



KVH Portal Data Center Site

User Manual

Ver. 2.2 (Last update June 25, 2014)





Manual Revision History

Version	Updated	Detail of change
1.4	2010/07/13	1.3: Changed text2.1.3: Add text on "multiple request"
1.5	2010/08/31	4.1: About password character6: Instruction for "system down time"
1.6	2010/10/04	1.4: About ACR column row and adding extra10 rows 2.1.3, 3.1.3, 5.1.2: Add note on Clear button of XML
1.7	2010/10/28	4.1 About password character
1.8	2011/01/17	 3.1: Text update Before: 3. The secondary E-mail (E-mail2) address is for notifications purposes only and is not to be required unique. The same E-mail address can be used multiple times in one CSL. After: 3. The secondary E-mail (E-mail2) address is for notifications purposes only, copied email will be sent to requestor's Email2 7: Updated Field Descriptions *Chinese Model dependence characters are no longer acceptable to input in every field. If you have any characters shown as "?" on CSL. Please update to non model dependence characters. Thank you
1.9	2011/03/24	6: Added not of when the system is under maintenance or incident.
2.0	2011/07/13	 1.2 Updated note on browser compatibility. * Please note that opening multiple pages of the system with tab browser may cause error when submit. 1.4.2 Updated TDC2 default authorization pattern



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2.1	2014/03/17	1.5.2 STEP2 CSL Update
		(Note 2) Updated the explanation of input characters.
		(Note 3) Updated the description of access levels.
		(Note 5) Updated the limit to the number of characters
2.2	2014/06/25	7.4 CSL Update Request.5: Add note the explanation of Telephone number





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1 Before Using the Data Center Site

1.1 Terms of Use

The Terms of Use of KVH Portal is based on the KVH Tokyo Data Center User's Guide, KVH Tokyo Data Center2 User's Guide, and KVH Osaka Data Center User's Guide.

1. Definitions

* 1.1 "Service" is "KVH Portal Data Center Site" or "KVH Portal" offered by KVH in accordance with the Service Agreement

* 1.2 "CSL" means "Client Summary List" and is a list of individuals (employees of the Customer, etc) with permission to access KVH data centers on behalf of the Customer (hereinafter referred to as "User"). The list specifies the permissions (read, edit, submit) for three types of requests: Admission, Shipping/ Receiving, and CSL management.

* 1.3 "ACR" means "Access Control Representative" and is an individual designated by the Customer to manage the CSL(s) and provide support to End-Users of the Service. As for new customers, please register ACR on the prescribed form at first.

2. ID and password management

The User will receive a password and account designation upon completing the KVH's registration process. The User is responsible for maintaining the confidentiality of the password and account and is fully responsible for activities that occur under the assigned password and account. The User agrees to (a) immediately notify KVH of any unauthorized use of the password or account or any other breach of security, and (b) ensure that the User exits from the account at the end of each session. KVH cannot and will not be liable for any loss or damage arising from the User's failure to comply with these terms.

E-mail 1 address (Primary) will be used as the KVH Portal login ID. It is compulsory for users, who are required to view, create, or submit request forms, to register E-mail 1 address.

3. CSL

3-1. CSL registration

Upon first logon, the ACR will confirm the migrated CSL data and submit an approval to KVH.

KVH will not accept CSL update requests that have incomplete or erroneous data. It is required to adhere to the following rules when registering or changing a CSL:

1. The primary E-mail address (E-mail 1) will be used as the KVH Portal login ID. It is



compulsory for users, who are required to view, create, or submit request forms, to register E-mail 1 address. (Please note that users without an E-mail 1, cannot access the KVH Portal)

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- 2. The primary E-mail (E-mail 1) must be a unique E-mail address meaning that it can be used only once as a primary E-mail (E-mail 1) for one CSL.
- 3. The secondary E-mail (E-mail2) address is for notifications purposes only, copied email will be sent to requestor's Email2 and is not to be required unique. The same E-mail address can be used multiple times in one CSL.
- 4. The primary telephone number (Tel1) is mandatory for an ACR.
- 5. Some users are registered to represent multiple Customers or Entities and therefore registered in multiple CSLs. In such cases, after logon, the user will be presented with a list of Customers or Entities for which the user has been registered and prompted to select one of them to proceed further.

3-2. CSL management

Customer is solely responsible for submitting, managing and monitoring the Customer's CSL(s).

Customer acknowledges and agrees that KVH may also monitor, manage or otherwise process CSLs. The Customer agrees that CSL are limited to 10 users as default.

3-3. Permissions for requests

Customer is responsible for managing CSL permissions and agrees to update the CSL to reflect the Customer's security requirements. For example, the Customer should remove individuals from the list when they are no longer authorized to access the Customer's equipment in the data center.

The system supports the following permissions for each user:

- 1. DC Admission Request
- 2. DC Shipping/ Receiving Request
- 3. CSL Update Request

For the above permissions, only authorized users can make requests and KVH will not accept requests that have incomplete or erroneous data.



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4. Support Services

If any errors occur due to incomplete/incorrect data provided by the Customer, the Customer will need to resolve the problems. If the problems cannot be resolved, please contact the KVH Service Desk. KVH will provide technical support based on the KVH Data Center User's Guide upon request from the Customer.

1.2 System Requirements

To use the Data Center Site, the following system requirements need to be met:

- Platform and supported browser:
 - > Internet Explorer7 or above, FireFox3.1 or above
- Browser set up
 - Enable JavaScript
 - > Enable Cookie

* Please note that opening multiple pages of the system with tab browser may cause error when submit.

1.3 Before Log-in

To use the Data Center Site, you first need to be listed on the Client Summary List (CSL). If you are not yet listed on the CSL and wish to use the Data Center site, ask the Authorized Client Representative (ACR) to include you on the CSL. After you are registered on the CSL, KVH will provide you with your user ID and password by e-mail. (For detailed requirements of CSL registration, please refer to Section 3.1)





1.3.1 STEP1 Log-in

1) Access the portal site by entering https://portal.kvh.co.jp in the URL.

🕙 KVH Portal - Mozilla Firefox			<u> </u>
<u>File Edit View History Bookmarks Iools H</u> elp			
C X 🔬 https://portal.kvh.co.jp	→ ·	Google	P
🙋 Most Visited 📋 Getting Started 🔝 Latest Headlines 📋 Customize Links 📄 Free Hotmail 📄 Windows Marketplace 📄 Windows Media	a 📄 Wind	ws	
🔣 KYH Portal			-
Rev Portal	KVH :	JAPANESE MANUAL	[CONTACT]
Login			
UserID (your E-mail address)			
Password			
Login			
Forget your password?			
About Information Security Privacy Policy Terms of Use About KVH			
(C) 2009 KVH.Co.,Ltd. All rights reserved.			
Done			* 1

2) On the Log-in screen, enter your user ID and password and click "Log-in".

% When you log-in for the first time, use your ID and password provided on "User Registration Completion Notification" mail sent by KVH. After the log-in, you may change the password. (See Section 4.1 "Changing the Password".)

X If you have forgotten your password, click "Forgot the password". (Refer to Section 4.2 "If you have forgotten your password".)

CONTRACT Portal	KVH JAPANESE MANUAL CONTACT
Login UserID (your E-mail address)	
Password	
Login . Forget your password?	





3) Click [Data Center] menu at the top of the screen to open the Data Center Site.

% When you are accessing the [Data Center] menu for the first time, you will be prompted to agree to the terms of use on the screen.

(Data Center Site	[KVH]JAPANESE [MANUAL] CHANGE PASSWORD [CONTACT]
	KVH Co., Ltd Tokyo Test
Data Center	Logout
FURLA 1.1/237.4.8/1 キャービスまごを得たされていためには、目的なかな ためにますがから通いたい、たっ回知り、パデートやアップラムー下のの スパードであため、お用いにはたキーーごろんても何かいとからかい このからまでいたのないまたがあたこのがかい、アメーム につい、たく、それのからからないないないないまた。このからい たいかう、アあられたいからないないないたいです。 一部であたすたいたいます。 これの知られ、キャービス、ならないたか、小田田のためのからの ーがためたたいたいます。 につい、たち、おおいたいたいで、「そのから」またがあっ たさいたったいたいまた」というで、「そのから」またがあっ ないたいたいたいたいまた」というで、それのあったいたか につい、たち、おおいたいたいで、それのあったいたか につい、たち、おおいたいたいで、それのあったいため、 たいたいたいたいたいまた」といていたいたいたいたいたい ないたいたいたいたいたいたいで、 たちについていたいたいたいたい。 たんにいたいたいたいたいたいたいたいたいたいたいたいたいたいたいたいたいたいたい	14月したし、くっクーネットアクレン(原用目前になみながか)ます。あよび一部のパクトウッアと用用目的になみな 時間以降にならみながから、キャーぐこの使用目前になってなって、システウッア、あよびくっかーネットアクセ フォーアンバンと可能でありたねながからます。それため、基本くクーネット学校でありた。たらます。あお茶は いたの時時時に、ためたごだいですね。、用他かたたちかとます。キャーぐこは、他の他はおいまからから一部で サービン・パンツについてない、用他かたたちかとます。キャーぐこは、他の他はおいまからから一部で サービン・パンツについてない、用他かたたちかとます。キャーぐこは、他の他はおいまからから一部で いためたっていたいでは、日本のたちのあたが、ワイトンストレージのののからま、ここに、年後のの ちかく、キャーぐこれまたで見たからのあたが、ワイトをあたします。メリカトののからま、ここに、年後のの ちかく、キャーぐこれまたで見たからのあたが、ワイトンストレージの一がたち、それたちの たちかくのかったいが、それたちの時間になるかから、アクリカトの時間にある。たったまだから たちかくのかったいが、モージンのごだいたが、見たからいのよくないの気があたから たちかくかったいが、それた日本があ、それた日本が見たからいたちからのからのから、それたく、それたちから またからかからたます。それた日前後、いうースエンジングだった。それた日本のからのたちから、それた、それた日本があた。それた日本があたり、それた日本があた。それた日本があたり、日本のたちから、このから、それた日本の時間のあたり、このから、それた日本があたり、このから、それた日本があたり、それた日本があたり、このから、それた日本があたり、このから、それた日本があたり、このから、それた日本があたり、このから、それた日本があたり、このからの時間には、それた日本があた。 またからのでは、それた日本があた。それた日本があたり、それた日本があたり、このから、それた日本があた またからのでは、それた日本があた。それた日本があたり、それた日本があたり、それたし、それた日本があたり、このから、それた日本があたり、このからの時間には、このからの時間には、このからの時間には、それた日本があたりまたり、このからの時間には、このからのの時間には、このからのの時間には、このからのの時間には、このからのの時間には、このからのの時間には、このからのの時間には、このからのの時間には、このからのの時間には、このからののののののののののののののののののののののののののののののののののの
	Agree Disagree
About Information Security (Privacy Folicy Terms of Use About 6. 9	HI -







1.4 CSL Registration

ACR is required to follow below steps for CSL Registration.

- 1.4.1 STEP1 Open the "New CSL Update Request" screen.
 - 1) If you have never registered the CSL, after successful login, you will be directed to the [CSL Initial Set-up] screen.

(K		Data	Center	Site			I	KVH JAPANI	ESE M	ANUALIC	HANGE PAS	SWORD CONTAG	CTI
_												OBA	Co.,Ltd. Resort Pro	ject
	D	ata Center											Logout	
	CSL Initialization													
Plea	lease confirm your CSL, to activate please click "OK", to add or change user data please click "Edit"."													
		DC Cus	tomer ID SHAE2	3FA0224										
No		Name	Division	C	ompany		Tel		E-mail		Remarks	Access	Area	
1	Keiko	Yamada	System Dept.	OBA Co.,Ltd.		03	3-0987-0987	zucs200@)kvh-sales.com		ACR	LEVEL A	. 4A	
		Login (Logi	n ID Available)	View Admission	Edit Admission	Submi Admissi	t View on Shipping	Edit Shipping	Submit Shipping	View	7 CSL H	dit CSL S	ubmit CSL	
					ОК		Edit	Can	cel					
1,	About I	nformation Sec	urity Privacy Pol	icy Terms of Use	e About KVH									
(C) 2009 1	KVH.Co.,Ltd. 4	All rights reserved.											

2) Check the contents on the [CSL Initial Set-up] screen. If there is no need to edit the information, click [OK] to complete registration. If you need to edit, click [Edit].

(K		Data	a Center	Site			I	KVH JAPANI	ESE M.	ANUALIC	HANGE PASSV	VORD CONTACT
	Da	ata Center										OBAG	Logout
l (Plea	SSL I	nitializatior irm your CSL, to	1 activate please o	slick "OK", to add	or change user d	ata please	click "Edit"."						
		DC Cust	omer ID SHAE2	23FA0224									
No 1	Keiko	Name Yamada S	Division System Dept.	OBA Co.,Ltd.	mpany	03-0	Tel 1987-0987	zucs200@	E-mail)kvh-sales.com		Remarks ACR	Access LEVEL A	Area 4A
		Login (Login)	ID Available)	View Admission	Edit Admission	Submit Admission	View Shipping	Edit Shipping	Submit Shipping	View	CSL E	dit CSL Sub	mit CSL
					ОК		Edit	Cane	cel "				
14	.bout I:	nformation Secur	ity Privacy Pol	icy Terms of Use	About KVH								
(C)	2009 H	CVH.Co.,Ltd. Al	l rights reserved.										



KVH Portal

Data Center Site User Manual

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	Data Center Si	te	KVH	JAPANESE MANUAL CHANGE PAS	SWORD CONTACT
000				OBA	Co.,Ltd. Resort Projec
Data Center					Logout:
Request list 🜔	Admission D	Shipping Receiving	CSL 🖸		
CSL Update Request Search	Active CSL				
Requester	DC Customer ID SHAE23FA Company OBA Co., L Requester Keiko Yama Request date 201006/14	D224 td. Resort Project da			
*is required item	Browse Apply Clea	ar			
No Name	Division Con	upany Tel	E-mail	Remarks Access A	irea Clear
*Last *Name Yamada Keiko	Division *Compa System Dep OBA C	ny *Tel1 Co.,Ltd, 03-0987-0987 Tel2 090-1234-098	*E-mail 1(Login ID) zucs200@kvh-sales E-mail 2	ACR	Clear
Permission for portal (Vi Login (Login ID Avail	ew description) able) View Edit Admission Admiss	t Submit Vi sion Admission Ship	ew Edit Subm pine Shippine Shipp	nit View Edit Su ing OSL OSL C	bmit SL
2	Division *Compa	ny Tel 1 Tel 2	E-mail 1(Login ID) E-mail 2		Clear
Login (Login ID Avail	able) View Edit Admission Admiss	t Submit Vi sion Admission Ship	ew Edit Subm ping Shipping Shipp	nit View Edit Su ing OSL OSL O	bmit SL
3	Division *Compa	ny Tel 1 Tel 2	E-mail 1(Login ID) E-mail 2	* *TDC ▼ LEVELA ▼	Clear
Login (Login ID Availe	able) View Edit Admission Admiss	t Submit Vi sion Admission Ship	ew Edit Subn ping Shipping Shipp	nit View Edit Su ing OSL OSL C	bmit SL
		ОК	Cancel		
Login (Login ID Avai	You ca lable) View E Admission Admi	n activate or inactivate p dit Submit ssion Admission S	ermissions by clicking on eac View hipping Edit Shipping Sh	sh button. Jomit View CSL Edit CSL S ipping	iubmit CSL
	Login (Login ID Availat	This becomes active	if "E-mail Address 1"is filled.		
Activate	View Admission View	ssion request Admiss	Edit admission request	Submit Admission Submit	quest
	View CSI View CSI	equest	ping coll snipping & receiving package request	Submit CSL Submit CSL undertain	request
	View CSL		EUICOSE	Submit CSL update	roydest
About Information Security Pr	wacy Policy Terms of Use Ab	out R.VH			
C) 2009 KVH.Co.,Ltd. All rights	reserved.				

