](#)

## 2. To Manage your International Call Enquiry

### 2.1. To specify criteria to retrieve instant call records

- Click "**Manage Your International Call Enquiry**" under **IDD 009**.
- Select the account number that you want to retrieve.
- Select Invoice Group, Name & Service No.
- Specify the time period (within 30 days).
- Select the call type (IDD, ICC or GCF).
- Select the call destination.
- Click the "**Submit**" button.

**HKBN**  
ENTERPRISE SOLUTIONS

< Back Help Logout

**IDD 009**  
Manage Your International Call Enquiry  
Manage Your Invoice Group  
Manage Your Account Info  
Useful Information  
Dedicated Internet Access (DIA)  
Data Centre  
Cloud Computing Services / Infinite Server  
MPLS-IP-VPN / International IP-VPN  
Metro Ethernet / MetroNet  
SMS Broadcast  
Share Zone  
General Account  
MyAccount

Email  
cscorp@hkbnes.net

**Instant International Call Enquiry** | **IDD Usage Statistics**

**Instant International Call Enquiry**

Please select your customer account number and click "Submit".

Choose your account number [dropdown]  
Invoice Group: All [dropdown]  
Name: All [dropdown]  
Service No.: All [dropdown]

Call details within the previous 30 days  
From: 30-07-2016 [calendar] (DD-MM-YYYY)  
To: 05-08-2016 [calendar] (DD-MM-YYYY)

Please select the call type(s) you need  
 IDD 009 (009)  
 International Calling Card (ICC - Outbound Call only)  
 Global Call Forward (GCF)

Please select the destination: All [dropdown]

**Submit**

1. Select Account no., Invoice Group, Name & Service no.
2. Select the call details period.
3. Select call type (IDD, ICC or GCF).
4. Select the call destination.
5. Click "Submit".

- ▼ **IDD 009**
- Manage Your International Call Enquiry**
- Manage Your Invoice Group**
- Manage Your Account Info**
- Useful Information**

**Dedicated Internet Access (DIA)**

**Data Centre**

**Cloud Computing Services / Infinite Server**

**MPLS-IP-VPN / International IP-VPN**

**Metro Ethernet / MetroNet**

**SMS Broadcast**

**Share Zone**

**General Account**

**MyAccount**

 **Email**

cscorp@hkbnes.net

[Instant International Call Enquiry](#) | [IDD Usage Statistics](#)

**Instant International Call Enquiry**

Customer Account Number : 3000815746-001  
 From : 30-07-2016  
 To : 05-08-2016  
 Latest Rating Date : 2012-02-27 23:52:09

Retrieve result of instant call record.

Invoice Group	Name	Service	Service No.	Destination No.	Destination	Type (Mobile)	Date	Start Time	Duration	Charge
<a href="#">Back</a> <a href="#">Download</a>										

According to our current record, there is no IDD information for this line on the specified date.  
 Remarks: The call information is for reference only. Please refer to your invoice for the final figures.

[<Top>](#)

## 2.2. [To view IDD Usage Statistics](#)

- Click "**Manage Your International Call Enquiry**" under **IDD 009**.
- Click on the tab "**IDD Usage Statistics**".
- Select the account number that you want to view.
- Click the "**Submit**" button.
  - Select the month.
  - Select the Sorting Criteria.
  - Click the "**Submit**" button.

HKBN  
ENTERPRISE SOLUTIONS

◀ Back Help Logout

Instant International Call Enquiry **IDD Usage Statistics**

**IDD Usage Statistics**

Please select your customer account number and click "Submit".

Customer Account Number:

**Submit >**

1. Click on the tab "IDD Usage Statistics".
2. Select the account number.
3. Click "Submit".

HKBN  
ENTERPRISE SOLUTIONS

◀ Back Help Logout

Instant International Call Enquiry **IDD Usage Statistics**

**IDD Usage Statistics**

Customer Account Number:  
Month  (Previous 6 months)

Sort by:  
 Minute  
 Charge

Information by:  
 Destination (Top 10)  
 Destination (All)  
 Line Summary  
 Usage on Account Code

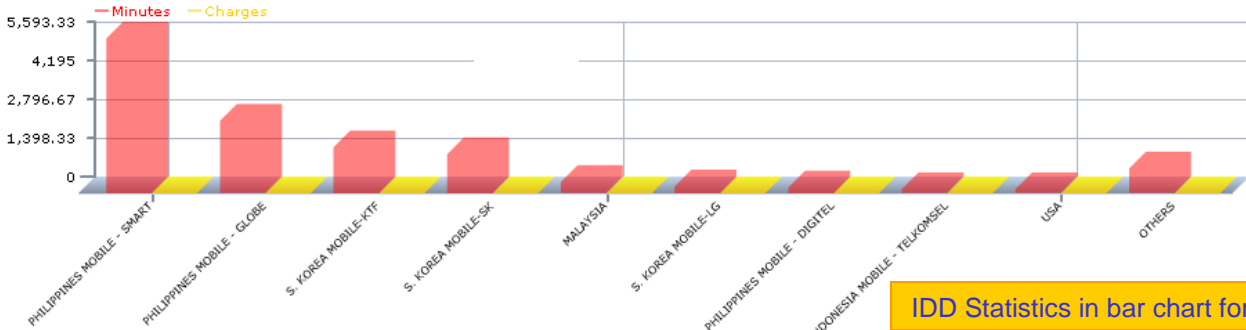
Remark: The call information includes all outbound calls from IDD 009 / ICC / GCF made 2 days and earlier.

**Submit >**

4. Select the month.
5. Select the sorting criteria and display information.
6. Click "Submit".

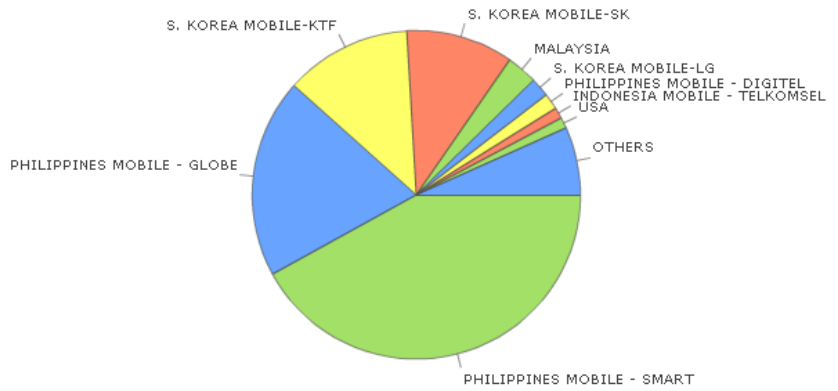
**IDD Usage Statistics**

Customer Account Number :  
 Month :



IDD Statistics in bar chart format.

Destination	Percentage	Minutes	Charges
PHILIPPINES MOBILE - SMART	41.97%	5,593.33	\$0.00
PHILIPPINES MOBILE - GLOBE	19.63%	2,616.34	\$0.00
S. KOREA MOBILE-KTF	12.46%	1,660.62	\$0.00
S. KOREA MOBILE-SK	10.58%	1,410.32	\$0.00
MALAYSIA	3.05%	406.93	\$0.00



IDD Statistics in pie chart format.

[<Top>](#)



### 2.3. To assign/change Invoice Group and Name to service number

- Click "**Manage Your Invoice Group**" under **IDD 009**.
- Select your customer account number.
- Click the "**Submit**" button.
  - Click the "**Edit**" button.
  - Assign Invoice Group and Name to service number.
  - Click the "**Submit**" button to save changes.
  - Click the "**Back**" button to undo changes.

**HKBN**  
ENTERPRISE SOLUTIONS

< Back Help Logout

**IDD 009**  
Manage Your International Call Enquiry  
Manage Your Invoice Group  
Manage Your Account Info  
Useful Information  
Dedicated Internet Access (DIA)  
Data Centre  
Cloud Computing Services / Infinite Server  
MPLS-IP-VPN / International IP-VPN  
Metro Ethernet / MetroNet

**Manage Your Invoice Group**

Please select your customer account number or enter your service number and click "Submit".

Choose your account number [dropdown]

Submit >

1. Select your account number.

2. Click "Submit".

**HKBN**  
ENTERPRISE SOLUTIONS

< Back Help Logout

**IDD 009**  
Manage Your International Call Enquiry  
Manage Your Invoice Group  
Manage Your Account Info  
Useful Information  
Dedicated Internet Access (DIA)  
Data Centre  
Cloud Computing Services / Infinite Server  
MPLS-IP-VPN / International IP-VPN  
Metro Ethernet / MetroNet  
SMS Broadcast

**Manage your invoice group**

Customer Account Number:

Invoice Group	Name	Service No	Service
Finance			009
IT			009
Customer Service			009

Back Edit

Please select bill format

By Invoice Group (selected)  
By Invoice Group with page break

Submit >

Remarks: Your selected bill format will be effective from the next invoice.

3. Click "Edit".

IDD 009  
Manage Your International Call Enquiry  
Manage Your Invoice Group  
Manage Your Account Info  
Useful Information  
Dedicated Internet Access (DIA)  
Data Centre  
Cloud Computing Services / Infinite Server  
MPLS-IP-VPN / International IP-VPN

**Manage your invoice group**

Customer Account Number:

Invoice Group	Name	Service No	Service
Finance			009
IT			009
Customer Service			009

Back Submit >

4. Assign invoice group to the service number.

5. Assign name to the service number.

6. Click "Submit" to save or click "Back" to undo.

<Top>

**2.4. To change bill format**

- Click "Manage Your Invoice Group" under **IDD 009**.
- Select the bill format.
- Click the "Submit" button.

IDD 009  
Manage Your International Call Enquiry  
Manage Your Invoice Group  
Manage Your Account Info  
Useful Information  
Dedicated Internet Access (DIA)  
Data Centre  
Cloud Computing Services / Infinite Server  
MPLS-IP-VPN / International IP-VPN  
Metro Ethernet / MetroNet  
SMS Broadcast  
Share Zone

**Manage your invoice group**

Customer Account Number:

Invoice Group	Name	Service No	Service
Finance			009
IT			009
Customer Service			009

Back Edit

Please select bill format

- By Invoice Group  
 By Invoice Group with page break

Submit >

Remarks: Your selected bill format will be effective from the next invoice.

1. Select the bill format.

2. Click "Submit".

<Top>

## 2.5. [To check your IDD Account Code](#)

- Click "**Manage Your Account Info**" under **IDD 009**.
- Select your account number and click the "**Submit**" button.

The screenshot shows the HKBN Enterprise Solutions website interface. At the top left is the HKBN logo with the tagline 'ENTERPRISE SOLUTIONS'. A navigation bar contains a 'Back' button, a 'Help' button, and a 'Logout' button. On the left side, there is a vertical menu with the following items: 'IDD 009' (expanded), 'Manage Your International Call Enquiry', 'Manage Your Invoice Group', 'Manage Your Account Info', 'Useful Information', 'Dedicated Internet Access (DIA)', 'Data Centre', 'Cloud Computing Services / Infinite Server', 'MPLS-IP-VPN / International IP-VPN', 'Metro Ethernet / MetroNet', 'SMS Broadcast', 'Share Zone', 'General Account', and 'MyAccount'. The main content area is titled 'IDD Account Code Enquiry' and includes the instruction: 'Please select your customer account number and click "Submit"'. The form contains two radio buttons: 'Choose your account number' (selected) and 'All managed accounts'. A dropdown menu is positioned to the right of the first radio button. A yellow callout box points to this dropdown with the text '1. Select your account number.'. Below the radio buttons is an 'Account Code' input field with a placeholder '4 digits (Optional)'. A 'Submit >' button is located at the bottom left of the form. A second yellow callout box points to the 'Submit >' button with the text '2. Click "Submit".'

[<Top>](#)

## 2.6. [To search for Country Code and Access Number](#)

- Click "**Useful Information**" under **IDD 009**.
- Click on the tab "**Country Code**" to find country code for outbound calls.
- Click on the tab "**International Calling Card Access Number**" to find access number for inbound calls.

**HKBN**  
ENTERPRISE SOLUTIONS

◀ Back Help Logout

**IDD 009**

Manage Your International Call Enquiry

Manage Your Invoice Group

Manage Your Account Info

**Useful Information**

Dedicated Internet Access (DIA)

Data Centre

Cloud Computing Services / Infinite Server

MPLS-IP-VPN / International IP-VPN

Metro Ethernet / MetroNet

SMS Broadcast

Share Zone

General Account

MyAccount

---

Email

cscorp@hkbnes.net

**Country Code**    International Calling Card Access Number

**Outbound Call**

Outbound Call (Calling from Hong Kong to Overseas)

[A](#), [B](#), [C](#), [D](#), [E](#), [F](#), [G](#), [H](#), [I](#), [J](#), [K](#), [L](#), [M](#), [N](#), [O](#), [P](#), [Q](#), [R](#), [S](#), [T](#), [U](#), [V](#), [W](#), [Y](#), [Z](#)

A/C No.:

Country Destination	Country Code / Area Code	Time Difference (Hour)
AFGHANISTAN	93	-3.5
ALBANIA	355	-7
ALGERIA	213	-7
AMERICAN SAMOA	684	-19
ANDORRA	376	-7
ANGOLA	244	-7
ANGUILLA	1-264	-12
ANTARCTICA	672	5
ANTIGUA & BARBUDA	1-268	-12
ARGENTINA-BUENOS AIRES	54-11	-11
ARGENTINA-LA PLATA	54-21	-11
ARMENIA	374	-4
ARUBA	297	-12
ASCENSION ISLAND	247	-8
AUSTRALIA-BRUNSWICK/HOBART/MELBOURNE	61-3	3
AUSTRALIA-BRISBANE/GOLD COAST	61-7	3
AUSTRALIA-CANBERRA/SYDNEY	61-2	3
AUSTRIA-GRAZ	43-316	-7
AUSTRIA-SALZBURG	43-662	-7
AUSTRIA-VIENNA	43-1	-7

To find out Access Number.

Country Code

International Calling Card Access Number

### International Calling Card Access Number

Inbound Call (Calling from Overseas to Hong Kong/ Other Countries)

[A](#), [B](#), [C](#), [D](#), [E](#), [E](#), [G](#), [H](#), [I](#), [J](#), [L](#), [M](#), [N](#), [P](#), [R](#), [S](#), [T](#), [U](#)

Country	Access Number	Country Code
Argentina	0800-666-0265	54
Australia	1-800-881-830/ 1-800-125-551/ 0011-800-2093-2093	61
Austria	0-800-292-711/ 00-800-2093-2093	43
Belgium	0-800-72042/ 00-800-2093-2093	32
Brazil	0800-891-6780	55
Canada	1-800-887-4078/ 1-866-252-3613/ 1-877-257-5659/ 011-800-2093-2093	1
China	1088-590# (China Netcom Network) 1082-8590# (China Telecom Network)	86
Czech Republic	800-001-167	420

[<Top>](#)

IDD 009

Manage Your International Call Enquiry

Manage your invoice group

Manage Your Account Info

Useful Information

- Dedicated Internet Access (DIA)
- Data Centre
- Cloud Computing Services / Infinite Server
- MPLS-IP-VPN / International IP-VPN
- Metro Ethernet / MetroNet
- SMS Broadcast
- Share Zone
- General Account
- MyAccount

Email

cscorp@hkbnes.net

### 3. To Manage Dedicated Internet Access (DIA)

#### 3.1. To view Line Traffic Report

- Click "Line Details" under **Dedicated Internet Access (DIA)**.
- Click on the tab "Line Traffic Report".
- Select your account number and click the "Submit" button.
- Click on the service number to view the detailed traffic report.

HKBN ENTERPRISE SOLUTIONS

< Back Help Logout

IDD 009  
Dedicated Internet Access (DIA)  
Line Details  
Looking Glass  
Manage Your Short Code  
Data Centre  
Cloud Computing Services / Infinite Server  
MPLS-IP-VPN / International IP-VPN

Line Traffic Report Network Traffic Analysis

Line Traffic Report

Please select your Customer Account Number and click "Submit".

Customer Account Number:

Submit >

1. Click on the tab "Line Traffic Report".

2. Select your account number.

3. Click "Submit".

HKBN ENTERPRISE SOLUTIONS

< Back Help Logout

IDD 009  
Dedicated Internet Access (DIA)  
Line Details  
Looking Glass  
Manage Your Short Code  
Data Centre  
Cloud Computing Services / Infinite Server  
MPLS-IP-VPN / International IP-VPN  
Metro Ethernet / MetroNet  
SMS Broadcast  
Share Zone  
General Account  
MyAccount

Line Traffic Report Network Traffic Analysis

Line Traffic Report

Customer Account Number:  
Click on the Service Number to view the detailed traffic report.

Service Number	Installation Address	Short Code
<a href="#">BB0200</a>	2/F, CORNELL CTR	
<a href="#">BB0200</a>	2/F, CORNELL CTR	
<a href="#">BB9000</a>	17/F, CHEVALIER COMM CTR	
<a href="#">BB9000</a>	Rm/Ft 201	

Back

4. Click on the Service Number to view the detailed traffic report.

IDD 009

❖ **Dedicated Internet Access (DIA)**

Line Details

Looking Glass

Manage Your Short Code

Data Centre

Cloud Computing Services / Infinite Server

MPLS-IP-VPN / International IP-VPN

Metro Ethernet / MetroNet

SMS Broadcast

Share Zone

General Account

MyAccount

✉ Email

cscorp@hkbnes.net

Line Traffic Report

Network Traffic Analysis

🔔 **Line Traffic Report**

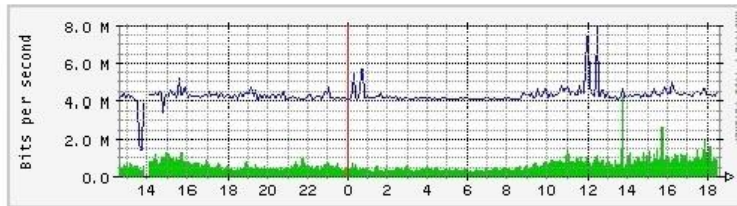
Back

Customer Account Number:  
Service Number: BB0200

The statistics were last updated on **Wednesday, 23 December, 18:34:10 HKT**

'Daily' Graph (5 Minute Average)

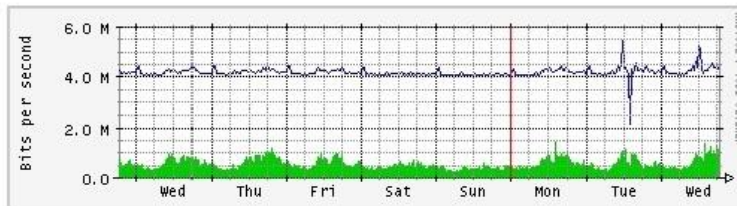
Traffic report shown by "Daily" Graph.



