ucloud server User Guide

v2.2 (2012.05)

KT

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1. About ucloud server product

1.1 Product outline

1.1.1 ucloud server(Compute Service) Product composition

olleh ucloud biz is a leading brand in KT cloud computing business offering cloud Infra(IaaS), Platform(PaaS) and Sotfware (SaaS).

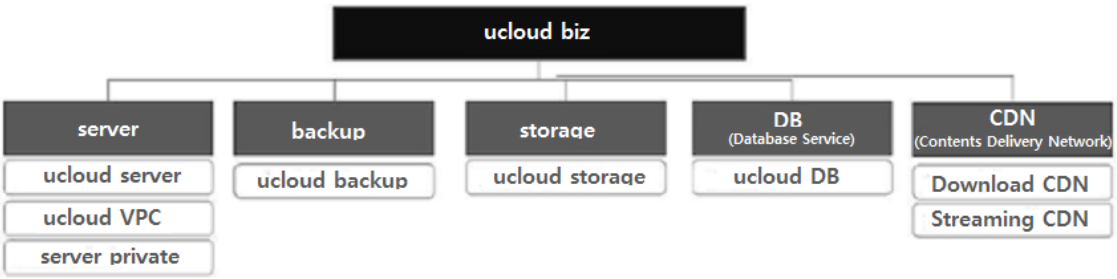
Among them, Infra service providing Computing power such as servers is called 'ucloud server(Compute Service)' service and products are classified into ucloud server, ucloud VPC and server private according to service types and location of installation.

Customers can select appropriate ucloud server products depending on their circumstance and scale.

Classification	owned by HW	management	install place	server type	selling unit
ucloud server	KT cloud center			Shared type	(1~12 vCore)
ucloud VPC	KT cloud center			customer only	Rack unit (Full, 1/2, 1/4 Rack)
server private	KT cloud center (available owning customer)		customer's site	customer only	Rack unit selling or leasing

1.1.2 Product on ucloud server

'ucloud server' is Cloud Server(VM) hosting product and it promptly provides multiple customers (multitenant) with resources by directly assigning resources by Web-based customers (selfprovisioning) on KT public infrastructure basis located in KT cloud center.



Product Classification	server	backup	storage	DB (Database Service)
product Explanation	virtual server service CPU,memory,disk, network	backup and restore service (offers backup SW)	storage service for save/search data	database service (RDB:Relational Database
supplementary service	auto-scaling, auto-recovery, auto-DR (disaster recovery), monitoring service, snapshot	Dedicated network, technical support, managed support, web firewall, cloud consulting		

olleh kt

1.2 Basic product

1.2.1 Product and price structure

1. ucloud server (unit: ₩/month, time, VAT excluded)

Specification			Monthly Rate (₩/month)	Hourly Rate (₩/hour)
CPU (vCore)	Memory(GB)	Disk(GB)		
1	1	100	30,000	65
1	2		40,000	87
2	2		60,000	130
2	4		75,000	163
2	8		110,000	238
4	4		105,000	228
4	8		140,000	303
4	16		200,000	433
8	8		190,000	412
8	16		250,000	542
8	32		380,000	823
12	16		350,000	758
12	32		480,000	1,040

2. Network

Monthly usage less than 100 GB per Cloud server	Free
Monthly usage by customer (on an ID basis) over 100 GB	Refer to the table below.

(unit: ₩/GB, VAT excluded)

Classification	Usage Section	Application by Cloud server	Application by Customer (on an ID basis)		
		Monthly usage less than 100 GB per Cloud server	100 GB ~ 10 TB	10 TB ~ 20 TB	Over 20 TB
Meter Rate	Unit cost by section (per GB)	Free	90	80	70
Flat Rate (by month)	30 TB/month	₩2,000,000/month			
	50 TB/ month	₩3,000,000/month			

3. Addition of Disk and official IP

(unit: ₩/month, time, VAT excluded)

Classification	Unit	Monthly Rate(₩/month)	Hourly Rate(₩/hour)
Additional disk	Per additional 50GB (300 GB at maximum)	6,000	13
Additional official IP	Per 1 IP	5,000	9

4. Operating System

(unit: ₩/month, time, VAT excluded)

Operating System		Rate (per Cloud server)	
		Monthly Rate (₩/month)	Hourly Rate (₩/hour)
Windows	Windows Server 2003 Enterprise (32 bit)	₩20,000/month	₩33/hour
	Windows Server 2008 Enterprise (32,64 bit)		
Linux	Cent OS 5.4 (32,64 bit)	Free	
	Ubuntu 10.04 (32,64 bit)		

	Ubuntu 11.04 (32,64 bit)		
	Debian Squeeze 6 (32,64 bit)		
	Fedora13 (64 bit)		
Linux Enterprise	SuSE Linux enterprise11 (32,64bit) ※ 9hour*5days on-line technical support ※ Only server premium can choose.	₩130,000/month	217

5. Snapshot/Image

(unit: ₩/GB, month, VAT excluded)

Classification	Monthly Rate(₩/month)	Note
Snapshot	₩120/GB	※ Rate calculation on the prorated daily basis when deleted in the middle of the month
Image	₩120/GB	

6. MS-SQL Image

(unit: ₩/month, time, VAT excluded)

Classification	Monthly Rate(₩/month)	Hourly Rate(₩/hour)	Note
MS-SQL 2008 R2 ENT	270,000	585	Use of WIN2008 KOR R2 ENT operating system required

ucloud server enables internet business by providing powerful network environment on shared Gigabit network basis and rate of use is charged as meter rate according to transmission amount (GB) of public network. In general, transmission of 50GB for development and internal test can be used for free.

1.3 Supplementary service package

Supplementary service		Functions	Release schedule	Note
Management on Cloud Server (VM)	VPX (LB)	Load balancing on server resources	Released	
	Monitoring	VM performance monitor, Error event management such as WAS, DBMS, etc., access control and user management	Released	
	Scale Up/down	Change product without terminating Cloud Server (VM) in use	Not scheduled	
	Snapshot	Saving image material for Backup	'12. 03	
Security	Web firewall	User authentication, access control, trace feature, blocking information leakage	Released	
	RVM F/W	Providing source IP and port-based access control	'12. 02	
	IPS (IDS)	Detecting and blocking external trespassing	'12. 1Q	
	Server vaccine	Management on virus/worm/spyware	Not scheduled	Customers' direct use available
	DB encryption	Coded solution for enhancing security such as customer information, etc.	Not scheduled	Customers' direct use available
	VPN	Virtual access to internal network from outside	Not scheduled	Hybrid service

Functions provided with no charge in case of requesting supplementary service of 1), 2) and 3)

- Creation / Management of Custom Template
- Data Encryption
- SW-based Firewall
- SW-based Load balancing

Classification	Basic charge	Usage-based rate
Auto Scaling	₩5,000/month	Cloud server, storage (calculation on the prorated daily basis with no-stipulation standard)
Auto Recovery	₩5,000/month	Cloud storage (calculation on the prorated daily basis with no-stipulation standard)
Auto DR	₩30,000/month	Cloud server, storage (calculation on the prorated daily basis with no-stipulation standard)

<table>
<tr><td></td><td></td><td>Network (Charged over 300GB : ₩100/1G)</td></tr>
<tr><td>Monitoring</td><td>1,2vcore
~~₩4,000/month~~
Free-of-charge
over 4core</td><td>None</td></tr>
<tr><td>Snapshot</td><td>Reserve capacity-based charging</td><td>(unit: ₩/GB, month, VAT excluded)<table><tr><th>Classification</th><th>Saving Charge</th><th>Note</th></tr><tr><td>Snapshot</td><td>₩120/GB</td><td rowspan="2">※ Saving charge calculated on the prorated daily basis</td></tr><tr><td>Image</td><td>₩120/GB</td></tr></table></td></tr>
<tr><td>Load balancer</td><td>Classified depending on stipulation period and capacity</td><td><table><tr><th>Classification</th><th>100Mbps</th><th>300Mbps</th><th>500Mbps</th><th>1Gbps</th></tr><tr><td>One-year stipulation</td><td>240,000</td><td>650,000</td><td>1,000,000</td><td>1,700,000</td></tr><tr><td>Non-stipulation</td><td>300,000</td><td>800,000</td><td>1,200,000</td><td>2,000,000</td></tr></table>※ 1Gbps to be released (unit: ₩/month, VAT excluded)</td></tr>
<tr><td>Web firewall</td><td>Classified depending on stipulation period, capacity and dualization</td><td><table><tr><th rowspan="2">monthly rate</th><th colspan="4">Single</th></tr><tr><th>200M</th><th>300M</th><th>500M</th><th>700M</th></tr><tr><td>one-year</td><td>250,000</td><td>350,000</td><td>500,000</td><td>600,000</td></tr><tr><td>Non-stipulation</td><td>320,000</td><td>450,000</td><td>650,000</td><td>780,000</td></tr></table><table><tr><th rowspan="2">monthly rate</th><th colspan="2">Dual</th></tr><tr><th>200M</th><th>300M</th></tr><tr><td>one-year</td><td>1,000,000</td><td>1,450,000</td></tr><tr><td>Non-stipulation</td><td>1,300,000</td><td>1,880,000</td></tr></table></td></tr>
</table>

2. Introduction and membership of ucloud biz portal

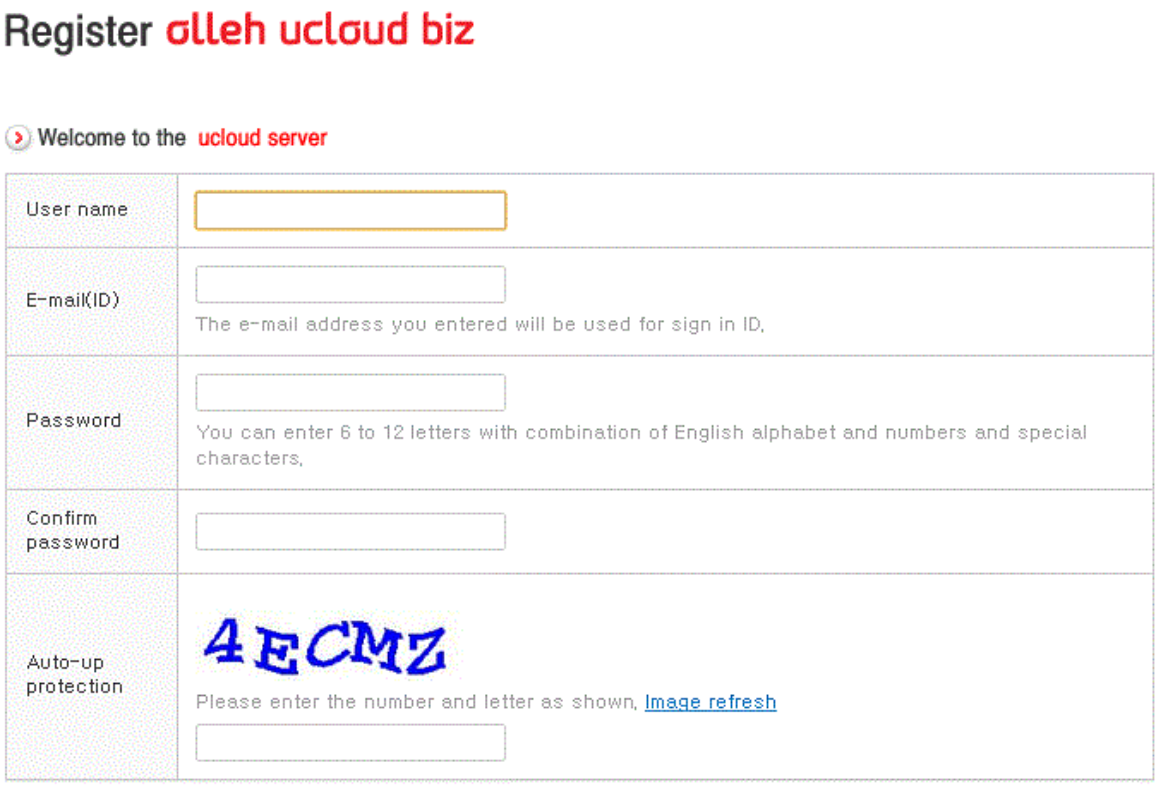
2.1 Membership registration

Log in to olleh ucloud biz Portal. http://ucloudbiz.olleh.com/en-us/

Log in if you are already a member of olleh ucloud biz Portal. Otherwise, request membership.

After you enter user information for joining olleh ucloud biz Portal, authentication mail will be sent to the typed email.

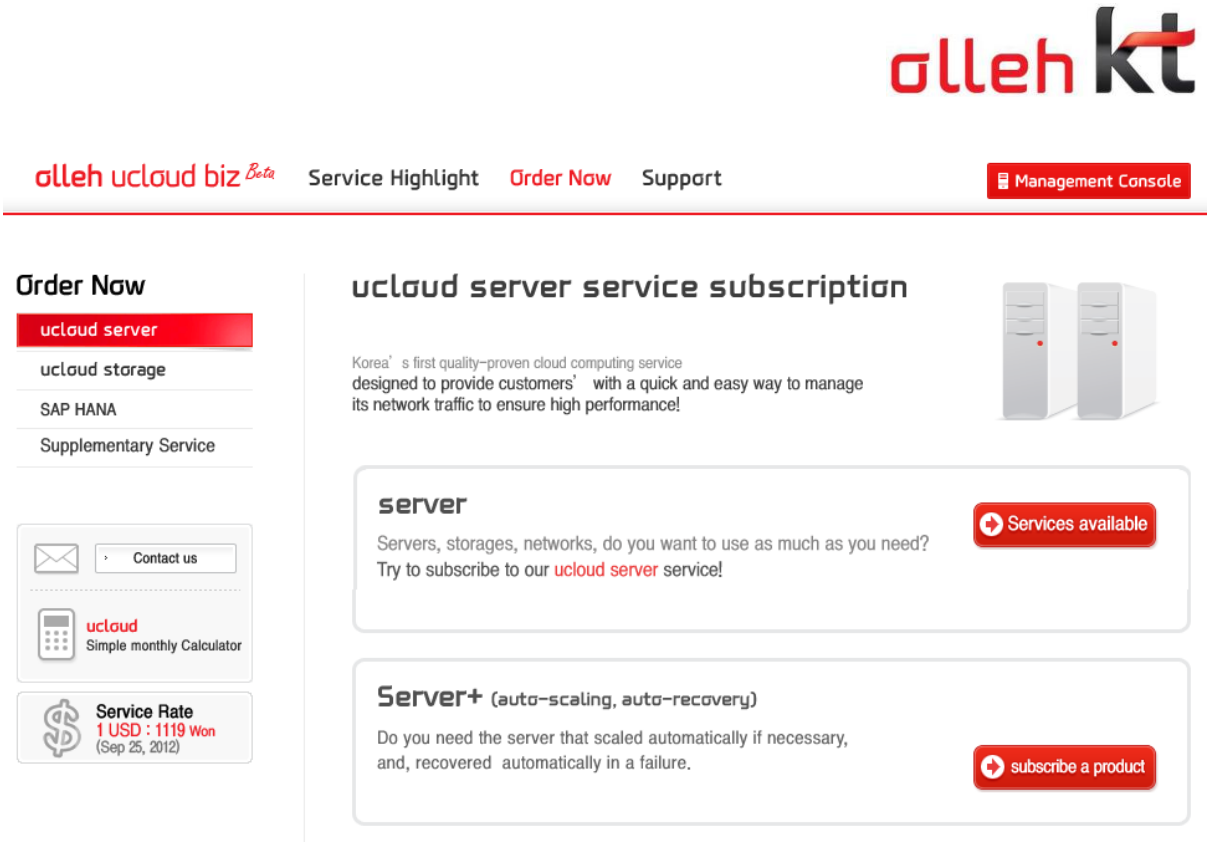
Check authentication mail on your email account and click Check Authentication button. Then user authentication and membership registration procedures are completed.



2.2 Request service

You should subscribe products to use KT Cloud Computing.

You can access to KT ucloud Console by product subscription.

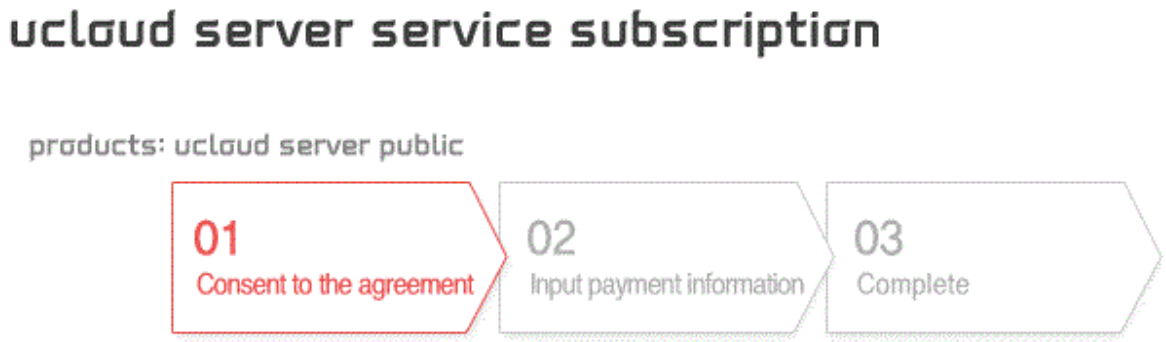


You should subscribe products to use KT Cloud Computing.

You can access to KT ucloud Console by product subscription.

Procedures for product subscription consist of 4 stages of Consent to agreement, Enter Information, Enter Payment Information and Request/Completion.

