# HP Cloud Service Automation

For the Windows ® and Linux operating systems

Software Version: 4.00

## Marketplace Portal Help

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# Disclaimer for PDF Version of Online Help

This document is a PDF version of the online help. This PDF file is provided so you can easily print multiple topics from the help information or read the online help in PDF format.

**Note:** Some topics do not convert properly to PDF, causing format problems. Some elements of online help are completely removed from the PDF version. Those problem topics can be successfully printed from within the online help.

# Contents

# Welcome to the Marketplace Portal!

Welcome to the Marketplace Portal—where you can order, track, and manage your IT services!

The Marketplace Portal is a self-service web interface that retrieves service offerings for IT applications from the Cloud Service Automation (CSA) server and displays them in an intuitive view. Authorized users can subscribe to service offerings, manage service subscriptions, and perform actions on service instances.

Service offerings in the Marketplace Portal can be filtered, sorted, and searched. This view grants users services configured in the administration area.

In the Marketplace Portal, the service offering workflow consists of:

Configuration ▶ Checkout and Delivery ▶ Request Confirmation

This workflow includes subscription requests, a scheduling process for service offering deployment, and a notification process for subscribers and approvers.

The Marketplace Portal provides a user interface that adapts and scales views to optimize the display within the available screen size.

For information about terminology used in the Marketplace Portal, see the glossary in the *Cloud Service Automation (CSA) Concepts Guide*.

For more information about the Marketplace Portal, CSA, and other HP products, visit the HP web site at www.hp.com.

Related Topics

"Get Started" below

# Get Started

If you are new to the Marketplace Portal, start here!

- "Prerequisites" on the facing page

- "User Interface Customization" on the facing page

- "Adaptive Content" on the facing page

- "Log In" on the facing page

- "Log Out" on page 11

- "Sidebar Menu" on page 11

- "Online Help " on page 12

# Prerequisites

To use the Marketplace Portal, review the following requirements:

- The Marketplace Portal uses https and runs on port 8089, which is the default.

- You must use a browser that supports the Marketplace Portal. A minimum screen resolution of 1024x768 is supported. As a best practice, HP recommends a screen resolution of 1280x1024. For information about supported browsers, see the HP Cloud Service Automation System and Software Support Matrix.

- Use the following default Marketplace Portal URL: https://<CSA_HOST>:8089/org/<ORG_ID>

# User Interface Customization

As an end user, you might want to see your organization's branding in the Marketplace Portal user interface.

To support your organization's branding styles and standards, your Cloud Service Automation (CSA)administrator can customize certain user interface elements in the Marketplace Portal, such as the portal icon, the portal title, the portal welcome message, and the portal footer message. Contact your CSA administrator to customize these user interface elements.

# Adaptive Content

The Marketplace Portal user interface layout is designed to adapt to various screen sizes, where the content adjusts to the size, and where all functionality persists. As a service consumer, you can use the Marketplace Portal on your desktop, tablet, or other mobile devices. Across these device screens, the Marketplace Portal displays an intuitive user interface that includes all functionality.

# Log In

To log in to the Marketplace Portal:

1. Open a browser window.

2. Enter the URL for the Marketplace Portal. The Welcome to the Marketplace Portal login page displays. If you enter the organization name incorrectly in the URL, you will be redirected to the login page as the default organization CSA_CONSUMER.

3. Enter your **Username** and **Password**. The Marketplace Portal supports single sign-on and multi-factor authentication, which might change the login experience that is based on your

organization's settings. For portal customization, security classification is configured in the Cloud Service Management Console. Contact your CSA administrator for more information.

4. Click **Log In** to display the Marketplace Portal Dashboard. If your session times out, you will be routed to the logout page, where you can either log in again or close the login page.

# Log Out

To log out of theMarketplace Portal:

- In the Marketplace Portal Dashboard, under your account username, in the drop-down list, select **Log Out**.

# Sidebar Menu

For quick and direct navigation to and from any view in the , use the Sidebar Menu. You can show or hide this menu in the views. By default, the Sidebar Menu is hidden.

Excluding the top selection in the menu (Dashboard), the navigation selections are the same as the tiles in the Dashboard.

To show the Sidebar Menu, in the upper left sub-heading, select the ☰ icon to open the Sidebar Menu.

To hide the Sidebar Menu, click Dashboard in the sub-heading.

# Back Navigation

In any view in the Marketplace Portal, click the ❮ icon in the sub-heading to go back to the previous view.

# Search

In each Marketplace Portal view, use the Search filter 🔍 to locate a certain object by a text search. In individual views, you can search for text found in the following objects:

| Object | Text |
|---|---|
| Browse Catalog | Names and descriptions of service offerings. |
| Notifications | Notification names and notification messages. |
| Review Requests | Names and descriptions assigned to the requests that are waiting for your approval, including requests you have approved and denied. |
| Requests | Names and descriptions assigned to subscriptions, for which the requests were created. |
| Subscriptions | Names and descriptions assigned to subscriptions, when the subscriptions were created. |
| My Services | Names and descriptions assigned to the service instances. This is the actual service behind a subscription—the realized service instance. This is the actionable part of the service in the subscription management. |
| New Releases | Names and descriptions assigned to new services in the catalog that your organization is currently promoting. |
| Popular Services | Names and descriptions assigned to popular services in the catalog that your organization is currently promoting. |
| Featured Services | Names and descriptions assigned to services in the catalog that your organization is currently promoting. |
| Services Expiring Soon | Names and descriptions assigned to services that will expire in 30 days. |
| (Status) Requests | Requests that have a certain status, such as Submitted, Pending, Rejected, Approved, In Progress, Completed, and Canceled. |
| (Status) Subscriptions | Subscriptions that have a certain status, such as Pending, Active, Expired, Canceled, Terminated, and Paused. |
| (Status) My Services | My Services that have a certain status, such as Online, Offline, Transitioning, Reserved, Deploying, Modifying, Modification Failed, Failed, Canceling, Cancellation Failed, Expiring, and Expiration Failed. |

# Online Help

You can access the online Help from any view in the Marketplace Portal.

Review the context-sensitive online Help for instructions on how to perform tasks, such as how to browse and filter the service catalog, how to request a subscription to a service offering, how to approve subscription requests, and how to run actions on service instances.

To access the online Help:

1. From any view, select Need Help? or, in the account username drop-down list, select **Help** to display the online Help .

2. In the left navigation pane, select the **Welcome** topic to expand the table of contents. Select sub-folders to further expand the table of contents.

3. Near the bottom of the left navigation pane, select ᴏ̨ **Search** to look for topics by keyword. Within the topics found, the keyword displays in yellow highlights.

4. (Optional) Use your browser to save Favorites or Bookmarks for topics. In the left navigation pane, select **Favorites** to find or search your saved favorites or bookmarks.

5. (Optional) At the bottom of a topic, click the Send documentation feedback to HP link to help us improve the information you need!

# The Dashboard

The Dashboard is the hub of the Marketplace Portal. The look and feel of the Dashboard allows you to easily navigate within the portal.

From anywhere in the Marketplace Portal, click the organization logo (upper left) to return to the Dashboard.

Double-click the organization logo or name to display a drop-down list of all navigation links within the Marketplace Portal.

From anywhere in the Marketplace Portal, click the account image or name (upper right) to display a drop-down list of navigation options for request order history (Request), online Help (Help), and logging out (Log Out).

