

CLOUD_{4C}



UCP Manual for Linux + MiddleWare

CLOUD4C SERVICES PVT LTD

Document control

Prepared By

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STATEMENT OF CONFIDENTIALITY

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1. Introduction to UCP

Welcome to Universal Cloud Platform user guide. UCP is a multi-cloud Self-Service platform that allows users to provision Virtual Machines into Azure Environment. Along with provisioning Linux, SAP & Windows Virtual Machines, you will be able to manage them, perform 2nd Day operations, decommission, obtain or provide access to the virtual machine.

UCP not only does allow to provision the virtual machine but also configures monitoring via Splunk Monitoring, configures backup via Netbackup software, on-board Linux VMs to Cyberark Platform to obtain secure access, on-board Windows VMs to Active Directory.

You will be able to create Virtual machines for both Test & Production purposes.

UCP creates a CMDB CI entry in Global Service Now (GSN) for every virtual machine that get provisioned.

UCP also creates a Change Management ticket (RFC) for every VM that has been deployed for Production purposes only. Based on this RFC ticket, every virtual machine undergoes thorough automated and manual checks for its readiness on the day of the delivery.

This document helps users to provision different types of Linux Machines, namely the following

- a. Plain Linux Images
- b. Apache HTTPD Linux Images
- c. Apache TOMCAT Linux Images
- d. JBOSS Linux Images

In addition, this document also emphasizes various features such as

- a. Mount-points
- b. Additional Disk requests while raising a service order
- c. Provisioning in desired zones
- d. Provisioning with desired availability sets
- e. Cloning of Machines

2. How to get access to UCP?

In order to be able to get access to UCP, the user should be part of the “UDLDHL-UCP” Active Directory Group.

If you're a Team Manager for a Project, then you should request for a new project to be created in Azure via the GSD form <https://gsd.dhl.com/forms/4887>

General Information

This form will create a SPCS Managed IaaS Resource Group for you.

Prerequisite:

1. You would need a valid Service Contract

Tags: EMEA, GBS

[Contact owner](#)

Form Details

Requestor Name ITS Account Manager
s.kammame_nadiminti@dhl.com

Resource Group Owner Requestor will automatically be added to Owner Role in Resource Group

Resource Group Name Resource Group Name

Please select your BU

☐ Express
☐ GBS&CC
☐ DGFF
☐ P&P
☐ ITS
☐ DSC
☐ eCS

New Service Contract Please provide Service Contract for charging purposes. Please contact account services for assistance

Who should have access to Power BI report? [Select](#)

Clear

The form involves 4 steps where the SPCS Cloud Ops IaaS team will grant you the following

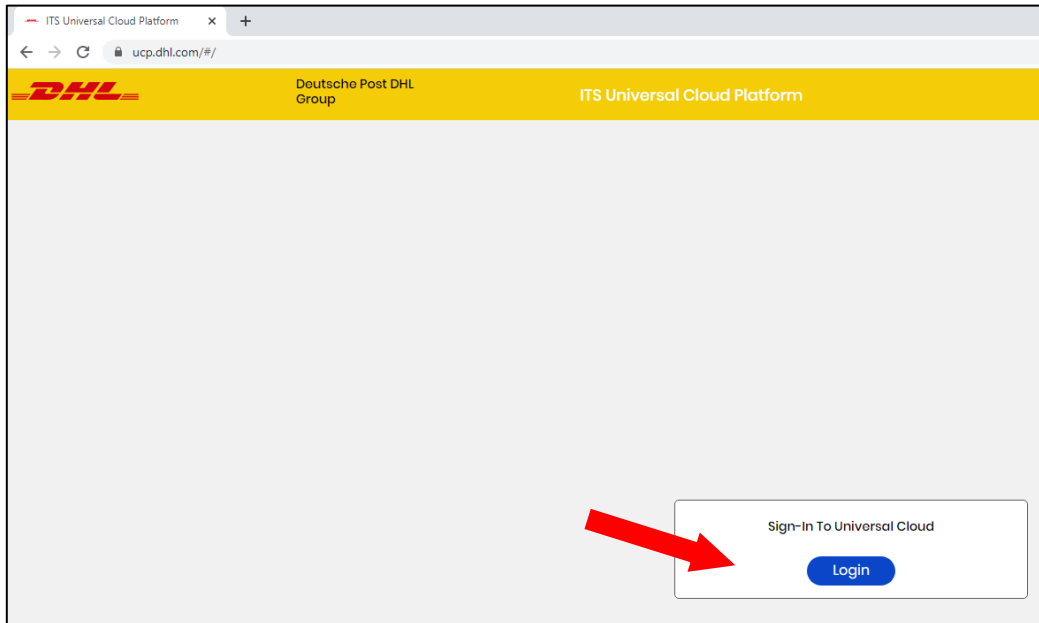
- a. The desired Project Name / Resource Group Name
- b. Assign you to the UDLDHL-UCP Active Directory Group
- c. Assign both Production & Test Subscriptions for the Project Name and
- d. Assign you the Team Manager role where you will be able to onboard and add other team members within your project.

Note: Only "@dhl.com" email ids can only be onboarded onto UCP.

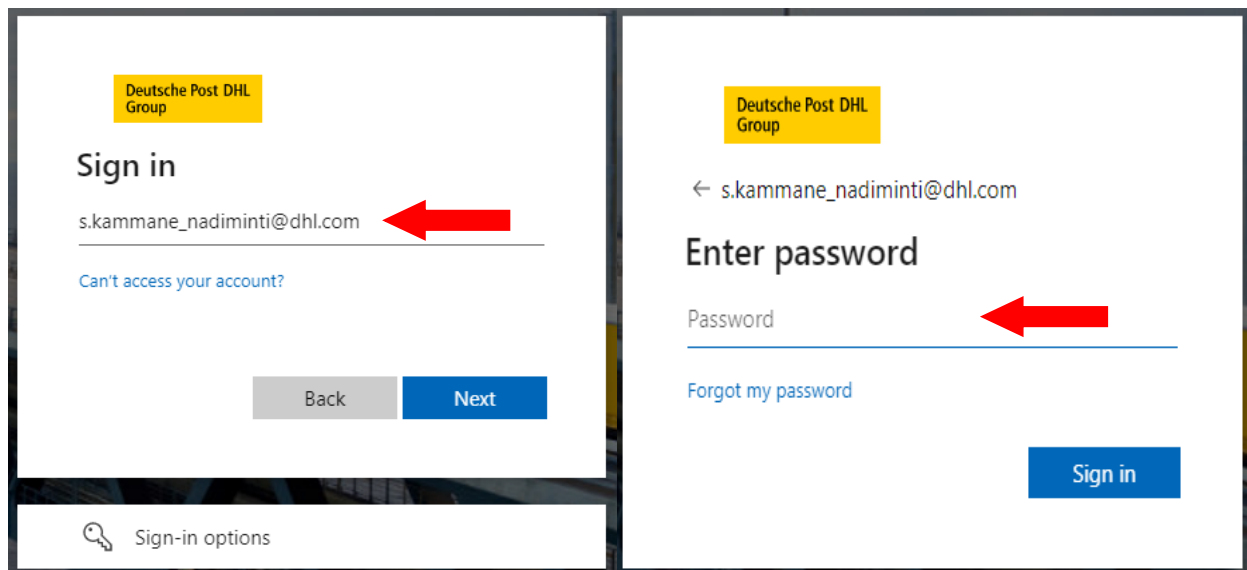
Once you receive a confirmation email notification that your request has been fulfilled, you will be able to login to the platform with your Active Directory credentials i.e. email-id & password provided to you at the time of creating your DHL account. You will be able to use the same credentials for accessing other platforms too.

