

SOFTLAYER®

Mobile Client for Android User's Guide

11.22.10

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Legal

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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 Android can be downloaded and installed from the Android Marketplace.

If you have enabled application installation from unknown sources in your phone's configuration settings, the application can be downloaded directly from SoftLayer's website.

After downloading, give the application the required permissions to install and execute locally.





Navigating SoftLayer Mobile Client is similar to navigating most other Android applications.

Portrait and Landscape Views

All screens in the application support portrait and landscape view. Please note, rotating the orientation initiates a data refresh with the SoftLayer server by design.

Text Entry

To enter information into a field, tap the field and then use the soft keyboard. If the device has a hard keyboard, move focus to the field and begin typing.

BACK, MENU, HOME, and SEARCH Keys

SoftLayer Mobile Client for Android gives specific functionality to the BACK, MENU, and HOME key built into every Android device. While the exact actions vary per screen within the application, in general the buttons perform the following functions:

- **BACK:** Return to the previous screen (or exit the application when pressed from the Main Menu).
 - On some selection dialogs, pressing BACK cancels the current item or, in the case of an error or warning dialog, closes the message box.
- **MENU:** Call up a pop-up menu specific to the current application state. (For example, pressing MENU while on the tickets group screen presents options for adding a new ticket.)
 - SoftLayer Mobile Client makes extensive use of pop-up menus. A menu is available on every screen in the SoftLayer Mobile Client, even if only to offer the option to refresh the data currently being displayed.
- **HOME:** Pause the application so that other tasks may be performed on the Android device.
 - When ready to return to using the SoftLayer Mobile Client, simply tap HOME again; the application should resume where paused.

NOTE: The Android operating system may invoke its right to end any application waiting in the background at any time it deems the necessity to reclaim memory for the application executing in the foreground.

- **SEARCH:**
This key has no specific functionality in the SoftLayer Mobile Client.

Logging In

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SoftLayer Mobile Client utilizes 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 by going to the apps folder and touching the SoftLayer icon.
2. Enter username, password, security question, and its answer.
 - If the security settings of your account do not include a security question, leave security question and answer field blank.
 - 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, 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.

SOFTLAYER®

User Name: Password:

SL99999

Security Question (if configured):

What is your favorite movie?

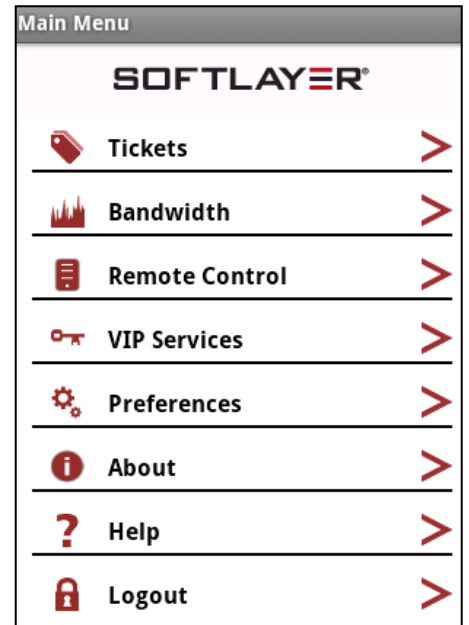
Full Metal Jacket Login

Sales: 1-866-398-7638
Support: 1-866-403-7638
Web: www.softlayer.com



Seven options are presented after logging in through the Mobile Client:

- **Tickets**
- **Bandwidth**
- **Remote Control**
- **VIP Services**
- **Preferences**
- **About**
- **Help**
- **Logout**



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.

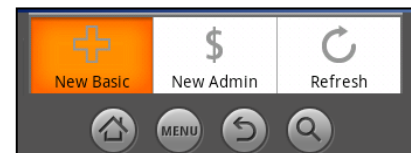
Next to each Ticket Group is the number of tickets in that group.

All Open (1)	>
Recently Closed (8)	>
Abuse (0)	>
Accounting (0)	>
Sales (0)	>
Support (0)	>
Other (1)	>

CREATING TICKETS

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

- **Basic Tickets:** Request action covered by SoftLayer's standard support services (no additional charge).
- **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 Title field.
 - For a Basic Ticket, tapping the Title field will bring up a list of possible subjects for the ticket.

