

Arcstar Universal One Service Customer Portal User Guide SoftMAC

NTT DOCOMO BUSINESS, Inc.

Revision History

Edition Number	Date of Revision	Contents
2.0	2024/05/23	Full revision
2.1	2025/03/18	Added following notes for Service usage: <ul style="list-style-type: none">- Specified time frame- Remote hand work and confirmation- Setting change with high risk of disconnection via WAN circuit
2.2	2025/07/01	Updated due to change of Company's name

1. Introduction

This function is provided to Customer with global circuit contract of Arcstar Universal One Service. ID registration on the NTT DOCOMO BUSINESS, Inc. 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.
2. 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.

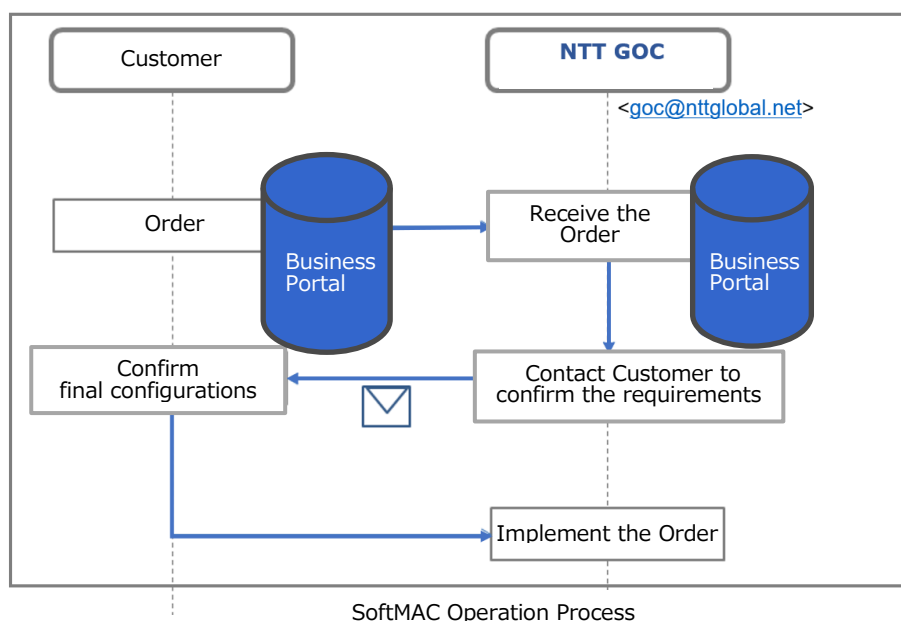


Image of automated email sent by GOC

From: goc@nttglobal.net <goc@nttglobal.net>
 Sent: Wednesday, March 2, 2022 2:26 PM
 To: gnoc-all-sf-cs@ntt.com; [REDACTED]
 Subject: vCustomer Update - TT#: [REDACTED]

Thank you for contacting the NTT Global Operations Center. The following ticket has been created as per your request:

Ticket# : [REDACTED]
 Date Opened: 3/2/2022 05:25:35 AM (Greenwich Mean Time)
 Severity: 4-Low
 Abstract: Other RFS
 Location: [REDACTED]

If you have any questions or concerns, please feel free to respond to this email or contact the NTT GOC 24x7 at 1-877-275-1696 (toll free) or 1-720-475-4200. Please refer to this ticket number when contacting Virtela in all correspondence regarding this so that we can better support the case.

