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# dinManage Cloud Management Portal

Version 1.5

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## Front End User Guide

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Disclaimer: Data/ records shown in the images are used for illustrative purposes only and have no relation to original data; this data has been used solely to explain system functionality. Please enter original data in the system when using the system.

# Welcome!

This guide provides information about using a wide range of features provided by the dinManage Cloud Management Portal to manage the cloud products and services acquired from dinCloud. Contents of this document should be used as a general guide only.

## Who should Read this Guide?

This guide aims to support Portal users and administrators in using various features of the dinManage Cloud Management Portal. This guide assumes that users are familiar with PC Peripherals and have access to reference manuals for PC software and hardware.

## User Guide Organization

The dinManage Cloud Management Portal User Guide is organized as follows:

**Chapter 1 Application Environment** provides instructions related to signing up on dinManage Portal, accessing and exiting the Portal. It also provides information about the Portal interface, the user menu, Portal Dashboard, and the Home page.

**Chapter 2 Managing User Profiles** provides information and instructions related to managing user profiles as well as sub-user profiles. It also include instructions about creating a payment profile.

**Chapter 3 Ordering Products and Services** provides information about the various Cloud products and services provided by dinCloud and includes instructions on ordering each product and service using the dinManage Portal.

**Chapter 4 Managing Shopping Cart** provides instruction on using the Shopping Cart features of dinManage.

**Chapter 5 Managing HVDs** provides information and instructions related to the various operations that you can perform to manage your existing HVDs using dinManage Portal.

**Chapter 6 Managing Servers** provides information and instructions related to the various operations that you can perform to manage your existing Servers using dinManage Portal.

**Chapter 7 Managing Security** provides instructions related to adding new security features to your cloud by acquiring IPs, Ports or VPNs. It also provides information about performing different operations with the acquired security services.

**Chapter 8 Working with dinManage Tools** provides information about the dinManage Tools which are used to integrate your cloud with external environments such as an external domain. This chapter also includes instructions related to the different tasks that you can perform to efficiently employ these tools.

**Chapter 9 Managing dinStorage D3 Accounts** provides instructions related to managing your dinStorage D3 accounts.

**Chapter 10 Working with dinManage Reports** provides instructions related to working with the dinManage Reporting features.

**Chapter 11 dinManage Support** provides instructions related to using the dinManage Support and Helpdesk features, allowing you to quickly report and track issues using the dinManage Portal.

## Conventions

Conventions used in this guide are similar to Windows conventions, including:

- Display Conventions
- Typographic Conventions
- Symbols Used in this Guide.

## Display Conventions

dinCloud Products adhere to Microsoft Windows conventions for using menus, menu commands, dialog boxes, command buttons, icons and mouse.




## Typographic Conventions

This guide uses the following typographic conventions to identify special information:

Conventions	Information & Examples
< > (angle brackets)	Keystrokes, Ex: <Enter> Key combinations are denoted by a plus sign between keys, Ex: <Shift> + <F1>
<b>Bold</b> type	Interface controls under discussion. Ex: Select the required document by clicking the document name in the <b>Documents</b> column. or Keywords, terms or phrases, drop-down lists, radio buttons, check boxes etc. Ex: The request status is updated as <b>Approved</b> .
[square brackets]	Interface controls e.g. buttons, links and drop-down list items used to select options or perform a certain action Ex: Click [Save] to save your work. Or Drop-down list items Ex: [Approve] – select Approve to approve the request.
<i>"Italicized"</i>	Pointing a user to a different section of the same chapter, different chapter of the same guide or a different guide. Ex1: For more information, please see <i>"Logging In to the dinManage Homepage"</i> section. Ex 2: For more information, please refer to the <i>"Application Environment"</i> chapter in this guide. Ex 3: For more information, please refer to <i>"ABC"</i> section of the <i>"dinManage"</i> user guide.

Conventions	Information & Examples
<b>Screen text</b> or <b>&lt;user text&gt;</b>	<p>Text that is to be entered as is, in the application. Italicized and bold text within angle brackets indicates that the user should replace the text with appropriate information.</p> <p>Ex: <b>http://&lt;machine name&gt;:&lt;port&gt;/dinmanage/security/login.jsp</b></p>

## Symbols Used in this Guide

Symbols	Information
	<p><b>Note</b></p> <p>Draws your attention to additional information about a software function/feature.</p>
	<p><b>Tip</b></p> <p>Draws your attention to special information about a software function/feature.</p>
	<p><b>Warning</b></p> <p>Draws your attention to an important warning.</p>

# dinManage Cloud Management Portal

dinManage is a cloud orchestration platform. With complete control, ease and flexibility around provisioning virtual datacenters for servers, desktops, storage, transport, security & more, it is a complete cloud environment management portal, which lets you place orders, manage your HVDs and Servers, set-up your Active Directory and VPN tunnels, allocate resources to desired machines, and perform a whole array of different actions.

## About dinCloud

dinCloud is a cloud service provider that offers a full spectrum of cloud based services ranging from client devices to datacenter and infrastructure. With dinCloud, you can choose what services fit your business model. We help improve productivity of end users, simplify management of the IT infrastructure, provide security and control and most importantly, help reduce the costs of managing IT.

## Contact Us

For more information about the organization, our products and services please contact us:

**dinCloud, Inc.**

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Los Angeles, CA 90248

Tel: 424-286-2300 Mon-Fri 8:00am – 5:30pm PST

Email: [support@dincloud.com](mailto:support@dincloud.com)

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## Chapter 1

# dinManage Environment

## Overview

The dinManage Portal user interface is designed to make it easier for the users to navigate and find features or information they are looking for instantly.

This chapter includes information about basic user registration and identification tasks. More significantly, you can find out how various features, elements and tasks are arranged in dinManage to make your experience with using dinManage an effortless one.

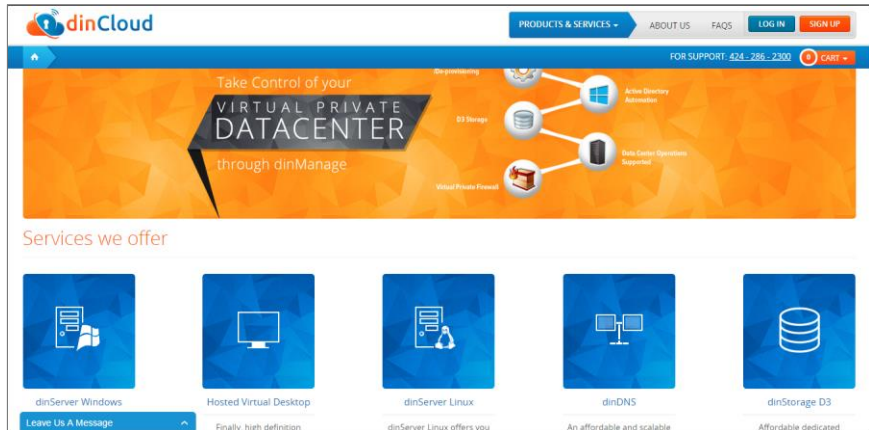
## Signing Up with dinManage

You will be required to sign up and create a user account with dinManage before you can start using its wide range of cloud management features.

To sign up for a new account, you will be required to perform the following steps:

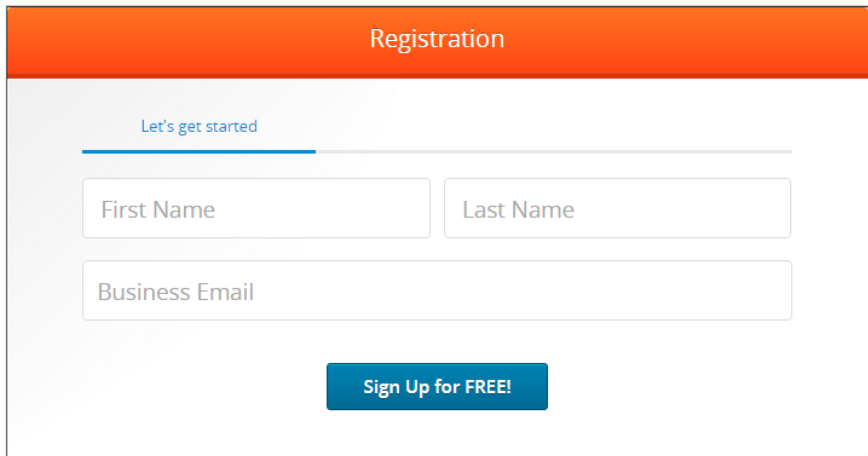
- 1 Using a supported browser, browse to the dinManage URL:  
<https://shop.dincloud.us>.

The dinCloud Homepage displays.



- 2 Click [Sign Up] on the top right corner of the Homepage.

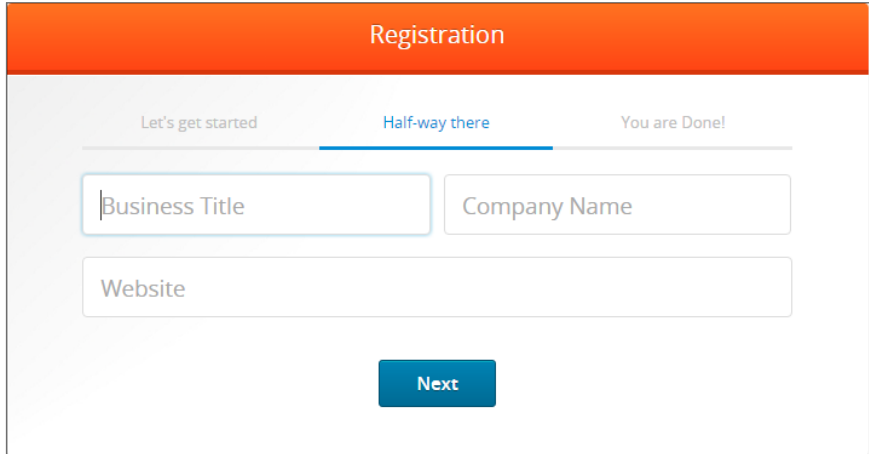
The Registration form displays.



- 3 Enter the following information in the relevant fields:
  - First Name
  - Last Name
  - Business Email.

- 4 Click [Sign Up for FREE!].

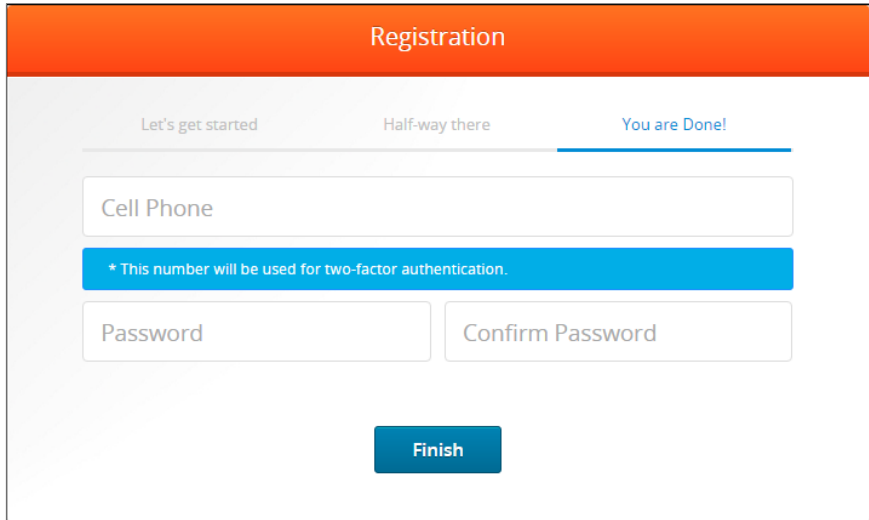
The next window of the Registration form displays.



The screenshot shows a registration form titled "Registration" with an orange header. Below the header is a progress bar with three stages: "Let's get started", "Half-way there" (which is highlighted with a blue line), and "You are Done!". The form contains three input fields: "Business Title", "Company Name", and "Website". A blue "Next" button is located at the bottom center of the form.

- 5 Enter the following information in the relevant fields:
- Business Title
  - Company Name
  - Website.
- 6 Click [Next] to continue.

The next window of the Registration form displays.



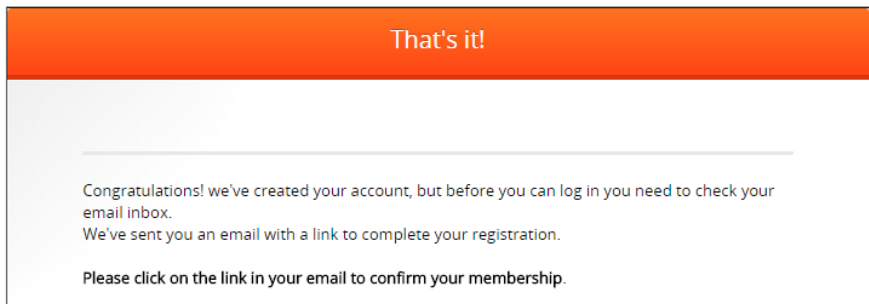
The screenshot shows a web form titled "Registration" with an orange header. Below the header is a progress bar with three steps: "Let's get started", "Half-way there", and "You are Done!". The "You are Done!" step is highlighted with a blue line. The form contains three input fields: "Cell Phone", "Password", and "Confirm Password". A blue banner with white text states: "\* This number will be used for two-factor authentication." Below the input fields is a blue "Finish" button.

7 Enter the following information in the relevant fields:

- Cell Phone
- Password
- Confirm Password.

8 Click [Finish] to continue.

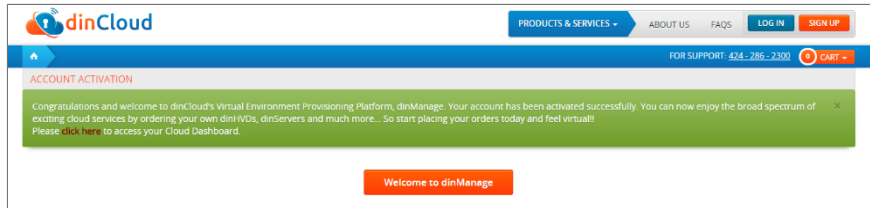
A confirmation message displays, asking you to complete the registration process.



The screenshot shows a confirmation message with an orange header titled "That's it!". Below the header, the text reads: "Congratulations! we've created your account, but before you can log in you need to check your email inbox. We've sent you an email with a link to complete your registration. Please click on the link in your email to confirm your membership."

9 Click on the link sent to the email address you provided during the registration process.

A final confirmation message displays. You can now log in to dinManage using your registered user credentials.



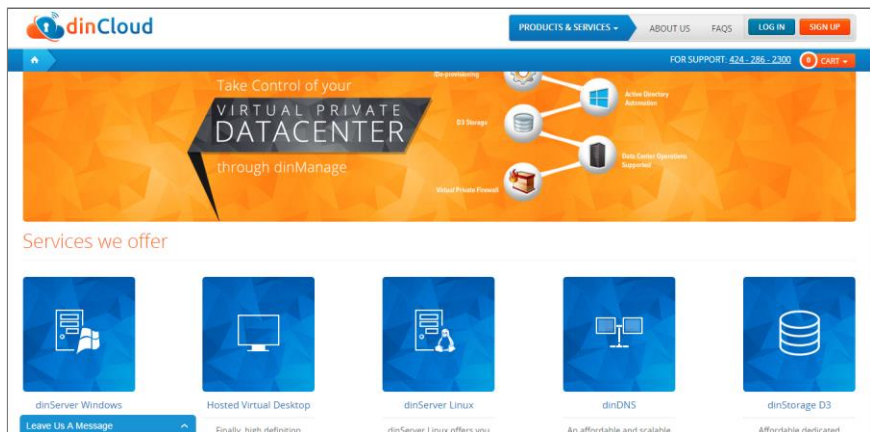
## Launching and Exiting dinManage

### Logging in to dinManage

Once you have created a new account with dinManage, you can log in to your account using the registered details. To log in to dinManage, you will be required to perform the following steps:

- 1 Using a supported browser, browse to the dinManage URL:  
<https://shop.dincloud.us>.

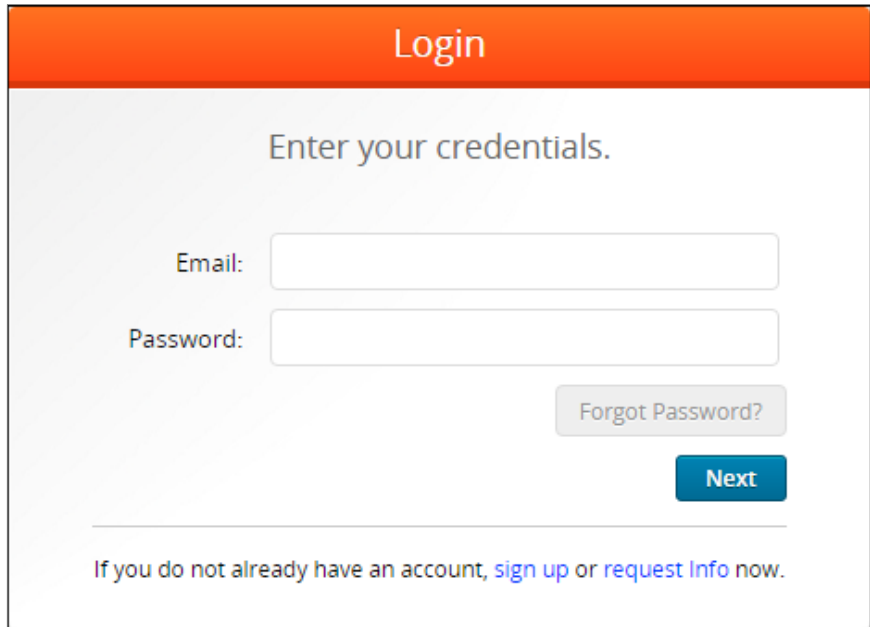
The dinCloud Homepage displays.



- 2 Click [Log In] on the top right corner of the Homepage.



The Login window displays.



The screenshot shows a login interface with an orange header bar containing the word "Login". Below the header, the text "Enter your credentials." is displayed. There are two input fields: "Email:" and "Password:". To the right of the "Password:" field is a "Forgot Password?" link. Below the input fields is a blue "Next" button. At the bottom, there is a line of text: "If you do not already have an account, [sign up](#) or [request Info](#) now."

- 3 Enter your login credentials in the relevant fields and then click [Next].
- 4 You will now be taken to the Two-Factor authentication procedure. Please see the next section for more details.

## Two Factor Authentication

Once you submit correct login credentials, you will then be guided to the two-factor authentication mechanism, which is put in place to ensure your account's security.

- 1 After submitting user login credentials, the two-factor authentication greeting message is displayed.

**We take your account security seriously!**

You are about to take your account security to the next level. Follow the steps in this wizard to receive your security token for two-factor authentication.

Next

- 2 Click [Next] to continue.

The next window requires you to select the token receiving method.

**We take your account security seriously!**

Please select how would you like to receive the security token.

Method: ☒ Email  
☐ Phone call  
☐ Text message

☐ Remember this method and don't ask me again.

BackNext

- 3 Select the desired method and then click [Next]. In this example, we have selected **Email** as the token receiving method.

A window confirming your email address displays.

**We take your account security seriously!**

We will send you a token on this email address. Please click 'Next' to continue.

Email:

- 4 Click [Next]. The authentication token will be sent to your registered email address. Please check your email and copy the token from your email and paste it in the relevant field in the next window that displays.

**We take your account security seriously!**

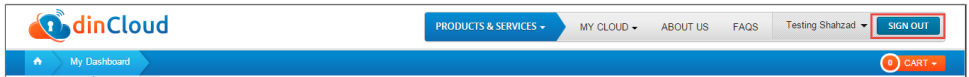
We sent you an email message, please enter the token we sent.

Token:

- 5 Click [Next]. If you entered the correct token, you will now be logged in to dinManage Homepage.

## Exiting dinManage

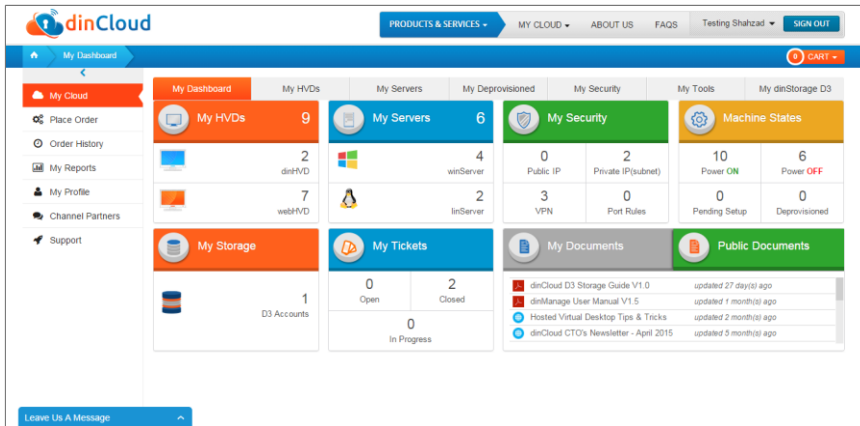
To sign out of dinManage, click [Sign Out] located at the top right corner of the dinManage Homepage, as shown in the following image:



## Working with the dinManage Menus

Once you login to dinManage, the dinManage Homepage displays. The Homepage consists of two main user activity areas:

- The top and left menus
- Products and Services tabs.




## Products & Services


The Products & Services menu provides you access to tasks related to procuring dinCloud product and services such as HVDs, Servers, Storage, and other professional services.

For more information about the different features available in this menu and their use, refer to *Chapter 3 Ordering Products and Services* in this guide.


**PRODUCTS & SERVICES**




**DINSERVER WINDOWS**  
 dinServer offers you a virtual Windows server that is scalable




**HOSTED VIRTUAL DESKTOP**  
 High definition hosted virtual desktops that support multiple monitors ...




**DINSERVER LINUX**  
 dinServer Linux offers you the convenience of ready to use ...



**DINDNS**  
 An affordable and scalable cloud Domain Name System (DNS) service.



**DINSTORAGE D3**  
 Affordable dedicated dinStorage D3 by dinCloud. Configure your storage account(s) in minutes!

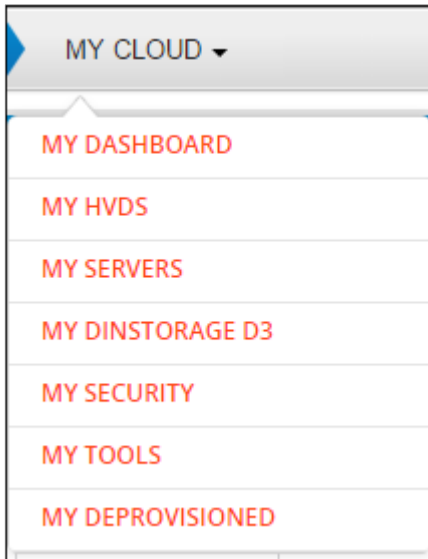


**PROFESSIONAL SERVICES**  
 Buy dinCloud professional services to enhance your cloud experience

## My Cloud

The My Cloud menu provides you access to tasks related to configuring already acquired dinCloud products and services such as HVDs, Servers, Storage, and other professional services.

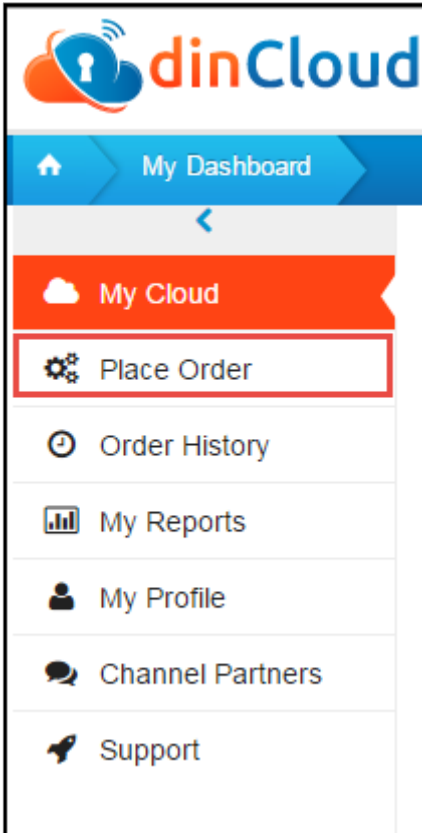
For more information about the different features available in this menu and their use, refer to *Chapter 5* to *Chapter 9* in this guide.



## Place Order

Similar to the Products & Services menu, the Place Order menu provides you access to tasks related to purchasing dinCloud products and services such as HVDs, Servers, Storage, and other professional services.

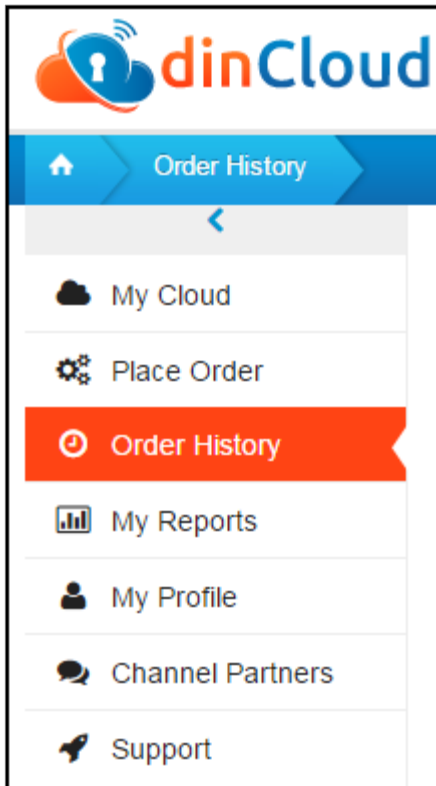
For more information about the different features available in this menu and their use, refer to *Chapter 3 Ordering Products and Services* in this guide.



## Order History

Using the Order History menu you can view the complete history of your previous purchases, as well as the most current status of all pending orders.

For more information about the different features available through this menu, refer to *Chapter 3 Ordering Products and Services* in this guide.



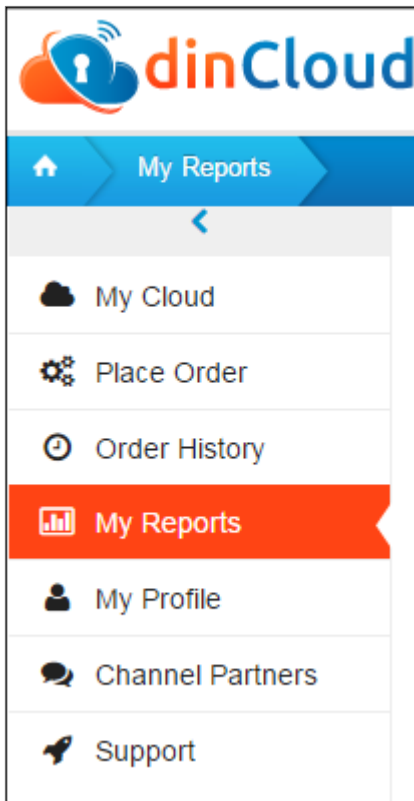


## My Reports

The My Reports menu allows you access to the following mission-critical reports:

- Affiliate Earning Report
- Purchase Activity Report
- My VMs Report.

For more information about the available reports and their use, refer to *Chapter 10 Working with dinManage Reports* in this guide.

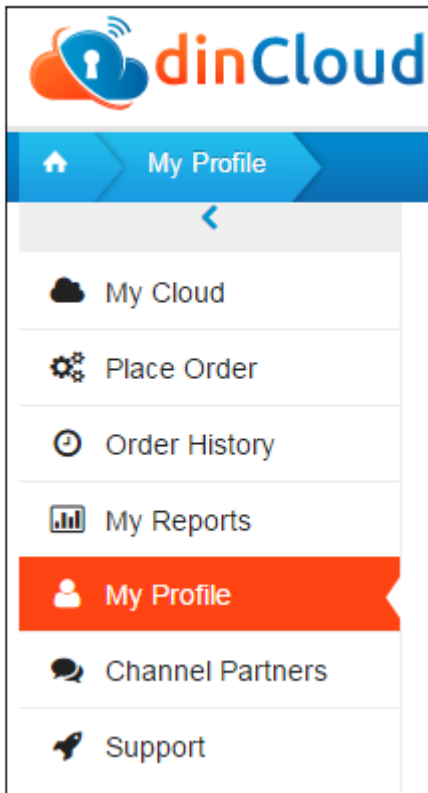


## My Profile

This menu enables you to update your account profile, as well as profiles of any sub-users associated with your account. You can manage information such as:

- Credit card details
- Account(s) login credentials
- General profile details.

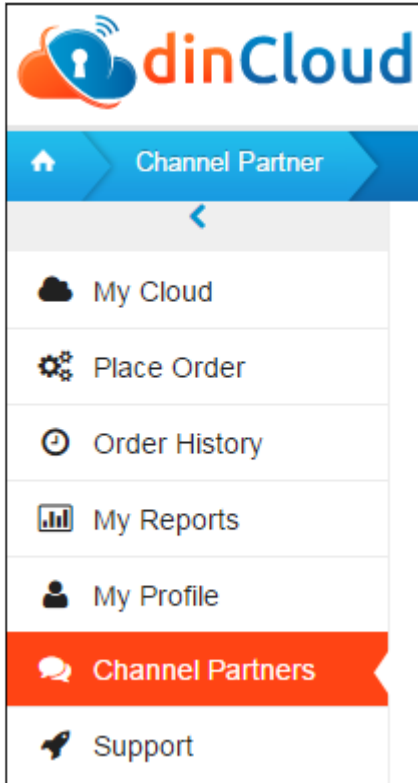
For more information about using this menu, refer to *Chapter 2 Managing User Profiles* in this guide.



## Channel Partners

This menu provides you with a wide range of options to customize and promote your Affiliate website. It also allows you to create and manage virtual private datacenters for your customers, as affiliates of dinCloud.

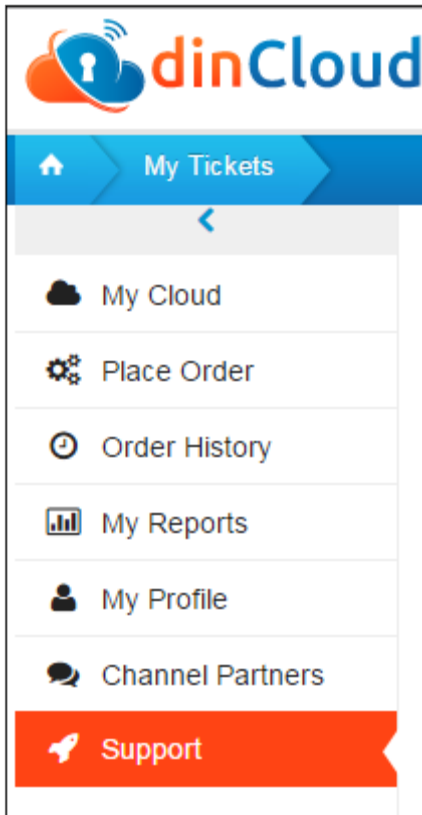
For more information about using the features available through this menu, refer to the *dinManage Channel Partner User Guide*.



## Support

The Support menu provides access to the dinCloud Support Desk, enabling you to create new problem tickets and view details about existing tickets.

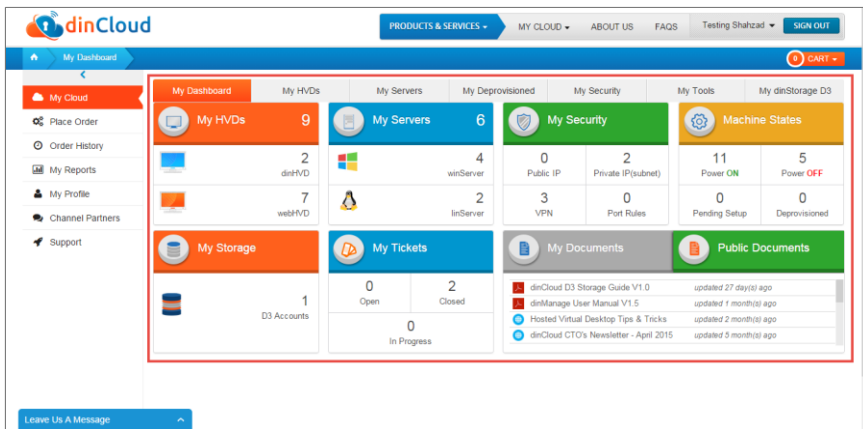
For more information about using this menu, refer to *Chapter 11 dinManage Support* in this guide.



## Working with the dinManage Homepage

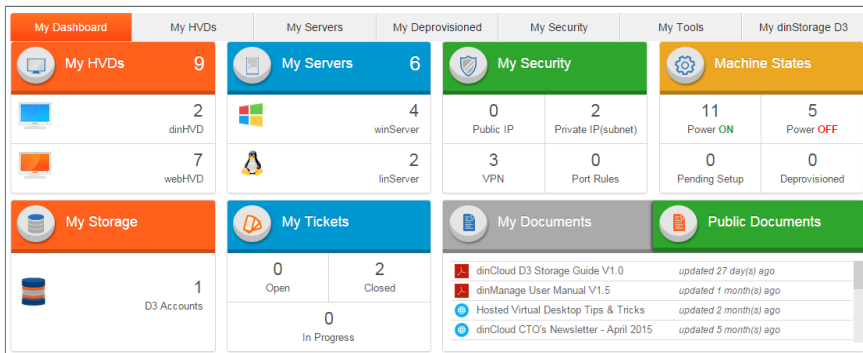
Once you login to dinManage, the dinManage Homepage displays. After the menus, the other main user activity area is the Homepage, where several action tabs are displayed with **My Dashboard** selected and displayed by default (see the image below).

The following sections will provide a brief overview of each of these tabs and the features which they extend.



## My Dashboard

The dinManage **My Dashboard** view displays as soon as you log into your dinManage account.



















The **My Dashboard** view provides you with the following information:

- The number of dinHVDs and webHVDs in your account.
- The number of winServers and linServers in your account.
- The number of public IPs, private IPs, VPNs and Port Rules in your account.
- The status of all the machines in your account, categorized as *Power ON*, *Power OFF*, *Pending setup*, and *Deprovisioned*.
- The number of **D3** storage accounts in dinManage.
- The number of *Open*, *Closed*, and *In Progress* trouble, or action tickets logged through your account.
- A compilation of various documents, and agreements you have with dinCloud, in the **My Documents** section.
- A compilation of all informational documents and forms in the **Public Documents** section.

## My HVDs
















The **My HVDs** tab provides you with a list of all your HVDs, along with their specifications, and allows you to perform various actions on the HVDs as required.

My Dashboard <b>My HVDs</b> My Servers   My Deprovisioned   My Security   My Tools   My dinStorage D3						
 <b>My HVDs</b>						
Show: 10 entries		Filter: All Records		Search: <input type="text"/>		
Name	Specifications	Creation Date	Status	Actions		
 Qual-hd2	CPU: 2 RAM: 3GB DISK: 60GB	Aug 24, 2015	OFF	 		
 Qual-hd3 Testing Virtual Machine	CPU: 3 RAM: 7GB DISK: 60GB	May 13, 2015	OFF	 		
 Qual-hd4 Testing Virtual Machine4	CPU: 3 RAM: 4GB DISK: 60GB	Aug 26, 2015	OFF	 		
 Shahzad-WebHVD Testing Virtual Machine alwaysloving@gmail.com	CPU: 3 RAM: 10GB DISK: 60GB	May 13, 2015	ON	 		
 Qual-hd11 alwaysloving@gmail.com	CPU: 3 RAM: 3GB DISK: 60GB	Sep 01, 2015	ON	 		

For more information about the different actions that you can perform on your HVDs using the **My HVDs** tab, refer to *Chapter 5 Managing HVDs* in this guide.

## My Servers

The **My Servers** tab provides you with a list of all your Servers, along with their specifications, and allows you to perform various actions on the Servers as required.

My Dashboard	My HVDs	My Servers	My Deprovisioned	My Security	My Tools	My dinStorage D3
<div>My Servers</div> <div>           Show 10 entries Filter All Records Search:         </div>						
Name	Specifications	Creation Date	Status	Actions		
 Qual-hs1 <small>This is My Server's status!</small>	CPU: 3 RAM: 4GB DISK: 80GB	Mar 08, 2015	ON	 		
 Qual-hs2	CPU: 1 RAM: 1GB DISK: 80GB	Apr 14, 2015	ON	 		
 FarhanVM-hs	CPU: 1 RAM: 1GB DISK: 500GB	Aug 06, 2015	ON	 		
 Qual-hs7	CPU: 1 RAM: 1GB DISK: 80GB	Sep 01, 2015	ON	 		
 Qual-hs15	CPU: 1 RAM: 1GB DISK: 80GB	Sep 04, 2015	ON	 		

For more information about the different actions that you can perform on your servers using the **My Servers** tab, refer to *Chapter 6 Managing Servers* in this guide.

## My Deprovisioned

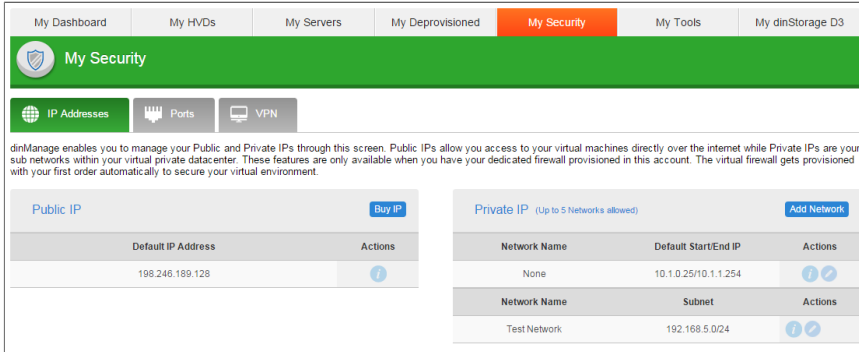
The **My Deprovisioned** tab provides you with a list of all your acquired products which are now deprovisioned.

My Dashboard	My HVDs	My Servers	My Deprovisioned	My Security	My Tools	My D3 Storage
<div>MY DEPROVISIONED</div> <div>           Great! You do not have any deprovisioned hosted virtual desktops.         </div> <div>           (What's this?)         </div>						
Server Name	Deprovision date	Deletion date	Actions			
dinc-hs8	Nov 18, 2014	Nov 20, 2014				

For more information about restoring deprovisioned HVDs and Servers, using the **My Deprovisioned** tab, refer to *Chapter 5 Managing HVDs* and *Chapter 6 Managing Servers* in this guide.

