



Beeks¹

Customer Portal User Manual

Beeks Group
Winter 2021

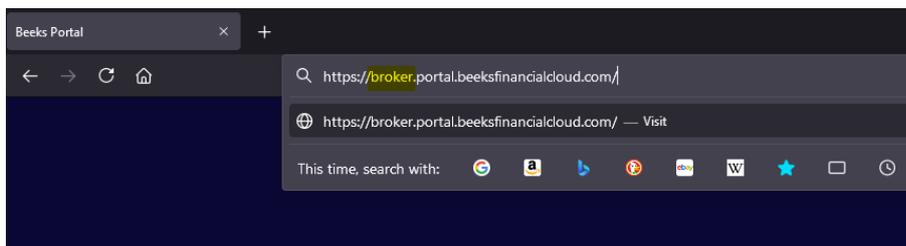
Build.Connect.Analyse.

Accessing your portal

Finding your portal

Beeks provides customers with a portal that is exclusive to you.

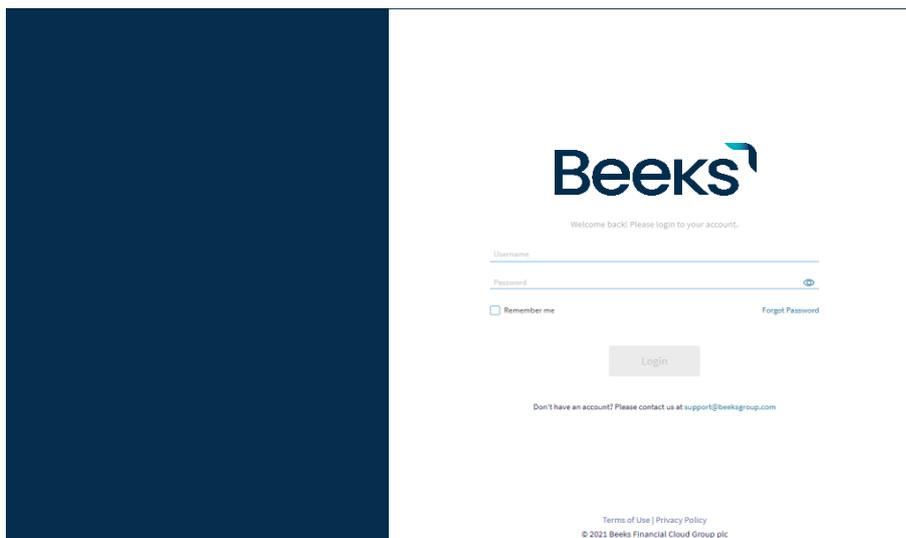
Your portal URL is provided to you at the time of setup. If you have not received your portal URL, please request it from support@beeksfx.com



Logging in

An 'Administrator' account is created for the user who initiated the order. They may have requested other users be created as part of the onboarding discussion. Please speak to your Administrator if you have not received a "New Portal User created" email from support@beeksfx.com

Once you receive this email, please follow the link provided and enter your username (your email address) and the generated password supplied.



If the password fails to work, please click 'Forgot Password'.

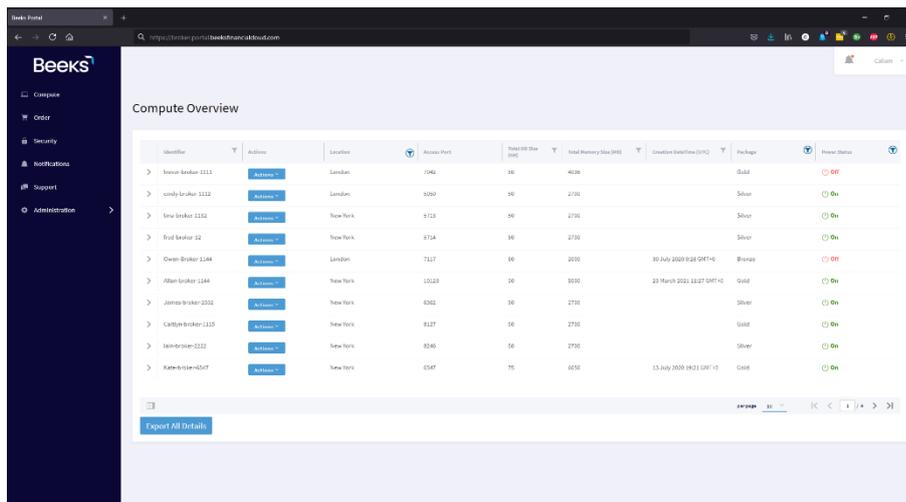
You will be prompted for your email address where we will send you a one-time link to reset your password.

If you are still having difficulties logging in please contact support@beeksfx.com

Managing your compute

Compute overview

'Compute Overview' is the first page you see when you login into your portal and displays details of your compute items - Virtual Private Servers, Dedicated Servers and Virtual Server Hosts.



