

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/>

COOKIE POLICY
This website uses cookies. Please refer to our [Privacy Policy](#) for further information. By continuing to use this website, you are consenting to the use of these cookies. CLOSE



WELCOME TO HKEX CLIENT CONNECT

User Login

User ID/Email

Password

LOG IN

[Forgot/Reset your password? >](#)

By logging into this website, you are deemed to have read and accepted the [Terms and Conditions for Client Connect \(last updated on 06-Aug-2022\)](#), and to confirm that the individual(s) whose personal data is disclosed in the use of this application consent to the processing of their personal data in accordance with the [Privacy Policy Statement](#).

Unauthorised access and use are prohibited; HKEX reserves the right to take actions against offenders.

Basic navigation

The screenshot shows the HKEX Client Connect dashboard. The interface includes a left-side navigation menu, a top header with user information and maintenance notices, a main content area with a tasks table, and a bottom section with a calendar and resource area.

1 Left-side Navigation Menu with different eServices, including: Post Trade, Clearing, Settlement & Depository, Partnership Management, Technical Setup, Market Data, Connectivity, Reporting, Derivatives Trading, Operations, Cash Trading, Partnership Management, Operations, Holding Services, Service Request, DA Maintenance, Services Reporting, ECP-2, Synapse, and Fint.

2 A list of Tasks pending Subscriber's action, including: Remote Hands, Shipment, and Site Access.

3 Client Connect maintenance notification: "Welcome, UM@bnn.com" and "Last Login: 31 Oct 2022 13:54 HKT".

4 Profile setting, Password Change & Sign Out, located in the top right corner.

5 News & Resources from HKEX, including the "HKEX CALENDAR" and "WHAT'S ON" sections.

Classification	Company Participant (ID)	Details	Last Update Date	Job Status
Remote Hands	TE Clearing/Clearing H... 8123456	TEMP_0005048 - Remote Hands Service Requisition Form - One-time In-rack Cable Patching / Cable Tracing / Equipment Labelling / Cable Labelling / Loopback Testing	27-Oct-2022	Draft
Remote Hands	TE Clearing/Clearing H... 8123456	TEMP_0005047 - Remote Hands Service Requisition Form - Site Access Activity Log / Power Consumption Report / Weekday Staging Service	27-Oct-2022	Draft
Remote Hands	TE Clearing/Clearing H... 8123456	TEMP_0005045 - Remote Hands Service Requisition Form - Equipment Power Cycling / Checking Equipment LEDs for activity / Visual Inspections of Equipment / Visual Inspections via KVM / Visual Inspections of Equipment Inventory in rack(s) / Console Command Input / In-rack Packaging Materials Disposal	27-Oct-2022	Draft
Shipment	TE Clearing/Clearing H... 8123456	TEMP_0005044 - Subscriber Equipment move-in-out Form	27-Oct-2022	Draft
Shipment	TE Clearing/Clearing H... 8123456	TEMP_0005043 - Subscriber Equipment move-in-out Form	27-Oct-2022	Draft
Site Access	TE Clearing/Clearing H... 8123456	TEMP_0005042 - Site Access Application Form	27-Oct-2022	Draft

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

 香港交易所 eServices	Type of eService	eForms & related function assignment in user management
Post Trade	Site Access request	HS001 (EU_HS_PPC, EU_HS_ACC) Site Access Application Form
Clearing	Subscriber authorisation change	HS002 (EU_HS_PPC) Subscriber Registration Form
Settlement & Depository	Equipment move in-Out	HS003 (EU_HS_PPC) Subscriber Equipment Move-In-Out Form
Participantship Management	Remote hands	HS004 (EU_HS_PPC, EU_HS_REQ) Remote Hands Service Requisition Form
Technical Setup	Remote hands	Equipment Power Cycling / Checking Equipment LEDs For Activity / Visual Inspections Of Equipment / In-Rack Packaging Material Disposal
Market Data	Remote hands	HS005 (EU_HS_PPC, EU_HS_REQ) Remote Hands Service Requisition Form
Connectivity	Remote hands	Site Access Activity Log / Power Consumption Report / Weekday Staging Service
Reporting	Remote hands	HS006 (EU_HS_PPC, EU_HS_REQ) Remote Hands Service Requisition Form
Derivatives Trading	Remote hands	One-time In-rack Cable Patching / Cable Tracing / Equipment Labelling / Cable Labelling
Operations	Remote hands	HS007 (EU_HS_PPC, EU_HS_REQ) Remote Hands Service Requisition Form
Cash Trading	Remote hands	One-time Equipment And Component Installation, Replacement And Removal
Participantship Management		
Operations		
Hosting Services		
Service Request		
Support		
DA Maintenance		
eServices Reporting		
ECP-2		
Synapse		
FINI		

