

SOFTLAYER®

Mobile Client for iPhone® OS User's Guide

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Introduction

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Founded in 2005, SoftLayer provides best-in-class connectivity and industry-leading, infrastructure-as-a-service solutions. It's all fully automated and can be accessed and managed through the SoftLayer Customer Portal, empowering enterprises with complete control, security, and scalability for their data center services.

We are proud to present our new SoftLayer Mobile Client—the power of the SoftLayer Customer Portal, wrapped up to go. Not a mobile version of the browser-based Portal, but a native application with powerful management tools, putting control of your infrastructure right in your pocket.

SoftLayer Mobile Client is already available for a number of popular mobile devices, with more in the works.

We hope you find the flexibility and convenience that SoftLayer Mobile Client provides to be a valuable advantage to your administrative operations.

Installation

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SoftLayer Mobile Client for iPhone® can be downloaded and installed from the iTunes Store® (refer to iTunes documentation for additional download and installation details).

SoftLayer Mobile Client for iPhone requires iPhone OS 3.1.3 or later, and is intended for use with iPhone, iPod touch®, and iPad™ devices.

NOTE: Most application functionality requires an active Internet connection with access to SoftLayer's servers.

Logging In

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SoftLayer Mobile Client provides the same industry-leading user permissions system as the browser-based SoftLayer Customer Portal. Rights and permissions given to users in the portal translate directly to the Mobile Client.

To log in:

1. Launch the Mobile Client from iPhone home screen.
2. Enter username, password, security question, and its answer, and VeriSign® security code.
 - If the security settings of your account do not include a security question, leave security question and answer field blank. You may tap the lock icon on the toolbar to hide the security question fields if you do not use them.
 - If the security settings on your account do not include Secondary Authentication, then leave the security code field blank. If you have established VeriSign Identity Protection Credentials for the Mobile Client on your device, the ID field will display your Credential ID and the Security Code field will be populated automatically for you. You may tap the VeriSign checkmark logo on the toolbar to hide the Secondary Authentication fields if you do not use them.
 - If you do not have this information, contact the account's Master User. If you are or don't know the account's Master User, select "About" button and contact SoftLayer support or sales, or visit www.softlayer.com. Note your current application version and build number and be prepared to provide this information to our support staff.
3. Tap "Login" button.





Five options are presented after Logging in through the Mobile Client:

- **Tickets:** Create and review tickets for support questions or requests.
- **Servers:**
 - See server and computing instance information.
 - Manage server startup, shutdown, pinging, and reboot.
- **Bandwidth:** Monitor server, computing instance, and Virtual Dedicated Rack bandwidth usage.
- **Notifications:** View important notifications that SoftLayer posts for its customers.
- **Settings:** Establish VeriSign® Identity Protection credentials for the Mobile Client application, or remove credentials that you have already created.

You may also log out of the system at any time from this screen.



Tickets

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The Tickets screen provides the option to create new tickets, and Ticket Groups for viewing lists of existing tickets.

The first set of Ticket Groups includes:

- **All Open:** See all currently open tickets.
- **Recently Closed:** See up to 10 tickets closed in the past five days.

The second set of Ticket Groups provides lists of open tickets sorted by ticket Subject.

Next to each Ticket Group is the number of tickets in that group.

The toolbar at the bottom of the screen provides status information about when the list of tickets was last updated, and contains two buttons:

- **Refresh:** Update all lists and ticket groups with latest information from the SoftLayer customer support system.
- **(+):** Initiate a new ticket for a support question or request (see “Creating Tickets” for more information).



