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 text 2.1.3: Add text on “multiple request”
1.5	2010/08/31	4.1: About password character 6: 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

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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)

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)

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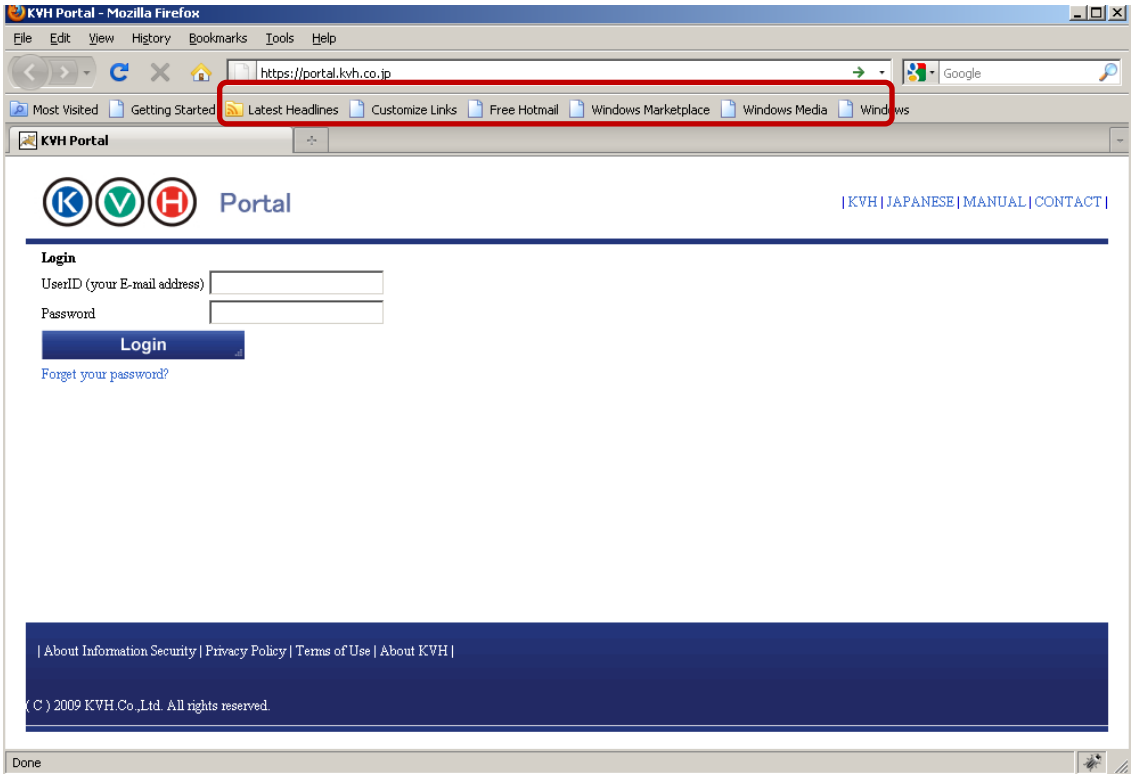
1.3.1 STEP1 Log-in

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



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”.)

※ If you have forgotten your password, click “Forgot the password”. (Refer to Section 4.2 “If you have forgotten your password”.)

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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.

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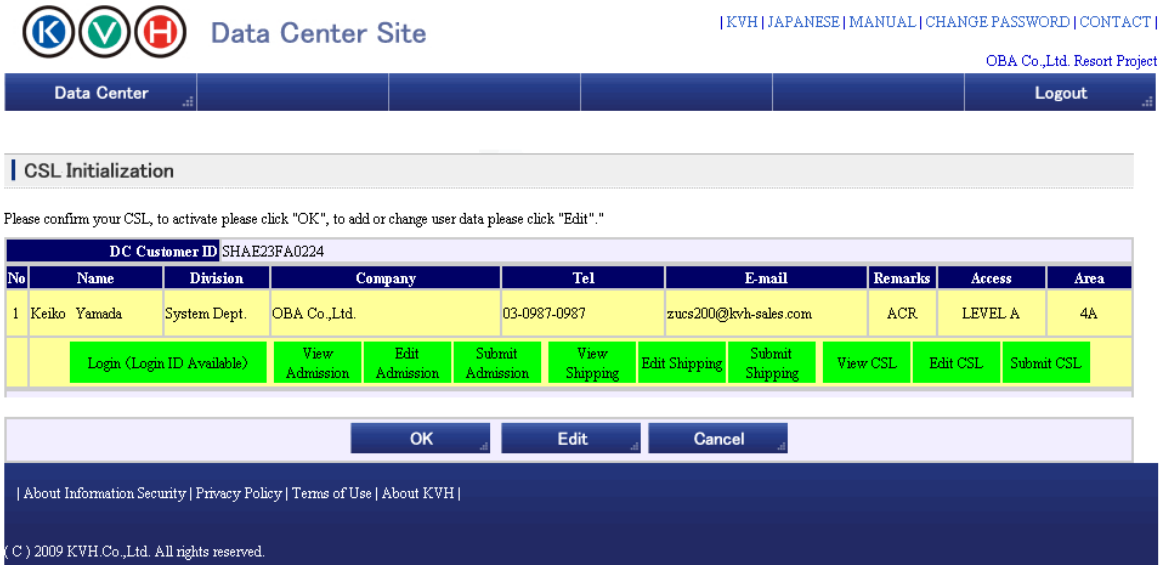
1.4 CSL Registration

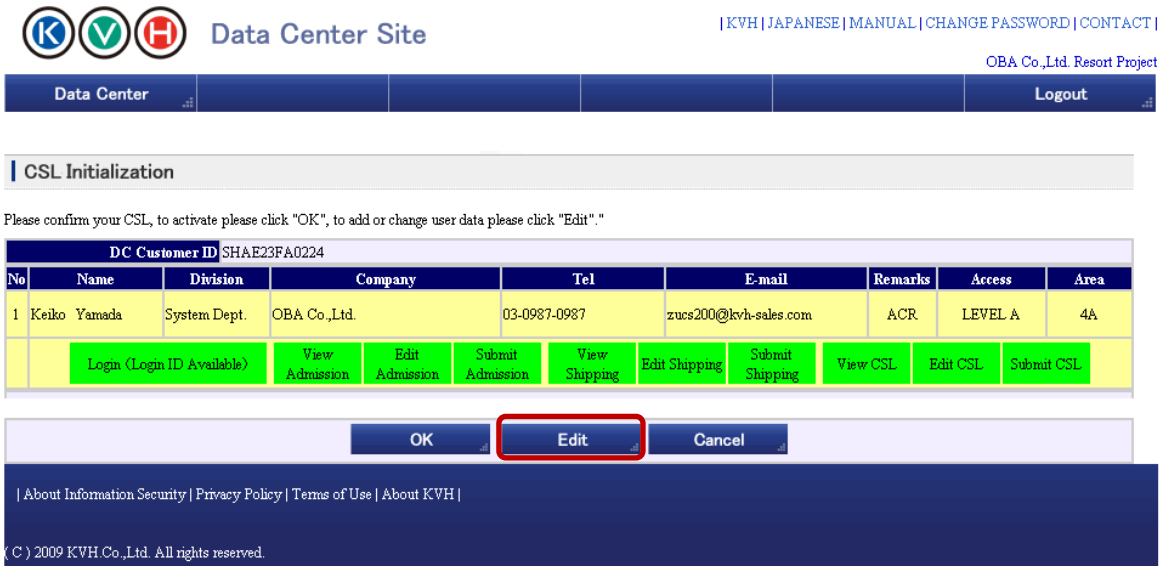
ACR is required to follow below steps for CSL Registration.

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.



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].



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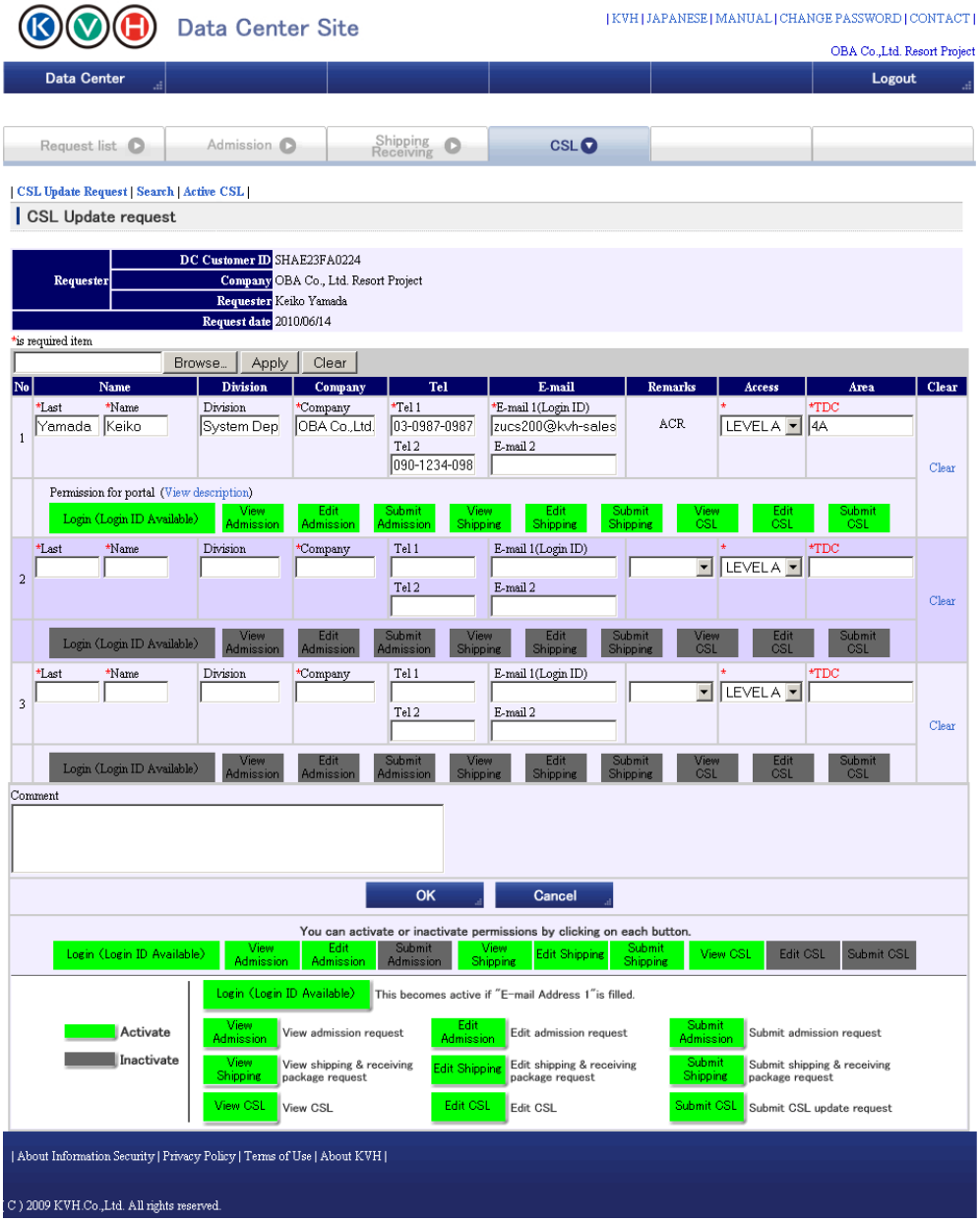

Please click “Add10Rows" for adding new 10 rows

※ACR is fixed on top row

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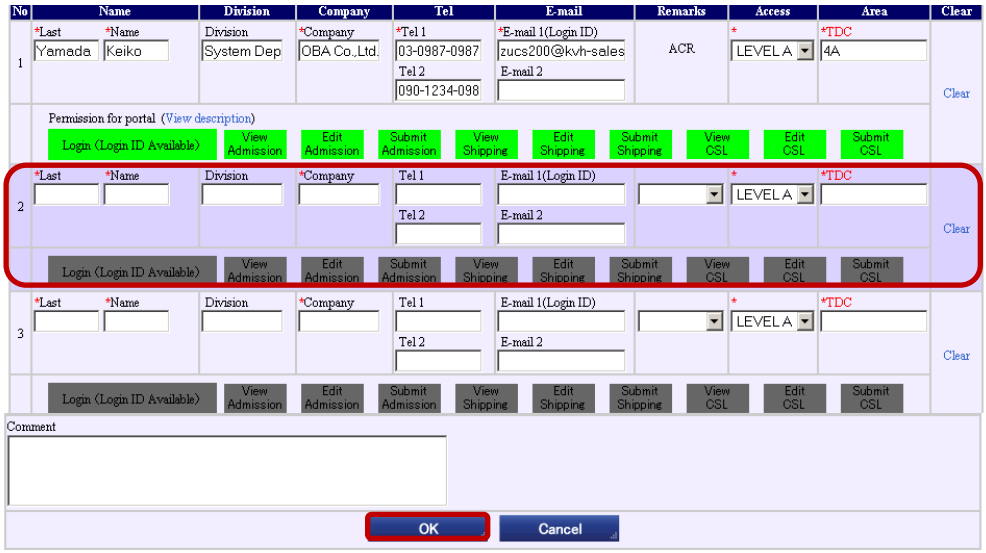
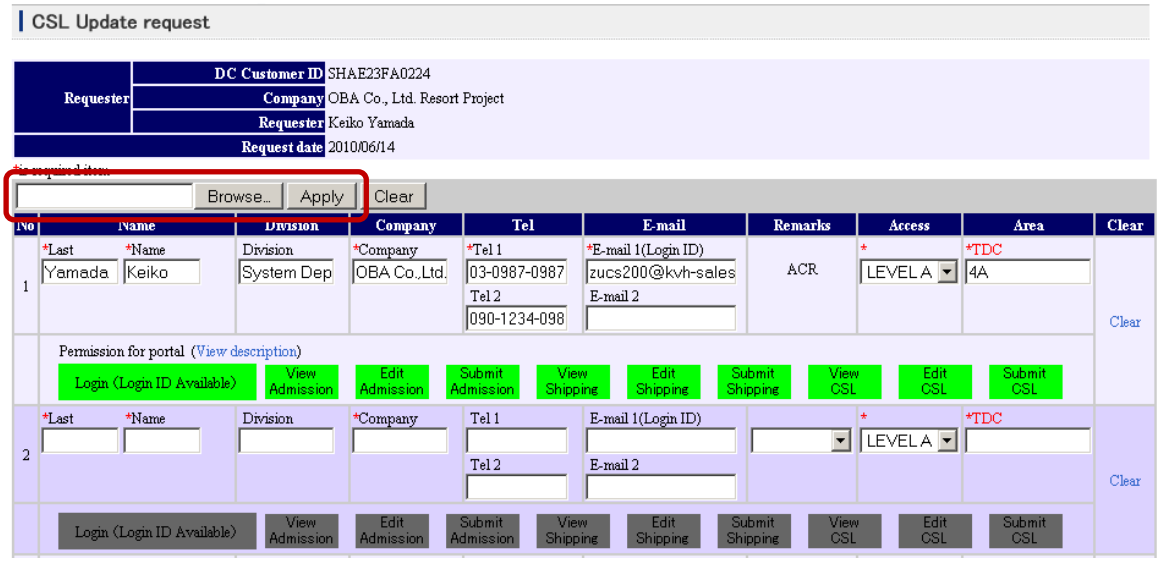
1.4.2 STEP2 CSL Request

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



※ 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.



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※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～LEVEL D

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

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

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

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・TDC2 : ACR&ACR-Sub / LEVEL A～LEVEL D

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

・TDC2 : Non-ACR & Non-ACR-Sub / LEVEL A～LEVEL D

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

・ODC : ACR&ACR-Sub / Non-ACR&ACR-Sub

Osaka ACR/ACR-Sub	View Admission	Edit Admission	Submit Admission	View Shipping	Edit Shipping	Submit Shipping	View CSL	Edit CSL	Submit CSL
Osaka Non ACR/ACR-sub	View Admission	Edit Admission	Submit Admission	View Shipping	Edit Shipping	Submit Shipping	View CSL	Edit CSL	Submit CSL

2) Click Submit button to submit the request.

※ To modify the request, click the [Edit] button.

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Data Center Site

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OBA Co.,Ltd. Resort Project

Data Center | Logout

Request list | Admission | Shipping Receiving | CSL

| CSL Update Request | Search | Active CSL |

CSL Update request

Accepted your request.

