DATABANK
Data Center Evolved™

DataBank Portal: Useful Functions

Get Clarity and Control with Everything and Everyone Connected

Contents

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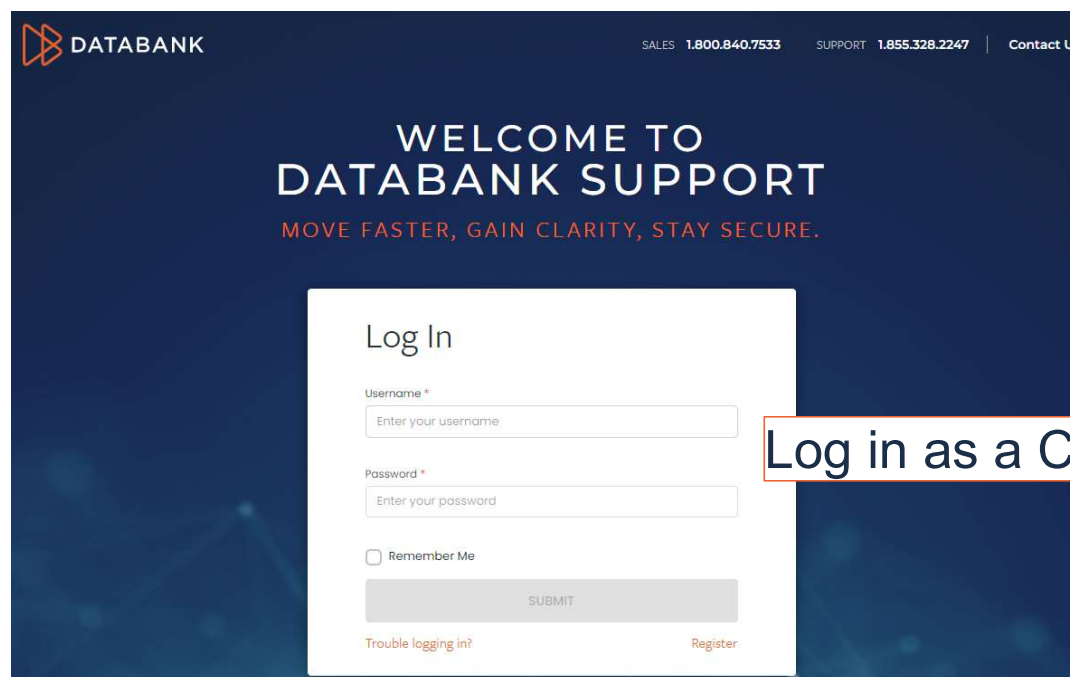
DataBank Portal - Access

You can access the DataBank Customer Portal from any browser.

Log in as a Customer Contact.*

DataBank Portal – Access Notes

You must be an Authorized Contact on your account with DataBank in order to log into the Customer Portal.

Only Customer Contacts with the role of "Administrator" may authorize a new Authorized Contact on your account with DataBank.

If this is your first time logging in to the Portal, click "Register" in the bottom right corner of the login window, and follow the directions.

SUBMIT

Trouble logging in?   Register
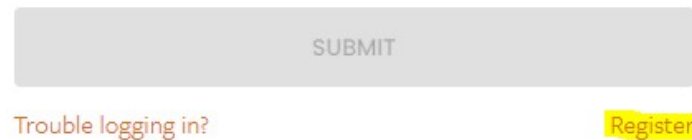
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DataBank Portal – Quick Display Tools

Select the Organization or BAN (subaccount) you wish to view. To view all services/data centers associated with your account, select the "root" *Organization* rather than a specific *BAN*.

Click the email icon to see a list of open tickets.

Click here to view/edit your Profile

Click here to logoff

Top Right of every page, you can adjust the Timeline (default for most pages is 30 days) for the displayed data.

the Alert icon (triangle) to see active Alarms.

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DataBank Portal – Quick Display Tools Notes

These pages are exceptions to the Timeline Display:

- <u>Support</u> – all tickets associated with your account since the account's start date
- <u>Billing</u> – all invoices associated with your account for at least 1 year

All Data Displayed is dependent on the Organization/BAN you have selected at the top of the Portal page.

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DataBank Portal – Home

Use the left side Menu to navigate the portal pages.

DataBank Portal – Home Notes

From the Home Screen, you can see *(30 days is default Timeline)*:

- Number of opened Tickets; currently Active Alarms; number of Attacks Blocked *(if you have DataBank's perimeter security service)*; Data Protected *(amount of storage used by PaaS services' backups)*; Bandwidth utilization *(if you have our blended managed internet service)*
- Recent Activity, including who opened/updated tickets, logged into systems or the Portal, modified your team's contacts or billing information, etc.
- Firewall Connections; Summary of Device Alarms *(if you have DataBank's cloud services)*; Data Center Incidents & Maintenance *(for those data centers where you have services)*
- Health Checks status; Bandwidth Usage; and Protocol Distribution
- And at the very bottom: Contact information for Billing and your Dedicated Account Team – Account Executive (Sales), Account Manager (Sales), and Technical Account Manager (if one is assigned)

DataBank Portal – Colocation (Power)

Not all DataBank data centers have this feature enabled - yet. If you do not see data populated in this section, your data center hasn't yet been updated.

DataBank Portal – Colocation (Power) Notes

The Colocation section of the Portal gives you deep insight into the customer's power consumption in both real time and an historical analysis.

Select the cabinet you wish to review, and kW or Amp. You can export the displayed data to an XLS or PDF file.

You can also quickly narrow down consumption by usage, or use the Filter icon to drill down to a specific connected device, circuit, utilization, etc.:

Monitor	Historical Power Usage									
Devices	**5**	All								
		All								
Connected Device		>=60	s)	**Asset #**	**Volts**	**Connected**	**Usable**	**Phase**	**Actual**	**Remaining**	**Utilization**
MSP2.DH01.C05.01.00		>=80	PDU.A4.E.10-14		208v	10.8kW	4.3kW		2.1kW	2.2kW	48.8%
			MSP2.DH01.PDU.B4.E.10-14		208v	10.8kW	4.3kW		3kW	1.3kW	69.8%

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DataBank Portal – Colocation (Systems & Services)

The **Systems & Services** tab lists your services with DataBank today.

