# **CLOUD HOSTING**

CLIENT PORTAL USER GUIDE



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# 1. INTRODUCTION

SaskTel Cloud Hosting self-serve portal offers an intuitive and easy-to-use interface where you can manage your virtual environment. To access the portal, log in to your profile at **mysasktel.com** and launch the Cloud Hosting link (<u>sasktelcloudservice.com</u>).

Log in using the email address and password provided to you by SaskTel. The Dashboard is the first screen you will see after logging into the portal.



Key elements that will make navigating and using the Portal more intuitive include:

- A. **Profile Section:** Displays the account currently logged into the portal. From this section you can access your user profile section where you can update all your personal information, change users, and sign out.
- B. **Main Navigation:** This section contains menu items that allow you to manage your virtual data center and virtual resources including: My Services, Marketplace, Reports, and Account.
- C. Task Bar: Displays notifications of any Running tasks, Completed tasks, and Failed Tasks.
- D. Refresh: Allows you to refresh your display screen.

# 2. MAIN NAVIGATION – MARKETPLACE

The Marketplace sections displays all the products available to be purchased. Click **Purchase** to buy the selected product.

NOTE: This may have previously been completed by SaskTel if requested.

	Marketplace			C
ABC Company	Filter Cards			
<u>D</u>				
My Services	Standard VRG	Multi-Tiered Storage VRG 16GB RAM, 16 CPU, 100GB Gold Storage,	Basic VRG	
📜 Marketplace	64GB RAM, 64 CPU, 1000GB Bronze storage	500GB Bronze Storage	8GB RAM, 8CPU, 500GB Bronze Storage	AirVM 3.x EdgeGateway-compact
Reports Y	Ж	, i i i i i i i i i i i i i i i i i i i	E E	ž.
🏟 Account 🗸 👻				
		So	lutions	Purchase

# **Add Services**

Description of acronyms used in this section of the document:

NAME	DESCRIPTION		
Virtual Resource Group (VRG)	A virtual Resource Group is a pool or collection of cloud infrastructure resources specifically designed for your enterprise business needs. The basic resources are the processor (CPU), memory (RAM), storage (disk space).		
vApp	vApps are containers that can hold VMs and Networks.		
vApp Template / Virtual Machine Template	A vApp template is a virtual machine image that is loaded with an operating system, applications, patches (if any), and data.		
Storage Policy	Storage policy defines the Tier storage the VM resides in. Tier Storage is defined based on IOPS limit.		

The first step in setting up your environment will be to purchase a VRG. **NOTE:** This step is usually completed by SaskTel. After selecting a VRG product to be purchased, you will be taken to the configure service page to finalize the purchase and provision the solution.

≡	Configure Service		c
ABC Company	Service Type 'allocationVDC' Info		
D	Seventume Initial Cost Basic VRG \$25 <sup>00</sup>	Base \$5 <sup>00</sup>	
_	Service description	5	
	8GB RAM, 8CPU, 500GB Bronze Storage		
My Services			- 4
📄 Marketplace			
Reports Y	Name Name		
🏟 Account 🛛 👻	Basic VRG		
		Initial Cost Usage , unit \$10 <sup>00</sup> \$2 <sup>00-</sup> 4 <sup>00</sup>	
	1 8 <del>6</del> GB	*10***********************	
	Compute (GHz)	Initial Cost Usage , unit \$1000 \$250~250	
	1 8 8 GHz	\$10 <sup>°°</sup> \$2 <sup>°°</sup> 2 <sup>°°</sup>	- D
	Storaze Policy - PVDC_ALLOC_01 - Bronze Storage		
	Capacity +/1	Initial Cost Usage Unit \$1200 \$215~260	
	1 500 GB		
	Purchase B Contracts	(Estimated) Subtotal	Total
	E	One-Time Base Fee Initial Cost \$57 <sup>co</sup>	<sup>\$</sup> 57 <sup>∞</sup>
		Recurs Monthly	
		Recurring Base Cost \$500 Recurring Usage Cost \$~8 <sup>90</sup> /unit	<sup>\$</sup> 5 <sup>°°</sup> / <sup>°</sup> /unit
		recurring usage Cost ~0 /on	~o /unit
32.87			
🛧 (0) 🙆 (0) 😥 (0) 💉			

Cloud Hosting Client Portal User Guide

- A. Displays the current product selected for purchase. Enter the Customer name.
- B. Allows you to adjust the amount of RAM (GB), CPU (GHz), and Storage Policy (GB) that is being purchased.
- C. Displays the maximum RAM, CPU, and Storage that can be purchased in this Solution.
- D. Displays the initial cost and usage per unit.
- E. Displays the current product selected to be purchased.
- F. Displays the total costs of the solution.
- G. Displays all storage policies. Select the required storage policy and click Add Storage Policies.

