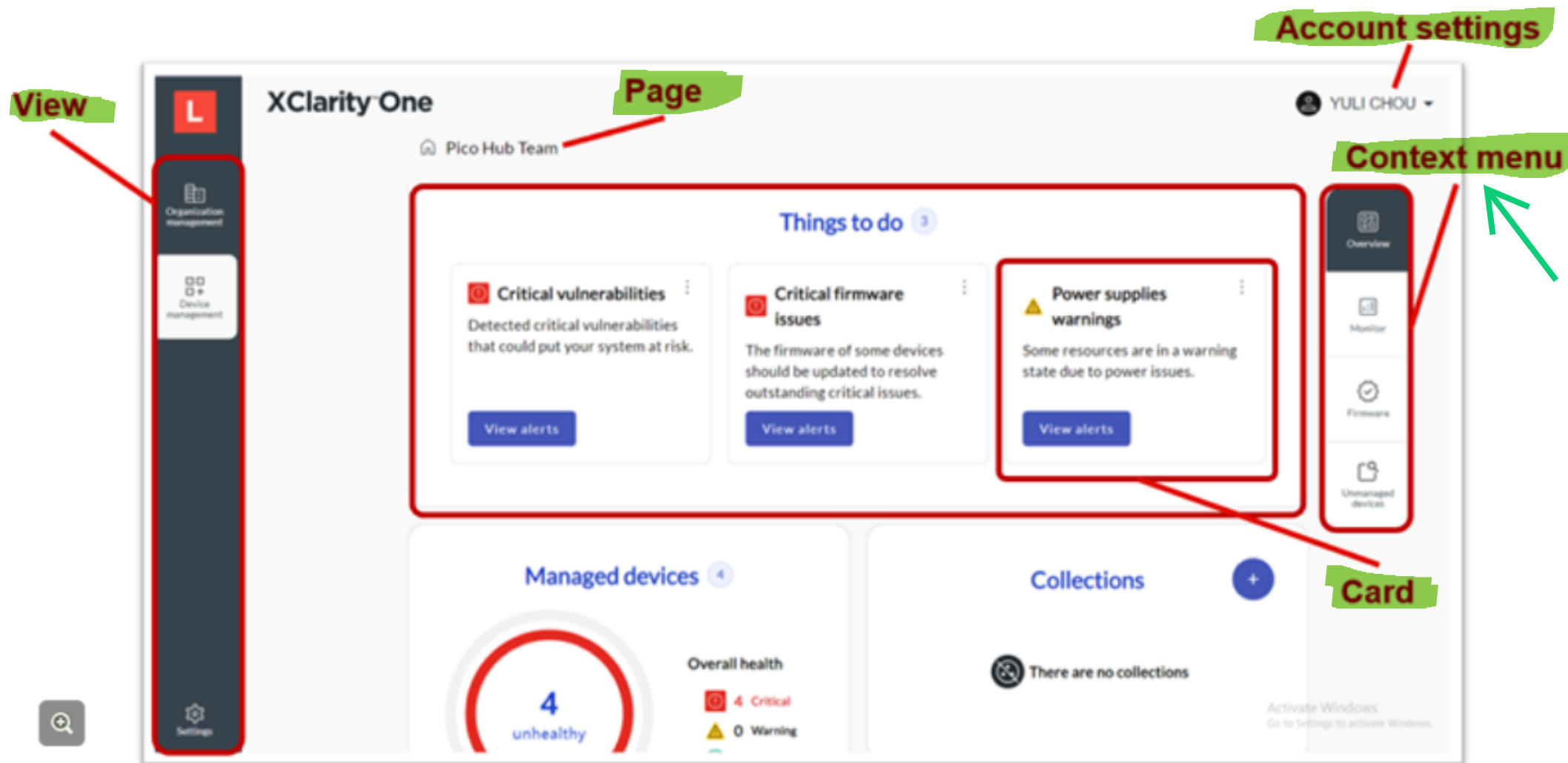


# Portal management

Lenovo internal only

Lenovo

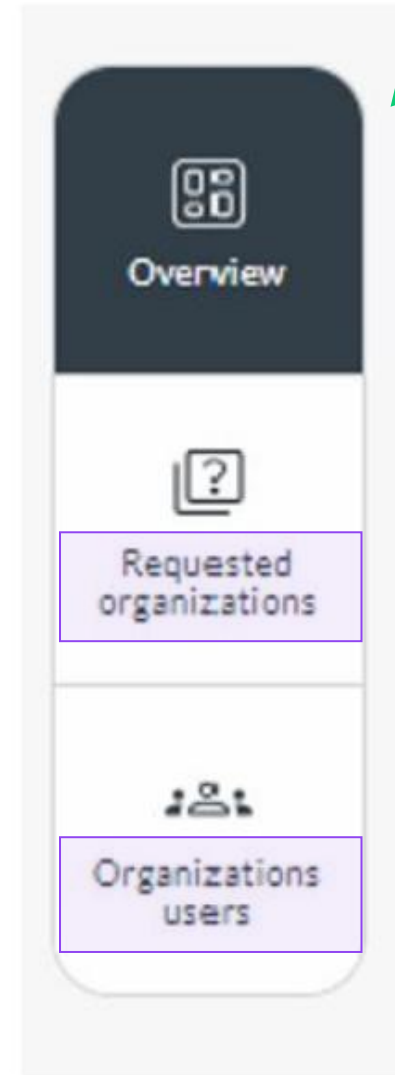
# XClarity One user interface



## Context menu

The context menu can be found on the right. It will change depending on what page the user is on, but the **default menu** has the following sections:

- **Overview**
  - Use this section to **manage** the **organizations** and **portal users**
  - **Available** to **organization** administrators or **portal user** administrators
- **Requested organizations**
  - Use this section to **manage requests** sent by customers
  - **Available** to **organization** administrators
- **Organizations users**
  - Use this section to **manage all the users** from all the **organizations**
  - **Available** to **portal user** administrators

