HCLSoftware

HCL DRYiCE MyCloud

Configuration Guide – Admin Guide

Version 10.8.1

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Document Revision History

This guide is updated with each release of the product or when necessary.

This table provides the revision history of this Configuration Guide.

Version Date	Description
May, 2020	DRYiCE MyCloud v9.2 Configuration Guide – Admin Module
August, 2020	DRYiCE MyCloud v10.0 Configuration Guide – Admin Module
November, 2020	DRYiCE MyCloud v10.1 Configuration Guide – Admin Module
February, 2021	DRYiCE MyCloud v10.2 Configuration Guide – Admin Module
April, 2021	DRYiCE MyCloud v10.4 Configuration Guide – Admin Module
October, 2021	DRYiCE MyCloud v10.5 Configuration Guide – Admin Module
September, 2022	DRYiCE MyCloud v10.6 Configuration Guide – Admin Module
August, 2023	HCL_DRYiCE_MyCloud_10.7_Configuration_Admin_Guide
April, 2024	HCL_DRYiCE_MyCloud_10.8_Configuration_Admin_Guide
September, 2024	HCL_DRYiCE_MyCloud_10.8.1_Configuration_Admin_Guide

1 Preface

This section provides information about the MyCloud Configuration Guide and includes the following topics.

- Intended Audience
- About This Guide
- Related Documents
- Conventions

1.1 Intended Audience

This document is intended for IT administrators/ Business Administrators those are responsible for configuring MyCloud (Admin Module) and enabling end-users to consume MyCloud services.

1.2 About this Guide

This guide provides instructions to configure MyCloud. This includes the post-installation and configuration procedures for the product.

- MyCloud Overview
- MyCloud Configuration and Management

1.3 Related Documents

The following documents can be referenced in addition to this guide for further information on MyCloud.

- MyCloud Introduction Guide
- MyCloud Installation Guide
- MyCloud User Guide
- MyCloud Troubleshooting Guide
- MyCloud API Guide
- MyCloud V3 API Guide
- MyCloud Developer Guide
- MyCloud Configuration Guide - Provider Module - Part 1
- MyCloud Configuration Guide - Provider Module - Part 2

1.4 Conventions

The following typographic conventions are used in this document:

Table 1 - Conventions

Convention	Element
Boldface	Indicates graphical user interface elements associated with an action, or terms defined in text or the glossary
Underlined blue face	Indicates cross-reference and links

Courier New (Font)	Indicates commands within a paragraph, URLs, code in examples, and paths including onscreen text and text input from users
Italic	Indicates document titles, occasional emphasis, or glossary terms
Numbered lists	Indicates steps in a procedure to be followed in a sequence
Bulleted lists	Indicates a list of items that is not necessarily meant to be followed in a sequence

2 MyCloud Overview

DRYiCE MyCloud is a hybrid cloud management product that empowers organizations to optimally govern, provision, monitor, and manage cloud infrastructure. It combines data exploration and data visualization in an easy-to-use product that enables effective analysis and generates actionable insights for IaaS, PaaS resources and multi-machine blueprints. DRYiCE MyCloud's data-driven recommendations and advisories ensure continuous optimization of enterprise cloud environments across areas, including cost, performance, security, and utilization.

2.1 MyCloud Features

- **Self Service Catalog based Provisioning and Auto-decommissioning:**

  Self Service Catalog based Provisioning & Auto-decommissioning– Provisioning of IaaS, PaaS, and multi-machine blueprints in a multi-cloud environment, through an intuitive self-service catalog and auto-decommissioning post a defined interval to avoid cost leakages.

- **Metering & Showback:**
  Track utilization of resources across BUs, enabling transparency and visibility

- **Advisory & Recommendation:**
  Proactive recommendations around Cost Optimization, Fault Tolerance, Performance and Security

- **Dynamic User interface:**
  Flexibility to customize the service request form templates to capture configuration parameters while placing provisioning requests.

- **Dynamic Process Workflows:**
  Enables automation of generic & custom tasks like installing agents, machine cloning etc. with support for parallel execution.

- **Script Library**
  Create new or leverage out-of-the-box scripts in process workflows across environments.

- **Role Based Access Control:**
  Manage user privileges based on their roles, eligibility, and policies.

- **Policy driven Orchestration:**
  Be in control of your cloud orchestration ecosystem aligned to your organizational policies.

- **Rich Integration Ecosystem:**
  Enables integration with industry leading third party tools through REST APIs and CLI

- **Enterprise-Grade Security:**
  Ensure security of end-to-end cloud management and orchestration ecosystem through various mechanisms

2.2 MyCloud Component Overview

MyCloud has various service components to cater to respective responsibility. Each component has pre-requisites. Below table lists all the components, their roles and responsibilities and pre-requisites required for each component.

Table 2 – MyCloud Component with their roles and responsibilities and pre-requisites

Component Name	Description	Pre-requisites
MyCloud Portal	It comprises three sub-components: • **Web UI**: MyCloud Web Portal • **MyCloud API**: Rest API to Interact with MyCloud • **Key Rotation Service**: To rotate encryption key on periodic basis. This component requires MyCloud database connectivity.	IIS, MyCloud Certificate, .Net Framework 4.8
Job Listener	It helps in the execution of MyCloud jobs and interacting with different components internally. This is a window service. This component requires the MyCloud database connectivity.	MyCloud Certificate, .Net Framework 4.8
Sync Service	It is responsible for synchronization of the underlying infrastructure cloud resources. It supports vCenter, AWS, AzureRM, SCVMM 2012, GCP and Cisco Intersight. This is a self-hosted WCF service.	MyCloud Certificate, .Net Framework 4.8
Ad Sync Service	It fetches AD group user data. This is a self-hosted WCF service.	MyCloud Certificate, .Net Framework 4.8
Workflow Service	It triggers MyCloud process workflow and notification service. This is a self-hosted WCF service. It requires MyCloud database connectivity.	MyCloud Certificate, .Net Framework 4.8, MSMQ/Rabbit MQ
Orchestrator	It helps in provisioning and automating other Tasks. This is a self-hosted WCF service.	MyCloud Certificate, .Net Framework 4.8, PowerShell, Python 3.6
ITSM executor	It helps in interacting with ITSM tools. Currently, it only supports ServiceNow and Remedy. It is a self-hosted WCF service and requires MyCloud database connectivity.	MyCloud Certificate, .Net Framework 4.8

Health Monitor Service	It helps in monitoring the health of MyCloud Components. It is a self-hosted WCF Service and requires MyCloud database connectivity.	MyCloud Certificate, .Net Framework 4.8
Generic Task Executor	It helps in Private Cloud Billing, Data Purging and Cost Models Activation. This is a self-hosted WCF service and requires MyCloud database connectivity.	MyCloud Certificate, .Net Framework 4.8
Billing Service	It enables Public Cloud Billing. This is a self-hosted WCF service and requires MyCloud database connectivity.	MyCloud Certificate, .Net Framework 4.8
Performance Service	It is responsible for metering and Public Cloud advisory data collection. This is a self-hosted WCF service.	MyCloud Certificate, .Net Framework 4.8
Database	MyCloud uses DB to store configuration and transactional data of request.	SQL Server 2016 Standard/Enterprise edition

2.3 MyCloud Benefits

- **Reduce Costs**
  - Higher cost savings through Process standardization & Automation
  - Provide visibility of usage of virtual assets & cost obligations to key custodians
  - Optimize virtual asset utilization to avoid cost leakages.
- **Mitigate Risks**
  - Improve Performance, Fault Tolerance and Compliance of systems and services through proactive advisories.
  - Transform the process from Human driven to Automation driven and eliminate human error from the equation.
  - Mitigate security related risks based on system driven suggestions.
- **Drive Efficiency**
  - Reduce VM provisioning cycle by up to 85%.
  - Achieve up to 50% faster deployment of services through automation.

3 MyCloud Configuration and Management

MyCloud environment is an extensive open distributed system that stores the data and protects the privacy of users. A user's role determines the tasks that the user will be able to perform. Each role is associated with permissions or rules that define the degree to access the features in MyCloud.

The following lists five fundamental built-in roles.

Table 3 – Built-in Roles

Section Name	Description
MyCloud Admin	MyCloud Admin has the rights to manage providers, admin level jobs and other component related configurations.
Provider Admin	**Provider Admin is a business manager or an IT administrator, responsible for configuring MyCloud as per the organization requirements. The primary responsibilities are:** • Manages and configures the Organization. • Manages the users and groups (within the Organization) • Manages UI Template • Manages services Catalog • Creates approval groups and Workflows. • Manage Organization Resources • Manage Domains/AD Users in Organizations • Request status tracking
Organization Admin	Organization Admin has the rights to manage the users, roles, and groups assigned to them (organization-specific)
Requester	Requester has the rights to request for Infrastructure resources (IaaS & PaaS services) view or manage reports related to the resources.
Approver	Approver has the rights to approve the requests raised by the requesters

3.1 Logging into the System

To log into the system, follow the steps listed below.

1. Firstly, obtain the URL and admin credentials for DRYiCE MyCloud. Reach out to the person who has installed MyCloud or drop an email to MyCloud-Product-Supp@hcl.com.
2. Launch the web browser (Chrome or Edge) and use the MyCloud URL and Admin credentials to login to the system.
3. Currently MyCloud is supporting 5 different languages such as English, Japanese, Portuguese, Deutsche, Francis.
4. Choose language from Language dropdown, default language is English.

Change the password frequently and log out when not using the application.

5. Post entering the **Email ID**, system automatically detects the **Authentication Type**. For admin role Authentication type is Form Based.
6. The following authentication types are available to login:

Table 4 – Authentication Type

Authentication Type	Description
Form Based	It authenticates users through the credentials that are stored in the database
LDAP	It authenticates users to login through Active Directory (AD) credentials
SAML Based Authentication	It authenticates users through third party Identity Access Management (IAM) that supports SAML based authentication.

MyCloud admin has the right to change the default username and password.

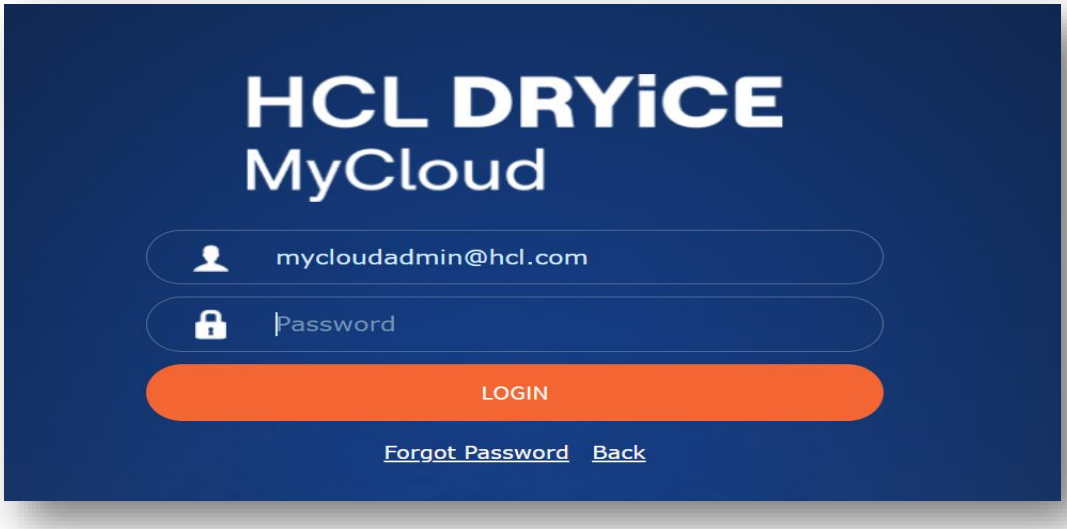


Figure 1 - MyCloud Login Page

7. User will be prompted to add License Key for the first time or in case the existing key is expired.
8. Click on the **(Click Here)** link. The below screen appears.

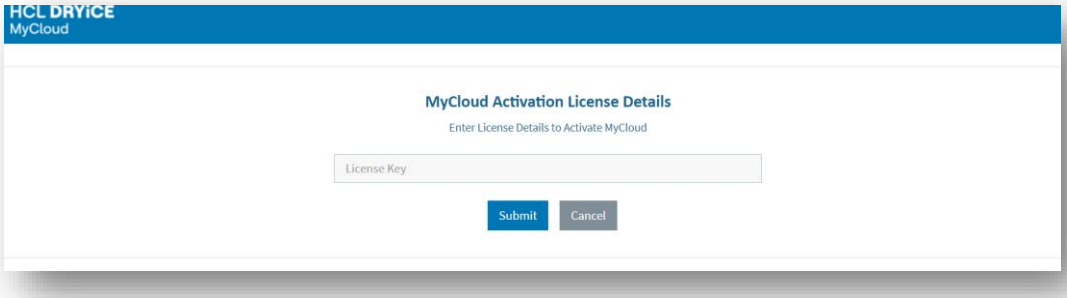


Figure 2 - License Key Screen

9. Enter the **License Key** to activate MyCloud.
10. Click **Submit**.

Contact MyCloud Support Team (MyCloud-Product-Supp@hcl.com) to get the License Key.

11. Click Click here
12. MyCloud User will be redirected to **Login screen**.

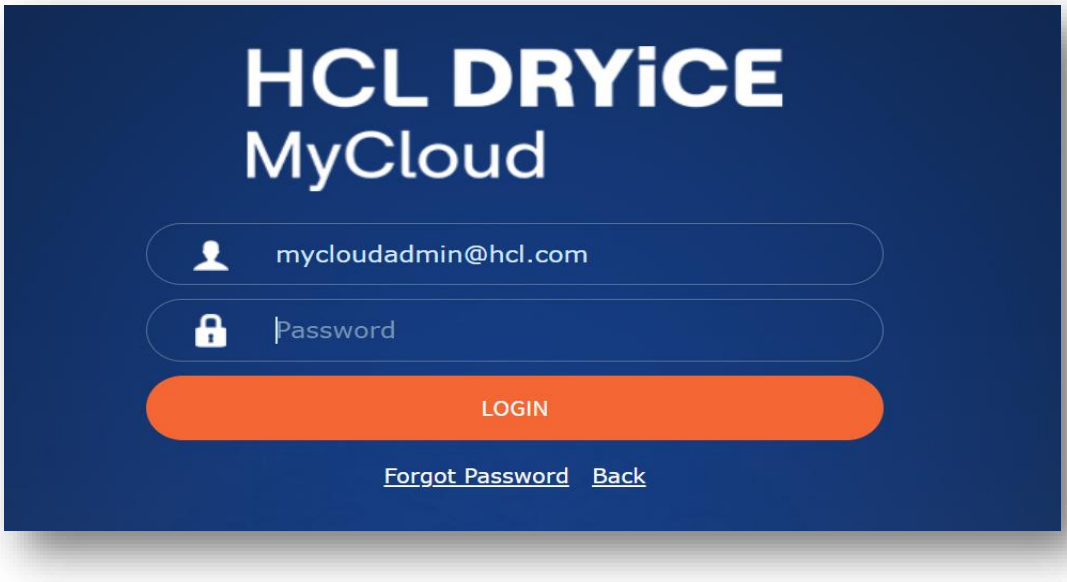


Figure 3 - MyCloud Login Page

13. Click **Next** to proceed further.

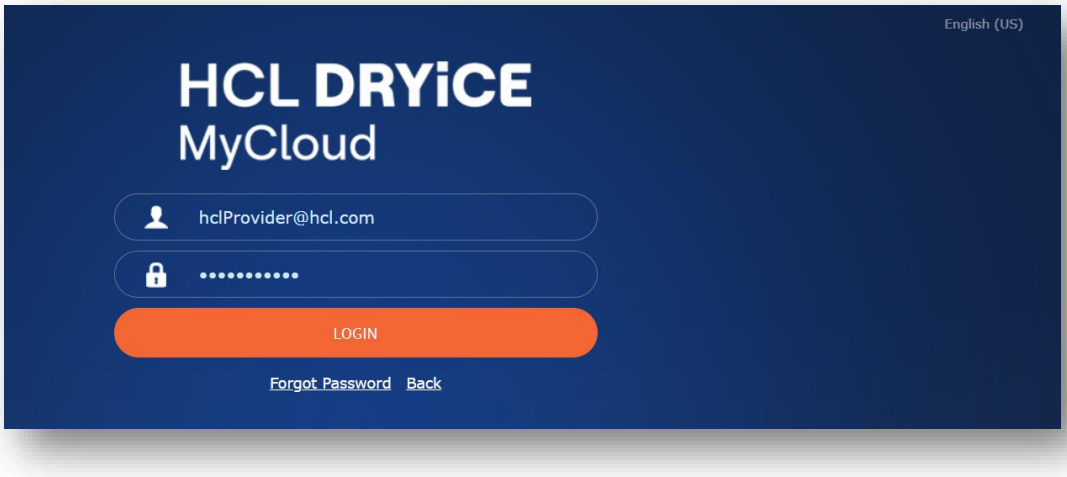


Figure 4 - MyCloud Login Page

14. Click **Login**. The MyCloud homepage appears as below.

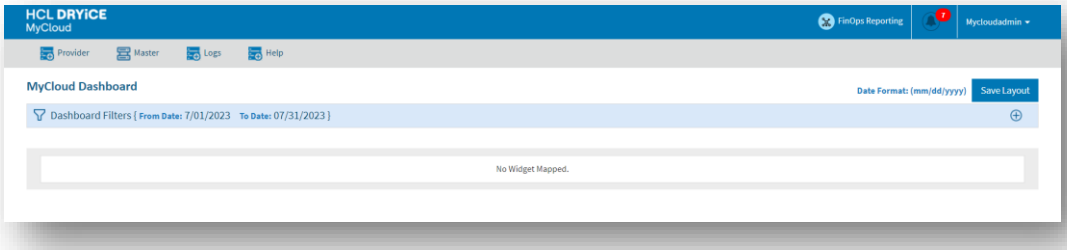


Figure 5 - MyCloud Home Page

3.2 Change Password

In this section, MyCloud Admin can change password from the Top of the MyCloud screen.

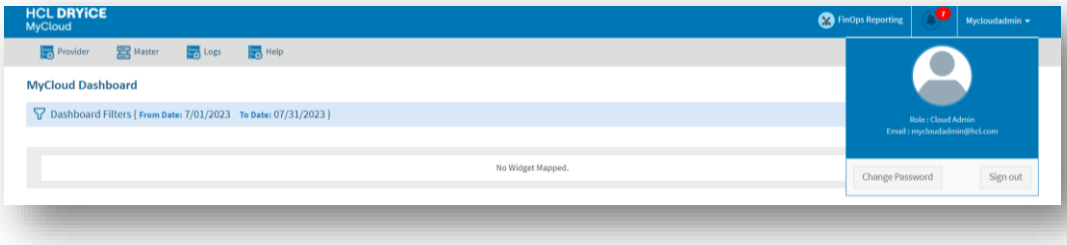


Figure 6 - Change Password

1. Click on Change Password.
2. User will be redirected to **Change password** screen.

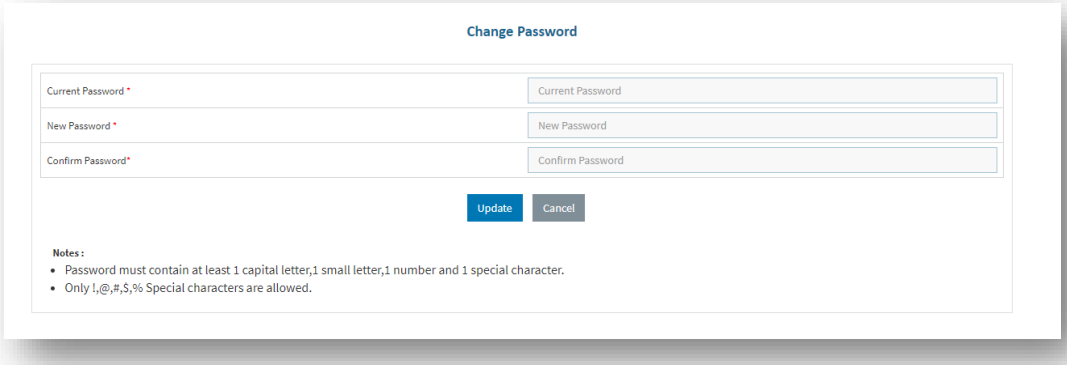


Figure 7 - Change Password

3. Enter the Current Password and New Password.
4. Enter Confirm Password.
5. Click **Update**.
6. A Success Message appears.

