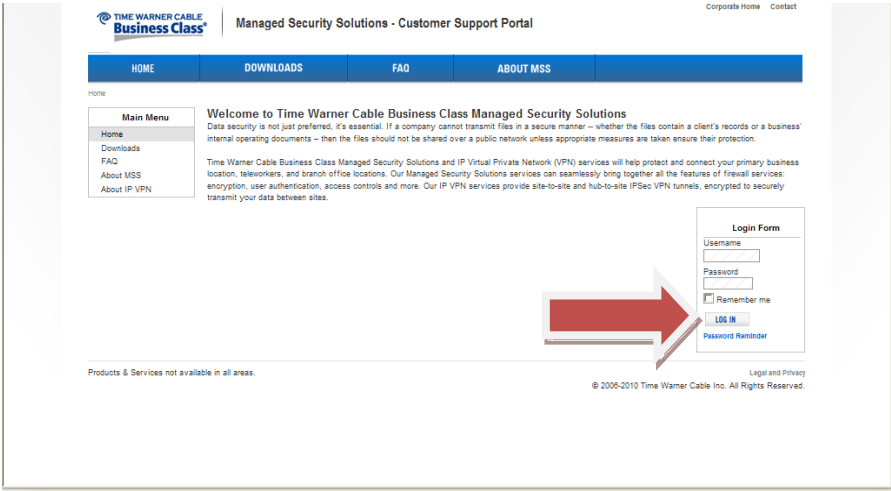
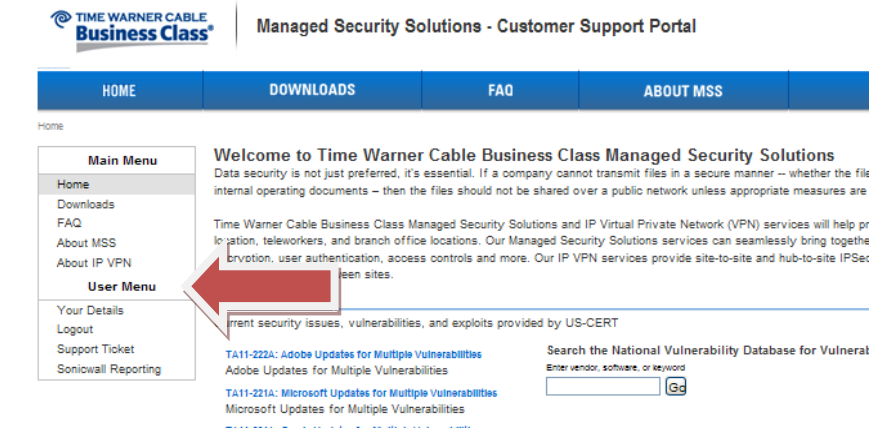


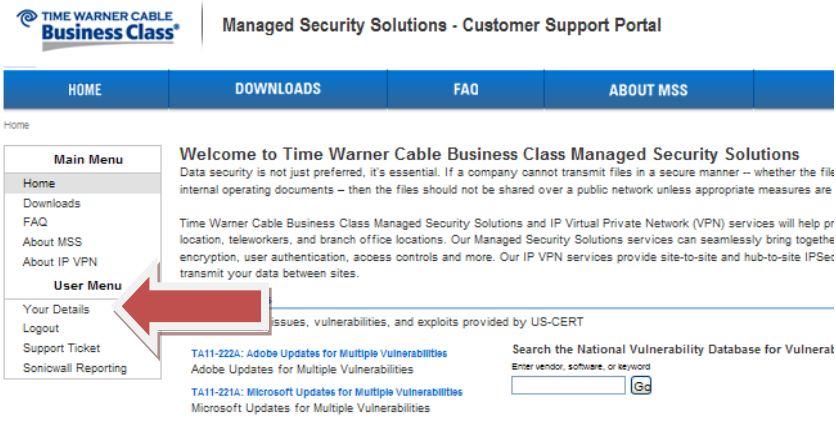
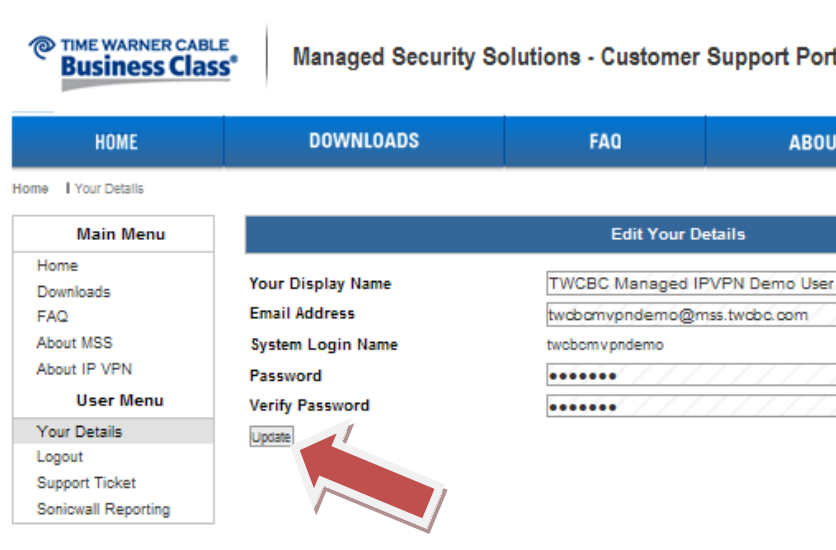
## Time Warner Cable Business Class IP VPN & Managed IP VPN

