ERICSSON

ERICSSON UNIFIED DELIVERY NETWORK

Service Provider Portal User's Guide

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Legal Information

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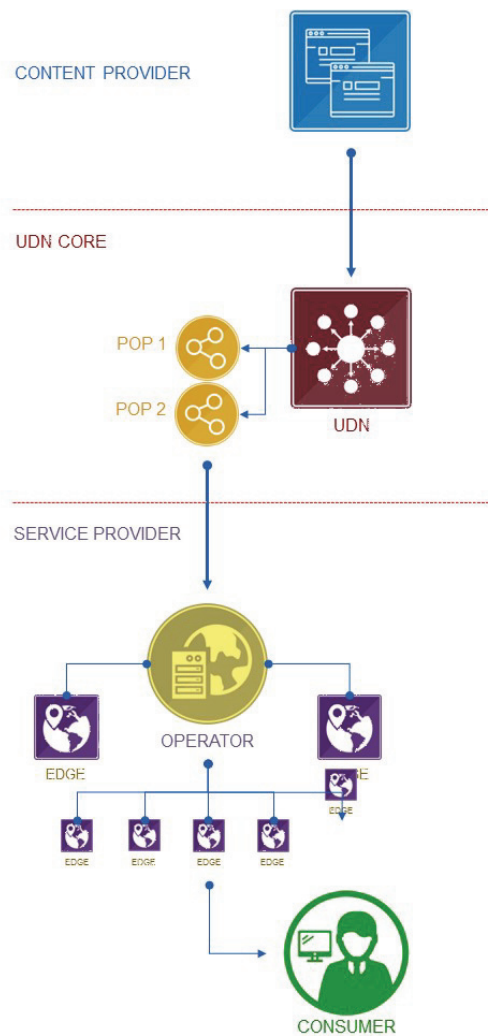
Ericsson's Unified Delivery Network (UDN) is a solution designed specifically to help Content Providers and Service Providers.

UDN consists of two delivery networks: the UDN Core network, located at the Internet's backbone with PoPs at strategic exchange points, and UDN partners' "last mile" network at the Service Provider edge.

Figure 1-1: High-Level UDN Overview

UDN System Components

The following sections describe the components that comprise the UDN System.

The UDN Portal

The UDN Portal provides a customized experience to each of the three primary users: Content Providers, Service Providers, and Service Administrators.

UDN Administrators can view and manage Customer Accounts, Groups, and Properties, view reports on content sources and content distribution, and manage content caching.

Content Providers can view and manage Groups and the Properties that belong to them, view reports on content sources and content distribution, and manage content caching.

Service Providers can view and manage Service Provider settings, and view reports on content delivery for both on-net and off-net traffic.

Edge Delivery Nodes

Edge delivery nodes are responsible for UDN streaming content delivery. Edge delivery nodes are optimized for streaming rather than storage. They are located as close to the consumer as possible to provide geo-optimized delivery of popular content. Whenever an asset or live stream reaches a certain popularity threshold, it is automatically and instantly replicated to the appropriate number of edge delivery nodes in the desired geographical location.

Analytics

UDN System analytics provides operators with the ability to understand both the composition and the volume of their content delivery. Data is collected, aggregated, and analyzed on an ongoing basis from numerous sources within the CDN environment. Reports provide historical and current information which can help enable operators to tailor content caching and delivery as well as empowering them to make informed business decisions.

Analytics also feed billing systems across multiple revenue types. Designated billing information can be generated and delivered to Content Providers and Service Providers.

Monitoring and Availability

The UDN System uses persistent connections, intelligent content management, and both multi-site and multi-server database redundancy to provide additional layers of protection for system operation. UDN continuously and systematically monitors system and server health and availability.

Additional protection features on-the-fly failover, and can include load balancing and clustering where additional capabilities in redundancy and fault tolerance are required. The UDN system is designed to accommodate flash events where a surge due to an event causes a dramatic increase in system loads, which might ordinarily strain a CDN system. Built-in congestion and overflow handling capabilities prevent bottlenecks and ensure continuous content delivery.

UDN Core Cache

The Core Cache is a dynamically optimized, geographically distributed, extensible caching platform. It is the primary component of the UDN Service.

Universal Cache Technology

Universal Cache technology enables a highly scalable Content Delivery Network (CDN) that efficiently delivers both its own management content as well as OTT services from a common caching infrastructure. The front end of this system stores the metadata of published assets and interfaces with a storage system that hosts these assets. In addition,

media upload, download, and processing, is performed by a system that communicates job processing and status information with external asset management systems.

Global and Local Load Balancing

UDN's global and local load balancing system determines the fastest and closest location from which to serve content to consumers. Continuous testing of performance and latency ensures optimized content delivery. Policy-driven routing decisions are based on geography, network and server load, and business rules. Load balancing is performed globally, at the UDN Core, and locally, at Service Provider sites. The goal is to match Content Providers' needs to the CDN's needs while ensuring high availability, high performance, and low cost.

Customer-Controlled Caching

Cache management via the UDN Portal enables content management personnel to specify policies for content caching and purge/invalidate content once it is no longer available to users. Security system multi-tenancy ensures that content generated by different Content Providers can only be accessed by its owner.

UDN Benefits

On top of the delivery and management system technology, UDN serves a central contracting role for global content delivery with Content Provider and Service Provider partners worldwide. Collaboration between Ericsson, Content Providers, and Service Providers increase qualify of service while decreasing delivery cost.

UDN's secure multi-tenant architecture provides a hierarchy to support different roles and permissions, enabling data security at all levels for secure visibility by Content Providers and Service Providers, and their subsidiaries, resellers, and partners.

For Content Providers, UDN provides the best quality of service for the lowest cost. Detailed data on end-user access and consumption patterns provide detailed, customized performance reports. With UDN, Ericsson removes the need to manage separate contracts with dozens of Service Providers, providing a centralized contracting organization with a global reach.

For Service Providers, UDN enables strategic placement of core and edge servers to increase capacity and lower delivery costs. In addition, Service Providers can use the UDN Portal to control how content is delivered through their network, and optimize their content delivery profits. Performance data from the content delivery platform is gathered and stored for on-demand analytics that provide dynamic, detailed information on end user access and consumption patterns.

Chapter 2
Getting Started with the Service Provider Portal

The UDN Service Provider Portal is a Graphical User Interface (GUI) web application that serves as the management application for UDN configuration, and monitoring.

This chapter introduces you to the Portal, its main features, and how to use it.

This chapter contains the following sections:

- "Accessing the Portal"
- "Exploring the Portal Interface"
- "Exploring Starbursts"
- "Navigating Between Accounts, Groups, and Properties"
- "Changing your User Information or Password"

Accessing the Portal

The Portal is a web-based interface that enables you to view and manage settings associated with UDN Services.