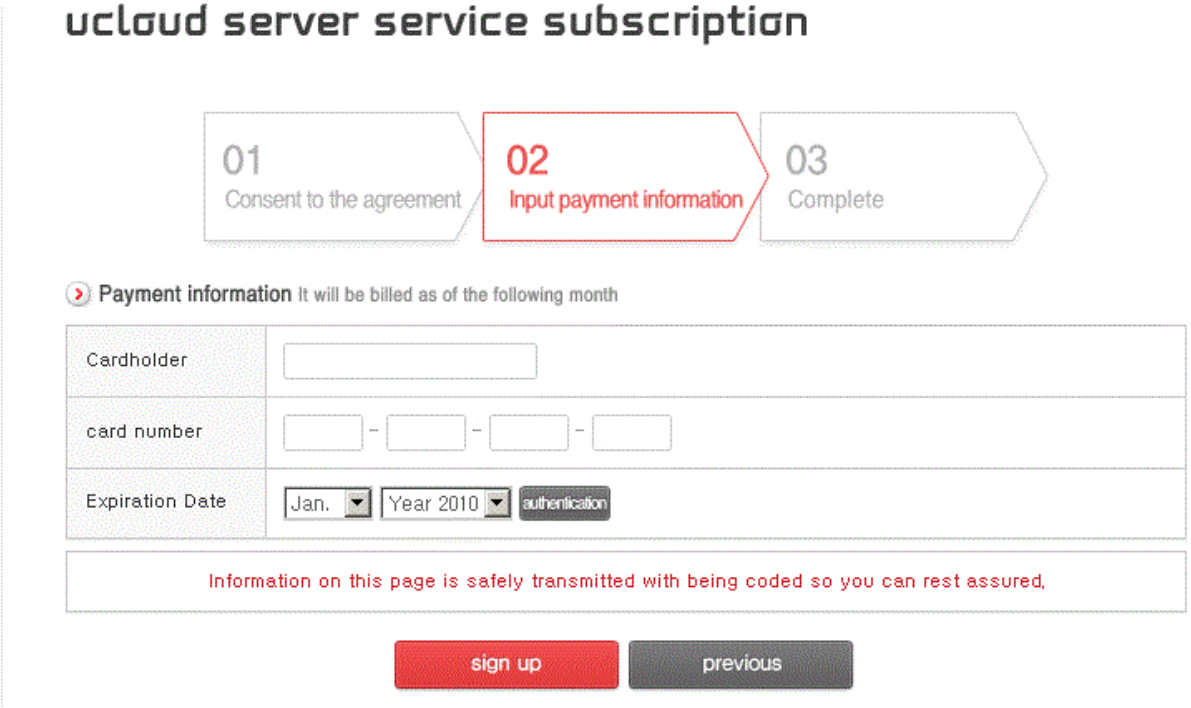
2.2.1 Consent to agreement



2.2.2 Enter Payment Information

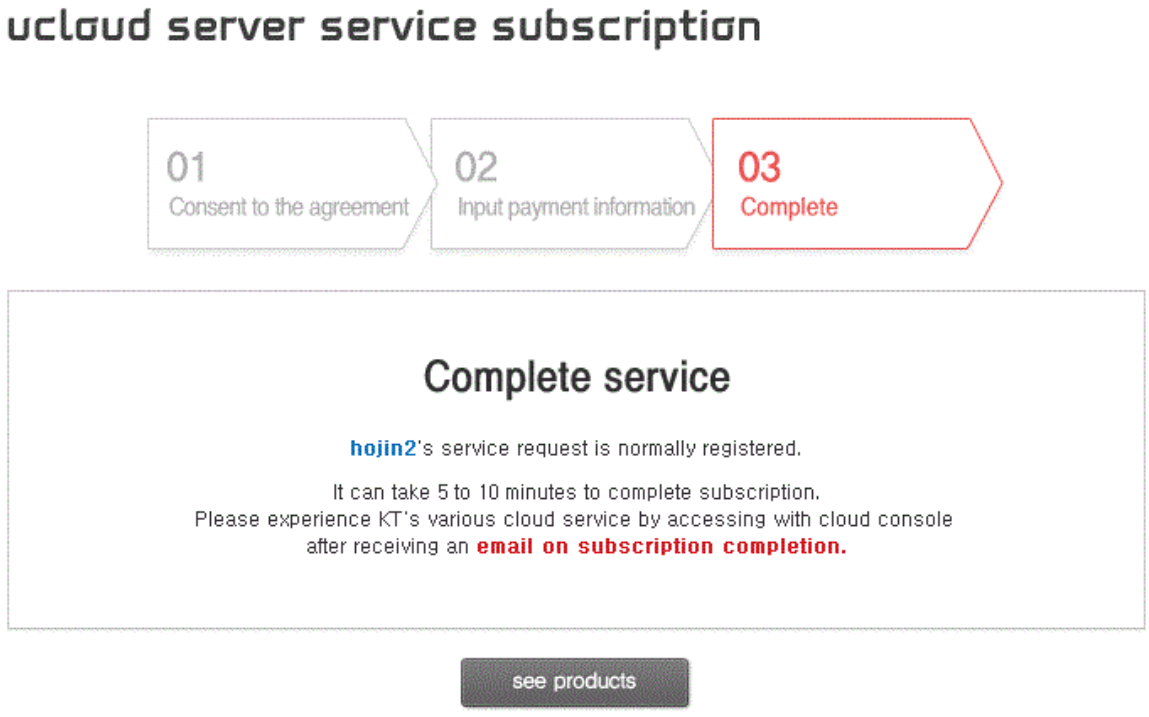
Enter payment information for billing after service use. There currently are four options for payment; (1) credit card, (2) giro, (3) charge added to phone bill, and (4) automatic withdrawal. Credit card authentication is required if a customer intends to pay with credit card. Billing address should be accurately entered for payment through giro. If a customer fails to receive giro and to make payment on time, service use is restricted. Authentication on telephone number to which rate is added is required. In case of automatic withdrawal, authentication on account number is

required and payment is made on 22nd of each month (deferred payment).



2.2.3 Request/Completion

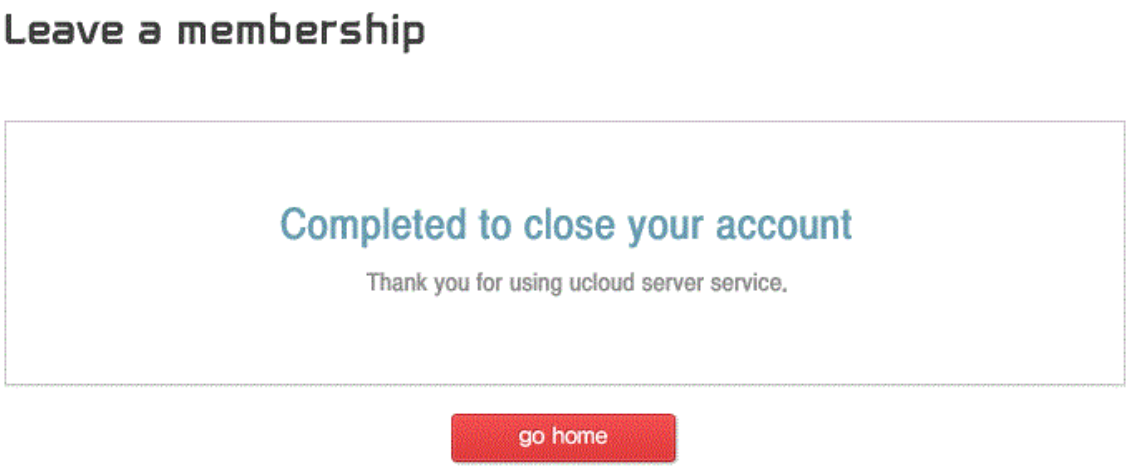
You can access to cloud console upon request completion.



2.3 Membership withdrawal

Membership withdrawal is processed on My Page-> Leave a membership.

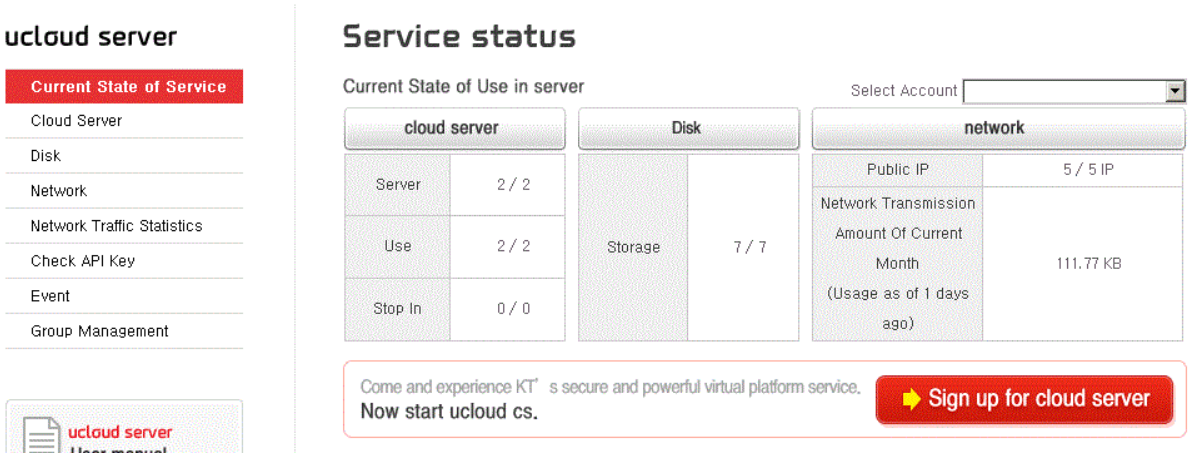
Please note that a customer's service is deleted upon membership withdrawal. All service in use should be deleted and subscriptions be terminated before requesting membership withdrawal.



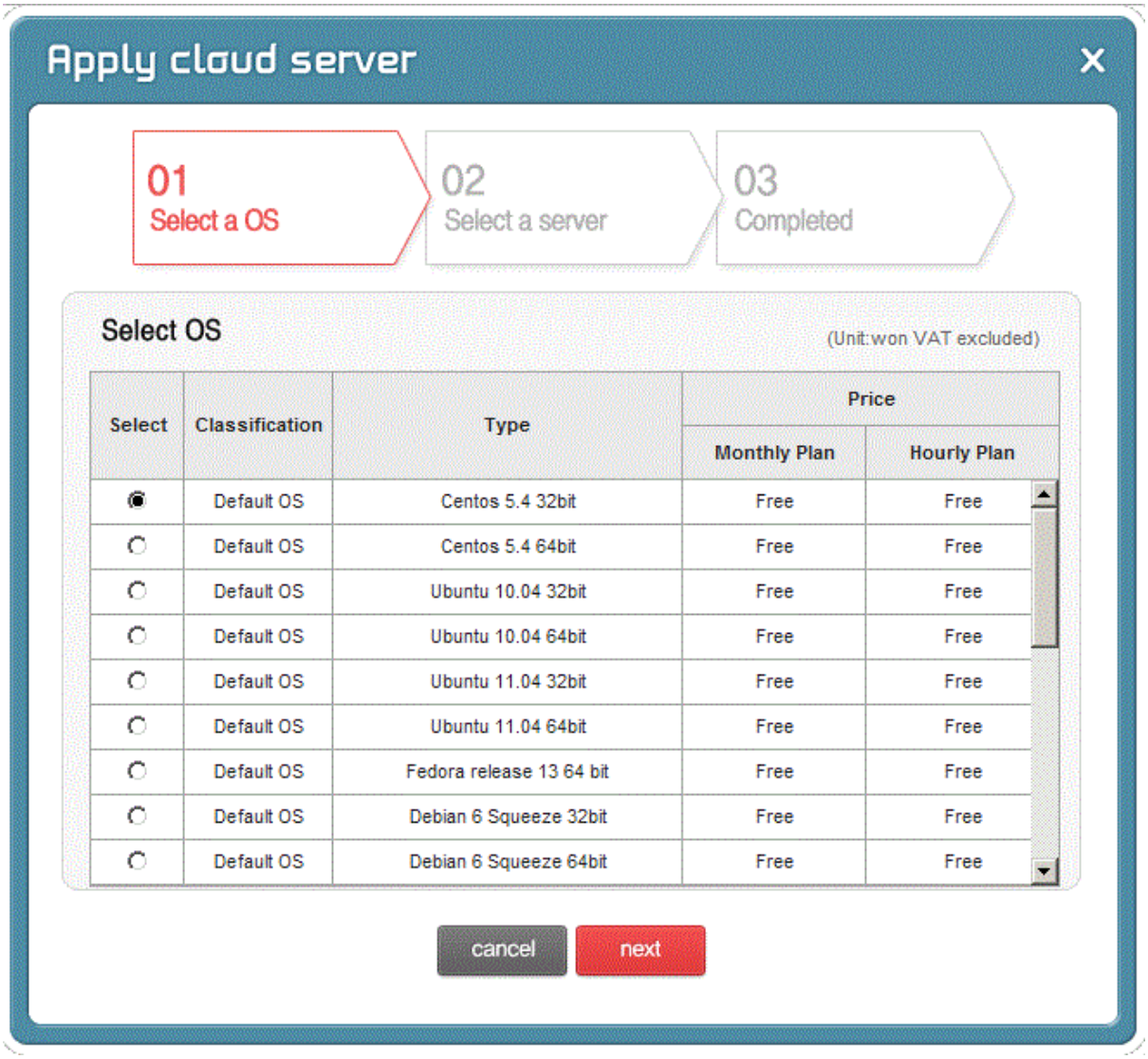
3. How to request product

3.1 How to request ucloud server

Management console->Current State of Service->Request cloud server for requesting cloud server.



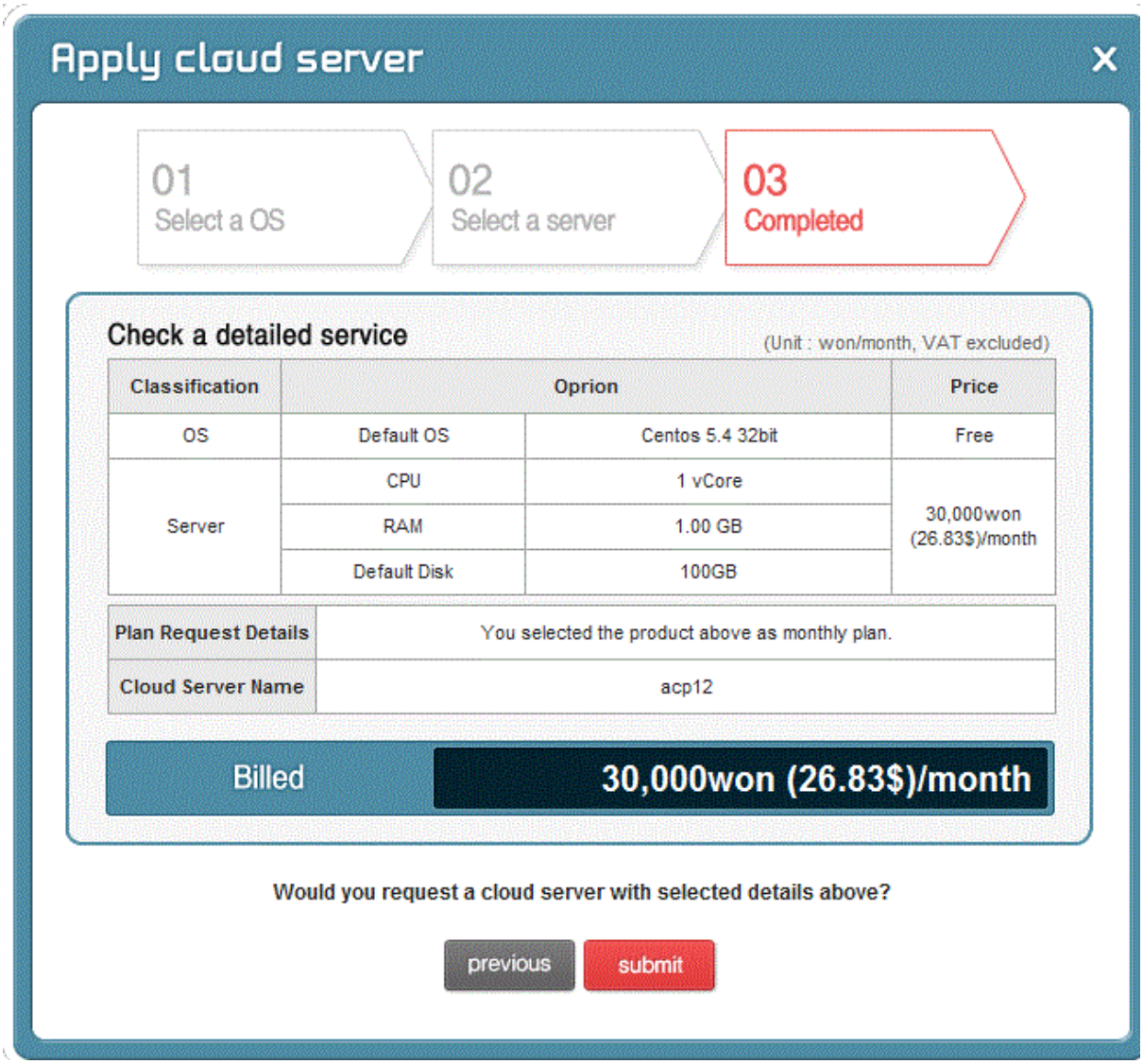
On pop-up for requesting cloud server, set stipulation and location where server will be created. Select the number of vCore, memory size and Storage Size operating system S/W later on. Name the server for easy maintenance and check its duplication.



Customers whose request for service is completed can access to cloud console and check major events and current state of service that they are use including cloud server, storage, network, etc.

3.2 Service request completed

Click Request button after checking all requested details. Email for checking request will be sent to your email.



4. How to use service

4.1 Creating ucloud server

4.1.1 How to select Machine Image, Template

Citirx Xen –based virtualization technology is applied to KT cloud.