### Quick Start Guide

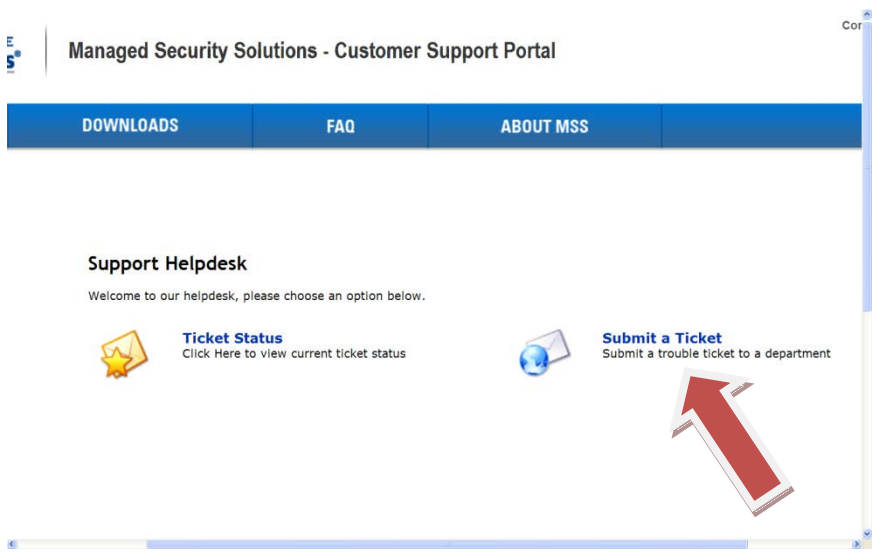
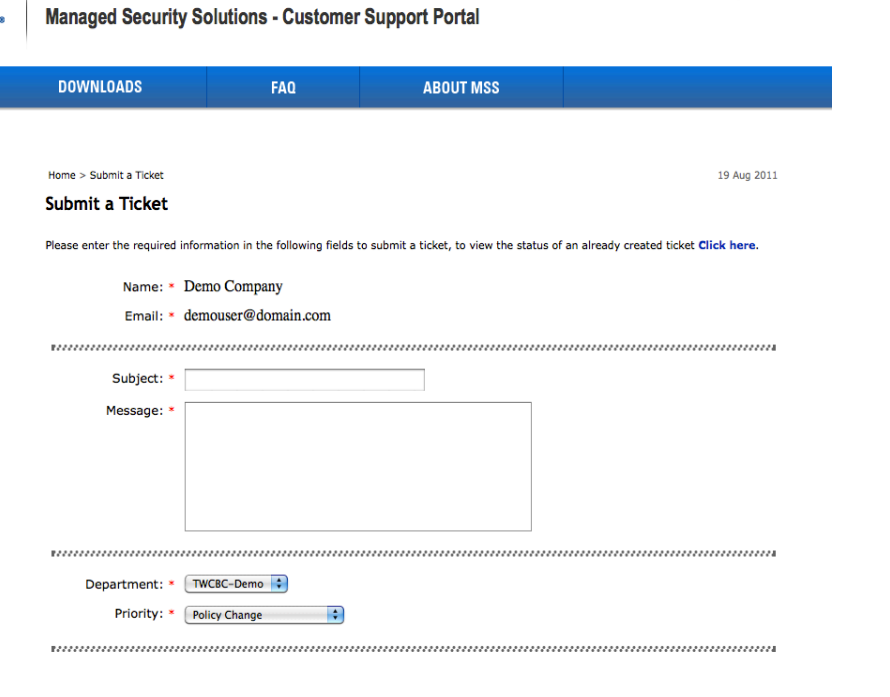
Question	Answer
<p><b>1. What is TWBC IP VPN?</b></p>	<p>TWBC IP VPN provides site-to-site and hub-to-site IPsec VPN tunnels, encrypted to securely transmit your data to branch offices, or to partners' sites. Mobile IP VPN clients for your PC or laptop provide secure remote access to your enterprise sites from anywhere that has Internet broadband. Ticketing is available through the customer portal. The quick start guide provides the basics that you need to get started. For more details on any topic, please refer to <b><i>TWBC IP VPN &amp; Managed IP VPN User Guide</i></b>.</p>
<p><b>2. What is TWBC Managed IP VPN service?</b></p>	<p>TWBC Managed IP VPN service is offered for customers who desire FIPS 140-02 compatible encryption, and a stringent customer support SLA for their IP VPN tunnels, with 24x7x365 proactive monitoring and management. It provides 2-hour, 8-hour and 16-hour outage resolution based on issue severity. Managed IP VPN customers can request bandwidth prioritization between VPN and Internet traffic. The customer portal is enhanced with VPN usage reports and service status.</p>
<p><b>2. How can I order new services?</b></p>	<p>To order any new services or service tier upgrades, please contact your TWBC Account Executive or TWBC Customer Service.</p> <ul style="list-style-type: none"> <li>• Mobile IPsec VPN client license</li> <li>• Mobile SSL VPN client license</li> <li>• Add Managed IP VPN service</li> <li>• Higher Capacity Tier of Managed IP VPN</li> <li>• Data Network Access Bandwidth Tier Upgrade</li> <li>• Managed Security Services</li> </ul>

