



Red Hat CloudForms 4.2

Introduction to the Self Service User Interface

An overview of the Red Hat CloudForms Self Service user interface

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Abstract

This document provides an outline of the options available in the Red Hat CloudForms Self Service user interface. If you have a suggestion for improving this guide or have found an error, please submit a Bugzilla report at <http://bugzilla.redhat.com> against Red Hat CloudForms Management Engine for the Documentation component. Please provide specific details, such as the section number, guide name, and CloudForms version so we can easily locate the content.

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CHAPTER 1. RED HAT CLOUDFORMS SELF SERVICE

Red Hat CloudForms Self Service is a web-based graphical user interface for ordering and managing IT service requests. You can enable self-service tenant end users, who can easily access their services, track requests, and manage their accounts using the Self Service user interface (SSUI), which has widgets, dashboard controls and feedback. The Self Service user interface supports role-based access control (RBAC) of menus and features, similar to in the full administrative user interface.



NOTE

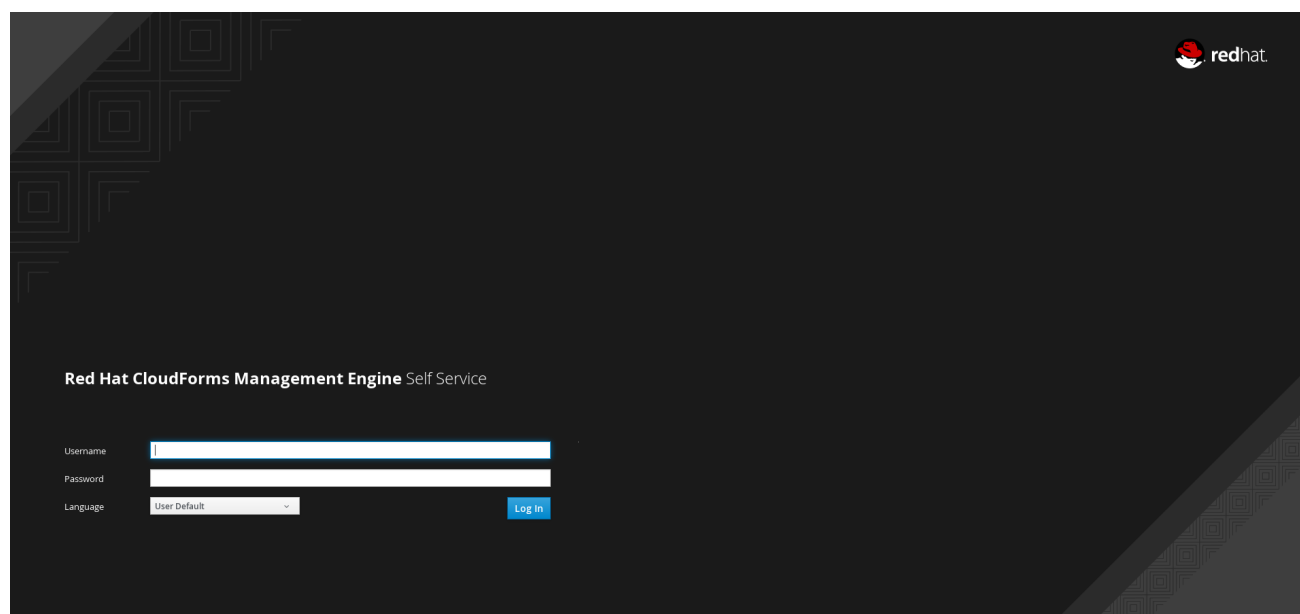
All catalog items, dialogs, buttons, icons among other items must be configured in the full administrative user interface before they are available to users in the Self Service user interface.

CHAPTER 2. ACCESSING THE SELF SERVICE USER INTERFACE

The Self Service user interface is running by default and does not need to be started or configured. To access the Self Service user interface, you must know the host name (or IP address) of the appliance, and the login credentials.