## My Security

The **My Security** tab provides you with an array of security features enabling you to secure your cloud and data with more than just industry-standard measures.



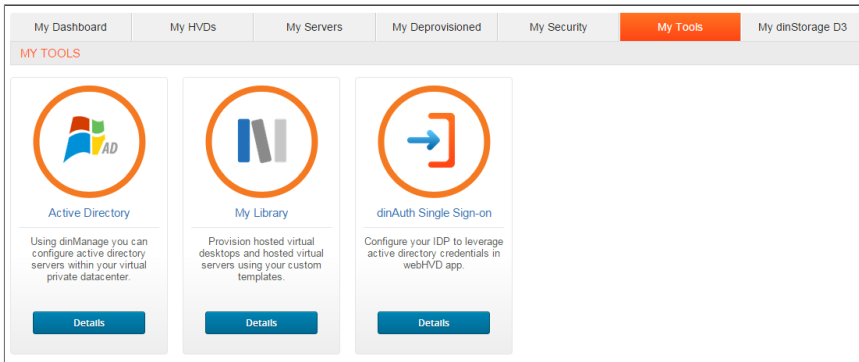
The screenshot shows the 'My Security' tab selected in the top navigation bar. Below the navigation bar is a green header with a shield icon and the text 'My Security'. Underneath are three tabs: 'IP Addresses', 'Ports', and 'VPN'. A descriptive paragraph explains that dinManage enables management of Public and Private IPs, with Public IPs allowing direct internet access and Private IPs being sub-networks within a private datacenter. Below this are two main sections: 'Public IP' and 'Private IP (Up to 5 Networks allowed)'. The 'Public IP' section has a 'Buy IP' button and a table with one row showing a default IP address of 198.246.189.128. The 'Private IP' section has an 'Add Network' button and two tables. The first table shows a network with no name and a default start/end IP of 10.1.0.25/10.1.1.254. The second table shows a network named 'Test Network' with a subnet of 192.168.5.0/24.

For more information about how you can secure your assets using the features provided under the **My Security** tab, refer to *Chapter 5 Managing Security* in this guide.

## My Tools

The **My Tools** tab allows you to activate and utilize the following three services:

- Active Directory
- My Library
- dinAuth Single Sign-on.



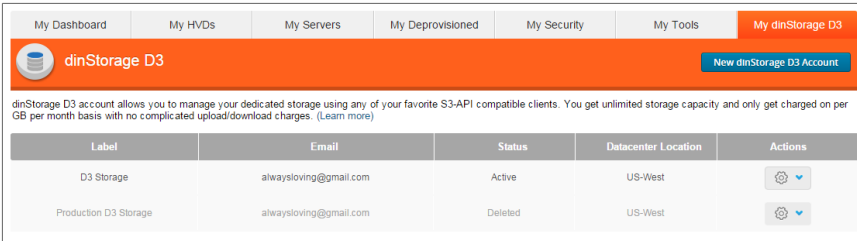
The screenshot shows the 'My Tools' tab selected in the top navigation bar. Below the navigation bar is a grey header with the text 'MY TOOLS'. Underneath are three service cards: 'Active Directory', 'My Library', and 'dinAuth Single Sign-on'. Each card features a large circular icon, a description of the service, and a 'Details' button at the bottom. The 'Active Directory' card shows a Windows AD icon and describes configuring active directory servers. The 'My Library' card shows a book icon and describes provisioning virtual desktops. The 'dinAuth Single Sign-on' card shows a sign-in icon and describes configuring IDP to leverage active directory credentials.

For more information about using the features provided under the **My Tools** tab, refer to *Chapter 9 Working with dinManage Tools* in this guide.







## My dinStorage D3

The **My dinStorage D3** tab allows you to set up a **D3** storage account with dinCloud.



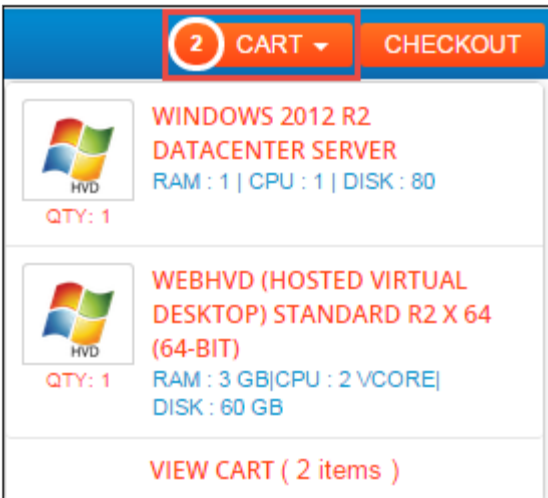
The screenshot shows the 'My dinStorage D3' tab selected in the top navigation bar. Below the navigation bar, there is a header section with the 'dinStorage D3' icon and a 'New dinStorage D3 Account' button. A descriptive paragraph states: 'dinStorage D3 account allows you to manage your dedicated storage using any of your favorite S3-API compatible clients. You get unlimited storage capacity and only get charged on per GB per month basis with no complicated upload/download charges. (Learn more)'. Below this is a table with the following data:

Label	Email	Status	Datacenter Location	Actions
D3 Storage	alwaysloving@gmail.com	Active	US-West	 
Production D3 Storage	alwaysloving@gmail.com	Deleted	US-West	 

For more information about using the features provided under the **My dinStorage D3** tab, refer to *Chapter 3 Ordering Products and Services* in this guide.

## Cart

The **Cart** button available under the top menu bar allows you to quickly view all the items in your shopping cart and modify an item in your order if required.



The screenshot shows the 'Cart' button highlighted with a red box and a '2' inside a circle. The 'CHECKOUT' button is also visible. Below the buttons, the cart contains two items:

- WINDOWS 2012 R2 DATACENTER SERVER**  
 RAM : 1 | CPU : 1 | DISK : 80  
 QTY: 1
- WEBHVD (HOSTED VIRTUAL DESKTOP) STANDARD R2 X 64 (64-BIT)**  
 RAM : 3 GB|CPU : 2 VCORE|  
 DISK : 60 GB  
 QTY: 1

At the bottom, there is a link: **VIEW CART ( 2 items )**

For more information about using the features provided with the **Cart**, refer to *Chapter 4 Managing Shopping Cart* in this guide.

## Checkout

The **Checkout** button allows you to proceed with completing your current order and purchase the item listed in the cart.



## Chapter 2

# Managing User Profiles

## Overview

Your user profile provides dinManage with quick access to your personal and billing information, to use for an order completion, for instance. Your profile usually includes your login credentials, contact information, billing information, payment profile, and sub-users' profiles.

This chapter includes instructions on completing the various tasks that you can perform using the profile management features available in dinManage.

## Managing your Profile

One of the activities you can perform as the owner of an account with dinManage is to manage your user profile, which includes adding, editing and deleting any information related to your profile.

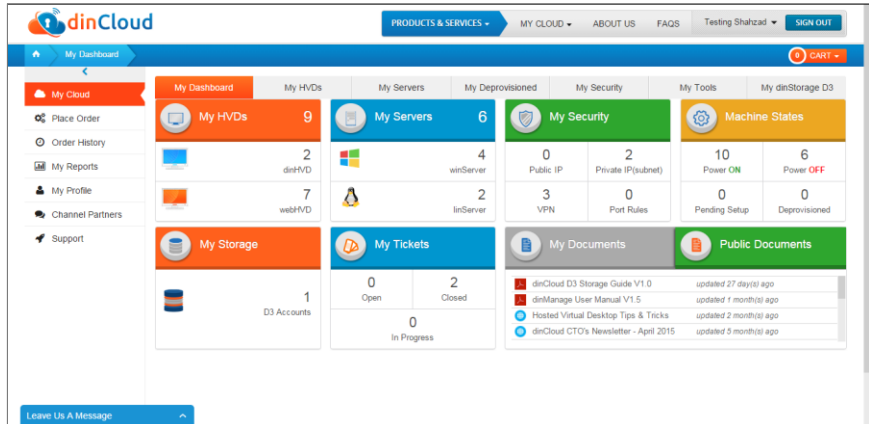
This section focuses on tasks related to managing your own user profile.

### Updating your Profile

To modify your existing user profile, you will be required to perform the following steps:

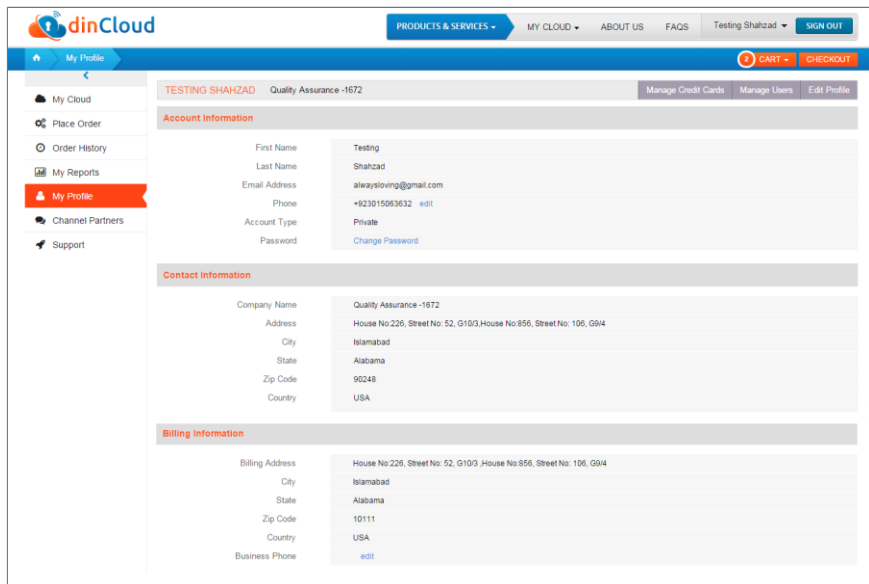
- 1 Using a supported browser, log in to your dinManage account.

The dinManage Homepage displays.

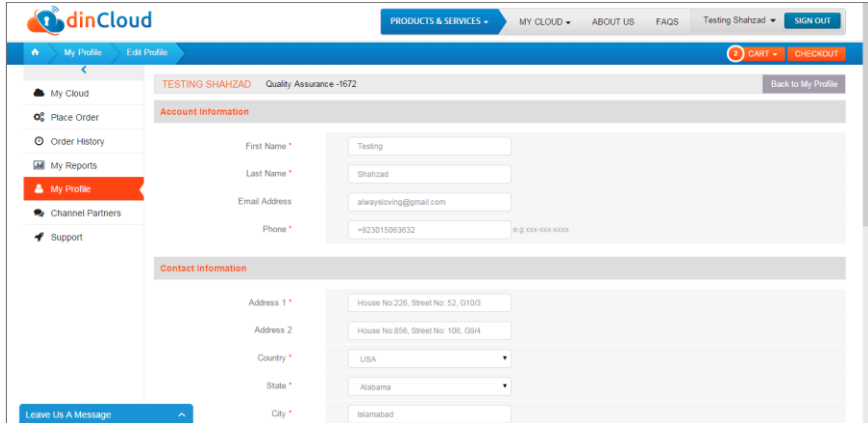


2 Click [My Profile] in the left menu.

Your account profile displays.



- 3 To edit your profile, click [Edit Profile].  
The editable mode of your profile displays.



The screenshot shows the 'Edit Profile' interface in the dinCloud system. The user is 'TESTING SHAHZAD' with 'Quality Assurance -1672'. The page is divided into two main sections: 'Account Information' and 'Contact Information'. The 'Account Information' section includes fields for First Name (Testing), Last Name (Shahzad), Email Address (alwaysloving@gmail.com), and Phone (+923015063632). The 'Contact Information' section includes fields for Address 1 (House No 226, Street No: 52, G10/G), Address 2 (House No 856, Street No: 106, G9/4), Country (USA), State (Alabama), and City (Islamabad). A 'Back to My Profile' button is located at the top right of the form. The left sidebar shows navigation options like My Cloud, Place Order, Order History, My Reports, My Profile (highlighted), Channel Partners, and Support.

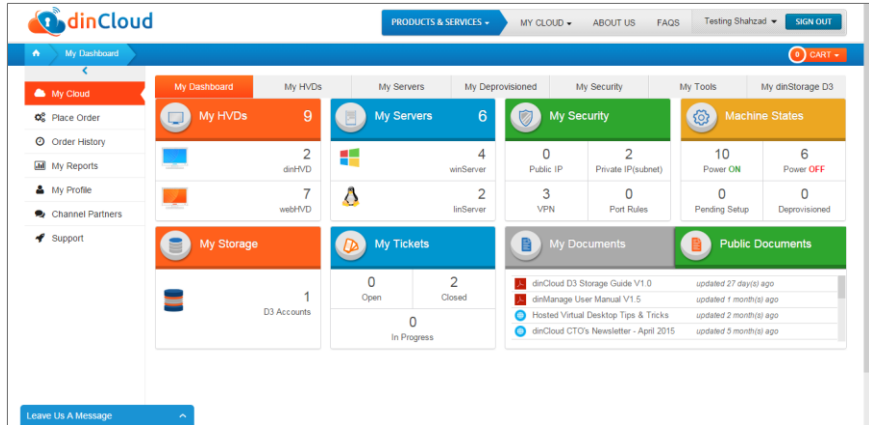
- 4 Edit the following information in their relevant fields:
  - First Name
  - Last Name
  - Address
  - Country
  - State
  - City
  - Zip Code.
  - Billing Information (mark the [Same as my Profile] checkbox, if your billing information is same as your contact information).
- 5 Click [Update] to save the changes to your profile.

## Updating your Login Credentials

To modify your existing login credentials, you will be required to perform the following steps:

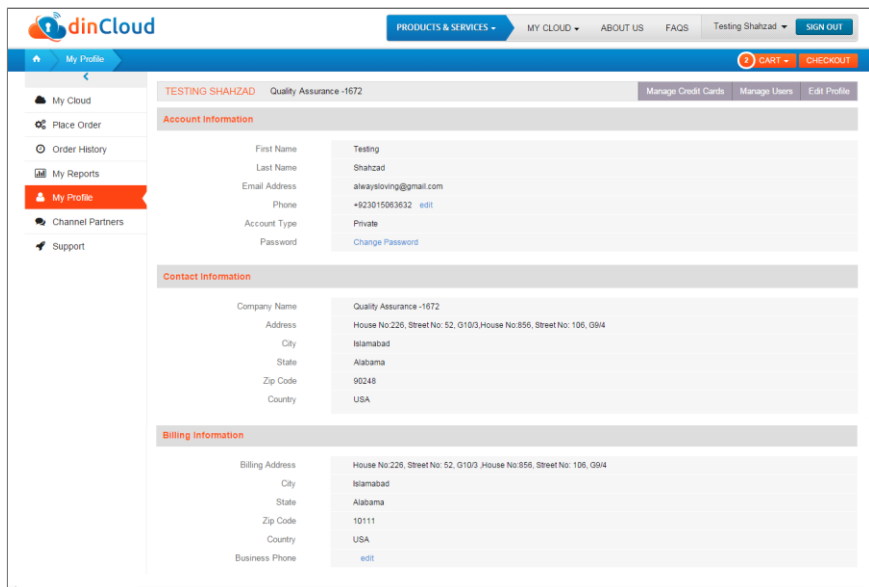
- 1 Using a supported browser, log in to your dinManage account.

The dinManage Homepage displays.



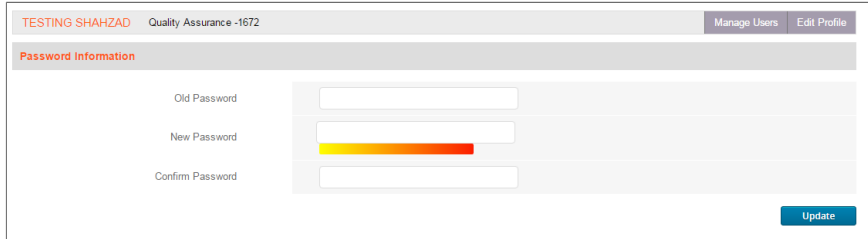
- 2 Click [My Profile] in the left menu.

Your account profile displays.



- 3 To edit your login password, click [Change Password] in the **Account Information** section.

The Password Information window displays.



TESTING SHAHZAD Quality Assurance -1672 Manage Users Edit Profile

**Password Information**

Old Password

New Password

Confirm Password

Update

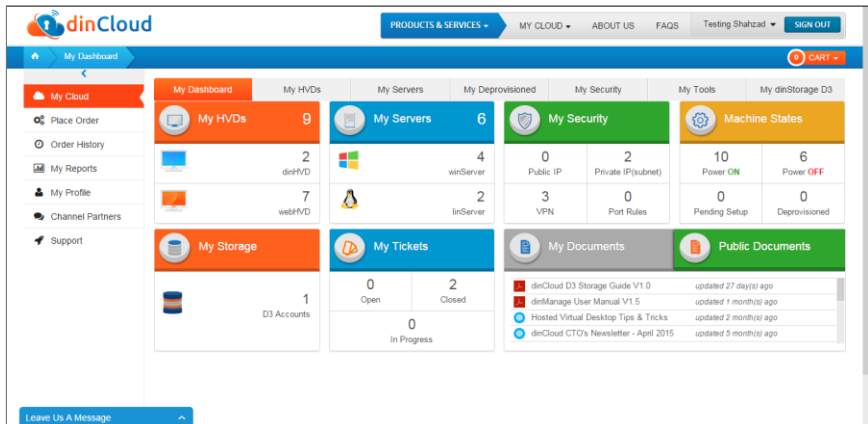
- 4 Enter the following information in their relevant fields:
  - Old Password
  - New Password
  - Confirm Password.
- 5 Click [Update] to save the changes to your profile.

## Creating a Payment Profile

To create your payment profile, you will be required to perform the following steps:

- 1 Using a supported browser, log in to your dinManage account.

The dinManage Homepage displays.

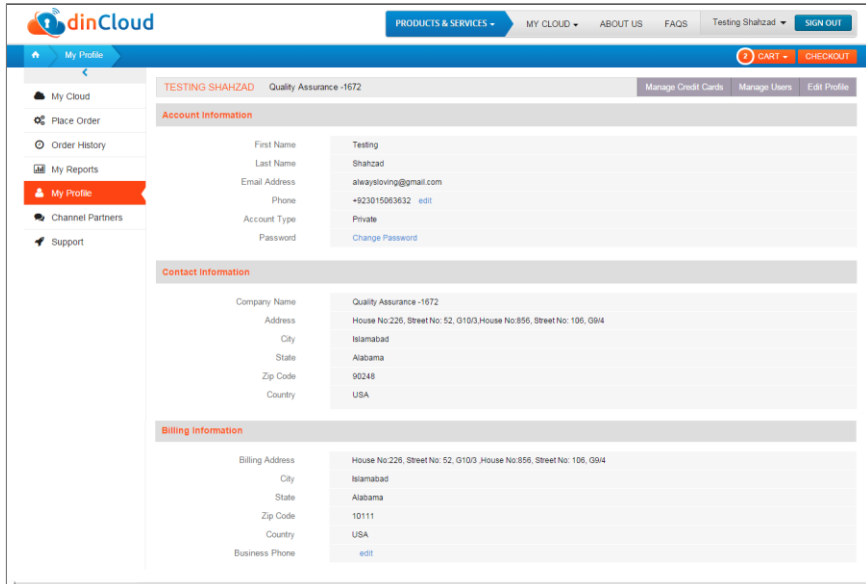


The dashboard shows various metrics and links:

- My Cloud:** Place Order, Order History, My Reports, My Profile, Channel Partners, Support.
- My Dashboard:** My HVDs (9), My Servers (6), My Security (0 Public IP, 2 Private IP, 3 VPN, 0 Port Rules), Machine States (10 Power ON, 6 Power OFF, 0 Pending Setup, 0 Deprovisioned).
- My Storage:** 1 D3 Accounts.
- My Tickets:** 0 Open, 2 Closed, 0 In Progress.
- My Documents:** dinCloud D3 Storage Guide V1.0 (updated 27 days ago), dinManage User Manual V1.5 (updated 1 month ago), Hosted Virtual Desktop Tips & Tricks (updated 2 month ago), dinCloud CTO's Newsletter - April 2015 (updated 3 month ago).

- 2 Click [My Profile] in the left menu.

Your account profile displays.



**dinCloud** PRODUCTS & SERVICES MY CLOUD ABOUT US FAQs Testing Shahzad SIGN OUT

**My Profile** My Cloud Place Order Order History My Reports **My Profile** Channel Partners Support

**TESTING SHAHZAD** Quality Assurance -1672 Manage Credit Cards Manage Users Edit Profile

**Account Information**

First Name	Testing
Last Name	Shahzad
Email Address	alwaysoving@gmail.com
Phone	+923015063632 <a href="#">edit</a>
Account Type	Private
Password	<a href="#">Change Password</a>

**Contact Information**

Company Name	Quality Assurance -1672
Address	House No.226, Street No. 52, G103, House No.856, Street No. 106, 09/4
City	Islamabad
State	Alabama
Zip Code	95248
Country	USA

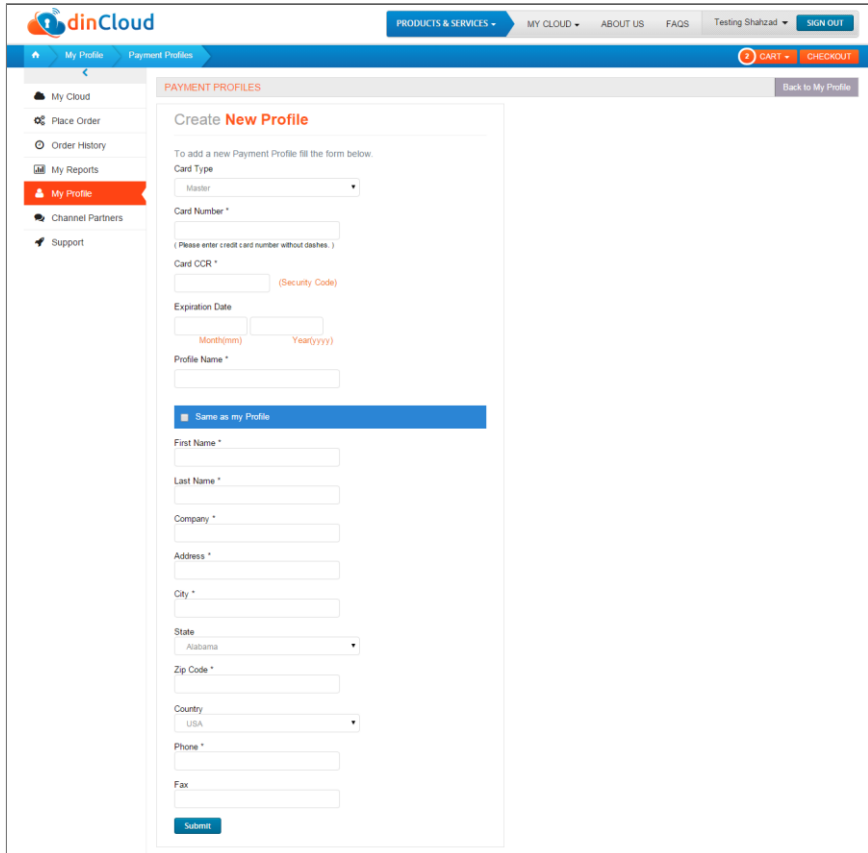
**Billing Information**

Billing Address	House No.226, Street No. 52, G103, House No.856, Street No. 106, 09/4
City	Islamabad
State	Alabama
Zip Code	10111
Country	USA
Business Phone	<a href="#">edit</a>

3 Click [Manage Credit Cards].



The Payment Profiles window displays.



**dinCloud** PRODUCTS & SERVICES MY CLOUD ABOUT US FAQS Testing Shahzad SIGN OUT

My Profile Payment Profiles

My Cloud Place Order Order History My Reports My Profile Channel Partners Support

**PAYMENT PROFILES** [Back to My Profile](#)

**Create New Profile**

To add a new Payment Profile fill the form below.

Card Type  
Master

Card Number \*  
( Please enter credit card number without dashes. )

Card CCR \*  
(Security Code)

Expiration Date  
Month(mm) Year(yyyy)

Profile Name \*

☒ Same as my Profile

First Name \*

Last Name \*

Company \*

Address \*

City \*

State  
Alabama

Zip Code \*

Country  
USA

Phone \*

Fax

**Submit**

- 4 Select or enter, as appropriate, the following information in their relevant fields:
  - Card Type
  - Card Number
  - Card CCR
  - Expiration Date
  - Profile Name.
- 5 Enter your billing information. Mark the [Same as my Profile] checkbox if your billing details are same as your contact information. Otherwise enter the following information in their relevant fields:

- First Name
- Last Name
- Company
- Address
- City
- State
- Zip Code
- Country
- Phone
- Fax.

6 Click [Submit] to save your payment profile.

## Managing Sub-User Profiles

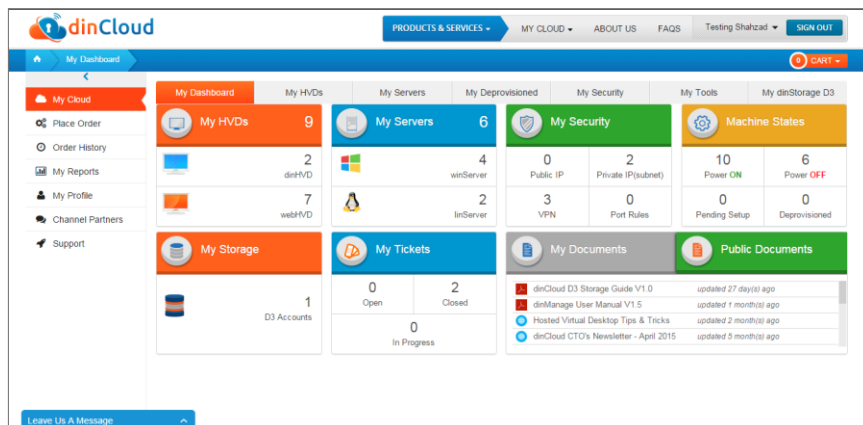
This section consists of tasks related to management of sub-users' profiles that are associated with your profile. Features includes operations such as adding a new account, and editing and deleting existing accounts.

### Adding a New Sub-User

To create a new sub-user profile, you will be required to perform the following steps:

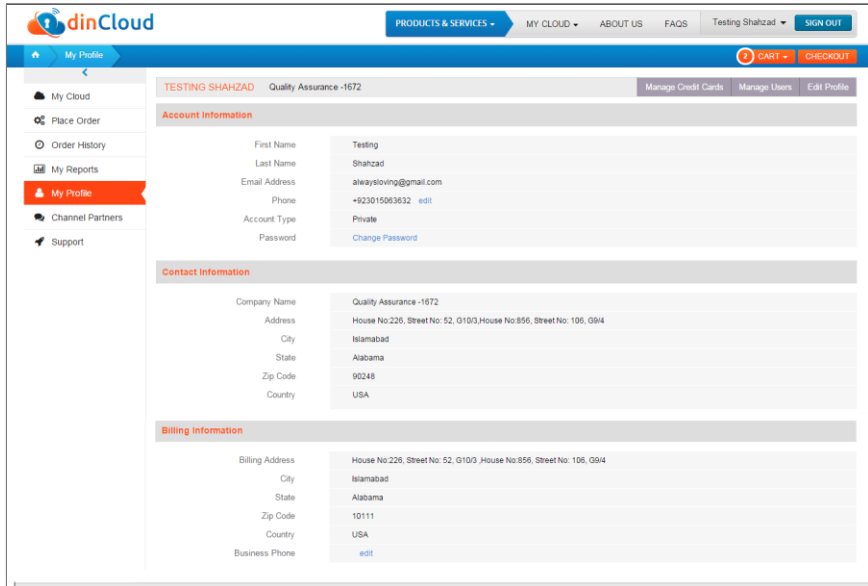
- 1 Using a supported browser, log in to your dinManage account.

The dinManage Homepage displays.



- 2 Click [My Profile] in the left menu.

Your account profile displays.



**TESTING SHAHZAD** Quality Assurance -1672 [Manage Credit Cards](#) [Manage Users](#) [Edit Profile](#)

**Account Information**

First Name	Testing
Last Name	Shahzad
Email Address	alwaysloving@gmail.com
Phone	+923015063632 <a href="#">edit</a>
Account Type	Private
Password	<a href="#">Change Password</a>

**Contact Information**

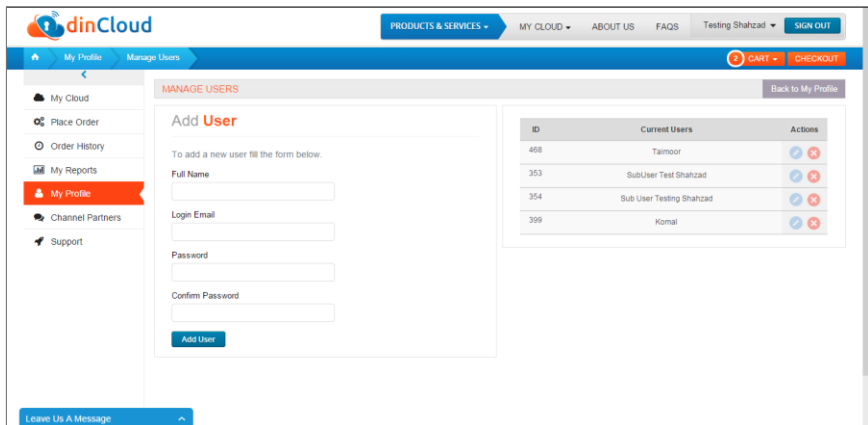
Company Name	Quality Assurance -1672
Address	House No.226, Street No. 52, G103, House No.856, Street No. 106, 09/4
City	Islamabad
State	Alabama
Zip Code	95248
Country	USA

**Billing Information**

Billing Address	House No.226, Street No. 52, G103, House No.856, Street No. 106, 09/4
City	Islamabad
State	Alabama
Zip Code	10111
Country	USA
Business Phone	<a href="#">edit</a>

### 3 Click [Manage Users].

The Manage Users window displays.



**MANAGE USERS** [Back to My Profile](#)

**Add User**

To add a new user fill the form below:

Full Name

Login Email

Password

Confirm Password

[Add User](#)

ID	Current Users	Actions
468	Taimoor	<a href="#">edit</a> <a href="#">delete</a>
353	SubUser Test Shahzad	<a href="#">edit</a> <a href="#">delete</a>
354	Sub User Testing Shahzad	<a href="#">edit</a> <a href="#">delete</a>
399	Komal	<a href="#">edit</a> <a href="#">delete</a>

### 4 Enter the following information for the new sub-user, in their relevant fields:

- Full Name
- Login Email

- Password
- Confirm Password.

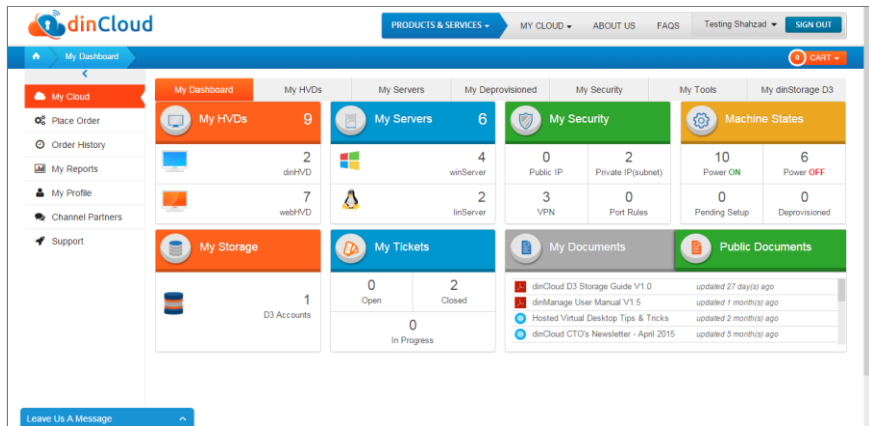
5 Click [Add User] to save the new sub-user's profile.

## Editing an Existing Sub-User

To modify an existing sub-user profile, you will be required to perform the following steps:

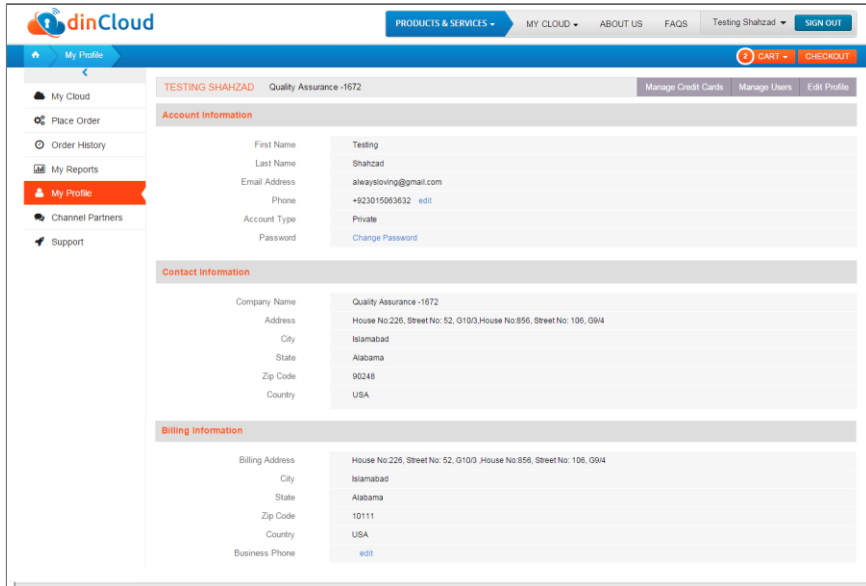
1 Using a supported browser, log in to your dinManage account.

The dinManage Homepage displays.



2 Click [My Profile] in the left menu.

Your account profile displays.



**TESTING SHAHZAD** Quality Assurance -1672 [Manage Credit Cards](#) [Manage Users](#) [Edit Profile](#)

**Account Information**

First Name	Testing
Last Name	Shahzad
Email Address	alwaysloving@gmail.com
Phone	+923015063632 <a href="#">edit</a>
Account Type	Private
Password	<a href="#">Change Password</a>

**Contact Information**

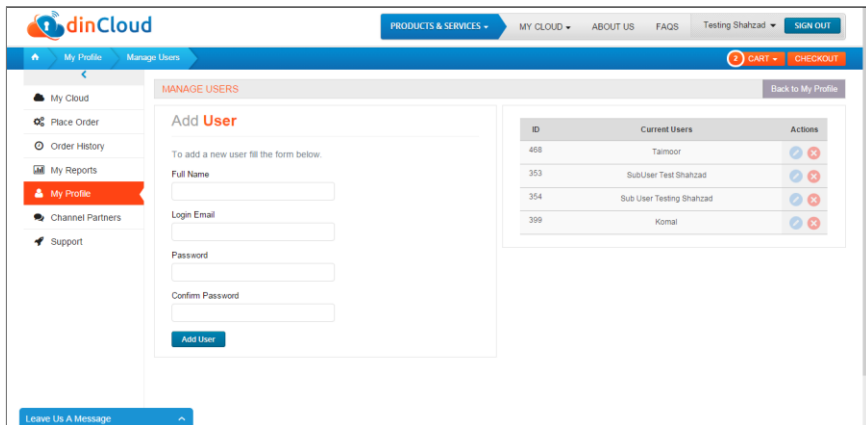
Company Name	Quality Assurance -1672
Address	House No.226, Street No: 52, G103, House No.856, Street No: 106, 09/4
City	Islamabad
State	Alabama
Zip Code	95248
Country	USA

**Billing Information**

Billing Address	House No.226, Street No: 52, G103, House No.856, Street No: 106, 09/4
City	Islamabad
State	Alabama
Zip Code	10111
Country	USA
Business Phone	<a href="#">edit</a>

### 3 Click [Manage Users].

The Manage Users window displays.



**MANAGE USERS** [Back to My Profile](#)

**Add User**

To add a new user fill the form below:

Full Name

Login Email

Password

Confirm Password

[Add User](#)

ID	Current Users	Actions
468	Taimoor	<a href="#">edit</a> <a href="#">delete</a>
353	SubUser Test Shahzad	<a href="#">edit</a> <a href="#">delete</a>
354	Sub User Testing Shahzad	<a href="#">edit</a> <a href="#">delete</a>
399	Komal	<a href="#">edit</a> <a href="#">delete</a>

### 4 On the right side of your window, a table shows the list of all existing sub-users associated with your account. To edit a sub-user, click [edit] adjacent to the user name, under the **Actions** column.

The selected sub-user's profile displays in editable mode.

MANAGE USERS
Back to My Profile

### Editing Taimoor

Full Name  
Taimoor









Login Email  
13bscsmbaig@seecs.edu.pk

Leave password empty or type in to change it

Password

Confirm Password

Update User

ID	Current Users	Actions
468	Taimoor	 
353	SubUser Test Shahzad	 
354	Sub User Testing Shahzad	 
399	Komali	 

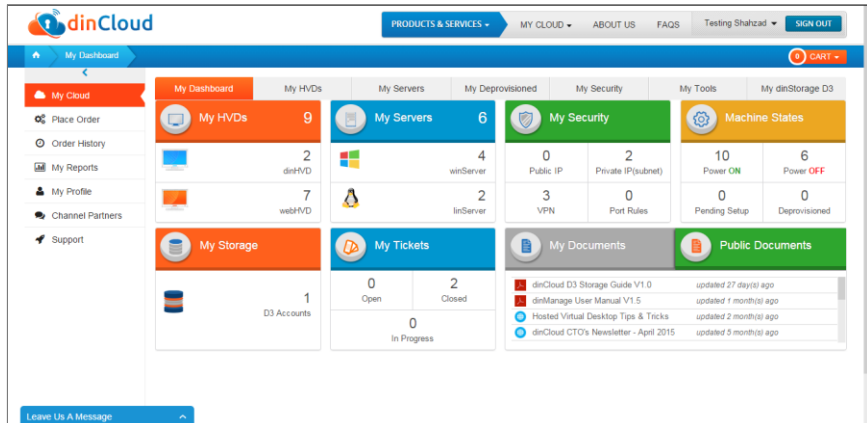
- 5 Edit the following information in their relevant fields:
  - Full Name
  - Login Email
  - Password (leave password empty or type in to change it)
  - Confirm Password (if password is changed).
- 6 Click [Update User] to save all changes.