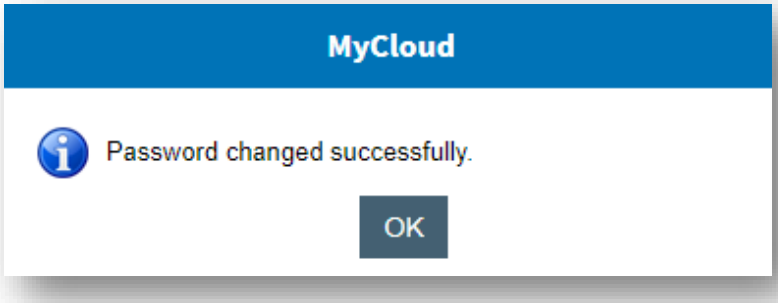


Figure 8 - Success Message

3.3 Job Notification Details

Through this section, Admin users can view Job Notifications. MyCloud has multiple jobs that perform the backend operations such as syncing the provider data etc. This screen will notify the provider about the status of Jobs configured for provider.

1. On **Top** of the **Main Menu**, click on the Bell icon( ) and hover the mouse to view the quick job status.
2. On the main menu bar, click **Master** and then click **Job Notification Details**.
3. The below Screen appears:

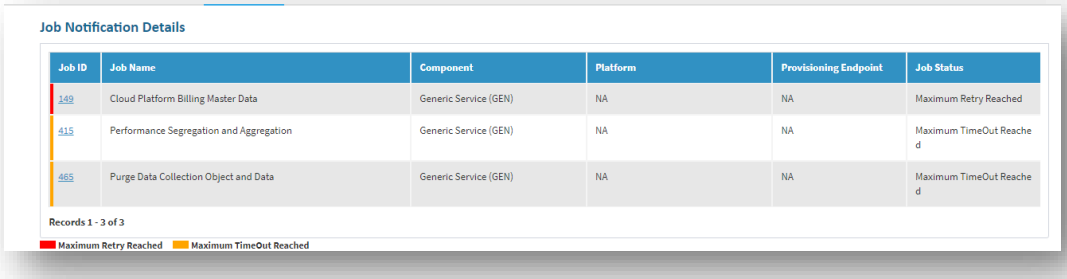


Figure 9 - Job Notification Details

4. Refer the below table to understand the fields mentioned in the above figure:

Table 5 – Job Notification Details

Field	Description
Platform	Name of the Cloud Service Providers.
Job ID	Unique Id of a Job.
Job Name	Unique Job Name
Component Code	Job belongs to which Component, like Sync, Comp etc.
Providing Endpoint	Unique Endpoint Name of the Provider.
Job Status	Status of the Job.

5. User can also check the Job Notification from the top of the Screen by clicking the bell icon. ( ).

6. This helps users to notify the number of jobs which are either on the state of **Maximum Retry Reached**, **Maximum Timeout Reached** or **Failed**.
7. Hover the mouse over the **Bell**( ) icon.
8. User will get the quick idea of Job Status.

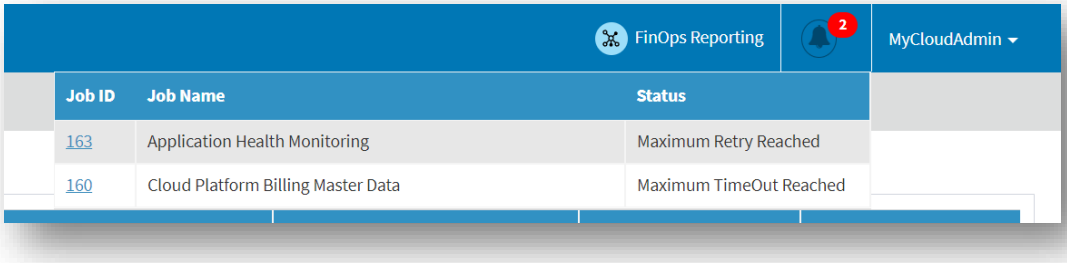


Figure 10 - Popup Notification Details

9. Click…**More**.
10. The user will be redirected to the Job Notification Details Screen.

3.3.1 Notification Icon

Through this section, Admin User gets the Notifications. Currently only Job Notifications has been enabled. MyCloud has multiple jobs that perform the backend operations such as syncing the platform data etc. This screen will notify org admin about its organization's job with following Status:

- Maximum Retry Reached
- Maximum Time Out Reached

If the notification bell icon is not visible, kindly contact the MyCloud Admin to enable the notification icon.

To view the details, Admin user needs to follow the below steps:

1. On the main menu bar, hover the mouse over ( ) icon, then popup window will open with Job Details.

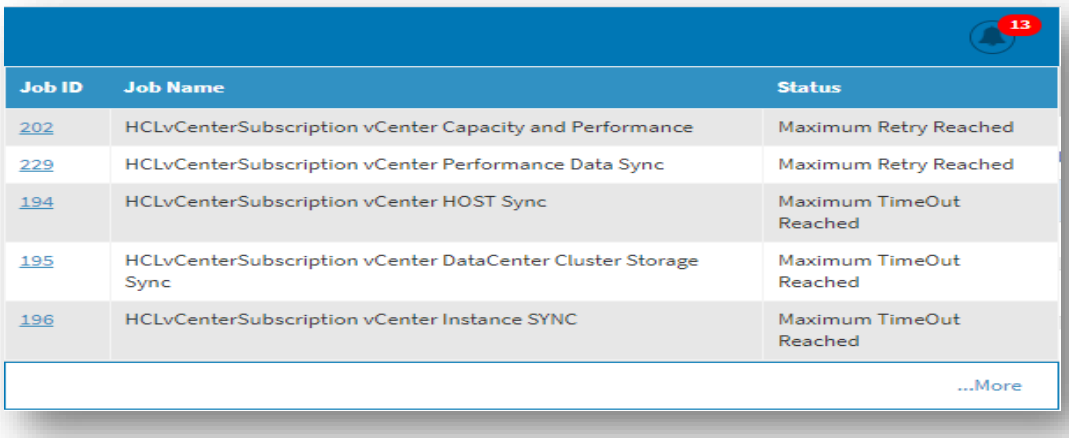


Figure 11 - Pop up Notification

Refer to the below table to understand the fields mentioned in the above figure.

Table 5 – Notification Popup Fields

Fields	Description
Job ID	Unique Id of a Job. This field is a link, clicking on the Job ID, user will be redirected to Manage Job Page where user can perform action corresponding to specific job.
Job Name	Name of the Job
Status	This field reflects the status of the Job.
More	This field is a link, to navigate to the detail page. This link will be visible when the notification count is greater than five.

More links on the notification popup will only be visible when the notifications records are greater than five.

3.4 MyCloud Admin Module

Through this module, the admin configures and sets up MyCloud. MyCloud Admin module has the following sections:

- Provider
- Master
- Logs
- Help

Table 6 – MyCloud Admin Module

Field Name	Description
Provider	Admin manages Providers and Provider users
Master	Through Master, MyCloud Admin performs activities like changing Key values for components, component URL for Load Balancer, SMTP Configuration etc.
Logs	Through this section, admin tracks MyCloud Web Portal, Web UI logging for different information (e.g., info & error etc.)
Help	MyCloud Admin can download various reference guides (in pdf format) to get detailed understanding of the product.

3.4.1 Provider

In MyCloud, **Provider** is a concept to dissociate among various organizations/ companies/ Business Units/ groups while using common infrastructure resources.

Provider User is an administrator/ business manager or IT administrator who is responsible for configuring MyCloud. Provider owns the underlying infrastructure resources, Organization, UI Templates, and Process Templates. Provider User also enables the end-users to define their request workflows.

To create and manage Provider(s) and Provider User(s), MyCloud Admin needs to follow the below steps.

1. On the main menu bar, click **Provider**.
2. The drop-down appears with the following options:
   - Manage Provider
   - Manage Provider Users

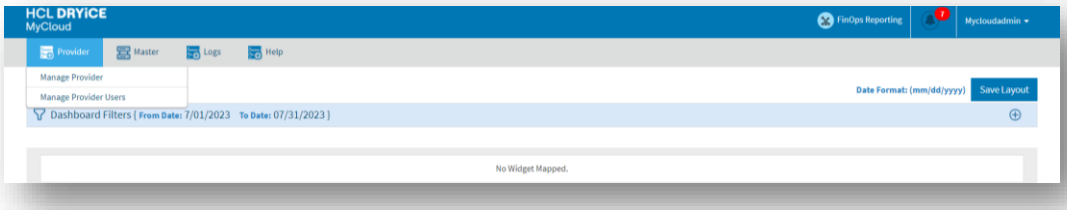


Figure 12 - Provider Menu

Make sure that Admin is logged into the application to create and manage providers.

3.4.1.1 Manage Provider

In this section, MyCloud Admin creates and manages Cloud service providers through following options:

- Add Provider
- View Provider

3.4.1.1.1 Add Provider

To add a provider, follow the steps below:

1. Go to Add Provider tab.

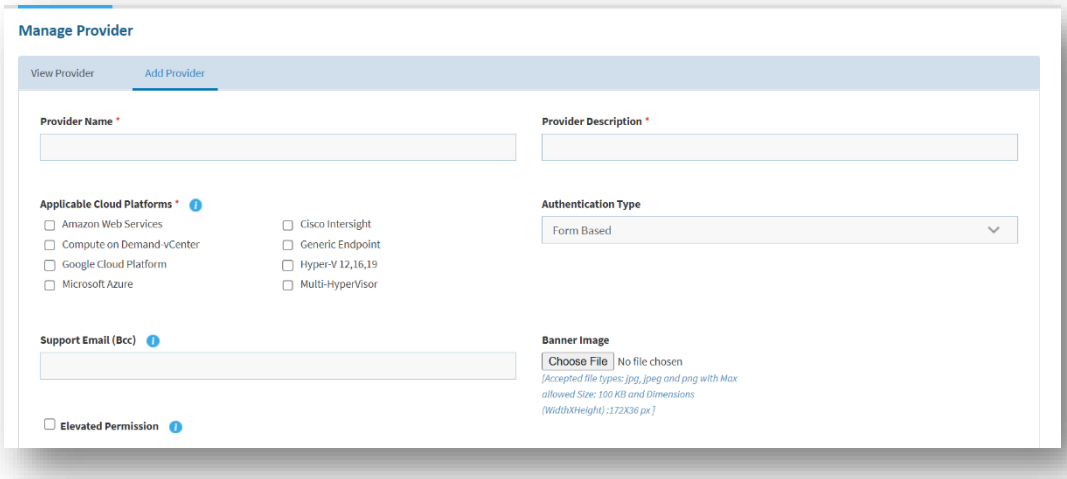


Figure 13 - Add Provider

2. Fill in the details listed in the following table:

Table 7 – Provider Details

Field Name	Description
Provider Name	• Provide the **Provider Name**.
Provider Description	• Describe the provider and list out the services that are being consumed
Applicable Cloud Platforms	• Select the check boxes for cloud platforms that are applicable
Authentication Type	• The authentication types are like Form based, LDAP and SAML • In case of SAML MyCloud support windows hello mechanism. Windows Hello is a more personal and secure way to sign in to your Windows device. Instead of using a password, with Windows Hello you can sign in using facial recognition, fingerprint, or a PIN. • These options help make it easier and safer to sign into your account because your PIN is only associated with one device, and it's backed up for recovery with your Microsoft account.
Support Email (BCC)	• Email values should be comma (,) separated value in Support Email. • Recipient(s) in BCC will receive all email notifications generated from MyCloud application.
Banner Image	• Admin User can change the appearance of the MyCloud Web/Reports to meet Customer-specific branding by changing the logo.
Elevated Permission	• There is no restriction on role wise to create provider (Tenant)/Users/Organization to overcome this problem MyCloud introduced a new elevated(privilege) role to a provider. • With elevated permission user can create Provider (On Board Tenant), Provider User and Organization using API/Out of box workflow task.

Only one elevated provider in the system.

A default service account user will create with provider. This default user will enable in workflow task for tenant onboarding.

3.4.1.1.1.1 Configure Domains

1. To Configure domains for LDAP authentication, select authentication type is LDAP. Following section will appear.

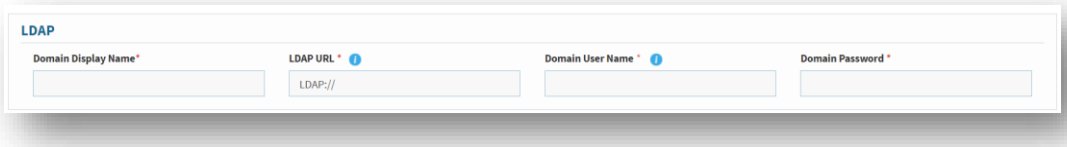


Figure 14 - LDAP

Table 8 – Domain Attributes

Field	Description
Domain Display Name	Name of the domain
LDAP URL	It is a string that is used to encapsulate the address and port of a directory server.
Domain Username	It is used to specify a user account in the selected domain.
Domain Password	It is used to authenticate the username in the domain.

3.4.1.1.1.2 Configure SAML2.0

To Configure SAML Authentication select authentication type is "SAML2.0" following section will appear.

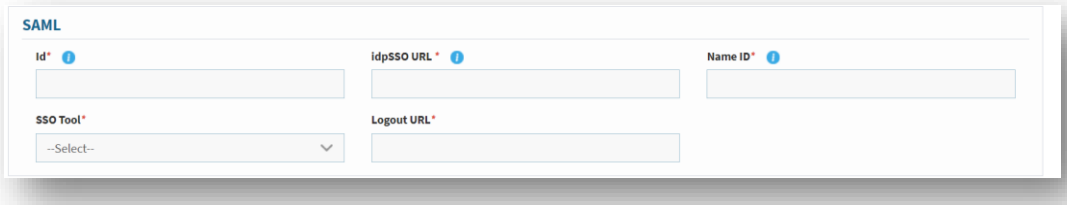


Figure 15 - SAML2.0 Details

Define SAML2.0 attributes as described in the below table:

Table 9 – SAML2.0 Attributes

Field	Description
Id	Identity Provider might need this to establish the identity of the service provider requesting the login. Basically, it is used for handshaking of the application. Example: MYCLOUDDEV.
idpSSO URL	Identity Provider Single Sign-on URL, where our website redirect for Authentication. Example: https://XXX.COM/SAAS/auth/federation/sso.
Name ID	NAMEID is the complete path of xmlnode where NameID value (USERNAME/EMAIL) exist. It based on identity provider. Example: VMWAR Identity

	Manager: /samlp:Response/saml:Assertion/saml:Subject/saml:NameID ADFS : saml2:NameID.
SSO Tool	Allowed values are ADFS, IDM, PINGFEDERATE, PINGIDENTITY
Logout URL	Logout URL where application will take user after logout the application.

1. Click Save to add a provider or click Cancel to stop the action.

These details are required as a record against the provider in the application. All the fields marked with asterisk (*) are mandatory.

2. A success message box appears.

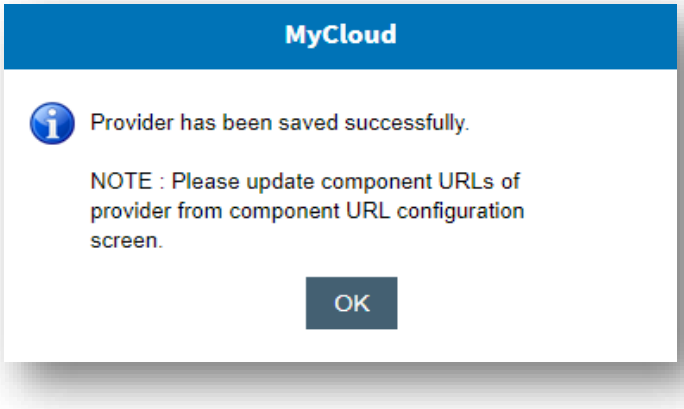


Figure 16 - Add Provider (Cont.)

3. The new provider is created, and it appears in the **View Provider** tab as shown in the figure.
4. Click **Save** to add a provider or click **Cancel** to stop the action.

These details are required as a record against the provider in the application. All the fields marked with asterisk (*) are mandatory.

5. A **success** message box appears.

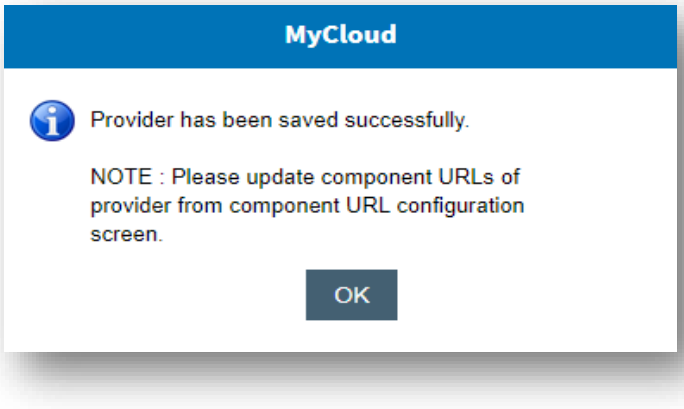


Figure 17 - Add Provider (Cont.)

The new provider is created, and it appears in the **View Provider** tab as shown in the figure.

3.4.1.1.2 View Provider

This section lists out all the providers that have been created by MyCloud Admin.