<p><b>3. How can I contact TWCBC Customer Service?</b></p>	<p>Click on the following link:  <a href="http://www.twcbc.com/Corporate/CustomerService/default.html">http://www.twcbc.com/Corporate/CustomerService/default.html</a></p> <ul style="list-style-type: none"> <li>• Scroll to the right. In the box, “<b>What’s available in my area?</b>” Enter your zip code. Click on <b>GO</b>.</li> <li>• On the web page which appears, scroll down to the box titled <b>Contact Us</b>.</li> <li>• Select preferred option to contact TWCBC Customer Service:             <ul style="list-style-type: none"> <li>○ <b>Call</b> the phone number provided for your region</li> <li>○ Click on <b>Click to Chat</b></li> <li>○ Click on <b>Email Us</b></li> </ul> </li> </ul>
<p><b>4. How can I request IP VPN configuration changes through the customer portal?</b></p>	<p>You may open a <b>Support Ticket</b> on the <b>Support Helpdesk</b> of the customer portal to request the changes to your current IP VPN configuration, including:</p> <ul style="list-style-type: none"> <li>• Setting up a new site-to-site or hub-to-site IP VPN tunnel (within the capacity of your current service tier)</li> <li>• Changing a policy which governs your IP VPN tunnels</li> <li>• Changing IP Addresses for your IP VPN tunnels</li> <li>• Reassigning a Mobile IP VPN client license to a different employee</li> </ul> <p>Customers may optionally designate a support ticket as having Emergency Priority. Please refer to the <b><i>IP VPN and Managed IP VPN Ticket Priority Documentation.pdf</i></b>, under Main Menu -&gt; Downloads section.</p>
<p><b>5. How can I report a problem with my service?</b></p>	<p>You may contact TWCBC Customer Service or you may open a <b>Support Ticket</b> on the <b>Support Helpdesk</b> of the customer portal. For each ticket, please select the priority of the outage. Please refer to the <b><i>IP VPN and Managed IP VPN Ticket Priority Documentation.pdf</i></b>, under Main Menu -&gt; Downloads section.</p>

Steps	How do I access the IP VPN & Managed IP VPN customer portal?
<ol style="list-style-type: none"> <li>1. Click on the following link: <a href="https://mss.twcbc.com/">https://mss.twcbc.com/</a></li> <li>2. In the Login Form, enter your Username and Password.</li> <li>3. Click on <b>Login</b>.</li> </ol>	 <p>The screenshot shows the 'Managed Security Solutions - Customer Support Portal' with a navigation bar (HOME, DOWNLOADS, FAQ, ABOUT MSS) and a 'Main Menu' on the left. A 'Login Form' is visible on the right with fields for Username, Password, a 'Remember me' checkbox, and a 'LOG IN' button. A red arrow points to the 'LOG IN' button.</p>
<ol style="list-style-type: none"> <li>4. Your <b>User Menu</b> will update on the left with the options relevant to your account.</li> </ol>	 <p>The screenshot shows the same portal after login. The 'Main Menu' on the left has been replaced by a 'User Menu' containing options like 'Your Details', 'Logout', 'Support Ticket', and 'Sonicwall Reporting'. A red arrow points to the 'User Menu' section.</p>

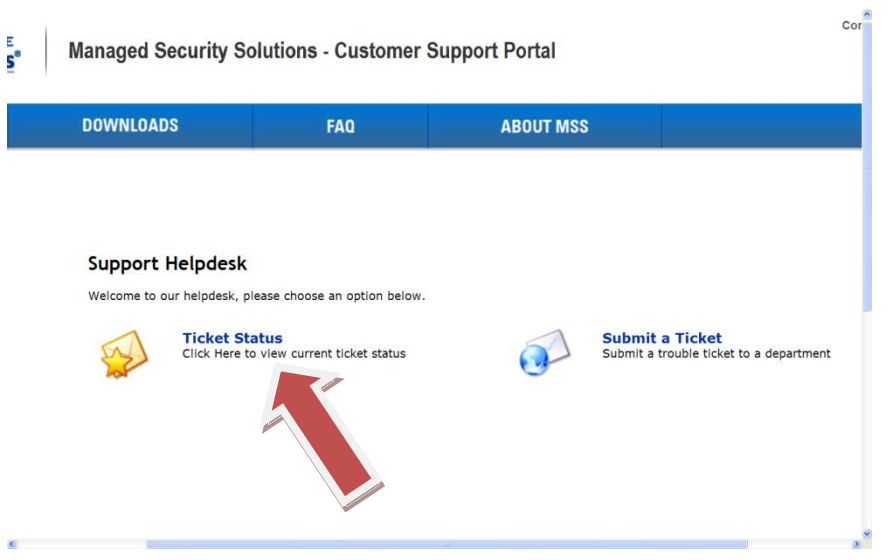
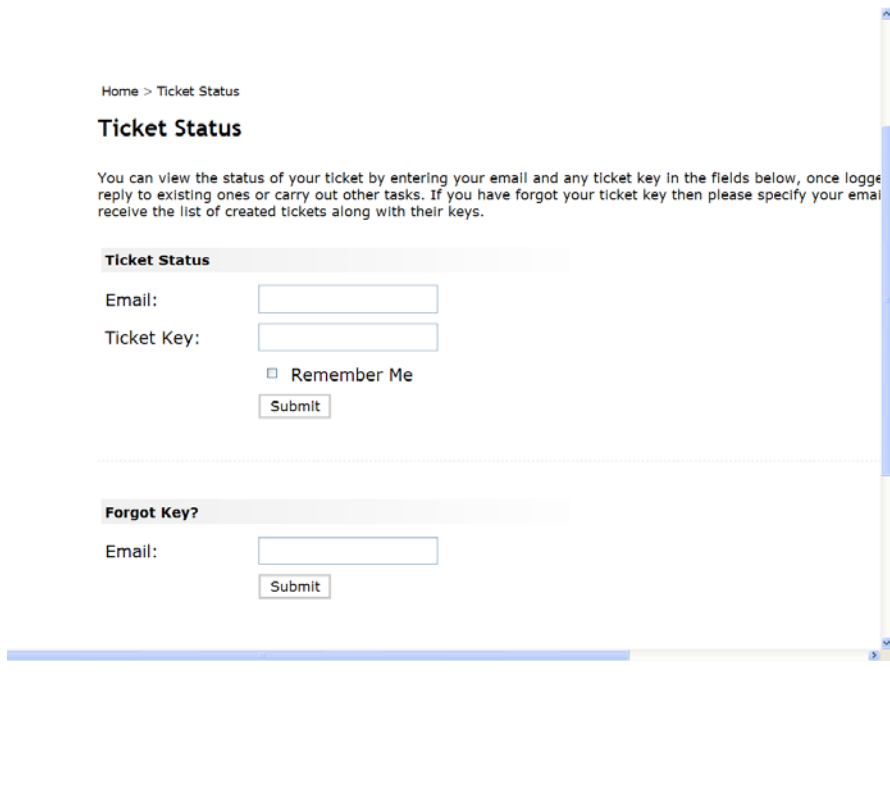
Steps	How can I change my password?
<p>1. After logging in, click on <b>Your Details</b> under the <b>User Menu</b>.</p>	 <p>The screenshot shows the homepage of the Managed Security Solutions - Customer Support Portal. At the top left is the Time Warner Cable Business Class logo. Below it is a navigation bar with links for HOME, DOWNLOADS, FAQ, and ABOUT MSS. A 'Main Menu' is visible on the left, and below it is a 'User Menu' containing links for Your Details, Logout, Support Ticket, and Sonicwall Reporting. A red arrow points to 'Your Details' in the User Menu. The main content area includes a welcome message and a search bar for the National Vulnerability Database.</p>
<p>2. The <b>Edit Your Details</b> form will appear.</p> <p>3. In the <b>Password</b> field, type your new password.</p> <p>4. In the <b>Verify Password</b> field, re-type your new password.</p> <p>5. After completing all changes, click on the <b>Update</b> button.</p>	 <p>The screenshot shows the 'Edit Your Details' form. The form fields are: Your Display Name (TWCBC Managed IPVPN Demo User), Email Address (twbcmvpndemo@mss.twcbc.com), System Login Name (twbcmvpndemo), Password (masked with dots), and Verify Password (masked with dots). A red arrow points to the 'Update' button at the bottom of the form. The 'Main Menu' and 'User Menu' are visible on the left side of the page.</p>