1. Open the browser of your choice. The following browsers are supported for Portal access at this time:

   • Chrome Version 48 or later

   • Internet Explore Version 11 or later

   • Safari Version 9 or later

   • Firefox Version 45 or later

2. To access the Portal, navigate to:

   `https://portal.ericssonudn.com`

3. To log in to the Portal, enter your username and password.

4. The main window of the UDN Administrator Portal displays (Figure 2-1).

Figure 2-1: Service Provider Portal Main Window

Service Provider Portal User's Guide
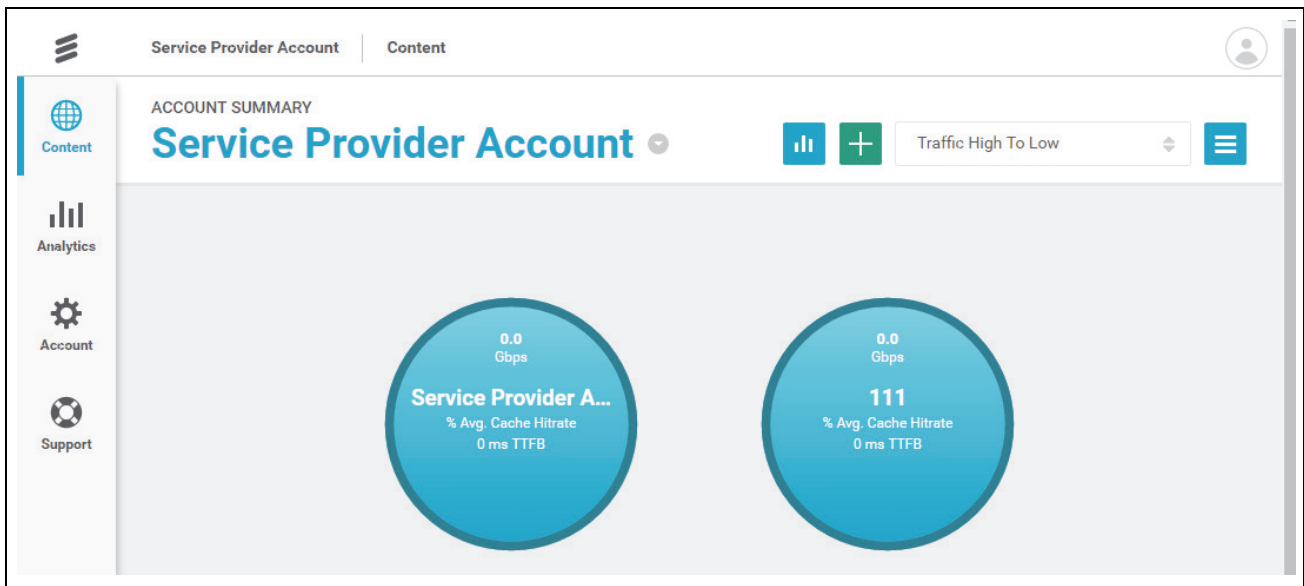
Exploring the Portal Interface

When you log into the Portal for the first time, you will be presented with a visual representation of UDN traffic in the form of a Starburst. The Starburst feature is used to represent information associated with an entity, whether that entity is an Account (the highest level managed entity), a Group, or a Property (the lowest level managed entity).

To explore the Portal interface:

1. In the browser of your choice, navigate to:

   `https://portal.ericssonudn.com`

2. Log into the Portal with your username and password.

3. The default landing page is the "Starburst" view (Figure 2-2). In this view, each defined entity is represented by a circular Starburst.

   When you first access the Portal, the view displays all accounts.

Figure 2-2: Account Summary: Starburst View
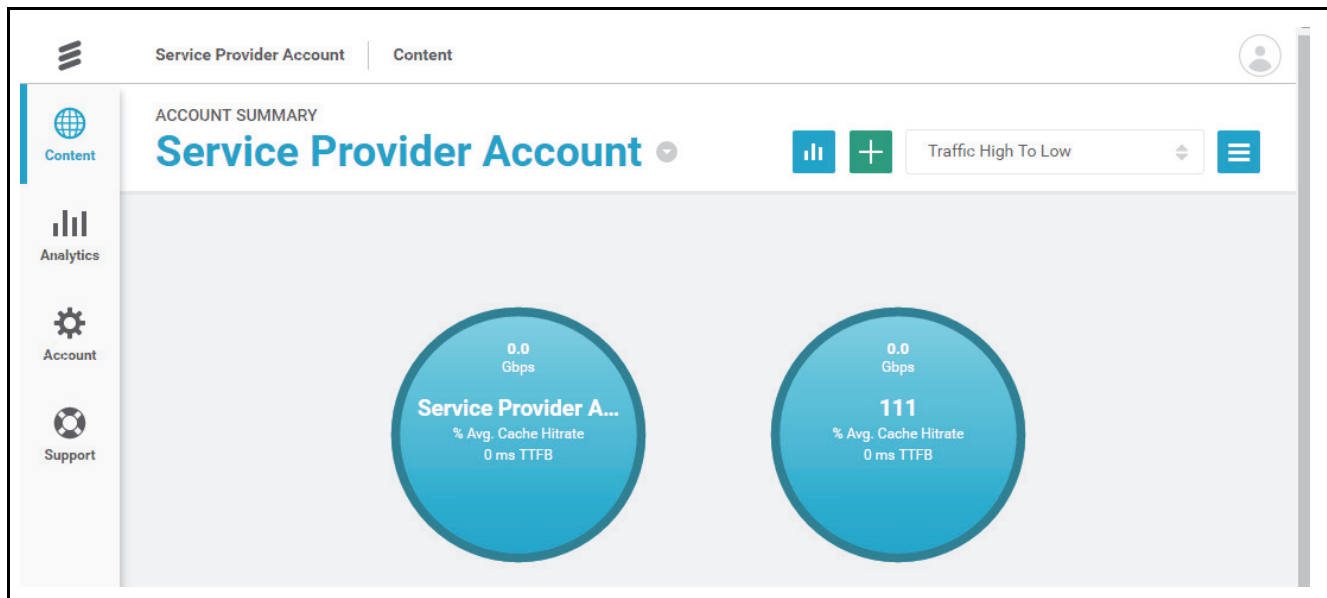
4. At the top left corner is an icon that will bring you to highest level view.

   To the right of that is a drop-down selector which enables you to choose different entities to view.

   To the right of the selector, you will find a breadcrumb trail of clickable links.

   Note that this breadcrumb path displays the direct path from the top-level Accounts page to the current item you are viewing, rather than the path you followed to get to the current view. The links that comprise this path enable you to quickly move up the navigation hierarchy to a higher level page.

5. At the upper right is a User avatar icon. Click here to access a panel that displays user-specific settings including the company and the role associated with this user. You can also specify the UI Theme you want to view (Ericsson Light Theme and Ericsson Dark Theme), based on your preference.

   Note that the User Role specifies permissions for viewing and modifying various Portal configuration settings. Different roles are granted permission to view different features in the Portal. For more information, see the section titled "Understanding User Roles and Permissions".

6. Down the left side of the screen, you will view a number of icons you can click to access the main features of the Portal. These icons are described in Table 2-1.

   Note that clicking any icon will bring you to a context-specific page associated with the icon's action. For example, if you are viewing a Group, clicking the Analytics icon will display reports for the traffic data associated with that Group.

