Windows Server and MS-SQL Database access User Manual

CLOUD4C SERVICES PVT LTD

Document control

Prepared By

Version	Author	Date
V1.0	Srikanth Akula	04/05/2022
V1.1	M Mohan Harish Varma	19/05/2022
V 1.2	M Mohan Harish Varma	26/05/2022
V 1.3	Sai Krishna	27/05/2022

Reviewed By

Version	Reviewer	Date
V1.0	RK Mudunuri	04/05/2022
V1.0	Priyadarshi Mishra	20/05/2022
V 1.2	Priyadarshi Mishra	27/05/2022
V 1.3	Priyadarshi Mishra	31/05/2022

Approved By

Version	Approver	Date
V 1.0	RK Mudunuri	04/05/2022
V1.0	Harmandeep Singh	21/05/2022
V 1.2	Harmandeep Singh	30/05/2022
V 1.3	Harmandeep Singh	31/05/2022

Change Control

Version	Change Reason	Effective Date
V 1.0	Initial Release	04/05/2022
V 1.1	Steps updated for Windows Jump server	19/05/2022
V1.2	Steps updated for MSSQL Connectivity	26/05/2022
V1.3	Text corrections & formatting	27/05/2022

STATEMENT OF CONFIDENTIALITY

This document contains proprietary trade secret and confidential information to be used solely for evaluating CtrlS & Cloud4C Datacentres' Ltd. The information contained herein is to be considered confidential. Customer, by receiving this document, agrees that neither this document nor the information disclosed herein, nor any part thereof, shall be reproduced or transferred to other documents, or used or disclosed to others for any purpose except as specifically authorized in writing by Ctrl S Datacentres' Ltd.

Contents

Document control 2

Prepared By 2

Reviewed By 2

Approved By 2

Change Control 2

STATEMENT OF CONFIDENTIALITY 2

Contents 3

1. Introduction to UCP 4

2. How to get access to UCP? 4

3. How do I request access to My Windows Server? 5

3.1 How do I Login to UCP 5

3.2 Windows / MSSQL Server Access Request 6

4. What happens next? 9

4.1 a1d account 9

4.2 IMPORTANT FACTORS to Remember 9

5. How do I access my Windows / MSSQL server? 10

5.1 Connecting to a Jump server 10

5.2 How do I access my MSSQL Server? 14

6. Glossary 17

1. Introduction to UCP

Welcome to the 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 them, and obtain or provide access to the virtual machine.

UCP allows you to provision a virtual machine and configures monitoring via Splunk Monitoring, configures backup via Netbackup software, onboard Linux VMs to Cyberark Platform to obtain secure access, and onboard 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 gets provisioned.

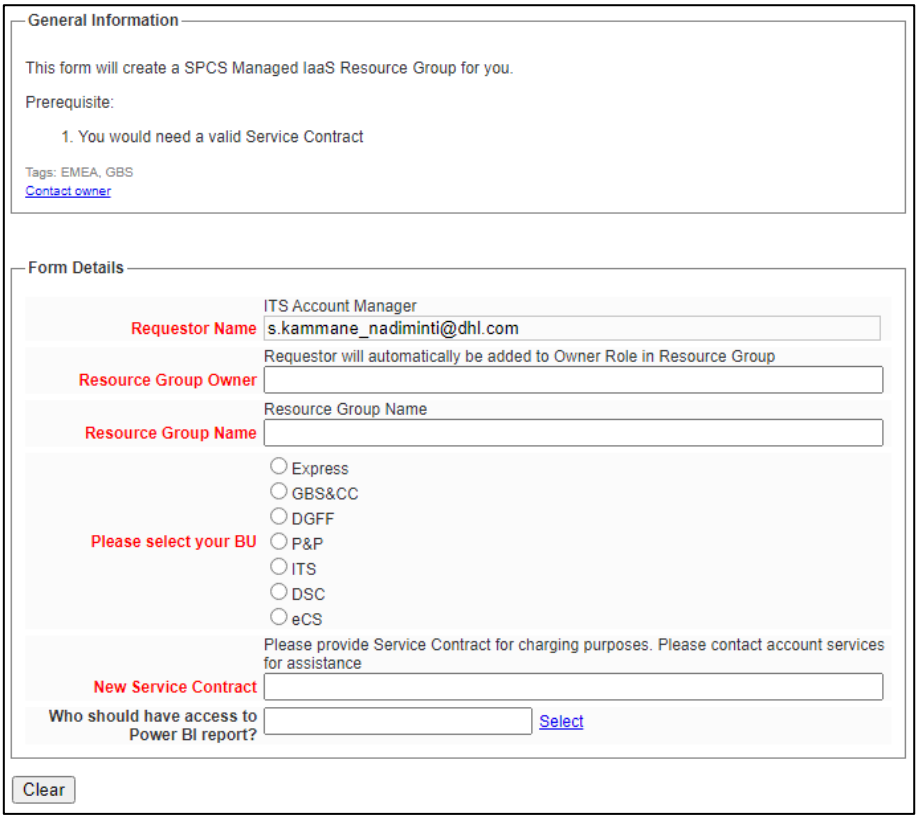
UCP also creates a Change Management ticket (RFC) for every VM that has been deployed for Production purposes only. Based on this RFC ticket, every virtual machine undergoes thorough automated and manual checks for its readiness on the day of the delivery.

This document emphasizes the BU UserAccess process for Windows and MSSQL servers.

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



The form involves four 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 to your project.

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

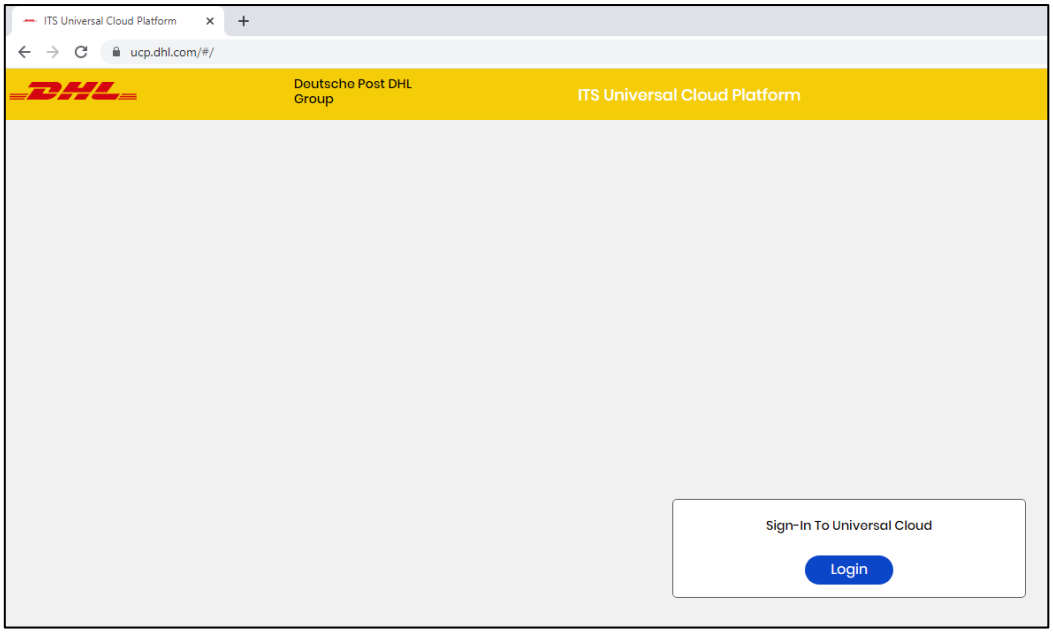
Once you receive a confirmation email notification that your request has been fulfilled, you will be able to login to the platform with your Active Directory credentials, i.e. email-id & password provided to you at the time of creating your DHL account. You will be able to use the same credentials to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