Thanks and Regards,

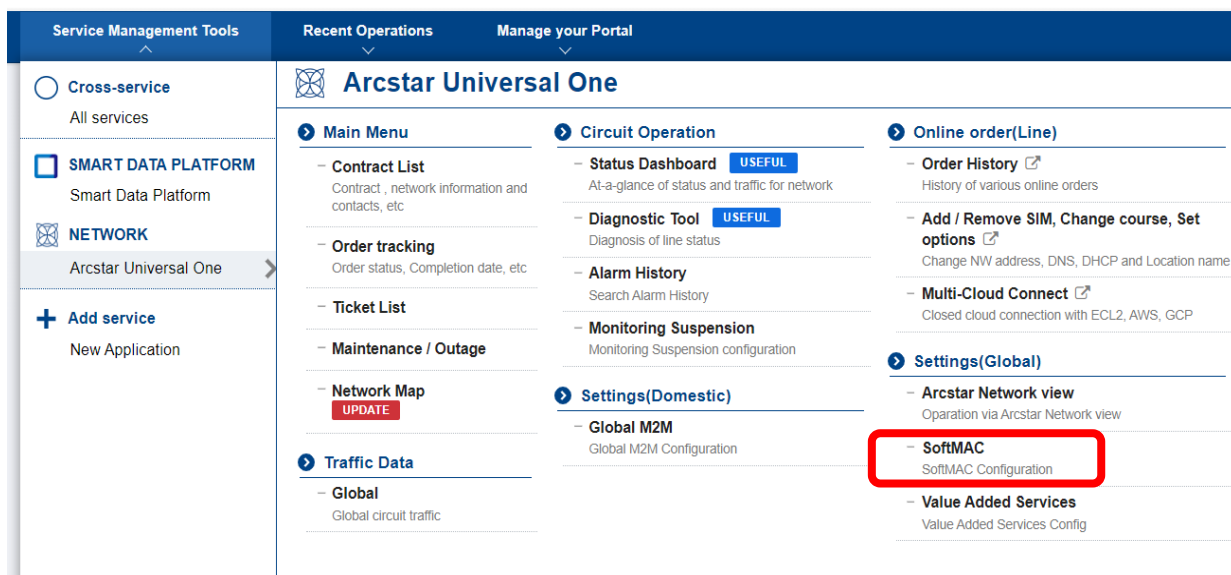
NTT | Global Networks

Global Operations Center (GOC)
 +1-720-475-4200 | local phone numbers www.nttglobal.net/goc
goc@nttglobal.net | www.nttglobal.net

 Ticket Details Below:
 =====
 OTHER 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.



The screenshot shows the NTT Global Networks Business Portal interface. The left sidebar is titled "Service Management Tools" and includes options like "Cross-service", "SMART DATA PLATFORM", "NETWORK", and "Add service". The "NETWORK" section is expanded, showing "Arcstar Universal One" as the selected option. The main content area is titled "Arcstar Universal One" and contains several sections: "Main Menu", "Circuit Operation", "Online order(Line)", "Settings(Domestic)", and "Settings(Global)". The "Settings(Global)" section is expanded, showing "Arcstar Network view", "SoftMAC" (highlighted with a red box), and "Value Added Services".

Service Management Tools Recent Operations Manage your Portal

/ Arcstar Universal One SoftMAC List

SoftMAC List

- NTT Communications makes no guarantees concerning the accuracy of all the data provided under SoftMAC.
- The provided data may be lost, or temporarily unavailable and there may be a time when setting change cannot be requested due to system maintenance or anything el
- NTT Communications does not guarantee neither the recovery of lost data nor compensate for such time including possible loss under any circumstances.
- NTT Communications does not provide any outage notice, outage report, procedure manual nor work report.

Narrowing-down Keyword

Please enter a keyword

Total 1 items show 10items

VPN GROUP	CONTROL PANEL
V00000000	Config Change

(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
- SSL VPN RFS
- Firewall RFS
- Other RFS**
- URL Filtering RFS
- Log Details

Other RFS

Account: [Dropdown]

Location and Hardware

Site: [Dropdown]

Device: [Select Device]

Circuit: [Select Circuit]

Duration Specific: ☒ Yes ☐ No ☐ Emergency

Time Zone: [Greenwich Mean Time]

