November 2022

Client Connect User Manual: Hosting Services

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INTRODUCTION

General Overview

Client Connect aims to provide a single platform to unify all client access to HKEX services. Its primary objectives are:

- To enhance the HKEX service offering by digitizing the majority of paper-based services
- To simplify and enhance operational efficiency
- To prepare for future integration with other NextGen applications

Subscriber enrolled on Client Connect Portal can submit service request(s) to Hosting Services or manage user authorisation

Audience

This User Manual is intended to provide a quick insight for Subscriber to submit service request to Hosting Services to arrange Site Access Application, Remote Hands Services or update Subscriber contact

Getting Started

To enroll on Client Connect, Subscriber will need to fill in the Client Connect Delegated Administrator Rights Application / Maintenance Form ("G11 Form") accordingly and HKEX will process the dully completed form within 5 working days. G11 Form can be accessed from following linkage, CCDA Rights Application / Maintenance Form (hkex.com.hk)

Subscriber completed the CCDA application, can refer to following linkage for point to note about first time Client Connect login, Getting Started For Client Connect

If there is any question, Subscriber can reach out to clearingps@hkex.com.hk

Hosting Service Desk:

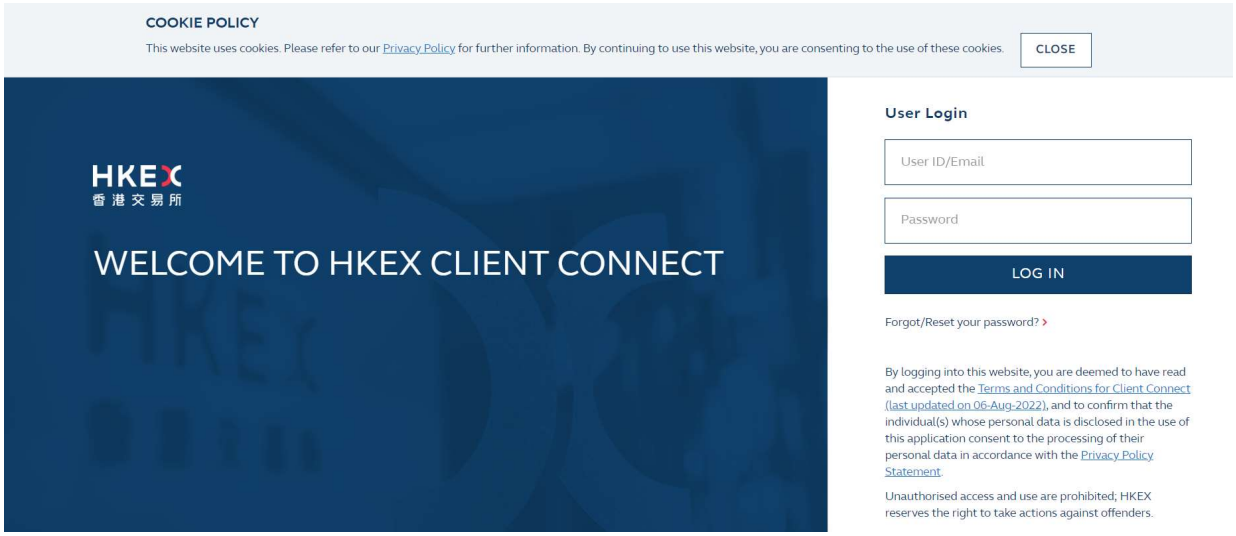
Hosting Service Desk will continue to serve our Subscriber as an alternative mean to submit Service Request in case if Client Connect is not available.

Submission of Service Request to Hosting Services can be done through email to hsservicedesk@HKEX.COM.HK or through Hosting Service Desk hotline on +852 2211 6080 or fax +852 2462 0722

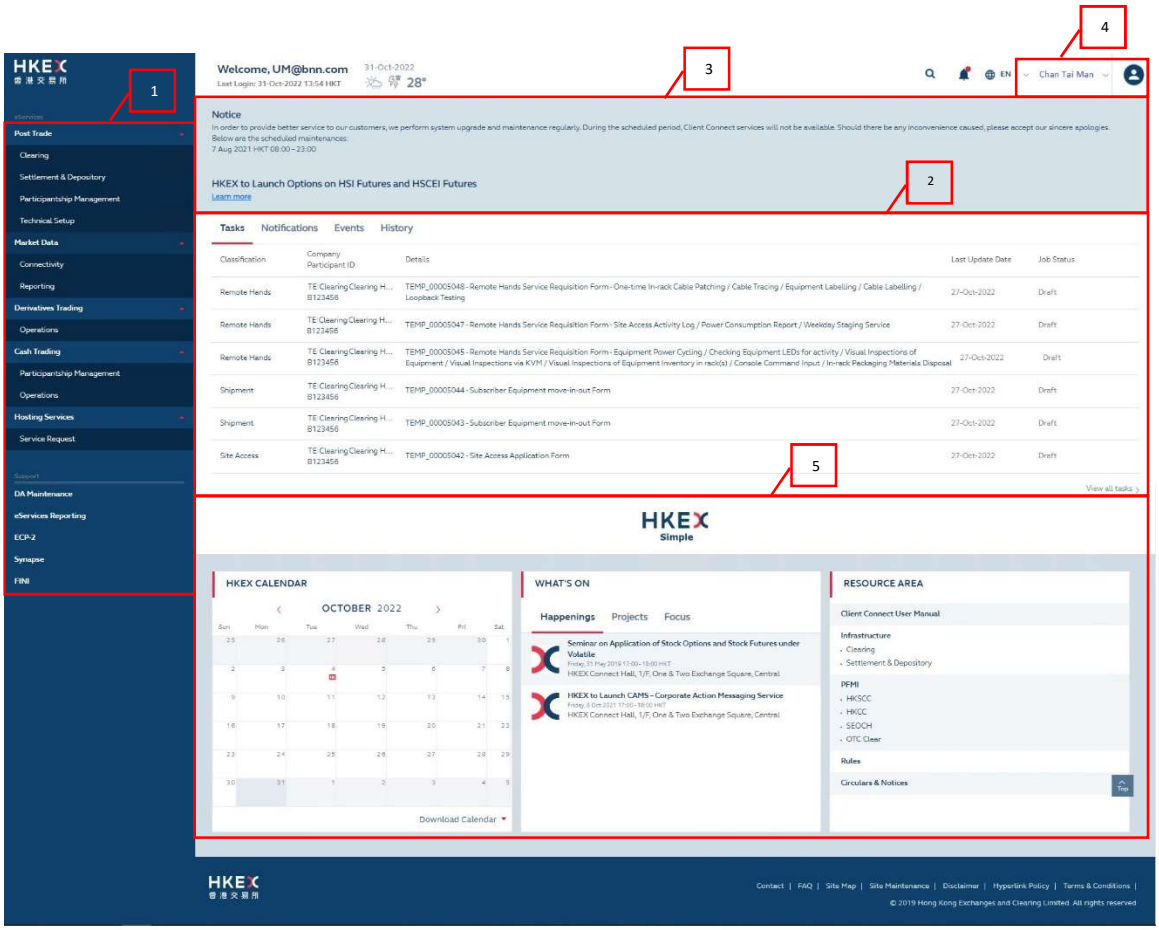
Logging In

For Client Connect log in, type in your registered email address and password and click on “LOG IN”

Website: https://connect.hkex.com.hk/



Basic navigation



Upon logging into Client Connect landing page, Subscriber will be navigated to the dashboard as follow,

1. Left-side Navigation Menu with different eServices,
2. A list of Tasks pending Subscriber's action,
3. Client Connect maintenance notification,
4. Profile setting, Password Change & Sign Out,
5. News & Resources from HKEX

User Management for Client Connect

Client Connect Admin registered through G11 Form will be able to manage Client Connect user account by choosing “Manage Access Rights” on Left-side Navigation Menu under “Support”

Detailed step of user management is available through below linkage and Client Connect Admin can grant relevant authorisation to Client Connect user, Client Connect Functions will be in the following page.