# Layout

Information in the Dashboard is semantically organized by rows of tiles:

- "Navigation Tiles" on the facing page—In the first row, top-level, blue tiles represent high-level navigation within the Marketplace Portal. The number in the upper right corner is the total count of the items for that tile.

- "Information Tiles" on the facing page—In the second row, tiles represent navigation into statistical information within the Marketplace Portal.

- "Custom Tiles" on page 15—In the third row, tiles provide information that is specific to your organization, these tiles represent mashed up links that are configurable and customizable.

# Navigation Tiles

The following top-level, row of blue tiles represent high-level navigation within the Marketplace Portal:

- **Browse Catalog:** Search available service offerings in the catalog to help you decide which services you want to add. The number in the upper right corner is the total count of available service offerings.

- **Notifications:** Select this tile to see a list of your subscriptions and requests that are active and expired, including the date and time they became active or expired. If you are an approver of requests, you receive notifications about requests that require your approval. The number in the upper right corner is the total count of notifications.

- **Review Requests:** Select this tile to approve requests for users you manage in your organization. The number in the upper right corner is the total count of requests. Requests for new subscriptions and for modifications to existing subscriptions might require your approval before they can be deployed. If you are designated as an approver of requests, you are responsible for approving or denying requests made for a predetermined set of service offerings.

- **Requests:** Select this tile to see a detailed list of all requests you submitted and their associations. The number in the upper right corner is the total number of requests for all statuses.

- **Subscriptions:** Select this tile to manage service contracts you requested and view a detailed change history. The number in the upper right corner is the total number of subscriptions for all statuses.

- **My Services:** Select this tile to access, monitor, and perform actions on services you own. The number in the upper right corner is the total number of services you own.

# Information Tiles

The following, assorted colored tiles represent navigation into statistical information within the Marketplace Portal:

- **Featured Services:** Select this tile to see services in the catalog that your organization is currently promoting. In the Management Console, during organization creation, any category can be set as a featured service. Service offerings published under that category are treated as featured service offerings and will be populated in Featured Services.

- ★ **New Releases:** Select this tile to see services that have been recently added to the service catalog within the last 30 days. If you want to change the default, contact your CSA administrator.

- ♥ **Popular Services:** Select this tile to see services that are based on the number of subscriptions. These are typically service offerings that are popular with other members of your organization.

- ⚠ **Subscriptions Expiring Soon:** Select this tile to see subscriptions that are scheduled to end 30 days after the subscription started.

- **(Status) Requests:** Select this tile to display requests by a certain status, such as Submitted, Pending, Rejected, Approved, In Progress, Completed, and Canceled. The number in this tile represents the total number of requests for each status. The Pending approval status displays the total number of requests waiting for your approval only if you are an approver of requests. In this tile, select the previous ⟨ or next ⟩ arrows, or select a circle in the carousel to display requests by a certain status.

- **(Status) Subscriptions:** Select this tile to display subscriptions by a certain status, such as Pending, Active, Expired, Canceled, Terminated, and Paused. The number in this tile represents the total number of subscriptions for each status. In this tile, select the previous ⟨ or next ⟩ arrows, or select a circle in the carousel to display subscriptions by a certain status.

- **(Status) Services:** Select this tile to display My Services by a certain status, such as Online, Offline, Transitioning, Reserved, Deploying, Modifying, Modification Failed, Failed, Canceling, Cancellation Failed, Expiring, and Expiration Failed. The number in this tile represents the total number of My Services for each status. In this tile, select the previous ⟨ or next ⟩ arrows, or select a circle in the carousel to display My Services by a certain status.

# Custom Tiles

The following custom tiles are provided out-of-the-box in the Marketplace Portal Dashboard:

- **Featured Services:** At random, this tile displays one of the services offerings from the Featured Services category.

- **Custom Link:** This tile is a hyperlink to a URL customized for your organization by your CSA administrator.

- **Custom Content:** Pre-configured content will be visible in this tile, as specified for your organization by your CSA administrator. This content can include your own custom code (HTML, CSS, or JavaScript) or an iframe.

Related Topics

# Service Catalog

The service catalog is located in the Browse Catalog tile in the Marketplace Portal Dashboard. Use this catalog to view service offerings that are available and to subscribe to service offerings you need.

# Service Offerings

Offerings listed in the Service Offerings view are derived from multiple catalogs. In this view, the name of the catalog from which the service offering originated is displayed.

> **Note:** If the same service offering is available from more than one catalog, the cost of the service offering is the same, regardless of the catalog it came from. However, the requirement for management approval might be different.

Service offerings are presented in a unified view that is configured in Cloud Service Automation (CSA). This view also displays the total number of service offerings in the catalog.

You can view the service catalog by a list of offerings and by a grid of offerings. By default, the Service Offerings view initially displays all available offerings in a list view, alphabetically.

≡ A list display that includes information about the service, such as the name of the service, the service icon, a brief description, the published date, pricing, and whether it requires approval.

⊞ A grid display that includes the name of the service, the service icon, pricing, and indicates whether it requires approval.

In both types of displays:

- In the upper left part of the Service Offerings view, the number in parenthesis is the total count of all available offerings.

- You can scroll down to browse all available services, search by keyword, and set filters to customize the display.

Related Topics

" Browse the Service Catalog" below

"Filter the Service Catalog" below

# ▣ Browse the Service Catalog

In the Marketplace Portal, you can browse the service catalog in the Service Offerings view by a list display or by a grid display.

☰ A list display that includes information about the service, such as the name of the service, the service icon, a brief description, the published date, pricing, and whether it requires approval.

▦ A grid display that includes the name of the service, the service icon, pricing, and indicates whether it requires approval.

To browse the service catalog:

1. In the Dashboard, select **Browse Catalog** to open the Service Offerings view. By default, the Service Offerings view displays an alphabetical list ☰ of all available services in the catalog. If you prefer a grid display, click the grid icon ▦ .

2. Scroll up or down the list to browse available offerings in the service catalog.

3. When you find a service offering that you are interested in, select its icon or name to display the Service Offering Details view.

Related Topics

"Service Catalog" on the previous page

"Filter the Service Catalog" below

# Filter the Service Catalog

In the Marketplace Portal Service Offerings view, you can change the order in which service offerings are displayed. By default, service offerings are sorted alphabetically, by all categories, and by all service types. Use the following filters to display certain service offerings:

- "All Categories" below

- "All Service Types" below

- "Alphabetical" on the next page

## All Categories

By default, service offerings are sorted by all categories. To meet the needs of your organization, category types are customizable.

The following, out-of-the-box, sample categories are provided: Application Servers, Application Services, Hardware, Infrastructure Services, Platform Services, Simple System, and Software.

**Note:** Excluding All Categories, these categories depend on the configuration of the current Cloud Service Automation (CSA) installation. Only categories with active service offerings will display. New categories can be added to the current CSA instance.

To sort the service catalog by a certain category:

- From the **All Categories** drop-down list, select a category that you want to sort by.

## All Service Types

By default, service offerings are displayed by all service types. You can also display service offerings that require approval or that do not require approval.

To sort the service catalog by a certain service type:

- From the **All Service Types** drop-down list, select one of the following sort values:

| Sort Value | Description |
| --- | --- |
| All Service Types | Includes all service types described in this table. This is the default. |
| Approval Required | Service offerings that require approval. |
| No Approval Required | Service offerings that do not require approval. |

## *Alphabetical*

By default, service offerings are sorted alphabetically. You can also sort offerings by newest, oldest, most expensive, least expensive, or reverse alphabetical.

