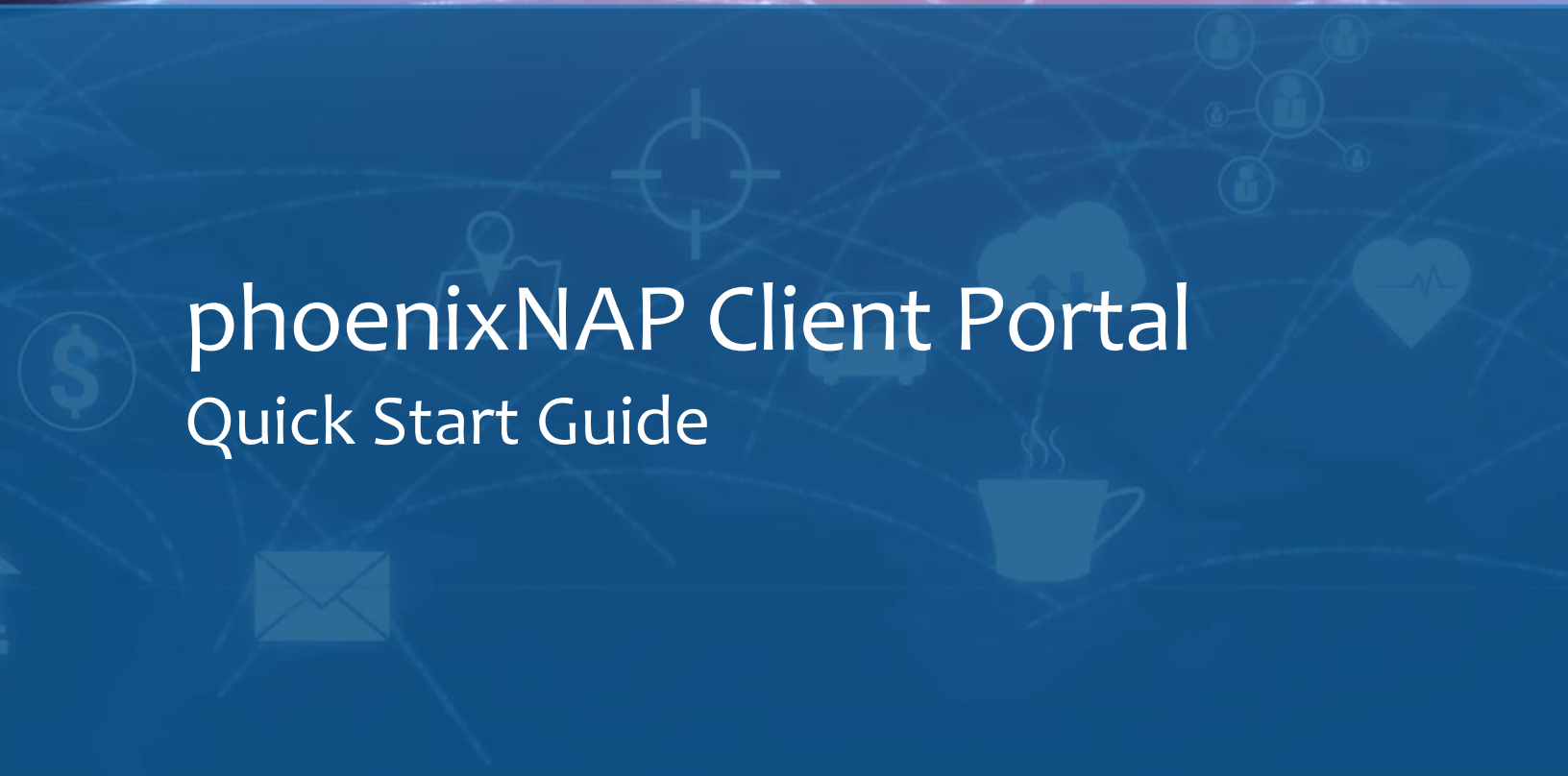




# phoenixNAP Client Portal

## Quick Start Guide





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**3402 E. University Drive**

**Phoenix, AZ 85034, United States**

**1.877.749.2656**



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## Introduction

The phoenixNAP Client Portal has been built to offer you full control of your on-demand and physical resources. Use it to create and maintain your virtual and physical resources, as well as deploy and manage firewalls, create load balancers with robust health monitoring, manage Domain Name Servers (DNS) records, and unite your resources via the phoenixNAP Unified Network.

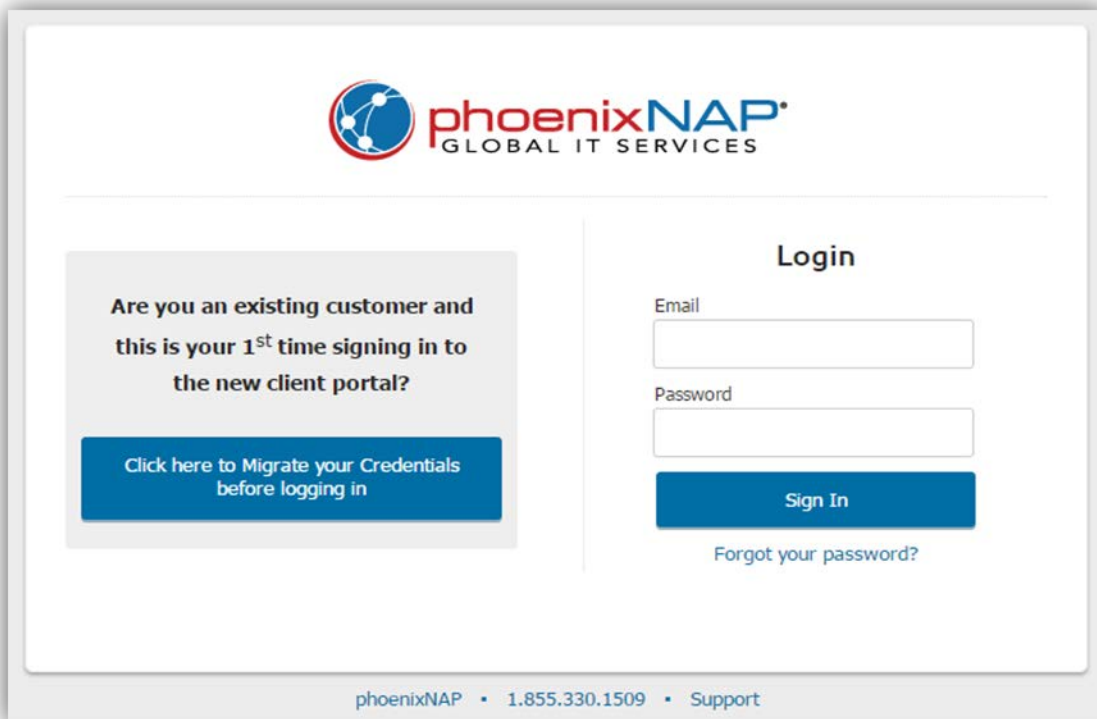
This document serves as a general overview of the features you will most likely utilize to make use of your internal and external resources.