Requester	DC Customer ID	SHAE23FA0224
	Company	OBA Co., Ltd. Resort Project
	Requester	Keiko Yamada
	Request date	2010/06/14

No	Name	Division	Company	Tel	E-mail	Remarks	Access	Area
1	Yamada Keiko	System Dept.	OBA Co.,Ltd.	03-0987-0987 090-1234-0987	zucs200@kvh-sales.com	ACR	LEVEL A	4A
	Login (Login ID Available)	View Admission	Edit Admission	Submit Admission	View Shipping	Edit Shipping	Submit Shipping	View CSL	Edit CSL	Submit CSL
2	Yoshida Charlie		OBA Co.,Ltd.		yoshidac@oba.co.jp		LEVEL A	3B
	Login (Login ID Available)	View Admission	Edit Admission	Submit Admission	View Shipping	Edit Shipping	Submit Shipping	View CSL	Edit CSL	Submit CSL

Comment

Edit | Submit | Delete

Color Description

- ACR / ACR-sub
- New member
- Detail changed member (Except e-mail)
- Deleted member

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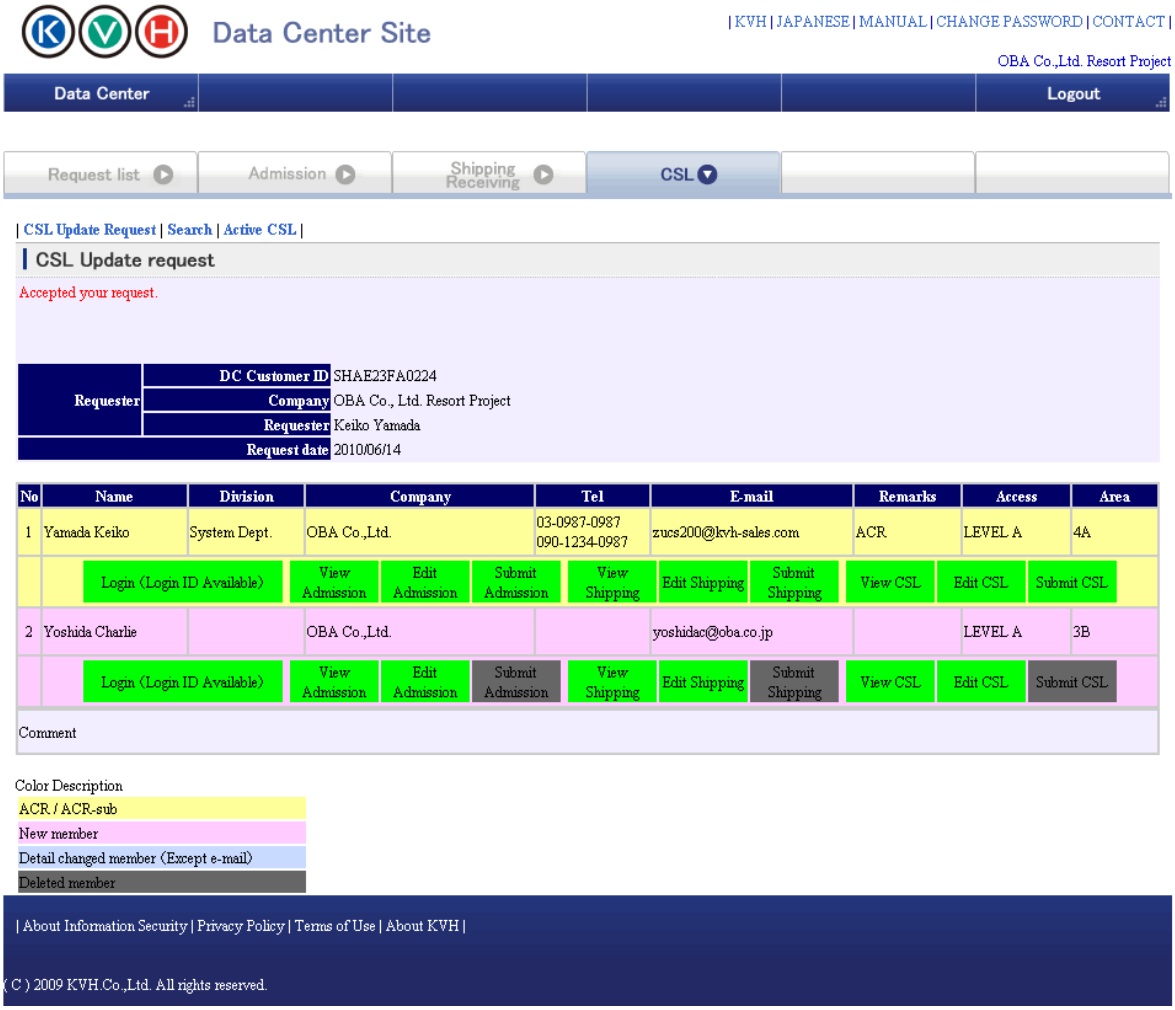
3) Your request has been submitted. Please wait until KVH finish processing your request.



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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.

OBA Co., Ltd.
Mr. Yoshida

You have been registered as a CSL member.
Please login to the KVH Portal with your "ID" and "Initial Password" to create new 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 email address)
Initial Password : (xxxxxxxx)

Thank you and best regards,

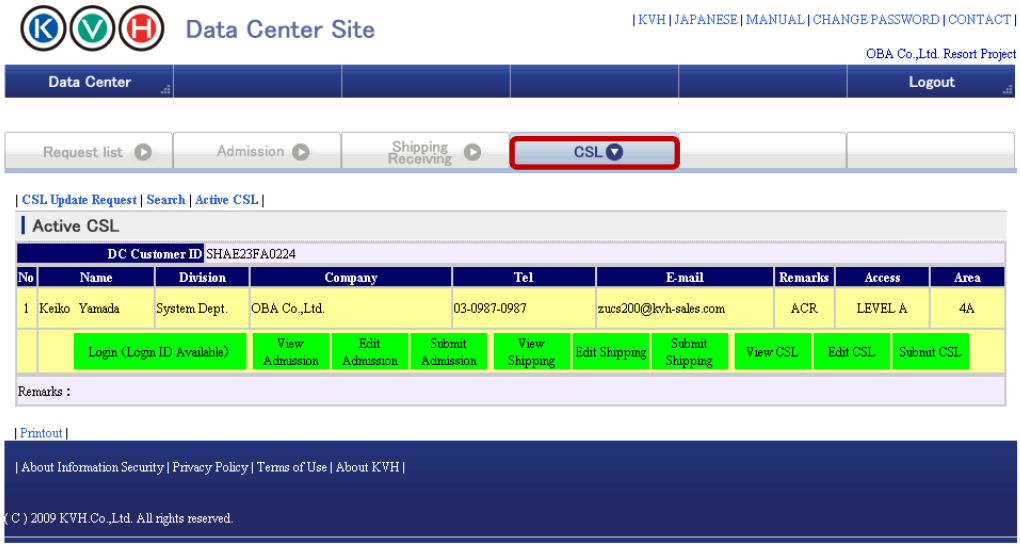
Please do not reply to this message. It was sent from an unmonitored e-mail address and we are unable to respond to any replies
****
KVH Co., Ltd.
DC On-site Support
(Name)
TEL: 0120-525-135 / +81-3-5617-2342
e-mail: dc-onsite@kvh.co.jp
KVH Portal: https://portal.kvh.co.jp
****

1.5 CSL Update

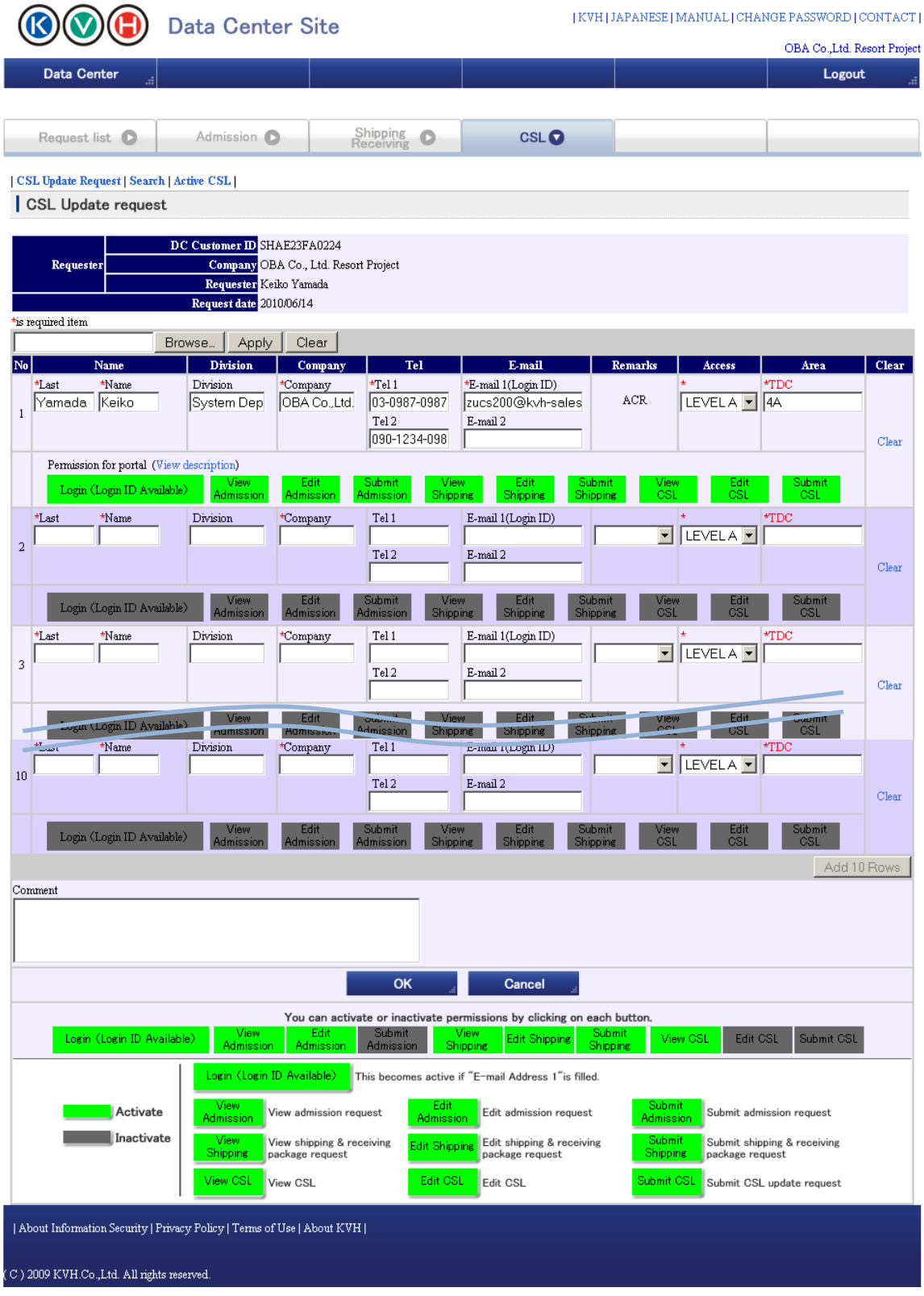
The CSL needs to be updated as follows if it is necessary to change, add or delete name(s) or information of CSL members.

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.



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



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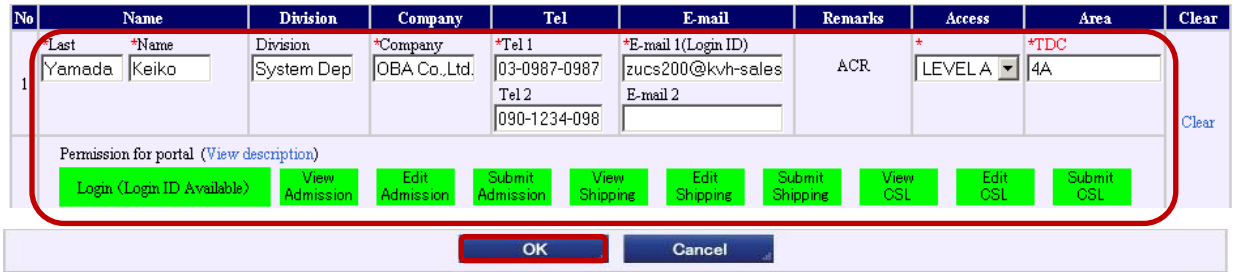
1.5.2 STEP2 CSL Update

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].



※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.

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2) Click Submit button to submit the request.

※ To modify the request, click the [Edit] button.

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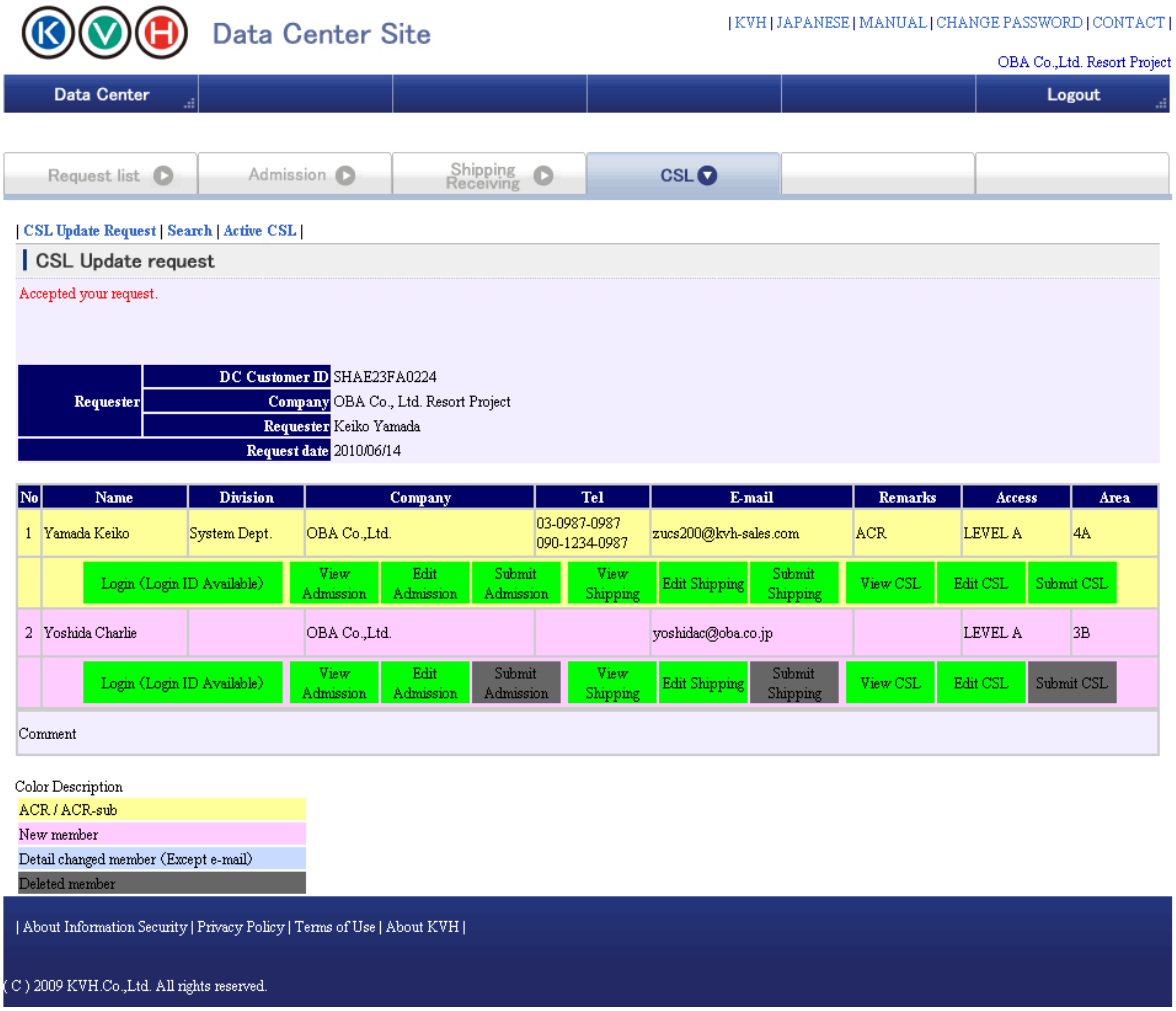
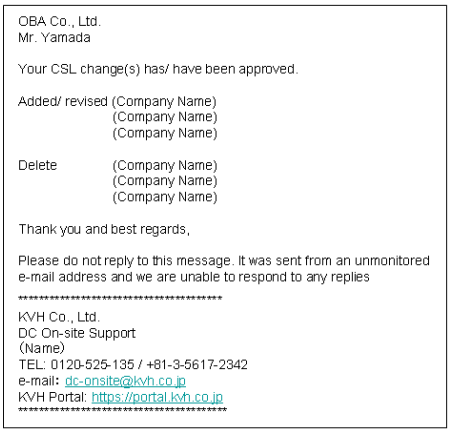
3) Your request has been received. Please wait until KVH finishes processing your request.



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.


OBA Co., Ltd.
Mr. Yamada

Your CSL change(s) has/ have been approved.

Added/ revised (Company Name)
(Company Name)
(Company Name)

Delete (Company Name)
(Company Name)
(Company Name)

Thank you and best regards,

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: dc-onsite@kvh.co.jp
KVH Portal: https://portal.kvh.co.jp

****

(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.”

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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).

