# Arcstar Universal One Service Customer Portal User Guide SoftMAC

NTT DOCOMO BUSINESS, Inc.

Revision History

| Edition Number | Date of Revision | Contents |
|---|---|---|
| 3.0 | 2025/9/9 | Overall updates: interface, etc. |

## 1. Introduction

This function is provided to Customer with global circuit contract of Arcstar Universal One Service. ID registration on the NTT DOCOMO BUSINESS 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) 1. Order via Business Portal by Customer.

(2) 2. After saving the order, Global Operations Center (GOC) <goc@nttglobal.net> will automatically send an open ticket email.

(3) 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) 4. After confirming the final configurations, if there is no time frame specified, the work will be carried out in about 2 business days.
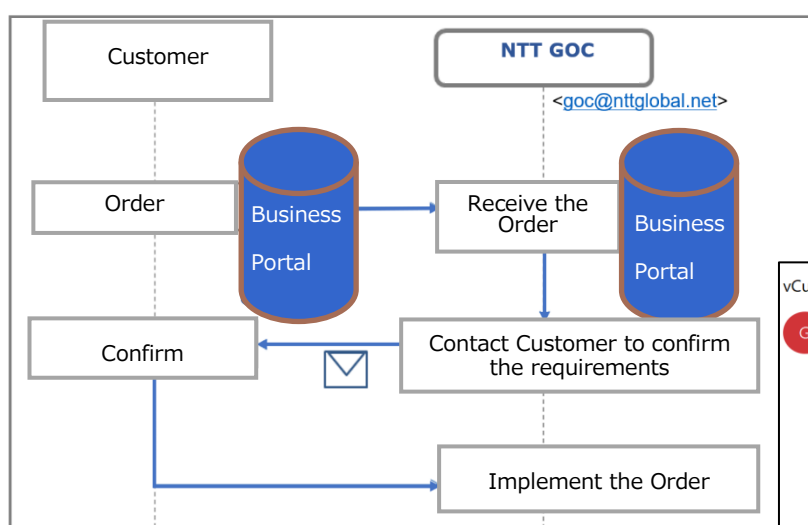


