



# Webex Calling Dedicated Instance Infrastructure-as-a-Service

## Service End-User Guide

Version 1.0

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## Introduction

This document contains a step-by-step operational guide for Webex® Calling Dedicated Instance Infrastructure as a Service (IaaS) services for end users. It helps customers and partners understand how to operate their IaaS services via an online portal to deploy and manage virtual machines (VM).

**Audience:** Customers and partners who purchase the Dedicated Instance IaaS Service

**Scope:** This guide provides details for the following IaaS operations:

- Deploy an OS-based virtual machine
- Deploy a template-based virtual machine
- User management
- Manage a deployed virtual machine

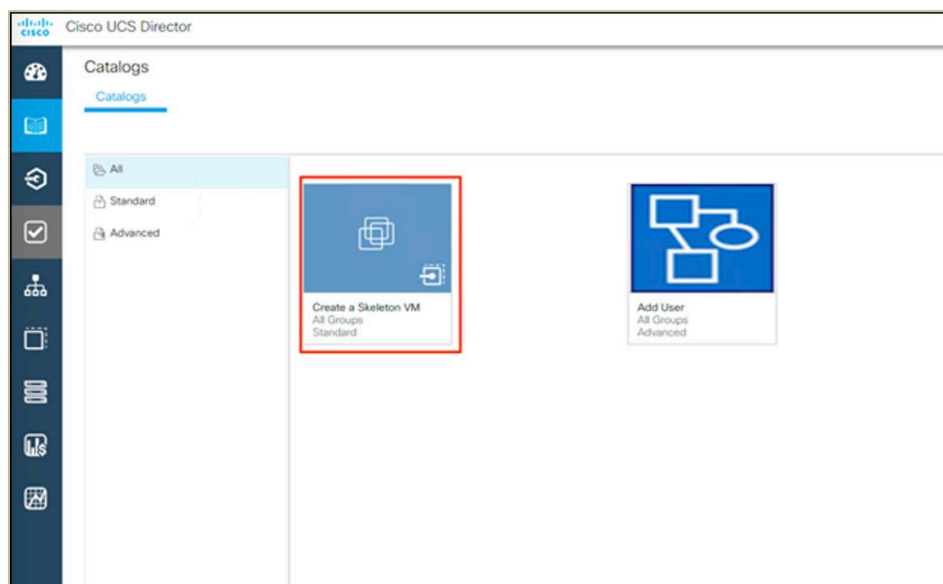
## Prerequisites

Before end users start to use the IaaS portal, the following prerequisites are expected:

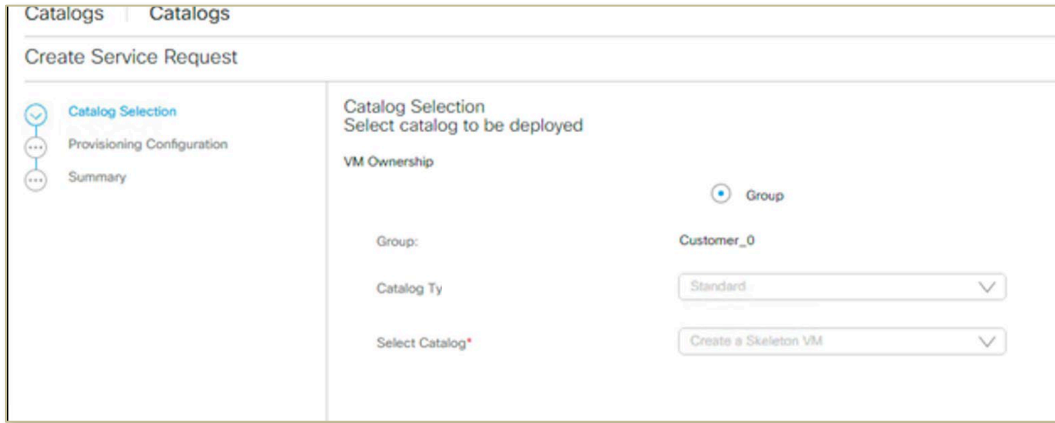
- Partner/customer has an existing Dedicated Instance instance.
- Partner/customer has added DNS A-record (iaasportal.ucmc.cisco.com) resolving the IP address provided by Cisco® for IaaS access, which will be used to access the IaaS portal.
- Partner/customer has been fully onboarded onto their Dedicated Instance IaaS instance/pod. As a result, end user can ping and access the given portal address via a web browser.