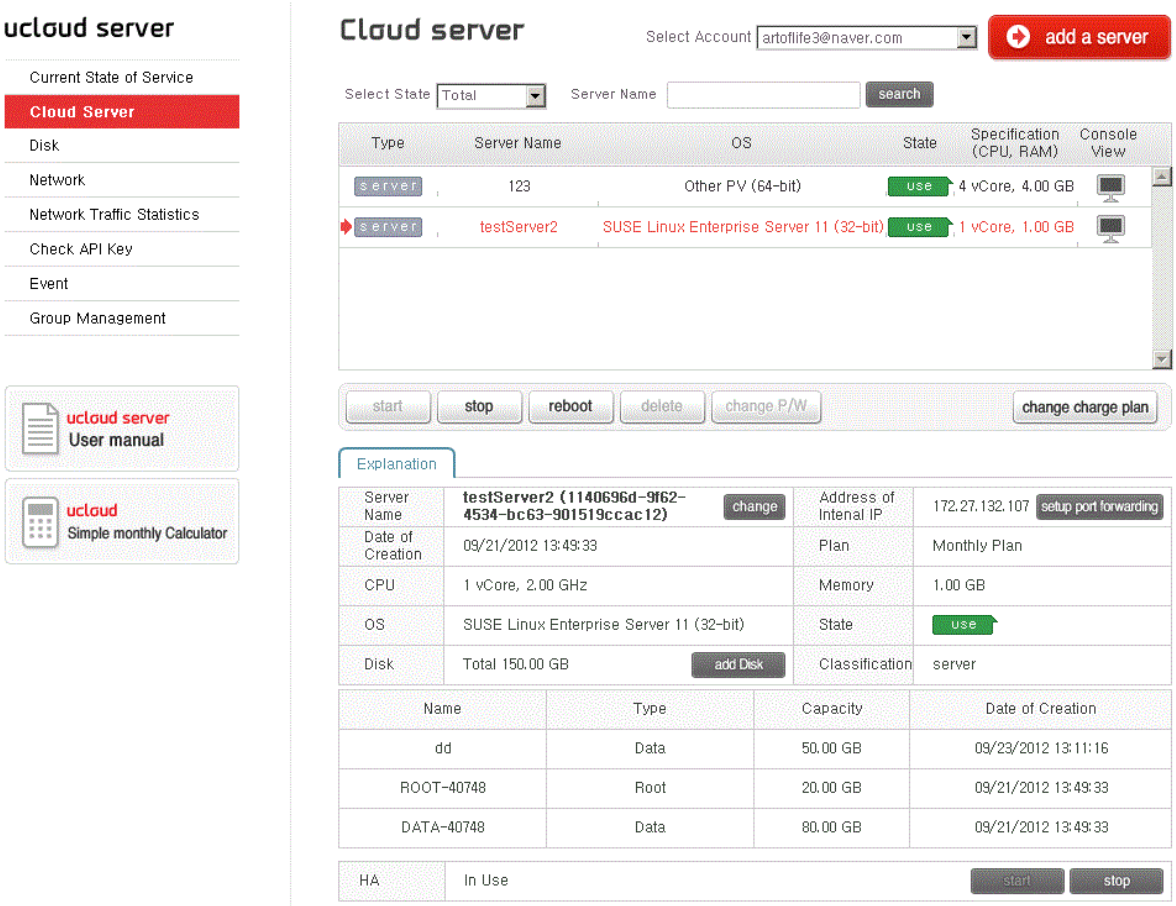
Machine Image and Template supported on the current version are Window Server 2008 Enterprise 64 bit for Window and CentOs 5.4, ubuntu, debian and fedora for Linux. Machine Image and Template will be additionally provided after optimization and stabilization period.

4.1.2 Create/Start ucloud server

You can check and manage the current state of virtual server you are using and can change composition on cloud server menu. You can also check name of cloud server, operating system a server uses, state, service pack (vCore, memory, storage). Regardless of operating system, remote access enables connection to virtual server through console view.

You can also manage lifecycle of virtual server. Click Start button to start virtual server. You can start virtual server in accordance with selected Machine Image and Template. You can stop, reboot and delete the started virtual server as well.

In addition, you can add IP to virtual server and set Port-Forwarding Rule (detailed explanation on IP additional menu). You can add storage to virtual server, compose and manage it (detailed explanation on storage menu).



4.2 Setting for additional ucloud server

4.2.1 Designating Hostname

Public/Private IP address of virtual server is automatically granted from internal DHCP server and you can check on Computing Service->Cloud server.

Name the virtual server to be manageable and not to duplicate with an already registered one.

DNS service is not currently ready on olleh ucloud biz. We are preparing for service release so take advantage of other private DNS service providers until then.

4.2.2 How to set Firewall

S/W firewall is provided as an option through Virtual Router. You can set accessible Port and IP through Port Forwarding Rule and source IP Filtering function.

4.2.3 How to use VPN

VON service is not currently ready on olleh ucloud biz. Please use OpenSource VPN solution such as Open VPN before service release.

4.3 ucloud server access

Remote access to virtual server is available by default through console view.

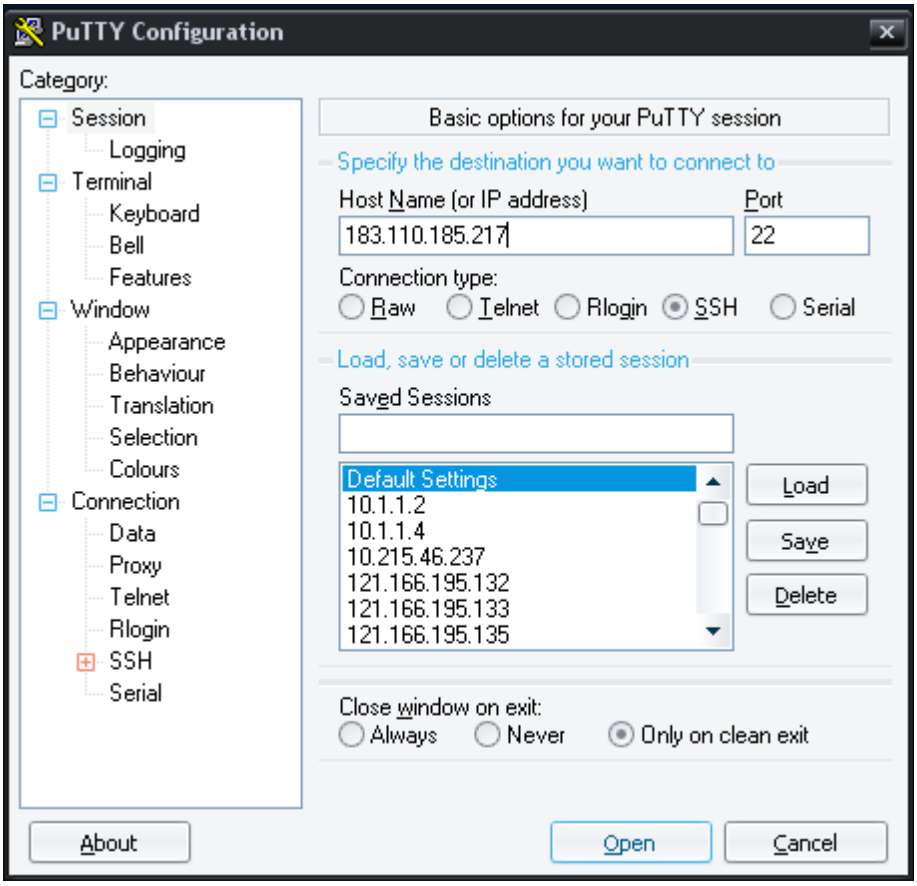
4.3.1 Linux affiliation

Port forwarding setting is required for Terminal access (example: Putty, etc.) Network (number 22 – SSH)

Make access to assigned IP through Port forwarding.

Enter SSH in Connection Type (Port 22).

Click Open.



4.3.2 Windows affiliation

Procedures for remote access in Windows affiliation are as follows.

Start – Run – Enter mstsc

Access to IP assigned through Port forwarding (Port 3389 is blocked according to KT security policy.)

4.4 Termination of ucloud server

You can manage virtual server's lifecycle on Computing Service->Cloud Server menu (Start, Stop, Reboot and Delete). Deleted virtual server cannot be restored after certain time. To change service details of server or assign additional storage, virtual server should be terminated to apply changes.

4.5 Method of additional setting

4.5.1 How to add IP

After you create a virtual server, Virtual Router is created on the virtual server.

Basically, one public IP is assigned to this Virtual Router.

When VM performs internet communication, this IP enables VM to use internet communication.

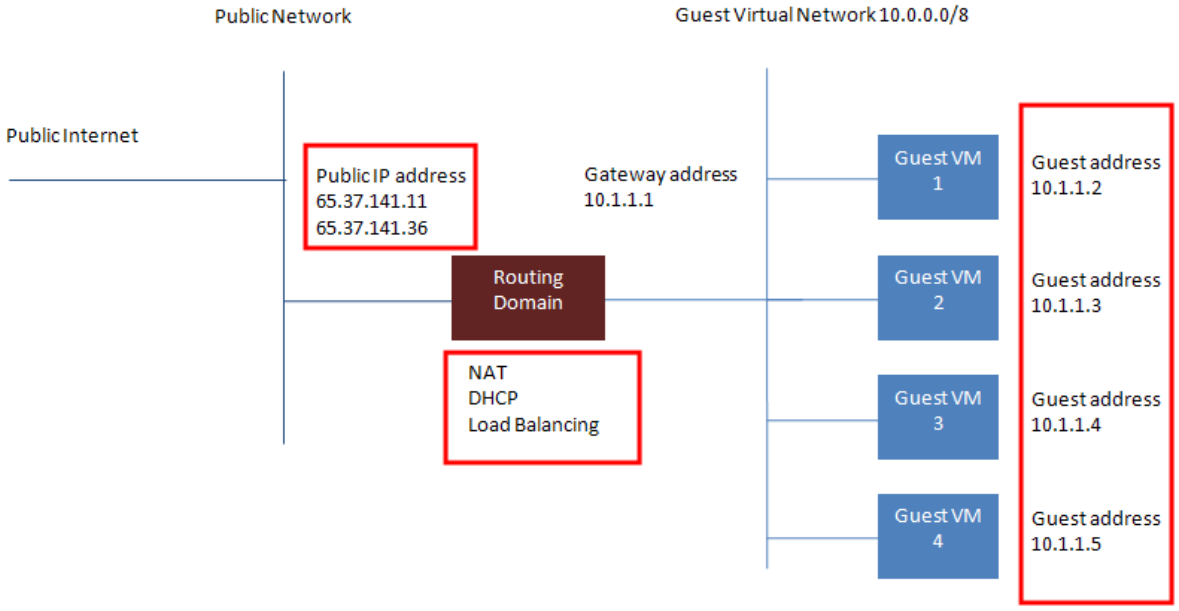
However, Source NAT is applied to Outbound Traffic of all virtual servers through Virtual Router.

SW firewall, SW NAT and SW Load Balance functions are provided through this Virtual Router.

If public IP is added, it is assigned to this Virtual Router and can be used with setting Port Forwarding Rule on required virtual server.

Guest IP enables communication between VM and your VM provides security with being subject to isolation by VLAN technology.

This Virtual Router cannot directly approach System virtual server.



You can check virtual server on which service is provided and assigned IP.

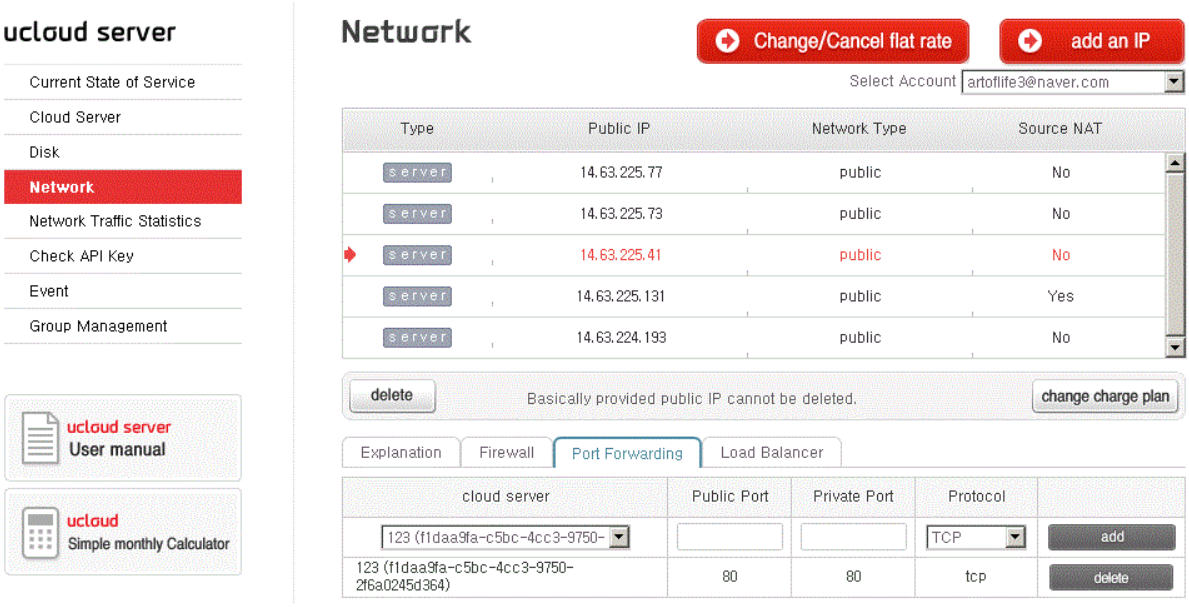
On Port Forwarding Rule setting, you can set Firewall to use service source IP Filtering function on IP assigned to Virtual Router.

Explanation | Firewall | Port Forwarding | Load Balancer

Source CIDR	Protocol	Start Port	End Port	
0.0.0.0/0	TCP			add
0.0.0.0/0	tcp	222	222	delete

All of traffic is basically blocked and incoming traffic only from the relevant IP by designating Source IP and CIDR is permitted with designated Port range.

Example) In port forwarding of FTP port (number 21), any IP can make access originally but only certain IP can by setting with F/W function.



Click Request Additional IP button to add Public IP.

When Public IP available on DHCP server is obtained, conduct mapping on server on which you intend to assign. Port Forwarding Rule can also be set at the same time.

Check all requested details and complete request.

4.5.2 How to add Disk

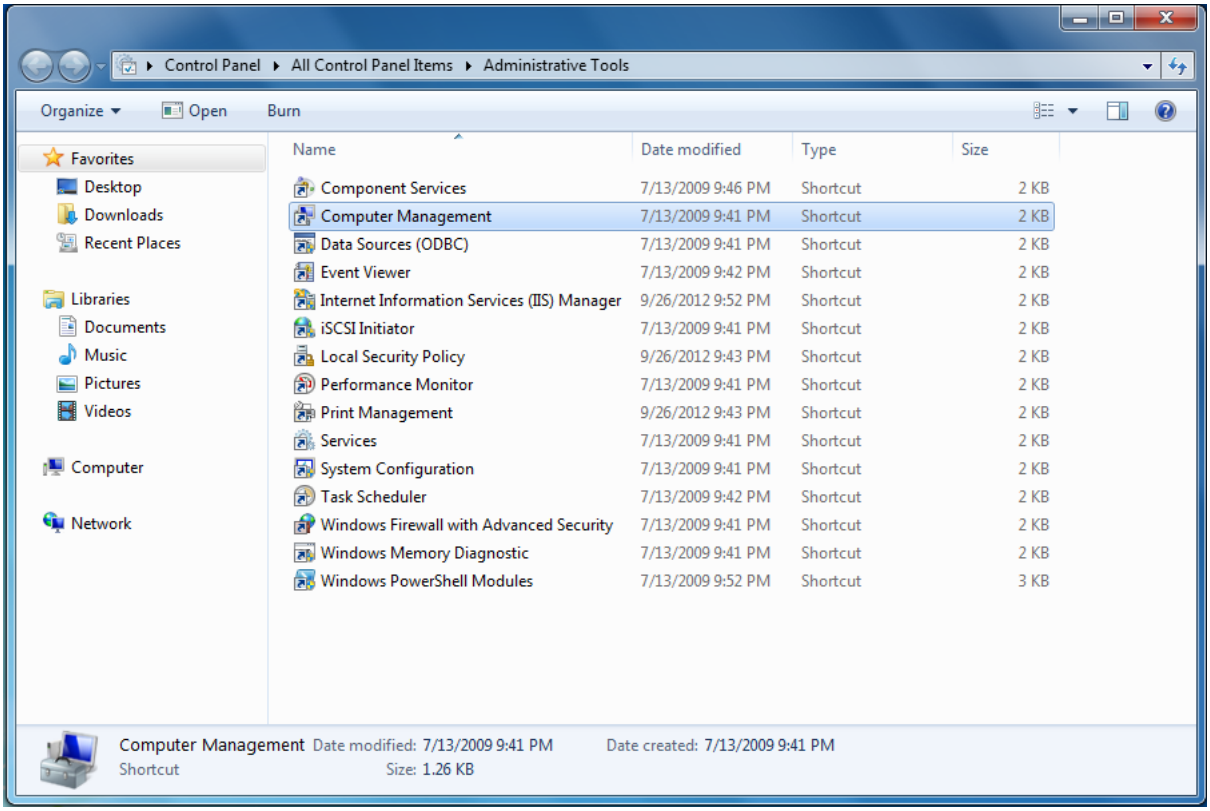
One root volume exists on virtual server and volume can be attached or detached. You can attach up to six volumes and manage them.

To add volume to virtual server, request additional storage first and connect by selecting server to be attached.

4.5.2.1 Add default disk on Windows

In case of Window, add volume and follow "Control Panel->Management Tool->Computer Management" on operating system of virtual server.

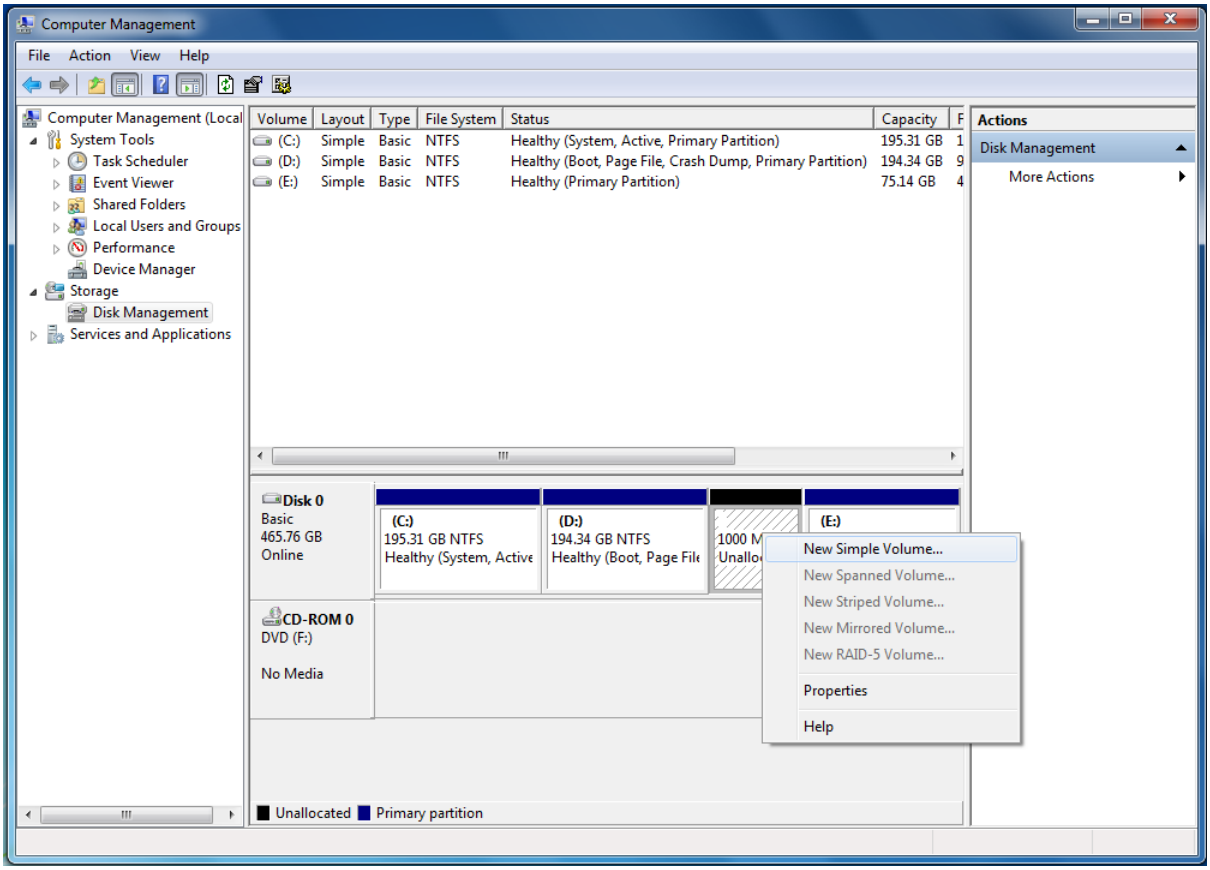
Select "Depository->Disk management" on Computer management and window of "Disk initialization and conversion wizard start" pops up. You can immediately progress.