3. How do I request access to My Windows Server?

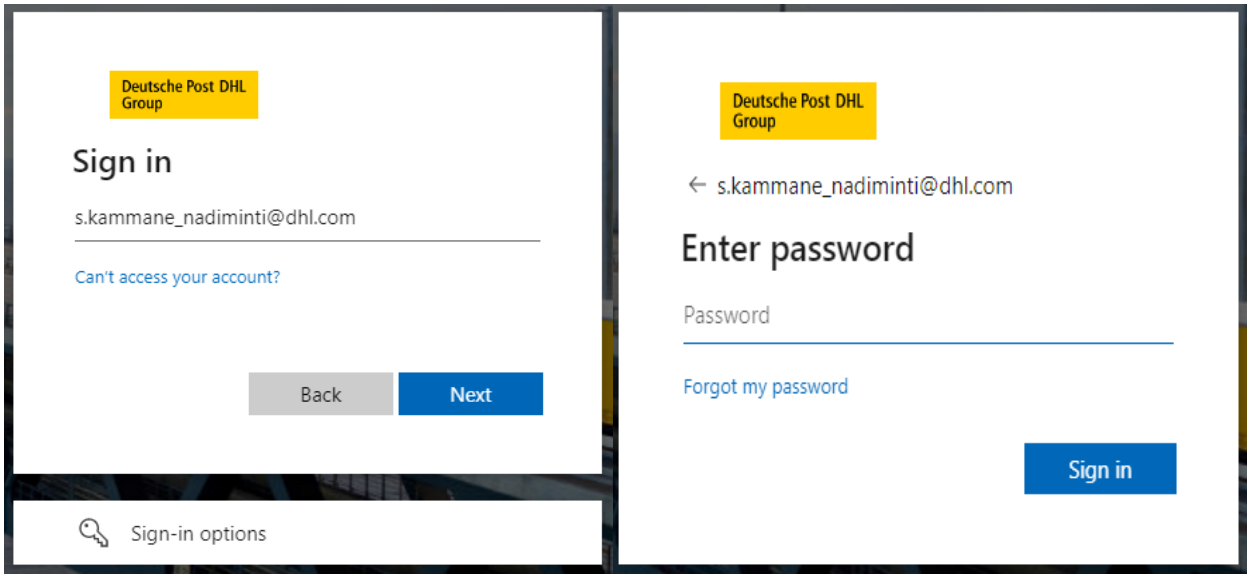
Once the access to UCP is granted via GSD Form, you will be able to login to UCP by navigating to https://ucp.dhl.com, and you should follow the below-mentioned steps to access the Windows server.

3.1 How do I Login to UCP

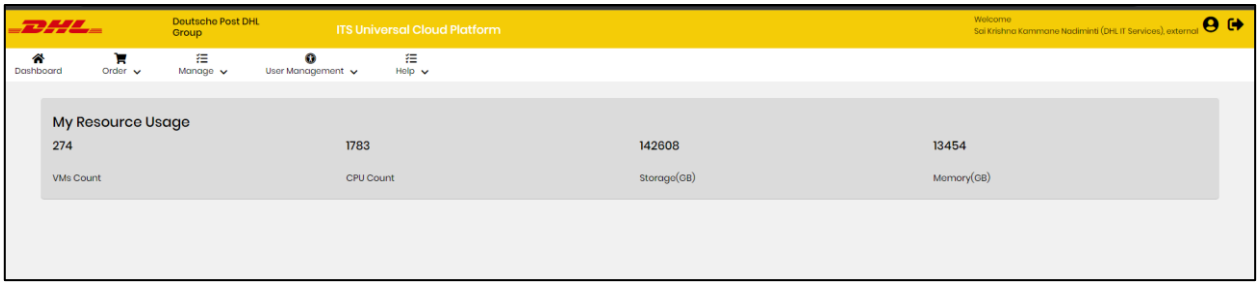
Step 1 – Navigate to https://ucp.dhl.com



