

# arcus



makes users more successful, productive and secure in <u>any</u> cloud, using <u>any</u> technology.

It is the platform for where & how to get things done!



# **Topics**

- Deployment Runs
- Assets
- Services
- ElasticTest<sup>™</sup>
- Managing Arcus
  - Managing Teams
  - Managing Projects
- Support & Troubleshooting

# **Deployment Runs**

## **DRs: Where to find Runs**

- Runs can be located under Compute on the main menu
- Clicking on an individual Deployment Run (DR) tile will bring you to the overview page
- Project Managers can view Runs under:
  - The Project Management interface in the Runs tab, which will show all Runs in the selected project
  - The Cloudspace management interface under the "Deployment Runs" tab, which will show all Runs in the selected Cloudspace

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# **DRs: Connecting**

- Runs can be accessed via RDP, VNC, and/or SSH depending on the Host OS/
- Click the Connect button on a Deployment Run or Host
  - A standard connection will use the credentials set on the System at launch time
  - A custom connection will allow the user to enter different credentials
  - A session can be shared to other members of the Project by filling in their username when the connection is opened
- The remote session opens in a new tab/window
- A browser pop-up blocker will prevent a connection tab from opening

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## **DRs: Run Level Info**

- The Activity Log tab displays actions taken by the CONS3RT agent, which can be helpful in tracking down errors
- The Properties tab displays active deployment and runtime properties in use
- The Test Results tab will display any test results generated by an ETT

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## **DRs: Host Level Info**

- The Overview tab lists the host power buttons, instance size information, and network interfaces
- The Services tab allows adding and viewing of connected Arcus services
- The Agent Logs tab shows relevant CONS3RT agent logs
- The Identities tab allows creation of credentials to access services from your Run
- The Resize tab allows resizing of a host after deployment (requires reboot)
- The Export tab allows users with sufficient permissions to export an asset bundle that enables a stack of assets to be used elsewhere in Arcus

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## **DRs: Power States**

#### To access the power buttons:

- You will need to be the owner of the Run or a manager of that Project
- From the main navigation menu click **Runs** and select the Run
- Click on the card for the host you'd like to manage

#### At the top of the page, there are power options as described below:

- **ON**: Powers on the host
- SHUT DOWN: Powers down host gracefully.
- PAUSE: Stops host from running temporarily.
- REBOOT: Restarts the host
- POWER OFF: Hard shut down, like pulling the plug

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# **DRs: Snapshots**

- A Snapshot preserves the state and data of a VM at a specific point in time, allowing a user to restore that version
- A Team manager must enable Snapshots within a Cloudspace

### **Limitations of Snapshots**

- Can be difficult to manage and track in large number
- Consume large amounts of disk space
- Not protected in the case of hardware failure
- Can negatively affect performance

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Template: Red Hat 6

# **DRs: Resizing**

- Runs can be resized after deployment
  - Note: This does require the host to be rebooted once the change has been confirmed
- Click on the host that needs to be resized
- Click on Resize in the host menu
- Edit the size of the host, and confirm your changes
  - Note: Use caution when reducing the size of a host to avoid potential errors
- You will be prompted that this change requires a reboot

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Compute	Services >	Instance Type	Family	Туре		
Hosts	Access >		* Best Matches *	m4.large 🗸		
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Services	Identities	Cancel Save				
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# **DRs: Cloudspace Networking**

- Each Arcus cloudspace has two default networks
  - cons3rt-net provisioning, asset installations, remote access, yum repo
  - user-net systems-to-system communication, Internet access
  - Both each with a class C (/24) address space
- Team managers can customize networks:
  - Pick a Cloudspace, click Manage, then select Networking
  - Add, rename, and remove networks
  - Note: the cons3rt-net is required and cannot be modified
- Standardized across AWS, Azure, and VMware

#### Networks

Networks defined here will be available for deployed hosts to connect to.