Table 2-1: Navigation Icons

Icon	Name	Use
	Home	From any view, clicking the Home icon brings you to the highest level Portal page.
	Content	Clicking the Content icon brings you to the Content Summary page which displays information for entities associated with Content Providers.
	Analytics	Clicking the Analytics icon brings you to the Analytics page where you can view charts and generate reports. For more information on generating reports, see Chapter 3, "Generating Reports".
	Account	Clicking the Account icon brings you to the Account Management page where you can view and manage Groups and Users. For more information, see Chapter 5, "Working with Groups" and Chapter 4, "Working with Users".
	Support	Clicking the Support icon brings you to a page where you can file and track support tickets, access support tools, and view documentation. For more information, see Chapter 6, "Accessing Support Resources".

The main (working) area of each screen displays information in the form of Starbursts. Each Starburst represents a managed entity in the form of an Account, a Group, or a Property.

See "Exploring Starbursts" for a detailed explanation of Starbursts.

Exploring Starbursts

The Portal is used to manage and generate reports on three different levels of entity: Accounts, Groups, and Properties. Each Account contains one or more Groups, and each Group contains one or more Properties. Analytics information for an entity is an aggregation of the data for all entities below it.

Within the Portal, each entity is graphically represented as a Starburst. You can view a Help page in the Portal (Figure 2-3) by hovering over any Starburst and clicking the "?" icon that displays in its center.

Figure 2-3: Starburst Help
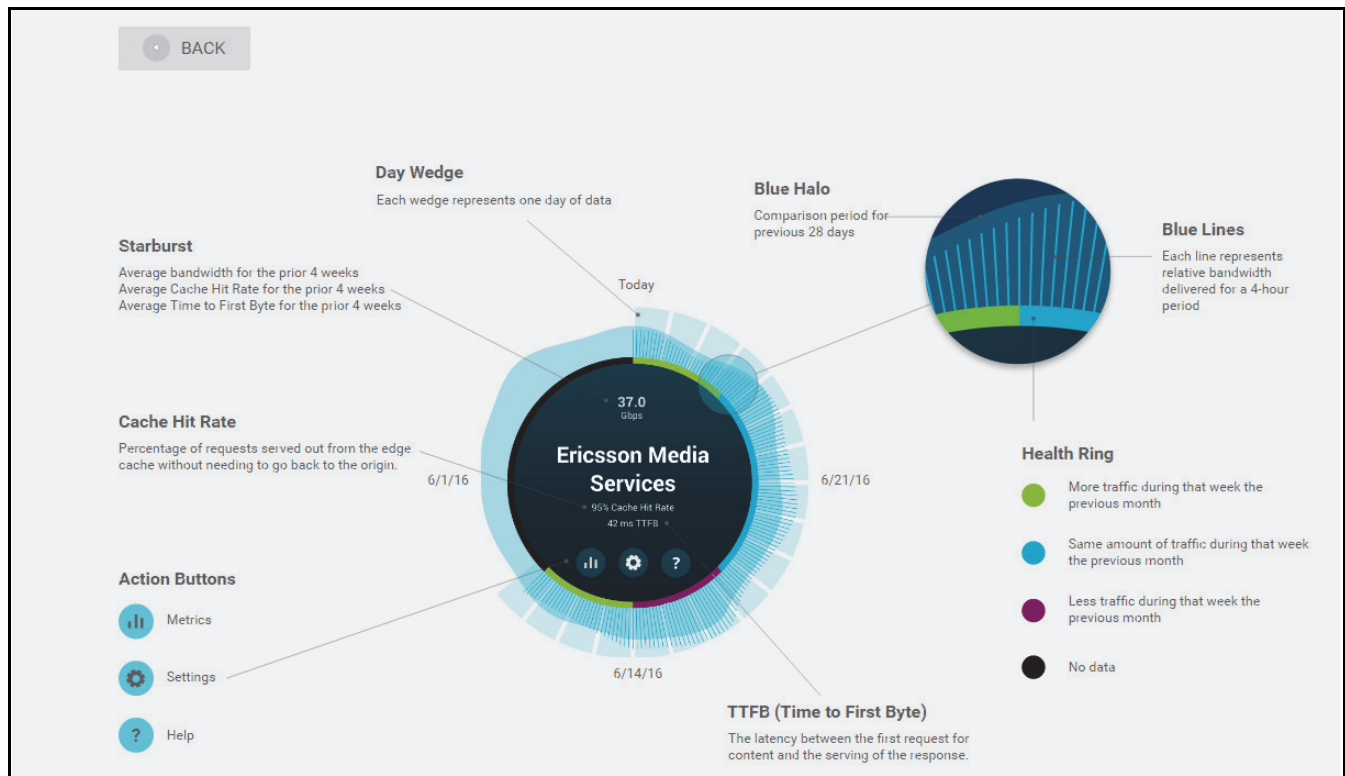
Following is an overview of the rich collection of information that the Starburst data visualization provides.

Viewing Data Over Time

The Starburst represents the last 28 days of traffic activity for an Account, Group, or Property.

If you picture each Starburst (all Starbursts have the same layout regardless of whether they represent an Account, Group, or Property) as the circular face of a clock:

- The 12:00 position at the top of the Starburst represents today.

- The quarter-circle section between 12:00 and 3:00 represents the past week (the past 7 days).

- The quarter-circle section between 3:00 and 6:00 represents 2 weeks ago (the time between 14 days ago and 7 days ago).

- The quarter-circle section between 6:00 and 9:00 represents 3 weeks ago (the time between 21 days ago and 14 days ago).

- The quarter-circle section between 9:00 and 12:00 represents 4 weeks ago (the time between 28 days ago and 21 days ago).

You will notice a solid ring, called the Health ring, around the inner edge of each Starburst. For each week of traffic in the outer halo, you will find the color of the inner ring represents how that week's traffic compares to traffic during the same time period four weeks earlier. When you hover over any point on the Health ring, a color key displays, enabling you to easily interpret the colored segments of the ring.

There is a halo of lines, or rays, radiating out from the edge of each Starburst. Each line represents the relative bandwidth delivered over a 4-hour period. Longer lines represent higher levels of traffic and shorter lines represent lower levels over the time period. You will typically notice a natural variation in bandwidth use over the course of a day (represented by 6 adjacent lines), but can also note other data trends as they appear.

As you mouse over the halo, the hover text shows the date and specific metrics for a particular day. For Property Starbursts, the rays for each day have a wedge, or slice, highlighting the day's boundaries.

Clicking on a particular wedge brings up the Property summary showing a bandwidth graph for the date of the wedge you selected.

Key Performance Indicators

When the Starburst for an entity (Account, Group, or Property) displays, key performance indicators display automatically in the middle of the Starburst. In addition to the name of the entity, information averaged over the past month displays, including:

- The average bandwidth (in Gbps)
- The average cache hit rate for the past 28 days (as a percentage)
- The time to first byte (TTFB) in milliseconds for the past 28 days

A Starburst display provides access to additional information when you hover over different areas:

- When you hover over any point in the center of the Starburst, you can view the Peak, Average, and Low bandwidth for the most recent 28-day period (Figure 2-4).
- When you hover over any area on the solid-color health ring at the perimeter of the circle, a color key displays to assist you in interpreting the ring colors displayed.
- When you hover over any section on the halo (rays) outside the center circle, you can view the Peak, Average, and Low bandwidth for the date represented by that halo section.

