WELCOME TO THE MANAGED VIRTUAL MACHINE USER GUIDE

This guide focuses the Managed Virtual Machine service offered by Telstra.

This guide should be read in conjunction with other Cloud Services guides. See How to use this guide for details.

AUSTRALIAN ACCOUNT HOLDERS
For sales, account set-up enquiries and technical support, contact your Telstra representative or visit the Cloud Services website (www.cloud.telstra.com), where you'll find all our contact details plus a glossary, FAQs and Our Customer Terms.

TELSTRA GLOBAL ACCOUNT HOLDERS
This service is not yet available in regions outside Australia. Contact your Telstra Global representative or visit the Telstra Global website (www.telstraglobal.com/cloud) for current information on the products available.

CONVENTIONS USED IN THIS GUIDE
The following typographical conventions are used in this guide for simplicity and readability:

Web addresses, email addresses and hyperlinks are shown in bold italics, for example www.cloud.telstra.com.

Button names and titles/features on your computer screen are shown in italics.

User input is shown in typewriter font.


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CHAPTER 1
HOW TO USE THIS GUIDE

The managed virtual machine service is currently used within the virtual server (dedicated) gen 2 environment. You can use the Virtual Server (Dedicated) Gen 2 User Guide as a supplement to this guide.

This guide includes instructions on how to register for the Managed Virtual Machine console, which includes the Cloud Management Portal and the Self-service Portal. View performance data via the Cloud Management Portal and access the Self-service Portal to provision managed virtual machines, raise service requests and incidents.
CHAPTER 2
SERVICE OVERVIEW

Telstra’s Managed Virtual Machine will provide you with access to the Cloud Management Portal, an online portal utilising RightScale (a SaaS based cloud computing management solution), that allows you to view server performance data, manage alerts and automate your managed virtual machine provisioning. The Cloud Management Portal is used as a management tool to provide this functionality and is needed to utilise the Managed Virtual Machine service.

WHAT’S INCLUDED?

Support Structure

- Incident Management
- Service Requests
- Event/Alarm Management
- Change Management
- Configuration/Asset Management
- SLA Reports

Monitoring & Management

- Virtual Machine Monitoring – 24x7x365
- CPU, Disk, Memory Alarming
- Proactive Self-Heal Management
- Anti-Virus/Malware Management
- Operating System Patching
- Security Hardening
- Backup Management

Licensing

- Self-service Portal Licensing
- Patch Management Licensing
- Anti-Virus Licensing
- Alarming Licensing
- Security Hardening Licensing

WHAT’S NOT INCLUDED?

- Operating System Licenses
- Infrastructure/Hypervisors
- Managed Backup (Avamar) Service
- Application installation & support
- Virtual servers migration activities
- Data migration activities
- Staff training staff on VM Configuration
- Problem management
- Concierge
- Technical Account Manager

While these features aren’t part of the Managed Virtual Machine service, they maybe offered by our other products or services. Please visit the Cloud Services website for a complete list.
CHAPTER 3
CONSOLE ACCESS

Telstra’s Cloud Management Portal and Self-service Portal are available via a single URL:

<table>
<thead>
<tr>
<th>PORTAL</th>
<th>PURPOSE</th>
<th>URL</th>
</tr>
</thead>
<tbody>
<tr>
<td>Cloud Management Portal</td>
<td>View Server Performance Data</td>
<td><a href="https://my.rightscale.com">https://my.rightscale.com</a></td>
</tr>
<tr>
<td>Self-service portal</td>
<td>Managed Virtual Machine Deployment</td>
<td><a href="https://my.rightscale.com">https://my.rightscale.com</a> (via Self-service link in menu)</td>
</tr>
</tbody>
</table>

Note: The Managed Virtual Machine service is available for any virtual machines deployed using the Self-service Portal. Virtual machines deployed from your vCentre environment will not be managed automatically; you need to request management for any virtual machines created this way.

As part of the registration process, you'll receive invitations to access both portals via email.

REGISTRATION FOR THE CLOUD MANAGEMENT PORTAL
The Cloud Management Portal invitation will be sent to the email address of the technical contact specified in your Virtual Server (Dedicated) Gen2 application form.

![Cloud Management Portal Invitation](image)

Select the link on your email. You'll be directed to the registration page. Select sign up.
Enter your registration details and select the *sign up* button.

When prompted to verify your company, select *None of the above.*
On the next page, select *Accept invitation*, which will complete the registration process and take you to the Cloud Management Portal.

For any additional users, raise a service request. See the *Raising incidents and service requests* section for details.

**THE CLOUD MANAGEMENT PORTAL**

The Cloud Management Portal provides a number of functions including providing an overview of your resources, monitoring etc.

**DASHBOARD**

Your dashboard will be displayed after successfully logging in to the Cloud Management Portal.

Selecting the *overview tab* will be display the panel when you deploy resources on your cloud platform. This includes server states and alerts.

