

Welcome to CloudLayer™ Computing

SoftLayer Technologies®

Contact Us
1-866-398-7638
214-442-0602
softlayer.com

■ Welcome

Welcome to SoftLayer®. This document will outline your first few hours as a customer and hopefully answer all initial questions. Server administration is a challenging task and our goal is to mitigate any obstacles in your path and to assist you in easy administration of your new CloudLayer™ Computing Instance (CCI). Our responsibility is to enhance your hosting experience by delivering enterprise-grade network, hardware, software, security, and management tools to act as your virtual data center. All we ask is for you to become familiar with the SoftLayer approach, practice, Customer Portal, and oversee day-to-day administration and management of your CCI. We're here to assist you and to act as your hands and eyes and if you need help, our administrators are always available. Thank you for your time and your continued business.

■ How to Get Started

Once your CCI is delivered, your welcome email will include instructions on where to find your initial credentials. It is important to understand your management and remote connectivity tools including terminal services (Windows®, SSH (Linux / FreeBSD®), VNC, KVM, 3rd party control panel software (cPanel® / Parallels® Helm / Parallels Plesk), the Customer Portal, and our Private Network connection including the VPN gateway. But remember, we're always here and ready to assist you.

■ Portal Overview

SoftLayer developers have built an extensive management portal to compliment your operating system management tools. Inside the Customer Portal, you will find nine working categories (Administrative, Support, Security, Hardware, Software, CloudLayer, Public Network, Private Network, and Sales). Within each category, you will find a myriad of related tools and features. After your initial service order, you should spend one to two initial hours familiarizing yourself with the Customer Portal to fully understand the power of the SoftLayer approach. Learn how to manage your CCI directly, over the Private Network, or via KVM and how the Customer Portal integrates with your CCI administration to offer a complete CloudLayer hosting solution. Advanced users: you can now integrate SoftLayer Customer Portal features into your own customer portal using our API. For more information, go to the SoftLayer Developer Network at <http://sldn.softlayer.com>.

■ Support Guidelines

Serving as your safety net, our technical support team is available on site 24/7/365 and will serve as your virtual hands and eyes. Our support methodology utilizes the "emergency room" approach where problems are graded for severity and responded to accordingly. Service outages of any type always receive top priority followed by service-degrading factors and general questions about CCI management. This ensures every customer will receive the best support during the appropriate situation. CCI administration and management are your responsibility, but we are here to offer general assistance. If you find you are in need of technical assistance, server administration tickets can be opened for a \$3 charge to assist you across most technical disciplines.

■ Technical Resources

There are many technical resources at your fingertips inside the Customer Portal. An extensive searchable frequently asked questions (FAQ) is also available for common issues and fast resolutions. You will also find posts from our technical staff and verified solutions from other SoftLayer customers who may have encountered the same perplexing issue as you. Ticket generation is always available when you need assistance from our technical team but we highly recommend other resources including our own forums (forums.softlayer.com), Google groups, PHP forums, database forums, and product vendors.

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■ Adding Portal Users

Inside the Customer Portal, you will find a section under the administrative category to add additional users and set permissions for access. This section will not add users to your CCI, only to the Customer Portal. By allowing other Administrators access to the customer Portal, they will be allowed access to the technical resources and the information to properly manage your environment.

■ Adding CCI Users

You must log into your CCI via the original username and password and add additional users through the user administration panel of the operating system that you chose to install. Adding users to your CCI will NOT automatically add users to the Customer Portal (and vice versa).

■ Tracking Usernames / Passwords

You will have several usernames and passwords (CCI, Dedicated Servers, Customer Portal, NAS, VPN, and other potential services). Inside the Customer Portal, you will find password management made easy by our password tracking features. Once passwords are modified, you can update your secure password files inside the Customer Portal for other administrators and technical support to access. Failure to keep current usernames and password on file inside the Customer Portal will slow the support process from SoftLayer as technicians wait for updated information. The Customer Portal does NOT automatically update your CCI password or other third party applications. The Customer Portal is your password repository for administrative purposes.