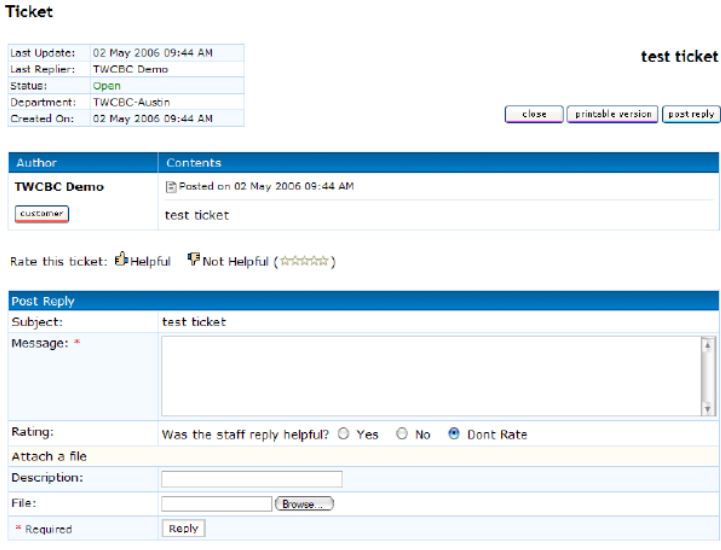
<p>Steps</p>	<p><b>How can I open a support ticket?</b></p>
<p>1. After logging in, in, click on <b>Support Ticket</b> under the <b>User Menu</b>.</p>	

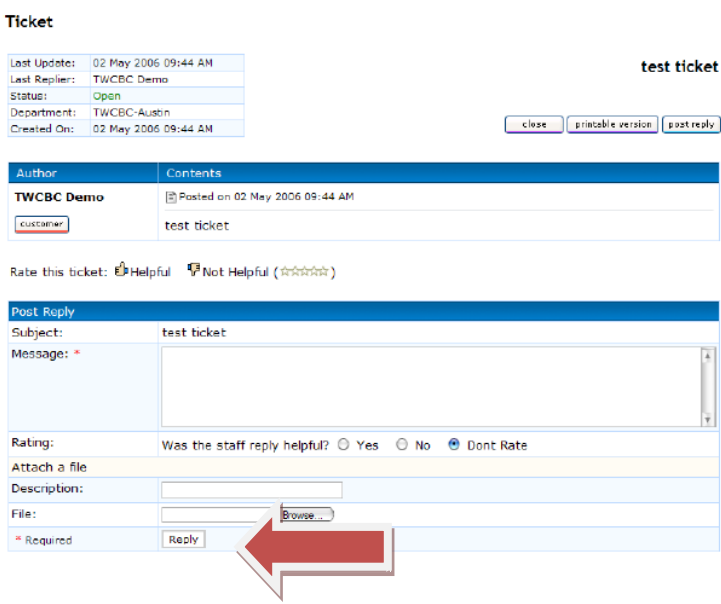
<p>2. The <b>Support Helpdesk</b> will display.</p> <p>3. Click on <b>Submit a Ticket</b>.</p>	
<p>4. The <b>Submit a Ticket</b> form will display.</p> <p>5. In the <b>Subject</b> text box, enter brief description of the request or issue.</p> <p>6. In the <b>Message</b> text box, enter specific details about the request or issue.</p> <p>7. The <b>Department</b> drop down is for your region, and cannot be changed.</p>	

