

WHAT IS CLAIMED IS:

1. A method for managing networks and machines for an online service, comprising:

receiving and processing a-requests at a central service to perform a-tasks in an
5 online service comprising different networks; wherein each of the requests that are task
received relates to at least one of: configuring, updating and managing machines in at least
one of the different networks that are used in providing the online service; wherein the
requests are is-received through an idempotent and asynchronous application
programming interface (API) such that duplicate requests to the central service result in a
10 same result and wherein the central service continues receiving and processing the
requests during an upgrade to a database that is used by the central service to process the
requests and perform the tasks; and

processing each of the received requests by performing actions, comprising:
updating the a-database with one or more values relating to the task, wherein the
15 one or more values are a desired state of the task;
adding a job to a job queue for performing the task; and
executing the task, wherein executing the task comprises a process that is assigned
to execute the task and access the one or more values relating to the task from the database
to determine the desired state of the task.

20 2. The method of Claim 1, wherein executing the task comprises executing a
shell on a local machine that invokes a process to start on a remote machine in one of the
different networks to perform the task.

3. The method of Claim 1, wherein virtual machines within the different
networks are configured into farms.

25 43. The method of Claim 1, wherein when the request is a request to update at
least one of the machines within one of the different networks, comprises automatically
installing a virtual hard disk image on the machine and starting the image when installed.

54. The method of Claim 3, wherein when the request is a request to update
one of the farms comprises configuring a new farm that comprises a different set of
30 machines with one or more virtual hard disk images of a same version; starting the new
farm; and transferring requests from the old farm to the new farm.

65. The method of Claim 1, wherein the requests are is-received at a single
location for each of the different networks, wherein the single location comprises a work
manager for performing operations relating to managing jobs for performing the tasks, a

machine manager for tracking a current and a desired state of the physical machines within the different networks, and an application manager for managing application specific information for the online service.

5 ~~76.~~ The method of Claim 1, wherein a tenant database is maintained that includes a single row for each tenant, ~~wherein a work database is maintained that includes a single row for each requested job, wherein a machine database is maintained that includes a single row for each machine.~~

8. The method of Claim 7, wherein a work database is maintained that includes a single row for each requested job.

10 9. The method of Claim 7, wherein a machine database is maintained that includes a single row for each machine.

~~107.~~ A computer-readable storage medium, excluding a signal, having computer-executable instructions ~~for~~, comprising:

receiving and processing requests at a central service to perform ~~a~~ tasks in an
15 online service that provided document collaboration services for different networks; wherein each of the ~~task~~-received requests relates to at least one of: configuring, updating and managing machines in at least one of the different networks that are used in providing the online service; wherein the requests are ~~is~~-received through an idempotent and asynchronous application programming interface (API) such that duplicate requests to the
20 central service result in a same result and wherein the central service continues receiving and processing the requests during an upgrade to a database that is used by the central service to process the requests and perform the tasks; wherein the central service comprises a work manager for performing operations relating to managing jobs for performing the tasks, a machine manager for tracking a current and a desired state of the
25 physical machines within the different networks, and an application manager for managing application specific information for the document collaboration services of the online service; and

processing each of the received requests by performing actions, comprising:

updating the ~~a~~-database with one or more values relating to the task, wherein the
30 one or more values are a desired state of the task;

adding a job to a job queue for performing the task; and

executing the task, wherein executing the task comprises a process that is assigned to execute the task and access the one or more values relating to the task from the database to determine the desired state of the task, ~~wherein executing the task comprises executing~~

~~a shell on a local machine that invokes a process to start on a remote machine in one of the different networks to perform the task.~~

11. The computer-readable storage medium of Claim 10, wherein executing the task comprises executing a shell on a local machine that invokes a process to start on a remote machine in one of the different networks to perform the task.

12. The computer-readable storage medium of Claim 10, wherein virtual machines within the different networks are configured into farms that are managed and deployed by the central service.

13. The computer-readable storage medium of Claim 10, wherein when the request is a request to update at least one of the machines within one of the different networks, comprises automatically installing a virtual hard disk image on the machine and starting the image when installed.

14. The computer-readable storage medium of Claim 12, wherein when the request is a request to update one of the farms comprises configuring a new farm that comprises a different set of machines with one or more virtual hard disk images of a same version; starting the new farm; and transferring requests from the old farm to the new farm.

15. The computer-readable storage medium of Claim 10, wherein a tenant database is maintained that includes a single row for each tenant, wherein a work database is maintained that includes a single row for each requested job, and wherein a machine database is maintained that includes a single row for each machine.

16. A system for, comprising:
a processor and a computer-readable medium;
an operating environment stored on the computer-readable medium and
executing on the processor; and

a cloud manager operative to perform actions, comprising:

receiving and processing requests at a central service to perform ~~a~~ tasks in an online service that provides ~~s~~ document collaboration services for different networks; wherein each of the ~~task~~-received requests relates to at least one of: configuring, updating and managing machines in at least one of the different networks that are used in providing the online service; wherein the requests are ~~is~~-received through an ~~d~~ idempotent and asynchronous application programming interface (API) such that duplicate requests result in a same result and wherein the central service continues

receiving and processing the requests during an upgrade to a database that is used by the central service to process the requests and perform the tasks;

wherein the central service comprises a work manager for performing operations relating to managing jobs for performing the tasks, a machine manager for tracking a current and a desired state of the physical machines within the different networks, and an application manager for managing application specific information for the document collaboration services of the online service; and

processing each of the received requests by performing actions, comprising:

updating the ~~a~~-database with one or more values relating to the task, wherein the one or more values are a desired state of the task;

adding a job to a job queue for performing the task; and

executing the task, wherein executing the task comprises a process that is assigned to execute the task and access the one or more values relating to the task from the database to determine the desired state of the task.

179. The system of Claim 168, wherein executing the task comprises executing a shell on a local machine that invokes a process to start on a remote machine in one of the different networks to perform the task.

1840. The system of Claim 168, wherein when the request is a request to update at least one of the machines within one of the different networks, comprises automatically installing a virtual hard disk image on the machine and starting the image when installed.

19. The system of Claim 18, wherein when the request is a request to update one of the farms comprises configuring a new farm that comprises a different set of machines with one or more virtual hard disk images of a same version; starting the new farm; and transferring requests from the old farm to the new farm.

20. The system of Claim 16, wherein a tenant database is maintained that includes a single row for each tenant, wherein a work database is maintained that includes a single row for each requested job, and wherein a machine database is maintained that includes a single row for each machine.