	Max	Average	Current
In	4183.14 kb/s (41.8%)	646.42 kb/s (6.5%)	876.89 kb/s (8.8%)
Out	7926.63 kb/s (79.3%)	4265.49 kb/s (42.7%)	4395.02 kb/s (44.0%)

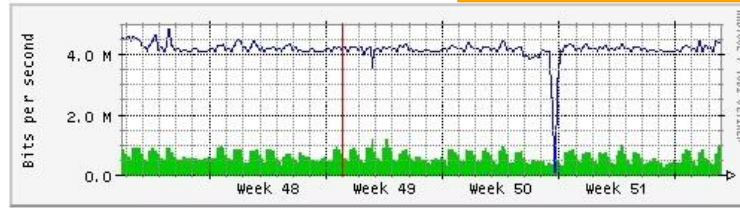
'Weekly' Graph (30 Minute Average)

Traffic report shown by "Weekly" Graph.



### 'Monthly' Graph (2 Hour Average)

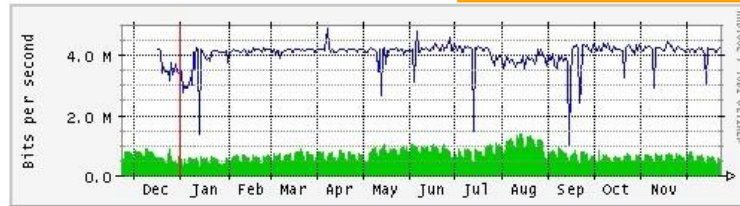
Traffic report shown by "Monthly" Graph.



	Max	Average	Current
In	1204.72 kb/s (12.0%)	615.97 kb/s (6.2%)	1072.68 kb/s (10.7%)
Out	4867.82 kb/s (48.7%)	4170.71 kb/s (41.7%)	4436.52 kb/s (44.4%)

### 'Yearly' Graph (1 Day Average)

Traffic report shown by "Yearly" Graph.



	Max	Average	Current
In	1395.89 kb/s (14.0%)	717.16 kb/s (7.2%)	562.15 kb/s (5.6%)
Out	4905.42 kb/s (49.1%)	4036.34 kb/s (40.4%)	4233.55 kb/s (42.3%)

In Incoming Traffic in Bits per Second  
Out Outgoing Traffic in Bits per Second

[Back](#) [Select other account number](#)

[<Top>](#)

## 3.2. [To view Network Traffic Analysis Report](#)

- Click "Line Details" under **Dedicated Internet Access (DIA)**.
- Click on the tab "Network Traffic Analysis".
- Select your account number and click the "Submit" button.



[Back](#)

[Help](#)

[Logout](#)

[Line Traffic Report](#)

[Network Traffic Analysis](#)

#### Network Traffic Analysis

Please select your Customer Account Number and click "Submit".

Customer Account Number:

[Submit >](#)

1. Click on the tab "Network Traffic Analysis".

2. Select your account number.

3. Click "Submit".

IDD 009

[Dedicated Internet Access \(DIA\)](#)

[Line Details](#)

[Looking Glass](#)

[Manage Your Short Code](#)

[Data Centre](#)

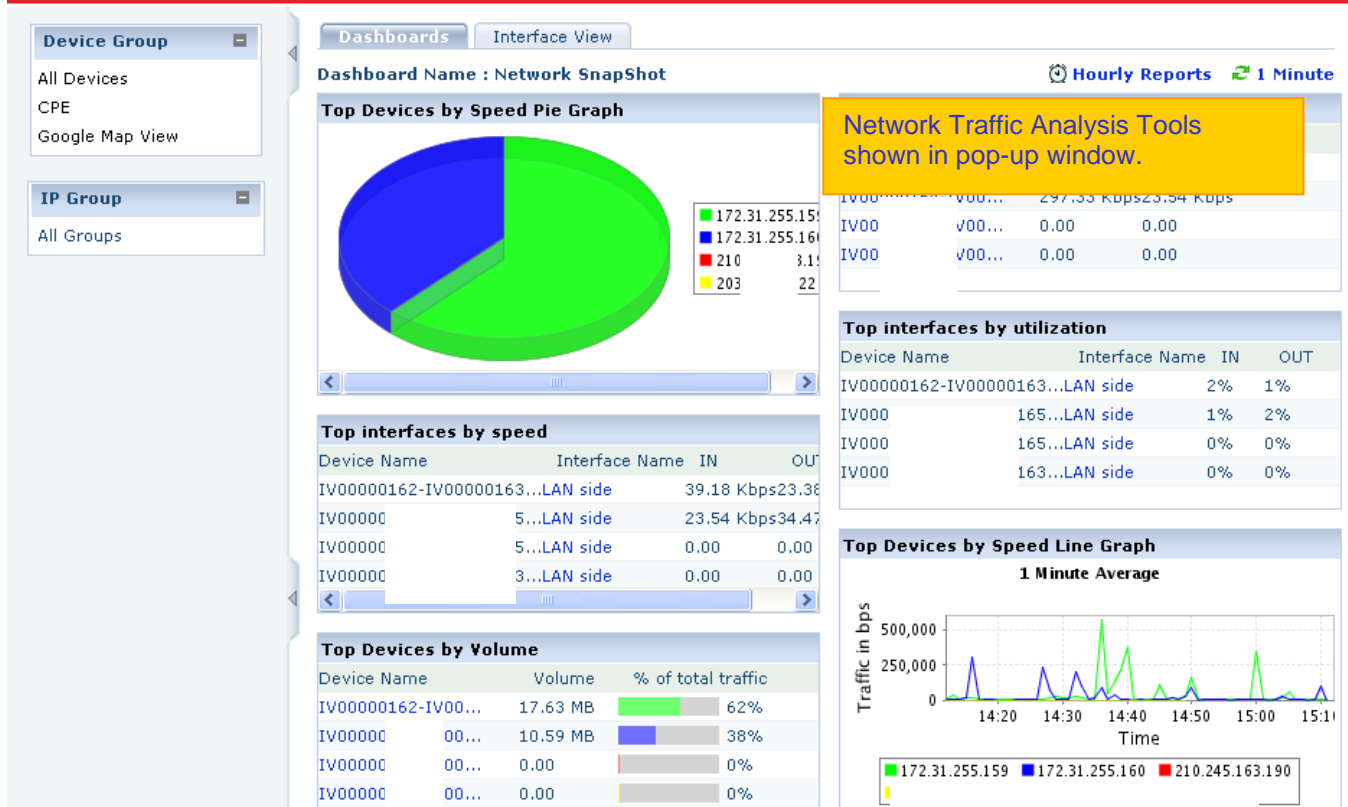
[Cloud Computing Services / Infinite Server](#)

[MPLS-IP-VPN / International IP-VPN](#)

[Metro Ethernet / MetroNet](#)

[SMS Broadcast](#)





<Top>

For more details, please refer to the “Network Traffic Analysis Tools 用戶手冊”. You may download the user guide at [hkbnes.net/en/support](http://hkbnes.net/en/support) (Others >> ManagedBiz)

### 3.3. To ping a domain name / To trace an IP address

- Click "**Looking Glass**" under **Dedicated Internet Access (DIA)**.
- Select the query command (Ping or Trace).
- Enter domain name or IP address in the Address field.
- Click the "**Submit**" button.



◀ Back

Help

Logout

IDD 009

❖ Dedicated Internet Access (DIA)

Line Details

Looking Glass

Manage Your Short Code

Data Centre

Cloud Computing Services / Infinite Server

MPLS-IP-VPN / International IP-VPN

Metro Ethernet / MetroNet

SMS Broadcast

Share Zone

General Account

MyAccount

#### Looking Glass

Please select the query command (ping or trace) and enter IP address or domain name in the Address field and then click "Submit".

Query:  Ping  Trace

Address:

(e.g. www.nwtbb.com or 203.98.129.1)

Reset

Submit >

1. Select the query command.

2. Enter domain name or IP address.

3. Click "Submit".

IDD 009

▼ Dedicated Internet Access (DIA)

Line Details

Looking Glass

Manage Your Short Code

Data Centre

Cloud Computing Services / Infinite Server

MPLS-IP-VPN / International IP-VPN

Metro Ethernet / MetroNet

SMS Broadcast

Share Zone

General Account

MyAccount

### Looking Glass

Please select the query command (ping or trace) and enter IP address or domain name in the Address field and then click "Submit".

Query:  Ping  Trace

Address:

(e.g. www.nwtbb.com or 203.98.129.1)

Source: Route Server  
Destination: 203.98.131.73

Traceroute completed.

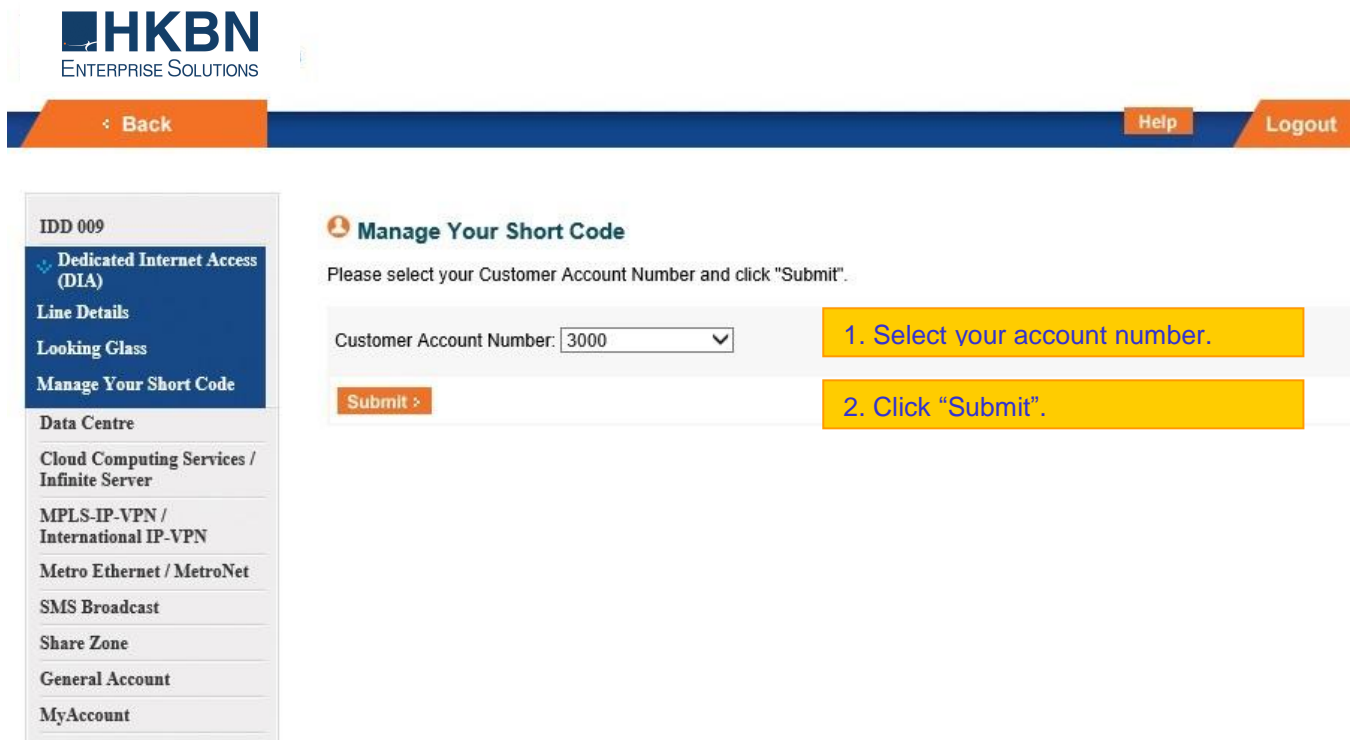
traceroute to 203.98.131.73 (203.98.131.73), 30 hops max, 40 byte packets

```
1 203.98.129.118 (203.98.129.118) 0.302 ms 0.236 ms 0.229 ms
2 v1.cs65-1.wpc.nwtgigalink.com (203.98.129.141) 0.482 ms 0.509 ms 0.500 ms
3 203.98.161.7 (203.98.161.7) 0.517 ms 0.337 ms 0.385 ms
4 sr0-0.cr12-1.tfp.nwtgigalink.com (203.98.130.67) 0.990 ms *
```

[<Top>](#)

### 3.4. To manage your Short Code

- Click "**Manage Your Short Code**" under **Dedicated Internet Access (DIA)**.
- Select your account number and click the "**Submit**" button.
- Click on the short code to edit.
- Click the "**Submit**" button to save changes.
- Click the "**Back**" button to undo changes.



**HKBN**  
ENTERPRISE SOLUTIONS

◀ Back Help Logout

IDD 009

- ▼ Dedicated Internet Access (DIA)
- Line Details
- Looking Class
- Manage Your Short Code**
- Data Centre
- Cloud Computing Services / Infinite Server
- MPLS-IP-VPN / International IP-VPN
- Metro Ethernet / MetroNet
- SMS Broadcast
- Share Zone
- General Account
- MyAccount

**Manage Your Short Code**

Please select your Customer Account Number and click "Submit".

Customer Account Number: 3000

Submit

1. Select your account number.

2. Click "Submit".

IDD 009

▼ Dedicated Internet Access (DIA)

Line Details

Looking Glass

Manage Your Short Code

Data Centre

Cloud Computing Services / Infinite Server

MPLS-IP-VPN / International IP-VPN

Metro Ethernet / MetroNet

SMS Broadcast

Share Zone

General Account

MyAccount

### Manage Your Short Code

Customer Account Number: 3000  
Click on the Short Code to edit.

Service Number	Installation Address	Short Code
BB0200	2/F, COR	<input type="text" value="shop 1"/>
BB0200	2/F, COR	<input type="text" value="office 1"/>
BB9000	17/F, CHEV	<input type="text" value="head office"/>
BB9000	Rm/Ft 201	<input type="text" value="shop2"/>

**Back** **Submit >**

3. Click on the Short Code to edit.

4. Click "Submit" to save or click "Back" to undo.

[<Top>](#)

## 4. To Manage Data Centre

### 4.1. To view Line Traffic Report

- Click "**Line Details**" under **Data Centre**.
- Select your account number and click the "**Submit**" button.
- Click on the service number to view the detailed traffic report.
- Select the report period and click the "**Submit**" button.

IDD 009

Dedicated Internet Access (DIA)

Data Centre

Line Details

Looking Glass

Power Measurement

Manage Your Short Code

Cloud Computing Services / Infinite Server

MPLS-IP-VPN / International IP-VPN

Metro Ethernet / MetroNet

SMS Broadcast

Share Zone

Line Traffic Report

IP Address

Bandwidth

**Line Traffic Report**

Customer Account Number:  
Service Number: DC070  
Please select period and click "submit".

All

4. Select the report period.

5. Click "Submit".

IDD 009

Dedicated Internet Access (DIA)

Data Centre

Line Details

Looking Glass

Power Measurement

Manage Your Short Code

Cloud Computing Services / Infinite Server

MPLS-IP-VPN / International IP-VPN

Metro Ethernet / MetroNet

SMS Broadcast

Share Zone

General Account

MyAccount

Line Traffic Report

IP Address

Bandwidth

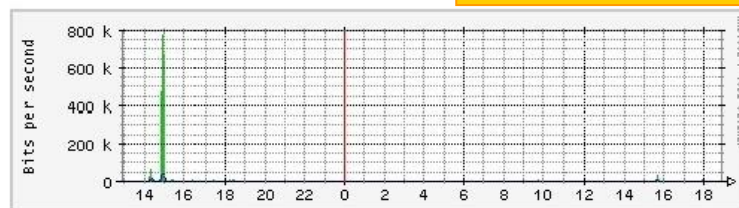
**Line Traffic Report**

Customer Account Number:  
Service Number: DC070

**1. Port 1 Traffic Report**

**'Daily' Graph (5 Minute Average)**

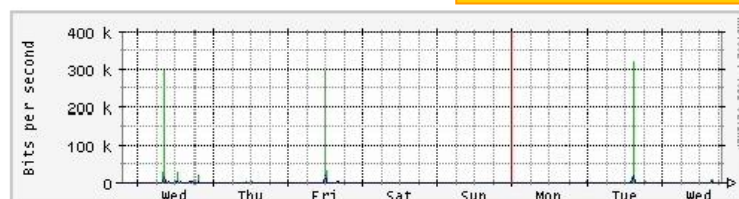
Traffic report shown by "Daily" Graph.



	Max	Average	Current
In	772.66 kb/s (0.8%)	6091.50 b/s (0.0%)	156.80 b/s (0.0%)
Out	42.71 kb/s (0.0%)	1513.90 b/s (0.0%)	1020.00 b/s (0.0%)

**'Weekly' Graph (30 Minute Average)**

Traffic report shown by "Weekly" Graph.

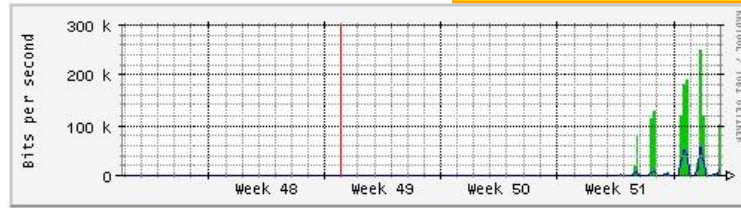


Email

cscorp@hkbnes.net

'Monthly' Graph (2 Hour Average)

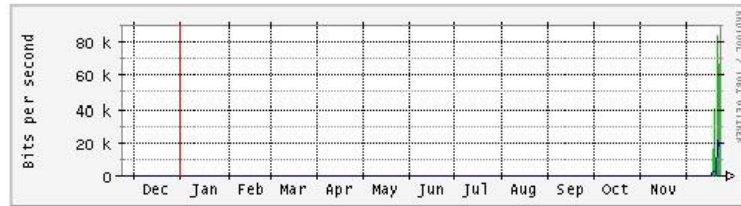
Traffic report shown by "Monthly" Graph.



	Max	Average	Current
In	250.49 kb/s (0.3%)	6244.00 b/s (0.0%)	101.97 kb/s (0.1%)
Out	58.09 kb/s (0.1%)	1388.00 b/s (0.0%)	12.93 kb/s (0.0%)

'Yearly' Graph (1 Day Average)

Traffic report shown by "Yearly" Graph.