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DataBank Portal – Colocation (Systems & Services) Notes

Colocation

You can review Services page by page or click the Filter icon to search for a specific service(s).

Clicking the Service Order Number next to a given Service line item takes you to the related Transaction History for that Service Order. There you can review the related Order Ticket(s) and download a copy of the Executed Order.

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DataBank Portal – Colocation Interconnects

Review your existing Cross Connects by clicking "Interconnects" under Colocation in the left-side menu. Click the Expand » icon to view more information on any listed cross connect.
You can Order New, or Disconnect an existing, cross connect in this section.

DataBank Portal – Colocation Interconnects Search
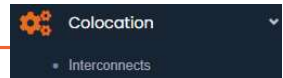
Search for a specific cross connect under My Interconnects by clicking the Filter ⊞ icon, adding the search criteria to the filter fields, then click "Filter" in the bottom right. Do not use wildcards.

My Interconnects   My Orders   Draft Orders

BAN
Input BAN

Asset #
Input Asset #

Datacenter
Input Datacenter

Circuit ID
Input Circuit ID

PO Number
Input PO Number

Clear   Filter

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DataBank Portal – Colocation Interconnects Order Status

Colocation
• Interconnects
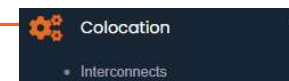
Review your cross connects *orders* by clicking the "My Orders" tab, and use the Expand » icon to view order details, including circuit information (demo example below, circuit info is blank), CFA, terms, and billing status.

My Interconnects   My Orders   Draft Orders

Order #	Created By	Created Date ↓	BAN	Datacenter	Status
62592	YHGTest YHGTest	06/20/2022	BAN-50002 - Test Company	DFW1 - 400 South Akard	Portal Executed

Asset #	266041
Circuit Information	CID: Carrier: Bandwidth:
Type	Cross Connect
Media Type	Cross Connect : SMF
Location A	Fl-1/Rm-160/Cage-A1
Location Z	Fl-1/NMMR/Cage-00
Connector A	SC
Connector Z	SC
PO Number	DB-TC: YHG 06202022
Term in Months	12
One Time Charges	$250.00
Monthly	$250.00
Billing Start Date	06/20/2022

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DataBank Portal – Colocation Interconnects Notes

Colocation
• Interconnects

IMPORTANT NOTES:

- Only Administrator Contacts on your account may authorize an order. If you are not an Administrator, you must select an Administrator contact during the order submission process. That person will receive an email with a link to review and authorize the order. Your order will not be received by our Provisioning team until authorization is received.
- When ordering new cross connects, you must upload the LOA and specify the CFA and connector information.
- You can request an expedite for a fee (fee shown during ordering process).
- You will review the order, including set-up fees, before confirming the order.
- If you begin an order, and need to pause, you can save it as a draft and return to it later.
- You can export a list of your cross connects by clicking the Export icon and selecting XLS or PDF file type.

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DataBank Portal – Data Center Physical Access

DATACENTER PHYSICAL ACCESS

Timeframe: Last 30 days ⌄   Organization/BAN: Test Company ⌄   ✉ ⚠ 👤 | ↪

Activate Access   **Deactivate Access**

⚠ Welcome to the Physical Access Control System. If your location is not listed here, it is not yet integrated into our Portal but will be at a later time.
Please click here to open a ticket to request or terminate access.

Your Locations:

DFW1 - 400 South Akard, Dallas, TX 75202

DFW3 - 8375 Dominion Pkwy, Plano, TX 75024

MCI2 - 10605 W. 84th Terrace, Lenexa, KS 66214

You control physical access to your equipment in our data centers – whether permanent badge access, or one-time temporary access, you have control over who gets access and when.

You can subscribe to monthly access reports on the "Datacenter Access Report" tab, and review access logs at any time.

Cardholder Access List   Datacenter Access Report

Cardholders | 2

View Deactivated ⬤   ⚙ 🔍 Export ⌄ | ↻

Name	Activate Date	Last Activity	Card Number	Access List	Active	
Answer, Test					🟡	🗑
Smith, Bill	11/19/2019		22010	PIT1 - F2 - Customer Access Terrace Level,PIT1 - F2 TeraSwitch	🟢	✏ 🗑

DataBank Portal – Data Center Physical Access Notes

You must have "Physical Access Administrator" associated with your Contact Profile to manage this section of the Portal.

Access to your equipment in our Data Centers is controlled by you. You can pull historical reports of access as needed, when needed.

From this section, you can add, edit, and de- (and re-) activate users authorized to have permanent badge access, as well as request temporary access, to your equipment's Data Center.

Please refer to the Customer Information Guide found in the Security Documents widget of the Compliance section of the Portal for more details on Data Center access and amenities.

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DataBank Portal – Support Ticket Options

Request options available in the Support section include:

SUPPORT   Organization/BAN: Test Company

| History | Video Tutorials | Add New Ticket | Reserve Conference Room | New Delivery Ticket | Request Remote Hands | Request Disconnect | New Billing Inquiry |

- <u>Ticket History</u>
- <u>Video Tutorials</u> – quick 2-3 minute overviews of Portal sections.
- <u>Add New Ticket</u> – general support ticket.
- <u>Reserve Conference Room</u> – Reserve a conference room in our data center for your onsite meeting.
- <u>New Delivery Ticket</u> – *PLEASE* open a delivery ticket with us any time you ship equipment to one of our data centers! We get *hundreds* of deliveries daily; don't risk your valuable equipment being misplaced.
- <u>Request Remote Hands</u> – Need a power cycle? A vendor escorted to your cage?
- <u>Request Disconnect</u> – Use this ticket type to submit partial or full disconnect service requests.
- <u>New Billing Inquiry</u> – Use this ticket type to communicate with our Billing department.

