

Request Manager User's Guide

vCloud Request Manager 1.0.0

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EN-000474-00

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About This Book

This manual, the *VMware vCloud Request Manager User's Guide*, provides guidance on how to use the Request Manager User Portal, including provisioning new applications and requesting new clouds.

Intended Audience

This manual is intended for anyone who needs to provision new applications or create and manage cloud partitions using vCloud Request Manager.

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About Request Manager

Request Manager is an application used to enhance the governance and control of private clouds that are managed by vCloud Director. Request Manager can assist you with the management of your vCloud Director virtual applications, software licenses, and cloud partitions. The major management features are described below.

VMware vCloud Request Manager is an application that connects to VMware vCloud Director and enables you to:

- **Provision virtual applications.** Request a new virtual application based on an existing template from a vCloud Director catalog. See [“Provision a Virtual Application,”](#) on page 14.
- **Track software licenses.** Automatically track software license usage in the cloud. Software licenses can be associated with each virtual application template that is published. See the *vCloud Request Manager Installation and Configuration Guide* for administration tasks related to software license management.
- **Create cloud partitions.** Request a cloud partition based on an existing cloud blueprint to allocate resources for your personal use or for your team. This simplifies the creation process because the cloud is based on pre-defined policies that are configured by vCloud Administrator. See [“Create a Cloud Partition,”](#) on page 18.

Users

The Request Manager User Portal is used by cloud consumers, specifically:

- Engineers who need to provision new virtual applications. Users can include QA Engineers, pre-sales engineers, developers, trainers, etc., who need to create individual virtual machines and virtual appliances.
- Cloud owners who want to create and manage cloud partitions. Users can include development managers, QA managers, pre-sales managers, and training managers who need to create private cloud partitions, monitor the usage of the partition, and approve requests to start new virtual machines within a partition.

Other Request Manager users can include the following.

- The Virtual Infrastructure vCloud Administrators who define the available cloud templates and controls access to them.
- The asset managers who are responsible for registering the available software licenses.

Terminology for This Guide

The following terms are used frequently in this guide.

Application/Virtual Application/vApp	One or more virtual machines that communicate over networks and use resources and services.
Cloud/Cloud Partition/Organization	A completely isolated and secure area within a private cloud that includes applications, users and groups, organization virtual datacenters, and catalogs.
Blueprint	A named set of configuration options used to base the creation of cloud partitions.
Catalog	A container for vApp templates.

The Request Manager User Portal

vCloud Request Manager is a Web-based application that connects to an instance of vCloud Director and identifies the clouds and vApp templates managed by vCloud Director.

The Request Manager User Portal provides the interface that allows users to view clouds and vApp templates that are managed by vCloud Director. LDAP-imported users exist and operate within the environment.

This chapter includes the following topics:

- [“Request Manager User Portal System Requirements,”](#) on page 9
- [“Access the Request Manager User Portal,”](#) on page 9
- [“Request Manager Contents,”](#) on page 10
- [“View the Status of Your Requests,”](#) on page 10

Request Manager User Portal System Requirements

The Request Manager User Portal is compatible with many versions of the Firefox, Internet Explorer, and Safari Web browsers. Browsers must have JavaScript enabled to use the Request Manager User Portal.

Requirements

Request Manager is compatible with the following operating systems and supported Web browsers.

Table 2-1. Request Manager Web Client Support

Operating System	Browsers
Windows XP	Internet Explorer 7 and above, Mozilla Firefox 3 and above, and Chrome 4.0 and above
Windows 7	Internet Explorer 7 and above, Mozilla Firefox 3 and above, and Chrome 4.0 and above
Mac OS 10	Safari 4.0 and above
iPad	Safari 4.0 and above

Access the Request Manager User Portal

You can use the URL that is provided by the system administrator to log in and access the portal.

Prerequisites

You have a Request Manager user account.

Make sure that you have a compatible Web browser. See [“Request Manager User Portal System Requirements,”](#) on page 9 for a list of supported Web browsers.

