



# **Hosting Data Centers Customers Support Portal FAQ**

## **Version 1.0**

**Data Center Infrastructure**

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# Frequently Asked Questions

## **1. Customer Portal user Access (access, login issues, portal down, follow-up raised ticket, adding /changing user login,....) & follow-up issued tickets.**

Q. How do I get access to the support portal (<https://managementservices.etisalat.ae>) ?

A. If you are an authorized contact and don't have support portal account then please contact your account manager, else any authorized contact from your organization who have support account can request for creating the new user through the support portal.

Q. What can I do if I forgot my password

A. You can recover your password by clicking "Forgot your password?" option and follow the steps to send your password to the registered email address.

Q. How do I reset my password?

A. You can reset your password by selecting the option "Forgot your password". It will ask you to enter your username. Once you have entered your user name, the link to reset the password will be sent to your registered email address.

Q. How do I place my request if the support portal (<https://managementservices.etisalat.ae>) is down or not accessible due to errors?

A. You can also submit your request through support email ([support@dc.etisalat.ae](mailto:support@dc.etisalat.ae)). Please mention the error you're getting on the support portal with your request.

Q. How to submit my request in support portal?

A. You can submit your request in support portal by selecting the option Incidents under the tab "Trouble Tickets" then click on submit a request, enter the details and select create interaction option to place your request.

Q. How to check the status of open tickets?

A. You can check the status of the open tickets by clicking on the particular ticket in "view open request" available under the option "Incidents" in the tab "Trouble Tickets".

Q. How to search/find my requests?

A. You can search/find your request based on the search criteria by selecting the option "Find my request" under the option "Incidents" in the tab "Trouble Tickets".

Q. How do I follow up with Issued tickets?

A. You can have follow up with the updates for the tickets issued by the support team (only in the case support portal is down or not accessible due to issues) by sending the email through authorized contact to support email ([support@dc.etisalat.ae](mailto:support@dc.etisalat.ae)).

Q. How to add new users /remove existing users for accessing support portal from my organization?

A. You can add/remove users by logging the ticket in the support portal.

## 2. DC Access Visit (normal, emergency, authorization,..)

Q. How do I get access to Etisalat Data Centers?

A. You can get access to the data centers by logging ticket in the support portal (<https://managedservices.etisalat.ae>). Please mention date/time of your visit, visitors name & purpose of visit in your request.

Q. Can I visit/access the data center any time?

A. You can visit/access the data center 24/7 upon logging ticket in the support portal.

Q. What are the documents required before visiting the data center?

A. You should have valid ticket no. & possess a valid government issued photo ID (e.g. Emirates ID/Driving License) while visiting/accessing the data center.

Q. What will be the maximum period that I can get access to data center for each ticket?

A. For operational Customer, access request to be raised for each day (each ticket valid for one day). However, in case of provisioning/ installation stage, access request can be raised for one week.

Q. What does the authorized contact list form mean?

A. Authorized contact list form is the list consists of main contacts & authorized visitors from your organization. This form should be updated every six months & submitted to support team by logging ticket in the support portal and sending the updated form duly signed by authorized person from your organization with company stamp to support email [support@dc.etisalat.ae](mailto:support@dc.etisalat.ae).

Q. Where I can get Authorized contact list form?

A. You can download Authorized contact list form from support portal (<https://managedservices.etisalat.ae>) in the list of documents available under e-hosting solutions.

Q. How do I add/remove/update main contacts & visitors lists from my organization in Authorized contact list form?

A. You can add/remove/update main contacts & visitors list from your organization by logging ticket in the support portal at any time and the updated form duly signed by authorized person from your organization with company stamp should be send to [support@dc.etisalat.ae](mailto:support@dc.etisalat.ae).

Q. How do I get access to the data center in emergency situations?

A. If you require access due to an emergency situation or at short notice or due to unforeseen Circumstances,

You should process your request via Account Manager in writing and phone. In case you/re not able to reach your account manager then you should send email to [support@dc.etisalat.ae](mailto:support@dc.etisalat.ae) from authorized contact with proper justification for your access request.

### 3. Customer Portal Main Information Request/Various Service Request

Q. How to submit my request for ports open/close?

A. You can submit your ports open/close request to us by logging ticket in the support portal and sending updated security policy form via mail [support@dc.etisalat.ae](mailto:support@dc.etisalat.ae). You can also have follow up with the updates in the same ticket or by calling us on 8004181.

