

Virtual Server Co-location Services

End User Pack



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Revision History

Version	Date	Status	Summary Of Modifications	Author
1.0	03-06-2008	Complete	First Release	Andrew Butler & Maria Linnane

Related Documents

Document Name	Author	Document Location
Service Description		

Approvers

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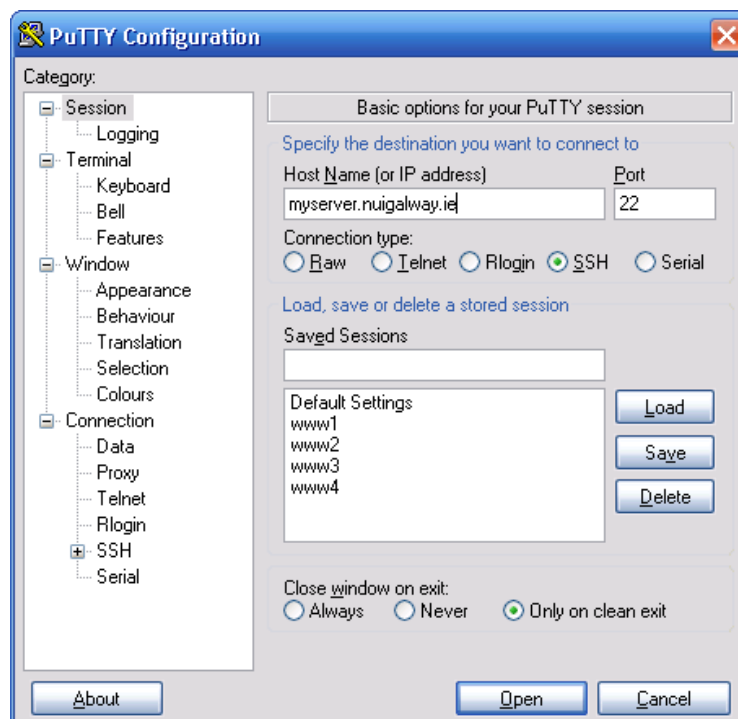
How do I access my storage or server?

Server Access using RDP or SSH:

The preferred way to access your machine is via the LAN over Remote Desktop Protocols (RDP) when accessing Windows servers or SSH when accessing Linux servers



PUTTY is a freeware client that is popular to access servers via SSH. This client is freely available for download on the Internet. The University does not supply nor support this software.

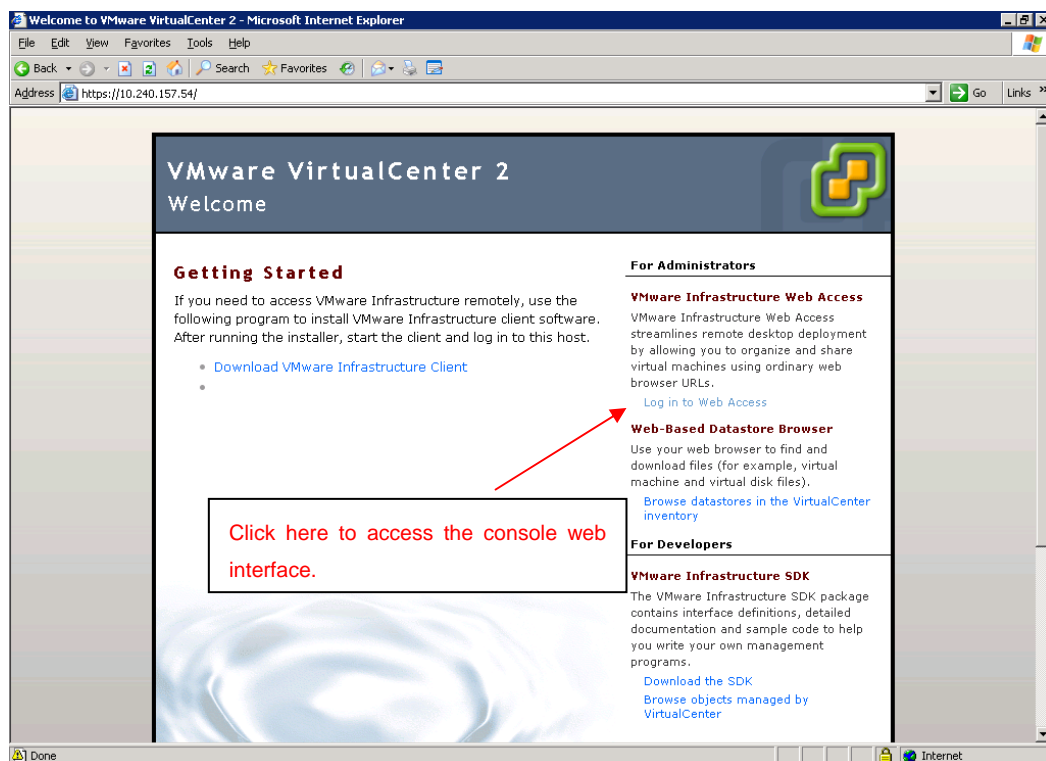
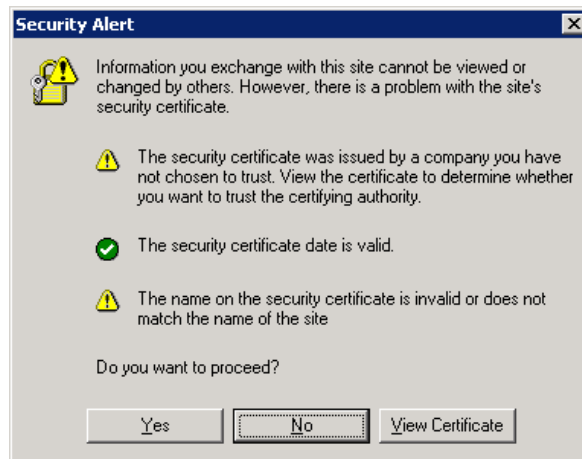