Step 1. a – Enter your DHL email id AD Credentials

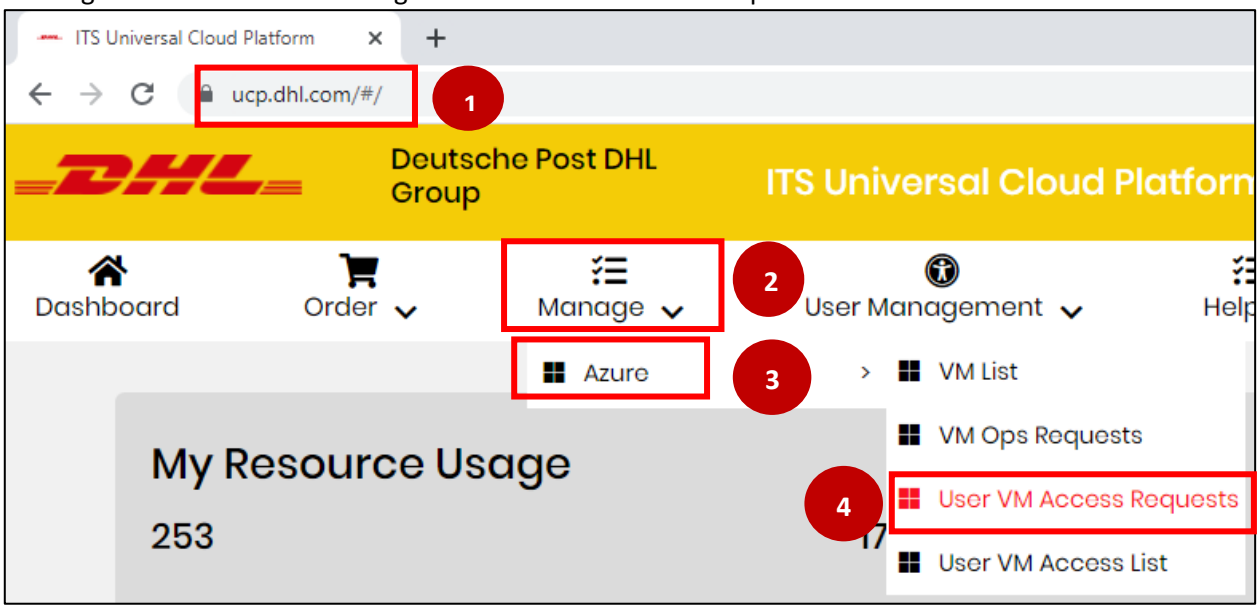


The user will be landing on the dashboard as shown hereunder

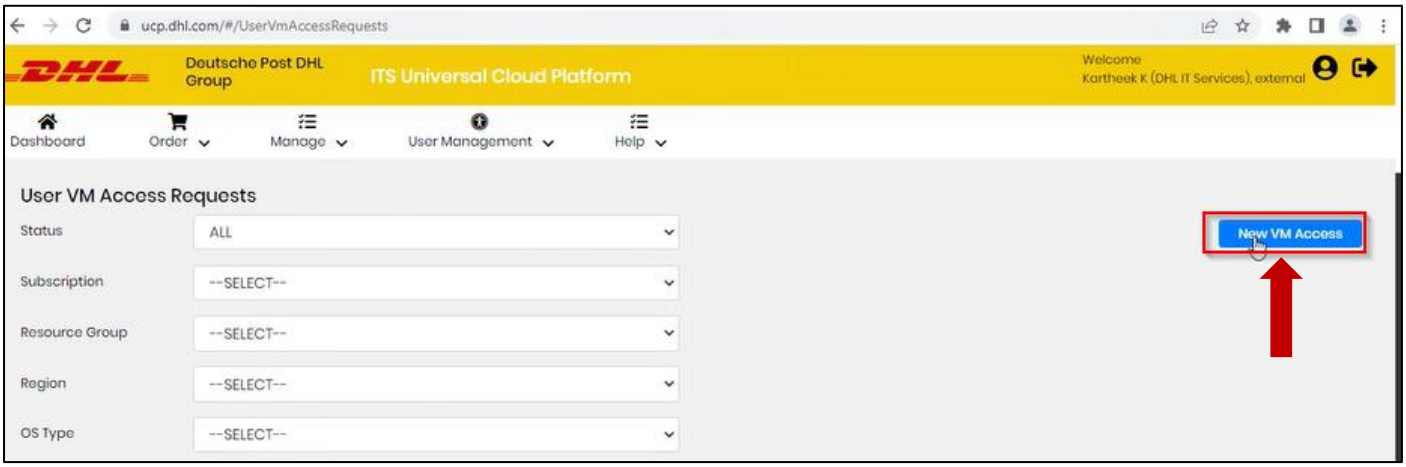


3.2 Windows / MSSQL Server Access Request

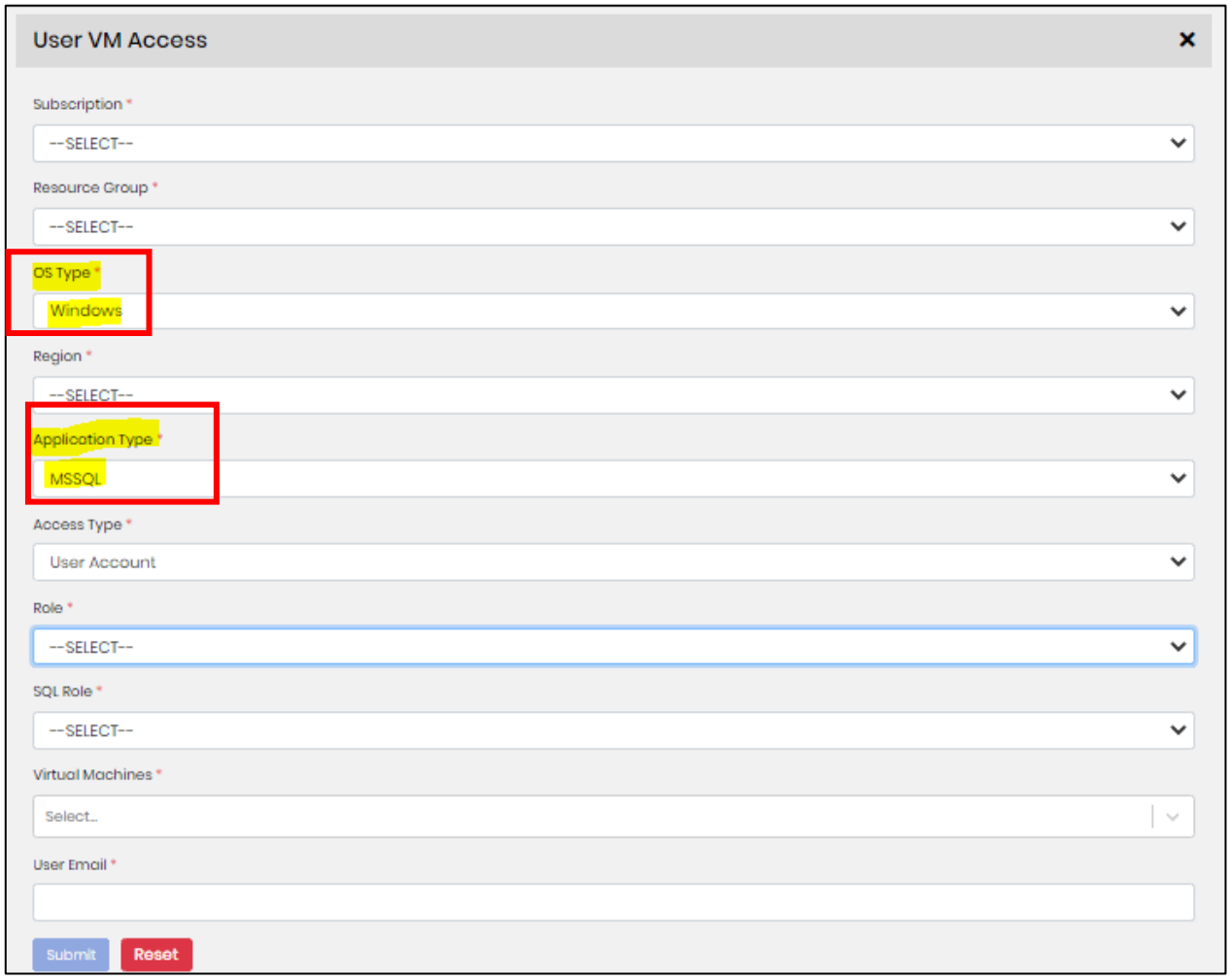
1. Navigate to UCP →User Management →UserVM Access Request