TIER STORAGE NAME	MAX IOPS
CloudHosting-Tier2	5000
CloudHosting-Tier3	1000
CloudHosting-Tier4	250

#### NOTE: You can select more than one storage policy based on your VRG requirements.

Storage Policies	Storage Profile ManagedHosting-Tier2	•	Add Storage Policies

Select the required storage to be purchased and check **Default**.

**NOTE:** You need to select at least one storage policy as **Default** storage policy. If you select **CloudHosting-Tier2** as default, VMs are stored in this Tier storage by default.

Click **Purchase** to buy the product.

Storage Policy - SaskTel Provider VDC01ManagedHosting-Tier2  Default		Capacity +/-1		
10-	2300	400	GB	
Purchase				

# 3. MAIN NAVIGATION – MY SERVICES

The My Services section displays all the products that have been purchased to date through the marketplace section.

≡ <sub>ABC Company</sub>	My Services VCloud - Allocation VDC ( Filter Rows	1)						c
	Service Name 🔨	Solution Name	Service State	Org VDC Name	Ram	Compute	Capacity	Enabled
	Basic VRG	Basic VRG	Purchased	Basic VRG	0/8 GB	0/8 GHz	0/500 GB	true
My Services								
📜 Marketplace								
Reports Y								
🖨 Account 🗸 🗸								

# vApp/VM Deployment

During the previous step a VRG was created, you will now be able to create a vApp or multiple vApps.

To create vApp/VMs select the **My Services** tab and select the VRG you would like to add a vApp to. You can deploy as many vApps as long as you meet the specs of the VRG resources.

≡ ABC Company	My Services VCloud - Allocation VDC	yServices C <sup>°</sup>									
Q	Filter Rows										
	Service Name	<u>^ 9</u>	Solution Name	Service State	Org VDC Name	Ram	Compute	Capacity	Enabled		
MyServices	Basic VRG		Basic VRG	Purchased	Basic VRG	0/8 GB	0/8 GHz	0/500 GB	true		
📜 Marketplace	-										
Reports Y											
🗘 Account 🗸 🗸											

Once the VRG has been selected you can now proceed to click **Add**, which will pop up the Add vApp option. There will be three options to choose from:

≡	My Services > My Orga	nization VDC					_	C
ABC Company	Name Basic VRG	Add vApp					× Delete	
0	Allocation Mode Allocation	Deploy Empty vApp	Deploy Public vApp	Deploy Private vApp			-	
	Description Basic VRG	A Name*	B	Ċ				
		Description					-	
My Services								
📜 Marketplace	\$							
Reports Y	Resource Ma							
🗱 Account 🗸 🗸	vApps	Submit						
			o i panication i tottion		00 0 accurato			Catalogs
	vApps							Add
		Name	Status	M	lumber of VMs	State Actions		Actions
				1	No Data Found			

1. **Deploy Empty vApp** – This option creates a vApp with no virtual machine. Enter the vApp Name, Description and click **Submit**.

Add vApp			
Deploy Empty vApp	Deploy Public vApp	Deploy Private vApp	
Name VAPP1			
Description VAPP1			
Submit			

Once you have named and created this vApp. You will now be able to select this vApp and add a Virtual Machine (VM). Click the drop-down menu and select the desired template.

My Services	, Add a Virtua	al Machine	rou are ioggeo	IN AS LOAD TEST 10		×		c
Name LoadTest 13	3			1			) Delete	
Allocation Allocation	Windows2016							
Descriptio								
-	Windows2012R2	2						
	RHEL7							
	CentOS7							
Resour	rcemanagement	Modify Service A	utomator Logs					
vApps (VAPP1)	) > VMs							
		VMs				VApp Netwo	orks	
VMs								Add
VN	M Name	Computer Name	State	Ram	Cores	Operating System	Mo Ref Id	Cores Per Socket
				No Dat	a Found			

After adding this template, you will need to also fill in the same name for the Virtual Machine name and Computer name.

Select the Virtual Machine Template and desired storage policy. Click Submit to deploy the VM.

Add a Virtual Machine		×
vApp Template* Windows2016		
Wildows2010 *		
Virtual Machine Name	Virtual Machines Template *	
TESTVM	Windows2016-MHE	-
Computer Name	Storage Profile*	
TESTVM	366.5/500 GB - ManagedHosting-Tier2	•
Submit		

**NOTE:** Wait for about 10 mins for a VM deployment to finish. The VM will do a reboot after your login. Interrupting the VM deployment before fully finished will cause the OS to go to an inconsistent state.