Q. What do you mean security policy form?

A. Security policy form consists of list of access policies that needs to be added/ removed on customer subscribed ports. This should be filled at the provisioning time. The customer should update this policy in order to implement security policy change. You can also download security policy form from support portal (<https://managedservices.etisalat.ae>).

Q. How do I submit request for updating PTR/DNS records?

A. You can log a ticket in support portal (<https://managedservices.etisalat.ae>) for updating PTR/DNS records with the IP details. You can also check the status of this request in the same ticket.

Q. Whom do I need to contact if I face VPN login issue?

A. You can log ticket in support portal (<https://managedservices.etisalat.ae>) if you're facing VPN login issue with required details. To follow up you can check the status in the same ticket or through email [support@dc.etisalat.ae](mailto:support@dc.etisalat.ae) or by calling us on 8004181.

Q. Where I can find VPN installation steps?

A. You can download VPN installation guide from support portal (<https://managedservices.etisalat.ae>) available under e- hosting solutions menu.

Q. How to reset my VPN password?

A. To reset your VPN password you need to log a ticket in support portal (<https://managedservices.etisalat.ae>). Once you logged ticket your request will be completed within two working days.

Q. Is Etisalat providing DDOS protection?

A. Yes Etisalat is providing Managed DDOS Mitigation service to protect your business from DDOS attacks.

Q. What is Managed DDOS Mitigation service?

A. Managed DDOS Mitigation service is to provide the business customer the security they needed from the outside threats through Distributed Denial of service management. Our advance solutions will ensure business continuity and product continuity through quick responses to DDOS attacks. The security solutions are being offered as part of service include cloud based security service whereby DDOS attack identification and mitigation occurs proactively within Etisalat IP backbone before it reaches the customers network.

#### Q . How to subscribe to Managed DDOS Mitigation service?

A. You can contact your account manager to subscribe Managed DDOS Mitigation service. Your account manager will provide the details of the subscriptions.

### 4. Equipment Add/Remove (process, approval, delivery)

#### Q. What is the procedure to be followed for adding/removing/replacing equipment at data center?

A. For any add/remove/replace of equipment in your designated area you should log a ticket in support portal and power feasibility sheet needs to be send to support email [support@dc.etisalat.ae](mailto:support@dc.etisalat.ae) for approval.

#### Q. What do you mean by Power Feasibility sheet?

A. Power Feasibility sheet consists of details of power consumption & heat dissipation of your equipment hosted in the data center facility. This power sheet needs to be updated whenever you want to add/remove/replace the equipment in the hosted facility and it should be sent to support email [support@dc.etisalat.ae](mailto:support@dc.etisalat.ae) along with valid ticket for getting approval.

#### Q. How do I get an access to the data center for add/remove/replace equipment?

A. You can log a new ticket in support portal (<https://managedservices.etisalat.ae>) once your Add / remove / replace activity has been approved by our data center team.

#### Q. What can I do if my add/remove/replace of equipment request is not approved?

A. You can contact your account manager to get more details if your add/remove/replace of equipment request is not approved.

#### Q. What is the procedure for delivery, installation and removing of equipment?

A. You are allowed to deliver & install/remove equipment in your hosted area once you have valid approved ticket no.'s (both for add/remove & access). You can use staging room facility for packing/unpacking of equipment. During installation/removing/replacing of equipment onsite support staff will give Installation Check list form to you to fill the details of the equipment. You can also download the same form from support portal (<https://managedservices.etisalat.ae>).

#### Q. When I can deliver equipment to the data center?

A. You can deliver your equipment/items to the data center with valid approval ticket during business hours only. In case of emergency or after working hours, an approval must be obtained from Data Center team.

#### Q. How I can take equipment from loading area to inside the data center?

A. You can use trolleys available in the data centers to transport the equipment into the data center hosting area, provided that such trolleys are returned to the designated trolley storage areas.

#### Q. Where I can do the unpacking of delivered equipment?

A. You can use the staging room facility where applicable to unpack/pack and configure equipment. Unpacking is not allowed in the DC Colo space.