## Deploy an OS-based virtual machine

1. Click on “Catalogs” on the side menu and then double-click on “Create a Skeleton VM.”



2. Click on “next” in Catalog selection page.



3. Specify the following information for provisioning configuration.

**Table 1.** VM input fields

Item	Description
<b>VM Name</b>	<ul style="list-style-type: none"> <li>• Unique VM name in the format of &lt;customer-name&gt;-&lt;application name&gt;.</li> <li>• If not specified, the system will auto-generate the name in the format of “vm-&lt;customer-group-name&gt;-SR&lt;Service-request-number&gt;”</li> </ul>
<b>Select Guest OS and ISO Image Source</b>	<ul style="list-style-type: none"> <li>• End user can choose either “ISO Image Mapping” or “User define.”</li> <li>• Most of the case ISO can be found in ISO image mapping option where Cisco pre-mapped the image and the operating system. If the desired OS is not found in ISO mapping option, user can select user define to manually map the OS version to the available ISO in the repository.</li> </ul>
<b>Guest OS version</b>	<ul style="list-style-type: none"> <li>• This field only appears only when “User defined” is selected in previous field. User can select the OS type and version in a predefined OS list.</li> </ul>
<b>ISO Image</b>	<ul style="list-style-type: none"> <li>• Click on “Select” to bring up a file browser to allow user to select the design ISO image available in the repository.</li> </ul>
<b>Number of vCPUs</b>	<ul style="list-style-type: none"> <li>• A pulldown list to choose the desired number of vCPU for this VM.</li> </ul>
<b>Memory</b>	<ul style="list-style-type: none"> <li>• A pulldown list to choose the desired size of memory for this VM.</li> </ul>
<b>Disks</b>	<ul style="list-style-type: none"> <li>• User to define the disk size. The intake number is based on the policy defined in customer tiers. Please hover over to the information icon to explore the valid intake value.</li> </ul>

Catalogs | Catalogs

### Create Service Request

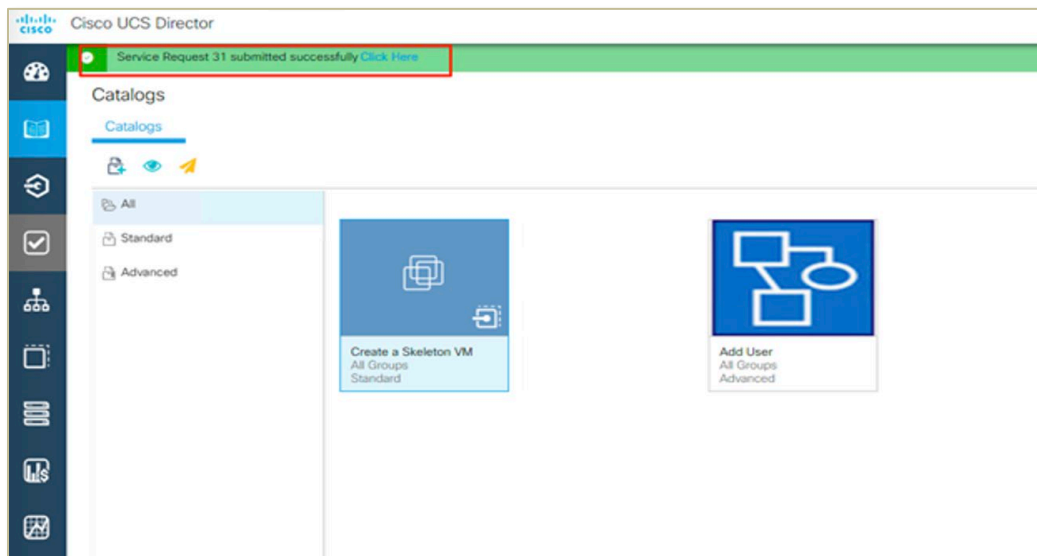
- ▼ Catalog Selection
- ▼ Provisioning Configuration
- Summary