The screenshot shows the 'Compute Overview' page in the Beeks portal. The page features a dark sidebar with navigation options: Compute, Order, Security, Institutions, Support, and Administration. The main content area displays a table of compute items with the following columns: Identifier, Address, Location, Access Point, vCPU, Total Memory Size (GB), Creation Date/Time (UTC), Package, and Power Status. The table contains 10 rows of data, each with an 'Actions' button. At the bottom of the table, there is an 'Export All Details' button.

Identifier	Address	Location	Access Point	vCPU	Total Memory Size (GB)	Creation Date/Time (UTC)	Package	Power Status
> Bruce-Server-1111	Actions	London	1942	36	4096		Gold	Off
> Sandy-Server-1112	Actions	London	2009	36	2700		Silver	On
> Eric-Server-1113	Actions	New York	5723	36	2700		Silver	On
> Fred-Server-12	Actions	New York	5714	36	2700		Silver	On
> Owen-Server-1144	Actions	London	7327	36	2000	30 July 2020 12:28 GMT+0	Bronze	Off
> Allan-Server-1144	Actions	New York	12123	36	8000	23 March 2021 11:27 GMT+0	Gold	On
> James-Server-1131	Actions	New York	6382	36	2700		Silver	On
> Carlisle-Server-1115	Actions	New York	8127	36	2700		Gold	On
> Ian-Server-1212	Actions	New York	8246	36	2700		Silver	On
> Kate-Server-1517	Actions	New York	0547	75	4056	13 July 2020 18:21 GMT+0	Gold	On

From here, you can view more information about each of your compute items, perform actions on them, and export your entire itinerary as a spreadsheet (.csv).

Beeks supports a number of different Compute Types, to cater for different client requirements. Beeks offers Virtual Private Servers, Virtual Hosts and Dedicated Servers.

Virtual Private Server

Virtual private servers run on a hypervisor, allowing multiple different hosts to run on the same physical hardware. A VPS offers the best performance/price ratio for most workloads, and provides highest flexibility and scalability.

Virtual Server Host

A Virtual Server Host allows customers with larger virtual workloads to have dedicated hardware to provision their own set of Virtual Private Servers on. Each VPS Host will be part of a VPS Cluster. The VPS Cluster is configured by Beeks as part of your environment setup.

Dedicated Server

Dedicated Server instances are very powerful dedicated compute instances running on bare metal (one operating system running on each physical host). Dedicated Servers provide lots of RAM, CPU, and storage, and the highest levels of performance.

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Managing your compute

Filter

You can reduce down the list to display only the compute items you want to view by clicking on the filter icon. Depending on the column, you will see either a checkbox list (see image) or you will be provided with a free text box to enter text. As you type, the table data will automatically reduce.

Compute Overview

Identifier	Actions	Compute Type	Location	Access Port	Total HD Size (GB)
> trevor-broker-1111	Actions	<input checked="" type="checkbox"/> Virtual Machine <input checked="" type="checkbox"/> Dedicated Server	London	7042	50
> cindy-broker-1112	Actions		London	5050	50
> tina-broker-1132	Actions	Virtual Machine	New York	5713	50
> fred-broker-12	Actions	Virtual Machine	New York	5714	50

Sort

You can sort most columns in the table by clicking on the column title. This will reveal an arrow pointing in the sort direction. Clicking a second time will change the sort order from ascending to descending.

Managing your compute

Customising Your View

A list of columns will appear by default, however you can add or remove some columns to suit your needs.

At the foot of the table on the left hand side you should see an icon (highlighted in the image above). Clicking on this will open a small window where you can select/deselect columns to show/hide as required.

Compute Overview

Identifier	Actions	Compute Type	Location	Access Port	Total HD Size (GB)
> trevor-broker-1111	Actions	Virtual Machine	London	7042	50
> cindy-broker-1112	Actions	Virtual Machine	London	5050	50
> tina-broker-1132	Actions	Virtual Machine	New York	5713	50
		Virtual Machine	New York	5714	50
		Virtual Machine	London	7117	50
		Virtual Machine	New York	10123	30
		Virtual Machine	New York	6362	50
		Virtual Machine	New York	8127	50
		Virtual Machine	New York	8246	50
		Virtual Machine	New York	6547	75

Show Columns

- Compute Type
- Account
- Location
- Public IP
- Access Port
- Email
- Total HD Size (GB)
- Total Memory Size (MB)
- Creation DateTime (UTC)
- Operating System

Select All

Performing actions on compute

Each compute item you have ordered has its own 'Actions' menu. Depending on your permission level some actions may be hidden. Please speak to your Administrator if you believe you should have more options available.

For 'Administrators' see section 'Managing your Portal Users'.