	Max	Average	Current
In	83.32 kb/s (0.1%)	526.10 b/s (0.0%)	66.31 kb/s (0.1%)
Out	21.63 kb/s (0.0%)	119.20 b/s (0.0%)	17.56 kb/s (0.0%)

In Incoming Traffic in Bits per Second  
 Out Outgoing Traffic in Bits per Second

[Back](#) [Select other account number](#)



- IDD 009
- Dedicated Internet Access (DIA)
- Data Centre**
- Line Details
- Looking Glass
- Power Measurement
- Manage Your Short Code

- Cloud Computing Services / Infinite Server
- MPLS-IP-VPN / International IP-VPN
- Metro Ethernet / MetroNet
- SMS Broadcast
- Share Zone
- General Account
- MyAccount

Email

cscorp@hkbn.net

Line Traffic Report

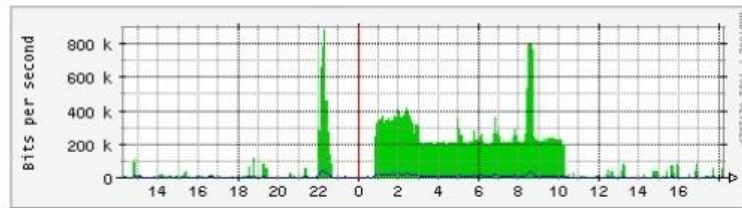
IP Address

Bandwidth

**Line Traffic Report**

Customer Account Number:  
Service Number: DC080

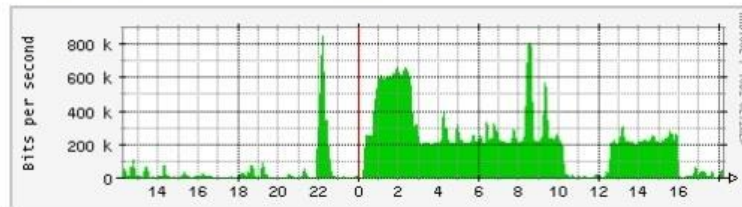
**1. China Dedicated Bandwidth Traffic Report**  
**'Daily' Graph (5 Minute Average)**



	Max	Average	Current
Out	880.33 kb/s (0.9%)	105.82 kb/s (0.1%)	13.49 kb/s (0.0%)
In	42.33 kb/s (0.0%)	6930.70 b/s (0.0%)	3515.30 b/s (0.0%)

Out    Outgoing Traffic in Bits per Second  
In     Incoming Traffic in Bits per Second

**2. International Premium Bandwidth Traffic Report**  
**'Daily' Graph (5 Minute Average)**



	Max	Average	Current
Drop	0.00 b/s	0.00 b/s	0.00 b/s
Offer	846.50 kb/s	157.49 kb/s	46.61 kb/s

[<Top>](#)

## 4.2. To view IP Address

- Click "Line Details" under **Data Centre**.
- Click on the tab "IP Address".
- Select your account number and click the "Submit" button.
- Click on the IP address to view details.

**HKBN**  
ENTERPRISE SOLUTIONS

◀ Back Help Logout

IDD 009  
Dedicated Internet Access (DIA)  
Data Centre  
Line Details  
Looking Glass  
Power Measurement  
Manage Your Short Code  
Cloud Computing Services / Infinite Server  
MPLS-IP-VPN / International IP-VPN  
Metro Ethernet / MetroNet  
SMS Broadcast

Line Traffic Report IP Address

1. Click on the tab "IP Address".

**IP Address**  
Please select your Customer Account Number and click "Submit".

Customer Account Number:

2. Select your account number.

Submit

3. Click "Submit".

**HKBN**  
ENTERPRISE SOLUTIONS

◀ Back Help Logout

IDD 009  
Dedicated Internet Access (DIA)  
Data Centre  
Line Details  
Looking Glass  
Power Measurement  
Manage Your Short Code  
Cloud Computing Services / Infinite Server  
MPLS-IP-VPN / International IP-VPN  
Metro Ethernet / MetroNet  
SMS Broadcast  
Share Zone  
General Account  
MyAccount

Line Traffic Report IP Address Bandwidth

**IP Address**  
Customer Account Number: 3000  
Click on the IP address to view details.

4. Click on the IP Address to view details.

Service Number	IP Address(No. of IP)	Short Code
DC090	<a href="#">58.64</a>	

Back

- IDD 009
- Dedicated Internet Access (DIA)
- Data Centre**
- Line Details
- Looking Glass
- Power Measurement
- Manage Your Short Code
- Cloud Computing Services / Infinite Server
- MPLS-IP-VPN / International IP-VPN
- Metro Ethernet / MetroNet
- SMS Broadcast
- Share Zone
- General Account
- MyAccount

Line Traffic Report

IP Address

Bandwidth

**Detailed IP Addresses**

Customer Account Number:  
Service Number: DC090

Details of IP Addresses shown.

Assigned IP address	58.64.
Network	58.64.
Gateway	58.64.
Mask	255.255.255.240
Usable IP address	58.64. - 58.64.
Routed IP	

Back

<Top>

### 4.3. To view Bandwidth

- Click "**Line Details**" under **Data Centre**.
- Click on the tab "**Bandwidth**".
- Select your account number and click the "**Submit**" button.

- IDD 009
- Dedicated Internet Access (DIA)
- Data Centre**
- Line Details
- Looking Glass
- Power Measurement
- Manage Your Short Code
- Cloud Computing Services / Infinite Server
- MPLS-IP-VPN / International IP-VPN
- Metro Ethernet / MetroNet
- SMS Broadcast
- Share Zone
- General Account
- MyAccount

Line Traffic Report

IP Address

Bandwidth

**Bandwidth**

Please select your Customer Account Number and click "Submit".

Customer Account Number:

Submit >

1. Click on the tab "Bandwidth".

2. Select your account number.

3. Click "Submit".

- IDD 009
- Dedicated Internet Access (DIA)
- ◆ Data Centre**
- Line Details
- Looking Glass
- Power Measurement
- Manage Your Short Code
- Cloud Computing Services / Infinite Server
- MPLS-IP-VPN / International IP-VPN
- Metro Ethernet / MetroNet
- SMS Broadcast
- Share Zone
- General Account
- MyAccount

Line Traffic Report

IP Address

Bandwidth

**Bandwidth**

Details of Bandwidth shown.

Customer Account Number

Service Number	International Bandwidth (M)	China Dedicated Bandwidth (M)	Short Code
DC0900	7	7	

**Back**

[<Top>](#)

#### 4.4. To ping a domain name / To trace an IP address

- Click "**Looking Glass**" under **Data Centre**.
- Select the query command (Ping or Trace).
- Enter domain name or IP address in the Address field.
- Click the "**Submit**" button.

- IDD 009
- Dedicated Internet Access (DIA)
- ◆ Data Centre**
- Line Details
- Looking Glass**
- Power Measurement
- Manage Your Short Code
- Cloud Computing Services / Infinite Server
- MPLS-IP-VPN / International IP-VPN
- Metro Ethernet / MetroNet
- SMS Broadcast
- Share Zone

**Looking Glass**

Please select the query command (ping or trace) and enter IP address or domain name in the Address field and then click "Submit".

Query:  Ping  Trace  
 Address:   
 (e.g. www.nwtbb.com or 203.98.129.1)

**Reset** **Submit >**

1. Select the query command.

2. Enter domain name or IP address.

3. Click "Submit".

IDD 009

Dedicated Internet Access (DIA)

Data Centre

Line Details

Looking Glass

Power Measurement

Manage Your Short Code

Cloud Computing Services / Infinite Server

MPLS-IP-VPN / International IP-VPN

Metro Ethernet / MetroNet

SMS Broadcast

Share Zone

General Account

MyAccount

### Looking Glass

Please select the query command (ping or trace) and enter IP address or domain name in the Address field and then click "Submit".

Query:  Ping  Trace

Address:

(e.g. www.nwtbb.com or 203.98.129.1)

Reset

Submit >

Source: NWT Route Server  
Destination: 203.98.131.73

Traceroute completed.

```
traceroute to 203.98.131.73 (203.98.131.73), 30 hops max, 40 byte packets
 1 203.98.129.118 (203.98.129.118)  9.893 ms  9.873 ms  4.903 ms
 2 v1.cs65-1.wpc.nwtgigalink.com (203.98.129.141)  4.835 ms  9.840 ms  5.493 ms
 3 203.98.161.7 (203.98.161.7)  9.908 ms  7.932 ms  9.845 ms
 4 sr0-0.cr12-1.tfp.nwtgigalink.com (203.98.130.67)  4.919 ms
```

<Top>

#### 4.5. [To view Power Measurement](#)

- Click "**Power Measurement**" under **Data Centre**.
- Select your account number and click the "**Submit**" button.
- Click on the service number to view the detailed power measurement report.

IDD 009

Dedicated Internet Access (DIA)

Data Centre

Line Details

Looking Glass

Power Measurement

Manage Your Short Code

Cloud Computing Services / Infinite Server

MPLS-IP-VPN / International IP-VPN

Metro Ethernet / MetroNet

SMS Broadcast

Share Zone

General Account

MyAccount

### Power Measurement

Please select your Customer Account Number and click "Submit".

Customer Account Number:

1. Select your account number.

Submit >

2. Click "Submit".

IDD 009

Dedicated Internet Access (DIA)

Data Centre

Line Details

Looking Glass

Power Measurement

Manage Your Short Code

Cloud Computing Services / Infinite Server

MPLS-IP-VPN / International IP-VPN

Metro Ethernet / MetroNet

SMS Broadcast

Share Zone

General Account

MyAccount

**Power Measurement**

Customer Account Number:  
Click on the Service number to view the detailed power measurement report.

Service Number	Rack Number	Short Code
<a href="#">DC090</a>	Q	

Back

3. Click on the Service number to view the detailed power measurement report.

IDD 009

Dedicated Internet Access (DIA)

Data Centre

Line Details

Looking Glass

Power Measurement

Manage Your Short Code

Cloud Computing Services / Infinite Server

MPLS-IP-VPN / International IP-VPN

Metro Ethernet / MetroNet

SMS Broadcast

Share Zone

General Account

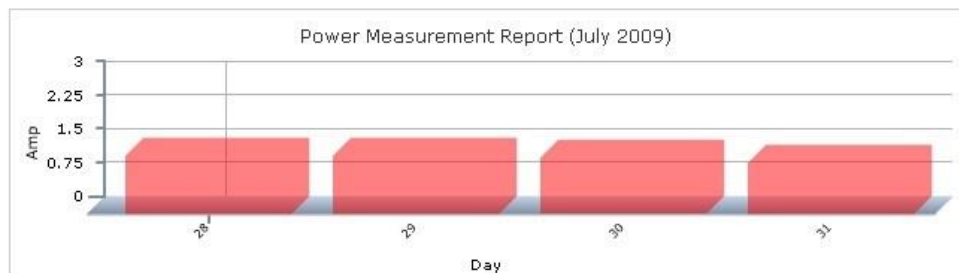
MyAccount

**Power Measurement**

Customer Account Number:  
Service Number: DC090

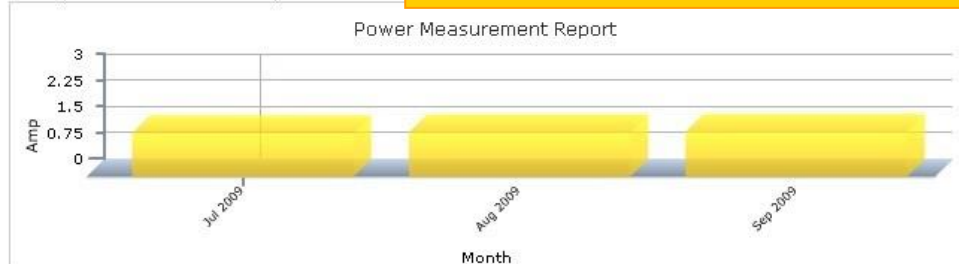
Daily Power Measurement Report

4. Select the report period.



Daily Power Measurement Report shown.

Monthly Power Measurement Report



Monthly Power Measurement Report shown.

Remarks: The above information is for reference only. Please refer to your invoice for the final figures.  
Daily and monthly figures are average figures based on hourly measurements (figures are up to yesterday).

#### 4.6. [To manage your Short Code](#)

- Click "**Manage Your Short Code**" under **Data Centre**.
- Select your account number and click the "**Submit**" button.
- Click on the short code to edit.
- Click the "**Submit**" button to save changes.
- Click the "**Back**" button to undo changes.

**HKBN**  
ENTERPRISE SOLUTIONS

[Back](#) [Help](#) [Logout](#)

IDD 009  
Dedicated Internet Access (DIA)

- ◆ Data Centre
- Line Details
- Looking Glass
- Power Measurement
- Manage Your Short Code**
- Cloud Computing Services / Infinite Server
- MPLS-IP-VPN / International IP-VPN
- Metro Ethernet / MetroNet
- SMS Broadcast
- Share Zone
- General Account
- MyAccount

### Manage Your Short Code

Please select your Customer Account Number and click "Submit".

Customer Account Number:

[Submit >](#)

1. Select your account number.
2. Click "Submit".

**HKBN**  
ENTERPRISE SOLUTIONS

[Back](#) [Help](#) [Logout](#)

IDD 009  
Dedicated Internet Access (DIA)

- ◆ Data Centre
- Line Details
- Looking Glass
- Power Measurement
- Manage Your Short Code**
- Cloud Computing Services / Infinite Server
- MPLS-IP-VPN / International IP-VPN
- Metro Ethernet / MetroNet
- SMS Broadcast
- Share Zone

### Manage Your Short Code

Customer Account Number:  
Click on the Short Code to edit.

Service Number	Rack Number	Short Code
DC070	A	<input type="text" value="cloud computing"/>
DC0700	AD	<input type="text" value="data"/>

[Back](#) [Submit >](#)

3. Click on the Short Code to edit.
4. Click "Submit" to save or click "Back" to undo.

#### 4.7. [To view eAccess Record](#)

- Click **Manage Your Access List** under Data Centre
- Submitted Access list will be shown in table format. Please note only “**Active**” access record will be shown here. To view the expired access record, please refer to **Part 4.11** of this guide
- To view the details, you can click into the specify record
- To **Delete** or **Edit** the record, please refer to **Part 4.8 & Part 4.10**


 **View eAccess Record**

Customer Number:

Company	Name	Dept	Position	Access Period		Rack No	Action
				From	To		
ABC	CS			2014-07-03 00:00	2014-07-31 23:59	(All racks)	Delete
ABC Company	Chan Tai Man			2014-07-03 00:00	2014-07-10 23:59	(All racks)	Delete
ABC Company	Chan Tai Man			2014-06-09 00:00	2015-06-09 23:59	(All racks)	Delete

#### 4.8. [To delete eAccess record](#)

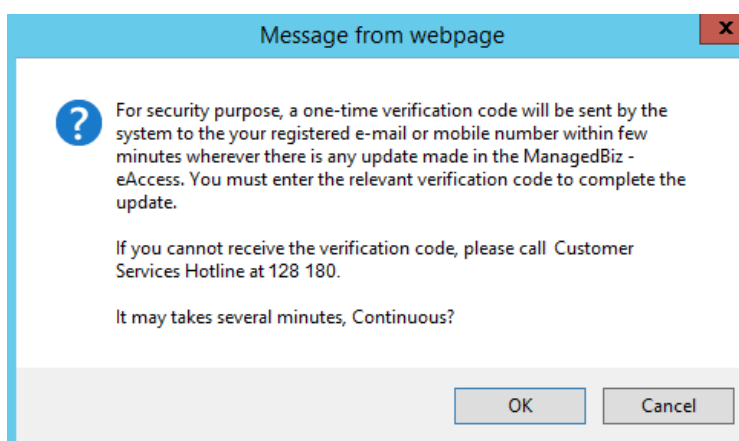
- Click **Delete** to clear the relevant record

 **View eAccess Record**

Customer Number:

Company	Name	Dept	Position	Access Period		Rack No	Action
				From	To		
ABC	CS			2014-07-03 00:00	2014-07-31 23:59	(All racks)	Delete

- An alert message will be prompted as below. Press **OK** to proceed the one-time verification code sending
  - A one-time verification code will be sent to client email or mobile within 5 minutes for each updating record made in the eAccess system. If you cannot receive the verification code within 5 minutes, please call our Customer Services Hotline at **128 180**.





- The one-time verification code will be stated on the email / SMS

Woen 2016/08/24 11:28 VM.  
 HKBN ES Service Letter <essvcletter@hkbnes.net>  
 HKBN ManagedBiz - eAccess - Data Centre Access Right Management Verification Code

To

Dear Customer,

Thank you for using HKBN's Data Centre services.

We have received your request to update Data Centre access right via ManagedBiz - eAccess, please use this one-time verification code **7520-AKX** (valid period: 11:27 to 11:57) to continue and complete the update procedure.

Customer Service Department  
 Hong Kong Broadband Network Limited

*(This is an automated system-generated e-mail. No authorised signature from HKBN is required. Please do not reply to this e-mail. In the event of any discrepancy between the English and Chinese version of this e-mail, the English version shall prevail.)*

親愛的客戶：

多謝 貴公司選用香港寬頻數據中心服務。

我們收到貴公司透過ManagedBiz - eAccess更新數據中心服務進入權限之申請，請使用這個一次性的驗證碼 **7520-AKX** (有效時間：11:27 至 11:57) 以繼續及完成更新程序。

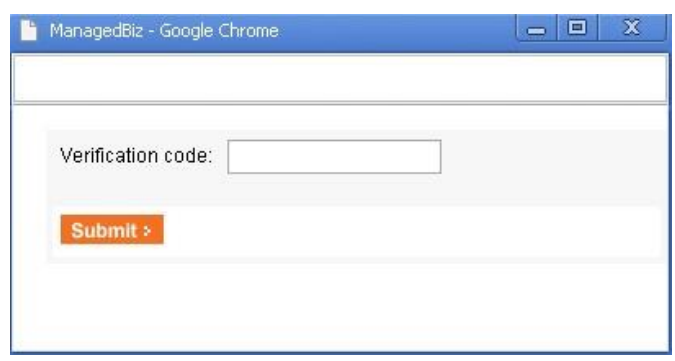
香港寬頻網絡有限公司  
 客戶服務部 謹啟

*(此乃自動系統發出的電子郵件，毋須備有香港寬頻之授權簽署。請勿回覆此電郵。倘本電郵的中、英文本之間有任何歧異，應以英文本為準。)*

< 訊息 +852 詳細資料



- Enter the one-time verification code in the pop-up windows, if the pop-up window is not displayed, please go to **Appendix A** to allow Pop-ups in your browser.



- Repeat Step 1 to delete the record after entered the one-time verification code.
- Press **OK** to confirm

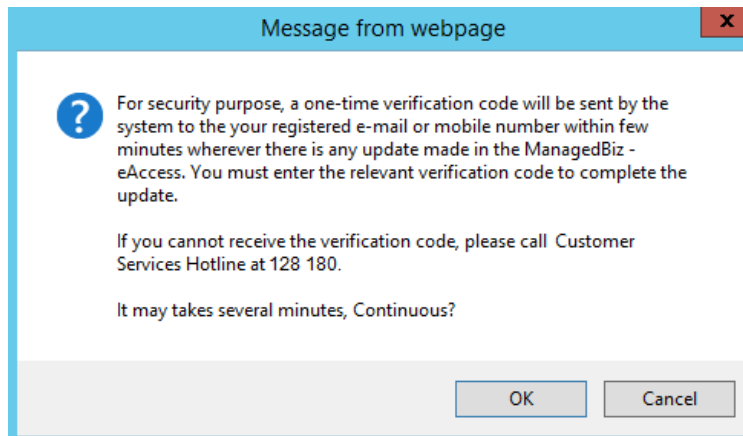
#### 4.9. To add eAccess Record

- Click **Manage Your Access List** under Data Centre
- Click **ADD/Edit Record** under Manage Your Access List



#### **Add/Edit Record**

- Input eAccess personal information
  - ID Card No. (First 4 Digits) or you may select to input Passport / Staff ID
  - Company Name
  - Visitor Name
  - Department
  - Position
  - Telephone No.
  - Fax No.
  - Email address
  - Select the Line/Rack No.
  - Input Remarks
  - Select the Start Date of visit
  - Select the End Date of visit
- Click Submit
- An alert message will be prompted as below. Press **OK** to proceed the one-time verification code sending
  - A one-time verification code will be sent to client email or mobile within 5 minutes for each updating record made in the eAccess system. If you cannot receive the verification code within 5 minutes, please call our Customer Services Hotline at **128 180**.



