# 大连华信云数据中心服务手册

### DALIAN HI-THINK CLOUD DATA CENTER SERVICE INTRADUCTION



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大连华信计算机技术股份有限公司成立于1996年5月,是一家面向全球客户提供领先的应用软件产品、信息服务及行业解决方案的中外合资股份有限公司,现有员工5,600人。在北京、沈阳、天津、济南、深圳、成都、长春、东京设有分支机构。

大连华信面向全球客户提供应用软件系统,业务覆盖日本、欧美、中南亚以及 全国270余个城市。获得中国软件业务收入前百家企业、中国软件出口排名第二、 最具竞争力的中国软件企业、中国软件自主创新管理等奖项。

大连华信云数据中心位于大连华信(国际)软件园,面积4500平方米,层高3米, 采用ANSI/TIA-942-2005 TIER 4标准建造,根据客户的不同需要机房被划分为VIP 区域和普通区域,能够放置42U机柜400余台。预计2013年10月投入运营。

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资源租赁服务 Resources Rental Service



通讯服务 Communication Service



数据服务 Data Service



运用管理服务 Application Management Service



云平台服务 Cloud Platform Service



#### ▶业务坐席资源服务 · Business Seat Rental Service

 向客户提供办公坐席。其中办公坐席有共享办公区域和独立VIP办公坐席供客户根据需求 选择,办公坐席资源包括办公基础环境,办公设施,局域网络等,客户可以根据自身的需要 选择外连网络。

DHC IDC PROVIDES THE OFFICE RESOURCES; CUSTOMER COULD SELECT THE SHARED OFFICE AND VIP AREA ACCORDING TO THE BUSINESS MODEL.

ENVIRONMENTS RESOURCES NOCLUDE THE BASIC OFFICE FACILITIES, LAN, AND CUSTOMER CAN SELECT THE INTERNET CIRCUIT ACCORDING TO THE BUSINESS REQUIREMENTS MURITHER OR NOT.

产品分类	规格
Product Catalog	Product Description
办公间	包含标准电力资源、办公网络和办公电话,其他办公设施自备.
Office	DHC Provide the Power, network, phone, and other facilities customerprovide for oneself.
办公区	包含标准电力资源、办公网络和办公电话,其他办公设施自备
Work Area	DHC Provide the Power, network, phone, and other facilities customer provide for oneself.

#### ▶ 场地资源服务 · Co-location Service

客户可以根据业务需求灵活选择场地或机柜面积,个性化进行面积规划。在风火水电等基础设施 管理。IT系统及设备运性管理方面享有高水平5L&服务;为客户提供标准设备机柜(42U,600mm\*1070mm) 并提供机笼区域设计及隔离。 局部最大电力上限8KVA/柜;,每机柜包括10A、12A、16A、20A多种选 条。每机柜提供2路PDU、在机柜区域内部署视频监控,独立安全区域管理及客户用锁;并提供基础设施 运维管理、设备上架、下架服务。强电、弱电施工,电力扩容实施、网络实施及调试。

CUSTOMER CAN SELECT THE ABEA FOR SERVER ROOM OR BACK ELASTIC ACCORDING TO THE BISINESS REQUIREMENTS, THE ABEA COULD IMPLEMENT THE BINDWILDLAND DISSON, THE MANAGEMENT FOR BASE FACILITY, IT. TSYNTH AND HARDWISE MAINTINANCE, PUBL'C THAT CAS POUNDES SERVING AND THE SERVER AND THE

产品分类 Product Catal		可用数量 Availability Num	规格 Specification	电力上限 Power Limited	电源口数 PDU Ports	网口数 N/W Interface
机笼设计		22个	3机柜 3 Rack	8KVA/相 8KVA/Rack	双路/柜(每路含	12对光口
	中高级区域 Mid-High Level area	51个	3机柜 3 Rack	8KVA/相 8KVA/Rack	14个C13 输出口和	+24个铜口/柜
机房规划	VIP区域 VIP Area	11个	5机柜 5 Rack	8KVA/相 8KVA/Rack	2个C19输 出口)	HAIL
	中高级区域 Mid-High Level area	31个	5机柜 5 Rack	3KVA/柱 8KVA/Rack	<b>-</b> 1/	