■ Billing and Invoices

Your first day of service is also your anniversary billing date. You will be billed monthly on your anniversary date for hourly or monthly rate plans. If you upgrade or add new services, your anniversary date will remain the same and new services will be prorated to your next anniversary date. All invoices (historical, current, future) are available online under the accounting sections inside the Customer Portal.

■ Adding New Services or Upgrading Existing Services

Add new services at any time inside the Customer Portal under the administrative tab. Upgrade your current CCI, purchase a new CCI or add additional services to any plan. All CCI can easily be upgraded with very little downtime. Contact sales for more information.

■ CCI Control and Access

Depending on the type of services purchased, there are several different ways to log into your CCI for the first time. For successful access, always use the IP assigned to your CCI and the correct username and password assigned to that particular CCI. This can be found in the Customer Portal after the initial login. Using your domain name in lieu of your IP address will probably not work unless you have made DNS modifications to point your domain name at your CCI. As a general rule, use your IP address for the first 14 days while your domain name propagates throughout the Internet.

No Server Control Panel If you did not purchase a 3rd party control panel software (Plesk/cPanel/Helm), you will most likely log into your CCI with Terminal Services (Windows) or SSH (Linux / FreeBSD), VNC, or the KVM. If you are unfamiliar with these products, please see our knowledge base inside the Customer Portal for specific instructions.

Server Control Panel If you purchased Plesk, cPanel or Helm with your CCI, you should ALWAYS use the control panel to administer your CCI. Each software control panel has specific administration ports and URLs for CCI access. If you need specific instructions, log into the Customer Portal and refer to the Adobe® Flash® tutorials or the knowledge base for detailed instructions. Administration of your CCI from a command line or not utilizing the control software may break control panel feature sets.

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■ Remote Reboot

Through the Customer Portal, you have remote reboot access to your CCI. This remote reboot will allow you to stop, pause or reboot your CCI. This feature is located under the CloudLayer category inside the Customer Portal.

■ CCI Reloads and Image Templates

These features will reload your CCI to the original specs and will allow you to start over or change your CCI configuration including OS, control panels, database software, and security software. Reloads and configuration changes occur real-time and will destroy your CCI and reload it fresh. Image templates allow you to create and store images based on existing CCI for instant scalability.

■ DNS and Name-Servers

Name-servers are top-level authoritative servers for your domain name and “inform” Internet users where to find your domain name. Once found, domain name servers “inform” Internet users to the IP in which your domain resolves. Customers have the option of running their own name-servers or utilize a third party (like your domain registrar or SoftLayer).

Name-Servers

Yes, I Want to Run My Own Name-Servers You will need to register your domain name as a name-server with your domain name registrar to run your own name-server. This is usually free of charge and is only an administrative step. To register your domain name as a name-server you will need two names and two IP addresses. Most people elect to use something like ns1.domain.com and ns2.domain.com as well as two IP addresses assigned by SoftLayer. This allows you to manage your own name-servers on your own CCI.

No, I Do Not Want to Run My Own Name-Servers Most people elect not to run their own name-servers and use third parties for this service. You can use your domain registrar or SoftLayer as your name-server provider. We highly recommend using SoftLayer because this allows us to further troubleshoot routing or domain issues that may arise. If you wish for SoftLayer to be your authoritative name-server, log into your domain registrar and change your name server to ns1.SoftLayer.com (67.228.254.4) and ns2.SoftLayer.com (67.228.255.5). Do not perform this until you are ready for your domain name to be live on your CCI at SoftLayer.

DNS Management

Yes, I Want to Manage My Own DNS You will need to install a DNS system on your CCI to run and manage your own DNS servers. By using a control panel like Plesk or cPanel with this built-in feature, you can add, remove, or modify domain names on your CCI at any time. This is common among resellers and hosting companies that seek complete control.

No, I Do Not Want to Run My Own DNS Most companies and individuals elect not to run their own DNS due to overhead on the CCI and lack of redundancy. The easiest method is to allow SoftLayer to run DNS services for your domain name(s) by adding your domains inside our Customer Portal. This will also allow you to manage your domains 24/7 through our easy to use graphical interface. You can also manage your domain outside of SoftLayer by allowing your domain registrar to run DNS services or other unrelated third parties. Make sure your domain name is pointed at the proper IP address on your CCI. Once a modification is made, DNS propagation can take up to seven days to point to a new IP address.

