

Ethernet Highlight Circuit Monitoring

Overview

As part of your CPN solution or your Ethernet Circuits you have access to a monitoring tool called Highlight which provides you and your end customer (optional and for you to decide) with an overview of the network technology underpinning your end customers business.

Along with monitoring, the highlight service assurance platform will allow you to set up alerting for your circuits so that you can manage any circuits that breach the alerting threshold rule set, this will allow you to manage faults quicker and more effectively. Alerts can be in form of emails or now webhooks.

Within the highlight platform there are a number of support functions.

Please use the quick start guide as this will be able to give you all the information needed to get the most out of the system.

[Quick Start Guide](#)

Other useful sections to help you become familiar with the platform are:

- [Reports Overview](#)
- [Understanding Heat Tiles](#)
- [Alerting](#)
- [Troubleshooting Tips](#)

- [Video Tutorials](#)

Support

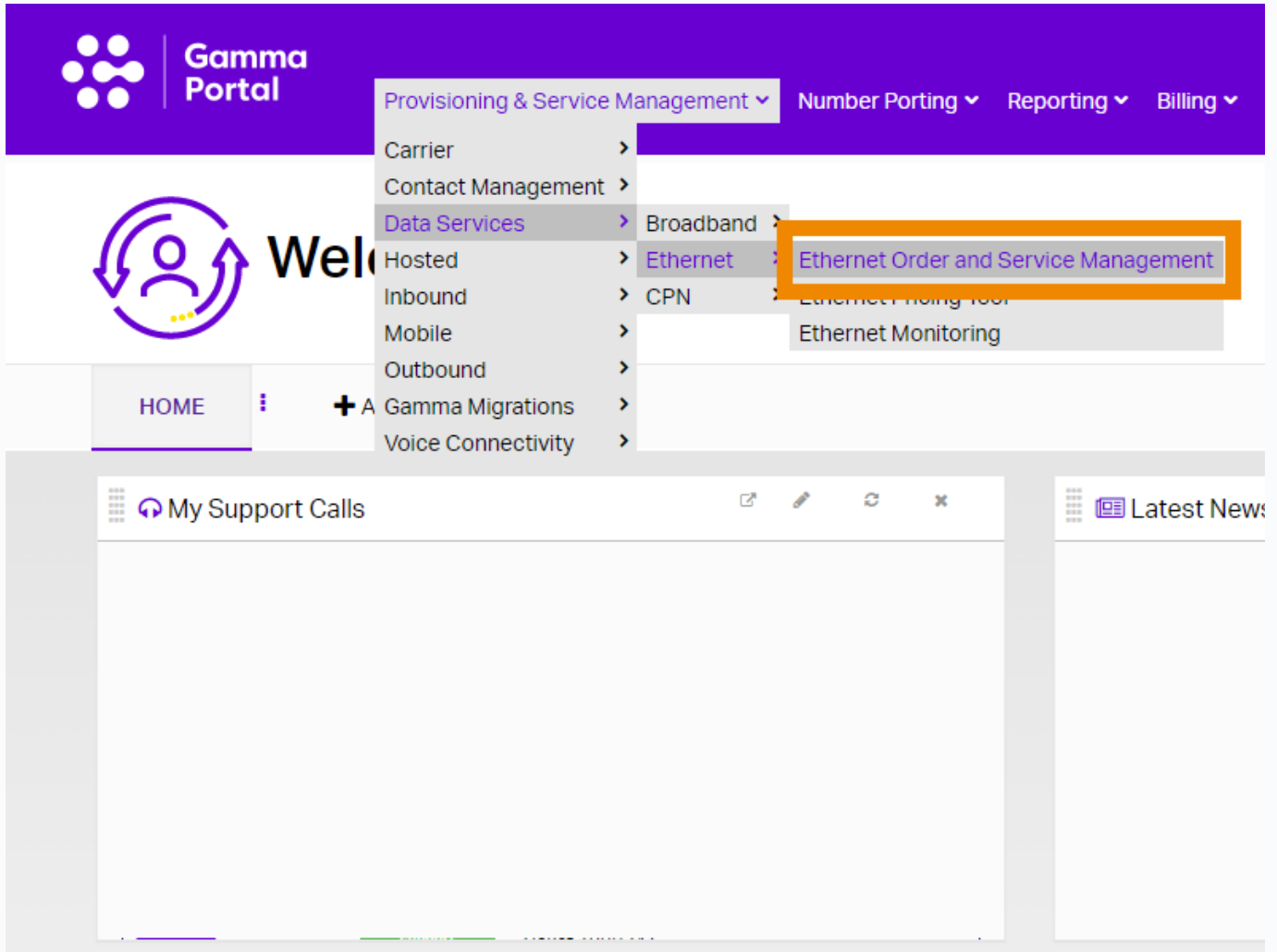
We know that alerting and monitoring are very important and to support you with getting the most out of the Highlight platform we have created several videos that will guide you through the system. These support videos are available on the Academy, which can be accessed via the following link:

- [Highlight for Ethernet](#)

Access to Monitoring

Step 1

To view your circuits within highlight you will need to head over to the Gamma Portal to access the system. Once in the Gamma Portal if you go to Data Services > Ethernet > Ethernet Order and Service Management.



