FUJITSU Software
Cloud Services Management V1.0.0

User's Guide for Platform Provider

Windows(64)

Preface

Purpose of This Document

This manual explains the operation method (for platform providers) of the cloud management portal provided by FUJITSU Software Cloud Services Management (hereinafter Cloud Services Management).

Intended Readers

This manual is written for the following people:

- The platform providers who use the cloud management portal of Cloud Services Management to create platforms

Required Knowledge

It is assumed that readers have the following knowledge:

- Basic knowledge regarding the OSs that will be used

- General knowledge about cloud services

Structure of This Document

The structure of this manual is as follows.

Chapter 1 Cloud Management Portal

Explains how to access the cloud management portal of Cloud Services Management, and the home window.

Chapter 2 Platform Management

Explains the operations for adding platforms that use cloud services, and how to add and operate virtual machines, SLBs, and RDBs for platforms.

Chapter 3 Organization/User Management

Explains the operations for adding and modifying the administrators and developers that are the users of platforms.

Chapter 4 Request Management

Explains the methods for checking and operating requests for which applications have been submitted.

Chapter 5 Billing Management

Explains the method for checking incurred charges.

Positioning of This Document

Refer to the "Documentation Roadmap" for an overview of the Cloud Services Management manuals.

Notational Conventions

For details about the names, abbreviations, and symbols used in this manual, refer to the "Documentation Roadmap" and the following table.

Proper Name	Abbreviation
FUJITSU Software Cloud Services Management	Cloud Services Management
FUJITSU Software ServerView Resource Orchestrator	ROR
FUJITSU Cloud Service A5 for Microsoft Azure	Azure
Amazon Web Services	AWS

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Contents

Chapter 1 Cloud Management Portal

The cloud management portal is a Web interface used for the operation management of Cloud Services Management.

The cloud management portal provides the following features for platform providers.

- Menu Management

- Platform Management

- Organization/User Management

- Request Management

- Billing Management

This manual explains the operations of the menus used by platform providers among the features above.

1.1 Accessing the Cloud Management Portal

This section explains the procedure for accessing the cloud management portal window.

Log In

Click the link provided in email or on another system, or enter the notified URL in the browser's address bar, and the following login window is displayed.

Figure 1.1 Login Window
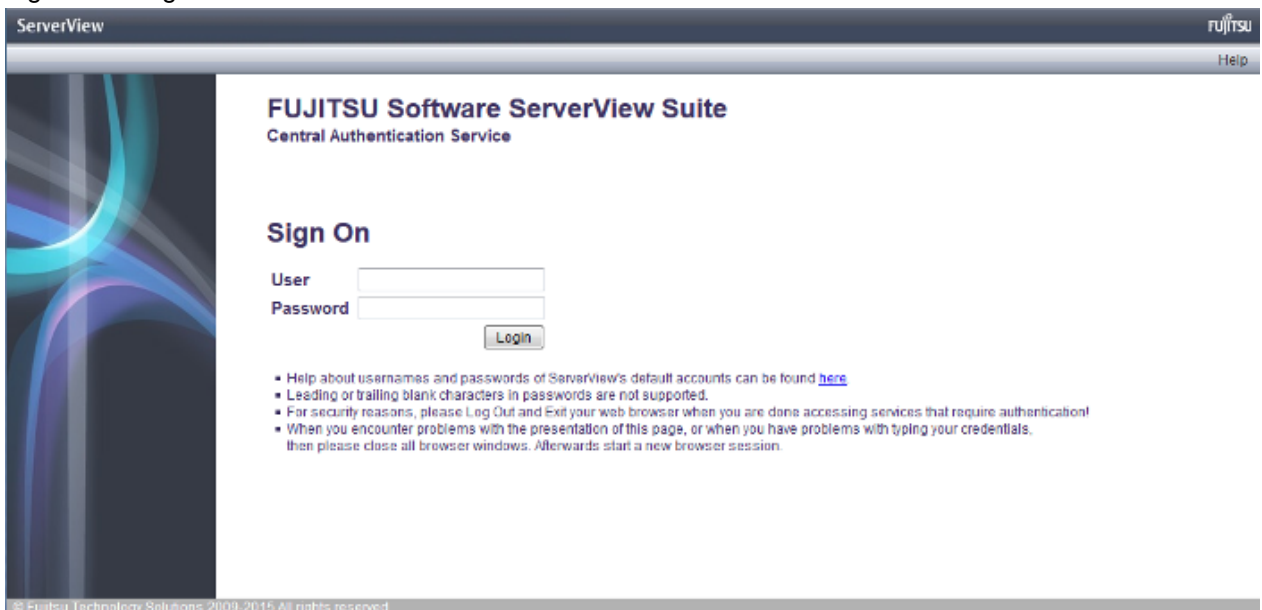
In this login window, enter the user ID and password provided via email in the relevant fields and click the [Login] button.

The home window providing the available menus is displayed.

P Point
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In case to show Cloud Management Portal with Internet Explorer, disable the "Enhanced Security Configuration".
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1.2 Home Window

The home window displayed after login provides available controls depending on the authority possessed.

Figure 1.2 Home Window

a. Login user

The login user ID is displayed. Click this user ID to select the [Help], [Profile], or [Log Out] menu.

Help

This displays the Cloud Services Management User's guide in a separate window.

Profile

This displays login user information, and allows modification. The password can also be changed here.
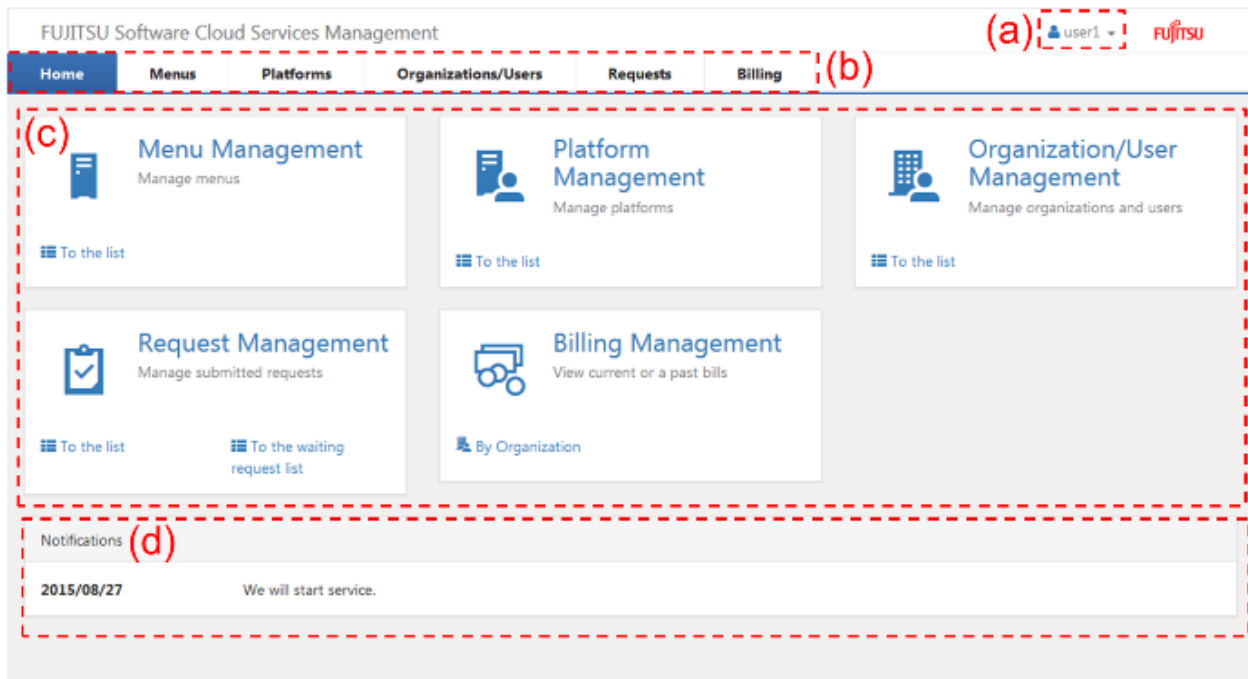
The modification is reflected soon after the operation, because this modification does not need any requests.

The following items can be modified.

- User Name

All UTF-8 format characters can be specified within 64 letters excluding control character like line break.

- Description

All UTF-8 format characters can be specified within 256 letters excluding control character like line break.

- Email Address

The characters can be specified, matching with the regular expression, /^[\w\.\-]+@(?:[\w\-]+\.)+[\w\-]+$/. Defining set X which contains alphanumeric characters, hyphen(-) and underscore(_), and defining set Y contains X and period(.), the format of regular expression is "Y@X.X".

- Contact Information

All UTF-8 format characters can be specified within 256 letters excluding control character like line break.

- Password

A password can contain 8 to 64 alphanumeric characters, $\"=|[]:*;+,<>?/ and ASCII characters excluding blank spaces and control characters.

- User Custom Field

All UTF-8 format characters can be specified within 256 letters excluding control character like line break.

Log Out

This lets the user log out from the cloud management portal window.

b. Navigation

Clicking a tab switches the window between pages.

c. Main

Window menus available depending on the authority are displayed. Clicking a menu name displays the corresponding page. Within the menu, available links such as [To the list] and [Add New] are provided depending on the authority.

d. Notifications

Messages from the cloud management portal Operators are displayed.

🛈 Note

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This note explains methods to handle the problems on Cloud Management Portal.

- In case that Cloud Management Portal is shown to make Web client shown as maximum size and Windows task bar is automatically hidden, the button is overlapped and not available to click because the button is definitely shown at bottom of Cloud Management Portal. For clicking the button, make Web client not shown as maximum size.

