

Trans-Soft Datacenter Administration Guide



Trans-Soft Datacenter Administration Guide

Introduction

We would like to take a moment and welcome you to the Trans-Soft Datacenter. We appreciate your business and are dedicated to offering the very best datacenter solutions for the transportation industry.

This Administration Guide was written to help our customers get a clear understanding of how to manage your account within the Trans-Soft datacenter. Within this document you will learn how to manage datacenter users, update notification profiles, and troubleshoot datacenter problems should they arise.

At Trans-Soft we are continually updating our servers and network infrastructure to ensure that our service remains fast, reliable, and cutting edge. It is our goal that our companies will grow together and continue a strategic partnership that extends ten or twenty years into the future!

We are also dedicated to making continual improvements to our online helpdesk (<http://helpdesk.trans-soft.net>). This online portal is where you and your management staff can update your contact information, request new user accounts, and register trouble tickets when problems arise with the datacenter product.

The staff here at Trans-Soft, Inc. would like to thank you again for your business. Should you need any help or just have a question, please do not hesitate to call.

Sincerely,

Brad Hockersmith

President | Trans-Soft, Inc
Phone: 866-508-0800

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Purchasing Additional Datacenter Services

If you wish to add Datacenter Services such as concurrent user accounts, virtual machines, or FTP accounts please contact the Trans-Soft Sales Department.

You do not need to call Trans-Soft to request new datacenter usernames, remove usernames, or reset passwords. This can be accomplished using our online helpdesk application which is outlined further on in this Administration Guide.

Removing Datacenter Services

If you wish to remove Datacenter services such as concurrent user accounts, virtual machines, or FTP accounts please contact the Trans-Soft Sales Department.

Individual user accounts can be removed from the system at any time using the online helpdesk application.

Please note that removing user accounts will not reduce the amount of concurrent users licensed and billed as per the original agreement. To reduce the concurrent user licenses you must contact the Trans-Soft Sales Department.

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About the Trans-Soft Datacenter Network

Security

Our servers are housed securely in Phoenix's premier internet gateway facility. Our servers are protected by Key card, Biometric, CCTV, and on-site security personnel.

Complete network protection requires a comprehensive security system. Our systems are protected by a robust custom firewall, with multiple levels of encryption available for your internet traffic. We employ SSL, TPES, SSH and up to 128bit encryption for your ICA and RDP traffic.

Our customer's data is important to us. We use multiple methods to ensure your data is secure from prying eyes including comprehensive application of group policy objects, file system and local drive restrictions as well as quarterly vulnerability testing.

Availability & Reliability

We have 100MB/s of burstable bandwidth aggregated across multiple transit and peer providers all build upon hot failover Cisco hardware. Our datacenter features multiple power sources from local utility companies, diesel generators, & UPS devices to ensure constant power availability. The datacenter features HVAC temperature/climate & particulate control.

Trans-soft uses several clustering and load balancing technologies to ensure your mission critical services are available when you need them. This design has helped us maintain >99.9% uptime. We constantly monitor our network for slow or failing systems. When a problem is detected our network administrators are immediately notified via email and txt messaging systems. We measure all common metrics, such as system response time, uptime, packet loss plus many others. We go a step beyond typical systems monitoring. Every system, subsystem and service used to provide the ediEnterprise software to you is monitored for availability.

We know how important your business is. We have techs on call for emergency situations 24 hours a day, 365 days a year.

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Terminal Services Quality of Service

Trans-Soft uses Microsoft Terminal Services and Citrix technologies to deploy application hosting to your company. The vast majority of the time these technologies work great, even over less than great networks and Internet connections. When problems do occur with Microsoft Terminal Services they are generally related to certain types of Internet problems. These problems are generally:

Very high Latency

Latency is the amount of time it takes for a packet (data) to get from your location to our servers. This time is measured in milliseconds (ms) and normally will be under 100ms. Terminal Services generally starts to experience problems when these times exceed 250ms.

Packet Loss

Packet loss is when a packet of data is lost somewhere along the way from your office to our server. Since the packet never reaches our server it must be re-sent by your computer. While terminal service can handle some packet loss (<1%), a loss of multiple packets in a row often causes a disconnected session.

High Jitter

Jitter is the change in latency between two packets that are sent. For instance, if one packet is sent in 50ms, and the next packet is 100ms, then jitter would be said to be 50ms. Normally jitter will be less than 10ms. Jitter is often a sign of other network problems or congestion as well. High jitter can cause slow performance or disconnected sessions.

To the user these types of problems will manifest themselves as

- User sessions being disconnected or restarted
- Jittery mouse movements
- Long delay for keyboard strokes to appear on screen.

If you experience problems with your datacenter connection please open a Support Ticket via the Trans-Soft helpdesk application (<http://helpdesk.trans-soft.net>). Our support staff will give you instructions on how to troubleshoot the connection between your office and our datacenter and provide suggestions on how this issue can be resolved.