Self Service URL:

```
https://HOSTNAME/self_service/
```



You can choose your preferred language for the Self Service user interface from the options in the **Language** list available on the login screen. The language options are *English*, *Deutsch* (German), *Español* (Spanish), *Français* (French), *日本語* (Japanese), *локаль* (Russian), *Slovensky* (Slovak), *Türkçe* (Turkish), and *简体中文* (Simplified Chinese). Additionally, the *User Default* and *Browser Default* options default to the language already set by the user and browser respectively.



NOTE

The Self Service user interface login page has the **Administrator** user by default.

CHAPTER 3. NAVIGATING THE SELF SERVICE USER INTERFACE

The Self Service user interface has a slideout navigation menu on the left that can be minimized by clicking on the menu icon (≡) on top, like in the full administrative user interface. The slideout navigation menu comprises of the following tabs:

- **Dashboard**
- **My Services**
- **My Requests**
- **Service Catalog**

The menu bar that runs along the top of the user interface contains several options including a shopping cart, notifications feature, and a help option. Besides that, you can see the current logged in LDAP user, for example, **Administrator**.



NOTE



Clicking the pop-out arrow icon in the menu bar at the top will take you to the full administrative user interface login page, in a new window or tab of your browser.

Shopping Cart

Click the shopping cart icon to view services that are available to order, manage your cart as required, and order all services at one time. You can read more about the shopping cart model adopted in the Self Service user interface under [Chapter 7, The Service Catalog Tab](#).

Notifications

The Self Service user interface has introduced a new notifications feature that displays messages generated by the system for various events, such as adding service to shopping cart, ordering services, provisioning, service power operations and so on. Click the bell icon to open or close the

Notification drawer, that shows various notification events. You can click the double arrows located on the top-left of the drawer to expand or contract the size of the notifications' screen, as required.

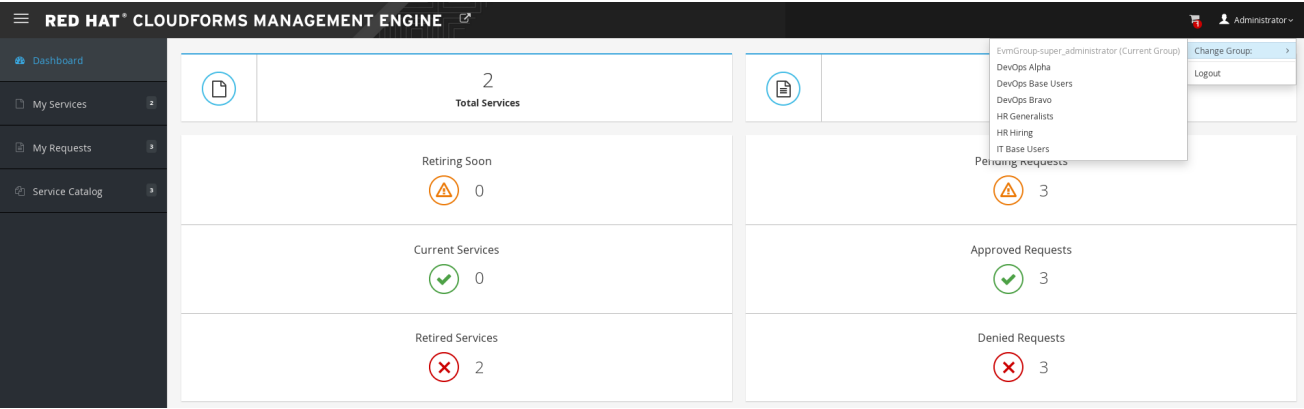


Help

Click the help icon to access the options to open **Documentation**, **Red Hat Customer Portal**, and **About**. Click **About** to see information about your Self Service environment, such as the logged in user name and role, the browser details, and more importantly, the version number of your Self Service user interface, which can be useful for support purposes.