#### Provisioning Configuration

Specify new VM name, guest OS version, and ISO image

Select vDC*	Customer_0 vDC
VM Name ⓘ	<input type="text"/>
Select Guest OS And ISO Image Source	User Defined
Guest OS Version*	CentOS 4/5/6/7 (64-bit)
ISO Image*	<span>Select</span> CentOS-8.3.2011-x86_64-dvd1.iso
Number of vCPUs*	2
Memory*	1.00 GB
Disk* ⓘ	10

- After submitting the request, page will be redirected to catalog page with the notification. To access the service request details, user can either click on “Click here” in the notification or go to “Services” (from sidebar) > “Service Request” and double-click the desired service request.



Service Request Id	Request Type	Initiating User	Group	Catalog/Workflow Name	Initiator Comments	Request Time	Request Stat
31	Create VM	customer_0-enduser-01	Customer_0	Create a Skeleton VM / VMware Provision VM U...		05/14/2021 00:23:33 GMT-0400	
10	Create VM	customer_0-enduser-01	Customer_0	Create a Skeleton VM / VMware Provision VM U...		05/11/2021 03:41:44 GMT-0400	

- Service Request page displays the execution status of the service request. Click the refresh button to refresh the workflow status.

**Service Request**

Current status for the service request.

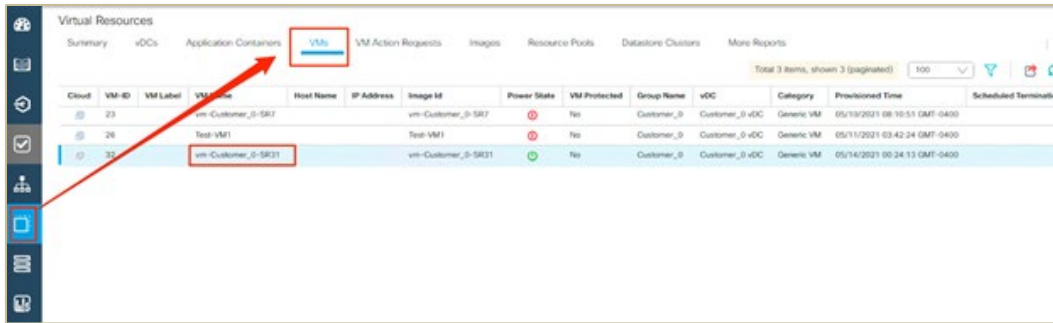
- Overview
  - Request ID: 31
  - Request Type: Create VM
  - Workflow Name: VMware Provision VM Using ISO Image
  - Workflow Version Label: 6.7.4.0
  - vDC: Customer\_0 vDC
  - Request Time: 05-14-2021 00:23:33 GMT-0400
  - Request Status: In Progress
  - Comments:
- Ownership
  - Group: Customer\_0
  - Initiating User: customer\_0-enduser-01
  - Duration Hours:
  - Scheduled Time:
- Catalog Information
  - vDC Owner Email:
  - First level Approval required from Groups: false
  - First Approvers:
  - Second level Approval required from Groups: false
  - Second Approvers:
  - Catalog Name: Create a Skeleton VM
  - Catalog Description:
  - SR Cost (1 Month): USD: 00
- User Inputs
  - vDC Id: Customer\_0 vDC
  - GuestOSAndISOImagePath: CentOS 4/5/6/7 (64-bit)

**Execution Timeline:**

- Initiated by customer\_0-enduser-01  
Fri May 14 2021 00:23:33 GMT-0400 (Eastern Daylight Time)
- Provision new VMware VM  
No resource limits are set for the group.  
Fri May 14 2021 00:24:26 GMT-0400 (Eastern Daylight Time)
- Assign VMs to vDC  
Fri May 14 2021 00:24:26 GMT-0400 (Eastern Daylight Time)
- VM Migrate ISO As CD ROM  
Fri May 14 2021 00:24:26 GMT-0400 (Eastern Daylight Time)
- Enable/Disable VMRC Console
- VM Power Action
- Complete

[Close](#)