- In case that information of login user is modified by the operation from other users and other sessions, the session information becomes older, and the problems may happen that the operation of login user is not reflected or the button is not shown and so on. Make the session latest to press [F5] key or click [Refresh] button of Web browser.

- Under following condition, the error dialog is shown and it says the communication failed with manager server. Log in again to Cloud Management Portal.

    - In case not to operate on Cloud Management Portal over 30 minutes.

    - In case that the service of manager server of Cloud Management Portal is restarted while logging in.

    - In case that the session information of Web browser is deleted by other window.

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Chapter 2 Platform Management

This chapter explains how to perform operations in the Platform Management window.

2.1 Add/Modify/Delete/Confirm Platforms

This section explains how to Add, modify, delete, and confirm Platforms.

2.1.1 Adding Platforms

To add a Platform, perform the following operations.

1. Go to the [Menu Management] menu in the home window and click the [To the list] link. Alternatively, select the [Menus] navigation.

2. From the menu list, click the menu to be used.

Figure 2.1 Menu List Window
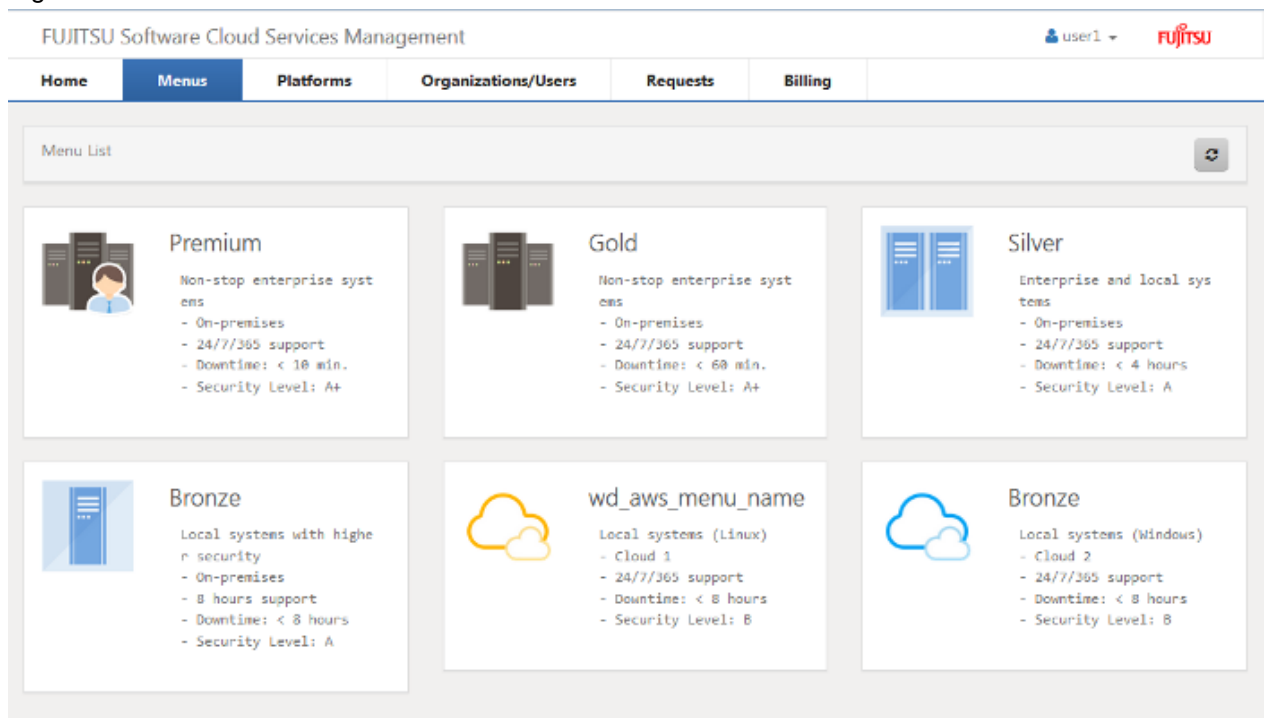
3. The service contents and charges of the selected menu are displayed.

Figure 2.2 Menu Details Window

4. Click the [Add Platform] button.

5. Specify items according to the wizard. Click the [Next] button to proceed. Click the [Cancel] button to discard all entries.

Figure 2.3 Add Platform Window

a. Basic information

Specify the following items.

Platform Name (Entry is mandatory)

This name is displayed in lists such as the platform list.

All UTF-8 format characters can be specified within 64 letters excluding control character like line break.

Platform ID (Entry is mandatory)

This ID is to distinguish platform within Cloud Services Management. This item is only enabled during addition.

Not specify the platform ID which is already added.

It can be specified for small alphanumeric letters, alphanumeric numbers, hyphen(-), underscore(_) and period(.) within 32 letters. Leading character must be small alphanumeric letters, alphanumeric numbers.

Platform Code

Enter a code to be used by the actual Platform to make it easy to link it with the actual system. The payer code, the serial number, and others can be entered. If this code is omitted, the same value as the platform ID will be entered.

All UTF-8 format characters can be specified within 64 letters excluding control character like line break.

Description

Enter the description of (comment about) Platform information.

All UTF-8 format characters can be specified within 256 letters excluding control character like line break.

b. Details (AWS only)

Select the keypair to be used for VM instance authentication and click the [Next] button.

c. Operation options

Depending on the vendor used and the created menu configuration, the operation options and configuration options that can be added for usage vary.

Check the necessary options from among those displayed and click the [Next] button.

d. Confirmation

Confirm the adding contents and the agreement, check the [Agree] check box and then click the [Add] button.

e. Complete

Addition is complete. Click [Complete] button. The request is indicated as under request, and a request for approval email is automatically sent to the approver.

2.1.2 Modifying Platforms

To modify a Platform, perform the following operations.

1. Go to the [Platform Management] menu in the home window and click the [To the list] link. Alternatively, select the [Platforms] navigation.

2. From the added Platform list, click the Platform name to be modified.

3. The details window for the Platform to be modified is displayed.

4. Click the [Modify] button on the upper right of [Details].

5. The following items can be modified.

    - Platform name

    - Organization Short Name : Organization ID

    - Administrator ID

    - Platform code

    - Description

    - Authenticate Information

    - Operation Options (different from selected vender and menu)

    ### Information
    ....

    Users in same organization can be selected for administrator ID
    ....

6. Edit the desired items and click the [Modify] button.

7. The request for modification is complete. Click the [Complete] button. The request is indicated as under request, and a request for approval email is automatically sent to the approver.

Note
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In case to modify "Organization Short Name : Organization ID" when modifying platform, the administrator ID is specified which was specified before modifying. So, the user in platform provider after modifying has to modify the administrator ID.
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2.1.3 Deleting Platforms

To delete a Platform, perform the following operations.

1. Go to the [Platform Management] menu in the home window and click the [To the list] link. Alternatively, select the [Platforms] navigation.

2. From the added Platform list, click the Platform name to be deleted.

3. The Platform details window to delete is displayed.

4. Click the [Delete] button on the upper right of [Details], and the confirmation window is displayed.

5. Click the [Yes] button on the lower right of the displayed confirmation window, and the request is indicated as under request, and a request for approval email is automatically sent to the approver.

![Note icon] **Note**

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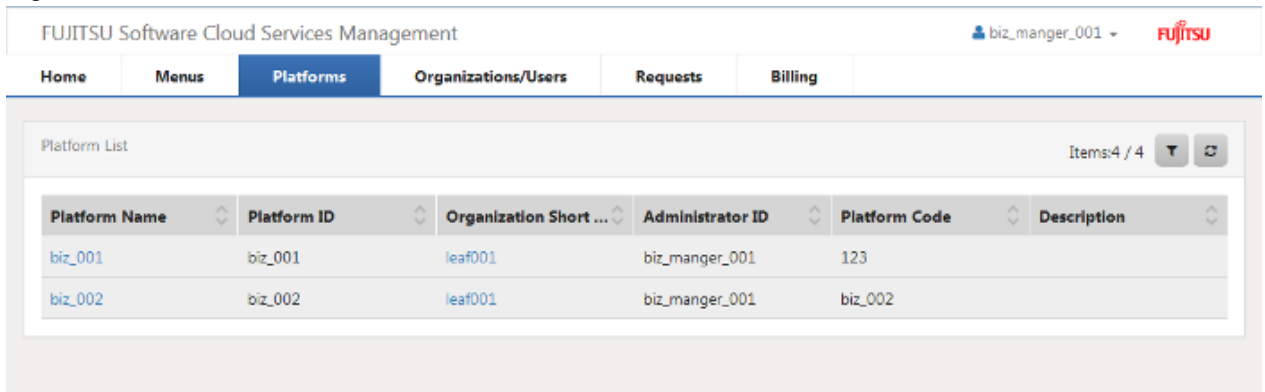
In case that platform includes the services under it, it cannot be deleted. In this case, delete the services and then perform deletion of this information.

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2.1.4 Confirming Platforms

To confirm an added Platform, perform the following operations.

1. Go to the [Platform Management] menu in the home window and click the [To the list] link. Alternatively, select the [Platforms] navigation.

2. The currently added Platform information list is displayed.

Figure 2.4 Platform list Window

When clicking [Filter] button on right hand upper side in the list, Filter platforms window is displayed.

For the platform name, platform ID, organization short name, organization ID, and platform code, specify keywords to refine displayed requests.

![Information icon] **Information**

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The items displayed on left side of [Filter] button are shown as format "filtering item / getting items from manager server".

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3. Click a Platform name in the list, and the platform details window is displayed. [Details] shows the added contents of Platform. It also provides the following links.