## Deleting an Existing Sub-User

To delete an existing sub-user profile, you will be required to perform the following steps:

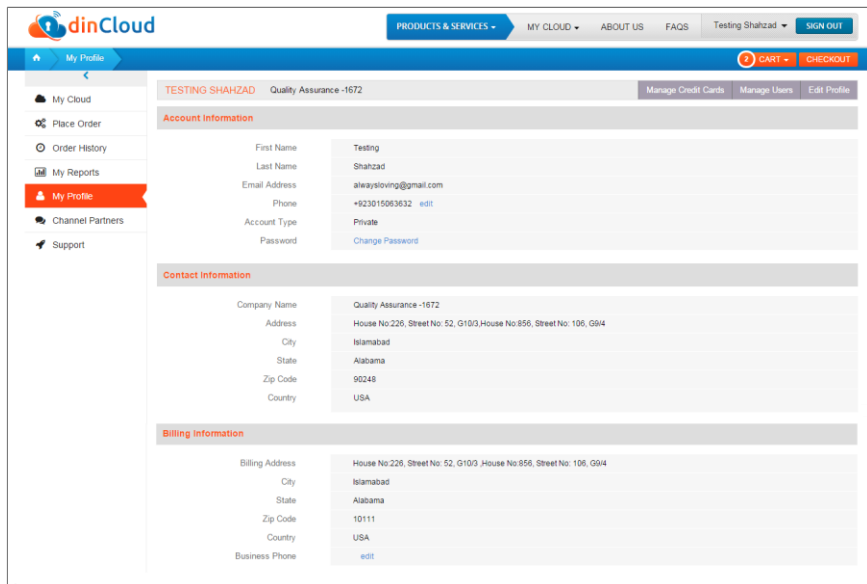
- 1 Using a supported browser, log in to your dinManage account.

The dinManage Homepage displays.



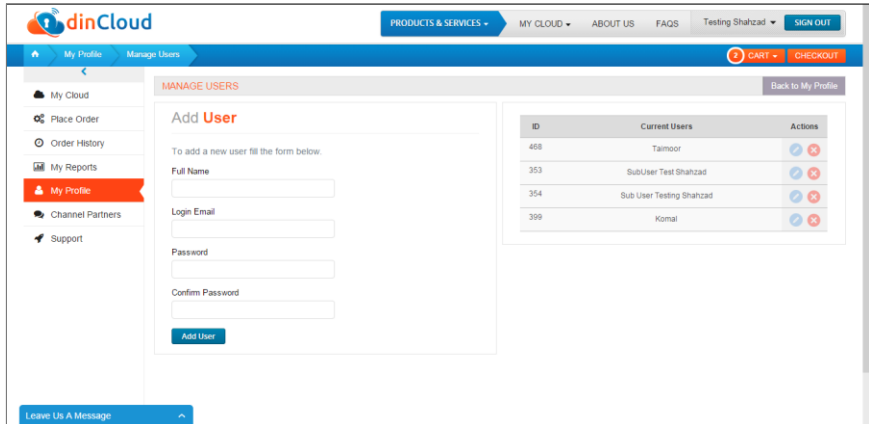
2 Click [My Profile] in the left menu.









Your account profile displays.




3 Click [Manage Users].

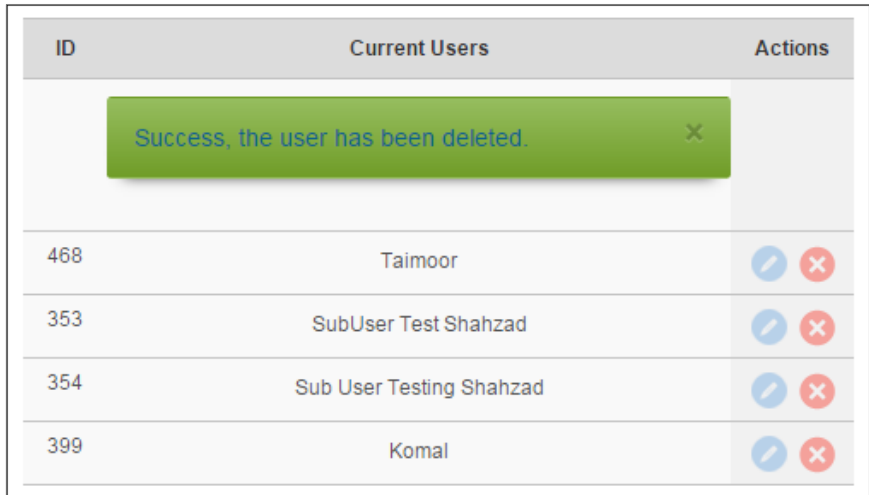
The Manage Users window displays.












ID	Current Users	Actions
468	Taimoor	 
353	SubUser Test Shahzad	 
354	Sub User Testing Shahzad	 
399	Komal	 

- On the right side of your window, a table shows the list of all existing sub-users associated with your account. To delete a sub-user, click  adjacent to the user name, under the **Actions** column.
- Click [OK] when you are asked to confirm.

A confirmation message displays.



ID	Current Users	Actions
Success, the user has been deleted. 		
468	Taimoor	 
353	SubUser Test Shahzad	 
354	Sub User Testing Shahzad	 
399	Komal	 



## Chapter 3

# Ordering Products & Services

## Overview

The Order placement features of dinManage allow users to submit new orders for products and services as well as maintain the entire history of orders. dinManage also allow users to view status of all their current orders.

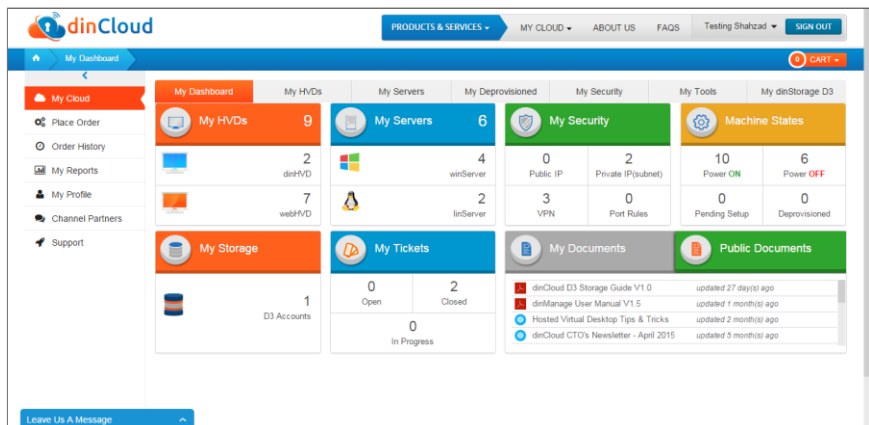
This chapter includes instructions on completing the various tasks that you can perform using the order placement features available in dinManage.

### Ordering a New dinServer Windows

To place an order for a new dinServer Windows, you will be required to perform the following steps:

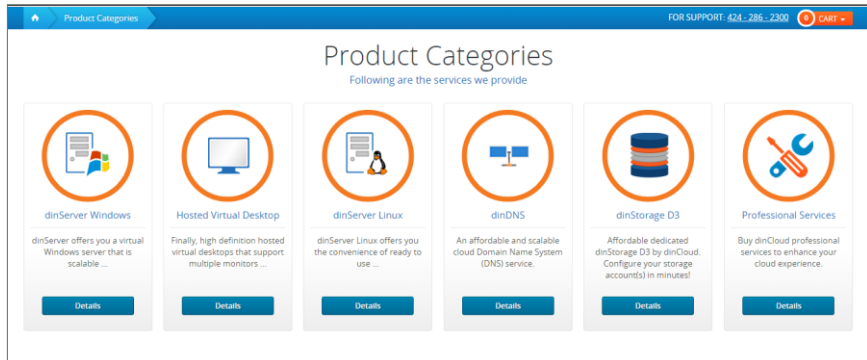
- 1 Using a supported browser, log in to your dinManage account.

The dinManage Homepage displays.



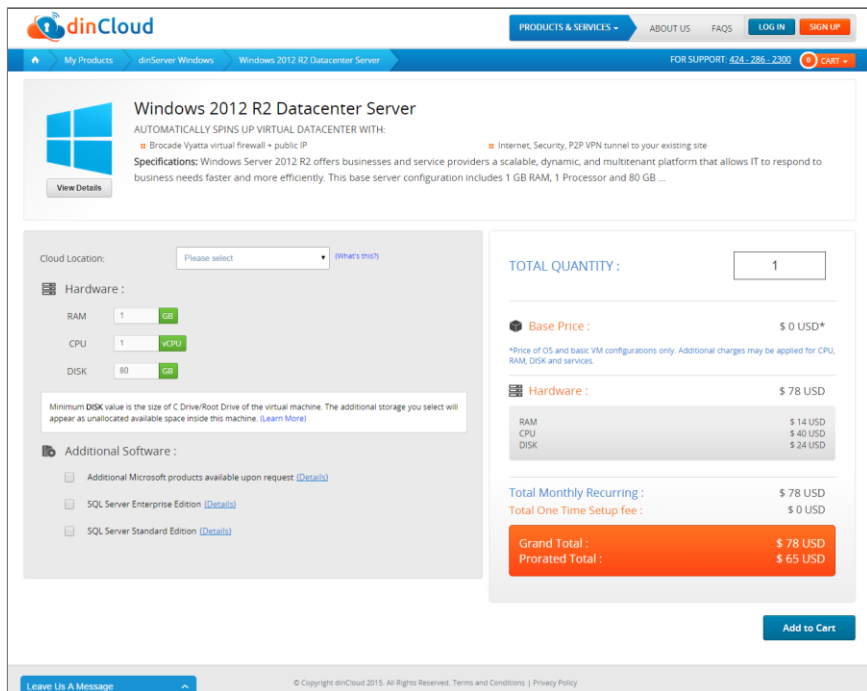
- 2 In the left menu, click [Place Order].

The Product Categories screen displays.



- 3 Click [Details] in the **dinServer Windows** box.
- 4 On the next screen, review the list of available servers and their specifications, and then click [Configure & Buy] for the selected server.

The Configuration screen displays.



- 5 Select location of your cloud from the **Cloud Location** drop-down menu, if this is the first time you're placing an order.



Once you have chosen a **Cloud Location**, you will not be able to change it for any future orders.

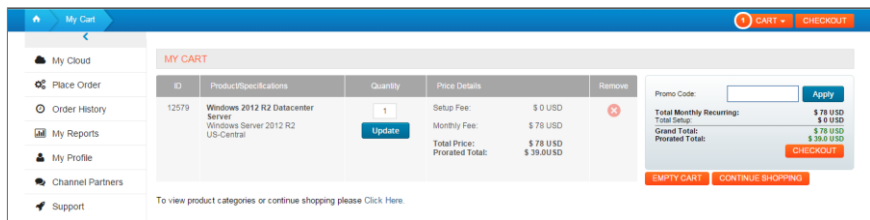
- 6 Configure the CPU, RAM and DISK of the Windows dinServer by entering the required quantities of these resources. The price will be updated accordingly.



By default you are provided 1 GB RAM, 1 Core Processor and 80GB of Disk space.

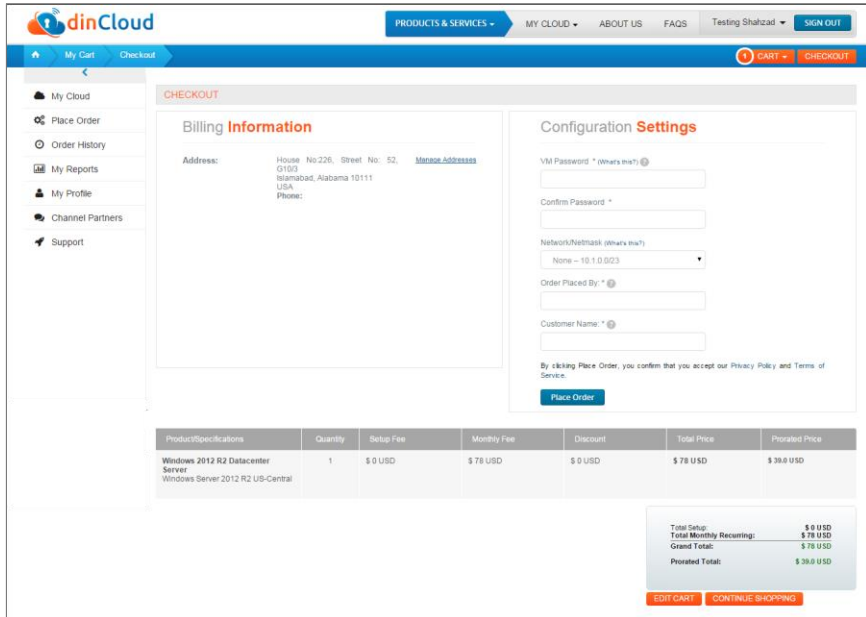
- 7 Select any **Additional Software** that you require for your HVD.
- 8 Enter the number of servers you'd like to purchase in the **Total Quantity** field and then click [Add to Cart].
- 9 If you want to review your order, click [Cart] → [View Cart] on the top right corner of your screen.

The My Cart screen displays.



- 10 For more information about modifying or updating your cart, refer to *Chapter 4 Managing Shopping Cart* in this guide.
- 11 Click [Checkout] on the top right corner of your screen to place your order.

The Checkout screen displays.



Product/Specifications	Quantity	Setup Fee	Monthly Fee	Discount	Total Price	Proposed Price
Windows 2012 R2 Datacenter Server	1	\$ 0 USD	\$ 78 USD	\$ 0 USD	\$ 78 USD	\$ 38.0 USD
Windows Server 2012 R2 US-Central						

Total Setup:	\$ 0 USD
Total Monthly Recurring:	\$ 78 USD
Grand Total:	\$ 78 USD
Proposed Total:	\$ 38.0 USD

- 12 If you are not a **Net Term** user and also haven't setup your payment profile, refer to the *Creating a Payment Profile* section of *Chapter 2 Managing User Profiles* in this guide. Otherwise, review your **Billing Information** displayed on the left of the Checkout screen.



If you are a Net Term user, you do not need to make any payments right now, you will be invoiced and you will have to pay based on agreed payment terms.

- 13 On the right half of the Checkout screen, you can configure your new Server (VM). Enter a new password that you want to assign to the VM in the **VM Password** text field.
- 14 Enter the same password again in the **Confirm Password** text field.
- 15 Enter a **Net Mask** that you will like to assign to your machine.



If you are an existing user and have already set-up a network, simply select your network from the drop down menu.

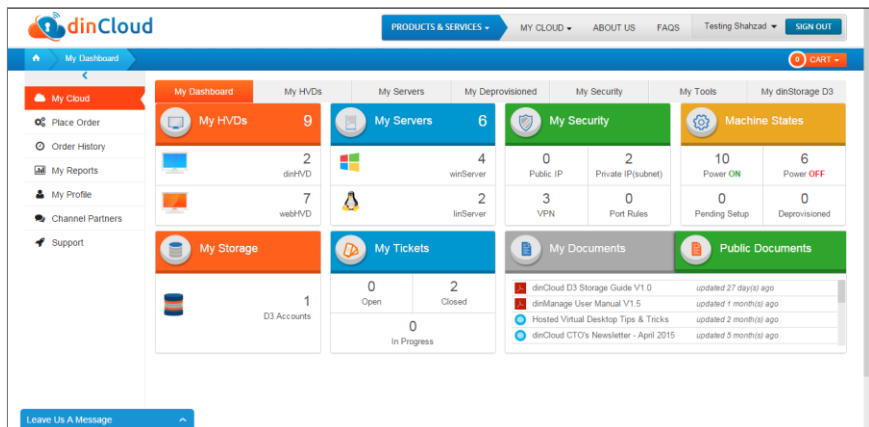
- 16 Click [Place Order] to complete order placement. A confirmation message displays on your screen.

## Ordering a New Hosted Virtual Desktop

To place an order for a new Hosted Virtual Desktop (HVD), you will be required to perform the following steps:

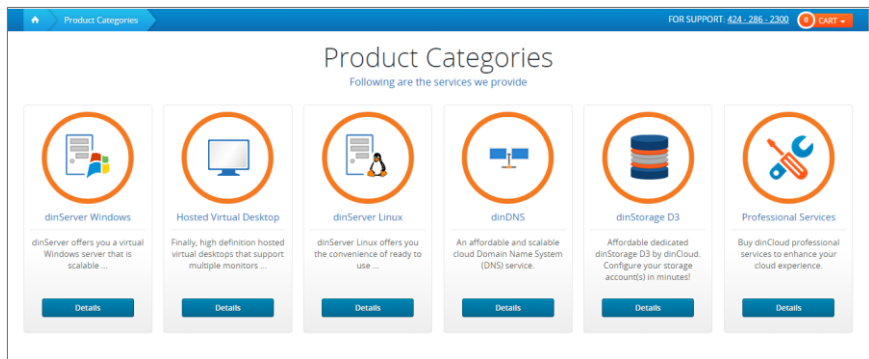
- 1 Using a supported browser, log in to your dinManage account.

The dinManage Homepage displays.



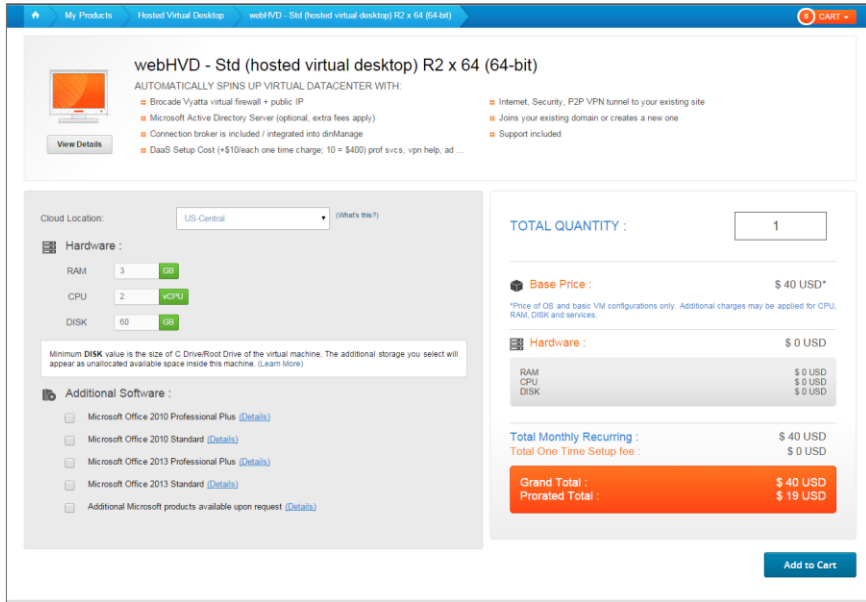
- 2 In the left menu, click [Place Order].

The Product Categories screen displays.



- 3 Click [Details] in the **Hosted Virtual Desktop** box.
- 4 On the next screen, review the list of available HVDs and their specifications, and then click [Configure & Buy] for the selected HVD.

The Configuration screen displays.



- 5 Select location of your cloud from the **Cloud Location** drop-down menu, if this is the first time you're placing an order.



Once you have chosen a **Cloud Location**, you will not be able to change it for any future orders.

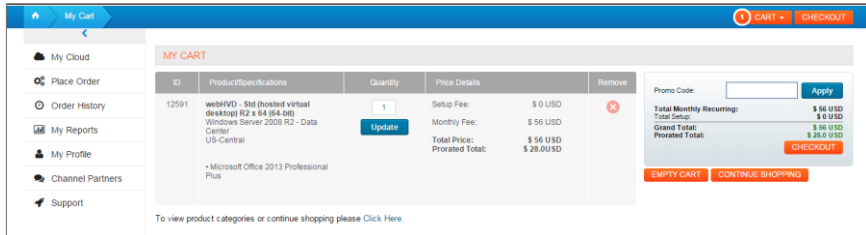
- 6 Configure the CPU, RAM and DISK of the HVD by entering the required quantities of these resources. The price will be updated accordingly.



By default you are provided 3 GB RAM, 2 Processors and 60GB of Disk space.

- 7 Select any **Additional Software** that you require for your HVD.
- 8 Enter the number of HVDs you'd like to purchase in the **Total Quantity** field and then click [Add to Cart].
- 9 If you want to review your order, click [Cart] → [View Cart] on the top right corner of your screen.

The My Cart screen displays.



The My Cart screen displays a sidebar with navigation links: My Cloud, Place Order, Order History, My Reports, My Profile, Channel Partners, and Support. The main content area is titled "MY CART" and shows a table with the following items:

ID	Product/Specifications	Quantity	Price Details	Remove
12591	webHVD - Std (hosted virtual desktop) R2 x 64 (64-bit) Windows Server 2008 R2 - Data Center US-Central	1	Setup Fee: \$ 0 USD Monthly Fee: \$ 56 USD Total Price: \$ 56 USD Prorated Total: \$ 28.00 USD	
+ Microsoft Office 2013 Professional Plus				

Below the table, there is a link: "To view product categories or continue shopping please Click Here". On the right side, there is a "Promo Code" field with an "Apply" button. Below that, a summary of costs is shown:

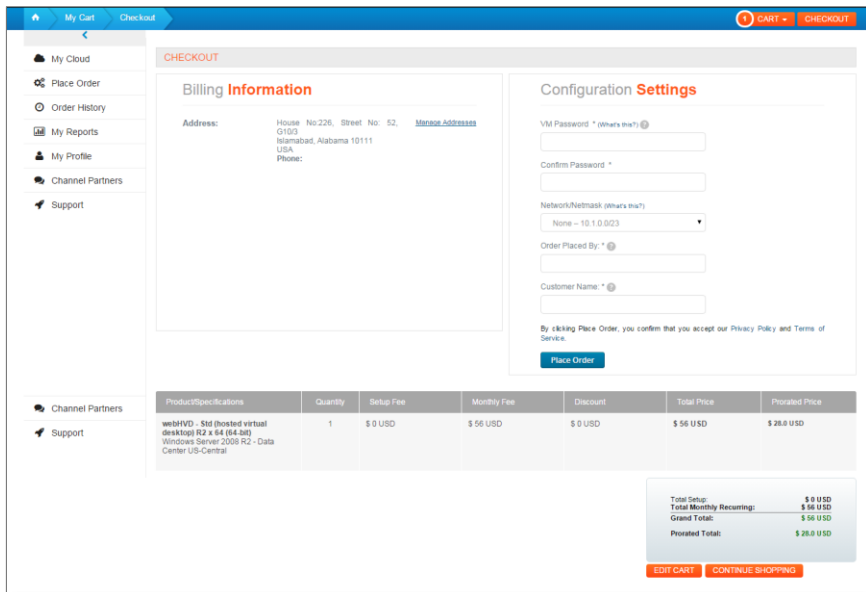
Total Monthly Recurring:	\$ 56 USD
Total Setup:	\$ 0 USD
Grand Total:	\$ 56 USD
Prorated Total:	\$ 28.00 USD

At the bottom right, there are buttons for "EMPTY CART" and "CONTINUE SHOPPING".

- 10 For more information about modifying or updating you cart, refer to *Chapter 4 Managing Shopping Cart* in this guide.

- 11 Click [Checkout] on the top right corner of your screen to place your order.

The Checkout screen displays.



The Checkout screen displays a sidebar with navigation links: My Cloud, Place Order, Order History, My Reports, My Profile, Channel Partners, and Support. The main content area is titled "CHECKOUT" and is divided into two main sections: "Billing Information" and "Configuration Settings".

**Billing Information**

Address:  House No:226, Street No: 52, [Manage Address](#)  
 G1/UD  
 Hamabad, Alabama 10111  
 Phone:

**Configuration Settings**

VM Password \* (Where's my?)   
 Confirm Password \*   
 Network/Netmask (Where's my?)  
 None - 10.1.0.0/23  
 Order Placed By: \*   
 Customer Name: \*

By clicking Place Order, you confirm that you accept our Privacy Policy and Terms of Service.

[Place Order](#)

Below the configuration settings, there is a table showing the product details and pricing:

Product/Specifications	Quantity	Setup Fee	Monthly Fee	Discount	Total Price	Prorated Price
webHVD - Std (hosted virtual desktop) R2 x 64 (64-bit) Windows Server 2008 R2 - Data Center US-Central	1	\$ 0 USD	\$ 56 USD	\$ 0 USD	\$ 56 USD	\$ 28.0 USD

At the bottom right, there is a summary of costs:

Total Setup:	\$ 0 USD
Total Monthly Recurring:	\$ 56 USD
Grand Total:	\$ 56 USD
Prorated Total:	\$ 28.0 USD

At the bottom right, there are buttons for "EDIT CART" and "CONTINUE SHOPPING".

- 12 If you are not a **Net Term** user and also haven't setup your payment profile, refer to the *Creating a Payment Profile* section of *Chapter 2 Managing User Profiles* in this guide. Otherwise, review your **Billing Information** displayed on the left of the Checkout screen.



If you are a Net Term user, you do not need to make any payments right now, you will be invoiced and you will have to pay based on agreed payment terms.

- 13 On the right half of the Checkout screen, you can configure your new HVD (VM). Enter a new password that you want to assign to the VM in the **VM Password** text field.
- 14 Enter the same password again in the **Confirm Password** text field.
- 15 Enter a **Net Mask** that you will like to assign to your machine.



If you are an existing user and have already set-up a network, simply select your network from the drop down menu.

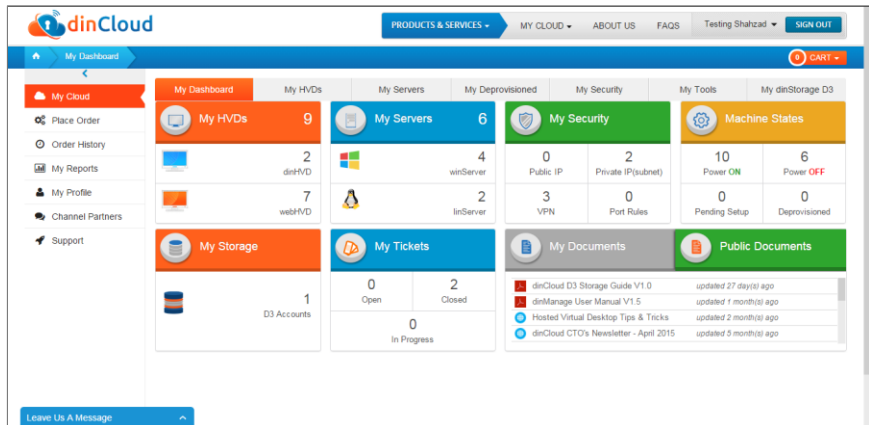
- 16 Click [Place Order] to complete order placement. A confirmation message displays on your screen.

## Ordering a New dinServer Linux

To place an order for a new dinServer Linux, you will be required to perform the following steps:

- 1 Using a supported browser, log in to your dinManage account.

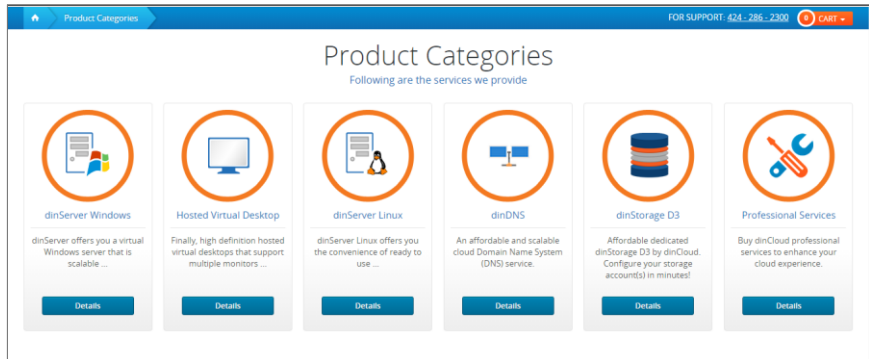
The dinManage Homepage displays.



- 2 In the left menu, click [Place Order].

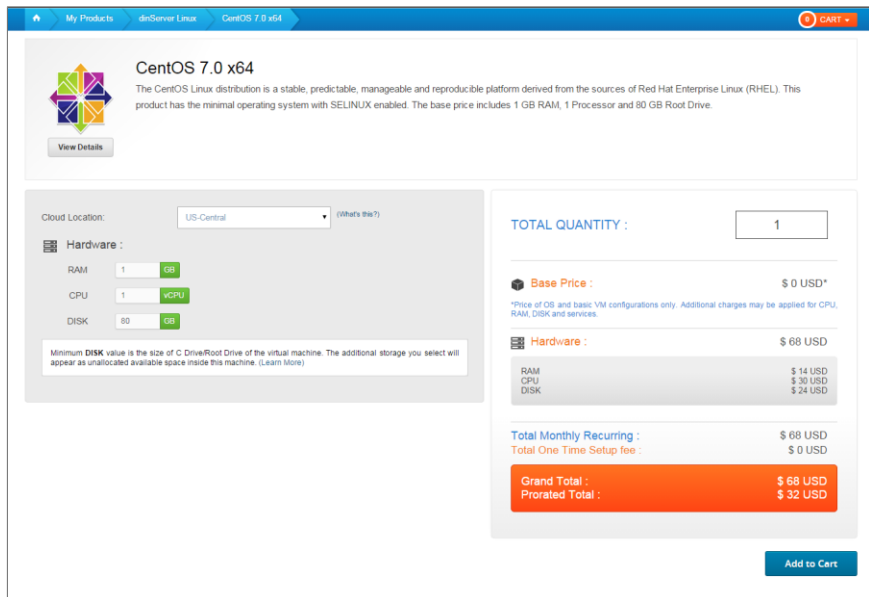


The Product Categories screen displays.



- 3 Click [Details] in the **dinServer Linux** box.
- 4 On the next screen, review the list of available servers and their specifications, and then click [Configure & Buy] for the selected server.

The Configuration screen displays.



- 5 Select location of your cloud from the **Cloud Location** drop-down menu, if this is the first time you're placing an order.



Once you have chosen a **Cloud Location**, you will not be able to change it for any future orders.

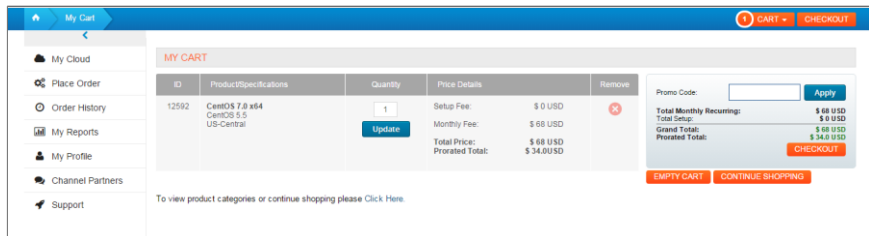
- 6 Configure the CPU, RAM and DISK of the dinServer Linux by entering the required quantities of these resources. The price will be updated accordingly.



By default you are provided 1 GB RAM, 1 Core Processor and 80GB of Disk space.

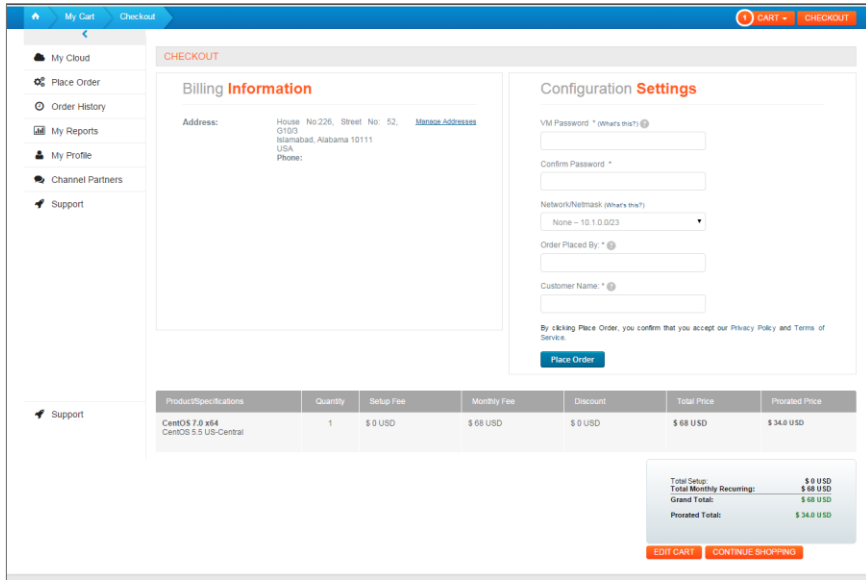
- 7 Enter the number of servers you'd like to purchase in the **Total Quantity** field and then click [Add to Cart].
- 8 If you want to review your order, click [Cart] → [View Cart] on the top right corner of your screen.

The My Cart screen displays.



- 9 For more information about modifying or updating your cart, refer to *Chapter 4 Managing Shopping Cart* in this guide.
- 10 Click [Checkout] on the top right corner of your screen to place your order.

The Checkout screen displays.



Product/Specifications	Quantity	Setup Fee	Monthly Fee	Discount	Total Price	Promoted Price
CentOS 7.8 #64 CentOS 5.5 US-Central	1	\$ 0 USD	\$ 68 USD	\$ 0 USD	\$ 68 USD	\$ 34.0 USD

Total Setup	\$ 0 USD
Total Monthly Recurring	\$ 68 USD
Grand Total	\$ 68 USD
Promoted Total	\$ 34.0 USD

- 11 If you are not a **Net Term** user and also haven't setup your payment profile, refer to the *Creating a Payment Profile* section of *Chapter 2 Managing User Profiles* in this guide. Otherwise, review your **Billing Information** displayed on the left of the Checkout screen.



If you are a Net Term user, you do not need to make any payments right now, you will be invoiced and you will have to pay based on agreed payment terms.

- 12 On the right half of the Checkout screen, you can configure your new Server (VM). Enter a new password that you want to assign to the VM in the **VM Password** text field.
- 13 Enter the same password again in the **Confirm Password** text field.
- 14 Enter a **Net Mask** that you will like to assign to your machine.



If you are an existing user and have already set-up a network, simply select your network from the drop down menu.

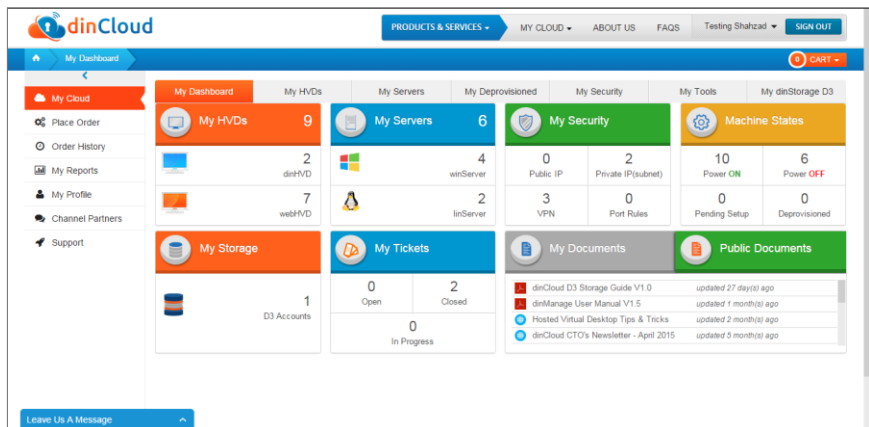
- 15 Click [Place Order] to complete order placement. A confirmation message displays on your screen.

## Ordering a New dinDNS Service

To place an order for a new dinDNS service, you will be required to perform the following steps:

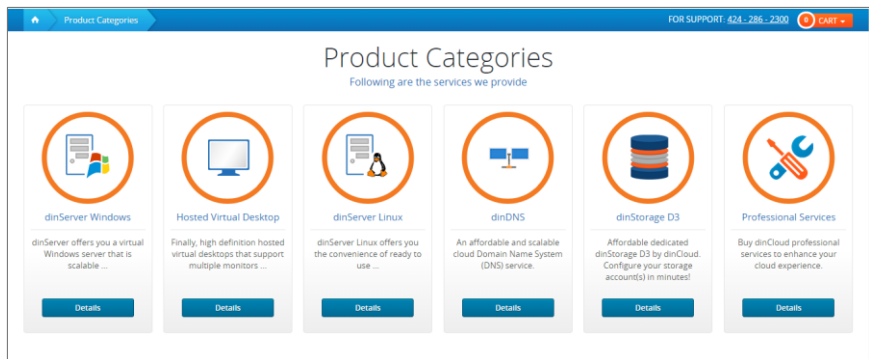
- 1 Using a supported browser, log in to your dinManage account.

The dinManage Homepage displays.



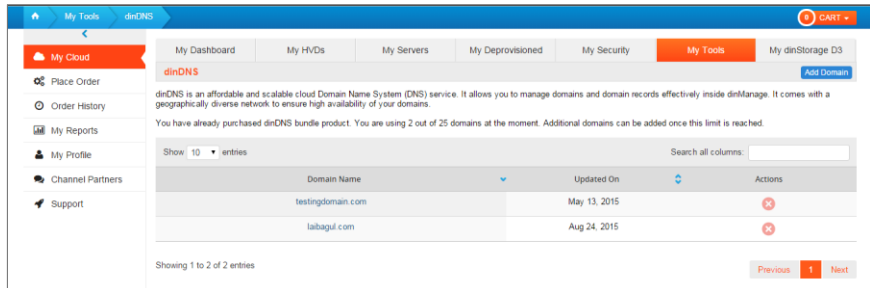
- 2 In the left menu, click [Place Order].

The Product Categories screen displays.



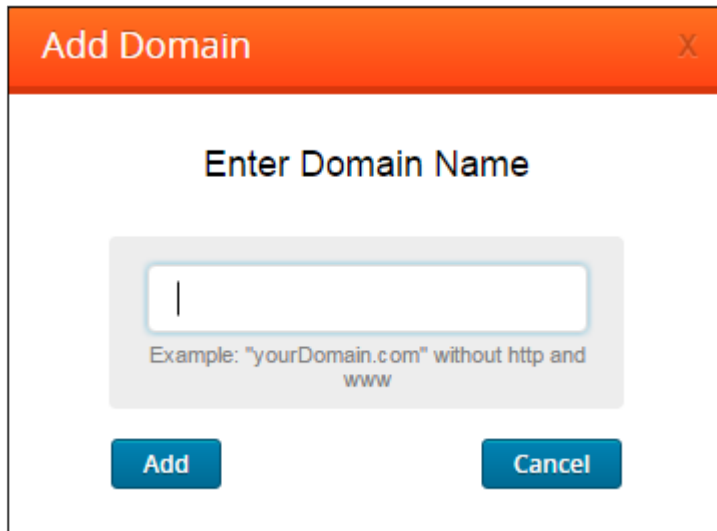
- 3 Click [Details] in the **dinDNS Service** box.

