Spectrum Enterprise
DDoS Protection
Portal User Guide
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Introduction

The Spectrum Enterprise DDoS Protection client portal provides you with visibility and control of your Spectrum Enterprise DDoS Protection services. The simple, intuitive, and streamlined Spectrum Enterprise DDoS Protection client portal interface is comprised of the following capabilities:

- DDoS Dashboard
- Traffic Analysis
- Reporting and Analytics
- Account and User Management

REST API

A REST API is available for deeper integration with your systems and management interfaces. For more information, see the DDoS API Documentation. To access the documentation, select Documentation from the navigation menu.

System messages

Throughout the portal you will encounter two types of messages at the top of the screen: error messages and confirmation messages.

Error messages

These messages indicate that there was an error and your action was not completed. If further assistance is required regarding an error message, please contact customer support. Error messages are displayed in a red banner.

Confirmation messages

These messages confirm that your action completed successfully. Confirmation messages are displayed in a green banner.

Navigating the Spectrum Enterprise DDoS Protection client portal

To navigate through the Spectrum Enterprise DDoS Protection client portal, you can select options from the navigation menu or click the icons that appear on the DDoS Main Dashboard.

The navigation menu appears to the left of the header at the top of the screen, as shown below:

The DDoS Main Dashboard appears when you log in to the portal or when you select HOME from the navigation menu.
The following table describes the options on the navigation menu and shows the corresponding dashboard icons:

Navigating the Spectrum Enterprise DDoS Protection client portal

<table>
<thead>
<tr>
<th>Menu option</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Traffic analysis</strong></td>
<td>Displays the Traffic Analysis dashboard page. See Traffic Analysis Dashboard on page 7.</td>
</tr>
<tr>
<td><strong>Source IPs</strong></td>
<td>Displays the aggregate inbound, clean inbound, and mitigated traffic by source IP address.</td>
</tr>
<tr>
<td><strong>Autonomous systems</strong></td>
<td>Displays the aggregate inbound, clean inbound, and mitigated traffic by ASN.</td>
</tr>
<tr>
<td><strong>TCP Flags</strong></td>
<td>Displays the aggregate inbound traffic by TCP flag by source IP address.</td>
</tr>
<tr>
<td><strong>Detection &amp; alerting</strong></td>
<td>These options do not apply to Spectrum Enterprise DDoS Protection.</td>
</tr>
<tr>
<td><strong>Reporting &amp; analytics</strong></td>
<td>Displays the Reporting &amp; Analytics page. See Reporting and Analytics on page 9.</td>
</tr>
<tr>
<td><strong>Historical incidents</strong></td>
<td>Displays the post-incident reports from the previous mitigation.</td>
</tr>
<tr>
<td><strong>Threat intelligence</strong></td>
<td>Lists the ASERT bulletins that contain updates for the DDoS community.</td>
</tr>
<tr>
<td><strong>CM / audit</strong></td>
<td>Displays the system logs and change management information for the account.</td>
</tr>
<tr>
<td><strong>Account management</strong></td>
<td>Displays the information for a user account and allows you to manage accounts. See Account Management on page 10.</td>
</tr>
<tr>
<td><strong>My profile</strong></td>
<td>Allows you to update the information about the account and the users, including permissions and notifications.</td>
</tr>
<tr>
<td><strong>Account administration</strong></td>
<td>Displays the user contact list for the account and allows you to add new contacts to the account.</td>
</tr>
<tr>
<td><strong>My sub accounts</strong></td>
<td>If the current user created subaccounts, this option allows that user to switch between accounts.</td>
</tr>
<tr>
<td><strong>Service configuration</strong></td>
<td>These options do not apply to Spectrum Enterprise DDoS Protection.</td>
</tr>
<tr>
<td><strong>Support</strong></td>
<td>Displays links to support for the portal.</td>
</tr>
<tr>
<td><strong>Support portal</strong></td>
<td>Opens the Spectrum Enterprise Support contact web site.</td>
</tr>
<tr>
<td><strong>Documentation</strong></td>
<td>Displays the user documentation for the DDoS RESTful API.</td>
</tr>
</tbody>
</table>
DDoS Dashboard

Every account in the Spectrum Enterprise DDoS Protection client portal has a DDoS Dashboard page, which appears when you log in to the portal.