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

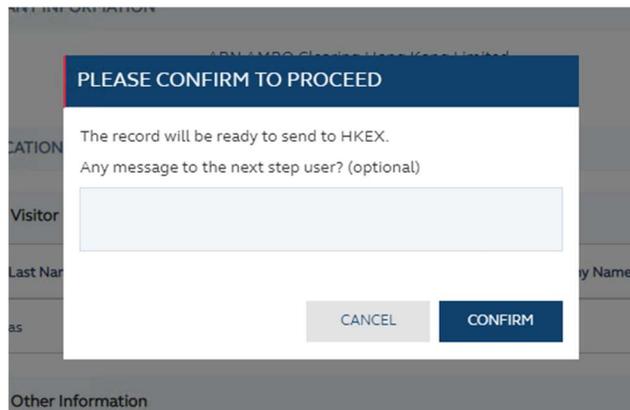
For each of the eServices Form, after Maker filled in required information, Maker to click on “PREVIEW” at top section for Client Connect to verify if there is any mandatory information missing or click “SAVE” to save the Service Request in draft for later process



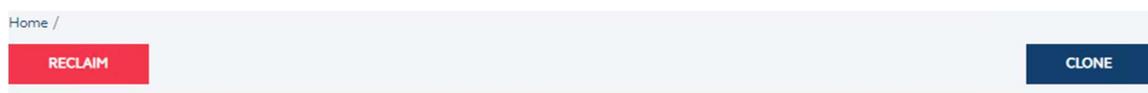
After the preview and no mandatory information missing, Maker can submit the Service Request by clicking “SUBMIT”. If Maker would like to modify or cancel the Service Request, it can be done by clicking “EDIT” or “DISCARD”



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”

Tasks	Notifications	Events	History	
Classification	Company Participant ID	Details	Last Update Date	Job Status
Remote Hands	TE Clearing Clearing H... B123456	TEMP_00005048 - Remote Hands Service Requisition Form - One-time In-rack Cable Patching / Cable Tracing / Equipment Labelling / Cable Labelling / Loopback Testing	27-Oct-2022	Draft
Remote Hands	TE Clearing Clearing H... B123456	TEMP_00005047 - Remote Hands Service Requisition Form - Site Access Activity Log / Power Consumption Report / Weekday Staging Service	27-Oct-2022	Draft
Remote Hands	TE Clearing Clearing H... B123456	TEMP_00005045 - Remote Hands Service Requisition Form - Equipment Power Cycling / Checking Equipment LEDs for activity / Visual Inspections of Equipment / Visual Inspections via KVM / Visual Inspections of Equipment Inventory in rack(s) / Console Command Input / In-rack Packaging Materials Disposal	27-Oct-2022	Draft
Shipment	TE Clearing Clearing H... B123456	TEMP_00005044 - Subscriber Equipment move-in-out Form	27-Oct-2022	Draft
Shipment	TE Clearing Clearing H... B123456	TEMP_00005043 - Subscriber Equipment move-in-out Form	27-Oct-2022	Draft
Site Access	TE Clearing Clearing H... B123456	TEMP_00005042 - Site Access Application Form	27-Oct-2022	Draft

[View all 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

Home /

[CLAIM](#)

HS001 SITE ACCESS APPLICATION FORM

Reference Number: SF_HS01_00013207 Status: 24-Oct-2022 16:34 HKT [Read...](#) [Collapse](#)

COMPANY INFORMATION +

APPLICATION DETAILS -

Part A - Visitor Information

Last Name	Middle Name, First Name	HKID/Pass port No.	Company Name
1 Chan	Tai Man	A123	XYZ

[Top](#)

Part B - Other Information

Granted-to-access Rack(s):
A1009, A1111

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

REVERT REFER TO **CONFIRM**  RELEASE

HS001 SITE ACCESS APPLICATION FORM

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”

The screenshot shows the HKE X eServices interface. On the left, the 'Service Request' option under 'Hosting Services' is highlighted with a red box. The main content area displays a table of service requests under the 'Site Request' tab.