<p>8. Select the priority from the <b>Priority</b> drop down menu.</p> <p>9. To attach a file relevant to your ticket, click on <b>Browse</b>, select file on your PC.</p> <p>10. In the <b>Description</b> text box, describe the attached file.</p> <p>11. Click the <b>Submit</b> button.</p> <p>12. You will receive an email that the ticket has been received by technical support.</p>	<p>The screenshot shows a web form for submitting a support ticket. At the top is a 'Message' text area. Below it are dropdown menus for 'Department' (set to 'TWCBC-Trial') and 'Priority' (set to 'Policy Change'). There is an 'Attach a file' button and a 'Description' text area. Below the description is a 'File' field with a 'Browse...' button. At the bottom is a 'Submit' button, which is highlighted with a red arrow and a red box. A red asterisk indicates that the 'Submit' button is required.</p>
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<p>Steps</p> <p>2 ways to check ticket: (1) Click on the link in the email notification received after opening the ticket. (2) Use the customer portal to navigate to the ticket:</p> <p>1. After logging in to the customer portal, click on <b>Support Ticket</b> under the <b>User Menu</b>.</p>	<p><b>How can I check status of a support ticket?</b></p> <p>The screenshot shows the 'Managed Security Solutions - Customer Support Portal' for Time Warner Cable Business Class. It features a navigation bar with 'HOME', 'DOWNLOADS', 'FAQ', and 'ABOUT MSS'. A 'Main Menu' is visible on the left, and a 'User Menu' is also present. A red arrow points to the 'Support Ticket' link in the 'User Menu'. The main content area includes a welcome message and a 'Security Alerts' section with a search bar for the National Vulnerability Database.</p>
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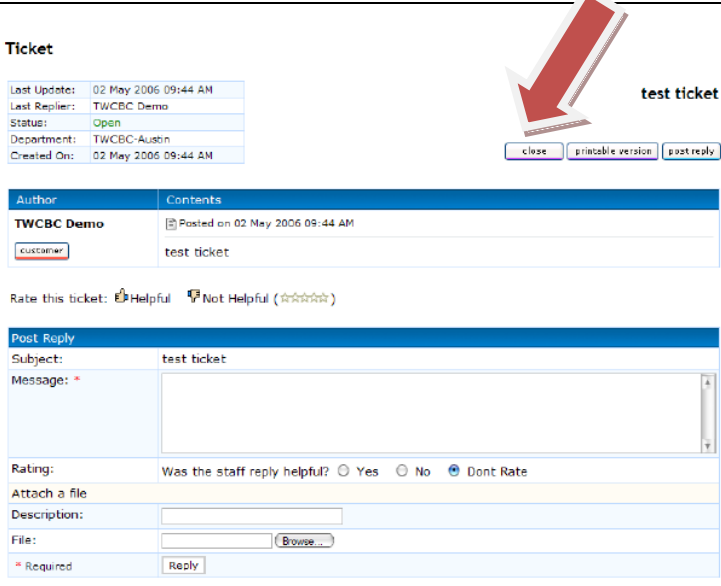

<p>2. The <b>Support Helpdesk</b> will display.</p> <p>3. Click on <b>Ticket Status</b>.</p>	
<p>4. The <b>Ticket Status</b> form will display.</p> <p>5. In the Ticket Status section's <b>Email</b>: Enter your email address.</p> <p>6. Click on <b>Submit</b>.</p> <p>7. Your ticket status will be sent to your email address.</p> <p>8. If you have forgotten your ticket key: In the <b>Forgot Key?</b> section's field for <b>Email</b>: Enter your email address.</p> <p>9. Click on <b>Submit</b>.</p>	