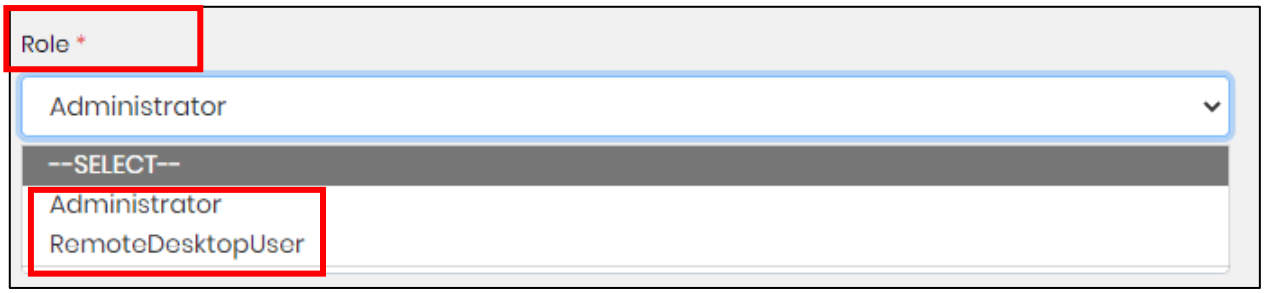


2. Click on →New VM Access

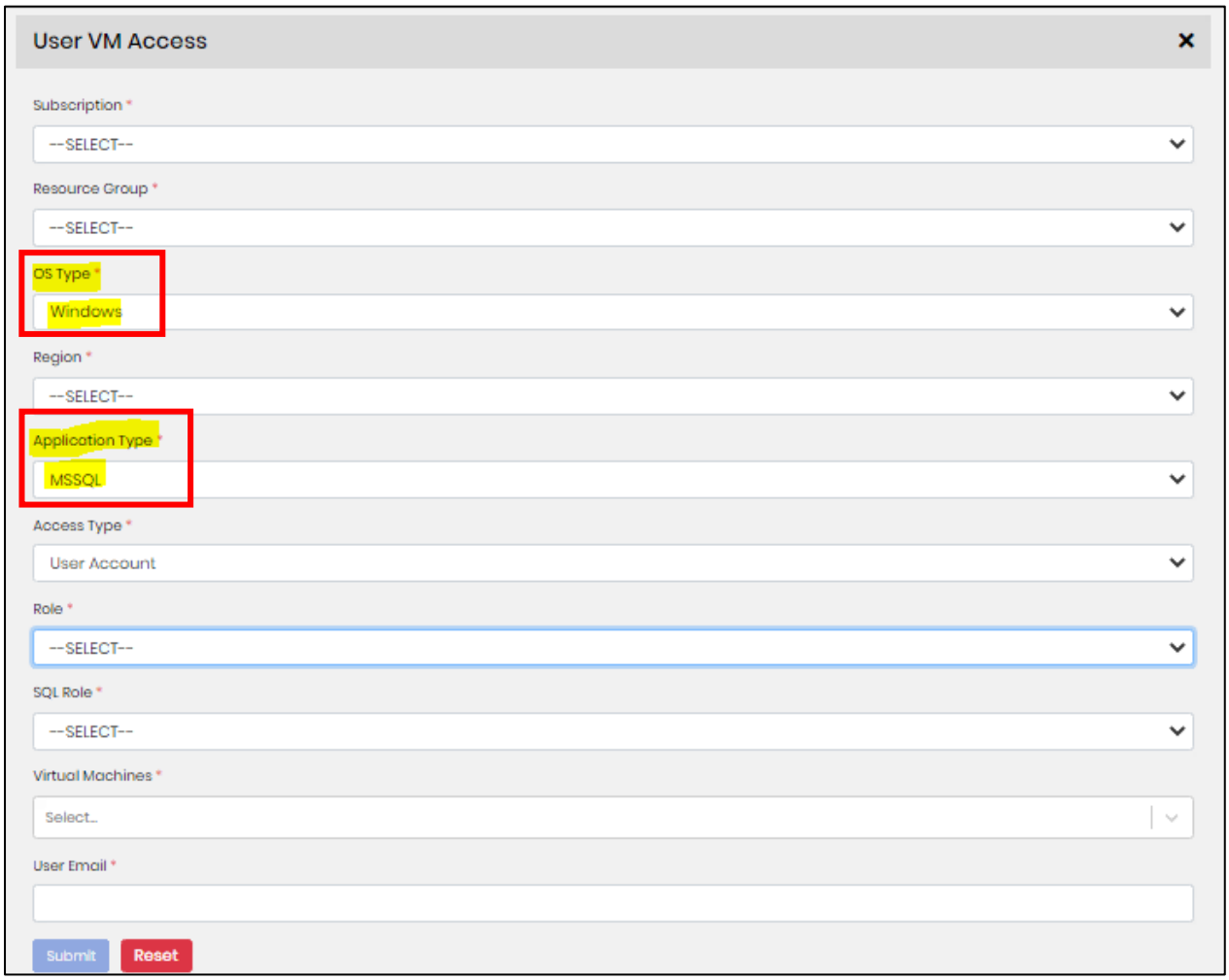


3. Fill in the below details for Windows or MSSQL server access and click on Submit
   a. For Windows server access, please select the below options:
      i. OS Type Windows
      ii. Application Type: Plain or IIS
      iii. Role: Administrator or Remote Desktop User

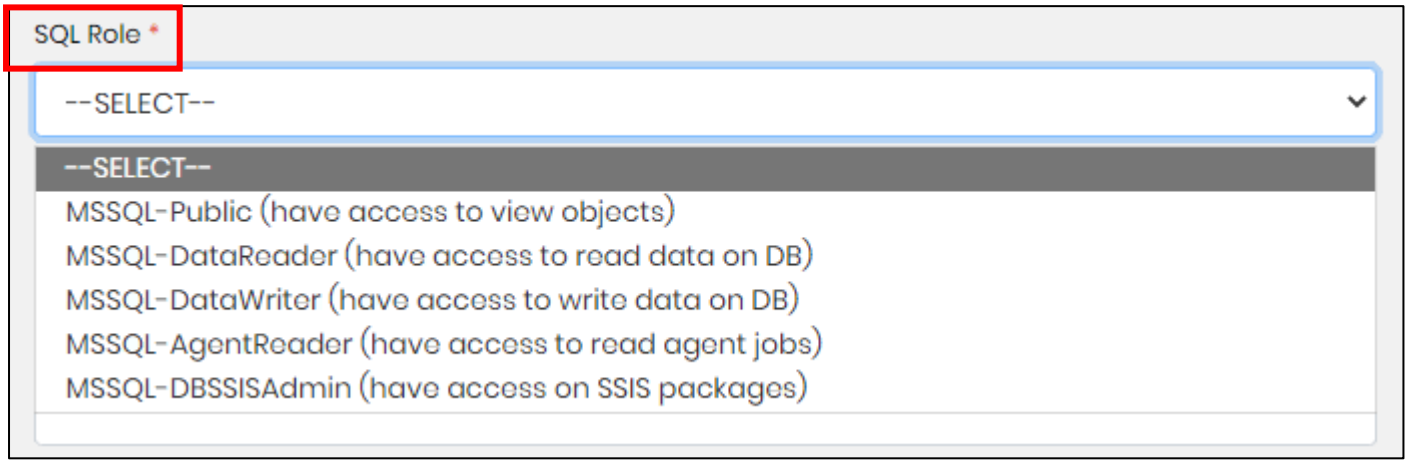




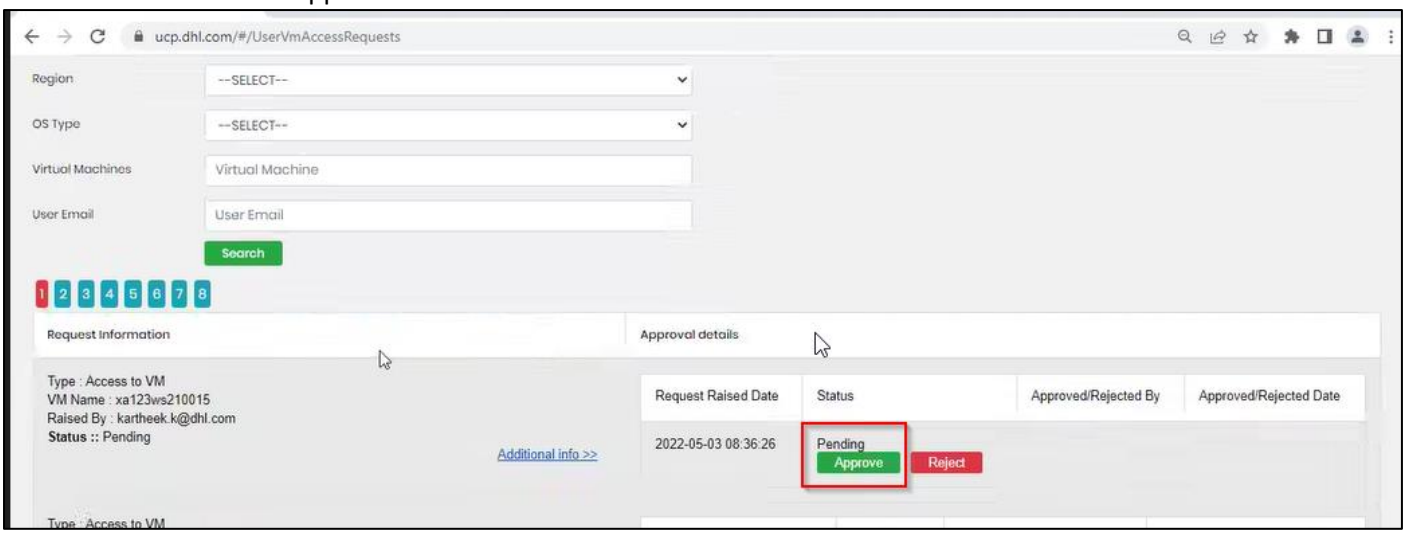
b. For MSSQL access, please select the below options:
   i. OS Type: Windows
   ii. Application Type: MSSQL
   iii. SQL Role for MSSQL access



Select SQL Role for respective SQL access



c. After selecting the desired role in the User Email section, enter a @dhl.com email id(only) of the BU user who needs access to this server.
d. And then Click on Submit Button. The page refreshes, and the Approval option appears as shown below.
e. The Team Manager can either chose to Approve/Reject the access request. In this case let's move forward by clicking on the Approve Button
f. Click on the Approve → Click on Submit Button



4. What happens next?

4.1 a1d account

After having provided the access, UCP does a few checks to ensure the access is provided in the most secure way to the user.

a. If the user **has an a1d account,** then the user will be granted access to the VM.
b. If the user **does not have an a1d account**, then UCP will onboard the user, and a notification email is sent with the a1d account credentials.

4.2 IMPORTANT FACTORS to Remember

VERY IMPORTANT!!