 Deploy Public vApp – This option creates a VM at the same time as creating the vApp. Add the Name of the vApp and choose the vApp template for the VM that will be created. You will also choose the Storage Profile from the drop-down menu then click Submit to complete the vApp and VM creation.

id

3. **Deploy Private vApp** – This option is identical to the Public vApp except the template will be provided by the customer and will only be available to the customer who has created it.

	MyServices > MyOrga	anization VDC					_	C
ABC Company	Name Basic VRG	Add vApp			_		× De	lete
Ω	Allocation Mode Allocation	Deploy Empty vApp	Deploy Public vApp	Deploy Private vApp			- 1	
	Description Basic VRG	Name*						
		Description						
) Marketplace	\$							
III Reports 🗸 🗸	Resource Ma							
🚯 Account 🗸 🗸	vApps	vApp Template ID *						
		Submit						Catalogs
	vApps							Add
		Name	Status		Number of VMs	State Actions		Actions

# Networking

Description of acronyms used in this section of the document:

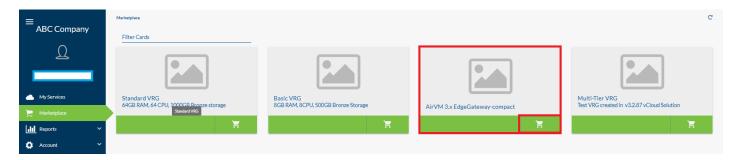
NAME	DESCRIPTION
Edge Gateway	An Edge Gateway is a virtual router for organization vDC networks. You can configure it to provide network services such as firewall, NAT, static routing, VPN, and load balancing.
Organization VRG Network	An organization VRG network with a routed connection provides controlled access to machines and networks outside of the organization vDC.
vApp Network	A vApp network is a logical network that controls how the virtual machines in a vApp connect to each other and to organization vDC networks.

The next step in setting up your environment will be to purchase an Edge Gateway product.

**NOTE:** This may have previously been completed by SaskTel if requested.

# Edge Gateway Deployment:

To create an Edge Gateway, go to Marketplace and select the appropriate Edge Gateway and click Purchase.



Once purchased you will be transferred to the Configure Service page:

- Enter the Service Name for the Edge Gateway. You can keep the default name as well.
- Enter the Service Description if required.
- Enter the Name and Description.
- Organization Name is auto populated. Do not make any changes.
- Organization Virtual Datacenter is auto populated. In case you have more than one Organization Virtual Datacenter, select the correct Organization Virtual Datacenter from the drop-down menu.
- Select the size Compact, Full, or, Full 4 based on your requirements:
  - Compact resources: 1 vCPU and 256 MB of memory
  - Full/Large resources: 2 vCPU and 1 GB of memory
  - Full4 resources: 2 vCPU and 8 GB of memory
- Check additional networking options you require: High Availability, Load Balancer, IP SEC VPN, SSL VPN.
- Click **Purchase** to buy the product.

Deployment of the Edge Gateway will take approximately 5 mins to complete.

Configure Service	
Service Type 'edgeGateway' Info	
Service Name Advanced Gateway	
Service description Advanced Gateway	<u> </u>
Name <sup>Name</sup> Advanced Gateway	_
Description Description Advanced Gateway	<u>//</u>
Organizations Load test 13	
Organization Virtual Datacenter LoadTest 13	<u> </u>
Size compact	<u> </u>
Production Client External Network	
High Availability Enable	
Load Balancer	
IPSec VPN	
SSL VPN-Plus Expose	
Purchase	

# Adding Organization VRG Network

Organization Networks allow the user to create a private or public network within their vDC. There are 3 types of networks you can deploy:

- Isolated This creates a private network within the vDC.
- **natRouted** A private/public network that works only with NSX Edge Gateways. You will need at least one NSX Edge Gateway to use this option (See NSX Edge Gateway Service for more details)
- Bridged Uses the provider's public networks.

Click on **MyServices**  $\rightarrow$  Open the VRG  $\rightarrow$  Navigate to Organization Networks $\rightarrow$  Click Add.