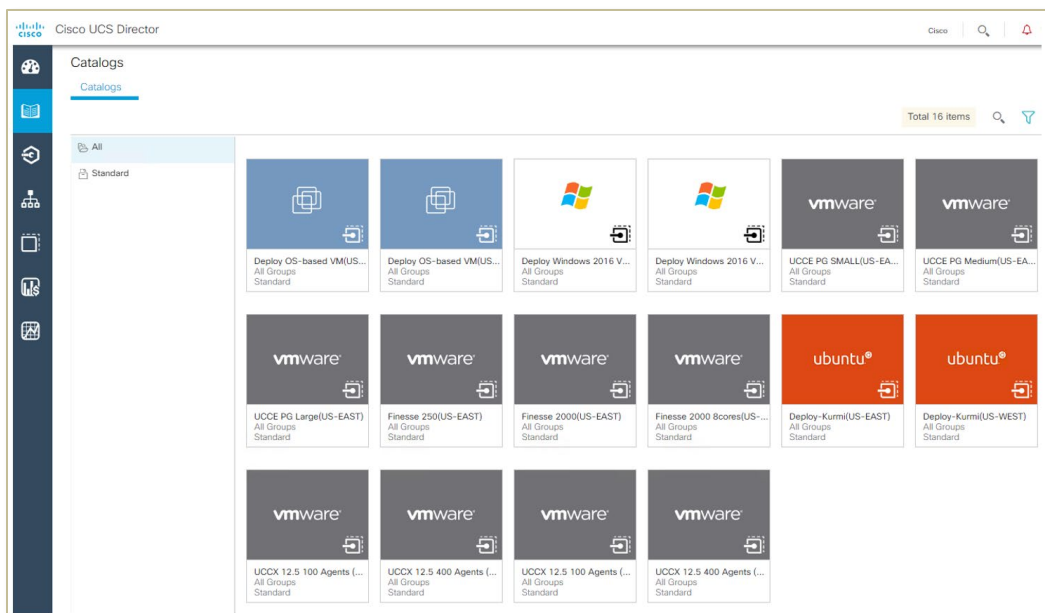
- Once the service request is completed, go to 'Virtual Resources(sidebar) > VMs(tab)' to find the created virtual machine for further user actions including access VM console (VMRC Console).



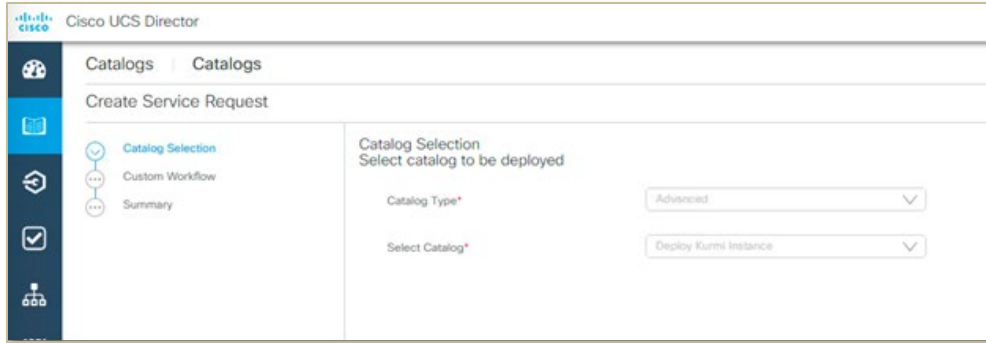
## Deploy a template-based virtual machine

Below are instructions for how a partner can deploy an application from a template within the available catalogs. In this section, we will use Kurmi as an example to walk through the process.