You also can access the DDoS Dashboard from the navigation menu or by clicking your organization name link, which appears just below the navigation menu.

The DDoS Dashboard page provides the following information:

- The current mitigation status, which appears in the upper-right corner of the page. For example:

  ![Mitigation is: INACTIVE](image)

- A dashboard of your traffic and recent activity.

The DDoS Dashboard allows you to view the statistics for the account. You will be able to monitor and review the mitigation traffic.

Dashboard data

The main area of the dashboard displays a snapshot of recent activity, including:

- Current traffic
  Various statistics about your traffic, including packets per second inbound, the aggregate traffic inbound, mitigated traffic, clean traffic inbound, and egress traffic.

- Aggregated traffic
  A line chart showing the traffic in your system. You can choose the timeframe and whether or not the time zone displayed is UTC. You can also print or download the graph in a particular format, such as PNG, JPEG, SVG, or PDF using the chart context menu in the upper right of the graph.

- Incidents & Alerts
  A table of the most recent incidents and alerts associated with the account.

Note: Data is available only when a mitigation is in progress.
Traffic Analysis Dashboard

The Traffic Analysis dashboard page displays recent activity in the following tabs:

• SOURCE IPS
• AUTONOMOUS SYSTEMS
• TCP FLAGS

To access the Traffic Analysis dashboard, select TRAFFIC ANALYSIS from the navigation menu. To access one of the tabs directly, select the corresponding sub-option on the menu.

SOURCE IPS tab

The SOURCE IPS tab contains sub-tabs for the following types of traffic:

• Aggregate inbound traffic
• Clean inbound traffic
• Mitigated traffic

Each sub-tab presents the total Mbps by IP in the following formats:

• Top 10 graph
• All Stacked graph
• Pie graph
• Table with maximum, average and 95th percent traffic

In the upper-right corner of the graphs, the chart context menu ( ) allows you to print the graph or download it in any of several formats: PNG, JPEG, PDF, or SVG.

AUTONOMOUS SYSTEMS tab

The AUTONOMOUS SYSTEMS tab displays the following traffic by AS number (ASN) in sub-tabs.

• Aggregate inbound traffic
• Clean inbound traffic
• Mitigated traffic

Each sub-tab presents the total Mbps by ASN in the following formats:

• Top 10 graph
• All Stacked graph
• Pie graph
• Table with maximum, average and 95th percent traffic

In the upper-right corner of the graphs, the chart context menu ( ) allows you to print the graph or download it in any of several formats: PNG, JPEG, PDF, or SVG.
TCP FLAGS tab
The TCP FLAGS tab displays the aggregate inbound traffic by TCP flag and source IP address. It presents the data in the following formats:

- Top 10 graph
- All Stacked graph
- Pie graph
- Table with maximum, average and 95th percent traffic

In the upper-right corner of the graphs, the chart context menu ( ) allows you to print the graph or download it in any of several formats: PNG, JPEG, PDF, or SVG.

Reporting and analytics
The reporting and analytics page consists of the following tabs:

- HISTORICAL REPORTS
- THREAT INTELLIGENCE
- CM / AUDIT

To access the reporting and analytics page, select REPORTING & ANALYTICS from the navigation menu. To access one of the tabs directly, select the corresponding sub-option on the menu.

HISTORICAL REPORTS tab
The HISTORICAL REPORTS tab lists the post-incident reports that were created as a result of the previous mitigation.

This tab provides the following options for viewing the information:

- To sort the reports by date, click the up arrow or down arrow to the right of the DATE column heading.
- To filter the reports for a specific date range or event type, click the (filter) icon to the right of the column heading, and then select the filter criteria.
- To view the contents of a report, click its View Traffic link.

THREAT INTELLIGENCE tab
The THREAT INTELLIGENCE tab lists the ASERT bulletins that contain updates for the DDoS community.

- To view a bulletin, click its View link.

CM / AUDIT tab
The CM / AUDIT tab displays a compilation of system logs and change management (CM) information for the account. This information includes a list of activities, the date and time the activity was performed, and the user who enacted the activity.
This tab provides the following options for viewing the information:

- To sort the reports by date, click the up arrow or down arrow to the right of the DATE column heading.