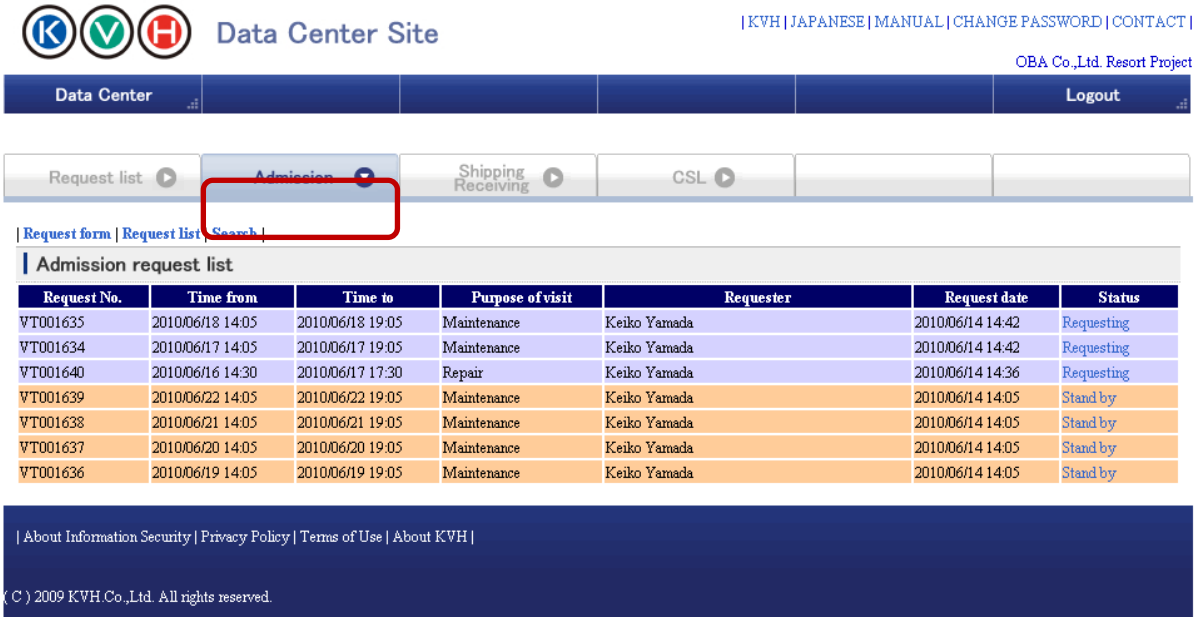
The request to enter the Data Center as a visitor may be submitted at the Data Center Site.

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.



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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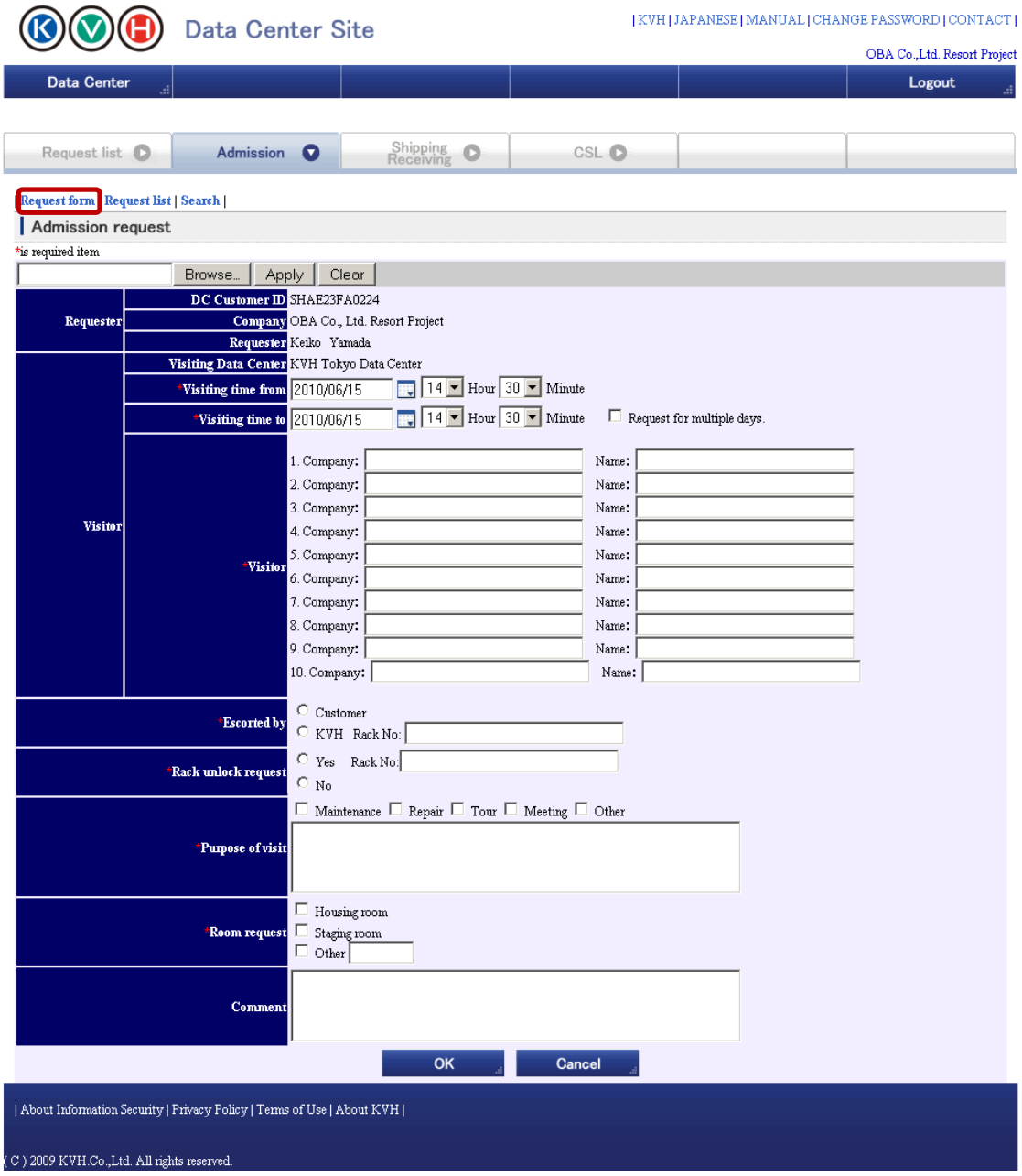
2.1.2 STEP2 Open the “New DC Admission Request” screen

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



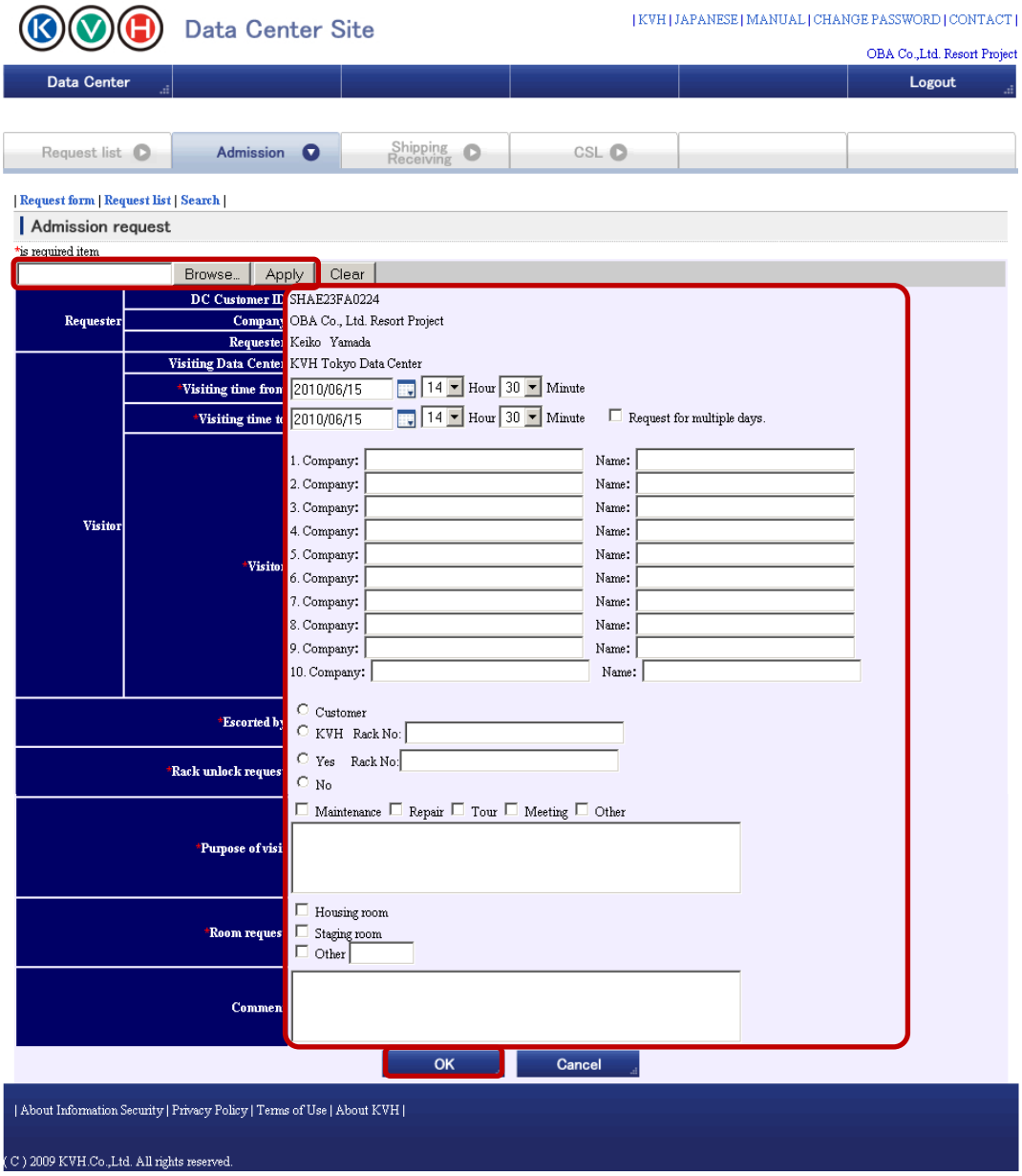
2.1.3 STEP3 Admission Request

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

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.



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.

3) Click Submit button to submit the request.

※ To modify the request, click the [Edit] button.

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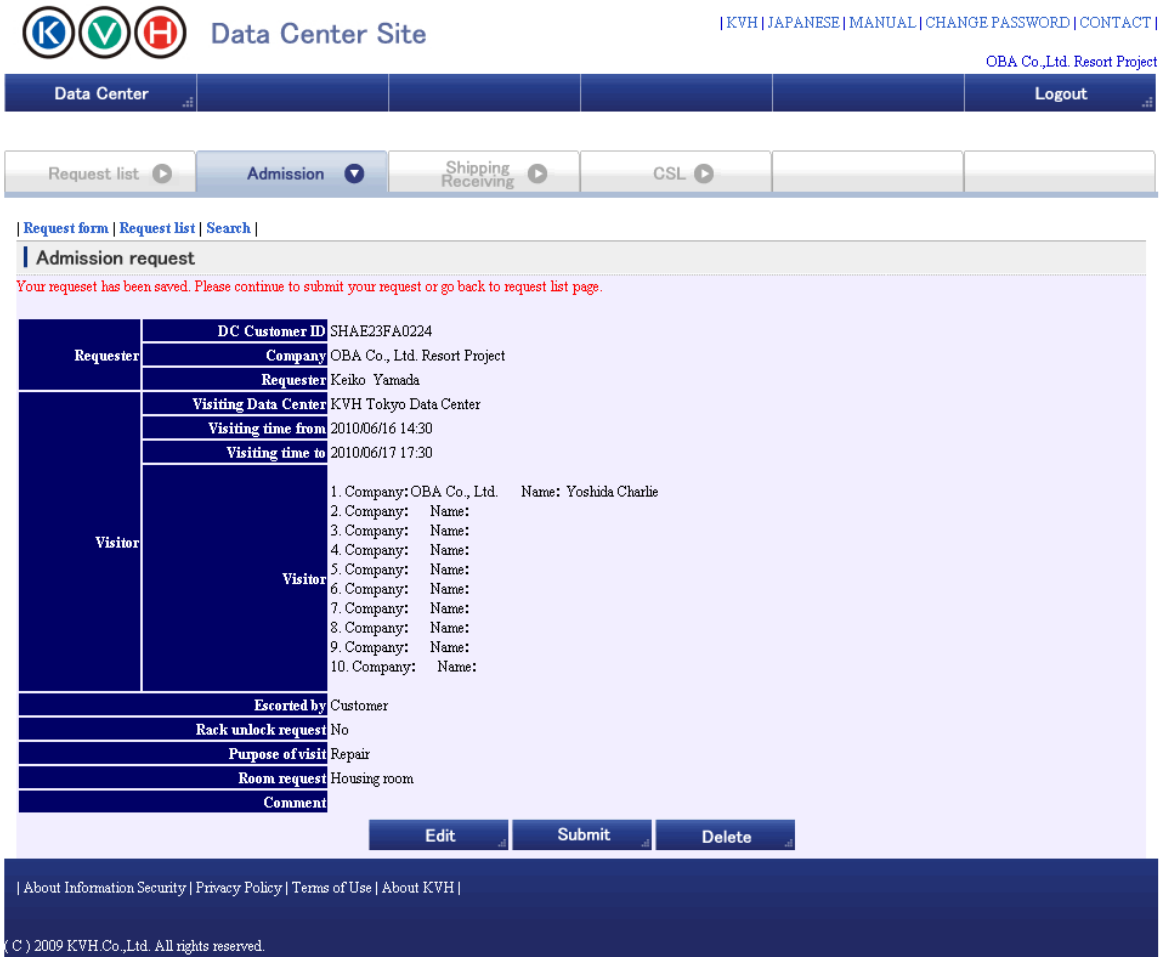

4) Your request has been submitted. Please wait until KVH finishes processing your request.

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Admission request

Accepted your request.

Click on"Request cancel"for canceling this request.

Requester	DC Customer ID	SHAE23FA0224
	Company	OBA Co., Ltd. Resort Project
	Requester	Keiko Yamada
Visitor	Visiting Data Center	KVH Tokyo Data Center
	Visiting time from	2010/06/16 14:30
	Visiting time to	2010/06/17 17:30
	Visitor	1. Company: OBA Co., Ltd. Name: Yoshida Charlie 2. Company: Name: 3. Company: Name: 4. Company: Name: 5. Company: Name: 6. Company: Name: 7. Company: Name: 8. Company: Name: 9. Company: Name: 10. Company: Name:
Escorted by		Customer
Rack unlock request		No
Purpose of visit		Repair
Room request		Housing room
Comment		

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

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※ 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.

OBA Co., Ltd.
Mr. Yamada

Your request was approved.

Thank you and best regards,

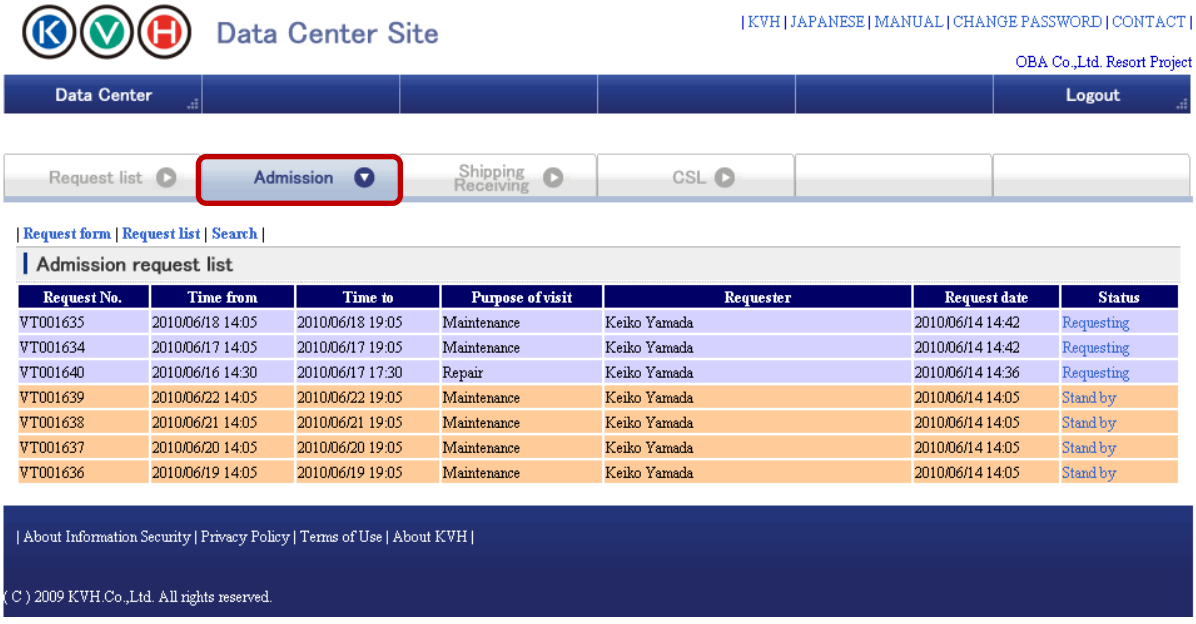
Please do not reply to this message. It was sent from an unmonitored e-mail address and we are unable to respond to any replies
****
KVH Co., Ltd.
DC On-site Support
(Name)
TEL: 0120-525-135 / +81-3-5617-2342
e-mail: dc-onsite@kvh.co.jp
KVH Portal: https://portal.kvh.co.jp
****

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.