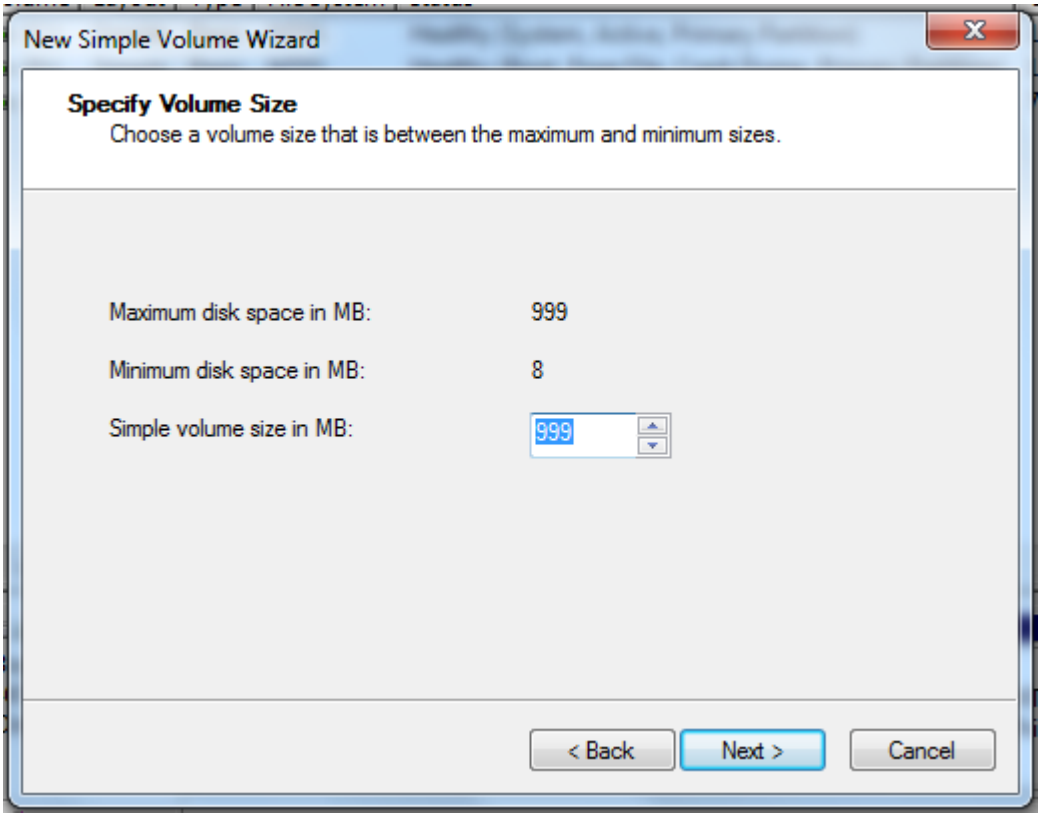
Progress partition creation as the figures below. No specific setting is required in the following procedures.

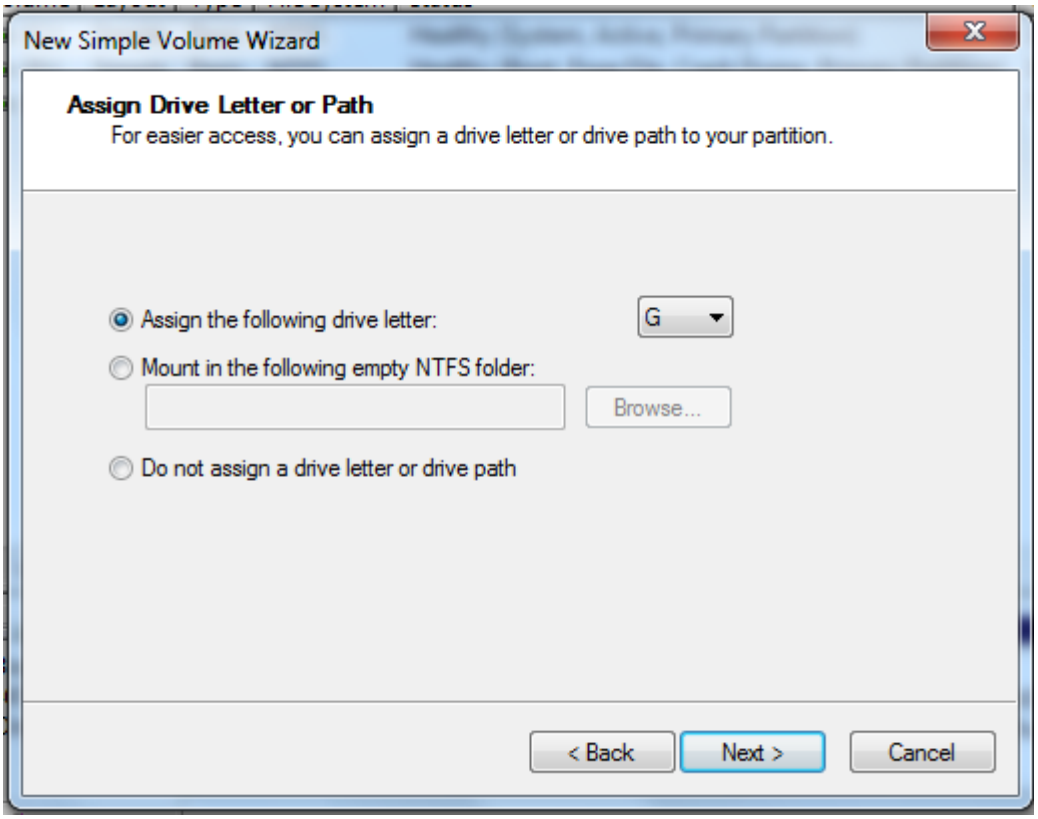
Set "Partition Format" as follows. Select quick format if possible. You don't have to designate volume label.
Set file system as a format you want.

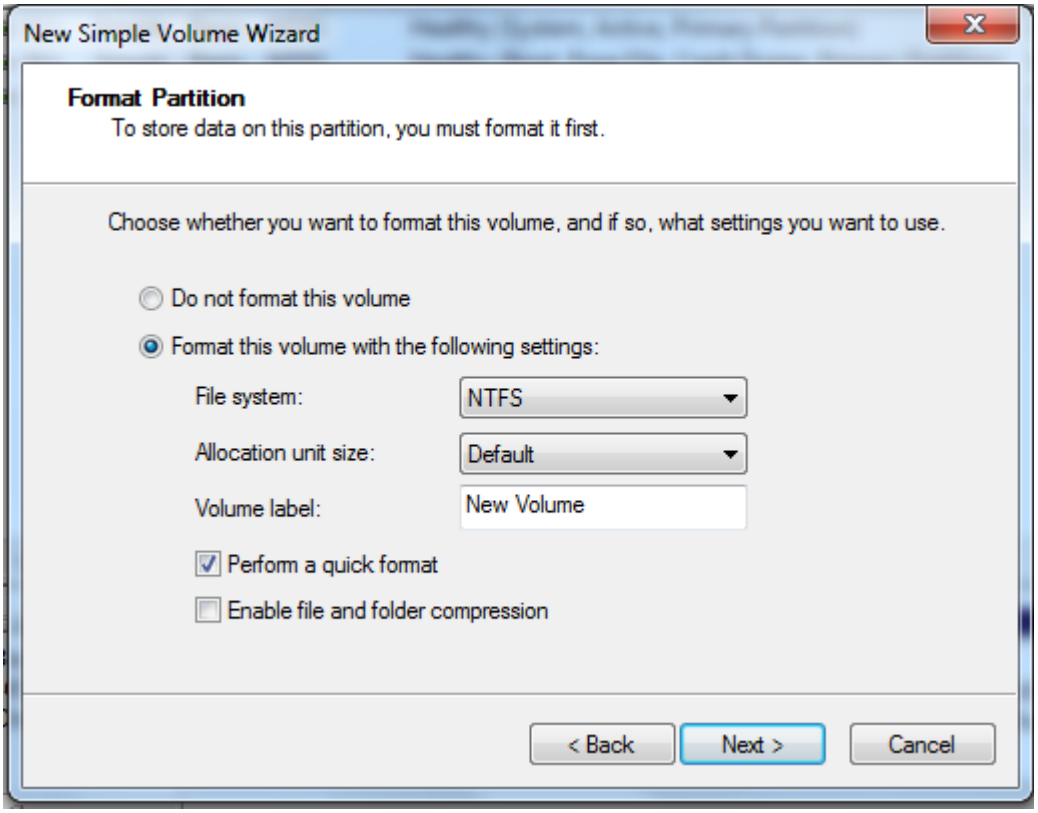
After completing partition creation and format, you can see the additional volume is recognized as below.

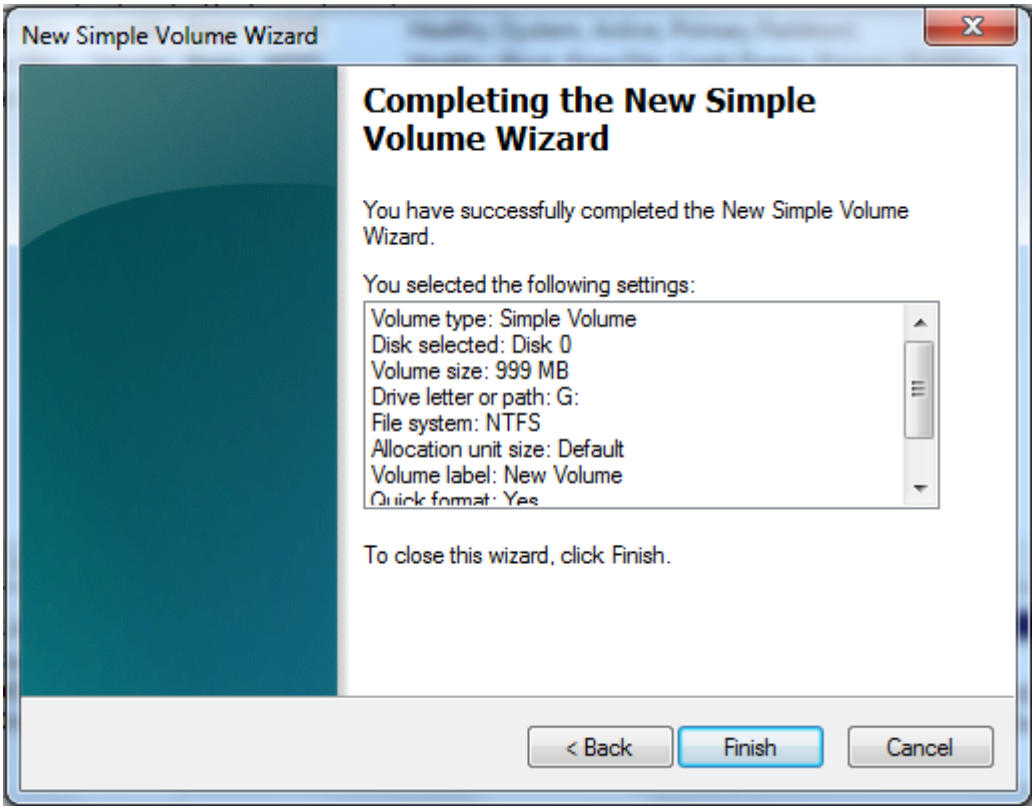

Computer Management
File Action View Help
Computer Management (Local
System Tools
Task Scheduler
Event Viewer
Shared Folders
Local Users and Groups
Performance
Device Manager
Storage
Disk Management
Services and Applications
Volume Layout Type File System Status Capacity
(C:) Simple Basic NTFS Healthy (System, Active, Primary Partition) 195.31 GB
(D:) Simple Basic NTFS Healthy (Boot, Page File, Crash Dump, Primary Partition) 194.34 GB
(E:) Simple Basic NTFS Healthy (Primary Partition) 75.14 GB
Actions
Disk Management
More Actions
Disk 0
Basic
465.76 GB
Online
(C:)
195.31 GB NTFS
Healthy (System, Active
(D:)
194.34 GB NTFS
Healthy (Boot, Page File
(E:)
CD-ROM 0
DVD (F:)
No Media
New Simple Volume...
New Spanned Volume...
New Striped Volume...
New Mirrored Volume...
New RAID-5 Volume...
Properties
Help
Unallocated
Primary partition

New Simple Volume Wizard
Welcome to the New Simple Volume Wizard
This wizard helps you create a simple volume on a disk.
A simple volume can only be on a single disk.
To continue, click Next.
< Back
Next >
Cancel


New Simple Volume Wizard
Specify Volume Size
Choose a volume size that is between the maximum and minimum sizes.
Maximum disk space in MB:
999
Minimum disk space in MB:
8
Simple volume size in MB:
999
< Back
Next >
Cancel


New Simple Volume Wizard
Assign Drive Letter or Path
For easier access, you can assign a drive letter or drive path to your partition.
Assign the following drive letter:
G
Mount in the following empty NTFS folder:
Browse...
Do not assign a drive letter or drive path
< Back
Next >
Cancel





4.5.2.2 Add default disk on Linux

In case of Linux VM, volume to be added requires partition procedures on console.

1) Create PV (physical volume)

It is a physical disk. Physical disks should be made a form of PV to make VG and LV on Linux.

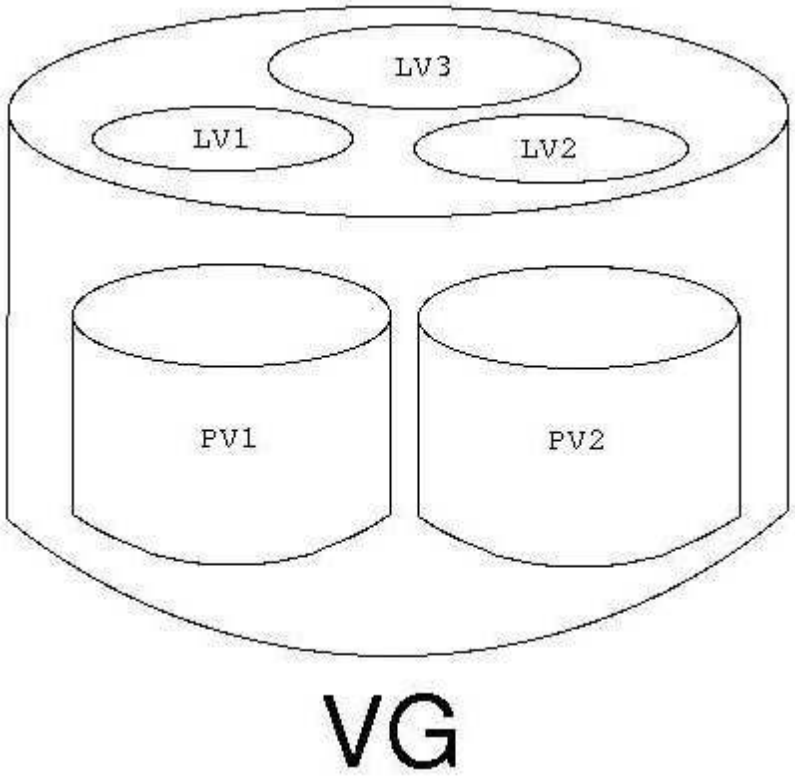
2) Create VG (volume group)

It is a volume combining one or more physical disks. All PV should belong to VG. Of course, all of Linux doesn't have to belong.

3) Create LV (Logical volume)

Users read and write files with access to LV. VG belongs to one or more LV.

Although files seem continuous for users, PV can actually be written in discontinuous space.



