



Services

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Services

You can view and manage service requests, OVF files, and downloads. The OVF files and downloads are provided by your administrator. By default, the **Services** menu option displays all service requests and their status.

Service Requests

You can create a service request to provision virtual machines (VMs), services, or applications. The service request process creates a provisioning workflow for VM creation that includes the following actions:

- Budget validation
- Dynamic resource allocation
- Approvals
- Provisioning
- Lifecycle setup and notifications

Your administrator can provide an orchestration workflow as a catalog item. To provision a VM or execute an orchestration workflow, you must first create a service request. Once your administrator or the designated approver approves the service request, the VM is provisioned. VMs can be immediately approved or scheduled to be approved within a maximum of 90 days from the original request. You can view the Service Requests report by choosing **Service Requests** under **Services**.

The Service Requests reports screen displays all service requests, as well as the following information:

- Service Request ID
- Request Type
- Initiating User
- Group
- Catalog/Workflow Name
- Initiator Comments
- Request Time
- Request Status
- Rollback Type

You can view additional information about a service request by clicking the row with service request and clicking **View Details**.

Permissions Required for Service Requests

The following table shows a list of the available service request actions and permissions required:

Task	End User Permissions
Viewing Service Request Details, on page 3	Default
Creating a Service Request for a Standard Catalog, on page 3	Default
Creating a Service Request for an Advanced Catalog, on page 4	Default
Creating a Service Request for a Service Container Catalog, on page 5	Default
Creating a Service Request for a Bare Metal Catalog, on page 5	Default
Canceling a Service Request, on page 6	Default
Resubmitting a Service Request, on page 6	Default
Archiving a Service Request, on page 7	Default
Adding Notes to a Service Request, on page 7	Default
Rolling Back a Service Request, on page 7	Default

Viewing Service Request Details

You can view the details for a service request. The available service request details depend on the type of service request and the parameters defined by your administrator.

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- Step 1** Choose **Services**.
- Step 2** On the **Services** page, click **Service Requests**.
- Step 3** Click the row with the service request that you want to view.
- Step 4** Click **View Details** to view the following information about the service request:
- **Current Status for the Service Request**—Displays the progress of the service request and the workflow steps.
 - **Overview**—Includes information such as the Request ID, Request Type, Workflow Name, Workflow Version Label, Request Time, Request Status, and Comments.
 - **Ownership**—Includes information such as Customer Organization and Initiating User.
 - **Catalog Information**—Includes information such as the VDC owner email, approving users, the catalog name and description, and the service request cost.
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Creating a Service Request for a Standard Catalog

Standard catalog items are used for generic service requests, such as creating service requests for VM provisioning using images from a list of clouds.

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- Step 1** Choose **Services**.
- Step 2** On the **Services** page, click **Service Requests**.
- Step 3** Click **Create Request**.
- Step 4** On the **Create Request** screen, choose **Standard** from the **Catalog Type** drop-down list.
- Step 5** Click **Submit**.
- Step 6** On the **Catalog Selection** screen, complete the required fields, including the following:
- a) Select the **Group** or **User** radio button to specify if you want to provision the VM for a group or set of users. If you select the **User** radio button, you can choose the users who will have VM ownership, VM access privilege, and VM management privilege.
 - b) Choose a catalog from the **Select Catalog** drop-down list.
 - c) Check **Perform deployment assessment** to perform a VM deployment assessment before creating the service request.
- Step 7** Click **Next**.
- Step 8** On the **Deployment Configuration** screen, complete the required fields, including the following:
- a) From the **Provision** drop-down list, choose when to provision the VM.

If you choose **Now**, the VM is provisioned immediately. If you choose **Later**, a calendar and a time drop-down list appear.

- b) Check **Lease Time** to configure a lease time for the VM specified in days and hours.
- c) From the **Charge Duration** drop-down list, choose a duration for which the default cost is calculated. By default, this duration is set to **Monthly**. You can specify the duration in days, months, or hours depending on the duration you choose.

Step 9 Click **Next**.

Step 10 On the **Custom Specification** screen, specify the CPU cores and memory and click **Next**.

