

Hosted Lab Servers

Frequently Asked Questions - FAQ

Q: How does the service work?

A: When you sign up for a monthly subscription, you are allocated one of our DL380 G5 servers running VMWare ESXi, which is hosted in our data centre. We will then send you login details to our portal site and VMWare vSphere client. The VMWare vSphere client will run as if it was installed on your PC; however it will connect to your hosted ESXi server. You then have full control over your ESXi server and can do with it as you wish.

You will need to upload CD/DVD images via FTP in order to start installing software on your virtual servers. Your FTP details will be given to you at the same time you receive your server logon details. You will also receive instructions on how to use the service.

Additionally, you can see a video of the service at <http://www.enabled-it.co.uk/hostedlab.php>

Q: What are the requirements to connect to the service?

A: You must be running a Windows operating system (Windows XP or above and Windows Server 2003 or above). You may need to update your Remote Desktop client to version 6.1 if you have not already. For Windows XP, you can update the client here <http://support.microsoft.com/kb/925876/en-gb>. If you are using Windows Server 2003, you will need to install the updated client from <http://www.microsoft.com/download/en/details.aspx?id=21296> and then launch the update from <http://www.microsoft.com/download/en/details.aspx?displaylang=en&id=22926> (requires restart)

Q: How do I login once I've set up my subscription?

A: Once you have your login details, you can login from the link on our Lab Server hosting page (www.enabled-it.co.uk/hostedlabs.php), or connect directly to our portal site at <https://labhost.enabled-it.co.uk>. Once at the portal site, enter your username and password, then launch the VMWare vSphere application.

Q: When will I receive my login details after I've ordered my subscription?

A: We aim to send you your details within 48 hours of your order. However, sometimes we are delayed due to hardware requirements. If there is a delay in sending you your details we will contact you immediately. You will notice that when you paid for your subscription you have 10 days free service. This is to ensure you receive 7 days of service after we have provided your login details.

Q: Can I increase the capacity in my server?

A: Yes. As all our servers are HP Proliant DL380 G5 servers, they are very flexible and we can install additional Hard Disks, RAM or an extra CPU if you require. Please contact us at hosting@enabled.it.co.uk with your requirements. There will however be a one off configuration fee (£50), and your monthly subscriptions will be increased to reflect your new server configuration.

Q: Can two or more people connect to my hosted server at the same time?

A: Yes. When you subscribe to a server, you are given one user login. Additional logins can be setup for a one off fee of £50. You can also specify the specific permissions/rights of the additional account. Each login can only be logged in once at any one time, however it can be logged in from any PC with an internet connection. If you wish to add additional logins, email us at hosting@enabled-it.co.uk.

Q: If I subscribe to multiple servers, is there a connection between them?

A: Yes. No matter how many servers you subscribe to, they will all be placed in your "silo". For example, if you subscribed to three servers, with five virtual machines on each server, provided you have configured your networking correctly on each server then you will be able to connect to all servers you are running.

Q: How Secure is the Service?

A: We take pride in making sure that your service is protected. Each subscriber is given their own "silo" in our datacenter, and we use enterprise level security devices to ensure that your server(s) are protected. There is no internet access to or from your server(s), other than via the VMware vSphere client.

Q: Do I get an internet connection as part of the service to send/receive from the internet?

A: No. As the service is designed to be a lab/testing environment, internet access to and from your server is prohibited. This is to ensure that your server is secure, and also to avoid internet abuse.

Q: If there is no internet access, how can I upload/download ISO images to my server?

A: When you sign up you will also receive an FTP account. Your FTP space will be mapped as your R:\ drive within the vSphere client. When you browse the datastore and Windows Explorer is opened, you will see the R:\ drive with any software you have uploaded to your FTP site.

You can then choose to upload images as per normal. In addition, if you require ISO images from Microsoft Technet, we can provide these for you, however there is a fee for this service depending on the number of images required. If you do want us to upload images to your datastore, please contact us at hosting@enabled-it.co.uk

Q: If there is no internet access, how do I download software/updates to my server?

A: In order to download software such as updates/patches/installable upgrades, you will need to package these in an ISO file, and upload to your FTP site as described above. You can then mount this ISO to your server via the vSphere client. There are a number of free software packages to create ISO files for you (such as PowerISO, UltraISO and MagicISO).

Q: Does Enabled IT provide software licenses?

A: No. Enabled IT will provide you a server running ESXi only. If your software requires licenses you will need to provide these. However, as this is a test environment and most software vendors provide trial periods or licenses, you may not necessarily need to load any licenses.

Q: Are my virtual machines backed up?

A: No. However you can rent two servers and use these to back each other up.

Q: I've decided to cancel my subscription, however I want a copy of my ISO images and virtual machines. Can I obtain these if I cancel my subscription?

A: Yes. You can either download this data from the datastore via the VMWare vSphere client. Alternatively, if you would prefer us to send this data to you, or host the data on an FTP site, we can do this. Please contact us at hosting@enabled-it.co.uk if you require this service.

Q: I've subscribed to the service, however it's not for me. I'm still within the seven day trial period. How do I cancel the service?

A: In the event you find the service is not for you before the seven day trial period has expired, you can login to Paypal and cancel your subscription. Once your subscription has been cancelled, your login details will be removed.

Q: What kind of Service Level Agreement is offered for this server?

A: In order to keep this service as cost effective as possible, we offer relaxed SLA's for this service. We aim to respond and resolve and problems within 24 hours. If you do have any problems with your service, you can email us at hosting@enabled-it.co.uk or call our service desk on 0845 643 6226.

Q: I've subscribed to the service, however it's not for me. I'm still within the seven day trial period. How do I cancel the service?

A: In the event you find the service is not for you before the seven day trial period has expired, you can login to Paypal and cancel your subscription. Once your subscription has been cancelled, your login details and data will be removed.

Q: How can I cancel my subscription after the trial period has expired?

A: As you have committed to a subscription for a specific time period, you are contracted to pay for the service until that period has expired. However, we do understand that sometimes circumstances change. If you need to cancel your subscription after the trial period has expired, please email us at hosting@enabled-it.co.uk.

Q: I've setup a server, but mouse control is choppy/laggy?

A: This is a common problem with ESXi when the VMWare tools are not installed or the wrong video driver is set. To resolve this problem, install the VMWare tools on your server (Right Click your server in the ESXi tree, select Guest, and select "Install VMWare tools").

Once VMWare tools are installed, you will also need to update the display driver and use files from the following location: **C:\Program Files\Common Files\VMware\Drivers.**

The exact steps and workarounds can be found in the following article from the VMWare knowledge base:

http://kb.vmware.com/selfservice/microsites/search.do?language=en_US&cmd=displayKC&externalId=1011709