Please click "Add10Rows" for adding new 10 rows %ACR is fixed on top row



1.4.2 STEP2 CSL Request

1) On the "New CSL Update Request" screen, please input the name, company name and other required information (marked with *) and click "OK".

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No		Name	Division	Company	Tel	E-mail	Remarks	Access	Area	Clear
	*Last Vemede	*Name Koiko	Division System Dan	*Company	*Tel 1	*E-mail 1(Login ID)	ACR	*	*TDC	
1	Tranada	INGINO	Joystem Dep	IODA COULIU	Tel 2	E-mail 2				
					090-1234-098					Clear
	Permissio	n for portal (View o	description)							
	Login	(Login ID Available)	View Admission	Edit Admission A	Submit Viev Admission Shipp	w Edit Su ing Shipping Shi	ubmit Viev ipping CSL	/ Edit CSL	Submit CSL	
С	*Last	*Name	Division	*Company	Tel 1	E-mail 1(Login ID)		*	*TDC	
2	I		ļ		Tel 2	F mail 2	<u> </u>			
										Clear
L	Login	(Login ID Available)	View Admission	Edit Admission A	Submit Viev Admission Shipp	w Edit Su ing Shipping Shi	ıbmit Viev ipping CSL	/ Edit CSL	Submit CSL	
	*Last	*Name	Division	*Company	Tel 1	E-mail 1(Login ID)		*	*TDC	
3	I				Tel 2	F-mail 2	· ·	LEVEL A	l	
										Clear
	Login	(Login ID Available)	View Admission	Edit Admission A	Submit Viev Admission Shipp	w Edit Su ing Shipping Shi	ıbmit Viev ipping CSL	/ Edit CSL	Submit CSL	
Con	ıment									
-				_						
					ОК	Cancel				

% If you prefer to create an XML file and update the information all at once, click [Browse] button and select the XML file. Then, click on the [Apply] button to display the XML file on the screen. After the information is displayed, please confirm it. If there is no need to edit any information, click [OK]. For more details on the XML format, please refer to Section 5.1 "CSL Request in XML Format".

%[Clear] is to reset xml you applied, not for formatting CSL.

	0	SL Upda	ate request								
		Reques	ter	C Customer ID SH Company OB Requester Ke Request date 20	AE23FA0224 3A Co., Ltd. Resc iko Yamada 10/06/14	ort Project					
ſ		1	Bro	owse Apply	Clear						
٦	10		IName	DIVISION	Company	Tel	E-mail	Remarks	Access	Area	Clear
	1	*Last Yamada	*Name Keiko	Division System Dep	*Company OBA Co.,Ltd.	*Tel 1 03-0987-0987 Tel 2 090-1234-098	*E-mail 1(Login ID) zucs200@kvh-sales E-mail 2	ACR	* LEVELA 💌	*TDC 4A	Clear
		Permissio	on for portal (View	description)							
		Login	(Login ID Available	O View Admission	Edit Admission	Submit Vie Admission Shipp	w Edit Su ing Shipping Shi	bmit View pping CSL	/ Edit CSL	Submit CSL	
	2	*Last	*Name	Division	*Company	Tel 1	E-mail 1(Login ID)	•	* LEVELA 💌	*TDC	
	4					Tel 2	E-mail 2				Clear
		Login	(Login ID Available) View Admission	Edit Admission	Submit Vie Admission Shipp	w Edit Su ine Shippine Shi	bmit View pping CSL) Edit CSL	Submit CSL	





%It is possible to set up and change CSL members' permission by clicking on buttons explained below. The button color changes between green (enabled) and grey (disabled) color each time you click.

Login:	Data Center Site login which will become green if E-mail 1 is registered.
View Admission:	Be able to view admission request form
Edit Admission:	Be able to view, create and edit admission request form
Submit Admission:	Be able to view, create, edit and submit admission request form
View Shipping:	Be able to view shipping/ receiving request form
Edit Shipping:	Be able to view, create and edit shipping/ receiving request form
Submit Shipping:	Be able to view, create, edit and submit shipping/ receiving request form
View CSL:	Be able to view CSL
Edit CSL:	Be able to view CSL and create CSL update request form
Submit CSL:	Be able to view CSL and create & submit CSL update request form.

When ACR or ACR-Sub is selected from the pull down list on CSL, all authorizations are granted automatically. (Please note that it is possible to customize these permissions as required.)

Default authorization is explained in the table given below:

• TDC : ACR&ACR-Sub / LEVEL A \sim LEVEL D

ACR&ACR-Sub / LEVEL A	View	Edit	Submit	View	Edit	Submit	View	Edit	Submit
	Admission	Admission	Admission	Shippine	Shippine	Shipping	CSL	CSL	CSL
ACR&ACR-Sub / LEVEL B	View	Edit	Submit	View	Edit	Submit	View	Edit	Submit
	Admission	Admission	Admission	Shipping	Shipping	Shipping	CSL	CSL	CSL
ACR&ACR-Sub / LEVEL C	View	Edit	Submit	View	Edit	Submit	View	Edit	Submit
	Admission	Admission	Admission	Shipping	Shipping	Shipping	CSL	CSL	CSL
ACR&ACR-Sub / LEVEL D	View	Edit	Submit	View	Edit	Submit	View	Edit	Submit
	Admission	Admission	Admission	Shipping	Shipping	Shipping	CSL	CSL	CSL

TDC : Non-ACR & Non-ACR-Sub / LEVEL A~LEVEL D

LEVEL A	View	Edit	Submit	View	Edit	Submit	View	Edit	Submit
	Admission	Admission	Admission	Shipping	Shipping	Shippine	CSL	CSL	CSL
LEVEL B	View	Edit	Submit	View	Edit	Submit	View	Edit	Submit
	Admission	Admission	Admission	Shipping	Shipping	Shipping	CSL	CSL	CSL
LEVEL C	View	Edit	Submit	View	Edit	Submit	View	Edit	Submit
	Admission	Admission	Admission	Shipping	Shipping	Shipping	CSL	CSL	CSL
LEVEL D	View	Edit	Submit	View	Edit	Submit	View	Edit	Submit
	Admission	Admission	Admission	Shipping	Shipping	Shipping	CSL	CSL	CSL





• TDC2 : AC	R&ACF	R-Sub /	LEVEL	.A∼LE	VEL D				
ACR&ACR-Sub / LEVEL A	View	Edit	Submit	View	Edit	Submit	View	Edit	Submit
	Admission	Admission	Admission	Shippine	Shippine	Shipping	CSL	CSL	CSL
ACR&ACR-Sub / LEVEL C	View	Edit	Submit	View	Edit	Submit	View	Edit	Submit
	Admission	Admission	Admission	Shipping	Shipping	Shipping	CSL	CSL	CSL
ACR&ACR-Sub / LEVEL D	View	Edit	Submit	View	Edit	Submit	View	Edit	Submit
	Admission	Admission	Admission	Shipping	Shipping	Shipping	CSL	CSL	CSL
• TDC2 : No	n-ACR	& Non-	ACR-S	ub / LE	VELA	\sim LEV	EL D		
LEVEL A View Admission	Edit Admission	Submit Admissio	n Shippin	e Ed	it Su bing Shi	bmit pping	View CSL	Edit CSL	Submit CSL
LEVEL C View	Edit	Submit	Niew	e Ed	it Su	bmit	View	Edit	Submit
Admission	Admission	Admissio	Shippin	Shipp	bing Shi	pping	CSL	CSL	CSL
LEVEL D View Admission	Edit Admission	Submit Admissio	n Shippin	e Ship	it Su bing Shi	lbmit pping	View CSL	Edit CSL	Submit CSL
• ODC : ACF	₹&ACR	-Sub / N	Non-AC	R&AC	R-Sub				
Osaka ACR/ACR-Sul	View	Edit	Submit	View	Edit	Submit	View	Edit	Submit
	Admission	Admission	Admission	Shipping	Shipping	Shipping	CSL	CSL	CSL
Osaka Non ACR/ACR-sul	View	Edit	Submit	View	Edit	Submit	View	Edit	Submit
	Admission	Admission	Admission	Shipping	Shipping	Shipping	CSL	CSL	CSL

2) Click Submit button to submit the request. [∗] To modify the request, click the [Edit] button.



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	\mathbf{O}	Data C	enter S	Site		1 KVF	I JAPANESE MANUA	LICHANGE PAS	SWORD CONTACT					
	000							OBA	Co "Ltd. Resort Projec					
	Data Center	a							Logout _					
	Request list O	Admis	sion O	Shipping Receiving	0	CSL 💽	_							
105	L Update Request Sea	urch Active CSL	1											
1	CSL Update request													
Acc	Locapted your request.													
_														
		DC Custom	er ID SHAE23	FA0224										
	Requester	Rear	pany OBA Co. ester Keiko Ya	" Ltd. Kesort Project mada										
		Request	date 2010/06/	14										
	Maria	Distance.		Ô		East	n							
No	Name	Driston		Company	lei	Ł-ma	al Kema	na Acces	s Area					
					03.0987.098	7								
1	Yamada Keiko	System Dept.	OBA Co.,Ltd	L	03-0987-098	7 37 zurs200@kvh-suk	s.com ACR	LEVEL A	4A					
1	Yamada Keiko Login (Login I	System Dept. D Available)	OBA Co.,Ltd	Edit Subr Admission Admis	03-0987-098 090-1234-090 nit Vie	7 27 zucs200@kvh-sale	s.com ACR Submit Shimping View CSI	LEVEL A	4A Submit CSL					
1	Yamada Keiko Login (Login I Yoohith Charlis	System Dept. D Available)	OBA Co.,Ltd	Edit Subr Admission Admis	03-0987-098 090-1234-090 nit Vie sion Shipp	7 zucs200@kvh-sole	s.com ACR Submit Shipping View CSI	LEVEL A	4A Sobmit CSL					
1	Yamada Keiko Login (Login I Yoshida Charlie	System Dept. D Available)	OBA Co.,Ltd View Admission OBA Co.,Ltd	Edit Subr Admission Admis	03-0987-098 090-1234-090 sit Vie sice. Shipp	7 zucs200@kvh-sale w Edit Shipping yoshidac@oba.co.j	s.com ACR Submit Shapping View CSI	LEVEL A	4A Submit CSL 3B					
1	Yamada Keiko Login (Login I Yoshida Charlie Login (Login I	System Dept. D Available) D Available)	OBA Co.,Ltd View Admission OBA Co.,Ltd View	Edit Subr Admission Admis Edit Subr Admission Admis	03-0987-098 090-1234-090 nit siton Shipp	7 27 200200@lvh-sale 7 2015 Edit Shipping 7 7 7 7 7 7 7 7 7 7 7 7 7	s.com ACR Submit Shipping Varw CSI ip Submit Submit	LEVEL A LEVEL A LEVEL A LEVEL A	4A Submit CSL 3B Submit CSL					
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1 2 Cos	Yamada Keiko Login (Login I Yoshida Charlie Login (Login I ameni	System Dept. D Available) D Available)	OBA Co.,Ltd View Admission OBA Co.,Ltd View Admission	Edit Subri Administrion Admin Edit Subri Administrion Admin	03-0987-098 090-1234-099 nat with Vie Shipp nat scion Vie Shipp	 zucs200@tvh-sale Edit Shipping yoshidac@oba.co; ping Edit Shipping 	s.com ACR. Submit View CSI ip Submit View CSI Shapping View CSI	LEVEL A LEVEL A LEVEL A	4A Sobmit CSL 3B Sobmit CSL					
1 2 Cos	Yamada Keiko Login (Login I Yoshida Charlie Login (Login I ament	System Dept. D Available) D Available)	OBA Co.,Ltd View Admission OBA Co.,Ltd View Admission	Edit Subr Admission Admis Edit Subr Edit	03-0987-098 090-1234-090 nit Vie stion Vie Shipp stat Vie Shipp	7 xucs200@ivih-sale 7 xucs200	s.com ACR. Submit: Varw CSI pp Submit: Varw CSI Shipping: Varw CSI	LEVEL A LEVEL A LEVEL A	4A Sobmit CSL 3B Sobmit CSL					
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1 2 Cos	Yamada Keiko Login (Login I Yoshida Charlie Login (Login I ament r Description.	System Dept. D Available) D Available)	OBA Co.,Ltd View Administron OBA Co.,Ltd View Administrion	Edit Suba Administion Administ Edit Suba Administion Administ Edit	03-0987-098 090-1234-090 ntt nitt sicen Vie Shipp Submitt	7 zucs200@kvh-sale 87 Edit Shipping yoshidsc@oba.co; mping Edit Shipping Edit Shipping	s.com ACR Subpuits ip Subpuit Vanw CSI Shipping Vanw CSI	LEVEL A LEVEL A LEVEL A LEVEL A	4A Sobruit CSL 3B Sobruit CSL					
1 2 Cos Cos	Yamada Keiko Login (Login I Yoshida Charlie Login (Login I ament r Description R / ACR-sub	System Dept. D Available) D Available)	OBA Co.,Ltd View Administron OBA Co.,Ltd View Administricon	Edit Suba Administion Administ Edit Suba Administion Administ Edit	03-0987-098 090-1234-090 nit sticen Vie Shipp Submit	7 27 27 zucs200@kvh-sale Windows Edit Shipping Vorbidsc@oba.co. Windows Edit Shipping Delete	s.com ACR Subpuits Vanw CSI ip Subpuit Vanw CSI	LEVEL A LEVEL A LEVEL A	4A Sobruit CSL Sobruit CSL					
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1 2 Cos AC Ner Det	Yamada Keiko Login (Login I Yoshida Charlie Login (Login I ament r Description R / ACR-sub v member all changed member (Emo	System Dept. D Available) D Available) ept e-mail)	OBA Co.,Ltd View Administrice, OBA Co.,Ltd View Administrice,	Eðat Admission Admis Admission Subn Eðat Admis Eðat Admission	03-0987-098 090-1234-099 rat sion Vie Shap Submit	7 27 27 zuer200@lvh-sale 87 Edit Shipping yoshidac@obs.coj ming Edit Shipping Delete	s.com ACR Subputs Vaw CSI ip Submit Vaw CSI	LEVEL A LEVEL A LEVEL A	4A Sebruit CSL Sebruit CSL					

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New Standards in IT Management



3) Your request has been submitted. Please wait until KVH finish processing your request.

