

Arcstar Universal One Service Customer Portal User Guide SoftMAC

NTT Communications Corporation

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Revision History

Edition	Date of Revision	Contents
Number		
2.0	2024/05/23	Full revision
2.1	2025/03/18	Added following notes for Service usage:
		- Specified time frame
		- Remote hand work and confirmation
		- Setting change with high risk of disconnection via WAN circuit



1. Introduction

This function is provided to Customer with global circuit contract of Arcstar Universal One Service. ID registration on the NTT communications Business Portal (https://portal.ntt.net/login) shall be required for the use of this function.

SoftMAC is a service to receive/provide simple setting change requested by Customer via Business Portal. For example, following changes can be made:

To add a LAN segment to Managed CPE and advertise it as a BGP route to Arcstar Universal One
To modify the Access List (ACL) in Managed CPE

2. Notes for Service Usage

SoftMAC simplifies the ordering process in order to promptly reflect setting changes based on the request from Customer. Therefore, please note the following points when using this function.

 Simple setting changes will be carried out based on understanding of the nature of the service and technical aspects by Customer. Company will check if Customer's settings have no discrepancy with the requirements. The work will be conducted after the final configurations are confirmed and agreed by Customer.

(*) If Customer finds above procedure is difficult to follow, Company can prepare configurations on behalf of Customer and conduct simple setting change (It is a paid menu, and the lead time is about 5 business days after the configurations are confirmed.). Please contact your sales representative.

- Company shall not be liable for any loss nor anything else caused by errors or malfunctions occurred by operating simple setting change. Company will place back the settings to the previous conditions upon Customer's request. However, there is no guarantee to solve any problems caused by those errors or malfunctions.
- There may be a time when simple setting changes cannot be ordered due to system maintenance or anything else that affects proper function of the system. Company shall not be liable for unavailable time including any loss caused by it nor anything else under any circumstances.
- If requested by Customer, a four-hour window can be specified for simple setting change.
 Company will conduct the setting change work at any time during the specified time frame.
 However, the work may not be able to be carried out within the time frame specified by Customer.
- Company may require Customer to do the remote hand work (including turning CPE on or off, or plugging or unplugging cables, etc.) or the confirmation (checking status of lamps related to CPE) during remote configuration change works by Company.



- Company does not provide any setting change (the setting change to CPE that has no redundant configuration and can only be connected through a single circuit, or the setting change that has a high possibility of stopping CPE.) which has a high possibility for making communications via WAN circuit(s) unavailable, except in case that Customer do the remote hand work or the confirmation.
- In case that doing the remote hand work or the confirmation is required for Customer, Company shall not be liable for any damage or detriment to Customer and Third party arising from Customer's omission of doing the remote hand work or the confirmation.
- Please note that English is the only language supported and that the simple setting change will be conducted, in principle, after the final configurations made based on the English communications between Customer and Company are confirmed and agreed by Customer.

3. Flow of Service Usage

- 1. Order via Business Portal by Customer.
- After saving the order, Global Operations Center (GOC) <goc@nttglobal.net> will automatically send an open ticket email.
- 3. Customer will be communicating with GOC engineer in English to confirm the requirements and setting change configurations, using the communication method (basically email) described in the automated email.
- 4. After confirming the final configurations, if there is no time frame specified, the work will be carried out in about 2 business days.







Image of automated email sent by GOC

From: Sent:	<u>goc@nttglobal.net</u> < <u>goc@nttglobal.net</u> > Wednesday, March 2, 2022 2:26 PM
To: gr	noc-all-sf-cs@ntt.com;
Subje	ct: vCustomer Update - TT#:
Thank	you for contacting the NTT Global Operations Center. The following ticket has been created as per your request:
Ticket	#:
Date (Dpened: 3/2/2022 05:25:35 AM (Greenwich Mean Time)
Sever	ity: 4-Low
Abstra	act: Other RFS
Locati	on:
If you (toll fr that w	have any questions or concerns, please feel free to respond to this email or contact the NTT GOC 24x7 at 1-877-275-169 ree) or 1-720-475-4200. Please refer to this ticket number when contacting Virtela in all correspondence regarding this so re can better support the case.
Thank	is and Regards,
NTT	Global Networks
Globa	Operations Center (GOC)
+1-72	0-475-4200 local phone numbers www.nttglobal.net/goc
goc@r	nttglobal.net www.nttglobal.net
****	***********************
Ticket	: Details Below:
====	
OTHE	R RFS request.