- The one-time verification code will be stated on the email / SMS

Woen 2016/08/24 11:28 VM.  
 HKBN ES Service Letter <essvcletter@hkbnes.net>  
 HKBN ManagedBiz - eAccess - Data Centre Access Right Management Verification Code

To

Dear Customer,

Thank you for using HKBN's Data Centre services.

We have received your request to update Data Centre access right via ManagedBiz - eAccess, please use this one-time verification code: **7520-AKX** (valid period: 11:27 to 11:57) to continue and complete the update procedure.

Customer Service Department  
 Hong Kong Broadband Network Limited

*(This is an automated system-generated e-mail. No authorised signature from HKBN is required. Please do not reply to this e-mail. In the event of any discrepancy between the English and Chinese version of this e-mail, the English version shall prevail.)*

親愛的客戶：

多謝 貴公司選用香港寬頻數據中心服務。

我們收到貴公司透過ManagedBiz - eAccess更新數據中心服務進入權限之申請，請使用這個一次性的驗證碼：**7520-AKX** (有效時間：11:27 至 11:57) 以繼續及完成更新程序。

香港寬頻網絡有限公司  
 客戶服務部 謹啟

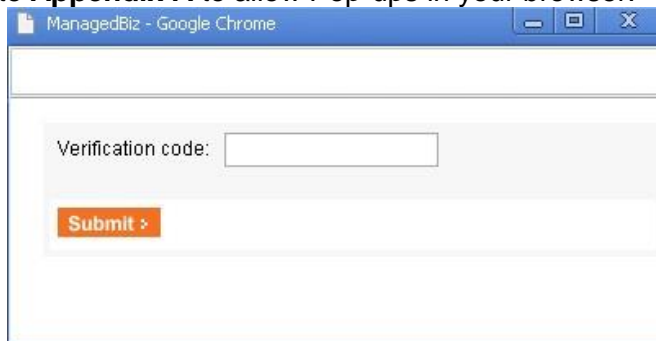
*(此乃自動系統發出的電子郵件，毋須備有香港寬頻之授權簽署。請勿回覆此電郵。倘本 電郵的中、英文本之間有任何歧異，應以英文本為準。)*

< 訊息 +852 詳細資料

訊息  
 今日 上午11:48

HKBN: To continue and complete Data Centre access right update procedure via ManagedBiz - eAccess, please enter this one-time verification code: **7520-AKX** valid period: [11:27 to 11:57](#)

- Enter the one-time verification code in the pop-up windows, if the pop-up window is not displayed, please go to **Appendix A** to allow Pop-ups in your browser.



- Repeat Step 1 to confirm to add the access record after the one-time verification code
- Press **OK** to confirm
- A message "**Submitted Record Successfully**" will be displayed

### Add/Edit Record

Submit record successful

\* HKID (First 4 digits)

\* Passport

\* Staff ID

#### 4.10. [To edit eAccess Record](#)

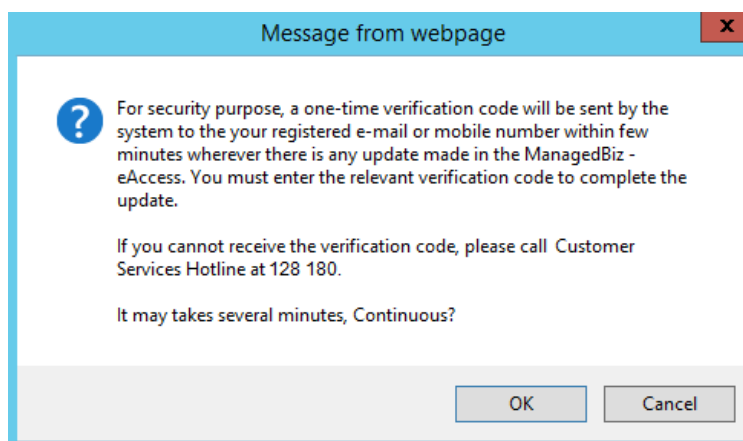
- Click **Manage Your Access List** under Data Centre
- Click **eAccess Record** under Manage Your Access List

### View eAccess Record

Customer Number:

Company	Name	Dept	Position	Access Period		Rack No	Action
				From	To		
ABC	CS			2014-07-03 00:00	2014-07-31 23:59	(All racks)	Delete
ABC Company	Chan Tai Man			2014-07-03 00:00	2014-07-10 23:59	(All racks)	Delete
ABC Company	Chan Tai Man			2014-06-09 00:00	2015-06-09 23:59	(All racks)	Delete

- Modify the eAccess record and click **Submit** afterward
- An alert message will be prompted as below. Press **OK** to proceed the one-time verification code sending
  - A one-time verification code will be sent to client email or mobile within 5 minutes for each updating record made in the eAccess system. If you cannot receive the verification code within 5 minutes, please call our Customer Services Hotline at **128 180**.



- The one-time verification code will be stated on the email / SMS

Woen 2016/08/24 11:28 VM.  
 HKBN ES Service Letter <essvcletter@hkbnes.net>  
 HKBN ManagedBiz - eAccess - Data Centre Access Right Management Verification Code

To

Dear Customer,

Thank you for using HKBN's Data Centre services.

We have received your request to update Data Centre access right via ManagedBiz - eAccess, please use this one-time verification code: **7520-AKX** (valid period: 11:27 to 11:57) to continue and complete the update procedure.

Customer Service Department  
 Hong Kong Broadband Network Limited

*(This is an automated system-generated e-mail. No authorised signature from HKBN is required. Please do not reply to this e-mail. In the event of any discrepancy between the English and Chinese version of this e-mail, the English version shall prevail.)*

親愛的客戶：

多謝 貴公司選用香港寬頻數據中心服務。

我們收到貴公司透過ManagedBiz - eAccess更新數據中心服務進入權限之申請，請使用這個一次性的驗證碼：**7520-AKX** (有效時間：11:27 至 11:57) 以繼續及完成更新程序。

香港寬頻網絡有限公司  
 客戶服務部 謹啟

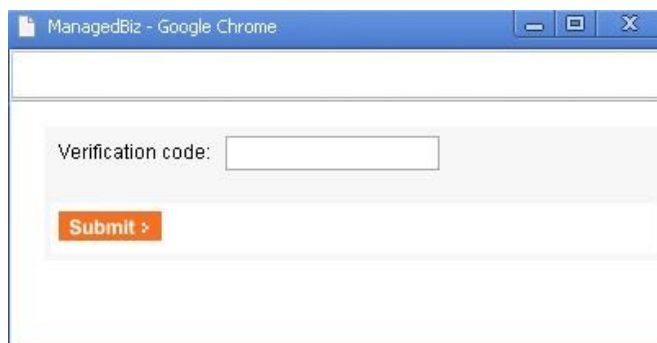
*(此乃自動系統發出的電子郵件，毋須備有香港寬頻之授權簽署。請勿回覆此電郵。倘本 電郵的中、英文本之間有任何歧異，應以英文本為準。)*

< 訊息 +852 詳細資料

訊息  
今日 上午11:48

HKBN: To continue and complete Data Centre access right update procedure via ManagedBiz - eAccess, please enter this one-time verification code: **7520-AKX** (valid period: [11:27 to 11:57](#))

- Enter the one-time verification code in the pop-up windows, if the pop-up window is not displayed, please go to **Appendix A** to allow Pop-ups in your browser.



- Repeat Step 1 to confirm to add the access record after the one-time verification code

- A message “**Submitted Record Successfully**” will be displayed

View eAccess Record      Add/Edit Record

 **Add/Edit Record**


Update record successful

\* HKID (First 4 digits)

#### 4.11. To check the expired eAccess Record

- Click **Manage Your Access List** under Data Centre
- Click **Expired eAccess Record** under Manage Your Access List

View eAccess Record      Add/Edit Record      Expired eAccess Record

 **Expired eAccess Record**

Customer Number:

Company	Name	Dept	Position	Access Period		Rack No
				From	To	
CS	CS	CS	CS	2016-04-05 00:00	2016-05-12 23:59	(All racks)
ABC Company	ABC			2015-06-03 00:00	2015-06-03 23:59	KC03
Test	Test123			2014-10-03 00:00	2014-11-01 23:59	(All racks)

- To view the details, you can click into the specify record

## 5. To Manage MPLS-IP-VPN / International IP-VPN

### 5.1. To view Line Traffic Report

- Click "Line Details" under **MPLS-IP-VPN / International IP-VPN**.
- Click on the tab "Line Traffic Report".
- Select your account number and click the "Submit" button.
- Click on the service number to view the detailed traffic report.

HKBN  
ENTERPRISE SOLUTIONS

< Back Help Logout

IDD 009  
Dedicated Internet Access (DIA)  
Data Centre  
Cloud Computing Services / Infinite Server  
MPLS-IP-VPN / International IP-VPN  
Line Details  
Manage Your Short Code  
Metro Ethernet / MetroNet  
IEPL  
Share Zone  
General Account

Line Traffic Report Packet Loss Monitoring Service Availability / Latency Network Traffic Analysis

Line Traffic Report

Please select your Customer Account Number and click "Submit".

Customer Account Number:

Submit >

1. Click on the tab "Line Traffic Report".

2. Select your account number.

3. Click "Submit".

HKBN  
ENTERPRISE SOLUTIONS

< Back Help Logout

IDD 009  
Dedicated Internet Access (DIA)  
Data Centre  
Cloud Computing Services / Infinite Server  
MPLS-IP-VPN / International IP-VPN  
Line Details  
Manage Your Short Code  
Metro Ethernet / MetroNet  
IEPL  
Share Zone  
General Account

Line Traffic Report Packet Loss Monitoring Service Availability / Latency Network Traffic Analysis

Line Traffic Report

Customer Account Number:  
Click on the Service Number to view the detailed traffic report.

Service Number	Installation Address	Short Code
<a href="#">IV040</a>		
<a href="#">IV0400</a>		
<a href="#">IV900</a>	16/F, CHEVALIER COMM CTR	
<a href="#">IV900</a>	19/F, WORLD PEACE CENTRE	

Back

4. Click on the Service Number to view the detailed traffic report.

Email  
cscorp@hkbnes.net

IDD 009

Dedicated Internet Access (DIA)

Data Centre

Cloud Computing Services / Infinite Server

MPLS-IP-VPN / International IP-VPN

Line Details

Manage Your Short Code

Metro Ethernet / MetroNet

IEPL

Share Zone

General Account

Email

cscorp@hkbnes.net

**Line Traffic Report**

Packet Loss Monitoring

Service Availability / Latency

Network Traffic Analysis

**Line Traffic Report**

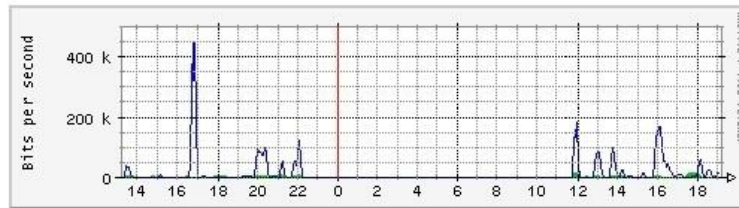
Customer Account Number:  
Service Number: IV0400

Back

The statistics were last updated on **Wednesday, 23 December, 19:07:41 HKT**

**'Daily' Graph (5 Minute Average)**

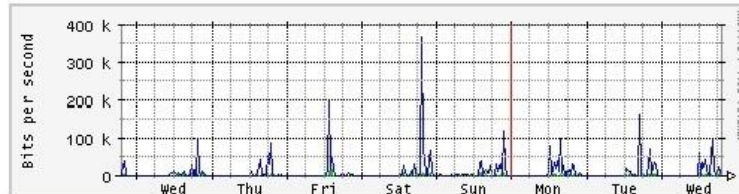
Traffic report shown by "Daily" Graph.



	Max	Average	Current
In	15.82 kb/s (0.0%)	1677.50 b/s (0.0%)	2472.70 b/s (0.0%)
Out	444.25 kb/s (0.4%)	13.27 kb/s (0.0%)	14.20 kb/s (0.0%)

**'Weekly' Graph (30 Minute Average)**

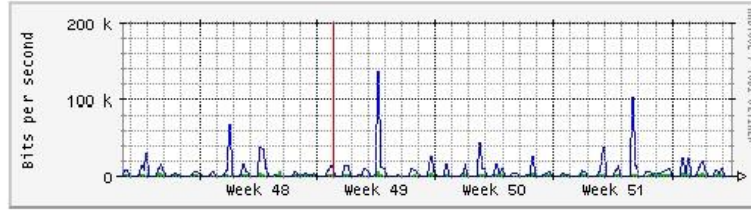
Traffic report shown by "Weekly" Graph.





'Monthly' Graph (2 Hour Average)

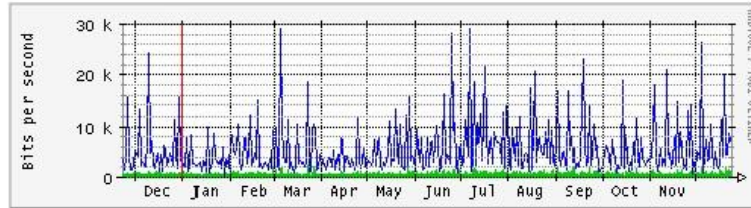
Traffic report shown by "Monthly" Graph.



	Max	Average	Current
In	6453.10 b/s (0.0%)	930.80 b/s (0.0%)	172.60 b/s (0.0%)
Out	135.31 kb/s (0.1%)	5873.50 b/s (0.0%)	186.90 b/s (0.0%)

'Yearly' Graph (1 Day Average)

Traffic report shown by "Yearly" Graph.



	Max	Average	Current
In	2284.00 b/s (0.0%)	859.80 b/s (0.0%)	1131.60 b/s (0.0%)
Out	29.10 kb/s (0.0%)	5414.30 b/s (0.0%)	4273.20 b/s (0.0%)

In Incoming Traffic in Bits per Second  
 Out Outgoing Traffic in Bits per Second

[Back](#) [Select other account number](#)

[<Top>](#)

## 5.2. [To view China Cross Border Line Traffic Report](#)

- Click "Line Details" under **MPLS-IP-VPN / International IP-VPN**.
- Click on the tab "Line Traffic Report".
- Select your account number and click the "Submit" button.
- Click the "China Cross Border Traffic Report" button.
- Select report period and click the "Submit" button.

**HKBN**  
ENTERPRISE SOLUTIONS

◀ Back Help Logout

IDD 009  
Dedicated Internet Access (DIA)  
Data Centre  
Cloud Computing Services / Infinite Server  
MPLS-IP-VPN / International IP-VPN  
Line Details  
Manage Your Short Code  
Metro Ethernet / MetroNet  
IEPL  
Share Zone  
General Account

**Line Traffic Report** Packet Loss Monitoring Service Availability / Latency Network Traffic Analysis

**Line Traffic Report**  
Please select your Customer Account Number and click "Submit".

Customer Account Number:

Submit ▶

1. Click on the tab "Line Traffic Report".

2. Select your account number.

3. Click "Submit".

**HKBN**  
ENTERPRISE SOLUTIONS

◀ Back Help Logout

IDD 009  
Dedicated Internet Access (DIA)  
Data Centre  
Cloud Computing Services / Infinite Server  
MPLS-IP-VPN / International IP-VPN  
Line Details  
Manage Your Short Code  
Metro Ethernet / MetroNet  
IEPL  
Share Zone  
General Account

**Line Traffic Report** Packet Loss Monitoring Service Availability / Latency Network Traffic Analysis

**Line Traffic Report**  
Customer Account Number:  
Click on the Service Number to view the detailed traffic report.

Service Number	Installation Address	Short Code
<a href="#">IV0800</a>	5/F, LIVEN HSE	
<a href="#">IV0800</a>	21680 Gateway Centre	
<a href="#">IV0800</a>		

China Cross Border Traffic Report  
Overseas Cross Border Traffic Report  
Back

4. Click on "China Cross Border Traffic Report".

Email  
cscorp@hkbnes.net

IDD 009

Dedicated Internet Access (DIA)

Data Centre

Cloud Computing Services / Infinite Server

MPLS-IP-VPN / International IP-VPN

Line Details

Manage Your Short Code

Metro Ethernet / MetroNet

IEPL

Share Zone

General Account

Email

cscorp@hkbnes.net

Line Traffic Report

Packet Loss Monitoring

Service Availability / Latency

Network Traffic Analysis

**Line Traffic Report**

Back

Customer Account Number:  
China Cross Border Traffic Report  
Please select the period and click "Submit"

Daily

Submit > Select other account number

5. Select report period and click "Submit".

IDD 009

Dedicated Internet Access (DIA)

Data Centre

Cloud Computing Services / Infinite Server

MPLS-IP-VPN / International IP-VPN

Line Details

Manage Your Short Code

Metro Ethernet / MetroNet

IEPL

Share Zone

General Account

Email

cscorp@hkbnes.net

Line Traffic Report

Packet Loss Monitoring

Service Availability / Latency

Network Traffic Analysis

**Line Traffic Report**

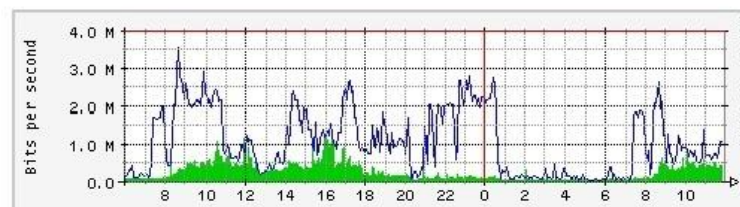
Back

Customer Account Number:  
China Cross Border Traffic Report

1. Total Cross Border Traffic Report

'Daily' Graph (5 Minute Average)

Traffic report shown by port level.