To sort the service catalog by a certain order:

- From the drop-down list, select one of the following sort values:

| Sort Value | Description |
| --- | --- |
| Newest First | The service offering that has the most recent publisheddate. |
| Oldest First | The service offering that has the oldest published date. |
| Most Expensive | The service offering that has the highest initial price.The cost of the service offering that is used to sort this list excludes the periodic fee. |
| Least Expensive | The service offering that has the lowest initial price. The cost of the service offering that is used to sort this list excludes the periodic fee. |
| Alphabetical | Service offerings are sorted alphabetically, from A to Z. This is the default. |
| Reverse Alphabetical | Service offerings are listed by reverse alphabetical order, from Z to A. |

Related Topics

"Search the Service Catalog" below

# Search the Service Catalog

In the Service Offerings view, use the Search filter 🔍 to locate a certain service offering by a text search. Enter text that represents what you are looking for so that the user interface filters out these specific items.

To search the service offering catalog:

1. In the Search text box 🔍, enter text.

2. Press **Enter**.

Related Topics

# ⌨ Featured Services

From the Dashboard, you can view services in the catalog that your organization is currently promoting in the Featured Services tile.

Your CSA administrator can assign one of the categories as a Featured Services category in the service catalog. This is configured in the Cloud Service Management Console. Contact your CSA administrator for more information.

> **Note:** During organization creation and configuration, any category can be set as a featured category in the Management Console. Service offerings published under that category are treated as featured service offerings and will be included in the Featured Services tile.

To view services that your organization is promoting:

1. In the Dashboard, select the ⌨ **Featured Services** tile to display a list of service offerings your organization is currently promoting.

2. In the Featured Services view, select a service offering to review its detailed information.

Related Topics

# ★ New Releases

From the Dashboard, you can view service offerings that were most recently added to the service catalog in the New Releases tile.

To view service offerings that were most recently added:

1. In the Dashboard, select the ★ **New Releases** tile to display a list of service offerings that were recently added by an administrative user. This list displays all service offerings sorted by the published date, beginning with the most recent date.

2. In the New Releases view, select a service offering to review its detailed information.

Related Topics

" Popular Services" below

" Featured Services" on the previous page

" Subscriptions Expiring Soon" below

## ♥ Popular Services

From the Dashboard, you can view service offerings that are most frequently requested by members of your organization in the Popular Services tile. These are service offerings that you are authorized to access.

To view services that are most frequently requested:

1. In the Dashboard, select the ♥ **Popular Services** tile to display a list of service offerings that are being tracked as most frequently requested.

2. In the Popular Services view, select a service offering to review its detailed information.

Related Topics

" New Releases" on the previous page

" Featured Services" on the previous page

" Subscriptions Expiring Soon" below

## ⚠ Subscriptions Expiring Soon

From the Dashboard, you can view subscriptions that are scheduled to end 30 days after the subscription started.

To view services that subscriptions that are scheduled to expire soon:

1. In the Dashboard, select the ⚠ **Subscriptions Expiring Soon** tile display a list of your subscriptions that are scheduled to end 30 days after the subscription started.

2. In the Subscriptions Expiring Soon view, select a subscription to review its detailed information.

Related Topics

# Service Offerings

There are three basic steps in the Marketplace Portal workflow:

1. Service offering configuration.

2. Service checkout and delivery.

3. Request confirmation.

> **Note:** Service offerings are located in the **Browse Catalog** tile in the Marketplace Portal Dashboard.

# Service Offering Details

In the Service Offering Details view, the following information about a selected service offering displays:

- The name of the service offering and its icon.

- A brief description of the service offering. This description is visible when you view all categories, except Featured Services.

- A service offering typically has two prices: the initial price of the subscription and the recurring fee of the subscription.
  - For example, a subscription with an initial price of $1000 might also have a periodic fee of $200 a month for the duration of the subscription.

- If you change the options associated with the subscription (such as increasing the size of the hard drive or the amount of memory), the initial price, recurring fee, or both, change to reflect the additional costs.

- The recurring fee can be hourly, daily, weekly, monthly or yearly (/yr).

- The number format for pricing is based on your browser's locale.

- **Published on:** The date the service offering was published. The date format is based on your browser's locale.This date is visible when you view all categories, except Featured Services.

- **Show More Details is On/Off:** This slider button allows you to hide or display information. The default is Off.

- **Options and Profiles:** This information includes the available option sets (if any) and the cost of the different options.
  - If you want to subscribe to the service offering you are viewing, configure your subscription request in this section. For example, if the service offering includes a server, the server might include options you select to configure the number of CPUs and the amount of RAM for the server.

  - For sequenced-based offerings, select options to configure your offering request.

  - For topology-based offerings, select profiles to make changes.

- **Total Costs:** The initial price of the subscription | plus the periodic fee of the subscription.

- **Checkout:** Click **Checkout** to open the Service Checkout view.

- **Requires Approval:** Indicates whether your request for the service offering must be approved. When **Requires Approval** is displayed in the service offering description, it means that a subscription to the service offering requires management approval before it can be finalized. When you request a service offering that requires approval, the person who is the designated approver is automatically notified by email.

Related Topics

# Requests

A new request is created when you:

- Submit a request for a subscription to a service offering.

- Make a change to an existing service offering subscription.

- Request that a service offering subscription be canceled.

- Request a service instance action.

- Cancel an active request.

- Cancel an active subscription.

Before you create a request, be aware of the following approval requirements:

- Requests for new subscriptions and for modifications to existing subscriptions might require management approval.

- Requests for service instance actions and requests for the cancellation of subscriptions do not require approval.

> **Note:** Depending on the approval policy for the service offering you are requesting, approval might be required from more than one approver.

To manage your requests, select the ⬙ **Requests** tile in the Marketplace Portal Dashboard to see a list of all requests submitted. By default, the list of Requests displays **All Request Types**, **Newest Firs**t, and **All Request States**.

When you select the ⬙ **Requests** tile, the Requests view displays a scrollable list of your requests submitted during the last month. This is the default list order. To customize your view, you can sort and filter the list of requests. You can also view only the requests for service offerings from a specific category by using the **All Request Types** drop-down filter.

The **Requests** tile also displays the total number of requests for each status. The Pending Approval Requests status displays the total number of requests waiting for your approval only if you are an approver of requests. In this tile, select a circle in the carousel to directly display a certain status of your requests.

In the **Requests** status tile, a carousel displays the current status of your requests, such as Pending Requests, Rejected Requests, Canceled Requests, Approved Requests, Submitted Requests, In Progress Requests, and Completed Requests.

In the **Requests** view, you can perform the following tasks:

- View detailed request information. In the Request Details view, you can perform actions, such as reorder a service.

- Cancel requests, one at a time or all at the same time. When you cancel requests all at the same

time, only requests that are currently loaded in the Requests list view will be canceled.

- Delete requests, one at a time or all at the same time. When you delete requests all at the same time, only requests that are currently loaded in the Requests list view will be deleted.

Related Topics

# Browse Requests

You can browse requests in the Requests view. In the Dashboard, in the Requests tile, select a status in the carousel to display a list of requests that have a certain status. If you are an approver of requests, you can click **Decision Pending** to display all the requests waiting for your approval.