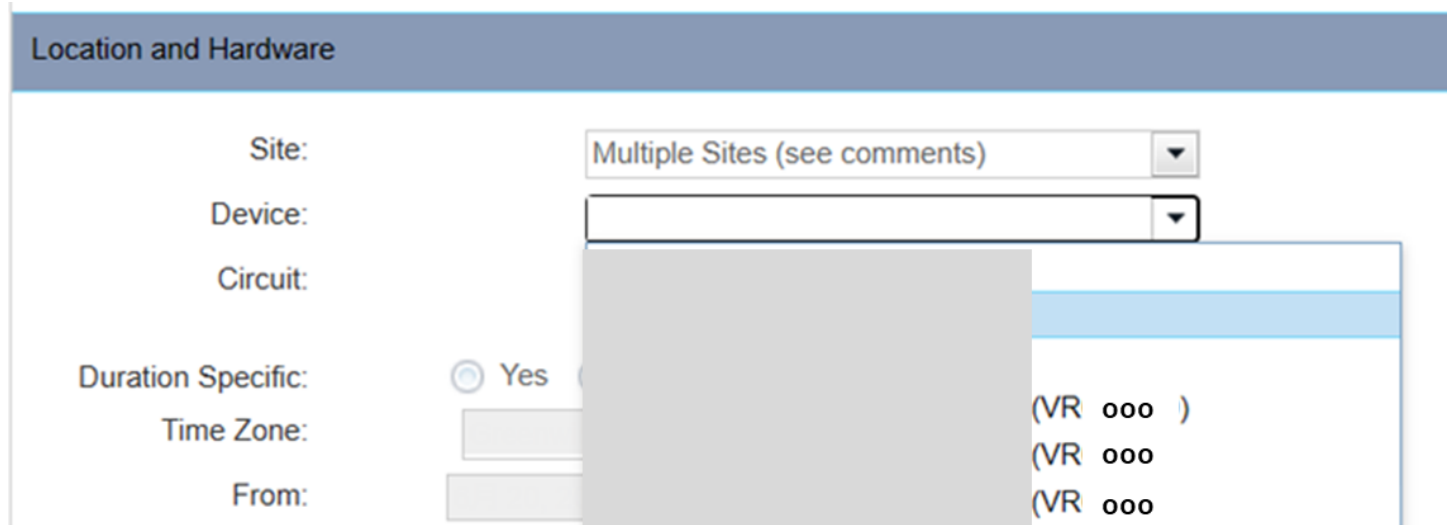
From: [May 23, 2024] Start Time: [07:41:27]

To: [May 23, 2024] End Time: [11:41:27]

RFS Contact Information

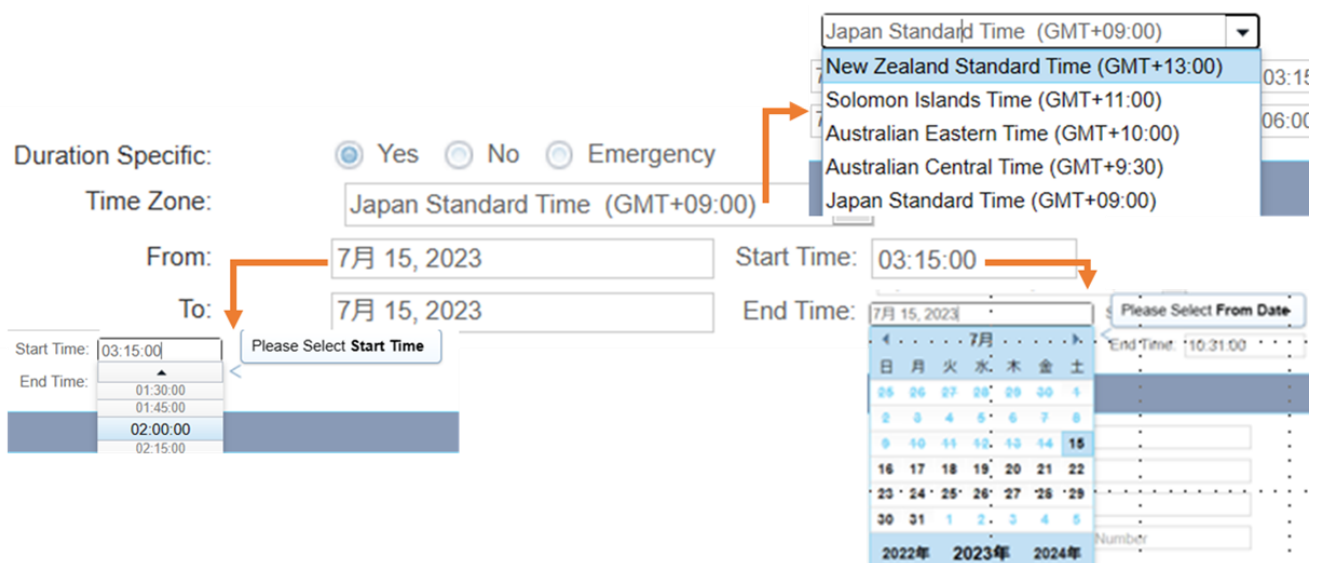
*Do not select "Emergency"

(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.

