CenturyLink® Network-Based Security Control Center Portal FAQs

- **What is Network-Based Security service?**

  Network-Based Security (NBS) is a CenturyLink managed and monitored security service providing a layer of protection between the customer’s CenturyLink IQ™ network and the Internet. The security is implemented in the CenturyLink network, providing customers with features such as firewall, IPS and content filtering options with enhanced management and reporting portals. The features provided with the service depend on the security type purchased with the service.

- **What Network-Based Security functionality is available within the Control Center portal?**

  Network-Based Security functionality available via Control Center includes the following:
  
  - Access to customer security instance configuration and policy data
  - Reporting
  - Integrated trouble ticketing
  - Documentation

- **How many logins can a customer have for access to Network-Based Security portal?**

  Access to Network-Based Security requires two-factor authentication. Network-Based Security service includes three security tokens with additional tokens available for an additional charge. CenturyLink encourages customers to use one user ID and security token per user in conformance with general security principles. It is primarily incumbent on customer to maintain their authorized Control Center use.

- **How do I create additional users and request tokens for access to Network-Based Security portal?**

  Access to Network-Based Security requires two-factor authentication. Additional tokens can be requested by submitting a request ticket through Control Center. An additional per token charge may apply.

  Customers who need to create new user accounts may self-register from the Control Center login page, contact the CenturyLink Business Application Help Desk for assistance at 877-726-6875, or work the request through their account team.

- **How many simultaneous sessions can the client have active using the same role based account?**

  There currently is no limit enforced by Control Center.
• **How does the customer administer access privileges, such as to deny/remove a user's web portal?**

Each customer should have at least one, designated **Customer System Administrator** who has the power to perform this function in the Control Center Administration function.

• **Who is the appropriate contact for customers experiencing any issues with the Network-Based Security?**

Customers may contact CenturyLink support at **800.672.8520, option 2** or open a trouble ticket in Control Center.

• **How does a user access the Network-Based Security service management functionality?**

Network-Based Security service management functionality can be accessed using the following steps:

1. Access Control Center at https://controlcenter.centurylink.com
2. Enter your Control Center username and password
3. Once logged into Control Center, select “Net-based Security” on the home page in the left column
4. Then select “Manage My NBS”

The management portal will open in a separate browser and will require users to authenticate using two-factor authentication.

• **What type of management functionality is available with Network-Based Security?**

Network-Based Security management functionality is a central point for management of your Network-Based Security instances. It allows you to view your configuration and policies for each of your security instances. The management platform is centralized and integrated with the reporting functionality providing in-depth discovery, analysis, prioritization and reporting of network security events.

• **How does a user access the Network-Based Security reporting functionality?**

Network-Based Security reporting functionality can be performed using the following steps:

1. Access Control Center at https://controlcenter.centurylink.com
2. Enter your Control Center username and password
3. Once logged into Control Center, select “Net-based Security” on the home page in the left column
4. Then select “Reporting”

The reporting engine will open in a separate browser and will require users to authenticate using two-factor authentication.
• **What types of reports are readily available with Network-Based Security?**

The Network-Based Security service includes logging, analyzing, and reporting capabilities that securely aggregate log data from customer’s multiple network-based security instances. A comprehensive suite of easily customized reports enables customers to analyze and report security events, network traffic, and content to measure policy compliance. Features among others include firewall, IPS reports, general service reports, and reports related to web filtering and anti-malware. The reporting capability is an integral part of the overall Network-Based Security service providing customers very flexible access, analysis and customization of the report data.

• **What are the available formats for reports?**

Network-Based Security reports can be viewed in the web browser or emailed in various formats (PDF, XML, MHT, TXT).

• **Why don’t some security reports show any data?**

Certain reports require a subscription to a tier of service for data to be generated. For example, Web filtering information is only available with a certain tier of service. Also, depending on your policies, the resulting solution may not produce certain log events. Please consult your CenturyLink Sales Engineer for more information.

• **Where are change requests, issues, and general questions submitted online?**

All online communication with the CenturyLink support group must be submitted by opening a ticket in Control Center. To open a ticket, go to Control Center, then go to the Repair section on the left menu, and click on Create Tickets. To create a ticket specific for Network-Based Security select "Net-based Security" as the Service in the drop down menu. Then click on Look Up to display all service instances, and select the instance pertaining to the ticket. Another drop down will appear with options for Problem type. Select the appropriate problem type and provide sufficient detail in the ticket for the support group to process the requested.

• **How long are logs available for viewing in the SSC?**

Device logs are available for viewing in the portal for up to 90 days in real time. Logs older than 90 days are available off-line via a request to the Managed Security Service support group. Please consult your agreement for the off-line retention period available with your Network-Based Security Support Level.
• Does the Network-Based reporting have a search function?
  The Network-Based Security reporting function has a powerful log query and search function that provides users with the ability to search for logs based on date, time, device, application, and much more.

• Can data be downloaded from the Network-Based reporting engine?
  Log queries can be downloaded as comma separated values (CSV). Information downloaded can be used in applications such as spreadsheet (i.e. Excel), charting, reporting, or other applications for further analysis and customization.

• Can automated reports be scheduled?
  Yes, the Network-Based Security reporting provides the capability for users to schedule reports that are automatically emailed to recipients. The reports can be sent in various formats such as HTML format, as a .pdf file attachment, etc.

• Who is the appropriate contact for customers experiencing any issues with the Network-Based Security?
  Customers have several options.
  - Contact CenturyLink Managed Security Service support at 1-800-672-8520, option 2
  - Open a trouble ticket in Control Center
  - Contact their Account Executive.