**NOTE:** For the full PNCP User Guide, please refer to the [phoenixNAP Knowledge Base](#).

## Accessing the Client Portal

Log in to the phoenixNAP Client Portal at <https://admin.phoenixnap.com/wap-pncpadmin-shell/login>. Use the credentials you provided during the sign up process. After signing in, you are immediately taken to the **Dashboard** page.

**NOTE:** It is advisable to run pop-ups while accessing and using the Client Portal.



The screenshot shows the phoenixNAP Client Portal login interface. At the top is the phoenixNAP logo with the tagline 'GLOBAL IT SERVICES'. Below the logo, there are two main sections. On the left, a grey box contains the text: 'Are you an existing customer and this is your 1<sup>st</sup> time signing in to the new client portal?' and a blue button labeled 'Click here to Migrate your Credentials before logging in'. On the right, under the heading 'Login', there are input fields for 'Email' and 'Password', followed by a blue 'Sign In' button. Below the 'Sign In' button is a link that says 'Forgot your password?'. At the bottom of the page, there is a footer with the text 'phoenixNAP • 1.855.330.1509 • Support'.

## Forgot Your Password?

Click on **Forgot your password?** located below the Sign In button and follow the on screen instructions.















## Mega Menu

### Dashboard and Products & Services pages

The **Dashboard** serves as a landing page which provides an overview of your devices' usage since your last invoice, status, and Node location. If you have no devices yet, you will see a “You have no Devices Yet” message with an option to **Create a Virtual Machine** or **Create a Bare Metal Server**.

Navigate to the Products & Services page for information regarding phoenixNAP and its product portfolio.

 My Devices	 Status	 Node	 <b>Bandwidth</b> Since Last Invoice Date In      Out	
 ClaytonT-DoNotDelete	Online	Ashburn Node 1	368.85 MB	24.32 MB
 Hard Firewall	N/A	Phoenix Node 1	N/A	N/A
 HTML5 testing e5-1620v3.1u-	N/A	Phoenix Node 1	N/A	N/A
 IldikoVmPlsDontDelete	OFFLINE	Phoenix Node 1	0.00 kB	0.00 kB
 IPMI-JAVA-TESTING-G6950-	N/A	Phoenix Node 1	N/A	N/A
 ipmi-testing-x3440-20362.securedserv	N/A	Phoenix Node 1	N/A	N/A
 MarcoL-DoNotDelete	Online	Phoenix Node 1	0.00 kB	0.00 kB
 Pete-Test-VM-40	Online	Phoenix Node 1	0.00 kB	0.00 kB

[<](#) [1](#) [2](#) [>](#)

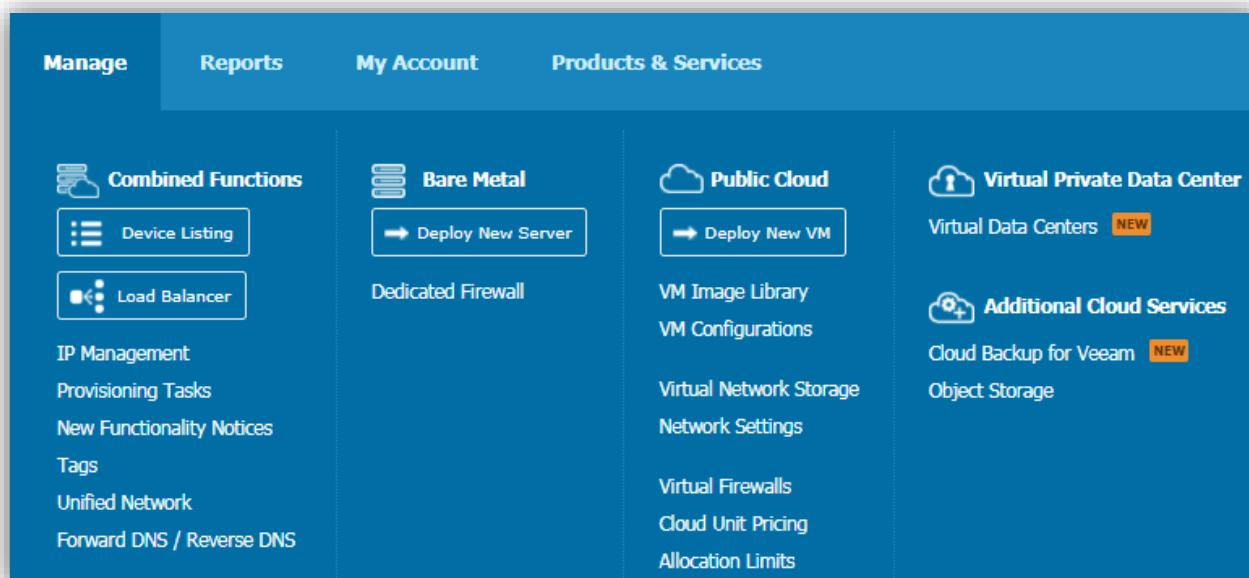
## Manage

The **Manage Mega Menu** will be your go-to drop-down menu for administering your account. Use it to control every aspect of your virtual and physical resources, as well as additional cloud services, such as *Object Storage* and *Cloud Backup for Veeam*.



