Frequently Asked Questions

Answers to frequently asked questions in the following categories: general, access, self-provisioning.

General

Q. What are the benefits to using Navigator?
A. Navigator allows you to manage and monitor existing virtual Windows & Linux systems, provision new servers at FNTS, AWS, Azure, and additional cloud providers, and check status of tickets.

Q: What is the process for adding additional cloud providers?
A. Contact your FNTS Sales Representative or Service Account Manager.

Q. Is my information protected?
A. Yes, all information in Navigator is encrypted.

Q. Will I be able to access monitoring and ticketing systems outside of Navigator?
A. No, on 1/30/18, external access to SDM, Orion, and LogRhythm (SIEM) will be removed and all access will go through Navigator. Orion will be accessed using the same login and previous local accounts used will be disabled on 1/30/18. The new Orion username format will be: custauth\ID.

Q: How do I access SDM, Orion, and LogRhythm?
A. You must login to Navigator to access SDM, Orion, and LogRhythm. To access these system, go to "FNTS Apps" within Navigator.

Q. How do I open a ticket for Navigator support?
A. Click on menu item "FNTS Apps" then choose "ticketing." This will open a new tab within your browser and you can submit your ticket for Navigator support**.**

Access

Q. Who has access to Navigator?
A. All ticketing system users will have access to Navigator. To add a user or modify self-provisioning permissions for existing users a new Security Access Form (SAF) must be completed. Initially all users will have read only access until a work order is signed to switch from usage based to variable billing.

Q. How do I log in to Navigator?
A. You will use credentials for the FNTS ticketing system to log in. For credentials contact the FNTS Command Center. See separate document for login instructions.

Q. How do I retrieve my Username or Password?
A. Contact the FNTS Command Center for your username. To change your password or if your password has expired, you will need to know your current password to update it. If you forgot your password and needs to be reset you will need to contact the FNTS Command Center. See separate document for instructions.

Q: What are the password requirements?

A. Your password will expire every 90 days. Once password is changed within Navigator, this will sync with SDM, Orion, & LogRhythm. After 5 failed login attempts, you will need to contact the FNTS Command Center. The password requirements are:

    a. Not contain the user's account name or parts of the user's full name that exceed two consecutive characters

    b. Be at least eight characters in length

    c. Contain characters from three of the following four categories:

        i. English uppercase characters (A through Z)

        ii. English lowercase characters (a through z)

        iii. Base 10 digits (0 through 9)

        iv. Non-alphabetic characters ~!@#$%^&*_-+=`|\(){}[]:;"'<>,.?/

    d. Password cannot be less than one day old

    e. Password cannot be one of the last four passwords

Q. I don't see the information I'm looking for, who do I contact?

A. Contact the FNTS Command Center via email at FNTSCommandCenter@fnts.com.

Q. I have limited access (I cannot view certain information or provision a server).

A. Access levels are role based (**viewer** – read only, includes console, SSH, & RDP, **approver** – approve server builds or changes, **requester** – request server builds or changes, and **resource admin** – permissions to approve, request and complete server builds and changes). If you believe your access level is incorrect, contact your Customer Coordinator to have your permissions adjusted. Revised Security Access Form will be required.

Q. How do I add a user to Navigator?

A. Your Customer Coordinator must complete the SAF and submit to the FNTS Command Center.

Q. Is training available for Navigator?

A. Yes, online videos and documentation are available.

Self-provisioning

Q. Who has access to self-provisioning?

A. The Customer Coordinator must grant access to users by filling out a SAF.

Q. What permissions are within self-provisioning?

A. Revised Security Access Form will be required. Access levels are role based (**viewer** – read only, includes console, SSH, & RDP, **approver** – approve server builds or changes, **requester** – request server builds or changes, and **resource admin** – permissions to approve, request and complete server builds and changes). If you believe your access level is incorrect, contact your Customer Coordinator to have your permissions adjusted.

Q. How are self-provisioning tasks tracked?

A. All tasks within Navigator are tracked in the Jobs tab under logs.

Q. Why do I see additional charges on my invoice?

A. Self-provisioning functionality is live and results in resource allocation which will result in additional charges.

Q. Are managed services automatically provided on self-provisioned servers?

A. The following managed services will be available as options upon provisioning a new server: backups, logging, monitoring, antivirus, and server management. Depending on services chosen, billing will be adjusted.

Q. What happens to the IP addresses on destroyed self-provisioned servers?

A. The IP is available immediately for next fulfillment.

Q: Are servers still available once deleted from Navigator?

A: No, server decommissions are immediate. Backup restores are not available after 5 days post deletion.

Q. I provisioned a new server and I don't see it in my nodes list.

A. All requests and statuses can be viewed in the Jobs menu.

For questions regarding Navigator, please contact your Service Account Manager or the FNTS Command Center at FNTSCommandCenter@fnts.com

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