
Introducing the VAR Admin Environment

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Logging In and Out of the Hosted Console Page

The Hosted Console Logon page is the first page that is displayed when making a connection to the Hosted Console web console. The default user for a newly installed Hosted Console web console is Admin with no password.

To log in to the Hosted Console web console

1. Enter the VAR Admin web console URL in Internet Explorer.
2. Enter the account name in the **User Name** box.
3. Enter the account password in the **Password** box.
4. Click the **Log In** button.

To log out of the Hosted Console web console

- Click the **Log Out** hyperlink in the Hosted Console status pane.
The browser refreshes to the Hosted Console Log In page.

The Overview page displays performance information about the Application Servers that are in use for the Hosted Service Center.

To effectively manage the resources on the Application Servers, the Hosted Console allows you to create multiple worker processes to host the VAR Virtual Service Centers. You may also move VAR Virtual Service Centers between worker processes running on many Application Servers.

For each Application Server, a graph labeled with the machine name displays bar graph representations of the 4 hour average usage of the server's CPU and memory resources. The memory bar graph is segmented to display how much memory is being used by the host operating system and each worker process on the Application Server. Hovering the mouse pointer over sections of the bars displays the metrics for that section.

Below the graph for each Application Server is an expandable table that provides information on the Performance Details.

Item	Description
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Worker Process	The Barracuda Managed Workplace number for the worker process being visualized. Hovering the mouse pointer over the entry will show the operating system PID (process identifier), which you can use for live monitoring using Task Manager in Windows. A 32-bit Worker Process reaches its maximum recommended load at 1.2 GB memory usage, and a 64-bit Worker process at 2.4 GB. Once at this point, they will no longer be identified as the best to use when creating new Virtual Service Centers.
Capacity (%)	The average percentage of the total system memory that has been used by the process over the previous 4 hours.
Memory Usage (MB)	The average, in megabytes, of the total system memory that has been used by the process over the previous 4 hours.
VAR Count	The number of VARs that currently occupy the worker process.
Site Count	The number of sites that currently occupy the worker process.
Device Count	The number of Devices that currently occupy the worker process.

When an application server is experiencing heavy load for extended periods (worker processes using more than 1.2 GB of memory), moving VARs to another server is recommended. Typically, VARs with the most devices, in particular servers, are ideal candidates for moving as they usually consume the most resources. VARs can be moved to a different worker process either on the current application server or another application server.

See [To move a VAR Virtual Service Center](#).



To view the current status of a worker process

- From the Application Server hosting the worker process you want to view, click **Performance Details**.

The VAR Dashboard displays information about current solution providers that have been added to the Hosted Service Center, each having their own exclusive VAR Virtual Service Center. New VARs may be added using the controls on this page.

The following information is provided about each VAR that has been added to the Hosted Service Center:

Item	Description
Name	The VAR Company Name that was set when the VAR was created.
Code	The VAR Code that was set when the VAR was created. Each VAR in the Hosted Service Center must have a unique VAR Code.
Active Sites	The number of active sites that the VAR is monitoring.
Activation Date	The date that the VAR was added.

Status		The VAR is active. The VAR is disabled.
Delete		Click to delete the VAR.

Each listed VAR may be expanded by clicking + next to the VAR name, to view the following information about the sites being monitored by this VAR:

Item	Description
Client Name	The name used to identify the site in the Virtual Service Center
OM Version	The version number of the Onsite Manager
Device Count	The total number of devices being monitored
Server Count	The number of servers being monitored
Install Date	The date that this site was registered

To add a new VAR Virtual Service Center

1. In the Hosted Console website, click **Status > VAR Dashboard**.
2. Click **Add New VAR**.
3. Enter the **VAR Company Name**.
This is how the VAR is labeled in the Hosted Console Dashboard.
4. Enter the VAR Domain.
This is used to distinguish between each VAR on the login page and database, and must be provided to the VAR for them to access their Service Center.
5. Enter the **VAR Code**.
This is used to track VAR licensing.
6. Enter identifying information for the VAR in the **First Name, Last Name, Phone Number**, and **Email Address** boxes.
7. Enter address information for the VAR in the **Street, P.O. Box** (if required), **City, State/Province, Country**, and **Postal/ZIP Code** boxes.
8. Enter the **User Name** and initial Password for the Admin user that is created with the Virtual Service Center.
9. In the VAR Settings section, select the **Default Language** and **VSC Blueprint** for the VAR.
The host name or IP of the database server is pre-populated based on the database server specified during installation. By default, the SQL Authentication User Name and Password boxes are populated with the credentials that were used during installation. Different credentials can be specified by entering the information into the SQL User Name and Password boxes.
10. Select the server where the Virtual Service Center will be created from the **Application Server** list.
11. Select the process where the Virtual Service Center will be created from the **Worker Process** list and click **Save**.
You can add a new worker process to host the VAR by selecting Add new process.

Note: The Application Server and Worker Process lists will be automatically populated using the application server and worker process that has the lightest load, but you can override this by making another selection.

To edit the details of an existing VAR, see [VAR Configuration](#).

To delete a VAR Virtual Service Center

Note: Deleting a VAR Virtual Service Center will result in deleting the database.

1. In the Hosted Console website, click **Status > VAR Dashboard**.
2. Click the **Delete** icon that corresponds with the VAR you want to delete.
3. Click the **OK** on the confirmation dialog box that appears.

To move a VAR Virtual Service Center

1. In the Hosted Console website, click **Status > VAR Dashboard**.
2. Click the VAR Name to open its [VAR Configuration](#).
3. Switch to the **Configuration** tab and under Server Configuration select an **Application Server** and **Worker Process** to which you want to move the VAR, and click **Save**.

