

# TECHBOOST STARTUP PACKAGE

OTC Welcome Package



ERLEBEN, WAS VERBINDET.



# Agenda

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Cloud Trace/ Cloud Eye

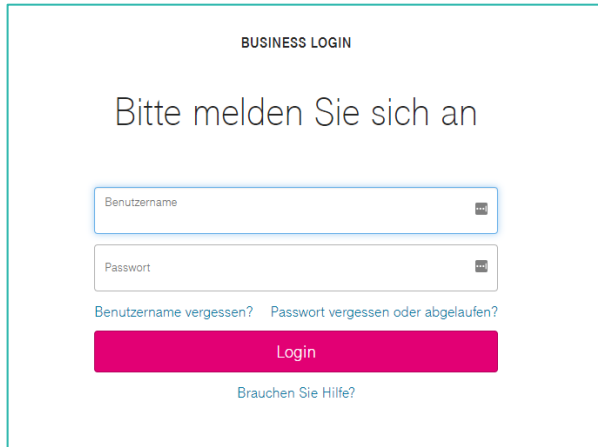
E-Mail, ports 25, 465 & 587

## 04 Support

## 05 Security

# **01 First Steps & Links**

# myWorkplace & OTC Console

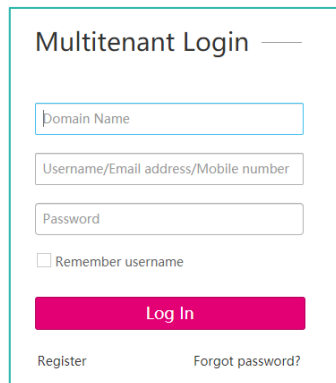


The screenshot shows the 'BUSINESS LOGIN' page. At the top, it says 'Bitte melden Sie sich an'. Below this are two input fields: 'Benutzername' and 'Passwort'. There are links for 'Benutzername vergessen?' and 'Passwort vergessen oder abgelaufen?'. A red 'Login' button is at the bottom, with a link 'Brauchen Sie Hilfe?' below it.

## MyWorkplace (Business Login)

<https://open-telekom-cloud.com/login>

- **Portal for business view of OTC Cloud Services**
- **Invoices**
- **Financial Dashboard**
- **myWorkplace User Management**



The screenshot shows the 'Multitenant Login' page. It has four input fields: 'Domain Name', 'Username/Email address/Mobile number', and 'Password'. There is a checkbox for 'Remember username'. A red 'Log In' button is at the bottom. Below the button are links for 'Register' and 'Forgot password?'.

## OTC Console

<https://open-telekom-cloud.com/console>

- **OTC Services (Compute, Storage, Data Bases,...)**
- **OTC User Management (Identity & Access Management)**
  - User Groups
  - Projects
  - 2FA

# Identity & Access Management (IAM)

Create a new OTC user

As best practice we recommend to create users in the IAM (OTC Console).

## Hands-on training

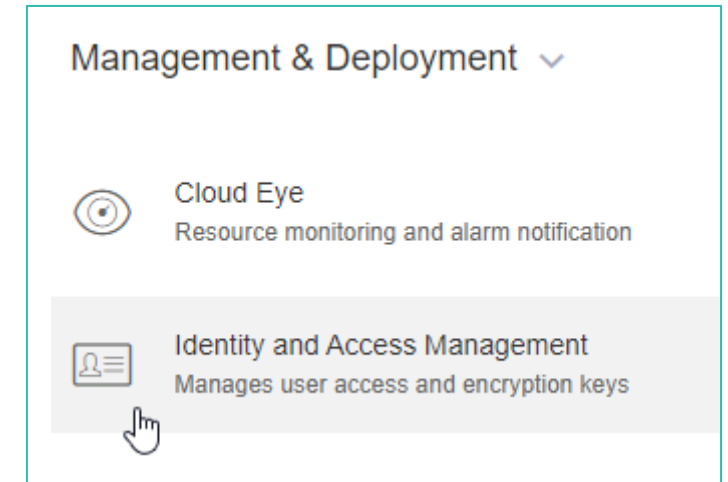
- Limited user group: [Create a limited User Group](#)
- New users: [Create additional Users](#)

