



## Lyve Cloud Object Storage Reseller Guide

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# Introduction

Lyve Cloud Object Storage is Simple Storage Service (S3) compatible with public and hybrid infrastructures, allowing customers to safely store their data with multi-copy geographically distributed data protection, immutability options, and eventually consistent replication. It is hyper-scalable to serve the needs of varying workload types, and can easily be integrated with existing S3 compatible applications.

- An S3 bucket is a public cloud storage resource which contains objects.
- The S3 data model uses a flat structure. There is no hierarchy of folders and subfolders—all objects are stored inside the root of the bucket.
- You can filter objects using prefixes and delimiters to a subset of the bucket.
- An object is uniquely identified by its bucket, its full name (also known as object ID), and optional associated metadata.

## Clients and network connectivity

Lyve Cloud Object Storage exposes an S3 compatible interface over HTTPS. The interface can be used interactively or programatically:

### Interactively

- A web-based GUI best suited for simplified management access: <https://console.<endpoint>.lyve.seagate.com/>
- A third-party S3 compatible GUI or CLI client

### Programmatically

- Via API calls with S3 compatible SDKs or libraries with an endpoint, access key, and secret key credentials

## API guide

The API Guide is accessible from the web GUI and can also be viewed online: [Lyve Cloud Object Storage API User Guide](#).

Lyve Cloud Object Storage has been tested against all major SDKs for S3 clients (python library, AWS SDK Go library, AWS SDK JS library), S3 GUIs (CyberDuck, S3browser), and various S3 capable applications. See the following Lyve Cloud Object Storage compatibility listing. Contact Lyve Cloud Support if you do not see an application that suits your needs.



# Getting Started

## Sign in as a reseller

To access the Reseller interface, use the following URL:

`https://console.<endpoint-name>.lyve.seagate.com/admin/signin`

replacing <endpoint-name> with your specific endpoint. See [Endpoint URLs](#) in the Lyve Cloud Object Storage Product Features Guide.

## Set up customer accounts

To create a customer account (also known as a reseller subaccount):

1. Using the web GUI, go to the customer page and select **Add Customer** in the upper right corner of the page. This is used by the root account to create customer subaccounts.
2. Enter the following required details:
  - **Name**—Name of customer account
  - **Email**—Email address for the customer account administrator or owner/user
  - **Password**—Password for the customer account administrator or owner/user
3. After the account has been created by selecting **Add Customer**, it's strongly recommended that you select **Reset Password** on the customer's details page. This will generate a password reset URL that will be emailed to the customer, and is more secure than sending the password you entered during account creation.
4. Select the sites in which the customer can create buckets. The customer will only be able to view and use sites that you've enabled.



Once you have created the customer account, proceed to the IP Protect screen to whitelist the customer's IP address(es) for access to Lyve Cloud Object Storage.

## IP Protect

IP Protect is a feature that enables granular whitelisting to resources for both reseller and customer users. It allows you to explicitly ensure that only a specific IP address or range of IP addresses has access to a specific resource.

- You can remove all restrictions by using 0.0.0.0/0 as the whitelisted IP address.

- IP Protect currently works with IPv4 and is not designed for IPv6.

To access IP Protect:

1. In the web GUI, use the dropdown menu in the top navigation bar to select the customer account.
2. Select **ADD RULE**.

IP whitelist rules will be automatically approved when submitted from the reseller administrator account. Requests from a customer account will require approval from the reseller administrator.

## Enable/disable customer accounts

The customer's account settings can be used to enable or disable the Lyve Space service. When disabled, users will not be able to access the account using the web GUI or S3 services.

- Changes to this control are dynamic but can take a minute to fully take effect.
- Changing the setting does not affect the data stored in the account. This allows reseller to limit access to an account without touching the actual data in the account.

## Replication enforcement

If a customer has access to multiple locations, the reseller can force all the buckets in that account to be automatically replicated to all sites (if replication is allowed). The feature is enabled by selecting the **Replication enforcement** button during account creation or at any time afterwards.

- When enabled, any new bucket created in the account will be forced to be replicated in all possible sites.
- The setting has no effect on previously created buckets.
- It is recommended to leave this functionality disabled for customer accounts.

# Appendix

## Statistics of transfer

In the Lyve Cloud Object Storage reseller page, you can display statistics of the buckets in a customer account, including:

- Storage and transfer rates
- Total used space (GB)
- Number of objects stored
- Egress and ingress traffic (aggregated by day)

This can provide insight into when customers are using the most bandwidth.

The admin can choose the date interval to display and export the data to a .CSV file for processing using third-party programs.

- To view the statistics for the entire reseller account, select **Stats** in the top navigation bar.
- To view the statistics for a customer account, go to the Customer page and scroll down past the account details.



Information on how to obtain the same data in a programmatic way is available in the API documentation.

## Support

For further support:

- Select the **Support** tab in the web GUI.
- Contact Lyve Support at [lyve.support@seagate.com](mailto:lyve.support@seagate.com).
- To open a support ticket, [contact the Lyve Support Center](#) (Lyve account email required).
- For details on Lyve Cloud Object Storage API, see the [Lyve Cloud Object Storage API User Guide](#)

## Troubleshooting

The following are some troubleshooting tips for common issues.

- If you are unable to connect to the web portal with the password reset URL provided with your

credentials, select the **Forgot Password** button on the console page and enter your email address to receive a new reset URL. If an email is not delivered to your inbox, make sure it wasn't forwarded to your junk folder. If needed, you can contact Lyve Support at [support.lyvecloud@seagate.com](mailto:support.lyvecloud@seagate.com) to request a new reset URL. Note that each password reset URL has a time limit.

- If you have obtained a new password reset URL and are still unable to connect to the web GUI, make note of the error you are receiving.

Invalid Account, Email address or Password	Check that this matches the credentials you were sent. The account name is not the same as the email address.
Your IP address (xxx.xxx.xxx.xxx) is not allowed. Make sure you are connected to the correct network and try again.	Check that your IP address was correctly submitted for whitelisting. To view your IP address, open a browser and navigate to <a href="https://whatsmyip.com/">https://whatsmyip.com/</a> .



For additional assistance, contact your account team at [sales.lyvecloud@seagate.com](mailto:sales.lyvecloud@seagate.com).