2) On the “Admission Request List” screen, click on the status link of the request to be cancelled to

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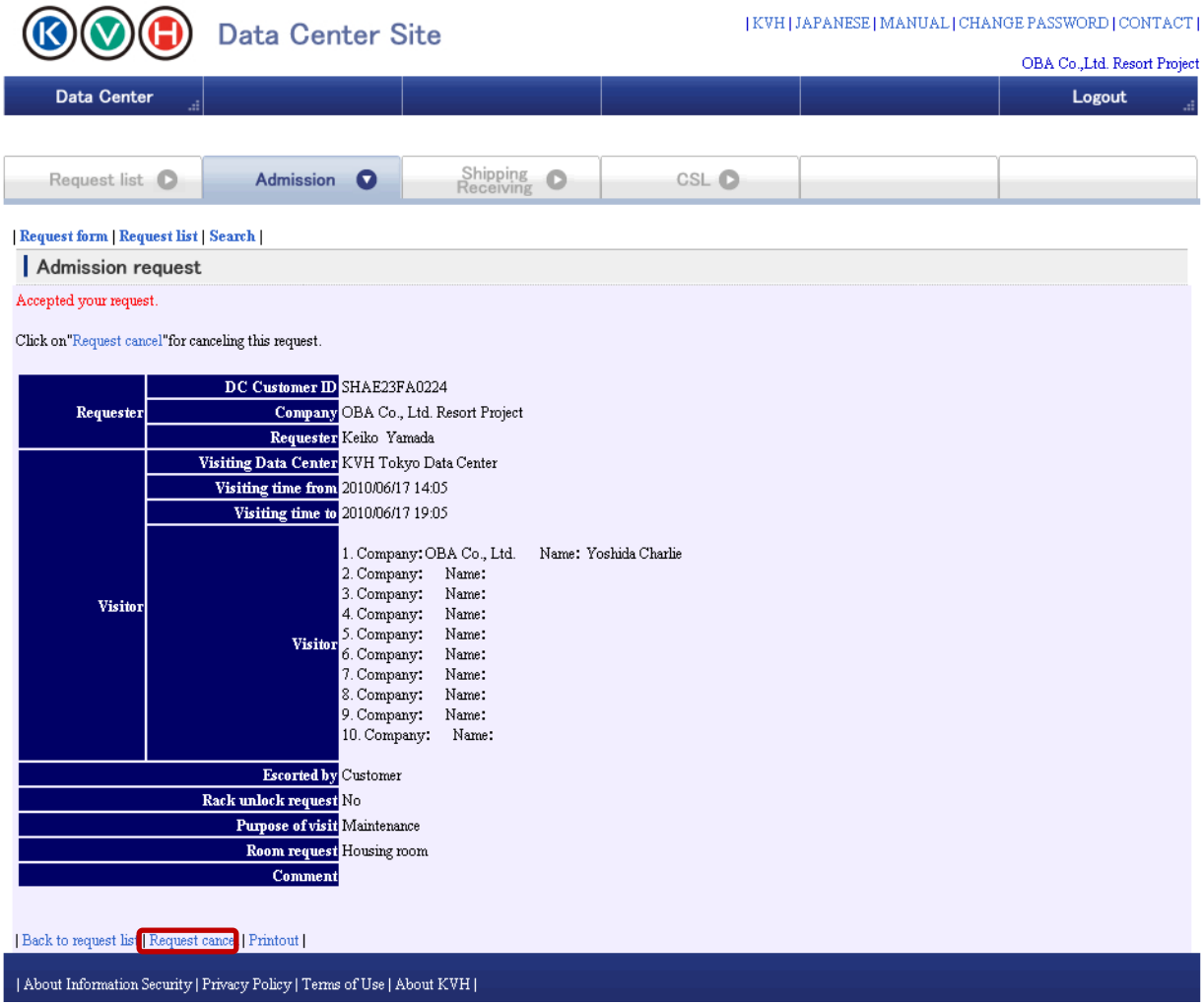
open the “Admission Request” screen.

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.



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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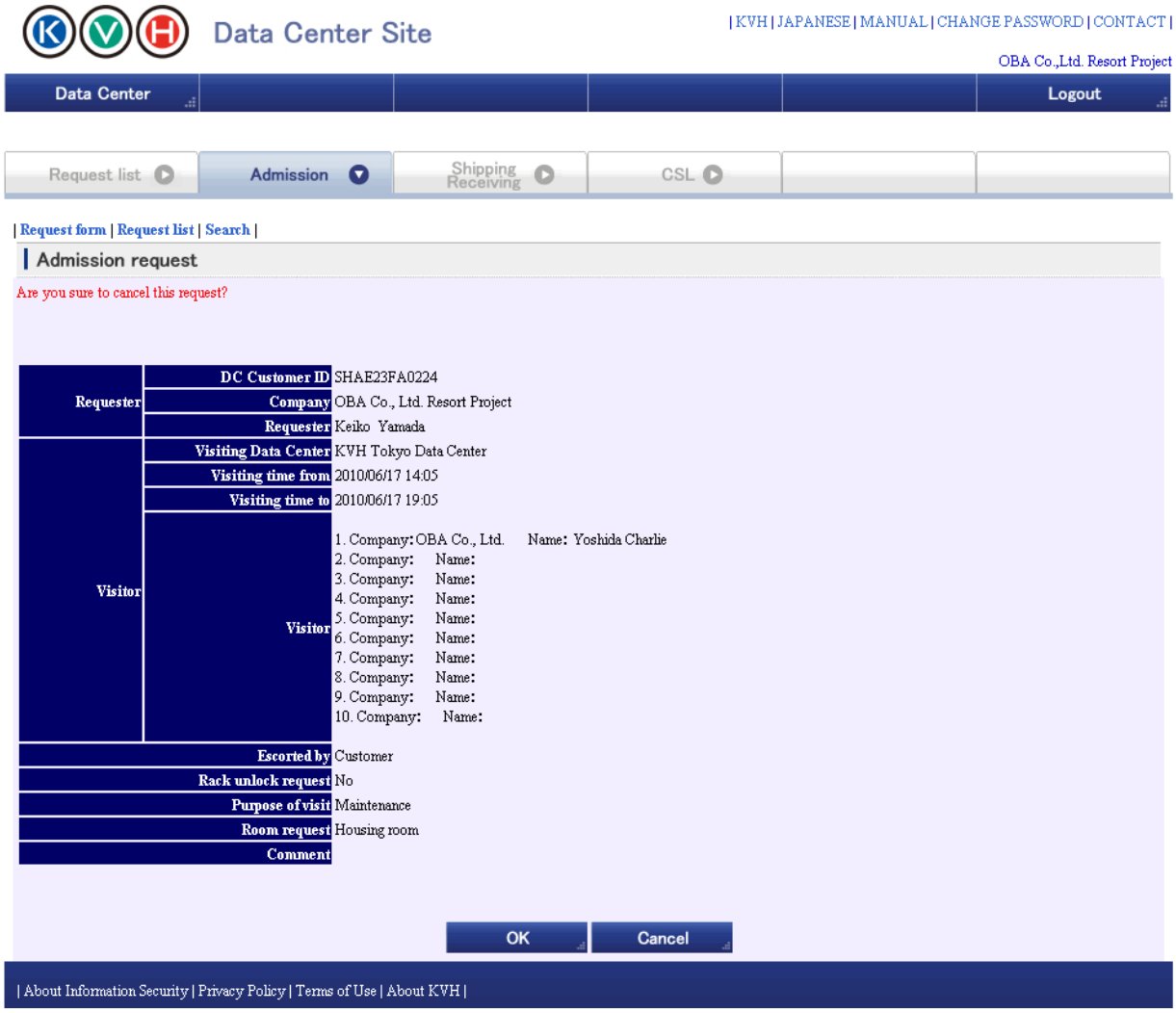
is OK to cancel, click [OK] button.



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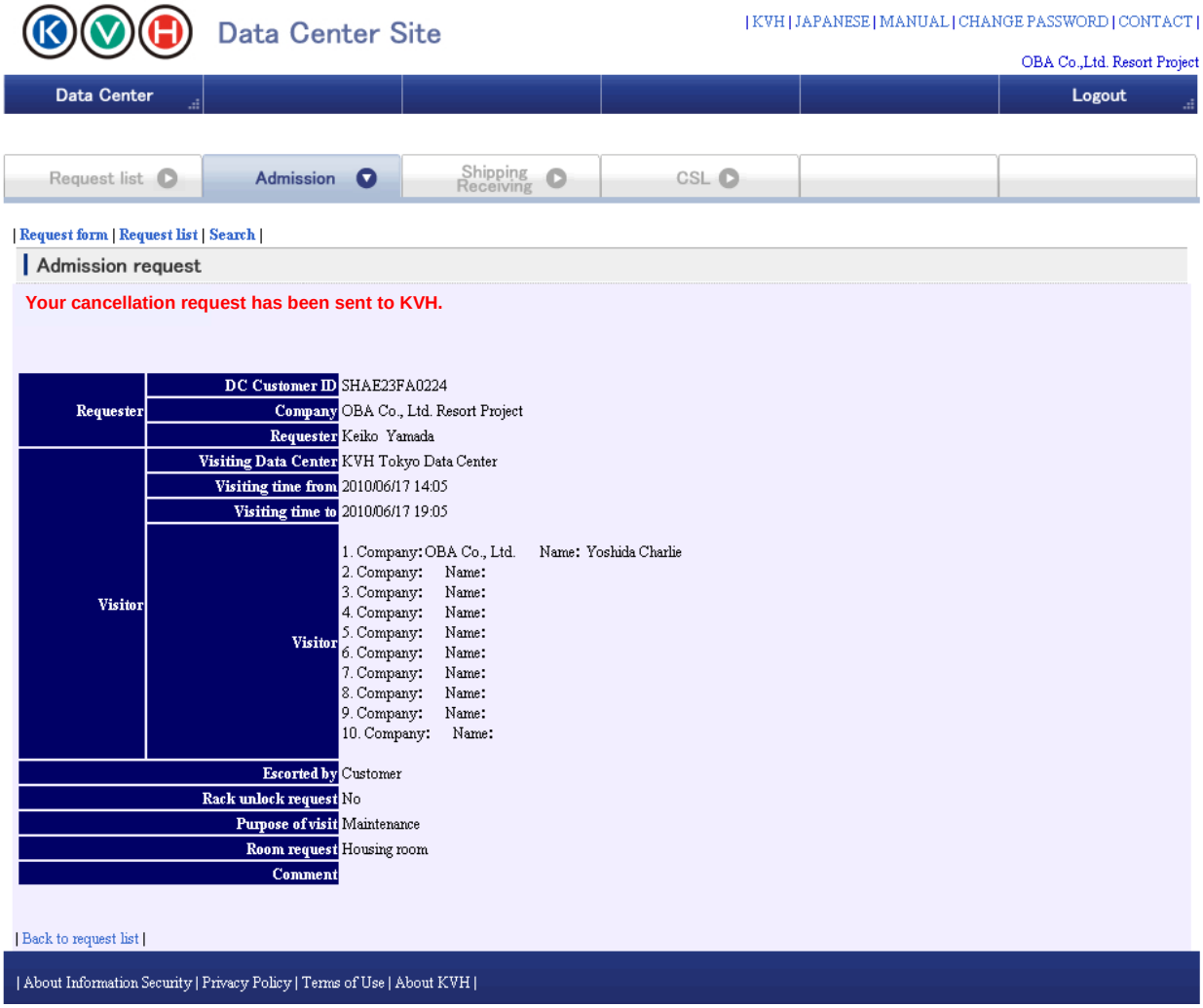
3) A message “Your cancellation request has been sent to KVH.” is displayed on the screen. The request is cancelled when the cancellation process on the part of KVH is completed and you will be notified by E-mail.



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

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OBA Co., Ltd.
Mr. Yamada

Your cancel request has been approved.

Thank you and best regards,

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: dc-onsite@kvh.co.jp
KVH Portal: https://portal.kvh.co.jp
****

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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Admission request

*is required item

Browse... Apply Clear

Requester	DC Customer ID	SHAE23FA0224
	Company	OBA Co., Ltd. Resort Project
	Requester	Keiko Yamada
Visitor	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 for multiple days.
	*Visitor	1. Company: Name: 2. Company: Name: 3. Company: Name: 4. Company: Name: 5. Company: Name: 6. Company: Name: 7. Company: Name: 8. Company: Name: 9. Company: Name: 10. Company: Name:
*Escorted by		Customer KVH Rack No:
*Rack unlock request		Yes Rack No: No
*Purpose of visit		Maintenance Repair Tour Meeting Other
*Room request		Housing room Staging room Other
Comment		

OK Cancel

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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.

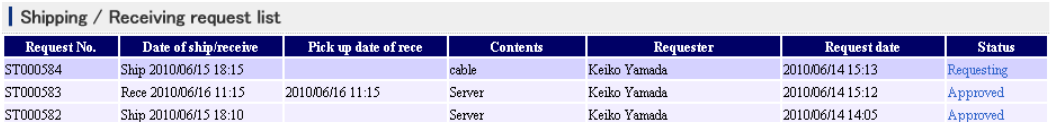
3.1 Shipping/ receiving packages

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.

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



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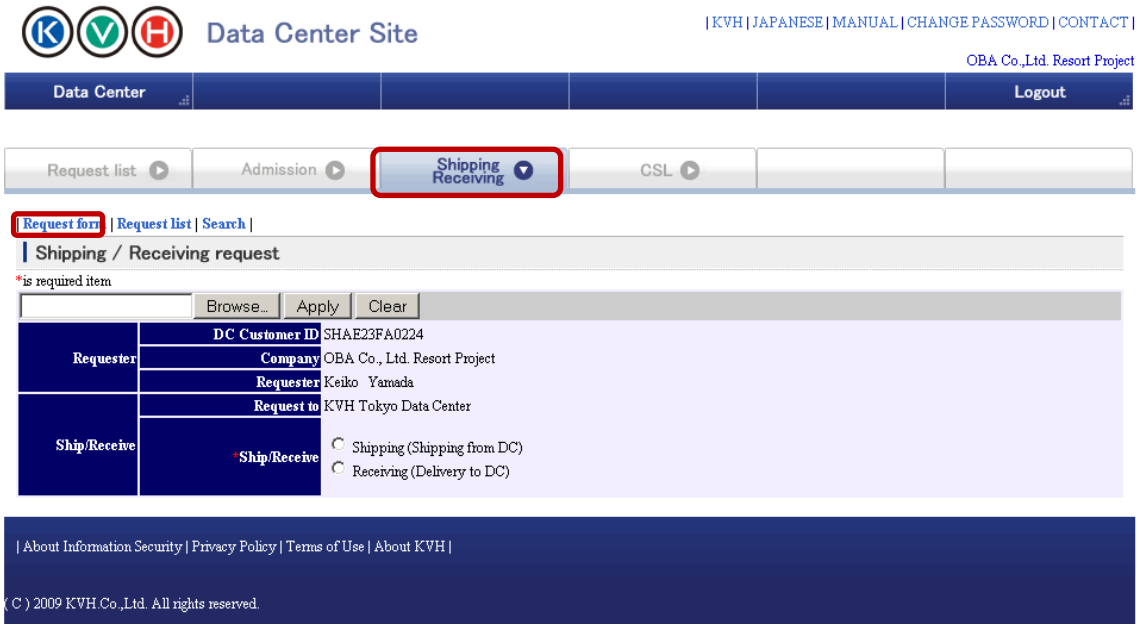
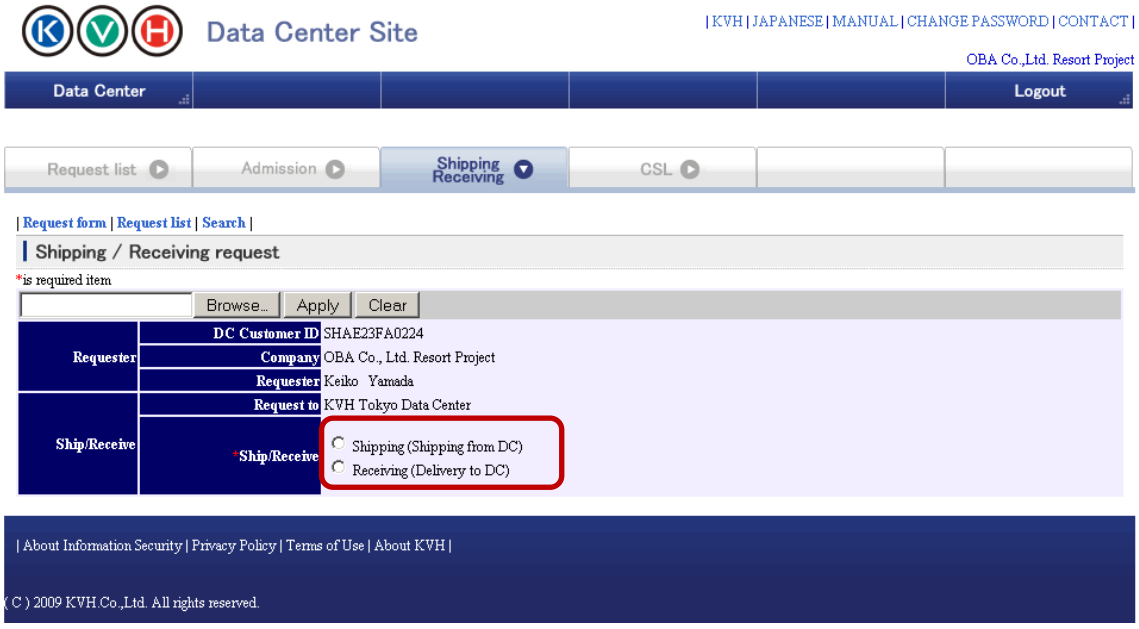
3.1.2 STEP2 Open the “New Shipping/Receiving Request” screen.

1) Click [Request Form] link to open the “New Shipping/Receiving Request” screen.



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.



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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”.