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DataBank Portal – Support Ticket Options Notes

SUPPORT

Organization/BAN: Test Company

History	Video Tutorials	Add New Ticket	Reserve Conference Room	New Delivery Ticket	Request Remote Hands	Request Disconnect	New Billing Inquiry

The Portal is Databank's preferred communication method for service inquiries because Portal Users are authenticated, which allows us to act quickly on your behalf.

Your request is documented and saved with a timestamp to avoid ambiguity and confusion.

Our Support team is available 24/7/365, so your critical support request will be received by a DataBank resource, regardless of the time of night, weekend, or holiday.

You control who on your team receives ticket notifications, and you can change the notification recipients on a given ticket at any time.

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DataBank Portal – Support Tickets (Search Ticket History)

Search your ticket history by clicking the History tab in Support, click the Filter ⚙ icon, then enable "Include closed tickets", enter your search criteria, then click "Filter" from the bottom right.

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DataBank Portal – Support Tickets (Search History) Notes

- To search the entire account ticket history, you must have the root of the Organization selected in the Organization/BAN field at the top right of the Portal window. Organization/BAN: | Test Company ⌄ |
- Click the Filter 𝌆 icon to search ticket history.
  - Do not use "wildcards" (e.g., *, &, OR, etc.) in the Filter criteria fields; note that multiple words in the same criteria field are searched in the order you type them (e.g., "multi mode fiber" will be searched as "multi mode fiber", not "multi" and/or "mode" and/or "fiber").
- Filter criteria is not case-sensitive.
- Don't forget to enable "Include closed tickets"! Include closed tickets ●
- For our PaaS Cloud customers, if you are looking for patching tickets, be sure to disable Exclude patching. Exclude patching ●
- You can export ticket history to an XLS or PDF file. 𝌆 Export ⌄

EXPORT BY:
- XLS
- PDF

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DataBank Portal – Support Tickets (Add New Ticket)

From the Home Screen, click the Support widget:

OR

Select "Support" from the left side menu, and click "Add New Ticket":
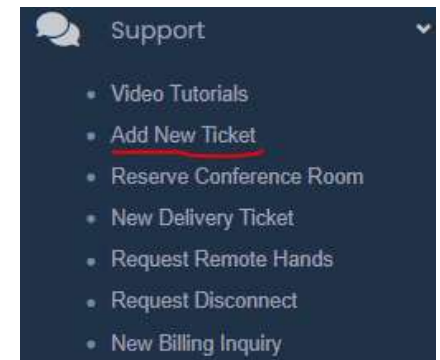
OR

In the Support section of the Portal, select "Add New Ticket":

Fill in the required fields, subscribe the people you wish to participate in the ticket (including adding external contacts who, while they won't have Portal access, will participate via email), and upload any attachments you'd like to share.

Click "Submit".

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DataBank Portal – Support Tickets (Add New Ticket) Notes

The preferred method for opening a Support Ticket is through the Portal because users are authenticated, which allows us to quickly act on your behalf. DataBank does not accept tickets via email – the security and compliance of our customers' equipment and data is an essential commitment to you. Your Dedicated Account Team is happy to answer questions regarding our security policies.

Contacts subscribed to a given ticket can be customized – you can leave the default Support contacts, or add/remove additional account contacts from the All or Selected tabs

Subscribe people to this ticket

Add external contact

People

All   Selected 5

- You can also add an additional external contact. This is helpful to add a contractor and/or end user for a specific support issue or project. External contacts cannot access the Portal but can participate in the ticket conversation via email by replying all to ticket email notifications.
  - They cannot view any information that is added to the "Sensitive Information" portion of the ticket – that section is only view-able in the Portal by authorized users; and
  - They will not receive ticket attachments via email – those are only available in the Portal.

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DataBank Portal – Managing Users/Roles/Tags
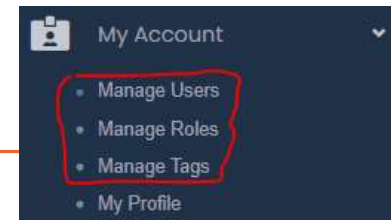
ONLY Administrator Contacts may add/edit/disable Portal Users

- Press drop down arrow on My Account
- Select one:
  - Manage Users
  - Manage Roles
  - Manage Tags
  - My Profile

Please Note:
- Set Password Expiration – Options are 30, 60, 90, 120, or 180 days. *"Never expire" option isn't recommended.*
- Enable 2-factor authentication – DUO is a mobile app with a monthly $5 license fee, per user profile
- User List may be exported to XLS or PDF file
- Disable a User at any time:

DataBank Portal – Managing Users/Roles/Tags (notes)

ONLY Administrator Contacts may add/edit/disable Portal Users

This section is NOT where you manage Physical Access to the Data Center(s) – please see Physical Access in a separate section of this guide.

Only Administrator Contacts can see the "Manage Users", "Manage Roles" and "Manage Tags" menu options under "My Account". All other Contacts may view "My Profile", which is that user's personal Portal profile.

- Manage Users – Add, Edit, or Disable an authorized contact on your account in this section. These contacts have access to the Portal and are the contacts with whom you authorize DataBank to share information, take direction, and accept service requests.
  - A User must have a ROLE assigned to them for them to access the Portal. The default roles are Administrator, Billing, Collections, and Support.
- Manage Roles – Create a custom Role for your users in this section and assign that Role to the Use...
- Manage Tags – Specify what service a given user may view/access in the Portal.