Procedure

- 1 Start your Web browser.
- 2 Enter the Request Manager URL. `http://<hostname>/portal/`

NOTE A certificate warning appears and you are prompted to reject or accept the certificate. View the certificate properties and accept the certificate.

- 3 In the Login window, enter your Request Manager user name and password and click **Login**.

The Request Manager application displays the contents of a single cloud partition and lists the applications that are deployed within it.

What to do next

If you have access to multiple clouds (For example, if you are a member of multiple development teams or projects), you can switch between clouds using the cloud drop down menu. You can switch between different filtered views of these applications using the filtering options on the toolbar.

Request Manager Contents

After you log in to vCloud Request Manager, the contents of a single organization or cloud displays.

Contents and Tasks

Request Manager displays the contents of a single organization or cloud and lists the applications deployed in the cloud.

- My Applications lists the applications deployed in the current cloud. If you have access to multiple clouds, you can switch between them by selecting a cloud from the Cloud pull-down menu. For real time status information, click an application to dynamically update its current status.
- All Applications lists the applications that are available for deployment.
- My Requests lists your virtual application and cloud partition requests and the current status of the requests. See [“View the Status of Your Requests,”](#) on page 10.

From the Request Manager User Portal, you can complete the following tasks:

- Add an application. See [“Provision a Virtual Application,”](#) on page 14.
- Add a cloud. See [“Create a Cloud Partition,”](#) on page 18.

View the Status of Your Requests

Use the Request Manager User Portal to view the current status of your requests.

You can view the current status of your requests from the My Requests page in the portal. A request may be waiting approval or in the process of being provisioned, depending on the stage of the workflow.

Prerequisites

You must have submitted a request for a cloud partition or virtual application.

Procedure

- 1 Log in to the Request Manager User Portal.
- 2 Click **My Requests**.

Request Manager displays your existing requests.

What to do next

Return to the My Requests view to review the current status of the request which changes as the request progresses through the workflow.

Provisioning Virtual Applications from Existing Templates

3

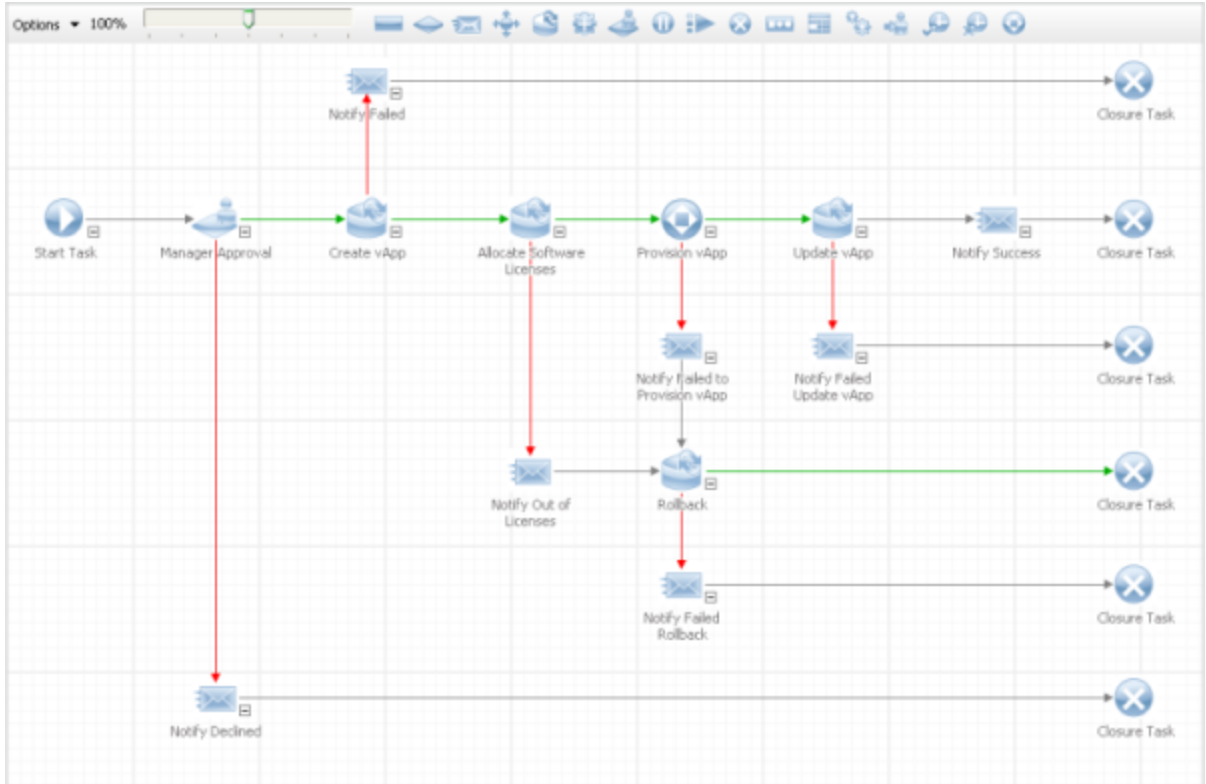
New virtual application instances can be provisioned from existing vCloud Director templates.