My Services > M	y Organization VDC											C
Name LoadTest 13			<mark>twork Pool</mark> kTel Provider VDC	01-VXLAN-NP	RAM				5/20 GB	🛍 Delete		
Allocation Mo Allocation Description	odel	Loa	ganization d test 13 ovider Virtual Da kTel Provider VDC			est 13 - Manageo	Hosting-Tier2 - 36 <sup>1</sup> anagedHosting-Ti	6.5 / 500 GB	16/66.7 GHz 56.5/500 GB			
Resource	Management	Modify Service		ator Logs								
Organization Netwo	orks											
	vApps		Organization	Networks	E	dge Gateway	S	Stora	ge Policies		Catalogs	
Organizatio	n Networks											Add
Name	Network Type	External Network	Gateway IP	Network IP	Subnet Mask	DNS 1	DNS 2	DNS Suffix	IP Ranges	IP Allocations	Is Shared	Actions
NET- 1508874759	natRouted		192.168.20.1	192.168.20.0	255.255.255.0	142.165.21.5	142.165.200.5		<u>192.168.20.2</u>	~	×	<b>ø</b>
NET- 1509568234	bridged	PVLAN0149_ COM_567	142.165.149.1	142.165.149.0	255.255.255.0				<u>142.165.149.1</u> <u>96</u>		×	<b>e</b>
NET- 1520542990	natRouted		192.168.12.1	192.168.12.0	255.255.255.0	142.165.21.5	142.165.200.5		<u>192.168.12.2</u>	~	×	<b>ø</b>

- Name Enter the Name for Organization VRG Network
- Fence Mode natRouted
- Gateway IP-- Enter the Gateway IP (Example: 10.0.0.1)
- Net Mask Enter a subnet mask (Example: 255.255.255.0.24)
- IP Pools Enter the Range of IP and click New Range
- DNS/DNS Suffix Enter the DNS IP and DNS suffix (Not Mandatory)

Click **Submit** to create the Organization VRG Network.

	My Services > My Organization \	/DC						C
ABC Company	Name Basic VRG	Add an Organization Networks			×	elete		
Q	Allocation Model Allocation	Name Org Network						
	Description Basic VRG	Description						
My Services								
) Marketplace	¢°₀	Fence Mode *						
III Reports 🗸	Resource Managen	natRouted	•	Dns1				
🔅 Account 🗸	Organization Networks	Edge Gateway Uld * EdgeGateway-compact	<b>•</b>	Dns2				
		Gateway IP 10.0.0.1		Dns Suffix			Catalogs	_
	Organization Netwo	Netmask 255.255.255.0/24	•					Add
	Name					P Allocations	Is Shared	Actions
		IP Pools						
		Starting IP* 10.0.0.10	Ending IP* 10.0.254		New Range			
		Starting IP	Endir	ıg IP	Action			
		10.0.0.10	10.0.0	.254	<b> </b>			
		Submit						

# Adding vApp Networks

vApp networks allow the VMs to communicate with each other and to the outside world to connect to Organization Networks. The vApp network is the only type that can be assigned to a VM Network Card.

≡ ABC Company	My Services VCloud - Allocation VDC	:(1)								C
Q	Filter Rows									
	Service Name	^	Solution Name	Service State	Org VDC Name	Ram	Compute	Capacity	Enabled	
My Services	Basic VRG		Basic VRG	Purchased	Basic VRG	0/8 GB	0/8 GHz	0/500 GB	true	
🚬 Marketplace										
Reports Y										
🗘 Account 🗸 🖌										

To create a vApp network, click My Services and into your VRG.

Open the vApp and navigate to vApp Network tab. Click **Add** to create the vApp Network.

vApps (Windows2012R2_TEST) > VApp Networks			
VMs		VApp Networks	
VApp Networks			Add
Name	Fence Mode	Actions	
testint	bridged	<u> <u> </u> <u></u></u>	

Select the Organization VRG Network and click Submit.

=	My Services > My Organization	7DC			c
ABC Company	Name Basic VRG	Add a vApp Network		×	slete
Q	Allocation Model Allocation	Organization Network* Org Network	-		
	Description Basic VRG				
		Submit			
📜 Marketplace	Q				
Reports Y	Resource Managen	ent Modify Service Automator Logs			
🛟 Account 🗸 🗸	wApps (VM1) > VApp Network	•			
		VMs			
	VApp Networks				Add
		Name	Fence	Mode	Actions

#### Virtual Machine Management

The Virtual Machine Management (VMM) interface allows you to access a VM's guest OS. You can modify resource power, change virtual peripherals, or take a virtual snapshot to back up the exact state of the VM at any given time.

My Services > My Organization VDC > N	fy Virtual Machine					C		
TESTVM45 - running					► I !	_ <u>2</u> ∣∎ ≎		
VM Name TESTVM45			Ram 1 GB	F	Modify VM			
Computer Name	omputer Name STVM45		Cores 1		Console Access			
NoRef ID wm-75247 Operating System			Cores Per Socket		▲ Mount ISO			
			1 Guest OS Admin Password		▲ Unmount ISO			
	Operating System Microsoft Windows Server 2012 (64-bit)		%3qJ\$%q6	Û (	Delete			
Resource Management	Automator Logs							
1	Network Card		Disk		Snapshots			
Network Card						Add		
Adapter Type	Connected	Ip Address	IP Allocation Mode	Primary	Network	Actions		
VMXNET3	~	192.168.20.9	manual	*	testint	☑ 前		