To browse requests:

1. In the Dashboard, select the ⬧ **Requests** tile to open the Requests view.

   By default, all requests are displayed in date order, with the newest request listed first.

   > **Note:** If you are an approver of requests, by default, all requests that require approval are displayed.

2. Scroll up or down the list to browse requests.

3. When you find a request that you are interested in, select its icon or name to display the Request Details view.

4. (Optional) If the request you are looking for is not displayed, select a status in the All States drop-down filter. A list of requests with the selected status is displayed.

5. (Optional) If the request you are looking for is not displayed, go back to the Dashboard and select a carousel status button in the **Requests** status tile. A list of requests with the selected status is displayed.

Related Topics

# Filter Requests

By default, the Requests view displays all request types, the newest requests first, and all request states. Use the following filters to display certain requests:

-

-

-

## *All Request Types*

From the **All Request Types** drop-down list, select one of the following filter values: All Request Types (default), Service Request, Modify Subscription, or Cancel Subscription.

## *Newest First*

From the **Newest First** drop-down list, select one of the following filter values:

| Option | Description |
| --- | --- |
| Newest First | The most recent request, based on the date the request was submitted, is the first request in the list. This is the default. |
| Oldest First | The oldest request, based on the date the request was submitted, is the first request in the list. |
| Most Expensive | The most expensive request. |
| Least Expensive | The least expensive request. |

| Option | Description |
|---|---|
| Alphabetical | The list is ordered alphabetically, from A to Z. |
| Reverse Alphabetical | The list is ordered in reverse alphabetical order, from Z to A. |

## All States

From the **All States** drop-down list, select one of the following filter values:

| Request State | Description |
|---|---|
| All States | Includes all request states described in this table. |
| Pending | Requests that require approval. |
| Canceled | Requests that have been canceled. |
| Approved | Requests that have been approved. |
| Rejected | Requests that have been rejected. |
| Cancellable | Requests that can be canceled. |
| Deletable | Requests that can be deleted. |

Related Topics

# View Request Details

The Request Details view displays the following information about the request you selected:

- The icon represents the service offering for which the request was created.

- The name of the subscription for which the request was created. If the request is for a modification to a subscription and the modification includes a change to the subscription name, this is the new name of the subscription.

- Below the name of the subscription is the name of the service offering.

- Below the name of the service offering is the status that indicates and whether it has been approved.

To view request details:

1. In the Dashboard, select the ⬨ **Requests** tile to open the Requests view.

   By default, all requests are displayed by date order, with the newest requests listed first. This list includes subscription names.

2. Scroll up or down the list to browse requests.

3. When you find a request that you are interested in, select the name of the request to display the Request Details view. This view displays the service request name and a brief description, group ownership, the subscription term, attached documents, and a cost breakdown of configuration selections.

4. (Optional) If you want to delete this service request, select the trashcan icon 🗑 .

5. (Optional) If you want to place another order for this service, click **Reorder Service**.

Related Topics

"Browse Requests" on page 25

"Filter Requests" on page 26

"View Checkout Details" on page 31

"Approved and Rejected Requests" on page 30

"Cancel a Request" on page 32

"Delete a Request" on page 34

"Reorder a Service" on the next page

# Reorder a Service

You can reorder the service offering that triggered this request. The Service Offerings Details view will be populated with the values you provided for the initial request.

To reorder a service:

1. In the Dashboard, select the ⬙ **Requests** tile to open the Requests view.

   By default, all requests are displayed by date order, with the newest requests listed first. This list includes subscription names.

2. Scroll up or down the list to browse requests.

3. When you find a request that you are interested in, select the name of the request to display the Request Details view. This view displays the service request name and a brief description, group ownership, the subscription term, attached documents, and a cost breakdown of configuration selections.

4. Click **Reorder Service** to open the Service Offerings Details view.

5. Click **Checkout** to open the Service Checkout view.

6. Enter a subscription name and description.

7. Specify the subscription period (recurring or term, and start and end dates).

8. (Optional) Click **Make Changes** to modify the option sets. The original option models persist unless you change them.

9. (Optional) Click **Attach File** to attach documents that provide more information for the approver, such as a purchase order.

10. Click the checkbox to read and accept the Terms and Conditions.

11. Click **Submit Request**.

12. Wait for the Request Confirmation view to see the order details, including the request number. Your request is subject to an approval process before it can be fulfilled and delivered.

13. (Optional) In the Request Confirmation view, click **View Request** to open the Request Details view for detailed information.

14. (Optional) In the Request Confirmation view, click **Shop More** to open the Service Offerings view to continue shopping.

15. (Optional) In the Request Confirmation view, click **Reorder Service** to open the Service Offerings view and reorder again.

Related Topics

# Approved and Rejected Requests

When your request for a new subscription or a modification to a subscription is approved or rejected, its status changes and other events occur as described in the following sections:

-

-

> **Tip:** You might need to refresh the browser to see the status changes.

### *When Your Request is Approved*

Within a short period of time after your request is approved, the following occurs:

- The status of the request changes in the **Requests** view:
    - If the start date is today or earlier, the status is changed to **Approved**.

    - If the start date is a future date, the status remains as **Pending** until the start date arrives, at which time the status changes to **Approved**.

    - When a request is automatically approved , it briefly has the status of **Pending**. The status then changes to **Approved**.

- A notification that indicates the status of your request is displayed in the Notifications view.

- An email message is sent to you with the new status of the request.

- The requested subscription is added to the **Subscriptions** view, with one of the following statuses:
    - The status is **Active** if the start date is today or earlier, and the subscription has been deployed.

    - The status is **Pending** if the subscription is waiting to be deployed or if the start date is in the future.

> **Note:** If the request is for the modification of a subscription, the original subscription is replaced with the modified subscription in the **Subscriptions** view when the request for the

> modification is approved.

The subscription starts as follows:

- If the start date is today and the request is approved today (manually or automatically), the subscription starts within several minutes of the final approval.

- If the start date is today and the request is approved on a future date, the subscription starts within several minutes of the final approval.

- If the start date is a future date and the request is approved before the start date, the subscription starts several minutes after midnight on the start date.

### *When Your Request is Rejected*

When your request is rejected, the following occurs:

- The status of the request changes to **Rejected** in the **Requests** view.

- A notification giving the status of your request is displayed on the dashboard.

Related Topics

# View Checkout Details

To review checkout details for a request:

1. In the Dashboard, select the ⬥ **Requests** tile.

2. In the Requests view, select a request to display the Request Details view.

3. Scroll down to the Checkout Details section to review information about the request, such as the subscription name and a brief description, group ownership, the subscription term, attached documents, and a cost breakdown of configuration selections.

4. (Optional) If you want to reorder this service, click **Reorder Service**.

Related Topics

# Cancel a Request

You can cancel a request only if the status of the request is **Cancelable**.

In the Requests list view, you can:

- Cancel a single request, one at a time.

- Cancel all requests, all at the same time. This action cancels only the requests that are currently loaded in the Requests view.

Before you cancel a request, be aware of the following requirements and conditions:

- Requests must be canceled first before they can be deleted. Canceling a request might take some time to complete. Refresh the view several times until it does not show the requests as still being **Cancelable**.

- Cancelable and deletable requests cannot be concurrently acted on. Cancelable requests take precedence.

- When you cancel a request for a pending subscription modification, only the request for the modification is canceled. The subscription is not changed.