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Understanding the SoftLayer Network

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■ The SoftLayer Difference – Our Network

Our Network-Within-a-Network design offers the ultimate in control of your outsourced hosting environment. We've broken it down into two distinct areas:

Public Network

Our Cisco™ driven redundant network offers carrier grade Internet connectivity to multi-home backbone carriers: Global Crossing®, Internap®, Level 3®, NTT America, Qwest®, SAVVIS™, Comcast® (peering), Equinix (peering), SIX (peering), Telefónica (peering), and Time Warner (peering). This network is capable of gigabit speeds from the server to the Internet. You can also find bandwidth graphs and alerts inside this Customer Portal.

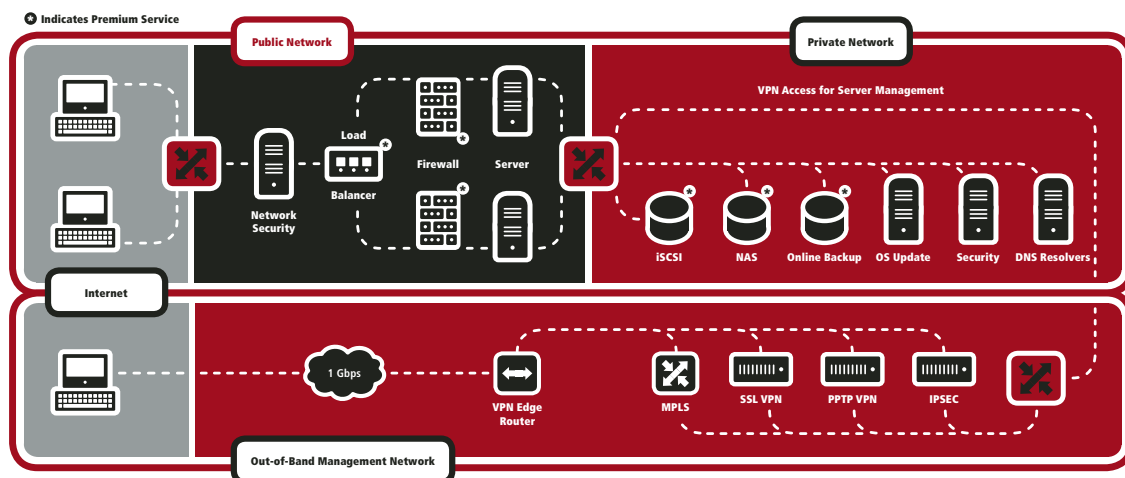
Private Network

A SoftLayer exclusive, the Private Network is broken down into three functional areas. The goal of the Private Network is to facilitate complete control over CCI management while adding convenient and secure services.

Backend Customer Network: The first functional component of the Private Network is the CCI-to-CCI (or CCI-to-dedicated server) connectivity. If you have two or more CCI or dedicated servers with SoftLayer, these CCI can communicate over a private connection at up to gigabit speeds on the same secure VLAN. Bandwidth is unlimited.

Backend Service Network: CCI-to-Services The second functional component of our Private Network is the CCI-to-services connectivity. Your private VLAN and all connected CCI have access to NAS, FTP, DNS resolvers, OS update servers, and more over the backend network. This allows for fast, secure connections with unlimited bandwidth.

Management Network: VPN to the Backend The final functional component of the Private Network is the management connectivity. True out-of-band management is possible through a distinct stand-alone third carrier over our SSL, PPTP or IPSEC VPN gateway. Simply launch a web browser, type in the VPN address and you will be dropped into your private backend VLAN. Use terminal services or SSH to gain access to your CCI over the private IP address or use the console software supplied in the Customer Portal to console directly into your CCI. Our VPN to the backend is an advanced method of CCI management and will give you control in the event your CCI becomes unresponsive. You can also upload/download files to and from your CCI over the secure VPN and without using your Public Network bandwidth allotment because Private Network bandwidth is unlimited.