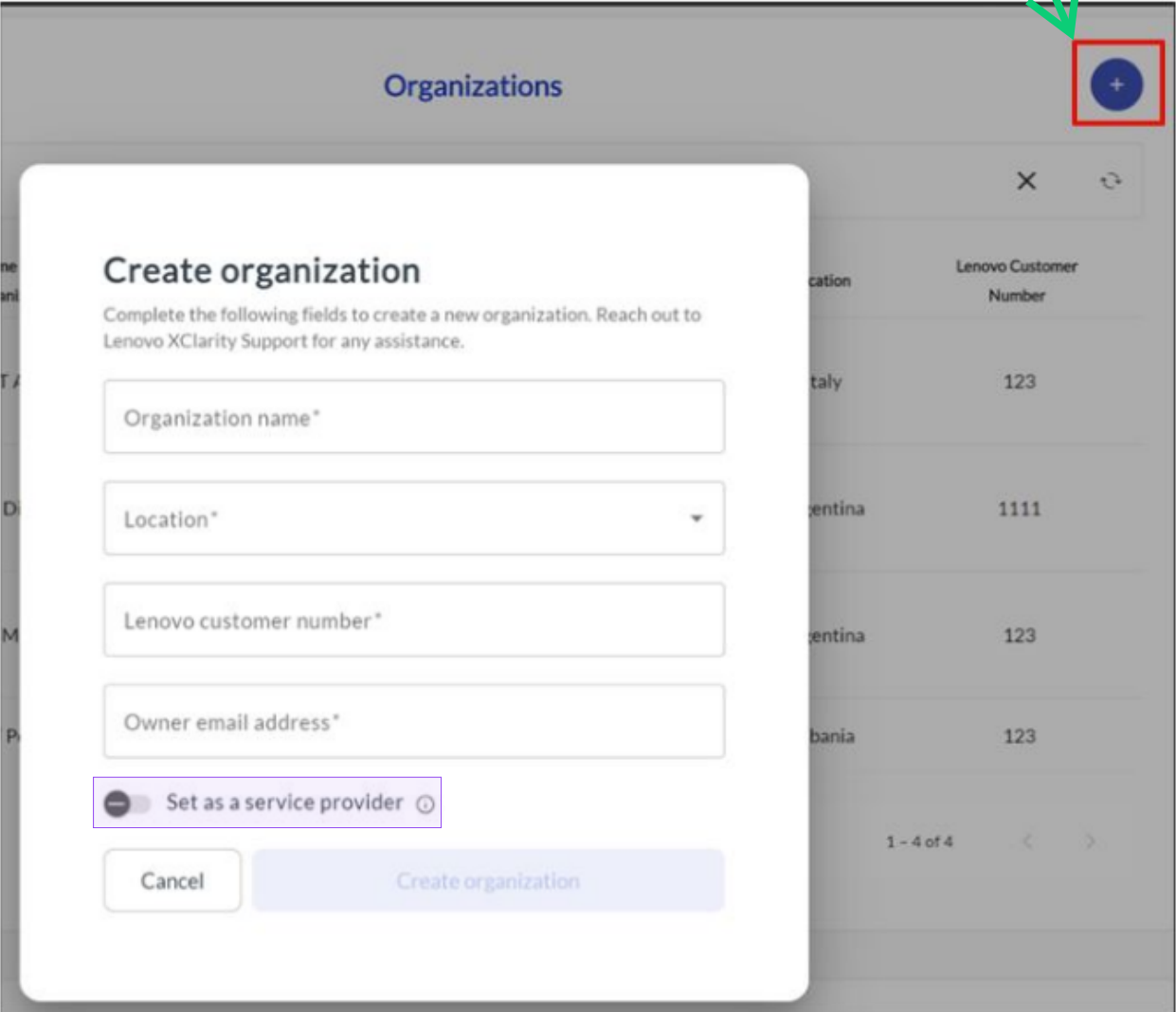


## Creating an organization

An organization administrator can **create** an **organization** by clicking the **+** button and then entering the necessary information in the pop-up window.

Notes:

- The organization **name** should be **unique**
- The **owner email** address should belong to the **organization's first user**, and they will have **full access** (all roles) – other owners can be added later
- Activate the **Set as a service provider** setting



The screenshot shows the 'Organizations' management interface. A modal window titled 'Create organization' is open, prompting the user to complete fields for a new organization. The background shows a table of existing organizations with columns for location and Lenovo Customer Number.

**Organizations**

**Create organization**

Complete the following fields to create a new organization. Reach out to Lenovo XClarity Support for any assistance.

Organization name\*

Location\*

Lenovo customer number\*

Owner email address\*

☐ Set as a service provider ⓘ

Cancel Create organization

	Lenovo Customer Number
Italy	123
Argentina	1111
Argentina	123
Romania	123

1 - 4 of 4

# Organization status

An organization can be in one of five states:

- **Pending**: an organization is in this state from its creation until the first login of the owner
- **Active**: an organization is in this state after the first login of the owner
- **Disabled**: an organization can be put into and taken out of this state – users are not able to access a disabled organization
- **Deletion in progress**
- **Deletion failed**

If the organization is set as an MSP, a blue icon will be shown next to its name.

	Name of the organization	Status	Status changed	Owner	Location	Lenovo Customer Number