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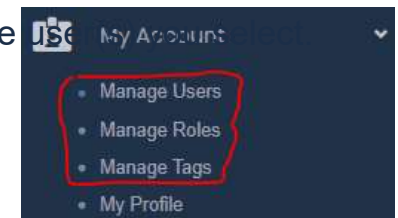
Customer Contacts – Roles Definitions

A Contact must have a ROLE to register on the Portal

Administrator Role: Controls and has access to *everything* about the Organization OR the BAN to which they are assigned.

- **Admins are the only Role who can create Contacts in the Portal and/or authorize DataBank to add/remove/edit Contacts.** Admins can also authorize one-time information sharing with a 3rd party.
- Admins can see everything in the Portal for the Organization or the BAN to which they are assigned.
- Admins can view & edit Primary Billing Information (where and to whom we send invoices), as well as payment preferences.
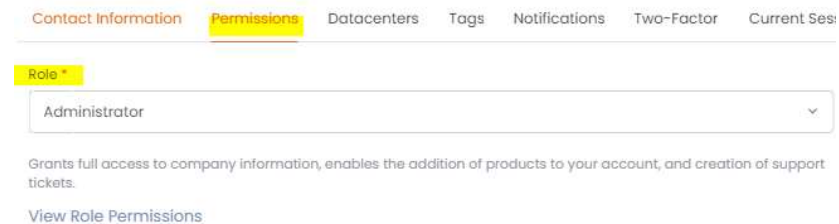- Admins can create tickets, request disconnects, and Authorize Orders.

Billing Role: Can view billing history, submit payments, and review services about the Organization OR the BAN to which they are assigned. Will be notified when a new invoice is issued.

- Only ONE Billing role contact per BAN can be the Primary Billing Contact to whom we email invoices as PDF attachments. Any Billing Role Contact can log into the Portal and review & download invoices and make payments.

Collections Role: Member of Customer's Accounts Payable Team. Can view billing history, submit payments, and review services about the Organization OR the BAN to which they are assigned. Any Collections Role Contact can download invoices from the Portal.

Support Role: Can view support history and operational information, and create tickets about the Organization OR the BAN to which they are assigned.

- Support contacts can enter tickets and will be sent email notifications for all ticket updates.

Contact Information   Permissions   Datacenters   Tags   Notifications   Two-Factor   Current Ses

Role *

Administrator

Grants full access to company information, enables the addition of products to your account, and creation of support tickets.

View Role Permissions

Customer Contacts – Notifications Definitions

A Contact may have any or all of these added to their ROLE

Notifications – In addition to the ROLE (Admin, Billing, or Support), the contact will be notified by email of the following:

- **Billing** – Invoice has issued; they can log into the Portal to view/download the invoice. (All Billing *role* Contacts will receive an invoice-issued notification email by default.)
- **Support** – Ticket has been opened; Ticket note has been added (contact can reply all to ticket notifications and their response will be captured in the Ticket as well as sent to all other Support/Notify on Support Contacts). (All Support *role* contacts receive ticket update notifications by default.)
- **Delivery** – Package customer shipped to the Data Center has been received.

- **Maintenance** – Data Center in which they have services will be undergoing X Maintenance on X Date.
- Patching – Managed Services Customers only; servers are being patched on X Date
- **SSL Certificate** – Managed Services Customers only; SSL Cert the customer purchased from DataBank is up for renewal.
- **Monthly Summary Email** – Intended for Managed Services Customers; Contact will receive an emailed summary of tickets, alerts, and backups.

Contact Information   Permissions   Datacenters   Tags   Notifications   Two-Factor   Cu

All Support Events
By default, this email address will be included on all new support tickets

All Billing Events
By default, this email address will be included on all new billing tickets as well as on all invoices.

All Patching Events
By default, this email address will be included on all new patching tickets.

All Maintenance Notifications
By default, this email will be included on all critical events and maintenance notification emails.

All SSL Certificate Renewals
By default, this email address will be included on all SSL renewal tickets.

Monthly Summary Email
By default, this email address will receive a monthly summary email with monthly stats for your organization.

Delivery
By default, this email address will be included on all shipping and receiving tickets.

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Customer Contacts – Access Control Definitions

A Contact may have any or all of these added to their ROLE

Access Controls – In addition to the ROLE (Admin, Billing, or Support), the contact can have one or all of these Responsibilities:

- *Physical Access Administrator* – this person can authorize Permanent Badge access, or Temporary Access, to the Data Center(s) in which they have COLO services.
- *Temporary Access Approver* – this person can authorize Temporary Access (one time, specified by date(s)) to the Data Center(s) in which they have COLO services.


- *Remote Hands Requestor* – this person can authorize Remote Hand requests from Databank to assist with their COLO equipment, including escorted access to their equipment. Remote Hands incurs hourly rates.

DataBank Portal – Managing Users

ONLY Administrator Contacts may add/edit/disable Portal Users

To add a New User, click the Add ➕ icon under Manage Users. An Add User window will open. Here you add their contact info, access rights, and notifications.

My Account ⌄
- Manage Users
- Manage Roles
- Manage Tags
- My Profile
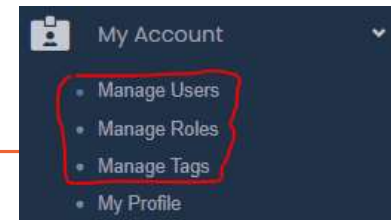
Add User ✕

Contact Information   Permissions   Datacenters   Tags   Notifications   Two-Factor

Valid contact information helps our staff get in touch in a timely fashion.

Personal Information

First Name *
Input First Name

Last Name *
Input Last Name

Email *
Input Email

Title
Input Title

Time Zone *
Select Time Zone ⌄

Contact Information

Primary Phone *
Input Primary Phone

Extension
Input Extension

Alternative Phone
Input Alternative Phone

Cell Phone
Input Cell Phone

Fax
Input Fax

Click Submit to send the User a new account email to register on the Portal.   Cancel   Submit

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DataBank Portal – Managing Users – Edit User Profiles

ONLY Administrator Contacts may add/edit/disable Portal Users

Next to any listed User, click the Edit   🖉   icon. An Edit User window will open, and here you can edit:

Edit

- Personal contact information
- User's Role (see Permissions)
- Opt in or opt out to/from notifications
- Two Factor Authentication
  - extra charge of $5 will be applied per user
- Manage Tags
- Remote Hands Requestor option
- Access Approver option

You can re-send the new account Welcome email to an unregistered user at any time by clicking the Resend Welcome Email icon. Once a user has registered, they can visit support.databank.com to change their password if needed.