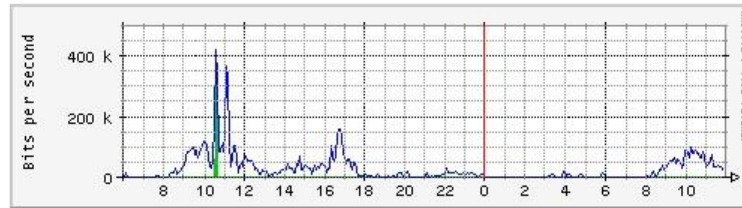
	Max	Average	Current
In	1235.47 kb/s (30.9%)	264.52 kb/s (6.6%)	433.40 kb/s (10.8%)
Out	3565.19 kb/s (89.1%)	1028.94 kb/s (25.7%)	1062.20 kb/s (26.6%)

In Incoming Traffic in Bits per Second  
Out Outgoing Traffic in Bits per Second

## 2. Premium Class Traffic Report

'Daily' Graph (5 Minute Average)

Premium Class Traffic Report shown.



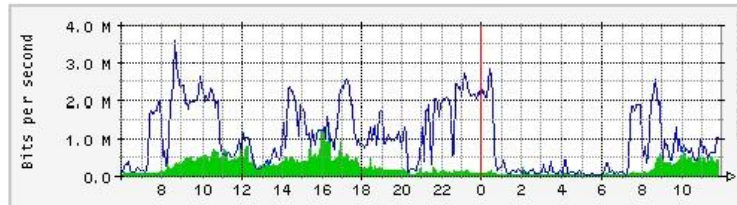
	Max	Average	Current
In	329.76 kb/s (0.3%)	1945.30 b/s (0.0%)	0.00 b/s (0.0%)
Out	419.89 kb/s (0.4%)	27.16 kb/s (0.0%)	27.31 kb/s (0.0%)

In Incoming Traffic in Bits per Second  
Out Outgoing Traffic in Bits per Second

## 3. Standard Class Traffic Report

'Daily' Graph (5 Minute Average)

Standard Class Traffic Report shown.



	Max	Average	Current
In	1243.10 kb/s (1.2%)	262.39 kb/s (0.3%)	427.66 kb/s (0.4%)
Out	3583.57 kb/s (3.6%)	1001.28 kb/s (1.0%)	1054.13 kb/s (1.1%)

In Incoming Traffic in Bits per Second  
Out Outgoing Traffic in Bits per Second

[Back](#) [Select other account number](#)

[<Top>](#)

### 5.3. To view Overseas Cross Border Line Traffic Report

- Click "Line Details" under **MPLS-IP-VPN / International IP-VPN**.
- Click on the tab "Line Traffic Report".
- Select your account number and click the "Submit" button.
- Click the "Overseas Cross Border Traffic Report" button.
- Select report period and click the "Submit" button.

**HKBN**  
ENTERPRISE SOLUTIONS

◀ Back Help Logout

IDD 009  
Dedicated Internet Access (DIA)  
Data Centre  
Cloud Computing Services / Infinite Server  
MPLS-IP-VPN / International IP-VPN  
Line Details  
Manage Your Short Code  
Metro Ethernet / MetroNet  
IEPL  
Share Zone  
General Account

**Line Traffic Report** Packet Loss Monitoring Service Availability / Latency Network Traffic Analysis

**Line Traffic Report**  
Please select your Customer Account Number and click "Submit".

Customer Account Number:

Submit ▶

1. Click on the tab "Line Traffic Report".

2. Select your account number.

3. Click "Submit".

**HKBN**  
ENTERPRISE SOLUTIONS

◀ Back Help Logout

IDD 009  
Dedicated Internet Access (DIA)  
Data Centre  
Cloud Computing Services / Infinite Server  
MPLS-IP-VPN / International IP-VPN  
Line Details  
Manage Your Short Code  
Metro Ethernet / MetroNet  
IEPL  
Share Zone  
General Account

**Line Traffic Report** Packet Loss Monitoring Service Availability / Latency Network Traffic Analysis

**Line Traffic Report**  
Customer Account Number:  
Click on the Service Number to view the detailed traffic report.

Service Number	Installation Address	Short Code
IV0800	5/F, LIVEN HSE	
IV0800	21680 Gateway Centre	
IV0800		

China Cross Border Traffic Report  
Overseas Cross Border Traffic Report  
Back

4. Click on "Overseas Cross Border Traffic Report".

Email  
cscorp@hkbnes.net

IDD 009

Dedicated Internet Access (DIA)

Data Centre

Cloud Computing Services / Infinite Server

MPLS-IP-VPN / International IP-VPN

Line Details

Manage Your Short Code

Metro Ethernet / MetroNet

IEPL

Share Zone

General Account

Line Traffic Report

Packet Loss Monitoring

Service Availability / Latency

Network Traffic Analysis

**Line Traffic Report**

Back

Customer Account Number:  
China Cross Border Traffic Report  
Please select the period and click "Submit"

Daily

Submit > Select other account number

5. Select report period and click "Submit".

IDD 009

Dedicated Internet Access (DIA)

Data Centre

Cloud Computing Services / Infinite Server

MPLS-IP-VPN / International IP-VPN

Line Details

Manage Your Short Code

Metro Ethernet / MetroNet

IEPL

Share Zone

General Account

Line Traffic Report

Packet Loss Monitoring

Service Availability / Latency

Network Traffic Analysis

**Line Traffic Report**

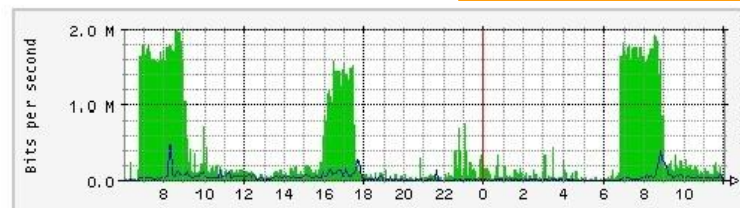
Back

Customer Account Number:  
Overseas Cross Border Traffic Report

1. Total Cross Border Traffic Report

'Daily' Graph (5 Minute Average)

Traffic report shown by port level.



	Max	Average	Current
In	1987.82 kb/s (49.7%)	412.66 kb/s (10.3%)	73.87 kb/s (1.8%)
Out	481.07 kb/s (12.0%)	41.91 kb/s (1.0%)	34.99 kb/s (0.9%)

In Incoming Traffic in Bits per Second  
Out Outgoing Traffic in Bits per Second

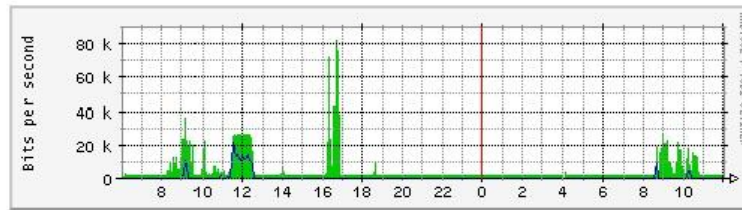
Email

cscorp@hkbnes.net

### 2. Premium Class Traffic Report

#### 'Daily' Graph (5 Minute Average)

Premium Class Traffic Report shown.



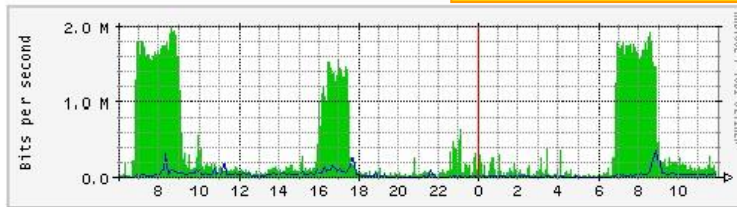
	Max	Average	Current
In	82.03 kb/s (0.8%)	5006.00 b/s (0.1%)	1561.40 b/s (0.0%)
Out	21.42 kb/s (0.2%)	632.00 b/s (0.0%)	0.00 b/s (0.0%)

In Incoming Traffic in Bits per Second  
Out Outgoing Traffic in Bits per Second

### 3. Standard Class Traffic Report

#### 'Daily' Graph (5 Minute Average)

Standard Class Traffic Report shown.



	Max	Average	Current
In	1980.58 kb/s (19.8%)	406.17 kb/s (4.1%)	71.83 kb/s (0.7%)
Out	354.03 kb/s (3.5%)	39.52 kb/s (0.4%)	34.68 kb/s (0.3%)

In Incoming Traffic in Bits per Second  
Out Outgoing Traffic in Bits per Second

[Back](#) [Select other account number](#)

[<Top>](#)

#### 5.4. To monitor the Packet Loss Rate

- Click "**Line Details**" under **MPLS-IP-VPN / International IP-VPN**.
- Click on the tab "**Packet Loss Monitoring**".
- Select your account number and click the "**Submit**" button.
- Click on the service number to view the Packet Loss report.
- Select report period and click the "**Submit**" button.

**HKBN**  
ENTERPRISE SOLUTIONS

< Back Help Logout

IDD 009  
Dedicated Internet Access (DIA)  
Data Centre  
Cloud Computing Services / Infinite Server  
MPLS-IP-VPN / International IP-VPN  
Line Details  
Manage Your Short Code  
Metro Ethernet / MetroNet  
IEPL  
Share Zone  
General Account

Line Traffic Report **Packet Loss Monitoring** Service Availability / Latency Network Traffic Analysis

**Packet Loss Monitoring**

Please select your Customer Account Number and click "Submit"

Customer Account Number:

**Submit**

1. Click on the tab "Packet Loss Monitoring".
2. Select your account number.
3. Click "Submit".



IDD 009

Dedicated Internet Access (DIA)

Data Centre

Cloud Computing Services / Infinite Server

**MPLS-IP-VPN / International IP-VPN**

Line Details

Manage Your Short Code

Metro Ethernet / MetroNet

IEPL

Share Zone

General Account

---

Email

cscorp@hkbnes.net

Line Traffic Report    **Packet Loss Monitoring**    Service Availability / Latency    Network Traffic Analysis

**Packet Loss Monitoring**

Customer Account Number:  
Click on the below Service Number to view the latest 10 measurements

Service Number	Short Code
<a href="#">IV0400</a> ●	1
<a href="#">IV0400</a> ●	

4. Click on the Service Number to view the Packet Loss report.

Color	Legend	Metro MPLS IP-VPN	International MPLS IP-VPN Enterprises
●	Normal	Round-trip time < 30 ms AND Packet Loss < 50%	Round-trip time < 100 ms AND Packet Loss < 50%
●	Warning	Round-trip time >= 30 ms and < 100 ms OR Packet Loss >= 50% and < 80%	Round-trip time >= 100 ms and < 150 ms OR Packet Loss >= 50% and < 80%
●	Critical	Round-trip time >= 100 ms AND Packet Loss >= 80%	Round-trip time >= 150 ms AND Packet Loss >= 80%

Remarks: The figures are measured by pinging 5 times in every 15 minutes.

**Back**

**Packet Loss Monitoring**

Customer Account Number:  
Service No.: IV0400  
Current Status: ● Normal

Time	Packet Loss (%)	Latency (ms)		
		Min	Average	Max
2009/12/22 02:00	0.0	4	6	9
2009/12/22 01:30	0.0	4	7	8
2009/12/22 01:00	0.0	4	7	8
2009/12/20 14:30	0.0	4	9	11
2009/12/20 14:00	0.0	7	11	18
2009/12/20 13:30	0.0	7	8	10
2009/12/20 13:00	0.0	5	7	9
2009/12/20 01:30	0.0	4	8	11
2009/12/20 01:00	0.0	4	7	8
2009/12/20 00:30	0.0	4	7	8

Remarks: The figures shown above are measured every 30 minutes (up to the latest hour).

To view chart, please select the period (maximum of 31 days) and click "Submit"  
Only the measurements in the past 3 months can be retrieved.

5. Select report period and click "Submit".

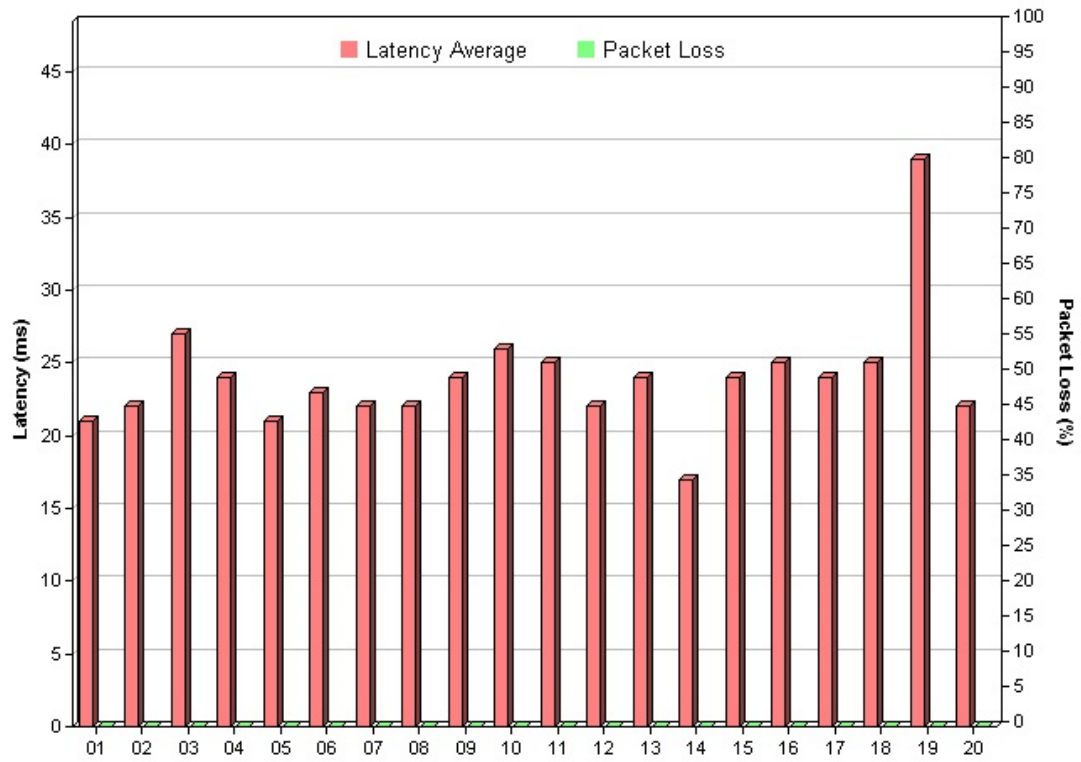
Period: From (DD-MM-YYYY):  To (DD-MM-YYYY):

**Submit**

Service Number: IV0

From Oct 01, 2009 to (

Chart with packet loss figures in chosen period.



[<Top>](#)

## 5.5. To view Service Availability and Latency

- Click "**Line Details**" under **MPLS-IP-VPN / INTERNATIONAL IP-VPN**.
- Click on the tab "**Service Availability & Latency**".
- Select your account number and the desired calendar month.
- Click the "**Submit**" button.

**HKBN**  
ENTERPRISE SOLUTIONS

◀ Back Help Logout

Line Traffic Report Packet Loss Monitoring **Service Availability / Latency** Network Traffic Analysis

**Service Availability & Latency**

Please select your Customer Account Number and click "Submit".

Customer Account Number:

Calendar Month: Jul-16

**Submit** ▶

1. Click on the tab "Service Availability & Latency".
2. Select your account number and the calendar month.
3. Click "Submit".

IDD 009

Dedicated Internet Access (DIA)

Data Centre

Cloud Computing Services / Infinite Server

**MPLS-IP-VPN / International IP-VPN**

Line Details

Manage Your Short Code

Metro Ethernet / MetroNet

IEPL

Share Zone

General Account

 Email

cscorp@hkbnes.net

[Line Traffic Report](#)

[Packet Loss Monitoring](#)

**[Service Availability / Latency](#)**

[Network Traffic Analysis](#)

### Service Availability & Latency

Customer Account Number:

Month: November, 2009

Overall Availability: 100.0%

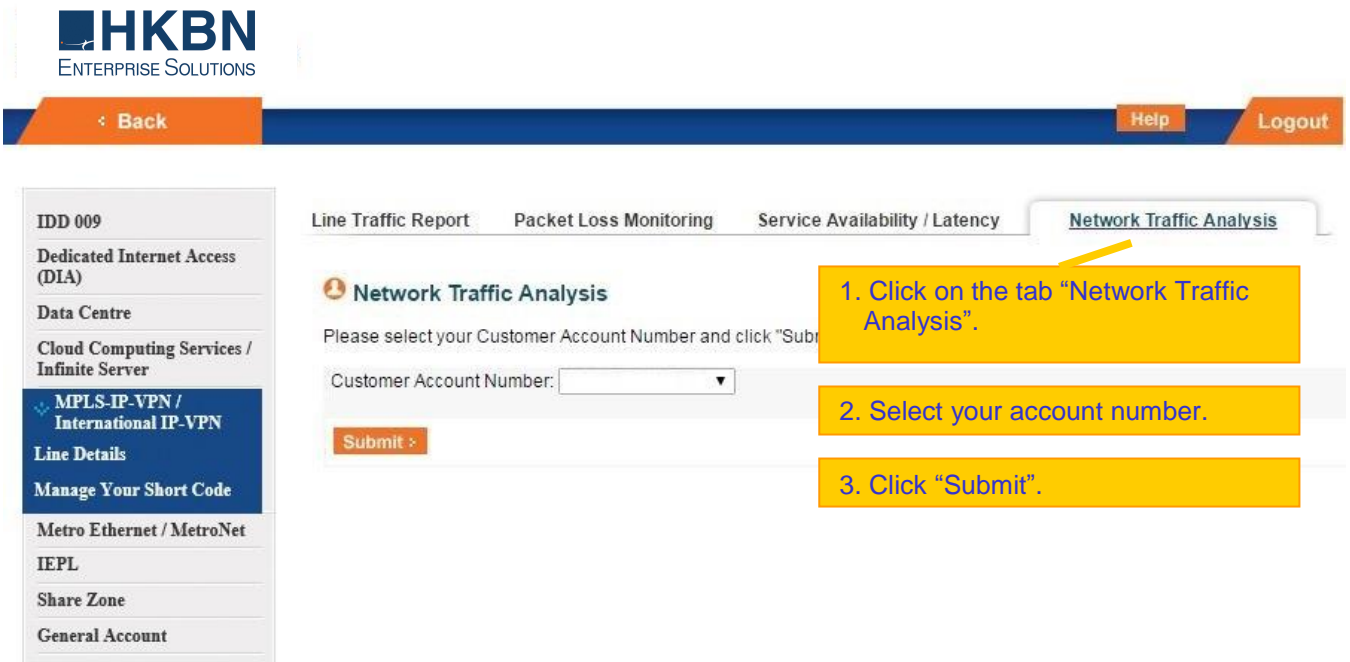
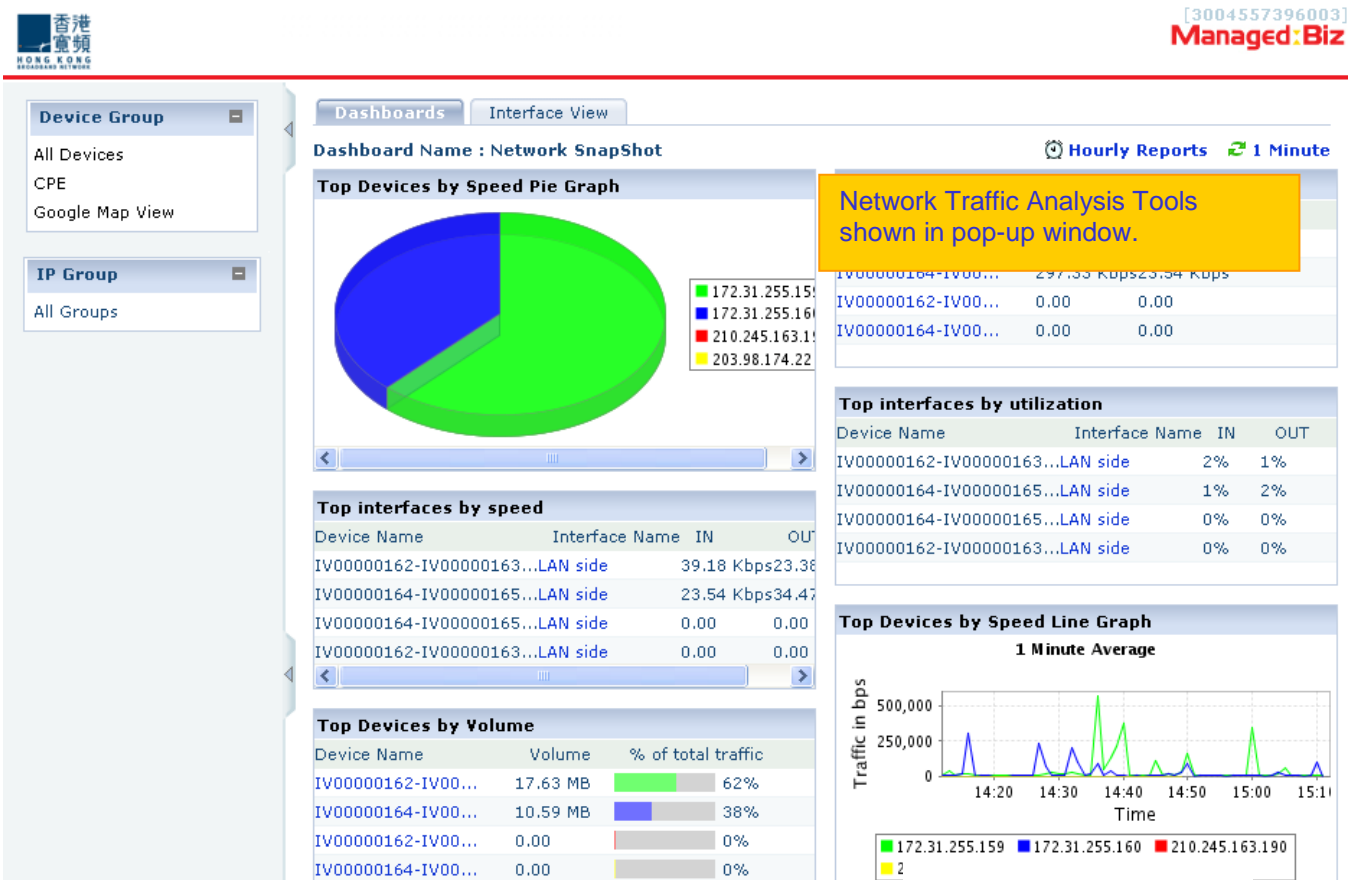
Daily averaged figures for chosen calendar month are shown.