The VM page is split into three sub-sections:

- VM Information Displays the VM name, specs, and guest OS information. It will also show if access is enabled to power on/off/restart the VM. There are a few options the user can perform here:
  - **Power Options** The VM can be Powered On, Off, Rebooted, or, if the Guest supports it, you can also perform a graceful shutdown or graceful reboot
  - Modify VM Change the VM name, hostname, or CPU/RAM values
  - **Console Access** Opens a new window with a GUI interface that allows the client to access the guest OS
  - Mount ISO Mount an ISO uploaded by the client to their catalog
  - Unmount ISO Eject a mounted ISO and unmount it.
  - **Delete** Delete the entire VM
- VM Management See which virtual peripherals are attached to the VM and view the logs for VM related tasks completed by Hyalto.
- VM Details See virtual peripheral details, add or remove virtual peripherals, and create or remove snapshots.

# Adding Network Cards to a VM

To add a network card (NIC) to a VM you must first power down the server to allow changes to be made. Second go to the VM that you would like to add the NIC to. Once selected, click **Add** and it will bring up a pop-up menu. In the pop-up menu you will be shown multiple drop-down options.

- 1. Network Choose which network to be used for this VM.
- 2. Adapter Type Select VMXNET3.
- 3. IP Allocation Mode Pick a free IP from the IP pool defined in Organization VRG Network and select Manual. Enter the IP address.
- 4. There is a check box that you can choose if this will be your primary NIC or alternate NIC. If this will be your Primary NIC, check the box.
- 5. Once Completed Click **Submit**.

Network*		Adapter Type		Primary	
vappnetexternal	•	VMXNET3	Ψ.		
-				Connected	
		IP Allocation Mode			
		manual	Ψ.		
		IP Address			
		10.0.0.1			
Submit					

#### Adding Disk to VM

- 1. Click on the VM you would like to add storage to and navigate to Disk tab.
- 2. Click **Add** and enter the capacity, Storage Unit, and the Storage Policy.
- 3. Click Submit.
- 4. Login to the OS and perform the disk addition if necessary:
  - For Example: Windows OS Open Disk Management and add the disk to the OS.

Add a Disk		×
Capacity* 200	Storage Unit * GB	Storage Policy* ManagedHosting-Tier2
Submit		

#### **Creating Snapshots of a VM**

Snapshots allow the customer to take a copy of the current state of the VM, and back it up in case of a fatal error or requirement to revert to a previous version. Snapshots are stored using the default storage policy.

- 1. Click on the VM you would like to take a snapshot.
- 2. Click Add.

Operating System Microsoft Windows Server 2012 (64-bit)	Guest OS Admin Password	T Delete
Resource Management Automator Logs	(!)	
	Are you sure you want to create a snapshot?	
Network Card	Cancel	Snapshots
Snapshots		Add
Name	Date (UTC)	Actions
	No Data Found	

**NOTE:** Do not perform any Modify VM operation like CPU/Memory/Disk modification, when a snapshot of a VM has been taken.

#### **Restore/Delete Snapshot**

Restore snapshot <sup>1</sup> will restore the VM to a state prior to the snapshot. If any changes you made were not successful, you will select **restore snapshot** to revert the changes made.

Delete snapshot will commit the changes to the Disk. If your change is successful, you will select **delete snapshot** to commit the changes.

Network Card	Disk	Snapshots
Snapshots		
Name	Date (UTC)	Actions
Snapshot	2019-06-19 05:43:18 PM	tr 💼

#### Networking - Edge Gateway Management

#### **Firewall Rules**

By default, all traffic to and from the internet is denied by the SaskTel firewall. Firewall and NAT rules must be created to allow traffic from one interface to the next.

#### NAT Rules

There are two types of NAT rules available. DNAT rules route traffic from an external IP to an internal IP and SNAT rules route traffic from an internal IP to an external IP.

#### My Services $\rightarrow$ vCloud EdgeGateway $\rightarrow$ Select the Edge Gateway and open it.

My Services vCloud - Allocation VDC (2) vCloud - Edge Gateway (2) XaaS - Service (1) Filter Rows					
Service Name	Solution Name	Service State	Edge Name	Gateway Id	
Advanced Gateway	Advanced Gateway	Purchased	Advanced Gateway	edge-159	
vShieldEdge_22_20171024133353	Advanced Gateway	Purchased	vShieldEdge_22_20171024133353	edge-106	

