

# SGI® Remote Services

## Table of Contents

### General Overview Questions and Answers

- What is SGI Remote Services?
- What are the customer benefits of SGI Remote Services?
- What are the components of SGI Remote Services?
- How does SGI Remote Services work?

### Security Questions and Answers

- Can you tell me about SGI Remote Services security?
- Are any changes to the customer's IT or security infrastructure required?
- Does SGI Remote Services create security risks for my customer's network and computers?

### Access, Authentication and Audit Questions and Answers

- Who can use SGI Remote Services to access SGI systems at the customer sites and how is access controlled?
- What data is captured and reviewed by SGI?
- What will SGI do with the customer's data?
- How are SGI Users authenticated when remote access is permitted?
- What Permissions do the SGI Remote Services Users have on the customer's system?
- What Permissions does the SGI Remote Services Agent have on the customer's system?
- What control do I have over what SGI does in the customer's system?
- How do I know what SGI is doing on the customer's system?
- What audit records are available?

### Connectivity and Installation Questions and Answers

- Which SGI servers are supported?
- How will a customer install SGI Remote Services?
- How will SGI Remote Services connect to the customer's SGI infrastructure?
- How is communication initiated between the customer's site and SGI?
- What does the customer need to do to set up and install SGI Remote Services?
- How long does installing SGI Remote Services take?
- What changes does the customer need to make to their network infrastructure?
- Does the customer need to make changes to their firewall?

- Does SGI Remote Services work with proxy servers?
- Will SGI Remote Services communication tie up my network?

### **Availability and Warranty Questions and Answers**

- Who can participate in receiving SGI Remote Services?
- Is SGI Remote Services required or optional?
- How can my customer obtain SGI Remote Services?
- How will SGI Remote Services impact my customer's current support agreement?
- What functionality is available with SGI Remote Services?
- What is the SGI Remote Services release schedule?

### **Contact and Information Questions and Answers**

- Where can I find more information about SGI Remote Services?
- Who can I contact if I have additional questions?

## General Overview Questions and Answers

### Q: What is SGI Remote Services?

**A:** SGI Remote Services provides our customers a secure connection to SGI Customer Support. We help facilitate business continuance with our systems management and optimization. Primary capabilities include:

- 24x7 Remote monitoring and data gathering of customer systems:
  - Alerts and notifications on changes and failures
  - Log files immediately available
  - Configuration fingerprint
- Secure file transfer
- Secure remote Access to customer systems (optional)

### Q: What are the customer benefits of SGI Remote Services?

**A:** SGI strives to provide the following benefits from SGI Remote Support:

- Improved uptime and system availability
  - Proactive identification of issues before they create an outage
  - Increase system stability by monitoring hardware and software version compatibility
  - Reduced time to resolve support cases
- Greater operational efficiency
  - Less involvement of customer staff during troubleshooting
  - Faster support case resolution
- Improved productivity
  - Maximized use of customer resources for non-SGI tasks
- Improved customer satisfaction and loyalty
  - Proactive potential problem identification and customer notification resulting in higher system availability
  - Automated Alerts and, in some instances, Case Opening results in faster problem resolution time and less direct involvement required by Customer Support Teams

**Q: What are the components of SGI Remote Services?**

**A:** Components of SGI Remote Services are:

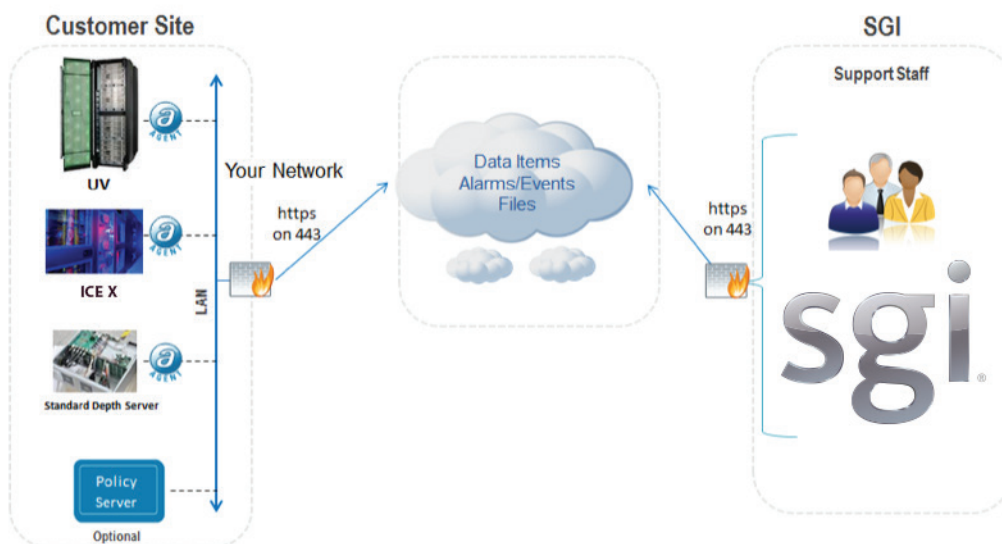
**Monitoring Agent** – Monitors health and operating parameters of the SGI system and securely communicates only with a designated Cloud server

**Cloud Server** – Collects, processes, and stores monitoring data. Processes rules to detect trouble conditions and notify SGI support

**Policy Server** – Optional application operated by the customer to set Agent communication policy and record local audit log of SGI Remote Services interactions

**Global Access Servers** – Cloud servers used to support Secure Remote Access Sessions

**Q: How does SGI Remote Services work?**



**A:** An Agent runs on each SGI system to affect remote system monitoring and secure communication. Basic hardware and software configuration information is captured and stored in the Cloud. Select Event Logs are automatically reviewed throughout the day and night (currently every five minutes) to identify potential failure information. If a critical Event is detected, the Cloud will notify SGI.