3. How do I deploy my first machine?

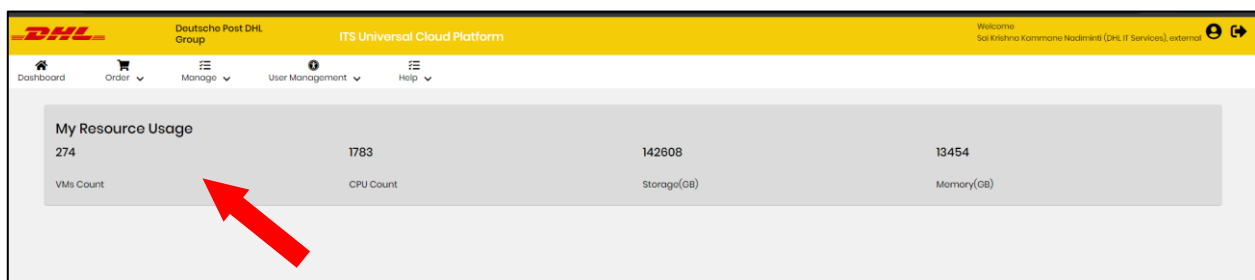
Once the access to UCP is granted via GSD Form, you will be able to login to UCP by navigating to <https://ucp.dhl.com>



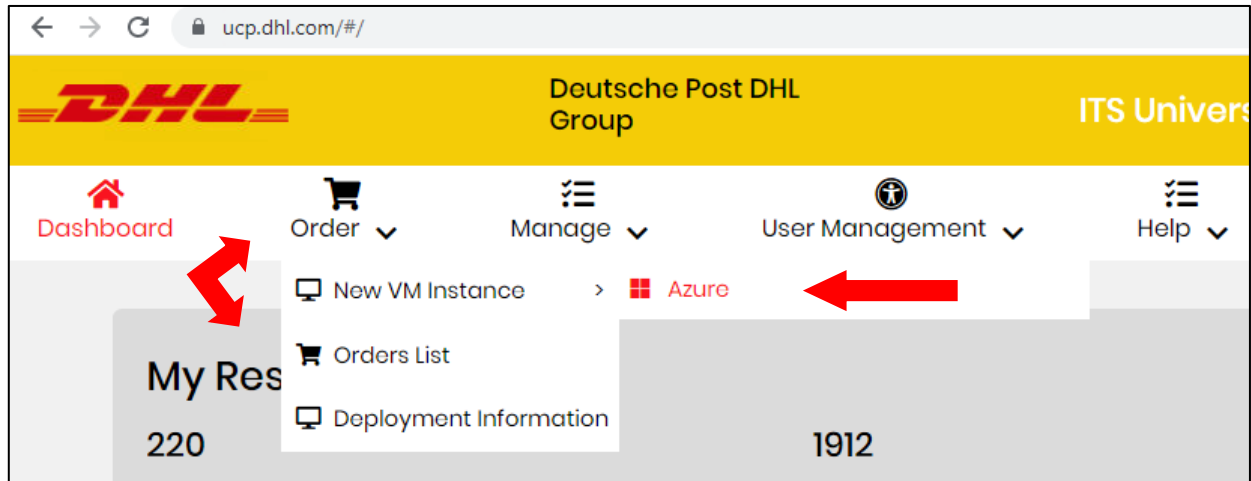
Click on Login and enter your credentials



You will be landing on the dashboard as shown hereunder. The dashboard shows a list of Virtual Machines that you have configured and related details.



In order to provision your first machine or Service Order, Clicking on Order -> New VM Instance -> Azure



The service Order Page appears as below

3.1 Basic Info tab

In the Basic Info Page, you will be able to select the purpose of the virtual machine, region, type of the machine, etc. Based on these details the desired virtual machine gets provisioned and delivered to you. Please follow the instructions, given below to configure your machine.

Please select one of the following details

- Servers being provisioned for **Production** purpose, please select ITS-SPCS-Azure-Managed-VM-PROD-122
- Servers being provisioned for **Test** purpose, please select ITS-SPCS-Azure-Managed-VM-TEST-123

- VM Resource group automatically populates to the one that you're assigned to.
- If you're assigned to more than one Resource Group, you may click on the drop-down list to view and select the relevant Resource Group.
- The Gallery Name is automatically set to sig_dhl_iaas_images. This cannot be modified. Gallery is the repository for the OS Templates which are used to provision the servers.
- Servers can be provisioned based on two types of Operating Systems
 - Linux
 - Windows

OS Type*	ALL
OS Add-ons*	ALL
	Linux
	Windows

- g. Selecting Linux operating system will show the Add-Ons as below.

OS Type*	Linux
OS Add-ons*	ALL
Image Name*	ALL
Image Version*	Plain Images
Environment*	Linux + Apache HTTPD
	Linux + Apache Tomcat
	Linux + JBoss
	Linux + WebLogic Server
	Linux + Oracle

- h. Selecting relevant Add-on will then filter the related images with which servers can be provisioned. For example this is how a Plain Linux template can be selected.