## Documentation:

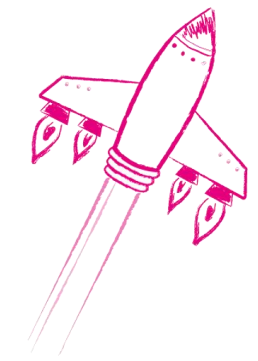
- Identity & Access Management : [IAM User Guide](#)
- Permission Description: [User management and cloud service management permissions](#)

## Screencast

- IAM: [Managing IAM users and their Permissions](#)



# Documentation & Links



myWorkplace: <https://open-telekom-cloud.com/login>

OTC Console: <https://open-telekom-cloud.com/console>

OTC Status Dashboard: <https://open-telekom-cloud.com/status>

OTC Website: <https://open-telekom-cloud.com>

Price Calculator: <https://open-telekom-cloud.com/en/prices/price-calculator>

User Guides, API, Tutorials: <https://open-telekom-cloud.com/dokumentation>

[Uli's Hands-On Training]: [Overview](#)

Screen Casts: <https://open-telekom-cloud.com/de/support/screencasts>

Public Images: <https://open-telekom-cloud.com/images>

Release Notes: <https://open-telekom-cloud.com/de/support/release-notes>

OTC Community: <https://community.open-telekom-cloud.com/>

OTC Blog: <https://open-telekom-cloud.com/blog>



# Roadmap, Tutorial Trophy & Practitioner Certification

## Roadmap

- Coming soon on OTC: <https://open-telekom-cloud.com/en/products-services/coming-soon>
- Here you can find all upcoming updates including a short description.

## Tutorial Trophy

- Share your cloud knowledge and earn money
- More information: <https://open-telekom-cloud.com/en/support/tutorial-trophy>

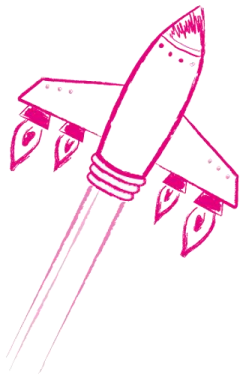
## Practitioner Certification

- Enhance your expertise in the Open Telekom Cloud and document your competence with a certificate.
- <https://open-telekom-cloud.com/en/support/certifications>