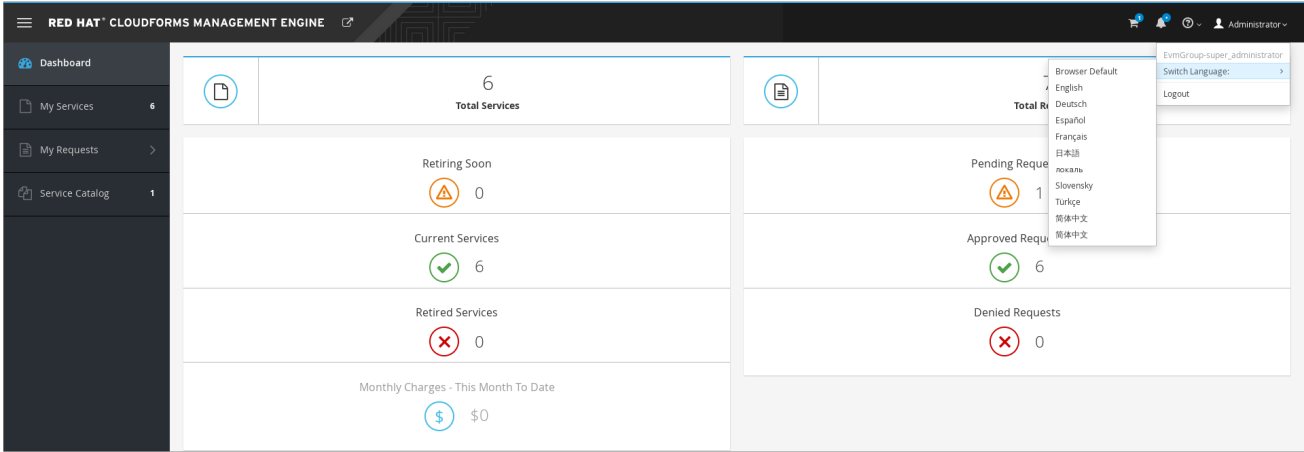
Role-Based Access Control

The Self Service user interface supports role-based access control of menus and features. If you are a member of multiple user groups, you can change the acting group by navigating to **Administrator > Change Group**, then select the new group from the available options in the list.



Switch Language

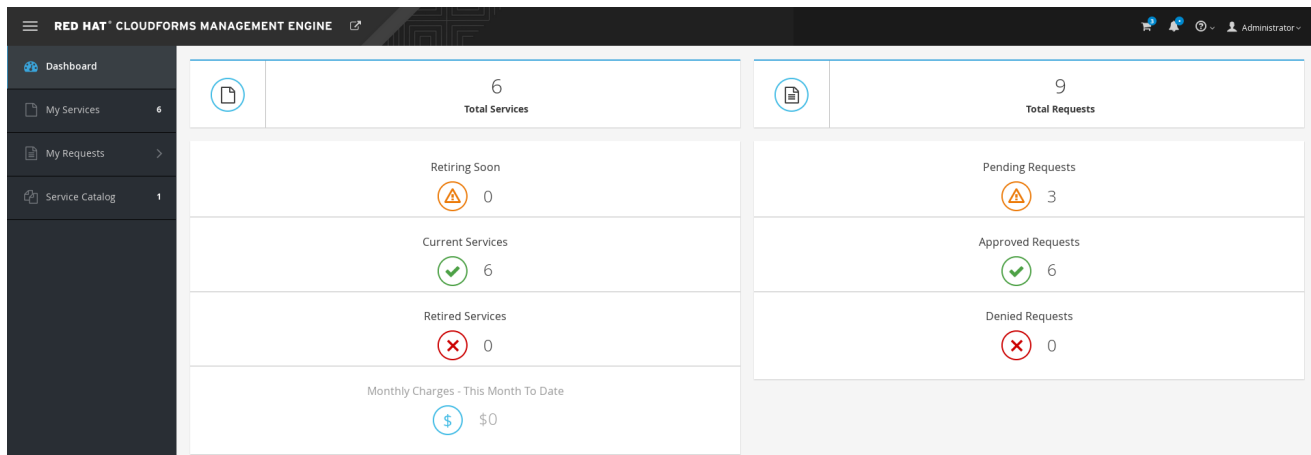
Although you can choose your preferred language for the user interface from the login screen itself, there is also an option to switch to a different language than what is currently set by navigating to **Administrator > Switch Language** within the Self Service user interface.