<input type="checkbox"/>	DST Active		4 day(s) ago	rcurt+iscream@lenovo.com vgont+iscream@lenovo.com sstanciu+iscream@lenovo.com <a href="#">See more</a>	Italy	123
<input type="checkbox"/>	DST Disabled		2 day(s) ago	rcurt+1@lenovo.com mtucunete+1@lenovo.com sstanciu+16@lenovo.com <a href="#">See more</a>	Argentina	1111
<input type="checkbox"/>	DST MSP		11 day(s) ago	mtucunete+1@lenovo.com rcurt+iscream@lenovo.com vgont+iscream@lenovo.com <a href="#">See more</a>	Argentina	123
<input type="checkbox"/>	DST Pending		2 minute(s) ago	mtucunete+1@lenovo.com	Albania	123

## Pending organizations

The following actions can be taken after selecting a pending organization:

- **Edit:** name, location, customer number, MSP
- **Add owner:** a new account will be created, and the user will receive an email to configure it
- **Resend invitation:** the email invitation will be resent (the previous invitation could have expired)
- **Delete:** delete the organization and its database

The screenshot shows a web interface titled "Organizations". At the top right is a blue "+" button. Below the title is a search bar containing "DST pending" and several action icons (X, edit, home, mail, list, refresh). A table lists organizations with columns: checkbox, Name of the organization, Status, Status changed, Owner, Location, and Lenovo Customer Number. One row is visible with status "DST Pending" and a question mark icon. A context menu is open over this row, showing four options: "Edit" (pencil icon), "Add owner" (house icon), "Resend invitation" (mail icon), and "Delete" (trash icon). A green arrow points to the "Resend invitation" option. At the bottom right of the table, it says "Items displayed 5" and "1 - 1 of 1". On the far right, there are two sidebar buttons: "Overview" and "Requested organizations".