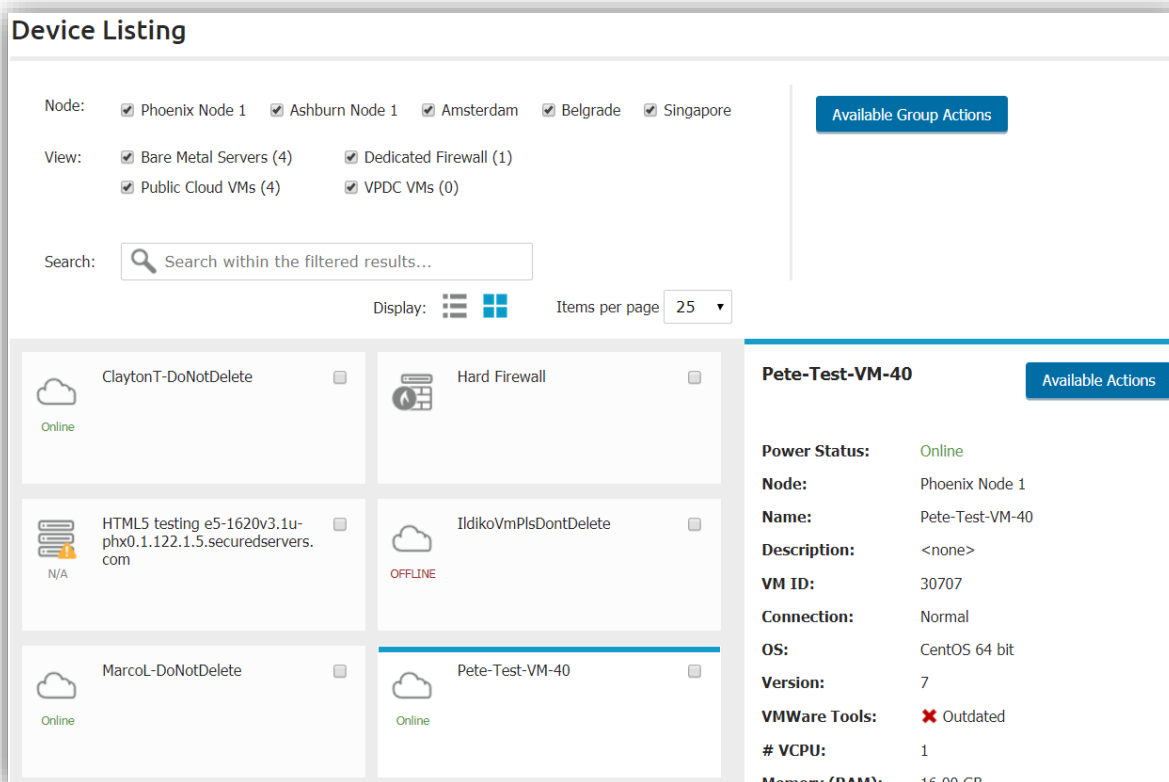


This is where you refer to if you need to deploy another server or VM, set load balancers, lease additional IP addresses, manage you forward/ reverse DNS setup, and much more.



## Device Listing

This is one of the most important pages for managing your resources. Here is where you find all your devices listed out, accompanied with their power status and running configuration.





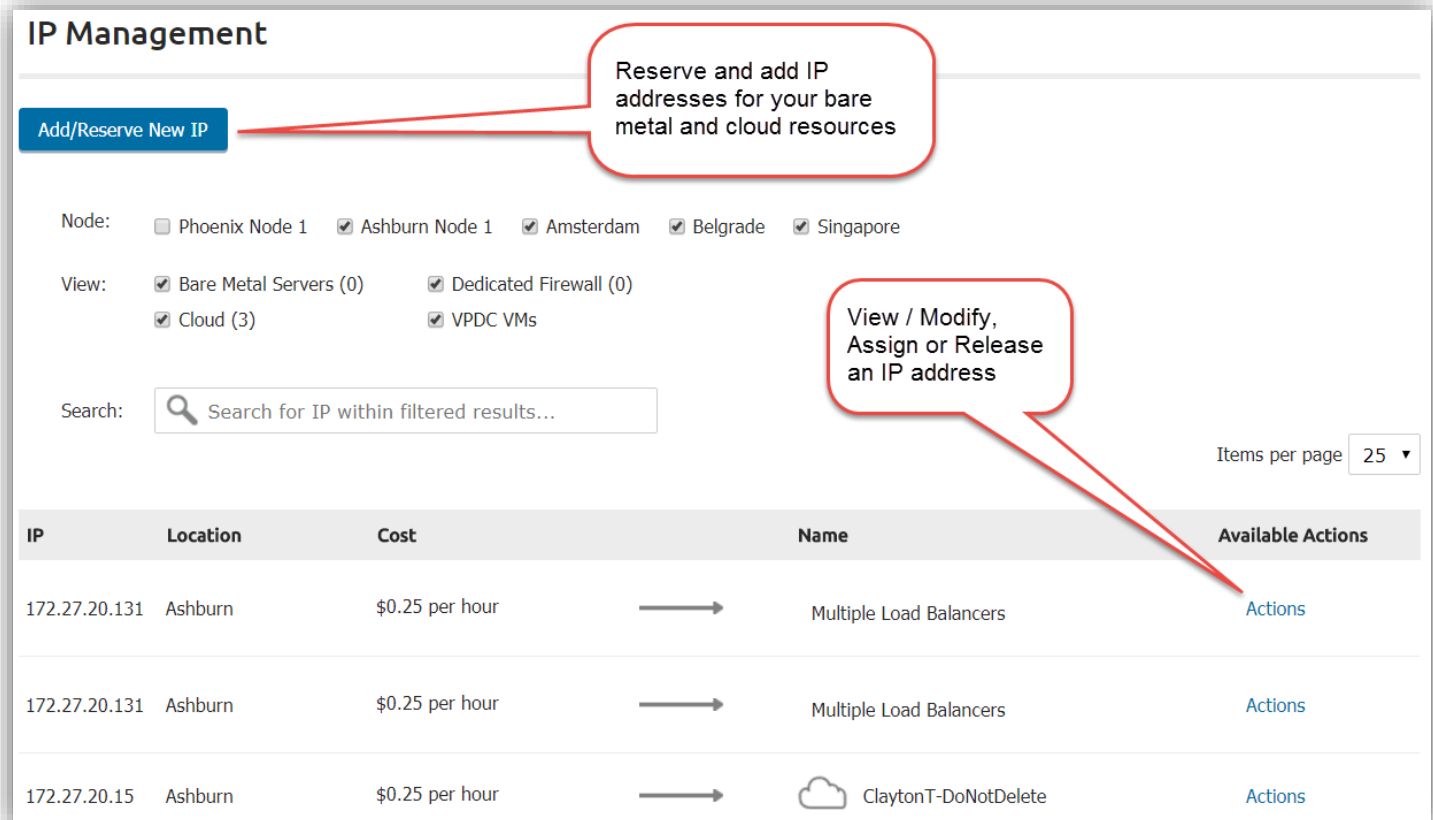
**TIP:** Powered off VMs still occupy public cloud resources, but you will be charged for them at a lower rate. If you do not want to be charged for a VM, you will need to delete it after use.