CHAPTER 4. THE DASHBOARD TAB

Once you log in to the Self Service user interface, you will see the dashboard screen by default. The **Dashboard** tab provides a quick summary of the services available, requests made, and their statuses as below:

- Total Services
- Current Services
- Services Retiring Soon
- Retired Services
- Total Requests
- Pending Requests
- Approved Requests
- Denied Requests



Monthly Charges - This Month To Date

The Self Service user interface has added basic support for displaying monthly chargeback data of the computing and storage cost for the use of resources, in the currencies supported by the full administrative user interface. This provides a quick summary of where you are from cost standpoint to that point in the month. For more information about configuring chargeback rates in the full administrative user interface and how Red Hat CloudForms calculates chargeback costs, see [Chargeback](#) in the *Monitoring, Alerts, and Reporting* guide.

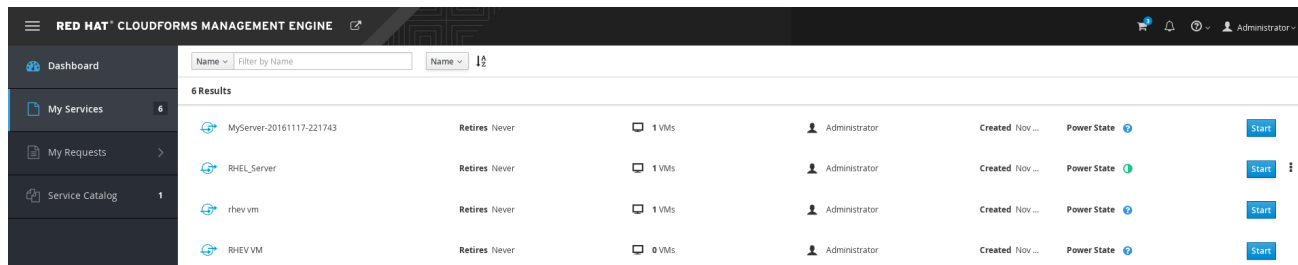


NOTE

If you are on the first day of the month, there can be no data yet therefore resulting in zero dollar amount. Also, if you have a lot of data, it might not have rolled into the new month yet, resulting in no data and dollar amount for month to date.


CHAPTER 5. THE MY SERVICES TAB

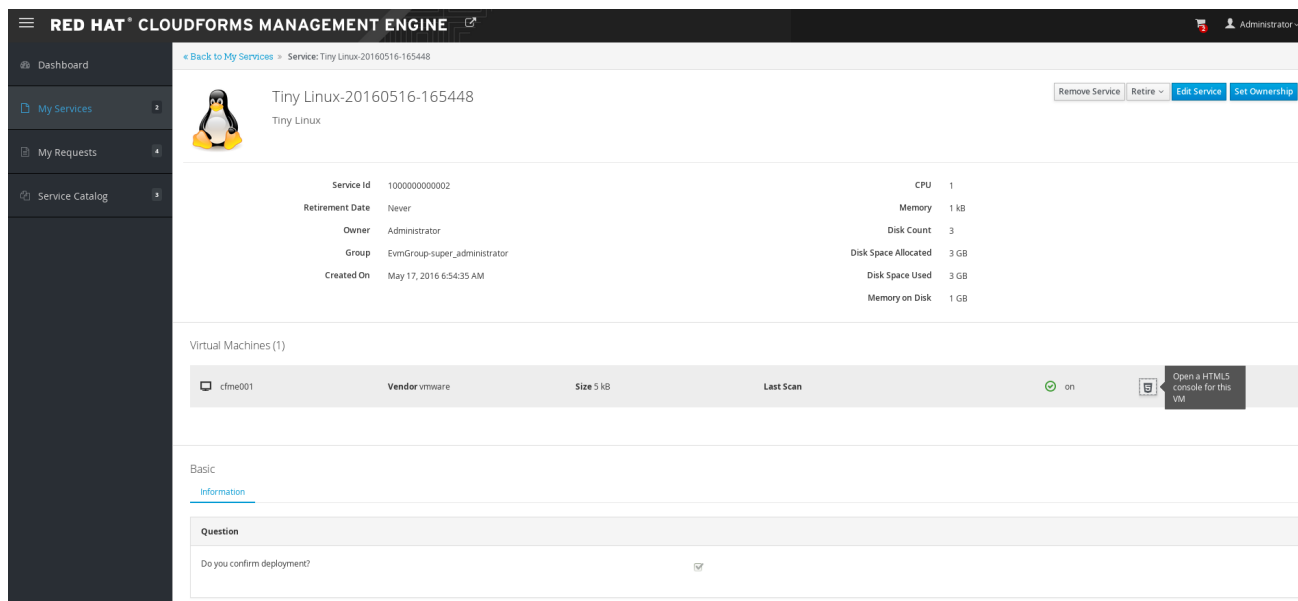
The **My Services** tab lists all available services with a summary of information associated with each service, including **Service Name**, **Retirement Date**, **Number of VMs**, **Owner**, the date it was **Created On**, and its **Power State**. You can filter or sort services by those entities, and now also by **Relative Cost**. There is now the ability for users to perform power operations on virtual machines within the Self Service user interface using the new set of buttons, **Start**, **Stop**, and **Suspend** for each service.