- If the request for a subscription has already been approved, you cannot cancel the request. However, you can cancel the subscription in the Subscriptions view.

- If you need to make a change to a request, you must first cancel the original request and then submit a new request with the correct configuration.

To cancel a single request in the list view:

1. In the Dashboard, select the ⬙ **Requests** tile to display the Requests view.

2. In the All States filter, select **Cancelable**.

3. In the Requests view, scroll up or down the list to find the request you want to cancel.

4. Click the cancel icon ⊗ next to the request you want to cancel.

5. In the confirmation dialog, click **Yes** to confirm that you want to cancel the selected request. A message displays, confirming that your selected request was canceled.

To cancel all requests in the list view:

1. In the Dashboard, select the ⬙ **Requests** tile to display the Requests view.

2. In the All States filter, select **Cancelable**.

3. Select **List Actions**.

4. In the List Actions dialog, click **Cancel All** to cancel all items that are visible in the list. **Caution:** This action cannot be undone.

5. (Optional) If you decide you do not want to cancel all items, click the close icon ✕ to close the List Actions dialog.

5. In the confirmation dialog, click **Yes** to confirm that you want to cancel all requests in the list. A message displays, confirming that all requests were canceled.

Related Topics

# Delete a Request

When you no longer need to maintain a record of a request, you can remove it from the Requests view. In the Requests view, the trashcan icon 🗑 indicates a deletable request.

> **Caution:** When you delete a request, it will no longer be visible to you.

In the Requests list view, you can:

- Delete a request if it has been approved, denied, or canceled.

- Delete a single request, one at a time.

- Delete all requests, all at the same time.

Before you delete a request, be aware of the following requirements and conditions:

- Requests must be canceled first before they can be deleted.

- Deletable and cancelable requests cannot be concurrently acted on.

- Cancelable requests take precedence.

To delete a single request from the list view:

1. In the Dashboard, select the 🗇 **Requests** tile to display the Requests view.

2. In the All States filter, select **Deletable**.

3. In the Requests view, scroll up or down the list to find the request you want to delete.

4. Select the trashcan icon 🗑 for the request.

5. In the Delete Request dialog, click **Yes** to confirm that you want to delete the selected request.

6. (Optional) In the Delete Request dialog, click **No** if you decide you do not want to delete the selected request.

7. Go back to the Requests view to confirm that the request is excluded from the list.

To delete all requests from the list view:

1. In the Dashboard, select the ⬔ **Requests** tile to display the Requests view.

2. In the All States filter, select **Deletable**.

3. Select **List Actions**.

4. In the List Actions dialog, click **Delete All** to delete all items that are visible in the list.
   **Caution:** This action cannot be undone.

5. (Optional) If you decide you do not want to delete all requests, click the close icon ✕ to close the List Actions dialog.

5. In the confirmation dialog, click **Yes** to confirm that you want to delete all requests in the list. A message displays, confirming that all requests were deleted.


Related Topics

"Browse Requests" on page 25

"Filter Requests" on page 26

"View Request Details" on page 27

"View Checkout Details" on page 31

"Approved and Rejected Requests" on page 30

"Cancel a Request" on page 32


# 👓 Review Requests

Requests for new subscriptions and for modifications to existing subscriptions might require your approval before they can be deployed. If you are designated as an approver of requests, you are responsible for approving or denying requests made for a predetermined set of service offerings.

> **Note:** More than one approver might be required to approve a request for a subscription to a service offering. This depends on the approval policy for the service offering.

As a service consumer (approver), select the 👓 **Review Requests** tile to display the Approvals view. You must have valid approver credentials to access the Approvals view.

When a user submits a request for a new subscription or a modification to a subscription for which you are the approver, the following occurs:

- A request for your approval is added to the Approvals list as **Pending.** Select the **Review Requests** tile in the Dashboard to open the Approvals list view.

- You are sent an email message that notifies you that the request needs your approval.

- A notification indicating that a request needs your approval is displayed in the Notifications view. Select the Notifications tile in the Dashboard to open the Notifications list.

The status of the request changes, based on the action you take:

- If you approve the request, the status of the request changes to **Approved**.

- If you reject the request, the status of the request changes to **Rejected**.

> **Note:** Requests for subscriptions to some service offerings might be automatically approved or denied after a certain number of days, if the approver has not approved or denied the request. This is based on the approval policy for the service offering and how it is configured for catalog publishing in the Management Console.

To manage your approvals, select the ᕳᕲ **Review Requests** tile in the Dashboard to see a list of all approvals. By default, the list in the Approvals view displays **All Request Types**, **Newest Firs**t, and **AllStates**.

In the **Approvals** view, you can perform the following tasks:

- View detailed approval information.

- Approve requests. Requests that require approval are marked **approval needed**.

- Deny requests.

Related Topics

## Browse Approvals

As a service consumer (approver), you can view a list of all pending requests and then browse and sort by the approval status, request date, requested action, and price. From this list, you can directly approve or reject requests.

To browse approvals:

1. In the Dashboard, select the ᗧᗧ **Review Requests** tile to open the Approvals view.

   By default, all requests are displayed by date, with the newest request listed first.

   > **Note:** If you are an approver of requests, by default, all requests that require approval are displayed.

2. Scroll up or down the list to browse for requests marked **approval needed**.

3. When you find a request that you are interested in, select its icon or name to display the Approval Details view.

Related Topics

"View Approval Details" on the facing page

"Approve a Request" on page 39

"Reject a Request" on page 41

# Filter Approvals

By default, the Review Requests view displays all request types, the newest requests first, and all request states. Use the following filters to display certain requests:

- "All Request Types" below

- "Newest First" below

- "All Request States" on the facing page

## *All Request Types*

From the **All Request Types** drop-down list, select one of the following filter values: All Request Types (default), New Order, Modify Subscription, or Cancel Subscription.

## *Newest First*

From the **Newest First** drop-down list, select one of the following filter values:

| Option | Description |
|---|---|
| Newest First | The most recent request, based on the date the request was submitted, is the first request in the list. This is the default. |
| Oldest First | The oldest request, based on the date the request was submitted, is the first request in the list. |
| Most Expensive | The most expensive request. |
| Least Expensive | The least expensive request. |
| Alphabetical | The list is ordered alphabetically, from A to Z. |
| Reverse Alphabetical | The list is ordered in reverse alphabetical order, from Z to A. |

## *All Request States*

From the **All Request States** drop-down list, select one of the following filter values:

| Request State | Description |
|---|---|
| All Request States | Includes all request states described in this table. |
| Approved | Requests that have been approved. |
| Pending | Requests that require approval. |
| Rejected | Requests that have been rejected. |

Related Topics

# View Approval Details

The Approval Details view displays the following information about the request order you selected, including a summary of checkout and configuration information you provide when the request is made.

- The request name, user, and date the request was made.

- The service request name and a brief description.

- The subscription term.

- Attached documents that provide the approver with more information.

- A cost breakdown of configuration selections.

- The icon represents the service offering for which the request was created.

To view approval details:

1. In the Dashboard, select the 👓 **Review Requests** tile to open the Approvals view.

   By default, all requests are displayed by date, with the newest request listed first.

   > **Note:** If you are an approver of requests, by default, all requests that require approval are displayed.

2. Scroll up or down the list to browse for requests marked **approval needed** or select **Pending** in the **All States** drop-down filter.