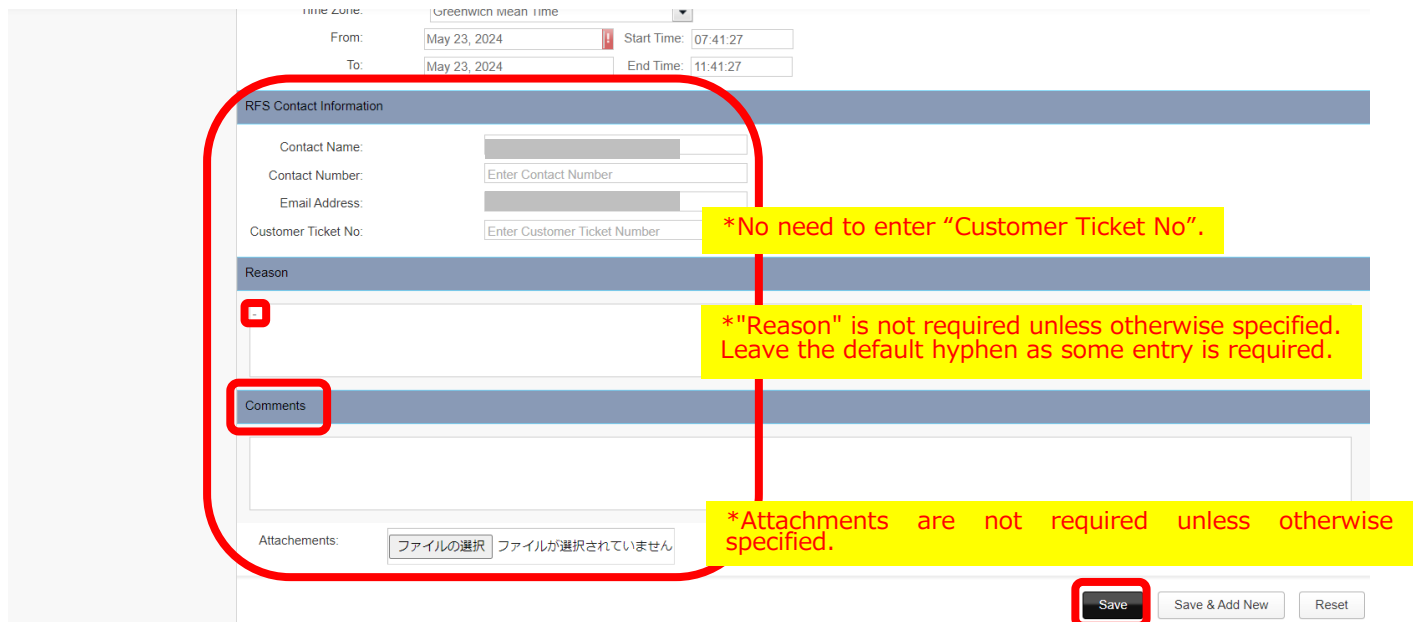


(4) The work time can be specified in a four-hour window. Changes are made at any time during the specified time frame. Select "Yes" for "Duration Specific" and specify "Time Zone" and date/time in the pull-down of the corresponding item. If there is a preferred start time, please indicate the desired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



(5) Describe the requirements for the setting change in "Comments."