cons3rt-net Required Boundary IP: 10.104.1.203 Range: 172.16.10.0/24

USer-Net Primary Boundary IP: 10.104.1.205 Range: 172.16.27.0/24

🛍 Remove

ad2 Isolated Boundary IP: Range: 172.16.29.0/24

ad3 Boundary IP: 10.104.1.206 Range: 172.16.30.0/24

add-network1 Boundary IP: 10.104.1.204 Range: 172.16.14.0/24

🖋 Make primary	🛍 Remove
🖋 Make primary	🛍 Remove
🖋 Make primary	â Remove

+ Add

## **DRs: Boundary IP Addresses**

- Boundary IP addresses allow secure communication with resources outside a Cloudspace
- Automatically assigned
- Can be found...
  - on the host options page of a given Deployment Run...
  - in the deployment run properties...
  - and in the networking overview of the Cloudspace

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Container Images	Add										

# **DRs: Physical Systems**

- Arcus can be used to connect to and access most physical systems
- Three types:
  - Physical hardware (Server, Laptop, Raspberry Pi, etc.)
  - Virtual entities (Specialized VM that isn't redeployable)
  - Network-connected devices (Tablets, Phones, UAVs, network appliances, 3D printers, CNC machines, Arduinos, FPGAs, etc.)
- Set up behind a firewall and connected to your virtual environment via a secure VPN
- Users can connect to these physical machines from other VMs within their cloudspace, as well as via VNC/RDP/SSH remote access
- Contact support to discuss physical setup and what may be needed to connect to your systems in Arcus

# Assets

## **Assets: Asset Types**

<b>Resource Assets</b> Elements of a Cloud that are <b>registered</b> to be available for use by the CONS3RT agent. The Cloud Administrator controls which resources they want to allow access to. Users do not interface or manage.	Clouds Cloudspaces Networks Operating System Templates
<b>Component Assets</b> Component assets are the building blocks that can be mixed and matched as part of Composite Assets. Components can be <b>imported</b> by a user with appropriate permissions via the web application.	Software Applications Container Images Test Cases (Nessus, Fortify, etc.)
<b>Composite Assets</b> Users <b>assemble</b> Component Assets by combining available Resources and Components to define how systems and scenarios will be built, configured and deployed. Users often refer to these as "designs," "recipes," "blueprints," or "manifests." Assembly is done via the web application.	App Bundles Systems Scenarios Deployments Compositions

## **Assets: Composite Assets**

Composite Asset	Description	Contents
App Bundles	A collection of Software assets	<ul><li>LAMP Stack</li><li>Developer Suite</li></ul>
Systems	The design of a single Virtual or Physical System. An Operating Systems with software Assets.	<ul> <li>OS Type</li> <li>Ordered sequence of Software Assets</li> <li>Reboots</li> <li>CPU/RAM and Disk Requirements</li> </ul>
Scenarios	Design consisting of multiple interconnected Systems with a build order. The core baseline/ managed/shared version of an environment.	<ul> <li>Role Names (     IP addresses)</li> <li>Ordered Sequence of Systems</li> <li>Build Order: Parallel vs. Serial</li> <li>Customization and Teardown Scripts</li> </ul>
Deployments	Customized Scenario(s) with optional test or security scans.	<ul> <li>CPU/RAM Customization</li> <li>Custom Properties</li> <li>Test Cases</li> </ul>
Compositions	Runs, Deployments, and Workstations published in a simplified tiled view for consumption by Express Users.	<ul> <li>CPU/RAM Customization</li> <li>Custom Properties</li> <li>Test Cases</li> </ul>

## **Assets: Examples of Component Assets**

Operating Systems	Platforms	GOTS Software	COTS So	oftware
Red Hat 6/7/8	Kubernetes	STIG	SCAP	Fidelis Cmd Post
Windows 10	OpenShift	Unicorn DB	ActiveDirectory	ArcSight
Windows 2016/2019	OKD	DCGS Backbone	SQL Server	Splunk
Windows Core	Docker	Ozone Widgets	Cameo	GitLab
CentOS & Fedora	Podman	AgileClient	Selenium	Java
Oracle Linux	CRI-O	World Wind	PiPlanning	RADIUS
Ubuntu & Debian		GCCS Desktop	Fortify	PostgreSQL
Amazon Linux		SCC (scanner)	Puppet	Data Generators
USAF SDC		GDES	Chef	JupyterHub
Kali		FLARE Client	Hadoop	ElasticStack
VyOS		SpiderSense	Sharepoint	Oracle
Fortinet		SIRIS	Jetty	SoapUI
F5		BigData (BDP)	IBM WebSphere	PuTTY