Getting Started for User Management

After Client Connect Admin created any Client Connect User, Client Connect Admin **MUST** also submit a “HS002 - Subscriber Registration and Change Registration” request for the new Client Connect User.

Since Hosting Services will double verify any eServices submitted through Client Connect against Hosting Services Subscriber Registration. Any eServices submitted by Client Connect User who is not registered on Hosting Services Subscriber Registration will be returned to Subscriber’s Maker.

Hosting Services eServices list

Hosting Services eServices are available by clicking on the left side Navigation Menu

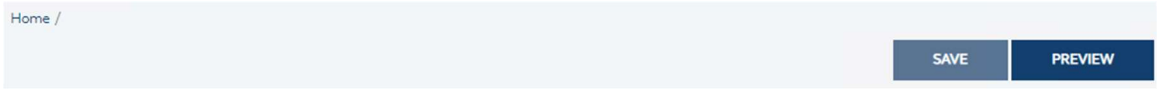
Type of eService	eForms & related function assignment in user management
Site Access request	HS001 *(EU_HS_PPC, EU_HS_ACC)* Site Access Application Form
Subscriber authorisation change	HS002 *(EU_HS_PPC)* Subscriber Registration Form
Equipment move in-Out	HS003 *(EU_HS_PPC)* Subscriber Equipment Move-In-Out Form
Remote hands	HS004 *(EU_HS_PPC, EU_HS_REQ)* Remote Hands Service Requisition Form Equipment Power Cycling / Checking Equipment LEDs For Activity / Visual Inspections Of Equipment / In-Rack Packaging Material Disposal
Remote hands	HS005 *(EU_HS_PPC, EU_HS_REQ)* Remote Hands Service Requisition Form Site Access Activity Log / Power Consumption Report / Weekday Staging Service
Remote hands	HS006 *(EU_HS_PPC, EU_HS_REQ)* Remote Hands Service Requisition Form One-time In-rack Cable Patching / Cable Tracing / Equipment Labelling / Cable Labelling
Remote hands	HS007 *(EU_HS_PPC, EU_HS_REQ)* Remote Hands Service Requisition Form One-time Equipment And Component Installation, Replacement And Removal

Submitting Hosting Services eServices Request

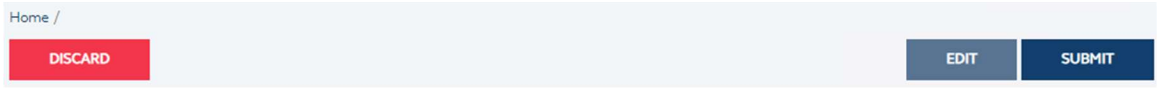
Client Connect requires Subscriber to have at least a Maker and a Checker registered for submitting Service Request authentication purpose, please refer to guideline: 3.2 User Management

Maker Service Request Submission

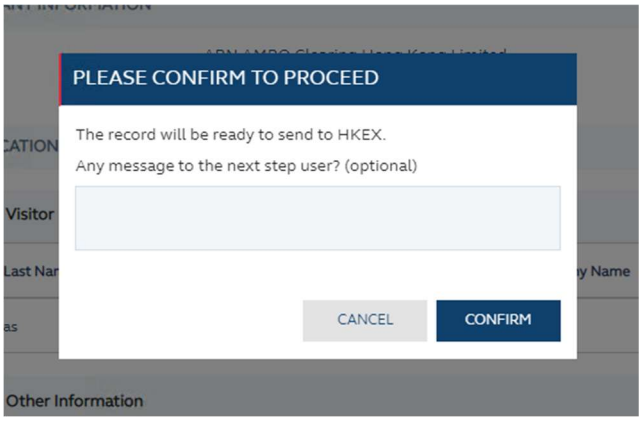
For each of the eServices Form, after Maker filled in required information, Maker to click on "PREVIEW" at top section for Client Connect to verify if there is any mandatory information missing or click "SAVE" to save the Service Request in draft for later process



After the preview and no mandatory information missing, Maker can submit the Service Request by clicking "SUBMIT". If Maker would like to modify or cancel the Service Request, it can be done by clicking "EDIT" or "DISCARD"



Maker / Checker have the option to input additional comment at the text box and click on "CONFIRM" to send the Service Request to Checker for authentication or Checker to return the Service Request to Maker, the comment will be shown through email notification.

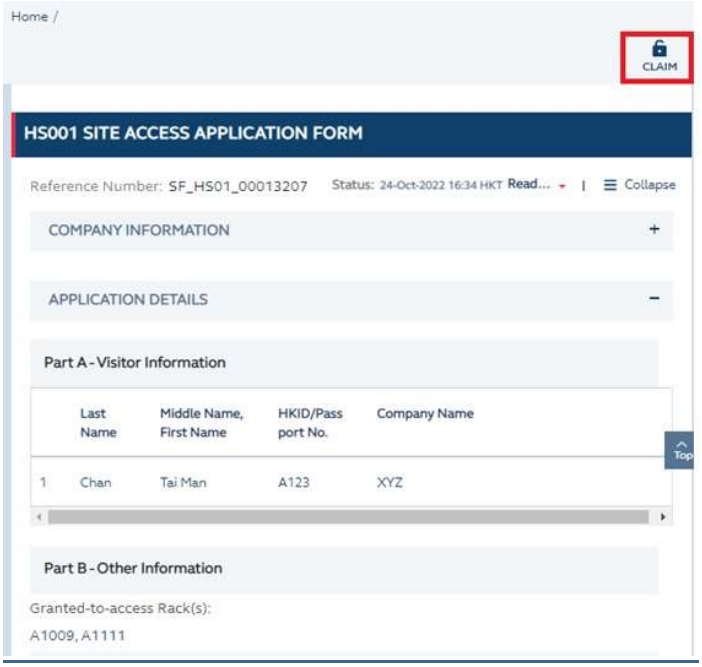


After Service Request submitted to Checker for authentication, Maker can click on "RECLAIM" if there is any information needing to modify, Maker can click "CLONE" to replicate information in the submitted Service Request for a new Service Request

Checker Service Request authentication

Checker can quickly view any pending Service Request at Client Connect landing page by clicking on “Tasks”

Checker can click on any pending Service Request and access the details of Service Request, Checker to click on “CLAIM” to start the authentication process



Checker to click on “CONFIRM” if there is no adverse comment on the Service Request details and Service Request will be send to HKEX for processing

Checker can click on “REFER TO”, if the Checker would like to assign the Service Request to another Checker for review; and if there is any comment on the Service Request, Checker can click “REVERT” to send the Service Request back to Maker

Email notification

There will be email notification after each process of Maker, Checker and HKEX, a sample of email notification as below,

HS003 - Subscriber Equipment move-in-out Form (SF_HS03_00012146 from B123456)

From HKEX Client Connect <noreply_connect@hkex.com.hk> Date Today 14:35

HKEX Client Connect

For reference: the eService is Completed

Reference Number	SF_HS03_00012146
Workflow Status	Completed
Notification Type	For reference
Just Processed By	Willy_m So, HKEX
Require action from	Nil
Message from previous step	Service Request# 23112

To view the record, please visit the HKEX Client Connect and search the Reference Number (SF_HS03_00012146)

You may visit the record to download a PDF version of the eService for reference if needed.