   - Billing

   - Organization Short Name

   - Menu

4. [Services] shows a list of the services currently added in this Platform. From this service list, starting and stopping and other operations of various services are accessible. For details on service operations, please refer to "2.2.1.5 The Flow Up to Approval."
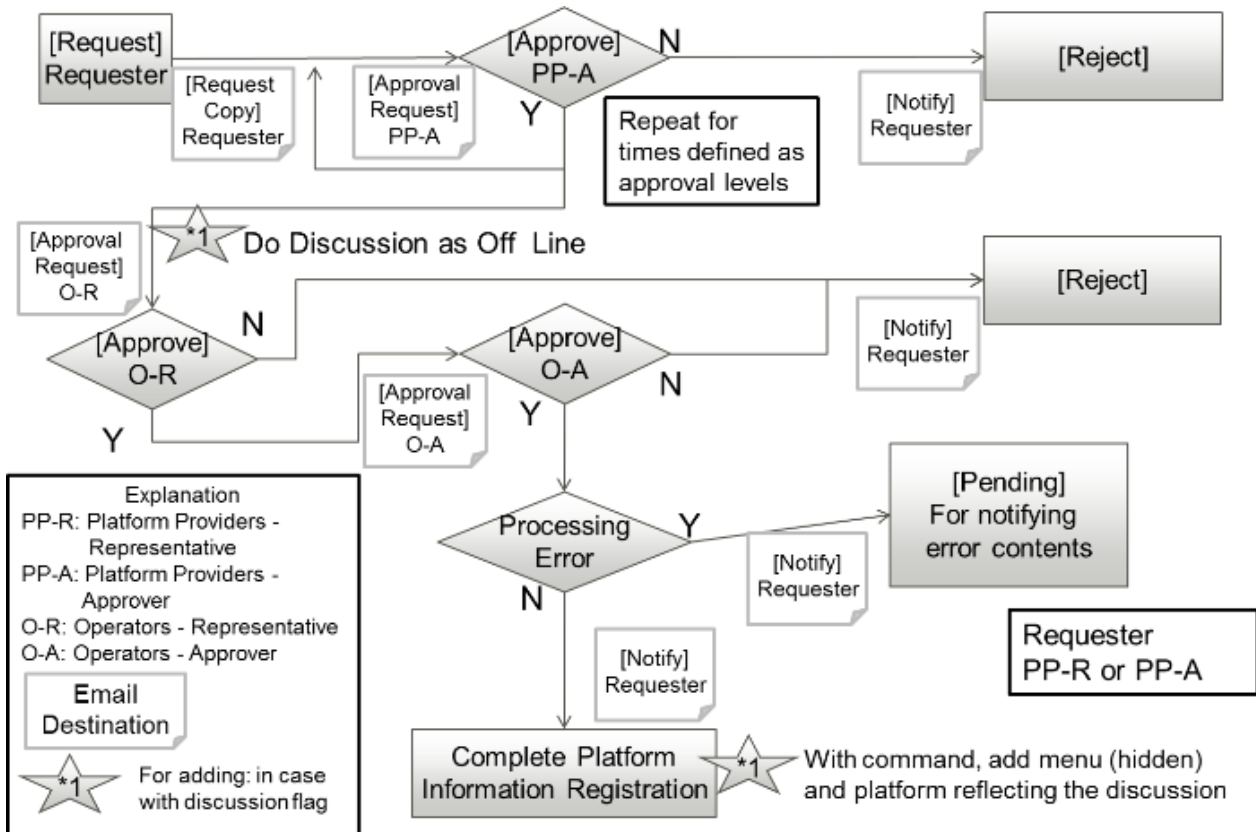
Figure 2.5 Platform Details Window
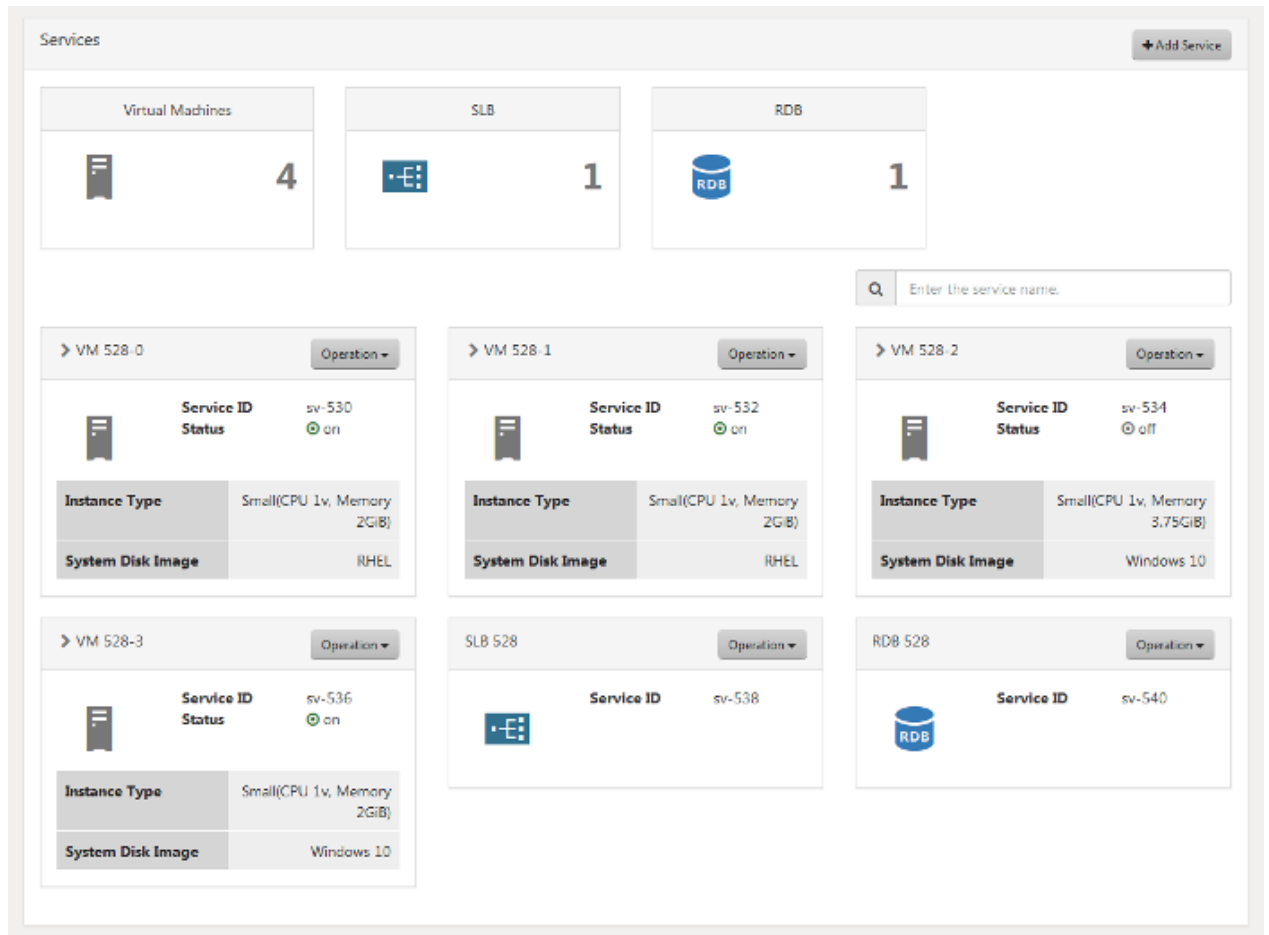
2.1.5 The Flow Up to Approval

Figure 2.6 The Platform Approval Flow

For the usage of Platforms, approval from each department is required.

Depending on the organizational configuration, adding, modification, and deletion are reflected upon approval from representatives and approvers of the cloud service Operators after the approval process inside the request department.

Using a menu involving up to three hierarchical levels of approval, an organization at the first or second hierarchical level can also file requests for approval. In this case, approval from the requester's approver and approval from the Operators is required.

Platform Provider Representative/Approver Operations

In the process of Platform adding, modification, or deletion, a notification email is sent to the relevant user as a copy of the request.

A request for approval email is also sent to the next approver.

After the final approval is granted, the adding or modification contents are reflected. On reflection, a notification of approval completion email is sent to the requester.

To confirm the approval status and contents of requests for adding, modification, and deletion, go to the request management window.

For details on how to perform the main operations in the request management window, please refer to "Chapter 4 Request Management."

2.2 Service Management

On the cloud management portal, "services" mean virtual machines, SLBs, and RDBs deployed in platforms.

This chapter explains service management and operations including starting and stopping.

Note
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Snapshot is only used for virtual machines of AWS. Snapshot cannot be used for virtual machines of Azure or ROR.

Services created on the cloud management portal must not be directly modified, deleted or stopped/started on the cloud service integrated with Cloud Services Management. When services are directly modified, deleted or stopped/started, mismatches of the service configurations or problems that the billings are not calculated and can be occurred.

Contact the operators when the mismatches between services on the cloud management portal and real services are occurred.

2.2.1 Adding, Modifying, Deleting, and Confirming Services

The platform provider that manages platforms mainly manages services.

This section explains how to add, modify, delete, and confirm services.

2.2.1.1 Adding Services

This section explains how to add services.

1. Go to the [Platform Management] menu in the home window and click the [To the list] link. Alternatively, select the [Platforms] navigation.

