Ignite Application Hosting

User Guide

The latest version of this User Guide can be found at https://www.selfcare.asp.bt.com/

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British Telecommunications plc
Registered Office :
81 Newgate Street London
EC1A 7AJ
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Help Contents

Welcome to the *Self-Care User Guide*.
These pages are structured around the type of actions you will normally perform on this site. You can decide whether you want to read these pages from the start to the end or pick certain subjects you are interested in and read them in isolation.
These pages are reached by clicking on Help in the Menu bar, or you can go directly to the topic of interest by clicking on help at the bottom right of the screen that you need help on.

Extra Services

Note: These help pages contain information on several services, some of these pages may concern extra services that do not apply to your account set up. As a user, when you sign up, you will be provided with access to all the relevant parts of your service. All users have access to the basic services set up for them. However, *extra services* are provided for those users who, for example, have the ability to raise on-line trouble tickets.
Within this help guide, these *extra services* are denoted by a (*).
For the latest *Self-Care* help information select the ***On-line Help*** option that forms part of the *Self-Care* system.
Note: The On-line Help system will provide you with help on all aspects of the Self-Care system that affect you. If your Service is changed, the information available to you will change to reflect your new Service.

Table of Contents

Help Contents

Welcome to the *Self-Care On-Line Help Pages*.

These pages are structured around the type of actions you will normally perform on this site. You can decide whether you want to read these pages from the start to the end or pick certain subjects you are interested in and read them in isolation.
These pages are reached by clicking on Help in the Menu bar, or you can go directly to the topic of interest by clicking on help at the bottom right of the screen that you need help on.

General Help

This section describes the general operation of the On-line system and provides contact information for our Helpdesk and describes how to view and update your own account details.

To Contact Us

The primary means of contacting our support teams is by using the ***Enquiries*** options which form part of the on-line facilities.

If you need to contact someone by phone or e-mail then use the contact details provided below.

The Login Page

The Login Page presents you with a login dialogue box, enter your username and password and click 'Enter' to login. If you attempt to view any of the Self-Care pages, and have not already logged in, you will be presented with a Login Page asking you for your unique *username* and *password*. If you fail to login after three consecutive attempts using your username, your account will be locked for a period of 30 minutes before it is re-enabled.

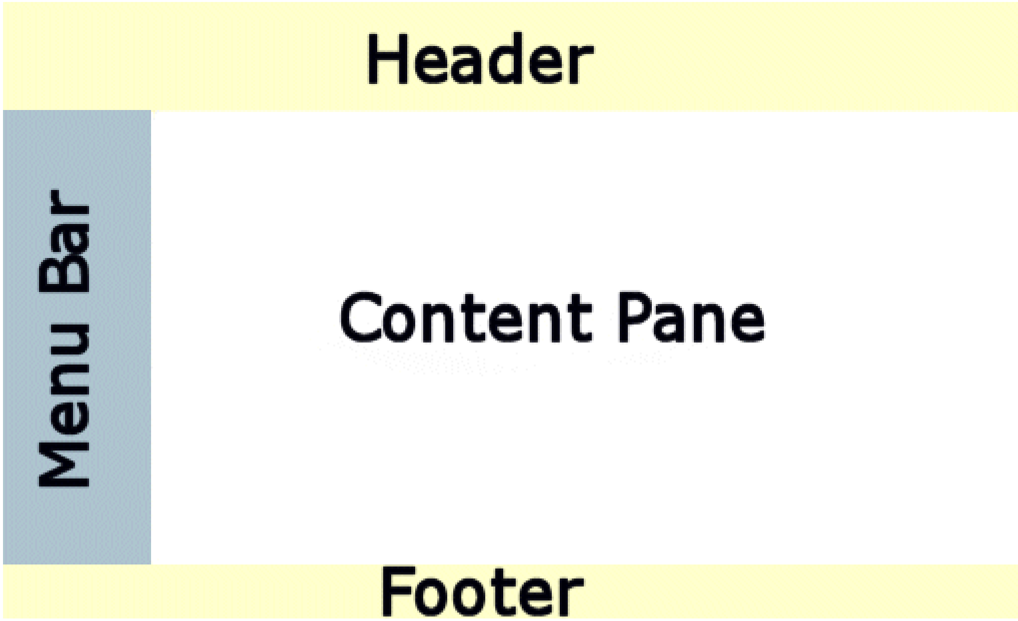
If your account is locked or you urgently need access to your account you should contact our helpdesk.

Your user password will expire after a period of time. When your password is about to expire you will be given the option of setting a new password. You are currently given 7 days notice that your password is about to expire.

Once you have successfully logged in, after the BT Warning Screen, you will be taken to your Home Page.

Page Layout

The Self-Care page layout consists of 4 separate components as shown below.



Header and Footer

Configurable page elements containing links relevant to you.

Your username and account will be displayed at the bottom right-hand side of the header block.

Menu Bar

A dynamic menu system allowing easy navigation around the Self-Care site. As you select individual menu items the menu bar will change to present you with the list of menu options available to you.

The menu bar is personalised to your service requirements.

The menu bar is split up into a number of sections dependant on the options relevant to your account. When you first login to the site you will be presented with an expanded set of the most used options relevant to your service offering. Dependant on the options relevant to your account you may have additional menu blocks which are collapsed. To access these menu items simply expand the relevant block.

The menu bar also includes links to:

- the Self-Care online *Help* system
- a *Frequently Asked Questions* section customised to your account options

- access to current announcements that have been posted to you (these announcements are also displayed when you first login to the self-care system in the Content Pane) and,
- features that allow you to update your personal details and security information.

Content Pane

The *Self-Care* information that you are searching for. The contents of this pane are driven by the menu bar.

When you first login to the Self-Care system the Content Pane will display a summary of any announcements that have been posted to you. To view the announcements in full simply select the relevant announcement title.

Home Page

The *Home Page* welcomes you to *Self-Care* system. It then shows you all the latest announcements that relate to you. The announcements are ordered according to the date of posting with the newest announcements first.

To Change Your Personal Details

We maintain the following personal details about you that can be modified by you from within the Self-Care website.

- First Name - together with *Last Name* is a user-friendly way for us to identify you.
- Last Name - together with First Name is a user-friendly way for us to identify you.
- *Preferred Language* - the language in which all Self-Care pages will be presented to you.
- Password - the password you use to access Self-Care.
- *Secret Question* - a challenge question that helps to identify you when you contact our helpdesk.
- *Secret Answer* - the answer to your challenge question that helps to identify you when you contact our helpdesk.

These details are reached from the following menus:

To Change Your User Details

Menu: ***View User Details***

To view your user details select the ***View User Details*** *menu option*.

The Account Details page is divided into two areas, ***Account Details*** and ***User Details. Account Details*** describes common information relevant to all Users of your account, for example, your *Account Name*. ***User Details*** describes information personal to you.

The following information can be updated from this page:

- *First Name* - together with *Last Name* is a user-friendly way for us to identify you.
- *Last Name* - together with *First Name* is a user-friendly way for us to identify you.
  Note: These are different to your *username* that you use to logon to Self-Care and uniquely identifies you.
- *Preferred Language* - the language in which all Self-Care pages will be presented to you.
  Note: Currently only *English* is supported.

To update your personal details simply modify the entries you wish to change and click *Update Details*.

To Change Your Password

Menu: ***Change Password***

To change your Self-Care password select the ***Change Password*** menu option.

After clicking *Change Password* you will be presented with the Password Change Information form. To change your password you need to provide the following information:

- *Old Password* - the password you used to logon to Self-Care.
- *New Password* - the new password you wish to use.
- *Confirm New Password* - re-enter your new password to ensure that you have not mis-typed the password.

When complete click on *Change Password.* If you have entered a new password that meets the password policy you will be presented with a confirmation page, otherwise you will need to select a different new password.

Self-Care Password Policy

The biggest security hole for any system relates to the ease with which you can guess someone's password. To reduce the risk of someone being able to logon to Self-Care as you, we have enforced the following constraints on the creation of new passwords:

  - Passwords must contain at least one numeric character (0 - 9) and one alphabetic character.
  - Passwords must be at least 8 characters long.
  - Passwords cannot contain repeating characters.

- Passwords cannot be re-used for a period of 400 days or 20 changes whichever is longest.

In addition passwords should not contain sequences of characters. Please do not write down your password, but if you need to, then ensure that you safely hide it away. Do not compromise the system with careless behaviour.

To Change Your Challenge Information

Menu: ***Challenge Information***

Your challenge information is used to provide an extra level of security to enable us to identify you when you contact our helpdesk. To change your challenge information you must supply your existing *Self-Care password*.

To change your *challenge information* select the ***Challenge Information*** menu option.

As the challenge information is part of our security processes, after clicking ***Challenge Information*** you will be asked to supply your Self-Care password before you can update your existing *challenge information*.

To update your personal details simply modify your *Secret Question* and *Secret Answer* and click *Update Details.* **Note** you are not permitted to use the character "?" at the end of your question.

You will see a *Successfully Completed* screen and a request to continue using the menu.

View Performance Measures

This section describes how to view your Performance measures:

Check Your Service Availability

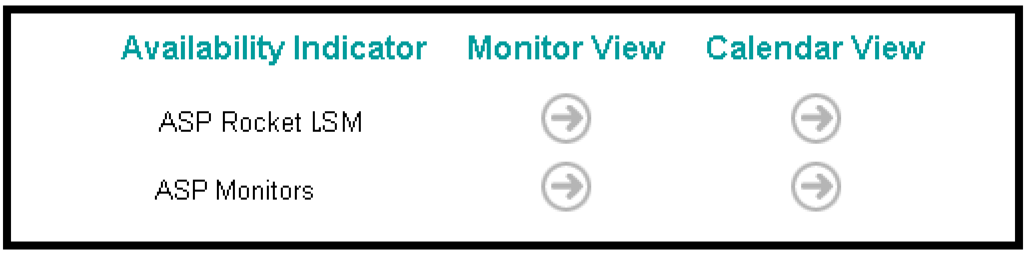
Menu: ***Service Availability***

Service Availability relates to the availability of your hosted application to end-users and is measured in terms of the response time of your hosted application and a corresponding Service Level Agreement.

When you select the *Application Report* menu option, you will be presented with a list of *Availability Indicators* for your Service Offering.

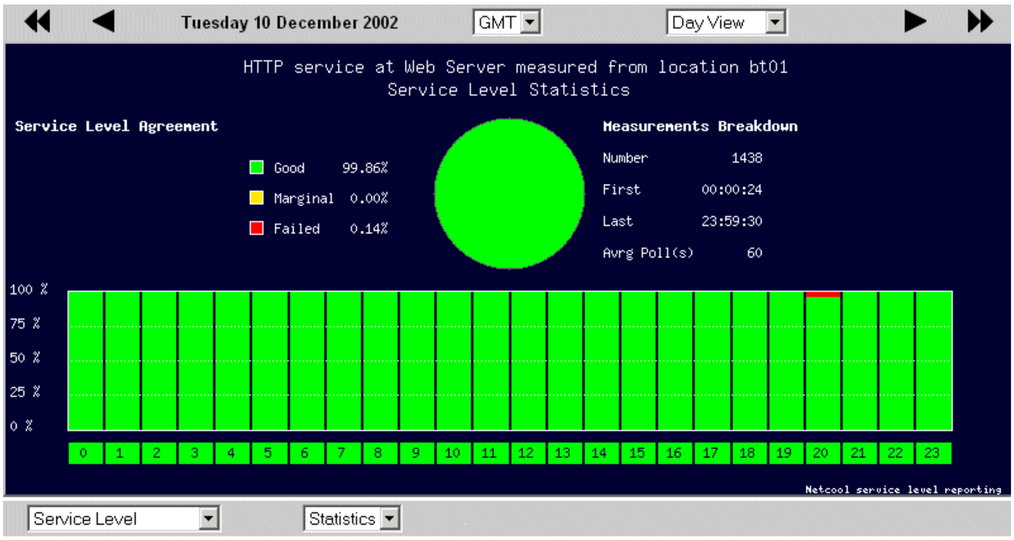
Selecting *Monitor View* will provide you with a list of the individual monitors that relate to that particular indicator (see Monitor View).

Selecting *Calendar View* will provide you with an overall view of how that particular indicator has performed in the form of a month or year calendar (see Calendar View).



Monitor View

Selecting *Monitor View* for an *Availability Indicator* provides you with a list of the individual monitors that constitute the *Availability Indicator*.



For each *Monitor* you will be provided with the *Last Reading* and *Last Hour* availability of that *Monitor*.