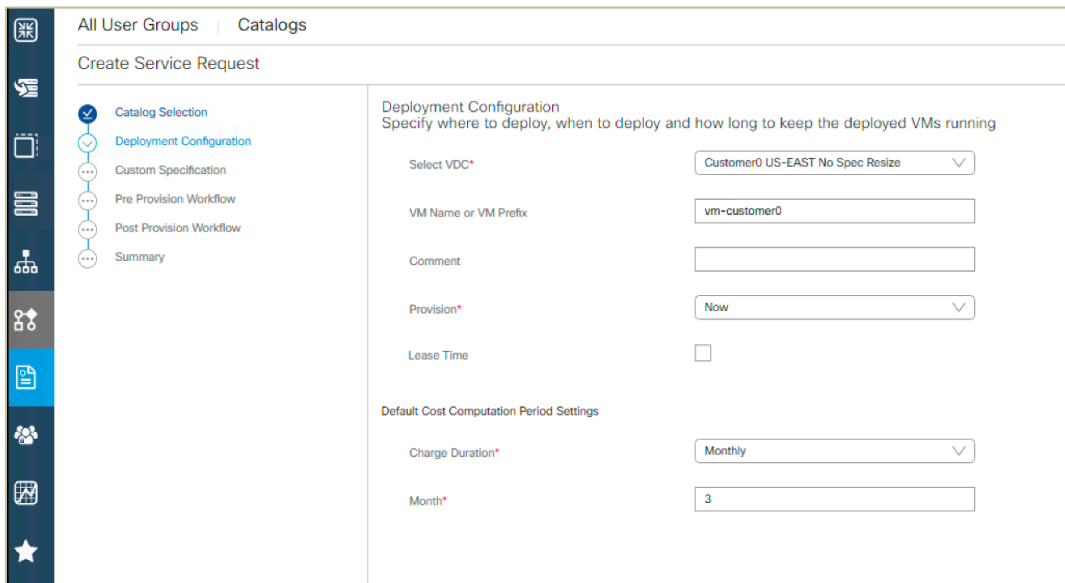
1. From Catalogs, double-click on “UCCX or Finesse.”



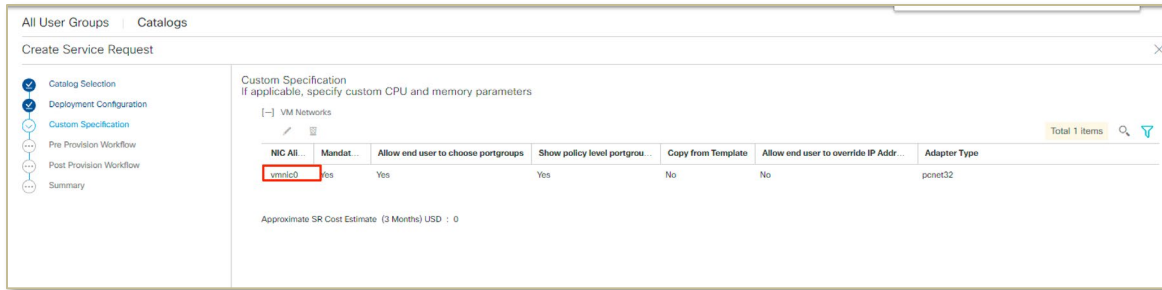
2. Click “Next” on catalog selection page.



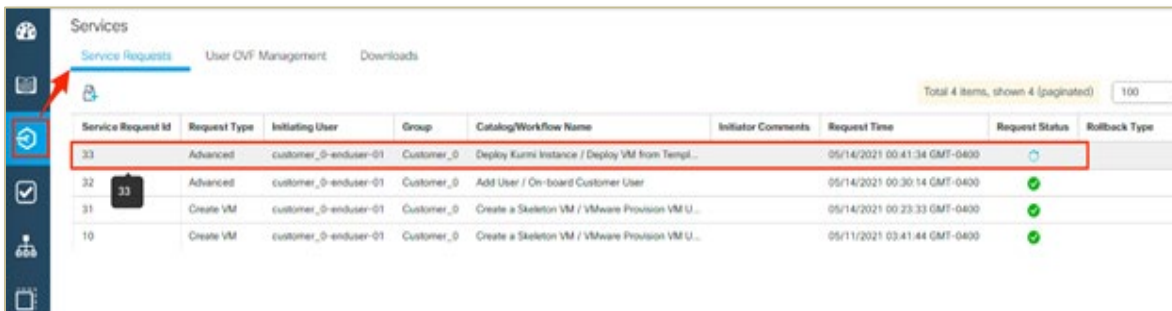
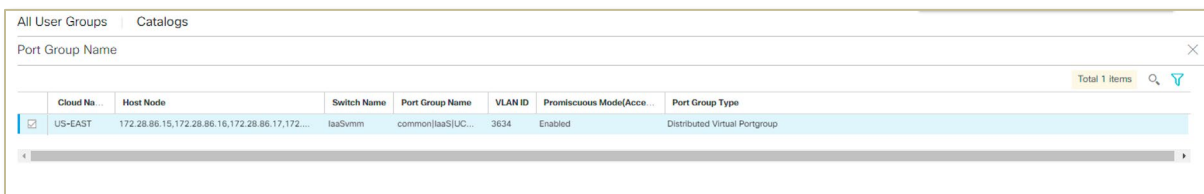
3. Select the desired vDC and provide a unique VM name in the field for “VM Name or VM Prefix.” Please note that the cost computation period settings are irrelevant to Dedicated Instance IaaS service and leave these settings at the default value.