3. When you find a request that you are interested in, select its icon or name to display the Approval Details view.

Related Topics

"Browse Approvals" on page 36

"Filter Approvals" on page 37

"Approve a Request" below

"Reject a Request" on page 41

"Approved and Rejected Requests" on page 30

# Approve a Request

You can approve a request from the list of pending requests. This list includes the following information about the request:

- Approval Status (This includes the personal approver status and the Overall Approval Status.)

- Requester Name

- Request Date

- Requested Action

- Initial and Recurring Prices

To approve a request:

1. In the Dashboard, select the ᎙ **Review Requests** tile to open the Approvals view. By default, all requests are displayed by date, with the newest request listed first. If you are an approver of requests, all requests that require approval are displayed.

2. Scroll up or down the list to browse for requests that show the approve icon ✔.

3. Click the ✔ icon to approve the selected request.

4. In the **Approve this request?** dialog, click **Yes**. This action will start the fulfillment process and generate a service subscription.

> **Note:** The subscription you approved might not immediately show the status of Approved to the requester.

## *Approved Notifications*

**Dashboard:** Select the **Notifications** tile to open the Notifications view and verify the new (**Approved**) status of the request.

**Email**: An email message that provides the new (**Approved**) status of the request is sent to the person who submitted the request.

> **Note:** If multiple approvers are required, the notification and email message are not issued until after the approval policy is satisfied.

Related Topics

"Browse Approvals" on page 36

"Filter Approvals" on page 37

# Reject a Request

You can reject a request from the list of pending requests. This list includes the following information about the request:

- Approval Status (This includes the personal approver status and the Overall Approval Status.)

- Requester Name

- Request Date

- Requested Action

- Initial and Recurring Prices

To reject a request:

1. In the Dashboard, select the 👓 **Review Requests** tile to open the Approvals view. By default, all requests are displayed by date, with the newest request listed first. If you are an approver of requests, all requests that require approval are displayed.

2. Scroll up or down the list to browse for requests that show the reject icon ❌ .

3. Click the ❌ icon to reject the selected request.

4. In the **Deny this request?** dialog, enter a brief explanation about why you are rejecting this request. This explanation will be visible to anyone who views this request.

5. Click **Yes**.

> **Note:** The subscription you denied might not immediately show the status of **Denied** to the requester.

## *Rejected Notifications*

**Dashboard:** Select the **Notifications** tile to open the Notifications view and verify the new (**Rejected**) status of the request.

**Email**: An email message that provides the new (**Rejected**) status of the request is sent to the person who submitted the request.

> **Note:** If multiple approvers are required, the notification and email message are not issued until after the approval policy is satisfied.

Related Topics

"Browse Approvals" on page 36

"Filter Approvals" on page 37

"Approve a Request" on page 39

"Approved and Rejected Requests" on page 30

" Notifications" on page 55

# ▤ Subscriptions

To manage your service offering subscriptions, select the ▤ **Subscriptions** tile in the Marketplace Portal Dashboard. By default, the list of Subscriptions displays **All Categories**, **Newest Firs**t, and **All States**.

When you select the ▤ **Subscriptions** tile, the Subscriptions view lists your subscriptions for the last month. This is the default list order. To customize your view, you can sort and filter the list of subscriptions. You can also view only the subscriptions for service offerings from a specific category by using the **All Categories** drop-down filter.

The **Subscriptions** tile also displays the total number of subscriptions for each status.

In the **Subscriptions** status tile, a carousel displays the current status of your subscriptions, such as Online Subscriptions, Pending Subscriptions, Active Subscriptions, Expired Subscriptions, Canceled Subscriptions, Terminated Subscriptions, and Paused Subscriptions.

In the **Subscriptions** view, you can perform the following tasks:

- Check the state of your subscriptions.

- Set filters to find certain subscriptions. These filters display in the user interface only when your browser resolution it set to more than 992 pixels wide. If your browser resolution is set to 992 pixels or less, these filters do not display and only the Search box displays.

- Monitor a list of subscriptions that are expiring soon.

- View detailed subscription information. In the Subscription Details view, you can run actions on your service instances and, if necessary, modify subscriptions.

- ⊗ Cancel subscriptions, one at a time or all at the same time.

- 🗑 Delete subscriptions, one at a time or all at the same time.


Related Topics

"Browse Subscriptions" below

"Filter Subscriptions" on the facing page

"View Subscription Details" on page 46

"Modify a Subscription" on page 47

"Cancel a Subscription" on page 48

"Delete a Subscription" on page 49


# Browse Subscriptions

You can browse subscriptions in the Subscriptions view. In the Dashboard, in the **Subscriptions** status tile, select a status in the carousel to display a list of requests that have a certain status, such as Pending Subscriptions, Active Subscriptions, Expired Subscriptions, Canceled Subscriptions, Terminated Subscriptions, and Paused Subscriptions.


To browse subscriptions:

1. In the Dashboard, select the 📧 **Subscriptions** tile to open the Subscriptions view.

   By default, all subscriptions are displayed in date order, with the newest subscriptions listed first.

2. Scroll up or down the list to browse subscriptions.

3. When you find a subscription that you are interested in, select its icon or name to display the Subscription Details view.

4. If the subscription you are looking for is not displayed, go back to the Dashboard and select a carousel status button in the **Subscriptions** status tile. A list of subscriptions with the selected status is displayed.

Related Topics

"Filter Subscriptions" below

"View Subscription Details" on page 46

"Modify a Subscription" on page 47

"Cancel a Subscription" on page 48

"Delete a Subscription" on page 49

# Filter Subscriptions

By default, the Subscriptions view displays all categories, the newest subscriptions first, and all subscription states. Use the following filters to display certain subscriptions:

- "All Categories" below

- "Newest First" on the next page

- "All Subscription States" on the next page

**Note:** These filters display in the user interface only when your browser it set to more than 992 pixels wide. If your browser is set to 992 pixels or less than 992 pixels wide, these filters do not display and only the Search box displays.

## *All Categories*

You can subscribe to a variety of services, such as application servers, email servers, or web hosting services. You can filter by these services, as categories, to easily navigate to and review your subscriptions.

## *Newest First*

From the **Newest First** drop-down list, select one of the following filter values:

| Option | Description |
| --- | --- |
| Newest First | The most recent subscription, based on the date the subscription started, is the first subscription in the list. This is the default. |
| Oldest First | The oldest subscription, based on the date the subscription started, is the first subscription in the list. |
| Most Expensive | The most expensive subscription. |
| Least Expensive | The least expensive subscription. |
| Alphabetical | The list is ordered alphabetically, from A to Z. |
| Reverse Alphabetical | The list is ordered in reverse alphabetical order, from Z to A. |

## *All Subscription States*

From the **All Subscription States** drop-down list, select one of the following filter values:

| Subscription State | Description |
| --- | --- |
| All Subscription States | Includes all subscription states described in this table. |
| Active | Subscriptions that are active. |
| Pending | Subscriptions that are waiting to be approved. |
| Expired | Subscriptions that have expired. |
| Canceled | Subscriptions that have been canceled. |
| Terminated | Subscriptions that have been terminated. |
| Paused | Subscriptions that failed to deploy and have been paused for troubleshooting. |

Related Topics

# View Subscription Details

The Subscriptions Details view displays the following information:

- The icon for the service offering to which you subscribed.

- The name you entered for the subscription when you configured it.

- The name of the service offering to which you subscribed.

- The status of the subscription.