1. The email containing a1d account credentials **is sent only once in a lifetime**
2. The email is only received if and only if the S/MIME certificate is installed in their Outlook.
3. Once the credentials are received, it is mandatory to reset the password on the first login and save those credentials in a Key Vault on the Desktop.
4. Your a1d account is created for KUL-DC, -DCPHX, and PRG-DC domains
5. You can use the same credentials on the servers to which you have been provided access across all sub-domains

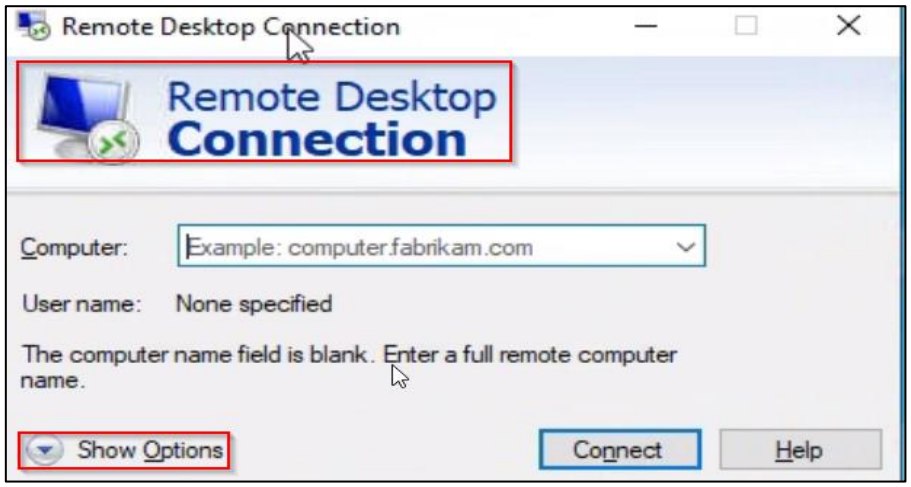
5. How do I access my Windows / MSSQL server?

Now that you have received the credentials, follow the steps below to access the server

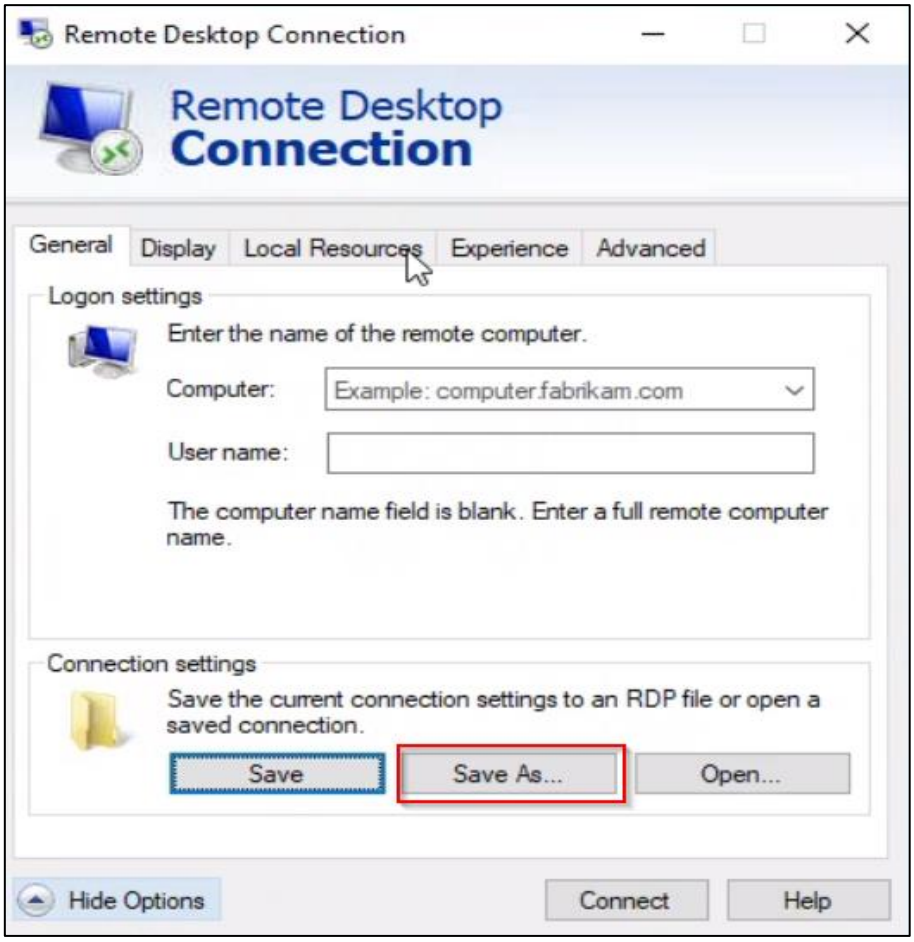
5.1 Connecting to a Jump server

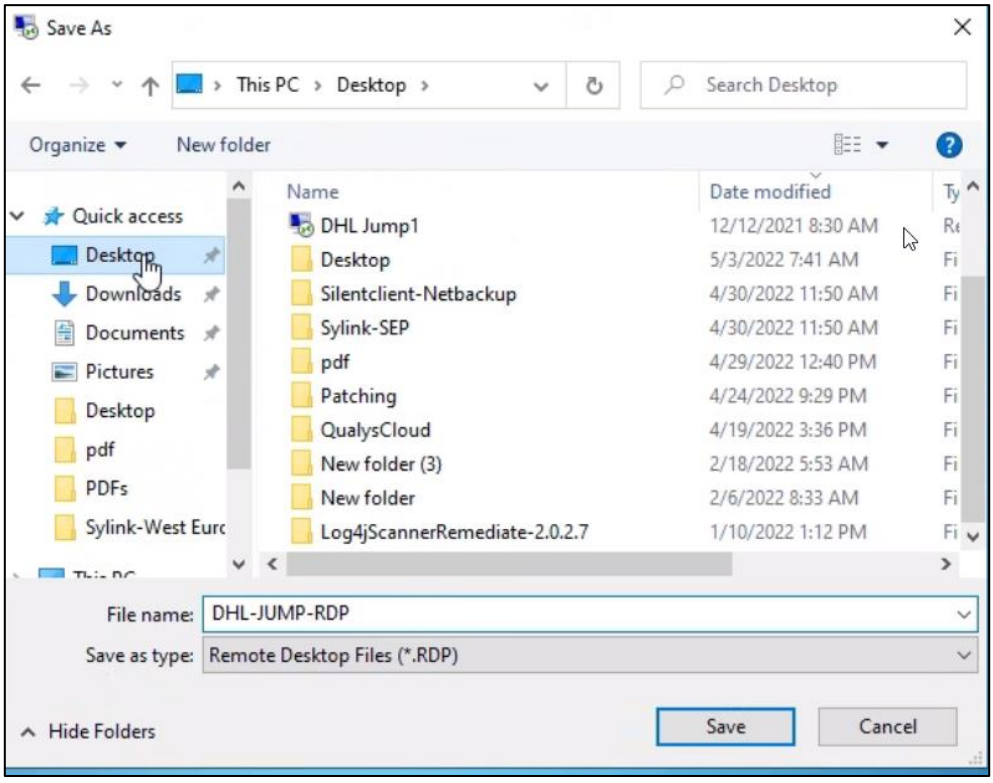
It would be best to connect to a JUMP server using the NLA Disable option.

1. Click the Start button (Windows button) → Click Run → Type mstsc
2. A Remote Desktop Connection interface appears → click on Show Options (bottom left of the pop-up)