CREATING TICKETS

The (+) button on the toolbar of the Tickets screen initiates the process of creating and submitting two types of support tickets:

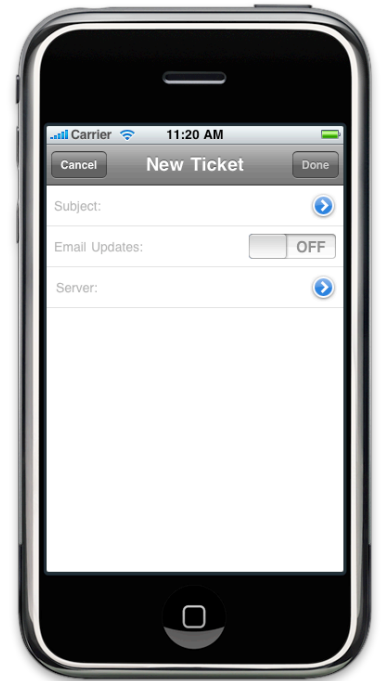
- **Standard Support Tickets:** Request action covered by SoftLayer's standard support services (no additional charge).
- **Server Administration Tickets:** Request any action (\$3 US charge upon submission).

To create a ticket:

1. Select your ticket type.
2. On the New Ticket screen, select the Subject field.
 - For a Standard Support Ticket, tapping the Subject field will bring up a list of possible subjects for the ticket.
 - For a Server Administration Ticket, tapping the Subject field allows entry of any subject.

NOTE: Selecting the correct subject will help expedite ticket response and resolution.

3. Slide the Email Updates switch to "On" to request an email be sent when a technician responds to the ticket.
4. If necessary, tap the server row to associate a server with a ticket.
 - Select the desired server from the list of servers on your account.
 - Enter the admin or root user password.
5. Tap the bottom of the form to describe the support issue, ask a question, or provide additional feedback.
6. Select Done to send the ticket to the SoftLayer support system.
7. Select Cancel to dismiss the new ticket without submitting it (information entered will not be saved).



VIEWING TICKETS

To view the details of an open or recently closed Support Ticket:

1. Select the appropriate Ticket Group from the Tickets screen.
2. The resulting ticket list will show all relevant ticket IDs and subject, the date and time when the ticket was last updated, and information about what servers are associated with the ticket.
3. If the ticket has been examined by SoftLayer and is awaiting a response from one of the users of your main account, a red dot appears to the left of the subject.
4. Find and tap the ticket from the list to see its Ticket Details.

The Ticket Details screen provides in-depth information about a single ticket. The header at the top of the screen shows the ticket's ID and subject, and the name of the user currently responsible for the ticket.

The header also presents a series of informative icons:

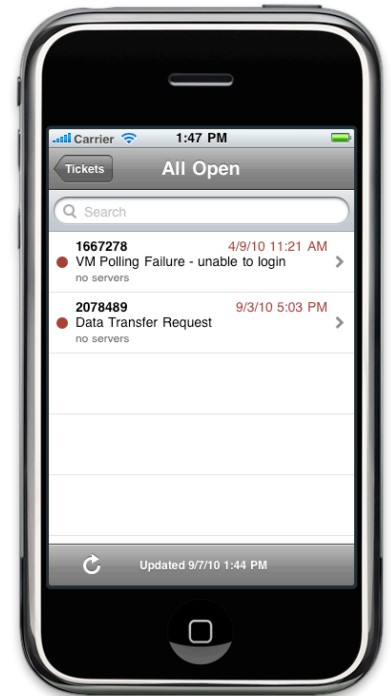
- **Waiting on User Response:** SoftLayer needs additional feedback or information
- ✉ **Email on Update:** The system will email the ticket creator when the ticket is updated.
- 💰 **Ticket will be Billed:** There will be an account charge for this ticket. (Usually set on Server Administration tickets.)

Beneath the header is a list of ticket updates that have been made in reverse chronological order. The update list shows the user responsible for the update, the date and time it was made, and a description.

Initially, the Ticket Details screen loads only the most recent ticket update from the server. To load additional updates, tap "Load More Ticket Updates" at the bottom of the list.

The toolbar at the bottom of the Ticket Details screen includes three buttons:

- 🔄 **Refresh:** Update the ticket details with latest information.
- 📄 **Attached Servers:** Show list of servers associated with the ticket.
- 📎 **Attached Files:** Show a list of files attached to the ticket. (Currently, the Mobile Client does not support attaching files to a ticket.)