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The Trans-Soft Helpdesk

Use the helpdesk to manage user accounts, account information, and log trouble tickets. The Trans-Soft helpdesk is a web based system and can be accessed by going to <http://helpdesk.trans-soft.net>.

Requirements:

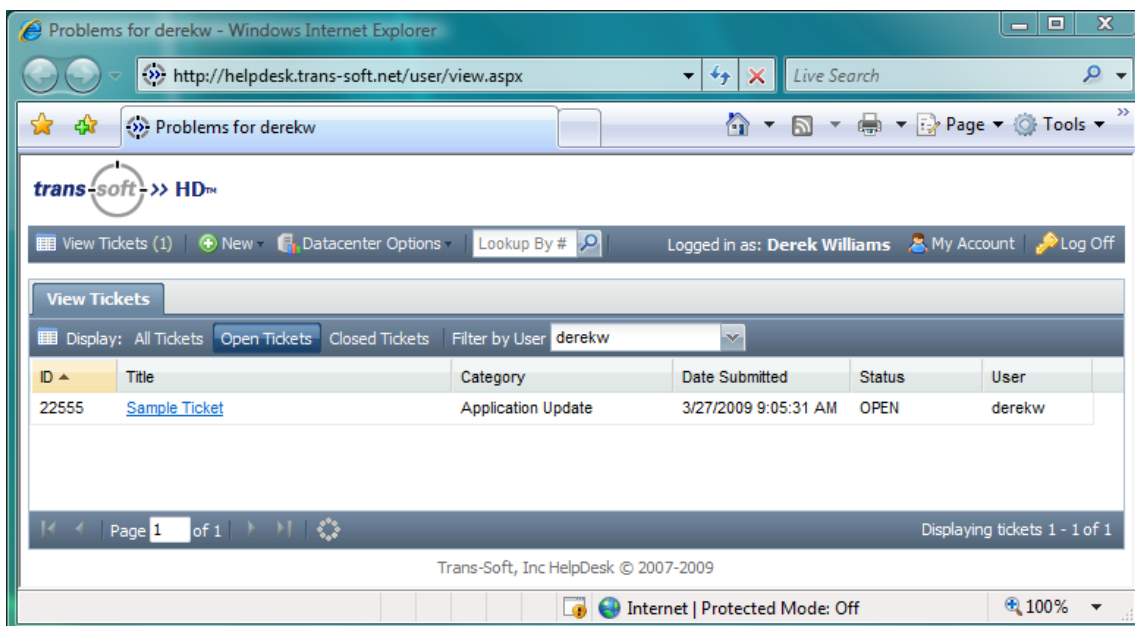
- Internet Explorer 7 or higher
- Firefox 3.0 or higher (Firefox is recommended)

After the initial contract is signed Trans-Soft will provide the main customer account contact with a username/password for the helpdesk. If additional helpdesk accounts are desired please send an email to hdloginrequests@trans-soft.net. A Trans-Soft representative will review the request and if approved will create the additional helpdesk account(s).

Please keep your helpdesk account information private to ensure your datacenter accounts stay secure.

Helpdesk Layout

After you have logged in you will see a list of open tickets filtered by your username. If you are a company admin, and other employees have active helpdesk accounts, you may be able to filter by their username and see their open helpdesk tickets in addition to your own.



At the top of the form you will see buttons and links for **View Tickets**, **New Ticket**, **Datacenter Options**, **Lookup by #**, **My Account**, and **Log Off**.

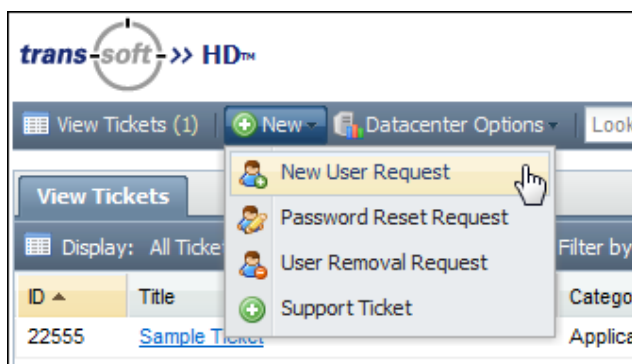
Below the top of the form you will see the work area where the forms and data are loaded. By default you see the **View Tickets** screen. Click on a ticket title to open the ticket. You can sort the grid by clicking on the column headers.

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Managing Datacenter User accounts

For security reasons Trans-Soft cannot accept New User, New Password, or User Removal requests via phone or email. There are absolutely no exceptions to this rule. All user requests must be made using the Helpdesk application.

After logging into the helpdesk select the **New** menu. You will have 3 datacenter options:



New User Request:

Specify the new user's **First Name**, **Last Name**, and **Password** and click **Submit**. If you wish, you can assign a random password by clicking the **Generate Password** button. Trans-Soft will auto-assign a username after you click **Submit** based on availability. User accounts are reviewed and approved within 16 business hours.

If a user request is needed within the next 3 hours select the '**Expedite this request**' checkbox. Trans-Soft will make every effort to complete the request within 3 hours. Additional charges apply. Please see your license agreement for details.