## **Assets: Where to find Assets**

## **Everything is an Asset!**

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✓ Switch Project	Project Info	Automated Provisioning	Deployment Runs
Arcus Demo Owner Arcus Gov Team	Arcus Demo	Memory usage (GB)	View all deployment runs
Compute Hosts	members of 999 No restriction		Cloudspace Status
C Runs	Go to project settings	28	Arcus Demo Online
Storage Add	Site Alerts		Arcus Demo GW1 Online
omposites	No site alerts	01:00 02:00 03:00 04:00 05:00 06:00 07:00 08:00	Azure Virginia Dev Online
Deployments Add	Manage site alerts	Virtual Resources	Documentation
Scenarios Add	Available Test Tools	CPU 14 / 999 Memory	Learn more about deploying Systems
Systems Add	Browse Asset Types	26 GB / 9.8 TB Storage	Learn more about Projects
Applications Add	<b>C2</b> LISA 5.0.29	300 GB / 999.0 TB Hosts 3 / 999	Learn more about Cloudspaces Learn about System Administration
Source Code Add	Nessus 8.13.1	GPU 0 / 0	View all documentation
Tests Add     Container Images Add	Script 2.0.0 soapUI		

Browse to find existing Software, Tests, Systems, Scenarios, and Deployments

## **Assets: Asset Library**

#### Viewable Assets = Selected Project + Asset Visibility



## **Assets: Asset States**

- Designed to fit your Team's processes
- Leverage for configuration management, workflow

State	Behavior
In Development (Initial State)	Owner can edit the Install script and update the Asset components. Other users can expect change.
Published	The Asset cannot be updated. Other users can rely on stability.
Certified	Same as <i>Published</i> plus support standing behind the Asset.
Deprecated	Greyed out in Asset Library (select "Include Inactive" to see) Cannot be used in new Systems; existing Runs will launch CANNOT change back to "Published"
Retired	Greyed out in Asset Library (select "Include Inactive" to see) Deployment Runs cannot launch with a <i>Retired</i> Asset CANNOT change back to "Published"

- Using a shared Asset that is "In Development" will generate a warning that it may change
- Set the Asset State by clicking the gear icon



## **Assets: Asset Ownership**

#### Assets belong to:

- Owner the person who created the Asset
- Project the owner's Project when the Asset was created
- Site Admins and Project Managers can change the Asset owner
- Only Site Admins can move Asset ownership to another Project

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U Runs		About			STATE	
Services		Asset 113449 Description	Placeholder		In Development	/
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Deployments	Add	System Requirements	Memory: 512 MB	CPU: 1	PROJECT	
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Source Code	Add				RESTRICTION	
Tests	Add	Files			None	
Container Images	Add	Installation So	rint		CLOUD IMPACT LEVEL	
App Bundles		install_chrome.cmd	. P. S.		No Data Impact Level	1
Manage		LICENSE			INSTANCE LIMIT	
Projects	Add	README asset.properties			Unlimited	1
		media/			HISTORY	

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# **Assets: Visibility and Sharing**

- Set the Visibility for all your Assets
- Leverage for privacy, publishing, configuration management, workflow, sharing

Level	Visibility
No one else (me)	Asset is not shared, only visible to you
Project	Members of the Asset owning Project
Partner Projects	Select from a list of "Trusted Projects"
Everyone	Anyone in the Community can view and use the Asset

- Default Visibility is "No one else"
- Change visibility via the edit (pencil) button



- Trusted Projects are set up by the Project Manager
- Maximize re-usability by using Community Assets in your Project!
- Deployments cannot be shared outside of a Project

## **Assets: Help/Readme**

#### Includes...

- How to use Asset
- Properties used
- List of any prerequisites (Operating System, Asset dependencies)
- Exit Codes
- Uses Markdown (.md) formatting or plain text

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## **Assets: License/User Agreement**

- Add applicable software license/user agreement or link to a public license
- This is NOT for license keys
- Uses Markdown (.md) formatting or plain text