#### Navigate to Firewall / NAT/ IPSEC VPN section to create Networking rules.

Ny Services > My Edge	Gateway								
<mark>lame</mark> ShieldEdge_22_201	71024133353	Organiz LoadTest	ation Virtual Datacent 13	ter	IP Address 142.165.148.11		📋 Delete	2	
ize ompact		Status Ready			Secondary IP Addre 142.165.148.11-142.1				
Description		Gateway edge-106							
Resource Manag	gement Mc	dify Service Auto	mator Logs						
Firew	vall	NAT	Cer	tificates	IPSEC VP	N	SSL VPN	Load	Balancers
irewall									A
Rule ID	Name	Rule	Source IP	Source VM	Dest IP	Dest VM	Service	Action	Actions
131074	firewall	internal_high	Any	Any	Any	Any	Any	accept	
135185	ipsec	internal_high	142.165.148.11, 142.165.148.38	Any	142.165.148.11, 142.165.148.38	Any	udp:any:500, 4500	accept	
133131	Internet acces	s user	192.168.20.0/24	Any	any	Any	any:any:any	accept	📝 🛍
133132	SSH	user	any	Any	142.165.148.11	Any	any:any:any	accept	<b>I</b>
	default rule fo	r default_policy	Any	Any	Any	Any	Any	deny	

# **Basic Access Rule Examples**

#### **Internet Access**

To get internet access to your servers, you must create a Firewall rule and SNAT rule.

#### Firewall Rule for Internet Access:

- 1. Name the firewall rule and provide a Description.
- 2. Click on the **Action** drop down list and select **Accept**.
- 3. Provide a Source IP Address. For internet access, provide the whole subnet of your Organization VRG network (For Example 10.0.0./24).
- 4. Type Any in IP Address section and click Add Destination IP.

=	My Services > My Edge Gateway				C
≡ <sub>ABC Company</sub>	Name EdgeGateway-compact	Add a Rule/Firewall	×	elete	
Q	Size compact	Name" Internet Rule	Action" accept *		
	Description -	Decription	Enabled Logging Enabled Exclude Source		
My Services	¢°₀		Exclude Dest		
) Marketplace	Resource Managen				
Reports Y	Firev	Object Types Virtual Machines	Added Sources	Load	
🖨 Account 🗸 🗸	Firewall				Add
	Rule ID	Available Objects Windows2016 - vm-57262		Action	Actions
	131074			accept	
	131075		Added Destinations	accept	C 🖻
	131073			deny	
		IP Address	Add Source IP Add Destination IP		
		Added Sources	Added Destinations		
		10.0.0/24 X	any X		
		Add Service			
		Add Service			
		Submit			

- 5.Click Add Service and keep the default setting.
- 6.Click **Submit** to apply the firewall rule.

# Add Service

#### SNAT Rule for Internet Access:

1. Navigate to the NAT section and click Add SNAT.

My Services > My Edge Gateway						C
Name vShieldEdge_22_20171024133353	ł	Organization Virte	ual Datacenter	IP Address 142.165.148.11	💼 Delete	
Size compact		<mark>Status</mark> Ready		Secondary IP Address 142.165.148.11-142.165.148.11		
Description		Gateway Id edge-106				
<b>Q</b> o						
Resource Management	Modify Service	Automator Logs	3			
Firewall	N.	AT	Certificates	IPSEC VPN	SSL VPN	Load Balancers
NAT						Add DNAT Add SNAT

- 2. Applied on Select the Production Client External Network.
- 3. Original Address: Subnet of your Organization VRG Network (For Example: 10.0.0.0/24).
- 4. Translated Address: IP address of your Edge Gateway (142.165.18.89).
- 5. Check **Enabled** check box and click **Submit**.

Add SNAT		×
Applied On * Production Client External Network	Original Address * • 10.0.0/24	
Description Internet Access	Translated Address * 142.165.18.89	
<ul> <li>Enabled</li> <li>Enable Logging</li> </ul>		
Submit		

After creating both the rules, login to the server and validate you have internet access.

#### **RDP Rule**

An RDP rule allows a user to be able to log into your server from an outside source. To get RDP rule working, you need to create a firewall rule and DNAT rule:

#### Firewall Rule for RDP Access:

- 1. Name the firewall rule and provide a Description.
- 2. Click on the Action drop down list and select Accept.
- 3. Provide a Source IP Address. For RDP, provide the public IP you are connecting from. You can type **Any** if you are allowing RDP access on internet.
- 4. Provide the Edge Gateway IP Address in the IP address section and click Add Destination IP.
- 5. Click **Add Service** and provide the protocol/source port and destination port. For RDP access protocol will be **TCP** and source port /destination port is **3389**.
- 6. Click **Submit** and finish the firewall rule.