Resend the Welcome Email

Edit User | Addison, Matt   ✕

Contact Information   Permissions   Datacenters   Tags   Notifications   Two-Factor   Current Sessions

⚠️ This person has not completed registering their account.   Resend the Welcome Email

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DataBank Portal – My Account (Role Management)

- Select a role from the drop down menu to see the role's permissions.
- Default roles of Administrator, Billing and Support are the basis for a new custom role.
- Click the Add ➕ icon to begin creating a new Role.
- Type in your custom role name – this can be anything you choose.

Once you have selected/deselected the permissions for your new custom role, assign users to your new custom role and click the Save Changes in the bottom right corner.

DataBank Portal – My Account (Role Management) Notes

Only Administrator Contacts on your account can manage User Roles.

You cannot edit the *default* roles – *default* roles are "Administrator", "Support", "Billing", and "Collections".

You can create custom Roles and get very specific about what that role can view and do in the Customer Portal.

Be sure to name the custom Role something unique.

Type in a Description that further clarifies the purpose of the Role.

You can edit Roles at any time, so if you find you need to add/remove something from a given custom Role later, you can do that in the Portal.

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DataBank Portal – My Account (Manage Tags)

Tags are a great way to specify which users may interact with which service/device.

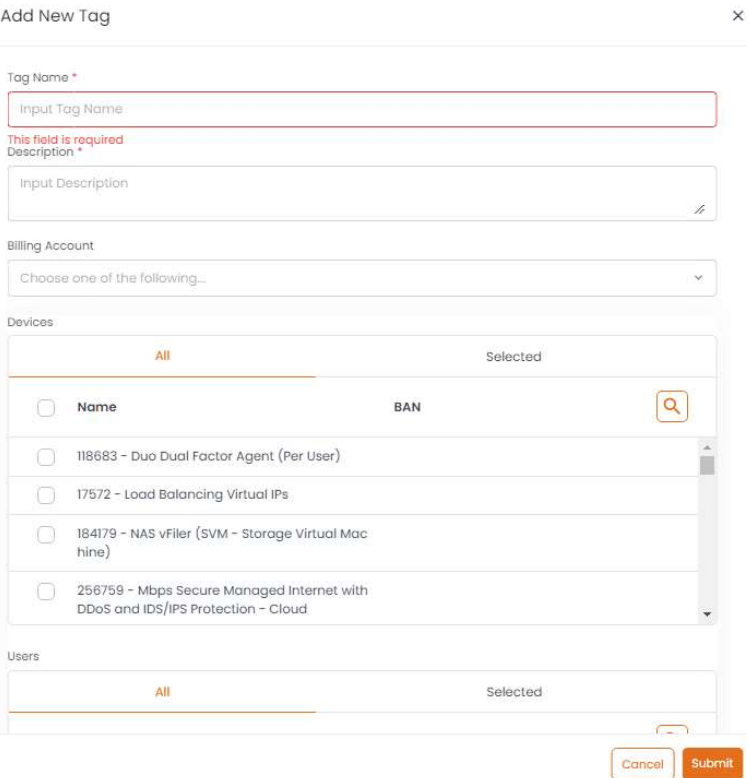Tags may be used with any service.

You must be an Administrator Contact to access Tag Management.

DataBank Portal – My Account (Manage Tags) Notes

Tags are used to control access to specific devices

- User access can be restricted to specific devices by using TAGS.
- Users assigned to the tag will only be able to manage the devices in the tag.
- If tags have not been added, then the users will have access to manage all company devices.
- To add a new device tag, click the ADD + icon.
- Choose Tag Name
- Choose Devices
- Choose Users
- Press Create Tag

❖All devices should be tagged for the feature to work correctly
❖Please note tags are user, not *role,* specific. If you tag a device to a billing person, that person will have access to the device even if they don't have the requisite role permissions.

Add New Tag   ✕

Tag Name *

Input Tag Name

This field is required
Description *

Input Description

Billing Account

Choose one of the following...

Devices

All	Selected

☐	Name	BAN	🔍
☐	118683 - Duo Dual Factor Agent (Per User)		
☐	17572 - Load Balancing Virtual IPs		
☐	184179 - NAS vFiler (SVM - Storage Virtual Machine)		
☐	256759 - Mbps Secure Managed Internet with DDoS and IDS/IPS Protection - Cloud		

Users

All	Selected

Cancel   Submit

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DataBank Portal – Managed Systems' Health

How to Check the health of Managed Systems – Health Checks (Home Page)

From the Home page in the Portal, you can see at a glance the health of your DataBank managed systems. Health checks are custom scripted monitors we apply to your managed environment; we monitor 24/7/365 and will be happy to monitor any aspect of your managed systems, including application and database functions. There is no fee for health checks – that's included in your managed services with DataBank.

To view your Health Checks, click "View Analytics" from the Health Checks' widget on the Home Page. The Monitors page will open for your review, where you can search for a specific Health Check, review current status of a given monitor, and/or run a check to see the current session logs.

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DataBank Portal – Managed Systems' Health

Health Checks are 24/7/365 monitoring

Health Checks are included with your Databank Managed Services.

- Databank can monitor your environment 24/7/365 and respond as you prefer.
  - If you would like us to just notify you when a specific threshold has been met (e.g., your RAM's usage is over 95%), we can call or email you as you request.
  - If you would like us to act, such as restarting a specific service on the server, clear a cache, or even reboot a given system – we can do that too.
- What would most benefit you?