Step 11 On the **Custom Workflow** screen, if applicable, complete the required fields and click **Next**. Custom workflow inputs are applicable if your administrator enabled post-provisioning custom actions for the catalog selected for VM provisioning. The post-provisioning workflow includes custom inputs, which depend on the workflow attached to a catalog.

Step 12 On the **Summary** screen, review the information for the service request.

Step 13 Click **Submit**.

Creating a Service Request for an Advanced Catalog

Before You Begin

Advanced catalog items are used for orchestration workflow execution. You can execute workflow catalog items that have been provisioned by your administrator.

Step 1 Choose **Services**.

Step 2 On the **Services** page, click **Service Requests**.

Step 3 Click **Create Request**.

Step 4 On the **Create Request** screen, choose **Advanced** from the **Catalog Type** drop-down list.

Step 5 Click **Submit**.

Step 6 On the **Catalog Selection** screen, choose a catalog from the **Select Catalog** drop-down list and then click **Next**.

Step 7 On the **Custom Workflow** screen, if applicable, complete the required fields and then click **Next**. Custom workflow inputs are applicable if your administrator enabled post-provisioning custom actions for the catalog selected for VM provisioning. The post-provisioning workflow lets you specify custom inputs, which are dependent on the workflow attached to a catalog.

Step 8 On the **Summary** screen, review the information for the service request.

Step 9 Click **Submit**.

Creating a Service Request for a Service Container Catalog

Service container catalog items are used for application container VM provisioning.

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- Step 1** Choose **Services**.
- Step 2** On the **Services** page, click **Service Requests**.
- Step 3** Click **Create Request**.
- Step 4** On the **Create Request** screen, choose **Service Container** from the **Catalog Type** drop-down list.
- Step 5** Click **Submit**.
- Step 6** On the **Catalog Selection** screen, choose a catalog from the **Select Catalog** drop-down list and then click **Next**.
- Step 7** On the **Deployment Configuration** screen, complete the required fields, including the following:
- From the **Provision** drop-down list, choose when to provision the VM.
If you choose **Now**, the VM is provisioned immediately. If you choose **Later**, a calendar and a time drop-down list appear.
 - In the **Service Container Name** field, enter a name for the service container.
- Step 8** Click **Next**.
- Step 9** On the **Summary** screen, review the information for the service request.
- Step 10** Click **Submit**.
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Creating a Service Request for a Bare Metal Catalog

Bare metal catalog items are used for workflow execution of a bare metal server. You can execute a catalog item with a bare metal server provisioning policy that has been defined by your administrator.

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- Step 1** Choose **Services**.
- Step 2** On the **Services** page, click **Service Requests**.
- Step 3** Click **Create Request**.
- Step 4** On the **Create Request** screen, choose **Bare Metal** from the **Catalog Type** drop-down list.
- Step 5** Click **Submit**.
- Step 6** On the **Catalog Selection** screen, choose a catalog from the **Select Catalog** drop-down list and then click **Next**.
- Step 7** On the **Custom Workflow** screen, if applicable, complete the required fields and then click **Next**.
Custom workflow inputs are applicable if your administrator enabled post-provisioning custom actions for the catalog selected for bare metal server provisioning. The post-provisioning workflow lets you specify custom inputs, which are dependent on the workflow attached to a catalog.
- Step 8** On the **Summary** screen, review the information for the service request.
- Step 9** Click **Submit**.
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Canceling a Service Request

You can cancel a pending or approved service request. Canceling the request denies the request and removes it from your approval list. The workflow for a pending approval stops in a failed state at the approval task. You can cancel an approved service request that you may want to resubmit later. If you resubmit a service request for a cancelled request that was previously approved, the workflow starts from the approval task.