HKEX 香港交易所

For enquiries, please contact us via link

Please do not reply this e-mail as this is system generated.

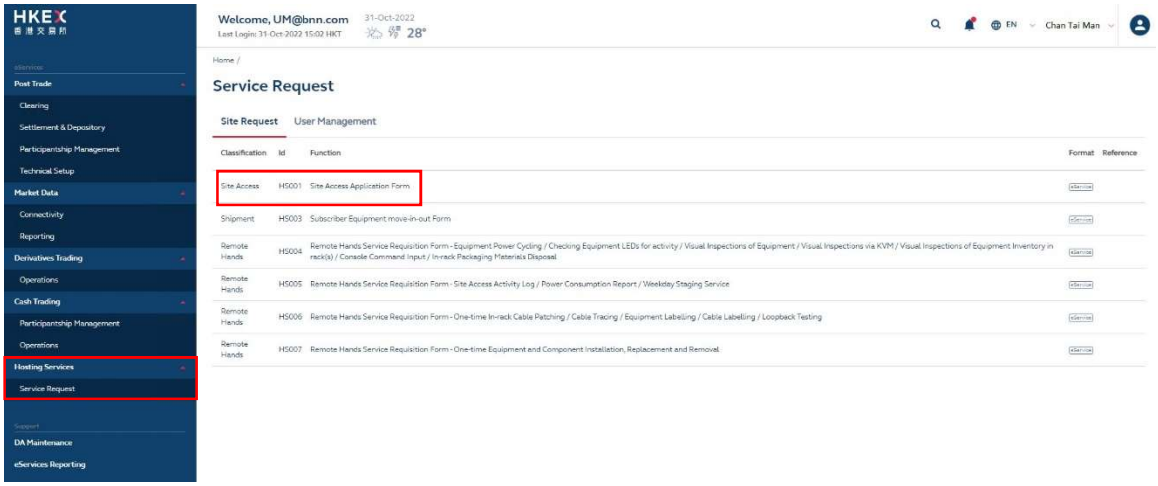
View the Terms and Conditions of HKEX Client Connect.

Aforesaid message input at “PLEASE CONFIRM TO PROCEED” during each process step will be shown per above high-lighted area, Hosting Service Desk will also advise Subscriber the Service Request# for Subscriber to work with data centre site team.

Hosting Services eServices

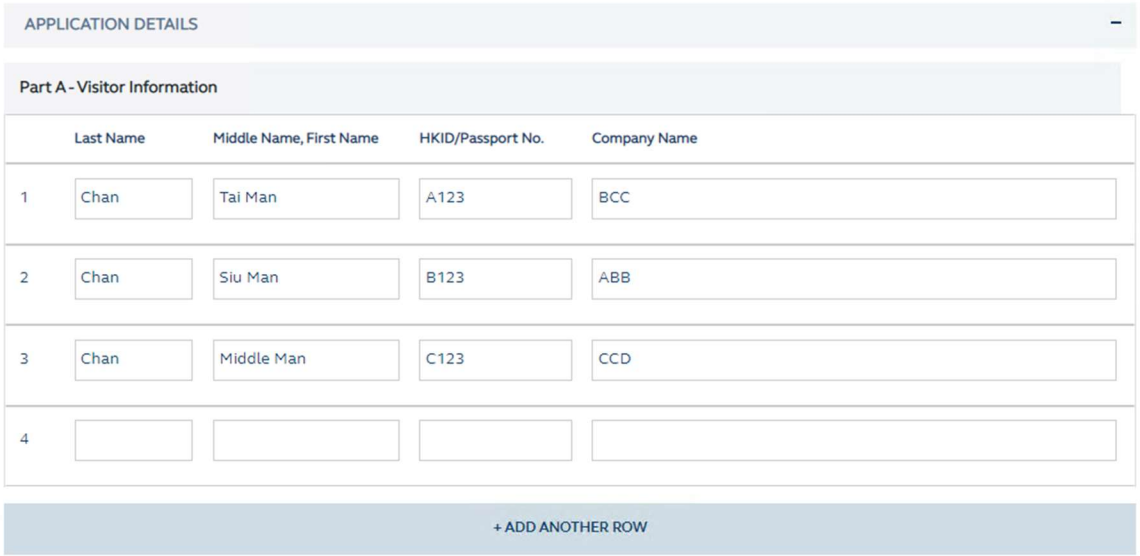
HS001 Site Access Application Form

Click on “Service Request” on Left Side Navigation Menu and select “Site Access Application Form”