DataBank Portal – Managed Systems Cloud

How to Check Resource Usage on your Cloud Platform

Managed Systems ⌄
- Virtual Private Cloud
- Servers
- Firewall
- Load Balancer
- Storage

Virtual Private Cloud (VPC)

Export ⌄

Usage As Of: 6/20/2022

☁ ⌄ 6335-TestComp-dfw3-cp5-vpc1	⌖ dfw3-cld-vce-01.cloudplus.databank.com	Running VMs 8 of 9

vCPU 16

CPU 0.7 GHz 10 GHz purchased	Memory 16 GB 10 GB purchased	VM Licensing 16 GB 10 GB purchased	Tier 0 Storage 137.77 GB 100 GB purchased	Tier 2 Storage 0.37 GB 0 GB purchased

State	VM Name	OS	IP Address	vCPU	RAM(GB)	Licensed RAM (GB)	Tier 0	Tier 2
PoweredOff	ASAv Test 4	Other 2.6.x Linux (64-bit)	N/A	1	2	0	0	0.37
PoweredOn	s06909	Red Hat Enterprise Linux 8 (64-bit)	10.8.75.30	2	2	2	15.9	0
PoweredOn	s06910	Red Hat Enterprise Linux 8 (64-bit)	10.8.75.40	2	2	2	17.59	0
PoweredOn	s06911	Oracle Linux 8 (64-bit)	10.8.75.50	2	2	2	17.67	0
PoweredOn	s06912	Oracle Linux 8 (64-bit)	10.8.75.60	1	2	2	19.45	0
PoweredOn	s06913	Red Hat Enterprise Linux 8 (64-bit)	10.8.75.70	2	2	2	16.76	0
PoweredOn	s06914	Red Hat Enterprise Linux 8 (64-bit)	10.8.75.80	2	2	2	15.99	0
PoweredOn	s06915	Oracle Linux 8 (64-bit)	10.8.75.90	2	2	2	16.72	0
PoweredOn	s06916	Oracle Linux 8 (64-bit)	10.8.75.100	2	2	2	17.69	0
			TOTALS:	16	18	16	137.77	0.37

You can see each asset's resource utilization at a glance, as well as the status of your DataBank cloud's resources.

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DataBank Portal – Managed Systems Assets

Assets on Your DataBank Cloud Platform

From the Managed Systems page, you can see all of the managed assets, organized by asset type (Virtual Private Cloud (resources), Server, Firewall, Load Balancer) under each respective Data Center location. To see details regarding a specific asset (Server, Firewall, Load Balancer, or Storage), click the Device Name.

DataBank Portal – Managed Systems Servers

You can review any given PaaS Server's performance, installed software, patching schedule, and monitoring.
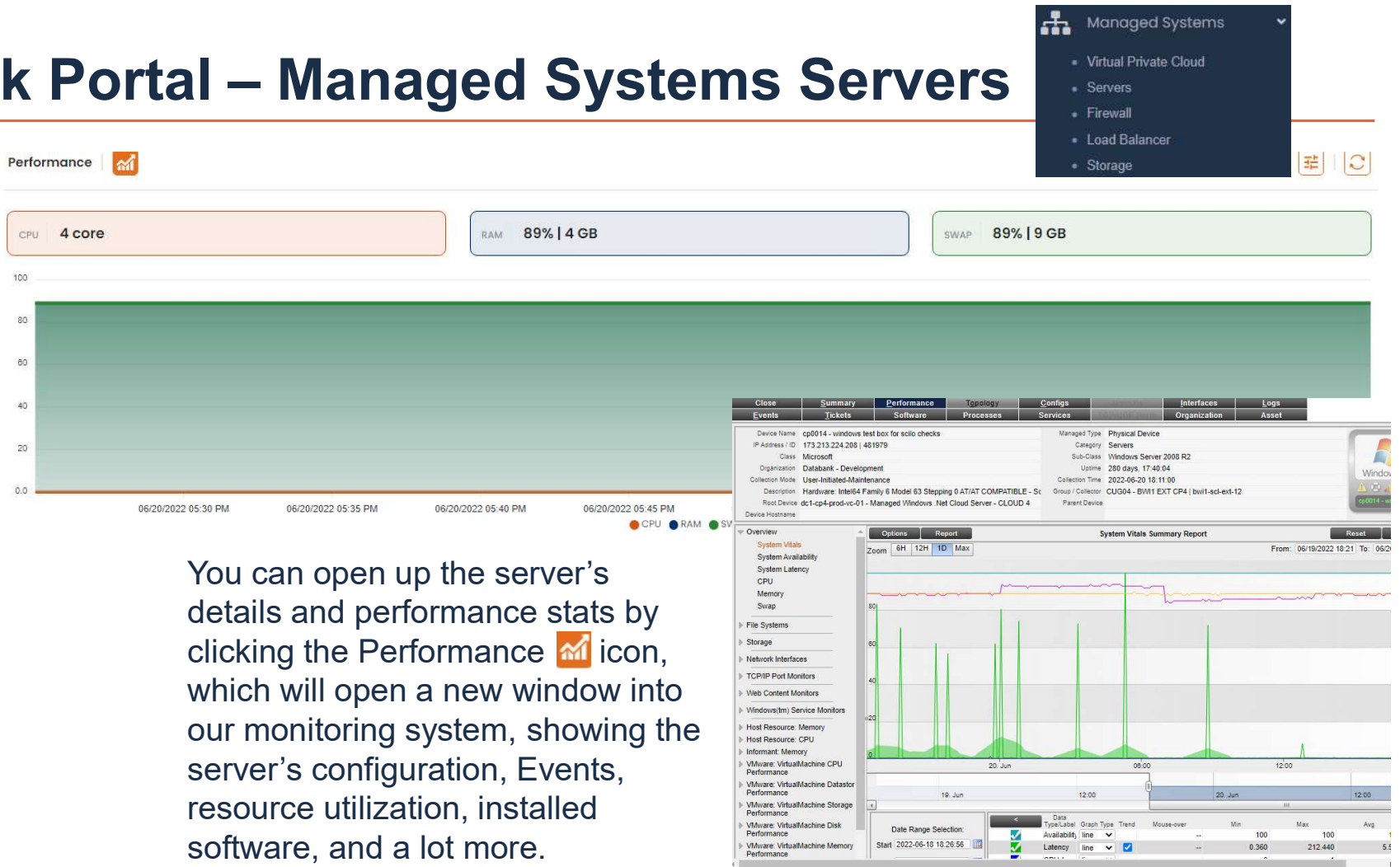
You can open up the server's details and performance stats by clicking the Performance icon, which will open a new window into our monitoring system, showing the server's configuration, Events, resource utilization, installed software, and a lot more.