For an Administration Ticket, tapping the Title field allows entry of any subject.

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

3. Select "Yes" 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 Submit to send the ticket to the SoftLayer support system.
7. Select Discard to dismiss the new ticket without submitting it (information entered will not be saved).

A screenshot of the 'Create a New Ticket (Basic)' form. It has a title bar 'Create a New Ticket (Basic)'. Below it are two input fields: 'Title:' with a placeholder '<pick a title>' and 'Server:' with a placeholder '<pick a server>'. There are two radio buttons for 'Email on update?': 'yes' (selected) and 'no'. Below that is a text area with a red border and a red pencil icon, with the instruction 'Type Issue details below.'. At the bottom are two buttons: 'cancel' with a red 'X' icon and 'okay' with a red checkmark icon.A screenshot of a list titled 'Select a Standard Ticket Title'. The list contains several items, each with a red eye icon on the right side. The items are: '1001 Accounting Request', '1002 Sales Request', '1003 Reboots and Console Access', '1041 DNS Request', '1021 Hardware Issue', '1022 Public Network Question', and '1061 Private Network Question'.





VIEWING TICKETS

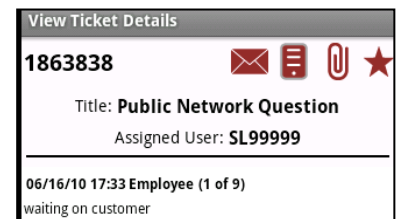
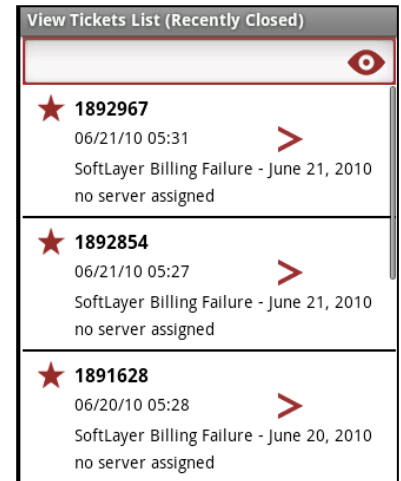
To view the details of an open or recently closed Support Ticket:

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 star 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.
-  **Attached Servers:** Show list of servers associated with the ticket.
-  **Attached Files:** Show list of files attached to the ticket. (Currently, the Mobile Client does not support attaching files to a ticket.)



Depending on which icons are present, pressing the Android menu button will present one or more of the following options:

- **Edit Ticket:** Add a new update to this ticket. The dialog for this is the same use for creating a new ticket, except you can't change the ticket title or attach a server.
- **More History:** Expand the ticket history section, adding updates in reverse chronological order (most recent to oldest) in groups of five.
- **Attached Files:** View additional details about the files attached to this ticket. This includes file name, file size, and the last modified date on the file.
- **Attached Servers:** View additional details about the servers associated with this ticket. This includes the server type, fully qualified domain name, public and private IPs, operating system, and (when available) the root password.

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 Submit to send the ticket to the SoftLayer support system.
5. Select Discard to dismiss the new ticket without submitting it. When canceling, all information entered will be lost.

The screenshot shows a dialog box titled "Update Ticket" for ticket ID "1863838" with the subject "Public Network Question". It features a radio button for "Email on update?" set to "yes". Below this is a text area with a pencil icon and the prompt "Type new update below.". A red-bordered box highlights a text area containing the following text: "The edit ticket screen is very similar to the new ticket screen. The main difference between the two is the title cannot be changed and there is no way to attach a server when editing." At the bottom, there are two buttons: "cancel" with a red 'X' icon and "okay" with a red checkmark icon.

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.