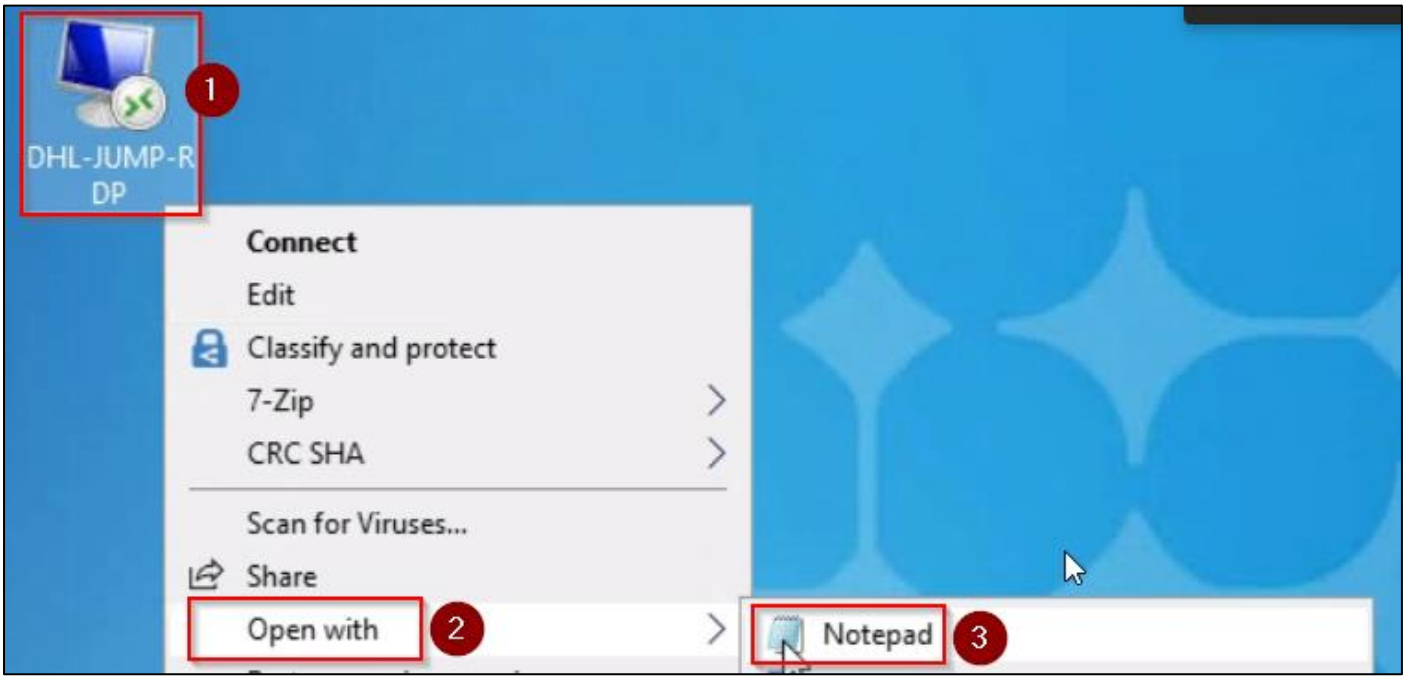


3. Click the Save As button and save it as an rdp file on Desktop with a name →e.g., DHL-JUMP-RDP


Remote Desktop Connection
Remote Desktop Connection
General
Display
Local Resources
Experience
Advanced
Logon settings
Enter the name of the remote computer.
Computer:
Example: computer.fabrikam.com
User name:
The computer name field is blank. Enter a full remote computer name.
Connection settings
Save the current connection settings to an RDP file or open a saved connection.
Save
Save As...
Open...
Hide Options
Connect
Help

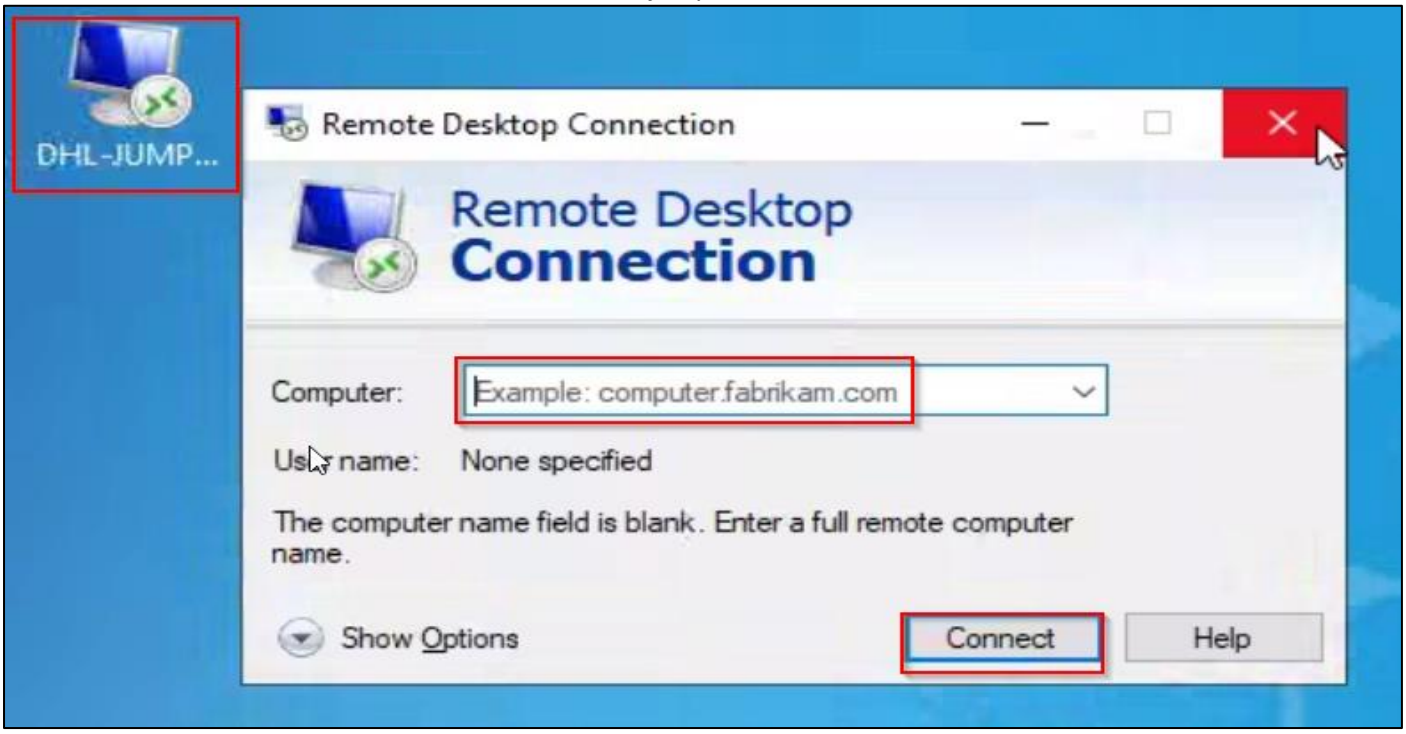

Save As
This PC › Desktop ›
Search Desktop
Organize
New folder
Quick access
Desktop
Downloads
Documents
Pictures
Desktop
pdf
PDFs
Sylink-West Eurc
Name
Date modified
DHL Jump1 12/12/2021 8:30 AM
Desktop 5/3/2022 7:41 AM
Silentclient-Netbackup 4/30/2022 11:50 AM
Sylink-SEP 4/30/2022 11:50 AM
pdf 4/29/2022 12:40 PM
Patching 4/24/2022 9:29 PM
QualysCloud 4/19/2022 3:36 PM
New folder (3) 2/18/2022 5:53 AM
New folder 2/6/2022 8:33 AM
Log4jScannerRemediate-2.0.2.7 1/10/2022 1:12 PM
File name: DHL-JUMP-RDP
Save as type: Remote Desktop Files (*.RDP)
Hide Folders
Save
Cancel