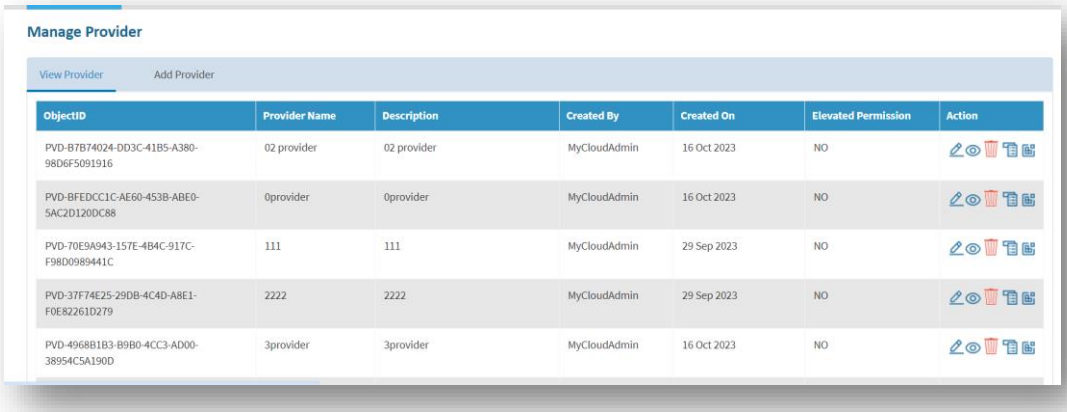


Figure 18 - View Provider

Refer to the table below to understand the fields mentioned in the figure above:

Table 10 – View Provider

Field Name	Description
Object ID	These are alpha numeric IDs that are unique, and are created by MyCloud engine
Provider Name	Highlights the name of the Provider
Description	Displays the service provider and list out the services that are being consumed
Created By	Highlights the name of Admin User who has created the Provider
Created On	Displays the date as when the Provider has been created
Action	Cloud Admin to take actions like Edit, View and Delete, Configure Menu and widgets against the listed Providers

It also comprises of following actions:

- Edit ( ): To modify the details of existing providers.
- View ( ): To view the details of existing providers.
- Delete ( ): To delete the providers.
- Configure Menu ( ): To configure menu for providers.
- Configure Widgets ( ): To configure widgets for providers.

3.4.1.1.3 Edit Provider

To edit/modify details of an existing provider, follow the steps below:

1. On the **View Provider** tab, click **Edit** ( ) against the provider that admin wants to edit.

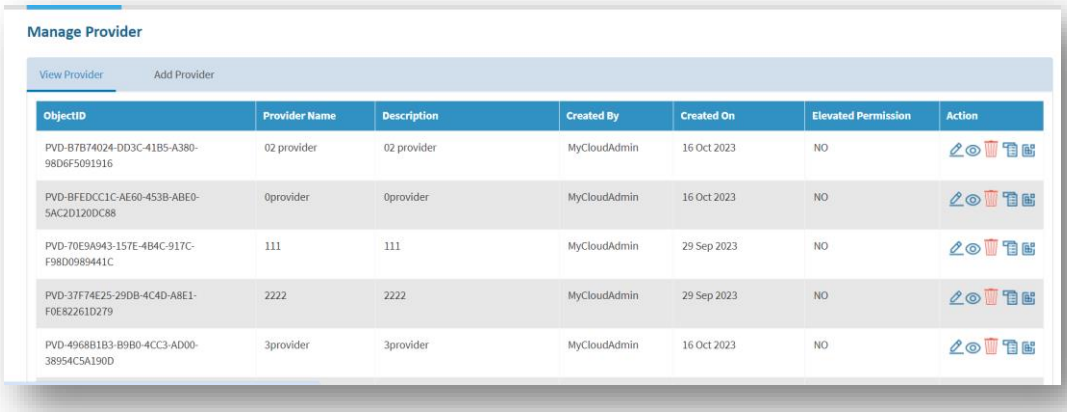


Figure 19 - Edit Provider

2. Modify the details and click **Update**.

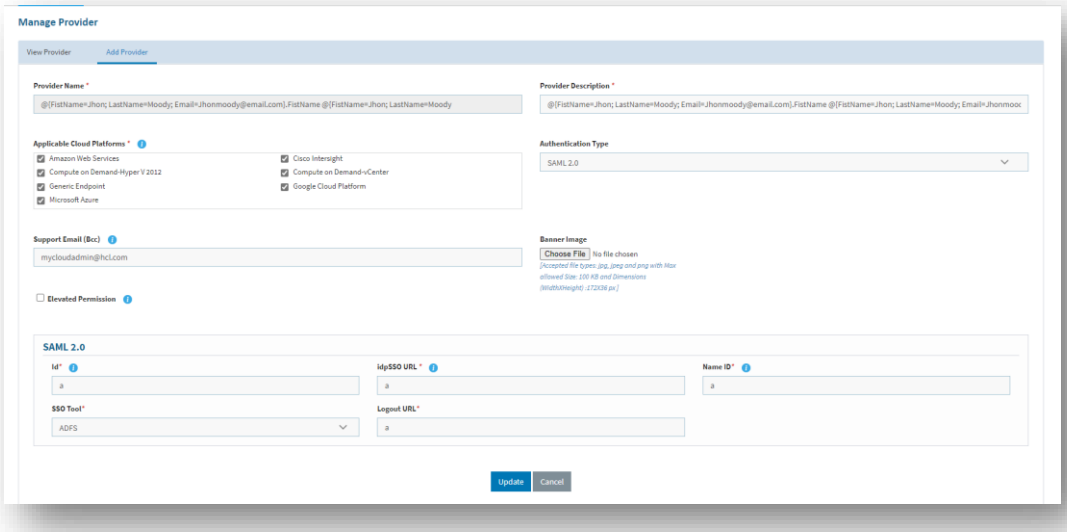


Figure 20 - Edit Provider (Cont.)

3. To discard the changes, click **Cancel**.
4. A success message box appears.

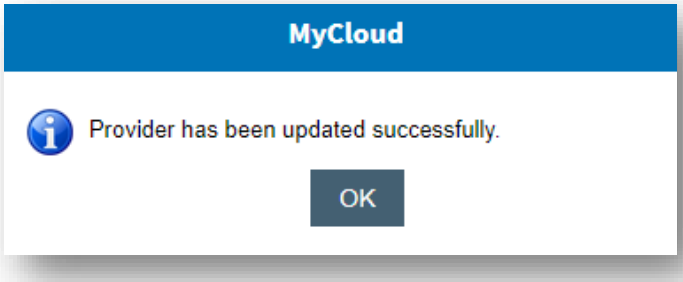


Figure 21 - Edit Provider (Cont.)

3.4.1.1.4 Delete Provider

To delete a provider in MyCloud, follow the below steps:

1. On the **View Provider** tab, select the provider that needs to be deleted and click **Delete** ( ).

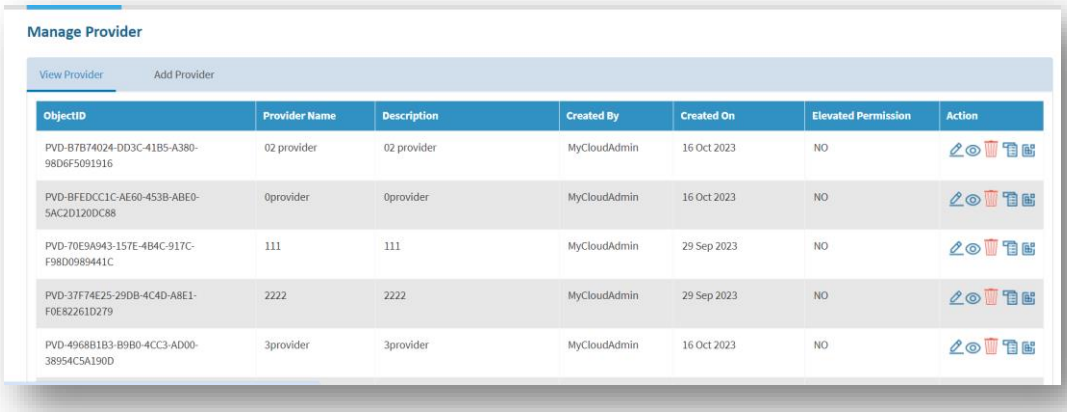


Figure 22 - Delete Provider

2. When prompted to confirm that you want to delete the template, click **Ok**.

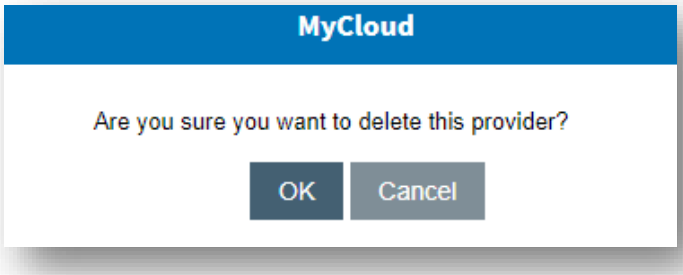


Figure 23 - Delete Provider (Cont.)

3. A success message box appears.

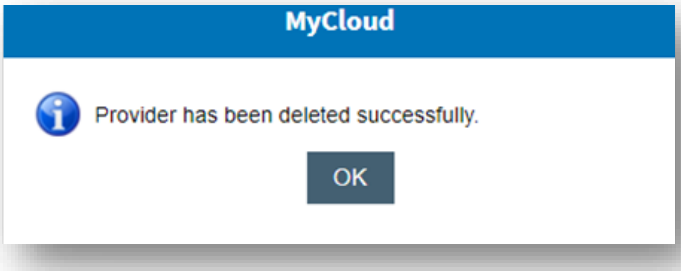


Figure 24 - Confirmation Message

3.4.1.1.5 Configure Menu for Provider

To add/update the menu and submenu for the provider, follow the steps below:

1. On the **View Provider** tab, click **Configure Menus** ( ) correcting to the provider that admin wants to configure.

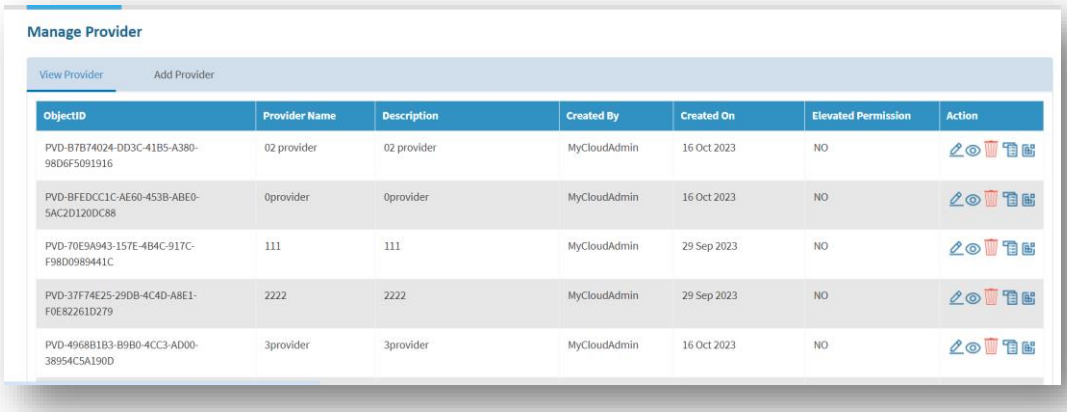


Figure 25 - View Provider

2. Modify the details and click Configure.
3. C**heck/Uncheck** the menu items and click **Assign Menu**.

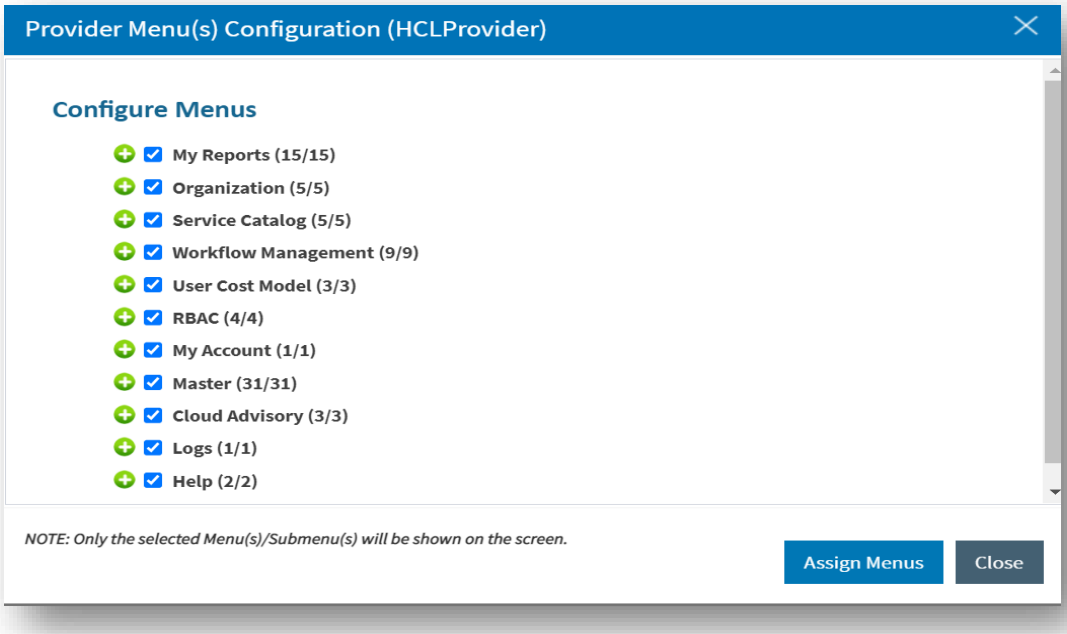


Figure 26 - Configure Menu for Provider (Cont.)

4. A success message box appears.

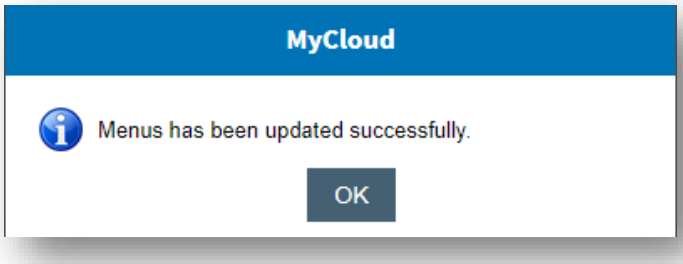


Figure 27 - Configure Menu for Provider (Cont.)

3.4.1.1.6 Configure Widgets

To add/update the widgets for the provider, follow the steps below:

1. On the **View Provider** tab, click **Configure Widgets** ( ) against the provider for organization that admin wants to configure.

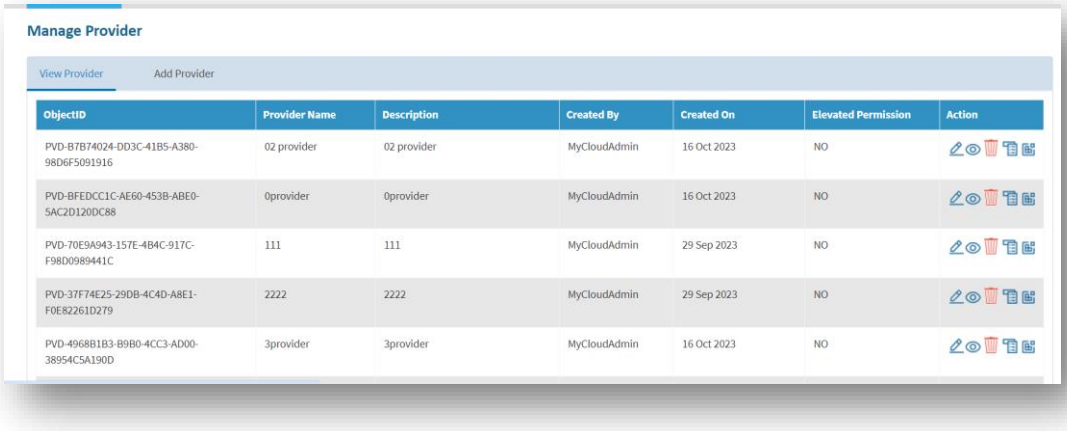


Figure 28 - View Provider

2. Modify the details and click **Configure Widgets**.
3. Check/Uncheck the Menu items and click **Assign Configure** widgets.

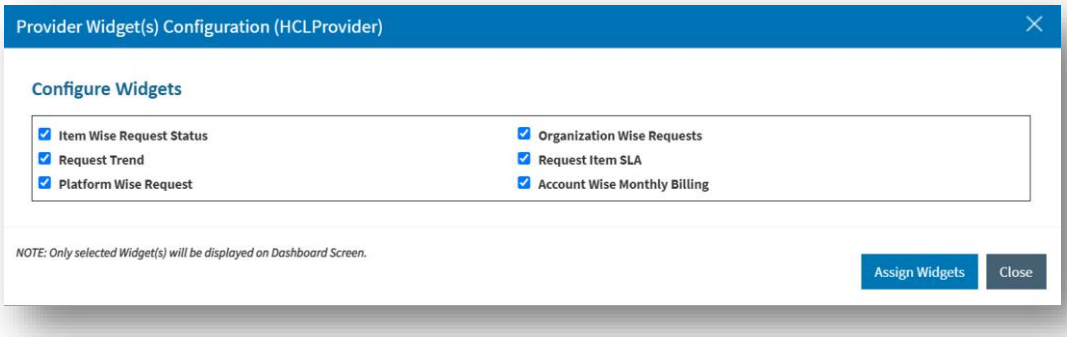


Figure 29 - Configure Widgets

3.4.1.2 Manage Provider Users

In this section, **MyCloud** Admin creates and manages provider users through the following options:

- Add User
- View Users

3.4.1.2.1 Add User

To add a provider user, follow the steps below:

1. Under the Manage Provider Users tab, click Add User.

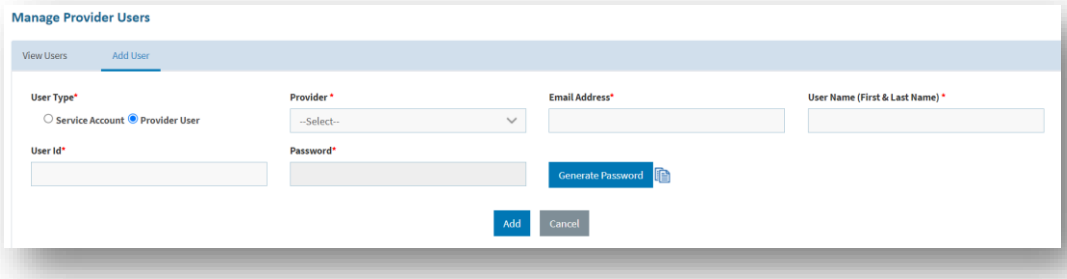


Figure 30 - Add Provider User

2. Fil in the details listed in the table below:

Table 11 – Add Provider User

Field Name	Description
User Type	Whether service account user to access MyCloud API's or provider users who will access MyCloud through logged into system.
Provider	Lists out the providers. -If selected provider is elevated provider, then service account users of this provider will have privileged role to create another provider and users under Provider through API If selected provider is elevated provider then users of this provider will have privileged role to create another provider and users under through out of box methods (Create Provider, Create User, Create Organization Users)
Username (First & Last Name)	Provide the first and last name of the user
Email Address	The email Id of the user
User Id	The desired User Id

3. Click **Generate Password**, the password field is populated by secure auto generated password.
4. Use **Copy** ( ) to copy the password.

- On the first Login, provider user is redirected to the **Change Password** screen and enforced to change the system generated password.
- My Cloud generates a password of 12 characters in length that contains alphabets, numbers & special characters.

5. To add the **provider user**, click **Add** or click **Cancel** to discard the action.

A success message box appears.

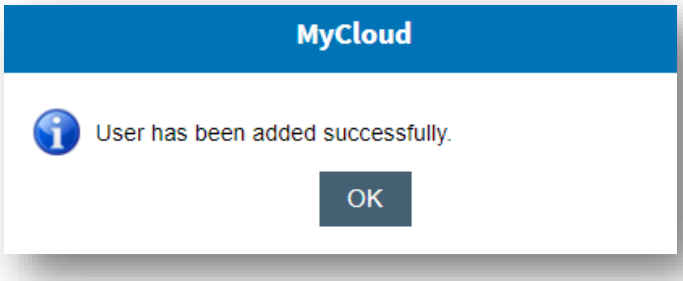


Figure 31 - Confirmation Message

All the fields marked with asterisk (*) are mandatory.