On your *monitoring tab*, you can view performance data once you have deployed your managed virtual machines.
OS Type | Monitoring Components Available
--- | ---
Windows | CPU, Memory, Storage, Server status (up/down)
Linux | CPU, Memory, Storage, Server status (up/down)

To view monitoring data for a server, the following options need to be selected:
1. Select Deployment and then select the specific Server from the drop down boxes.
2. Select the component (CPU, Memory, Storage or Network)
3. Select the performance measure for that component.
4. Specify the data range and the graph size.

To save the graph view on the Monitoring tab, select Save. Multiple Graphs can be saved in this view.
THE SELF-SERVICE PORTAL

The Self-service portal can be accessed directly from the Self-service menu item in the Cloud Management Portal.

From within the Self-service Portal, select the Catalog link to view available deployments. There will be one for Linux supported operating systems and another for Windows supported operating systems.
DEPLOYING A SERVER

Select *Launch* on the appropriate operating system type on the *Catalogue* page.

Enter the required details on the deployment page. The Server Performance Level is a defined configuration of server resources (Low, Standard & High Performance). The CloudAppName will be used for the server host name (e.g. 1642637CLWAPP01). See the *Server naming standards* section for more detail on the host name.

The server hardware configuration can be customised in the vCenter console if required.

The provisioning status will be displayed in the CloudApps tab and will show the deployed Virtual Machine as a resource once it's complete.
SERVER NAMING STANDARDS

Naming standards are required for servers that are managed by Telstra. This enables the operations team to correctly identify servers and manage them effectively.

The following standard will apply to any virtual machines deployed as part of the Managed Virtual Machine service:

\[<\text{Virtual Server Dedicated Subscription ID}><\text{Data Centre Code}><\text{OS Type}><\text{Sequence Number}>\]

The sequence number is a five (5) character custom field which is determined by the customer to identify the server role and number.

e.g. 1642637CLWAPP01

where: 1642637 is the subscription ID
CL is the code for the Clayton Data centre,
WAPP is the Windows operating system type
01 is the sequence number

CONSOLE PASSWORD RESET

The account password to access the console can be reset via the Forgot password link in the sign in page.

Enter your email address and select Email link to setup new password.

You'll receive an email to reset your login password.
CHAPTER 4
INCIDENTS AND SERVICE REQUESTS

To raise incidents and log tickets for service requests you must follow the requirement described in the relevant Service Level Agreement (SLA). Details on service levels can be found in our customer terms.

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<tr>
<th>SEVERITY</th>
<th>IMPACT/REQUEST</th>
<th>HOW TO LOG</th>
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<tr>
<td>Severity 1</td>
<td>Outage affecting your business (e.g. RightScale platform issue which affects our ability to manage your VMs, Issues with patches deployed to VMs post the Change Control period)</td>
<td>Phone Only (required to be able to meet SLAs)</td>
</tr>
<tr>
<td>Severity 2</td>
<td>Service degradation (e.g. Self Service template/VM images issue which affects your ability to create VMs)</td>
<td>Phone Only (required to be able to meet SLAs)</td>
</tr>
<tr>
<td>Severity 3</td>
<td>Increased risk or reduced capacity (e.g. RightScale platform slow response)</td>
<td>Phone or Email</td>
</tr>
<tr>
<td>Severity 4</td>
<td>Notable incident that does not impact services in any way (RightScale server performance monitoring outage)</td>
<td>Phone or Email</td>
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<tr>
<td>Service Requests</td>
<td>See Available service requests section</td>
<td>Phone or Email</td>
</tr>
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CONTACT DETAILS

For all incidents, please contact the Telstra Cloud Service Desk.

Telstra Cloud service desk

Phone: 1800 620 345 (option 1)

Email: cloudservicessupport@online.telstra.com.au

For all service requests, please contact Telstra Cloud Premium Services.

Telstra Cloud Premium Services

Email: TelstraCloudPremiumServices@team.telstra.com
## AVAILABLE SERVICE REQUESTS

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<th>SERVICE REQUEST</th>
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<td>· Add self-healing script</td>
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<td></td>
<td>· Remove self-healing script</td>
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<td></td>
<td>· Modify self-healing script</td>
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<td>PATCHING</td>
<td>· Request Ad-hoc Patching (Premium Customers Only)</td>
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<td>BACKUP</td>
<td>· Ad-hoc backup of VM</td>
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<td></td>
<td>· Add backup user account</td>
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<td>· Change Backup Window</td>
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<td>· Modify backup user permissions</td>
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<td>· Remove backup user</td>
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<td>· Reset backup password</td>
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<td>· Restore VM from backup</td>
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<td>· Run virtual server snapshot</td>
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<td>· Delete active snapshot</td>
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<td>SERVER RESOURCES</td>
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<td>· Modify virtual server resources</td>
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<td>· Remove virtual server disk</td>
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<td>· Modify virtual server disk</td>
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<td>FIREWALL &amp; ANTIVIRUS</td>
<td>· Configure Windows firewall</td>
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<td></td>
<td>· Modify A/V Exceptions List</td>
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<td>USER ACCOUNTS &amp; DETAILS</td>
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<tr>
<td></td>
<td>· Change Customer Contact Details</td>
</tr>
</tbody>
</table>