Login using the credentials provided to you by the User Support Centre. It is recommended that you update the passwords upon receipt and that you keep these credentials secure.

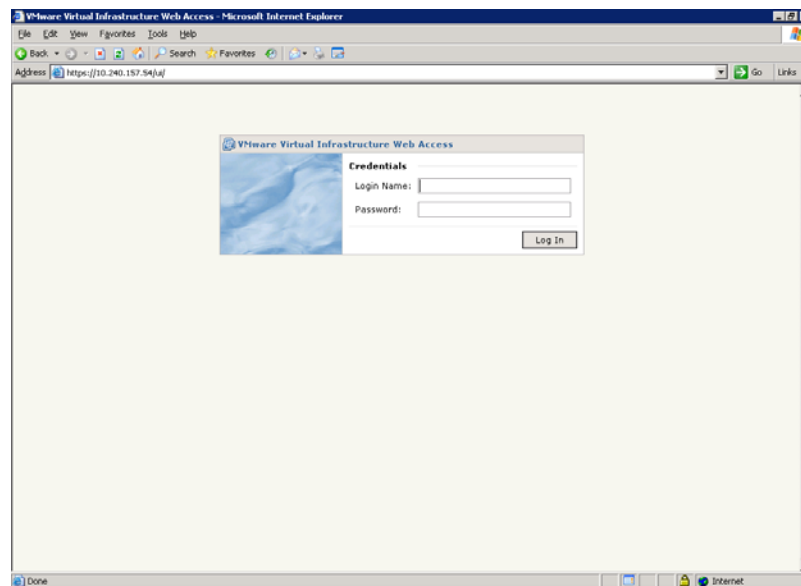
Server Access using VMware Infrastructure Web Access:

You can also attach to the machine via the VMware Management Console using VMware Infrastructure Client software. This software is available for download at the following location: <https://vc1.srv.nuigalway.ie>.