Item	Service No.	Availability (%)	Latency (ms)
1	IV0400	100.0%	8
2	IV04000	100.0%	8
3	IV0400	100.0%	21
4	IV04000	100.0%	11
5	IV0400	100.0%	22
6	IV04000	100.0%	21
7	IV0400	100.0%	22
8	IV04000	100.0%	24
9	IV0400	100.0%	20
10	IV04000	100.0%	23
11	IV0400	100.0%	20
12	IV04000	100.0%	20
13	IV0400	100.0%	20
14	IV04000	100.0%	21
15	IV0400	100.0%	20

[<Top>](#)

## 5.6. [To view Network Traffic Analysis Report](#)

- Click "Line Details" under **MPLS-IP-VPN / INTERNATIONAL IP-VPN**.
- Click on the tab "Network Traffic Analysis".
- Select your account number and click the "Submit" button.

Network Traffic Analysis Tools shown in pop-up window.

Device Name	Interface Name	IN	OUT
IV00000162-IV00000163...LAN side		39.18 Kbps	23.36 Kbps
IV00000164-IV00000165...LAN side		23.54 Kbps	34.47 Kbps
IV00000164-IV00000165...LAN side		0.00	0.00
IV00000162-IV00000163...LAN side		0.00	0.00

Device Name	Volume	% of total traffic
IV00000162-IV00...	17.63 MB	62%
IV00000164-IV00...	10.59 MB	38%
IV00000162-IV00...	0.00	0%
IV00000164-IV00...	0.00	0%

For more details, please refer to the "Network Traffic Analysis Tools 用戶手冊". You may download the user guide at [hkbnes.net/en/support](http://hkbnes.net/en/support) (Others >> ManagedBiz)

### 5.7. To manage your Short Code

- Click "**Manage Your Short Code**" under **MPLS-IP-VPN / INTERNATIONAL IP-VPN**.
- Select your account number and click the "**Submit**" button.
- Click on the short code to edit.
- Click the "**Submit**" button to save changes.
- Click the "**Back**" button to undo changes.

**HKBN**  
ENTERPRISE SOLUTIONS

< Back Help Logout

**Manage Your Short Code**

Please select your Customer Account Number and click "Submit".

Customer Account Number:

**Submit >**

1. Select your account number.

2. Click "Submit".

**HKBN**  
ENTERPRISE SOLUTIONS

< Back Help Logout

**Manage Your Short Code**

Customer Account Number:  
Click on the Short Code to edit.

Service Number	Installation Address	Short Code
IV0400		TST
IV04000		CWB
IV9000	16/F, CHEV	Chai Wan
IV9000	19/F, WORLD	Central

**Back Submit >**

3. Click on the Short Code to edit.

4. Click "Submit" to save or click "Back" to undo.

Email  
cscorp@hkbnes.net

## 6. To Manage Metro Ethernet / MetroNet

### 6.1. To view Line Traffic Report

- Click "Line Details" under **Metro Ethernet / MetroNet**.
- Select your account number and click the "Submit" button.
- Click on the service number to view the detailed traffic report

HKBN  
ENTERPRISE SOLUTIONS

◀ Back Help Logout

IDD 009  
Dedicated Internet Access (DIA)  
Data Centre  
Cloud Computing Services / Infinite Server  
MPLS-IP-VPN / International IP-VPN  
Metro Ethernet / MetroNet  
Line Details  
Manage Your Short Code  
Manage Bandwidth  
IEPL  
Share Zone  
General Account

### Line Monitoring Report

Please select your Customer Account Number and click "Submit".

Customer Account Number:

Submit >

1. Select your account number.

2. Click "Submit".

HKBN  
ENTERPRISE SOLUTIONS

◀ Back Help Logout

IDD 009  
Dedicated Internet Access (DIA)  
Data Centre  
Cloud Computing Services / Infinite Server  
MPLS-IP-VPN / International IP-VPN  
Metro Ethernet / MetroNet  
Line Details  
Manage Your Short Code  
Manage Bandwidth  
IEPL  
Share Zone  
General Account

### Line Monitoring Report

Customer Account Number: 3000  
Click on the Service Number to view the detailed traffic report.

Service Number	Installation Address	Short Code
<a href="#">MN0800</a>	WORLD PEACE CENTRE	
<a href="#">MN0800</a>	32/F, MEGATOP MEGA IADANTAGE	
<a href="#">MN0800</a>	32/F, MEGATOP MEGA IADANTAGE	
<a href="#">MN0800</a>	6/F, WORLD PEACE CENTRE	

Back

3. Click on the Service Number to view the detailed traffic report.

IDD 009

Dedicated Internet Access (DIA)

Data Centre

Cloud Computing Services / Infinite Server

MPLS-IP-VPN / International IP-VPN

Metro Ethernet / MetroNet

Line Details

Manage Your Short Code

Manage Bandwidth

IEPL

Share Zone

General Account

Email

cscorp@hkbnes.net

## Line Monitoring Report

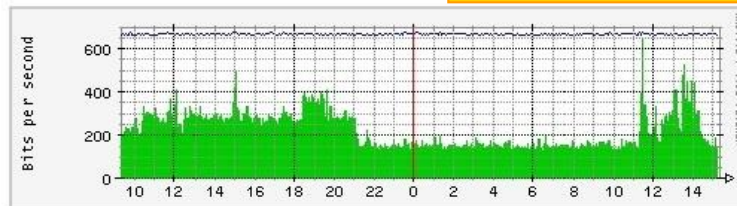
Back

Customer Account Number: 3  
Service Number: MN000

The statistics were last updated at **Thursday, 24 December, 15:15:34 HKT**

### 'Daily' Graph (5 Minute Average)

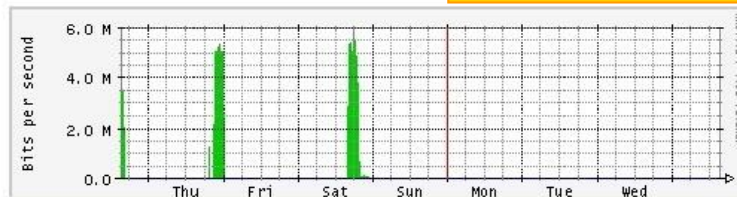
Traffic report shown by "Daily" Graph.



	Max	Average	Current
In	648.30 b/s (0.0%)	226.10 b/s (0.0%)	142.10 b/s (0.0%)
Out	681.70 b/s (0.0%)	669.50 b/s (0.0%)	666.40 b/s (0.0%)

### 'Weekly' Graph (30 Minute Average)

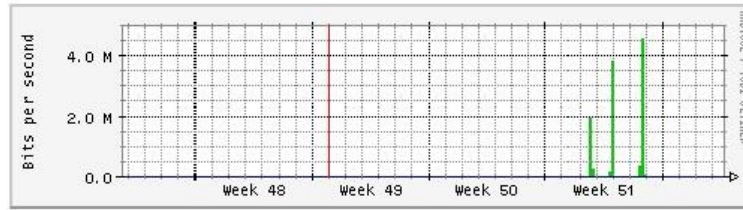
Traffic report shown by "Weekly" Graph.





'Monthly' Graph (2 Hour Average)

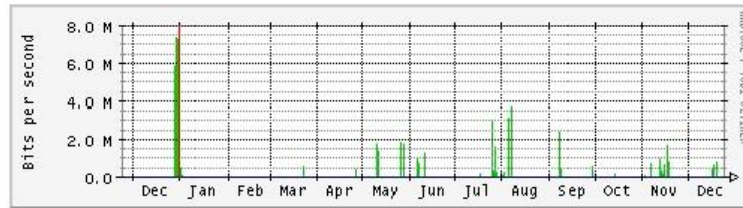
Traffic report shown by "Monthly" Graph.



	Max	Average	Current
In	4564.43 kb/s (0.5%)	51.62 kb/s (0.0%)	317.60 b/s (0.0%)
Out	750.40 b/s (0.0%)	664.50 b/s (0.0%)	668.90 b/s (0.0%)

'Yearly' Graph (1 Day Average)

Traffic report shown by "Yearly" Graph.



	Max	Average	Current
In	7365.86 kb/s (0.7%)	142.13 kb/s (0.0%)	225.90 b/s (0.0%)
Out	1191.50 b/s (0.0%)	663.90 b/s (0.0%)	669.40 b/s (0.0%)

In Incoming Traffic in Bits per Second  
 Out Outgoing Traffic in Bits per Second

[Back](#) [Select other account number](#)

[<Top>](#)

## 6.2. [To manage your Short Code](#)

- Click "**Manage Your Short Code**" under **Metro Ethernet / MetroNet**.
- Select your account number and click the "**Submit**" button.
- Click on the short code to edit.
- Click the "**Submit**" button to save changes.
- Click the "**Back**" button to undo changes.

**HKBN**  
ENTERPRISE SOLUTIONS

< Back Help Logout

IDD 009  
Dedicated Internet Access (DIA)  
Data Centre  
Cloud Computing Services / Infinite Server  
MPLS-IP-VPN / International IP-VPN  
Metro Ethernet / MetroNet  
Line Details  
Manage Your Short Code  
Manage Bandwidth  
IEPL  
Share Zone  
General Account

**Manage Your Short Code**

Please select your Customer Account Number and click "Submit".

Customer Account Number:

Submit >

1. Select your account number.

2. Click "Submit".

**HKBN**  
ENTERPRISE SOLUTIONS

< Back Help Logout

IDD 009  
Dedicated Internet Access (DIA)  
Data Centre  
Cloud Computing Services / Infinite Server  
MPLS-IP-VPN / International IP-VPN  
Metro Ethernet / MetroNet  
Line Details  
Manage Your Short Code  
Manage Bandwidth  
IEPL  
Share Zone  
General Account

**Manage Your Short Code**

Customer Account Number:  
Click on the Short Code to edit.

Service Number	Installation Address	Short Code
MN0800	WORLD	<input type="text" value="Kwai Chung"/>
MN0800	32/F,	<input type="text" value="Chai Wan"/>
MN0800	32/F,	<input type="text" value="Chai Wan"/>
MN0800	6/F,	<input type="text" value="Kwai Chung"/>

Back Submit >

3. Click on the Short Code to edit.

4. Click "Submit" to save or click "Back" to undo.

[<Top>](#)

### 6.3. [To manage your bandwidth threshold](#)

- Click "**Manage Bandwidth**" under **Metro Ethernet / MetroNet**.
- Select your account number and click the "**Submit**" button.
- Click on the service number to open self-bandwidth management window.
- Assign a new bandwidth to the service.
- Click the "**Submit**" button to save changes.
- Click the "**Back**" button to undo changes.

Service Number	Installation Address	Short Code
<a href="#">MN9999</a>	LI CHAMBERS	
<a href="#">MN9999</a>	NEW TOWER	

## 7. To Manage IEPL

### 7.1. To view Line Traffic Report

- Click "Line Details" under **IEPL**.
- Select your account number and click the "Submit" button.
- Click on the service number to view the detailed traffic report.

**HKBN**  
ENTERPRISE SOLUTIONS

◀ Back Help Logout

**Line Traffic Report**

Please select your Customer Account Number and click "Submit".

Customer Account Number:

Submit >

1. Select your account number.

2. Click "Submit".

**HKBN**  
ENTERPRISE SOLUTIONS

◀ Back Help Logout

**Manage Bandwidth**

Customer Account Number:  
Click on the Service Number to view the detailed traffic record.

Service Number	A End Installation Address	B End Installation Address
<a href="#">IE0800</a>		oversea 01

Back

3. Click on the Service Number to view the detailed traffic report.

IDD 009

Dedicated Internet Access (DIA)

Data Centre

Cloud Computing Services / Infinite Server

MPLS-IP-VPN / International IP-VPN

Metro Ethernet / MetroNet

IEPL

Line Details

Share Zone

General Account

Email

cscorp@hkbnes.net

## Line Traffic Report

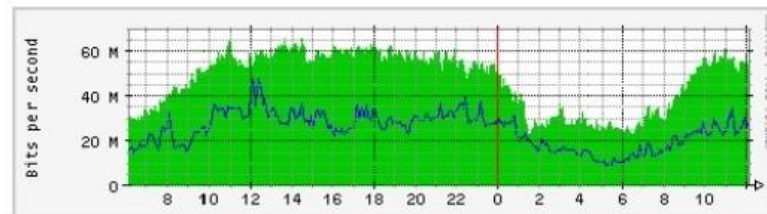
Back

Customer Account Number:  
Click on the Short Code to e

The statistics were last updated at **Friday, 09 April, 12:05:23 HKT**

### 'Daily' Graph (5 Minute Average)

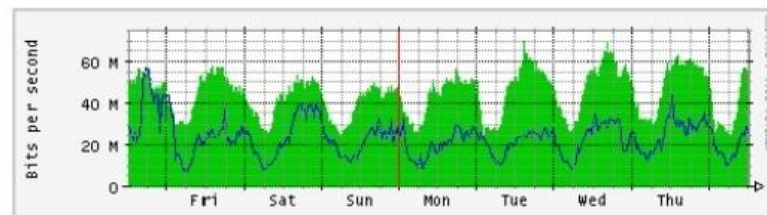
Traffic report shown by "Daily" Graph



	Max	Average	Current
In	65.70 Mb/s (65.7%)	46.97 Mb/s (47.0%)	53.90 Mb/s (53.9%)
Out	47.65 Mb/s (47.6%)	24.76 Mb/s (24.8%)	27.82 Mb/s (27.8%)

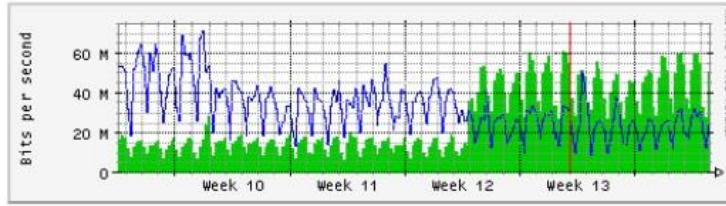
### 'Weekly' Graph (30 Minute Average)

Traffic report shown by "Weekly" Graph



### 'Monthly' Graph (2 Hour Average)

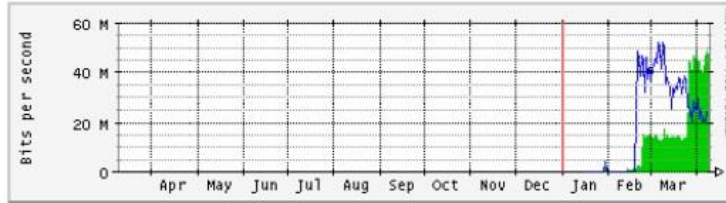
Traffic report shown by "Monthly" Graph



	Max	Average	Current
In	60.55 Mb/s (60.5%)	26.29 Mb/s (26.3%)	50.02 Mb/s (50.0%)
Out	71.49 Mb/s (71.5%)	32.32 Mb/s (32.3%)	24.02 Mb/s (24.0%)

### 'Yearly' Graph (1 Day Average)

Traffic report shown by "Yearly" Graph



	Max	Average	Current
In	48.75 Mb/s (48.7%)	12.91 Mb/s (12.9%)	47.56 Mb/s (47.6%)
Out	52.40 Mb/s (52.4%)	20.51 Mb/s (20.5%)	25.30 Mb/s (25.3%)

In Incoming Traffic in Bits per Second

Out Outgoing Traffic in Bits per Second

[Back](#) [Select other account number](#)

## 8. To Manage SMS Broadcast

### 8.1. To create a new message

- Click on **SMS Broadcast**.
- Click the **"New"** button to create a new message.
  - Select your account number and click the **"Submit"** button.
  - Select your line number and click the **"Submit"** button.
  - Enter telephone no. of recipient and SMS message.
  - Click the **"Submit"** button.