To view subscription details:

1. In the Dashboard, select the ▤ **Subscriptions** tile to open the Subscriptions view.

   By default, all subscriptions are displayed by date order, with the newest subscriptions listed first.

2. Scroll up or down the list to browse subscriptions.

3. When you find a subscription that you are interested in, select the name of the subscription to display its Subscriptions Details view. This view displays the subscription name and a brief description, subscription history and notifications. Use the filter 🔍 to customize the display of history events and notifications.

4. (Optional) If you want to see the original service request, click **View Request**.

5. (Optional) If you want to place another order for this service, click **View Linked Service** to open the My Service Details view.

Related Topics

# Modify a Subscription

> **Note:** You can only modify active subscriptions.

To modify a subscription:

1. In the Dashboard, select the ▤ **Subscriptions** tile to open the Subscriptions view.

   By default, all subscriptions are displayed by date order, with the newest subscriptions listed first.

2. Scroll up or down the list to browse subscriptions.

3. When you find a subscription that you want to modify, select the name of the subscription to display its Subscriptions Details view.

4. In the Subscription Details view, click **Modify Subscription** to open the Modify Subscription Details view.

5. In the Modify Subscription Details view, click **Modify Subscription** to open the Modify Subscription Details view. In this view, you can change the subscription name and description, group ownership, option parameters for service configuration, and the subscription period.

6. Click the checkbox to read and accept the Terms and Conditions.

7. (Optional) If you want to see the original service request, click **View Request** to see detailed information about the original request.

8. Click **Submit Subscription** to save your changes.

9. Wait for the confirmation view to see the order details, including the request number. Your request is subject to an approval process before it can be fulfilled and delivered.

10. (Optional) In the confirmation view, click **View Request** to open the Request Details view for detailed information about the subscription you modified.

11. (Optional) In the confirmation view, click **Your Subscriptions** to open the Subscriptions view.

12. (Optional) In the confirmation view, click **Reorder Service** to open the Service Offering Details view for this subscription and place another order.

13. (Optional) You can also modify a subscription during the checkout process. See "Reorder a Service" on page 29.

Related Topics

# Cancel a Subscription

**Note:** You can only cancel active subscriptions if its service instance has a status of Online, Reserved, Modification Failed, or Failed. You cannot cancel pending subscriptions.

In the Subscriptions list view, you can:

- Cancel a single subscription, one at a time, in the Subscription Details view and from the Subscriptions list view.

- Cancel all subscriptions, all at the same time, from the Subscriptions list view.

To cancel a subscription in the Subscription Details view:

1. In the Dashboard, select the ▦ **Subscriptions** tile to display the Subscriptions view.

2. In the Subscriptions view, scroll up or down the list to find and select the subscription you want to cancel.

3. In the Subscription Details view, click **Cancel Subscription**.

4. In the Cancel Subscription dialog, click **Yes** to confirm that you want to cancel the subscription.

5. (Optional) In the Cancel Subscription dialog, click **No** if you decide you do not want to delete the subscription.

To cancel a single subscription in the Subscriptions list view:

1. In the Dashboard, select the ▦ **Subscriptions** tile to display the Subscriptions view.

2. In the All Subscription States filter, select **Active**.

3. In the Subscriptions view, scroll up or down the list to find the subscription you want to cancel.

4. Click the cancel icon ⊗ next to the subscription you want to cancel.

5. In the confirmation dialog, click **Yes** to confirm that you want to cancel the selected subscription.

6. (Optional) In the confirmation dialog, click **No** if you decide you do not want to cancel the subscription.

To cancel all subscriptions in the Subscriptions list view:

1. In the Dashboard, select the ▤ **Subscriptions** tile to display the Subscriptions view.

2. In the All Subscription States filter, select **Active**.

3. Select **List Actions**.

4. In the List Actions dialog, click **Cancel All** to cancel all active subscriptions that are visible in the list. **Caution:** This action cannot be undone.

5. (Optional) If you really do not want to cancel all subscriptions, click the close icon ✕ to close the List Actions dialog.

6. In the confirmation dialog, click **Yes** to confirm that you want to cancel all subscriptions in the list. A message displays, confirming that all subscriptions were canceled.

Related Topics

# Delete a Subscription

When you no longer need information about subscriptions that have expired, been canceled, or failed, you can remove them from the Subscriptions view. In the Subscriptions view, the trashcan icon 🗑 indicates a deletable subscription.

> **Caution:** When you delete a subscription, it will no longer visible to you.

In the Subscriptions list view, you can:

- Delete a single subscription, only if it has already been canceled, one at a time, in the Subscription Details view and in the Subscriptions list view.

- Delete all subscriptions, all at the same time, in the Subscriptions list view.

Before you delete a subscription, be aware of the following requirements and conditions:

- Subscriptions must be canceled first before they can be deleted.

- Deletable and cancelable subscriptions cannot be concurrently acted on.

- Cancelable subscription take precedence.

To delete a subscription in the Subscription Details view:

1. In the Dashboard, select the ▤ **Subscriptions** tile to display the Subscriptions view.

2. In the Subscriptions view, scroll up or down the list to find and select the subscription you want to delete. The trashcan icon 🗑 indicates a deletable subscription.

3. In the Subscription Details view, click **Delete Subscription**.

4. In the Delete Subscription dialog, click **Yes** to confirm that you want to delete the subscription.

5. (Optional) In the Delete Subscription dialog, click **No** if you decide you do not want to delete the subscription.

To delete a single subscription in the Subscription Detailt view:

1. In the Dashboard, select the ▤ **Subscriptions** tile to display the Subscriptions view.

2. In the All States filter, select **Canceled**.

3. In the Subscriptions view, scroll through the list to find the canceled subscription you want to delete.

4. Select the trashcan icon 🗑 for the subscription.

5. In the Delete Subscription dialog, click **Yes** to confirm that you want to delete the selected subscription.

6. (Optional) In the Delete Subscription dialog, click **No** if you decide you do not want to delete the selected subscription.

7. Go back to the Subscriptions view to confirm that the subscription is excluded from the list.

To delete all subscriptions from the list view:

1.  In the Dashboard, select the ▤ **Subscriptions** tile to display the Subscriptions view.

2.  In the All States filter, select **Canceled**.

3.  Select **List Actions**.

4.  In the List Actions dialog, click **Delete All** to delete all subscriptions that are visible in the list. **Caution:** This action cannot be undone.

5.  (Optional) If you decide you do not want to delete all subscriptions, click the close icon ✕ to close the List Actions dialog.

6.  In the confirmation dialog, click **Yes** to confirm that you want to delete all subscriptions in the list. A message displays, confirming that all subscriptions were deleted.

Related Topics

# 💼 My Services

When your subscription to a service offering is approved, a service instance is created. The service instance is composed of the service components that you customized when you created the subscription request. It might also include additional components, if they are included as part of the service offering.

To manage your services, select the **My Services** 💼 tile in the Marketplace Portal Dashboard. By default, the list of My Services displays **All Categories**, **Newest Firs**t, and **All States**.

Related Topics

## Browse My Services

You can browse services in the My Services view. Use the **My Services** status tile to display a list of services that have a certain status, such as Online, Reserved, Deploying, Transitioning, Modifying, Modify Failed, Failed, Offline, Cancelling, Cancellation Failed, Expiring, Expiration Failed, and Public Action Failed.