2. The platform list window is displayed.

3. Confirming the platform targeted for service addition, click the relevant platform name.

4. The platform details window is displayed. Click the [Add Services] button provided in the [Services].

Figure 2.7 Platform Details Window - Service List
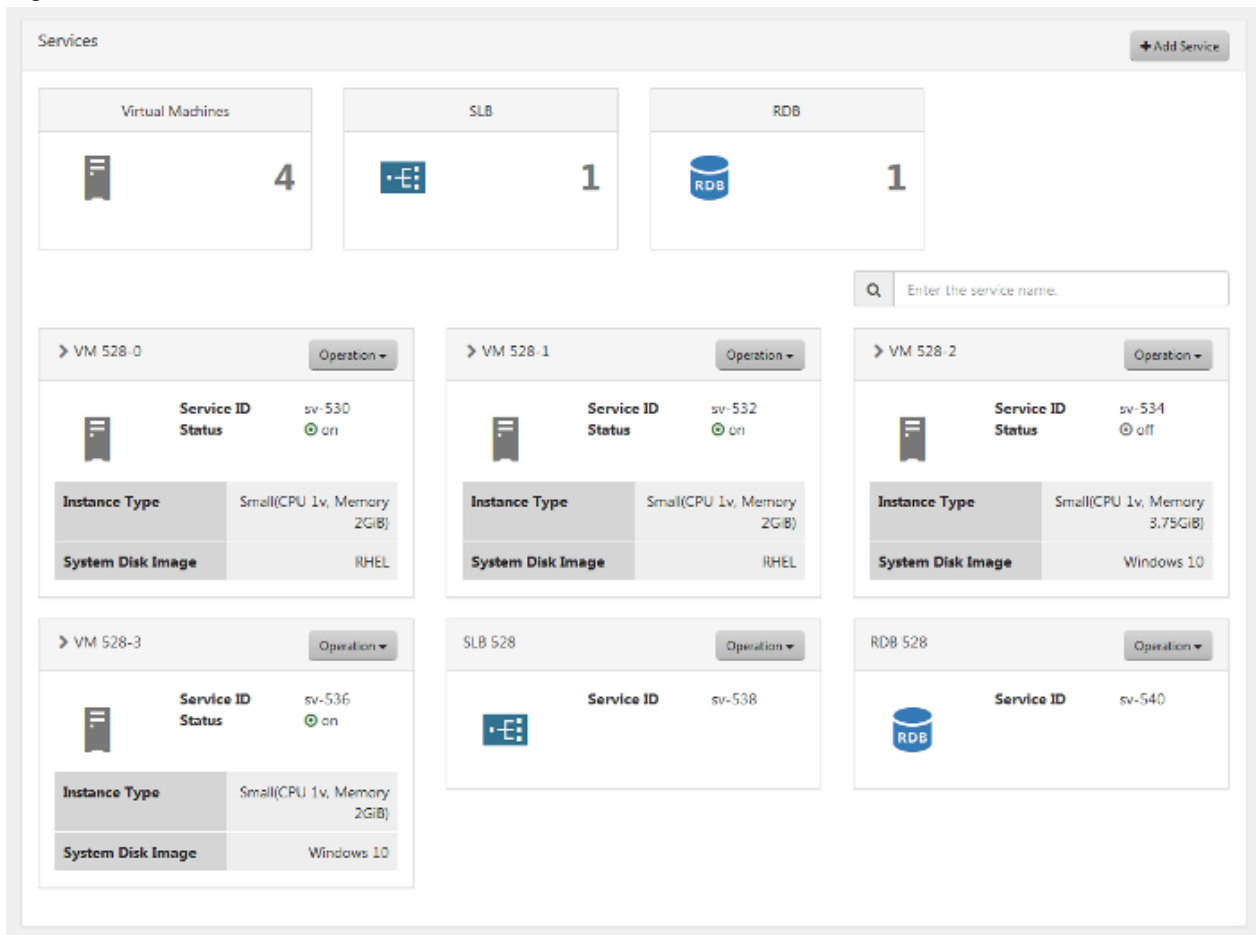
5. The add service window is displayed. Specify items according to the wizard. Click the [Next] button to proceed. Click the [Cancel] button to discard all entries.

   a. Add Service

Select the type of service to be added and click the add button, and then the input items required for the addition of the relevant service are displayed. Each time the add button is clicked, input items for a new service are displayed, allowing the simultaneous addition of multiple services. To cancel the addition, click the cross button above the entry fields to remove the entry fields.

As for SLBs and RDBs, addition is only supported for the platform created from a menu with configuration options including SLB/RDB (A menu created from an AWS subscription).

🗐 Note

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The number of virtual machine that can be added by one addition operation can be limited to one depending by the menu linked to the platform. Contact the operators for the limit of menu. If services are added exceeding the limit of menu, the requests are rejected by the operators.

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Adding Virtual Machines

Specify the following items.

Item	Entry
Service Name (Entry is mandatory)	Specify the service name. All UTF-8 format characters can be specified within 64 letters excluding control character like line break.
Service ID (Entry is mandatory)	Specify the service ID. Not specify the service ID which is already added. Specify a character string beginning with an alphanumeric character and containing up to between 3 and 15 alphanumeric characters, underscores ("_"), hyphens ("-"), and periods ("."). Service ID is used as name of virtual machine on cloud service integrated with Cloud Services Management.
Instance Type	Select from the list box if several options exist.
System Disk Image	Select from the list box several options exist.
Additional Data Disk Type	Select from the list box.
The Number of Additional Data Disks	This is only displayed if an additional disk is specified. Specify this with a numerical value from 0 to 99999999.

Adding SLBs or RDBs

Specify the following items.

Item	Entry
Service Name (Entry is mandatory)	Specify the service name.

Item	Entry
	All UTF-8 format characters can be specified within 64 letters excluding control character like line break.
Service ID (Entry is mandatory)	Specify the service ID. Not specify the service ID which is already added. Specify a character string beginning with an alphanumeric character and containing up to between 3 and 15 alphanumeric characters, underscores ("_"), hyphens ("-"), and periods (".").

Figure 2.8 Add Service Window

b. Confirmation

The confirmation window for the additional services is displayed. This window shows entries and approximate charges for the monthly usage of additional services. To correct any incorrect entries, go back to the entry window using the [Prev] button and make any necessary corrections. Check the box on the left of [Agree] of the agreement and click the [Add] button on the lower right.

c. Complete

The request is indicated as under application, and a request for approval email is automatically sent to the approver.

2.2.1.2 Modifying Services

This section explains how to modify services.

 Note

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Request for modifying service is reflected when the request is approved by the operators - approver.

In the case of AWS, virtual machine must stop when the request for modifying is approved by the operators - approver. In the case of modifying virtual machine of AWS, implement the one in the followings.

- Before virtual machine is modified, stop the virtual machine and do not operate to start the virtual machine until modifying the service has completed.

- After the meeting with the operators about the date when virtual machine is modified, modify the virtual machine. Stop the service by the date decided on the meeting and don't operate to start the virtual machine until modifying the service has completed.

However in the case of modifying the service name of the virtual machine, the virtual machine has not to stop.

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1. Go to the [Platform Management] menu in the home window and click the [To the list] link. Alternatively, select the [Platforms] navigation.

2. The platform list window is displayed.

3. Confirming the operation targeted for service modification, click the relevant platform name.

4. The platform details window is displayed. Here, select [Modify] from the [Operation] pull-down menu located next to the relevant service name.

5. The modify service window is displayed. The following items can be modified.

    a. Virtual machine modification

        - Service Name

        - Instance Type

        - Type of Additional Data Disk

        - Number of Additional Data Disks

 Note

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Only one type of additional data disk can be specified for one virtual machine.

Once type of additional data disk is specified, it cannot be modified.

In the case of deleting additional data disk, pay attention to the followings.

・In the case of AWS, additional data disks are deleted in reverse order of disk number of OS (in the case of Windows) or block device name (in the case of Linux).

・In the case of Azure, additional data disks are deleted in descending order of LUN (logical unit number). The order of LUN cannot be corresponding to the order of the devices on OS. Delete additional data disks after confirm correspondence of the LUN and the devices by the command of OS, etc.

In the case of ROR, only service name can be modified.

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      b. SLB/RDB modification

        - Service Name

6. Click the [Next] button, and the confirmation window is displayed. To correct any incorrect entries, go back to the entry window using the [Prev] button and make any necessary corrections.

7. Click the [Modify] button to finish the modification operation. The request is indicated as under application, and a request for approval email is automatically sent to the approver.

2.2.1.3 Deleting Services

This section explains how to delete services.

1. Go to the [Platform Management] menu in the home window and click the [To the list] link. Alternatively, select the [Platform] navigation.

2. The platform list window is displayed.

3. Confirming the platform targeted for service deletion, click the relevant platform name.

4. The platform details window is displayed. Here, select [Delete] from the [Operation] pull-down menu located next to the relevant service name.

5. The confirmation window is displayed. Click [Yes] to execute the deletion, or click [No] to cancel the deletion. Click the [Yes] button to finish the deletion operation. The request is indicated as under application, and a request for approval email is automatically sent to the approver.

2.2.1.4 Confirming Added Services

This section explains how to confirm added services.

1. Go to the [Platform Management] menu in the home window and click the [To the list] link. Alternatively, select the [Platforms] navigation.

2. The platform list window is displayed.

3. Confirming the platform targeted for services confirmation, click the relevant platform name.

The platform details window is displayed. The services shown in the [Services] area of this details screen are currently available. Services under application are not shown.