≡	My Services > My Edge Gateway				c
ABC Company	Name EdgeGateway-compact	Add a Rule/Firewall	×	elete	
Ω	Size compact	name" Remote Desktop Rule	Action* accept		
	Description -	Description	Enabled     Logging Enabled     Exclude Source		
My Services	<b>O</b> o		Exclude Dest		
Harketplace	Resource Managen				
Account V	Firev	Otject Types Virtual Machines	Added Sources	Load Bala	
V Account	Firewall	Available Objects			Add
	Rule ID	Windows2016 - vm-57262		Action	Actions
	131074		Added Destinations	accept	
	131073		Added Destinations	deny	
		IP Address	Add Source IP Add Destination IP		
		Added Sources	Added Destinations		
		any X	142.165.18.89 X		
		Add Service			
		protocol sourcePort tcp v any	destinationPort X 3389		
			5557		
		Add Service			
		Submit			
v32.87					

#### DNAT

- 1. Navigate to the NAT section and click Add DNAT.
- 2. Applied On Select Production Client External Network from the drop-down menu.
- 3. Protocol TCP.
- 4. Original Address IP address of the Edge Gateway.
- 5. Original Port 3389.
- 6. Translation Address IP address of the server (For Example: 10.0.0.2).
- 7. Translated Port 3389.
- 8. Check Enabled and click Submit.

Add DNAT		×
Applied On *	Protocol *	
Production Client External Network	▼ tcp	*
	Original Address *	
Description	142.165.18.89	
	// Original Port*	
Enabled	3389	
Enable Logging	Translated Address *	
	10.0.0.2	
	Translated Port *	
	3389	
Submit		

Try RDP access after creating both the rules.

# 4. MAIN NAVIGATION – REPORTS

This section contains the Reports by Service and Reports by Contract.

#### Services

The Reports by Service allows you to see and export a list of services you have purchased. You can pick a time frame that you would like to be shown as well as deleted services with the **Show Deleted Services** check box.

≡ <sub>ABC Company</sub>	Reports By Service Timezone: Coordinated Universal Time (UTC) 14-Oct-2018 05:49 PM	14-Nov-2018 05:49 PM	Export		c
<u>D</u>	Solution Name	Service Name	Resource Name	Туре	State
	Basic VRG	Basic VRG-1	Basic VRG	allocationVDC	Purchased
	AirVM 3.x EdgeGateway-compact	AirVM 3.x EdgeGateway-compact	EdgeGateway-compact	edgeGateway	Purchased
My Services					Show Deleted Services
📜 Marketplace					
Reports ^					
Services					
Contracts					
🏠 Account 🗸 🗸					

To find out more information about the solution, click into the solution and you will then be able to export information on the specific service and review the service.

$\equiv_{ABC Company}$	Raports By Service + Per Service Service + Standard VRG Timezone: Coordinated Universal Time (UTC) 14-Oct-2018 10:30 PM	14-Nov-2018 10:3	D PM	Export		c
My Services	Service Summary: Service Name : Standard VRG Solution Name : Standard VRG History Records per Service		Description : 64GB RAM, 64 CPU, 1000GB Bro Resource Name : Standard VRG	nze storage	Type : allocationVDC State :	
📜 Marketplace	Company Name	User	Category	Action	Timestamp (UTC)	Details
Reports ^	ABC Company	erosco87@gmail.com	Service Management	Create VDC	2018-11-05 21:07:07	۲
Contracts						

# Contracts

The Reports by Contract show you the information of the Contract you have purchased. You may export this info into an excel spreadsheet.

	Reports By Contracts							c
ABC Company	Filter Rows		Export C	sv				
Q	Service Name	Solution Name	Resource Name	Solution Type	Contract Offering Name	Start Time (UTC)	End Time (UTC)	Is Active
				No Di	ta Found			
My Services								
📜 Marketplace								
Reports ^								
Services								
Contracts								
🏟 Account 🗸 🗸								

# 5. MAIN NAVIGATION – ACCOUNTS

# Settings

#### **Contact info**

Contact Info allows you to add all the Billing Contacts and Technical Contact information that will be used on this account.

$\equiv_{ABC Company}$	General Settings				c
	Billing Contact			Technical Contact	
My Services	First Name	First Name*		First Name	First Name*
📜 Marketplace	Last Name	Last Name *	_	Last Name	Last Name*
Account ^	Street Address1	Street Address1	-	Street Address1	Street Address1
Settings	Street Address2	Street Address2	_	Street Address2	Street Address2
Access & Roles	City	City*	_	City	City*
	State	State		State	State
	Country	Country*	-	Country	Country*
	Postal Code	Postal Code	_	Postal Code	Postal Code
	Primary Phone	Primary Phone*	-	Primary Phone	Primary Phone *
	Secondary Phone	Secondary Phone		Secondary Phone	Secondary Phone
	Email	Email *	-	Email	Email*
	Save				

# Setup

In setup you will be able to view the company name. Modification to Company name can be made in this section.