Command for checking Volume attached to VM :

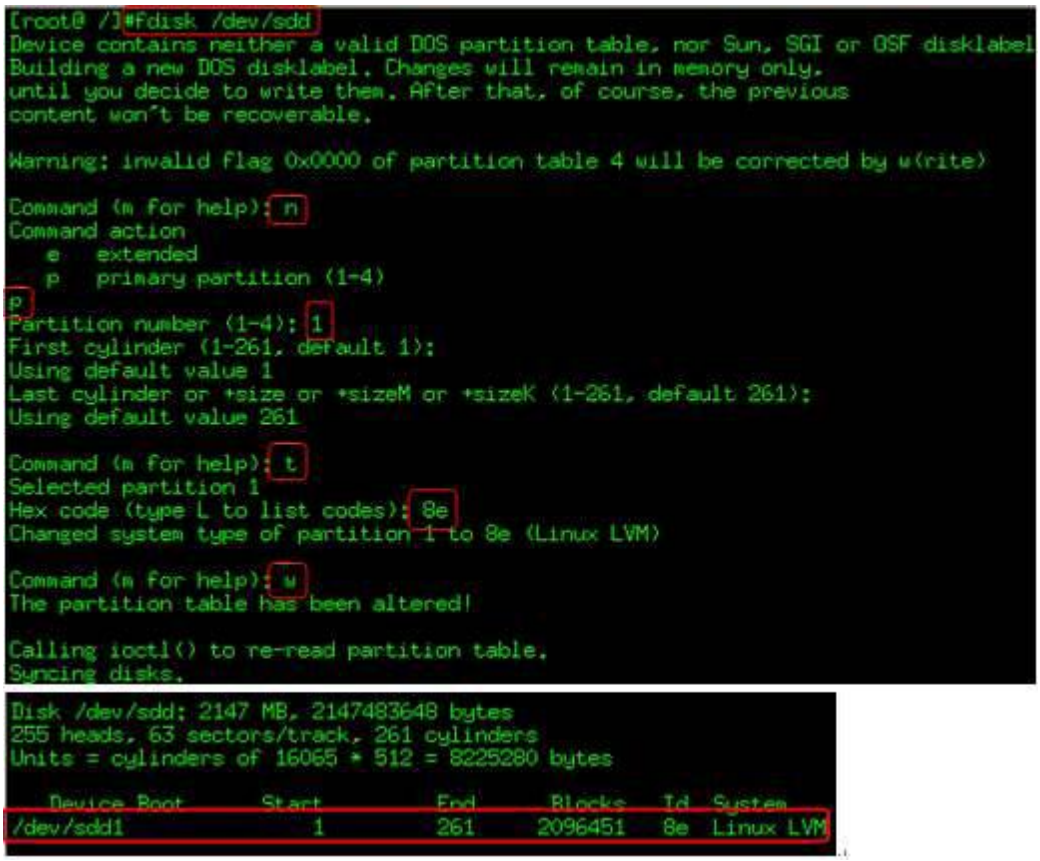
fdisk –l

```
Disk /dev/sdd: 2147 MB, 2147483648 bytes
255 heads, 63 sectors/track, 261 cylinders
Units = cylinders of 16065 * 512 = 8225280 bytes

   Device Boot      Start         End      Blocks   Id  System

Disk /dev/sde: 2147 MB, 2147483648 bytes
255 heads, 63 sectors/track, 261 cylinders
Units = cylinders of 16065 * 512 = 8225280 bytes

   Device Boot      Start         End      Blocks   Id  System
```

[Figure 5-6] Screen checked through fdisk

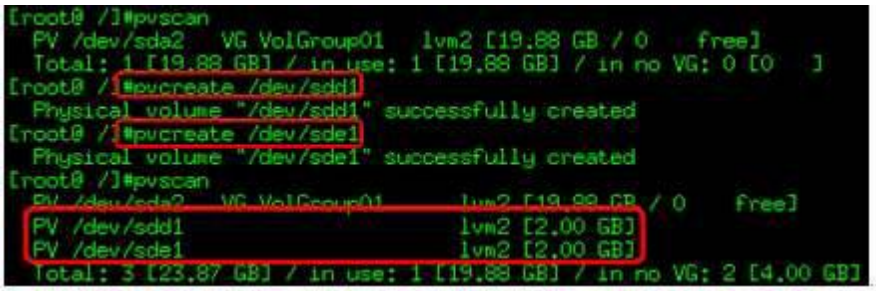
>> /dev/sdd and /dev/sde disks are not assigned.

Creating partition of added disk with Linux LVM



[Figure 5-7] Screen of partition operation with the command of fdisk

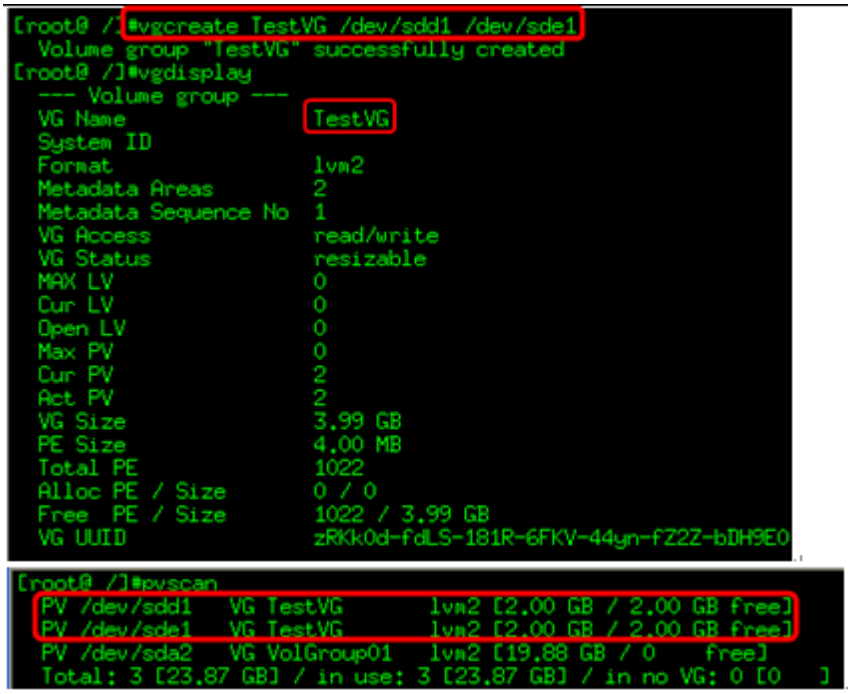
Create PV with disk created by Linux LVM



[Figure 5-8] Creating and checking PV

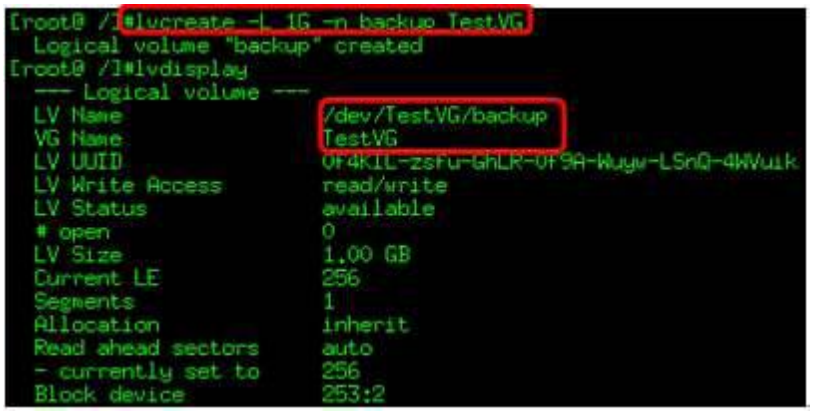
Creating PV with the command of #pvcreate

- Creating VG



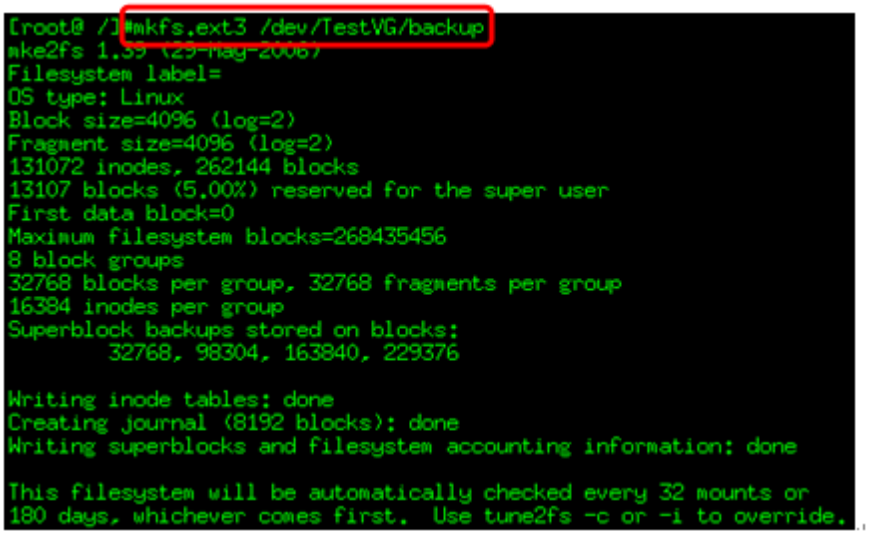
[Figure 5-9] Screen of VG creation

- Creating LV



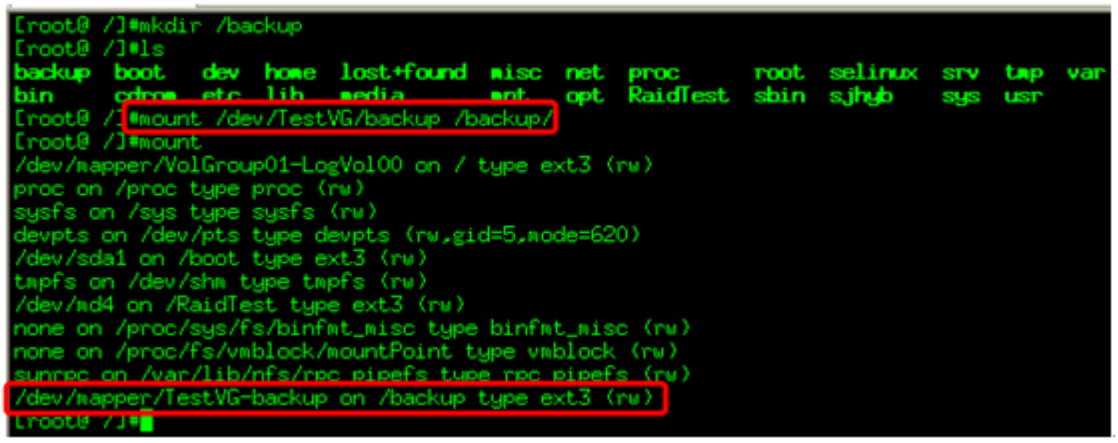
[Figure 5-10] Screen of LV creation

Creating file system



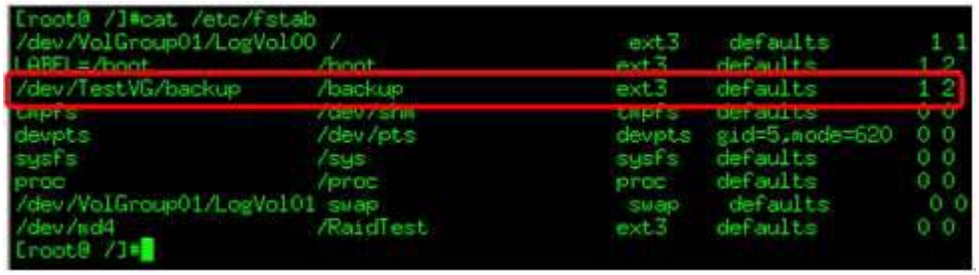
[Figure 5-11] Screen of file system creation

- Mount after creating /backup folder



[Figure 5-12] Screen of mount

- Adding to /etc/fstab (for automatic mount in rebooting)



[Figure 5-13] Screen of adding fstab

4.6 Snapshot/Image service

'Snapshot' saves the current state of VM disk volumes, makes a user return to the saved state of

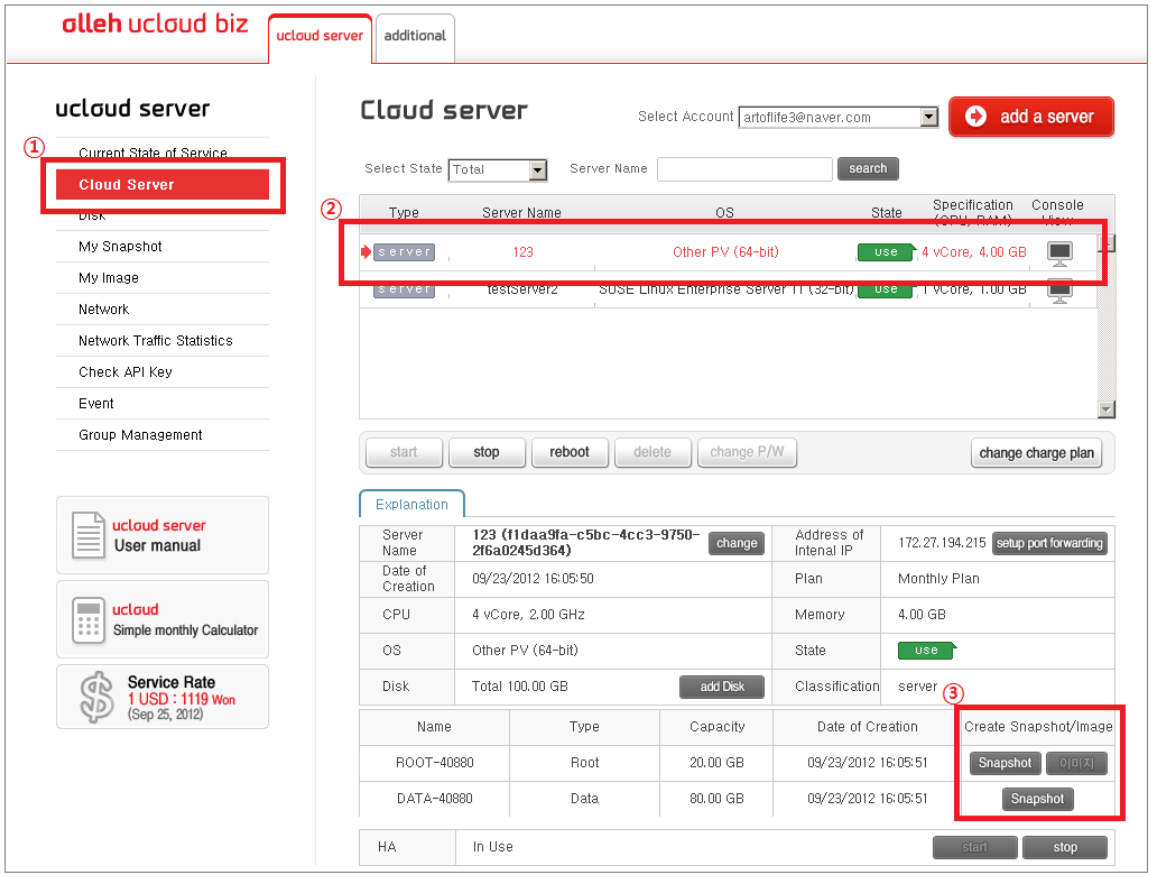
snapshot whenever required and enables creation of image and volume.

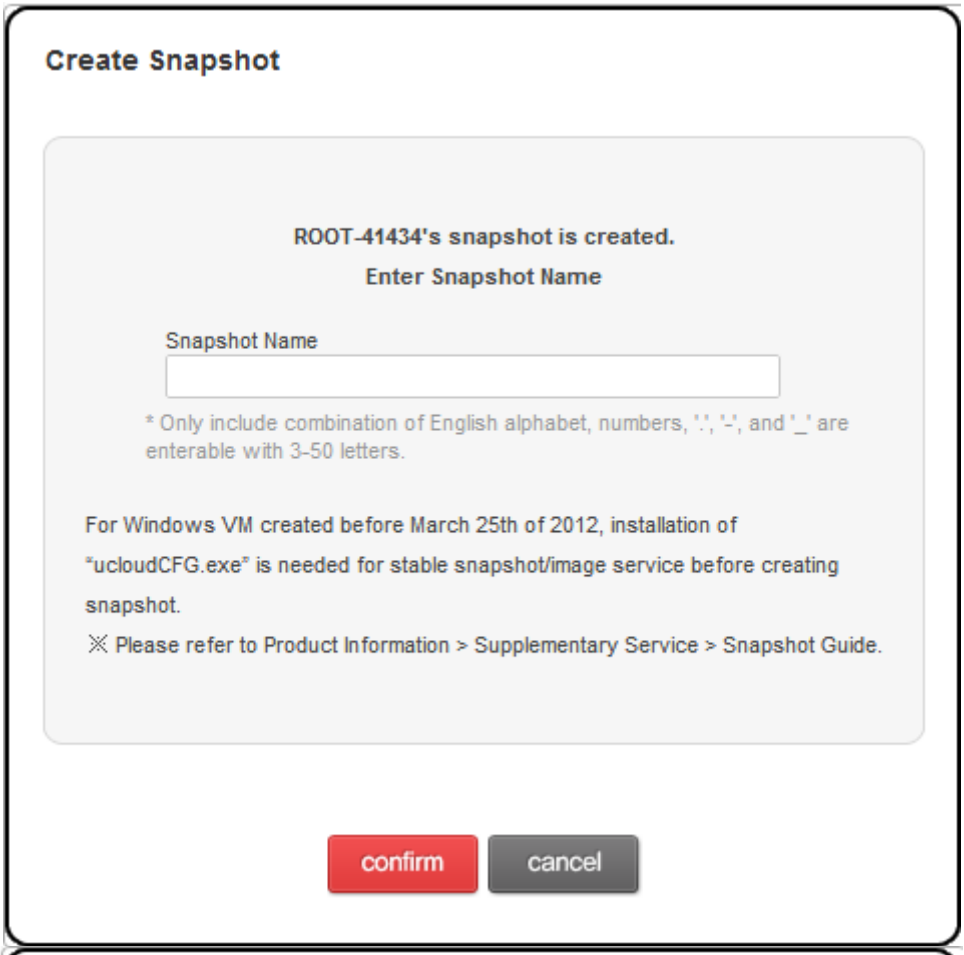
'Image' is templates composed by snapshot. It is service enabling new creation of VM with the same state in creating snapshot.
Template means procedures of making 'Snapshot' to 'Image.'

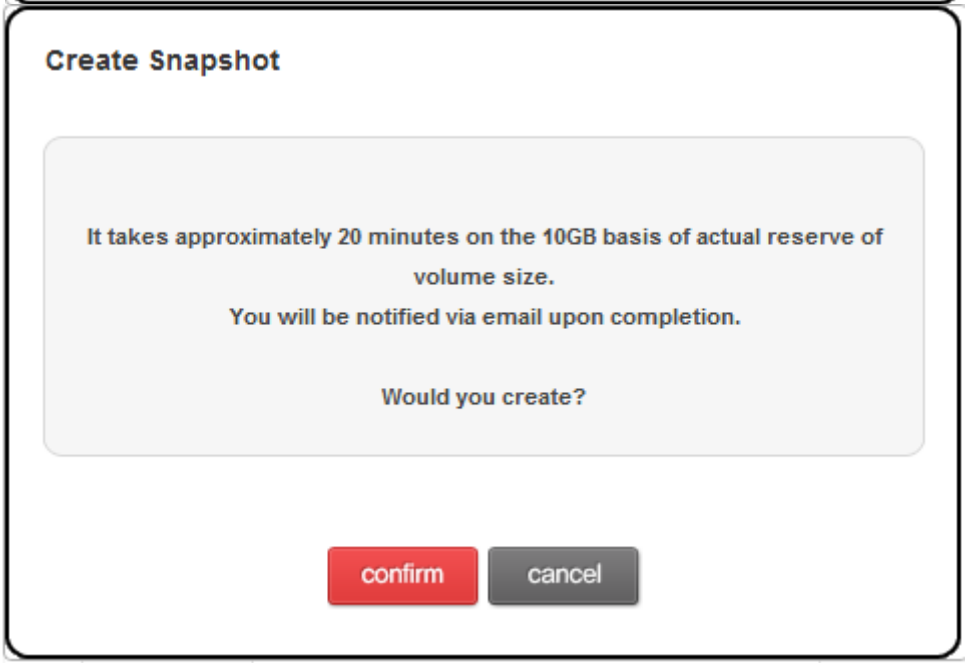
It is limitedly provided to root volume of VM as of now and you can create VM with the same state in creating snapshot by utilizing image made by create snapshot. (Snapshot creation, volume creation by using snapshot and function of volume attach will be provided later.)