4. Expand VM networks and double-click on “vmmnic0.”



5. Click on “Select” next to “*port-group name*” and select the port group. Normally, there is only one port group available per customer.



6. Click “Next” on Pre-Provision Workflow and Post-Provision Workflow screen.

7. Review the settings on the Summary page and click on “Submit” for deployment.

All User Groups | Catalogs

### Create Service Request

- ✓ Catalog Selection
- ✓ Deployment Configuration
- ✓ Custom Specification
- ✓ Pre Provision Workflow
- ✓ Post Provision Workflow
- ✓ Summary

**Summary**  
Review information below and click Submit to initiate the service request

vDC	Customer0 US-EAST No Spec Resize
Customer Organizations	Customer 0
Deployable	Yes
Duration Hours	
Approximate SR Cost Estimate (3 Months) USD	0
Scheduled Time	
Cloud	US-EAST
Catalog Support Email	
vDC Support Email	
FirstLevel Approval required from Groups	false
First Approver(s)	
SecondLevel Approval required from Groups	false
Second Approver(s)	
Catalog	Deploy Kurmi(US-EAST)
Catalog Description	
Image	
Content Library VM Template	Kurmi_Services_6.6.0_CentOS-7.4_PSQL-9.6_MT_Cisco_4GRAM_2VCPU_100GB
Comment	
Custom CPU Sockets	
Custom CPU Cores per Socket	
Custom CPU Cores	
Custom Memory (MB)	
Custom Memory Weight	
Custom Disk (GB)	

Back Cancel Submit

8. Go to Services > Service Requests and double-click the running job.

Services

Service Requests | User OVF Management | Downloads

Total 4 items, shown 4 (paginated) | 100

Service Request ID	Request Type	Initiating User	Group	Catalog/Workflow Name	Initiator Comments	Request Time	Request Status	Rollback Type
33	Advanced	customer_0-enduser-01	Customer_0	Deploy Kurmi Instance / Deploy VM from Templ...		05/14/2021 00:41:34 GMT-0400	🔄	
32	Advanced	customer_0-enduser-01	Customer_0	Add User / On-board Customer User		05/14/2021 00:30:14 GMT-0400	✅	
31	Create VM	customer_0-enduser-01	Customer_0	Create a Skeleton VM / VMware Provision VM U...		05/14/2021 00:23:33 GMT-0400	✅	
10	Create VM	customer_0-enduser-01	Customer_0	Create a Skeleton VM / VMware Provision VM U...		05/11/2021 03:41:44 GMT-0400	✅	