The dinDNS screen displays.



- 4 Click [Add Domain].

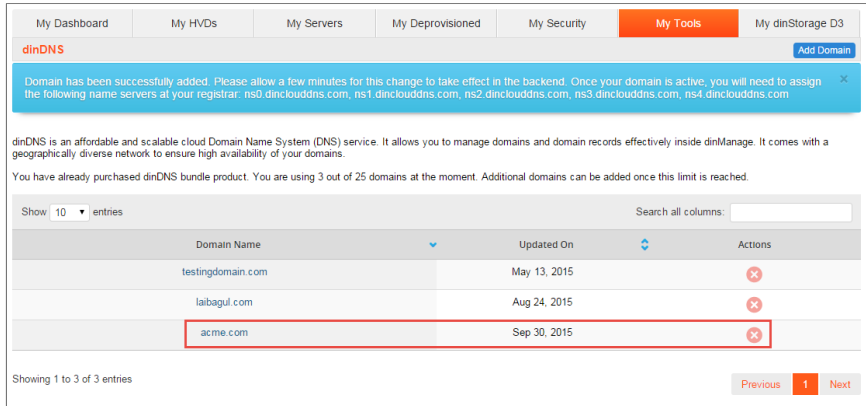
The Add Domain dialog displays.



- 5 Enter the required domain name in the text field, and then click [Add].



You should enter the domain name without **http//:** or **www**. For example: *acme.com*



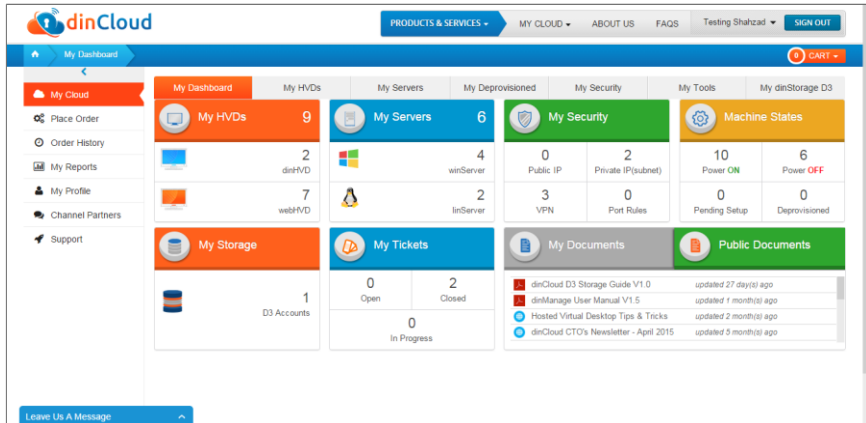
- The dinDNS screen displays, showing a confirmation message and the new Domain Name added to the list.

## Ordering a New dinStorage D3 Account

To place an order for a new dinStorage D3 account, you will be required to perform the following steps:

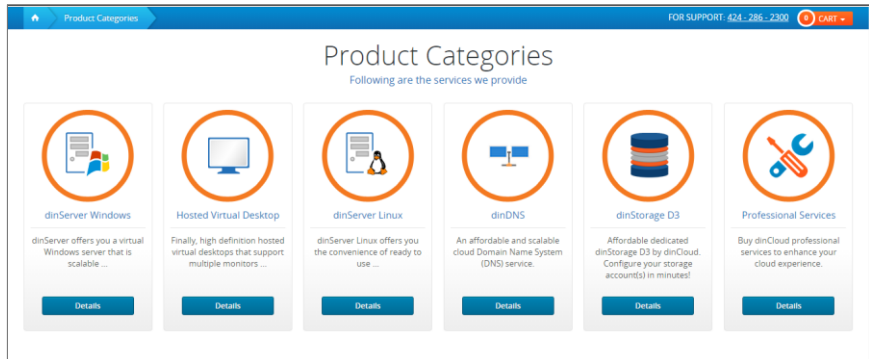
- Using a supported browser, log in to your dinManage account.

The dinManage Homepage displays.



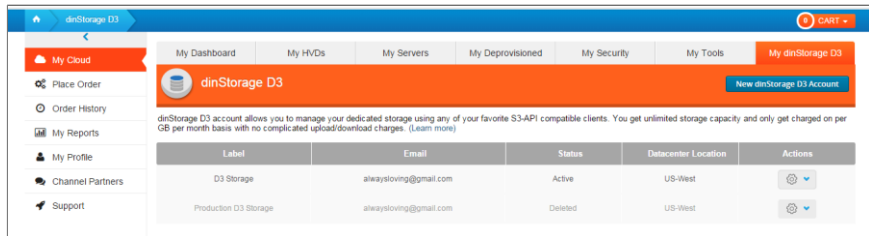
- In the left menu, click [Place Order].

The Product Categories screen displays.



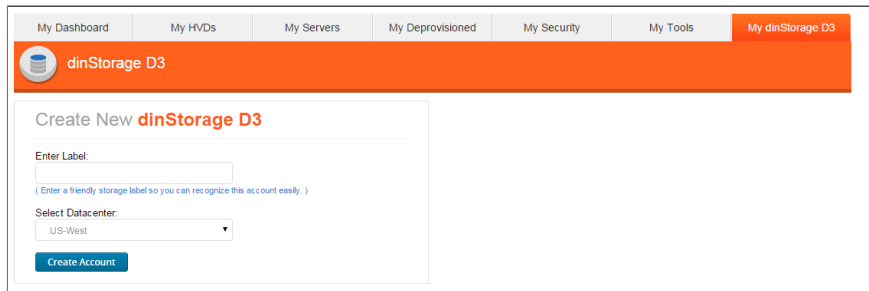
- 3 Click [Details] in the **dinStorage D3** box.

The dinStorage D3 screen displays.



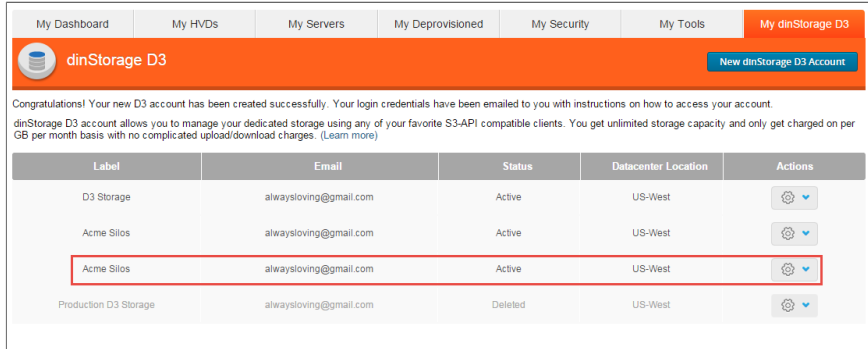
- 4 Click [New dinStorage D3 Account].

The Create New dinStorage D3 screen displays.



- 5 Enter a friendly storage label in the **Enter Label** text field.
- 6 Select the datacenter where you'd like to have your storage account created, from the **Select Datacenter** drop-down menu.
- 7 Click [Create Account].

- 8 A confirmation message displays. Your new storage account is created and added to the list of storage accounts under the **My D3 Storage** tab.



My Dashboard My HVDs My Servers My Deprovisioned My Security My Tools **My dinStorage D3**

**dinStorage D3** [New dinStorage D3 Account](#)

Congratulations! Your new D3 account has been created successfully. Your login credentials have been emailed to you with instructions on how to access your account.  
 dinStorage D3 account allows you to manage your dedicated storage using any of your favorite S3-API compatible clients. You get unlimited storage capacity and only get charged on per GB per month basis with no complicated upload/download charges. ([Learn more](#))

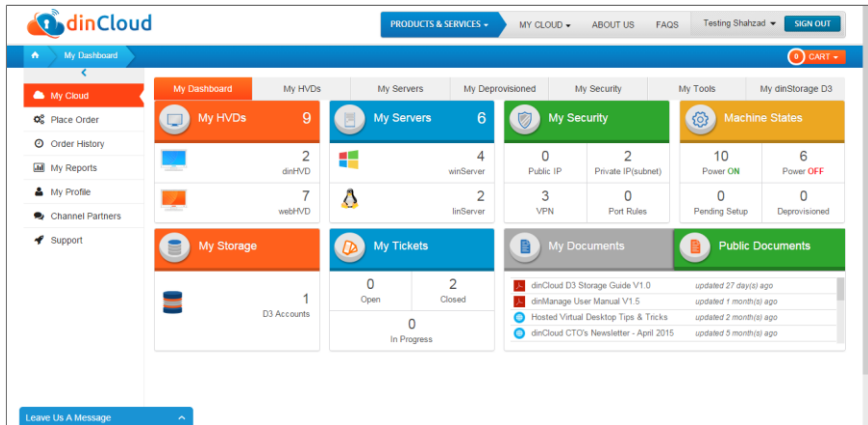
Label	Email	Status	Datacenter Location	Actions
D3 Storage	alwaysloving@gmail.com	Active	US-West	
Acme Silos	alwaysloving@gmail.com	Active	US-West	
Acme Silos	alwaysloving@gmail.com	Active	US-West	
Production D3 Storage	alwaysloving@gmail.com	Deleted	US-West	

## Ordering dinCloud Professional Services

To place an order for one of the several dinCloud Professional services, you will be required to perform the following steps:

- 1 Using a supported browser, log in to your dinManage account.

The dinManage Homepage displays.



**dinCloud** [PRODUCTS & SERVICES](#) MY CLOUD ABOUT US FAQs Testing Shahzad [SIGN OUT](#)

**My Dashboard**

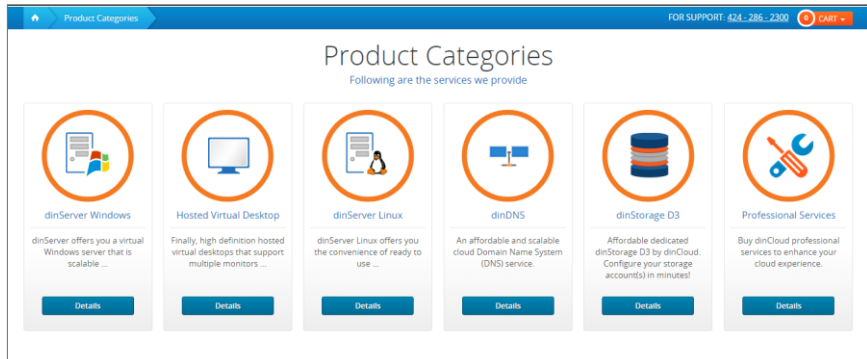
- My Cloud**
  - Place Order
  - Order History
  - My Reports
  - My Profile
  - Channel Partners
  - Support
- My HVDs** 9
  - 2 dinHVD
  - 7 webHVD
- My Servers** 6
  - 4 winServer
  - 2 InServer
- My Security**
  - 0 Public IP
  - 2 Private IP(subnet)
  - 3 VPN
  - 0 Port Rules
- Machine States**
  - 10 Power ON
  - 6 Power OFF
  - 0 Pending Setup
  - 0 Deprovisioned
- My Storage**
  - 1 D3 Accounts
- My Tickets**
  - 0 Open
  - 2 Closed
  - 0 In Progress
- My Documents**
  - 0 Open
  - 2 Closed
  - 0 In Progress
- Public Documents**
  - dinCloud D3 Storage Guide V1.0 updated 27 days/ago
  - dinManage User Manual V1.5 updated 1 month/ago
  - Hosted Virtual Desktop Tips & Tricks updated 2 month/ago
  - dinCloud CTO's Newsletter - April 2015 updated 3 month/ago

[Leave Us A Message](#)

- 2 In the left menu, click [Place Order].

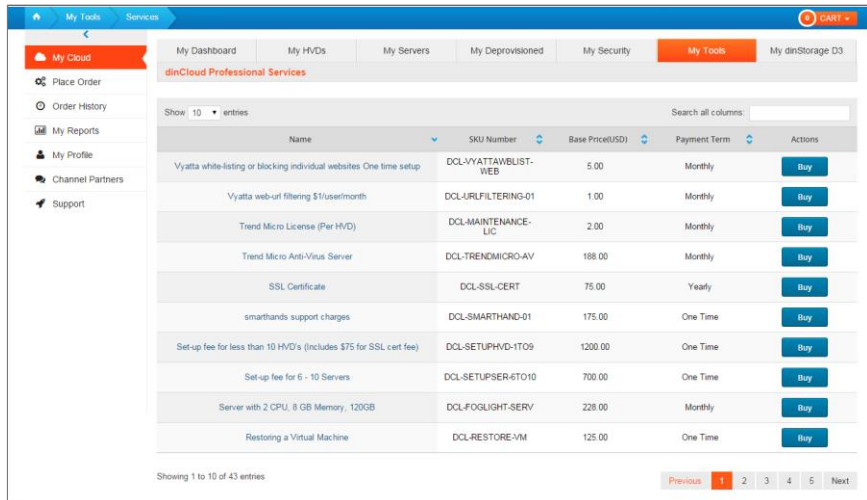


The Product Categories screen displays.



- 3 Click [Details] in the **Professional Services** box.

The dinStorage Professional Services screen displays.



- 4 Click [Buy] located against the service you wish to purchase. In this section we will use the example of purchasing an **SSL Certificate**.

The Buy Professional Service dialog displays.

Buy Professional Service

You are about to purchase SSL Certificate.

Priced at: \$75.00  
Discounted Price: \$0.00

Click Buy, if you would like to proceed.

Quantity:

Promo Code:

Special Instructions:

Buy

Cancel

- 5 Enter the required **Quantity**.
- 6 Enter a **Promo Code**, if applicable.
- 7 Enter any **Special Instruction** with your order.
- 8 Click [Buy] to purchase the service.
- 9 A message displays confirming your recent order.

dinManage Version 1.5 – Front End User Guide

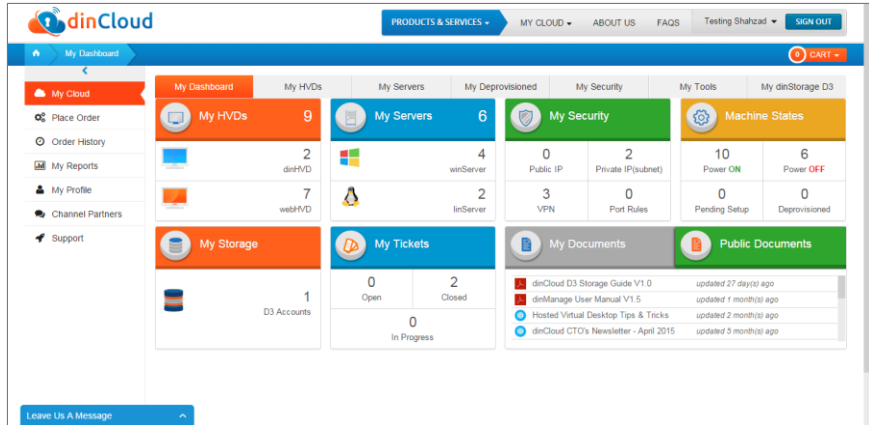
64

## Viewing your Order History

To view the entire history of all your existing orders and their statuses, you will be required to perform the following steps:

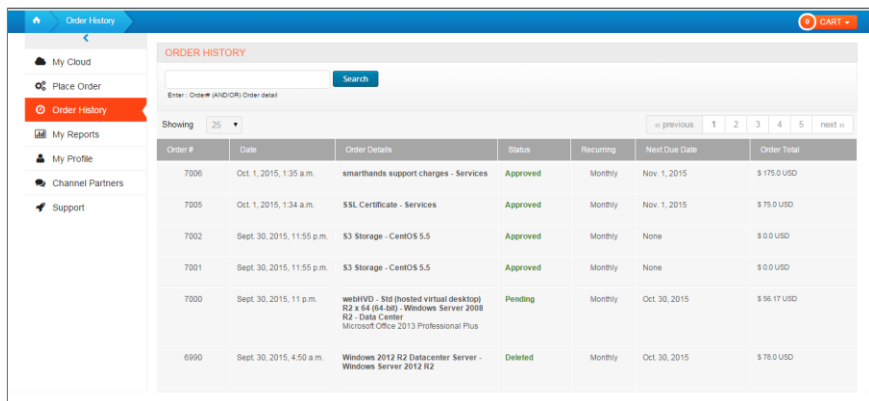
- 1 Using a supported browser, log in to your dinManage account.

The dinManage Homepage displays.



- 2 In the left menu, click [Order History].

The Order History screen displays.



- 3 Review the status of each order under the **Status** column.
- 4 You can also search for any specific order from the list, by entering the order number or relevant keywords in the text field at the top of the list, and then clicking [Search].

## Chapter 4

# Managing Shopping Cart

## Overview

As with the Products & Services feature, the Cart is also displayed on all the pages of the dinManage web portal. The cart provides you with a quick view and the quantity of the ordered products in your cart, and you can view your cart at any point during your shopping experience on the dinManage portal.

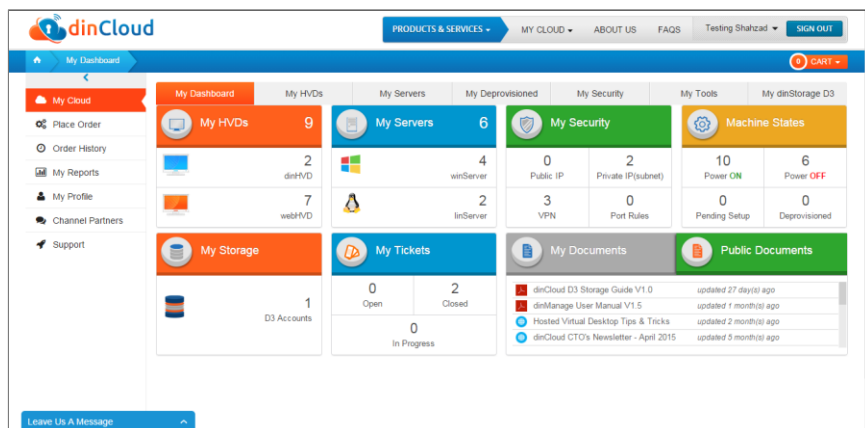
This chapter includes instructions on managing your shopping cart and the various tasks that you can perform using the cart and checkout features available in dinManage.

## Viewing the Cart

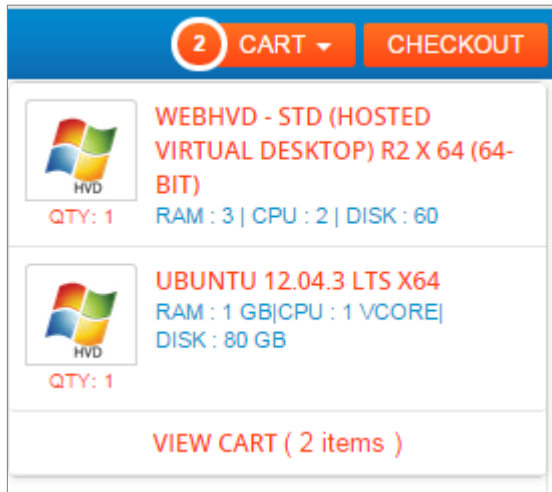
To view your cart, you will be required to perform the following steps:

- 1 Using a supported browser, log in to your dinManage account.

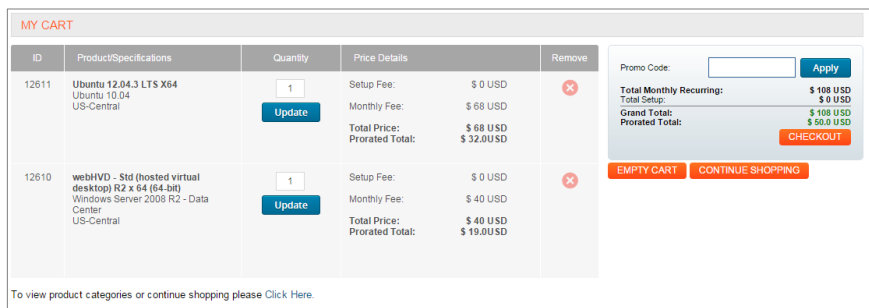
The dinManage Homepage displays.



- You should already have some order placed in your cart to be able to view them in the cart.



- On the top of your screen, click [Cart] → [View Cart].  
The My Cart screen displays.

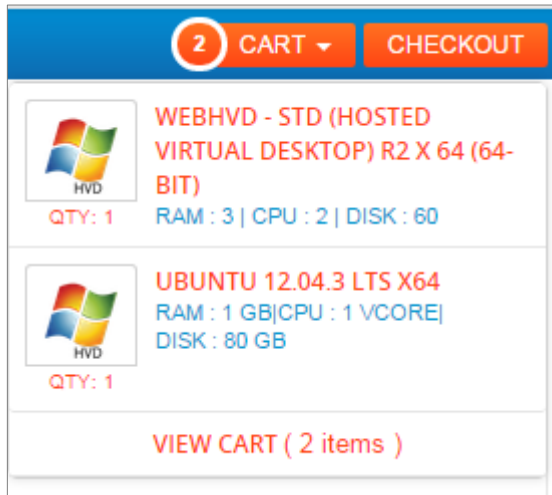


- Review your order(s) details. The price and any relevant breakups are also displayed on the right of this screen.

## Updating the Cart

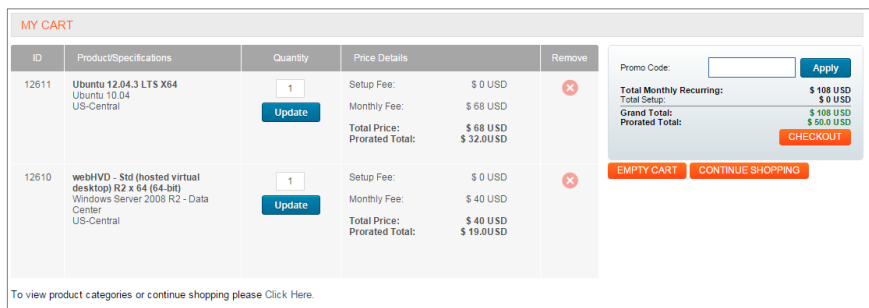
To update an order placed in the cart, you will be required to perform the following steps:


- 1 You should already have some order placed in your cart to be able to view them.



- 2 On the top of your screen click [Cart] → [View Cart].

The My Cart screen displays.



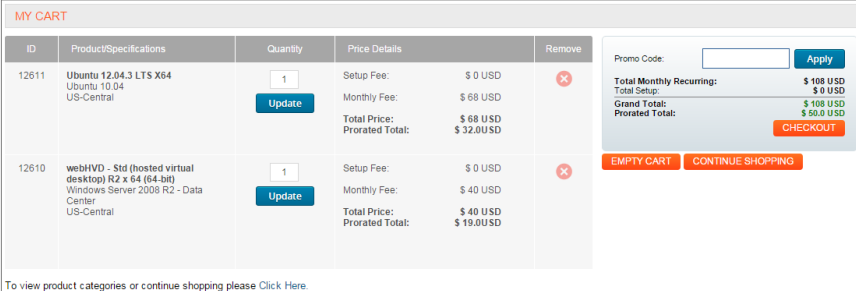
- 3 On this screen you can perform three types of modification tasks:
  - Update Quantity: Update the number of items ordered in the **Quantity** field adjacent to each item name, and then click [Update] to update price information.
  - Apply Promo: Enter a **Promo Code**, and then click [Apply] to update the price information.
  - Click [] under the **Remove** column for an item to remove the item from your cart.
- 4 To empty your cart, click [Empty Cart].
- 5 To exit the Cart and continue shopping without checking out, click [Continue Shopping].



## Checking Out your Cart

Once you are done shopping on dinManage, you can check out your cart using the Checkout feature. To check out your shopping cart, you will be required to perform the following steps:

- 1 On the My Cart screen, review your order for completion.

The My Cart screen displays order details for review.



ID	Product/Specifications	Quantity	Price Details	Remove
12611	Ubuntu 12.04.3 LTS X64 Ubuntu 10.04 US-Central	1 <a href="#">Update</a>	Setup Fee: \$ 0 USD Monthly Fee: \$ 68 USD Total Price: \$ 68 USD Prorated Total: \$ 32.00 USD	
12610	webHVD - Std (hosted virtual desktop) R2 x 64 (64-bit) Windows Server 2008 R2 - Data Center US-Central	1 <a href="#">Update</a>	Setup Fee: \$ 0 USD Monthly Fee: \$ 40 USD Total Price: \$ 40 USD Prorated Total: \$ 19.00 USD	

**MY CART**

Promo Code:

[Apply](#)

Total Monthly Recurring: \$ 108 USD  
Total Setup: \$ 0 USD  
Grand Total: \$ 108 USD  
Prorated Total: \$ 50.00 USD

[CHECKOUT](#)

[EMPTY CART](#) [CONTINUE SHOPPING](#)

To view product categories or continue shopping please [Click Here](#).

- 2 Click [Checkout] to check out your shopping cart.
- 3 Depending on whether your Payment Profile is complete or not, you may be asked to create your payment profile. If you have not yet set up your payment profile, refer to the *Creating a Payment Profile* section of *Chapter 2 Managing User Profiles*, for more information on doing so.



- 4 If your Payment Profile is complete and active, you will be directed to enter product/service specific information (such as, VM password, domain name, network etc.) to configure your ordered items. For more product-specific information about completing this step, refer to *Chapter 3 Ordering Products and Services* in this guide.
- 5 Once you have completed the Checkout process, you will receive a confirmation message and a confirmation email.

## Chapter 5

# Managing HVDs

## Overview

dinManage HVD Management features allow users to remotely manage and configure their HVDs. Robust features such as remote console viewing, remote power on/off, remote restart, HVD specs configuration, password reset, network switching, assigning and unassigning HVDs, deprovisioning and restoring, enables you to have complete control of your HVDs round the clock.

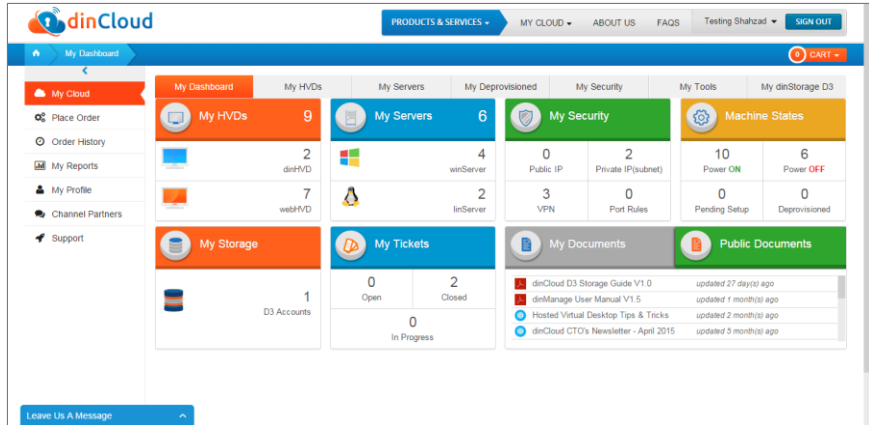
This chapter includes instructions on working with the entire range of the HVD management features provided by dinManage.

## Viewing an HVD in Remote Console

To view an HVD from your browser, using the Remote Console feature available in dinManage, you will be required to perform the following steps:




















- 1 Using a supported browser, log in to your dinManage account.

The dinManage Homepage displays.



- 2 Click the **My HVDs** tab.

The My HVDs screen displays, listing all available HVDs (webHVDs and dinHVDs).

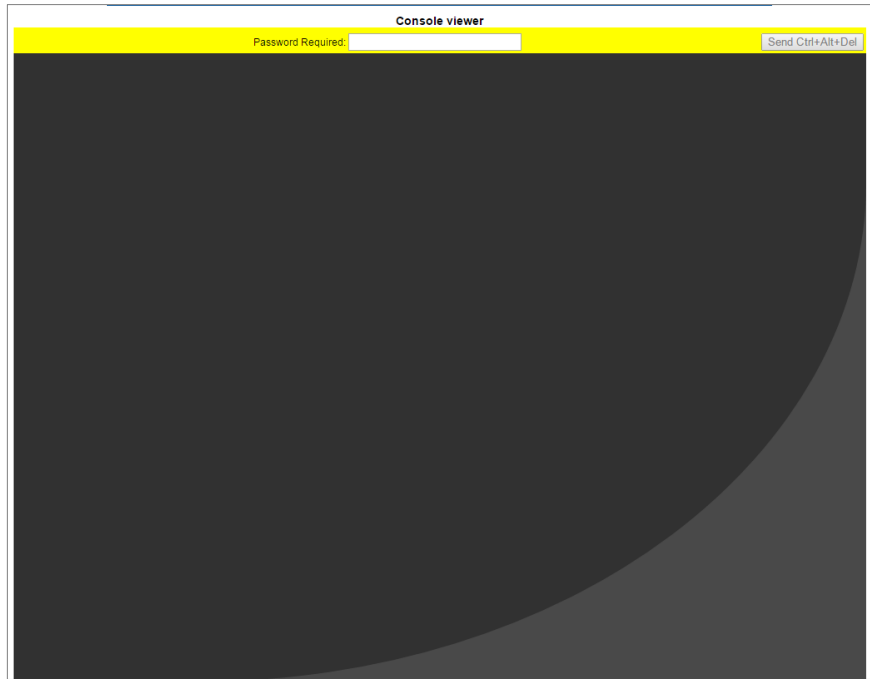
My Dashboard	<b>My HVDs</b>	My Servers	My Deprovisioned	My Security	My Tools	My dinStorage D3
<div>  <b>My HVDs</b> </div>						
Show: 10 entries		Filter: All Records		Search: <input type="text"/>		
Name	Specifications	Creation Date	Status	Actions		
 Qual-hd2	CPU: 2 RAM: 3GB DISK: 60GB	Aug 24, 2015	OFF			
 Qual-hd3 Testing Virtual Machine	CPU: 3 RAM: 7GB DISK: 60GB	May 13, 2015	ON			
 Qual-hd4 Testing Virtual Machine4	CPU: 3 RAM: 4GB DISK: 80GB	Aug 26, 2015	OFF			
 Shahzad-WebHVD Testing Virtual Machine alwaysobviving@gmail.com	CPU: 3 RAM: 10GB DISK: 60GB	May 13, 2015	OFF			
 Qual-hd11 alwaysobviving@gmail.com	CPU: 3 RAM: 3GB DISK: 60GB	Sep 01, 2015	OFF			
 LaibaVM Testing Virtual Machine	CPU: 4 RAM: 2GB DISK: 80GB	Jun 10, 2015	OFF			
 Qual-hd12	CPU: 3 RAM: 3GB DISK: 60GB	Sep 04, 2015	OFF			
 OverwebHVD-12	CPU: 2 RAM: 3GB DISK: 60GB	Aug 06, 2015	OFF			
 Qual-hd13	CPU: 2 RAM: 3GB DISK: 60GB	Sep 04, 2015	OFF			
Showing 1 to 9 of 9 entries				<div> <span>Previous</span> <span>1</span> <span>Next</span> </div>		



The orange colored icons represent webHVDs, whereas the blue ones represent dinHVDs.

- Under the **Actions** column, click [] → [Remote Console] for the desired HVD.

The Console Viewer screen displays






















- 4 Enter the VNC password you assigned to this particular machine and start navigating the remote console of your HVD.


## Switching an HVD On and Off

To switch your HVD on or off, you will be required to perform the following steps:

- 1 On the Homepage, click the **My HVDs** tab.

The My HVDs screen displays.

My Dashboard	<b>My HVDs</b>	My Servers	My Deprovisioned	My Security	My Tools	My dinStorage D3
<div>  <b>My HVDs</b> </div>						
Show: 10 ▾ entries		Filter: All Records ▾		Search: <input type="text"/>		
Name	Specifications	Creation Date	Status	Actions		
 Qual-hd2	CPU: 2 RAM: 3GB DISK: 60GB	Aug 24, 2015	OFF	 ▾		
 Qual-hd3 Testing Virtual Machine	CPU: 3 RAM: 7GB DISK: 60GB	May 13, 2015	ON	 ▾		
 Qual-hd4 Testing Virtual Machine4	CPU: 3 RAM: 4GB DISK: 80GB	Aug 26, 2015	OFF	 ▾		
 Shahzad-WebHVD Testing Virtual Machine alwaysloving@gmail.com	CPU: 3 RAM: 10GB DISK: 60GB	May 13, 2015	OFF	 ▾		
 Qual-hd11 alwaysloving@gmail.com	CPU: 3 RAM: 3GB DISK: 60GB	Sep 01, 2015	OFF	 ▾		
 LaibaVM Testing Virtual Machine	CPU: 4 RAM: 2GB DISK: 80GB	Jun 10, 2015	OFF	 ▾		
 Qual-hd12	CPU: 3 RAM: 3GB DISK: 60GB	Sep 04, 2015	OFF	 ▾		
 OvexwebHVD-12	CPU: 2 RAM: 3GB DISK: 60GB	Aug 06, 2015	OFF	 ▾		
 Qual-hd13	CPU: 2 RAM: 3GB DISK: 60GB	Sep 04, 2015	OFF	 ▾		
Showing 1 to 9 of 9 entries				<div> <span>Previous</span> <span>1</span> <span>Next</span> </div>		



















- Under the **Actions** column, click  → [Power Off] for the desired HVD. Once the machine is turned *off*, use the same procedure to turn it back *on*.
- A warning message appears to confirm your action. Click [OK] to confirm.


## Restarting an HVD

To restart an HVD, you will be required to perform the following steps:

- 1 On the Homepage, click the **My HVDs** tab.

The My HVDs screen displays.

My Dashboard <b>My HVDs</b> My Servers My Deprovisioned My Security My Tools My dinStorage D3						
My HVDs						
Show: 10 entries Filter: All Records		Search: <input type="text"/>				
Name	Specifications	Creation Date	Status	Actions		
 Qual-hd2	CPU: 2 RAM: 3GB DISK: 60GB	Aug 24, 2015	OFF			
 Qual-hd3 Testing Virtual Machine	CPU: 3 RAM: 7GB DISK: 60GB	May 13, 2015	ON			
 Qual-hd4 Testing Virtual Machine4	CPU: 3 RAM: 4GB DISK: 80GB	Aug 26, 2015	OFF			
 Shahzad-WebHVD Testing Virtual Machine alwaysobvng@gmail.com	CPU: 3 RAM: 10GB DISK: 60GB	May 13, 2015	OFF			
 Qual-hd11 alwaysobvng@gmail.com	CPU: 3 RAM: 3GB DISK: 60GB	Sep 01, 2015	OFF			
 LaibaVM Testing Virtual Machine	CPU: 4 RAM: 2GB DISK: 80GB	Jun 10, 2015	OFF			
 Qual-hd12	CPU: 3 RAM: 3GB DISK: 60GB	Sep 04, 2015	OFF			
 OverxwebHVD-12	CPU: 2 RAM: 3GB DISK: 60GB	Aug 06, 2015	OFF			
 Qual-hd13	CPU: 2 RAM: 3GB DISK: 60GB	Sep 04, 2015	OFF			
Showing 1 to 9 of 9 entries				Previous <b>1</b> Next		




























- 2 Under the **Actions** column, click  → [Restart] for the desired HVD.
- 3 A warning message appears to confirm your action. Click [OK] to confirm.
- 4 After confirmation, you will be notified as soon as the request has been processed.

## Upgrading or Downgrading an HVD

To upgrade or downgrade an HVD, you will be required to perform the following steps:

- 1 On the Homepage, click the **My HVDs** tab.

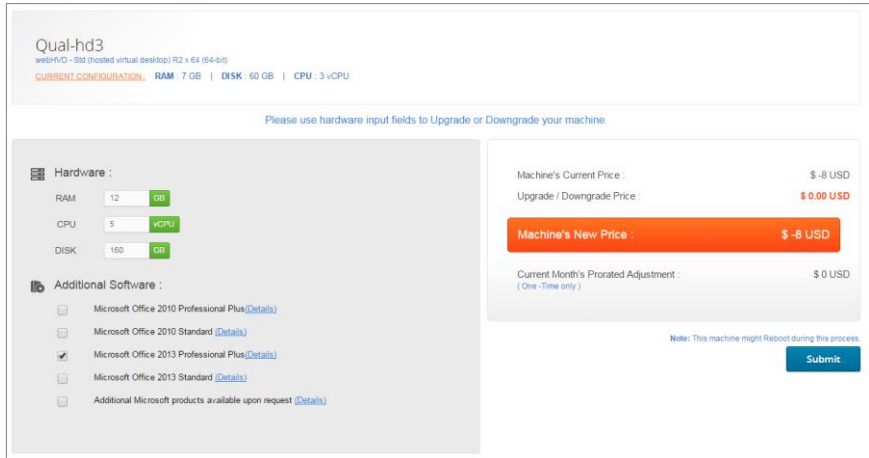
The My HVDs screen displays.

My Dashboard <b>My HVDs</b> My Servers My Deprovisioned My Security My Tools My dinStorage D3						
My HVDs						
Show: 10	entries	Filter: All Records	Search: <input type="text"/>			
Name	Specifications	Creation Date	Status	Actions		
 Qual-hd2	CPU: 2 RAM: 3GB DISK: 60GB	Aug 24, 2015	OFF	 		
 Qual-hd3 Testing Virtual Machine	CPU: 3 RAM: 7GB DISK: 60GB	May 13, 2015	ON	 		
 Qual-hd4 Testing Virtual Machine4	CPU: 3 RAM: 4GB DISK: 80GB	Aug 26, 2015	OFF	 		
 Shahzad-WebHVD Testing Virtual Machine alwaysloving@gmail.com	CPU: 3 RAM: 10GB DISK: 60GB	May 13, 2015	OFF	 		
 Qual-hd11 alwaysloving@gmail.com	CPU: 3 RAM: 3GB DISK: 60GB	Sep 01, 2015	OFF	 		
 LaitaVM Testing Virtual Machine	CPU: 4 RAM: 2GB DISK: 80GB	Jun 10, 2015	OFF	 		
 Qual-hd12	CPU: 3 RAM: 3GB DISK: 60GB	Sep 04, 2015	OFF	 		
 OvexwebHVD-12	CPU: 2 RAM: 3GB DISK: 60GB	Aug 06, 2015	OFF	 		
 Qual-hd13	CPU: 2 RAM: 3GB DISK: 60GB	Sep 04, 2015	OFF	 		
Showing 1 to 9 of 9 entries				Previous <b>1</b> Next		

- 2 Under the **Actions** column, click [] → [Upgrade/Downgrade] for the desired HVD.