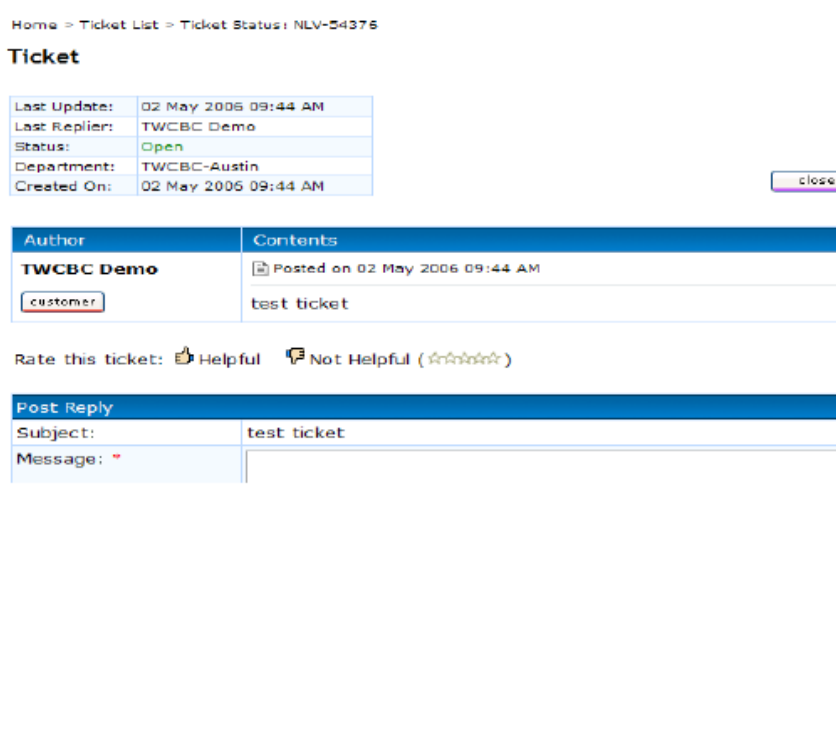
<ol style="list-style-type: none"> <li>10. You will receive email with link to view your ticket status.</li> <li>11. Click on the link, and enter requested information.</li> <li>12. Click on <b>Submit</b>.</li> <li>13. You will be presented with a ticket list. Click on <b>ticket number</b> to view entire ticket.</li> </ol>	 <p>The screenshot shows a support ticket interface. At the top, it displays ticket details: Last Update (02 May 2006 09:44 AM), Last Replier (TWBCB Demo), Status (Open), Department (TWBCB-Austin), and Created On (02 May 2006 09:44 AM). There are buttons for 'close', 'printable version', and 'post reply'. Below this is a table with 'Author' (TWBCB Demo) and 'Contents' (Posted on 02 May 2006 09:44 AM, test ticket). A rating section asks 'Rate this ticket: Helpful (thumbs up) / Not Helpful (thumbs down) (☆☆☆☆)'. The 'Post Reply' section includes a 'Subject' field (test ticket), a 'Message' text area, a 'Rating' section with radio buttons for 'Yes', 'No', and 'Dont Rate' (selected), and an 'Attach a file' section with a 'Description' field, a 'File' field with a 'Browse...' button, and a 'Reply' button. A red asterisk indicates required fields.</p>
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<p>Steps</p> <ol style="list-style-type: none"> <li>1. Follow the steps above, to view ticket status.</li> </ol> <p>In the <b>Post Reply</b> section:</p> <ol style="list-style-type: none"> <li>2. In the <b>Message</b> text box, enter updates concerning the request or issue.</li> <li>3. To attach a file, click on <b>Browse</b>, select file on your PC.</li> <li>4. In the <b>Description</b> text box, describe the attached file.</li> <li>5. Click the <b>Reply</b> button.</li> </ol>	<p><b>How can I update a support ticket?</b></p>  <p>This screenshot is identical to the one above, but with a large red arrow pointing to the 'Browse...' button in the 'Attach a file' section of the 'Post Reply' form.</p>
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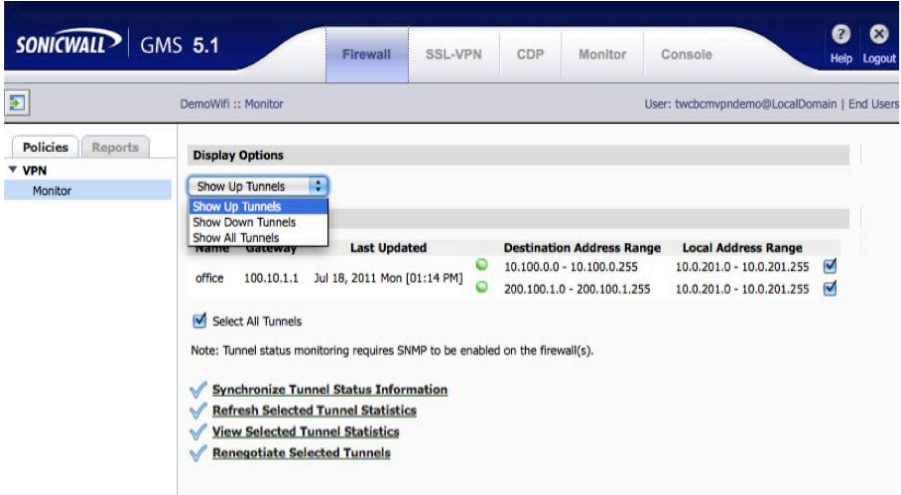
<p>6. The updates will be added to the ticket.</p>	
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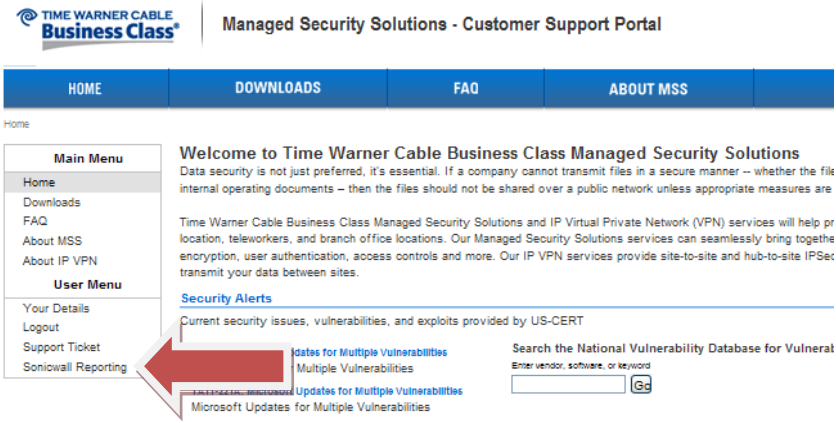
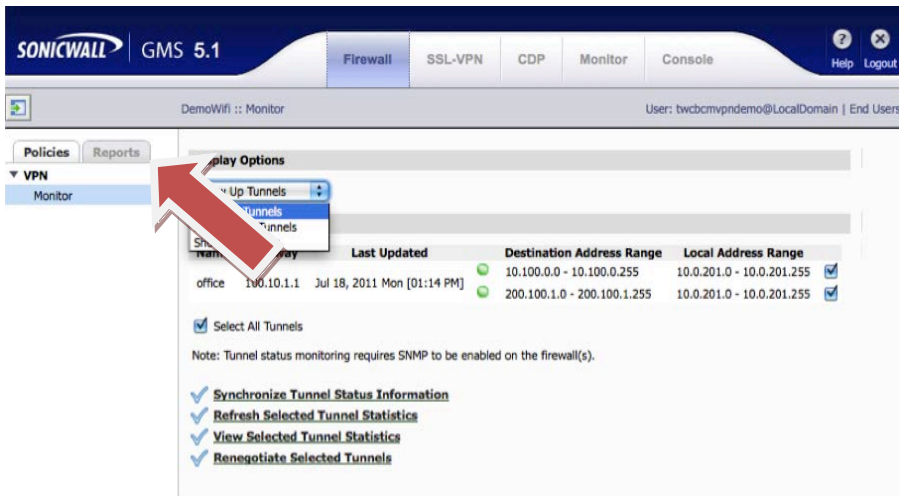
Steps	How can I close a support ticket?
<p>1. Follow the steps to view ticket status.</p> <p>2. Click the <b>close</b> button on the upper right hand corner of the ticket form.</p>	 <p><b>Ticket</b></p> <p>Last Update: 02 May 2006 09:44 AM          Last Replier: TWCBC Demo          Status: Open          Department: TWCBC-Austin          Created On: 02 May 2006 09:44 AM</p> <p>test ticket</p> <p>close printable version post reply</p> <p><b>Author</b> Contents</p> <p><b>TWCBC Demo</b> Posted on 02 May 2006 09:44 AM</p> <p>customer test ticket</p> <p>Rate this ticket: <input type="radio"/> Helpful <input type="radio"/> Not Helpful (☆☆☆☆☆)</p> <p><b>Post Reply</b></p> <p>Subject: test ticket</p> <p>Message: *</p> <p>Rating: Was the staff reply helpful? <input type="radio"/> Yes <input type="radio"/> No <input checked="" type="radio"/> Dont Rate</p> <p>Attach a file</p> <p>Description:</p> <p>File: <input type="text"/> <input type="button" value="Browse..."/></p> <p>* Required <input type="button" value="Reply"/></p>
<p>3. A confirmation box will pop up.</p> <p>4. Enter the reason for closing the ticket in the text box.</p> <p>5. Click on <b>OK</b>.</p>	 <p>[JavaScript Application]</p> <p>Please enter your reason for closing this ticket in the textbox below:</p> <p>complete</p> <p>OK Cancel</p>