Name	Filter by Name	Name	12
6 Results			
MyServer-20161117-221743	Retires Never	1 VMs	Administrator Created Nov ... Power State ? Start
RHEL_Server	Retires Never	1 VMs	Administrator Created Nov ... Power State ? Start
rhev vm	Retires Never	1 VMs	Administrator Created Nov ... Power State ? Start
RHEV VM	Retires Never	0 VMs	Administrator Created Nov ... Power State ? Start

Click a service to view further details including information on the virtual machines associated with it. There is now ability for users to view chargeback data per service for the virtual machines' month-to-date

usage. You can also get HTML 5 console access to the virtual machine by clicking the  button, as highlighted on the screen capture. On the same screen, you also have options to retire the service now or at a later date, edit or remove the service. Additionally, you can now change the ownership and group of the service using the **Set Ownership** button, and also **Reconfigure** a service, similar to in the full administrative user interface.



Service: Tiny Linux-20160516-165448

Tiny Linux

Service Id: 1000000000002 CPU: 1

Retirement Date: Never Memory: 1 kB

Owner: Administrator Disk Count: 3

Group: EvmGroup-super_administrator Disk Space Allocated: 3 GB

Created On: May 17, 2016 6:54:35 AM Disk Space Used: 3 GB

Memory on Disk: 1 GB

Virtual Machines (1)

cfme001	Vendor vmware	Size 5 kB	Last Scan	on	Open a HTML5 console for this VM

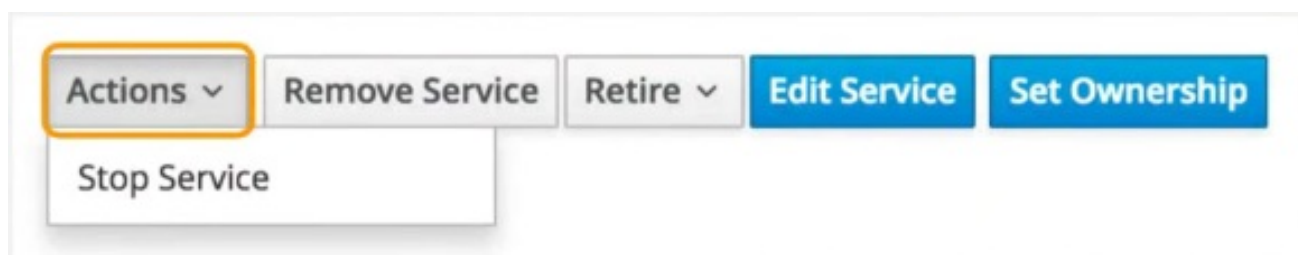
Basic

Information

Question

Do you confirm deployment?


Moreover, you can now add custom buttons and custom button groups that can have dialogs associated with them. For example:



5.1. COCKPIT INTEGRATION

Cockpit is an interactive Linux server administrative interface. You can perform simple administration tasks such as starting containers, storage administration, network configuration, and inspecting logs. While cockpit allows you to monitor and administer several servers at the same time, your browser connects to a primary server that runs the Cockpit web service through which connections to additional servers can be established.

Red Hat CloudForms full administrative user interface and the Self Service user interface have enabled

for users to click the new Cockpit button  that opens a new browser window with Cockpit interface for a given virtual machine.