The Upgrade/Downgrade screen displays.



Qual-hd3  
webHVD - Std (hosted virtual desktop) R2 x 64 (64-bit)

**CURRENT CONFIGURATION** | RAM : 7 GB | DISK : 60 GB | CPU : 3 vCPU

Please use hardware input fields to Upgrade or Downgrade your machine.

**Hardware :**

RAM : 12 GB

CPU : 5 vCPU

DISK : 160 GB

**Additional Software :**

- ☐ Microsoft Office 2010 Professional Plus [Details](#)
- ☐ Microsoft Office 2010 Standard [Details](#)
- ☒ Microsoft Office 2013 Professional Plus [Details](#)
- ☐ Microsoft Office 2013 Standard [Details](#)
- ☐ Additional Microsoft products available upon request [Details](#)

Machine's Current Price : \$-8 USD

Upgrade / Downgrade Price : \$ 0.00 USD

**Machine's New Price : \$ -8 USD**

Current Month's Prorated Adjustment : \$ 0 USD  
( One - Time only )

Note: This machine might Reboot during this process.

**Submit**

- Review the current configuration of your HVD in the **Current Configuration** section at the top of this screen.
- Update the CPU, RAM and DISK fields with required quantities for these resources. You can also select **Additional Software**, if required, and then click [Submit].



DISK space cannot be downgraded.




























- A confirmation message appears to confirm your action. Click [OK] to confirm.
- Your request is submitted and a confirmation email is sent once the request is completed.

## Modifying HVD Access Password

To change the access password for an HVD, you will be required to perform the following steps:

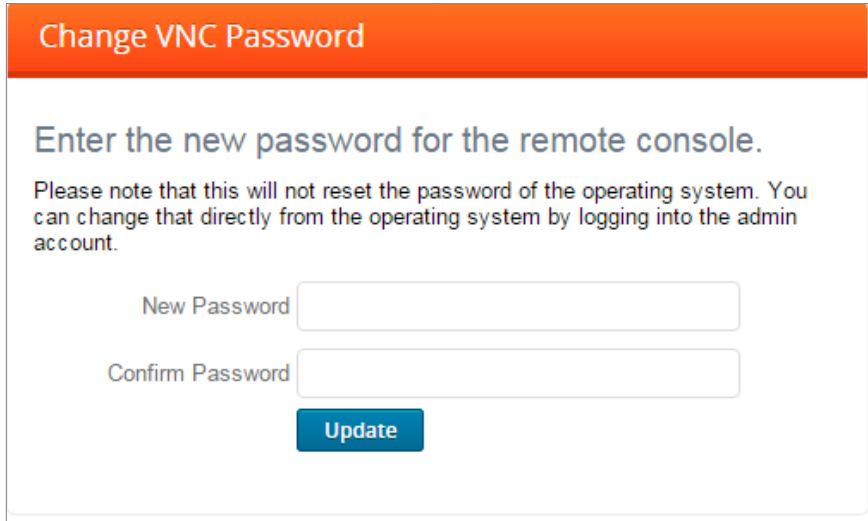
- 1 On the Homepage, click the **My HVDs** tab.

The My HVDs screen displays.

My Dashboard <b>My HVDs</b> My Servers   My Deprovisioned   My Security   My Tools   My dinStorage D3						
My HVDs						
Show: 10 entries   Filter: All Records		Search: <input type="text"/>				
Name	Specifications	Creation Date	Status	Actions		
 Qual-hd2	CPU: 2   RAM: 3GB   DISK: 60GB	Aug 24, 2015	OFF	 		
 Qual-hd3 Testing Virtual Machine	CPU: 3   RAM: 7GB   DISK: 60GB	May 13, 2015	ON	 		
 Qual-hd4 Testing Virtual Machine4	CPU: 3   RAM: 4GB   DISK: 80GB	Aug 26, 2015	OFF	 		
 Shahzad-WebHVD Testing Virtual Machine alwaysloving@gmail.com	CPU: 3   RAM: 10GB   DISK: 60GB	May 13, 2015	OFF	 		
 Qual-hd11 alwaysloving@gmail.com	CPU: 3   RAM: 3GB   DISK: 60GB	Sep 01, 2015	OFF	 		
 LaitaVM Testing Virtual Machine	CPU: 4   RAM: 2GB   DISK: 80GB	Jun 10, 2015	OFF	 		
 Qual-hd12	CPU: 3   RAM: 3GB   DISK: 60GB	Sep 04, 2015	OFF	 		
 OvexwebHVD-12	CPU: 2   RAM: 3GB   DISK: 60GB	Aug 06, 2015	OFF	 		
 Qual-hd13	CPU: 2   RAM: 3GB   DISK: 60GB	Sep 04, 2015	OFF	 		
Showing 1 to 9 of 9 entries				Previous <b>1</b> Next		

- 2 Under the **Actions** column, click [] → [Change Password] for the desired HVD.

The Change VNC Password screen displays.



The screenshot shows a web interface for changing the VNC password. It has an orange header bar with the title "Change VNC Password". Below the header, the text "Enter the new password for the remote console." is displayed. A note follows: "Please note that this will not reset the password of the operating system. You can change that directly from the operating system by logging into the admin account." There are two input fields: "New Password" and "Confirm Password". Below these fields is a blue "Update" button.





























- 3 Enter a new password in the **New Password** field.
- 4 Confirm the new password by entering it again in the **Confirm Password** field.
- 5 Click [Update] to apply the new changes.


## Switching an HVD's Network

To switch network for an HVD, you will be required to perform the following steps:


- 1 On the Homepage, click the **My HVDs** tab.

The My HVDs screen displays.

My Dashboard	<b>My HVDs</b>	My Servers	My Deprovisioned	My Security	My Tools	My dinStorage D3
<div>  <b>My HVDs</b> </div>						
Show: 10 ▼ entries    Filter: All Records ▼    Search: <input type="text"/>						
Name	Specifications	Creation Date	Status	Actions		
 Qual-hd2	CPU: 2 RAM: 3GB DISK: 60GB	Aug 24, 2015	OFF	 		
 Qual-hd3 Testing Virtual Machine	CPU: 3 RAM: 7GB DISK: 60GB	May 13, 2015	ON	 		
 Qual-hd4 Testing Virtual Machine4	CPU: 3 RAM: 4GB DISK: 80GB	Aug 26, 2015	OFF	 		
 Shahzad-WebHVD Testing Virtual Machine alwaysdoving@gmail.com	CPU: 3 RAM: 10GB DISK: 60GB	May 13, 2015	OFF	 		
 Qual-hd11 alwaysdoving@gmail.com	CPU: 3 RAM: 3GB DISK: 60GB	Sep 01, 2015	OFF	 		
 LaibaVM Testing Virtual Machine	CPU: 4 RAM: 2GB DISK: 80GB	Jun 10, 2015	OFF	 		
 Qual-hd12	CPU: 3 RAM: 3GB DISK: 60GB	Sep 04, 2015	OFF	 		
 OvexwebHVD-12	CPU: 2 RAM: 3GB DISK: 60GB	Aug 06, 2015	OFF	 		
 Qual-hd13	CPU: 2 RAM: 3GB DISK: 60GB	Sep 04, 2015	OFF	 		
Showing 1 to 9 of 9 entries						
<div> <span>Previous</span> <span>1</span> <span>Next</span> </div>						

- Under the **Actions** column, click  → [Switch Network] for the desired HVD.

The Switch Network dialog displays.

Switch Network 

Qual-hd3 is currently residing on **QualityAssurance-1672-pg1**. Please select the network you want to put this machine on from the following drop down.

null | 10.1.0.0/23 ▼

Update





























- Select a different network from the drop-down menu, and then click [Update] to apply the changes.

## Deprovisioning an HVD

To deprovision an HVD, you will be required to perform the following steps:

- 1 On the Homepage, click the **My HVDs** tab.

The My HVDs screen displays.

My Dashboard	My HVDs	My Servers	My Deprovisioned	My Security	My Tools	My dinStorage D3
<div>  <b>My HVDs</b> </div>						
Show: 10 entries    Filter: All Records		Search: <input type="text"/>				
Name	Specifications	Creation Date	Status	Actions		
 Qual-hd2	CPU: 2   RAM: 3GB   DISK: 60GB	Aug 24, 2015	OFF	 		
 Qual-hd3 Testing Virtual Machine	CPU: 3   RAM: 7GB   DISK: 60GB	May 13, 2015	ON	 		
 Qual-hd4 Testing Virtual Machine4	CPU: 3   RAM: 4GB   DISK: 80GB	Aug 26, 2015	OFF	 		
 Shahzad-WebHVD Testing Virtual Machine alwaysobing@gmail.com	CPU: 3   RAM: 10GB   DISK: 60GB	May 13, 2015	OFF	 		
 Qual-hd11 alwaysobing@gmail.com	CPU: 3   RAM: 3GB   DISK: 60GB	Sep 01, 2015	OFF	 		
 LaibaVM Testing Virtual Machine	CPU: 4   RAM: 2GB   DISK: 80GB	Jun 10, 2015	OFF	 		
 Qual-hd12	CPU: 3   RAM: 3GB   DISK: 60GB	Sep 04, 2015	OFF	 		
 OverwebHVD-12	CPU: 2   RAM: 3GB   DISK: 60GB	Aug 06, 2015	OFF	 		
 Qual-hd13	CPU: 2   RAM: 3GB   DISK: 60GB	Sep 04, 2015	OFF	 		
Showing 1 to 9 of 9 entries						Previous <b>1</b> Next

- 2 Under the **Actions** column, click [] → [Deprovision] for the desired HVD.

The Deprovision dialog displays.

**Deprovision** ✕

The machine **"Qual-hd3"** is about to be deprovisioned. However, it will be stored in the 'My De-Provisioned' section till **"Oct. 8, 2015"** from where it may be restored, if required.

Please take a moment and let us know why you are reducing your services?

☐ I need to reduce my monthly bill.  
☐ This was a temporary test.  
☐ This will be replaced with another VM I am provisioning.  
☐ This VM has excess resources I no longer need.  
☐ Technology is not a good fit for me.  
☐ Poor customer service.  
☐ Technical challenges using dinManage.  
☐ Billing inaccuracies.  
☐ Poor onboarding process.  
☐ Incorrect sales information.  
☐ Unacceptable performance on virtual machine.  
☐ Functionality of product/service did not work as promised.

Other Reason:

Deprovision

- 3 Select or enter the reason for deprovisioning the HVD, and then click [Deprovision].
- 4 A confirmation message will be displayed to confirm your action. Click [OK] to continue.






HVDs can be restored within 2 days, after which, you will not be able to restore your deprovisioned HVDs.


## Assigning an HVD



To assign an HVD, you will be required to perform the following steps:

- 1 On the Homepage, click the **My HVDs** tab.

The My HVDs screen displays.

My Dashboard	My HVDs	My Servers	My Deprovisioned	My Security	My Tools	My dinStorage D3
My HVDs						
Show: All	entries	Filter: All Records	Search: <input type="text"/>			
Name	Specifications	Creation Date	Status	Actions		
Qual-hd2	CPU: 2 RAM: 3GB DISK: 60GB	Aug 24, 2015	OFF			
Qual-hd3 Testing Virtual Machine	CPU: 5 RAM: 12GB DISK: 160GB	May 13, 2015	ON			
Qual-hd4 Testing Virtual Machine	CPU: 3 RAM: 4GB DISK: 80GB	Aug 26, 2015	OFF			

- 2 Against the desired webHVD record, specify the email ID to whom you want to assign this machine and then click [  ].
- 3 A confirmation message displays confirming that the assignment was successful. An email will be sent to the assignee, facilitating him in the registration process.
- 4 The assignee's email address displays under the relevant webHVD.

My Dashboard	My HVDs	My Servers	My Deprovisioned	My Security	My Tools	My dinStorage D3
My HVDs						
Show: All	entries	Filter: All Records	Search: <input type="text"/>			
Name	Specifications	Creation Date	Status	Actions		
Qual-hd2	CPU: 2 RAM: 3GB DISK: 60GB	Aug 24, 2015	OFF			
Qual-hd3 Testing Virtual Machine kamran.naqvi@gmail.com	CPU: 5 RAM: 12GB DISK: 160GB	May 13, 2015	ON			































Admin can assign and un-assign HVDs to different users, as required. To reassign a webHVD to another user, you'd need to Unassign it first.


## Un-assigning an HVD

To unassign an HVD, you will be required to perform the following steps:

- 1 On the Homepage, click the **My HVDs** tab.

The My HVDs screen displays.

My Dashboard	My HVDs	My Servers	My Deprovisioned	My Security	My Tools	My dinStorage D3
<div>  <b>My HVDs</b> </div>						
Show: 10 entries    Filter: All Records		Search: <input type="text"/>				
Name	Specifications	Creation Date	Status	Actions		
 Qual-hd2	CPU: 2   RAM: 3GB   DISK: 60GB	Aug 24, 2015	OFF	 		
 Qual-hd3 Testing Virtual Machine	CPU: 3   RAM: 7GB   DISK: 60GB	May 13, 2015	ON	 		
 Qual-hd4 Testing Virtual Machine4	CPU: 3   RAM: 4GB   DISK: 80GB	Aug 26, 2015	OFF	 		
 Shahzad-WebHVD Testing Virtual Machine alwaysobvng@gmail.com	CPU: 3   RAM: 10GB   DISK: 60GB	May 13, 2015	OFF	 		
 Qual-hd11 alwaysobvng@gmail.com	CPU: 3   RAM: 3GB   DISK: 60GB	Sep 01, 2015	OFF	 		
 LaibaVM Testing Virtual Machine	CPU: 4   RAM: 2GB   DISK: 80GB	Jun 10, 2015	OFF	 		
 Qual-hd12	CPU: 3   RAM: 3GB   DISK: 60GB	Sep 04, 2015	OFF	 		
 OverxwebHVD-12	CPU: 2   RAM: 3GB   DISK: 60GB	Aug 06, 2015	OFF	 		
 Qual-hd13	CPU: 2   RAM: 3GB   DISK: 60GB	Sep 04, 2015	OFF	 		
Showing 1 to 9 of 9 entries						Previous <b>1</b> Next

- 2 Under the **Actions** column, click [] → [Unassign webHVD] for the desired HVD.
- 3 A confirmation message displays confirming that the webHVD was unassigned successfully.





## Restoring an HVD

To restore a deprovisioned HVD, you will be required to perform the following steps:

- 1 On the Homepage, click the **My Deprovisioned** tab.

The My Deprovisioned screen displays.

My Dashboard	My HVDs	My Servers	My Deprovisioned	My Security	My Tools	My D3 Storage
MY DEPROVISIONED						(What's this?)
Machine Name	Deprovision date	Deletion date	Actions	Great! You do not have any deprovisioned hosted virtual servers.		
dinc-hd6	Nov 18, 2014	Nov 20, 2014				

- 2 Under the **Actions** column, click [  ] for a deprovisioned HVD, to restore it.
- 3 A message displays confirming that your request to restore the deprovisioned HVD is accepted.






Deprovisioned servers and HVD both are displayed in the **My Deprovisioned** tab. To differentiate between them, separate tables and conventions have been used for each machine type, i.e. **hs** stands for **hosted server** and **hd** stands for **hosted desktop**.

## Common Features

### Searching for an Item

This functionality provides you with instant search results, using any part of the machine name or its creation date

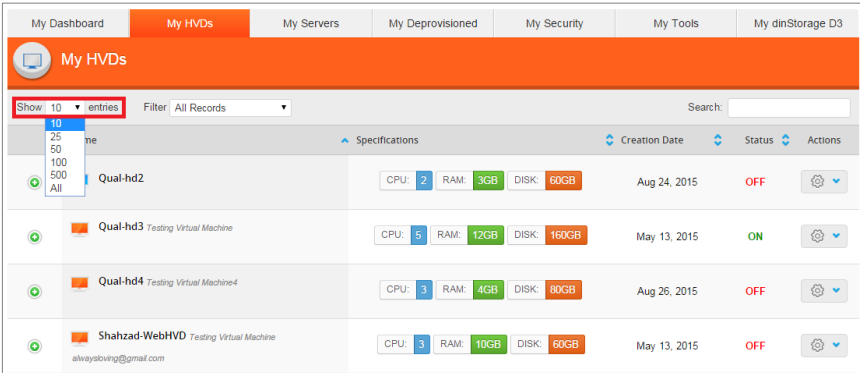
Enter part of the machine name you want to search, in the **Search** field, and the result will be automatically filtered and displayed in the table below:

My Dashboard	My HVDs	My Servers	My Deprovisioned	My Security	My Tools	My dinStorage D3
<div>  My HVDs         </div>						
Show 10 entries		Filter All Records		Search: <input type="text" value="hd3"/>		
Name	Specifications	Creation Date	Status	Actions		
 <b>Qual-hd3</b> Testing Virtual Machine	CPU: 5   RAM: 12GB   DISK: 160GB	May 13, 2015	ON			
Showing 1 to 1 of 1 entries (filtered from 9 total entries)						
				Previous	1	Next

## Listing Items per Page

This functionality lets you manage the number of machine listings that you'd like to view on a single page.

Select the number of entries you want to display per page from the **Show \_\_\_\_ entries** drop down menu.




My HVDs						
Show: 10 entries		Filter: All Records		Search:		
Name	Specifications	Creation Date	Status	Actions		
Qual-hd2	CPU: 2 RAM: 3GB DISK: 60GB	Aug 24, 2015	OFF			
Qual-hd3 Testing Virtual Machine	CPU: 5 RAM: 12GB DISK: 160GB	May 13, 2015	ON			
Qual-hd4 Testing Virtual Machine4	CPU: 3 RAM: 4GB DISK: 80GB	Aug 26, 2015	OFF			
Shahzad-WebHVD Testing Virtual Machine alwaysolving@gmail.com	CPU: 3 RAM: 10GB DISK: 80GB	May 13, 2015	OFF			

## Sorting Listed Items

You can sort the machines being displayed on the page by any of the headers visible on the top of the screen, i.e.:

- Name
- Specifications
- Creation Date
- Status.

Click  to sort the list in ascending order.

Click  to sort the list in descending order.

## Chapter 6

# Managing Servers

## Overview

dinManage Server Management features allow users to remotely manage and configure their servers. Robust features such as remote console viewing, remote power on/off, remote restart, server specs configuration, password reset, network switching, deprovisioning and restoring, enables you to have complete control of your servers round the clock.

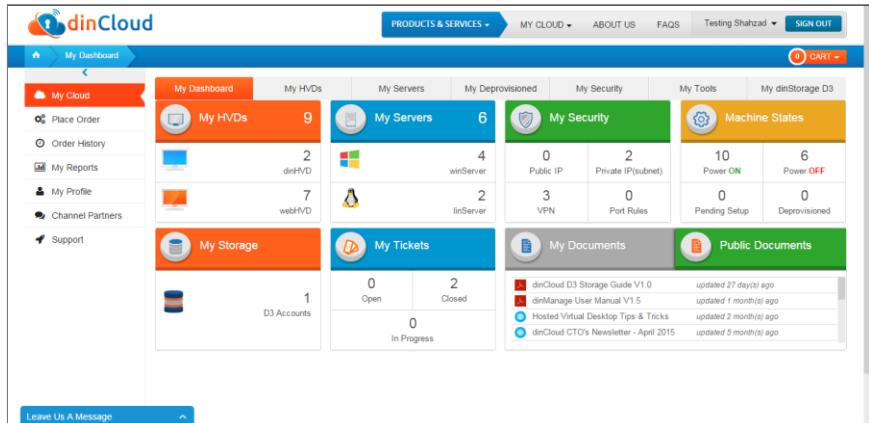
This chapter includes instructions on working with the entire range of the server management features provided by dinManage.

### Viewing a Server in Remote Console

To view a server from your browser, using the Remote Console feature available in dinManage, you will be required to perform the following steps:

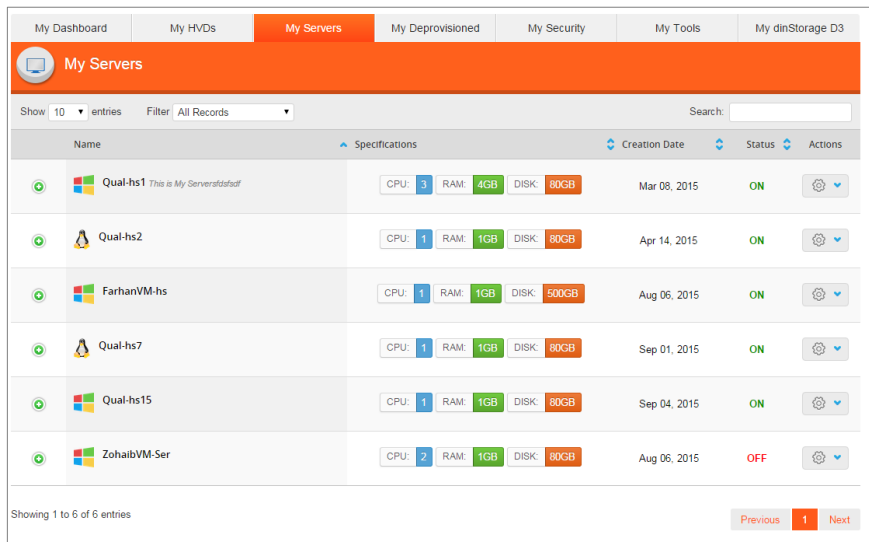
- 1 Using a supported browser, log in to your dinManage account.

The dinManage Homepage displays.



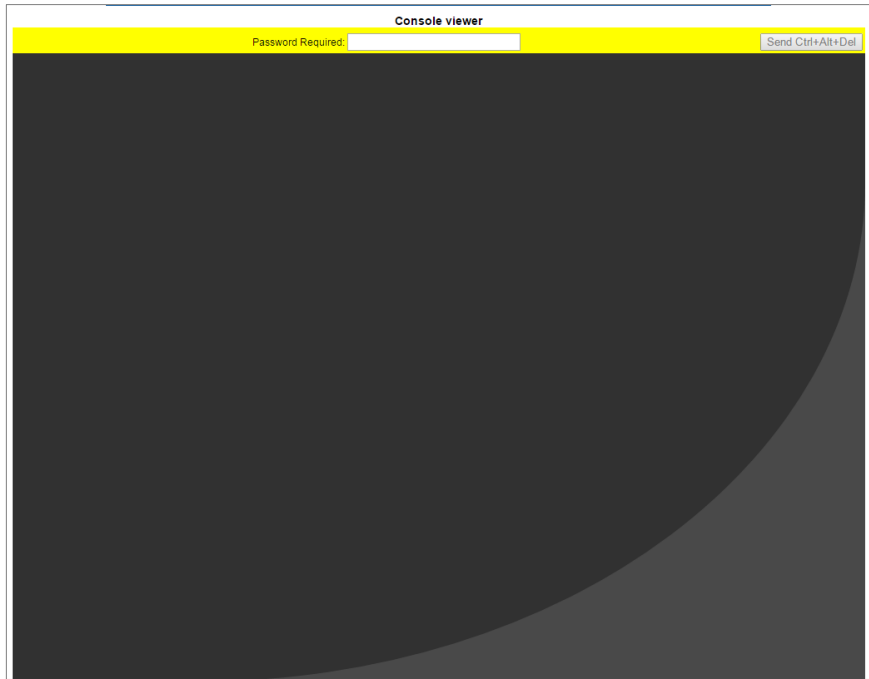
## 2 Click the **My Servers** tab.

The My Servers screen displays.



## 3 Under the **Actions** column, click [⚙️] → [Remote Console] for the desired server.

The Console Viewer screen displays



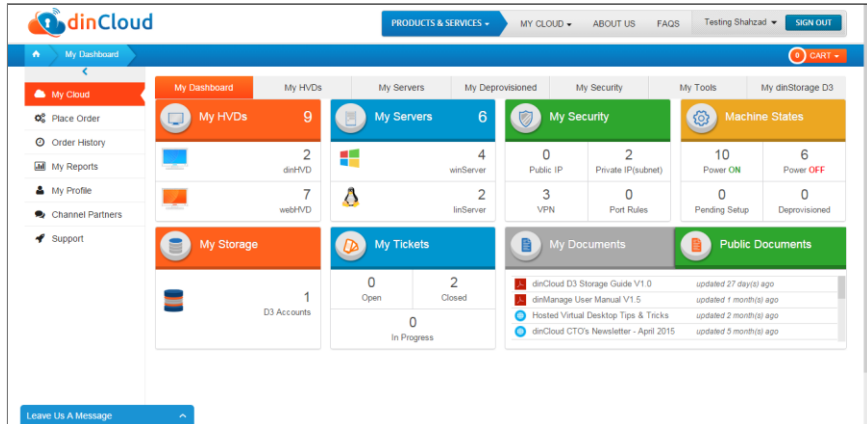
- 4 Enter the VNC password you assigned to this particular machine and start navigating the remote console of your server.

## Switching a Server On and Off

To switch a server on or off, you will be required to perform the following steps:

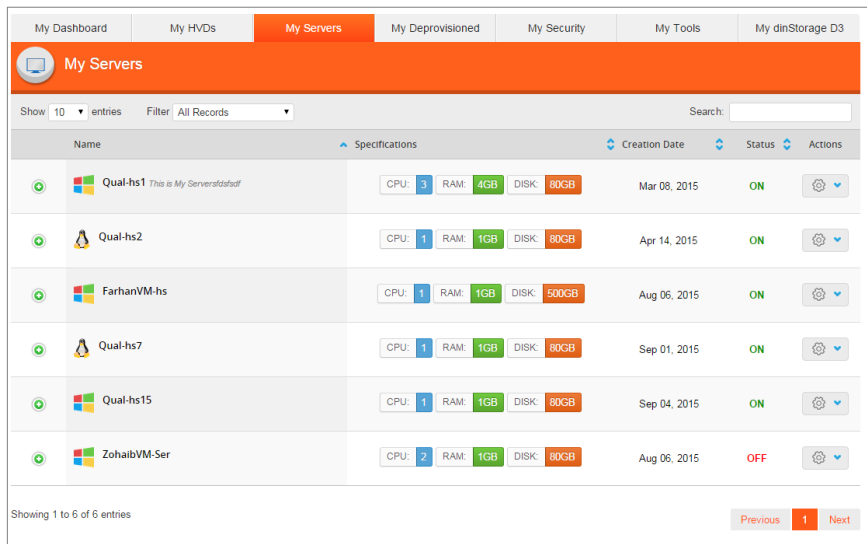
- 1 Using a supported browser, log in to your dinManage account.

The dinManage Homepage displays.



## 2 Click the **My Servers** tab.

The My Servers screen displays.



## 3 Under the **Actions** column, click [⚙️] → [Power Off] for the desired server. Once the machine is turned *Off*, use the same procedure to turn it back *On*.

























## 4 A warning message appears to confirm your action. Click [OK] to confirm.


## Restarting a Server

To restart a server, you will be required to perform the following steps:

- 1 On the Homepage, click the **My Servers** tab.

The My Servers screen displays.

My Dashboard		My HVDs		My Servers		My Deprovisioned		My Security		My Tools		My dinStorage D3	
My Servers													
Show: 10 entries   Filter: All Records										Search: <input type="text"/>			
Name		Specifications				Creation Date	Status	Actions					
	 Qual-hs1 <small>This is My Servers default</small>	CPU: 3	RAM: 4GB	DISK: 80GB		Mar 08, 2015	ON	 					
	 Qual-hs2	CPU: 1	RAM: 1GB	DISK: 80GB		Apr 14, 2015	ON	 					
	 FarhanVM-hs	CPU: 1	RAM: 1GB	DISK: 500GB		Aug 06, 2015	ON	 					
	 Qual-hs7	CPU: 1	RAM: 1GB	DISK: 80GB		Sep 01, 2015	ON	 					
	 Qual-hs15	CPU: 1	RAM: 1GB	DISK: 80GB		Sep 04, 2015	ON	 					
	 ZohaibVM-Ser	CPU: 2	RAM: 1GB	DISK: 80GB		Aug 06, 2015	OFF	 					
Showing 1 to 6 of 6 entries													
Previous												1	Next



















- 2 Under the **Actions** column, click [] → [Restart] for the desired server.
- 3 A warning message appears to confirm your action. Click [OK] to confirm.
- 4 After confirmation, you will be notified as soon as the request has been processed.

## Upgrading or Downgrading a Server

To upgrade or downgrade a server, you will be required to perform the following steps:

- 1 On the Homepage, click the **My Servers** tab.

The My Servers screen displays.

My Dashboard   My HVDs   <b>My Servers</b>   My Deprovisioned   My Security   My Tools   My dinStorage D3						
My Servers						
Show: 10	entries	Filter: All Records	Search: <input type="text"/>			
Name	Specifications	Creation Date	Status	Actions		
 Qual-hs1 This is My Servers!dsad	CPU: 3 RAM: 4GB DISK: 80GB	Mar 08, 2015	ON	 		
 Qual-hs2	CPU: 1 RAM: 1GB DISK: 80GB	Apr 14, 2015	ON	 		
 FarhanVM-hs	CPU: 1 RAM: 1GB DISK: 500GB	Aug 06, 2015	ON	 		
 Qual-hs7	CPU: 1 RAM: 1GB DISK: 80GB	Sep 01, 2015	ON	 		
 Qual-hs15	CPU: 1 RAM: 1GB DISK: 80GB	Sep 04, 2015	ON	 		
 ZohaibVM-Ser	CPU: 2 RAM: 1GB DISK: 80GB	Aug 06, 2015	OFF	 		
Showing 1 to 6 of 6 entries				Previous 1 Next		

- 2 Under the **Actions** column, click  → [Upgrade/Downgrade] for the desired server.

The Upgrade/Downgrade screen displays.

Qual-hs1  
Windows Server 2012 64-bit  
 CURRENT CONFIGURATION: RAM: 4 GB | DISK: 160 GB | CPU: 3 vCPU

Please use hardware input fields to Upgrade or Downgrade your machine.

**Hardware :**  
 RAM:  GB  
 CPU:  vCPU  
 DISK:  GB

**Additional Software :**  
☐ Additional Microsoft products available upon request [\(Details\)](#)  
☐ SQL Server Enterprise Edition [\(Details\)](#)  
☐ SQL Server Standard Edition [\(Details\)](#)

Machine's Current Price : \$ 43 USD  
 Upgrade / Downgrade Price : 0 USD  
**Machine's New Price : \$ 0 USD**  
 Current Month's Prorated Adjustment : \$ 0 USD  
( One - Time only )  
 Note: This machine might Reboot during this process.  
 Submit



- 3 Review the current configuration of your server in the **Current Configuration** section at the top of this screen.
- 4 Update the CPU, RAM and DISK fields with required quantities for these resources. You can also select **Additional Software**, if required, and then click [Submit].
- 5 A confirmation message appears to confirm your action. Click [OK] to confirm.
- 6 Your request is submitted and a confirmation email is sent once the request is completed.

## Modifying Server Access Password

To change the access password for a server, you will be required to perform the following steps:

- 1 On the Homepage, click the **My Servers** tab.

The My Servers screen displays.

My Dashboard

My HVDs

My Servers

My Deprovisioned

My Security

My Tools

My dinStorage D3

My Servers

Show: 10

▼

entries

Filter: All Records

▼

Search:

Name	Specifications	Creation Date	Status	Actions
<div> <div></div> <div>Qual-hs1</div> <div>This is My Servers default</div> </div>	<div>CPU: 3</div> <div>RAM: 4GB</div> <div>DISK: 80GB</div>	Mar 08, 2015	ON	<div> <div></div> <div></div> </div>
<div> <div></div> <div>Qual-hs2</div> </div>	<div>CPU: 1</div> <div>RAM: 1GB</div> <div>DISK: 80GB</div>	Apr 14, 2015	ON	<div> <div></div> <div></div> </div>
<div> <div></div> <div>FarhanVM-hs</div> </div>	<div>CPU: 1</div> <div>RAM: 1GB</div> <div>DISK: 500GB</div>	Aug 06, 2015	ON	<div> <div></div> <div></div> </div>
<div> <div></div> <div>Qual-hs7</div> </div>	<div>CPU: 1</div> <div>RAM: 1GB</div> <div>DISK: 80GB</div>	Sep 01, 2015	ON	<div> <div></div> <div></div> </div>
<div> <div></div> <div>Qual-hs15</div> </div>	<div>CPU: 1</div> <div>RAM: 1GB</div> <div>DISK: 80GB</div>	Sep 04, 2015	ON	<div> <div></div> <div></div> </div>
<div> <div></div> <div>ZohaibVM-Ser</div> </div>	<div>CPU: 2</div> <div>RAM: 1GB</div> <div>DISK: 80GB</div>	Aug 06, 2015	OFF	<div> <div></div> <div></div> </div>

Showing 1 to 6 of 6 entries

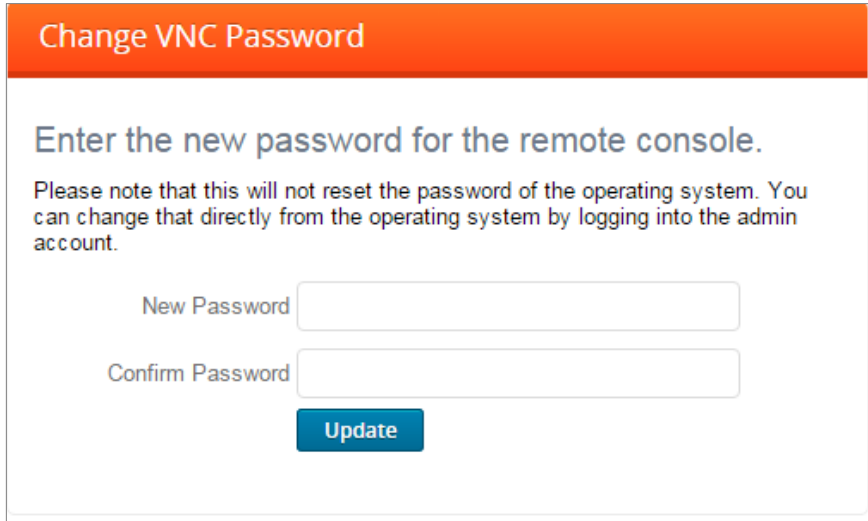
Previous

1

Next

- 2 Under the **Actions** column, click [] → [Change Password] for the desired server.

The Change VNC Password screen displays.



The screenshot shows a web interface for changing the VNC password. It has an orange header bar with the title "Change VNC Password". Below the header, the text "Enter the new password for the remote console." is displayed. A note follows: "Please note that this will not reset the password of the operating system. You can change that directly from the operating system by logging into the admin account." There are two input fields: "New Password" and "Confirm Password". Below these fields is a blue button labeled "Update".



















- 3 Enter a new password in the **New Password** field.
- 4 Confirm the new password by entering it again in the **Confirm Password** field.
- 5 Click [Update] to apply the new changes.


## Switching a Server's Network

To switch network for a server, you will be required to perform the following steps:

- 1 On the Homepage, click the **My Servers** tab.

The My Servers screen displays.

My Dashboard	My HVDs	<b>My Servers</b>	My Deprovisioned	My Security	My Tools	My dinStorage D3
My Servers						
Show: 10	entries	Filter: All Records	Search: <input type="text"/>			
Name	Specifications	Creation Date	Status	Actions		
 Qual-hs1 <i>This is My Servers default</i>	CPU: 3 RAM: 4GB DISK: 80GB	Mar 08, 2015	ON	 		
 Qual-hs2	CPU: 1 RAM: 1GB DISK: 80GB	Apr 14, 2015	ON	 		
 FarhanVM-hs	CPU: 1 RAM: 1GB DISK: 500GB	Aug 06, 2015	ON	 		
 Qual-hs7	CPU: 1 RAM: 1GB DISK: 80GB	Sep 01, 2015	ON	 		
 Qual-hs15	CPU: 1 RAM: 1GB DISK: 80GB	Sep 04, 2015	ON	 		
 ZohaibVM-Ser	CPU: 2 RAM: 1GB DISK: 80GB	Aug 06, 2015	OFF	 		
Showing 1 to 6 of 6 entries						<a href="#">Previous</a> <a href="#">1</a> <a href="#">Next</a>

- Under the **Actions** column, click  → [Switch Network] for the desired server.

The Switch Network dialog displays.

### Switch Network

Qual-hs15 is currently residing on **QualityAssurance-1672-pg**. Please select the network you want to put this machine on from the following drop down.

Test Network | 192.168.5.0/24

Update



















- Select a different network from the drop-down menu, and then click [Update] to apply the changes.

## Deprovisioning a Server

To deprovision a server, you will be required to perform the following steps:

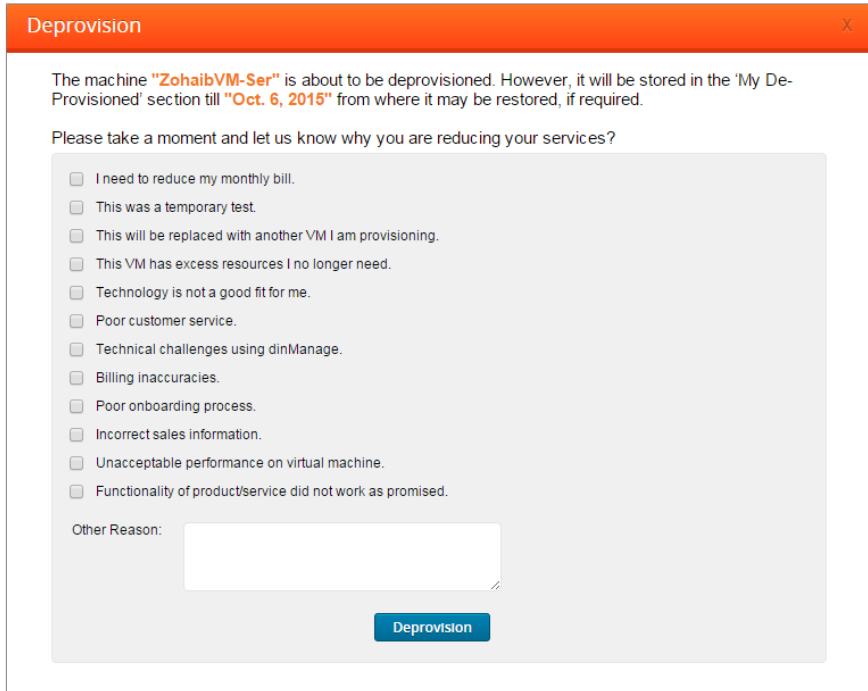
- 1 On the Homepage, click the **My Servers** tab.