# **02 Financial Topics**



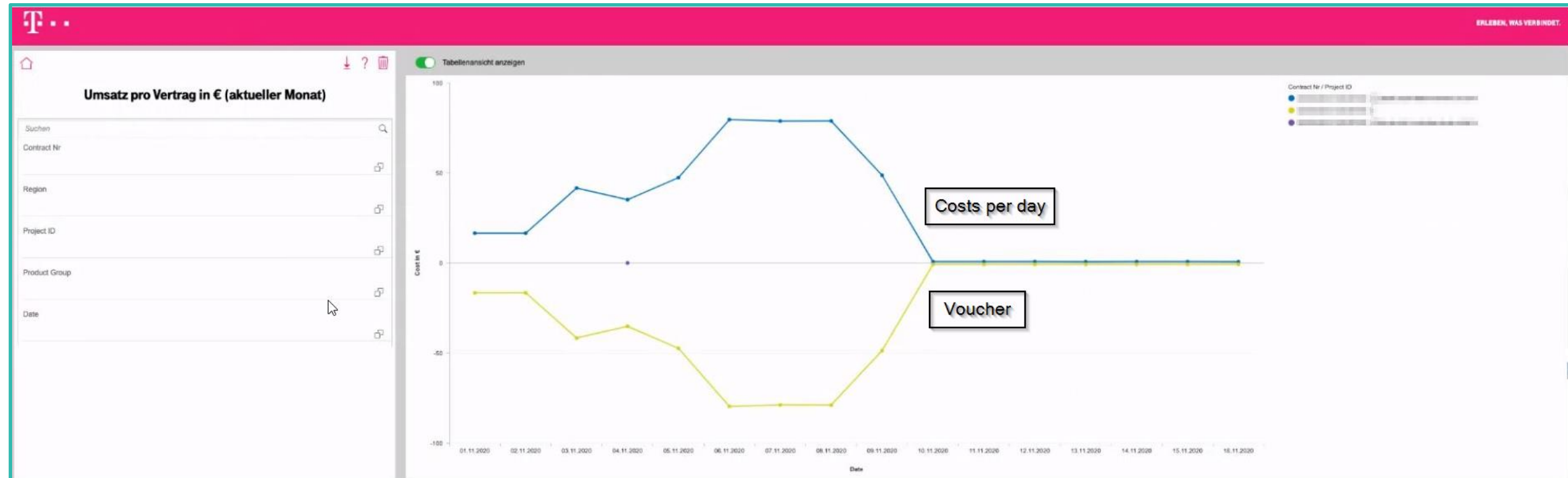
# Invoices and Financial Dashboard



**MyWorkplace:** <https://open-telekom-cloud.com/login>

- Invoices
- Financial Dashboard

MYWORKPLACE	Meine Infrastruktur
COMMERCIAL MANAGEMENT	
Financial Dashboard	
Rechnungsverlauf	



# Flavors with local hardware pass-through

**Flavors with local hardware are still billed in shut down status, this applies to the following flavour types (The current service description of OTC will always apply):**

- **Disk Intensive 1 & 2**
- **GPU Flavors**
- **High Performance 2 Flavors**

**Service description, chapter 6.1.1 : <https://open-telekom-cloud.com/service-description>**

# Voucher



## Duration of the voucher

The voucher term for your tenant is **12 months** and **starts on the day the tenant is made available**.

The voucher is billed via the Pay as you Go/Elastic pricing model of the OTC.

# **03 OTC Best Practices**

# Best Practice: Cloud Trace

**Activate the Cloud Trace Service in your tenant.**

**Cloud Trace is a monitoring tool, with so called „Traces“ which allows you to run analyses on cloud-resources.**

**The monitoring logs can be saved long term & at low cost in object storage (OBS).**

**The Cloud Trace Service can also collaborate with [Simple Message Notification](#) (SMN) and inform users when specific events occur.**

Cloud Trace Service ⓘ

Filter ▾

Trace Name	Resource Type	Trace Source	Resource ID ⓘ	Resource Name ⓘ	Trace Status ⓘ	Operator ⓘ	Recorded	Operation
login	user	IAM	...	...	normal	...	2021-02-03 14:11:32 GMT+01:00	View Trace
deleteBackup	backup	EVS	...	...	normal	OTC-EU-DE-00...	2021-02-03 11:30:31 GMT+01:00	View Trace
deleteBackup	backup	CBR	...	autobk_31b6	normal	OTC-EU-DE-00...	2021-02-03 11:30:20 GMT+01:00	View Trace
login	user	IAM	...	...	normal	OTC-EU-DE-00...	2021-02-03 10:04:16 GMT+01:00	View Trace
force_deleteSnapshot	snapshot	EVS	...	...	normal	OTC-EU-DE-00...	2021-02-03 02:05:24 GMT+01:00	View Trace
createBackup	backup	EVS	...	ecs-windows-remote	normal	OTC-EU-DE-00...	2021-02-03 02:01:52 GMT+01:00	View Trace
updateSnapshotMeta...	snapshot	EVS	...	...	normal	OTC-EU-DE-00...	2021-02-03 02:01:52 GMT+01:00	View Trace
createSnapshot	snapshot	EVS	...	autobk_snapshot_csbs_...	normal	OTC-EU-DE-00...	2021-02-03 02:01:45 GMT+01:00	View Trace
createVaultBackup	vault	CBR	...	vault-aws-ec2-ser...	normal	OTC-EU-DE-00...	2021-02-03 02:01:37 GMT+01:00	View Trace
deleteBackup	backup	EVS	...	...	normal	OTC-EU-DE-00...	2021-02-02 11:30:26 GMT+01:00	View Trace