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DataBank Portal – Managed Systems Servers Notes

PAAS Managed Servers gives you full visibility

After clicking on a Device Name from the Managed Systems page, the Server Details open. Here, you can see (subject to the Timeframe you set on the page):

- Performance Stats – CPU, Memory (RAM), and Swap
- Public IP Addresses
- System Resources – CPU & RAM
- Drives and respective Storage Capacity & currently free space
- Alarm History and Server Events (logins)
- Installed software and services (note: Only software installed and/or monitored by Databank will be listed here)
- Patching Schedule (OS critical patches)
- Backups history & status (full / incremental, success / failure)
- Currently applied health checks ("Monitors")

DataBank Portal – Managed Systems Firewall

How to control connections to the environment – Managed Firewall

Transparency and Control

- You can review your firewall's performance and configuration, view/edit the ACL, add VPN Users and Point to Point tunnels in the Portal at any time.
- Check connections (and remove connections).
- Review Syslogs and export to an XLS or PDF file.
- Review Health Checks.

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DataBank Portal – Managed Systems Load Balancer

How to control connections to the environment – Managed Load Balancer

You can use the Load Balancer to direct inbound traffic on your Databank Managed Internet service to specific server(s). If you need to update code, drop one server out of the Load Balancer, apply the updates, then add the server back into the VIP Pool.

Load Balancer

Auto-refresh

Vip/Pool/Member	Current Connections	Maximum Connections	Total Connections	Total Requests	Actions
testcompany-devteam – 69.63.129.162:80	0	18	9120	1633	
testcompany-tomcat-EWH – 173.213.232.114:80	0	29	13078	3220	
testcompany-EWH	0	9	4,874	0	
10.11.81.60:80	0	0	0	0	Select Action ⌄
10.11.81.61:80 cp0444 – Managed RedHat 6 Web Cloud Server (Term,Web)	0	5	2437	0	Select Action ⌄
10.11.81.62:80 cp0444 – Managed RedHat 6 Web Cloud Server (Term,Web)	0	4	2437	0	Select Action ⌄
10.11.81.63:80	0	0	0	0	Select Action ⌄
10.11.81.64:80	0	0	0	0	Select Action ⌄
testcompany-devteam – 69.63.129.162:443	0	49	114047	0	
testcompany-devteam	0	0	0	0	
10.11.81.220:80	0	0	0	0	Select Action ⌄
10.11.81.221:80	0	0	0	0	Select Action ⌄

Managed Systems
- Virtual Private Cloud
- Servers
- Firewall
- Load Balancer
- Storage

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DataBank Portal – Network & Internet

Managed Internet – Great Value, Burstable, Resilient
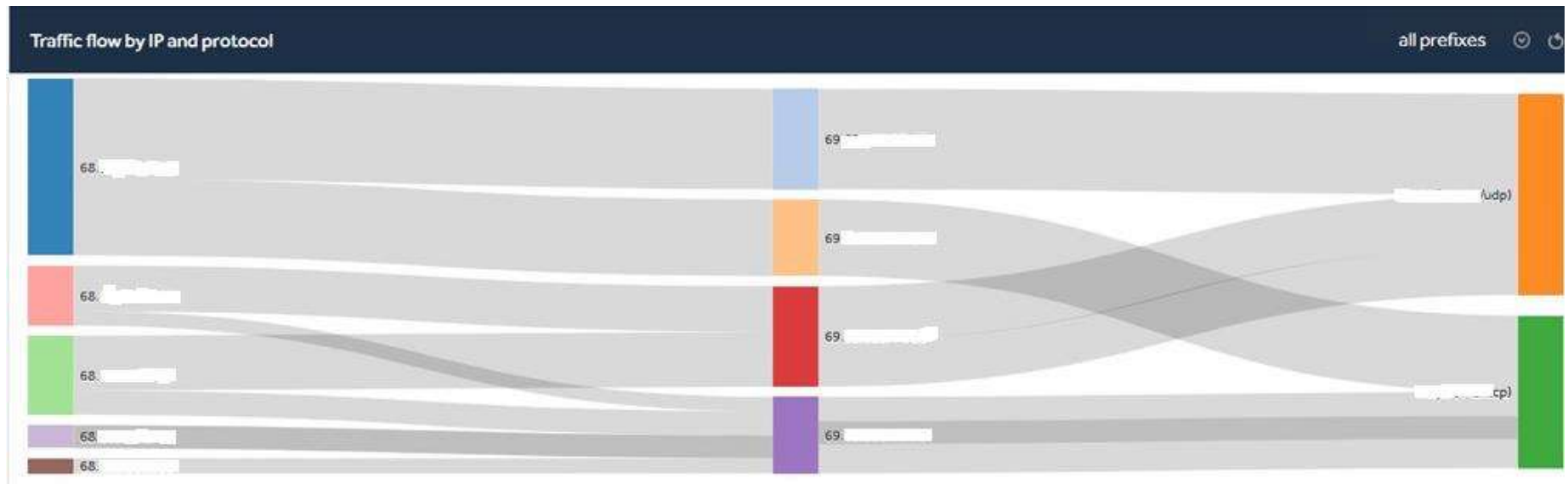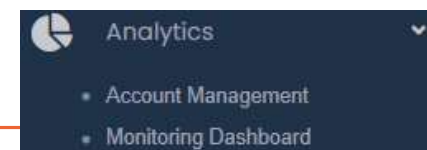
Our blended Managed Internet Service is an amazing value – if resilient burstable bandwidth is important to you, for a fraction of the cost of contracting & creating your own custom solution, DataBank can provide you with connectivity. You can pull reports on the traffic and see at a glance the type of traffic traversing your connection. We can also apply perimeter security – IDS/IPS & DDoS Protection – for which you can review and export stats right from the Portal at any time.