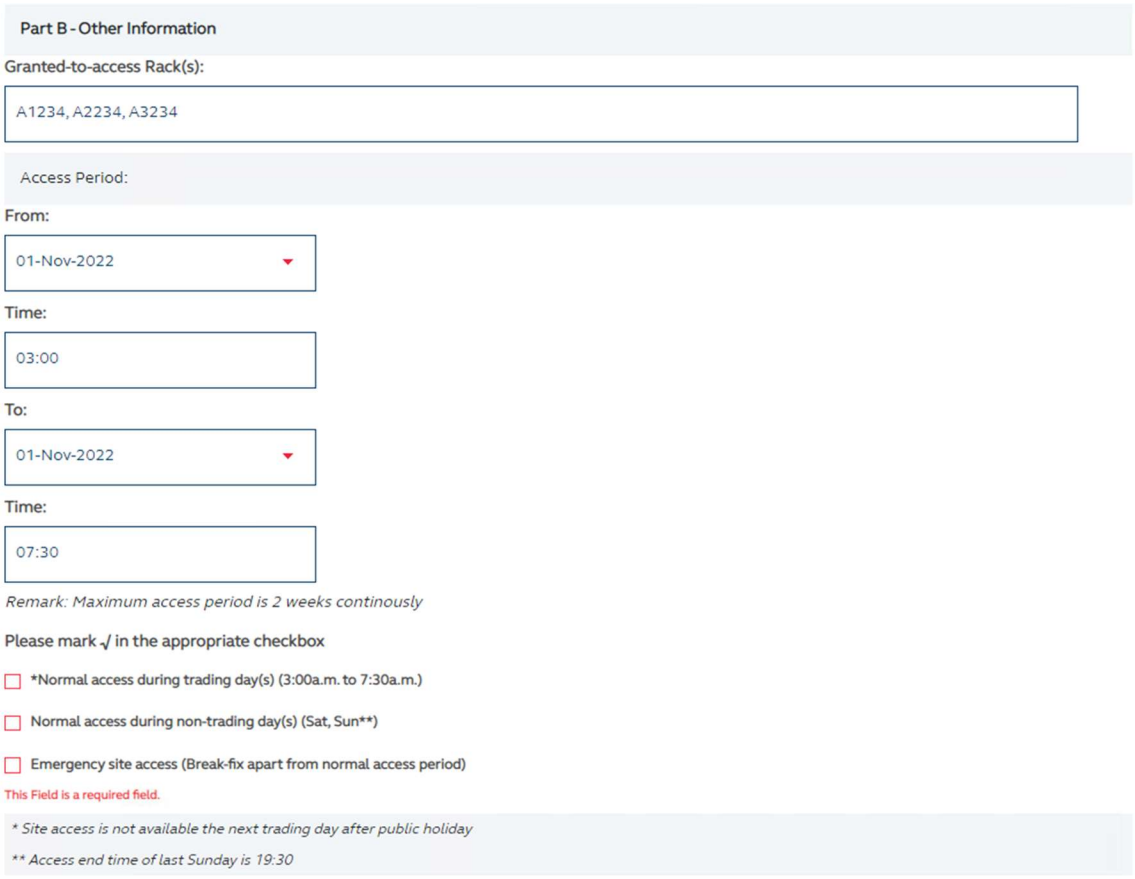
Visitor Details – Visitor Information

Complete the Visitor Details with required information (First & Last Name, HKID/Passport No., Company name), multiple Visitors can be applied within same Services Request by click on “+ADD ANOTHER ROW”



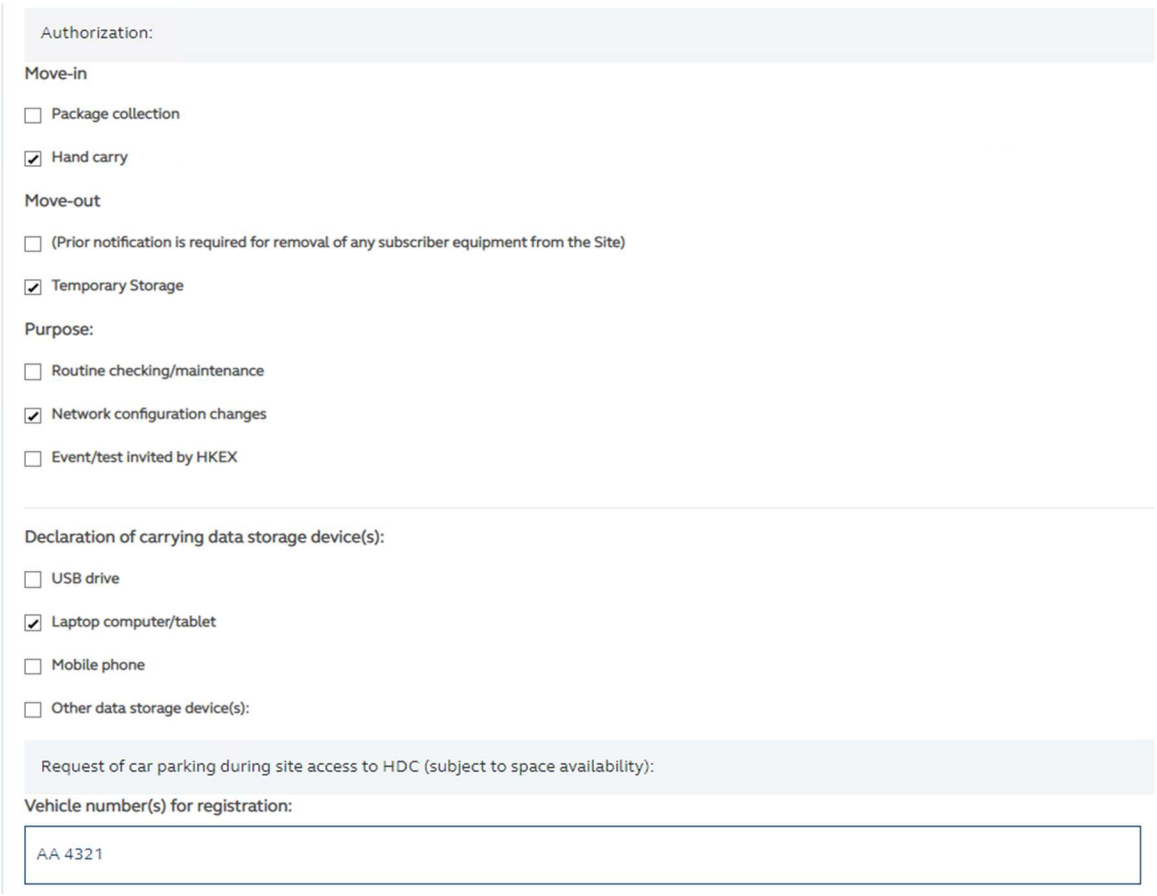
Visitor Details – Other Information

Complete the Other Information with details such as visit Rack No., date & time of access and tick the type of visit accordingly,



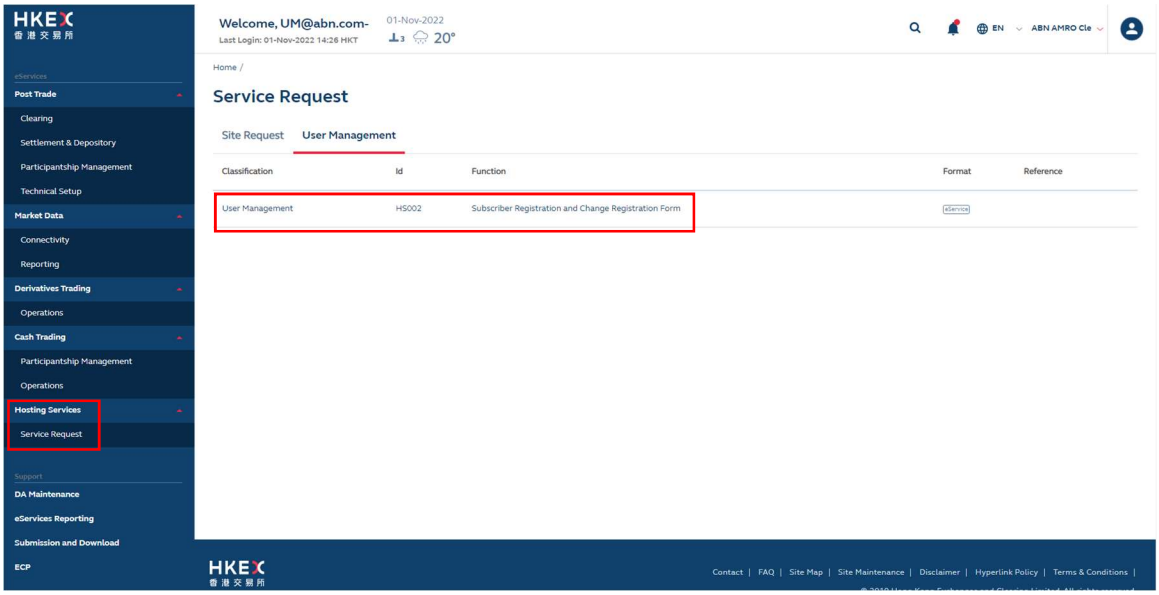
Visitor Details – Authorisation

Subscriber to click relevant check box(es) for authorising Visitor to perform specific task(s) at HKEX data centre. In case if parking reservation required, Subscriber to input the vehicle number at the “Vehicle number(s) for registration” box



HS002 Subscriber Registration and Change Registration form

Click on “Service Request” on Left Side Navigation Menu and select “Subscriber Registration and Change Registration Form”



Point to note:

Subscriber’s personnel can be assigned with different authorisation for submitting various type of Service Request or perform different functions as below,

Legend	Access Level	Description of the Access Level	Data Access, Correction & Update
PPC	Primary Point of Contact	For making change to the list of authorized persons, plus all rights of SPC, REQ, ACC , EMG, UAO and applying access for non-preregistered person.	Data access, correction and update of the list in future.
SPC	Specific Point of Contact	For security verification.	Please note that your registered data will be requested to retrieve by PPC for verification, correction and update in future.
REQ	Make Request	For any work to be undertaken within the Subscriber rack via Hosting Services.	
ACC	Site Access	For accessing the Site by this pre-registered person and apply access for other pre-registered person.	
EMG	Emergency Notification	For receiving notifications of scheduled and emergency maintenance/event(24 hrs.).	
UAO	Urgent Accessories Ordering	For urgent ordering of accessories.	