## **Assets: Tags**

- Choose up to three Tags from list
- The Tags list is managed by the Site Admin
- Disruptive Tags generate notifications to Site Admins when Asset is used

		Edit Tags		
i You may only cho	pose up to 3 tags	6.		×
Application Services	Collabora	tion Dat	ta Collection	
Data Visualization	Databases	Develope	er Tools DevO	Dps
Disruptive Testing	Enterprise	Export	HealthCheck	
Infrastructure ja	ic Migrate	Mobile	Networking	Remain
Security & Complian	ice TBD	Utilities	Web	

## **Assets: Instance Limits**

- Manages number of simultaneous times an Asset is deployed
- Use to manage software license compliance
- To set the Instance Limit...



## **Assets: Cloud Impact Level**

- Set the FedRamp Data Impact Level for an Asset
- Assets cannot be deployed into a Cloudspace that does not support that data Impact Level or higher
- Cloudspace Administrators set the data Impact Level
- To set the Impact Level...

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Compute							
Hosts		Overvie		Cancel Save	3) Click	"Save"	
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Services		Asset 113449 De	scription Placeholder		In De	velopment	
Storage	Add				ONLINE		
Composites		Platform	Unknown			~]	
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		File Size	58 MB		OWNER		
Systems	Add	Vandar	Casala		e lan	Ellett	
Library		vendor	Google		WHO HAS	S ACCESS	
Applications	Add	Version	79		≪⊳ Not s	hared	
> Source Code	Add				RESTRIC	TION	
Tests	Add	Files			▲ Download		
Container Images	Add	Installatio	on Script		CLOUD II	IPACT LEVEL	
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Projects	Add	README	ties		Unlimite	d 🖉	
Projects		media/			HISTORY		

## **Assets: ITAR Restriction**

- Set at the Project level
- Cannot share ITAR Assets at the Community level
- ITAR Restrictions carry through to Composite Assets
- Once something is ITAR restricted, it cannot be undone
- To set the ITAR Restriction, see the image to the right...

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# **Storage Service**

# **Storage: Storage Service**

- Use the Data Storage Service to create storage resources in your chosen cloud provider (e.g. an Amazon S3 bucket)
- Create an manage these resources via the Arcus UI
- Upload and download files up to 4GB in size



# **Storage: Creating**

- Locate the Storage section under the services header in the main menu
- Click the Add button next to Storage
- Select a cloudspace
- Enter a name for your bucket
- Select the access controls for your bucket



# **Storage: Upload & Download Files**

## Uploading

- Select your bucket
- Click Upload File and choose a file from your local system, or simply drag and drop the file

## Downloading

- Select your bucket
- Select the file you wish to download
- Click the **Download** icon in the upper right of the page
- Click the link in the pop-up window to download your file.



# **Storage: Other Features**

- Storage Service Buckets can be set up for Express Users
  - The bucket permissions will need to be set to Writable
  - The bucket permissions will need to be set as the **Default** for Express Users

## Data Storage Service Malware Scanning

- By default, all uploaded files are scanned for malicious elements, viruses, and malware
- Team Managers can disable this scanning as desired for testing or malware uploads

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# **Storage: Credentials**

- Credentials (tokens) can be generated with Arcus to access storage services directly from a VM:
  - These credentials are unique to users and reflect their roles and permissions
  - How long these credentials last is determined by the cloud storage provider
- Adding a storage service to a virtual host and obtaining credentials creates an Identity.
- An Identity allows users to securely access the resources in a storage service from a specific virtual host
- If you are the owner of the Deployment Run or a manager, you can see and manage all of the identities associated with a given Deployment Run host.

nt 20772 / Run 3	35818 / QuickBuild dr35818v0			
>		<i>∎</i> Edit	₿ Re-issue token	🛍 Revoke access
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# **Storage: Generating Credentials**

## Generating Credentials

- Launch a Deployment Run into a cloudspace that has an available storage service. If your deployment run has no storage service available, you can create one
- Select Services on the host options page and click the the desired service (or add a service if none exists)
- Check the box next to the storage service you intend to access
- Click Save, which will show the credentials
- Note: Depending on the cloudspace where the host is deployed from, the credentials generated will differ.