Events are processed by SGI service persons, either manually or automatically. If warranted, a case is opened and the customer is notified.

If the diagnosis and/or repair of a system problem requires that SGI gather further customer system hardware or software information, SGI personnel have the capability of viewing and, if necessary, uploading this information from the customer's system.

The customer has complete control of what, if any, access they will allow. All communication between the customer's system and SGI Support is initiated at the customer's location and with the customer's permission.

SGI Remote Services can also provide customers with essential insights into the overall health and efficient utilization of their hardware and software. Degraded performance due to system configuration or insufficient resources can be identified and resolved using remote monitoring, and can be further enhanced if remote access is allowed.

## Security Questions and Answers

### **Q: Can you tell me about SGI Remote Services security?**

**A:** SGI Remote Services is designed to address security concerns with features that maintain existing network security policies at the customer's sites.

- SGI Remote Services leverages the customer's existing security infrastructure, utilizing firewall-friendly communication
- All communication between SGI and the customer is kept secure using Secure Socket Layer (SSL) encryption
- All communication is initiated outbound from the customer site using HTTPS protocol on port 443
- All data at rest is encrypted at the source, and decrypted at SGI
- If the SGI Remote Services Agent is switched off, no communication is possible to SGI
- The SGI Remote Services Cloud Servers are operated in ISO 27001:2005-certified data centers built on state-of-the-art equipment, technology investments, and operational expertise

### **Q: Are any changes to the customer's IT or Security Infrastructure required?**

**A:** No changes to the customer's IT security infrastructure are required to support SGI Remote Services. The service only requires the ability for the monitoring Agent to post HTTPS messages outbound on port 443 to a small list of server addresses.

### **Q: Does SGI Remote Services create security risks for my customer's network and computers?**

**A:** SGI bases the Remote Solution system on a product used by leading manufacturers across many industries with the Axeda® M2M Cloud Service, the most advanced cloud-based service and software for managing connected products and implementing innovative M2M applications. SGI will work closely with the customer's IT department to integrate SGI Remote Services into the existing network security infrastructure. We use a patented firewall-friendly technology that allows components to be protected behind the customer firewalls.

## Access, Authentication and Audit Questions and Answers

### **Q: Who can use SGI Remote Services to access SGI systems at customer sites and how is access controlled?**

**A:** Access to the SGI Remote Services system is limited to SGI employees, is centrally controlled and requires password authentication. Once authenticated, user access is limited to the products for which they are responsible and the information and actions appropriate to their roles. Call Center TSE's, for example, will have basic permissions while engineers in GTS and GPS will have a different set of permissions. All access to the customer system is controlled by the customer.

SGI Remote Services requires each SGI user to have a unique user name ID and password to access the system. Passwords are changed on a regular basis.

Using the optional Policy Server application, customers can set very granular permissions on what, if any, remote activities can be performed. Activities can be set to always allow, never allow, or wait for approval. Approvals can be given per request, for a time period, or per SGI user.

### **Q: What data is captured and reviewed by SGI?**

**A:** SGI Remote Services only collects specific maintenance feedback, diagnostic, and status information that is necessary for troubleshooting and reporting. SGI Remote Services never collects customer-sensitive data.

### **Q: What will SGI do with the customer's data?**

**A:** System Log and Configuration data is used by SGI Support Personnel to analyze customer for SGI Remote Services reported problems. Rules are executed against the incoming data to automate the problem detection and notification process. No customer data is accessed by SGI support.

### **Q: How are SGI Users authenticated when remote access is permitted?**

**A:** SGI Remote Access Users authenticate through unique customer system SSH Keys. Access to these keys is centrally controlled at SGI.

### **Q: What Permissions does the SGI Remote Access User have on the customer's system?**

**A:** The Remote Access User is a regular user with a few very specific privileged features enabled via sudo.

### **Q: What Permissions does the SGI Remote Services Agent have on the customer's system?**

**A:** The Agent runs as a non root daemon using a locked account. The account has a few very specific privileged features enabled through sudo.

### **Q: What control do I have over what SGI does on the customer's system?**

**A:** Customers can further restrict what privileged actions can be taken by editing the sudo configuration file. This is a root owned file and not modifiable by SGI.

**Q: How do I know what SGI is doing on the customer's system?**

**A:** All user actions with customer devices are fully audited for traceability. Each interaction initiated by SGI produces a record in the audit log. This information includes the date and time of the command or remote session, which SGI system was accessed, identification of the User and what command was performed. These records are available to the customer.