Step 2

Once here you will need to search for the circuit you wish to view, use the search option to find the circuit.

Ethernet Order and Service Management

Account: XXXX - Gamma Test 1 - 44000169

Search: Services

Service/Circuit Ref:

Channel Partner Ref:

Postcode:

Notifications: No

Records Per Page: 10

Circuit Status: (Any)

Product: (Any)

Service Type: (Any)

Max Results Returned: 100

[Reset](#) [Search](#)

Orders and Services

[Download](#) Showing 1 to 10 of 100

Service Ref	Circuit Ref	Channel Partner Ref	Circuit Status	Order Status	Product	Company Name	Actions
CES000000000000	CES000000000000-01	B	Set Up	Submitted	Converged SIP & Internet Access	Test	Actions

Step 3


Once you have located the circuit you'd like to open Highlight on, click on the Service Ref which will then load the Ethernet Service Details page. On here you should see a link for highlight, if you don't please raise this to your account manager. Click on the link that will then load the highlight system.

Ethernet Service Details

CES000000000000

[Ethernet Service Management Guidelines](#) - [Ethernet Service Level Agreement](#)

Circuit Ref	Product	Status	Resilience	Bearer	Bandwidth	Channels	Reseller Ref
CES000000000000	Converged SIP & Internet Access	Set Up	N/A	100Mb Fibre	10.00 Mb of which, 1.00 Mb is voice	10	B

[Go To Highlight](#)  [Return to Ethernet Service Management](#)

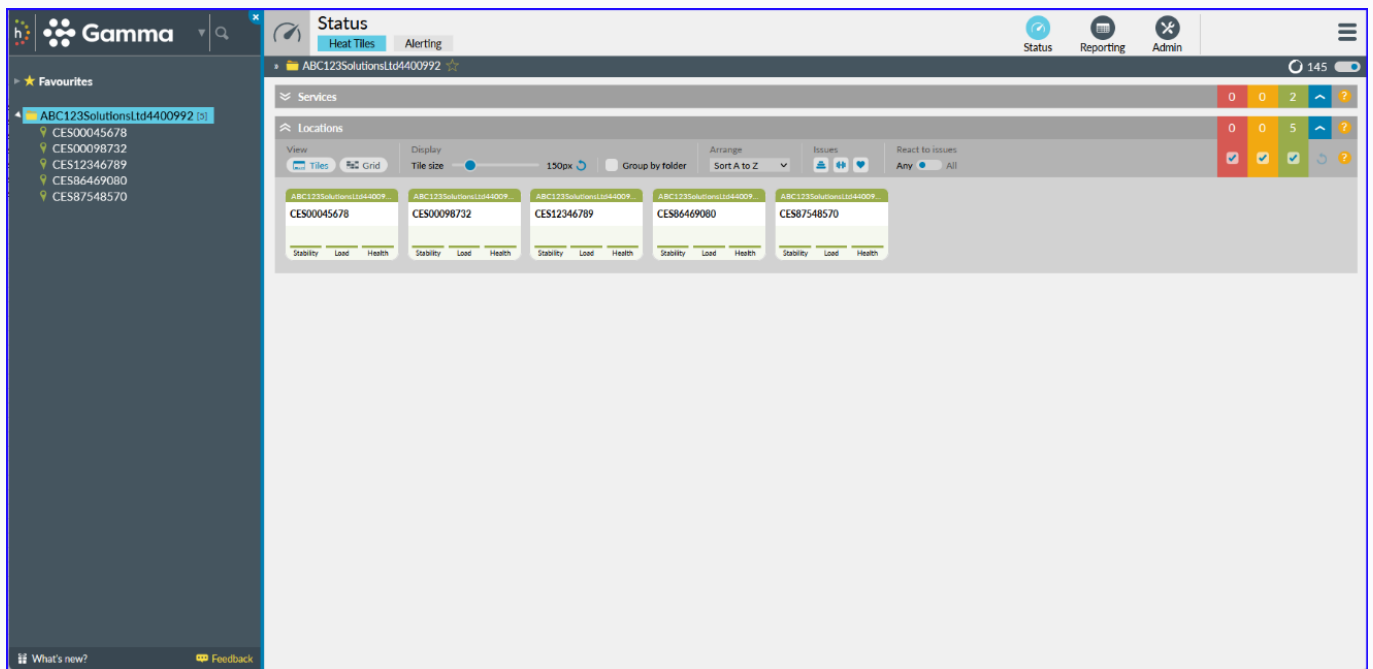
[Contact Details](#) CES000000000000

Channel Partner Contact Details

Step 4

Once you are into the highlight platform you will be able to see the circuits you have.

Down the left panel you can select the relevant circuit you want to view.



Step 5

You can use the buttons along the top Heat Tiles, Alerting, Status, Reporting and Admin to get further information regarding the circuit.