※ 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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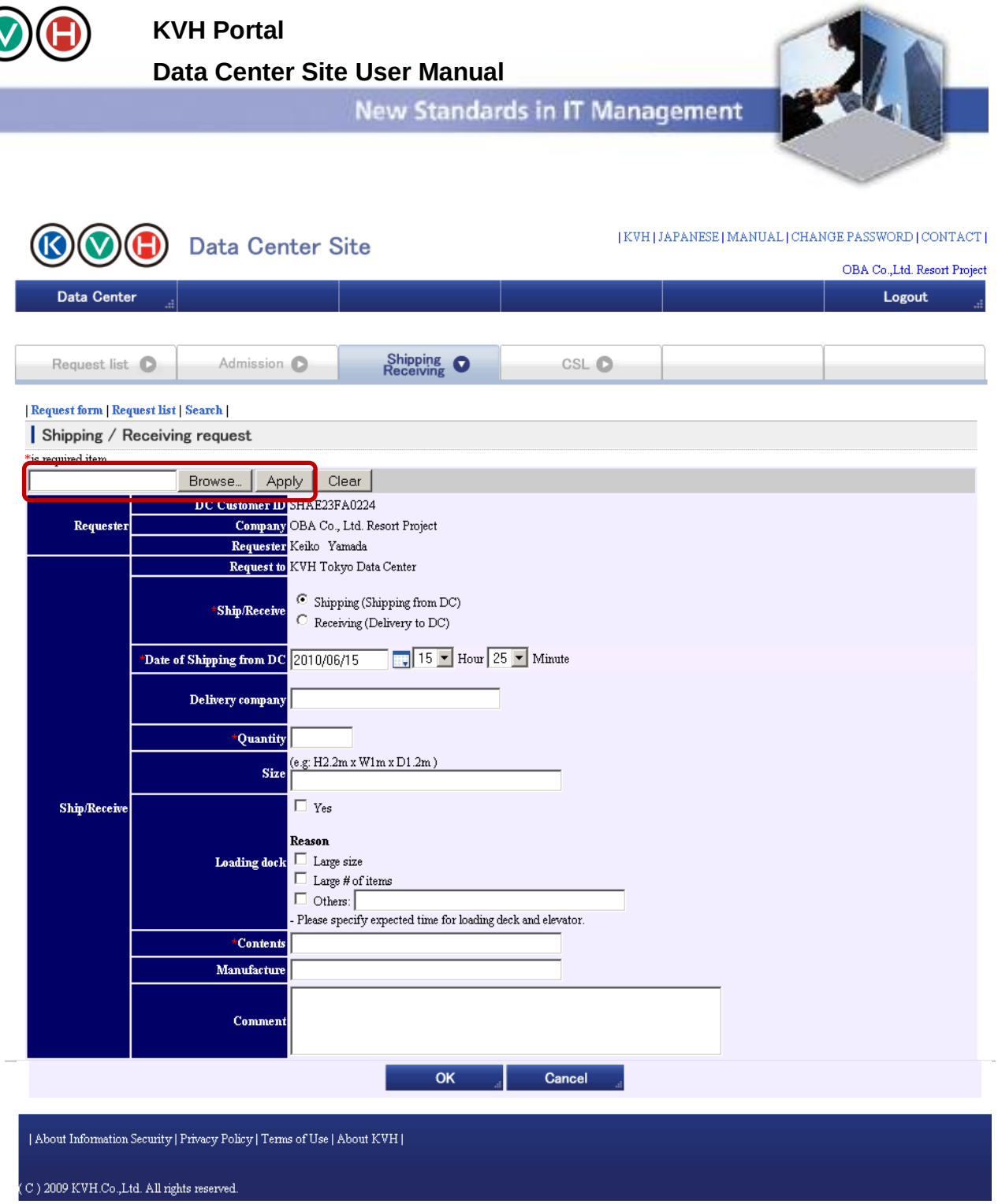

2) When the information has been correctly input, a message “Request has been saved” appears.

※ 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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Shipping / Receiving request

Your requeset has been saved. Please continue to submit your request or go back to request list page.

Requester	DC Customer ID	SHAE23FA0224
	Company	OBA Co., Ltd. Resort Project
	Requester	Keiko Yamada
Ship/Receive	Request to	KVH Tokyo Data Center
	Ship/Receive	Shipping
	Date of Shipping from DC	2010/06/15 19:25
	Delivery company	Yamato
	Quantity	1
	Size	
	Loading dock	No
	Contents	cables
	Manufacture	
	Comment	

Edit | Submit | Delete

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3) Click Submit button to submit the request.

※ 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.

5) 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 request and resubmit it.

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OBA Co., Ltd.
Mr. Yamada

Your request was approved.

Thank you and best regards,

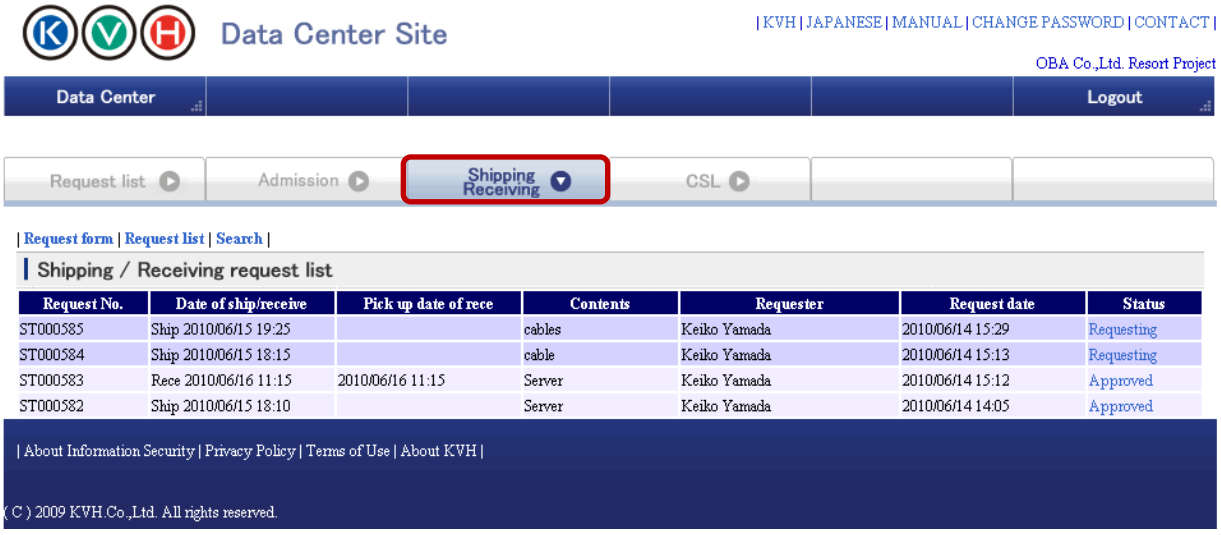
Please do not reply to this message. It was sent from an unmonitored e-mail address and we are unable to respond to any replies
****
KVH Co., Ltd.
DC On-site Support
(Name)
TEL: 0120-525-135 / +81-3-5617-2342
e-mail: dc-onsite@kvh.co.jp
KVH Portal: https://portal.kvh.co.jp
****

3.2 Cancel the request to ship/receive packages

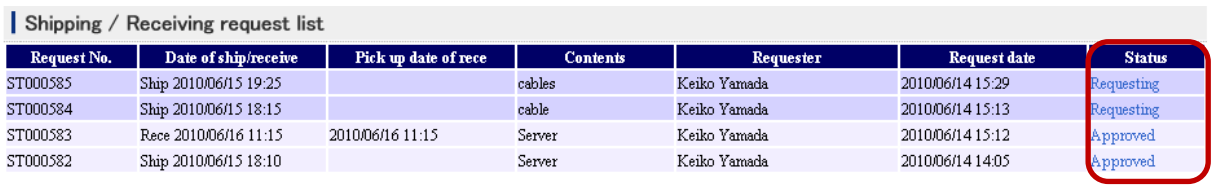
If it is necessary to cancel/withdraw the request to send/receive packages, the following procedures need to be taken to cancel the request.

3.2.1 STEP1 Open the “Shipping/Receiving” screen.

1) Click the [Shipping/Receiving] tab to open the [Shipping/Receiving Request List] screen.



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.



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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.

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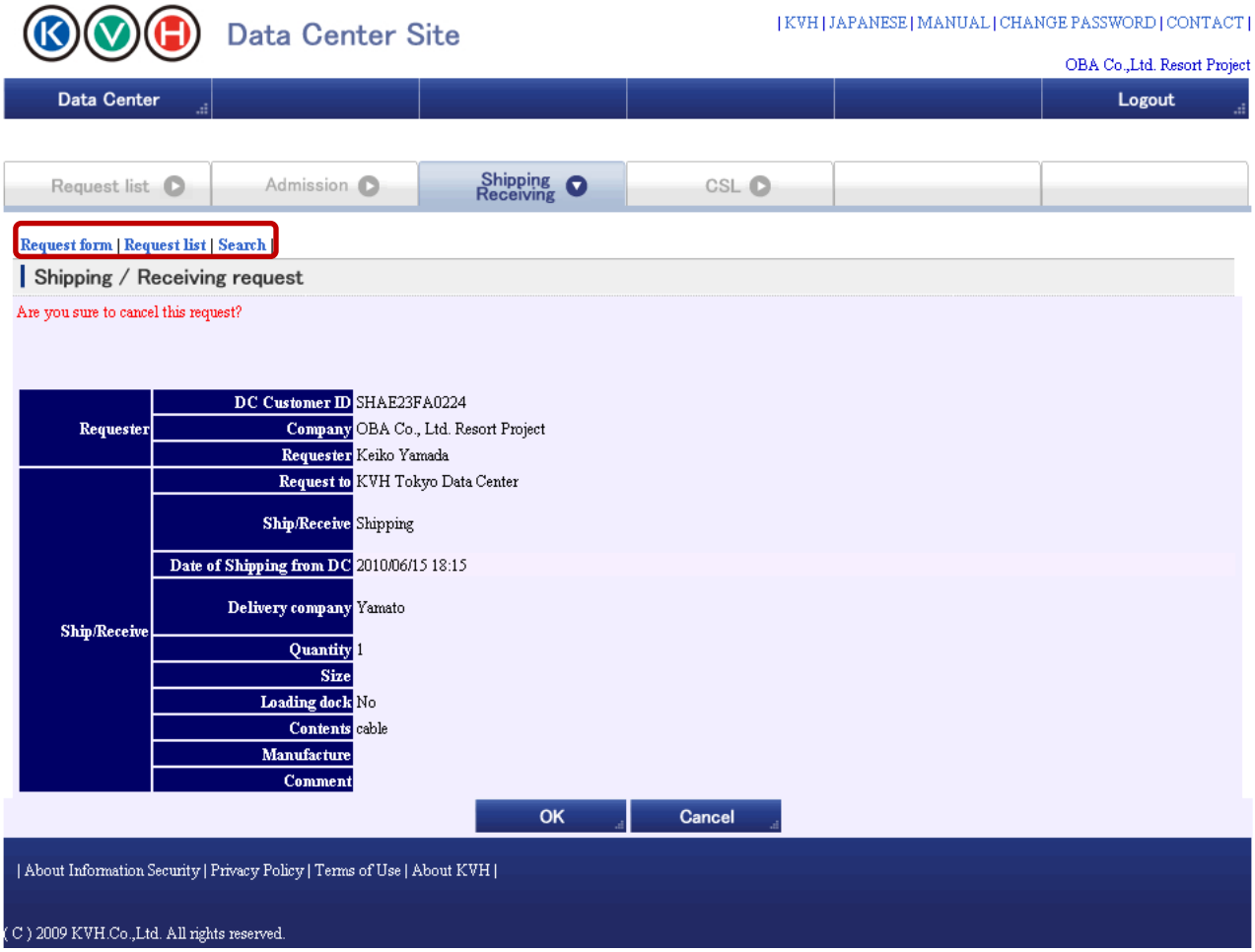
2) A prompt message “Are you sure to cancel the request?” will be shown on the screen. If it is OK to go ahead and cancel, click on the [OK] button.



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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.

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

OBA Co., Ltd.
Mr. Yamada

Your cancel request has been approved.

Thank you and best regards,

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: dc-onsite@kvh.co.jp
KVH Portal: https://portal.kvh.co.jp
****

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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)

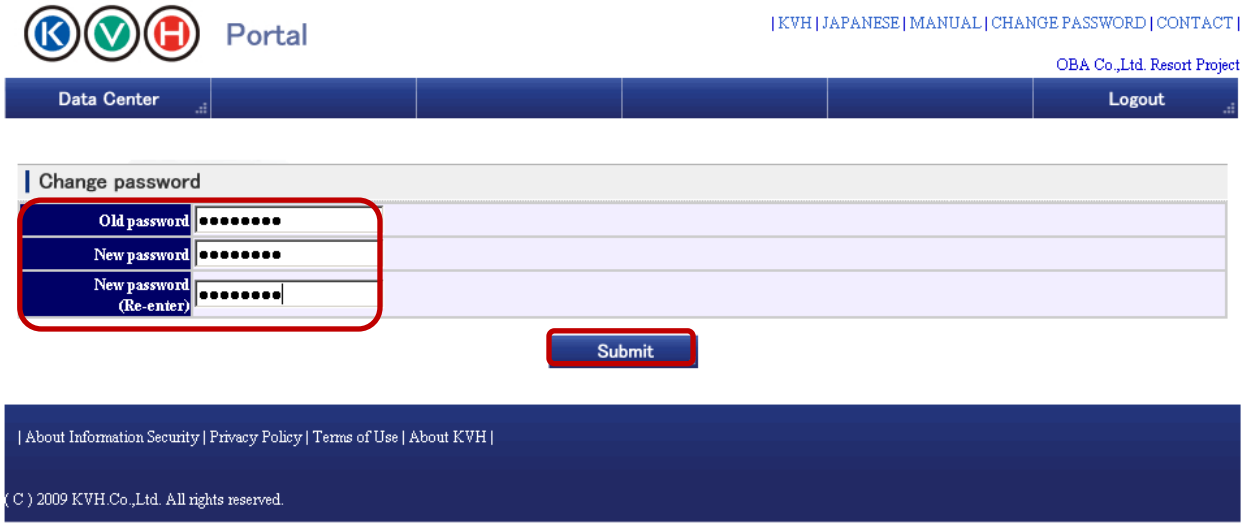
There is no limitation of password, but we recommend you to update password periodically.

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.

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.



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2) The password is now changed and you will receive the password change completion notification by mail.

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 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: dc-onsite@kvh.co.jp
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.

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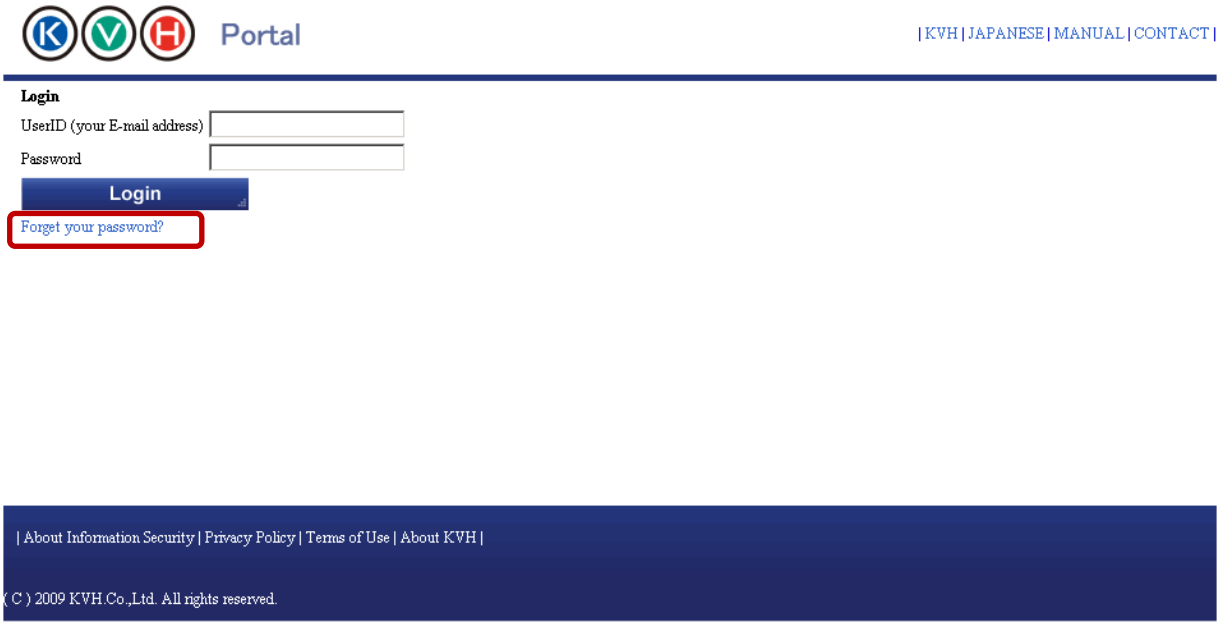
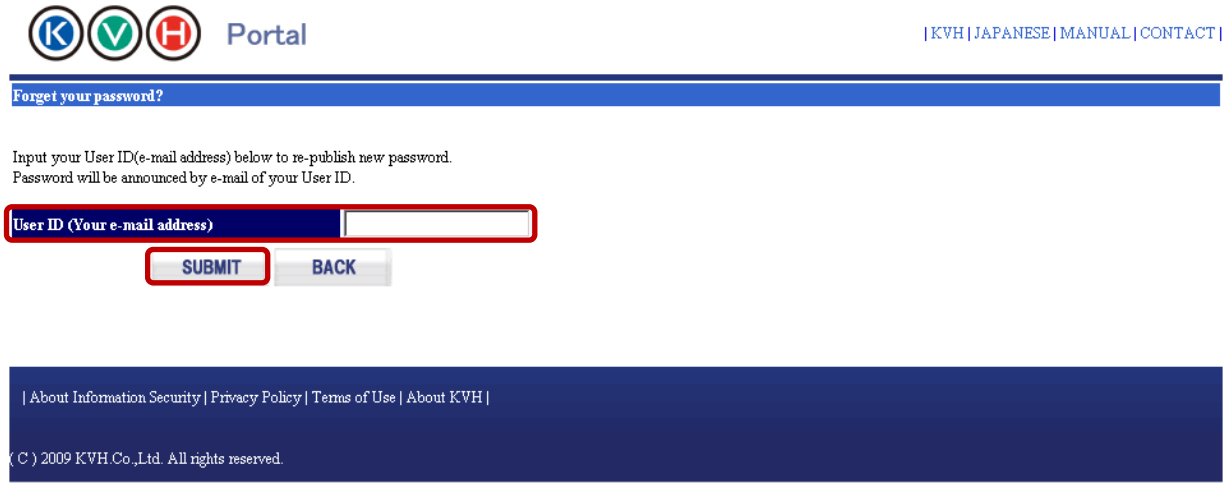
4.2.1 STEP1 Go to KVH Portal Login Screen

1) Click “Forgot your password?” Link at the bottom of the log-in screen to open “Forgot the password” screen.