🔇 💓 🕒 Data Center Site						KVH	JAPANESE	MANUAL CI	HANGE PASS	WORD CONTACT
									OBA (Co.,Ltd. Resort Project
	Data Center									Logout:
	Request list D	Admiss	sion 🖸	Shipping Receiving	0	CSL 🖸				
CS	SL Update Request Sea	urch Active CSL								
	CSL Update requ	est								
Acc	epted your request.									
		DO O								
	Requester	DC Custome Com	any OBA Co)	AU224 Ltd. Resort Project						
		Requ	ester Keiko Yam	uada ,						
		Request	date 2010/06/14	1						
No	Name	Division	C	ompany	Tel	E-mai	1	Remarks	Access	Area
1	Yamada Keiko	System Dept.	OBA Co.,Ltd.		03-0987-0987 090-1234-0987	zucs200@kvh-sales	s.com	ACR	LEVEL A	4A
	Login (Login II	D Available)	View Admission A	Edit Submi Admission Admiss	it View ion Shipping	Edit Shipping	Submit Shipping	View CSL	Edit CSL :	Submit CSL
2	Yoshida Charlie		OBA Co.,Ltd.			yoshidac@oba.co.jj	p		LEVEL A	3B
	Login (Login II	D Available)	View Admission A	Edit Subm Admission Admiss	it View ion Shipping	Edit Shipping	Submit Shipping	View CSL	Edit CSL :	Submit CSL
Cor	nment									
Cole	r Description									
AC.	R / ACR-sub									
Nev	w member									
Det	ail changed member (Exce eted member	ept e-mail)								
1 64	and Information Security	1 D		hand MIIII						
- A6	out information security	Trivacy Folicy I	erms or Use At							
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New Standards in IT Management



4) After the request is approved, you will be notified by E-mail.

X You will also be notified by E-mail if there is any information missing in the request. You will then be asked to make the necessary changes to the CSL and resubmit the request.



1.5 CSL Update

The CSL needs to be updated as follows if it is necessary to change, add or delete name(s) or information of CSL members.

- 1.5.1 STEP1 Open the CSL Update Request Screen
 - 1) After successful login and clicking on Data Center tab, click on the [CSL] tab.

		\bigcirc) Data	Center	Site				KV	'H JAPANESI	E MAI	NUAL CH	IANGE PAS	SWOR	DICONTACT
													OBA	Co.,Lt	d. Resort Projec
	Dat	a Center	4											Log	out 📑
	Requ	uest list 🜔	Adm	nission 🖸	Sh	ceiving	•	CS	LO						
1.00															
CSI	L Upd	ate Request S	earch Active C	SL											
A	ctiv	e CSL													
		DC Cus	omer ID SHAE	23FA0224											
No		Name	Division	C	ompany		Tel			E-mail		Remarks	Acce	55	Area
1 1	Keiko	Yamada	System Dept.	OBA Co.,Ltd.		0	3-0987-0987		zucs200@)	kvh-sales.com		ACR	LEVEI	LA	4A
		Login (Logir	ID Available)	View Admission	Edit Admission	Submi Admiss	it View ion Shipping	Edi	t Shipping	Submit Shipping	View	CSL	Edit CSL	Submi	t CSL
Rem	arks :														
Prin	tout														
Abo	ut Inf	formation Securi	y Privacy Polic	y Terms of Use	About KVH										
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New Standards in IT Management

2) Click on the [CSL Update Request] link to open the [New CSL Update Request] screen.

(() () Data Cente	er Site	KVH JAI	PANESE MANUAL CHANGE PASSWORD	CONTACT Resort Project
Data Center 🦼			Logo	ut:
Request list O Admission O	Shipping Receiving	CSL 💽		
CSL Update Request Search Active CSL CSL Update request				
DC Customer ID SHA Requester Company OBA Requester Keik Request date 2010	AE23FA0224 A. Co., Ltd. Resort Project so Yamada 0.06/1.4			
Browse Apply	Clear			
No Name Division *Last *Name Division * Yamada Keiko System Dep	Company Tel *Company *Tel 1 OBA Co.,Ltd. 03-0987-0987 Tel 2 090-1234-098	E-mail [Login ID] zucs200@kvh-sales E-mail 2	Acra Area Area Area Area Area Area Area Ar	Clear
Permission for portal (View description)	Edit Submit Vie	w Edit Submit	View Edit Submit	
*Last *Name Division *	Admission Admission Shipp *Company Tel 1	E-mail 1(Login ID) E-mail 12 E-mail 2	* *TDC	Clear
Login (Login ID Available) View Admission *Last *Name Division	Edit Submit Vie Admission Admission Shipp *Company Tel 1 Tel 2	E-mail 1(Login ID)	View Edit CSL CSL CSL CSL + TDC LEVELA	
view	Edit Vie Hamission Shipp	w Edit Shipping	View Edit Courint CSL CSL	Clear
10 *Name Division *	*Company Tel 1 Tel 2	E-mail (Login IL) E-mail 2	LEVELA	Clear
Login (Login ID Available) View Admission	Edit Submit Vie Admission Admission Shipp	w Edit Submit ine Shippine Shippine	View Edit Submit CSL CSL CSL	10 Bows
Comment				
	OK	Cancel _{at}	tten	
Login (Login ID Available) View Admission	Edit Submit Admission Admission Sh	/iew ipping Edit Shipping Shipping	View CSL Edit CSL Submit CS	L
Activate View Admission Vie Inactivate View Vie Shipping pad View CSL View	Available) This becomes active Edit Admissi ew admission request serveiving ckage request ew CSL Edit CS	if "E-mail Address 1" is filled. an Edit admission request ing Edit shipping & receiving package request L Edit CSL	Submit Admission Submit admission request Submit Shipping Submit shipping & receiving package request Submit CSL Submit CSL update request	
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User Manual New Standards in IT Management

1.5.2 STEP2 CSL Update

1) On the [New CSL Update Request] screen, a list of CSL members is displayed. Edit any items which need to be changed and click [OK].

No	Name	Division	Company	Tel	E-mail	Remarks	Access	Area	Clear
	Last *Name	Division	*Company	*Tel 1	*E-mail 1(Login ID)		*	*TDC	
1	Yamada Keiko	System Dep	OBA Co.,Ltd.	03-0987-0987	zucs200@kvh-sales	ACR	LEVEL A 💌	4A	
1				Tel 2	E-mail 2				
				090-1234-098					Clear
	Permission for portal (View o	lescription)							
	Login (Login ID Available)	View	Edit	Submit View	v Edit Su	ibmit Viev	e Edit	Submit	
		Admission	Mamission	amission onipp	ing onipping oni	ipping Cat	031	USL	/
			_	101	• • •				
				OK	Cancel				

To delete a person's information on the CSL, click the [Clear] button on the right hand side of the name. All information of the person will be deleted then click [OK]. Please note that only ACR cannot be removed.

No	Name	Division	Company	Tel	E-mail	Remarks	Access	Area	Clear
	*Last *Name	Division	*Company	*Tel 1	*E-mail 1(Login ID)		*	*TDC	
	Yamada Keiko	System Dep	OBA Co.,Ltd.	03-0987-0987	zucs200@kvh-sales	ACR	LEVEL A 💌	4A	
1				Tel 2	E-mail 2				ſ 1
				090-1234-098					Clear
	Permission for portal (View o	lescription)							
	Login (Login ID Available)	View	Edit Odmission 0	Submit Viev	v Edit Su	ibmit View	Edit	Submit	
		Mumission	Mumission	umission onipp	ing onipping on	iphiusor	USL	Uat	
				OK	Canad				
				UK	Gancer				



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- 2) Click Submit button to submit the request.
- % To modify the request, click the [Edit] button.

(Data C	enter S	lite		[KVH] JAPANESE [MANUAL] CHANGE PASSWORD CONTACT						
									OBA C	o.,Ltd. Resort Project		
	Data Center	A								Logout		
	Request list 🔘	Admis	sion O	Shipping Receiving	0	CSL						
CS C Acc	L Update Request Se CSL Update requ epted your request.	arch Arthre CSL Jest	1									
	Requester	DC Custom Com Request	er ID SHAE23F pany OBA Co., ester Keito Yar t date 2010/06/1	A0224 Ltd. Resort Project nada 4								
No	Name	Division		Company	Tel	E-mai	1	Remarks	Access	Area		
1	Yamada Keiko	System Dept.	OBA Co.,Ltd.		03-0987-0987	zucs200@kvh-sales	.com	ACR	LEVEL A	4A		
	Login (Login)	ID Available)	View	Edit Submi Admission Admiss	it View	Edit Shipping	Submit	View CSL	Edit CSL S	ubmit CSL		
2	Yoshida Charlie		OBA Co.,Ltd.			yoshidar@oba.co.jp	p		LEVEL A	3B		
	Login (Login)	ID Available)	View Admission	Edit Submi Admission Admiss	it View ion Shipping	Edit Shipping	Submit Shipping	View CSL	Edit CSL S	ubmit CSL		
Cos	ument											
				549	Submit	Dalata						
			_	Eoic 4	ouomic	J Delete	4					
Colo	Description											
ACI	R/ACR-sub											
Nev	r member											
Det	ail changed member (Em	cept e-mail)										
Deb	eted member											
Ab	out Information Security	Privacy Policy	Terms of Use A	bout KVH								
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3) Your request has been received. Please wait until KVH finishes processing your request.

(000	Data C	Center S	Site		KV	'H JAPANESE	E[MANUAL]C	HANGE PASS	WORD CONTACT Co.,Ltd. Resort Project
	Data Center	.4								Logout
	Request list 🜔	Admis	sion D	Shipping Receiving	, O	CSL 🖸				
CS	L Update Request Se	arch Active CSL	d							
0	CSL Update requ	est								
1100	opical your request.									
		DC Custom	er ID SHAE23	FA0224						
	Requester	Con Requ	pany OBA Co. tester Keiko Ya	., Ltd. Resort Project mada						
		Reques	<mark>t date</mark> 2010/06/1	14						
No	Name	Division		Company	Tel	E-n	nail	Remarks	Access	Area
1	Yamada Keiko	System Dept.	OBA Co.,Ltd		03-0987-0987	zucs200@kvh-se	des.com	ACR	LEVEL A	4A
	Login (Login I	ID Available)	View Admission	Edit Suk Admission Adm	omit View ission Shippin	Edit Shipping	Submit Shipping	View CSL	Edit CSL	Submit CSL
2	Yoshida Charlie		OBA Co.,Ltd			yoshidac@oba.co	o.jp		LEVEL A	3B
	Login (Login I	ID Available)	View Admission	Edit Suk Admission Adm	omit View ission Shippin	Edit Shipping	Submit Shipping	View CSL	Edit CSL	Submit CSL
Cor	nment									
Cole	r Description									
AC.	R / ACR-sub									
Nev Det	v member ail changed member (Exc	ept e-mail)								
Del	eted member									
Ab	out Information Security	Privacy Policy	Terms of Use 1	About KVH						
(0)-2	000 KUU C- 141-43-4	-l+								
0)2	oo y N VH.CO.,Liu: All n	gins reserved.								

4) After the request is approved, you will be notified by E-mail.

% You will also be notified by E-mail if there is any information missing in the request. You will then be asked to make the necessary changes to the CSL and resubmit the request.



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- (Note 1) The name, department name and company name can be registered either in Japanese or English.
- (Note 2) Telephone numbers can be registered only in numeric (example:0312341234) or numeric and hyphens (example : 03-1234-12347).
- (Note 3) There are the following 4 categories of access level. (Only for TDC and TDC2, but TDC 2 do not have Level B.)
 - Level A : Customers who can access (Unescorted) at any time (24x7)
 - Level B : Customers who can access (Unescorted) from 8:00 a.m. to 8:00 p.m. (Local Time), Monday to Friday, except holidays.
 - Level C : Customers who need to be escorted by the person registered in Level A or Level B or by DC Onsite Support personnel when entering or leaving the data center.
 - Level D : Customers who can request for Remote Hands and/or Inquiries. A group name may be used to register.

* Biological information can be registered for TODC user.

- Customers of the Tokyo Data Center or Partner Data Center who have Level D are asked to enter "-(hyphen)" in the area.
- (Note 4) For Tokyo Data Center users, please input area (e.g. 1A, 1B).
- (Note 5) There is a limit to the number of characters in the input field. Please refer to "5.1.3 CSL request XML item description."





2 Request to Enter the DC

If it is necessary for some people other than those registered on the CSL (for example, vendors) to enter the data center to do the work in the server room. Such people may enter as visitors (regardless if the visitor is accompanied by some people registered on the CSL or not).

The request to enter the Data Center as a visitor may be submitted at the Data Center Site.

2.1 Request to Enter the DC

To submit admission request for Data Center visitors, please follow below steps:

2.1.1 STEP1 Check the Admission Request List.

1) After successful login and clicking on Data Center tab, click the [Admission] tab to open the "Admission Request List" screen.

	🙆 Data	Center Sit	e	KVH]	JAPANESE MANUAL CHANGE PA	SSWORD CONTACT
					OB.	A Co.,Ltd. Resort Projec
Data Cent	er 📑					Logout
Request lis		niccion O	Shipping Receiving	CSL D		
Request form Re	quest list Search					
Admission r	equest list					
Request No.	Time from	Time to	Purpose of visit	Requester	Request date	Status
VT001635	2010/06/18 14:05	2010/06/18 19:05	Maintenance	Keiko Yamada	2010/06/14 14:42	Requesting
VT001634	2010/06/17 14:05	2010/06/17 19:05	Maintenance	Keiko Yamada	2010/06/14 14:42	Requesting
VT001640	2010/06/16 14:30	2010/06/17 17:30	Repair	Keiko Yamada	2010/06/14 14:36	Requesting
VT001639	2010/06/22 14:05	2010/06/22 19:05	Maintenance	Keiko Yamada	2010/06/14 14:05	Stand by
VT001638	2010/06/21 14:05	2010/06/21 19:05	Maintenance	Keiko Yamada	2010/06/14 14:05	Stand by
VT001637	2010/06/20 14:05	2010/06/20 19:05	Maintenance	Keiko Yamada	2010/06/14 14:05	Stand by
VT001636	2010/06/19 14:05	2010/06/19 19:05	Maintenance	Keiko Yamada	2010/06/14 14:05	Stand by
About Information C) 2009 KVH. <u>Co. I</u>	Security Privacy Polic td. All rights reserved	y Terms of Use Abou	nt KVH			

Check the list to make sure that there is no duplicate request submitted by another person.

Admission request list									
Request No.	Time from	Time to	Purpose of visit	Requester	Request date	Status			
VT001635	2010/06/18 14:05	2010/06/18 19:05	Maintenance	Keiko Yamada	2010/06/14 14:42	Requesting			
VT001634	2010/06/17 14:05	2010/06/17 19:05	Maintenance	Keiko Yamada	2010/06/14 14:42	Requesting			
VT001640	2010/06/16 14:30	2010/06/17 17:30	Repair	Keiko Yamada	2010/06/14 14:36	Requesting			
VT001639	2010/06/22 14:05	2010/06/22 19:05	Maintenance	Keiko Yamada	2010/06/14 14:05	Stand by			
VT001638	2010/06/21 14:05	2010/06/21 19:05	Maintenance	Keiko Yamada	2010/06/14 14:05	Stand by			
VT001637	2010/06/20 14:05	2010/06/20 19:05	Maintenance	Keiko Yamada	2010/06/14 14:05	Stand by			
VT001636	2010/06/19 14:05	2010/06/19 19:05	Maintenance	Keiko Yamada	2010/06/14 14:05	Stand by			



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2.1.2 STEP2 Open the "New DC Admission Request" screen

KVH Portal

1) Click the [Request Form] link to open the "New DC Admission Request" screen.