The My Servers screen displays.

My Dashboard   My HVDs <b>My Servers</b> My Deprovisioned   My Security   My Tools   My dinStorage D3						
My Servers						
Show: 10 entries   Filter: All Records		Search: <input type="text"/>				
Name	Specifications	Creation Date	Status	Actions		
 Qual-hs1 <small>This is My Servers default</small>	CPU: 3   RAM: 4GB   DISK: 80GB	Mar 08, 2015	ON	 		
 Qual-hs2	CPU: 1   RAM: 1GB   DISK: 80GB	Apr 14, 2015	ON	 		
 FarhanVM-hs	CPU: 1   RAM: 1GB   DISK: 500GB	Aug 06, 2015	ON	 		
 Qual-hs7	CPU: 1   RAM: 1GB   DISK: 80GB	Sep 01, 2015	ON	 		
 Qual-hs15	CPU: 1   RAM: 1GB   DISK: 80GB	Sep 04, 2015	ON	 		
 ZohaibVM-Ser	CPU: 2   RAM: 1GB   DISK: 80GB	Aug 06, 2015	OFF	 		
Showing 1 to 6 of 6 entries				Previous <b>1</b> Next		

- 2 Under the **Actions** column, click [⚙️] → [Deprovision] for the desired server.

The Deprovision dialog displays.



The screenshot shows a 'Deprovision' dialog box with an orange header. The main text states: 'The machine "ZohaibVM-Ser" is about to be deprovisioned. However, it will be stored in the 'My De-Provisioned' section till "Oct. 6, 2015" from where it may be restored, if required.' Below this, a prompt asks: 'Please take a moment and let us know why you are reducing your services?'. A list of reasons with checkboxes is provided: 'I need to reduce my monthly bill.', 'This was a temporary test.', 'This will be replaced with another VM I am provisioning.', 'This VM has excess resources I no longer need.', 'Technology is not a good fit for me.', 'Poor customer service.', 'Technical challenges using dinManage.', 'Billing inaccuracies.', 'Poor onboarding process.', 'Incorrect sales information.', 'Unacceptable performance on virtual machine.', and 'Functionality of product/service did not work as promised.'. There is also a text input field for 'Other Reason:' and a blue 'Deprovision' button at the bottom right.

- 3 Select or enter the reason for deprovisioning the server, and then click [Deprovision].
- 4 A confirmation message will be displayed to confirm your action. Click [OK] to continue.




Servers can be restored within 2 days, after which, you will not be able to restore your deprovisioned servers.


## Restoring a Server

To restore a deprovisioned server, you will be required to perform the following steps:

- 1 On the Homepage, click the **My Deprovisioned** tab.

The My Deprovisioned screen displays.

My Dashboard	My HVDs	My Servers	My Deprovisioned	My Security	My Tools	My dinStorage D3
MY DEPROVISIONED						(What's this?)
Great! You do not have any deprovisioned hosted virtual desktops.				Server Name	Deprovision date	Deletion date
				Qual-hs15	Oct 05, 2015	Oct 07, 2015
						

- 2 Under the **Actions** column, click [  ] for a deprovisioned server, to restore it.
- 3 A message displays confirming that your request to restore the deprovisioned server is accepted.

## Chapter 7

# Managing Security

## Overview

dinManage Security management features allows you to acquire several security features to protect your cloud and data. This chapter includes instructions related to performing operations such as adding, removing, disabling, resetting VPN tunnels, ports and IPs.

## Managing IP Addresses

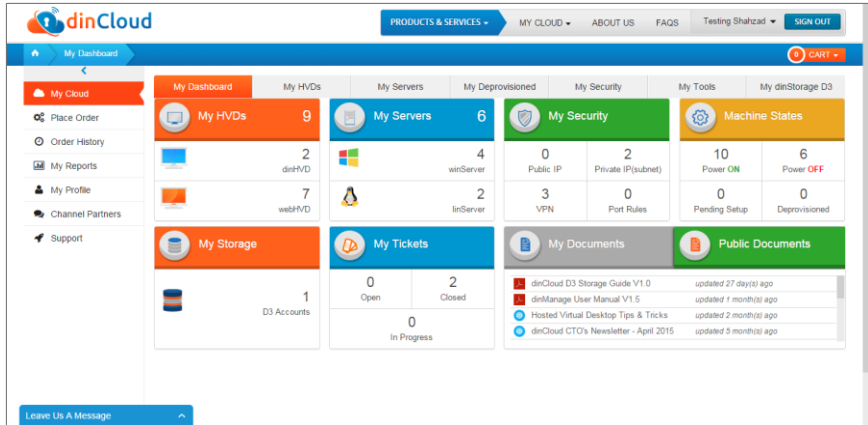
dinManage enables you to manage your Public and Private IPs through this feature. Public IPs allow you access to your virtual machines directly over the internet while Private IPs are your sub networks within your virtual private datacenter. This section includes instructions on purchasing and releasing IPs, adding and removing networks, and setting default network.

## Purchasing an IP Address

To purchase a new IP address, you will be required to perform the following steps:

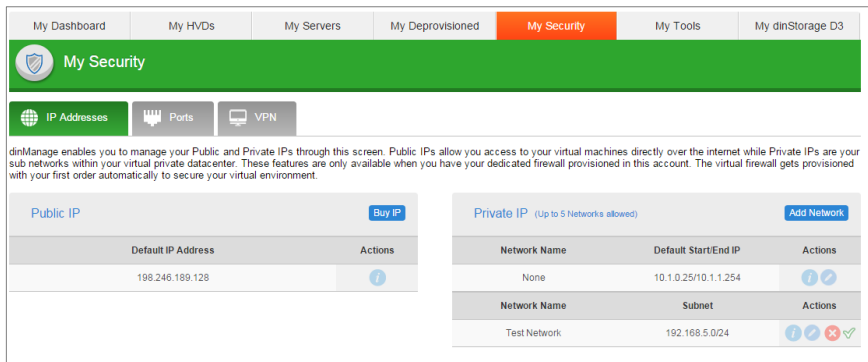
- 1 Using a supported browser, log in to your dinManage account.

The dinManage Homepage displays.



- 2 Click the **My Security** tab.

The My Security screen displays, listing all available Public and Private IPs.



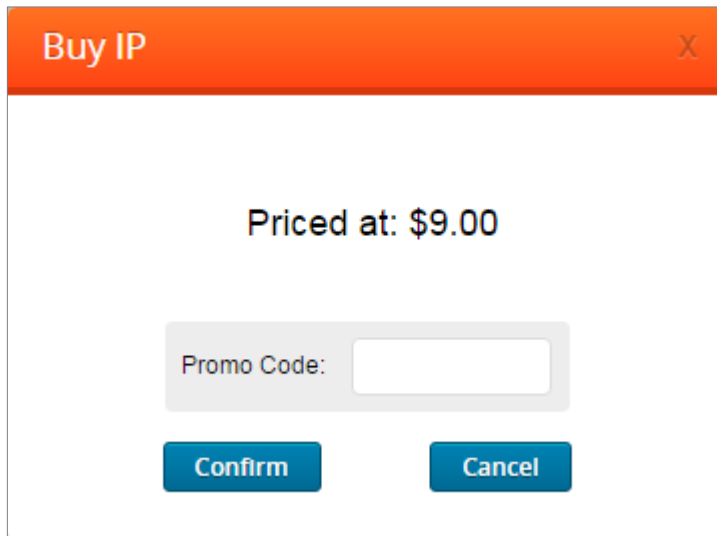




Public IPs allow you access to your virtual machines directly over the internet while Private IPs are your sub networks within your virtual private datacenter. These features are only available when you have your dedicated firewall provisioned in this account. The virtual firewall gets provisioned with your first order automatically to secure your virtual environment.

- 3 Under the **Public IP** section, click [Buy IP].

The Buy IP dialog displays.

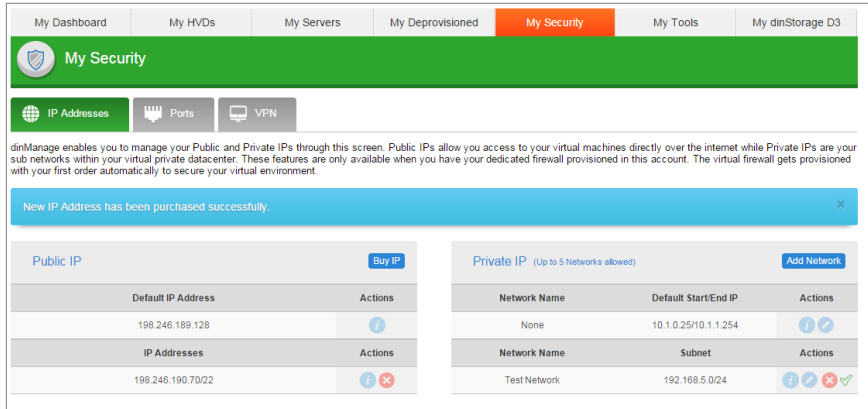


The image shows a 'Buy IP' dialog box with an orange header bar containing the title 'Buy IP' and a close button 'X'. The main content area is white and displays 'Priced at: \$9.00' in bold black text. Below this is a light gray box containing the label 'Promo Code:' and an empty white text input field. At the bottom of the dialog are two blue buttons: 'Confirm' on the left and 'Cancel' on the right.

- 4 Enter a **Promo Code**, if available, and then click [Confirm].
- 5 A confirmation message displays and a new Public IP is added to your list of IP addresses. These keys are then supported by the new process requiring execution of scenarios where users are required to perform tasks.

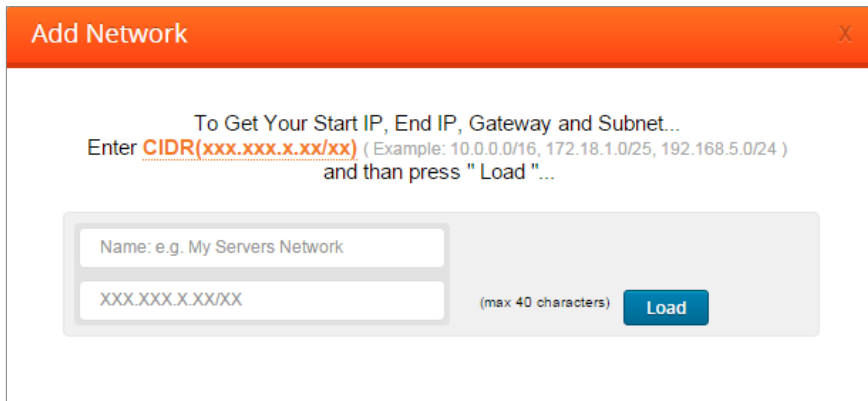


The My Security screen displays, listing all available Public and Private IPs.



- 2 Under the **Private IP** section, click [Add Network].

The Add Network dialog displays.



- 3 Enter the network name in the **Name** field.
- 4 Enter CIDR in the next field, matching the given format, and then click [Load].
- 5 The provided information is validated, and then the **Start IP**, **End IP**, **Gateway**, and **Subnet** displays.

**Add Network** ✕

To Get Your Start IP, End IP, Gateway and Subnet...

Enter CIDR(xxx.xxx.x.xx/xx) ( Example: 10.0.0.0/16, 172.18.1.0/25, 192.168.5.0/24 )  
and than press " Load "...

(max 40 characters)

Start IP  
**192.168.0.25**

Gateway  
**192.168.0.1**

DNS Name

End IP  
**192.168.0.126**

Subnet  
**192.168.0.0/25**

DNS

- 6 Enter the **DNS Name** and **DNS**, and then click [Confirm] to proceed.
- 7 The network will be added to the list of networks in the **Private IP** section.



You can add up to five (5) networks.

## Selecting a Default Network

To select a network as default network, you will be required to perform the following steps:

- 1 On the Homepage, click the **My Security** tab.



- 2 Under the **Private IP** section, under the **Actions** column, click [✕] against the network you want to delete.
- 3 You will be requested to confirm your action. Click [OK] to confirm.

## Managing Ports

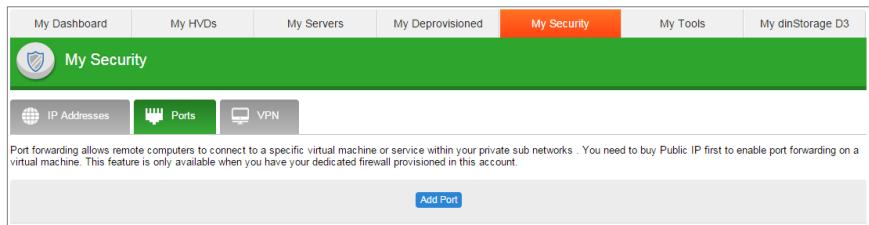
Port forwarding allows remote computers to connect to a specific virtual machine or service within your private sub networks. You need to buy Public IP first to enable port forwarding on a virtual machine. This section includes information about adding, deleting, disabling, and enabling ports.

### Adding a New Port

To add a new port, you will be required to perform the following steps:

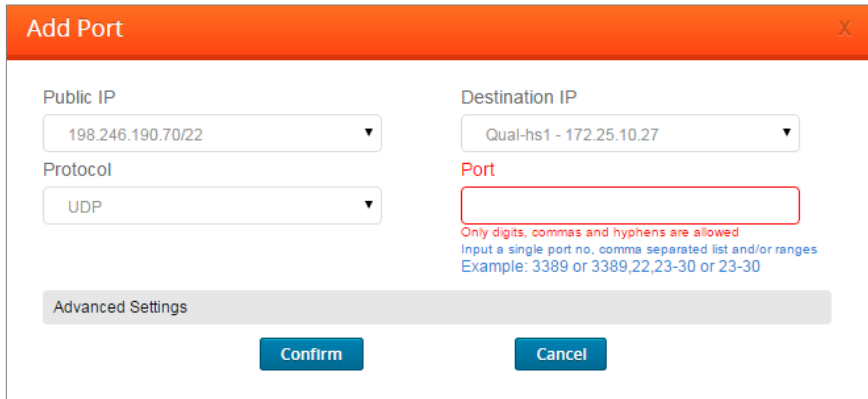
- 1 On the Homepage, click the **My Security** tab, and then click the **Ports** sub-tab.

The Ports screen displays.



- 2 Click [Add Port].

The Add Port dialog displays.


 The 'Add Port' dialog box is shown. It contains the following fields:
 

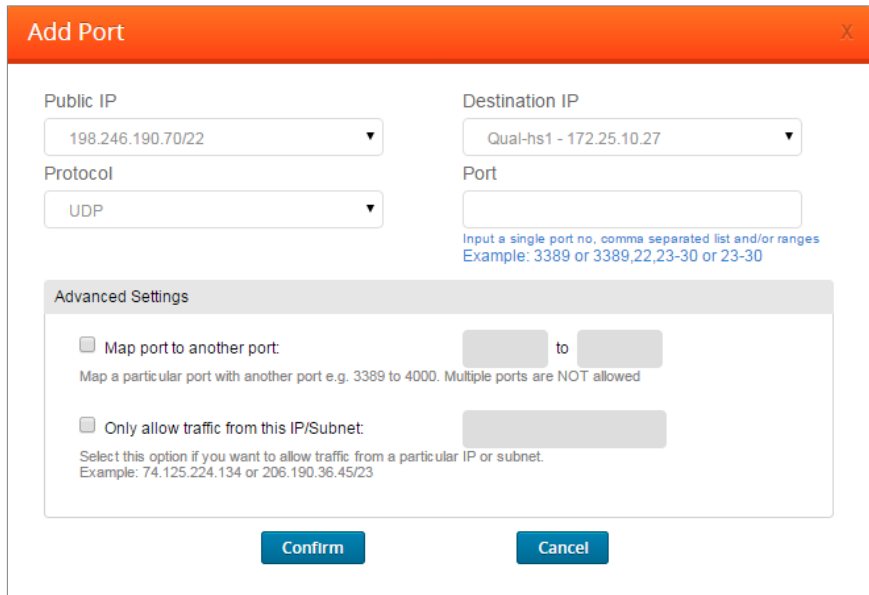
- Public IP:** A dropdown menu showing '198.246.190.70/22'.
- Destination IP:** A dropdown menu showing 'Qual-hs1 - 172.25.10.27'.
- Protocol:** A dropdown menu showing 'UDP'.
- Port:** A text input field with a red border. Below it, a note states: 'Only digits, commas and hyphens are allowed. Input a single port no, comma separated list and/or ranges. Example: 3389 or 3389,22,23-30 or 23-30'.
- Advanced Settings:** A button to expand the dialog.
- Buttons:** 'Confirm' and 'Cancel' buttons at the bottom.

- 3 Select an IP from the **Public IP** drop-down menu.
- 4 Select an IP from the **Destination IP** drop-down menu.
- 5 Select the suitable protocol from the **Protocol** drop-down menu.
- 6 Enter port in the **Port** field.



Multiple ports, or port ranges, or both may be added by separating the ports by commas, and the ranges with hyphens.  
 Example: 3389 or 3389, 22, 23-30 or 23-30.

- 7 To configure more settings for ports, click the **Advanced Settings** slab.  
 The Advanced Settings options display inside the **Add Port** dialog.



**Add Port**

Public IP: 198.246.190.70/22

Destination IP: Qual-hs1 - 172.25.10.27

Protocol: UDP

Port:

Input a single port no. comma separated list and/or ranges  
 Example: 3389 or 3389,22,23-30 or 23-30

**Advanced Settings**

☒ Map port to another port:  to   
Map a particular port with another port e.g. 3389 to 4000. Multiple ports are NOT allowed

☐ Only allow traffic from this IP/Subnet:   
Select this option if you want to allow traffic from a particular IP or subnet.  
 Example: 74.125.224.134 or 206.190.36.45/23

**Confirm** **Cancel**

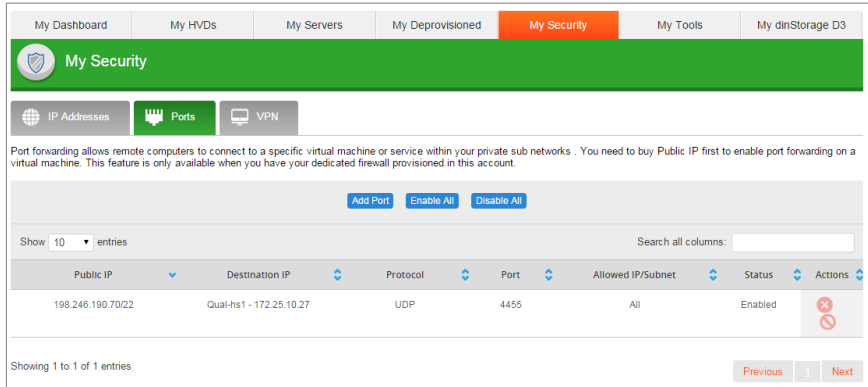
- 8 To map a port to another port, select the relevant check-box and enter both the ports in the given fields.
- 9 To restrict traffic to particular IP or subnet, select the relevant check-box and enter the desired IP or Subnet in the given field.
- 10 Click [Confirm] to add the port.
- 11 A confirmation message displays and the port is added to the list of port rules.

## Disabling a Port Rule

To disable an existing port rule, you will be required to perform the following steps:


- 1 On the Homepage, click the **My Security** tab, and then click the **Ports** sub-tab.

The Ports screen displays.



The screenshot shows the 'My Security' tab selected in the top navigation bar. Below it, the 'Ports' sub-tab is active. A green banner at the top of the content area says 'My Security'. Below the banner are three tabs: 'IP Addresses', 'Ports' (selected), and 'VPN'. A text box explains: 'Port forwarding allows remote computers to connect to a specific virtual machine or service within your private sub networks. You need to buy Public IP first to enable port forwarding on a virtual machine. This feature is only available when you have your dedicated firewall provisioned in this account.' Below this are three buttons: 'Add Port', 'Enable All', and 'Disable All'. A 'Show 10 entries' dropdown is on the left, and a search bar 'Search all columns:' is on the right. A table with 7 columns is displayed: 'Public IP', 'Destination IP', 'Protocol', 'Port', 'Allowed IP/Subnet', 'Status', and 'Actions'. The table contains one entry: Public IP '198.246.190.70/22', Destination IP 'Qual-hs1 - 172.25.10.27', Protocol 'UDP', Port '4455', Allowed IP/Subnet 'All', Status 'Enabled', and an 'Actions' column with a red 'X' icon. At the bottom, it says 'Showing 1 to 1 of 1 entries' and has 'Previous', '1', and 'Next' buttons.

Public IP	Destination IP	Protocol	Port	Allowed IP/Subnet	Status	Actions
198.246.190.70/22	Qual-hs1 - 172.25.10.27	UDP	4455	All	Enabled	

- 2 Under the **Actions** column, click [] against the port rule that you want to disable.
- 3 You will be requested to confirm your action. Click [OK] to confirm.

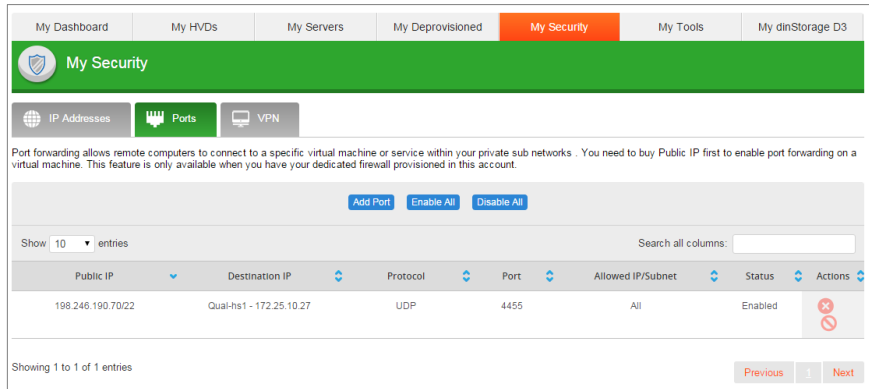
## Deleting a Port Rule

To delete an existing port rule, you will be required to perform the following steps:

- 1 On the Homepage, click the **My Security** tab, and then click the **Ports** sub-tab.



The Ports screen displays.



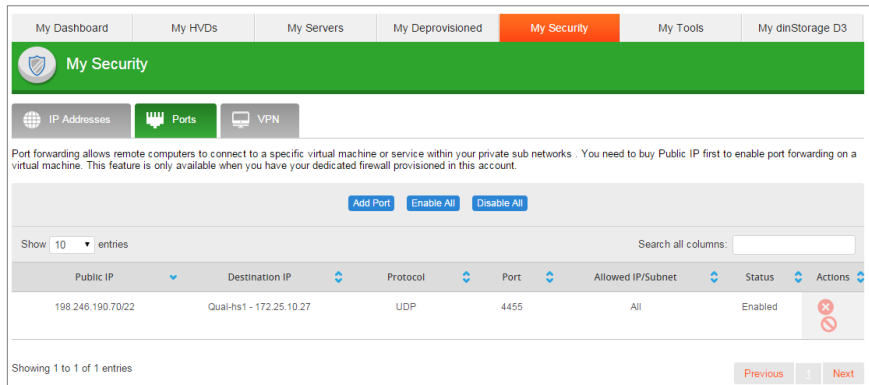
- 2 Under the **Actions** column, click [X] against the port rule that you want to delete.
- 3 You will be requested to confirm your action. Click [OK] to confirm.

## Disabling all Ports

To disable all ports listed under the Ports sub-tab, you will be required to perform the following steps:

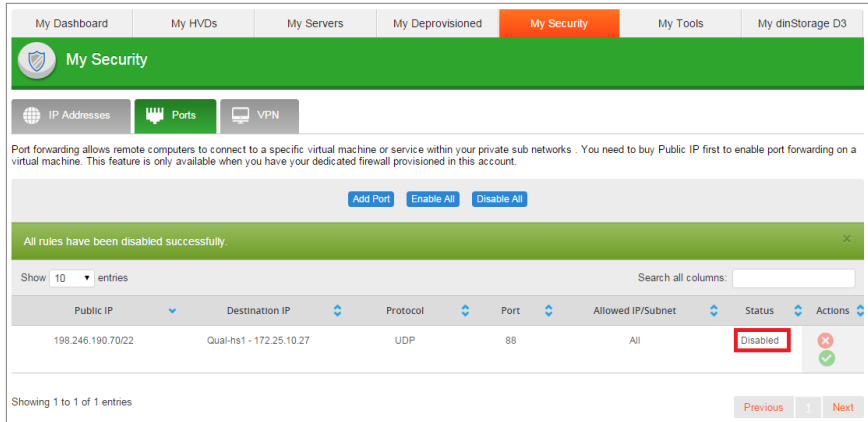
- 1 On the Homepage, click the **My Security** tab, and then click the **Ports** sub-tab.

The Ports screen displays.



- 2 Click [Disable All] to disable all ports listed on this page.

A confirmation message displays, and the status of all ports change to **Disabled**.



My Dashboard My HVDs My Servers My Deprovisioned **My Security** My Tools My dinStorage D3

**My Security**



IP Addresses **Ports** VPN

Port forwarding allows remote computers to connect to a specific virtual machine or service within your private sub networks . You need to buy Public IP first to enable port forwarding on a virtual machine. This feature is only available when you have your dedicated firewall provisioned in this account.

Add Port Enable All Disable All

All rules have been disabled successfully.

Show 10 entries Search all columns:

Public IP	Destination IP	Protocol	Port	Allowed IP/Subnet	Status	Actions
198.246.190.70/22	Qual-hst1 - 172.25.10.27	UDP	88	All	Disabled	 

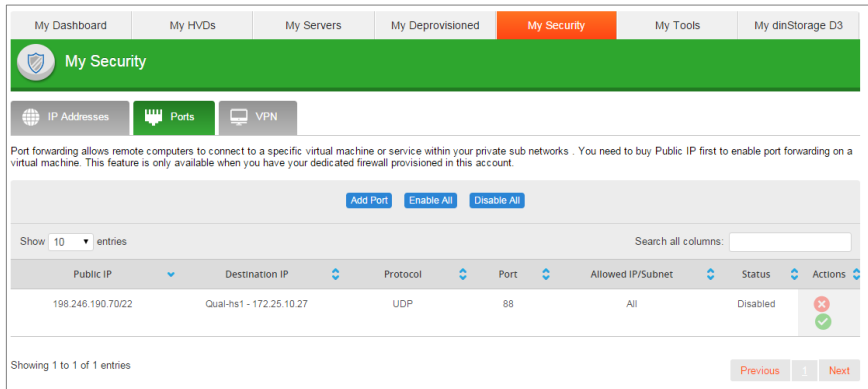
Showing 1 to 1 of 1 entries Previous 1 Next

## Enabling all Ports

To enable all ports listed under the Ports sub-tab, you will be required to perform the following steps:

- 1 On the Homepage, click the **My Security** tab, and then click the **Ports** sub-tab.

The Ports screen displays.



My Dashboard My HVDs My Servers My Deprovisioned **My Security** My Tools My dinStorage D3



**My Security**

IP Addresses **Ports** VPN

Port forwarding allows remote computers to connect to a specific virtual machine or service within your private sub networks . You need to buy Public IP first to enable port forwarding on a virtual machine. This feature is only available when you have your dedicated firewall provisioned in this account.

Add Port Enable All Disable All

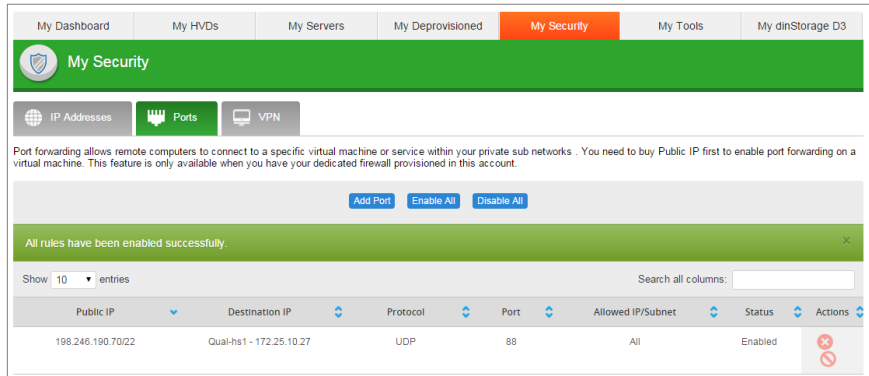
Show 10 entries Search all columns:

Public IP	Destination IP	Protocol	Port	Allowed IP/Subnet	Status	Actions
198.246.190.70/22	Qual-hst1 - 172.25.10.27	UDP	88	All	Disabled	 

Showing 1 to 1 of 1 entries Previous 1 Next

- 2 Click [Enable All] to enable all ports listed on this page.

A confirmation message displays, and the status of all ports change to **Enabled**.



## Managing VPNs

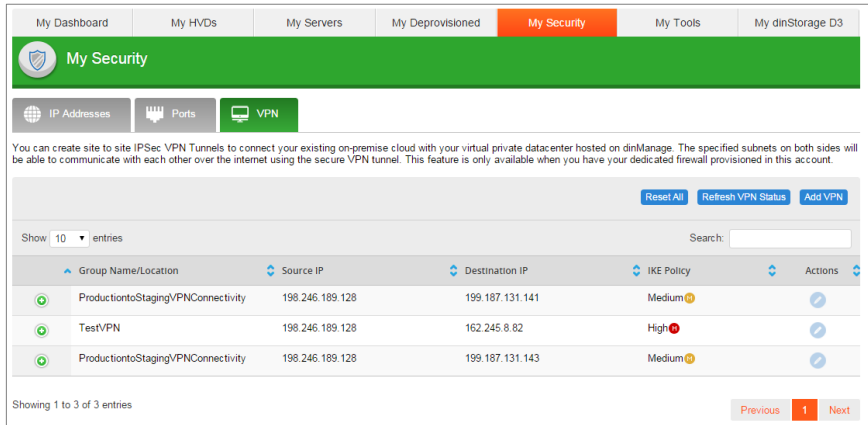
You can create site to site IPsec VPN Tunnels to connect your existing on-premise cloud with your virtual private datacenter hosted on dinManage. The specified subnets on both sides will be able to communicate with each other over the internet using the secure VPN tunnel. This section include instructions about adding, deleting, refreshing, and resetting VPNs, also listing valid operations that can be performed for VPN tunnels.

### Adding a New VPN

To add a new VPN, you will be required to perform the following steps:

- 1 On the Homepage, click the **My Security** tab, and then click the **VPN** sub-tab.

The VPN screen displays.

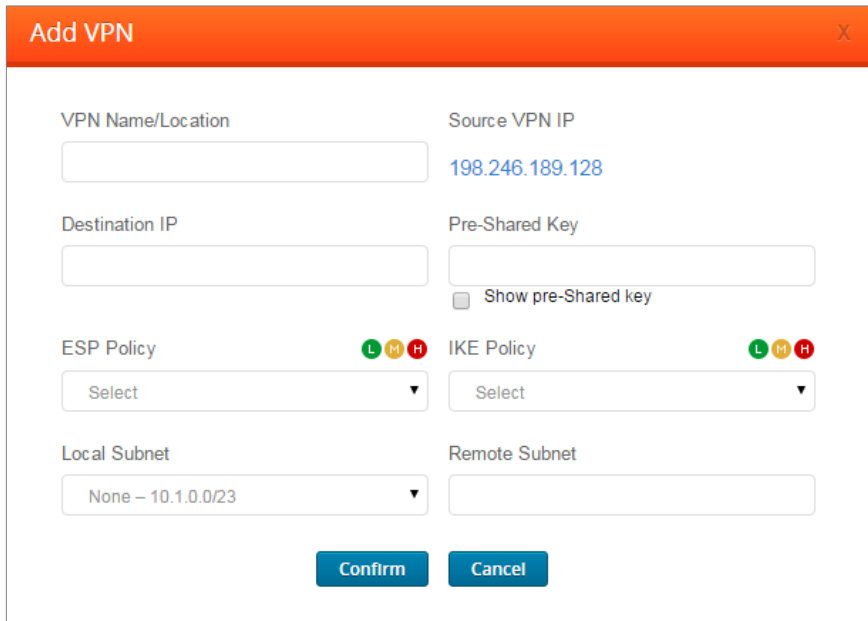


The screenshot shows the 'My Security' tab selected in the top navigation bar. Below it, the 'VPN' sub-tab is active. A green banner at the top of the content area says 'My Security'. Below the banner, there are three tabs: 'IP Addresses', 'Ports', and 'VPN'. The 'VPN' tab is selected. A message states: 'You can create site to site IPsec VPN Tunnels to connect your existing on-premise cloud with your virtual private datacenter hosted on dinManage. The specified subnets on both sides will be able to communicate with each other over the internet using the secure VPN tunnel. This feature is only available when you have your dedicated firewall provisioned in this account.' Below the message are three buttons: 'Reset All', 'Refresh VPN Status', and 'Add VPN'. A table displays the current VPN configurations. The table has columns: Group Name/Location, Source IP, Destination IP, IKE Policy, and Actions. There are three entries in the table. At the bottom, it says 'Showing 1 to 3 of 3 entries' and has 'Previous', '1', and 'Next' buttons.

Group Name/Location	Source IP	Destination IP	IKE Policy	Actions
ProductiontoStagingVPNConnectivity	198.246.189.128	199.187.131.141	Medium	[icon]
TestVPN	198.246.189.128	162.245.8.82	High	[icon]
ProductiontoStagingVPNConnectivity	198.246.189.128	199.187.131.143	Medium	[icon]

- 2 Click [Add VPN].

The Add VPN dialog displays.



The screenshot shows the 'Add VPN' dialog box. It has an orange header with the title 'Add VPN' and a close button. The dialog contains several form fields: 'VPN Name/Location' (text input), 'Source VPN IP' (text input with value '198.246.189.128'), 'Destination IP' (text input), 'Pre-Shared Key' (text input), and a checkbox for 'Show pre-Shared key'. Below these are two rows for 'ESP Policy' and 'IKE Policy', each with a dropdown menu and a status indicator (L, M, H). At the bottom, there are 'Local Subnet' and 'Remote Subnet' dropdown menus. The 'Local Subnet' is currently set to 'None - 10.1.0.0/23'. At the very bottom are 'Confirm' and 'Cancel' buttons.

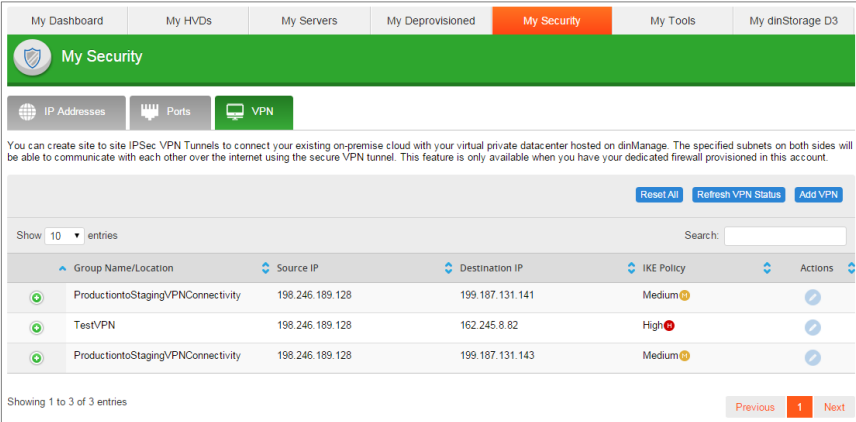
- 3 Enter the name or location of the VPN in the **VPN Name/Location** field.
- 4 Enter the **Destination IP**.
- 5 Select the desired **ESP Policy**.
- 6 Select the relevant **Local Subnet**.
- 7 Enter a valid **Pre-Shared Key**.
- 8 Select the desired **IKE Policy**.
- 9 Enter a valid subnet in the **Remote Subnet** field.
- 10 Click [Confirm] to add the new VPN to your account.

## Editing an Existing VPN

To modify an existing VPN, you will be required to perform the following steps:

- 1 On the Homepage, click the **My Security** tab, and then click the **VPN** sub-tab.

The VPN screen displays.



My Dashboard My HVDs My Servers My Deprovisioned **My Security** My Tools My dinStorage D3

**My Security**

IP Addresses Ports **VPN**

You can create site to site IPsec VPN Tunnels to connect your existing on-premise cloud with your virtual private datacenter hosted on dinManage. The specified subnets on both sides will be able to communicate with each other over the internet using the secure VPN tunnel. This feature is only available when you have your dedicated firewall provisioned in this account.

Reset All Refresh VPN Status Add VPN

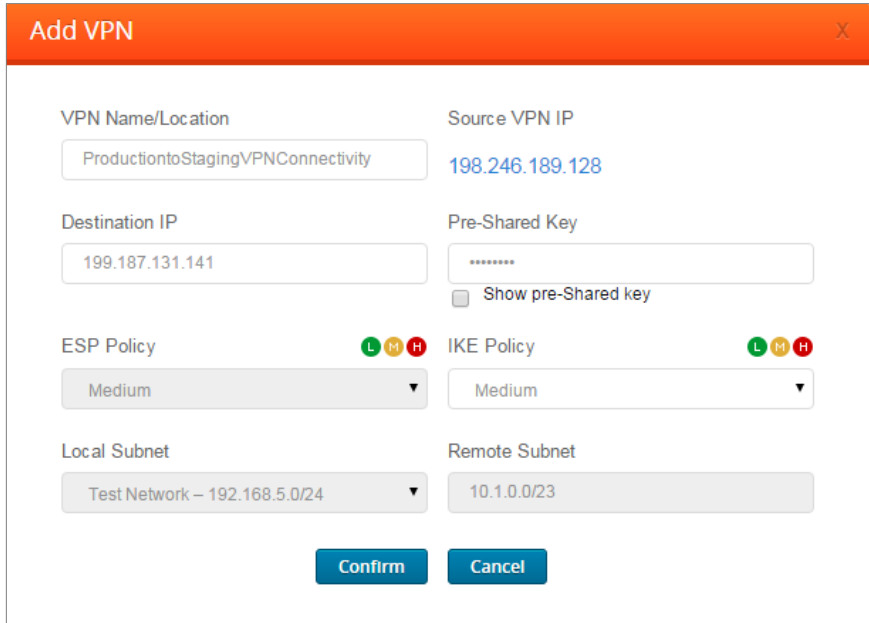
Show 10 entries Search:

Group Name/Location	Source IP	Destination IP	IKE Policy	Actions
ProductiontoStagingVPNConnectivity	198.246.189.128	199.187.131.141	Medium	[Edit]
TestVPN	198.246.189.128	162.245.8.82	High	[Edit]
ProductiontoStagingVPNConnectivity	198.246.189.128	199.187.131.143	Medium	[Edit]

Showing 1 to 3 of 3 entries Previous 1 Next

- 2 Under the **Actions** column, click [Edit] adjacent to the VPN record you want to edit.