You can use Request manager to select application templates from a vCloud Director catalog and request a new application instance. Request Manager initiates an approval workflow and uses email notifications for request approvals.

Request Manager provisions new virtual applications using the following workflow.

- 1 Request a new virtual application using the Request Manger User Portal. Select an application template from a catalog, provide basic details, and submit the request to your manager.
- 2 After you submit your request, it enters the approval workflow.
- 3 Your manager receives a generated email notification with the request details.
- 4 If your manager rejects the request, you receive an email indicating the request was rejected.
- 5 If your manager approves the request, vCloud Director performs the provisioning, instantiates the virtual application, deploys it, sets the lease, and then powers it on.
- 6 Request Manager notifies you that the vApp is created. The email notification includes a link to the vApp and to vCloud Director.

The following diagram shows the workflow when you request a new vApp.

Figure 3-1. New vApp Workflow

Provision a Virtual Application

Provision a new virtual application instance from a specific template. Choose from existing templates in vCloud Director catalogues.

Prerequisites

vCloud Director must contain catalogues with virtual application templates. The **Add Application** button is disabled if there are no available catalogues.

Procedure

- 1 Log in to the Request Manager User Portal.
- 2 Click **Add Application**.
The Add Application screen appears.
- 3 Select a virtual appliance template from one of the available catalogs.
For example, a Windows 2008 Server template from the IT Gold Masters catalog.
- 4 Enter a title for the vApp.
For example, QA Web Server.
- 5 Enter a description for the vApp.
- 6 Select an expiration date or select **No End Date**.

- 7 Choose a virtual data center from the pull-down menu.
- 8 Click **Done**.

A pop-up appears to indicate that your request is added to the My Requests view.

Your request for a new vApp enters the Request Manager workflow and an email notification is sent to the user who can approve your request.

What to do next

You can view your requests and the status of your request using the My Requests view. The current status of your request is updated as the request moves through the workflow. See [View the Status of Your Request](#).