Code	**Status**	**Description**
White	Unknown	The status is unknown. This will normally arise when the monitor itself has been turned off or disabled.
Green	Good	The number of Good performance measurements exceeds the upper performance boundary
Yellow	Marginal	The number of Good performance measurements between the upper and lower performance boundaries
Red	Failed	The number of Good performance measurements is less than the lower performance boundary

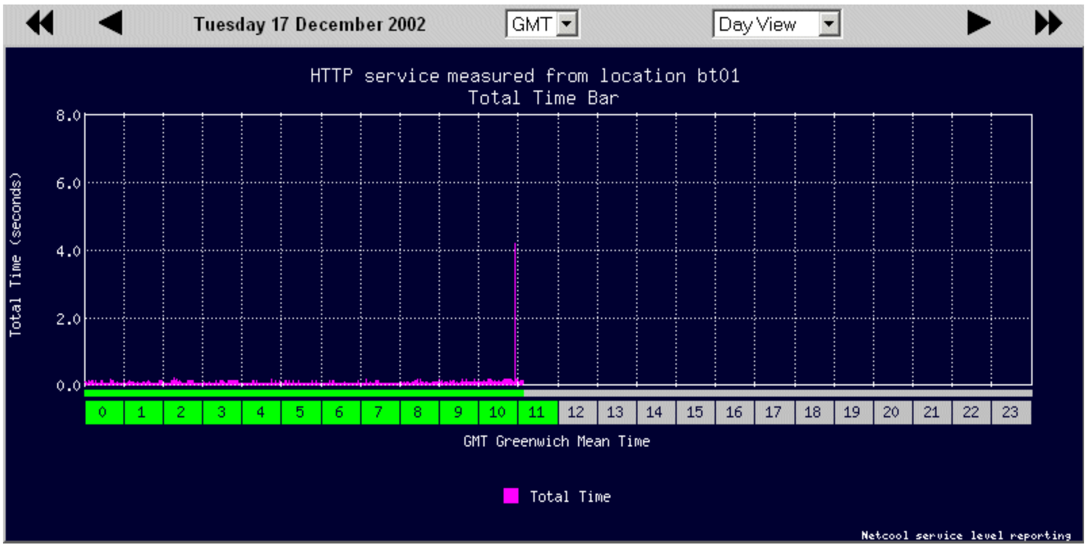
Clicking on the *Last Measured* availability icon will provide you with a SLA-based Detailed View of the performance of the corresponding *Monitor*.

Clicking on the *Last Hour* availability icon will provide you with a Response Time-based Detailed View of the performance of the corresponding *Monitor*.

BT UK Markets	Good
eXperience the eCustomer - a	Good
eXperience the eCustomer - b	Good
awareness. corporate	Good
General awareness - business	Good
General awareness - corporate	Good
eResponse-Online forms and surveys	Failed

Detailed Monitor View

The detailed monitor view provides a breakdown of the performance of an individual monitor over time. The example report graph provided below illustrates the Total Time measured for a Web-Server monitor over one week.



Reports for different time periods can be generated by: selecting the forward and backward markers at the top of the report, 

or by changing the time span of the report by selecting from the drop down list at the top of the report . 

Note: that as the time span is increased the length of time required to generate the report also increases.

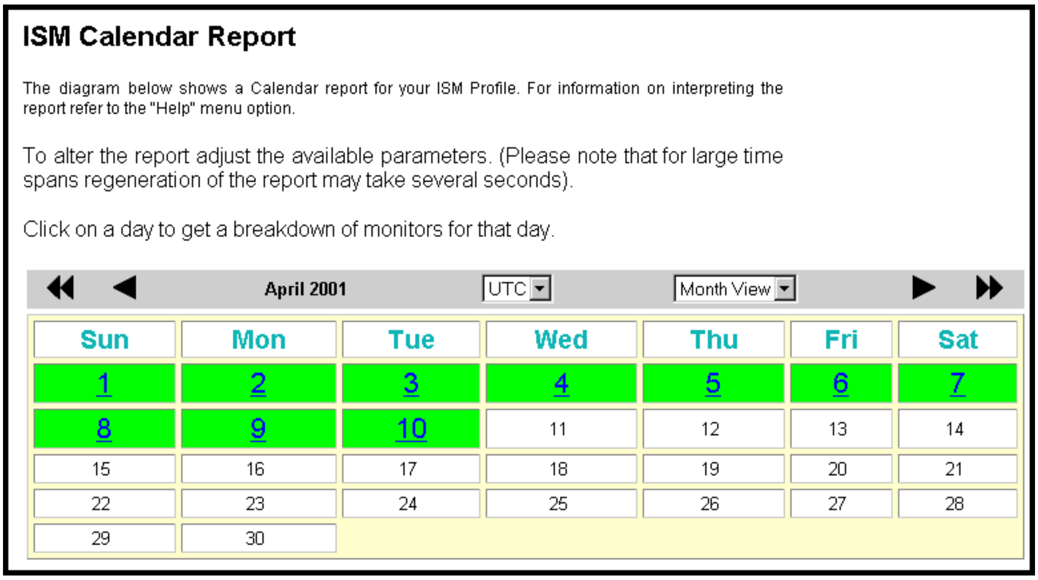
The type of report can be adjusted by selecting the required report type from the drop down list at the bottom of the report. The report types defined are described in the following table.

Report Type	**Meaning/Use**
Lookup Time	The time it took the Monitor to resolve a URL into an IP address. This is a Monitor function using BT's standard DNS servers, and does not reflect any aspects of the actual web-server or network that the web-server is located on.
Connect Time	The time it took the Monitor to get a network connection to a server. This time reflects any performance issues on the network between the Monitor and the relevant server. This time includes the network infrastructure within the Internet Data Centre and also network

	infrastructure on the wider public Internet. The server can only affect the Connect Time if the actual server is shutdown.
Response Time	This is the time between the Monitor getting a successful network connection and requesting the relevant information (i.e. page for a web-server), to the first byte of the information being sent by the server. This measurement is affected only by the server, and high times are usually caused by poor performance of the server.
Download Time	The time it took the Monitor to download all of the information from the server, this is usually the default root page for a web-server unless another page is specified. This measurement can be down to server performance or the network performance across the public Internet or within the Internet Data Centre.
Total Time	The total time to connect to a server and download the page, useful for checking overall performance of a server. It is simply worked out by adding the Lookup, Connect, Response and Download times. The Total Time is always slightly longer than the sum of the other times, because it includes the time taken for the Monitor to process the data. If a web-server uses HTTPS, then the Total Time also includes the time taken to perform the SSL handshake, sometimes resulting in the Total Time being a second or two greater than the summation of the other times.
Service Level	The Service Level view gives an indication of the availability of the server over a given time period. This is best viewed in a Month view so that it gives an indication of the SLA across the whole month. The Monitor will mark a SLA failure when the server is not contactable by the Monitor, i.e. the hardware/network has a major failure that has resulted in loss of service. This is only an indication of the SLA measurement as failures can be caused by Internet congestion between the Monitor and the server rather than a failure on BT's equipment, and cannot be used to claim rebates against in SLG that may be agreed with BT.

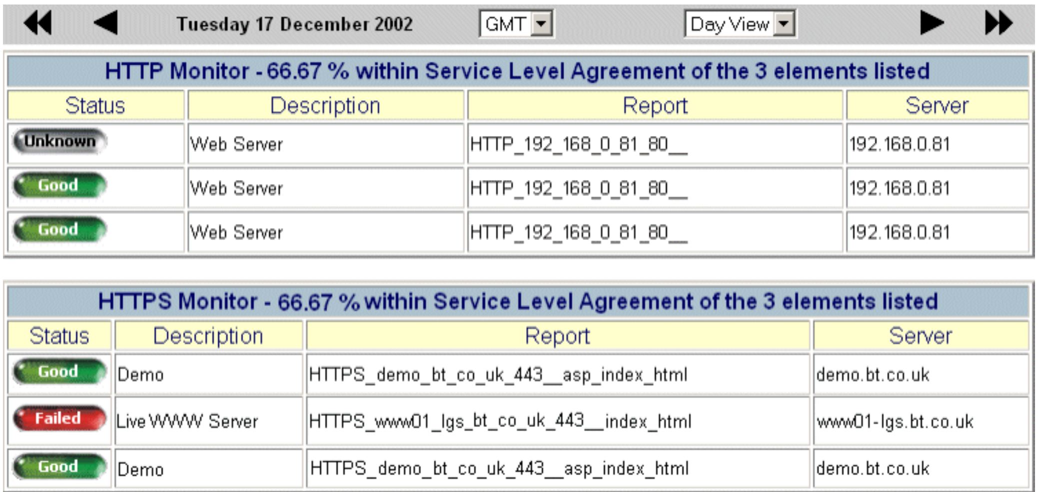
Calendar View

Selecting *Calendar View* for an *Availability Indicator* provides you with an overall view of how that particular indicator has performed in the form of a month or year calendar.



To adjust the time period and span (month or year) use the navigation arrows and drop down list at the top *Calendar View*.

Selecting a particular day provides a summary view of the performance of each *Monitor* for that day as shown below.



Selecting an individual *Monitor* will provide you with the Detailed Monitor View for that *Monitor* for that day.

Shared Work Area

This section describes the Shared Work Area functions that are available to you.

Self-Care provides access to a number of different Shared Work Areas that may be available to you dependent on your account configuration. When you select the Shared Work Area a list of all the available Work Areas that have been defined for your account will be presented to you. To view a Work Area , select the Work Area tab by clicking on it with the mouse pointer.

The file or folder name is displayed with its associated icon, each file will also have the file size and the date it was last modified displayed.

Select All Files

Menu: Shared Work Area → Select All

The Select All button allows you to select all of the files and directories available in the current workspace.

Clear All Selected Files

Menu: Shared Work Area → Clear All

The Clear All button allows you to de-select all files that have been selected.

Delete

Menu:Shared Work Area → Delete

The Delete button is displayed when one or more of the files or directories in the current Work Area are selected. When the Delete button is pressed, you will be asked to confirm that you wish to delete the selected files. Clicking "Yes" will permanently delete the files and/or directories. Note: directories will only be deleted if they contain no files or sub-directories. Please remove all files and sub-directories before deleting the parent directory.

Uploading Files

Menu:Shared Work Area →Upload Files

The Upload Files button allows you to upload up to three files from your local hard drive at any one time. All file types can be uploaded providing that the total file size of all three upload files does not exceed the maximum allowed filesize (default 10Mb) for the current workspace, or go over the total maximum Work Area size. The maximum sizes are defined by the Work Area Administrator. Clicking the "Upload Files" button will take you to a screen that will allow you to "Browse" your local hard drive and select the file size you wish to upload. Please use the browse button at all times to locate your desired files. This will eliminate any errors in finding your file from the specified path. Any files that are uploaded which already exist in the workspace will be renamed with a preceding "1" (or next available number).

Note: uploads may take some time depending on your connection speed and the size of the file(s) you wish to upload. Please be patient.

Create Sub Directory

Menu:Shared Work Area →Create New Subdirectory

To create a sub directory in the current workspace or workspace-sub directory click the "Create New Subdirectory" button, enter the name of the new subdirectory and click "Create". If the directory already exists you will be asked to make another selection for the name.

Note: the Directory name may not contain any white spaces.

Opening Files

Menu:Shared Work Area

To open any file displayed in a Work area click either the name or the file's icon. Text or image based files will automatically open in a new window, for other files that the browser can not open directly you will be prompted to save the file locally.

Check Your Server Utilisation

*Menu: **Server Utilisation***

Server Utilisation measures provide you with information about how heavily your servers' resources are being used, helping you to foresee any capacity problems that could affect the performance of your hosted application. Resources that are measured include disk space, CPU usage and network traffic.

When you select the *Server Utilisation* menu option, you are presented with a screen like this:

Server Utilisation

This page shows a summary of the performance statistics for your hosts, highlighted according to whether any of your thresholds have been exceeded. Use the links to view more detail.

Some thresholds are broken. See the Summary table below, or use one of the following views:

- Iconic View
- Tabular View
- Graph View

Broken Thresholds Summary

Status	Host	Performance Measure	Value	Warning	Critical
Warning	aspodb01-lgs Self-Care LDAP & Stats server	Memory	97.7%	90.0%	99.0%
Warning	aspwww01-lgs Self-Care Web Server	Memory	97.5%	90.0%	99.0%
Warning	aspwww01-lgs Self-Care Web Server	Disk Partition /dev/md/dsk/d4 (/var)	65.0%	60.0%	75.0%
OK	ASPAPP01-LGN Self-Care WLS	Disk Partition C: (nt)	59.4%	60.0%	75.0%
OK	aspwww01-lgs Self-Care Web Server	Disk Partition /dev/md/dsk/d1 (/)	55.2%	60.0%	75.0%

To see more information use one of the following views:

The weather icon in the top left hand corner indicates:

- *Sunny* - no thresholds have been exceeded.
- *Cloudy* - some warning thresholds have been exceeded. No immediate problems, but investigate the reason why.
- *Rain* - some critical thresholds have been exceeded. You may have a problem. You need to investigate.