**Figure 2-4: Key Performance Indicators Display**
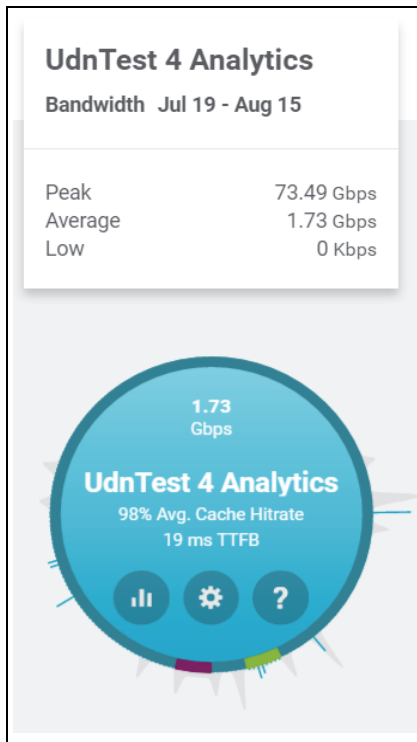
Note that all metrics for an individual Starburst are an aggregate of any entities beneath that Starburst:

- An Account Starburst displays an aggregate of the data for all of the Groups that belong to that Account.
- A Group Starburst displays an aggregate of the data for all of the Properties belonging to that Group.
- A Property is the smallest entity available on the Portal.

Sorting Displayed Entities

At the top of any page, to the right of the title of the entity you are viewing (Account, Group, or Property), there is a drop-down which enables you to sort the information you are displaying.

You can sort based on traffic (Traffic High to Low or Traffic Low to High), or you can sort alphabetically (Name A to Z or Name Z to A).

Figure 2-5: Sorting Displayed Entities
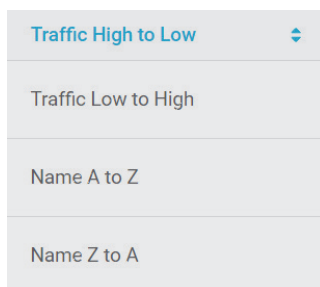
Displaying the Table View

As an alternative to the Starburst view, you can choose to display the same information as a series of rows in a table.

To display the Table View, click the Table View icon at the top right of the page:
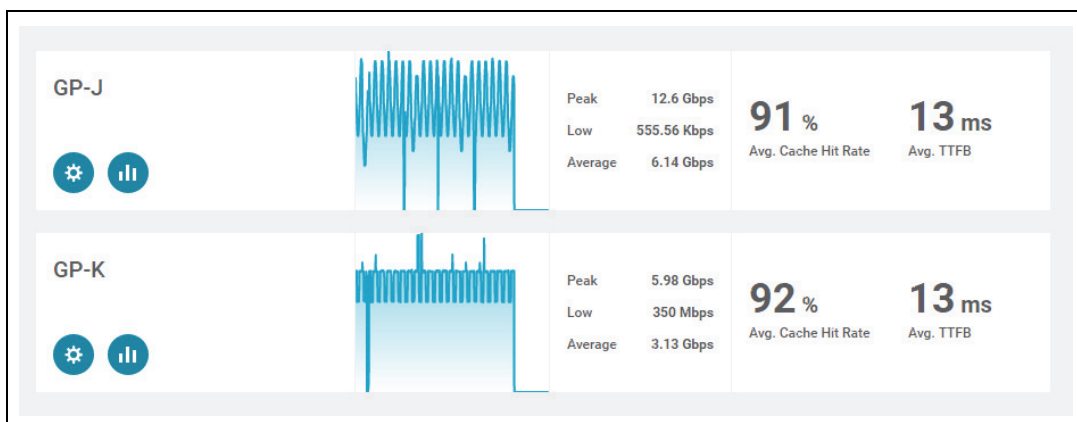
To return to the Starburst view at any time, click the Starburst View icon:

Sample rows from the Table View are shown in Figure 2-6.

Figure 2-6: Entity Table View

The Table View displays the following information for a rolling 4-week period:

* The name of the entity (Account, Group, or Property).
* The last time the entity was modified, and the user who modified it.
* A chart indicating the daily bit rate over the past 28 days. Note that you can hover over the chart for detailed information.
* The Peak, Lowest, and Average bit rate for traffic over the past 28 days.
* The average cache hit rate for the past 28- days.
* The average Time to First Byte (TTFB), in milliseconds, for the past 28 days.

The Table View also provides the following icons:

* To configure settings for the displayed entity, click the Configure icon.

* To view analytics for the displayed entity, click the Analytics icon.

Navigating Between Accounts, Groups, and Properties

There are several ways you can navigate between entities (Accounts, Groups and Properties) in the Portal: Breadcrumb navigation, Starburst navigation, and Drop-down navigation.

N O T E ————————————————————————————

In this release, you cannot access Properties in the UDN Portal by clicking on a Group.

Starburst Navigation

To navigate to a lower-level entity in the Portal, click on a Starburst. Clicking on a Starburst brings you to a display that shows a Starburst for each of the entities it contains:

- Clicking on an Account Starburst brings you to a page that displays a Starburst for each of the Groups belonging to that Account.

- Clicking on a Group Starburst brings you to a page that displays a Starburst for each of the Properties belonging to that Group.

Breadcrumb Navigation

To navigate to a higher-level entity in the Portal hierarchy, you can traverse back up the path you used to navigate to your current view by clicking any item in the breadcrumb trail of links at the top of the page.

Figure 2-7: Breadcrumb Navigation

You can navigate to the highest level view by clicking the Ericsson logo in the upper left corner.

Drop-down Navigation

The Portal also provides a drop-down selector that enables you to navigate either one level up from your current location, or to choose from other entities at the same level as the one you are currently viewing (Figure 2-8).

For example, if you are viewing a Group, the drop-down selector at the top of the page enables you to navigate up one level to view Accounts, or to choose to view a different Group belonging to the same Account as the Group you are viewing.

In addition, you can search for an entity using the Search field.

Figure 2-8: Drop-down Navigation Menu
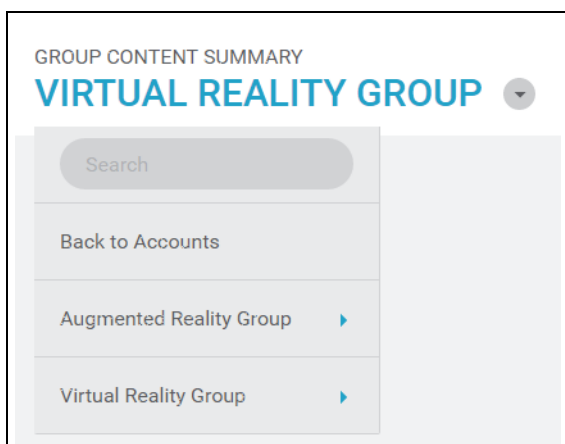
Changing your User Information or Password

In order to access the portal, you must have a User account. In order to create this account, information about you has been entered into the UDN Service by an administrator. The Portal enables you to modify this information.

To modify your user profile settings:

1. Click the user avatar at the upper right of the page. The User Profile panel displays.

2. Choose Edit Profile.

3. Enter your name and your contact information.

4. If desired, you may change your password.

   N O T E ——————————————————

   If you change your password, you will need to log back into the system.