Classification	Id	Function	Format	Reference
Site Access	HS001	Site Access Application Form	PDF	
Shipment	HS003	Subscriber Equipment move-in-out Form	PDF	
Remote Hands	HS004	Remote Hands Service Requisition Form - Equipment Power Cycling / Checking Equipment LEDs for activity / Visual Inspections of Equipment / Visual Inspections via KVM / Visual Inspections of Equipment Inventory in rack(s) / Console Command Input / In-rack Packaging Materials Disposal	PDF	
Remote Hands	HS005	Remote Hands Service Requisition Form - Site Access Activity Log / Power Consumption Report / Weekly Staging Service	PDF	
Remote Hands	HS006	Remote Hands Service Requisition Form - One-time In-rack Cable Patching / Cable Tracing / Equipment Labelling / Cable Labelling / Loopback Testing	PDF	
Remote Hands	HS007	Remote Hands Service Requisition Form - One-time Equipment and Component Installation, Replacement and Removal	PDF	

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”

APPLICATION DETAILS -

Part A - Visitor Information

	Last Name	Middle Name, First Name	HKID/Passport No.	Company Name
1	<input type="text" value="Chan"/>	<input type="text" value="Tai Man"/>	<input type="text" value="A123"/>	<input type="text" value="BCC"/>
2	<input type="text" value="Chan"/>	<input type="text" value="Siu Man"/>	<input type="text" value="B123"/>	<input type="text" value="ABB"/>
3	<input type="text" value="Chan"/>	<input type="text" value="Middle Man"/>	<input type="text" value="C123"/>	<input type="text" value="CCD"/>
4	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>

+ 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,

Part B - Other Information

Granted-to-access Rack(s):

A1234, A2234, A3234

Access Period:

From:

01-Nov-2022

Time:

03:00

To:

01-Nov-2022

Time:

07:30

Remark: Maximum access period is 2 weeks continuously

Please mark ✓ in the appropriate checkbox

*Normal access during trading day(s) (3:00a.m. to 7:30a.m.)

Normal access during non-trading day(s) (Sat, Sun**)

Emergency site access (Break-fix apart from normal access period)

This Field is a required field.

** Site access is not available the next trading day after public holiday*

*** Access end time of last Sunday is 19:30*

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

Authorization:

Move-in

Package collection

Hand carry

Move-out

(Prior notification is required for removal of any subscriber equipment from the Site)

Temporary Storage

Purpose:

Routine checking/maintenance

Network configuration changes

Event/test invited by HKEX

Declaration of carrying data storage device(s):

USB drive

Laptop computer/tablet

Mobile phone

Other data storage device(s):

Request of car parking during site access to HDC (subject to space availability):

Vehicle number(s) for registration:

AA 4321

HS002 Subscriber Registration and Change Registration form

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

The screenshot shows the HKEX Client Connect Admin interface. The left navigation menu is on the left, with 'Service Request' highlighted under the 'Hosting Services' section. The main content area is titled 'Service Request' and has a sub-tab 'User Management'. Below this is a table with the following data:

Classification	Id	Function	Format	Reference
User Management	HS002	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”

Welcome, UM@bnn.com 31-Oct-2022
Last Login: 31 Oct 2022 15:02 HKT 28°

Home / Service Request

Site Request User Management

Classification	Id	Function	Format	Reference
Site Access	HS001	Site Access Application Form		
Shipment	HS003	Subscriber Equipment move-in-out Form		
Remote Hands	HS004	Remote Hands Service Requisition Form - Equipment Power Cycling / Checking Equipment LEDs for activity / Visual Inspections of Equipment / Visual Inspections via KVM / Visual Inspections of Equipment Inventory in racks / Console Command Input / In-rack Packaging Materials Disposal		
Remote Hands	HS005	Remote Hands Service Requisition Form - Site Access Activity Log / Power Consumption Report / Weekday Staging Service		
Remote Hands	HS006	Remote Hands Service Requisition Form - One-time In-rack Cable Patching / Cable Tracing / Equipment Labelling / Cable Labelling / Loopback Testing		
Remote Hands	HS007	Remote Hands Service Requisition Form - One-time Equipment and Component Installation, Replacement and Removal		

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

APPLICATION DETAILS

Field Service Technician's Name:

Field Service Date:

Service Request No.:

Equipment Movement:
 First Move-in Move-in Move-out Total Move-out

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

Field Service Technician's Acknowledgement

I acknowledge the above conditions and understand that each equipment can be moved-in and installed only if the electrical compatibility test and automatic transfer switch (ATS) changeover test are passed. HKEX Hosting will conduct the labeling for Subscriber's equipment on every Saturday 03:00hr – 07:00hr and Sunday 01:00hr – 06:00hr, Subscriber's Rack(s) will be accessed during the period.