Current Billing Cycle: 06/17/10 to 07/16/10
Days Remaining in Bill Cycle: 25
Server Count: 7
VDR Count: 1

Warnings

	Projected Overage	Actual Overage
Servers	0	1
VDRs	0	0

To view bandwidth details for an individual computing unit:

1. Press the MENU button from the Bandwidth Summary Screen.
2. Select Details to see a list of Dedicated Servers, Computing Instances, and Virtual Dedicated racks.
 - Select "Server" or "Virtual Dedicated Rack" to see specific types of computing unit.
 - Select "Current Billing" or "Previous Billing" 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.
3. Touch <pick a server> to view a list of individual computing units.
 - Computing units that have bandwidth warnings or errors are designated with the following indicators:

Bandwidth Details

server virtual dedicated rack


wfrancis2.mobileclient.com

05/17/10 to 06/16/10

	out(GB)	in(GB)	tot(GB)	proj(GB)
totals:	0.0	0.62	0.62	0.0
06/16/10	0.0	0.0	0.0	---
06/15/10	0.0	0.09	0.09	---
06/14/10	0.0	0.11	0.11	---
06/13/10	0.0	0.0	0.0	---
06/12/10	0.0	0.0	0.0	---
06/11/10	0.0	0.02	0.02	---
06/10/10	0.0	0.0	0.0	---
06/09/10	0.0	0.01	0.01	---
06/08/10	0.0	0.01	0.01	---
06/07/10	0.0	0.0	0.0	---
06/06/10	0.0	0.02	0.02	---

current billing previous billing

Select a Server




117 irwindale001.rockridge.com

3417 update.rockridge.test

43710 wfrancis1.mobileclient.com

4014 woodcrest5130.rockridge.test

4778 woodcrest5130-2.rockridge.test

 34472 klaude-stratostest.softlayer.com

17861 wfrancis2.mobileclient.com

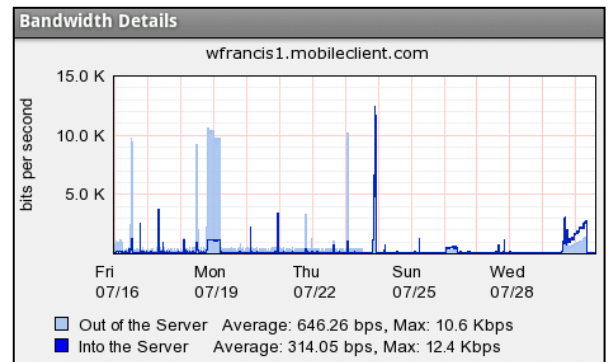
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⚠ Projected bandwidth overage

✖ Actual bandwidth overage

- Touch the flag button near the filter field to toggle the list to show only units with errors or warnings.
4. Select a computing unit from the list to see its Bandwidth Breakdown by day.
 5. Providing the phone is in landscape orientation, it is also possible to view the table data in the format of a line graph. Push the MENU button and select “Graph”. If you are running “Éclair” or a later OS on your phone, the graph supports multi-touch pinch/zoom functionality.





The Remote module of the SoftLayer Mobile Client provides the capability to 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, and then press MENU.

Selected Server Summary	
Public IP:	173.192.230.162
	Pinged 06/21/10 @ 15:53
Private IP:	10.32.49.66
	Pinged 06/21/10 @ 15:53
Power State:	ON
	Updated 06/21/10 @ 15:53

The menu provides the following options:

- **Refresh:** Update the display with the latest server statistics.
- **Ping:** Issue an ICMP request to the server, selecting either public or private facing IP.
- **Reboot:** Issue a reboot to the server. Provides options for:
 - **Default Reboot**
 - **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.

- **Power:** Issue a power command to the server. You have the option to power the server on, off, or cycle the state from off to on again.



The mobile client preferences menu allows you to set and save some user specific variables that will tune your user experience. In most cases, the defaults will work fine. However, below is a brief explanation of each option and what it does.

- **Preferred Server URL:** The base URL for accessing the SoftLayer API. You should only change this URL when directed to by SoftLayer support staff. This mechanism allows our support to work with you to troubleshoot issues you might be seeing while isolating your client from the rest of our customers.
- **Preferred Port:** Used in conjunction with Preferred Server URL.
- **Preferred Provider:** Used in conjunction with Preferred Server URL.
- **Preferred Version:** Used in conjunction with Preferred Server URL.
- **Preferred User Name:** If you plan to login predominately with the same user name, this option allows you to store that name as part of the login credentials. This saves you some time typing when logging in.
- **Password:** Not recommended!

- **Depth of System Cache:**

The number of network packets in the low-level ring buffer. This is used to smooth over orientation changes and periodic network lags in the 3/4G environment.