4. Operation Method

(1) After logging into the Business Portal, select "Arcstar Universal One" from "Service Management Tools" on the dashboard and select "SoftMAC" under "Settings(Global)". Then, select the VPN number displayed and press the "Config Change" button under the Control Panel.





Go the Distance.	Site for corporat Business Por	e service subscribers rtal		Q Search for contract info,tickets, a	nd manuals
Service Manageme	nt Tools	Recent Operations	Manage your Portal ~		
🗁 / Arcstar Unive	rsal One SoftM	AC List			
SoftMAC Lis	t				
NTT Communication The provided data r NTT Communication NTT Communication	ns makes no gu nay be lost, or t ns does not gua ns does not pro	arantees concerning the a emporarily unavailable and rantee neither the recover vide any outage notice, ou	accuracy of all the data provideo d there may be a time when set ry of lost data nor compensate f tage report, procedure manual	l under SoftMAC. ting change cannot be requested due to system m or such time including possible loss under any circ nor work report.	aintenance or anything el cumstances.
Narrowing-down	Keyword				
Please enter a key	word				
Total 1 items show	10items 🗸			< 1 >	
VPN GROUP 🔶				CONTROL PANEL	_
v 000000				Config Change 🔉	
				< 1 >	_

(2) After the transition to the SoftMAC input screen, select "Other RFS" from the left menu regardless

of the type of settings, and select or enter the necessary information about the device to be changed from the pull-down of each item.

*The SoftMAC input screen is available in English only.

Arcstar Universal One SoftMAC Control Panel

Router RFS	Other KFS		
SSL VPN RFS	Account:		•
Firewall RFS			
Other RFS	Location and Hardware		
URL Filtering RFS	Site:		•
Log Details	Device:	Select Device	•
	Circuit:	Select Circuit	•
	Duration Specific:	🍥 Yes 💿 No 💿 Emergenc	y *Do not select "Emerge
	Time Zone:	Greenwich Mean Time	•
	From:	May 23, 2024	Start Time: 07:41:27
	To:	May 23, 2024	End Time: 11:41:27



(3) Select the CPE, of which settings to be changed, based on the CPE contract number beginning with VR listed at the end of device. Specifying site and circuit are not required.

Location and Hardware			
Site:		Multiple Sites (see comments)	•
Device:			•
Circuit:			
Duration Specific: Time Zone: From:	Yes	(VR (VR	000) 000

(4) The work time can be specified in a four-hour window. Changes are made at any time during the specified time frame. Select "Yes" for "Duration Specific" and specify "Time Zone" and date/time in the pull-down of the corresponding item. If there is a preferred start time, please indicate the desired start date/time along with the Time Zone (JST, etc.) in Comments.

*Before specifying start time, it is necessary to complete the confirmation of final configurations in **3**. **Flow of Service Usage**. Also, please keep in mind that the work may not be conducted in the specified time frame and at the desired start time.

		Japan Standard Tim	e (GMT+09:00)
		Solomon Islands Tind Australian Eastern T	ard Time (GMT+13:00) 03:18 ne (GMT+11:00) Time (GMT+10:00)
Duration Specific: Time Zone:	Yes No Emerge Japan Standard Time (GMT	Australian Central Ti -09:00) Japan Standard Tim	ime (GMT+9:30) e (GMT+09:00)
From:	7月 15, 2023	Start Time: 03:15:00	•
To: Start Time: 03:15:00 End Time: 03:15:00 01:30:00 01:45:00 02:00:00 02:15:00	7月 15, 2023 Please Select Start Time	End Time: 7月 15, 2023 日月火水、2 25 06 07 00 0 0 40 41 50 4 16 17 18 19 2 23 24 25 26 2 30 31 1 2 3 2022年 2023年	Piease Select From Date k 金 ± End Time: 10:31:00 0 30 4 6 7 0 3 44 16 0 21 22 7 28 29 0 3 4 5 Number 2024m



(5) Describe the requirement	s for the setti	ng change	in "Comments."
From:	May 23, 2024	Start Time: (07:41:27
To:	May 23, 2024	End Time:	11:41:27
RFS Contact Information			
Contact Name:		_	
Contact Number:	Enter Contac	t Number	
Email Address:			
Customer Ticket No:	Enter Custom	er Ticket Number	*No need to enter "Customer Ticket No".
Reason			
0			*"Reason" is not required unless otherwise specified. Leave the default hyphen as some entry is required.
Comments			
Attachements:	ファイルの選択ファイルが	選択されていません	*Attachments are not required unless otherwise specified.
			Save & Add New Reset

(6) Press "Save" to confirm the order. When you press "Save", the ticket will be created and GOC will automatically send you an ticket creation email.