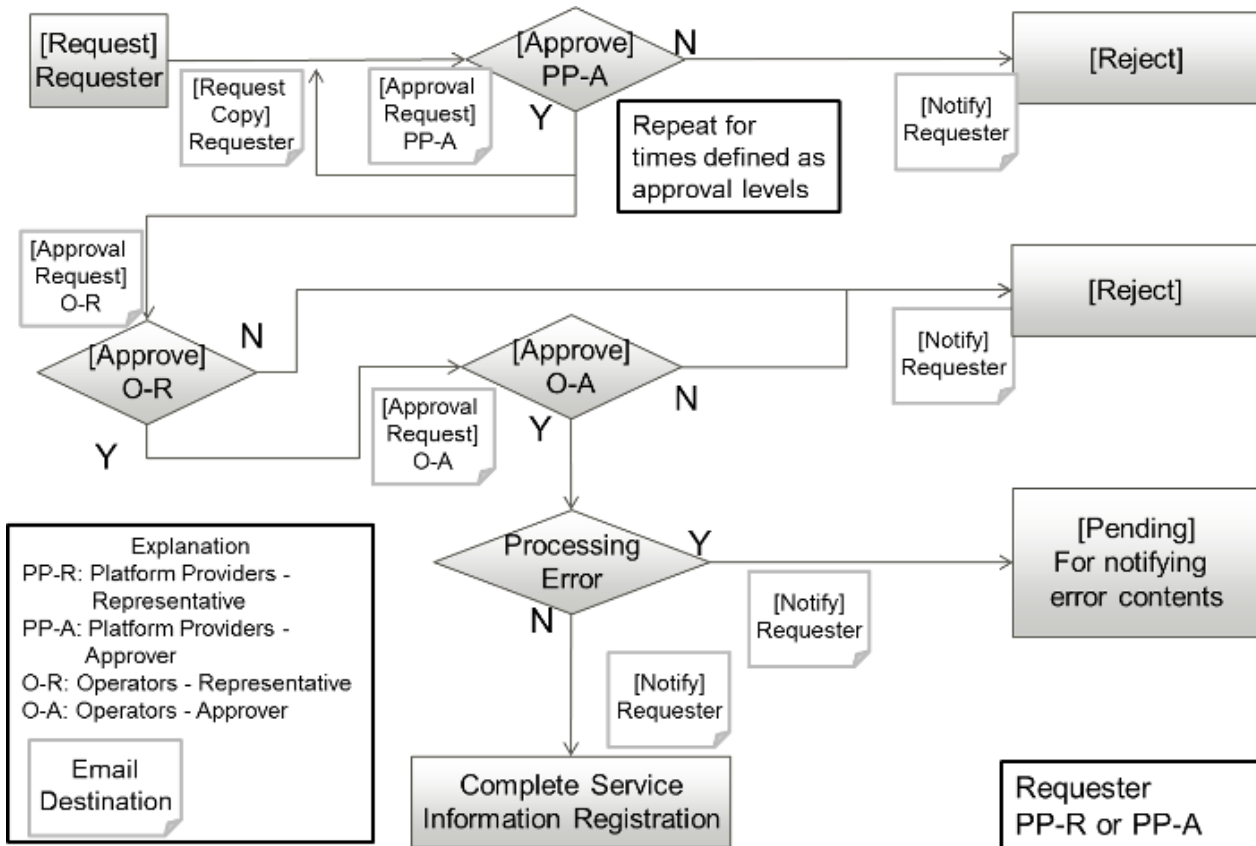The operational status of each service can be confirmed.

Figure 2.9 Platform Details Window - Service List Part

2.2.1.5 The Flow Up to Approval

Figure 2.10 The Service Approval Flow

When a service becomes available after the final approval is completed, an email is sent to the applicant to notify them of the service details.

Service addition, modification, and deletion are followed by the approval process. To accept the process, approvals from the Platform Providers approver, the Operators representative, and the Operators approver are required.

Service operations and charge calculations will be performed after all the approvals are completed and the service becomes available.

Request Operations by Operation Provider Representatives

In the process of service addition, modification, or deletion, a notification email is sent to the relevant user as a copy of the application.

A request for approval email is sent to the approver user appointed according to the relevant user's organizational configuration.

After the final approval is granted, the addition or modification contents are reflected. On reflection, a notification of approval completion email is sent to the applicant.

To confirm the approval status and contents of applications for addition, modification and deletion, go to the request management window.

For details on how to perform the main operations in the request management window, please refer to "Chapter 4 Request Management."

About Using Services

After the final approval of the request for adding service is granted and deploying the service, the mail for notification of deploying completion and the mail for the service details are sent to the applicant. However some services cannot be started to operate as soon as the mail has been sent. In this case, the operators can need to set up or need the additional information.

Contact the operators for the date of starting to operate services and how to notice necessary information.

2.2.2 Operating Services

This section explains how to operate services from the cloud management portal window. From this window, start and stop operations of deployed services, and snapshot operations are accessible.

For service operations, the approval process is not required.

2.2.2.1 Starting

This section explains how to start services.

1. From the service list of the platform details window, select [Start] from the [Operation] pull-down menu located next to the relevant service name.

2. The confirmation window is displayed. Click the [Yes] button on the lower right.

3. If the status is indicated as on, starting is complete.

📝 Note

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After the status becomes on, it takes from several tens of seconds to several minute that virtual machine has been running.

And the status displayed on the cloud management portal can be different from the real power state of virtual machine (, e.g. when the virtual machine is directly stopped from the cloud service console).

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2.2.2.2 Stopping

This section explains how to stop services.

1. From the service list of the platform details window, select [Stop] from the [Operation] pull-down menu located next to the relevant service name.

2. The confirmation window is displayed. Click the [Yes] button on the lower right.

3. If the status is indicated as off, stopping is complete.

📝 Note

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After the status becomes off, it takes from several tens of seconds to several minute that virtual machine has been stopped.

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2.2.2.3 Snapshots

This section explains snapshot operations.

Snapshot is the feature used to copy and save the state of a service at any given point in time. Charges are applied depending on the size of stored data.

Snapshot operations are available only if their use is enabled as a configuration option during platform addition.

1. From the service list of the platform details window, select [Snapshot] from the [Operation] pull-down menu located next to the relevant service name.

2. The snapshot list window is displayed. This screen shows snapshots that have already been collected.

Figure 2.11 Snapshot List Window

a. Create Snapshot

   Enter the snapshot name and a comment then click the [Create Snapshot] button, and the approximate charge is displayed.

b. Restore

   Select the snapshot at the moment to be restored from the snapshot list and click the [∨] button.

c. Delete

   Select the snapshot at the moment to be deleted from the snapshot list and click the [×] button.

![Note]

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The snapshot feature is only available for AWS virtual machines. It is not available on Azure and ROR virtual machines.

Services created from the cloud management portal of Cloud Services Management may not be directly modified, deleted, or started/ stopped in coordinated clouds. If they are modified, deleted, or started/stopped, problems such as inconsistencies in the service configuration and status and no reflection of data on charge calculations may occur.

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![Point]

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Notification mail is automatically delivered when the snapshot is created or deleted.

Approximate charge of snapshot is calculated as the total value of the system disk size and all of the additional data disk sizes counted by GB.

Chapter 3 Organization/User Management

Organization information is used to configure the approval routes of various operations and is used as the unit of platform usage.

Users mean the users of the cloud management portal.

Operators manage the initial additions of organization information and users of Platform Providers.

For this reason, requests for adding must be made to Operators (Outside the system).

The approver of the Platform Provider can add and modify representative users of affiliated organizations. The representative users can refer to information about affiliated organizations and users belonging to those organizations.

Figure 3.1 The Flow Up to User Addition by the Platform Provider
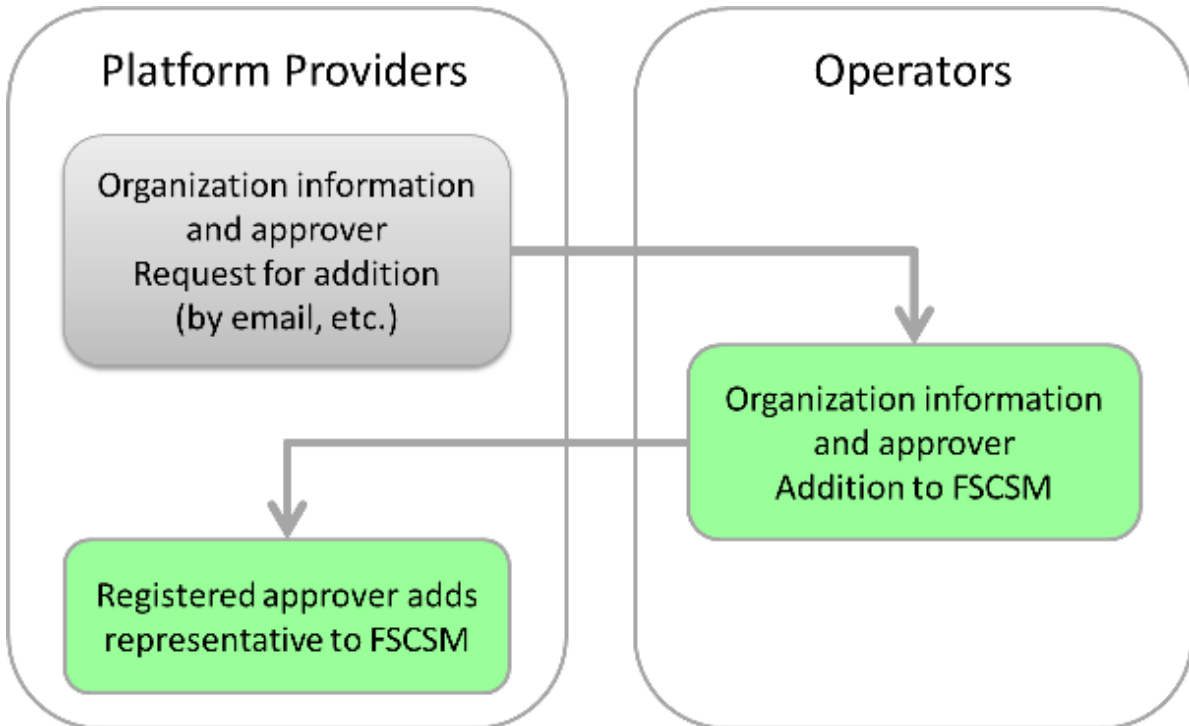
This section explains how to confirm organization information and modify registered users.