What A Broken Threshold Means

A broken threshold means that the average value of a measure, taken over the last week, has exceeded a preset value. This could indicate that the host needs more CPU power, memory or disk space. A broken threshold could be caused by an application, system software or even a hardware link failure. However, a broken threshold does not necessarily mean that you have a capacity problem. Abnormal events can cause high readings, for example: having new software installed on your server; doing an extra system back-up out of ordinary hours; or even an unwelcome intrusion by an uninvited guest (a hacker). You therefore need to investigate the underlying cause of any broken threshold. The Other Views and the detailed graphs can help with this.

The Column Headings

Here is a list of the headings used in the table, and their meanings:

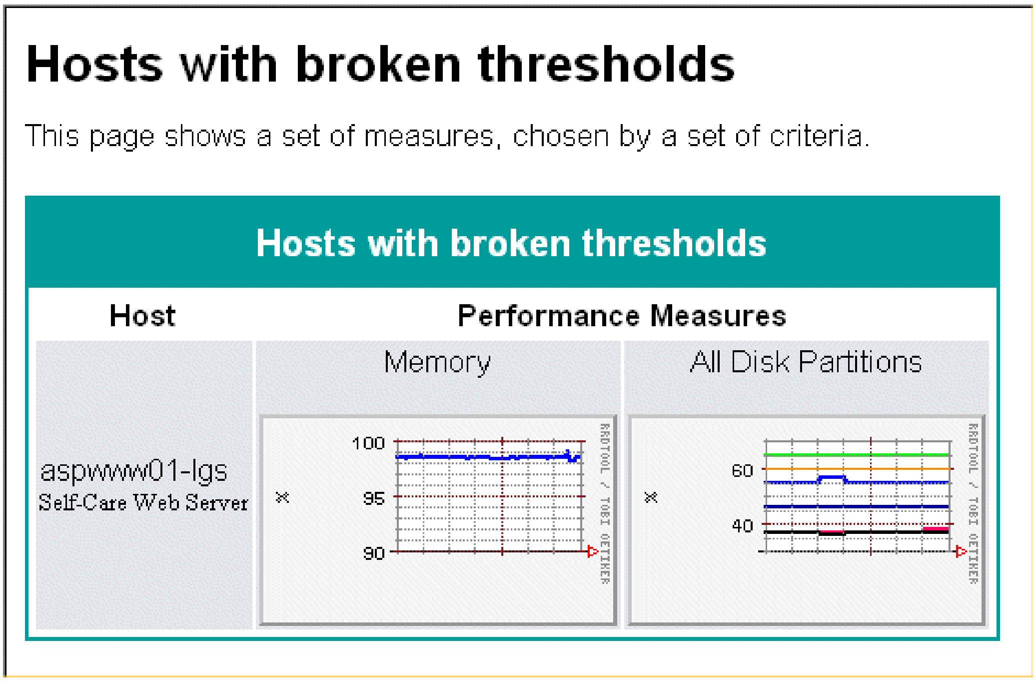
- *Status* - the status of the server being monitored, can be - Critical, Warning or OK - shown in this order.
- *Host* - the name of the server being monitored.
- *Performance Measure* - the name of the aspect being monitored: Network traffic, memory usage, disk-partition usage, CPU activity. For network measures, the name of the network interface is also given. For disk-partitions, the name of the disk device and the mount point are given.
- *Value* - the average value of the measure taken over the last week.
- *Warning* - the first threshold level. You are notified if this level is exceeded with a cloud icon.
- *Critical* - the second threshold level. You are notified if this level is exceeded with a rain icon.

Other Views

It may be useful to look at the broken thresholds grouped by host. To do this click on either the *Iconic View* or the *Graph View* from the set of links next to the weather icon.

The *Iconic View* uses the weather icons described above to highlight any capacity problem areas.

This is a typical example of a *Graph View* of *Hosts with broken thresholds:*



The *Graph View* gives more detail than the *Iconic view* - you are given an overall indication of how measures have varied over the past week. As you get more familiar with capacity planning you will learn to interpret the meaning of the activity changes in these graphs.

Thresholds

The Warning and Critical thresholds were initially set up for you by your BT representative to reflect the expected level of usage. However, as time progresses, you may need to change these to reflect your current usage levels. See To Check A Broken Threshold for how to do this.

Digging Deeper

Clicking on any of the *blue/green* table entries provides a further breakdown on the *Server Utilisation* information for this entry. In general *blue/green* text on any of the *Server Utilisation* pages indicates a link that can be clicked on to get an alternative view or more detailed information.

A set of help screens are also available by clicking on *Help* in the bottom right hand corner of any of the *Server Utilisation* pages.

Here is a list of some of the tasks that you may need to do:

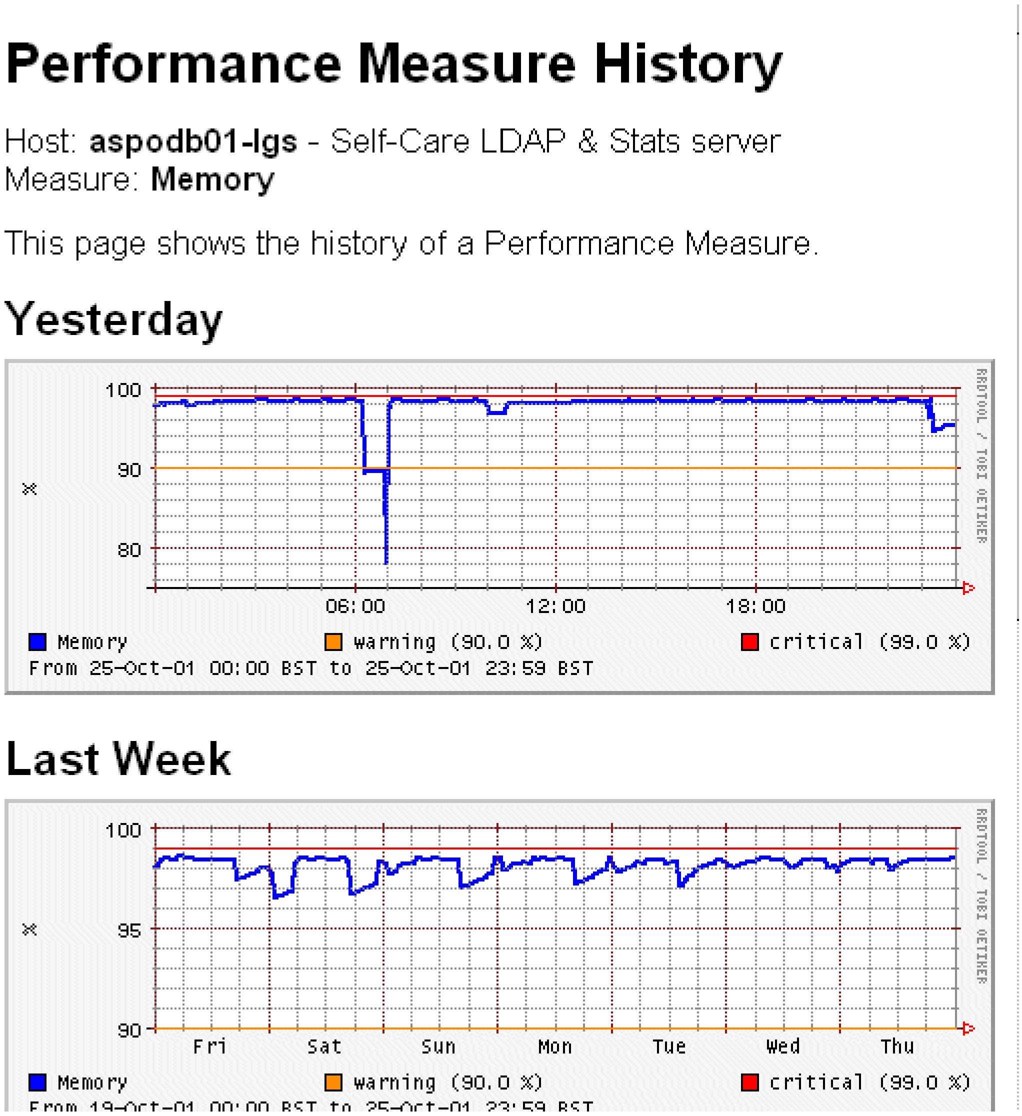
- To Check A Broken Threshold
- To Change Thresholds
- To Look at a Particular Measure
- To Look at the Average Value of a Particular Measure
- To Investigate Measures That Are Close to Thresholds

To Check A Broken Threshold

Check a broken threshold whenever you have a report showing a cloud or a rain icon. A broken threshold does not necessarily indicate that there is a serious problem. It indicates that there is something that is worth investigating.

Your *Server Utilisation* page will show any critical or warning reports that relate to your host servers. Even if no thresholds are broken you will see the 5 values that are closest to their thresholds.

The first step in understanding why a measure has exceeded a threshold, is to look at how the measure has varied over recent days and weeks. From the *Server Utilisation* page, click on the name of the Performance Measure. This will take you to the *Performance Measure History*, which gives you historical graphs for *Yesterday*, the *Last Week,* the *Last Month* and the *Last Year.* These will help you to see whether any increase in the measure is a general trend or a short-term blip. For example:



If a threshold is broken it may be useful to look at the broken threshold grouped by host. To do this, use your browser's Back button to return you to the *Server Utilisation* page, and then click on either the *Iconic View* or *Graph View* from the set of links next to the weather icon. The *Graph View* gives more detail than the *Iconic View* - see To Look at a Particular Measure.

To Change Thresholds

If you investigate a broken threshold and find that there is no problem, despite the measure consistently exceeding a threshold value, then you may want to increase that threshold. To do this, click on any value in the *Warning* or *Critical* columns in the table on the *Server Utilisation* page. You will see a screen like this:

Edit Thresholds

This page allows you to edit your thresholds. When you have finished editing press "Set Thresholds".

Thresholds

Performance Measure Type	Warning Threshold	Critical Threshold	Units
CPU	60.0	75.0	%
Memory	90.0	99.0	%
Network Interface	750.0	1500.0	pkts/sec
Disk Partition	60.0	75.0	%

Set Thresholds

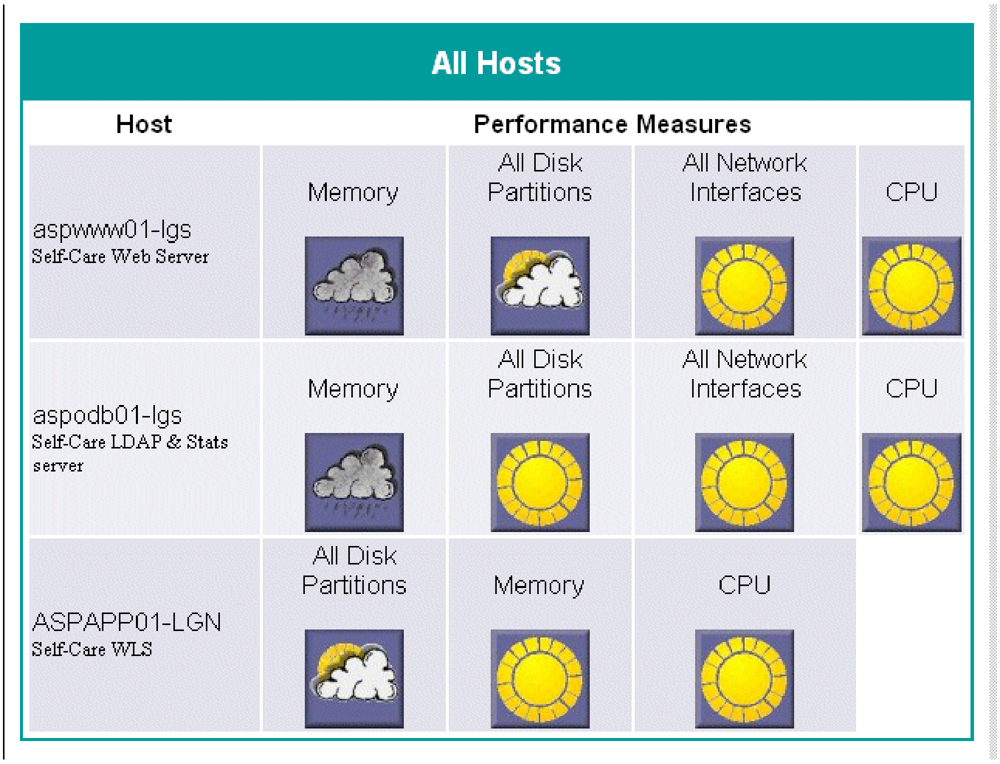
If, for example, you need to change the disk partition entry from *Warning* at 60% to *Warning* at 65% and *Critical* from 75% to 80%, then click in the relevant boxes and enter the new values.

When you have made the changes, click on the *Set Thresholds* button at the bottom of this screen. When complete the system informs you that your thresholds were set. You can now view the table with the new thresholds.