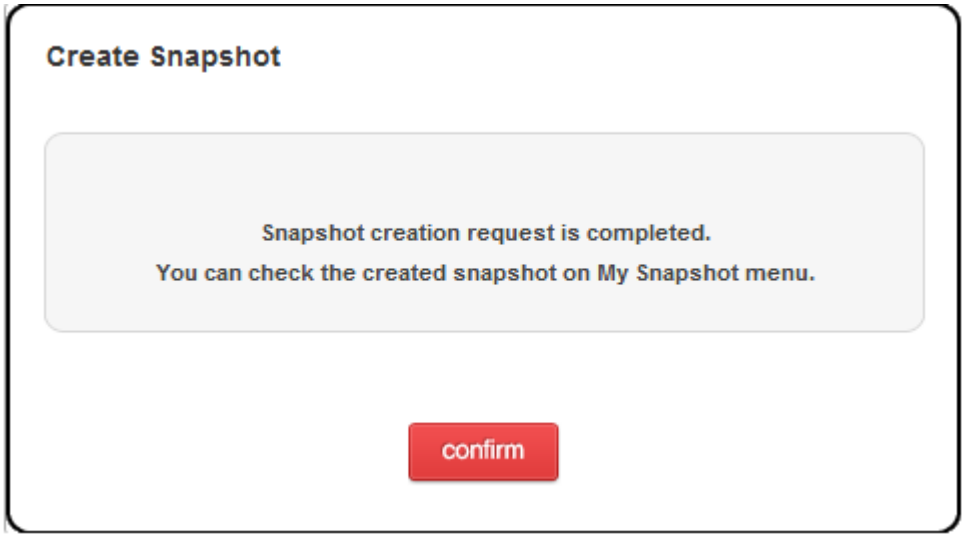
4.6.1 Major functions
1) 'Snapshot' creation on root volume of ucloud server
- First snapshot on volume is subject to Full snapshot, from second one to Incremental snapshot.
- Full snapshot is again executed on every eighth one in the same volume later on.
Example: 1st time (Full snapshot), 2nd ~ 7th (Incremental snapshot), 8th (Full snapshot),
9th ~ 14th (Incremental snapshot), 15th (Full snapshot) ....
2) User 'image' creation
Image can be created with created snapshot.
3) VM creation with user 'image'
Multiple, identical VM can be created with created image.
4) 'Volume' creation (scheduled)
Volume can be created with created snapshot.
5) VM attach of created 'volume' (scheduled)

4.6.2 Creating snapshot
Go to "Management Console" → "ucloud server" → "Cloud Server" to create snapshot.
After selecting server for snapshot creation, click "Snapshot" button at the bottom right.
※ Warning: Since snapshot is function for backing up VM volume as virtual disk image, contents on memory of VM or on CPU are not saved. It is recommended to perform operations of snapshot creation with stopped VM for stable snapshot creation.
After entering name of snapshot to be created, click OK button.
Since then, creation of snapshot is operated and you can check the results on "My Snapshot" menu.
Upon completion of creation, the state changes from 'Creating' → 'Use.'


olleh ucloud biz
ucloud server
additional
ucloud server
①
Current State of Service
Cloud Server
Disk
My Snapshot
My Image
Network
Network Traffic Statistics
Check API Key
Event
Group Management
ucloud server User manual
ucloud Simple monthly Calculator
Service Rate
1 USD : 1119 Won
(Sep 25, 2012)
Cloud server
Select Account
artoflife3@naver.com
add a server
Select State
Total
Server Name
search
②
Type
Server Name
OS
State
Specification
Console
server
123
Other PV (64-bit)
use
4 vCore, 4.00 GB
server
testServer2
SUSE Linux Enterprise Server 11 (32-bit)
use
1 vCore, 1.00 GB
start
stop
reboot
delete
change P/W
change charge plan
Explanation
Server Name
123 (f1daa9fa-c5bc-4cc3-9750-2f6a0245d364)
change
Address of Intenal IP
172.27.194.215
setup port forwarding
Date of Creation
09/23/2012 16:05:50
Plan
Monthly Plan
CPU
4 vCore, 2.00 GHz
Memory
4.00 GB
OS
Other PV (64-bit)
State
use
Disk
Total 100.00 GB
add Disk
Classification
server
③
Name
Type
Capacity
Date of Creation
Create Snapshot/Image
ROOT-40880
Root
20.00 GB
09/23/2012 16:05:51
Snapshot
이미지
DATA-40880
Data
80.00 GB
09/23/2012 16:05:51
Snapshot
HA
In Use
start
stop


Create Snapshot
ROOT-41434's snapshot is created.
Enter Snapshot Name
Snapshot Name
* Only include combination of English alphabet, numbers, '.', '-', and '_' are enterable with 3-50 letters.
For Windows VM created before March 25th of 2012, installation of "ucloudCFG.exe" is needed for stable snapshot/image service before creating snapshot.
※ Please refer to Product Information > Supplementary Service > Snapshot Guide.
confirm
cancel

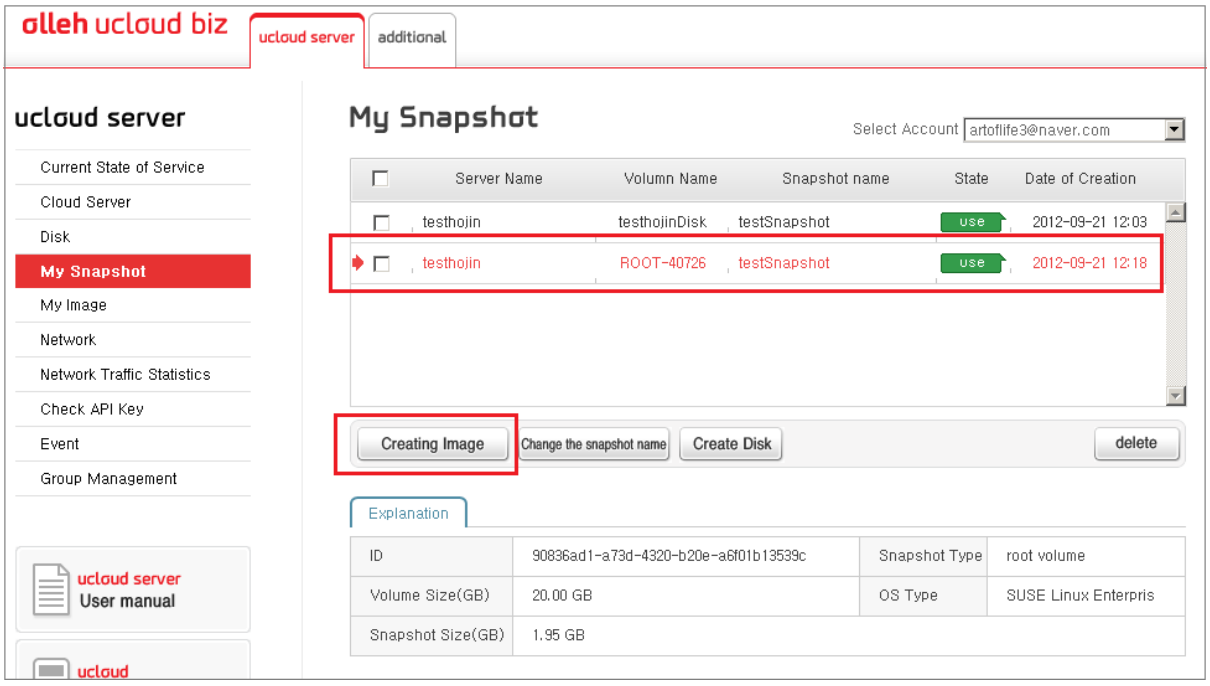

Create Snapshot
It takes approximately 20 minutes on the 10GB basis of actual reserve of volume size.
You will be notified via email upon completion.
Would you create?
confirm
cancel



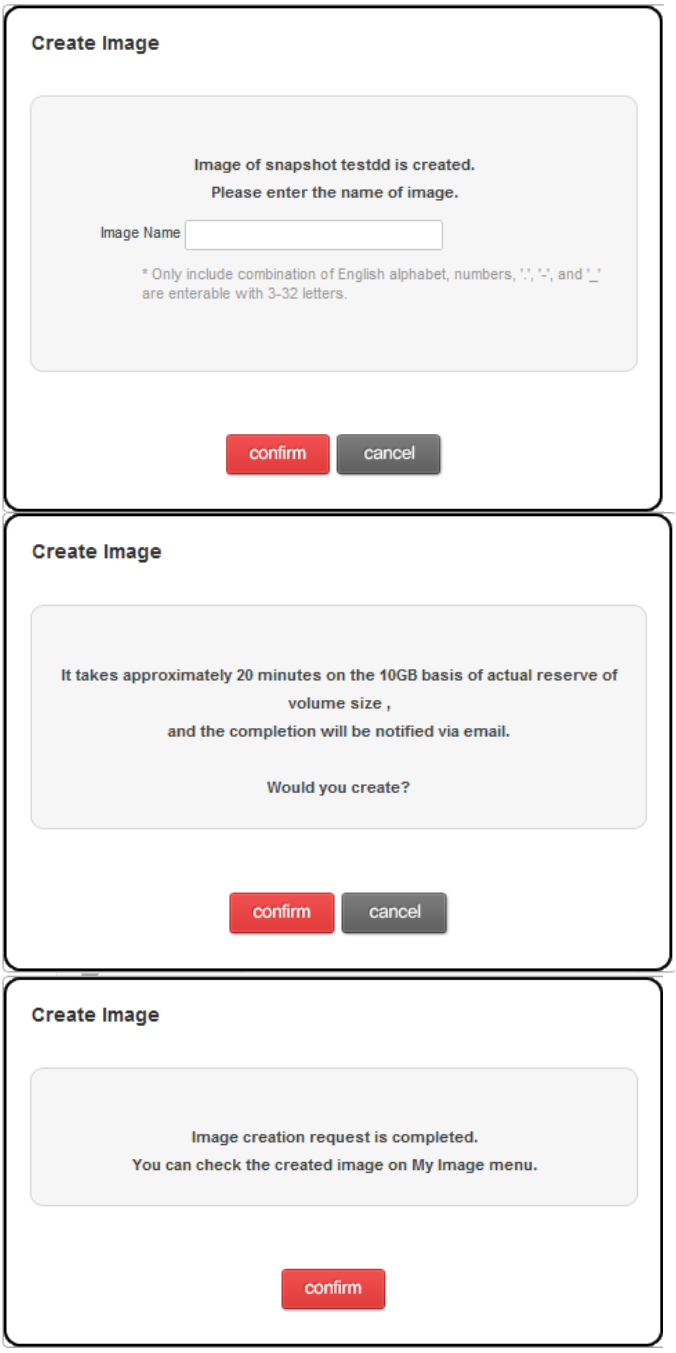
4.6.3 Creating user image on created snapshot

You can create user image with created snapshot.

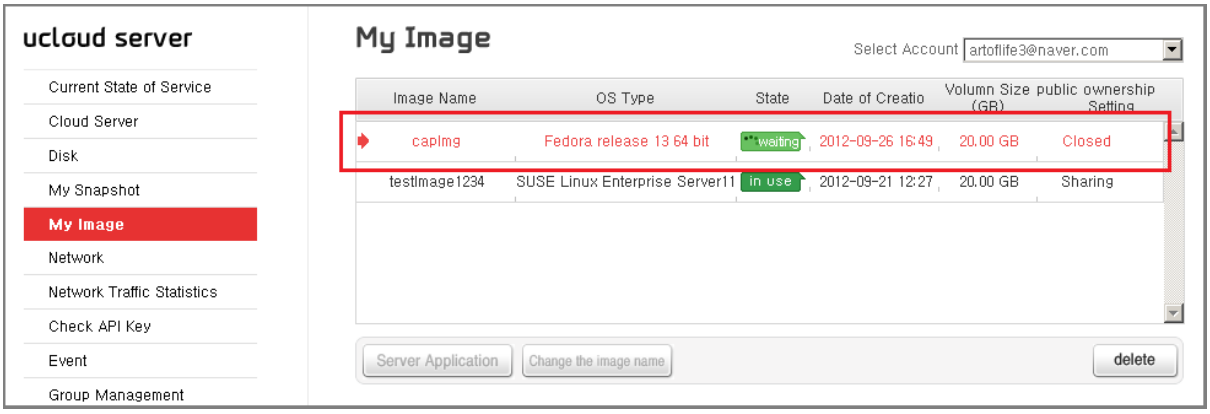
After selecting snapshot to create image and clicking "Creating Image," create user image.



After entering name of image to be used, click OK button.

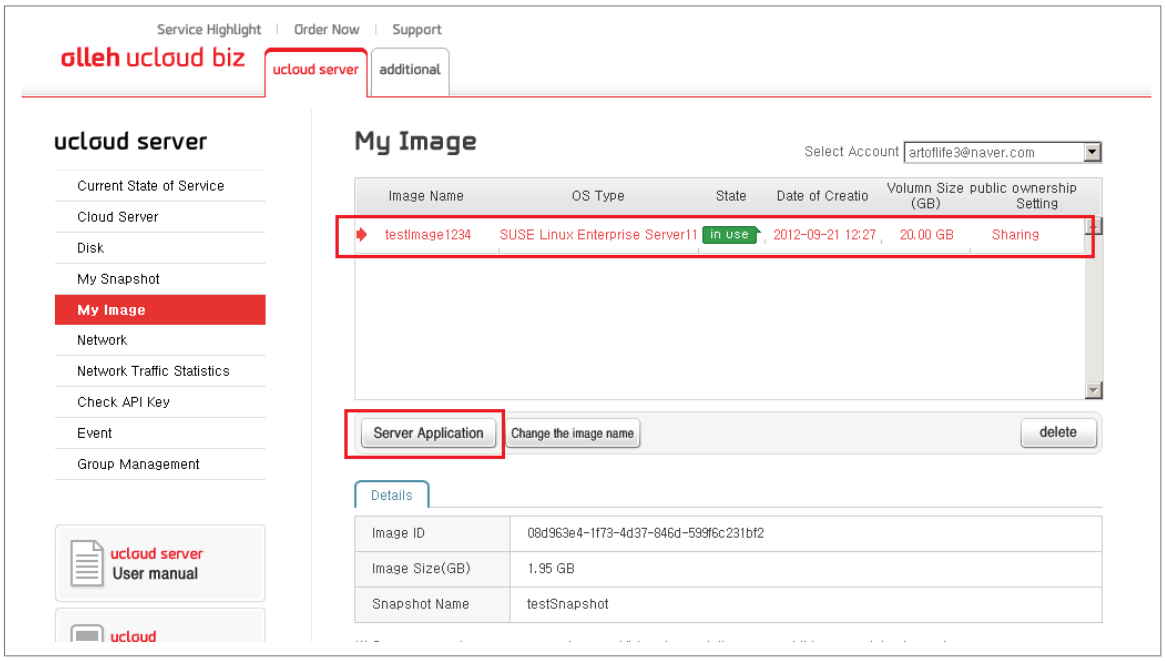


You can check the created image on 'My Image' menu.



4.6.4 Creating VM by utilizing user image

You can create identical VM by using created user image.



After selecting image on the list of create images to create VM, click “Server Application” button.

OS type is selected the same with image type.

Request VM creation by entering server stipulation, server specification and server name.

Subsequent operations of server creation are identical with those of ucloud server creation.

Go to “Cloud Server” page, check creation state of requested VM, and get password for VM returned.