Compute Overview

Identifier	Actions	Location	Access Port	Total HD Size (GB)	Total Memory Size
> trevor-broker-1111	Actions	London	7042	50	4096
> cindy-broker-	Reset Password	London	5050	50	2700
> tina-broker-1	Resend Welcome Email	New York	5713	50	2700
> fred-broker-1	Hard Restart	New York	5714	50	2700
> Owen-Broker	Soft Restart	London	7117	50	2000
> Allan-broker-	Power On	New York	10123	30	5000
> James-broker-2332	Hard Power Off	New York	6362	50	2700
	Soft Power Off				

Action: VPS/DS – Resending Welcome Note

Compute Overview

Identifier	Actions	Location	Access Port	Total HD Size (GB)	Total Memory Size
> trevor-broker-1111	Actions	London	7042	50	4096
> cindy-broker-	Reset Password	London	5050	50	2700
> tina-broker-1	Resend Welcome Email	New York	5713	50	2700
> fred-broker-1	Hard Restart	New York	5714	50	2700
> Owen-Broker	Soft Restart	London	7117	50	2000
> Allan-broker-	Power On	New York	10123	30	5000
> James-broker-2332	Hard Power Off	New York	6362	50	2700
	Soft Power Off				

You will receive a notification email when you order new compute and configuration is complete. For new Virtual Private Server compute, this email will include your username and password.

If you wish a fresh copy of this email you can select "Resend Welcome Email" and all users will receive the original username and password.

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Performing actions on compute

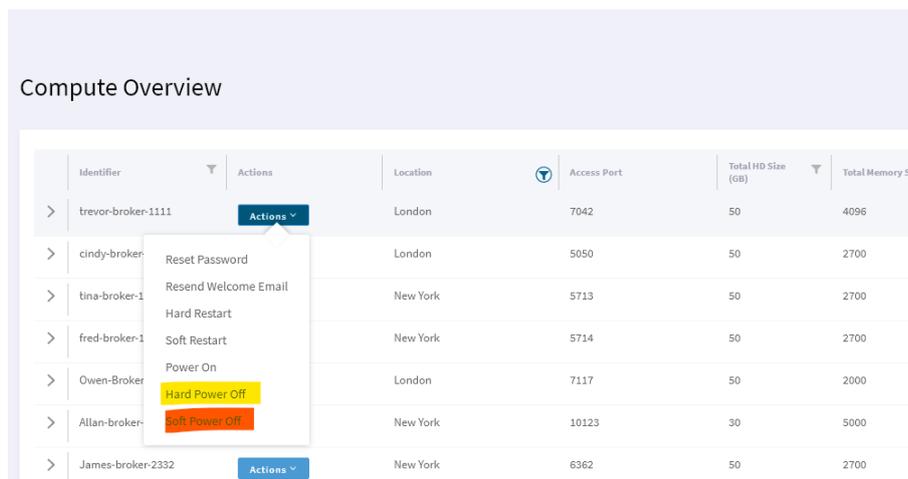
Note that anyone with access to the compute could have changed the password.

Action: VPS/DS – Reset Password

If you lose your password and the original is no longer working, you may require a password reset. For Virtual Private Servers, we will create a new random password and email it out to you. For Dedicated Servers we will update our records and email you to let you where to find these new details.

Action: VPS/DS – Power On, Power Off, Restart

Each compute can be powered on, powered off or restarted. For power off and restart,



Compute Overview

Identifier	Actions	Location	Access Port	Total HD Size (GB)	Total Memory Size
> trevor-broker-1111	Actions	London	7042	50	4096
> cindy-broker	Reset Password	London	5050	50	2700
> tina-broker-1	Resend Welcome Email	New York	5713	50	2700
> fred-broker-1	Hard Restart	New York	5714	50	2700
> Owen-Broker	Soft Restart	London	7117	50	2000
> Allan-broker	Power On	New York	10123	30	5000
> James-broker-2332	Hard Power Off	New York	6362	50	2700
> James-broker-2332	Soft Power Off				

there are two options: Hard and Soft. Soft attempts to power off the compute via the operating system, similar to going to Windows Start > Shutdown.

Hard on the other hand is more like pulling the plug. Please note that Hard power operations could lead to some data loss.

Action: VPS – Increase VPS Capacity

Only Availability to Proximity Cloud Users

Allows adjustment of the **vCPU**, **Memory (MB)** and **Disk (GB)** values of an existing VPS. This will temporarily power down the VPS while the changes are made.

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Performing actions on compute

Action: VPS – Duplicate VPS

Only Available to Proximity Cloud Users

Allows Users to quickly creates a VPS of the same spec as the source compute.