### Q. Is delivered equipment must be installed on the same date?

A. The delivered equipment must be installed on the same date for the subscribed customers otherwise you have to take the items back or you can keep it in the Etisalat Data Center store for specified period with prior approval from data center support team based on first come- first serve and store space availability.

## 5. Remote Hand (subscription, scope,..)

### Q. What is Remote Hand Service?

A. Remote hands service includes on-site first line operation, support and can be expanded to specific scope according to your requirement from simple reboots to swapping out the hardware. Remote hand service involved designated personnel physically touching your equipment to perform certain tasks such as Restart Server, Change UTP cable, Plug/Unplug Fiber/UTP cables form/to Devices, Non-routine physical Tape Backup, Physical server inspection, Login server inspection (check parameters, availability of services & booting process). Remote Hand Service request can be done only for the subscribed customers.

### Q. How to subscribe Remote Hand Service?

A. You can contact your account manager to subscribe Remote Hand Service. Your account manager will provide the details of the subscriptions (Basic & Advanced RHS).

### Q. How to submit Remote Hand Service request after I subscribe for it?

A. You can submit your remote hand service request by logging a ticket via support portal (<https://managedservices.etisalat.ae>)

. If required, you may also follow up via support mail or call 8004181 for any further details and coordination with onsite team.

## 6. Incidents (NW, PORT, SLOWNESS, Accessibility, power,.....)

### Q. Whom do I need to contact if I face network connectivity, browsing, slowness, ports flapping issues?

A. You can log a ticket via support portal (<https://managedservices.etisalat.ae>) with brief description of the issue you're facing. To follow up you can send email to support email [support@dc.etisalat.ae](mailto:support@dc.etisalat.ae) or you can call us on 8004181.

### Q. Whom do I need to contact if I face accessibility issues such as server not reachable or IP not pingable?

A. You can log a ticket in support portal (<https://managedservices.etisalat.ae>) with brief description of issue you're facing. To follow up you can send email to support email [support@dc.etisalat.ae](mailto:support@dc.etisalat.ae) or you can call us on 8004181.

### Q. Whom do I need to contact if I face power issue/power outage?

A. You can log a ticket via support portal (<https://managedservices.etisalat.ae>) and also you can send email to support email [support@dc.etisalat.ae](mailto:support@dc.etisalat.ae) or you can call us on 8004181 to enquire about any power incident happened inside the data center. Also you can get detailed incident report in case of any power incident occurred.

Q. Whom do I need to report if I find high rise in temperature/humidity in data center?

A. You can log a ticket in support portal (<https://managedservices.etisalat.ae>) and also you can send email to support email [support@dc.etisalat.ae](mailto:support@dc.etisalat.ae) or you can call us on 8004181 to enquire about any high rise in temperature/humidity in the data center. Also you can get detailed incident report if any high rise in temperature/humidity occurred.

## 7. What are Prohibited /not allowed in DC hosting sites/colocation space?

- Eating and drinking are not allowed.
- No food, beverages or liquids of any kind shall be allowed inside the data center.
- Plastic materials are not allowed to take inside the data center.
- Smoking is not permitted anywhere in the Datacenter.
- Customers are not allowed to keep empty boxes, wastes, packaging inside the data center and it should be properly disposed.
- Taking camera/photos inside the data center is not allowed.
- Hazardous, Corrosive, or combustible materials not permitted to carry inside the data center.
- Customers are not permitted to approach, handle, use, inspect or examine any equipment, cabinets, cage space, other than their cabinets.
- Customers are not allowed to open tiles without data center onsite team knowledge.
- Customer is not allowed to cut the tile under his rack; customer should request the Data Center for tile cut.

## 8. Customer violations

Q. What is considered as violation of etisalat DC rules & policy?

A. Any unsafe or unacceptable situation or practice, which leads to violating the rules and regulations of Etisalat Data Center, is considered as violations. If onsite DC staff notifies the customer in writing of a violation of the Datacenter Rules then the customer should take action to clear the violations within 24 hours or within a longer time as agreed by the Data Center.

Q. What actions will be taken if I did not clear the violation within specified time period?

A. Upon notification received from Etisalat for violation, you must attend and clear it immediately within 24Hr. Else; you should response for planned date for visiting the DC for rectifying the issues, which should not exceed one week. Reminder will be send to your account manager for the same ,If you didn't clear /response with the agreed period with onsite support, your access to data center will be revoked and not allowed to enter the data center until you agreed to clear the violations.