Client Connect Admin must submit HS002 to HKEX if there is any User’s authorisation change raised on Client Connect

Managing Subscriber authorisation:

Subscriber to fill in relevant personnel information and choose at “Request Type” whether the personnel information is “New”, “Update” or “Change” and tick different authorisation box(es) at “Access Level”

(please provide at least 1 PPC and 1 EMG, and be reminded of always maintaining an updated list of registered personnel)

(1) **Delegated Authorizer(s) (English):**

Delegated Authorizer(s) (Chinese):

Email Address:

Phone No.:

country code | area code

Mobile No.: *(able to receive SMS message)*

country code | area code

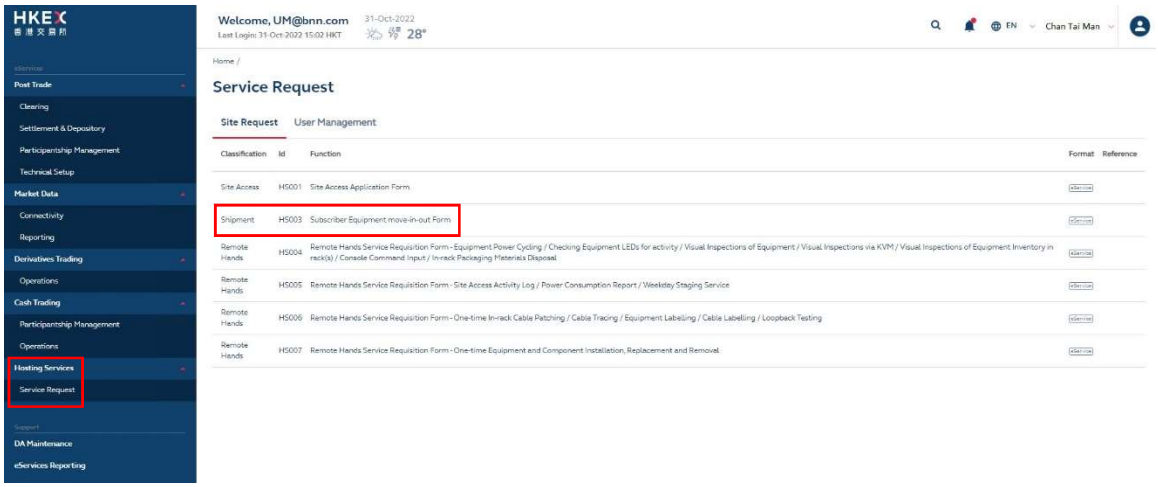
Request Type:

Access Level: *(Please put "√" to the appropriate box. More than 1 access level can be chosen)*

☐ PPC ☐ SPC ☐ REQ ☐ ACC ☐ EMG ☐ UAO

HS003 Subscriber Move-In-Out form

Click on “Service Request” on Left Side Navigation Menu and select “Subscriber Move-In-Out Form”

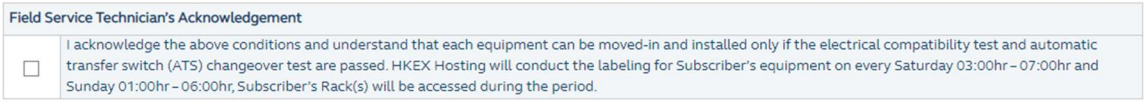


Application details:

Subscriber to fill in the detail of name and service date, Subscriber must submit “Site Access Application” in advance and input the application number at “Service Request No.”

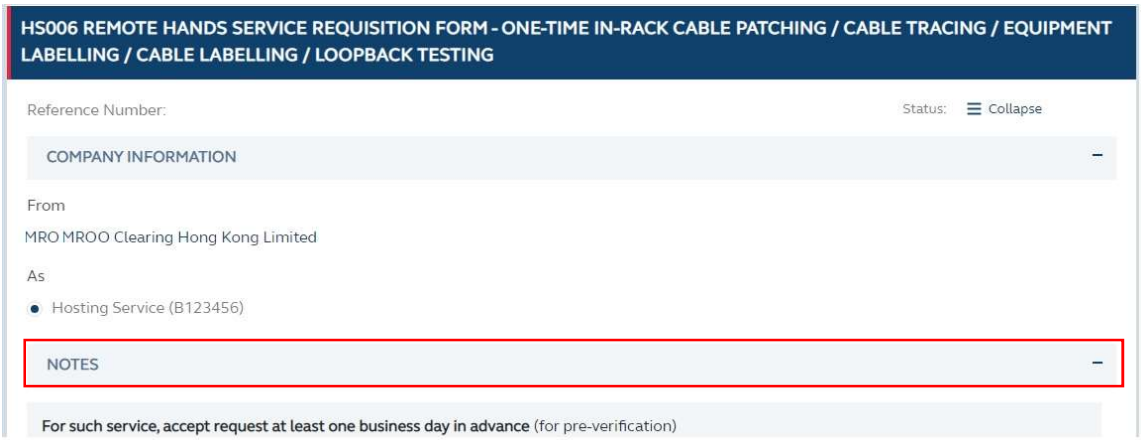
Subscriber can only choose one of the “Equipment Movement” option at a time

Subscriber must read through the acknowledgement statement and tick the acknowledgement box prior to submitting the box, the Service Request cannot proceed if not acknowledged



Hosting Services Remote Hands eServices

Hosting Services offer a wide range of remote hands services, Services Request can be submitted through HS004 to HS007 eServices form. Subscriber should read the reminder under “NOTES” prior to submitting the Service Request.