To Look at a Particular Measure

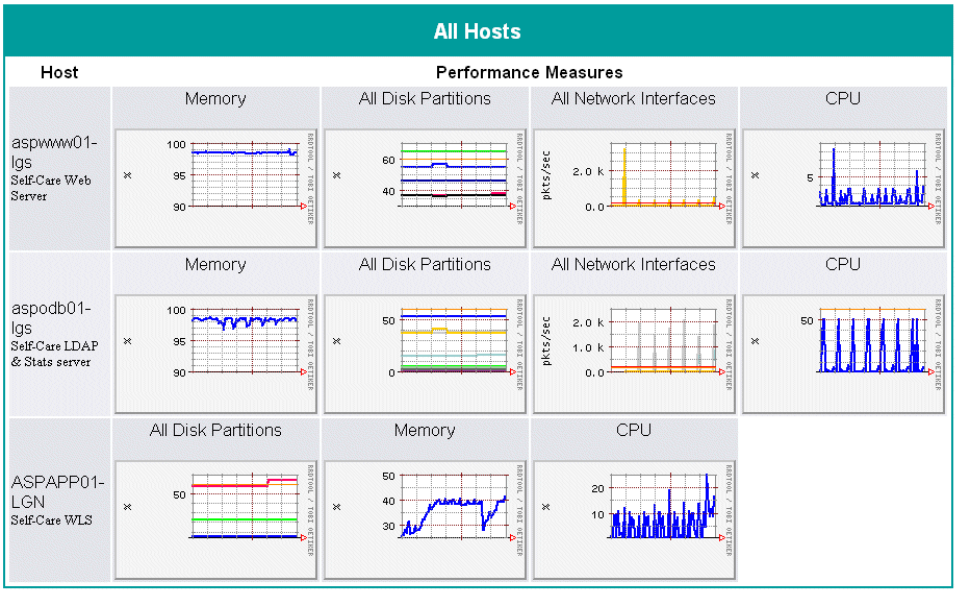
Should you need to check a particular measure over a period of time, scroll down to ***All*** - *all performance measures* at the bottom right of the *Server Utilisation* page. Then select either *Iconic View* or *Graph View*. *Iconic View* gives a simple overview highlighting where thresholds have been exceeded, *Graph View* gives more detail.

In *Iconic view* you will see a screen like this:



Note: The box in the bottom right-hand corner is blank because this is an NT host and Network Interface statistics are not available from Windows NT hosts.

In *Graph view* you will see a screen like this



The graphs show the performance measures for each host over the past week. Where there are several measures of the same type for a particular host (e.g. Disk Partitions), each measure is plotted with a different colour line.

Each graph is scaled to show the maximum detail for that measure. Be careful when comparing graphs, as the scales on the graphs may be different. e.g. compare the graphs for *All Disk Partitions* in the example screen.

Click on the icon or graph for the measure that you are interested in viewing. For Disk Partitions and Network Interface traffic this takes you to a *Compound Measure* screen. Say, for example, you were interested in *Network Interface* traffic, clicking on *All Network Interfaces* would take you to a screen that showed all the network interfaces for that host.

Clicking on an icon or graph for a specific measure takes you to the *Performance Measure History* (detailed historical graphs).

To Look at the Average Value of a Particular Measure

If you would like to check the weekly average for a particular measure, scroll down to ***All*** - *all performance measures* at the bottom right of the *Server Utilisation* page. Then click on *Tabular View*. This screen is typical:

All Hosts

This page shows a set of measures, chosen by a set of criteria.

All Hosts					
Status	Host	Performance Measure	Value	Warning	Critical
Warning	aspodb01-lgs Self-Care LDAP & Stats server	Memory	97.7%	90.0%	99.0%
Warning	aspwww01-lgs Self-Care Web Server	Memory	97.5%	90.0%	99.0%
Warning	aspwww01-lgs Self-Care Web Server	Disk Partition /dev/md/dsk/d4 (/var)	65.0%	60.0%	75.0%
OK	ASPAPP01-LGN Self-Care WLS	Disk Partition C: (nt)	59.4%	60.0%	75.0%
OK	aspwww01-lgs Self-Care Web Server	Disk Partition /dev/md/dsk/d1 (/)	55.2%	60.0%	75.0%
	aspodb01-lgs	Disk Partition			

This provides you with a sorted list of *All Hosts* and their performance, ordered by how close to their thresholds the measured values are.

Scroll down the table to find the particular Host and Performance Measure that you are interested in.

Clicking on any *blue/green* text in the table takes you to a more detailed view.

To Investigate Measures That Are Close to Thresholds

To get advance notice of possible capacity problems, it is useful to see which measures are close to their thresholds.

From the *Server Utilisation* page, scroll down to ***Top 10*** *- the 10 performance measures closest to their thresholds* at the bottom left and click on *Tabular View*. This is a typical screen:

Top 10 Hosts nearest Threshold

This page shows a set of measures, chosen by a set of criteria.

Top 10 Hosts nearest Threshold

Status	Host	Performance Measure	Value	Warning	Critical
Warning	aspodb01-lgs Self-Care LDAP & Stats server	Memory	97.7%	90.0%	99.0%
Warning	aspwww01-lgs Self-Care Web Server	Memory	97.5%	90.0%	99.0%
Warning	aspwww01-lgs Self-Care Web Server	Disk Partition /dev/md/dsk/d4 (/var)	65.0%	60.0%	75.0%
OK	ASPAPP01-LGN Self-Care WLS	Disk Partition C: (nt)	59.4%	60.0%	75.0%
OK	aspwww01-lgs Self-Care Web Server	Disk Partition /dev/md/dsk/d1 (/)	55.2%	60.0%	75.0%
OK	aspodb01-lgs Self-Care LDAP & Stats server	Disk Partition /dev/md/dsk/d3 (/usr)	53.0%	60.0%	75.0%
OK	aspwww01-lgs Self-Care Web Server	Disk Partition /dev/md/dsk/d3 (/usr)	46.0%	60.0%	75.0%
OK	aspodb01-lgs Self-Care LDAP & Stats server	Disk Partition /dev/md/dsk/d5 (/osmf/mgmt)	38.1%	60.0%	75.0%
OK	aspodb01-lgs Self-Care LDAP & Stats server	Disk Partition /dev/md/dsk/d6 (/usr/local)	37.5%	60.0%	75.0%
OK	aspwww01-lgs Self-Care Web Server	Disk Partition /dev/md/dsk/d5 (/osmf/mgmt)	37.1%	60.0%	75.0%

From this table you can see which measures are getting close to their thresholds and anticipate possible problems. Click on the name of a Performance Measure to see the *Performance Measure History* (detailed historical graphs).

Check Managed Account Reports

Menu: ***Managed Accounts →Select Account***

See Checking Managed Account Services help for how to select the account for which you want to view service information.

From the resulting account search results page *Select Function* drop down menu, select *Reports* and click *Go*.

You will see the *Reporting* screen.

Looking At Your Reports

Menu: ***Reports***

Self-Care provides access to a number of different reports that may be available to you dependant on your account configuration. When you select the ***Reports*** option a list of all the report types that have been defined for your account will be presented to you. To view a report, select the report type and if necessary an individual report instance where a number of reports exist for that type.

Checking Your Web Server Reports *

WebTrends is a comprehensive Web Server Analysis application that is used to generate web site reports that include

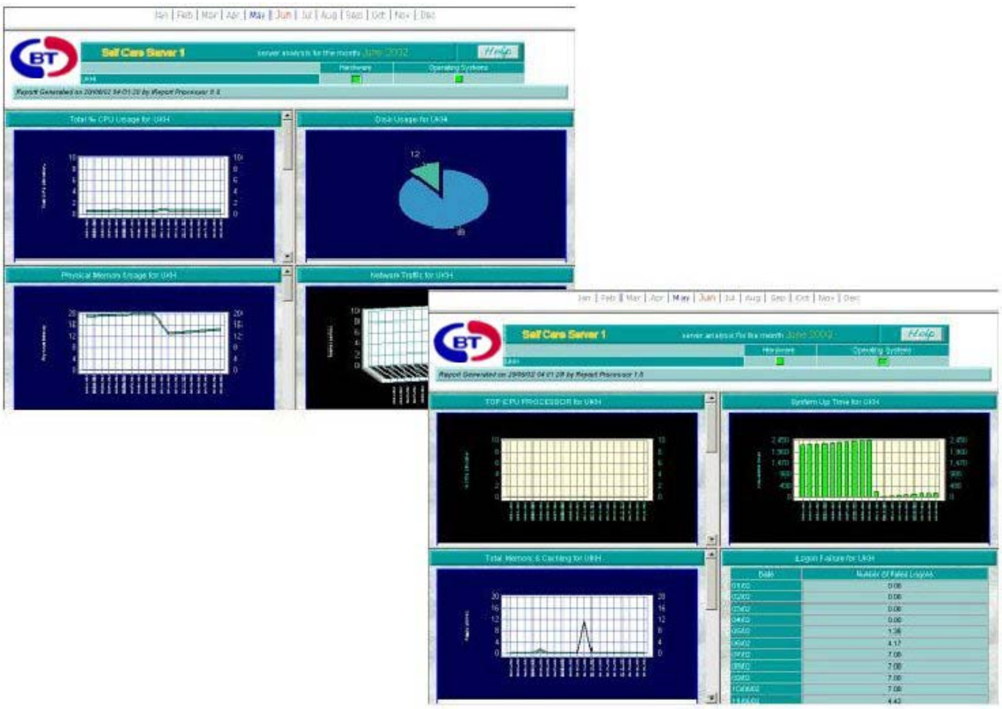
- most visited pages
- errors
- most commonly used browsers on your site
- most common source address of users etc.

If you have subscribed to the WebTrends product offering then you will be presented with a single WebTrends report when you select the ***Reports*** option.

The WebTrends reports provide have their own on-line help but if you are having trouble viewing your reports you should contact your helpdesk representative.

Checking Your NetIQ Reports *

Selecting your NetIQ report provides you with information as to how your Server/s Hardware and Operating System is performing.

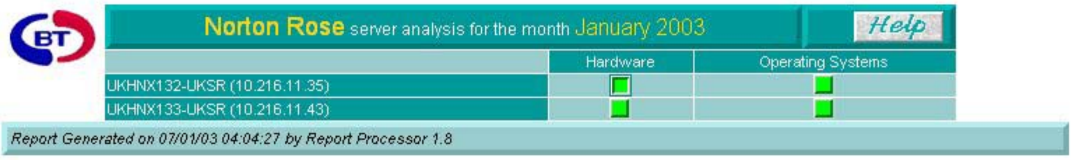


Navigation:

Reports are split into 3 frames:

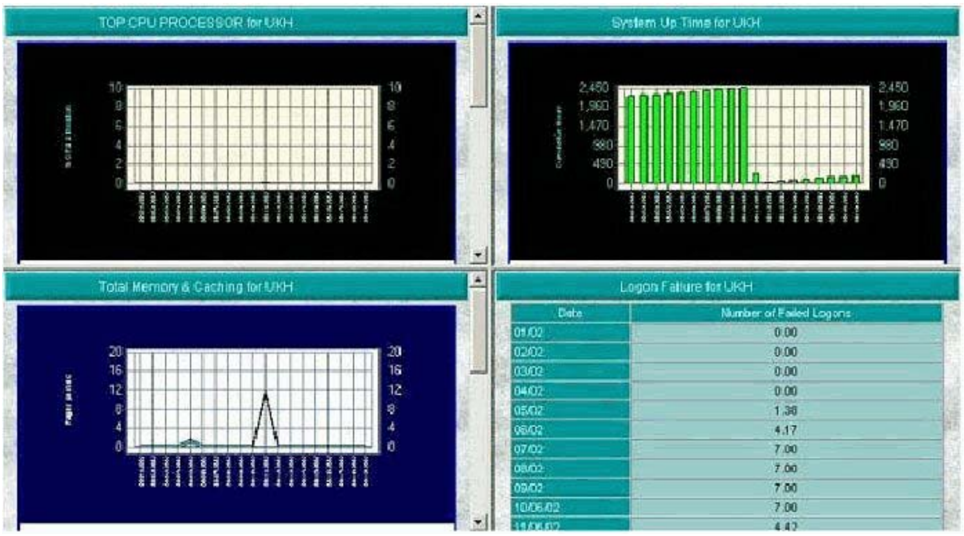
The top frame allows you to select previous months information.

The 2nd or middle frame contains, the Customers Report Name, the Month of report, the Server/s Reference/s and 2 click boxes against each, 1 for Hardware and 1 for Operating System.