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	Your new ac	cess info	rmation is shown below. Make sure you save it - you v	von't be able

to access it again.

Access Key	
ACCESS REY.	
Session Token: I	
Secret Access Key:	
AWS Bucket Midwest: aws-bucket-midwest-03af10c4660841b	

Close

# **Storage: Using Credentials**

### With these credentials you can...

- List files in storage services
- Download existing files from a storage service
- Upload new files to a storage service
- You will need to add these credentials into a third-party application or service service, such as:
  - AWS CLI
  - Azure CLI
  - Jupyter Notebooks



bwalsh@ip-172-16-10-102 ~]\$ aws s3 ls s3://aws-midwest-storage-demo-eelle7abcfa84cb 2021-04-12 18:50:27 2193 IWITW.rtf 2021-04-12 18:50:33 2789 QPGWMH.rtf 20walsh@ip-172-16-10-102 ~]\$ aws s3 cp s3://aws-midwest-storage-demo-eelle7abcfa84cb/IWITW.rtf IWITWdownload.rt Iownload: s3://aws-midwest-storage-demo-eelle7abcfa84cb/IWITW.rtf to ./IWITWdownload.rtf

# Backups

## **Backups in Arcus**

- Arcus backs up its infrastructure, asset library, and local storage service on a regular hourly/daily/weekly rotation
- Arcus backups include additional offsite copies
- All backup data is encrypted in transit and at rest
- Arcus does not back up user VMs
- Teams can implement any number of approaches to backing up their data
- Recommended Approach:
  - Separate stateless (applications, installers, media) from state-ful (user generated content) data

## What Needs to be Backed Up

## Stateless Data

- Encompasses the tools, applications and configurations
- Utilizes the principles of Infrastructure as Code
- Any system can be rebuilt from scratch in any connected cloud provider, at any time.
- Allows for rapid cold, warm, and/or hot replacement as necessary.
- The infrastructure as code designs are stored in the Arcus library.

## Stateful Data

- Includes the user generated data on the systems models, data sets, code, etc.
- The data lives in several locations on user workstations, on the servers in the environment, and/or on storage servers accessible to users.
- This data is smaller and far more manageable to backup

# **Recommended Approach**

## Stateful Data:

- Redeploy it!
- Stateless Data is stored in Arcus library which is backed up as part of Arcus operations

## State-ful Data:

- Classic back up using back up software, simple copies, database dumps, etc.
- Utilize code repositories (e.g. GitLab) when appropriate
- Implement back up infrastructure
- Export from Arcus

## Where

- Another VM within the cloudspace
- Arcus Storage Service.
  - Users can mix & match compute cloud with storage cloud for offsite backups

# **ElasticTest**<sup>TM</sup>

## **ETT: ElasticTest™**

#### **ElasticTest**<sup>™</sup>



#### **Benefits**

- Built on-demand
- Tool is local so it can reach its target...
- ...but can also do WAN testing
- Less disruptive traffic
- Secure control over credentials used in evaluation
- Isolated activities
- Elastic resources
- Efficient use of license investment
- No management of system necessary
- No expertise required to execute but...
- Power users can still customize

## **ETT: ElasticTest<sup>™</sup> Enabled Tools**

\*licensed separat

- Tenable Nessus vulnerability assessment
- MicroFocus Fortify\* source code analysis
- Sonarlint source code analysis
- SmartBear SoapUI web service & application
- CA LISA\* web service & application
- Worksoft Certify\* web service, full application
- Web Exploit Suite suite of penetration tools
- Script
  - bash
  - Powershell
- ElasticTest SDK used for developing new tools

## **ETT: Using Test Assets**

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Container Images Add	Updated 2 years ago				

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# **Managing Teams**

## **Teams: Team Management Interface**

#### Finding the Team Manager Interface

- Navigate to your Team landing page using the site logo on the top left of the page
- Use the main navigation bar on the left to click the settings cog at the very bottom of the bar (you may have to scroll down to see this)

#### General

- Add or Remove other Team Managers
- Update Team POC info
- Enable/disable Virtual Host Snapshot
- Enable/disable Remote Desktop Client Access