3.1 Confirming Organizations/Users

This section explains how to confirm organizations and users.

1. Go to the [Organization/User Management] menu in the home window and click a menu name link, or select the [Organizations/Users] navigation.

2. The Organizations/Users list window is displayed.

Figure 3.2 Organizations/Users list

In this window, confirm the following information.

 - [Details] shows details of the organization to which the log in user belongs.

 - [Organization List] shows a list of organizations under the organization to which the log in user belongs.

 - [User List] shows a list of the users belonging to the organization to which the log in user belongs.

3. From [Organization List], click an organization name to confirm the detailed organization information. In the details window, a list of organizations under the affiliation is provided as [Organization List]. From this list, select organization names sequentially to confirm organizations by hierarchy.

4. Along with the detailed information of the organization displayed, users belonging to that organization are shown in [User List]. Click a user name to confirm the detailed information of that user.

3.2 Managing Users

This section explains how to add, modify, delete, and confirm users, and the approval flow relevant to user adding.

3.2.1 Adding Users

This section explains how to add users.

1. Go to the [Organization/User Management] menu in the home window and click the [To the list] link, or select the [Organizations/Users] navigation.

2. The Organizations/Users Details window is displayed. This window shows the details of the organization to which the log in user belongs.

3. The list indicated as [Organization List] shows a list of the abbreviated names of organizations under the organization to which the log in user belongs. Here, select the organization targeted for user adding or its superior organization.

4. A list of organizations/users belonging to the selected organization is displayed. From [Organization List], select abbreviated organization names matching the relevant hierarchical level.

5. After ensuring that the Details field shows the organization targeted for user adding, click the [Add User] button next to [User List] displayed in the same window.

6. Specify the following items. The organization ID is displayed in addition to the following items, but it is grayed out because the ID of the organization to which the registered user belongs is automatically set.

   User Name (Entry is mandatory)

   This name is displayed in lists and other locations.

   All UTF-8 format characters can be specified within 64 letters excluding control character like line break.

   User ID (Entry is mandatory)

   This ID is used to distinguish user information. This item is only enabled during addition.

   Not specify the user ID which is already added.

   It can be specified for small alphanumeric letters, alphanumeric numbers, hyphen(-), underscore(_) and period(.) within 32 letters. Leading character must be small alphanumeric letters, alphanumeric numbers.

   Role (Selection is mandatory)

   Select the user's authority.

   - Approver (This user approves representative adding contents in the approval flow.)

   - Representative (This user has no user creation privileges. Approval is always required in adding and other operations. Other privileges are similar to the approver's privileges.)

   Description

   Enter a description (comment) about the user information.

   All UTF-8 format characters can be specified within 256 letters excluding control character like line break.

   Email Address (Entry is mandatory)

   Specify the user's email address. In the process of approval, notification email will be sent to this mail address.

   The characters can be specified, matching with the regular expression, /^[\w\.\-]+@(?:[\w\-]+\.)+[\w\-]+$/. Defining set X which contains alphanumeric characters, hyphen(-) and underscore(_), and defining set Y contains X and period(.), the format of regular expression is "Y@X.X".

   Contact Information (Entry is mandatory)

   Specify the user's contact information.

   All UTF-8 format characters can be specified within 256 letters excluding control character like line break.

   Password (Entry is mandatory)

   Specify the password for authentication used by the user to log in.

   A password can contain 8 to 64 alphanumeric characters, $\"=|[]:*;+,<>?/ and ASCII characters excluding blank spaces and control characters.

Confirm Password (Entry is mandatory)

Specify the password for confirmation. The same character same as the specified password must be entered.

User Custom Fields 1 to 5

The items to specify vary. Specify values according to the description on items in the window.

All UTF-8 format characters can be specified within 256 letters excluding control character like line break.

7. Click the [Add] button. The request is indicated as under application, and a request for approval email is automatically sent to the approver.

3.2.2 Modifying Users

This section explains how to modify users.

Note

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In case to modify the belonging organization of the user who is specified as administrator of platform, modify the administrator of platform to another user in advance.

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1. Go to the [Organizations/Users] menu in the home window and click the [To the list] link, or select the [Organizations/Users] navigation.

2. The organization/user details window is displayed. This window initially shows the details of the organization to which the log in user belongs.

3. The list indicated as [Organization List] shows a list of the abbreviated names of organizations under the organization to which the log in user belongs. Here, select the organization to which the user to modify belongs to, or its superior organization.

4. A list of organizations/users belonging to the selected organization is displayed. From [Organization List], select abbreviated organization names matching the relevant hierarchical level.

5. After ensuring that the Details field shows the organization to which the user to modify belongs to, confirm the [User List] and click the relevant user name.

6. The Details window is displayed. The following items can be modified.

   - User Name

   - Organization Short Name : Organization ID

   - Role

   - Description

   - Email Address

   - Contact Information

   - Password

   - User Custom Field (the name is different depending on environment)

7. Click the [Modify] button. The request is indicated as under application, and a request for approval email is automatically sent to the approver.

3.2.3 Deleting Users

This section explains how to delete users.

1. Go to the [Organization/User] menu in the home window and click the [To the list] link, or select the [Organizations/Users] navigation.

2. The organization/user details window is displayed. This window initially shows the details of the organization to which the log in user belongs.

3. The list indicated as [Organization List] shows a list of the abbreviated names of organizations under the organization to which the log in user belongs. Here, select the organization to which the user to delete belongs to, or its superior organization.

4. A list of organizations/users belonging to the selected organization is displayed. From [Organization List], select abbreviated organization names matching the relevant hierarchical level.

5. After ensuring that the Details field shows the organization to which the user to delete belongs to, confirm the [User List] and click the relevant user name.

6. The Details screen is displayed.

7. Click the [Delete] button in the upper right.

8. The confirmation window is displayed. Click [Yes] to execute the deletion, or click [No] to cancel the deletion. The request is indicated as under application, and a request for approval email is automatically sent to the approver.

3.2.4 The Flow Up to Approval

Platform Provider Approver Operations

Figure 3.3 The User Approval Flow
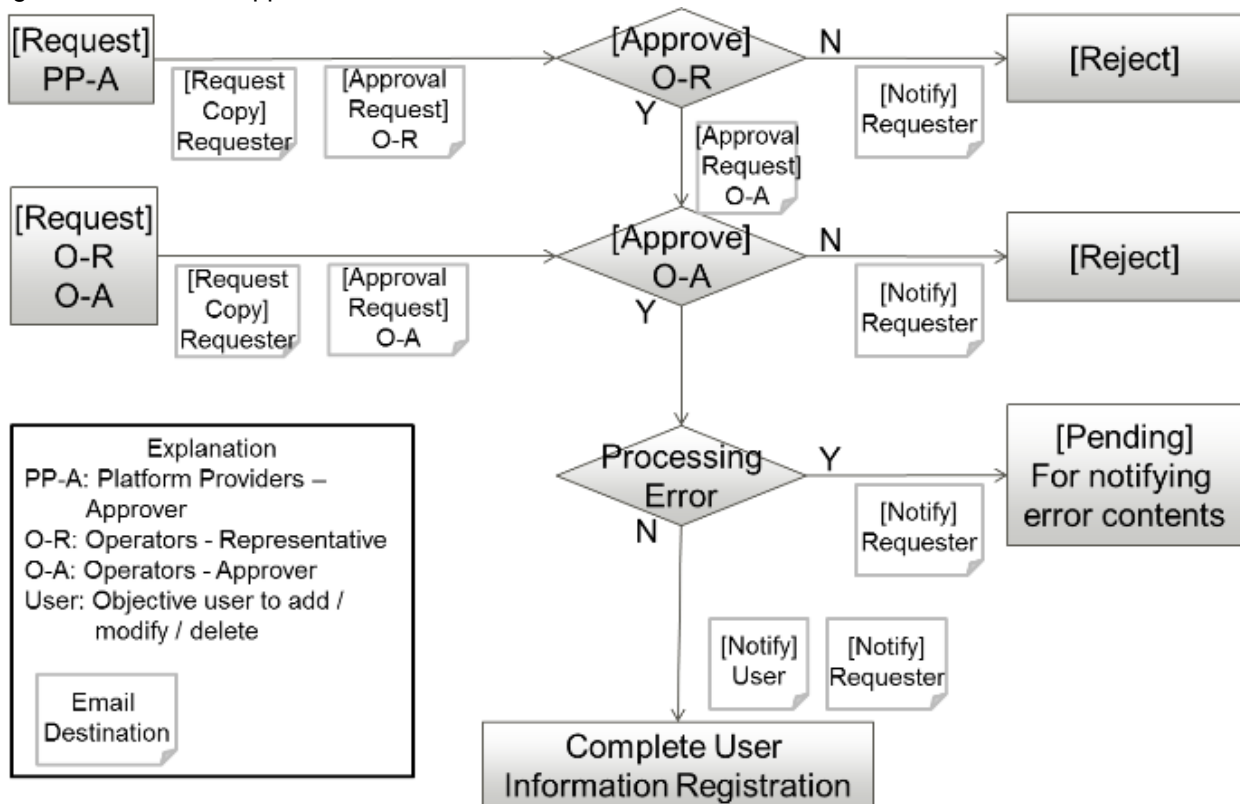
User adding, modification, or deletion is not reflected immediately after that process, but is followed by the approval process.