The new user is created, and it appears in the list of users.

3.4.1.2.2 View Users

This section lists all the provider users that have been created by MyCloud Admin.

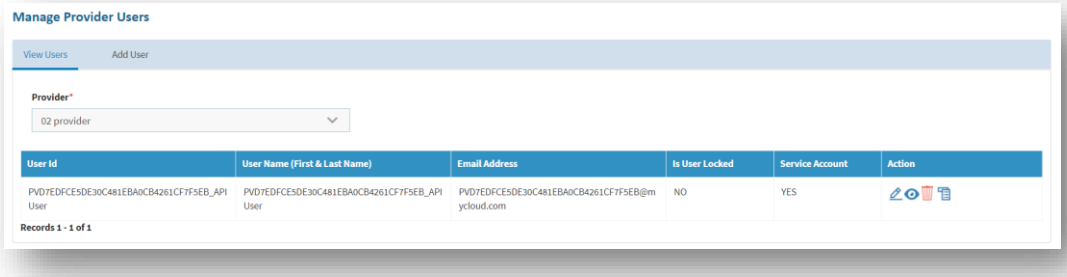


Figure 32 - View Provider Users

Refer the below table to understand the fields mentioned in the above figure:

Table 12 – View Provider Users

Field Name	Description
Username (First & Last Name)	Displays the name of the person who will become the Provider User
Email Address	Displays the business email id of the person who will become the Provider User
Department	Displays the name of the Department
User Id	Displays the username of provider user
Is User Locked	It signifies whether the account of a user has been locked or unlocked due to multiple attempts to log into the system
Is API User	It signifies whether the user is API User.
Action	It provides the Cloud Admin to take actions like Edit, View and Delete against the listed Provider users

It also comprises of following actions:

- **Edit** ( ): To modify the details of existing providers.
- **View** ( ): To view the details of existing providers.
- **Delete** ( ): To delete the providers.

3.4.1.2.3 Edit Provider User

To edit/ modify the details of a Provider User, follow the steps below:

1. On the **View Users** tab, select **Provider** and click **Edit** ( ).

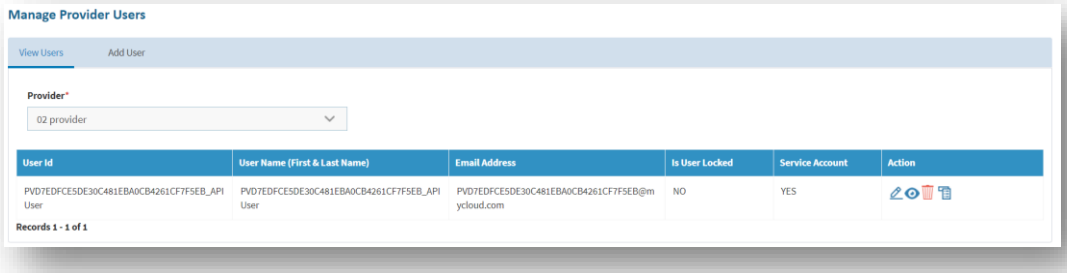


Figure 33 - View Provider User

2. Modify the desired details.

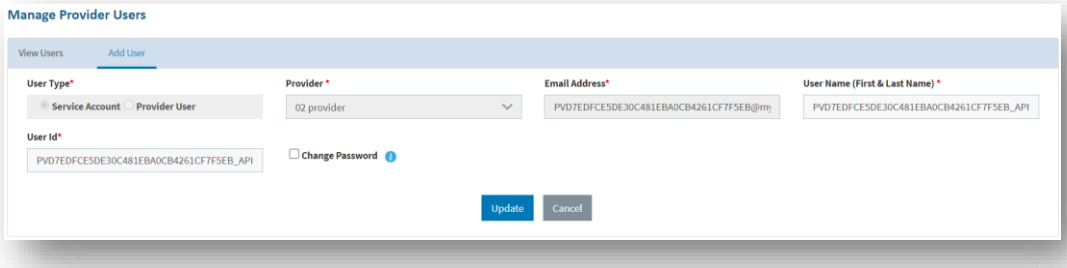


Figure 34 - Edit Provider User (Cont.)

3. Click **Update** to save the settings or click **Cancel** to discard all the changes.
4. A success message box appears.

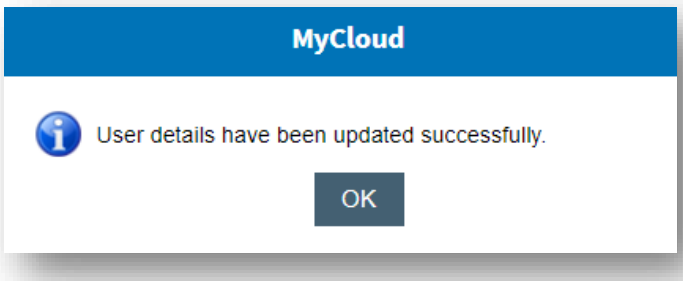


Figure 35 - Edit Provider User (Cont.)

3.4.1.2.4 Delete Provider Users

To delete provider users, Admin needs to follow the below steps:

1. In the **Manage Provider User** screen, go to the **Add User** tab and click **Delete** ( ).

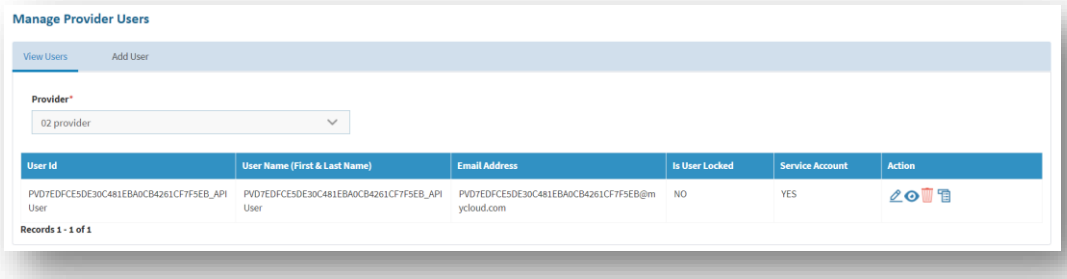


Figure 36 - Delete Provider User (Cont.)

2. Click **Delete** ( ).
3. When prompted to confirm, click **Ok**.

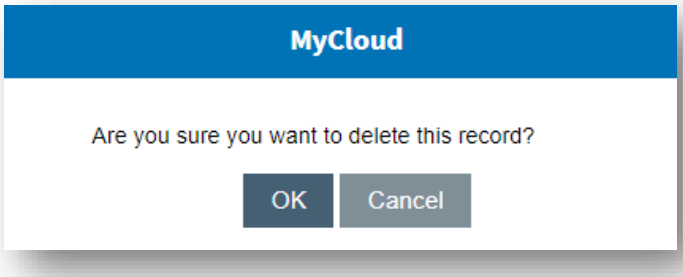


Figure 37 - Delete Provider User (Cont.)

4. A success message box appears.

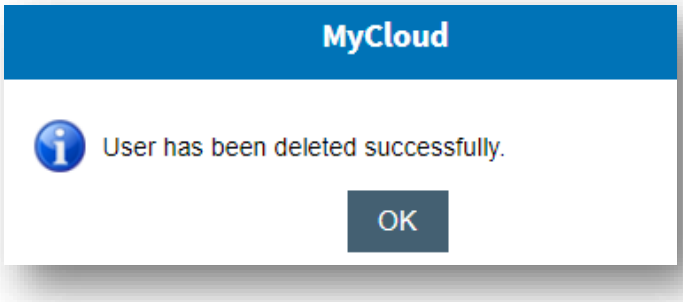


Figure 38 - Confirmation Message

5. To see the details of a **Provider User**, click **View** ( ).
6. Click **OK**.

Provider User can also use **Unlock Action** in case the user is Locked.

3.4.1.2.5 Configure Menu for Provider Users

To add/update the menu and submenu for the provider users, follow the steps below:

1. On the **View Provider user** tab, click **Configure** ( ) corresponding to the provider that admin wants to configure.

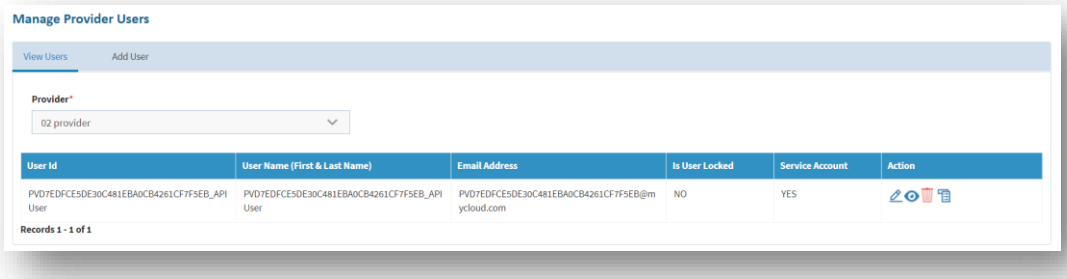


Figure 39 - View Provider

2. Modify the details and click **Configure**.
3. **Check/Uncheck** the menu items and click **Assign Menu**.

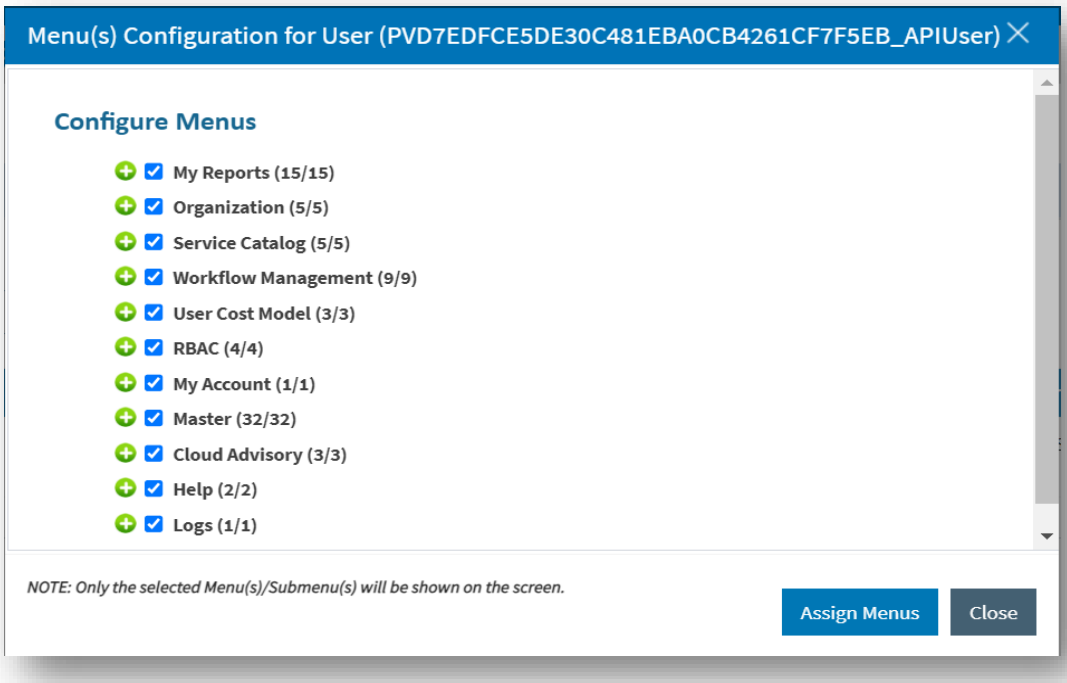


Figure 40 - Configure Menu for Provider (Cont.)

4. A success message box appears.

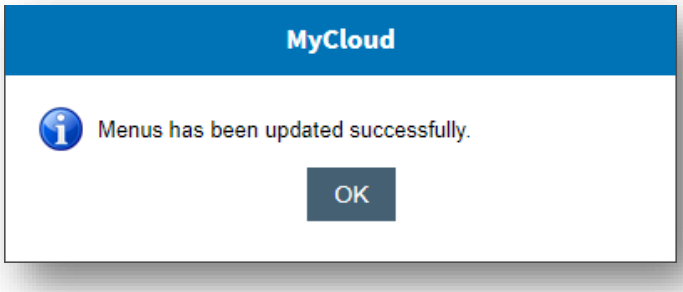


Figure 41 - Configure Menu for Provider (Cont.)

3.4.2 Master

In this module, Admin configures MyCloud components, various jobs, objects, changing key values and many more activities.

This section details the steps that are required to create and configure the master data.

1. On the main menu bar, click Master.
2. The drop-down appears with the following options:
    - Component URL Configuration
    - Email Configuration
    - Manage Base Component Keys
    - Provider Wise Components Keys
    - Manage Cloud Admin Users
    - Manage Object Types
    - Manage Database Details
    - Manage Key Rotation
    - Manage Job
    - Job Notification Details

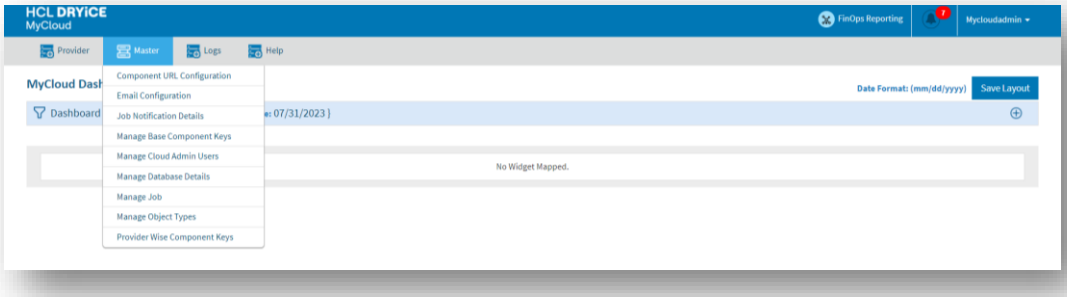


Figure 42 - Master Menu Options

3.4.2.1 Component URL Configuration

Component URL is the MyCloud component service endpoint that gets configured during the installation process. Post-installation if a component is running in HA mode, Admin user needs to configure URL of that component by using this Module.

To change the configuration of MyCloud components, follow the steps below:

1. Under the Master tab, click Component URL Configuration.

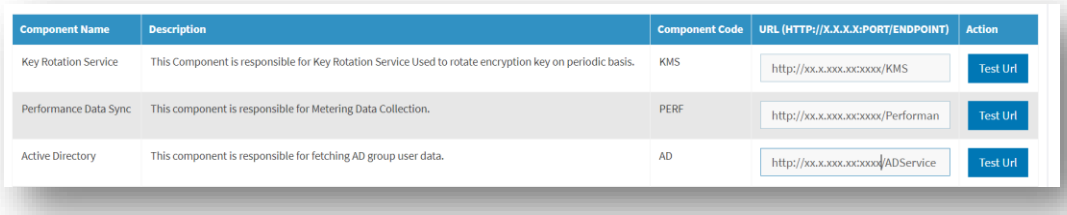


Figure 43 - Component URL Configuration

Refer the below table to understand the fields mentioned in the above figure:

Table 13 – Component URL Configuration

Field	Description
Component Name	Name of MyCloud components like Workflow and ITSM and many more
Description	Description of the component and its function
Component Code	Every MyCloud component do have a code which needs to get mentioned in this field
URL	URL is composed of IP address of the component, Port and Endpoint Name (IP: Port/ Endpoint)
Action	This field will help the Provider user to test the URL and highlight the outcome as "Success" or "Failure"

2. Select the Provider and click **Go**.
3. Change the URL under the URL Head column.
4. Click **Test URL**.
5. Click **Update**.
6. A success message box appears on the screen.

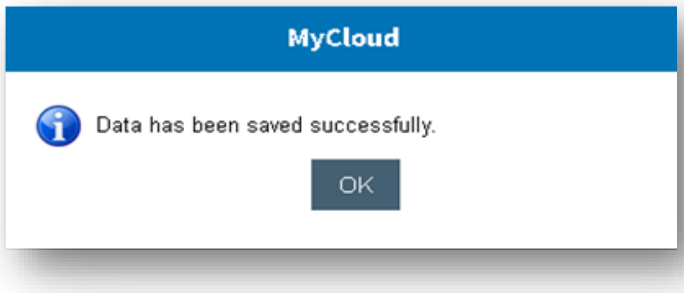


Figure 44 - Component URL Configuration (Cont.)

7. If the component is up and running, then **Success** label appears below the **Test URL** button under **Action** column.

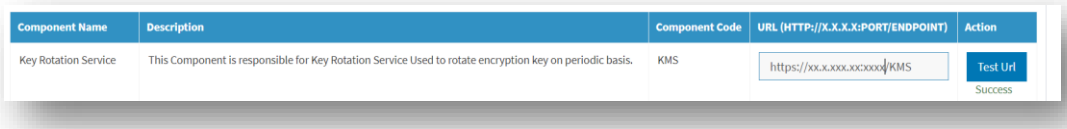


Figure 45 - Component URL Configuration (Cont.)

3.4.2.2 Email Configuration

By Configuring Email in MyCloud, mail notifications are sent to end-users.

To create and manage Email, MyCloud Admin needs to follow the below steps.

1. On the main menu bar, click **Master** and then click **Email Configuration**.
2. The module appears with the following tabs:

- View Configuration
- Add Configuration

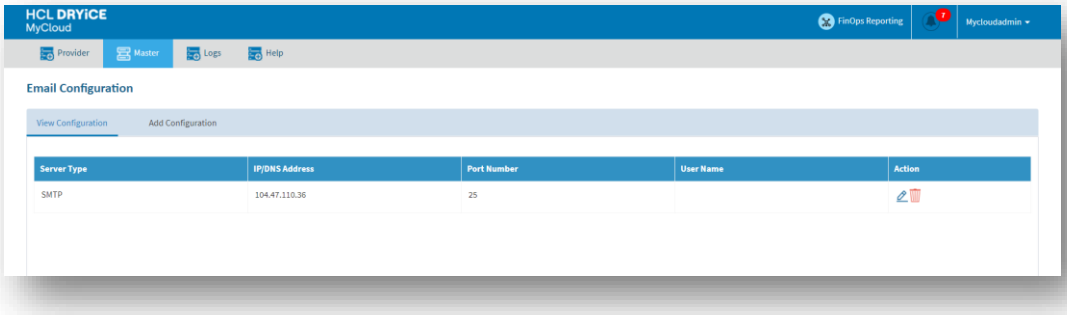


Figure 46 - Email Configuration

3.4.2.2.1 Add Configuration

To add **Email Configuration**, admin needs to follow the below steps:

1. Click Add Configuration tab.

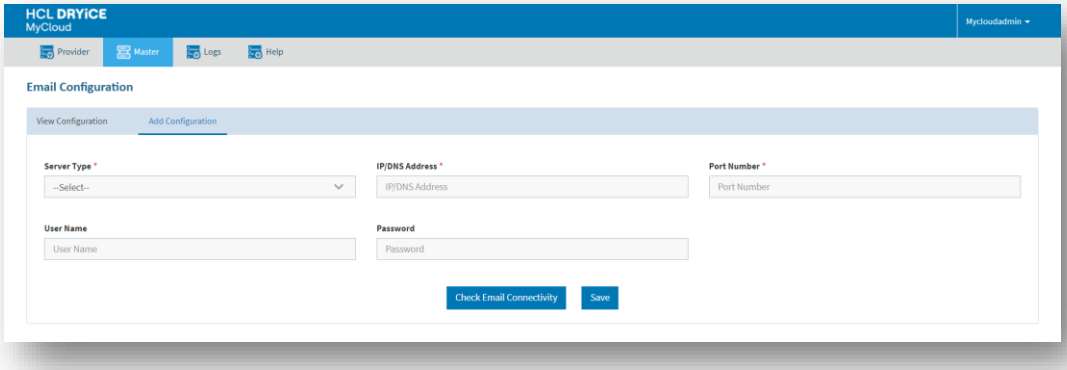


Figure 47 - Email Add Configuration

Refer the below table to understand the fields mentioned in the above figure:

Table 14 – SMTP Configuration Details

Field	Description
Server Type	The type of server that will be used for Email configuration (SMTP Server)
IP/ DNS Address	IP or DNS address of the server
Port Number	The port that is required for Email configuration
Username and Password	Credentials that have access to Email
From Email	The mail id that will trigger the mails

2. Click **Save**.

   A success message box appears.