0	Data Center S	ite	[KVH]	JAPANESE MANUAL CHANC	E PASSWORD CONTACT
Data Center					Logout
Jula Conton					205000
)			Υ <u></u>	
Request list D	Admission 🖸	Shipping Receiving	CSL D		
				·	
Request form Request list	t Search				
Admission request					
"Is required item	Browse Apply C	ear			
1	DC Customer ID SHAE23E	A0224			
Requester	Company OBA Co.,	Ltd. Resort Project			
	Requester Keiko Ya	mada			
	Visiting Data Center KVH Tok	yo Data Center			
	*Visiting time from 2010/06	/15 📑 📑 Hour 🤇	30 🗾 Minute		
	*Visiting time to 2010/06	/15 📑 14 💌 Hour 🕻	30 💌 Minute 🛛 🗖 Request i	for multiple days.	
	1. Compa	ay:	Name:		
	2. Compa	ay:	Name:		
Vicitor	3. Compa	ny:	Name:		
VISIOT	4. Compa	ny:	Name:		
	Visitor 5. Compa	ıy:	Name:		
	6. Compa	ny:	Name:		
	7. Compa	ay:	Name:		
	8. Compa	ıy:	Name:		
	9. Compa 10. Compa	ıy:	Name:		1
	10. Comp	my. j	Ivame.		
	C Custo	omer			
	-Escorrea by C KVH	Rack No:			
	C Yes	Rack No:			
	C No				
	🗖 Main	tenance 🗆 Repair 🗖 Tour I	🗆 Meeting 🗖 Other		
	Durran a faciait				
	"ruipose oi visit				
	🗖 Hous	ing room			
	*Room request 🔲 Stagi	ig room			
	C Other	·			
	Comment				
		ОК	Cancel		
About Information Security	Privacy Policy Terms of Use A	bout KVH			
(C) 2009 KVH.Co.,Ltd. All rig	hts reserved.				

2.1.3 STEP3 Admission Request

1) Enter the visitor's name, company name and other required information on the "New DC Admission Request" screen and click "OK".

※ If you prefer to create an XML file and update the information all at once, click [Browse] button and select the XML file. Then, click on the [Apply] button to display the XML file on the screen. After the



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information is displayed, please confirm it. If there is no need to edit any information, click [OK]. For more details on the XML format, please refer to Section 5.2 "DC Admission Request in XML Format." ※[Clear] is to reset xml you applied, not for formatting CSL.

\otimes	Data Cen	nter Site	KVH JAPANESE MANUAL CHANGE PASSWORD CONTACT			
				OBA Co.,Ltd. Resort Project		
Data Center	r			Logout		
Request list	Admission	Shipping	CSL D			
		Receiving	Ū.			
Request form Req	uest list Search					
Admission re	quest					
*is required item						
	Browse App	ply Clear				
	DC Customer II	SHAE23FA0224				
Kequester	Company Reguester	OBA Co., Ltd. Resort Project Keiko, Vemede				
	Visiting Data Center	KVH Tokyo Data Center				
	*Visiting time from	2010/06/15 📑 14 🖬 Hour 🕻	30 🔽 Minute			
	*Visiting time to	2010/06/15		s		
	T Ditting thirt it					
		1. Company:	Name:			
		2. Company:	Name:			
T T 1.		3. Company:	Name:			
VISITOT		4. Company:	Name:			
	*Visito	5. Company:	Name:			
		6. Company:	Name:			
		7. Company:	Name:			
		9 Company:	Name:			
		10. Company:	Name:			
	*Escorted by	C Customer				
		○ KVH Rack No:				
	'Rack unlock reques	C Yes Rack No:				
		└ Maintenance └ Repair └ Tour └	Meeting L Other			
	*Purpose of visi					
	Room reques	□ Housing room Staging room				
	Koom reques	C Other				
		,				
	Commen					
		OK	Cancel			
		UK	Gancer			
About Information S	ecurity Privacy Policy Terms	s of Use About KVH				
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2) Screen shows a message "Request has been saved" when the information has been correctly input.

% The request is saved. If it is necessary, the request can be selected from the list, revised and resubmitted at a later date.

To "Submit the request with the same contents consecutively": admission request will be created
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for each day automatically. Please return to the admission list and click submit button on each request one at a time. You may either submit or cancel request one by one.

	KVH JAPANESE MANUAL CHANGE PASSWORD CONTACT						
							OBA Co.,Ltd. Resort Project
Data Center							Logout
					_		
Request list D	Admission 🖸	Shipping Receiving	0	CSL C			
Request form Request lis	st Search						
Admission reques	.t						
Your requeset has been saved). Please continue to submit your re	quest or go back to re	quest list p	page.			
Requester	DC Customer ID SHAE23F. Company OBA Co., Requester Keiko Ya	A0224 Ltd. Resort Project mada					
Visitor	Visiting Data Center KVH Toky Visiting time from 201006/10 Visiting time to 201006/17 1. Compar 2. Compar 3. Compar 4. Compar 5. Compar 8. Compar 9. Compar 9. Compar 10. Compar	ro Data Center 5 14:30 17:30 wy: OBA Co., Ltd. wy: Name: wy: Name: wy: Name: wy: Name: ny: Name: ny: Name: ny: Name: ny: Name: ny: Name:	Name: Ye	oshida Charlie			
	Escorted by Customer						
	Rack unlock request No						
	Room request Housing r	oom					
	Comment						
		Edit	Su	ibmit _	Del <mark>ete </mark>		
About Information Security	Privacy Policy Terms of Use A	bout KVH					
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- 3) Click Submit button to submit the request.
- X To modify the request, click the [Edit] button.



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4) Your request has been submitted. Please wait until KVH finishes processing your request.



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🔇 🔇 🕒 Data Center Site					KVH JAPANESE MANUAL CHANGE PASSWORD CONTACT			
								OBA Co.,Ltd. Resort Proje
Data Center 🦼								Logout .
Request list 🕑	Admission	0	Shipping Receiving	0	CSL O			
Request form Request list	Search							
Admission request								
Click on "Request cancel" for ca Requester	nceling this request. DC Customer ID S Company C Requester K	HAE23FA0 BA Co., Lto Jeiko, Yamad	224 1. Resort Project					
Visitor	Visiting Data Center k Visiting time from 2 Visiting time to 2 1 1 2 3 3 4 4 4 4 5 6 7 7 8 9 9 9 9 9	VH Tokyo 010/06/16 14 010/06/17 17 Company: Company: Company: Company: Company: Company: Company: Company: Company: Company:	Data Center 1:30 1:30 OBA Co., Ltd. Name: Name	Name: Y	'oshida Charlie			
	Escorted by C Rack unlock request h Purpose of visit F Room request h Comment	Customer Io Lepair Iousing room	ı					
Back to request list Request	cancel Printout	f Hao I Alway						

5) After the request is approved, you will be notified by E-mail.



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X You will also be notified by E-mail if there is any information missing in the request. You will then be asked to make the necessary changes to the request and resubmit it.



2.2 To cancel the admission request

If it is necessary to cancel/withdraw the request for a specific visitor to access the data center, the following procedures need to be taken to cancel the request.

2.2.1 STEP1 Open the "Admission Request" screen

1) Click the [Admission] tab to open the "DC Admission Request List" screen.

	🕒 Data	Center Sit	е	KVH J	APANESE MANUAL CHANGE F	ASSWORD CONTACT			
$\overline{}$	<u> </u>				0	BA Co.,Ltd. Resort Project			
Data Cente	er					Logout:			
Request list	C Adm	ission 🖸	Shipping Receiving	CSL O					
Request form Request list Search									
Admission request list									
Request No.	Time from	Time to	Purpose of visit	Requester	Request date	Status			
VT001635	2010/06/18 14:05	2010/06/18 19:05	Maintenance	Keiko Yamada	2010/06/14 14:42	Requesting			
VT001634	2010/06/17 14:05	2010/06/17 19:05	Maintenance	Keiko Yamada	2010/06/14 14:42	Requesting			
VT001640	2010/06/16 14:30	2010/06/17 17:30	Repair	Keiko Yamada	2010/06/14 14:36	Requesting			
VT001639	2010/06/22 14:05	2010/06/22 19:05	Maintenance	Keiko Yamada	2010/06/14 14:05	Stand by			
VT001638	2010/06/21 14:05	2010/06/21 19:05	Maintenance	Keiko Yamada	2010/06/14 14:05	Stand by			
VT001637	2010/06/20 14:05	2010/06/20 19:05	Maintenance	Keiko Yamada	2010/06/14 14:05	Stand by			
VT001636	2010/06/19 14:05	2010/06/19 19:05	Maintenance	Keiko Yamada	2010/06/14 14:05	Stand by			
About Information !	Security Privacy Policy	Terms of Use Abou	t KVH						
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2) On the "Admission Request List" screen, click on the status link of the request to be cancelled to

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open the "Admission Request" screen.

Admission request list									
Request No.	Time from	Time to	Purpose of visit	Requester	Request date	Status			
VT001635	2010/06/18 14:05	2010/06/18 19:05	Maintenance	Keiko Yamada	2010/06/14 14:42	Requesting			
VT001634	2010/06/17 14:05	2010/06/17 19:05	Maintenance	Keiko Yamada	2010/06/14 14:42	Requesting			
VT001640	2010/06/16 14:30	2010/06/17 17:30	Repair	Keiko Yamada	2010/06/14 14:36	Requesting			
VT001639	2010/06/22 14:05	2010/06/22 19:05	Maintenance	Keiko Yamada	2010/06/14 14:05	Stand by			
VT001638	2010/06/21 14:05	2010/06/21 19:05	Maintenance	Keiko Yamada	2010/06/14 14:05	Stand by			
VT001637	2010/06/20 14:05	2010/06/20 19:05	Maintenance	Keiko Yamada	2010/06/14 14:05	Stand by			
VT001636	2010/06/19 14:05	2010/06/19 19:05	Maintenance	Keiko Yamada	2010/06/14 14:05	Stand by			

2.2.2 STEP2 Cancel the admission request

1) Check the contents of the request to be cancelled and click the [Request Cancel] link.

()	Data Cente	er Site		KVH JAPANESE MANUAL CHANGE PASSWORD CONTACT OBA Co.,Ltd. Resort Projec			
Data Center 📑					Logout		
Request list D	Admission	Shippin Receivir	ng O	CSL D			
Request form Request list	Search						
Admission request							
Accepted your request.							
Click on "Request cancel" for car	nceling this request.						
Requester	DC Customer ID SH Company OB Requester Ket	AE23FA0224)A Co., Ltd. Resort Projec iko Yamada	t				
Visitor	Visiting Data Center KW Visiting time from 201 Visiting time to 201 Visiting time to 201 0.0 2.0 0.0 2.0 0.0 2.0 0.0 3.0 0.0 5.0 0.0 5.0 0.0 7.0 0.0 9.0 10.0 10.0	H Tokyo Data Center 10/06/17 14:05 10/06/17 19:05 Company: OBA Co., Ltd. Company: Name: Company: Name: Company: Name: Company: Name: Company: Name: Company: Name: Company: Name: Company: Name:	Name:)	?oshida Charlie			
Back to request lis Request o	Escorted by Cu Rack unlock request No Purpose of visit Me Room request Ho Comment	stomer untenance using room					
About Information Security 1	Privacy Policy Terms of	Use About KVH					

2) A prompt message "Are you sure to cancel the request?" will be shown on top of the screen. If it



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is OK to cancel, click [OK] button.

$\otimes \otimes ($	Data Cent	ter Site		KVH JAPANESE MANUAL CHANGE PASSWORD CONTACT OBA Co.,Ltd. Resort Projec						
Data Center	.4					Logout				
					·					
Request list	Admission	Ship Reco	eiving O	CSL 🖸						
Request form Reques	st list Search									
Admission request										
Are you sure to cancel th	nis request?									
Requester	DC Customer ID S Company (Requester F	SHAE23FA0224 DBA Co., Ltd. Resort P. Keiko Yamada	roject							
Visitor	Visiting Data Center I Visiting time from Visiting time to Visiting time to Visitor Visitor	CVH Tokyo Data Cente 2010/06/17 14:05 2010/06/17 19:05 Company: OBA Co., 2.Company: Name: 3.Company: Name: 5.Company: Name: 5.Company: Name: 3.Company: Name: 3.Company: Name: 5.Company: Name: 0.Company: Name: 0.Company: Name:	r Ltd. Name: Y	foshida Charlie						
	Escorted by Rack unlock request Purpose of visit Room request Comment	Customer No Maintenance Housing room	ОК	, Cancel ,						



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3) A message "Your cancellation request has been sent to KVH." is displayed on the screen. The request is cancelled when the cancellation process on the part of KVH is completed and you will be notified by E-mail.

	Data Center	Site		KVH JAPANESE MANUAL CHANGE PASSWORD CONTACT			
000						OBA Co.,Ltd. Resort Project	
Data Center						Logout	
	·						
Request list D	Admission 💟	Shipping Receiving		CSL D			
Request form Request list	Search						
Admission request							
Your cancellation red	quest has been sent to DC Customer ID SHAE22 Company OBA Co Requester Keiko Y Visiting Data Center KVH To Visiting time from 201006/ Visiting time to 201006/	KVH. FA0224 ., Ltd. Resort Project amada kyo Data Center 17 14:05 17 19:05					
Visitor	1. Comp 2. Comp 3. Comp 4. Comp 5. Comp 6. Comp 7. Comp 8. Comp 9. Comp 9. Comp 10. Com	any:OBA Co., Ltd. Na any: Name: any: Name: any: Name: any: Name: any: Name: any: Name: any: Name: any: Name: pany: Name:	me: Yoshida Charl	ie			
	Escorted by Customs Rack unlock request No Purpose of visit Mainten Room request Housing Comment	r ance room					
Back to request list	Deine De Verel Terre - CTI	About KIIII I					
About Information Security	Frivacy Folicy Terms of Use	AOUULKAH					

4) After the request has been approved, you will be notified by E-mail.



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2.3 Use of Staging Rooms (available only at the TDC)

There are staging rooms available for customers at Tokyo Data Center. If you wish to use a staging room, the room request needs to be submitted along with admission request at the Data Center Site. If you only wish to use the room, mandatory fields ("Visitor", "Escort", "Rack unlock request" and "Purpose of visit") can be left blank.



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\otimes	🕒 Data Cer	nter Site			KVH	H JAPANESE MAI	UAL [CHANG	E PASSWORD CONTACT
Data Cente	r							Lorout
Data Gente								Logout
Request list	C Admission	S R	Ceiving	CS	SL O			
I Demonst Come I Dem	ment Red Counch							
Admission re	uest list Search							
*is required item	equest							
	Browse Ap	ply Clear						
	DC Customer ID	SHAE23FA0224						
Requester	Company	OBA Co., Ltd. Resor	rt Project					
	Requester Visiting Data Contac	Keiko Yamada KUH Tekwa Data Ca						
	Wisiting time from	2010/06/15	14 V Hour	30 🔻 Minute				
			U Id E Hour	20 - Minute	D Reserved	at far multiple darm		
	*Visiting time to	2010/06/15			🗆 Reques	st for multiple days.		
		1. Company:			Name:			
		2. Company:			Name:			
		3. Company:			Name:			
Visitor		4. Company:			Name:			
	*Visitor	5. Company:			Name:			
		6. Company:			Name:			
		8 Company:			Name:			
		9. Company:			Name:			
		10. Company:			Name:			
		0.4.1						
	*Escorted by	Customer						
		O Ves Back No:						
	*Rack unlock request	O No	1					
		🗆 Maintenance 🗖	Repair 🗖 Tour I	🗆 Meeting 🗖	Other			
	17 () () () () () () () () () (
	Purpose of visit							
		🗖 Housing room						
	*Room reques	Staging room	_					
		L Other						
	Comment							
			OK	Canc	el "i			
About Information S	Security Privacy Policy Term	s of Use About <u>KVH</u>						
C) 2000 KIIII C- I A	1 All							





3 Shipping/Receiving Request

A request form to ship/receive packages needs to be filled and submitted on the Data Center Site if you wish to ship/receive packages. There is no need to submit request form if you plan to carry in a small amount of packages (*).