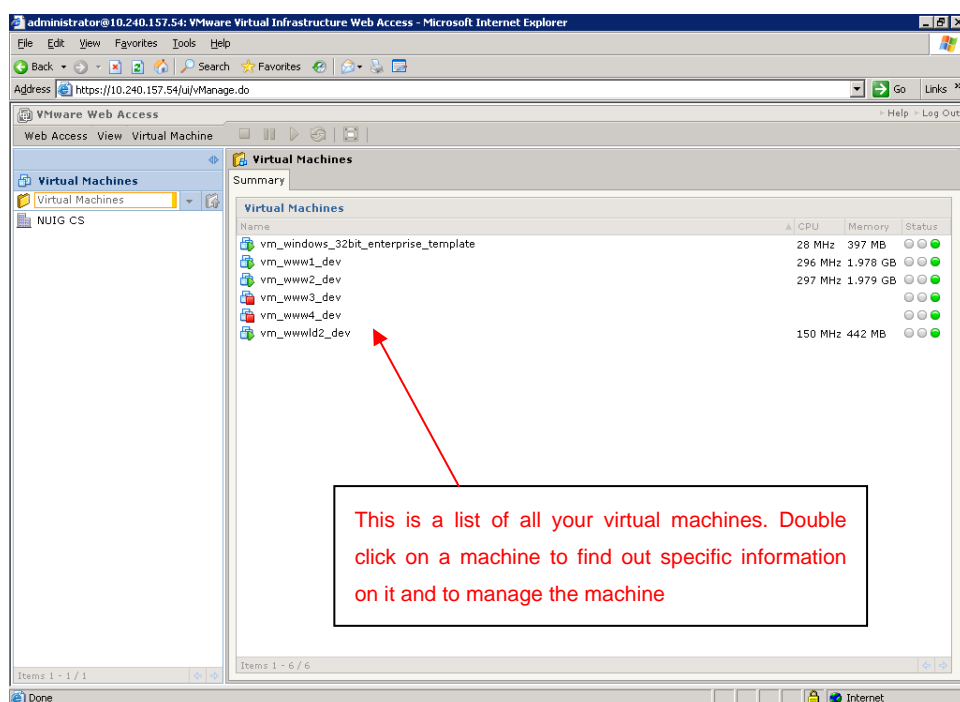
You will have to agree with the security certificate by selecting yes to proceed

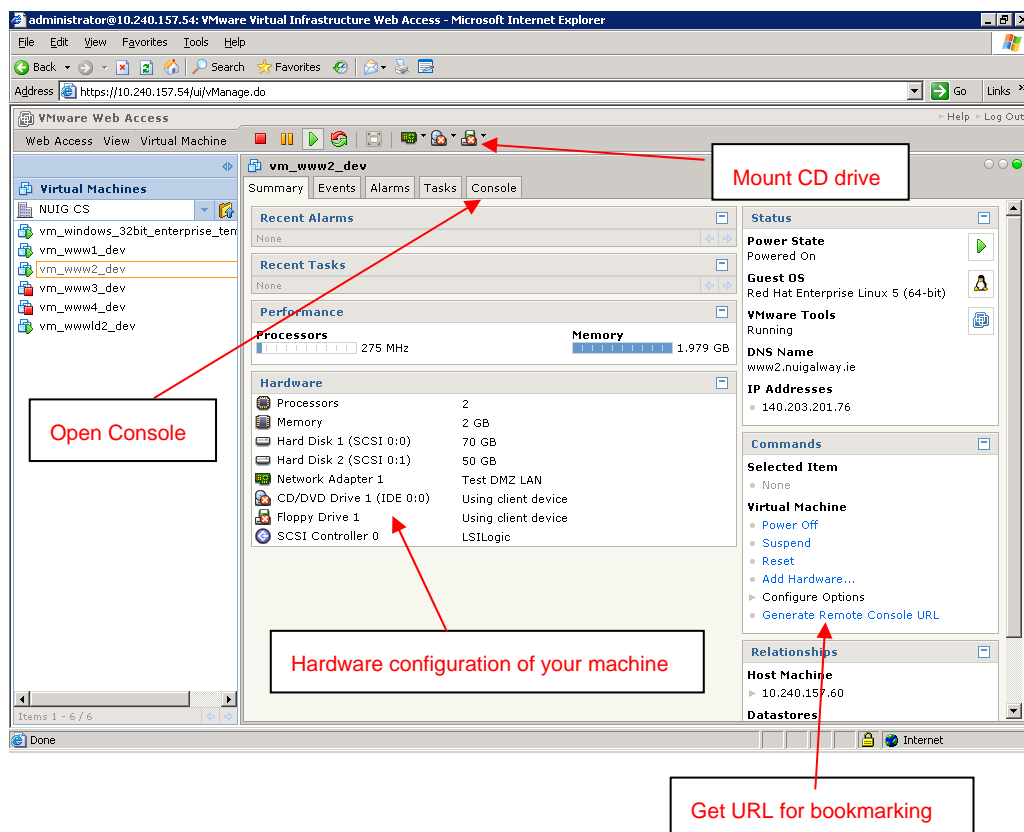


Login using the credentials provided to you by the User Support Centre. It is recommended that you update the passwords upon receipt and that you keep these credentials secure. If you have multiple virtual servers, all will be accessible under the same user ID.