SoftMAC Operation Process
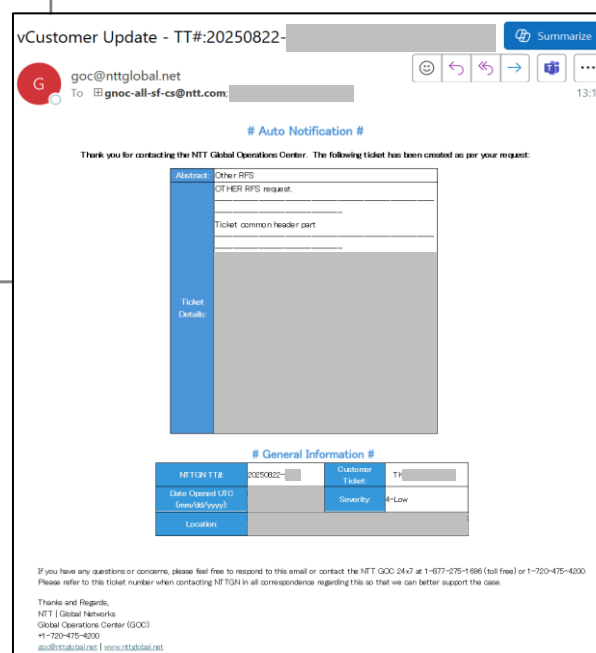


Example of email from GOC

# 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.

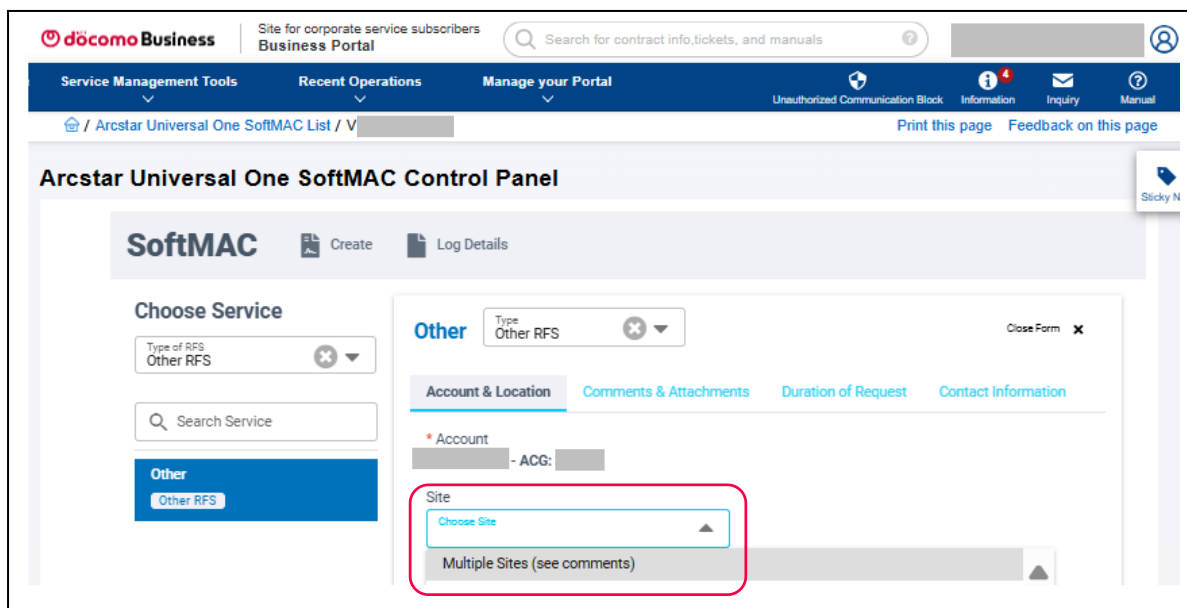*If the VPN number is one, the SoftMAC screen is displayed automatically.
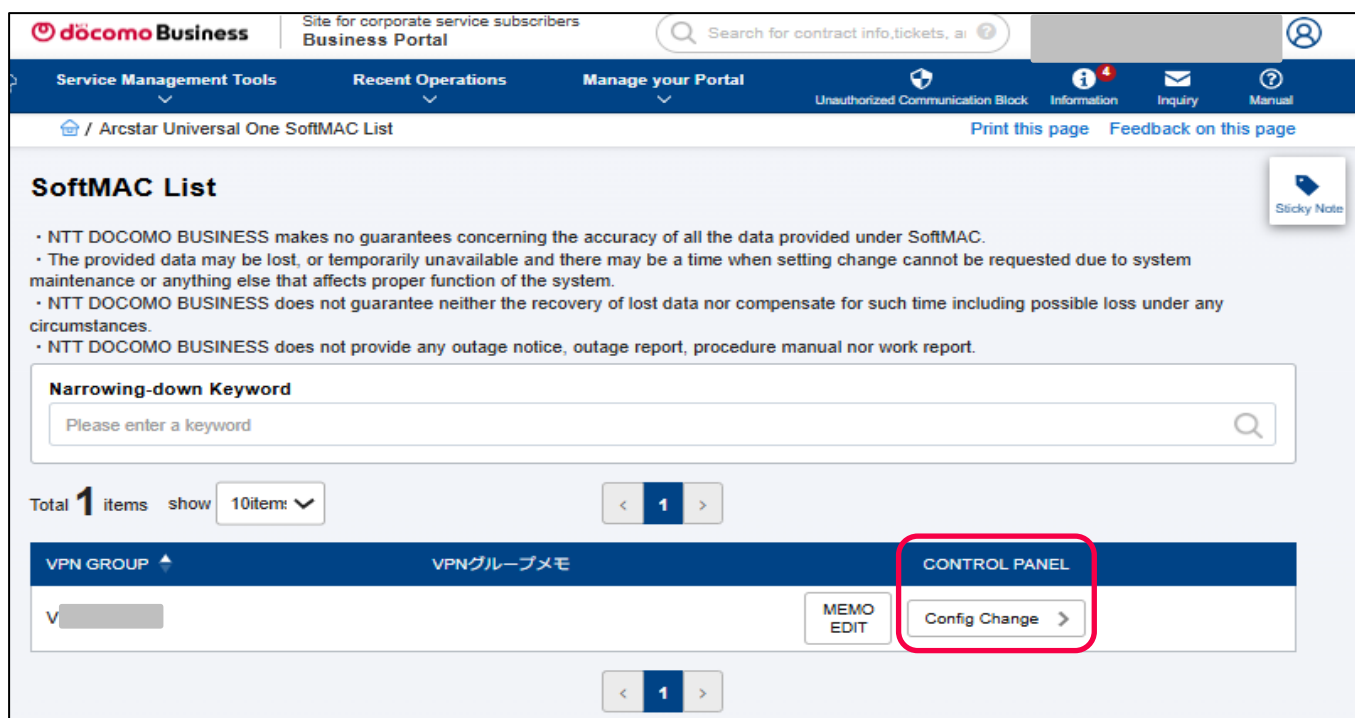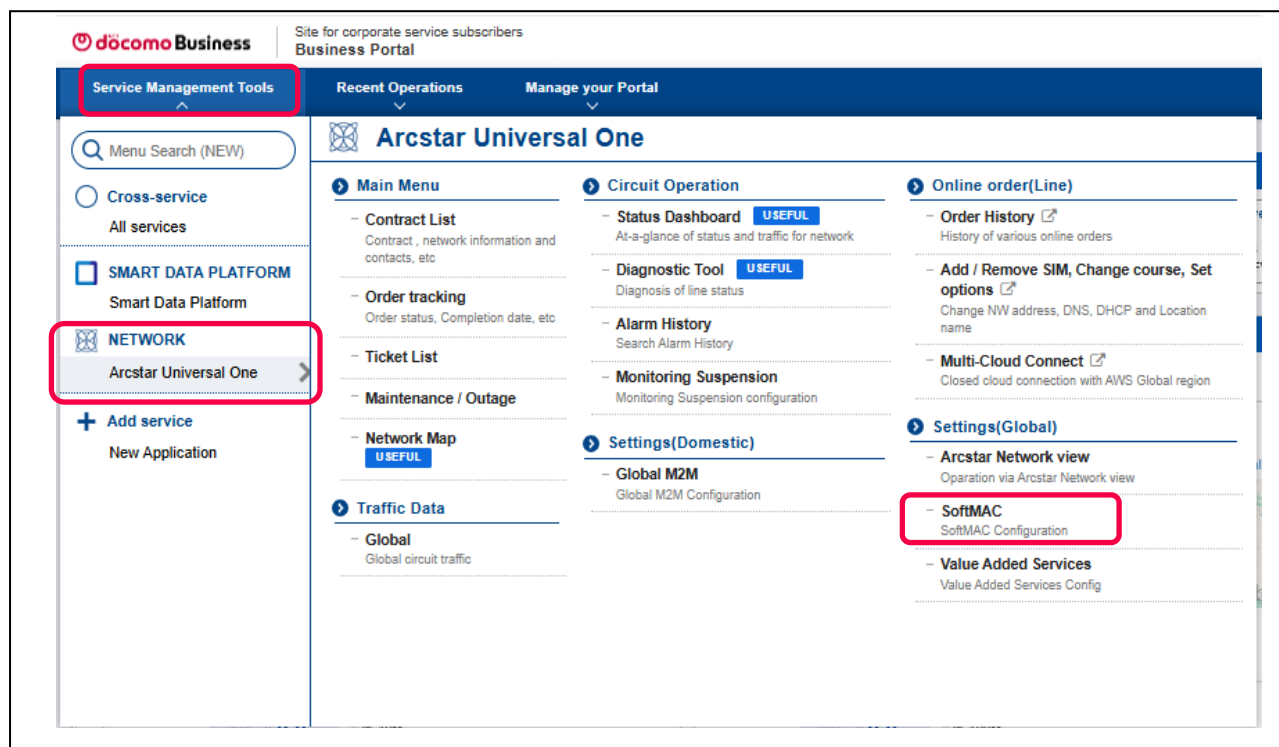