Action: VPS Host – Create VPS

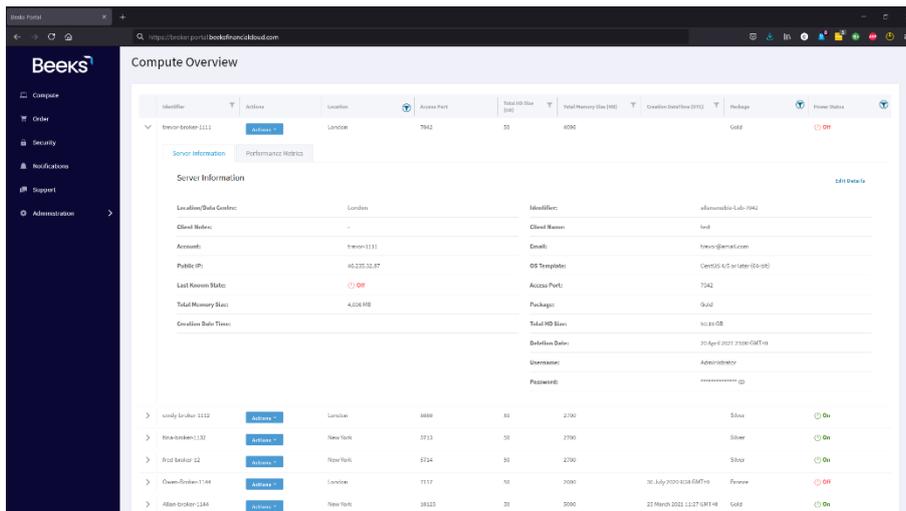
Only Available to Proximity Cloud Users

Allows Users to provision a VPS on to an already configured VPS Host

What you can view in portal

Compute details

For each compute item you can view additional details by clicking on the arrow icon found to the left of every row.



Server Information

The first tab that is revealed shows a grid of data about your compute item.

Certain Fields are editable for your internal book keeping and you can update these values by clicking on 'Edit Details'.

Viewing Credentials

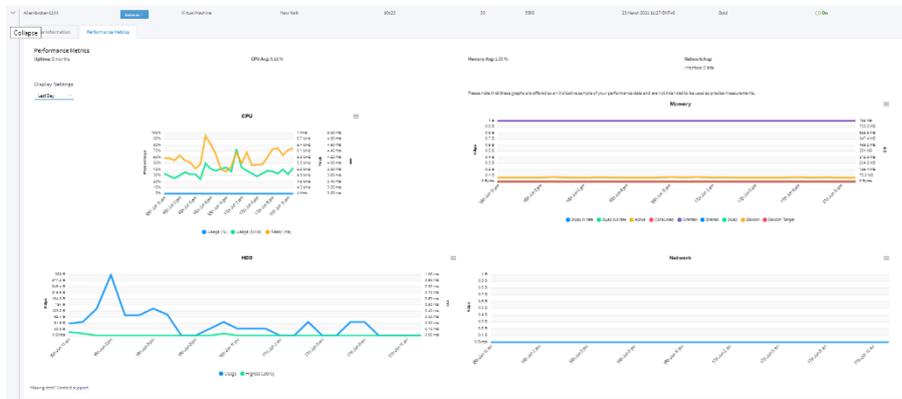
Clicking on View Credentials button will display the Protocol, IP Address, Port, Username and Password for that compute.

Performance Metrics

On selecting the 'Performance Metrics' tab, you will be presented with a series of graphs detailing the compute and network load affecting your server.

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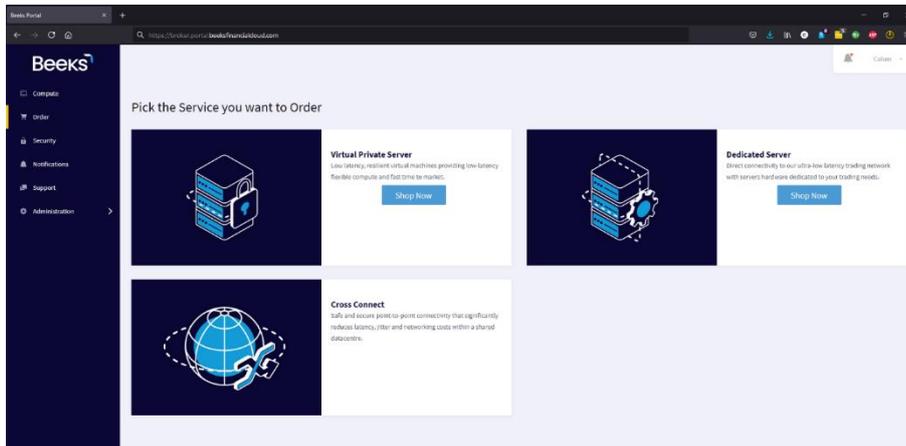
What you can view in portal



By default, we show the previous 24hrs of data. You can change this timeframe by selecting the pull-down menu labelled 'Display Settings'.

Ordering compute

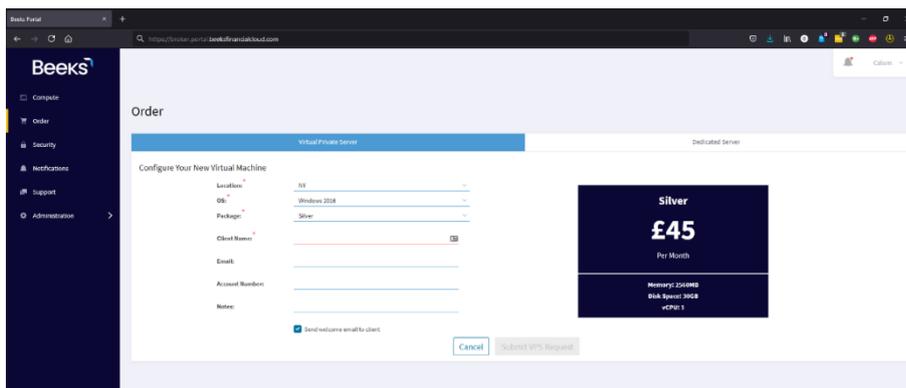
To order new compute, select 'Order' from the navigation menu on the left-hand side of your Portal.