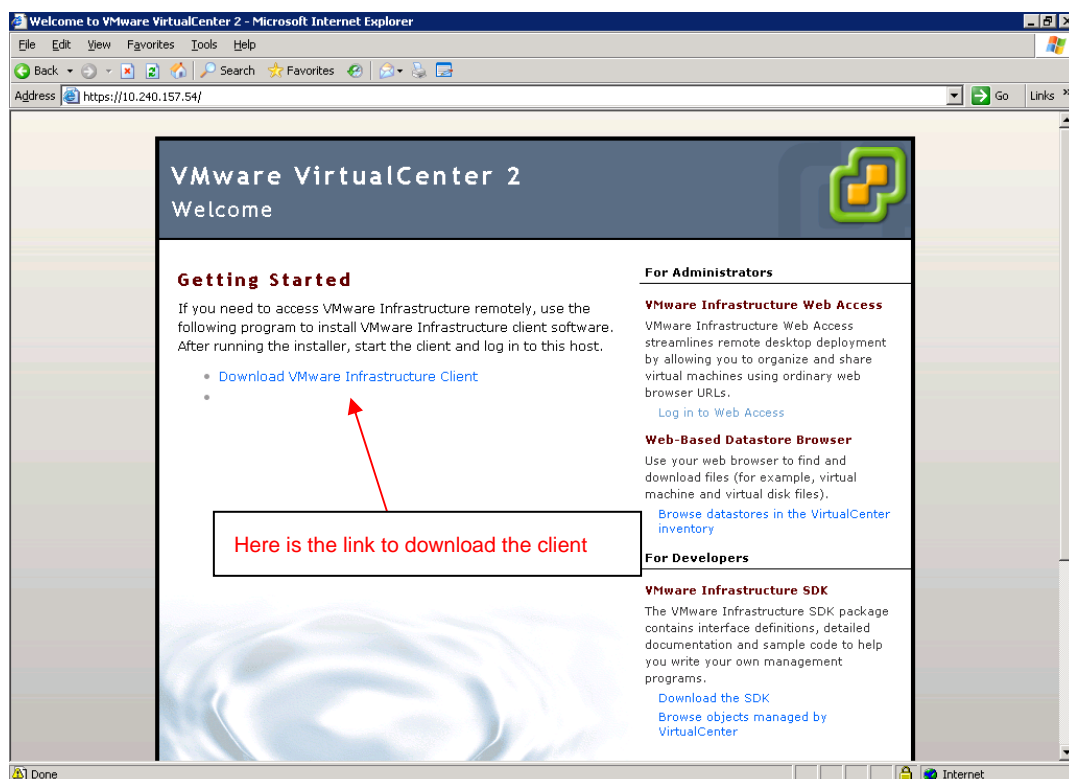


After login, you will be presented with a list of your Virtual Machines. You will only have access to your own machines.



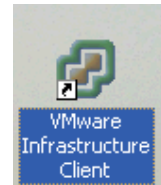
**Server Access using VMware Infrastructure Client:**

Download and install the client software.

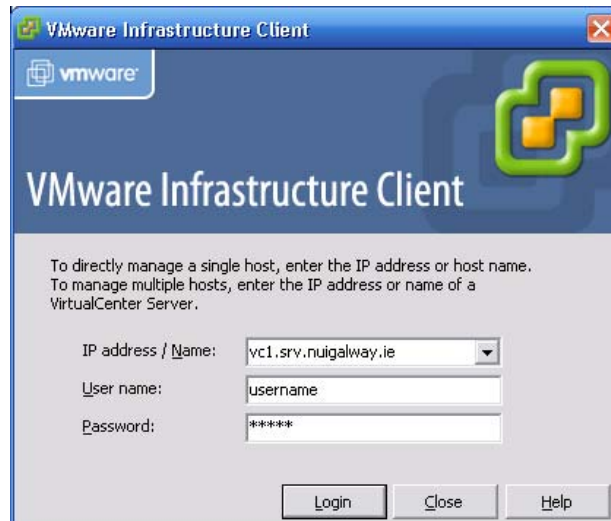


Run the virtual Infrastructure client from the desktop.