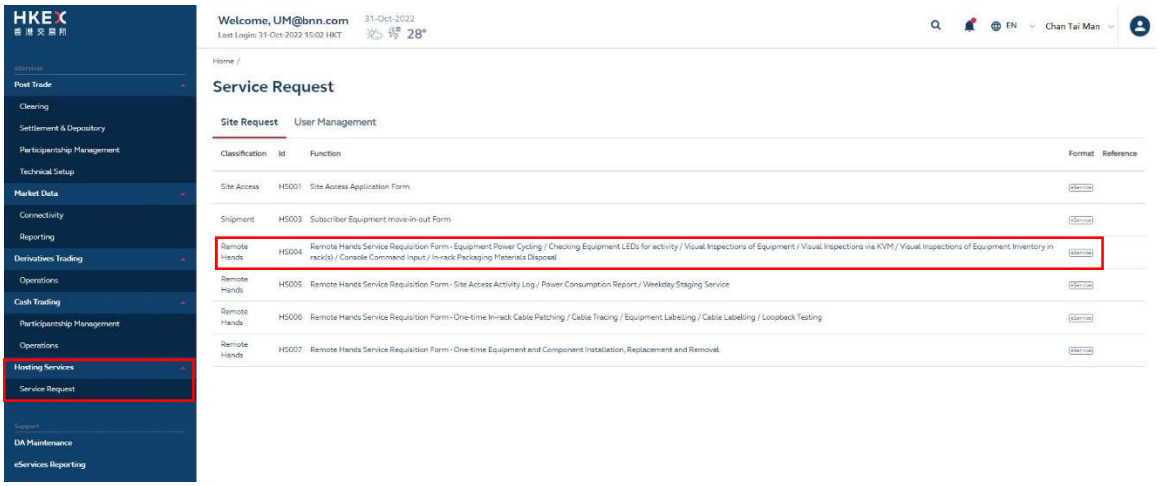


After reading the reminder, Subscribers can input Date & Time for the Remote Hands service to be performed, HKEX will reach out if remote hands cannot be carried out at requested date or time.

HS004 Remote Hands Service Requisition Form

HS004 covers seven types of remote hands services such as,

1. Equipment Power Cycling
2. Checking equipment LEDs for activity
3. Visual inspections of Equipment
4. Visual inspections via KVM
5. Visual inspections of equipment inventory in rack(s)
6. Console command input
7. In-rack packaging materials disposal



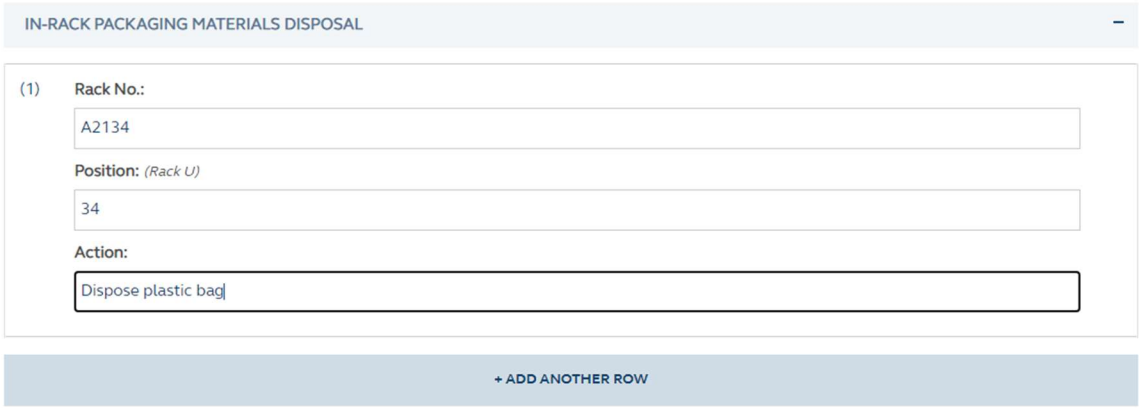
HS004 Remote Hands Services item 1 - 6

Subscriber to choose from one of the Remote Hands services options and input the details for HKEX's reference of the equipment location or any specific action to be performed. Subscriber can submit multiple requests by clicking "ADD ANOTHER ROW"

Note: Equipment power cycling is not recommended to be performed during trading hours. If it is really required in emergency during trading hours, power cycling only toggling on/off switch will be provided while unplugging/plugging of power cords/plugs will not be processed.

HS004 Remote Hands Services item 7

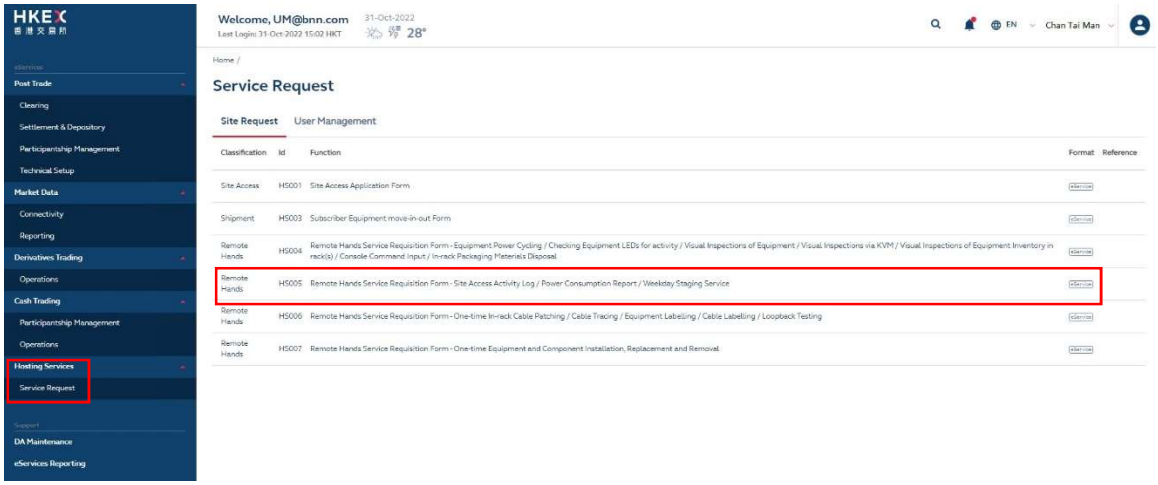
Subscribers can input details and to put on “Action” of what is to be disposed from the rack, Subscriber can submit multiple requests by clicking “ADD ANOTHER ROW”



HS005 Remote Hands Service Requisition Form

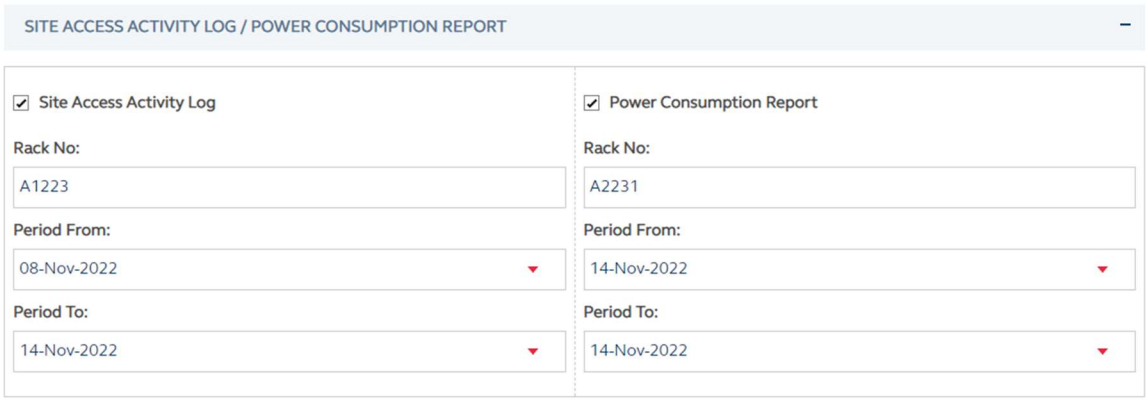
HS005 covers three types of remote hands services such as,