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.

HS006 REMOTE HANDS SERVICE REQUISITION FORM - ONE-TIME IN-RACK CABLE PATCHING / CABLE TRACING / EQUIPMENT LABELLING / CABLE LABELLING / LOOPBACK TESTING

Reference Number: Status: Collapse

COMPANY INFORMATION -

From
MRO MROO Clearing Hong Kong Limited

As
 Hosting Service (B123456)

NOTES -

For such service, accept request at least one business day in advance (for pre-verification)

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.

REQUESTED ACTION DATE & TIME (IF THE WORK IS TO BE PERFORMED ON A SPECIFIC DATE AND TIME) -

Requested Action Date: Requested Action 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 | |

The screenshot shows the HKEX Service Request portal. The left sidebar contains a navigation menu with categories like Post Trade, Clearing, Settlement & Depository, etc. The 'Hosting Services' category is expanded, and 'Service Request' is highlighted. The main content area displays a table of service requests. The row for 'Remote Hands' with ID 'HS004' is highlighted with a red border. The description for HS004 is: 'Remote Hands Service Requisition Form - Equipment Power Cycling / Checking Equipment LEDs for activity / Visual Inspections of Equipment / Visual Inspections via KVM / Visual Inspections of Equipment Inventory in rack(s) / Console Command Input / In-rack Packaging Materials Disposal'.

Classification	Id	Function	Format	Reference
Site Access	HS001	Site Access Application Form	PDF	
Shipment	HS003	Subscriber Equipment move-in-out Form	PDF	
Remote Hands	HS004	Remote Hands Service Requisition Form - Equipment Power Cycling / Checking Equipment LEDs for activity / Visual Inspections of Equipment / Visual Inspections via KVM / Visual Inspections of Equipment Inventory in rack(s) / Console Command Input / In-rack Packaging Materials Disposal	PDF	
Remote Hands	HS005	Remote Hands Service Requisition Form - Site Access Activity Log / Power Consumption Report / Weekday Staging Service	PDF	
Remote Hands	HS006	Remote Hands Service Requisition Form - One-time In-rack Cable Patching / Cable Tracing / Equipment Labelling / Cable Labelling / Loopback Testing	PDF	
Remote Hands	HS007	Remote Hands Service Requisition Form - One-time Equipment and Component Installation, Replacement and Removal	PDF	

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"

EQUIPMENT POWER CYCLING / CHECKING EQUIPMENT LEDS FOR ACTIVITY / VISUAL INSPECTIONS OF EQUIPMENT / VISUAL INSPECTIONS VIA KVM / VISUAL INSPECTIONS OF EQUIPMENT INVENTORY IN RACK(S) / CONSOLE COMMAND INPUT

- (1) Equipment Power Cycling Checking Equipment LEDS for activity Visual Inspections of Equipment
 Visual Inspections via KVM Console Command Input
 Visual Inspections of Equipment Inventory in rack(s)
(Information of equipment position, equipment model, equipment label, equipment s/n should be provided)

Rack No.:

A1234

Equipment Position:

23

Equipment Model:

INMXXXXX112

Equipment Label: (either labeled by Subscriber or HKEX Hosting)

12221

Equipment S/N:

eqq23111

Details of Action: (attach the detailed instructions if necessary)

Please see if there is red indication light

+ 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”

IN-RACK PACKAGING MATERIALS DISPOSAL		-
(1)	<p>Rack No.:</p> <input type="text" value="A2134"/>	
	<p>Position: (Rack U)</p> <input type="text" value="34"/>	
	<p>Action:</p> <input type="text" value="Dispose plastic bag"/>	
+ 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

The screenshot shows the HKE X Service Request portal. The left sidebar contains a navigation menu with categories like Post Trade, Market Data, and Hosting Services. The 'Service Request' option under 'Hosting Services' is highlighted with a red box. The main content area displays a table of service requests. The row for 'Remote Hands' with ID 'HS005' and description 'Remote Hands Service Requisition Form - Site Access Activity Log / Power Consumption Report / Weekday Staging Service' is highlighted with a red border. Other rows include 'Site Access', 'Shipment', and various 'Remote Hands' services.