4. Right-click on Saved file → Click on Open With → and select Notepad



5. Open the notepad and add the following at the end of the page **enablecredsspsupport:i:0** and save the file

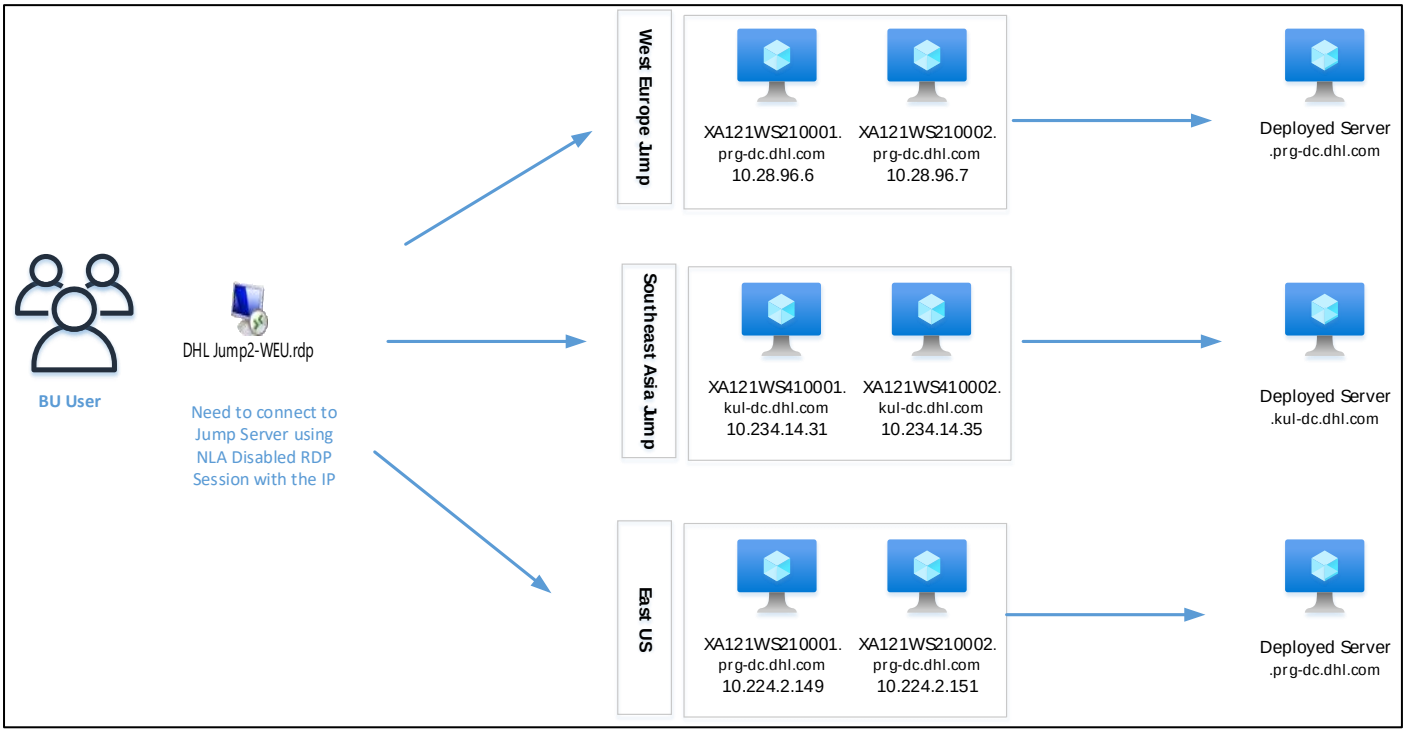
6. Click on the saved file, and connect to the jump server with the IP address shown in the list below



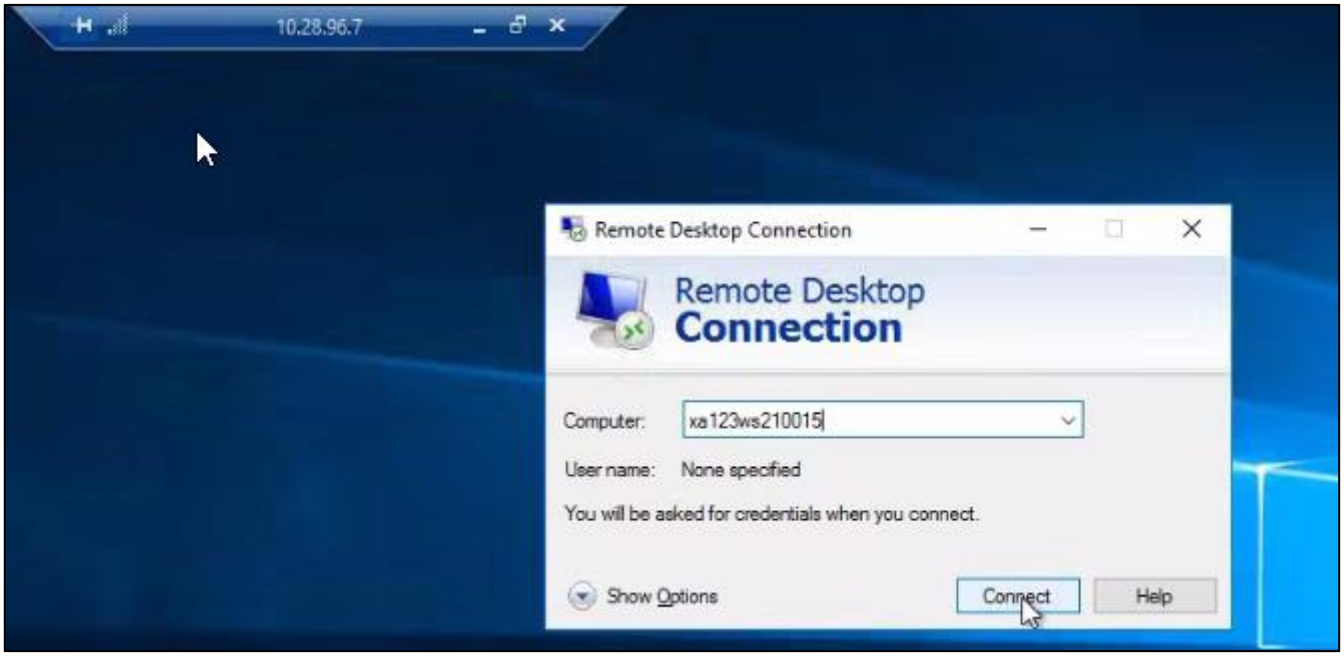
The following is the List of Jump Servers region-wise. There are 2 Jumper servers in each region, and you may use any one of them.

Region	Purpose	NAME	IP ADDRESS
West Europe	JUMP Server 1	XA121WS210001 .prg-dc.dhl.com	10.28.96.6
West Europe	JUMP Server 2	XA121WS210002 .prg-dc.dhl.com	10.28.96.7
Southeast Asia	JUMP Server 1	XA121WS410001 .kul-dc.dhl.com	10.234.14.31
Southeast Asia	JUMP Server 2	XA121WS410002 .kul-dc.dhl.com	10.234.14.35
East US	JUMP Server 1	XA121WS610001 .phx-dc.dhl.com	10.224.2.149
East US	JUMP Server 2	XA121WS610002 .phx-dc.dhl.com	10.224.2.151

The following image depicts how you will be able to connect to the desired server.



7. From the jump sever that you just logged into, repeat the process of Start -> Run -> type mstsc and type in the hostname of the server you want to access, in the Computer: Field, as shown below.