10 < 1 >

**Hands-On Training:** [Activate Cloud Trace service](#)

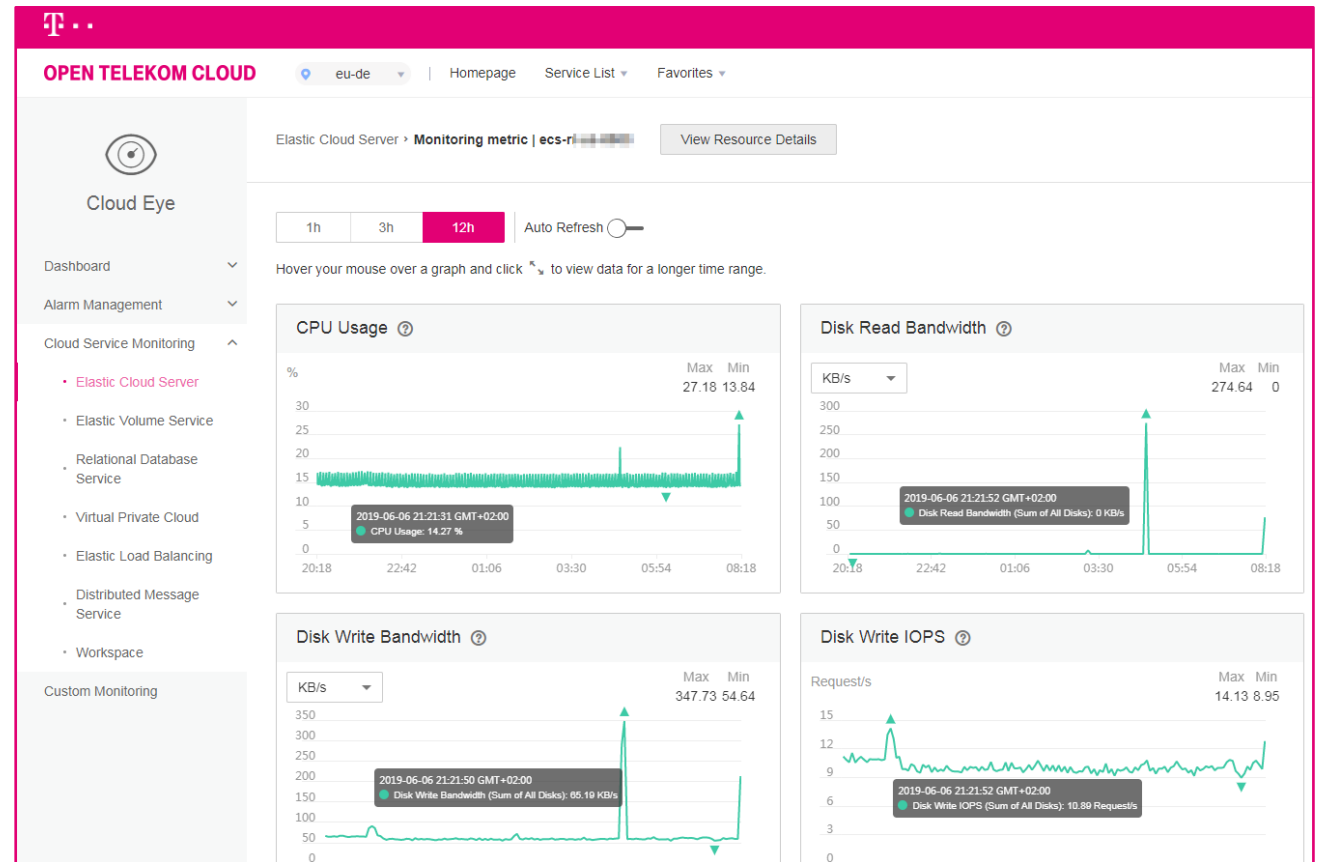
**Service description:** <https://open-telekom-cloud.com/en/products-services/cloud-trace>

**Documentation:** <https://docs.otc.t-systems.com/en-us/cts/index.html>

# Best Practice: Cloud Eye Service

Cloud Eye (CES) is a highly performant monitoring service including alarm function.