Classification	Id	Function	Format	Reference
Site Access	HS001	Site Access Application Form	<input type="checkbox"/>	
Shipment	HS003	Subscriber Equipment move-in-out Form	<input type="checkbox"/>	
Remote Hands	HS004	Remote Hands Service Requisition Form - Equipment Power Cycling / Checking Equipment LEDs for activity / Visual Inspections of Equipment / Visual Inspections via KVM / Visual Inspections of Equipment Inventory in rack(s) / Console Command Input / In-rack Packaging Materials Disposal	<input type="checkbox"/>	
Remote Hands	HS005	Remote Hands Service Requisition Form - Site Access Activity Log / Power Consumption Report / Weekday Staging Service	<input type="checkbox"/>	
Remote Hands	HS006	Remote Hands Service Requisition Form - One-time In-rack Cable Patching / Cable Tracing / Equipment Labelling / Cable Labelling / Loopback Testing	<input type="checkbox"/>	
Remote Hands	HS007	Remote Hands Service Requisition Form - One-time Equipment and Component Installation, Replacement and Removal	<input type="checkbox"/>	

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,

SITE ACCESS ACTIVITY LOG / POWER CONSUMPTION REPORT

<input checked="" type="checkbox"/> Site Access Activity Log	<input checked="" type="checkbox"/> Power Consumption Report
Rack No: <input style="width: 90%;" type="text" value="A1223"/>	Rack No: <input style="width: 90%;" type="text" value="A2231"/>
Period From: <input style="width: 90%;" type="text" value="08-Nov-2022"/>	Period From: <input style="width: 90%;" type="text" value="14-Nov-2022"/>
Period To: <input style="width: 90%;" type="text" value="14-Nov-2022"/>	Period To: <input style="width: 90%;" type="text" value="14-Nov-2022"/>

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

The screenshot shows the HKEX Service Request portal. The left sidebar contains a navigation menu with categories like Post Trade, Clearing, Settlement & Depository, etc. The main content area is titled 'Service Request' and displays a table of service items. The table has columns for Classification, Id, Function, Format, and Reference. The item 'Remote Hands - HS006 Remote Hands Service Requisition Form - One-time In-rack Cable Patching / Cable Tracing / Equipment Labelling / Cable Labelling / Loopback Testing' is highlighted with a red box.

Classification	Id	Function	Format	Reference
Site Access	HS001	Site Access Application Form		
Shipment	HS003	Subscriber Equipment move-in-out Form		
Remote Hands	HS004	Remote Hands Service Requisition Form - Equipment Power Cycling / Checking Equipment LEDs for activity / Visual Inspections of Equipment / Visual Inspections via KVM / Visual Inspections of Equipment Inventory in rack(s) / Console Command Input / In-rack Packaging Materials Disposal		
Remote Hands	HS005	Remote Hands Service Requisition Form - Site Access Activity Log / Power Consumption Report / Weekday Staging Service		
Remote Hands	HS006	Remote Hands Service Requisition Form - One-time In-rack Cable Patching / Cable Tracing / Equipment Labelling / Cable Labelling / Loopback Testing		
Remote Hands	HS007	Remote Hands Service Requisition Form - One-time Equipment and Component Installation, Replacement and Removal		

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:”

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)

Loopback Testing (Per 1 Quantity)

For In-rack Cable Patching: (Select the appropriate checkbox for the cable type and cable provider as follows)

Cable will be provided by:

Subscriber and delivery schedule will be informed to HKEX Hosting as soon as possible

Subscriber and will be delivered to HKEX Hosting

Subscriber and could be found from package

Subscriber and could be found in rack

Ordered via HKEX Hosting (if not yet, required to order through BD well in advance)

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)
 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
 Fiber / UTP cable

Loopback module type:

Single-Mode LC loopback module / coupler
 Multi-Mode LC loopback module / coupler
 RJ45 loopback module