**Q: What audit records are available?**

**A:** All user actions with customer devices are fully audited for traceability. Each session with SGI produces a detailed audit log. This information includes the date and time the remote session took place, which SGI system was accessed, identification of the engineer and what tasks were performed. These records are available to the customer.

## Connectivity and Installation Questions and Answers

**Q: Which SGI servers are supported?**

**A:** Remote Services supports daily monitoring and reporting, and Remote Access, to SGI® UV™, SGI UV SMN, SGI® ICE™ X clusters and SGI® Rackable® standard-depth servers. Support for new SGI servers, such as the ICE XA, is validated on Engineering systems in order to be available for first system ship.

**Q: How will a customer install SGI Remote Services?**

**A:** The software is installed via a single rpm.

**Q: How will SGI Remote Services connect to the customer's SGI infrastructure?**

**A:** SGI Remote Services installs a software Agent on the SGI hardware at the customer's site. The SGI Remote Services Agent continuously monitors the operational parameters and diagnostic information for each SGI system. It then manages the secure communication of selected parameters to the Cloud Server. SGI users will log into the Cloud Server to view system status and to issue commands as needed.

**Q: How is communication initiated between the customer site and SGI?**

**A:** All communication is initiated by the SGI Agent on the customer's equipment. A small heartbeat message is sent to the Cloud Server every two minutes. If a user request has been made, the command will be sent with the heartbeat acknowledgement. This method of firewall-friendly communication enables two-way interactions while maintaining the integrity of the customer's network.

**Q: What does the customer need to do to set up and install SGI Remote Services?**

**A:** The SGI Agent will post HTTPS messages to the Cloud Server. The customer will need to provide a network connection capable of allowing this communication to occur. The network connection can be routed through proxy servers or VLANs if necessary.

**Q: How long does installing SGI Remote Services take?**

**A:** Less than 15 minutes. For UV systems, a file requires editing to provide CMC access information. For SGI UV and SGI ICE X systems, a file requires editing to provide system cooling method information. On update of the rpm these files are preserved, hence this input is a one-time event.

**Q: What changes does the customer need to make to my network infrastructure?**

**A:** No changes are required as long as the SGI Agent can send HTTPS messages to the Cloud Server and Global Access Servers.

**Q: Does the customer need to make changes to their firewall?**

**A:** No, SGI Remote Services communicates through existing access points in the customer's firewall for outbound communications.

**Q: Does SGI Remote Services work with proxy servers?**

**A:** Yes. SGI Remote Services supports proxy server configuration (PAC or HTTP or SOCKS).

**Q: Will SGI Remote Services communications tie up the customer network?**

**A:** No, the software messaging protocol is designed to deliver small, efficient messages to minimize bandwidth utilization and the impact of your network.



## Availability and Warranty

### **Q: Who can participate in receiving SGI Remote Services?**

**A:** SGI Remote Services is available to all Contract or Warranty Customers on the supported platforms.

### **Q: Is SGI Remote Services required or optional?**

**A:** Use of Remote Services is optional. Monitoring is enabled when Remote Services feature is enabled. Remote access to customer system is performed only with customer permission.

### **Q: How can my customer obtain Remote Services?**

**A:** SGI Remote Services comes bundled with SGI Foundation Software (SFS) 2.10 or later, or SFS for SAP 2.10 or later. SGI RS can also be downloaded at: [https://support.sgi.com/content\\_request/220019/index.html](https://support.sgi.com/content_request/220019/index.html)

### **Q: How will SGI Remote Services impact my customer's current support agreement?**

**A:** There is no change to the customer's existing SGI Support Agreements or pricing.

### **Q: What functionality is available with Remote Services?**

**A:** Remote Services is regularly updated with new features. To see latest features, reference release notes located at: [https://support.sgi.com/content\\_request/220019/index.html](https://support.sgi.com/content_request/220019/index.html)

### **Q: What is the Remote Services release schedule?**

**A:** Remote Services is bundled with SGI Foundation Software (SFS) 2.10 and SFS for SAP 2.10 or later. New releases are available every 6 months and/or as downloads on our customer portal.

## Information Questions and Answers

### **Q: Where can I find more information about SGI Remote Services?**

**A:** Go to <http://sales.corp.sgi.com/products/> under Global Services. Customers can be directed to [www.sgi.com/remoteservices](http://www.sgi.com/remoteservices).

### **Q: Who can I contact if I have additional questions?**

**A:** Please contact Mike Wade ([mwade@sgi.com](mailto:mwade@sgi.com)) or Marlene Wedge ([mwedge@sgi.com](mailto:mwedge@sgi.com)) or by sending email to [remoteservices@sgi.com](mailto:remoteservices@sgi.com).

## About SGI

SGI is a global leader in high performance solutions for compute, data analytics and data management that enable customers to accelerate time to discovery, innovation, and profitability. Visit [sgi.com](http://sgi.com) for more information.

Global Sales and Support: [sgi.com](http://sgi.com)