You can perform a search for a single device and/or filter out resources based on type and node location. Depending on the type of device, you can perform various tasks including but not limited to: *Add/Modify Tag, Clone VM, Console, Power On/Off Device, Reboot, Delete/Export VM*, etc.

## IP Management

Use this feature to assign, release, and reserve IP addresses. Please note that you can ONLY assign an IP to VMs that are powered off, and you can ONLY assign an IP address with a status of Reserved. Additionally, when requesting additional IP addresses for a bare metal server, you'll need to submit an IP Justification Form.

**NOTE:** A single VM will come with one IP address. A new IP will cost about \$0.001 per hour (\$0.72 per month).



**IP Management**

[Add/Reserve New IP](#)


Reserve and add IP addresses for your bare metal and cloud resources

Node: ☐ Phoenix Node 1 ☒ Ashburn Node 1 ☒ Amsterdam ☒ Belgrade ☒ Singapore

View: ☒ Bare Metal Servers (0) ☒ Dedicated Firewall (0)  
☒ Cloud (3) ☒ VPDC VMs

Search:

Items per page 25 ▼

IP	Location	Cost		Name	Available Actions
172.27.20.131	Ashburn	\$0.25 per hour	→	Multiple Load Balancers	<a href="#">Actions</a>
172.27.20.131	Ashburn	\$0.25 per hour	→	Multiple Load Balancers	<a href="#">Actions</a>
172.27.20.15	Ashburn	\$0.25 per hour	→	 ClaytonT-DoNotDelete	<a href="#">Actions</a>

View / Modify, Assign or Release an IP address

## Load Balancer Pools

Reach the screen by navigating to **Manage > Load Balancer**. To setup load balancer pools, click **Create a Pool**.



The PNCP Load Balancer currently uses the **Round Robin** and **Least Connections** methods of load balancing.

- ❖ **Round Robin** mode passes each new connection request to the next server in line, eventually distributing connections evenly across an array of machines.
- ❖ **Least Connections** passes a new connection to the pool member or node that has the least number of active connections.

**NOTE:** PNAP load balancers are virtual appliances sitting on a host with a 10g fiber connection. Load balancers distribute requests evenly across web servers in what is commonly referred to as a “*Server Farm*” or, as in our system, a “*Server Pool*”. When an HTTP request comes in, the Load Balancer looks at the load on each server before determining which server to send the request to, helping to ensure availability of the server and protect against Denial of Service attacks.

You can select one of three (3) protocols:

- ❖ **TCP.** A network protocol used by a great many Internet applications, particularly web pages.
- ❖ **SCTP.** A network protocol that is a hybrid of sorts, performing functions in ways similar to both TCP and UDP.
- ❖ **UDP.** A network protocol that bypasses the traditional error checking of protocols based on the assumption that the service will be completed within the application doing the communicating, commonly used for VoIP, Streaming media, and for online games.

**NOTE:** Please note that load balancing bandwidth incurs additional cost.

### Health Checks

Health Checks ensure that the Load Balancer distributes new requests only to servers that are operating and ready to receive them. Once a server exceeds the allowed number of health check failures, it is no longer considered eligible to receive new traffic requests. A health check can return values **Healthy** or **Unhealthy**.