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

Release in 7th day after action date
 Release on

HS006 Remote Hands Services item 1 - 5

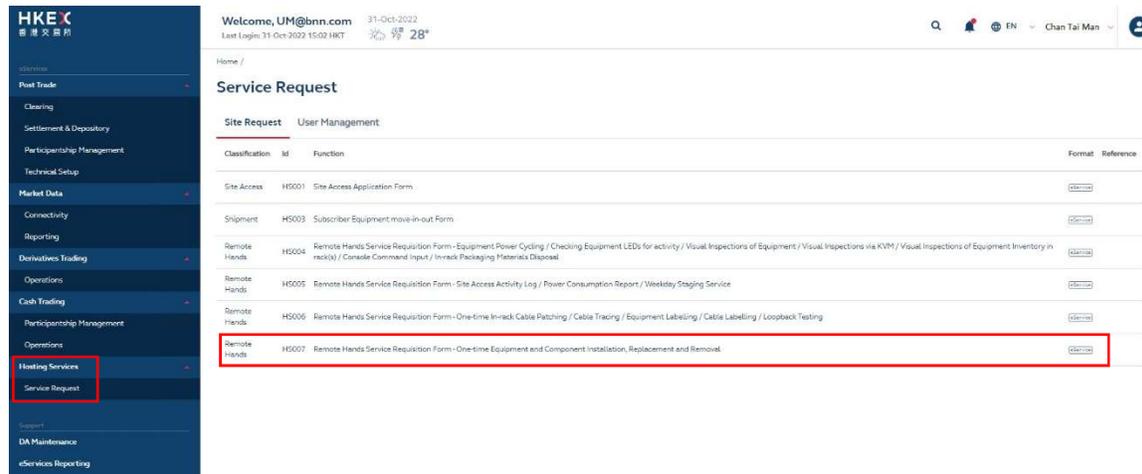
Apart from selecting the selecting related Service Request, Subscriber must fill in the A-End and B-End information for HKEX to carry out the services accordingly. Subscriber should take note of the remarks when filling in the details

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:	<input checked="" type="checkbox"/> Package has been delivered to HKEX Hosting package no. is: <input type="text" value="22114"/> <input type="checkbox"/> Package will be delivered to HKEX Hosting <input type="checkbox"/> Subscriber and delivery schedule will be informed to HKEX Hosting as soon as possible <input type="checkbox"/> No package is required to delivery to HKEX Hosting		
Document of equipment / equipment component installation instructions:	<input checked="" type="checkbox"/> Work instructions of equipment / equipment component installation, replacement and removal <input checked="" type="checkbox"/> Work of instructions of in-rack cable patching <input type="checkbox"/> Others, please specify		

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

Quantity of Equipment & Accessories:	
Equipment:	<input type="text"/> QTY x1U / <input type="text"/> QTY x2U / <input type="text"/> QTY x4U / <input type="text"/> 1 xTower PC Others, please specify <input type="text"/> Enter the details
Pairs of Rail:	<input type="text"/> QTY x1U / <input type="text"/> QTY x2U / <input type="text"/> 2 x4U Others, please specify <input type="text"/> Enter the details
Power Cord:	<input type="text"/> QTY x BS1363 power plug / <input type="text"/> 4 x C13 power plug / <input type="text"/> QTY x C19 power plug
Network Cable:	<input type="text"/> QTY x Single-Mode Fiber / <input type="text"/> 4 x Multi-Mode Fiber / <input type="text"/> QTY x UTP - Straight / <input type="text"/> QTY x UTP - Cross Over Others, please specify <input type="text"/> Enter the details
Equipment Component:	<input type="text"/> QTY x Network interface card / <input type="text"/> QTY x Cooling fan / <input type="text"/> QTY x Power supply / <input type="text"/> 1 x Hard disk drive Others, please specify <input type="text"/> Enter the details
Others:	<input type="text"/> 1 x Bag of Fixing Screws & nuts (1 bag of fixing screws & nuts is bundled with the subscription of a new rack) <input type="text"/> 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 <input type="button" value="v"/>	2	2
+ ADD ANOTHER ROW							

Useful information:

GENERAL

1. Client Connect general information on HKEX web site
[Client Connect \(hkex.com.hk\)](http://hkex.com.hk)
2. Client Connect User Manual on HKEX web site
[Client Connect User Manual \(hkex.com.hk\)](http://hkex.com.hk)
3. Client Connect FAQ on HKEX web site
[Client Connect \(hkex.com.hk\)](http://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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