- **Life Time of System Cache:** Number of seconds a packet may live in the ring buffer before it is considered stale.
- **Life Time of App Cache:** Number of seconds a list may live in the object store before it must synchronize with the SoftLayer API server.
- **Reset Default Preferences:** Returns all mobile client settings to factory default.

Application Preferences

depth of system cache (in packets)
3

lifetime of system cache (in seconds)
60

lifetime of app cache (in seconds)
900

reset default preferences
Reset

X cancel ✓ okay

About

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The application about selection is a convenient way to check the major and minor revision numbers of SoftLayer Mobile Client you have installed on your phone.

About SoftLayer Mobile Client



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Help

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Use the help option to display SoftLayer online resources pertaining to our full mobile product offering.



Logout

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Selecting logout invalidates the current session credentials, and clears any cached objects. For security purposes the application may automatically log you out of the system if the session becomes inactive for an extended period of time.

Emergency Notifications

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Emergency notifications is a way for the SoftLayer support staff to quickly provide information to our customer base at large in the event of an interruption or maintenance activity that might affect a customer's access to their network. By default, the software will periodically poll SoftLayer's notification servers to see if there are any notifications to report. If so an alert will be displayed in the system tray. Pulling down this alert and tapping it will display the relevant notification(s).

Emergency Notifications (1)

07/01/10 05:00 (Active)

duration: 15 - 120 Minutes
location: dal00
services affected: Dallas, TX - Public Network
signature: SoftLayer Network Team

message:

A planned upgrade on the switch will add a slight delay to you network for the next two hours as we re-route traffic through Seattle.

VIP Services

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The SoftLayer Mobile Client supports external authentication as an additional security measure utilizing VeriSign Identity Protection. In order to utilize VIP services from your mobile phone you must go through a series of steps. Additional monthly charges may apply to VIP services so be sure to contact sales if you have any questions.

1. **Log into the mobile client:** To start the VIP enable process you must log into the mobile client using your existing username, password, and optional security question.
2. **Select VIP Services from the main menu:** From the application main menu there is a VIP Services option. Tap it to begin VIP setup.
3. **Provision phone as VIP credential:** Tap the button to provision phone as a credential. You will be presented with a verification dialog. Once you press okay, the device will be provisioned.
4. **Place an order in the web-based portal:** To finalize the process you must log into the web-based management portal from your desktop computer and associate the credential with your account. Once this is complete you will no longer to be able to log into the web-based portal or the mobile application without the credential ID and security code.

Customer Login

SOFTLAYER®

User Name: Bill.E.Goat Password:

Security Questions

External Authentication

Credential Id: VSSL48833813 Security Code: 881689

Login 28

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Support: 1-866-403-7638
Web: www.softlayer.com

Account

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The SoftLayer Mobile Client now includes the capability to view your account summary from your phone and securely make a one-time credit card payment. To access the account functionality, tap on the “Account” selection from the main menu. If you have adequate permissions already established via the portal, you will be shown an account summary including:

- **Company Name**
- **Address**
- **Standard Payment Method**
- **PO Number**
- **Current Balance**
- **Next Invoice Date**

Rock Ridge	
Primary Contact:	Howard Johnson
Address:	6400 Intenational Pkwy Suite 1200 Plano TX 75093
Payment Method:	N/A
PO Number:	ABC12
Current Balance:	\$5212.16
Next Invoice Date:	12/16/10

From the account summary screen, press the menu key to make a payment. Your user account must have already been assigned permissions via the portal to make a payment; it is possible that a user may be allowed to view the account summary but not to make a payment. The information that must be entered to make a payment is divided into two sections titled “Billing Information” and “Payment Information.”

Usually, the billing information fields will automatically be filled in with information stored in your account. The payment fields, which include the credit card number and CVV, are not stored for security reasons and you will need to enter them each time you pay an invoice from your phone.

Once you have looked over all the information and are sure you are ready, tap the okay button to submit your payment. The application will always provide a response informing you whether or not the submission of your payment was successful. Once successfully submitted, our accounting department must still process the payment. Once this is done you will receive an email from them and/or a ticket as per your previously established portal preferences.