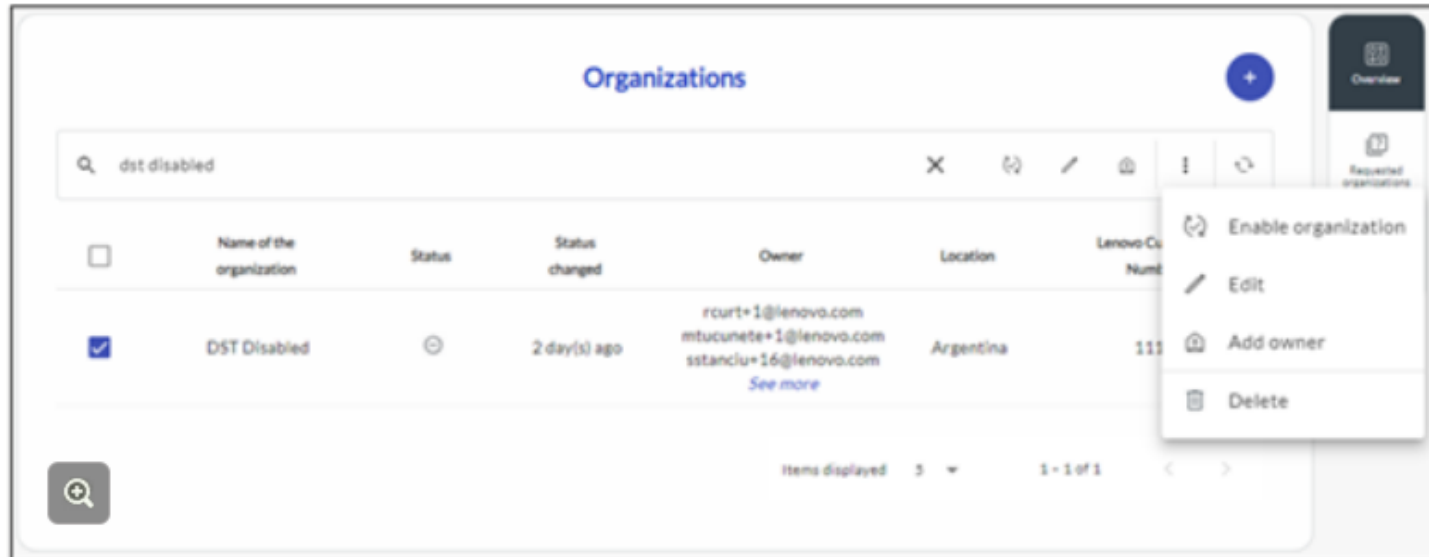
	Name of the organization	Status	Status changed	Owner	Location	Lenovo Customer Number
<input checked="" type="checkbox"/>	DST Pending	?	21 minute(s) ago	mtucunete+1@lenovo.com	Albania	123456789



## Active organizations

The following actions can be taken after selecting an active organization:

- **Edit**: name, location, customer number, MSP
- **Add owner**: a new account will be created, and the user will receive an email to configure it
- **Delete**: delete the organization and its database
- **Disable organization**:
  - All users will lose access to the organization
  - It can be easily re-enabled
- **Emergency shutdown**: refer to the next slide for more information



# Emergency shutdown

If there is a critical incident, work through the following steps to shut down an organization.