*If you accidentally create a ticket, close the ticket according to the method described in **5. Check of Logs**.

i	Message	×	
	Ticket 2023 created successfu	illy.	

5. Check of Logs

Ticket logs and status can be viewed from "Log Details" menu on the left and comments can also be added.

(1) Enter SoftMAC Ticket# in "Search" or select "Select Period" and press "Generate."



Arcstar Universal One SoftMAC Control Panel

	Search: Ticket Number/Custom	er T# Search			
rewall RFS	Accounts	Select Period			
her RFS	Select Account	Duration Date	Range		
RL Filtering RFS		May 22, 2024	00:00:00	Time Zone	
g Details		May 22, 2024	23:59:59	Greenwich Mean Time	

(2) Details and status of SoftMAC can be checked in "Ticket Details."

- 20150422-1571	Severity:4-Low	Type : RFS	Submitter :	Status : Closed
Site :	Opened : Apr 22, 2015 3:06:56 AM	Duration : 00:14	Closed : Apr 22, 2015 3:21:10 AM	Closing Code: Configuration Change
Abstract : Description :	ier TE çosst.			
Beapon: te:	15			
Season: te Comments: t	ic det Sub Code - Other		TTP: 00:11	
Reason: te: Comments: t Code: Router-MACD	rc Leat Sub Code : Other		TTR: 00:13	
Reason: te: Comments: 1 Code: Router-MACD Ticket Updates :	st Leat Sub Code : Other		TTR: 00.13	
Reason: te Coments: t Code: Router-MACO Ticket Updates : Description	rc ceet Sub Code : Other Comments	Date	TTR: 00-13	Updated By

(3) Comments can be added in "Add Update".

	Sub Code :		TTR :		
Add Update		×	-		Add Update
			-	Access	Updated By
T Ti: Description:		*	3:07 AM	Email - Outbound	NTT-OPS
Comments:					
Attachements:	ファイルの選択ファイルが選択されて				
	Submit	Cancel			

(4) After completing the work in our company, you will usually receive a completion report and an email to confirm that you want to close your ticket, but you can also ask us to confirm your progress and



close your ticket.

When closing the ticket, press "Request to Close," write down in the Description that you want to close the ticket, and request to close it. If you accidentally create a ticket, please follow the same procedure to request a close.

Ticket Det	ails(1)					Print Collapse All E	kpand All
Ξ		Severit	y:4-Low	Class :	Submitter :	Status : Open	Request to Close
Site :		Opene AM	d : Jun 19, 2023 10:28:54	Duration: 00:00	Closed :	Closing Code: Open	
Abstract : Description	Other RFS Customer TT: :OTHER RFS request.	Pare	nt T#:				
	Ticket common header part		,				
	SiteName: NS VAS Trial - ACG: ContactName: ContactEnail: Other RFS Device: Reason: - Comments:		Request to Close	Please close this TT Sorry, I accidentally opened	this TT. Please close	this one.	×
Code :	RFS	Sub C	Comments:				
Ticket Upda	ites :	-			Submit	Cancel	3



Appendix. Common Setting Change Requests

■ Add LAN segments to Company's Managed CPE at Customer's site and advertise it as BGP route to Arcstar Universal One

Comments Example:

"Please add a static route below and advertise the route to WAN as a new BGP route" 192.0.2.0/24 next hop 192.0.2.1 If this router has prefix lists to control advertising route, please add this route to the end of the list as a "permitted" route."

*Depending on the design of the CPE, the route advertised in BGP may be filtered by a prefix list, etc. and the Global Operations Center (GOC) may ask for confirmation where to reflect the changes in the configurations.

■ Change the access list (ACL) of Company's Managed CPE at Customer's site

Comments Example:

"Please add a new ACL rule to the access list "SAMPLE" as sequence number "50" 50 Permit ip any 192.2.0/24"

*Since the design of CPE differs individually based on Customer's request, Global Operations Center (GOC) may ask for confirmation of the requirements.