Chapter 3
Generating Reports

The Analytics feature of the Portal enables you to display rich information about UDN Service traffic.

This chapter contains the following sections:

- "Report Overview"
- "Viewing Reports"
- "Service Provider On / Off Net Report"

Report Overview

Note that when you click the Analytics icon anywhere it appears on the Portal, the Portal will display reporting information associated with the currently selected entity (Account, Group, or Property).

For example:

- If you click the Analytics icon inside a Property Starburst, the reporting information will reflect the data available for that Property.

- If you are viewing a Group and click the Analytics icon on the left navigation bar, the reporting information will reflect the data available for that Group.

- It is important to understand that the data displayed is the aggregated sum of all available data for all Properties belonging to the selected entity. So:

  - Reporting for a Property displays all data for that specific Property.

  - Reporting for a Group displays a total of all data for the Properties belonging to that Group.

  - Reporting for an Account displays a total of all data for all Properties belonging to all Groups within that Account.

Viewing Reports

To view a report:

1. Navigate to the entity (Account, Group, or Property) whose data you want to view.

2. Do one of the following:

   - Click the Analytics icon on the left navigation bar. ![Analytics icon]

   - Click the Analytics icon inside any Starburst. Note that you need to hover the cursor in the center of the Starburst in order for this icon to display.

   A Report page displays for the entity you selected. You can select different types of reports by choosing the tabs that display above the report. Figure 3-1 shows an example of the Service Provider On/Off Net Report.

Figure 3-1: Service Provider On/Off Net Report
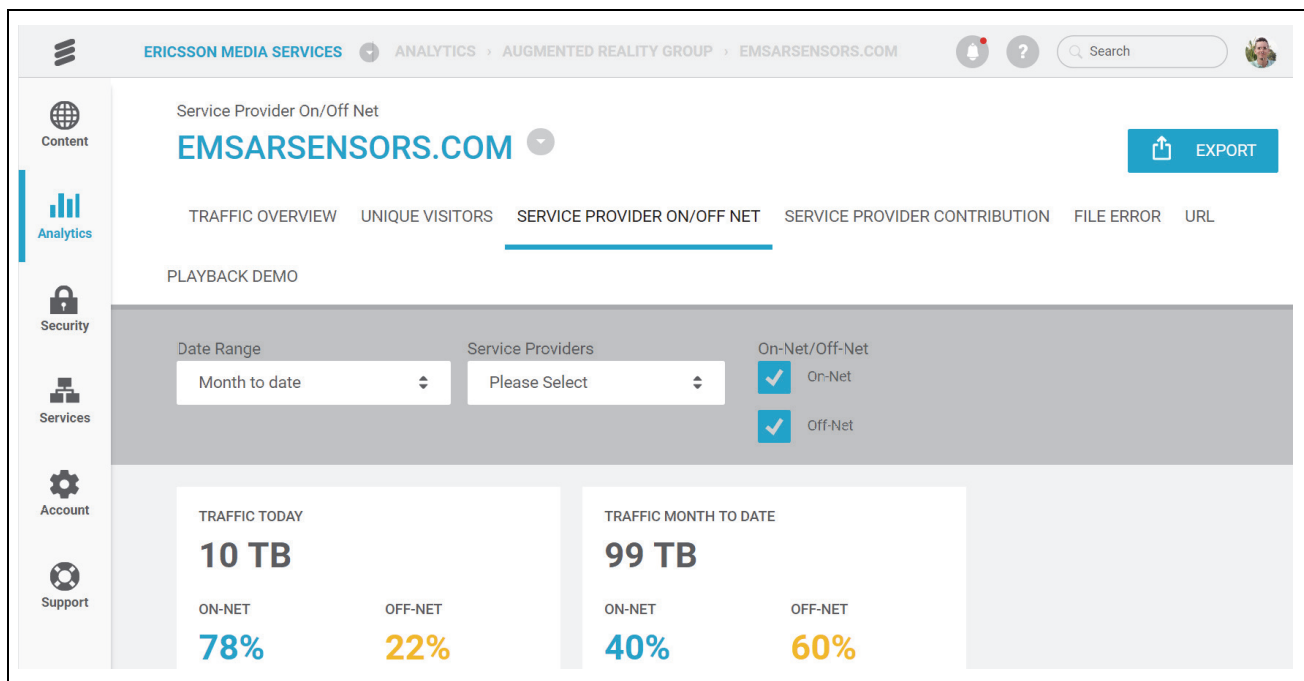
1. By default, each report type shows data for the Month to Date.

   You can modify this setting by selecting from a predefined list of options (Last Month, Last Week, and so forth), or you can specify a Custom Date Range.

   When you specify a date range that spans multiple days, the data displays in daily increments. When you specify a single day, the data displays in hourly increments.

   > **NOTE** ────────────
   >
   > Each report type offers settings that allow you to generate more customized reports.
   > Detailed information about each report type is available in the following sections.

2. When information is displayed in table form, you will see a small triangle appear next to some column headings. You can sort the table based on the column content by clicking these headings.

3. You can Export a displayed report to a CSV (comma separated variable) file format by clicking the Export button. The resulting csv file name includes the report type and the entity (Account, Group, or Property) for which data is included.

> **N O T E**
>
> Not all report types support the export function at this time. Additional support for exporting reports will be added in a future release.

4. You can select a different Entity from the selector at the top of the page.

   When you do so, if the report is availability for the Entity type (Account, Group, or Property), the same report type will display for that Entity. If it is not available, a report available for that Entity will display.

Service Provider On / Off Net Report

The Service Provider (SP) On/Off Net Report allows Service Provider partners to see how much traffic to their subscribers is being served from their network (On Net) or being served either from the UDN Edge or another UDN Partner Network (Off Net).

A request from a subscriber might be routed to either the UDN Edge or another Service Provider range for a variety of reasons including:

- A lack of server availability for the SP that owns the subscriber
- The SP network edge's inability to satisfy the request due to issues such as SSL delivery problems
- Advanced cache control requirements that cannot be properly identified by the SP network
- Network saturation/volume

Availability is determined based on the health or load of the SP Edge servers. If there are no healthy servers to route the request to, or if the load for the SP Edge Servers is too high, routing will bring this subscriber to the UDN Edge or another SP in order to obtain the content. SP Partners are given incentive to maintain enough capacity to minimize any Off Net routing because they get more revenue share for serving their subscribers directly.

Scope

This report is available to users who have been assigned either the UDN_Admin, SP_Admin, or SP_User role. You can generate this type of report for an Account, Group, or Property.
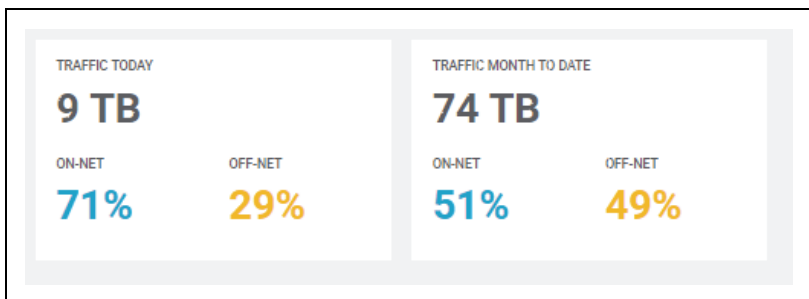
Settings

You can specify the following settings for this report:

- Date range
- Traffic type: select On-Net traffic, Off-Net traffic, or both

Content

When viewing the SP On/Off Net report, the area at the top displays traffic information for both the current date and the specified date range (Figure 3-2).