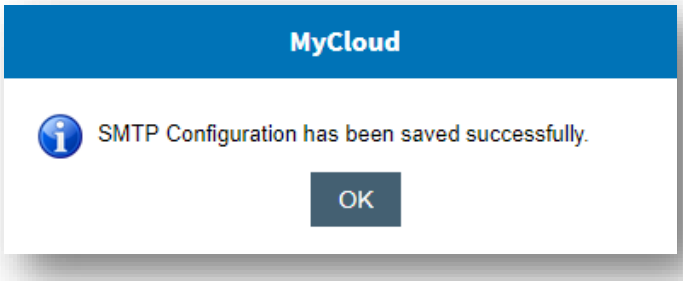


Figure 48 - Email Add Configuration (Cont.)

All the fields marked with asterisk (*) are mandatory.

The new Email configuration is created, and it appears in the list of email configuration on the **View Configuration** tab.

3.4.2.2.2 View Configuration

This section lists out all the Email configurations that have been created by MyCloud Admin.

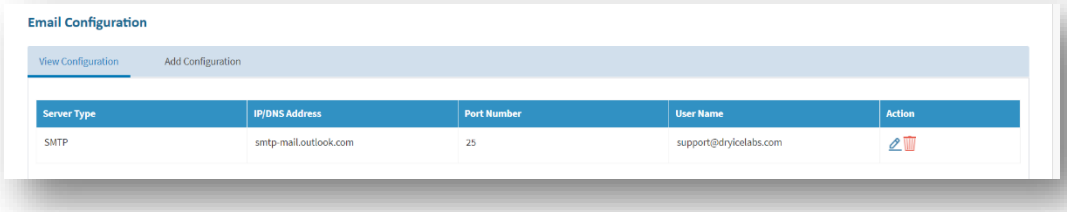


Figure 49 - View Email Configuration (Cont.)

Refer the below table to understand the fields mentioned in the above figure:

Table 15 – SMTP Configuration

Field	Description
Server Type	SMTP/POP3 Type server
IP/ DNS Address	Address of the server
Port Number	Port that has been assigned to the server
Username	Username of the admin
Action	Actions like View and Delete against the listed SMTP configurations

It also comprises of following actions:

- View ( ): To view the details of existing providers.
- Delete ( ): To delete the providers.

3.4.2.2.3 Delete Configuration

To Delete the existing Email configurations, Admin needs to follow the below steps:

1. Click Delete ( ) against the listed Email configuration.
2. When prompted to confirm, click **OK**.

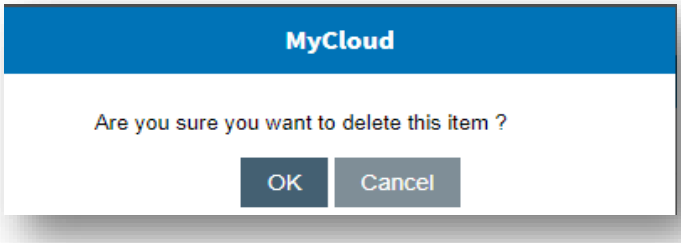


Figure 50 - Delete Email Configuration (Cont.)

To see the details of a Email configuration, click View ( ).

3.4.2.3 Manage Base Component Keys

MyCloud components are used to manage application features. Each configuration component contains one or more component keys, each of that identifies a configurable property of the component. This section describes the steps to manage key values of the components.

To manage **Base Component Keys**, follow the steps below:

1. Please select **Component Name** and click **Go**.

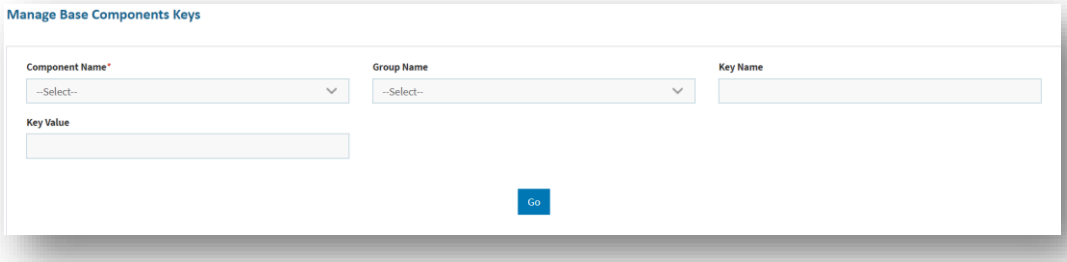


Figure 51 - Manage base components keys

2. Under Action, click **Edit** ( ) and change the value as per configuration requirement.

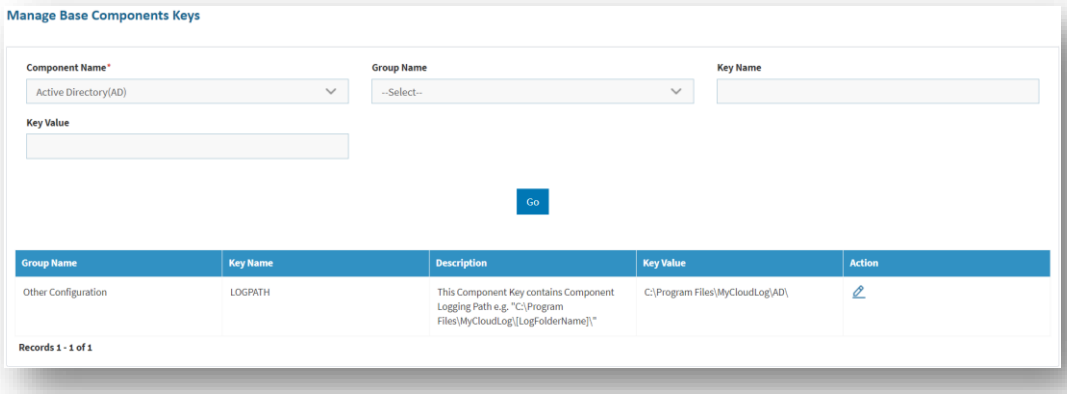


Figure 52 - Manage base components keys (Cont.)

Refer to the table below to understand the fields mentioned in the figure above.

Table 16 – Manage Base Component

Field	Description
Key Name	Each MyCloud component has several keys which is configurable e.g. Enable log is to enable and disable detailed logging.
Component Name	Displays the MyCloud component name
Description	Displays the description of the component key
Key Value	Displays the default value of component key
Action	Cloud Admin to take actions like Edit against the listed Component Keys

3. Click **Update**.

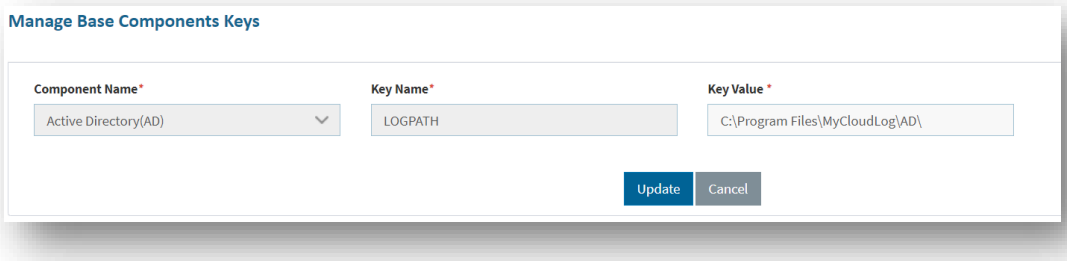


Figure 53 - Manage base components keys (Cont.)

4. A success message box appears.

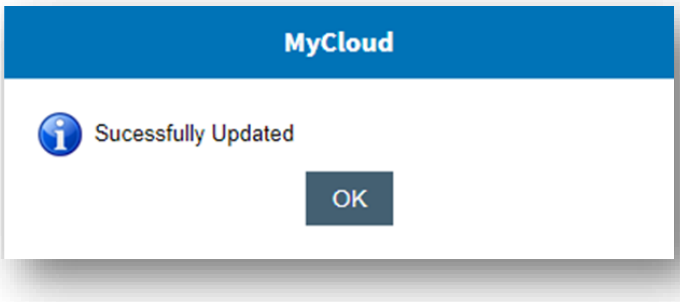


Figure 54 - Confirmation Message

All the fields marked with asterisk (*) are mandatory.

5. Click **Ok**.

3.4.2.4 Provider Wise Components Keys

Through this module, Admin manages the values of component keys as per the Providers in MyCloud (e.g., messaging queue). In the case of multi-tenant, different key's (MSMQ/ RabbitMQ) are used by different providers.

To change/ modify the **Configuration Key Values** of MyCloud components against a provider, follow the below steps:

1. Select the **Provider** and **Component Name** and click **Go**.

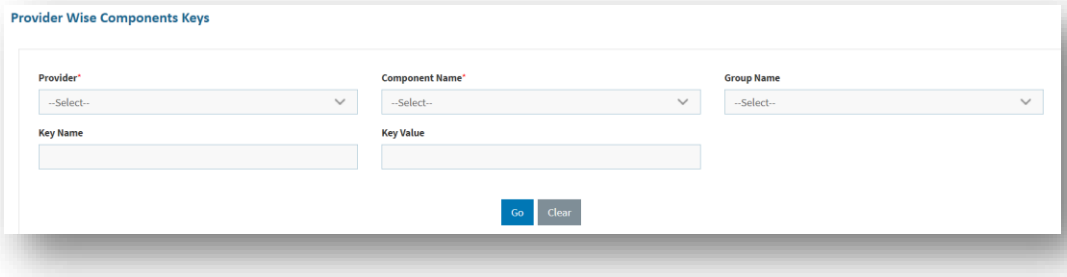


Figure 55 - Provider Wise Components keys (Cont.)

2. Under **Action** column, click **Edit** ( ) and change the value as per desired configuration.

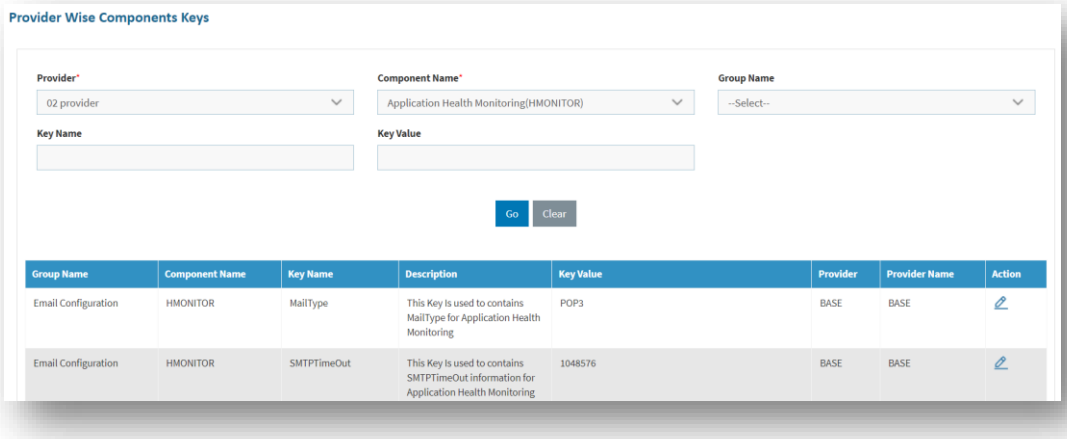


Figure 56 - Provider Wise Components keys (Cont.)

Refer the below table to understand the fields mentioned in the above figure:

Table 17 – Provider Wise Components Keys

Field	Description
Provider	Highlights the provider
Provider Name	Shows the name of the providers
Component Name	Name of MyCloud components like AD, Orchestrator, and many more
Key Name	Name of Component key
Key Value	Default value of component key
Action	Actions like Edit against the listed component keys
Go	It allows the admin to run the query
Clear	It allows the admin to reset the options

3. Modify the value against the key and click **Save**. If a user wishes to discard changes, click **Cancel**.

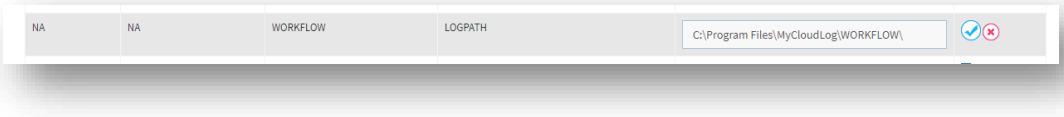


Figure 57 - Provider Wise Components keys (Cont.)

4. A success message box appears.

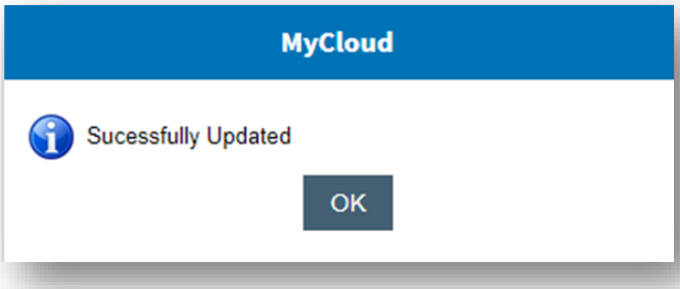


Figure 58 - Provider Wise Components keys (Cont.)

All the fields marked with asterisk (*) are mandatory.

5. Click **Ok**.

3.4.2.5 Manage Cloud Admin Users

Through MyCloud, it becomes easy for an Admin to manage other cloud administrators as it allows the admin to create, edit, view, and delete any other Admin cloud users.

To create and manage other MyCloud admin users, MyCloud Admin needs to follow the below steps.

1. On the main menu bar, click Master and then click Manage Cloud Admin Users.
2. The module appears with the following tabs:
   - Add User
   - View Users

3.4.2.5.1 Add User

To add cloud admin users, follow the steps below:

1. Under the Manage Cloud Admin Users screen, click Add User.

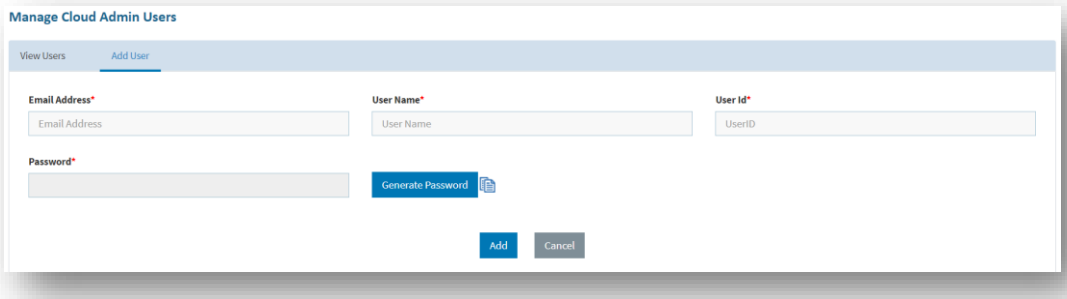


Figure 59 - Add Other Cloud Admin User

Refer the below table to understand the fields mentioned in the above figure and fill in the details:

Table 18 – MyCloud Admin User Details

Field Name	Description
User ID	Enter the employee id of the person who will become the Cloud Admin
Email Address	Enter the business email id of the person who will become the Cloud Admin
Username	Enter the desired username
Generate Password	Click and it generates alphanumeric passwords for the cloud admins
Password	Post clicking the Generate Password button, the password field gets auto populated with a password generated by MyCloud engine

1. Copy the password by clicking on Copy ( ).
2. Click **Add**.

Only one user with **Component Access** is allowed in MyCloud.

A success message box appears.

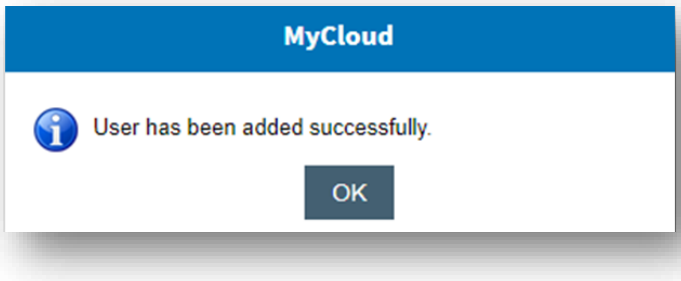


Figure 60 - Added User Confirmation Box

All the fields marked with asterisk (*) are mandatory.

3. Click **Ok**.

The new cloud admin user is created, and it appears in the list of Cloud Admins.

3.4.2.5.2 View Users

This section lists all the Cloud Admin users that have been created by MyCloud Admin.

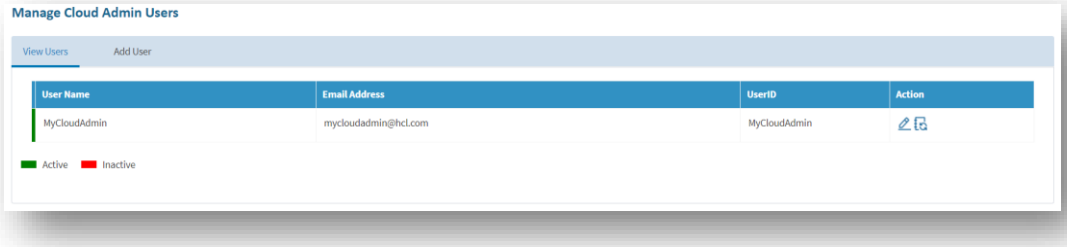


Figure 61 - Update Details of Cloud Admin Users

It also comprises of following actions:

- **Edit** ( ): To modify the details of existing cloud admin users.

- **Delete** ( ): To delete cloud admin users.