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Quick Reference Guide

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■ Service Information

Networking Infrastructure

- Cisco 6509-E Border Routers
- Cisco 6509-E Distribution Routers
- Sup 720 - 3BXL Engines
- Cisco 3560-E Public Access Switch
- Cisco 3560-E Private Access Switch

Bandwidth Providers – Dallas, TX

- 1 x 10Gbps Global Crossing – Public Network
- 2 x 10Gbps Internap – Public Network
- 1 x 10Gbps Level 3 – Public Network
- 2 x 10Gbps NTT America – Public Network
- 1 x 10Gbps SAVVIS – Public Network
- 1 x 10Gbps Comcast (peering) – Public Network
- 1 x 10Gbps Equinix (peering) – Public Network
- 1 x 10Gbps Telefónica (peering) – Public Network
- 1 x 10Gbps Time Warner (peering) – Public Network
- 1 x GigE Cogent – Private Network

Bandwidth Providers – Seattle, WA

- 1 x 10Gbps Global Crossing – Public Network
- 2 x 10Gbps Internap – Public Network
- 1 x 10Gbps Level 3 – Public Network
- 1 x 10Gbps NTT America – Public Network
- 1 x 10Gbps Qwest – Public Network
- 1 x 10Gbps Comcast (peering) – Public Network
- 1 x 10Gbps SIX (peering) – Public Network
- 1 x 10Gbps Time Warner (peering) – Public Network
- 1 x GigE XO Communications – Private Network

Bandwidth Providers – Washington, D.C.

- 1 x 10Gbps Global Crossing – Public Network
- 2 x 10Gbps Internap – Public Network
- 1 x 10Gbps Level 3 – Public Network
- 1 x 10Gbps NTT America – Public Network
- 1 x 10Gbps Comcast (peering) – Public Network
- 1 x 10Gbps Equinix (peering) – Public Network
- 1 x 10Gbps Telefónica (peering) – Public Network
- 1 x 10Gbps Time Warner (peering) – Public Network
- 1 x GigE AboveNet™ – Private Network

Upgrade Ports – Public and Private

- 100Mbps – Private
- 100Mbps or 1000Mbps – Private

Network Protection

- Arbor Peakflow®
- Cisco Netflow Analysis

Software

- Microsoft Windows Server®
- Red Hat®/CentOS/Fedora®
- Debian/Ubuntu™
- MySQL® and SQL Installations
- Parallels Plesk and cPanel Control Panels

Management Portal

- Public & Private Bandwidth Graphs
- Uplink Port Speed Control
- Monitoring
- User Management
- Trouble Ticketing System
- Automated OS Reloads
- Advanced System Reporting
- Accounting and Billing Information
- Private Network Services
- CCI-to-CCI Connectivity
- CCI-to-Dedicated Server Connectivity
- NAS/FTP Backup Availability
- Windows Update Server
- Red Hat Update Server
- DNS Resolvers
- Infrastructure Support Servers

Customer Support

- 24/7/365 Online Technical Support
- 1-866 Toll-Free Support
- Certified Technicians
- Advanced Resolution System
- FAQ and Adobe® Flash® Tutorials

Customer Forums

- forums.softlayer.com

KnowledgeLayer® Information Center

- knowledgelayer.softlayer.com

SoftLayer Developer Network

- sldn.softlayer.com

InnerLayer™ Company Blog

- theinnerlayer.softlayer.com

Contact Information

Support

support@softlayer.com
1-866-403-7638
1-214-442-0603

Sales

sales@softlayer.com
1-866-398-7638
1-214-442-0602

Accounting

accounting@softlayer.com
1-214-442-0604

Important Addresses

Web Site

www.softlayer.com

Customer Portal

https://manage.softlayer.com

VPN Address – Dallas

https://vpn.dal01.softlayer.com

VPN Address – Seattle

https://vpn.sea01.softlayer.com

VPN Address – Washington, D.C.

https://vpn.wdc01.softlayer.com

Emergency Notification

https://status.softlayer.com

Name-Servers

ns1.softlayer.com
67.228.254.4

ns2.softlayer.com
67.228.255.5

DNS Resolvers

rs1.softlayer.com
10.0.80.11

rs2.softlayer.com
10.0.80.12

Plesk Control Panel URL

https://x.x.x.x:8443

cPanel Control Panel URL

http://x.x.x.x:2086
https://x.x.x.x:2087