OS Type*	Linux
OS Add-ons*	Plain Images
Image Name*	RedHat-Enterprise-Linux-7.9
Image Version*	--SELECT--
Environment*	RedHat-Enterprise-Linux-7.9
Network Identify*	RedHat-Enterprise-Linux-8.1-for-SAP-Application
	RedHat-Enterprise-Linux-8.1-for-SAP-HANA
	RedHat-Enterprise-Linux-8.1-for-SAP-HANA-GEN2
	RedHat-Enterprise-Linux-8.1-for-Veritas-Cluster
	RedHat-Enterprise-Linux-8.1-for-Veritas-SAP-APP-Cluster
Network Resource Group*	RedHat-Enterprise-Linux-8.4

- i. After selecting the desired image the latest version of the image will appear automatically.

OS Type*	Linux
OS Add-ons*	Plain Images
Image Name*	RedHat-Enterprise-Linux-7.9
Image Version*	1.0.6

- j. There are two types of Environments

- a. PRODUCTION – Purpose of the server is for a Production instance. This option is automatically selected when ITS-SPCS-Azure-Managed-VM-PROD-122 is selected for provision purpose.
- b. TEST – Purpose of the server is for a Test instance. This option is automatically selected when ITS-SPCS-Azure-Managed-VM-TEST-123 is selected for provision purpose.

Environment*	Production
Network Identify*	Production

Environment*	Test
Network Identify*	Test

- k. Network Identity Selection. There are two types of Network identity option.
 - a. Classified: Any external server will be able to access this server, via internet, that you have provisioned with Classified Network setting.
 - b. Unclassified: Any external server will be not be able to access this server, via internet, that you have provisioned with Classified Network setting.

Network Identify*	Classified
Network Resource Group*	Classified

- l. Network Resource Group is set to Default always.

Environment*	Production
Network Identify*	Classified
Network Resource Group*	default

- m. Please select the desired Region. The selected region is the datacenter where the requested server will be provisioned.

Region*	West Europe
Virtual Network*	West Europe
Subnet*	East US

- n. Based on the region selected, the corresponding Virtual Network is automatically selected along with the subnet.
 - a. For Linux Machines with Classified Network setting, the subnet assigned, by default, is Classified-Subnet-1.

- b. For Linux Machines with Unclassified Network Setting, the subnet assigned, by default, is Unclassified-Subnet-1.

Region*	West Europe	▼
Virtual Network*	ITS-SPCS-Azure-Managed-VM-PROD-122-weu	▼
Subnet*	Classified-Subnet-1	▼

Region*	Southeast Asia	▼
Virtual Network*	ITS-SPCS-Azure-Managed-VM-PROD-122-sea	▼
Subnet*	Classified-Subnet-1	▼

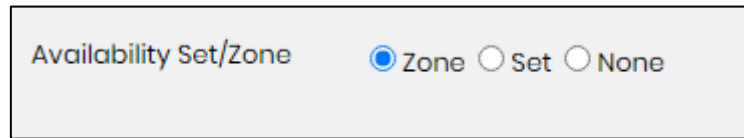
Region*	East US	▼
Virtual Network*	ITS-SPCS-Azure-Managed-VM-PROD-122-eus	▼
Subnet*	Classified-Subnet-1	▼

- o. Select the number of servers that need to be provisioned in a single order.
- At a time, a maximum of 10 similar servers can be ordered & provisioned.
 - Note: These servers will have exactly the same base machine or SKU. This will be explained in the following steps

VM Selection	<input checked="" type="radio"/> Quantity <input type="radio"/> Clustering
VM Count*	1
Availability Set/Zone	1
	2
	3
	4
	5
	6
	7
	8
	9
	10

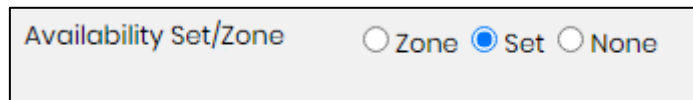
- p. Cluster option will be explained in the user guide for Cluster Servers.

- q. For every order either an Availability Zone / Availability Set / None option can be selected.
- a. **Availability Zone:** Azure regions and availability zones are physically separate locations within each Azure region that are tolerant to datacenter failures because of redundant infrastructure and logical isolation of Azure services. There are 3 zones numbered 1/2/3 available in UCP to provision servers.



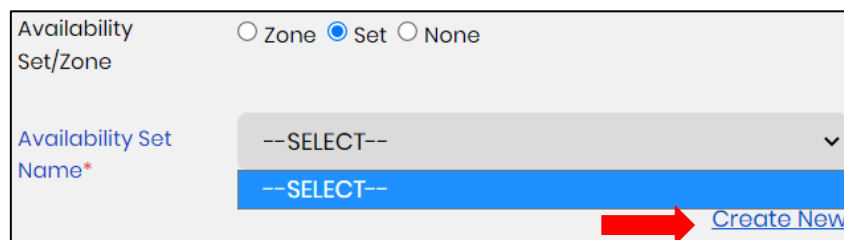
Availability Set/Zone ☒ Zone ☐ Set ☐ None

- b. **Availability Set:** An availability set is a logical grouping of VMs that allows Azure to understand how your application is built to provide for redundancy and availability. We recommended that two or more VMs are created within an availability set to provide for a highly available application and to meet the 99.95% Azure SLA



Availability Set/Zone ☐ Zone ☒ Set ☐ None

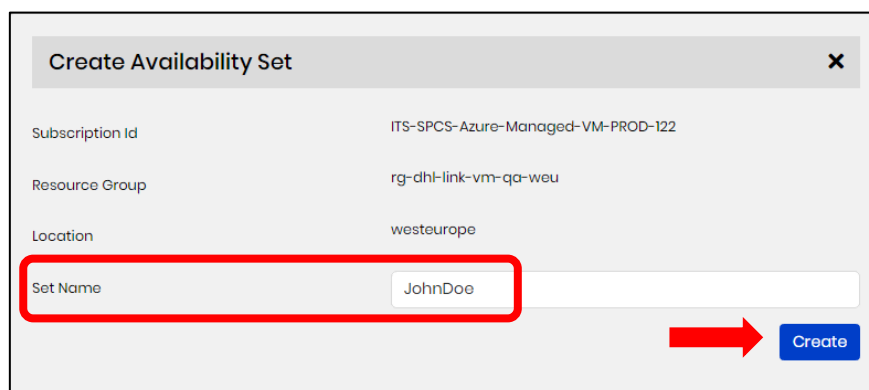
- c. **Create Availability Set:** Availability Set Name will be listing out the Sets that are already configured in the Subscription. If there are no availability sets and if you wish to create one, then the “Create New” button will allow you to create a New Availability set.