3.4.2.5.3 Edit Cloud Admin User

To edit/ modify the details of MyCloud Admin users, MyCloud Admin needs to follow the below steps:

1. Click on View Users tab.
2. Click **Edit** ( ) User is redirected to **Add User** tab with prepopulated details.

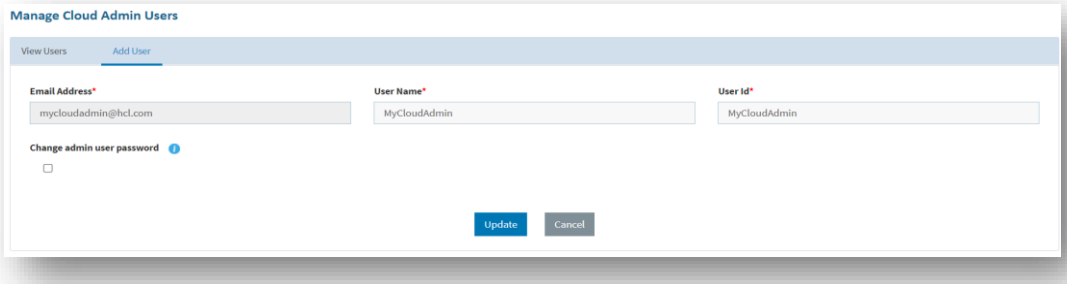


Figure 62 - Update Details of Cloud Admin Users

3. Modify the details and click Update.
4. A success message box appears on the screen.

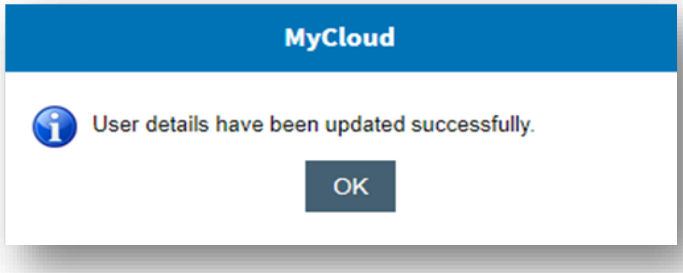


Figure 63 - Update Details of Cloud Admin Users (Cont.)

All the fields marked with asterisk (*) are mandatory.

5. Click **Ok**.

3.4.2.5.4 Delete Cloud Admin User

To delete existing Cloud Admin user, MyCloud Admin needs to follow the below steps:

1. Click on **View User** tab.
2. Click on **Delete** ( ).

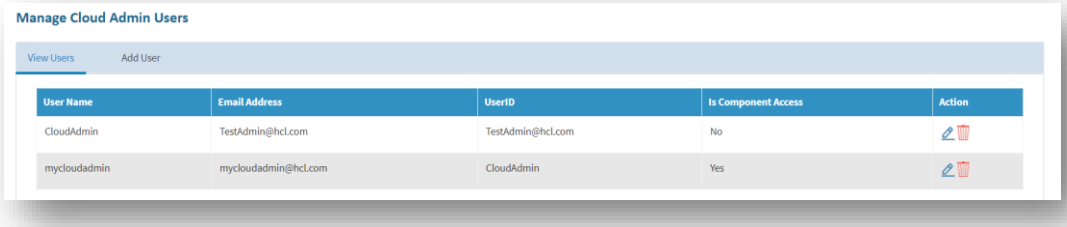


Figure 64 - Update Details of Cloud Admin Users (Cont.)

3. A confirmation dialog box appears.

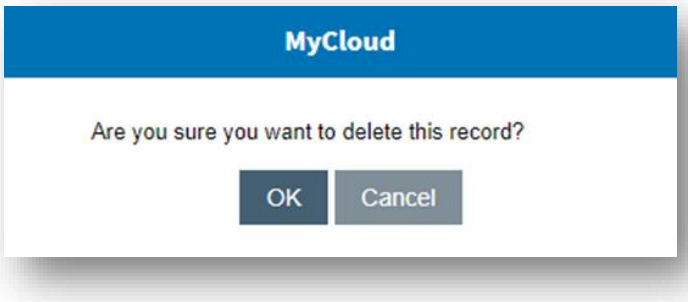


Figure 65 - Update Details of Cloud Admin Users

4. Click **OK**.
5. A success message box appears.

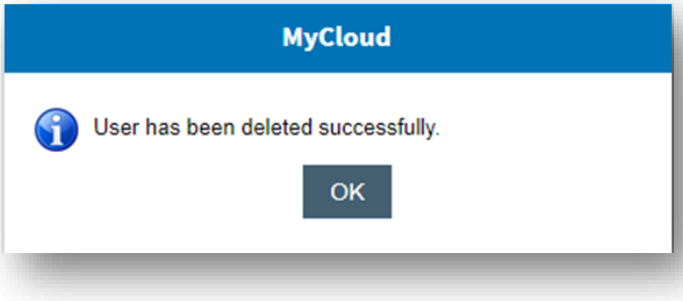


Figure 66 - Update Details of Cloud Admin Users

6. Click **OK**.

3.4.2.6 Manage Object Types

Object types are the resources that are provided by cloud provider(s). MyCloud admin user can view or edit object types as required.

To manage Object Types, MyCloud Admin needs to follow the below steps.

1. On the main menu bar, click Master and then click Manage Object Types.
2. The module appears with the following tabs:
   - View Object Type
   - Add Object Type

3.4.2.6.1 View Object Types

This section lists out all the Object Types that are available in MyCloud.

It also comprises of following action:

- **Edit** ( ): To modify the details of existing object Types.
- **Change Status** ( ): To change the status of existing object Types.
- **Map Object Type** ( ): To map active existing Object Type with Provider and Platform.

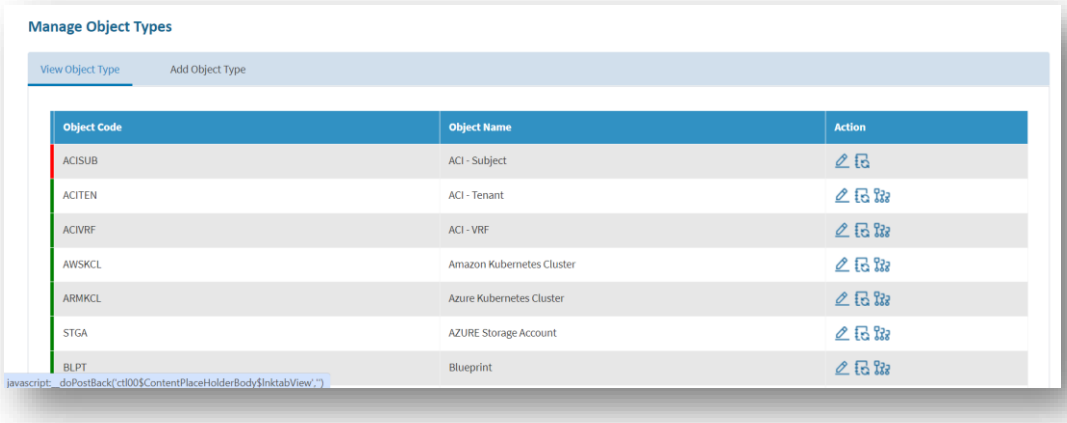


Figure 67 - View Object Types

Refer the below table to understand the fields mentioned in the above figure:

Table 19 - View Object Types

Field	Description
Platform	Name of Cloud service providers
Object Type	Name of the infrastructure resource
Object Name	Provide object code for the object type. This should be unique for MyCloud.
Action	To modify existing object type using Edit action

3.4.2.6.2 Edit Object Type

To edit **Object Type**, admin needs to follow below steps:

1. Click on **View Object Type** tab.
2. Click on **Edit** ( ) Corresponding to the Object Type to be edited.
3. Modify the details.
4. Click **Update**.

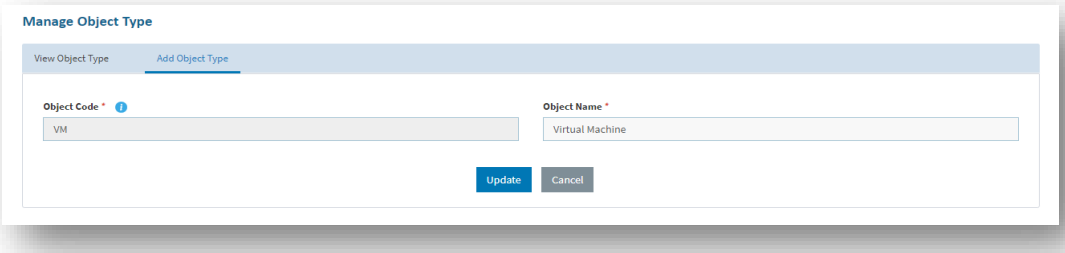


Figure 68 - Edit Object Type

5. A success message box appears.

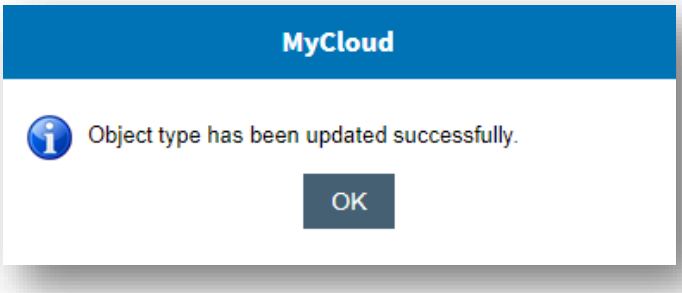


Figure 69 - Success Message

All the fields marked with asterisk (*) are mandatory.

6. Click **OK**.

3.4.2.6.3 Change Status

To change Object Type status, admin needs to follow below steps:

1. Click on View Object Types tab.
2. Click on **Change Status** ( ) against specific Object Type.

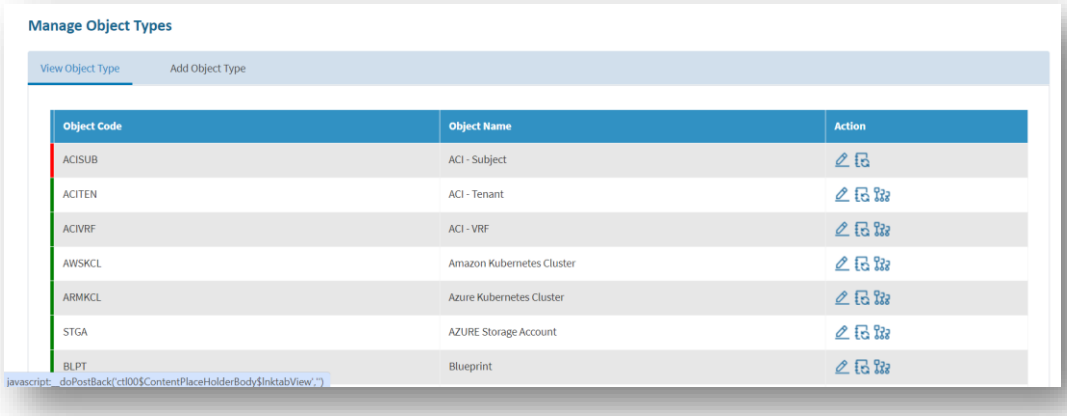


Figure 70 - Change Status

3. A Confirmation message appears.

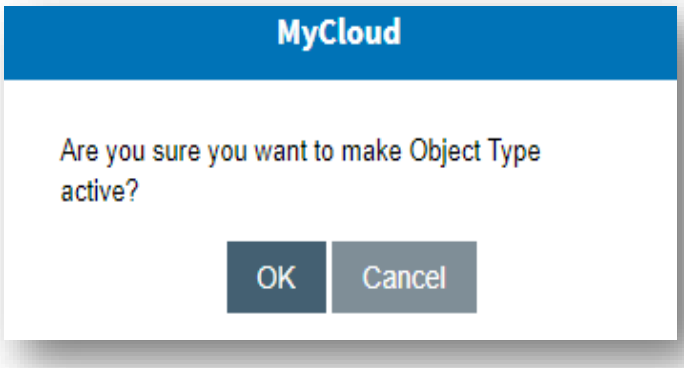


Figure 71 - Confirmation Message

4. Click **OK** to Confirm.

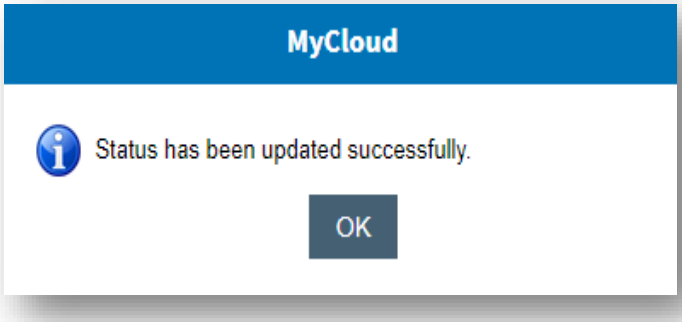


Figure 72 - Success Message

3.4.2.6.4 Map Object Type

To map Object Type with Platform and Provider, admin needs to follow below steps:

1. Click on View Object Types tab.
2. Click on **Map Object Type** ( ) against specific **Object Type**.

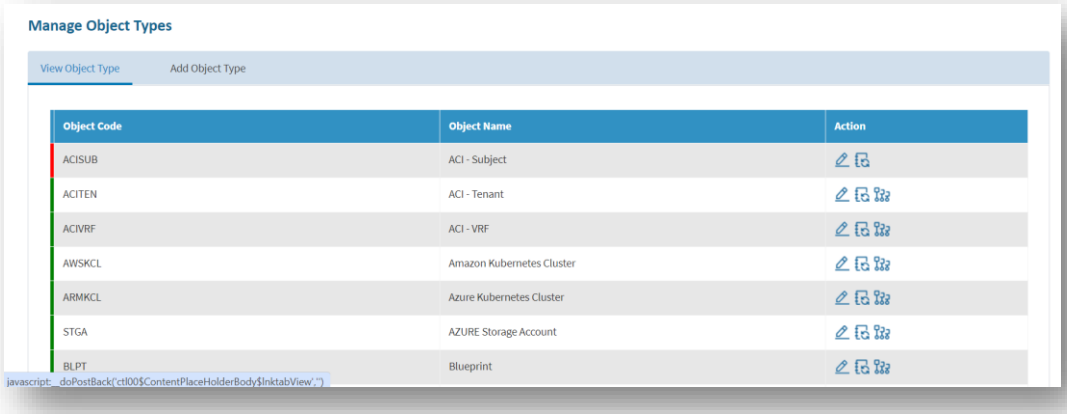


Figure 73 - Map Object Type

3. Select Provider, choose Cloud Provider.

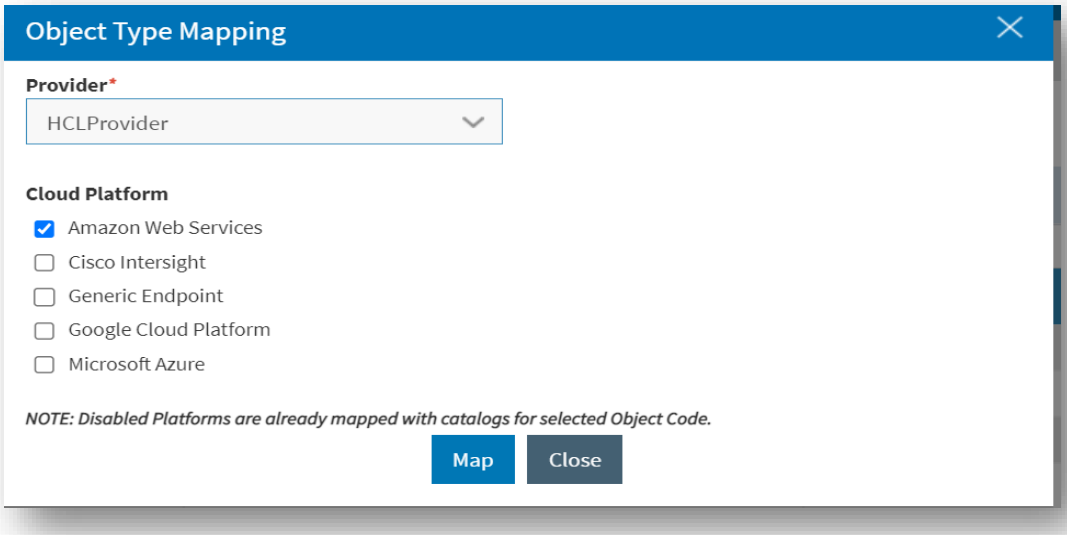


Figure 74 - Map Object Type

4. Click **Map**.

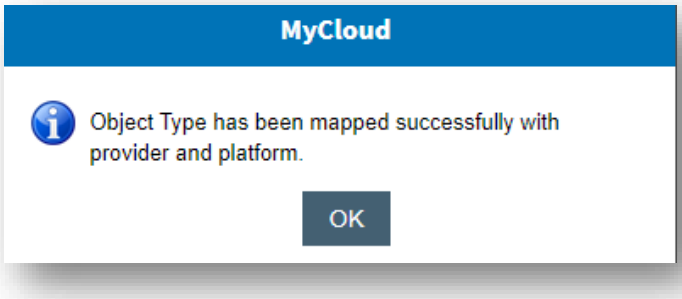


Figure 75 - Success Message

3.4.2.6.5 Add Object Type

To add **Object Type**, admin needs to follow below steps:

1. Click on **Add Object Type** tab.

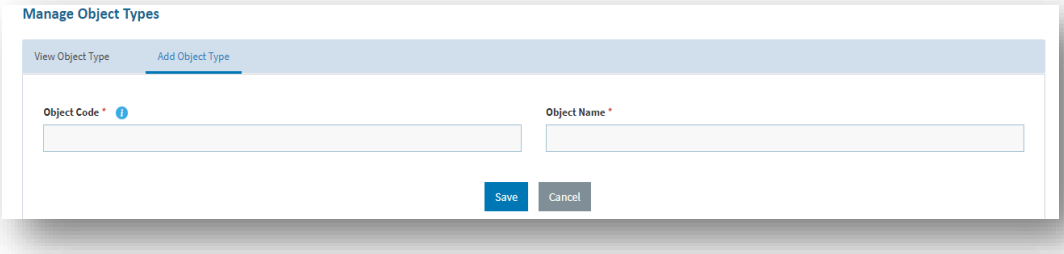


Figure 76 - Add Object Type

2. Enter Object Code and Object Name.
3. Click **Save**.

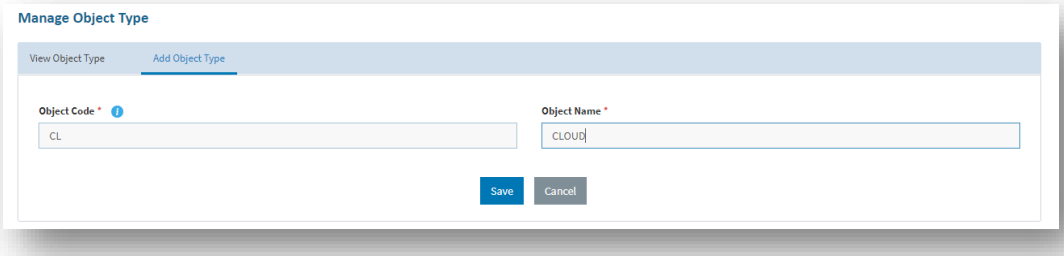


Figure 77 - Add Object Types (cont.)

4. A success message box appears.

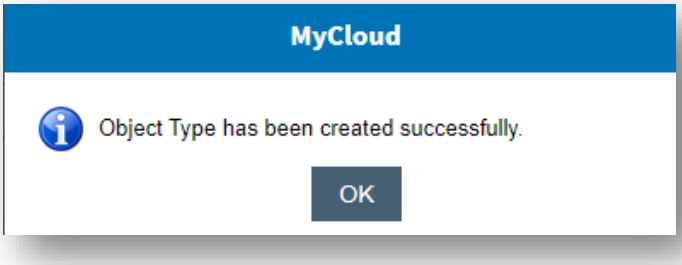


Figure 78 - Success Message (cont.)

All the fields marked with asterisk (*) are mandatory.

5. Click **OK**.

3.4.2.7 Manage Database Details

MyCloud admin users can view or edit database details as required.