<ol style="list-style-type: none"> <li>6. The ticket list will display.</li> <li>7. The recently closed ticket will display a closed status on the right.</li> <li>8. The ticket can be reopened by selecting the ticket from the ticket list and clicking on <b>Post Reply</b> button.</li> <li>9. The ticket status can then be changed back to <b>open</b>.</li> </ol>	 <p>The screenshot shows a ticket management page with the following details:</p> <ul style="list-style-type: none"> <li>Home &gt; Ticket List &gt; Ticket Status: NLV-54376</li> <li><b>Ticket</b> section with a table:             <table border="1"> <tr><td>Last Update:</td><td>02 May 2006 09:44 AM</td></tr> <tr><td>Last Replier:</td><td>TWCBC Demo</td></tr> <tr><td>Status:</td><td>Open</td></tr> <tr><td>Department:</td><td>TWCBC-Austin</td></tr> <tr><td>Created On:</td><td>02 May 2006 09:44 AM</td></tr> </table> </li> <li>Author: TWCBC Demo (customer)   Contents: Posted on 02 May 2006 09:44 AM   test ticket</li> <li>Rate this ticket: Helpful / Not Helpful (5 stars)</li> <li><b>Post Reply</b> form with Subject: test ticket and a Message field.</li> </ul>	Last Update:	02 May 2006 09:44 AM	Last Replier:	TWCBC Demo	Status:	Open	Department:	TWCBC-Austin	Created On:	02 May 2006 09:44 AM
Last Update:	02 May 2006 09:44 AM										
Last Replier:	TWCBC Demo										
Status:	Open										
Department:	TWCBC-Austin										
Created On:	02 May 2006 09:44 AM										

<p>Steps</p>	<p><b>How can I view the current status of my Managed IP VPN tunnels?</b></p>
<ol style="list-style-type: none"> <li>1. Follow the steps to log on to the customer portal.</li> <li>2. Click on <b>Sonicwall Reporting</b> under the <b>User Menu</b>.</li> <li>3. If prompted to do so, enter your login and password on the screen which appears.</li> </ol>	 <p>The screenshot shows the 'Managed Security Solutions - Customer Support Portal' with a navigation menu and a 'User Menu' containing 'Sonicwall Reporting'. A red arrow points to 'Sonicwall Reporting' in the User Menu.</p>