### Account

- View Team resources (maximum capacity, current package, etc.)
- Enable/disable asset bundle downloads
- Enable/disable power management
- Enable/disable storage service scan bypass

(arcus) My Works	space My	r Teams Projects Site Admin	× 4 0
Switch Project			
s Demo Owner Gov Team		General Account	
pute		Team Profile	
Hosts		Team Name	Team Managers
Rups		Arcus Gov Team	StephenDulany 🗶 michael.loebl.eca 🗶 walshp 🗶
Tiuna .			Add more people
ces		CONTACT PERSON	
Storage	Add	First Name	Last Name
posites		Peter	Walsh
Deployments	Add	Email	Phone
Comparing	Add	peter.walsh@jackpinetech.com	
Scenanos	Add		Contact person's direct line or mobile number
Container Apps		VIRTUAL HOST SNAPSHOT	
Systems	Add	Limited snapshot and restore functionality is sup	ported allowing a single snapshot for any virtual host. Enabling virtual host
arv.		snapshotting will consume storage resources.	
Applications	Add	Z Enabled	
Applications	Add	REMOTE DESKTOP CLIENT ACCESS	
Source Code	Add	SmartCard pass-through to remote hosts is only	available using a native Remote Desktop client. Enabling Remote Desktop client
Tests	Add	access provides users with any connected Smar	tCards on their deployed system.
Container Images	Add	Enabled	
oontainer indges		Remote Desktop Session Duration	
App Bundles		120 minutes	
ige		Each user connection to a remote host will be lin	nited to this duration.
	Add		
Projects	ridd		

## **Teams: Power Management**

#### Power Management

- Allows Team Managers to set a schedule used to automatically power off and power on deployed virtual systems for cost and energy savings
- If enabled at the Team level, Project Owners can set up Power Scheduling at the Project level

#### Power Scheduling Settings

- Economy mode: Runs hosts only during business hours
- Cost saving: Power off hosts overnight and on the weekend
- Weekend shutdown: Power off hosts over the weekend
- Custom schedule: Define custom rules for powering off hosts when they are not needed

#### Power Scheduling Override

 Power scheduling can be temporarily overridden on individual deployment runs by users with sufficient permissions

Automated Power Management Crabled Enabling automated power management allows projects to define cost-saving rules for automatically powering off hosts during specified times of day.
Ontinen
options
Run options
If selected, systems will be shutdown and deleted as soon as they are provisioned and any included tests are completed.
Automatically release deployment resources
Error handling
If selected, systems will remain available for debugging. The requester will have to manually release the deployment run to free its resources.
□ Retain the deployment on error
Deployment run lock
Locked deployment runs cannot be released or canceled while locked. This setting can be changed later.
Off Off
Automated Power Management
Automatically power off and power on deployed virtual systems for cost and energy savings.
No power schedule set for this run.
Set one now?
Cancel
Next

## **Teams: Remote Access Controls**

- Team Managers can restrict file transfer in RA sessions in projects they control.
- Controls exist for:
  - File upload
  - File download
  - Clipboard copy
  - Clipboard paste
- These controls protect proprietary files and allow for compliance with security policies
- Select the Project to be managed, click Manage, then toggle the desired control(s)
- Changes will take effect when the next remote access session is launched
  - (will not disrupt or change existing RA sessions)

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# **Managing Projects**

# **Projects: Management Interface**

### Basic Info

- Edit name, description
- Set ITAR status

### Cloudspaces:

- Connected resources
- Trusted Projects
  - Define which Projects users can shares Assets to
- Apps: Enable Slack integration

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							ITAR restricted					
Ŷ	Container Images	Add								0		
	App Bundles									Save		

## **Projects: Overview & Runs**

## Project Dashboard

- Activity
- Resources used
- Listing of all Runs

## • Filters and search by:

- Name
- Status
- Cloudspace
- Duration
- Request Date
- User

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Applications	Add		APTR		
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Tests	Add	FILTERS Res	3 RUNS	1 Sort	
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Clouds	Add	Scheduled	1 0 HOSTS TESTS	1 0 HOSTS TESTS	2 0 HOSTS TESTS
Cloudspaces		Completed	© 03:31:05	© 481:36:52	© 650:12:54
		CloudSpace			