5.1.1. Accessing the Cockpit Interface




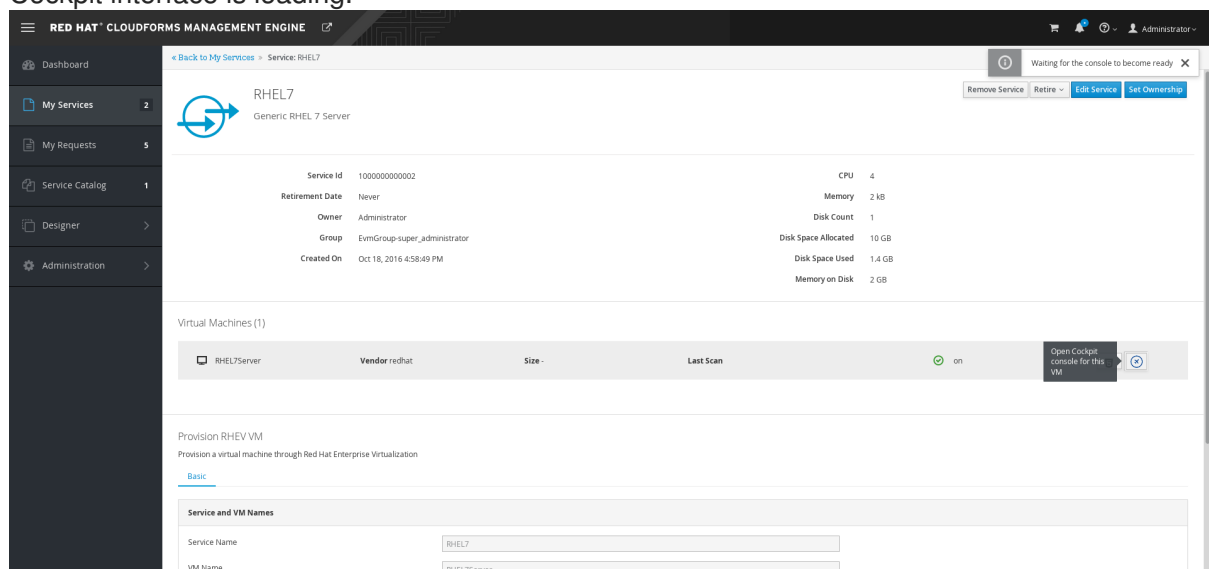
NOTE

Cockpit must be pre-configured and running on the virtual machine.

As you can see in the following screen capture of the Self Service user interface, the cockpit button is available next to the HTML 5 console button for a virtual machine instance in the **My Services** tab.

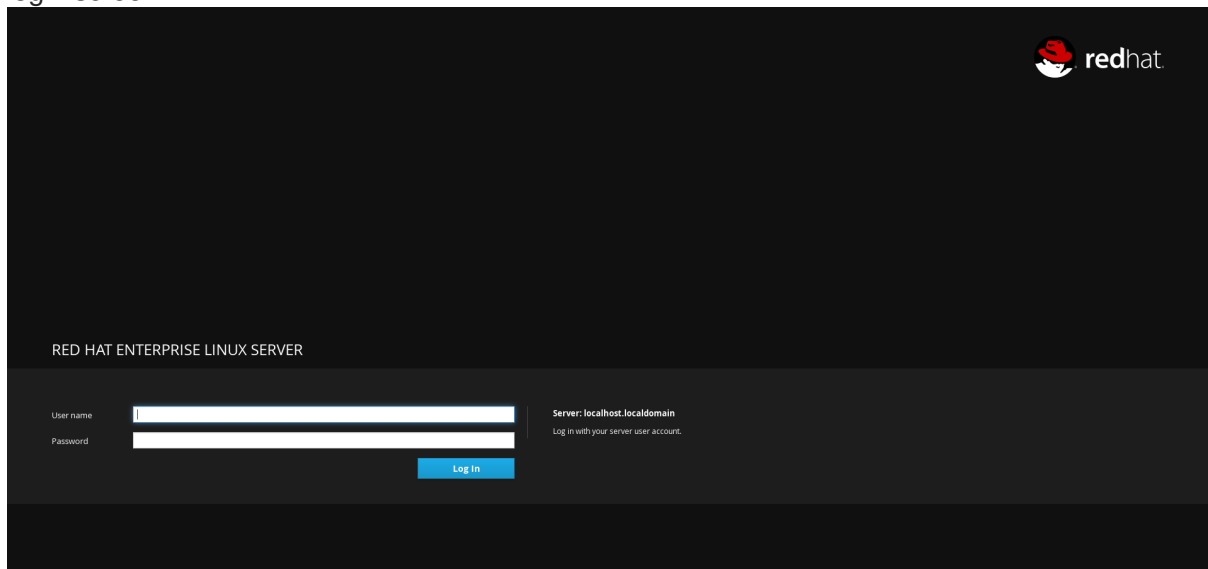
1. Click the **My Services** tab.
2. Click the required service from the list.