(2) After the transition to "Other RFS" in SoftMAC, select necessary information from the pull-down of each item regarding the device to be changed.
*The SoftMAC input screen is available in English only.
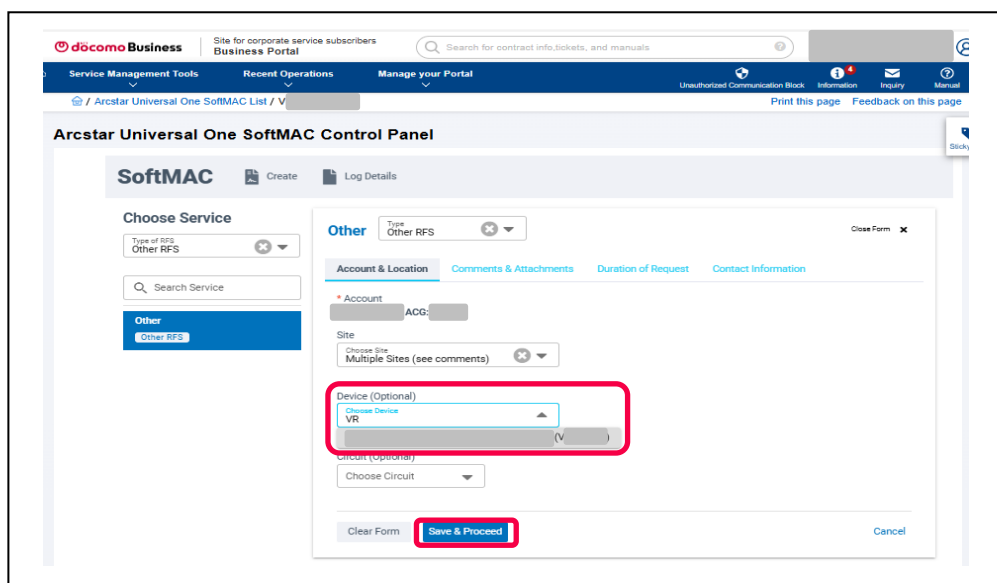
(2)-1. "Account & Location"」 tab
　For "Site", select "Multiple Sites (see comments)".