# Access & Roles

# Users

Users can view, add, and change users

- A. Audit Logs
- B. Modify
- C. Reset Password
- D. Delete
- E. Add User

$\equiv_{ABC Company}$	Access & Roles	nissions Audit Logs				c
	Users					E 🖛 Add
	Username	▲ Roles	Status	Last Login (UTC)	Is MFA	Actions
My Services		Administrator	Active	2018-11-15 17:44:05	×	🖹 🕜 🔍 🏛
📜 Marketplace						АВСД
Reports Y						
🏠 Account 🔷						
Settings						
Access & Roles						

#### Adding Users

To add a user, click **Add** and it will bring a pop-up to add user information and the roles that will be applied to that user. The drop down will give you multiple options

- Administrator
- Auditor
- IT Support Basic
- IT Support Advanced

≡	Access & Roles				c
ABC Company		Add User		×	
Ω	Users Ro	User Infomation	Roles		
	Users	Username	Administrator		Add
	Userna	testaccount@gmail.com	User Management Auditor		Actions
My Services			T Support - Basic		🖹 🖉 🔍 🏛
) Marketplace		Save	IT Support - Advanced		
Reports Y					
🚯 Account 🔷 🔨					
Settings					
Access & Roles					

#### **Roles & Permissions**

Roles and Permissions will show the permissions for each role that comes default. You may add your own Roles & Permissions by clicking **Add**.

≡ <sub>ABC Company</sub>	Access & Roles Users Coles & Permissions	Audit Logs		C Add
	Name	Permissions	Default	Actions
<ul> <li>My Services</li> <li>Markstplace</li> <li>Intervices</li> </ul>	Administrator	API Keys, ASA Management, Account Management, Accounts, Audit, Authentication Types, Contacts, Contracts, Customizations, Database Servers, Hools, Ti Management, Managed Access, Notifications, Pricing, Purchasing, Roles, SKUS, Service Management, Solution Management, Solutions, Nut Prices, Users	true	Ø
	User Management	Accounts, Roles, Users	false	ال ا
Account ^ Settings	Auditor	ASA Management, Account Management, Audit, Hooks, Service Management, Solution Management	false	C 🛍
Access & Roles	IT Support - Basic	ASA Management, Accounts, Audit, Hooks, Roles, Service Management, Users	false	۵ ն
	IT Support - Advanced	ASA Management, Accounts, Audit, Hooks, Roles, Service Management, Users	false	<b>6</b> m

#### Adding a Role

To add a role you will have to complete the following 5 steps:

- A. Add a name to your role.
- B. Add a description to your role.
- C. Default checkbox Initial role used when adding a rule.
- D. Permissions that will be allowed in the role that is being created.
- E. Submit.

=	Access & Roles							c
ABC Company	<b>203</b>	Add Role						×
Ω			Description			Default	•C	
	Users Ro	Name*						
	Roles & Permissions	Ă			- F	B		Add
My Services		Permissions			là.		P	Actions
) Marketplace		Name		Create	Read	Update	Delete	u.
Reports Y		Account Management						
🔅 Account 🔷		- Accounts						· · · · · · · · · · · · · · · · · · ·
Settings		- API Keys						_
Access & Roles		- Authentication Types						2 🖻
		- Contacts						C 💼
		- Customizations						
		- Roles						
		- Users						
		Service Management						
		- Pricing						
		SKUs						
		Unit Prices						
		Contracts						
		- Solutions						
		ASA Management						
		Audit						
		Managed Access						
		Submit						
v3.2.87 🛧 (0) 🗠 (0) 👂 (0) 💉				_	_	_		

#### Audit Logs

Audit Logs will show which user has made purchases or changes. You can search logs with the filter drop down and adding a value. You can look more in depth in the details tab as well.

$\equiv_{ABC Company}$	Access & Roles	ions AuditLogs			c
My Services	Select a filter Audit Logs	Value to search for     Search	Clear		
Reports Y	User/API	Category	Action	Timestamp (UTC)	Details
Access 6 Roles		Authentication Service Management Service Management Service Management Service Management Service Management Service Management Service Management Service Management Service Management	Login Root Access Console Access Console Access Console Access Console Access Console Access Console Access Console Start VM Create VApp Create VApp Create VApc	2018-11-15 17.44.06 2018-11-15 17.39:39 2018-11-15 17.39:28 2018-11-15 17.39:18 2018-11-15 17.39:10 2018-11-15 17.38:42 2018-11-15 17.38:03 2018-11-15 17.38:03 2018-11-15 17.38:05 2018-11-15 17.28:05	<ul> <li></li> &lt;</ul>