The Add VPN dialog displays.



The 'Add VPN' dialog box is shown with an orange header and a close button (X) in the top right corner. It contains the following fields and controls:

- VPN Name/Location:** A text input field containing 'ProductiontoStagingVPNConnectivity'.
- Source VPN IP:** A text input field containing '198.246.189.128'.
- Destination IP:** A text input field containing '199.187.131.141'.
- Pre-Shared Key:** A text input field containing '\*\*\*\*\*'. Below it is a checkbox labeled 'Show pre-Shared key'.
- ESP Policy:** A dropdown menu showing 'Medium'. To its right are three small colored circles (green, yellow, red) with labels L, M, and H.
- IKE Policy:** A dropdown menu showing 'Medium'. To its right are three small colored circles (green, yellow, red) with labels L, M, and H.
- Local Subnet:** A dropdown menu showing 'Test Network - 192.168.5.0/24'.
- Remote Subnet:** A text input field containing '10.1.0.0/23'.
- At the bottom are two buttons: 'Confirm' and 'Cancel'.

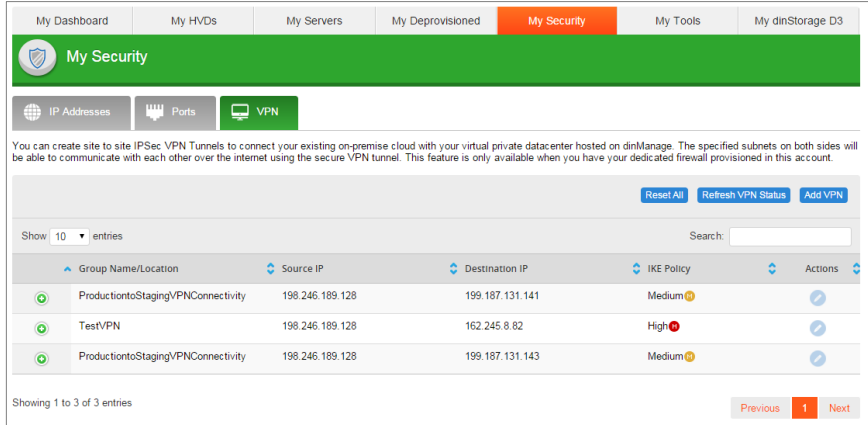
- 3 Edit the name or location of the VPN in the **VPN Name/Location** field.
- 4 You can modify the destination IP in the **Destination IP** field.
- 5 You can modify the VPN key in the **Pre-Shared Key** field.
- 6 You can modify the IKE policy selection from **IKE Policy** drop-down menu.
- 7 Click [Confirm] to save changes made to the VPN details.

## Working with VPN Tunnels

To perform valid operations on listed VPN tunnels under each VPN record in your account, you will be required to perform the following steps:

- 1 On the Homepage, click the **My Security** tab, and then click the **VPN** sub-tab.

The VPN screen displays.



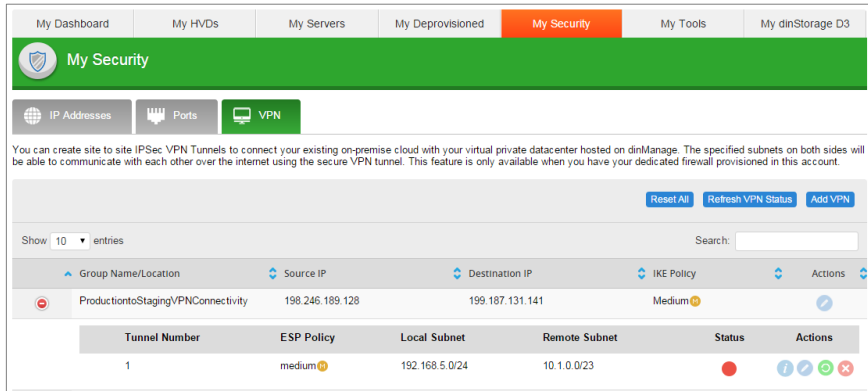
The screenshot shows the 'My Security' section with the 'VPN' tab selected. Below the navigation tabs, there is a description of the VPN feature and buttons for 'Reset All', 'Refresh VPN Status', and 'Add VPN'. A table displays the following data:

Group Name/Location	Source IP	Destination IP	IKE Policy	Actions
ProductiontoStagingVPNConnectivity	198.246.189.128	199.187.131.141	Medium	[Add]
TestVPN	198.246.189.128	162.245.8.82	High	[Add]
ProductiontoStagingVPNConnectivity	198.246.189.128	199.187.131.143	Medium	[Add]

Showing 1 to 3 of 3 entries

- To view tunnels under a VPN record, click [ + ] adjacent to that record.

The VPN tunnel(s) display under the VPN record.



The screenshot shows the 'My Security' section with the 'VPN' tab selected. Below the navigation tabs, there is a description of the VPN feature and buttons for 'Reset All', 'Refresh VPN Status', and 'Add VPN'. A table displays the following data:

Group Name/Location	Source IP	Destination IP	IKE Policy	Actions
ProductiontoStagingVPNConnectivity	198.246.189.128	199.187.131.141	Medium	[Add]

Below the table, there is a detailed view of the tunnel:

Tunnel Number	ESP Policy	Local Subnet	Remote Subnet	Status	Actions
1	medium	192.168.5.0/24	10.1.0.0/23	[Red Circle]	[Info] [Refresh] [Add] [Delete]

- You can review the following details for each tunnel under the respective columns:

- ESP Policy
- Local Subnet
- Remote Subnet
- Status.

- To view the **IPSec** and **IKE** info of a tunnel, click [ i ] under the **Actions** column.

- 5 To edit a VPN tunnel, click [🔧] under the **Actions** column.
- 6 To reset a tunnel, click [🔄] under the **Actions** column.
- 7 To delete a tunnel, click [✖] under the **Actions** column.



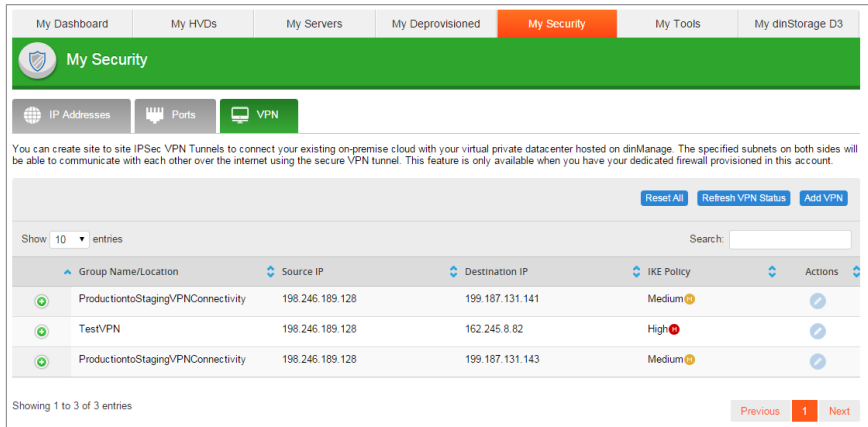
For all operations explained above, a confirmation message is displayed once an operation is completed successfully.

## Refreshing all VPNs

To refresh status of all VPNs listed under the VPNs sub-tab, you will be required to perform the following steps:

- 1 On the Homepage, click the **My Security** tab, and then click the **VPN** sub-tab.

The VPN screen displays.



The screenshot shows the 'My Security' tab selected in the top navigation bar. Below it, the 'VPN' sub-tab is active. A green banner at the top of the VPN section contains the text: 'You can create site to site IPsec VPN Tunnels to connect your existing on-premise cloud with your virtual private datacenter hosted on dinManage. The specified subnets on both sides will be able to communicate with each other over the internet using the secure VPN tunnel. This feature is only available when you have your dedicated firewall provisioned in this account.' Below the banner, there are three buttons: 'Reset All', 'Refresh VPN Status', and 'Add VPN'. A table displays the list of VPN tunnels with columns for Group Name/Location, Source IP, Destination IP, IKE Policy, and Actions. The table shows three entries: 'ProductiontoStagingVPNConnectivity', 'TestVPN', and 'ProductiontoStagingVPNConnectivity'. The 'Actions' column for each entry contains a green plus icon (edit), a green refresh icon (refresh), and a blue trash icon (delete). At the bottom of the table, it says 'Showing 1 to 3 of 3 entries' and there are 'Previous', '1', and 'Next' navigation buttons.

Group Name/Location	Source IP	Destination IP	IKE Policy	Actions
ProductiontoStagingVPNConnectivity	198.246.189.128	199.187.131.141	Medium 🟡	[🔧] [🔄] [✖]
TestVPN	198.246.189.128	162.245.8.82	High 🔴	[🔧] [🔄] [✖]
ProductiontoStagingVPNConnectivity	198.246.189.128	199.187.131.143	Medium 🟡	[🔧] [🔄] [✖]

- 2 Click [Refresh VPN Status] to refresh status of all VPNs.
- 3 To view the recent status of the VPN tunnels after the refresh command, click [🟢] for any VPN record, and view the status under the **Status** column.



A confirmation message also displays after the refresh command, and the status of all VPN tunnels is updated.

My Dashboard My HVDs My Servers My Deprovisioned **My Security** My Tools My dinStorage D3

**My Security**

IP Addresses Ports **VPN**

You can create site to site IPsec VPN Tunnels to connect your existing on-premise cloud with your virtual private datacenter hosted on dinManage. The specified subnets on both sides will be able to communicate with each other over the internet using the secure VPN tunnel. This feature is only available when you have your dedicated firewall provisioned in this account.

[Reset All](#) [Refresh VPN Status](#) [Add VPN](#)

The status of all VPNs has been refreshed. Expand VPN details to view the current status.

Show: 10 entries Search:

Group Name/Location	Source IP	Destination IP	IKE Policy	Actions
ProductiontoStagingVPNConnectivity	198.246.189.128	199.187.131.141	Medium	<a href="#">Refresh</a>
<b>Tunnel Number</b>	<b>ESP Policy</b>	<b>Local Subnet</b>	<b>Remote Subnet</b>	<b>Status</b> <b>Actions</b>
1	medium	192.168.5.0/24	10.1.0.0/23	High <a href="#">Refresh</a> <a href="#">Add</a> <a href="#">Delete</a>
TestVPN	198.246.189.128	162.245.8.82	High	<a href="#">Refresh</a>
ProductiontoStagingVPNConnectivity	198.246.189.128	199.187.131.143	Medium	<a href="#">Refresh</a>

Showing 1 to 3 of 3 entries [Previous](#) **1** [Next](#)

## Resetting all VPNs

To reset all VPNs listed under the VPNs sub-tab, you will be required to perform the following steps:

- 1 On the Homepage, click the **My Security** tab, and then click the **VPN** sub-tab.

The VPN screen displays.

My Dashboard My HVDs My Servers My Deprovisioned **My Security** My Tools My dinStorage D3

**My Security**

IP Addresses Ports **VPN**

You can create site to site IPsec VPN Tunnels to connect your existing on-premise cloud with your virtual private datacenter hosted on dinManage. The specified subnets on both sides will be able to communicate with each other over the internet using the secure VPN tunnel. This feature is only available when you have your dedicated firewall provisioned in this account.

[Reset All](#) [Refresh VPN Status](#) [Add VPN](#)

Show: 10 entries Search:

Group Name/Location	Source IP	Destination IP	IKE Policy	Actions
ProductiontoStagingVPNConnectivity	198.246.189.128	199.187.131.141	Medium	<a href="#">Refresh</a>
TestVPN	198.246.189.128	162.245.8.82	High	<a href="#">Refresh</a>
ProductiontoStagingVPNConnectivity	198.246.189.128	199.187.131.143	Medium	<a href="#">Refresh</a>

Showing 1 to 3 of 3 entries [Previous](#) **1** [Next](#)

- 2 Click [Refresh All] to reset all VPNs.
  - 3 A warning message displays. Click [OK] to continue.
- A confirmation message displays once the reset operation is successful.

My Dashboard
My HVDs
My Servers
My Deprovisioned
**My Security**
My Tools
My dinStorage D3

My Security

IP Addresses
Ports
**VPN**

You can create site to site IPSec VPN Tunnels to connect your existing on-premise cloud with your virtual private data-center hosted on dinManage. The specified subnets on both sides will be able to communicate with each other over the internet using the secure VPN tunnel. This feature is only available when you have your dedicated firewall provisioned in this account.

Reset All
Refresh VPN Status
Add VPN

All VPNs have been reset.

Show 10 entries
Search:

Group Name/Location	Source IP	Destination IP	IKE Policy	Actions
ProductiontoStagingVPNConnectivity	198.246.189.128	199.187.131.141	Medium	
TestVPN	198.246.189.128	162.245.8.82	High	
ProductiontoStagingVPNConnectivity	198.246.189.128	199.187.131.143	Medium	

Showing 1 to 3 of 3 entries
Previous
1
Next

## Chapter 8

# Working with dinManage Tools

## Overview

dinManage Tools allow you to integrate your cloud with external environments such as an external Domain using the Active Directory tools. You can create new domain in your dinCloud Datacenter or join your VMs to existing domains. My Library tool allows you to configure and add new machines using templates.

This chapter includes instructions related to the different tasks that you can perform to efficiently employ these tools.

## Working with Active Directory

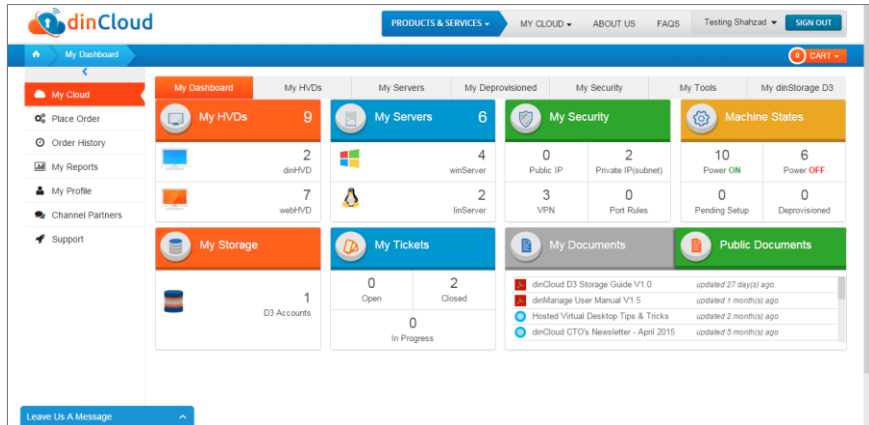
The Active Directory feature is only used for VMs that have the Windows OS.

### Registering an External Domain

To register an external domain using the Active Directory features, you will be required to perform the following steps:

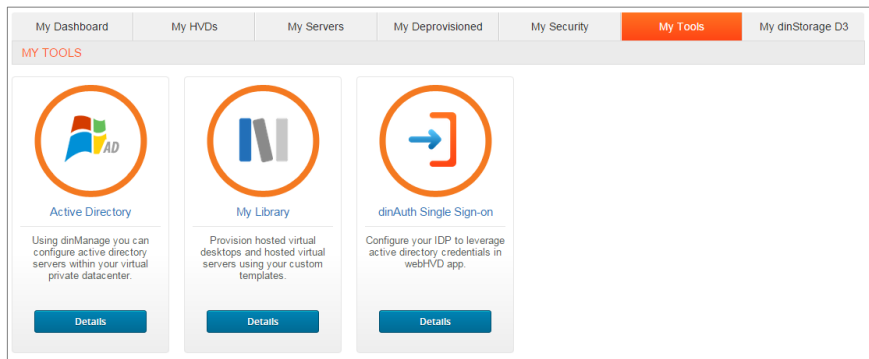
- 1 Using a supported browser, log in to your dinManage account.

The dinManage Homepage displays.



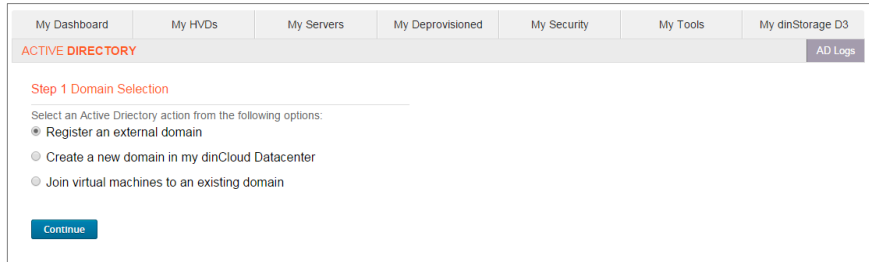
- 2 Click the **My Tools** tab.

The My Tools screen displays.



- 3 In the **Active Directory** box, click [Details].

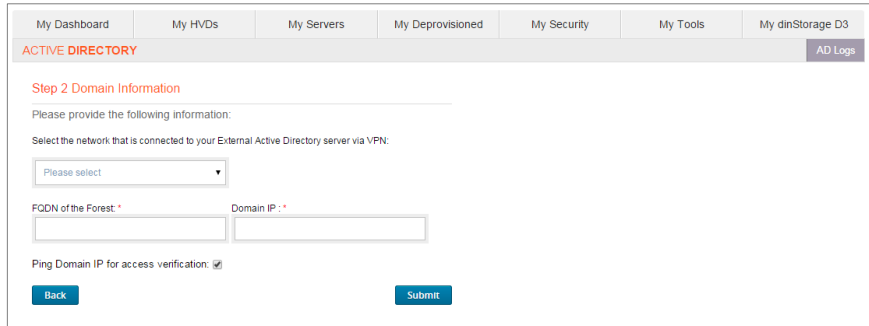
The Step 1: Domain Selection screen displays.



The screenshot shows the 'ACTIVE DIRECTORY' section of the dinManage interface. At the top, there is a navigation bar with tabs: 'My Dashboard', 'My HVDs', 'My Servers', 'My Deprovisioned', 'My Security', 'My Tools', and 'My dinStorage D3'. Below the navigation bar, the 'ACTIVE DIRECTORY' header is followed by an 'AD Logs' button. The main content area is titled 'Step 1 Domain Selection'. It contains the instruction 'Select an Active Directory action from the following options:' followed by three radio button options: 'Register an external domain' (which is selected), 'Create a new domain in my dinCloud Datacenter', and 'Join virtual machines to an existing domain'. At the bottom of the form is a blue 'Continue' button.

- 4 Select the **Register and external domain** option, and then click [Continue].

The Step 2: Domain Information screen displays.



The screenshot shows the 'ACTIVE DIRECTORY' section of the dinManage interface. At the top, there is a navigation bar with tabs: 'My Dashboard', 'My HVDs', 'My Servers', 'My Deprovisioned', 'My Security', 'My Tools', and 'My dinStorage D3'. Below the navigation bar, the 'ACTIVE DIRECTORY' header is followed by an 'AD Logs' button. The main content area is titled 'Step 2 Domain Information'. It contains the instruction 'Please provide the following information:'. Below this, it says 'Select the network that is connected to your External Active Directory server via VPN:'. There is a dropdown menu with 'Please select' as the placeholder. Below the dropdown are two input fields: 'FQDN of the Forest : \*' and 'Domain IP : \*'. Below these fields is a checkbox labeled 'Ping Domain IP for access verification:' which is checked. At the bottom of the form are two buttons: 'Back' and 'Submit'.

- 5 In the first dropdown, select the network that is connected to your external Active Directory server via VPN.
- 6 Enter the **Fully Qualified Domain Name (FQDN) of the Forest** in the respective field.
- 7 Enter the Domain IP address in the **Domain IP** field.



Select the **Ping Domain IP** checkbox for verification of access (optional).

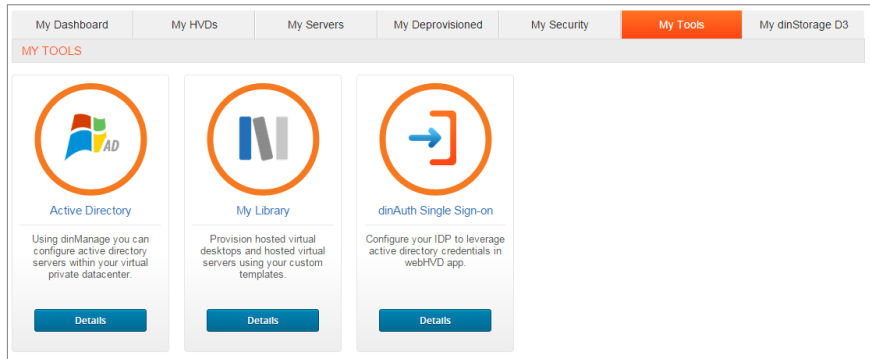
- 8 Click [Submit].
- 9 A notification displays confirming that your request has been added to the queue and you will be notified as it is processed.

## Creating a New Domain in your dinCloud Datacenter

To create a new domain in your dinCloud Datacenter, you will be required to perform the following steps:

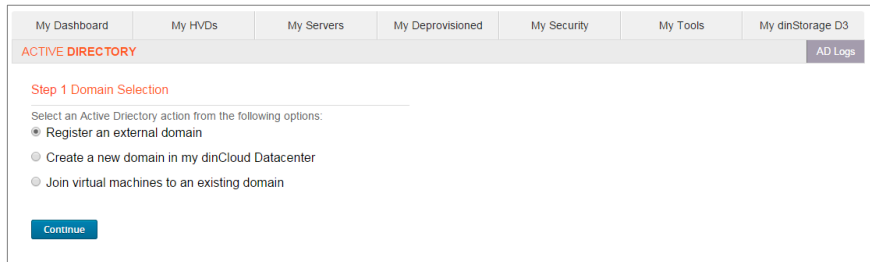
- 1 On the Homepage, click the **My Tools** tab.

The My Tools screen displays.



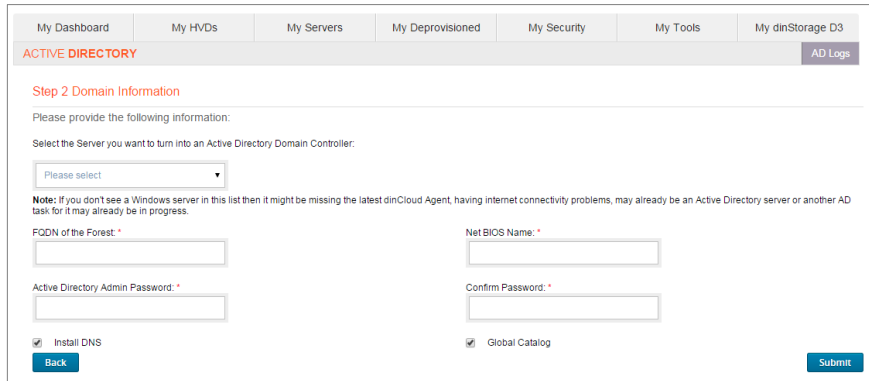
- 2 In the **Active Directory** box, click [Details].

The Step 1: Domain Selection screen displays.



- 3 Select the **Create a new domain in your dinCloud Datacenter** option, and then click [Continue].

The Step 2: Domain Information screen displays.



The screenshot shows the 'Step 2: Domain Information' screen. At the top is a navigation bar with tabs: 'My Dashboard', 'My HVDs', 'My Servers', 'My Deprovisioned', 'My Security', 'My Tools', and 'My dinStorage D3'. Below this is a sub-header 'ACTIVE DIRECTORY' with an 'AD Logs' button. The main content area is titled 'Step 2 Domain Information' and contains the following elements:

- A message: 'Please provide the following information:'
- A label: 'Select the Server you want to turn into an Active Directory Domain Controller:'
- A dropdown menu with the text 'Please select'.
- A note: 'Note: If you don't see a Windows server in this list then it might be missing the latest dinCloud Agent, having internet connectivity problems, may already be an Active Directory server or another AD task for it may already be in progress.'
- Two input fields: 'FQDN of the Forest: \*' and 'Net BIOS Name: \*'.
- Two input fields: 'Active Directory Admin Password: \*' and 'Confirm Password: \*'.
- Two checkboxes: 'Install DNS' (checked) and 'Global Catalog' (checked).
- Two buttons: 'Back' and 'Submit'.

- 4 Select a server from the first drop-down list, which you want to convert into the Active Directory Domain Controller.



If you don't see a Windows server in this list then it might be missing the latest dinCloud Agent, having internet connectivity problems, may already be an Active Directory server or another AD task for it may already be in progress.

- 5 Enter the **Fully Qualified Domain Name (FQDN) of the Forest** in the respective field.
- 6 Enter the **Net BIOS Name** in the respective field.
- 7 Enter the **Active Directory Admin Password** and **Confirm Password**. The Admin Password is the same password for the VM that is going to be an Active Directory.



Select the **Install DNS** checkbox to install DNS on the domain (optional).

Select the **Global Catalog** checkbox to make the domain searchable from any domain (optional).

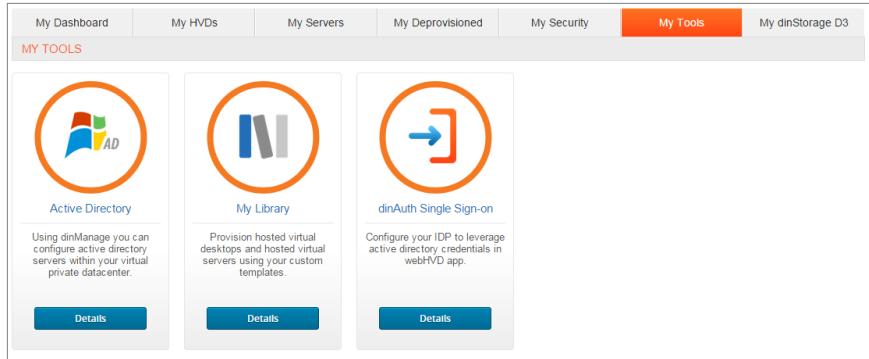
- 8 Click [Submit].
- 9 A notification displays confirming that your request has been added to the queue and you will be notified as it is processed.

## Joining VMs to an Existing Domain

To join your VMs to an existing domain, you will be required to perform the following steps:

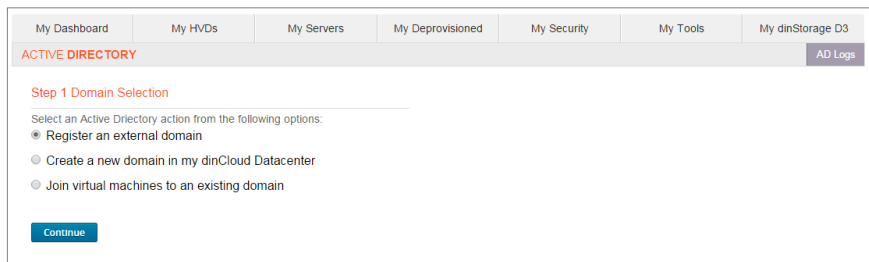
- 1 On the Homepage, click the **My Tools** tab.

The My Tools screen displays.



- 2 In the **Active Directory** box, click [Details].

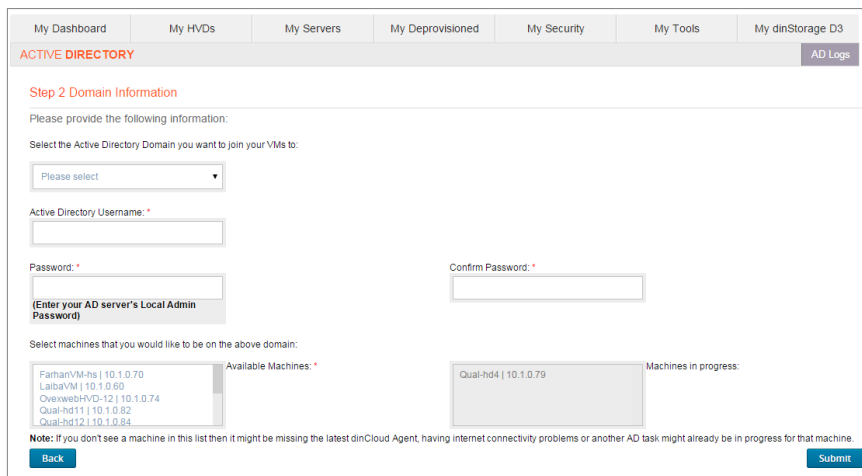
The Step 1: Domain Selection screen displays.



- 3 Select the **Join virtual machines to an existing domain** option, and then click [Continue].



## The Step 2: Domain Information screen displays.



The screenshot shows the 'Step 2 Domain Information' screen. At the top is a navigation bar with tabs: 'My Dashboard', 'My HVDs', 'My Servers', 'My Deprovisioned', 'My Security', 'My Tools', and 'My dinStorage D3'. Below the navigation bar is a red header 'ACTIVE DIRECTORY' with an 'AD Logs' button on the right. The main content area is titled 'Step 2 Domain Information' and contains the following elements:

- A prompt: 'Please provide the following information:'
- A selection prompt: 'Select the Active Directory Domain you want to join your VMs to:' followed by a dropdown menu with 'Please select' as the placeholder.
- Form fields for 'Active Directory Username: \*' and 'Password: \*' (with a note: '(Enter your AD server's Local Admin Password)').
- A 'Confirm Password: \*' field.
- A selection prompt: 'Select machines that you would like to be on the above domain:' followed by a list of 'Available Machines: \*' (FarhanVM-hs | 10.1.0.70, LalbaVM | 10.1.0.60, OverwebHVD-12 | 10.1.0.74, Qual-hd11 | 10.1.0.82, Qual-hd12 | 10.1.0.84) and a 'Machines in progress:' section (Qual-hd4 | 10.1.0.79).
- A note at the bottom: 'Note: If you don't see a machine in this list then it might be missing the latest dinCloud Agent, having internet connectivity problems or another AD task might already be in progress for that machine.'
- 'Back' and 'Submit' buttons at the bottom.

- 4 Select the Active Directory Domain you want to join your VM's to, from the drop down list.
- 5 Enter the **Active Directory Username**.
- 6 Enter your AD server's local Admin password in the **Password** field and the **Confirm Password** field.



The system does not save this password for security purposes, so you need to memorize it.

- 7 Select the VMs to add to this domain, from the **Available Machines** list. You can select multiple machines at the same time.



If you don't see a machine in this list then it might be missing the latest dinCloud Agent, having internet connectivity problems or another AD task might already be in progress for that machine.

- 8 Click [Submit].
- 9 A notification displays confirming that your request has been added to the queue and you will be notified as it is processed.

# Working with My Library Feature

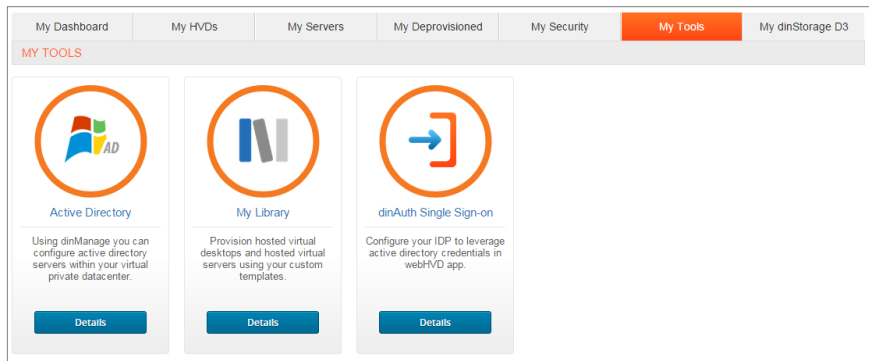
**My Library** comprises of the HVD and Server templates that are designed to your specifications by the dinCloud Support team. The purpose of these templates is to conveniently and efficiently enable you to provision virtual machines, as per your requirements, with custom specified RAM, CPU, and DISK resources, along with any software licenses.

## Using Templates to Configure and Add New Machines

To provision a machine from your saved templates, you will be required to perform the following steps:

- 1 On the Homepage, click the **My Tools** tab.

The My Tools screen displays.



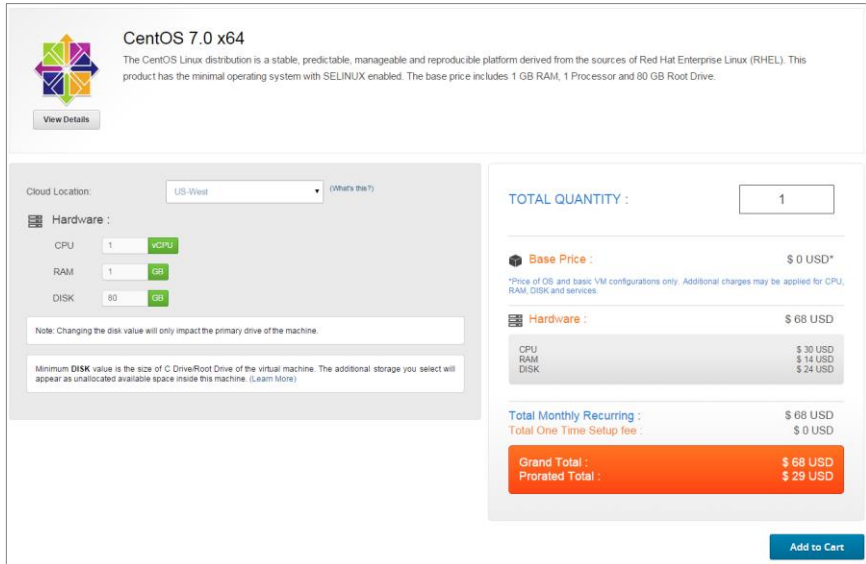
- 2 In the **My Library** box, click [Details].

The My Library screen displays.



- 3 Click [Configure & Buy] adjacent to the template you want to use for this purchase.

The Configuration screen displays.



**CentOS 7.0 x64**  
 The CentOS Linux distribution is a stable, predictable, manageable and reproducible platform derived from the sources of Red Hat Enterprise Linux (RHEL). This product has the minimal operating system with SELINUX enabled. The base price includes 1 GB RAM, 1 Processor and 80 GB Root Drive.

[View Details](#)

Cloud Location: US-West (What's this?)

**Hardware :**

CPU: 1 x2CPU

RAM: 1 GB

DISK: 80 GB

Note: Changing the disk value will only impact the primary drive of the machine.

Minimum DISK value is the size of C Drive/Root Drive of the virtual machine. The additional storage you select will appear as unallocated available space inside this machine. [Learn More](#)

**TOTAL QUANTITY :** 1

**Base Price :** \$ 0 USD\*

\*Price of OS and base VM configurations only. Additional charges may be applied for CPU, RAM, Disk and services.

**Hardware :** \$ 68 USD

CPU: \$ 30 USD  
 RAM: \$ 14 USD  
 DISK: \$ 24 USD

**Total Monthly Recurring :** \$ 68 USD  
**Total One Time Setup fee :** \$ 0 USD

**Grand Total :** \$ 68 USD  
**Prorated Total :** \$ 29 USD

[Add to Cart](#)

- 4 Review the specifications of the machine configured in the selected template. You may modify the configuration, if required, and then click [Add to Cart].
- 5 If you want to review your order, click [Cart] → [View Cart] on the top right corner of your screen.

The My Cart screen displays.



**My Cart** CART [CHECKOUT](#)

ID	Product Specifications	Quantity	Price Details	Remove
12592	CentOS 7.0 x64 CentOS 5.5 US-Central	<span>1</span> <a href="#">Update</a>	Setup Fee: \$ 0 USD Monthly Fee: \$ 68 USD Total Price: \$ 68 USD Prorated Total: \$ 34.00 USD	<a href="#">Remove</a>

[To view product categories or continue shopping please Click Here.](#)

Promo Code:  [Apply](#)

Total Monthly Recurring: \$ 68 USD  
 Total Setup: \$ 0 USD  
 Grand Total: \$ 68 USD  
 Prorated Total: \$ 34.00 USD

[CHECKOUT](#)

[EMPTY CART](#) [CONTINUE SHOPPING](#)

- 6 For more information about modifying or updating your cart, refer to *Chapter 4 Managing Shopping Cart*.

- 7 Click [Checkout] on the top right corner of your screen to place your order.

The Checkout screen displays.

CHECKOUT

**Billing Information**

Address: 1681 W Knap  
vista, California 92083  
USA  
Phone: +3104187851

[Manage Addresses](#)

**Configuration Settings**

VM Password \* (What's this?)

Confirm Password \*

Network/Netmask (What's this?)  
Default - 10.253.26.0/24

By clicking Place Order, you confirm that you accept our [Privacy Policy](#) and [Terms of Service](#).

**Place Order**

Product/Specifications	Quantity	Setup Fee	Monthly Fee	Discount	Total Price	Prorated Price
CentOS 7.0 x64 CentOS 5.5 US-West	1	\$ 0 USD	\$ 68 USD	\$ 0 USD	\$ 68 USD	\$ 29.0 USD

Total Setup: \$ 0 USD  
Total Monthly Recurring: \$ 68 USD  
Grand Total: \$ 68 USD  
Prorated Total: \$ 29.0 USD

**EDIT CART** **CONTINUE SHOPPING**

- 8 If you are not a **Net Term** user and also haven't setup your payment profile, refer to the *Creating a Payment Profile* section of *Chapter 2 Managing User Profiles*. Otherwise, review your **Billing Information** displayed on the left of the Checkout screen.



If you are a Net Term user, you do not need to make any payments right now, you will be invoiced and you will have to pay based on agreed payment terms.

- 9 On the right half of the Checkout screen, you can configure your new Server (VM). Enter a new password that you want to assign to the VM in the **VM Password** text field.
- 10 Enter the same password again in the **Confirm Password** text field.

- 11 Enter a **Net Mask** that you will like to assign to your machine.



If you are an existing user and have already set-up a network, simply select your network from the drop down menu.

- 12 Click [Place Order] to complete order placement. A confirmation message displays on your screen.

## Working with dinAuth Single Sign-on Feature

dinAUTH is a service that empowers you with an additional layer of security and control over your cloud environment. The service allows access to webHVDs though the individual credentials maintained for each of your users in your Active Directory.

### How it Works

Through this service, you are allowed to add and save the information of your **Identity Provider**, or **IDP** to your cloud environment with us.