HKBN  
ENTERPRISE SOLUTIONS

◀ Back Help Logout

IDD 009  
Dedicated Internet Access (DIA)  
Data Centre  
Cloud Computing Services / Infinite Server  
MPLS-IP-VPN / International IP-VPN  
Metro Ethernet / MetroNet  
SMS Broadcast  
Share Zone  
General Account  
MyAccount

SMS Broadcast

New Inbox Outbox Contact Message

1. Select customer account number to send SMS.  
2. Service fee will be deducted from your SMS monthly package.

Customer Account Number:

Submit >

1. Click "New".

2. Select your account number.

3. Click "Submit".

HKBN  
ENTERPRISE SOLUTIONS

◀ Back Help Logout

IDD 009  
Dedicated Internet Access (DIA)  
Data Centre  
Cloud Computing Services / Infinite Server  
MPLS-IP-VPN / International IP-VPN  
Metro Ethernet / MetroNet  
SMS Broadcast  
Share Zone  
General Account  
MyAccount

SMS Broadcast

New Inbox Outbox Contact Message

Please select the line number to which the service fee will be charged.

Customer Account Number:

Line Number:

Submit >

4. Select your line number.

5. Click "Submit".

Email  
cscorp@hkbnes.net

IDD 009

Dedicated Internet Access (DIA)

Data Centre

Cloud Computing Services / Infinite Server

MPLS-IP-VPN / International IP-VPN

Metro Ethernet / MetroNet

**SMS Broadcast**

Share Zone

General Account

MyAccount

 Email

cscorp@hkbnes.net

### SMS Broadcast

[New](#) [Inbox](#) [Outbox](#) [Contact](#) [Message](#)

Service fee will be charged to the following customer account.  
Customer Account Number:  
Line No: NWO

6. Enter telephone no. and SMS message.

**To:**

Message:

Word Left:

Signature:

[Reset](#) [Submit >](#)


7. Click "Submit".

[<Top>](#)



## 8.2. [To check the received message](#)

- Click on **SMS Broadcast**.
- Click the "Inbox" button to check the received message.



< Back Help Logout

IDD 009

Dedicated Internet Access (DIA)

Data Centre

Cloud Computing Services / Infinite Server

MPLS-IP-VPN / International IP-VPN

Metro Ethernet / MetroNet

**SMS Broadcast**

Share Zone

General Account

MyAccount

Email

cscorp@hkbnes.net

### SMS Broadcast

New **Inbox** Outbox Contact Message

**Inbox** Total no. of Messages:7 Page size: 10/ 20/ 50/ 100

	Date	Time	Sender	Message
1	2009/12/17	10:02:47	8529214	yes
2	2009/12/17	12:22:52	8529214	Hi back
3	2009/12/16	12:00:00	8526543	Thank you
4	2009/12/17	03:32:29	8529214	This is onlg eng msg. For testing
5	2009/12/17	03:34:50	8529214	中文
6	2009/12/17	07:22:19	8529214	新世紀eng
7	2009/12/18	09:03:33	8529214	繁身體b,国に,日文よすユ123

[1/1] Page Total no. of Messages:7 Go to page:  **Go**


\*All messages will be kept for 3 months only.

1. Click "Inbox".

[<Top>](#)

### 8.3. [To check the sent message](#)

- Click on **SMS Broadcast**.
- Click the **"Outbox"** button to check the sent message.



**HKBN**  
ENTERPRISE SOLUTIONS

Help
Logout

---

IDD 009

Dedicated Internet Access (DIA)

Data Centre

Cloud Computing Services / Infinite Server

MPLS-IP-VPN / International IP-VPN

Metro Ethernet / MetroNet


SMS Broadcast

Share Zone


General Account

MyAccount

---

 Email

cscorp@hkbnes.net



**SMS Broadcast**

1. Click "Outbox".

New
Inbox
Outbox
Contact
Message

**Outbox** Total no. of Messages:14    Page size: [10](#)/[20](#)/[50](#)/[100](#)

	Line no.	Date	Time	Recipient	Message	Status
1	030	2009/12/17	09:44:30	8529214	Hello, this is testing,	SENT
2	030	2009/12/17	12:22:02	8529214	test	SENT
3	030	2009/12/17	14:10:52	8529214	Hello, this is testing,	CREATED
4	030	2009/12/17	15:08:51	8529214	你好, this is testing message 下载区	SENT
5	030	2009/12/17	15:49:20	8529214	testing message	SENT
6	030	2009/12/17	16:05:07	8529214	test-	SENT
7	030	2009/12/17	16:16:57	8529214	testing dummy	CREATED
8	030	2009/12/17	16:50:36	8529214	testing no need send out	CREATED
9	030	2009/12/17	18:21:33	8529214	Testing Group	CREATED
10	030	2009/12/17	18:26:03	8529214	testing Group	CREATED

❖ [1/2] Page ❖    Total no. of Messages:14    Go to page:  Go

\*All messages will be kept for 3 months only.

[<Top>](#)

## 8.4. [To manage the contact list](#)

- Click on **SMS Broadcast**.
- Click the "**Contacts**" button to manage the contact list.

The screenshot shows the HKBN Enterprise Solutions web interface. The top navigation bar includes a 'Back' button, a 'Help' button, and a 'Logout' button. The left sidebar contains a menu with the following items: IDD 009, Dedicated Internet Access (DIA), Data Centre, Cloud Computing Services / Infinite Server, MPLS-IP-VPN / International IP-VPN, Metro Ethernet / MetroNet, **SMS Broadcast** (highlighted), Share Zone, General Account, and MyAccount. Below the menu is an email contact section with the address cscorp@hkbnes.net.

The main content area is titled 'SMS Broadcast' and features a navigation bar with buttons for 'New', 'Inbox', 'Outbox', 'Contact', and 'Message'. A yellow callout box with the text '1. Click "Contact"' points to the 'Contact' button. Below the navigation bar, there is a section for 'Individual' contacts. The page size is set to 10, with options for 20, 50, and 100. A table lists the following contact:

Name	Company	Mobile 1	Mobile 2	Mobile 3	Change
test	test	12345678			<a href="#">Edit</a> / <a href="#">Delete</a>

Below the table, a note states: 'The default contact no. is highlighted in blue.' There is a pagination control showing '[1/1] Page' and a 'Go to page: 1' field with a 'Go' button.

The 'Group(s)' section contains a table with the following data:

Name	Change
TestGroup	<a href="#">Edit</a> / <a href="#">Delete</a>

At the bottom of the 'Group(s)' section, there are two buttons: 'Add Individual' and 'Add Group'.

[<Top>](#)

## 8.5. To view and edit saved message

- Click on **SMS Broadcast**.
- Click the **"Message"** button to view and edit saved message.

**HKBN**  
ENTERPRISE SOLUTIONS

◁ Back Help Logout

**SMS Broadcast**

New | **Inbox** | Outbox | Contact | **Message**

### Message

Message	Change
No customized message defined	
<input type="text"/>	<b>Add</b>
Signature null	<b>Save</b>

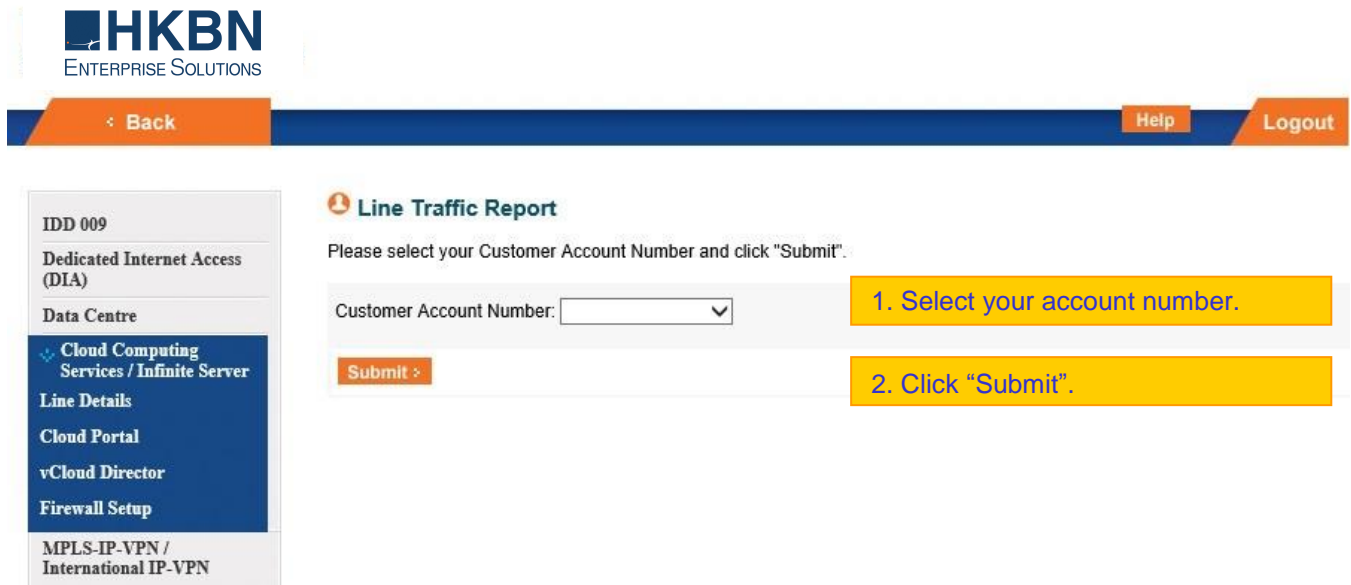
✉ Email  
cscorp@hkbnes.net

[<Top>](#)

## 9. To Manage Cloud Computing Services / Infinite Server

### 9.1. To view Line Traffic Report

- Click “Line Details” under **Cloud Computing Services / Infinite Server**
- Select your account number and click the “Submit” button.
- Click on the service number to view the detailed traffic report.
- Select the report period and click the “Submit” button.



**HKBN**  
ENTERPRISE SOLUTIONS

[Back](#) [Help](#) [Logout](#)

**Line Traffic Report**

Please select your Customer Account Number and click "Submit".

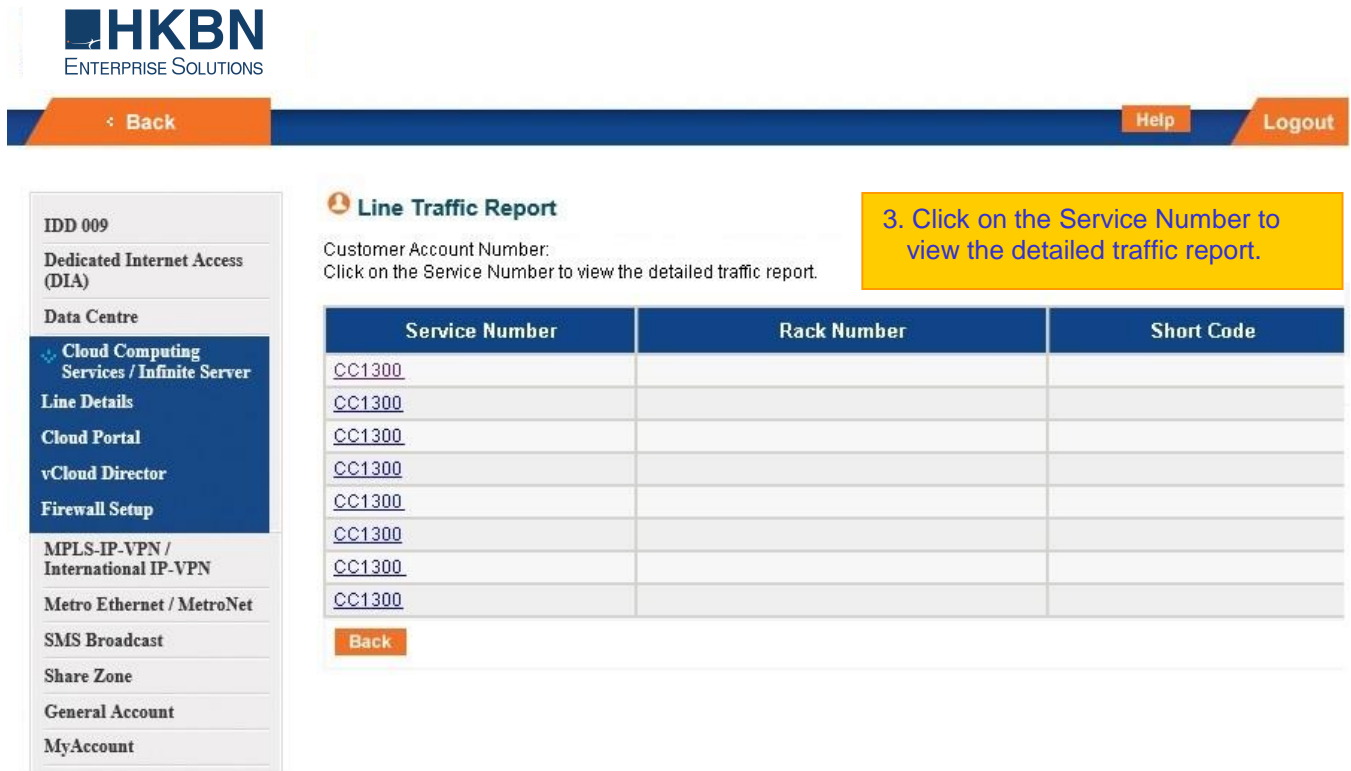
Customer Account Number:

[Submit](#)

1. Select your account number.

2. Click "Submit".

IDD 009  
Dedicated Internet Access (DIA)  
Data Centre  
Cloud Computing Services / Infinite Server  
Line Details  
Cloud Portal  
vCloud Director  
Firewall Setup  
MPLS-IP-VPN / International IP-VPN



**HKBN**  
ENTERPRISE SOLUTIONS

[Back](#) [Help](#) [Logout](#)

**Line Traffic Report**

Customer Account Number:  
Click on the Service Number to view the detailed traffic report.

3. Click on the Service Number to view the detailed traffic report.

Service Number	Rack Number	Short Code
<a href="#">CC1300</a>		
<a href="#">CC1300</a>		
<a href="#">CC1300</a>		
<a href="#">CC1300</a>		
<a href="#">CC1300</a>		
<a href="#">CC1300</a>		
<a href="#">CC1300</a>		
<a href="#">CC1300</a>		
<a href="#">CC1300</a>		

[Back](#)

IDD 009  
Dedicated Internet Access (DIA)  
Data Centre  
Cloud Computing Services / Infinite Server  
Line Details  
Cloud Portal  
vCloud Director  
Firewall Setup  
MPLS-IP-VPN / International IP-VPN  
Metro Ethernet / MetroNet  
SMS Broadcast  
Share Zone  
General Account  
MyAccount

IDD 009

Dedicated Internet Access  
(DIA)

Data Centre

❖ Cloud Computing  
Services / Infinite Server

Line Details

Cloud Portal

vCloud Director

Firewall Setup

MPLS-IP-VPN /  
International IP-VPN

Metro Ethernet / MetroNet

SMS Broadcast

Share Zone

General Account

MyAccount

### 🔔 Line Traffic Report

Customer Account Number:  
Service Number: CC1300  
Please select period and click "Submit".

Daily ▾

Back

Submit >

Select other account number

4. Select the report period.

5. Click "Submit".

IDD 009

Dedicated Internet Access (DIA)

Data Centre

❖ Cloud Computing Services / Infinite Server

Line Details

Cloud Portal

vCloud Director

Firewall Setup

MPLS-IP-VPN / International IP-VPN

Metro Ethernet / MetroNet

SMS Broadcast

Share Zone

General Account

MyAccount

✉ Email

cscorp@hkbnes.net

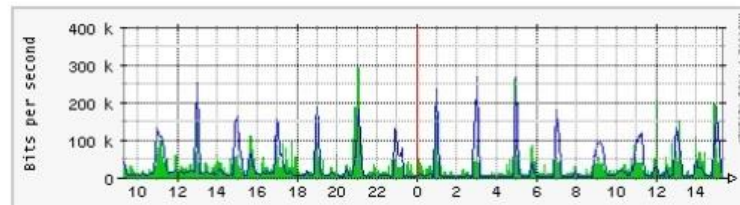
### 🔔 Line Traffic Report

Customer Account Number:  
Service Number: CC1300

Back

#### 1. China Dedicated Bandwidth Traffic Report 'Daily' Graph (5 Minute Average)

Traffic report shown by "China Dedicated Bandwidth" Graph

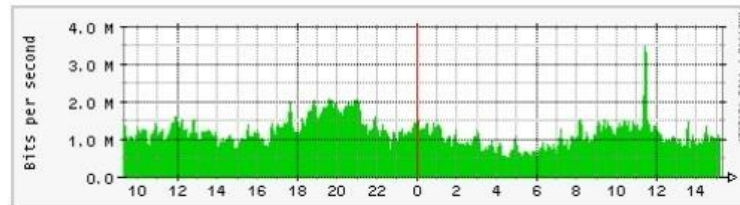


	Max	Average	Current
Out	303.91 kb/s (0.3%)	32.54 kb/s (0.0%)	27.13 kb/s (0.0%)
In	272.29 kb/s (0.3%)	29.48 kb/s (0.0%)	17.76 kb/s (0.0%)

Out Outgoing Traffic in Bits per Second  
In Incoming Traffic in Bits per Second

#### 2. International Premium Bandwidth Traffic Report 'Daily' Graph (5 Minute Average)

Traffic report shown by "International Premium Bandwidth" Graph

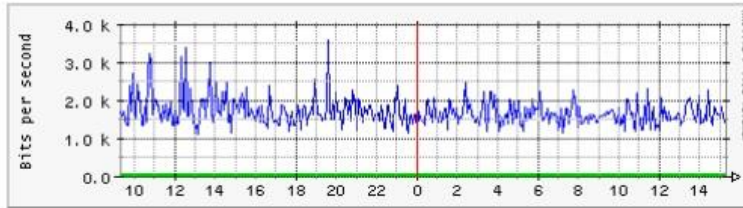


	Max	Average	Current
Drop	0.00 b/s	0.00 b/s	0.00 b/s
Offer	3516.44 kb/s	1189.78 kb/s	1030.87 kb/s

Drop Exceeded Traffic in Bits per Second  
Offer Offered Traffic in Bits per Second

**5. Port 1 Traffic Report**  
**'Daily' Graph (5 Minute Average)**

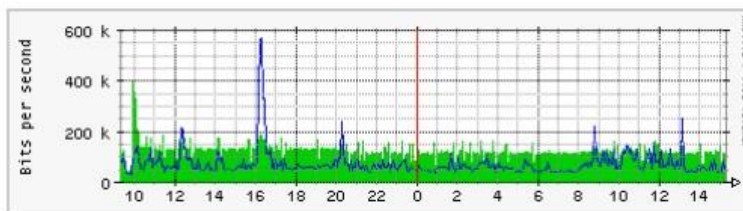
Traffic report shown by "Local Bandwidth" Graph



	Max	Average	Current
In	78.10 b/s (0.0%)	69.90 b/s (0.0%)	70.30 b/s (0.0%)
Out	3616.90 b/s (0.0%)	1705.40 b/s (0.0%)	1450.50 b/s (0.0%)

In Incoming Traffic in Bits per Second  
 Out Outgoing Traffic in Bits per Second

**6. Port 2 Traffic Report**  
**'Daily' Graph (5 Minute Average)**



	Max	Average	Current
In	394.92 kb/s (0.0%)	124.65 kb/s (0.0%)	115.20 kb/s (0.0%)
Out	571.17 kb/s (0.1%)	73.06 kb/s (0.0%)	49.51 kb/s (0.0%)

In Incoming Traffic in Bits per Second  
 Out Outgoing Traffic in Bits per Second

[Back](#) [Select other account number](#)



## 9.2. [To Manage cloud service portal](#)

- Click “Cloud Portal” under **Cloud Computing Services / Infinite Server**
- Click on the “Managed Service Portal”
- Managed Service Portal shown in pop-up window

The screenshot shows the HKBN Enterprise Solutions portal navigation menu. The menu is a vertical list of items on the left side of the page. The top item is "IDD 009". Below it are "Dedicated Internet Access (DIA)", "Data Centre", and "Cloud Computing Services / Infinite Server" (which is highlighted with a blue background and a small icon). Below this are "Line Details", "Cloud Portal", "vCloud Director", and "Firewall Setup". The remaining items are "MPLS-IP-VPN / International IP-VPN", "Metro Ethernet / MetroNet", "SMS Broadcast", "Share Zone", "General Account", and "MyAccount".