Availability Set/Zone ☐ Zone ☒ Set ☐ None

Availability Set Name* --SELECT--

--SELECT-- [Create New](#)



Create Availability Set [X]

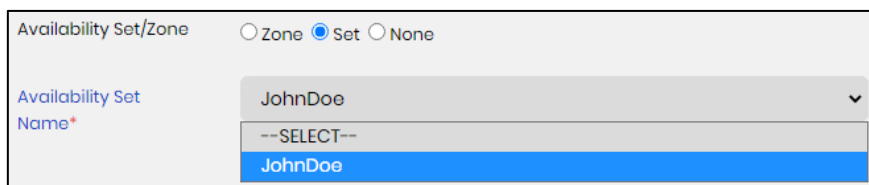
Subscription Id ITS-SPCS-Azure-Managed-VM-PROD-122

Resource Group rg-dhl-link-vm-qa-weu

Location westeurope

Set Name

[Create](#)



Availability Set/Zone ☐ Zone ☒ Set ☐ None

Availability Set Name* JohnDoe

--SELECT--

JohnDoe

- r. After selected all the relevant options please click on Next on the bottom Right of the screen.

VM Selection ☒ Quantity ☐ Clustering

VM Count* 1

Availability Set/Zone ☒ Zone ☐ Set ☐ None

Next

3.2 VM Details Tab

The next page allows the user to select the Base Machine details.

Azure - New VM Instance

Basic Info VM Details Backup & GSN

VM Size* [Select VM Size](#) OS Type Linux

OS Storage Type* Standard_LRS

Note: Mv2-series, DC-series, NDv2-series, Msv2 and Mdsv2-series Medium Memory do not support Generation 1 VM images and only support a subset of Generation 2 images

VM1

VM Name* xal22ls610022 VM Zone* 1

VM NIC* xal22ls610022-nic

Add Disks

Back Next

* Fields highlighted in BLUE color are from Azure REST API.

- a. Select the desired server size by clicking on “Select VM Size” which will then show the list of VM sizes available for the relevant image.
 - a. Note: For each image of Linux & Windows only the supported list of VM SKUs will appear for selection.

VM Size

Save

[Note:](#) For Oracle Prod VM's please select SKU D series or higher.

Show entries 10
Search

	VM Size	CPU Core	RAM	Max Disks	Accelerated Networking Enabled	Premium IO
<input type="radio"/>	Standard_A1_v2	1	2 GB	2	False	Not Supported
<input type="radio"/>	Standard_A2m_v2	2	16 GB	4	False	Not Supported
<input type="radio"/>	Standard_A2_v2	2	4 GB	4	False	Not Supported
<input type="radio"/>	Standard_A4m_v2	4	32 GB	8	False	Not Supported
<input type="radio"/>	Standard_A4_v2	4	8 GB	8	False	Not Supported
<input type="radio"/>	Standard_A8m_v2	8	64 GB	16	False	Not Supported
<input type="radio"/>	Standard_A8_v2	8	16 GB	16	False	Not Supported
<input type="radio"/>	Standard_B12ms	12	48 GB	16	True	Supported
<input type="radio"/>	Standard_B16ms	16	64 GB	32	True	Supported
<input type="radio"/>	Standard_B1ms	1	2 GB	2	False	Supported

Showing 1 to 10 of 365 entries

Previous
1
2
3
4
5
6
7
8
Next

- b. Select the desired VM size and click on the SAVE button.
- c. You may also be able to change the server size by clicking on "Change VM Size" button and re-selecting another SKU.
- d. The list of SKUs(VM Sizes) that are displayed here are based on the OS Image template.
- e. User can select the desired Operating System Storage Type from the list shown below.
 - a. Standard SSD_LRS : This type of OS Disk is a Solid State Drive which is Locally Redundant Storage
 - b. Standard_LRS : This type of OS Disk is a Hard Disk Drive which is Locally Redundant Storage

VM Size*

Standard_A1_v2 [Change VM Size](#)

vCPUS:1 Memory:2GB

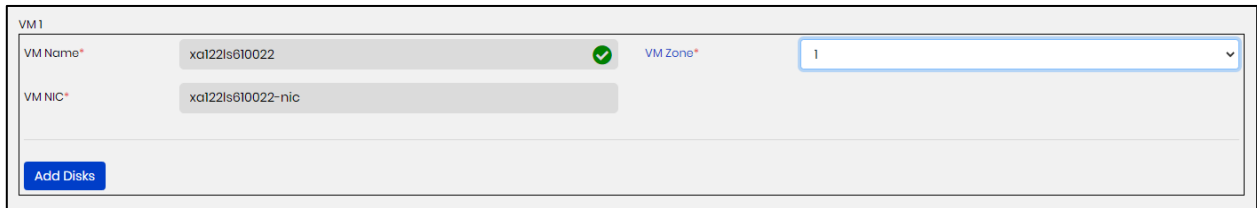
OS Storage Type*

--SELECT--
--SELECT--
StandardSSD_LRS
Standard_LRS

[Note:](#) Mv2-series, DC-series

VM1

- f. The Network details & NIC information are automatically populated and cannot be modified.
- g. However, a relevant zone can be selected based on previous selection in Step-3.p