## Step 1

### 1. Understand the implications of this action:

- Most of the users will lose access to the organization
- All hubs will be disabled

## Step 2

## Step 3

The screenshot shows the 'Emergency' settings page. On the left, under the 'Emergency' heading, there are three radio button options: 'Disable users and hubs' (selected), 'Enable owners', and 'Confirmation'. The main content area is titled 'Disable users and hubs' and contains the following text: 'You can quickly shutdown your organization in the event of a security emergency, such as a security breach or a compromised organization owner.' Below this is a yellow warning box with a triangle icon and the text: 'When you perform an emergency shut down:'. The warning box lists three bullet points: 'All management hubs that are managed by the organization are disabled, which blocks communication between the managed devices, management hubs, and XClarity One.', 'All users are disabled from accessing the organization (except one or more organization owners). User's access to other organizations is not affected.', and 'Users in the pending state for the organization are deleted.' Below the warning box, there is a paragraph: 'After disabling all users and management hubs, you must enable one organization owner. Then, after resolving any security issues that you have in your organization, the organization owner can enable all users and management hubs to return to normal operation.' At the bottom of the main content area, there is a checkbox labeled 'Disable all users and hubs.' which is checked. At the bottom left of the page, there is a 'Cancel' button with a magnifying glass icon. At the bottom center, there is a 'Back' button. At the bottom right, there is a 'Next' button.



# Emergency shutdown

If there is a critical incident, work through the following steps to shut down an organization.

## Step 1

## Step 2

## Step 3

### 2. Decide who will be enabled:

An enabled owner will have ability to enable hubs and users one by one. You can select an active owner or send an invitation to a new person.



Emergency

☒ Disable users and hubs

☐ Enable owners

☐ Confirmation

Enable owners

At least one organization owner must be enabled so that users and management hubs can be re-enabled after the issue that caused the emergency shutdown is resolved. Choose from the list of current organization owners, or add a new organization owner.

<input type="checkbox"/>	Name	Email
<input type="checkbox"/>	Alina Tocunete	mtocunete+1@lenovo.com

0 selected

Items displayed: 10

1 - 1 of 1

☒ Or send an invitation to a new user.

# Emergency shutdown

If there is a **critical incident**, work through the following steps to **shut down** an organization.



Step 1

Step 2

Step 3

## 3. Review and confirm

**Emergency**

- ✓ Disable users and hubs
- ✓ Enable owners
- Confirmation

**Confirmation**

All management hubs and users in the specified organization will be disabled. Only the listed users (organization owners) will remain active.