9. Observe the service request is completed without any issue.

## How to manage users

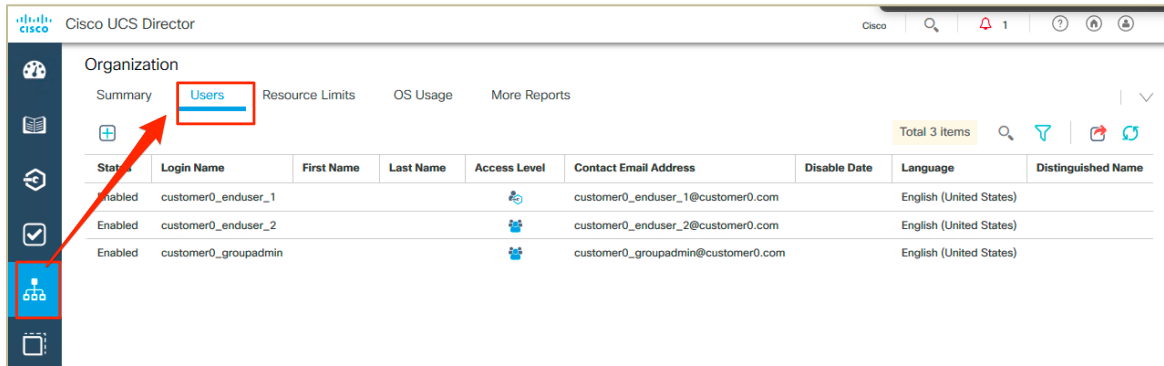
In Cisco IaaS environment, partners are onboarded as Managed Service Provider (MSP) organizations. An MSP organization manages all customers' resources under its management, which includes users in its own organization and in its customers organization. Similarly, customer group-admin has the privilege to manage its own users.

## Access user list for partner logged in as MSP Admin


1. Partner logs in as an MSP Admin.
2. Access the user list through *Administration > Users and Groups > Users* tab.

## Access user list for customer logged in as Customer Group-Admin

1. Customer logs in as a group-admin.
2. Access the user list through *Organisation > Users* tab.



## Add a new user for partner logged in as MSP Admin

1. From *Administration > Users and Groups > Users* tab, click on  to add a new user.
2. Fill in the following mandatory fields.

**Table 2.** New User Input Fields

Item	Description
<b>User Role</b>	<ul style="list-style-type: none"> <li>• Select one of the following options: <ul style="list-style-type: none"> <li>○ <b>Service End-User:</b> End user who can deploy new virtual machines and manage existing virtual machines</li> <li>○ <b>Group Admin:</b> group-admin can perform MACD operation on the users belong to the customer organization</li> <li>○ <b>MSP Admin:</b> MSP Admin can manage all the customers resources under the MSP organization's management.</li> </ul> </li> </ul>
<b>MSP Organization</b>	<ul style="list-style-type: none"> <li>• Only appears when <i>MSP Admin</i> is selected in User Role field</li> </ul>
<b>Customer Organization</b>	<ul style="list-style-type: none"> <li>• Only appears when either <i>Group-Admin</i> or <i>Service End-User</i> is selected in User Role field</li> </ul>
<b>Login Name</b>	<ul style="list-style-type: none"> <li>• User login name</li> </ul>
<b>Password</b>	<ul style="list-style-type: none"> <li>• User password</li> </ul>
<b>Confirm Password</b>	<ul style="list-style-type: none"> <li>• Confirm user password</li> </ul>
<b>Disks</b>	<ul style="list-style-type: none"> <li>• User to define the disk size. The intake number is based on the policy defined in customer tiers. Please hover over to the information icon to explore the valid intake value.</li> </ul>

3. Click on “Add” and verify the user is added successfully.

Status	Login Name	First Name	Last Name	Access Level	Customer Organizations	MSP Organizations	Contact Email Address	User Principa
Enabled	customer0_enduser_1				Customer 0		customer0_enduser_1@customer0.com	
Enabled	customer0_enduser_2				Customer 0		customer0_enduser_2@customer0.com	
Enabled	partner0_user_1					Partner 0	partner0_user_1@partner0.com	

### Add a new user for Customer Logged in as Group-Admin

1. From *Organization* > *Users* tab, click on to add a new user.
2. Follow Step 2-3 in “Add a new user for partner Logged in as MSP Admin” section. The only difference is customer group-admin can only selection either group-admin or service end user.

### Remove a user

1. For customer group-admin, from *Organization* > *Users* tab, click on to add a new user. For partner MSP Admin, from *Administration* > *Users and Groups* > *Users* tab, click on to add a new user.

Organization

Summary **Users** Resource Limits OS Usage More Reports

Total 3 Items

Status	Login Name	First Name	Last Name	Access Level	Contact Email Address	Disable Date	Language	Distinguished Name
Enabled	customer0_enduser_1				customer0_enduser_1@customer0.com		English (United States)	
Enabled	customer0_enduser_2				customer0_enduser_2@customer0.com		English (United States)	
Enabled	customer0_groupadmin				customer0_groupadmin@customer0.com		English (United States)	

## Change a user's password

1. For customer group-admin, from *Organization > Users* tab, right click the desire user and select *Change Password*.

For partner MSP Admin, from *Administration > Users and Groups > Users* tab, right click the desire user and select *Change Password*.