#### ▶ 机柜租赁·Cabinet Lease

为客户提供标准设备机柜(42U,600<sub>MM</sub>\*1070<sub>MM</sub>)并提供机笼区域设计及隔离、局部最大电力上限8KVA/柜;每机柜包括10A, 12A, 16A、20A多种选择:每机柜提供2路PDU, 在机柜区域内部署视频监控独立安全区域管理及客户用锁;并提供基础设施运维管理、设备上架、下架服务、强电、弱电施工,电力扩容实施、网络实施及调试。

DHC IDC PROVIDES STANDARD I D NOTI RACK[42],600md\*1070md), POWER LIMITED RKVAP,ROCK, CAGE DESIGN AND PRINCAL ISOLATION ARE ALSO PROVIDED ACCORDING TO THE CUSTOMER'S REQUIREMENTS. POWER BYOUT MOURD ENVIRONGE 10A,12A, 16A,20A, PROVIDE TWO PDU LINK & ANCELIARY FACILITY PER RACK. DIFFLOY THE SECURITY CONTROL SYSTEM, INCLUDE BORTAL CAMBEAS ALL AROUND THE SERVIRE AREA AND ENTERSHEE CAMBEAS ALL AROUND THE SERVICE AND ENTERSHEE CAMBEAS ALL AROUND THE SERVICE AND ENTERSHEE CAMBEAS AND THE SERVICE AND ENTERSHEE CAMBEAS AND THE SERVICE AND CONTROL OF THE SERVICE AND THE SERVICE AND CONTROL OF THE SERVICE AND THE SERVI

产品分类 Products Catalog	产品名称 Products Name	可用数量 Usable Availability	规格 Specification	电力上限 Power Limited	电源口数 PDU Ports	网口数 N/W Interface
	机柜 RACK	66个	42U	3000W	32	36
	机位 SPACE		10	250W	2xC13	2
_	机位 SPACE		2U	300W	2xC13	4
VIP⊠ VIP area	机位 SPACE	4200U	3U	350W	2xC13	4
	机位 SPACE		4U	500W	2xC13或 2xC19	8
	机位 SPACE		8U	750W	4xC13或 2xC19	16
	机位 SPACE		非标 Nonstandard			
	机柜 RACK	154个	42U	2000W	32	36
中高级区	机位 SPACE		10	150W	2xC13	2
	机位 SPACE	8400U	2U	200W	2xC13	4
	机位 SPACE		30	250W	2xC13	4
	机位 SPACE		3U	250W	2xC13	8

#### ▶服务器租赁・Server Machine Lease

服务器租用是指用户无须自己购买服务器,只需根据自己业务的需要,提出对硬件配置的要求。主机服务 器由IDC服务商配置。用户采取租用的方式,减轻了初期投资,可以更专著于自己业务的研发,用户可以自行 安装操作系统及相应的应用软件,并完全自行管理,也可由IDC公司代用户安装系统。应用软件,免费提供服 条器硬件监测服务。

CUSTOMERS CAN SELECT THE STANDARD SERVER HARDWARE OR COME UP WITH THE DETAIL REQUIREMENTS AND PAY RINTAL HE MONTHLY, ALL HARDWARE PURCHASED BY DHC IDC. ACCORDING TO THE BUSINESS MODEL OR SERVICE CATALOG. INITIAL SETUP WORK SHOULD BE DONE BY CUSTOMER ORNELL, OR REPLACED BY DHC MAINTINANCE TEAM.

产品分类 Products Catalog	产品名称 Products Name	规格 Specification
	DELL R720XD	E5-2650 x2, 128GB, 300GB x2, 10G NIC x2 1G NIC x2
机架式 Rack Model	IBM X3650 M3	E5645 x2, 96GB, 300GB x2, 1G NIC x2
	SKYCLOUD SC-R6240	E5620 2.4GHz x2, 96GB, 1T SATA x2, 1G NIC x2
	SUGON A840r-G	OPTERON 6277 x4, 256GB, 300GB x4, 1G NIC x2