# **Projects: Slack Integration**

- If enabled by their Team Manager, Project Managers can connect their project to the Arcus Slack App
- Select the Project to be managed and click Manage
- Open the Integrations tab and select Slack
- Click Connect to Slack which will:
  - Authenticate your Slack team
  - Allow you to choose what Slack Channel your team would like notifications sent to
- Slack App Configuration currently consists of...
  - Integration Status
  - Notification Settings
  - Team Members



## **Projects: Manage Members**

## Manage Membership:

- Add people add existing users
- Invite Users send email to enroll in site & join Project automatically

CONS3F 14 members - No	RT Demo restriction		Manage ***	
Overview Runs Members				
Enter email address			Invite Users	
Add people	14 MEMBERS If Sort			
ILTERS Reset	Andrew Jannotta	API User	Michael Loebl (ECA)	
Role	Ajannotta	hmcopscenter	michael.loebl.eca	
Moderator Owner	John Paulo ~ Pauloj	Peter Walsh peter.walsh.cac	Raphael Smith ~ SmithRaphael	
	Todd Fisher ~ ~ todd.fisher	Todd Fisher togofish	Thomas Tschuor tschuor.thomas Owner	
	Peter Walsh * walshp Owner	Joseph Yennaco yennaco		

## Manage Access & Permissions:

- Click caret on user card
- Set the permissions for each member
- Remove user from Project



# **Projects: Manage Members (Express UI)**

## Enabling the Express UI by default

 As a Project Manager, use the toggle in Project Settings to set all new users as Express Users by default

## Role Management for existing users

- Click caret on a user card from the Project User Management screen
- Uncheck all but the first two greyed-out roles to set a user as an Express User





# **Support & Troubleshooting**

# Support

### Support

- <u>https://arcus.mil/support</u>
- Submit a ticket through...
  - the *Support* link on the home page
  - the *Help* icon when signed in
  - Help icon tickets provide more data on what the user was working on

### Email

support@arcus-cloud.io

### Knowledge Base

- <u>https://arcus.mil/kb/</u>
- The Knowledge Base expands on all the topics covered in this training.

### Github Sample Assets

<u>https://github.com/cons3rt</u>

Support Pricing Blog	
	Support
Training Getting Started Video Guides	There are a variety of ways to get help using CONS3RT. If you are new to the site, be sure to check out the resources below:
Knowledge Base	Training We have four training programs for beginner, intermediate, and advanced users listed below. Please contact Jackpine Technologies through the "Support" button below to arrange a custom training program.
Change Log	Overview (for Beginners) PDF PDF Power Users (for Intermediate to Advanced users)
Getting Help	Getting Started (for Beginners) PDF Asset Development (for Intermediate to Advanced users) PDF
More Resources	
	Getting Started Video Guides         Listed below are our YouTube playlists for video tutorials on getting started with CONS3RT. In addition, We have established a CONS3RT repository to provide users with several source code and software asset samples available for download.

# **Video Tutorials**

- If you would like to see Arcus in action, feel free to check out the video tutorials:
  - On the Arcus Help Channel at <u>https://www.youtube.com/c/arcushelpchann</u> <u>el</u>
  - Embedded in the articles on our <u>Help Site</u>
- If you have any suggestions for future videos, let us know by submitting a ticket

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Express User Interface Updated 4 days ago VIEW FULL PLAYLIST	Developer VIEW FULL PLAYLIST	Storage Service VIEW FULL PLAYLIST	Getting Started Updated 5 days ago VIEW FULL PLAYLIST	Video Tutorials Updated 4 days ago VIEW FULL PLAYLIST
	ACCESS			
Profile & Account	Teams & Projects	Remote Access	Test Tools	Deployment Run Walkthrough
Updated 5 days ago VIEW FULL PLAYLIST	VIEW FULL PLAYLIST	Updated 4 days ago VIEW FULL PLAYLIST	VIEW FULL PLAYLIST	Updated 4 days ago VIEW FULL PLAYLIST

# Thank you!



TM