## Virtual Private Data Center (VPDC)

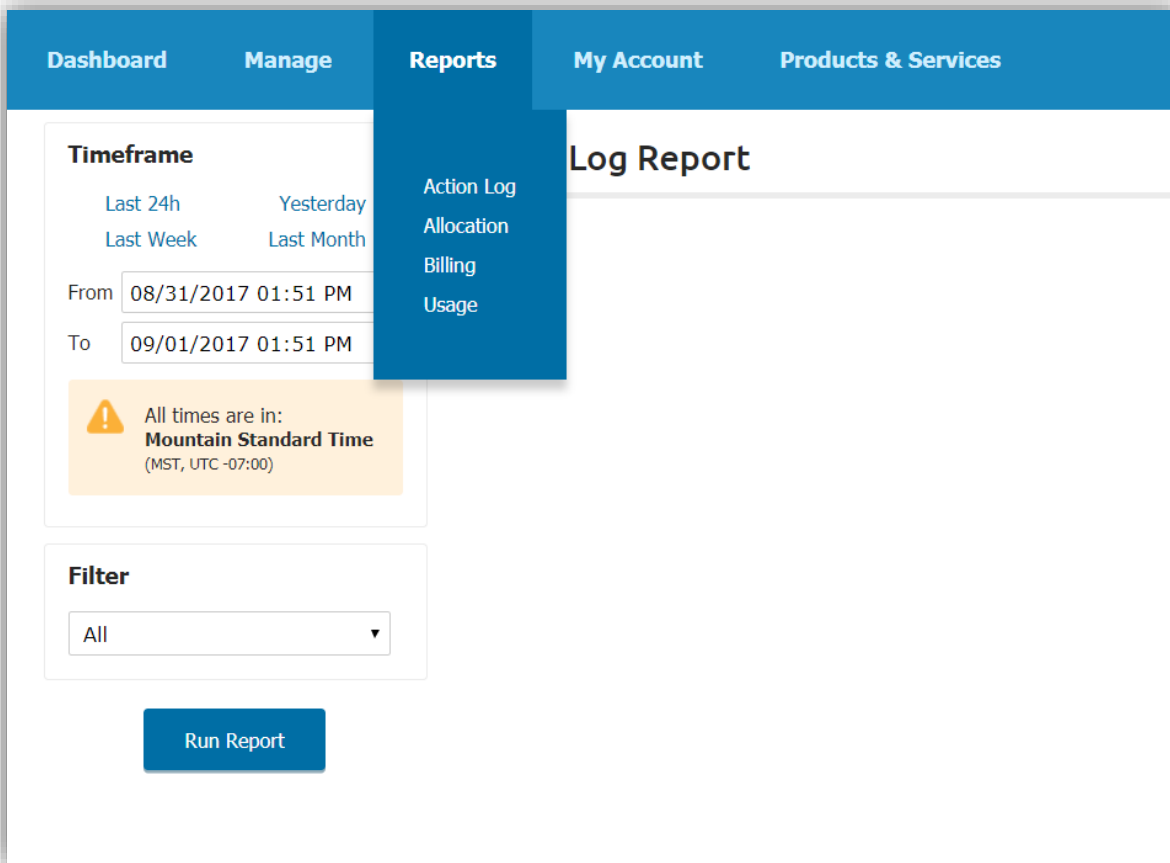
**NOTE:** If you are interested in setting up a VPDC, please contact Support at 1.855.330.1509

PNAP VPDC is a VMware<sup>®</sup> vCloud based service with rapid deployment capabilities, and its resources can be fully controlled via the Client Portal. For more information refer to the [Additional Resources](#) section.

## Reports

Refer to the Reports Mega Menu for a summary of actions, billing, usage, and allocations, basically all of the important aspects of your account. The reports are generated in an easily searchable format, but can also be exported as CSV file for later access.





**Dashboard** **Manage** **Reports** **My Account** **Products & Services**

**Timeframe**

Last 24h Yesterday  
Last Week Last Month

From 08/31/2017 01:51 PM  
To 09/01/2017 01:51 PM

**Filter**

All

**Run Report**

**Log Report**

All times are in:  
**Mountain Standard Time**  
(MST, UTC -07:00)

## My Account

The My Account Mega Menu provides administrative tools for maintaining your organizations account information, assigning user roles, paying invoices, submitting support tickets and setting up 2-factor authentication.

## Deploying Additional Resources

### Create a Virtual Machine (VM)

In order to deploy a VM, navigate to **Manage > Deploy New VM**.

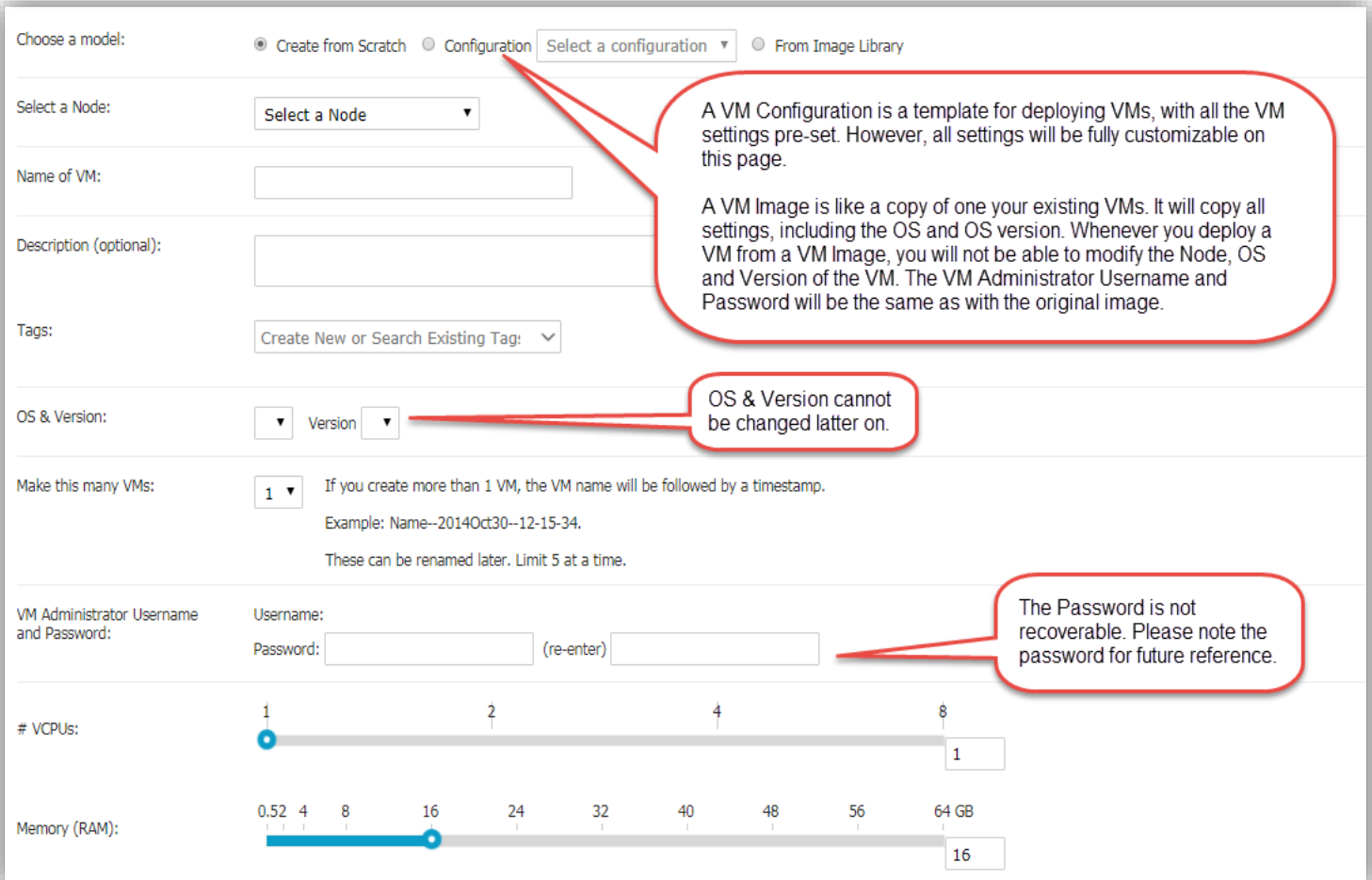
**Minimum System Requirements:** It is your responsibility to know the Minimum Requirements for the Operating System you intend to use. At this time the hardware sliders are not sensitive to the operating system that you choose and will allow you to configure VMs that are below or far beyond the minimum and/or maximum requirements for the Operating System and/or the software you intend to run on the VM. Optionally, visit [these third party sites](#) for information on minimum system requirements for operating systems.