In the process of adding, modification, or deletion, a notification email is sent to the relevant user as a copy of the application.

A request for approval email is sent to the representative of the Operators.

After the final approval is granted, the adding or modification contents are reflected. On reflection, a notification of approval completion email is sent to the applicant. After that, a notification of availability email is sent to the registered user.

To confirm the approval status and contents of applications for adding, modification, and deletion, go to the request management window.

For details on how to perform the main operations in the request management window, please refer to "Chapter 4 Request Management."

Note

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Representatives of platform providers have no authority for user addition, modification, or deletion.

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Chapter 4 Request Management

Cloud Services Management requires the approval process when the following management information is operated.

- Platform Management

- Service Management

- User Management

The Request Management window is used to manage requests occurring in response to various management information operations.

This chapter explains how to perform operations in the Request Management window.

4.1 Confirming Requests

This section explains how to confirm requests.

1. Go to the [Request Management] menu in the home window and click the [To the list] link.

2. The request list window is displayed.

   In this window, requests for which the log in user has applied for approval and those for which the log in user has been assigned as an approver are displayed.

   Figure 4.1 Request list Window

a. Filter

   For the request name, request ID, request type, user ID (displayed "requested by"), request date and status, specify keywords to refine displayed requests.

Information

The items displayed on left side of [Filter] button are shown as format "filtering item / getting items from manager server".

b. Links to details windows

Click a link to open the details screen of the relevant request.

c. Status

This column shows the approval status of requests.

Status	Approval Status
Approved	This status indicates that final approval has been completed.
Rejected	This status indicates that the application has been rejected.
Waiting processing	This status indicates that the request is waiting for approval.
Pending	This status indicates that approval of the request is pending due to a system reflection error after approval.
Cancel	This status indicates that the application has been canceled.

d. Links to related information

Click a link to view the relevant resource information.

Information

Clicking [To the waiting request list]

Clicking the [To the waiting request list] link on the [Request Management] menu in the home window also displays the request management list window as in the case of clicking the [To the list] link.

When [To the waiting request list] is clicked, the list refined to requests in [Waiting processing] status is displayed.

4.2 Operating Requests

The statuses of requests change depending on the approval, rejection, and cancelation operations. This section explains how to operate requests.

Note

The process of request depends on the information of user, relevant organization and menu to requester and approver in making the request. So, in case to operate for relevant organization and menu to the request which was made and is not yet approved, the approval might not be executed successfully. Before executing following operations, it is required to make the all relevant requests canceled, rejected or approved status, and there must not be the waiting processing requests.

- Moving organizations for the requester
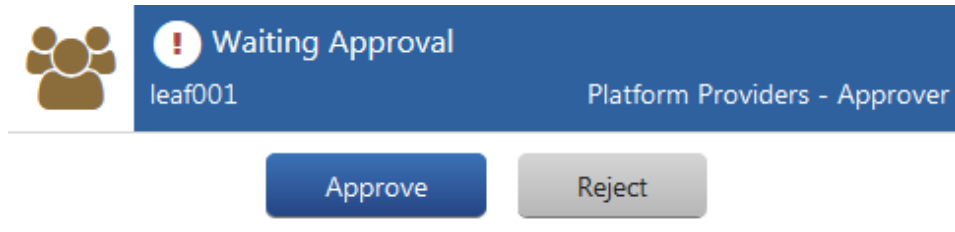
- Deleting requester

4.2.1 Approving

This section explains how to approve requests.

1. Go to the [Request Management] menu in the home window and click the [To the waiting request list] link.

2. The request list is displayed. This list shows only requests in the status of waiting for approval.

3. Click the application name link to the relevant request, and the details window is displayed.

4. The details window shows detailed information and the approval flow. If the logged in user is an approver, the [Approve] button and the [Reject] button have been provided as on-flow icons.

Figure 4.2 Approve and Reject Buttons

5. Clicking the [Approve] button automatically sends a request for approval email to the next approver. If it is the final approval, the operation of the relevant request is reflected and the request is shifted to the approved status. If an error occurs in the system during the reflection process, the request is shifted to the pending status. In either case, an application status email is automatically sent to the requester.

Note

In case the request becomes pending status, please contact to Operators.

4.2.2 Rejecting

This section explains how to reject requests.

1. Go to the [Request Management] menu in the home window and click the [To the waiting request list] link.

2. The request list is displayed. This list shows only requests in the status of waiting for approval.

3. Click the application name link to the relevant request, and the details window is displayed.

4. The details window shows detailed information, the contents of the application, and the approval flow. If the logged in user is an approver, the [Approve] button and the [Reject] button have been provided as on-flow icons. Click the [Reject] button, and the confirmation dialog is displayed for description specification.

5. Click the [Yes] button on the lower right, and an application rejection email is automatically sent to the requester, and the request shifts to the rejected status.
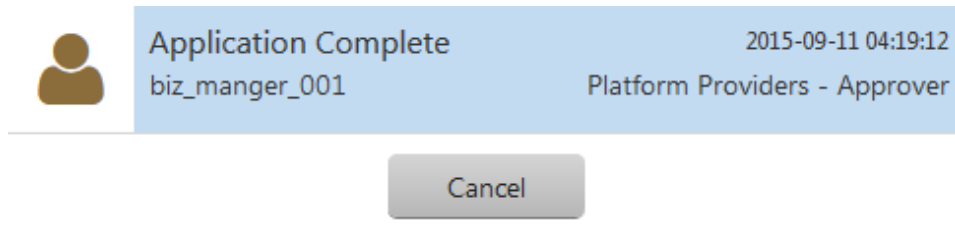
4.2.3 Canceling

This section explains how to cancel requests.

1. Go to the [Request Management] menu in the home window and click the [To the waiting request list] link.

2. The request list is displayed. This list shows only requests in the status of waiting for approval.

3. Click the application name link to the relevant request, and the details window is displayed.

4. The Request Details window shows detailed information and the approval flow. If the login user is the requester, the [Cancel] button is provided in the details screen. Click the [Cancel] button, and the confirmation dialog is displayed for description specification.

5. Click the [Yes] button on the lower right, and an application request cancellation email is automatically sent to the approver, and the request shifts to the canceled status.

Figure 4.3 Cancel Button

4.3 Notification Responding to Application & Approval Operations

If application, approval, rejection, and cancelation operations of requests are performed, a notification email is automatically sent to the requester and the next approver. The contents of the email are as follow.

Figure 4.4 Example Notification Email

```
Dear op_manager,

The following request for approval has been received.

Requested by: op_manager
Request Name: Request for Adding User
Request ID: 15
Request Date: 2015-09-24 18:13:25
Request Result: Approval Completed


*This mail is delivered from the send-only mail address.
 Please note that it will not be answered if you directly reply to this mail.
```

4.4 Actions for Requests with Pending Status

This section explains the causes for requests to become pending status and how to support them. In case for requests to become pending status, refer to the cause and action in following table.

Request type	Operation	Cause	Action
Platform	Add	Selected organization is deleted.	Select existing organization, and request again.
		Platform ID is duplicated in the system.	Specify the platform ID which does not exist in the system, request again.
		Selected administrator is deleted.	Select existing administrator, and request again.
		Selected menu is deleted.	Select existing menu, and request again.
	Modify	Selected organization is deleted.	Select existing organization, and request again.

Request type	Operation	Cause	Action
		Selected administrator is deleted.	Select existing administrator, and request again.
		Platform is deleted.	Platform is already deleted.
	Delete	Service exists under the platform.	Delete existing service, and request again.
		Service is being added under the platform.	After completing to add service, delete all services, and request again.
		Platform is deleted.	Platform is already deleted.
Service	Add	Platform is deleted.	Add platform again, and request again.
		Service ID is duplicated in the system.	Specify the service ID which does not exist in the system, request again.
		Service operation cannot be accepted.	Communication error might happen between manager server and coordination adapter. Error cause is sent by Email to the Email address specified in setting up. For details of action, refer to "Cloud Services Management Operation Guide".
	Modify	Platform is deleted.	Platform is already deleted.
		Service is already deleted.	Service is already deleted.
		Service operation cannot be accepted.	Communication error might happen between manager server and coordination adapter. Error cause is sent by Email to the Email address specified in setting up. For details of action, refer to "Cloud Services Management Operation Guide".
	Delete	Service operation cannot be accepted.	Communication error might happen between manager server and coordination adapter. Error cause is sent by Email to the Email address specified in setting up. For details of action, refer to "Cloud Services Management Operation Guide".
User	Add	Selected organization is deleted.	Select existing organization, and request again.
		User ID is duplicated in the system.	Specify the user ID which does not exist in the system, request again.
		User operation failed in Directory server.	Communication with Directory server might fail. Contact to Operators.
	Modify	Selected organization is deleted.	Select existing organization, and request again.
		User role is modified.	Specify to modify proper role, and request again.
		Selected user is deleted.	User is already deleted.
		User operation failed in Directory server.	Communication with Directory server might fail. Specify different user ID, request again. In case the request becomes pending status again, please contact to Operators.
	Delete	Selected user is deleted.	User is already deleted.
		It is administrator user for platform	Modify to the other user for administrator for platform, or, request again after deleting platform.
		User operation failed in Directory server.	Communication with Directory server might fail. Contact to Operators.

Chapter 5 Billing Management

Cloud Services Management measures service usage status and operational status and calculates daily charges. In the Billing window, the calculation results can be viewed.

This chapter explains how to confirm charges.

The approver of the platform providers can view charges of all organizations under affiliated organizations. The representative of the platform providers can only view charges of their organization.

To confirm charges, perform the following operations.