* Packages which can be carried using a transport trolley and there is no need for KVH to keep the packages for the customer.

3.1 Shipping/ receiving packages

Before KVH can ship / receive packages, the request needs to be submitted as shown hereunder.

- 3.1.1 STEP1 Check a list of shipping/ receiving request
 - 1) Click the [Shipping/Receiving] tab to open the "the List of Shipping/ Receiving Request" screen.

🔇 🕲 🕒 Data Center Site			KVH JAPANESE MANUAL CHANGE PASSWORD CONTACT			
Data Center					Logout	
Request list O Admissio	Shipp Receiv	ing O	CSL D			
Shipping / Receiving request lis	t					
Request No. Date of ship/receive	Pick up date of rece	Contents	Requester	Request date	Status	
ST000584 Ship 2010/06/15 18:15		cable	Keiko Yamada	2010/06/14 15:13	Requesting	
ST000583 Rece 2010/06/16 11:15	2010/06/16 11:15	Server	Keiko Yamada	2010/06/14 15:12	Approved	
ST000582 Ship 2010/06/15 18:10		Server	Keiko Yamada	2010/06/14 14:05	Approved	
About Information Security Privacy Policy Te (C) 2009 KVH Co.,Ltd. All rights reserved.	ms of Use About KVH					

2) Check the list to make sure that there is no duplicate request submitted by another person.

Shipping / Receiving request list										
Request No.	Date of ship/receive	Pick up date of rece	Contents	Requester	Request date	Status				
ST000584	Ship 2010/06/15 18:15		cable	Keiko Yamada	2010/06/14 15:13	Requesting				
ST000583	Rece 2010/06/16 11:15	2010/06/16 11:15	Server	Keiko Yamada	2010/06/14 15:12	Approved				
ST000582	Ship 2010/06/15 18:10		Server	Keiko Yamada	2010/06/14 14:05	Approved				


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- 3.1.2 STEP2 Open the "New Shipping/Receiving Request" screen.
 - 1) Click [Request Form] link to open the "New Shipping/Receiving Request" screen.

()	Data Center Site	KVH JAPANESE MANUAL CHANGE PASSWORD CONTACT OBA Co.,Ltd. Resort Project
Data Center		Logout ".
Request list D	Admission	CSL D
Request forn Request list	Search	
Shipping / Receivir	ng request	
*is required item		
	Browse Apply Clear	
Requester	DC Customer ID SHAE23FA0224 Company OBA Co., Ltd. Resort Project Requestor Keiko, Vamada	
Ship/Receive	Request to KVH Tokyo Data Center Ship/Receive C Shipping (Shipping from DC) C Receiving (Delivery to DC)	
About Information Security 1	Privacy Policy Terms of Use About KVH	
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2) If you would like to send a package from the data center, select "Shipping" then Shipping request template will be shown. If you would like to deliver a package to a data center, select "Receiving" then Receiving request template will be shown.

0	Data Center Site	KVH JAPANE	ISE MANUAL CHANGE PASSWORD CONTACT OBA Co.,Ltd. Resort Project			
Data Center 🔐			Logout			
Request list D	Admission Shipping Receiving	CSL 🖸				
Request form Request list	Search					
Shipping / Receiving	ng request					
*is required item						
	Browse Apply Clear					
Requester	DC Customer ID SHAE23FA0224 Requester Company OBA Co., Ltd. Resort Project Requester Keiko Yamada					
Ship/Receive	Ship/Receive Ship/Receive Ship/Receive Ship/Receive Ship/Receive					
About Information Security	Privacy Policy Terms of Use About KVH					
(C) 2009 KVH.Co.,Ltd. All righ	ts reserved.					





3.1.3 STEP3 Request to ship/receive packages.

1) Enter the date of delivery, number of packages and other required information on the "New Shipping/Receiving Request" screen and click "OK".

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% If you prefer to create an XML file and update the information all at once, click [Browse] button and select the XML file. Then clicking on the [Apply] button to display the XML file on the screen. After the information is displayed, please confirm it. If there is no need to edit any information, click [OK]. For more details on the XML format, please refer to Section 5.3 "Request to Receive Packages in XML Format" and Section 5.4 "Request to Ship Packages in XML Format". %[Clear] is to reset xml you applied, not for formatting CSL.



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	🕅 🔿 🕒 Data Center Site		KVH	JAPANESE MANUAL CH	ANGE PASSWORD CONTACT
	<u> </u>				OBA Co.,Ltd. Resort Project
Data Gente	er				Logout
				γ	
Request list	Admission (Shipping Receiving	CSL 🖸		
Request form Req	uest list Search				
Shipping / R	Receiving request				
*is required item	Durau da ant				
	DC Customer ID S	HAE23FA0224			
Requester	Company C	BA Co., Ltd. Resort Project			
	Requester k Request to k	eiko Yamada WH Tokum Dete Center			
	Request to	c			
	*Ship/Receive	 Shipping (Shipping from DC) Receiving (Delivery to DC) 			
		010/00/15	25 - Minute		
	"Date of Supping from DC	2010/06/15			
	Delivery company				
	*Quantity				
	Size	e.g. H2.2m x W1m x D1.2m)			
Shin/Receive		Yes			
	Т	escon			
	Loading dock	Large size			
		Large # of items			
	-	Please specify expected time for loading	g deck and elevator.		
	*Contents				
	Manufacture				
	Ĩ				
	Comment				
		OK	Consel		
		UK			
Léhout Information	Security Drivery Doligy Terms	of Heel & how t KUH I			
Acout Information	Security rivacy rolicy Terms				
(C) 2009 KVH.Co.,L	td. All rights reserved.				

2) When the information has been correctly input, a message "Request has been saved" appears.
※ The request is saved and if it is necessary, the request can be selected from the list and resubmitted at a later date.



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🕼 💓 🕕 Data Center Site			KAH 1	APANESE MANUAL CHA	NGE PASSWORD CONTACT OBA Co.,Ltd. Resort Project	
Data Center						Logout
Request list D	Admission O	Shipping Receiving	CSL	0		
Request form Request Shipping / Rece Your requeset has been sav	list Search iving request ed. Please continue to submit your n	equest or go back to request list	page.			
Requester	DC Customer ID SHAE231 Company OBA Co. Requester Keiko Ya	FA0224 ., Ltd. Resort Project mada				
Da	Request to KVH Tol Ship/Receive Shipping Ate of Shipping from DC 2010/06/1	kyo Data Center 15 19:25				
Ship/Receive	Delivery company Quantity Size					
	Loading dock No Contents cables Manufacture Comment					
		Edit _{al} Si	ubmit 🔮	Delete	a	
About Information Securi	ty Privacy Policy Terms of Use 1	About KVH				
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3) Click Submit button to submit the request.

 $\ensuremath{\mathfrak{X}}$ To modify the request, click the [Edit] button.

🔇 🔇 🕒 Data Center Site		[KVH].	KVH JAPANESE MANUAL CHANGE PASSWORD CONTACT			
				OBA Co.,Ltd. Resort Project		
Data Center	al			Logout _::		
Request list	Admission O Shipping O	CSL D				
Request form Reques	t list Search					
Shipping / Rec	eiving request					
Your requeset has been sa	wed. Please continue to submit your request or go back to request lis	st page.				
Requester	DC Customer ID SHAE23FA0224 Company OBA Co., Ltd. Resort Project Requester Keiko Yamada					
 a	Request to Ship/Receive Shipping Date of Shipping from DC 2010/06/15 19:25					
Ship/Receive	Delivery company Yamato Quantity Size					
	Loading dock No Contents cables Manufacture					
	Edit a	Submit Delete	.a			
About Information Secu	rity Privacy Policy Terms of Use About KVH					
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4) Your request has been submitted. Please wait until KVH finishes processing your request.

🚯 💓 🕒 Data Center Site		KVH	JAPANESE MANUAL CHANGE	PASSWORD CONTACT DBA Co.,Ltd. Resort Project	
Data Center	.:				Logout
)
Request list 🜔	Admission D	Shipping Receiving	CSL D		
Request form Request liz	t Search				
Shipping / Receiv	ving request				
Accepted your request.					
Click on "Request cancel" for Requester	canceling this request. DC Customer ID SHAE23F Company OBA Co., Requester Keiko Yan Request to KVH Toky Ship/Receive Shipping e of Shipping from DC 2010/06/12 Delivery company Yamato	A0224 Ltd. Resort Project aada 70 Data Center 5 19:25			
	Quantity 1 Size Loading dock No Contents cables Manufacture Comment				
Back to request list Reque	st cancel Printout				
About Information Security	Privacy Policy Terms of Use A	bout KVH			
(C) 2009 KVH.Co.,Ltd. All r	ghts reserved.				

5) After the request is approved, you will be notified by E-mail.

X You will also be notified by E-mail if there is any information missing in the request. You will then be asked to make the necessary changes to the request and resubmit it.







3.2 Cancel the request to ship/receive packages

If it is necessary to cancel/withdraw the request to send/receive packages, the following procedures need to be taken to cancel the request.

- 3.2.1 STEP1 Open the "Shipping/Receiving" screen.
 - 1) Click the [Shipping/Receiving] tab to open the [Shipping/Receiving Request List] screen.

🔞 🕥 🕞 Data Center Site				KVH JAPAI	NESE MANUAL CHANGE PA	SSWORD CONTACT	
000					OBA	A Co.,Ltd. Resort Project	
Data Cente	er					Logout	
				·			
Request list	t 🖸 Admissio	on O Shippi Receiv	ing O	CSL D			
Request form Re	Request form Request list Search						
Shipping / I	Receiving request lis	t					
Request No.	Date of ship/receive	Pick up date of rece	Contents	Requester	Request date	Status	
ST000585	Ship 2010/06/15 19:25		cables	Keiko Yamada	2010/06/14 15:29	Requesting	
ST000584	Ship 2010/06/15 18:15		cable	Keiko Yamada	2010/06/14 15:13	Requesting	
ST000583	Rece 2010/06/16 11:15	2010/06/16 11:15	Server	Keiko Yamada	2010/06/14 15:12	Approved	
ST000582	Ship 2010/06/15 18:10		Server	Keiko Yamada	2010/06/14 14:05	Approved	
About Information Security Privacy Policy Terms of Use About KVH C) 2009 KVH.Co ,Ltd. All rights reserved.							

2) On the [Shipping/Receiving request list] screen, click the status link of the request to be cancelled and open the [Shipping/Receiving Request] screen.

Shipping / Receiving request list							
Request No.	Date of ship/receive	Pick up date of rece	Contents	Requester	Request date	Status	
ST000585	Ship 2010/06/15 19:25		cables	Keiko Yamada	2010/06/14 15:29	Requesting	
ST000584	Ship 2010/06/15 18:15		cable	Keiko Yamada	2010/06/14 15:13	Requesting	
ST000583	Rece 2010/06/16 11:15	2010/06/16 11:15	Server	Keiko Yamada	2010/06/14 15:12	Approved	
ST000582	Ship 2010/06/15 18:10		Server	Keiko Yamada	2010/06/14 14:05	Approved	

1.....



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3.2.2 STEP2 Cancel the request to ship/receive

1) Check the contents of the request to be cancelled and click the [Request Cancel] link.

🔇 💓 🕒 Data Center Site		KVH	JAPANESE MANUAL CHANGE PASSWORD CONTACT	
Data Center				UBA Co.,Ltd. Resort Project
Request list D	Admission D	Shipping Receiving	CSL D	
Request form Request list	Search			
Shipping / Receivi	ng request			
Click on "Request cancel" for ca	nceling this request. DC Customer ID SHAE23F Company OBA Co. Requester Keiko Ya Request to KVH Tok	7A0224 , Ltd. Resort Project mada vvo Data Center		
Date o	Ship/Receive Shipping of Shipping from DC 2010/06/1 Delivery company Yamato Quantity 1 Size Loading dock No Contents cable Manufacture Comment	5 18:15		
Back to request list Lequest About Information Security (C) 2009 KVH.Co.,Ltd. All righ	cancel] Printout Privacy Policy Terms of Use & 115 reserved.	About K⊽H		



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2) A prompt message "Are you sure to cancel the request?" will be shown on the screen. If it is OK to go ahead and cancel, click on the [OK] button.

Data Center	🔇 💓 🕒 Data Center Site			[KVH]	JAPANESE MANUAL CHA	NGE PASSWORD CONTACT OBA Co.,Ltd. Resort Project
Request lit Omission Shipping Japane Jap	Data Center	.a				Logout
Request list () Admission () CSL () Request list () Search Shipping / Receiving request Admission () SHAE23FA024 Request or Company () OBA Co., Ltd. Resort Project Request or Company () OBA Co., Ltd. Resort Project Request or Koho Yamak Request or Koho Yamak Bate of Shipping from DC 201006/15 18:15 Delivery company Yamato Ship/Receive Quantity 1 Size Issue Cancel			Objection of)	
Request fist Search A stroping / Receiving request Are you sure to cancel this request? Are you sure to cancel this request? </td <th>Request list D</th> <td>Admission 🖸</td> <th>Receiving</th> <td>CSL D</td> <td></td> <td></td>	Request list D	Admission 🖸	Receiving	CSL D		
Shipping / Receiving request Are you sue to cancel this request?	Request form Request li	st Search				
Are you sure to cancel this request? DC Customer ID SHAE23FA0224 Requester Company PBA Co., Lid. Resort Project Requester Ksiko Yamada Requester Ksiko Yamada Ship/Receive Shipping Date of Shipping from D0 201006/1518:15 Delivery company Yamato Ship/Receive Quantify 1 Size Solo Ladaing dock No. Contents cable Mandarture Contents Contents cable Mandarture OK Cancel State St	Shipping / Receiv	ving request				
DC Customer ID Requester SHAE23FA0224 Company OBA Co., Ltd. Resort Project Requester Keluo Yamada Kequester KVH Tokyo Data Center Ship/Receive Shipping Date of Shipping from DC 201006/15 18:15 Delivery company Yamato Ship/Receive Quantity I Size Quantity 1 Size Comment OK Cancel	Are you sure to cancel this :	request?				
DC Customer D) SHAE23FA0224 Requester Company OBA Co., Ltd. Resort Project Requester Keiko Yamada Requester Keiko Yamada Ship/Receive Ship/Receive Ship/Receive Shipping from DC Delivery company Yamato Quantity 1 Size Loading dot Manufacture cohnent Commant cohnent						
Image: Content of KVH Tokyo Data Center Ship/Receive Ship/Receive Oate of Shipping from DC 2010/06/15 18:15 Delivery company Yamato Ship/Receive Quantity Size Loading dock No cable Manufacture Comment (About Information Security Privacy Policy Terms of Use About KVH	Requester	DC Customer ID SHAE23F. Company OBA Co., Requester Keiko Yan	A0224 Ltd. Resort Project ada			
Ship/Receive Ship/Receive Outloof/15 18:15 Delivery company Yamato Ship/Receive Quantity I Size I.oading dock No Contents cable Manufacture OK I.bout Information Security Privacy Policy Terms of Use About KVH		Request to KVH Toky	70 Data Center			
Date of Shipping from DC 201006/15 18:15 Delivery company Yamato Quantity 1 Size 1 Loading dock No Contents cable Manufacture OK OK Cancel		Ship/Receive Shipping				
Ship/Receive Delivery company Yamato Ship/Receive Quantity 1 Size Isize Isize Loading dock No Isize Contents cable Isize Manufacture Comment Isize	Da	te of Shipping from DC 2010/06/15	18:15			
Ship/Receive Quantity 1 Size Loading dock No Contents cable Manufacture Comment OK Cancel About Information Security Privacy Policy Terms of Use About KVH		Delivery company Yamato				
Size Loading dock No Contents cable Manufacture Comment Comment OK About Information Security Privacy Policy Terms of Use About KVH	Ship/Receive	Quantity 1				
About Information Security Privacy Policy Terms of Use About KVH		Size				
Manufacture Comment OK Cancel About Information Security Privacy Policy Terms of Use About KVH		Contents cable				
About Information Security Privacy Policy Terms of Use About KVH		Manufacture				
OK 🔬 Cancel 🛓		Comment				
About Information Security Privacy Policy Terms of Use About KVH			OK	Cancel		
	About Information Securit	y Privacy Policy Terms of Use Al	bout KVH			
(C) 2009 KVH Co Ltd. All rights reserved	(C) 2009 KVH Co Itd All	rights reserved				



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3) A message "Your cancellation request has been sent to KVH." is displayed on the screen. The request is cancelled when the cancellation process on the part of KVH is completed and you will be notified by E-mail.