　　For "Device (optional)", input "VR" and select the CPE, of which settings to be changed, based on the CPE contract number beginning with VR listed at the end of device. Although specifying "Circuit (Optional)" is not required, the appropriate circuit number beginning with "W" will automatically be shown after selecting the CPE.
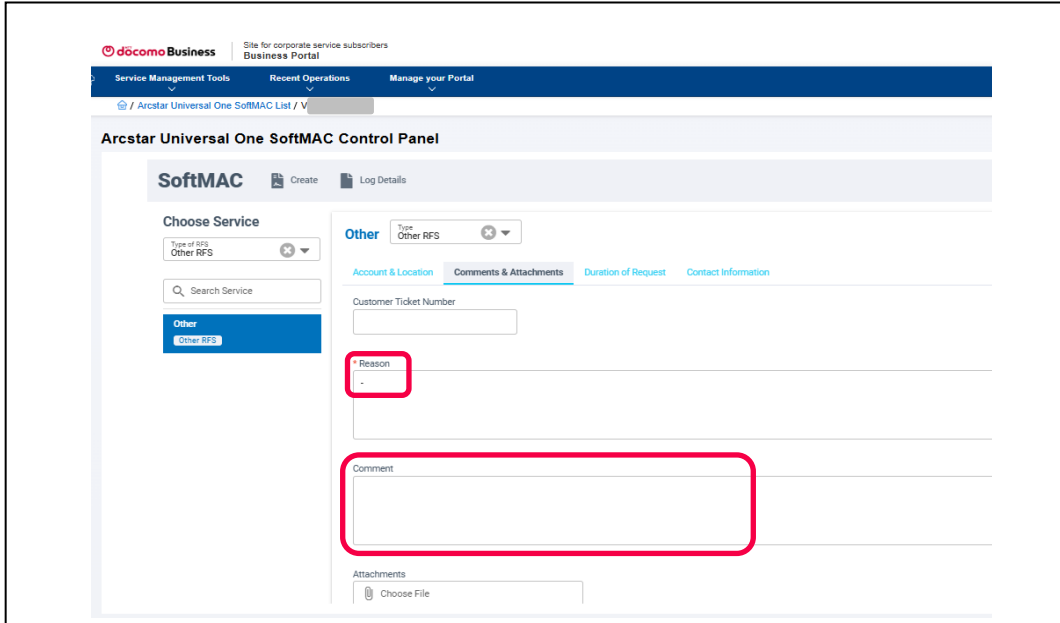