- Overview on cloud resources and their status
- Configurable alarm function incl. messages via text (SMS) or email
- Free of Charge Service
- Does not need to be switched on or be booked



# Best Practices: for sending Emails (Mailings)

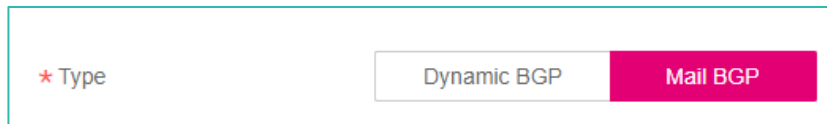
For security reasons the sending of emails on our Public-Cloud Platform is heavily reduced & restricted to safeguard our IP's & prevention of „spamming“. This means that the usual Ports 25, 465 & 587 are blocked and cannot be used.

The following solutions are offered for mailings:

- **Secure Mail Gateway (SMG)**

- <https://docs.otc.t-systems.com/en-us/smg/index.html>
- **Limitation: 100 mails/min**

- **Elastic IP (eIP) type: Mail BGP**



- **Via API (provided by the email provider)**

# 04 Support & Quota



# Ticketing & Support

## Open Telekom Cloud Support (24\*7 Service) – for technical issues

- **E-Mail: [service@open-telekom-cloud.com](mailto:service@open-telekom-cloud.com)**
- **Telefon from Germany: 0800 330 4477**
- **All other countries: +800 330 44770**

Best Practise: Relevant information needed in email to the support team

- Tenant ID (OTC-EU-DE-....000XXXXX)
- Project ID (If no projects are used: „eu-de“)
- IDs of servers and resources that are affected.
- Accurate description of the issue / error
- When did the issue/error occur the first time?
- Screenshots of the issue/error

## Funktionsmailbox TechBoost – bei Fragen zum TechBoost Programm:

[techboost@telekom.de](mailto:techboost@telekom.de)