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- Step 1** Choose **Services**.
- Step 2** On the **Services** page, click **Service Requests**.
- Step 3** Click the row with the service request that you want to cancel.
- Step 4** Click **Cancel**.
- Step 5** On the **Cancel Service Request** screen, click **Submit**.
The service request is removed from the **Approvals** page. On the **Service Requests** page, the **Request Status** for the service request changes to Canceled.
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Resubmitting a Service Request

You can resubmit a rejected or failed service request. A service request can fail for the following reasons:

- Budget limit (if defined by your administrator) is exceeded for the group under which the VM is being provisioned.
- Resource limits (if defined by your administrator) are exceeded for the group under which the VM is being provisioned.
- Provisioning could fail if relevant information is not provided when creating a service request.

When a service request is resubmitted, you can choose the task in the workflow from which you want to start the service request. For example, if a service request fails in the Resource Allocation workflow, you can resubmit the service request to start from this step.

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- Step 1** Choose **Services**.
- Step 2** On the **Services** page, click **Service Requests**.
- Step 3** Click the row with the service request that you want to resubmit.
- Step 4** Click **Resubmit Request**.
- Step 5** On the **Resubmit Service Request** screen, choose the task from which you want to start the service request, from the **Resubmit Step** drop-down list.
- Step 6** Click **Submit**.
On the **Approvals** page, the **My Approval Status** for the service request changes to Pending.
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What to Do Next

On the **Approvals** page, choose and approve the service request.

Archiving a Service Request

You can archive a service request for future use. Once you archive a service request, contact your administrator if you want to reinstate the service request.

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- Step 1** Choose **Services**.
 - Step 2** On the **Services** page, click **Service Requests**.
 - Step 3** Click the row with the service request that you want to archive.
 - Step 4** Click **Archive**.
 - Step 5** On the **Archive Request** screen, click **Archive**.
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Adding Notes to a Service Request

You can add notes to a service request, to provide information for yourself, for the requestor, or for other approvers.

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- Step 1** Choose **Services**.
 - Step 2** On the **Services** page, click **Service Requests**.
 - Step 3** Click the row with the service request to which you want to add a note.
 - Step 4** Click **Add Notes**.
 - Step 5** On the **Add Notes** screen, add any necessary information to the **Notes** field.
 - Step 6** Click **Submit**.
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Rolling Back a Service Request

You can undo all or part of an executed workflow by rolling back a service request. You can roll back tasks that executed successfully. Exceptions include:

- Some tasks are designed such that they cannot be rolled back.
- Rollback can be disabled for a task within a particular workflow.

Any changes made by tasks that are not selected to be rolled back are not undone. For example, if the task for creating virtual resources is not selected, virtual resources are not removed when the service request is

rolled back. If you choose to roll back an entire successful service request, all of its workflow tasks are rolled back with the exceptions of those that are disabled.

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- Step 1** Choose **Services**.
- Step 2** On the **Services** page, click **Service Requests**.
- Step 3** Click the row with the service request that you want to roll back.
- Step 4** From the **More Actions** drop-down list, choose **Rollback Request**.
- Step 5** On the **Rollback Service Request** screen, verify that the tasks you want to roll back are checked. By default, all of the tasks are checked.
- Step 6** Click **Submit**.
On the **Approvals** page, the **Approval Status** for the service request changes to Pending.
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What to Do Next

On the **Approvals** page, choose and approve the service request.

User OVF Management

You can manage Open Virtualization Format (OVF) files and deploy them to your group or to customer organizations. The OVF files can be in OVA, zip, and jar formats. You can view the user OVF Management report by choosing **User OVF Management** under **Services**.

The User OVF Management report displays all available OVF files, as well as the following information:

- File Name
- Description
- Date/Time Added
- Folder Type
- User ID

Permissions Required for User OVF Management

The following table shows a list of the available OVF management actions and permissions required:

Task	End User Permissions
Uploading an OVF File, on page 9	Default
Deploying an OVF File, on page 9	Default

Uploading an OVF File

You can upload OVF and image files (OVA, zip, and jar formats) to a predefined storage location.

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- Step 1** Choose **Services**.
 - Step 2** On the **Services** page, click **User OVF Management**.
 - Step 3** Click **Upload File**.
 - Step 4** On the **Upload File** screen, complete the required fields.
You can choose a file or drag and drop a file into the **OVF file** field.
 - Step 5** Click **Submit**.
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Deploying an OVF File

You can deploy OVF and image files (OVA, zip, and jar formats) to a group or to a customer organization.