🔇 💓 🕒 Data Center Site		KVH	JAPANESE MANUAL CHANGE PASSWORD CONTACT	
				OBA Co.,Ltd. Resort Project
Data Center	.4			Logout
Request list 🖸	Admission D	Shipping Receiving	CSL D	
Request form Request	list Search			
Shipping / Rece	eiving request			
Requester D Ship/Receive	DC Customer ID SHAE231 Company OBA Co Requester Keiko Ya Requester KVH Tol Ship/Receive Shipping ate of Shipping from DC 2010/06/1 Delivery company Yamato Quantity 1 Size Size Adding dock No Contents cable Manufacture Comment	FA0224 , Ltd. Resort Project mada kyo Data Center 15 18:15		
About Information Secur	ity Privacy Policy Terms of Use J	About KVH I		
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4) After the request has been approved, you will be notified by E-mail.







4 Other Set-up

4.1 Change the Password

The log-in password may be changed as described below.

Password is necessary to set with alphabet and numbers of mix and over 6 characters. (Symbol characters are also available)

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There is no limitation of password, but we recommend you to update password periodically.

4.1.1 STEP1 Open the "Change Password" screen

1) Click the [Change Password] tab at the top right side of the screen to open the "Password Change" screen.

4TACT
rt Project
.4

4.1.2 STEP2 Change the password

1) On the "Password Change" screen, enter the old password and the new password. The new password needs to be entered twice. Click the [Submit] button.

🔇 🔇 🕒 Portal	KVH JAPANESE MANUAL CHANGE PASSWORD CONTACT
000	OBA Co.,Ltd. Resort Project
Data Center	Logout
Change password	
Old password	
New password	
New password (Re-enter)	
	Submit
About Information Security Privacy Policy Terms of U	se About KVH
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2) The password is now changed and you will receive the password change completion notification by mail.

Revealed Portal		KVH JAPANESE MANUAL CHANGE PASSWORD CONTACT OBA Co.,Ltd. Resort Project
Data Center 🦼		Logout
L Change account		
New password will be announced to your e-mail address.		
About Information Security Privacy Policy Terms of Use About KVH		
(C) 2009 KVH.Co.,Ltd. All rights reserved.		
OBA Co., Ltd. Mr. Yamada		
Your password has been changed successfully. Please login the portal with your "ID" and "New Password".		
URL: https://portal.kvh.co.jp/ ID: (customer E-mail address)		
Thank you and best regards,		
Please do not reply to this message. It was sent from an ur e-mail address and we are unable to respond to any replies	nonitored	
DC On-site Support		
(Name) TEL: 0120-525-135 / +81-3-5617-2342		
e-mail: <u>dc-onsite@kvh.co.jp</u> KVH Portal: https://portal.kvh.co.jp		

[Sample Completion Notification Message]

4.2 When you have forgotten your password

When you have forgotten your password to log-in the Data Center Site, a temporary password can be issued by E-mail. To get the temporary password, please follow the steps given below.





- 4.2.1 STEP1 Go to KVH Portal Login Screen
 - 1) Click "Forgot your password?" Link at the bottom of the log-in screen to open "Forgot the password" screen.

Reverse Portal	KVH JAPANESE MANUAL CONTACT
Login UserID (your E-mail address) Password Login Forcet your password?	
r offer loar lemonorar	
About Information Security Privacy Policy Terms of Use About KVH	
(C) 2009 KVH.Co, Ltd. All rights reserved.	

- 4.2.2 STEP2 Request a temporary password
 - 1) Enter your E-mail address (the one that has been registered as E-mail 1 on the CSL) in "Forgot password" screen and click the [Submit] button.

Rev Portal	KVH JAPANESE MANUAL CONTACT
Forget your password?	
Input your User ID(e-mail address) below to re-publish new password. Password will be announced by e-mail of your User ID. User ID (Your e-mail address) SUBMIT BACK	
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2) The new temporary password has now been issued. The temporary password is sent to the E-mail address which has been provided by the customer.

O Portal	KVH JAPANESE MANUAL CONTACT
New password is published. Password will be announced by e-mail of your User ID. TOP	
About Information Security Privacy Policy Terms of Use About KVH (C) 2009 KVH.Co.,Ltd. All rights reserved.	
OBA Co., Ltd. Mr. Yamada	
Per your request the password has been changed successfully. Please login to the portal with your "ID" and new "Initial Password". Please change the Password after login. (Click "change password" at the top right side of the screen)	
URL: https://portal.kvh.co.jp/ ID: (customer E-mail address) Initial Password: (xxxxxxxx)	
Please do not reply to this message. It was sent from an unmonitored e-mail address and we are unable to respond to any replies	
KVH Co., Ltd. DC On-site Support (Name) TEL: 0120-525-135 / +81-3-5617-2342 e-mail: <u>dc-onsite@kvh.co.jp</u> KVH Portal: <u>https://portal.kvh.co.jp</u>	



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Click [TOP] to go back to the log-in screen. Enter the login ID (mail address) and the temporary password which has been mailed to you to log in to the Data Center Site.

Reveal Portal	KVH JAPANESE MANUAL CONTACT
New password is published. Password will be announced by e-mail of your User ID. TOP	
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X After you log-in using the temporary password, it is recommended to change the password to something which is easy to remember. Please refer to Section 4.1 "Change the Password" on how to change the password.





5 [Reference] Request submission by using XML format

Information on CSL update, Admission and Shipping/Receiving requests can be entered by using the XML file. Sample XML files for different types of requests are shown hereunder to help you create XML formats.

5.1 CSL Update Request in XML Format

To submit a CSL update request, use the XML file as shown below.

5.1.1 Sample of CSL update request in XML format

<pre>?xml version="1.0" encoding="UTF-8" standalone="yes"?></pre>						
cslMembers>						
<cslmember></cslmember>						
<lastname>LastName1</lastname>						
<firstname>FirstName1</firstname>						
<department>IT Solution Dept.</department>						
<partnername>Sample Co.,Ltd.</partnername>						
<workphone>03-1234-5678</workphone>						
<workphone2>03-4321-8765</workphone2>						
<email>name1.sys@sys.com</email>						
<email2>sample.sys@sys.com</email2>						
<rolename>ACR</rolename>						
<area/> Area						
<access>LEVEL A</access>						
<csimember></csimember>						



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<lastName>LastName2</lastName>

<firstName>FirstName2</firstName>

<department>Tech Dept.</department>

<partnerName>Sample Co.,Ltd.</partnerName>

<workPhone>03-8765-4321</workPhone>

<workPhone2>03-4321-8765</workPhone2>

<email>name2.sys@sys.com</email>

<email2>sample.sys@sys.com</email2>

<roleName>ACR-Sub</roleName>

<area>Area2</area>

<access>LEVEL B</access>

</cslMember>

<cslMember>

<lastName>LastName3</lastName>

<firstName>FirstName3</firstName>

<department>Technical Support Dept.</department>

<partnerName>Sample Co.,Ltd.</partnerName>

<workPhone>03-1234-9876</workPhone>

<workPhone2></workPhone2>

<email>name3.sys@sys.com</email>

<email2></email2>

<roleName>ACR-Sub</roleName>

<area>Area3</area>

<access>LEVEL C</access>

</cslMember>

</cslMembers>

* Use character code "UTF-8" for the XML file. In editing the XML file, use a text editor which allows Copyright© 2011 by KVH Co., LTD All Rights Reserved. 53 KVH PROPRIETARY





storing the text in UTF-8.

* The XML file header (<?xml version="1.0" encoding="UTF-8" standalone="yes"?>) needs to be placed on the first line of the file.

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- * Tag names are case sensitive.
- *The tag uses a nested structure. Please do not forget to add a closing tag.
- 5.1.2 How to use CSL Update Request in XML Format on Excel
- 1. Use Microsoft Office Excel to open CSL update request which is in XML format
- 2. Below message will be shown. Please select "As an XML list" then click "OK"

Open XML		×					
Please select how you would like to open this file:							
As an XML list							
C As a read-only workbook							
C Use the XML Source task pane							
ОК	Cancel	Help					

3. Below message is shown. Please click "OK"



4. Please input required information and save the file in XML format.

	A	В	C	D	E	F	G	н	I	J	K
1	lastName	firstName	department	partnerName	workPhone	workPhone2	email	e mail2	roleName	area	access
2	名字1	名前1	エンリューション部	サンプル株式会社	03-1234-5678	03-4321-8765	an a.plums ys@gmail.com	erika.plumsys@gmail.com	AOR	エリア1	LEVEL A
3	名字2	名前2	技術部	サンプル株式会社	03-8765-4321	03-4321-8765	bill.plumsys@gmail.com	dann y.plums ys@gmail.com	ACR-Sub	エリア2	LEVEL B
4	名字3	名前3	業務部	サンプル株式会社	03-1234-9876		claudette.plumsys@gmail.com		ACR-Sub	エリア3	LEVEL C
5											
6											
7											
8											
9											
10											

5. Login to the KVH Data Center Site -> Click on "Data Center" tab -> Click on "CSL" tab. Then click on "CSL Update Request" to open the template of CSL Update Request.

6. Browse the XML file -> Click "Apply" button -> information which has been entered on XML file will be shown on the template. Please confirm the information and click "OK" if information is input correctly.



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C	Bro	wse Apply	Clear						
No	Name	Division	Company	Tel	E-mail	Remarks	Access	Area	Clear
1	*Last *Name Mahapun Lada	Division PMO	*Company A499 Co.,Ltd	*Tel 1 Ozuc3-4555-9 Tel 2	*E-mail 1(Login ID) zucs200@kvh-sales E-mail 2	ACR	* LEVELA 💌	*TDC 2A, 2B, 2C	
	Permission for portal (View o Login (Login ID Available)	description) View Admission	Edit Admission Admission	Submit View dmission Shipp	rmanapunt@kvn.co.jk v Edit Su ng Shipping Shi	ubmit View ippine CSL	v Edit CSL	Submit CSL	Clear
2	*Last *Name Shibasaki Megumi	Division SM	*Company simplex	Tel 1 03-4500-5362 Tel 2	E-mail 1(Login ID) shibasakim@kvh.cc E-mail 2	ACR-Sub 💌	* LEVELA 💌	*TDC 2A, 2B	Clear
	Login (Login ID Available)) View Admission	Edit Admission Ad	Submit Viev dmission Shippi	v Edit Su ng Shipping Shi	ibmit Viev ipping CSL	e Edit CSL	Submit CSL	

5.1.3 CSL request XML item description

Excel		Tag	Data type	Bite	Description
	1	cslMembers	-		Root elements for all CSL members
	1.1	cslMember	-		CSL members (may be more than one)
А	1.1.1	lastName	Text	50	Last Name
В	1.1.2	firstName	Text	50	First Name
С	1.1.3	department	Text	30	Department
D	1.1.4	partnerName	Text	100	Company Name
Е	1.1.5	workPhone	Text	15	Phone Number
F	1.1.6	workPhone2	Text	15	Phone Number 2
G	1.1.5	email	Text	50	E-mail
Н	1.1.6	email2	Text	50	E-mail2
I	1.1.7	roleName	Following texts: ACR	30	Role

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			ACR-Sub		
J	1.1.8	area	Any given text	50	Area
К	1.1.9	access	Following texts: LEVEL A LEVEL B LEVEL C	30	Access level * TDC2 user can not required to input LEVEL B * ODC user can have this column as blank

5.2 Admission Request in XML Format

Use the XML file as given below to create an admission request.

5.2.1 Admission Request XML Sample

xml version="1.0" encoding="UTF-8"?
<doss_request></doss_request>
<data_center_id>-</data_center_id>
Visit date from
<visit_date_from>2010-06-01T10:30:00</visit_date_from>
Visit date to
<visit_date_to>2010-06-01T11:45:00</visit_date_to>
Require escourt true:by Customer false: by KVH Staff
<is_own_escort>false</is_own_escort>
Please specify rack no of which to escourt if "is_own_escort" is false
<rack_no>2</rack_no>
Would you prefer KVH to open rack for visitor? YES : true NO:false
<is_rack_open>true</is_rack_open>
Please specify rack no if "is rack open" is false





<open_rack_no>1</open_rack_no>

<!-- Purpose of visit is maintenance -->

<is_maintenance_purpose>true</is_maintenance_purpose>

<!-- Purpose of visit is repairing -->

<is_repair_purpose>false</is_repair_purpose>

<!-- Purpose of visit is tour -->

<is_inspection_purpose>false</is_inspection_purpose>

<!-- Purpose of visit is meeting -->

<is_meeting_purpose>false</is_meeting_purpose>

<!-- Purpose of visit is other -->

<is_other_purpose>false</is_other_purpose>

<!-- Purpose of visit free text field -->

<purpose_of_visit>Cleaning</purpose_of_visit>

<!-- Require to use housing room -->

<use_housing_room>false</use_housing_room>

<!-- Require to use staging room -->

<use_staging_room>false</use_staging_room>

<!-- Require to use others -->

<use_other_room>true</use_other_room>

<!-- Please specify in free text field if answer of "Require to use others" is true --> <use_other_room_comment>Special room</use_other_room_comment>

<!-- "THIS IS ONLY FOR OSAKA DC USERS ONLY" Is the visitor coming by car?-->

<use_car>false</use_car>

<!-- "THIS IS ONLY FOR OSAKA DC USERS ONLY" Please specify car number if answer of "use_car" is true-->

<car_number>e.g) Lexus IS200 / Osaka 500 11-11</car_number>

<!-- Company1 -->





<company_name1>Sample Co.,Ltd.</company_name1>

<!-- Name1 -->

<member_name1>Yamada Taro</member_name1>

<!-- Company2 -->

<company_name2>Sample Co.,Ltd.</company_name2>

<!-- Name2 -->

<member_name2>Yamada Hana</member_name2>

<!-- Company3 -->

<company_name3/>

<!-- Name3 -->

<member_name3/>

<!-- Company4 -->

<company_name4/>

<!-- Name4 -->

<member_name4/>

<!-- Company5 -->

<company_name5/>

<!-- Name5 -->

<member_name5/>

<!-- Company6 -->

<company_name6/>

<!-- Name6 -->

<member_name6/>

<!-- Company7 -->

<company_name7/>

<!-- Name7 -->

<member_name7/>



<!-- Company8 --> <company_name8/>
<!-- Name8 -->
<member_name8/>
<!-- Company9 -->
<company_name9/>
<!-- Name9 -->
<member_name9/>
<!-- Company10 -->
<company_name10/>
<!-- Name10 -->
<member_name10/>
<!-- Comments -->
<member_name10/>
<!-- Comments -->

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* Use character code "UTF-8" for the XML file. In editing the XML file, use a text editor which allows storing the text in UTF-8.