1. Site Access Activity 2. Power Consumption Report 3. Weekday Staging Service



HS005 Remote Hands Services item 1 & 2

Subscriber can select the “Site Access Activity Log” and “Power Consumption Report” respectively or requesting both by clicking the option box(es) together with the details,



HS005 Remote Hands Services item 3

Subscriber can book HKEX staging room service by filling details at “Weekday Staging Service”, Subscriber can submit multiple requests by clicking “ADD ANOTHER ROW”

WEEKDAY STAGING SERVICE −

Package Master No. / SR No.:	23331	Total No. of Equipment:	2

	Equipment Brand Name	Equipment Model	Equipment Serial No.
1	IBM	X3600	abb1222
2	HP	3650	HP11222

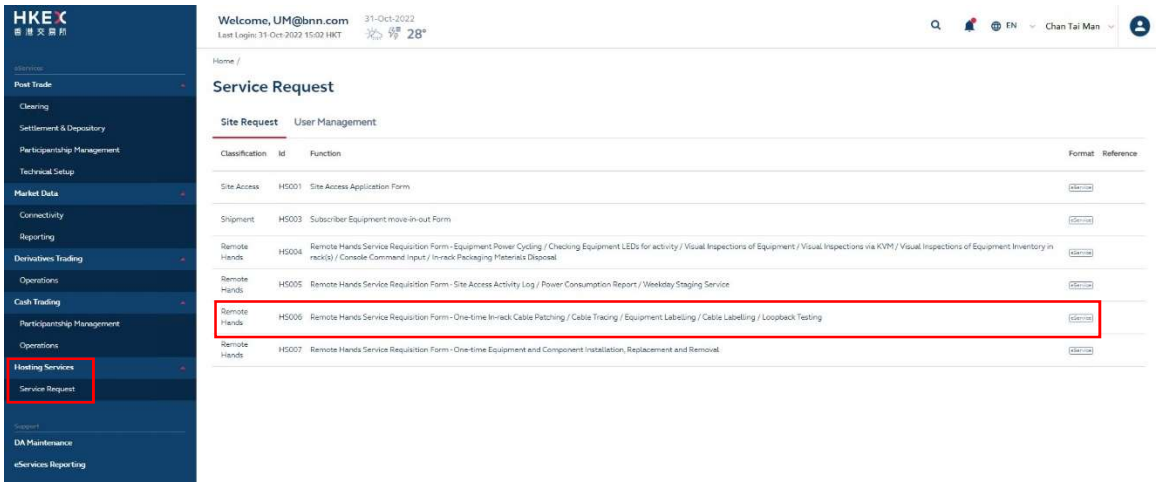
+ ADD ANOTHER ROW

Others, please specify:	

HS006 Remote Hands Service Requisition Form – One-Time In-Rack Cable Patching / Cable Tracing / Equipment Labelling / Cable Labelling / Loopback Testing

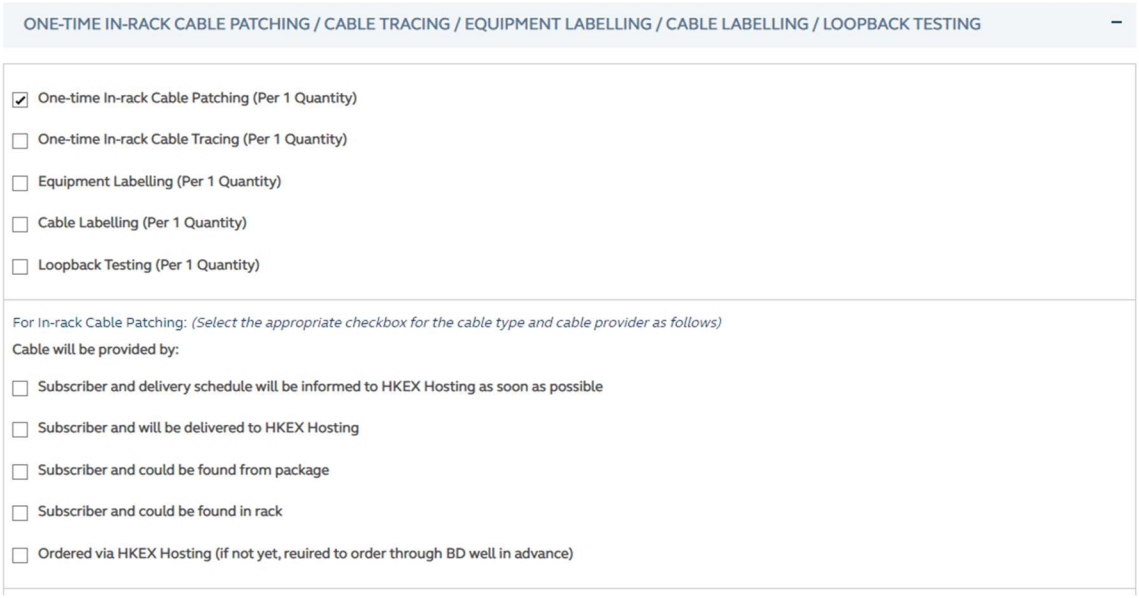
HS006 covers seven types of remote hands services such as,

1. One-Time In-Rack Cable Patching
2. Cable Tracing
3. Equipment Labelling
4. Cable Labelling
5. Loopback Testing



HS006 Remote Hands Services item 1

For One-time In-Rack Cable Patching, Subscriber must also select the options under “Cable will be provided by:”



HS006 Remote Hands Services item 5

For Loopback Test, Subscriber must also complete “Loopback locations”, “Loopback module type” & “Loopback release date”.

ONE-TIME IN-RACK CABLE PATCHING / CABLE TRACING / EQUIPMENT LABELLING / CABLE LABELLING / LOOPBACK TESTING

- [ ] One-time In-rack Cable Patching (Per 1 Quantity)
- [ ] One-time In-rack Cable Tracing (Per 1 Quantity)
- [ ] Equipment Labelling (Per 1 Quantity)
- [ ] Cable Labelling (Per 1 Quantity)
- [x] Loopback Testing (Per 1 Quantity)

For Loopback Testing: *(Select the appropriate checkbox for the loopback location, loopback module type and loopback release date as follows)*

Loopback location:

- [ ] Equipment network port
- [x] Fiber / UTP cable

Loopback module type:

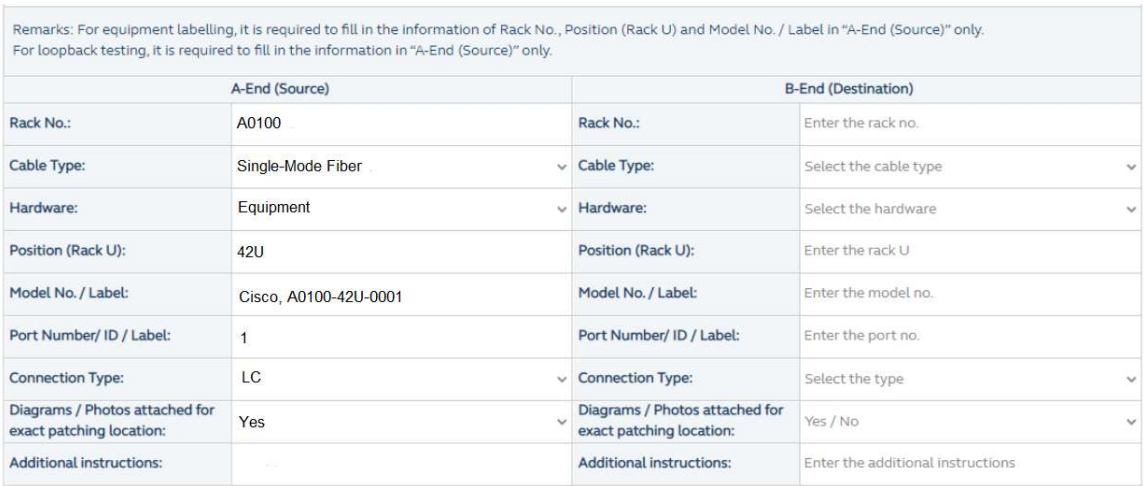
- [ ] Single-Mode LC loopback module / coupler
- [x] Multi-Mode LC loopback module / coupler
- [ ] RJ45 loopback module