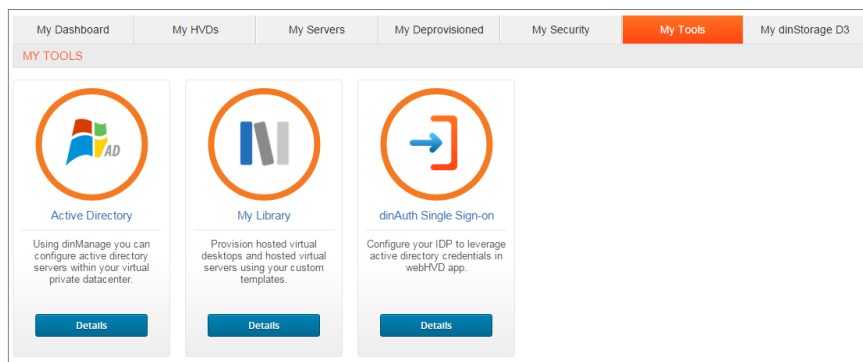
This action, accompanied by the **dinAUTH Service Provider (SP) metadata** information (that you would need to configure at your end), would direct users to your **Sign In** page from where their credentials will be verified through your Active Directory.

### Enabling dinAuth Service

To provision a machine from your saved templates, you will be required to perform the following steps:

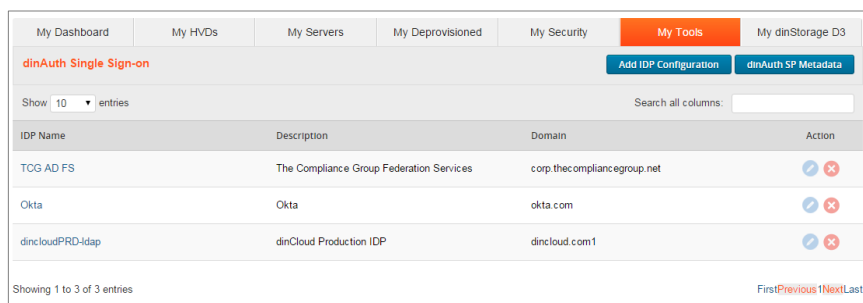
- 1 On the Homepage, click the **My Tools** tab.

The My Tools screen displays.



- 2 In the **dinAuth Single Sign-on** box, click [Details].

The dinAuth Single Sign-on screen displays.



- 3 Click [dinAuth SP Metadata] to download the Service Provider (SP) Metadata information in XML format.

Review the Service Provider (SP) Metadata information in XML format.

[illegible]

- 4 You will now need to set-up your SP configuration consistent with the provided metadata information, to enable the two way communication between your dinCloud environment and your server. Click [Add IDP Configuration] to enter the information of your Identity Provider.

A form displays, requiring information to set-up dinAUTH for your account.

My Dashboard

My HVDs

My Servers

My Deprovisioned

My Security

My Tools

My dinStorage D3

dinAuth Single Sign-on

Enable Single Sign On:

☐

IDP Name:

Description:

Domain Name:

dincloud.com

SAML Issuer Name:

Sign-in Page URL:

Sign-out Page URL:

Verification Certificate:

Choose File

No file chosen

Certificate Fingerprint:

Protocol of Binding:

REDIRECT

Save Settings

Back

- 5 Enter an appropriate name for the IDP in the **IDP Name** field.
- 6 Enter a brief description of the IDP, for your reference, in the **Description** field.

- 7 Choose a domain from the **Domain Name** drop-down menu. The domains are picked by dinManage from your login email address. To include additional domains in the dropdown menu, you will need to create users in dinManage with an email address under the required domain.
- 8 Enter the **SAML Issuer Name** which contains the unique identifier for the IDP.
- 9 Enter the URL of your Sign-in page in the **Sign-in Page URL** field.
- 10 Enter the URL of your Sign-out page in the **Sign-out Page URL** field.
- 11 Attach the verification certificate associated with the domain you selected earlier, in the **Verification Certificate** field.
- 12 Enter in the verification certificate finger print in the **Certificate Fingerprint** field. The fingerprint looks something like:  
AF:E7:1C:28:EF:74:0B:C8:74:25:BE:13:A2:26:3D:37:97:1D:A1:F9
- 13 Select the appropriate **Protocol Binding** for the IDP, either REDIRECT or POST, as per your requirement, or configuration.
- 14 After setting up the IDP configuration, mark the **Enable Single Sign On** check-box at the top of the form and then click [Save Settings].
- 15 Once these settings are saved, the dinAUTH security control service will be activated on your account.

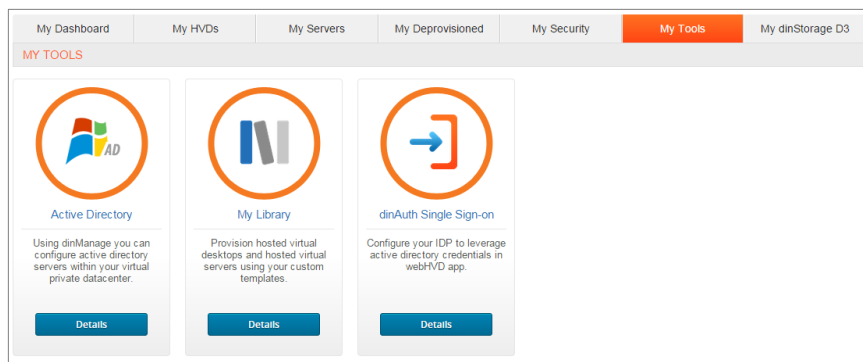


## Editing an IDP Configuration

To edit an existing IDP configuration, you will be required to perform the following steps:

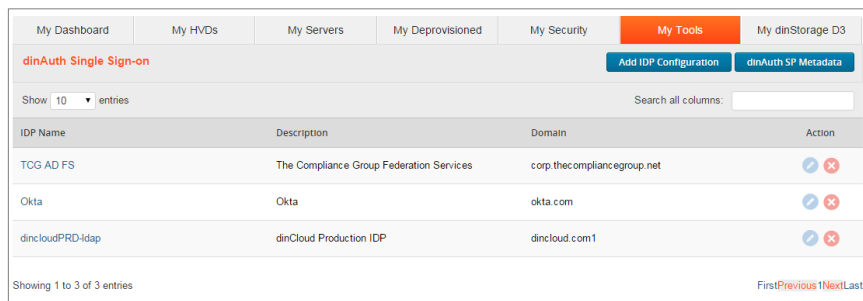
- 1 On the Homepage, click the **My Tools** tab.


The My Tools screen displays.



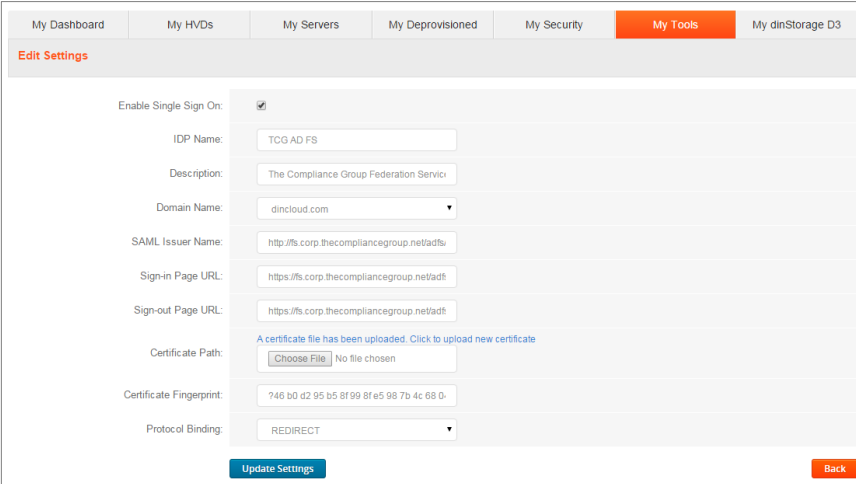
- 2 In the **dinAuth Single Sign-on** box, click [Details].

The dinAuth Single Sign-on screen displays.



- 3 Under the **Action** column, click [>] adjacent to the IDP record you want to edit.

The Edit Settings screen displays.



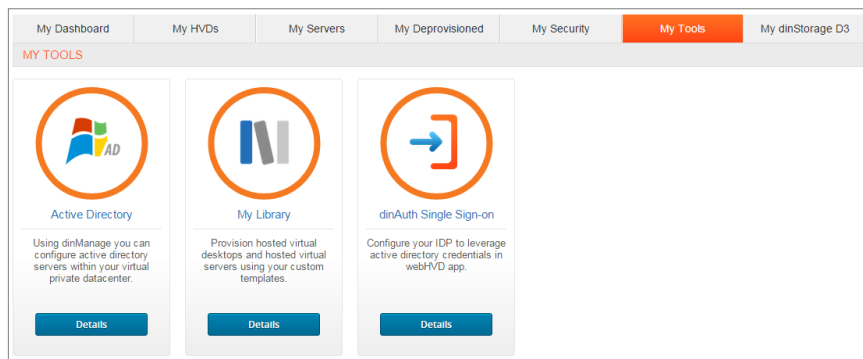
- 4 Review and modify the IDP configuration details, as required, and then click [Update Settings] to save the changes.

## Deleting an IDP Configuration

To delete an existing IDP configuration, you will be required to perform the following steps:





- 1 On the Homepage, click the **My Tools** tab.


The My Tools screen displays.



- 2 In the **dinAuth Single Sign-on** box, click [Details].

The dinAuth Single Sign-on screen displays.

My Dashboard	My HVDs	My Servers	My Deprovisioned	My Security	My Tools	My dinStorage D3
<b>dinAuth Single Sign-on</b>					Add IDP Configuration	dinAuth SP Metadata
Show: 10 entries		Search all columns: <input type="text"/>				
IDP Name	Description	Domain	Action			
TCG AD FS	The Compliance Group Federation Services	corp.the.compliancegroup.net				
Okta	Okta	okta.com				
dincloudPRD-idap	dinCloud Production IDP	dincloud.com1				
Showing 1 to 3 of 3 entries						FirstPrevious1NextLast

- 3 Under the **Action** column, click [] adjacent to the IDP record you want to delete.
- 4 A warning dialog appears. Click [OK] to confirm. The IDP configuration will now be removed.

## Chapter 9

# Managing dinStorage D3 Accounts

## Overview

dinManage allow users to create new dinStorage D3 accounts and also manage their existing accounts.

This chapter includes instructions on creating new dinStorage D3 accounts, resetting access credentials for your storage account, and deleting one of your storage accounts.

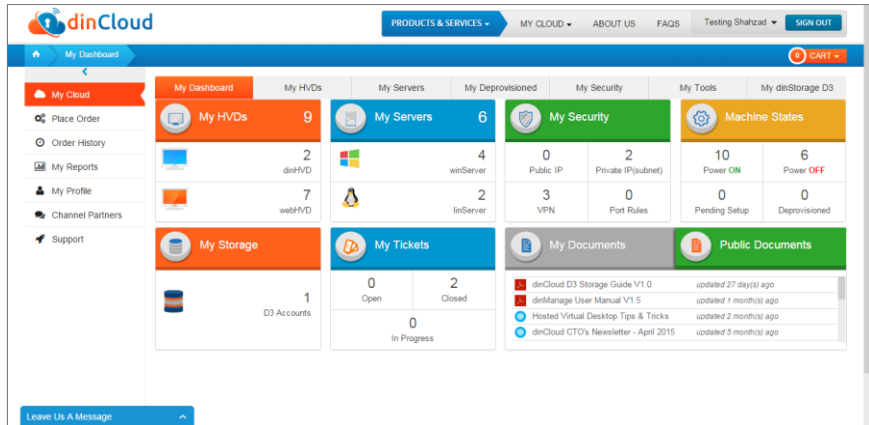
### Creating a New dinStorage D3 Account

For more information about adding a new dinStorage D3 account, refer to *Creating a New dinStorage D3 Account* section of *Chapter 3 Ordering Products and Services* in this guide.

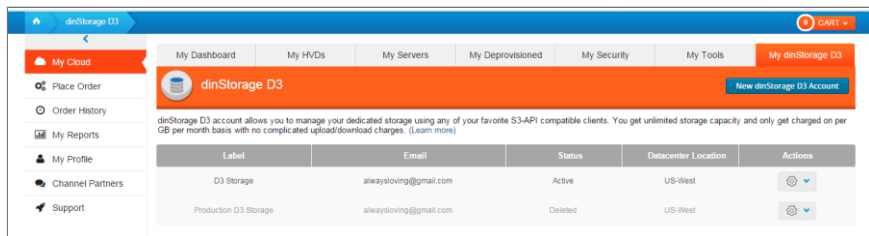
### Resetting Access to dinStorage Account


To reset access credentials to your dinStorage D3 account, you will be required to perform the following steps:

- 1 Using a supported browser, log in to your dinManage account.  
The dinManage Homepage displays.



- 2 Click the **My dinStorage D3** tab.  
The dinStorage D3 screen displays.



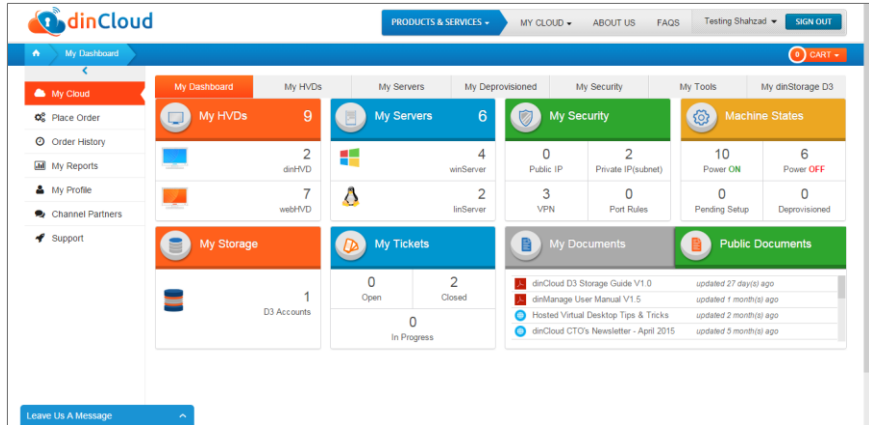
- 3 Under the **Actions** column, click [  ] → [Reset Credentials] for the desired account.
- 4 You will be asked to enter your account password to proceed.
- 5 A confirmation message displays. You will also receive an email containing your new credentials.

## Deleting an Existing dinStorage D3 Account

To delete one of your dinStorage D3 accounts, you will be required to perform the following steps:

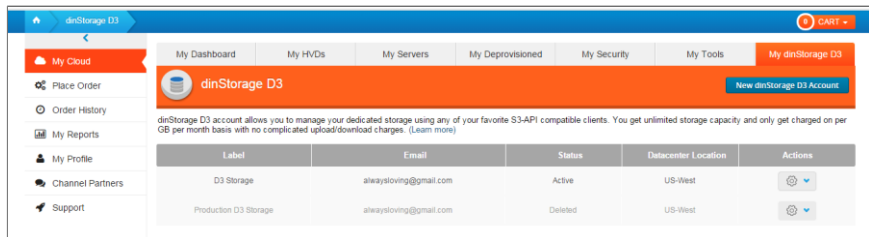
- 1 Using a supported browser, log in to your dinManage account.

The dinManage Homepage displays.



- 2 Click the **My dinStorage D3** tab.

The dinStorage D3 screen displays.



- Under the **Actions** column, click [  ] → [Delete this account] for the desired account.

A confirmation dialog display.

Delete this account X


**WARNING:** All your data in this account Acme Silos will be lost! This is an irreversible operation and will result in the deletion of account as well as all the data stored in it. You won't be able to retrieve the existing data. Please download your data first before deleting the account if you don't want to lose the data. Otherwise, you can proceed.

Please enter your **dinManage password** and hit proceed to complete this operation.

Proceed









- Enter your dinManage password in the text field and then click [Proceed].
- A confirmation message displays. The selected account will now be listed as grayed out and its **Status** displays **Deleted**.

My Dashboard
My HVDs
My Servers
My Deprovisioned
My Security
My Tools
My dinStorage D3


**dinStorage D3**
New dinStorage D3 Account

Your account "Acme Silos" has been deleted.

dinStorage D3 account allows you to manage your dedicated storage using any of your favorite S3-API compatible clients. You get unlimited storage capacity and only get charged on per GB per month basis with no complicated upload/download charges. ([Learn more](#))

Label	Email	Status	Datacenter Location	Actions
D3 Storage	alwaysloving@gmail.com	Active	US-West	 
Acme Silos	alwaysloving@gmail.com	Active	US-West	 
Production D3 Storage	alwaysloving@gmail.com	Deleted	US-West	 
Acme Silos	alwaysloving@gmail.com	Deleted	US-West	 

## Chapter 10

# Working with dinManage Reports

## Overview

The Reports feature in dinManage allow users to track a large set of mission-critical data which can be used to make crucial business decisions.

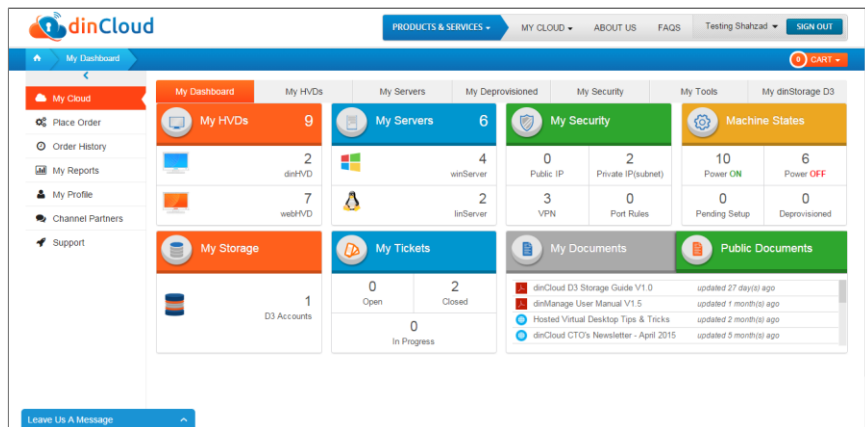
This chapter includes instructions on setting the criteria for selecting data displayed in the reports, and viewing the several types of reports available in dinManage.

### Viewing the Affiliate Earning Report

To view the Affiliate Earning report, you will be required to perform the following steps:

- 1 Using a supported browser, log in to your dinManage account.

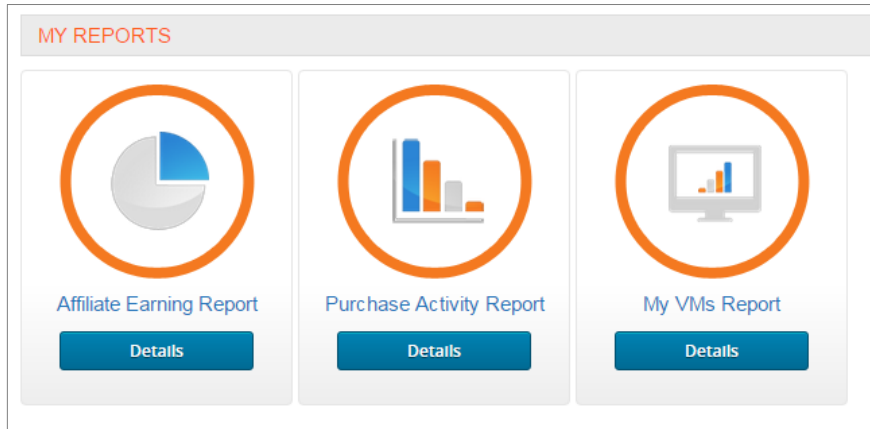
The dinManage Homepage displays.





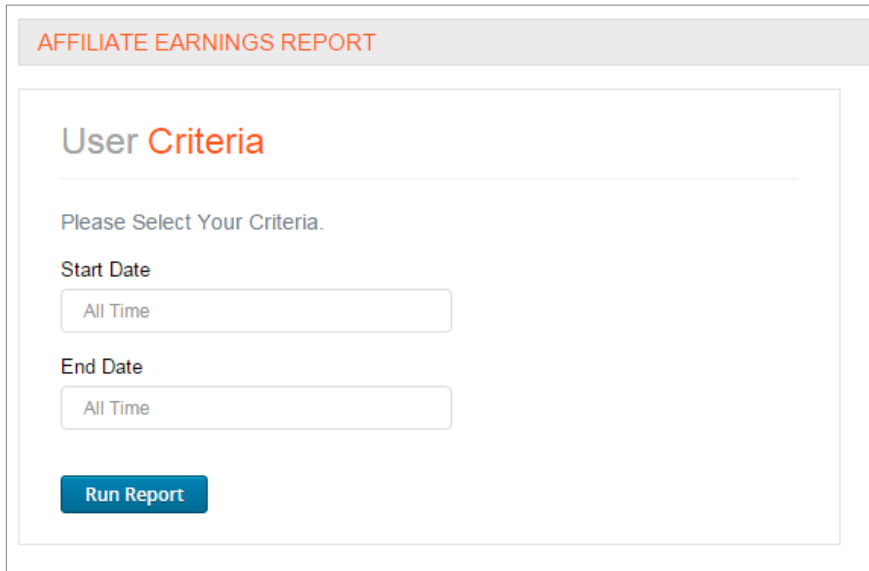
- 2 Click **My Reports** from the left menu.

The My Reports screen displays.



- 3 Click [Details] in the Affiliate Earning Report box.

The User Criteria screen displays.

The screenshot shows the 'AFFILIATE EARNINGS REPORT' section. The header is 'AFFILIATE EARNINGS REPORT' in red. Below the header, the title 'User Criteria' is displayed in a large font. Underneath, the text 'Please Select Your Criteria.' is shown. There are two input fields: 'Start Date' and 'End Date', both with 'All Time' selected. A blue 'Run Report' button is located at the bottom of the form.

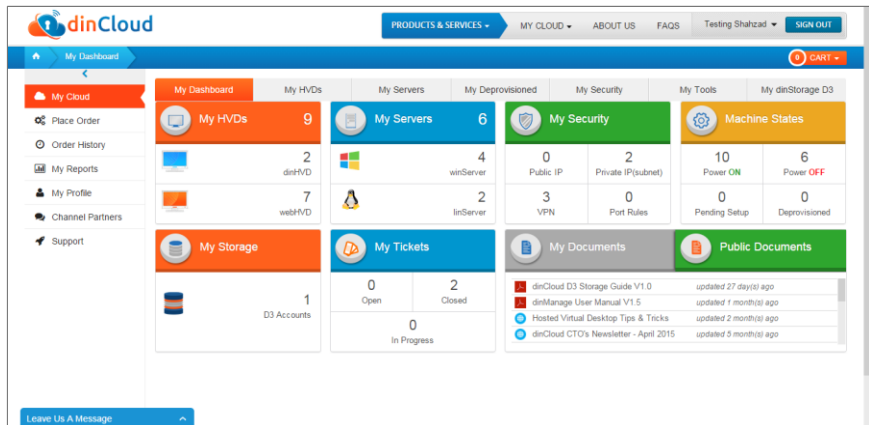
- 4 Select the date that you want to set as the reporting start date in the **Start Date** field.
- 5 Select the date that you want to set as the reporting end date in the **End Date** field.
- 6 Click [Run Report] to view the selected report.

## Viewing the Purchase Activity Report

To view the Purchase Activity report, you will be required to perform the following steps:

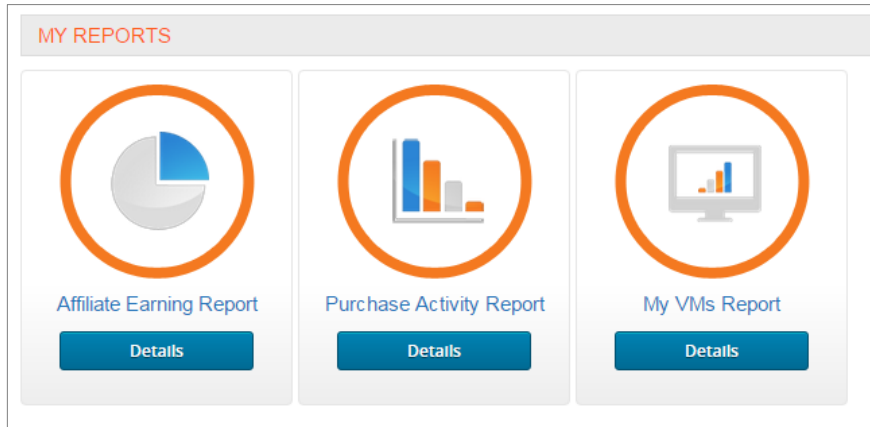
- 1 Using a supported browser, log in to your dinManage account.

The dinManage Homepage displays.



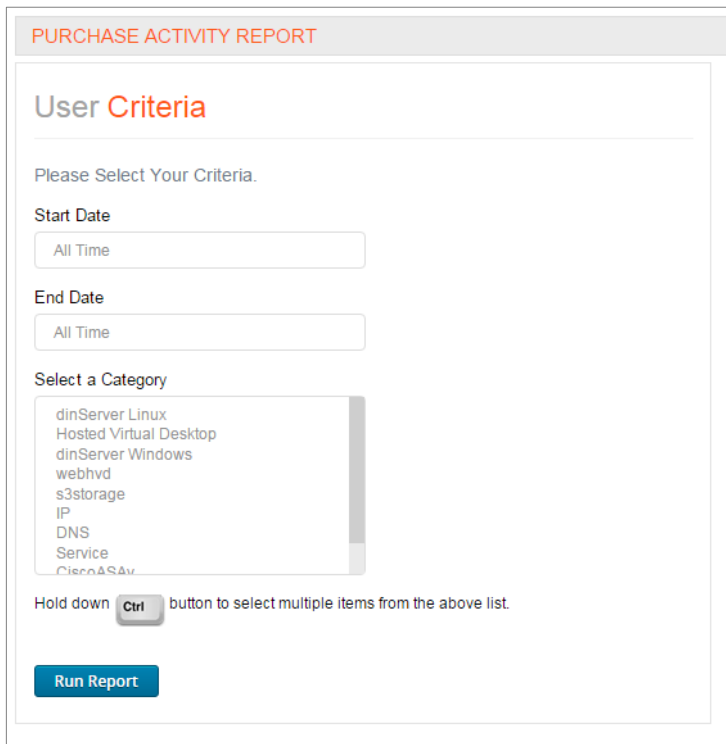
- 2 Click **My Reports** from the left menu.

The My Reports screen displays.



- 3 Click [Details] in the Purchase Activity Report box.

The User Criteria screen displays.



- 4 Select the date that you want to set as the reporting start date in the **Start Date** field.
- 5 Select the date that you want to set as the reporting end date in the **End Date** field.
- 6 Select the desired category form the **Select a Category** list. You can select multiple categories from the list.
- 7 Click [Run Report] to view the selected report.

The report displays on the same screen.

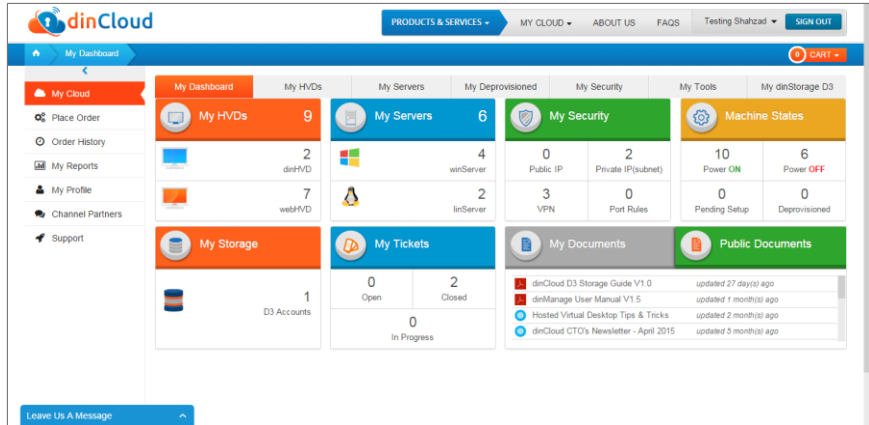
PURCHASE DETAIL			
Order #	Date	Order Details	Order Total
5922	May-05-2015	Windows 2008 R2 Datacenter Server X64 - Windows Server 2008 R2 - Data Center	\$78.0 USD
5930	May-06-2015	Linux Server - Quality Test - CentOS 5.5	\$88.0 USD
6182	Jun-09-2015	Windows 2012 R2 Datacenter Server - Windows Server 2012 R2	\$78.0 USD
6328	Jun-24-2015	CentOS 7.0 x64 - CentOS 5.5	\$68.0 USD
6602	Jul-28-2015	CentOS 6.5 X64 - CentOS 6 (64 bit)	\$68.0 USD
6607	Jul-29-2015	CentOS 6.5 X64 - CentOS 6 (64 bit)	\$68.0 USD
6608	Jul-29-2015	CentOS 6.5 X64 - CentOS 6 (64 bit)	\$68.0 USD
6611	Jul-29-2015	CentOS 6.5 X64 - CentOS 6 (64 bit)	\$68.0 USD
6617	Jul-30-2015	Windows 2012 R2 Datacenter Server - Windows Server 2012 R2	\$78.0 USD
6630	Jul-30-2015	Windows 2012 R2 Datacenter Server - Windows Server 2012 R2	\$78.0 USD
6633	Jul-31-2015	Windows 2012 R2 Datacenter Server - Windows Server 2012 R2	\$78.0 USD
6633	Jul-31-2015	Windows 2012 R2 Datacenter Server - Windows Server 2012 R2	\$78.0 USD
6634	Jul-31-2015	Windows Server 2012 64-Bit - Windows Server 2012 R2	\$78.0 USD
6656	Aug-05-2015	Windows 2012 R2 Datacenter Server - Windows Server 2012 R2	\$78.0 USD
6656	Aug-05-2015	Windows 2012 R2 Datacenter Server - Windows Server 2012 R2	\$78.0 USD
6657	Aug-05-2015	Windows 2012 R2 Datacenter Server - Windows Server 2012 R2	\$78.0 USD
6657	Aug-05-2015	Windows 2008 R2 Datacenter Server X64 - Windows Server 2008 R2 - Data Center	\$78.0 USD
6657	Aug-05-2015	Windows 2008 R2 Datacenter Server X64 - Windows Server 2008 R2 - Data Center	\$78.0 USD

## Viewing the My VMs Report

To view the My VMs report, you will be required to perform the following steps:

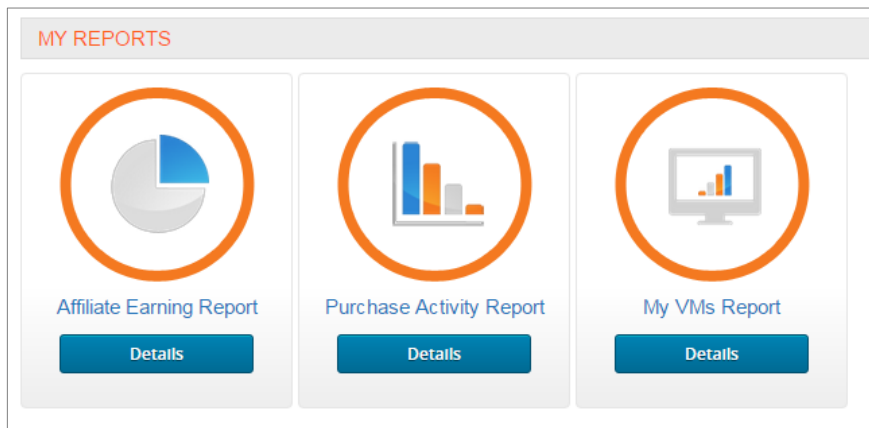
- 1 Using a supported browser, log in to your dinManage account.

The dinManage Homepage displays.



- 2 Click **My Reports** from the left menu.

The My Reports screen displays.



- 3 Click [Details] in the My VMs Report box.

The User Criteria screen displays.

**MY VMS REPORT**

**Search Criteria**

Start Date

End Date

Select Category

dinServer Linux
Hosted Virtual Desktop
dinServer Windows

\* Select the virtual machine creation date range from the above fields. Leave "All Time" or blank if you would like to get a list of all virtual machines in your account without specifying any time frame.

Hold down **Ctrl** button to select / deselect multiple items.

Run Report
Export to CSV

- 4 Select the date that you want to set as the reporting start date in the **Start Date** field.
- 5 Select the date that you want to set as the reporting end date in the **End Date** field.
- 6 Select the desired category form the **Select a Category** list. You can select multiple categories from the list.
- 7 Click [Run Report] to view the selected report.

The report displays on the same screen.

VIRTUAL MACHINES REPORT						
Machine Name	Label	RAM GB	CPU	DISK GB	VM Creation Date	
Farhan/M-1s	None	1	1	500	06/06/2015	
OverwebHVD-12	None	3	2	60	06/06/2015	F
Qual-hd11	None	3	3	60	09/01/2015	F
Qual-hd12	None	3	3	60	09/04/2015	F
Qual-hd13	None	3	2	60	09/04/2015	F
Qual-hd2	None	3	2	60	06/24/2015	F
Qual-hd4	Testing Virtual Machine4	4	3	80	06/25/2015	F
Qual-hs15	None	1	1	80	09/04/2015	
Qual-hs7	None	1	1	80	09/01/2015	
Zohab/M-Ser	None	1	2	80	06/06/2015	

## Chapter 11

# dinManage Support

## Overview

Using dinManage Support features, users can report problems round the clock to the dinManage Support Desk. A unique ticket is created against each reported issue and can be tracked by logging in to your dinManage account.

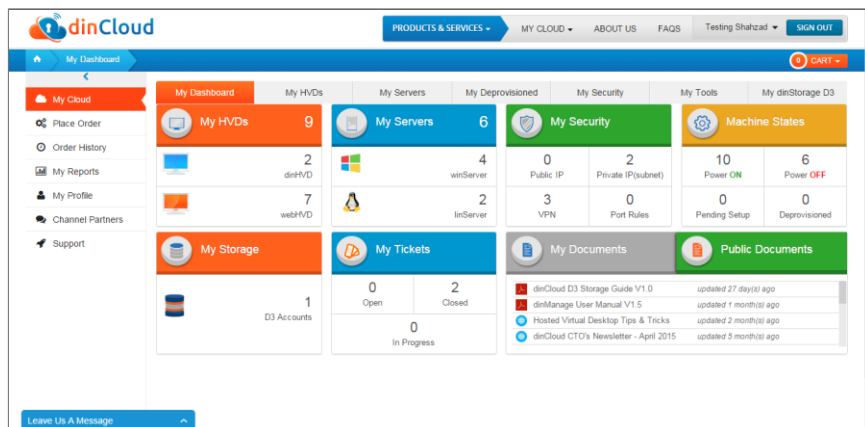
This chapter includes instructions on creating new problem tickets, and tracking and viewing the recent status of reported issues.

### Creating a New Support Ticket

To create a new support ticket, you will be required to perform the following steps:

- 1 Using a supported browser, log in to your dinManage account.

The dinManage Homepage displays.



2 Click the **Support** tab.

The Welcome to the Support Desk screen displays.

**WELCOME TO THE SUPPORT DESK**
Add New Ticket

You can contact dinCloud support from this section. Tickets created through other mediums such as phone or email will also be available here.

Your Tickets Record

Ticket	Date	Subject	From	Email	Status
844671	March 19, 2015, 5:22 a.m.	My New Ticket	Testing Shahzad	alwaysloving@gmail.com	closed / Assigned
595465	March 19, 2015, 5:25 a.m.	Can you Process it TAC team	Testing Shahzad	alwaysloving@gmail.com	closed / Assigned

3 Click [Add New Ticket].

The New Ticket screen displays.

**NEW TICKET**

Name: Testing Shahzad  
 Email: alwaysloving@gmail.com  
 Phone: +923015063632  
 Alternate Phone:  e.g 300-xxx-xxxx  
 Subject:  \*  
 Message: 

Please provide as much detail as possible so we can best assist you. \*

Create Ticket
 Reset
 Cancel

4 Review your personal information such as **Name**, **Email**, and **Phone**.

5 Enter a short description of your issue in the **Subject** field.

6 Enter issue details in the **Message** field.

7 Click [Create Ticket] to submit your problem ticket to dinManage Support.

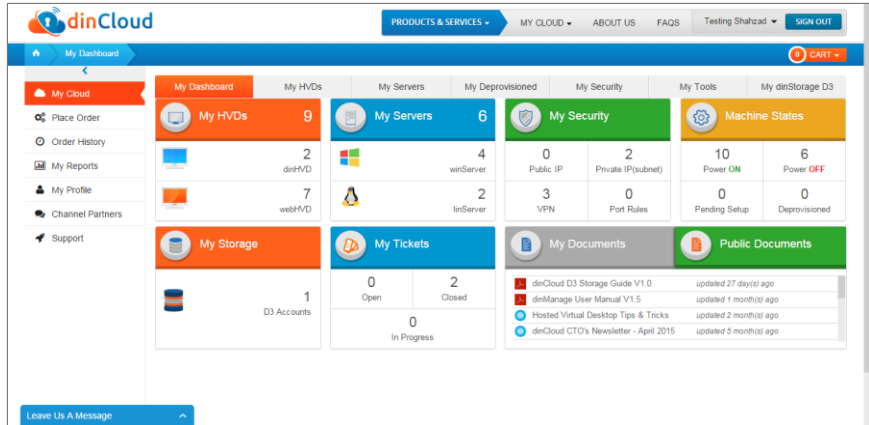


## Viewing Status of Support Tickets

To view the status of all your support tickets, you will be required to perform the following steps:

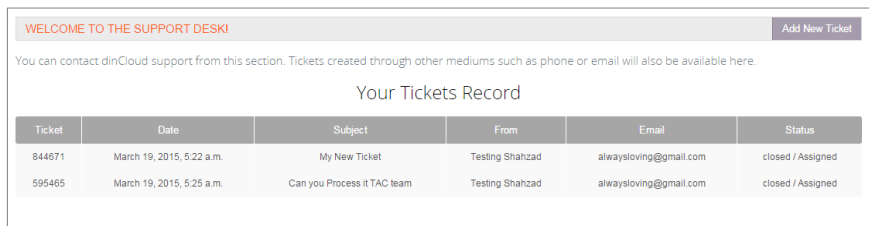
- 1 Using a supported browser, log in to your dinManage account.

The dinManage Homepage displays.



- 2 Click the **Support** tab.

The Welcome to the Support Desk screen displays.



- 3 On this screen you can view the status and other details of all your reported issues.

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