※ Although identical VM is created, Private IP and part of VM’s config information is subject to change.

olleh kt

Apply cloud server

01 Select cloudserver

02 Confirm

OS spec

(VAT excluded)

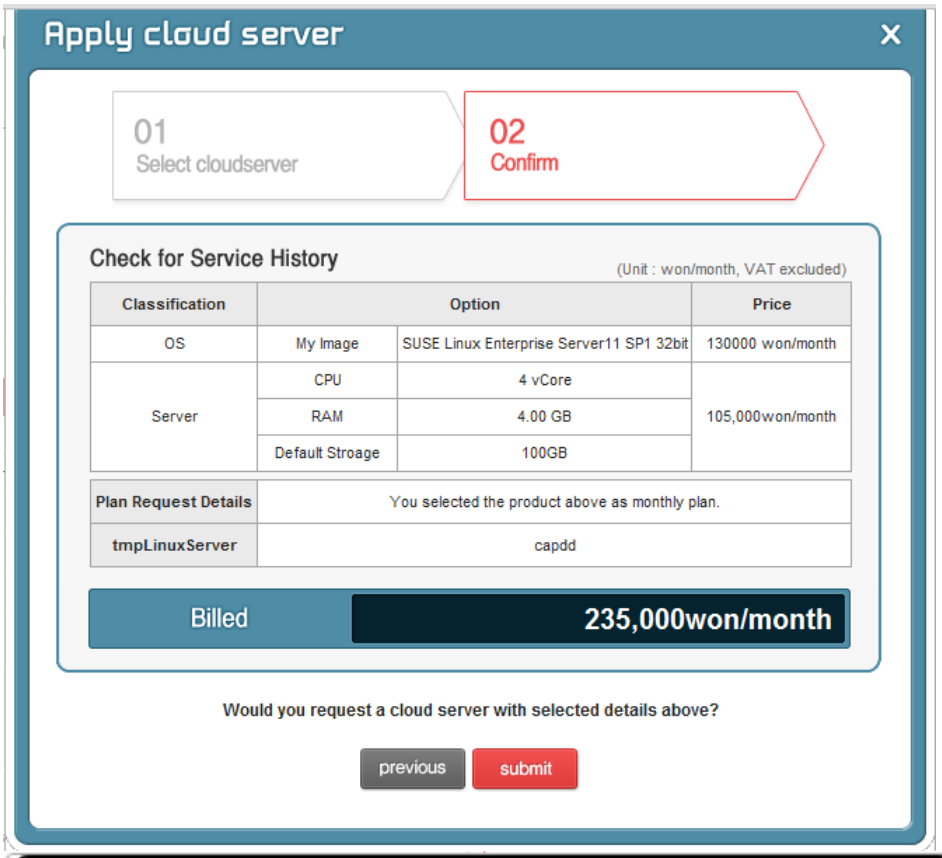
Classification	Type	Price	
		monthly plan	hourly plan
Default OS	SUSE Linux Enterprise Server11 SP1 32bit	130000 won/month	217 won/hour

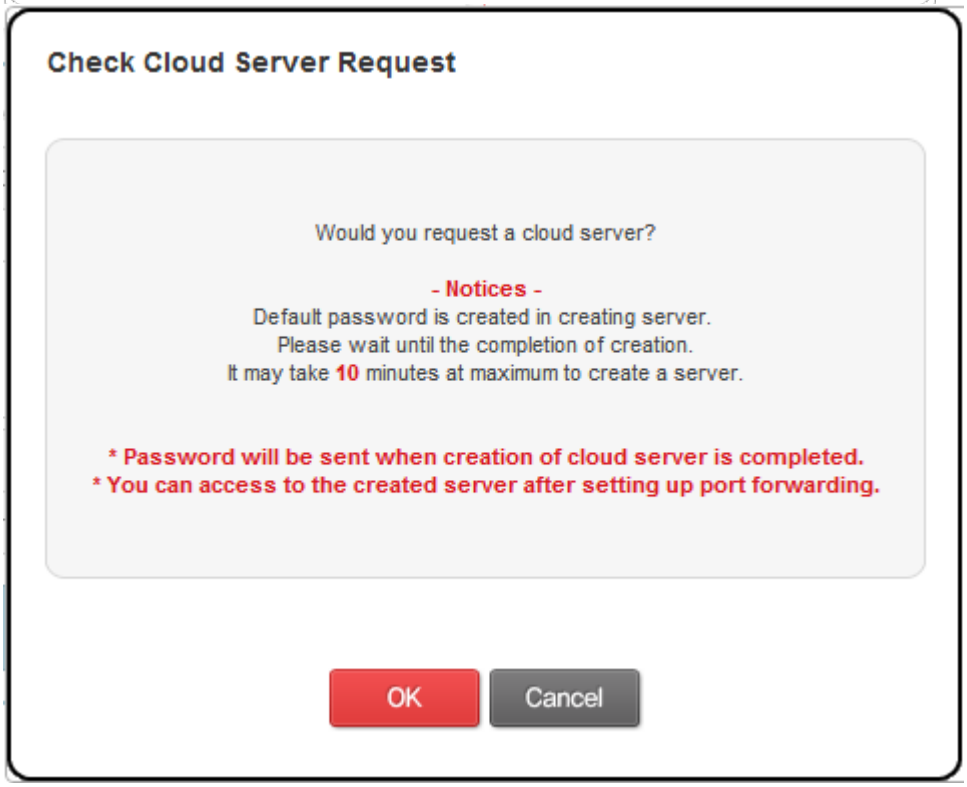
Select server

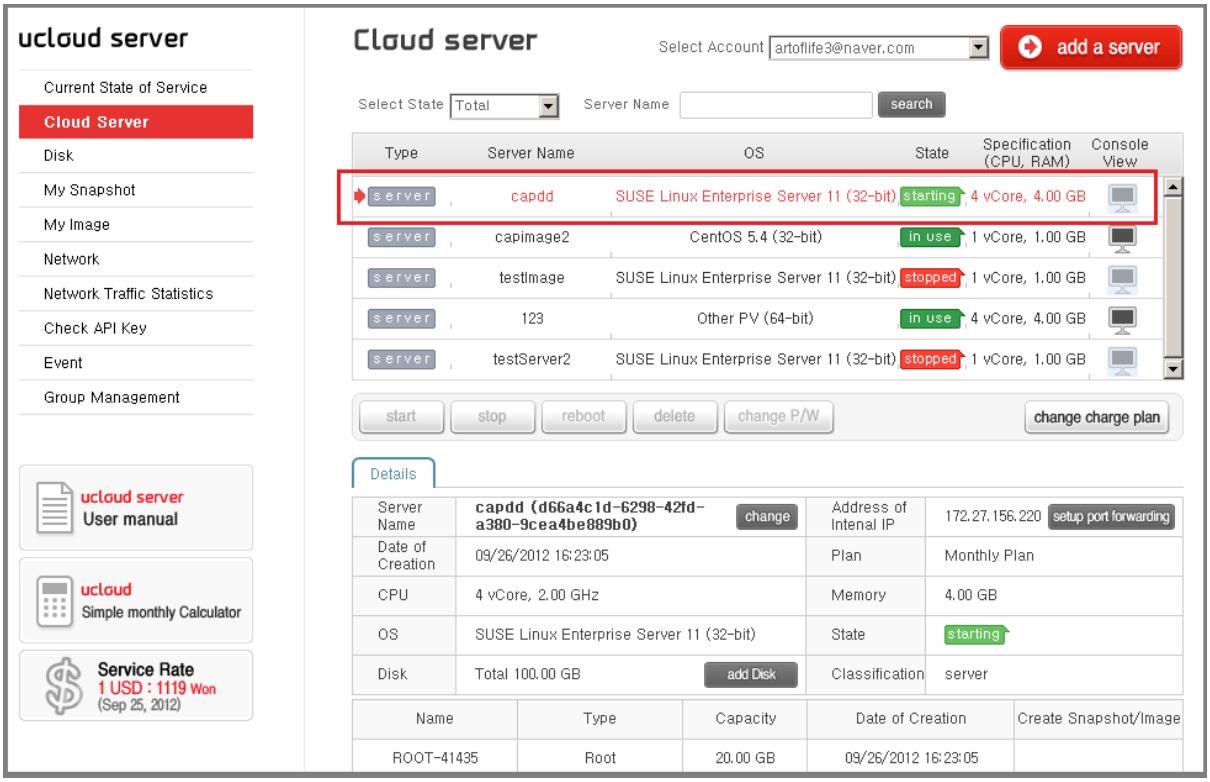
◉ Monthly Plan ○ hourly plan

(VAT excluded)

Select	CPU	RAM	Default Storage	Price(Unit:won/month)
○	1 vCore	1.00 GB	100GB	30,000won
○	1 vCore	2.00 GB	100GB	40,000won
○	2 vCore	2.00 GB	100GB	60,000won
○	2 vCore	4.00 GB	100GB	75,000won
○	2 vCore	8.00 GB	100GB	110,000won
○	4 vCore	4.00 GB	100GB	105,000won
○	4 vCore	8.00 GB	100GB	140,000won
○	4 vCore	16.00 GB	100GB	200,000won
○	8 vCore	8.00 GB	100GB	190,000won
○	8 vCore	16.00 GB	100GB	250,000won
○	8 vCore	32.00 GB	100GB	380,000won
○	12 vCore	16.00 GB	100GB	350,000won
○	12 vCore	32.00 GB	100GB	480,000won


Apply cloud server
01
Select cloudserver
02
Confirm
Check for Service History
(Unit : won/month, VAT excluded)
Classification
Option
Price
OS
My Image
SUSE Linux Enterprise Server11 SP1 32bit
130000 won/month
Server
CPU
4 vCore
105,000won/month
RAM
4.00 GB
Default Stroage
100GB
Plan Request Details
You selected the product above as monthly plan.
tmpLinuxServer
capdd
Billed
235,000won/month
Would you request a cloud server with selected details above?
previous
submit


Check Cloud Server Request
Would you request a cloud server?
- Notices -
Default password is created in creating server.
Please wait until the completion of creation.
It may take 10 minutes at maximum to create a server.
* Password will be sent when creation of cloud server is completed.
* You can access to the created server after setting up port forwarding.
OK
Cancel



4.6.5 Installing ucloudCFG

4.6.5.1 Download setup file

File name : ucloudCFG.exe

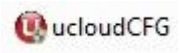
Target OS : Windows 2003/2008(32,64 bit)

Download location : https://ucloudbiz.olleh.com/portal/portal.file.html

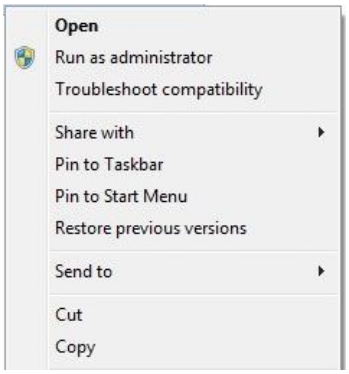
ㅇ ucloud biz web → Customer Center → Library → Other Material

4.6.5.2 Install

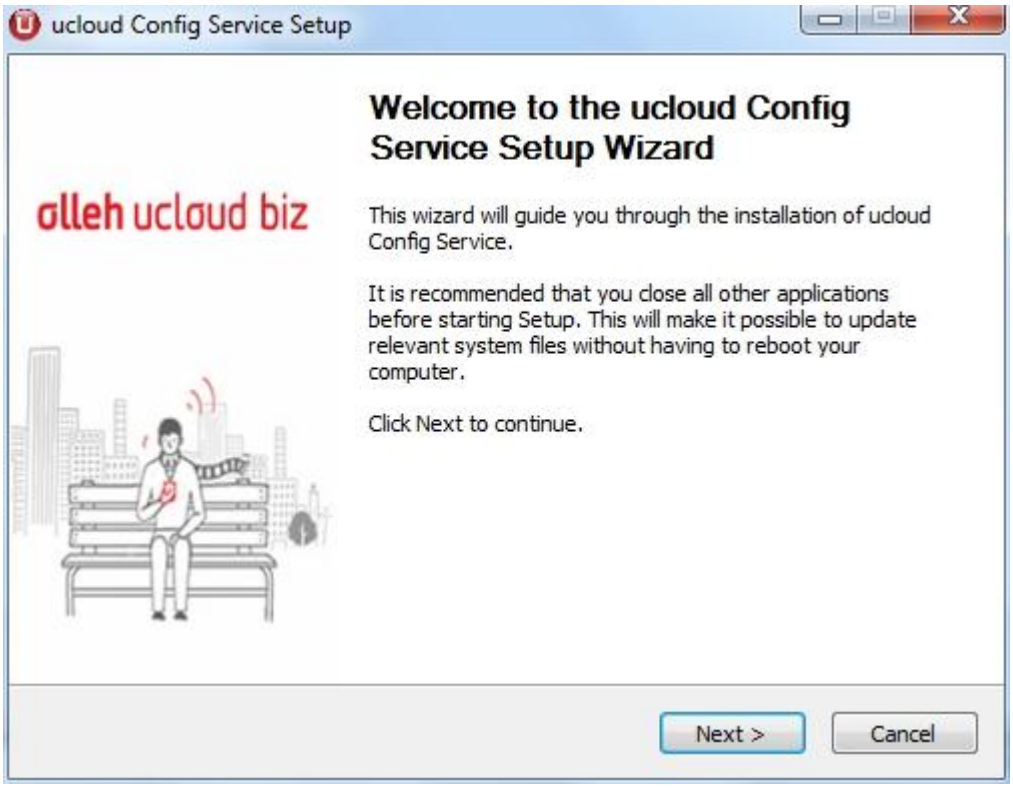
① Run "ucloudCFG.exe"



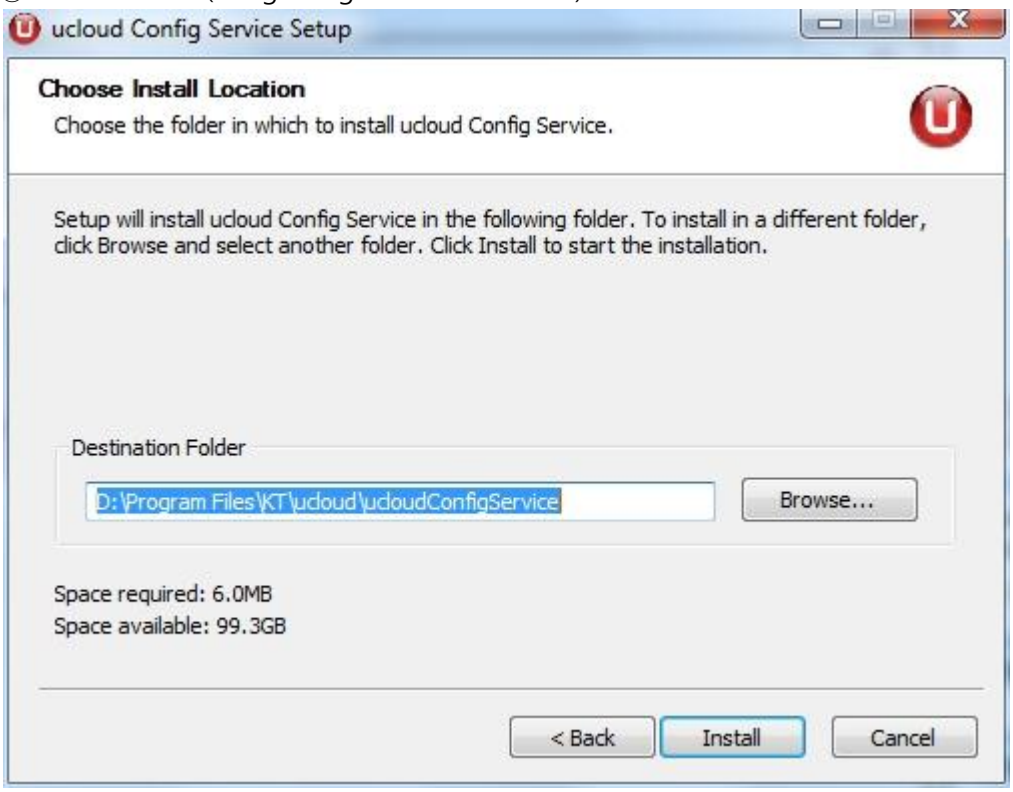
※ Run Windows 2008(32,64bit) under administrator's authority.



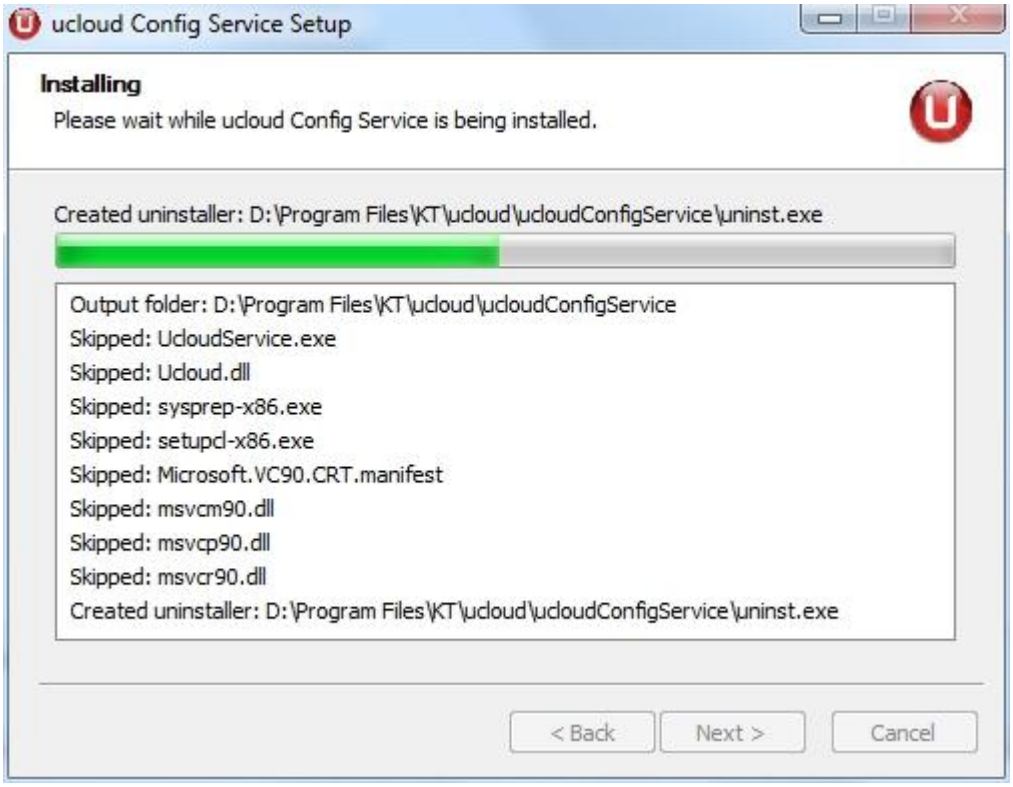
② Select "Next"



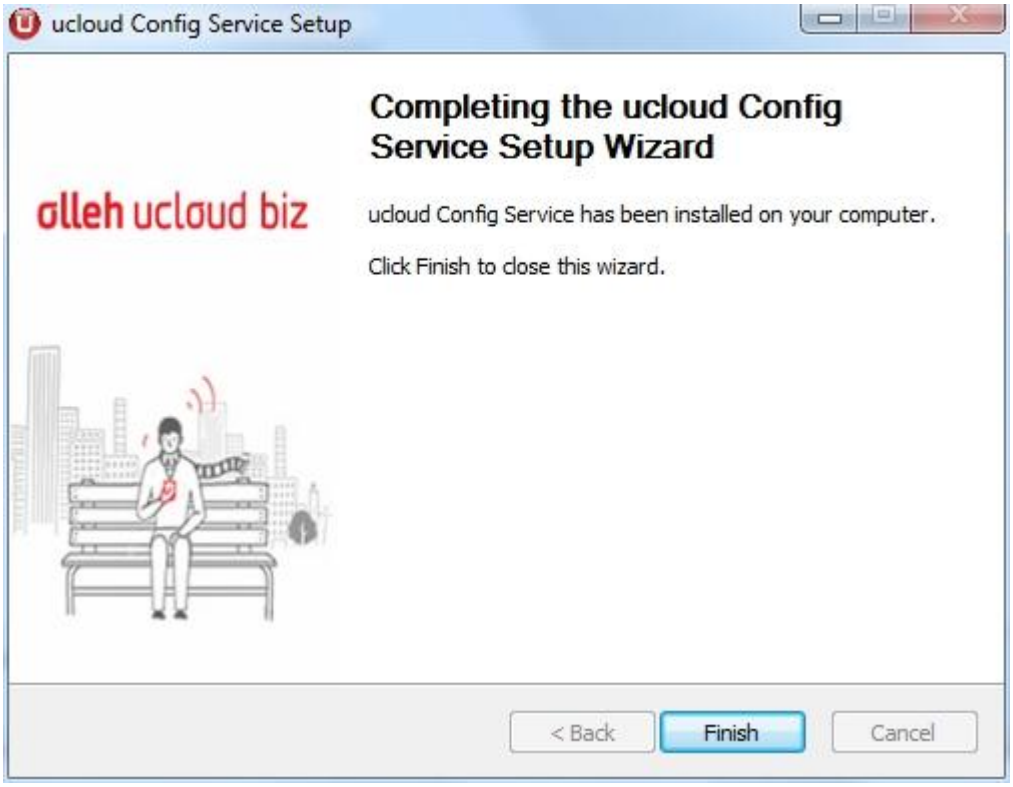
③ Select "Next" (designating installation folder)