Figure 3-2: SP On/Off Net Report: Traffic Overview

The next section of the report (Figure 3-3) shows the traffic volume both On and Off Net for each day in the range specified.

Figure 3-3: SP On/Off Net Report: Volume Chart
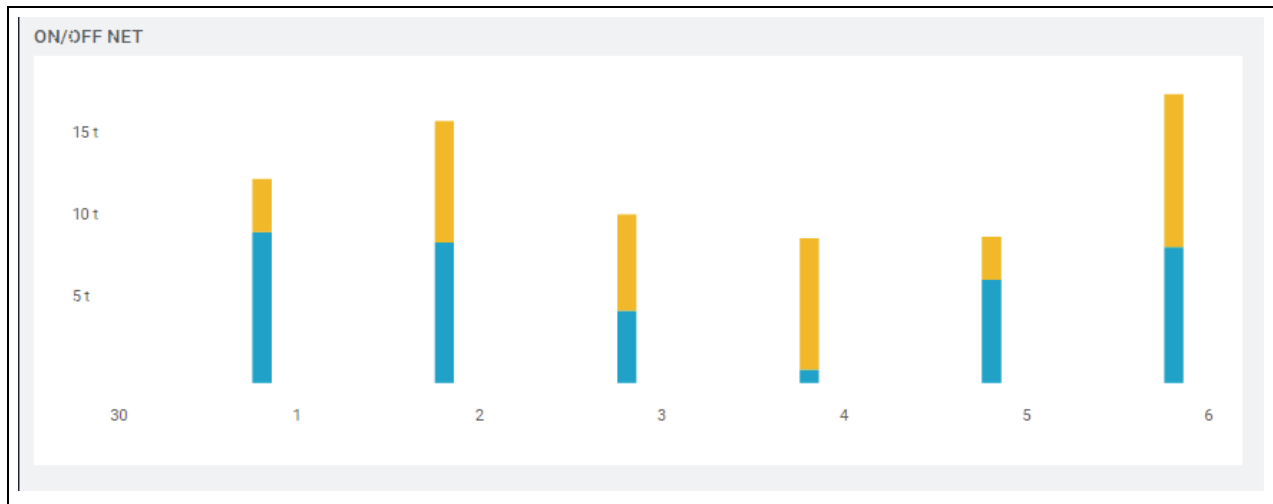
The last section of the report (Figure 3-4) displays a table with specific data for each date in the range specified.

Figure 3-4: SP On/Off Net Report: Data Table

DATE	ON NET (BYTES)	ON NET (%)	OFF NET (BYTES)	OFF NET (%)	TOTAL (BYTES)
07/05/2016	8 TB	47%	9 TB	53%	18 TB
07/04/2016	6 TB	70%	3 TB	30%	9 TB
07/03/2016	817 GB	9%	8 TB	91%	9 TB
07/02/2016	4 TB	43%	6 TB	57%	10 TB
07/01/2016	9 TB	54%	7 TB	46%	16 TB
06/30/2016	9 TB	74%	3 TB	26%	12 TB

•

Chapter 4
Working with Users

The Portal can only be accessed by people who have been added as Portal users. Each user is associated with a specific Portal Account. When a Portal user is added, they are assigned a user role which grants them permission to access specific Portal features.

This chapter contains the following sections:

- "Understanding User Roles and Permissions"
- "Viewing and Managing Users"
- "Deleting a User"

Understanding User Roles and Permissions

In order to access the Portal, people must be added to the Portal as users, and when a User is created, they are given a User Role chosen from those predefined in the Portal.

Roles fall under one of two categories: Administrator or User. In addition to the ability to view information in the Portal, users who have been assigned an Administrator role can also create, modify, and delete items through the Portal interface. Those with a User role can view items in the Portal interface, but cannot create, modify, or delete them.

Each role provides specific permission to access different features of the UDN Admin Portal, as shown in Table 4-1.

Table 4-1: Predefined Portal Role Permissions

Portal Feature	SP Admin	SP User VIEW ONLY
Account	X	X
Analytics	X	X
Analytics - Daily Cache Hit Rate Report		
Analytics - File Error Report		
Analytics - SP Contribution Report	X	X
Analytics - SP On/Off Net Report	X	X
Analytics - Traffic Overview Report		
Analytics - Unique Visitors Report		
Analytics - URL Report		
Configuration		
Content	X	X
DNS		
Security		
Services		
Support	X	X

NOTE ————————————————————

If a user attempts to access a feature that their role does not grant permission to access, a message indicating this will display.

Viewing and Managing Users

To view User information:

1. Navigate to the summary page for the desired Account.

2. Click the Users tab. A list of all current Users displays. For each User, the table lists their Email (which is also their user name), Password, Role, and any Groups they belong to.

Figure 4-1: Account Management: Users Tab

3. To search for a specific user, enter information in the Search area.

4. To view users with specific Roles, select the desired option in the Role drop-down list.

> **N O T E** ————————————————
>
> Users are not assigned to Groups in this release, so searching for Users in the Groups drop-down will yield no results.

5. To add a user, click the Add (+) icon.

> **N O T E** ————————————————
>
> Only Users with Admin permissions can add other Users. For more information on User Roles see "Understanding User Roles and Permissions".

a. Specify the user's email (which acts as their username).

b. Specify and confirm the user's password. Passwords must meet the following requirements:

  • Between 8-15 characters long

  • Contain at least one uppercase letter

  • Contain at least one lowercase letter

  • Contain at least one number

  • Contain at least one special character (non-alphanumeric characters)

  c. Select the user's Role.

  d. Click Save to save your changes, or click X to cancel the operation.

6. To edit a user, locate the row associated with that user in the table, and click EDIT.

> **N O T E** ——————————————————————————
>
> Only Users with an Admin Role can edit users. For more information on User Roles see "Understanding User Roles and Permissions".

Specify the information associated with this user by entering:

- Their email (which acts as their username)
- Their first name
- Their last name
- Their phone number
- Their password
- Their user role.

7. When finished, click Save to save your changes, or click Cancel to cancel the operation.

Deleting a User

Only Users with Admin permissions can delete users. For more information on Roles see "Understanding User Roles and Permissions".

To delete a User:

1. Navigate to the summary page for the desired Account.
2. Click the Users tab.

Figure 4-2: Accounts Page: Users Tab

3. Locate the row associated with the user in the table, and click the Delete icon on that row.
4. Confirm the deletion to complete the operation.

Chapter 5
Working with Groups

The UDN Administrator Portal is a Graphical User Interface (GUI) web application that serves as the management application for UDN administration, configuration, and monitoring.

Groups are defined as collections Properties associated with a specific Account. Groups also include a collection of Users who have permission to access that Group.

This chapter contains the following sections:

- "Viewing and Managing Groups"
- "Deleting a Group"

Viewing and Managing Groups

To view and manage Groups:

1. Navigate to the summary page for the desired Account.

2. Select a Group by doing one of the following:

   • Click the selection icon to choose from a drop-down list of Groups.