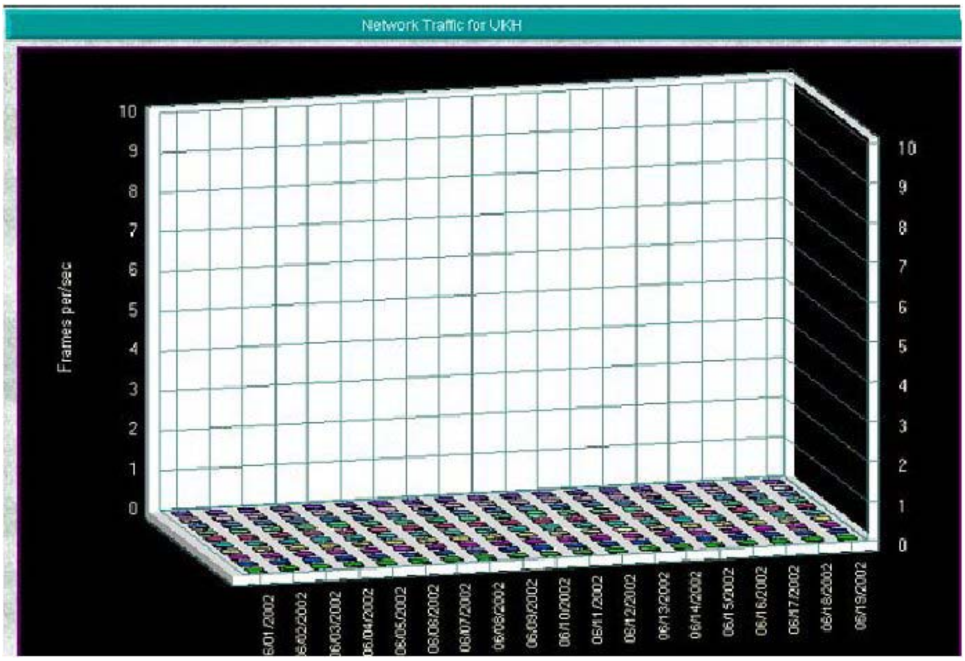


Clicking either of these 2 boxes reveals a set of 4 panes in the lower frame section, each pane containing information that is relevant to the click box selected.

Note: Although the initial view presents 4 information panes there may be hidden reports available for viewing. To see hidden reports, click on the pull down bar to the right hand side.



Clicking in any pane window expands the pane view to give better visibility of information



Future features:

It rwill soon be possible to request an Application/s reporting option to the Standard Reports shown above.

Please consult a Sales interface for more information.

Checking Your Managed Firewall Reports *

The Managed Firewall product offering gives you greater flexibility over the configuration of your own dedicated Firewall and provides reports on the Firewall performance and the attempted connections made through the firewall.

If you have subscribed to the Managed Firewall product offering then you will be presented with a Firewall report when you select the ***Reports*** option.

The Managed Firewall reports have their own on-line help but if you are having trouble viewing your reports you should contact your helpdesk representative.

Check Your Incident Analysis Reports *

Incident Analysis Reports provide you with information regarding the number of faults dealt with on your hosted application and the overall response time in dealing with these faults.

To view the printable version you will require Adobe Acrobat Reader. This can be obtained from Abode Download site

The web integration facility does not work correctly with our web pages. To disable the Adobe web integration features, launch the Acrobat reader. Under File->Preferences->General uncheck the Web Browser Integration box. The Acrobat reader will now launch in a separate window.

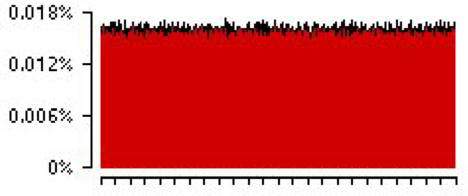
Checking Your Network Health Reports *

The At-a-Glance report provides important performance indicators for a specific LAN or WAN element during the report period At-a-Glance reports display charts showing such indicators as bandwidth, volume in bytes, and type-specific errors for each element.

You can view charts for the following indicators

Bandwidth Utilization
Alignment Errors
Frames
Collisions
Broadcasts, Multicasts
Errors
Latency
Availability

Bandwidth Utilization Chart



The Bandwidth Utilization chart displays on a single graph the bandwidth utilization for a specified LAN/WAN element as a percentage of the total bandwidth. This chart appears in At-a-Glance reports for Ethernet, Token Ring, WAN, and Frame Relay element types. (This chart is named Bandwidth Utilization Total for WAN and Frame Relay elements.)

Chart Description

The Bandwidth Utilization chart has the following characteristics:

The vertical axis represents the percentages of total bandwidth. The maximum value on the vertical axis scales to the highest bandwidth percentage.
The horizontal axis represents the report period.
The height of the line indicates the percentage of total bandwidth that a LAN/WAN element used at a specified time in the report period.
On the sample Bandwidth Utilization chart, bandwidth usage peaks at just under 0.018% of the total bandwidth.

How to Use this Chart

When interpreting the Bandwidth Utilization chart, indications of a problem might be peak bandwidth usage for an element that is a higher-than-expected percentage of the element's total bandwidth.

Alignment Errors Chart

The Alignment Errors chart displays the number of alignment errors per second on the Ethernet segment. This chart appears in LAN/WAN At-a-Glance reports for Ethernet segments.

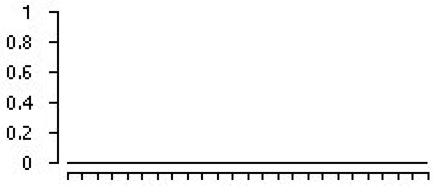


Chart Description

The Alignment Errors chart has the following characteristics:

The vertical axis represents the number of alignment errors per second. The maximum value on the vertical axis scales to the highest number of alignment errors.
The horizontal axis represents the report period.
The height of the line indicates the rate at which alignment errors occurred on the segment.

How to Use this Chart

Ideally, a trouble-free Ethernet segment will have no alignment errors during the entire report period.

Frames Chart

The Frames chart displays the total number of frames per second sent and received on the interface. This chart appears in LAN/WAN At-a-Glance reports for Ethernet segment and Token Ring element types.

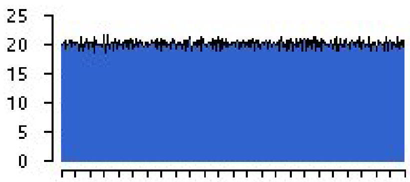


Chart Description

The Frames chart has the following characteristics:

The vertical axis represents the total number of frames per second sent and received.
The maximum value on the vertical axis scales to the highest number of frames.
The horizontal axis represents the report period.
The height of the line indicates the rate at which frames were sent and received.

How to Use this Chart

If an interface has a higher-than-expected number of frames, try the following:

Look for correlations with other At-a-Glance charts
The At-a-Glance report is useful because it helps you identify correlations between performance variables for the same element. You can also obtain useful troubleshooting information by looking for correlations between the Frames chart and other charts in the At-a-Glance report, such as the Collisions chart.

For example, you might observe that an interface has a high number of frames per second (shown on the Frames chart) at the same times that it experienced a high number of collisions (shown on the Collisions chart). This might mean that your network traffic is too heavy for your current configuration. As traffic increases, more collisions occur. This results in slower network performance for your users.

To resolve this problem, you could reconfigure your LAN to reduce the number of workstations on each Ethernet segment. For example, you could split the segment and put a bridge or router between the segments. As a general rule, network traffic in Ethernet networks should be less than 30 percent of the bandwidth for the network to operate efficiently.

Collisions Chart

The Collisions chart displays the number of collisions per second that occurred on the interface. This chart appears in LAN/WAN At-a-Glance reports for Ethernet segments.

Chart Description

The Collisions chart has the following characteristics:

The vertical axis represents the number of collisions per second. The maximum value on the vertical axis scales to the highest number of collisions.
The horizontal axis represents the report period.
The height of the line indicates the rate at which collisions occurred on the interface.

How to Use this Chart

If an interface has a higher-than-expected number of collisions, try the following:

Look for correlations with other At-a-Glance charts
The At-a-Glance report is useful because it helps you identify correlations between performance variables for the same element. You can also obtain useful troubleshooting information by looking for correlations between the Collisions chart and other charts in the At-a-Glance report, such as the Frames chart.

For example, you might observe that an interface sent or received a high number of frames per second (as shown on the Frames chart) at the same times that it experienced a high number of collisions (as shown on the Collisions chart). This could mean that the network traffic is too heavy for your current configuration. As traffic increases, more collisions occur. This results in slower network performance for your users.

To resolve this problem, you might try reconfiguring your LAN to reduce the number of workstations on each Ethernet segment. For example, you could split the segment and put a bridge or router between the segments.

Check the distance of Ethernet segments on your LAN
Collisions can also occur if LAN segments are too long. The maximum allowable length of an Ethernet segment is 2500 meters (2.5 miles). Beyond this distance, a station at one end of the segment might not sense that a station at the other end of the segment is already transmitting, thus resulting in a collision when both stations transmit simultaneously. To resolve this problem, make sure the length of Ethernet segments on your network conform to cabling specifications.

Broadcasts and Multicasts Chart

The Broadcasts and Multicasts chart displays the number of broadcast and multicast frames per second on the Ethernet segment. This chart appears in LAN/WAN At-a-Glance reports for Ethernet segments.

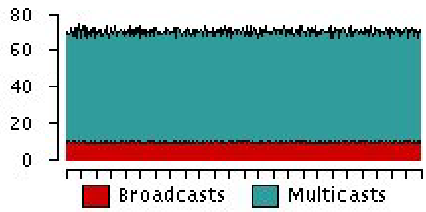


Chart Description

The Broadcasts and Multicasts chart has the following characteristics:

The chart has two bands of colour: the red pattern shows the number of broadcast frames per second and the teal pattern shows the number of multicast frames per second.
The vertical axis represents the total number of broadcast and multicast frames per second. The maximum value on the vertical axis scales to the highest total number of broadcast and multicast frames.
The horizontal axis represents the report period.
The difference between the two lines indicates the number of broadcast or multicast frames per second.
In the sample Broadcasts and Multicasts chart, there were approximately 10 broadcast frames per second and 60 multicast frames per second on the Ethernet segment during the report period.

How to Use this Chart

A certain number of broadcast and multicast frames received or sent on an Ethernet segment is normal. For example, a node might send a multicast frame to identify a group of nodes on the LAN with common characteristics, such as those that support a particular network operating system. However, a higher-than-expected number of broadcast and multicast frames might indicate problems.

If an Ethernet segment receives or sends a higher-than-expected number of broadcast or multicast frames, try the following:

Look for correlations with other At-a-Glance charts
The At-a-Glance report is useful because it helps you identify correlations between performance variables for the same element. You can obtain useful troubleshooting information by looking for correlations between the Broadcasts and Multicasts chart and other charts in the At-a-Glance report.

Determine whether broadcasts or multicasts are higher-than-expected
If broadcast frames are higher-than-expected, this might indicate the potential for a broadcast storm in your network. A broadcast storm occurs when devices on your network are generating traffic that by its nature generates even more traffic. Broadcast storms cause a huge performance degradation and, ultimately, a complete loss of network operation. Since your network might be inaccessible during a broadcast storm, it is important to detect the potential for broadcast storms in your network and prevent them before they happen.

In switched networks such as Ethernet, routers often forward any multicast frames they receive. Therefore, a higher-than-expected number of multicast frames could result in greater network volume and possible service degradation due to higher volume.

Errors Chart

The Errors chart displays the total number of errors per second on the interface. This chart appears in LAN/WAN At-a-Glance reports for Ethernet segments and ATM ports element types.

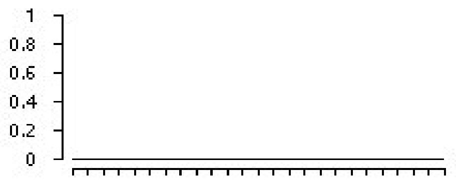


Chart Description

The Errors chart has the following characteristics:

The vertical axis represents the number of errors per second. The maximum value on the vertical axis scales to the highest number of errors.
The horizontal axis represents the report period.
The height of the line indicates the rate at which errors occurred.

How to Use this Chart

If an interface has a higher-than-expected number of errors, try the following:

Look for correlations with other At-a-Glance charts
The At-a-Glance report is useful because it helps you identify correlations between performance variables for the same element. You can also obtain useful troubleshooting information by looking for correlations between the Errors chart and other charts in the At-a-Glance report, such as the Bandwidth Utilization chart.

Examine the error pattern
The pattern of errors might show the cause of network problems. For example, if the interface had a constant high error rate rather than spikes of high errors, this might

indicate that nothing got through on the interface after a certain time in the report period. To confirm this, you can run a Trend report for both frames and errors. If the frame rate dropped to zero at the same time that the constant error rate started, this indicates that the interface might have been down during the report period.

Latency Chart

The Latency chart measures network delay. This chart appears in At-a-Glance reports for a LAN/WAN interface, router, server, or remote access server (RAS).

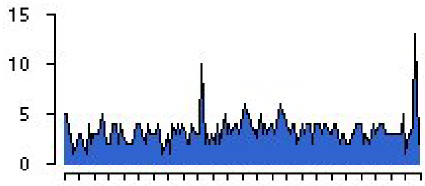


Chart Description

The Latency chart has the following characteristics:

The horizontal axis represents the report period.
The vertical axis represents time in milliseconds (msec). The vertical axis scales to the longest latency.
The height of the line indicates the latency at the specified time.

How to Use this Chart

The Latency chart helps you evaluate how quickly information is moving in your network. Lower latency values indicate that the network is moving data quickly.