1. Go to the [Billing Management] menu in the home window, or click the [Billing] navigation.

2. The Billing window is displayed. Here, it is possible to confirm charges of the organization to which the login user belongs or its affiliated organizations.

Figure 5.1 Billing Window by Organization (Organizational unit)
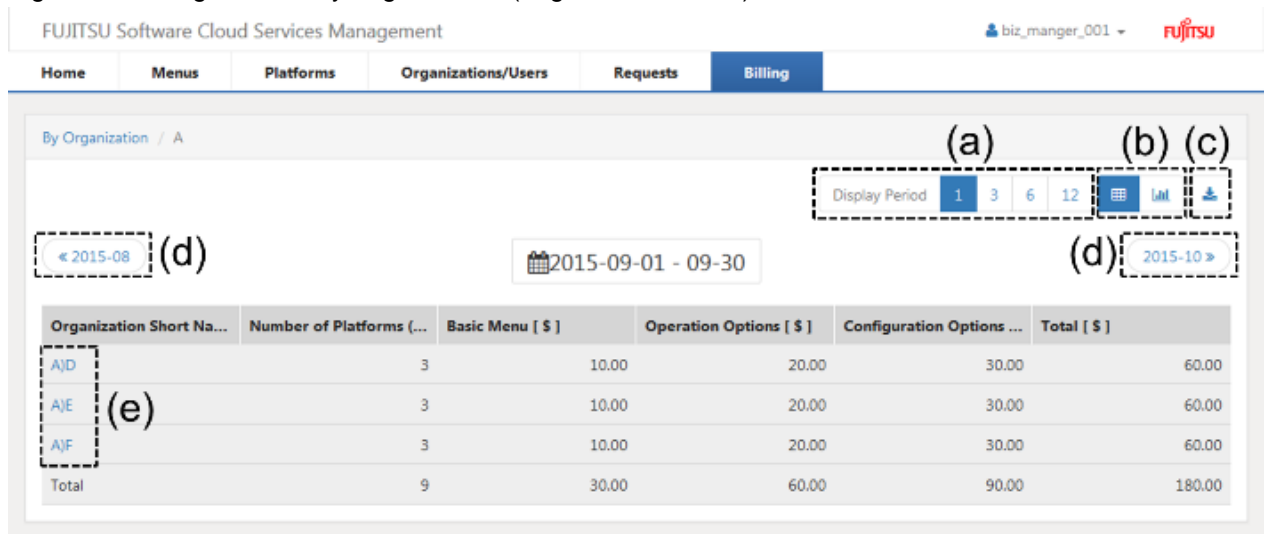
a. Display Period

Switches between display periods: month, quarter, semi-annual, and annual. In case to display multiple months, the starting month is different depending on the environment.

b. Switch Table/Graph

Switches the view between list display and graph display. The amounts of graph display indicate total amounts.

c. Download CSV

Displayed charges can be downloaded in CSV format.

d. Switch Page

Switches between the previous period and the next period.

e. Switch Organization Hierarchy Level

Click this to switch to the view in units of organizations belonging to the selected organization. Drilling down reaches the charge details window in platform units.
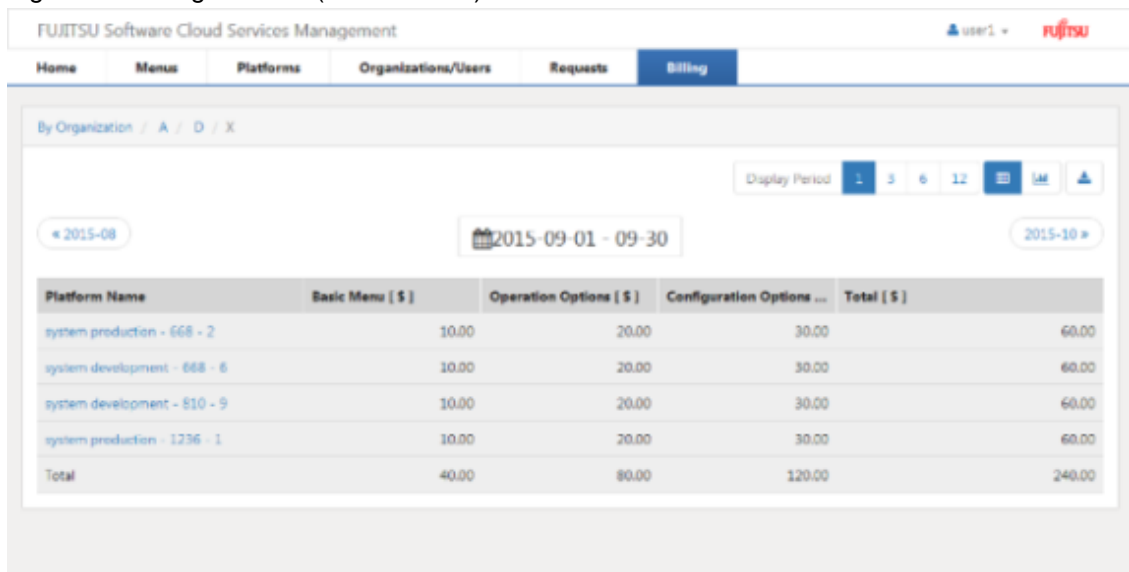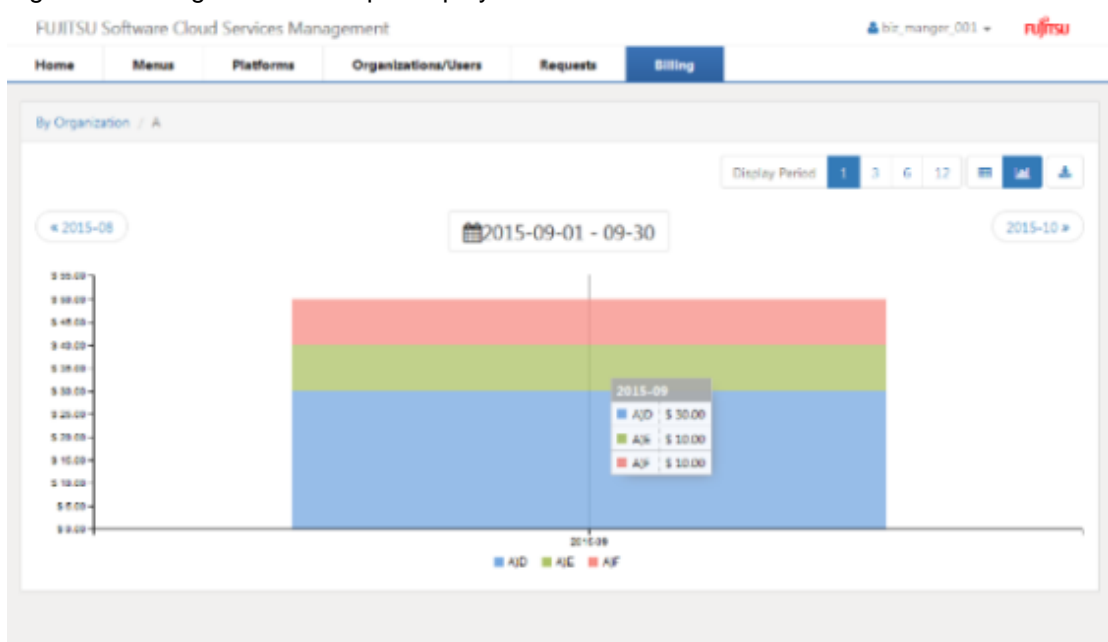
Figure 5.2 Billing Window (Platform unit)

Figure 5.3 Billing Window: Graph Display

🅿 Point

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Data and data titles displayed in graph view is differently shown depending on the data number included in Display Period.

- Data number is less than 10: in case to hover a mouse cursor over graph, the data are displayed on tooltip as a group.

- Data number is between 10 and 30: in case to hover a mouse cursor over graph, the data is displayed on tooltip one by one.

- Data number is equal to or more than 31: in case to hover a mouse cursor over graph, the data are not displayed. Data tiles are not displayed under the graph. In case to display data and data title, specify the data number as equal to or less than 30 to shorten the Display Period.

. . . .

Note

For the Platform and Service management, charges are reflected under following timings.

- Platform

    - When the requests to add, modify and delete platform have been completed.

- Service

    - When the requests to add, modify and delete service have been completed, and virtual machine has been provisioned.

    - When the operation to start or stop service is executed.

    - When the requests to modify and delete service have been completed.

When organizations or platforms are deleted or moved, the following applies regarding billing target organizations and charges.

- When organizations or platforms are deleted

    For the resources to which fixed charging is applied, fixed charges are charged.

    For the resources to which charging by the amount of use is applied, charges are charged based on the usage time until the corresponding resources are deleted.

- When organizations or platforms are moved

    For the resources to which fixed charging is applied, fixed charges are charged to the movement destination organization, not to the movement source organization.

    For the resources to which charging by the amount of use is applied, the charges are charged to the movement destination organization based on the usage time of the resources after movement. To the movement source organization, the charges are charged based on the usage time of the resources before movement.

    When an organization is moved, the organization before the movement and the organization after the movement are displayed as two different organizations in the [Billing] window.

In case to modify Organization Short Name, Menu Name and Platform Name, the changed names are reflected under following timings.

- Organization Short Name and Menu Name

    They are immediately reflected for charges in all period.

- Platform Name

    It is reflected since billing calculation after modification for charges after modifying Platform Name.

Example

When organization B belonging to organization A is moved to organization C, the following organizations are displayed in the [Billing] window.

- In the [Billing] window, for the month when the movement of the organization was performed, organization B is displayed as two different organizations. One belongs to organization A and the other belongs to organization C.

- For the next and subsequent months after the movement, only organization B belonging to organization C is displayed.