- To filter the reports for a specific date range, click the (filter) icon to the right of the column heading, and then select the filter criteria.

**Account management**

The account management page displays the information for the user’s account. From this page, you will be able to view and update your account information, permissions, and notification settings, and add new users to the account.

To access the account administration page, select ACCOUNT MANAGEMENT from the navigation menu. To access one of the tabs directly, select the corresponding sub-option on the menu.

This page consists of the following tabs:

- **MY ACCOUNT (MY SETTINGS AND PROFILE)** – See MY ACCOUNT tab below.

- **ACCOUNT INFO (ACCOUNT MANAGEMENT)** – See ACCOUNT INFO tab on page 9.

- **ACCOUNTS & USERS (SUB ACCOUNTS)** – See ACCOUNTS & USERS tab on page 9.

**MY ACCOUNT tab**

The MY ACCOUNT tab allows you to update the information about the account and the users.

You can view the following subsections by clicking the corresponding link on the left side of the page:

**My Information subsection**

In the My Information section, you can view and update your user information, including your password. Enter the new information and click the Save button at the bottom of the screen.

**My Permissions subsection**

The My Permissions section lists the existing roles available for the account and the role that is assigned to your account. Based on the permissions available for your role on the account, you can access and update information for the account.

**Notifications subsection**

In the Notifications section, you can subscribe or unsubscribe to user notifications and data mitigation alerts for your account and any sub accounts. (To enable a sub account, contact customer support.)

When you subscribe to a notification or alert, the system sends an email message to the specified address each time that notification or alert is triggered.
• To change the email address for the account, click CHANGE EMAIL ADDRESS.

• To view all of the notifications or alerts, expand the User Notifications list or the Data Mitigation Alerts list.

• To subscribe to a notification or alert, select its check box in the My Account list. If you have set up sub-accounts, then you can select the check box in the Sub Accounts list.

Note: You can select a sub account only if the corresponding account is selected in the My Account list.

• A minus sign (−) in the boxes to the right of the User Notifications list or the Data Mitigation Alerts list indicates that individual notifications or alerts are selected.

For more information about notifications, see Appendix A: Notification Types on page 11.

My Accounts subsection
The My Accounts section indicates the accounts that are associated with this user and allows you to switch between accounts.

ACCOUNT INFO tab
The ACCOUNT MANAGEMENT tab on the account administration page displays the user contact list for the account. You can add new contacts to the account.

General & User List
The General & User List section displays the primary contact and additional contacts for the account.

The Additional Contacts list provides the following options for viewing and managing the information:

• To search for contacts, enter a last name, first name, email address, or phone number in the search box that appears above the list.

• To filter the contacts list by status, click the (filter) icon to the right of the column heading, and then select a status.

• To perform additional actions for an account, hover your mouse pointer over the account, click the ••• (ellipsis) icon, and then select one of the following options:
  • Remove User From Account
  • Swap with Primary
  • Resend Welcome Email

Manage Custom Roles
The ability to manage custom roles will be added in the future. For information about user roles in the Spectrum Enterprise DDoS Protection client portal, contact Spectrum Enterprise Support.

ACCOUNTS & USERS tab
The Accounts & Users tab on the account administration page appears only for the accounts that have the Sub Account Service enabled. To enable a sub account, contact customer support.
You can view the following subsections by clicking the corresponding link on the left side of the page:

**Account List subsection**
The Account List section displays all of the sub accounts that are associated with the account. Each account has a status of Active, Suspended, or Pending.

On this screen, you can access a sub account by clicking (Go Into Account) for that account. Going into a sub account allows you to view that account’s profile and perform actions on that account based on the permissions that are active for your account.

**User List subsection**
User List section lists all of the users that are associated with the account. The User List provides the email address, user name, account, role, and the status of the user on the account.

You can perform the following actions for a user account by selecting an option from (action menu) on the right side of the screen:

- Remove User From Account
- Suspend User From Account
- Unlock User
- Reset Password
Appendix A: Notification types

The types of notifications are Account, User, and Mitigation Alerts. These notifications will be sent from the portal to the email addresses that are subscribed to receive a specific notification. These notifications are described in the following tables.