3. Click the Cockpit button  located next to the HTML 5 console button to open the Cockpit interface for the virtual machine. A notification at the top of the screen will appear to show the Cockpit interface is loading.



4. The Cockpit interface for the virtual machine will open in a new browser window. If you get a security warning by the browser, you will need to add this connection to the security exceptions. Click **Advanced** → **Add Exception** → **Confirm Security Exception**. After that, you will see the

login screen.



The login screen for the Red Hat Enterprise Linux Server. It features a dark background with the Red Hat logo in the top right corner. The text "RED HAT ENTERPRISE LINUX SERVER" is centered. Below this, there are two input fields for "User name" and "Password". To the right of these fields, it says "Server: localhost.localdomain" and "Log in with your server user account." A blue "Log In" button is positioned below the password field.

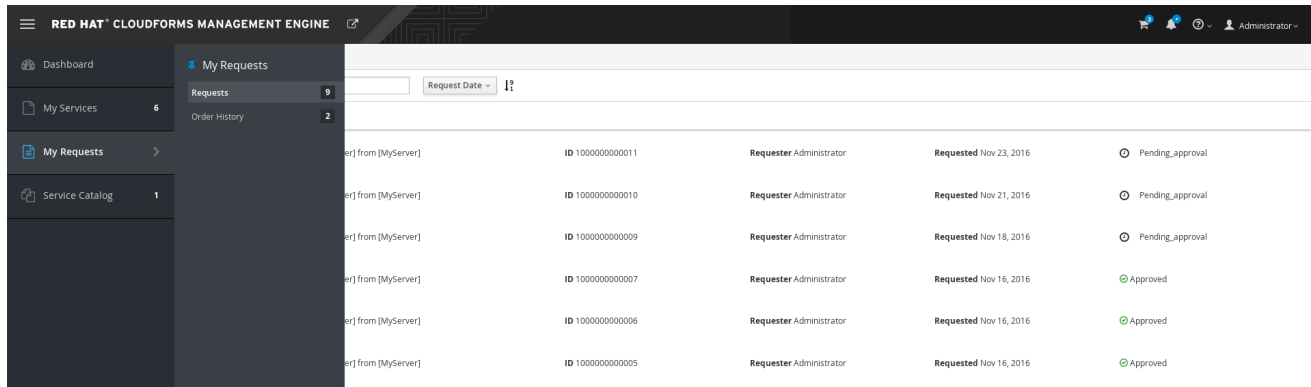
5. Once you have logged in, you will see the tabs for the dashboard and the individual machines added to Cockpit.



CHAPTER 6. THE MY REQUESTS TAB

The **My Requests** tab further slides out with options to view either **Requests** or **Order History**. Click **Requests** to see the list of all requests made with a summary of items associated with each request, including the request ID, requester, request date, and request status. You can filter or sort the request listings by those entities using the options at the top.

Click a particular request to view more details as shown in the following screen capture.