EDITING TICKETS

To edit a ticket:

1. Go to its Ticket Details screen.
2. Select the Edit button in the upper right corner of the screen.
3. Change the Email Updates status, or provide additional information in the text field at the bottom of the screen. (An open ticket's Subject cannot be changed.)
4. Select Done to send the ticket to the SoftLayer support system.
5. Select Cancel to dismiss the new ticket without submitting it. When canceling, all information entered will be lost.

Bandwidth

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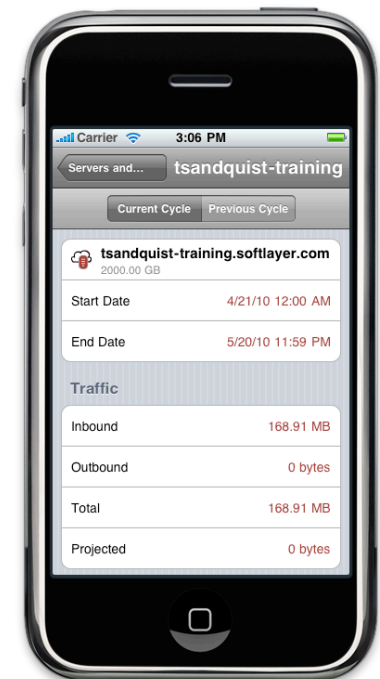
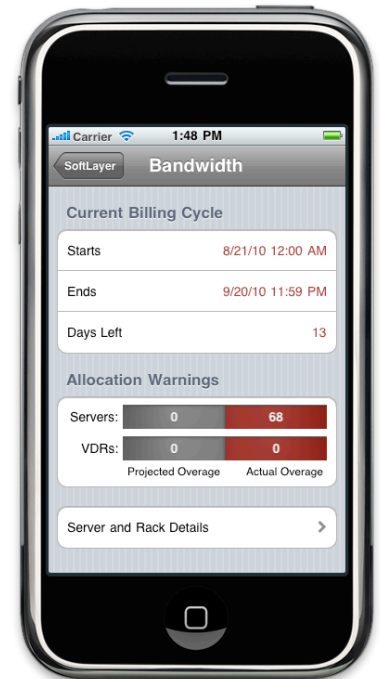


The Bandwidth screen provides up-to-date, account-wide bandwidth usage summaries, as well as information about current and previous billing cycles for individual computing units (Dedicated Server, CloudLayer™ Computing Instance, CloudLayer Bare Metal Instance, or Virtual Dedicated Rack). The screen displays:

- **Current Billing Cycle:** Provides the current cycle's start and end dates, and number of days left in the cycle.
- **Allocation Warnings:** Provides overview of projected and actual bandwidth overages.
 - Displayed in yellow are the number of Servers and Virtual Dedicated Racks projected to go over their bandwidth allocations if they continue to consume bandwidth at the current rate.
 - Displayed in red are the number of Servers and Virtual Dedicated Racks that have already exceeded their bandwidth allocations.

To view bandwidth details for an individual computing unit:

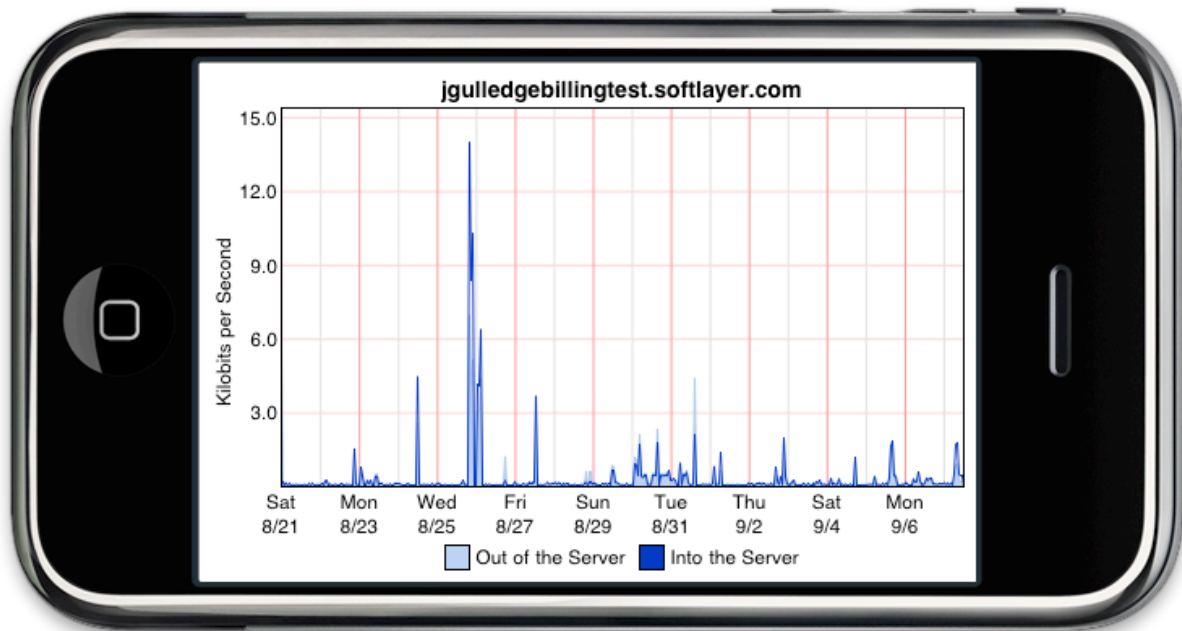
1. Select "Server and Rack Details" at the bottom of the Bandwidth Screen to see a list of servers, computing instances, and Virtual Dedicated racks.
 - The list is sorted based on projected and actual overages, then by category of computing device.
2. Select an individual computing unit to see its Bandwidth Details screen.
3. Select "Current Cycle" or "Previous Cycle" to see each cycle's specific usage information.
 - The selected billing cycle's start and end dates are shown along with a summary of the inbound, outbound, and total bandwidth used by the individual computing unit in the cycle.
 - When viewing Current Billing cycle, the computing unit's projected outbound bandwidth usage of the server is shown. This number is based on the computing unit's average outbound bandwidth during the billing cycle to date, extended through the remainder of the billing cycle.
4. The computing units' Daily Summary of bandwidth usage is also provided.



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5. Rotate the device to landscape orientation to view a graph showing the amount of network traffic on the public interfaces of the server. The graph shows both incoming and outgoing bandwidth measured over time for the currently selected billing cycle.





The Servers screen allows access to view details and perform common troubleshooting and maintenance actions for individual Dedicated Servers, CloudLayer Computing Instances, and CloudLayer Bare Metal Instances.

To view or manage a server or computing instance, select it from the list to see its Server Detail Screen.

The Server Detail Screen shows the computing unit's:

- **Domain Name**
- **Power State:** Dedicated Servers can be on or off. CloudLayer Computing Instances can be running, paused, or halted.
- **Public and Private Networking Addresses:** Tapping the ping button to the right of the IP address pings the individual network interface to determine its availability.
- **Operating System:** Shows unit's installed operating system version, and its administrative or root username and password.
 - Username and password are shown as stored in the SoftLayer system. System administrators may have changed the username and password; the new username and password might not be shown.

The toolbar at the bottom of the screen contains two buttons:

- **Power:**
 - Turns a server on or off.
 - Provides the option to stop, start, pause, or resume a computing instance.
- **Reboot:**
 - Reboots a computing instance.
 - Provides the following options for a server:
 - **IPMI Soft Reboot:** Instructs the server's power manager to ask the operating system to shut down and reboot.
 - **Cycle the Power:** Instructs the server's power source to interrupt the power supply without notifying the operating system or any running applications (similar to pulling the plug, and plugging it back in).

IMPORTANT: Power cycling can be damaging to server hardware. For this reason, the system limits the number of power cycling requests per individual server in a given time span.

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- **Try Both:** Instructs the server's power manager to attempt IPMI Soft Reboot. If the power manager returns an error or fails for another reason, the server's power source is instructed to Cycle the Power.

NOTE: Mobile Client Reboot Commands are sent to the SoftLayer server management system (not directly to the server itself), and queued for next available operation. As such, Reboot might not be immediate.