## 9. When I need to contact my account manager?

You need to contact your account manager when you want to subscribe for any services such as Remote Hand Service, additional power requirement, Network requirement, for ceasing of services and for any request that the data center team asks you to contact your account manager.

## 10. What are the installation best practice that needs to be followed inside the data center site?

- Customer should follow Data Center onsite staff instructions when installing new equipment inside the Data Center premises.
- Open frame racks structure are not allowed for hosting IT equipment within Etisalat hosting Data center as its not providing a physical equipment security & they offer very little control over airflow.
- Customer should mount his devices in the rack as per hot/cold aisles arrangement. Device front side should face cold aisle and rear side should face hot aisle.
- Customers are allowed to install rack-mounted equipment only. In case of non-standard equipment, customer should arrange rack shelves in line with respective account manager.
- All servers should be placed 4 to 6 inches from the front and rear cabinet doors to provide sufficient space for accessories, such as handles and cables, as well as airflow.

## 11. Termination/Ceasing of services

Q. Whom do I need to contact if I want to cease or terminate my service?

A. You need to contact your account manager to cease or terminate your service from Etisalat Data Center. Your account manager will guide you throughout the process.

Q. How should I place my access request to recover all equipment once my support portal user account has been ceased?

A. You should place access request to us through your account manager to approve it to cease your equipment.

Q. What are the procedures to be followed during my site visit to remove the equipment?

A. You should remove all your belongings from data center site once your service has been ceased and you need to fill DCS installation checklist form with the details of the equipment that you removed/ceased.

## 12. Features added in Newly Revamped eHosting Service portal (<https://manageservices.etisalat.ae>)

Q. What are all the features enabled in the newly revamped eHosting service portal ?

A. Below are the features added in the newly revamped eHosting service portal in order to provide you the best service.

- List of network configuration items enabled for the customer to generate the report which displays the list of configuration items (ehosting devices and services) associated with the customer based on the type and status.
- Option to generate the report of the tickets logged by the customers has been enabled and also there is option to export the generated report to the various file formats (.docx, pdf, .xlsx etc).
- Ticket feedback and Ticket rating has been enabled for the customers to provide their feedback on the tickets in order to improve our service.

- Attachment option has been enabled for the customers while submitting the ticket.
- GIS Map enabled for the customer to view the devices and services hosted in different locations with their status and same can be exported to the excel sheet using export option.
- Reset password option has been enabled for the customers to change their password.

**Q. How to generate the report of the list of tickets logged?**

A. You can generate the report of the list of logged tickets by selecting the option “Incident reports” under the tab “Trouble tickets”. You can also export the generated report to the various file formats (.docx, pdf, .xlsx etc).

**Q. How to generate the report of the list of network configuration items (ehosting devices & services)?**

A. You can generate the list of configuration items (ehosting devices & services) by selecting the option “Incident reports” under the tab “Trouble tickets”. Then select the option “Network configuration items – eHosting devices”. Now the list of devices and services associated with you will be displayed based on the type and status. You can also export the generated report to the various file formats (.docx, pdf, .xlsx etc).

**Q. How to give feedback and rating for the tickets logged?**

A. You can give feedback and rating for the logged tickets by selecting the option “Ticket Feedback” under the tab “Trouble Tickets”. Now the list of closed tickets that belongs to you will appear. Select the ticket that you want to give feedback and rating and then select the option “Enter Feedback” to provide feedback & rating of choice.

**Q. How to add the attachments to the tickets?**

A. You can now add the attachments to the ticket by selecting the option “Add files” while submitting the ticket.

**Q. How to view the devices and services hosted in various locations in GIS Map?**

A. Once you logged in to the support portal, you will find GIS map showing your hosted location. By clicking on the particular location, the list of devices and services associated with you will be displayed based on the type, sub type and status. You can also have the option to filter the device/service by name, sub type & location name and the list of records can be exported to excel sheet.

**Q. How to reset my password?**

A. You can reset your password by selecting the option “Forgot your password”. It will ask you to enter your username. Once you have entered your user name, the link to reset the password will be sent to your registered email address.