Organization name : DST Active

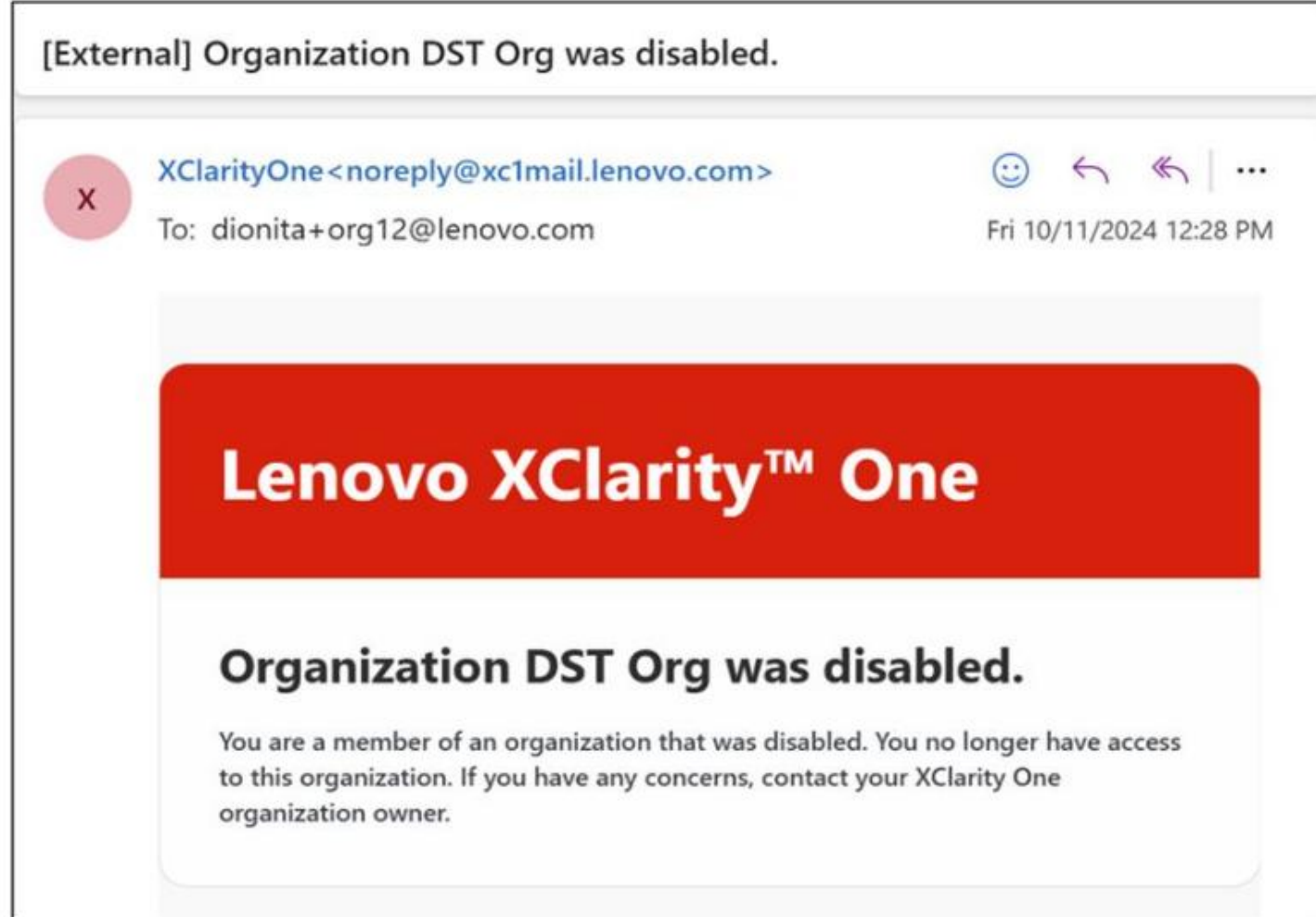
Users that will be active : mtucunete+1@lenovo.com

Cancel Back Finish

## Disabled organizations

In the event that an organization is **disabled**, all organization owners will receive an email.

- **Pending users** will be **removed** from the organization.
- **Active users** will receive the new Disabled Organization status.
- **Disabled users** will remain disabled.



## Re-enabled organizations

In the event that an organization is **re-enabled**, all organization owners will receive an email.

- **Users** with the **Disabled Organization** status will become **active**.
- **Disabled** users will **remain disabled**.

[External] Organization DST Org was re-enabled.



XClarityOne <noreply@xc1mail.lenovo.com>

To: dionita+org12@lenovo.com



Fri 10/11/2024 12:31 PM

# Lenovo XClarity™ One

## Organization DST Org was re-enabled.

You are a member of an organization that was re-enabled. You now have access to this organization. For more information, contact your XClarity One organization owner.