Order Overview

This page reveals a summary of the items you can order. Virtual Private Server (VPS), Dedicated Server (DS) or Cross Connect (CX).

Making a Virtual Private Server order



Select "Shop Now" on the Virtual Private Server type you want to order and you will be redirected to a form with further customisation options.

Required Fields are indicated with a *.

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Ordering compute

Location refers to the data centre region in which we will build your new VPS.

OS refers to the operating system we will deploy to your new VPS.

Package refers to how much resource we will assign to your new VPS.

The **Email** field allows you to enter an email address of an external client who is not a registered Portal user i.e. a client of yours who you wish to receive credentials for the completed Virtual Private Server. The option to email an external client can be disabled by unchecking “Send welcome email to client”.

Regardless of whether this box is checked, this client will receive email notification of any planned scheduled maintenance or outage reports which may affect this compute resource.

‘Account Number’ and ‘Notes’ are optional fields for assigning your own internal reference to the newly created compute (e.g. to keep track of your own client billing).

Making a Dedicated Server order

The screenshot shows the Beeks Portal interface for ordering a Dedicated Server. The page is titled "Order" and has three tabs: "Virtual Private Server", "Dedicated Server", and "Cross Connect". The "Dedicated Server" tab is active. The main content area is titled "Configure Your New Dedicated Server" and contains several form fields with red asterisks indicating required fields:

- Data Center: MEX
- OS: Windows 2012r2
- Package: Ruby
- Cloud Name: [Redacted]
- Email: [Redacted]
- Account Number: [Redacted]
- Contract: Select a contract

Below these fields is a "Beeks Connect" section with a "Cross Connect" dropdown menu. A summary box on the right displays the server configuration and price:

- Server Name: Ruby
- Price: £273 Per Month
- Memory: 16GB
- Disk Space: 25GB
- CPU: 1x Intel Xeon 4 Core 3.4GHz CPU
- Networking: Single Network Card

At the bottom of the form, there are "Cancel" and "Submit Dedicated Server Request" buttons.

Select “Shop Now” on the Dedicated Server type you want to order and you will be redirected to a form allowing you to customise your order.

Required Fields are indicated with a *.

Ordering compute

Location refers to the data centre region in which we will provision your new Dedicated Server.

OS refers to the operating system we will deploy to your new Dedicated Server.

Package refers to the hardware specifications of your new Dedicated Server.

The **Email** field allows you to enter an email address of an external client who is not a registered Portal user. This client will receive email notification of any scheduled maintenance or outage reports which may affect this compute resource.

'Account Number' and 'Notes' are optional fields for assigning your own internal reference to the newly created compute (e.g. to keep track of your own client billing).

'Contract term' field allows you to opt to pay annually rather than monthly.

Customising Your Dedicated Server Order

You can choose to increase the base spec of your chosen package by clicking on 'show additional add ons services'. You can order additional hardware/services for your new Dedicated Server by selecting to 'view additional Addons/Services'.

Add Ons

Each Add On option usually requires a manual upgrade of equipment. Please note that this can delay fulfilment of your order by up to 14 days depending on the availability of components.

Services

Each service can usually be provided within 1-2 days of making your order.

Proximity Cloud

Proximity Cloud gives Beeks users unprecedented control of their infrastructure. Clients know that the infrastructure within the rack is fully dedicated to their usage. If you would like to find out more please contact sales@beeksgroup.com

Rack Overview

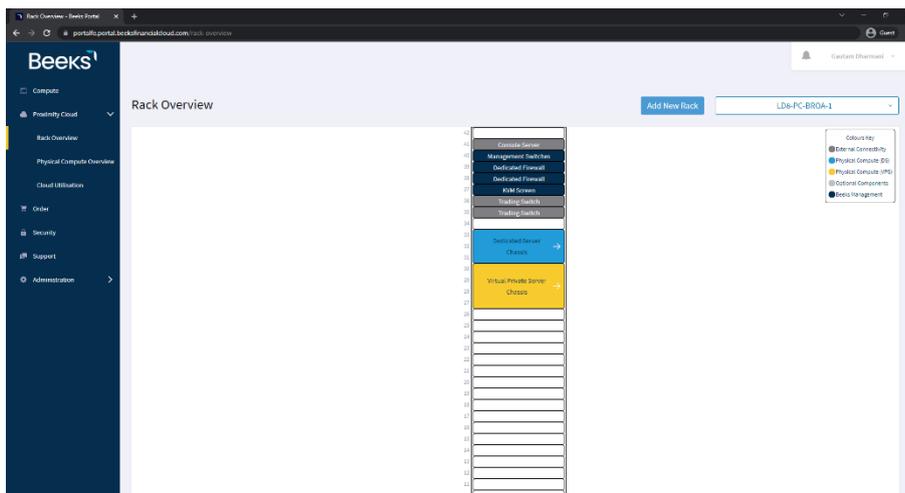
The Rack Overview page provides an overview of the all the physical infrastructure within your proximity cloud racks.