Organization

Summary **Users** Resource Limits OS Usage More Reports

Total 3 Items

Status	Login Name	First Name	Last Name	Access Level	Contact Email Address	Disable Date	Language	Distinguished Name
Enabled	customer0_enduser_1				customer0_enduser_1@customer0.com		English (United States)	
Enabled	customer0_enduser_2				customer0_enduser_2@customer0.com		English (United States)	
Enabled	customer0_groupadmin				customer0_groupadmin@customer0.com		English (United States)	

Context menu options: Edit, Delete, View Profiles, **Change Password**

1. Enter the group-admin or MSP Admin user's password in "Enter your password" and enter the new password in the following two fields.

Cisco UCS Director

Organization | Users

Change Password

Enter your password\* ← **The password of the login user who is resetting other's password**

New password for customer0\_enduser\_1\* ← **The desired user's new password**

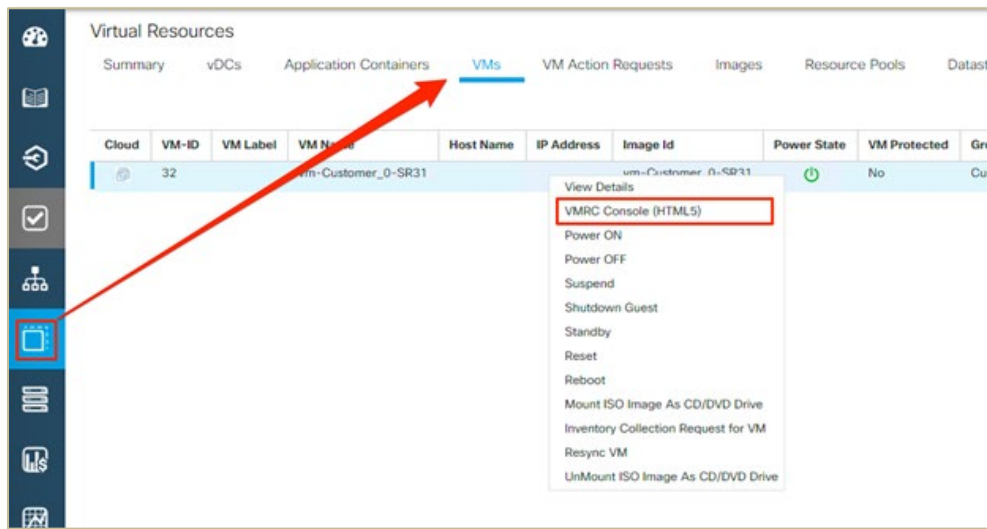
Confirm password for customer0\_enduser\_1\*

## How to manage a virtual machine

Below are instructions for how a partner can manage a virtual machine. User can perform actions on all under-management virtual machines by simply accessing the Virtual Resources(sidebar) > VMs(tab) and right-click on the desired VMs.

As a Service End-User, the following tasks are entitled:

- Power ON/OFF virtual machine
- Access VMware Remote Access (VMRC) console
- Suspend VMs
- Shutdown VMs
- Reboot/Reset Guest OS
- Mount/Unmount IOS Image as CD/DVD Drive



## IaaS Application Services Catalog

**Table 3.** Supported applications catalog

Product/Vendor	vCPU	Memory (GB)	Storage (GB)	Comments
UCCX 100 Agent	2	10	146	Storage is 1x146GB
UCCX 400 Agent	4	20	292	Storage is 2x146GB
Finesse® 250	2	8	146	
Finesse 2000	4	16	146	Memory is 8GB for v12.5(x)

Product/Vendor	vCPU	Memory (GB)	Storage (GB)	Comments
Finesse 2000 (Fast Failover)	8	16	146	Memory is 8GB for v12.5(x)
UCCE PG Small	2	6	80	Storage is 1x80GB
UCCE PG Medium	2	6	80	Storage is 1x80GB
UCCE PG Large	4	6	80	Storage is 1x80GB