The max resource limit of a single VM is 8 vCPUs, 64GB of RAM, and 2TB of storage.



Fill in the fields and set all the options according to your requirements. The *Total Cost* field will let you know the price of the VM.

With a single VM, you will receive one IP address. If you need additional IPs, navigate to the IP Management page and add IPs to VMs easily. A new IP will cost about \$0.001 per hour (\$0.72 per month).



The screenshot shows the VM creation interface with the following fields and callouts:

- Choose a model:** Includes radio buttons for "Create from Scratch" (selected), "Configuration" (with a dropdown "Select a configuration"), and "From Image Library". A callout explains: "A VM Configuration is a template for deploying VMs, with all the VM settings pre-set. However, all settings will be fully customizable on this page."
- Select a Node:** A dropdown menu labeled "Select a Node".
- Name of VM:** A text input field.
- Description (optional):** A text input field.
- Tags:** A dropdown menu labeled "Create New or Search Existing Tag".
- OS & Version:** Two dropdown menus. A callout states: "OS & Version cannot be changed latter on."
- Make this many VMs:** A dropdown menu set to "1". Text below explains: "If you create more than 1 VM, the VM name will be followed by a timestamp. Example: Name--2014Oct30--12-15-34. These can be renamed later. Limit 5 at a time."
- VM Administrator Username and Password:** Fields for "Username:" and "Password:" (with a "(re-enter)" label). A callout states: "The Password is not recoverable. Please note the password for future reference."
- # VCPUs:** A slider ranging from 1 to 8, with a value of 1 selected.
- Memory (RAM):** A slider ranging from 0.52 to 64 GB, with a value of 16 selected.

### Virtual Network Storage

Virtual Network Storage provides a virtual drive that you can access from your VMs or from private computers, either using NFS or iSCSI. This offers an optimum storage that you can access anytime from anywhere, ideal for storing shared documents, backups, and many other applications.

**NOTE:** Due to the nature of storage arrays, network storage can be increased at any time, however it **CANNOT be decreased**. If you would like to decrease the amount of storage, you need to create a new (smaller) storage array, migrate your data, and then delete the old one.



## Purchase a Bare Metal Server

Use PNCP for fast deploying of bare metal servers. Navigate to **Manage > Deploy New Server**, select a location and configuration, and select **Order Now**.

**NOTE:** The prices you see on the page are on a monthly recurring basis.

**NOTE:** Currently, we don't have a WHMCS module, but there is one in the road map. You are more than welcome to design your own module by using our [API](#).

Make custom changes to the configuration, and if you have any special instructions or would want to make special modifications to the server, make a request in the **Special Instructions** field or alternatively contact our Sales team. Follow the on-screen instructions and after completing the purchase you can check for progress on the **Provisioning Tasks** screen. You should receive an email confirming that your order has been accepted. Also, you will receive a final email, once the server has been deployed.

**NOTE:** Click on **Export to Excel** if you want the Order Summary in a Microsoft® Excel file.

### *Dedicated Firewalls*

If you need to purchase a dedicated firewall, the provisioning process is completely the same. On the **Deploy a New Server** screen just select a dedicated firewall, build your order, and complete the purchase.

## Unify Your Resources in the phoenixNAP Unified Network

The phoenixNAP Unified Network enables you to achieve connectivity between your dedicated servers or colocation environment and your PNAP virtual assets. In order to unify your back-end, you need to submit a ticket. To do so, navigate to **Manage > Unified Network**. Submit a ticket to proceed.

## Security Standards

### User Roles

The phoenixNAP Client Portal boasts of a sophisticated role-based access control (RBAC) feature which regulates access to individual PNCP users. This system allows an organization to have greater control over its account as it enables admins to lay out complex access schemes in which only appropriate users can access certain functions.

- ❖ **Quick Setup.** Navigate to **Manage > User Roles**. There you can **View Permissions** associated to a role, **Assign Users** or **View Users** assigned to a role.

- ❖ **Predefined Roles.** There are six (6) predefined roles. Each role has been purposely built so that most common business roles are catered for.