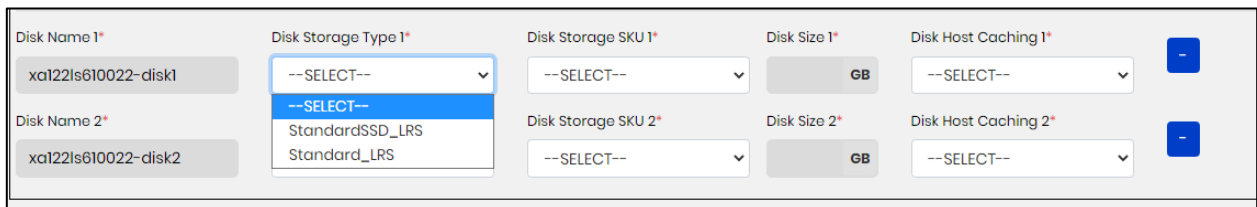
VM1

VM Name* xa122ls610022 ✓ VM Zone* 1

VM NIC* xa122ls610022-nic

Add Disks

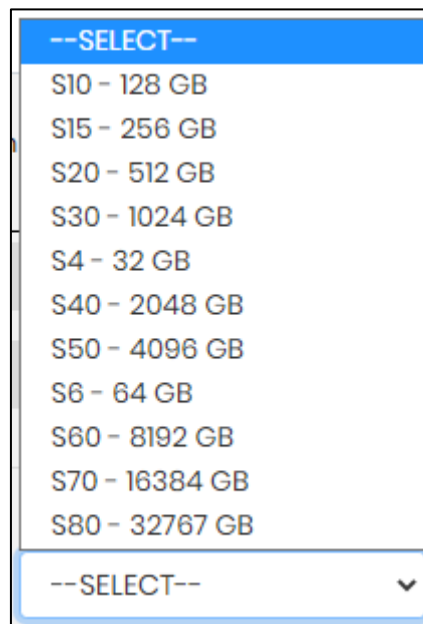
- h. User may choose to add Additional disks if required. This is possible by clicking on Add Disks button.
- Note :** The number of maximum disks that can be added is pre-defined by the Size of the base machine that has been selected in Step-4.a.a
 - In the below mentioned example a server size is selected where it can support only 2 additional disks.
 - You may also select additional disks based on available disk types & sizes.



Disk Name 1* xa122ls610022-disk1 Disk Storage Type 1* --SELECT-- Disk Storage SKU 1* --SELECT-- Disk Size 1* GB Disk Host Caching 1* --SELECT--

Disk Name 2* xa122ls610022-disk2 Disk Storage Type 2* StandardSSD_LRS Standard_LRS Disk Storage SKU 2* --SELECT-- Disk Size 2* GB Disk Host Caching 2* --SELECT--

- d. Disk Storage SKU1 dropdown option will provide the list of supported disk types along with the size of the disk.



--SELECT--

S10 - 128 GB

S15 - 256 GB

S20 - 512 GB

S30 - 1024 GB

S4 - 32 GB

S40 - 2048 GB

S50 - 4096 GB

S6 - 64 GB

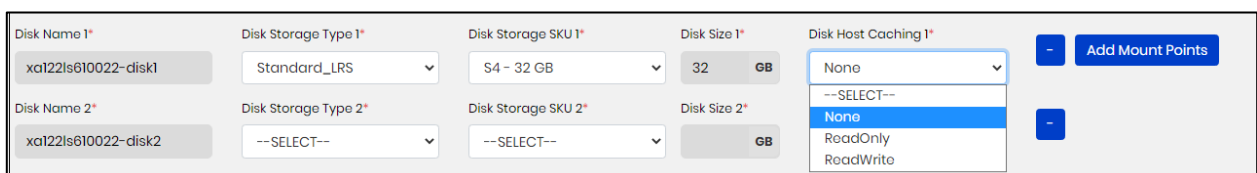
S60 - 8192 GB

S70 - 16384 GB

S80 - 32767 GB

--SELECT--

- e. After selecting relevant disk type & size, Disk Host caching can be selected based on the options available.



Disk Name 1* xa122ls610022-disk1 Disk Storage Type 1* Standard_LRS Disk Storage SKU 1* S4 - 32 GB Disk Size 1* 32 GB Disk Host Caching 1* None --SELECT-- None ReadOnly ReadWrite

Disk Name 2* xa122ls610022-disk2 Disk Storage Type 2* --SELECT-- Disk Storage SKU 2* --SELECT-- Disk Size 2* GB

Add Mount Points

- f. Mount-points to each disk can be defined by clicking on Add Mount-points button.

- i. Note : As many mount-points as possible can be defined in this section, however the sum of all partitions of the mount-points cannot be exceed 5GB less of Disk Size. Meaning if a 32GB disk is selected, the sum of all partitions cannot be greater than 27 GB.

- i. A mount-point needs to be defined with a “/” before and after mount-point name; and the label name will be automatically populate for every mount point as per the format mentioned in the text box.

- g. After configuring the desired option, click “NEXT” on the bottom right to configure Backup for the server being provisioned and Global Service Now Details for Business purposes.

- h. Or Click on Back to go to the previous page for changes in Basic Information.

3.3 Backup & GSN Tab

- i. The Backup options are automatically selected based on the Type of server that is selected to Provisioned.
 - i. There are two types of Backup Policies
 1. GOLD – Gold Policy is applied by default for every server that is built for Production Purposes
 2. BRONZE – Bronze Policy is applied by default for every server that s built for Testing Purposes.
 3. The Backup Policy details are mentioned in the FAQ section.

Azure – New VM Instance

Basic Info	VM Details	Backup & GSN
Backup Resource Group*	rg-its-spcs-prod-bkp-eus-001	Backup Vault Name*
Backup Vault Policy*	po-vm-gold-0001	NetBackup Policy*
Storage Resource Group*	rg-its-spcs-prod-eus-001	Storage Account Name*
Global ServiceNow		
Impact*	--SELECT--	Impacted Business Unit*
Impacted Country*	Select...	Impacted Region*
Impacted Service*	--SELECT--	

Back Add to Cart

Backup Resource Group*	rg-its-spcs-prod-bkp-eus-001	Backup Vault Name*	rsv-its-spcs-prod-bkp-eus-001
Backup Vault Policy*	po-vm-gold-0001	NetBackup Policy*	PO_FS_GOLD_0001
Storage Resource Group*	rg-its-spcs-prod-eus-001	Storage Account Name*	stgbootdiageus01

- j. For Global Service Now Business details the Following options can be selected
 - i. IMPACT

Global ServiceNow

Impact*	--SELECT--	Impacted Business Unit*	--SELECT--
Impacted Country*	None / Minor User(s) Department Location Country Region Global	Impacted Region*	Select...

Back Add to Cart

- ii. Impacted BUSINESS UNIT

Global ServiceNow

Impact* User(s) --SELECT--

Impacted Country* Select...

Impacted Service* --SELECT--

Impacted Business Unit* --SELECT--

Impacted Region* --SELECT--

Aviation
DGF
DSC
eCS
Express
Freight
GBS
Hubs & Gateways
ITS
PP

* Fields highlighted in BLUE color are from Azure REST API.

iii. Impacted COUNTRY.

Impacted Country* Select...

Impacted Service*

Afghanistan
Aland Islands
Albania
Algeria
American Samoa
Andorra
Angola
Anguilla

iv. Impacted region is automatically selected based on the Impacted Country.

1. Note: Multiple Countries & Regions can be selected based on the business requirements.
2. Note: Selecting multiple Countries will auto select regions and vice-versa.

Global ServiceNow

Impact* User(s) --SELECT--

Impacted Business Unit* ITS

Impacted Country* Andorra X

Impacted Region* EUROPE X

Impacted Service* --SELECT--

v. Impacted service can be selected based on the list of 4000+ services available.