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<ol style="list-style-type: none"> <li>4. The VPN status page will display.</li> <li>5. In the <b>Policies</b> tab, click on the <b>VPN</b> down arrow and highlight <b>Monitor</b>.</li> <li>6. The <b>Display Options</b> will be shown on the right hand panel.</li> <li>7. In the drop down menu, select which tunnels to show.</li> <li>8. Click on check boxes of tunnels to monitor, if not already checked.</li> <li>9. Select any options to modify. Refer to the <i><b>TWCBC IP VPN &amp; Managed IP VPN User Guide</b></i> for details.</li> </ol>	 <p>The screenshot shows the SonicWall GMS 5.1 interface. The top navigation bar includes 'Firewall', 'SSL-VPN', 'CDP', 'Monitor', and 'Console'. The 'Monitor' tab is active. On the left, a sidebar shows 'Policies' and 'Reports' tabs, with 'VPN' expanded to show 'Monitor'. The main content area is titled 'Display Options' and contains a dropdown menu with 'Show Up Tunnels' selected. Below the menu is a table of VPN tunnels:</p> <table border="1"> <thead> <tr> <th>Name</th> <th>Gateway</th> <th>Last Updated</th> <th>Destination Address Range</th> <th>Local Address Range</th> </tr> </thead> <tbody> <tr> <td>office</td> <td>100.10.1.1</td> <td>Jul 18, 2011 Mon [01:14 PM]</td> <td>10.100.0.0 - 10.100.0.255</td> <td>10.0.201.0 - 10.0.201.255 <input checked="" type="checkbox"/></td> </tr> <tr> <td></td> <td></td> <td></td> <td>200.100.1.0 - 200.100.1.255</td> <td>10.0.201.0 - 10.0.201.255 <input checked="" type="checkbox"/></td> </tr> </tbody> </table> <p>Below the table, there are several options with checked boxes: 'Select All Tunnels', 'Synchronize Tunnel Status Information', 'Refresh Selected Tunnel Statistics', 'View Selected Tunnel Statistics', and 'Renegotiate Selected Tunnels'. A note at the bottom states: 'Note: Tunnel status monitoring requires SNMP to be enabled on the firewall(s).'</p>	Name	Gateway	Last Updated	Destination Address Range	Local Address Range	office	100.10.1.1	Jul 18, 2011 Mon [01:14 PM]	10.100.0.0 - 10.100.0.255	10.0.201.0 - 10.0.201.255 <input checked="" type="checkbox"/>				200.100.1.0 - 200.100.1.255	10.0.201.0 - 10.0.201.255 <input checked="" type="checkbox"/>
Name	Gateway	Last Updated	Destination Address Range	Local Address Range												
office	100.10.1.1	Jul 18, 2011 Mon [01:14 PM]	10.100.0.0 - 10.100.0.255	10.0.201.0 - 10.0.201.255 <input checked="" type="checkbox"/>												
			200.100.1.0 - 200.100.1.255	10.0.201.0 - 10.0.201.255 <input checked="" type="checkbox"/>												

Steps	How can I monitor the usage of my Managed IP VPN tunnels?															
<p>1. Follow the steps to log on to the customer portal.</p> <p>2. Click on <b>Sonicwall Reporting</b> under the <b>User Menu</b>.</p> <p>3. If prompted to do so, enter your login and password on the screen which appears.</p>	 <p>The screenshot shows the 'Managed Security Solutions - Customer Support Portal' for Time Warner Cable Business Class. The navigation bar includes 'HOME', 'DOWNLOADS', 'FAQ', and 'ABOUT MSS'. The 'User Menu' is expanded, showing options like 'Your Details', 'Logout', 'Support Ticket', and 'Sonicwall Reporting', which is highlighted with a red arrow. The main content area displays 'Security Alerts' and a search bar for the National Vulnerability Database.</p>															
<p>4. Click on <b>Reports</b> tab to the right of the <b>User Menu</b>.</p>	 <p>The screenshot shows the Sonicwall GMS 5.1 interface. The 'Reports' tab is selected, and the 'VPN Monitor' section is visible. A table lists VPN tunnels with columns for Name, IP, Last Updated, Destination Address Range, and Local Address Range. A red arrow points to the 'Reports' tab.</p> <table border="1"> <thead> <tr> <th>Name</th> <th>IP</th> <th>Last Updated</th> <th>Destination Address Range</th> <th>Local Address Range</th> </tr> </thead> <tbody> <tr> <td>office</td> <td>100.10.1.1</td> <td>Jul 18, 2011 Mon [01:14 PM]</td> <td>10.100.0.0 - 10.100.0.255</td> <td>10.0.201.0 - 10.0.201.255</td> </tr> <tr> <td></td> <td></td> <td></td> <td>200.100.1.0 - 200.100.1.255</td> <td>10.0.201.0 - 10.0.201.255</td> </tr> </tbody> </table>	Name	IP	Last Updated	Destination Address Range	Local Address Range	office	100.10.1.1	Jul 18, 2011 Mon [01:14 PM]	10.100.0.0 - 10.100.0.255	10.0.201.0 - 10.0.201.255				200.100.1.0 - 200.100.1.255	10.0.201.0 - 10.0.201.255
Name	IP	Last Updated	Destination Address Range	Local Address Range												
office	100.10.1.1	Jul 18, 2011 Mon [01:14 PM]	10.100.0.0 - 10.100.0.255	10.0.201.0 - 10.0.201.255												
			200.100.1.0 - 200.100.1.255	10.0.201.0 - 10.0.201.255												

5. The **Customer Report** page will display.

6. In the **Reports** tab, click on the arrow by **VPN Usage**.

7. **VPN Usage** will expand to show available reports list.

The screenshot shows the SonicWall GMS 5.1 interface. The 'Reports' tab is active. Under 'VPN Usage', a red arrow points to the left, indicating the menu is expanded to show options like Summary, Top Users, Over Time, etc.

8. Click on the report that you would like to view.

9. To customize reports, please refer to the **TWCBC IP VPN & Managed IP VPN User Guide** and **SonicWALL\_Reporting\_Guide** in the **Main Menu** -> **Downloads** folder for details.

The screenshot shows the 'VPN Usage Summary' page for August 15, 2011. A red arrow points to the 'Summary' menu item in the left sidebar. The main content area features a bar chart titled 'VPN MBytes by Hour of Day' and a data table below it.

Hour	Events	MBytes	% of MBytes	
1	02:00 - 03:00	1	0.001	0.0%
2	04:00 - 05:00	2	0.001	0.0%
3	06:00 - 07:00	34	3.122	37.8%
4	07:00 - 08:00	1	0.001	0.0%
5	08:00 - 09:00	1	0.001	0.0%
6	09:00 - 10:00	1	0.001	0.0%
7	10:00 - 11:00	1	0.001	0.0%
8	12:00 - 13:00	1	0.001	0.0%
9	14:00 - 15:00	2	0.002	0.0%
10	16:00 - 17:00	24	0.068	0.8%
11	17:00 - 18:00	55	1.447	17.5%
12	18:00 - 19:00	11	3.127	37.9%