**NOTE:** Every user **MUST** have an assigned role.

## Best RBAC Practices

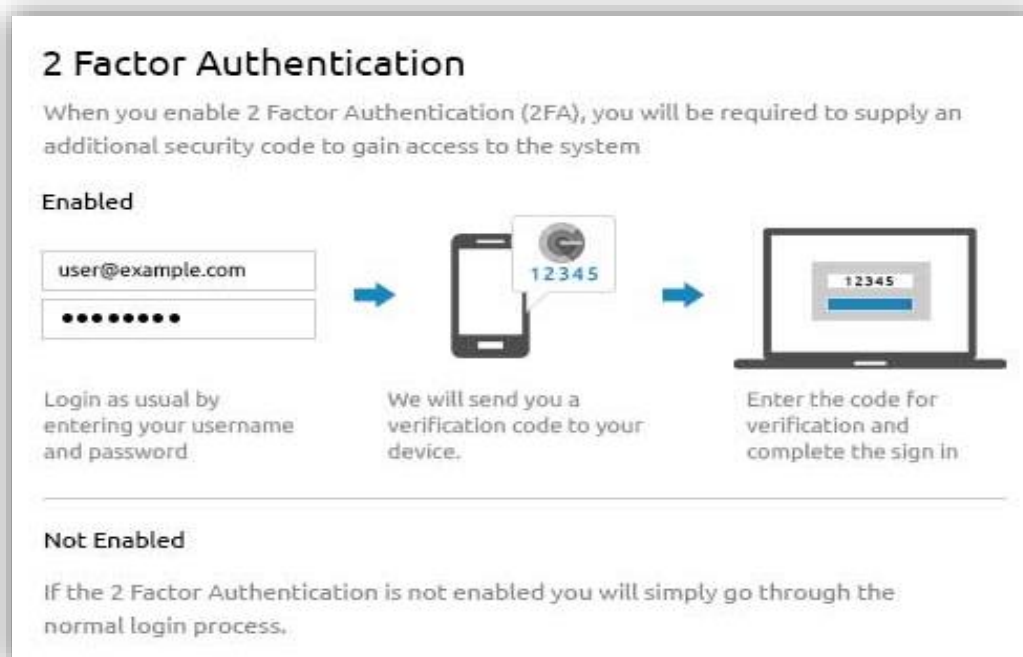
1. **Mine Roles.** This is the process of identifying and prioritizing your Business units, Users and Applications. Each member of your organization performs tasks that, ideally, should correspond to a predefined Client Portal role.
2. **Develop a Model.** Before implementing any plan, you need to develop a model to maintain your business hierarchy. This means that each member of your organization needs to fall into a Role category. If you believe that you will have to assign members to different roles frequently, reanalyze your model.
3. **Roles must only be transferred or delegated using strict procedures.** Create rules on how roles are delegated, transferred, or revoked.
4. **Enforce Your Model.** No worth having a model if you don't follow it by the book.

## 2-Factor Authentication

For an additional security layer, use the Client Portal's in-built 2-Factor Authentication feature.

When enabled, users will be required to provide one-time passcodes to gain access, besides supplying their username and password.

**NOTE:** As an Admin, you may control access to the 2-Factor Authentication feature among the users in your organization.





We have integrated the [Google Authenticator](#) app with PNCP as a 2FA option.

Navigate to **My Account > 2 Factor Authentication** to reach the 2FA page.

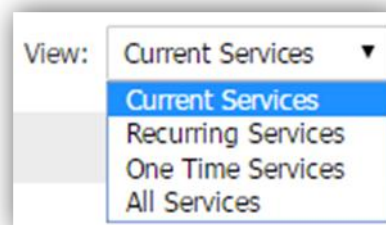
- ❖ On the **My 2FA settings** tab you enable/disable this feature for your own user account.
- ❖ Select the **Global 2FA settings** tab to enforce account-wide settings. You can opt to make it required, optional, or turn it off altogether.

For more information regarding 2-Factor authentication, refer to the [Additional Resources](#) section of this document.

## Services Listing

For a list of all services ever provided to you, navigate to the Services Listing page:

1. Open the **My Account** Mega Menu.
2. Select the **Services Listing** link.



Filter out services by choosing a service type from the **View** drop-down menu.

## Payment Methods & Paying your Invoices

PhoenixNAP offers two payment methods:

1. **CCBill**. CCBill is phoenixNAP's partner and a trusted leader in global payment processing since 1998, processing more than a billion dollars in transactions each year.
  - ❖ **Supported Payment Cards:** Visa, MasterCard, Discover, and JCB
  - ❖ **Available Payment Options Specific for Europe:** SEPA Direct Debit and SEPA Bank Transfer, giropay, and iDEAL
  - ❖ **Additional Payment Options:** CCBill Pay
2. **PayPal**. You must have a PayPal account in order to use this option. You can use an existing account or create a new one.

**NOTE:** Using CCBill does not incur any additional fees.

## Billing

Refer to the **Billing** page to settle view and settle your invoices.