On page load the First rack (control Rack) which includes many of the management devices which are nessacery in managing the compute devices are found.

Select a rack, at the top of the page the “Rack Selector” allows you to update the visual view from choosing another one of your racks.

Proximity Cloud customers are assigned at least one Proximity Availability Zone which is dedicated to them. A Proximity Cloud Availability Zone can include one or more racks in a single datacentre (or very closely connected datacentres).

Understanding the view, Colour coding allows you to quickly identify categories of devices, see the “Colours Key” in the right hand side.



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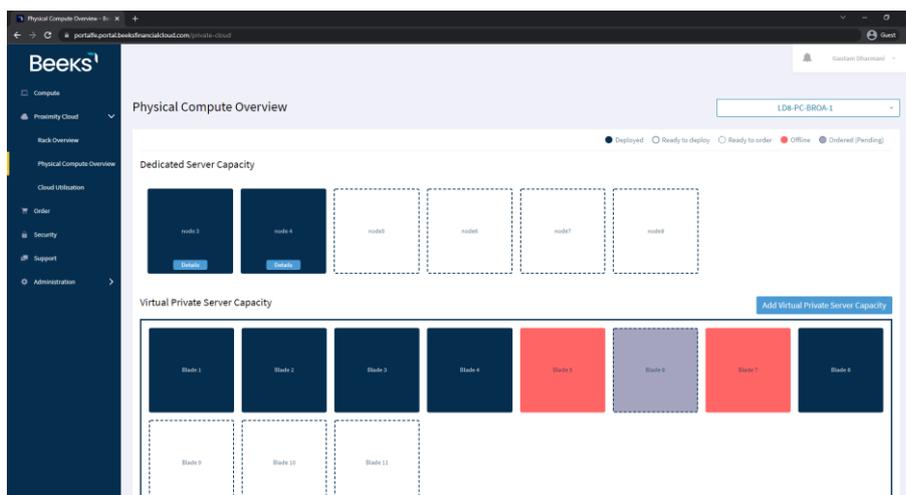
Proximity Cloud

Physical Compute Overview

The Physical Compute Overview shows you a visual representation of the physical devices (nodes) that can be provisioned to contain your compute.

Dedicated Server Capacity, the bare metal compute installed within your rack available for you to provision directly upon.

Virtual Private Server Capacity, the bare metal compute which has been exclusively reserved to be used as a virtual host.



Provision a Dedicated Server, Users with correct permissions will be able to provision one of their Dedicated Server nodes (i.e. provision an operating system on the DS) if they have at least one ready to deploy.

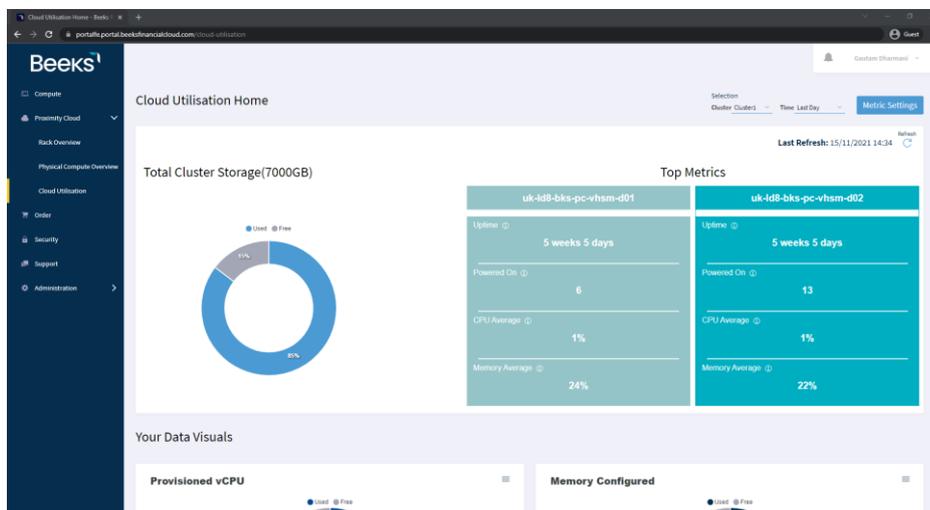
Get More Compute Nodes, If you are out of compute or planning in needing more in the near future, we have several quick request buttons that will let our internal team know you are needing more. This will open up a support request ticket which can organise dates and billing activities.

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Proximity Cloud

Cloud Utilisation

For customers with virtual assets within a Proximity the Cloud Utilisation screens allow you at a cluster level to see a quick overview of how things are performing. The page is made up by two main parts the data overview section and a set of summary graphs.



Choosing a cluster, select the cluster you want to see metrics for. The dropdown will group your VPS Clusters by Availability Zone.

A VPS Cluster is a collection of multiple VPS Hosts. All VPS Hosts in the same cluster share the same storage capacity.