To manage DB with different connection strings, take the following steps:

1. On the main menu bar, click **Master** and then click **Manage Database Details**.
2. The module appears with the following tabs:
   - View Database Details
   - Add Database Details

3.4.2.7.1 View Database Details

This section lists out all the Databases and their connection strings that are available in MyCloud.

It also comprises of following action:

- **Edit** ( ): To modify the details of existing database details.

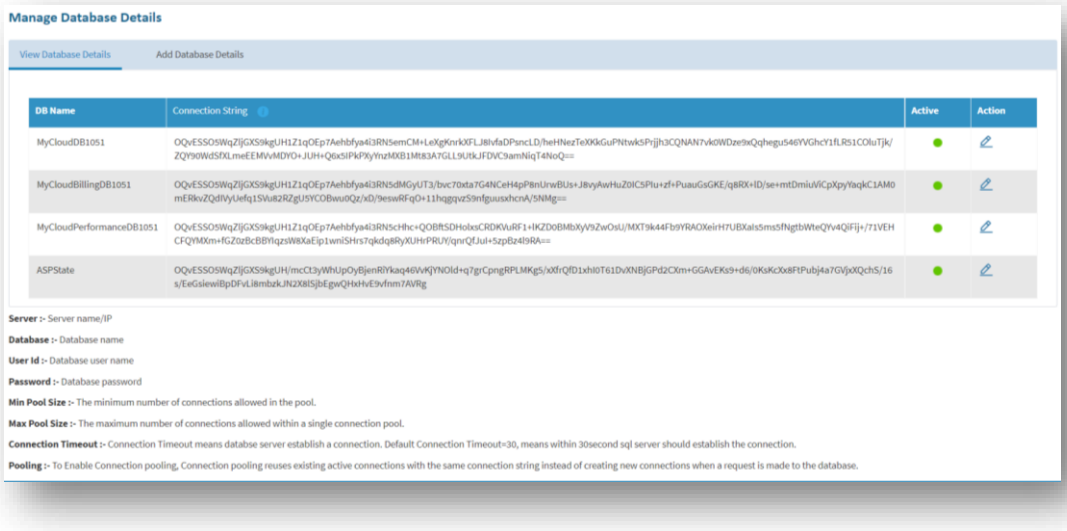


Figure 79 - View Database Details

Refer the below table to understand the fields mentioned in the above figure:

Table 20 -Database Details

Field	Description
DB Name	Name of database
Connection String	Connection string of the database
Active	Active status
Action	To modify existing Database Details using Edit action

3.4.2.7.2 Add Database Details

To edit **Database Details**, admin needs to follow below steps:

1. Click on View Database Details tab.
2. Click on **Edit** ( ) against specific Database Detail to be edited.

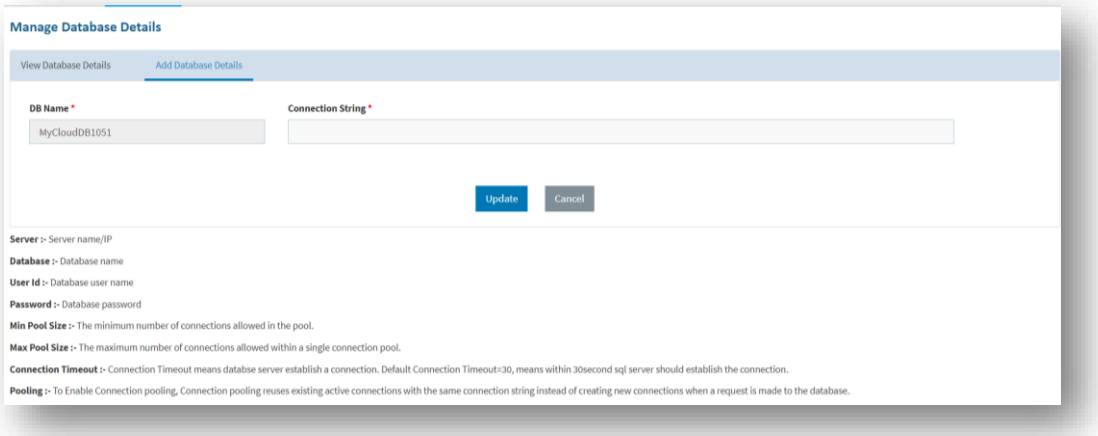


Figure 80 - Edit Database Details

3. Modify the Connection String.
4. Click Update.
5. A success message box appears.

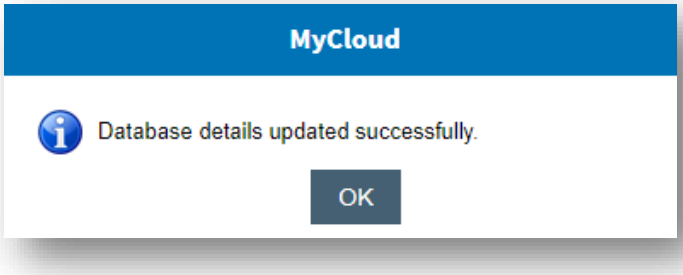


Figure 81 - Confirmation Message (cont.)

All the fields marked with asterisk (*) are mandatory.

6. Click **OK**.

3.4.2.8 Manage Key Rotation

MyCloud components intercommunicate with encrypted data using SHA 512 mechanism. This section explains how to rotate the encryption key in MyCloud.

To manage key rotation, Admin needs to perform the below steps:

1. Click on Manage Key Rotation, under Master tab.
2. Click on **Update Key**.

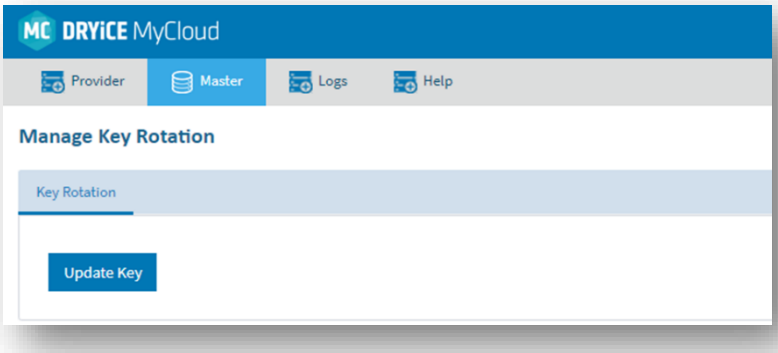


Figure 82 - Manage Key Rotation

3. **Update Key** helps to update the keys.

   A confirmation dialog box appears.

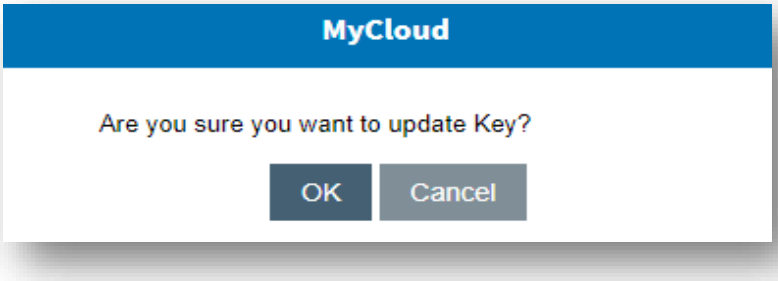


Figure 83 - Confirmation Message

4. Click **OK** to confirm.

   A success message box appears.

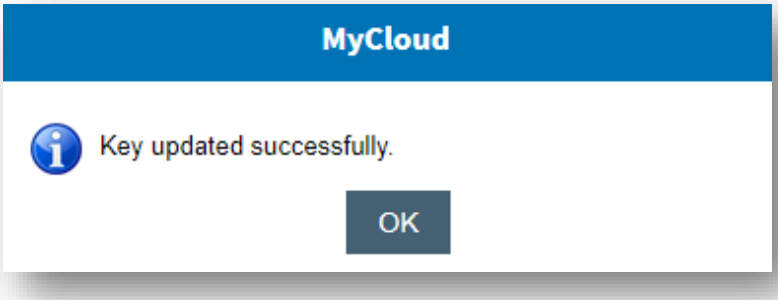


Figure 84 - Confirmation Message

5. Click **OK**.

3.4.2.9 Manage Job

This section discusses about multiple actions that a MyCloud Admin or Provider User can perform:

- View History of Jobs
- Change Frequency
- Change Parameters
- Enable/ Disable Jobs
- Refresh Jobs

– Reinitiate Jobs

To manage jobs, Admin needs to follow the below steps:

1. Click on **Manage Jobs** under **Master** tab.

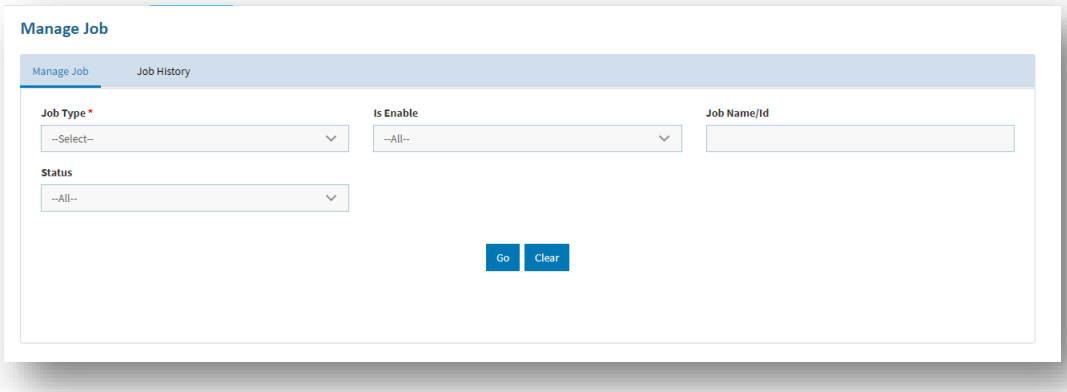


Figure 85 - Manage Job Home Page

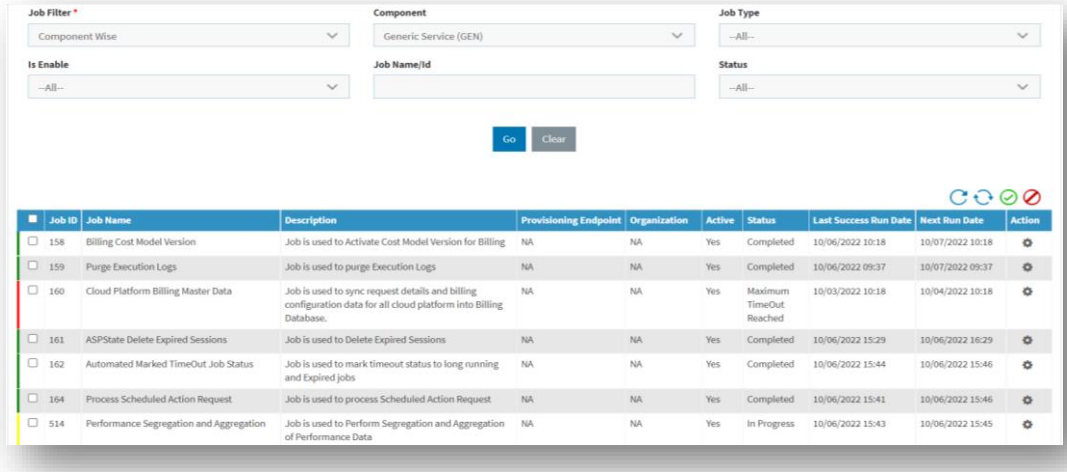


Figure 86 - Manage Job Home Page

Refer the below table to understand the fields mentioned in the above figure:

Table 21 – Manage Jobs

Field	Description
Job Type	Job type (platform wise or component wise)
Component	Lists all the components of MyCloud
Is Enable	Filters the job based on enabled and disabled criteria
Job Name/ Id	Name the job
Status	Lists the status of jobs as success, failed, permanent failed, in progress, not initiated
Description	Displays the job description

Go	It allows the admin to run the query
Clear	It allows the admin to reset the options
Provisioning Endpoint	Displays the name of the environment (cloud endpoint)
Organization	Displays the name of organization
Active	Displays whether a job is enabled or not
Status	Displays the status
Last Run Date	Displays the last run date of job
Next Run Date	Displays the next run date of job
Action	Lists the action that are performed for respective job. e.g., History, Reinitiate, Job Parameter and Scheduling.

2. Select **Job Type**.
3. Select Component.
4. Select Is Enable.
5. Enter **Job Name/ID** & select **Status**.
6. Click **Go**.
7. Jobs are displayed in a tabular form as shown in **Manage Jobs** à Home Page.

Reinitiate Job

To **Restart** a job, Admin user needs to check the box adjacent to the job.

1. Click Reinitiate Job ( ).
2. A Confirmation message appears as below.

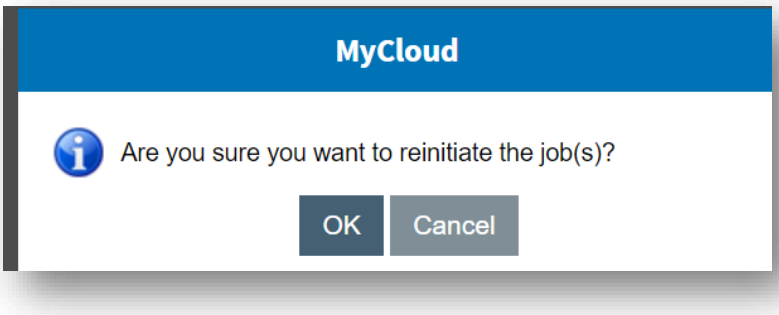


Figure 87 - Job Reinitiate Confirmation Message

3. Click **Ok**.

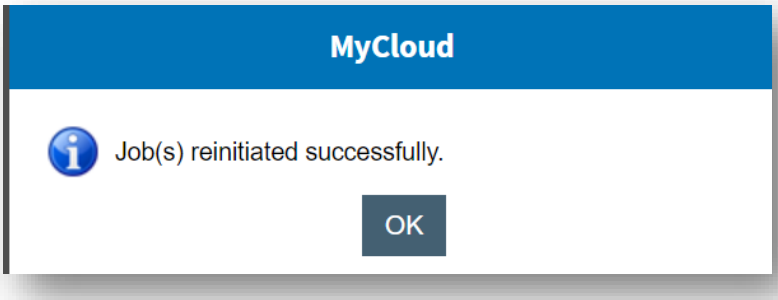
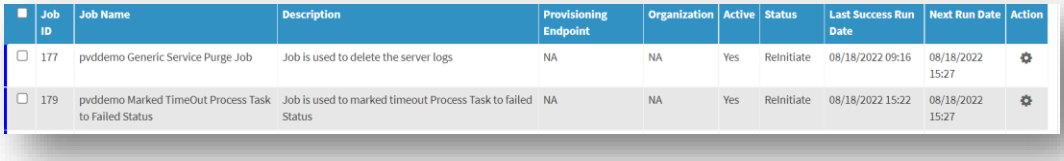


Figure 88 - Reinitiate Job Success Message

4. Finally, the **Status** becomes **Reinitiate** and the color changes to blue.



Job ID	Job Name	Description	Provisioning Endpoint	Organization	Active	Status	Last Success Run Date	Next Run Date	Action
177	pvddemo Generic Service Purge Job	Job is used to delete the server logs	NA	NA	Yes	ReInitiate	08/18/2022 09:16	08/18/2022 15:27	
179	pvddemo Marked TimeOut Process Task to Failed Status	Job is used to marked timeout Process Task to failed Status	NA	NA	Yes	ReInitiate	08/18/2022 15:22	08/18/2022 15:27	

Figure 89 - Reinitiate Job Status

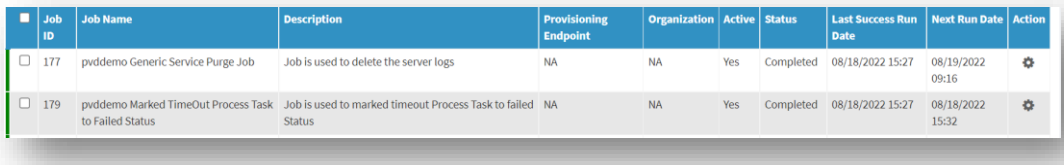
Refresh Jobs

To check the status of the job, click the **Refresh** ( ) button.

Enable Jobs

To enable a job, Admin user needs to check the box adjacent to the job.

1. Click **Enable Jobs** ( ). To check if the job is enabled, the status of **Active** column should be "**Yes**"



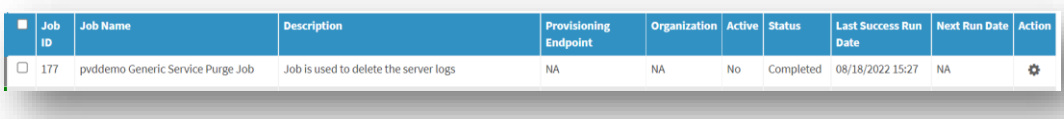
Job ID	Job Name	Description	Provisioning Endpoint	Organization	Active	Status	Last Success Run Date	Next Run Date	Action
177	pvddemo Generic Service Purge Job	Job is used to delete the server logs	NA	NA	Yes	Completed	08/18/2022 15:27	08/19/2022 09:16	
179	pvddemo Marked TimeOut Process Task to Failed Status	Job is used to marked timeout Process Task to failed Status	NA	NA	Yes	Completed	08/18/2022 15:27	08/18/2022 15:32	

Figure 90 - Enable Job Status

Disable Jobs

To disable/deactivate any job, Admin user needs to check the box adjacent to the job.

1. Click the **disabled** button ( ). To check if job is disabled, the status of **Active** column should be "**No**".



Job ID	Job Name	Description	Provisioning Endpoint	Organization	Active	Status	Last Success Run Date	Next Run Date	Action
177	pvddemo Generic Service Purge Job	Job is used to delete the server logs	NA	NA	No	Completed	08/18/2022 15:27	NA	

Figure 91 - Disable Job Status

3.4.2.9.1 Manage Job Actions

MyCloud allows an Admin to perform multiple actions against a job:

The following actions can be performed by clicking on **Action** icon .