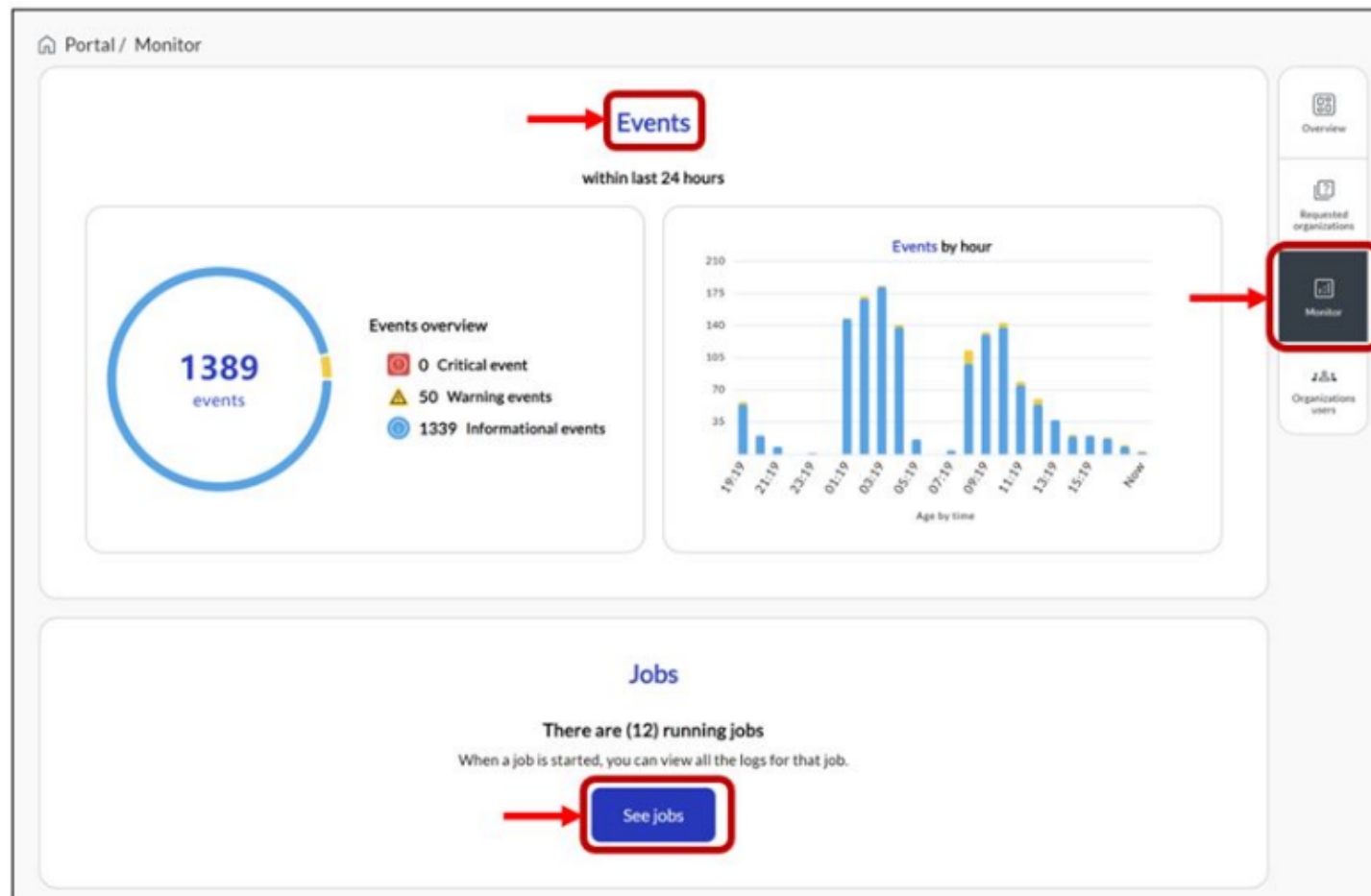


## Portal monitoring – events and jobs

Any portal user can see the list of **audit** and **system events**. In addition, the **Organization Administrator** can see the **jobs** at the **portal level**. It can be selected from **Monitor** in the right-side context menu.

In the **Events** table, the user can monitor organization events or authentication events from within the last 24 hours.

In the **Jobs** table, the administrator can monitor the status of jobs by clicking **See jobs**.