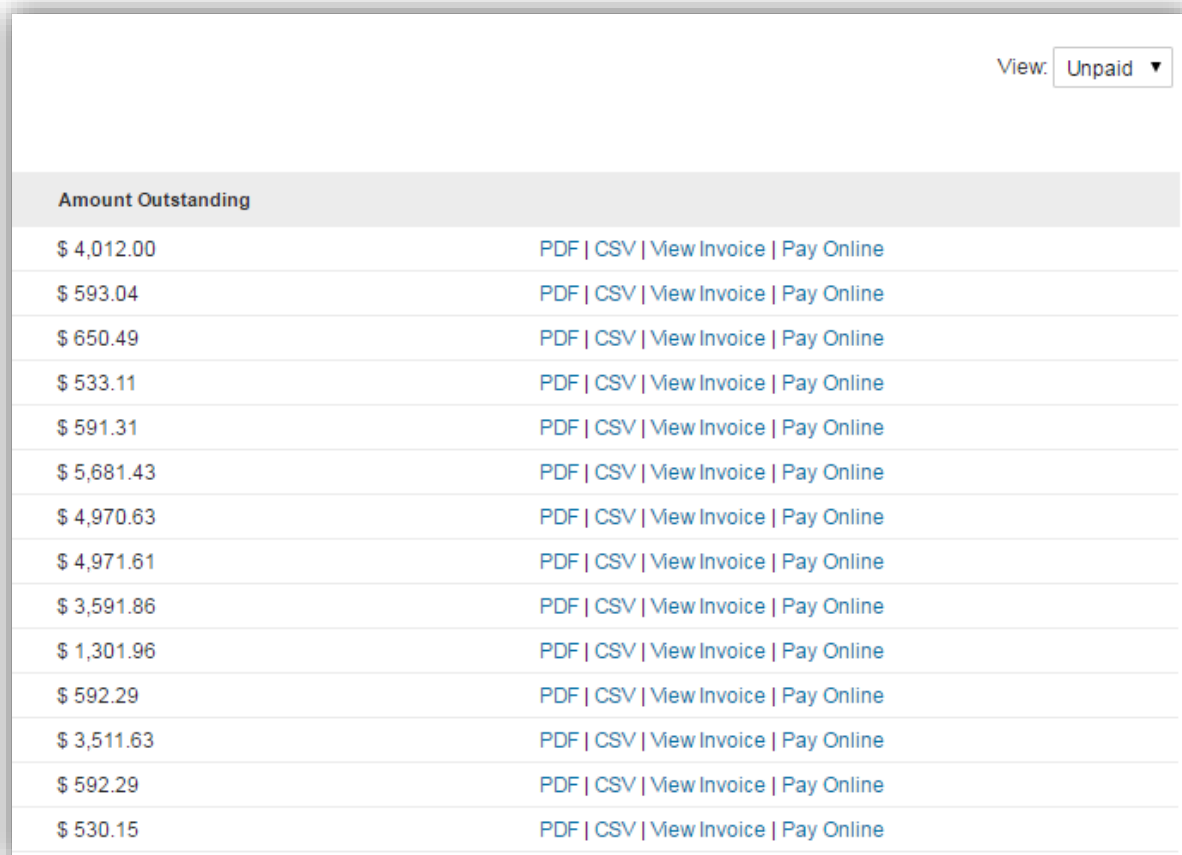
1. Open the **My Account** Mega Menu.
2. Select the **Billing** link.





This will open a list of your invoices. By default, the **View** filter will display unpaid invoices. Use the drop-down to change filter details.

3. Click **Pay Online** to settle the invoice at hand. The invoice will open in a new window.
  - ❖ To download a copy, select **PDF** or **CSV**, depending on your preferred format.
  - ❖ Click **View Invoice** to review a bill.
4. Select **Payment Type** from the drop-down menu.
5. Enter the **Total Payment** amount. (Select the **Pay Invoice in Full** checkbox to pay the invoice in its entirety.)



The screenshot shows a web interface with a 'View: Unpaid' dropdown menu in the top right corner. Below it is a table with two columns: 'Amount Outstanding' and a list of actions for each invoice. The table contains 14 rows of invoice data.

View: Unpaid ▼	
Amount Outstanding	
\$ 4,012.00	<a href="#">PDF</a>   <a href="#">CSV</a>   <a href="#">View Invoice</a>   <a href="#">Pay Online</a>
\$ 593.04	<a href="#">PDF</a>   <a href="#">CSV</a>   <a href="#">View Invoice</a>   <a href="#">Pay Online</a>
\$ 650.49	<a href="#">PDF</a>   <a href="#">CSV</a>   <a href="#">View Invoice</a>   <a href="#">Pay Online</a>
\$ 533.11	<a href="#">PDF</a>   <a href="#">CSV</a>   <a href="#">View Invoice</a>   <a href="#">Pay Online</a>
\$ 591.31	<a href="#">PDF</a>   <a href="#">CSV</a>   <a href="#">View Invoice</a>   <a href="#">Pay Online</a>
\$ 5,681.43	<a href="#">PDF</a>   <a href="#">CSV</a>   <a href="#">View Invoice</a>   <a href="#">Pay Online</a>
\$ 4,970.63	<a href="#">PDF</a>   <a href="#">CSV</a>   <a href="#">View Invoice</a>   <a href="#">Pay Online</a>
\$ 4,971.61	<a href="#">PDF</a>   <a href="#">CSV</a>   <a href="#">View Invoice</a>   <a href="#">Pay Online</a>
\$ 3,591.86	<a href="#">PDF</a>   <a href="#">CSV</a>   <a href="#">View Invoice</a>   <a href="#">Pay Online</a>
\$ 1,301.96	<a href="#">PDF</a>   <a href="#">CSV</a>   <a href="#">View Invoice</a>   <a href="#">Pay Online</a>
\$ 592.29	<a href="#">PDF</a>   <a href="#">CSV</a>   <a href="#">View Invoice</a>   <a href="#">Pay Online</a>
\$ 3,511.63	<a href="#">PDF</a>   <a href="#">CSV</a>   <a href="#">View Invoice</a>   <a href="#">Pay Online</a>
\$ 592.29	<a href="#">PDF</a>   <a href="#">CSV</a>   <a href="#">View Invoice</a>   <a href="#">Pay Online</a>
\$ 530.15	<a href="#">PDF</a>   <a href="#">CSV</a>   <a href="#">View Invoice</a>   <a href="#">Pay Online</a>

6. Select **Pay Invoice** and proceed following the on-screen instructions for the payment type selected.



## Additional Resources

### Frequently Asked Questions

<https://help.phoenixnap.com/Client+Portal+FAQ>

### phoenixNAP Client Portal User Guide

<https://help.phoenixnap.com/Control+Panel>

### DNS management

<https://help.phoenixnap.com/DNS+FAQ>

### Virtual Private Data Center (VPDC)

<https://help.phoenixnap.com/Virtual+Private+Data+Centers+%28VPDC%29>

### Cloud Resources

<https://help.phoenixnap.com/Cloud>

### 2-Factor authentication

<https://help.phoenixnap.com/2-Factor+Authentication>

### Glossary of Terms

<https://help.phoenixnap.com/Glossary+of+Terms>