   • Click the desired Group Starburst to display additional information for that Group.

3. Information for the selected Group displays on the Group Content Summary page (Figure 5-1). This page displays a Starburst for each Property that belongs to the Group.

Figure 5-1: Group Content Summary Page
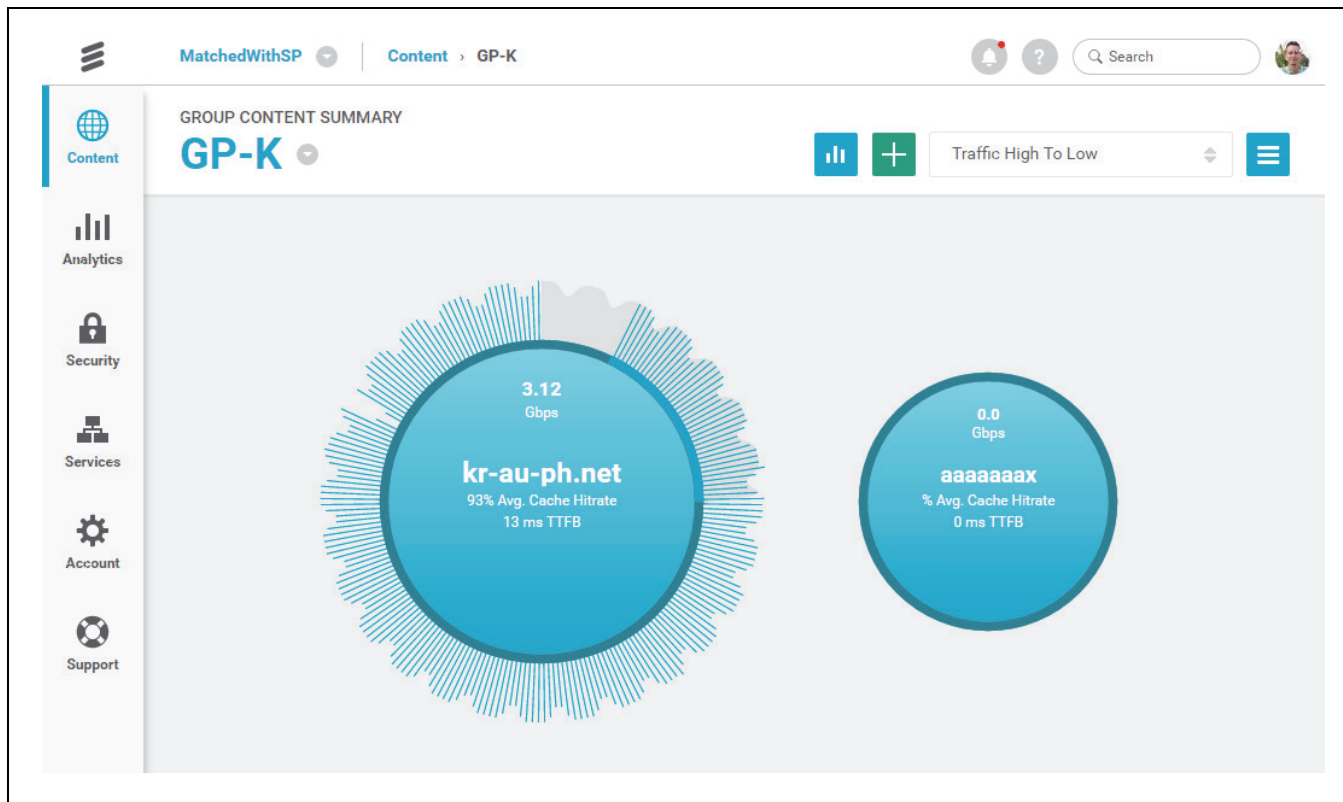
N O T E ──────────────

If you wish to add or modify the Properties associated with this Group, refer to Chapter 6, "Working with Properties" for further information.

4. Click the Account icon in the left navigation bar. The Account Management page displays.

5. Click the Groups tab (Figure 5-2) to view information about all existing Groups associated with this Account.

Figure 5-2: Account Management: Groups Tab

6. To add a Group:

> N O T E
>
> Only Users with Admin permissions can add Groups. For more information on User Roles see "Understanding User Roles and Permissions".

   a. Click the Add (+) icon.

   b. Enter the Name of the Group

   c. Click Save to save your changes, or click X to cancel the operation.

7. To edit a Group:

> N O T E
>
> Only Users with an Admin Role can edit Groups. For more information on User Roles see "Understanding User Roles and Permissions".

   a. Locate the row associated with that Group in the table.

   b. Click the Edit icon (pencil) at the end of that row.

   c. Edit the Name of the Group.

   d. Click Save to save your changes, or click X to cancel the operation.

Deleting a Group

The Portal allows users with the appropriate privileges to delete Groups. Note that when you delete a Group, any Properties associated with that Group are also deleted.

C A U T I O N ───────────────

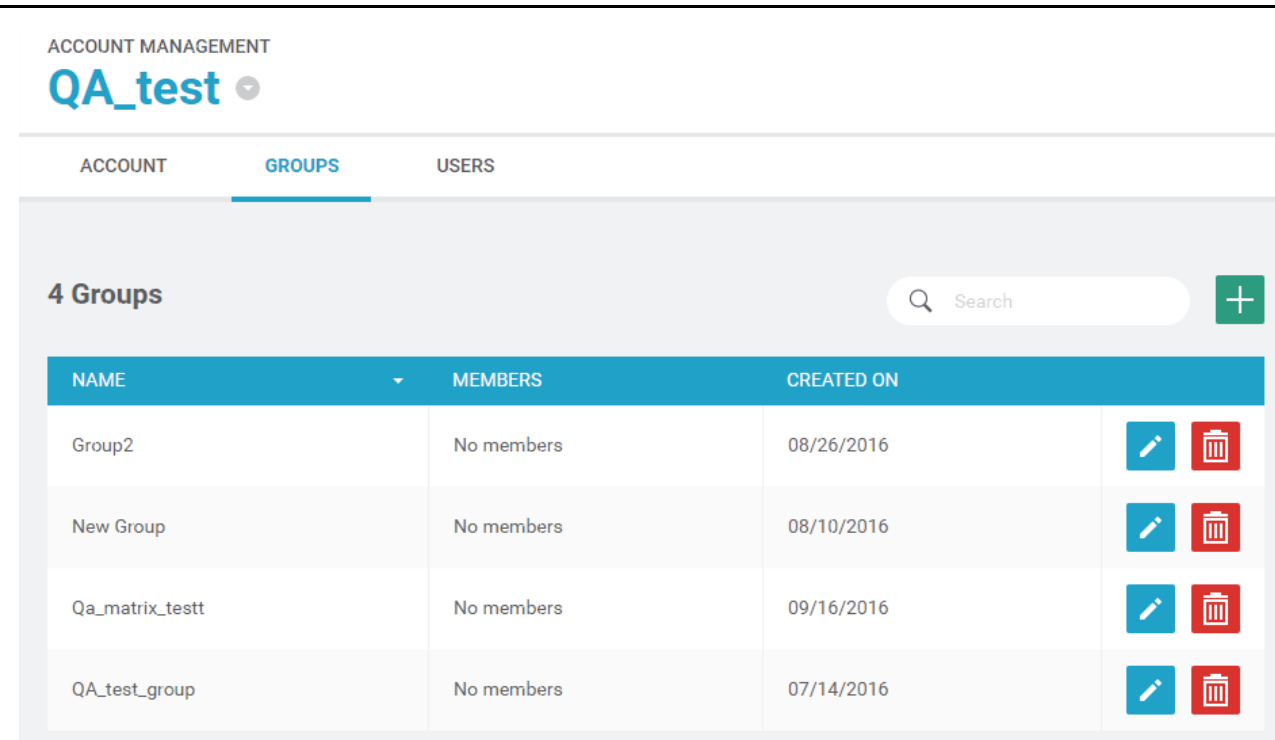Delete with caution: you cannot restore a deleted Group.