Network Health measures latency between the element and another system. Typically, the Latency chart displays the length of time in milliseconds (msec) for an Internet Control Message Protocol (ICMP) ping request to travel from the Network Health server to a polled element and back again.

If a router is capable of alternate latency and a latency partner is specified in the poller configuration for the element, the Latency chart for the router shows the time it takes a ping to travel from a polled element (an alternate latency source) to a specified latency partner and back again. Alternate latency can provide a closer match to the delay users actually experience using the network.

Note: If the element collects alternate latency, the chart label contains the IP address of the latency partner.

Availability Chart

The Availability chart shows the percentage of time the element is active and running. This chart appears in all At-a-Glance reports except reports on ISDN interfaces, modems, modem pools, and some routers. The ISDN States and Modem States charts provide availability information for those elements.

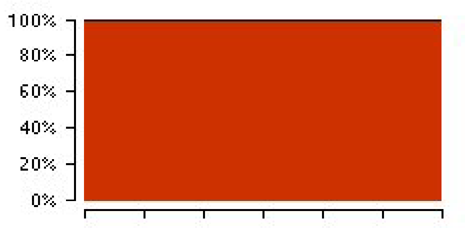


Chart Description

The Availability chart has the following characteristics:

The vertical axis represents percentages of the polling interval.
The horizontal axis represents the report period.
The height of the line indicates the percentage of time that the element was available.

How to Use this Chart

Ideally, a trouble-free element will have 100% availability during the entire report period. You can determine the time when the element was unavailable and whether the element was down for repairs or upgrades or whether the element requires further analysis.

View Your Invoices

View Managed Account Invoices

Menu: ***Managed Accounts →Select Account***

See Checking Managed Account Services help for how to select the account for which you want to view service information.

From the resulting account search results page *Select Function* drop down menu, select *View Invoices* and click *Go*.

You are taken to the *View Invoices for Account* screen.

Viewing An Invoice

Menu: ***View Invoices***

Selecting the *View Invoices* menu option provides you with a list your Invoices that exist on the Self-Care system.

The *View Invoices for Account* displays the invoices available for your account. To view these invoices you must have Microsoft Word or Microsoft Word Viewer installed on your PC.
NOTE: Alink is provided on the screen that will enable you to download Microsoft Word Viewer if you do not already have it installed on your PC.

A typical Invoice display screen is shown below.

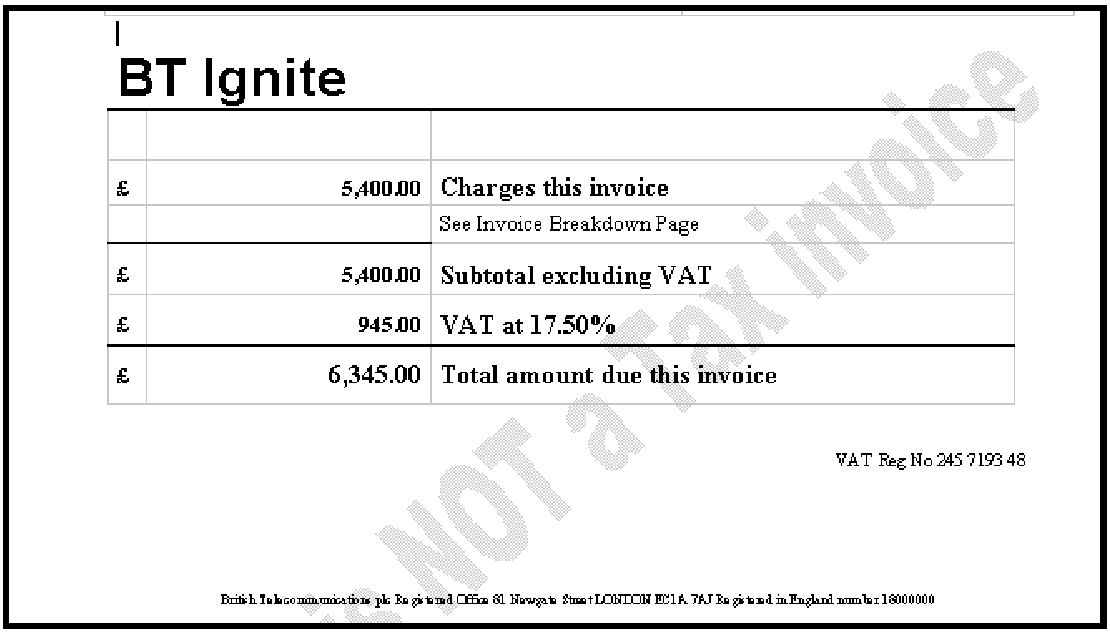
View Invoices for Account : 177 0000177

This page displays the invoices available for your account (over the last 12 months). In order to view these invoices you must have Microsoft Word or Microsoft Word Viewer installed on your PC. A copy of Microsoft Word Viewer can be downloaded here.

Invoice Number	Date
1770000177-001	02-Dec-00
1770000177-002	01-Jan-01
1770000177-003	01-Feb-01
1770000177-004	13-Feb-01
1770000177-005	01-Mar-01

Selecting one of the invoice links will launch MSWord or WordViewer to display the invoice (if you are using Netscape Navigator). MS IE users will see the invoice within their browser window.

It must be noted that it is an offence to change the contents of this invoice in order to defraud the Tax Office.


BT Ignite

£	5,400.00	Charges this invoice
		See Invoice Breakdown Page
£	5,400.00	Subtotal excluding VAT
£	945.00	VAT at 17.50%
£	6,345.00	Total amount due this invoice

VAT Reg No 245 7193 48

British Telecommunications plc Registered Office 81 Newgate Street LONDON EC1A 7AJ Registered in England number 1800000

Note it is a civil offence to alter these details in order to defraud the tax office.

Making On-Line Enquiries

Self-Care provides you with the ability to raise several different *Enquiry Types.* Select the most appropriate *Enquiry Type* when you raise an enquiry in order to get the fastest response.

Using Self-Care you can make the following *Enquiries:*

- Report a Problem
- Request a Service Change
- Request a New Service
- Raise a Billing Enquiry
- Raise a General Enquiry
- Raise VSA Service Request
- Raise PVSA Backup Request

You can also View All Enquiries.

Report a Problem

Menu: ***Enquiries → Report Problem***

Problem Reports relate to problems you are experiencing with either your hosted service or with accessing features of the Self-Care system.

When you select the *Raise Problem Report* you will be presented with the following page to help you resolve the problem type.

Reporting Problems

You can use this area to report problems directly to our 24 hour support teams. In order to enable us to respond more quickly to your problem it will help us if you can identify the nature of your problem or the system you are experiencing difficulty with by selecting the appropriate option below.

Connectivity problems relate to your ability to see your application or the Self-Care interface (this system).

Application problems relate to the operation of a hosted application.

Self-Care problems relate to problems you are experiencing with the Self-Care options available to you.

Use the **All Other Problems** option if your problem does not fit into one of the above categories or if you are unsure as to which category to use.

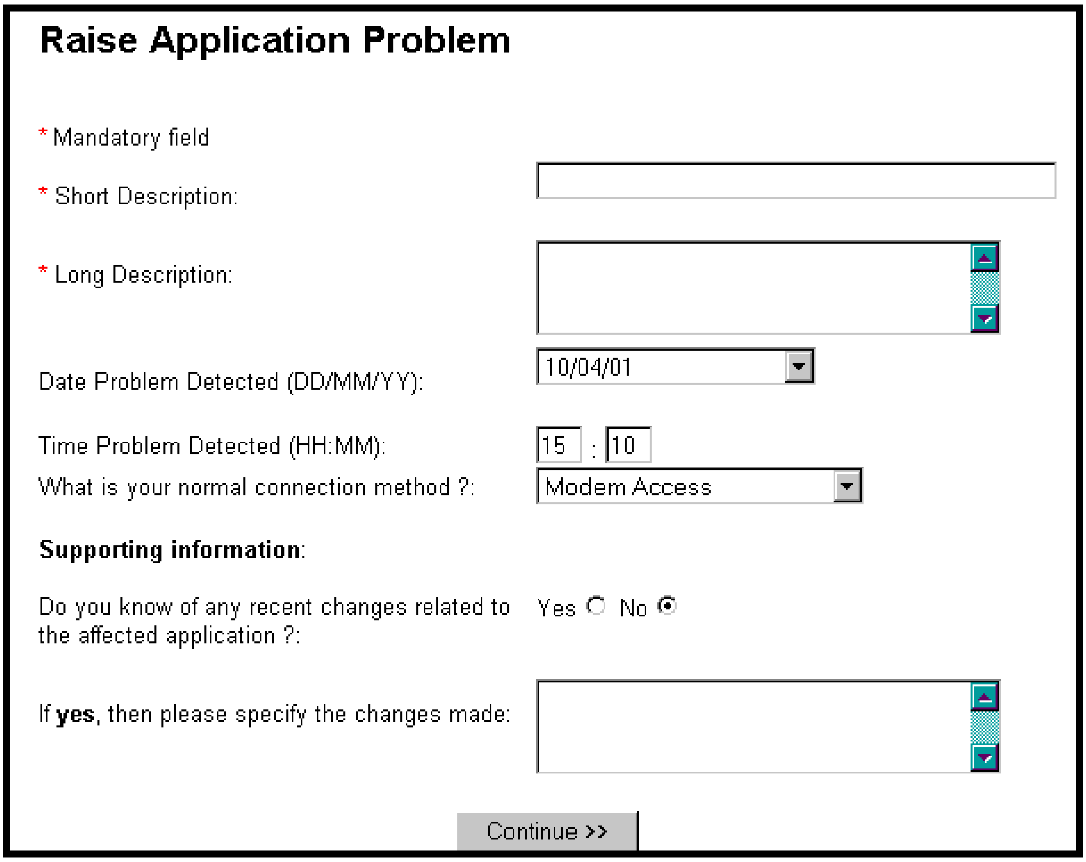
Connectivity Problem

You are asked to check:

- Cables are connected correctly between the machine and the Internet access medium (for example, modem, ISDN port etc).
- Connection properties on the machine are configured correctly for your ISP.
- Whether your ISP is experiencing any problems.

Application Problem

If you wish to report an *Application Problem* you will be required to fill in details relating to the nature of the problem and date and time the problem was identified. In order to help us resolve your problem as efficiently as possibly please supply as much information and as detailed information as you can.


Raise Application Problem

* Mandatory field

* Short Description:

* Long Description:

Date Problem Detected (DD/MM/YY): 10/04/01

Time Problem Detected (HH:MM): 15 : 10

What is your normal connection method ?: Modem Access

Supporting information:

Do you know of any recent changes related to the affected application ?: Yes No

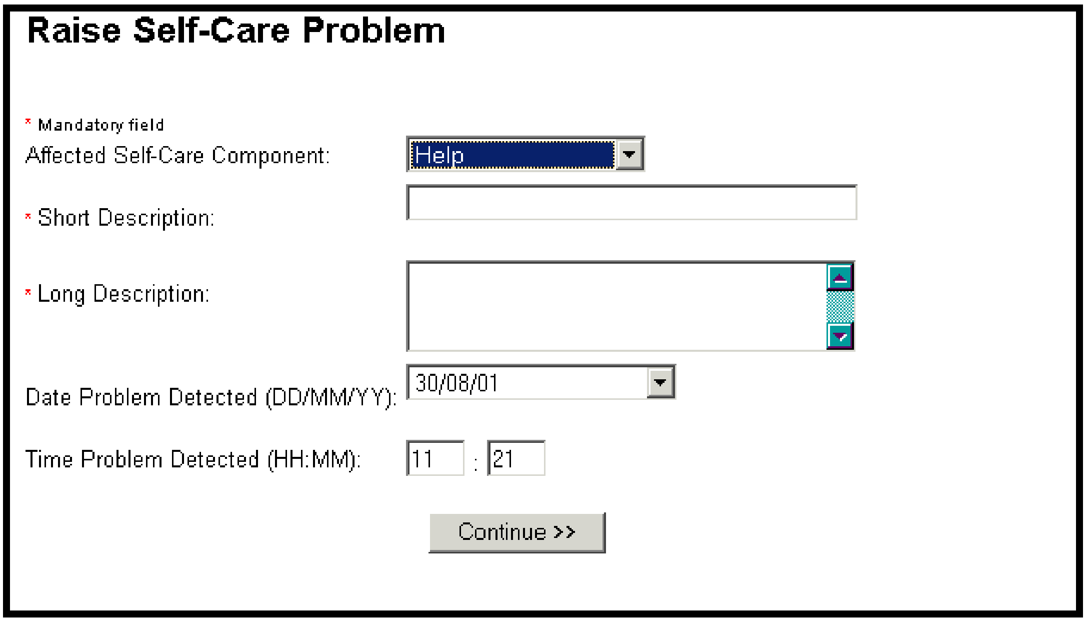
If **yes**, then please specify the changes made:

Continue >>

Enter your problem description into the *Raise Application Problem* form. A good description of the problem will improve your chances of a quicker recovery. Add *Supporting Information,* if applicable, and click *Continue* to raise a Job Ticket and receive an Acknowledgment Number from the Reporting Service.