The VAR Domain section lists the changes in the Operational State (Unloading, Loaded) as the move is handled. The selection list for worker processes displays those currently available on the selected Application Server. Also, there is a selection list to add a new worker process. The progress counts down the time remaining to completion. While the VSC is being moved, it cannot be accessed by users.

VAR Virtual Service Centers can be moved to a different worker process either on the current application server or another application server.

Importing a VAR Database

You can import an SCDATA SQL database that was exported from another hosted Service Center. When you import a VAR database, the VAR is re-created in the new location. This is useful when moving VARs between cloud environments.

To prepare a VAR database to be imported:

- export the database from a hosted Service Center
- backup the database

- move the database to another environment
- import the database into SQL

To import a VAR database

1. In the Hosted Console website, click **Status > VAR Dashboard**.
2. Click **Import VAR**.
3. Select a database.
4. Click **Import**.

Note:

- You may experience better results using the VAR Migrator Tool, which you can find at <C:\Program Files (x86)\Level Platforms\Service Center>\Bin\HscVarMigratorTool.exe, where <C:\Program Files (x86)\Level Platforms\Service Center> is the file location where Service Center is installed.

Suppressing Site Not Communicating Alerts

Maintenance mode lets you suppress Site Not Communicating alerts at times when you know that the alerts don't represent critical warnings. Using maintenance mode, you can suppress alerts when the site will not be communicating because you are performing maintenance on it or during planned maintenance.

When maintenance mode is activated, Site Not Communicating alerts are suppressed on all VARs, however, monitoring continues.

At the end of the maintenance mode period, alert suppression is deactivated automatically.

To suppress Site Not Communicating alerts

1. In the Hosted Console website, click **Status > VAR Dashboard**.
2. Click the **Activate Maintenance Mode** button.
3. In the **Maintenance Duration** list, select a period of time.
4. Click the **Activate Maintenance Mode** button.

To extend alert suppression

The maximum duration for a single maintenance period is nine hours. You cannot extend suppression of events for longer than nine hours in a single maintenance period.

1. In the Hosted Console website, click **Status** and then click one of the following:

- **Overview**
 - **VAR Dashboard**
2. Click the **Extend Maintenance Mode by 1 hour** button.

To deactivate alert suppression

At the end of the maintenance mode period, alert suppression is deactivated automatically. You can also reactivate Site Not Communicating alerts immediately at any time.

1. In the Hosted Console website, click **Status** and then click one of the following:
 - **Overview**
 - **VAR Dashboard**
2. Click the **Deactivate Maintenance Mode** button.

Resetting Service Center User Passwords

To generate a link that a Service Center user can use to reset their password, you must know the user's username. Once you generate the link, send the link to the user by emailing it or using a messaging application.

In order to generate a reset link, the user must not be disabled or locked out. Also, the VAR must not be disabled.

You won't be able to retrieve the same generated link if you navigate away from the VAR Configuration General tab, so copy the link if you need to navigate off the tab. You can generate another link for the same user at any time.

To reset a user password

1. In Hosted Console website, click **Overview > VAR Dashboard**.
2. Click a VAR link.
3. Click the **General Information** tab.
4. In the Password Reset for Service Center User section, type the user's **Username**.
5. Click Request Reset.
6. Copy the reset link by selecting it, right-clicking and clicking **Copy**.
7. Send the link to the user.

VAR Configuration

The VAR Configuration page contains all the information entered for the VAR when it was created. If an occasion arises where the VAR details need to be updated or changed, the changes are performed

from this location. You can also move VARs between worker processes and application servers.

To edit the configuration details for a VAR

1. In the Hosted Console website, click **Status > VAR Dashboard**.
2. Click the VAR name to open its **VAR Configuration** page.
When working with the VAR Configuration page, the displayed VAR may be chosen from the VAR list.
3. Under the **General Information** tab, make any changes required to the **VAR Identification**, **Contact Information**, and **Address Information** details.
Note: The VAR Domain and VAR Code cannot be updated.
4. Under the **Configuration** tab, do the following:
 - Enter the **User Name** and **Password** for SQL Server Authentication in the corresponding boxes.
 - Click the **Save** button to save the changes, or the Cancel button to abort the operation.

To disable or enable a VAR Virtual Service Center

1. In the Hosted Console website, click **Status > VAR Dashboard**.
2. Click the VAR name to open its VAR Configuration page.
When working with the VAR Configuration page, the displayed VAR may be chosen from the VAR list.
3. Under **VAR Identification** on the **General Information** tab, select Active or Disabled and click **Save**.

When a VAR is disabled, the Virtual Service Center is inaccessible. When attempting to login, users will see the message "Service Center ceased to be operational."

To re-register a VAR Virtual Service Center

Note: When the VAR Virtual Service Center is created, it is automatically registered for the first time. VARs only need to be registered once and during normal operation you will not need to register them again.

1. In the Hosted Console website, click **Status > VAR Dashboard**.
2. Click the VAR name to open its **VAR Configuration** page.
When working with the VAR Configuration page, the displayed VAR may be chosen from the VAR list.
3. Click **Register** to send the registration information to the license server.

Hosted Console Status Pane

Along the top of the browser content window, the Hosted Console Status pane is displayed no matter what page the user is actively accessing. The user name of the currently logged in user is displayed, along with the current date.

Also provided are hyperlinks to Edit Profile and Log Out. See [Modifying User Accounts](#) and [Logging In and Out of the Hosted Console Page](#).

Clicking the [Service Center Login] hyperlink will bring you to the login page for Virtual Service Centers.

Figures

1. var_active.gif
2. var_disabled.gif
3. delete_var_admin.gif

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