The screenshot shows a ticket creation form with the following sections and annotations:

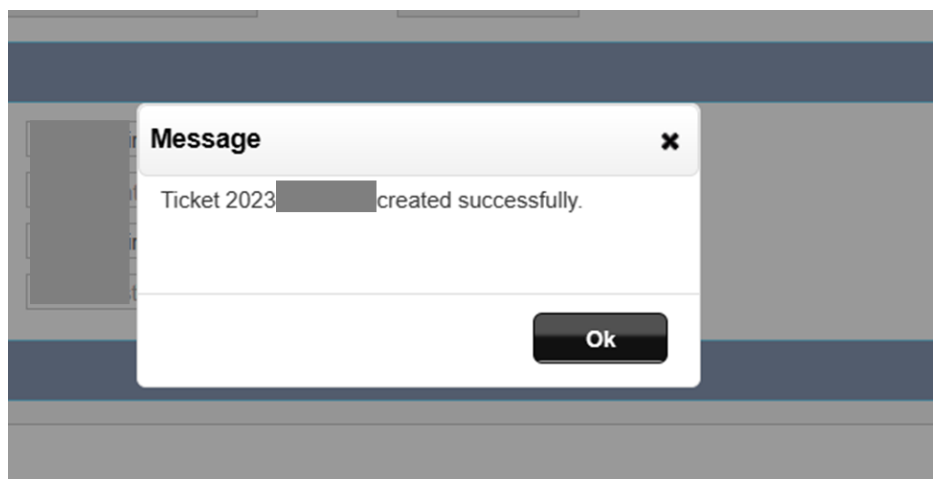
- TIME ZONE:** A dropdown menu set to "Greenwich Mean Time".
- From:** May 23, 2024. **Start Time:** 07:41:27.
- To:** May 23, 2024. **End Time:** 11:41:27.
- RFS Contact Information:**
 - Contact Name: [Text Input]
 - Contact Number: [Text Input with placeholder "Enter Contact Number"]
 - Email Address: [Text Input]
 - Customer Ticket No: [Text Input with placeholder "Enter Customer Ticket Number"]
- Reason:** [Text Input with a red square icon on the left]
- Comments:** [Text Input]
- Attachments:** [File Selection Button] ファイルの選択 ファイルが選択されていません
- Buttons:** Save, Save & Add New, Reset.

Annotations (yellow boxes):

- *No need to enter "Customer Ticket No".
- *"Reason" is not required unless otherwise specified. Leave the default hyphen as some entry is required.
- *Attachments are not required unless otherwise specified.

(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**.