Self-Care Problem

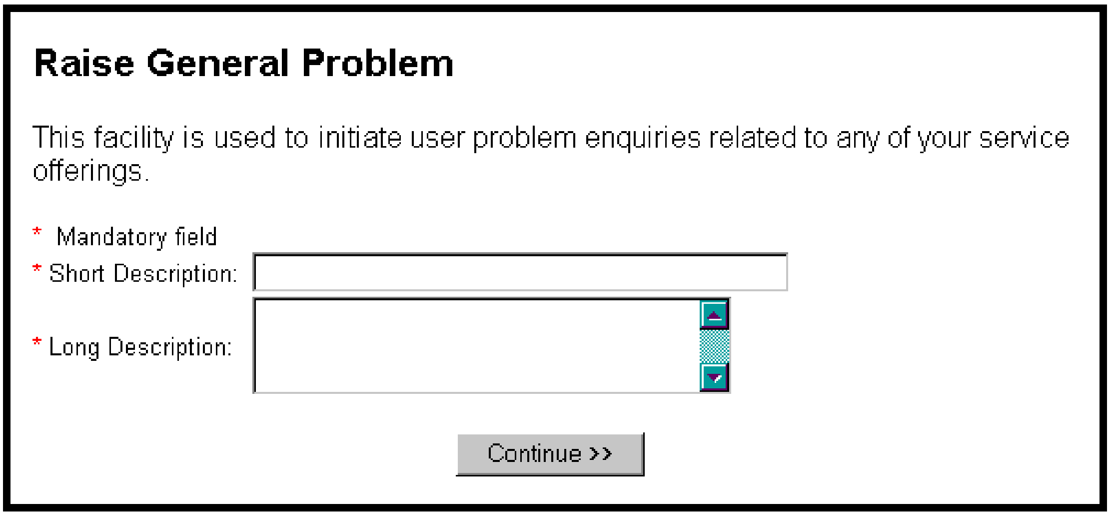
If you wish to report a *Self-Care Problem* you will be required to fill in details relating to the nature of the problem and date and time the problem was identified. In order to help us resolve your problem as efficiently as possibly please supply as much information and as detailed information as you can.



Enter your details into the *Self-Care Problem* form and click *Continue* to select your affected service.

Other Problems

If you cannot determine whether your problem is an *Application Problem* or a *Self-Care Problem* you should create your problem as a general *User Problem*. In order to help us resolve your problem as efficiently as possibly please supply as much information and as detailed information as you can.

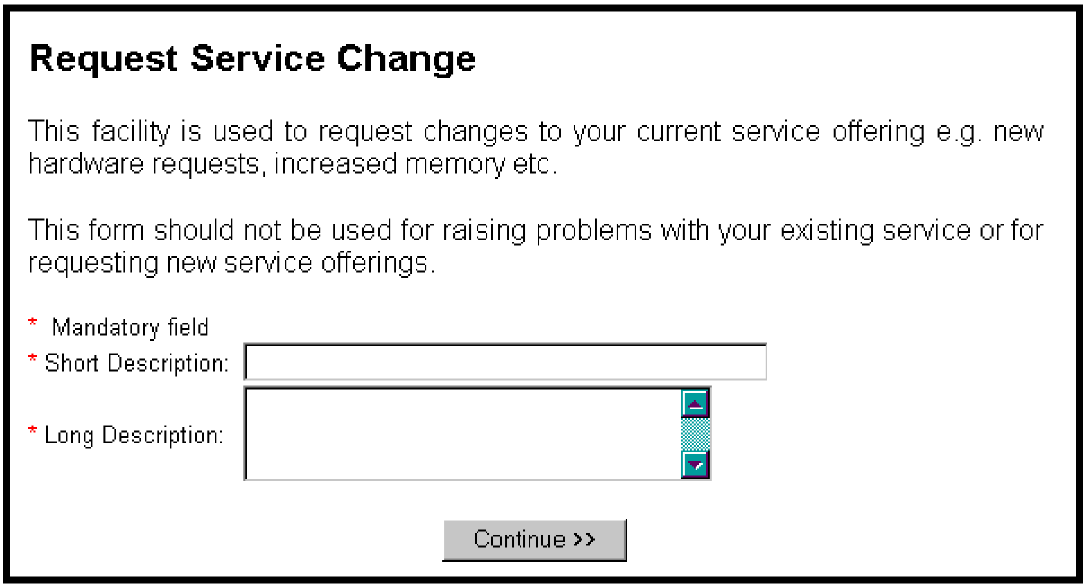


Enter the descriptions into the *Raise General Problem* form and click *Continue* to select your affected service.

Request a Service Change

Menu: ***Enquiries → Request Service Change***

Service Changes relate to requests to change your current service offering, as detailed in your hosting agreement.



Enter your details into the *Service Change* form and click *Continue* to select your affected service.

Request a New Service

Menu: ***Enquiries*** → ***Request New Service***

Initiate New Service Requests relate to requests to host additional services or to make changes to your existing service that do not fall within your current service hosting agreement.

When you click on *Request New Service*, this screen appears:

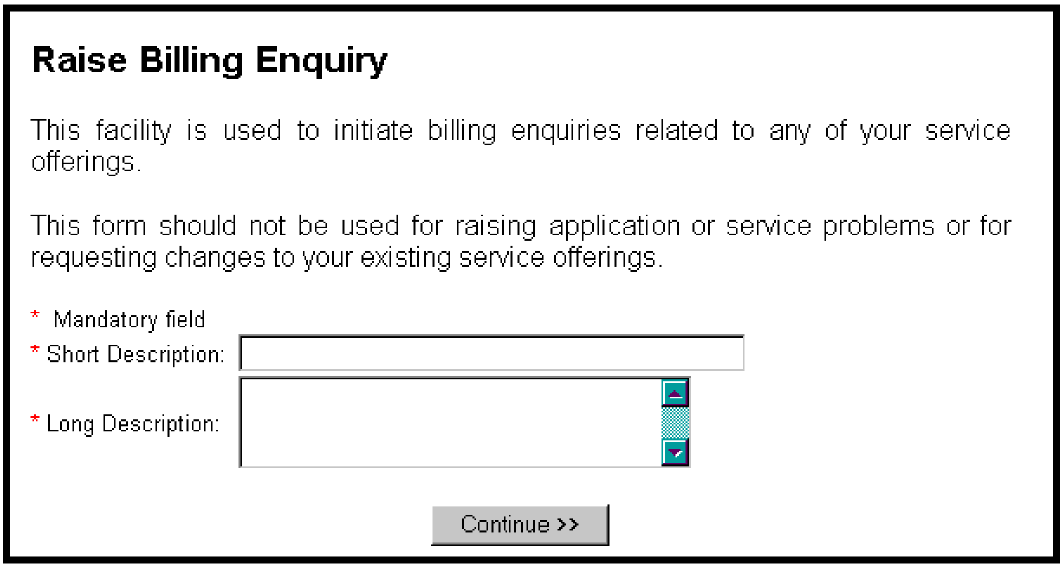
Enter short and long descriptions into the *Initiate New Service Request* form and click *Continue* to select your affected service.

Raise a Billing Enquiry

*Menu:**Enquiries** → **Raise Billing Enquiry***

Raise Billing Enquiries relates to enquiries for any of the *Invoices* you have received for your service offering.

When you click on *Raise Billing Enquiry* this screen appears:



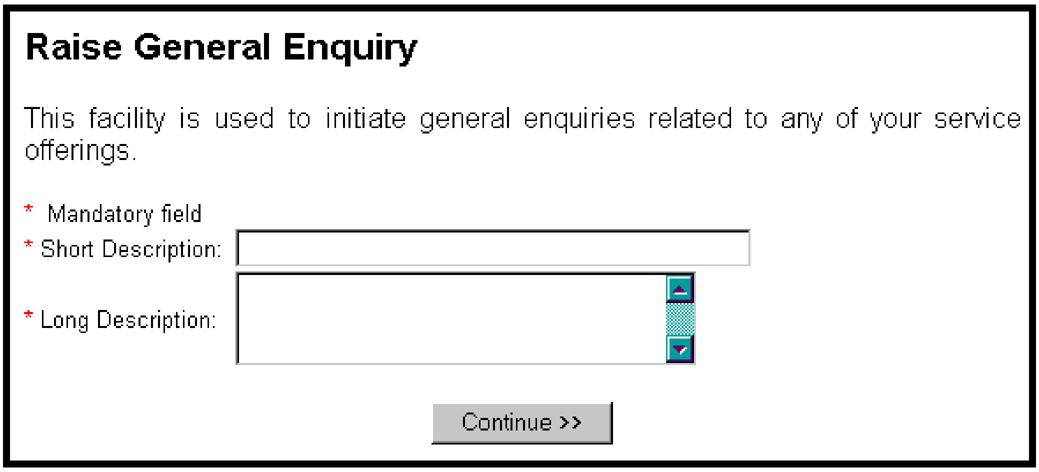
Enter short and long descriptions into the *Raise Billing Enquiry* form and click *Continue* to select your affected service.

Raise a General Enquiry

Menu: ***Enquiries → Raise General Enquiry***

Use the *General Enquiries* option to raise an *Enquiry* that you cannot assign to one of the other *Enquiry Types*.

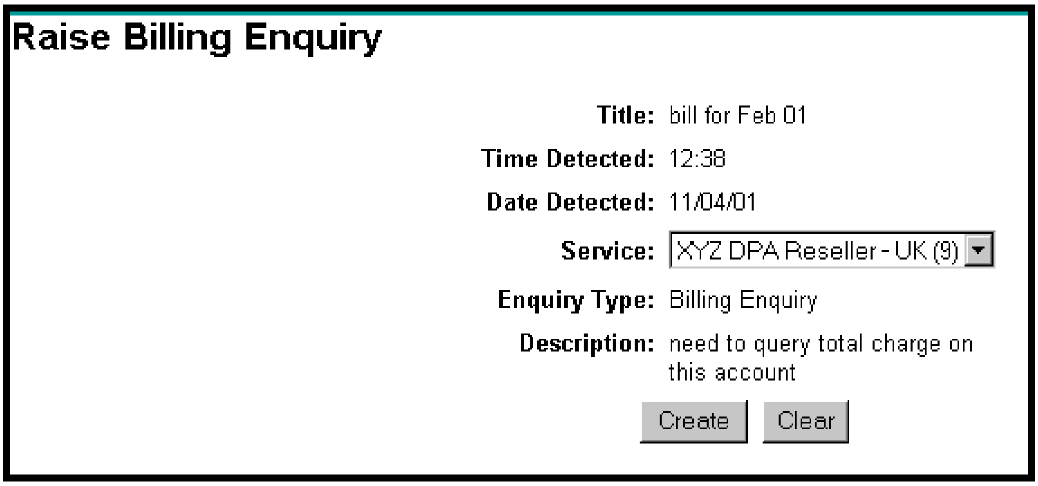
When you click on *Raise General Enquiry* this screen appears:



Enter short and long descriptions into the *Raise General Enquiries* form and click *Continue* to select your affected service.

Select Your Affected Service

The final stage of raising an *Enquiry* is to select the *Service* that the *Enquiry* relates to. This is a typical screen.



Select the *Service* from the list of services registered against you then click the *Create* button to raise the *Enquiry* and take you to the New Enquiry Confirmation page.

New Enquiry Confirmation

Having raised a new *Enquiry* you are presented with a confirmation page showing you the captured *Enquiry Detail* together with your unique *Enquiry Reference Number.* The page shown below is typical.