④ Progress installation

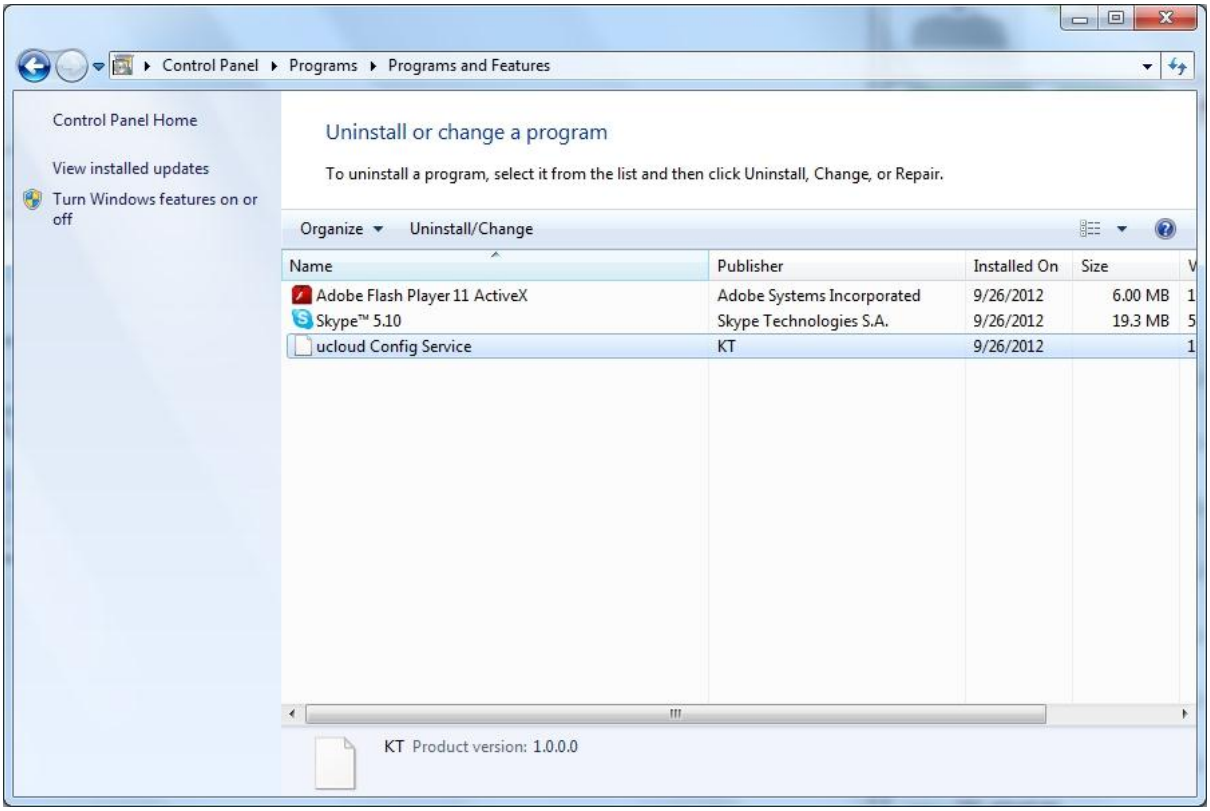


⑤ Completed



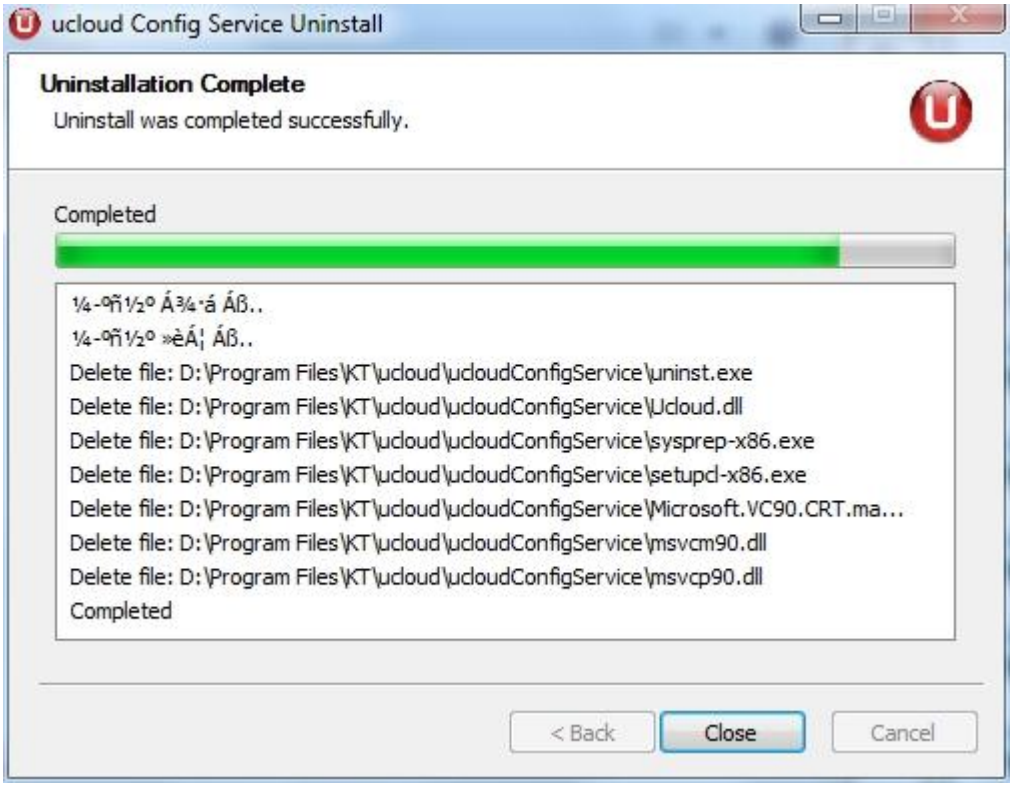
4.6.5.3 Uninstall

① Control Panel > Add/Delete Program



② Select ucloudService Change/Delete

③ Completed



※ Separate users' execution is not required as it is system control service.

5. Terminating service

5.1 How to terminate service

Minimum use of ucloud service is one day.

You can cancel service on olleh ucloud biz portal.

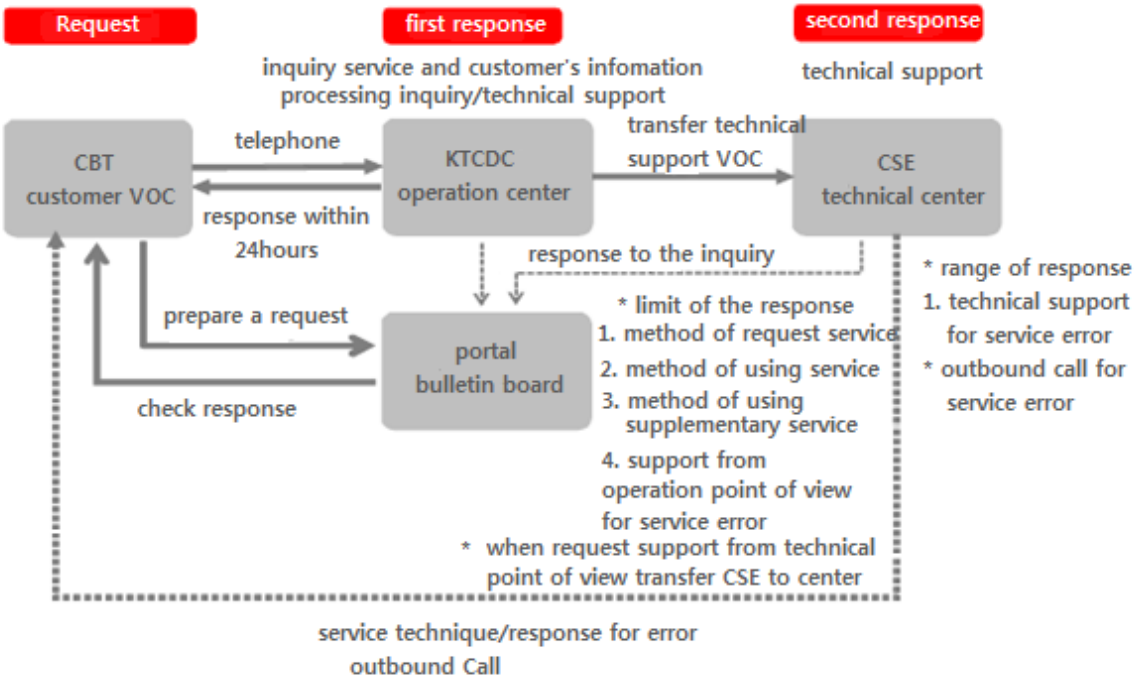
You can cancel after one day on requested service.

(Refer to the introduction of olleh ucloud biz portal.)

6. Service consulting and inquiry

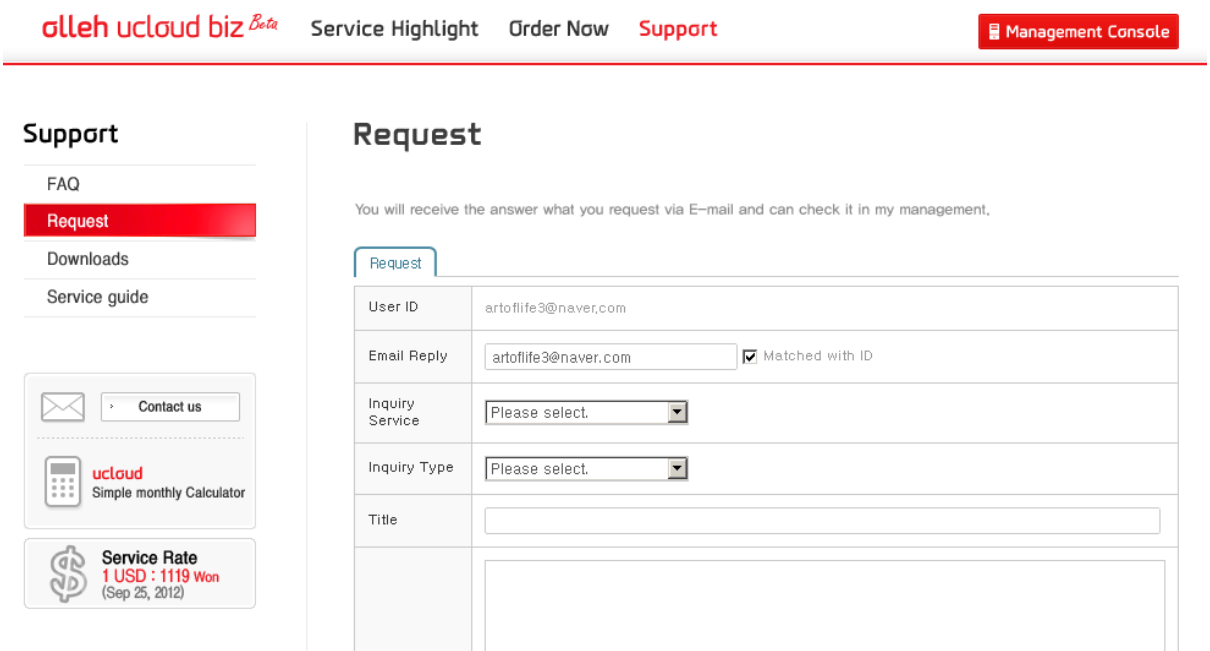
6.1 Service consulting and error reporting

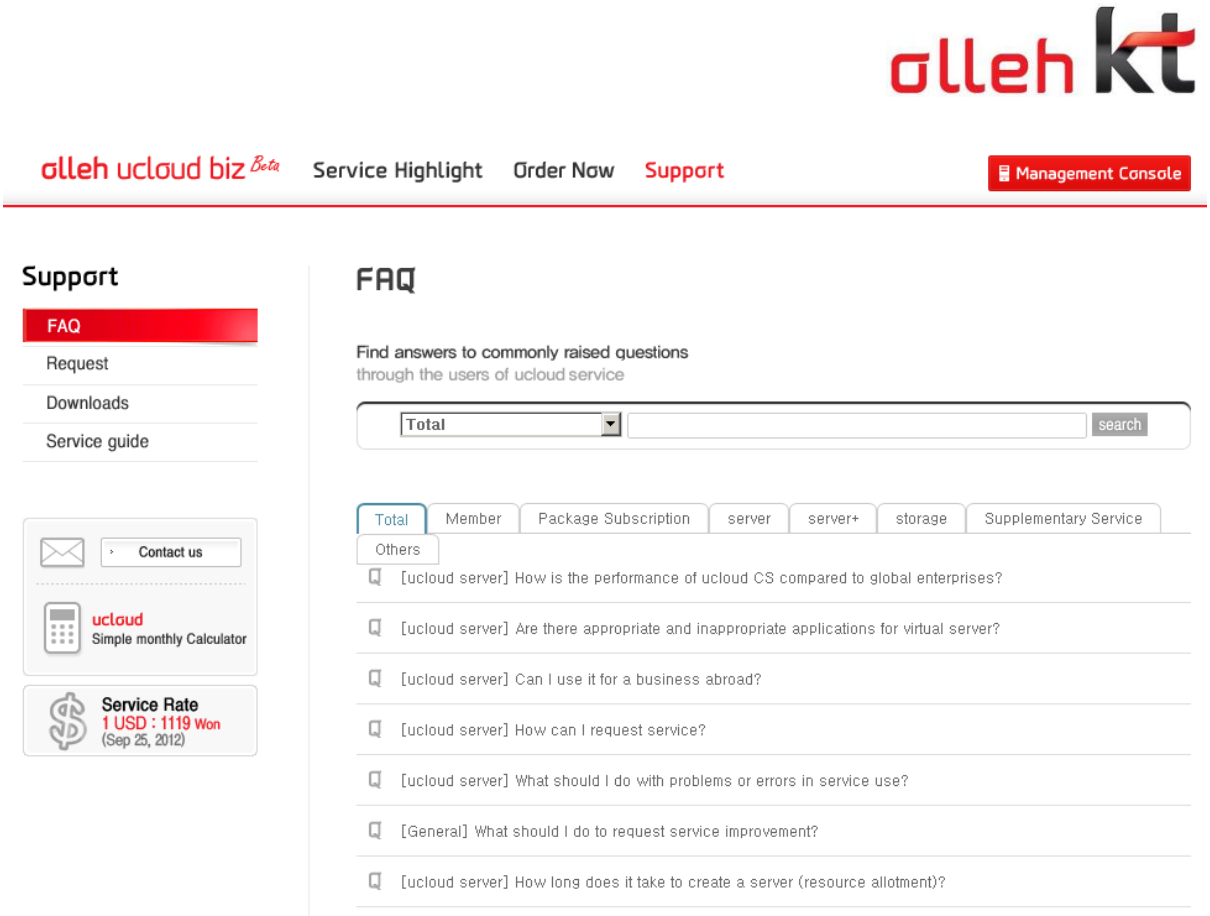
Service consulting and error reporting with CBT is processed through telephone and bulletin board.



6.1.1 Consulting on bulletin board

You can check response after writing out inquiries and errors on bulletin board of olleh ucloud biz portal. KTCDC operation center and CSE technology center support technical inquiries. You can instantly find answers to your questions on FAQ menu.

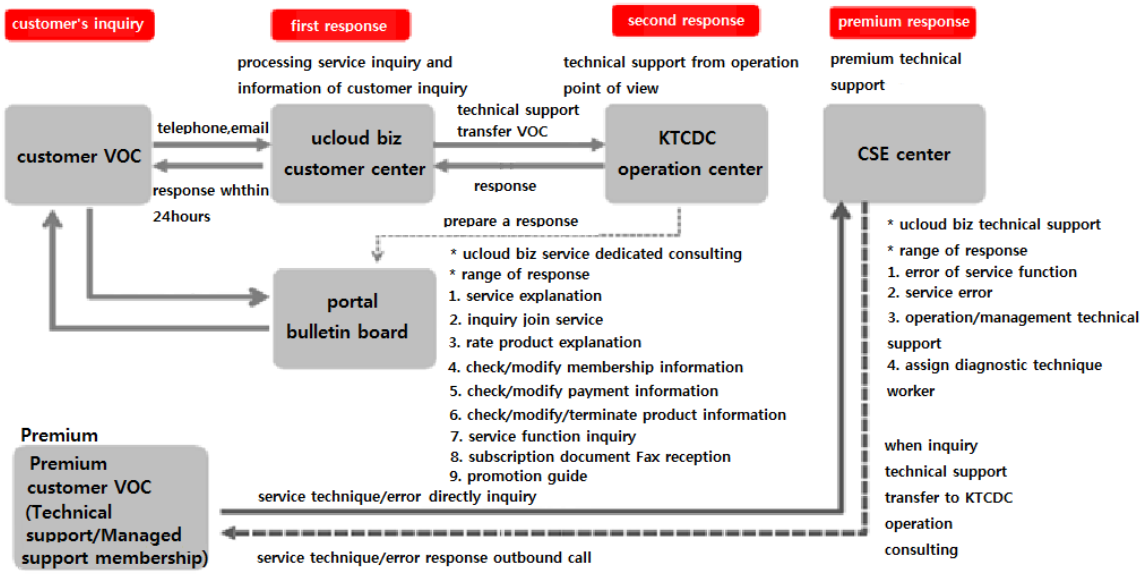




6.1.2 Telephone consulting

Customers can get general information on service request through telephone consulting on olleh ucloud biz customer center.

)



6.2 Technical support

Upgraded technical support is provided for customers of Technical support or Managed support.

Detailed and immediate consulting and response are available through full-charge professionals of technical support.

6.2.1 Telephone consulting

Customers can directly call full-charge professionals of technical support in CSE center and get consulting.

6.2.2 Email consulting

Customers can directly send email to full-charge professionals of technical support in CSE center and get responded.