# ▶互联网接入服务 • Network Resource Management service

为能够最大满足各公司网络需求,华信与中国电信、中国联通等签订了带宽战略业务的合作。可提供10M~1Gbps之间的大带宽业务,带宽可以保证99.99%以上的使用率,交换机均已实现出货入,且大带宽客户均放置在机房VIP区域进行管理,保证网络的稳定性以及问题处理的证明性

IN ORDER TO FULFILL THE REQUIREMENT OF CUSTOMER, DHC IDC HAS SIGNED BANDWIDTH STRATEGIC BUSINESS COOPERATION AGREEMENT WITH CHIRA TELECOM AND CHIRA UNICOM. HIGH BANDWIDTH BETWEIN 10M-1GBPS IS PROVIDED, AND ITS AVAILABILITY RATIO IS ABOVE 99,99%. ALL CUSTOMERS WITH USE HIGH BANDWIDTH WILL BE PLACED INTO A VIP AREA FOR MANAGEMENT TO ENSURE THE NETWORK STABILITY AND THE REAL-TIME PROCESSING,

速率 ISP	独享 Exclusive Bandwidth	共享 Shared Bandwidth
联通接入 China Unicom	2M, 4M, 8M, 10M, 100M	2M/2IP,50M/8IP,100M/16IP
电信接入 China Telecom	2M, 4M, 8M, 10M, 100M	2M/2IP, 50M/8IP, 100M/16IP
移动接入 China Mobile	2M, 4M, 8M, 10M, 100M	2M/2IP, 50M/8IP, 100M/16IP
BGP接入 BGP接入	2M, 4M, 8M, 10M, 100M	2M/2IP,50M/8IP,100M/16IP

每个网络免费提供公网IP地址1个, 若超出按300元/月/个计费

#### ▶ 专线网络接入服务 · Circuit Line Service

商安 近行失應。
IDC provide the High-speed data exchange inter-Rack and within-Rack according to business requirements.

At the initial design period, IDC will preinstall some communication resource and then implement in accordance with business.

线路名称	规格
Products Catalog	Specification
联通专线	按需定制
China Unicom Circuit	Product by requirements
电信专线	按需定制
China Telecom Circuit	Product by requirements
移动专线	按需定制
China Mobile Circuit	Product by requirements
VPN线路	按需定制
VPN Circuit	Product by requirements
国际专线	支持NTT、Softbank、KDD1等
International Circuit	Support NTT Softbank KDD1 etc.

代理申请和调试协助

支持运营商专线、IP Sec VPN、MPLS VPN、国际VPN信道

# ▶ 光纤接入服务 · Fiber Service

为客户提供机柜内部或机柜之间高速光纤连接,根据客户需求施工,提供数据中心内部高速的数据传输功能,在柜内实现高速数据备份,数据交换等业务。IDC设计初为客户预留各类通信环境搭建条件,可根据客户业务需要进行实施。

IDC PROVIDE THE HIGH-SPEED DATA EXCHANGE INTER-RACK AND WITHIN-RACK ACCORDING TO BUSINESS REQUIREMENTS.
AT THE INTIAL DESIGN PERIOD, IDC WILL PREINSTALL SOME COMMUNICATION RESOURCE AND THEN IMPLEMENT IN ACCORDANCE
WITH BUSINESS.

线路名称 Products Catalog	
单模光纤实施(每对)	DHC-IDC内部光纤施工 DHC-IDC INTERNAL SCOPE, FIBER IMPLEMENT
Single-Mode implement (Pair)	大连高新园区园区内光纤施工 Dallan Hi-Tech Zone internal scope, Fiber implement
多模光纤实施(每对) Multiple Mode implement (Pair)	DHC-IDC内部光纤施工 DHC-IDC INTERNAL SCOPE, FIBER IMPLEMENT
	大连高新园区园区内光纤施工 Dalian Hi-Tech Zone internal scope, Fiber implement





# ▶ 存储服务 · Storage Service

提供给用户具备安全、可靠、加密的数据存储服务,同时具备灵活、动态在线扩展能力。

DHC IDC provides the storage service which keep security, reliability, automatically and dynamic extended capacity.

PRODUCTS NAME	Specification
NAS存储服务	含10GB存储容量,含一个存储服务帐号
NAS STORAGE SERVICE	INCLUDING 10GB STORAGE CAPACITY AND ONE SERVICE ACCOUNT,
SAN存储服务	含10GB存储容量,含一个SAN网络接口
SAN STORAGE SERVICE	INCLUDING 10GB STORAGE CAPACITY AND ONE SERVICE ACCOUNT.