Enquiry Detail For C-110401-00289

Title: cannot print info
Enquiry Type: General Enquiry
Status: Progressing
Service: XYZ DPA Reseller - UK
Contact: Xavier Zoro
Phone: 0800 100 100

Problem History:

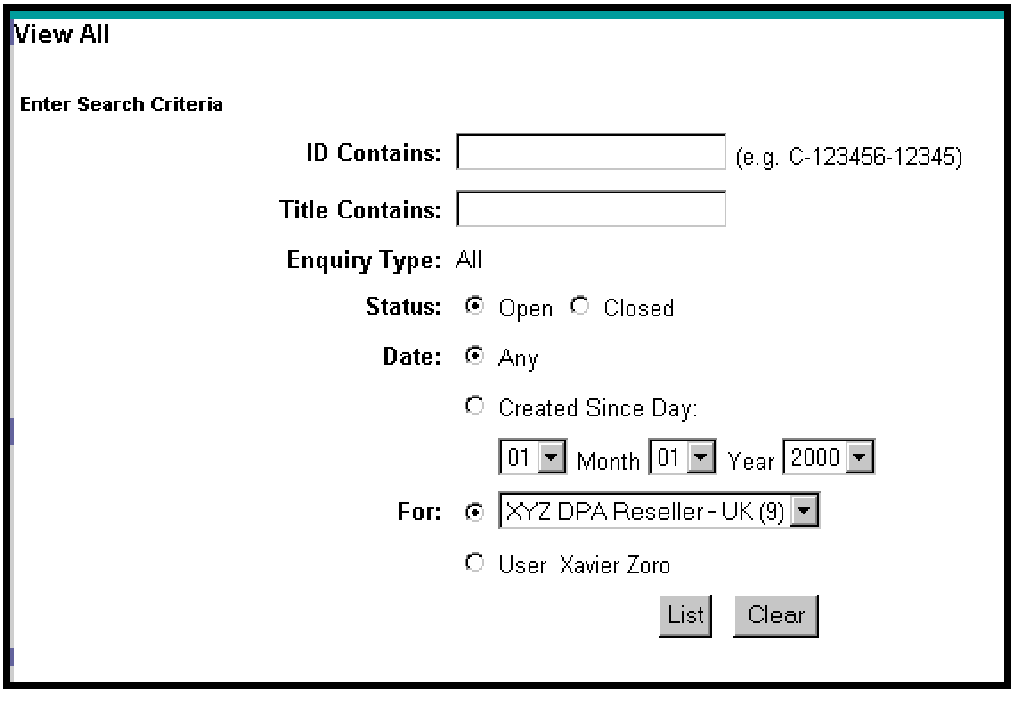
*** NOTES 11-Apr-2001 12:40:25 [11-Apr-2001 19:40:25 None] sa
*** Logged by contact: Xavier Zoro, 0800 100 100
Date Detected: 11/04/01
Time Detected: 12:31
Problem Description: test screen - cannot print information relating to product 21

Add Note

View All Enquiries

Menu: ***Enquiries → View All Enquiries***

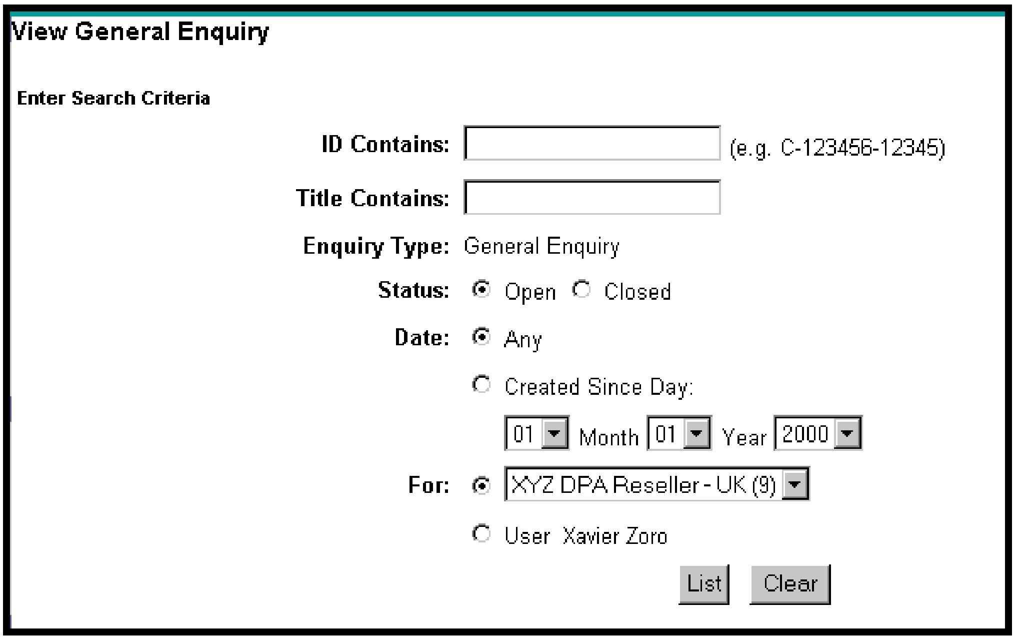
Use this menu option to view the progress of your *Enquiries* of all types.



On selecting the menu option you are taken to the Enquiry Query form where the *Enquiry Type* is set to all.

Enquiry Query Form

The *Enquiry Query* form (shown below) allows you to specify the search conditions for looking up the enquiries raised by you or raised by someone else but affecting your service. You can either search by ID or search by Title.



To Search By ID Contains

The *Enquiry ID* field enables you to search for a specific *Enquiry* based on the unique *Enquiry ID.* Enter your complete *Enquiry ID* or *Enquiry ID* sub-string if you cannot remember the full reference number and click *List.*

To Search By Title Contains

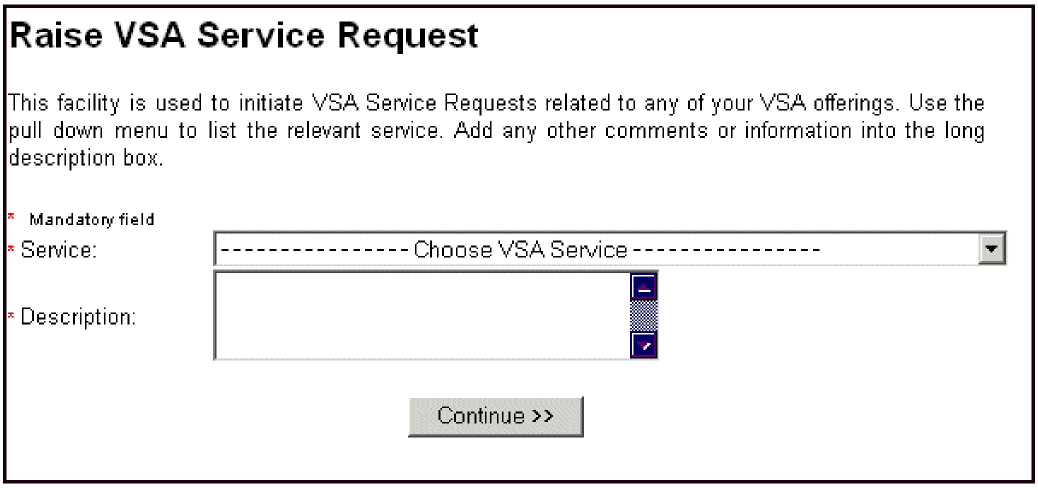
The *Title Contains* field enables you to search for a specific *Enquiry* based on the unique *Title.* Enter your complete Title or a Title sub-string if you cannot remember the full title name and click *List*.

Whichever method you chose after clicking on *List* you are presented with a list of all the enquiries that fit your search parameters. From this you should be able to find your enquiry query.

Raise VSA Service Request

Menu: ***Enquiries → Raise VSA Request***

The Raise VSA Service request facility is used to initiate VSA Service Requests related to any of your VSA offerings. Use the pull down menu to list the relevant service.



Raise PVSA Backup Request

Menu: ***Enquiries → Raise PVSA Backup Request***

The Raise PVSA Service request facility is used to initiate PVSA Backup Requests related to any of your PVSA offerings. Use the pull down menu to list the relevant service.

Call Me Request

Menu→ Call Me Request

This facility is used to request for a help desk representative to call you for assistance within the next 2 working days. Please enter your preferred contact telephone number in the box provided.

You can view previous Call Me Requests by going to ***Menu → Enquiries → View All Enquiries***

General FAQ

Contact Information

Q. How do I contact your support teams?

The primary means of contacting our support teams is using the ***Enquiries*** *menu option that forms part of the on-line facilities (if this service is available to you).*

If you need to contact someone by phone or e-mail then use the contact details provided in your contract.

Q. How are on-line requests handled by your support teams?

If you have access to the On-Line Enquiries option, when you raise a service request or service problem through the on-line facilities, your request will be evaluated by our support teams and handled accordingly. Our support teams will provide regular updates to your original request in order that you can view the progress of your request on-line until the request has been closed.

As part of the process of reviewing all requests and problems, our support teams may re-assign your request to a different enquiry category. If your initial search has failed you should use the ***Enquiries→ View All Enquiries*** *facility.*

Connection Related Issues

I am having problems with connecting to my hosted server(s)

I am having problems with connecting to Self-Care from certain machines

Q. I am having problems with connecting to my hosted server(s).

Please contact our helpdesk to discuss your specific situation.

Q. I am having problems with connecting to Self-Care from certain machines.

The fact that you are able to access the Self-Care service verifies that you have Internet access from this machine. If you are experiencing problems accessing the Self-Care service from a specific machine please check:

- *Cables are connected correctly between the machine and the Internet access medium (e.g. modem, ISDN port etc).*
- *Connection properties on the machine are configured correctly for your ISP.*
- *Whether your ISP is experiencing any problems.*

Self-Care Logon Related Issues

When I attempt to login to Self-Care I keep on getting the error "this form contains no data". What can I do ?

When I attempt to go to the Login Page I get the "Page Cannot be Displayed" message.

Compared to other web sites I use the performance of the Self-Care login site seems very slow. Can you explain this ?

When I attempt to go to the Login Page I get the "you are not authorised to access this page" message.

When I enter my login details all that happens is I get presented with the login form again.

I have big problems setting a new password. Can you explain why most of my new passwords are rejected ?

Q. When I attempt to login to Self-Care I keep on getting the error "this form contains no data". What can I do ?

The Self-Care login page contains security related information. This error message implies that you are logging into an old URL. To avoid this problem make sure that you always login in at the address https://www.selfcare.asp.bt.com/asp/index.html.

If you bookmark the page make sure your bookmark is:

https://www.selfcare.asp.bt.com/asp/index.html *or*
https://www.selfcare.asp.bt.com/asp/cgi/SessionServlet *and not anything that begins with*
https://www.selfcare.asp.bt.com/siteminderagent/forms/aspmultilangloginredirect.fcc?

Q. When I attempt to go to the Login Page I get the "Page Cannot be Displayed" message.

Make sure the web address (URL) you are using begins with https and not http. The Self-Care WebSite is a secure web site, which makes use of encryption technology (Secure Sockets Layer or SSL), between your web browser and our Web Server. This is indicated by the use of the HTTPS protocol (secure HTTP) at the beginning of the web site address, and the closed padlock symbol that appears on your browser screen.

Q. Compared to other web sites I use the performance of the Self-Care login site seems very slow. Can you explain this ?

This Self-Care website uses encryption technology (Secure Sockets Layer or SSL), between your web browser and our Web Server. The encryption and decryption process results in a performance overhead compared to the performance of sites not using encryption, but does mean that the information presented to you through our website is secure. Our website also uses the highest generally available encryption level (128-bit) which has a performance penalty compared to a lower encryption level but does mean that your data is much more secure.

Q. When I attempt to go to the Login Page I get the "you are not authorised to access this page" message.

Our website uses 128-bit encryption technology to secure the data exchanged between your browser and our website and requires that your browser supports 128-bit encryption. The following browser versions support 128-bit encryption as standard.

Netscape version 4.7 or later.

Internet Explorer version 5.5 (Service Pack 2) or later.

See Browser Related Issues for more information.

Q. When I enter my login details all that happens is I get presented with the login form again.

This indicates that your login username or password is invalid or that your account has been locked out because of previous repeated failed attempts to access the website using your username.

Locked accounts will normally become re-enabled automatically after a period of 30 minutes. If this does not happen or you need access immediately you should contact our helpdesk.

Q. I have big problems setting a new password. Can you explain why most of my new passwords are rejected ?

The biggest security hole for any system relates to the ease with which you can guess someone's password. To reduce the risk of someone being able to logon to Self-Care as you, we have enforced the following constraints on the creation of new passwords:

- *Passwords must contain at least one numeric character (0 - 9) and one alphabetic character (A - Z, a - z).*
- *Passwords must be at least 8 characters long.*
- *Passwords cannot contain repeating characters.*
- *Passwords cannot be re-used for a period of 400 days or 20 changes whichever is longest.*

In addition passwords should not contain sequences of characters. Having established a password you should not compromise system security by writing it down.

Browser Related Issues

I have been experiencing problems on MS IE5.5, getting the message "This page contains both secure and nonsecure items. Do you want to display the nonsecure items?"

I have been experiencing problems when resizing a window in NS 4.7 I get An Illegal Operation Abend

I have been experiencing problems when I try to bookmark a particular session in Netscape 4.7 I get the message "Document contains no data"

Q. I have been experiencing problems on Microsoft IE5.5, getting the message "This page contains both secure and nonsecure items. Do you want to display the nonsecure items?"

To overcome this bug in IE5.5 you need to install Service Pack 1 for IE5.5 you can download this from http://microsoft.com/windows/ie/downloads/recommended/ie55sp2/default.asp

Q. I have been experiencing problems when resizing a window in Netscape 4.7 I get An Illegal Operation Abend

To overcome this bug in Netscape 4.7 do not resize your window.

Q. I have been experiencing problems when I try to bookmark a particular session in Netscape 4.7 I get the message "Document contains no data"

This problem is caused by the way Netscape saves Session Servlets, to overcome this just bookmark Self-Care at the top level, that is https://www.selfcare.asp.bt.com/asp

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Citrix Related Issues

For answers to Citrix related problems please visit their website:

http://www.citrix.com/support