- View Job History
- Reinitiate Job
- Modify Job Parameters
- Scheduling

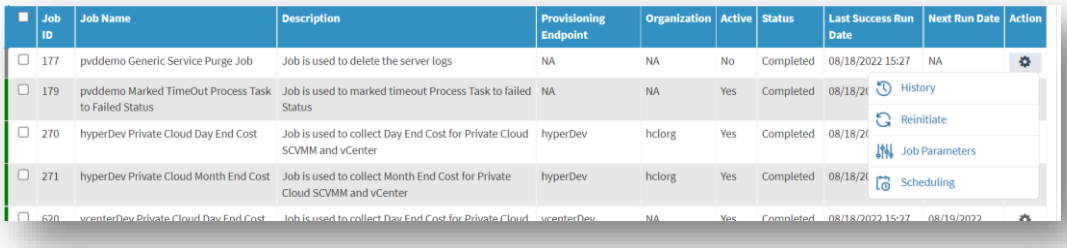


Figure 92 - Actions

3.4.2.9.1.1 View History

To view the history of a job user needs to follow the below steps:

1. Click **History** under the **Action** tab.

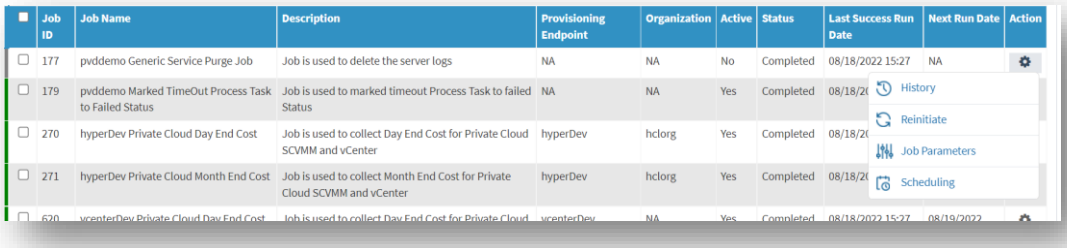


Figure 93 - Job History

2. Logs are displayed in a tabular form.

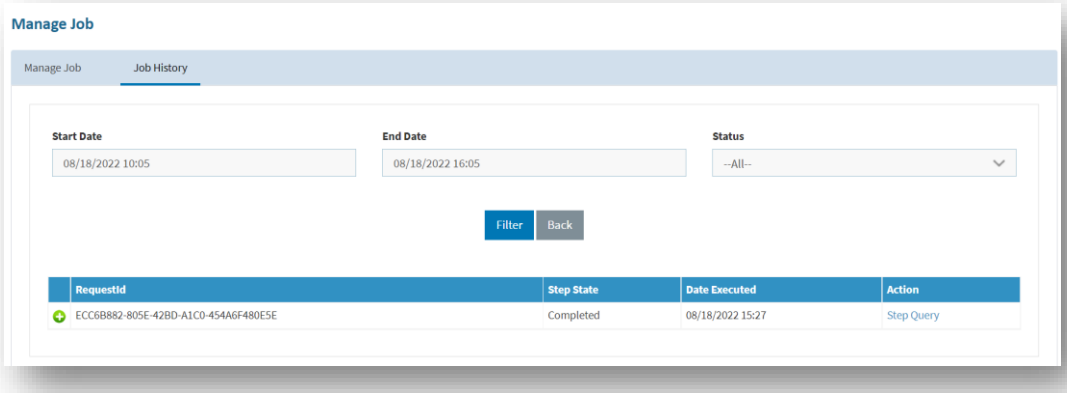


Figure 94 - Job History

User filters the Logs as required by using the Filter option.

3.4.2.9.1.2 Reinitiate Job

To reinitiate a job user needs to follow the below steps:

1. Click **Reinitiate** under the **Action** tab.

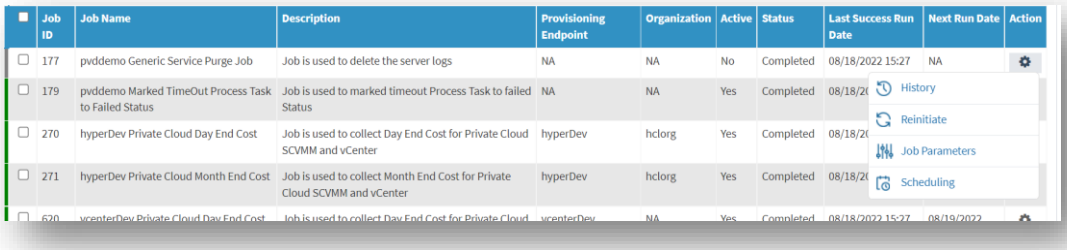


Figure 95 - Reinitiate

2. A confirmation message pops up.

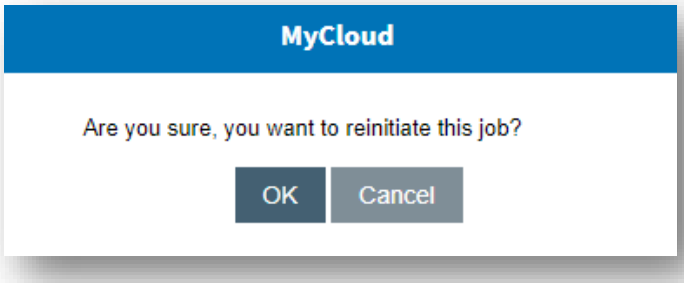


Figure 96 - Reinitiate Confirmation

3. Click **OK** to reinitiate the job.
4. A success message box appears.

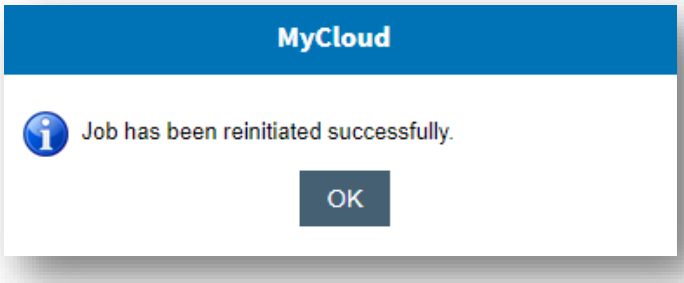


Figure 97 - Reinitiate Confirmation

3.4.2.9.1.3 Job Parameters

To modify job parameters of a job, Admin needs to follow the below steps:

1. Click **Job Parameters**.

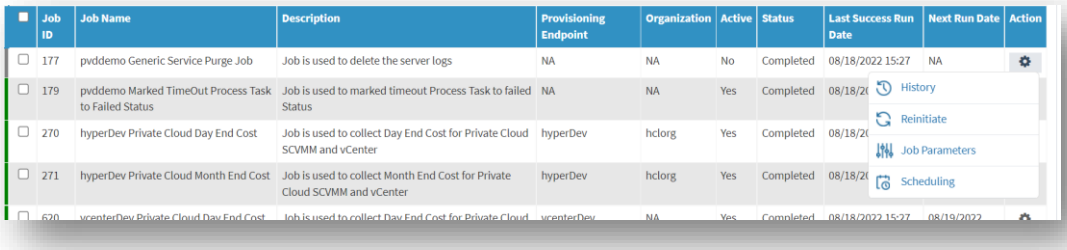


Figure 98 - Job Parameters

2. After changing the parameters, click **Save**.

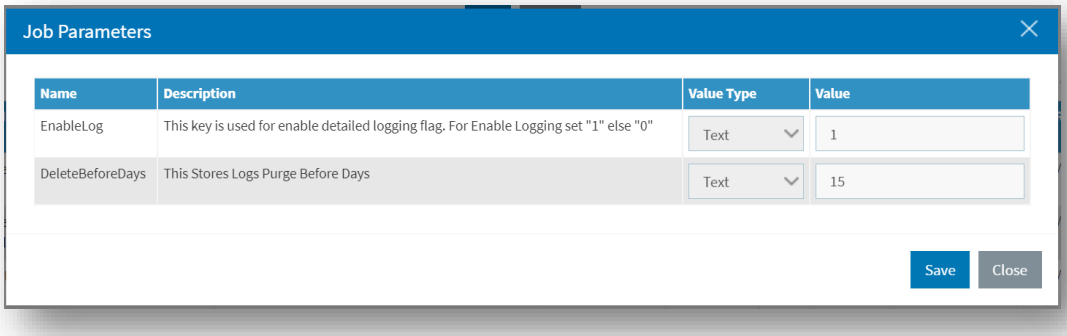


Figure 99 - Job Parameters

Refer the below table to understand the fields mentioned in the above figure:

Table 22 – Job Parameters

Field	Description
Name	Name of job parameter
Description	Job parameter description
Value Type	Value type of job parameter
Value	Default value of job parameter

3.4.2.9.1.4 Scheduling

To make changes in scheduling, Admin needs to follow the below steps:

1. Click **Scheduling** to change the frequency of Jobs.

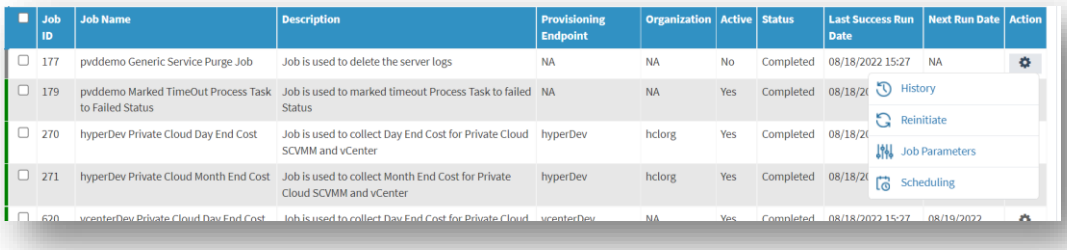


Figure 100 - Scheduling

2. Modify the parameters as per requirement, click **Save**.

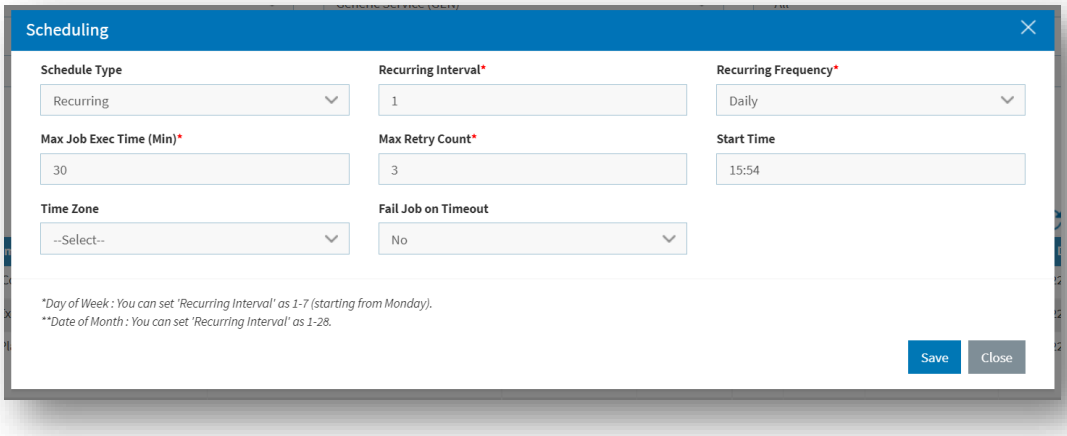


Figure 101 - Scheduling (cont.)

Refer the below table to understand the fields mentioned in the above figure:

Table 23 - Scheduling

Field	Description
Schedule Type	Lists whether a job needs to run on a recurring basis or one-time basis
Recurring Interval	Lists the recurring interval e.g., daily, weekly and many more
Recurring Frequency	Frequency of job
Max Job Exec Time	User can set Maximum Job Execution Time in Minutes.

Table 24 - MyCloud Admin Job Matrix

S. No	Component's	Job Type
1.	Generic Service (GEN)	Day End Cost Generic Job
2.		Month End Cost Generic Job
3.		Performance Generic Job
4.		Purge Execution Log Generic Job

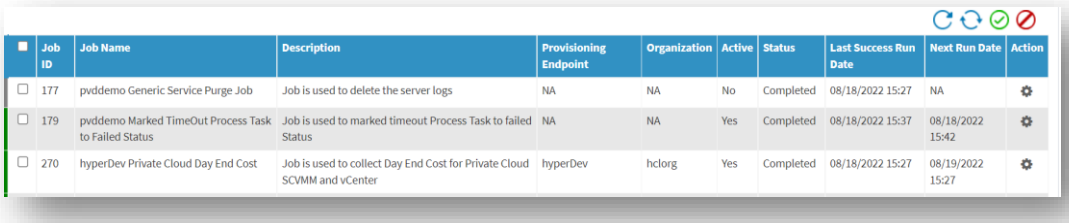


Figure 102 - Manage Job (Cont.)

3.4.2.10 Job Notification Details

Details of this screen has been provided in Job Notification Details section.

3.4.3 Logs

This section allows MyCloud Admin to view log of tasks that have been performed by MyCloud.

1. On the main menu bar, click **Logs**.
2. The drop-down appears as shown below:

Figure 103 - Logs

3. Click **View Logs** to view the logs.

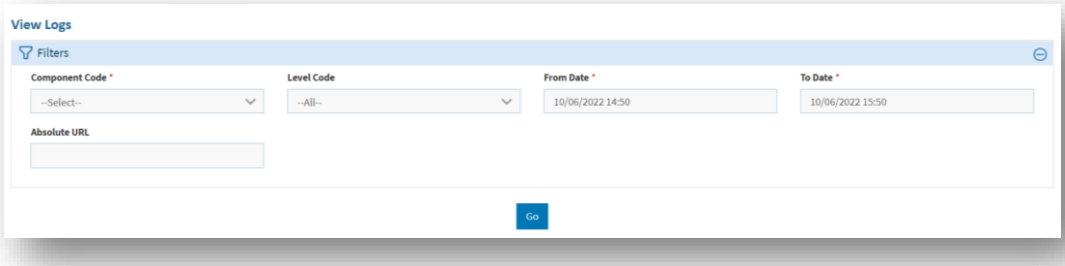


Figure 104 – Logs Home Page

Refer the below table to understand the fields mentioned in the above figure and fill in the details:

Table 25 – View Logs

Field	Description
Component Code	MyCloud component code
Level Code	Level code as info, error, and debug
From Date	Displays the starting period of log
To Date	Displays the end period of log
Go	It allows the admin to run the query

All the fields marked with asterisk (*) are mandatory.

4. Data gets displayed as shown below:

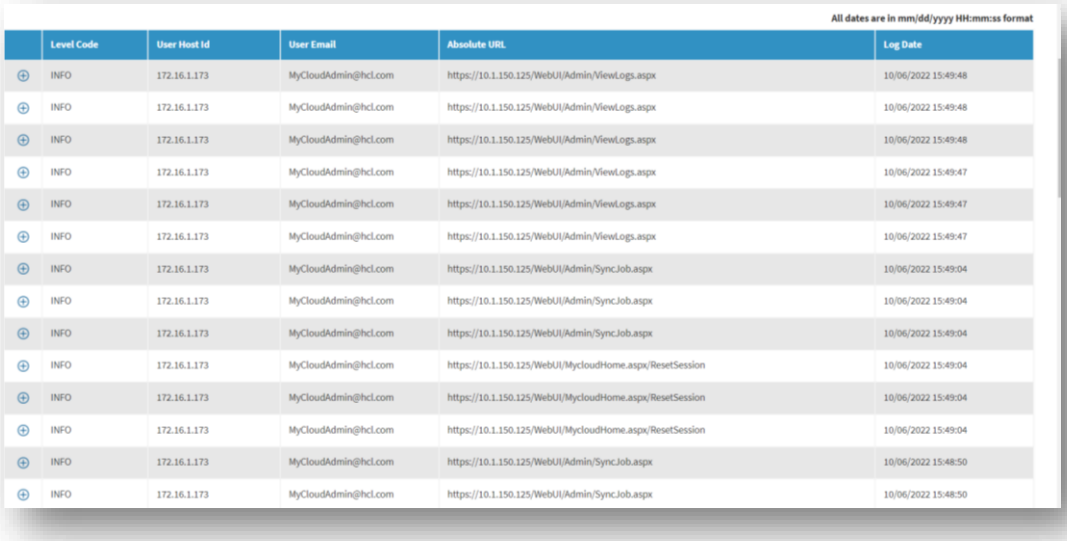


Figure 105 - View Logs

5. Click on **Expand** ( ) to check detailed logs.

Figure 106 - Detailed View Logs

3.4.4 Help

This section allows MyCloud Admin to view /download my cloud related documents and reference guides.

MyCloud admin can click on Download Reference Guide action to View the document or download the document in PDF format.

To continue with the other Provider level configurations, please refer to the **MyCloud Configuration Guide – Provider Module (Part 1 & 2).**

3.4.4.1 License Report

MyCloud licensing should be enhanced to capture the number of CI supported. i.e. License key will have details of number of CI to be supported by MyCloud.

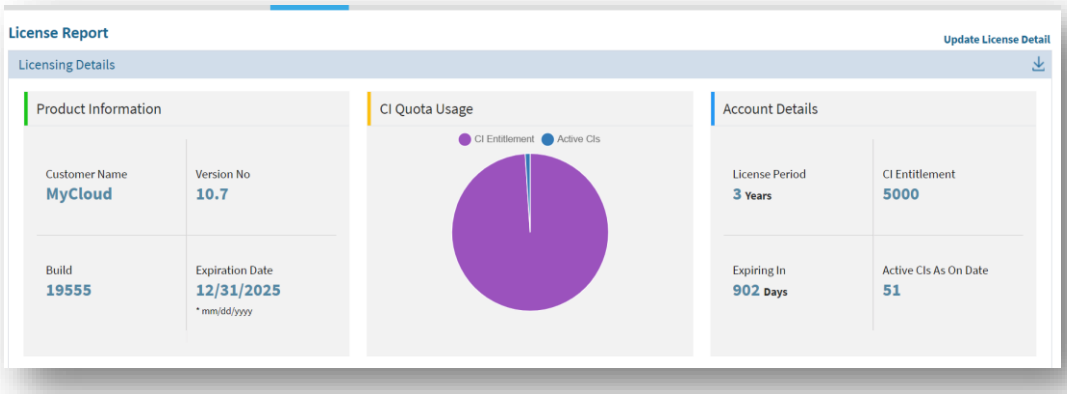


Figure 107 – License Report

Refer the below table to understand the fields mentioned in the above figure and fill in the details:

Table 26 – License Report

Section	Description
Product Information	This section will contain customer Name, Version No of MyCloud Product, Build no deployed-on server and expiration date.
CI Quota Usage	Cis entitled in license and active Cis
Account Details	This section will contain number representation of License periods, Entitled Cis, license expiring in days and active cis as on date.

- CI Consumption Report will active CIs data and trending charts of selected period (Default last 10 months' data will show).
- Users should be able to export the All-CI Report through License Report page in excel format.

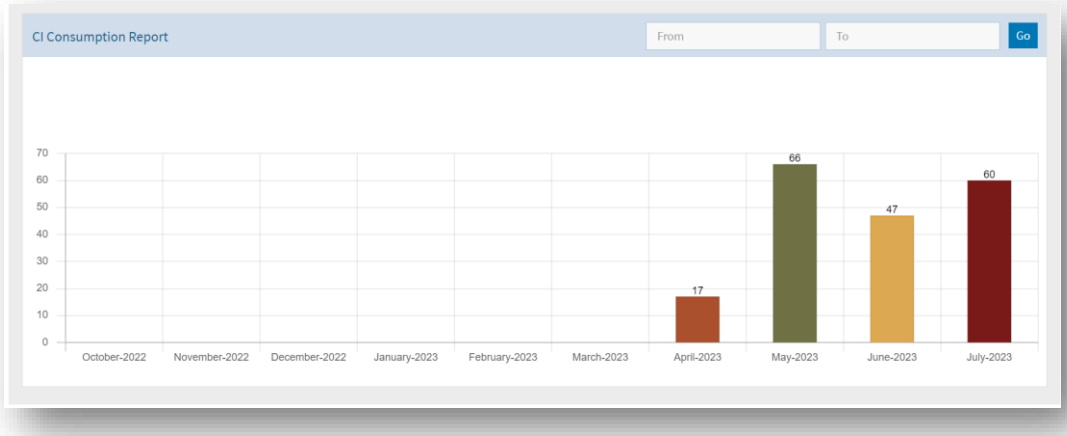


Figure 108 - CI Consumption Report

4 Support

To get support for this product, drop a mail to MyCloud-ProdSupport-Team@hcl-software.com.

HCLSoftware

hcltechsw.com