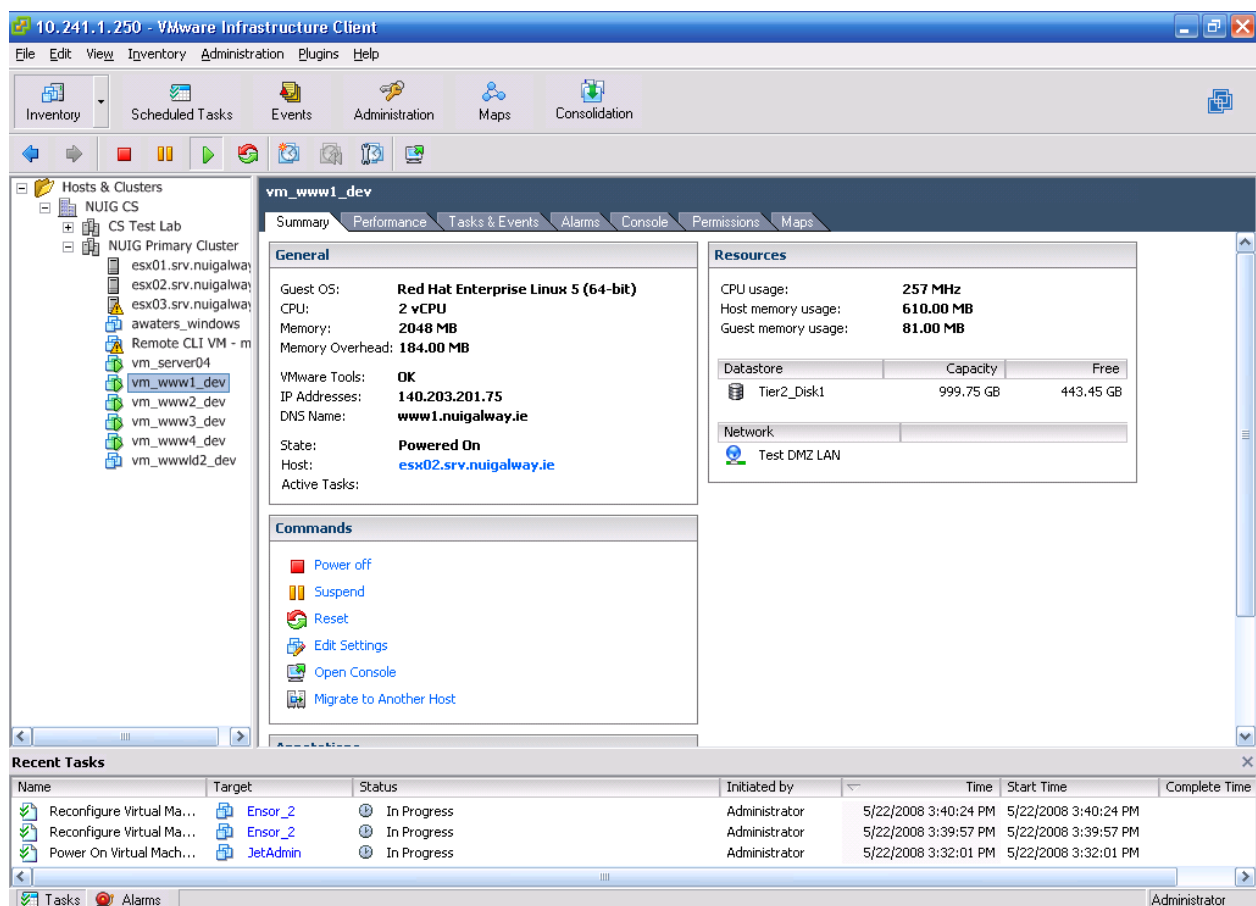
The IP address / Name for the VMware Infrastructure Client is **vc1.srv.nuigalway.ie**



Login using the credentials provided to you by the User Support Centre. Keep these credentials secure. If you have multiple virtual servers, all will be accessible under the same user ID.