# ▶ 备份服务・Backup Service

利用数据备份服务器和磁盘柜把至关重要的数据进行备份,以防止由于自然灾害、人为误操作、恶意攻击 等原因造成的数据丢失。采用最新存储管理解决方案,具有高度的可靠性、自动性和动态扩展性。数据备份方 案是完全集成的数据管理解决方案,能有效降低管理开支和运作成本,显著提高生产效率

WITH THE PROFESSIONAL BACKUP DEVICE & MEDIA AND STORAGE FACILITIES TO KEEP THE BUSINESS CONTINUOUS WHEN DISASTER
OCCURS. THE BACKUP STORAGE SOLUTION HAVE THE RELIABILITY, AUTOMATICALLY AND DYNAMIC EXTENDED, IT CAN DECREASE THE
RINNING COST, AND DEPROVE HE FFICHENCY.

产品名称 Products Name	规格
磁带备份服务 Backup Service(Tape)	客户提出数据备份需求,华信提供数据一站式解决方案,降低成本与风险性。
异地备份服务 Disaster Backup Site Service	可构建灾备中心,同步客户重要信息数据,保证业务的持续性。 As the Deaster Backup site, store the upportant Data synchrolyzed from Cistorier Mark site via Network, keep the Brokess contribution.



## ▶监视服务·Monitor Service

DHC IDC配备专职的7-24监视服务团队,布需专业的自动水监视系统软件,可以为客户T系统提供7\*24实时监控服务,包括IT设备可用性及系统性能监控。全面监控客户的T系统运行状态,主动发现风险和隐患、及时进行通知告警、帮助客户更有效进升T系统可用性、保障客户业务运营持续性。

DHC IDC provides the full-time 7\*24 service team and deployment the professional & automatically monitor tool. With the system can provide the 7\*24 monitor service for cistomer's IT system, includis the IT hardwires and system's performance. Positive to first the vulnerability, potential risk and troubles within customer's IT system, improve the availability of customer's IT system and desiness continuous.

主机监视服务	服务描述
Host Monitoring Service	Service Description
服务器运行状况监视	服务器运行死活监视、运行日志分析等
Server running status monitor	Server running status monitor, running log analysis etc.
性能监视	CPU、硬盘空间、内存等性能监视
Performance monitor	PERFORMANCE'S MONITOR FOR CPU, HD CAPACITY, MEMORY ETC.
设备问题跟踪	设备维护/维修的升级联络及维修结果跟踪
TROUBLE-SHOOTING TRACKING	MAINTENANCE TEAM ESCALATION AND ROOT CAUSE TRACKING.
网络监视服务	服务描述
Network Monitoring Service	Service Description
网络健康状态监视 Network running status monitor	网络状态死活监控,网络架构检查,节点监控、日志分析 NETWORK RUNNING STATUS MONTOR, NETWORK TOPOLOGY CONTROL, NODE MONITOR AND NETWORK RUNNING LOG ANALYSIS ETC.
网络性能监视	链路数据流量监控,通信质量分析,传输日志分析
Network Performance monitor	Network Link status, traffic and quality monitor, alarm log analysis etc.
设备问题跟踪	网络设备维护/维修的升级联络及维修结果跟踪
Trouble-shooting tracking	Maintenance team escalation and root cause tracking.
软件监视服务	服务描述
Software Monitoring Service	Service Discription
	进程监测服务 Session monitor service
OS监视	系统响应监视 Response monitor service
OS MONITOR	日志监视服务 System running log monitor service
	警示内容监视 ALARM INFORMATION MONITOR SERVICE

	数据库安全扫描服务 Database security scanning service
数据库监视	数据库表空间阈值监视 Database Table space's threshold value monitor
DATABASE MONITOR	数据备份状态监视 Data backup job status monitor
	数据库日志监视 Database running log monitor and analysis etc.
	服务描述 Service Description
	中间件性能监视 Mid-Ware performance monitor
中间件监视 Mid-Ware monitor	日志监视及分析 Running log monitor and analysis etc.
	警报及临界值监控 ALARM INFORMATION AND THRESHOLD VALUE MONITOR
	服务描述 Service Description
- mile)a	性能、进程、日志监测服务 Performance, session and running log monitor
应用监视 Application monitor	应用更新、漏洞监视 Upgrade package, vulnerability monitor
	定制服务监视 Customer concerns contents monitor