N O T E ───────────────

Only Users with an Admin Role can delete Groups. For more information on User Roles see "Understanding User Roles and Permissions".

To delete a Group:

1. Navigate to the summary page for the desired Account.

2. Click the Account icon in the left navigation bar. The Account Management page displays.

3. Click the Groups tab.

Figure 5-3: Account Management: Groups Tab

1. Locate the row associated with that Group in the table.

2. Click the Delete icon (trash) at the end of that row.

3. Confirm your action to complete the operation.

Chapter 6
Accessing Support Resources

The Support page of the Portal provides access to the ZenDesk ticketing application. it also provides access to Portal documentation. This chapter contains the following sections:
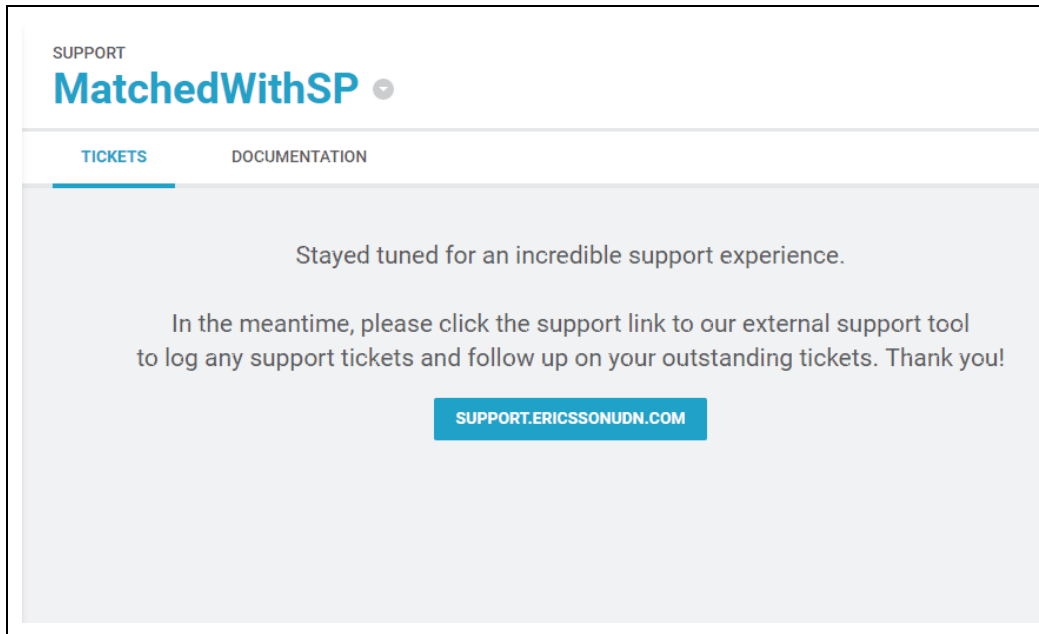
- "Accessing Support"
- "Accessing Documentation"

Accessing Support

To access Support:

1. Click the Support icon on the left navigation bar. the Support page displays (Figure 6-1).

Figure 6-1: Support: Tickets Tab

2. To access the Ericsson UDN Support Site, click the SUPPORT.ERICSSONUDN.COM button. The link will bring you to the UDN Support site. The site provides links to helpful UDN information including Frequently Asked Questions.

3. To Submit a Request for assistance, click the Submit a Request link in the upper right corner of the page. The Submit a Request page displays.

4. To file a ticket, select UDN Support Ticket.

   a. Enter the following information for your request:

   - Subject: Enter a title for your ticket briefly describing the current issue.

   - Description: Enter a description of your current issue or need.

   - Priority: Select a priority for your issue.

   - Type: Select the issue Type (Question, Incident, Problem, Task, or Integration)

   - Service Type: Specify the Service Type associated with your request.

   - Attachments: Add any attachments that you feel would benefit the support effort.

   b. When finished, click Submit.

5. To make a change request, select UDN Change Request

   a. Enter the following information for your request:

   - Subject: Enter a title for your ticket briefly describing the current issue.

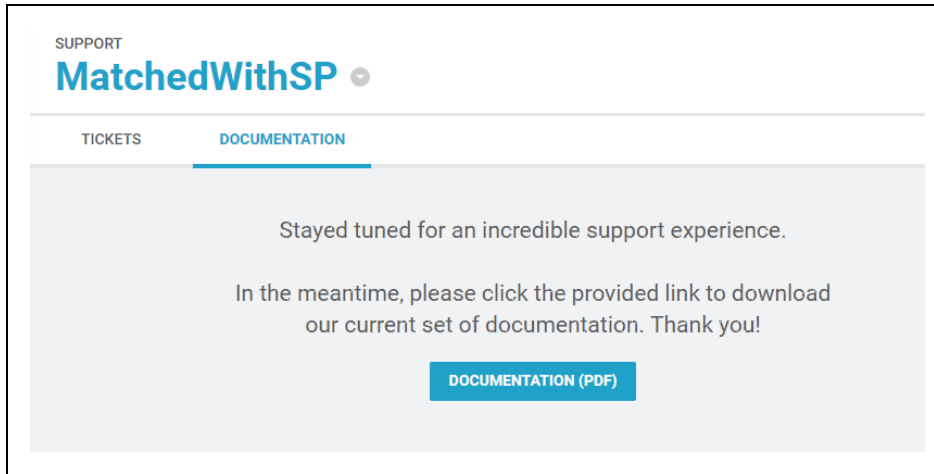   - Description: Enter a description of your current issue or need.

- Change Type: Specify whether this is a normal, standard, or emergency change.
- Service Type: Specify the service type associated with your request.
- Change Risk: Specify the risk level of the change.
- Change Impact: Select the impact of the change on your system.
- Attachments: Add any attachments that you feel would benefit the support effort.

b. When finished, click Submit.

Accessing Documentation

To access the Portal User Guide associated with your User Role:

1. Click the Support icon on the left navigation bar.

2. Click the Documentation tab ().

Figure 6-2: Support: Tickets Tab

SUPPORT
MatchedWithSP ⊝

TICKETS   **DOCUMENTATION**

Stayed tuned for an incredible support experience.

In the meantime, please click the provided link to download
our current set of documentation. Thank you!

DOCUMENTATION (PDF)

3. Click the DOCUMENTATION button. The user guide associated with your current User Roles launches as a PDF file.