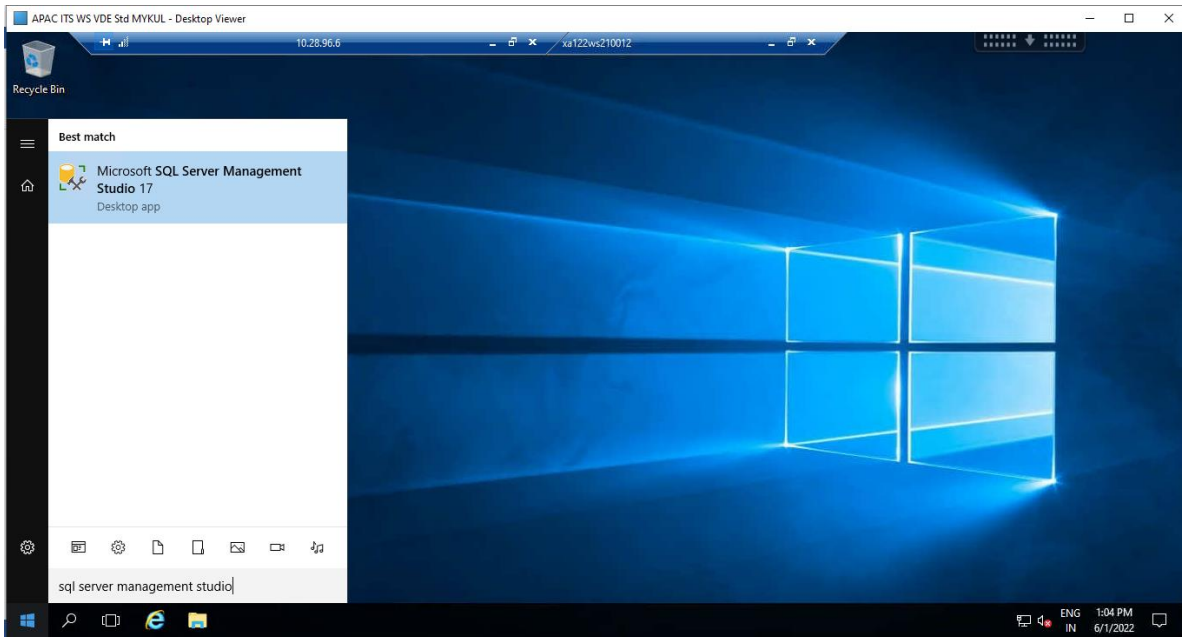


8. You will now be able to access the server that you just provisioned.

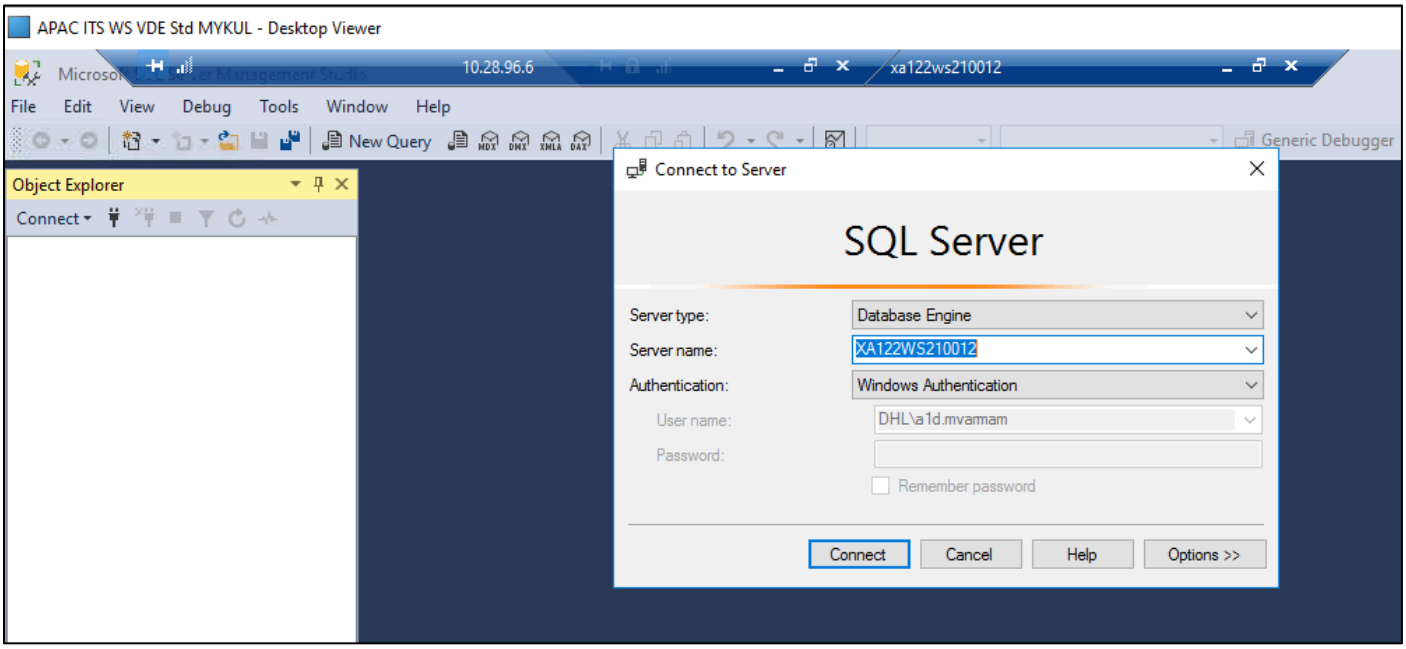
5.2 How do I access my MSSQL Server?

By following the steps mentioned above, you will be logging into the Windows server. But if you have provisioned an MSSQL server and want to access it, you will be continuing the steps as shown below from 5.1

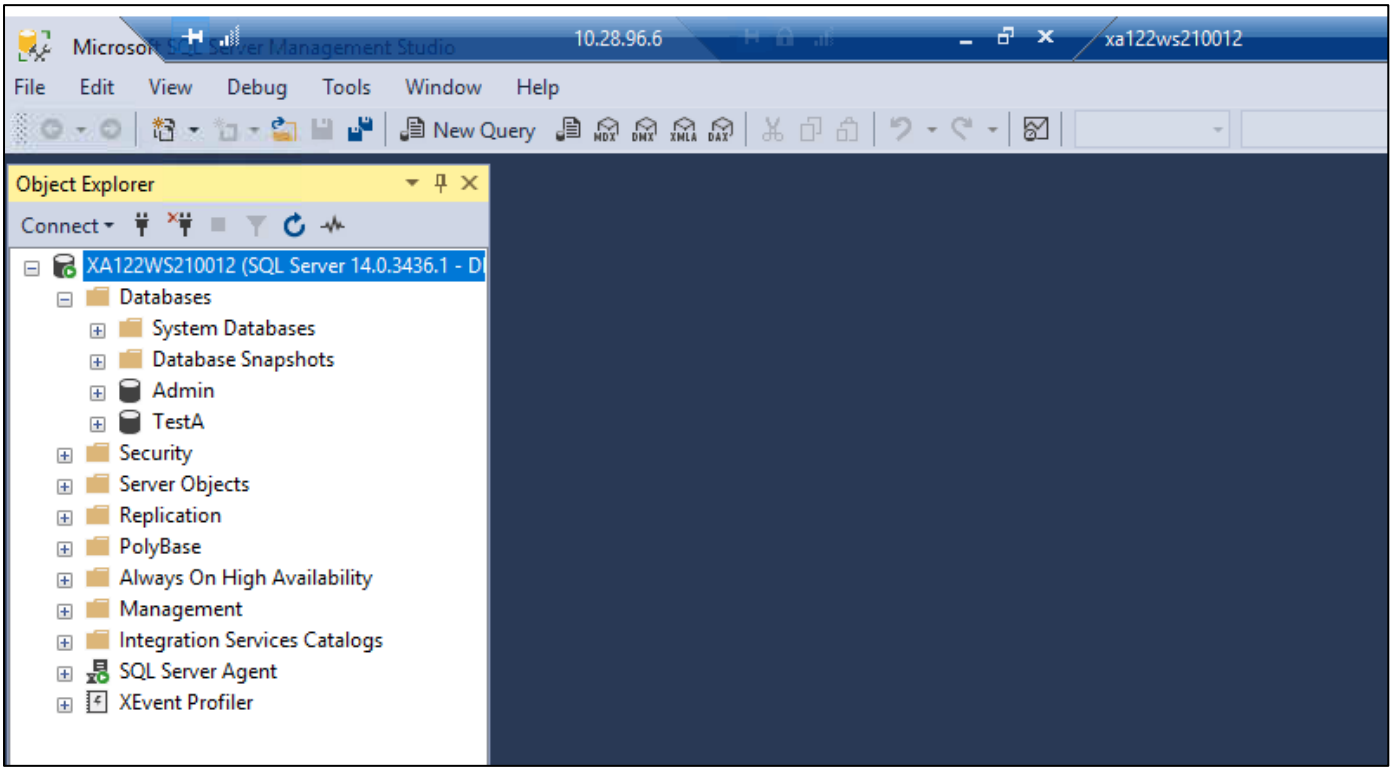
1. After taking the server access with hostname, search for “SQL Server Management Studio” inside the SQL DB server and click on it.



2. Click on Connect to access the SQL Instance:



3. After connecting to the instance, you can access the databases. You will automatically be added to the respective SQL role group and can access the databases with corresponding privileges as selected in the 3.1 section.


10.28.96.6
xa122ws210012
File
Edit
View
Debug
Tools
Window
Help
New Query
Object Explorer
Connect
XA122WS210012 (SQL Server 14.0.3436.1 - D
Databases
System Databases
Database Snapshots
Admin
TestA
Security
Server Objects
Replication
PolyBase
Always On High Availability
Management
Integration Services Catalogs
SQL Server Agent
XEvent Profiler

6. Glossary

Sl. No.	Term/Abbreviation	Definition
1.	AD	Active Directory
2.	**JEA**	**just enough administration**