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DataBank Portal – Analytics

Analysis of your DataBank services

Would you like to see an analysis of your DataBank services? We've provided that for you in the Analytics section of the Portal. Click "Account Management" to quickly review stats on tickets, alarms, backups & restores (for our PaaS Cloud customers).
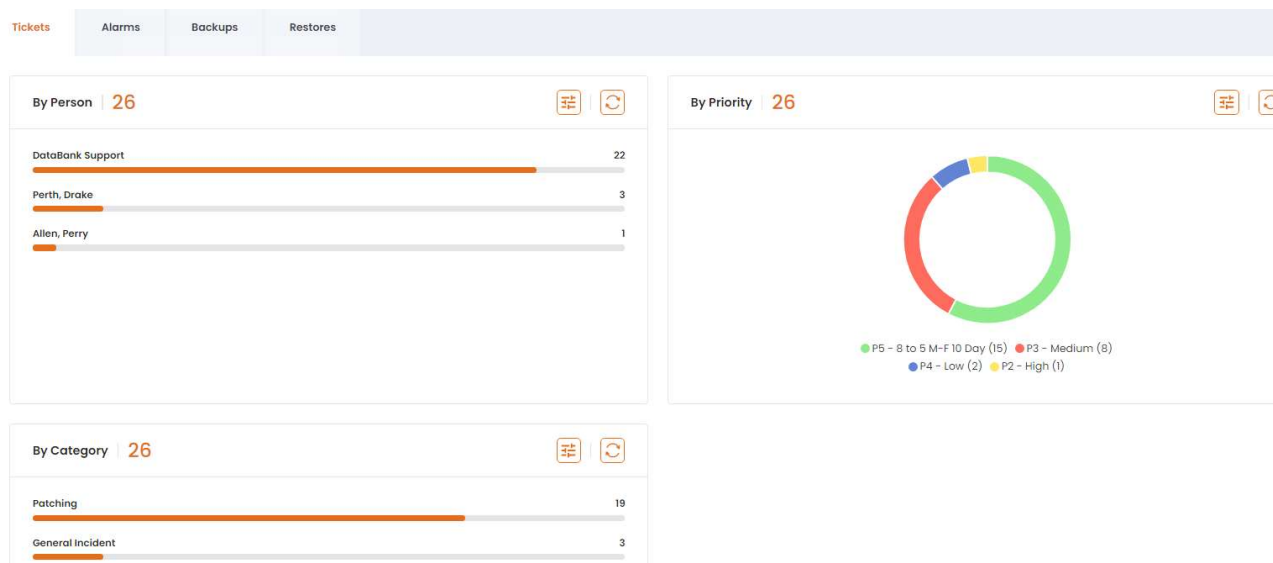
Click "Monitoring Dashboard" to open up our monitoring application to go as granular as you like with your Managed Cloud Services.

DataBank Portal – Compliance & Security Documents

Databank Compliance Certifications & Security Documents

Security Documents 56 ⬆		🔍 ⟳
Title	**Upload Date**	**Actions**
2021.Fall.Exec Summary.Publish.PenTest Final.pdf	06/10/2022 12:21 PM	⋮
Databank Customer SSL Guide.pdf	06/01/2022 03:22 PM	⋮
DR.BC Plan Attestation.2022.01.pdf	05/27/2022 12:16 PM	⋮
DataBank SLA 4-25-22.pdf	04/26/2022 10:04 AM	⋮
2022_DataBank_W9_(400).pdf	04/15/2022 12:09 PM	⋮
DataBank Customer Information Guide.pdf	01/17/2022 10:11 AM	⋮

Download any of DataBank's Compliance Certification reports and other important security, corporate, and informational documents from the Security Documents widget in the Compliance section of the Portal.

We have certifications in multiple compliance standards, including HIPAA; PCI; SOC 1, 2, & 3; Privacy Shield (the US's equivalent of GDPR, the EU compliance standard); GLBA; FISMA; and FedRAMP.

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DataBank Portal – Compliance & Security Documents Notes

Compliance & Security Documents and more

We have certifications in multiple compliance standards, including HIPAA, PCI, SOC1, SOC2, SOC3, Privacy Shield (the US's equivalent of GDPR, the EU compliance standard), GLBA, FISMA, and FedRAMP. You can find our certification and security documentation in the Compliance section.

Security Documents includes Databank's security & certification documents as well as our COI, W9, and other important corporate documents. Your Service Agreement with us includes NDA, so you are free to download whatever you need from this section. If you need to share any of these documents with a 3rd party, please have the 3rd party sign an NDA.

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DataBank Portal – Your Account Team

How to find your Dedicated Account Team's contact information

From the Home Screen, Scroll to the bottom and you'll see the contact information for your dedicated account team. Your team is available to help you during normal business hours, Monday-Friday.

Your DataBank Team

Megan Stella
Billing
410-246-8835
mstella@databank.com

Yvette Hamill-Graves
Account Executive
410-246-8848
yhamillgraves@databank.com

Ben Jones
Technical Account Manager
410-246-8865
bjones@databank.com

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Questions?
Please contact your dedicated
Databank Account Team
or
Call us at 855.328.2247

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