* The XML file header (<?xml version="1.0" encoding="UTF-8" standalone="yes"?>) needs to be placed on the first line of the file.

* Tag names are case sensitive.

*The tag uses a nested structure. Please do not forget to add a closing tag.

- 5.2.2 How to use Admission Request in XML Format on Excel
- 1. Use Microsoft Office Excel to open Admission request which is in XML format
- 2. Below message will be shown. Please select "As an XML list" then click "OK"







3. Below message will be shown. Please click "OK"



4. To see the source of each cell, select the cell which has information -> Right click -> Select "XML" then "XML Source". Screen will show the source of information at the right side.

% For more details on XML items for the admission request, please refer to Section 5.2.3

A	В	С	D	E F	G H	I	J	К	L	M	N O 🖬	XMI Source
1 1	6/1/2010 10:30	6/1/2010 11:45	FALSE	2 TRUE	1 TRUE	FALSE	FALSE	FALSE	FALSE	空調機のメンテナンス	TRUE FALSE	
2												
3												XML maps in this workbook:
4												doss_request_Map
5												🖃 🚰 doss_request
6												data_center_id
7												wisit_date_from
8												
9												
10												rack_no
11												is_rack_open
12												open_rack_no
13												is repair purpose
1.4												is inspection purpose
14												is meeting purpose
10												is other purpose
16												purpose_of_visit
17												use inside rack
18												use_housing_room
19												use_staging_room
20												use_conference_room
21												use_other_room
22												
23												
24												use_car
25												ar_number
26												company_name1
20												member_name1
00												company_name2
20												member_name2
29												company_name3
30												member_name3
31												Company_name+
32												
33												member pame5
34												company name6
35												
36												from the tree onto the worksheet where you want the
37												data to appear.
38												
39												To import data, use the Import XML Data button on t List toolbar.
40												Onkings and VMI Mana
41												Copuons • XIML Maps
42												Verify Map for Export
43												Tips for mapping XMI
	Sheet1 / Sheet2 / Sheet	t3 /					1				►	Contraction and the second second

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5. Please input required information and save the file in XML format.

6. Login to the KVH Data Center Site -> Click on "Data Center" tab -> Click on "Admission" tab. Then click on "Request Form" to open the template of Admission Request.

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7. Browse the XML file -> Click "Apply" button -> information which has been entered on XML file will be shown on the template. Please confirm the information and click "OK" if information is input correctly.
 ※[Clear] is to reset xml you applied, not for formatting CSL.



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\otimes	Data Center	Site	KVH .	JAPANESE MANUAL CHANGE F	PASSWORD CONTACT
Data Cente	r				BA Co.,Ltd. Reson Project
Buta Ocifico	' .#				Logout
		Shipping		· · · · · · · · · · · · · · · · · · ·]
Request list	Admission V	Receiving	CSL D		
Request form Req	uest list Search				
Admission re	equest				
*is required item					
	Browse Apply	Clear			
Requester	Company OBA	Co., Ltd. Resort Project			
	Requester Keiko	Yamada			
	Visiting Data Center KVH	Tokyo Data Center			
	*Visiting time from 2010)/06/15 🔃 14 🔽 Hour	30 🗾 Minute		
	*Visiting time to 2010)/06/15 🔃 14 💌 Hour	30 🔽 Minute 🛛 🗖 Request f	for multiple days.	
			v . [
	1. Co 1. Co	npany:	Name:		
	2. Co. 3. Co.	mpany.	Name"		
Visitor	4. Co	mpany:	Name:		
	5. Co	mpany:	Name:		
	Visitor 6. Co	mpany:	Name:		
	7. Co	mpany:	Name:		
	8. Co	mpany:	Name:		
	9. Co:	mpany:	Name:		
	10. C	ompany:	Name:		
	Fecorted by	Customer			
		CVH Rack No:			
	*Rack unlock request	/es Rack No:			
		∕laintenance ∟ Repair ∟ Tour	🗆 Meeting 🗀 Other		
	*Purpose of visit				
		Journing more			
	*Room request 🗖 g	itaging room			
)ther			
	Comment				
		ОК	Cancel		
About Information S	security Privacy Policy Terms of Us	e About KVH			
C) 2009 KVH.CoLte	d. All rights reserved.				





5.2.3 XML items for the admission request

Excel		Тад	Data Type	Bite	Description
	1	doss_request	-		Root elements for all CSL members
A1	1.1	data_center_id	-		-
B1	1.2	visit_date_from	Date & Time		Visiting date & time from
C1	1.3	visit_date_to	Date & Time		Visiting date & time to
D1	1.4	is_own_escort	TruthValue (true/false)		Escorted by: True = Customer, False = KVH
E1	1.5	rack_no	Text	64	Escort to Rack No
F1	1.6	is_rack_open	TruthValue (true/false)		Rack Unlock Request: Yes = true No = false
G1	1.7	open_rack_no	Text	64	Open Rack No
H1	1.8	is_maintenance_pur pose	TruthValue (true/false)		Purpose of visit-maintenance Yes : true No : false
11	1.9	is_repair_purpose	TruthValue (true/false)		Purpose of visit-repair Yes : true No : false
J1	1.10	is_inspection_purpo se	TruthValue (true/false)		Purpose of visit-tour Yes : true No : false
K1	1.11	is_meeting_purpose	TruthValue (true/false)		Purpose of visit-meeting Yes : true No : false
L1	1.12	is_other_purpose	TruthValue		Purpose of visit-other



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			(true/false)		Yes : true No : false
M1	1.13	purpose_of_visit	Text	4000	Purpose of visit
N1	1.14	use_housing_room	TruthValue		Room request-housing room
					Yes : true No : false
01	1.15	use_staging_room	TruthValue		Room request-staging room
			(true/false)		Yes : true No : false
P1	1.16	use_other_room	TruthValue		Room request-other
			(true/false)		Yes : true No : false
Q1	1.17	use_other_room_co mment	Text	64	Room request-comment for using other room
R1	1.18	use_car	TruthValue		Car
			(true/false)		Yes : true No : false
					XOnly for Osaka Data Center
S1	1.19	car_number	Text	64	Car Number
					XOnly for Osaka Data Center
T1	1.20	company_name1	Text	100	Company 1
U1	1.21	member_name1	Text	100	Name 1
V1	1.22	company_name2	Text	100	Company 2
W1	1.23	member_name2	Text	100	Name 2
X1	1.24	company_name3	Text	100	Company 3
Y1	1.25	member_name3	Text	100	Name 3
Z1	1.26	company_name4	Text	100	Company 4



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AA1	1.27	member_name4	Text	100	Name 4
AB1	1.28	company_name5	Text	100	Company 5
AC1	1.29	member_name5	Text	100	Name 5
AD1	1.30	company_name6	Text	100	Company 6
AE1	1.31	member_name6	Text	100	Name 6
AF1	1.32	company_name7	Text	100	Company 7
AG1	1.33	member_name7	Text	100	Name 7
AH1	1.34	company_name8	Text	100	Company 8
Al1	1.35	member_name8	Text	100	Name 8
AJ1	1.36	company_name9	Text	100	Company 9
AK1	1.37	member_name9	Text	100	Name 9
AL1	1.38	company_name10	Text	100	Company 10
AM1	1.39	member_name10	Text	100	Name 10
AN1	1.40	remarks	Text	2000	Comment

5.3 Receiving Request in XML Format

Use the XML file as given below to create a request for receiving packages.

5.3.1 Receiving Request XML Sample

<?xml version="1.0" encoding="UTF-8"?> <doss_request> <data_center_id>-</data_center_id> <!-- Shipping:false / Receiving:true --> <inout>true</inout>





<!-- Date of shipping out from customer -->

<user_ship_date>2010-06-01T12:00:00</user_ship_date>

<!-- Date of planned delivery to DC -->

<ship_date>2010-06-01T13:00:00</ship_date>

<!-- Date of customer pickup at DC -->

<receive_date>2010-06-10T15:30:00</receive_date>

<!-- Delivery company -->

<transport_company>FedEx</transport_company>

<!-- Quantity of package -->

<box_number>3</box_number>

<!-- Size of package -->

<box_size>Hight2.2m x Width1m x Depth0.8m</box_size>

<!-- Require loading dock? ONLY FOR TDC Users -->

<use_entrance>true</use_entrance>

<!-- Reason of using loading dock is because package is Large-->

<reason_large_size>true</reason_large_size>

<!-- Reason of using loading dock is because package quantity is a lot-->

<reason_ammount>true</reason_ammount>

<!-- Reason of using loading dock is others...->

<reason_other>true</reason_other>

<!-- Comment field for others on reason of using loading dock -->

<reason_other_comment>Free text field</reason_other_comment>

<!-- Contetns -->

<contents>Servers</contents>

<!-- Manufacture -->

<maker>IBM</maker>

<!-- Comments -->





<remarks>Free text field</remarks>

</doss_request>

- * Use character code "UTF-8" for the XML file. In editing the XML file, use a text editor which allows storing the text in UTF-8.
- * The XML file header (<?xml version="1.0" encoding="UTF-8" standalone="yes"?>) needs to be placed on the first line of the file.
- * Tag names are case sensitive.

*The tag uses a nested structure. Please do not forget to add a closing tag.

- 5.3.2 How to use Receiving Request in XML Format on Excel
- 1. Use Microsoft Office Excel to open Receiving request which is in XML format
- 2. Below message will be shown. Please select "As an XML list" then click "OK"



3. Below message will be shown. Please click "OK"



4. To see the source of each cell, select the cell which has information -> Right click -> Select "XML" then "XML Source". Screen will show the source of information at the right side.

※ For more details on XML items for the Receiving request, please refer to Section 5.3.3





	A	В	С	D	E	F G	i H	I	J	K L	N_	XML Source 🔹 🔹
1	3	TRUE	6/1/2010 12:00	6/1/2010 13:00	6/10/2010 15:30	ヤマト運輸 3	<u>高2.2m×幅1m×奥0.8m</u>	TRUE T	RUE T	RUE TRUE		
2												YML maps in this workbook:
3												docs request Map
4												duss_request_nap
6												- joss request
7												inout
8												user_ship_date
9												
10												receive_date
11												box.number
12												box_size
13							-				_	
14												
15												reason_ammount
16												reason other comment
17												contents
18												maker
19												emarks
20												
21												
22												
23												
24												
26												
27												
28												
29												
30												
31												
32												
33												
34												
35												To map pop-repeating elements, drag the elements
36												from the tree onto the worksheet where you want the
37												data to appear.
38												To import data, use the Import XML Data button on the
39												List toolbar.
40												Options 👻 XML Maps
41												Verify Map for Export
42												Tips for mapping YMI
43	• •	I Sheet1	/ Sheet2 / Sheet3 /	I							ЪГ	the row mathing varia
			(Shooto)									

5. Please input required information and save the file in XML format.

6. Login to the KVH Data Center Site -> Click on "Data Center" tab -> Click on "Shipping/ Receiving" tab. Then click on "Request Form" to open the template of Admission Request.

7. If you would like to deliver a parcel to a data center, select "Receiving" then Receiving request template will be shown.



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8. Browse the XML file -> Click "Apply" button -> information which has been entered on XML file will be shown on the template. Please confirm the information and click "OK" if information is input correctly.

\mathbf{S}	Data Center	Site	KVH JAP#	ANESE MANUAL CHANGE PASSWORD CONTAC
Data Cente	r			Logout
Request list	O Admission O	Shipping Receiving	CSL 🖸	
quest form Req	uest list Search			
Shipping / R	eceiving request			
equied item	Browse Apply	Clear		
Requester	DC Customer ID' sHLAD Company Lada Co Requester Felicia	ATEST01 reporation Ltd. Tokyo Test Lee		
	Ship/Receive	pping (Shipping from DC) ceiving (Delivery to DC)		
	*Date shipped by customer 2010/0 *Date of planned delivery to 2010/0	06/15 📑 16 💌 Hour 15	▼ Minute	
	DC *When s Date of customer pickup at DC 2010/0	shipped from overseas, this form will 06/15	be vailed for one week after the pla Minute	nned delivery date.
	Delivery company			
Ship/Receive	Quantity	.2m x W1m x D1.2m)		
	Loading dock	ge size ge #of items		
	C Oth - Please	ners: specify expected time for loading decl	s and elevator.	
	Contents Manufacture			
	Comment			
		ОК 🔒	Cancel 🦼	
out Information S	ecurity Privacy Policy Terms of Use	About KUU I		





5.3.3 XML items for the receiving request

Excel		Тад	Data Type	Bite	Description
	1	doss_request	-		Root elements for all CSL members
A1	1.1	data_center_id	-		-
B1	1.2	inout	TruthValue (true/false)		inout = true Receiving = true Shipping = false
C1	1.3	user_ship_date	Date & Time		Date shipped by customer
D1	1.4	ship_date	Date & Time		Date of planned delivery to DC
E1	1.5	receive_date	Date & Time		Date of customer pickup at DC
F1	1.6	transport_company	Text	100	Delivery Company
G1	1.7	box_number	Numerical Value	30	Quantity
H1	1.8	box_size	Text	30	Size
11	1.9	use_entrance	TruthValue (true/false)		Loading dock Yes : true No : false
J1	1.10	reason_large_size	TruthValue (true/false)		Reason - large size Yes : true No : false
К1	1.11	reason_ammount	TruthValue (true/false)		Reason - Large # of items Yes : true No : false
L1	1.12	reason_other	TruthValue (true/false)		Reason - others Yes : true No : false
M1	1.13	reason_other_commen	Text	128	Comment for others



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N1	1.14	contents	Text	255	Contents
O1	1.15	maker	Text	128	Manufacturer
P1	1.16	remarks	Text	2000	Comment

5.4 Shipping Request XML

Use the XML file as given below to create a request for shipping packages.

5.4.1 Shipping Request XML Sample

xml version="1.0" encoding="UTF-8"?
<doss_request></doss_request>
<data_center_id>-</data_center_id>
Shipping:false / Receiving:true
<inout>false</inout>
Date of Shipping from DC
<ship_date>2010-06-01T12:00:00</ship_date>
Delivery compan
<transport_company>FedEx</transport_company>
Quantity
<box_number>1</box_number>
Size of package
<box_size>Hight2.2m x Width1m x Depth0.8m</box_size>
Require loading dock? ONLY FOR TDC Users
<use_entrance>true</use_entrance>
Reason of using loading dock is because package is Large





- * Use character code "UTF-8" for the XML file. In editing the XML file, use a text editor which allows storing the text in UTF-8.
- * The XML file header (<?xml version="1.0" encoding="UTF-8" standalone="yes"?>) needs to be placed on the first line of the file.
- * Tag names are case sensitive.
- *The tag uses a nested structure. Please do not forget to add a closing tag.