Loopback release date: (within 7 days after action date)

- [x] Release in 7th day after action date
- [ ] Release on

HS006 Remote Hands Services item 1 - 5

Apart from selecting the selecting related Service Request, Subscriber must fill in the A-End and B-End information for HKEX to carry out the services accordingly. Subscriber should take note of the remarks when filling in the details

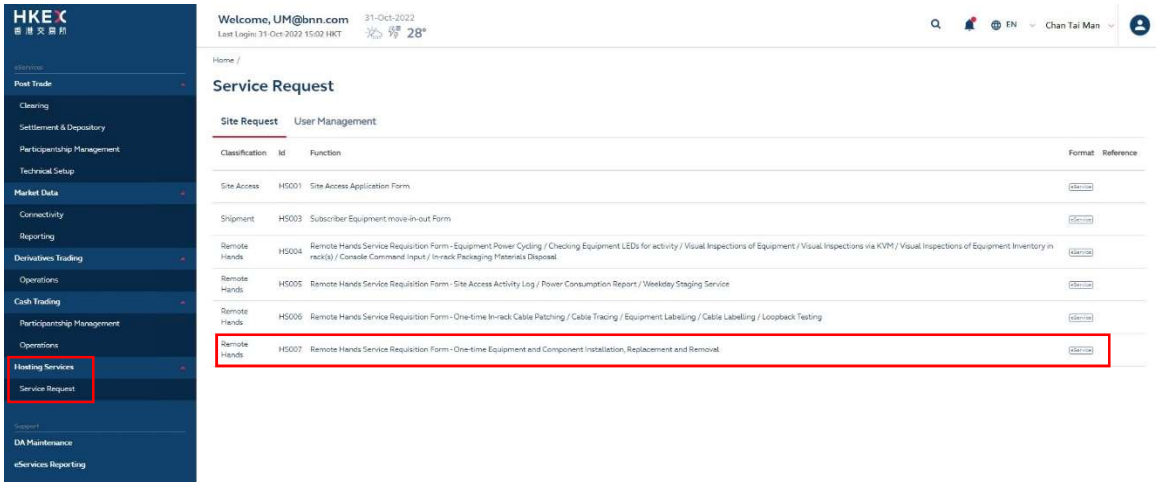


Remarks: For equipment labelling, it is required to fill in the information of Rack No., Position (Rack U) and Model No. / Label in “A-End (Source)” only.
For loopback testing, it is required to fill in the information in “A-End (Source)” only.

A-End (Source)		B-End (Destination)	
Rack No.:	A0100	Rack No.:	Enter the rack no.
Cable Type:	Single-Mode Fiber	Cable Type:	Select the cable type
Hardware:	Equipment	Hardware:	Select the hardware
Position (Rack U):	42U	Position (Rack U):	Enter the rack U
Model No. / Label:	Cisco, A0100-42U-0001	Model No. / Label:	Enter the model no.
Port Number/ ID / Label:	1	Port Number/ ID / Label:	Enter the port no.
Connection Type:	LC	Connection Type:	Select the type
Diagrams / Photos attached for exact patching location:	Yes	Diagrams / Photos attached for exact patching location:	Yes / No
Additional instructions:		Additional instructions:	Enter the additional instructions

HS007 Remote Hands Service Requisition Form – One-Time Equipment And Component Installation, Replacement and Removal

Click on “Service Request” on Left Side Navigation Menu and select “Remote Hands Service Requisition Form – One-Time Equipment And Component Installation, Replacement and Removal”



HS007 Remote Hands Services Form

Subscriber can choose according the actions required for the equipment

- ☐ Equipment Installation/Replacement
- ☐ Equipment Removal
- ☑ Equipment Component Installation/Replacement
- ☐ Equipment Component Removal

Subscriber to fill the information in the “Package(s) Delivery” to indicate the status of the equipment and choose related instructions

(Fill in all required details and select the appropriate checkbox)

Requested Rack No.:	A1112	**Total No. of Racks:**	1
Package(s) Delivery:	☑ Package has been delivered to HKEX Hosting package no. is: 22114 ☐ Package will be delivered to HKEX Hosting ☐ Subscriber and delivery schedule will be informed to HKEX Hosting as soon as possible ☐ No package is required to delivery to HKEX Hosting		
Document of equipment / equipment component installation instructions:	☑ Work instructions of equipment / equipment component installation, replacement and removal ☑ Work of instructions of in-rack cable patching ☐ Others, please specify		

Subscriber must fill in “Quantity of Equipment & Accessories” of the equipment to take action with

Quantity of Equipment & Accessories:	
Equipment:	QTY x1U / QTY x2U / QTY x4U / 1 xTower PC Others, please specify Enter the details
Pairs of Rail:	QTY x1U / QTY x2U / 2 x4U Others, please specify Enter the details
Power Cord:	QTY x BS1363 power plug / 4 x C13 power plug / QTY x C19 power plug
Network Cable:	QTY x Single-Mode Fiber / 4 x Multi-Mode Fiber / QTY x UTP - Straight / QTY x UTP - Cross Over Others, please specify Enter the details
Equipment Component:	QTY x Network interface card / QTY x Cooling fan / QTY x Power supply / 1 x Hard disk drive Others, please specify Enter the details
Others:	1 x Bag of Fixing Screws & nuts (1 bag of fixing screws & nuts is bundled with the subscription of a new rack) QTY x Hook & Loop cable ties for cable management

Subscriber should also fill “Position of the equipment & PDU sockets” to indicate the location of the equipment or component to take action with and if the equipment needing to plug in which position of PDU socket, Subscriber can submit multiple requests by clicking “ADD ANOTHER ROW”

Position of the equipment & PDU sockets:

	Rack Unit		Equipment Name	Equipment Serial No.	Power Status after installation	Position of PDU Socket	
	From	To				Feed A	Feed B
1	34	38	IBX3214	778547	OFF	2	2

+ ADD ANOTHER ROW

Useful information:

GENERAL

1. Client Connect general information on HKEX web site

   Client Connect (hkex.com.hk)

2. Client Connect User Manual on HKEX web site

   Client Connect User Manual (hkex.com.hk)

3. Client Connect FAQ on HKEX web site

   Client Connect (hkex.com.hk)

For any inquiry regarding Hosting Services, please kindly contact our email & hotline as below:

Email: hsservicedesk@hkex.com.hk

Hotline: (852) 2211-6080

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