The screenshot shows the "Managed Service Portal" page. At the top, there is a header with a person icon and the text "Managed Service Portal". Below this, there is a message: "Please click the below link to access Managed Service Portal." and a link labeled "Managed Service Portal".

Wednesday, August 10, 2016

[Home](#) | [My Account](#) | [Help](#) | [Logout](#)



# Managed Services

[Server](#) | [Power](#) | [Incidents](#) | [Security / Patch](#) | [Backup](#)

Home >>

**Announcements**

### Welcome to Managed Services Portal

With this user-friendly portal, you can get a comprehensive view of all your servers housed in our Internet Data Centre.

**Device Health**

✓ Servers (9)

**Recent Alerts**

Date	Alert Message
------	---------------

### 9.3. [To use vCloud Director](#)

- Click “vCloud Director” under **Cloud Computing Services / Infinite Server**
- Click on the Customer name hyperlink
- vCloud Director portal shown in pop-up window

The screenshot shows the HKBN Enterprise Solutions portal. At the top left is the HKBN logo with the text "ENTERPRISE SOLUTIONS". Below the logo is a navigation bar with "Back", "Help", and "Logout" buttons. On the left is a vertical menu with the following items: "IDD 009", "Dedicated Internet Access (DIA)", "Data Centre", "Cloud Computing Services / Infinite Server" (highlighted with a blue background and a dropdown arrow), "Line Details", "Cloud Portal", "vCloud Director", "Firewall Setup", "MPLS-IP-VPN / International IP-VPN", "Metro Ethernet / MetroNet", and "SMS Broadcast". To the right of the menu, under the "vCloud Director" heading, there is a text prompt: "Please click the below link to access vCloud Director." Below this text is a blue hyperlink labeled "vCD". A yellow callout box with the text "Click the customer name hyperlink" has a yellow arrow pointing to the "vCD" link.

The screenshot shows the vCloud Director login page. The top left corner features the VMware logo. The page has a dark blue background with a geometric pattern of lighter blue triangles. In the bottom left corner, there are two input fields: "User name:" and "Password:". Below these fields is a blue "Login" button. To the right of the input fields, the text "HKBN Enterprise Solutions Limited" is displayed in white.

For more details, please refer to the “vCloud Director” user guide. You may download the user guide at [hkbnes.net/en/support](http://hkbnes.net/en/support) (Others >> Cloud Enterprise Solution)

## 10. General Account

### 10.1. [To change your Password](#)

- Click "**Change Your Password**" under **General Account**.
- Enter old password.
- Enter new password.
- Retype new password.
- Click the "**Submit**" button.

**HKBN**  
ENTERPRISE SOLUTIONS

◀ Back Help Logout

IDD 009  
Dedicated Internet Access (DIA)  
Data Centre  
Cloud Computing Services / Infinite Server  
MPLS-IP-VPN / International IP-VPN  
Metro Ethernet / MetroNet  
SMS Broadcast  
Share Zone  
General Account  
Change Your Password  
Service Summary  
Manage Your Billed Call Record  
Set Up User Access  
MyAccount

### Change Your Password

Old Password:

New Password:

Confirm Password:


Submit >

1. Enter old password.
2. Enter new password.
3. Retype new password.
4. Click "Submit".

[<Top>](#)

## 10.2. [To view your Service Summary](#)

- Click "Service Summary" under **General Account**.



HKBN  
ENTERPRISE SOLUTIONS

[Back](#) [Help](#) [Logout](#)

- IDD 009
- Dedicated Internet Access (DIA)
- Data Centre
- Cloud Computing Services / Infinite Server
- MPLS-IP-VPN / International IP-VPN
- Metro Ethernet / MetroNet
- SMS Broadcast
- Share Zone
- General Account**
- Change Your Password
- Service Summary
- Manage Your Billed Call Record
- Set Up User Access
- MyAccount

### Service Summary


Customer Account Number: Service summary shown.

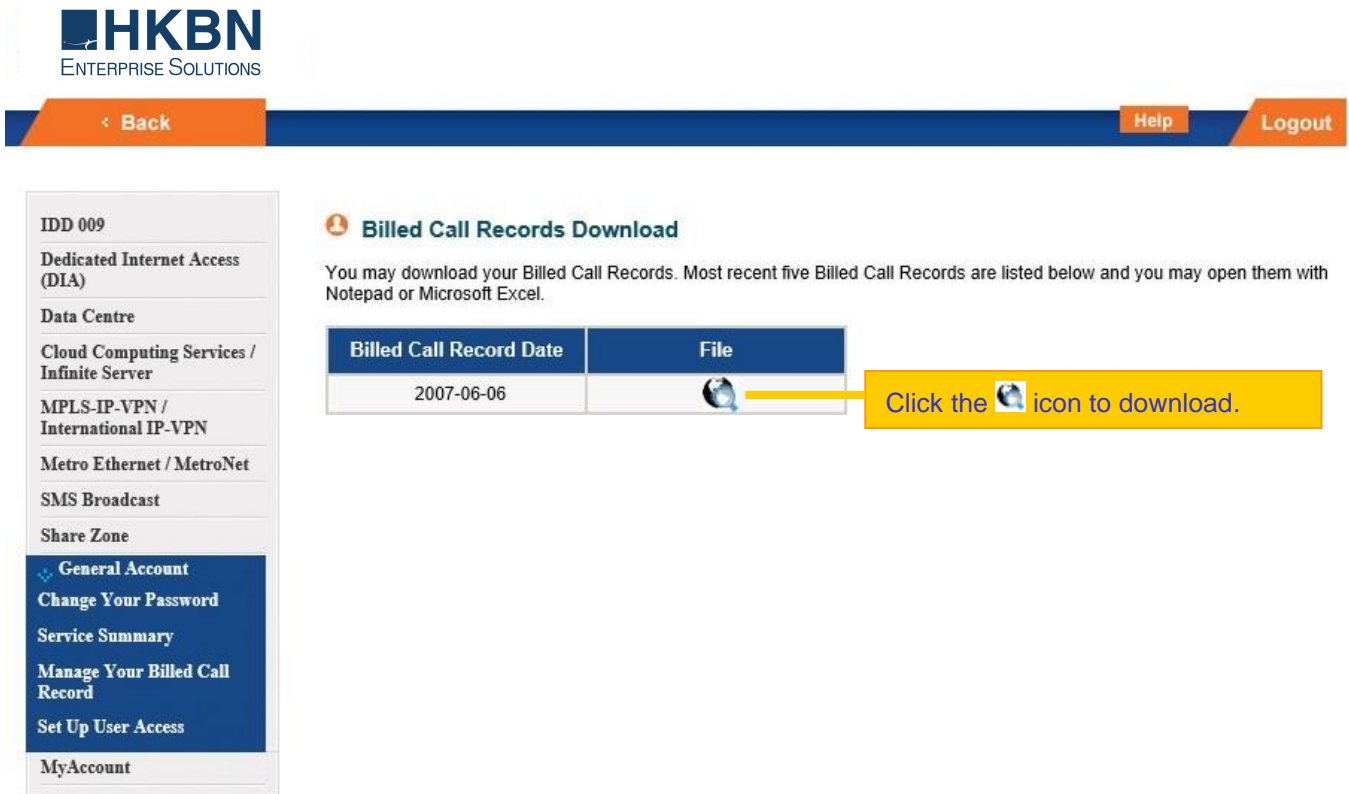
Product Name	Account Number
<a href="#">IDD 009</a>	001, 006, 111
<a href="#">Broadband, DIA &amp; IPT</a>	006, 007, 008, 009, 011, 019, 024, 028, 043, 044 049, 060, 064, 065, 066, 087, 090, 091, 097, 106 112
<a href="#">MPLS IP-VPN</a>	006, 008, 024, 031, 065, 072, 074, 090, 100, 108 110
<a href="#">Metro Ethernet</a>	006, 007, 008, 009, 024, 049, 065, 066, 087, 090 106, 108, 110, 112
<a href="#">Cloud Computing Services</a>	002, 024

[Back](#)

[<Top>](#)

### 10.3. [To download your Billed Call Records \(for Administrator Account only\)](#)

- Click "**Manage Your Billed Call Record**" under **General Account**.
- Click the  icon to start download.





**HKBN**  
ENTERPRISE SOLUTIONS

[Back](#) [Help](#) [Logout](#)

**Billed Call Records Download**

You may download your Billed Call Records. Most recent five Billed Call Records are listed below and you may open them with Notepad or Microsoft Excel.

Billed Call Record Date	File
2007-06-06	

Click the  icon to download.

**General Account**  
Change Your Password  
Service Summary  
Manage Your Billed Call Record  
Set Up User Access  
MyAccount

Remark: Only Soft-Bill customer can download the billed call records.

[<Top>](#)

#### 10.4. [To set up user account \(for Administrator Account only\)](#)

- Click "**Set Up User Access**" under **General Account**.
- Click the "**Add New User**" button.
- Enter the email address of the new user.
- Click the "**Submit**" button.



[Back](#)

[Help](#)

[Logout](#)

IDD 009

Dedicated Internet Access (DIA)

Data Centre

Cloud Computing Services / Infinite Server

MPLS-IP-VPN / International IP-VPN

Metro Ethernet / MetroNet

SMS Broadcast

Share Zone

**General Account**

Change Your Password

Service Summary

Manage Your Billed Call Record

Set Up User Access

MyAccount

#### Set Up User Account

Edit User Account and Access Right Setting

Please click the name to edit that person's access rights level or click "Add New User" to add a new ManagedBiz User.

Login Name	First Name	Last Name	Email	Access Rights
123@111.com	test	test1	123@111.com	<a href="#">Edit</a>
bus	first	last		<a href="#">Edit /Inactive</a>

[Add New User](#)

1. Click "Add New User".

IDD 009

Dedicated Internet Access  
(DIA)

Data Centre

Cloud Computing Services /  
Infinite Server

MPLS-IP-VPN /  
International IP-VPN

Metro Ethernet / MetroNet

SMS Broadcast

Share Zone

[General Account](#)

[Change Your Password](#)

[Service Summary](#)

[Manage Your Billed Call  
Record](#)

[Set Up User Access](#)

[MyAccount](#)

### Add New User

As an administrator, you are able to create additional users to Managed Network by setting their account access levels.

To create a new user:

- > Enter required new user information below.
- > Click the submit button.

Login Name:  
(Please use E-mail Address)

2. Enter the e-mail address of  
the new user.

[Submit](#)

3. Click "Submit".

[<Top>](#)

## Add New User

As an administrator, you are able to create additional users to Business e-Management by setting their account access levels.

To create a new user:

> Enter required new user information below.

> Click the save button.

Login Name:	234@111.com
Lastname:	<input type="text"/>
Firstname:	<input type="text"/>
Email:	234@111.com
Password:	<input type="password"/>
Re-confirm Password:	<input type="password"/>

4. Enter user **Last Name & First Name**.

5. Define the password.

### Allowed Services

#### Business 009

- Manage Your International Call Record
- Manage Your Invoice Group
- Manage Your Account Info
- Useful Information

#### Broadband, DIA & IPT

- Line Details
- Looking Glass
- Managed Your Short Code

#### Internet Data Centre

- Line Details
- Looking Glass
- Power Measurement
- Manage Your Short Code
- Manage Your Access List

7. If you want to enable the eAccess record management function for the user, please ensure to enter the verification email and mobile no.

Verification Email:  ( Verification Code is required. )

Verification Mobile Number:  ( Verification Code is required. )

#### MPLS IP-VPN

- Line Details
- Manage Your Short Code

#### Metro Ethernet

- Line Details
- Manage Your Short Code

#### IEPL

- Line Details

#### SMS Broadcast

- SMS Broadcast

#### General Account

- Manage Your Billed Call Records
- Set Up User Access

### Managed Accounts

- 001
- 002
- 003
- 004
- 005
- 110

8. Choose the **Allowed Accounts**.

[Check All Accounts](#)

9. Click **Submit**



## 10.5. [To Edit or Change Password for user account \(for Administrator Account only\)](#)

- Click "**Edit**" under **Access Rights**.
- Choose the **Allowed Services**.
- Click "**Change Password**" if you want to change the user password
- Click the "**Submit**" button.



[Back](#)

[Help](#)

[Logout](#)

IDD 009

Dedicated Internet Access (DIA)

Data Centre

Cloud Computing Services / Infinite Server

MPLS-IP-VPN / International IP-VPN

Metro Ethernet / MetroNet

SMS Broadcast

Share Zone

General Account

Change Your Password

Service Summary

Manage Your Billed Call Record

Set Up User Access

MyAccount

### Set Up User Account

Edit User Account and Access Right Setting

Please click the name to edit that person's access rights level or click "Add New User" to add a new ManagedBiz User.

Login Name	First Name	Last Name	Email	Access Rights
123@111.com	test	test1	123@111.com	<a href="#">Edit</a>
bus	first	last		<a href="#">Edit /Inactive</a>

[Add New User](#)

## Edit User Access

- > Set up ManagedBiz account access level for each user account by checking the appropriate boxes.
- > Click Submit to save your changes.

Customer Number:	3000
Login Name:	123@111.com
Last Name:	<input type="text" value="test1"/>
First Name:	<input type="text" value="test"/>
Email:	<input type="text" value="123@111.com"/>

[Change Password](#)

### Allowed Services

#### Business 009

- Manage Your International Call Record
- Manage Your Invoice Group
- Manage Your Account Info
- Useful Information

#### Broadband, DIA & IPT

- Line Details
- Looking Glass
- Managed Your Short Code

#### Internet Data Centre

- Line Details
  - Looking Glass
  - Power Measurement
  - Manage Your Short Code
  - Manage Your Access List
- Verification Email:  ( Verification Code is required. )
- Verification Mobile Number:  ( Verification Code is required. )

#### MPLS IP-VPN

- Line Details
- Manage Your Short Code

#### Metro Ethernet

- Line Details
- Manage Your Short Code
- Manage Bandwidth

#### IEPL

- Line Details

#### SMS Broadcast

- SMS Broadcast

#### General Account

- Manage Your Billed Call Records
- Set Up User Access

### Managed Accounts

- 001
- 002
- 003
- 004
- 005
- 110

[Submit >](#)

IDD 009

Dedicated Internet Access (DIA)

Data Centre

Cloud Computing Services / Infinite Server

MPLS-IP-VPN / International IP-VPN

Metro Ethernet / MetroNet

SMS Broadcast

Share Zone

General Account

Change Your Password

Service Summary

Manage Your Billed Call Record

Set Up User Access

MyAccount

### Edit User Access

123@111.com has been updated successfully.

## 10.6. To Inactivate user account (for Administrator Account only)

- Click "Inactive" under **Access Rights**.

IDD 009

Dedicated Internet Access (DIA)

Data Centre

Cloud Computing Services / Infinite Server

MPLS-IP-VPN / International IP-VPN

Metro Ethernet / MetroNet

SMS Broadcast

Share Zone

General Account

Change Your Password

Service Summary

Manage Your Billed Call Record

Set Up User Access

MyAccount

### Set Up User Account

Edit User Account and Access Right Setting

Please click the name to edit that person's access rights level or click "Add New User" to add a new ManagedBiz User.

Login Name	First Name	Last Name	Email	Access Rights
123@111.com	test	test1	123@111.com	<a href="#">Edit</a>
bus	first	last		<a href="#">Edit</a> <a href="#">Inactive</a>

[Add New User](#)

## 11. Share Zone

### 11.1. To access Share Zone under your account

- Click **Share Zone** to open share zone category listing.

The screenshot displays the HKBN Enterprise Solutions web portal. At the top left is the HKBN logo with the text "ENTERPRISE SOLUTIONS". A navigation bar contains a "Back" button, a "Help" button, and a "Logout" button. On the left side, there is a vertical menu with the following items: "IDD 009", "Dedicated Internet Access (DIA)", "Data Centre", "Cloud Computing Services / Infinite Server", "MPLS-IP-VPN / International IP-VPN", "Metro Ethernet / MetroNet", "SMS Broadcast", "Share Zone" (highlighted with a blue background and a dropdown arrow), "General Account", and "MyAccount". Below the menu is an "Email" section with the address "cscorp@hkbnes.net". The main content area is titled "Share Zone" and shows a single category "IDD 009" with a dropdown arrow. A yellow callout box on the right contains the text "Share Zone Category is shown."

## 11.2. [To download material in Share Zone](#)

- Click the service item (e.g.: IDD 009), to open the detail
- Click the link to download the selected document.

The screenshot displays the HKBN Enterprise Solutions portal interface. At the top left is the HKBN logo with the tagline 'ENTERPRISE SOLUTIONS'. A navigation bar contains a '< Back' button on the left, and 'Help' and 'Logout' buttons on the right. On the left side, there is a vertical menu with the following items: 'IDD 009', 'Dedicated Internet Access (DIA)', 'Data Centre', 'Cloud Computing Services / Infinite Server', 'MPLS-IP-VPN / International IP-VPN', 'Metro Ethernet / MetroNet', 'SMS Broadcast', 'Share Zone' (highlighted with a blue bar and a downward arrow), 'General Account', and 'MyAccount'. Below the menu is an 'Email' section with the address 'cscorp@hkbnes.net'. The main content area is titled 'Share Zone' and features a dark blue header for 'IDD 009' with a close button. Underneath, there is a list item 'Others' containing a link 'User FAQ'. Two yellow callout boxes are present: the first says 'Share Zone Category detail is shown.' and the second says 'Click the grey link to download.'

- END -