Creating Cloud Partitions

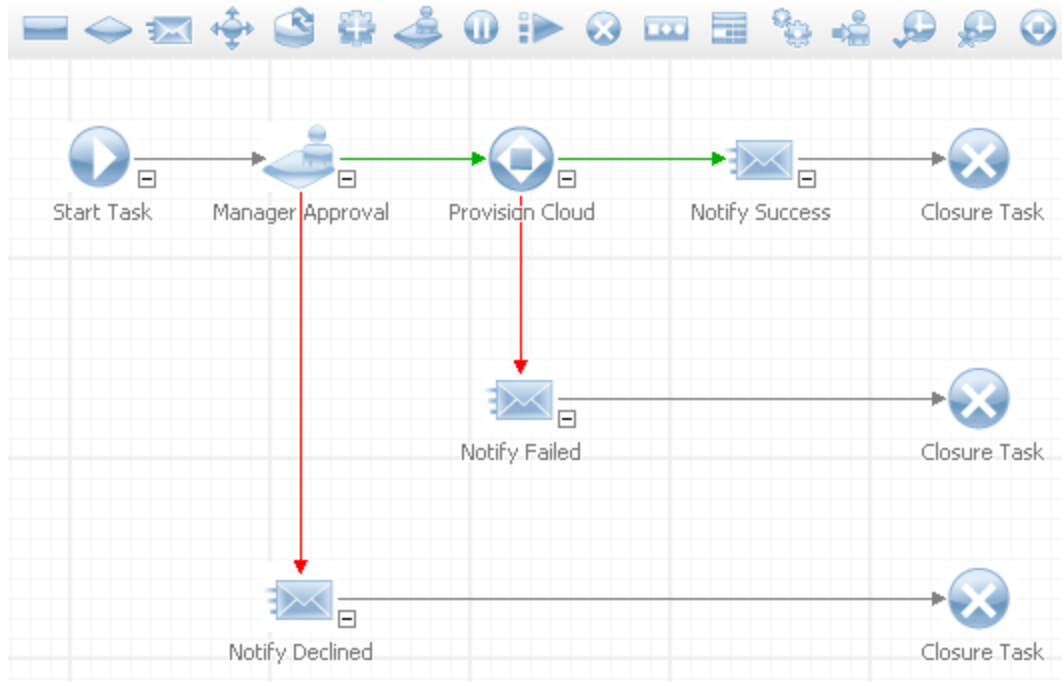
Cloud partitions can be created from existing vCloud Director cloud blueprints.

Use Request manager to create cloud partitions from existing vCloud Director blueprints. Blueprints are pre-defined policies and are used to simplify the creation and management of cloud partitions. A cloud blueprint is a policy that controls the cloud settings, such as defining the maximum number of virtual machines in a cloud, default lease times, cost allocation models, network settings, and more. The cloud blueprint settings are defined by the cloud Administrator and are used to enforce standard policies.

Request Manager creates cloud partitions using the following workflow.

- 1 Request a new cloud partition using the Request Manger User Portal.
- 2 After you submit your request, it enters the approval workflow.
- 3 Your manager receives a generated email notification with the request details.
- 4 If your manager rejects the request, you receive an email indicating the request was rejected.
- 5 If your manager approves the request, the cloud is provisioned.
- 6 Request Manager notifies you that the cloud is created. The email notification includes a link to the virtual application and to vCloud Director.

The following diagram shows the workflow when you request a cloud partition.

Figure 4-1. New Cloud Partition Workflow

Create a Cloud Partition

When you request a new cloud partition, Request Manager initiates an approval workflow and uses email notifications for request approvals.

When a cloud partition is created, vCloud Director creates a new organization that inherits the settings from the blueprint defined by the cloud administrator. vCloud Director configures the partition with the following inherited settings.

- Sets the access limits of users to that organization.
- Creates a new Virtual Data Center within that organization.
- Creates the network.

Procedure

- 1 Log in to the Request Manager User Portal.
- 2 Click the plus (+) button.
The Add Cloud screen appears.
- 3 Select the location of the deployment from the Location pull-down menu.
- 4 Select the blueprint you want to base your cloud on.
- 5 Enter a unique name and description for your cloud and click **Next**.
The Manage Members screen appears.

- 6 Choose the users who will have access to the cloud.
 - a Enter the name of a member of your organization and click **Search**.
 - b Select the one or more members and click **Add**.
 - c (Optional) To remove one or more member from the list, select the member's name and click **Remove**.

If using an iPad, press the member's name and the delete icon appears. Press the delete icon to remove the member from the list.

- 7 Click **Finish**.

Your request for a cloud partition enters the Request Manager workflow and an email notification is sent to the user who can approve your request. When the request is approved and the cloud is provisioned, Request Manager sends you an email that includes a link to the vCloud Director console.

What to do next

View the new cloud in the Request Manager User Portal. You can provision new virtual applications within that cloud.

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