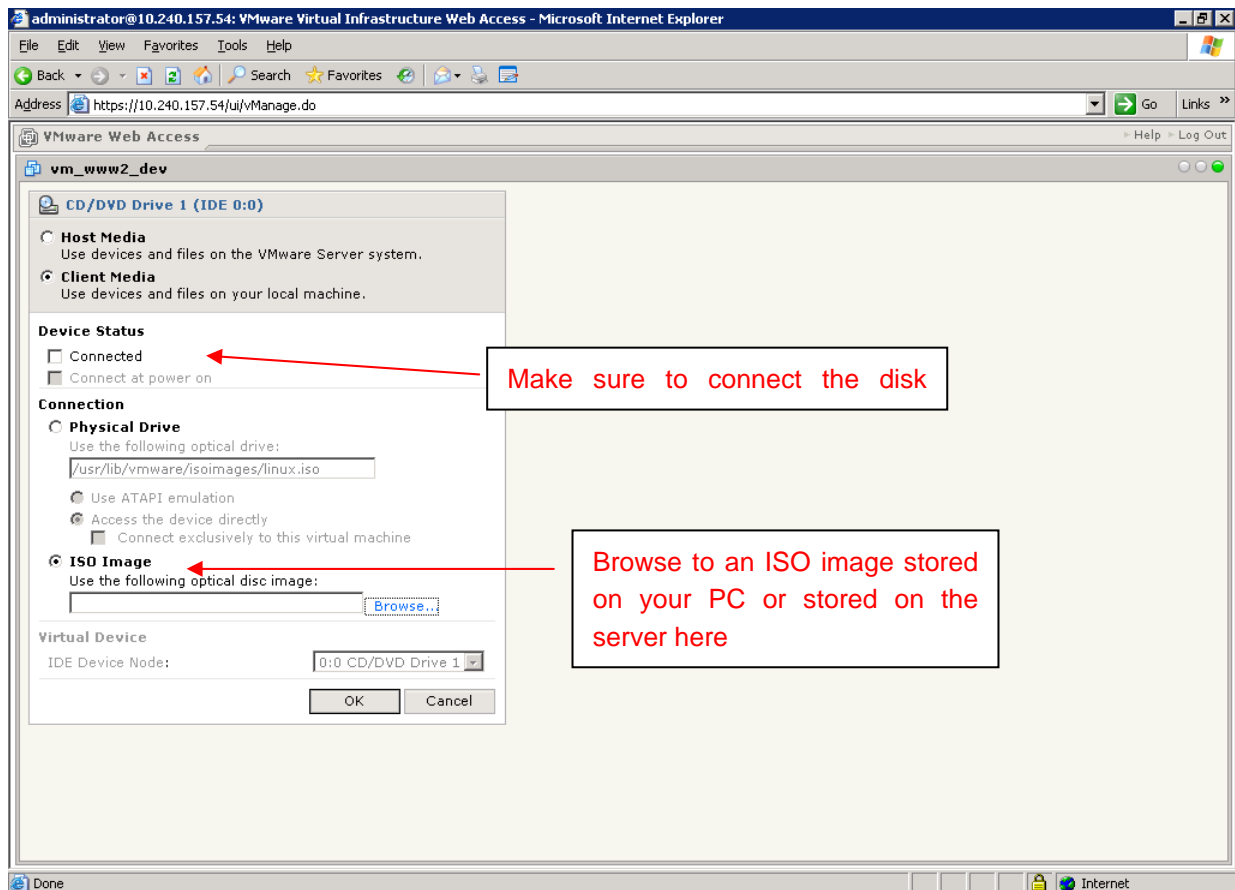


You will be presented with the following screen that lists all of your virtual machines. You will only have access to your own machines. This interface is used in a similar fashion to the web interface described earlier.



How do I use the CD/DVD Drive using the Web or Virtual Centre Interfaces?