To browse your services:

1. In the Dashboard, select the 💼 **My Services** tile to open the My Services view.

   By default, all services are displayed in date order, with the newest services listed first.

2. Scroll up or down the list to browse services.

3. When you find a service that you are interested in, select its icon or name to display the My Service Details view.

4. If the service you are looking for is not displayed, go back to the Dashboard and select a carousel status button in the **My Services** status tile. A list of services with the selected status is displayed.

Related Topics

# Filter My Services

By default, the My Service view displays all categories, your newest services first, and all service states. Use the following filters to display certain services:

-

-

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## *All Categories*

You can subscribe to a variety of services, such as application servers, email servers, or web hosting services. You can filter by these services, as categories, to easily navigate to and review your subscriptions.

## *Newest First*

From the **Newest First** drop-down list, select one of the following filter values:

| Option | Description |
|---|---|
| Newest First | Your most recent service, based on the date the subscription started, is the first service in the list. This is the default. |
| Oldest First | Your oldest service, based on the date the subscription started, is the first service in the list. |
| Most Expensive | Your most expensive service. |
| Least Expensive | Your least expensive service. |
| Alphabetical | The list is ordered alphabetically, from A to Z. |
| Reverse Alphabetical | The list is ordered in reverse alphabetical order, from Z to A. |

## *All States*

From the **All States** drop-down list, select one of the following filter values.

**Note:** The following table describes the service instance statuses and their corresponding subscription statuses.

| Service Instance Status | Description | Corresponding Subscription Status |
|---|---|---|
| Online | The service instance is active. | Active |
| Reserved | The service instance has not started because the start date for the subscription is in the future. | Pending |
| Deploying | The service instance is being deployed. | Pending |
| Transitioning | The service instance is being reserved for deployment. | Pending |
| Modifying | A service instance–affecting modification that was made to the subscription or a service-affecting action that was requested for the service instance has not been completed. | Pending (The subscription returns to the Active state after the modification is completed.) |
| Modify Failed | A service instance–affecting modification that was made to the subscription or a service-affecting action that was requested for the service instance failed. | Active |
| Failed | The service instance deployment failed. | Failed |

| Service Instance Status | Description | Corresponding Subscription Status |
|---|---|---|
| Offline | The service instance is no longer available because the subscription was canceled or expired. | Canceled or Expired |
| Canceling | The service instance is being canceled. | Pending |
| Cancellation Failed | The service instance cancellation has failed. | Active |
| Expiring | The service instance is expiring. | Pending |
| Expiration Failed | The service instance expiration has failed. | Active |
| Public Action Failed | The action could not be completed due to a software or hardware issue. Public actions (reboot, start, or stop) only apply if the subscription is Active. | Active (The service might not be available.) |

Related Topics

# View My Service Details

In the My Service Details view, you can see information about a service instance and request actions for a service instance.

Information displayed in the My Service Details view varies because it is based on the service offering to which you subscribed. This information might include the IP address, version, and uptime data for the service instance and component information, such as the number of registered and active users on an LDAP server and the date the LDAP server was last backed up, if your service instance includes an LDAP server.

You can execute actions on, or issue commands to, many of the components of a service instance. The actions you can execute on a service instance vary and are based on the service offering to which you subscribed. For example, if your subscription is for a server, you might be able to execute commands that start, stop, reboot, suspend, pause, unpause, and resume the server.

The My Service Details view provides information in the following sections:

**Manage Subscription**—This link redirects you to detailed information about the subscription, where you can request actions for a subscription.

**Service Details**—This section shows information about the offering that fulfills the service, such as the name of the service offering, the expiration date and time, and the owner. You can also click **View Topology** to see the topology diagram.

**Service Components**—These are the individual services that compromise your overall service delivery. In this section, for a certain service component, select its corresponding settings icon ⚙ to request an action on a service, such as reboot, pause, resume, and so on.

To view service details:

1. In the Dashboard, select the 💼 **My Services** tile to open the My Services view.

   By default, all services are displayed in date order, with the newest services listed first.

2. Scroll up or down the list to browse services.

3. When you find a service that you are interested in, select its icon or name to display the My Service Details view.

4. (Optional) Click **Manage Subscription** to open the Subscriptions Details view for the service. See "View Subscription Details" on page 46

5. (Optional) Click **View Topology** to show a topology diagram of the service instance, including summary information.

6. In the Service Components section, for a certain service component, select its corresponding settings icon ⚙ to request an action on a service, such as Clone Pattern, Build Resource Provider List, and Log Messages.

7. In the Service Action dialog, click **Execute**. A service request will be filed and will be subject to approval. After it is approved, your service will show the action performed.

8. Wait for the Success dialog and then click **OK**.

Related Topics

"Browse My Services" on page 51

"Filter My Services" on page 52

# 🔔 Notifications

The **Notifications** tile provides an easy way to monitor your notifications. To manage your subscription notifications, select the 🔔 **Notifications** tile in the Marketplace Portal Dashboard. By default, the list of notifications displays **Newest First**.

Notifications are issued for the following reasons:

| Notification Type | Description |
| --- | --- |
| Pending approval | If you are an approver of requests, a request needs your approval. |
| Request approved or rejected | A request you submitted has been approved or rejected. This notification is also created when a subscription request is automatically approved . |
| Subscription status change | The status of one of your subscriptions has changed:<br><br>• An approved subscription is now active.<br><br>• A subscription was canceled.<br><br>• A subscription has expired.<br><br>• A subscription has failed. |
| Custom Notifications | A custom notification created by your system administrator. |

In the Notifications view, notifications are displayed with the most recent notification at the top of the list.

Information in a notification includes:

• The reason for the notification.

• The name of the related service offering or subscription

• The date and time the notification was created.

When a subscription-related event occurs—such as when a request for a subscription is approved or canceled, or a subscription fails or expires—the user who requested the subscription is notified about the change of status. Users who approve requests are notified when subscriptions needing their approval are requested or modified.

Additional notifications can also be generated, depending on the offering you have subscribed to.

Related Topics

# Browse Notifications

You can view your notifications in the Notifications view and in email messages sent to the email address associated with your login account.

To browse notifications:

1. In the Dashboard, select the ♣ **Notifications** tile to open the Notifications view.

   By default, all notifications are displayed by date order (Timestamp), with the newest subscriptions listed first. This list includes notification summary information and subscription names.

2. Scroll up or down the list to browse notifications.

3. When you find a notification that you are interested in, select the name of the notification to display the Notification Details view.

Related Topics

# Filter Notifications

By default, the Notifications view displays the newest notifications first.

Use the **Newest First** filter to change the order of notifications in this view.

| Option | Description |
|--------|-------------|
| Newest First | The most recent notification, based on the date the notification was created, is the first notification in the list. This is the default. |
| Oldest First | The oldest notification, based on the date the notification was created, is the first notification in the list. |

Related Topics

# View Notification Details

You can view information about notifications in the Notifications view.

To view notification details:

1. In the Dashboard, select the 🔔 **Notifications** tile to open the Notification Details view.

   By default, all notifications are displayed by date order, with the newest notifications listed first. This list includes notification descriptions and subscription names.

2. Scroll up or down the list to browse notifications.

3. When you find a notification that you are interested in, select the name of the notification to display the Notification Details view. This view displays the date when the notification was created, the subscription name and its expiration date, the subscription status and a brief description of the service subscription, the owner, and the associated offering name.

Related Topics