Azure - New VM Instance --SELECT--

3GC GLOBAL PROD
3P APP
3PV Performance Dashboard
ACA AP CBJ SUPPORT
ACA EM CBJ SUPPORT
ACA EU CBJ SUPPORT
ACA IA CBJ SUPPORT
ACA IAS CBJ PROD
ACA IAS PRG DEV TEST
ACA PRG TRAINING E2E
ACA US CBJ SUPPORT
ACCENTURE HOSTING DSC
Accounting Monitor
ACS EVENT DB CBJ PROD
ACS EVENT DB PRG PROD
ACS EVENT DB PRG STG
ACS EVENT DB PRG TEST
ACS HIM CBJ PROD
ACS HIM PRG PROD

Backup Resource Group*

Backup Vault Policy*

Storage Resource Group*

Global ServiceNow

Impact*

Impacted Country*

Impacted Service* --SELECT--

- k. After having selected all the relevant information click on the “Add to Cart” button to place the order for the service.

Azure - New VM Instance

Basic Info VM Details Backup & GSN

Backup Resource Group* rg-its-spcs-prod-bkp-eus-001 Backup Vault Name* rsv-its-spcs-prod-bkp-eus-001

Backup Vault Policy* po-vm-gold-0001 NetBackup Policy* PO_FS_GOLD_0001

Storage Resource Group* rg-its-spcs-prod-eus-001 Storage Account Name* stgbootdiagous01

Global ServiceNow

Impact* User(s) Impacted Business Unit* ITS

Impacted Country* Andorra X Impacted Region* EUROPE X

Impacted Service* SPCS Managed Service IaaS

Back Add to Cart

3.4 Order List Menu

You will be navigated to Order List screen for approving the provisioning.

Note: If the user requesting for the server is a Team Member then the Team Manager (Resource Group Owner) alone can approve or reject the Order request.

Note: If the Team Manager (Resource group Owner) him/her-self is raising the Service Order request then the order can be Approved/Rejected by him/her-self.

After approving the request the Resource Group Owner/ Team Manager should click on Submit to Order the server for Provisioning.

Note: Until the Submit button is clicked, the Order will **not be** sent for Provisioning.

Order Information	Approval details				
AZURE Virtual Machine VM Name : xa122ls610022 Order Raised By : s.kammane_nadiminti@dhl.com Order Status :: Yet to Provision	Request Raised Date	Level Number	Status	Approved/Rejected By	Approved/Rejected Date
	2022-04-25 02:38:22	1	Approved	s.kammane_nadiminti@dhl.com	2022-04-25 02:42:36
					Submit

After clicking on Submit Button the preview of the Order is visible in the next screen.

Cart Preview			
S.No	Product Details	Configuration	
1	Virtual Machine VM Name : xa122ls610022	VM Name	xa122ls610022
		Subscription Provision Type	IAAS
		vCPUS	1
		Memory	2 GB
		OS Storage	128 GB
		VM Resource Group	rg-its-poc-chlca

The Team Manager or Resource Group Owner **only** can click on Proceed to Provisioning button to order the server.

Managed Infra Subscription ID	d6c29429-5a3a-4ffd-a2d6-69fc547a815c
Shared Image Name	RedHat-Enterprise-Linux-7.9
Shared Image Version	1.0.6
Backup Resource group	rg-its-spcs-prod-bkp-eus-001
Backup Vault Name	rsv-its-spcs-prod-bkp-eus-001
Backup Policy	po-vm-gold-0001
Cyberark Usernames	
Disk Encryption Name	des-prod-its-eus
Disk Encryption Resource Group Name	RG-KEYVAULT-PROD-ITS-EUS

[Proceed for Provision](#)

Once the desired server is sent to provisioning the following acknowledgement screen will appear, along with an acknowledgement email.


Congratulations. Your instance is now being provisioned.

To view pending orders, click [here](#)


The following product(s) will be available for you, shortly.


S.No	Products Details	Configuration	Quantity												
1	AZURE Virtual Machine VM Name : xa122ls610022	<table border="1"> <tr> <td>VM Name</td> <td>xa122ls610022</td> </tr> <tr> <td>Subscription Provision Type</td> <td>IAAS</td> </tr> <tr> <td>vCPUS</td> <td>1</td> </tr> <tr> <td>Memory</td> <td>2 GB</td> </tr> <tr> <td>OS Storage</td> <td>128 GB</td> </tr> <tr> <td>VM Resource Group</td> <td>rg-its-poc-chlca</td> </tr> </table>	VM Name	xa122ls610022	Subscription Provision Type	IAAS	vCPUS	1	Memory	2 GB	OS Storage	128 GB	VM Resource Group	rg-its-poc-chlca	1
VM Name	xa122ls610022														
Subscription Provision Type	IAAS														
vCPUS	1														
Memory	2 GB														
OS Storage	128 GB														
VM Resource Group	rg-its-poc-chlca														

Mon 4/25/2022 4:48 PM

 noreply@dhl.com

Server is being Provisioned - xa122ls610022

To  Sai Krishna Kammane Nadiminti (DHL IT Services), external

Cc  Sai Krishna Kammane Nadiminti (DHL IT Services), external

Dear Team Member,

The following server(s) have been sent for Provisioning. Kindly navigate to Deployment Information Page and select relevant tab to view the status

#1 : VM Information

VM Name	xa122ls610022
Subscription Provision Type	IAAS
vCPUS	1
Memory	2 GB
OS Storage	128 GB
VM Resource Group	rg-its-poc-chlca
NIC Name	xa122ls610022-nic
Managed Disk Name	["xa122ls610022-disk1"]
Managed Disk Host Caching	["None"]
Managed Disk Storage Size	["S4_0_32"]
Managed Disk Size	[32]
Managed Disk Size Storage Account Type	["Standard_LRS"]
Network Resource Group Name	default
Virtual Network Name	ITS-SPCS-Azure-Managed-VM-PROD-122-eus
Subnet Name	Classified-Subnet-1
Zone	1

3.5 Deployment Information Menu

To Check for Provisioning Status Navigate to Order -> Deployment Information.

Build No.	Build Status	Vm Name	Actions
1229	SUCCESS	xa122ls610022	Console Output
1228	SUCCESS	xa123ls210015	Console Output
1227	SUCCESS	xa123ls400024	Console Output
1226	SUCCESS	xa123ls210105	Console Output
1225	SUCCESS	xa123ls400021	Console Output

- a. There are several tabs to check for the status of activities performed in UCP. The table mentioned hereunder outlines all the activities.

