1 MEMBER ZONE USAGE

Member zone page shows user’s details, server’s name list, complaint channel, etc. Follow these steps to use member zone page;

1.1 Open web browser, type URL: http://www.ksc.net. Click “Member Zone” menu then click “Virtual Service” submenu.

1.2 Login with your Username and Password.
1.3 After logged in, you will see the menus on the left.

<table>
<thead>
<tr>
<th>Menu</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Account Information</td>
<td>Change the user’s details, e.g. name, address, contact number, E-mail address.</td>
</tr>
<tr>
<td>Account Management</td>
<td>Manage all virtual servers. The servers’ details will be shown here such as operating system, service’s end date and add-on services.</td>
</tr>
<tr>
<td>Change Password</td>
<td>Change the password. (Synchronize to VMware Cloud Portal website.)</td>
</tr>
<tr>
<td>Service Outage</td>
<td>Report the trouble. (For Virtual Space service, you can report via E-mail only.)</td>
</tr>
<tr>
<td>Logout</td>
<td>Log out of the Member Zone page.</td>
</tr>
</tbody>
</table>
1.4 The picture below shows all servers’ details including service’s end date. In case you would like to add or upgrade the servers, click “Order Now” button.

Fill in the information and click “Submit” button, after that KSC staff will contact you to proceed with the order.
1.5 If you would like to change the password, click “Change Password” menu. The change will affect to the login page of VMware vCloud Director (VMware’s login page) also.

1.6 If you would like to complain about the system’s problem, click “Service Outage” menu, select the server’s name, fill in the problem’s details, and click “Submit” button. Your complaint will be sent to KSC staff.
2 CLoud Portal (VMware) Usage

You can check the technical details of the servers by following these steps.

2.1 Open web browser, type URL: https://cloud.ksc.net/cloud/org/KSC, then fill in username and password that you have created.

2.2 Your virtual server will be displayed (If you have registered for more than one, all virtual servers will be displayed in Home page) Click “My Cloud” tab to manage the servers.
2.3 Select the virtual server that you would like to manage, its IP address will be shown.
2.4 Click its name again to see other details.

At “General” tab, you will see the details of virtual server.

At “Hardware” tab, you will see the details of its hardware and software.
At “Guest OS Customization” tab, you will see its password.

2.5 If you would like to manage the virtual server, select the server that you require.
The below window will be appeared.

**Remark:** You need to install “VMRC Console” program in order to remote into the virtual server. The program supports only Internet Explorer and Mozilla Firefox browser (Mozilla Firefox is recommended.)
2.6 Now you can remote into virtual server.

2.6.1 Linux server can be managed via several SSH clients, e.g. Putty, SecureCRT or SSH Secure Shell. Username must be “root” and fill in the password derived from Guest OS Customization page.

**Tip:** After you remote into the virtual server, you are recommended to change the password in order to enhance the server’s security.
2.6.2 Windows server can be managed via remote desktop. Username must be “Administrator” and fill in the password derived from Guest OS Customization page.
2.7 You can click "Home" tab to see the service’s remaining time.
3 TO ADD NEW HARDWARE (ADD-ON HARDWARE)

To add new hardware (Add-on), please follow the below instruction;

3.1 From Member Zone, check whether the hardware has already been added. Open your web browser, type http://www.ksc.net and click “Member Zone” menu, then choose “Virtual Service”

3.2 Use your Username and Password to login.
3.3 Click **Account Management** then choose the virtual server that you would like to add (in the example, it is “sunchai74_VSTR1R64”).

3.4 The system then show details of the Add-on previously approved- as shown in the picture.
3.5 Turn off the virtual server. Click “Stop” in Member Zone.

**Remark:** When you remotely turn off the Remote Desktop or SSH, the system status show as “Partially Running” and hardware upgrading is not allowed in this mode. To upgrade the hardware, click “Stop” in the Member Zone so that the virtual server stops all its operation.
3.6 After the “Stop” is clicked, click “Update” Add-on that you have just added (in the example you will see that CPU, RAM, Hard Disk and IP Address were added).

Click "Update" to add hardware to the server.

Details of the servers, the devices and Add-ons

After "Update" try refreshing the screen
3.7 After the Virtual Server upgrading is completed, click “Start” to start the Virtual Server.
3.8 Remotely access to the virtual server to ensure that all hardware were added (in the picture, we did the test via vCloud Director).

3.8.1 In case you are using Microsoft Windows Server, you can check CPU and RAM from the Task Manager.

For checking whether the hard disk was successfully added, go to "Disk Management" in "Server Manager." Please note that you will have to create a partition and format it first.
3.8.2 If you are using Linux Redhat/ CentOS, please use the following command to check the CPU

```
# cat /proc/cpuinfo
```

The system shows CPU numbers, starting from “0”. RAM can be checked by using the command;

```
# free
```

Hard disk can be tested by using the following command. (The newly added hard disks will be listed as sda, sdb, sdc and so on)

```
# fdisk -l /dev/sdb
```
You will need to create a new partition ("fdisk"), format the partition ("mkfs.ext4"), mount the hard disk ("mount") then assign the setting in the file /etc/fstab to ensure that the system always mount the hard disk when the virtual server starts.