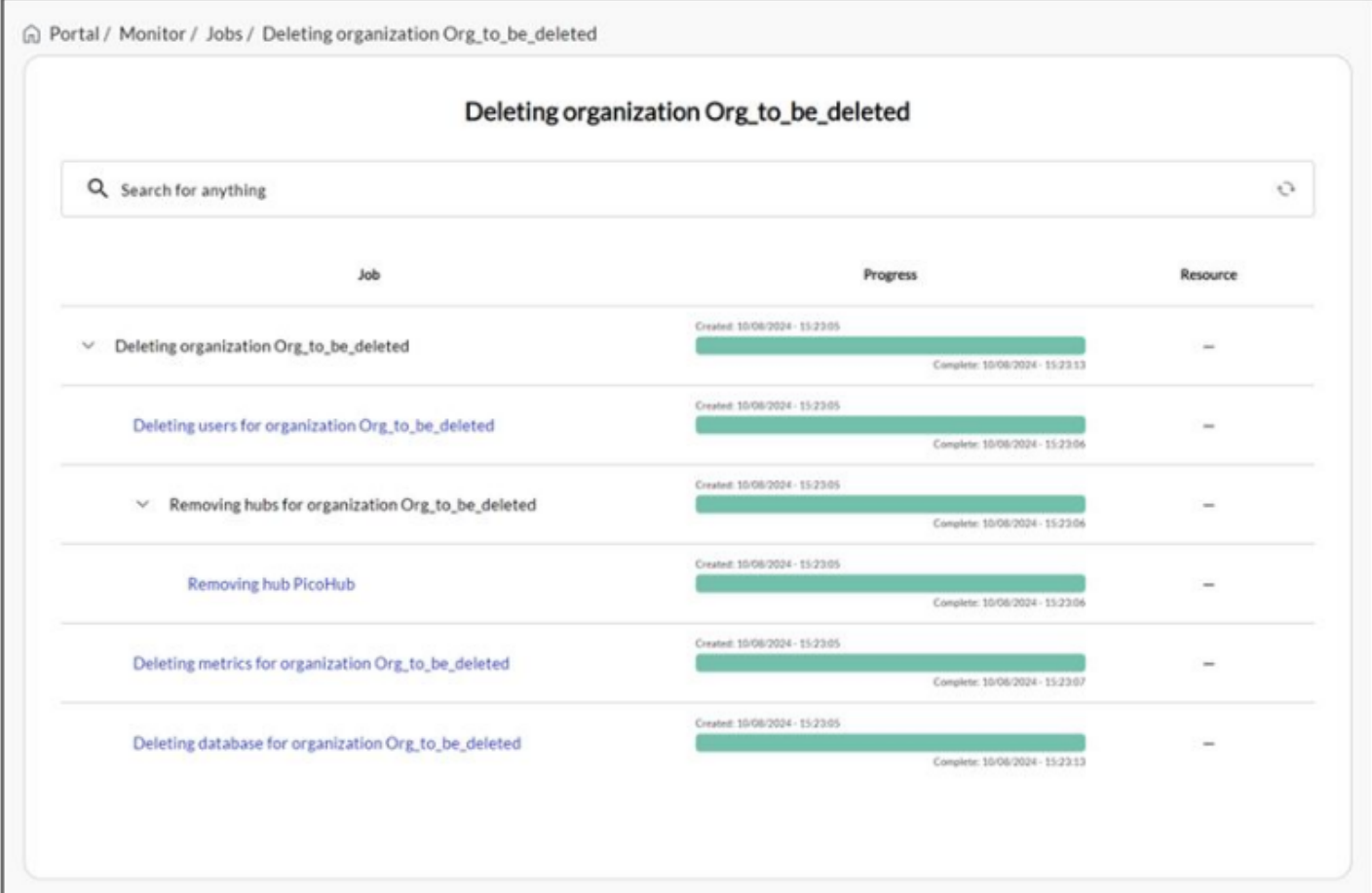


## Deleting an organization

The organization administrator can monitor the status of organization deletion in the jobs table. When an organization is deleted, its entities will also be deleted. This includes:

- Users
- Hubs
- Metrics
- Database

If the deletion job is not completed within three days, the job will be marked as expired, and the organization's status will change to 'Deletion Failed.'



Portal / Monitor / Jobs / Deleting organization Org\_to\_be\_deleted

### Deleting organization Org\_to\_be\_deleted

Search for anything

Job	Progress	Resource
Deleting organization Org_to_be_deleted	Created: 10/06/2024 - 15:23:05 Complete: 10/06/2024 - 15:23:13	---
Deleting users for organization Org_to_be_deleted	Created: 10/06/2024 - 15:23:05 Complete: 10/06/2024 - 15:23:06	---
Removing hubs for organization Org_to_be_deleted	Created: 10/06/2024 - 15:23:05 Complete: 10/06/2024 - 15:23:06	---
Removing hub PicoHub	Created: 10/06/2024 - 15:23:05 Complete: 10/06/2024 - 15:23:06	---
Deleting metrics for organization Org_to_be_deleted	Created: 10/06/2024 - 15:23:05 Complete: 10/06/2024 - 15:23:07	---
Deleting database for organization Org_to_be_deleted	Created: 10/06/2024 - 15:23:05 Complete: 10/06/2024 - 15:23:13	---