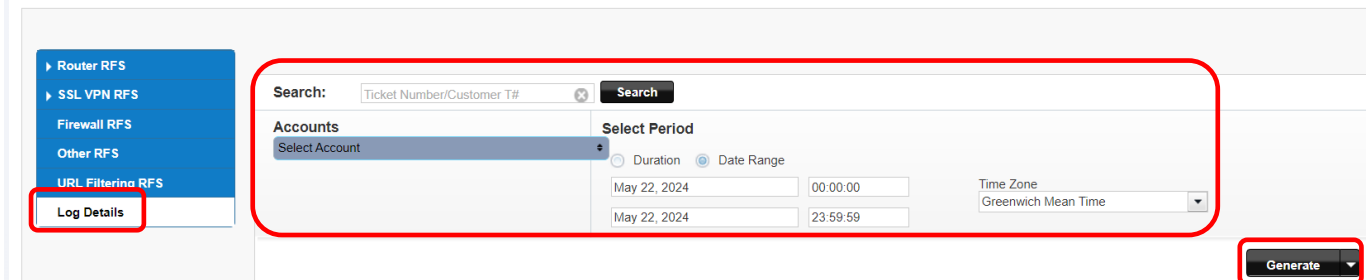


5. Check of Logs

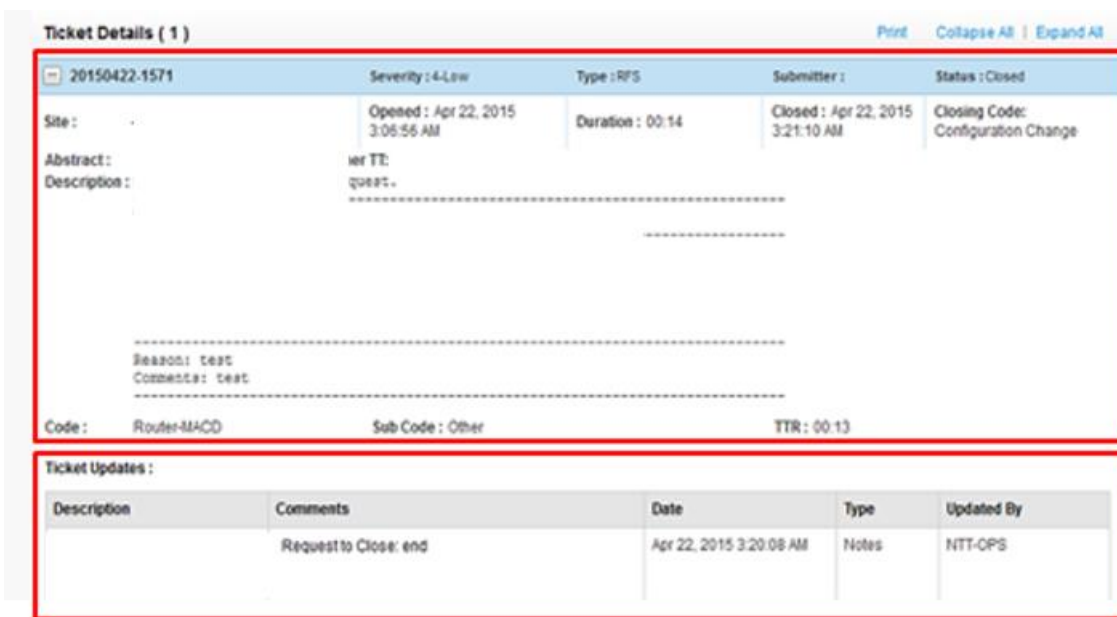
Ticket logs and status can be viewed from "Log Details" menu on the left and comments can also be added.

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

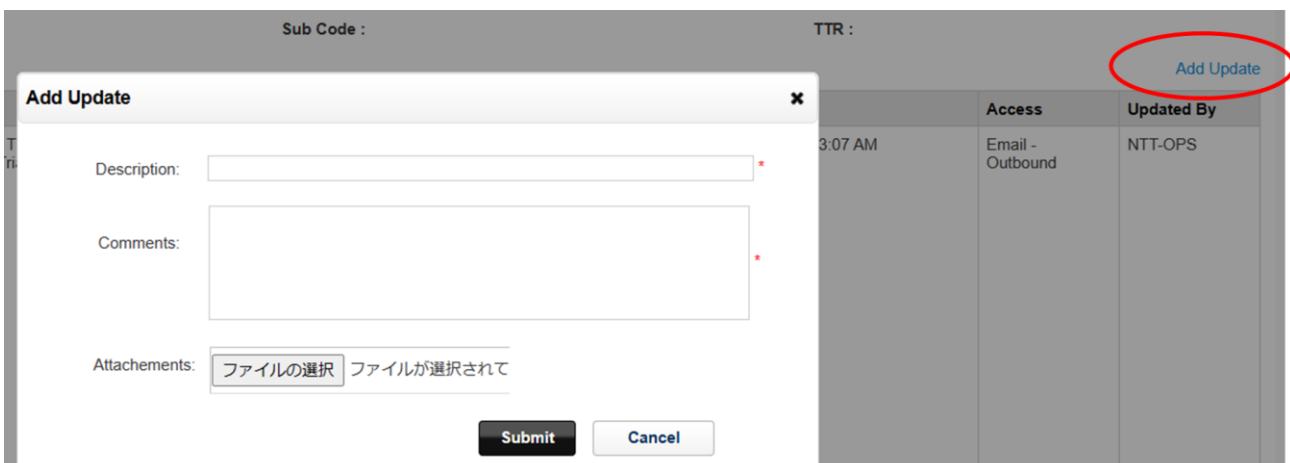
Arcstar Universal One SoftMAC Control Panel



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



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



(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 Details (1)
Print
Collapse All
Expand All

Severity : 4-Low
Class :
Submitter :
Status : Open
Request to Close

Site :
Opened : Jun 19, 2023 10:28:54 AM
Duration : 00:00
Closed :
Closing Code: Open

Abstract : Other RFS Customer TT: Parent TT:
Description : OTHER RFS request.

Ticket common header part
SiteName: NS VAS Trial - ACG:
ContactName:
ContactPhone:
ContactEmail:
Other RFS Device:
Reason: -
Comments:

Code : RFS Sub C
Ticket Updates :

Request to Close

Description: Please close this TT

Comments: Sorry, I accidentally opened this TT. Please close this one.

Submit
Cancel

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.