Click "Save & Proceed" at the bottom of each tab to move to the next tab to the right of each one.
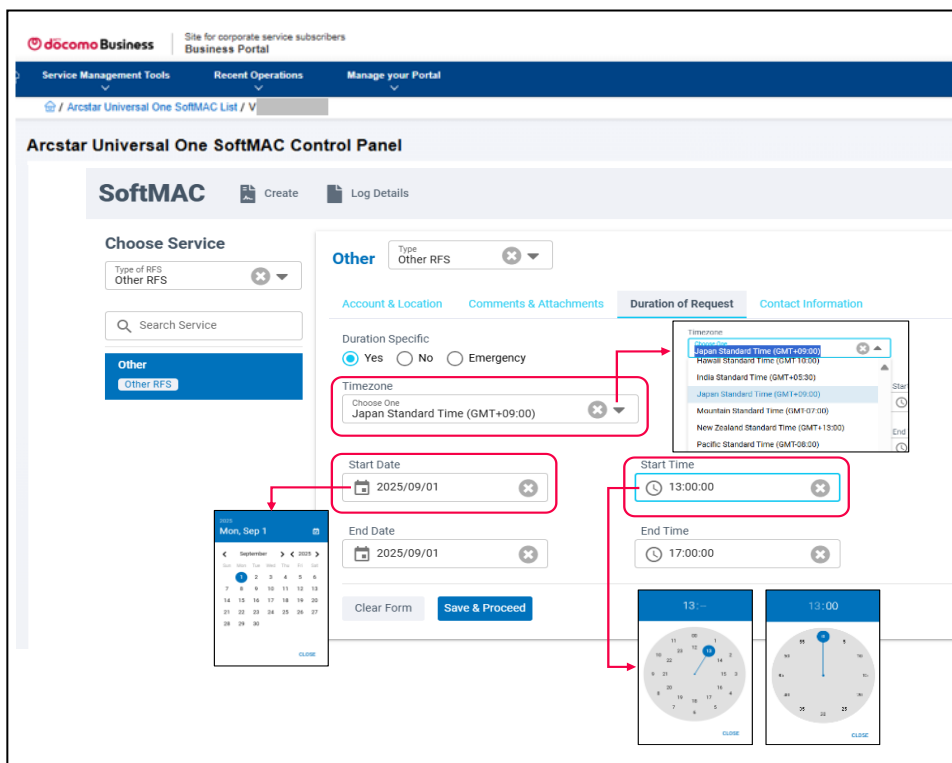
## (2)-2. "Comments & Attachments" tab

Describe the requirements for the setting change in "Comments." "Reason" is not required unless otherwise specified but leave the default hyphen since some entry is required.



## (2)-3. "Duration of Request" tab

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. Select "No" if a four-hour window is not necessary.



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If there is a preferred start time, please indicate the desired start date/time along with the Time Zone (JST, etc.) in "Comments" in "Comments & Attachments" tab.

*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.

(2)-4. "Contact Information" tab

Press "Submit Request" at the bottom when confirming the order.

\* "Contact Name" and "Email Address" are already set up as default.



The ticket is issued and an auto notification will be sent from GOC.

*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" and comments can also be added.

(1) Input SoftMAC Ticket # in "Search Ticket Number" and press Enter key, or select date/time by "Duration" or "Date Range" choosing from "More" and press "Generate".



\* For how to set "Date Range", please refer to **4. Operation Method** (2)-3. "Duration of Request" tab.