### Account notifications

<table>
<thead>
<tr>
<th>Notification title</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Account Activated</td>
<td>Whenever an Account is activated</td>
</tr>
<tr>
<td>Account Created</td>
<td>Whenever a new Account is created</td>
</tr>
<tr>
<td>Account Deleted</td>
<td>Whenever an Account is deleted</td>
</tr>
<tr>
<td>Account Suspended</td>
<td>Whenever an Account is suspended</td>
</tr>
<tr>
<td>Account Updated</td>
<td>Whenever an Account is updated</td>
</tr>
</tbody>
</table>

### User notifications

<table>
<thead>
<tr>
<th>Notification title</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>User Activated</td>
<td>Whenever a User is activated in the account</td>
</tr>
<tr>
<td>User Added</td>
<td>Whenever a User is added to the account</td>
</tr>
<tr>
<td>User Deleted</td>
<td>Whenever a User is deleted from the account</td>
</tr>
<tr>
<td>User Lock Out Reset</td>
<td>Whenever a Locked Out User has been Reset</td>
</tr>
<tr>
<td>User Locked Out</td>
<td>Whenever a User is Locked Out (multiple failures to login)</td>
</tr>
<tr>
<td>User Password Reset</td>
<td>Whenever a User’s Password is Reset</td>
</tr>
<tr>
<td>User Profile Updated</td>
<td>Whenever a User’s Profile is Updated</td>
</tr>
<tr>
<td>User Removed</td>
<td>Whenever a User is removed from the account</td>
</tr>
<tr>
<td>User Suspended</td>
<td>Whenever a User is suspended from the account</td>
</tr>
<tr>
<td>User Welcome</td>
<td>Whenever a User gets added to an account</td>
</tr>
</tbody>
</table>
About Spectrum Enterprise
Spectrum Enterprise, a part of Charter Communications, Inc., is a national provider of scalable, fiber technology solutions serving America's largest businesses and communications service providers. The broad Spectrum Enterprise portfolio includes networking and managed services solutions: Internet access, Ethernet access and networks, Voice and TV solutions. Spectrum Enterprise's industry-leading team of experts works closely with clients to achieve greater business success by providing solutions designed to meet their evolving needs. More information about Spectrum Enterprise can be found at enterprise.spectrum.com.

Mitigation alerts

<table>
<thead>
<tr>
<th>Notification title</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>ASERT Bulletins</td>
<td>Whenever a new ASERT Bulletin is posted in the portal</td>
</tr>
<tr>
<td>Hourly Traffic Email is Zero Error</td>
<td>Whenever a mitigation is active, but there is no traffic flowing through SiteProtect</td>
</tr>
<tr>
<td>Hourly Traffic Report for BGP</td>
<td>Hourly Traffic Report for a BGP Configuration (During Mitigation)</td>
</tr>
<tr>
<td>Hourly Traffic Report for DNS</td>
<td>Hourly Traffic Report for a DNS Configuration (During Mitigation)</td>
</tr>
<tr>
<td>Incident Ended</td>
<td>Whenever an Incident/Mitigation ends</td>
</tr>
<tr>
<td>Incident Failed to Start</td>
<td>Whenever an Incident/Mitigation fails to Start</td>
</tr>
<tr>
<td>Incident Re-Started</td>
<td>Whenever an Incident/Mitigation is re-started</td>
</tr>
<tr>
<td>Incident Report Published</td>
<td>Whenever an Incident Report is published to the portal</td>
</tr>
<tr>
<td>Incident Started</td>
<td>Whenever an Incident/Mitigation starts</td>
</tr>
<tr>
<td>Incident Stopped</td>
<td>Whenever an Incident/Mitigation is stopped</td>
</tr>
<tr>
<td>Mitigation Window Countdown</td>
<td>Notification that a 72 Hour attack incident window is coming close to an end</td>
</tr>
<tr>
<td>Test Incident Ended</td>
<td>Whenever a Test Incident end</td>
</tr>
<tr>
<td>Test Incident Started</td>
<td>Whenever a Test Incident starts</td>
</tr>
<tr>
<td>Test Window Countdown</td>
<td>Notification that a Test incident window is coming close to an end</td>
</tr>
</tbody>
</table>