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.



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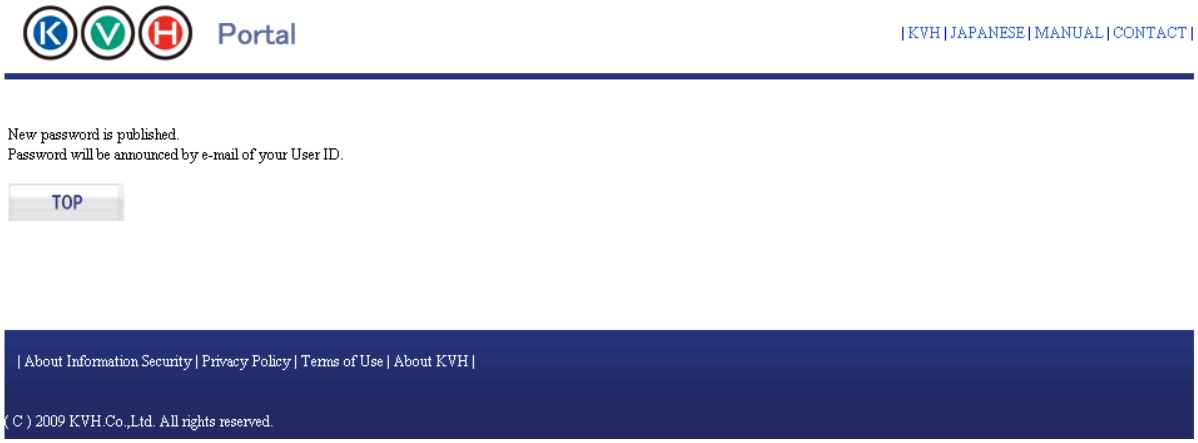
2) The new temporary password has now been issued. The temporary password is sent to the E-mail address which has been provided by the customer.



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)

Thank you and best regards,

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: dc-onsite@kvh.co.jp
KVH Portal: https://portal.kvh.co.jp
****

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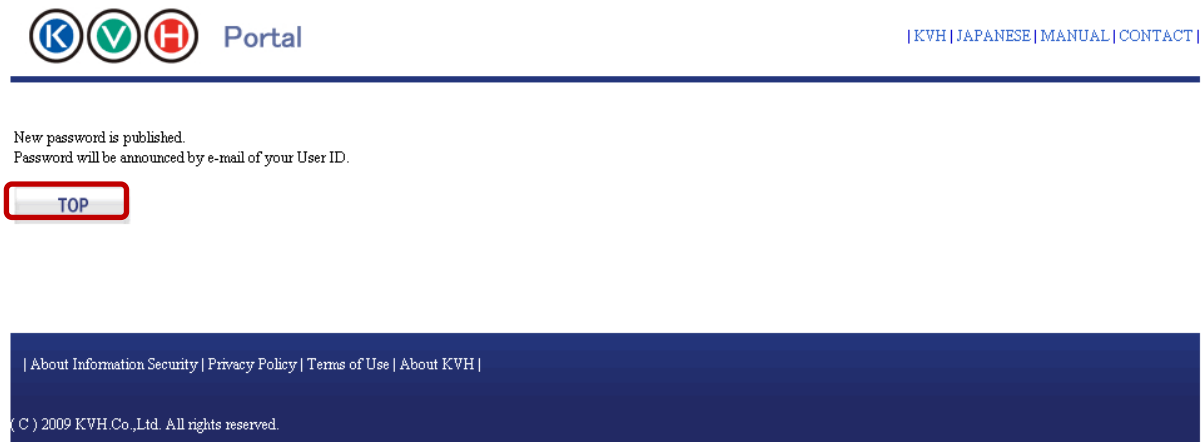
Click [TOP] to go back to the log-in screen. Enter the login ID (mail address) and the temporary password which has been mailed to you to log in to the Data Center Site.



※ 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.

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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

```
<?xml version="1.0" encoding="UTF-8" standalone="yes"?>
<cslMembers>
 <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</area>
        <access>LEVEL A</access>
</cslMember>
<cslMember>
```

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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

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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.

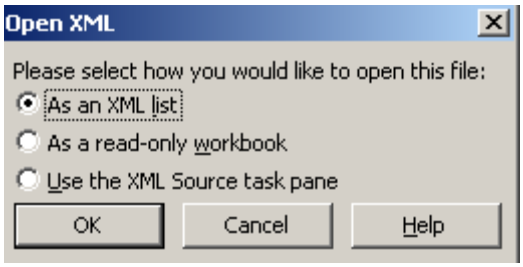
* Tag names are case sensitive.

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

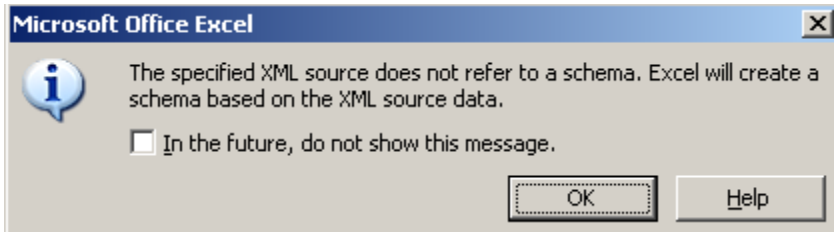
5.1.2 How to use CSL Update Request in XML Format on Excel

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”



3. Below message is shown. Please click “OK”



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

	A	B	C	D	E	F	G	H	I	J	K
1	lastName	firstName	department	partnerName	workPhone	workPhone2	email	email2	roleName	area	access
2	名字1	名前1	ITソリューション部	サンプル株式会社	03-1234-5678	03-4321-8765	ana.plumsys@gmail.com	erika.plumsys@gmail.com	ACR	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	danny.plumsys@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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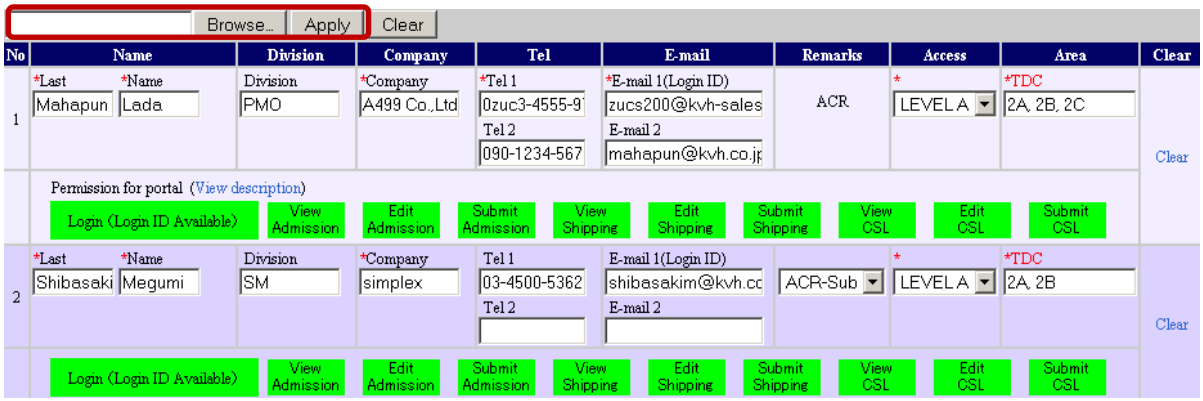

5.1.3 CSL request XML item description

Excel		Tag	Data type	Bite	Description
	1	cslMembers	-		Root elements for all CSL members
	1.1	cslMember	-		CSL members (may be more than one)
A	1.1.1	lastName	Text	50	Last Name
B	1.1.2	firstName	Text	50	First Name
C	1.1.3	department	Text	30	Department
D	1.1.4	partnerName	Text	100	Company Name
E	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
H	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
K	1.1.9	access	Following texts: LEVEL A LEVEL B LEVEL C LEVEL D	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>
        <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-->
```

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```
        <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 -->
```

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```
        <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/>
```

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```
<!-- Company8 -->
        <company_name8/>
<!-- Name8 -->
        <member_name8/>
<!-- Company9 -->
        <company_name9/>
<!-- Name9 -->
        <member_name9/>
<!-- Company10 -->
        <company_name10/>
<!-- Name10 -->
        <member_name10/>
<!-- Comments -->
        <remarks>This is free text comment 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.

5.2.2 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”

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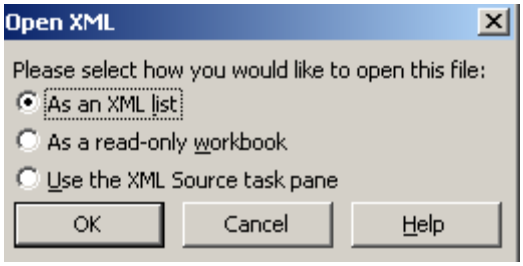
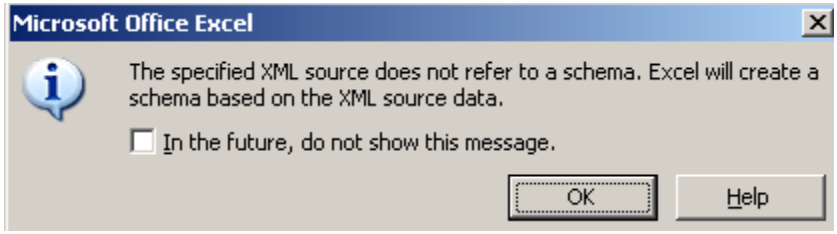
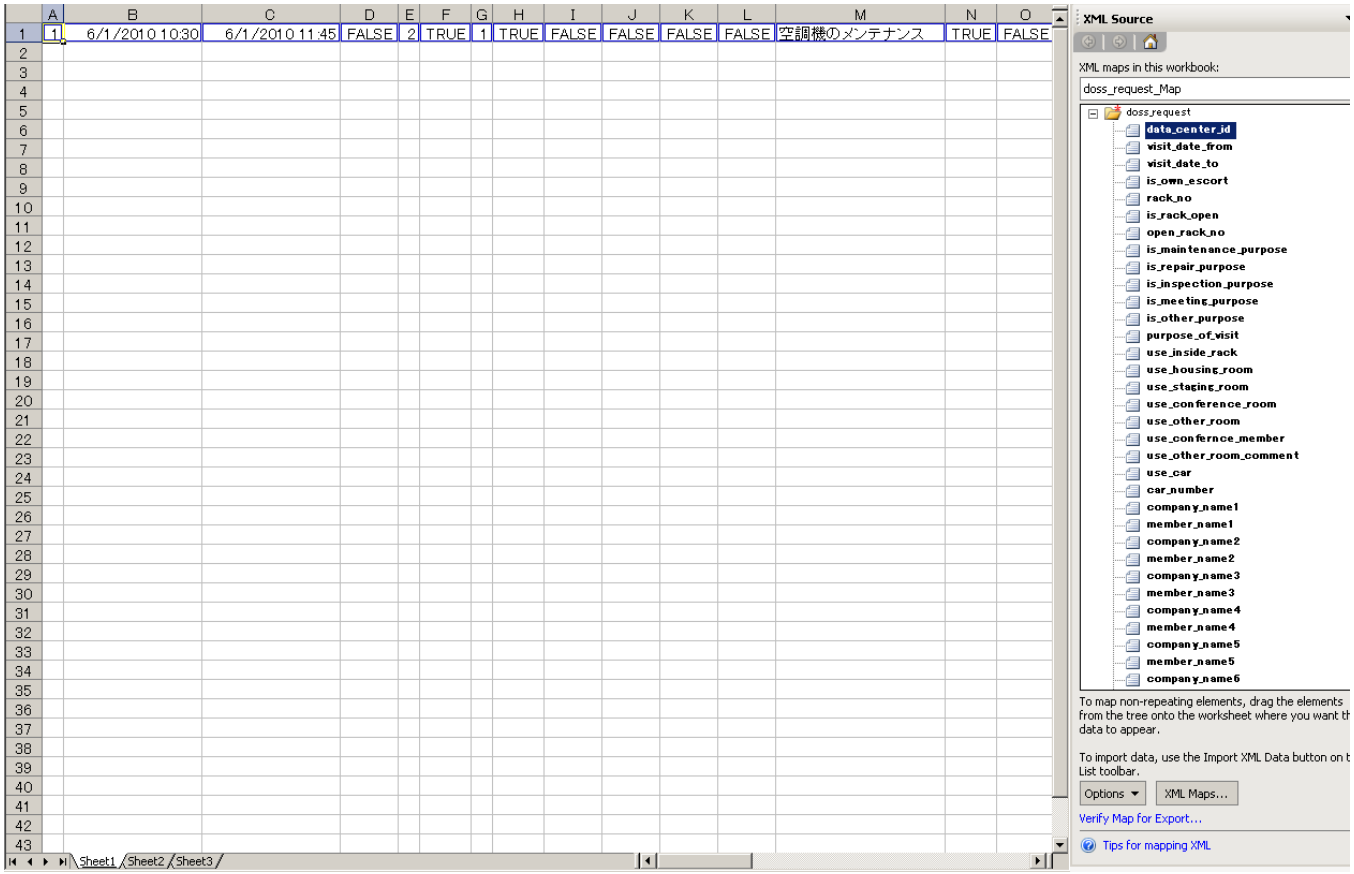


3. Below message will be shown. Please click “OK”



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



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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.

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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Data Center Site

| KVH | JAPANESE | MANUAL | CHANGE PASSWORD | CONTACT |

OBA Co.,Ltd. Resort Project

Data Center | Logout

Request list | Admission | Shipping Receiving | CSL

| Request form | Request list | Search |

Admission request

*is required item

Browse... | Apply | Clear

Requester	DC Customer ID	SHAE23FA0224
	Company	OBA Co., Ltd. Resort Project
	Requester	Keiko Yamada
Visitor	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 for multiple days.
	*Visitor	1. Company: Name: 2. Company: Name: 3. Company: Name: 4. Company: Name: 5. Company: Name: 6. Company: Name: 7. Company: Name: 8. Company: Name: 9. Company: Name: 10. Company: Name:
*Escorted by		Customer KVH Rack No:
*Rack unlock request		Yes Rack No: No
*Purpose of visit		Maintenance Repair Tour Meeting Other
*Room request		Housing room Staging room Other
Comment		

OK | Cancel

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5.2.3 XML items for the admission request

Excel		Tag	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_purpose	TruthValue （true/false）		Purpose of visit-maintenance Yes：true No：false
I1	1.9	is_repair_purpose	TruthValue （true/false）		Purpose of visit-repair Yes：true No：false
J1	1.10	is_inspection_purpose	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（true/false）		Room request-housing room Yes：true　No：false
O1	1.15	use_staging_room	TruthValue（true/false）		Room request-staging room Yes：true　No：false
P1	1.16	use_other_room	TruthValue（true/false）		Room request-other Yes：true　No：false
Q1	1.17	use_other_room_comment	Text	64	Room request-comment for using other room
R1	1.18	use_car	TruthValue（true/false）		Car Yes：true　No：false ※Only for Osaka Data Center
S1	1.19	car_number	Text	64	Car Number ※Only 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
AI1	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>
```