5.4.2 How to use Shipping Request in XML Format on Excel

- 1. Use Microsoft Office Excel to open Shipping request which is in XML format
- 2. Below message will be shown. Please select "As an XML list" then click "OK"






3. Below message will be shown. Please click "OK"



4. To see the source of each cell, select the cell which has information -> Right click -> Select "XML" then "XML Source". Screen will show the source of information at the right side.

※ For more details on XML items for the Shipping request, please refer to Section 5.4.3

	A B	С	D	E	F	G	Н	I	J	К	L	M	N	XMI Source
1	1 FALSE	6/1/2010 12:00	ヤマト運輸	1	高2.2 m x 幅1 m x 奥0.8 m	TRUE	TRUE				PC	NEC	特記事項の構	
2	-													
3														XML maps in this workbook:
4														doss_request_Map
5														🖃 🞽 doss_request
6				-										data_center_id
7				-										mout
8				-										transport company
9				-										box.number
10				-										box_size
11				-										use_entrance
12														reason_large_size
13														reason_ammount
14				_										reason_other
15				_										reason_other_comment
16				_										maker
17														remarks
18														
19														
20														
21											_			
22											_			
23											_			
24											_			
25														
26														
27														
28														
29														
30														
31														
32														
33														
34														
35														To map pop-repeating elements, drag the elements
36														from the tree onto the worksheet where you want the
37														data to appear.
38														To import data, use the Import XML Data button on the
39				_										List toolbar.
40											_		_	Options 👻 XML Maps
41														Verify Man for Export
42														voiry map for exports.
43	N Shoot1	/Sheet? /Sheet? /												 O Tips for mapping XML



5. Please input required information and save the file in XML format.

6. Login to the KVH Data Center Site -> Click on "Data Center" tab -> Click on "Shipping/ Receiving" tab. Then click on "Request Form" to open the template of Admission Request.

7. If you would like to send a parcel from the data center, select "Shipping" then Shipping request template will be shown.

8. Browse the XML file -> Click "Apply" button -> information which has been entered on XML file will be shown on the template. Please confirm the information and click "OK" if information is input correctly.

	Data Cen	ter Site	KVH	JAPANESE MANUAL C	CHANGE PASSWORD CONTACT					
	$\mathbf{\overline{\mathbf{v}}}$				A499 Co.,Ltd. Tokyo Tes					
Data Cente	r				Logout					
Request list	Admission	Shipping Receiving	CSL D							
Request form Req Shipping / R	uest list Search eceiving request									
*is required item	Browse	Apply lear								
Requester	DC Customer ID Company Requester	5HLADATEST01 Lada Corporation Ltd. Tokyo Test Lada Mahapun								
	Request to Ship/Receive	Request to KWH Tokyo Data Center Ship/Receive Shipping (Shipping from DC) C Receiving (Delivery to DC)								
	*Date of Shipping from DC	of Shipping from DC 2010/06/10								
	Delivery company	FEDEX								
	Quantity Size	3 (e.g: H2.2m x W1m x D1.2m.) H2.2m x W1m x D0.8m IZ Yes								
Ship/Receive	Loading dock	Reason ✓ Large size ✓ Large # of items ✓ Others: Add Comment Please specify expected time for loading	g deck and elevator.							
	"Contents	ts Server								
	Manufacture	re Sun								
	Comment	Add remarks here		×						
		ок	_ Cancel _							

5.4.3 Shipping request XML item description

Excel		Тад	Data Type	Bite	Description
	1	doss_request	-		Root elements for all CSL members
A1	1.1	data_center_id	-		-





B1	1.2	inout	TruthValue (true/false)		Inout = false Receiving: false Shipping: true
C1	1.3	ship_date	Date & Time		Date of shipping from DC
D1	1.4	transport_company	Text	100	Delivery company
E1	1.5	box_number	Numerical Value	30	Quantity
F1	1.6	box_size	Text	30	Size
G1	1.7	use_entrance	TruthValue (true/false)		Loading dock Yes : true No : false
H1	1.8	reason_large_size	TruthValue (true/false)		Reason – large size Yes : true No : false
11	1.9	reason_amount	TruthValue (true/false)		Reason - large # of items Yes : true No : false
J1	1.10	reason_other	TruthValue (true/false)		Reason - others Yes : true No : false
K1	1.11	reason_other_comment	Text	128	Comment for others
L1	1.12	contents	Text	255	Contents
M1	1.13	maker	Text	128	Manufacturer
N1	1.14	remarks	Text	2000	Comment





6 When portal is out of service

Following screen will displayed when you access <u>https://portal.kvh.co.jp</u> during maintenance or outage. When it is out of service, please follow instruction on screen and submit request to KVH by e-mail. (Only Admission and Shipping and Receiving request is available to submit via mail during the maintenance or incident.)

In case of the following screen is not displayed but the portal system is not available or enable to login, please contact KVH Service Desk. KVH Service Desk will provide Excel based request form to you.

Notice Portal Notic	2	
к	大変申し訳ございません。 VH Portalは、現在ご利用いただけません。 Apologize for your inconvenience.	
■データセンターサイトご利用方: ご迷惑をおかけし、たますが、システム復旧言 データヤンターム教育で移動し、知識が必要求	KVH Portal is now out of service.	
#FOR Data Center Site Users : Please note that you will not be able to su However, please click below button if you	herit CSL update request row. would like to submit Data Center Admission and Shipping / Receiving Requests. Request for Data Center	
109 KVHCa ltd Allrights reserved		







7 Field Description

* Every input field can not handle model dependence Chinese characters.

7.1 Admission Request

	🕒 Data Cer	nter Sit	e	Γ¢	VH JAPANESE MANUA	L CHANGE PASSWORD CONTACT IS Test Account Tokyo DC TEST
Data Cente	r					Logout:
Request list	O Admission	0	Shipping Receiving	CSL D		
Request form	Request list Search					
Admission re	equest					
	参照 Apply C	lear				
Requester	DC Customer ID Company Requester	SHIS0000TES IS Test Acco Charlie Yost	ST unt Tokyo DC TEST nida			
	Visiting Data Center	KVH Tokyo [)ata Center			
	•Visiting time from	2010/12/1	4 11 Hour	15 Vinute	(2)	
		2010/12/1	4 iv II Mour		quest or multiple days.	
		I. Company:		Name:		
		8. Company: B. Company:		Name:		
Visitor		1. Company:		Name:		
	•Visito	5. Company :		Name:		
		6. Company :		3 Name:		
		7. Company:		Name:		
		B. Company:		Name:		
		10. Company	:	Name:		
	Escorted by	C _{Custome} C KVH F	er lack No:			
	Rack unlock request	O _{Yes} I O _{No}	Rack No: 5			
		🗆 Maintena	ance 🗆 Repair 🗖 Tour	🗆 Meeting 🗖 Other		
	Purpose of visit	t	6)		
			room			
	Room request	C Staging	room 📿			
	Comment					
		1	ОК	Cancel "		
About Information	Security Privacy Pol <u>icy Te</u>	rms of Use ∣i	About KVH			
7 2009 K VH.OO.,LTO	. An rights reserved.					

1. Input "Visiting time from" and "Visiting time to" By clicking calendar icon you may select date on calendar view. The default is set as next day, so please be aware to change the date to today if you are requesting for today's visit.



2. By selecting "Request for multiple dates", this feature will help you to create same requests if you are requesting for same time of entry and leave dc every day.

For security reasons, one request will be invalid once applicant leave data center.

3. Input name and company name of the visitor. If visitors are over 10 people, please submit in to 2 requests.

4. Select escort person from , "Customer" with visitor card, or "KVH" for KVH staff. Please input rack number of where you want to have visitor escorted when you select "KVH".

5. Select "Yes" for KVH to unlock rack for visitor to work. In such case please input rack no.

6. Select visitor's purpose of the visit to data center (multiple selection)

7. Select room which visitor needs to use. (multiple selection)

Housing Room: Server room where customer's racks are stored.

Staging Room: Reservation room where visitor can work on unpacking.





7.2 Receiving Request

$\otimes \otimes ($	Data Center S	Site	[KVH].	JAPANESE MANUAL CHANG	3E PASSWORD CONTACT est Account Tokyo DC TES
Data Center	.a				Logout
				v	
Request list	Admission O	Shipping Receiving	CSL D		
Request form R	Request list Search				
Shipping / Re	eceiving request				
s required item	参照 Apply Clear				
Requester	DC Customer ID SHIS000 Company IS Test (Requester Charlie Request to KVH Tok	DTEST Account Tokyo DC TEST Yoshida .yo Data Center			
	Ship/Receive C Ship	oping (Shipping from DC) eiving (Delivery to DC)			
	Date shipped by 2010/10 customer				
	Date of planned 2010/1 delivery to DC **Men s	2/14 (2)13 Hour 4 hipped from overseas, this form w	5 <u> Minu</u> te vill be valid for one week after	the planned delivery date.	
	Date of customer pickup at DC	2/14 🕄 13 🚽 Hour 4!	5 💌 Minu <mark>te</mark>		
	Delivery company	4			
	• Quantity 5]			
Ship/Receive	Size	<u>8 m x W1 m x D1 2m)</u>]		
	Loading dock	resize re#ofitems rs:	7		
	Contents	Specify expected time for loadin	g deck and elevator.		
	Manufacturer	(9)			
	Comment				
	,	ОК	Cancel		
About Information S	iecurity Privacy Policy Terms of Us	e About KVH			
) 0000 K) (ILC- LLL					
7 2009 NVH.CO.,Ltd.	All rights reserved.				

1. Input date of package dispatch from customer or manufacture. By clicking calendar icon you may select date on calendar view.

2. Input date of package delivery to data center.

3. Input date of customer picking up the package delivered.





- 4. Input delivery company name
- 5. Input quantity of package.
- 6. Input size of the package (e.g: H2.2m x W1m x D1.2m)
- 7. If loading dock is necessary for delivery, please specify reason and expected time for delivery.

- 8. Input contents information (e.g: Server)
- 9. Input manufacture name of the package (e.g:HP)

Please be advised that "Admission request" is required for driver of delivery company ships in package to data center.





7.3 Shipping Request

	Data Center	Site	KVH	JAPANESE MANUAL CHANGE PA	SWORD CONTACT				
Data Center					Logout				
	-::								
Request list	Admission D	Shipping Receiving	CSL D						
Request form R	equest list Search								
Shipping / Re is required item	ceiving request								
Requester	参照 Apply Clear DC Customer ID SHIS000 Company IS Test Requester Charlie Request to	IOTEST Account Tokyo DC TEST Yoshida kyo Data Center							
_	•Ship/Receive C Shi C Re	pping (Shipping from DC) ceiving (Delivery to DC)	-						
	DC 2010/1	1/09 (1) 9 三 時 30	▼ <mark>分頃 ^{te}</mark>						
	Quantity 3 Size Gene: H2	2m x W1m x D12m) 4]						
Ship/Receive	Loading dock Lar Loading dock Lar Lar Please - Please	s ge size ge # of items ers: s specify expected time for load	5 ing deck and elevator.						
	*Contents	6							
	Manufacturer (7) Comment								
		ОК	Cancel						
About Information S	ecurity Privacy Policy Terms of U	se About KVH							
C) 2009 KVH.Co.,Ltd.	All rights reserved.								

1. Input date of package dispatch from data center. By clicking calendar icon you may select date on calendar view.

2. Input delivery company name

3. Input quantity of package.

4. Input size of the package (e.g: H2.2m x W1m x D1.2m)





5. If loading dock is necessary for delivery, please specify reason and expected time for delivery.

- 6. Input contents information (e.g: Server)
- 7. Input manufacture name of the package (e.g:HP)

Please be advised that "Admission request" is required for driver of delivery company ships in package to data center.





7.4 CSL Update Request

🔇 🕑 🕒 Data Co	enter Site	KVH JAPANESE MANUAL CHANGE PASSWORD IS Test Account Tok	CONTACT
Data Center		Logou	rt ""
Request list 💽 Admissi	on O Shipping O Receiving O	CSLO	
CSL Update Request Search Active	CSL		
Requester Compa Request da is required item	TD SHISO000TEST ny IS Test Account Tokyo DC TEST er Charlie Yoshida te 2010/12/13		
参照… Apply No Name C	Clear Division Company Tel	E-mail Role Access Area	Clear
1 Voshida 1 First Name Charlie 2		Imail (total 10) ACR IEV(9) IA ID Imail (total 10) Imail (total 10) IA ID IA ID Imail (total 10) Imail (total 10) </td <td></td>	
Permission for portal (View description Login (Login ID Available) Vie Admis	n) sw Edit Submit Vie ssion Admission Admission Shipp	ew Edit Submit View Edit Submit ping Shipping CSL CSL CSL	
*Last Name Div 2 Mahapun *First Name	ision +Company Tel 1 PLUM Tel 2	E-mail 1(Login ID) daleuj4 ifc4@kvh.co.jp	Clear
Login (Login ID Available) Vie Admis	ew Edit Submit Vie ssion Admission Admission Shipp	w Edit Submit View Edit Submit pine Shippine SSL CSL CSL	
Comment		Add (13) lows
		Canad	
Login (Login ID Available) Adm	iew Edit Submit N hission Admission Admission Sh	View Edit Shipping Submit View CSL Edit CSL Submit CSL	
Login (Login ID Available) This becomes active i	if "E-mail Address 1" is filled.	
Activate Admissi	on View admission request Admission	Edit admission request Submit Admission Submit admission request	
Inactivate View Shippin	View shipping & receiving Edit Shipp package request	bing Edit shipping & receiving Submit shipping & receiving Shipping backage request	
View CS	SL View CSL Edit CS	Edit CSL Submit CSL update request	
About Information Security Privacy Policy	Terms of Use About KVH		
(C) 2009 KVH.Co.,Ltd. All rights reserved.			

1. Input last name

2. Input first name





3. Input division/department

4. Input company name

5. Please enter your phone number. *Only ACR is mandatory

KVH will contact you through this number in case:

- Identity confirmation is required.

- The visitor gets sick or injured and requires medical treatment.

- The applicant for a visit or ship-in/out cannot be contacted, or some details could not be confirmed with the applicant.

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6. Input emergency telephone number in case KVH could not reach Tel1.

7. The primary E-mail address (E-mail 1) will be used as the KVH Portal login ID. It is compulsory for users, who are required to view, create, or submit request forms, to register E-mail 1 address. (Please note that users without an E-mail 1, cannot access the KVH Portal)

The primary E-mail (E-mail 1) must be a unique E-mail address meaning that it can be used only once as a primary E-mail (E-mail 1) for one CSL.

8. Secondary E-mail (E-mail2) address is for notifications purposes only and is not to be required unique. The same E-mail address can be used multiple times in one CSL.

9. Select permitted access level.

10. Input permitted area (server room, rental locker floor)

11. By clicking on "Clear" will clear the line of user





12. Select Role from "ACR-Sub" or "Members" (BLANK). ACR is fixed on top row.

13. This "Add 10 row" will be available if request is raised to KVH for adding more than 10 users.