Changing the timeframe, on load we will present the last months' data however changing the selection will alter all metrics on the page to respect that timeframe.

More metrics, There are many more metrics available than shown by default, selecting "Metric Settings" allow you to enable and disable graph as you wish.

Downloading a graph, Each summary graph can be downloaded by selecting the menu on the top right of each graph.

Metric Breakdowns, Each graph can be expanded by clicking on "more details" which opens a new page breaking the metric down to an individual virtual private server level.

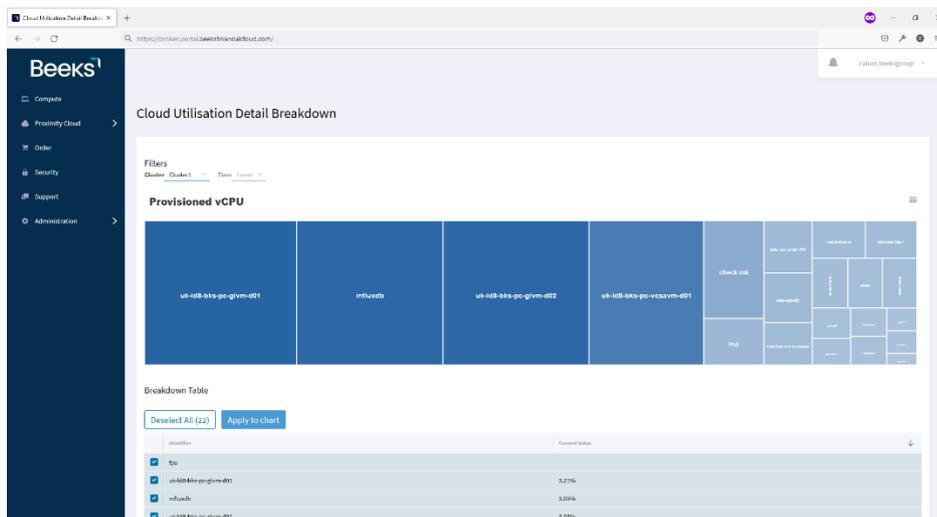
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Proximity Cloud

Cloud Utilisation Breakdown

The breakdown page, allows you to drill into one metric and see how it is effecting one or multiple VPS.

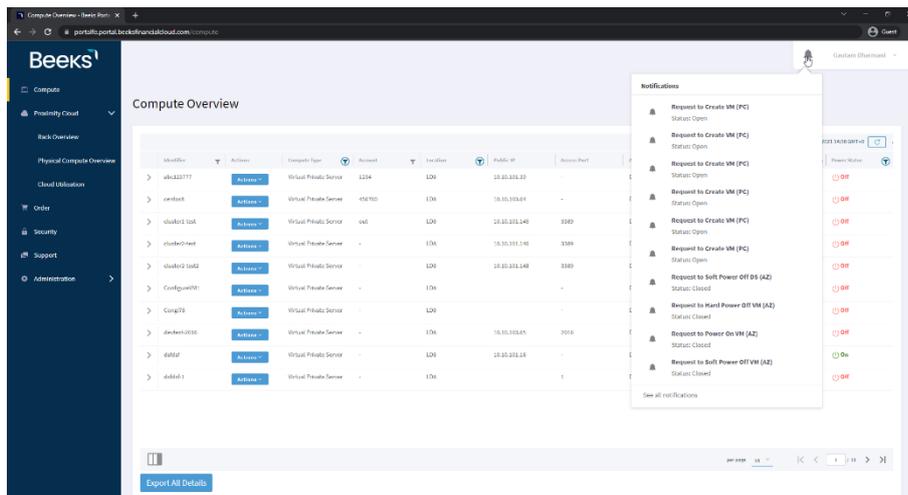
Depending on the chart there may be a hard limit on the number of VPS you are able to select.



Notifications

Clicking the Bell icon at the top of the screen will reveal a list of all the requests made by users on your portal.

Clicking on one notification will give you more information about the request such as who triggered the process.



Understanding The Status

Open: Initial state of any request, before anything has been attempted.

In Progress: Currently being dealt with by our automation engine.

With Support: Process failed to be handled on its own, has been sent to support team to manually correct the issue.

Cancelled: Any request which cannot be completed may be marked as cancelled by Beeks Staff, very rare, and would usually be followed up with some kind of communication.

Closed: Any request which has successfully completed with an end at the closed status.