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```
<!-- 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 -->
```

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```
        <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.

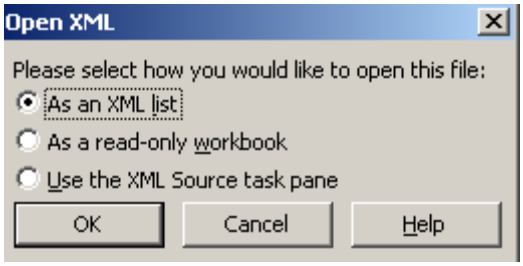
* Tag names are case sensitive.

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

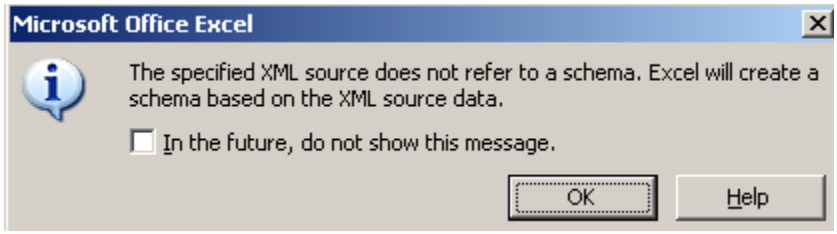
5.3.2 How to use Receiving Request in XML Format on Excel

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

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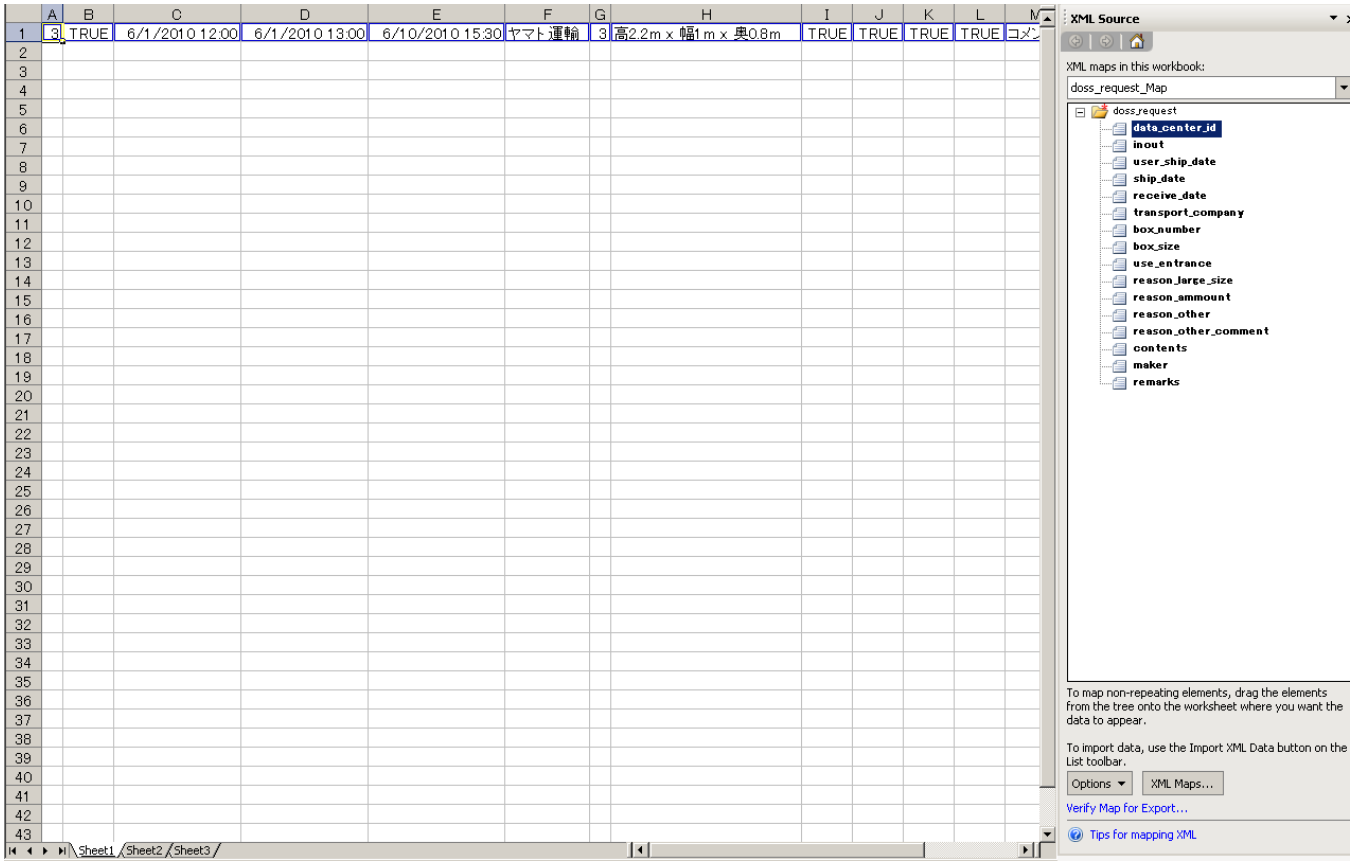

5. Please input required information and save the file in XML format.

6. Login to the KVH Data Center Site -> Click on “Data Center” tab -> Click on “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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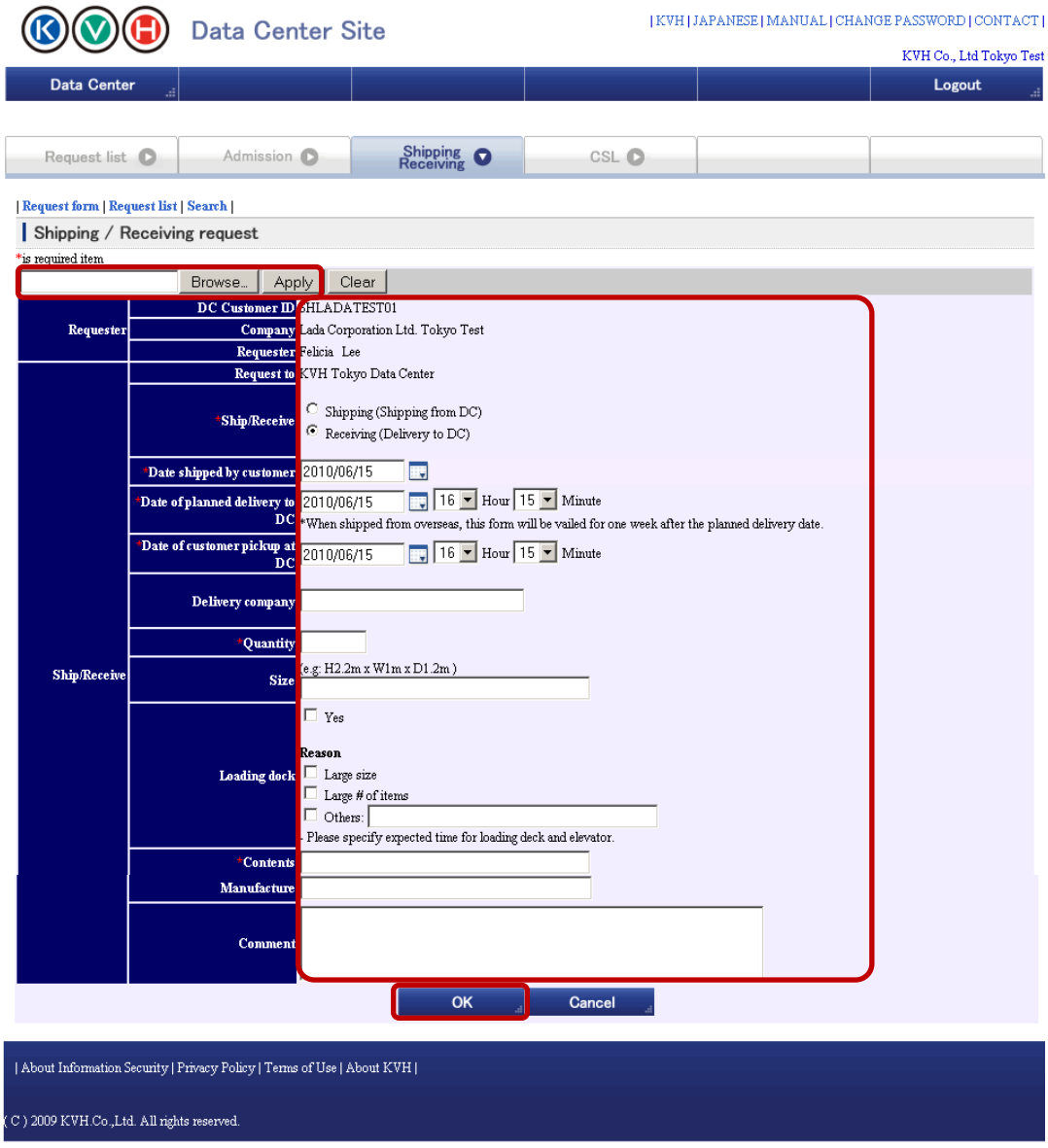
8. Browse the XML file -> Click “Apply” button -> information which has been entered on XML file will be shown on the template. Please confirm the information and click “OK” if information is input correctly.



5.3.3 XML items for the receiving request

Excel		Tag	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
I1	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
K1	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_comment	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>
        <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-->
```

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```
        <reason_large_size>true</reason_large_size>
<!-- Reason of using loading dock is because package quantity is a lot-->
        <reason_ammount/>
<!-- Reason of using loading dock is others...-->          <reason_other/>
<!-- Comment field for others on reason of using loading dock -->
        <reason_other_comment/>
<!-- Contetns -->
        <contents>PC</contents>
<!-- Manufacture -->
        <maker>NEC</maker>
<!-- Comments -->
        <remarks>Free comment 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.

5.4.2 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”

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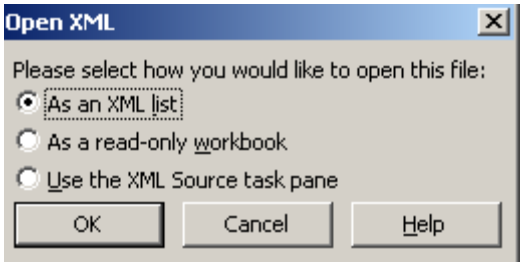
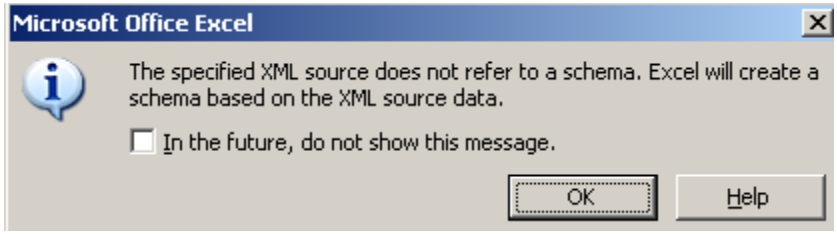
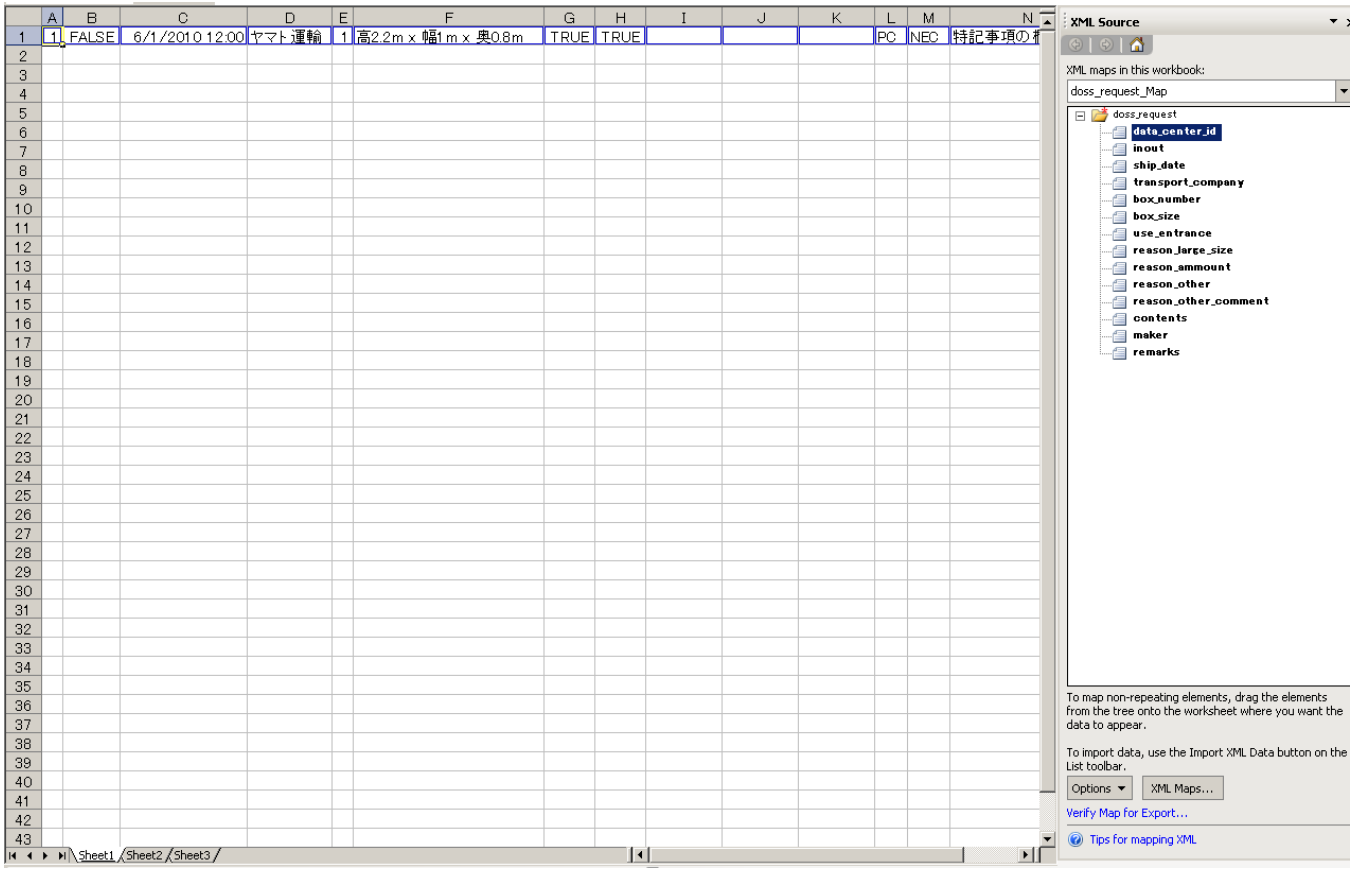


3. Below message will be shown. Please click “OK”



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



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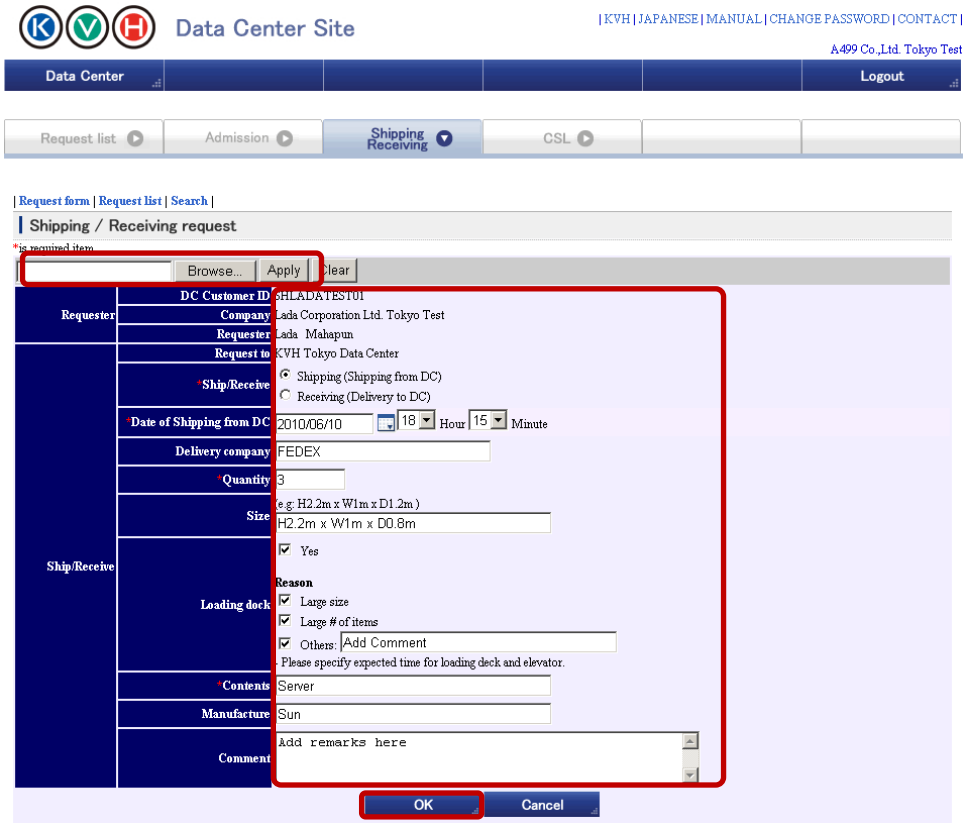
5. Please input required information and save the file in XML format.

6. Login to the KVH Data Center Site -> Click on “Data Center” tab -> Click on “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.