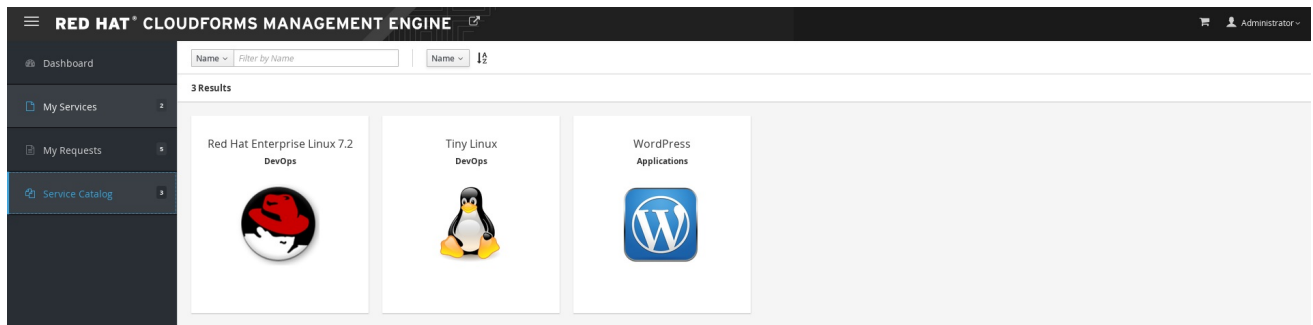


Requester	Request ID	Requester	Requested Date	Request Status
er] from [MyServer]	ID 10000000000011	Requester Administrator	Requested Nov 23, 2016	Pending_approval
er] from [MyServer]	ID 10000000000010	Requester Administrator	Requested Nov 21, 2016	Pending_approval
er] from [MyServer]	ID 10000000000009	Requester Administrator	Requested Nov 18, 2016	Pending_approval
er] from [MyServer]	ID 10000000000007	Requester Administrator	Requested Nov 16, 2016	Approved
er] from [MyServer]	ID 10000000000006	Requester Administrator	Requested Nov 16, 2016	Approved
er] from [MyServer]	ID 10000000000005	Requester Administrator	Requested Nov 16, 2016	Approved

Click **Order History** to see the list of shopping cart orders with details of each order including their ID, order date, and number of items ordered. Click an order to see further details such as the requester and order status.

CHAPTER 7. THE SERVICE CATALOG TAB

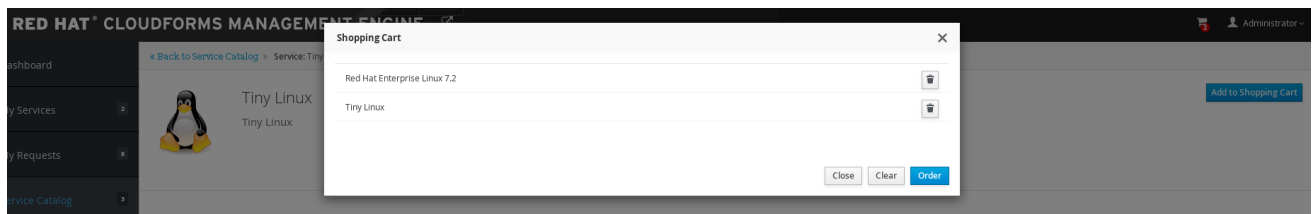
The **Service Catalog** tab lists all service catalog items, displayed as tiles. These items must be configured on the administrative user interface before they will be accessible to the user here. You can filter or sort the service catalog items by **Name**, **Description** and **Catalog Name**.



Click on a service to open up the page where you will enter the requested information in the dialog fields associated with the service, as previously configured in the administrative user interface. Note that there is now an ability to add dynamic dialog elements within the Self Service user interface, meaning you can include a particular dialog field where Red Hat CloudForms will communicate to the instance and method, obtain the required information, and enter the value in the field dynamically. After you have all information in the requested dialog parameters, click **Add to Shopping Cart**.

Shopping Cart Model:

The Self Service user interface has adopted a shopping cart model for ordering services, instead of ordering them immediately. Click on the shopping cart icon at the top to view all services added to the shopping cart that are available to order. You can delete a particular service from the cart if required, and order the services in the cart all at one time. Or, you can even choose to clear all the services in the cart and exit.



If you click **Add to Shopping Cart** for the same item, you will see a pop up window alerting you that there is an identical item in the cart but if you want to add it anyway.