Raising a support ticket

Getting Help

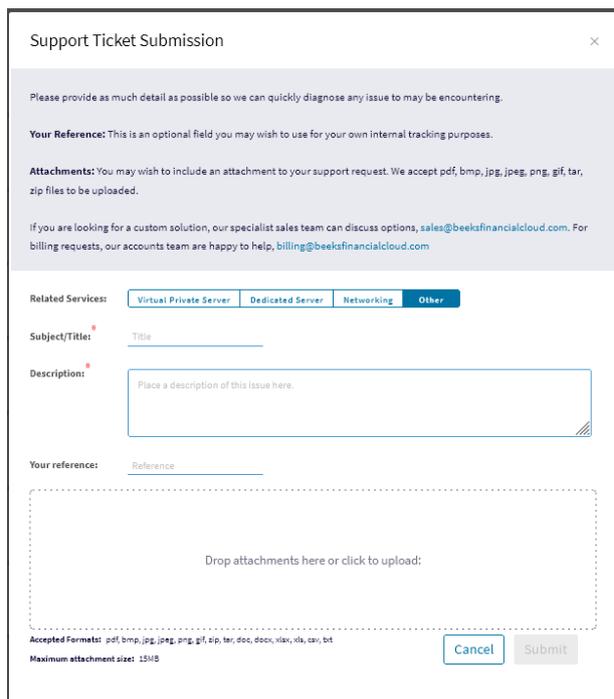
Raising a Support Ticket is the most secure method to communicate with the Beeks support team. It also makes the support request visible to all other users of your portal so everyone can stay in the loop.

When raising a support request, please provide as much background information as possible to help us quickly diagnose the issue.

Getting a response

The originator of the Support Ticket and portal administrators will be notified by email as soon as the Beeks Support Team respond as well as any new replies.

Following the link in the email will take you directly to the response from our team once you have securely logged back into your portal.



The screenshot shows a 'Support Ticket Submission' form. At the top, it says 'Please provide as much detail as possible so we can quickly diagnose any issue to may be encountering.' Below this are three sections: 'Your Reference' (optional), 'Attachments' (listing accepted formats: pdf, bmp, jpg, jpeg, png, gif, tar, zip), and a note about custom solutions and contact emails (sales@beeksfinancialcloud.com and billing@beeksfinancialcloud.com). The form includes a 'Related Services' section with buttons for 'Virtual Private Server', 'Dedicated Server', 'Networking', and 'Other'. There are input fields for 'Subject/Title' (with a red asterisk) and 'Description' (with a red asterisk and a placeholder 'Place a description of this issue here.'). A 'Your reference' field is also present. A large dashed box indicates where to drop attachments, with the text 'Drop attachments here or click to upload:'. At the bottom, it lists 'Accepted Formats' and 'Maximum attachment size: 15MB', along with 'Cancel' and 'Submit' buttons.

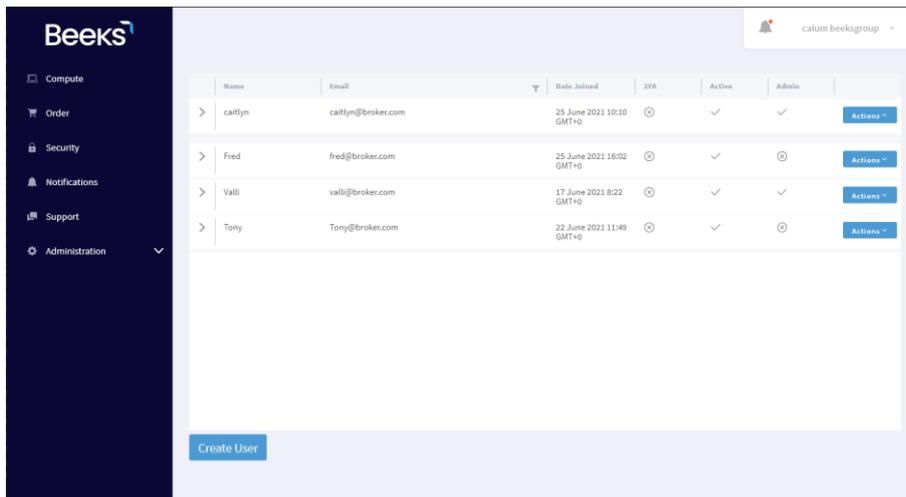
Seeking more or closing the ticket

You can respond to any previous Support Ticket by selecting that ticket on the left hand navigation pane and clicking on the summary.

This action will populate the ticket history in the right-hand pane and allow you to add a 'reply and send' or 'reply, send and close the ticket' to signify that you are happy with the outcome.

Administration

Users with Admin Privileges can view more information about what events have occurred within their portal and they can perform some additional actions.



Name	Email	Date Joined	2FA	Active	Admin	Actions
> calllyn	calllyn@broker.com	25 June 2021 10:10 GMT+0	⊙	✓	✓	Actions
> Fred	fred@broker.com	25 June 2021 16:02 GMT+0	⊙	✓	⊙	Actions
> Valli	valli@broker.com	17 June 2021 8:22 GMT+0	⊙	✓	✓	Actions
> Tony	Tony@broker.com	22 June 2021 11:49 GMT+0	⊙	✓	⊙	Actions

Managing Your Portal Users

Navigating from Administration > User Management on the main navigation will present you with a list of all your portal users.

From here you can see who is active and what permissions they have been granted.

As an Administrator you can perform actions such as:

- **Make Admin** giving access to this screen along with a few others.
- **Request Password Reset** sending out a one-time login link to reset their own password.
- **Change User Permissions** sending a note to Beeks Support to verify and then change permissions.
- **Make Inactive** disabling that user from logging in or receiving updates about the portal – useful when a user leaves your company.