存储监视服务	服务描述
Storage Monitoring Service	Service Disscription
介质工作状态	保障存储设备的正常运行
Storage Media running status monitor	Ensure Storage Device running smoothly.
存储空间监视	空间使用、容量临界值监视、流入/流出数据量监视
Storage capacity monitor	Storage capacity, Threshold Value, I/O Data Monitor

### ▶ 运用维护服务 · Maintenance Service

DHC IDC配备专职的7\*24监视服务团队,布署专业的自动化监彻系统软件。可以为客户T系统提供7\*24实时监控服务,包括TI设备可用性及系统性能监控。全面监控客户的IT系统运行状态,主动发现风险和隐患、及时进行通知告警。帮助客户更有效提升T系统可用性、保障客户业务运营持续性。

DHC IDC provides the full-time 7\*24 service team and deployment the professional. & automatically monitor tool.
With the system can provide the 7\*24 monitor service for customer's IT system, includes the IT hardwires and system's
performance. Positive to find the vulnerability, potential risk and troubles within customer's IT system, improve the
availability of customer's IT system and desires continuous.

硬件维护服务	服务描述
Hardware Maintenance Service	Service Description
硬件安装、配置	服务器、网络等相关主机硬件的安装,配置
Hardware setup and configuration	HARDWARE's SETUP, CONFIGURATION FOR SYSTEM SERVER AND NETWORK.
硬件更换	硬件故障检测,故障备件更换
Hardware replace	Hardware trouble detect and replace
日常巡检	面板LED灯、电压检测、日常清洁等
Daily check	LED Light check in Control Panel, voltage test and daily cleaning.
定期检查	设备预防性检查、常规资产检查
REGULARLY CHECK	Preventability check, assets audit normally.
OS维护服务	服务描述
OS Maintenance Service	Service Description
OS软件设置服务	安装、配置、升级
OS SETUP SERVICE	Installation, configuration and upgrade
OS管理服务	用户管理,补丁,参数设定
OS MANAGEMENT SERVICE	User management, patches install and parameters setting
OS技术支持	故障处理, 性能优化
OS technical support	Trouble shooting / performance optimizing
数据库维护服务	服务描述 Service Description
数据库软件设置	DB软件安装,配置,升级
Database setup service	DB software installation, configuration and upgrade
数据库管理服务 Database management service	DB表空间,用户,备份/恢复 DB table capacity, user, backup and restore.
数据库技术支持	故障处置,性能优化
Database technical support	Trouble shooting / performance optimizing

中间件维护服务	服务描述			
Mid-Ware Maintenance Service	Service Discription			
中间件软件设置	安装、配置、升级			
Mid-Ware setup service	Installation, configuration and upgrade			
中间件管理服务	补丁,参数设定			
Mid-Ware Management service	Patches installation and parameters setting			
中间件技术支持	故障处置,性能优化			
Mid-Ware technical support	Trouble shooting / performance optimizing			
网络维护服务	服务描述			
Network Maintenance Service	Service Description			
网络设备维护 Network Devices Maintenance	网络连通/设备更换/网络故障对应 Network connection/hardware replacement/trouble shooting			
网络性能调优	网络流量管理/网络系统操作服务			
NETWORK PERFORMANCE OPTIMIZING	Network traffic management/setwork operation service			
网络拓扑管理	网络节点变更/网络系统配置维护			
Network Topology Management	Network node clanne, Network configuration update			
安全服务	服务描述			
Security Service	Service Description			
安全加固服务	共有防火墙/独立防火墙设备服务/脆弱性、漏洞扫描			
Security Hardening service	Sharing FW/Individual FW/system vulnerability scan			
防病毒服务	专业软件预防、及时对应紧急状态、病毒库升级			
Antivirus service	Profession Antivirus tool, definition file upgrade timely, crisis response system.			
安全日志审核服务	日志分析、不正访问应对			
Security Log Audit Service	RUNNING LOG ANALYSIS, POTENTIAL RISK DEAL WITH			
网络安全服务	IDS入侵检测服务/入侵防御服务/ DDOS攻击防御安全服务			
Network Security service	Intrude Detection/Defense service DDOS ATTACK DEFENSE SERVICE			
迁移服务	服务描述			
Migration Service	Service Description			
硬件、数据、应用迁移 HARDWARE, DATA AND APPLICATIONS MIGRATION SERVICE	迁移企划/评估、迁移计划、迁移实施 Migration assissment, plan and implement			
运维设计服务	服务描述			
Consultation Service	Service Description			
服务方针设计	SLA定义/服务整合设计/运维作业自动化设计/备份策略设计			
Service policy design	SLA DEFINITION / SERVICE INTEGRATE DESIGN/AUTOMATICALLY TOOL DESIGN/BACKUP POLICY DESIGN			
服务流程设计	运维业务流程设计/运维手册标准化/ JoB定义			
Standard Service Process design	Maintenance process design / Operation procedure standard format design /Job definition			
操作手册作成	日常作业手册/故障处置手册			
Operation Manual Building	Daily Operation Manual / Trouble Shooting Manual			



