ClearCube Technology Software Q&A

This document should answer many questions about tasks you can accomplish using the ClearCube Management Suite. This Q&A is a living document and is updated on a regular basis. If you have a question that is appropriate for this document, please submit it to ClearCube Technical Support (support@clearcube.com).

Monitoring

Q: How do I monitor the health of a single Blade?
A: Blade Manager allows you to create alerts on each Blade. The alerts can be configured to send email or SNMP traps. The thresholds of all alerts are configurable.

Q: How do I monitor the health of groups of Blades from a central point?
A: Control Center acts as a central console for any Blade running Blade Manager, giving you full access to all Blade Manager functions for multiple machines in one view. Control Center also allows you to graphically create and distribute custom agents to all Blades at once. You can have email alerts sent to any email address when alert conditions occur.

Q: How do I know how many I/Port sessions are using a blade?
A: Use Grid Center to pull up a Blade's Health and Status. It will show the utilization of the Blade as well as the username of each user logged in.

Switching, Sparing, and Remote Control

Q: How do I switch a C/Port user to another Blade in the same Cage?
A: Use Switch Manager 8x8 Switching.

Q: How do I perform a Helpdesk type of remote control for a C/Port user?
A: Use the Supervisor modes in Switch Manager. If you want view what the user is doing without taking control of the keyboard or mouse, use Supervisor View. If you want control of the keyboard and mouse and want the user to be able to view the screen while it is being controlled remotely, use Supervisor Control. If you want the user to lose video while the Blade is being controlled remotely, use Admin/KVM.

Q: Can I flash the Blade BIOS remotely?
A: If you have a C/Port connected to the Blade, simply reboot with the appropriate boot device (floppy, disk-on-key, etc.) attached to the C/Port. If you have a C/Port connected to an ADMIN port on the BackPack, you can use Switch Manager in Supervisor View mode or Admin/KVM mode to remotely reboot, make BIOS changes (including re-flashing), and even re-image any Blade in an entire rack.

Q: How do I perform a Helpdesk type of remote control for an I/Port user?
A: Use VNC. Each I/Port comes with the VNC client installed.

Q: How do I switch an I/Port user to another blade?
A: In the Grid Center Console, use Switching or Sparing. Switching allows you to switch the I/Port user to any other Blade managed by the GC Console. Sparing allows you to designate a group of spare blades, so when you spare a user that user is redirected to the least utilized Blade in the Spare group.

Q: How do I give a user permission to switch from Blade to Blade?
A: Use ClearCube Quick KVM. Quick KVM is a Switch Manager add-on that replaces hardware KVM switches. It allows users to switch from blade to blade and requires only one C/Port at the desktop.

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Allocation (Mapping)

Q: In Grid Center, what does the term 'Allocation' mean?
A: Allocation is a mapping created by the administrator between a specific I/Port and a specific Blade, or between group of I/Ports and a group of Blades. When a Grid Center I/Port Client connects to a Blade, it actually contacts the Grid Center Console first. The Grid Center Console first examines the Allocation table and determines the Blade to which the I/Port should be connected.

Q: In Grid Center, what is Dedicated Allocation?
A: Dedicated Allocation refers to a mapping between a specific I/Port and a specific Blade. Multiple I/Ports can be mapped to the same Blade in Dedicated Allocation.

Q: In Grid Center, what is Shared Allocation?
A: Shared Allocation refers to a mapping between a group of I/Ports and a group of Blades. In this mode, the I/Port is not directed to a specific Blade, but to the least utilized Blade in a group of Blades.

Q: How do I add a new I/Port user to an existing blade using Dedicated mapping?
A: From the Grid Center Console, perform a discovery and verify that the Console can communicate with the new I/Port. Then create a Dedicated mapping in the Allocation view.

Q: How do I add a new I/Port user to an existing blade using Shared mapping?
A: From the Grid Center Console, perform a discovery and verify that the Console can communicate with the new I/Port. Add the I/Port to a Shared group. Because Shared Allocation maps groups of I/Ports to groups of Blades, no allocation is necessary if the Shared I/Port group is already mapped to a Blade group.

Q: How do I add a new Blade to a Shared Blade group?
A: From the Grid Center Console, perform a discovery and verify that the Console can communicate with the new Blade. Add the Blade to the Shared group. If the group has already been mapped to a group of I/Ports, no allocation is necessary. When an I/Port attempts to connect to a Blade in the group, the new Blade's utilization will be calculated and it will be a candidate for connection.

Q: How do I remove an I/Port from a Shared group?
A: From the Grid Center Console Switching view, delete the I/Port from the Shared group.

Q: How do I remove a Shared Allocation (or mapping)?
A: From the Grid Center Console Allocation view, click the icon to view the Shared Allocation list. Check the box next to the desired mapping and click Delete.

Q: How do I remove a dedicated I/Port mapping to a blade?
A: From the Grid Center Console Allocation view, the default view lists all Dedicated allocations. Check the box next to the desired mapping and click Delete.

Security & Control

Q: How do I prevent users from attaching mass storage devices to C/Ports?
A: In Switch Manager, right click on any Blade and enable MSL (Mass Storage Lockout). Mass storage devices will then be disabled, however, other devices such as keyboards will still function properly. You can also move a jumper on the Blade to lock out mass storage devices in hardware. See the ClearCube R Series Pentium 4 Manual for details on the hardware settings.

Q: How do I prevent an I/Port user from Shutting down a blade?
A: Use the Blade properties in Winconnect to set the 'control shutdown by user group' property to the desired configuration.

Q: How do I limit an I/Port user to a single session at a time?
A: Use the Blade properties in Winconnect to configure the Blade for 'single session.'

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