5.4.3 Shipping request XML item description

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

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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
I1	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

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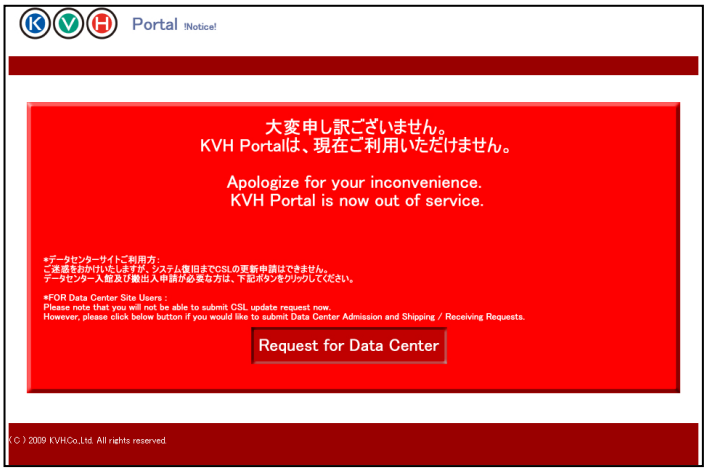
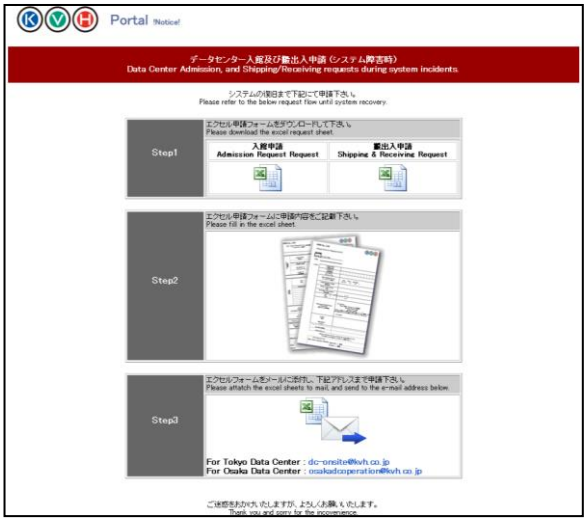
6 When portal is out of service

Following screen will displayed when you access https://portal.kvh.co.jp 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.





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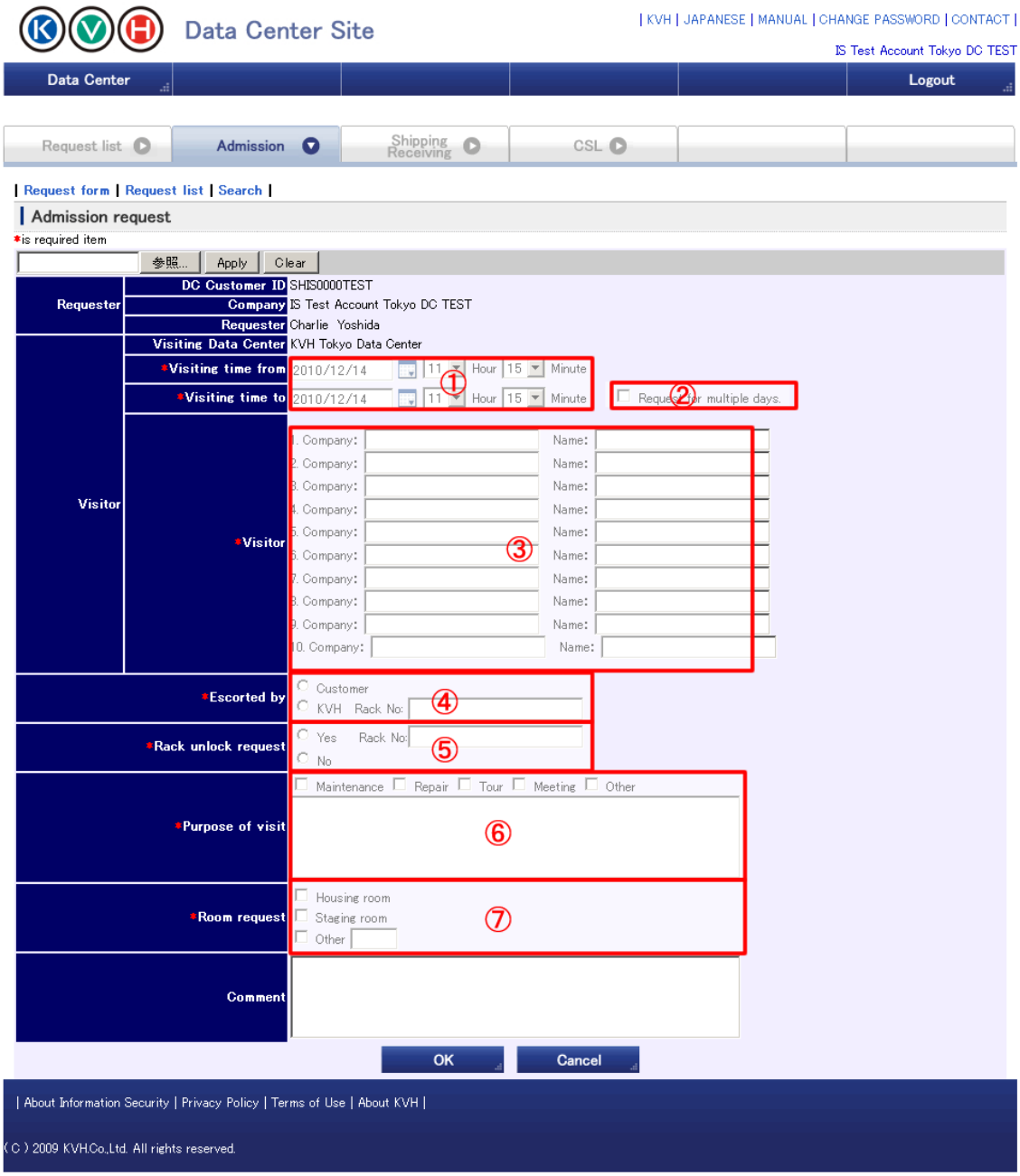
7 Field Description

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

7.1 Admission Request



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.

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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.

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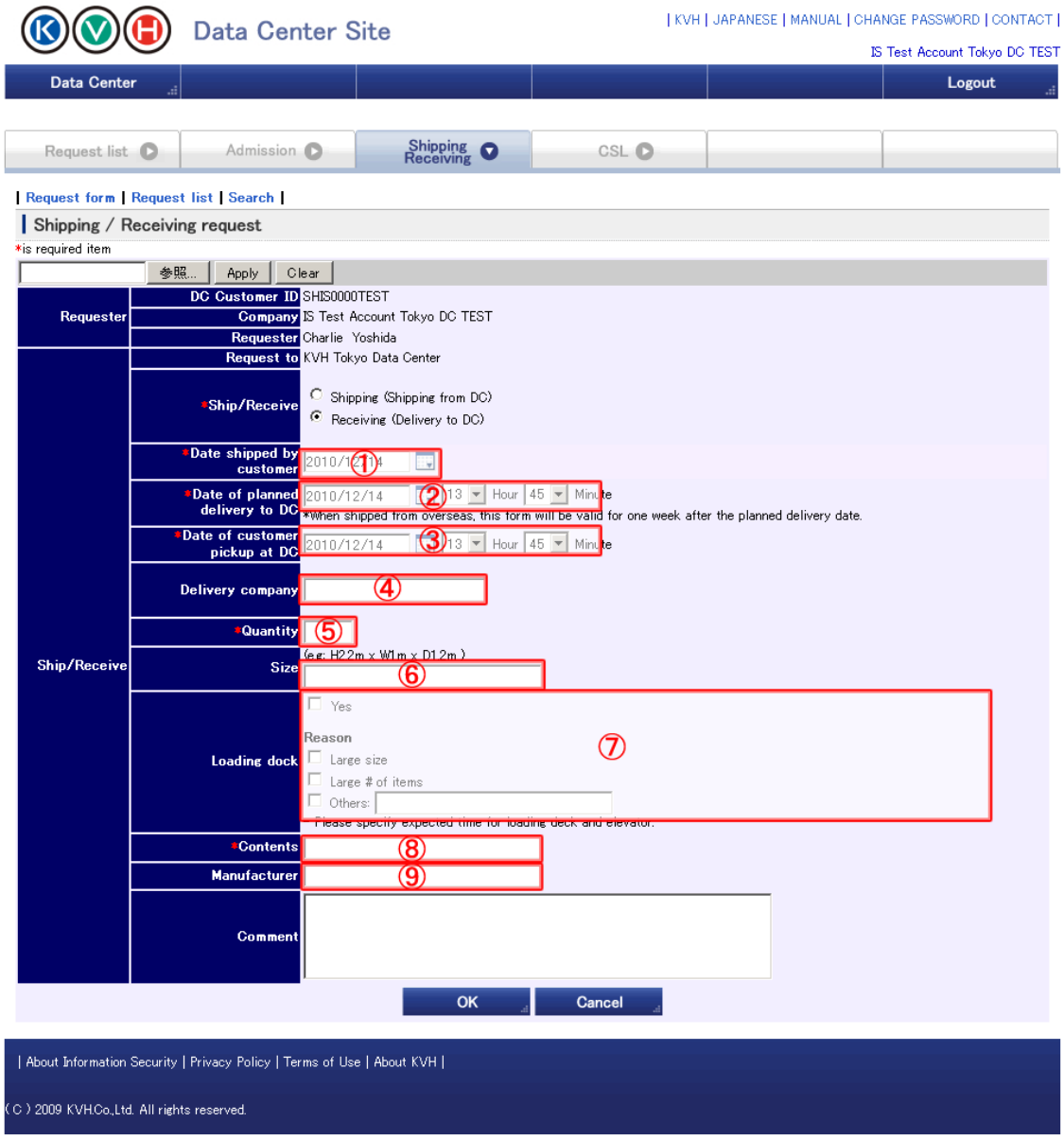
7.2 Receiving Request



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.

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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.

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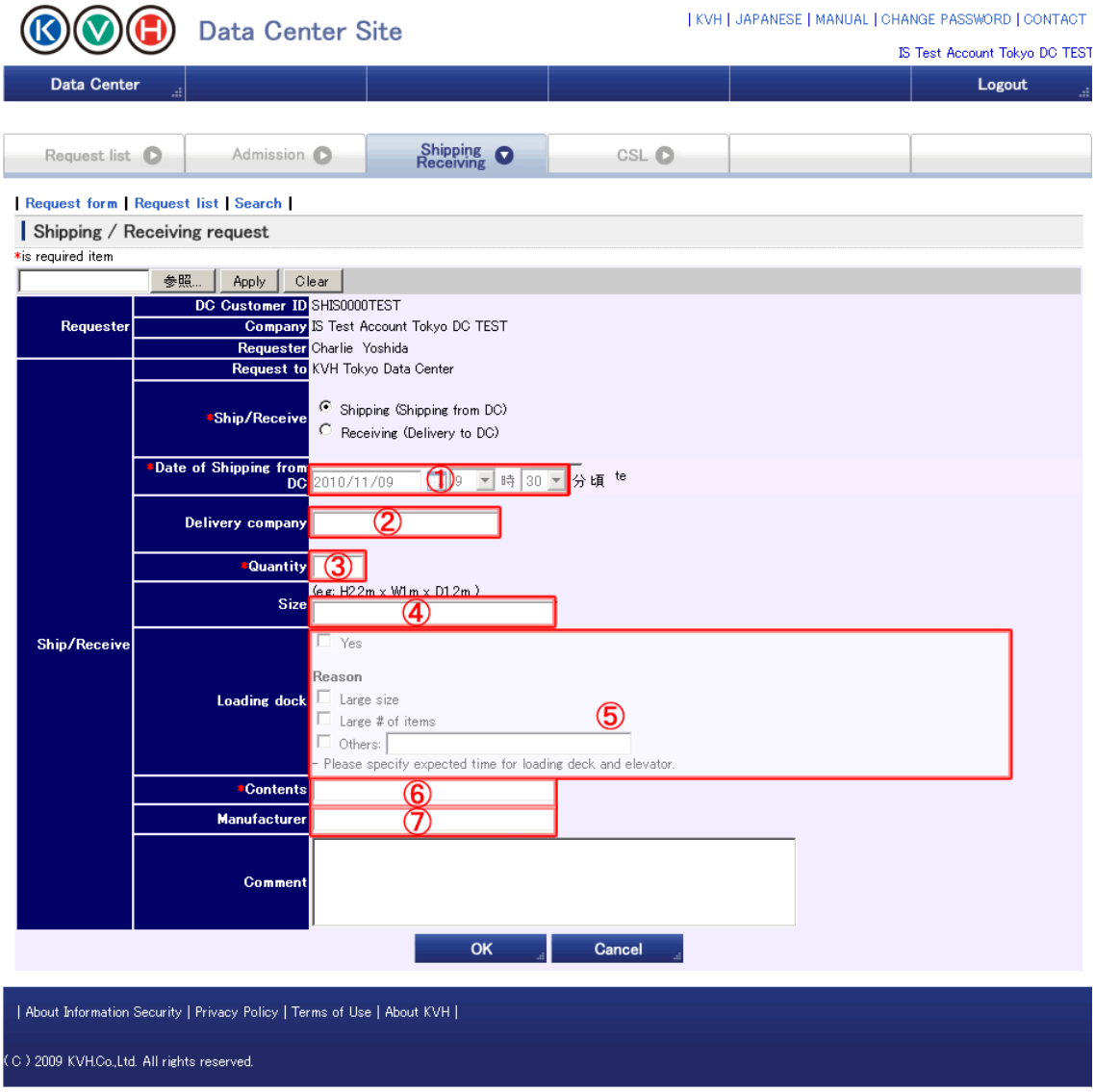
7.3 Shipping Request



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)

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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.

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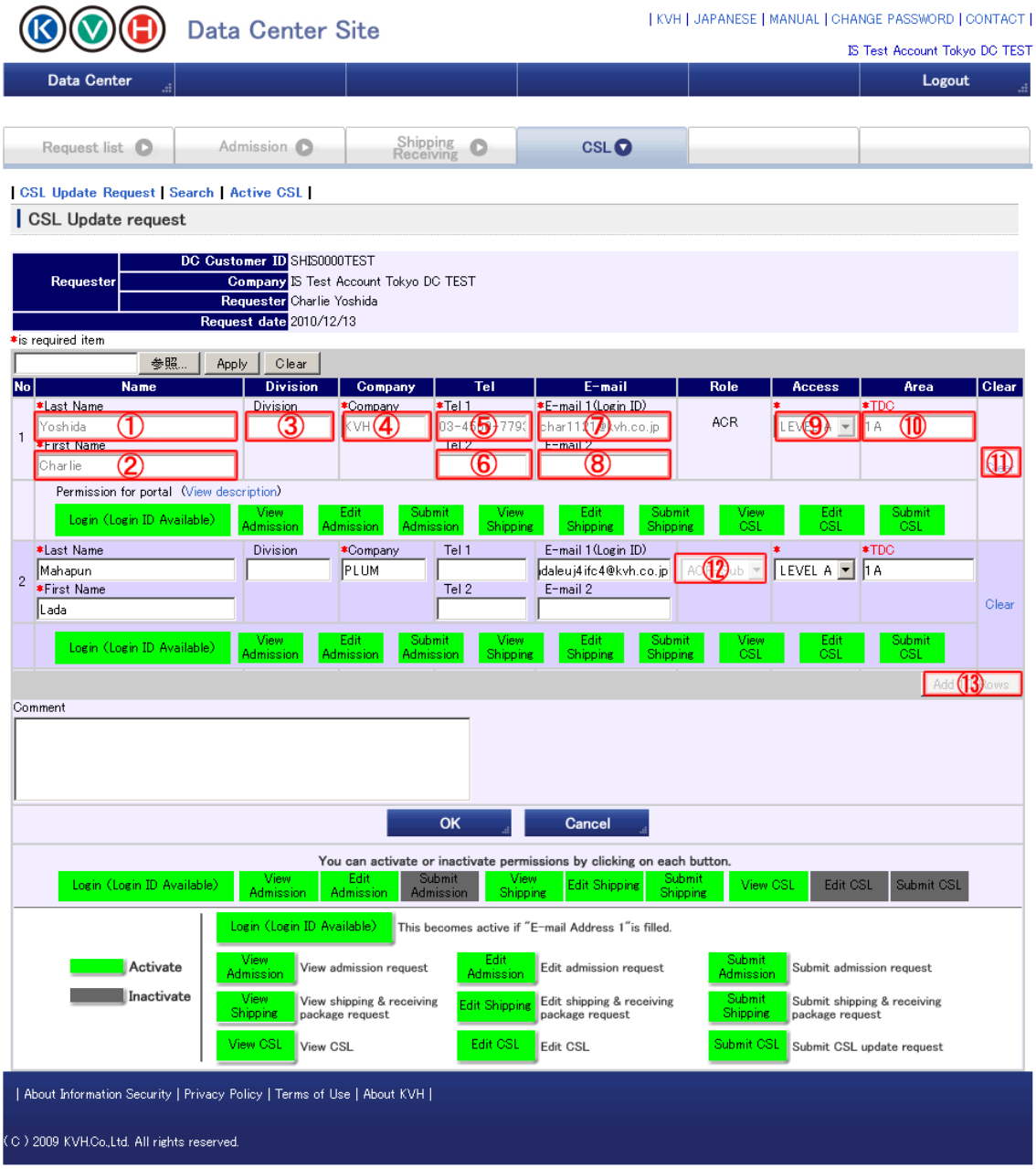
7.4 CSL Update Request



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.

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

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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.

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