#### ▶ 云服务器服务 · Cloud Server Service

云服务器通过虚拟化平台技术整合T资源,提供可靠的、即租即用的基础设施服务。云服务器具有自主管理功能,能够帮您简化了部署过程,最大程度降低您的运维成本。

WITH CLOUD PLATFORM TO INTEGRATE IT RESOURCES, PROVIDES THE RELIABLE AND CONVENIENCE INFRASTRUCTURE SERVICE.

THE CLOUD HOSTING WHICH HAVE THE FUNCTION OF MANAGEMENT AUTONOMOUS, DECREASE THE DEPLOYMENT TIME AND RUNNING

规格 Specification	计算分区 AMD系列 INTEL系列 AMD SERIAL INTEL SERIAL	可用操作系统 Operation System	计费方式 Pay Way	附加增值服务 Additional value-added services
微型 MRN-STYLE 小型 SMALL-STYLE 中型 MIDDLE- STYLE 大型 LARGE-STYLE 超大型 SUPER LARGE-STYLE	1VCPU/1GB/100GB 2VCPU/4GB/200GB 4VCPU/4GB/200GB 6VCPU/8GB/300GB 8VCPU/16GB/500GB	Linux Windows Ubuntu	按照使用时 长收费, Windows版权 费用另收	云管理 云备份 云监控 Cloud Backup Cloud Management Cloud Monitor

### ▶ 弹性P服务 · Elastic IP Service

弹性IP功能,可以使开发人员能够为他们的应用程序在云中实现更高的可靠性和冗余性,尤其是企业托管的网站。与传统的静态IP地址,弹性IP地址可以动态地重新映射任何云案例。

THIS IN W CAPABILITIES ALLOW BOYLLOPERS TO ACHINYE GREATER RELIABILITY AND REDCENDANCY FOR THEIR APPLICATIONS IN THE CLOUD, INSPICIALLY FOR HOSTING WEIGHTS. UNLIKE TRADITIONAL STATIC IP ADDRESSES, ELASTIC IP ADDRESSES CAN BE DYNAMICALLY REMAPPED ON THE HAY TO POINT TO ANY CLOUD INSTANCE.

速率 Speed	独享 Exclusive Resource	共享 Share Resource
联通接入 China Unicom	2M, 4M, 8M, 10M, 100M	2M/2IP, 50M/8IP, 100M/16IP
电信接入 China Telecom	2M, 4M, 8M, 10M, 100M	2M/2IP, 50M/8IP, 100M/16IP
移动接入 China Mobile	2M, 4M, 8M, 10M, 100M	2M/2IP, 50M/8IP, 100M/16IP
BGP接入 BGP	2M, 4M, 8M, 10M, 100M	2M/2IP, 50M/8IP, 100M/16IP

弹性IP绑定云服务器提供从公网访问云服务器的能力

ELASTIC IP BIND CLOUD SERVER PROVIDE THE POSSIBILITY OF VISITING SERVER FROM PUBLIC NETWORK.