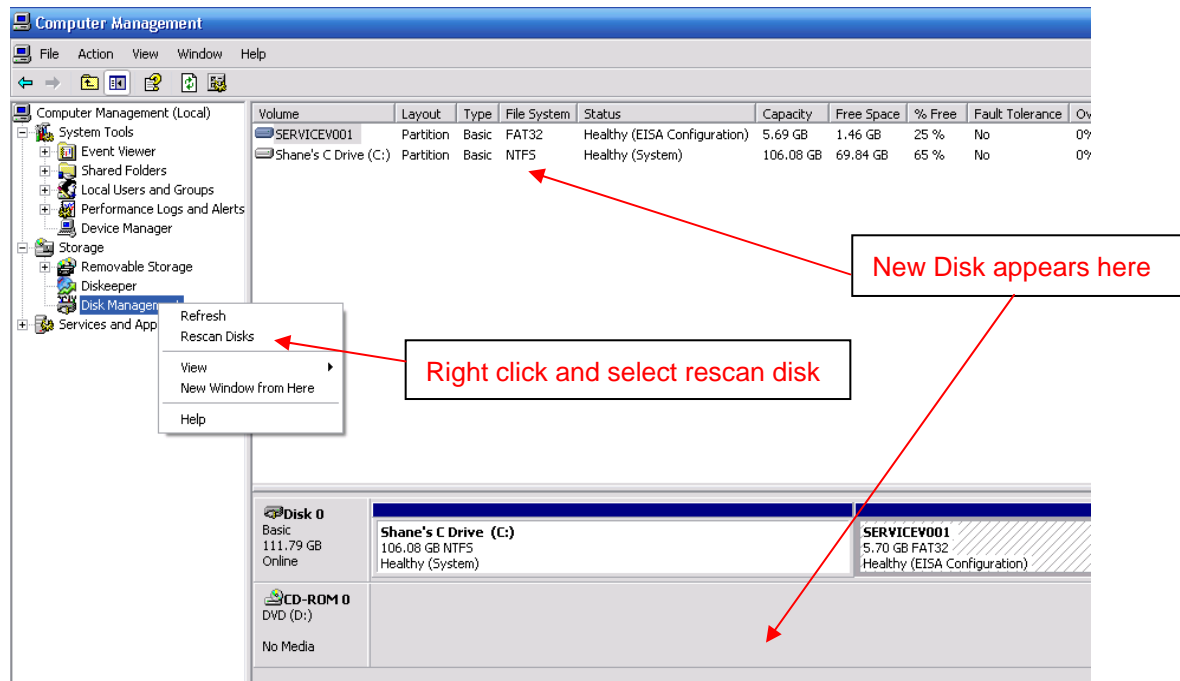
Using the Web or Virtual Centre interfaces it is possible to mount your local (the drive on your PC) CD/DVD as a drive on the server. This is how you “insert” a disk into your server. You can mount a disk for one time use, or you can save a disk as an ISO image on your PC or the server for multiple use on demand. You can browse these saved images at any time. When you mount the CD/DVD or an ISO images, it will appear as a normal CD/DAVD disk under Windows or Linux. Linux administrators may need to mount the drive using the command line mount command.



How do I access new storage?

A reboot of your virtual machine may be required to see new storage assigned to your server.

Under Windows, you should scan for hardware changes under Device Manager, and then go to Disk Administrator and create your disk partition. To navigate to Device Manager, right click on My Computer and Select Manage. Go to the Disk Management section of the MMC. If it does not appear upon scanning for hardware changes, reboot your server. If it still does not appear, then open contact the User Support Centre.



Under Linux, run the command `fdisk -l` to list all disks. You should create a partition and format with ext3 file system (or whatever file system you wish). If it does not appear, you may have to reboot. If it still does not appear, then open contact the User Support Centre.

Other Information

Backups

The Virtual Server Environment has been designed to be highly available and resilient against disasters. This feature of the service has been enabled by splitting the virtual server environment across two sites, the main site located within Computer Services, and the other in our disaster recovery Data Centre located in the IDA park north of the campus. All storage data is replicated in real time from our main DS4800 SAN (located in Computer Services) to our disaster recovery DS4500 SAN (located in our Data Centre north). Furthermore, weekly snapshot backups of each virtual machine are made firstly to disk, and to tape archive monthly.

Tivoli Storage Manager (TSM Client) Client software is installed and configured to talk to the NUIG backup environment. This client allows for ad-hoc or scheduled backups of specific files and directories on your server. Backups of this kind are not enabled by default. If such file/directory type backups are required, please contact the User Support Centre.



Monitoring

Computer Services will monitor up time of production servers. Test servers will not be monitored.

Windows Server Security

Basic Windows security is setup with one administrator user. Windows servers are created from templates, which are updated twice yearly. The templates will include all available OS updates and patches.

Linux Server Security

Basic Linux security is setup with one root user. The default firewall is disabled, and SELinux is installed but is not set-up to run by default.