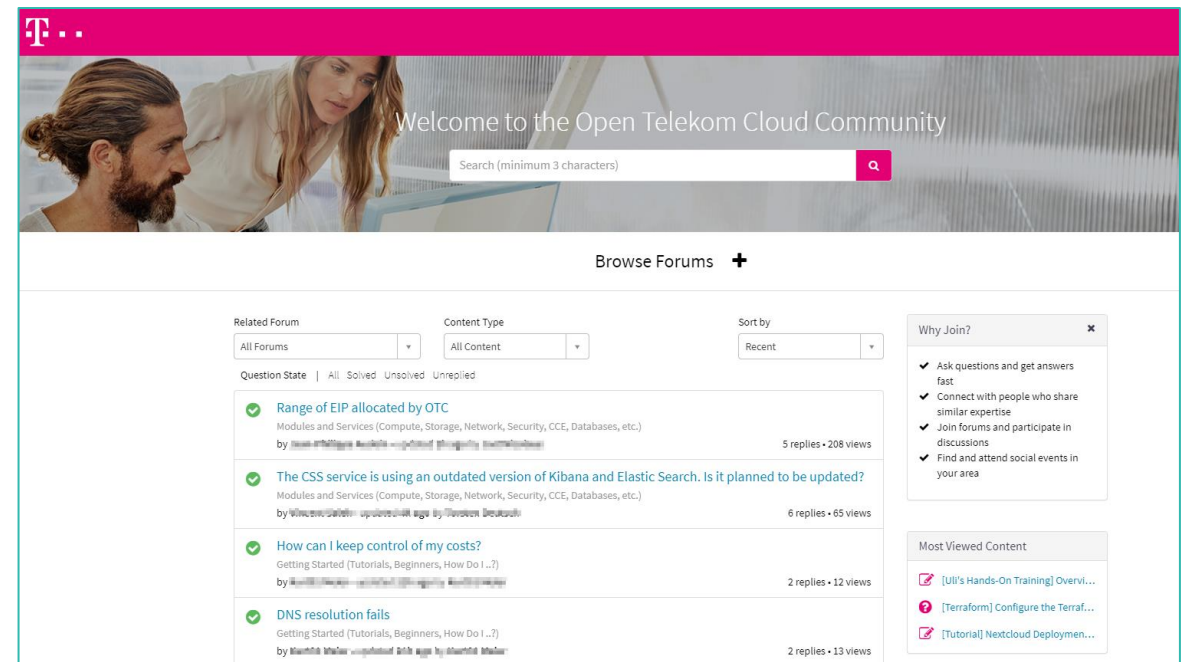
# OTC Community

In the community you will find answers to your questions (FAQs) and will be able to ask questions aswell.

There you will also find blog articles related to all topics of Open Telekom Cloud.

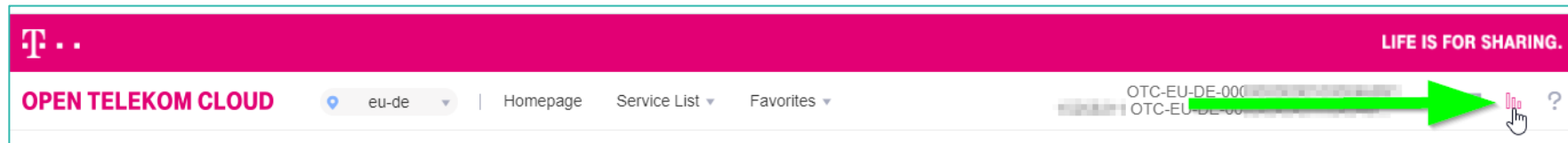
○ <https://community.open-telekom-cloud.com/>

○ [Uli's Hands-On Training]: [Overview](#)



# Quota adjustment

- **What is a technical quota? → Maximum number of bookable services, for e.g. ECS (Elastic Cloud Server)**
- **Where can I find the current quota Quota?-→ In the OTC Console, on the upper right**  
**Here you will find „Total Quota“ and „Used Quota“.**



- **Can I increase or reduce the quota of a service?**
- **Yes, for e.g. write an E-Mail to Service Desk [service@open-telekom-cloud.com](mailto:service@open-telekom-cloud.com)**
- **Please share the following information:**
  - ✓ **Tenant ID (Domain Name)**
  - ✓ **Project and Project ID**
  - ✓ **Service with the current Quota setting and the new Quota setting**

The screenshot displays the 'My Credentials' page in the Open Telekom Cloud interface. The page is divided into two main sections: 'My Credentials' and 'Projects'.

**My Credentials Section:**

- Username:** [Redacted]
- User ID:** [Redacted]
- Domain Name:** OTC-EU-DE-000000000010000... (Highlighted with a yellow background and a red circle labeled 2)
- Domain ID:** [Redacted]
- Email Address:** [Redacted] [Change](#)
- Mobile Number:** Bind a mobile number to your account. [Bind](#)
- Password Strength:** Weak (Weak, Medium, Strong) [Change](#)
- Login Authentication:** Disabled [Change](#)
- Virtual MFA Device:** Unbound | [Bind](#)

**Projects Section:**

The 'Projects' tab is active, showing a table of projects. The table has columns for Region, Project Name, and Project ID.

Region	Project Name	Project ID
eu-de	eu-de	[Redacted]
	eu-de_project_01	[Redacted]
	eu-de_project_02	[Redacted]

The 'eu-de' project entry is highlighted with a yellow background and a red circle labeled 3. An arrow points from the 'My Credentials' menu item (labeled 1) to the 'Domain Name' field (labeled 2). Another arrow points from the 'My Credentials' menu item (labeled 1) to the 'eu-de' project entry (labeled 3).

# 05 Security

# Shared responsibility

**The security and data protection of the OTC itself, the underlying platform and systems, is ensured by T-Systems.**

**The security and protection of YOUR data and systems in the OTC lies within your responsibility.**