(2) Details and status of SoftMAC can be checked by Ticket Number or "View Details".
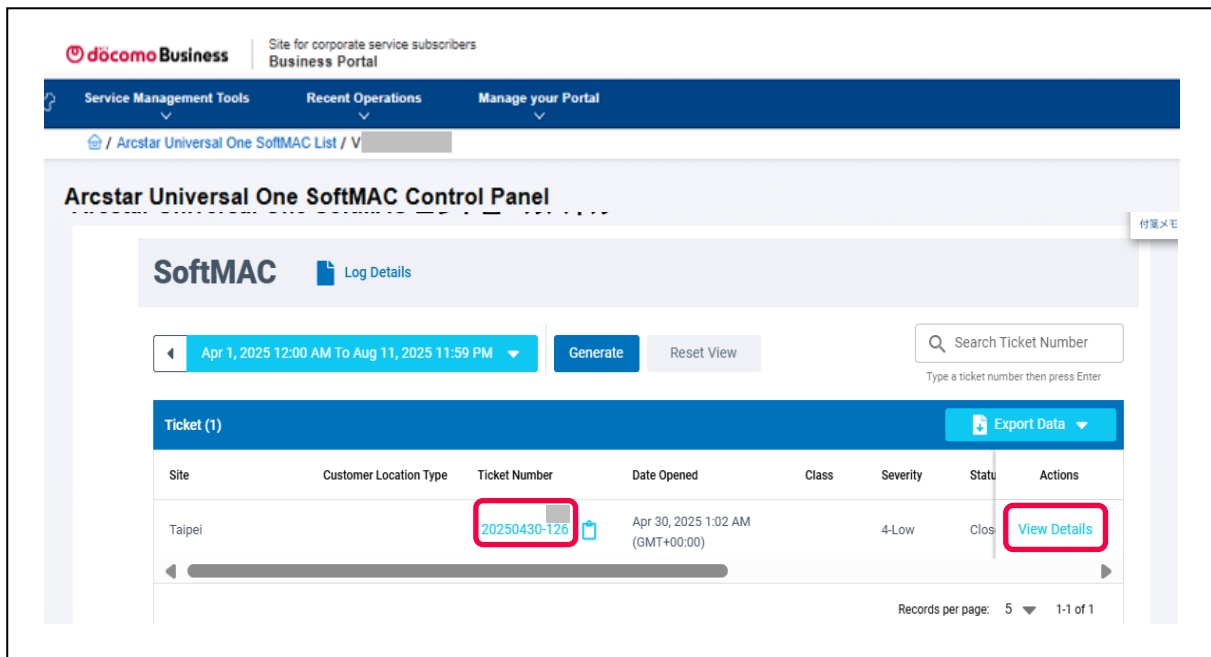


(3) After completing the work by Company, Customer will usually receive a completion report and an email to confirm that if you would like to close the ticket. However, Customer can also ask the Company to confirm progress and request to close the ticket.

When closing a ticket, press "Request to Close," write down in the Description that you would like to close the ticket. If you accidentally create a ticket, please follow the same procedure to request. You can also add comments by "Add Update".



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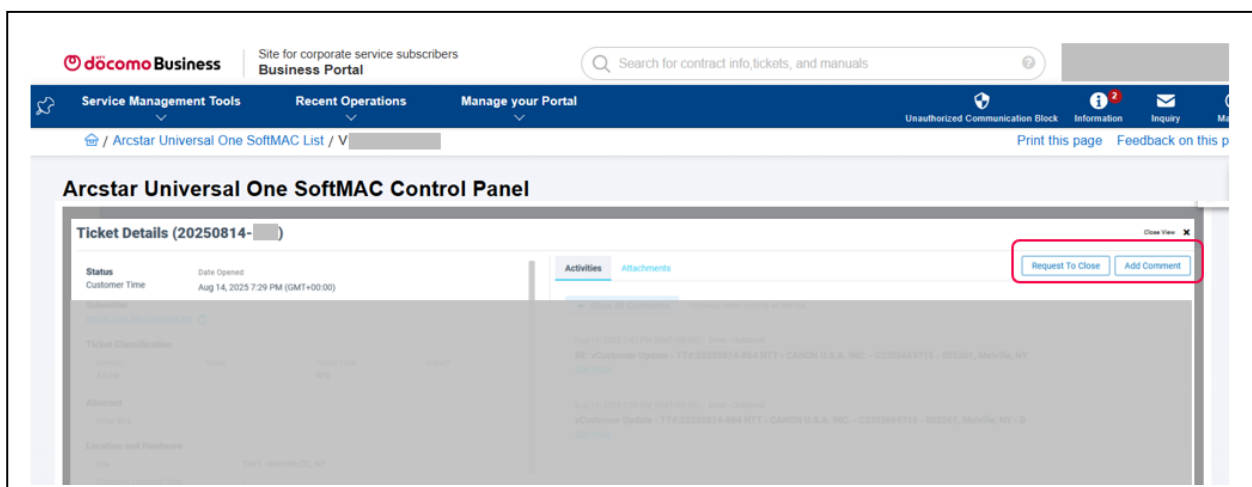
**Appendix. Common Setting Change Requests**

■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.