
Managed Network Solution Frequently Asked Questions

What network devices can be monitored with Managed Network Solutions (MNS)?

MNS can monitor the common devices in a network including routers, switches, servers, bridges, and hubs. MNS can reach most devices manufactured by prevalent vendors such as Cisco and Nortel.

What kind of network statistics will MNS provide?

MNS provides reports which will tell you the utilization, availability, and response time of your network. You can purchase different report packages which include more detailed statistics like CPU utilization, buffer utilization, memory utilization, inbound and outbound discard traffic, and inbound and outbound error traffic. Capacity planning reports which can forecast 90 days ahead are also available.

How do I view my network reports?

Your network reports are viewed through an online web portal. The web portal is available 24/7 and can be accessed from any computer.

Will my network data be secure?

SaskTel's monitoring tools are housed in our HP Signature Certified Data Centre. The MNS web portal is a secure interface and your username and password must be entered to access your network statistics.

Who do I call if I forget my username or password?

If you forget your username or password, refer to your MNS User Guide for the SaskTel Business Communication Service Centre (BCSC) contact number, or contact your SaskTel Customer Systems Analyst.

Who do I call for technical support?

If you have difficulty accessing your MNS reports, contact the SaskTel Business Communication Service Centre (refer to your MNS User Guide for contact number). If you require assistance in interpreting the information in your network reports, contact your Customer Systems Analyst.

How do I get more information or place an order for SaskTel Managed Network Solutions?

To find out more about Managed Network Solutions please call 1-888-255-8826.