RSTOR®

RSTOR Space

APAC Reseller Quick Start Guide

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1 Introduction

RSTOR SPACE™ is RSTOR's core product offering that is **S3 compatible** with public and hybrid infrastructures. RSTOR Space allows customers to safely store their data with multi-copy geographically distributed data protection, immutability options and eventually consistent replication. RSTOR Space is hyper-scalable to serve the needs of varying workload types.

As an S3 compatible storage system, RSTOR Space can easily be integrated with existing S3 compatible applications.

An **S3 bucket** is a public cloud storage resource which contains objects. The Simple Storage Service **(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. It is possible to 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 optionally the associated metadata.

1.1 Clients and Network Connectivity

RSTOR Space exposes an S3 compatible interface over HTTPS. The interface can be used in two ways:

Interactively:
- RSTOR's Native Web GUI, best for simplified management access (https://s3.<resellername>.rstorcloud.io/)
- Third-Party S3 compatible GUI or CLI client

Programmatically:
- Via API calls with S3 compatible SDKs or libraries with Endpoint, Access Key and Secret Key credentials

1.2 API Guide

The API Guide is accessible from the RSTOR Space Web GUI:

https://s3.<resellerername>.rstorcloud.io/apidoc/index.html

RSTOR Space 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. Please check with RSTOR for the compatibility listing, if you do not see one applicable to your needs, let us know.

2   Getting Started

Additional information about all of the options available is located in the RSTOR Space User Guide.

2.1   Sign In As Reseller

To access the Reseller interface, use the following URL, inserting your reseller account name: https://<resellername>.rstorcloud.io/admin/signin.

2.2   Set Up Customer Accounts

A Reseller sub-account (Customer Account) is created by using the add in the upper right corner of the web GUI of the Customer page (or through the RSTOR API). This is used by the Root account to create the customer sub accounts.

> **Name**: Name of customer account
>
> **Emai**l: Email address for the customer sub-account administrator or owner/user
>
> **Password**: Password for the sub-account administrator or owner/user
>
> ***NOTE*** It is strongly advised that after the account has been created by clicking "Add Customer", you then click "Reset Password" in the customer details to generate a password reset URL to be sent to the customer, rather than sending the password that was entered for the account creation.

These are the required fields that must be entered to create a sub-tenant account.

Once you have created the sub-tenant account choose which RSTOR services you will be providing to the account. Both Space and Transporter are enabled by default. Then proceed to the RProtect screen to whitelist the customer's IP address(es) for access to RSTOR Space.

2.3   RProtect

RProtect is a feature that enables granular whitelisting to resources for both Reseller and Customer personalities.

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RProtect can explicitly ensure that no one, except a select IP address or a range of IP addresses have access to a specific resource. *It can also be used to remove all restrictions by using 0.0.0.0/0 as the whitelisted IP address.* RProtect currently works with IPv4 and is not designed for IPv6.

RProtect is accessed from the top navigation bar of the web GUI. Choose the customer sub-account from the dropdown, then click ADD RULE.

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

3 Appendix

3.1 Statistics of Transfer

In the RSTOR Space Reseller portal, you can display statistics of the buckets under your reseller sub-user (Customer) account along with the storage and transfer rates. It will also display a graph with the total used space (GB), number of objects stored, and egress and ingress traffic, all aggregated by day. This can give insight into when your users seem to be using the most bandwidth.

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

1. To view the statistics for the entire reseller account, click on "Stats" in the top navigation bar.

2. The statistics for each customer sub-account are shown on the customer page. Scroll down the page below the account details for the statistics of that customer sub-account.

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

3.2 Support

Through the RSTOR Space portal, you can receive further support through the support tab, then clicking on "READ MORE" for API documentation, or "CONTACT US" to open a support ticket or check our knowledge base.

3.3 Troubleshooting

The following are some troubleshooting tips for the most common problems we have encountered. Please contact your account team for additional assistance.

a. If you are unable to connect to the RSTOR Space web portal using the password reset URL provided with your credentials, please contact RSTOR for a new reset URL. There is a time limit in which these URLs are able to be used.

b. If you have obtained a new password reset URL and are still unable to connect to the RSTOR Space web portal, please make note of the error you are receiving.

   a. "invalid Account, E-mail address or Password" – check these match the credentials you were sent. The account name is not the same as the e-mail address.

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b. "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 is the same as was submitted to RSTOR for whitelisting. To obtain your IP address you can go to https://whatsmyip.com/