Sl.No	Main Tab	Sub-Tab	Activity
1.	Linux Provisioning	IAAS Linux	i. Plain Linux Machines with Additional Disk
2		IAAS Linux DB	i. Oracle Machines with Additional Disk ii. TOMCAT Machines with Additional Disk iii. APACHE Machines with Additional Disk iv. JBOSS Machines with Additional Disk
3.		Linux WebLogic	i. WebLogic Machines with Additional Disk
4.		IAAS Linux Cluster	i. SAP Veritas Clusters with Additional Disk ii. Veritas Clusters with Additional Disk
5		IAAS Linux Without Disk	i. Plain Linux Machines without Additional Disk
6		IAAS Linux DB Without Disk	i. Oracle Machines without Additional Disk ii. TOMCAT Machines without Additional Disk iii. APACHE Machines without Additional Disk iv. JBOSS Machines without Additional Disk
7		IAAS Linux Cluster Without Disk	i. SAP Veritas Clusters without Additional Disk ii. Veritas Clusters without Additional Disk
8	Windows Provisioning	IAAS Windows	i. Plain Windows with Additional Disk ii. Windows IIS with Additional Disk
9		IAAS Windows DB	i. Windows MSSQL with Additional Disk
10		IAAS Windows without Disk	i. Plain Windows without Additional Disk ii. Windows IIS without Additional Disk

11		IAAS Windows DB without Disk	i. Windows MSSQL without Additional Disk
12	Linux Decommissioning	IAAS Linux Decommissioning	i. Plain Linux Machines with Additional Disk
13		IAAS Linux DB Decommissioning	i. Oracle Machines with Additional Disk ii. TOMCAT Machines with Additional Disk iii. APACHE Machines with Additional Disk iv. JBOSS Machines with Additional Disk
14		Linux WebLogic Decommissioning	i. WebLogic Machines with Additional Disk
15		IAAS Linux Cluster Decommissioning	i. SAP Veritas Clusters with Additional Disk ii. Veritas Clusters with Additional Disk
16		IAAS Linux Without Disk Decommissioning	i. Plain Linux Machines without Additional Disk
17		IAAS Linux DB Without Disk Decommissioning	i. Oracle Machines without Additional Disk ii. TOMCAT Machines without Additional Disk iii. APACHE Machines without Additional Disk iv. JBOSS Machines without Additional Disk
18		IAAS Linux Cluster Without Disk Decommissioning	i. SAP Veritas Clusters without Additional Disk ii. Veritas Clusters without Additional Disk
19	Windows Decommissioning	IAAS Windows Decommissioning	i. Plain Windows with Additional Disk ii. Windows IIS with Additional Disk
20		IAAS Windows DB Decommissioning	i. Windows MSSQL with Additional Disk
21		IAAS Windows without Disk Decommissioning	i. Plain Windows without Additional Disk ii. Windows IIS without Additional Disk
22		IAAS Windows DB without Disk Decommissioning	i. Windows MSSQL without Additional Disk
23	User On-boarding	Windows User On-boarding	Onboard a user to a Windows Plain or IIS machine as either i. Administrator or ii. Remote Desktop User
24		Windows User Off-boarding	Offboard a user from a Windows Plain or IIS Machine either as i. Administrator or ii. Remote Desktop User
25		Windows SQL user On-boarding	Onboard a Database user onto MSSQL DB as a. User Account i. MSSQL Reader ii. MSSQL DataReader iii. MSSQL DataWriter iv. MSSQL AgentReader v. MSSQL DBSSISAdmin
26		AD User Onboarding (Active Directory)	Onboard a abc@dhl.com email id user to i. UDL DHL-UCP (UCP Access) ii. UDL DHL-PVWA (Cyberark Platform Acces)

27		AD User Off-boarding (Active Directory)	Offboard a abc@dhl.com email id user from <ul style="list-style-type: none"> i. UDLDHL-UCP (UCP Access) ii. UDLDHL-PVWA (Cyberark Platform Acces)
28		Windows SQL Service Account Onboarding	Onboard a Database user onto MSSQL DB as <ul style="list-style-type: none"> a. Service Account <ul style="list-style-type: none"> i. MSSQL DBOwner ii. MSSQL SysAdmin iii. MSSQL AgentReader iv. MSSQL DBSSISAdmin
29		IAAS Windows OAT Rerun	Status of OAT Checklist Re-Run for Windows Plain & IIS Machines
30		IAAS Linux OAT Rerun	Status of OAT Checklist Re-Run for any Plain Linux Machine
31		IAAS-Linux DB OAT Rerun	Status of OAT Checklist Re-Run for all <ul style="list-style-type: none"> i. Oracle Machines ii. Tomcat Machines iii. Apache Machines iv. JBOSS Machines
32	Other Jobs	IAAS-Linux Weblogic OAT Rerun	Status of OAT Checklist Re-Run for all <ul style="list-style-type: none"> i. Weblogic Machines
33		IAAS-Linux Cluster OAT Re-Run	Status of OAT Checklist Re-Run for all <ul style="list-style-type: none"> i. SAP Veritas Cluster Machines ii. Veritas Cluster Machines
34		IAAS-Windows SQL OAT Re-Run	Status of OAT Checklist Re-Run for all <ul style="list-style-type: none"> i. MSSQL Machines
35		IAAS Linux DB Add Disk	Provisioning of Additional Disk for <u>already provisioned</u> <ul style="list-style-type: none"> i. Oracle Machines ii. Tomcat Machines iii. Apache Machines iv. JBOSS Machines
36		IAAS Linux Weblogic Add Disk	Provisioning of Additional Disk for <u>already provisioned</u> <ul style="list-style-type: none"> i. Weblogic Machines
37		IAAS Windows DB Add Disk	Provisioning of Additional Disk for <u>already provisioned</u> <ul style="list-style-type: none"> i. MSSQL Machines

b. Status of Provisioning – There are 3 Statuses

Provisioning	IN-PROGRESS	Provisioning of a server is In-Progress
	SUCCESS	Provisioning of a server is Successful
	FAILURE	Provisioning of a server has Failed

c. Status of Resizing – There are 3 Statuses

Resizing	IN-PROGRESS	Resizing of a server is In-Progress
	SUCCESS	Resizing of a server is Successful
	FAILURE	Resizing of a server has Failed

d. Status of Decommissioning – There are 3 Statuses

Decommissioning	IN-PROGRESS	Decommissioning of a server is In-Progress
	SUCCESS	Decommissioning of a server is Successful
	FAILURE	Decommissioning of a server has Failed