Note At least twice the file size disk space is required for OVF and image file uploads.

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- Step 1** Choose **Services**.
 - Step 2** On the **Services** page, click **User OVF Management**.
 - Step 3** Click the row with the OVF file that you want to deploy.
 - Step 4** Click **Deploy**.
 - Step 5** On the **Deploy OVF** screen, complete the required fields.
 - Step 6** Click **Submit**.
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Payment Information

You can make and update payments and check the budget available for your user group. You can view the Payment Information report by choosing **Payment Information** under **Services**.

The Payment Information report displays the following information about payment orders:

- Order ID
- Amount
- Payment Status

- Status Information
- Timestamp
- Notes

You can view additional information about a payment order by clicking the row with the payment order and clicking **View Details**.

Permissions Required for Payment Information

The following table shows a list of the available payment actions and permissions required:

Task	End User Permissions
Viewing Payment Information Details, on page 10	Additional permissions required
Making a Payment, on page 11	Additional permissions required
Updating Payment Details, on page 11	Additional permissions required
Checking Funds, on page 12	Additional permissions required

Viewing Payment Information Details

Before You Begin

To access this option, your administrator must provide permission in your user role, or in the End User Self-Service policy in your group's VDC.

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- Step 1** Choose **Services**.
- Step 2** On the **Services** page, click **Payment Information**.
- Step 3** Click on the row with the payment order ID that you want to view.
- Step 4** Click **View Payment Info** to view the following information about the service request:
- Order ID—The order ID of the payment.
 - Order Amount—Displays the amount paid.
 - Status—Displays the status of the transaction.
 - Status Information—Displays any additional information regarding the status of the payment.
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Making a Payment

You can enter your credit card information and billing details to make a payment. You can update your payment details to automatically populate the billing details field. See [Updating Payment Details, on page 11](#).

Before You Begin

To access this option, your administrator must provide permission in your user role, or in the End User Self-Service policy in your group's VDC.

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- Step 1** Choose **Services**.
 - Step 2** On the **Services** page, click **Payment Information**.
 - Step 3** Click **Make Payment**.
 - Step 4** On the **Make Payment** screen, complete the required credit card information and billing details. The CVV number typically is located on the back of your credit card. If you do not see the CVV number there, check with your credit card company. Credit card details are not saved.
 - Step 5** Click **Submit**.
The payment status is updated in the payment information report and successful payments are added to your group's budget.
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Updating Payment Details

You can update the billing details, such as the billing name, address, email, and phone number. The billing details automatically populate the payment form.

Before You Begin

To access this option, your administrator must provide permission in your user role, or in the End User Self-Service policy in your group's VDC.

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- Step 1** Choose **Services**.
 - Step 2** On the **Services** page, click **Payment Information**.
 - Step 3** Click **Update Payment Details**.
 - Step 4** On the **Update Payment Details** screen, update the required fields.
 - Step 5** In the **Delivery Notes** field, enter any additional comments.
 - Step 6** Click **Submit**.
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Checking Funds

You can check the availability of funds for your user group. The **View Budget** screen also displays all successful payment transactions.

Before You Begin

To access this option, your administrator must provide permission in your user role, or in the End User Self-Service policy in your group's VDC.

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- Step 1** Choose **Services**.
 - Step 2** On the **Services** page, click **Payment Information**.
 - Step 3** Click **Check Funds**.
 - Step 4** On the **View Budget** screen, review the available budget for your user group.
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Downloads

Your administrator can provide files for you to download. Downloads can include binary files and executable files. You can view the Downloads report by choosing **Downloads** under **Services**.

The Downloads report displays all available downloads, as well as the following information:

- Name
- Description
- File Name

Downloading a File

You can download a file provided by your administrator.

Before You Begin

Disable pop-up blockers in your browser.

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- Step 1** Choose **Services**.
 - Step 2** On the **Services** page, click **Downloads**.
 - Step 3** Click the row with the file that you want to download.
 - Step 4** Click **Download**.
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