Password Reset Request:

Use this option when an existing user no longer remembers their datacenter password. Specify the employee's **Username**, a new **Password** and click **Submit**. If you wish, you can assign a random password by clicking the **Generate Password** button. New Password requests are reviewed and approved within 16 business hours.

If a New Password is needed within the next 3 hours select the '**Expedite this request**' checkbox. Trans-Soft will make every effort to complete the request within 3 hours. Additional charges apply. Please see your license agreement for details.

User Removal Request:

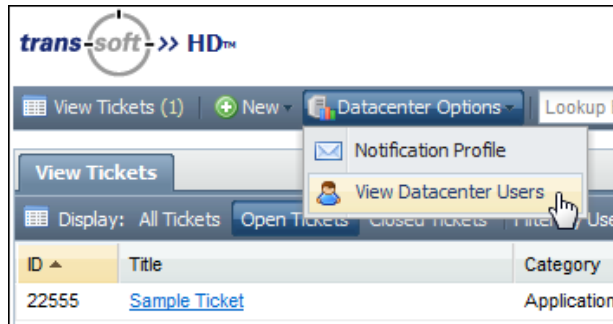
Specify the **Username** you wish to have removed from the Trans-Soft Datacenter. User Removal requests are reviewed and approved within 8 business hours.

If a user request is needed within the next 3 hours select the '**Expedite this request**' checkbox. Trans-Soft will make every effort to complete the request within 3 hours. Additional charges apply. Please see your license agreement for details.

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Viewing Your Datacenter Users List

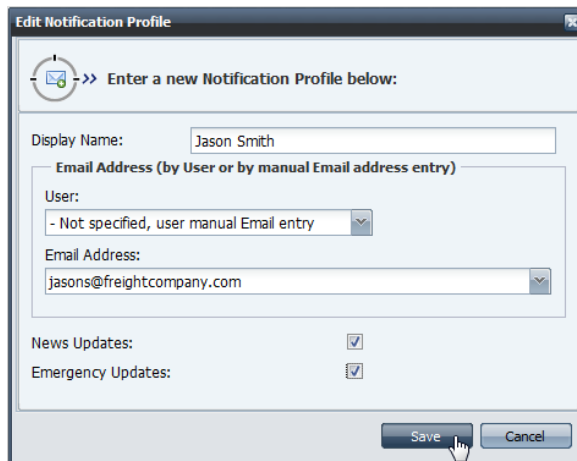
To view a list of all registered datacenter users select the **Datacenter Options** menu and choose **View Datacenter User**.



Managing Your Notification Profile

Properly maintaining your notification profile ensures that Trans-Soft can keep you and your staff up to date on datacenter news and notify you of critical updates and system maintenance outages. To update your Notification Profile, select the **Datacenter Options** menu and choose **Notification Profile**.

Create new notifications by clicking on the **New Profile** button in the top left corner of the grid. Manually specify the profile display name. Next, specify an active Helpdesk User Account or manually enter an email address. Lastly, specify what types of notifications this profile should receive.




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Creating a Support Ticket

Support tickets should be created for items that fall outside the bounds of the Datacenter Options menu including support requests, general questions, and requests for additional datacenter services.

Select **New > Support Ticket** and fill out the form with enough detail for the Trans-Soft support staff to properly address the issue expediently. Trans-Soft support can resolve support issues 2x faster if the client takes the time upfront to provide as much detail about the support issue as possible.

Lookup by Ticket Number

If you know the ticket # that you wish to lookup you can enter it in the **Lookup by #** field on the top menu bar. Click the  button to load the specified ticket.

My Account Info

Click on **My Account** to manage your helpdesk account information including email address, phone number, and password. Email address changes will only apply to new tickets and datacenter requests. Old requests will go to the email address that was active when the request was made.

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FAQ - Troubleshooting

Q. My Citrix/Remote Desktop Connection is slow. It often takes 1 or 2 seconds for my key strokes to be seen on screen.

A. This may be because of an internet connection problem between your location and the Trans-Soft datacenter. Please refer to the **Terminal Services Quality of Service** section of this manual for instructions on how to troubleshoot this type of issue.

Q. How long does Trans-Soft leave idle sessions open before disconnecting them?

A. Trans-Soft disconnects idle session after 2 hours of inactivity.

Q. Why did my connection get terminated after just 5 minutes of inactivity?

A. This may be because of an internet connection problem between your location and the Trans-Soft datacenter. User sessions are more likely to be disconnected during periods of inactivity because very little or no data is being transmitted between the user session and the Trans-Soft server. Ironically when less data is being transmitted it is more difficult for the Remote Desktop Connection program to internally correct internet problems which may result in the session being disconnected. Please refer to the **Terminal Services Quality of Service** section of this manual for instructions on how to troubleshoot this type of issue.

Q. How often does Trans-Soft backup my data?

A. Trans-Soft backs up all databases nightly and stores them on a separate server.