3.6 Email Acknowledgements

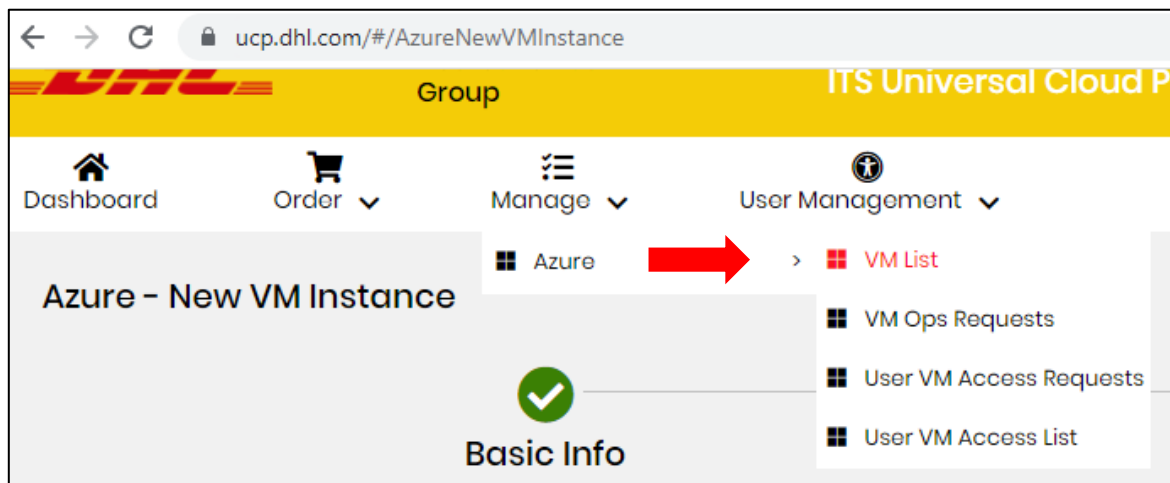
If you are ordering for a new service, you will receive the following Acknowledgement emails

1. Service Order Raising Request.
2. Server Order Pending for Approval Email.
3. Approval Email – Stating that your server is being provisioned.
4. Rejection Email – Your service order has been rejected.
5. Success Email – Your server has been provisioned successfully.
6. Failure Email – Your server has failed to provision.

4. Where is MY Server?

4.1 VM List Menu

The VM List menu depicts the list of servers provisioned within the resource groups you have been assigned to. In order to view the list of successfully provisioned servers you should navigate to Manage -> Azure -> VM List



a. s

Azure VMs											
Subscription		7e80e9b-c128-42b8-a445-d18281754804 / ITS-SPCS-Azure-Managed-VM-PROD-									
Resource Group		rg-its-spcs-prod-sea-001									
Region		Southeast Asia									
OS Type		Linux									
Virtual Machines		Virtual Machine									
Provisioned By		Select...									
		<button>Search</button>									
Show entries		10								Search	
Name	Power Status	VM Status	Location	Resource Group	OS Template	Disk Units GB	CI Number	RFC Number	Provisioned By		
xa122is410012	poweredOn	Running	southeastasia	RG-ITS-SPCS-PROD-SEA-001	RedHat-Enterprise-Linux-8.4-for-Tomcat	192 GB	CI2973343	RFC2156966	sai_anusha.darla@dhl.com	VM Details	
xa122is410033	poweredOff	Stopped	southeastasia	RG-ITS-SPCS-PROD-SEA-001	RedHat-Enterprise-Linux-7.9-for-Tomcat	224 GB	CI2972770	RFC2156852	sai_anusha.darla@dhl.com	VM Details	
xa122is410034	poweredOff	Stopped	southeastasia	RG-ITS-SPCS-PROD-SEA-001	RedHat-Enterprise-Linux-8.4-for-Tomcat	208 GB	CI2972772	RFC2156853	sai_anusha.darla@dhl.com	VM Details	

b. Click on VM Details Button to view the details of the server that has been provisioned.

OS Template	Disk Units GB	CI Number	RFC Number	Provisioned By	
RedHat-Enterprise-Linux-8.4-for-Tomcat	192 GB	CI2973343	RFC2156966	sai_anusha.darla@dhl.com	VM Details
RedHat-Enterprise-Linux-7.9-for-Tomcat	224 GB	CI2972770	RFC2156852	sai_anusha.darla@dhl.com	VM Details
RedHat-Enterprise-Linux-8.4-for-Tomcat	208 GB	CI2972772	RFC2156853	sai_anusha.darla@dhl.com	VM Details

VM Details

Note: If you see any discrepancy in VM information, Please click on "Sync Data From Azure"

[Reboot](#)
[Decommission](#)
[Resize](#)
[History](#)
[Latest OAT Checklist](#)
[Re-run OAT checklist](#)
[Lock](#)
[Sync Data From Azure](#)

VM Name :	xa122ls410012	VM Status :	Running
VM Location :	southeastasia	VM Size :	Standard_A1_v2
Resource Group :	RG-ITS-SPCS-PROD-SEA-001	CPU Core :	1
Memory(GB) :	2	Total Disk Size(GB) :	192
OS Template :	RedHat-Enterprise-Linux-8.4-for-Tomcat	OS Disk Size(GB) :	128
OS Name :	redhat	OS Version :	8.4
Virtual Network :	ITS-SPCS-Azure-Managed-VM-PROD-122-sea	Network Interface :	xa122ls410012-nic
Accelerated Networking :	false	Private IP Address :	10.234.80.35
CI Number :	CI2973343	RFC Number :	RFC2156966
Search Code :	AP-SVLV-XA122LS410012	MiddleWare CI Number :	CI2973344
DB Search Code :		DB CI Number :	
Is Cluster :	No	Impacted BU :	ITS
Azure tags :	Backup-Vault-Policy : po-vm-gold-0001 Business_service : ACS EVENT DB PRO TEST Cloud_service : Managed IaaS Provisioned_By : UCP s_Ops Support Prod_MW : 200000002906 v_OS_RHEL : 8.4	VM Creation Time :	2022-04-20 01:44:59
		VM Provisioned By :	sai_anusha.darla@dhl.com
		VM Locked Status :	Unlock

5. Glossary

5.1 Definition

Terms	Abbreviation
VM	Virtual Machine
UCP	Universal Cloud Platform